



## **2019 MEMBERSHIP SURVEY REPORT**

**Southern Tasmanian Badminton Association, Inc.**

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148 People responded to the survey, of those 148 the following feedback was provided by members:

1. Member responses by Gender:

● Male	75
● Female	71



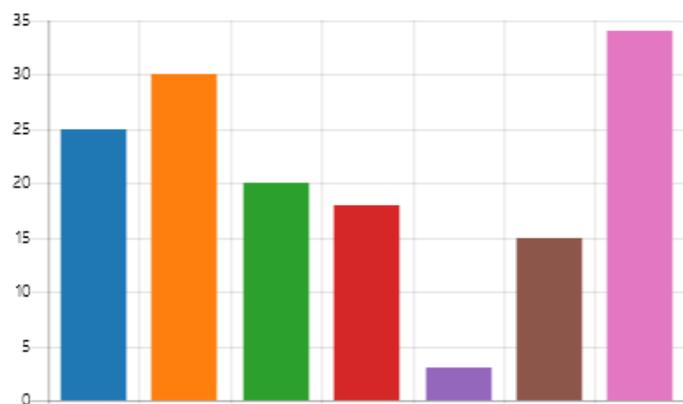
2. Age brackets of members:

● 18 years old or younger	10
● 19 to 35 years old	46
● 36 to 50 years old	40
● Greater than 50 years old	50



3. Current Level of Play:

● Division 1	25
● Division 2	30
● Division 3	20
● Division 4	18
● Junior Player	3
● Ladies Day Player	15
● Casual Player	34



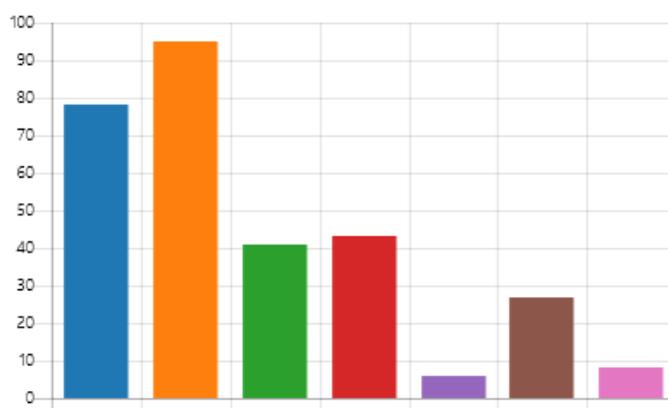
4. Satisfaction with current skill level:

● Fairly Happy	58
● I would like to improve	88



5. What is enjoyed most whilst playing badminton at the South Hobart Badminton Centre (Multiple Options Were available to members)

● The social games. I Just like to...	78
● The roster games. I Like the st...	95
● The tournaments. I Like a bit o...	41
● Sunday Night's Doubles	43
● Super Smash	6
● Hiring courts privately and pla...	27
● None of the above, please ent...	8



Options were:

The social games. I Just like to turn up and have fun., The roster games. I Like the structure and the competition, The tournaments. I Like a bit of a challenge, Sunday Night's Doubles, Super Smash, Hiring courts privately and playing with my friends and None of the above, please enter your description below;

6. For those that selected 'None of the above', the following 11 responses were provided:

- 1 I also like the opportunity for group training sessions, even though I said I was fairly happy with my current skill level.
- 2 Casual sessions
- 3 Playing in a foster but not on a super competitive level.
- 4 I like having coaching, however not crazy court fees where your coach has to pay in advance
- 5 I like to play with better opponents as i always give my best and need challenge to improve.
- 6 I do a bit of coaching
- 7 need easier access to courts
- 8 Saturday afternoon vets session Ladies badminton doubles roster
- 9 I like to think of the roster as the social games
- 10 Regularly attending coaching sessions
- 11 I like going to the training sessions to try and improve

7. Interest for Coaching sessions (learning correct technique)

● Yes (Private or Group)	59
● No	42
● Maybe, I haven't had any opp...	9
● Other	33



Options were:

Yes (Private or Group), No and Maybe, I haven't had any opportunity to attend a coaching session and Other;

8. Interest expressed for Training sessions (practicing technique, shots in drills and building badminton stamina.)

● Yes (Private or Group)	71
● No	33
● Maybe, haven't had any oppor...	35



Options were:

Yes (Private or Group), No and Maybe, I haven't had any opportunity to attend a training session;

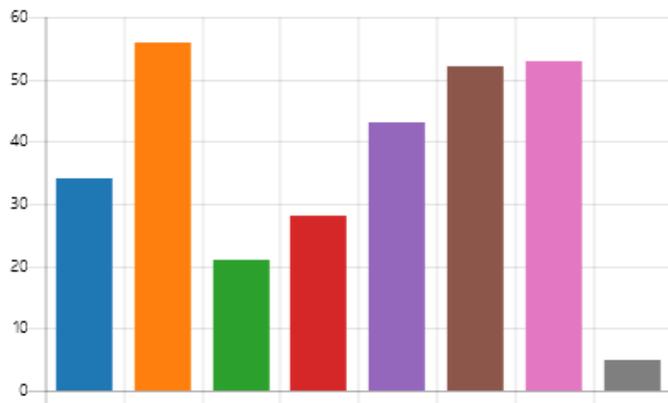
9. How much would you pay for a group coaching / training session of 1 to 2 hours?

● \$10	55
● \$15	43
● \$20	15
● Happy to pay more dependin...	18



10. What people would like to see more of at the centre (multiple selections allowed):

More coaching / training for J...	34
More coaching / training for A...	56
More competition for Juniors	21
More competition for Adults	28
More competition for all age ...	43
More social games	52
Centre open for more casual c...	53
None of the above, please ent...	5



Options were:

More coaching / training for Juniors, More coaching / training for Adults, More competition for Juniors, More competition for Adults, More competition for all age groups, More social games, Centre open for more casual court hire and finally None of the above, ideas identified below;

11. For those that selected 'None of the above', the following 9 responses were provided:

1 Regular junior badminton sessions. Super Smash seems to be the only public junior session. Its a great thing but its once a week.

2 By ticking coaching, I mean open group sessions. I was going to tick more competition for all age groups, but not sure I think we need more, but maybe different. Roster (particularly Div 1) seems a bit stale. Although I don't have the answers on what might work better - sorry.

3 The ability for a player to participate in social and competition level games and access ongoing coaching and training during the year's seasons. Having access to more levels of competition. Don't like having to play regularly in teams at a higher level/more competitive. It is very disheartening. Being able to play in a team that has a range of skills similar to mine. Some players slightly higher than me is good, because it helps me improve, but not too advanced.

4 Semi-structured group training for adults

5 Ok as it is for me

6 Easy access to courts at a decent rate for players striving for top level to train and access the centre more than one time a week....suggestion, package up court hire in bulk fees ie one two hour block for \$20, two two hour blocks for \$30, four two hour sessions for \$40 etc. Players who make state teams provided more support by the association, discounting court hire fees for the selected player to do the best for their state

7 I am just about at the end of my playing, so my personal needs are not very relevant. I like to coach players casually. The new more rigid fee structure is not conducive to this and will probably see the end of my involvement as soon as my grandson moves on, and is likely to accelerate this. When I was active as a player, just about everything in point 10 was a good idea, but limited uptake from players held most things back. The influx of overseas players could well change the dynamics of player involvement for the better.

8 More family time for court hire.

9 Please find a way to include more singles oriented competition matches. Seems to be lacking in general for those that want more singles experience. I find it improves overall gameplay and fitness in both singles and doubles.

12. Best training/coaching time for those interested in potential group coaching and training options:

● Weekdays, 4pm through to 7p...	55
● Weekends in the morning	27
● Weekends in the afternoon	25
● None of the above, my sugge...	13



Options were:

Weekdays, 4pm through to 7pm, Weekends in the morning, Weekends in the afternoon or None of the above, suggested times are below;

13. For those that selected 'None of the above', the following 11 responses were provided:

1 after 5:30 pm

2 Weekdays mornings

3 Start from 6:00 pm

4 Weekdays 7-9pm

5 Weekdays 7-9pm

6 Hard point to say with work life balance. Individual to work out with their coach, and supported within reason with the association

7 Coaching time for me would be better addressed with consideration of available time for both players and coaches and shouldn't be limited by specific days and time. I am also mindful that coaches would need to have a job somewhere to sustain an income as well as players to be able to pay for coaching session be it individual or group.

8 weekdays from 10:00 ~ 14:00

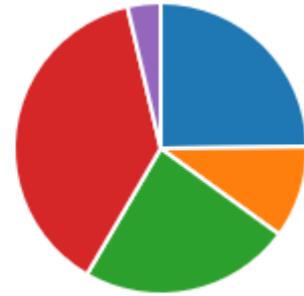
9 7:30 to 9:30 on weekdays is probably best for me at the moment

10 Weekdays, 4pm - 7:30pm

11 Options throughout the week and on weekends in morning and afternoon would be brilliant!

14. When coming to the centre for a social game, which of the following would you prefer:

- Just walk in and play with any... 34
- Come with my own group of f... 14
- Book a court online in advanc... 32
- More organised social games ... 52
- None of the above. my prefer... 5



Options were:

Just walk in and play with anyone, Come with my own group of friends. Just walk in and take my chance there will be a court available, Book a court online in advanced and play with my own friends, More organised social games offered by STBA and None of the above. Preferences received are described below;

15. For those that selected 'None of the above', the following 6 responses were provided:

- 1 Social but organised, like Vickis sessions.
- 2 Social book a court or show up at same cost
- 3 book a court to play with my friends, or in an organized social session to play with anyone.
- 4 Walk in, first in best dresses for social times. Plays have to understand that no courts mean no play. Centre full sign placed outside when capacity reached.
- 5 I like the way the Vets session is run. I don't think the STBA should try to micro-manage everything.
- 6 All of the above, what I like with the current set up is inclusiveness and flexibility.

16. The number of matches you would like to play in a night:

- 2 9
- 3 29
- 4 92



17. What time would you like the Pennant to finish:

● 9:30pm	44
● 10:00pm	50
● 10:30pm	22
● 11:00pm	11



18. Do you want to play singles at Pennant:

● Yes	75
● No	57



19. How long would you like to see Pennant run (including Grand Final):

● 7 to 8 weeks	28
● 9 to 10 weeks	46
● 11 to 12 weeks	40
● More than 12 weeks	9



20. Would you like the opportunity to form your own team in Pennant:

● Yes	43
● No	79



21. For those playing as a Junior in the Super Smash, would you be happy to pay for extra coaching sessions before or after Super Smash:

● Yes	19
● No	19



22. What time would you like the Pennant to start:

● 7:00pm	55
● 7:30pm	29
● If we could start a half hour ea...	36



Options were:

7:00pm, 7:30pm and If we could start a half hour earlier, we could finish a half hour earlier.

23. How many games of mixed doubles would you be willing to play in Pennant:

● 1	29
● 2	60
● 3	30



24. Would you be able to play Pennant if the night of play varied between 2 different days each week:

● Yes	70
● No	50



25. Do you feel that you've been graded correctly for Pennant:

● Yes	100
● No	15



26. If you answered No for the previous question, do you believe you should be playing in a higher or lower grade:

● Higher	9
● Lower	4
● Not applicable	59



27. Members suggested improvements at the STBA, 52 responses were provided:

**1** Update to Pennant By-Laws - much of it is not applicable to how roster currently runs.

**2** roll out the double comp on a week night/s

**3** Better access online for booking courts on Sunday evenings.

**4** A night time ladies doubles roster would be fantastic.

**1** The lighting needs to be improved as you do tend to get blinded in certain areas of the court. **2**

**5** The concrete flooring does tend to antagonise knees and ankles so a specific badminton flooring would be much appreciated.

**6** Lighting needs covers to reduce losing shuttle in glare. Shock absorbing floor treatment to concrete floor.

In my opinion the hall needs ventilation, this could be with the addition of a number whirlligigs

**7** that could be fitted with some means of shutting them off if there were competitions on. The hall seems to be getting hotter every year and this could be done for a minimal cost.

Seems to be some great energy at the moment. Needs to be a clear pathway for juniors who want to play Badminton as they're chosen sport. Junior sessions should be our clubs priority ( in my

**8** opinion ). Would be great to see junior training sessions most afternoons. At the moment it seems to be Super Smash once a week and hope you make a state team or pay for private coaching. ( yes Im happy to help )

**9** Fee for players that don't turn up for rostered games and don't let anyone know.

**10** This survey is a great idea. It makes sense to ask people what they want. Basically, STBA is in the business of providing badminton opportunities for people.

**11** A new floor

**12** The current court surface is very hard on shoes and racquets!

- lower court fee, or keep as is. but not higher. - more durable shuttle at the same price, or similar quality at lower price. - more organized social sessions. the current public session is no different

**13** to online court booking. except one can't book in advance, but allocated a court by session manager. and take a chance to walk in when there is no court available. seems counter productive in many ways. - softer floor.

I like the idea of forming own pennant teams, and I think people are more passionate about their team if they do this. Not sure how it would work in Div 1 with the differences in standards

**14** between No 1s and No 2s in the ladies and from No 1s down in the men. I have played this way before and one team often ended up very strong and won every year (those that love to win). However a common sense grading system might help.

**15** Improve the standard in division 2

**16** Less and shorter meetings. From a spouse of a committee member.

17 It would be good to be able to make a casual court booking, and it would be fairer to pay a single fee for the use of the court rather than a fee for each of the individual players. Currently two players could have paid \$20 to use one court for 2 hours, but another group of 6 players sharing one court have paid \$60 for the same time period.

18 Encourage participation in night roster more. Re-advertise/ brand differently to bring back previous players especially for higher divisions. Div 1 has had low quality players for a while now. The super league brought players back. Would be good to try again but on a different night to div so players can play in both.

19 Shorter rosters (10 weeks max) and finish by 9:30pm. Better system for substitution when someone is absent either planned or unplanned.

20 More ways for members to communicate to STBA. Have someone that could answer all our questions. More structured training / coaching for juniors. Roster games that could cater for school aged children (other than Super Smash).

21 ***Moderated Comment, this comment has been edited to remove offensive references and language but has kept the constructive context of the comment.*** Last time I turned up to a social session with friends, we were told that we missed the start and courts were taken. They made it sound like you need to turn up on the hour for a public session which is unacceptable.

22 More training sessions available during the week.

23 Offer more social games! Whenever people can make it. At night, during the day and/or week ends.

24 Lockers for hire Better grading system - some people are too good to be in div 4! Better fill in system - as above Being able to cancel online booking if within 12-24hrs Longer / more stable opening hours at the shop Briefing / information session at the start of each roster explaining rules, expectations of players (manners, sportsmanship, fill ins)

25 Lockers for hire and better grading system. To be able to cancel online bookings. Longer and more stable opening hours for the STBA shop. More convenient EFTPOS facilities. Better stringing services as strings are breaking very frequently, as soon as a few weeks after being restrung.

26 Improve the floors. Focus on encouraging women to play. Having so few women spread thinly over each division seems to demand more mixed games than doubles for women. Could there be a short women's roster.

27 Softer courts. The concrete is very hard on the knees. I'm only young and it's already affecting them.

28 Yes. The hall needs to be accessible to all at a reasonable cost, especially for those players who wish to train a number of times a week. The cost of \$20 per court per hour is too much to pay if you want to be up there say four days a week. Consider paying an outright payment 'gold' member, where a player can pay a set fee per year to cover their court fees. Possibly have levels of membership depending of usage. ie standard social member would be as usual...silver, one session a week...gold four etc. Would be more than happy to discuss possible options. :) Roster to remain as singles, two doubles (one cross over), and a mixed. Look at premier league again, however needs to be set up differently. Grading of roster to be improved. If div 2 is the lead up to div 1, they should all be playing singles, with possibly the number three lady not. Same with maybe the line three with div 3. All tournaments with shuttles inclusive within entry fees, like the Gosen end of year tournament. Honour boards updated. Some comfy cushions on the seats, maybe every second row, ie two and four. Need some comfort for spectators. Possibly approach some fabric places for donations, or more matching updated carpet cutoffs Appreciate the water cooler...good things happening in that space. Seems to have been talked about for years, change the courts, or provide detailed updates or timelines to players. Last update was over two years ago. Even distribution of used shuttles to all coaches. Thanks for allowing the feedback.

29 Shop more consistently open and earlier court hire opportunities

30 Better communication to players at the start of the roster about rules ect. More visibility of committee members from time to time of a variety of nights so players can ask questions or feel being part of a committee might be for them

31 N/A. I enjoy in each session that I come except more free shuttles during night weekend session

32 A concerted effort to attract and retain the overseas players that are appearing now would be a good idea. Finding out what they want and providing it could be of great benefit. Getting in contact with whatever organisations try to assimilate them into Tasmania, and getting those organisations to actively promote the sport as a pathway could bring a great many players to the centre. Coaching sessions as prizes for high school championship success could be useful. (top 4-8 in each age group invited for Sunday sessions perhaps.) With Rowan so busy with school now, I would be available to administer the schools roster next year if needed.

33 I would like to the summary of this survey's results released and published on FB so that all members can see what general STBA membership want / do not want. I want the Committee to consult members about any changes it plans to introduce BEFORE any decision is made. I want to see the consultation process to be transparent and public (on FB) so that members can see their feedback is actually examined and discussed. Rejection to any feedback should be accompanied with explanation as to why. Please do not make any hasty changes based on what a small number of vocal members have said.

34 For the previous term the web site did not correctly have the family times marked. My family and I enjoy the family time court hire as it was more affordable than having to pay for 4 individuals.

35 *Comment unavailable due to offensive content.*

36 More asking the association if they want anything different on offer and able to give opinion

37 The stba caters for the top Level and not enough thought is given to the lower grades

38 Better courts

39 More consultation with players re what they would like in a roster - such as this survey Perhaps employ a Centre Manager so that people could turn up during the day and play when it suited them. Social games with other clubs around the south of the state - eg a trip to the Tas Peninsula or down the Huon valley?

40 in my opinion, giving more emphasis on junior development would be my priority for the reason that juniors is the way forward. I would encourage STBA take into consideration on promoting this sport to the young people in the community. Being a member of this community, Badminton is not the first choice in choosing a sport to focus on for the younger generation. Even though Badminton is a great sport, if it is out of sight it is out of mind. I would encourage STBA to consider promoting group training for those individual who is keen to learn as the first step and in the future if this individual had decided continue, there would be options of doing individual coaching. Importantly is that junior players rely on their parents not just finance but also transport and support ( Proper badminton equipment is costly). I would suggest a discount rate for players that are under 18, same as other major sporting clubs. Children are the future and encouraging this group to enjoy and develop will ensure the future of the club.

41 Regarding singles in the pennant comp: I'm personally easy either way but I really don't think everyone should have to do singles. We have lost players because of this, especially women, and I think we can't afford that. How about getting people to tick a box when they nominate and have only those who are not opposed to it play singles and give the others more mixed doubles or crossovers if the numbers allow it? I appreciate this compromise would make the roster format more complex but at the same time having more players (again esp women) would make it easier to put together evenly strong teams.

42 As listed above. Generally am incredibly happy with how things are run, and very grateful to the organisers - well done and keep up the good work! We are lucky here in Tassie!

43 More family times, for younger kids to play with parents

44 For div 4, I suggest the old point system. there are a lot of new players who don't know the rules and it would make it fairer for them, since their games are always really close. It makes the matches a lot more even with less thrashings and "we've already lost and its only eight o'clock" and having a game go to 19/21 and getting nothing for it. What would also help would be a "Must read for anyone who wants to be and umpire", since some umpires and players don't know the rules and therefor don't learn that they are making mistakes. Thanks for considering

45 No singles!!! There are a large number of both men and women that do not enjoy singles, be it our aging joints or lack of fitness. Many choose not to play because of singles.

46 Keep things like the roster consistent. There needs to be something to build around. If everything changes too often then people can't keep up and then stop playing.

47 I would like to see a payment system that used debit card or a machine at the centre using card. I play womens roster during the day. Instead of paying cash each week I would prefer to pay for the whole roster in advance.

48 I'd like to pay my court fee in advance rather than bring cash with me each night of roster. I believe it would be much more easier and more convenient for members. Cheers

49 I would like it to be easier to find out about training sessions and where to sign up for competitions etc.

50 If your roster starts at 7pm the first game should and must be at 7pm. not whenever you feel like you want to play. If possible it should be played as listed on your roster sheet. Captain should make sure that this is adhere to at all time. That way the game would finish around 10.30 It eliminates people to have to play 2 even 3 games consecutively. Another problem is with fill Ins. There is a fill In list for each Division and it should be taken from this list if possible and someone with equal ability.

51 The entry to newcomers is not very friendly...more posters/artwork and a big welcome in different languages would be nice on arrival and to attract people to enter the building. It could be nice to create a waiting area near the front door and to store the bins elsewhere. It took me years to pluck up the courage to enter the building for the first time - it looks like an uninviting fortress! Session managers, canteen staff and members should be encouraged to be welcoming and helpful to anyone who appears new and/or a bit lost.

52 Better communication methods perhaps, I know the email system is used but maybe use this in conjunction with social media. Better promotion of tournaments, training sessions, and/or pennants may also be beneficial to reach a wider audience to grow our community. And also maybe there could be more come and try days when new players can come and experience badminton with a specific program. This could encompass activities like the ones that are offered on STBA opening day each year.

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