**Gasten- of Toeristen informatiecentrum enquête**



|  |  |
| --- | --- |
|  | **Algemeen** |

|  |  |  |
| --- | --- | --- |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-survey.png | Enquête naam | Gasten- of Toeristen informatiecentrum enquête |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-unique.png | Auteur | Richard Žižka  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-language.png | Taal |

|  |  |
| --- | --- |
| /domains1/vx566400/public/www_root/my/research/report/images/nl.png | Nederlands |

 |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-url.png | Enquête URL | <http://www.survio.com/survey/d/W8V9C1T1J4L2T5M9F> |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-date.png |

|  |
| --- |
| Eerste antwoord |
| Laatste antwoord |

 |

|  |
| --- |
| 28-02-2014 |
| 03-03-2014 |

 |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-calendar.png | Duur | 4 dagen |

|  |  |
| --- | --- |
|  | **Enquête bezoeken** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 86 | 20 | 31 | 35 | **23,26%** |
| Totaal bezoeken | Afgewerkte antwoorden | Onafgedane antwoorden | Slechts toont | **Totale succespercentage** |

Bezoek Geschiedenis (28-02-2014 - 03-03-2014)

|  |
| --- |
| /domains1/vx566400/public/www_root/tmp/PNG-jbga0e.png |
|

|  |  |  |  |
| --- | --- | --- | --- |
|  | Totaal bezoeken (86) |  | Afgewerkte antwoorden (20) |

 |

|  |  |  |
| --- | --- | --- |
| Totaal Bezoeken | Bezoek bronnen | Gemiddelde tijd voor voltooiing  |
| /domains1/vx572700/public/www_root/tmp/PNG-hkE09O.png | /domains1/vx572700/public/www_root/tmp/PNG-OexMDQ.png | /domains1/vx572700/public/www_root/tmp/PNG-LdLwsQ.png |
|

|  |  |
| --- | --- |
|  | Slechts toont (53.57%) |
|  | Onvolledig (8.93%) |
|  | Voltooid (37.50%) |

 |

|  |  |
| --- | --- |
|  | Directe link (9.52%) |
|  | E-mail (90.48%) |

 |

|  |  |
| --- | --- |
|  | <1 min. (26.32%) |
|  | 1-2 min. (52.63%) |
|  | 2-5 min. (15.79%) |
|  | 10-30 min. (5.26%) |

 |

|  |  |
| --- | --- |
|  | **Resultaten** |

1. In welk opzicht gebruikt u het informatiecentrum?

*Meerkeuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | Als inwoner |

 | 12 | 60.00% |
|

|  |  |
| --- | --- |
|  | Als toerist |

 | 11 | 55.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-T2wukG.png |

2. Geef hieronder uw leeftijdsgroep aan s.v.p.:

*Enkele keuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | 0-20 |

 | 2 | 10.00% |
|

|  |  |
| --- | --- |
|  | 21-30 |

 | 6 | 30.00% |
|

|  |  |
| --- | --- |
|  | 31-40 |

 | 4 | 20.00% |
|

|  |  |
| --- | --- |
|  | 41-50 |

 | 4 | 20.00% |
|

|  |  |
| --- | --- |
|  | 51-60 |

 | 2 | 10.00% |
|

|  |  |
| --- | --- |
|  | 61+ |

 | 2 | 10.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-vfQpUG.png |

3. Hoe vaak gebruikt u het informatiecentrum?

*Enkele keuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | Vaker dan 1 keer per maand |

 | 5 | 25.00% |
|

|  |  |
| --- | --- |
|  | Maandelijks |

 | 6 | 30.00% |
|

|  |  |
| --- | --- |
|  | Jaarlijks |

 | 6 | 30.00% |
|

|  |  |
| --- | --- |
|  | Minder |

 | 3 | 15.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-obt3rK.png |

4. Waarom bezoekt u het informatiecentrum?

*Meerkeuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  |  Voor informatie over lokale reizen en de regio |

 | 4 | 20.00% |
|

|  |  |
| --- | --- |
|  | Voor informatie over culturele activiteiten |

 | 4 | 20.00% |
|

|  |  |
| --- | --- |
|  | Om toegang te krijgen tot het internet |

 | 15 | 75.00% |
|

|  |  |
| --- | --- |
|  | Om een kopieermachine te gebruiken |

 | 9 | 45.00% |
|

|  |  |
| --- | --- |
|  | Om brochures en souvenirs te vinden |

 | 8 | 40.00% |
|

|  |  |
| --- | --- |
|  | Om een stadstour met commentaar vinden |

 | 5 | 25.00% |
|

|  |  |
| --- | --- |
|  | Om geavanceerde reis- of evenementenkaartjes te kopen |

 | 3 | 15.00% |
|

|  |  |
| --- | --- |
|  | Anders (s.v.p. aangeven) |

 | 1 | 5.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-aeL4GM.png |

|  |  |
| --- | --- |
|  | Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia dese |

5. Hoe tevreden bent u met de volgende diensten?

*Matrix van de enkele keuzes, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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|  |  |
| --- | --- |
|  | **Zeer tevreden** |

 |

|  |  |
| --- | --- |
|  | **Tevreden** |

 |

|  |  |
| --- | --- |
|  | **Onverschillig** |

 |

|  |  |
| --- | --- |
|  | **Ontevreden** |

 |

|  |  |
| --- | --- |
|  | **Zeer ontevreden** |

 |
| De aangeboden diensten | 1 (5.00%) | 12 (60.00%) | 1 (5.00%) | 3 (15.00%) | 3 (15.00%) |
| De kwaliteit van de aangeboden diensten | 1 (5.00%) | 5 (25.00%) | 9 (45.00%) | 4 (20.00%) | 1 (5.00%) |
| De snelheid van de internetverbinding / beschikbaarheid | 1 (5.00%) | 10 (50.00%) | 5 (25.00%) | 3 (15.00%) | 1 (5.00%) |
| De toegang, comfort en gastvrijheid | 3 (15.00%) | 8 (40.00%) | 3 (15.00%) | 5 (25.00%) | 1 (5.00%) |
| De kwaliteit van de dienstverlening door het personeel | 6 (30.00%) | 5 (25.00%) | 4 (20.00%) | 2 (10.00%) | 3 (15.00%) |
| /domains1/vx566400/public/www_root/tmp/PNG-CCMixO.png |

6. Had het informatiecentrum datgene wat u nodig had?

*Enkele keuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | Ja |

 | 11 | 55.00% |
|

|  |  |
| --- | --- |
|  | Nee |

 | 9 | 45.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-PQTEnO.png |

7. Heeft u ooit de website van het informatiecentrum bezocht?

*Enkele keuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | Ja |

 | 15 | 75.00% |
|

|  |  |
| --- | --- |
|  | Nee |

 | 5 | 25.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-qNbyIR.png |

8. Heeft u alles kunnen vinden wat u zocht op onze website?

*Enkele keuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | Ja |

 | 18 | 90.00% |
|

|  |  |
| --- | --- |
|  | Nee (laat ons s.v.p. weten waarnaar u op zoek was) |

 | 2 | 10.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-XbSeFT.png |

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|  | sint occaecat |

9. Was het informatiecentrum nuttig of belangrijk toen u het bezocht?

*Enkele keuze, Antwoorden* ***20x****, onbeantwoord* ***0x***

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |
| --- | --- |
|  | Ja |

 | 18 | 90.00% |
|

|  |  |
| --- | --- |
|  | Nee (s.v.p. kort aangeven waarom) |

 | 2 | 10.00% |
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|  | cupidatat non proident |

10. Hoe zou u het algehele niveau en de kwaliteit van de diensten die aangeboden worden door het informatiecentrum beoordelen?

*Aantal sterren, Antwoorden* ***20x****, onbeantwoord* ***0x***

**Aantal sterren 6/10**

|  |  |  |
| --- | --- | --- |
| **Antwoord** | **Antwoorden** | **Ratio** |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 10/10 |  |  |  |  |  |  |  |  |  |  |

 | 2 | 10.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 9/10 |  |  |  |  |  |  |  |  |  |  |

 | 1 | 5.00% |
|

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 8/10 |  |  |  |  |  |  |  |  |  |  |

 | 2 | 10.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 7/10 |  |  |  |  |  |  |  |  |  |  |

 | 3 | 15.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 6/10 |  |  |  |  |  |  |  |  |  |  |

 | 4 | 20.00% |
|

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 5/10 |  |  |  |  |  |  |  |  |  |  |

 | 3 | 15.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 4/10 |  |  |  |  |  |  |  |  |  |  |

 | 2 | 10.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 3/10 |  |  |  |  |  |  |  |  |  |  |

 | 1 | 5.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2/10 |  |  |  |  |  |  |  |  |  |  |

 | 2 | 10.00% |
|

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1/10 |  |  |  |  |  |  |  |  |  |  |

 | 0 | 0.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-e24VEN.png |

11. Heeft u suggesties of opmerkingen over hoe wij uw volgende bezoek kunnen verbeteren?

*Tekst antwoord, Antwoorden* ***20x****, onbeantwoord* ***0x***

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|  | **Instellen de enquete** |

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| --- | --- | --- |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-per-page.png | Vragen per pagina | Meerdere |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-repeat.png | Laat meerdere indieningen toe? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-return.png | Laat terug op eerdere vragen? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-numbering.png | Vraagnummers weergeven? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-shuffle.png | Willekeurige vraag volgorde? |  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-progress.png | Toon voortgangsbalk? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-alert.png | Notificaties ontvangen per e-mail? |  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-secure.png | Wachtwoordbeveiliging? |  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-unique.png | IP restrictie? |  |

|  |  |
| --- | --- |
|  | **Laatste antwoord** |

Gasten- of Toeristen informatiecentrum enquête

|  |
| --- |
| Geachte Heer / Mevrouw,Dank u voor ons te bezoeken. Door het invullen van deze 5-10 minuten durende enquête, helpt u on de beste resultaten te behalen. |

1. In welk opzicht gebruikt u het informatiecentrum?

|  |  |
| --- | --- |
|  | Als inwoner |
|  | Als toerist |

2. Geef hieronder uw leeftijdsgroep aan s.v.p.:

|  |  |
| --- | --- |
|  | 0-20 |
|  | 21-30 |
|  | 31-40 |
|  | 41-50 |
|  | 51-60 |
|  | 61+ |

3. Hoe vaak gebruikt u het informatiecentrum?

|  |  |
| --- | --- |
|  | Vaker dan 1 keer per maand |
|  | Maandelijks |
|  | Jaarlijks |
|  | Minder |

4. Waarom bezoekt u het informatiecentrum?

|  |  |
| --- | --- |
|  |  Voor informatie over lokale reizen en de regio |
|  | Voor informatie over culturele activiteiten |
|  | Om toegang te krijgen tot het internet |
|  | Om een kopieermachine te gebruiken |
|  | Om brochures en souvenirs te vinden |
|  | Om een stadstour met commentaar vinden |
|  | Om geavanceerde reis- of evenementenkaartjes te kopen |
|  | Anders (s.v.p. aangeven) |

5. Hoe tevreden bent u met de volgende diensten?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Zeer tevreden | Tevreden | Onverschillig | Ontevreden | Zeer ontevreden |
| De aangeboden diensten |

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 |
| De kwaliteit van de aangeboden diensten |

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| De snelheid van de internetverbinding / beschikbaarheid |

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| De toegang, comfort en gastvrijheid |

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 |
| De kwaliteit van de dienstverlening door het personeel |

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6. Had het informatiecentrum datgene wat u nodig had?

|  |  |
| --- | --- |
|  | Ja |
|  | Nee |

7. Heeft u ooit de website van het informatiecentrum bezocht?

|  |  |
| --- | --- |
|  | Ja |
|  | Nee |

8. Heeft u alles kunnen vinden wat u zocht op onze website?

|  |  |
| --- | --- |
|  | Ja |
|  | Nee (laat ons s.v.p. weten waarnaar u op zoek was) |

9. Was het informatiecentrum nuttig of belangrijk toen u het bezocht?

|  |  |
| --- | --- |
|  | Ja |
|  | Nee (s.v.p. kort aangeven waarom) |

10. Hoe zou u het algehele niveau en de kwaliteit van de diensten die aangeboden worden door het informatiecentrum beoordelen?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  / 10 |

11. Heeft u suggesties of opmerkingen over hoe wij uw volgende bezoek kunnen verbeteren?

|  |
| --- |
|  |