





## 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	
<b>• Archival services</b>						
11. How much are you satisfied with the documents provided in the National 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 surroundings 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 the brochures or public relations documents clear, easy to understand and informative?						
18. Does the public relations done through various media encourage you to use services at the National Archives?						
<b>• Services rendered by the 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 National Archives match your expectations?						

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

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

23. Will you recommend others to use the 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.

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. ( ) Services 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 events
- 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 Archives
- 24. ( ) Improve the membership application process for service users at the National Archives
- 25. ( ) Increase the amount of exhibitions at the National Archives on important days and festivals
- 26. ( ) Others (Please specify).....  
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25. 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**

