

Department of Fisheries Stakeholder Survey 2006

by Tara Baharthah



Department of Fisheries
Government of Western Australia



Fish for the future



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Published by Department of Fisheries, Perth, Western Australia
Fisheries Occasional Publication No. 46, June 2008.

ISSN 1447-2058 ISBN 1 921258 22 5

Cover picture: Greg Jenkins, Manager of Aquaculture Research and Development at the WA Maritime Training Centre. Photo: Eloise Dortch



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ABSTRACT

A telephone survey of Department of Fisheries' stakeholders was conducted in August 2006 in order to evaluate their perception of the Department's management of commercial and recreational fishing, pearling and aquaculture, and fish and fish habitat protection. The survey also assessed satisfaction with the level of service provided to stakeholders and their involvement in decision making processes.

The results of this survey were compared to similar surveys conducted during 2002, 2004 and a survey of the general public conducted during 2007.

The sample comprised of 137 interviews - 41 representing the commercial fishing sector, 52 representing the recreational fishing sector, 22 representing fish and fish habitat protection, and 22 representing aquaculture and pearling.

In general, the stakeholders gave positive responses regarding the Department of Fisheries' management of the four sectors.

The majority of stakeholders were very satisfied with the level of service they received from the Department of Fisheries.

Most stakeholders rated the ease to which they can access information from the Department of Fisheries as good or very good.

The majority of stakeholders were satisfied or very satisfied with the level of involvement of their stakeholder group in the Department's decision making processes. However, a number of improvements were suggested.

1.0 INTRODUCTION

A telephone survey of Department of Fisheries' stakeholders was conducted in August 2006, in order to evaluate their perception of the Department's management of commercial and recreational fishing, pearling and aquaculture, and fish and fish habitat protection. The survey also assessed satisfaction with the level of service provided by the Department to stakeholders and the latter's involvement in the Department's decision making processes.

The specific objectives of the research were to:

- Assess satisfaction with the level of involvement of the stakeholder groups;
- Assess the success of the Department of Fisheries management strategies across all programs (Recreational Fisheries, Commercial Fisheries, Fish and Fish Habitat Protection, and Pearling and Aquaculture);
- Assess the satisfaction of the level of service provided by the Department of Fisheries; and
- Compare these results with a similar survey conducted in 2002, 2004 and a survey of the general public conducted in 2007.

2.0 METHOD

2.1 Survey Design

The survey was conducted by telephone and the Research Division of the Department of Fisheries carried out the fieldwork. Telephone numbers were selected randomly from management and industry stakeholder groups. The sample used in the survey comprised:

- 41 commercial stakeholder interviews;
- 52 recreational stakeholder interviews;
- 22 fish and fish habitat protection stakeholder interviews;
- 22 pearling and aquaculture stakeholder interviews.

The same questionnaire and answer form was used for all stakeholders interviewed (see Appendix A & B).

All data obtained was entered into a Microsoft Access database, analysis performed using Microsoft Excel and graphs were produced using SigmaPlot.

2.2 Statistical Analysis

Some of the questions asked in this survey were the same as those asked in previous surveys. For each of these questions, the results were compared statistically using a chi-squared test at a 0.05 level of significance.

In instances where a significant difference was found between the results, the 'neither' and 'can't say' responses were ignored and a further chi-squared test was performed on the opinionated responses.

2.3 Disclaimer

Comparisons between this survey and previous surveys assume that the same methods were used and that the results from the previous surveys have been accurately reported.

The author has confidence in the results from both the 2002 and 2004 Stakeholder Surveys, but any comparisons between this survey and the 1996 Stakeholder Survey should be interpreted with caution.

3.0 RESULTS

3.1 Response Rate

The survey response rate was 88 per cent. This includes completed interviews, refusals, and non-contacts. Incorrect telephone numbers and disconnected numbers were not included in the response rate.

3.2 Commercial Fisheries

Question 1

In question 1, all respondents were asked: “How would you rate the Department of Fisheries in their management of commercial fisheries?”

Most respondents (72 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management of commercial fisheries (Table 1). The responses from commercial stakeholders concerning the management of commercial fisheries were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 1 Management of commercial fisheries.

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	4	2.9	3.3
Poor	17	12.4	14.2
Good	63	46.0	52.5
Very Good	36	26.3	30.0
Neither	4	2.9	
Can't Say	13	9.5	
Total	137	100.0	100.0

The same question was asked in a Department of Fisheries Community Survey conducted in 2007 (Baharthah, T., 2007). The general community had a significantly higher number of ‘can’t say’ responses (0.05 level of significance).

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was no significant difference (0.05 level of significance) between the opinions of the general community and those of the Department of Fisheries’ stakeholders (Figure 1).

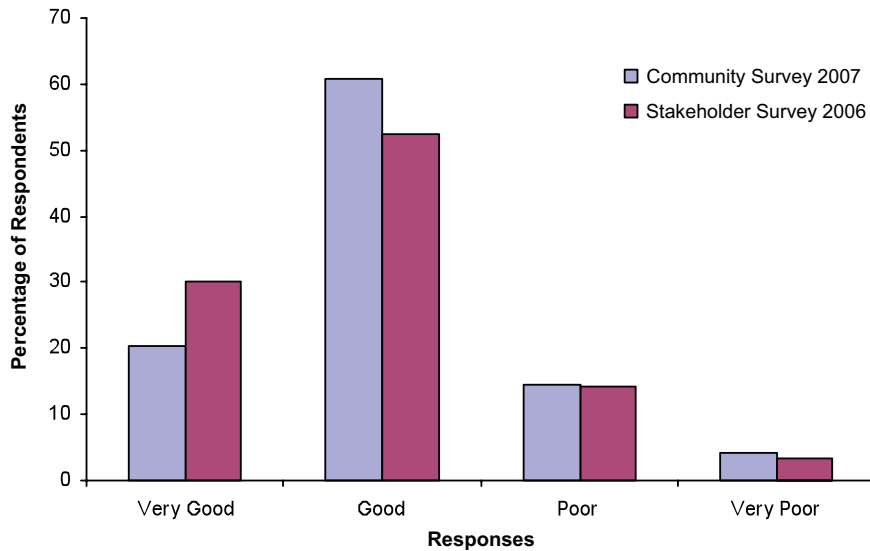


Figure 1 Opinions on the management of commercial fisheries from the 2007 Community Survey and the 2006 Stakeholder Survey.

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 concerning the management of commercial fisheries (Figure 2).

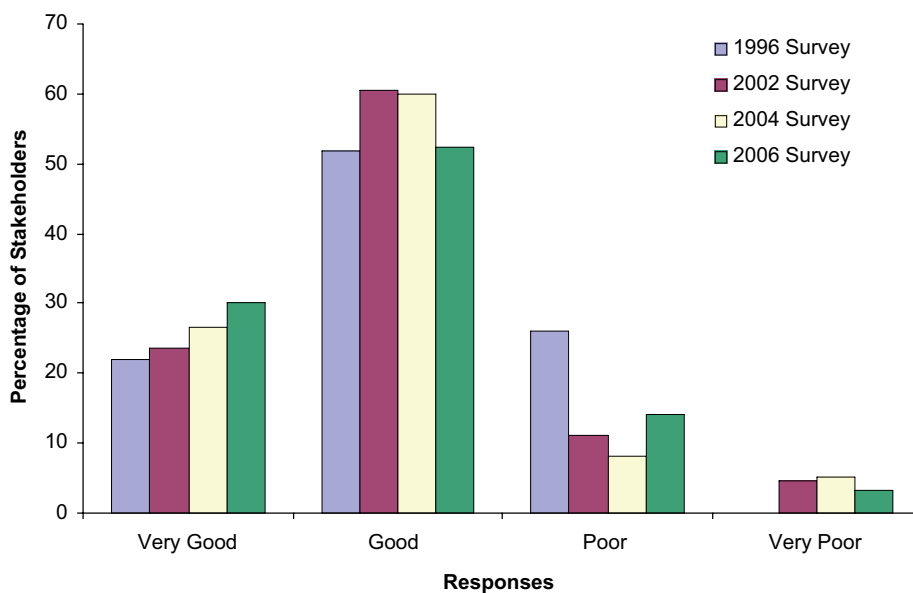


Figure 2 Opinions on the management of commercial fisheries from the 1996, 2002, 2004 and 2006 Stakeholder Surveys.

3.3 Recreational Fisheries

Question 2a

In question 2a, all respondents were asked: “How would you rate the Department of Fisheries in their management of recreational fisheries?”

Most respondents (68 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management of recreational fisheries while 23 per cent gave a ‘poor’ or ‘very poor’ rating (Table 2). The responses from recreational stakeholders concerning the management of recreational fisheries were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 2 Management of recreational fisheries.

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	5	3.6	4.0
Poor	26	19.0	21.0
Good	63	46.0	50.8
Very Good	30	21.9	24.2
Neither	4	2.9	
Can't Say	9	6.6	
Total	137	100.0	100.0

The same question was asked in a community survey conducted in 2007 (Baharthah, T., 2007). There was a significant difference (0.05 level of significance) between the responses of the general community and the responses of Department of Fisheries’ stakeholders.

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was still a significant difference (0.05 level of significance) between the opinionated responses of the community and the stakeholders. The proportion of stakeholder respondents with a ‘poor’ opinion was greater than that of the general community (Figure 3).

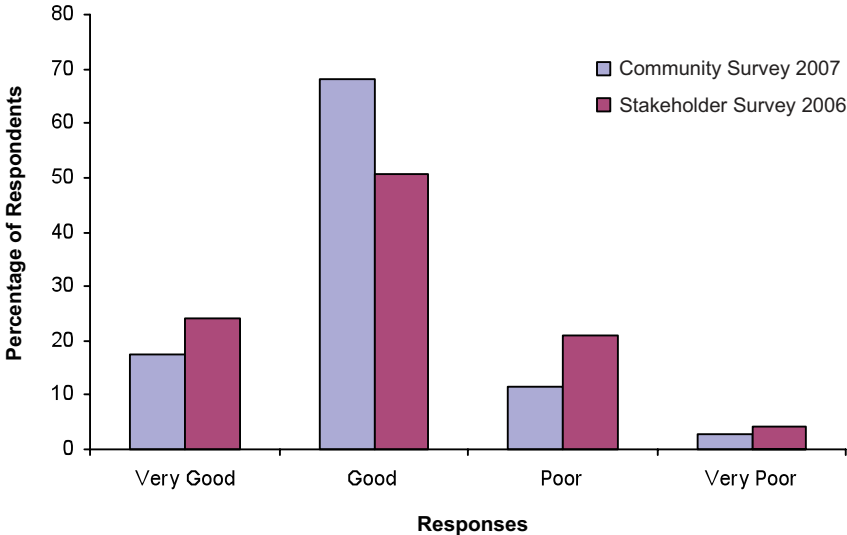


Figure 3 Opinions on the management of recreational fisheries from the 2007 Community Survey and the 2006 Stakeholder Survey.

There was a significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 concerning the management of recreational fisheries (Figure 4). This was due to an increase in the proportion of ‘very good’ responses.

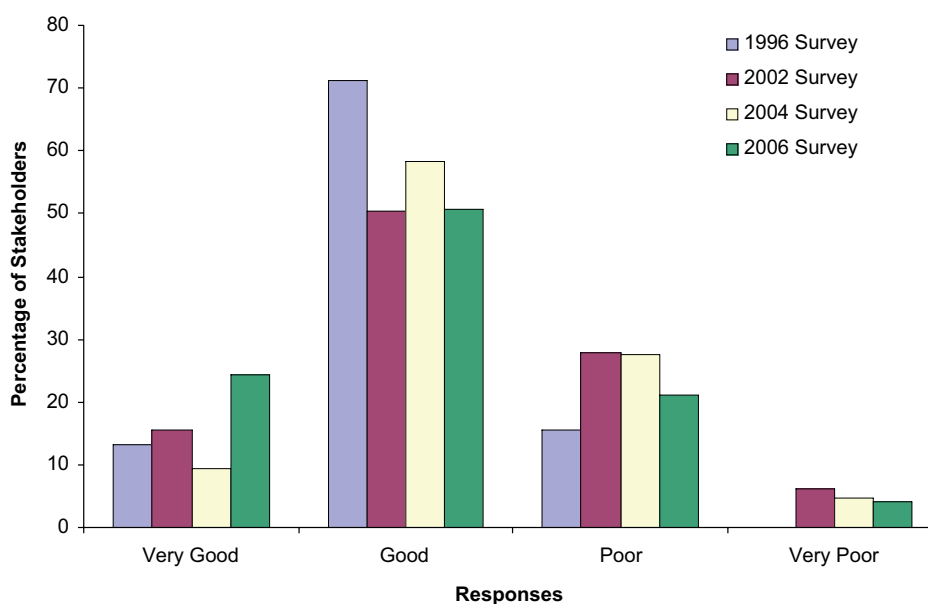


Figure 4 Opinions on the management of recreational fisheries from the 1996, 2002, 2004 and 2006 Stakeholder Surveys.

3.4 Fish and Fish Habitat Protection

Question 3a

In question 3a, all respondents were asked: “How would you rate the Department of Fisheries in their conservation and protection of the fish habitat?”

Most respondents (71 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their conservation and protection of fish habitat, while 22 per cent gave a ‘poor’ or ‘very poor’ rating (Table 3). The responses from fish habitat stakeholders concerning the conservation and protection of fish and fish habitats were significantly different (0.05 level of significance) to the responses from the other stakeholders. Fish habitat stakeholders had a higher proportion of ‘poor’ responses than other stakeholders concerning conservation and protection of fish and fish habitat.

Table 3 Conservation and protection of fish habitat.

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	3	2.2	2.3
Poor	27	19.7	21.1
Good	61	44.5	47.7
Very Good	37	27.0	28.9
Neither	3	2.2	
Can't Say	6	4.4	
Total	137	100.0	100.0

The same question was asked in a Department of Fisheries Community Survey conducted in 2007 (Baharthah, T., 2007). There was no significant difference between the opinions of the general community and those of Department of Fisheries’ stakeholders (0.05 level of significance) (Figure 5).

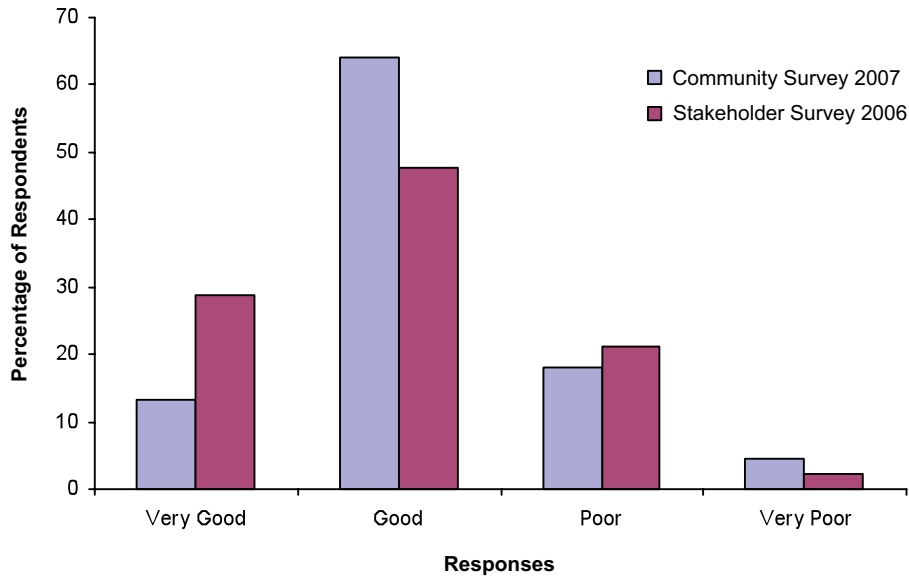


Figure 5 Opinions on the management and protection of fish habitat from the 2007 Community Survey and the 2006 Stakeholder Survey.

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 concerning the conservation and protection of fish and fish habitat (Figure 6) though there appears to be a slight decrease in the proportion of ‘good’ responses and a corresponding increase in the proportion of ‘very good’ responses.

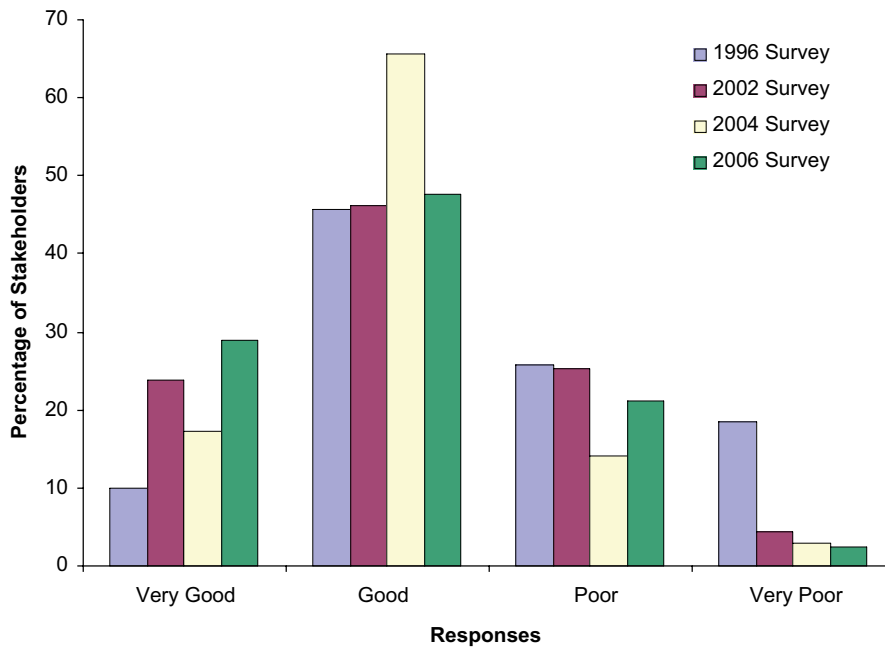


Figure 6 Opinions on the management and protection of fish habitat from the 1996, 2002, 2004 and 2006 Stakeholder Surveys.

3.5 Aquaculture and Pearling

Question 4a

In question 4a, all respondents were asked: “How would you rate the Department of Fisheries in their management and development of aquaculture?”

About 47 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of aquaculture, while about 25 per cent gave a ‘poor’ or ‘very poor’ rating (Table 4). The responses from aquaculture stakeholders concerning the management and development of aquaculture were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 4 Aquaculture.

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	6	4.4	6.0
Poor	29	21.2	29.3
Good	48	35.0	48.5
Very Good	16	11.7	16.2
Neither	4	2.9	
Can't Say	34	24.8	
Total	137	100.0	100.0

Question 4b

In question 4a, all respondents were asked: “How would you rate the Department of Fisheries in their management and development of pearling?”

About 57 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of pearling, while about 9 per cent gave a ‘poor’ or ‘very poor’ rating (Table 5). The responses from pearling stakeholders concerning the management and development of pearling were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 5 Pearling.

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	5	3.6	5.5
Poor	8	5.8	8.8
Good	38	27.8	41.7
Very Good	40	29.2	44.0
Neither	2	1.5	
Can't Say	44	32.1	
Total	137	100.0	100.0

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of stakeholders to the management and development of aquaculture and the responses

regarding the management and development of pearling. The proportion of stakeholders that gave the Department of Fisheries a ‘very good’ rating for pearling was significantly higher than for aquaculture, accompanied by aquaculture receiving a greater proportion of ‘poor’ responses.

Combined Pearling and Aquaculture

The ratings for pearling and aquaculture were combined for comparisons with previous surveys.

A similar question was asked in a community survey conducted in 2007 (Baharthah, T., 2007). There was a significant difference between the responses of the general community and the responses of Department of Fisheries’ stakeholders due to differences in ‘neither’ and ‘can’t say’ responses.

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored, there was no significant difference (0.05 level of significance) between the opinionated responses of the community and the stakeholders (Figure 7).

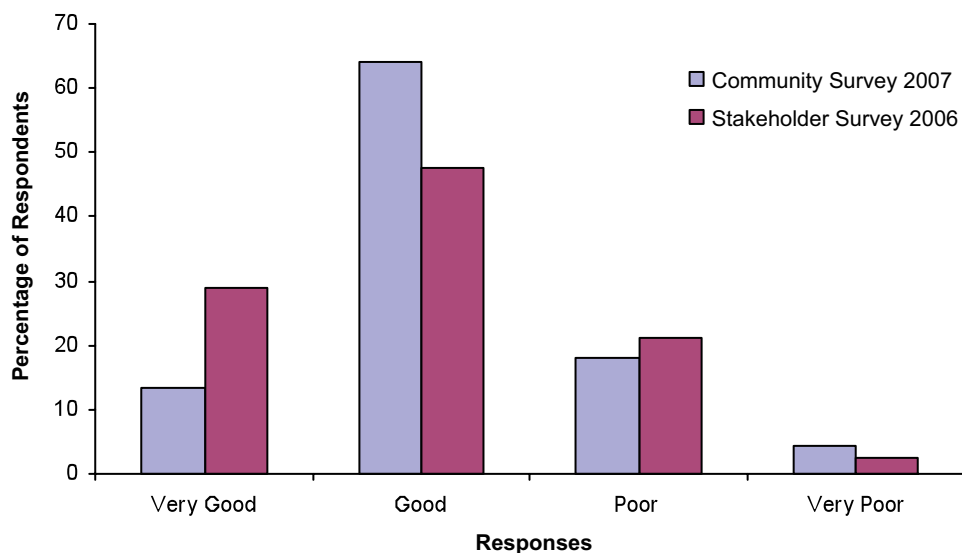


Figure 7 Opinions on the management of aquaculture and pearling from the 2007 Community Survey and the 2006 Stakeholder Survey.

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 (Baharthah, T., 2005) concerning the management and development of aquaculture and pearling.

If the numbers of ‘neither’ and ‘can’t say’ responses were ignored there was no significant difference (0.05 level of significance) between the opinionated responses in 2004 and in 2006 (Figure 8).

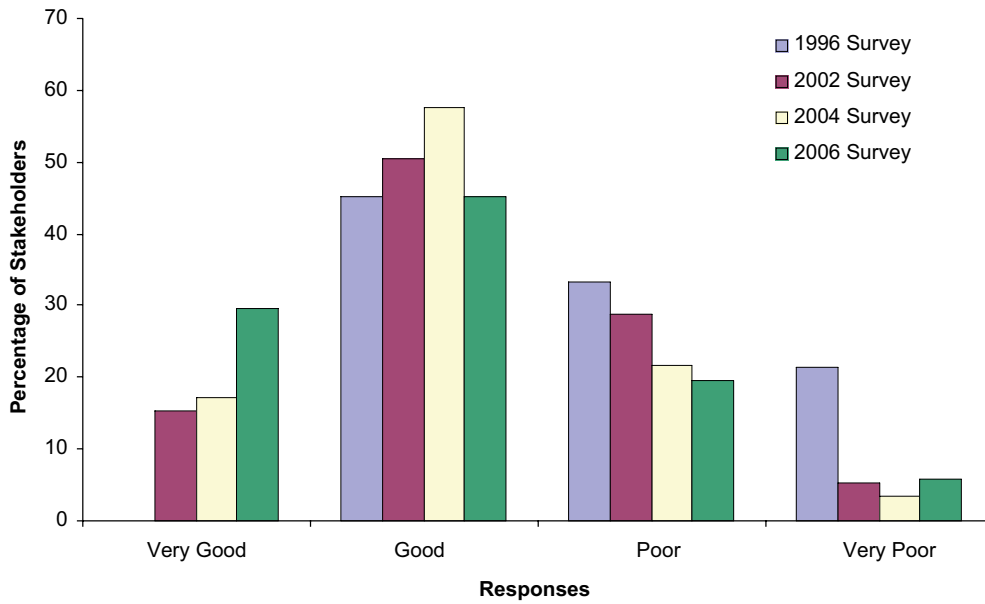


Figure 8 Opinions on the management of aquaculture and pearling from the 1996, 2002, 2004 and 2006 Stakeholder Surveys.

3.6 Comparison of Responses for the Commercial, Recreational, Aquaculture and Pearling, and Fish and Fish Habitat Protection Sectors

There was no significant difference between the responses for the commercial, recreational and fish and fish habitat sectors.

The proportion of ‘can’t say’ responses was significantly higher for aquaculture and pearling when compared to the responses for fish and fish habitat protection, commercial fisheries and recreational fisheries (Figure 9).

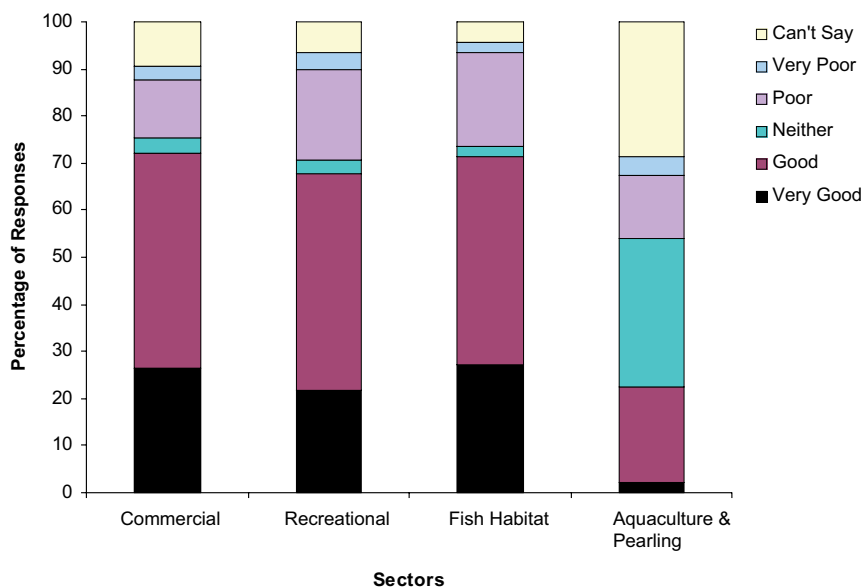


Figure 9 Comparison of responses for the four sectors.

3.7 Allocation of Resources

Question 5

Question 5 was preceded by the statement: “The Department of Fisheries is responsible for recreational fishing, commercial fishing, aquaculture and protecting the fish habitat.” Respondents were then asked: “In your opinion, do you think the Department of Fisheries manages the share of fish resources fairly between these sectors?”

Half the respondents (43 per cent) thought that the Department of Fisheries allocates resources fairly between its sectors (Table 6). The same number (43 per cent) of respondents thought that the Department of Fisheries does not allocate resources fairly.

Table 6 Opinion on allocation of resources.

	Count	Per Cent
Yes	59	43.1
No	59	43.1
Can't Say	19	13.8
Total	137	100.0

The same question was asked in a community survey conducted in 2007 (Baharthah, T., 2007). There was a significant difference between the responses of the general community and the responses of Department of Fisheries’ stakeholders.

If the numbers of ‘can’t say’ responses were ignored, there was no significant difference (0.05 level of significance) between the responses of the community and the stakeholders (Figure 10).

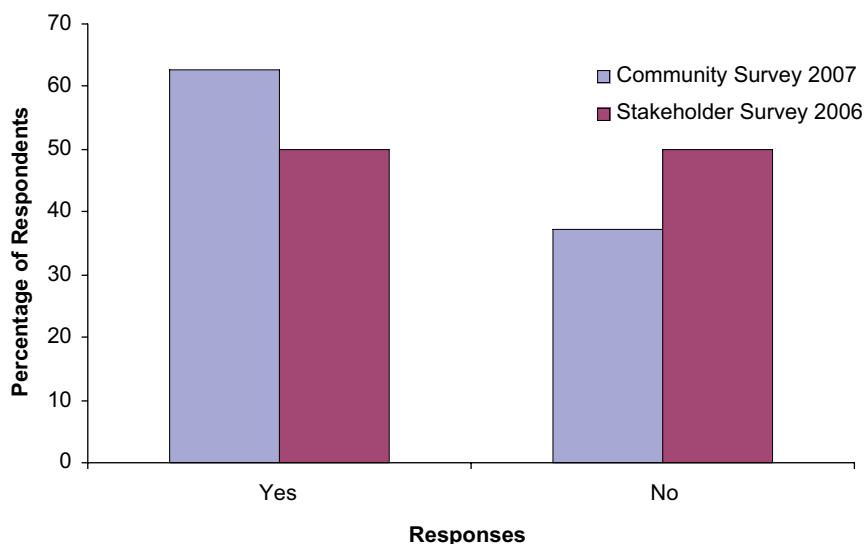


Figure 10 Opinions on the allocation of resources from the 2007 Community Survey and the 2006 Stakeholder Survey.

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 regarding allocation of resources (Figure 11).

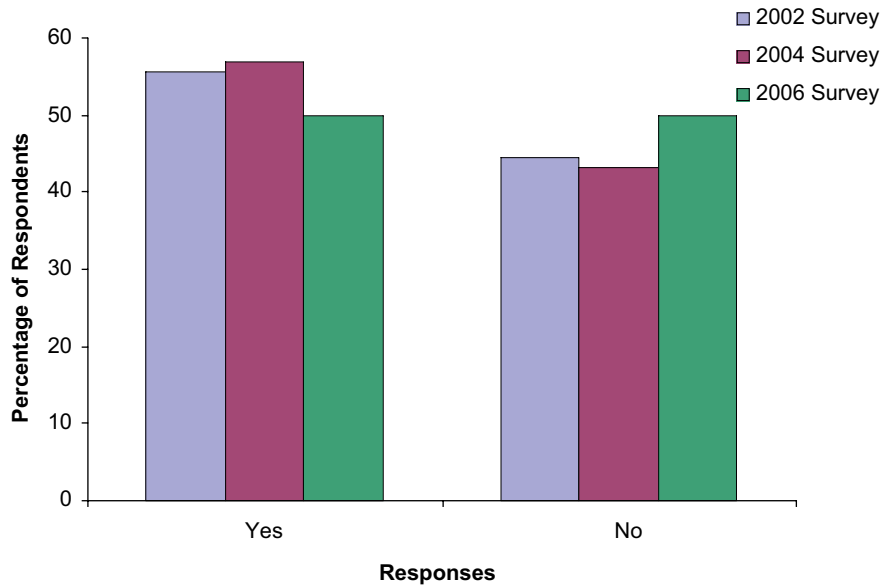


Figure 11 Opinions on the allocation of resources from the 2002, 2004 and 2006 Stakeholder Surveys.

There was no significant difference (0.05 level of significance) between the responses of commercial, aquaculture and recreational stakeholders regarding the allocation of resources. However, there was a significant difference (0.05 level of significance) between responses of fish habitat stakeholders. Most fish habitat stakeholders did not feel that the Department of Fisheries allocates resources fairly between the sectors (Figure 12).

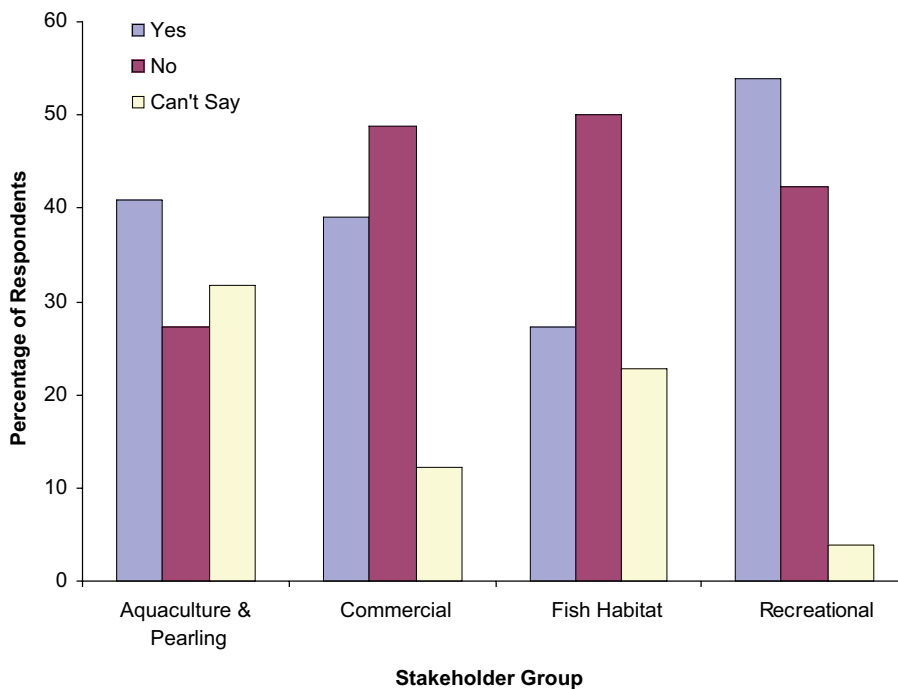


Figure 12 Opinion on the allocation of resources by stakeholder group.

3.8 Contact with the Department of Fisheries

Question 6a

In question 6a, all respondents were asked: “How many times have you contacted the Department of Fisheries over the last 12 months?”

Around 96 per cent of respondents had contacted the Department of Fisheries over the last 12 months as a stakeholder (this did not include private contacts).

Over half of the respondents contacted the Department of Fisheries between one and twenty times over the last year (Figure 13). The median number of contacts made by stakeholders was twelve.

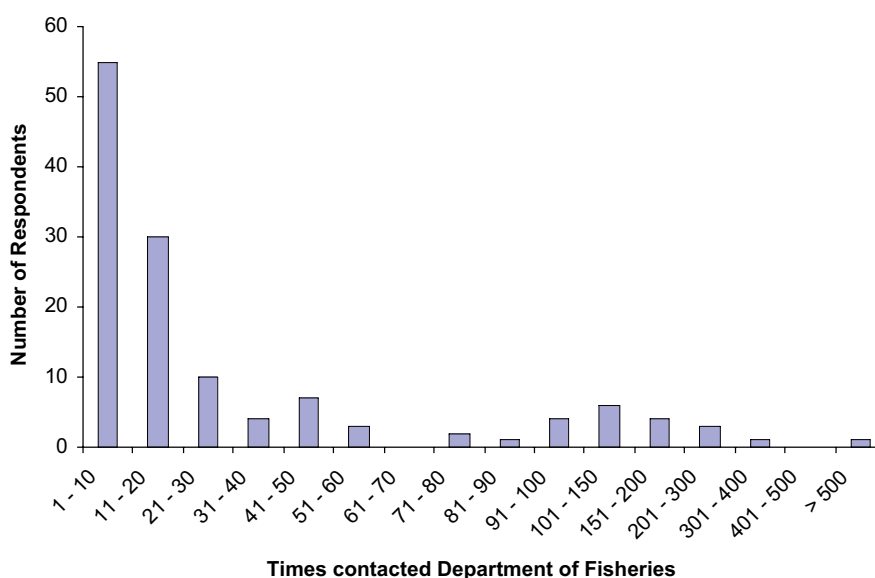


Figure 13 Contact with Department of Fisheries.

Question 6b

In question 6b, respondents who had contacted the Department of Fisheries were asked: “If you consider the professionalism of staff, timeliness of response and the accuracy of the information, how satisfied were you with the level of service you received?”

The majority of respondents (83 per cent) that had contacted the Department of Fisheries were satisfied or very satisfied with the level of service they received (Table 7).

Table 7 Satisfaction with level of service.

	Count	Per Cent
Very Satisfied	72	55.8
Satisfied	35	27.1
Dissatisfied	12	9.3
Very Dissatisfied	9	7.0
Neither	0	0
Can't Say	1	0.8
Total	129	100.0

A similar question was asked of the general community in 2007 (Baharthah, T., 2007).

There was a significant difference (0.05 level of significance) between the satisfaction of the stakeholders and the general community concerning the level of service they received from the Department of Fisheries (Figure 14). The proportion of the community with a ‘satisfied’ response was higher than the proportion of stakeholder responses and the proportion of stakeholders with a ‘very satisfied’ response was higher than the proportion of community responses.

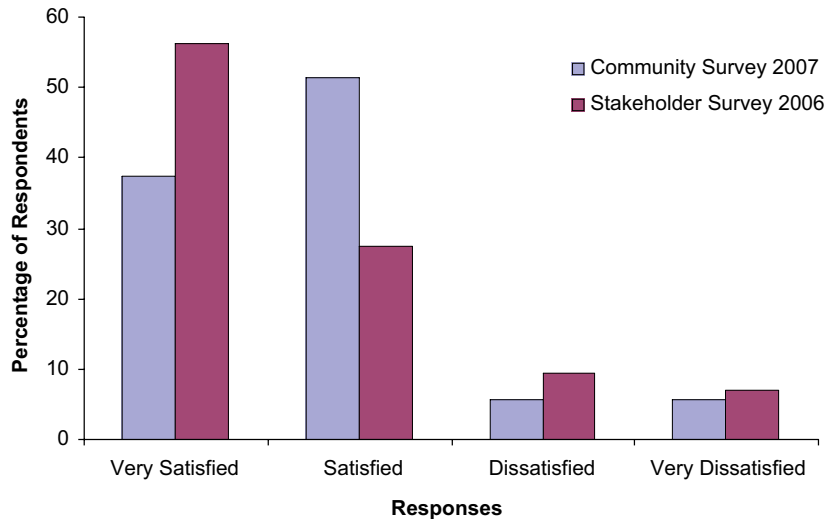


Figure 14 Opinions on the level of service from the 2007 Community Survey and the 2006 Stakeholder Survey.

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 (Baharthah, T., 2005) concerning the level of service received (Figure 15). This was due to a significant increase in the number of ‘very satisfied’ responses.

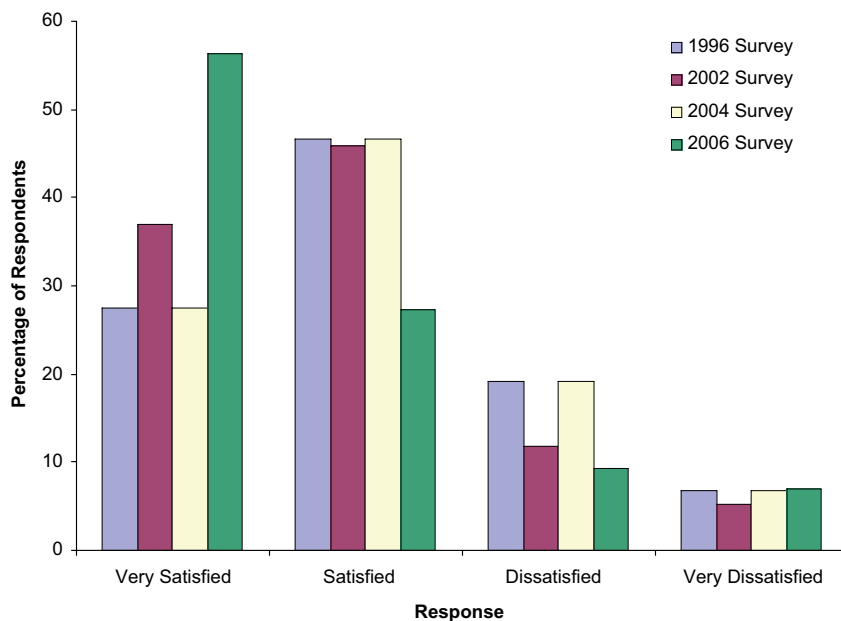


Figure 15 Opinions on the level of service from the 1996, 2002, 2004 and 2006 stakeholder surveys.

3.9 Access to information

Question 7a

In question 7a, all respondents were asked: “How would you rate the ease to which you can access information from the Department of Fisheries?”

Around 87 per cent of respondents rated the ease of access to information as ‘good’ or ‘very good’ (Table 8).

Table 8 Satisfaction with access to information.

	Count	Per Cent
Very Poor	2	1.5
Poor	12	9.1
Good	50	37.9
Very Good	65	49.2
Neither	1	0.8
Can't Say	2	1.5
Total	132	100.0

3.10 Level of Involvement

Question 8a

In question 8a, all respondents were asked: “How satisfied are you with the level of involvement of your stakeholder group in decision making processes?”

Around 67 per cent of respondents were satisfied or very satisfied with the level of involvement of their stakeholder group in decision making processes (Table 9).

Table 9 Satisfaction with level of involvement.

	Count	Per Cent
Very Satisfied	31	23.0
Satisfied	60	44.4
Dissatisfied	21	15.5
Very Dissatisfied	12	8.9
Neither	4	3.0
Can't Say	7	5.2
Total	135	100.0

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2006 to those interviewed in 2004 regarding their involvement in decision making processes (Figure 16).

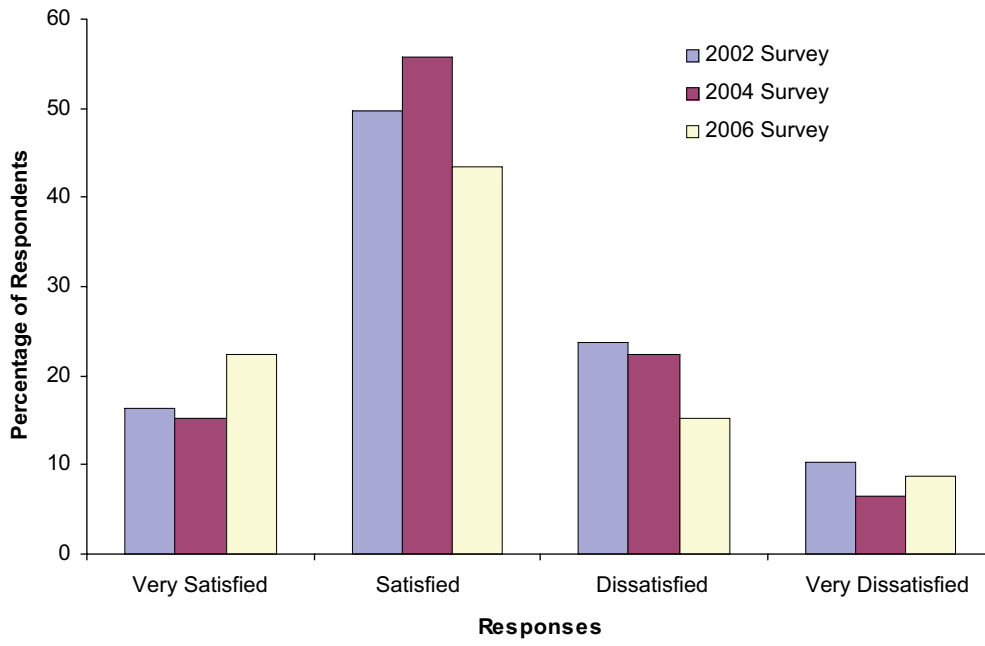


Figure 16 Opinion on the level of involvement from 2002, 2004 and 2006 stakeholder surveys.

4.0 REFERENCES

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5.0 ACKNOWLEDGEMENTS

The author thanks the survey interviewers: Iris Bennett and Susanne Wakeling; and Gabbriella Mitsopoulos for the data entry.

Appendix A: Survey Questionnaire Form

Department of Fisheries Stakeholder Satisfaction Survey August 2006

Good (.....) my name is (.....) from the Department of Fisheries, Research Division.

As a member of _____ I would like to ask you a few questions.

Q1 How would you rate the Department of Fisheries in their management of **commercial fisheries** ?

Very Poor	1
Poor	2
Good	3
Very Good	4
NEITHER	5
CAN'T SAY	9

Q2 How would you rate the Department of Fisheries in their management of **recreational fisheries** ?

Very Poor	1
Poor	2
Good	3
Very Good	4
NEITHER	5
CAN'T SAY	9

Q3 How would you rate the Department of Fisheries in their conservation and protection of the **fish habitat** ?

Very Poor	1
Poor	2
Good	3
Very Good	4
NEITHER	5
CAN'T SAY	9

Q4a How would you rate the Department of Fisheries in their management and development of **aquaculture** ?

Very Poor	1
Poor	2
Good	3
Very Good	4
NEITHER	5
CAN'T SAY	9

Q4b How would you rate the Department of Fisheries in their management and development of **pearling** ?

Very Poor	1
Poor	2
Good	3
Very Good	4
NEITHER	5
CAN'T SAY	9

Q5 The Department of Fisheries is responsible for recreational fishing, commercial fishing, aquaculture and protecting the fish habitat. In your opinion, do you think the Department of Fisheries manages the **share of fish resources** fairly between these sectors?

- YES 1
- NO 2
- CAN'T SAY 9

Q6a How many times have you contacted the Department of Fisheries over the last 12 months?

[SKIP Q6b IF 6a IS ZERO]

Q6b If you consider the professionalism of staff, timeliness of response and the accuracy of the information, how satisfied were you with the level of service you received?

- Very Satisfied 1
- Satisfied 2
- Dissatisfied 3
- Very Dissatisfied 4
- NEITHER 5
- CAN'T SAY 9

Q7a How would you rate the ease to which you can access information from the Department of Fisheries?

- Very Poor 1
- Poor 2
- Good 3
- Very Good 4
- NEITHER 5
- CAN'T SAY 9

Q7b Why do you say that?

Q8a How satisfied are you with the level of involvement of your stakeholder group in decision making processes?

[THIS INCLUDES – THE CONSULTATION PROCESS, HAVING YOUR SUGGESTIONS/OPINIONS HEARD AND CONSIDERED, FORMAL (THROUGH ADVISORY COMMITTEES) AND INFORMAL (TELEPHONE CALLS, LETTERS) COMMUNICATIONS]

- Very Satisfied 1
- Satisfied 2
- Dissatisfied 3
- Very Dissatisfied 4
- NEITHER 5
- CAN'T SAY 9

Q8b What suggestions would you give to the Department of Fisheries to improve the level of your involvement?

[THIS COULD INCLUDE – MORE INFORMATION FROM FISHERIES, MORE MEETINGS, FASTER RESPONSES TO LETTERS]

Thank you for your time!

Appendix B: Survey Answer Form

Department of Fisheries

Stakeholder Survey

August 2006

Sample No

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Day/ Mth	Time	Result	Appointments / Other	Response Report	
/				Fully Responded	1
/				Full Refusal	2
/				Part Refusal	3
/				Full non-contact	4
/				Part non-contact	5
/				Number disconnected	6
/				Business number	7
/				OTHER _____	

Q1 Commercial

1	2	3	4	5	9
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Q2 Recreational

1	2	3	4	5	9
---	---	---	---	---	---

Q3 Fish & Fish Habitat

1	2	3	4	5	9
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Q4a Aquaculture

1	2	3	4	5	9
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Q4b Pearling

1	2	3	4	5	9
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Q5 Share of Resources

1	2	9
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Q6a Contact

Q6b Level of service

1	2	3	4	5	9
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Q7a Access to information

1	2	3	4	5	9
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Q7b _____

Q8a Decision Making

1	2	3	4	5	9
---	---	---	---	---	---

Q8b _____
