



**Competitions Review  
Survey Report  
September 2009**




### Objectives & Scope of the Study

To review perceptions of squash competitions in the Squash Auckland area from:

- Casual players
- Squash club members
- Club managers and officials

This pilot study was conducted for Squash Auckland, as a Pilot for a National Competitions Review to be conducted by Squash New Zealand, with the Pilot method and surveys being transferable to the other ten Districts in New Zealand

### Areas Covered

	Club Players	Club Managers & Administrators	Casual Players
Personal Details	✓		✓
Interest in Squash Club membership			✓
Perceptions of Squash Clubs			✓
Attitudes to organised competitions	ungraded players		✓
Rating Club competitions	✓	✓	
Rating Squash Auckland competitions	✓	✓	
Rating Squash NZ competitions	✓	✓	
Rating new suggestions	✓	✓	✓

### Survey Details

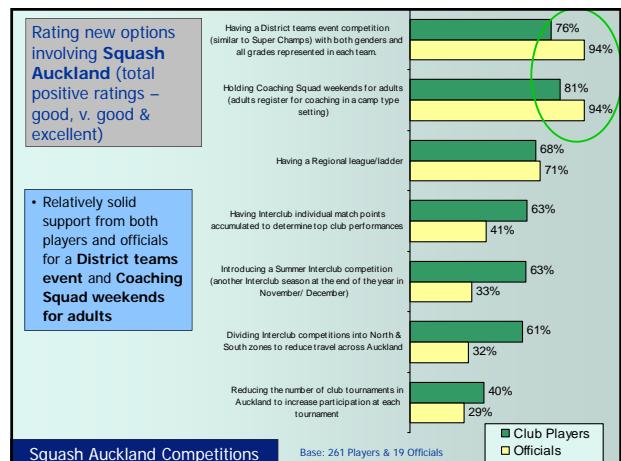
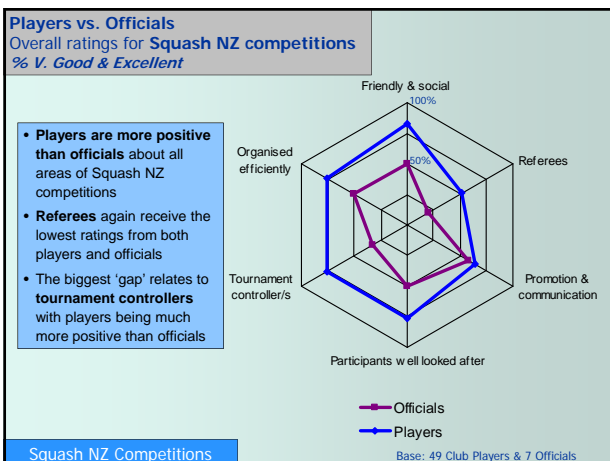
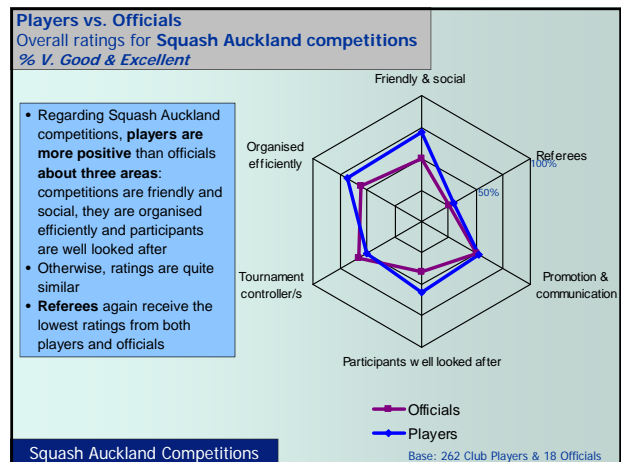
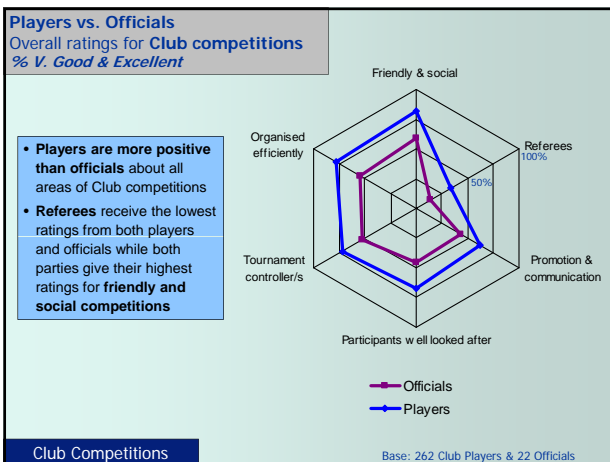
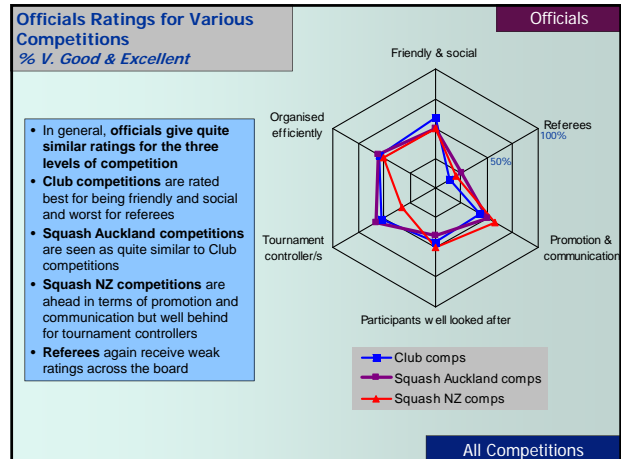
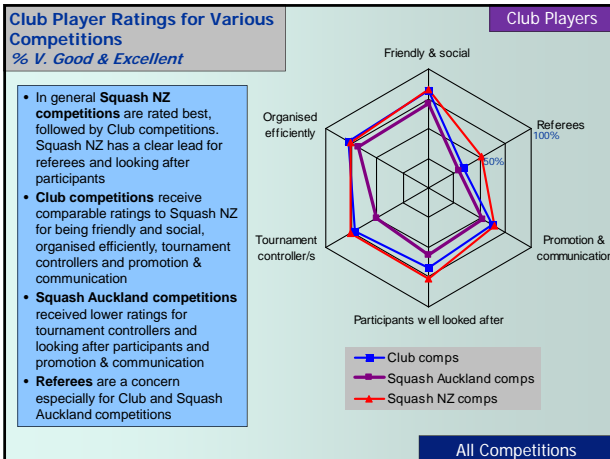
- Three different Surveys were conducted, all in August/September 2009:

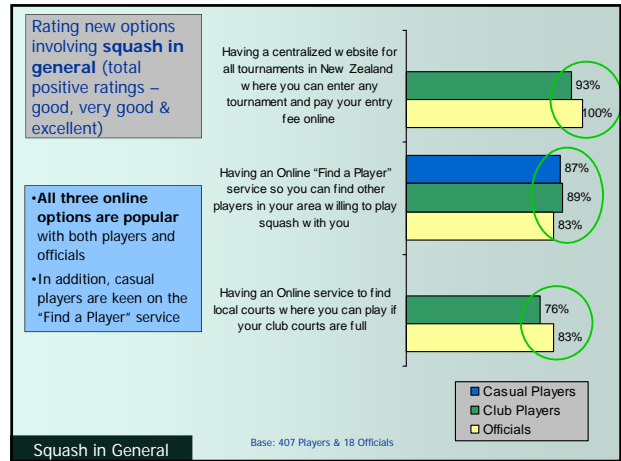
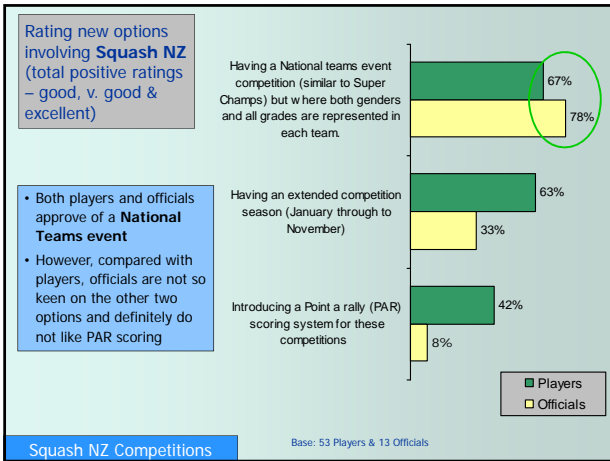
	Club Players	Club Managers & Administrators	Casual Players
Method	Online	Online	Hard Copy
Sample Size	514	29	53
How administered	Via Club lists	Via a Squash Auckland list	By Rec Centres

### Reports

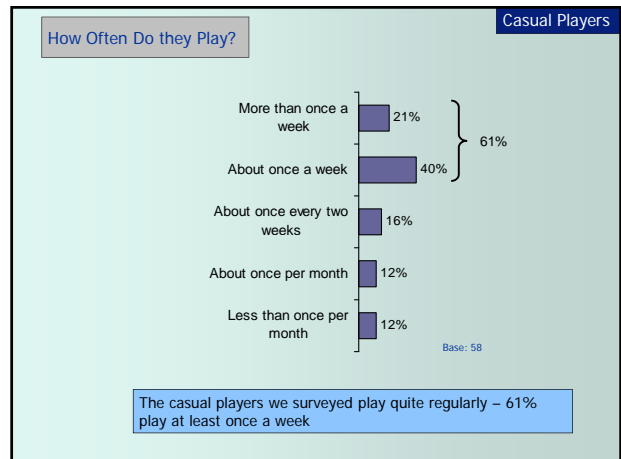
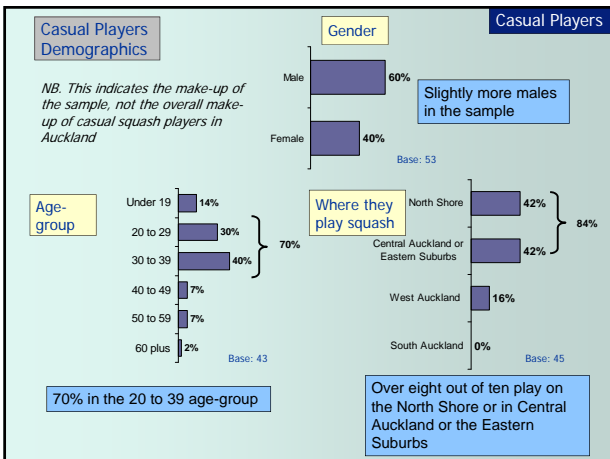
1. The current overview PowerPoint report
2. The Verbatims Report – a Word document summarising the open-ended comments from the Survey
3. Detailed Excel tables for each Survey

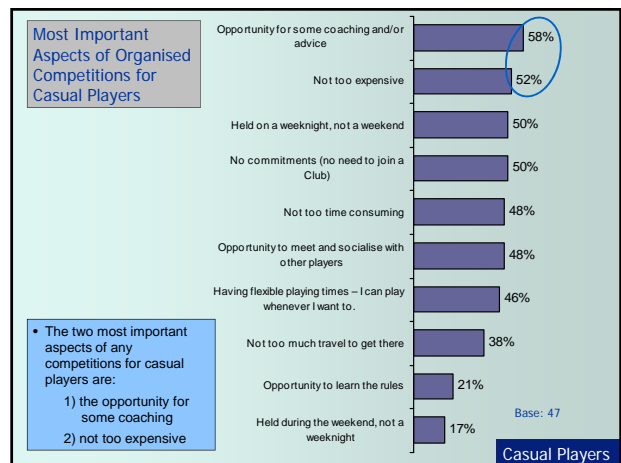
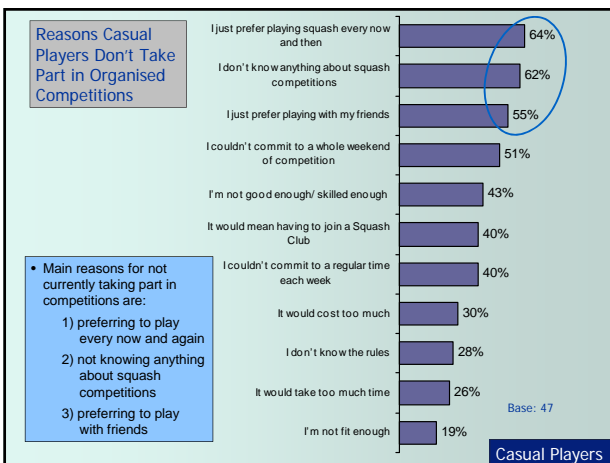
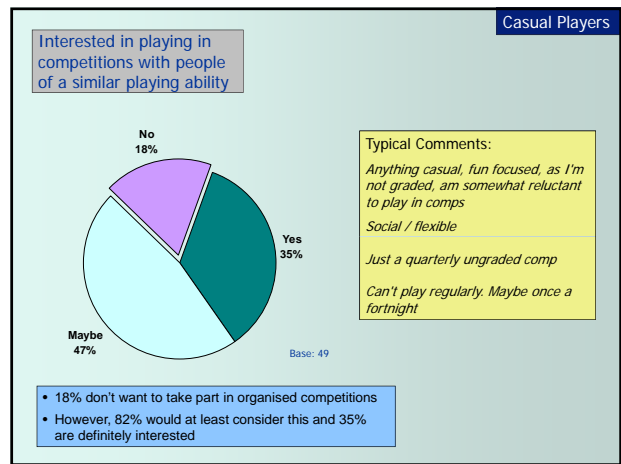
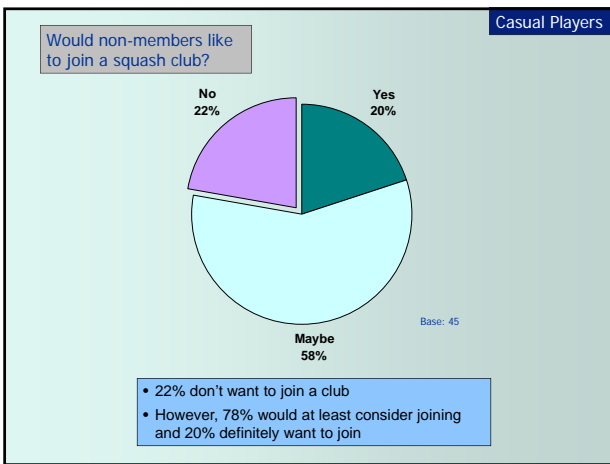
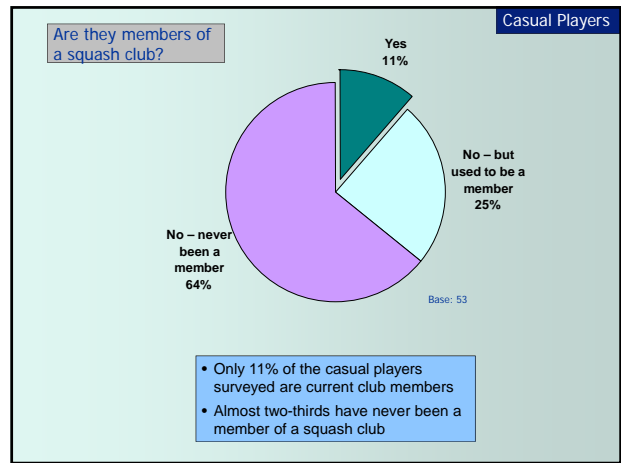
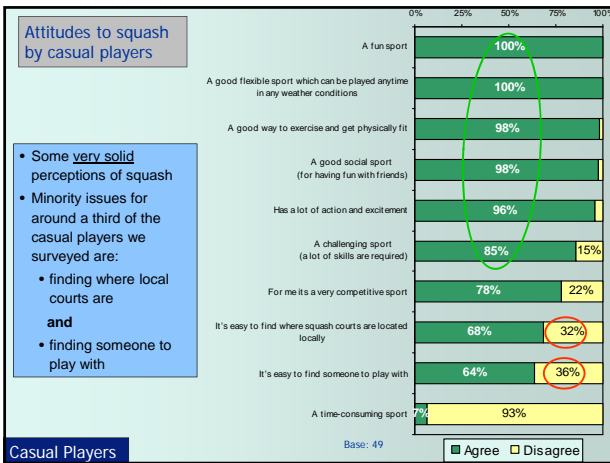
### Summary

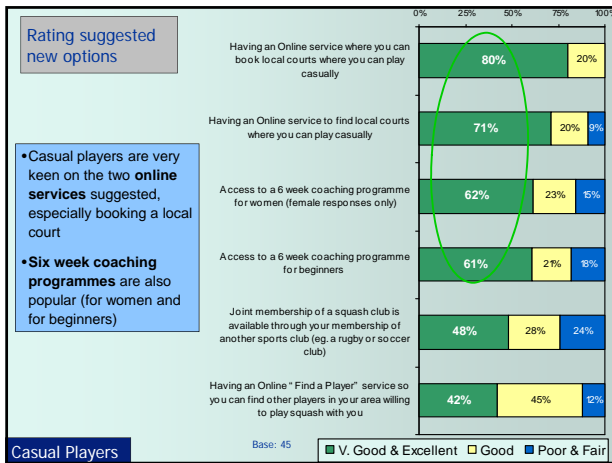




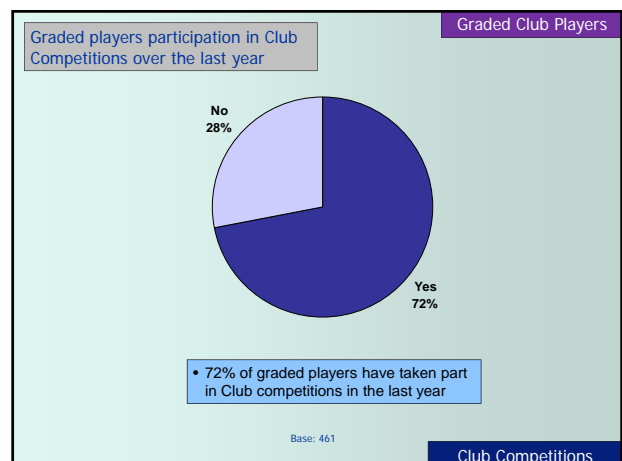
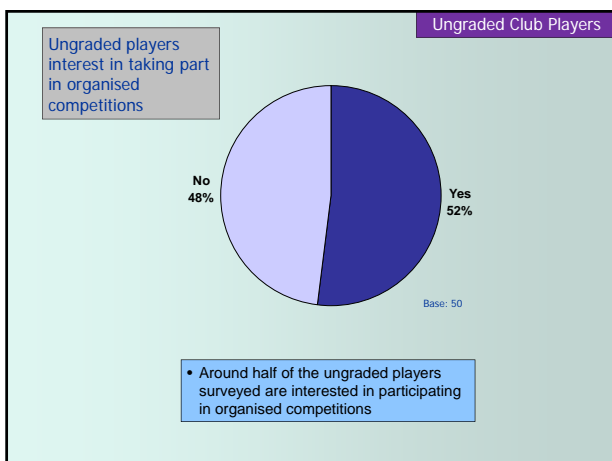
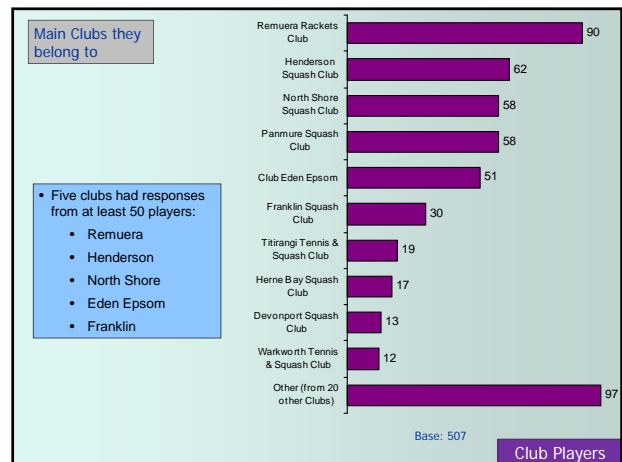
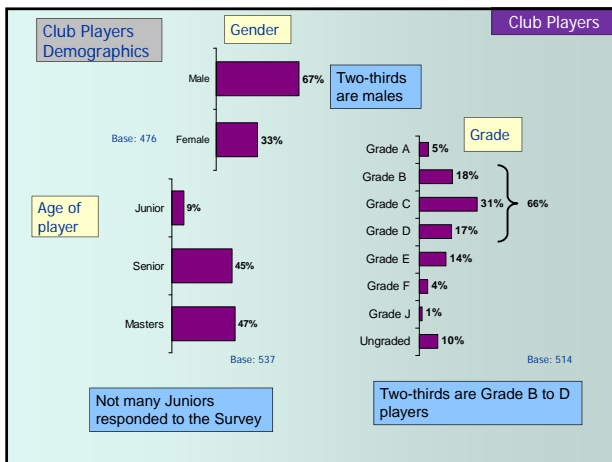
**1. Casual Players Survey**

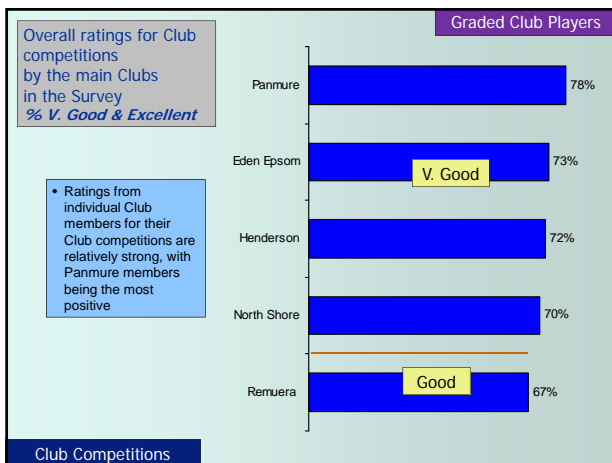
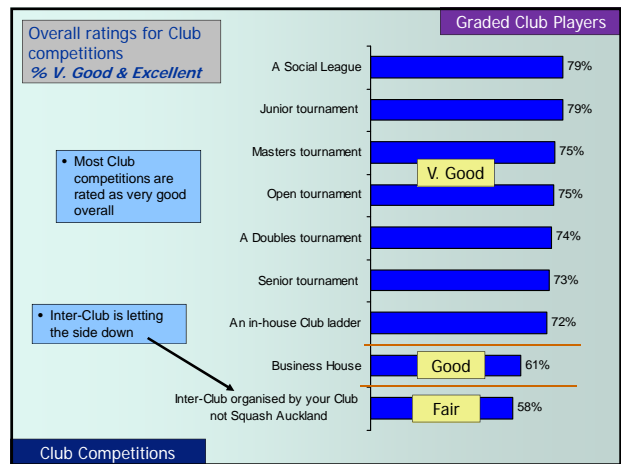
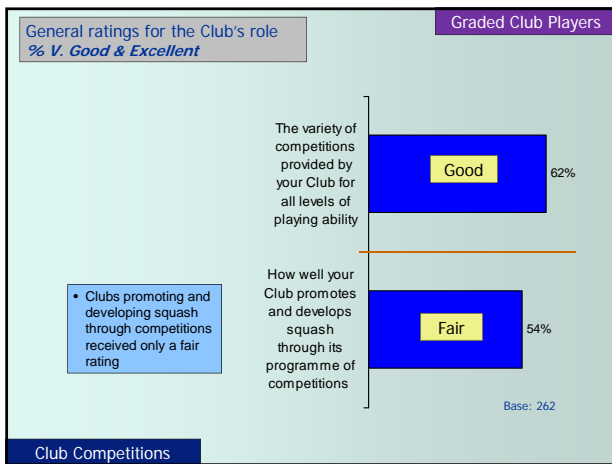
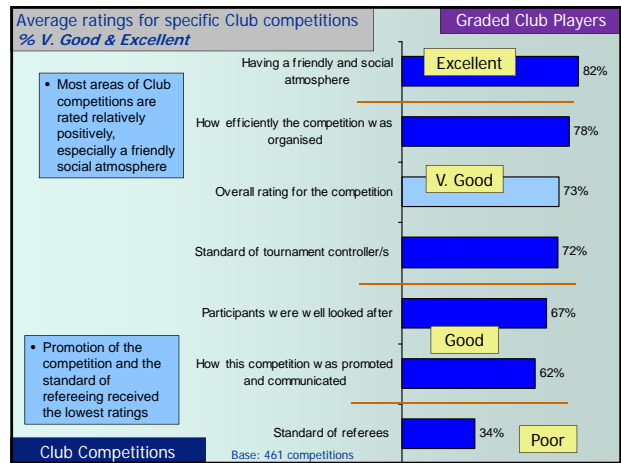
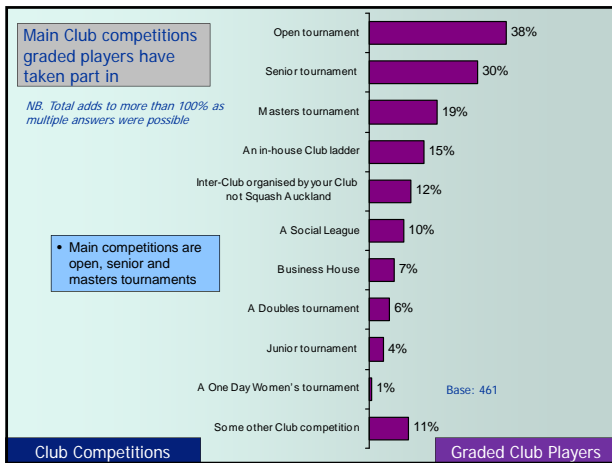






## 2. Club Members Survey





**Typical Comments About Club Competitions** Graded Club Players

**Positive Comments:**

- Good competition for all levels of players
- There is a good variety of tournaments
- A growing number of players from different clubs attending
- Opportunities for young & old
- A friendly environment
- Always friendly and helpful
- Excellent atmosphere with a family environment
- Brings people together socially
- Fun friendly atmosphere
- They are well organised
- Club spirit - volunteer help

**Suggested Improvements:**

- Better support by members. Always have to chase them to enter
- Better advertising
- Cheaper entry fee, to get more entries
- Closing the gap between advertised playing time and actual playing time
- Run on time - they are always running late
- More refereeing tuition
- Not junior referees because they don't know about lets and strokes half the time
- Refereeing standard is poor. Need some sort of practical test that each person must do
- Automated entry and paying facility
- Make players feel welcome especially if travelling far from home.
- Encourage new members and lower grade players

Club Competitions

**Participation in Squash Auckland Competitions in the last year** Graded Club Players

Base: 405

- 75% have taken part in Squash Auckland competitions in the last year

Squash Auckland Competitions

**Main Squash Auckland competitions players have taken part in** Graded Club Players

*NB. Totals add to more than 100% as multiple answers were possible*

- Main competitions are Senior Interclub, Masters Interclub and Auckland Super Champs

Senior Interclub	68%
Masters Interclub	38%
Auckland Super Champs	29%
Auckland Open & Graded Champs	17%
Auckland Masters Open	6%
Junior Interclub	1%
Auckland Junior Open	1%

Base: 303

Squash Auckland Competitions

**Average ratings for all Squash Auckland competitions % V. Good & Excellent** Graded Club Players

- Squash Auckland competitions are rated positively for having a friendly social atmosphere
- Again the standard of refereeing received a low rating

Having a friendly and social atmosphere	71%	V. Good
How efficiently this competition was organised	69%	Good
Overall rating for the competitions	62%	
Participants were well looked after	57%	
How well this competition was promoted and communicated	53%	Fair
Standard of tournament controller/s	50%	
Standard of the referees	29%	Poor

Base: 459 competitions

Squash Auckland Competitions

**General ratings for Squash Auckland's role % V. Good & Excellent** Graded Club Players

- Relatively poor ratings for both the variety of competitions organised by Squash Auckland and promoting and developing squash through the competition programme

The variety of competitions organised by Squash Auckland for all levels of playing ability	49%	Poor
How well Squash Auckland promotes and develops squash through its programme of competitions in the Auckland District	34%	

Base: 262

Squash Auckland Competitions

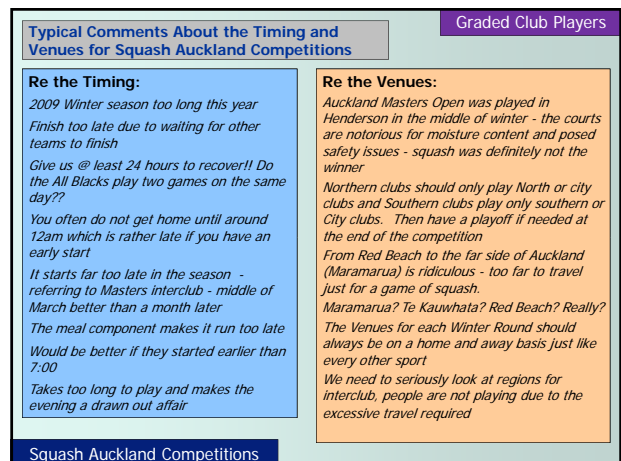
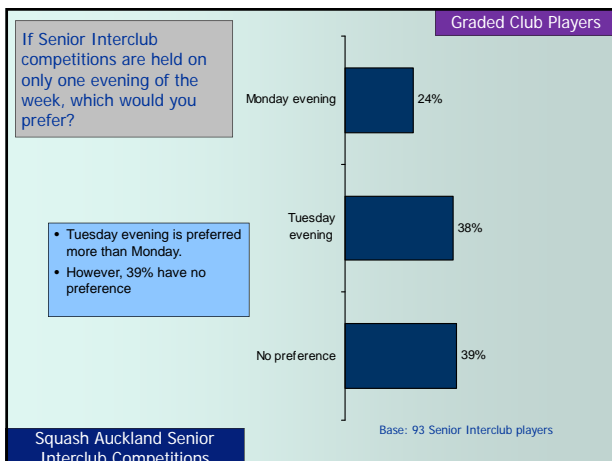
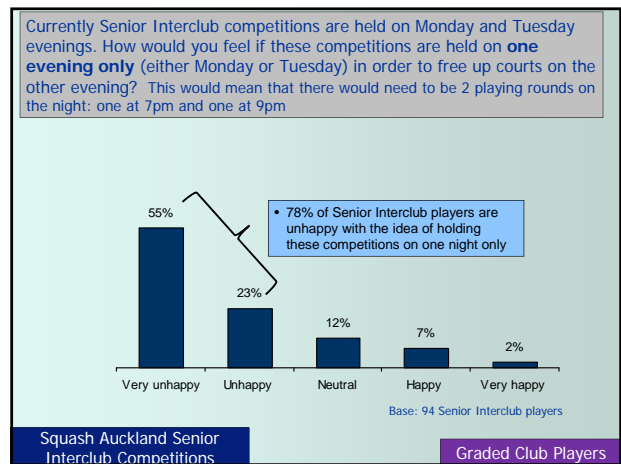
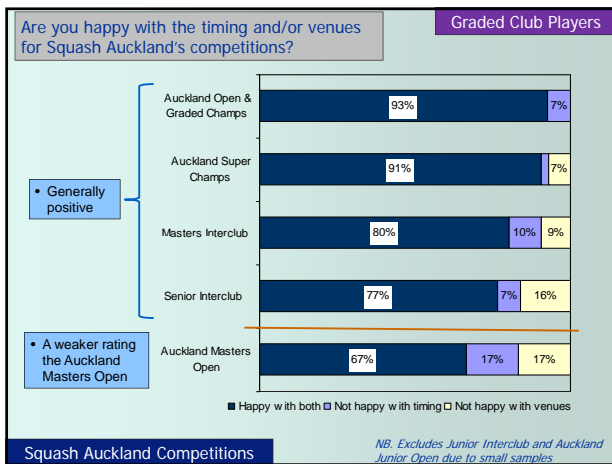
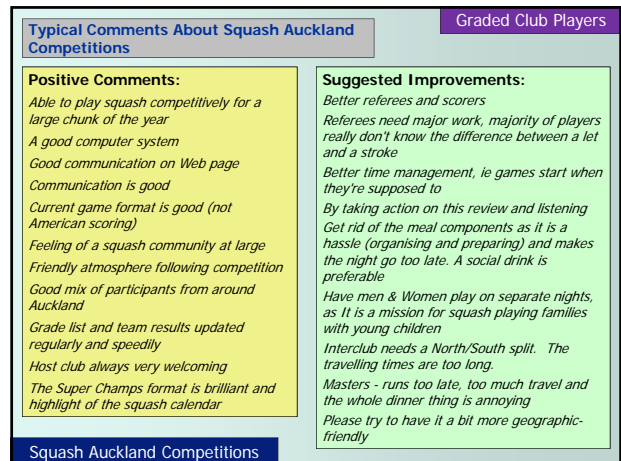
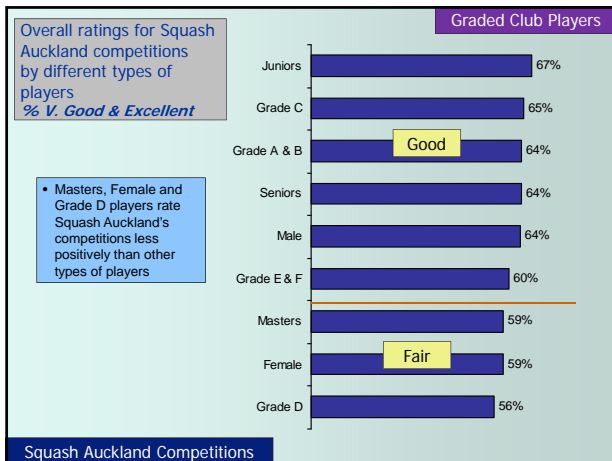
**Overall ratings for Squash Auckland competitions % V. Good & Excellent** Graded Club Players

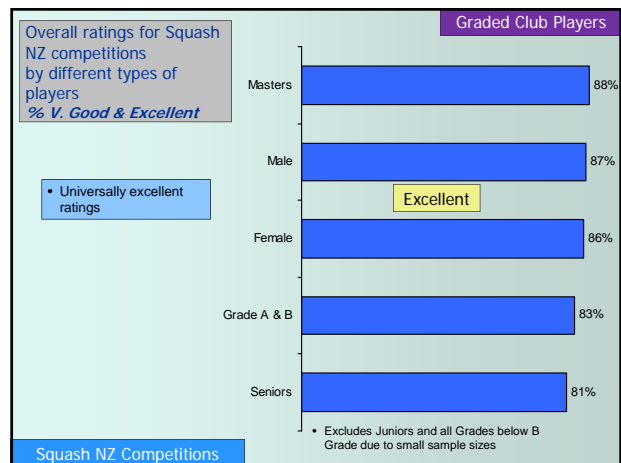
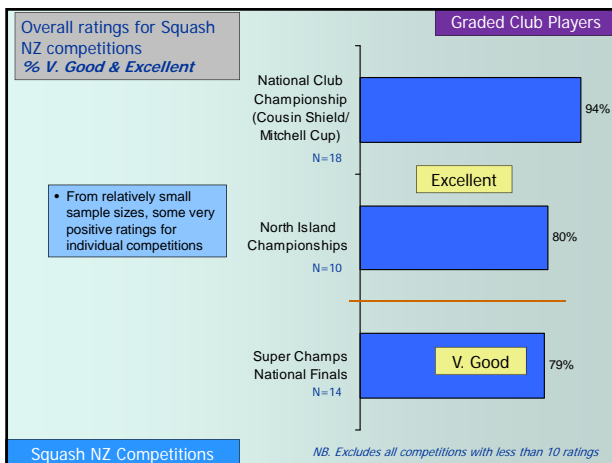
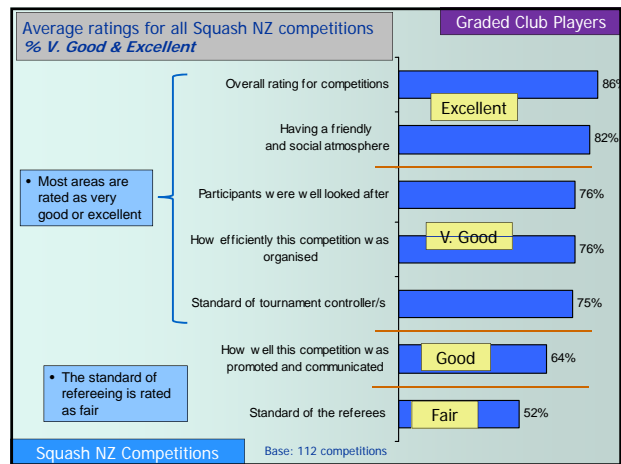
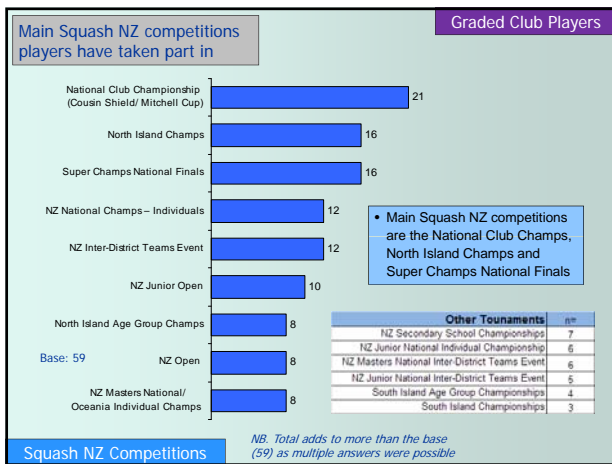
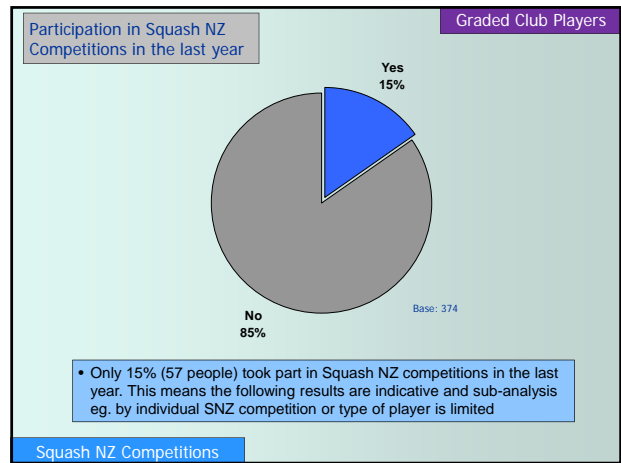
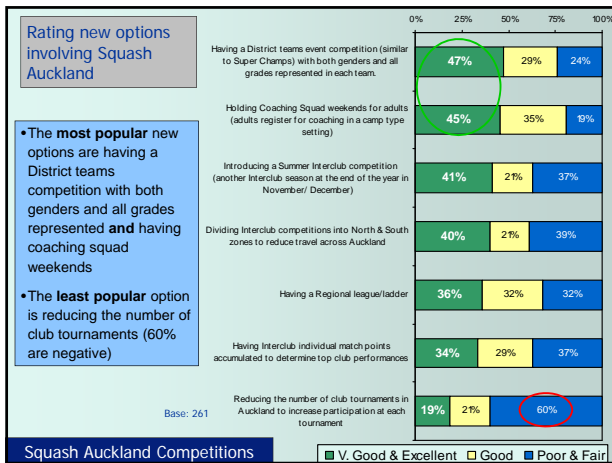
- Very good overall ratings for the Auckland Masters Open and Masters Interclub
- Weaker ratings for Auckland Superchamps and Senior Interclub

Auckland Masters Open	79%	V. Good
Masters Interclub	70%	
Auckland Open & Graded Champs	63%	Good
Auckland Super Champs	59%	Fair
Senior Interclub	58%	

*NB. Excludes Junior Interclub and Auckland Junior Open due to small samples*

Squash Auckland Competitions





**Typical Comments About Squash NZ Competitions** Graded Club Players

**Positive Comments:**

- Efficiently run
- Encourages continued involvement with squash
- Excellent competition in masters age groups
- Good tournament control
- Great community atmosphere
- Includes all districts
- Standard of play and ethics on the courts was great - if a player was behaving badly they are pulled into line fast so not to ruin the good values of squash
- Superchamps finals the host club goes out of their way to make the event a success and everyone welcome
- Looking after the players was at a high level

**Suggested Improvements:**

- Advertise more widely in the community, get community involved
- Better funding especially at the top level for our professional players
- Better prizes!!
- Better promotion. People do not realise the events are on
- Promote some of the Open tournaments as a series, with overall rankings based on series results
- Super Champs - poor communication from Organisers of C grade competition draws were late and no itinerary was given
- It would be good to know what times you could be playing so you can organise your work and family life earlier than two weeks prior to the event.

Squash NZ Competitions

**Broader ratings for Squash NZ's role** Graded Club Players  
% V. Good & Excellent

The variety of competitions organised by Squash NZ for all levels of playing ability

How well Squash NZ promotes and develops squash through its programme of competitions

- A relatively poor rating for Squash NZ promoting and developing squash through its competition programme

Rating	Percentage
Fair	52%
Poor	37%

Base: 49

Squash NZ Competitions

**Are you happy with the timing and/or venues for Squash NZ's competitions?** Graded Club Players

- North Island Championships N=13: 100% Happy with both
- Super Champs National Finals N=17: 94% Happy with both, 4% Not happy with timing, 2% Not happy with venues
- NZ Inter-District Teams Event N=11: 91% Happy with both, 9% Not happy with venues
- National Club Championship (Cousin Shield/ Mitchell Cup) N=19: 84% Happy with both, 16% Not happy with venues
- NZ Junior Open N=10: 80% Happy with both, 20% Not happy with venues

Legend: ■ Happy with both □ Not happy with timing □ Not happy with venues

Generally very positive – no one is unhappy with the venues for these competitions

Squash NZ Competitions NB. Excludes all competitions with less than 10 ratings

**Typical Comments About the Timing and Venues for Squash NZ Competitions** Graded Club Players

**Re the Timing:**

- Nationals is too late in the season, it needs to be brought forward.
- Perfect.....back in the right time slot
- Put it back on the long weekend!
- The timing of Junior open clashed with Australian Junior series
- Timings were changed & not communicated early enough. People travelling to the venues should be communicated by email as well as by phone.

**Re the Venues:**

- Awesome in Hamilton
- Far away every time
- NZ Secondary College the venues are too far away and the options given to schools are not enough

Squash NZ Competitions

**Rating new options involving Squash NZ** Graded Club Players

- A National teams event is the **most popular** new option with 67% positive ratings (including 50% V. Good or Excellent)
- The **least popular** option is introducing a PAR scoring system (58% are negative)

Option	V. Good & Excellent	Good	Poor & Fair
Having a National teams event (similar to Super Champs) but where both genders and all grades are represented in each team.	50%	17%	33%
Having an extended competition season (January through to November)	37%	25%	37%
Introducing a Point a rally (PAR) scoring system for these competitions	32%	0%	58%

Base: 53

Squash NZ Competitions

**Rating new options involving squash in general** All Club Players (Graded & Ungraded)

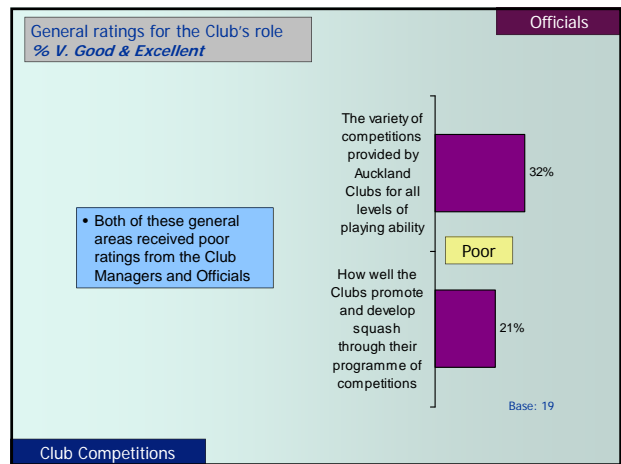
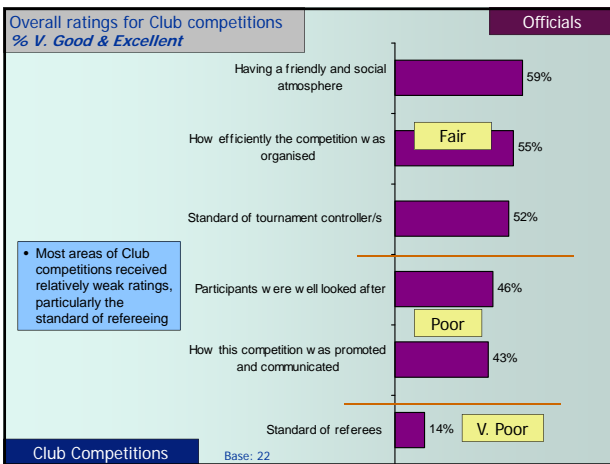
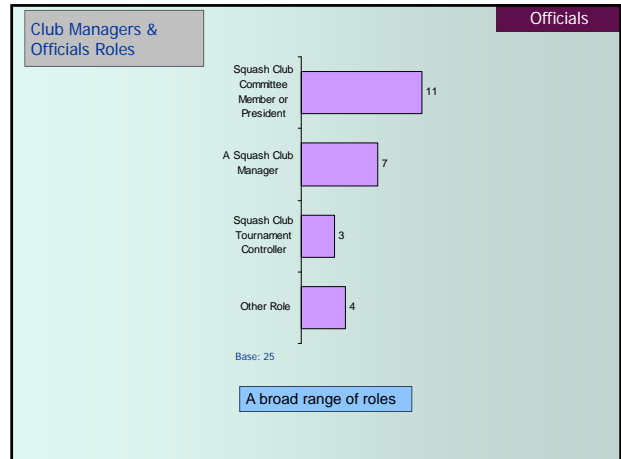
- Two **online options** are particularly **popular**:
  - A centralized website for entering tournaments
  - An online 'find a player' service

Option	V. Good & Excellent	Good	Poor & Fair
Having a centralized website for all tournaments in New Zealand where you can enter any tournament and pay your entry fee online	76%	17%	7%
Having an Online "Find a Player" service so you can find other players in your area willing to play squash with you	66%	22%	11%
Having an Online service to find local courts where you can play if your club courts are full	49%	27%	24%

Base: 407

Squash in General

### 3. Club Managers & Administrators Survey



**Typical Comments About Club Competitions**

**Positive Comments:**

- Good competition for all levels of players
- Friendly welcoming atmosphere
- Happy with the amount of tourneys in the calendar
- Socialising
- Tournament draws clear, easy to read and understand. The grades in draws fair, no huge differences in one draw.
- Tournaments well run by club volunteers
- Entries becoming easier online
- One day competitions suit families
- Good prizes are always a hit with the kids
- Social environment is generally good
- Support staff and caterers are on hand at all times as well as bar staff
- The people who do the draws and do tournament (board) control do a darn good job

**Suggested Improvements:**

- Most Clubs lack in Sponsorship and Marketing.
- A Club is as good as their 'drivers' or their executives
- Only problem found is that in some smaller clubs there is difficulty getting a draw of evenly graded players. Draw may go across 3 different grades. Not sure how to improve...perhaps 2 or more smaller clubs combine for one tournament.
- Organisers should stick with the dates of the tourneys as advertised.
- We could all use the same tournament entry forms, etc. also pre-payment of fees online would be good from club point of view
- Encouraging juniors to play in open tournaments if they are D/E/F grade

Club Competitions

