FIGURE 5. SATISFACTIONS WITH THE FACILITIES AND SERVICES PROVIDED.

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. Only dissatisfactions with campsite rain shelters (24%), signposts showing times/distances (24%), hut lighting (22%), hut water supply (18%), hut cooking facilities (18%), and track marking (16%) exceeded the 15% dissatisfaction level. These facilities and services do not appear to represent essential visitor needs, and these dissatisfaction responses do not suggest any notable problems that require priority management attention. If general improvements to facilities and services become a priority task, these findings indicate where most gains could be made.

In many cases, responses were also highly neutral, indicating the facility or service was not present or not considered important. Over 40% of neutral responses were given toward satisfaction with hut heating, hut lighting, campsite rain shelters, and campsite cooking facilities. Satisfactions were often very high, with for example around 80% of visitors indicating they were satisfied with various aspects of track conditions (refer Figures 5 and 7). By contrast, less than 5% were dissatisfied with these. Overall, these 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 (under and over 40 years), gender (male/female), nationality (New Zealand/overseas) and crowding perception (un-crowded/crowded). 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 (next page).

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

SCALES	DESCRIPTIONS
Hut conditions	Hut washing/cooking/drying facilities, bunk numbers, relaxation space
Campsite facilities	Campsite cooking and washing-up space/facilities, rain shelters
Track conditions	Boardwalks, steps, smooth/easy/gentle track surfaces, drainage, bridges
Information services	Map/brochure quality, visitor centre information/advice, map information in huts, advice from wardens
Track marking/signs	Information signs, track marking, distance/time signs
Water/toilet	Water/toilet facilities at huts/camps

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 (Section 5.1) and management attitude (Section 6.1) scales. However, no significant differences in satisfaction responses were identified between these different visitor groupings. Additional analyses were also undertaken to compare mean satisfaction scale responses between camp users and hut users, but these exploratory analyses did not indicate any notable distinctions in their facility and service satisfactions. However, further analyses specifically directed specifically at this distinction would be required before it could be concluded that no differences occur.