

Sport New Zealand: Netball Centre



The number of people who responded to the survey from the centre.

Sample size of centre n= 35*

Sample size of Total Sport 2021: n=1306*

*Note some questions exclude "Don't know"/ "Not applicable" answers so bases sizes may be smaller

The number of people who responded to the survey from the sport.

Key metrics

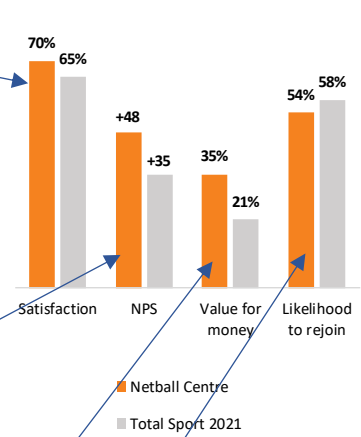
Focus for improvement

Satisfaction:
Shows the percentage of respondents that are very or extremely satisfied with playing sport at the centre.
(Result excludes 'Don't know/Can't say')

NPS (Net Promoter Score):
Shows the likelihood to recommend the centre. Result is the percentage of respondents that gave a rating of 9 or 10 (promoters) minus the percentage that gave a rating of 0 to 6 (detractors).
(Result excludes 'Don't know/ Can't say')

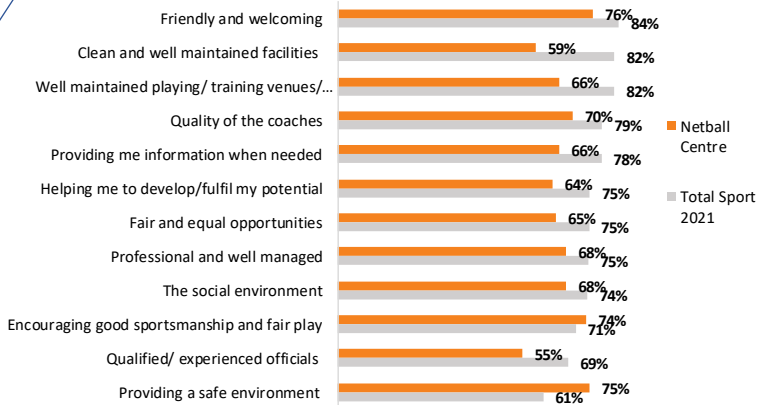
Value for money:
Shows the percentage of respondents that agree or strongly agree they receive value for money from the centre.
(Result excludes 'Not applicable' and 'Don't know/ Can't say')

Likelihood to rejoin:
Shows the percentage of respondents likely or very likely to rejoin the centre next season.
(Result excludes 'Don't know/ Can't say')



Focus for improvement
Shows the percentage of people who selected each focus area (people could only select one).

Satisfaction with drivers (% very/ extremely satisfied)

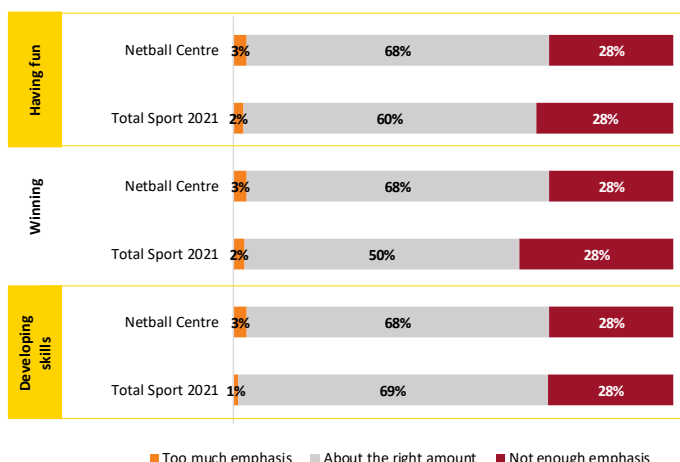


Satisfaction with drivers
Shows the percentage of respondents that are very or extremely satisfied with each driver. Results are ranked high to low based on the Total Sport 2021 result.
(Results exclude 'Not applicable' and 'Don't know/ Can't say')



Emphasis on fun, winning and skills

Emphasis on fun, winning and skills: Shows the perceived emphasis on 'Winning', 'Having fun' and 'Developing skills' at the centre and how this compares with the Total Sport 2021 results. (Results exclude 'Not applicable/ Don't know')



Centre environment (% agree/ strongly agree)

Centre environment: Shows the percentage of respondents that agree or strongly agree with statements relating to the centre environment. (Results exclude 'Not applicable' and 'Don't know/ Can't say')

	Netball Centre	Total Sport 2021
Supportive and encouraging environment	26%	15%
I feel pressure from my centre to train more than I would like to	11%	13%
Too much focus on certain players/ teams	15%	25%



Sample profile

Sample profile: Shows the composition of the people who responded to the survey by gender, age and ethnicity and how this compares to the Total Sport 2021.

	Netball Centre	Total Sport 2021
Male	93%	87%
Female	7%	13%
5-12 years	63%	65%
13-18 years	17%	11%
19-34 years	15%	13%
35+ years	5%	7%
European/ Pākehā	88%	73%
Māori	12%	28%
Asian/ Indian	4%	3%
Pasifika	12%	16%
Other	5%	5%

Question text:

Satisfaction: To what extent are you/ is your child satisfied or dissatisfied with the/ their overall experience of <playing> <sport> at your/ their <centre>?

NPS: Imagine someone is interested in <playing> or participating in <sport >. If they asked you/ your child, how likely are you/they to recommend your/ their <centre> to them, using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely?"

Value for money: To what extent do you agree or disagree with the following... The opportunities, services and benefits that I/ your child receive/ receives from my/ their <centre> make it well worth the money I/ you or they pay

Likelihood to rejoin: How likely are/ is you/ your child to <play> for or rejoin <insert centre from Q2a> next season?

Focus for improvement: Thinking about the following services and benefits of belonging to a <sport> <centre>... If you/ your child's <sport> <centre> was going to focus on improving one of the following aspects which would be the one thing you/ your child would like them to improve?

Satisfaction with drivers: How would you/ your child rate your/ their overall satisfaction with your/ their <sport> <centre> on each of the following...

Emphasis on fun, winning and skills: Based on your/ your child's experience... How much emphasis do you/ does your child feel there is on the following at your/ their <centre>?

Centre environment: To what extent do you agree or disagree on the following...