


TÍTOL DE L'ESTUDI: Avaluació de la satisfacció dels visitants a les exposicions del Palau Robert_novembre 2013	Referència:  Centre d'Estudis d'Opinió	10/01/2014
ARGUMENTARI		
Hello, good morning/good afternoon. I'm _____ interviewer of DEP Institut. We are working on a study to know the visitors' point of view of the Palau Robert's exhibitions. Would you answer some questions for one to two minutes, it will not take more than 5 minutes. The information provided to us is confidential and anonymous, and your answers will always be treated at an aggregated level, only statistically, 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 interview?

- Catalan..... 1
- Spanish 2
- English 3
- French..... 4

NOTORIETY AND USE FREQUENCY

0. First of all, have you visited the Palau Robert's exhibitions today?

- Yes 1
- No 2 End of interview
- Doesn't know/doesn't answer....99 End of interview

1. The main reason for your visit today to the Palau Robert has been... (READ)

- Request information at the Tourism Office..... 1
- To visit one of Palau Robert's exhibitions 2
- To take part in a function or event of the Palau Robert .. 3
- To visit the Palau Robert garden 4
- To request information about exhibitions and/or activities of the Palau Robert 5
- Others (write).....
- Doesn't know/doesn't answer 99

2. Apart from the exhibitions, do you know of the following services offered at the Palau Robert?

	Knows	Doesn't know	
Tourism Office.....	1	2	99
Functions or events.....	1	2	99
Newsletter of Palau Robert activities	1	2	99
Others (write).....	1	2	99

3. How many times have you visited the Palau Robert, including this one? (READ)

- Nº of times _____
- Doesn't know/doesn't answer99

4. How often do you visit exhibitions (generally, not only the Palau Robert's). (READ)

- Weekly/ several times per month..... 1
- Once a month..... 2
- Several times per year..... 3
- Once a year 4
- Less than once per year..... 5
- Doesn't knows/doesn't answer..... 99

5. How did you learn about the exhibitions you have come to visit today (MULTIPLE CHOICE, DON'T READ)

- A recommendation by friends/relatives 1
- Through the Internet (write web) _____)... 2
- Appears recommended in travel guides..... 3
- By passing in front of the Palau Robert 4
- Press..... 5
- Television 6
- Banners and street advertisements 7
- Others (write) _____
- Doesn't know/doesn't answer 99

EXHIBITIONS USE, NOTORIETY AND VALORATION

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):	
	Not satisfied	Totally satisfied
6.A. Room 1 and 2: Llapis i... acció! Roser Capdevila dibuixa.		
Yes..... 1		
No 2		
DK/DA 99		
6A_a) The illumination.....	0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9...10... 98 99	
6A_b) The surrounding noise.....	0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9...10... 98 99	
6A_c) The clarity of the information available on posters, leaflets and information screens .	0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9...10... 98 99	
6A_d) The interest of the works shown	0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9...10... 98 99	
6A_e) The availability of information in different languages	0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9...10... 98 99	
6A_f) Your overall satisfaction with the exhibition. ..	0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9...10... 98 99	

6. Could you tell me if you've visited...	Regarding this exhibit, 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 NOTE):	
	Not satisfied	Fully satisfied
6.B. Room 3: Barcelona prêt-à-porter 1958-2008.		
Yes..... 1	6B_a) The illumination	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
No..... 2	6B_b) The surrounding noise	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
DK/DA 99	6B_c) The clarity of the information available on posters, leaflets and information screens..	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6B_d) The interest of the works shown	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6B_e) The availability of information in different languages.....	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6B_f) Your overall satisfaction with the exhibition....	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
6.C. Room 4 and garden: Més a prop, coneixement+compromís+cooperació.		
Yes..... 1	6C_a) The illumination	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
No..... 2	6C_b) The surrounding noise	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
DK/DA 99	6C_c) The clarity of the information available on posters, leaflets and information screens..	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6C_d) The interest of the works shown	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6C_e) The availability of information in different languages.....	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6C_f) Your overall satisfaction with the exhibition....	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
6.D. Garden: Catalunya en transició.		
Yes..... 1	6D_a) The illumination	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
No..... 2	6D_b) The surrounding noise	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
DK/DA 99	6D_c) The clarity of the information available on posters, leaflets and information screens..	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6D_d) The interest of the works shown	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6D_e) The availability of information in different languages.....	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8.. 9.. 10 ...98 99
	6D_f) Your overall satisfaction with the exhibition....	0 .. 1 .. 2 .. 3 .. 4...5...6...7.. 8...9 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 exhibitions) which would be of your interest regarding the planning of future exhibitions and activities? (MÚLTIPLE, MÀXIM 3 RESPOSTES)

- Catalonian history 1
- Photography 2
- Gastronomy..... 3
- 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.. 10 | 98... 99 |
| b) The comfort of the installations (temperature, place to sit, etc) .. | 0 .. 1 .. 2 .. 3 .. 4 .. 5...6...7...8.. 9.. 10 | 98... 99 |
| c) The internal signaling | 0 .. 1 .. 2 .. 3 .. 4 .. 5...6...7...8.. 9.. 10 | 98... 99 |
| d) The accessibility of the installations | 0 .. 1 .. 2 .. 3 .. 4 .. 5...6...7...8.. 9.. 10 | 98... 99 |
| e) The hours open to the public..... | 0 .. 1 .. 2 .. 3 .. 4 .. 5...6...7...8.. 9.. 10 | 98... 99 |

19. What is your current employment status?

Self-employed (employer, autonomous)	1
Employed for others (employee)	2
Retired	3
Unemployed / looking for work.....	4
Homemaker/Unpaid domestic work.....	5
Student.....	6
Others (NOTE).....	
DK.....	98
DA.....	99

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	3
(ESO, EGB o Batx. elemental).....	3
Completed compulsory secondary school (ESO completa, EGB, Batxiller elemental).....	4
Completed post-compulsory school (16-18) (Batxillerat, BUP, COU, Batxillerat superior, PREU).....	5
Vocational training-Middle Grade Training Cycles (Cicle formatiu de grau mitjà, FP1, Oficialia industrial) ...	6
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.....	11
Ns	98
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!!!