





## Part 2: Satisfaction after using services at the National Archives

**Instruction:** How satisfied are you with the services rendered by the National Archives?

Questions	Satisfaction level					
	Most satisfied (5)-----(1) Least satisfied					Did not use service
	5	4	3	2	1	
<ul style="list-style-type: none"> <li><b>Archival services</b></li> </ul>						
11. Is there enough variety in the provided resources (written archives, audio-visual archives, etc.) to meet your demands?						
12. Is the search system easy to understand and use?						
13. Is the archive copying service of high quality and can it meet your requirements?						
<ul style="list-style-type: none"> <li><b>Place and facilities</b></li> </ul>						
14. Are the surroundings well lit, clean and suitable?						
15. Are the facilities appropriate and sufficient (e.g. microfilm readers, parkings, restrooms, tables and chairs.)?						
<ul style="list-style-type: none"> <li><b>Public relations</b></li> </ul>						
16. Are the brochures or public relations documents clear, easy to understand and sufficient?						

17. Does the public relations done through various media encourage you to use services at the National Archives?						
• <b>Service rendered by the officials</b>						
18. Are the officials willing to render service?						
• <b>Overall point of view</b>						
19. Does the level of service you received at the National Archives match your expectations?						

20. Will you continue to use services at the National Archives?

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

21. Will you recommend others to use services at the National Archives?

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.

22. Points that should be improved/further suggestions (can select more than one answer)

1. ( ) Provided resources (written archives, audiovisual archives, etc.) Please specify required resources.....
2. ( ) Number of provided books
3. ( ) Number of reading tables and chairs
4. ( ) Computer search system
5. ( ) Number of provided computers
6. ( ) Number of provided microfilm readers
7. ( ) Number of provided photocopiers
8. ( ) Clarity of archives copies after making copy

9. ( ) Service rendered by the officials
10. ( ) Temperature in the National Archives buildings
11. ( ) Light in the National Archives buildings
12. ( ) Cleanliness in the National Archives
13. ( ) Cleanliness and shadiness outside the National Archives
14. ( ) Number of parking spaces
15. ( ) Number of restrooms
16. ( ) Cleanliness of restrooms
17. ( ) Increase public relations through television
18. ( ) Increase public relations through radio
19. ( ) Increase public relations through newspapers
20. ( ) Increase public relations through websites
21. ( ) Increase public relations through personal media
22. ( ) Increase public relations through special events
23. ( ) Increase public relations through exhibitions
24. ( ) Increase public relations through brochures
25. ( ) Increase the number of workshops allocated to service users at the National Archives
26. ( ) Improve the membership application process for service users at the National Archives
27. ( ) Increase the amount of exhibitions at the National Archives on important days and festivals
28. ( ) Others (Please specify).....  
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23. If you want the National Archives 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.**