

# Satisfaction with the quality of the sporting experience survey (S.Q.S.E)

Results for:  
Lacrosse

2009

## Background to the SQSE survey:

- Understanding and measuring the quality of experience is a crucial element of the [Sport England Strategy 2008-11](#) and is central to Sport England's commitment to develop a world-leading community sport system.
- Within the 'sustain' element of Sport England's strategy, the key outcome measure is to achieve a quantifiable increase in people's satisfaction with their experience of sport.
- The Sustain outcome is concerned with keeping people engaged in sport and has the central notion that people's continued engagement in sports is driven by the fact that they enjoy taking part and that this enjoyment is in turn impacted significantly by the quality of the sporting experience.
- The SQSE survey provides a statistically robust measure of satisfaction with the quality of the sporting experience by individual sport, as a basis for tracking the achievement of targets for each sport.
- This research provides for the first time, a detailed picture of what is important to people when they participate in sport, and satisfaction with their sporting experience, across 45 sports.
- The development of this research has been informed by consultation with the national governing bodies of sport (NGBs), a literature review on previous studies in this area, scoping work undertaken by Ipsos MORI, and qualitative research by the [Henley Centre](#). Prior to the survey being conducted a full pilot and cognitive testing was also undertaken.

Further background information on the survey can be found [here](#)

The questionnaire can also be downloaded from [Sport England's website](#)

PLEASE NOTE: To open hyperlinks view slides in 'slide show' mode.

## **This slide pack provides**

- The results for Lacrosse, for the three engagement levels: general participants, members of affiliated clubs and members of the talent pool
- An overall satisfaction score, importance and satisfaction with each of the sporting domains, as well a more detailed understanding of satisfaction within each domain.
- An overall satisfaction score for all sports combined (an aggregated score across all 45 sports)
- A detailed breakdown of each question from the survey in Excel format which should be used in conjunction with this slide pack.

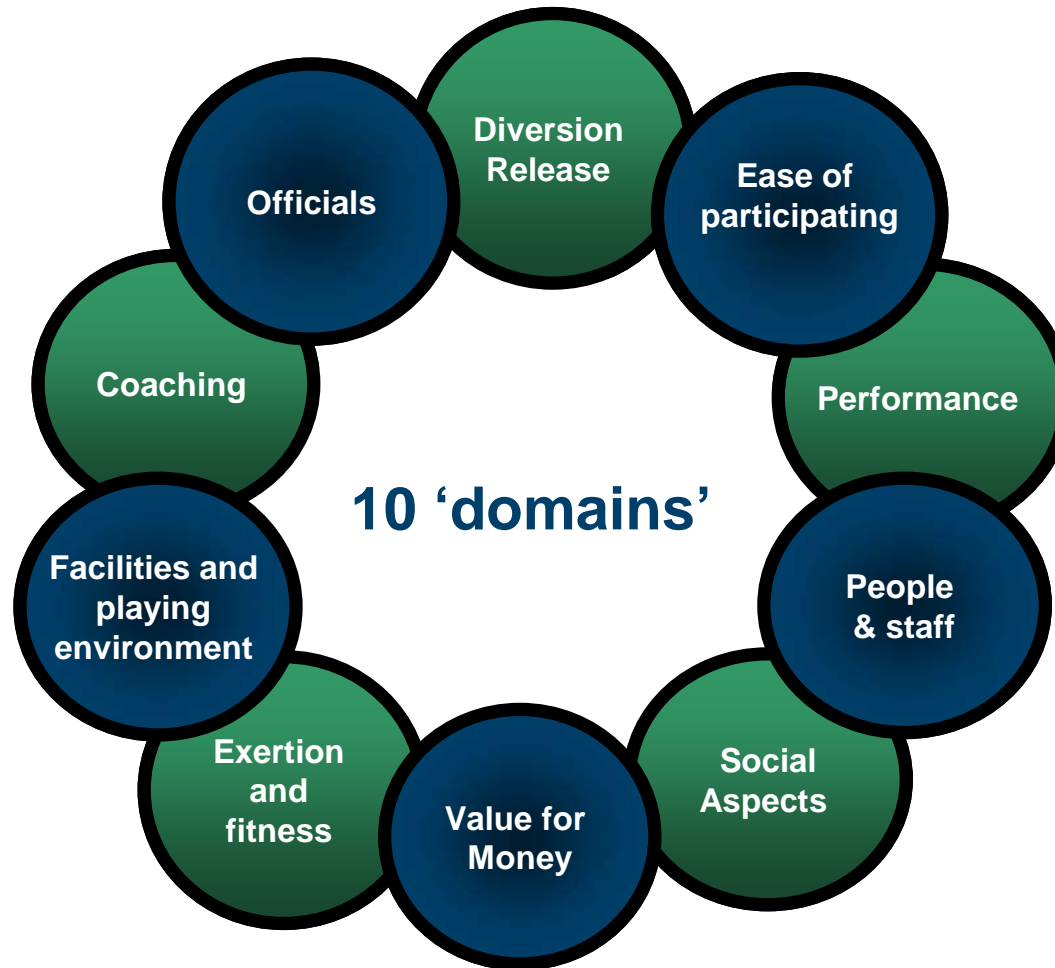
## **Data considerations**

- In total 391 people (age 16 and over - 14 and over with parental permissions for members of talent pool, where applicable) from Lacrosse took part in the survey; 67 general participants, 250 affiliated club members and 74 talent pool members.
- The overall score for Lacrosse is weighted to reflect the number of people taking part in each of the engagement levels (general participants, club member, talent pool). This leads to an effective base size of 222 for statistical considerations. (See the information guide for more information on the weighting process).
- The score for all sports combined (an aggregated satisfaction score across all the 45 sports) is weighted to reflect the numbers of people taking part in each of the 45 sports.
- All satisfaction and importance scores exclude people who have said 'Don't know' for that specific question. This will lead to a small fluctuation in sample sizes per question (usually less than 10%)

# 10 'domains' of satisfaction

4

- Respondents were asked to rate their satisfaction and importance within 10 'domains' or areas of satisfaction shown in the diagram below. Each domain contains a number of questions or attributes related to that domain.



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<b>Key Driver analysis</b>	<b>16</b>
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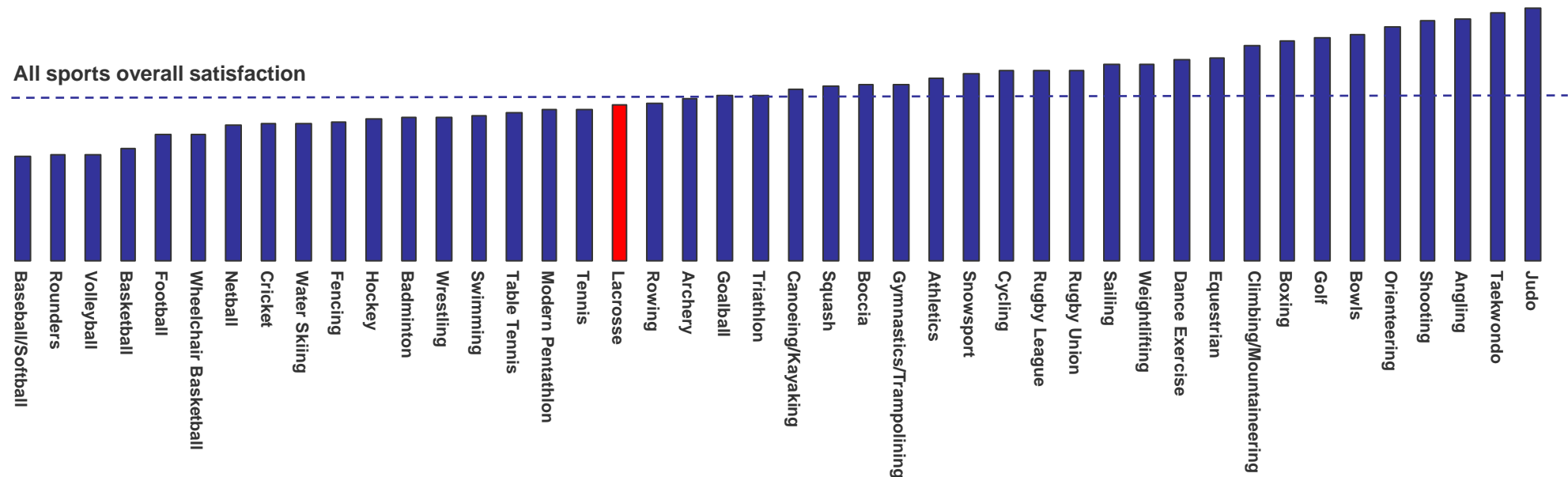
# Key findings for Lacrosse

# 2009 Baseline satisfaction scores

Below is an overview of the results for Lacrosse. This shows baseline scores for each engagement level for your sport (as well as across all sports), and how your overall satisfaction score compares to the satisfaction score across all sports. (For more information on how the scores were calculated, please see the accompanying information guide)

	Overall	General participants	Affiliated club members	Talent pool
Lacrosse	79.6	79.8	79.4	78.8
All sports	80	79.8	81.2	82.2

## Baseline scores: distribution of overall satisfaction scores across all sports



# Satisfaction with each domain – Lacrosse

8

Below are the satisfaction scores for each of the domains. This takes into account answers to all the questions within each domain.

Scores shown are average satisfaction scores out of 10

## All respondents

## General participant

## Club member

## Talent

Performance

7.7

7.7

7.8

7.4

Exertion & fitness

8.4

8.2

8.6

8.7

Release and diversion

8.7

8.4

8.9

9.0

Social aspects

8.7

8.4

8.9

8.9

People & staff

8.3

8.2

8.4

8.4

Ease of participating

7.7

7.7

7.6

7.4

Facilities & playing environment

7.5

7.7

7.2

7.5

Coaching

7.6

7.8

7.3

8.1

Officials

6.9

7.2

6.7

6.7

Value for money

7.6

8.0

7.4

6.4



# Satisfaction with each domain – all sports

9

Below are the satisfaction scores for each of the domains. This takes into account answers to all the questions within each domain.

Scores shown are average satisfaction scores out of 10

## All respondents

## General participant

## Club member

## Talent

Performance

7.7

7.6

7.9

7.8

Exertion & fitness

8.2

8.2

8.2

8.8

Release and diversion

8.5

8.4

8.7

8.8

Social aspects

8.2

8.1

8.6

8.8

People & staff

8.0

7.9

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8.4

Ease of participating

7.9

7.9

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Facilities & playing environment

7.6

7.6

7.5

7.7

Coaching

7.4

7.3

7.6

8.4

Officials

7.6

7.6

7.6

8.2

Value for money

7.6

7.5

7.8

7.2

# Importance and satisfaction within domains for Lacrosse

10

Average importance and satisfaction scores out of 10 for each domain

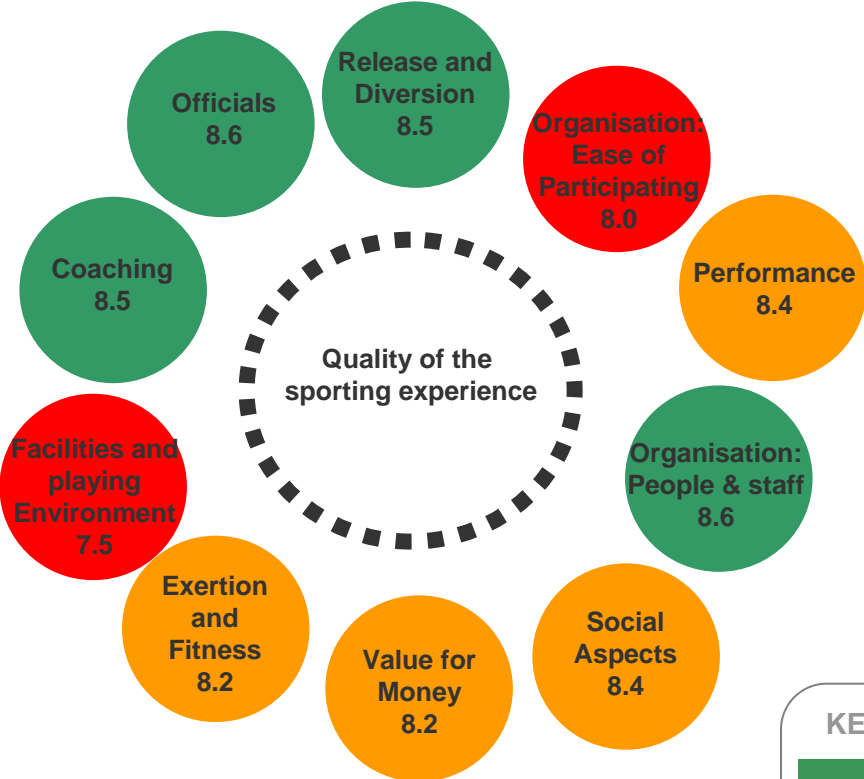
Importance Satisfaction



# Main findings

The relative importance of, and satisfaction with, each of the sporting domains in Lacrosse

## Importance



## Satisfaction



KEY

- Top areas
- Middle range
- Bottom areas

## Importance



## Satisfaction



KEY

Top areas

Middle range

Bottom areas

## Importance



## Satisfaction



KEY

- Top areas
- Middle range
- Bottom areas

Identification of the factors that are most likely to drive satisfaction in Lacrosse based on statistical modelling of 'derived importance'



# Derived importance

17

The next slide places the domains in order of importance for Lacrosse and then shows the key drivers for each of the top 8 domains on the following slides. This is based on statistical modelling of all the responses to the survey and may differ from results presented in previous slides which focus on the importance as stated by respondents (stated importance).

By taking into account the relationship between all the aspects of satisfaction, this analysis of 'derived importance' provides a more detailed and comprehensive analysis of the factors which will drive satisfaction.

## **NOTE:**

There are two ways of looking at importance – stated importance (respondents rating of importance within the questionnaire), and derived importance.

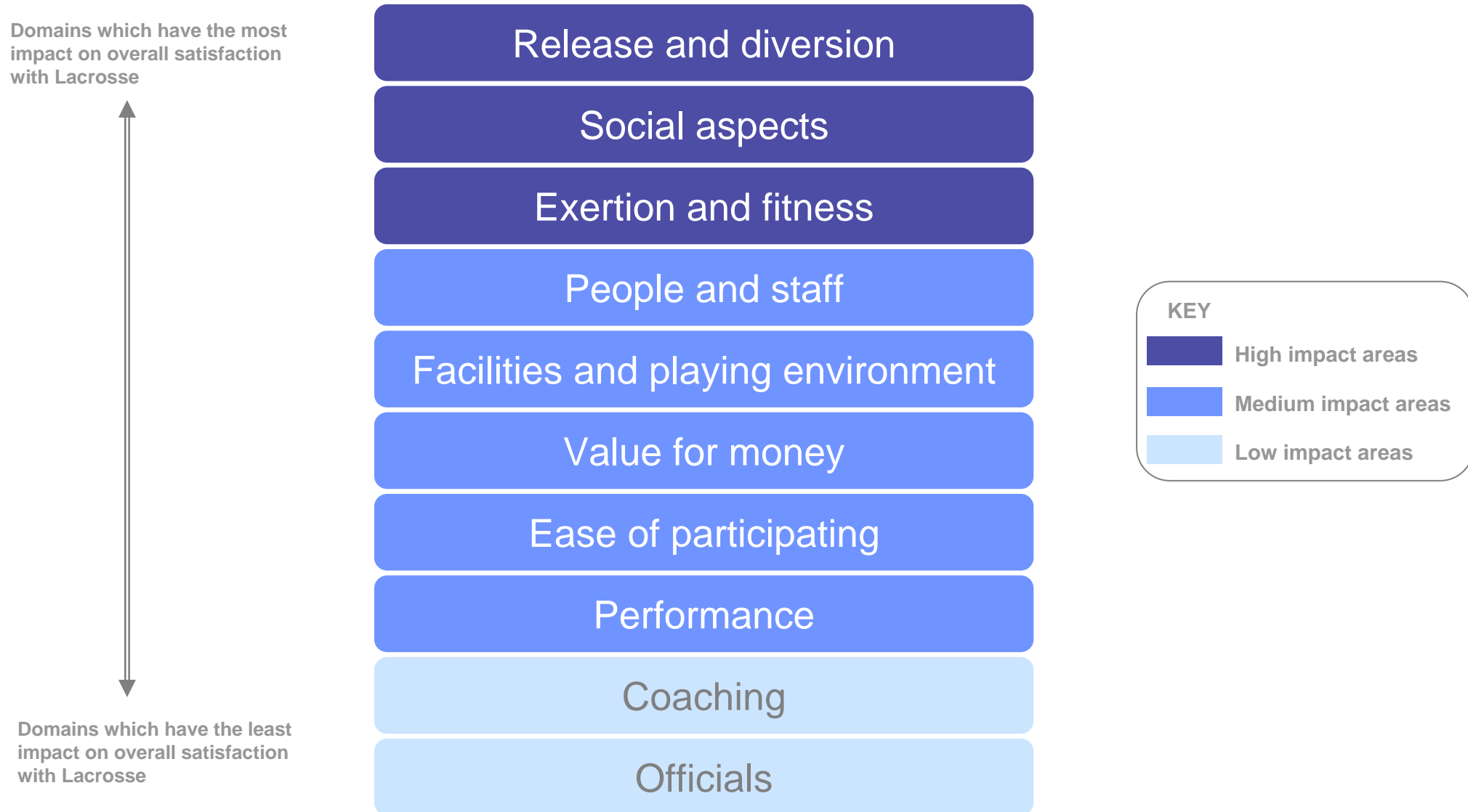
Derived importance uses statistical modelling to establish which elements are most likely to have the greatest impact.

Derived importance brings out factors which might have been underplayed by respondents when stating what is important, for example, emotional or less tangible factors.

See the [information guide](#) for more detail on how and why this analysis is done.

# Top domains to focus on (based on statistical analysis)

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# Top areas to focus on: Release and diversion

19

Attributes which have the most  
impact on overall satisfaction  
with the domain - Lacrosse



Feeling better about myself having taken part in my sport

The opportunities the sport gave me to relieve stress, unwind  
and get away from my everyday routine

The buzz/sense of exhilaration I got from doing my sport

The opportunities I had to challenge myself through my sport

## KEY

- High impact areas
- Medium impact areas
- Low impact areas

# Top areas to focus on: Social aspects

20

Attributes which have the most impact on overall satisfaction with the domain - Lacrosse



Attributes which have the least impact on overall satisfaction with the domain - Lacrosse

That I could participate in my sport in an environment that was not threatening or intimidating

That I could participate in my sport without feeling embarrassed or awkward

The opportunities for me to socialise through my sport

The opportunities the sport gave me to feel part of a wider group or team

That I could participate in my sport with people who respect the rules and spirit of the sport

That I could participate in my sport in a way that respects my cultural and/or religious beliefs

## KEY

- High impact areas
- Medium impact areas
- Low impact areas

# Top areas to focus on: Exertion and fitness

21

Attributes which have the most impact on overall satisfaction with the domain - Lacrosse





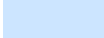
Attributes which have the least impact on overall satisfaction with the domain - Lacrosse

**The sport's contribution to my overall health**

**The opportunities to improve my fitness levels by participating in my sport**

**The opportunities to get the levels of physical exertion from my sport that were right for me**

## KEY

-  High impact areas
-  Medium impact areas
-  Low impact areas

# Top areas to focus on: People and staff

22

Attributes which have the most impact on overall satisfaction with the domain - Lacrosse



Attributes which have the least impact on overall satisfaction with the domain - Lacrosse

The attitude towards families and young people in my sport

How welcoming the people were at the places in which I took part in my sport

The competence and commitment of the volunteers I came into contact with in my sport

How welcome I was made to feel by the people who organise or run my sport

The competence of the paid professional staff I came into contact with in my sport

## KEY

- High impact areas
- Medium impact areas
- Low impact areas

# Top areas to focus on: Facilities and environment

23

Attributes which have the most impact on overall satisfaction with the domain - Lacrosse



Attributes which have the least impact on overall satisfaction with the domain - Lacrosse

The safety of the places where I took part in my sport

The quality of the natural environment or surroundings where I took part in my sport

The quality of the equipment available to me at the place where I usually took part in my sport

The cleanliness of the facilities where I took part in my sport

The quality of the lighting where I took part in my sport

The quality of the non sport facilities where I took part in my sport e.g. changing, catering, parking

The design and look of the buildings where I took part in my sport

The heating and ventilation where I took part in my sport

The quality of the surfaces where I took part in my sport

How well the places where I participated cater for people with a disability

The availability of high quality child care facilities and services where I took part in my sport

The facilities where I train are at an appropriate standard for my performance level

## KEY

- High impact areas
- Medium impact areas
- Low impact areas

# Top areas to focus on: Value for money

24

Attributes which have the most impact on overall satisfaction with the domain - Lacrosse



Attributes which have the least impact on overall satisfaction with the domain - Lacrosse



## KEY

- High impact areas
- Medium impact areas
- Low impact areas



# Top areas to focus on: Ease of participating

25

Attributes which have the most impact on overall satisfaction with the domain - Lacrosse



Attributes which have the least impact on overall satisfaction with the domain - Lacrosse

Being able to take part in my sport at places that were not overcrowded

Being able to take part in my sport without being interrupted or disturbed by members of the public

Being able to take part in my sport without being interrupted or disturbed by other sports participants

Being able to participate/compete in my sport at a time that was convenient to me

The ease with which I could balance my sporting, work, family or education commitments

The ease of making a booking when I participated in my sport e.g. booking a facility or sporting venue

The commitment and punctuality of other people within my sport

The time it took me to get to the places where I participated/compete in my sport

Being able to train in my sport at a time that was convenient to me

The time it took me to get to the places where I train or receive coaching in my sport

## KEY

- High impact areas
- Medium impact areas
- Low impact areas

# Top areas to focus on: Opportunities to improve performance

26



# Strategic priority analysis – stated and derived importance

27

The next chart maps the scores for each domain for stated and derived importance mapped against each other. This highlights which domains should be a strategic priority – with each of the domains falling into one of four quadrants:

**Drivers:** There will likely be overlap between stated and derived importance factors – these are the ones which should be prioritised.

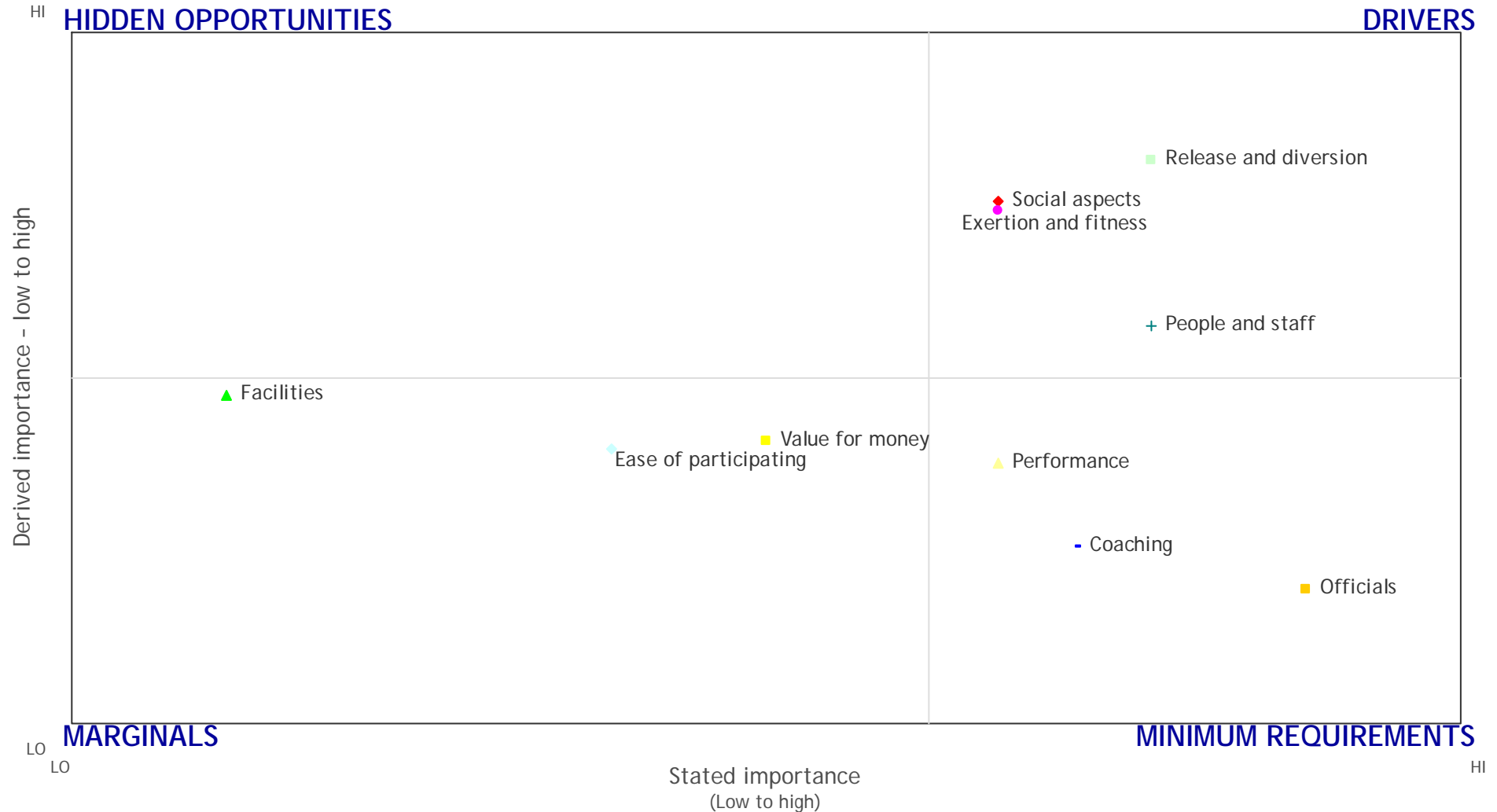
**Hidden opportunities:** Those that are high on derived but low on stated importance are the hidden opportunities which could potentially have a large effect of overall satisfaction.

**Minimum requirements:** Those that are high on stated importance and low on derived importance are the real hygiene factors

**Marginals:** Those with low importance on both measures (stated and derived importance) can be seen as least important for driving action.

# Strategic priority analysis

28



Detailed findings for each domain

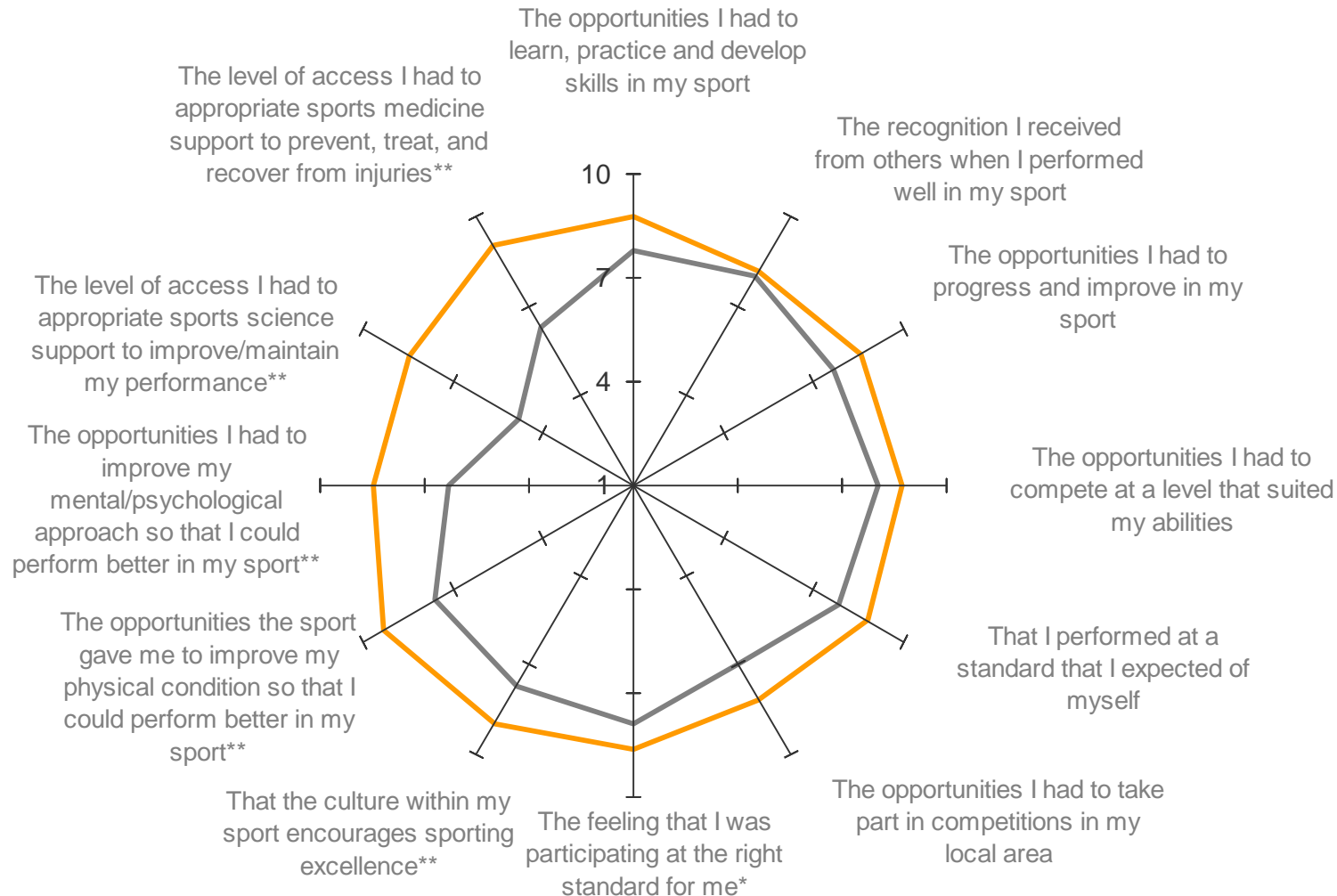
Domain: Opportunities to improve overall performance

# Importance and satisfaction of domains: Opportunities to improve overall performance

31

Average importance and satisfaction scores out of 10 for each statement

Importance Satisfaction

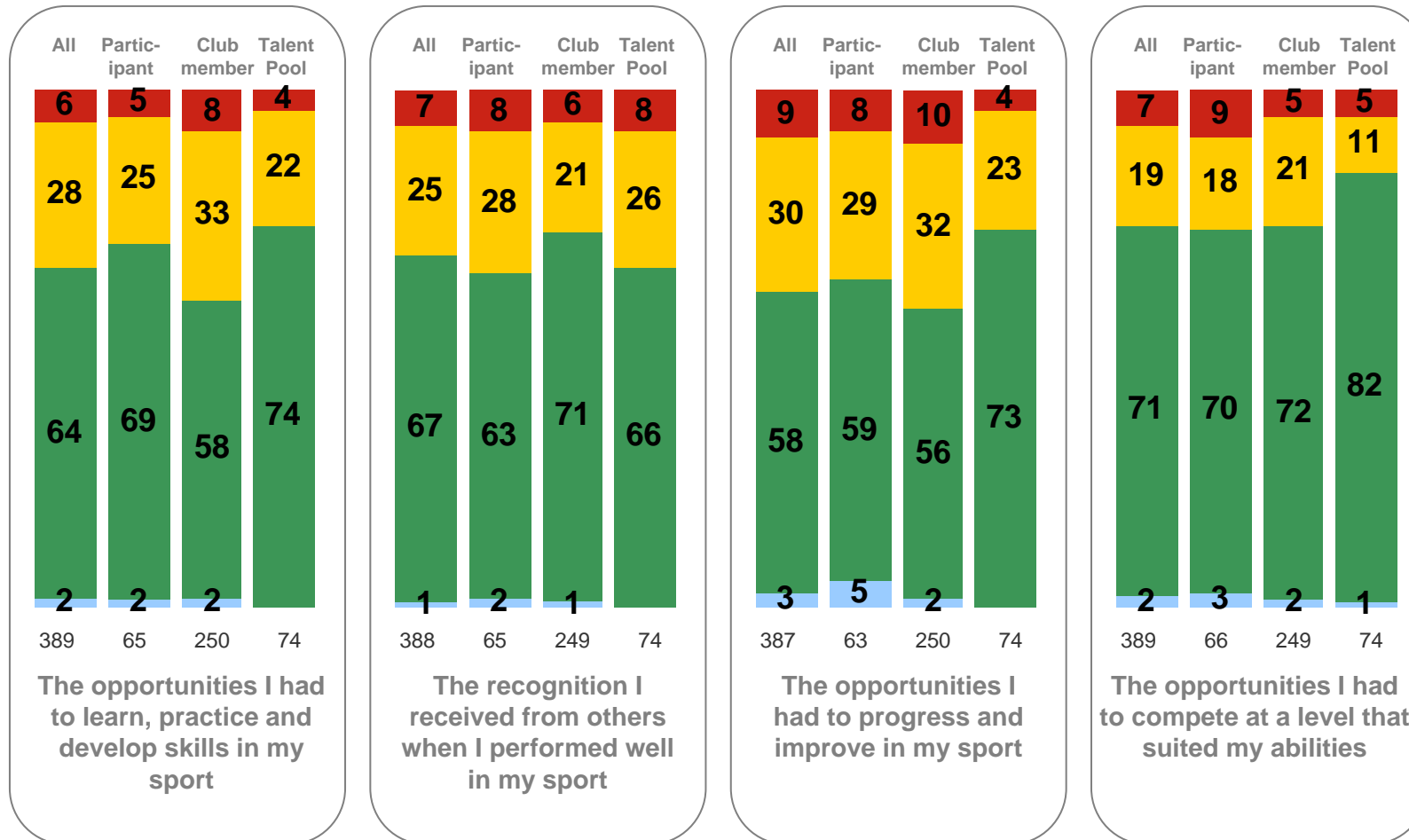


# Satisfaction with opportunities to improve overall performance

32

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

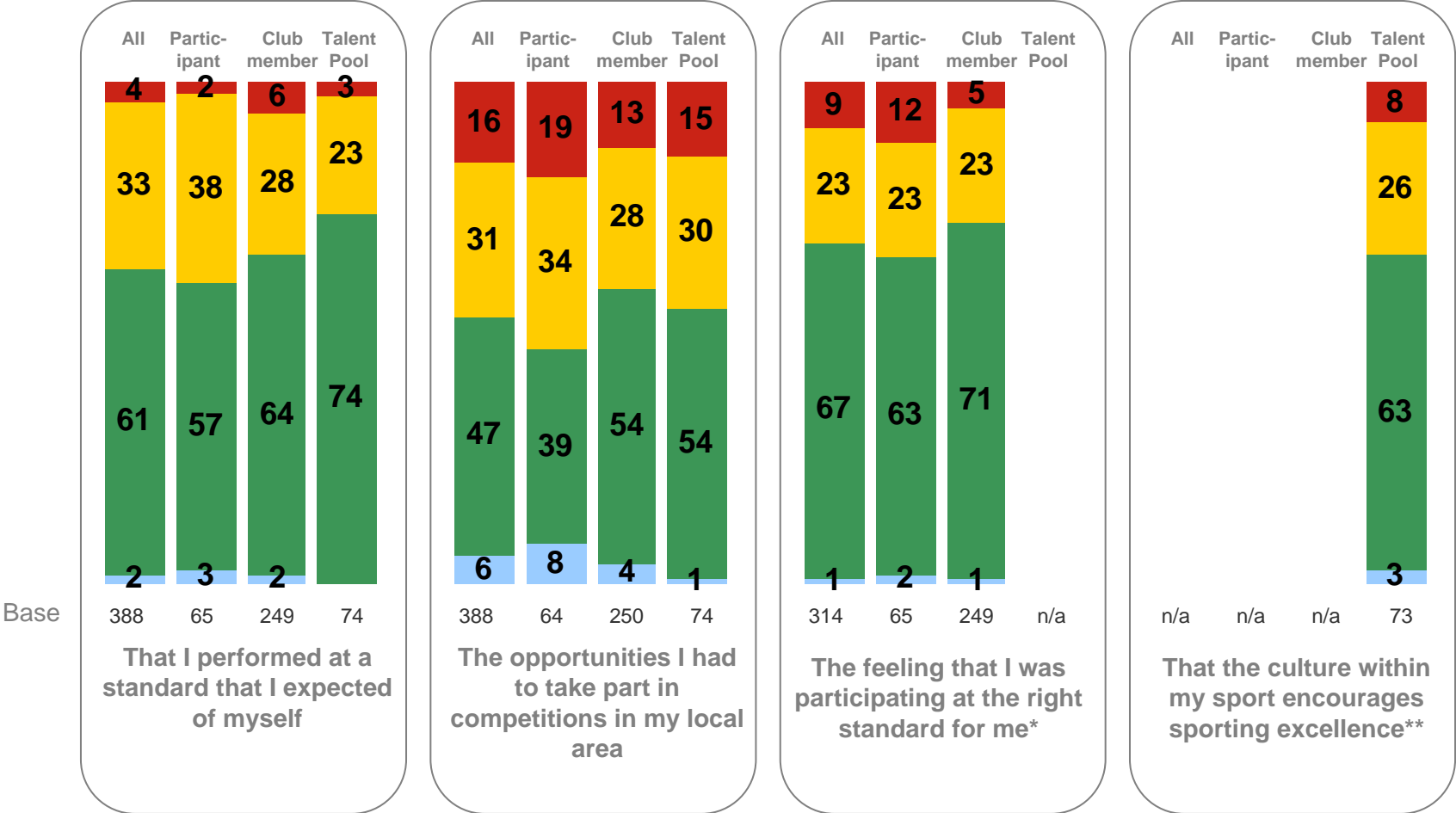
Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable





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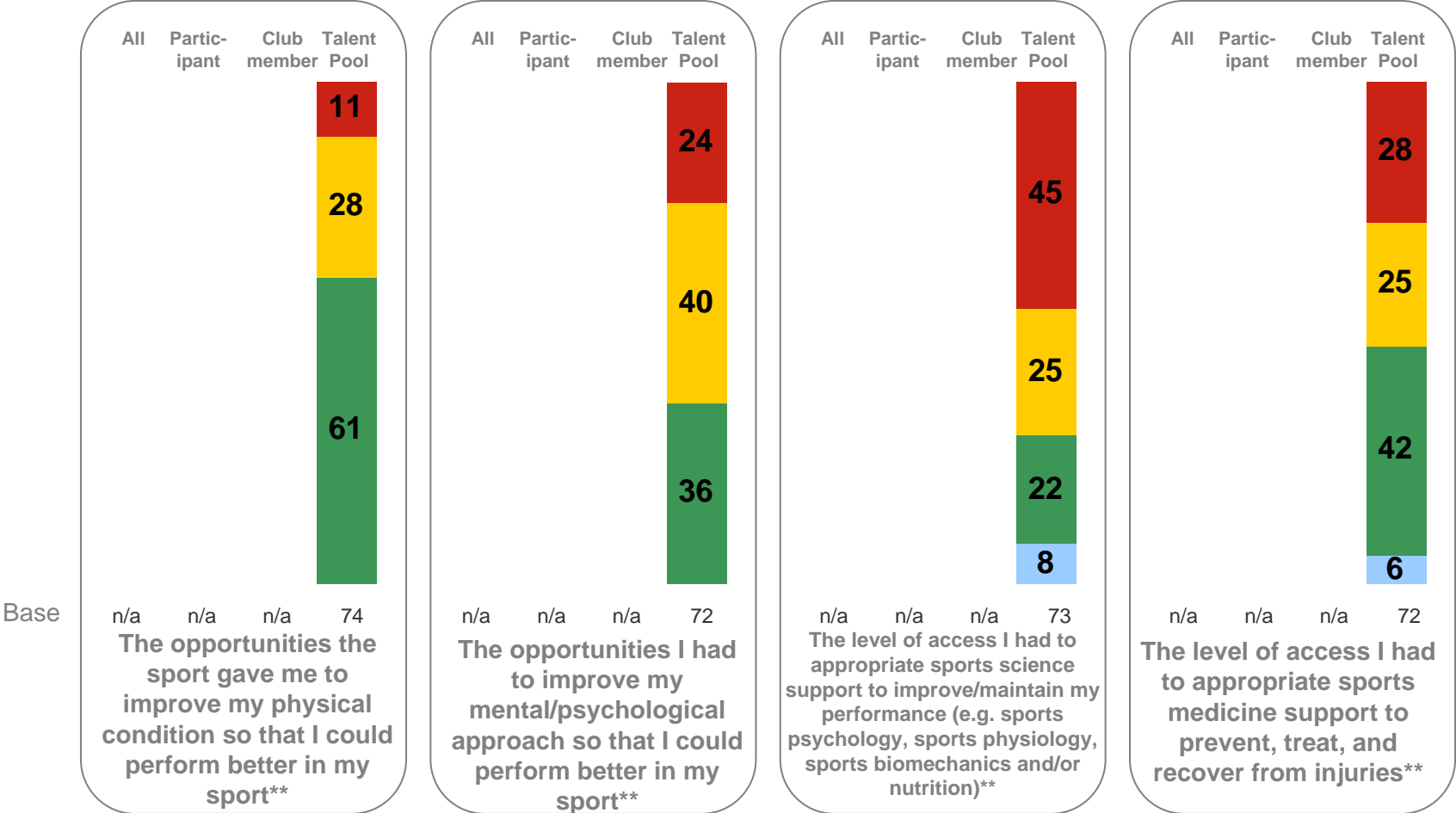
Key: % of respondents on a scale of 1-10 rating: Top 8-10 Middle 5-7 Bottom 1-4 Not applicable



# Satisfaction with opportunities to improve overall performance

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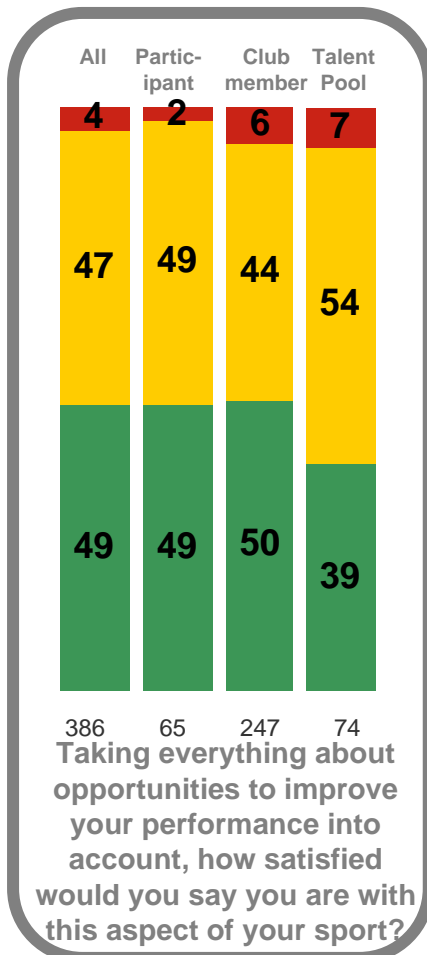


# Satisfaction with opportunities to improve overall performance

35

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

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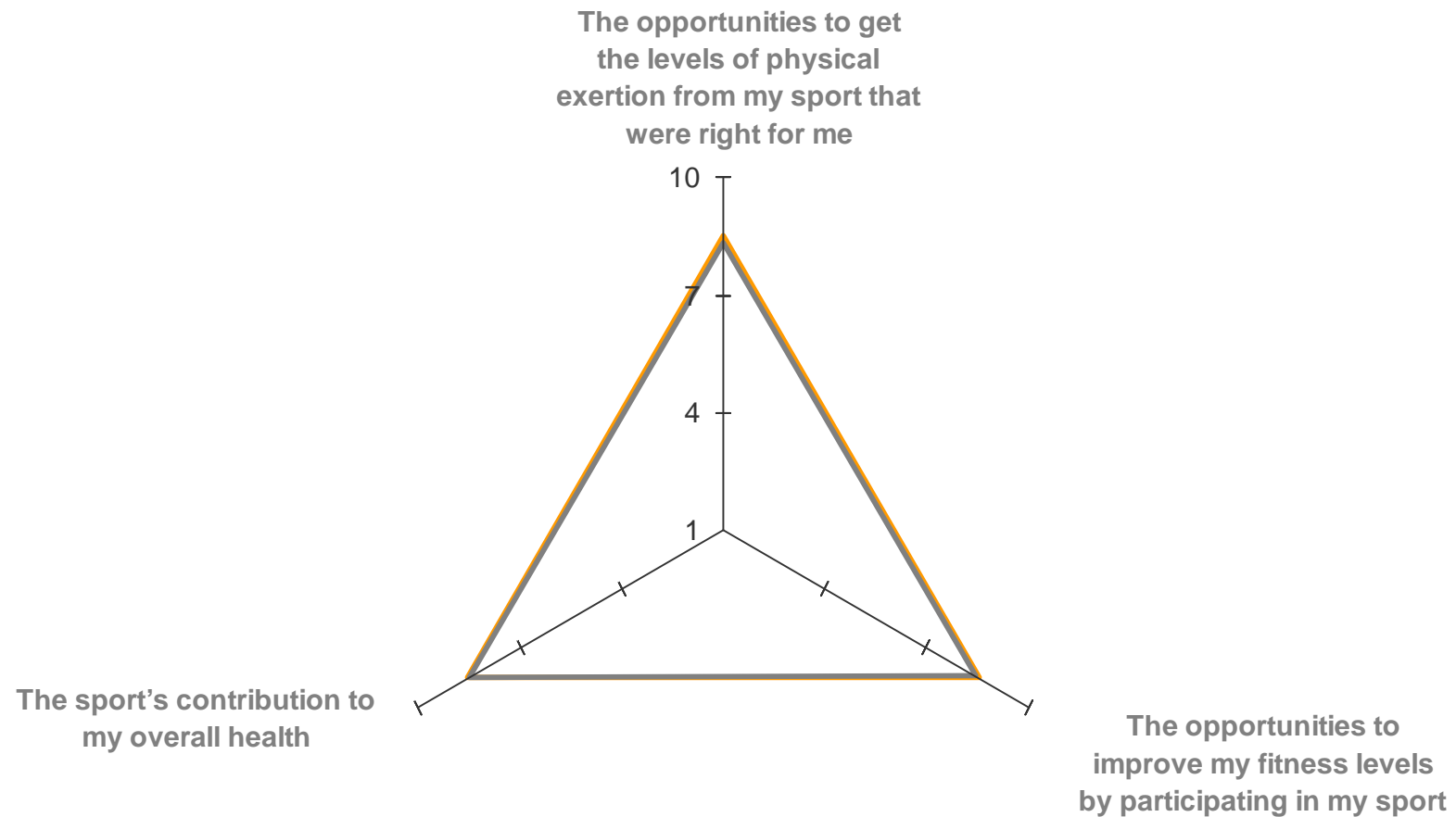
# Domain: Exertion and Fitness

# Importance and satisfaction of domains: Exertion and fitness

37

Average importance and satisfaction scores out of 10 for each statement

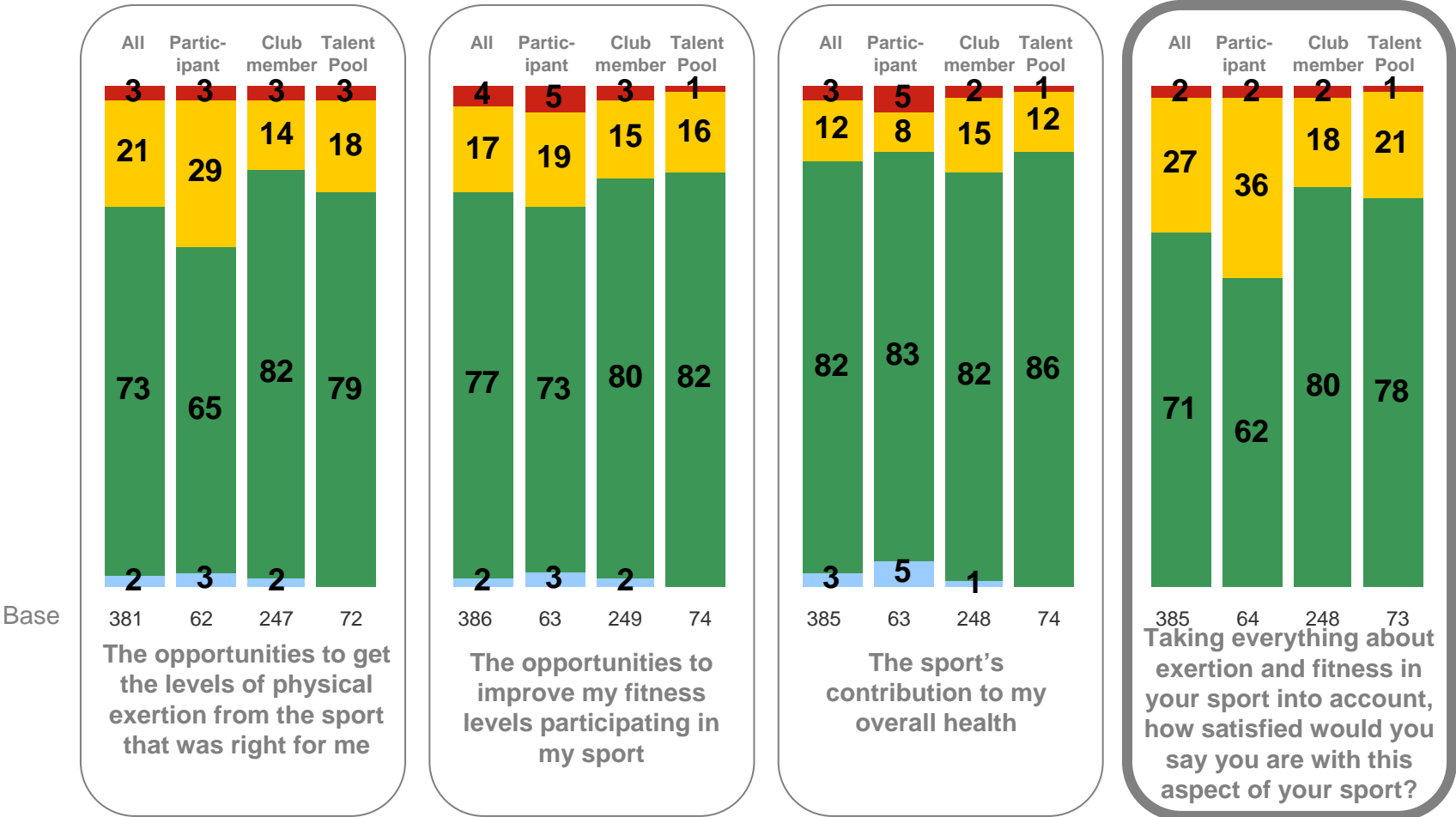
□ Importance □ Satisfaction



# Satisfaction with exertion and fitness

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

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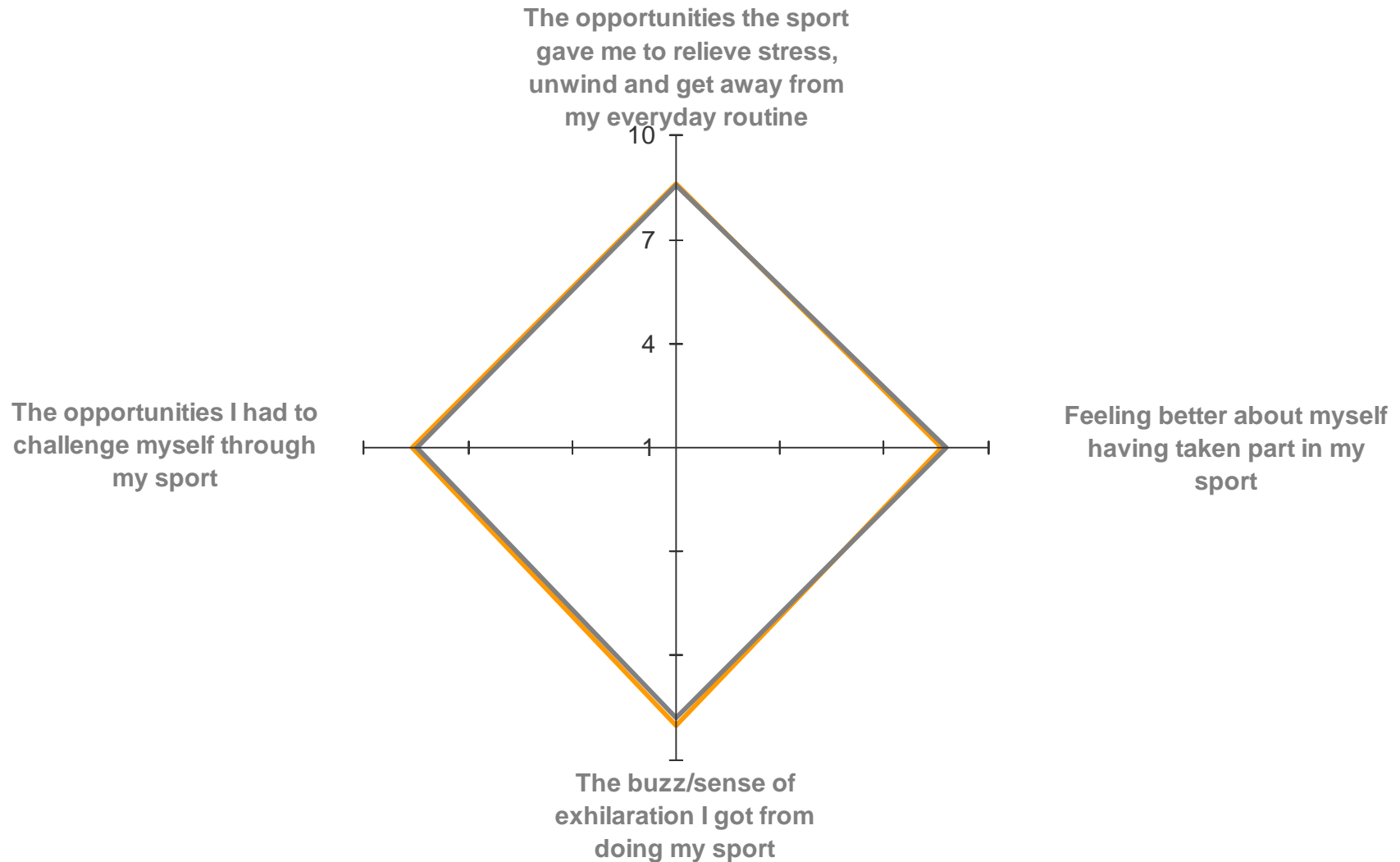
# Domain: Release and Diversion

# Importance and satisfaction of domains: Release and diversion from everyday life

40

Average importance and satisfaction scores out of 10 for each statement

Importance Satisfaction

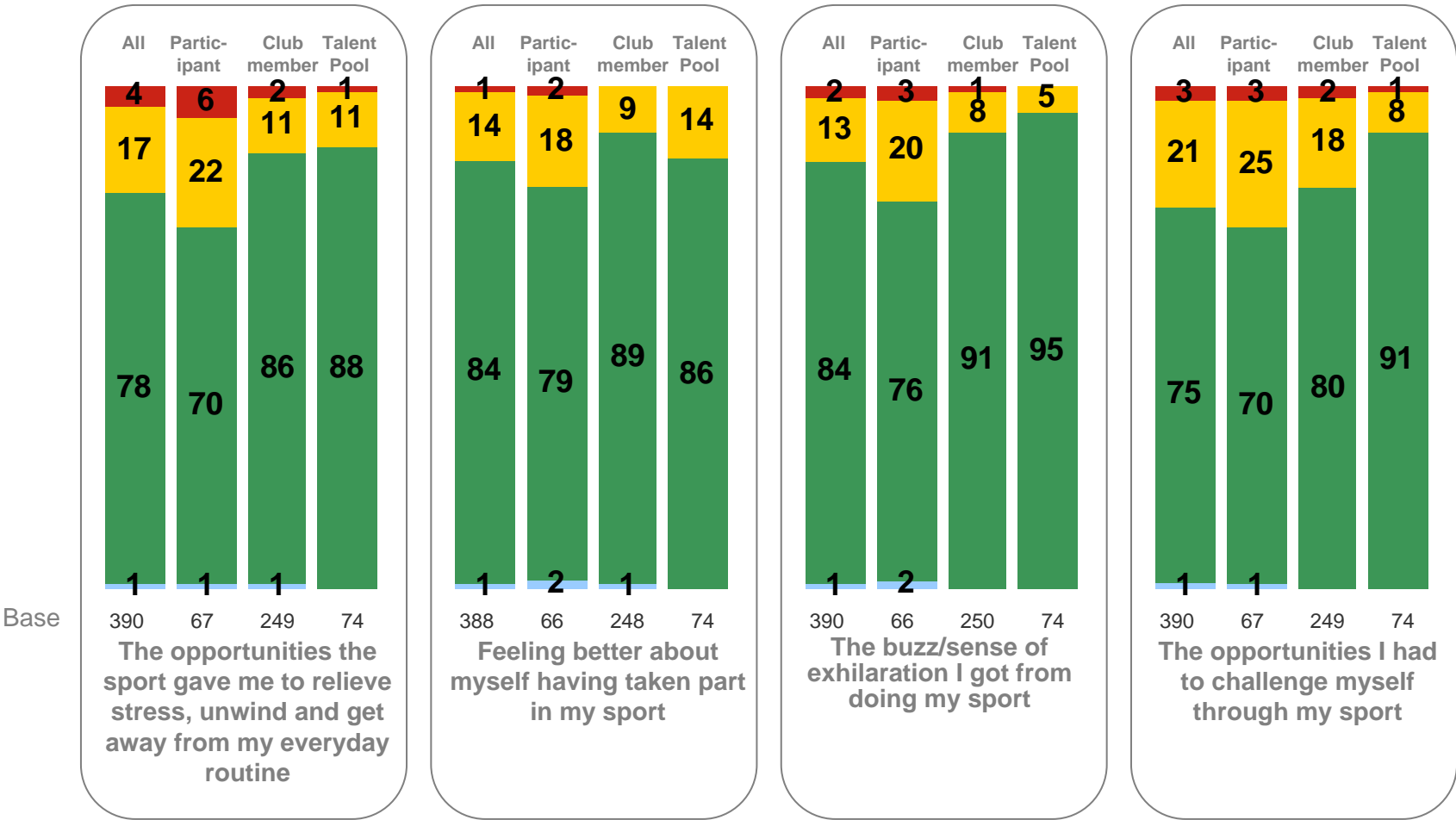




# Satisfaction with release and diversion from everyday life

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

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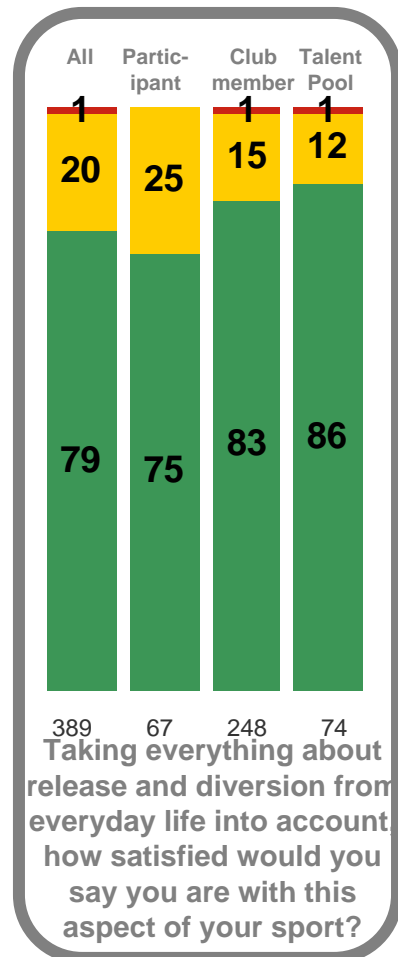


# Satisfaction with release and diversion from everyday life

42

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

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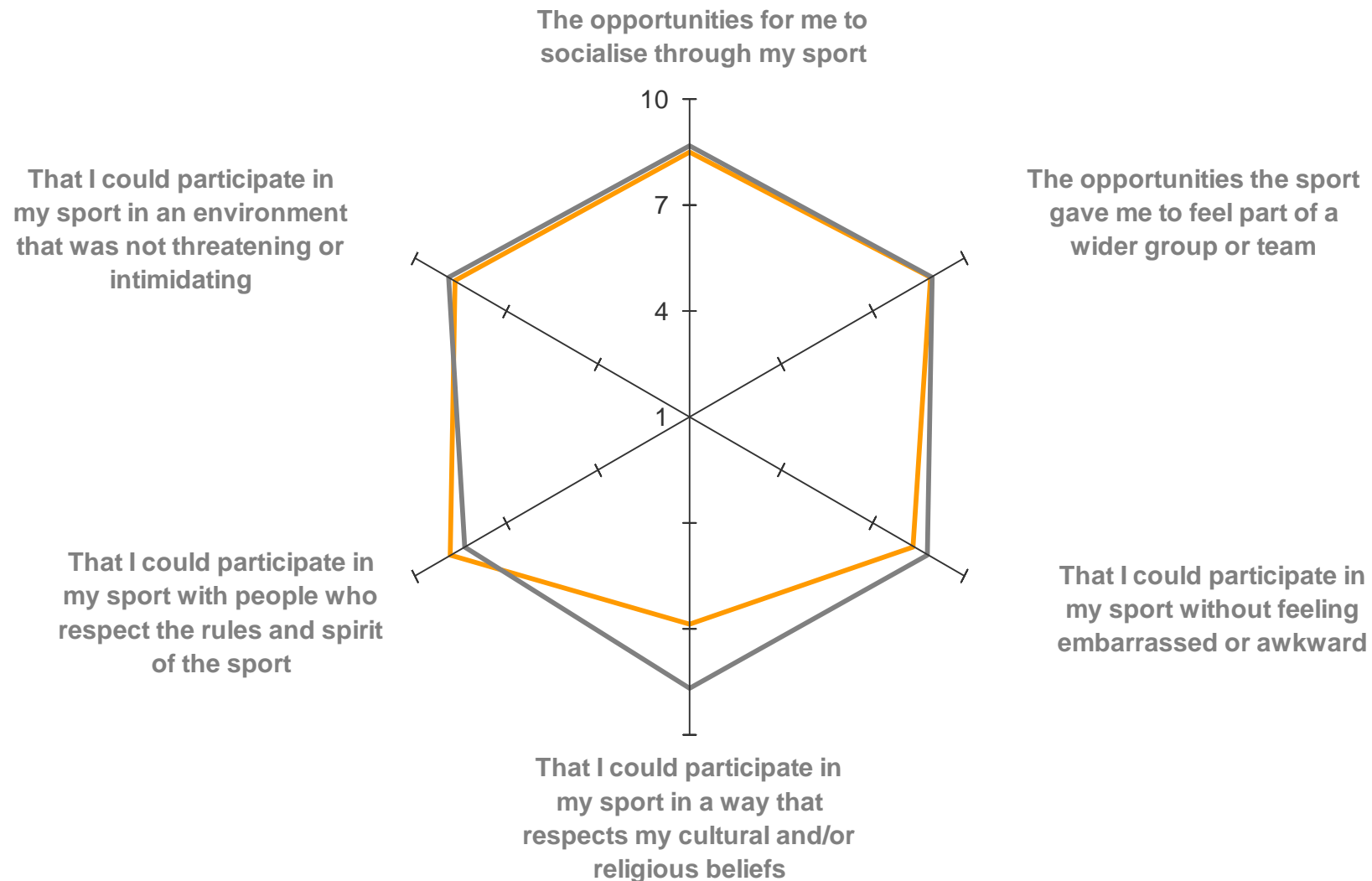
# Domain: Social Aspects

# Importance and satisfaction of domains: Social Aspects

44

Average importance and satisfaction scores out of 10 for each statement

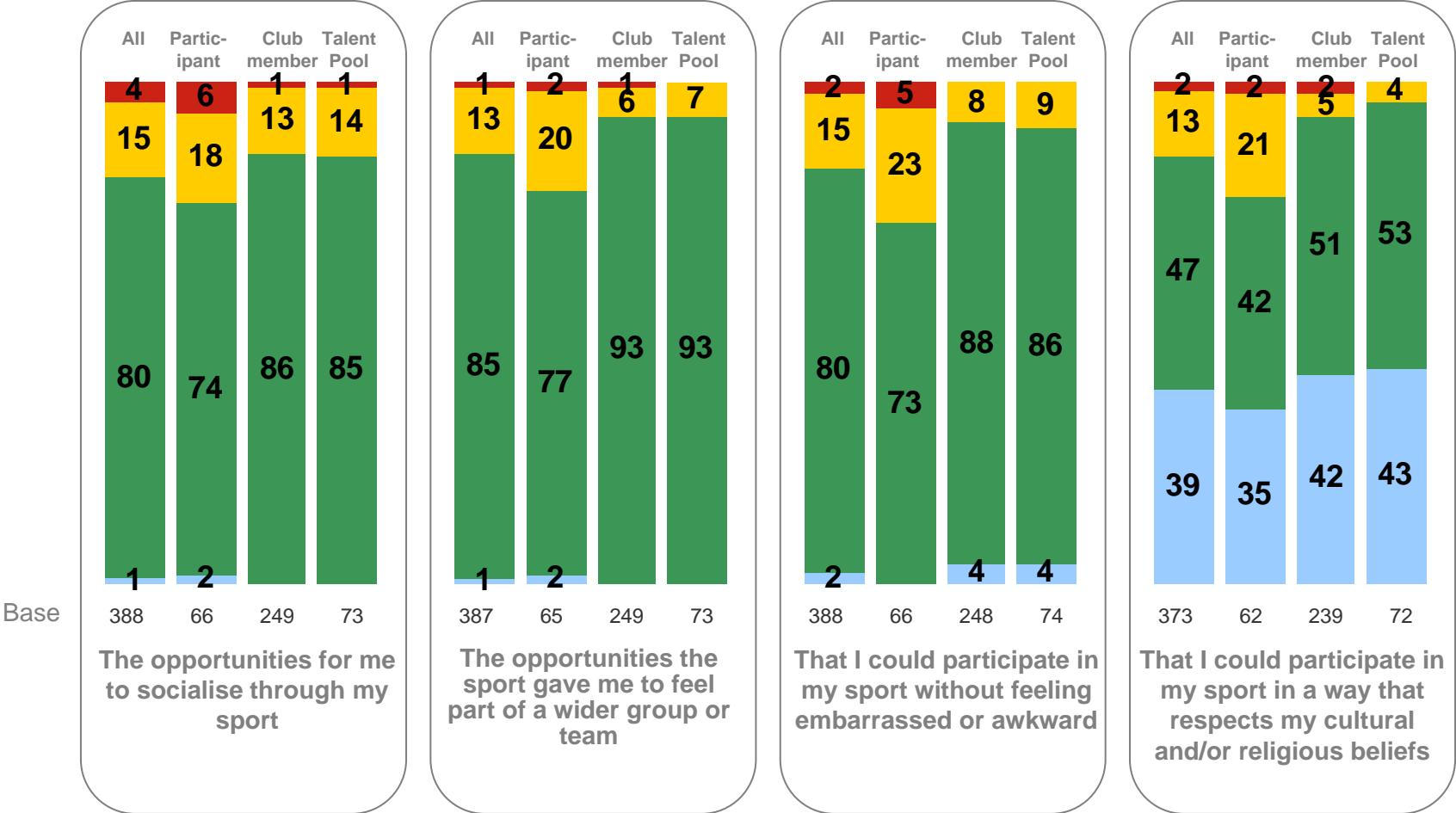
Importance Satisfaction



# Satisfaction with social aspects

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

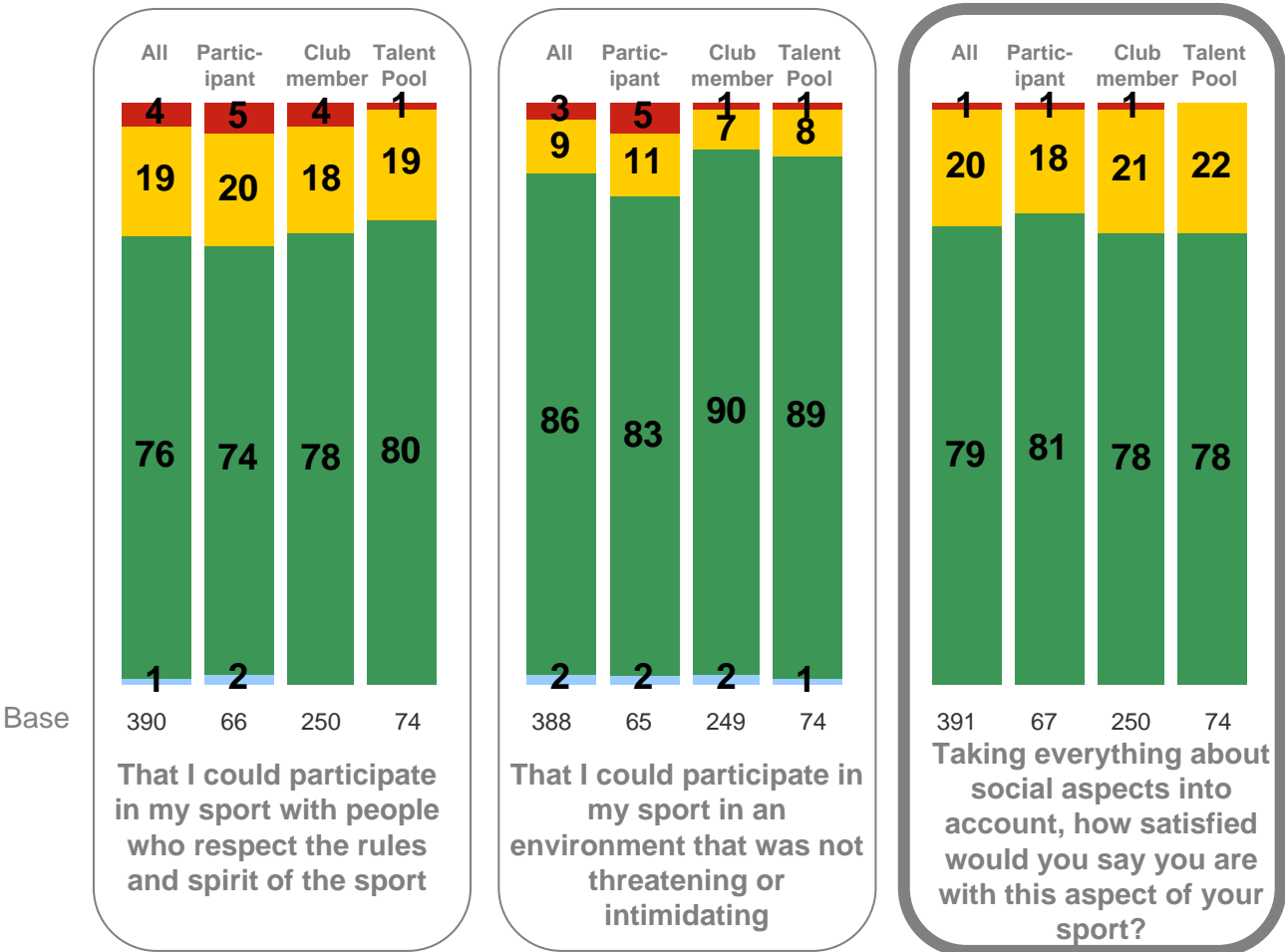
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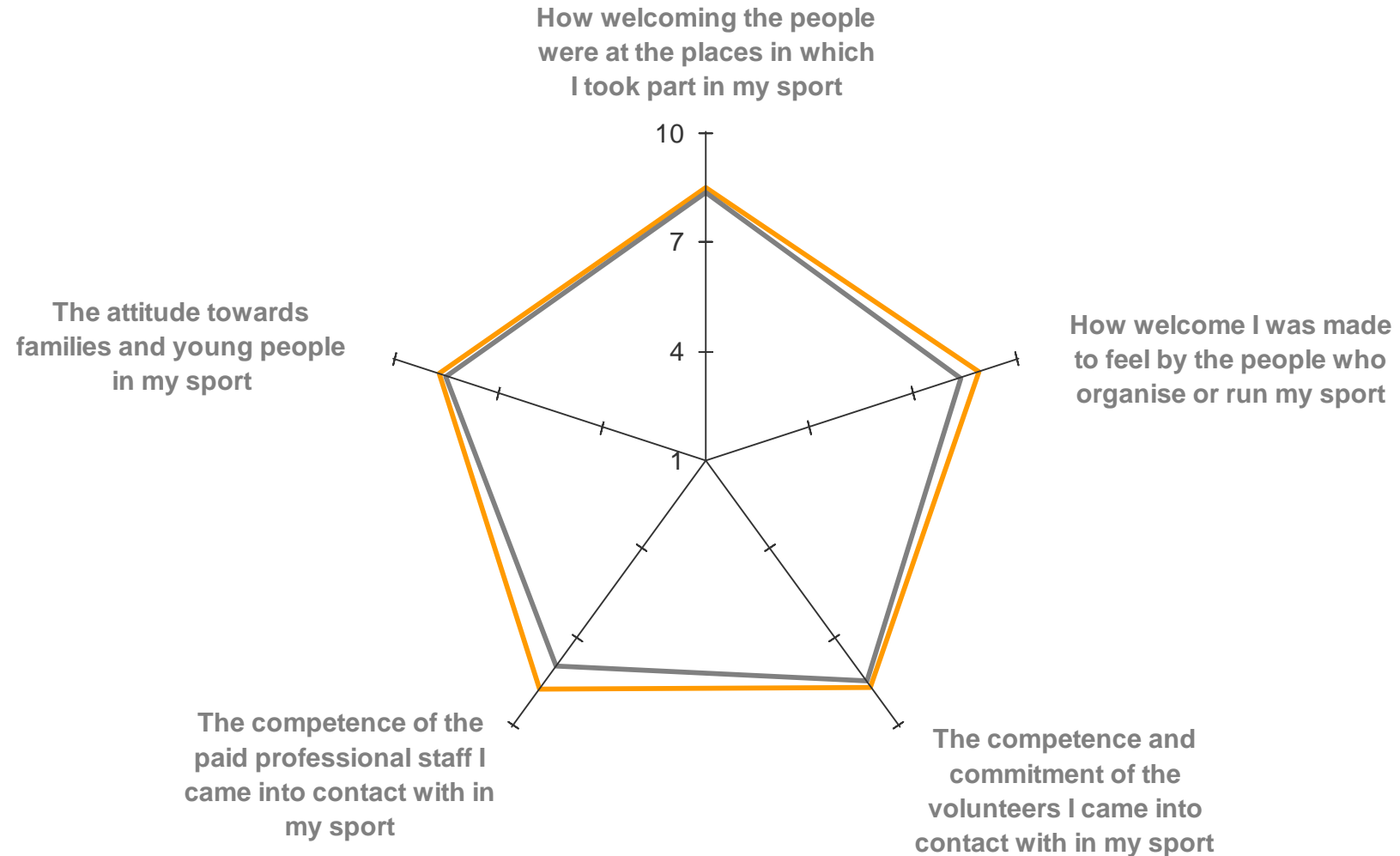
Domain: People and staff involved in organising your sport

# Importance and satisfaction of domains: People and staff involved in organising your sport

48

Average importance and satisfaction scores out of 10 for each statement

□ Importance □ Satisfaction



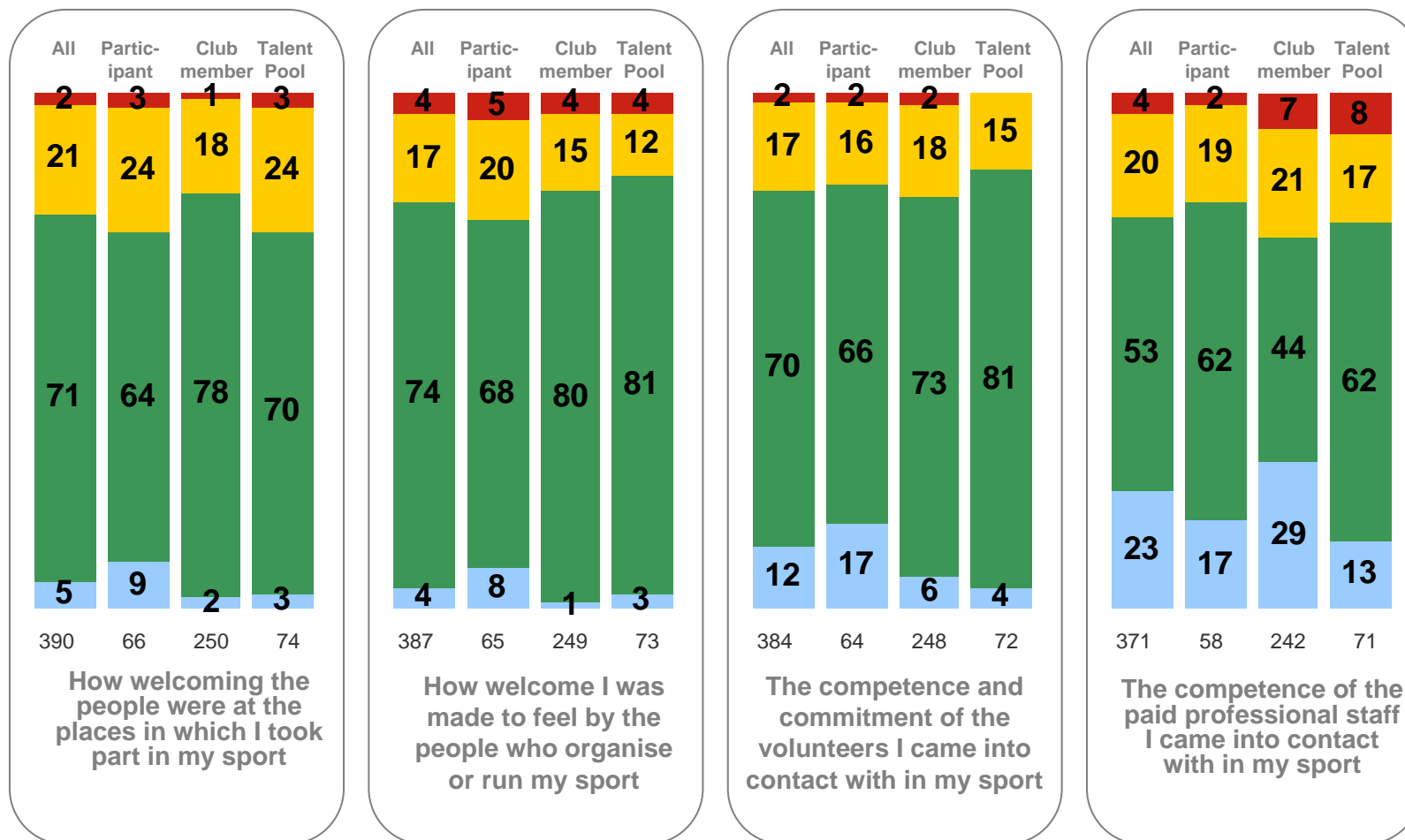


# Satisfaction with people and staff involved in organising your sport

49

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

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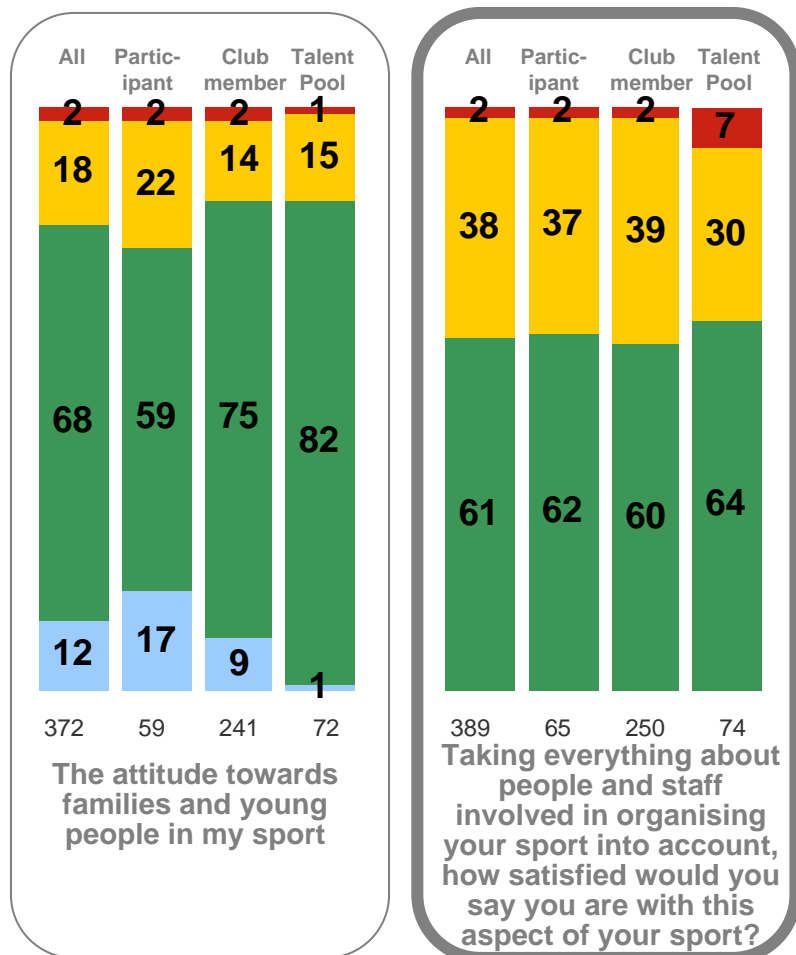


# Satisfaction with people and staff involved in organising your sport

50

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

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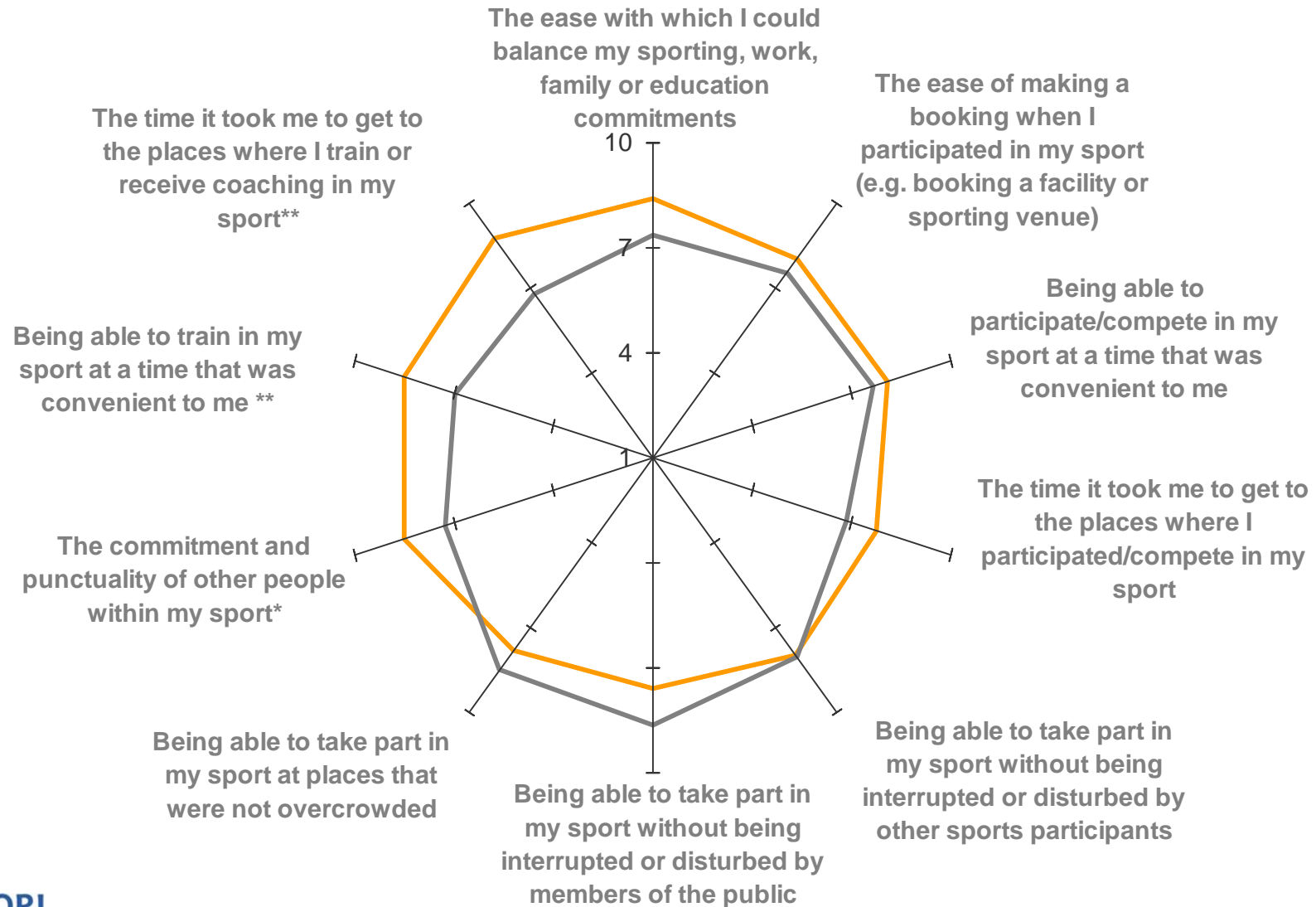
Domain: Ease of participating in your sport

# Importance and satisfaction of domains: Ease of participating in your sport

52

Average importance and satisfaction scores out of 10 for each statement

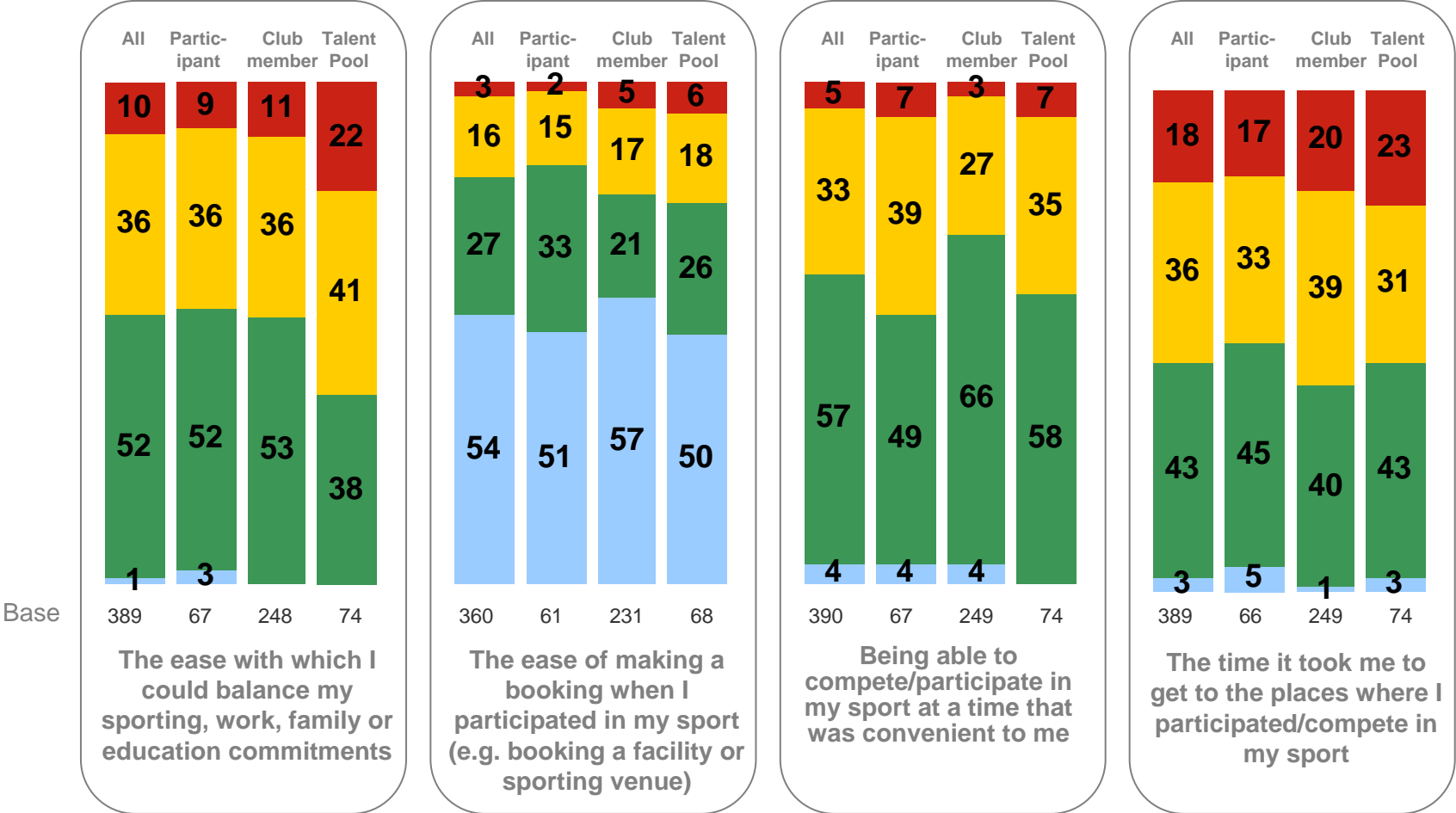
Importance Satisfaction



# Satisfaction with ease of participating in your sport

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

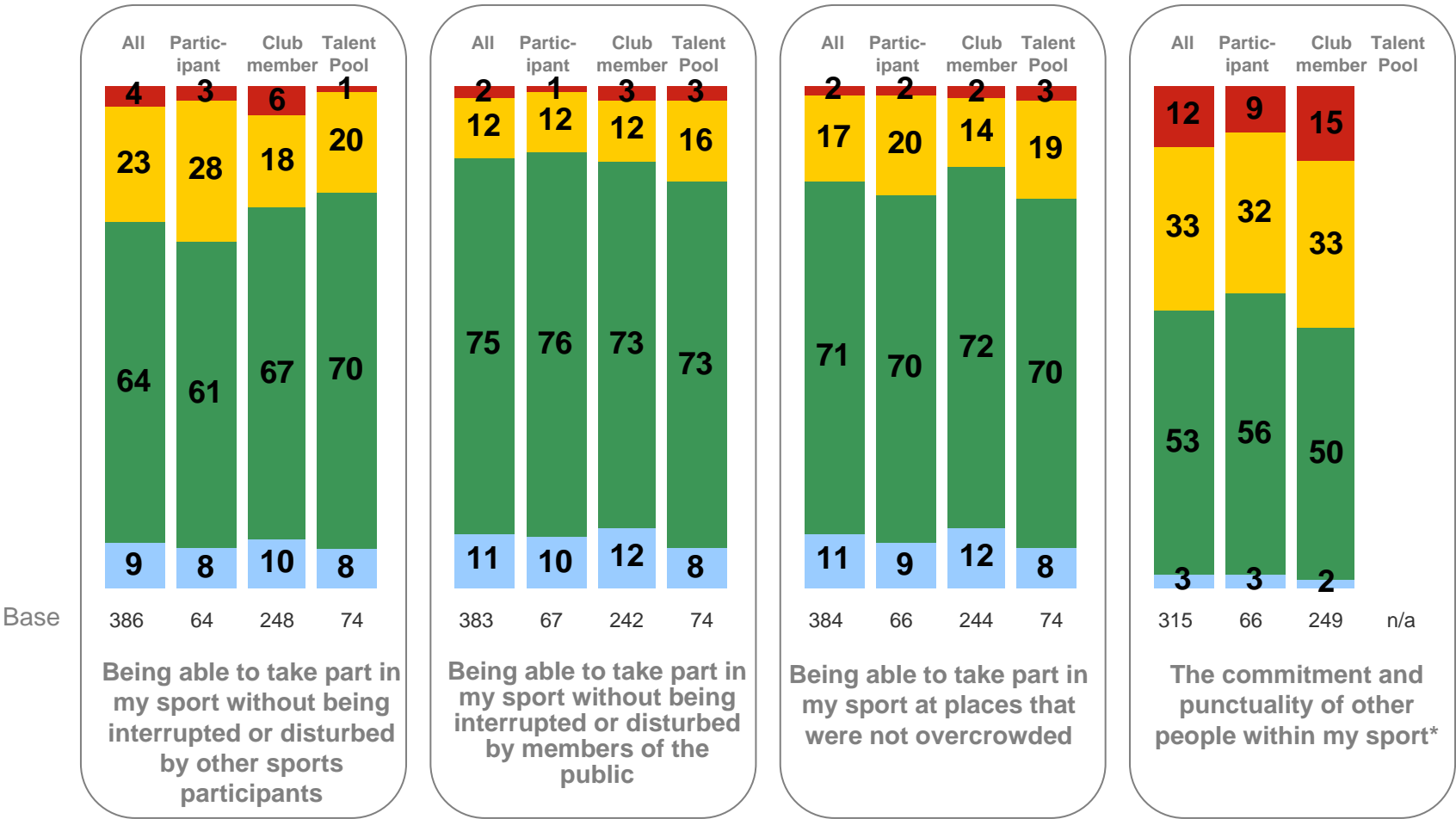
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# Satisfaction with ease of participating in your sport

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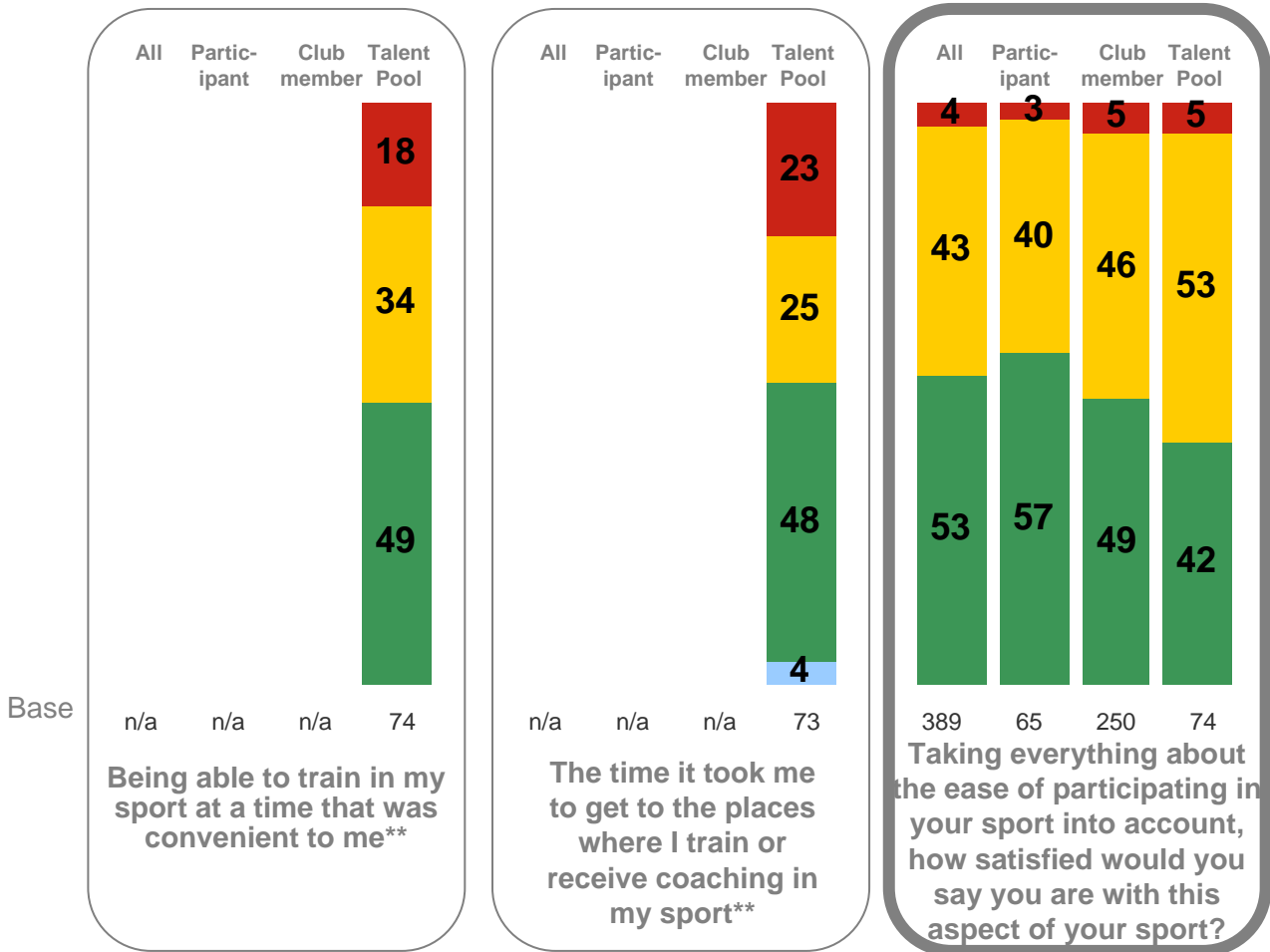
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# Satisfaction with ease of participating in your sport

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# Domain: Facilities and playing environment

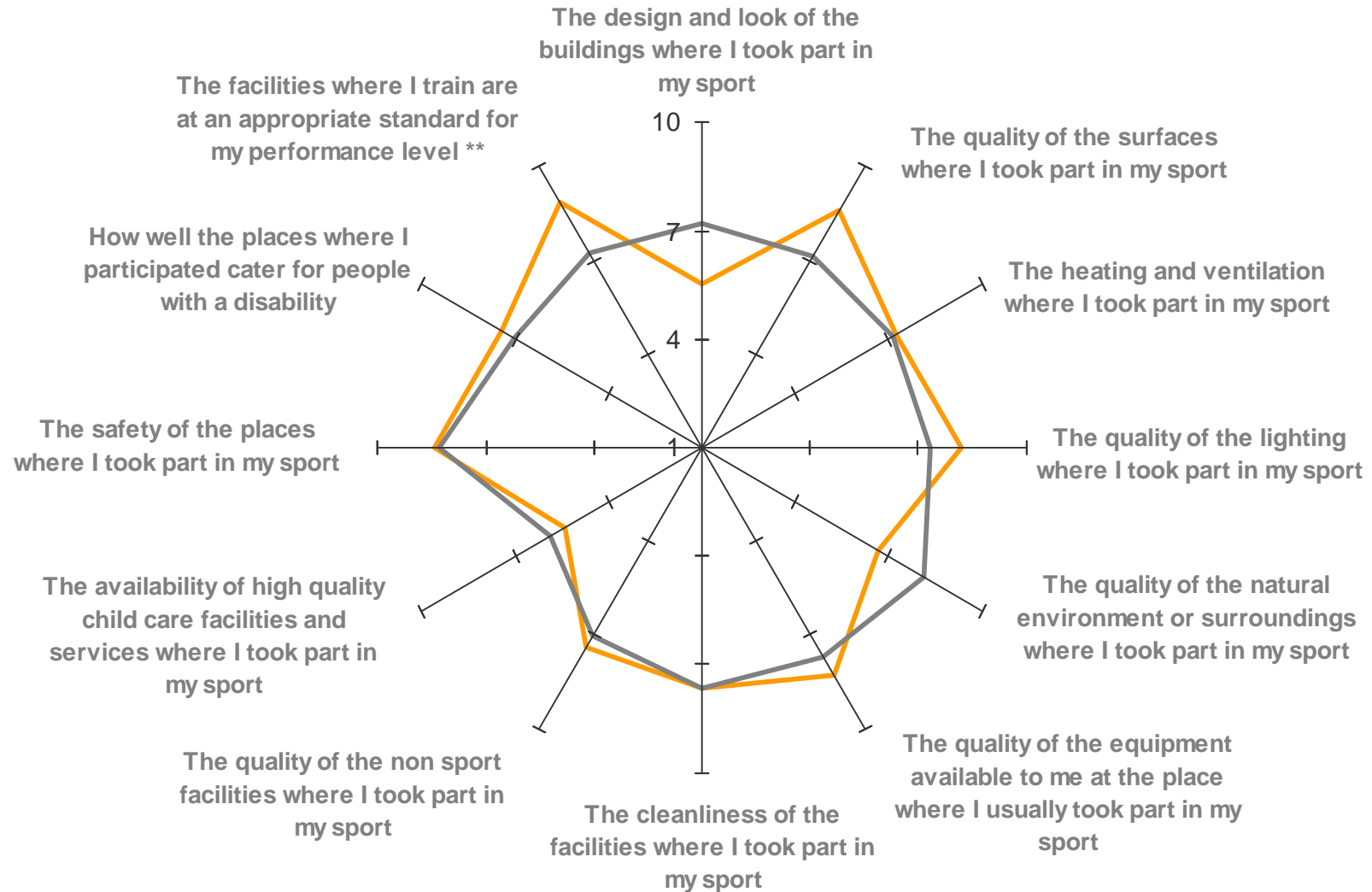


# Importance and satisfaction of domains: Facilities and playing environment

57

Average importance and satisfaction scores out of 10 for each statement

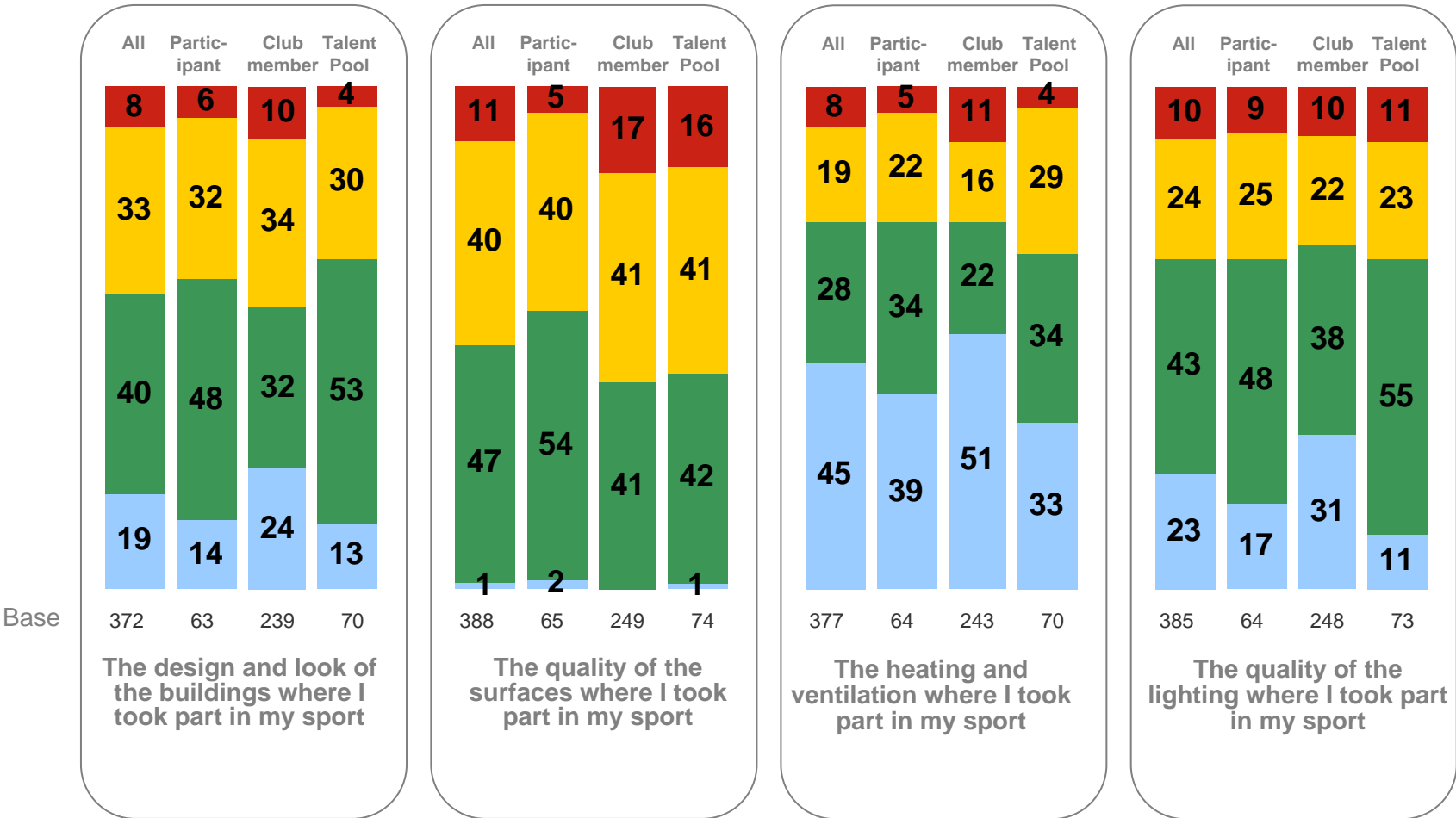
Importance Satisfaction



# Satisfaction with facilities and playing environment

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

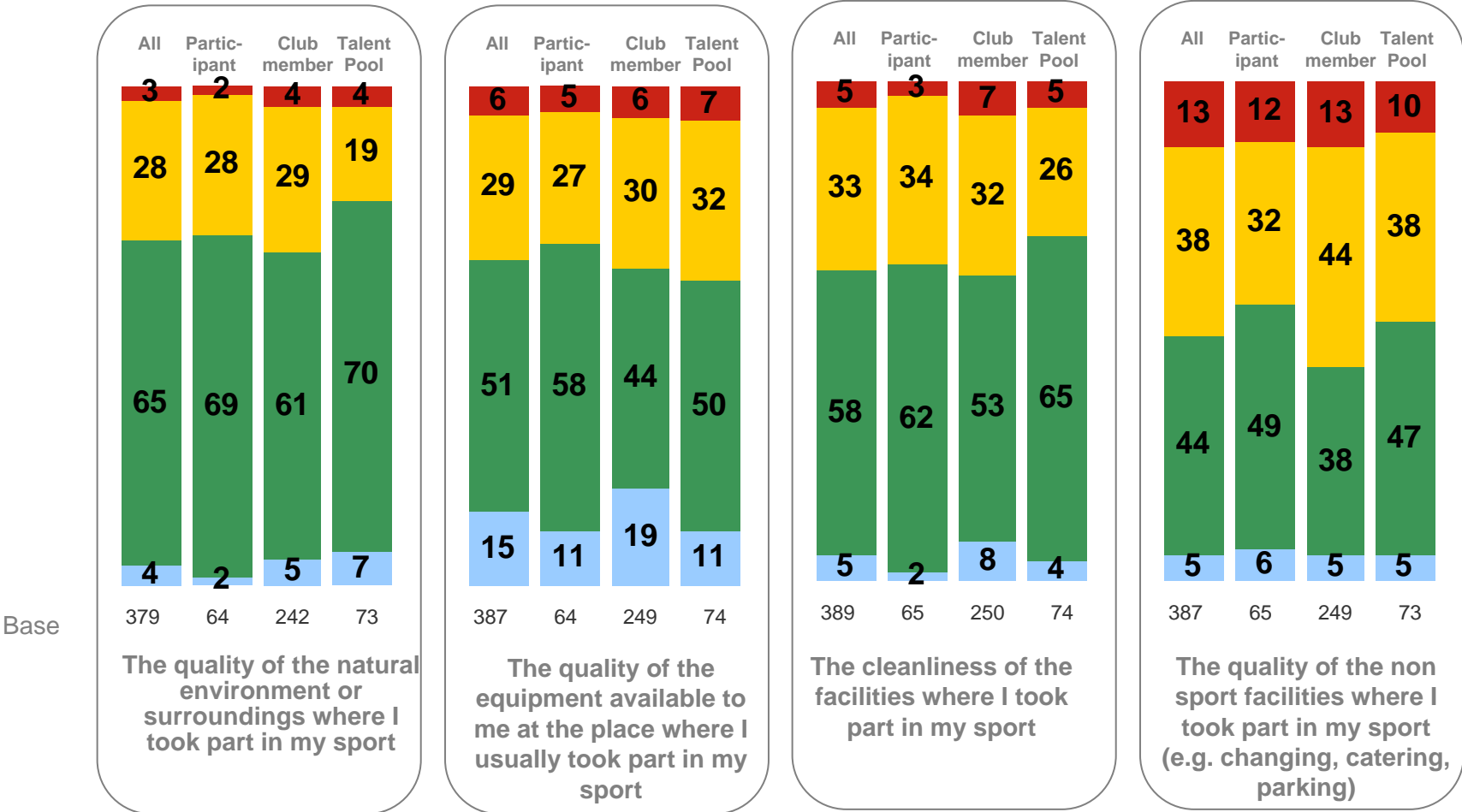
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# Satisfaction with facilities and playing environment

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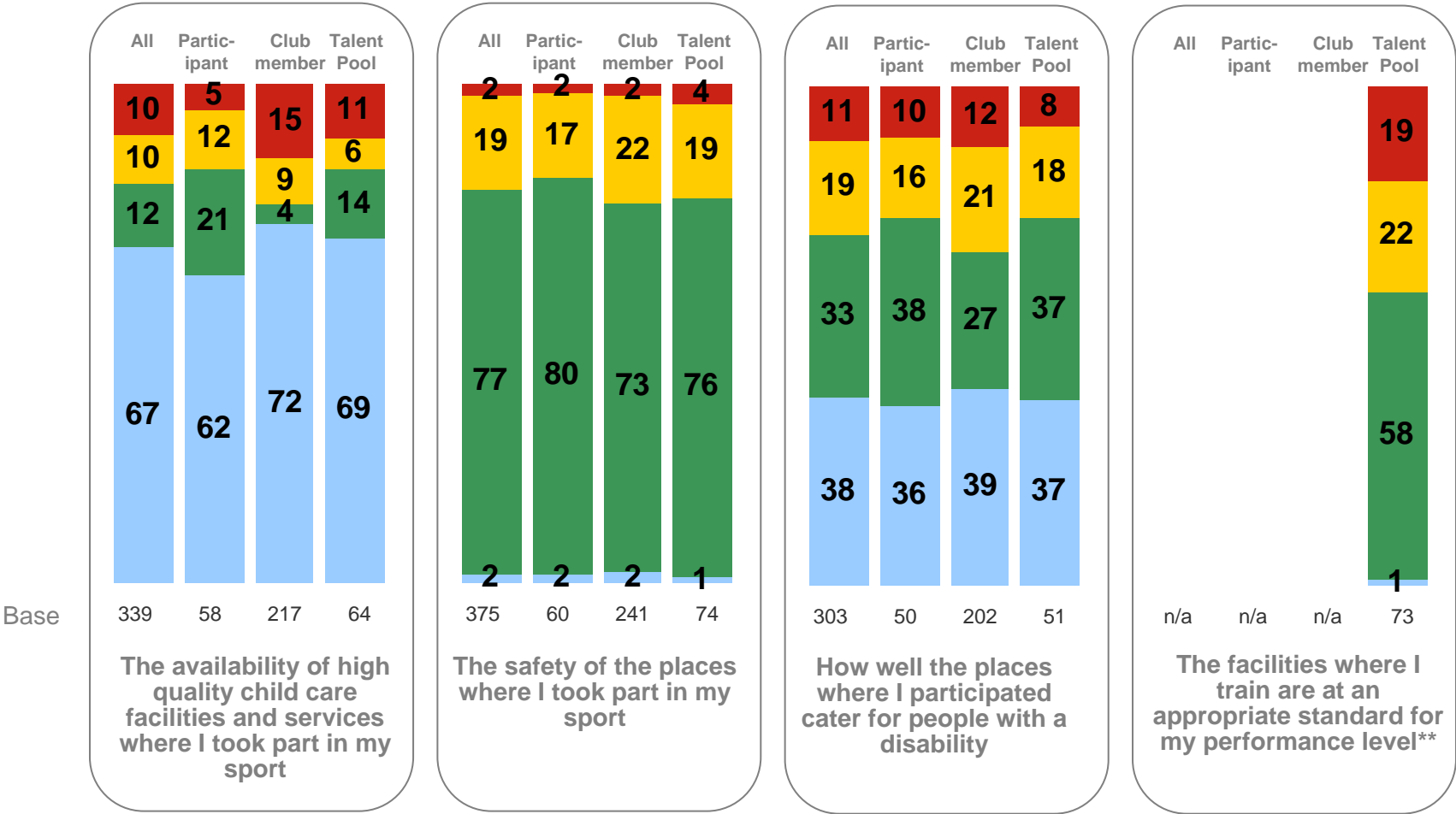
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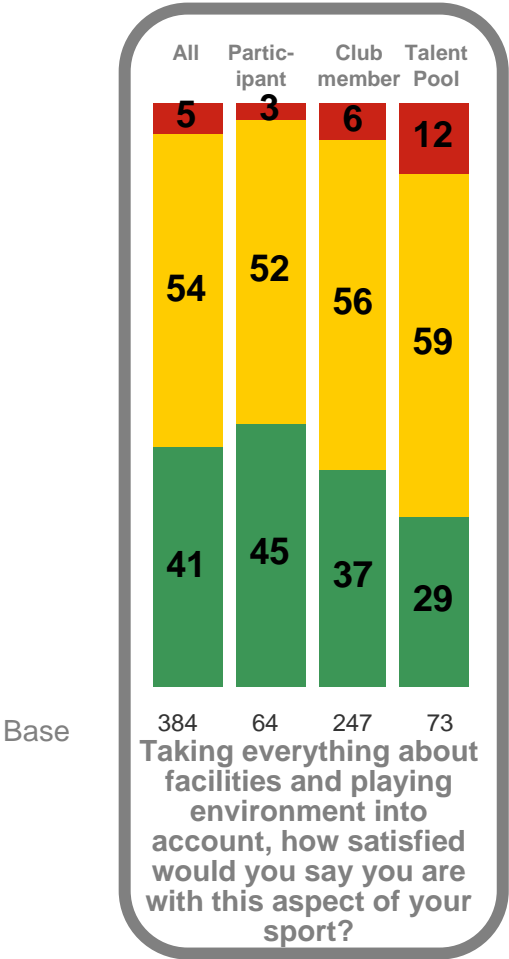
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# Satisfaction with facilities and playing environment

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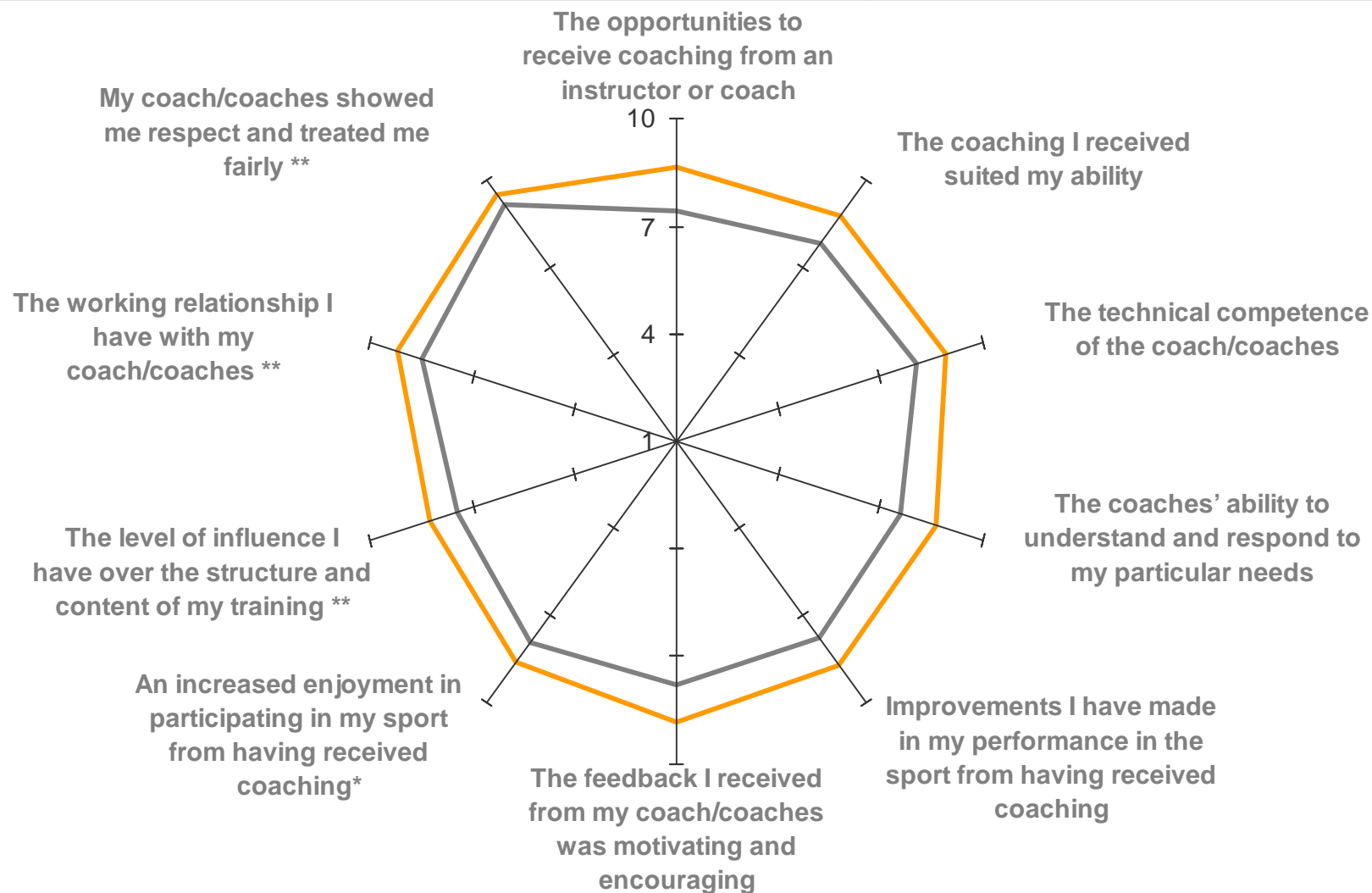
# Domain: Coaching

# Importance and satisfaction of domains: Coaching

63

Average importance and satisfaction scores out of 10 for each statement

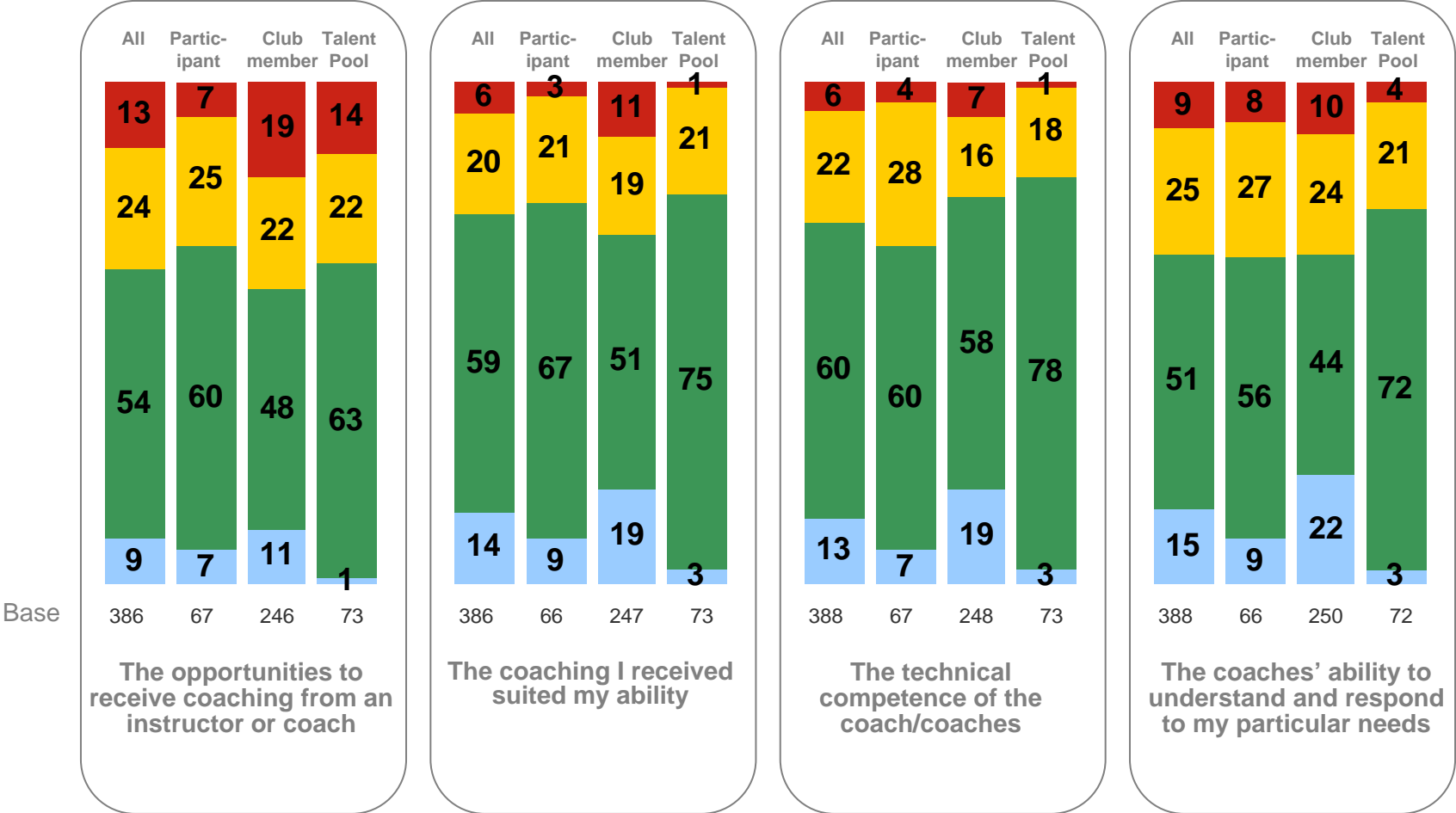
Importance Satisfaction



# Satisfaction with coaching

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable

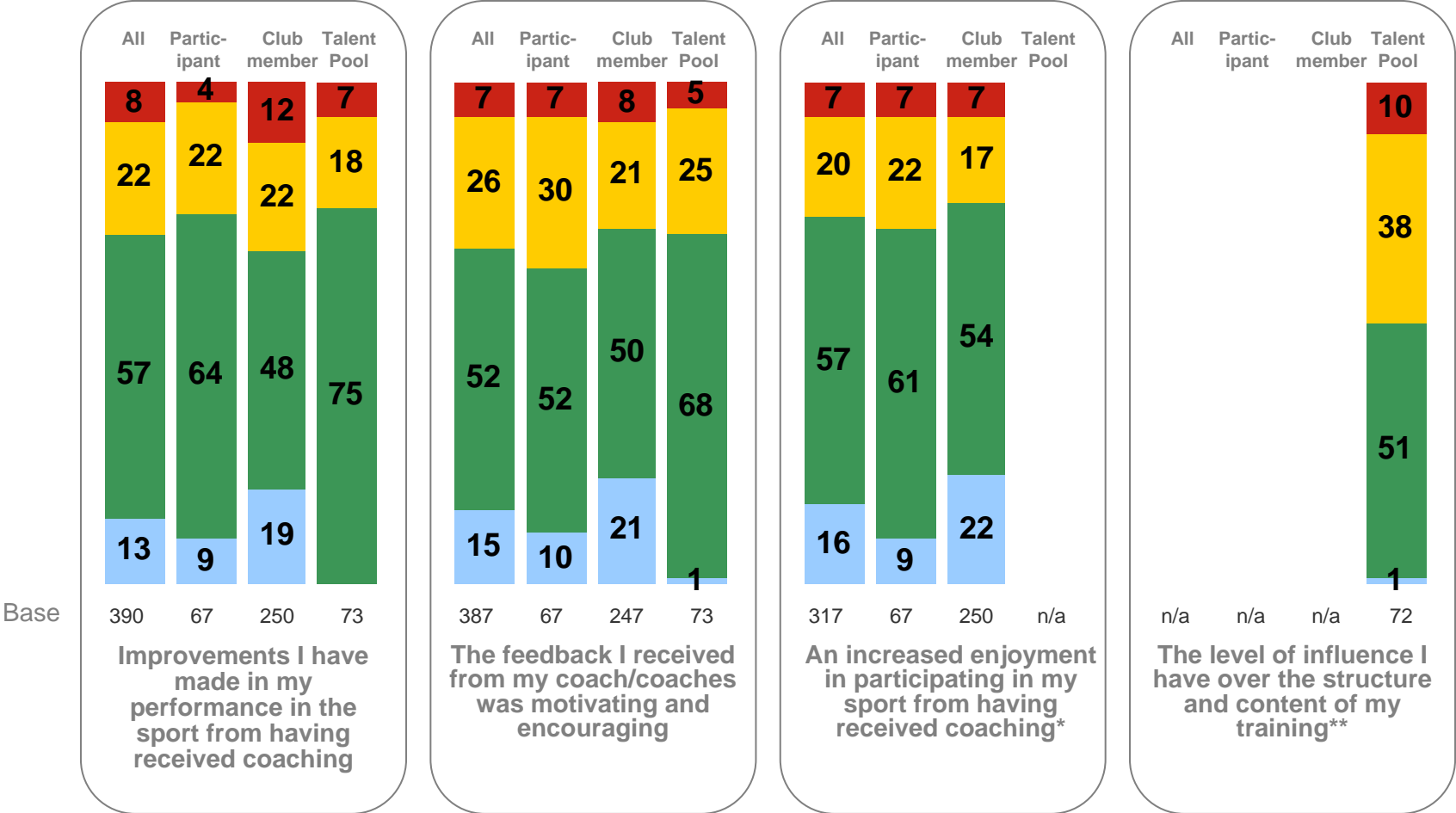




# Satisfaction with coaching

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

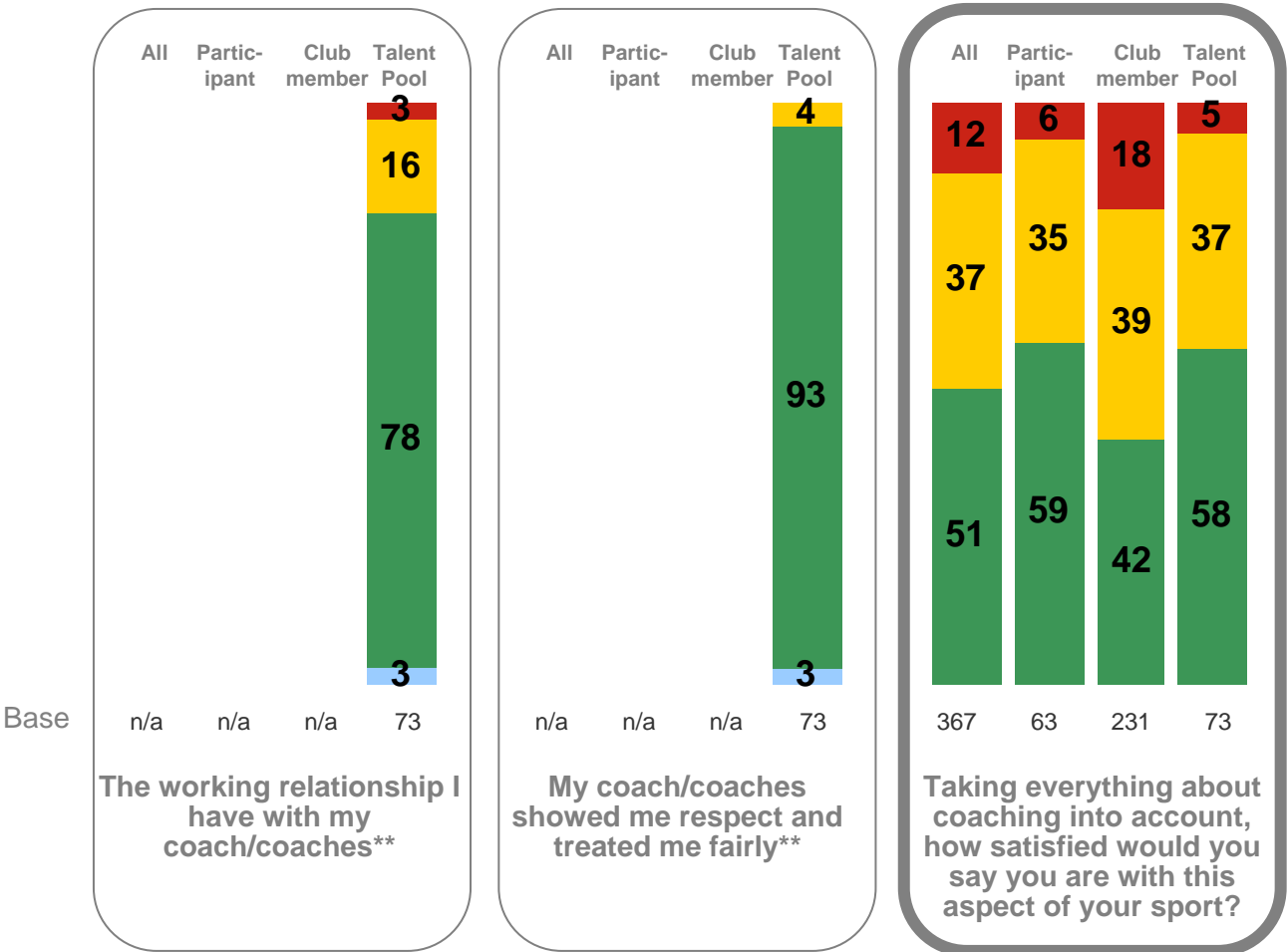
Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable



# Satisfaction with coaching

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Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable



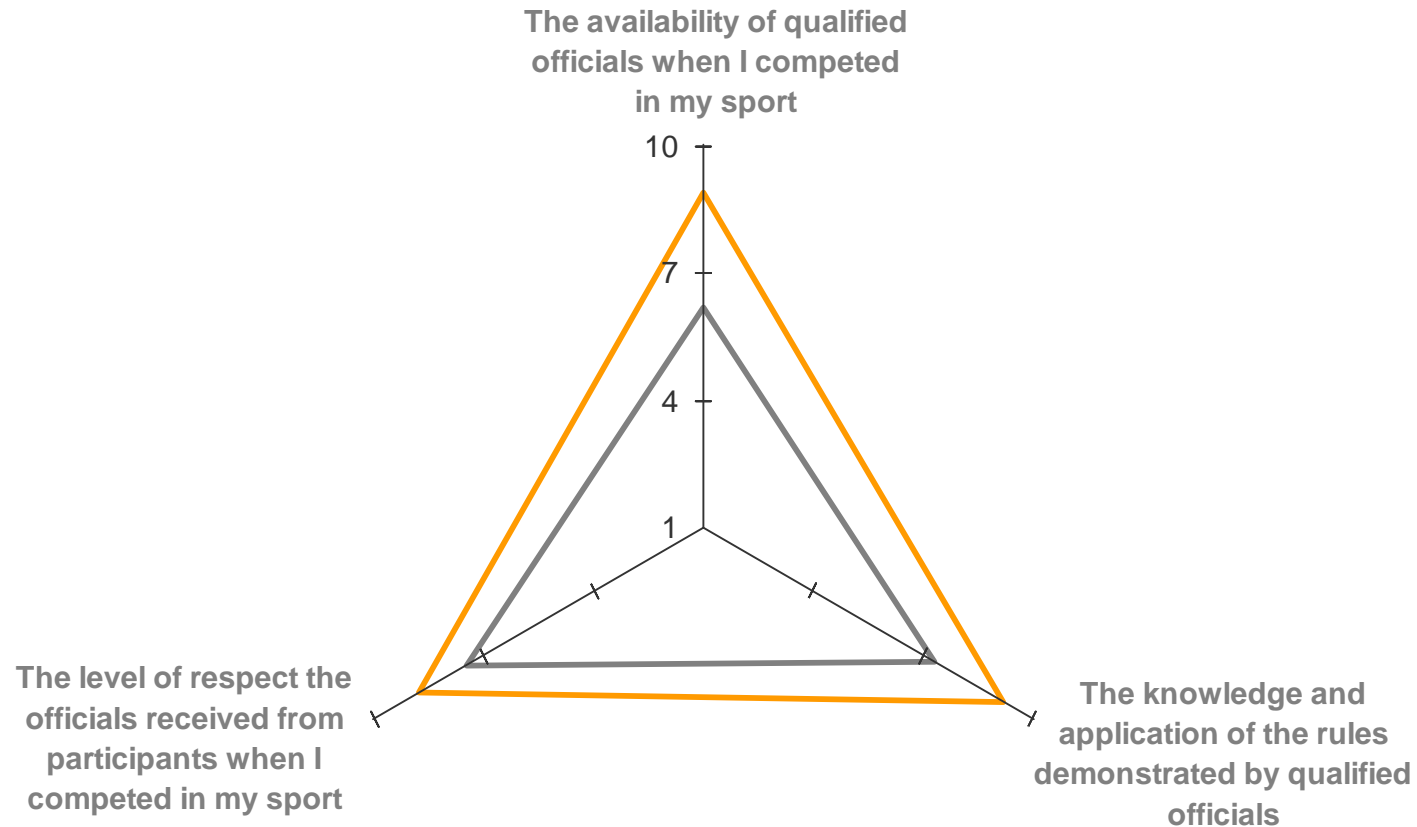
# Domain: Officials

# Importance and satisfaction of domains: Officials

68

Average importance and satisfaction scores out of 10 for each statement

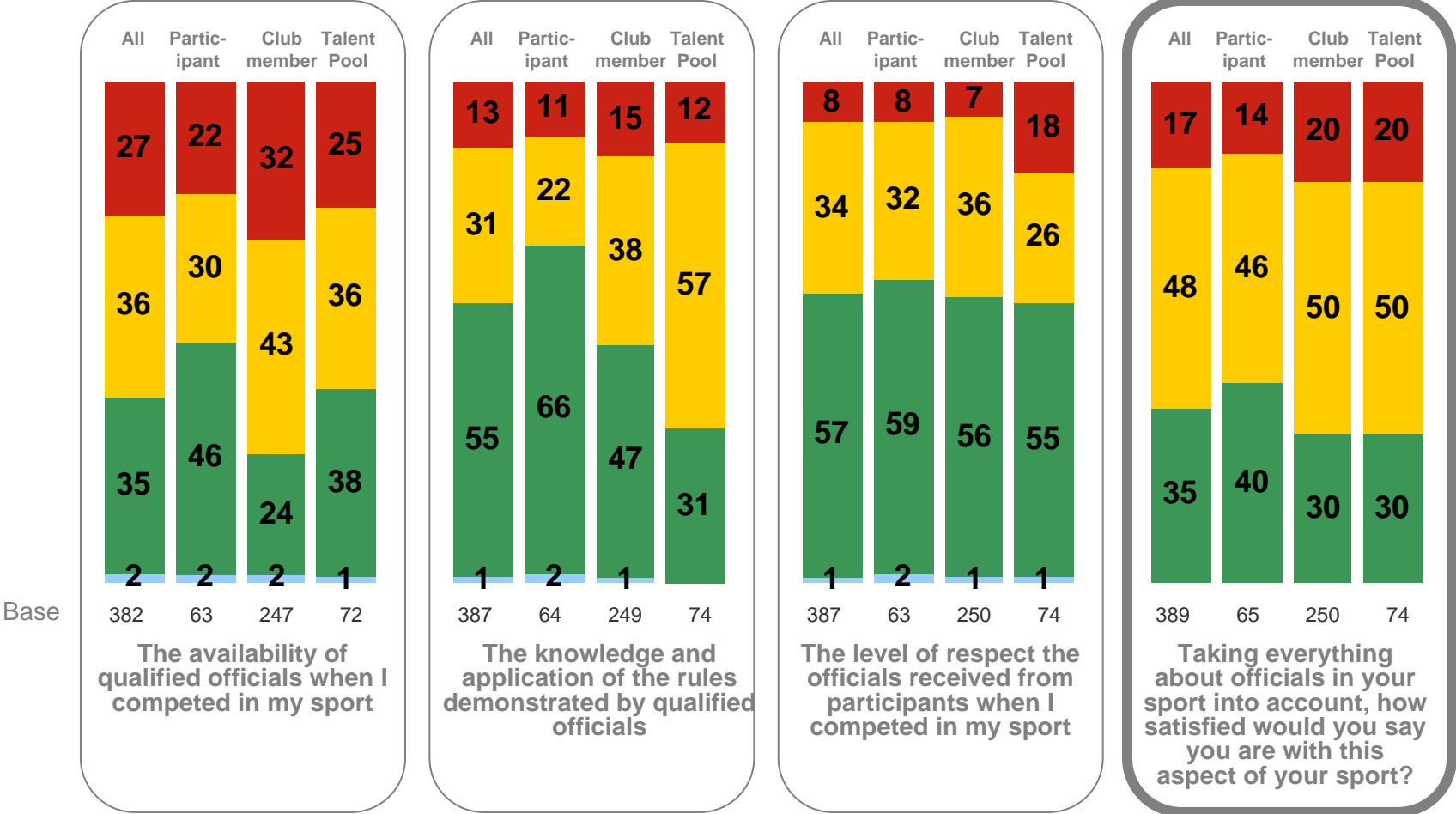
□ Importance □ Satisfaction



# Satisfaction with officials

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable



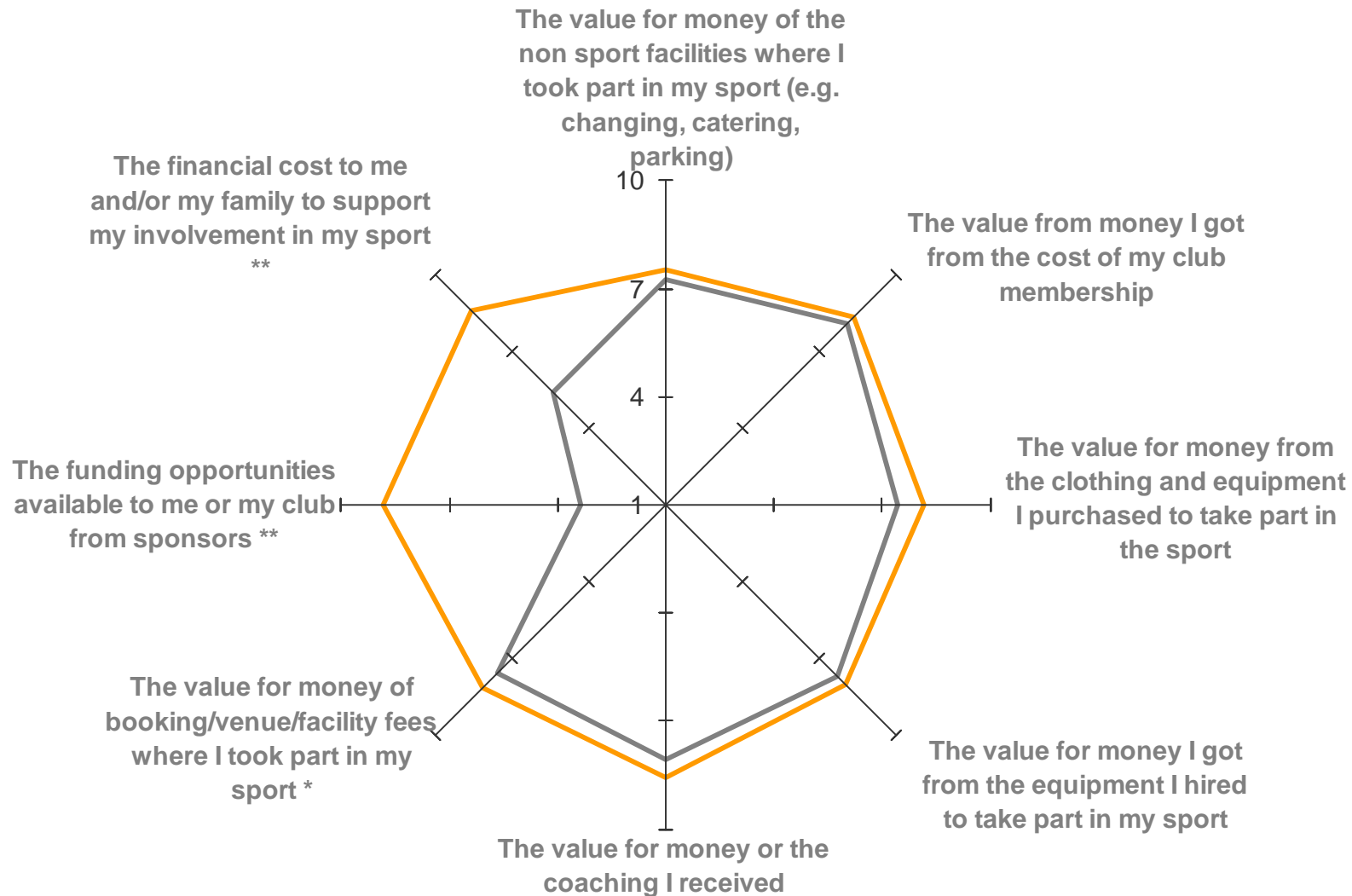
Domain: Value for money

# Importance and satisfaction of domains: Value for money

71

Average importance and satisfaction scores out of 10 for each statement

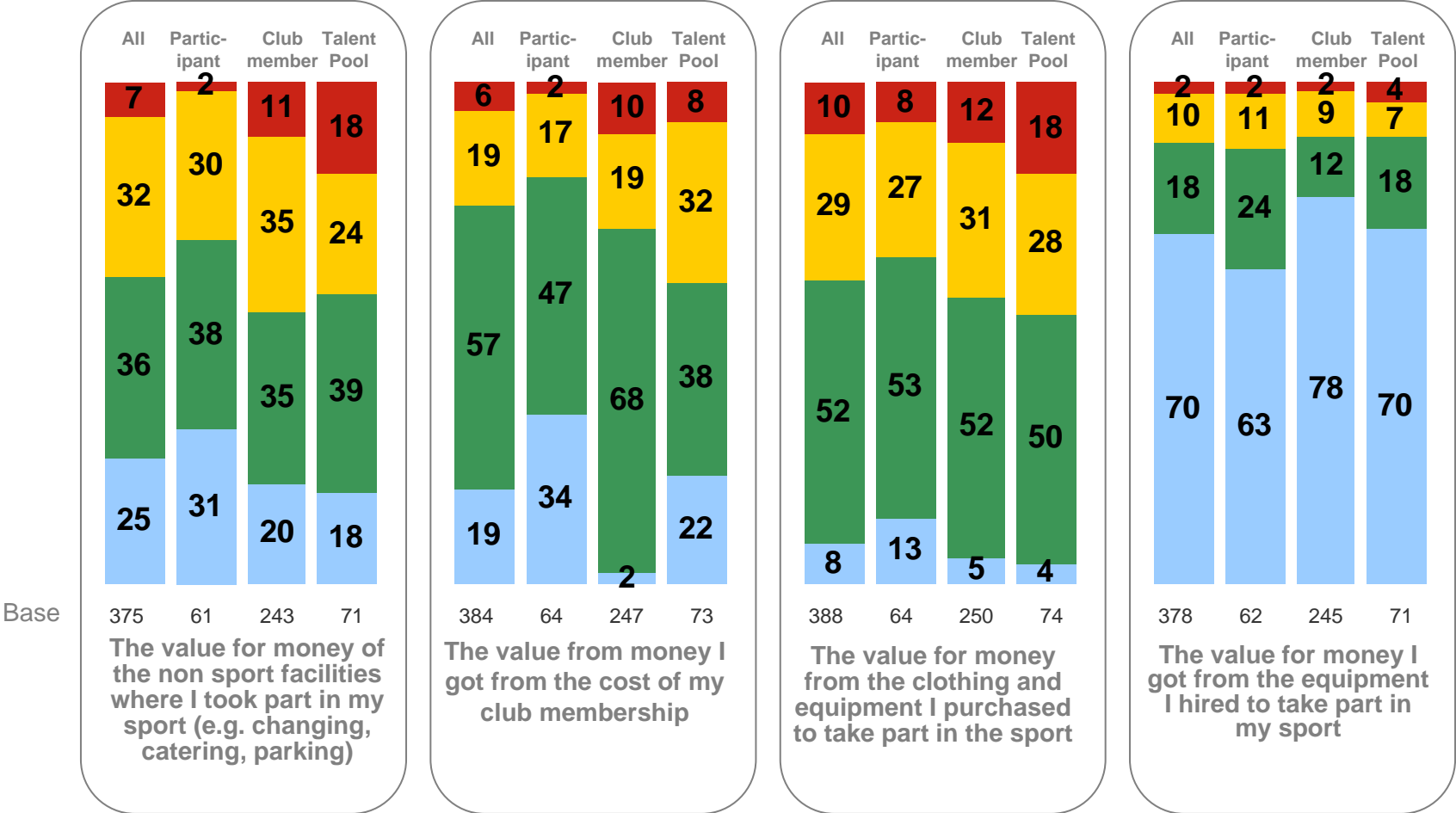
□ Importance □ Satisfaction



# Satisfaction with value for money

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable

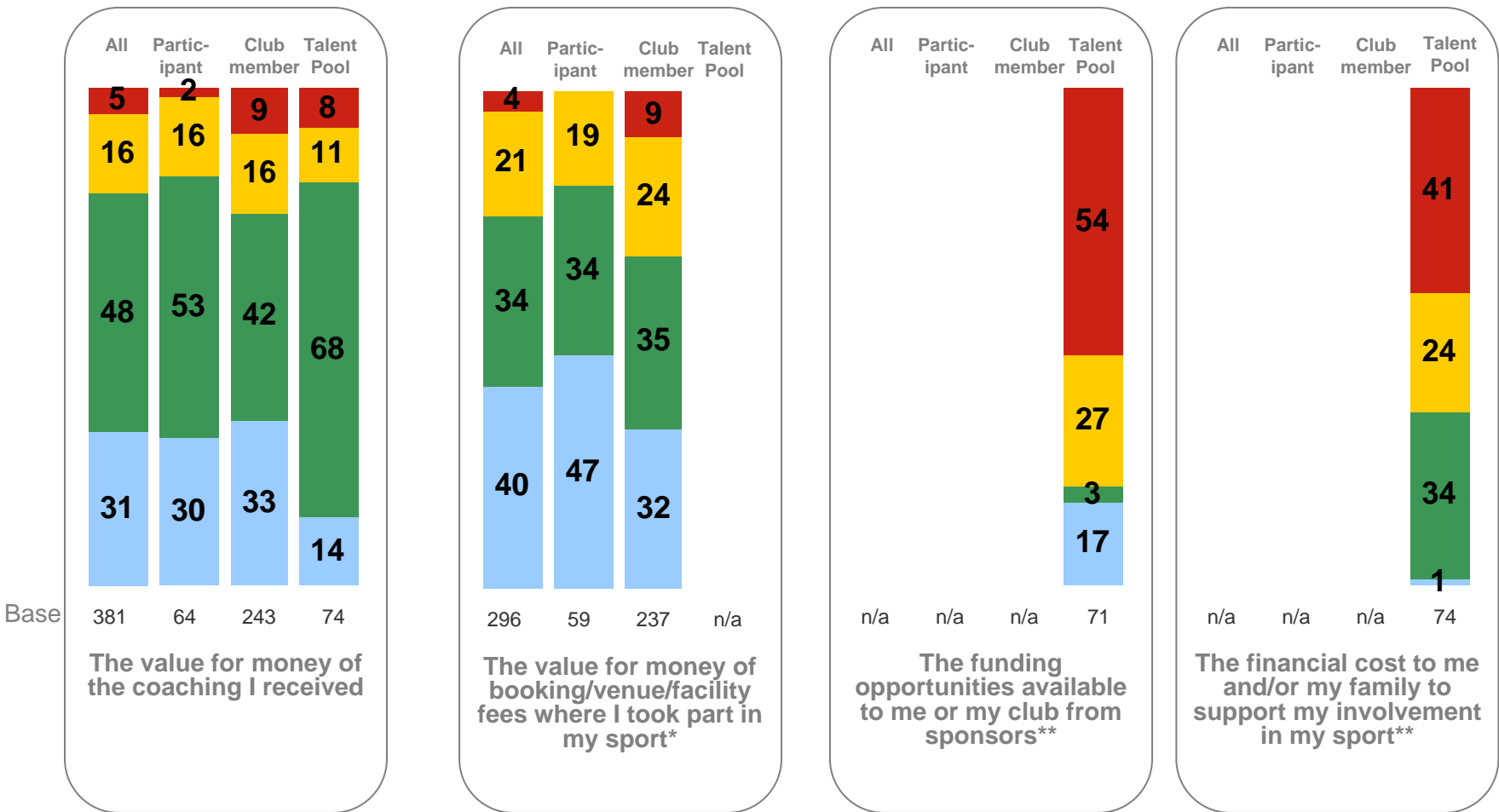




# Satisfaction with value for money

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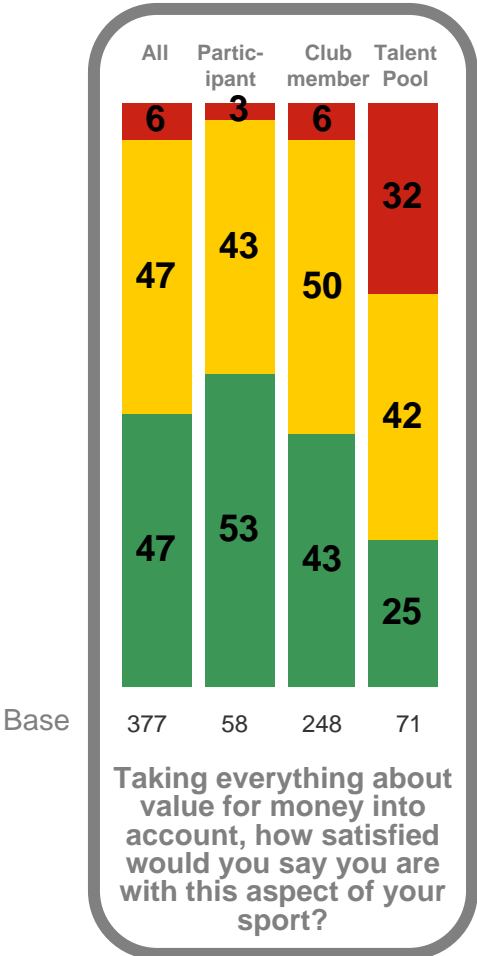
Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable



# Satisfaction with value for money

Q. Again looking back over the last 12 months, and in particular the period when you participated in Lacrosse, please can you rate your satisfaction with your sporting experience

Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4 ■ Not applicable

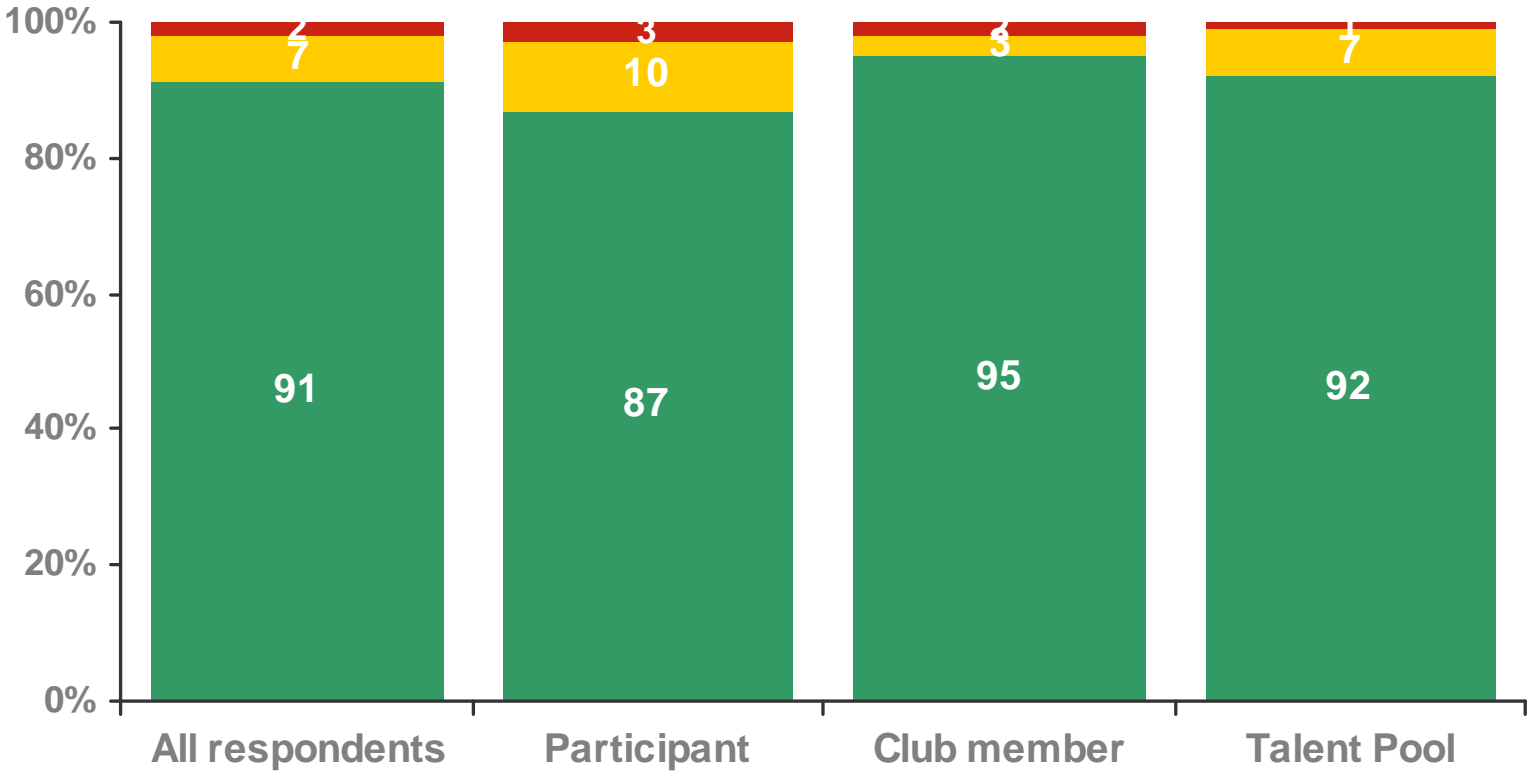


# Additional data

# Advocacy of Lacrosse

Q. If a friend or family member expressed an interest in taking up Lacrosse how likely would you be to encourage them to pursue this? Please rate on a scale of 1 – 10 where 1 is “Not at all likely” and 10 is “Extremely likely”

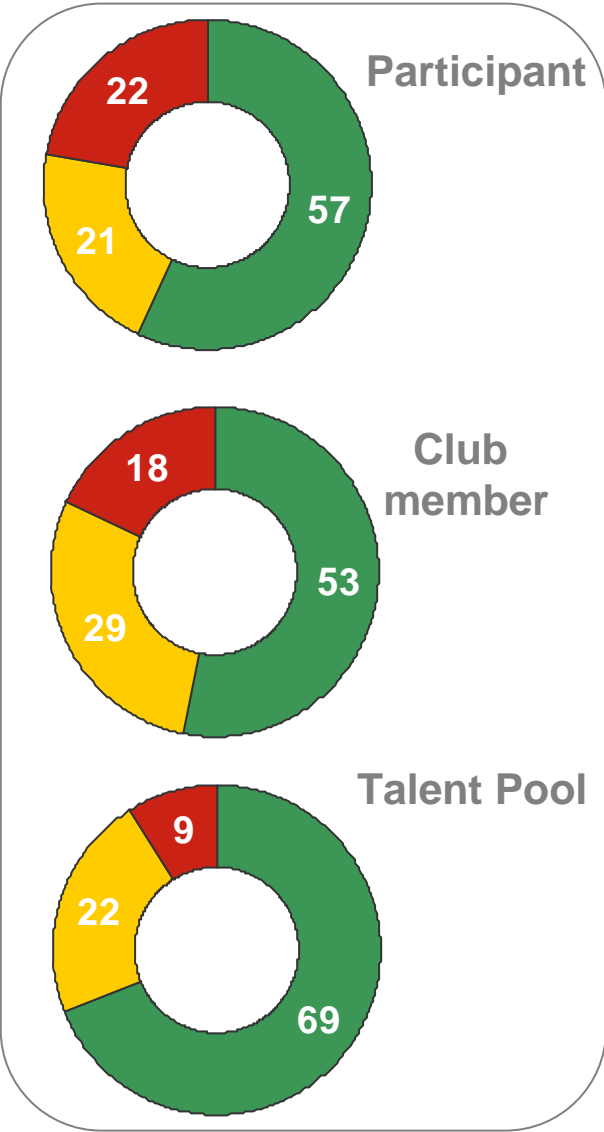
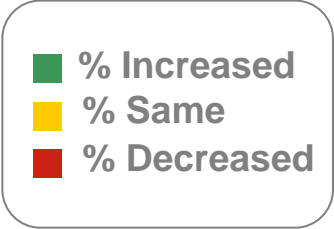
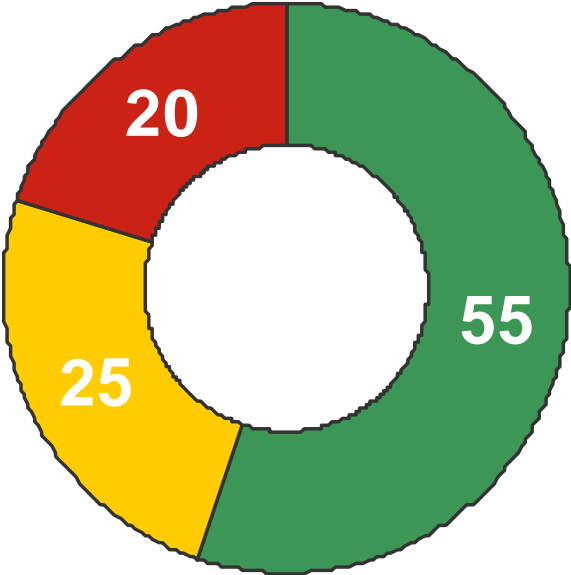
Key: % of respondents on a scale of 1-10 rating: ■ Top 8-10 ■ Middle 5-7 ■ Bottom 1-4



# Previous participation

Q. Over the last 12 months would you say that your participation in Lacrosse has increased or decreased?

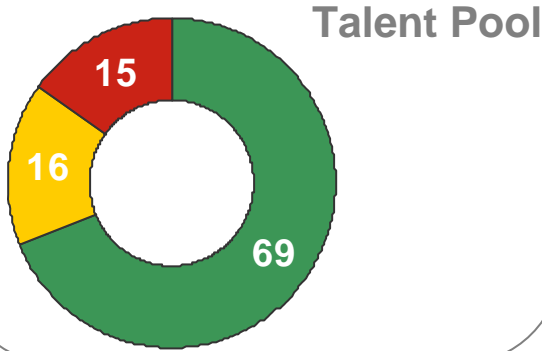
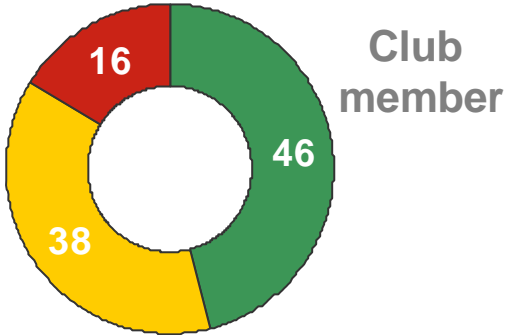
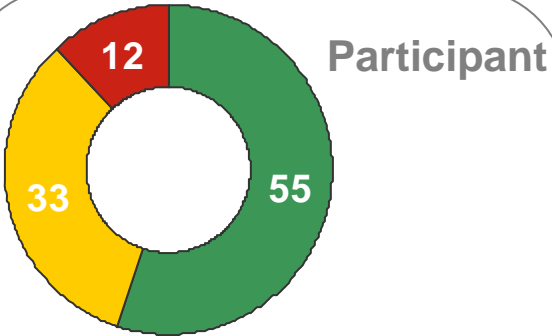
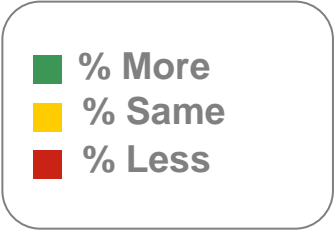
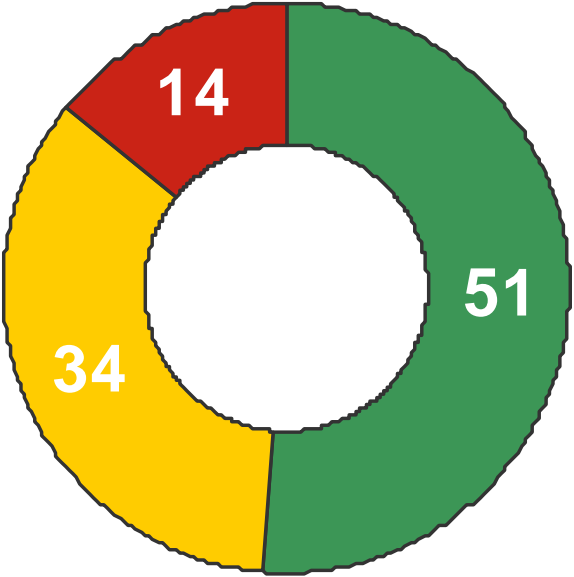
All respondents



# Future participation

Q. Looking over the next 12 months do you expect to play more or less Lacrosse than you did in the last 12 months?

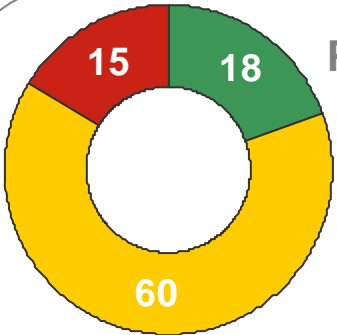
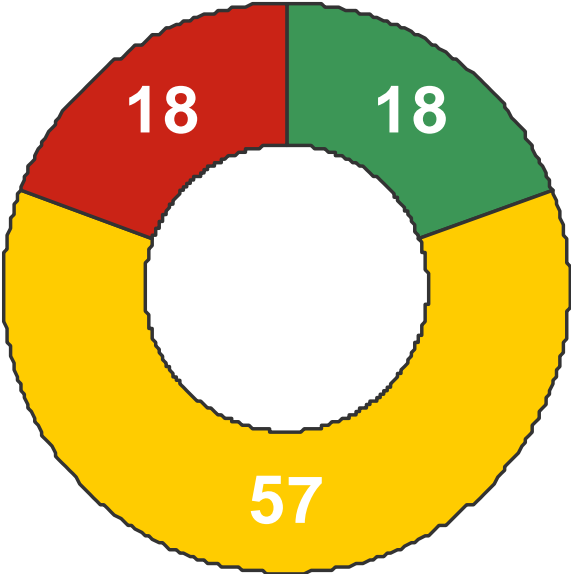
All respondents



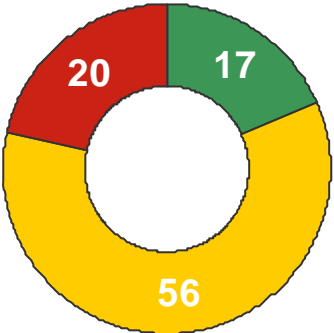
# Change in financial circumstances

Q. Do you think that your personal financial circumstances will improve, get worse or stay the same over the next few months?

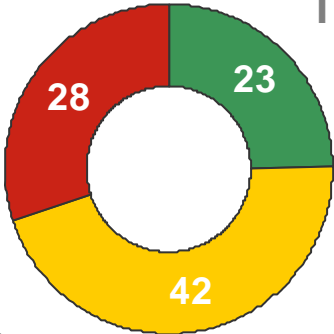
All respondents



Participant



Club member

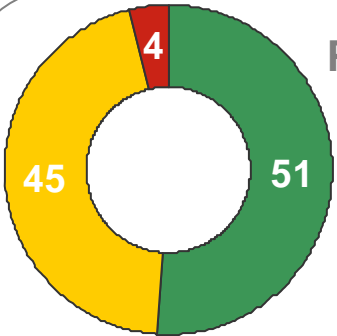
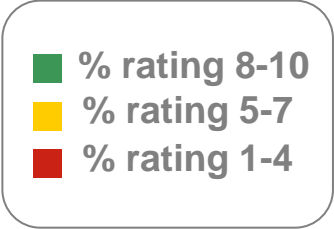
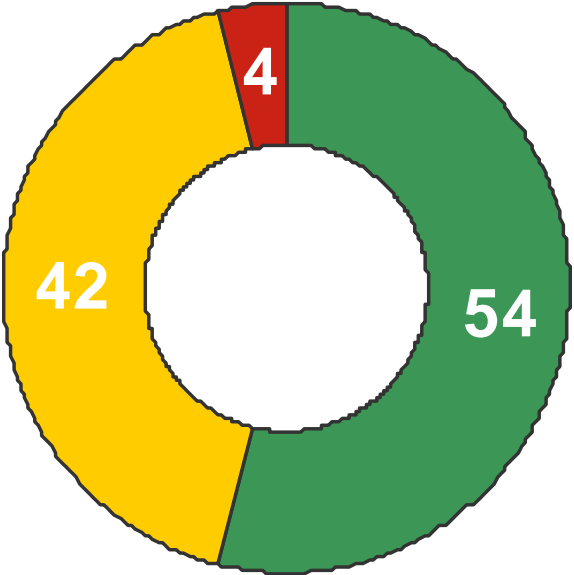


Talent Pool

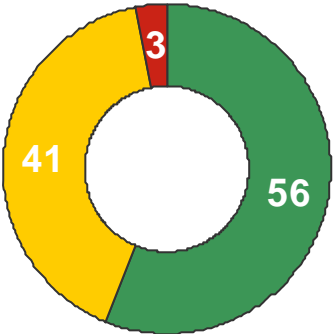
# Happiness

Q. In general, how happy would you say you are, using a scale of 1 - 10 where 1 is extremely unhappy and 10 is extremely happy?

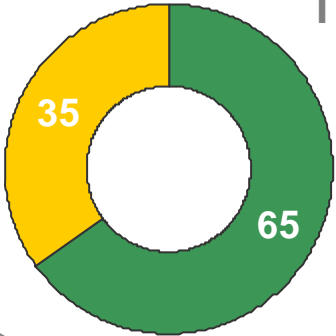
All respondents



Participant



Club member



Talent Pool

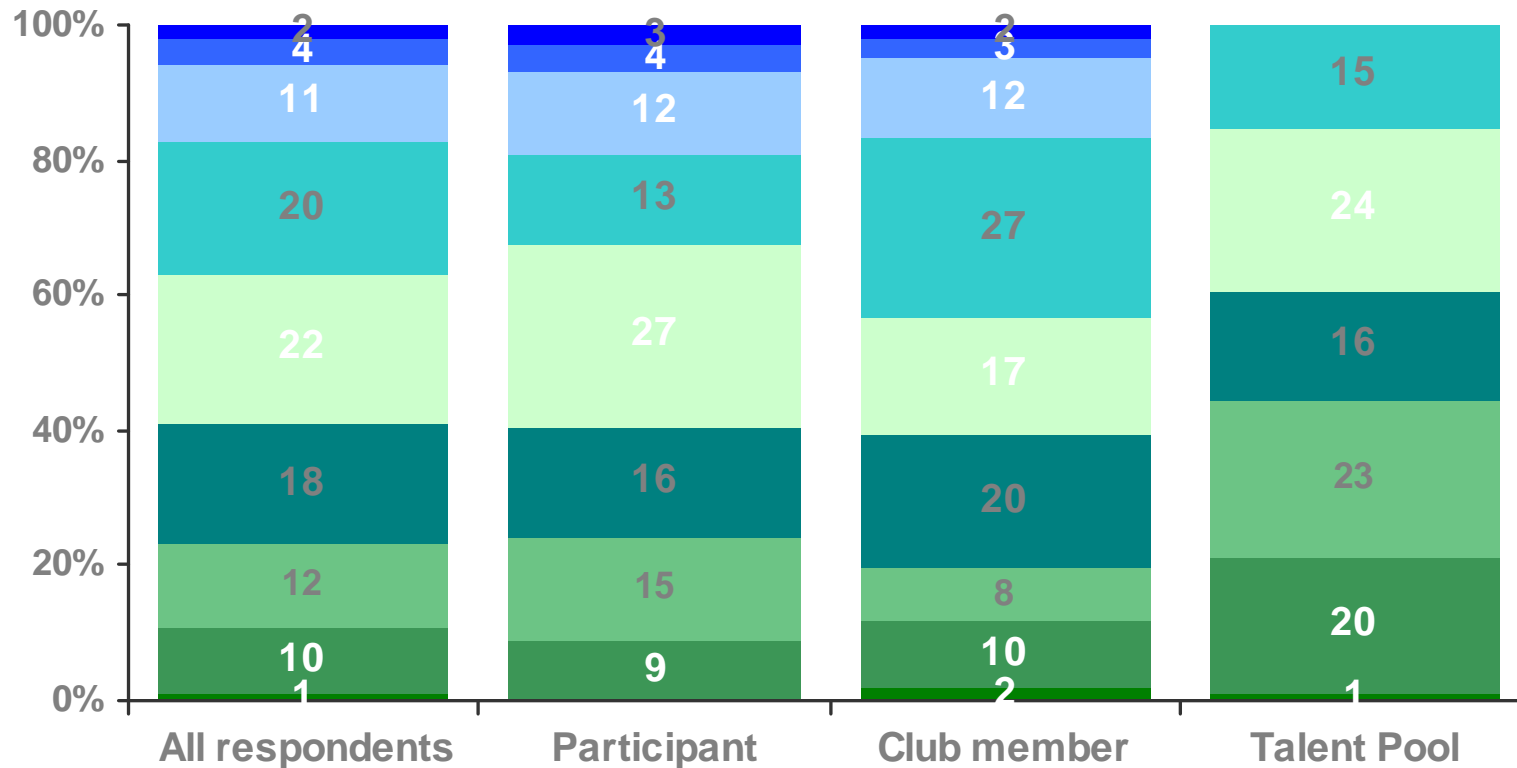


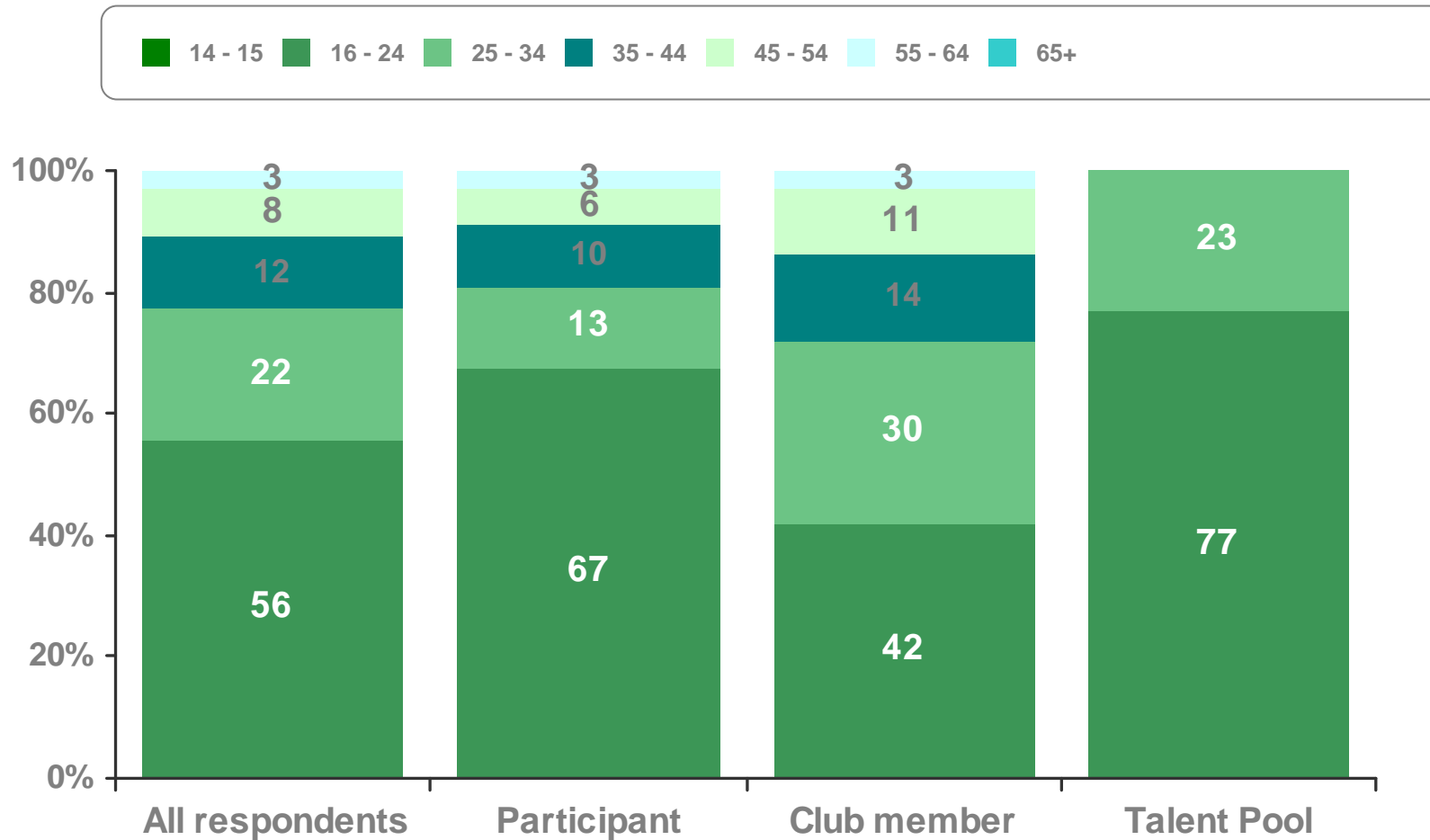
# Frequency of participation

81

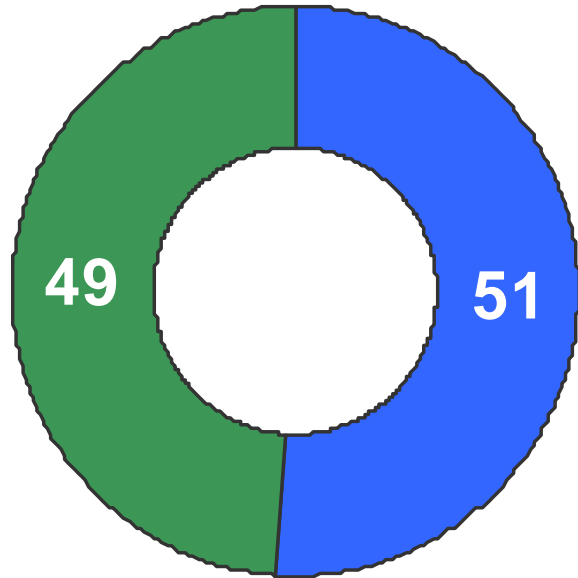
Q. Thinking particularly about a typical month in the Lacrosse season, on how many days in a four week (28 day) period do you participate in, or train for your sport?

Every day (28 days) 6 times a week (24 days) 5 times a week (20 days) 4 times a week (16 days) 3 times a week (12 days)  
Twice a week (8 days) Once a week (4 days) 2-3 days a month (2-3 days) Once a month Less than once a month



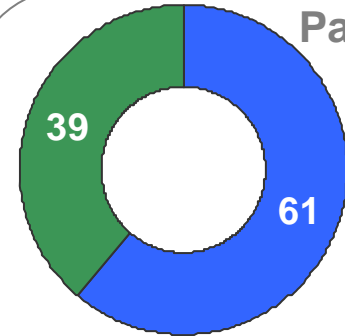


All

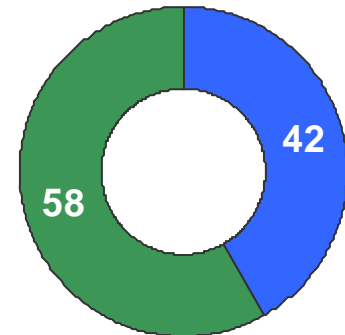


■ Male  
■ Female

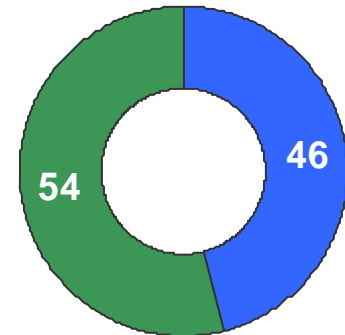
Participant



Club member



Talent Pool



# Ethnicity

84

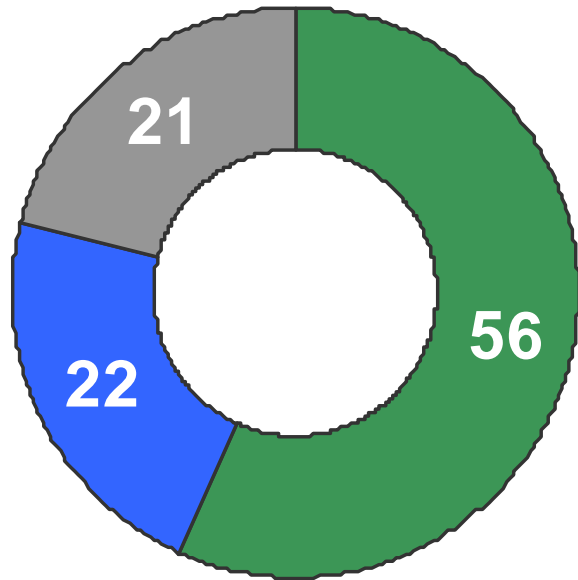


# Affiliated club member

85

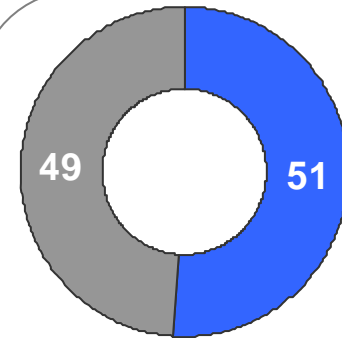
Q. Are you a member of a English Lacrosse Association affiliated Lacrosse club?

All

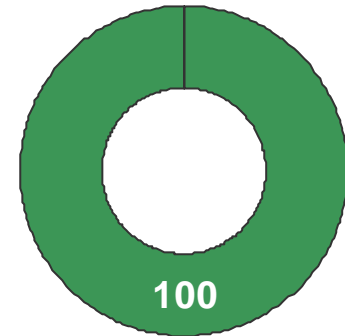


■ % Yes  
■ % No  
■ % Don't know

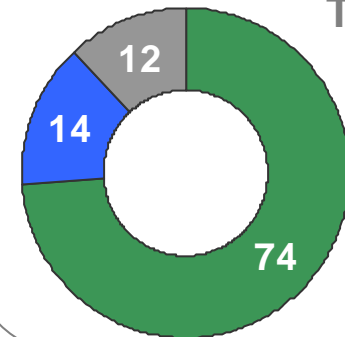
Participant



Club member



Talent Pool

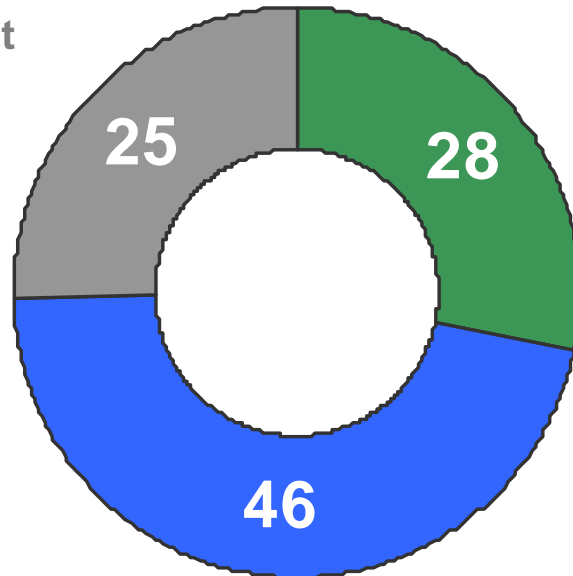


# Individual affiliation

86

Q. Are you an affiliated member of your sport's National Governing Body, English Lacrosse Association?

General Participant



■ % Yes  
■ % No  
■ % Don't know