

Questionnaire – Assignment 3B: Marketing Research

Type of traveler

What type of traveler are you (If neither, there is no need to continue questionnaire)

☐ Student living with parents ☐ Student not living with parents

Time of delay

Did you know that your train was delayed before you headed for the train station?

☐ Yes ☐ No

How long is the actual delay of your train departure?

..... Minutes

Service provider control over delay

What is, according to you, the reason for this delay?

.....

Do you feel the reason for the control is something the NS has control over?

NS had no control
1 2 3 4 5 6 7
NS had complete control

To what extent do you think there are actions NS could take, but had not, to shorten this delay?

Could not have taken action
1 2 3 4 5 6 7
Could definitely have taken action

Stability of delay cause

Do you feel the reason for the delay is common for the delayed NS train departures?

Very uncommon
1 2 3 4 5 6 7
Very common

Degree of filled time

What have you done during the delay (e.g. reading, talking to others)?

.....
Please indicate the degree to which your time had been filled during the delay

Not filled

Completely filled

1 2 3 4 5 6 7

Uncertainty

To what extent did you have feelings of uncertainty during the time you have been waiting for the flight?

No anxiety at all

A lot of anxiety

1 2 3 4 5 6 7

Anger

To what extent did you feel angry about your experience with NS during this particular occasion?

No anger at all

A lot of anger

1 2 3 4 5 6 7

Punctuality

Overall, how punctual do you think NS is concerning the train departures?

Not punctual at all

Very punctual

1 2 3 4 5 6 7

Overall service

Based on all my experiences, I am satisfied with NS

Completely disagree

Completely agree

1 2 3 4 5 6 7

I am content about the service NS delivers

Completely disagree

Completely agree

1 2 3 4 5 6 7

I like travelling with the NS

Completely disagree

Completely agree

1 2 3 4 5 6 7

Demographics

Gender

☐ Male ☐ Female

Age

.....

What is the highest level of education you have completed?

- ☐ Primary school
- ☐ High school
- ☐ Intermediate vocational education (MBO)
- ☐ Bachelor's degree (HBO or university bachelor)
- ☐ Master's degree
- ☐ Doctoral degree