

REPORT ON TRAINING PARTICIPANTS' SATISFACTION



EqualiSM (Ref: 101134352)

*Equal Opportunities in Sports Management: Supporting
women's representation and rising awareness of
stakeholders in sport*



**Co-funded by
the European Union**

Introduction

The EqualISM project team, as part of the quality policy set out in the Quality Plan approved by the Consortium, is committed throughout the life of the project to evaluate the quality of the outputs and of the established processes.

This report presents and discusses the satisfaction of the participants in the training workshops of the project, which is essential both to be able to correctly assess the impact of the project on the target groups and to be able to propose improvements and recommendations for future actions.

The project included two training workshops in each of the participating countries: Turkey, Latvia, Romania and Spain as well as an academic visit to the workplace of one of the representative women in the field of sport management. At the end of the training programme, all participants were asked to fill in, online or on-paper, questionnaires to evaluate the training programme (Image 1).



Image 1. EqualISM workshops and academic visit.

A total of 142 participants answered the questionnaire, 42 Turkish, 21 Latvian, 40 Spanish and 39 Romanian. Figure 1 shows the distribution of respondents by country.

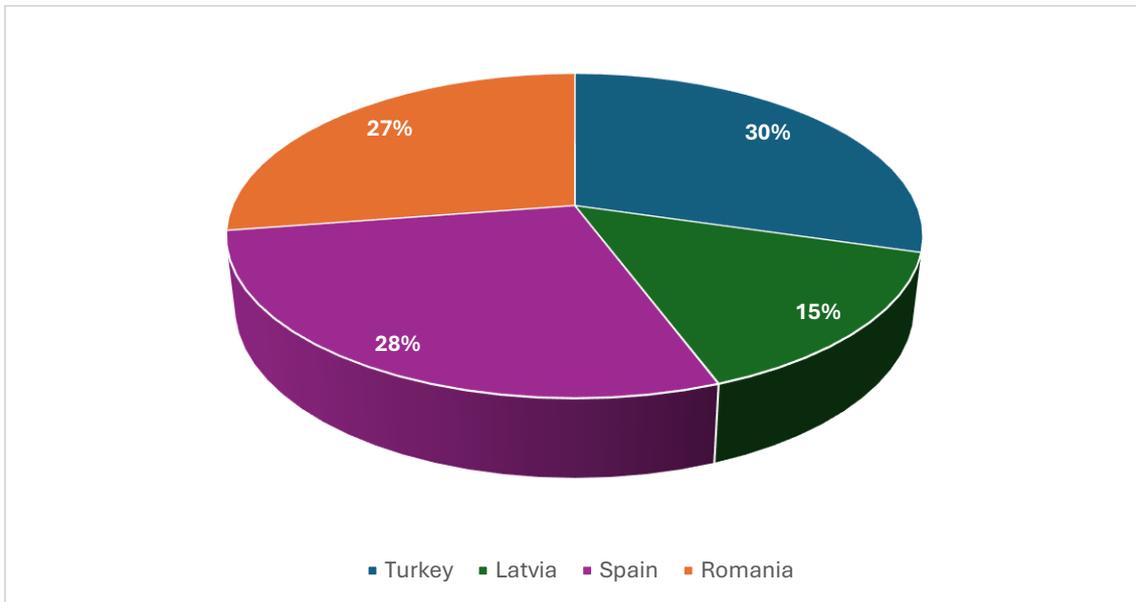


Figure 1. Respondents by country.

The questionnaire consisted of 10 items on which the participants had to give their opinion on a Likert-type scale, from 1 to 5 points, where 1 meant very dissatisfied and 5 meant very satisfied.

The report is structured as follows: the overall results will be presented first, followed by a country-by-country analysis. This report ends with the conclusions drawn from the experience under evaluation.

Overall satisfaction questionnaire results

The average total score for all items was 4.39 points (87.8% of the total possible score).

Figure 2 shows that all items score above 4, i.e. 80% of the maximum score. The most highly rated items were, in order, the profile and quality of the speakers (4.59), the possibility of expressing opinions and discussing topics (4.53), the ability of the speakers to be dynamic (4.47) and the level of training (4.46).

On the other hand, the link between the topic and the interests of the participants (4.19), the prior information (4.25) and the usefulness of the activities for personal or professional development (4.26) were the lowest rated.

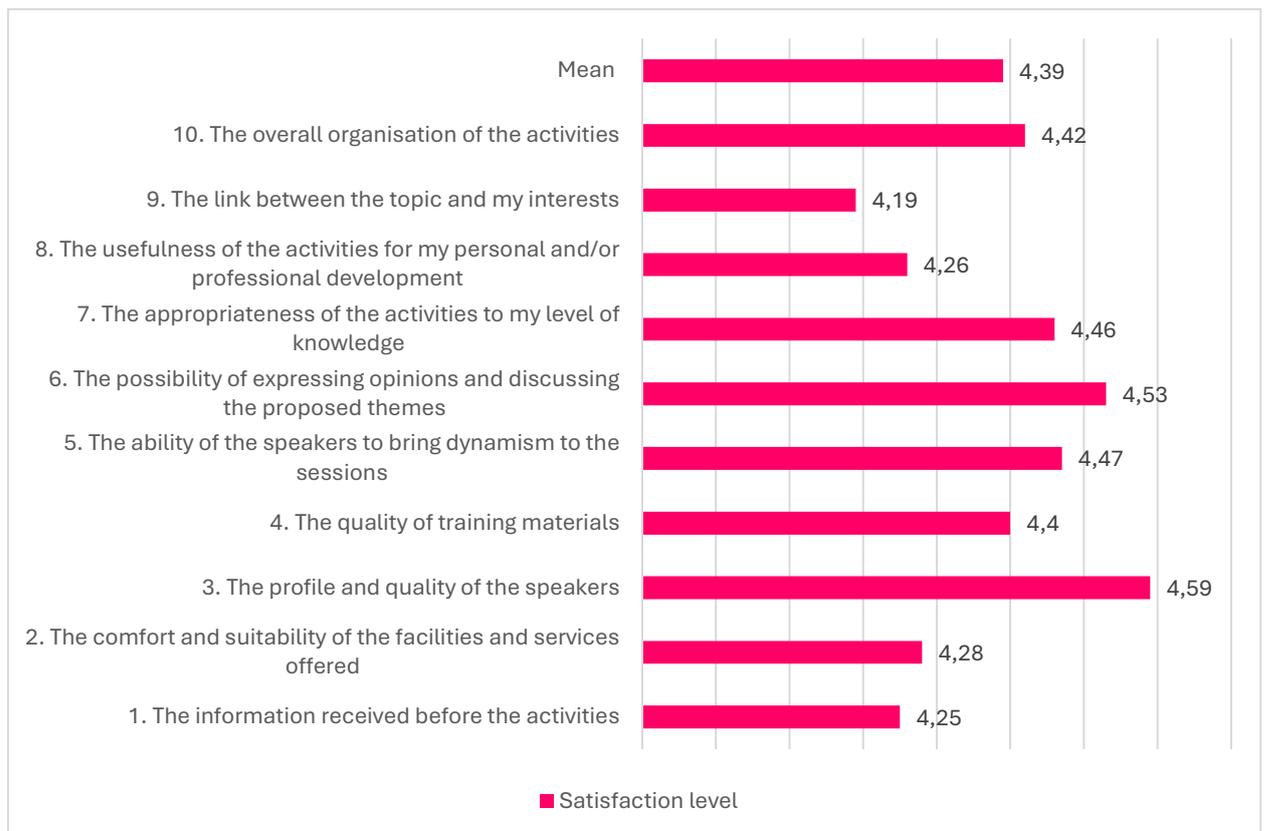


Figure 2. Global satisfaction level.

Satisfaction results by country

Figures 3, 4, 5 and 6 show the results by country, and Figure 7 all of them.

Latvia has the highest scores on almost all items, except for prior information, interest in the topic and, slightly, the possibility to express opinions and debate, on which Turkey scores highest. On the other hand, Spanish participants were the most critical, scoring all items below the average and the other countries.

What was evaluated best in each of the countries was the possibility of expression and dynamism in Turkey, dynamism, comfort, quality of the speakers and general organisation in Latvia, quality of the speakers, level of activity and possibility of expression in Spain and, finally, quality of the speakers and information received in advance in Romania.

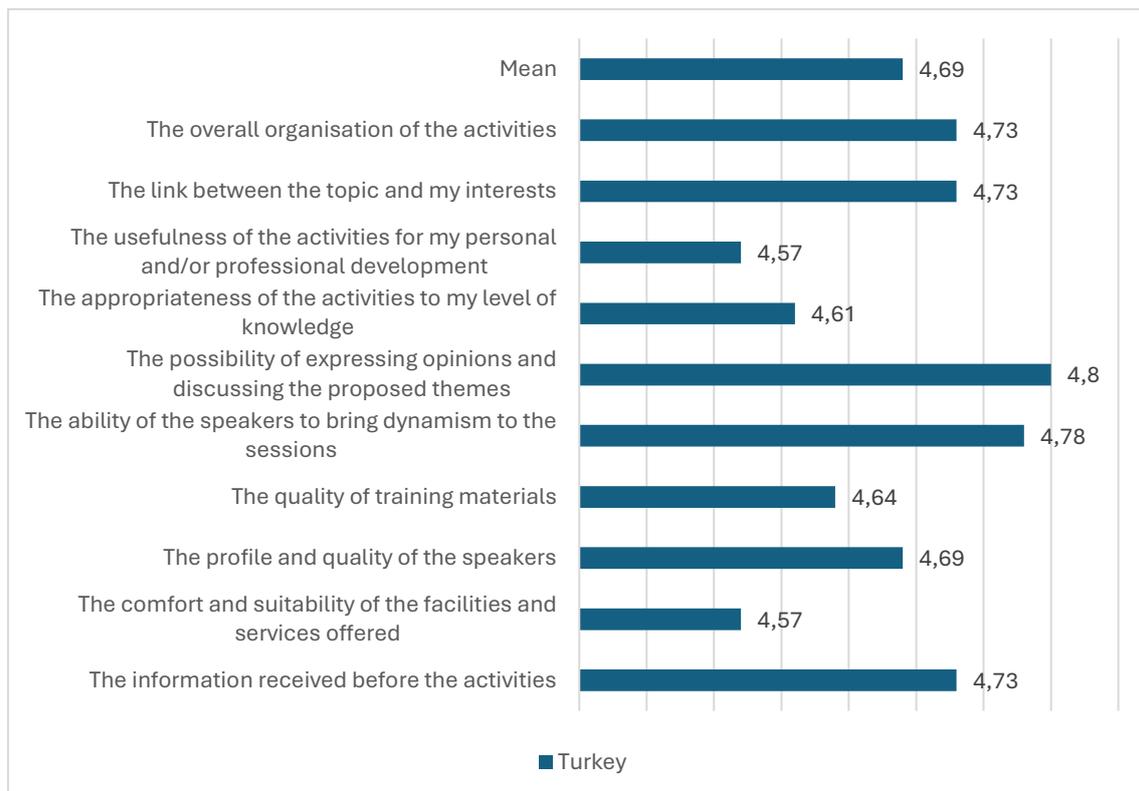


Figure 3. Satisfaction level (Turkey).

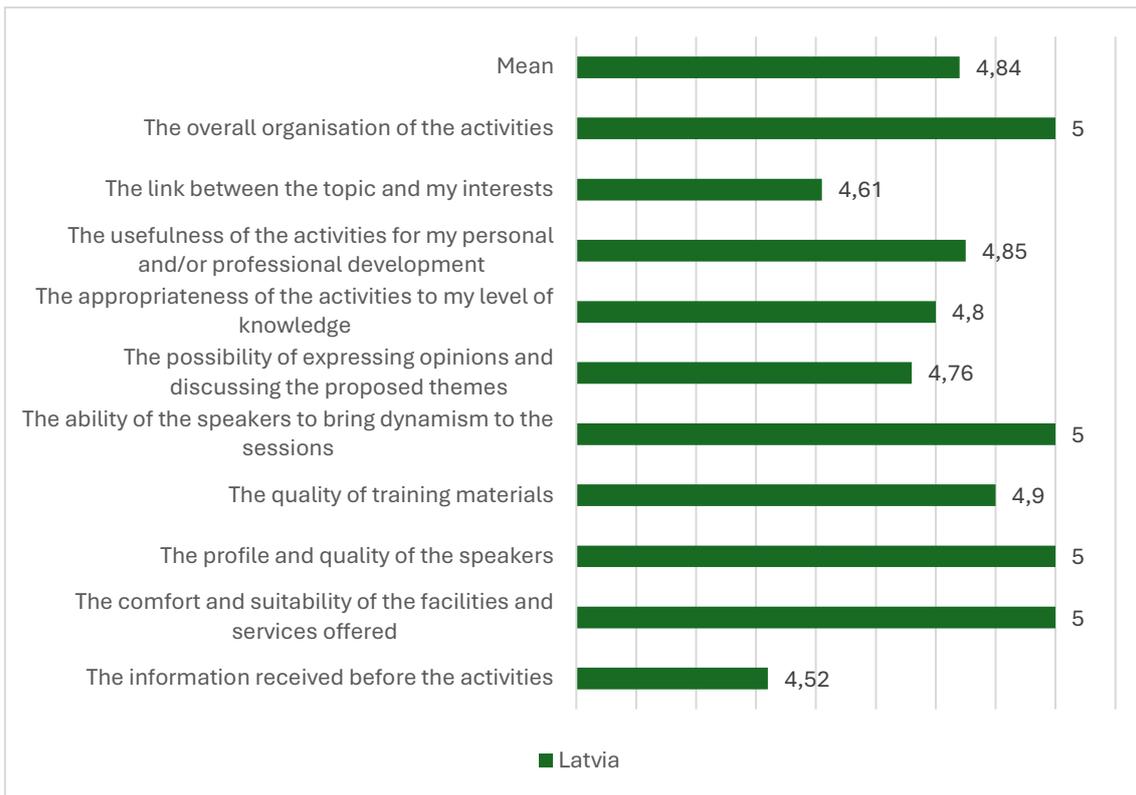


Figure 4. Satisfaction level (Latvia).

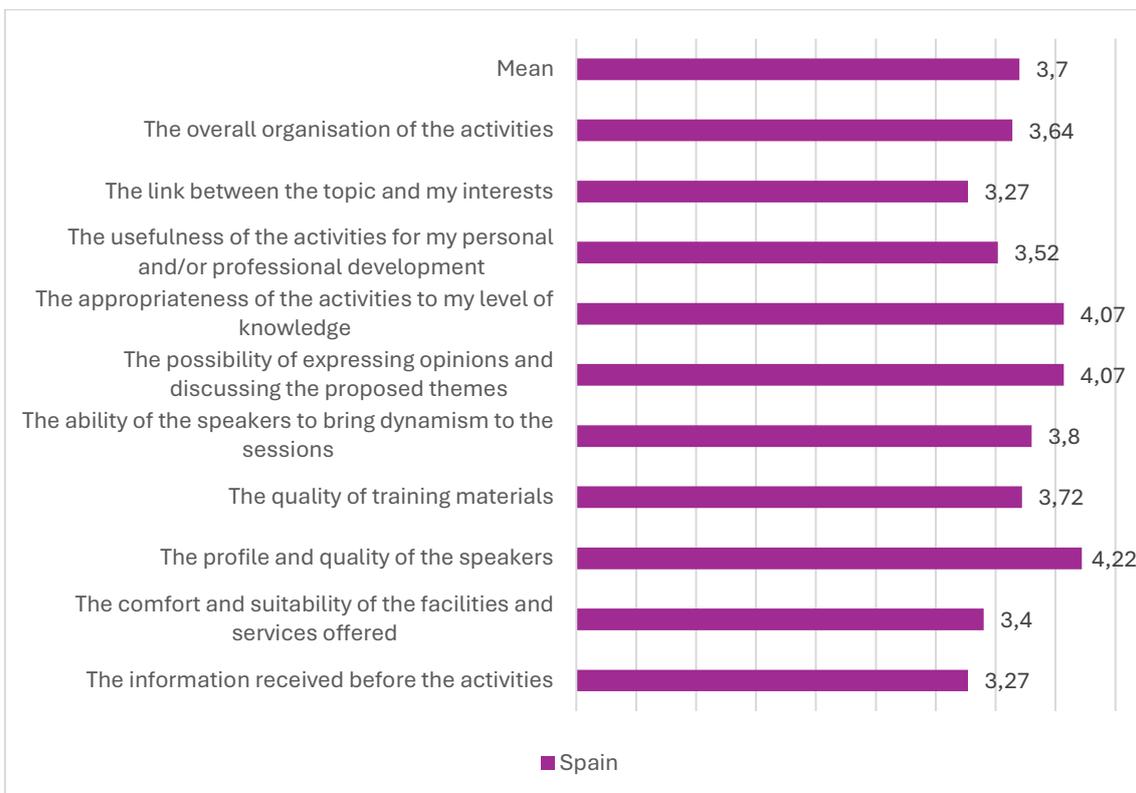


Figure 5. Satisfaction level (Spain).

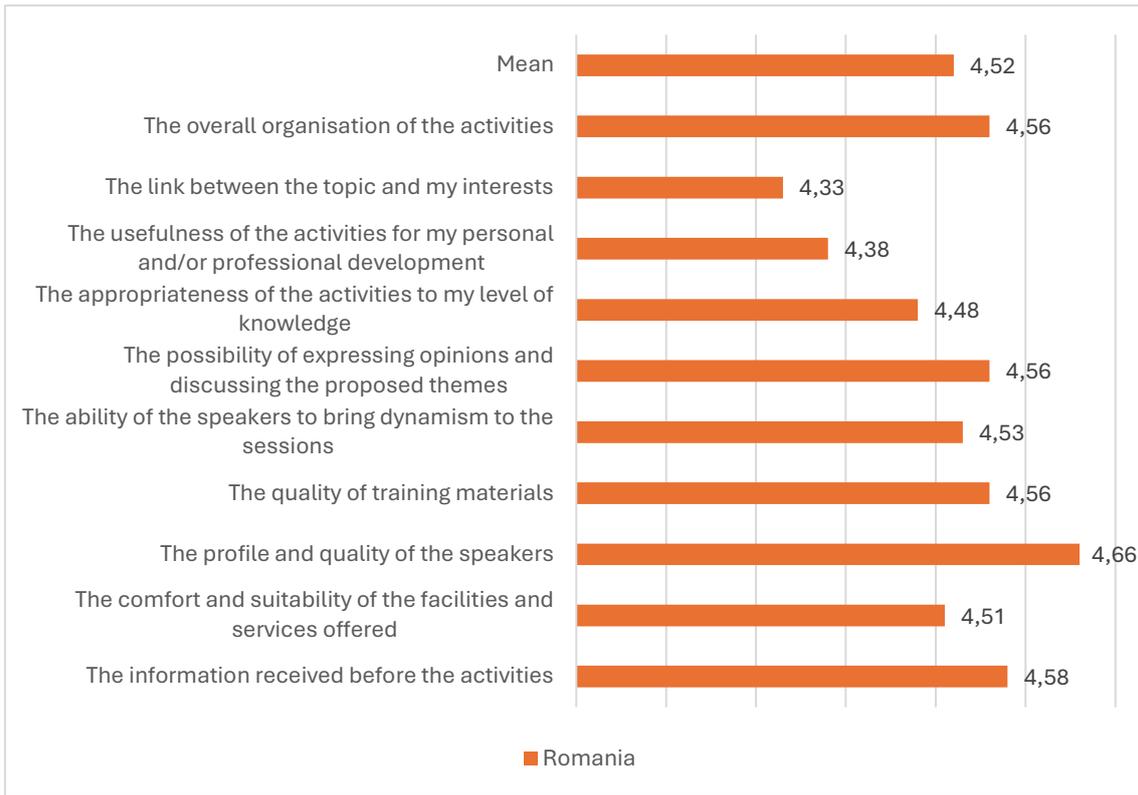


Figure 6. Satisfaction level (Romania).

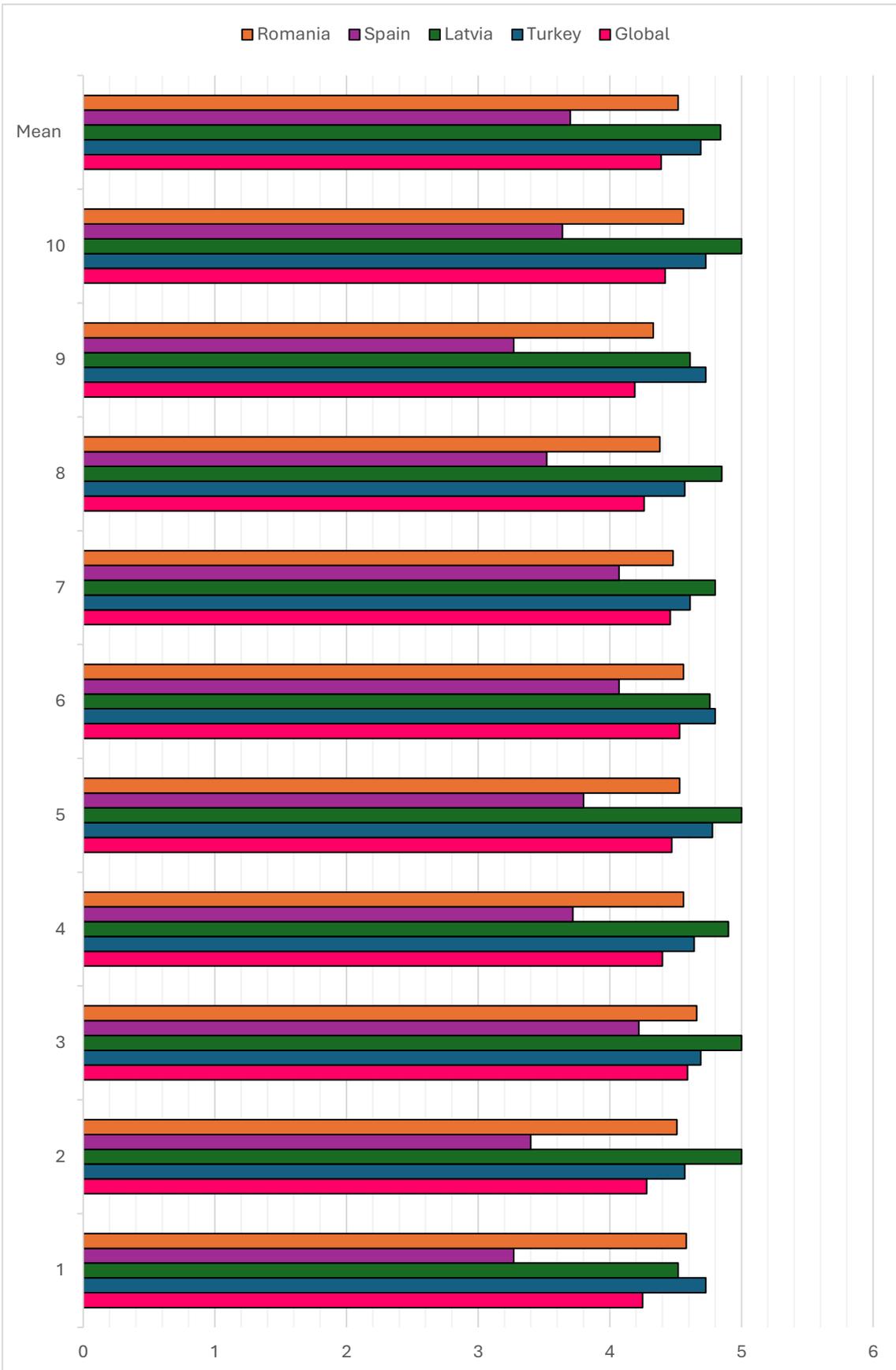


Figure 7. Comparison between global and countries' satisfaction.

Conclusions

The overall results show a high satisfaction of the participants with the training provided, with all countries scoring above 70% of the maximum score, which is the standard usually considered in quality control. In addition, Turkey, Latvia and Romania are at an excellent level, exceeding 90% of the maximum score. Therefore, some of the aspects to be considered in future actions include:

- Inform in a timely and clear manner about actions, dates, facilities and any other relevant information. Inform in case of changes in rooms, timetables or other aspects, making sure that students have taken note of them.
- Make sure in advance of the capacity and comfort of the rooms to be used and ask for prior confirmation of attendance. In Spain, this was a problem as twice the number of trainees expected to attend the training.
- Develop higher quality materials once this experience, which can be considered a pilot, has been evaluated. As far as possible, incorporate gamified activities, debate and digitalised materials that can be given to participating students. In addition, the possibility of offering a certificate for completing the training provides added value.
- Assessing the previous level by means of an online questionnaire or a gamified activity would be interesting in order to adjust the training to the real level of the participants.
- Ensuring the participation of speakers and representatives from the public and private sectors and sports associations is important to spread a change of mentality among the participants.



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