

APPENDIX QUESTIONNAIRE

Dear Ms/Sir:

Hello! In order to understand your satisfaction with this administrative unit, I am conducting an online survey. Thank you very much for being able to participate in the investigation as a representative of the citizen and provide your true opinions and opinions, hoping to get your strong support and cooperation. The survey is anonymous, and the data is processed by the background. We are honored to listen to your opinions. Thank you! Please select one of the answers and find the one that best fits your true thoughts. Do not repeat and respond to your choice.

Part I: Please select the most realistic answer after you read the question. This part is a single choice question. Please do not select or miss the selection.

1. What is your gender?

- M F

2. How old are you?

- 20 years old and below 21 -30 YEARS
31 -40 YEARS 41 -60 YEARS 61 years old and above

3. Will your academic qualifications?

- Below elementary school and elementary school
Junior high school, high school and secondary school culture
College and undergraduate culture
Graduate and graduate or above

4. What is your political outlook?

Communist Party of China

- Communist Youth League and Young Pioneers
the masses
other

5. What is your career?

- Farmers worker teacher Village officials student
Self-employed persons Regional and above cadres Grassroots workers
other

6. What is the annual income of your family?

- No income Less than 15,000 yuan 15001-50000 YUAN 50001-80000

YUAN 80001-90000 YUAN 90001-100000 YUAN 100001-200000 YUAN
Over 200,000 yuan

Part II: Welcome to this office to handle affairs. Please rate your service.

1.From the location of your residence to the office, do you think traffic is convenient?

Very satisfied More satisfied general Less satisfied Not satisfied

2.Are you satisfied with the office facilities in this service hall?

Very satisfied More satisfied general Less satisfied Not satisfied

3.Are you satisfied with the interior and exterior environment of this service hall?

Very satisfied More satisfied general Less satisfied Not satisfied

4.Are you satisfied with the logo settings of this service hall window?

Very satisfied More satisfied general Less satisfied Not satisfied

5.Are you satisfied with the reception hours in this service hall?

Very satisfied More satisfied general Less satisfied Not satisfied

6.Are you satisfied with the service attitude of the staff in the hall?

Very satisfied More satisfied general Less satisfied Not satisfied

7.Are you satisfied with the professionalism of the staff in the hall?

Very satisfied More satisfied general Less satisfied Not satisfied

8.Are you satisfied with the appearance of the lobby staff?

Very satisfied More satisfied general Less satisfied Not satisfied

9.Are you satisfied with the number of hall windows?

Very satisfied More satisfied general Less satisfied Not satisfied

10.Do you think staff's efficiency is satisfactory?

Very satisfied More satisfied general Less satisfied Not satisfied

11.Do you think that staff members are satisfied with the degree of compliance with laws and regulations when conducting business?

Very satisfied More satisfied general Less satisfied Not satisfied

12. Are you satisfied with the interpretation of the feedback from the hall?

Very satisfied More satisfied general Less satisfied Not satisfied

13. Do you think the hall is satisfied with the personalized service?

Very satisfied More satisfied general Less satisfied Not satisfied

14. Are you satisfied with the emergency special affairs in the hall?

Very satisfied More satisfied general Less satisfied Not satisfied

15. Do you think the lobby is open to transparency in government affairs. Are you satisfied?

Very satisfied More satisfied general Less satisfied Not satisfied

16. Are you satisfied with the overall level of service in this hall?

Very satisfied More satisfied general Less satisfied Not satisfied