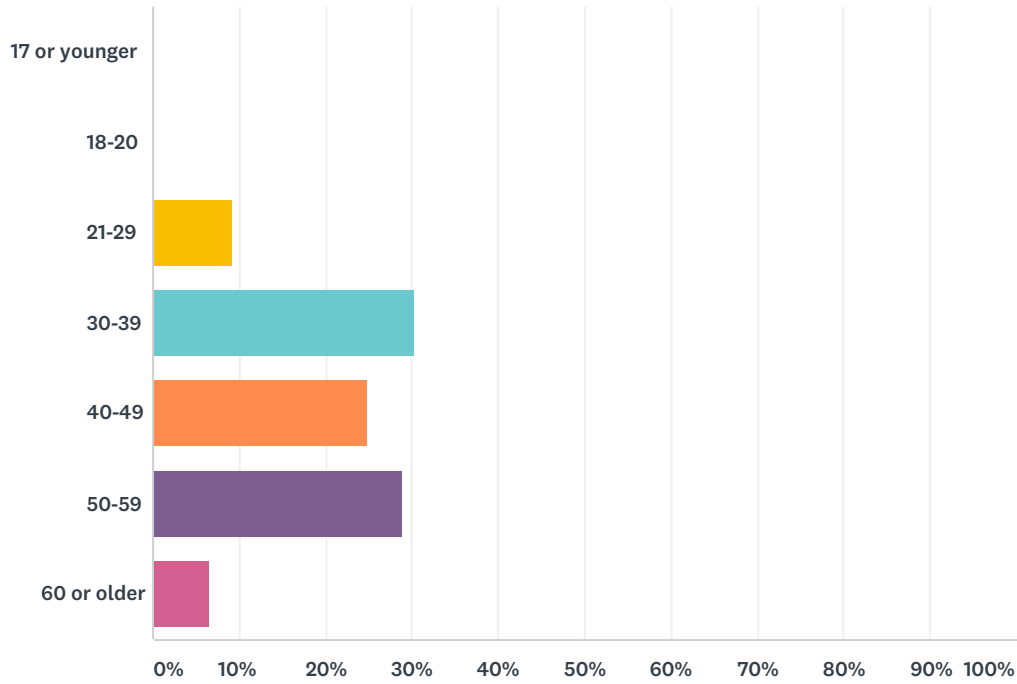


Q1 What is your age?

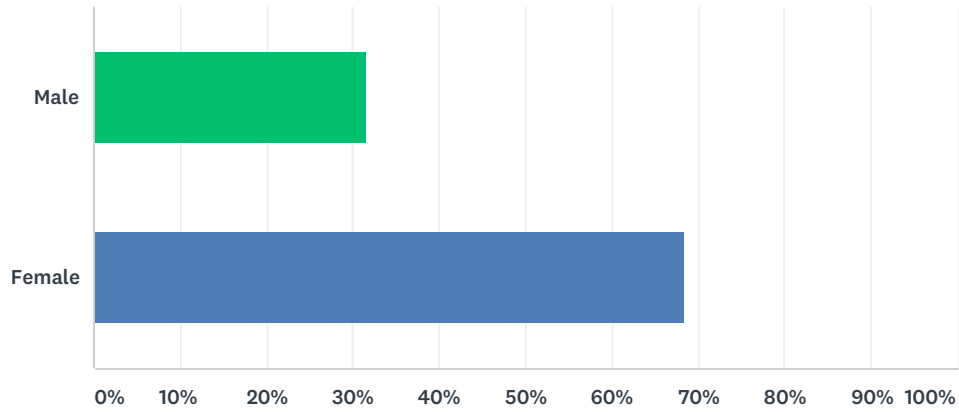
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
17 or younger	0.00%	0
18-20	0.00%	0
21-29	9.24%	17
30-39	30.43%	56
40-49	25.00%	46
50-59	28.80%	53
60 or older	6.52%	12
TOTAL		184

Q2 Are you male or female?

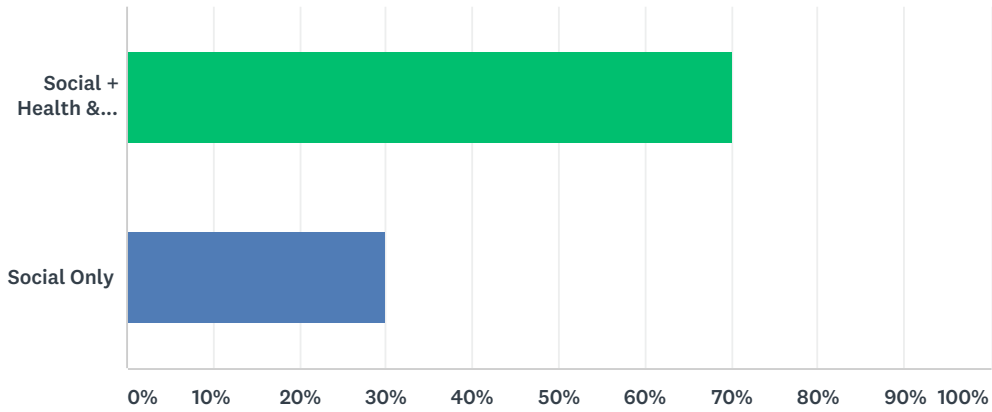
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	31.52%	58
Female	68.48%	126
TOTAL		184

Q3 What type is your Membership?

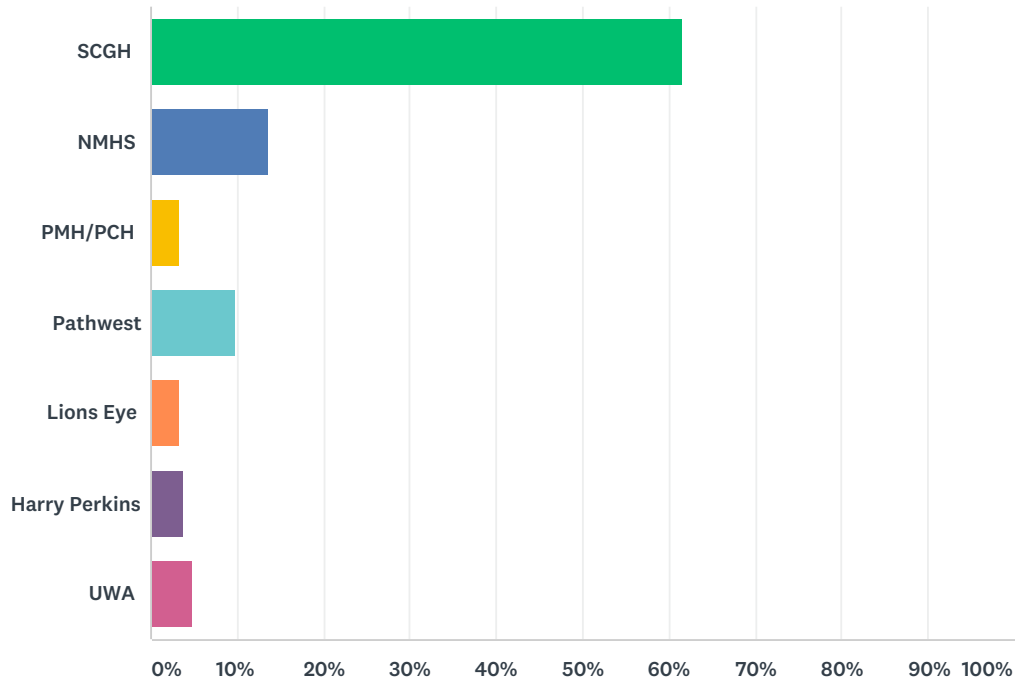
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES
Social + Health & Fitness	70.11% 129
Social Only	29.89% 55
TOTAL	184

Q4 Who do you work for?

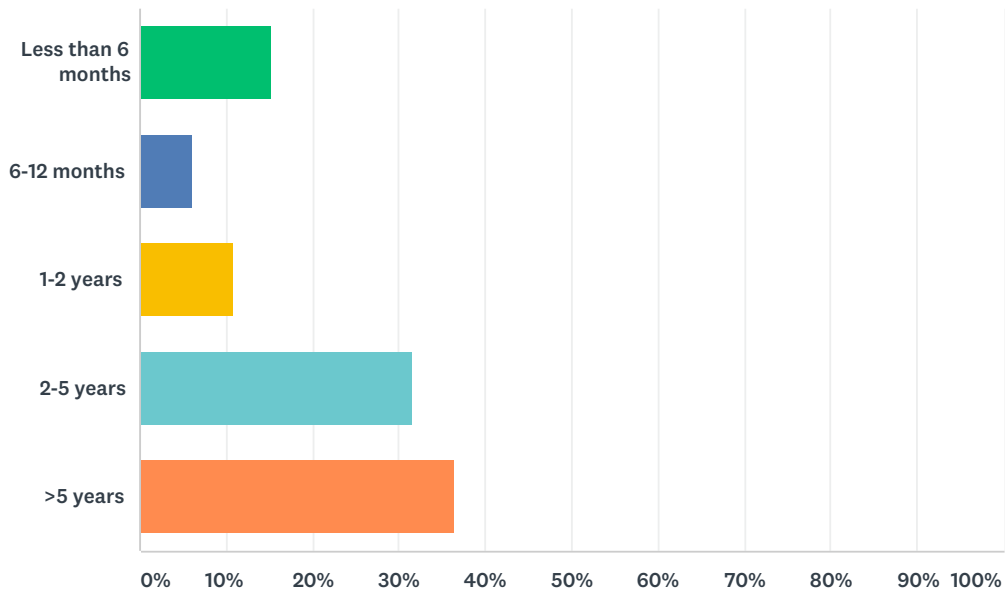
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
SCGH	61.41%	113
NMHS	13.59%	25
PMH/PCH	3.26%	6
Pathwest	9.78%	18
Lions Eye	3.26%	6
Harry Perkins	3.80%	7
UWA	4.89%	9
TOTAL		184

Q5 How long have you been a Social Club Member?

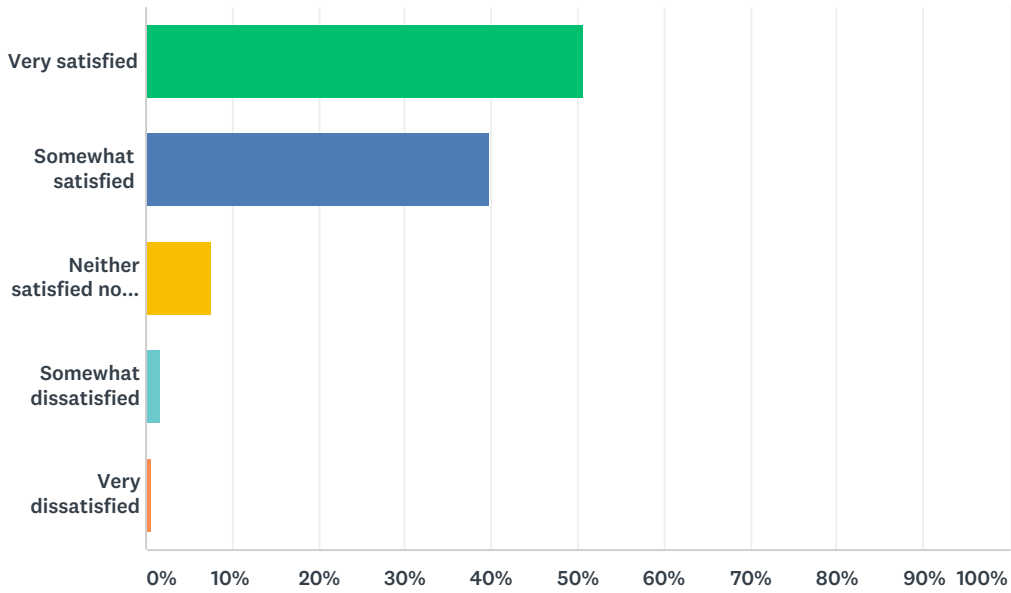
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 6 months	15.22%	28
6-12 months	5.98%	11
1-2 years	10.87%	20
2-5 years	31.52%	58
>5 years	36.41%	67
TOTAL		184

Q6 Overall, how satisfied or dissatisfied are you with Charlies Social Club?

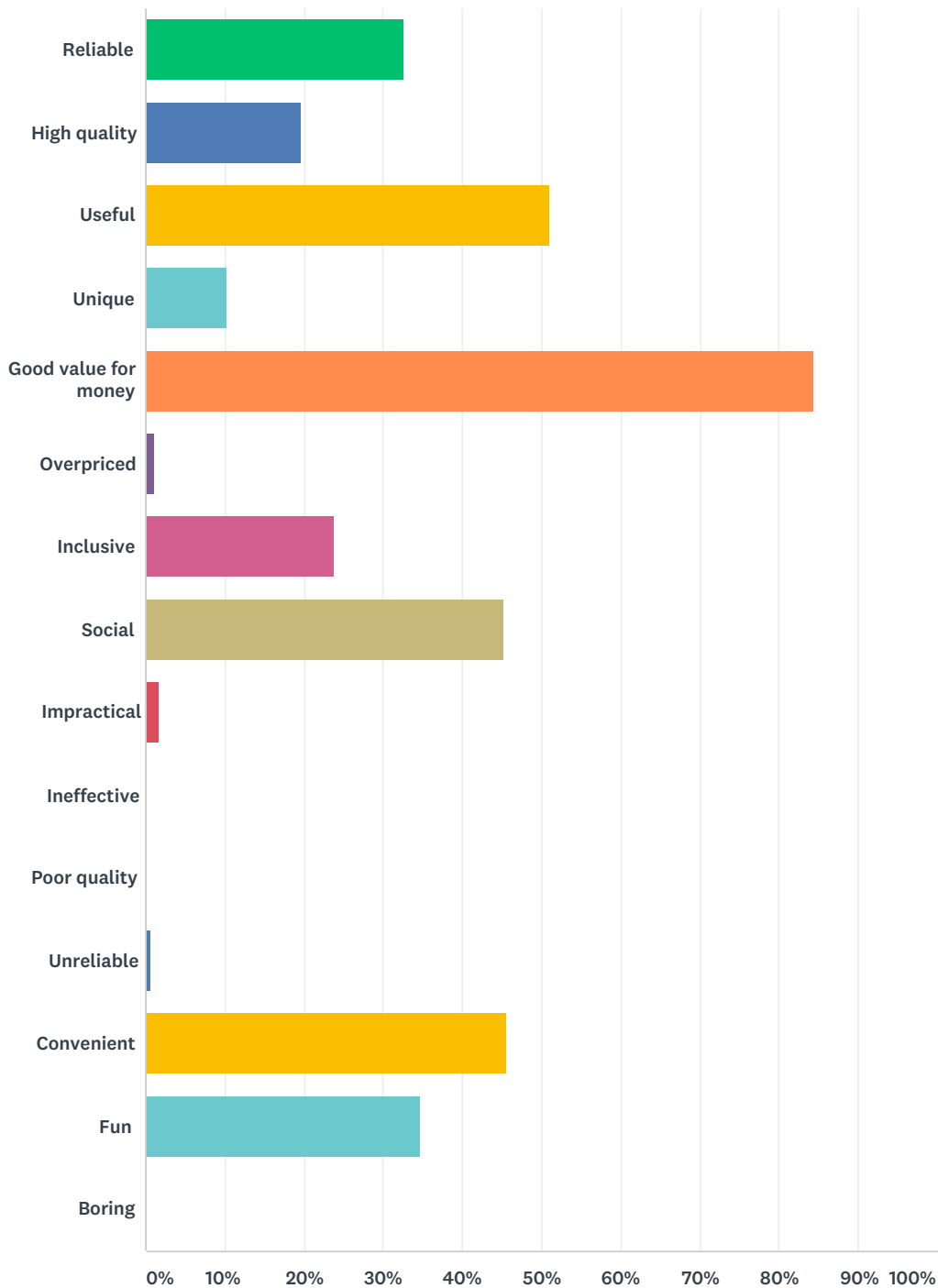
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	50.54%	93
Somewhat satisfied	39.67%	73
Neither satisfied nor dissatisfied	7.61%	14
Somewhat dissatisfied	1.63%	3
Very dissatisfied	0.54%	1
TOTAL		184

Q7 Which of the following words would you use to describe Charlies Social Club? Select all that apply.

Answered: 184 Skipped: 0



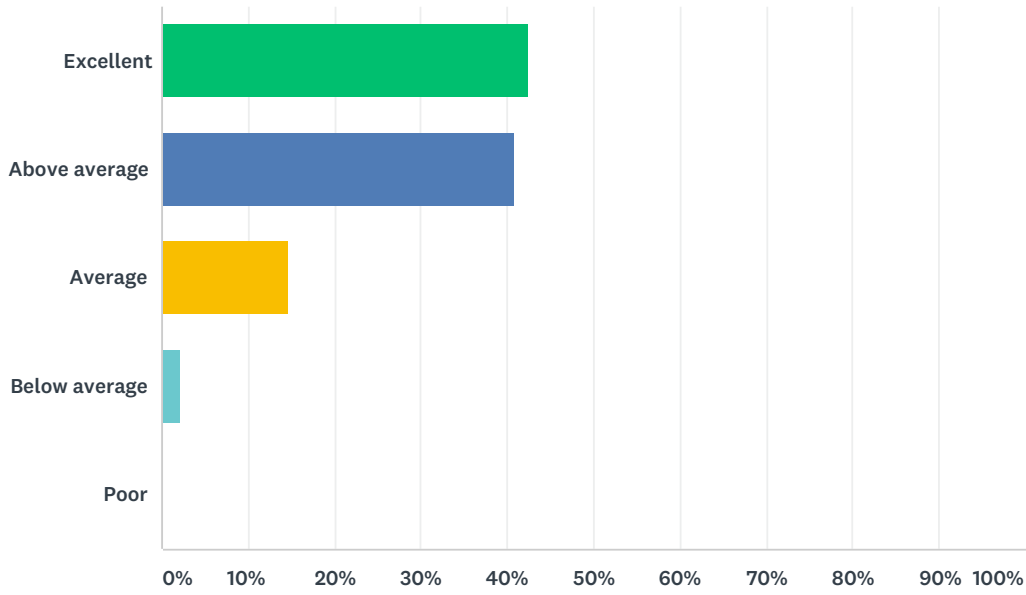
ANSWER CHOICES	RESPONSES	
Reliable	32.61%	60
High quality	19.57%	36
Useful	51.09%	94
Unique	10.33%	19

Charlies Social Club 2017 Member Satisfaction Survey

Good value for money	84.24%	155
Overpriced	1.09%	2
Inclusive	23.91%	44
Social	45.11%	83
Impractical	1.63%	3
Ineffective	0.00%	0
Poor quality	0.00%	0
Unreliable	0.54%	1
Convenient	45.65%	84
Fun	34.78%	64
Boring	0.00%	0
Total Respondents: 184		

Q8 How would you rate the value for money of your membership?

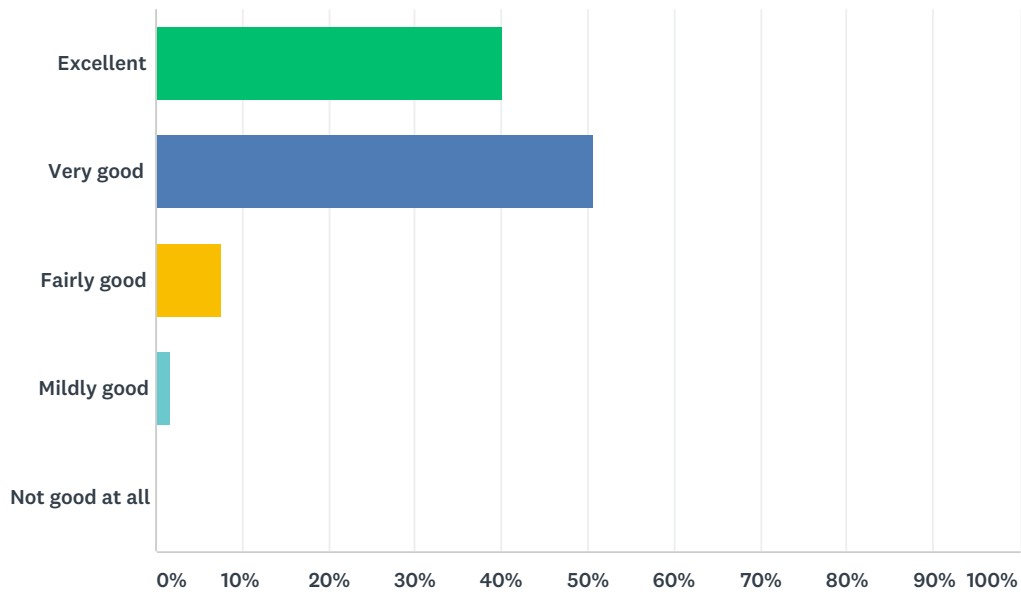
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	42.39%	78
Above average	40.76%	75
Average	14.67%	27
Below average	2.17%	4
Poor	0.00%	0
TOTAL		184

Q9 Overall, how would you rate customer service at Charlies Social Club?

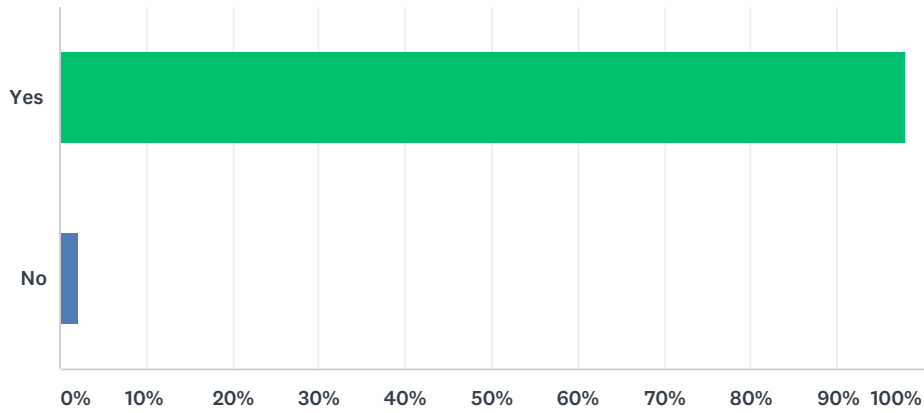
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	40.22%	74
Very good	50.54%	93
Fairly good	7.61%	14
Mildly good	1.63%	3
Not good at all	0.00%	0
TOTAL		184

Q10 Do you feel that Social Club events and services are effectively communicated to you?

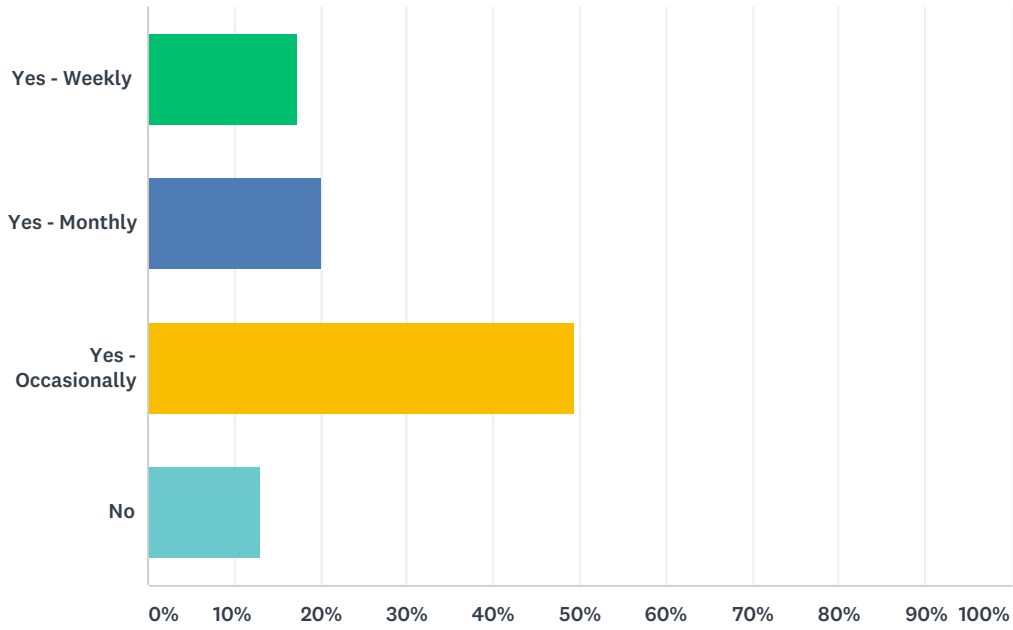
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.83%	180
No	2.17%	4
TOTAL		184

Q11 Do you use the Social Club Website?

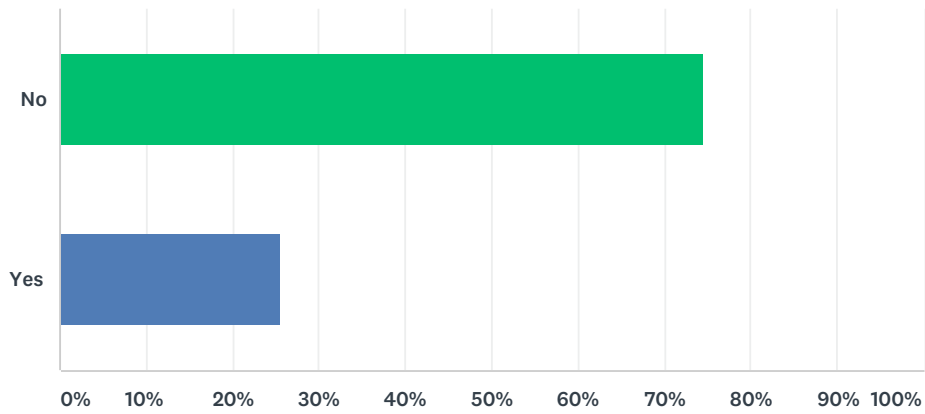
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes - Weekly	17.39%	32
Yes - Monthly	20.11%	37
Yes - Occasionally	49.46%	91
No	13.04%	24
TOTAL		184

Q12 Do you think the website could be improved?

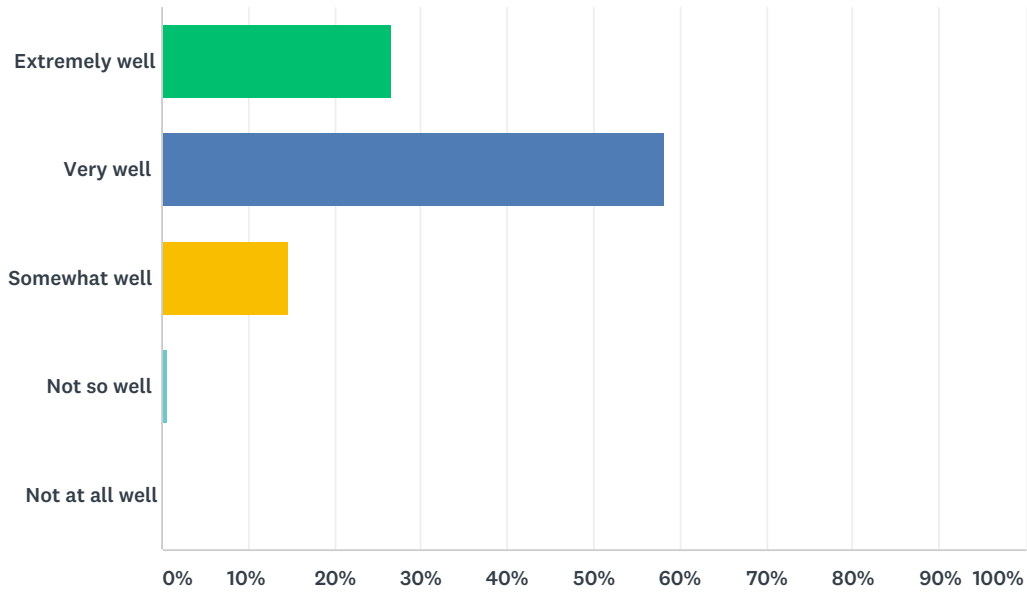
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	74.46%	137
Yes	25.54%	47
TOTAL		184

Q13 How well do you think Charlies Social Club been managed in the past year?

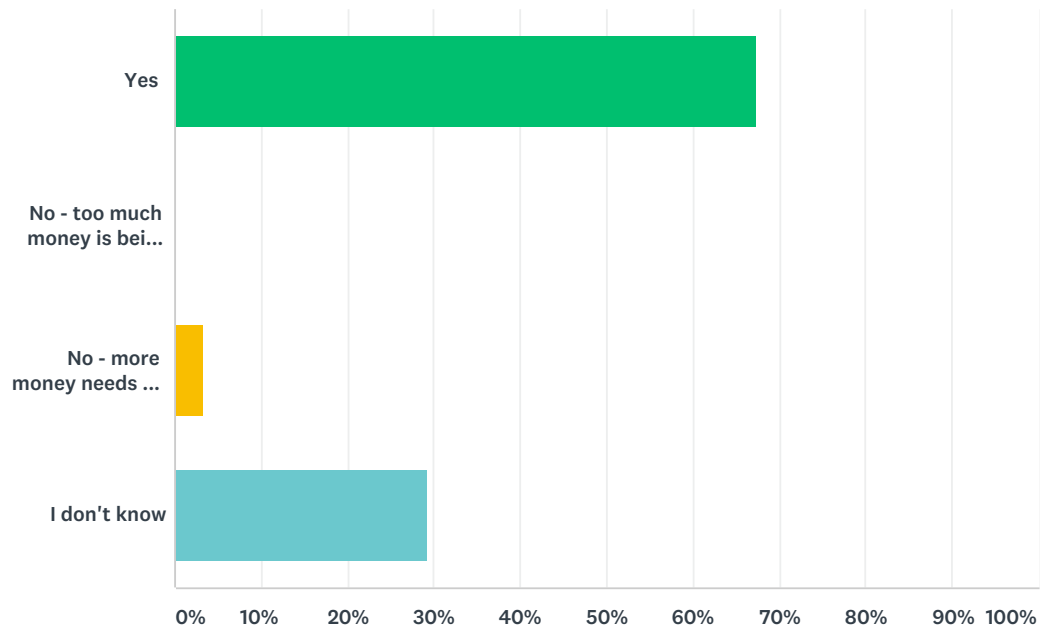
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely well	26.63%	49
Very well	58.15%	107
Somewhat well	14.67%	27
Not so well	0.54%	1
Not at all well	0.00%	0
TOTAL		184

Q14 Do you feel that your membership money is being appropriately spent to improve the Social Club?

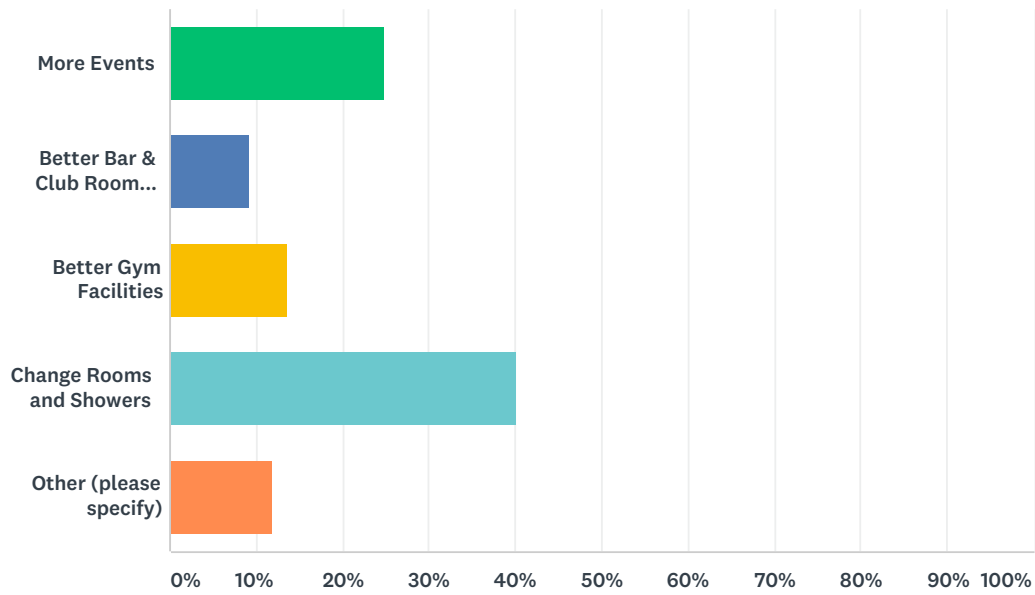
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	67.39%	124
No - too much money is being spent	0.00%	0
No - more money needs to be spent	3.26%	6
I don't know	29.35%	54
TOTAL		184

Q15 Which one area of the Social Club would you most like to see improvements in over the next year?

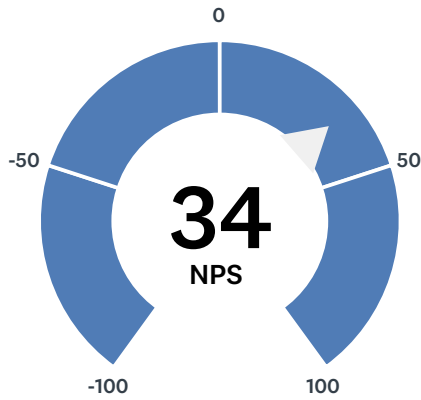
Answered: 184 Skipped: 0



ANSWER CHOICES	RESPONSES	
More Events	25.00%	46
Better Bar & Club Room Facilities	9.24%	17
Better Gym Facilities	13.59%	25
Change Rooms and Showers	40.22%	74
Other (please specify)	11.96%	22
TOTAL		184

Q16 How likely is it that you would recommend Charlies Social Club to a friend or colleague?

Answered: 184 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
11% 20	44% 81	45% 83	34

Q17 Do you have any other comments, questions, or concerns?

Answered: 36 Skipped: 148

Q18 Please enter your email address to go into the prize draw.

Answered: 136 Skipped: 48