

Results for: Softball New Zealand Stakeholder Survey - Club Member, Coach, Official etc

1) I'm a:

Female

77 (46.1%)

Male

90 (53.9%)

2) I am of:

Maori descent

43 (25.7%)

Pacific Island descent

15 (9.0%)

New Zealand European

90 (53.9%)

Other

19 (11.4%)

3) I am:

18 and under

5 (3.0%)

19 and over

162 (97.0%)

4) What Softball Association are you associated with?

Auckland

51 (30.5%)

Bay of Plenty

0 (0.0%)

Canterbury

10 (6.0%)

Central Otago

2 (1.2%)

Counties Manukau

9 (5.4%)

Hawke's Bay

6 (3.6%)

Hutt Valley

17 (10.2%)

Manawatu

5 (3.0%)

Wanganui

1 (0.6%)

Marlborough 5 (3.0%)**Nelson** 7 (4.2%)**New Zealand Defence Force** 1 (0.6%)**North Harbour** 12 (7.2%)**North Otago** 3 (1.8%)**Otago** 4 (2.4%)**Southland** 6 (3.6%)**Tairāwhiti (Gisborne)** 1 (0.6%)**Taranaki** 3 (1.8%)**Waikato** 18 (10.8%)**Wellington** 6 (3.6%)**West Coast** 0 (0.0%)

5) I am a (tick all that apply):

Coach 76 (21.5%)**Manager** 49 (13.8%)**Official** 46 (13.0%)**Administrator** 42 (11.9%)**Committee/board member** 66 (18.6%)**Fan** 40 (11.3%)**Volunteer in another capacity** 23 (6.5%)**Other** 12 (3.4%)

6) Are you on Facebook? If yes, have you liked the Softball New Zealand Facebook page?

Yes 78 (41.7%)**No** 76 (40.6%)**Yes, I have 'liked' the Softball New Zealand Facebook page** 33 (17.6%)

7) How were you introduced to softball?

Through family

 79 (47.3%)

Through friends

 52 (31.1%)

Through school

 24 (14.4%)

Other

 12 (7.2%)

8) Being a team player Players and club members develop a sense of belonging to a team, whether this is a softball team or teams of volunteers. Being involved provides opportunities for developing positive behaviour; learning to watch out for others and to support others through a team sport.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
My club promotes a sense of belonging to all that belong within the club	1 (0.86%)	1 (0.86%)	7 (6.03%)	5 (4.31%)	16 (13.79%)	41 (35.34%)	45 (38.79%)	116	5.91 / 7 (84.43%)
My club meets my needs as a valued member	1 (0.86%)	1 (0.86%)	5 (4.31%)	7 (6.03%)	28 (24.14%)	44 (37.93%)	30 (25.86%)	116	5.69 / 7 (81.29%)
									5.80 / 7 (82.86%)

9) Respect The ability to celebrate the value in ourselves and others within the softball community

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
Members of my club have respect for club facilities	0 (0.00%)	0 (0.00%)	3 (2.59%)	6 (5.17%)	28 (24.14%)	51 (43.97%)	28 (24.14%)	116	5.82 / 7 (83.14%)
Within my club there is general respect for all players, coaches, volunteers and each other and the game	0 (0.00%)	1 (0.86%)	6 (5.17%)	4 (3.45%)	27 (23.28%)	51 (43.97%)	27 (23.28%)	116	5.74 / 7 (82.00%)
									5.78 / 7 (82.57%)

10) Positive behaviour A positive club culture that has good behaviour standards. Coaches, volunteers and parents expect and foster high standards of behaviour on and off the field among players as well as sideline supporters on game day. Please tick "neither" if the alcohol question is irrelevant to you.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
My club promotes an ethos of good behaviour standards	1 (0.86%)	1 (0.86%)	3 (2.59%)	2 (1.72%)	24 (20.69%)	50 (43.10%)	35 (30.17%)	116	5.91 / 7 (84.43%)
Coaches, volunteers and parents within my club foster high standards of behaviour both on and off the diamond on game day	1 (0.86%)	0 (0.00%)	4 (3.45%)	3 (2.59%)	33 (28.45%)	46 (39.66%)	29 (25.00%)	116	5.77 / 7 (82.43%)
Members of my club are proud to represent their community and their families	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (3.45%)	22 (18.97%)	47 (40.52%)	43 (37.07%)	116	6.11 / 7 (87.29%)
My club has a positive culture in dealing with issues relating to alcohol	2 (1.72%)	2 (1.72%)	6 (5.17%)	22 (18.97%)	20 (17.24%)	37 (31.90%)	27 (23.28%)	116	5.37 / 7 (76.71%)

My club visually promotes values and good behaviour through behavioural examples and written material (i.e. posters, in newsletters etc)	2 (1.72%)	3 (2.59%)	12 (10.34%)	14 (12.07%)	26 (22.41%)	34 (29.31%)	25 (21.55%)	116	5.25 / 7 (75.00%)
									5.68 / 7 (81.17%)

11) Mentors Mentoring comes as second nature to many club people. It is often for those ending the conclusion of their career that see their role as giving back to softball, to their club and community. Please tick "neither" if the alcohol question is irrelevant to you.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
There are members within my club used as mentors on various levels to support each other	0 (0.00%)	0 (0.00%)	2 (1.72%)	11 (9.48%)	34 (29.31%)	40 (34.48%)	29 (25.00%)	116	5.72 / 7 (81.71%)
The club has a mentorship program running within its structure	4 (3.45%)	9 (7.76%)	18 (15.52%)	32 (27.59%)	23 (19.83%)	17 (14.66%)	13 (11.21%)	116	4.41 / 7 (63.00%)
If I had a problem drinking excess alcohol I know I could turn to someone within my club for support	3 (2.59%)	8 (6.90%)	9 (7.76%)	46 (39.66%)	12 (10.34%)	22 (18.97%)	16 (13.79%)	116	4.60 / 7 (65.71%)
There is a person in my club I can turn to for guidance if I need advice managing alcohol	3 (2.59%)	10 (8.62%)	6 (5.17%)	48 (41.38%)	13 (11.21%)	22 (18.97%)	14 (12.07%)	116	4.55 / 7 (65.00%)
									4.82 / 7 (68.86%)

12) Club loyalty Loyal members are supporters and volunteers with a strong emotional bond to the club that holds true even through changing times.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
I have a strong emotional bond to my club even through changing times	2 (1.72%)	1 (0.86%)	3 (2.59%)	9 (7.76%)	18 (15.52%)	41 (35.34%)	42 (36.21%)	116	5.85 / 7 (83.57%)
If I left my club for genuine reasons e.g. work, education, travel I would re affiliate to the same club given the opportunity	1 (0.86%)	2 (1.72%)	5 (4.31%)	5 (4.31%)	17 (14.66%)	34 (29.31%)	52 (44.83%)	116	5.97 / 7 (85.29%)
									5.91 / 7 (84.43%)

13) Family time Clubrooms are an ideal venue to celebrate family milestones such as 21st birthday celebrations, funerals etc. Club rooms are a facility to engage the community, many of whom are non club members.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
My club promotes a family connection	0 (0.00%)	0 (0.00%)	1 (0.86%)	7 (6.03%)	18 (15.52%)	50 (43.10%)	40 (34.48%)	116	6.04 / 7 (86.29%)
My club respects family values	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (3.45%)	17 (14.66%)	49 (42.24%)	46 (39.66%)	116	6.18 / 7 (88.29%)
My club rooms are regular venue for family events, 21st birthday celebrations, funerals etc	4 (3.45%)	3 (2.59%)	6 (5.17%)	43 (37.07%)	13 (11.21%)	28 (24.14%)	19 (16.38%)	116	4.88 / 7 (69.71%)
									5.70 / 7 (81.43%)

14) Leadership and direction Leadership is about taking people to a place that they would not go to by themselves. Good leaders provide that by delivering and demonstrating purpose, direction, goals and guidance.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
I have confidence in the leadership of my club	1 (0.86%)	3 (2.59%)	7 (6.03%)	4 (3.45%)	21 (18.10%)	47 (40.52%)	33 (28.45%)	116	5.71 / 7 (81.57%)
I am aware of the direction my club is taking	1 (0.86%)	2 (1.72%)	12 (10.34%)	5 (4.31%)	21 (18.10%)	40 (34.48%)	35 (30.17%)	116	5.61 / 7 (80.14%)
I support the direction my club is taking	1 (0.86%)	2 (1.72%)	8 (6.90%)	7 (6.03%)	18 (15.52%)	45 (38.79%)	35 (30.17%)	116	5.71 / 7 (81.57%)
My club contributes positively to the game	1 (0.86%)	1 (0.86%)	5 (4.31%)	3 (2.59%)	14 (12.07%)	40 (34.48%)	52 (44.83%)	116	6.07 / 7 (86.71%)
									5.78 / 7 (82.50%)

15) Service delivery A set of principles, standards and policies are required to deliver a consistent experience to the softball community

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
My club provides an adequate service to the game at a local level	0 (0.00%)	1 (0.86%)	3 (2.59%)	3 (2.59%)	24 (20.69%)	42 (36.21%)	43 (37.07%)	116	6.00 / 7 (85.71%)
I am aware of my clubs principals and policies	1 (0.86%)	3 (2.59%)	11 (9.48%)	5 (4.31%)	21 (18.10%)	42 (36.21%)	33 (28.45%)	116	5.59 / 7 (79.86%)
My club makes their policies and standards easily accessible to its membership and the general public	1 (0.86%)	5 (4.31%)	13 (11.21%)	10 (8.62%)	24 (20.69%)	36 (31.03%)	27 (23.28%)	116	5.30 / 7 (75.71%)
									5.63 / 7 (80.43%)

16) Communication An exchange of information, ideas that flow from club to membership

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
Communication I receive from my club is of high quality	1 (0.86%)	6 (5.17%)	11 (9.48%)	7 (6.03%)	32 (27.59%)	35 (30.17%)	24 (20.69%)	116	5.28 / 7 (75.43%)
I am satisfied with the amount of communication from my club	1 (0.86%)	5 (4.31%)	14 (12.07%)	10 (8.62%)	24 (20.69%)	40 (34.48%)	22 (18.97%)	116	5.23 / 7 (74.71%)
The communication I receive from my club is relevant to my needs	1 (0.86%)	4 (3.45%)	7 (6.03%)	10 (8.62%)	24 (20.69%)	46 (39.66%)	24 (20.69%)	116	5.47 / 7 (78.14%)
My club website contains resources useful to me in my role within softball	2 (1.72%)	10 (8.62%)	12 (10.34%)	26 (22.41%)	14 (12.07%)	29 (25.00%)	23 (19.83%)	116	4.89 / 7 (69.86%)
I know who to contact within my club for information I may require	0 (0.00%)	0 (0.00%)	4 (3.45%)	2 (1.72%)	16 (13.79%)	49 (42.24%)	45 (38.79%)	116	6.11 / 7 (87.29%)
									5.40 / 7 (77.09%)

17) Quality of Relationship Commitment and satisfaction between club representatives and club members.

	1 Strongly disagree	2 Disagree	3 Tend to disagree	4 Neither	5 Tend to agree	6 Agree	7 Strongly agree	Responses	Average Score
I have a strong relationship with my local club	3 (2.59%)	1 (0.86%)	4 (3.45%)	5 (4.31%)	17 (14.66%)	41 (35.34%)	45 (38.79%)	116	5.89 / 7 (84.14%)
Club representatives are open and transparent in their interactions	2 (1.72%)	3 (2.59%)	10 (8.62%)	4 (3.45%)	20 (17.24%)	41 (35.34%)	36 (31.03%)	116	5.62 / 7 (80.29%)
Club representatives are enthusiastic and willing to help	1 (0.86%)	3 (2.59%)	3 (2.59%)	6 (5.17%)	19 (16.38%)	42 (36.21%)	42 (36.21%)	116	5.87 / 7 (83.86%)
Club representatives listen to my point of view	0 (0.00%)	2 (1.72%)	5 (4.31%)	6 (5.17%)	23 (19.83%)	39 (33.62%)	41 (35.34%)	116	5.85 / 7 (83.57%)
Club representatives are readily accessible	0 (0.00%)	0 (0.00%)	6 (5.17%)	5 (4.31%)	22 (18.97%)	43 (37.07%)	40 (34.48%)	116	5.91 / 7 (84.43%)
									5.83 / 7 (83.26%)

18) My club promotes Softball New Zealand coach accreditation courses

Yes

Other

19) Thank you for taking part in our stakeholder survey! Your time is greatly appreciated! Please add your first name and mobile phone number so we can put you into the draw for a \$300 voucher from Sirius Sports.