

# **Appendix A**

## **QUESTIONNAIRE**

### **Factors Affecting the Students' Satisfaction with the Private Dormitory services in Mueng district, Nakornpathom Province**

This survey is a part of research as partial fulfillment of the requirements for Master of Arts in English for Careers, Language Institute, Thammasat University. The objective of the study is to measure the level of the student satisfaction with dormitory services. The results of the study will be helpful in improving the quality of services.

Your information will be strictly confidential and will be used for research purposes only.

Your cooperation in answering this questionnaire is highly appreciated.

**Instructions:** This questionnaire is divided into 5 parts as follows:

- Part1: General information
- Part2: Services and facilities information of dormitories
- Part3: Factors affection students decisions in selecting dormitories
- Part4: Overall satisfaction with dormitory services
- Part5: Other opinions on the dormitory services and suggestions.

### **Part1: General information**

**Instruction:** Please answer the questions by filling in the answer or by making a ✓ in the space of the answer that you think is most appropriate for you.

1. Gender: ☐ Male ☐ Female

2. Age: \_\_\_\_\_ Years

3. Level of education

- ☐ Secondary school ☐ Vocational certificate  
☐ High vocational certificate ☐ Bachelor's Degree  
☐ Master's Degree ☐ Doctoral's Degree  
☐ Other (Please specify).....

4. Faculty / Department.....

5. Your educational institution

- ☐ Silapakorn University  
☐ Rajaphat University, Nakornpathom Campus  
☐ Christian University  
☐ Other (Please specify).....

6. Education Status

- ☐ Freshman ☐ Sophomore ☐ Junior  
☐ Senior ☐ other (Please specify).....

7. Residence ☐ Bangkok ☐ Nakornpathom  
☐ Other province (Please specify).....

8. Monthly Income

- ☐ Less than 3,000 Baht ☐ 3,000-4,000 Baht  
☐ 4,001-5,000 Baht ☐ 5,001-6,000 Baht  
☐ Greater than 6,000 Baht

9. Do you have your own vehicle? ☐ Yes ☐ No

10. How do you go to your educational institution?

- ☐ By car ☐ By bicycle  
☐ By motorcycle ☐ By public motorcycle  
☐ By bus ☐ Other (Please specify).....

**Part 2:      Dormitory services and facilities information**

**Instruction:** Please answer the questions by filling in the answer or by making a ✓ in the space of the answer that you think is most appropriate for you.

1. Type of dormitory

☐ Dormitory in the university    ☐ Private Dormitory

2. Kind of dormitory

☐ Apartment                      ☐ Rental house

☐ Condominium                  ☐ Rental room

☐ Other (Please specify).....

3. How long have you been living here?

Length of residence.....year(s).....month(s)

4. How many roommates do you have?

☐ Alone                      ☐ 2 persons                  ☐ 3 persons

☐ more than 3 persons (Please identify).....

5. Rental fee per month

☐ Less than 2,000 Baht                      ☐ 2,000-2,500 Baht

☐ 2,501-3,000 Baht                      ☐ 3,001-3,500 Baht

☐ 3,501- 4,000 Baht                      ☐ Greater than 4,001 Baht

6. Where is your dormitory located?

☐ In front of your education institution

☐ Beside your educational institution

☐ Behind your education institution

7. How long does it take you get to your educational institution?

☐ Less than 5 minutes                      ☐ 5-10 minutes

☐ 11-15 minutes                      ☐ More than 15 minutes

8. Does the dormitory provide this equipment in your room?

<b>Equipment</b>	<b>Yes</b>	<b>No</b>
Bed		
Mattress		
Desk and chair		
Dresser		
Refrigerator		
Television		
Cable TV		
Appliance for heating water		
Telephone		
Internet		
Air condition		
Fan		
Toilet within the room		

9. Does the dormitory provide these facilities in your room?

<b>Service /Facilities</b>	<b>Yes</b>	<b>No</b>
Lift		
Mini mart		
Food court		
Salon		
Newspaper/magazine		
Car park		
Post office		
Laundry		
Security service		
Fitness		
Book rental shop		
Photocopy shop		
Computer/Internet shop		
Consulting staff		
Vehicle access		
Non-resident access		

**Part 3: Factors affecting students decisions on selecting dormitories**

**Instruction:** Please answer the questions by making a ✓ in the space of the answer that you think is most appropriate for you.

<b>Factors affecting your decision on selecting a dormitory</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Depends</b>	<b>Disagree</b>	<b>Strongly disagree</b>
<b>I. Dormitory's Physical Factors</b>					
1. Image					
2. External decoration					
3. Internal decoration					
4. Cleanliness					
5. Room size					
6. Facilities/equipment					
7. Car parking					
<b>II. Price Factors</b>					
1. Income per month					
2. Rental fee per month					
3. Facilities expenses per month					
4. Insurance expenses					
5. Method of payment					
<b>III. Location factors</b>					
1. Distance from the university					
2. Transportation convenience					
3. Car parking convenience					
4. Environmental surroundings					
<b>IV. Promotional Factors</b>					
1. Adverting Poster					
2. Acquaintance's recommendation					
3. Mass media					

<b>Factors affecting your decision in selecting a dormitory</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Depends</b>	<b>Disagree</b>	<b>Strongly disagree</b>
<b>V. Staff factors</b>					
1. Owner's reliability					
2. Owner's temperament					
3. Owner's attentiveness					
4. Housekeeper's attentiveness					
5. Guard attentiveness					
6. Staff's honesty					
<b>VI. Dormitory service factors</b>					
1. Dormitory regulations					
2. Security arrangements					
3. Service responsiveness					
4. Payment flexibility					
5. Other services arrangements					
6. The property upkeep					
<b>VII. Other Factor</b>					
1. Roommates					
2. Staff's advisory services					

**Part 4: Overall satisfaction with the dormitory services**

**Instruction:** Please answer the questions by making a ✓ in the space of the answer that you think is most appropriate for you.

Description	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Extremely dissatisfied
<b>1. Cleanliness</b>					
1) The room's cleanliness					
2) The toilet's cleanliness					
3) The pathway's cleanliness					
4) The sufficient number of garbage bins					
5) The cleaning procedures					
<b>2. Convenience</b>					
1) Staff's service before lodging					
2) Staff's service while lodging					
3) Routine maintenance service					
4) The convenience when contacting staff					
5) Service quality of staff					
<b>3. Comfort and appropriateness</b>					
1) The comfort of rooms					
2) The decoration of room and surroundings					
3) The study room					
4) The dormitory's registration					
5) The recreation in the dormitory					
<b>4. Security service</b>					
1) Guard					
2) Security regulations					
3) Closing time					
4) Non-resident regulations					
5) Non-resident parking					
6) Security patrols					

Description	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Extremely dissatisfied
<b>5. The communications and computer service</b>					
1) Information service					
2) Newspapers or magazines					
3) Television service					
4) Telephone system					
5) Computer network					
<b>6. The expenses involving the dormitory</b>					
1) Rental fee					
2) Rates for facilities					
3) Transportation expense					
<b>7. General services</b>					
1) The energy saving campaign					
2) The dormitory's noise level					
3) The parking lot					
4) Other services / facilities					
5) Rules and regulations					

**Part 5: Other opinions on dormitory services and suggestions**

1. Have you had any problems while living in a dormitory?  
(You can select more than one item)

- ☐ The rental fee and facilities expenses are too high  
☐ Too noisy, lack of privacy  
☐ The dormitory areas such as the pathway are dirty  
☐ Pollution; for example, high dust  
☐ Insufficient security services  
☐ Insufficient car parking areas  
☐ Inconvenient transportation  
☐ Other problems (Please specify).....  
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2. The reasons for choosing your current dormitory.

(Please rank the priority from 1, 2, 3...)

- ☐ Safety
- ☐ Separate dormitories for males & females
- ☐ Parent's preference
- ☐ Convenient transportation
- ☐ Dormitory regulations
- ☐ Cleanliness
- ☐ Reputation
- ☐ Other reason (Please specify).....

3. Suggestions

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