

核定機關：行政院主計總處  
 核定文號：主普管字第1070401301號  
 調查類別：一般統計調查  
 有效期間：108年1月1日至110年12月31日

樣本編號		
居住地	配置月日	流水號

## 2019 Annual Survey of Visitors Expenditure and Trends in Taiwan

Dear Sir or Madam,

In order to improve the quality of our tourism facilities and services, Taiwan's Tourism Bureau is conducting this survey to obtain a comprehensive understanding of your consumption behavior during your stay in Taiwan. To help us better understand your needs, the Tourism Bureau would appreciate your time in filling out this survey.

Tourism Bureau  
 訪視開始時間：\_\_\_\_月\_\_\_\_日\_\_\_\_時\_\_\_\_分

### A. General Information

A1. When did you arrive in Taiwan on this trip? Date : \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (yy/mm/dd)

A2. How many times have you been to Taiwan in the past three years (including this time)? \_\_\_\_\_

A3. How many days did you spend planning for this trip before you left for Taiwan? \_\_\_\_\_ days

### B. Plan for Your Trip

B1. What are the purposes of taking this trip to Taiwan?

(Indicate by marking "A" for the main purpose and "B" for the secondary purpose.)

- (1) Sightseeing (the \_\_\_\_\_ th time)     (2) Business     (3) International Conference or Exhibition  
 (4) Visiting friends or relatives     (5) Studies     (6) Medical Treatment  
 (7) Others (Please specify) \_\_\_\_\_

(If your answer is "(1)", please go to B2. Otherwise, please go to section B4.)

B2.1. Have you ever obtained pre-travel information about Taiwan from official government tourism promotion campaigns or travel reports?  (1) Yes (Please go to B2-2.)     (2) No (Please go to B3)

B2.2. How would you rate the source of information's influence on your decision to visit Taiwan?

(5=very strong, 4=strong, 3=moderate, 2=slight, 1=very slight)

	5	4	3	2	1	0 Never Seen
(1) Newspapers, magazines, books.....	<input type="checkbox"/>					
(2) Underground(subway), buses and bus stations, airplane and airport.....	<input type="checkbox"/>					
(3) TV, radio.....	<input type="checkbox"/>					
(4) International travel exhibitions.....	<input type="checkbox"/>					
(5) Outdoor advertisements or billboards.....	<input type="checkbox"/>					
(6) Tourism leaflets of travel agencies.....	<input type="checkbox"/>					
(7) Word-of-mouth recommendations from friends or relatives.....	<input type="checkbox"/>					
(8) Internet(including social networking group)	<input type="checkbox"/>					

B3. What attracted you to come to Taiwan for sightseeing this time? (Check all that apply)

- (1) Scenery     (2) Shopping     (3) Gourmet food or delicious snacks     (4) Fruits  
 (5) Flowers (including flora exposition)     (6) Geographical convenience     (7) Weather  
 (8) Historical relics     (9) Night life     (10) Festival activities \_\_\_\_\_  
 (11) Recreational facilities(e.g. amusement parks, golf courses, resort villages)     (12) Health care  
 (13) Taiwan's customs and culture     (14) Friendliness of the people     (15) Safe social environment  
 (16) Democracy     (17) Sports activities     (18) Others(please specify) \_\_\_\_\_

B4. How do you surf the Internet during your stay in Taiwan? (Multiple choices)

- (1) Never surf internet     (2) iTaiwan Free WiFi     (3) Other free WiFi  
 (4) International roaming     (5) SIM card     (6) Router

### C. Expenditure Behavior

C1. How did you arrange this trip to Taiwan?

- (1) Group tour arranged through a travel agency. (Joined a tour group)  
 (2) Individual tour arranged through a travel agency. (Examples: exchange program, school holiday trip, incentive travel, family and friends tour group, etc.)  
 (3) Individual tour arranged through a travel agency only for booking accommodations (and tickets.)  
 (4) Without any arrangements through travel agencies for booking accommodations and tickets; jointed the activities arranged by a Taiwan travel agency after arrival.  
 (5) Without any arrangements through travel agencies for booking accommodations and tickets; no arrangements by a Taiwan travel agency after arrival.

**(If your answer is “(1)”, please go to C2, then skip to C5. If your answer is “(2) or (5)”, please go to C4. If your answer is “(3) or (4)”, please go to C3.)**

C2.1. How would you rate your level of satisfaction with the services provided by the local travel agency and tour guides ?

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable	the reasons of dissatisfaction
	5	4	3	2	1	0	
(1) Itinerary.....	<input type="checkbox"/>		_____				
(2) Accommodations.....	<input type="checkbox"/>		_____				
(3) Transportation (including driver services)	<input type="checkbox"/>		_____				
(4) Meals.....	<input type="checkbox"/>		_____				
(5) Professionalism of the tour guides.....	<input type="checkbox"/>		_____				
(6) The tour guides' ability to handle emergencies.....	<input type="checkbox"/>	_____					
(7) The tour guides' integral service performances.....	<input type="checkbox"/>		_____				
<b>(8) Overall impression.....</b>	<input type="checkbox"/>		_____				

C2.2. What are your comments on shopping arranged by the local travel agency?

A. Number of shopping trips: \_\_\_\_\_ times

- B. Commodity prices:  (1)Very low-price     (2)Low-price     (3)Good-price  
 (4)High-price     (5)Very high-price

C3. After arrival, have you ever made travel arrangements through local travel agencies?

**(Please check all that apply)**

- (1)none     (2)half-day tour     (3) one-day tour     (4) two-day tour     (5) over three-day tour

C4. Where did you stay during this visit to Taiwan? (Please check all that apply, if required, rate your general impressions, using a scale of 1-5, with "5" meaning very satisfied and "1" meaning very dissatisfied.)

- (1) Hotels: \_\_\_\_\_ How do you rate them? \_\_\_\_\_
- (2) Guest houses (or B&B): \_\_\_\_\_ How do you rate them? \_\_\_\_\_
- (3) The home of relatives or friends       (4) Dormitory       (5) Rental apartments
- (6) Temples, seminaries, or churches
- (7) Others (please specify) \_\_\_\_\_

C5. Did you pay any prepaid travel expenses for personal itinerary before arrival? (prepaid by yourself, your relatives, your company...etc.)  (1) Yes (Please go to C5.1.)     (2) No (Please go to C7.)

C5.1. How much did you prepay before arrival? \_\_\_\_\_ (Type of currency : \_\_\_\_\_)  
(Air/ship fare:  (1) include     (2) excluded)

C6. Which of the following expenses did you prepay before arrival? (Please check all that apply)

- (1) Hotel: \_\_\_\_\_ (website: \_\_\_\_\_)
- (2) Restaurants outside hotel: \_\_\_\_\_
- (3) Local transportation: \_\_\_\_\_       (4) Entertainment: \_\_\_\_\_
- (5) Miscellaneous expenses: \_\_\_\_\_       (6) Shopping: \_\_\_\_\_

C7. How much money in total did you spend in Taiwan on this trip? (Please exclude C5.1 prepayments)  
\_\_\_\_\_ (Type of currency : \_\_\_\_\_)

C8. Please itemize these expenses in terms of their amount or percentage.

- |   |       |         |                 |
|---|-------|---------|-----------------|
| 1. Hotel bills:                             | _____ | _____ % | _____ person(s) |
| 2. Meals excluding hotel meals:             | _____ | _____ % | _____ person(s) |
| 3. Local transportation:                    | _____ | _____ % | _____ person(s) |
| 4. Entertainment:                           | _____ | _____ % | _____ person(s) |
| 5. Miscellaneous expenses:                  | _____ | _____ % | _____ person(s) |
| 6. Shopping:                                | _____ | _____ % | _____ person(s) |
| (1) Clothes or accessories:                 | _____ | _____ % |                 |
| (2) Jewelry or jade:                        | _____ | _____ % |                 |
| (3) Souvenirs or handicraft products:       | _____ | _____ % |                 |
| (4) Cosmetics or perfumes:                  | _____ | _____ % |                 |
| (5) Local special products:                 | _____ | _____ % |                 |
| (6) Tobacco or alcohol:                     | _____ | _____ % |                 |
| (7) Chinese herbal medicine or health food: | _____ | _____ % |                 |
| (8) 3C or electric appliances:              | _____ | _____ % |                 |
| (9) Tea:                                    | _____ | _____ % |                 |
| (10) Others (please specify):               | _____ | _____ % |                 |

C9. Did you claim a tax refund prior to departure?

- (1) Yes. (Please go to C10.)     (2) No. Why not? \_\_\_\_\_ (Please go to C11.)

C10. Were the refund procedures easy to follow and convenient?

- (1) Yes.       (2) No. Why not? \_\_\_\_\_

C11. Have you ever paid for this trip by using mobile payment?

(1) Yes. Payment platforms (**Please check all that apply**):

- ① AliPay     ② Apple Pay     ③ JKOSPay     ④ LINE Pay  
 ⑤ Pi     ⑥ Taiwan Pay     ⑦ Others: \_\_\_\_\_

(2) No. Why not? \_\_\_\_\_

### D. Tourist Behavior

D1. Please check all activities that you have participated in during your stay in Taiwan.

(1) Eco tour: \_\_\_\_\_ (Hint)

(2) Sports or sporting competitions: \_\_\_\_\_ (Hint)

(3) Festival activities: \_\_\_\_\_ (Hint)

(4) Hot spring soaking     (5) Exhibitions     (6) Cultural events     (7) Tourism factory

(8) Shopping     (9) Night market sightseeing     (10) Historical relics sightseeing

(11) SPA, sauna     (12) Massage or acupressure     (13) Karaoke or KTV

(14) Pubs or night clubs     (15) Hiking/trekking/backpacking/mountaineering

(16) Lake tour     (17) Theme park     (18) Health care     (19) Others (please specify) \_\_\_\_\_

D2.1. What tourist spots have you visited on this trip?

\_\_\_\_\_

D2.2. Your favorite tourist spot is: \_\_\_\_\_ Why? \_\_\_\_\_

D2.3. Your least favorite tourist spot is: \_\_\_\_\_ Why? \_\_\_\_\_

D3. Please rate your level of satisfaction with the means of public transportation in Taiwan.

	satisfaction					no experience
	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	
	5	4	3	2	1	
(1) High Speed Rail.....	<input type="checkbox"/>					
(2) Train.....	<input type="checkbox"/>					
(3) MRT.....	<input type="checkbox"/>					
(4) Airplane.....	<input type="checkbox"/>					
(5) Coach.....	<input type="checkbox"/>					
(6) Bus (Includes Taiwan Tourist Shuttle Bus, Double decker Sightseeing Bus etc.)	<input type="checkbox"/>					
(7) Taxi.....	<input type="checkbox"/>					
(8) Ferry.....	<input type="checkbox"/>					
(9) Public bicycles.....	<input type="checkbox"/>					
(10) Car rental.....	<input type="checkbox"/>					
(11) Uber.....	<input type="checkbox"/>					
(12) Others _____	<input type="checkbox"/>					

D4. Will you visit Taiwan again?

1. Yes. The main purpose is:

(1)Sightseeing       (2)Business       (3)International Conference or Exhibition

(4)Visiting friends or relatives       (5)Studies       (6)Medical Treatment

(7)Others(please specify)\_\_\_\_\_

2. No. Why not? \_\_\_\_\_

D5. Will you recommend friends or relatives to visit Taiwan?

(1)Yes       (2)No. Why not?\_\_\_\_\_

D6. How do you rate your satisfaction with the experiences you had during your stay in Taiwan, using a scale of 1-5, with "5" meaning excellent and "1" meaning poor?

	<b>Excellent</b>					<b>Poor</b>	No experience
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	
<b>1. Convenience</b>							
(1)Efficiency of applying for a visa.....	<input type="checkbox"/>						
(2)International transportation to Taiwan (Ease of obtaining tickets, flight times, etc.)	<input type="checkbox"/>						
(3)Communication facilities (Int'l public telephone, the Internet).....	<input type="checkbox"/>						
(3a) Free WiFi.....	<input type="checkbox"/>						
(4)Access to tourism information.....	<input type="checkbox"/>						
(5)Local transportation.....	<input type="checkbox"/>						
(6)Immigration procedures.....	<input type="checkbox"/>						
(7)Customs procedures.....	<input type="checkbox"/>						
<b>2. Environment internationalization</b>							
(1)Clearness of road signs and public facilities signs.....	<input type="checkbox"/>						
(2)Access to services in English.....	<input type="checkbox"/>						
(3)Friendliness of Taiwan people.....	<input type="checkbox"/>						
<b>3. Safety</b>							
(1)Safety of recreational facilities.....	<input type="checkbox"/>						
(2)Safety of social environments.....	<input type="checkbox"/>						
(3)Safety of accommodation facilities.....	<input type="checkbox"/>						
(4)Good public environmental hygiene.....	<input type="checkbox"/>						
(5)Good food hygiene.....	<input type="checkbox"/>						
<b>4. Please rate your overall satisfaction with this trip to Taiwan.....</b>	<input type="checkbox"/>						

D7. What are your deepest impression of Taiwan in this trip? **(Please check all that apply)**

- (1)Gourmet food    (2)Coastal view    (3)Hot springs    (4)Historical relics  
 (5)Night markets sightseeing    (6)Cycling fun    (7)Famous local products    (8)Temple  
 (9)Night life    (10)Aboriginal culture    (11)Cosmetic and medical treatments  
 (12)Local friendliness and hospitality    (13)Book stores    (14)Convenience stores    (15)Fruits  
 (16)Festival activities \_\_\_\_\_  
 (17)Tourist spots \_\_\_\_\_  
 (18)The accommodation experience ( hotels or guest houses, etc.) \_\_\_\_\_  
 (19)Others(please specify) \_\_\_\_\_

## E. Personal Information

E1. Nationality: \_\_\_\_\_ E2. The country/area of your residence: \_\_\_\_\_

E3. Registered City : \_\_\_\_\_ **(Only for the FIT tourists from Chinese Mainland)**

E4. Age:  (1)12-19    (2)20-29    (3)30-39    (4)40-49    (5)50-59  
 (6)60-64    (7)65 and over

E5. Education:

- (1)Primary, junior, senior high schools or vocational high school  
 (2)College or university    (3)Graduate school (master or doctor)    (4)Others \_\_\_\_\_

E6. Annual income: **(converted to USD)**

- (1)Under 9,999    (2)10,000-14,999    (3)15,000-29,999    (4)30,000-39,999  
 (5)40,000-69,999    (6)70,000-99,999    (7)Over 100,000    (8)No fixed income

E7. Occupation:

- (1)Legislators, Senior Officials and Managers    (2)Professionals  
 (3)Technicians and Associate Professionals    (4)Clerical Support Workers  
 (5)Service and Sales Workers    (6)Skilled Agricultural, Forestry and Fishery Workers  
 (7)Craft and Related Trades Workers    (8)Plant and Machine Operators, and Assemblers  
 (9)Elementary Laborers    (10)Housewife/Househusband    (11)Student  
 (12)Retired    (13)Others \_\_\_\_\_

E8. Gender:  (1)Male    (2)Female

E9. What is your religious belief?

- (1)None    (2)Buddhism    (3)Taoism    (4)Christianism    (5)Catholicism    (6)Islam  
 (7)Other religions

### Other suggestions:

What part of the trip did you find most satisfying and least satisfying in this trip?

The most satisfying: \_\_\_\_\_  
\_\_\_\_\_

The least satisfying: \_\_\_\_\_  
\_\_\_\_\_

Other opinions: \_\_\_\_\_

e-mail: \_\_\_\_\_

~~ Thank You for Your Cooperation ~~Have a Nice Trip Home!

F1. 訪視結束時間： \_\_\_\_\_ 時 \_\_\_\_\_ 分                      訪員簽名： \_\_\_\_\_