

## DGLAB Satisfaction Survey- Questions that were analysed for the paper

Link to survey (in portuguese): <https://www.surveymonkey.com/r/X8MMNBJ>

---

### Communication to Customers

The purpose of this Questionnaire is to measure and assess the performance of services and customer satisfaction of the DGLAB Archives Network, with a view to identifying intervention priorities to improve the services currently provided.

The survey is online throughout the year and accessible from any of the archives in the DGLAB network.

For the proper pursuit of the stated objectives, it is very important that you answer the questions, bearing in mind your most recent experience with our services or products.

The average response time to this Questionnaire does not exceed 10 minutes.

The answers resulting from this Questionnaire are intended for statistical treatment. For enquiries or similar, please use the channels available for this purpose.

The Directorate General for Books, Archives and Libraries guarantees the anonymity and confidentiality of responses and ensures the dissemination of results on ([http://dglab.gov.pt/dglab-2/instrumentos\\_gestao/](http://dglab.gov.pt/dglab-2/instrumentos_gestao/)).

Thank you in advance for your collaboration,  
The Directorate General for Books, Archives and Libraries

### 1.1 Questionnaire Selection

If your last experience with the selected archive services was via online or remote (e-mail, letter, Fax), choose option A.

If your last experience with the selected archive services involved physical travel to the Archive, choose option B.

#### 1. Select the survey option according to your most recent experience with our services.

- A) Online or remote contact
- B) Face-to-face contact

*If the "Online or remote contact" option has been chosen*

### 2. Accessibility to the Archive: Online Group

Please mark the situation that best describes your most recent experience with the service or product below.

#### 1. Is this the first time you are using the online archive services?

- Yes
- No

*If the "No" option has been chosen*

**1. How often do you use the online services of the Archives?**

- At least once every 15 days
- At least once every 6 months
- At least once a year
- At least once a month
- Almost every day or at least once a week
- I used it for the first time last week

(...)

*If the "Face-to-face contact" option has been chosen*

**2. Accessibility to the Archive: Presential Group**

**1. 1. Is this the first time you are using the archive services?**

- Yes
- No

*If the "No" option has been chosen*

**2. How often do you use the archive services?**

- At least once every 15 days
- At least once every 6 months
- At least once a year
- At least once a month
- Almost every day or at least once a week
- I used it for the first time last week

**4. What is the reason for your visit to the Archive website?**

- Legal purposes
- Historical research
- Genealogical research
- Academic work
- Institutional purposes
- Publication purposes

(...)

**6. Demographic Information and Comments**

**1. Sex**

- Female
- Male

## **2. Age**

- 18-22
- 23-27
- 28-32
- 33-37
- 38-42
- 43-47
- 48-52
- 53-57
- 58-62
- 63-67
- 68-72
- 73-77
- 78-82
- over 83

## **3. What is your academic qualification**

- Primary education
- High school education
- Bachelor's degree
- Postgraduation
- Master's Degree
- PhD