APPENDIX H
Visitors Users Questionnaire

Excuse me please, Do you work in this building?
--- Yes  Thank you. End contact
--- No

I'm ________________, a doctoral student. At this time I am working on a study which centers on evaluating government office buildings in Saudi Arabia. Would you mind answering a few questions - It should only take a few minutes. Pause

Good. Before we start, I want to assure you that the interview is completely voluntary. If we should come to a question which you do not want to answer, just let me know and we will go to the next question.

1. Is this the first time you have been in this building?
--- Yes
--- No  (Go to Q. 5)

2. About how many times during the past month have you been here?
--- Number of times

3. Have you ever been into and out of the other department in this building?
--- Yes
--- No

4. How do you come to this building?
--- Drive
--- Walk
--- Bus
--- Other_________________  (Please Specify)

Building Occupants Questionnaire

1. How long have you worked for your employer?
   --- Less than 1 year
   --- 1-2 years
   --- More than 2 years but less than 4 years
   --- 4-10 years
   --- More than 10 years

2. How long have you worked in this building?
   --- 1-6 months
   --- 6-9 months
   --- More than 9 months less than 1 year
   --- 1-2 years
   --- More than 2 years

3. How do you usually get to and from work?
   --- Own car (Go to Q. 3.a)
   --- Government car (Go to Q. 3.a)
   --- Share a ride or a car pool (Go to Q. 3.a)
   --- Bus
   --- Walking
   --- Bicycle
   --- Other (specify)

3.a. Where do you usually park?
   --- On street
   --- Provided parking for employee
   --- Visitors Parking
   --- Elsewhere (specify)
   --- Don't have a car (Go to Q.4)
3b. Have you had problems with parking?
   — Yes
   — No (Go to Q. 3.d)

3c. What kind of problems? ____________________________

3d. Compared to where you parked before working in this building is your current parking?
   — More conveniently located
   — Less conveniently located
   — About the same
   — Did not have a car
   — Wasn't employed

4. Before you began working in this building, how did you get to and from work?
   — Own car
   — Work car
   — Shared ride or car pool
   — walk
   — Bus
   — Bicycle
   — Other ____________________________
      (specific)
   — Didn't have a car
   — Wasn't employed

5. Since you started working in this building, are you more likely than before to:

   a. Meet friends in the tea lounges — Yes — No
   b. Use provided spaces outside the building — Yes — No
   c. Use the library — Yes — No
   d. Eat lunch in the provided food service sections — Yes — No
   e. Use conference rooms — Yes — No
   f. Use recreational facilities — Yes — No
6. How do you rate the location of this building as a place to work?
   — Excellent
   — Good
   — Fair
   — Poor

7. Overall, compared to where you worked before is the location of the building:
   — Better (Go to Q. 7a)
   — Worse (Go to Q. 7b)
   — Same
   — Wasn't employed

7a. How better?

7b. How worse?

8. The following are phrases that are to be describe buildings. Please rate each of the following by placing an x in the box that best describes your feelings toward this building.

| Attractive \--- | \--- \--- \--- \--- \--- \--- | Unattractive |
| Well kept up interior \--- | \--- \--- \--- \--- \--- \--- | Poorly kept up interior |
| Well kept up outside \--- | \--- \--- \--- \--- \--- \--- | Poorly kept up outside |
| Poor architecture quality \--- | \--- \--- \--- \--- \--- \--- | Good architecture quality |
| Difficult to find way around \--- | \--- \--- \--- \--- \--- \--- | Easy to find way around |
| Unpleasant \--- | \--- \--- \--- \--- \--- \--- | Pleasant |
| Conveniently located toilets \--- | \--- \--- \--- \--- \--- \--- | Not conveniently located toilets |
| Attractive indoor signs \--- | \--- \--- \--- \--- \--- \--- | Unattractive indoor signs |
| Good overall design \--- | \--- \--- \--- \--- \--- \--- | Poor overall design |
| Poor security \--- | \--- \--- \--- \--- \--- \--- | Excellent security |
| Stimulating spaces \--- | \--- \--- \--- \--- \--- \--- | Unstimulating spaces |
9. During the past month how many times have you:

<table>
<thead>
<tr>
<th>Activity</th>
<th>None</th>
<th>1-2 Times</th>
<th>3-5 Times</th>
<th>5-10 Times</th>
<th>More Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Been to the building conference room</td>
<td></td>
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<tr>
<td>b. Used food service section</td>
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<tr>
<td>c. Sat in the lounges outside food service sections</td>
<td></td>
<td></td>
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<tr>
<td>d. Been in another section of this building</td>
<td></td>
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<tr>
<td>e. Used the library</td>
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<tr>
<td>f. Used exterior provided spaces</td>
<td></td>
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</tr>
</tbody>
</table>

10. Overall, how would you rate this building as a place to work in?

- Excellent
- Good
- Fair
- Poor

These questions deal with the overall space available to your agency that is, the offices and other workspaces assigned to your organization. Please rate each of the following:

11. The way to the offices and other spaces are arranged in term of making it easier for employees to get to their jobs:

- Excellent
- Good
- Fair
- Poor

12. The way the overall spaces looks?:

- Excellent
- Good
- Fair
- Poor
8. Do you have difficulty finding the:
   a. Elevator — Yes
      — No
   b. Stairs — Yes
      — No
   c. Information desk — Yes
      — No
   d. Rest Room — Yes
      — No

9. Did you ever wonder or look around or look around the building, that is just to explore it?
   — Yes
   — No

10. What do you think of the appearance of the inside of the building?
    — Very Attractive
    — Fairly Attractive
    — Not Very Attractive
    — Not At All Attractive
    — Don't Know

11. What do you think about the overall appearance of the outside of the building?
    — Very attractive
    — Fairly Attractive
    — Not Very Attractive
    — Not At All Attractive
    — Don't Know

12. Is there anything about the building that you specifically like?
    — Yes (Go to Q. 12a)
    — No (Go to Q. 13)

12a. What do you like about it? ________________________________
13. Sometimes arrangements of offices and work spaces can be distracting to people working in a public building, please indicate how bothersome each of the following is to your work at this building.

<table>
<thead>
<tr>
<th>Noise</th>
<th>Not at all</th>
<th>Not very</th>
<th>Fairly</th>
<th>Very</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Ringing telephone in my working space</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>b. Ringing telephone in another working space</td>
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<tr>
<td>c. Noise from other equipment in my own agency</td>
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<tr>
<td>d. Noise from equipment in other agencies</td>
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<tr>
<td>e. Conversation of others in my agency</td>
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<tr>
<td>f. Conversation of other in other agencies</td>
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<tr>
<td>g. Noise from public lobby/corridors</td>
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<tr>
<td>h. Noise from ventilating systems</td>
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<tr>
<td>i. Noise from street or exterior sources</td>
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<tr>
<td>Lighting</td>
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<tr>
<td>j. Glare from natural sunlight</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
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<tr>
<td>k. Glare from ceiling lights</td>
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<tr>
<td>Heating and Ventilating</td>
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<tr>
<td>l. Too hot in the summer</td>
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<tr>
<td>m. Too cold in the summer</td>
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<tr>
<td>n. Too hot in the winter</td>
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<tr>
<td>o. Too cold in the winter</td>
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<tr>
<td>p. Drafts</td>
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<tr>
<td>q. Heat from natural sunlight</td>
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<tr>
<td>p. Stuffy air</td>
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<tr>
<td>Other Distraction</td>
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<tr>
<td>s. People walking around</td>
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<tr>
<td>t. Frequent rearranging of furniture</td>
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</tr>
<tr>
<td>u. Frequent rearranging of lighting fixtures</td>
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</tr>
</tbody>
</table>
14. On an average working day about how much of your time is spent at your desk or working station?
   — All or 100 percent
   — 99 to 76 percent
   — 75 to 51 percent
   — 50 to 26 percent
   — 25 to 1 percent
   — None

15. On an average working day how often does someone from outside the building come to see you on business?
   — Never
   — 1 to 2 times
   — 3 to 4 times
   — 5 to 10 times
   — More than 10 times

16. On an average working day how many times do you meet with fellow workers at your desk/work area to discuss or perform work?
   — Never
   — 1 to 2 times
   — 2 to 3 times
   — 3 to 4 times
   — 5 to 10 times
   — More than 10 times

17. On an average working day about how much time is spent talking on the telephone?
   — 100 to 76 percent
   — 75 to 51 percent
   — 50 to 26 percent
   — 25 to 11 percent
   — 10 to 1 percent
   — None/Work does not require phone conversation.
18. On an average working day, about how many phone conversations do you have?

--- None
--- 1 to 2
--- 3 to 4
--- 5 to 10
--- More than 10

19. Do you share a desk or working space with others?

--- Yes
--- No

20. Please rate your personal work station on each of these characteristics:

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Amount of space available to you</td>
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<tr>
<td>b. Quality of furniture are made</td>
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<tr>
<td>c. Lighting for the work you do</td>
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<tr>
<td>d. Location of ceiling lights in relation to work area</td>
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<tr>
<td>e. Colors of walls and partitions</td>
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<tr>
<td>f. Amount of storage space</td>
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<tr>
<td>g. Attractiveness</td>
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<tr>
<td>h. Conversational privacy</td>
<td></td>
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<td></td>
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<tr>
<td>i. Type of floor covering</td>
<td></td>
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<tr>
<td>j. Your view outside</td>
<td></td>
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<tr>
<td>k. Access to other people you have to work with</td>
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<tr>
<td>l. Wall area for hanging (e.g., Pictures)</td>
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<td></td>
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<tr>
<td>m. Style of your furniture</td>
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<tr>
<td>n. Number of electrical outlets</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>o. Location of electrical outlets</td>
<td></td>
<td></td>
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<tr>
<td>p. Visual privacy</td>
<td></td>
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<tr>
<td>q. Amount of surface area for work</td>
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<tr>
<td>r. Comfort of your chair</td>
<td></td>
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<td></td>
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<tr>
<td>s. Overall aesthetic quality</td>
<td></td>
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<td></td>
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<tr>
<td>t. Ventilation and air circulation</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>u. Heating</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>v. Air quality</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
21. Compared to where you worked before coming to this building, is your present work station:

— Better
— Worse
— Same
— Was not employed

(21a. How is it better? __________________________

(21b. How is it worse? __________________________

22. Here are some statements about people's jobs, please indicate how true each is in your job?

<table>
<thead>
<tr>
<th></th>
<th>Very True</th>
<th>Somewhat True</th>
<th>Not Very True</th>
<th>Not at All True</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Travel to and from work is convenient.</td>
<td>— — — —</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. The work is interesting</td>
<td>— — — —</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Whenever I talk to co-worker, others can hear our conversation</td>
<td>— — — —</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>d. I do as much work as I can</td>
<td>— — — —</td>
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<tr>
<td>e. I am given adequate opportunity to make friends</td>
<td>— — — —</td>
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<tr>
<td>f. I have the ability to develop my own special abilities</td>
<td>— — — —</td>
<td></td>
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<tr>
<td>g. Whenever I talk on the telephone others around me can hear my telephone conversations</td>
<td>— — — —</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. The people in my agency do as much work as they really can</td>
<td>— — — —</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. I have access to the equipment and material I need to get my job done well</td>
<td>— — — —</td>
<td></td>
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<tr>
<td>j. The physical surroundings are pleasant</td>
<td>— — — —</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>k. Compared to where I worked before coming to this building I do more work now</td>
<td>— — — —</td>
<td></td>
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</tr>
<tr>
<td>l. My work surface, storage space, chair, and other furniture are what I need to get the job done well</td>
<td>— — — —</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
23. Overall, how satisfied are you with your work station?
   - Very satisfied
   - Fairly satisfied
   - Not very satisfied
   - Not At All satisfied

24. How many days during the week are you easily working in this building?
   - 2 days or less per week
   - 3 days per week
   - 5 days per week
   - more than 5 days per week

25. During your average working day, how many times you leave the building in connection with your work?
   - None, never leave the building
   - 1-2 times
   - 3-4 times
   - 5 or more times

26. About how long does it take you to get to work?
   - Less than 15 minutes
   - 30-40 minutes
   - 45-59 minutes
   - One hour or more

This complete the questionnaire. Thank you for your cooperation. If you have any additional comments about the building, feel free to write them down on the back of this page.
5. How did you get to this building this time (on this trip)

--- Drive (Go to Q. 5a)
--- Walk (Go to Q. 6)
--- Bus (Go to Q. 6)
--- Bicycle (Go to Q. 6)
--- Other (please specify) (Go to Q. 6)

5a. Where did you park? __________________________

5b. Did you have problems with parking?

--- Yes (Go to Q. 5d)
--- No (Go to Q. 5c)

5c. What kind of problems did you have? __________________________

5d. In general, how convenient is parking around here?

--- Not Convenient
--- Not Very Convenient
--- Fairly Convenient
--- Not At All Convenient

6. Do you ever have difficulty in finding your way to the places you had to go to in the building?

--- Yes
--- No

7. Did you ever use:

a. Elevator

--- Yes (Go to Q. 8a)
--- No

b. Stairs

--- Yes (Go to Q. 8b)
--- No

c. Information Desk

--- Yes (go to Q. 8c)
--- No

d. Rest Rooms

--- Yes (Go to Q. 8d)
--- No
13. Is there anything about the building that you specifically don't like?
   — Yes (Go to Q. 13a)
   — No (Go to Q. 14)

13a. What don't you like about it?

14. How well do you think the building fits into the context?
   — Very Well
   — Fairly Well
   — Not Very Well
   — Not Well At All
   — Don't Know