

Pilot Questionnaire Questionnaire Critique Form

This survey questionnaire aims to reveal the feelings, opinions, and impressions of hotel employees and guests, regarding major factors influencing Hospitality HRM in relation to quality of service of 5* hotels in Cyprus. Your responses and constructive criticism will enable me in developing the final form of this survey questionnaire.

Thank you in advance for your valuable assistance.

1. How long did it take you to complete the questionnaire? (*Circle one number*)
 - a. Less than 10 minutes
 - b. 11 to 20 minutes
 - c. 21 to 30 minutes
 - d. More than 30 minutes
2. The directions for completing the survey were: (*Circle one number*)
 - a. Clear – easy to follow and understand
 - b. Too wordy – but could be followed
 - c. Ambiguous – hard to understand and to follow
 - d. Other (please specify): _____
3. When reading the survey questions: (*Circle one number*)
 - a. All words were familiar
 - b. Some words are unfamiliar but did not affect my ability to respond to the questions
 - c. Many words were unfamiliar and adversely affected my ability to respond to some of the questions
 - d. Other (please specify): _____

NOTE: Please circle on the actual survey questionnaire all words that you deemed unfamiliar or confusing.

4. The layout of the questionnaire is: (*Circle one number*)
 - a. Clear – attractive
 - b. Somewhat confusing – needs improvement
 - c. Confusing – Hard to understand and to follow
 - d. Other (please specify): _____

NOTE: Please indicate the areas in which the questionnaire's layout needs improvement.

5. Did you object in answering any of the questions? If so, will you please indicate which questions and why?

6. Were any of the survey questions unclear or confusing? If so, will you please indicate which questions and why? What changes would you recommend in order to correct or improve them?

7. Please list the number of questions that you feel are irrelevant and should be omitted from the survey:

8. In your opinion, have any major topics been omitted from the questionnaire?

9. Please make any further comments or additional suggestions.

**THANK YOU VERY MUCH FOR YOUR VALUABLE CONTRIBUTION TO THIS
RESEARCH STUDY**