



INTRODUCTION

To simplify and streamline the post-World Championship the International Handball Federation developed the attached Post-World Championship Questionnaire.

The objective is to benefit from your experience at the Men's Junior World Championship and to capture useful information that will assist the IHF in establishing future requirements and guidelines. The information received is not only important for the IHF, but for present and future Men's Junior WCh Organising Committees, and will specifically provide valuable input for the upcoming events of the IHF.

INSTRUCTIONS

The left hand column of the questionnaire indicates the services provided; your evaluation of the quality of these services is captured in the right hand column. Using the scale of 1 to 4 as outlined below, we kindly ask that you mark an "✓" in the column which best reflects your evaluation.

- 1** Unsatisfactory
- 2** Satisfactory
- 3** Good
- 4** Excellent

For each section and subsection we have included an area for Comments / Recommendations and further information. While we welcome feedback in all of the areas assessed, comments are highly recommended in those sections and subsections which received an evaluation of 2 or lower.

Should you have further comment(s) and/or recommendation(s), we encourage you to include them in the section entitled *Additional Comments and Recommendations* at the end of the questionnaire.

INFORMATION	
NAME and FUNCTION	

Please complete this questionnaire (preferably) electronically or by hand and reply via email to Patric Strub (Patric.Strub@ihf.info) by 20 August 2011



A. PRE-WORLD CHAMPIONSHIP PHASE

PRE-WORLD CHAMPIONSHIP PREPARATION

		1	2	3	4
Communication and Information with IHF and OC	Date of official announcement	1	2	3	4
	Value of official announcement	1	2	3	4
	Communication with IHF Office	1	2	3	4
	Communication with Organizer	1	2	3	4
	Value of IHF INFO	1	2	3	4
	Information on www.ihf.info	1	2	3	4
	Comments / Recommendations:				

B. LOGISTICS

LOGISTICS

		1	2	3	4
Hotel	In general	1	2	3	4
	Rooms	1	2	3	4
	Meeting Rooms	1	2	3	4
	Quantity of Food and Beverages	1	2	3	4
	Quality of Food and Beverages	1	2	3	4
	Services (Internet etc.)	1	2	3	4
	Check-in procedure	1	2	3	4
	Comments / Recommendations:				



		1	2	3	4
	Pick-up and transport to Airport	1	2	3	4
	Transportation to the venues	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Concept	One hotel for all teams	1	2	3	4
	cost / performance ration	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Accreditation	Distribution	1	2	3	4
	Comments / Recommendations:				

C. INFORMATION AND TECHNOLOGY

PUBLICATIONS

		1	2	3	4
Materials and Information provided	IHF INFO	1	2	3	4
	Tournament Information from Organising Committee	1	2	3	4
	Official announcement	1	2	3	4
	Daily bulletin (electronic format)	1	2	3	4
	Did you find all information needed at the Information board?	1	2	3	4



	<p>Is it necessary to have a printed version of the daily bulletin?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
	<p>Comments / Recommendations:</p>

TECHNOLOGY

		1	2	3	4
IHF Website	Information provided through IHF website	1	2	3	4
	Structure of IHF website	1	2	3	4
	Statistics on IHF website	1	2	3	4
	Up-To-Dateness	1	2	3	4
	Photos	1	2	3	4
	News articles	1	2	3	4
	<p>Did you followed the event on www.ihf.info?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>				
<p>Did you followed the event on www.handball2011.gr ?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>					
<p>Comments / Recommendations</p>					

D. INTERNATIONAL HANDBALL FEDERATION / LOCAL ORGANISING COMMITTEE

IHF / LOC

		1	2	3	4
Co-Operation with	IHF in general	1	2	3	4
	IHF Competition Management	1	2	3	4
	LOC in general	1	2	3	4
	Team Guide	1	2	3	4



	Transportation / Information Desk	1	2	3	4
	Volunteers	1	2	3	4
	Comments / Recommendations:				

E. COMPETITION AND VENUES

MATCH SCHEDULE

		1	2	3	4
Match Schedule	General	1	2	3	4
	Number of rest days	1	2	3	4
	Throw-off times	1	2	3	4
	Date of World Championship	1	2	3	4
	Good to have direct 7m in matches without influence on next WCh	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Competition	Introducing Knock-out round	1	2	3	4
	Good to play placement-matches 9-16 (losers of eight-finals)	1	2	3	4
	Training schedule	1	2	3	4
	Comments / Recommendations:				



COMPETITION / TRAINING VENUES

		1	2	3	4
Venue Protocol	Walk-in procedure	1	2	3	4
	Opening ceremony	1	2	3	4
	Closing Ceremony	1	2	3	4
	Medal and Victory Ceremony	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Competition Venues	Size	1	2	3	4
	Location	1	2	3	4
	Venue dressing	1	2	3	4
	Rooms (Office, Referee area etc.)	1	2	3	4
	Routes	1	2	3	4
	Changing rooms	1	2	3	4
	Operations	1	2	3	4
	Other (lighting, airflow and temperature controls, etc)	1	2	3	4
	Press area (Mixed zone, Press center etc.)	1	2	3	4
	Flooring	1	2	3	4
	Team seats	1	2	3	4
Comments / Recommendations:					

		1	2	3	4
VIP Area	Size / Location / Accessibility	1	2	3	4
	Quality of service and food (if applicable)	1	2	3	4
	Comments / Recommendations:				



MATCHES

		1	2	3	4
Quality and Character of the games	General	1	2	3	4
	Fair-play between teams/referees/delegates	1	2	3	4
	Preliminary round	1	2	3	4
	Eight-finals and Quarter-finals	1	2	3	4
	Semi-finals and Finals	1	2	3	4
	Placement round 17-24	1	2	3	4
	Placement round 9-16	1	2	3	4
	Comments / Recommendations:				

TRAINING VENUES

		1	2	3	4
Usage	Distance from Hotel to training venue	1	2	3	4
	Availability of venues	1	2	3	4
	Comments / Recommendations:				

MEETINGS

		1	2	3	4
Technical Meetings	Preparation	1	2	3	4
	Information by the Organizer	1	2	3	4
	Information by the IHF	1	2	3	4
	Timing and value	1	2	3	4
	Execution	1	2	3	4
	Comments / Recommendations:				



PRESENTATION

		1	2	3	4
Announcements during competitions	Appropriate	1	2	3	4
	Objectivity	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Music	Appropriate for our sport	1	2	3	4
	Timing	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
In-venue entertainment	Appropriate for your sport	1	2	3	4
	Value	1	2	3	4
	Quality of content on scoreboards	1	2	3	4
	Comments / Recommendations:				

COMPETITION PERSONNEL

		1	2	3	4
Competition Management	Relationship with Competition/Venue management staff	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Referees, Officials, Timekeeper and Scoretaker	Performance of IHF REFEREES	1	2	3	4
	Performance of IHF Officials and Delegates	1	2	3	4
	Performance of local timekeeper and scoretaker	1	2	3	4
	Comments / Recommendations:				



		1	2	3	4
Volunteers	Number of volunteers	1	2	3	4
	Performance	1	2	3	4
	Comments / Recommendations:				

F. OTHERS

		1	2	3	4
Rest day activities	Appropriate	1	2	3	4
	Should the rest day activity be obligatory? Yes <input type="checkbox"/> No <input type="checkbox"/>				
	Comments / Recommendations:				

		1	2	3	4
Spectators interest	Spectators interest	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Advertising for event	Advertising for event	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Security	Appropriate	1	2	3	4
	Comments / Recommendations:				



OVERALL EXPERIENCE

<p>What were the positives and negatives of the Men's Junior World Championship experience?</p>	
--	--

<p>Do you have any recommendations on how to improve the services and information provided by the IHF, in order to better meet your needs?</p>	
---	--

G. ADDITIONAL COMMENTS AND RECOMMENDATIONS

--

THANK YOU FOR YOUR TIME AND FEEDBACK!