

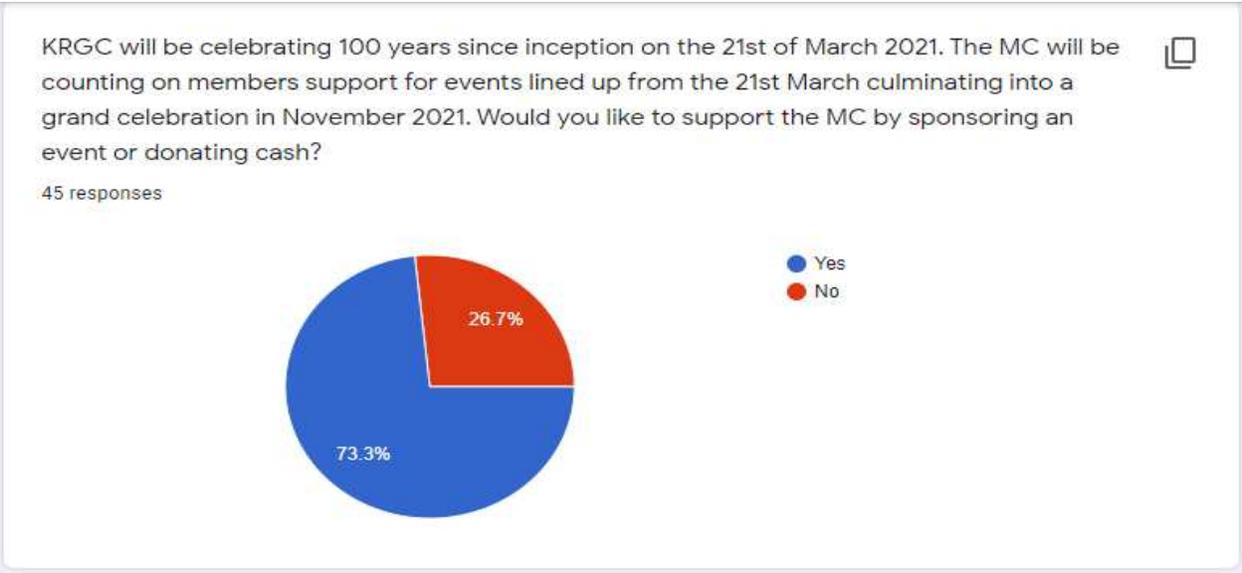
KENYA RAILWAY GOLF CLUB
ANNUAL GENERAL MEETING SURVEY
HELD ON 6TH MARCH – 7TH MARCH 2021

RESPONDENTS: We had a total of 58No. Active respondents, not all questions were answered by the 58No. Respondents. The same has been indicated on the individual pie charts on the number of persons that answered the questions.

ANALYSIS:

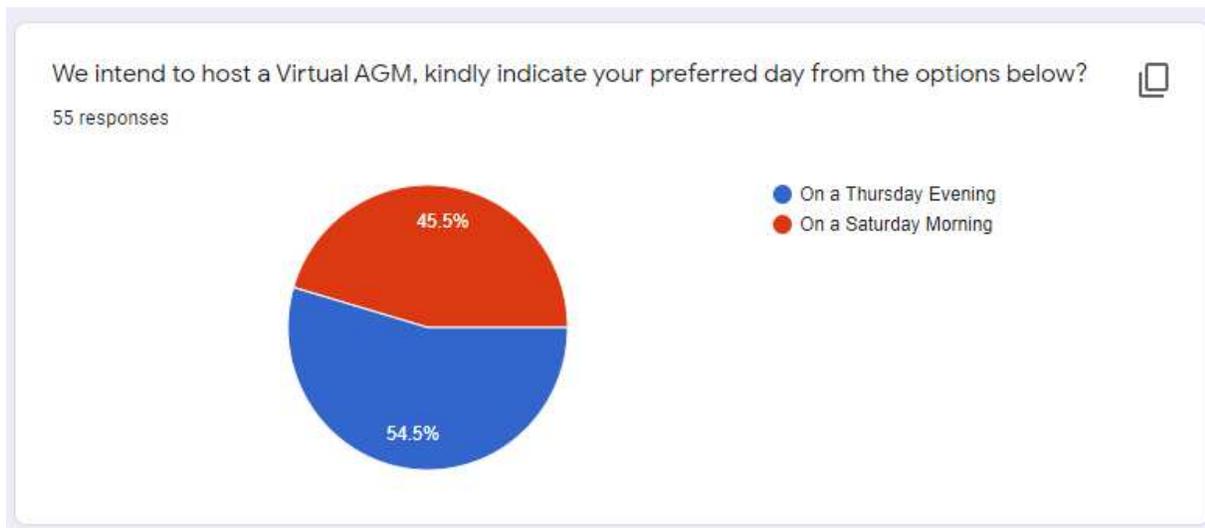
Question No.1:

Majority of the members (73.3%) would like to contribute to the 100years celebration. Therefore the Management Committee through the Centenary Committee should look for ways in which to involve its membership between now and the November 2021 date. Members want to feel part of the process.



Question No. 2:

Out of 55 respondents, 54.5% would prefer the Virtual AGM on a Thursday evening. This may be construed to mean that the Members would like the AGM on a weekday evening or would like to follow the provisions in the constitution i.e. Last Thursday on the Month of March or would like their weekends free to do other business i.e. play golf or their own errands. Therefore the Management Committee should take this into consideration when choosing a date for the AGM.



Question No. 3: Out of the 57 respondents,

- 43.9% stated that the MC seek an extension to April 2022, 33.3% stated that the Management Committee individually seek a new term in office and 21.1% stated that MC extend their mandate to September 2021.
- The results were inconclusive as they do not meet a threshold of 50% and above for a decisive way forward with regards to the options of the AGM, therefore the various resolutions can be tabled at the AGM for members to vote on the same.

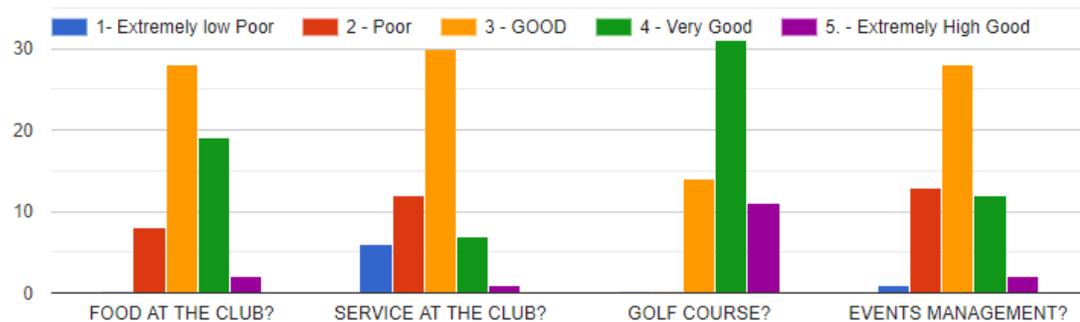


Question No. 4: In regards to the services doing well at the club,

- Food at the Club:** Majority of the members find the food to very good or better (21No.) and only 8No. persons find it poor. Therefore, the MC need to collect the views from its membership on the areas of improvement. This can be done by the use of the suggestion box or email communication to the General manager.
- Service at the Club:** this the lowest performing of all the service at the club; 18No. Respondents believe the service is Poor or extremely poor. This means members feel they do not get adequate service and also the particulars with regards to the service need to be collected and acted upon.
- Golf course:** this is the best performing service as 40No. Persons stated that the course is very good or extremely good. There was no one that scored the course a poor score or lower in this category. Therefore members appreciate the course and the work going on, therefore the same or better standards need to be maintained.

- d. **Event Management:** This service was deemed as average by the members with 14No. stating that this was either poor or worse than poor and 14No. Very good and better score. Therefore there is deemed to be room for improvement and a strategy for the same can be developed and implemented for future officials to borrow ideas from.

On a scale from 1 (extremely low regards) to 5 (extremely high regards), please rate your experience on the following items/service at the Kenya Railway Golf club: - By regard, we mean how positively or negatively you think or feel about the particular item. (If you have never heard of a particular brand, please leave that rating box blank.)



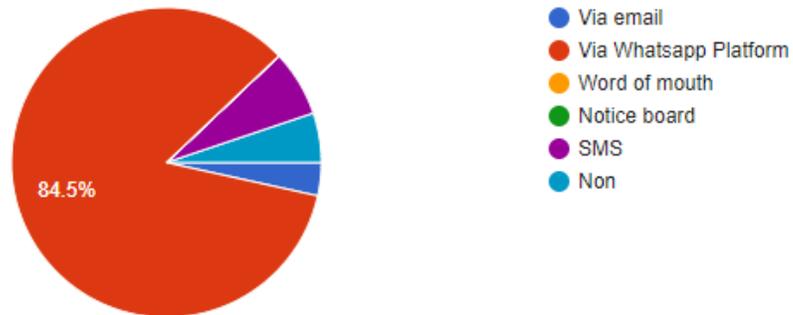
QUESTION 5:

Majority of the members (84.5%) stated that they receive communication from the MC via WhatsApp platform. 4No. persons stated they received information via SMS and 2No. persons stated via email. The MC should look into getting a more current email register to send out official communication especially for those that have attachments. This will enable more robust communication channel between Management Committee, management staff and its membership.

How do you get communicate from the Management Committee?



58 responses



Question Number 6:

Members have a sense of pride with regards to KRGC and where it is headed as a club. They are willing to recommend to friend, meaning they approve of the club in general and the current status quo.

No one indicated that they wouldn't recommend KRGC to their friend.

Would you recommend your friends to join Kenya Railway Golf Club?

58 responses

