**Guest or Tourist information centre**



|  |  |
| --- | --- |
|  | **General** |

|  |  |  |
| --- | --- | --- |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-survey.png | Survey name | Guest or Tourist information centre |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-unique.png | Author | Richard Žižka |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-language.png | Language | |  |  | | --- | --- | | /domains1/vx566400/public/www_root/my/research/report/images/en.png | English | |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-url.png | Survey URL | <http://www.survio.com/survey/d/Y9H0W3M7W6S7E4X5T> |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-date.png | |  | | --- | | First response | | Last response | | |  | | --- | | 02/28/2014 | | 03/03/2014 | |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-calendar.png | Duration | 4 days |

|  |  |
| --- | --- |
|  | **Survey visits** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 120 | 20 | 33 | 67 | **16.67%** |
| Total visits | Total completed | Total unfinished | Displayed only | **Overall completion rate** |

Visit History (02/28/2014 - 03/03/2014)

|  |
| --- |
| /domains1/vx566400/public/www_root/tmp/PNG-iBmpFk.png |
| |  |  |  |  | | --- | --- | --- | --- | |  | Total visits (120) |  | Total completed (20) | |

|  |  |  |
| --- | --- | --- |
| Total Hits | Visit Sources | Average Time of Completion |
| /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 |
| |  |  | | --- | --- | |  | Displayed only (53.57%) | |  | Unfinished (8.93%) | |  | Completed (37.50%) | | |  |  | | --- | --- | |  | Direct link (9.52%) | |  | E-mail invitation (90.48%) | | |  |  | | --- | --- | |  | <1 min. (26.32%) | |  | 1-2 min. (52.63%) | |  | 2-5 min. (15.79%) | |  | 10-30 min. (5.26%) | |

|  |  |
| --- | --- |
|  | **Results** |

1. How do you use the information centre?

*Multiple choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | As a citizen | | 12 | 60.00% |
| |  |  | | --- | --- | |  | As a tourist | | 12 | 60.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-YsdstN.png | | |

2. Please indicate your age group below:

*Single choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | 0-20 | | 3 | 15.00% |
| |  |  | | --- | --- | |  | 21-30 | | 6 | 30.00% |
| |  |  | | --- | --- | |  | 31-40 | | 3 | 15.00% |
| |  |  | | --- | --- | |  | 41-50 | | 4 | 20.00% |
| |  |  | | --- | --- | |  | 51-60 | | 2 | 10.00% |
| |  |  | | --- | --- | |  | 61+ | | 2 | 10.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-kab8yP.png | | |

3. How often do you use the information centre?

*Single choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | More than once per month | | 5 | 25.00% |
| |  |  | | --- | --- | |  | Monthly | | 9 | 45.00% |
| |  |  | | --- | --- | |  | Yearly | | 4 | 20.00% |
| |  |  | | --- | --- | |  | Less often | | 2 | 10.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-Fz1nVS.png | | |

4. Why did you visit the information centre?

*Multiple choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | To find information on local travel and the region | | 5 | 25.00% |
| |  |  | | --- | --- | |  | To find information on cultural or social events in the region | | 8 | 40.00% |
| |  |  | | --- | --- | |  | To access the internet | | 10 | 50.00% |
| |  |  | | --- | --- | |  | To use a photocopier | | 8 | 40.00% |
| |  |  | | --- | --- | |  | To find brochures and souvenirs | | 8 | 40.00% |
| |  |  | | --- | --- | |  | To find a city tour with commentary | | 5 | 25.00% |
| |  |  | | --- | --- | |  | To purchase advanced travel or event tickets | | 4 | 20.00% |
| |  |  | | --- | --- | |  | Other (Please specify) | | 2 | 10.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-VordhS.png | | |

|  |  |
| --- | --- |
|  | Duis aute irure dolor in reprehenderit in voluptate velit esse cillum |
|  | Nemo enim ipsam voluptatem, quia voluptas sit |

5. How satisfied were you with the following services?

*Matrix of single choices, answers* ***20x****, unanswered* ***0x***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  |  | | --- | --- | |  | **Very satisfied** | | |  |  | | --- | --- | |  | **Satisfied** | | |  |  | | --- | --- | |  | **Indifferent** | | |  |  | | --- | --- | |  | **Dissatisfied** | | |  |  | | --- | --- | |  | **Very dissatisfied** | |
| The services on offer | 5 (25.00%) | 5 (25.00%) | 5 (25.00%) | 2 (10.00%) | 3 (15.00%) |
| The quality of the services provided | 4 (20.00%) | 5 (25.00%) | 7 (35.00%) | 3 (15.00%) | 1 (5.00%) |
| The internet connection speed/avalability | 2 (10.00%) | 9 (45.00%) | 5 (25.00%) | 3 (15.00%) | 1 (5.00%) |
| The access, comfort and hospitality | 5 (25.00%) | 3 (15.00%) | 7 (35.00%) | 5 (25.00%) | 0 |
| The quality of service provided by the staff | 5 (25.00%) | 4 (20.00%) | 5 (25.00%) | 4 (20.00%) | 2 (10.00%) |
| /domains1/vx566400/public/www_root/tmp/PNG-AWMIoU.png | | | | | |

6. Did the information centre have what you needed?

*Single choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | Yes | | 13 | 65.00% |
| |  |  | | --- | --- | |  | No | | 7 | 35.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-yLKfZX.png | | |

7. Have you ever visited the information centre website?

*Single choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | Yes | | 14 | 70.00% |
| |  |  | | --- | --- | |  | No | | 6 | 30.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-tuM0bX.png | | |

8. Did you find everything you were looking for on our website?

*Single choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | Yes | | 17 | 85.00% |
| |  |  | | --- | --- | |  | No (Please let us know what you were looking for) | | 3 | 15.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-jPXt2Y.png | | |

|  |  |
| --- | --- |
|  | Aenean laoreet |
|  | esse cillum dolore eu fugiat |
|  | voluptatem, quia voluptas sit |

9. Would you say that the information centre was useful or important to your visit?

*Single choice, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  | | --- | --- | |  | Yes | | 16 | 80.00% |
| |  |  | | --- | --- | |  | No (Please state briefly why this is not the case) | | 4 | 20.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-GqkyUZ.png | | |

|  |  |
| --- | --- |
|  | Ut enim ad minim veniam |
|  | commodo consequat |
|  | Itaque earum rerum hic |
|  | necessitatibus saepe eveniet |

10. How would you rate the overall level and quality of the services provided by the information centre?

*Star Rating, answers* ***20x****, unanswered* ***0x***

**Number of stars 6/10**

|  |  |  |
| --- | --- | --- |
| **Answer** | **Answers** | **Ratio** |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 10/10 |  |  |  |  |  |  |  |  |  |  | | 2 | 10.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 9/10 |  |  |  |  |  |  |  |  |  |  | | 2 | 10.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 8/10 |  |  |  |  |  |  |  |  |  |  | | 3 | 15.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 7/10 |  |  |  |  |  |  |  |  |  |  | | 2 | 10.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 6/10 |  |  |  |  |  |  |  |  |  |  | | 3 | 15.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 5/10 |  |  |  |  |  |  |  |  |  |  | | 2 | 10.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 4/10 |  |  |  |  |  |  |  |  |  |  | | 2 | 10.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 3/10 |  |  |  |  |  |  |  |  |  |  | | 1 | 5.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 2/10 |  |  |  |  |  |  |  |  |  |  | | 2 | 10.00% |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 1/10 |  |  |  |  |  |  |  |  |  |  | | 1 | 5.00% |
| /domains1/vx566400/public/www_root/tmp/PNG-iH6mq1.png | | |

11. Do you have any suggestions or comments on how we can improve your next visit?

*Text answer, answers* ***20x****, unanswered* ***0x***

|  |  |  |
| --- | --- | --- |
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| |  |  | | --- | --- | |  | Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. | |
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| --- | --- |
|  | **Survey settings** |

|  |  |  |
| --- | --- | --- |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-per-page.png | Questions per page | Multiple |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-repeat.png | Allow multiple submissions? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-return.png | Allow return to previous questions? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-numbering.png | Display question numbers? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-shuffle.png | Randomise question order? |  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-progress.png | Show progress bar? | /domains1/vx566400/public/www_root/my/research/report/images/icon-check.png |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-alert.png | Receive response notifications by email? |  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-secure.png | Password protection? |  |
| /domains1/vx566400/public/www_root/my/research/report/images/icon-unique.png | IP restriction? |  |

|  |  |
| --- | --- |
|  | **Appendix: Survey** |

Guest or Tourist information centre

|  |
| --- |
| Hello,  Please take a few minutes of your time to fill in the following survey. |

1. How do you use the information centre?

|  |  |
| --- | --- |
|  | As a citizen |
|  | As a tourist |

2. Please indicate your age group below:

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

3. How often do you use the information centre?

|  |  |
| --- | --- |
|  | More than once per month |
|  | Monthly |
|  | Yearly |
|  | Less often |

4. Why did you visit the information centre?

|  |  |
| --- | --- |
|  | To find information on local travel and the region |
|  | To find information on cultural or social events in the region |
|  | To access the internet |
|  | To use a photocopier |
|  | To find brochures and souvenirs |
|  | To find a city tour with commentary |
|  | To purchase advanced travel or event tickets |
|  | Other (Please specify) |

5. How satisfied were you with the following services?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very satisfied | Satisfied | Indifferent | Dissatisfied | Very dissatisfied |
| The services on offer | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | |
| The quality of the services provided | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | |
| The internet connection speed/avalability | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | |
| The access, comfort and hospitality | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | |
| The quality of service provided by the staff | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | | |  | | --- | |  | |

6. Did the information centre have what you needed?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

7. Have you ever visited the information centre website?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

8. Did you find everything you were looking for on our website?

|  |  |
| --- | --- |
|  | Yes |
|  | No (Please let us know what you were looking for) |

9. Would you say that the information centre was useful or important to your visit?

|  |  |
| --- | --- |
|  | Yes |
|  | No (Please state briefly why this is not the case) |

10. How would you rate the overall level and quality of the services provided by the information centre?

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

11. Do you have any suggestions or comments on how we can improve your next visit?

|  |
| --- |
|  |