

BIAV Member Satisfaction Survey

Tuesday, December 04, 2018

32

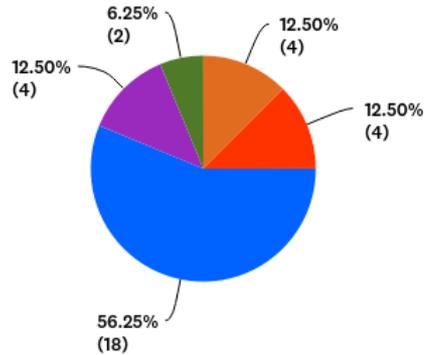
Total Responses

Date Created: Thursday, October 25, 2018

Complete Responses: 32

Membership

Q1: How would you rate the overall level of member servicing and support?

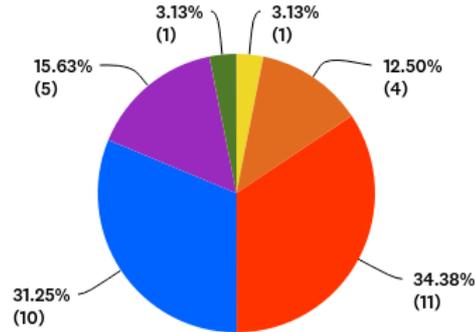


1 2 3 4 5 Unsure

1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
0.00%	12.50%	12.50%	56.25%	12.50%	6.25%	32	3.73
0	4	4	18	4	2		

Weighted Average: 3.73

Q2: How would you rate the member benefits currently provided?



1 2 3 4 5 Unsure

1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
3.13%	12.50%	34.38%	31.25%	15.63%	3.13%	32	3.45
1	4	11	10	5	1		

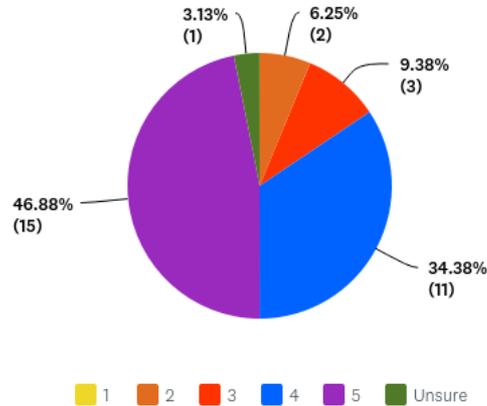
Weighted Average: 3.45

Q3: Do you have any comments in relation to your response, or Member Services in general?

1. *lack of knowledge of what is available and had trouble using travel insurance with a recent claim.*
2. *Particularly good advocacy work done recently fighting the Govt and Opposition for "our" funds from licensing.*
3. *more advice and support including general contracts, insurance guidelines, service agreements, duty of disclosure, warranty guidelines - that could assist us in our business.*
4. *Still new to BIA and understanding what the benefits and services provided are, I see a very active president and team which is great.*
5. *better legal services support better support when working with government training*
6. *only benefit worth is travel insurance*
7. *Travel insurance has been of great value*
8. *what is happening with benefits/programs, like car hire, internet & phone package , bank credit card fees, insurance etc ,etc*
9. *More tangible benefits required to quantify value. ie Travel insurance saves \$500pa – great value!*
10. *Unclear as to what the membership wants to offer.*
11. *There seems to be more communication this year more so than others which is great*
12. *Need to look at more tangible benefits*

Advocacy

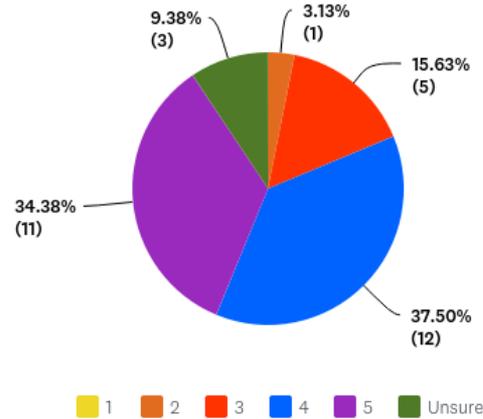
Q4: How would you rate the advocacy work performed by BIAV in regard to state level and other issues?



1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
0.00%	6.25%	9.38%	34.38%	46.88%	3.13%	32	4.26
(no label)	0	2	3	11	1		

Weighted Average: 4.26

Q5: How would you rate BIAV's leadership and influence at government and other stakeholder levels?



1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
0.00%	3.13%	9.38%	37.50%	34.38%	15.63%	32	4.14
(no label)	0	1	3	11	5		

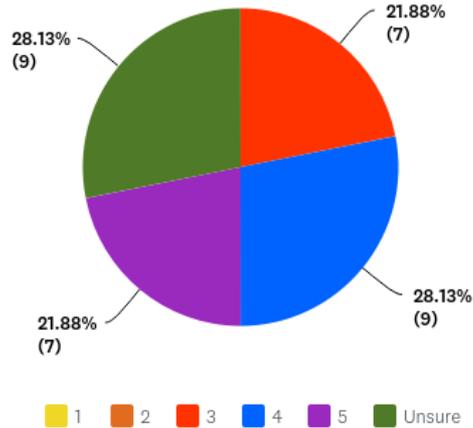
Weighted Average: 4.14

Q6: Do you have any comments in relation to your response, or Advocacy in general?

1. See comment for question 1.
2. Was non existent for a while but last year or so things have been ramped up (since Ben came back and new CEO Steve started) and we got results - well done!
3. So far, excellent work done leading up to the elections, ensuring they deliver will be the challenge
4. Ben does a great job
5. Members need to know that BIAV makes a Budget submission to Victorian Government every year.
6. Improving greatly over past 12 months
7. Keep at it Ben & CEO

Governance

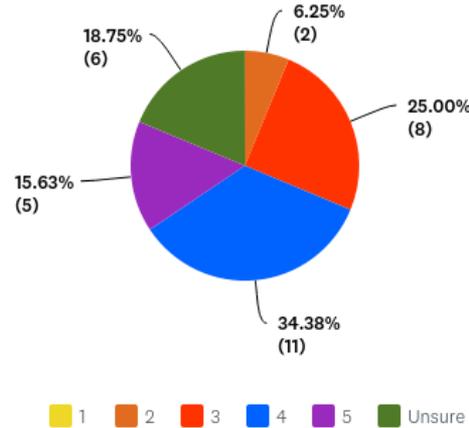
Q7: How would you rate BIAV's financial management?



	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	21.88%	28.13%	21.88%	28.13%	32	4.00
	0	0	7	9	7	9		

Weighted Average: 4.00

Q8: How would you rate BIAV's board, committee and divisional structure and performance?



	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	6.25%	25.00%	34.38%	15.63%	18.75%	32	3.73
	0	2	8	11	5	6		

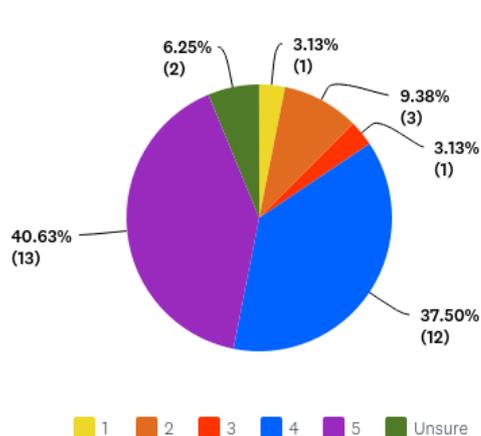
Weighted Average: 3.73

Q9: Do you have any comments in relation to your response, or Governance in general?

1. Too may directors
2. Financial management is back on an even keel. Not all Divisions are as active as others.
3. Performance very good. Divisional structure could be improved. My suggestion.... attract best
4. talent regardless of which industry/ division they work in.
5. Current board have turned things around - seem to be doing a good job
6. Appears to be headed in the right direction
7. over the years members have been let down by self interests and fighting.
8. Great fiscal control now! Overall divisions require revue

Boat Shows

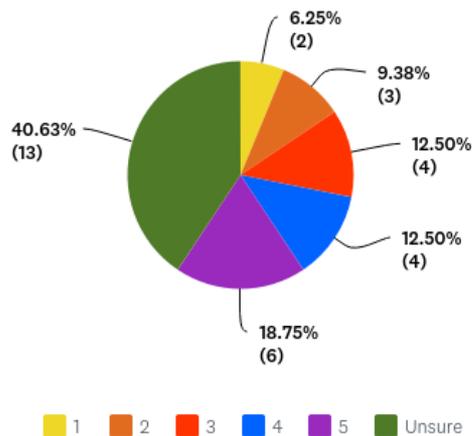
Q10: How would you rate BIAV's performance at delivering the Melbourne Boat Show?



	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	3.13%	9.38%	3.13%	37.50%	40.63%	6.25%	32	4.10
	1	3	1	12	13	2		

Weighted Average: 4.10

Q11: How would you rate BIAV's performance at delivering other Boat Shows and events?



	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	6.25%	9.38%	12.50%	12.50%	18.75%	40.63%	32	3.47
	2	3	4	4	6	13		

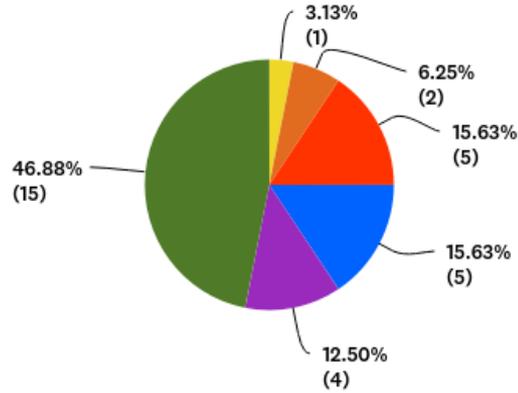
Weighted Average: 3.47

Q12: Do you have any comments in relation to your response, or Boat Shows in general?

1. *Good management of the Melbourne Boat Show, but we need to recognise consumer/buyer behaviour is changing dramatically. Shows may have had there day.*
2. *more promotion of the show needed - we need higher numbers attending*
3. *Only 1 attended so far*
4. *lots of cost for very little*
5. *Monica and the team do a wonderful job*
6. *Other events seem to be sparsely attended. Apathy on the part of members or a failure of management to spark interest?*
7. *Boat show is difficult to rejuvenate. Other shows unsure - BIA events should be more engaging*

Industry Skills

Q13: How would you rate BIAV's performance at influencing positive relations between employers, educators (TAFE's) and potential apprentices?

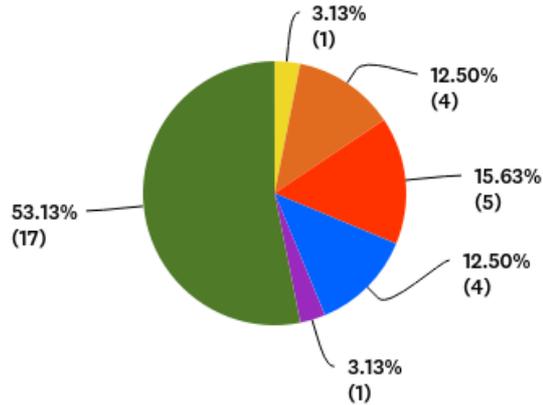


1 2 3 4 5 Unsure

	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	3.13%	6.25%	15.63%	15.63%	12.50%	46.88%	32	3.53
	1	2	5	5	4	15		

Weighted Average: 3.53

Q14: How would you rate BIAV's performance at helping to eliminate course shortcomings and skills shortages?



1 2 3 4 5 Unsure

	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	3.13%	6.25%	12.50%	15.63%	12.50%	53.13%	32	3.00
	1	2	4	5	4	17		

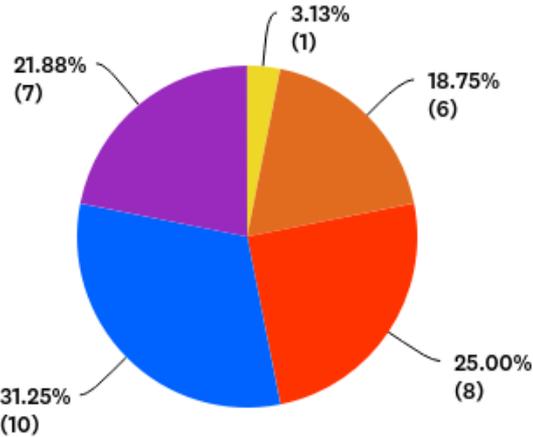
Weighted Average: 3.00

Q15: Do you have any comments in relation to your response, or Industry Skills in general?

1. No exposure to this area
2. we need more training in new areas / fields of development. As well as old skill sets.
3. skill shortages the most in years right now
4. I do not really know anything about what BIAV does in this area
5. Unless you were employing apprentices how would one know?
6. We have a long way to go ! need to convey "real training, real jobs, real career!"

Participation

Q16: How would you rate the effectiveness of Life's Better with a Boat and its associated platforms?

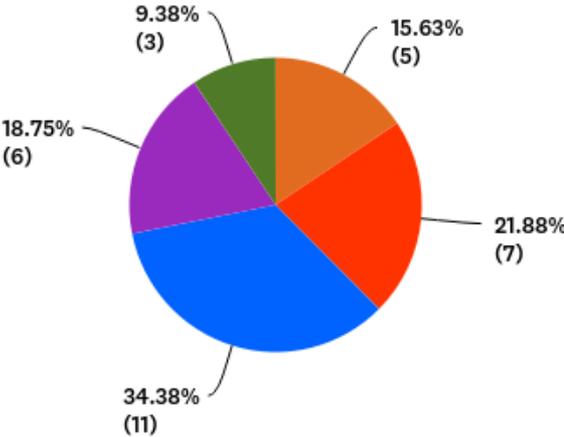


1 2 3 4 5 Unsure

	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	3.13%	18.75%	25.00%	31.25%	21.88%	0.00%	32	3.50
	1	6	8	10	7	0		

Weighted Average: 3.50

Q17: How would you rate BIAV's performance at delivering 'calls to action' or other participation activities?



1 2 3 4 5 Unsure

	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	15.63%	21.88%	34.38%	18.75%	9.98%	32	3.62
	0	5	7	11	6	3		

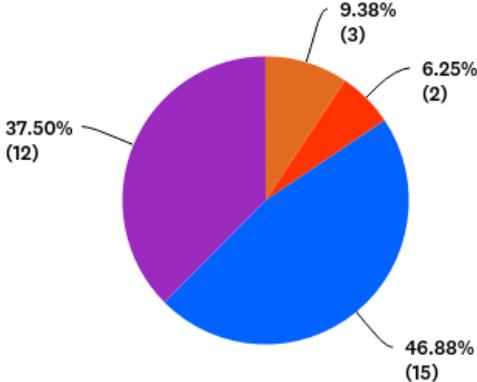
Weighted Average: 3.62

Q18: Do you have any comments in relation to your response, or Participation in general?

1. Well intended however design not ideal and difficult to achieve hoped for outcomes with limited resources. Should review the "Grow Boating" initiative from the US and adopt. The IP already exists. First attempt in Australia didn't work due to execution issues. Second attempt could work if run properly. Program model and IP would be Free.
2. Also headed in the right direction, just needs to get more exposure and participation. The events I have attended were valuable and informational, just need more people to support
3. Because everyone is so busy with work it is always difficult trying to get people together so the participation levels are generally a little low

Communications

Q19: How do you find BIAV's overall communications to members?

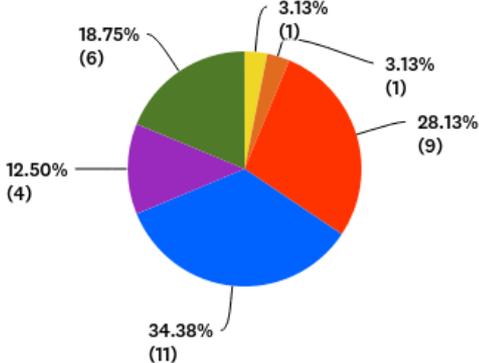


1 2 3 4 5 Unsure

	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	9.38%	6.25%	46.88%	37.50%	0.00%	32	4.13
	0	3	2	15	12	0		

Weighted Average: 4.13

Q20: How do you find BIAV's communications to the wider boating community?

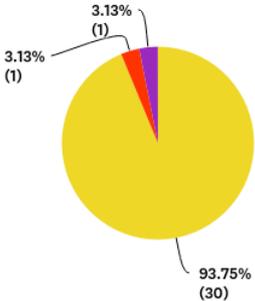


1 2 3 4 5 Unsure

	1	2	3	4	5	UNSURE	TOTAL	WEIGHTED AVERAGE
(no label)	3.13%	3.13%	28.13%	34.38%	12.50%	18.75%	32	3.62
	1	1	9	11	4	6		

Weighted Average: 3.62

Q21: How do you prefer to stay in touch with BIAV?

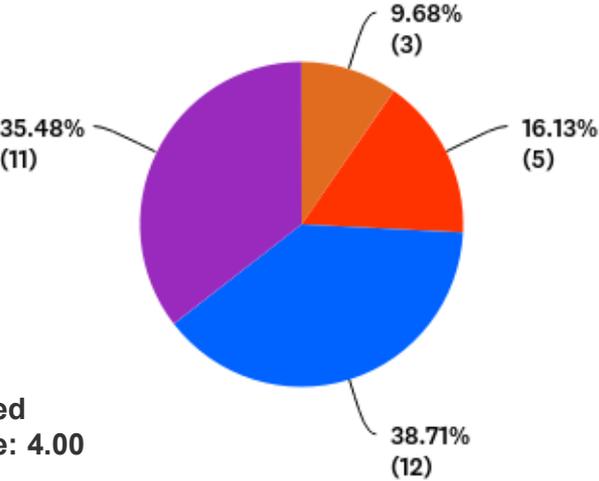


Email Mail Phone Call Text Website

ANSWER CHOICES	RESPONSES	
Email	93.75%	30
Mail	0.00%	0
Phone Call	3.13%	1
Text	0.00%	0
Website	3.13%	1
TOTAL		32

General Summary

Q22: How much do you value your membership of and association with BIAV?

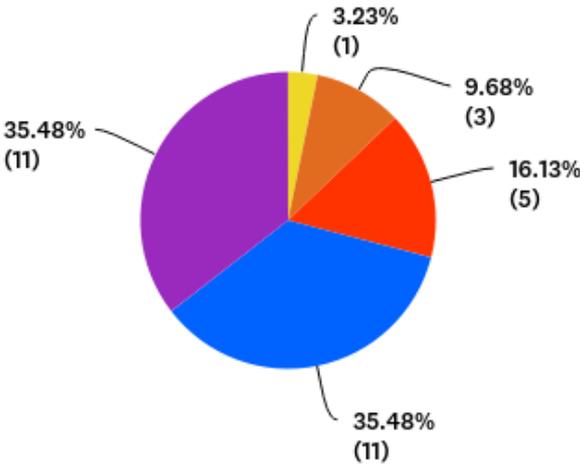


Weighted Average: 4.00



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	9.68%	16.13%	38.71%	35.48%		
	0	3	5	12	11	31	4.00

Q23: How likely would you be to recommend BIAV to a like business, to become a member?



Weighted Average: 3.90



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	3.23%	9.68%	16.13%	35.48%	35.48%		
	1	3	5	11	11	31	3.90