




Guest or Tourist information centre



General

 Survey name	Guest or Tourist information centre
 Author	Richard Žižka
 Survey language	 English
 Survey URL	http://www.surveio.com/survey/d/Y9H0W3M7W6S7E4X5T
 First response	02/28/2014
 Last response	06/13/2014
 Duration	106 days

Survey visits

123

Total visits

22

Total completed

33

Total unfinished

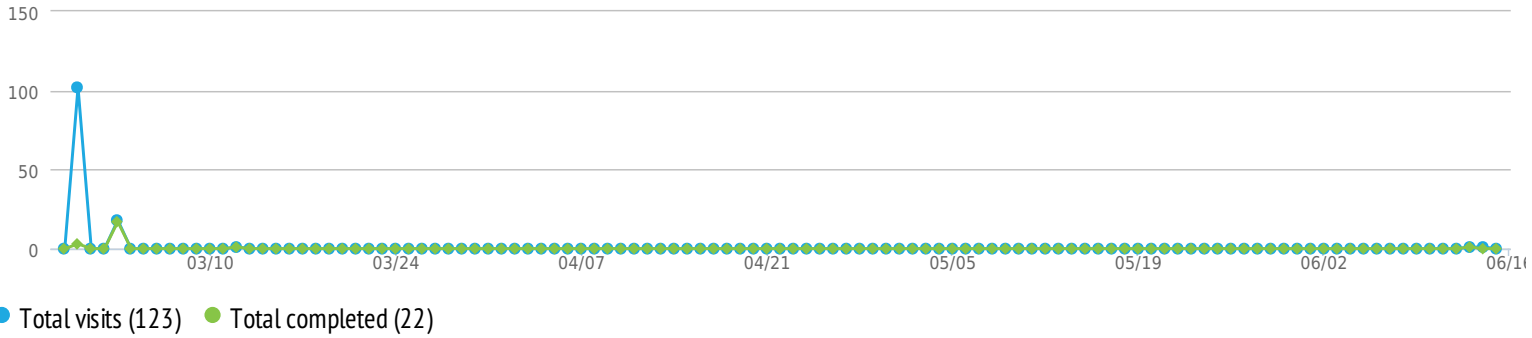
68

Displayed only

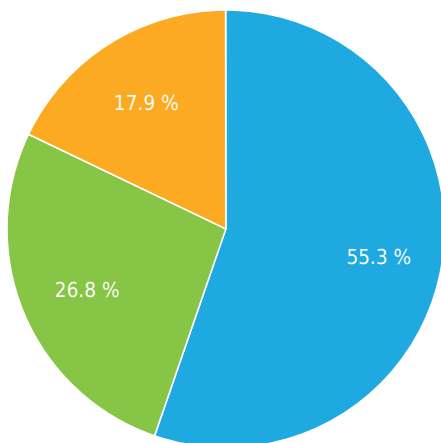
17.9 %

Overall completion rate

Visit History (02/28/2014 – 06/13/2014)

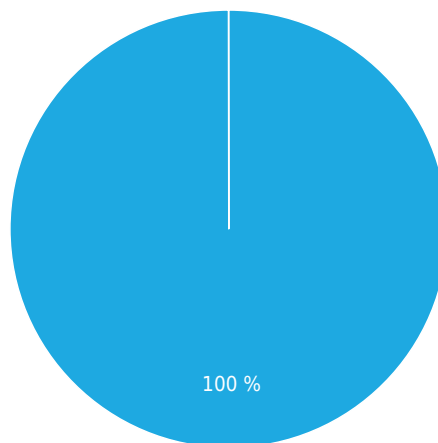


Total Hits



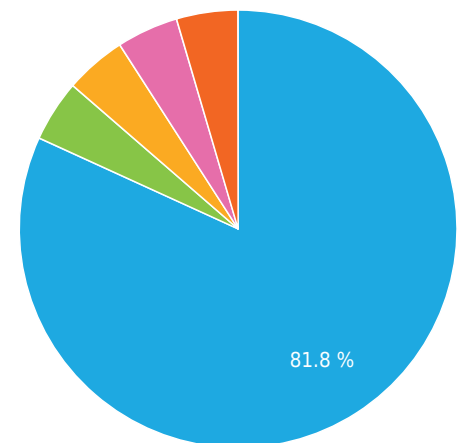
- Displayed only (55.3 %)
- Unfinished (26.8 %)
- Completed (17.9 %)

Visit Sources



- Direct link (100 %)

Average Time of Completion

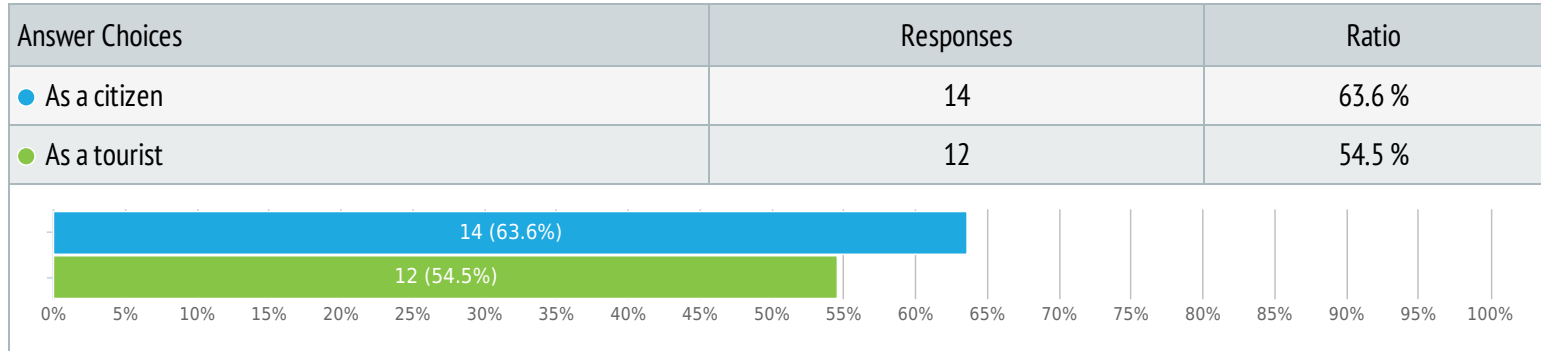


- <1 min. (81.8 %)
- 1-2 min. (4.5 %)
- 5-10 min. (4.5 %)
- 10-30 min. (4.5 %)
- >60 min. (4.5 %)

Results

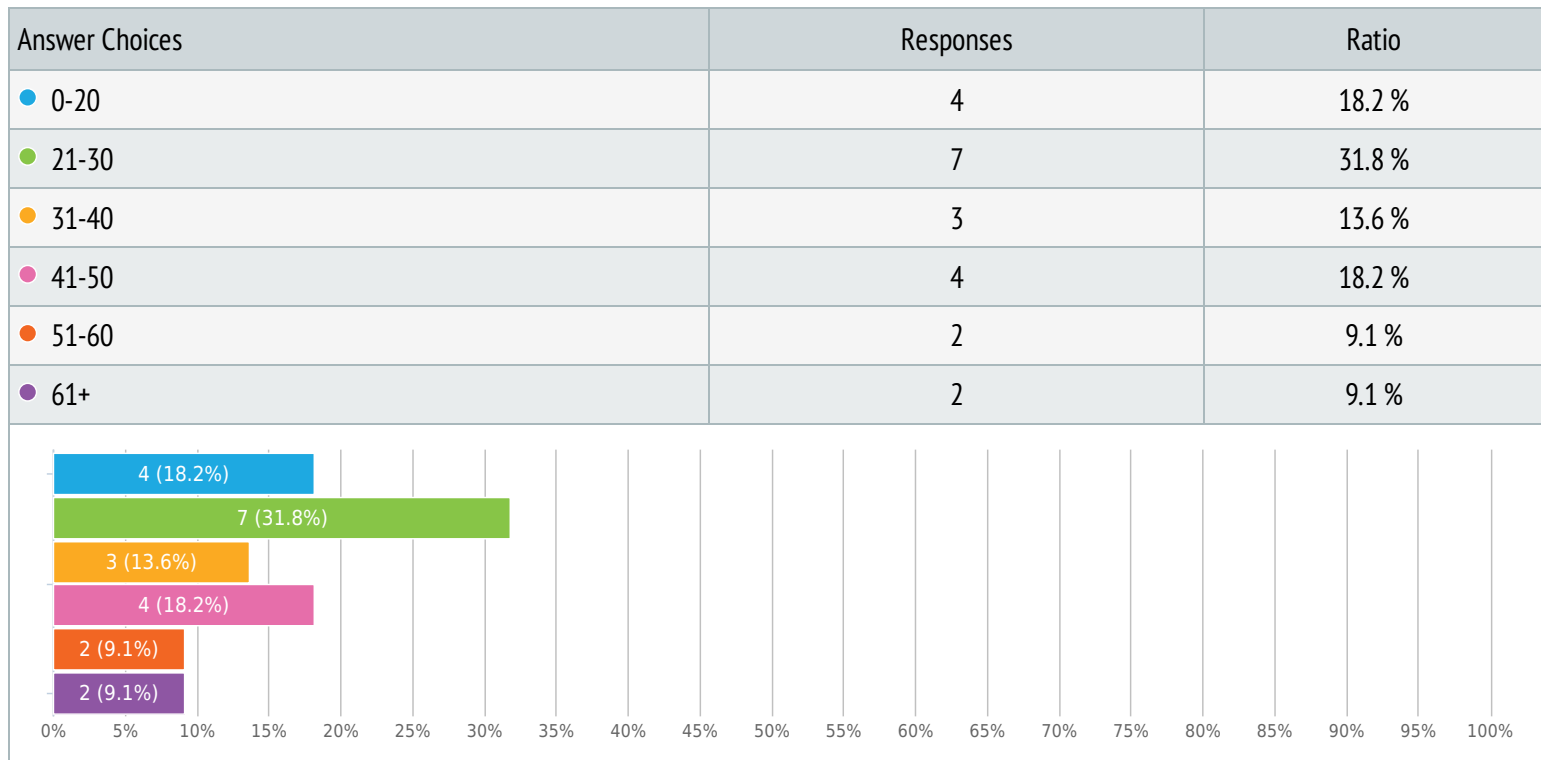
1. How do you use the information centre?

Multiple choice, answers 22x, unanswered 0x



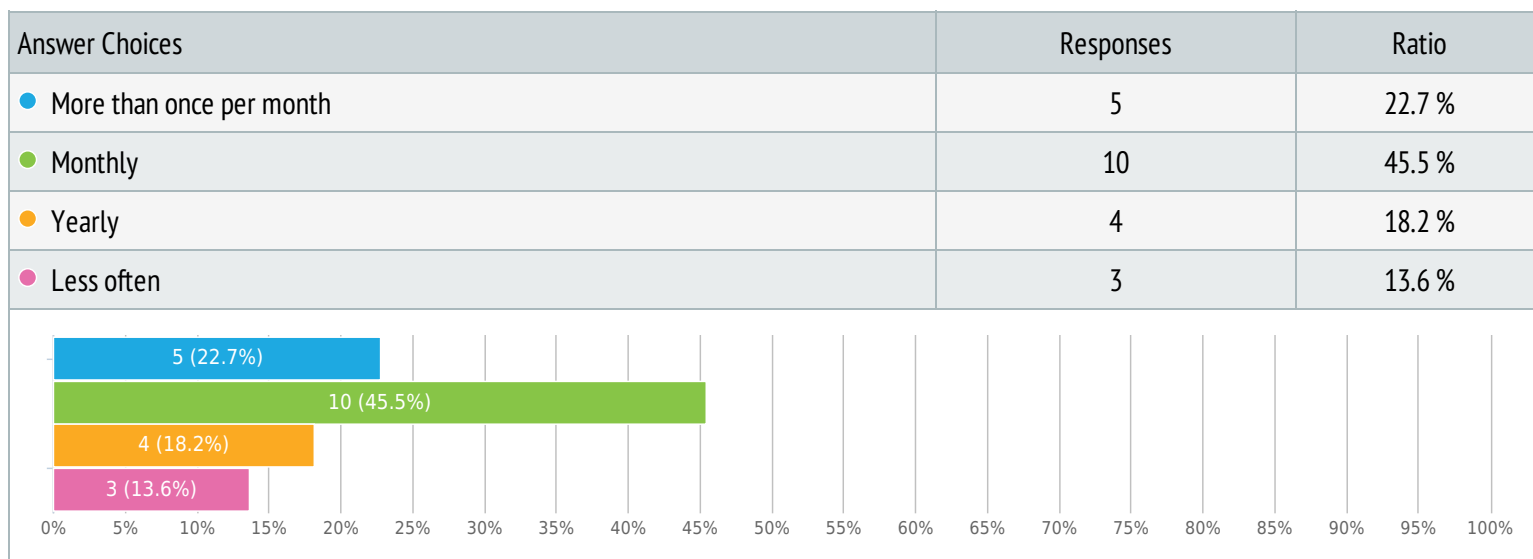
2. Please indicate your age group below:

Single choice, answers 22x, unanswered 0x



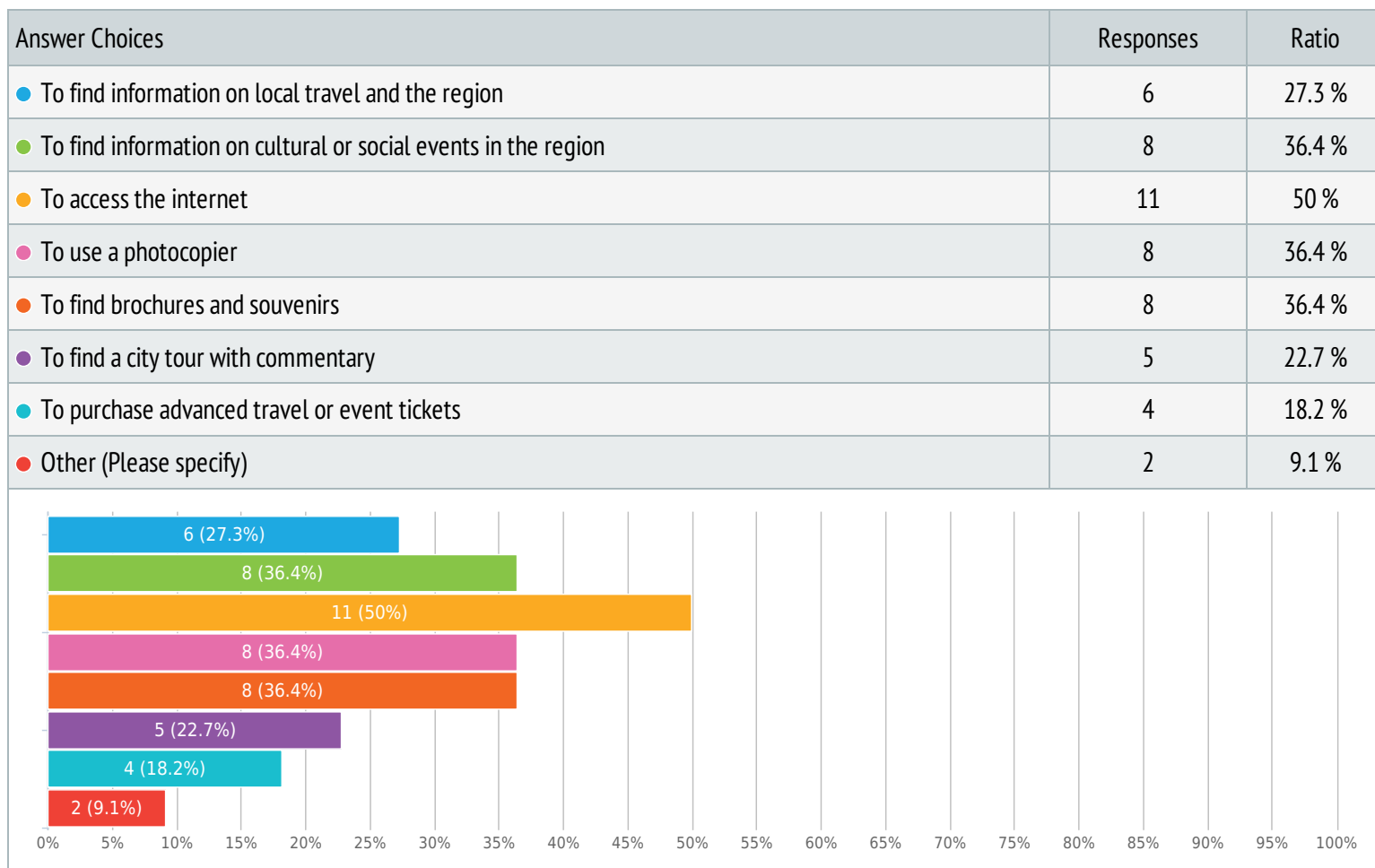
3. How often do you use the information centre?

Single choice, answers 22x, unanswered 0x



4. Why did you visit the information centre?

Multiple choice, answers 22x, unanswered 0x

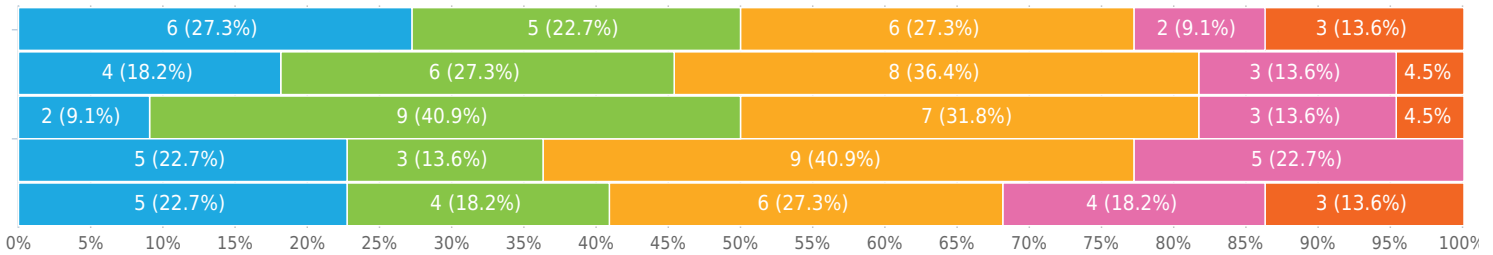


- Duis aute irure dolor in reprehenderit in voluptate velit esse cillum
- Nemo enim ipsam voluptatem, quia voluptas sit

5. How satisfied were you with the following services?

Matrix of single choices, answers 22x, unanswered 0x

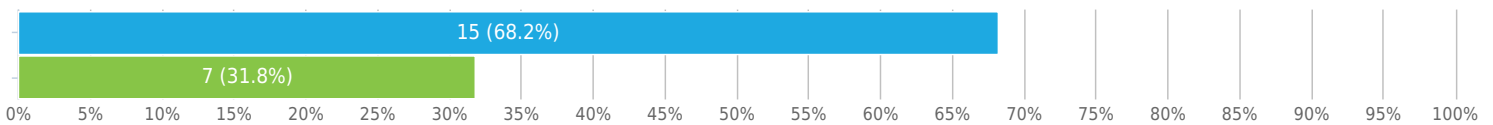
Answer	● Very satisfied	● Satisfied	● Indifferent	● Dissatisfied	● Very dissatisfied
The services on offer	6 (27.3 %)	5 (22.7 %)	6 (27.3 %)	2 (9.1 %)	3 (13.6 %)
The quality of the services provided	4 (18.2 %)	6 (27.3 %)	8 (36.4 %)	3 (13.6 %)	1 (4.5 %)
The internet connection speed/avalability	2 (9.1 %)	9 (40.9 %)	7 (31.8 %)	3 (13.6 %)	1 (4.5 %)
The access, comfort and hospitality	5 (22.7 %)	3 (13.6 %)	9 (40.9 %)	5 (22.7 %)	0
The quality of service provided by the staff	5 (22.7 %)	4 (18.2 %)	6 (27.3 %)	4 (18.2 %)	3 (13.6 %)



6. Did the information centre have what you needed?

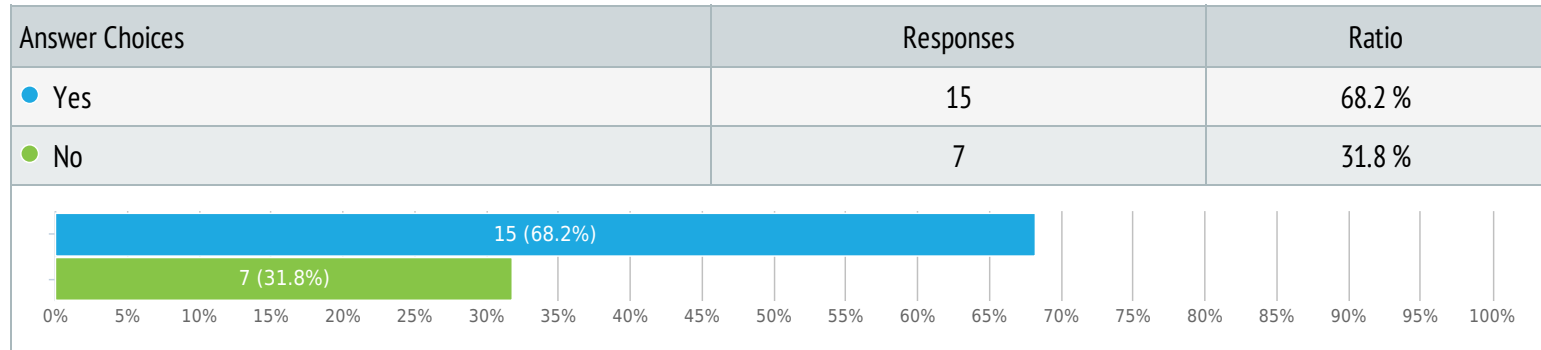
Single choice, answers 22x, unanswered 0x

Answer Choices	Responses	Ratio
● Yes	15	68.2 %
● No	7	31.8 %



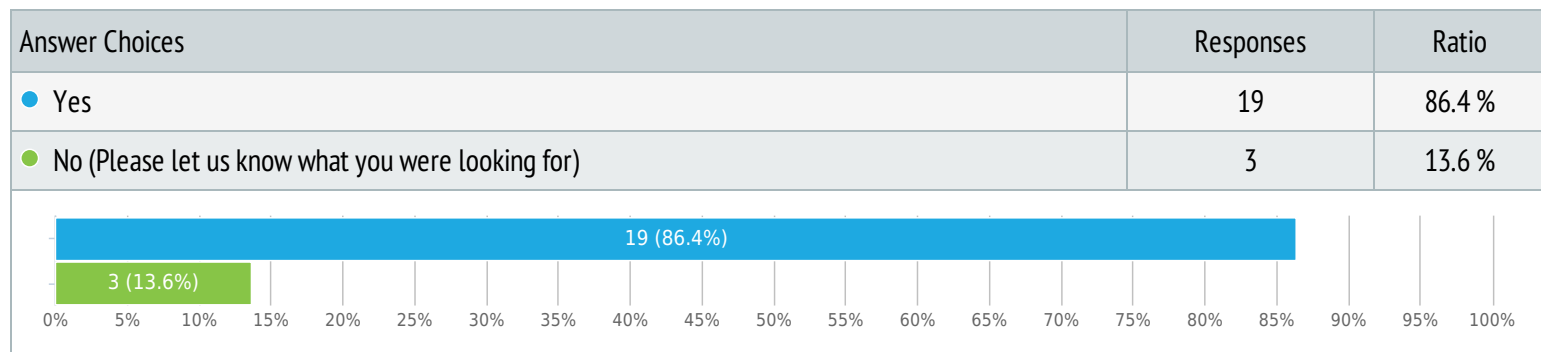
7. Have you ever visited the information centre website?

Single choice, answers 22x, unanswered 0x



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

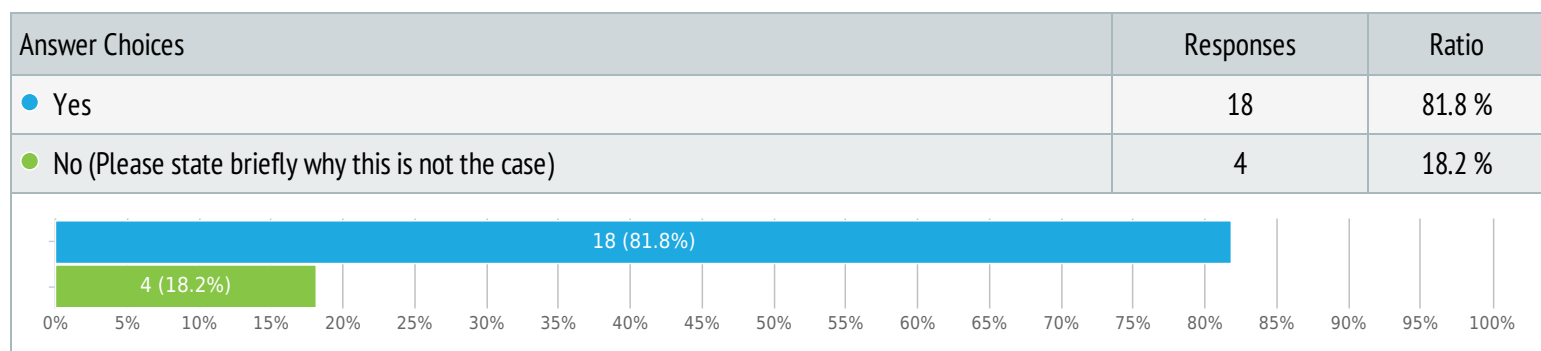
Single choice, answers 22x, unanswered 0x



- 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 22x, unanswered 0x



- Ut enim ad minim veniam

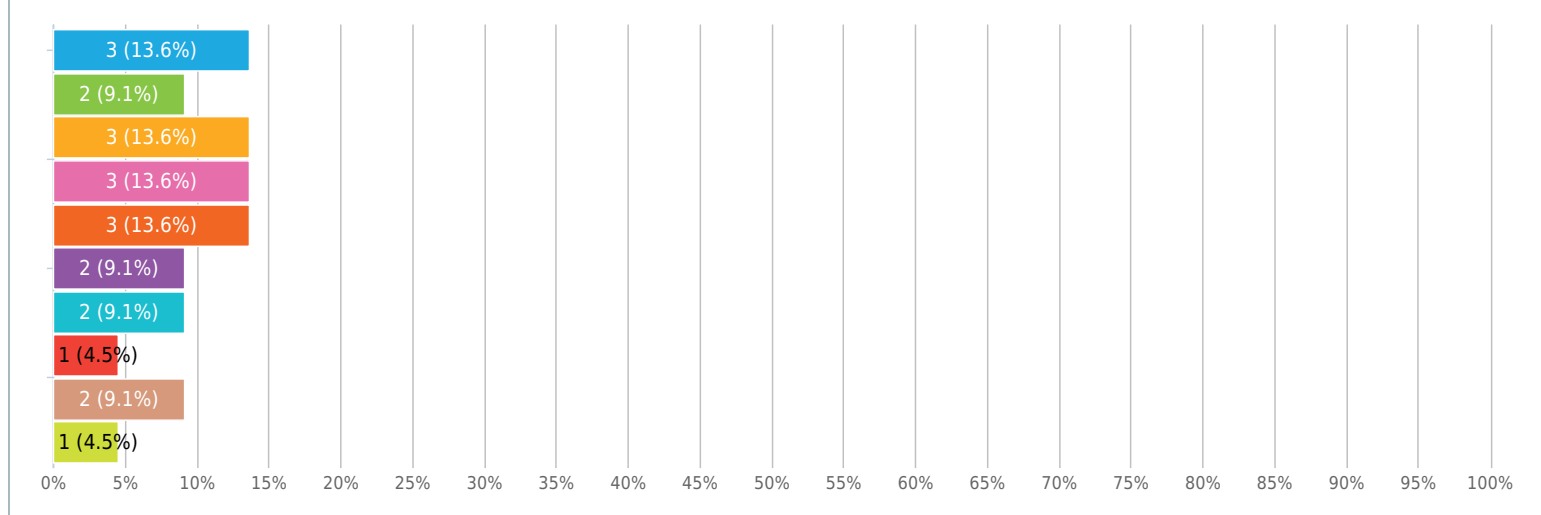
- commodo consequat
- Itaque earum rerum hic
- necessitatibus saepe eveniet

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

Star Rating, answers 22x, unanswered 0x

Number of stars 6.2/10

Answer	Responses	Ratio
10/10 ★★★★★★★★★★	3	13.6 %
9/10 ★★★★★★★★☆☆	2	9.1 %
8/10 ★★★★★★★★☆☆	3	13.6 %
7/10 ★★★★★★★★☆☆	3	13.6 %
6/10 ★★★★★★★★☆☆	3	13.6 %
5/10 ★★★★★★★★☆☆	2	9.1 %
4/10 ★★★★★★★★☆☆	2	9.1 %
3/10 ★★★★★★★★☆☆	1	4.5 %
2/10 ★★★★★★★★☆☆	2	9.1 %
1/10 ★★★★★★★★☆☆	1	4.5 %





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


Text answer, answers 22x, unanswered 0x


- Morbi tempor justo velit, vitae suscipit eros eleifend sit amet. Fusce imperdiet tellus quis sodales facilisis.
- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.
- haleluja
- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
- Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.
- Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.
- Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.
- voluptatem accusantium doloremque laudantium, totam rem aperiam eaque ipsa
- quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt, explicabo
- Nemo enim ipsam voluptatem, quia voluptas sit, aspernatur aut odit aut fugit
- sed quia consequuntur magni dolores eos, qui ratione voluptatem sequi nesciunt, neque
- qui blanditiis praesentium voluptatum deleniti atque corrupti, quos dolores et
- qui officia deserunt mollitia animi, id est laborum et dolorum fuga
- facere possimus, omnis voluptas assumenda est, omnis dolor repellendus
- sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus
- sunt in culpa, qui officia deserunt mollitia animi, id est laborum et dolorum fuga
- quis nostrum exercitationem ullam corporis suscipit laboriosam
- Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore
- debitis aut rerum necessitatibus saepe eveniet, ut et voluptates repudiandae
- rerum necessitatibus saepe eveniet, ut et voluptates repudiandae sint et molestiae non rec
- sadfda
- IT'S PERFECT


Survey settings


-  Questions per page All


-  Allow multiple submissions? ✓


-  Allow return to previous questions? ✓


-  Display question numbers? ✓

-  Randomize questions order?

-  Show progress bar? ✓

-  Receive response notifications by e-mail?

-  Password protection?

-  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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the services provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The internet connection speed/avalability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The access, comfort and hospitality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of service provided by the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?