



STAKEHOLDER SURVEY RESULTS 2018

KEY FINDINGS

Sport Waikato has seen positive results in a number of areas, highlighted by slightly higher results compared with 2016, despite doubling the response rate from 2016.

(403 respondents in 2018 vs 193 respondents in 2016)



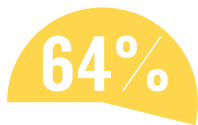
Know a little bit but not alot
ABOUT SPORT WAIKATO'S
roles and responsibilities
(31% in 2016)

KEY MEASURES

Sport Waikato is performing better across key measures

OVERALL PERFORMANCE

A higher proportion of familiar respondents rate Sport Waikato very good or excellent in relation to performance in its role across eight attributes.



OVERALL PERFORMANCE
(65% in 2016)

RATING:
very good or excellent



LEADING THE SPORT AND ACTIVE RECREATION COMMUNITY EFFECTIVELY

(63% vs 57% in 2016)

RATING:
very good or excellent



UNDERSTANDING THE COMMUNITIES YOU OPERATE IN AND WORK WITH

(vs 77% in 2016)

RATING:
very good or excellent



LISTENING TO AND ACKNOWLEDGING YOUR VIEWS ON SPECIFIC INITIATIVES/ISSUES

(54% vs 48% in 2016)

RATING:
very good or excellent



CONFIDENCE IN RST LEADERSHIP

(new measure)

RATING:
agree or strongly agree

STAKEHOLDERS ARE MORE LIKELY TO RECOMMEND SPORT WAIKATO TO SIMILAR ORGANISATIONS



NPS SCORE*
(compared to +13 in 2016)

**When organisations promote the service received from Sport Waikato to another organisation in the sector they are intrinsically satisfied with the "quality of experience" and increase the likelihood of their continued involvement.*

STRENGTHS

STRATEGIC PLANNING AND PROGRAMMES



SUPPORT AND FUNDING



HELP



WORKING TOGETHER

GOING FORWARD | OPPORTUNITIES FOR IMPROVEMENT

LEADERSHIP

Leading multiple organisations to work together in the delivery of Moving Waikato 2025

COLLABORATION

Facilitating improved collaboration

LOCAL CONNECTIONS

Continue to strengthen local connections.

SHOWING THE WAY

Actively setting the future agenda of sport and active recreation in your region by identifying priorities

COMMUNICATION

Improve communication, keep stakeholders more informed about issues and enable them to provide their views.