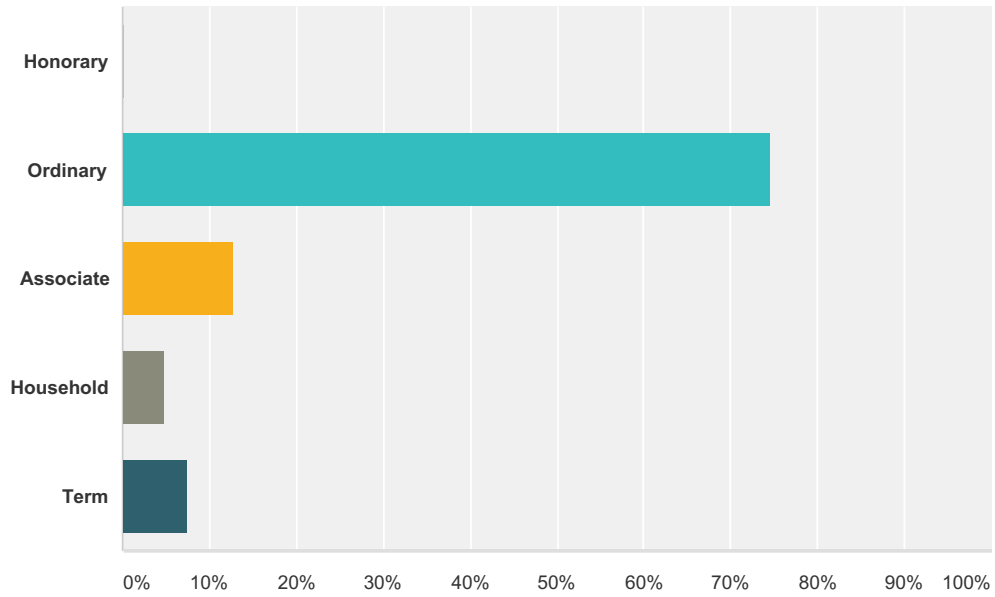


Q4 My membership type is as follows:

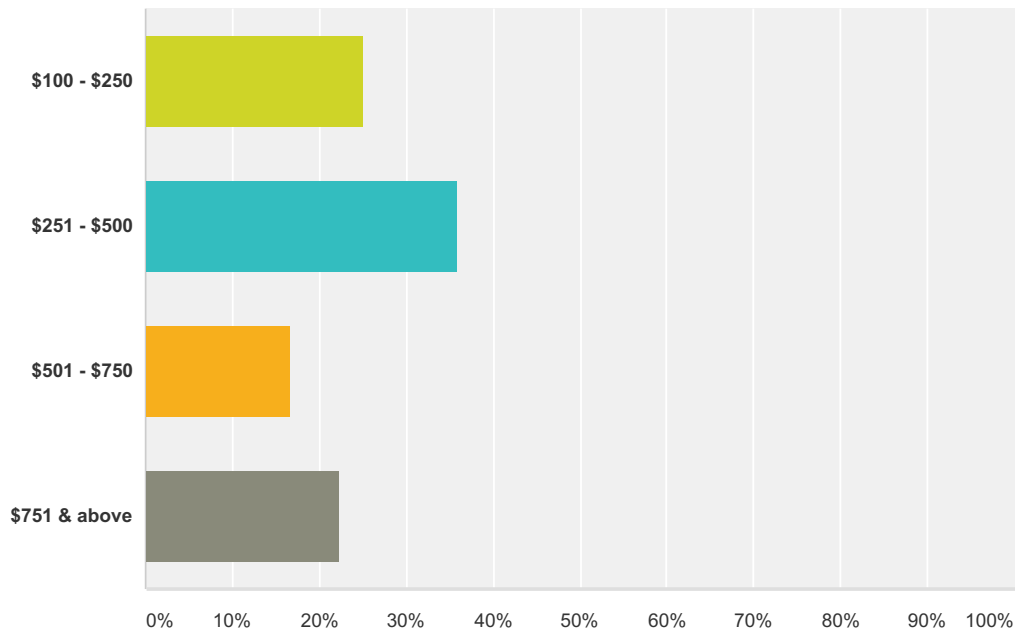
Answered: 660 Skipped: 0



Answer Choices	Responses
Honorary	0.30% 2
Ordinary	74.55% 492
Associate	12.73% 84
Household	4.85% 32
Term	7.58% 50
Total	660

Q5 What is your average monthly spend (excluding monthly subscriptions)?

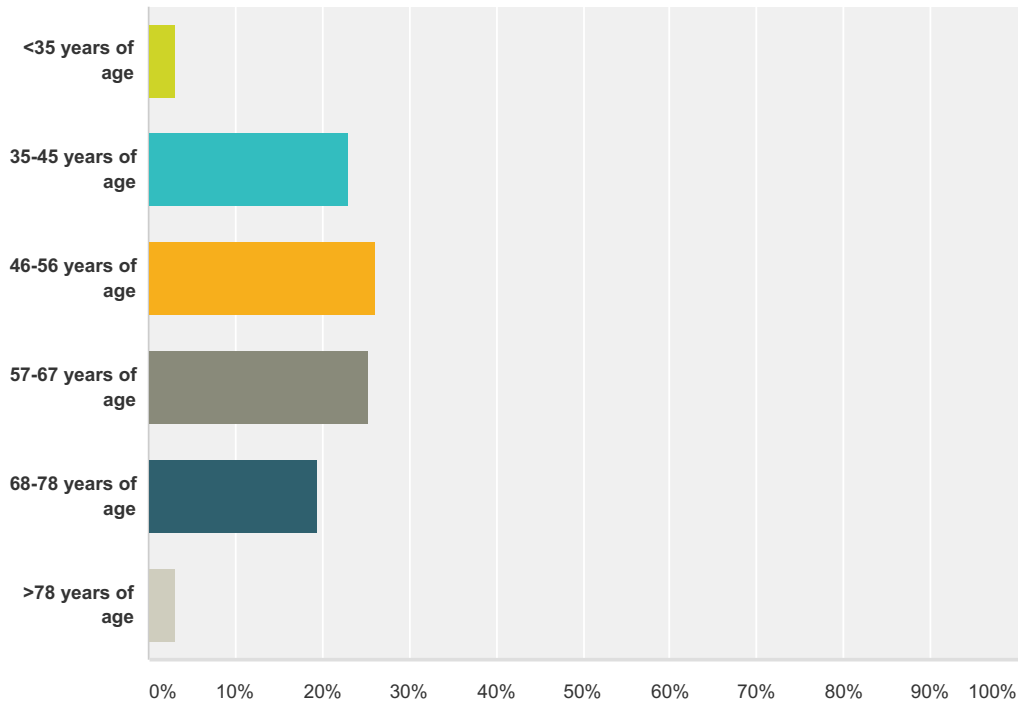
Answered: 649 Skipped: 11



Answer Choices	Responses	Count
\$100 - \$250	25.12%	163
\$251 - \$500	35.90%	233
\$501 - \$750	16.64%	108
\$751 & above	22.34%	145
Total		649

Q6 I am

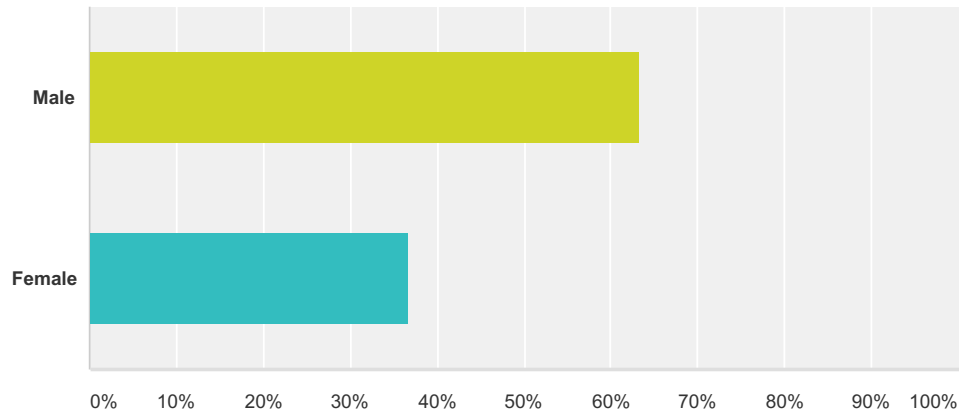
Answered: 649 Skipped: 11



Answer Choices	Responses
<35 years of age	3.08% 20
35-45 years of age	22.96% 149
46-56 years of age	26.19% 170
57-67 years of age	25.27% 164
68-78 years of age	19.41% 126
>78 years of age	3.08% 20
Total	649

Q7 I am

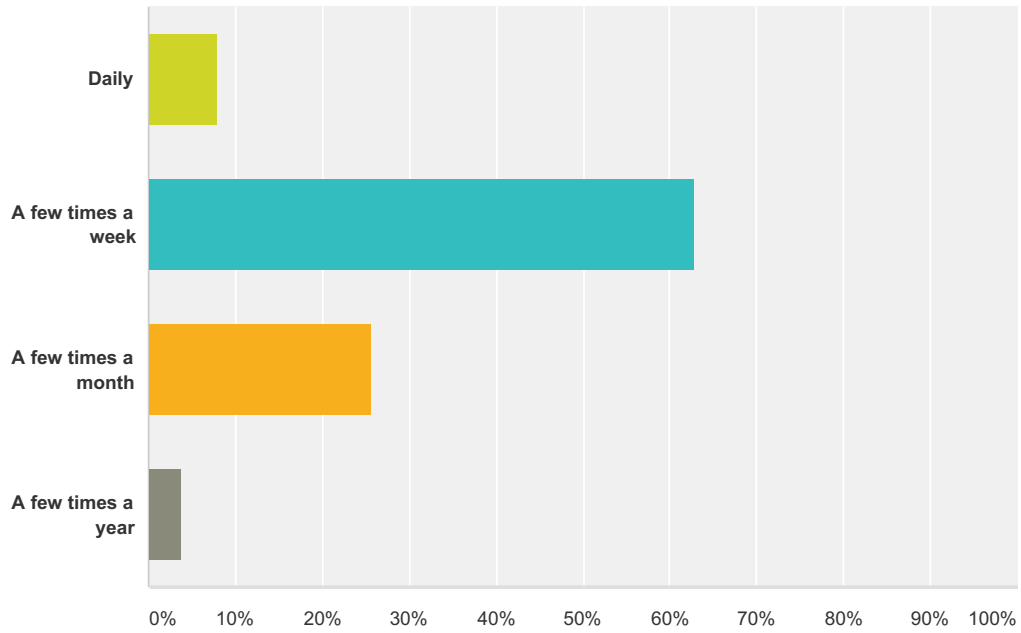
Answered: 649 Skipped: 11



Answer Choices	Responses	
Male	63.17%	410
Female	36.83%	239
Total		649

Q8 How frequently do you visit the Club?

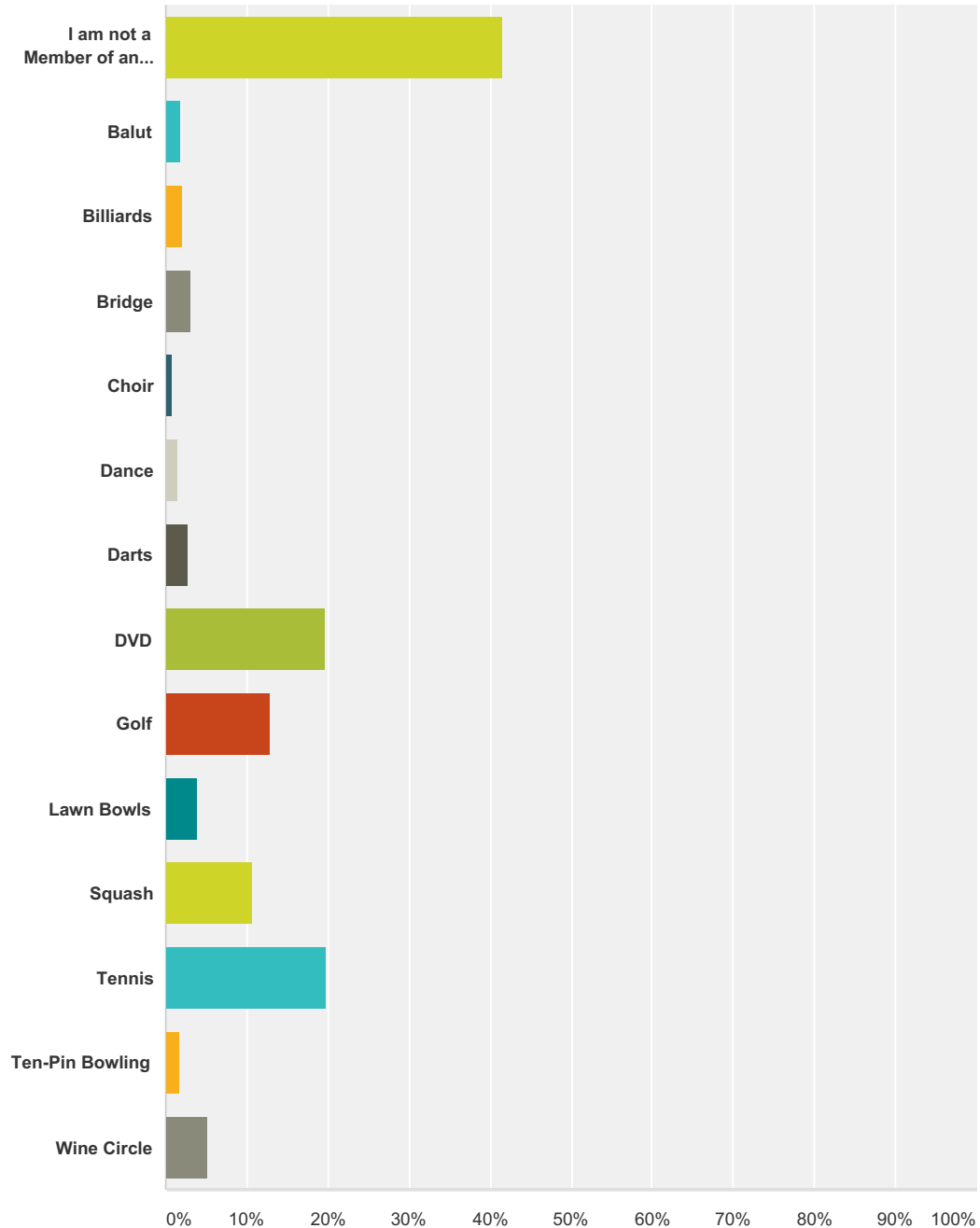
Answered: 649 Skipped: 11



Answer Choices	Responses	Count
Daily	7.86%	51
A few times a week	62.87%	408
A few times a month	25.58%	166
A few times a year	3.70%	24
Total		649

Q9 There are altogether 13 different Sports & Recreation Club Sections. Members of these Sections pay additional subscriptions towards the section funds.Are you a Member of any of the Sections? (You may tick more than one answer).

Answered: 644 Skipped: 16



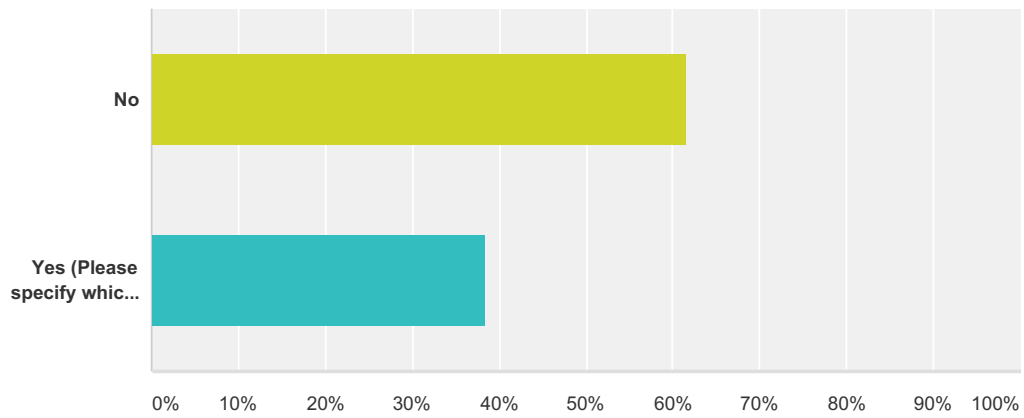
Answer Choices	Responses
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The Tanglin ClubSports & Recreation Survey 2016Help us improve!

I am not a Member of any Section	41.61%	268
Balut	1.86%	12
Billiards	2.02%	13
Bridge	3.11%	20
Choir	0.78%	5
Dance	1.40%	9
Darts	2.64%	17
DVD	19.57%	126
Golf	13.04%	84
Lawn Bowls	3.88%	25
Squash	10.71%	69
Tennis	19.88%	128
Ten-Pin Bowling	1.71%	11
Wine Circle	5.12%	33
Total Respondents: 644		

Q10 Are you interested to join any of the Sections above?

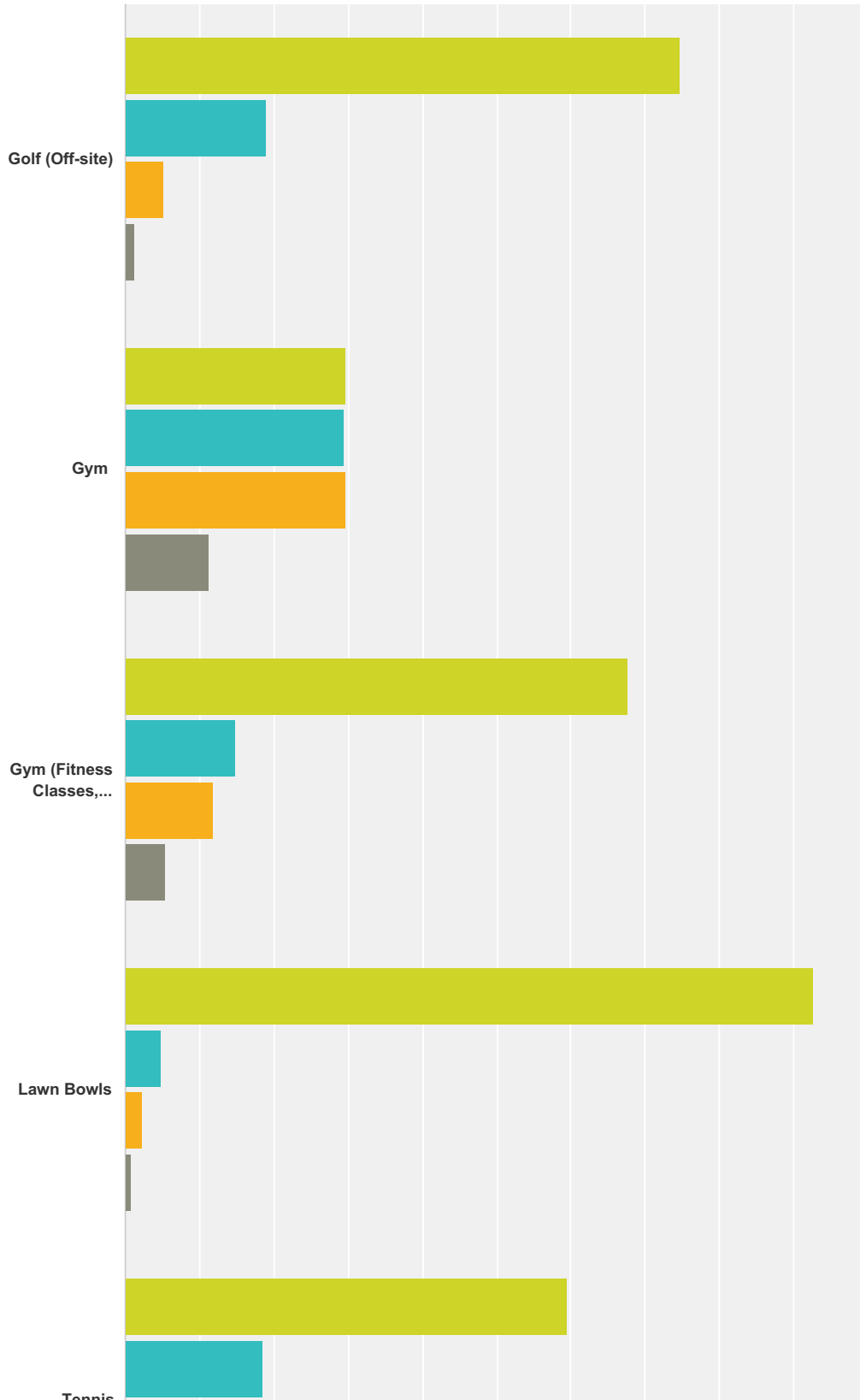
Answered: 644 Skipped: 16



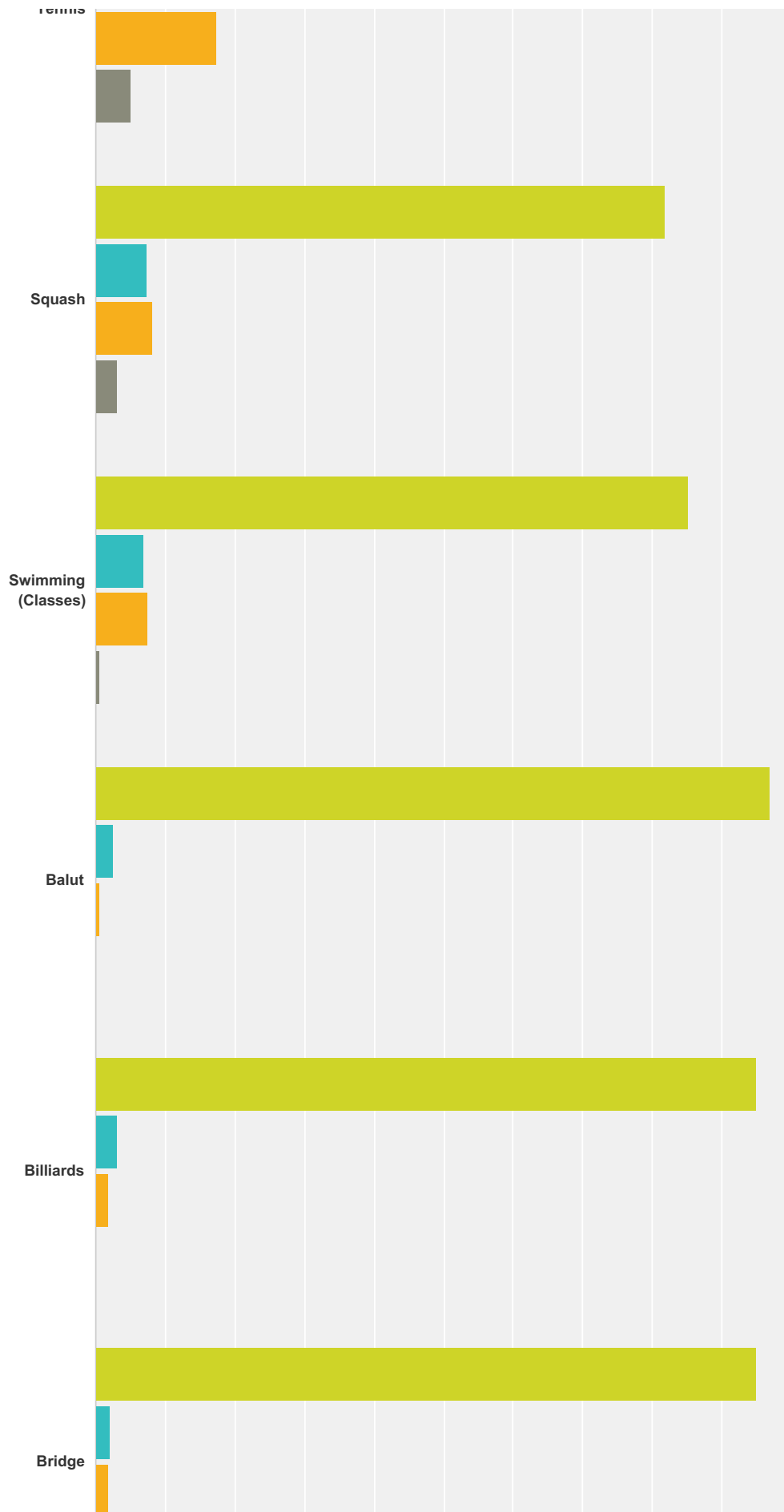
Answer Choices	Responses	
No	61.49%	396
Yes (Please specify which Sections)	38.51%	248
Total		644

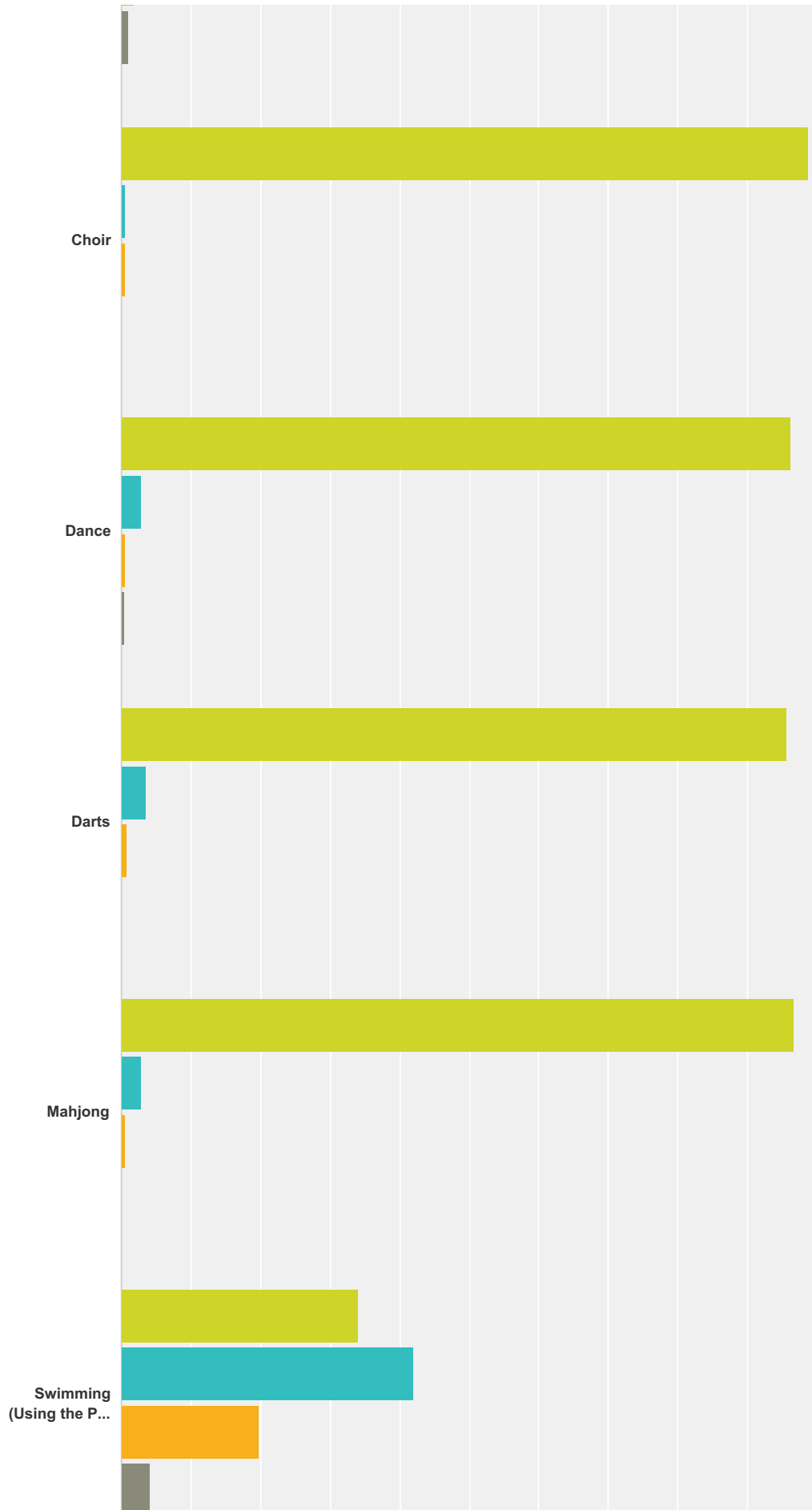
Q11 In one month, how often do you participate in the following sports and recreational activities?

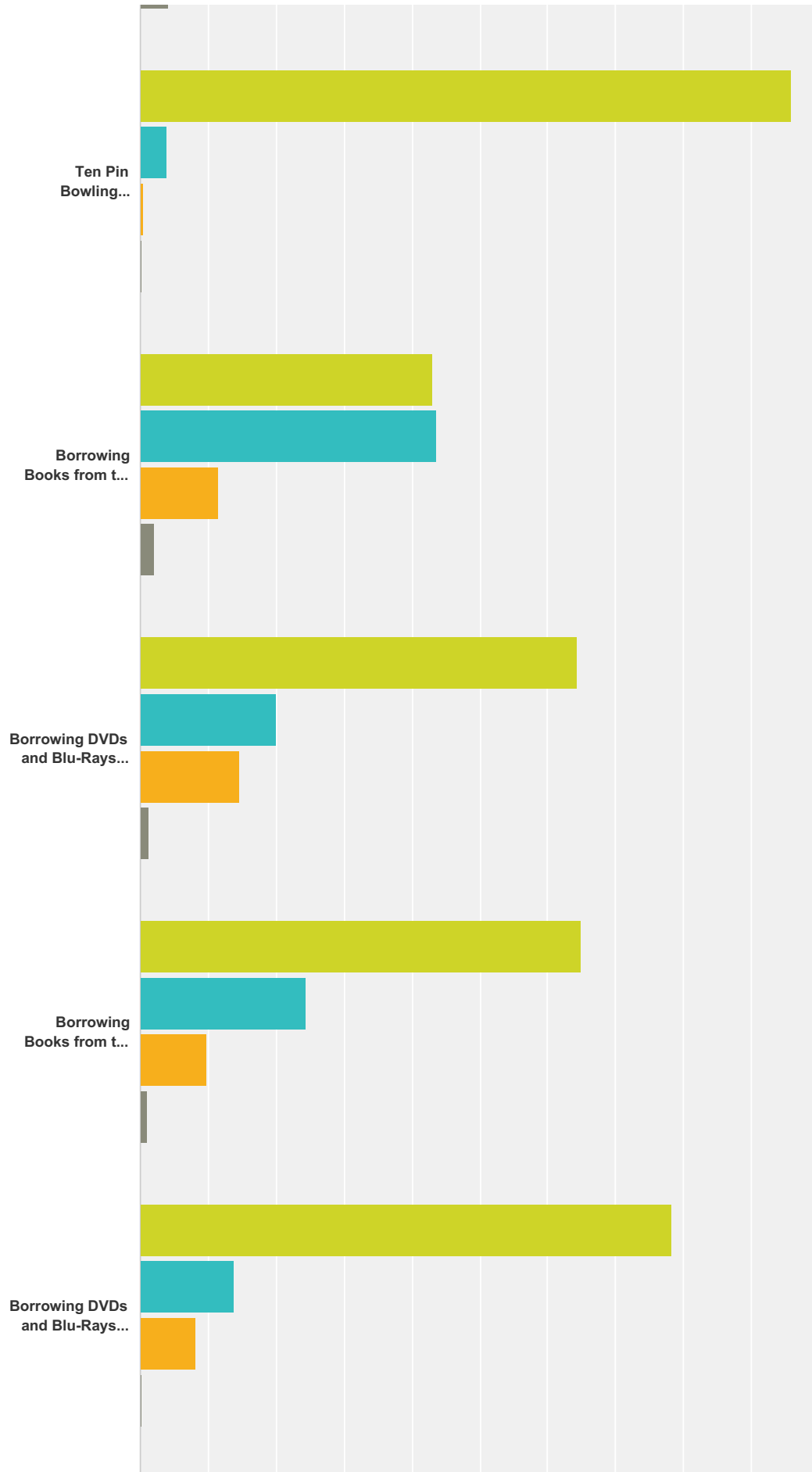
Answered: 636 Skipped: 24



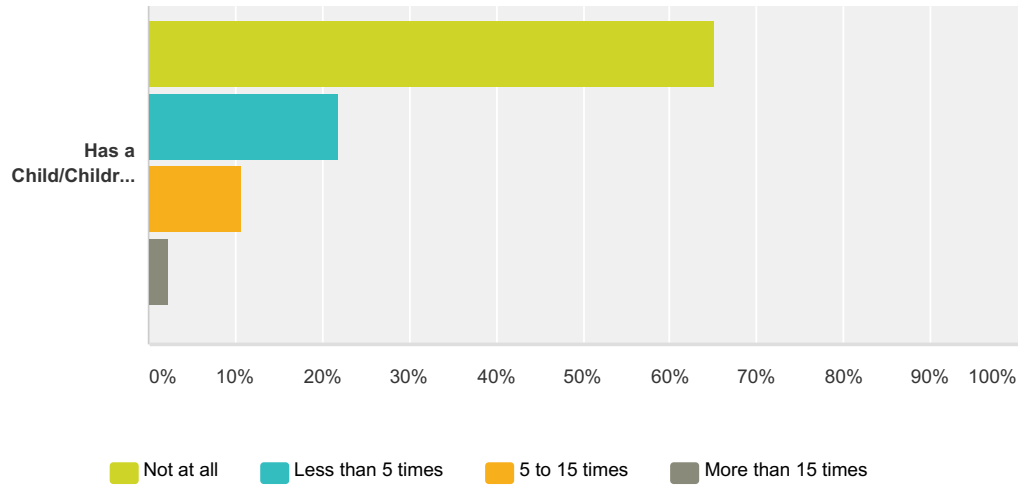
The Tanglin Club Sports & Recreation Survey 2016 Help us improve!







The Tanglin ClubSports & Recreation Survey 2016Help us improve!



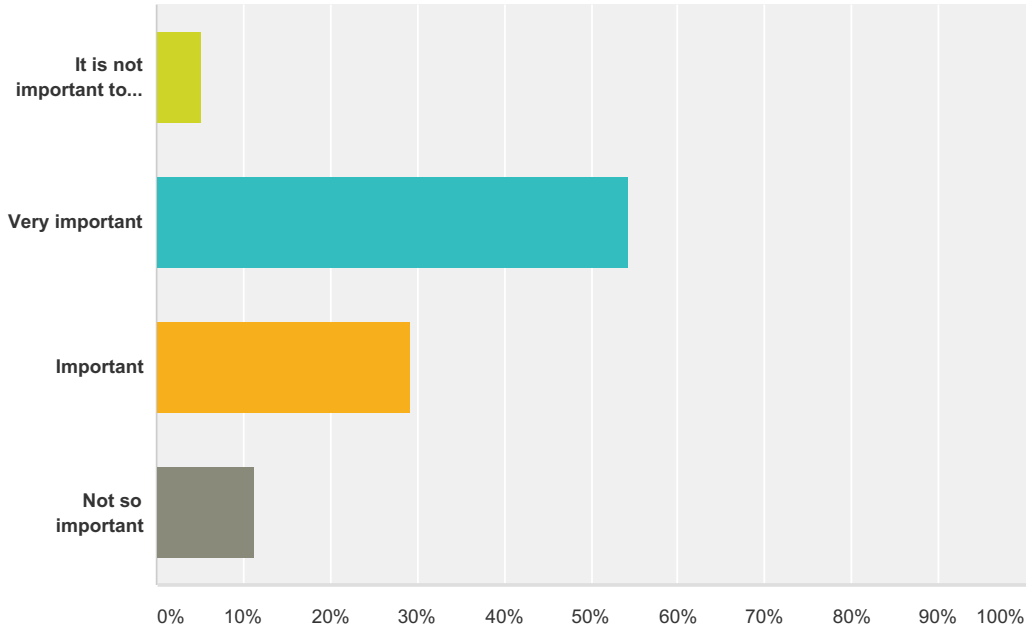
	Not at all	Less than 5 times	5 to 15 times	More than 15 times	Total Respondents
Golf (Off-site)	74.70% 375	18.92% 95	5.18% 26	1.20% 6	502
Gym	29.70% 161	29.52% 160	29.70% 161	11.25% 61	542
Gym (Fitness Classes, Personal Training)	67.71% 323	14.88% 71	11.95% 57	5.45% 26	477
Lawn Bowls	92.61% 426	4.78% 22	2.39% 11	0.87% 4	460
Tennis	59.44% 299	18.49% 93	17.30% 87	4.97% 25	503
Squash	81.74% 385	7.22% 34	8.07% 38	3.18% 15	471
Swimming (Classes)	85.27% 388	6.81% 31	7.47% 34	0.66% 3	455
Balut	96.88% 435	2.45% 11	0.67% 3	0.00% 0	449
Billiards	95.08% 425	3.13% 14	1.79% 8	0.00% 0	447
Bridge	95.08% 425	2.01% 9	1.79% 8	1.12% 5	447
Choir	98.65% 439	0.67% 3	0.67% 3	0.00% 0	445
Dance	96.18% 428	2.92% 13	0.67% 3	0.45% 2	445
Darts	95.53% 427	3.58% 16	0.89% 4	0.00% 0	447
Mahjong	96.58% 424	2.96% 13	0.68% 3	0.00% 0	439
Swimming (Using the Pool at your own leisure)	34.11% 176	42.05% 217	19.77% 102	4.26% 22	516
Ten Pin Bowling (Off-site)	95.90% 421	3.87% 17	0.46% 2	0.23% 1	439

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Borrowing Books from the Main Library	43.09% 215	43.69% 218	11.42% 57	2.00% 10	499
Borrowing DVDs and Blu-Rays from the Main Library	64.38% 309	20.00% 96	14.58% 70	1.25% 6	480
Borrowing Books from the Junior Library	64.88% 303	24.41% 114	9.85% 46	1.07% 5	467
Borrowing DVDs and Blu-Rays from the Junior Library	78.24% 356	13.85% 63	8.13% 37	0.22% 1	455
Has a Child/Children using the Playroom	65.19% 309	21.94% 104	10.55% 50	2.32% 11	474

Q12 How important is the availability of Sports & Recreation activities and events to you?

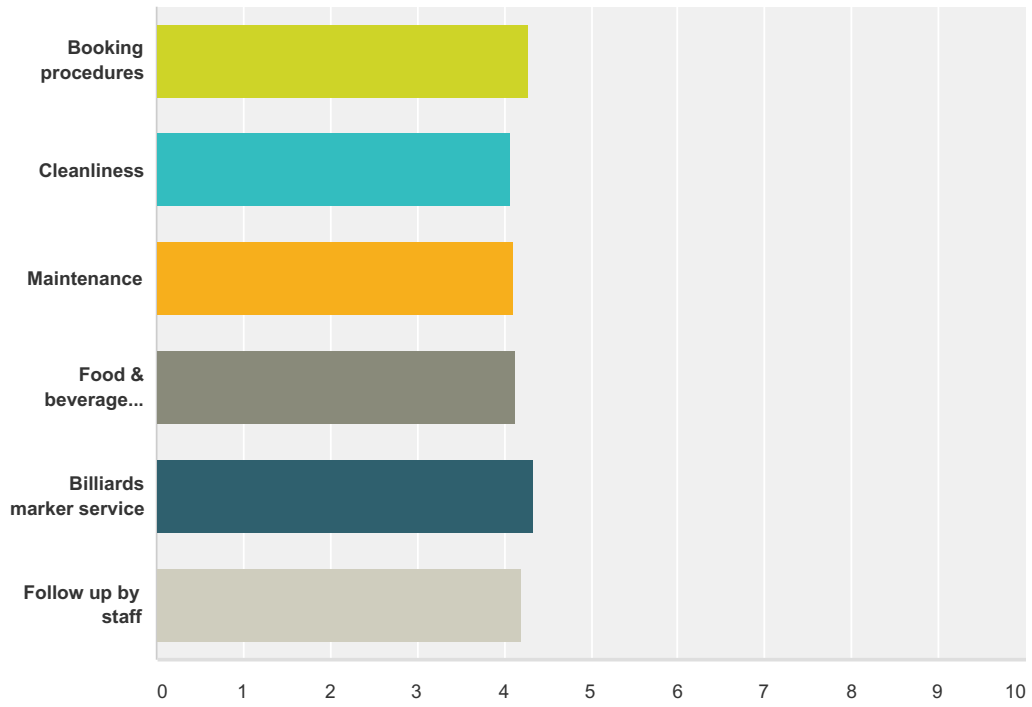
Answered: 634 Skipped: 26



Answer Choices	Responses	
It is not important to me (This selection will bring you to the end of the survey)	5.21%	33
Very important	54.26%	344
Important	29.18%	185
Not so important	11.36%	72
Total		634

Q13 Billiards Room

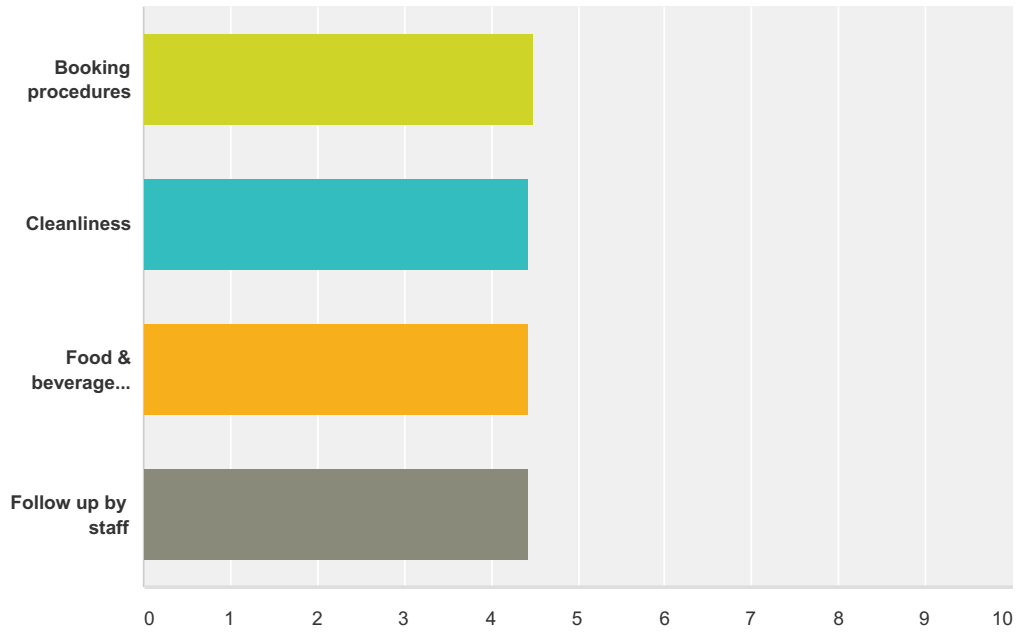
Answered: 420 Skipped: 240



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Booking procedures	10.60% 44	20.00% 83	0.96% 4	68.43% 284	415	4.27
Cleanliness	18.14% 72	18.14% 72	1.26% 5	62.47% 248	397	4.08
Maintenance	15.66% 62	19.70% 78	1.77% 7	62.88% 249	396	4.12
Food & beverage service	14.32% 57	20.85% 83	2.01% 8	62.81% 250	398	4.13
Billiards marker service	7.67% 30	20.72% 81	0.77% 3	70.84% 277	391	4.35
Follow up by staff	11.36% 45	23.23% 92	0.76% 3	64.65% 256	396	4.19

Q14 Card Room

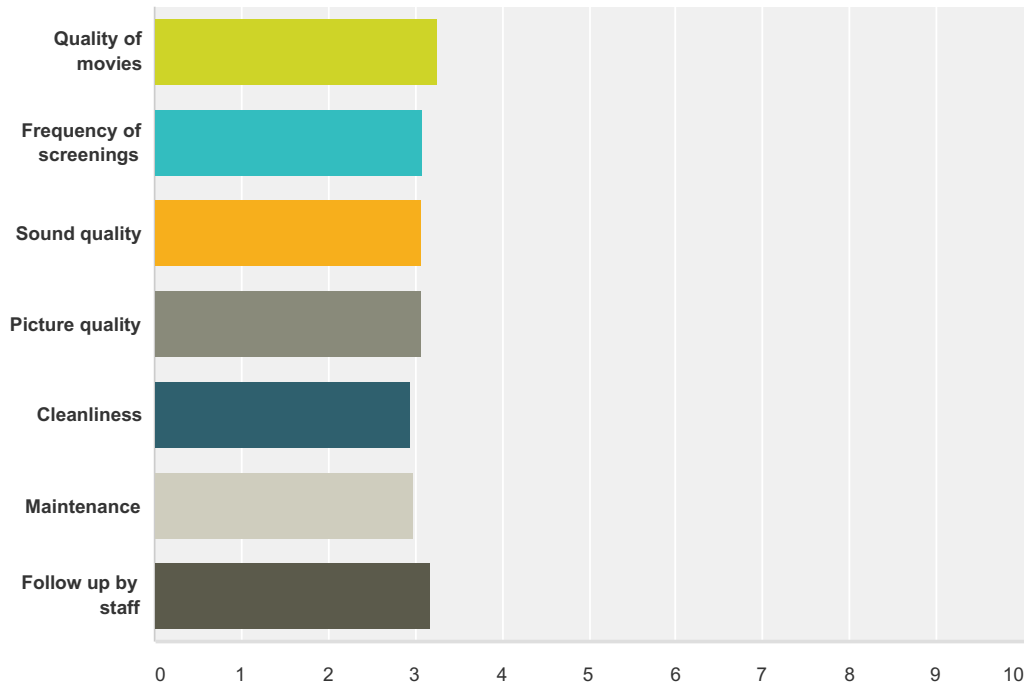
Answered: 412 Skipped: 248



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Booking procedures	5.43% 22	17.53% 71	0.25% 1	76.79% 311	405	4.48
Cleanliness	7.12% 28	17.81% 70	1.27% 5	73.79% 290	393	4.42
Food & beverage service	6.06% 24	17.68% 70	3.79% 15	72.47% 287	396	4.43
Follow up by staff	5.90% 23	19.49% 76	0.77% 3	73.85% 288	390	4.43

Q15 Cinema (Movie Screenings)

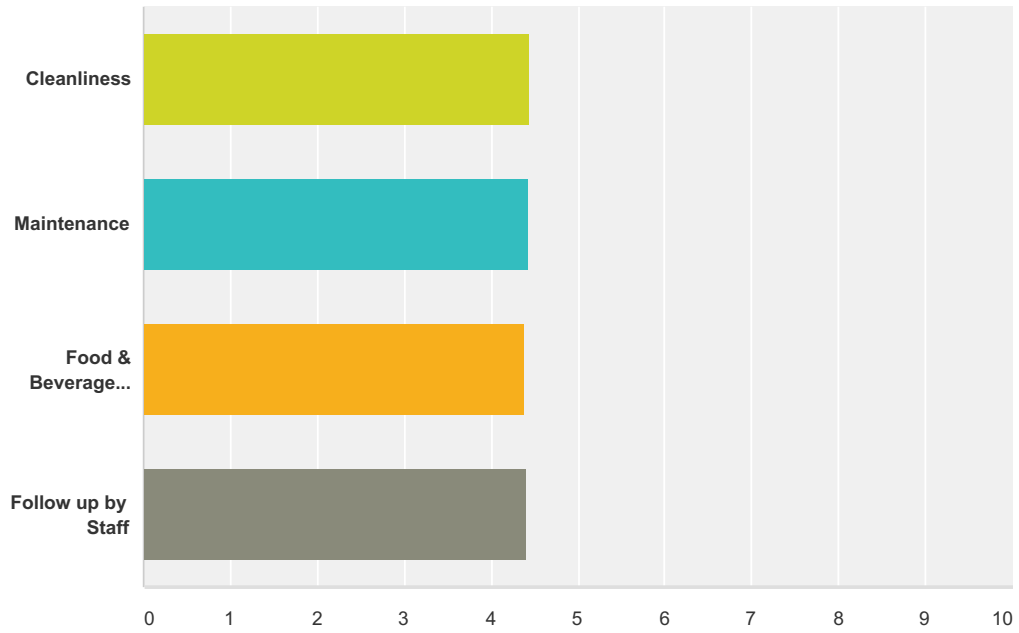
Answered: 475 Skipped: 185



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Quality of movies	30.51% 144	34.53% 163	14.83% 70	20.13% 95	472	3.25
Frequency of screenings	37.15% 172	36.72% 170	6.05% 28	20.09% 93	463	3.09
Sound quality	39.87% 185	33.84% 157	6.90% 32	19.40% 90	464	3.06
Picture quality	38.18% 176	36.23% 167	5.86% 27	19.74% 91	461	3.07
Cleanliness	47.93% 220	30.07% 138	2.40% 11	19.61% 90	459	2.94
Maintenance	43.57% 200	33.12% 152	3.70% 17	19.61% 90	459	2.99
Follow up by staff	29.60% 132	46.19% 206	1.57% 7	22.65% 101	446	3.17

Q16 Darts

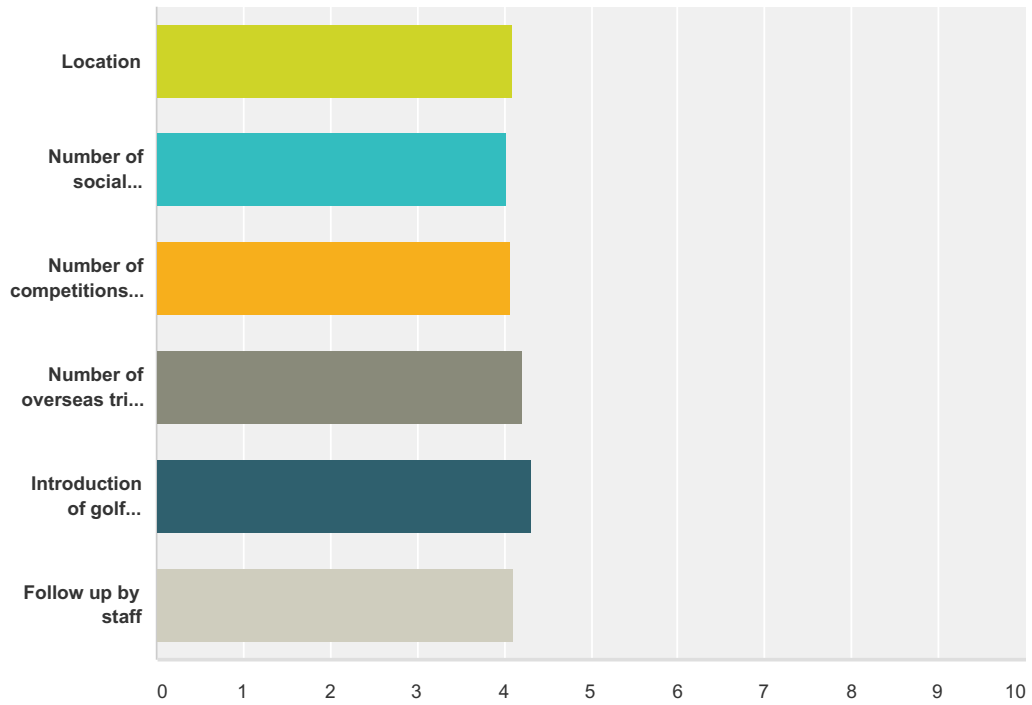
Answered: 402 Skipped: 258



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Cleanliness	7.48% 30	16.46% 66	0.00% 0	76.06% 305	401	4.45
Maintenance	7.20% 28	17.48% 68	0.00% 0	75.32% 293	389	4.43
Food & Beverage Service	8.48% 33	17.22% 67	1.80% 7	72.49% 282	389	4.38
Follow up by Staff	8.21% 32	17.44% 68	0.51% 2	73.85% 288	390	4.40

Q17 Golf (Off-site)

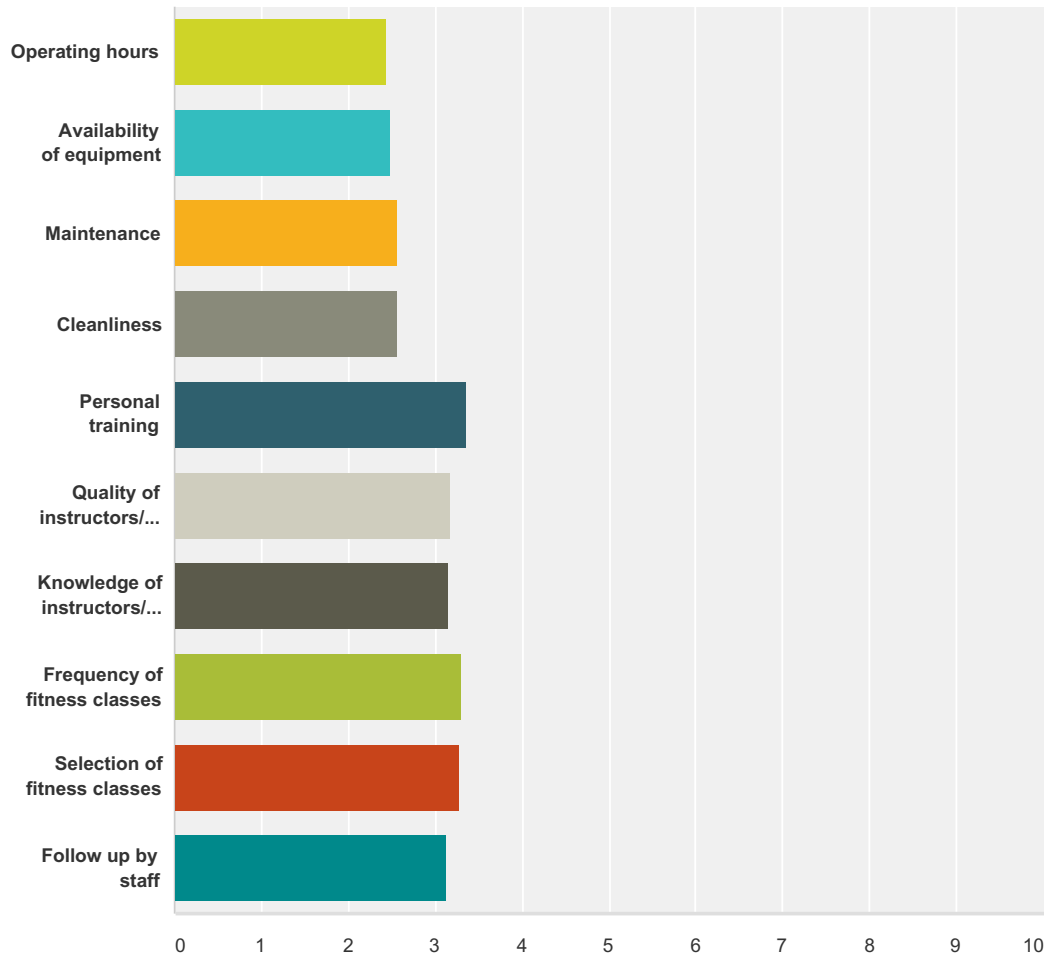
Answered: 419 Skipped: 241



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Location	16.87% 70	19.28% 80	0.48% 2	63.37% 263	415	4.10
Number of social events/activities held	17.94% 73	21.62% 88	0.74% 3	59.71% 243	407	4.02
Number of competitions held	16.46% 67	21.38% 87	0.74% 3	61.43% 250	407	4.07
Number of overseas trips held	10.05% 41	23.53% 96	1.23% 5	65.20% 266	408	4.22
Introduction of golf coaching classes	2.24% 9	28.18% 113	4.24% 17	65.34% 262	401	4.33
Follow up by staff	11.17% 45	25.56% 103	2.98% 12	60.30% 243	403	4.12

Q18 Gym

Answered: 503 Skipped: 157



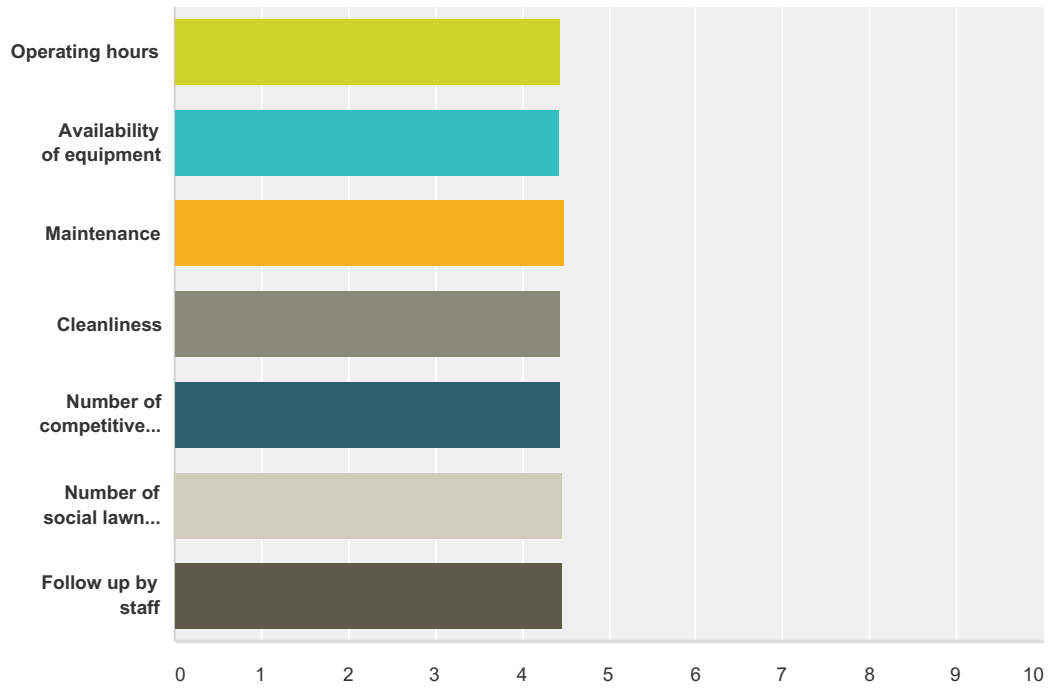
	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Operating hours	76.05% 381	13.17% 66	1.20% 6	9.58% 48	501	2.44
Availability of equipment	71.95% 354	15.65% 77	3.46% 17	8.94% 44	492	2.49
Maintenance	65.65% 323	20.93% 103	4.47% 22	8.94% 44	492	2.57
Cleanliness	67.21% 332	19.03% 94	4.45% 22	9.31% 46	494	2.56
Personal training	29.89% 139	36.34% 169	0.86% 4	32.90% 153	465	3.37
Quality of instructors/trainers	37.05% 176	35.37% 168	1.47% 7	26.11% 124	475	3.17
Knowledge of instructors/trainers	37.13% 176	36.08% 171	1.48% 7	25.32% 120	474	3.15
Frequency of fitness classes	31.16% 148	33.47% 159	9.68% 46	25.68% 122	475	3.30

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Selection of fitness classes	31.37% 149	35.16% 167	8.84% 42	24.63% 117	475	3.27
Follow up by staff	31.06% 146	44.26% 208	3.83% 18	20.85% 98	470	3.14

Q19 Lawn Bowls

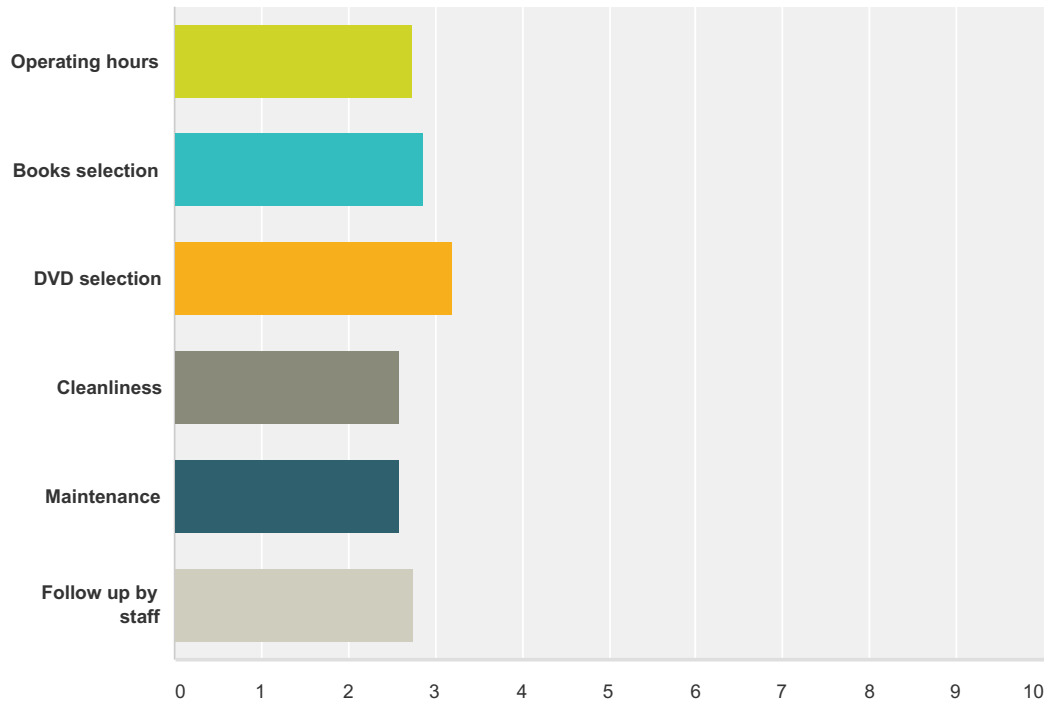
Answered: 403 Skipped: 257



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Operating hours	9.23% 37	14.21% 57	0.00% 0	76.56% 307	401	4.44
Availability of equipment	8.79% 34	14.99% 58	0.26% 1	75.97% 294	387	4.43
Maintenance	5.68% 22	16.54% 64	2.07% 8	75.71% 293	387	4.48
Cleanliness	7.01% 27	16.62% 64	0.78% 3	75.58% 291	385	4.45
Number of competitive lawn bowls events held	7.77% 30	15.54% 60	0.26% 1	76.42% 295	386	4.45
Number of social lawn bowls events held	7.77% 30	15.54% 60	0.00% 0	76.68% 296	386	4.46
Follow up by staff	7.07% 27	16.49% 63	0.26% 1	76.18% 291	382	4.46

Q20 Library (Main)

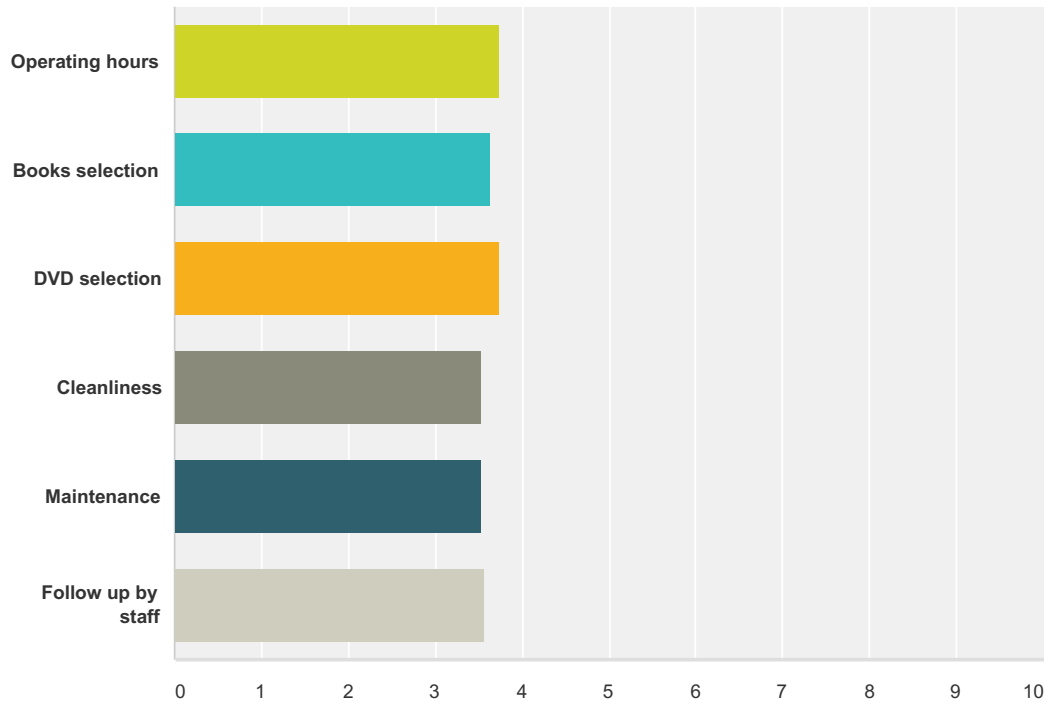
Answered: 477 Skipped: 183



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Operating hours	61.02% 288	17.80% 84	7.42% 35	13.77% 65	472	2.74
Books selection	50.11% 231	28.85% 133	6.51% 30	14.53% 67	461	2.85
DVD selection	38.29% 170	29.05% 129	7.43% 33	25.23% 112	444	3.20
Cleanliness	69.81% 326	15.63% 73	1.28% 6	13.28% 62	467	2.58
Maintenance	67.89% 315	18.10% 84	0.86% 4	13.15% 61	464	2.59
Follow up by staff	56.11% 257	26.86% 123	1.97% 9	15.07% 69	458	2.76

Q21 Library (Junior)

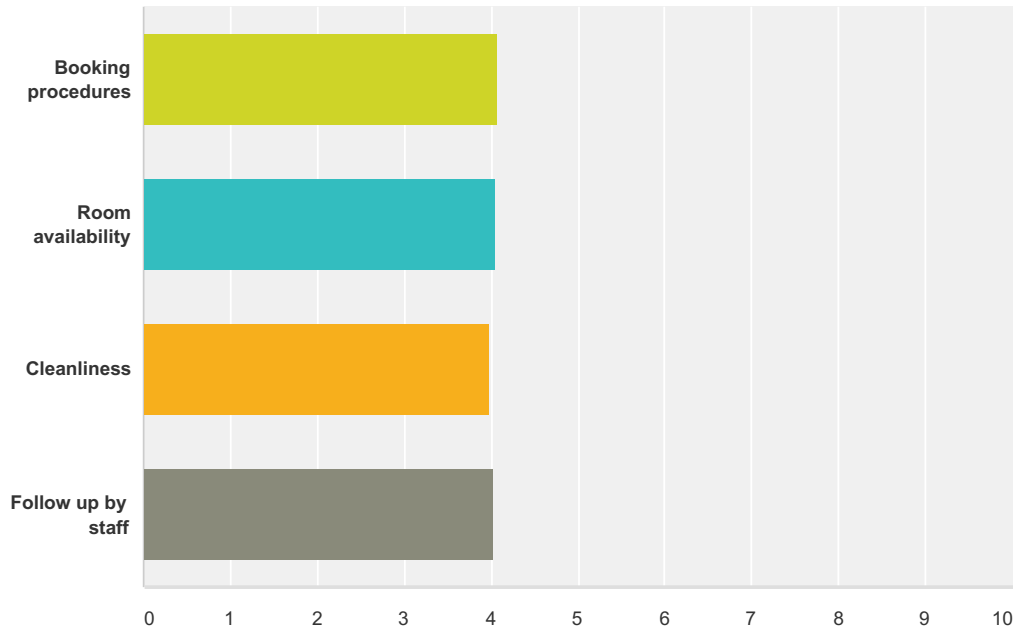
Answered: 424 Skipped: 236



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Operating hours	28.61% 121	17.02% 72	7.57% 32	46.81% 198	423	3.73
Books selection	30.41% 125	19.71% 81	5.11% 21	44.77% 184	411	3.64
DVD selection	26.78% 109	21.38% 87	2.46% 10	49.39% 201	407	3.74
Cleanliness	36.25% 149	18.49% 76	0.97% 4	44.28% 182	411	3.53
Maintenance	36.52% 149	17.89% 73	1.72% 7	43.87% 179	408	3.53
Follow up by staff	35.06% 142	19.51% 79	0.25% 1	45.19% 183	405	3.56

Q22 Multi-Purpose Hall

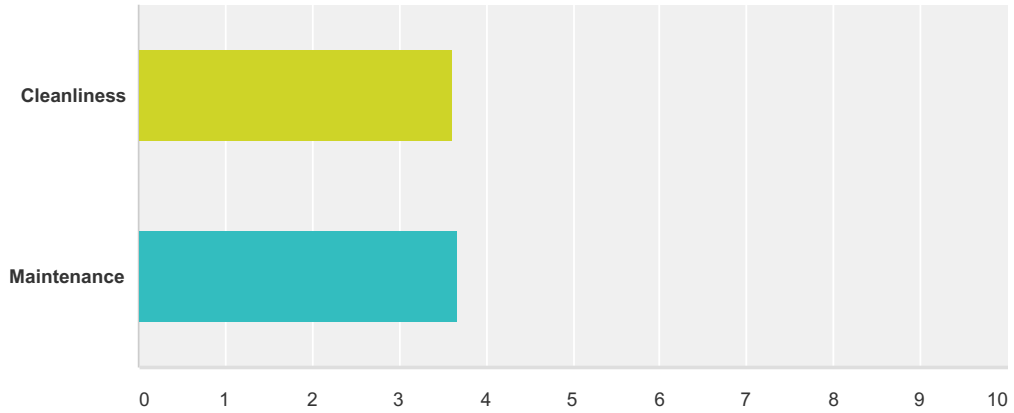
Answered: 406 Skipped: 254



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Booking procedures	12.16% 49	26.80% 108	2.23% 9	58.81% 237	403	4.08
Room availability	12.02% 47	28.13% 110	2.30% 9	57.54% 225	391	4.05
Cleanliness	15.56% 61	26.02% 102	2.30% 9	56.12% 220	392	3.99
Follow up by staff	13.66% 53	27.06% 105	1.80% 7	57.47% 223	388	4.03

Q23 Playground

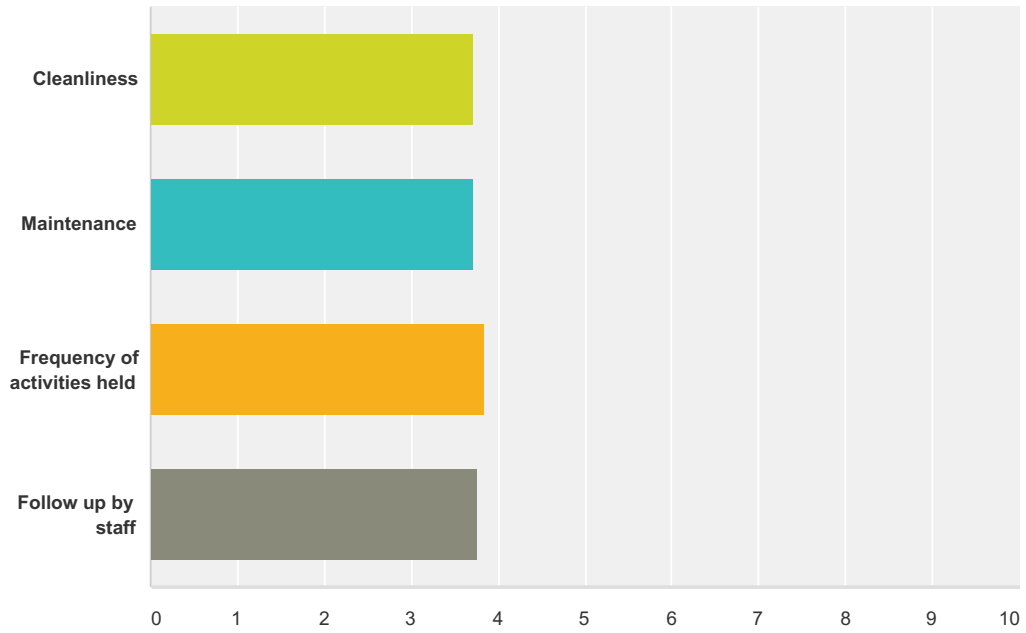
Answered: 415 Skipped: 245



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Cleanliness	29.47% 122	22.46% 93	5.80% 24	42.27% 175	414	3.61
Maintenance	26.12% 105	22.14% 89	10.70% 43	41.04% 165	402	3.67

Q24 Playroom

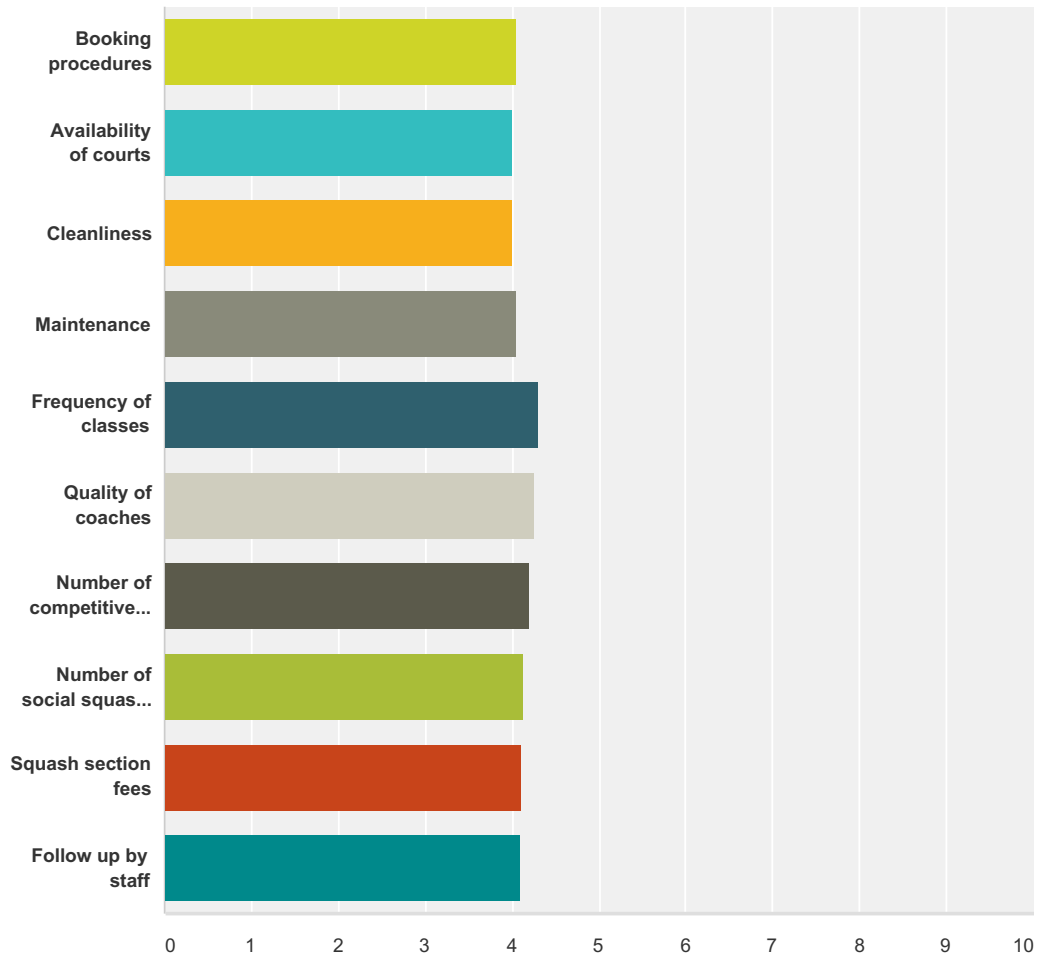
Answered: 411 Skipped: 249



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Cleanliness	27.32% 112	21.71% 89	3.66% 15	47.32% 194	410	3.71
Maintenance	25.06% 100	23.81% 95	4.76% 19	46.37% 185	399	3.72
Frequency of activities held	19.04% 75	26.14% 103	6.60% 26	48.22% 190	394	3.84
Follow up by staff	23.27% 91	25.32% 99	3.07% 12	48.34% 189	391	3.76

Q25 Squash

Answered: 415 Skipped: 245



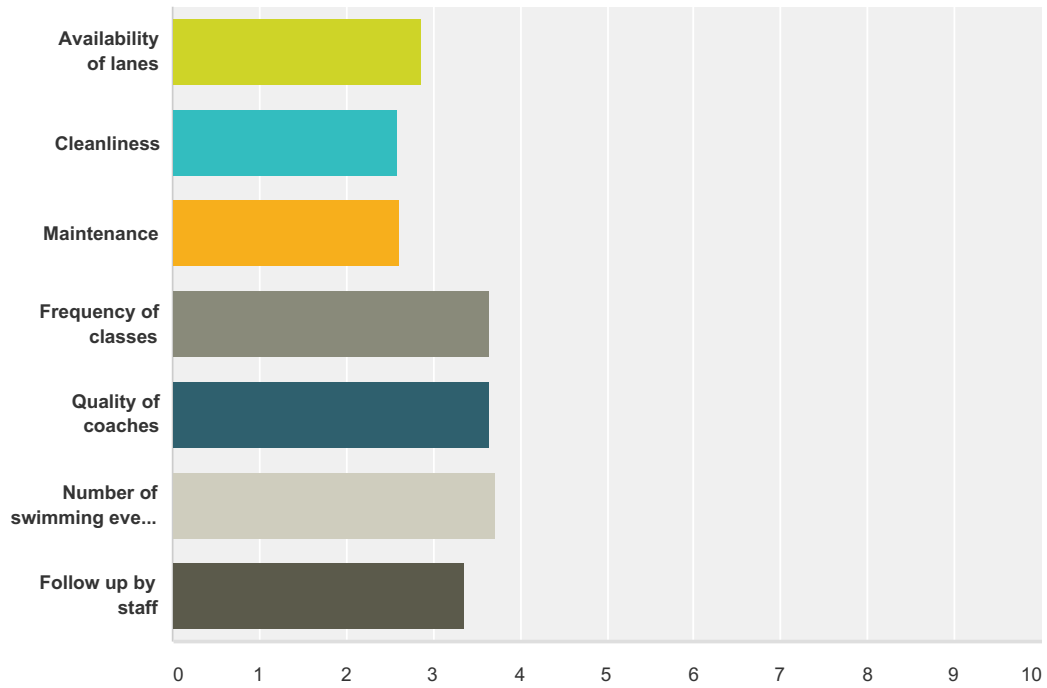
	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Booking procedures	20.24% 84	16.39% 68	0.48% 2	62.89% 261	415	4.06
Availability of courts	22.25% 89	16.00% 64	0.25% 1	61.50% 246	400	4.01
Cleanliness	21.50% 86	17.00% 68	0.50% 2	61.00% 244	400	4.01
Maintenance	18.50% 74	18.50% 74	2.00% 8	61.00% 244	400	4.05
Frequency of classes	8.91% 35	19.85% 78	2.29% 9	68.96% 271	393	4.31
Quality of coaches	11.70% 46	18.58% 73	1.78% 7	67.94% 267	393	4.26
Number of competitive squash events held	14.36% 57	17.63% 70	1.76% 7	66.25% 263	397	4.20
Number of social squash events held	18.09% 72	15.33% 61	1.26% 5	65.33% 260	398	4.14

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Squash section fees	18.48% 73	15.44% 61	1.27% 5	64.81% 256	395	4.12
Follow up by staff	18.18% 72	17.17% 68	0.76% 3	63.89% 253	396	4.10

Q26 Swimming Pool (Main)

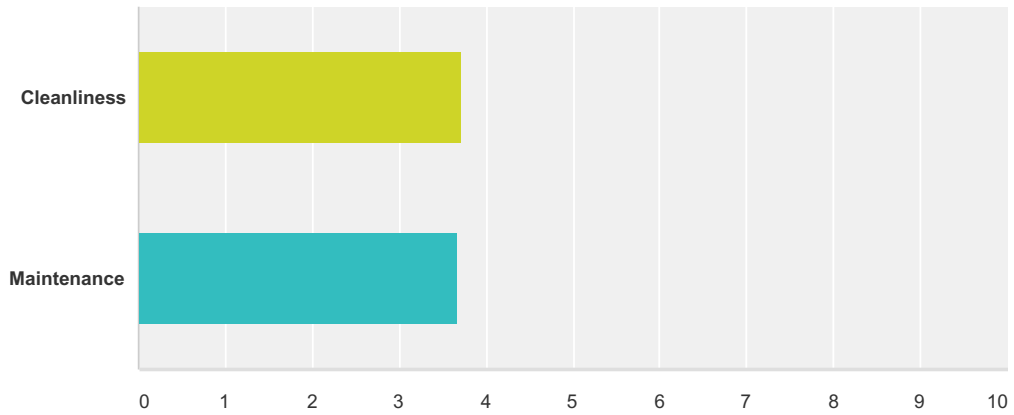
Answered: 453 Skipped: 207



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Availability of lanes	50.99% 231	27.15% 123	7.06% 32	14.79% 67	453	2.86
Cleanliness	65.77% 292	20.50% 91	2.25% 10	11.49% 51	444	2.59
Maintenance	64.85% 286	21.54% 95	2.04% 9	11.56% 51	441	2.60
Frequency of classes	22.93% 97	30.73% 130	3.78% 16	42.55% 180	423	3.66
Quality of coaches	23.75% 100	31.12% 131	1.66% 7	43.47% 183	421	3.65
Number of swimming events held	20.33% 86	32.86% 139	1.65% 7	45.15% 191	423	3.72
Follow up by staff	31.44% 133	33.57% 142	2.84% 12	32.15% 136	423	3.36

Q27 Swimming Pool (Junior)

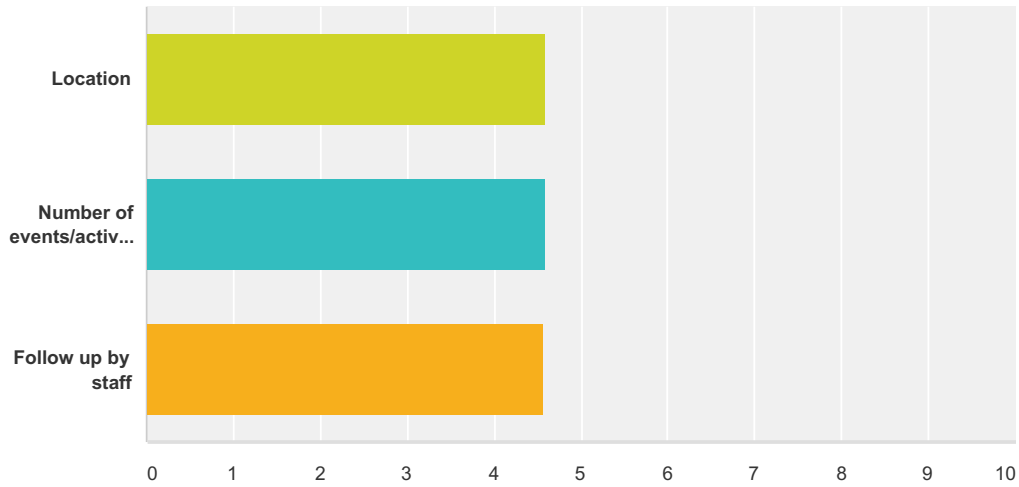
Answered: 401 Skipped: 259



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Cleanliness	28.18% 113	21.20% 85	2.49% 10	48.13% 193	401	3.71
Maintenance	28.97% 113	21.79% 85	2.05% 8	47.18% 184	390	3.67

Q28 Ten-Pin Bowling (Off-site)

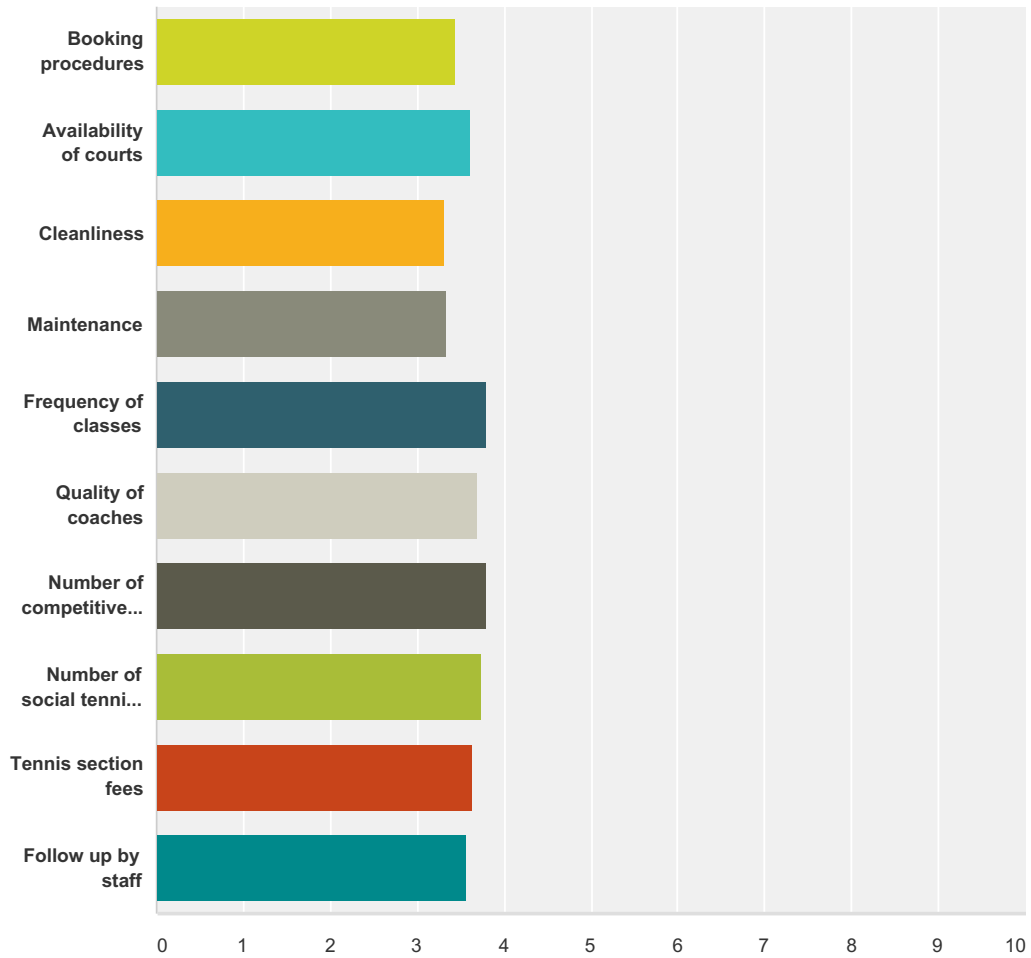
Answered: 385 Skipped: 275



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Location	2.60% 10	15.58% 60	1.56% 6	80.26% 309	385	4.59
Number of events/activities held	2.41% 9	16.09% 60	0.80% 3	80.70% 301	373	4.60
Follow up by staff	2.99% 11	16.03% 59	0.54% 2	80.43% 296	368	4.58

Q29 Tennis

Answered: 445 Skipped: 215



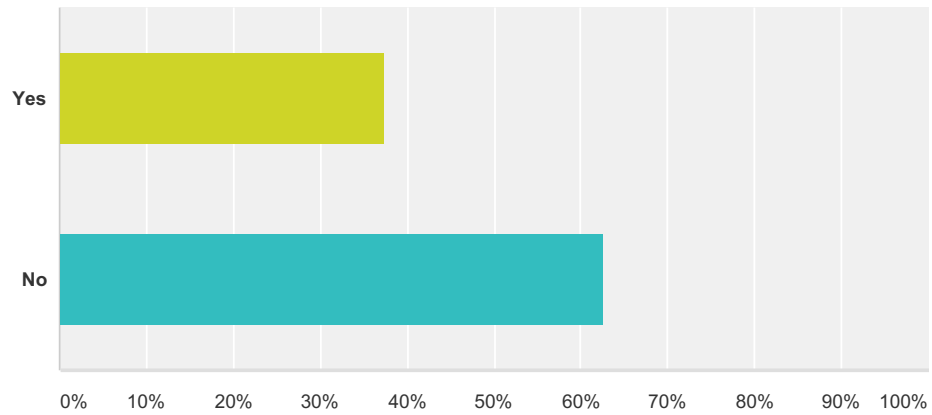
	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Booking procedures	34.39% 152	21.72% 96	9.05% 40	34.84% 154	442	3.44
Availability of courts	21.25% 92	30.25% 131	14.55% 63	33.95% 147	433	3.61
Cleanliness	39.40% 171	22.12% 96	5.53% 24	32.95% 143	434	3.32
Maintenance	38.48% 167	22.58% 98	5.99% 26	32.95% 143	434	3.33
Frequency of classes	18.38% 77	29.59% 124	5.01% 21	47.02% 197	419	3.81
Quality of coaches	24.41% 103	25.36% 107	5.92% 25	44.31% 187	422	3.70
Number of competitive tennis events held	17.45% 74	31.60% 134	3.30% 14	47.64% 202	424	3.81
Number of social tennis events held	20.52% 87	30.42% 129	3.77% 16	45.28% 192	424	3.74

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Tennis section fees	26.30% 111	27.73% 117	2.84% 12	43.13% 182	422	3.63
Follow up by staff	27.66% 117	28.84% 122	3.55% 15	39.95% 169	423	3.56

Q30 Do you participate in training/classes at the gym, in squash, scuba, swimming or tennis?

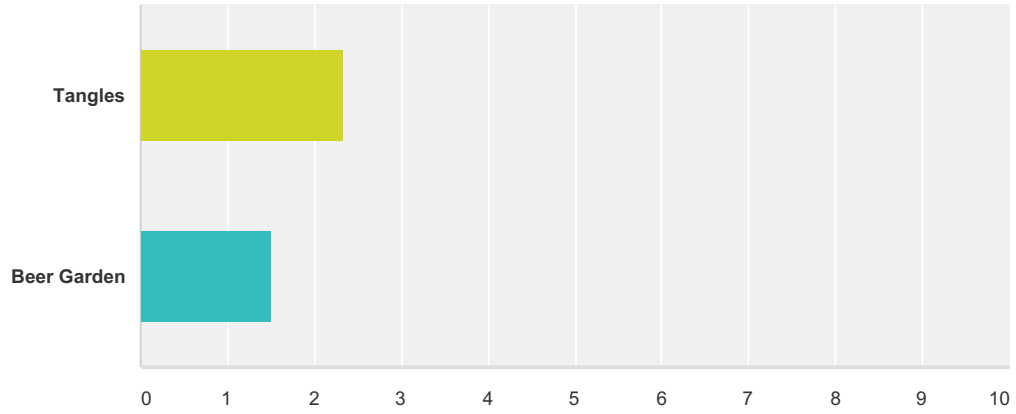
Answered: 539 Skipped: 121



Answer Choices	Responses
Yes	37.29% 201
No	62.71% 338
Total	539

Q31 How often do you frequent the Food & Beverage outlets available in the Sports & Recreation Complex?

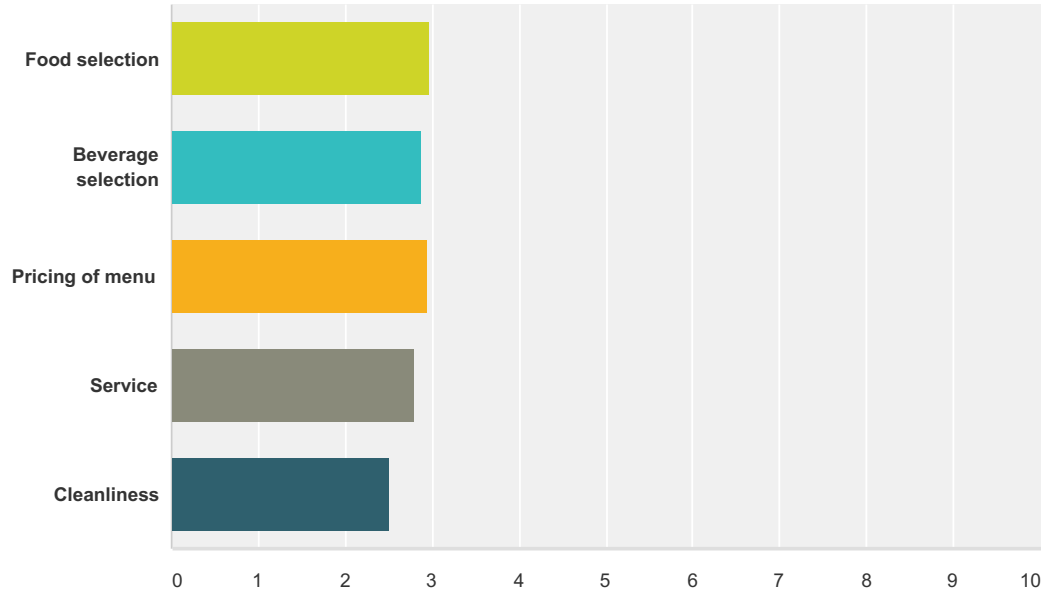
Answered: 562 Skipped: 98



	None	Once a month	Once a week	A few times a week	Daily	Total	Weighted Average
Tangles	24.46% 136	34.71% 193	23.56% 131	16.55% 92	0.72% 4	556	2.34
Beer Garden	71.03% 353	14.69% 73	6.24% 31	7.85% 39	0.20% 1	497	1.51

Q32 How do you rate the overall quality of the Food & Beverage served in the Tangles, since its reopening in August 2016?

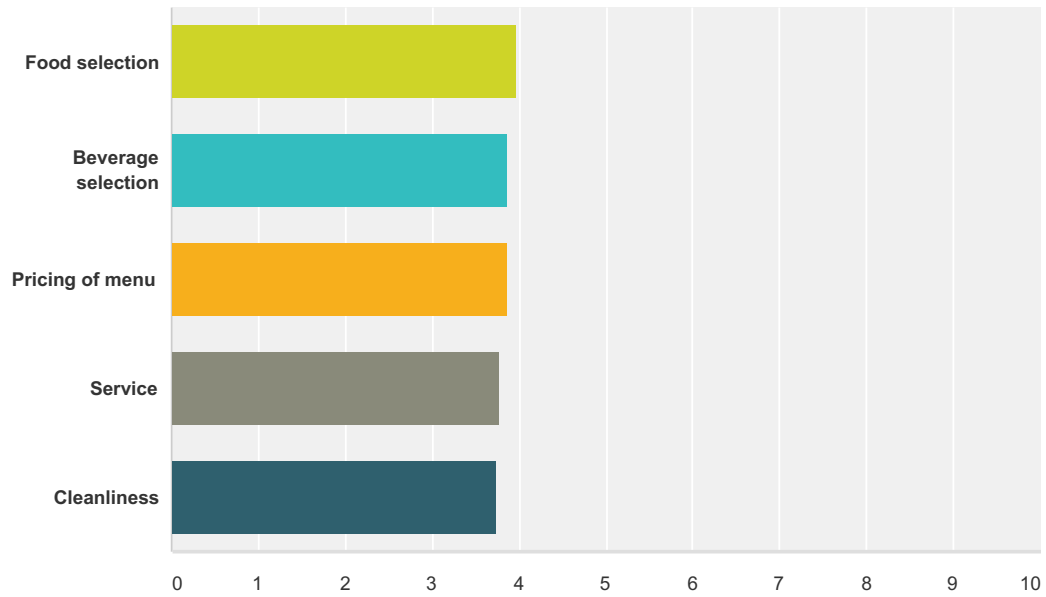
Answered: 531 Skipped: 129



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Food selection	37.00% 195	36.62% 193	19.17% 101	7.21% 38	527	2.97
Beverage selection	39.15% 202	39.92% 206	13.57% 70	7.36% 38	516	2.89
Pricing of menu	34.81% 181	43.65% 227	14.62% 76	6.92% 36	520	2.94
Service	45.11% 235	37.24% 194	11.13% 58	6.53% 34	521	2.79
Cleanliness	63.20% 328	28.71% 149	1.54% 8	6.55% 34	519	2.51

Q33 How do you rate the overall quality of the Food & Beverage served in the Beer Garden?

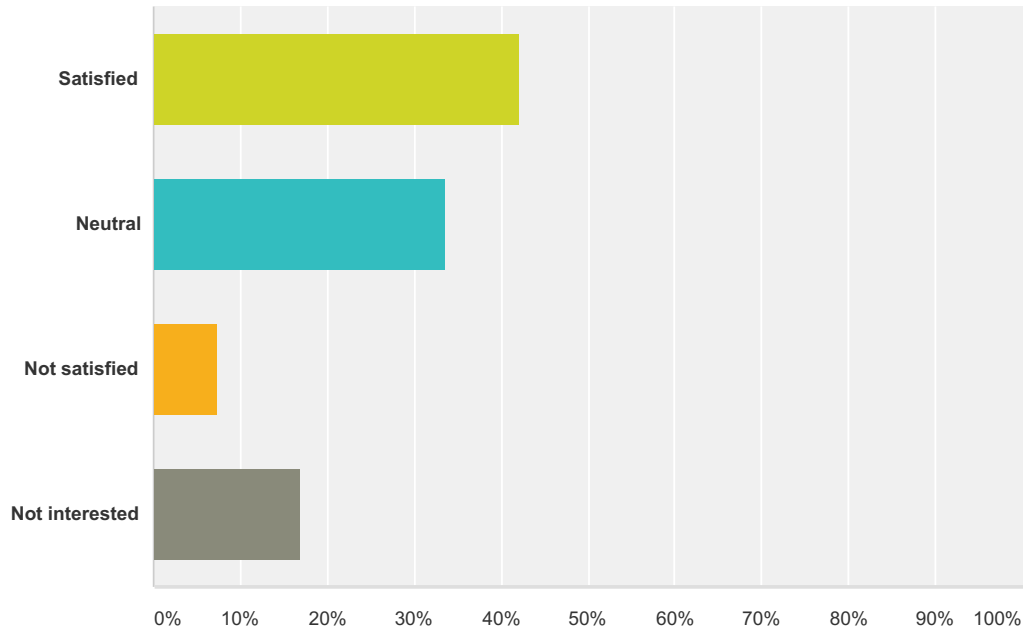
Answered: 447 Skipped: 213



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Food selection	11.66% 52	30.72% 137	6.95% 31	50.67% 226	446	3.97
Beverage selection	17.20% 75	27.75% 121	5.50% 24	49.54% 216	436	3.87
Pricing of menu	14.91% 65	32.57% 142	2.98% 13	49.54% 216	436	3.87
Service	22.02% 96	26.61% 116	2.98% 13	48.39% 211	436	3.78
Cleanliness	23.72% 102	26.98% 116	0.93% 4	48.37% 208	430	3.74

Q34 How happy are you with the level of service/support given in terms of Food & Beverage during the Sports & Recreation events you have attended?

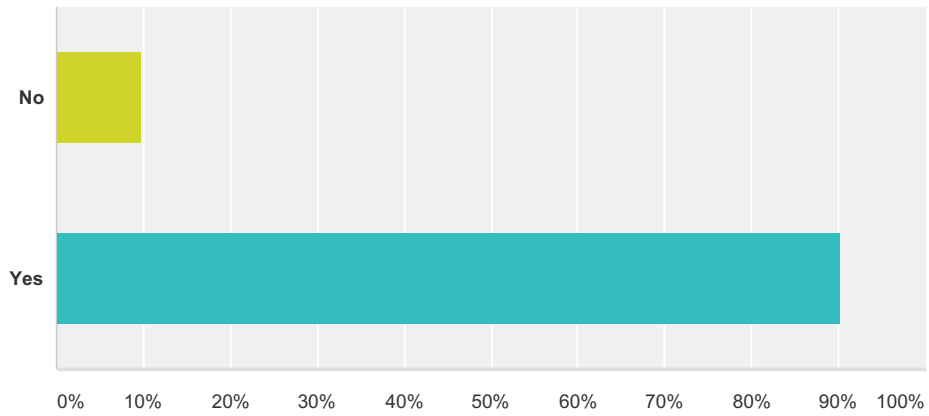
Answered: 527 Skipped: 133



Answer Choices	Responses
Satisfied	42.13% 222
Neutral	33.59% 177
Not satisfied	7.40% 39
Not interested	16.89% 89
Total	527

Q35 Do you know that we have a Pro-Shop here at the Club?

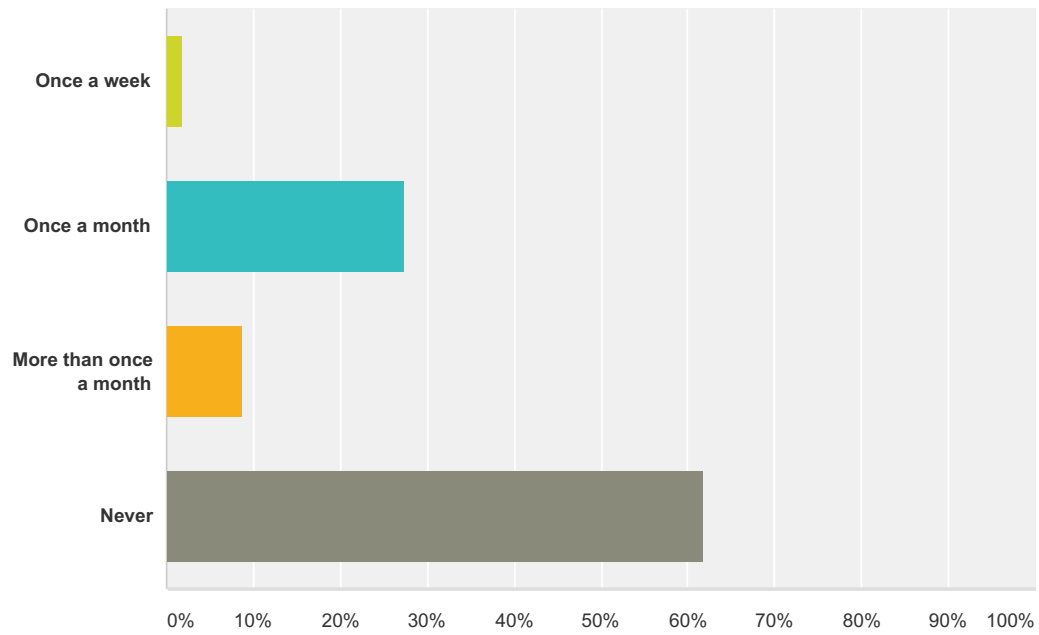
Answered: 560 Skipped: 100



Answer Choices	Responses
No	9.82% 55
Yes	90.18% 505
Total	560

Q36 If you answered "Yes" to question 35, how often do you shop at the Pro-Shop?

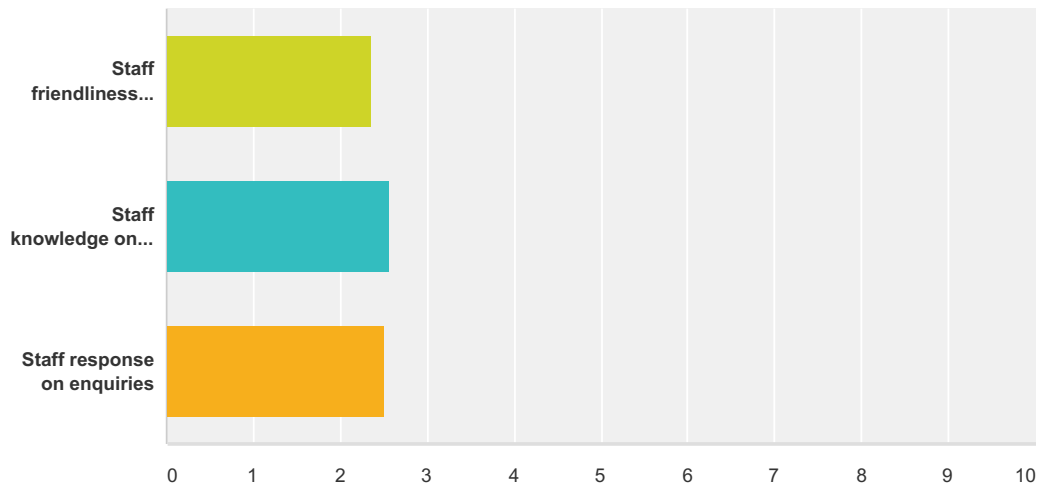
Answered: 508 Skipped: 152



Answer Choices	Responses
Once a week	1.97% 10
Once a month	27.36% 139
More than once a month	8.86% 45
Never	61.81% 314
Total	508

Q37 How do you rate the overall quality of the Sports & Recreation Counter staff?

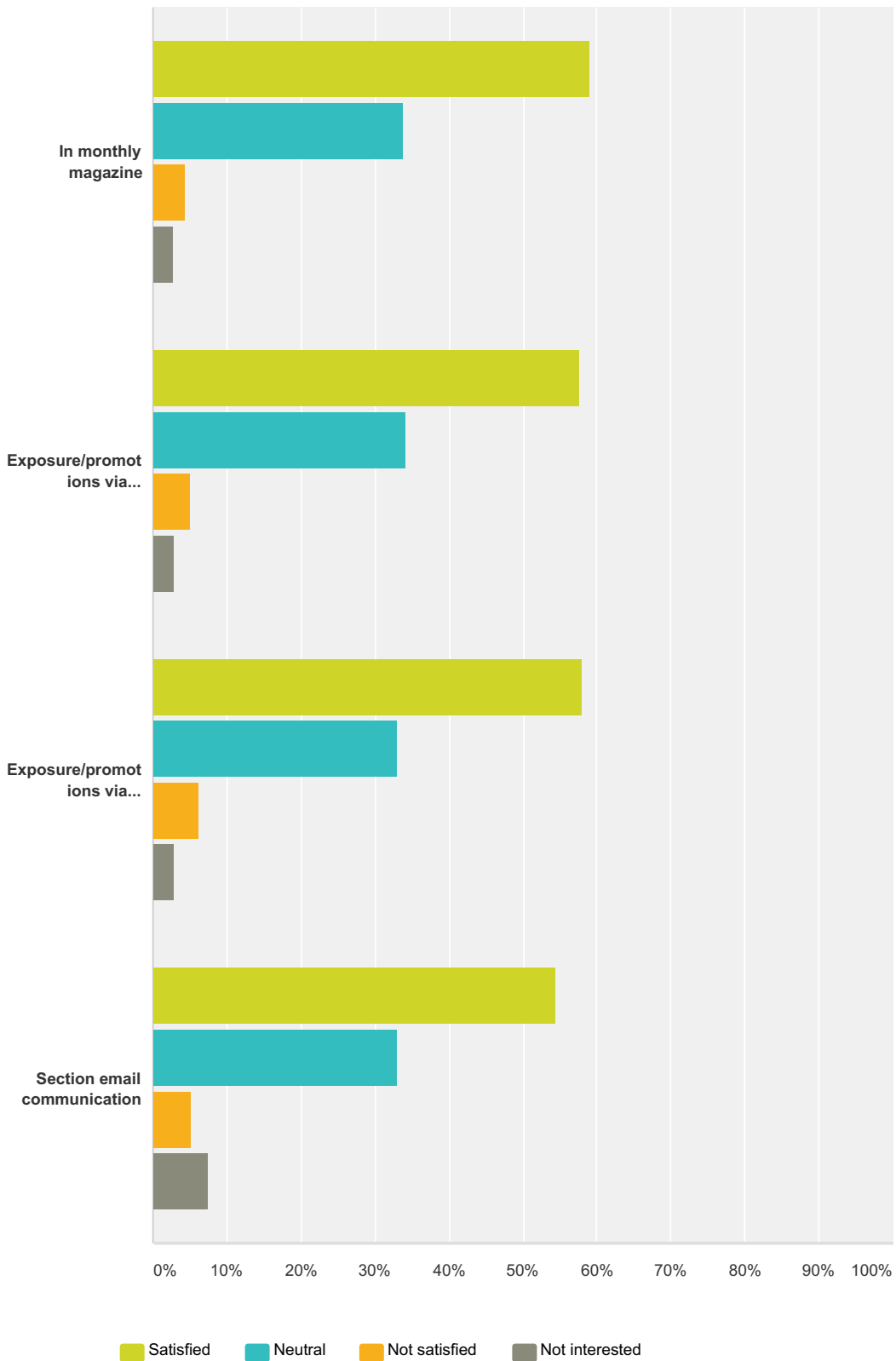
Answered: 542 Skipped: 118



	Satisfied	Neutral	Not satisfied	Not interested	Total	Weighted Average
Staff friendliness and professionalism	74.17% 402	20.11% 109	2.40% 13	3.32% 18	542	2.35
Staff knowledge on classes, bookings, events, etc	58.83% 313	32.33% 172	3.01% 16	5.83% 31	532	2.56
Staff response on enquiries	63.53% 338	27.44% 146	4.70% 25	4.32% 23	532	2.50

Q38 How do you rate Club's communication of Sports & Recreation matters?

Answered: 545 Skipped: 115

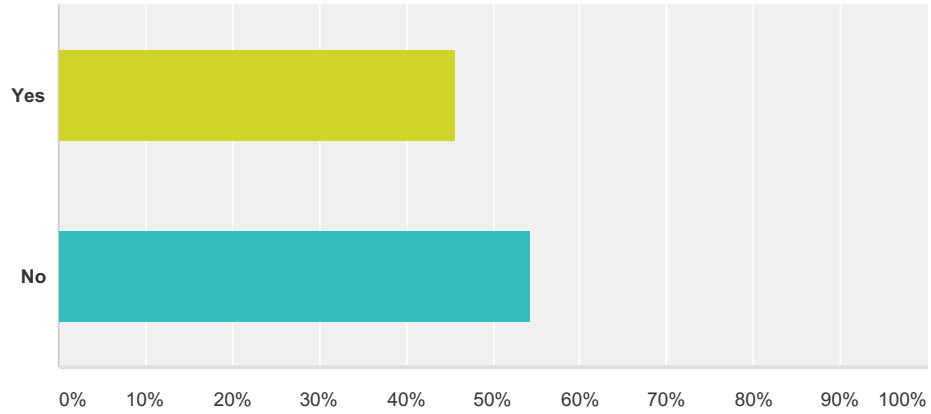


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	Satisfied	Neutral	Not satisfied	Not interested	Total
In monthly magazine	59.01% 321	33.82% 184	4.41% 24	2.76% 15	544
Exposure/promotions via digital screens around the Club	57.66% 305	34.22% 181	5.10% 27	3.02% 16	529
Exposure/promotions via NewsBites	57.95% 306	32.95% 174	6.25% 33	2.84% 15	528
Section email communication	54.39% 285	33.02% 173	5.15% 27	7.44% 39	524

Q39 Would you like us to introduce a monthly dedicated Sports & Recreation e-newsletter?

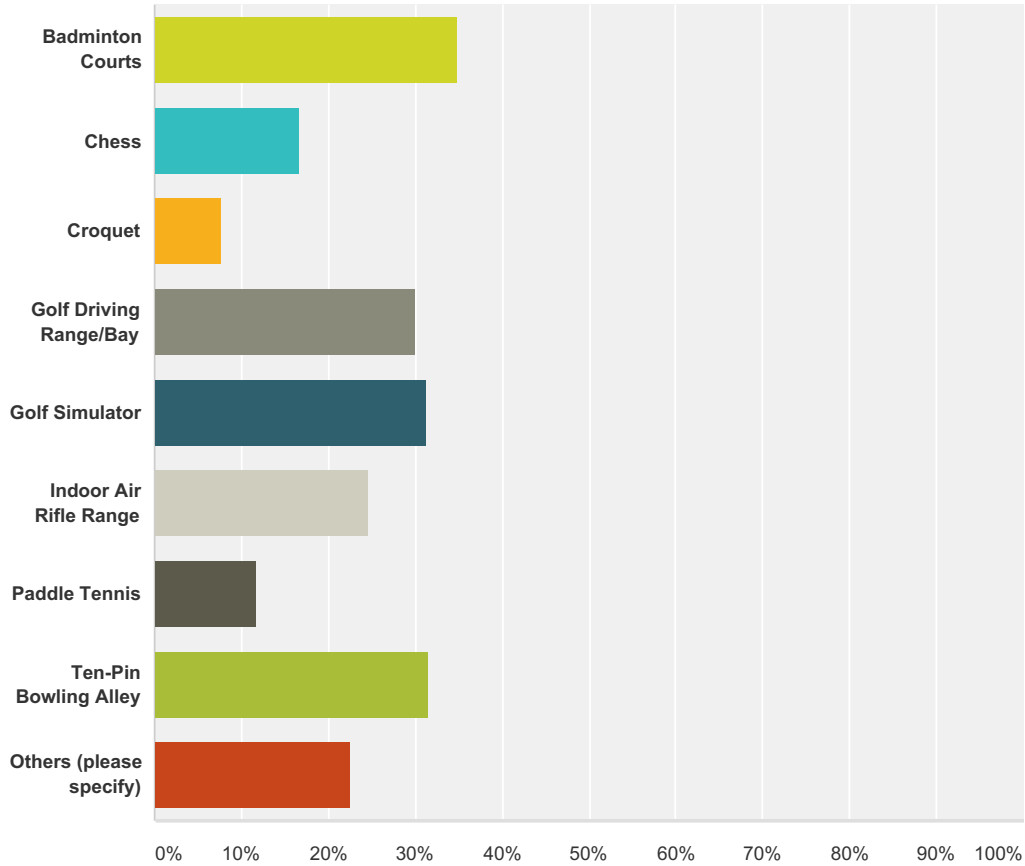
Answered: 541 Skipped: 119



Answer Choices	Responses	
Yes	45.66%	247
No	54.34%	294
Total		541

Q40 Are there any other Sports & Recreation facilities you would like to see available at the Club?

Answered: 393 Skipped: 267



Answer Choices	Responses	Count
Badminton Courts	34.86%	137
Chess	16.79%	66
Croquet	7.63%	30
Golf Driving Range/Bay	30.03%	118
Golf Simulator	31.30%	123
Indoor Air Rifle Range	24.68%	97
Paddle Tennis	11.70%	46
Ten-Pin Bowling Alley	31.55%	124
Others (please specify)	22.65%	89
Total Respondents: 393		