

Strategy Development Survey - Results Summary

40 Responses were received.

Based on our total membership of 115 this is a response rate of 35% which appears quite low.

However, we know that not all members are regular players (the most involved cohort). In the last 6 months only 66 members have played more than 12 times and 41 have played more than 25 times. We should accept that slightly more than half our membership could not be classified as regular players and would be less likely or interested in providing a response to the survey. The overall response rate should therefore not be unexpected or considered un-representative of the regular players opinions. One of the outcomes of the survey may be to consider how to raise this participation rate.

Responses to the Survey:

Note: Names were not included on all survey forms so it is not always possible to assign feedback trends to specific player groupings. e.g.: novice v/s experienced players.

Behaviour and Attitudes.

Have you noticed any positive change in the general playing environment?
e.g.: More relaxed, friendlier

35 responses. 16 Positive, 17 No change or average, 2 Negative.

Suggests progress has been made. The no change group is not altogether negative and some find the status quo quite reasonable.

The 2 negative comments both relate to unfriendly attitudes which may concern newer members.

What annoys you and how can this be fixed?

32 responses

Talking at tables / discussing boards / reviewing percentages

Partner criticism

Eating / sucking sweets or lollies at the tables

Overbearing directors / bell ringing

There were very few suggestions for how to change these behaviours

Any other changes you have noticed and wish to comment on?

12 responses

Wednesday standby to be reinstated

Communication.

What is working well and can be extended/enhanced?

19 responses

Pianola is working well as a general communication tool however the partner finder system needs more education

Newsletter good

What is not working or missing and how can this be fixed?

17 responses

Wednesday standby reinstatement

Pianola – more education

Management Committee & Club.

On a scale of 1~10 how is your Management Committee performing?
(10 being excellent and 1 poorly)

35 responses

Scale	1	2	3	4	5	6	7	8	9	10
Responses	0	0	2	0	2	2	6	14	5	4

The average response was a positive 7.85

Committee participation appreciated

Active and interested committee / club running well

Sometimes seems dis-functional

More consultation with members needed before decisions taken

How likely are you to recommend the Club to friends or relatives?
(10 being most likely and 1 being not at all)

36 responses

Scale	1	2	3	4	5	6	7	8	9	10
Responses	1	0	2	0	1	1	2	8	7	13

The average response was a positive 8.26

Enjoy the game and like playing at the club

Friendly

Club well organised

Good beginner program

Playing Options.

We have recently had some disruptions in our playing schedule and this gives us the opportunity to assess our members preferences. It will provide valuable information for development of the 2018 calendar.

Current Attendance.

On what day(s) and how frequently have you been attending sessions at the club?
Tick the appropriate boxes.

38 Responses

Day / Frequency	Tues	Wed.	Thursday Morning	Thursday Afternoon	Friday	Sat.
Once a Month		2				3
Twice a Month		3	1	2		2
3 times a Month		8	1	4		7
Every session	4	18	5	9		16

Why do you or don't you play on specific days?

33 responses

Most common (20+) was other commitments

Partner availability (5)

Preferred Attendance

If regular sessions, not teaching, or some form of supervised play was conducted Tuesday through Saturday what sessions would you prefer to attend?

34 responses

Day/Time	Tuesday	Wed	Thursday	Friday	Sat
Morning	2	2	3	2	1
Afternoon	7	24	16	3	24

Strong preference for days that are currently well supported. No indication if this is habitual or that regular players have now organised their time/other commitments to fit in with the existing structure.

Annual Congress

Should the club continue having an annual congress?

35 responses

29 Yes

Many see the event as a good income source

Opportunity to play against experienced players although acknowledgment this applies to a minority of our members

Good for club's image

7 No

Few members play

Lack of support and interest from members