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**This questionnaire survey is part of a research project on tourists’ mobility undertaken at the University of Gdansk. It is aimed at individual tourists staying in one of three European capital cities: London, Paris and Rome. The results will be used only for research purpose. The participation in the research is voluntary. Participating in the survey is regarded as giving consent to participate in the study. There is the possibility to withdraw from the study at any time. The questionnaire is anonymous and no personal data will obtained or stored.**

Filter questions:

Are you a tourist here? [ ] Yes (àcontinue the survey) [ ] No (àfinish the survey)

If so, are you an individual tourist or on a group bus tour?

[ ] individual tourist (àcontinue the survey) [ ] group bus tour (àfinish the survey)

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* 1. How many minutes per day on average during your current stay did you travel around the city by public transport? (train, bus, metro, tram etc.)?
1. [ ]  zero
2. [ ]  up to 15 minutes
3. [ ]  16-30 minutes
4. [ ]  31-45 minutes
5. [ ]  46-60 minutes
6. [ ]  1 - 3 hr
7. [ ]  3 – 5 hr
8. [ ]  over 5 hr
	1. Which of the means of public transport did you use most often (during your current stay)?
9. [ ]  train
10. [ ]  bus
11. [ ]  tram
12. [ ]  metro
13. [ ]  other …
	1. How many minutes per day on average did you walk around the city (between tourist attractions) during your current stay?
14. [ ]  zero
15. [ ]  up to 15 minutes
16. [ ]  16-30 minutes
17. [ ]  31-45 minutes
18. [ ]  46-60 minutes
19. [ ]  1 - 3 hr
20. [ ]  3 - 5 hr
21. [ ]  over 5 hr
	1. How many minutes per day on average during your current stay did you travel around the city using micromobility? (bike sharing, scooter sharing)?
22. [ ]  zero
23. [ ]  up to 15 minutes
24. [ ]  16-30 minutes
25. [ ]  31-45 minutes
26. [ ]  46-60 minutes
27. [ ]  over 1 hr
	1. Which of the micromobility form did you use most often?
28. [ ]  bike sharing
29. [ ]  electric bike sharing
30. [ ]  scooter sharing
31. [ ]  motor scooter sharing (a small light motorcycle)
	1. CROWDING PERCEPTION Please rate the following statements on a scale from 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. Tourist attractions are crowded
 | 1 | 2 | 3 | 4 | 5 |
| 1. Sidewalks and traffic routes are crowded
 | 1 | 2 | 3 | 4 | 5 |
| 1. Public transport is crowded
 | 1 | 2 | 3 | 4 | 5 |
| 1. Restaurants/bars are crowded
 | 1 | 2 | 3 | 4 | 5 |
| 1. I do not like it because public order was disturbed by too many tourists
 | 1 | 2 | 3 | 4 | 5 |
| 1. I was upset because too many tourists polluted the environment by leaving litters
 | 1 | 2 | 3 | 4 | 5 |
| 1. Too many tourists was an impediment for me to enjoy the scenery
 | 1 | 2 | 3 | 4 | 5 |
| 1. Too many tourists was an impediment for me to use the facilities
 | 1 | 2 | 3 | 4 | 5 |
| 1. Surrounded by too many strangers destroyed my mood to enjoy the scenery
 | 1 | 2 | 3 | 4 | 5 |
| 1. I was nervous about being surrounded by too many strangers
 | 1 | 2 | 3 | 4 | 5 |
| 1. I was disturbed by contacting with too many people
 | 1 | 2 | 3 | 4 | 5 |
| 1. I felt the attractiveness of this place was missing because of the tourists here
 | 1 | 2 | 3 | 4 | 5 |

* 1. TRAVEL SATISFACTION (Question about the mean of transport or form of mobility indicated in the answers to questions: 2 or 3 or 5) How do you rate travel satisfaction?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “I was very distressed”, and 5 means “I was very content”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “I was very tense”, and 5 means „I was very relaxed”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “I was very tense”, and 5 means „ I was very sad”, and 5 means „I was very happy”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “I was very tired”, and 5 means „I was very energized”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “I was very bored”, and 5 means „I was very enthusiastic”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “My trip was displeasing”, and 5 means „My trip was enjoyable”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “My trip went poorly”, and 5 means „My trip went smoothly”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “My trip was the worst I can imagine”, and 5 means „My trip was the best I can imagine”
 | 1 | 2 | 3 | 4 | 5 |
| 1. Please rate the following statement on a scale from 1 to 5, where 1 means “I was worried I wouldn’t arrive on time”, and 5 means „I was confident I would arrive on time”
 | 1 | 2 | 3 | 4 | 5 |

* 1. DESTINATION (CITY) SATISFACTION

Please rate the following statements on a scale from 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. My trip to this city exceeded my expectations
 | 1 | 2 | 3 | 4 | 5 |
| 1. I enjoyed my trip to this city
 | 1 | 2 | 3 | 4 | 5 |
| 1. Overall, I was satisfied with my trip to this city
 | 1 | 2 | 3 | 4 | 5 |

* 1. DESTINATION (CITY) ATTRACTIVENESS

Please rate attractiveness on a scale of 1 to 5, where 1 means 'unattractive' and 5 means 'very attractive'.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. hygiene and cleanliness
 | 1 | 2 | 3 | 4 | 5 |
| 1. restaurants/bars
 | 1 | 2 | 3 | 4 | 5 |
| 1. tourist information point and services
 | 1 | 2 | 3 | 4 | 5 |
| 1. accommodation facilities
 | 1 | 2 | 3 | 4 | 5 |
| 1. site attractiveness
 | 1 | 2 | 3 | 4 | 5 |
| 1. communication facilities
 | 1 | 2 | 3 | 4 | 5 |
| 1. cost
 | 1 | 2 | 3 | 4 | 5 |
| 1. cultural attractions
 | 1 | 2 | 3 | 4 | 5 |
| 1. tourist amenities
 | 1 | 2 | 3 | 4 | 5 |
| 1. natural attractions
 | 1 | 2 | 3 | 4 | 5 |
| 1. tourist activity
 | 1 | 2 | 3 | 4 | 5 |

* 1. LOYALTY

Please rate the following statements on a scale from 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. I will recommend others to visit this destination
 | 1 | 2 | 3 | 4 | 5 |
| 1. I will encourage others to visit this destination
 | 1 | 2 | 3 | 4 | 5 |
| 1. I will say positive things about this destination to others
 | 1 | 2 | 3 | 4 | 5 |
| 1. If given the opportunity, I am willing to visit this destination again
 | 1 | 2 | 3 | 4 | 5 |
| 1. The likelihood to visit this destination again is high
 | 1 | 2 | 3 | 4 | 5 |
| 1. I will not recommend this destination to others
 | 1 | 2 | 3 | 4 | 5 |
| 1. I will not encourage others to visit this destination
 | 1 | 2 | 3 | 4 | 5 |
| 1. I will avoid visiting this destination
 | 1 | 2 | 3 | 4 | 5 |

* 1. Age
1. [ ]  18-24
2. [ ]  25-29
3. [ ]  30-39
4. [ ]  40-54
5. [ ]  55-64
6. [ ]  65 or more
	1. Gender
7. [ ]  Female
8. [ ]  Male
9. [ ]  Other
10. [ ]  I prefer not to say
	1. Do you speak the language spoken in this country/city?
11. [ ]  yes, this is my native language
12. [ ]  yes, I speak this language fluently
13. [ ]  yes, I use this language on a communicative level
14. [ ]  I know the local language on a basic level
15. [ ]  I don’t know the local language
	1. Education
16. [ ]  Primary
17. [ ]  Secondary
18. [ ]  Vocational
19. [ ]  Higher education (college or university)
20. [ ]  Post-graduate
21. [ ]  Other (please specify) ……………………
	1. Do you have a driving licence?
22. [ ]  yes
23. [ ]  no
	1. Do you have a car?
24. [ ]  yes
25. [ ]  no
	1. How many times have you visited this city?
26. [ ]  This is my first visit
27. [ ]  This is my second visit
28. [ ]  I have visited this city a few time before
29. [ ]  I visit this city regularly
	1. Country of residence: ………………………………………………….
	2. Place of residence
30. [ ]  City with public transport
31. [ ]  City/town without public transport
32. [ ]  Countryside
	1. Income
33. [ ]  Below average in my country
34. [ ]  Around average in my country
35. [ ]  Above average in my country
	1. Are you a person with reduced mobility?

a. [ ]  yes

1. [ ]  no
	1. What is the main purpose of your visit?
2. [ ]  Tourist/leisure
3. [ ]  Business
4. [ ]  Visiting friends or family
5. [ ]  Other (please specify) …………………………………………….
	1. How long is your current stay in this city?
6. [ ]  One-day visit (without staying overnight)
7. [ ]  One night
8. [ ]  Two or three nights
9. [ ]  Four nights or more
	1. Who do you visit the city with? (please indicate all appropriate answers)
10. [ ]  I travel alone
11. [ ]  with my partner/wife/husband
12. [ ]  with my friend/colleague
13. [ ]  with child/children up to 9 years old
14. [ ]  with child/children older than 9 years (10 years or more)
15. [ ]  in a group of 3 or more adults
16. [ ]  with other persons (please specify)………………….
	1. How did you reach this city?
17. [ ]  By plane
18. [ ]  By car
19. [ ]  By train
20. [ ]  By coach/bus
21. [ ]  By ship/ferry
22. [ ]  By bike
23. [ ]  Other (please specify) ………………………………..
	1. Location of the accommodation at destination
24. [ ]  In walking distance to the city center
25. [ ]  In the city but further from the center
26. [ ]  Outside the city
27. [ ]  No accommodation

Thank you for your participation in the survey!