



INTRODUCTION

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

The objective is to benefit from your experience at the Men's Youth 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 Youth 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 services quality is captured in the right-hand column. With help of a scale from 1 to 4 as outlined below, we kindly ask you to tick "✓" 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 sections and subsections where the mark you have given is 2 or less.

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 / ihf.office@ihf.info) by 9 September 2011



A. PRE WORLD CHAMPIONSHIP PHASE

PRE-WORLD CHAMPIONSHIP PREPARATION

		1	2	3	4
Communication with the IHF and the OC and Information Provided	Receipt of official announcement				
	Communication with the IHF Head Office				
	Communication with the organiser				
	Travel arranged by the Organising Committee				
	Value of IHF INFO				
	Information at www.ihf.info				
	Comments / Recommendations:				

B. LOGISTICS

LOGISTICS

		1	2	3	4
Hotel	In general				
	Rooms				
	Meeting rooms				
	Quantity of food and beverages				
	Quality of food and beverages				
	Services (laundry, Internet, etc.)				
	Check-in procedure				
Comments / Recommendations:					



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

		1	2	3	4
Concept	Three hotels for all teams in the same area				
	One hotel for all IHF nominees				
	Comments / Recommendations:				

		1	2	3	4
Accreditation	Distribution				
	Comments / Recommendations:				

C. INFORMATION AND TECHNOLOGY

PUBLICATIONS

		1	2	3	4
Materials and Information Provided	IHF INFO				
	Tournament information provided by the Organising Committee				
	Daily bulletin (electronic format)				
	Did you find all information needed on the information board?				
	Date of nominations and dress code				
	Comments / Recommendations:				



TECHNOLOGY

		1	2	3	4
IHF Website	Information provided on the IHF website				
	Structure of the IHF website				
	Statistics on the IHF website				
	Up-to-date information				
	Photos				
	News articles				
	Did you follow the event at www.ihf.info ?				
Yes <input type="checkbox"/> No <input type="checkbox"/>					
Comments / Recommendations					

D. LOCAL ORGANISING COMMITTEE

LOC

		1	2	3	4
Cooperation with	LOC in general				
	Floor manager				
	Transportation / information desk				
	Referee guide				
	Volunteers				
Comments / Recommendations:					



E. COMPETITION AND VENUES

MATCH SCHEDULE

		1	2	3	4
Match Schedule	In general				
	Number of rest days				
	Throw-off times				
	Period of World Championship				
	Is it useful to have a direct 7m shoot-out in matches without influence on the next WCh				
	Comments / Recommendations:				

		1	2	3	4
Competition	Quarter-finals for this WCh category				
	Is it useful to play placement matches (losers of quarter-finals)				
	Is it useful to have a placement round (teams not qualified for the quarter-finals)				
	Comments / Recommendations:				

COMPETITION VENUES

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



		1	2	3	4
Venue	Size				
	Location				
	Venue dressing				
	Rooms (office, referee area, etc.)				
	Routes				
	Changing rooms				
	Operations				
	Other (lighting, airflow and temperature controls, etc.)				
	Press area (mixed zone, press centre, etc.)				
	Flooring				
Comments / Recommendations:					

		1	2	3	4
IHF seating	Number of seats provided				
	Comments / Recommendations:				

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

MATCHES

		1	2	3	4
Quality and Character of the Games	In general	1	2	3	4
	Fair play between teams/referees/delegates	1	2	3	4
	Preliminary round	1	2	3	4
	Quarter-finals	1	2	3	4
	Semi-finals and finals	1	2	3	4
	Placement round (9-20)	1	2	3	4



	Placement round (5-8)	1	2	3	4
	Comments / Recommendations:				

TRAINING VENUES

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

MEETINGS

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

Delegates' Meetings	Preparation	1	2	3	4
	Timing and value	1	2	3	4
	Execution	1	2	3	4
	Comments / Recommendations:				

Referees' Meetings	Preparation	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				
	Objectivity				
	Comments / Recommendations:				

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

		1	2	3	4
Venue Entertainment	Appropriate for our sport				
	Value				
	Quality of data displayed on the scoreboards				
	Comments / Recommendations:				

COMPETITION STAFF

		1	2	3	4
Competition Management	Relationship with competition/venue management, staff in your venue				
	Comments / Recommendations:				

		1	2	3	4
Referees, Officials, Timekeeper and Scorekeeper	Performance of IHF Referees				
	Performance of IHF Officials and Technical Delegates				
	Performance of local timekeeper and scorekeeper				
	Comments / Recommendations:				



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

F. OTHER

Daily Allowances	Payment, preparation and execution				
	Comments / Recommendations:				

		1	2	3	4
Adidas Equipment	Number of articles provided				
	Selection				
	Handling of outfitting				
	Comments / Recommendations:				

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

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

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



		1	2	3	4
Security	Appropriate				
	Comments / Recommendations:				

OVERALL EXPERIENCE

From your experience, what was positive and negative at the Men's Youth World Championship	
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Do you have any recommendations on how to improve the services and information provided by the IHF in order to better meet your needs?	
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G. ADDITIONAL COMMENTS AND RECOMMENDATIONS

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THANK YOU FOR YOUR TIME AND FEEDBACK!