

Visitors Satisfaction Survey on the Fine Arts Department’s Learning Center (The National Archives in Honour of H.M. Queen Sirikit, Trang)
for the Fiscal Year 2019.

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 using service at the National Archives
 1. First Time
 2. More than once last year
 3. Many times in the past 2-3 years
6. How many times did you use services at other archival offices last year?
 1. 1-2 times
 2. 3-4 times
 3. 5 times and above
 4. Never
7. Objective of using service at the archives (can select more than one answer)
 1. To obtain knowledge
 2. To publicize and persuade others to visit
 3. To be entertained
 4. To gain inspiration or information for work
 5. To observe activities
 6. Others (Please specify).....
8. How did you hear about the National Archives? (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. Advices from others
 5. Others (Please specify).....
9. Do you live or work in the same province (or in close proximity to) where the National Archives is located?
 1. Yes
 2. No
10. Are you a member of other archival institutes or organizations?
 1. Yes (Please specify).....
 2. No

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?						
--	--	--	--	--	--	--

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).....
.....
.....

25. If you want the National Archives to send you news and information directly, please fill in your telephone number/email address/address.

.....
.....
.....
.....

Thank you for taking the time to provide useful information for the development of the Fine Arts Department’s National Archives.