





11. Are you a member of any other institutions or organizations relating to archaeological or historical parks?

1. ( ) Yes (Please specify).....

2. ( ) No

**Part 2: Satisfaction after using services at the Historical Park**

**Instruction:** How satisfied are you with the services rendered by the Historical Park?

Questions	Satisfaction level					Did not use service
	Most satisfied (5)-----(1) Least satisfied					
	5	4	3	2	1	
<b>• Place and facilities</b>						
12. Are the historic sites appropriately preserved and maintained?						
13. Are the guide posts clear and well maintained?						
14. Are the surroundings shaded, clean, and tidy?						
15. Are the public relations boards including ancient monuments and artifacts description labels appropriately placed and sized?						
16. Are the facilities appropriate and sufficient (e.g. parking and restrooms)?						
<b>• Public relations</b>						
17. Are the contents included in brochures or public relations documents clear, easy to understand and informative?						

18. Does the historical park's public relations done through various media encourage you to visit the historical park?						
• <b>Service rendered by the officials</b>						
19. Do the officials provide you polite and friendly service? Are they attentive and eager to help and give suggestions?						
20. Are the official guides informative and happy to help?						
• <b>Overall point of view</b>						
21. Does the level of service you received at the Historical Park match your expectations?						

22. Will you continue to visit the historical park?

1. ( ) Yes                      2. ( ) No                      3. ( ) Not sure

23. Will you recommend others to visit the historical park?

1. ( ) Yes                      2. ( ) No                      3. ( ) Not sure

**Part 3: Opinions or suggestions to improve the quality of service**

**Instruction:** Please specify or share further ideas as appropriate.

24. Points that should be improved/further suggestions (check all answers that apply)

1. ( ) Improve the methods used to preserve the ancient monuments (please write your suggestions here).....
2. ( ) Orderliness of visiting the historical park
3. ( ) Guide posts
4. ( ) Sizes of historical site and antique description boards
5. ( ) Sizes of historical site public relations boards
6. ( ) Number of historical site public relations boards

- 7. ( ) Services rendered by the officials
  - 8. ( ) The historical park is appropriately clean and shaded
  - 9. ( ) Number of parking spaces
  - 10. ( ) Number of restrooms
  - 11. ( ) Cleanliness of restrooms
  - 12. ( ) Increase public relations through television
  - 13. ( ) Increase public relations through radio
  - 14. ( ) Increase public relations through newspapers
  - 15. ( ) Increase public relations through websites
  - 16. ( ) Increase public relations through personal media
  - 17. ( ) Increase public relations through special events
  - 18. ( ) Increase public relations through exhibitions
  - 19. ( ) Increase public relations through brochures
  - 20. ( ) Increase the number of workshops allocated to service users at the historical park
  - 21. ( ) Improve the membership application process for service users at the historical park
  - 22. ( ) Increase the amount of exhibitions at the historical park on important days and festivals
  - 23. ( ) Others (Please specify).....  
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25. If you want the Historical Park to send you news and information directly, please fill in your telephone number/email address/address.

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**Thank you for taking the time to provide useful information for the development of the Fine Arts Department's National Archives**

