



## 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 Organising Committees of future Youth WChs, 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 the service 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	
<b>NAME and FUNCTION</b>	

Please complete this questionnaire (preferably) electronically or by hand and reply via email to Patric Strub ([Patric.Strub@ihf.info](mailto:Patric.Strub@ihf.info) / [ihf.office@ihf.info](mailto:ihf.office@ihf.info)) by 9 September 2011



**A. PRE WORLD CHAMPIONSHIP PHASE**

**PRE WORLD CHAMPIONSHIP PREPARATIONS**

		1	2	3	4
<b>Communication with the IHF and the OC and Information Provided</b>	Receipt of official announcement				
	Value of official announcement				
	Communication with the IHF Head Office				
	Communication with the organiser				
	Value of IHF INFO				
	Information on www.ihf.info				
	Comments / Recommendations:				

**B. LOGISTICS**

**LOGISTICS**

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



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

		1	2	3	4
Concept	Three hotels for teams in the same area				
	Cost / performance ration				
	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				
	Official announcement				
	Daily bulletin (electronic format)				
	Did you find all information needed on the information board?				



	<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 on the IHF website					
	Structure of the IHF website					
	Statistics on the IHF website					
	Up-to-date information					
	Photos					
	News articles					
	<p>Did you follow the event at <a href="http://www.ihf.info">www.ihf.info</a>?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>					
	<p>Did you follow the event at <a href="http://www.handballargentina.org/">http://www.handballargentina.org/</a>?</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
Cooperation with	IHF in general				
	IHF Competition Management				
	LOC in general				
	Team guides				



	Transportation / information desk				
	Volunteers				
	Comments / Recommendations:				

**E. COMPETITION AND VENUES**

**MATCH SCHEDULE**

		1	2	3	4
<b>Match Schedule</b>	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
<b>Competition</b>	Quarter-finals for this 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)				
	Training schedule				
	Comments / Recommendations:				



**COMPETITION / TRAINING VENUES**

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

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

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



**MATCHES**

		1	2	3	4
<b>Quality and Character of the Games</b>	<b>In general</b>				
	<b>Fair play between teams/referees/delegates</b>				
	<b>Preliminary round</b>				
	<b>Quarter-finals</b>				
	<b>Semi-finals and finals</b>				
	<b>Placement round (9-20)</b>				
	<b>Placement round (5-8)</b>				
	<b>Comments / Recommendations:</b>				

**TRAINING VENUES**

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

**MEETINGS**

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



## 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 your sport				
	Value				
	Quality of data displayed on the scoreboards				
	Comments / Recommendations:				

## COMPETITION STAFF

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

		1	2	3	4
Referees, Officials, Timekeepers and Scorekeepers	Performance of IHF Referees				
	Performance of IHF Officials and Technical Delegates				
	Performance of local timekeepers and scorekeepers				
	Comments / Recommendations:				





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

**F. OTHER**

		1	2	3	4
<b>Rest Day Activities</b>	<b>Appropriate</b>				
	<b>Did you use the offer?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>				
	<b>Comments / Recommendations:</b>				

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

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

		1	2	3	4
<b>Security</b>	<b>Appropriate</b>				
	<b>Comments / Recommendations:</b>				



**OVERALL EXPERIENCE**

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

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**THANK YOU FOR YOUR TIME AND FEEDBACK!**