

SSA FANS SURVEY 2004 RESULTS

1. Which is the most important facility at Field Mill you'd like improved?		
a. Toilet facilities insufficient	61	21.03%
b. Tea bar areas not large enough	53	18.28%
c. Would like to purchase alcohol	14	4.83%
d. Would like a supporters bar at FM	162	55.86%
	TOT 290	
2. If there was a supporters bar at the ground, would you use it?		
a. Yes, including non-match days	81	27.09%
b. Only on match days	115	38.46%
c. Sometimes	63	21.07%
d. Not at all	40	13.38%
	TOT 299	
3. Would you like to see TVs in the snack bar areas?		
a. Yes	185	62.71%
b. No	110	37.29%
	TOT 295	
4. Have you had trouble getting into FM since the redevelopment?		
a. Yes often had to queue for too long	16	5.32%
b. Occasionally had to queue too long	129	42.86%
c. Always at ground in plenty of time	103	34.22%
d. Never had a problem	53	17.61%
	TOT 301	
5. What do you think is the main reason for the longer queues?		
a. Insufficient turnstiles	136	45.33%
b. Too many arriving late	122	40.67%
c. Poor organisation	20	6.67%
d. Lack of a supporters bar	17	5.67%
	TOT 295	
6. Do you think the club should buy an electronic scoreboard?		
a. Yes	132	44.00%
b. No	122	40.67%
c. Don't really care either way	46	15.33%
	TOT 300	
7. What do think of stewarding at FM?		
a. Always helpful	30	10.03%
b. Generally good	214	71.57%
c. Poor	55	18.39%
	TOT 299	
8. Does the club shop stock enough merchandise?		
a. Yes	53	17.91%
b. OK for a lower division club	159	53.72%
c. No, more types required	70	23.65%
d. I can never get what I want	14	4.73%
	TOT 296	
9. Would you buy videos/CD ROMs on the Stags if available?		
a. Yes	224	75.42%
b. No	73	24.58%
	TOT 297	
10. How often should the club change kits?		
a. Every season	22	7.33%
b. Every two seasons	97	32.33%
c. Home one season, away the next	113	37.67%
d. Every 3 years or more	68	22.67%
	TOT 300	
11. What do you think of the current matchday programme?		
a. Vast improvement on previous years	159	53.36%
b. Still requires improvement	52	17.45%
c. Don't buy one	87	29.19%
	TOT 298	

12. If you don't buy a match day programme, why not?		
a. Too expensive	50	36.50%
b. Not enough info	22	16.06%
c. Don't want one	65	47.45%
	TOT 137	
13. Which MTFC web site do you use most often?		
a., www.mansfieldtown.net	48	16.44%
b. www.stagsnet.com	151	51.71%
c. Other Stags sites	5	1.71%
d. Don't Have internet	88	30.14%
	TOT 292	
14. If you use the club's official site how can it be improved?		
a. More up to date	93	53.45%
b. More interviews/information	43	24.71%
c. More interactive content	10	5.75%
d. More user friendly	28	16.09%
	TOT 174	
15. Would you consider buying merchandise on-line?		
a. Yes, definitely	81	38.39%
b. Maybe	69	32.70%
c. Not unless cheaper than the shop	61	28.91%
	TOT 211	
16. Do you buy either of the two Stags fanzines?		
a. Yes	183	61.41%
b. No	115	38.59%
	TOT 298	
17. Which radio station do you listen to for Stags coverage?		
a. Mansfield 103.2	258	86.87%
b. BBC Radio Nottingham	19	6.40%
c. Other/None	20	6.73%
	TOT 297	
18. Which music should the Stags run out to?		
a. The current theme	185	65.84%
b. Mission Impossible	10	3.56%
c. Theme from Gladiator	17	6.05%
d. Your choice.....	69	24.56%
	TOT 281	
19. Which music should be played when the Stags score?		
a. Current (We Will Rock You)	212	77.66%
b. Your choice.....	61	22.34%
	TOT 273	
20. What do you think of the club's public relations?		
a. Very good, fans well informed	28	9.40%
b. Good but info is slow to reach fans	188	63.09%
c. Poor	82	27.52%
	TOT 298	
21. What job do think the Chairman has done at the club?		
a. Good	151	50.84%
b. Indifferent	135	45.45%
c. Poor	11	3.70%
	TOT 297	
22. Do you think the Chairman cares about the Mansfield Town Supporters?		
a. Yes	103	36.01%
b. No	183	63.99%
	TOT 286	
23. Did you agree with the sacking of Stuart Watkiss?		
a. Yes	246	83.39%
b. No	49	16.61%
	TOT 295	

24. Do you think Keith Curle is the right man for the job?		
a. Yes	258	95.91%
b. No	11	4.09%
	TOT 269	
25. Do You think the proposed Stags Academy is a good idea?		
a. Yes	289	96.33%
b. No	11	3.67%
	TOT 300	
26. What do you think of the standard of service from the club shop/ticket office?		
a. Always very efficient	58	19.86%
b. Usually efficient	194	66.44%
c. Poor	40	13.70%
	TOT 292	
27. Has your membership of SSA proved worthwhile?		
a. Yes	249	83.28%
b. No	9	3.01%
c. Too early to tell	41	13.71%
	TOT 299	
28. What do you think is the most important role for SSA?		
a. Look after the interests of supporters	244	82.43%
b. Invest money in the club	42	14.19%
c. Organise social functions	6	2.03%
d. Other	4	1.35%
	TOT 296	
29. How often should SSA organise an Amber Day?		
a. Once a season	173	60.49%
b. Once a month	39	13.64%
c. Local derby games only	74	25.87%
	TOT 286	
30. Do you think the SSA should give money to MTFC at the present time?		
a. Yes	165	57.69%
b. No	121	42.31%
	TOT 286	
31. What do you think the SSA should do with the money we raise?		
a. Buy physio equipment	124	18.56%
b. Pay for loan players	86	12.87%
c. Subsidise away travel	165	24.70%
d. Sponsor the club	125	18.71%
e. Save money in case the club in trouble in the future	137	20.51%
f. Other	31	4.64%
The total and percentages given here refer to the total number of responses as members were allowed to tick more than one answer	TOT 668	
32. Do you/would you use the SSA's away travel service?		
a. All the time	19	6.38%
b. Usually	26	8.72%
c. Occasionally	150	50.34%
d. Never	103	34.56%
	TOT 298	
33. Which is the most important thing to you about the away travel service?		
a. Price	109	52.66%
b. Comfortable coaches	60	28.99%
c. Efficient booking service	25	12.08%
d. More special offers	13	6.28%
	TOT 207	

34. How can we improve our current service?		
a. Cheaper for long trips	92	46.00%
b. Allow non-members to travel	56	28.00%
c. Change coach company	4	2.00%
d. More special offers	48	24.00%
	TOT 200	
35. Which SSA Benefit do you value most?		
a. Discount voucher for the North Stand	59	20.92%
b. Discount off kids & North Stand season	18	6.38%
c. Ticket priority for big games	69	24.47%
d. Club shop discount	15	5.32%
e. Having a say at the club	76	26.95%
f. Away travel	14	4.96%
g. Helping the club financially	28	9.93%
h. Other (please state)	3	1.06%
	TOT 282	
36. If you use our website at www.stagsnet.com do you think it provides up to date information?		
a. Yes	160	80.00%
b. No	4	2.00%
c. It varies	36	18.00%
	TOT 200	
Total number of surveys returned: 302		