**QUESTIONNAIRE FOR RESEARCHING THE SATISFACTION OF TOURISTS AND ONE-DAY VISITORS WITH THEIR STAY IN THE DESTINATION**

**MANDATORY SUSTAINABILITY INDICATORS**

**IP1. Destination (survey location):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IP2. Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IP4. You are – please circle the option that best describes you** *(only one answer*):

1. Guest staying overnight in this place in commercial (paid) accommodation (hotel, hostel, camp, rented room, apartment or house, etc.)
2. Guest staying overnight in this place in their own holiday house or apartment or with relatives or friends (not paying for accommodation)
3. One-day visitor to this place (not staying overnight in this place), including visitors from cruise ships
4. Permanent resident of this city/place *–> This is a questionnaire for visitors/tourists. 9 Please seek information from the local tourist board or on their website on how to access the questionnaire for local residents. Thank you!*
5. Temporarily working in this city/place –> *This is a questionnaire for visitors/tourists. Thank you!*

OP2. Total planned number of overnight stays in this place during this trip: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IP5. Your country of permanent residence is:**

1. Croatia

Please enter the county of permanent residence: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Another country

Please enter the country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IP6. Type of accommodation facility where you are staying in this place** *(only one answer*):

1. Hotel
2. Hostel
3. Camp
4. Tourist resort
5. Private accommodation (room, apartment, holiday home, etc.)
6. Something else, what? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SP1. Gender:**

1. Male
2. Female
3. Prefer not to say

**SP2. Age in years:**

1. Less than 18
2. 18 to 25
3. 26 to 35
4. 36 to 45
5. 46 to 55
6. 56 to 65
7. 66 to 75
8. 76 and over

**SP3. Education**:

1. High school or lower
2. College
3. University degree and higher
4. No answer / prefer not to answer

**SP4. Your household's monthly income is:**

1. Up to 500 €
2. 501 - 1000 €
3. 1001 - 1500 €
4. 1501 - 2000 €
5. 2001 - 3000 €
6. 3001 - 4000 €
7. 4001 - 5000 €
8. 5001 - 6000 €
9. 6001 - 7000 €
10. 7001 - 8000 €
11. 8001 € and more
12. Don't know / prefer not to answer

**A1. How satisfied are you with your overall stay in this destination?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied'.*

**A2. To what extent did your stay in this destination meet your expectations?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Far below expectations' to 7 = 'Far above expectations'.*

**A3. How would you rate your stay in this destination?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Worst possible stay you can imagine' to 7 = 'Best possible stay you can imagine'.*

**B1. How likely are you to recommend this destination to friends, relatives, and/or colleagues?**

*1 2 3 4 5 6 7 8 9 10*

*Mark on a scale from 0 = 'Not likely to recommend' to 10 = 'Very likely to recommend'.*

**APPENDIX 2: QUESTIONS FOR CALCULATING MANDATORY ACCEPTANCE CAPACITY INDICATORS**

**PH1. To what extent does overcrowding on streets/squares/attractions pose a problem during your stay in the destination?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Not a problem at all' to 7 = 'Very serious problem'.*

**PH2. How satisfied are you with the beauty of the place?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**PH3. How satisfied are you with the tidiness of the place?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**PH4. How satisfied are you with the tidiness of the main attractions in this destination?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**PH5. To what extent does noise in public spaces (streets, squares, attractions) pose a problem during your stay in the destination?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Not a problem at all' to 7 = 'Very serious problem'.*

**PH6. How satisfied are you with the traffic of the place (traffic flow, parking lots)?**

*1 2 3 4 5 6 7*

*Mark on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**APPENDIX 3: ADDITIONAL QUESTIONS FOR RESEARCHING THE SATISFACTION OF TOURISTS AND ONE-DAY VISITORS WITH THEIR STAY IN THE DESTINATION – SPECIFIC SUSTAINABILITY INDICATORS**

**C1. Is this your first visit to this place?**

1. Yes
2. No

*IF THE ANSWER to the previous question is NO:*

**C2. How many times have you visited this place in the last five years (not counting this visit)?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**D1. What means of transport did you use to arrive at this destination (if you used more than one, please mark the one you used for the longest part of the journey)?**

1. Car, including car with caravan and camper
2. Motorcycle
3. Bicycle
4. Yacht/sailboat
5. Bus
6. Train
7. Airplane
8. Boat/ferry
9. Other means of transport, what?

**E1. Estimate the costs you have incurred and plan to incur until the end of this stay in this place. Please include expenses for catering services, shopping, culture and entertainment, sports, local transport, organized excursions, etc., but exclude accommodation expenses (if any) and transport to the destination!**

Total cost in euros (excluding accommodation and transport to the destination): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_€

**E2. For how many people did you state the costs?**

1. Only for myself (1 person)
2. For myself and my companions - total \_\_\_\_\_\_\_\_\_ persons, of which \_\_\_\_\_\_\_\_\_ children under 15 years

**F1. Please rate the elements of the tourist offer of the place where you are currently staying.**

*Rate each listed element of the tourist offer on a scale from 1 = 'very poor' to 7 = 'excellent'.*

1. Beauty of nature and landscape

*1 2 3 4 5 6 7*

1. Beauty of the place

*1 2 3 4 5 6 7*

1. Tidiness of the place

*1 2 3 4 5 6 7*

1. Atmosphere, ambiance

*1 2 3 4 5 6 7*

1. Ecological preservation of the area

*1 2 3 4 5 6 7*

1. Personal safety

*1 2 3 4 5 6 7*

1. Traffic accessibility of the destination

*1 2 3 4 5 6 7*

1. Suitability of the destination for children

*1 2 3 4 5 6 7*

1. Possibilities for quality walking in the destination

*1 2 3 4 5 6 7*

1. Accessibility of the destination for people with disabilities

*1 2 3 4 5 6 7*

1. Local public transport

*1 2 3 4 5 6 7*

1. Traffic in the place (traffic flow, parking lots)

*1 2 3 4 5 6 7*

1. Hospitality of the local population

*1 2 3 4 5 6 7*

1. Accommodation facility - if you are not staying in private accommodation

*1 2 3 4 5 6 7*

1. Cleanliness of beaches

*1 2 3 4 5 6 7*

1. Equipment/arrangement of beaches

*1 2 3 4 5 6 7*

1. Bicycle routes and paths

*1 2 3 4 5 6 7*

1. Walking paths

*1 2 3 4 5 6 7*

1. Marking of sights

*1 2 3 4 5 6 7*

1. Information in the destination

*1 2 3 4 5 6 7*

1. Information / education in protected natural areas (visitor centers, educational trails, programs)

*1 2 3 4 5 6 7*

1. Culture and art

*1 2 3 4 5 6 7*

1. Events and manifestations

*1 2 3 4 5 6 7*

1. Entertainment/nightlife

*1 2 3 4 5 6 7*

1. Gastronomic offer in the place

*1 2 3 4 5 6 7*

1. Sports facilities

*1 2 3 4 5 6 7*

1. Offer of organized excursions to the surroundings

*1 2 3 4 5 6 7*

1. Shopping opportunities

*1 2 3 4 5 6 7*

1. Free internet in the destination

*1 2 3 4 5 6 7*

**APPENDIX 4: QUESTIONS FOR CALCULATING ADDITIONAL ACCEPTANCE CAPACITY INDICATORS**

**P1. If you are staying in commercial accommodation, how satisfied are you with the quality of the accommodation?**

*1 2 3 4 5 6 7*

*Answer on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**P2. Do you believe that the destination lacks certain facilities?**

1. Yes
2. No

**P2a. If yes, please name the most important ones:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**P3. Do you believe that certain facilities in the destination are inappropriate for the destination's offer?**

1. Yes
2. No

**P3a. If yes, please name them**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**P4. How satisfied are you with the atmosphere, the ambiance in this destination?**

*1 2 3 4 5 6 7*

*Answer on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**P5. How satisfied are you with the gastronomic offer in the place?**

*1 2 3 4 5 6 7*

*Answer on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*

**P6. How satisfied are you with the events and manifestations in this destination?**

*1 2 3 4 5 6 7*

*Answer on a scale from 1 = 'Completely dissatisfied' to 7 = 'Completely satisfied', where 3 = 'Neither satisfied nor dissatisfied'.*