

Service quality in Lisbon Hostels – Escalas para SPSS (N – Nominal; O – Ordinal; INT/S –

Intervalar/Scale; ABS/S – Absoluta/Scale)

Nota: INT e ABS são “SCALE” no spss

Part I

N	Is this your first time in Lisbon?	Yes	No
N	Are you traveling alone?	Yes	No
N	Is this your first time in a hostel?	Yes	No

1. **N** How did you arrive in Lisbon? By car: ☐
By train: ☐ With a low cost airline: ☐ With a major
airline: ☐ By bus: ☐ Other: _____

2. **N** Are you: Traveling through more countries: ☐ Just visiting Lisbon and then go back home: ☐
3. **N** What's the purpose of your visit? Holidays: ☐ Studying: ☐ Visiting friends/family: ☐ Work: ☐
Sport/Music/Recreational event: ☐ Other: _____

4. **O** How many hostels have you stayed in before? 1-3: ☐ 4-7: ☐ 7 or more: ☐

5. **N** Where did you hear about this hostel? Internet website: ☐ (which one? _____)
This specific hostel website: ☐ Social media (e.g. Facebook): ☐ Other media (e.g. TV): ☐ Friends/family: ☐
Books/guides: ☐ Already knew it: ☐ Other: _____

6. **ABS/S** How many nights are you planning to stay in Lisbon? _____

7. **INT/S** My expectations regarding my visit to

Low			High			
1	2	3	4	5	6	7

Lisbon are:

8. **INT/S** My expectations regarding my stay in this

Low			High			
1	2	3	4	5	6	7

hostel are:

9. **N** I'm planning to visit during my stay the following neighborhoods: Baixa (Downtown): ☐ Belém: ☐

Bairro Alto & Chiado: ☐ Alfama: ☐ Parque das Nações: ☐ Uptown: ☐ (**múltipla resposta**)

Part II

1. Below there is a list of items that you probably consider when evaluating/choosing a hostel. I ask you to rate them in an importance scale from 1 to 7. **1 being not important at all; 7 being extremely important to me.**

INT/S How important is this item for your satisfaction when staying at a hostel?	Not important							Very important						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Atmosphere														
Location														
Quality of the Staff														
Facilities														
Price														
Cleanliness														
Security														
Existence of a bar service														
Meeting other travelers														
Internet facilities														

2. **N** Choose the **one** item from the table on the left that influences the most your satisfaction during your stay in a hostel:

Atmosphere: ☐ Location: ☐ Quality of the staff: ☐ Price: ☐
Facilities: ☐ Cleanliness: ☐ Security: ☐ Existence of a bar service: ☐
Meeting other travelers: ☐ Internet facilities: ☐

3. **N** How do you usually book your stay in a hostel?

www.hostelworld.com: ☐ www.hostelbookers.com: ☐

Other website: ☐ _____

Directly from this hostel's website: ☐ I usually don't book: ☐

I never book: ☐

Answer to the following questions **only** if you have booked from hostel websites before

4. **O** If you do book from hostel websites like the ones mentioned above, what do you think about the hostel rating/review by the users? Most of the times is correct: ☐ Sometimes is correct: ☐ It is rarely correct: ☐

5. **O** Still on the same topic, what importance do you give to those ratings when choosing a hostel?

It's extremely important, I usually read reviews and see the ratings before: ☐ It's important, but there are other things in the balance too: ☐ It has very little importance I rarely check the reviews and ratings: ☐

6. **N** Do you usually give ratings and/or reviews to the hostels you have been in? Yes: ☐ No: ☐

7. **N** If the answer was Yes, please choose the sentence that best describes you: I don't bother giving positive reviews, I only give my opinion when something was not pleasing me in the hostel: ☐ I only give positive reviews, I don't like giving bad ones: ☐ When I do rate and/or review, I do it no matter if my opinion is positive or negative ☐

Part III

1. **INT/S** In this part we ask you to evaluate your own experience in this hostel, by giving us your level of agreement with the following statements.

Statements	Strongly disagree				Strongly agree			
	1	2	3	4	5	6	7	
This hostel has the right environment to meet new people								
This hostel promotes group activities (pub-crawl, city tours)								
I generally liked the people I met here during my stay								
I had fun in this hostel								
The hostel provides a comfortable ambiance								
The hostel atmosphere fits and relates well to the city of Lisbon								
Close to transportation: metro, bus, tram, etc								
The staff was friendly and polite								
The staff made my stay here a better experience								
The staff provide an efficient service								
The staff have good appearance								
The rooms/dorms are clean								
The bathrooms are clean								
The social area/ communal room is clean								
There is a large communal room/space								
The hostel has an appealing decoration design								
The interior design of the rooms is good								

2. **INT/S** Please evaluate now the hostel were you are staying cording to the following attributes.

	Unsatisfied							Very satisfied
	1	2	3	4	5	6	7	
Atmosphere								
Location								
Quality of the Staff								
Facilities								
Price								
Cleanliness								
Security								
Existence of a bar service								
Meeting other travelers								
Internet facilities								

3. **INT/S** Please rate the following items using a 7 point scale.

Items:	Low							High
The overall service quality in this hostel	1	2	3	4	5	6	7	
The overall satisfaction I experienced in the hostel	1	2	3	4	5	6	7	
Likelihood to come back in the future	1	2	3	4	5	6	7	
Likelihood to recommend Lisbon as a destination to a friend/family	1	2	3	4	5	6	7	
Likelihood to recommend this hostel to a friend/family	1	2	3	4	5	6	7	

Part IV

1. **N** What is your country of residence? _____
2. **ABS/S** Year of birth _____
3. **N** Gender? Male: ☐ Female: ☐

4. **N** Marital status? Single: ☐ Married/live together: ☐ Divorced/widowed: ☐
5. **N** What is your current employment situation? Employed: ☐ Unemployed: ☐ Studying: ☐ Studying and working: ☐
Retired: ☐ Other: ☐
6. **N** What was for you the best aspect about this hostel?

7. **N** What would you change in this hostel?

Escalas:

Nominal – Identifica/caracteriza

Ordinal – Identifica e é estabelecida uma Ordem (gradação)

Intervalar/Scale – Identifica, estabelece uma Ordem e uma Distância (diferença real entre dois pontos)

Absoluta/Scale – Identifica, tem uma Ordem e Distância e é relativa a um ponto nulo, ponto de origem “0”.

<p>Nominal = I</p> <p>Ordinal = I + O</p>	<p>Qualitativas/Não Métricas – No SPSS colocar Nominal ou Ordinal conforme os casos (Variable View-Folha de variáveis > Measure).</p>
<p>Intervalar/Scale = I + O + D</p> <p>Absoluta/Scale = I + O + D + “O”(origem)</p>	<p>Quantitativas/Métricas – No SPSS colocar “Scale” (Variable View-Folha de variáveis > Measure).</p>