

Visitors' Satisfaction Survey on the Fine Arts Department's Learning Center (Silpa Bhirasri National Museum)

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).....

Part 2: Satisfaction after visiting the Silpa Bhirasri National Museum

Instruction: How satisfied are you with the services rendered by the Silpa Bhirasri National Museum?

Questions	Satisfaction level					
	Most satisfied (5)-----(1) Least satisfied					Did not use service
	5	4	3	2	1	
<ul style="list-style-type: none"> The Silpa Bhirasri National Museum's display 						
11. Is the display interesting?						
12. Are the art work description boards appropriately located and sized?						
13. Is the display media interesting and informative?						
14. Are the overall displayed art works interesting?						
<ul style="list-style-type: none"> Public relations 						
15. Is the content included in the brochures or public relations documents clear, easy to understand and informative?						
16. Does the public relations done through various media encourage you to visit the gallery?						
<ul style="list-style-type: none"> Service rendered by the officials 						
17. Are the officials eager and willing to guide and explain?						

18. Do the officials answer your questions and offer satisfactory suggestions?.						
• Overall point of view						
19. Does the level of service you received at the Silpa Bhirasri National Museum match your expectations?						

20. Will you continue to visit the Silpa Bhirasri National Museum?

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

21. Will you recommend others to visit the Silpa Bhirasri National Museum?

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

Part 3: Opinions or suggestions aimed to improve the quality of service

Instruction: Please specify or share further ideas as appropriate.

22. Points that should be improved/further suggestions (can select more than one answer)

1. () Displayed resources (antiques, artifacts etc.)
Please specify the resources you wish to see displayed
2. () Number of displayed resources
3. () Pattern of displaying antiques and artifacts
4. () Interestedness of displayed art works
5. () Display media (description boards, models, multimedia etc.)
6. () Services rendered by the officials
7. () Temperature in the buildings
8. () Lighting in the buildings
9. () Cleanliness in the National Museum
10. () Cleanliness and shadiness outside the buildings

- 11. () Number of parking spaces
- 12. () Increase public relations through television
- 13. () Increase public relations through radio
- 14. () Increase public relations through newspapers
- 15. () Increase public relations through websites
- 16. () Increase public relations through personal media
- 17. () Increase public relations through special activities
- 18. () Increase public relations through exhibitions
- 19. () Increase public relations through brochures
- 20. () Increase the number of workshops allocated to service users at the Silpa Bhirasri National Museum
- 21. () Increase the membership application process for service users at the Silpa Bhirasri National Museum
- 22. () Increase the amount of exhibitions at the Silpa Bhirasri National Museum on important days and festivals
- 23. () Others (Please specify).....
.....
.....

23. If you want the Silpa Bhirasri National Museum 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 Museum.

