



INGWELALA



# INGWELALA SHAREHOLDER RESEARCH

2017

OVERALL

## Response Rate

## OVERALL

2017

Overall	Respondents
Overall	158
Tenure	Respondents
Less than 1 year	1 *
1 to 5 years	6
5 to 10 years	9
10 to 20 years	38
20 to 30 years	47
30 years +	57
Age	Respondents
Under 25	1 *
25 to 30	5
30 to 35	5
35 to 40	12
40 to 45	25
45 to 50	27
50 +	83
Shareholders	Respondents
1	50
2	58
3	11
4	13
5 or more	26



Response Rate

OVERALL

2017

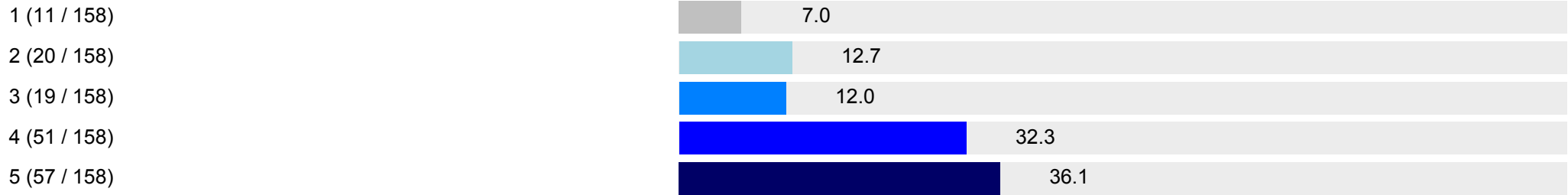
Users	Respondents
1	11
2	36
3	18
4	40
5	12
6	13
7	10
8 or more	18

Frequency Analysis

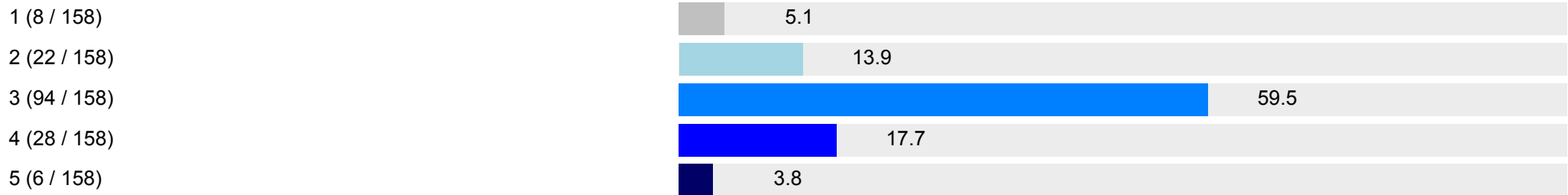
OVERALL

Please rank in order of importance what you believe the objectives of Ingwelala should be

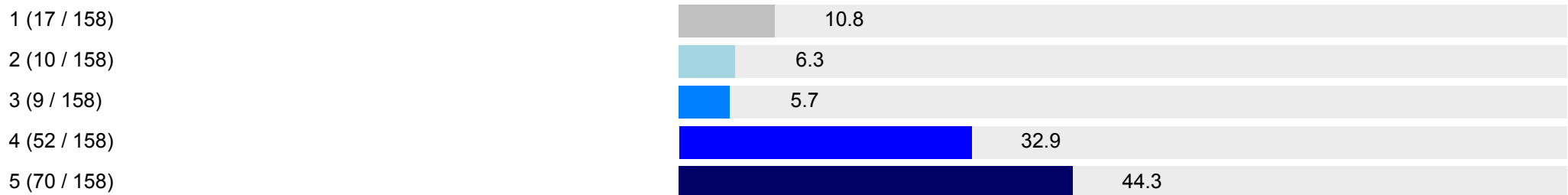
Conservation and environmental preservation



Holiday home



Game viewing and wildlife experience

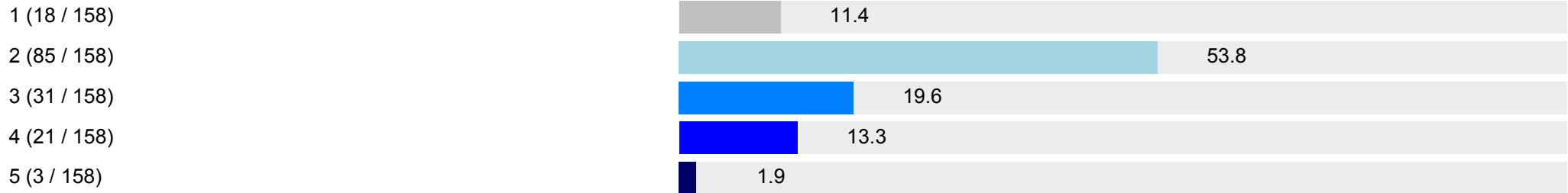


Frequency Analysis

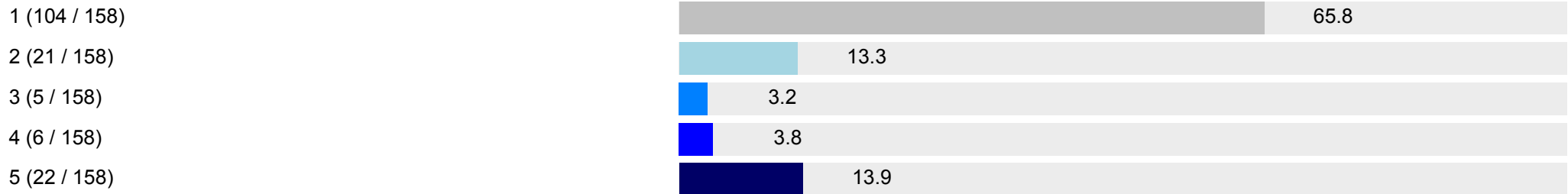
OVERALL

Please rank in order of importance what you believe the objectives of Ingwelala should be

Recreation



Meeting and Socialising

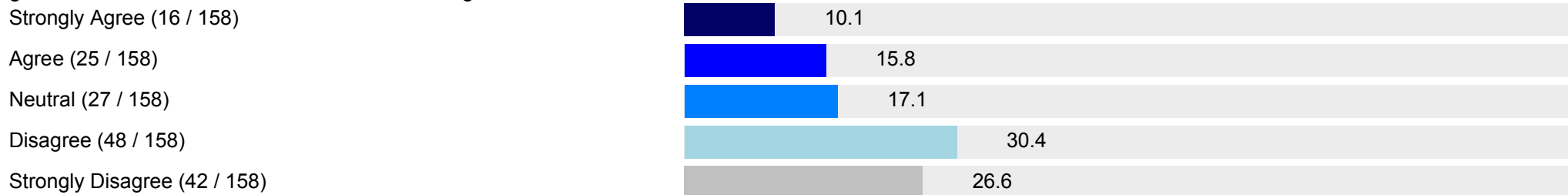


**Frequency Analysis**

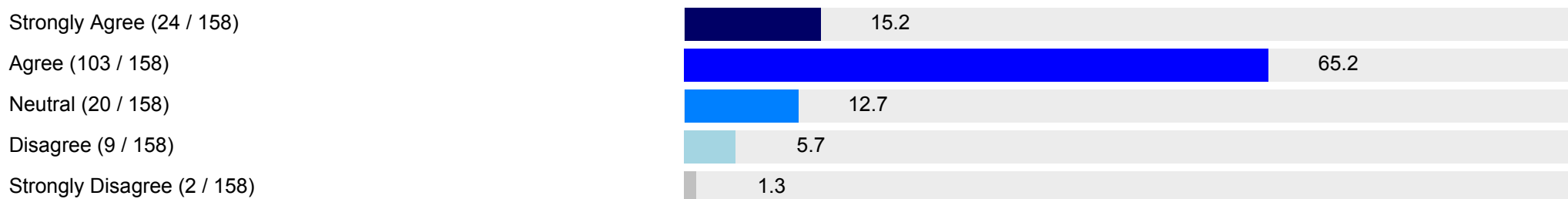
**OVERALL**

**General**

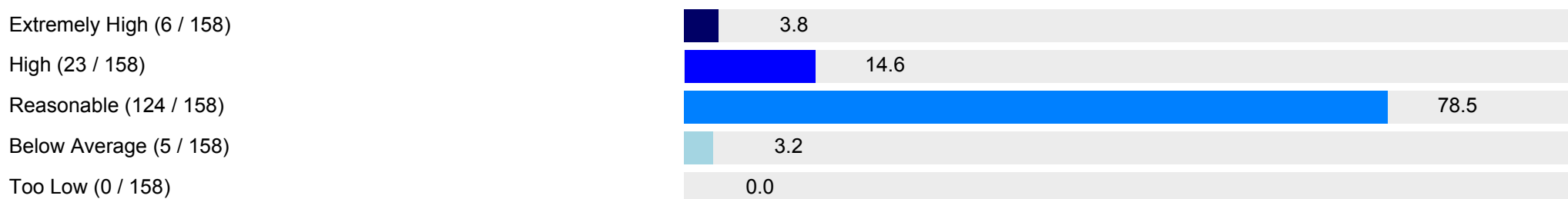
The Ingwelala bungalow building style was based on the original Rondavel. It has developed with modifications and enhancements on that theme. Ingwelala should now move to a more modern design:



The current level of time, effort and resources devoted by Ingwelala to conservation in the broader sense is appropriate:



Levies have been kept close to inflation over the last few years For the investment in Ingwelala and the services offered, Ingwelala levies are:



Frequency Analysis

OVERALL

General

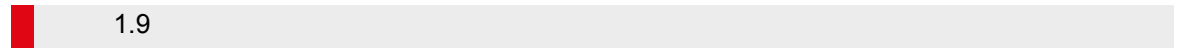
Does Ingwelala meet your requirements in terms of:

A natural and pristine bush getaway

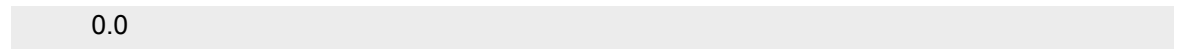
Yes (155 / 158)



No (3 / 158)



Not Required (0 / 158)

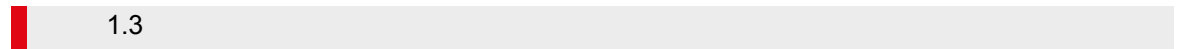


A holiday in the bush

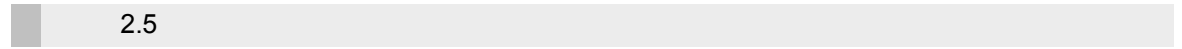
Yes (152 / 158)



No (2 / 158)



Not Required (4 / 158)

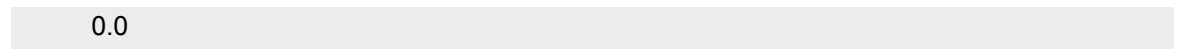


A place to spend leisure time

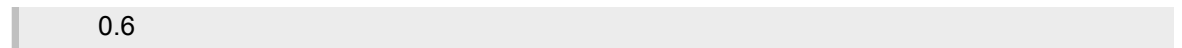
Yes (157 / 158)



No (0 / 158)



Not Required (1 / 158)

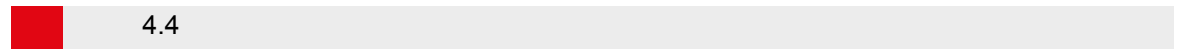


A place to entertain friends and colleagues

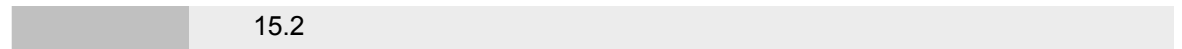
Yes (127 / 158)



No (7 / 158)



Not Required (24 / 158)



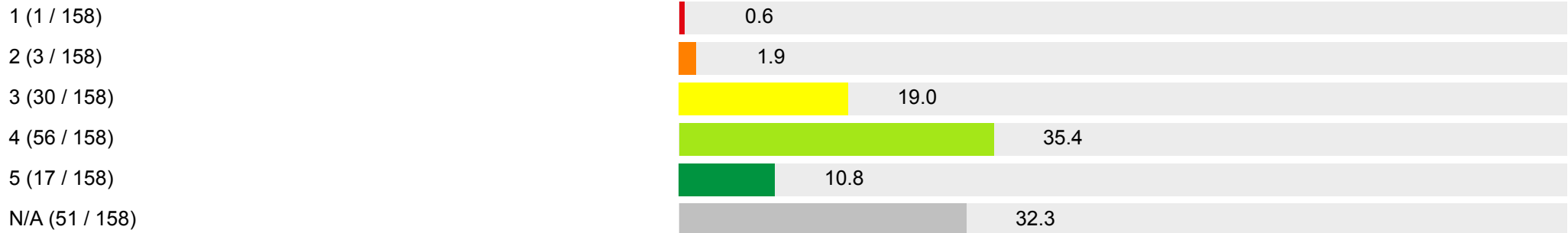
Frequency Analysis

OVERALL

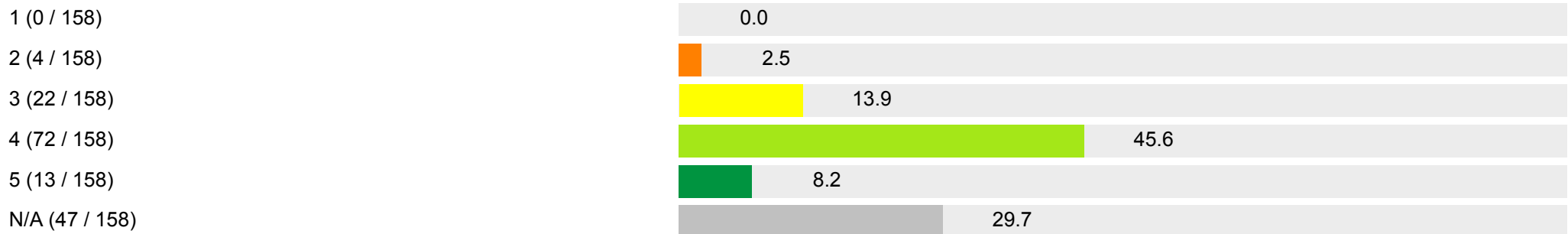
General

Ingwelala holds Member Feedback evenings 2-3 times a year. Please rate the following: (where 1 is Extremely Poor and 5 is Excellent)

Guest Speakers



Topics Discussed





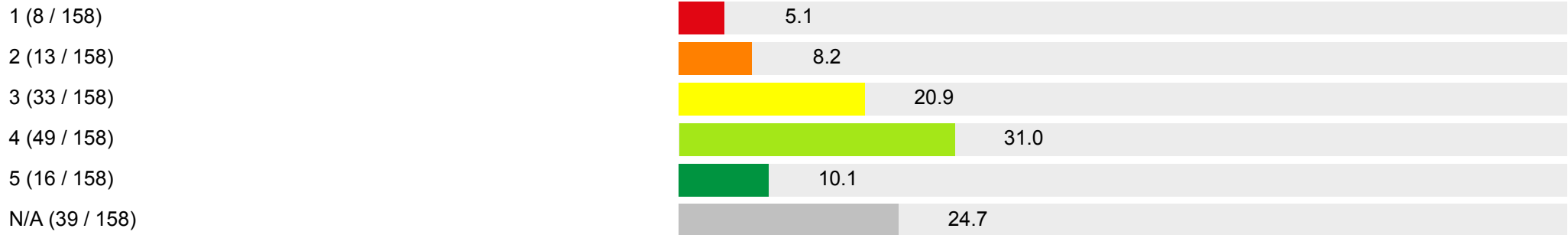
Frequency Analysis

OVERALL

General

Ingwelala holds Member Feedback evenings 2-3 times a year. Please rate the following: (where 1 is Extremely Poor and 5 is Excellent)

Feedback



Frequency Analysis

OVERALL

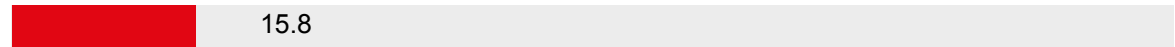
Board and Communication

I refer to the website on a regular basis

Yes (133 / 158)

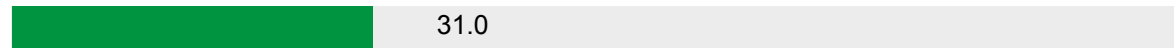


No (25 / 158)

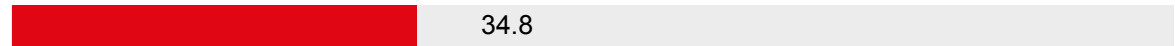


Ingwelala should have a managed Facebook page

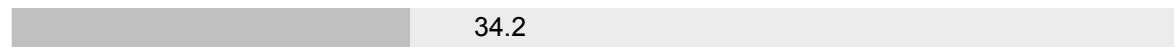
Yes (49 / 158)



No (55 / 158)

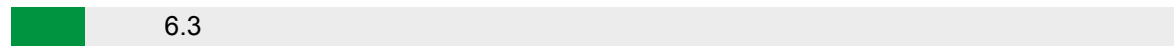


Don't Know (54 / 158)

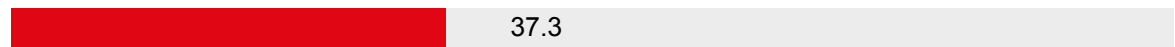


Ingwelala should have a managed Twitter account

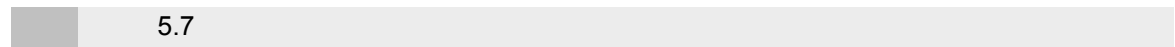
Yes (10 / 158)



No (59 / 158)



Don't Know (9 / 158)

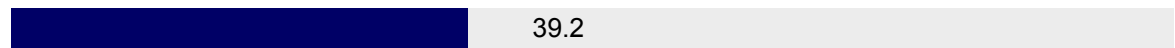


Would not use (80 / 158)



The board should actively look to extending Ingwelala boundaries by acquiring adjacent or nearby property

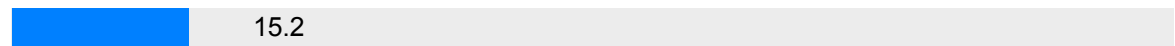
Strongly Agree (62 / 158)



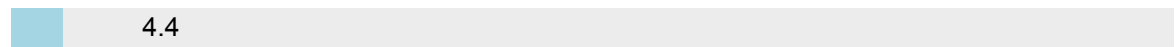
Agree (61 / 158)



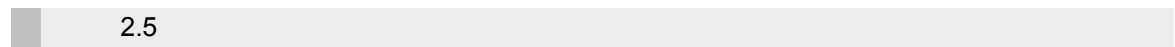
Neutral (24 / 158)



Disagree (7 / 158)



Strongly Disagree (4 / 158)

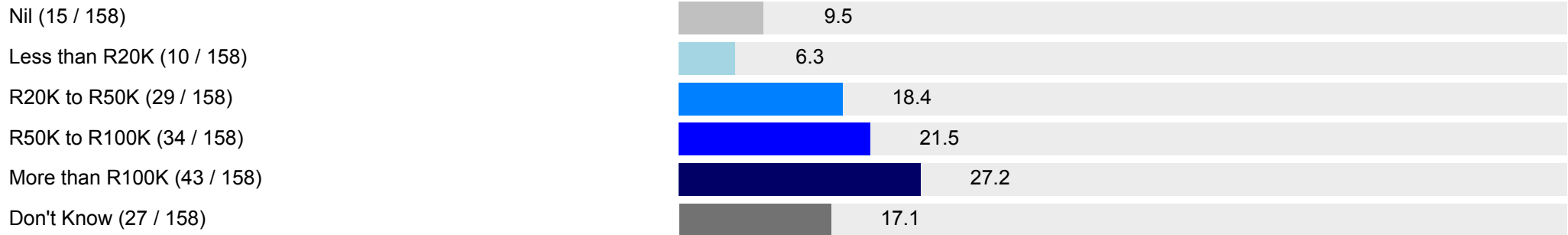


Frequency Analysis

OVERALL

Board and Communication

If a property was acquired, what basic range of investment would you be willing to consider?



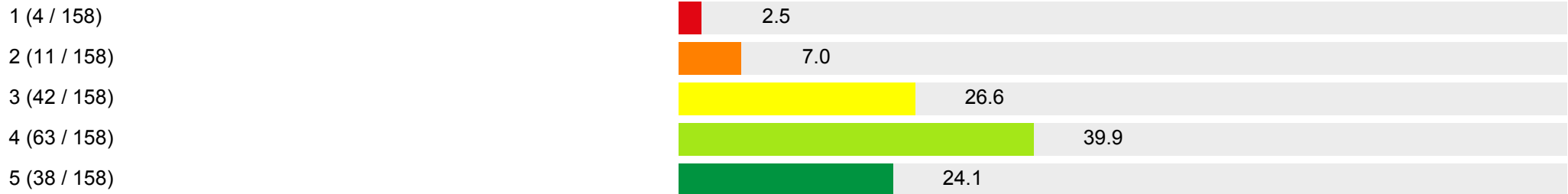
Frequency Analysis

OVERALL

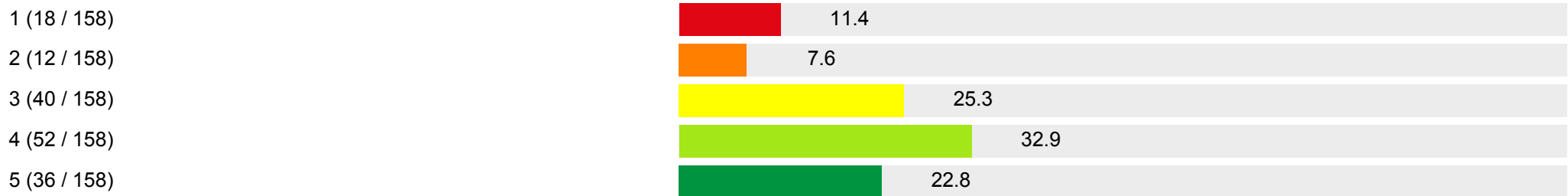
Board and Communication

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

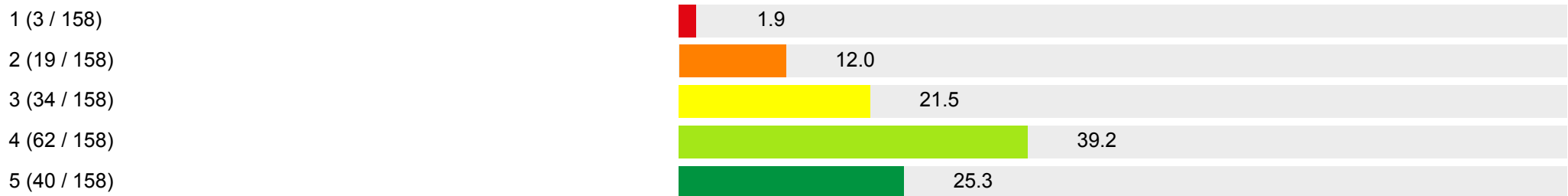
The standard of the board



The attitude of the board



The effectiveness of the board in managing Ingwelala



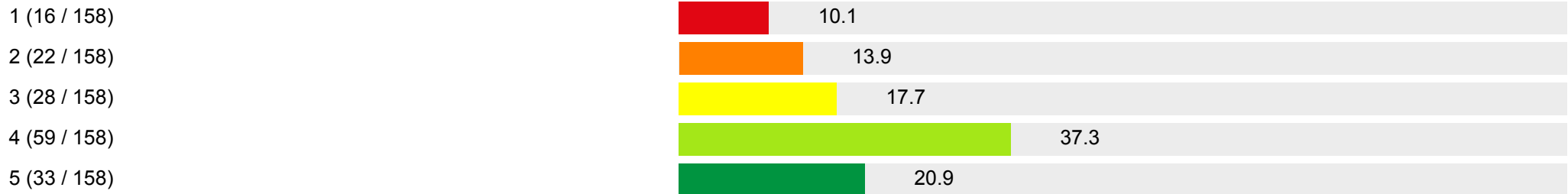
Frequency Analysis

OVERALL

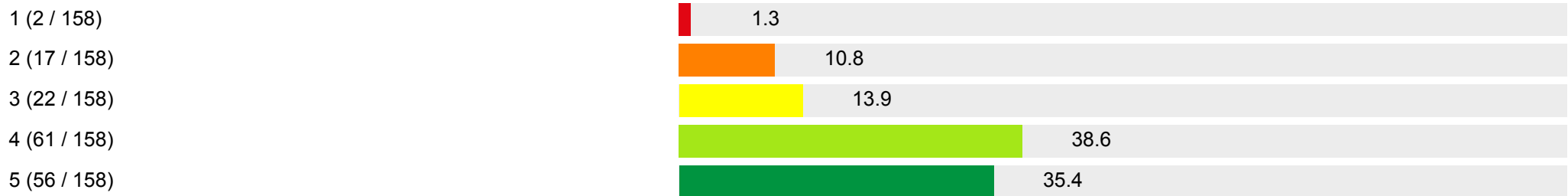
Board and Communication

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

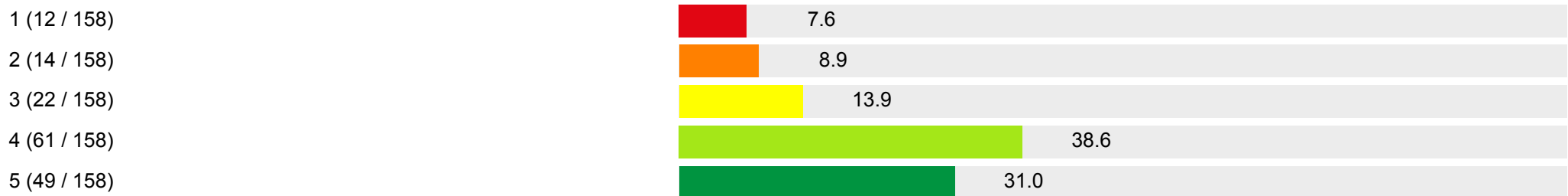
Board communication to members



The standard of the management team at Ingwelala



The attitude of the management team at Ingwelala



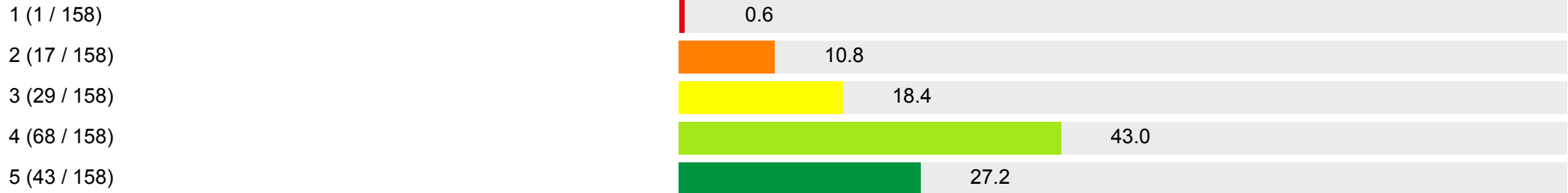
Frequency Analysis

OVERALL

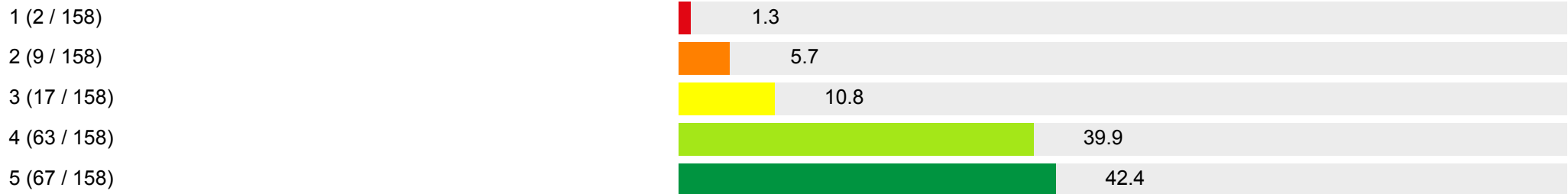
Board and Communication

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

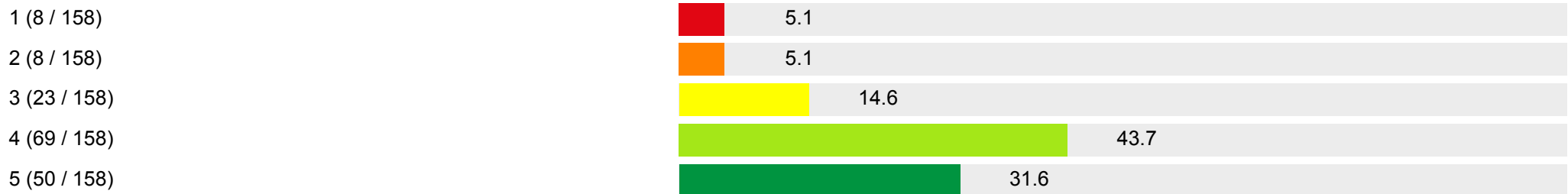
The effectiveness of the management team at Ingwelala



Reserve monthly newsletters



Reserve general communication



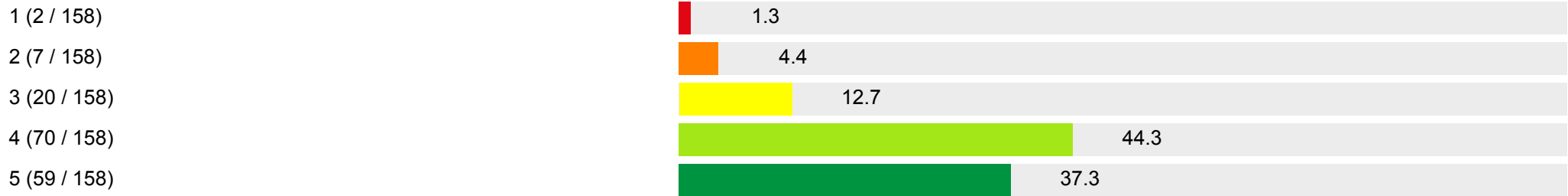
Frequency Analysis

OVERALL

Board and Communication

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

The Ingwelala website



Frequency Analysis

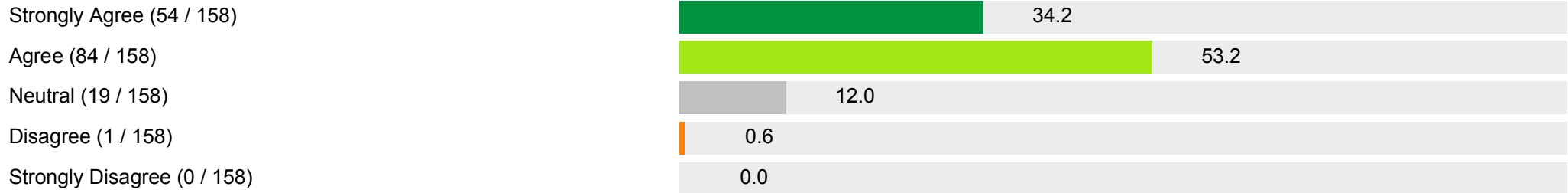
OVERALL

Landowner Association

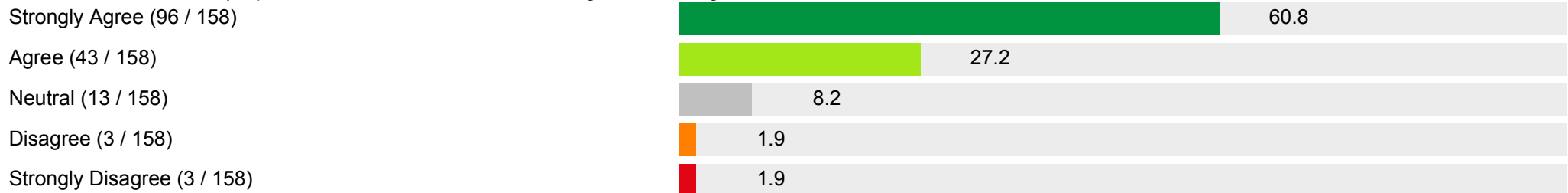
I am aware of who the members of Nkorho and Umbabat Private Nature Reserve are



Our membership of the Umbabat Private Nature Reserve carries with it increasing costs and opposing views on conservation, for example hunting and use of funds. I support Ingwelala's ongoing involvement with the other members forming a likeminded conservati



The Umbabat and Nkorho constitutions prohibit further commercialisation - including new share blocks or other endeavours that could substantially increase utilisation of the properties. This is a cornerstone that Ingwelala through the Umbabat and Nkorho s



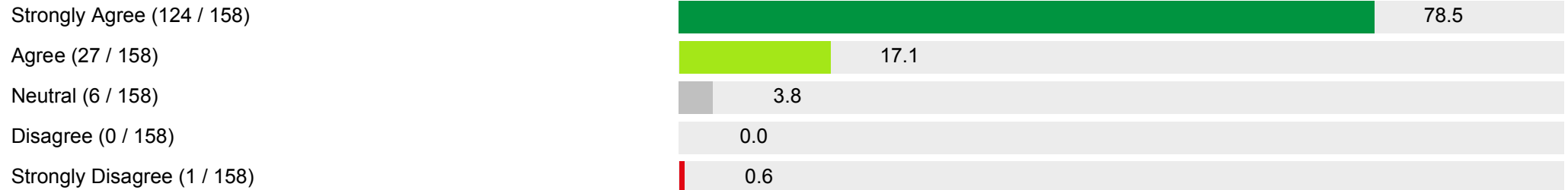


## Frequency Analysis

## OVERALL

## Landowner Association

On advice from Nkorho and the Umbabat, the benefits of being a protected area as well as the implications of not being a protected area are far too great not to be taken seriously. We need to regularise our properties in terms of the Protected Areas Act.

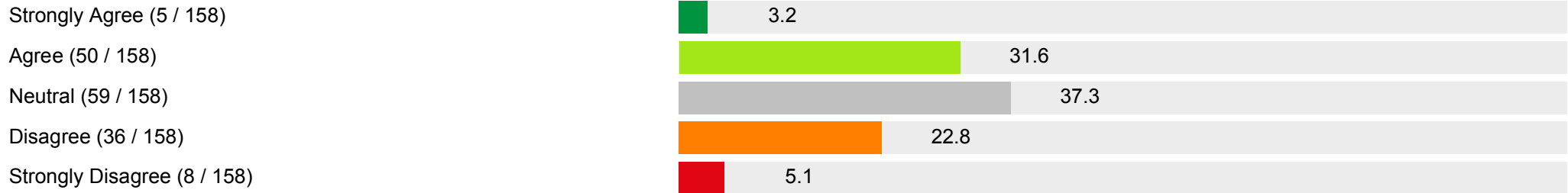


Frequency Analysis

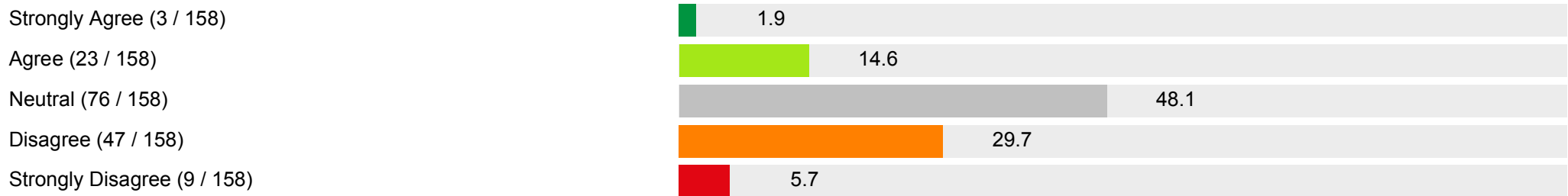
OVERALL

Member Behaviour

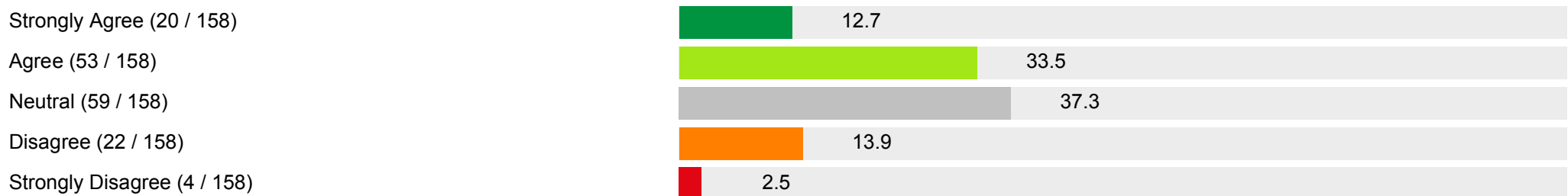
Members behaviour at communal facilities such as waterholes, hides and viewing sites is a concern



Members behaviour at the swimming pool and members area is a concern



The current level of fines for unacceptable member behaviour should be significantly increased to correct bad behaviour

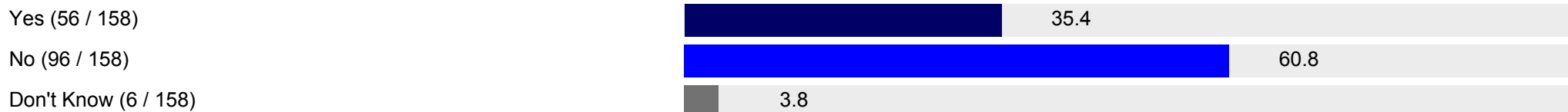


Frequency Analysis

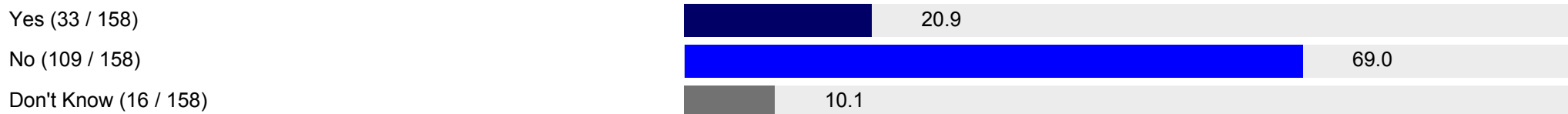
OVERALL

Developments A

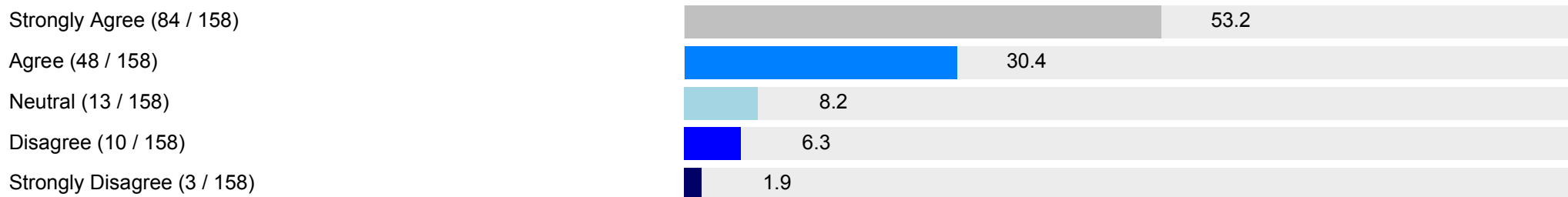
Occasionally approaches are made to individual farms or the Umbabat to enable extended cellphone coverage. I support extended cellphone coverage



Ingwelala should further develop recreational facilities - for example a gymnasium or play area



Many units are installing more than just basic solar power: The increasing noise and light pollution needs to be controlled



Would you be interested in attending social gatherings or communal braais at the Ingwelala members area?

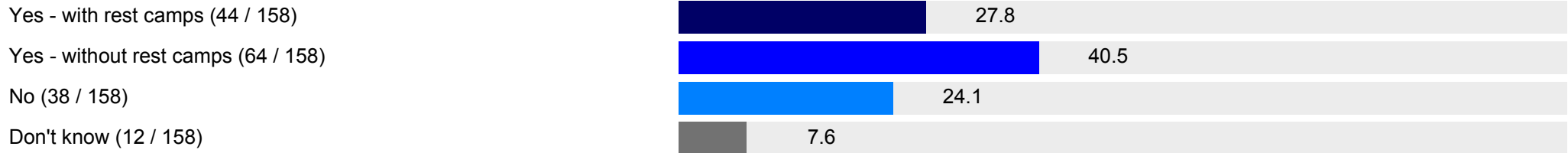


Frequency Analysis

OVERALL

Developments A

I would be interested in ranger-guided hiking trails with / without overnight rest camps



Ingwelala needs the development of an additional overnight camp

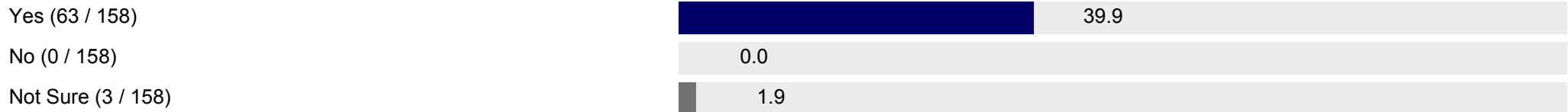


Frequency Analysis

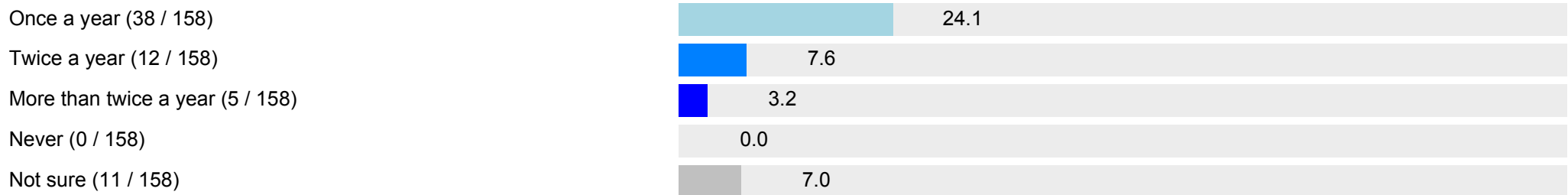
OVERALL

New Camp

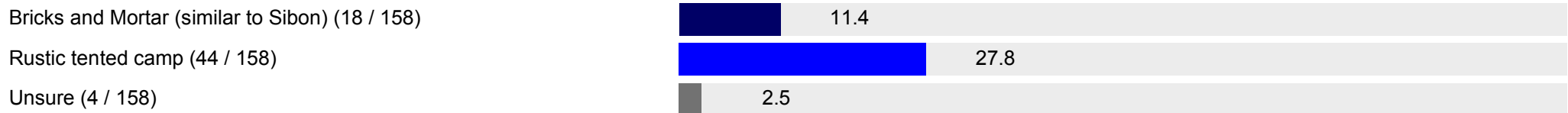
Would you make use of an additional overnight camp?



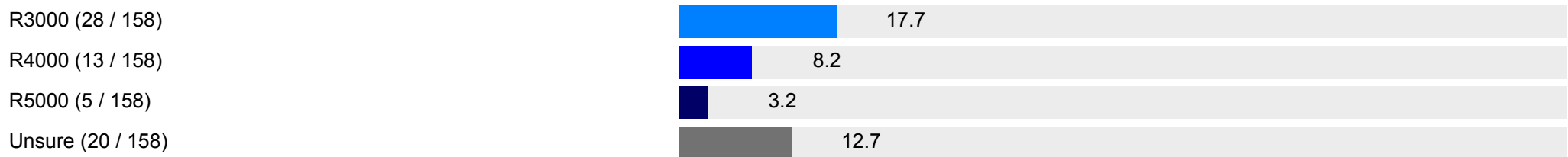
How often would you use such a facility?



Would you like the camp to be:



What price per night would you be prepared to pay in PEAK season?

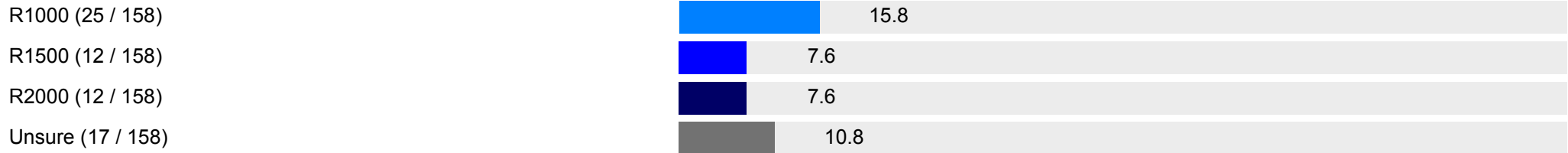


Frequency Analysis

OVERALL

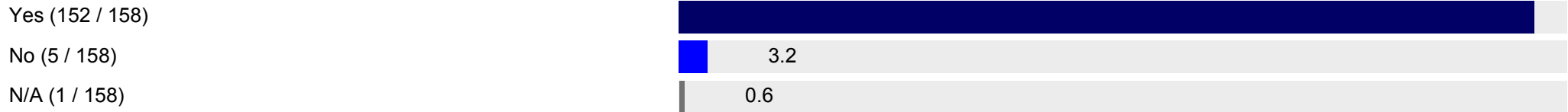
New Camp

What price per night would you be prepared to pay in LOW season?



Sibon

I own a share in Sibon Holdings (Pty) Ltd

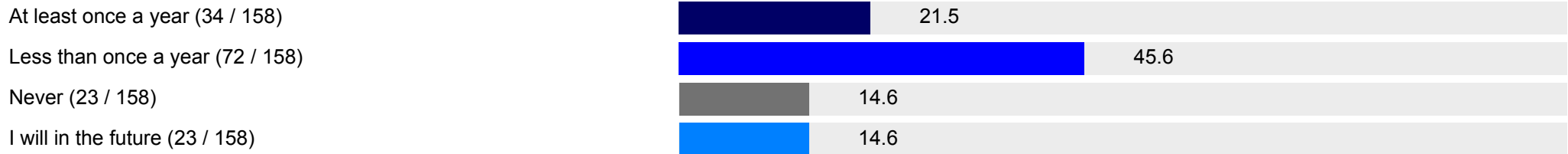


Frequency Analysis

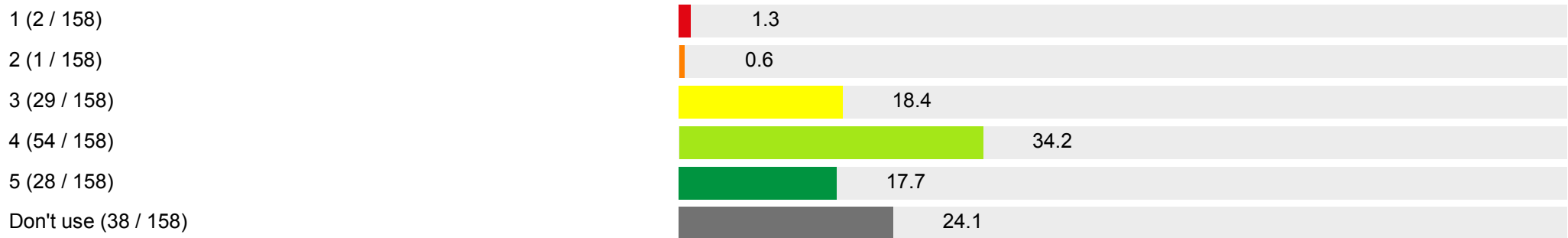
OVERALL

Sibon Accommodation

I use the Sibon accommodation



Please rate the accommodation using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent):



Frequency Analysis

OVERALL

Platforms and Bomas

Should there be a platform on:

Op Goedehoop



Sibon



Should there be a boma on:

Op Goedehoop



Sibon





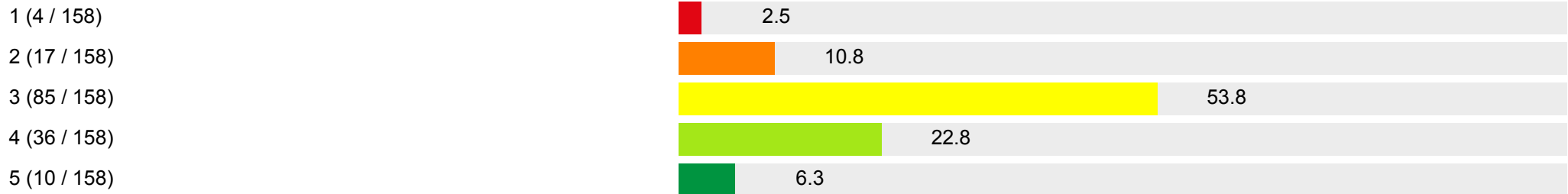
Frequency Analysis

OVERALL

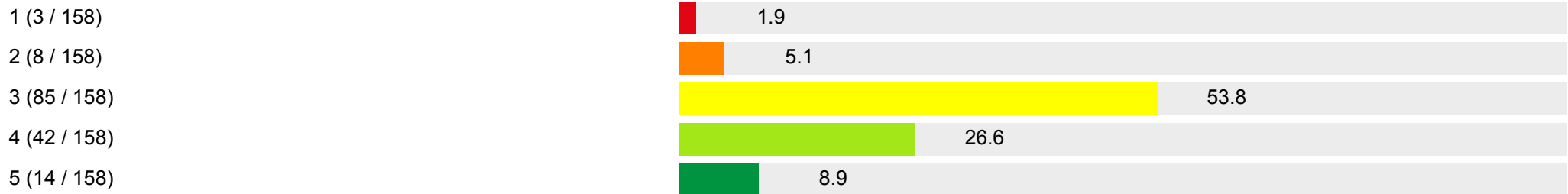
Sibon Vehicles

Please rate the condition of the Sibon vehicles on a scale from 1 to 5 (Where 1 is Poor and 5 is Excellent)

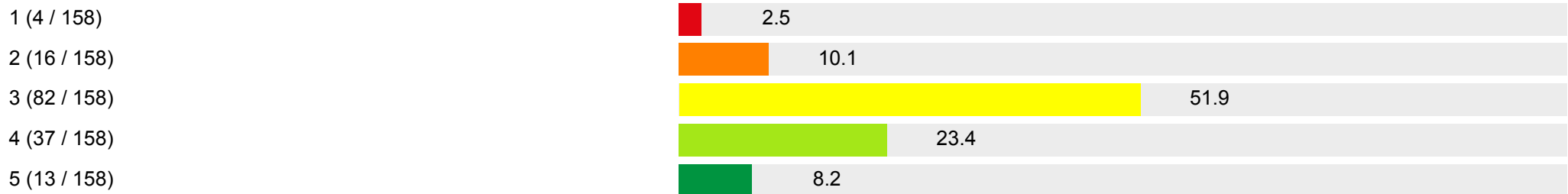
Mechanically sound



Tyres



Handling

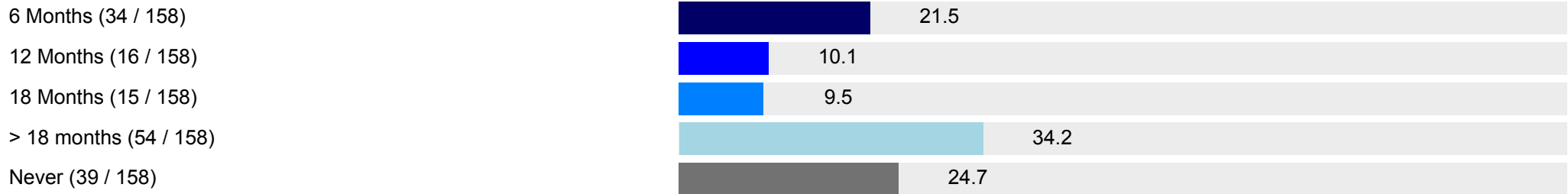


Frequency Analysis

OVERALL

Used Cottages

Have you or your guests made use of any of the cottages in the past:



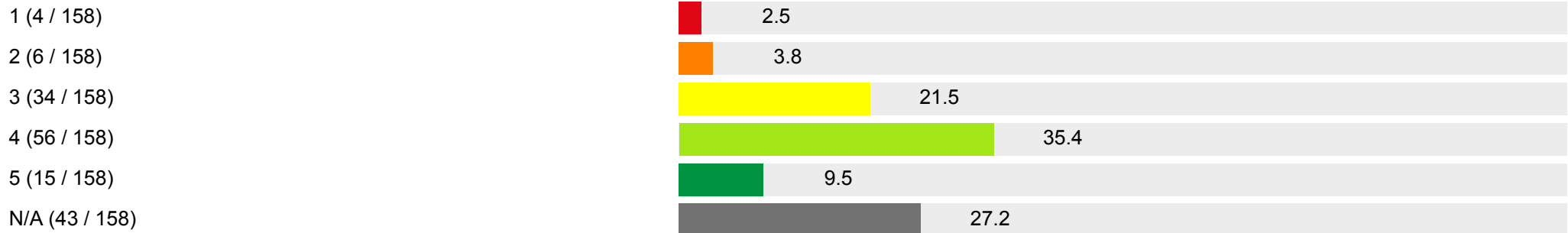
Frequency Analysis

OVERALL

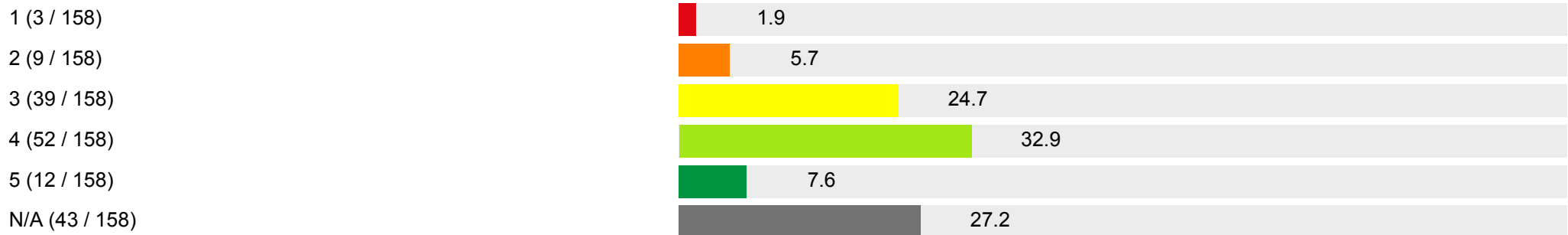
Used Cottages

If you have made use of the cottages, please rate the following on a scale from 1 to 5: (Where 1 is Poor and 5 is Excellent)

Accommodation



Facilities

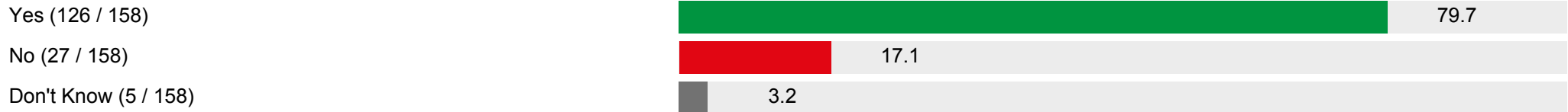


Frequency Analysis

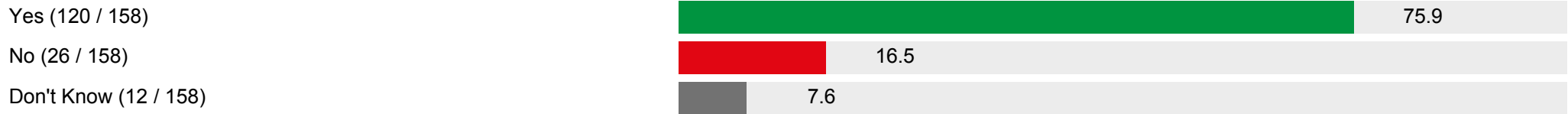
OVERALL

Services A

The hours that services are available to members is acceptable



The Service and General charges are reasonable



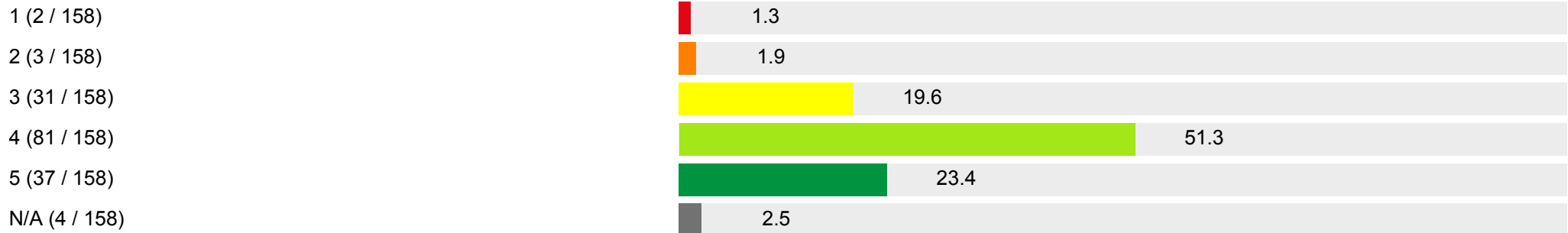
Frequency Analysis

OVERALL

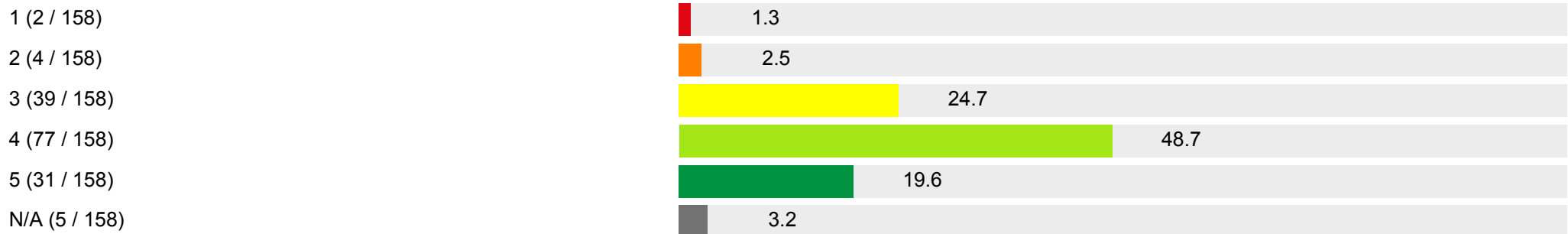
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Expertise of the motor mechanics



Quality of workmanship of the motor mechanics



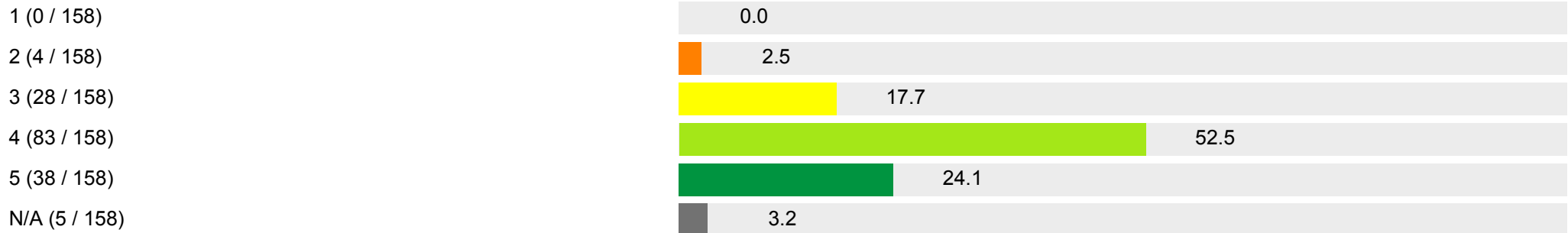
Frequency Analysis

OVERALL

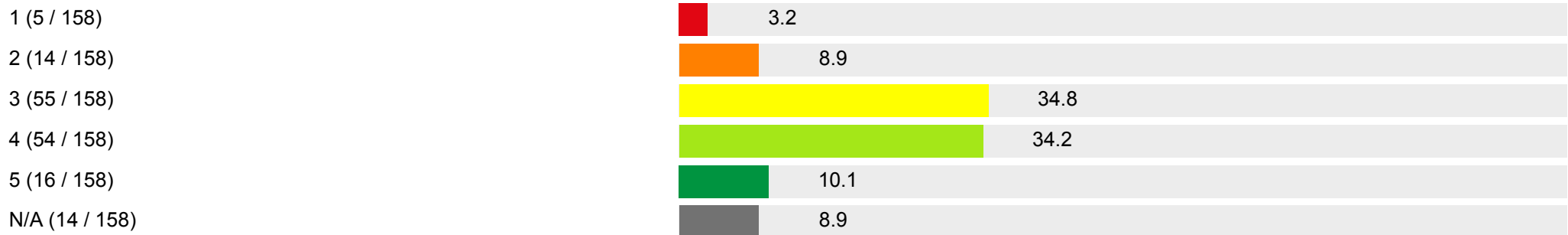
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Quality of the overall service offered by the workshop



Quality of the workmanship of the maintenance staff



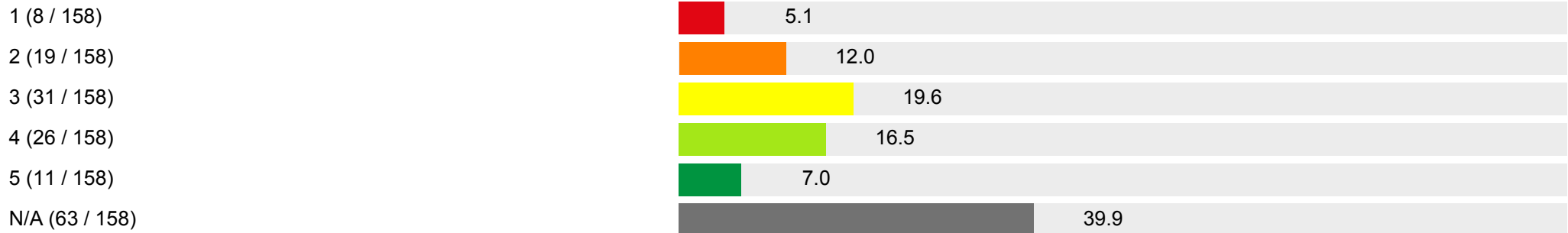
Frequency Analysis

OVERALL

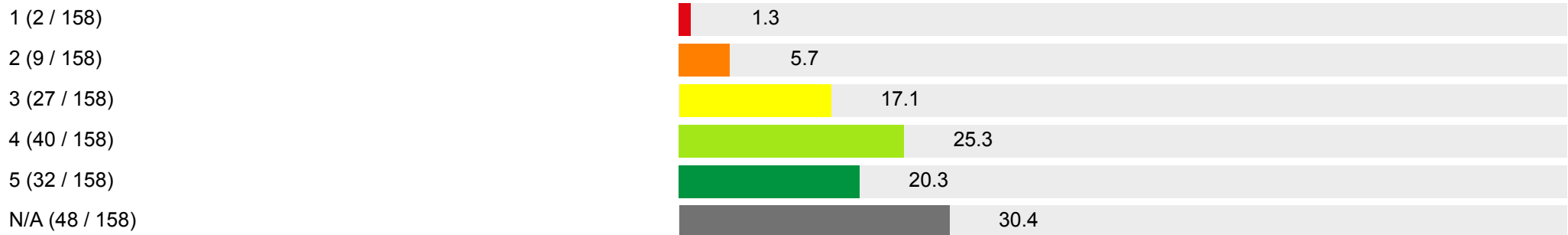
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Repair service to fridges and geysers



Efficiency of the laundry service



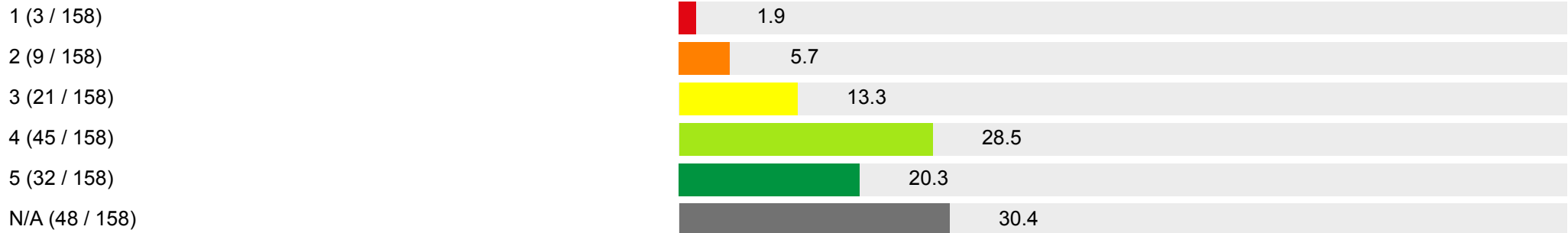
Frequency Analysis

OVERALL

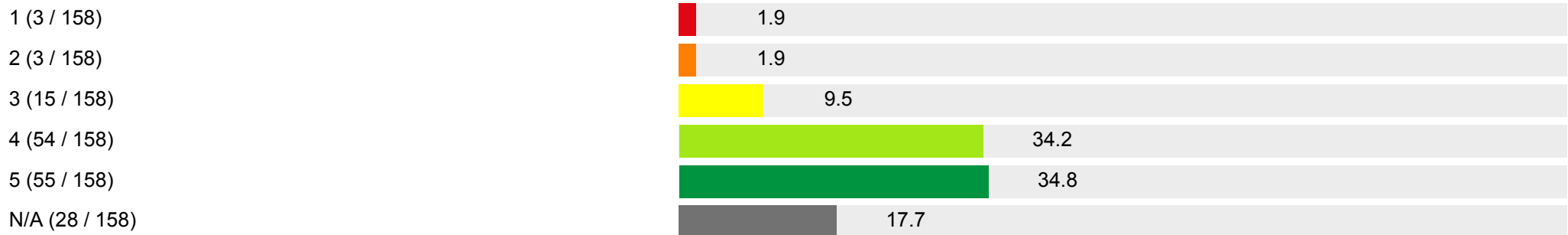
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Quality of the overall service offered by the laundry



Lighting of gas equipment before arrival





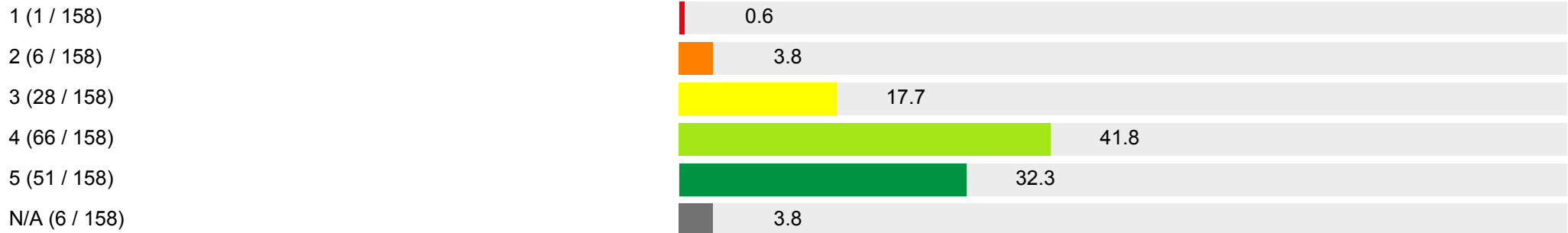
Frequency Analysis

OVERALL

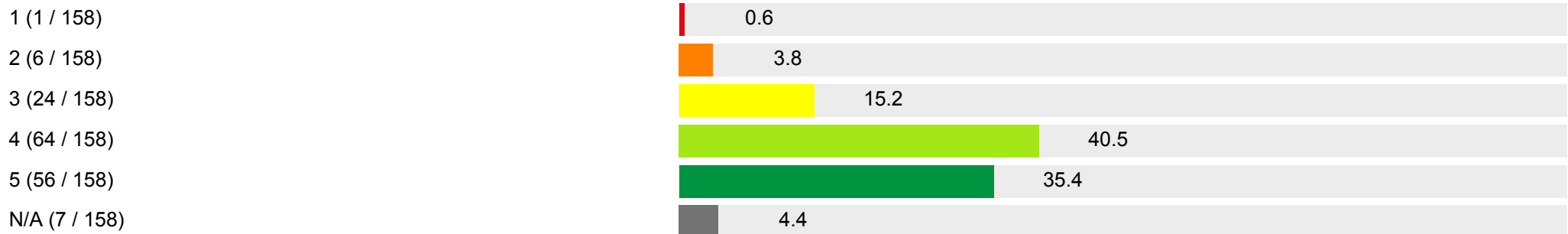
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Security for vehicles parked in the workshop



Disposal of garbage



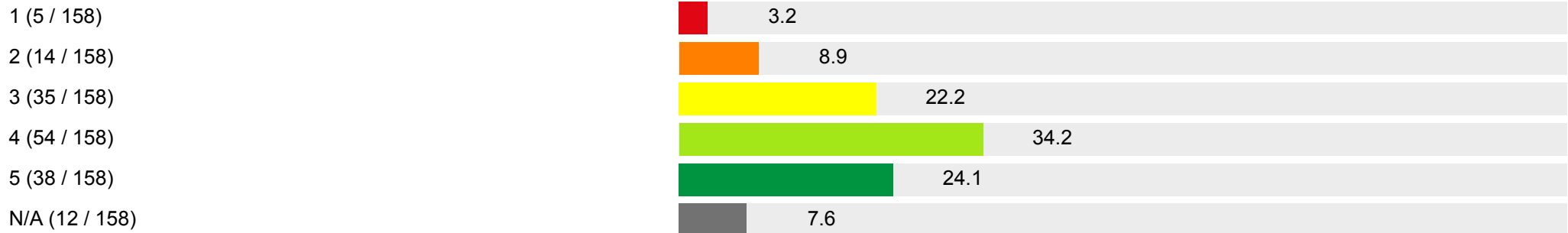
Frequency Analysis

OVERALL

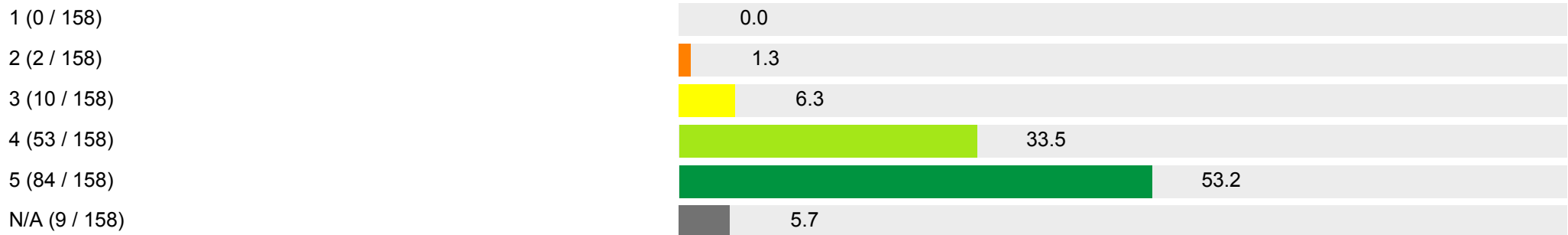
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Quality of firewood



Quality of the overall service offered by the reception



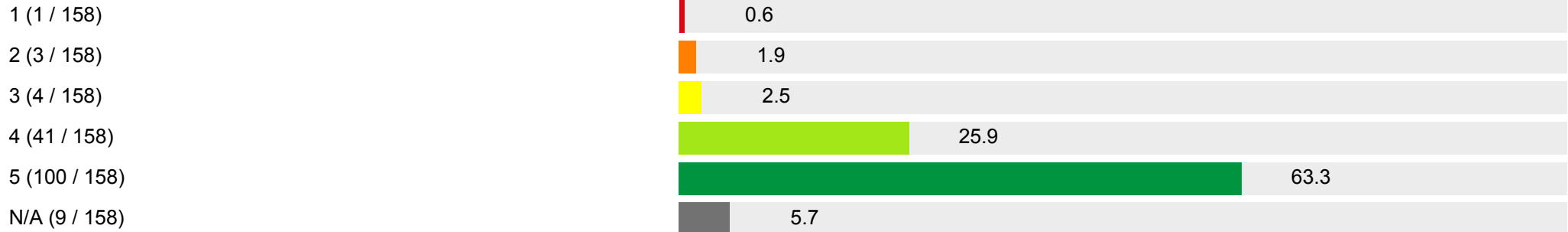
Frequency Analysis

OVERALL

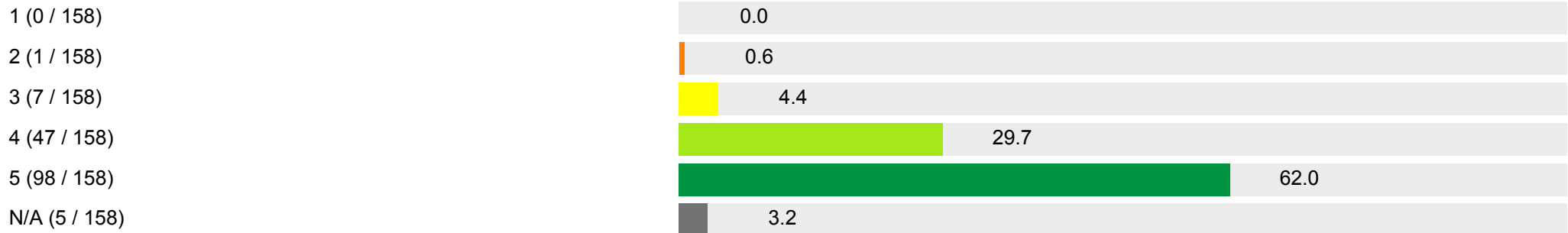
Services A

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)

Attitude of the reception staff



Quality of the overall service offered by the petrol station

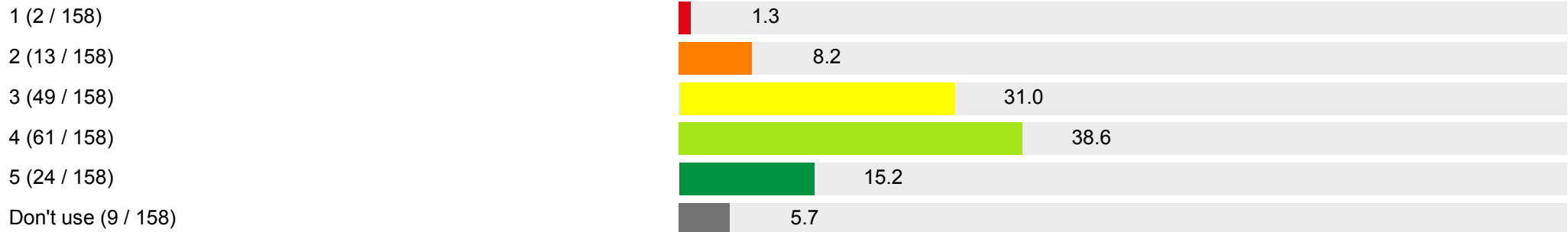


Frequency Analysis

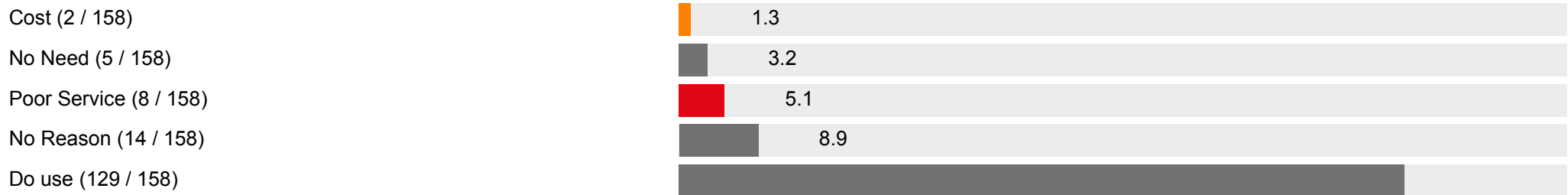
OVERALL

Services E

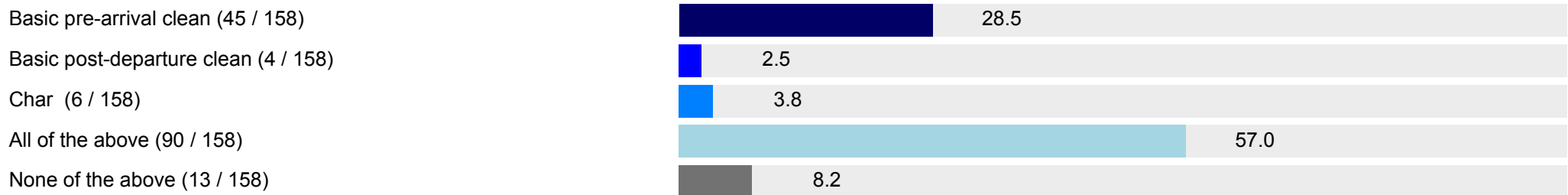
If you make use of the cleaning service, please rate the efficiency using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent)



If you don't make use of the cleaning service, please provide a reason



Which of the following services would you be interested in?



Frequency Analysis

OVERALL

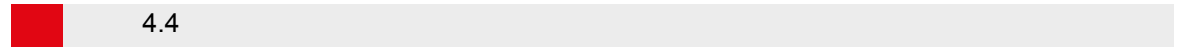
Infrastructure

Ingwelala has an adequate network of internal roads

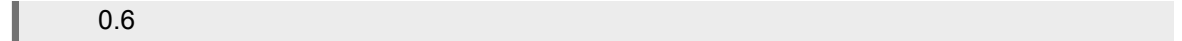
Yes (150 / 158)



No (7 / 158)



Don't Know (1 / 158)



The roads are well maintained

Yes (150 / 158)



No (7 / 158)



Don't Know (1 / 158)

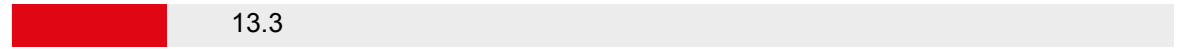


Ingwelala has an adequate number of water holes and viewing sites

Yes (130 / 158)



No (21 / 158)



Don't Know (7 / 158)



The game hides are strong, safe structures

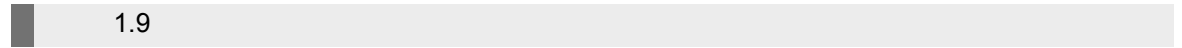
Yes (147 / 158)



No (8 / 158)



Don't Know (3 / 158)



Frequency Analysis

OVERALL

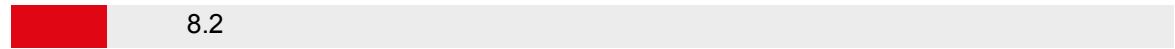
Infrastructure

The game hides are clean and well maintained

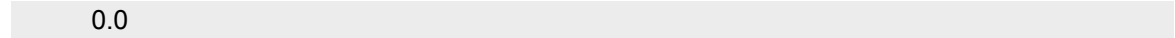
Yes (145 / 158)



No (13 / 158)



Don't Know (0 / 158)

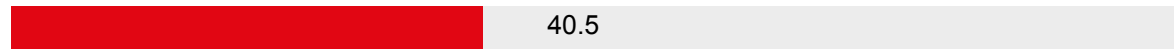


Bush clearing should take place around hides and waterholes

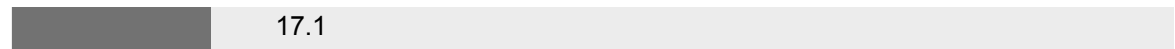
Yes (67 / 158)



No (64 / 158)



Don't Know (27 / 158)

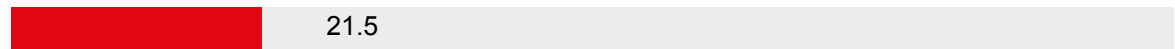


Bush thinning should be carried out on a regular basis

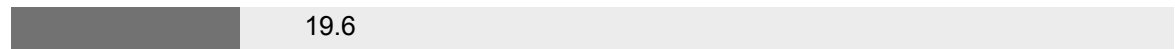
Yes (93 / 158)



No (34 / 158)



Don't know (31 / 158)



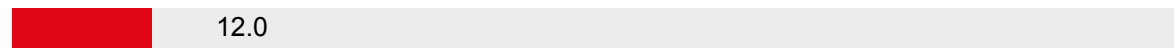
Shop

The shop is run on a basis of convenience to members and covers direct costs. The shop prices are fair:

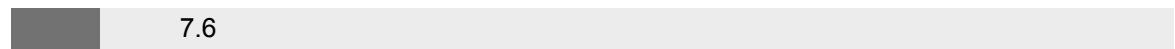
Yes (127 / 158)



No (19 / 158)



Don't Know (12 / 158)

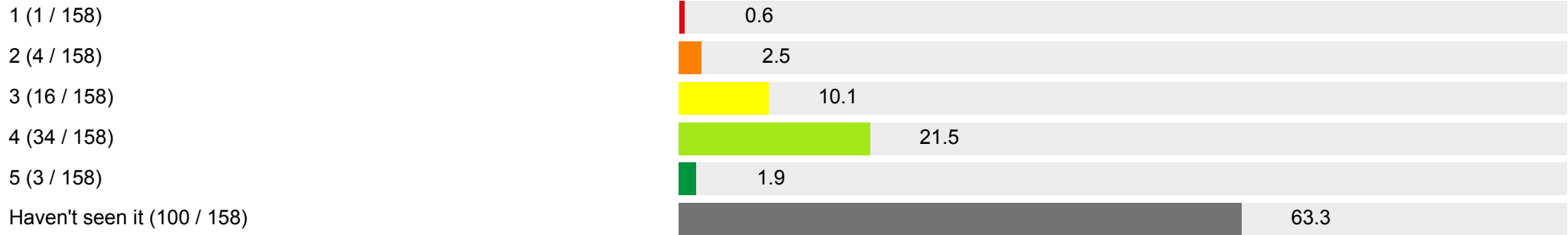


Frequency Analysis

OVERALL

Staff

If you have seen the accomodation for staff at Vuka Ingwe (Staff Village), could you rate it using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent):



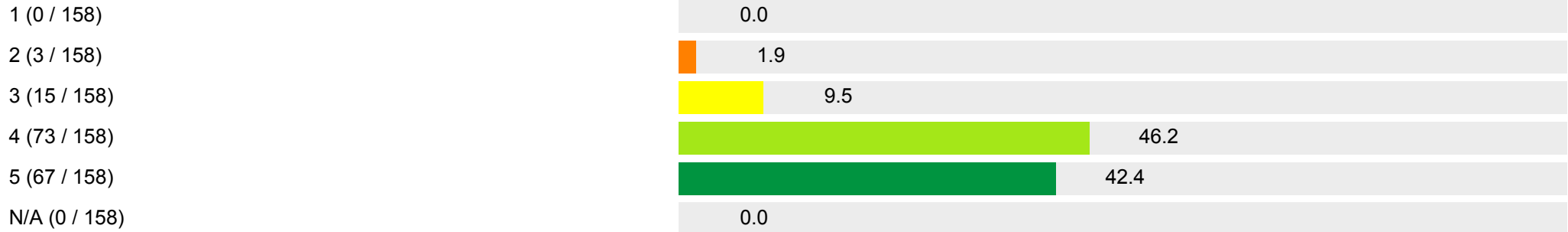
Frequency Analysis

OVERALL

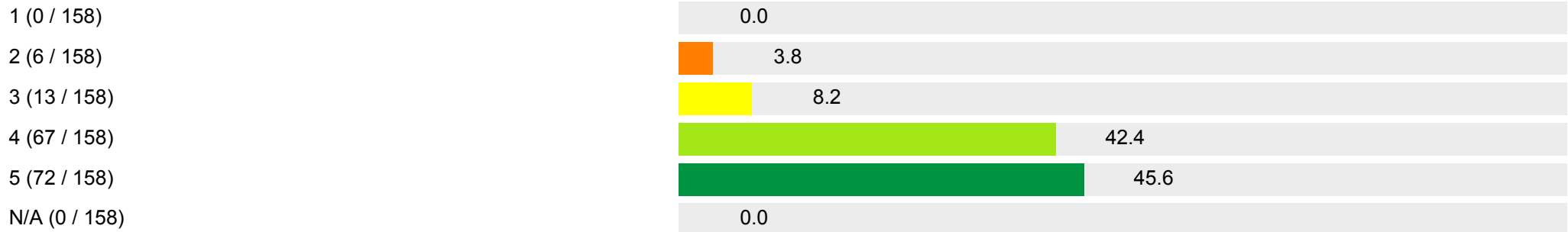
Staff

Please rate the following using a scale of 1 to 5 (where 1 is Extremely Poor and 5 is Excellent):

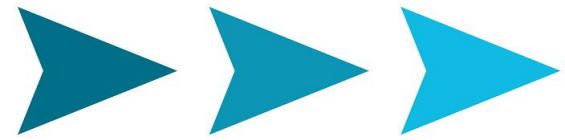
Standard of the administration staff



Attitude of the administration staff







# SOFT CRAFT RESEARCH

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Planning, questionnaire design, data collection, statistical analysis and reporting of this comprehensive research project into the opinions of the targeted respondents is executed by Soft Craft Research.

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