

ภาคผนวก ข
แบบสอบถามฉบับภาษาอังกฤษ

Dear Respondent,

I am conducting a Thesis research on “Guidelines for Residential Condominium Managing, The Relationship between Actual Situation and User’s Expectation”. Your response to this questionnaire will be very valuable for us to determine residences’ behavior, needs and satisfaction with facilities, amenities, building management in condominium.

The questionnaire is comprised of three parts. Please read each question carefully and mark the appropriated number which best reflects your opinion. Your response will be treated as strictly confidential. Your cooperation is greatly appreciated.

If you have any questions about the questionnaire, please contact me at (01) 261-2959.

Thank you for your help.

Yours sincerely,

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P.S. Please return this questionnaire to the juristic person, after you completed.

Guidelines for Residential Condominium Managing,
The Relationship between Actual Situation and User's Expectation.

Part 1	Respondent Profile		
Explanation:	Please answer each question by ticking in the box () or filling your answer in the space provided.		
1. Gender	() Male	() Female	
2. Age	() Under 30 years	() 30-39 years	
	() 40-49 years	() 50-59 years	
	() 60-69 years	() over 70 years	
3. Occupation	() Government official	() Employee	
	() Owner of business, entrepreneur		
	() Freelance		
	() Other _____		
4. Status	() Single	() Married	Numbers of Children _____
 <u>Background information</u>			
1. What is your room type?			
	() Studio	() 1 Bedroom	() 2 Bedroom () 3 Bedroom
	() Penthouse		
2. How long have you lived here?			
	() 1-2 Months	() 3-6 Months	() 7-9 Months () 10-12 Months
	() 1-2 years () More than 3 years		
3. Are you classified as?			
	() Renter	() Owner	() Visitor
	() Renter for Business		() Other _____

Part 2 The frequency of use, The Satisfaction with Facilities and Amenities

(Facilities and Amenities which your condominium has.), The expectation to improve the quality in facilities and utilities service.

Explanation: Please answer the entire question by marking ✓ in this table which best reflects your satisfaction of facilities

1 = not satisfied 2 = less satisfied 3 = neither satisfied nor less satisfied

4 = satisfied 5 = most satisfied

[illegible][illegible]

Group 3	Satisfaction					The expectation to improve the service				
Social Quality	5	4	3	2	1	5	4	3	2	1
1. Building Rules and Regulation										
2. Security Management										
3. Reception/Information Counter										
4. Cleaning										
5. Preventive Maintenance										
6. Operating Budget and Management Control										
7. Building Management										
8. Emergency Response and Protection System										

Part 3 The Problem in Facilities and Utilities Service

Explanation: Please answer the entire question by marking ✓ in this table in this table which best reflects your satisfaction of facilities (you can answer more than 1 choice)

Group 1	Please marking /	Problem that needs maintenance or requires improvement
1. Swimming Pool		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Equipment
		6. Decoration
		7. Other.....
2. Fitness		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Equipment
		6. Space Quality
		7. Other.....

Group 1	Please	
Facilities and Utilities	marking /	Problem that needs maintenance or requires improvement
3. Sauna		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Equipment
		6. Space Quality
		7. Other.....
4. MiniMart/ Retail Shop		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Other.....
5. Restaurant		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Other
6. Laundry		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Other.....
7. Beauty Salon		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Other.....
8. Coffee Shop		1. Cleanliness
		2. Open-Close Time
		3. Size/Capacity
		4. Location
		5. Other.....

Group 2	Please	
Physical Facilities	marking /	Problem that needs maintenance or requires improvement
1. Elevator		1. Elevator Speed
		2. Cleanliness
		3. Decoration
		4. Size/Capacity
		5. Location
		6. Other.....
2. Parking		1. Numbers of Car Park
		2. Cleanliness
		3. Location
		4. Lots Planning
		5. Safety
		6. Other.....
3. Gate/ Entrance		1. Location
		2. Decoration
		3. Size
		4. Safety
		5. Other.....
4. Lobby		1. Cleanliness
		2. Surrounding
		3. Size/Capacity
		4. Decoration
		5. Other.....
5. Open Space/ Green Area		1. Cleanliness
		2. Surrounding
		3. Size/Capacity
		4. Location
		5. Other.....

Group 3	Please marking	Problem that needs maintenance or requires improvement
Social Quality	/	
1. Social Management		1. Rule and Obligation
		2. Safety
		3. Other.....
2. Security Management		1. Rule and Obligation
		2. Proactive Management
		3. Numbers of Staff
		4. Security System
		5. Other.....
3. Reception and PR		1. Proactive Management
		2. Numbers of Staff
		3. Accurate Documentation
		4. Other.....
4. Cleaning		1. Proactive Management
		2. Numbers of Staff
		3. Other.....
5. Preventive Maintenance		1. Staff Efficiency
		2. Numbers of Staff
		3. Speed and Enthusiasm
		4. Quality of Service
		5. Other.....
6. Operating Budget and Management control		1. Residents' cooperation
		2. Concealed/distorted/undisclosed Accounting
		3. Building Management Fee
		4. Other.....
7. Building Management		1. Responsiveness to Request
		2. Accurate Documentation
		3. Other.....
8. Emergency Response and Protection System		1. Accurate Documentation
		2. Equipment
		3. Well maintenance Equipment
		4. Emergency Response Training
		5. Other.....

Thank you for taking a few moments of your valuable time to let me understand your concerns.