





## Part 2: Satisfaction after using service at the archives

**Instruction:** How much are you satisfied with service rendering of the archives?

Questions	Satisfaction level					
	Most satisfied (5)-----(1) Least satisfied					Did not use service
	5	4	3	2	1	
<b>• Archives service</b>						
11. How much are you satisfied with the documents provided in the archives?						
12. Are you satisfied with the exhibition presentations?						
13. Are you satisfied with the exhibited medias such as description boards, models, and multimedia? Do they increase your understanding about the archives?						
<b>• Place and facilities</b>						
14. Are the surrounding shaded, clean, and tidy and conducive to creating a relaxed atmosphere?						
15. Are the exhibition rooms well-lit, spacious, and suitable?						
16. Are the facilities appropriate and sufficient (e.g. parking and restrooms)?						
<b>• Public relations</b>						
17. Is the content included in brochures or public relations documents clear, easy to understand and informative?						
18. Does the public relations done through various media encourage you to use service at the archives?						
<b>• Service rendering of officials</b>						
19. Are the officials eager and willing to guide and explain?.						
20. Do the officials answer your questions and offer satisfactory suggestions?						

• <b>Overall point of view</b>						
21. Does the level of service you received at the archives match your expectation?						

22. Will you continue to use services at the archives?

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

23. Will you recommend others to use service at the 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.

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

- 1. ( ) Provided resources (written archives, audiovisual archives etc.) Please specify required resources.....
- 2. ( ) Number of exhibited resources
- 3. ( ) Archives exhibition arrangement
- 4. ( ) Exhibition intermediaries (description boards, models, multimedia etc.)
- 5. ( ) Computer search system
- 6. ( ) Number of provided computers
- 7. ( ) Service rendered by the officials
- 8. ( ) Temperature in the archive buildings
- 9. ( ) Lighting in the archive buildings
- 10. ( ) Cleanliness in the archives
- 11. ( ) Cleanliness and shadiness outside the archives
- 12. ( ) Number of parking spaces
- 13. ( ) Number of restrooms
- 14. ( ) Cleanliness of restrooms

- 15. ( ) Increase public relations through television
- 16. ( ) Increase public relations through radio
- 17. ( ) Increase public relations through newspapers
- 18 ( ) Increase public relations through websites
- 19. ( ) Increase public relations through personal media
- 20. ( ) Increase public relations through special activities
- 21. ( ) Increase public relations through exhibitions
- 22. ( ) Increase public relations through brochures
- 23. ( ) Increase the number of workshops allocated to service users at the archives
- 24. ( ) Increase membership system arrangements for people using service at the archives
- 25. ( ) Increase exhibitions at the archives on important days and festivals
- 26. ( ) Others (Please specify).....  
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25. If you want the archives to directly send you news and information about its activities, 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**