

**NATIONAL OFFICE SATISFACTION SURVEY 2014**

**Overview**

The National Office has as its primary goal to lead, support and assist all the Groups that are affiliated to NZRDA. The purpose of this survey is to assess each Group's satisfaction with the service that is being provided.

**Instructions/Notes**

1. This survey asks you to rate the service of the National Office in tick boxes, Yes/No questions and, on a "Likert" scale which ranks your opinion from one (1) to six (6), with one (1) being equal to poor and six (6) equalling excellent to a range of questions. There are additional questions which seek your opinion on particular issues.
2. One survey should be completed for each Group and preferably this should be the whole Committee's opinion if possible. You will be asked to identify whether you are answering this survey on behalf of your Committee, or as an individual in which case the response may come from either the President or Head Coach.
3. No personal information is sought or will be stored by the National Office.

**SURVEY**

**Please include your Group and name:**

Group name: \_\_\_\_\_

Your name: \_\_\_\_\_

1. Are you answering this survey (please tick one)
- |                           |                    |                          |
|---------------------------|--------------------|--------------------------|
| On behalf of my Committee |                    | <input type="checkbox"/> |
| As President              | (as an individual) | <input type="checkbox"/> |
| As Head Coach             | (as an individual) | <input type="checkbox"/> |

**2. Information for Groups**

NZRDA provides the RDA Update each month to Groups.

Are these updates read by your Group YES                      NO  
*(If "No", please go to question 3)*

Are they distributed by your Group to your Volunteers YES                      NO

How useful are these to you as an information source (please circle one number on the scale below)?

|                          |   |                        |   |                          |
|--------------------------|---|------------------------|---|--------------------------|
| <i>Not at all useful</i> |   | <i>Somewhat useful</i> |   | <i>Extremely useful</i>  |
| 1                        | 2 | 3                      | 4 | 5                      6 |

What additional articles/information would you like to see in future Updates?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Have you visited The Arena? ([www.rda.org.nz/thearena.htm](http://www.rda.org.nz/thearena.htm)) YES NO

How useful do you think it is as an information/resource hub?

|                          |   |                        |   |                         |   |
|--------------------------|---|------------------------|---|-------------------------|---|
| <i>Not at all useful</i> |   | <i>Somewhat useful</i> |   | <i>Extremely Useful</i> |   |
| 1                        | 2 | 3                      | 4 | 5                       | 6 |

What would you like to see added or changed?

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4. **National Office Service**

When was the last time you had contact with the National Office excluding routine reporting (tick one)?

- Within the last two weeks
- Within the last month
- Within the last three months
- Within the last six months
- More than six months ago

How do you normally contact the National Office with a query (tick all that apply)?

- In person
- By telephone
- By e-mail
- By letter

E-mail address:  
[admin@rda.org.nz](mailto:admin@rda.org.nz)  
or individual specific

How quickly were your issues, questions, etc actioned?

- Same day
- Same week
- Same month
- Still waiting!

Did you get the answers to the questions you had?

- Yes
- No
- Partially

If you have answered no or partially, please give details of the query, the date raised and the response you received so we can follow it up

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As a result of your contact with the National Office how would you rate their service to you?

|             |   |   |   |   |   |                  |
|-------------|---|---|---|---|---|------------------|
| <i>Poor</i> |   |   |   |   |   | <i>Excellent</i> |
| 1           | 2 | 3 | 4 | 5 | 6 |                  |

In the last twelve months has the service level to you changed? (please circle)

|              |  |             |  |               |
|--------------|--|-------------|--|---------------|
| <i>Worse</i> |  | <i>Same</i> |  | <i>Better</i> |
|--------------|--|-------------|--|---------------|

How would you rate the National Office on its ability to deliver on the promises it makes to Groups?

|             |   |   |   |   |   |                  |
|-------------|---|---|---|---|---|------------------|
| <i>Poor</i> |   |   |   |   |   | <i>Excellent</i> |
| 1           | 2 | 3 | 4 | 5 | 6 |                  |

Please make any comments about the service that you have received from National Office in the space provided below:

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**5. Affiliation**

What do you think is available to your Group as a result of Affiliation?

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**6 Additional Services**

What additional services should the National Office be providing for the Groups?

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**7.** If there was one new thing that you think the National Office could do, what would it be?

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**8.** Overall, on a scale of one (1) to six (6) with one being poor and six being excellent, how would you rate the service of the National Office?

|             |   |   |   |   |   |                  |
|-------------|---|---|---|---|---|------------------|
| <i>Poor</i> |   |   |   |   |   | <i>Excellent</i> |
| 1           | 2 | 3 | 4 | 5 | 6 |                  |

**9. Comments**

Please make any additional comments that you wish in the space below:

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Thank you for taking the time to complete this survey. Your responses are important to us as our aim is to provide the best service to RDA Groups that we can. Survey can be returned to:

**NZRDA | PO Box 58 110 | Whitby | PORIRUA 5245**

**Fax: 04 234 6094**

**Email: [admin@rda.org.nz](mailto:admin@rda.org.nz)**