



FIH 360 Degree Feedback Report for Umpire's Managers and Technical Delegates

Process Overview

After an FIH event, Umpires and Technical Officials are invited to complete the FIH 360 Degree Feedback Form, to provide feedback on the Umpires Manager(s) and Technical Delegate(s), within two weeks of the event's conclusion. The form is entirely anonymous and confidential, and only FIH staff have access to the raw data, which remains unidentifiable. Each submission pertains to a single event and a specific Umpires Manager (UM) or Technical Delegate (TD).

After the two-week period, an FIH staff member exports all the form submissions into Microsoft Excel for the respective UM/TD. The form includes a combination of questions with scale-based answers and optional open-ended qualitative questions and sections for additional commentary.

The 360 Degree Feedback Form is structured as follows:

1. **FIH Preparations and Host Setup** – Feedback on overall preparation and organization before the tournament. This section is used by FIH and is not part of the UM/TD feedback report.
2. **UM/TD-Specific Questions** – These form the core of the UM/TD feedback report and are presented in their respective subsections.
3. **Individual and Group Performance Feedback** – Used internally by FIH and not part of the UM/TD report.

The scale-based answers are coded as follows:

Possible Answer Scales			Numerical Code
Excellent	Yes	Completely Agree	5
Good	Mostly	Slightly Agree	4
Average	Neutral	Neutral	3
Below Average	Not Completely	Slightly Disagree	2
Insufficient	No	Completely Disagree	1
N/A		N/A	0 (not included in average scores)

Thus, all coded responses fall on a 1–5 scale, with 5 being the highest possible score. Once the answers are coded, average scores are calculated for each question, and these are further averaged by section. A total average score is generated from these section averages.

For the qualitative commentary, AI tools (e.g. ChatGPT) are used to anonymise any identifiable information within the comments, which are then summarised, identifying key strengths and areas for improvement.

Upon completion of the report, each TD/UM will receive their individual feedback report via email. For queries, Emma Brooks - FIH Sport Coordinator (for Umpire Managers) or Cédric Ribeiro - FIH Sport Manager (for Technical Delegates) can be contacted.