	D. (. )
TÍTOL DE L'ESTUDI:  Avaluació de la satisfacció dels visitants	Referèn Centre 10/01/2014
exposicions del Palau Robert_novembre	2012
·	iordinpinió
ARGUMENTARI	REO núm. 735
know the visitors' point of view of the Palau Robert	interviewer of DEP Institut. We are working on a study to t's exhibitions. Would you answer ടവിൽമുuestioിട് ്റ്വെല്ലേ It വേദ്യ പ്ര ed to us is confidential and anonymous, and you <del>r answers will alway</del> y, and with the strictest confidentiality.
DADES DE L'ENTREVISTADOR/A	
Nom: Data:	Hora inici: Hora final:
Q1_In which language would you like to do the into	erview?
Catalan       1         Spanish       2         English       3         French       4	
NOTORIE	ETY AND USE FREQUENCY
<ol><li>First of all, have you visited the Palau Robo exhibitions today?</li></ol>	ert's 3. How many times have you visited the Palau Robert, including this one? (READ)
Yes	Nº of times Doesn't know/doesn't answer99
1. The main reason for your visit today to the P Robert has been (READ)	
Request information at the Tourism Office	Weekly/ several times per month
To visit one of Palau Robert's exhibitions	
To take part in a function or event of the Palau Robert .	3 Once a year4
To visit the Palau Robert garden	
of the Palau Robert	
Others (write)	5. How did you learn about the exhibitions you have come to visit today (MULTIPLE CHOICE, DON'T READ)
2. Apart from the exhibitions, do you know of following services offered at the Palau Robert?	A recommendation by friends/relatives1 Through the Internet (write web)
Knows Doesn't know	
Tourism Office	
Functions or events	
Newsletter of Palau Robert activities	Television6  99 Banners and street advertisements7
	99 Others (write)
Others (write)122	

## About the Palau Robert exhibitions...

6. Could you tell me if you've visited	Regarding this exhibit, could you rate on a scale form 0 to 10, where 0 means not satisfied and 10 fully satisfied, your satisfaction with the following aspects (READ AND NOTE):					
6.A. Room 1 and 2: Llapis i acció! Roser Capdevila dibuixa.		Not satisfied	Totally satisfied			
Yes 1	6A_a) The illumination	0 1 2 3	4567891098	99		
No	6A_b) The surrounding noise	0 1 2 3	4567891098	99		
	6A_c) The clarity of the information available on posters, leaflets and information s		4567891098	99		
	6A_d) The interest of the works shown	0 1 2 3	4567891098	99		
	6A_e) The availability of information in different					
	languages6A_f) Your overall satisfaction with the exhi					

6. Could you tell me if you've visited	Regarding this exhibit, could you rate o and 10 fully satisfied, your satisfaction w	n a scale from 0 to 10, where vith the following aspects (RE	e 0 mea Coppentisfied AD AND NOTE):		
6.B. Room 3: Barcelona prêt-à-porter 1958-		Not satisfied	Fully satisfied		
2008.		Satisfied	Satisfieu		
Yes1	6B_a) The illumination	01234567	8 9 10 98 99		
No 2 DK/DA 99	6B_b) The surrounding noise	01234567	8 9 10 98 99		
519 57	6B_c) The clarity of the information available on posters, leaflets and information sc		8 9 10 98 99		
	6B_d) The interest of the works shown	01234567	8 9 1098 99		
	6B_e) The availability of information in differe	ent			
	languages	01234567	8 9 10 98 99		
	6B_f) Your overall satisfaction with the exhibi	tion01234567	8 9 1098 99		
6.C. Room 4 and garden: Més a prop,		Not	Fully		
coneixement+comprom		satisfied	satisfied		
ís+cooperació.	6C_a) The illumination	01234567	8 9 10 98 99		
Yes 1 No 2	6C_b) The surrounding noise	0 1 2 3 4 5 6 7	8 9 10 98 99		
DK/DA99	6C_c) The clarity of the information available on posters, leaflets and information sc		8 9 10 98 99		
	6C_d) The interest of the works shown	01234567	8 9 1098 99		
	6C_e) The availability of information in differen	ent			
	languages	01234567	8 9 10 98 99		
C.D. Cardani Cataliania	6C_f) Your overall satisfaction with the exhibi		8 9 10 98 99		
6.D. Garden: Catalunya en transició.		Not	Fully		
Yes 1		satisfied	satisfied		
No 2	6D_a) The illumination	01234567	8 9 1098 99		
DK/DA 99	6D_b) The surrounding noise	01234567	8 9 10 98 99		
	6D_c) The clarity of the information available on posters, leaflets and information sc		8 9 10 98 99		
	6D_d) The interest of the works shown	01234567	8 9 1098 99		
	6D_e) The availability of information in differen	ent			
	languages	01234567	8 9 10 98 99		
	6D_f) Your overall satisfaction with the exhibi	tion01234567	89 10 98 99		
7. Taking into account the following subjects (with the exception of sculpture and painting, because they are topics not dealt with in Palau Robert expositions) which would be of your interest regarding the planning of future					

expositions and activities? (MÚLTIPLE, MÀXIM 3 RESPOSTES)

Catalonian history	1
Photography	2
Gastronomy	
Politics	4
Catalan relevant personages	5
Geography and landscapes	6
Architectural patrimony	7
Music	8
Others (write)	
Doesn't know/doesn't answer	99

## INSTALLATIONS AND SERVICES VALORATION

8. Regarding the installations and services of the Palau Robert, could you rate on a scale from 0 to 10, where 0 means not satisfied and 10 fully satisfied, your satisfaction with the following aspects (READ AND ROTATE)

	Not Satisfied	Fully satisfied
a) Order and cleanliness	0 1 2 3 4 5 6 7 8	9 109899
b) The comfort of the installations (temperature, place to sit, etc)	012345678	9 109899
c) The internal signaling	0 1 2 3 4 5 6 7 8	9 109899
d) The accessibility of the installations	012345678	9 109899
e) The hours open to the public	0 1 2 3 4 5 6 7 8	9 109899

f) The attention received		678 9 10
g) The variety of complementary cultural activities		678 9 10
h) The availability of information in different languages		678 9 109899
8.b. In addition to the expositions, new mobile application	for Palau Robert is available	? Do you know this new app?
I don't know it 1 I know it 2		
8.c. Regardless if you know it or not, could you rate this in	itiative on a scale from 0 to	10?
	Not positive at all	Absolutely positive
Palau Robert's new app	•	<i>,</i> ,
Palau Robert's new app		678 9 109899
EXPECTATIONS, RECOMMENDAT	TIONS AND THEMES TO IMPR	OVE
9. To sum up, could you rate your visit to the Palau Rob means not satisfied and 10 fully satisfied?	ert? Could you rate this on	a scale from 0 to 10, where 0
means not satisfied and 10 fully satisfied:	Not	Fully
	satisfied	satisfied
a) Overall satisfaction with the visit	0 1 2 3 4	567 8 9 1098 99
10. And could you rate on a scale from 0 to 10, where 0 me to find at the Palau Robert, to what degree have you expec		considering what you expected
	Not	Fully
	met	met
a) How far the expectations have been fulfilled	0 1 2 3 4	567 8 9 1098 99
11. Do you think you will visit the Palau Robert again?		
Yes1		the activities, installations
No2	and services offered, we maximum price you wo	
Doesn't know/Doesn't answer 99	Palau Robert exposition	
12. Would you recommend visiting the Palau Robert to your relatives, friends or acquaintances?	euros	
Yes1	14.b. Could you tell me	any sponsor of the expositions
No2 Doesn't know/Doesn't answer99	that you have visited in	the Palau Robert?
13. Do you have any suggestions for improving the services and activities of the Palau Robert?		
		emember where you saw the s (leaflets, posters, etc.)?
	———————	s (leariets, posters, etc.):
SOCIODEMOGR	APHIC ASPECTS	
15. Gender of the interviewee? (DON'T ASK)	France	4
Male1	Germany	
Female2	England Italy	
16. What is your age? (NOTE AND SELECT THE RANGE)	Russia	
	Others	
Age DK/DA99	Doesn't know/Doesn't a	answer99
Up to a 24 years1	_	vhat is your commonly spoken
From 25 to 34 years2	language? (DON'T READ Catalan	') 1
From 35 to 49 years3	Spanish	
From 50 to 64 years4	Both equally	3
More than 64 years5	Others (Note 🖉)	4
17. Place of residence (NOTE AND SELECT THE CODE)	English	
17. Flace of residence (NOTE AND SELECT THE CODE)	French	
Place of residence	DK DA	
Barcelona and metropolitan area1		
All other Catalan regions (comarques) 2 The rest of Spain		

19.	What is	your	current	emplo	yment	status?

Self-employed (employer, autonomous)	1
Employed for others (employee)	
Retired	
Unemployed / looking for work	
Homemaker/Unpaid domestic work	
Student	
Others (NOTE)	
DK	98
DA	

## 20. What is the highest degree or level of school you have completed? (LLEGIR, SIMPLE)?

Not able to read or write	1
Able to read and write but attended less than 5 years to school	2
Attend to school for 5 or more years, but without completing secondary education	
(ESO, EGB o Batx. elemental)	
Completed compulsory secondary school (ESO completa, EGB, Batxiller elemental)	
Completed post-compulsory school (16-18) (Batxillerat, BUP, COU, Batxillerat superior, PREU)	
Vocational training-Middle Grade Training Cycles (Cicle formatiu de grau mitjà, FP1, Oficialia industrial	
. (Vocational training-Supieor level Training (Cicle formatiu de grau superior, FP2, Mestratge industrial	7
University studies (Diplomatura, 3 cursos aprovats de Llicenciatura,)	8
Graduate degree (licenciatura, Grau o equivalent (4 anys o més))	9
Professional degree, specialization, postgraduate, Master's Degree (MIR, FIR)	10
Doctorate degree	
Ns	
Nc	99

## Interviewee's data

To sum up, only to control the quality of the data collection, could you tell me your name (first name) and a telephone number or an e-mail to contact?

Name: Telephone or -email:

Thanks for your collaboration!!!