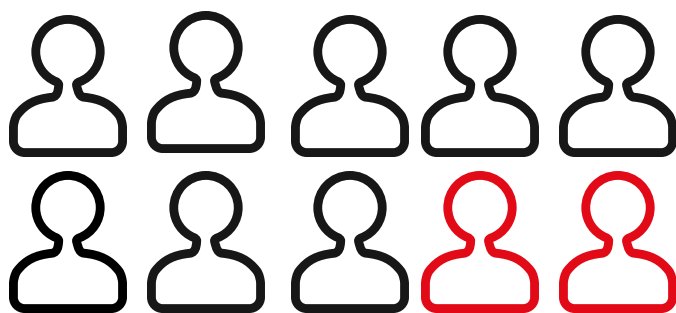




82%

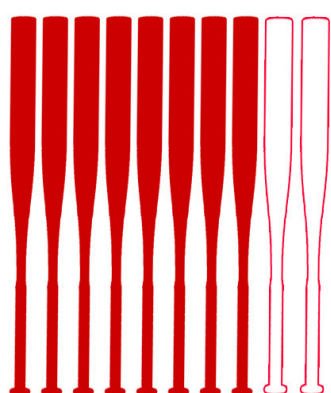
Likely to re-join their club next season

78% of respondents said they loved their club because they were friendly and welcoming

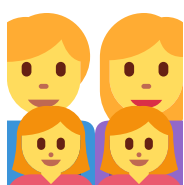


The percentage of new members who are more than satisfied with the joining process

78%



CLUB EXPERIENCE*



27%

Love that their Club is family oriented



22%

Love their Club spirit



29%

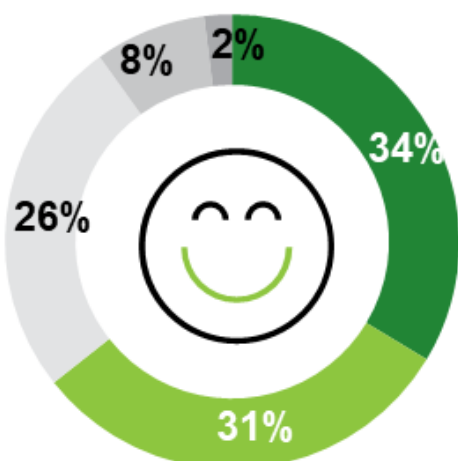
Belong to their Club to play competitively



28%

Belong to their Club to have fun

*The 'Club Experience' statements are based on the largest percentage of what members love about their club and why they belong to a club.



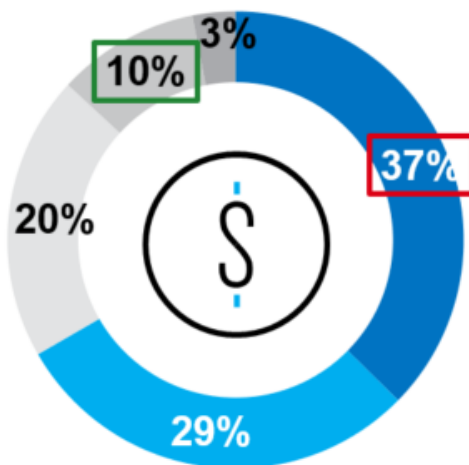
Two-thirds are more than satisfied with the club experience. This is 2% higher than other sports

For more information on Softball's Voice of the Participant results, please visit www.softball.org.nz



You've said we can work on

67%



perceive value for money from their Club. This is 7% lower than other sports

- Strongly agree
- Agree
- Somewhat agree
- Disagree
- Strongly disagree

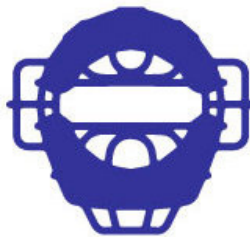
WHAT YOU'RE LEAST SATISFIED WITH*

19%



Are less than satisfied with the support their club receives from their Association

18%



Are less than satisfied with having qualified/experienced officials available when I/they compete

27%



The percentage who would want player development programmes, if membership fees increased

BASED ON YOUR FEEDBACK

Softball New Zealand is supporting clubs and associations by:

A Workforce Planning Strategy

National Umpires Framework, National Scorers Pathway and an online Scoring Module

Club Mentor and Coach Coordinator Programmes

Rookie Sox training programmes

iCoach online modules for Foundation Coaches

*'What you're least satisfied with' statements are based on the largest percentage of what members feel clubs could improve on.