

Introduction:

The Waikato District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council. Key Research has developed a comprehensive mechanism for providing this service.

Research Objectives:

- To determine residents' satisfaction with various Council services and facilities
- To identify progress towards Key Performance Indicators (KPIs) in Council's Annual Report
- To establish perceptions regarding organisational reputation, including how competent Council is perceived to be and the affinity residents have developed for Council
- To assess changes in satisfaction over time and measure progress towards the Long-Term Plan objectives and new strategic plan

Methodology:

A mixed method approach to data collection is used consisting of a postal invitation to an online survey, with a hard copy survey back up. Invitation letters, containing an embedded link to an online survey are sent to a random selection of residents. Reminder postcards are sent a week to ten days later to optimise response from the online survey. The original invitation letters are accompanied by hard copy surveys. Free post services are made available and responses are data entered into our secure web-based platform for analysis.

Post data collection the sample is weighted so it is aligned with known population distributions for the Waikato District Council area, as per the Census 2018 results, based on suburb, age, gender and ethnicity.

To maximise the sample for each ward for more accurate reporting, the wave data is rolled:

1. Q1 2023/24 combines data from W3 2022/23, W4 2022/23 and W1 2023/24. Sample size (n) = 382
2. Q2 2023/24 combines data from W4 2022/23, W1 2023/24 and W2 2023/24. Sample size (n) = 380
3. Q3 2023/24 combines data from W1 2023/24, W2 2023/24 and W3 2023/24. Sample size (n) = 383
4. Q4 2023/24 combines data from W2 2023/24, W3 2023/24 and W4 2023/24. Sample size (n) = 361

Year-to-date data (YTD) shows unrolled data.


Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Wave

W1 2022/2023	-----	Sample size (n) = 88
W2 2022/2023	-----	Sample size (n) = 134
W3 2022/2023	-----	Sample size (n) = 130
W4 2022/2023	-----	Sample size (n) = 125
W1 2023/2024	-----	Sample size (n) = 127

Press the summary button below to proceed to the overall summary page. From that page you can then navigate further to within each measured area.

Use the drop down menus to display the results by Ward/Total and show data per each wave/YTD.

 Key Findings





Key Findings



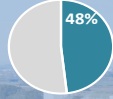
- Key Findings
- Summary
- Water
- Waste
- Roading
- Core services
- Other Services
- Safety
- Reputation
- Value for money
- Local Issues
- Communication

Total
n=361

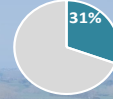
Overall Performance



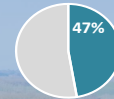
Overall reputation



Overall value for money



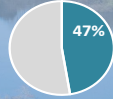
Overall core services



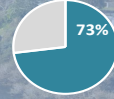
Effort to conduct
business with
council

2.7

Overall public toilet



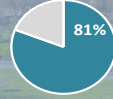
Local parks and reserves including sports fields / playgrounds



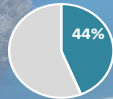
Overall cemeteries



Regular kerbside collection



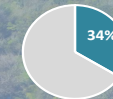
Availability of local councillor



Council engages regarding key issues



Ease of access and clarity of information



Overall services received



Sample Profile - Total

26%

28%

28%

17%

50%

50%



YTD

Total

Summary

Showing sig diff for 2023/24 and 2022/23 (7-10)

* small sample size

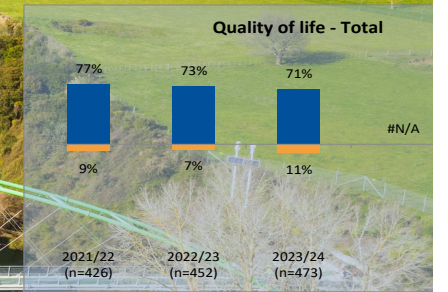
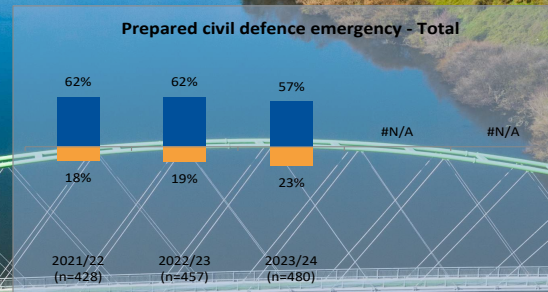
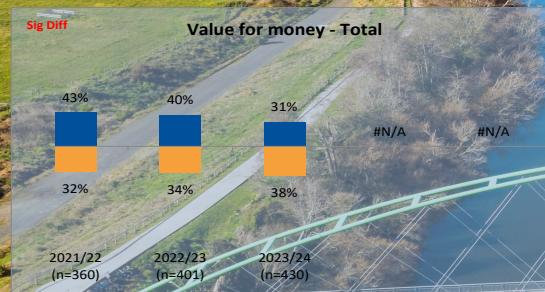
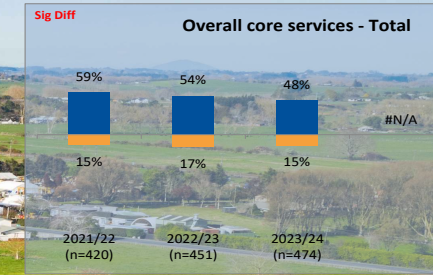
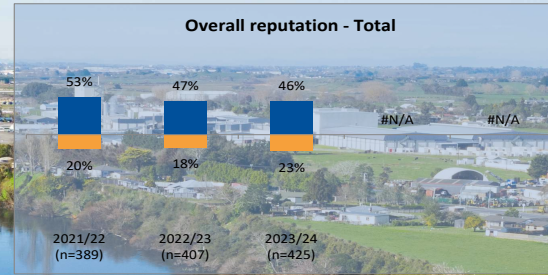
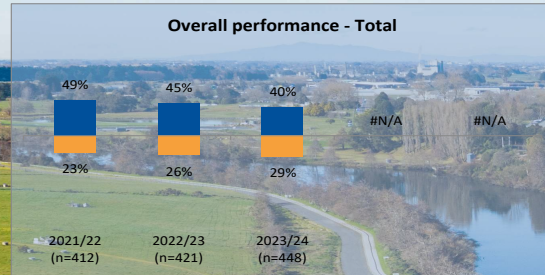
- Satisfied (%7-10)
- Dissatisfied (%1-4)



Benchmarking



- Key Findings
- Summary**
- Water
- Waste
- Roading
- Core services
- Other Services
- Safety
- Reputation
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- Communication





YTD

Total

Reputation

Showing sig diff for 2023/24 and 2022/23 (7-10)

* small sample size

■ Satisfied (%7-10)

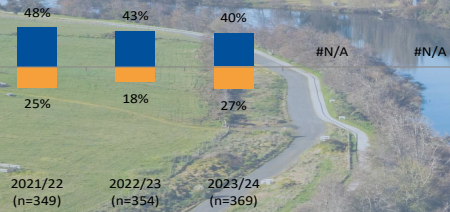
■ Dissatisfied (%1-4)



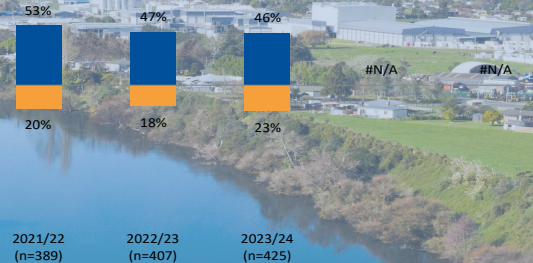
Benchmarking

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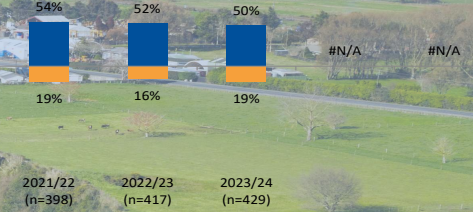
Leadership - Total



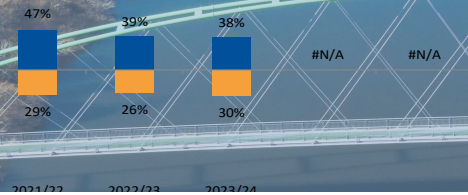
Overall reputation - Total



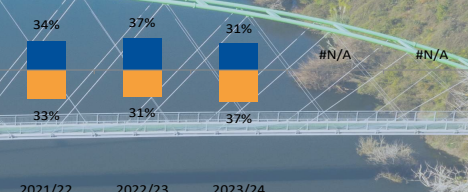
Quality of services - Total



Trust - Total



Financial management - Total





YTD

Total

Core Services

* small sample size



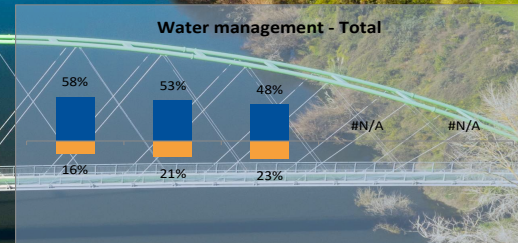
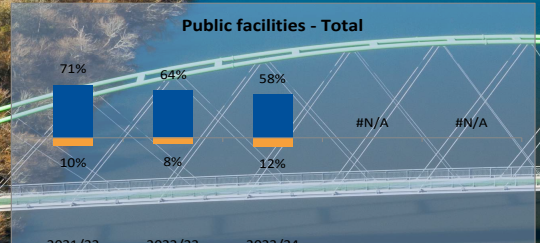
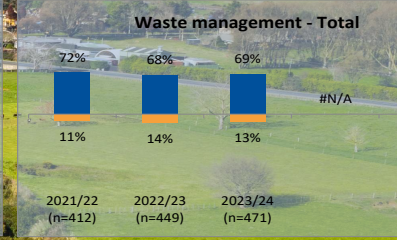
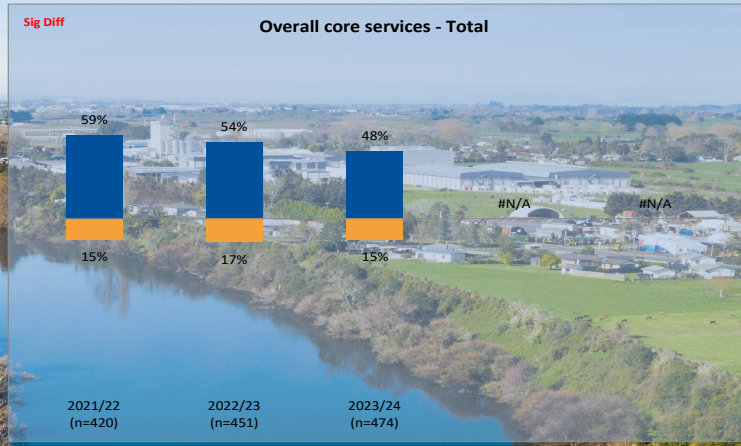
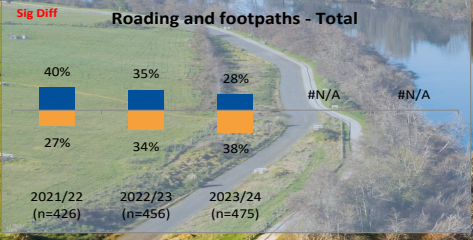
Benchmarking

KE

Showing sig diff for 2023/24 and 2022/23 (7-10)

- Satisfied (%7-10)
- Dissatisfied (%1-4)

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YTD

Total

Water Management

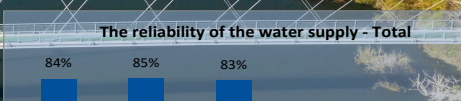
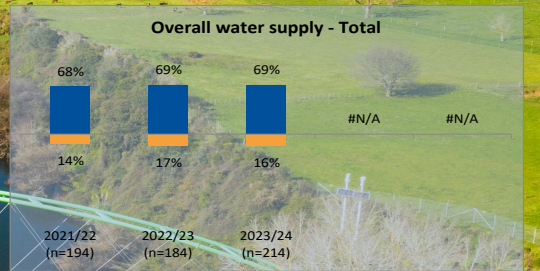
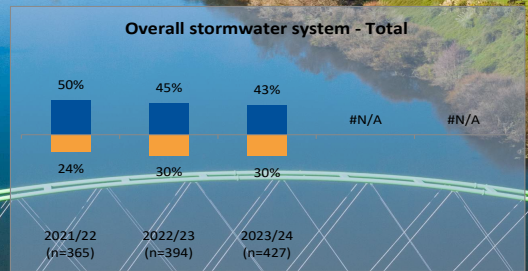
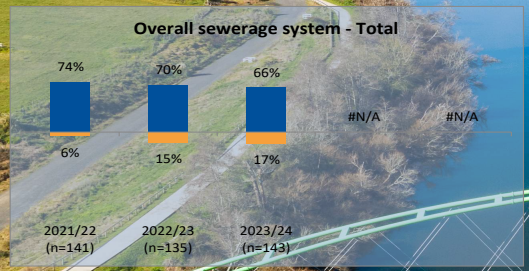
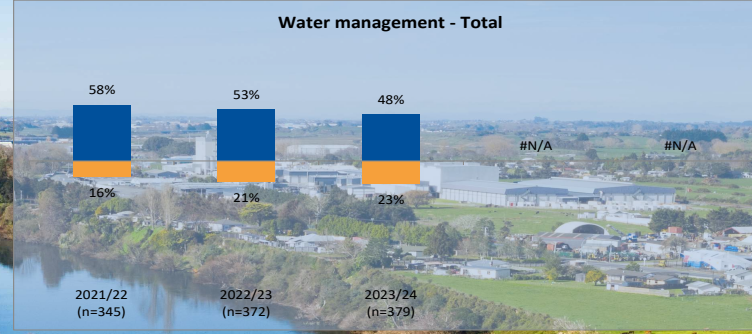
* small sample size

■ Satisfied (%7-10)
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Showing sig diff for 2023/24 and 2022/23 (7-10)

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YTD

Total

Waste Management

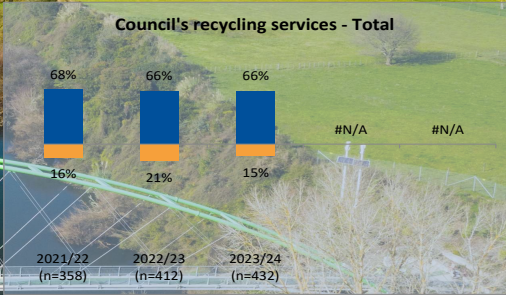
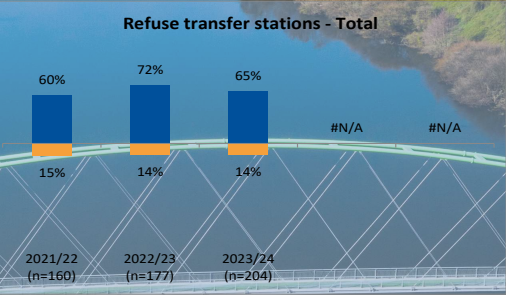
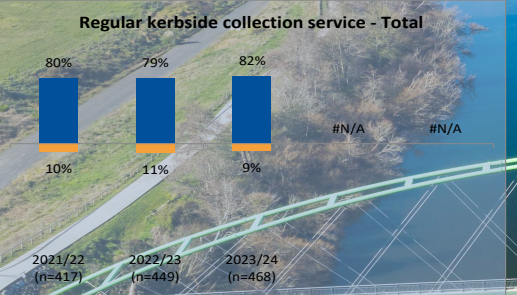
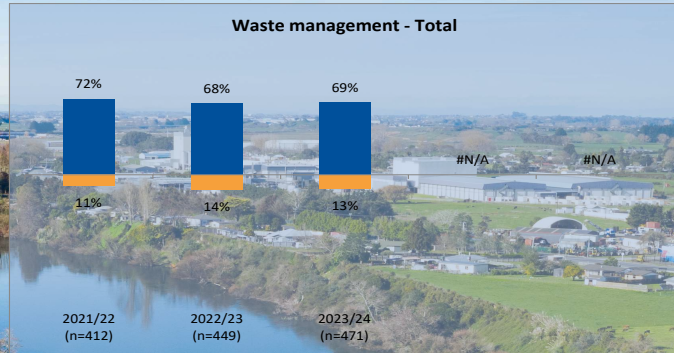
* small sample size

■ Satisfied (%7-10)
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Showing sig diff for 2023/24 and 2022/23 (7-10)

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YTD

Total

Roading and footpath

* small sample size

■ Satisfied (%7-10)
■ Dissatisfied (%1-4)

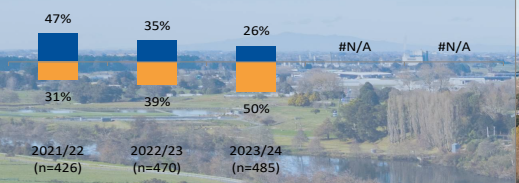


KE

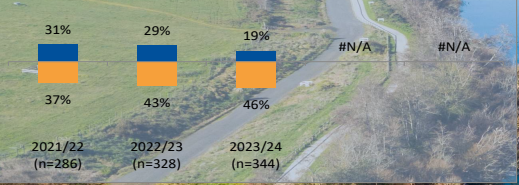
Showing sig diff for 2023/24 and 2022/23 (7-10)

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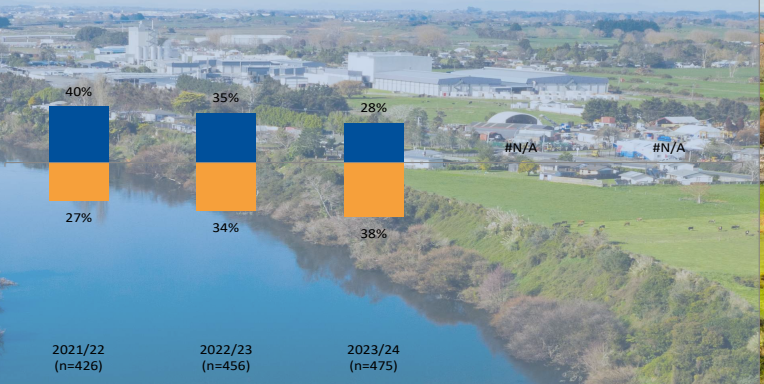
The sealed roading network - Total



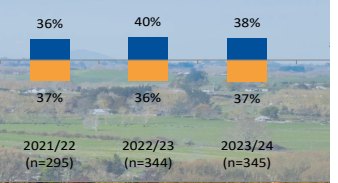
The unsealed roading network - Total



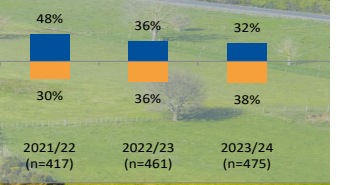
Roading and footpaths - Total



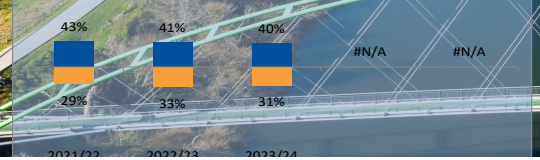
The availability of cycleways



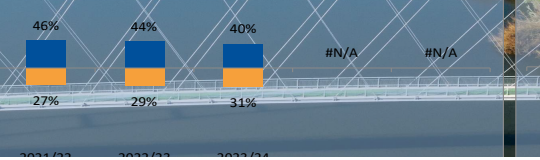
The safety of the roads



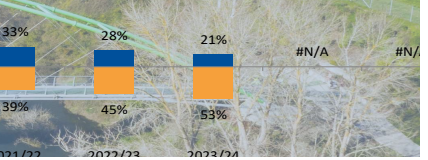
The availability of footpaths - Total



How well footpaths are maintained - Total



How well the roads are maintained - Total





YTD

Total

Value for money

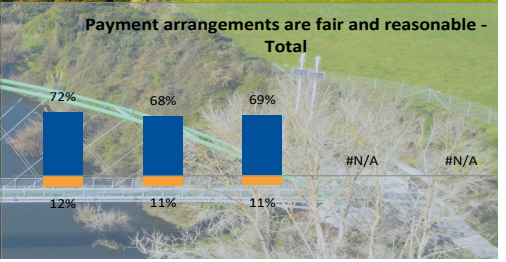
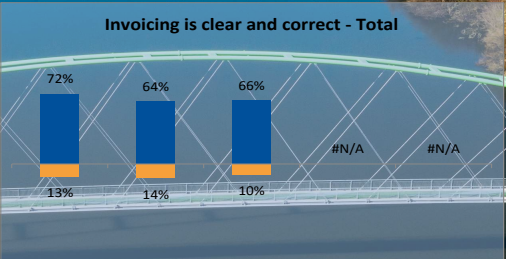
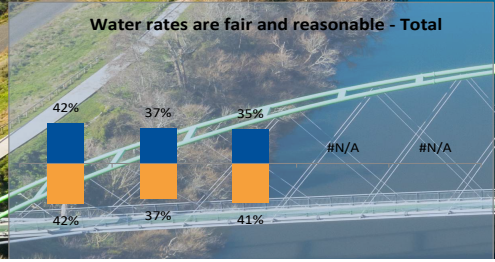
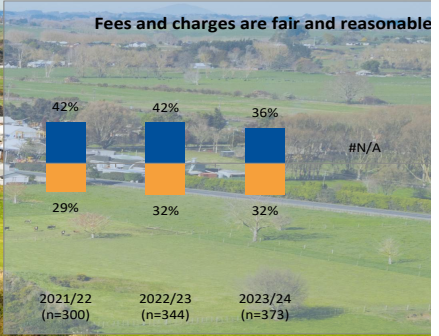
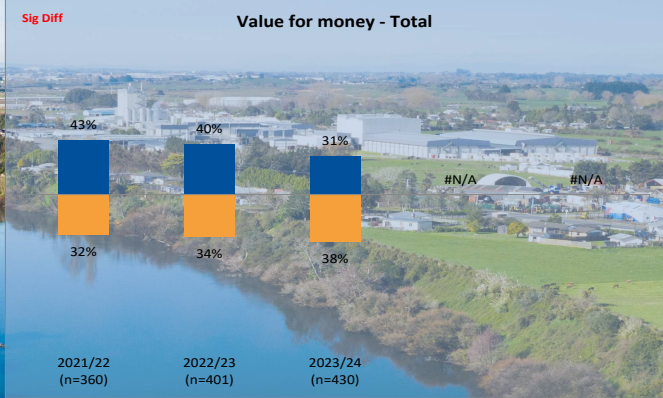
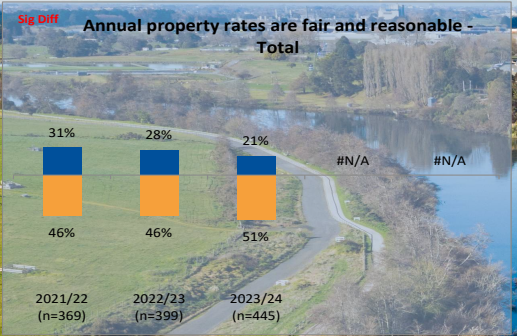
Showing sig diff for 2023/24 and 2022/23 (7-10)

* small sample size

- Satisfied (%7-10)
- Dissatisfied (%1-4)



- Key Findings
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- Local Issues
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YTD

Total

Other Services

Showing sig diff for 2023/24 and 2022/23 (7-10)

* small sample size

■ Satisfied (%7-10)
■ Dissatisfied (%1-4)



Key Findings

Summary

Water

Waste

Roading

Core services

Other Services

Safety

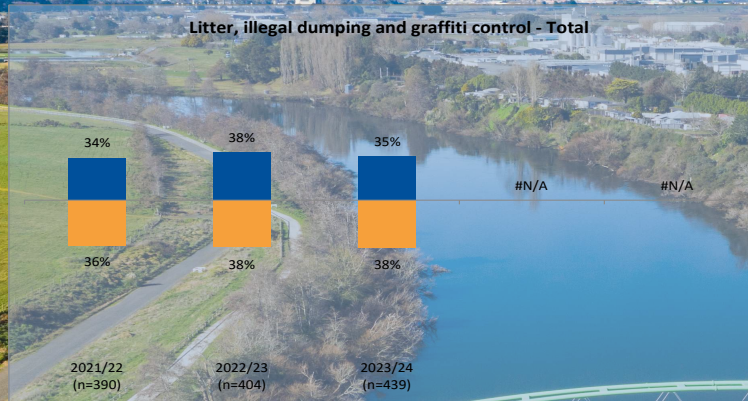
Reputation

Value for money

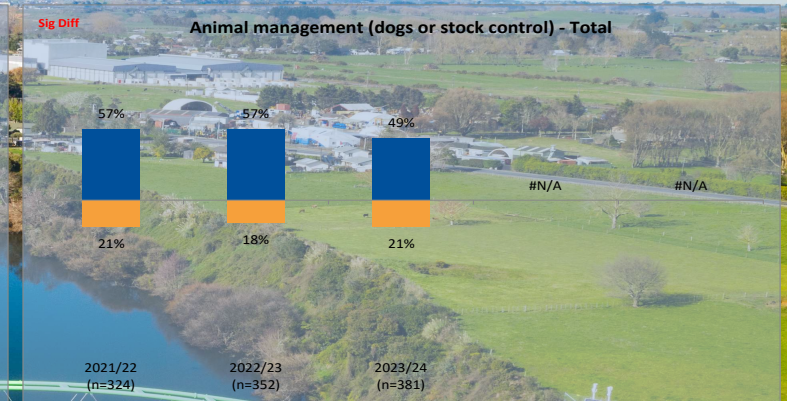
Local Issues

Communication

Litter, illegal dumping and graffiti control - Total



Animal management (dogs or stock control) - Total





YTD

Total

Contact with council

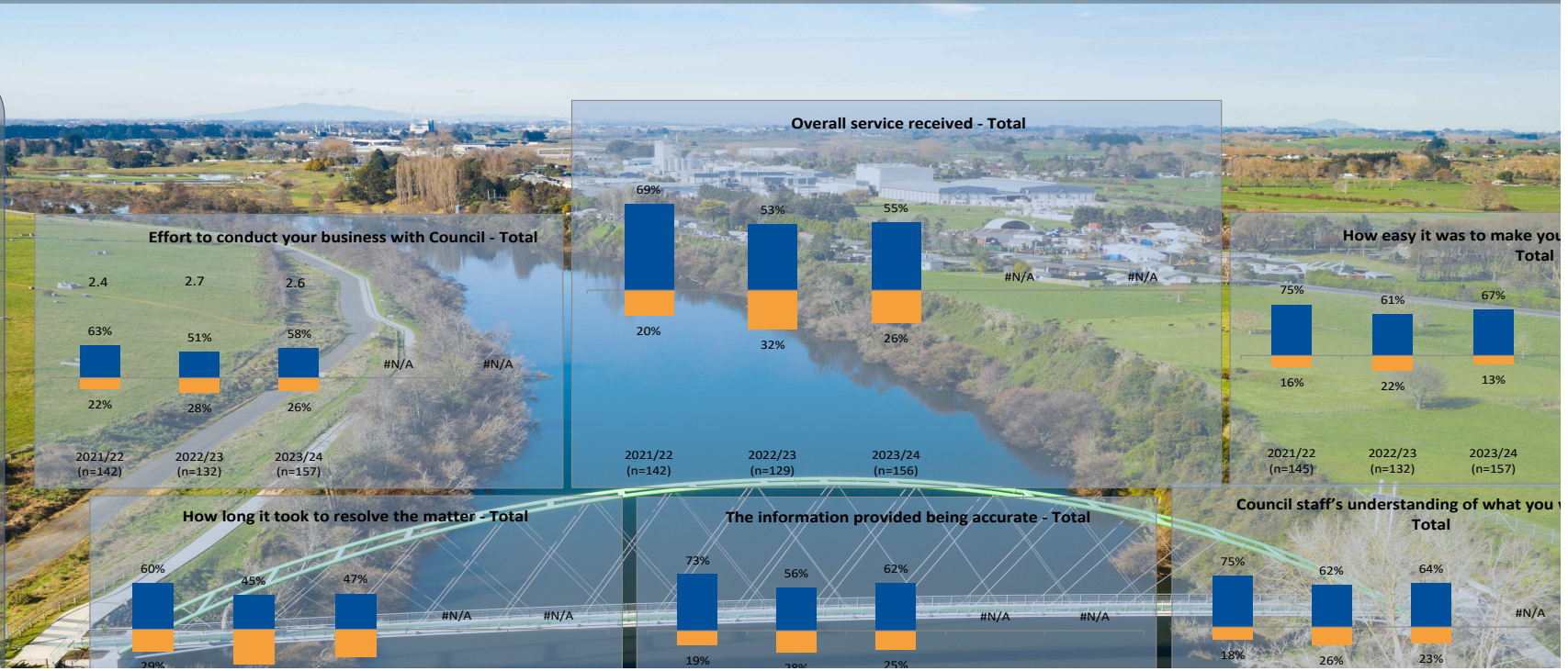
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YTD

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* small sample size

■ Satisfied (%7-10)
■ Dissatisfied (%1-4)



Key Findings

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Water

Waste

Roading

Core services

Other Services

Safety

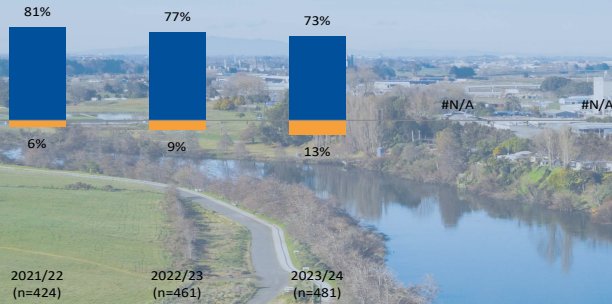
Reputation

Value for money

Local Issues

Communication

During the day - Total

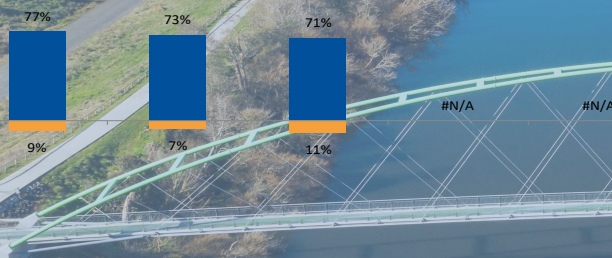


Sig Diff

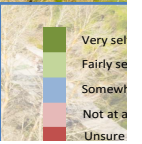
After dark - Total



Quality of life - Total



Self-reliant in event of civil defence emergency - Total





YTD

Total

Local issues and outcomes

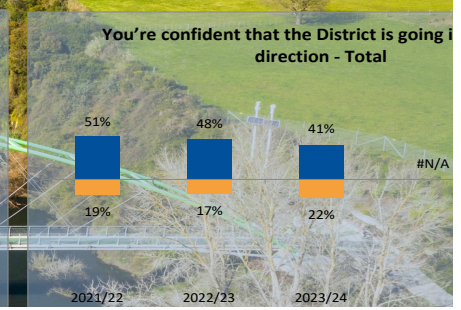
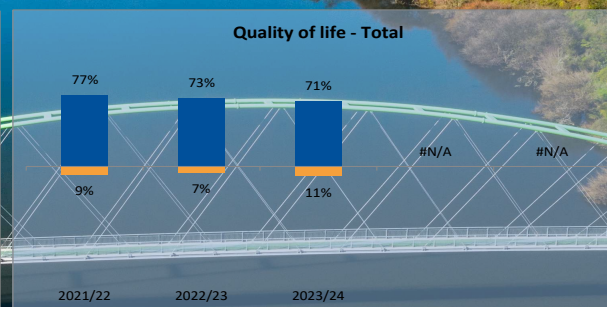
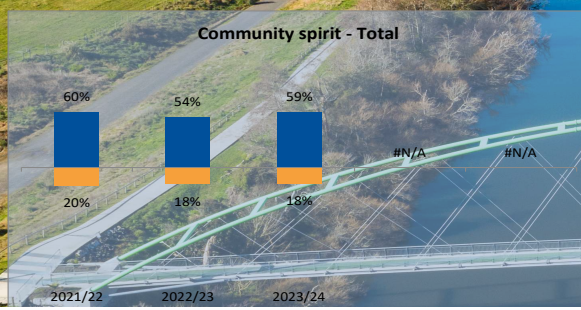
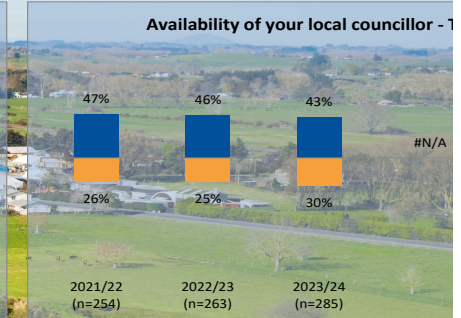
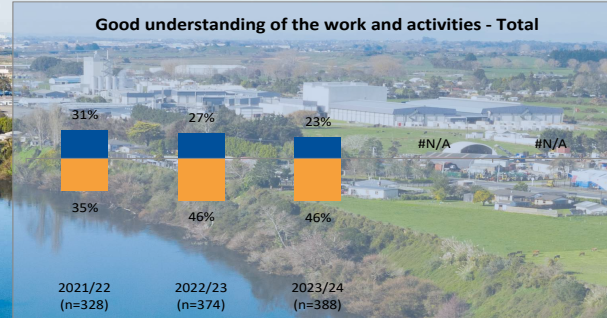
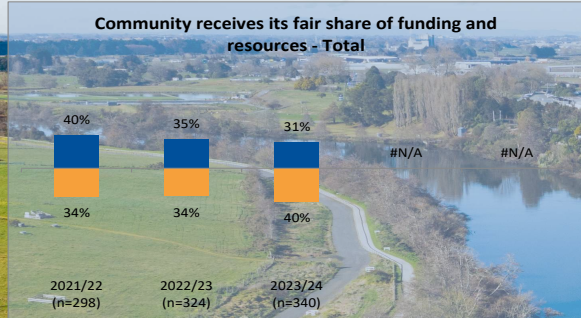
Showing sig diff for 2023/24 and 2022/23 (7-10)

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YTD

Total

Public Facilities

* small sample size



KE

Showing sig diff for 2023/24 and 2022/23

■ Visited in Past 12 Months



Usage



Satisfaction

Key Findings

Summary

Water

Waste

Roading

Core services

Other Services

Safety

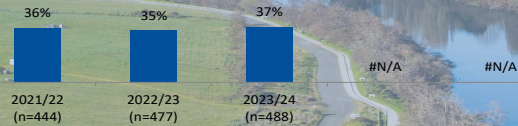
Reputation

Value for money

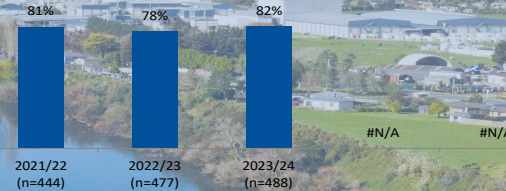
Local Issues

Communication

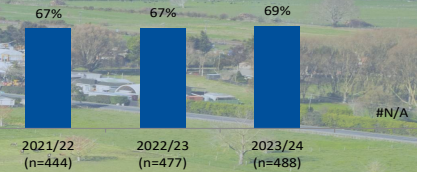
District library services - Total



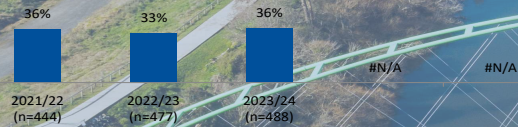
Local park and reserve - Total



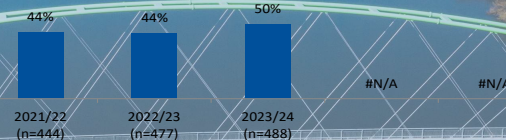
Public toilet - Total



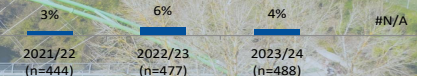
Cemeteries - Total



Community halls - Total



Tuakau Centennial Pool - Total



Huntly – Huntly Aquatic Centre - Total

Ngaruawahia Swimming Pool - Total

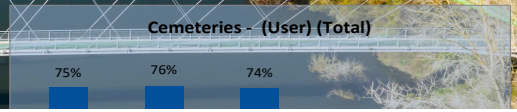
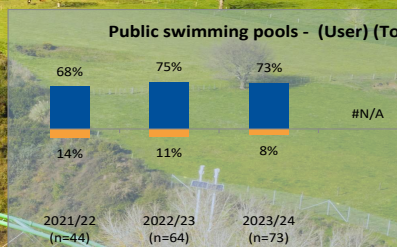
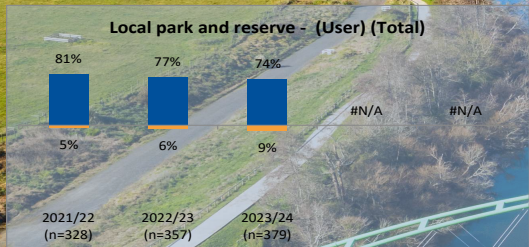
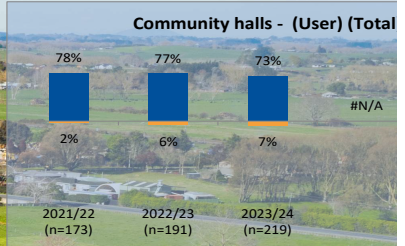
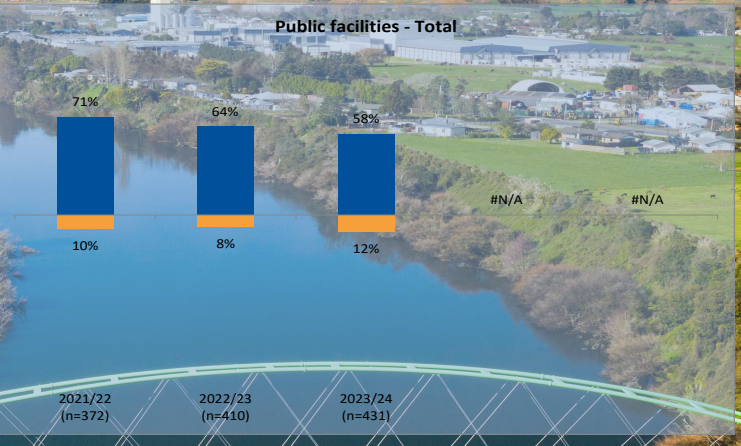
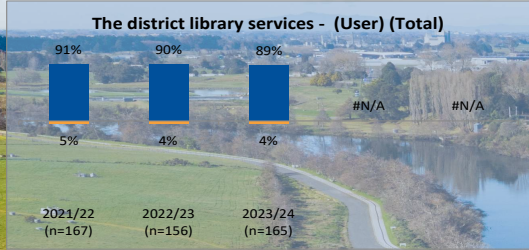
YTD Total User

■ Satisfied (%7-10)
■ Dissatisfied (%1-4)

Usage

Satisfaction

- Key Findings
- Summary
- Water
- Waste
- Roading
- Core services
- Other Services
- Safety
- Reputation
- Value for money
- Local Issues
- Communication





YTD

Total

Communication

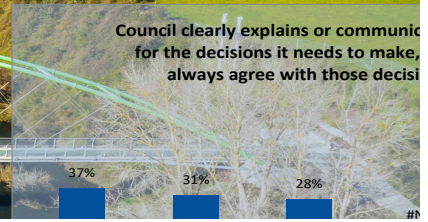
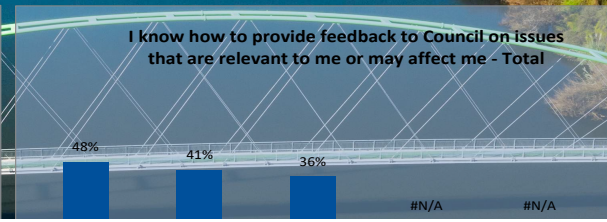
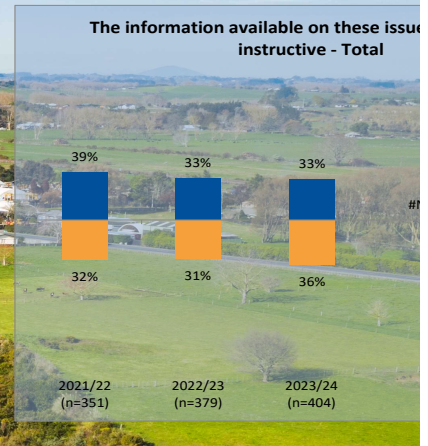
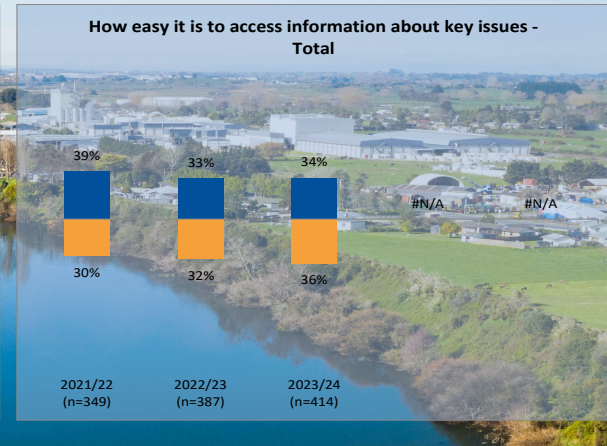
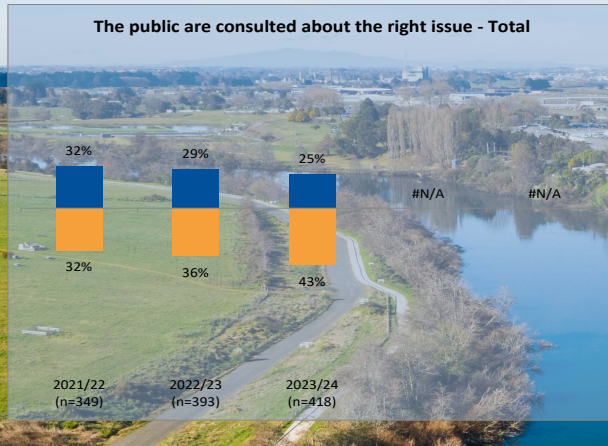
Showing sig diff for 2023/24 and 2022/23 (7-10)

* small sample size

- Satisfied (%7-10)
- Dissatisfied (%1-4)



- Key Findings
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- Key Findings
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