

Whai Rawa Survey Report

Number of people

639

who have responded to survey

What year did you join Whai Rawa

Choices	Percentage	Count
2006	38.97%	249
2007	22.85%	146
2008	18.31%	117
I'm not a member	10.80%	69
2009	7.20%	46
2010	1.88%	12
Total		639

Are you a member of or contributor to other savings schemes or investments?

Choices	Percentage	Count
Kwisaver	40.30%	293
No	30.67%	223
Other investment	29.02%	211
Total		727
Unanswered		1

How did you hear about this survey?

Choices	Percentage	Count
Email from Whai Rawa	77.50%	527
Te Panui Runaka (TPR)	13.68%	93
Word of mouth	5.15%	35
Other	3.68%	25
Total		680
Unanswered		2

How often do you deposit money into YOUR PERSONAL Whai Rawa account?

Choices	Percentage	Count
More than 4 times a year	38.83%	212
Once a year	32.05%	175
Never	18.68%	102
2-4 times a year	10.44%	57
Total		546
Unanswered		93

Please identify barriers you face or have faced to contributing money to YOUR PERSONAL Whai Rawa acc

Choices	Percentage	Count
No barriers	43.88%	283
You feel you do not have enough funds left over after your day to day expenses	23.88%	154
You are not sure how to deposit funds with Whai Rawa	10.54%	68
You are not confident about returns or do not understand what the benefits will be for you	9.61%	62
You miss the cut-off date to get matched savings	6.05%	39
You are not confident that your money is safe with Whai Rawa	6.05%	39
Total		645
Unanswered		93

Are you an account holder for a child member or members?

Choices	Percentage	Count
No	63.59%	379
Yes	36.41%	217
Total		596
Unanswered		43

How often do you deposit money into a WR account OTHER THAN your own?

Choices	Percentage	Count
Never	55.46%	330
Once a year	19.16%	114
More than 4 times a year	18.32%	109
2-4 times a year	7.06%	42
Total		595
Unanswered		44

Please identify barriers you face or have faced to contributing money to Whai Rawa

Choices	Percentage	Count
No barriers	53.09%	352
You feel you do not have enough funds left over after your day to day expenses	21.42%	142
You are not sure how to deposit funds with Whai Rawa	9.35%	62
You are not confident about returns or do not understand what the benefits will be for you	7.39%	49
You are not confident that your money is safe with Whai Rawa	4.98%	33
You miss the cut-off date to get matched savings	3.77%	25
Total		663
Unanswered		44

How would you rate your satisfaction with Whai Rawa overall?

Choices	Percentage	Count
Satisfied	40.99%	239
Very satisfied	32.93%	192
Neutral	20.93%	122
Very dissatisfied	3.26%	19
Dissatisfied	1.89%	11
Total		583
Unanswered		56

Phone

Choices (Score)	Percentage	Count
Very satisfied (5)	16.64%	97
Satisfied (4)	18.87%	110
Neutral (3)	61.41%	358
Dissatisfied (2)	0.69%	4
Very dissatisfied (1)	2.40%	14
Total		583
Unanswered		56
Avg Score		3.5

Email

Choices (Score)	Percentage	Count
Very satisfied (5)	32.42%	189
Satisfied (4)	45.28%	264
Neutral (3)	19.55%	114
Dissatisfied (2)	0.69%	4
Very dissatisfied (1)	2.06%	12
Total		583
Unanswered		56
Avg Score		4.1

Letter

Choices (Score)	Percentage	Count
Very satisfied (5)	23.20%	135
Satisfied (4)	37.46%	218
Neutral (3)	36.60%	213
Dissatisfied (2)	1.03%	6
Very dissatisfied (1)	1.72%	10
Total		582
Unanswered		57
Avg Score		3.8

Te Panui Runaka (TPR)

Choices (Score)	Percentage	Count
Very satisfied (5)	20.62%	120
Satisfied (4)	25.77%	150
Neutral (3)	50.17%	292
Dissatisfied (2)	1.89%	11
Very dissatisfied (1)	1.55%	9
Total		582
Unanswered		57
Avg Score		3.6

Te Karaka Magazine

Choices (Score)	Percentage	Count
Very satisfied (5)	28.35%	165
Satisfied (4)	34.71%	202
Neutral (3)	32.47%	189
Dissatisfied (2)	2.41%	14
Very dissatisfied (1)	2.06%	12
Total		582
Unanswered		57
Avg Score		3.9

Public Website

Choices (Score)	Percentage	Count
Very satisfied (5)	17.04%	99
Satisfied (4)	29.60%	172
Neutral (3)	50.26%	292
Dissatisfied (2)	2.07%	12
Very dissatisfied (1)	1.03%	6
Total		581
Unanswered		58
Avg Score		3.6

Secure website / CommunityNet

Choices (Score)	Percentage	Count
Very satisfied (5)	20.24%	118
Satisfied (4)	20.75%	121
Neutral (3)	54.72%	319
Dissatisfied (2)	3.09%	18
Very dissatisfied (1)	1.20%	7
Total		583
Unanswered		56
Avg Score		3.6

Which of these methods of communication do you prefer to use? *

Choices	Percentage	Count
Email	62.77%	521
Post	16.75%	139
Website	13.98%	116
Phone	6.51%	54
Total		830
Unanswered		56

Did you know you can update your address and tax information on Community Net?

Choices	Percentage	Count
Yes	52.32%	305
No	37.74%	220
Don't know what it is	9.95%	58
Total		583
Unanswered		56

Do you or would you consider using this as an option?

Choices	Percentage	Count
Yes	87.82%	512
No	12.18%	71
Total		583
Unanswered		56