



FIGURE 5. SATISFACTIONS WITH THE FACILITIES AND SERVICES PROVIDED.

## 4. Satisfactions with facilities and services

Satisfactions with twenty eight 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 track drainage (17%), hut lighting (17%), signposts with distances/times (16%) and hut toilets (15%) exceeded the 15% dissatisfaction level. In many cases, responses were also highly neutral, indicating the facility or service was not present or not considered important. The over 30% of neutral responses toward satisfaction with advice from wardens, hut lighting, advice from visitor centres, material from visitor centres, hut heating facilities, gentle track slopes, campsite washing facilities and hut drying facilities all provide examples.

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. The high proportions of visitors who indicated they were neutral towards satisfaction with direct information and advice from wardens and visitor centres may indicate that further attention to information services is required.

## 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 (uncrowded/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
Track conditions	Boardwalks, steps, smooth/easy/gentle track surfaces, drainage of water, track marking, distance/time signs, bridges
Information services	Map/brochure quality, visitor centre information/advice, information signs, map information in huts, advice from wardens
Water/conveniences	Water/toilet/other facilities at huts/camps, hut heating/lighting

(extra individual items — campsite cooking space/facilities)

Continue to next file: Sfc073b.pdf