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Form 04/DL-QT

## INFORMATION COLLECTION FORM FOR INTERNATIONAL GUESTS COMING TO VIETNAM AT THE ACCOMMODATION

*(Ask international guests aged 15 and over coming to Vietnam  
who are staying at accommodation establishments)*

**Note:** *If you have provided information at 01 accommodation,  
do not provide information at other accommodation establishments*

Number of guest:

Province/City: \_\_\_\_\_

*(Information provided by the Statistical Office)*

Respondent's full name: \_\_\_\_\_

Interview location \_\_\_\_\_

|    |                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | <b>What is the main purpose of your visit to Vietnam this time?</b>              | 1 <input type="checkbox"/> TRAVEL / HOLIDAY<br>2 <input type="checkbox"/> BUSINESS TRIP<br>3 <input type="checkbox"/> VISIT<br>4 <input type="checkbox"/> GO TO TREATMENT<br>5 <input type="checkbox"/> STUDY/TRAINING<br>6 <input type="checkbox"/> WORK<br>7 <input type="checkbox"/> SETTING/MOVING LOCATIONS → END OF INTERVIEW                                                                                |
| 2  | <b>How long do you plan to stay in Vietnam?</b>                                  | 1 <input type="checkbox"/> UNDER 1 YEAR<br>2 <input type="checkbox"/> FROM 1 YEAR AND MORE → END OF INTERVIEW                                                                                                                                                                                                                                                                                                      |
| 2A | <b>By this time, have you gone 1/2 of the scheduled time for the whole trip?</b> | 1 <input type="checkbox"/> GONE ½ OF THE TIME<br>2 <input type="checkbox"/> HAVEN'T GONE ½ OF THE TIME → END OF INTERVIEW                                                                                                                                                                                                                                                                                          |
| 3  | <b>How old are you?</b>                                                          | Years old <input type="text"/> → If under 15 years old, end of interview                                                                                                                                                                                                                                                                                                                                           |
| 4  | <b>Gender?</b>                                                                   | 1 <input type="checkbox"/> MALE<br>2 <input type="checkbox"/> FEMALE                                                                                                                                                                                                                                                                                                                                               |
| 5  | <b>Please indicate your occupation?</b>                                          | 1 <input type="checkbox"/> TRADER<br>2 <input type="checkbox"/> JOURNALIST<br>3 <input type="checkbox"/> LECTURER/TEACHER<br>4 <input type="checkbox"/> ARCHITECT<br>5 <input type="checkbox"/> RETIRED<br>6 <input type="checkbox"/> STUDENT<br>7 <input type="checkbox"/> GOVERNMENT OFFICIAL<br>8 <input type="checkbox"/> INTERNATIONAL ORGANIZATION STAFF<br>9 <input type="checkbox"/> OTHER (SPECIFY) _____ |

|    |                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 6  | <b>What country are you from?</b>                                                                                                                             | Country name _____                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7  | <b>Are you an overseas Vietnamese?</b>                                                                                                                        | 1 <input type="checkbox"/> YES<br>2 <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                  |
| 8  | <b>Where did you consult to decide this trip to Vietnam?</b><br><i>Choose one or more options</i>                                                             | 1 <input type="checkbox"/> Friends, relatives<br>2 <input type="checkbox"/> Books, newspapers, magazines<br>3 <input type="checkbox"/> Internet<br>4 <input type="checkbox"/> Travel agency<br>5 <input type="checkbox"/> Television<br>6 <input type="checkbox"/> Invited / sent to<br>7 <input type="checkbox"/> Other (specify) _____                                                                                         |
| 9  | <b>What criteria did you consider and decide to choose the destination as Vietnam?</b><br><i>Choose one or more options</i>                                   | 1 <input type="checkbox"/> Tourist attraction<br>2 <input type="checkbox"/> Convenient means of transportation<br>3 <input type="checkbox"/> Low cost<br>4 <input type="checkbox"/> Simple customs and immigration procedures<br>5 <input type="checkbox"/> Safe<br>6 <input type="checkbox"/> Convenient shopping for goods<br>7 <input type="checkbox"/> Invited / sent to<br>8 <input type="checkbox"/> Other (specify) _____ |
| 10 | <b>By what means did you (she) come to Vietnam?</b>                                                                                                           | 1 <input type="checkbox"/> PLANE<br>2 <input type="checkbox"/> CAR<br>3 <input type="checkbox"/> TRAIN<br>4 <input type="checkbox"/> SHIP<br>5 <input type="checkbox"/> OTHER (Specify) _____                                                                                                                                                                                                                                    |
| 11 | <b>How many times have you come to Vietnam?</b>                                                                                                               | 1 <input type="checkbox"/> 1ST TIME<br>2 <input type="checkbox"/> 2ND TIME<br>3 <input type="checkbox"/> 3RD TIME OR MORE                                                                                                                                                                                                                                                                                                        |
| 12 | <b>Total number of days/nights you are planning to stay in Vietnam?</b><br><b>Total number of days/nights you are planning to stay in this Province/City?</b> | Number of days <input type="text"/> Number of nights <input type="text"/><br><br>Number of days <input type="text"/> Number of nights <input type="text"/>                                                                                                                                                                                                                                                                       |
| 13 | <b>How many accommodation establishments do you plan to stay in during this trip?</b>                                                                         | <input type="text"/> establishments                                                                                                                                                                                                                                                                                                                                                                                              |
| 14 | <b>Did you come to Vietnam on tour or not?</b>                                                                                                                | 1 <input type="checkbox"/> YES<br>2 <input type="checkbox"/> NO → <b>QUESTION 16</b>                                                                                                                                                                                                                                                                                                                                             |
| 15 | <b>Total amount to pay to the travel agency (the tour purchase amount)?</b><br><i>(for 1 person only)</i><br><b>Specify the currency?</b>                     | <input type="text"/><br>_____                                                                                                                                                                                                                                                                                                                                                                                                    |

|    |                                                                                                                                                                                                                          |                 |                                                                                                                                                                                                                                                                                                                                            |
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| 16 | <b>Please estimate the total amount and items you will spend in Vietnam for the whole trip.</b><br><b>If you go on a tour, only record expenses outside the tour</b> ( <i>excluding purchases made during the tour</i> ) |                 |                                                                                                                                                                                                                                                                                                                                            |
|    |                                                                                                                                                                                                                          | <b>Currency</b> | <b>Amount spent in Vietnam</b>                                                                                                                                                                                                                                                                                                             |
|    | <b>Total amount spent</b>                                                                                                                                                                                                |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | <b><i>In which:</i></b>                                                                                                                                                                                                  |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 1. Room rental                                                                                                                                                                                                           |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 2. Food expenses                                                                                                                                                                                                         |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 3. Travel money in Vietnam                                                                                                                                                                                               |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 4. Sightseeing fee ( <i>inbound tour, ...</i> )                                                                                                                                                                          |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 5. Spending on buying goods, souvenirs                                                                                                                                                                                   |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 6. Spending on buying cultural, sports and entertainment services                                                                                                                                                        |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 7. Spending on buying medicines and medical services                                                                                                                                                                     |                 |                                                                                                                                                                                                                                                                                                                                            |
|    | 8. Other expenses: (Specify)<br>_____                                                                                                                                                                                    |                 |                                                                                                                                                                                                                                                                                                                                            |
| 17 | <b>How many people is this money used for?</b><br><b><i>In which: How many children under 3 years old?</i></b>                                                                                                           |                 | <input type="text"/> People<br><input type="text"/> People                                                                                                                                                                                                                                                                                 |
| 18 | <b>Are you satisfied with this trip?</b>                                                                                                                                                                                 |                 | 1 <input type="checkbox"/> YES<br>2 <input type="checkbox"/> NO → <b>Question 21</b>                                                                                                                                                                                                                                                       |
| 19 | <b>What characteristics in Vietnam make you a good impression?</b><br><i>Choose one or more options</i>                                                                                                                  |                 | 1 <input type="checkbox"/> Beautiful scenery<br>2 <input type="checkbox"/> Attitude of Vietnamese people<br>3 <input type="checkbox"/> Service quality of accommodation facilities<br>4 <input type="checkbox"/> Service quality at attractions<br>5 <input type="checkbox"/> Low cost<br>6 <input type="checkbox"/> Other (specify) _____ |
| 20 | <b>At the time of the interview, which place in Vietnam did you have the best impression of?</b>                                                                                                                         |                 | _____<br>_____<br>_____<br>Province, City ( <i>recorded by the statistical office</i> )                                                                                                                                                                                                                                                    |

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| 21 | <b>What characteristics in Vietnam make you unsatisfied?</b><br><i>Choose one or more options</i>                                                                       | 1 <input type="checkbox"/> No<br>2 <input type="checkbox"/> Fraudulent purchase of goods and services (including transportation services)<br>3 <input type="checkbox"/> Annoyed by street vendors<br>4 <input type="checkbox"/> The habit of littering indiscriminately of Vietnamese people<br>5 <input type="checkbox"/> Safety when participating in traffic is not high<br>6 <input type="checkbox"/> High costs (airfares, entrance fees, meals, hotel rooms...)<br>7 <input type="checkbox"/> Service staff (poor in foreign languages/service attitude)<br>8 <input type="checkbox"/> The level/attitude of the tour guide is not high<br>9 <input type="checkbox"/> Tourism service products are not rich<br>10 <input type="checkbox"/> Other (specify)_____ |
| 22 | <b>If possible, do you plan to return to Vietnam in the near future?</b>                                                                                                | 1 <input type="checkbox"/> YES → END OF THE INTERVIEW<br>2 <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 23 | <b>Which of the characteristics mentioned in Question 21 has the greatest impact that makes you not intend to return?</b><br><i>Choose one with the greatest impact</i> | 1 <input type="checkbox"/> FRAUDULENT PURCHASE OF GOODS AND SERVICES (INCLUDING TRANSPORTATION SERVICES)<br>2 <input type="checkbox"/> ANNOYED BY STREET VENDORS<br>3 <input type="checkbox"/> THE HABIT OF LITTERING INDISCRIMINATELY OF VIETNAMESE PEOPLE<br>4 <input type="checkbox"/> SAFETY WHEN PARTICIPATING IN TRAFFIC IS NOT HIGH<br>5 <input type="checkbox"/> HIGH COSTS (AIRFARES, ENTRANCE FEES, MEALS, HOTEL ROOMS...)<br>6 <input type="checkbox"/> SERVICE STAFF (POOR IN FOREIGN LANGUAGE/SERVICE ATTITUDE)<br>7 <input type="checkbox"/> THE LEVEL/ATTITUDE OF THE TOUR GUIDE IS NOT HIGH<br>8 <input type="checkbox"/> TOURISM SERVICE PRODUCTS ARE NOT RICH<br>9 <input type="checkbox"/> OTHER (Specify)_____                                    |

***The General Statistics Office of Vietnam would like to thank you for your information.***

***Your information is only used for statistical purposes  
and kept confidential according to the provisions of the Law on Statistics.***

***We look forward to welcoming you in the near future.***