

APPENDIX – QUESTIONNAIRE

This questionnaire is only for research work

SECTION-I

- 1) Name:
- 2) Residence / Locality in Baroda city :
- 3) Gender :
- 4) Age (in yrs.):
 - a) under 18
 - b) 18-29
 - c) 30-39
 - d) 40-49
 - e) 50-59
 - f) 60 and above
- 5) Languages known:
 - a) English
 - b) Hindi
 - c) Gujarati
 - d) Other
- 6) Educational Qualification :

a) Level – Upto high school	Graduate	Post Graduate
<input type="text"/>	<input type="text"/>	<input type="text"/>
- 7) Occupation:
Student
Service
Business
House-making
Retired
- 8) Marital Status(optional):
Single
Married
No. of members in family

9) Family income(Annually(optional)):

- a) less than 5,00,000
- b) 5 ,00,000-10,00,000
- c) 10,00,000-20,00,000
- d) 20,00,000 and above

10) Earning members in the family:

SECTION-II

1) What do you think a “Museum” is?

2) What comes to your mind when you think of a ‘museum’?

3) What do you think is the value of museums to **society**? (Tick mark all that apply)

- i) Is a source of civic pride
- ii) Learning resource
- iii) Leisure resource
- iv) Promotes Tourism
- v) Propagates culture
- vi) Effects local/ national/ international relationships
- vii) Access to evidence of past and nature
- viii) Aids in giving sense of place/ identity
- ix) Place for socialising
- x) Preserves culture

4) What is the value of museums to **individuals**? (Tick mark all that apply)

- i) Self-directed learning in a free choice setting
- ii) Skill building
- iii) Discovery of unknown facts
- iv) Enrichment of knowledge
- v) Excitement of viewing
 - a) objects from distant past
 - b) rare and unusual objects
 - c) examples of human excellence
- vi) Source of inspiration and pride
- vii) Pleasure
 - a) sensory pleasure
 - b) spiritual pleasure
- viii) Joy/

- 5) If museums did not exist, what would our **society** miss?
- 6) Do you trust the information presented by museum?
- 7) If 'Yes', what gives you confidence in the museum?
- a) Reputation
 - b) Staff
 - c) Transparent research
 - d) Good interpretation
 - e) Unafraid of controversy
- 8) If 'No', state the reasons.
- 9) Which one do you trust more in terms of authenticity of information – Museums or Media? Why?
- 10) Which one would you prefer for learning-- Museums or Library?
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SECTION-III

- 1) How often do you visit museums?
- 2) When did you visit a museum last time?
- 3) Have you seen any museums abroad? If yes, please mention a few museums you visited.
- 4) With whom do you visit a museum normally?
- Alone
 - With a member of your family
 - With an organized group (School/Association)
 - With a tourist party
 - Friends
 - Guests

5) Number of people normally in your group (including you) :

- Two
- Three
- Four
- Five
- Six
- Seven or more

6) Normally how much time do you spend in a museum?

- a) Less than 1 hour
- b) 1-1.5 hours
- c) 1.5-2 hours
- d) 2-2.5 hours
- e) 2.5-3 hours
- f) 3-3.5 hours
- g) 3.5-4 hours
- h) Above 4 hours

7) Generally what makes you visit a museum?

- i) special exhibition/lecture/event.
- ii) proximity of museum.
- iii) popularity of exhibit(s).
- iv) restaurant, café or gift shop of the museum.
- v) knowledge related needs.
- vi) school project of children.
- vii) news or advertisement in newspaper /magazine/ TV on museum.
- viii) recommendations of friends, relatives etc.
- ix) Other reasons

8) What prevents you from visiting a museum?

Personal Factors

- i) lack of time
- ii) lack of interest
- iii) lack of awareness
- iv) past experience
- v) Other factors (please mention)

Museum related factors

- i) Dull and boring place
- ii) Timings
- iii) Fee
- iv) Location of museum
- v) Others

9) Normally when do you visit a museum?

- i) visit some place as a tourist
- ii) with some guests at home
- iii) during any particular festival
- iv) special events at museum

10) Where do you look for information about the museums?

11) Did you use **Internet** in preparing your visit to the museum?

YES	NO
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12) If “Yes”, rate the **museum’s website**:

Poor	Fair	Good	Very Good	Excellent
1	2	3	4	5

- Design and layout
- Navigability
- Information for public—content and updating
- Other information

13) If “No”, what is the main reason/reasons you did not use the Internet in preparing your museum visit

- a) The visit wasn’t planned, before
- b) Didn’t have access to internet
- c) Had all the desired information from brochures and newspapers
- d) Didn’t know where to look for.
- e) Internet is too complicated or time consuming
- f) Others. Please specify:

14) What will you be looking for in the web site before your museum visit. (Tick mark all the possible likings)

- a) Schedule of Special events (exhibitions, lectures, films)
- b) More information on the collections
- c) Images of objects in the collections
- d) Learning resource specially school programs
- e) Web –site activities (entertainment, fun, games, and contest)
- f) Discussion forum with other visitors
- g) Online question sessions with museum staff
- h) Online shopping of fabricated objects
- i) Others. Please specify.

15) Which of the following would you like to have for gaining knowledge when in a museum? (Tick mark all the possible likings in order of preference -1,2,3.....)

- a) Demonstrations _____
- b) Video /narrations _____
- c) Information from computer _____
- d) Drama/reconstruction of past or nature/models _____
- e) Interpreter/guide _____
- f) Labels _____
- g) Printed information _____
- h) Participatory activities _____
- i) Library _____

16) Normally in your family who decides to visit a museum?

17) Who do you think can influence your decision to visit a museum?

18) Did you ever visit a museum on request of your child?

19) Which activities would you like to do in a museum? (Can tick more than one)

- ❖ Viewing exhibits
- ❖ Eating
- ❖ Shopping
- ❖ Reading labels, Pamphlets
- ❖ Attending lectures

SECTION-IV

1) What do you like to do in your leisure hours? (check 1,2,3...in order of preference)

Weekdays	Weekends / Holidays	Vacations/long holidays
a) stay at home ____	a) stay at home ____	a) stay at home ____
b) go to a library. ____	b) go to a library ____	b) travel to other places in India____
c) watch a movie. ____	c) watch a movie ____	c) visit different museu
d) go for shopping. _	d) go for shopping	d) travel abroad__
e) visit a museum. ____	e) visit a museum__	e) outdoor recreation-
f) visit friends and family. ____	f) visit friends and family	hiking, camping__
g) visit a zoo. ____	g) visit a zoo__	
h) go to fun world ____	h) go to fun world__	
i) go to theatre ____	i) go to theatre__	
j) watch T.V____	j) watch T.V__	
(mention the channels/ programmes you generally watch on T.V.)		

2) Would you like to see exhibitions or attend programmes on current topics? If yes, please specify.

3) Thinking about your most recent visit to a museum or gallery, which one of the following statements most applies to you.

- I would visit that museum gallery again soon.
- I would visit that museum /gallery again in the next 12 months.
- I would never go back to that museum /gallery again, at least not within the next 12 months.
- I would never go back to that museum, but I might visit another.
- I would not visit a museum again for a long time.
- I would visit again if.....

4) In general, what do you think can encourage you to visit a museum again.

- Special exhibition
- Special lectures/talk shows
- Events for children
- Museum tours
- Longer opening hours
- Late evening hours
- Café/ restaurant
- Any other facility
- None

5) What are the things in Baroda you take pride in?

6) How important do you think it is that your Baroda city has a museum /museums?

SECTION-V

1) What are your general expectations when you visit a museum? (other than exhibits)

2) In a museum, exhibits of which nature would you propose for display?

- a) Exhibits of past
- b) Exhibits of present
- c) Exhibits related to future (please specify the area)

3) What programs do you think the museums should include in the interests of public?

4) What would you like to do in a museum? (Can tick more than one)

- Interact with people from past (actors)
- Handle and explore exhibits
- Join art and crafts courses
- Guided tours
- Any other (please specify)

5) How do you expect a museum to provide information to visitors?

- Label,
- Pamphlets,booklets
- Publications
- Audio visuals
- Diagrams
- Interpreter (guide)
- Website
- Others (please specify)

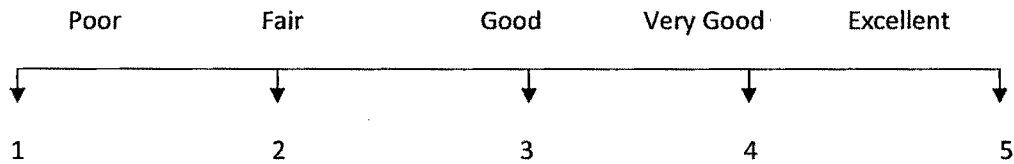
6) Which language/languages would you expect for the labelling of exhibits?

7) Did you approach the museum staff for any help during your visit to museum?

8) What are your expectations from the staff of a museum?

9) Do you think a museum should have special provision for women? Yes/No

10) Rate the quality of amenities provided to visitors by museums?



11) How interested you would be in receiving e-mail notices of events, exhibitions and programmes from the museum?

- a) extremely interested
- b) quite interested
- c) slightly interested
- d) not at all interested

SECTION-VI

1) What changes in the presentation of exhibits would you like to see in the Museum you visited?

- Audio-visual in the galleries
- More guided tours
- More hands on activities/ interactive
- Additional photos or maps of where objects came from
- Any other

2) What do you think can attract school children to museums?

3) What **changes are required to visitor services** by the **Museum**:

- Expanded visiting hours
- Food services
- More places to sit
- More detailed map of the museum
- Video introduction to the museum
- Any other

4) Did you face difficulty in viewing the exhibits?

Yes/No

5) If you are not satisfied with the visibility of exhibits please mention the factors that affected the visibility

a) Placement of exhibits.

b) Poor lighting

c] Designing of showcase

d] Overcrowding of showcase

e] Crowd in the gallery

6) Rate your experience of museum exhibitions in terms of visibility

	Poor	Fair	Good	Very Good	Excellent
Rating					

7) Rate the **labelling** of various exhibits in the museum? (The rate is from 1 to 5 with 5 being the best)

Are

1

2

3

4

5

a) informative

b) relevant

c) readable

d) legible

e) interesting

f) attractive

g)comprehensive?

h) rate the clarity

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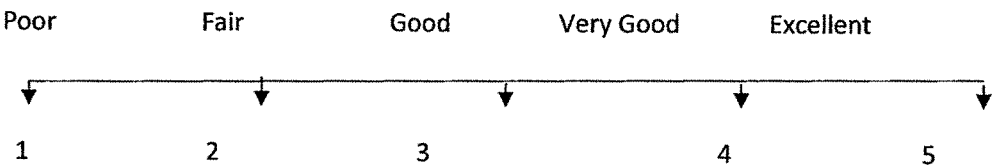
of the contents?

i) were the

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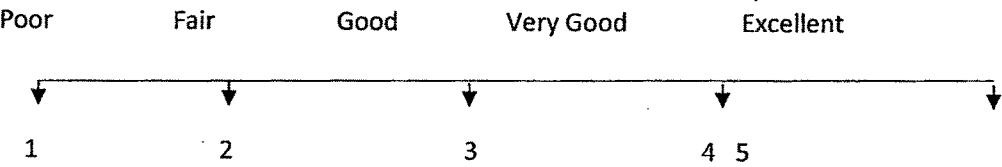
labels causing any hindrance?

8) Rate the quality of **service** of the **administrative staff** (security personnel, gallery attendant, receptionist) of the Museum.



Interaction with the visitors		<input style="width: 100%;" type="text"/>
Courtesy		<input style="width: 100%;" type="text"/>
Promptness		<input style="width: 100%;" type="text"/>
Responsiveness		<input style="width: 100%;" type="text"/>
Efficiency		<input style="width: 100%;" type="text"/>
Easily approachable		<input style="width: 100%;" type="text"/>

9) Rate the quality of service of the **educative staff** (Guides, Guest lecturers, Interpreters, Education officer etc.) of the Museum.



Easily approachable		<input style="width: 100%;" type="text"/>
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Availability	<input type="text"/>
Language used	<input type="text"/>
Content mastery	<input type="text"/>
Information given	<input type="text"/>
Interpretation on site	<input type="text"/>

10) Was there any admission fee in the museum you have visited?

YES	NO
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11) Do you think museums should charge any admission fee? (Specify the reasons)

12) After your museum visit were you.

- a) Very Satisfied
- b) Satisfied
- c) OK
- d) Dissatisfied
- e) Very Dissatisfied

13) What aspects of the museum appealed to you the most?

14) What made your museum visit memorable?

- Good presentation of exhibits
- Details of museum objects
- Seeing something for the first time/unique/rare
- Educational aspects
- Spending time with family/friends/children
- Nothing
- Others

15) Did you experience any sort of discrimination based on caste, gender, race, caste, religion during your visit to museum?

16) Rate your comfort level in the museum you have visited.

- a) Comfortable
- b) Relaxing
- c) Manageable
- d) Exhausting
- e) Uncomfortable

17) What aspects of the Museum did not appeal to you?
