

## The result of Questionnaire for KEK Tsukuba dormitory improvement project

### ① Outline of the Questionnaire

#### a. The purpose of survey

The purpose of this questionnaire is to understand the needs of users and utilize the result as a reference material for implementing Tsukuba dormitory improvement project.

#### b. The method of survey

(1) Questionnaire target: Registered users of User Support System at KEK in FY2017

(2) The method of survey: Sending a mail to all users at the same time and users responded by online.

(3) The period of survey: Oct. 20(Fri.) – Nov. 6 (Mon.), 2017

#### c. Distribution of survey and results of responses

(1) Number of samples: Distribution 5180

Responses 887

(2) The rate of responses: 17%

#### d. Note of conducting this survey

(1) Numerical number of the result is basically displayed percentage (%). The denominator of the proportion is the number of respondents for that question (number of people who qualify to respond).

(2) The options in the chart might be omitted partially. Also, items of composition ratio might be omitted when it is very small ratio.

(3) The total number of percentage (%) might not be 100 % because each number of percentage (%) is rounding off.

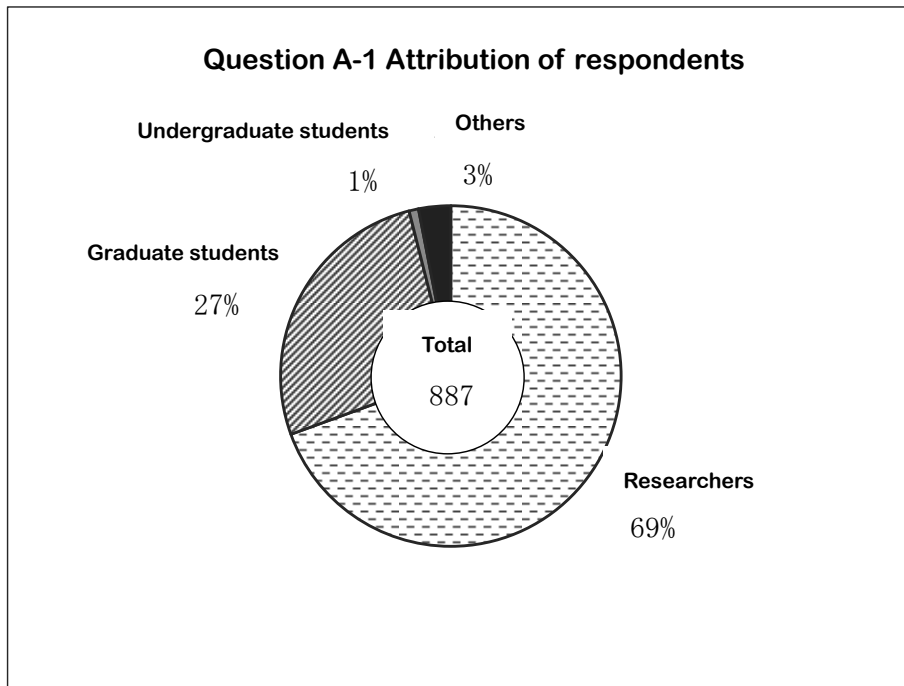
②The result of survey

The following is attribution of respondents and the result of each question.

a. attribution of respondents

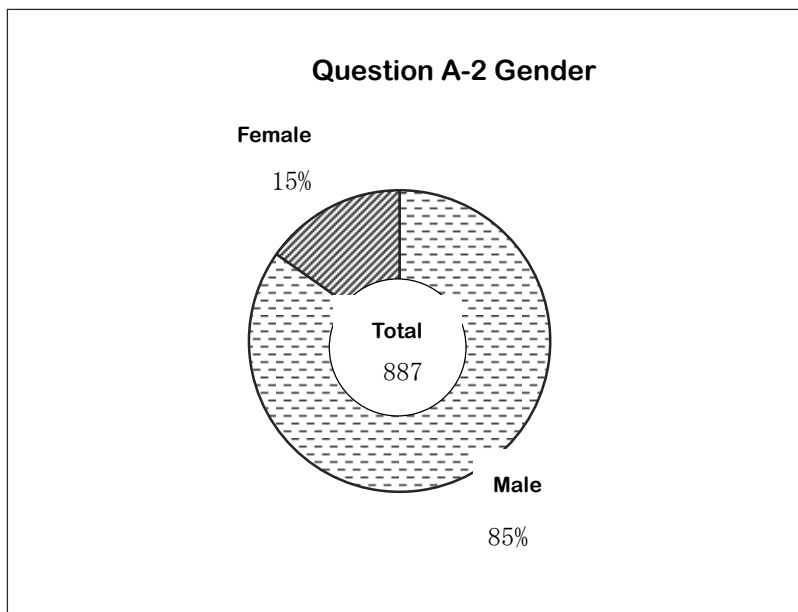
(1) Attribution

69% of respondents are researchers and in the second place, 27% of respondents are graduate students. Researchers and graduate students make up a significant proportion of the chart.



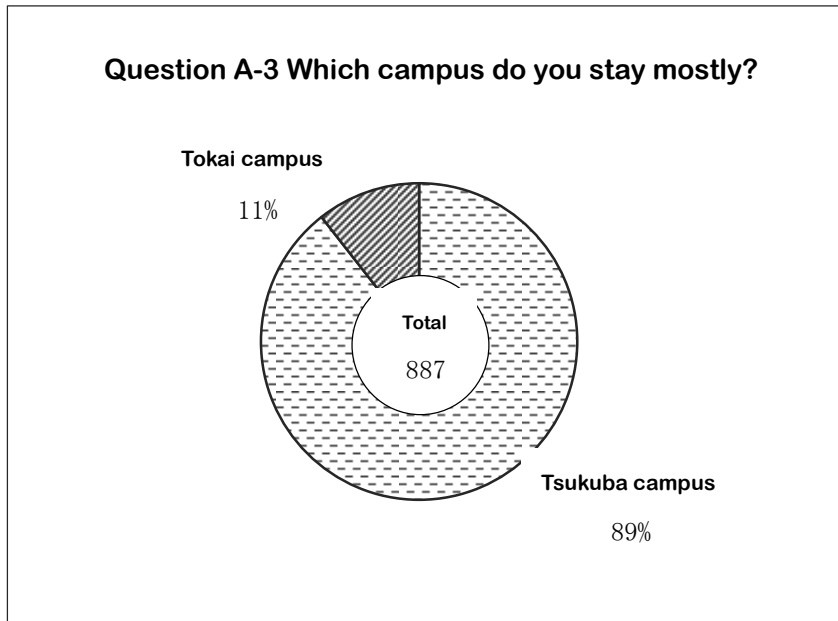
(2)Gender

The male respondent rate is higher percentage (85%) than females'.



(3) Main campus to stay

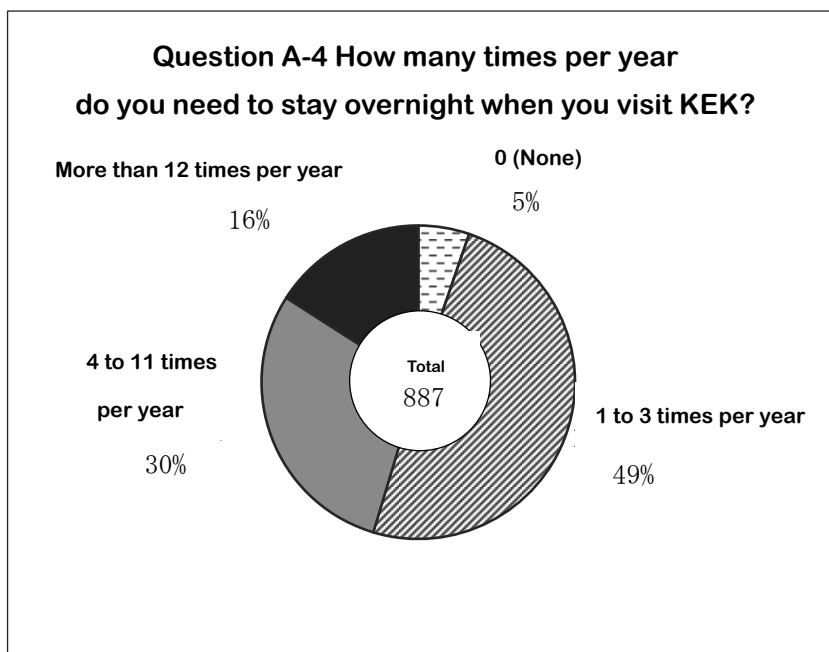
89% respondents stay mainly at Tsukuba campus. It is because this questionnaire is for surveying dormitory users at Tsukuba campus, it is reasonable result.



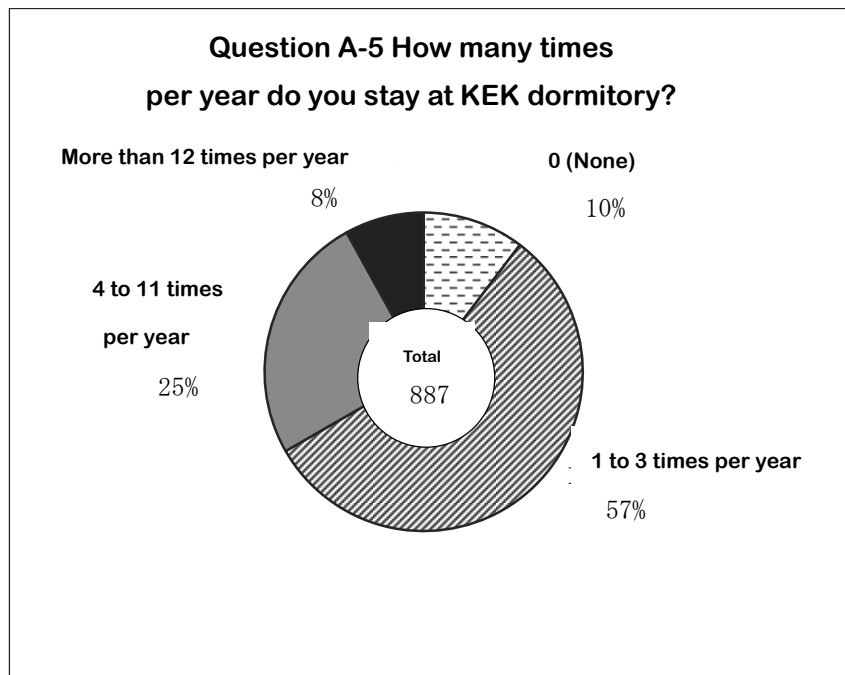
b. The content of questionnaire

(1) Frequency of necessity of stay overnight at KEK

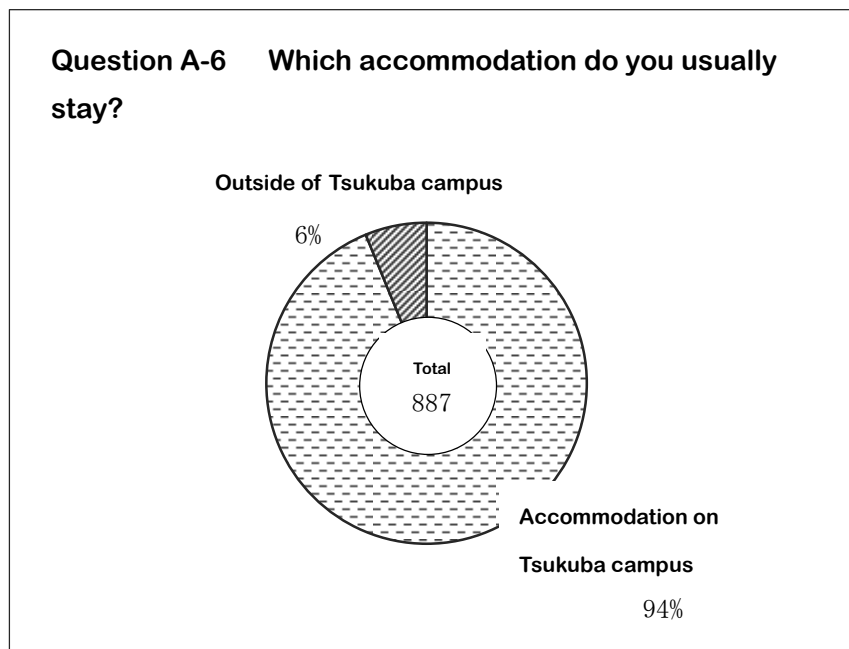
The 49% of respondents stay 1-3 times per year which is about a half of respondents total. Staying 0 time is only 5%. It indicates most users stay at any accommodation more than 1 time per year.



(2) 57% of respondents stay 1-3 times per year at Tsukuba dormitory and it is more than a half of all. Staying 0 time is 10 %, it is the same as the previous question, most respondents stay more than 1 time per year at the dormitory.



(3) The vast majority of respondents (94%) stay either dormitory or apartment on Tsukuba campus.

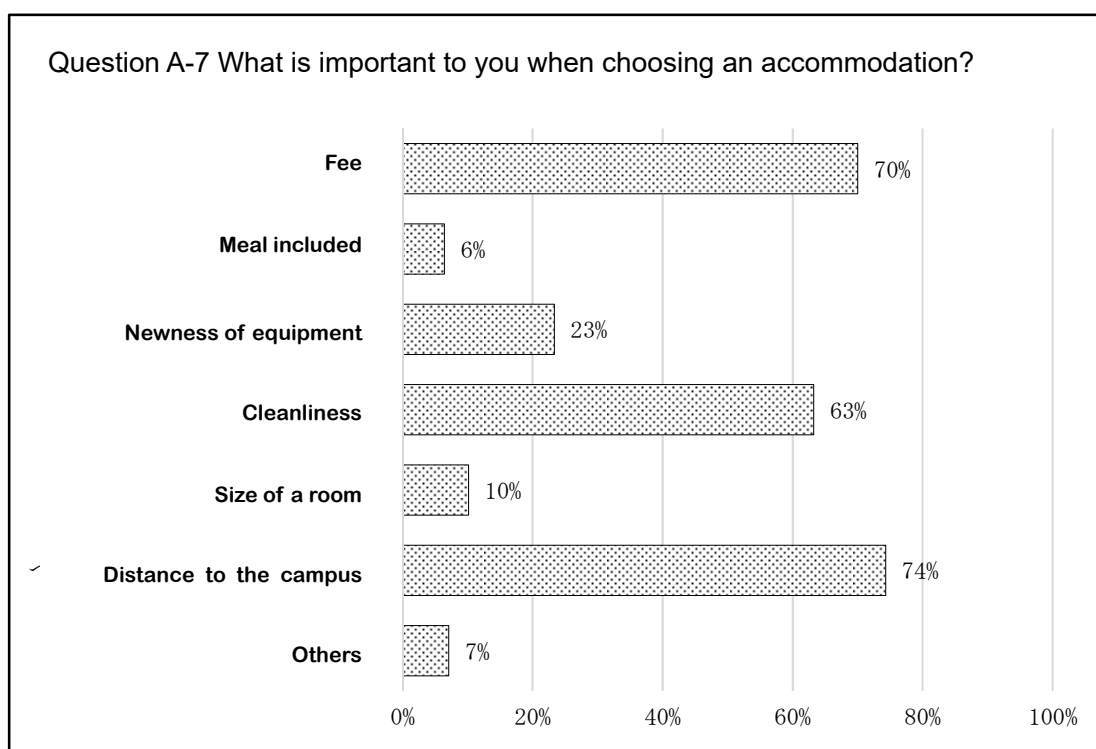


(4) The accommodation near KEK which is frequently used

A-6 Which accommodation do you usually stay? (Details of staying outside of Tsukuba campus.)	
Urban Hotel	6
Okura Hotel	6
Daiwa Roynet Hotel	6
Ninomiya house	4
Hotel Shinonome	3
Others	31

(5) Important consideration item when choosing an accommodation

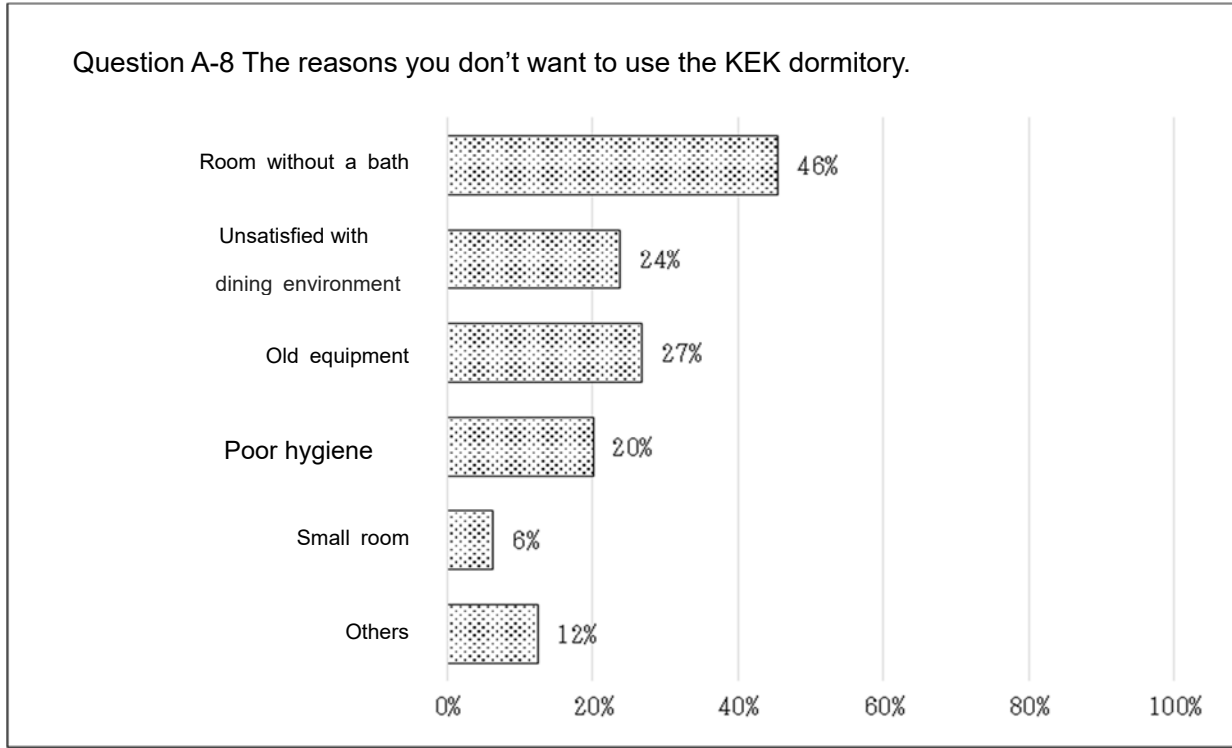
When choosing an accommodation, 74% of respondents think the distance to Tsukuba campus is important. In the second place, 70% of respondents consider the fee. It is found that a room with a meal or size of a room is not important.



A-7 What is important to you when choosing an accommodation? (Other comments)	
Room with a bath	20
Living environment (e.g. comfort of cooling and heating)	7
Service of transportation	7
Dining environment	5
Internet environment	5
Others	21

(6) The reasons not to use KEK dormitory.

High percentage of the reason is that room without a bath (46%). In the second place, 27% of respondents think oldness of facility is a reason. Also, insufficient of dining environment is a reason for not to use the dormitory.

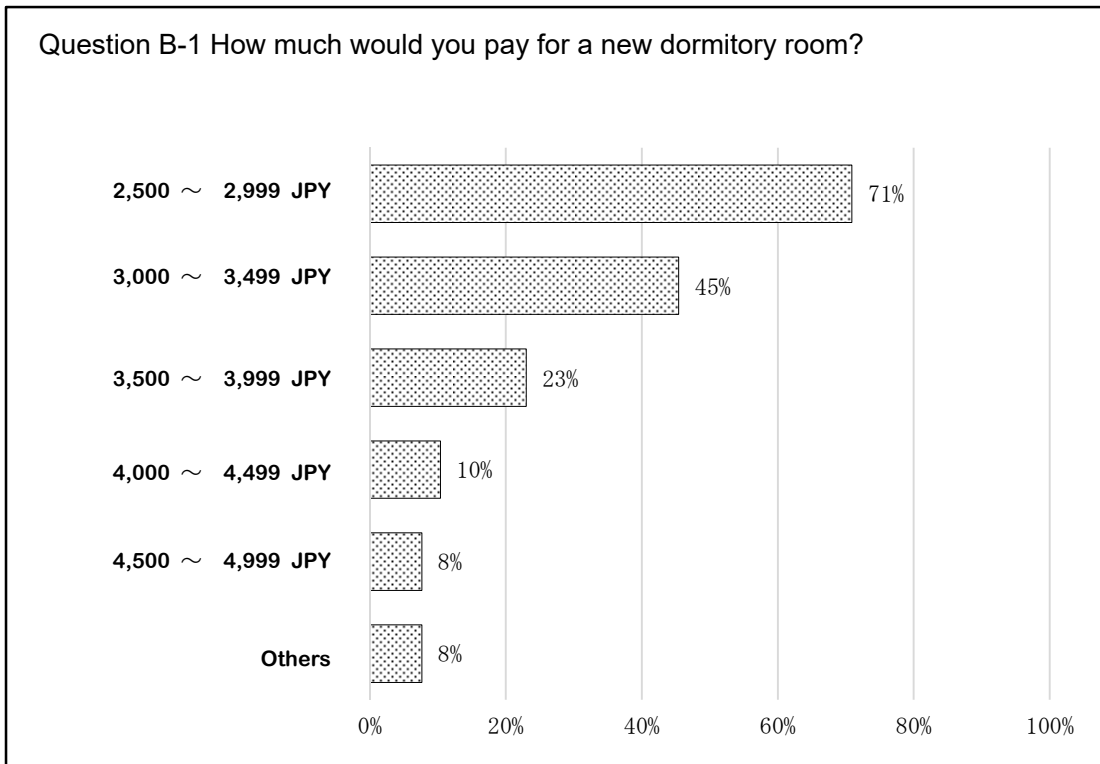


A-8 comment of other reasons	
Insufficiency of heater in Winter season	18
Poor hygiene	11
Unsatisfied with internet environment	7
Unable to book a room with a bath	3
Non availability of booking	3
Unsatisfied with dining environment	3
Others	63

(7) Affordable fee for a new dormitory room

The fee of 2,500JPY – 2,999JPY per night takes up the highest rate (71%).

Also, the higher the fee goes up , the fewer the respondents would like to pay.



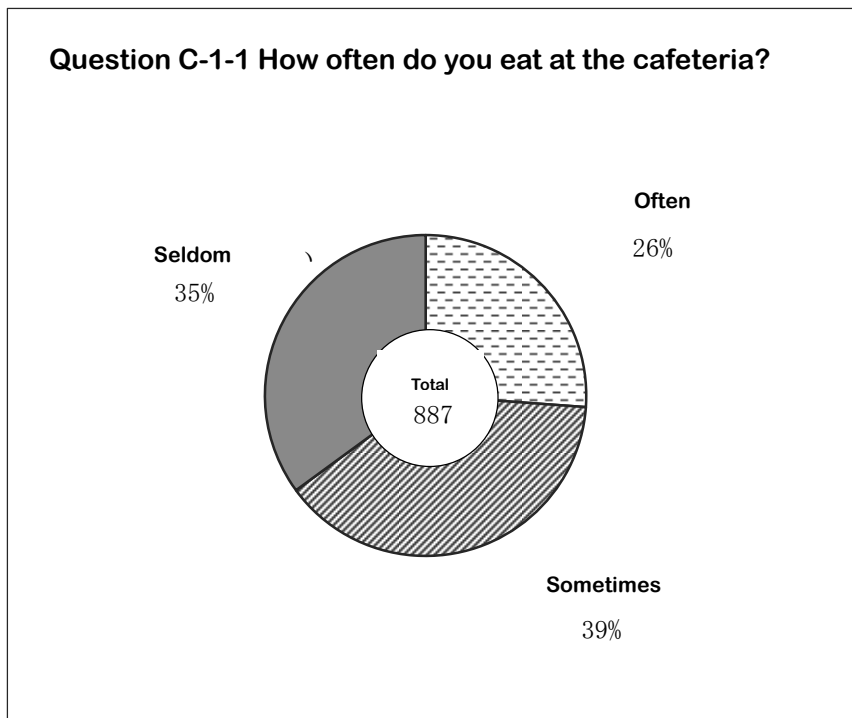
B-1 How much would you pay for a new dormitory room? (Details of others)	
1,500-2,000 Current fee	25
2000-2500	9
2500-	3
Other	12

(8) The situation of using cafeteria, café and grocery store on Tsukuba campus

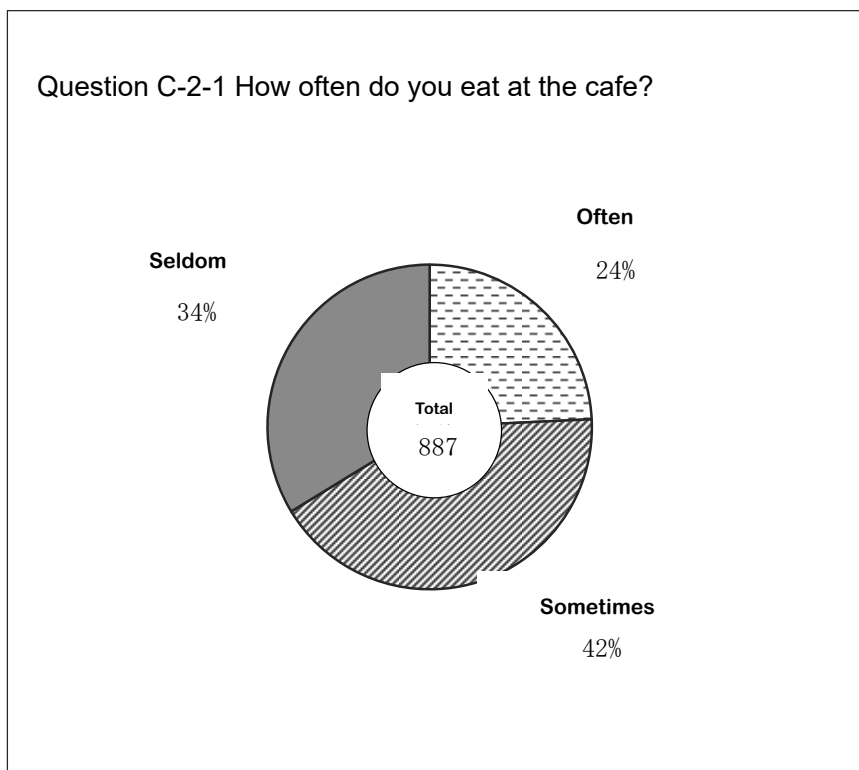
① Usage frequency

Respondents use the grocery store the most frequently. Usage frequency of cafeteria and café is almost the same percentage.

■ Cafeteria

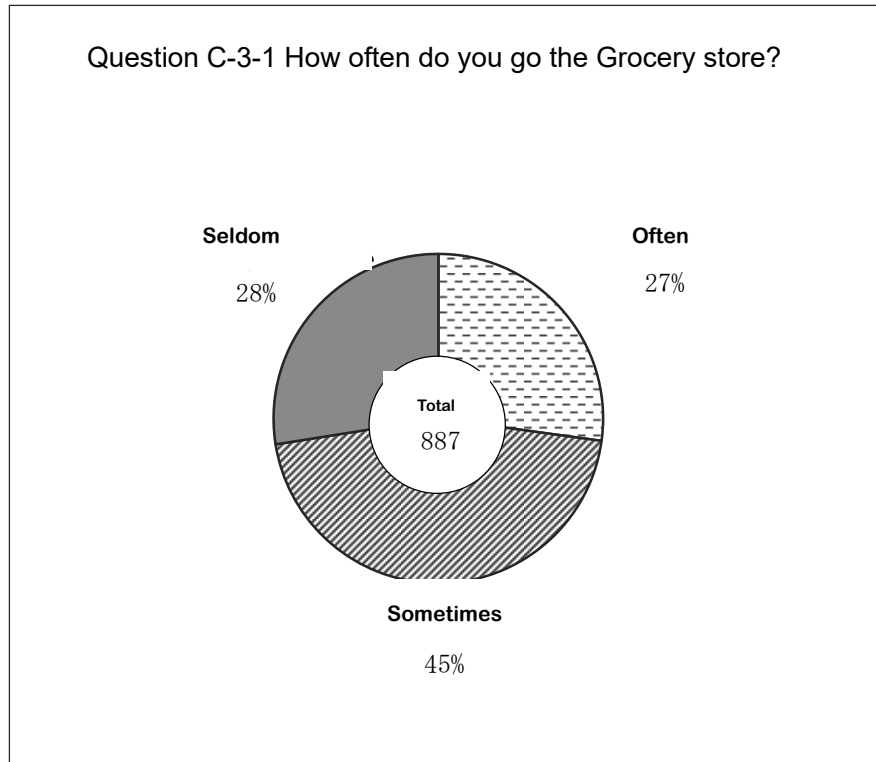


■ Cafe





■ Grocery store

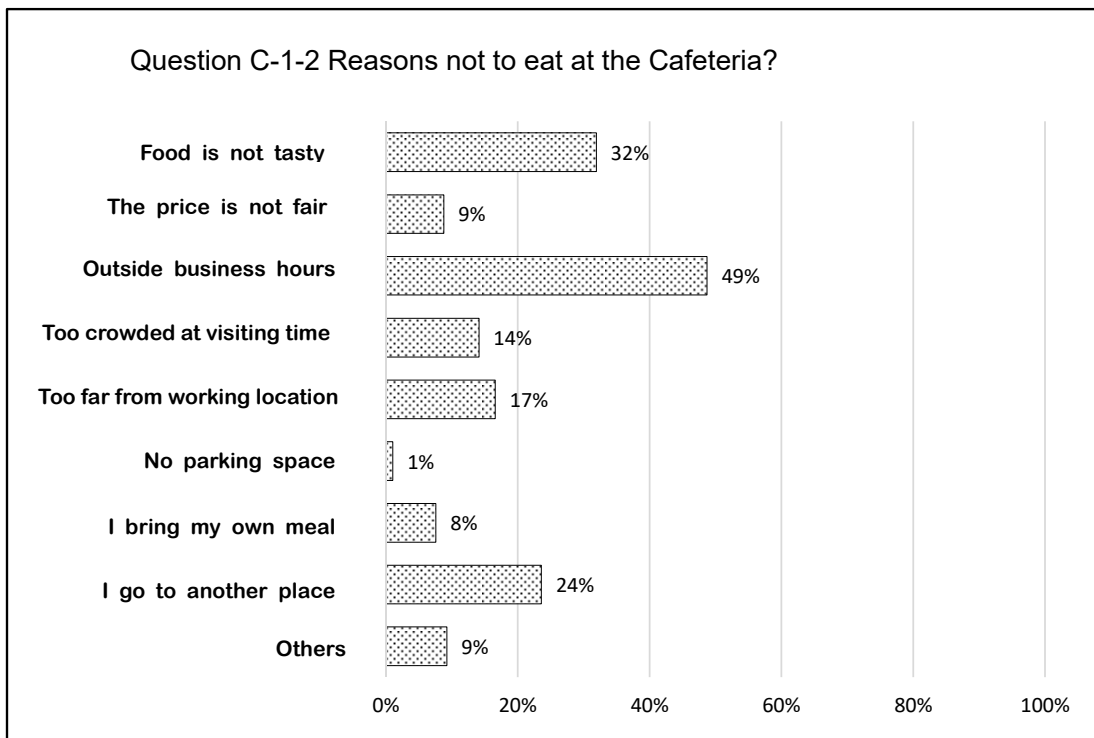


② The reasons of dissatisfaction or not using facilities

Unsatisfied reason for the cafeteria is [Outside business hours] the highest (49 %), it is about a half of respondents' reason. In the second place [Food is not tasty] is 32 %. After that, [Go to another place] is high rate (24 %). It is found that business hours and meals provided are the main reasons for not to want to eat at the Cafeteria.

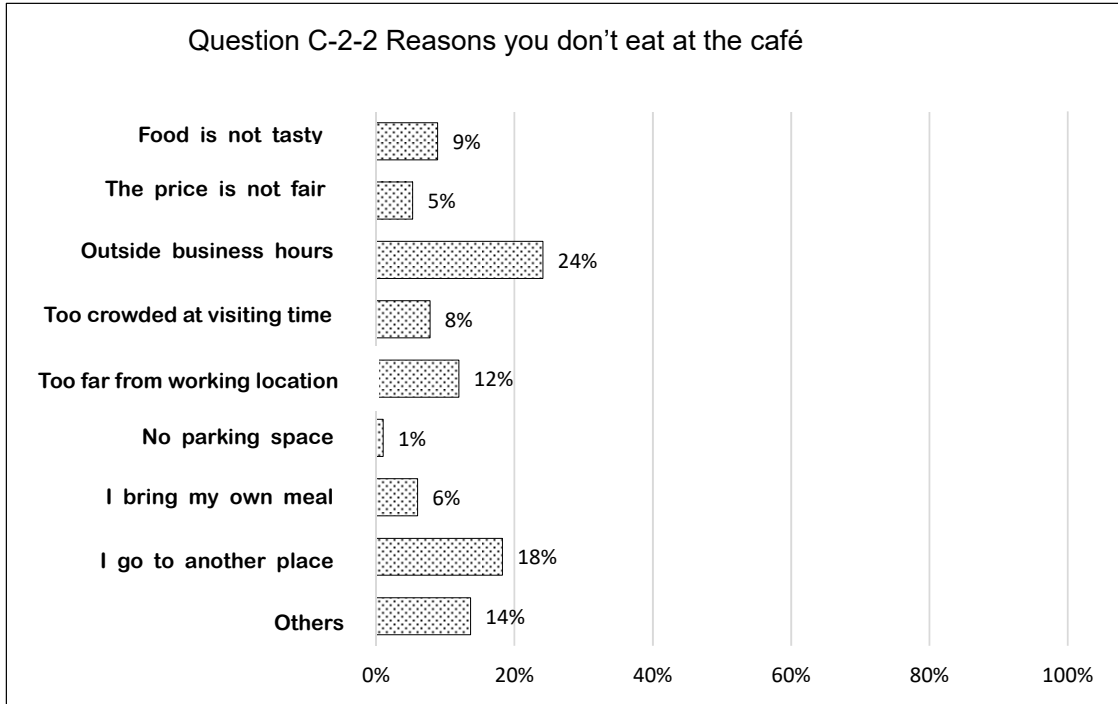
Also, about the café, [Outside business hours] is the highest rate (24 %) of reasons. In the second reason, [Go to another place] is high rate (18 %). It is found that dissatisfaction of the business hours is the reason for not using the café. About the grocery store, [Outside business hours] is the highest rate (35%) of reasons.

■ Cafeteria



Question C-1-2 Reasons not to eat at the Cafeteria.(Comments of others)	
Business hours	19
Few items on the menu	12
No vegetarian food	8
Satisfaction	8
Others	20

■ Cafe



Question C-2-2 Reasons not to eat at the Cafe. (Comments of others)	
Few items on the menu	49
Business hours	9
No vegetarian food	6
Satisfaction	4
Others	41

■ Grocery store

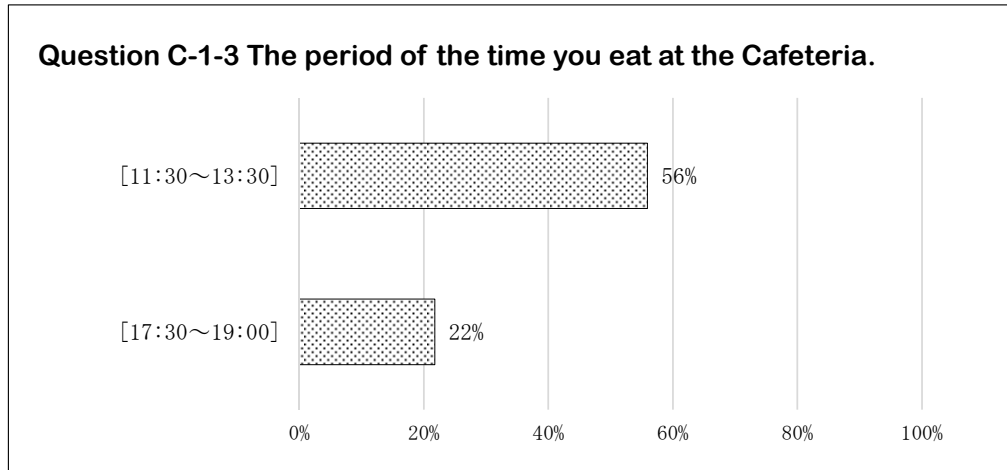
Question C-3-2 Reasons not go to the Grocery store. (Comments of others)	
Business hours	12
Few items	8
Satisfaction	4
No vegetarian food	2
Others	31

Question C-3-2-1 Items you would like to purchase at the Grocery store in the future.	
Fruits	7
Vegetables	3
European food	2
Others	40

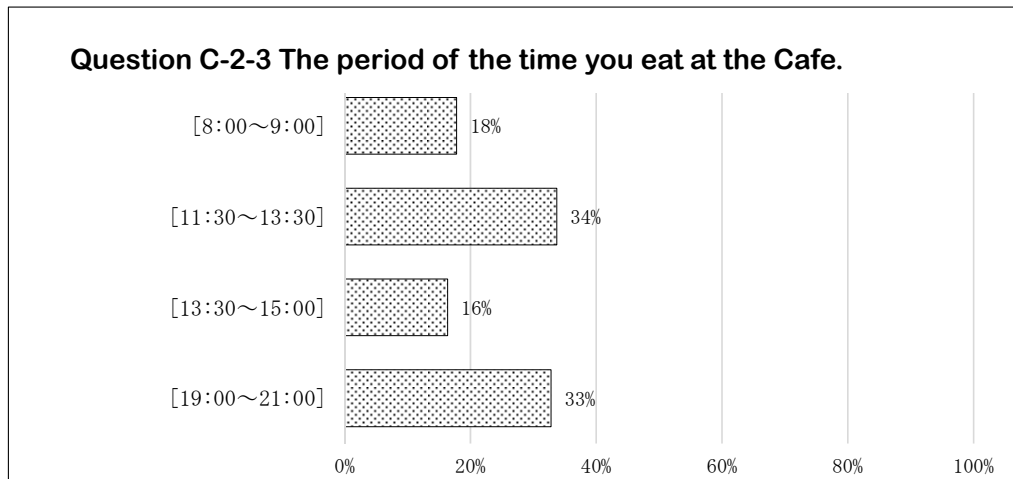
③ Visiting hours to facility

56% of respondents visit cafeteria during lunch break [11:30~13:30], much more than respondents who visit during dinner time[17:30~19:00]. About the cafe, lunch break[11:30~13:30] users (34%)are slightly higher than users (33%) of dinner time [19:00~21:00]. Similarly, more respondents (32%) visit the grocery store during lunch break time [11:30~13:30]than those who (28%)visit at dinner time[17:30~19:00]. Based on the results above, we can tell that having a meal is the main reason of visiting cafeteria, café and grocery store.

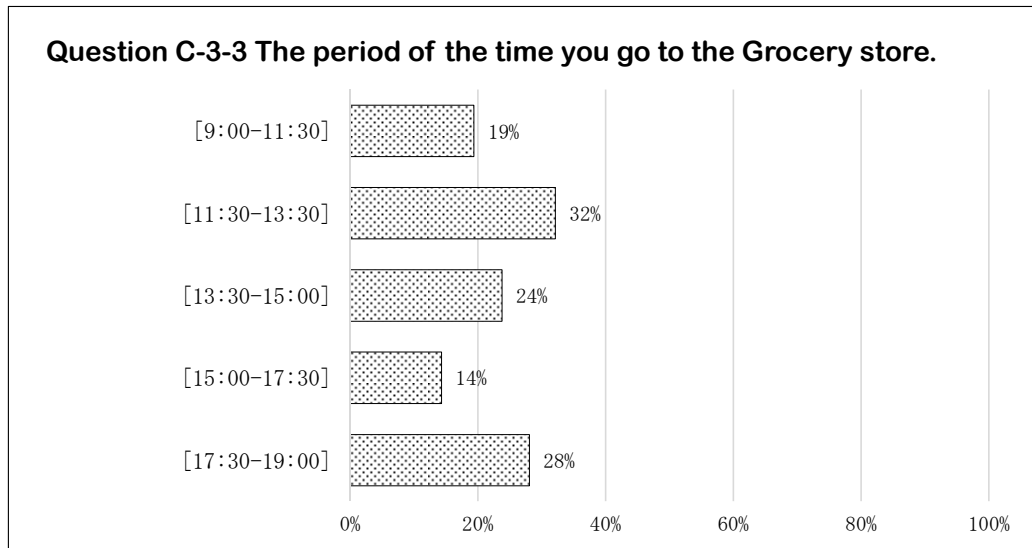
■ Cafeteria



■ Cafe

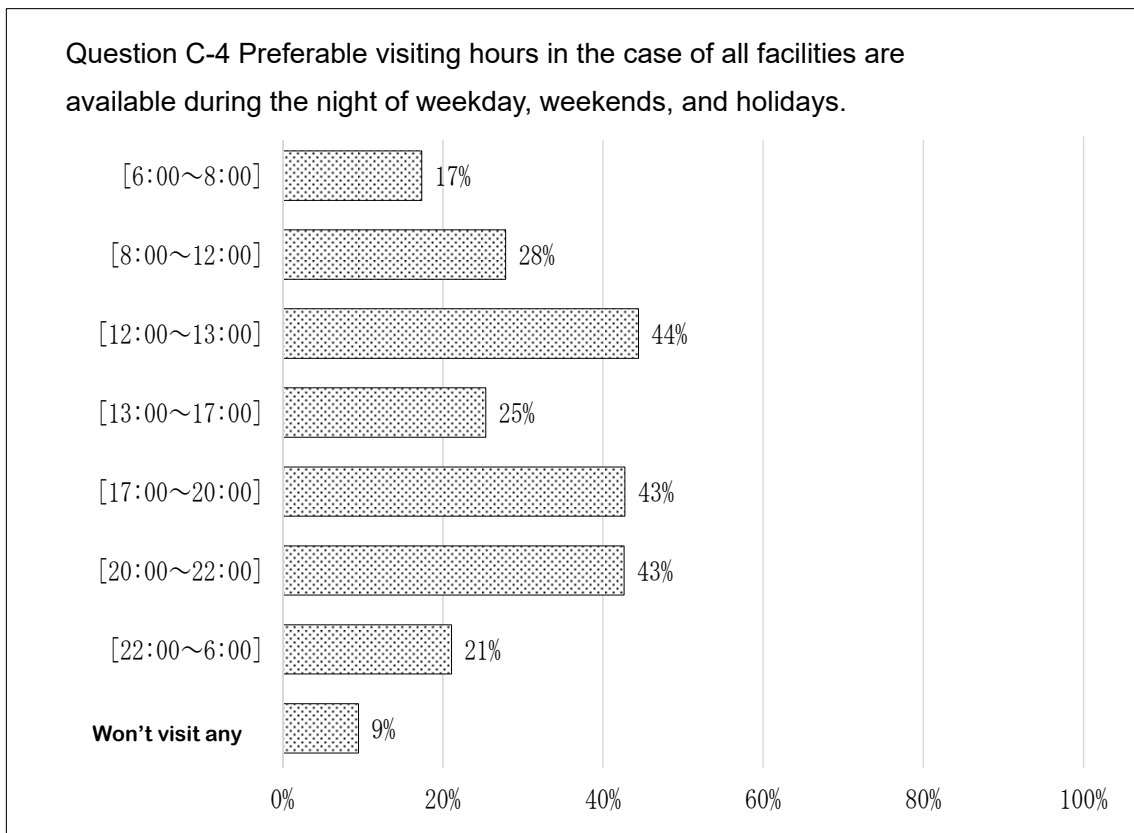


■ Grocery store



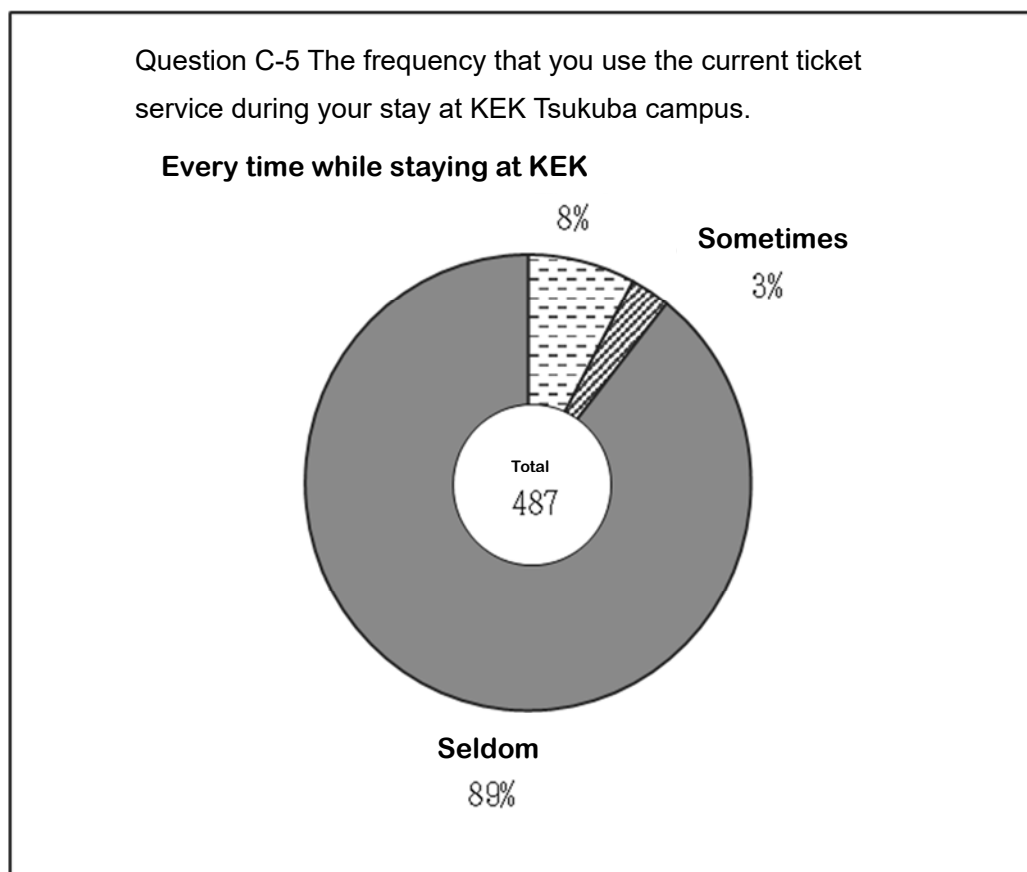
(9) Preferable time of visiting

In the case of all facilities are available during the night of weekday, weekends, and holidays. 44% of respondents indicate [12:00~13:00] is the most preferable visiting hours. Followed with [17:00~20:00] is the second best. Account for 43% in total.



(10) Frequency of using the ticket service on campus

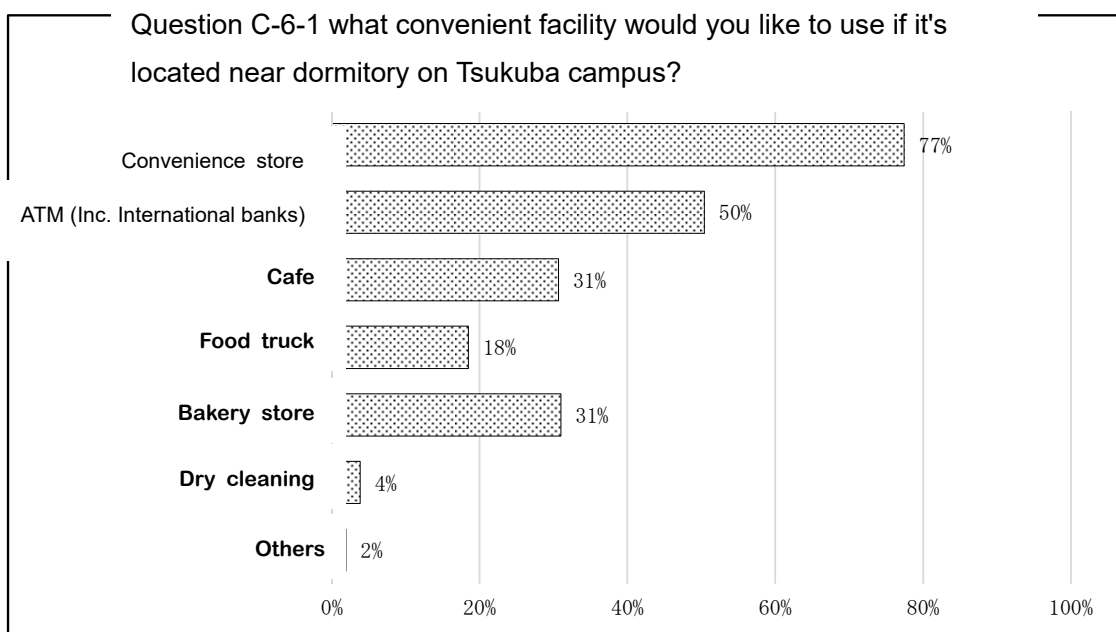
In relation to the question about current ticket service, including tickets service for airplane, high way bus and JR, on Tsukuba campus (Employees' Center, 1F), we received the answer that 89% of respondents seldom use it. This result indicates the low frequency of using the ticket service.



(11) About desirable service facilities on Tsukuba campus

Desirable service facilities

The most desirable service facility is a new convenience store, which account for 77% of respondents. Convenience ATM comes to the second best (50%) of desirable service. Dry cleaning service account for 4%.



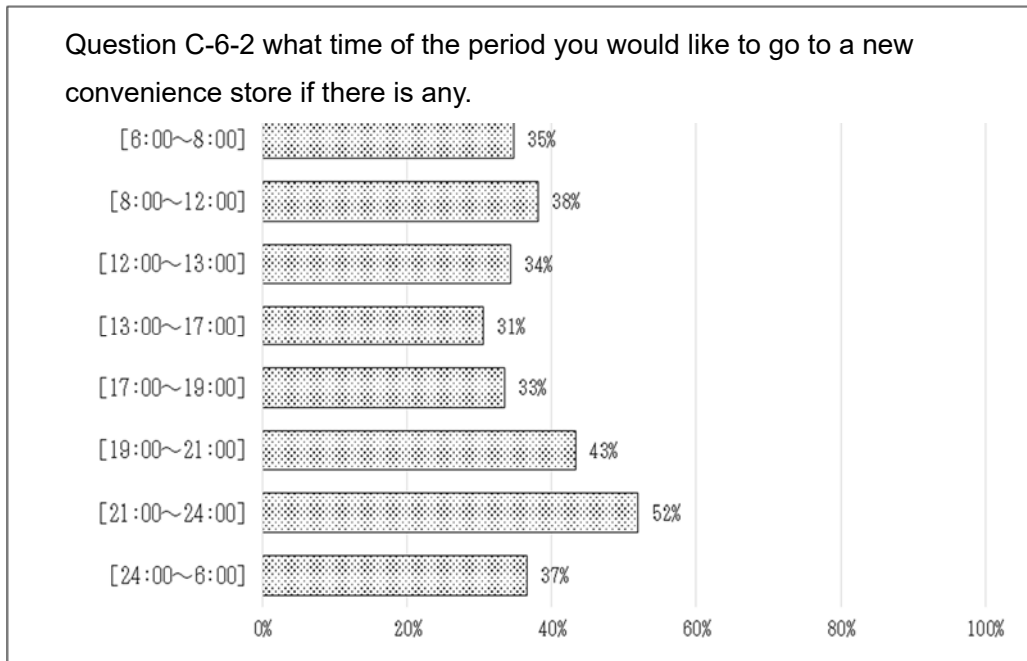
Question C-6-1 what new facility would you like to use if it's located near dormitory in Tsukuba campus? (Comments of others)

Eating place	5
Sports facility	4
Others	10



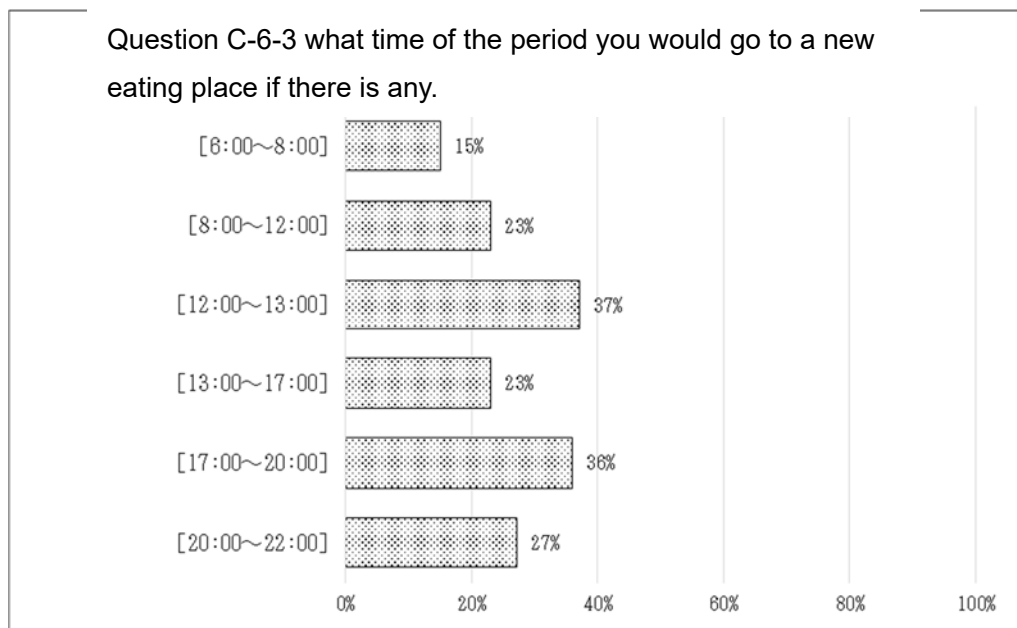
② Preferable visiting hours of a new convenience store.

[21:00~24:00] is the most desirable time that 67% of respondents would like to use a convenience store, followed with [19:00~21:00], ratio of 56%, is the second desirable visiting hour. This shows people want to visit a convenient store especially at night time.



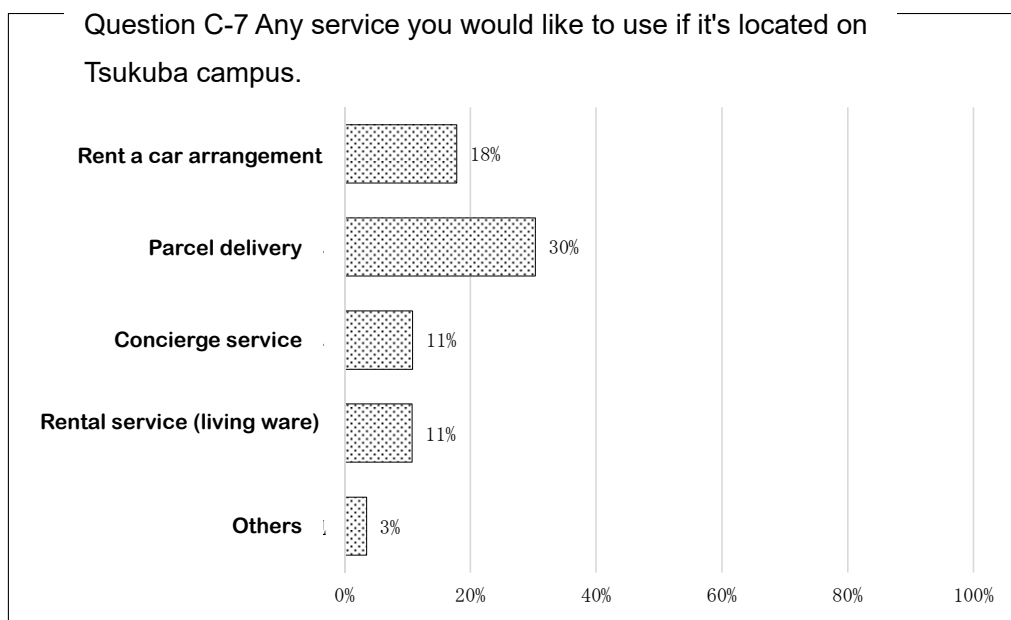
③ Desirable visiting hour of a new eating place

[12:00~13:00] is the most desirable visiting hour according to 58% of respondents. Then [17:00~20:00] comes at the second based on 56% of respondents' reply. This answer indicates users want to visit a new eating place at dining time at most.



(12) Opinions about opening a new service counter on Tsukuba campus

In relation to the question of a new service counter. 30% respondents want a parcel delivery service which shows No.1 demand, followed with ratio of 18% that shows second demand for rental car arrangement service.



Question C-7 Any service you would like to use if it's located on Tsukuba campus. (Details of others)	
Motor bikes or bicycles lending	6
Others	22

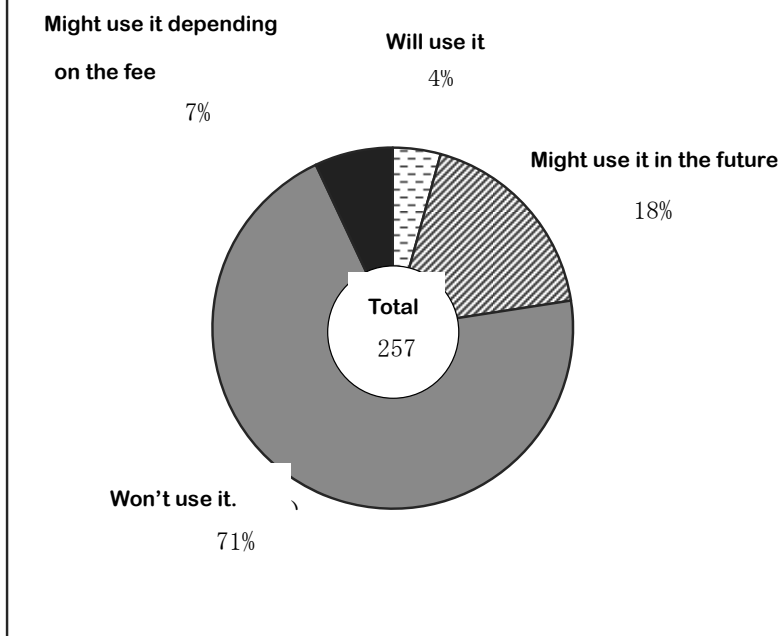
(13) Opinion about a new day-care service

① About necessity of a new day-care service.

71% of respondents indicates they won't use day-care in KEK that account for the highest rate.

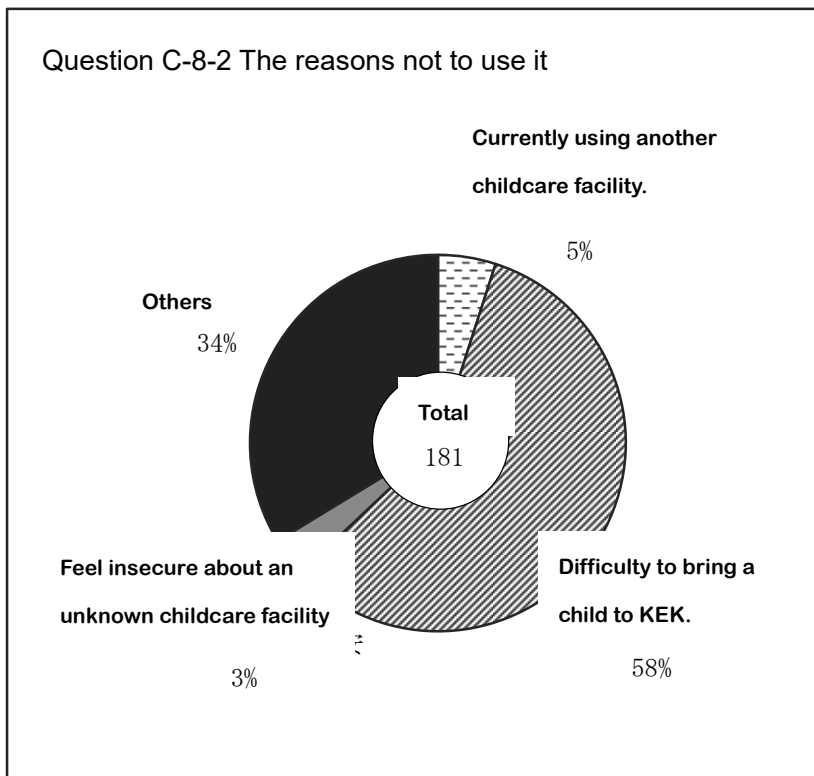
18% of respondents answered "might use day-care in the future" is the second highest rate.

Question C-8-1 Would you like to use a childcare facility during your stay at KEK?



② Reasons for not using day-care service

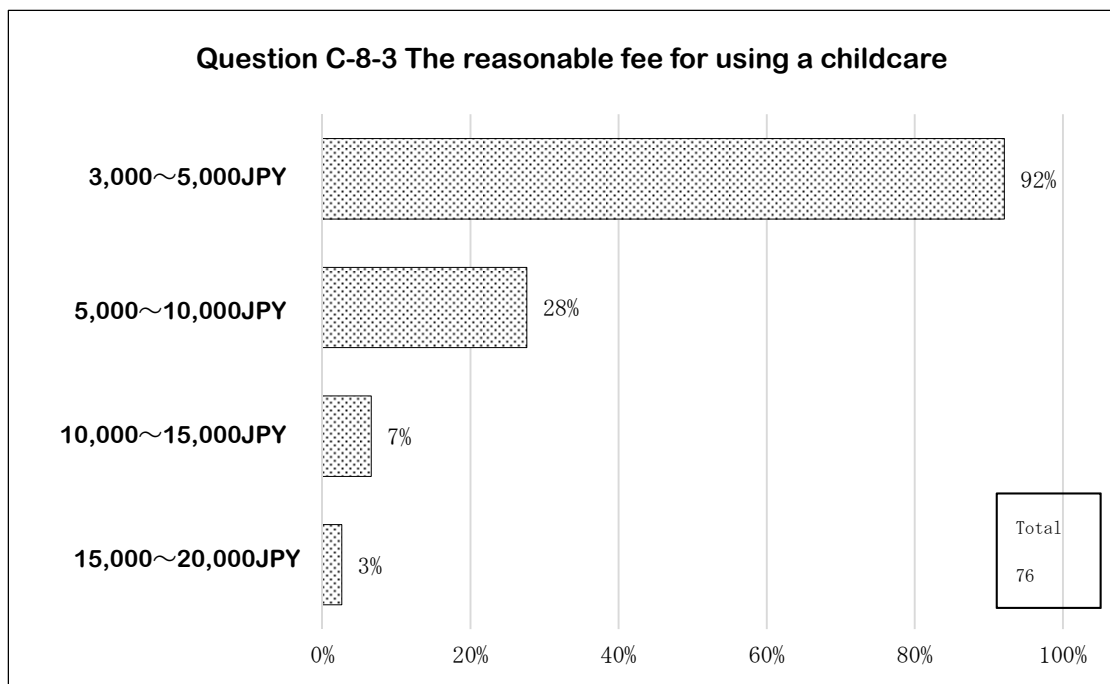
“Difficulty to bring a child to KEK” is No. 1 reason for not using day-care service, according to 58% of respondents. Following 34% of respondents answered “others” as reasons varies from one another.



Question C-8-2 The reasons not to use it	
Grown up already	16
No children	8
Unable to bring my child	2
(Others	10

③ Fee preference of day care service

92% of respondents think 3000-5000JPY per day would be preferable for day-care service. The ratio goes lower along with price rising, which indicates users prefer price of day care as lower as possible.



Other comments	
Living environment (comfort of cooling and heating, good hygiene aspect like dust.)	56
Dining environment (Few menu, convenience facility)	38
Satisfaction	31
Business hours of dining facilities	29
Additional rooms with bath	17
Keep current fee level of accommodation	15
Stability of internet environment	4
Service of transportation	2
Others	120

c. Summarization

The attribution of the chart shows that 69 % of the users are researchers and, 27% of users are graduate students. It indicates that research activities are significant proportion of the purpose of visit to KEK.

Regarding the frequency of using accommodation, 49% of respondents stay at any accommodation 1-3 times per year which is about a half of respondents total. Also, staying at KEK dormitory is more than a half of them. It is found that most users stay more than 1 time per year at any accommodation.

When choosing an accommodation, many respondents think the distance to Tsukuba campus and fee are considerable criteria . For the reason for not to use a dormitory is 46 % of [No bath and toilet in a room]. It indicates that about a half of respondents need a room with a bath and toilet.

Regarding affordable fee for a new dormitory, the fee of 2,500JPY – 2,999JPY per night takes up the highest rate (71%). Also, the higher the fee goes up , the fewer the respondents would like to pay. It indicates that accommodation fee should be as lower as possible.

Many of the Users often shop at the Grocery store and most of them use any facility during meal time. Unsatisfied reason for not to use the cafeteria, café and grocery store is [Outside business hours] the most. Desirable visiting hour of a new facility is the meal time which is the same as the current usage time.

In relation to the question about the current ticket service, including tickets service for airplane, high way bus and JR, on Tsukuba campus (Employees' Center, 1F), we received the answer that 89% of respondents seldom use it. This result indicates the low frequency of using the ticket service.

Opinions about opening a new service counter on Tsukuba campus, 77% respondents demand a new convenient store. Regarding the desirable usage time of a new facility, people would visit a

new convenient store between 21 : 00~24 : 00 and a new eating place 12 : 00~13 : 00, 17 : 00~20 : 00.

In relation to the question of a new service counter on Tsukuba campus. 30% respondents wanted a parcel delivery service which shows No.1 demand.

About necessity of a new day-care service, 71% of respondents indicates they won't use day-care in KEK that account for the highest rate. Reasons for not using day-care service "Difficulty of bring child to KEK" is No. 1 reason for not using day-care service, according 58% of respondents. 92% of respondents think 3000-5000JPY per day would be preferable for day-care service. The ratio goes lower along with price rising, which indicates users prefer price of day care as lower as possible.