

Part 2: Satisfaction after using services at the National Archives

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

Questions	Satisfaction level					
	Most satisfied (5)-----(1) Least satisfied					Did not use service
	5	4	3	2	1	
• Archives service						
11. Are you satisfied with documents provided in the National Archives?						
12. Are the exhibitions interesting?						
13. Are you satisfied with the exhibition intermediaries such as description boards, models, and multimedia? Do they increase your understanding about the archives?						
• Place and facilities						
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)?						
• Public relations						
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?						
• Services rendered by the officials						
19. Are the officials eager and willing to guide and explain?.						
20. Do the officials answer your questions and offer satisfactory suggestions?						
• Overall point of view						

21. Does the level of service you received at the National Archives match your expectations?						
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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 (can select more than one answer)

- 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. () Light 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 system 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.