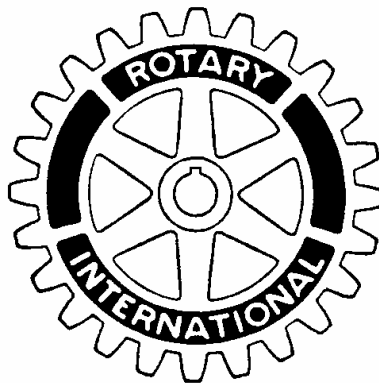


Member Satisfaction Survey Report[©]

prepared for

**Rotary International
District 9640**



prepared by

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Executive Summary

District Summary

For some time now, service organisations the world over have been experiencing a decline in membership. Membership patterns within Rotary International are consistent with global trends of membership in service organisations. While Rotary International has initiated a major campaign to recruit new members, current research suggests that campaigns to increase membership would be of less importance if there were more emphasis placed on the retention of existing members and satisfying their expectations of community service. The aim of this study was to determine the level of satisfaction among members of Rotary District 9640 and identify those factors that would more or less influence their satisfaction levels.

Based on District membership records, sufficient surveys were forwarded to each club for every member to participate. A total of 1605 surveys were distributed between the 54 clubs in the district. Statistical analysis of the 901 responses returned revealed three primary dimensions related to the overall satisfaction of Rotary membership, intentions to remain in Rotary and serious consideration of resignation.

The three dimensions were motivations to be involved in Rotary, the expectations members hold as a result of their involvement and environment of their club. Motivations related most strongly to overall satisfaction and the intent to remain in Rotary; expectations (or failure to realise them) related most strongly to serious consideration of resignation. The significance of these dimensions is discussed in light of theories of volunteer motivation and expectations. Additionally, the dimensions are extrapolated and individual indicators underlying them are assessed for their levels of influence.

In conclusion, the responses of members of Rotary International district 9640 who participated in this survey are consistent with existing theories of volunteer motivation and expectations. Of interest is the importance placed on fellowship and how this is reflected in the numbers who view their Rotary participation as an alternative leisure activity. Subsequently, Rotary has the potential to promote itself in ways that have been previously unexplored with a view to encouraging new membership while retaining existing members.

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Introduction

For some time now, service organisations the world over have been experiencing a decline in membership. Membership patterns within Rotary International are consistent with global trends of membership in service organisations¹. In response to the situation, the current president of Rotary International has initiated “Rotary’s Global Quest” - a 12 month campaign to increase membership. Current research suggests that campaigns to increase membership would be of less importance if there were more emphasis placed on the retention of existing members and satisfying their expectations of community service. While this seems common sense, little effort is taken to determine what it is that volunteers expect in return for the time they invest in a service organisation. The aim of this study was to determine the level of satisfaction among members of Rotary District 9640 and identify those factors that would more or less influence their satisfaction levels.

This report commences with a brief overview of the theories underlying the motivations of volunteers and as a consequence, the expectations they hold of the volunteering experience. The methodology of the research is explained, and detailed analysis of the results is offered. In conclusion, the results are discussed relative to underlying theories and the implications for Rotary District 9640.

The motivations of volunteers

What is it that motivates people to give of themselves in order to help others? There is a school of thought that people possess a desire to help others for purely altruistic reasons, that is enhancing the welfare of others even at the expense of ones own welfare. Although the term altruism is fairly new, being coined by Comte in 1851, the debate over whether true altruism exists has held an abiding fascination for philosophers since the times of Aristotle and Plato. These philosophers did not believe that behaviour could be motivated by anything other than obvious or subtle self-interest. For them, advancing egoism was the central tenet of human behaviour. If volunteering is viewed as a means of satisfying self-interests, then it become

¹ As per membership details available at <http://www.rotary.org>

appropriate to ask what needs are individuals seeking to meet.

Self-centred motivations have been distinguished into two broad categories. The first is to reduce the personal distress experienced when individuals are confronted with awareness of another in need. Sights of starving children, disaster sights rife with intense human anguish cause personal discomfort to those exposed to such visions. To reduce this discomfort it is suggested that individuals do one of two things: they may become involved in some way, either by helping or monetary donation. This removes the discomfort or distress being experienced as they feel as though they have, in some way been able to reduce a persons' suffering. Alternatively, they escape the need situation (changing the channel on the TV is a perfect example). Quite often this is the response if the message of need one has been exposed to is too unpleasant to contemplate. The strength of this motivation should not be underestimated. The success of the world vision ads on television and the most recent ROMAC brochure are succinct examples.

The second category of self-centred behaviour is the concern for one's self. This is where either rewards are sought in return for helping others or one wishes to avoid punishment or negative feelings about the self by not helping. One of the primary negative feelings that helping would avoid is the feeling of guilt that one would experience through non-involvement. Other consequences individuals seek to avoid through demonstrations of helping behaviour include censure or disapproval from others who were involved, and a feeling of isolation from peers who choose to be involved.

Rewards are experienced through the gratification of personal needs and may be obtained through tangible or intangible means and may be cognitive or psychological. Individuals may seek to gain a sense of personal pride through praise or recognition of their efforts. The need for praise and recognition is a significant factor and most often a need that resides outside of an individuals' conscious awareness. Additionally, positive feelings gained though social factors contribute significantly to motivations to volunteer. Social factors encompass obtaining a sense of belonging, making contacts and expanding our networks. In light of these theories discussed thus far, what becomes of salient interest is to ask which of these factors are most prevalent.

True altruism and selflessness rarely exists in Western Society. Satisfying self-interests is a frequent motivator but tends to result in token efforts of helping. Studies have shown that people who volunteer to satisfy their own self-interests view help as a means to an end. That is, gaining recognition for helping is more important than helping effectively. In contrast, those driven by the other's need (or altruistic people) are more likely to provide serious help, as it is the need of the other that they want to satisfy. Most frequently, volunteers are motivated by a combination of both altruism and self-interests with the emphasis on the needs of others. Quite often, the self-interests are not recognised until our expectations surrounding the experience are not met.

The expectations of volunteers

Most frequently, comments of dissatisfaction relating to a volunteering experience involve feelings of frustration, a sense of having wasted time, being taken for granted and feelings of emptiness after the event. There are three primary expectations of volunteers. First, individuals want to know they have contributed significantly to the success of the project. They want to feel a sense of achievement through their efforts and suggests expectations of feeling personal pride as a consequence of helping others.

Second, people expect recognition for efforts put forth but the expectation relates most frequently to simply receiving a "thank you" from another. The third expectation of volunteers is to experience a sense of "belonging" through being part of a team that achieves something worthwhile. This is often achieved through the social contacts established while involved in projects. Accordingly, the fellowship that comes through volunteering is a significant expectation of the experience. This is reflected in an emerging school of thought that argues volunteering is often viewed as an alternative leisure activity. Subsequently, social activities that would involve *all* members *and* their partners/families/friends are fundamental to volunteer retention and the positive experience of participation in community service.

The purpose of this study was to determine what the primary motivations are for people to become members of Rotary in this district and what their expectations of

membership may be. In light of this, it would then be possible to determine what needs are or are not being met and how this relates to members overall satisfaction levels with the organisation and their desire to retain their Rotary membership.

Method

Based on District membership records, sufficient surveys were forwarded to each club for every member to participate. A total of 1605 surveys were distributed between the 54 clubs in the district. In order to maintain consistency and avoid contamination and possible distortion of results, club presidents were provided with detailed instructions for administration of the survey.

These instructions were designed to avoid response bias, integrity of data through reinforcement of anonymity of responses and maximum participation rates. Surveys were to be completed within a two-week period to maximise consistency among clubs of exposure to external events that may influence responses.

Survey questions, or items, are considered fallible indicators of a dimension. Therefore, to reduce their fallibility, several items relating to a single dimension are used. If a true reflection of the underlying dimension, the responses to the items should reflect a consistent pattern. As such, at least five items were used to tap into the dimensions or factors under investigation in this study. Factor Analysis (with varimax rotation) was used to classify the main dimensions.

Once returned, survey responses were entered into a database. Results were analysed using SPSS[®] statistical software. All statistical analysis was performed at $\alpha = 0.05$ level of significance. Qualitative responses were word-processed and analysed using NUD*IST statistical software to assist in the classification of the predominant themes among these spontaneous comments.

Analysis was performed at a both District and individual club level to maximise the potential utility of the findings.

Results

Overview

Of the 1604 surveys distributed between the 54 clubs, 901 were returned (56.17%) with four clubs not participating in the survey. In the clubs where response rates were poor, it is suggested that the results may not be reflective of all members as it is possible those who responded differed in some way to those who did not. Chi-square analysis was used to establish significant differences in responses between clubs and summarise overall results. Regression analysis was used to determine relationships between the factors under consideration, overall satisfaction with Rotary, participation levels and intention to remain in Rotary.

Factor analysis (with varimax rotation) was used to classify the dimensions under investigation. This is also a means of determining 'accuracy' or reliability of the questionnaire, i.e., that it is measuring what it purports to. The results of this analysis identified three primary factors. These were responses relating to motivation, responses relating to expectations and responses relating to club environment. The advantage of factor analysis is that it reduces a large number of variables to a smaller number of variables allowing for a more meaningful interpretation of data in terms of the dimensions under investigation.

Regression analysis of these factors revealed that intent to remain in Rotary was related most strongly to motivation to join Rotary. The second strongest relationship was with factors relating to club environment. Expectations did relate significantly to intent to stay in Rotary, but was the weakest of the three relationships. Overall satisfaction with Rotary was most strongly related again to motivations, then to expectations and finally to club environment. Serious consideration of resignation was most strongly related to expectations, or rather, the failure to realise them. The following is an overview of the responses

- 53.7% of respondents indicated their overall feelings toward Rotary were either "satisfied" or "very satisfied"; 39% were slightly satisfied with 7.3% indicating some level of dissatisfaction. Stepwise regression analysis showed that overall

feelings toward Rotary was influenced significantly by the degree to which their participation is appreciated; the opportunity to use the skills they have, the absence of cliques within a club and the degree to which they feel others have made an effort to get to know them (in that order). This supports the regression analysis of the primary factors.

- 75.1% of respondents consider their Rotary involvement as an alternative leisure activity. Where viewed as such, 81.8% of respondents consider the support of their partner important.
- Respondents said that being able to develop new skills was an important part of their involvement with Rotary (72.9%), and that networking opportunities that arise through being a Rotarian were important to them (70.5%).
- 96.1% of respondents stated that when aware of the suffering of another, they felt they should do something to help, yet there was no significant correlation between this response and level of involvement in the last 12 months. There was however, a significant relationship between the level of involvement in local service projects and how “connected” members felt with their local community; the more community connectivity felt by members, the more involvement in service projects there had been.
- 28.3% of respondents said they would be more involved in fundraising efforts if they were better organised. Of these, 87% were employed, self-employed or semi-retired.
- 70.6% of respondents said they would like to serve as a member of the board of their club. This was reported to individual clubs as a function of the number of years respondents had been Rotarians. It was thought that this would help identify (particularly newer members) those who wish to become more involved.
- 37.3% of respondents said there were insufficient fellowship activities to involve all club members.
- 52% of respondents said they would enjoy club meetings more if there were more time for fellowship, 34.3% of those surveyed felt there was too little time at dinner meetings to get involved in conversations with others.
- 86.7% of respondents do not consider the amount of Rotary content within meetings to be excessive.

- 42.7% of respondents did not feel that new members were given sufficient orientation upon joining Rotary. There was no significant difference between ages, gender or length time as a Rotarian to this response.
- 24.8% of respondents said that the image Rotary projects as an organisation does not reflect the image they portray of themselves.
- 70.3% of Rotarians are aged 51 or over.
- 33.7% of respondents have been Rotarians for 15 years or more, 24.4% have been Rotarians for less than 3 years.
- 97.4% of respondents said they were proud to be a Rotarian.
- 21.9% of respondents said there was excessive emphasis on recruiting new members. Furthermore, 41.2% of Rotarians surveyed stated they had not been involved in activities to increase membership in the last year.
- 28.2% of respondents have given serious consideration to leaving Rotary within the last 12 months. Stepwise regression analysis of rotated factors showed that expectations were most highly related to serious consideration of resignation. Stepwise regression analysis of items relating to expectations showed that the items most related to this were the incidence of cliques within a club, work commitments, and the degree to which respondents felt others within the club had made an effort to get to know them (in that order). Of interest here is that two of these three factors reflect the need for “belonging” within a social group.
- 95.6% of respondents said that their involvement in Rotary made them feel good about themselves, knowing in some way they had helped someone less fortunate than themselves. This correlated significantly with the level of involvement in service projects and the desire to be more involved in club activities

Qualitative Comments

Qualitative comments could be classified into five main factors :- fellowship, membership fees, the image of Rotary, the structure of Rotary and the value placed on membership.

Comments relating to fellowship either reinforce the importance of and enjoyment of fellowship activities or express the desire for more fellowship activities within the

club.

Several comments expressed an emphasis on international projects at the expense of local involvement. Additionally, many respondents suggested Rotary was too hierarchical in nature and that this District was directed too strongly by “those in Evanston”. Comments also queried the need for weekly meetings.

Several respondents felt that membership fees and costs of weekly meetings were becoming burdensome and there were suggestions that the Rotary Down Under magazine was an unnecessary expense which was reflected in membership fees.

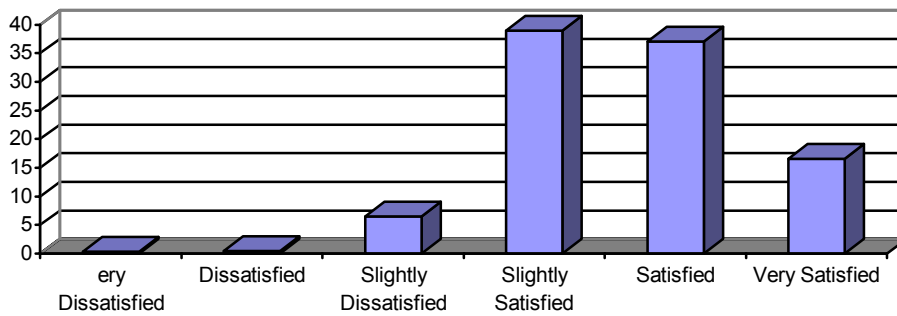
Comments relating to the image of Rotary suggested that Rotary was too “Americanised” and that the District and clubs are not sufficiently ‘devolved’ from Rotary International to develop their own profile within the community.

Several respondents took the opportunity to express their positive feelings toward belonging to the organisation. Most comments stated how much they enjoyed being a Rotary member, how positive it has been for them as individuals and the resulting positive influence it has had on their lives. These testimonials reflect the values that underpin an individual’s motivation to volunteer their time and efforts to community service.

Tables and Figures

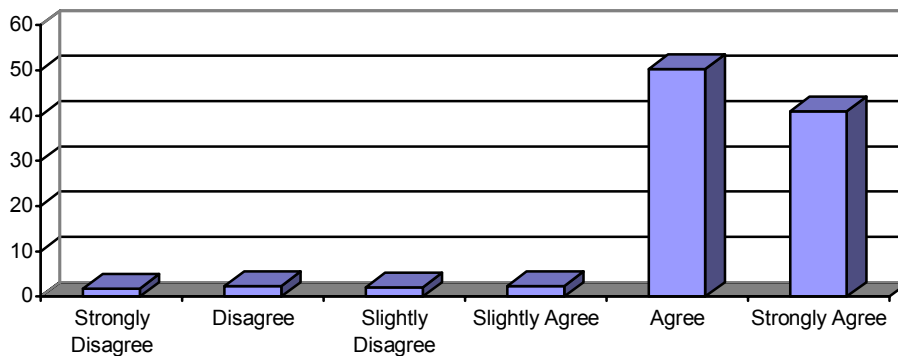
Overall feeling towards Rotary

	Very dissatisfied	Dissatisfied	Slightly Dissatisfied	Slightly satisfied	Satisfied	Very satisfied
Overall feeling towards Rotary	0.3	0.5	6.5	39.0	37.1	16.6

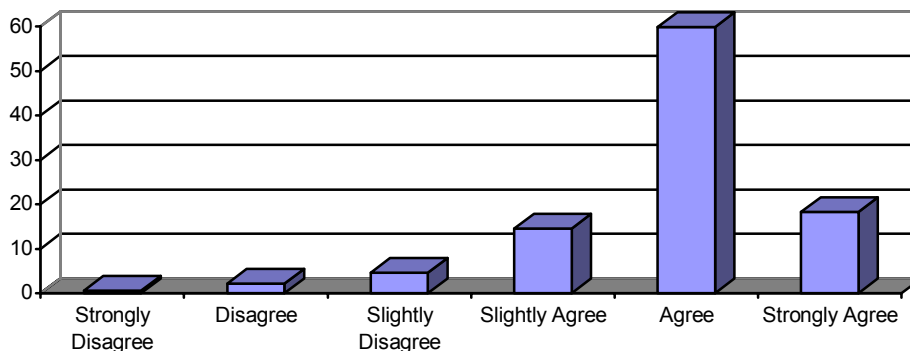


Club Venue

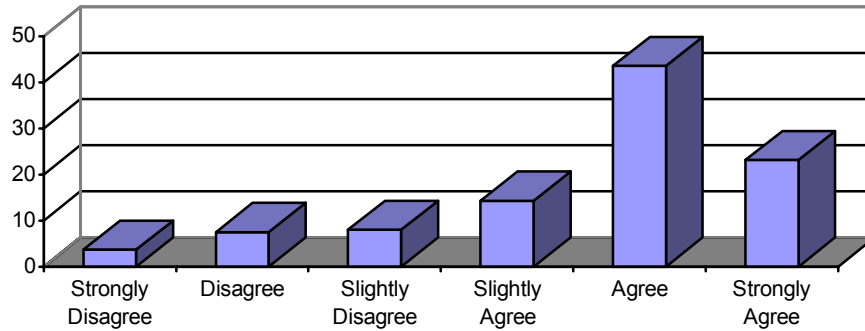
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Meeting Location is convenient	1.8	2.4	2.1	2.4	50.3	41.0



	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
The decor/atmosphere of our meeting place is pleasant.	.6	2.1	4.6	14.5	59.9	18.3

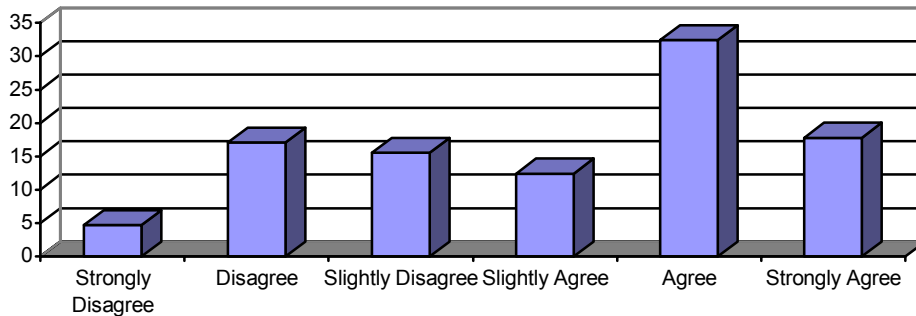


	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
The meals at our meeting place represent good value for money	3.7	7.5	8.0	14.3	43.5	23.1

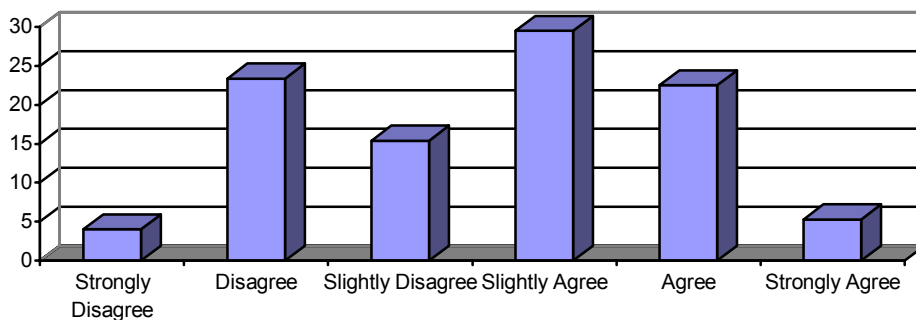


Fellowship

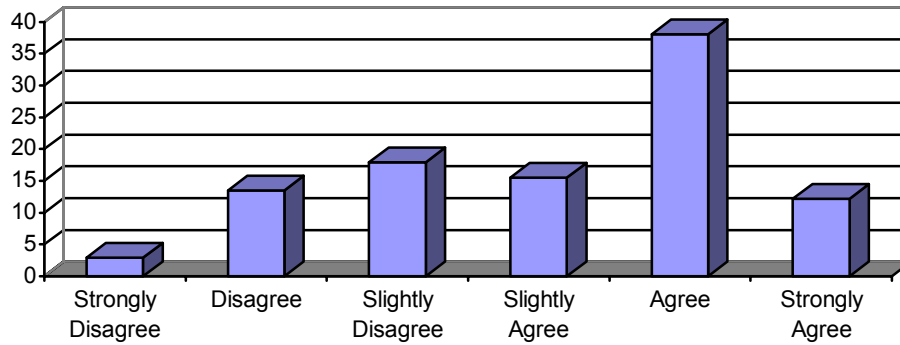
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
There are sufficient fellowship activities to involve all club members.	4.7	17.1	15.5	12.4	32.4	17.8



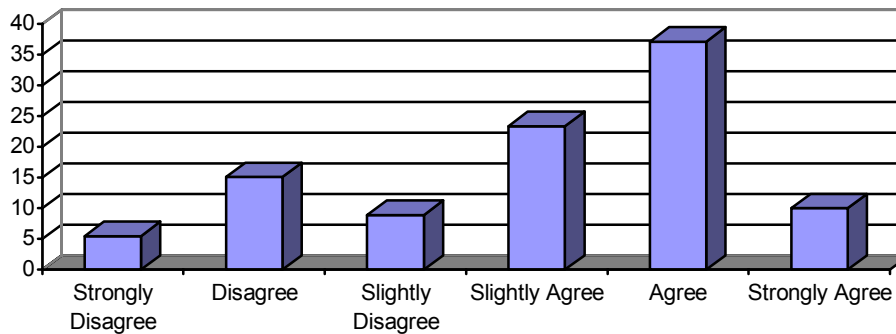
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I would enjoy club meetings more if there were more time for fellowship.	4.0	23.4	15.4	29.5	22.5	5.3



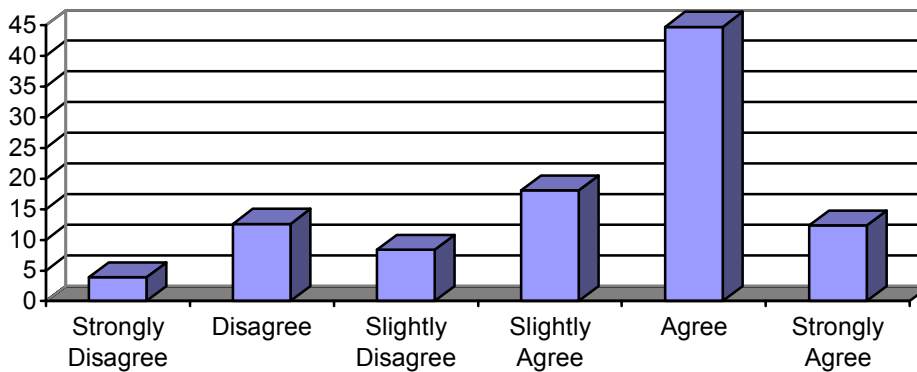
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
There is sufficient time during a dinner meeting to get involved in conversations with other club members.	2.9	13.5	17.9	15.5	38.1	12.2



	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Networking opportunities that arise from being a Rotarian are important to me.	5.5	15.1	8.9	23.4	37.1	10.0

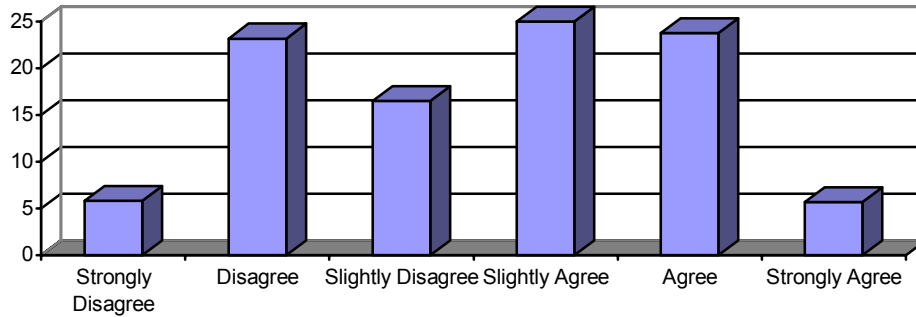


	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I think of my time spent in Rotary activities as an alternative form of leisure time.	3.9	12.6	8.4	18.1	44.7	12.3

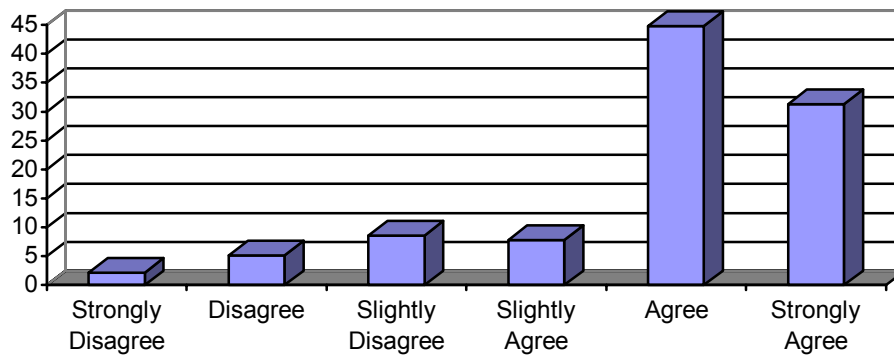


Community Involvement

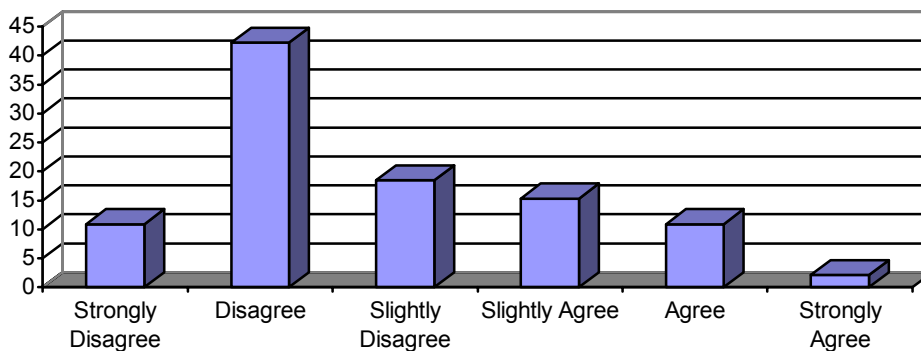
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I would enjoy Rotary more if there were more "hands-on" community projects.	5.8	23.2	16.5	25.0	23.8	5.7



	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Our club does not seem removed from local community needs.	2.2	5.2	8.6	7.8	44.8	31.3

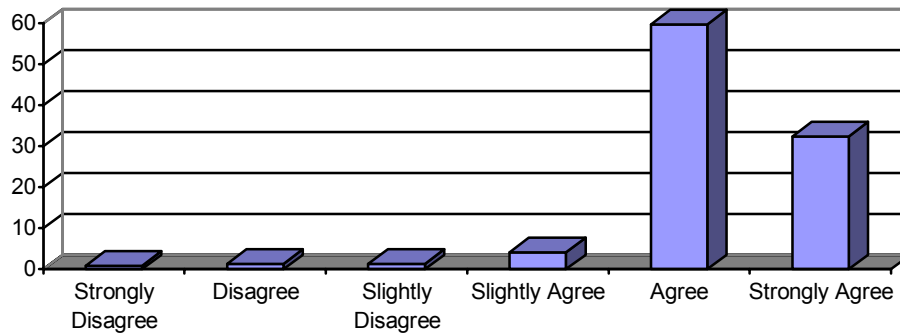


	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I would become more involved in fundraising efforts if they were better organised.	10.9	42.2	18.5	15.3	10.9	2.1

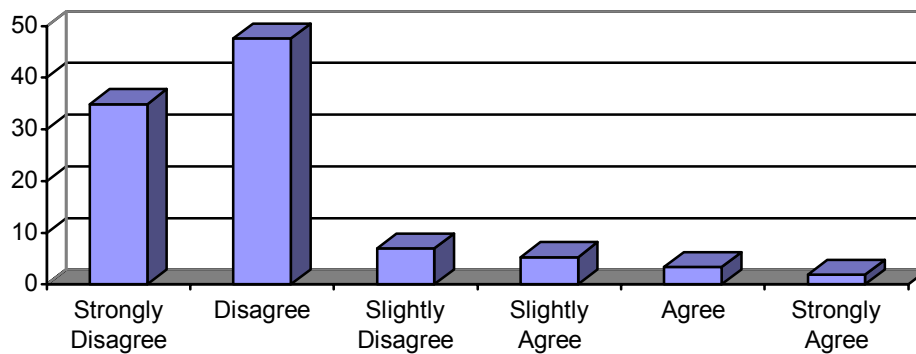


Board Performance

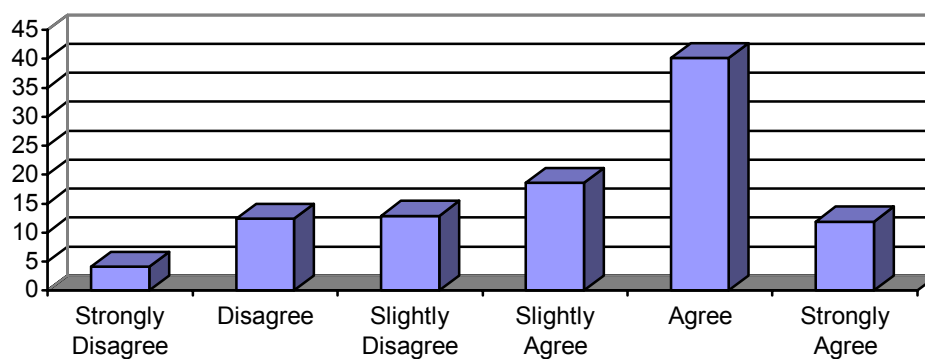
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I consider members of the board to be most approachable.	0.9	1.3	1.4	4.1	59.8	32.4



	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Our current members of the board have their own agendas and are not interested in the ideas of others.	34.9	47.6	7.0	5.3	3.4	1.9

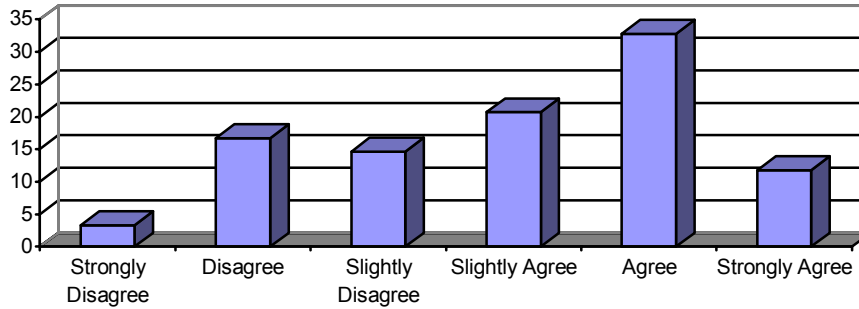


	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I would like to serve as a member of the board on our club.	4.1	12.4	12.9	18.6	40.1	11.9

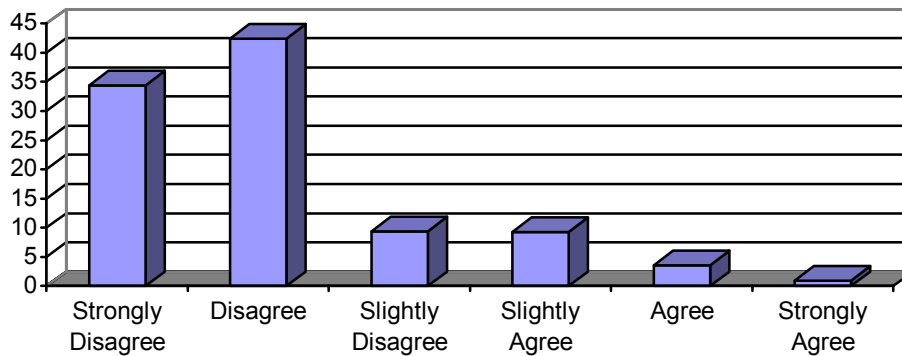


Satisfaction levels

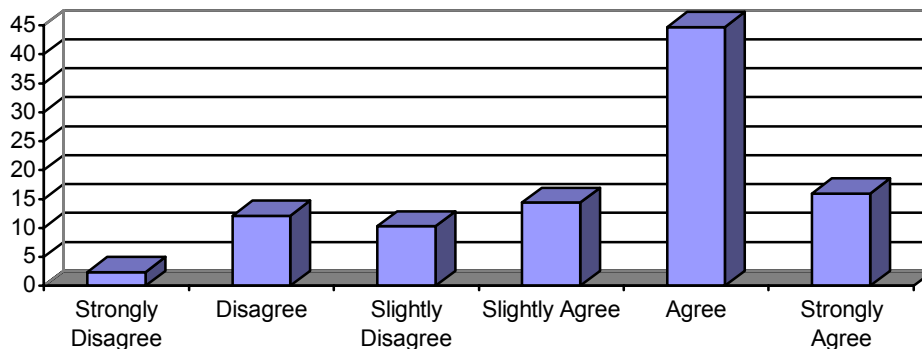
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Our club excels at promoting itself and its achievements to increase public awareness.	3.3	16.7	14.6	20.7	32.8	11.8



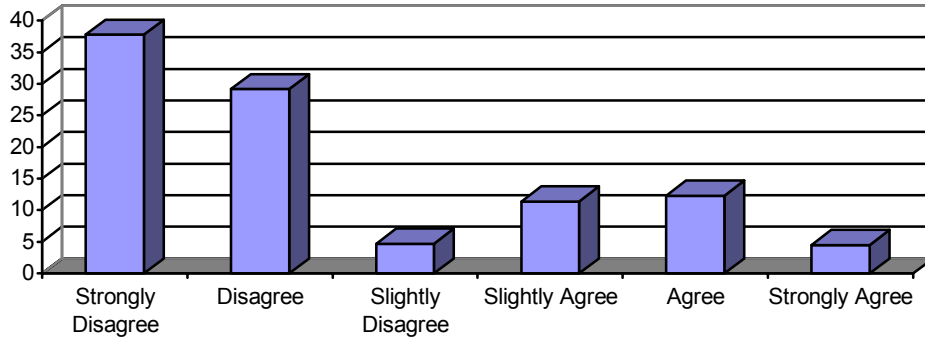
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
There are too many cliques in our club for my involvement to be an enjoyable experience.	34.4	42.4	9.4	9.3	3.6	0.9



	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
The image that Rotary projects as an organisation reflects the image I portray of myself.	2.4	12.1	10.3	14.4	44.7	16.

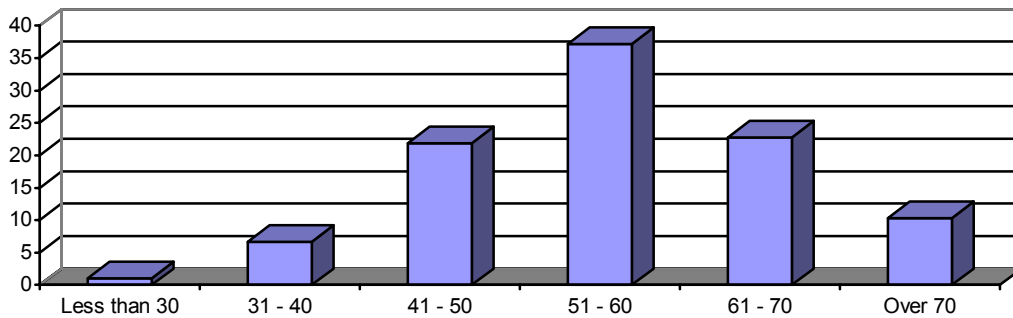


	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
I have given serious consideration to leaving Rotary in the last 12 months	37.8	29.2	4.7	11.4	12.3	4.5



Demographics

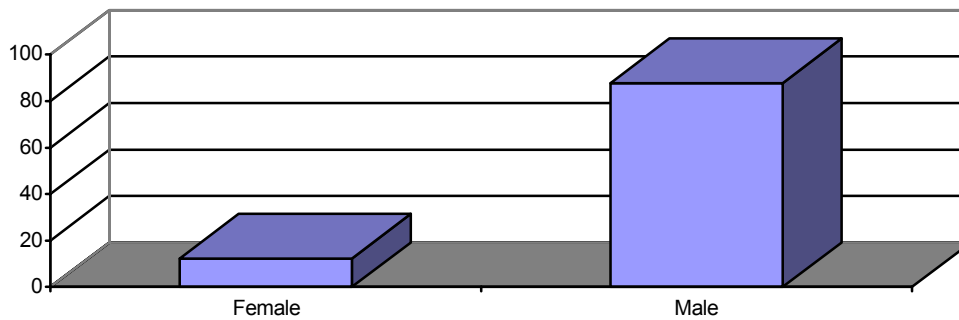
	Less than 30	31 - 40	41 - 50	51 - 60	61 - 70	Over 70
Age of Members	1	6.7	21.9	37.2	22.8	10.3



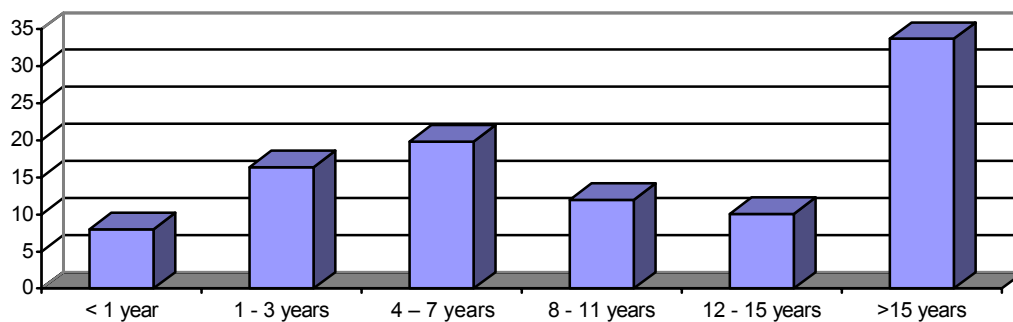
	Employed	Self employed	Semi retired	Retired
Employment Status of Members	27.6	46.7	8.3	17.4



	Female	Male
Membership Gender Composition	12.3	87.7



	< 1	1 - 3	4 - 7	8 - 11	12 - 15	>15
Number of years as Rotarian	8	16.4	19.8	12	10.1	33.7



Discussion

The results show that the motivation for people to become Rotarians is a combination of self-serving needs and altruism. Rotarians in District 9640 consider networking opportunities that arise through being involved with Rotary important, they desire to develop new skills, but perhaps most importantly is the emphasis placed on fellowship. Through analysis of the data it is suggested that the development of friendships and the sense of belonging that arises through these friendships is a strong expectation of Rotary membership. Clubs that are experiencing 'cliques'

have the highest levels of membership dissatisfaction and is most likely to be the basis for serious consideration of resignation.

The majority of respondents viewed their involvement in Rotary as an alternative leisure activity. It is therefore not surprising that so many respondents indicated the desire for more fellowship activities involving all club members, and more fellowship/conversation time during meetings. Additionally, the results suggested that for those who viewed Rotary involvement as an alternative leisure activity, the support of their partner was important to them. For partners to become supportive, they need to become involved – again through fellowship activities that give all members and their partners the opportunity to participate. Given that many qualitative comments suggested that Rotary membership represented a financial strain, such fellowship activities would need to be inexpensive and accessible to all.

That Rotary involvement is viewed as an alternative leisure time also has implications in the way that Rotary ‘markets’ itself to new and existing members. Perhaps “service above self” should be replaced with “service through fellowship”. The fact that almost a quarter of all respondents said that Rotary did not portray an image consistent with the image they portray of themselves suggests that while members may adhere to the ideals of Rotary, there needs to be a re-evaluation of the image that Rotary projects to the community and its members.

Overall feelings toward Rotary were most strongly related to respondents feeling that their participation in club activities was appreciated. This relates to theories of volunteer participation that suggest involvement is associated with expectations of feeling a sense of achievement through their efforts and of personal pride through helping others. These feelings are reinforced through recognition of their efforts. Recognition of the efforts of volunteers cannot be emphasised enough. Those who would organise events are often unaware of the importance of recognition and fail to incorporate it into their organisational activities. This leaves those who organise the event feeling as though their efforts were not appreciated and is reciprocated in those who have supported the event through participation. Further to this, recognition reinforces the sense of “belonging” that eventuates through being part of a team that has achieved something worthwhile.

Qualitative comments (see Appendix A) questioned the need for the mass

distribution of Rotary Down Under and the expense that incurs through membership fees. General consensus was that it was an unnecessary waste of money and that those funds could be better directed to satisfying a community need. Additionally, the publication is promoting the organisation to those who already support it. It is suggested that funds directed to promotion of Rotary achievements be directed at the community in order to enhance the profile of Rotary and the status of membership. People desire to belong to an organisation that appears strong through the achievement of community good and provides the opportunity for members to satisfy the fundamental human need to feel good about one's self.

One final observation of note is that the clubs that are experiencing low morale, high levels of serious consideration of resignation and cliques within the club are some of the older clubs in the district. Such an atmosphere is not conducive to new membership and supports the Rotary International philosophy on the formation of new clubs.

The advantage of this survey is that it has set "benchmarks" of satisfaction levels relating to various aspects of Rotary involvement. This will enable future analysis to determine to what extent initiatives taken to address the issues highlighted in this study have been effective. It also gives a clearer picture of what it is that is important to members of this District, making satisfaction of their expectations potentially more manageable and achievable. In light of the findings, the realisation of members' expectations should lead to higher retention rates and greater levels of involvement.

In conclusion, the responses of members of Rotary International district 9640 who participated in this survey are consistent with existing theories of volunteer motivation and expectations. What is of interest is the importance placed on fellowship and how this is reflected in the numbers who view their Rotary participation as an alternative leisure activity. Subsequently, Rotary has the potential to promote itself in ways that have been previously unexplored with a view to encouraging new membership while retaining existing members. The results of this survey highlight the need for service organisations to recognise what it is volunteers expect to "purchase" with the expenditure of their time.

Appendix A – Qualitative Comments

The following comments represent a selection of comments reflecting the five factors identified. In the interest of brevity, not all comments were included. All comments coming from members will be included in the individual club reports.

Fellowship

Need more family gatherings and weekends away.

I believe that the fellowship and the making of new friends through Rotary is an exceptional Rotary experience.

The friends my wife and I have made since joining this Rotary club 6 years ago are the best friends we have ever known in our lives. Rotary brings together 'like' people and strong bonds form between people with values in common.

I am enjoying the fellowship and friends.

I love the friendship.

This club needs more fellowship activities that are not costly, but that involve all members and their families.

Membership fees

Perhaps some questions should have been asked about the cost of being a member of Rotary, including meals, plus the number of meetings held in Rotary.

Unfortunately Rotary will loose my membership if fees escalate any further. This will become a necessity when I enter into retirement and a fixed income will be only income source. Rotary fees (in total) will be beyond my reach.

Fees should be Australia dollars, not US dollars.
Weekly costs are too much

Rotary International costs too much.

Why can't Rotarians cancel monthly magazine if need be and direct its costs to worthy charities.

Elderly Rotarians on nominal incomes are feeling pushed out due to membership costs!!!

The fee structure is beginning to impact as I am retired on a limited budget.

Timely sharing of information between board and members eg 1 meeting missed and meal fees increase of \$2.00.

Stop wasting paper on sending out the Rotary International or other Rotary Magazines to people who don't have time (or a low priority) to read them. Eg because of my other professional reading commitments (multiple journals etc) the Rotary International goes straight into the recycling (minus plastic wrapping and staple). This is a waste of \$30.00 per year of my membership money. Please don't send them if not wanted.

We must consider the financial strains on our "older" Rotarians i.e. those ex business people now struggling to live on their savings and the family/business/work strains placed on our "younger" Rotarians.

The image of Rotary

Some past District Governors give a very “stuck up,” “holier than thou” attitude/appearance. It was very off putting when I first joined, and attended my first district conference (Alstonville). I possibly felt intimidated because I was young and unsure of my position. However I feel there is a great need for past DG’s to mix it more with young Rotarians. I still see those same Past DGs with their noses stuck up their arses. The good ones are out there and mixing it with all Rotarians. As can be seen from the above comments I’ve got a very negative attitude towards past DG’s, - my only disappointment with Rotary.

I believe too much emphasis is placed on overseas above the importance of local communities. If local communities knew what Rotary does; fundraising would be simpler - funding overseas projects would be easier and justifiable – I think RI should consider subsidisation for a couple of years to promote to businesses and consumers alike.

We must advertise the community work we do more effectively.

I believe it is a “positive” for our Rotary District that our District Governor Elect does not, it would appear, have a partner at the moment! This is a recognition and acceptance by our District of one of the realities of modern (?) life.

The major emphasis in Australia should be on local projects in the Club area. Too much emphasis is placed on International projects that do not get recognition for the work Rotary does in the community.

The structure of Rotary

I am comfortable with the way our club is being run. Communication between the members especially the board members is very important.

Rotary must consider a meeting once a fortnight to keep membership.

As a self-employed businessman time is of the utmost importance. Rotary at present too demanding.

My main concern is that rank and file members feel that they do not have a say in the allocation of fundraising \$ especially with regard to our major fundraising activities.

Lack of transparency.

With a little thought from the hierarchy with the location of other meetings etc. the further away club delegates might not always have the time to drive 4, 5 and 6 hours at a time (to and from) to attend a 4 or so hour seminar.

I am particularly happy that we now no longer have male only clubs.

Weekly meetings are too much.

Frequency of meetings causes problems for members with family at home and business another commitments.

There is too much emphasis on starting new clubs. The emphasis should be on supporting existing clubs by directing membership to them. Past DGs have encouraged “rivalry” between clubs rather than cooperative support.

Membership decline in my locality is a result of globalisation policies.

The value placed on membership

Membership is a very important factor and I believe members don't network Rotary enough.

Great Organisation.

We must build on the sense of achievement and involvement of members and pride in the huge achievements of RI.

I am generally happy with the club. The quality and number of speakers is important to me and those of late have been excellent.

It has to be fun and happy (yet be full of good courtesy and manners). If fellowship is good service, attendance and membership will follow.

Extremely satisfied with club. Extremely satisfied with venue. BEST MEALS IN DISTRICT.

GREAT

JUST FANTASTIC

I love the opportunity to help others while at the same time having fun.

A great bunch of people doing the best they can.

I enjoy Rotary immensely.

I have Rotary friends.

I serve on District Committees.

I have served on many Boards.

I will continue in Rotary for many years to come.

Rotary is my other life.

I have enjoyed being a "Rotarian" for the past 50 years and I am still proud to tell anyone that I am "A Rotarian".

I enjoy Rotary and feel a sense of belonging here.

I love my Rotary and I enjoy everything I do for Rotary and do it with pride.

I was delighted to be asked to be a member and enjoy the experience immensely.

I thoroughly enjoy Rotary and am sorry that more people do not know of its value in the community. People I have approached about Rotary and possible membership are always either too busy or not interested in community service ideals.

I have only just become a member of Rotary and am looking forward to becoming involved with community projects.

Stanthorpe Club in my time has been very welcoming and friendly. There are many tremendous individuals within the club who have the ability to inspire others. It is a pleasure to be a part of such a great group of people working together under the umbrella of Rotary.

I have been involved at district level and enjoyed the experience very much. I believe Rotary is a wonderful organisation.

As a woman I am very pleased with the reception I have had in this club.

Rotary is a wonderful outlet for one's social and community needs – we should all encourage new members to "GET INTO ROTARY".

Rotary has brought us so many international friends that we would not have otherwise known.

Joining Rotary has been the best venture that I have done in my life. It has given me so much in friendship (which is quality friendship) as well as involving me in activities to assist others. I enjoy every meeting. The venue, however, is very poor and the food quality is extremely poor. I “asked” to join Rotary – not the other way round of “being asked”, and I’ve loved every minute of it.

I have been fortunate to be beneficiary of one of Rotary’s programs – group study exchange. It was a tremendous opportunity and experience – I have gained so much from the exchange – new friends, fabulous memories, and a better perspective of other cultures and a broader understanding of international communities. Rotary has been very generous to me and I am keen to provide other, similar chances for as many people as possible. Serving my local community and international needs my individual, as well as Rotary’s, goals.

Miscellaneous Comments

Pleased to identify with female membership and most of the males have been accepting of new “female” members...it’s getting better.

The number of members in the club who are meeting attendees only is a significant percentage. I wish that this survey will entice them into more Rotary activity. For how long? I do not know. But I wish it to be a continuous period.

I feel that this exercise is totally worthless.

This exercise is an excellent idea.

I have thoroughly enjoyed my 15 years in Rotary, and with my wife involved in another Rotary Club, it has been a large part of our life. It is a pity that work intrudes on my Rotary involvement so much.

I believe that a yes – no – or adequate – reply would have been suited to most questions.

PLEASE KEEP RESULTS SO CLUB CAN GET FEEDBACK