



Figure 5. Satisfaction with the facilities and services provided (n=1044).

4. Satisfactions with facilities and services

Satisfactions with 28 specific facility and service items were surveyed, covering aspects of the tracks, huts, campsites, and information services provided (refer Appendix 1, Question 7). The complete list of responses, summarised in Figure 5, shows there were few expressions of dissatisfaction.

The highest levels of dissatisfaction related to convenience facilities in huts (e.g. lighting, cooking facilities, relaxation space). However, few of these facilities and services had dissatisfaction levels in excess of 15%, and they did not generally represent what might be considered essential requirements in huts. The high 'neutral' responses to many of the facilities and services indicated they were not provided or were not considered important. For example, the high neutral responses to hut lighting and campsite rain-shelters indicate that these facilities were not generally present.

Overall, the results indicate a high acceptance of the existing standards of services and facilities, and by inference, may be indicative of little demand for any additional provision.

4.1 EFFECTS OF AGE, GENDER, NATIONALITY AND CROWDING PERCEPTION

4.1.1 Background to analyses

Additional analyses were required to assess whether these satisfactions varied significantly according to age group, gender, nationality, and crowding perception. Because it was apparent that patterns of visitor responses were often similar across particular groups or 'clumps' of these satisfaction items, summary scales of these 'clumps' had to be constructed to allow valid statistical analyses. The resulting satisfaction scales, each containing items which had related response patterns, are listed in Table 1 and shown in Figure 6.

TABLE 1. SUMMARY SCALES FOR SATISFACTIONS WITH FACILITIES AND SERVICES (REFER APPENDIX 2).

SCALES	DESCRIPTIONS
Hut conditions	Hut and facility space, bunk numbers, water/toilet/other facilities
Track standards	Slope, smoothness, difficulty, drainage, bridges/boardwalks/steps
Track marking/signs	Includes route markers, distance/time/information signs
Information services	Map/brochure information, visitor centre/warden advice
Campsite conditions *	Includes campsite space, water/toilet/other facilities

* Because camp users were low in number, they were excluded from subsequent analyses of satisfaction responses to prevent problems from having extensive missing values.

4.1.2 Significant findings

Using the SPSS MANOVA routine, a series of multivariate analyses of variance were carried out on these satisfaction scales (e.g., the dependent variables). Differences in satisfaction scales according to age-group (under and over 40 years), gender (male/female), nationality (New Zealand/Overseas), and crowding perception (Uncrowded/Crowded) were analysed. The same approach was subsequently used for impact perception scales (Section 5.1) and scales of attitude toward management options (Section 6.1). The significant effects and interactions associated with the analysis of satisfaction scales using these independent variables are summarised in Table 2. These results indicate that satisfaction with information services and hut conditions are particularly important for management attention.

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