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Government of Western Australia



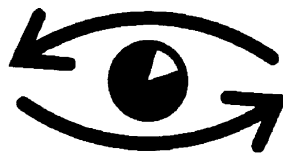
# **FISHERIES**

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## **OCCASIONAL PAPER**

### **DEPARTMENT OF FISHERIES STAKEHOLDER SURVEY 2002**

**By Tara Baharthah and Neil R. Sumner**



**C U S T O M E R  
F O C U S**  
WESTERN AUSTRALIA

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Department of Fisheries  
Stakeholder Survey 2002  
By Tara Baharthah and Neil R. Sumner

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## **CONTENTS**

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<b>ABSTRACT .....</b>	<b>4</b>
<b>1.0 INTRODUCTION .....</b>	<b>5</b>
<b>2.0 METHOD .....</b>	<b>5</b>
2.1 Survey Design .....	5
2.2 Statistical Analysis.....	5
2.3 Disclaimer .....	6
<b>3.0 RESULTS .....</b>	<b>7</b>
3.1 Response Rate.....	7
3.2 Commercial Fisheries .....	7
3.3 Recreational Fisheries.....	9
3.4 Fish and Fish Habitat Protection .....	11
3.5 Aquaculture and Pearling.....	13
3.6 Comparison of Responses for the Commercial, Recreational, Aquaculture and Pearling, and Fish and Fish Habitat Protection Sectors.....	15
3.7 Allocation of Resources .....	16
3.8 Contact with the Department of Fisheries .....	18
3.9 Level of Involvement .....	20
3.10 Usefulness of Products .....	21
<b>4.0 REFERENCES .....</b>	<b>24</b>
<b>5.0 ACKNOWLEDGEMENTS .....</b>	<b>25</b>
<b>6.0 APPENDICES.....</b>	<b>26</b>
Appendix A: Survey Questionnaire Form .....	26
Appendix B: Survey Answer Form .....	28

## **ABSTRACT**

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A telephone survey of Department of Fisheries' stakeholders was conducted in November 2002 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 the decision making process.

The sample comprised of 149 interviews - 40 representing the commercial fishing sector, 40 representing the recreational fishing sector, 40 representing fish and fish habitat protection, and 29 representing aquaculture and pearling.

In general, the stakeholders gave positive responses regarding the Department of Fisheries' management of the four sectors. Comments were recorded about the areas in which the Department was doing well and suggestions were given for improvements.

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

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

The usefulness of certain Department of Fisheries' products was also ascertained. Many were considered very useful, others only moderately so.

## 1.0 INTRODUCTION

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A telephone survey of Department of Fisheries' stakeholders was conducted in November 2002, 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 process.

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); and
- Assess the satisfaction of the level of service and the publications provided by the Department of Fisheries.

## 2.0 METHOD

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### 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:

- 40 commercial stakeholder interviews;
- 40 recreational stakeholder interviews;
- 40 fish and fish habitat protection stakeholder interviews;
- 29 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 authors have confidence in the results from the 2002 Community Survey, but any comparisons between this survey and the 1996 Stakeholder Survey should be interpreted with caution.

## 3.0 RESULTS

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### 3.1 Response Rate

The survey response rate was 90 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 1a

In question 1a, 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	6	4.0	4.7
Poor	14	9.4	11.0
Good	77	51.7	60.7
Very Good	30	20.1	23.6
Neither	9	6.1	
Can't Say	13	8.7	
<b>Total</b>	<b>149</b>	<b>100</b>	<b>100</b>

The same question was asked in a Department of Fisheries Community Survey conducted earlier this year (Baharthah, T. & Sumner, N. R., 2002). The general community had a significantly higher number of ‘neither’ and ‘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).

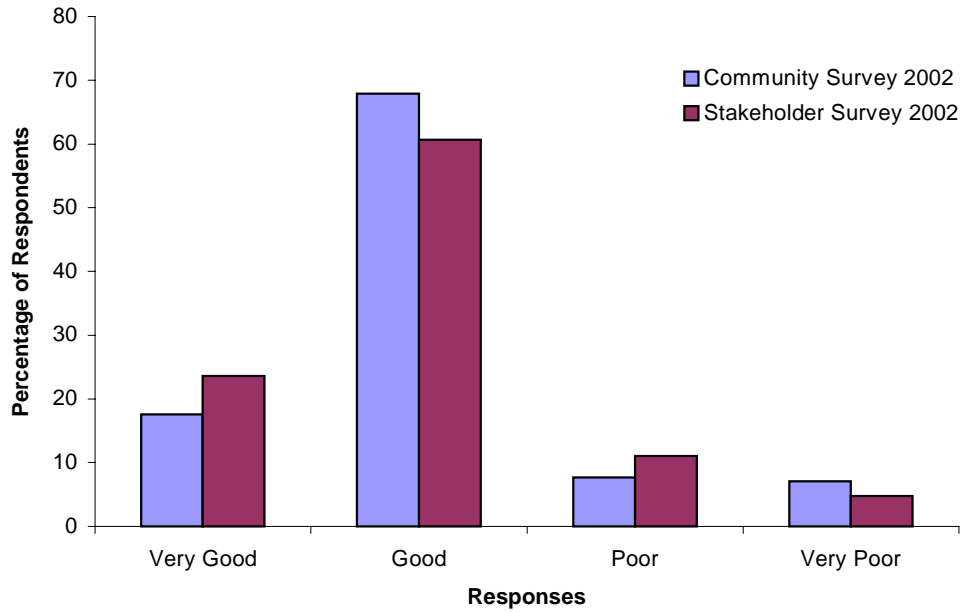


Figure 1: Opinions on the management of commercial fisheries from the 2002 Community Survey and the 2002 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2002 to those interviewed in 1996 (Reark Research, 1996) concerning the management of commercial fisheries (Figure 2).

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 in 1996 and in 2002.

The proportion of stakeholders that gave the Department of Fisheries a ‘poor’ rating decreased in 2002 in comparison to 1996.

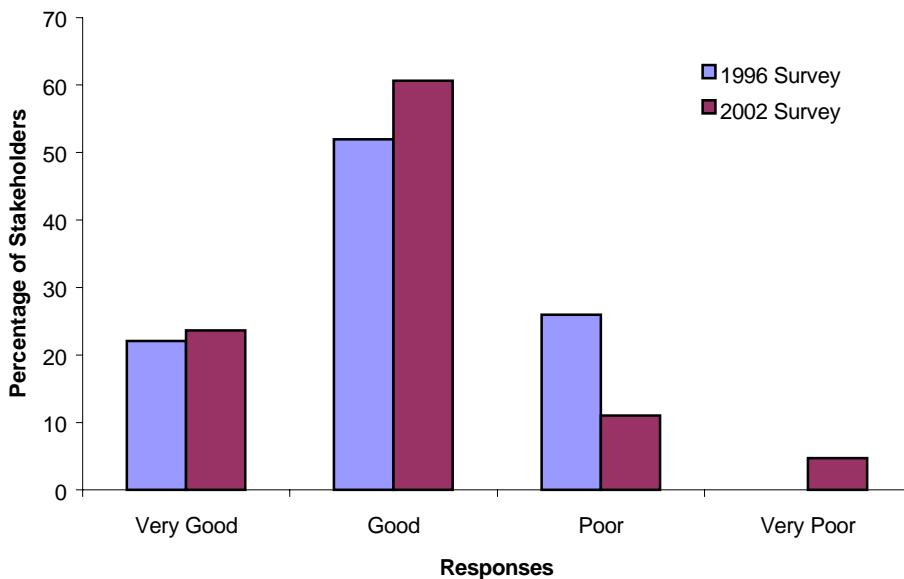


Figure 2: Opinions on the management of commercial fisheries from the 1996 and 2002 Stakeholder Surveys



### 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 (57 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management of recreational fisheries while 30 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	8	5.4	6.2
Poor	36	24.2	27.9
Good	65	43.6	50.4
Very Good	20	13.4	15.5
Neither	6	4.0	
Can't Say	14	9.4	
<b>Total</b>	<b>149</b>	<b>100</b>	<b>100</b>

The same question was asked in a community survey conducted earlier this year (Baharthah, T. & Sumner, N. R., 2002). 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 stakeholders with a ‘poor’ opinion was greater than that of the general community (Figure 3).

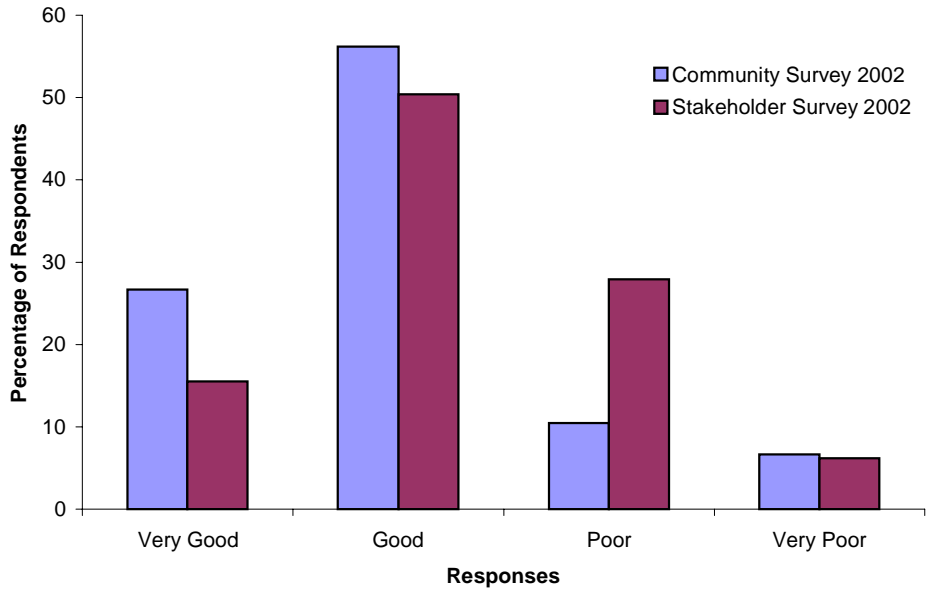


Figure 3: Opinions on the management of recreational fisheries from the 2002 Community Survey and the 2002 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2002 to those interviewed in 1996 (Reark Research, 1996) concerning the management of recreational fisheries.

When 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 in 1996 and in 2002.

The proportion of stakeholders that gave the Department of Fisheries a ‘poor’ or ‘very poor’ rating has increased, accompanied by a corresponding decrease in the proportion of stakeholders that gave the Department a ‘good’ rating (Figure 4).

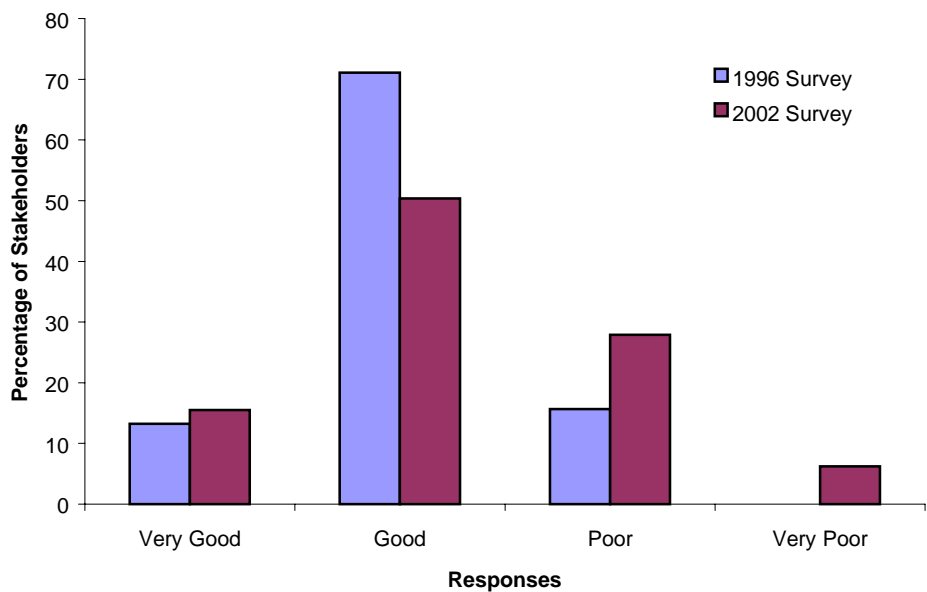


Figure 4: Opinions on the management of recreational fisheries from the 1996 and 2002 Stakeholder Surveys

### 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 (63 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their conservation and protection of fish habitat, while 27 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 not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 3: Conservation and protection of fish habitat

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	6	4.0	4.5
Poor	34	22.8	25.3
Good	62	41.6	46.3
Very Good	32	21.5	23.9
Neither	8	5.4	
Can't Say	7	4.7	
<b>Total</b>	<b>149</b>	<b>100</b>	<b>100</b>

The same question was asked in a community survey conducted earlier this year (Baharthah, T. & Sumner, N. R., 2002). There was no significant difference between the opinions of the general community and those of Department of Fisheries’ stakeholders (Figure 5).

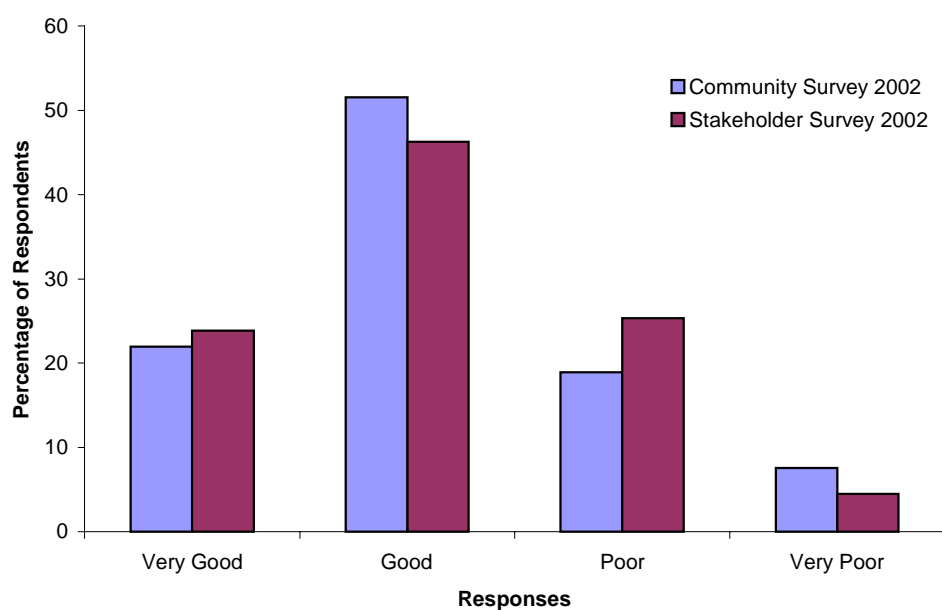


Figure 5: Opinions on the management and protection of fish habitat from the 2002 Community Survey and the 2002 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2002 to those interviewed in 1996 (Reark Research, 1996) concerning the conservation and protection of fish habitat.

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 in 1996 and in 2002.

The proportion of stakeholders that gave the Department of Fisheries a ‘very poor’ rating has decreased, accompanied by a corresponding increase in the proportion of stakeholders that gave the Department a ‘very good’ rating (Figure 6).

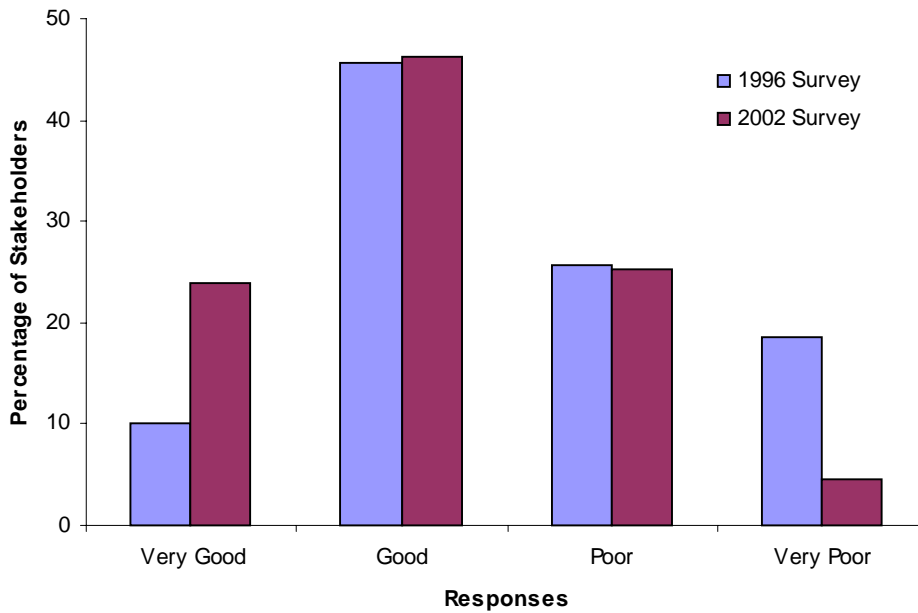


Figure 6: Opinions on the management and protection of fish habitat from the 1996 and 2002 Stakeholder Surveys

### 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 and pearling?”

About 49 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of aquaculture and pearling, while about 26 per cent gave a ‘poor’ or ‘very poor’ rating (Table 4). The responses from aquaculture and pearling stakeholders concerning the management and development of aquaculture and pearling were not significantly different (0.05 level of significance) to the responses from the other stakeholders.

Table 4: Aquaculture and pearling

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	6	4.0	5.4
Poor	32	21.5	28.8
Good	56	37.6	50.5
Very Good	17	11.4	15.3
Neither	11	7.4	
Can't Say	27	18.1	
<b>Total</b>	<b>149</b>	<b>100</b>	<b>100</b>

The same question was asked in a community survey conducted earlier this year (Baharthah, T. & Sumner, N. R., 2002). There was a significant difference 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 stakeholders with a ‘poor’ opinion was greater than that of the general community (Figure 7).

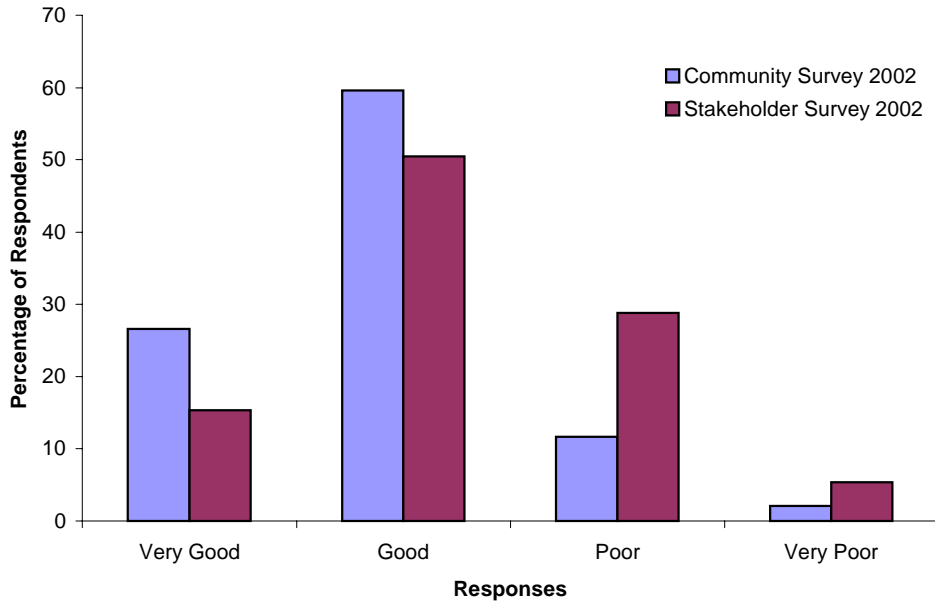


Figure 7: Opinions on the management of aquaculture and pearling from the 2002 Community Survey and the 2002 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2002 to those interviewed in 1996 (Reark Research, 1996) concerning the management and development of aquaculture and pearling.

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 in 1996 and in 2002.

The proportion of stakeholders that gave the Department of Fisheries a ‘very poor’ rating has decreased, accompanied by a corresponding increase in the proportion that gave the Department a ‘very good’ rating (Figure 8).

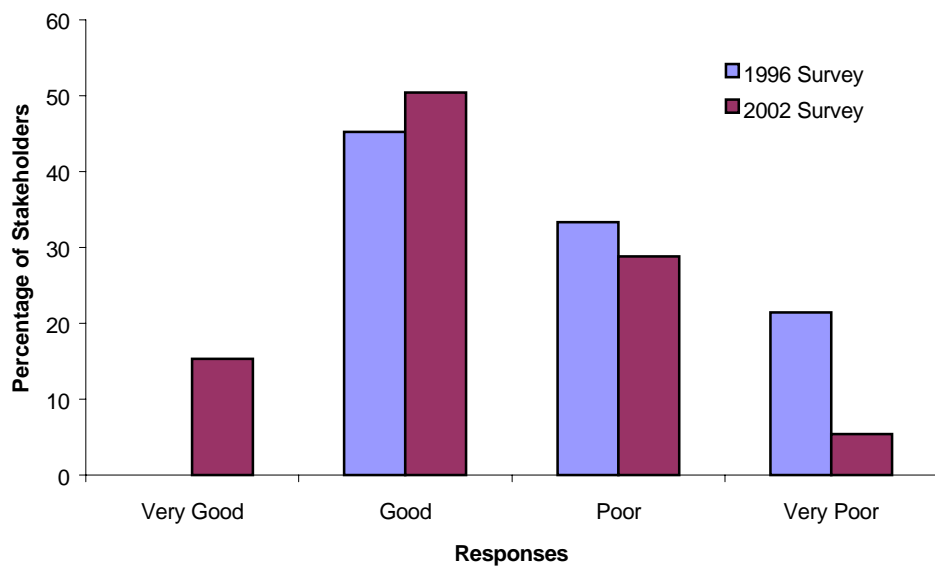


Figure 8: Opinions on the management of aquaculture and pearling from the 1996 and 2002 Stakeholder Surveys

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

Commercial fisheries had a significantly lower proportion of ‘poor’ responses than the other three sectors. However, the commercial sector also had a higher proportion of ‘very good’ responses than the recreational sector, and a different proportion of ‘can’t say’ responses to fish and fish habitat protection and aquaculture and pearling.

The responses for recreational fisheries were not significantly different from the responses for fish and fish habitat protection and aquaculture and pearling (Figure 9).

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. Fish and fish habitat protection also had a significantly higher proportion of ‘very good’ responses when compared to aquaculture and pearling.

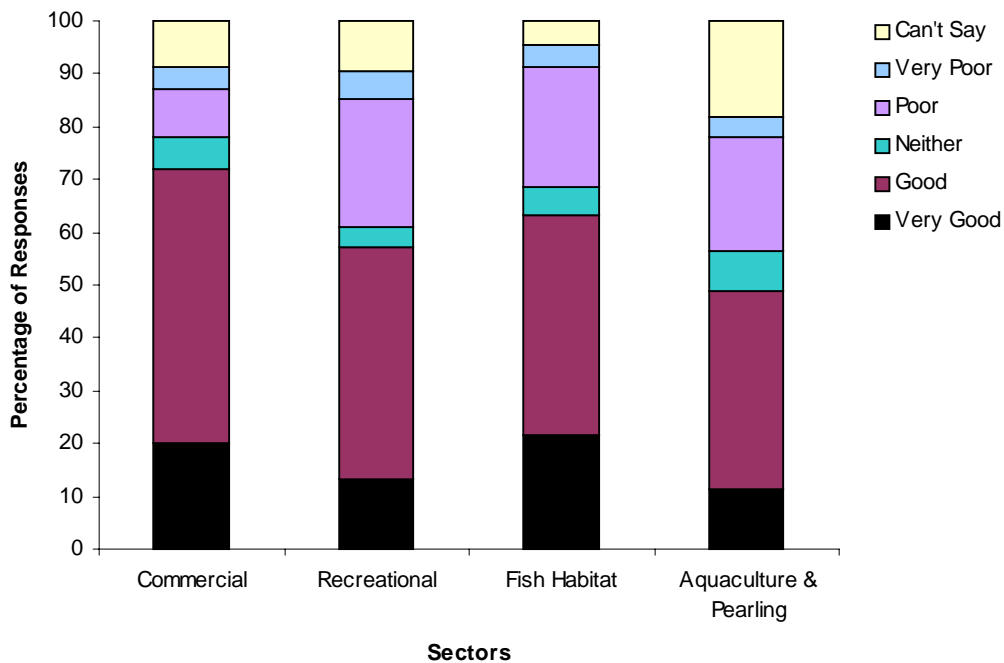


Figure 9: Comparison of responses for the four sectors

### 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 (50 per cent) thought that the Department of Fisheries allocates resources fairly between its sectors (Table 5). Around 40 per cent of respondents thought that the Department of Fisheries does not allocate resources fairly.

Table 5: Opinion on allocation of resources

	Count	Per Cent
Yes	75	50.3
No	60	40.3
Can't Say	14	9.4
<b>Total</b>	<b>149</b>	<b>100</b>

The same question was asked in a community survey conducted earlier this year (Baharthah, T. & Sumner, N. R., 2002). 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 still a significant difference (0.05 level of significance) between the responses of the community and the stakeholders. The proportion of stakeholders with a ‘no’ response was significantly higher than the proportion of community responses (Figure 10).

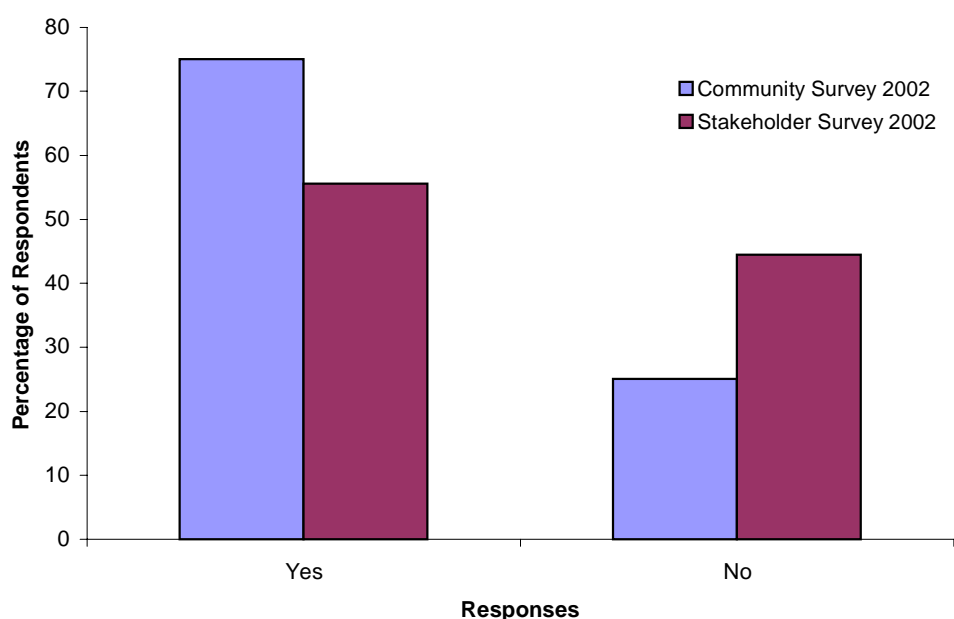


Figure 10: Opinions on the allocation of resources from the 2002 Community Survey and the 2002 Stakeholder Survey



There was a significant difference (0.05 level of significance) between the responses of commercial and fish habitat stakeholders to the rest of the stakeholders. In general, commercial stakeholders were more likely to say that there is a fair allocation of resources while fish habitat stakeholders were more likely to say that there is not a fair allocation of resources. Recreational stakeholders were divided on the issue (Figure 11).

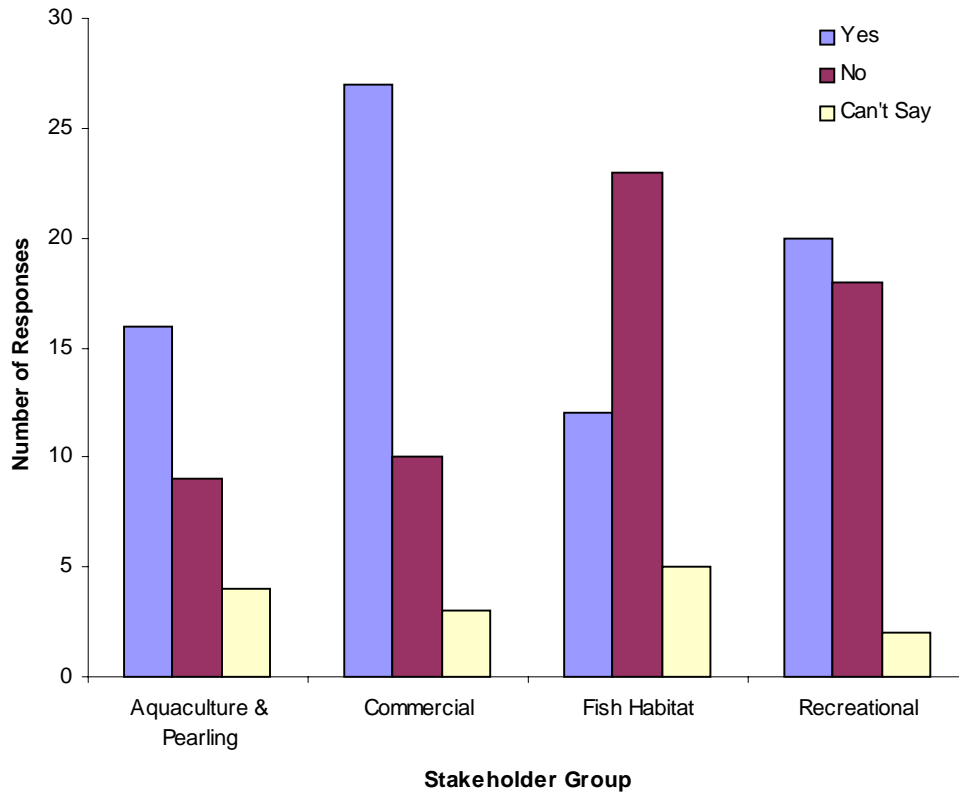


Figure 11: Opinion on the allocation of resources by stakeholder group

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

Around half of the respondents contacted the Department of Fisheries between one and ten times over the last year (Figure 12). The median number of contacts made by stakeholders was twelve.

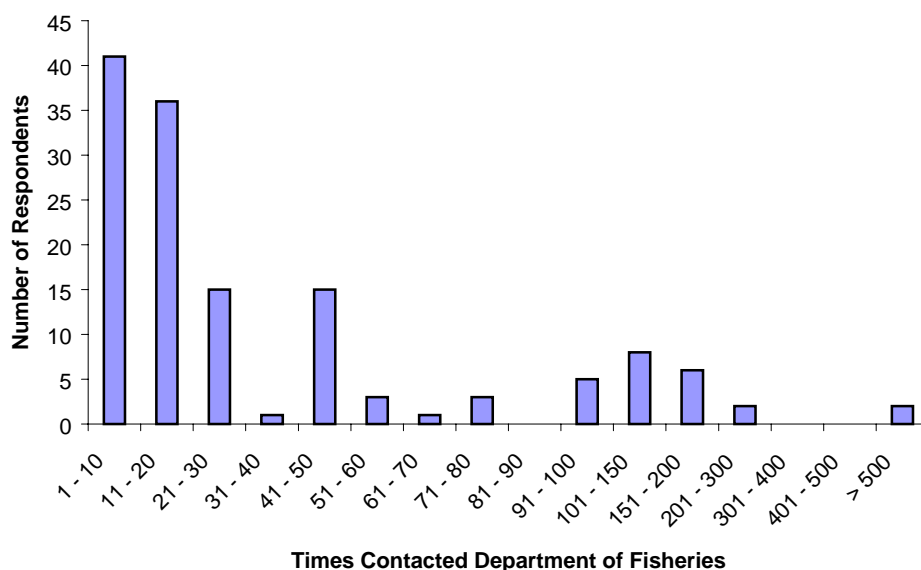


Figure 12: Contact with Department of Fisheries

**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 (81 per cent) that had contacted the Department of Fisheries were satisfied or very satisfied with the level of service they received (Table 6).

Table 6: Satisfaction with level of service

	Count	Per Cent
Very Satisfied	50	36.2
Satisfied	62	44.9
Dissatisfied	16	11.6
Very Dissatisfied	7	5.1
Neither	2	1.5
Can't Say	1	0.7
<b>Total</b>	<b>138</b>	<b>100</b>

A similar question was asked of the general community in the Department of Fisheries Community Survey 2002, conducted earlier this year (Baharthah, T. & Sumner, N. R., 2002). There was no 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 13).

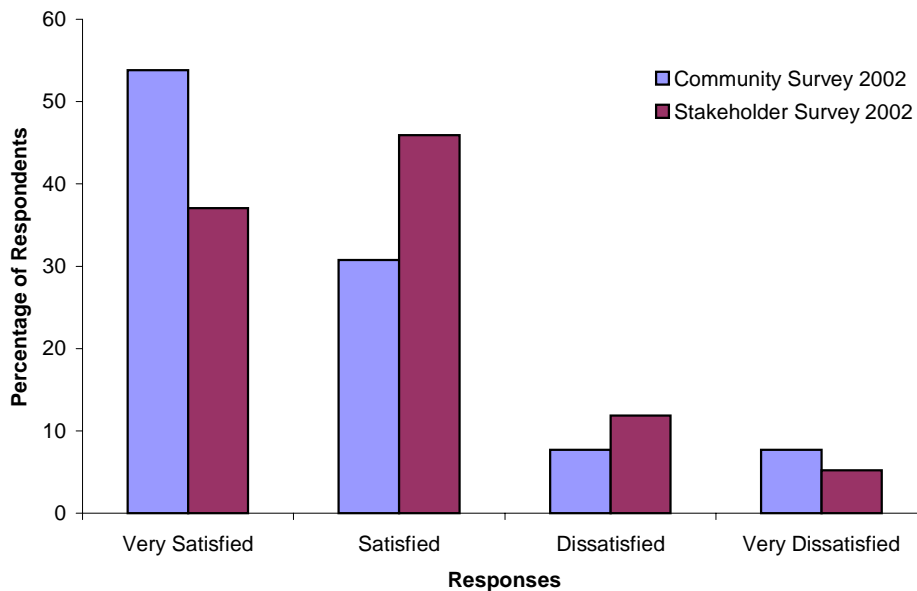


Figure 13: Opinions on the level of service from the 2002 Community Survey and the 2002 Stakeholder Survey

### 3.9 Level of Involvement

#### Question 7a

In question 7a, all respondents were asked: “How satisfied are you with the level of involvement of your stakeholder group in the decision-making process?”

Around 66 per cent of respondents were satisfied or very satisfied with the level of involvement of their stakeholder group in the decision-making process (Table 7).

Table 7: Satisfaction with level of involvement

	Count	Per Cent
Very Satisfied	24	16.2
Satisfied	73	49.3
Dissatisfied	35	23.6
Very Dissatisfied	12	8.1
Neither	2	1.4
Can't Say	2	1.4
<b>Total</b>	<b>148</b>	<b>100</b>

There was no significant difference (0.05 level of significance) between the responses of the four stakeholder groups (Figure 14).

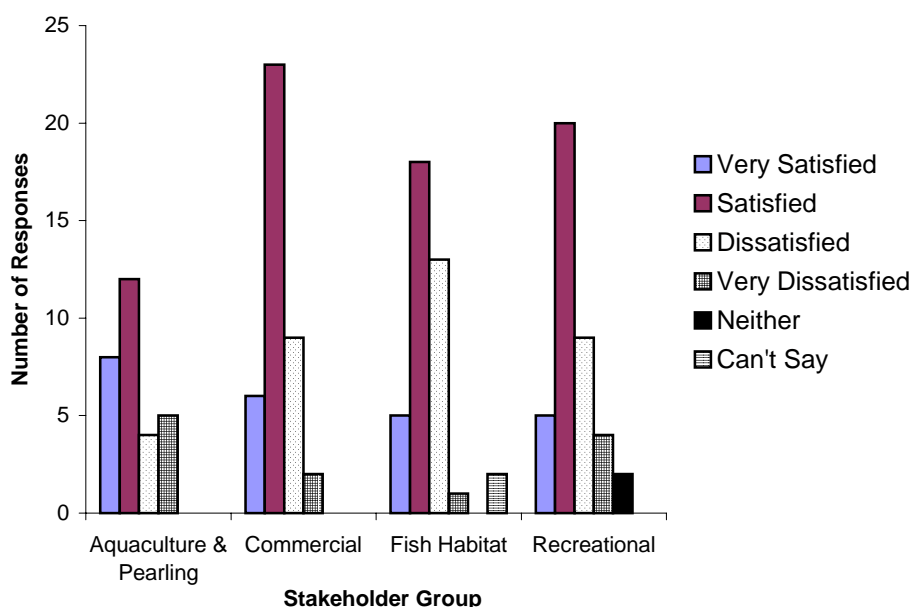


Figure 14: Opinion on the level of involvement by stakeholder group

### 3.10 Usefulness of Products

#### Question 8

In question 8, all respondents were asked (with regard to their particular stakeholder group): “How useful do you find each of these Department of Fisheries’ products?”

#### Brochures

Recreational brochures were considered very useful by 65 per cent of recreational stakeholders (Table 8).

Table 8: Usefulness of brochures

	Commercial		Recreational		Fish Habitat		Aquaculture & Pearling	
	Count	Per Cent	Count	Per Cent	Count	Per Cent	Count	Per Cent
Very Useful	12	30.0	26	65.0	15	37.5	3	10.3
Somewhat Useful	20	50.0	13	32.5	23	57.5	16	55.2
Not at all Useful	5	12.5	1	2.5	0	0.0	8	27.6
Can't Say	3	7.5	0	0.0	2	5.0	2	6.9
Total	40	100	40	100	40	100	29	100

#### Management Papers

Commercial management papers were considered very useful by 55 per cent of commercial stakeholders (Table 9).

Table 9: Usefulness of management papers

	Commercial		Recreational		Fish Habitat		Aquaculture & Pearling	
	Count	Per Cent	Count	Per Cent	Count	Per Cent	Count	Per Cent
Very Useful	22	55.0	16	40.0	15	37.5	15	51.7
Somewhat Useful	15	37.5	20	50.0	20	50.0	11	37.9
Not at all Useful	3	7.5	4	10.0	1	2.5	2	6.9
Can't Say	0	0.0	0	0.0	4	10.0	1	3.5
Total	40	100	40	100	40	100	29	100

#### Fish Rulers

Fish rulers were considered very useful by 93 per cent of recreational stakeholders (Table 10).

Table 10: Usefulness of rulers

	Recreational	
	Count	Per Cent
Very Useful	37	92.5
Somewhat Useful	3	7.5
Not at all Useful	0	0.0
Can't Say	0	0.0
Total	40	100

*Stickers*

Recreational stickers were considered very useful by 70 per cent of recreational stakeholders (Table 11).

*Table 11: Usefulness of stickers*

	Recreational		Fish Habitat	
	Count	%	Count	%
Very Useful	28	70.0	12	30.0
Somewhat Useful	7	17.5	15	37.5
Not at all Useful	4	10.0	7	17.5
Can't Say	1	2.5	6	15.0
Total	40	100	40	100

*Signs*

Recreational signs were considered very useful by 70 per cent of recreational stakeholders (Table 12).

*Table 12: Usefulness of signs*

	Commercial		Recreational		Fish Habitat	
	Count	Per Cent	Count	Per Cent	Count	Per Cent
Very Useful	11	27.5	28	70.0	11	27.5
Somewhat Useful	18	45.0	11	27.5	22	55.0
Not at all Useful	9	22.5	0	0.0	2	5.0
Can't Say	2	5.0	1	2.5	5	12.5
Total	40	100	40	100	40	100

*Policy Guidelines*

Commercial policy guidelines were considered somewhat useful by 60 per cent of commercial stakeholders (Table 13).

*Table 13: Usefulness of policy guidelines*

	Commercial		Recreational		Fish Habitat	
	Count	%	Count	%	Count	%
Very Useful	13	32.5	15	37.5	12	30.0
Somewhat Useful	24	60.0	17	42.5	20	50.0
Not at all Useful	3	7.5	5	12.5	1	2.5
Can't Say	0	0.0	3	7.5	7	17.5
Total	40	100	40	100	40	100

*Logbooks*

Commercial logbooks were considered very useful by 48 per cent of commercial stakeholders (Table 14).

*Table 14: Usefulness of logbooks*

	Commercial		Recreational		Fish Habitat	
	Count	Per Cent	Count	Per Cent	Count	Per Cent
Very Useful	19	47.5	17	42.5	11	27.5
Somewhat Useful	14	35.0	7	17.5	2	5.0
Not at all Useful	2	5.0	4	10.0	4	10.0
Can't Say	5	12.5	12	30.0	23	57.5
Total	40	100	40	100	40	100

*Website*

A high proportion of commercial (38 per cent), recreational (43 per cent), and aquaculture (35 per cent) stakeholders could not comment (answered 'can't say') on the usefulness of the website (Table 15).

*Table 15: Usefulness of website*

	Commercial		Recreational		Fish Habitat		Aquaculture & Pearling	
	Count	Per Cent	Count	Per Cent	Count	Per Cent	Count	Per Cent
Very Useful	8	20.0	13	32.5	17	42.5	7	24.1
Somewhat Useful	13	32.5	10	25.0	10	25.0	11	37.9
Not at all Useful	4	10.0	0	0.0	1	2.5	1	3.4
Can't Say	15	37.5	17	42.5	12	3.0	10	34.5
Total	40	100	40	100	40	100	29	100

## **4.0 REFERENCES**

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Reark Research. 1996. Community Attitudes Survey. Consultants report for the Department of Fisheries.

Baharthah, T. and Sumner, N. R. 2002. Department of Fisheries Community Survey 2002.



## **5.0 ACKNOWLEDGEMENTS**

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The authors wish to thank the survey interviewers: Susanne Baharthah and Carl Murray; and Suzanne Doble for the data entry and report assistance.

## 6.0 APPENDICES

### Appendix A: Survey Questionnaire Form

Department of Fisheries

Stakeholder Satisfaction Survey

November 2002

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

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

**Q1a** 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

[SKIP Q1b & Q1c IF NOT A COMMERCIAL STAKEHOLDER (CODE C)]

**Q1b** In what areas do you believe the Department needs improvement?

**Q1c** In what areas do you believe the Department is doing well?

**Q2a** 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

[SKIP Q2b & Q2c IF NOT A RECREATIONAL STAKEHOLDER (CODE R)]

**Q2b** In what areas do you believe the Department needs improvement?

**Q2c** In what areas do you believe the Department is doing well?

**Q3a** 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

[SKIP Q3b & Q3c IF NOT A FISH & FISH HABITAT STAKEHOLDER (CODE H)]

**Q3b** In what areas do you believe the Department needs improvement?

**Q3c** In what areas do you believe the Department is doing well?

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

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

[SKIP Q4b & Q4c IF NOT AN AQUACULTURE & PEARLING STAKEHOLDER (CODE A)]

**Q4b** In what areas do you believe the Department needs improvement?

**Q4c** In what areas do you believe the Department is doing well?

**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

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Q7a How satisfied are you with the level of involvement of your stakeholder group in the decision making processes?

[THIS INCLUDES – 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

Q7b 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. (USE THE SPACE FOR QUESTION 8b IF NEEDED)]

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Q8 How useful do you find each of these Department of Fisheries' products?

- Very Useful  1
- Somewhat Useful  2
- Not at all Useful  3
- DON'T KNOW  9

[ASK PRODUCTS RELEVANT TO STAKEHOLDER GROUP]

Thank you for your time!

**Appendix B: Survey Answer Form**

Interviewer Name

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 _____

**Q1a** Commercial

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

**Q1b** \_\_\_\_\_ **Q1c** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q2a** Recreational

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

**Q2b** \_\_\_\_\_ **Q2c** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q3a** Fish & Fish Habitat

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

**Q3b** \_\_\_\_\_ **Q3c** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q4a** Aquaculture & Pearling

1	2	3	4	5	9
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**Q4b** \_\_\_\_\_ **Q4c** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q5** Share of Resources  1 —  2 —  9

**Q6a** Contact

**Q6b**  1 —  2 —  3 —  4 —  5 —  9

**Q7a** Decision Making  1 —  2 —  3 —  4 —  5 —  9

**Q7b**


**Q8**

Publications	Commercial	Recreational	Fish & Fish Habitat	Aquaculture & Pearling
Brochures				
Management Papers & Reports (NOT PLANS)				
Rulers/Gauges				
Stickers				
Signs/Displays				
Policy Guidelines				
Log Books				
WebSite				

## **FISHERIES OCCASIONAL PUBLICATIONS**

- No. 1** Field Identification Guide to Sharks and Shark-like Rays  
R. McAuley, D. Newbound, R. Ashworth (2002)
- No. 2** Scientific Workshop on the Margaret River Marron  
Edited by B. Molony (2002)
- No. 3** Site suitability assessment for land-based temperate Marine Aquaculture from Shark Bay to South Australian Border (Makaria Pty Ltd) (2002) Available as publication on website only.
- No. 4** Research Project Assessment – Decision Framework, version 1.3, November 2002.
- No. 5** Australian Society for Fish Biology Workshop Proceedings. *Towards Sustainability of Data-Limited Multi-Sector Fisheries*, Bunbury, WA 23-24 September 2001. Newman, S. J., Gaughan, D.J., Jackson, G., Mackie, M. C., Molony, B., St. John, J. and Kailola, P. (2003)
- No. 6**
- No. 7** Marron Farming Workshop and Field Day, compiled by Greg Maguire (2003).
- No. 8** Department of Fisheries Stakeholder Survey 2002 by Tara Baharthah and Neil R. Sumner (July 2003).