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| TÍTOL DE L'ESTUDI: Avaluació de la satisfacció de les persones usuàries del Palau Robert | Referència: 16/07/2012 REO núm. 701 Núm. qüestionari: 701 Data: 4 de setembre de 2012 |
| 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 me? 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 |
| 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 answer 99

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
- 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): | |
| 6.A. Room 1: Pilarín, 50 anys dibuixant per tots? | Not satisfied | Totally satisfied |
| Yes..... 1 → | | |
| No..... 2 | | |
| DK/DA 99 | | |
| | 6A_a) The waiting time to enter the exhibition..... 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... 98 99 | |
| | 6A_b) 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_c) The interest of the works shown 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... 98 99 | |
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|--|---|---|--|---------------|-----------------|---|---|-------|---|---|-------|---|---|-------|--|---|-------|
| 6.B. Room 2: Xavier Montsalvatge, compositor. 1912-2012 ? Yes..... 1 → No..... 2 DK/DA 99 | | <table border="0"> <thead> <tr> <th></th> <th style="text-align: center;">Not satisfied</th> <th style="text-align: center;">Fully satisfied</th> </tr> </thead> <tbody> <tr> <td>6A_a) The waiting time to enter the exhibition.....</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> <tr> <td>6A_b) The clarity of the information available on posters, leaflets and information screens .</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> <tr> <td>6A_c) The interest of the works shown</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> <tr> <td>6A_d) Your overall satisfaction with the exhibition...</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> </tbody> </table> | | Not satisfied | Fully satisfied | 6A_a) The waiting time to enter the exhibition..... | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... | 98 99 | 6A_b) 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_c) The interest of the works shown | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... | 98 99 | 6A_d) Your overall satisfaction with the exhibition... | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... | 98 99 |
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| 6.C. Room 3: Ferran Adrià i el Bulli. Risc, llibertat i creativitat? Yes..... 1 → No..... 2 DK/DA 99 | | <table border="0"> <thead> <tr> <th></th> <th style="text-align: center;">Not satisfied</th> <th style="text-align: center;">Fully satisfied</th> </tr> </thead> <tbody> <tr> <td>6A_a) The waiting time to enter the exhibition.....</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> <tr> <td>6A_b) The clarity of the information available on posters, leaflets and information screens .</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> <tr> <td>6A_c) The interest of works shown</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> <tr> <td>6A_d) Your overall satisfaction with the exhibition...</td> <td style="text-align: center;">0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10...</td> <td style="text-align: center;">98 99</td> </tr> </tbody> </table> | | Not satisfied | Fully satisfied | 6A_a) The waiting time to enter the exhibition..... | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... | 98 99 | 6A_b) 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_c) The interest of works shown | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... | 98 99 | 6A_d) Your overall satisfaction with the exhibition... | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10... | 98 99 |
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7. Do you have any suggestions for topics/themes that would be of interest to you for future programming of exhibitions and/or activities?

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 |
| f) The attention received | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10 |98... 99 |
| g) The variety of complementary cultural activities | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10 |98... 99 |

EXPECTATIONS, RECOMMENDATIONS AND THEMES TO IMPROVE

9. To sum up, could you rate your visit to the Palau Robert? Could you rate this on a scale from 0 to 10, where 0 means not satisfied and 10 fully satisfied?

| | Not satisfied | Fully satisfied |
|--|--|-----------------|
| a) Overall satisfaction with the visit | 0.. 1.. 2.. 3.. 4.. 5.. 6.. 7.. 8.. 9.. 10 |98... 99 |

10. And could you rate on a scale from 0 to 10, where 0 means not met 10 totally met, considering what you expected to find at the Palau Robert, to what degree have you expectations been met?

Not met Fully met

a) How far the expectations have been fulfilled 0 .. 1 .. 2 .. 3 .. 4 .. 5...6...7.. 8.. 9.. 10...98... 99

11. Do you think you will visit the Palau Robert again?

Yes 1
 No 2
 Doesn't know/Doesn't answer 99

12. Would you recommend visiting the Palau Robert to your relatives, friends or acquaintances?

Yes 1
 No..... 2
 Doesn't know/Doesn't answer 99

13. Do you have any suggestions for improving the services and activities of the Palau Robert?

SOCIODEMOGRAPHIC ASPECTS

14. Gender of the interviewee? (DON'T ASK)

Male1
 Female2

15. What is your age? (NOTE AND SELECT THE RANGE)

Age _____
 DK/DA 99

Up to a 24 years 1
 From 25 to 34 years 2
 From 35 to 49 years 3
 From 50 to 64 years 4
 More than 64 years..... 5

16. Place of residence (NOTE AND SELECT THE CODE)

Place of residence _____

Barcelona and metropolitan area 1
 All other Catalan regions (comarques) 2
 The rest of Spain 3

France 4
 Germany..... 5
 England 6
 Italy 7
 Russia 8
 Others _____
 Doesn't know/Doesn't answer..... 99

17. Could you tell me what is your commonly spoken language? (DON'T READ)

Catalan 1
 Spanish 2
 Both equally 3
 Others (Note *✍* _____) 4
 English 5
 French 6
 DK 98
 DA 99

18. 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

19. 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 title (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!!!