

WE LIKE YOU Member Satisfaction

March 2021 saw the return of our annual Member Satisfaction survey. One of our most important surveys, it's our members' chance to share their thoughts on us and their experience as a valued member of the work.shop.play. Community. We use the feedback from this survey to make enhancements to the community. Here's a snapshot of what our Urbanites told us...

Overall Community Satisfaction



86% are satisfied with their experience as members of the community

Survey Topics

87%

are **satisfied** with the survey topics issued



Survey Frequency

83%

are **satisfied** with the frequency of surveys



Survey Quality

91%

are **satisfied** with the quality of surveys



Survey Length

92%

are **satisfied** with the length of survey issued



Prizes Offered

83%

are **satisfied** with the prizes on offer



Look & Feel

92%

are **satisfied** with the look and feel of surveys



Newsletter

72%

are **satisfied** with the Community View newsletter



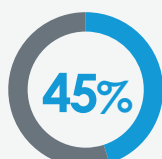
Input Valued

80%

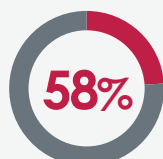
are **satisfied** that their input is valued



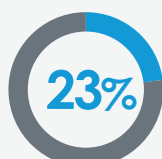
Some more of **your feedback...**



Like that recent survey **topics adapted** to the pandemic



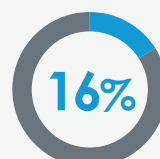
Like **digital gift card** prizes as they give greater choice



Prefer it when there are lots of **smaller prizes** on offer



Were aware of the new work.shop.play. **member hub**



Would visit the member hub to view **survey results**



Are likely to **refer work.shop.play.** community to a friend

YOUR SUGGESTIONS...

1in5 are unlikely to visit the member hub preferring to just take the surveys

YOUR SUGGESTIONS...

You want to see surveys that contain no more than 15 questions.

YOUR SUGGESTIONS...

Like to see a mix of prize amounts each month with big & small prizes

For more insights and opinions visit:

workshopplay.ie/opinions