

Visitors' Satisfaction Survey on the Fine Arts Department's Learning Center
(The National Theatre)

for the Fiscal Year 2019

The National Theatre.....

Part 1: General information of respondents

Instruction: Please check (/) in the brackets

1. Gender

1. () Male

2. () Female

2. Age

1. () Below 12

2. () 12-25

3. () 26-39

4. () 40-49

5. () 50-59

6. () 60 and above

3. Level of education

1. () Elementary level or equivalent

2. () Secondary level or equivalent

3. () Bachelor's degree or higher

4. () Others (Please specify).....

4. Occupation

1. () Student

2. () Monk/priest

3. () Government official/ State enterprise employee

4. () Private company employee

5. () Self-employed (Please specify).....

6. () Others (Please specify).....

- 5. Frequency of watching performances at the National Theatre
 - 1. () First Time
 - 2. () More than once last year
 - 3. () Many times in the past 2-3 years

- 6. How many times did you watch performances at the Fine Arts Department's the National Theatre last year?
 - 1. () 1-2 times
 - 2. () 3-4 times
 - 3. () 5 times and above
 - 4. () Never

- 7. Objective of watching performances at the National Theatre? (can select more than one answer)
 - 1. () To get knowledge
 - 2. () To publicize and persuade others to visit
 - 3. () To be entertained
 - 4. () To get inspiration or information for work
 - 5. () To observe activities
 - 6. () Others (Please specify).....

- 8. How did you hear about the National Theatre's performances? (can select more than one answer)
 - 1. () From website (If known, please specify).....
 - 2. () From brochure/poster/other printing media
 - 3. () From radio/TV
 - 4. () Advice from others
 - 5. () Others (Please specify).....

- 9. Do you live or work in the same province (or in close proximity to) where the National Theatre is located?
 - 1. () Yes
 - 2. () No

- 10. Are you a member of any other institutes or organizations related to the dramatic arts and/or music?
 - 1. () Yes (Please specify).....
 - 2. () No

Part 2: Satisfaction after watching performances at the Fine Arts Department's National Theatre

Instruction: How satisfied are you with the National Theatre's performances?

Questions	Satisfaction level					
	Most satisfied (5)-----(1) Least satisfied					Did not use service
	5	4	3	2	1	
• The National Theatre's performances						
11. Is the content of the performances interesting and suitable for the target audience?						
12. Is the performance fascinating, beautiful and synchronized?						
13. Is the performance of a suitable length and running order?						
14. Are the outfits of the singers, actors, actresses, musicians etc. consistent with the contents of the performance?						
15. Are the backdrop, stage, lighting and sound system in the theatre of suitable quality?						
• Place and facilities						
16. Are the facilities (parking spaces, restrooms, seats, air conditioners etc.) appropriate and sufficient?						

• Services rendered by the staff						
17. Are the staff eager and willing to help?						
• Public relations						
18. Do you think that the quality of the public relations provided by the Fine Arts Department has influenced your attendance of the performance?						
• Overall point of view						
19. Are you satisfied with the performance provided by the National Theatre?						

20. Will you continually watch performances at the Fine Arts Department's National Theatre?

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

21. Will you recommend others to watch performances at the Fine Arts Department's the National Theatre?

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

1. () Story of the performance (interesting, suitability for the target audience, etc.)
 2. () Routine and style of the performance (interesting, beautiful and synchronized etc.)

Please specify details

3. () Performance length and running order

4. () Outfits of singers, actors, actresses, musicians etc. are beautiful and consistent to the content of the performance.
5. () Backdrop, stage, lighting and sound system in the theatre
6. () Temperature in the theatre
7. () Number of seats in the theatre
8. () Cleanliness in the theatre
9. () The theatre surroundings are appropriately clean and shaded
10. () Length of the performance

Please specify suitable performance length

11. () Services rendered by the staff
12. () Number of parkings
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 National Theatre
24. () Increase the membership application process for service users at the National Theatre
25. () Increase the number of exhibitions at the National Theatre on important days and festivals

26. () Others (Please specify).....
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23. If you want the National Theatre 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 Theatre.