

Department of Fisheries Stakeholder Survey 2008

By Tara Baharthah
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Department of **Fisheries**

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Contents

ABSTRACT	1
1.0 INTRODUCTION	2
2.0 METHOD	3
2.1 Survey Design.....	3
2.2 Statistical Analysis.....	3
2.3 Disclaimer.....	3
3.0 RESULTS	4
3.1 Response Rate.....	4
3.2 Commercial Fisheries.....	4
3.3 Recreational Fisheries.....	6
3.4 Fish and Fish Habitat Protection.....	7
3.5 Aquaculture and Pearling.....	9
3.6 Comparison of Responses for the Commercial, Recreational, Aquaculture and Pearling, and Fish and Fish Habitat Protection Sectors.....	12
3.7 Allocation of Resources.....	12
3.8 Contact with the Department of Fisheries.....	15
3.9 Access to information.....	17
3.10 Level of Involvement.....	18
4.0 REFERENCES	20
5.0 ACKNOWLEDGEMENTS	20
6.0 Appendices	21
Appendix A: Survey Questionnaire Form.....	21
Appendix B: Survey Answer Form.....	24

ABSTRACT

A telephone survey of Department of Fisheries' stakeholders was conducted in August 2008 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, 2006 and a survey of the general public conducted during 2008.

The sample comprised of 149 interviews – 39 representing the commercial fishing sector, 41 representing the recreational fishing sector, 37 representing fish and fish habitat protection, and 32 representing aquaculture and pearling.

In general, the stakeholders gave positive responses regarding the Department of Fisheries' management of the commercial, pearling and fish and fish habitat sectors. Responses were less positive for aquaculture and recreational fishing, though not significantly different to the other sectors.

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

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

Stakeholder responses were divided regarding the level of involvement of their stakeholder group in the Department's decision making processes, however there was a significant increase in the proportion of dissatisfied responses since the 2006 stakeholder survey.

While the results of many questions showed that the majority of stakeholders were satisfied with the Department, there have been some changes over the past two years. In general, responses are less positive than they were for the previous stakeholder survey in 2006.

1.0 INTRODUCTION

A telephone survey of Department of Fisheries' stakeholders was conducted in August 2008, 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 similar surveys conducted in 2002, 2004, 2006 and a survey of the general public conducted in 2008.

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:

- 39 commercial stakeholder interviews;
- 41 recreational stakeholder interviews;
- 37 fish and fish habitat protection stakeholder interviews;
- 32 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 the 2002, 2004 and 2006 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 91 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 (64 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	13	8.7	9.7
Poor	26	17.4	19.4
Good	76	51.0	56.7
Very Good	19	12.8	14.2
Neither	3	2.0	
Can't Say	12	8.1	
Total	149	100	100

The same question was asked in a Department of Fisheries Community Survey conducted in 2008 (Sumner, N. R., 2008 in press). 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).

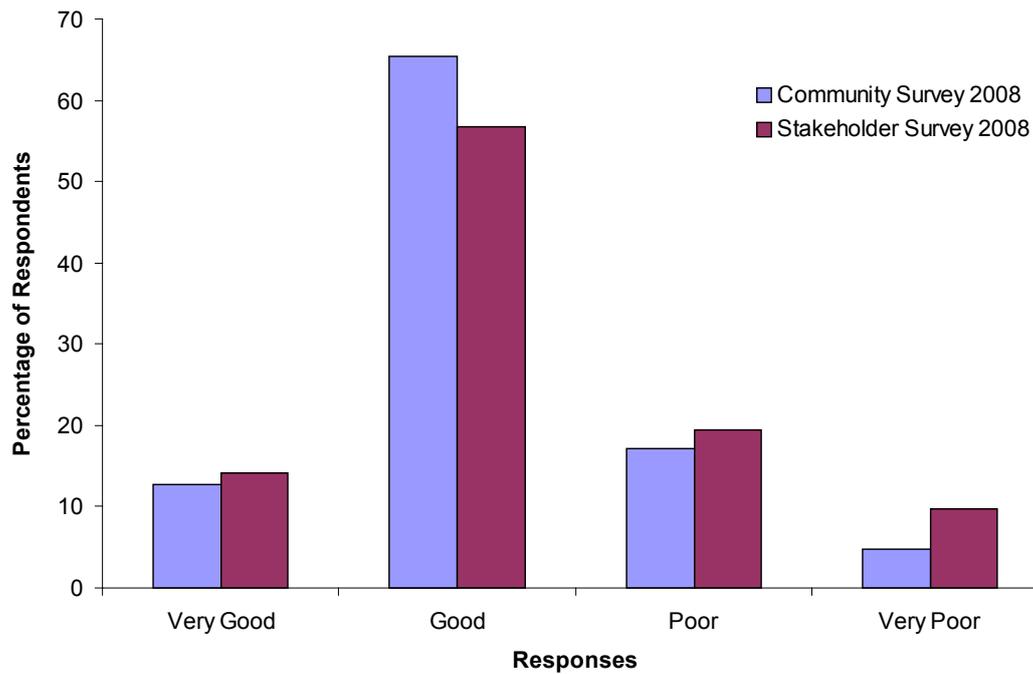


Figure 1: Opinions on the management of commercial fisheries from the 2008 Community Survey and the 2008 Stakeholder Survey

There was a significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 concerning the management of commercial fisheries (Figure 2). There was a lower proportion of ‘very good’ responses and a higher proportion of ‘very poor’ responses.

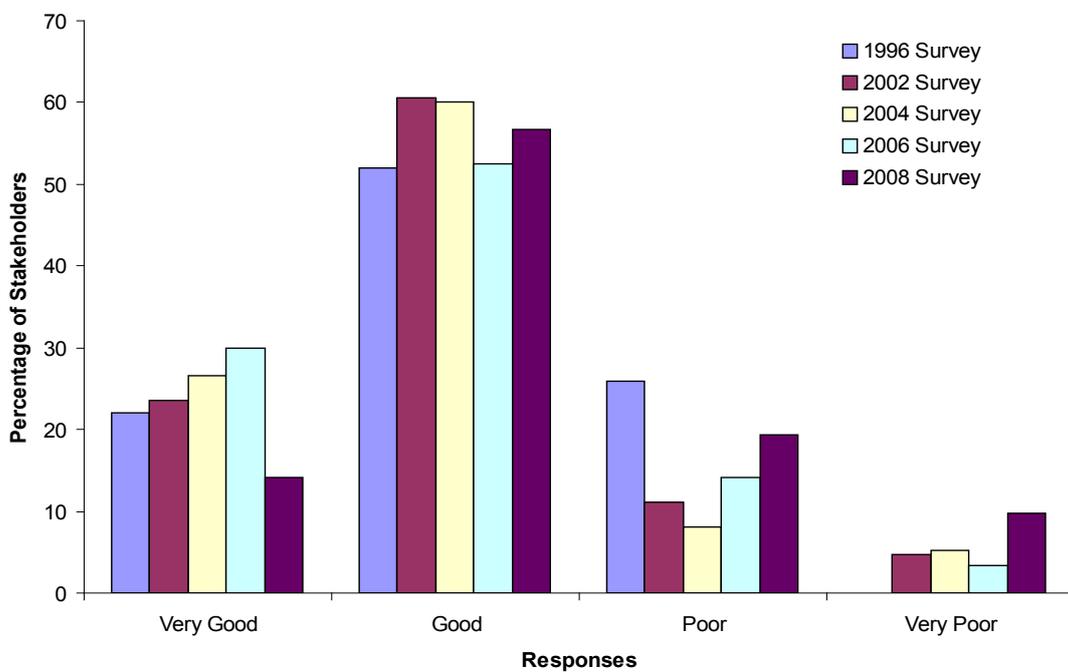


Figure 2: Opinions on the management of commercial fisheries from the 1996, 2002, 2004, 2006 and 2008 Stakeholder Surveys

3.3 Recreational Fisheries

Question 2

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

Around 47 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management of recreational fisheries while 40 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	19	12.8	14.7
Poor	40	26.8	31.0
Good	50	33.6	38.8
Very Good	20	13.4	15.5
Neither	3	2.0	
Can't Say	17	11.4	
Total	149	100	100

The same question was asked in a Department of Fisheries Community Survey conducted in 2008 (Sumner, N. R., 2008 in press). Stakeholders had a significantly lower number of ‘good’ responses and a significantly higher number of ‘poor’ responses (0.05 level of significance) (Figure 3).

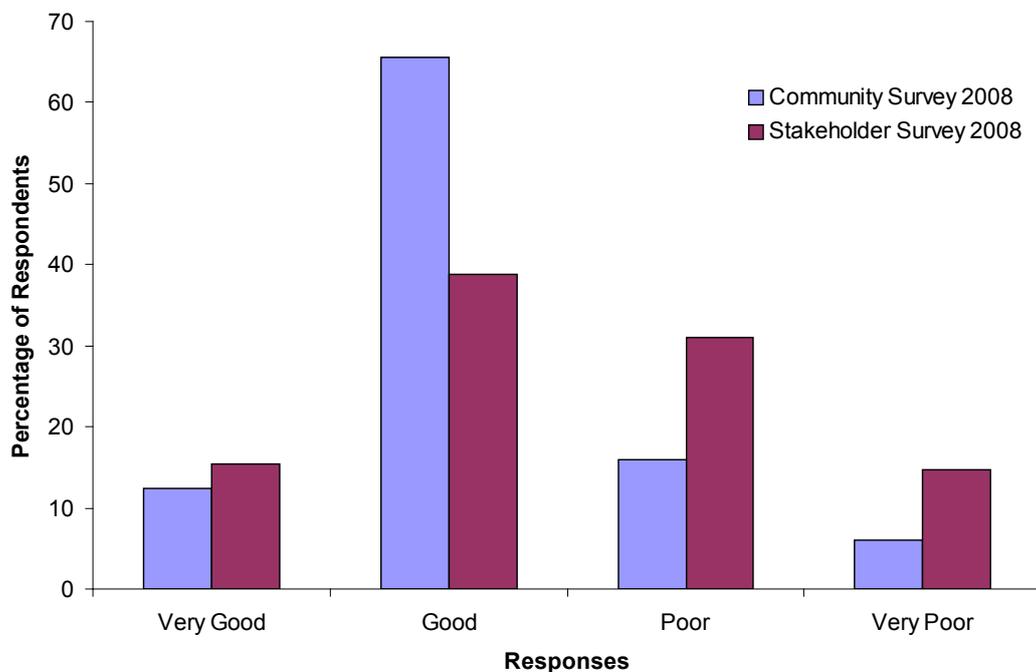


Figure 3: Opinions on the management of recreational fisheries from the 2008 Community Survey and the 2008 Stakeholder Survey

There was a significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 concerning the management of recreational fisheries (Figure 4). This was due to an increase in the proportion of ‘very poor’ and ‘poor’ responses and to a decrease in the proportion of ‘good’ responses.

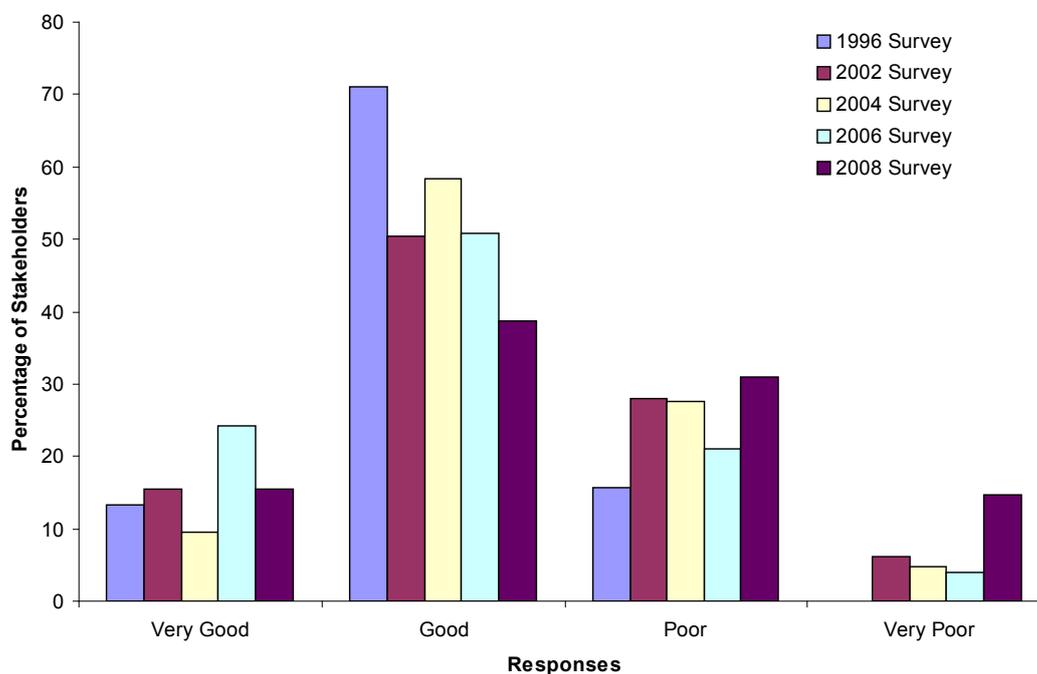


Figure 4: Opinions on the management of recreational fisheries from the 1996, 2002, 2004, 2006 and 2008 Stakeholder Surveys

3.4 Fish and Fish Habitat Protection

Question 3

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

Most respondents (64 per cent) gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their conservation and protection of fish habitat, while 24 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	12	8.1	9.1
Poor	24	16.1	18.2
Good	71	47.7	53.8
Very Good	25	16.8	18.9
Neither	2	1.3	
Can't Say	15	10.1	
Total	149	100	100

The same question was asked in a Department of Fisheries Community Survey conducted in 2008 (Sumner, N. R., 2008 in press). The general community had a significantly higher number of ‘neither’ 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 5).

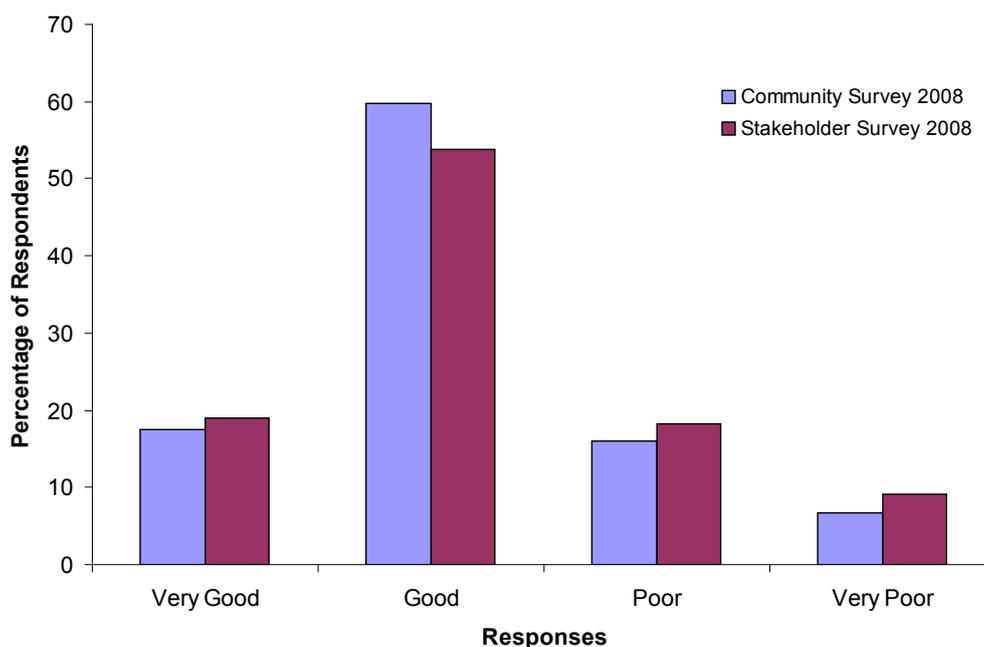


Figure 5: Opinions on the management and protection of fish habitat from the 2008 Community Survey and the 2008 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 (Baharthah, T., 2008) concerning the conservation and protection of fish and fish habitat (Figure 6).

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 2006 and in 2008.

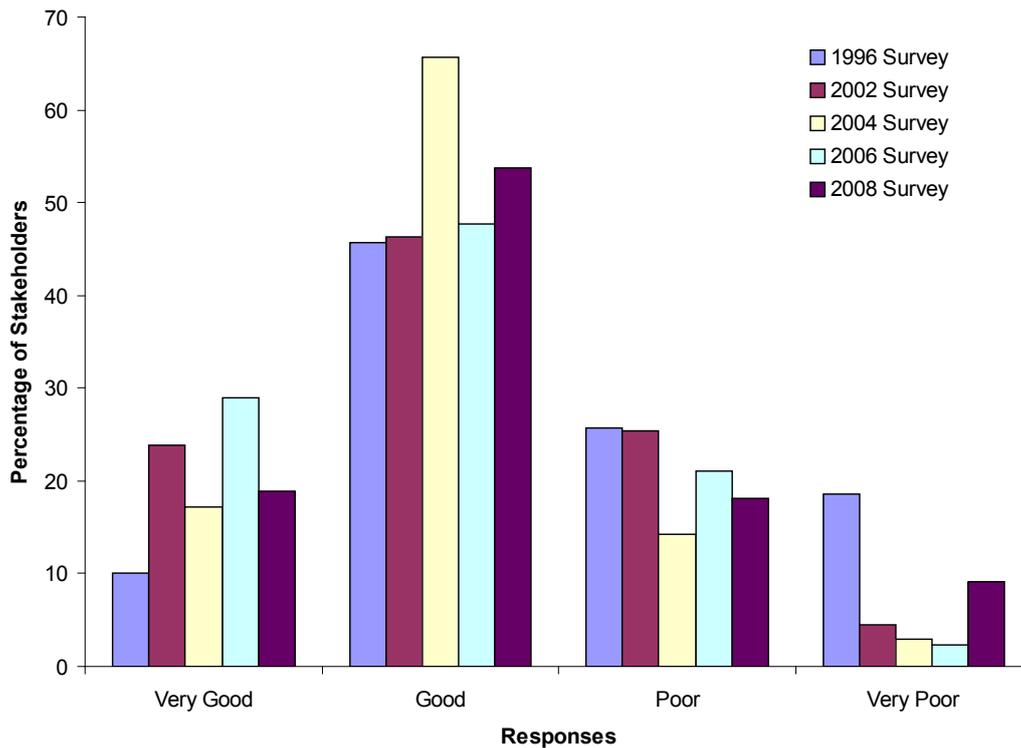


Figure 6: Opinions on the management and protection of fish habitat from the 1996, 2002, 2004, 2006 and 2008 Stakeholder Surveys

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 42 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of aquaculture, while about 42 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	12	8.1	9.6
Poor	50	33.6	40.0
Good	47	31.5	37.6
Very Good	16	10.7	12.8
Neither	0	0.0	
Can't Say	24	16.1	
Total	149	100	100

Question 4b

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

About 49 per cent of respondents gave the Department of Fisheries a ‘good’ or ‘very good’ rating in their management and development of pearling, while about 14 per cent gave a ‘poor’ or ‘very poor’ rating (Table 5). The responses from pearling stakeholders concerning the management and development of pearling were significantly different (0.05 level of significance) to the responses from the other stakeholders due to a lower proportion of ‘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 pearling stakeholders.

Table 5: Pearling

	Count	Per Cent Responses	Per Cent Opinionated Responses
Very Poor	4	2.7	4.3
Poor	16	10.7	17.2
Good	55	36.9	59.1
Very Good	18	12.1	19.4
Neither	0	0.0	
Can't Say	55	36.9	
Total	148	100	100

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 ‘poor’ rating for aquaculture was higher than for pearling, accompanied by aquaculture receiving a lower proportion of ‘good’ responses.

Combined Pearling and Aquaculture

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

The same question was asked in a Department of Fisheries Community Survey conducted in 2008 (Sumner, N. R., 2008 in press). Stakeholders had a significantly higher number of ‘poor’ responses (0.05 level of significance) (Figure 7).

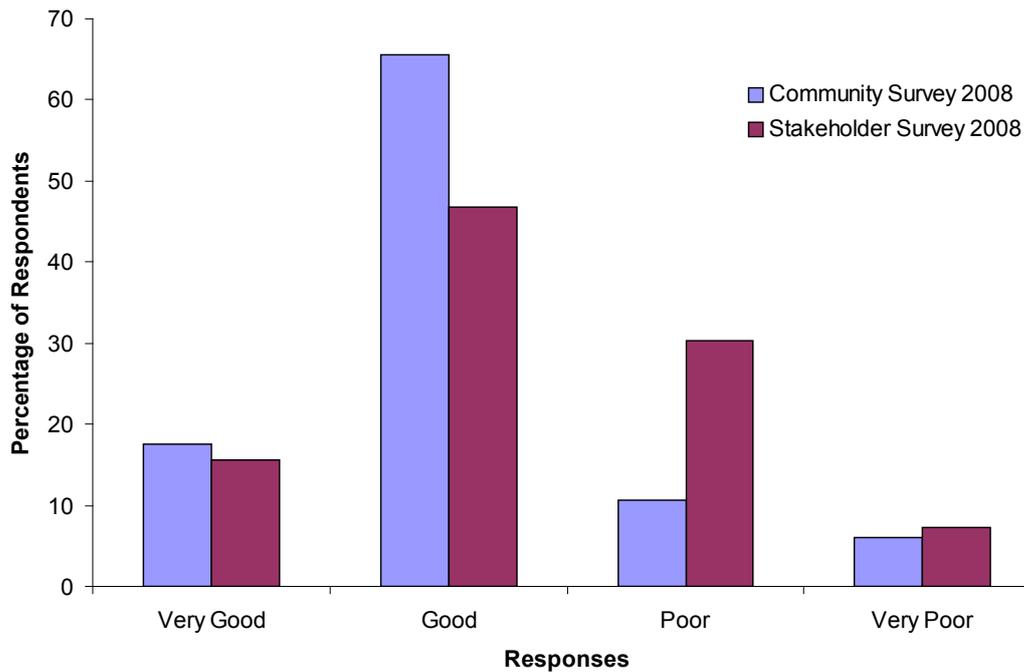


Figure 7: Opinions on the management of aquaculture and pearling from the 2008 Community Survey and the 2008 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 regarding the management of aquaculture and pearling (Figure 8).

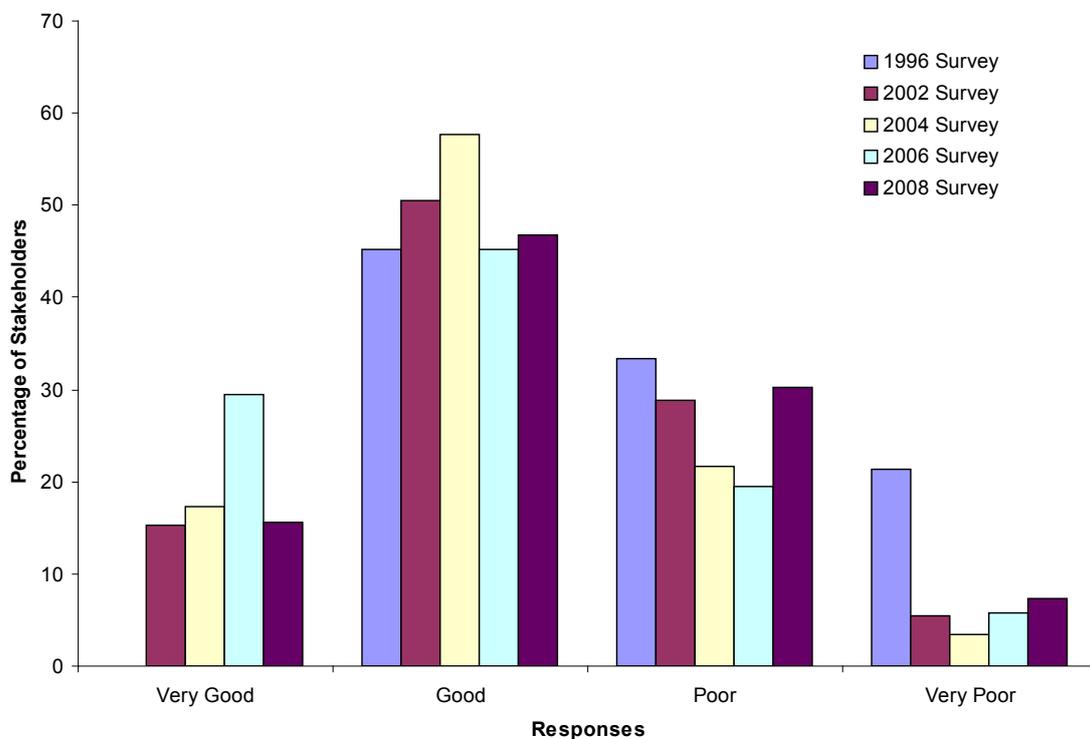


Figure 8: Opinions on the management of aquaculture and pearling from the 1996, 2002, 2004, 2006 and 2008 Stakeholder Surveys

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’ and ‘neither’ responses were significantly higher for aquaculture and pearling when compared to the responses for fish and fish habitat protection, commercial fisheries and recreational fisheries (Figure 9). If the numbers of ‘neither’ and ‘can’t say’ responses were ignored there was no significant difference (0.05 level of significance) between the responses for all sectors.

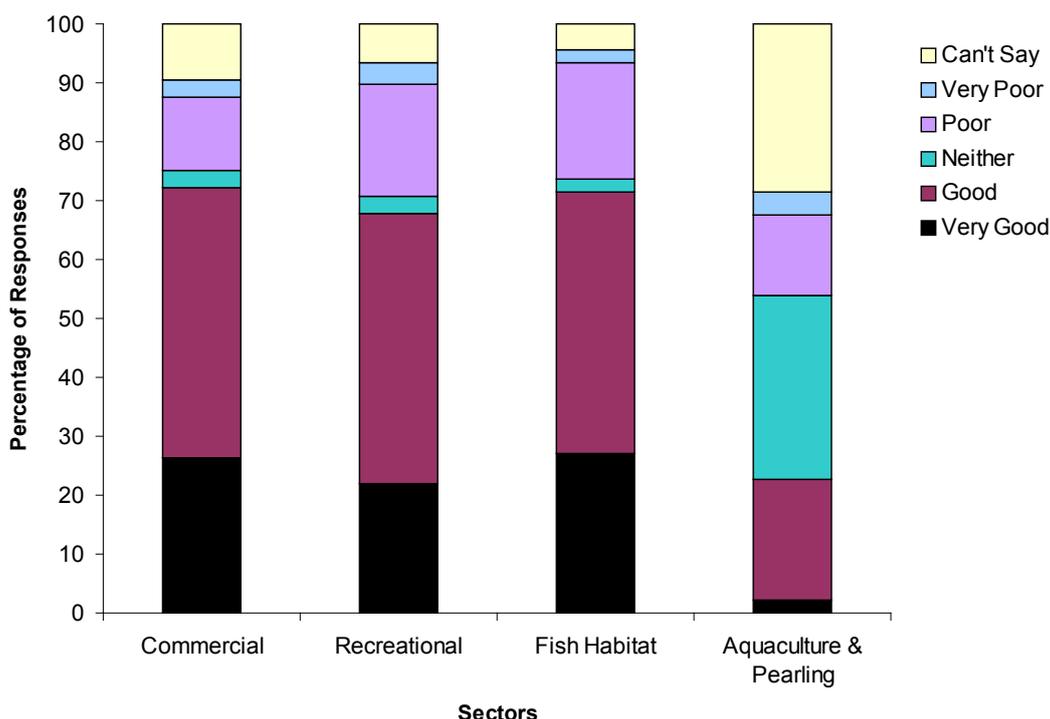


Figure 9: Comparison of responses for the four sectors

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, pearling and 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?”

Around 46 per cent of respondents thought that the Department of Fisheries does not allocate resources fairly between its sectors (Table 6). A similar number (44 per cent) of respondents thought that the Department of Fisheries does allocate resources fairly.

Table 6: Opinion on allocation of resources

	Count	Per Cent
Yes	64	43.8
No	67	45.9
Can't Say	15	10.3
Total	146	100

The same question was asked in a Department of Fisheries Community Survey conducted in 2008 (Sumner, N. R., 2008 in press). Stakeholders had a significantly higher number of 'no' responses and a significantly lower number of 'yes' responses (0.05 level of significance) (Figure 10).

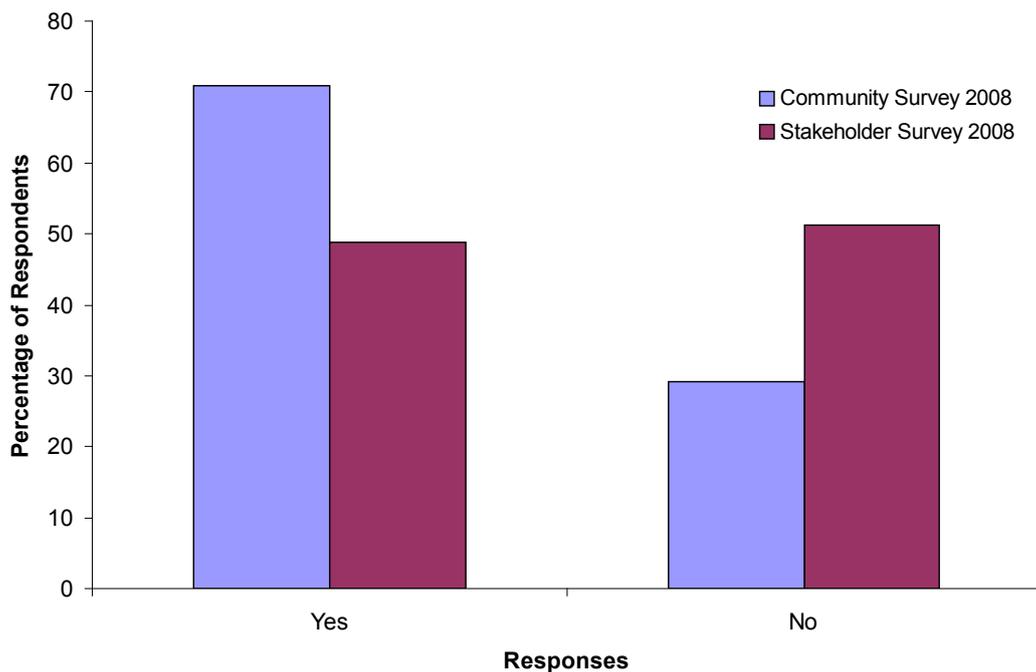


Figure 10: Opinions on the allocation of resources from the 2008 Community Survey and the 2008 Stakeholder Survey

There was no significant difference (0.05 level of significance) between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 regarding allocation of resources (Figure 11).

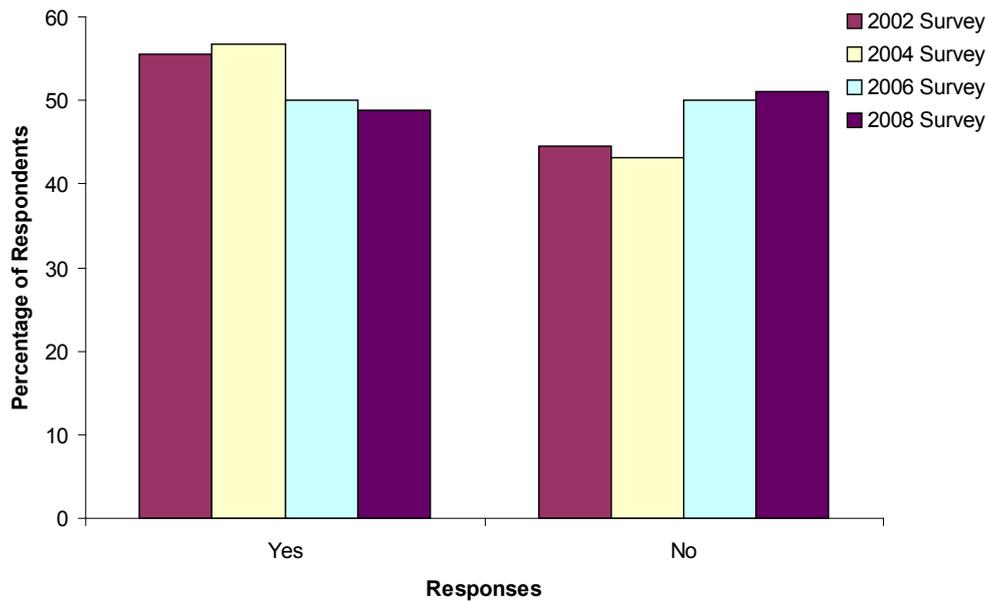


Figure 11: Opinions on the allocation of resources from the 2002, 2004, 2006 and 2008 Stakeholder Surveys

There was no significant difference (0.05 level of significance) between the responses of aquaculture and pearling, commercial, fish and fish habitat, and recreational stakeholders regarding the allocation of resources (Figure 12).

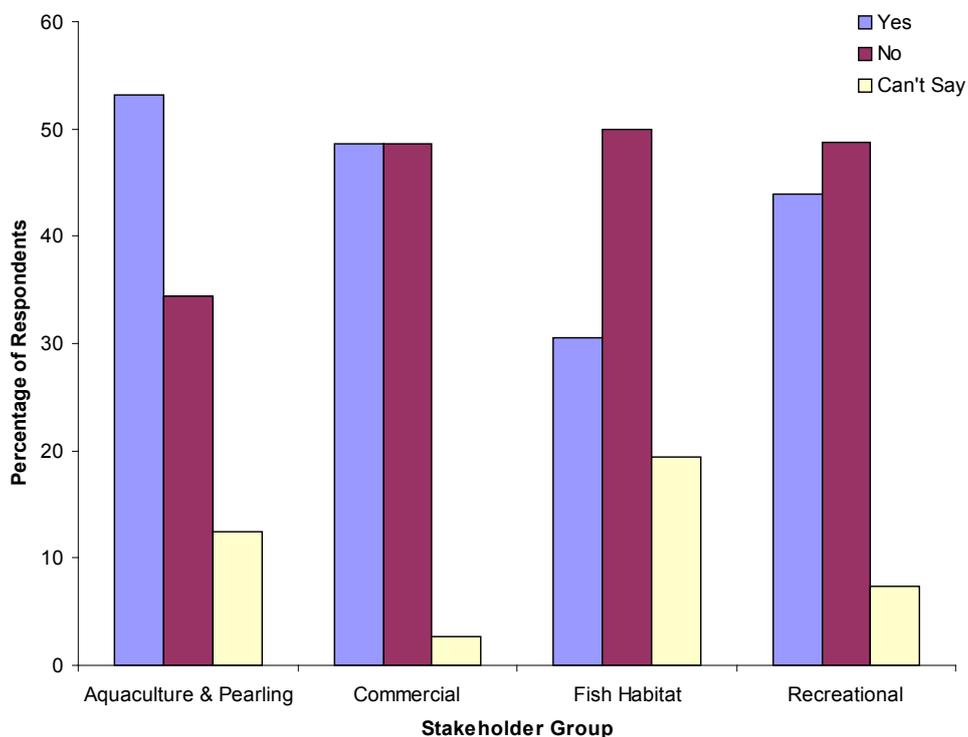


Figure 12: Opinion on the allocation of resources by stakeholder group

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 95 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.

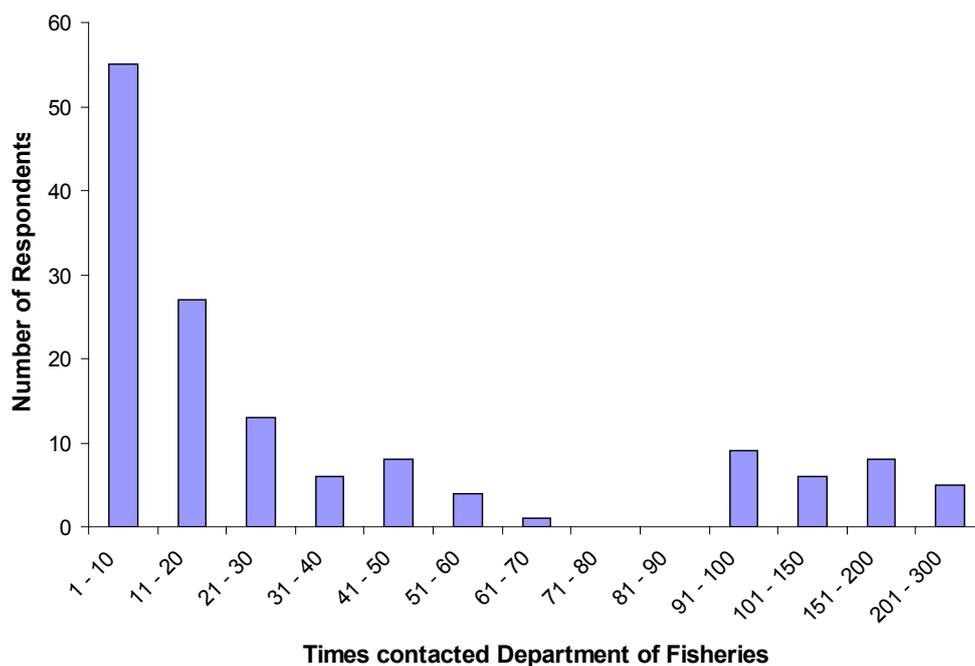


Figure 13: Contact with Department of Fisheries

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 (74 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	60	42.3
Satisfied	45	31.7
Dissatisfied	30	21.1
Very Dissatisfied	5	3.5
Neither	2	1.4
Total	142	100

A similar question was asked in a Department of Fisheries Community Survey conducted in 2008 (Sumner, N. R., 2008 in press). 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 'dissatisfied' response was lower than the proportion of stakeholder responses, and the proportion of stakeholders with a 'satisfied' response was lower than the proportion of community responses.

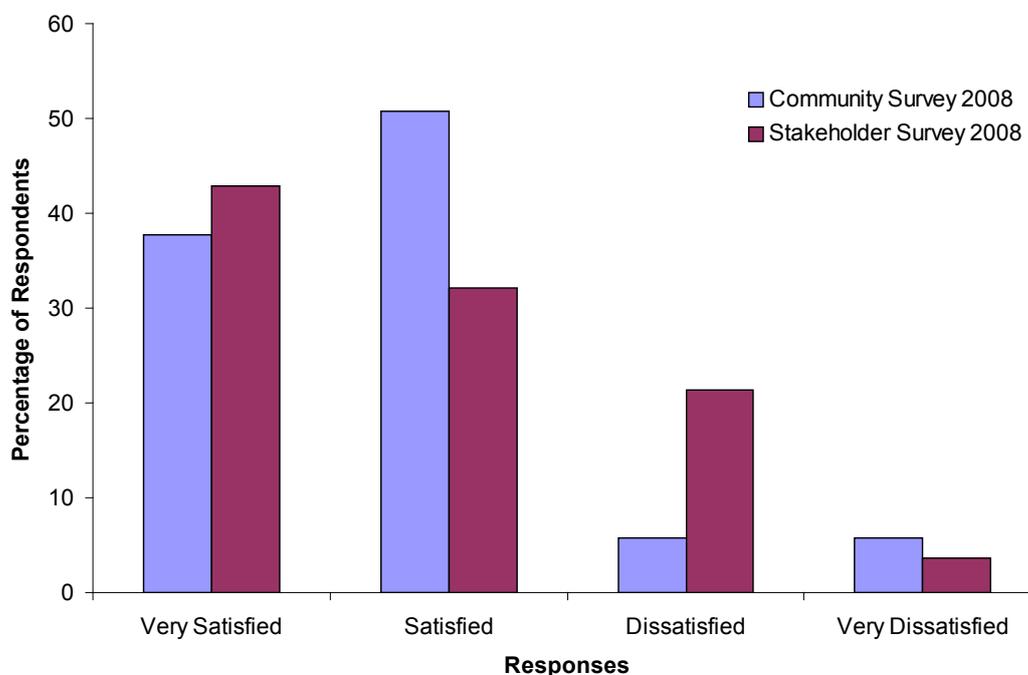


Figure 14: Opinions on the level of service from the 2008 Community Survey and the 2008 Stakeholder Survey

A chi-squared test (0.05 level of significance) has shown a significant difference between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 (Baharthah, T., 2008) concerning the level of service received (Figure 15). This was due to an increase in the number of 'dissatisfied' responses and a slight decrease in the number of 'very satisfied' responses.

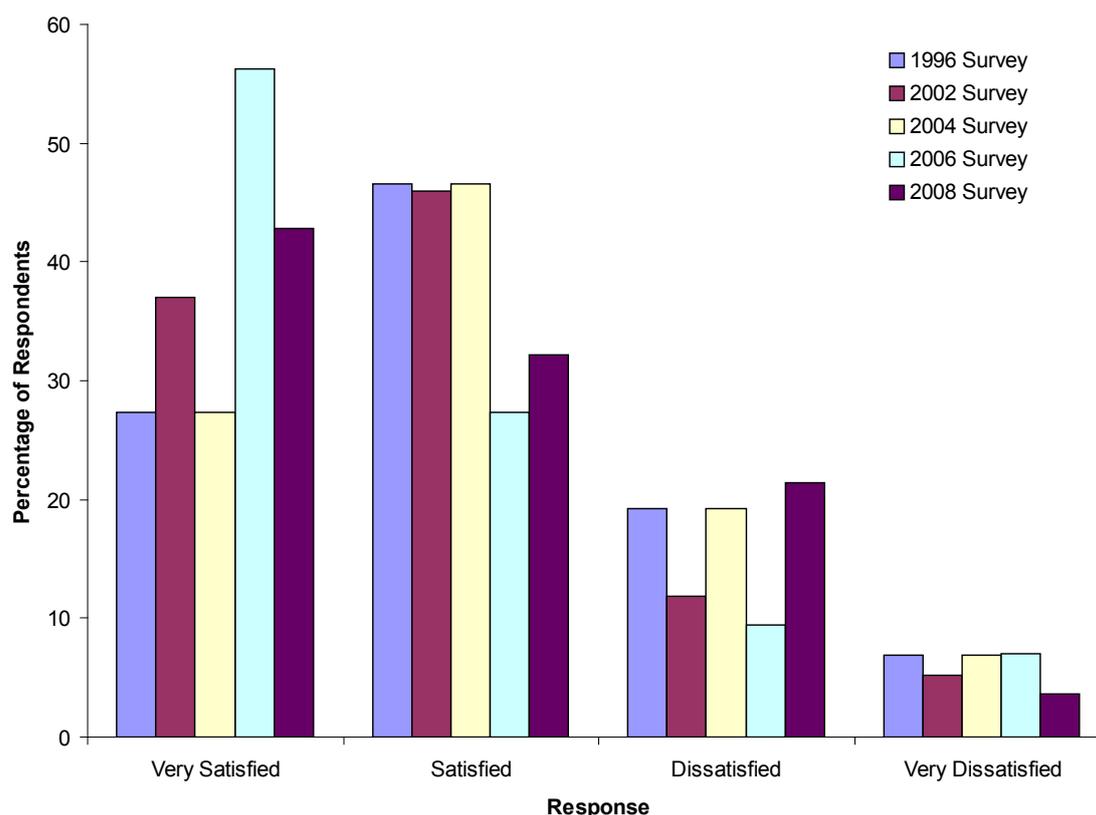


Figure 15: Opinions on the level of service from the 1996, 2002, 2004, 2006 and 2008 Stakeholder Surveys

3.9 Access to information

Question 7a

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

Around 75 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 Good	58	39.7
Good	51	34.9
Very Poor	7	4.8
Poor	27	18.5
Can't Say	3	2.1
Total	146	100

A chi-squared test (0.05 level of significance) showed a significant difference between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 regarding access to information (Figure 16). There was a decrease in the proportion of ‘very good’ responses and an increase in the proportion of ‘poor’ responses.

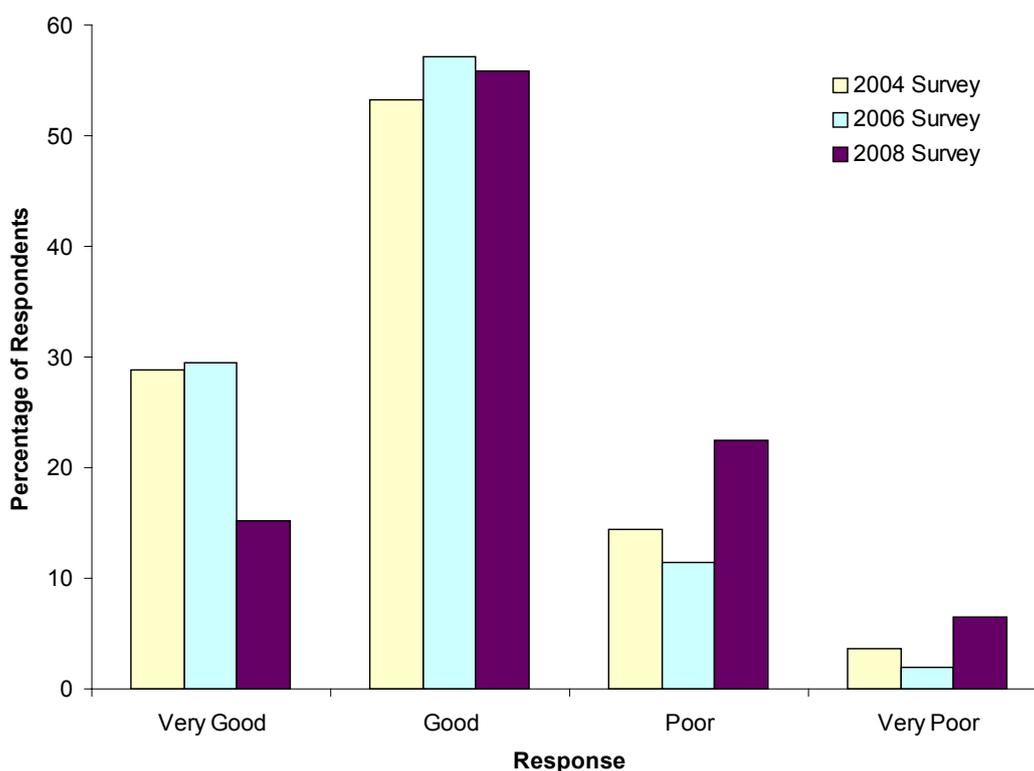


Figure 16: Opinion on the ease of access to information 2004, 2006 and 2008 Stakeholder Surveys

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 54 per cent of respondents were satisfied or very satisfied with the level of involvement of their stakeholder group in decision making processes (Table 9) and around 41 per cent were dissatisfied or very dissatisfied.

Table 9: Satisfaction with level of involvement

	Count	Per Cent
Very Satisfied	27	18.4
Satisfied	52	35.4
Dissatisfied	46	31.3
Very Dissatisfied	14	9.5
Neither	2	1.4
Can't Say	6	4.1
Total	147	100

A chi-squared test (0.05 level of significance) showed a significant difference between the responses of the stakeholders interviewed in 2008 to those interviewed in 2006 regarding their involvement in the decision making process (Figure 17). There was an increase in the proportion of ‘dissatisfied’ responses and a decrease in the proportion of ‘satisfied’ responses.

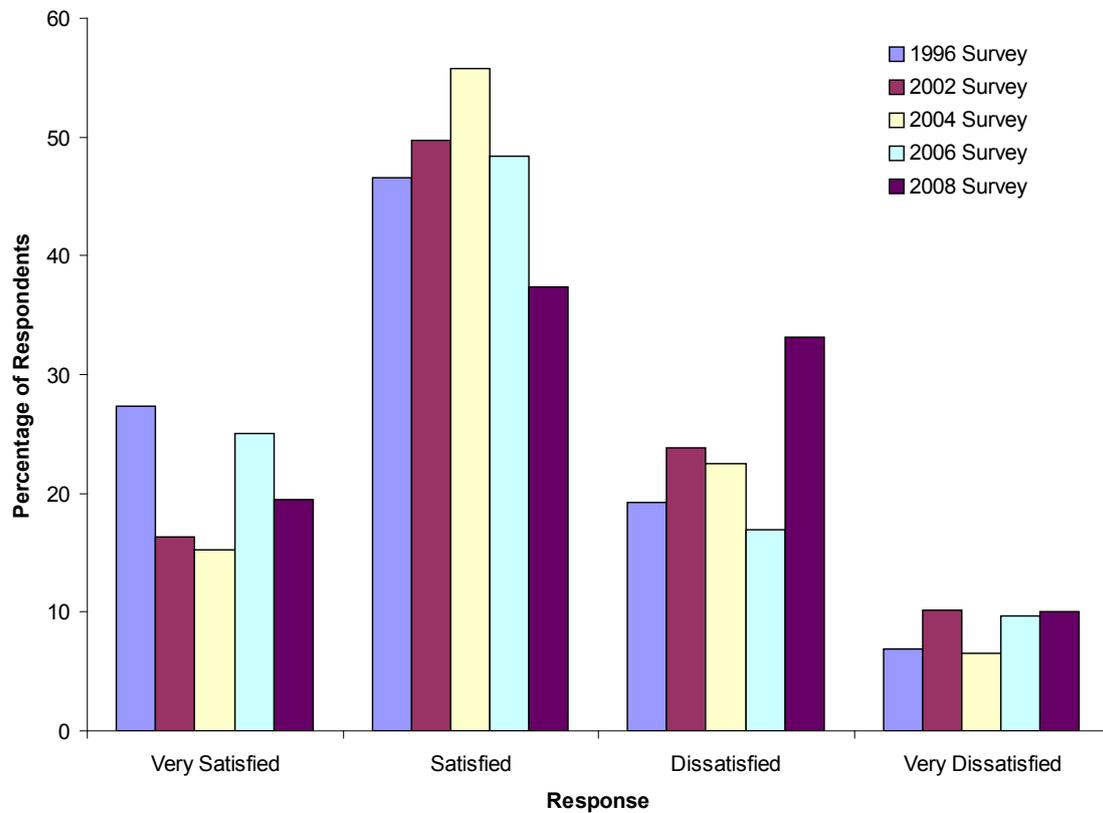


Figure 17: Opinion on the level of involvement from 1996, 2002, 2004, 2006 and 2008 Stakeholder Surveys

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5.0 ACKNOWLEDGEMENTS

The author thanks the survey interviewers Iris Bennett and Susanne Wakeling for their commitment to this project.

6.0 Appendices

Appendix A: Survey Questionnaire Form

Department of Fisheries

Stakeholder Satisfaction Survey

August 2008

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

As a member of _____ (STAKEHOLDER GROUP) 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	<input type="checkbox"/>
	1
Poor	<input type="checkbox"/>
	2
Good	<input type="checkbox"/>
	3
Very Good	<input type="checkbox"/>
	4
NEITHER	<input type="checkbox"/>
	5
CAN'T SAY	<input type="checkbox"/>
	9

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

Very Poor	<input type="checkbox"/>
	1
Poor	<input type="checkbox"/>
	2
Good	<input type="checkbox"/>
	3
Very Good	<input type="checkbox"/>
	4
NEITHER	<input type="checkbox"/>
	5
CAN'T SAY	<input type="checkbox"/>
	9

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

Very Poor	<input type="checkbox"/>
	1
Poor	<input type="checkbox"/>
	2
Good	<input type="checkbox"/>
	3
Very Good	<input type="checkbox"/>
	4
NEITHER	<input type="checkbox"/>
	5
CAN'T SAY	<input type="checkbox"/>
	9

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

Very Poor	<input type="checkbox"/>
	1
Poor	<input type="checkbox"/>
	2
Good	<input type="checkbox"/>
	3
Very Good	<input type="checkbox"/>
	4
NEITHER	<input type="checkbox"/>
	5
CAN'T SAY	<input type="checkbox"/>
	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 pearling, 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 Dissatisfied 1
- Dissatisfied 2
- Satisfied 3
- Very Satisfied 4
- NEITHER 5
- CAN'T SAY 9

Q7a How would you rate the ease with 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?

- | | |
|-------------------|--------------------------|
| Very Dissatisfied | <input type="checkbox"/> |
| Dissatisfied | <input type="checkbox"/> |
| Satisfied | <input type="checkbox"/> |
| Very Satisfied | <input type="checkbox"/> |
| NEITHER | <input type="checkbox"/> |
| CAN'T SAY | <input type="checkbox"/> |

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

Thank you for your time!

Appendix B: Survey Answer Form

Department of Fisheries

Stakeholder Survey

August 2008

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

Q2 Recreational 1 2 3 4 5 9

Q3 Fish & Fish Habitat 1 2 3 4 5 9

Q4a Aquaculture 1 2 3 4 5 9

Q4b Pearling 1 2 3 4 5 9

Q5 Share of Resources 1 2 9

Q6a Contact

Q6b Level of service 1 2 3 4 5 9

Q7a Access to information 1 2 3 4 5 9

Q7b _____

Q8a Decision Making 1 2 3 4 5 9

Q8b _____
