



Figure 5. Satisfaction with the facilities and services provided on the Kepler Track (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 campsite facilities, although these can be disregarded here as campsite user numbers were very low. Of more interest was that only hut relaxation space (17%), drying facilities (16%) and bunk numbers (13%) exceeded the 10% level of dissatisfaction.

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 (next page).

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, surface, difficulty, drainage, constructions, marking, signs
Information services	Map/brochures, visitor centre/warden advice, information signs
Campsite conditions*	Includes campsite space, water/toilet/other facilities

\* Note that analyses excluded the campsite conditions scale as response numbers were very low.

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