

Satisfaction Survey Form
Study Visit for Universiti Teknologi MARA
29 February 2020
Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

All parts

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	
Visit Navuti Company's coffee and macadamia plantation site 1, & value-added processing factory	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

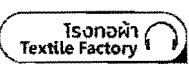
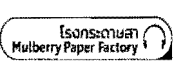
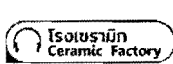
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very useful ☒ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				✓
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				✓
3. Audio tour guide equipment is easy to use				✓
4. Clear audio sound				✓
5. Contents of each point (102, 102,...) are well sequenced and related				✓

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
			✓	

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
		✓

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing				✓
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– /Information boards and visual display are appropriately placed and appealing				✓

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

5. Do you have any other comments you would like to share?

Thank you for your time and have a safe journey!
Your response helps us to improve future events.

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1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

all parts

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	
Visit Navuti Company's coffee and macadamia plantation site 1, & value-added processing factory	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	

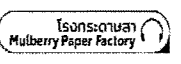
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3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate			✓	
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				✓
3. Audio tour guide equipment is easy to use			✓	
4. Clear audio sound			✓	
5. Contents of each point (102, 102,...) are well sequenced and related			✓	

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
	✓			

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
		✓

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– /Information boards and visual display are appropriately placed and appealing			✓	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction \ Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

5. Do you have any other comments you would like to share?

The Dörtung project is very inspiring

Thank you for your time and have a safe journey!
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29 February 2020

Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

All

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
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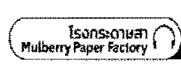
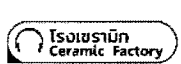
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

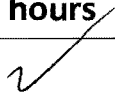
Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				✓
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				✓
3. Audio tour guide equipment is easy to use			✓	
4. Clear audio sound			✓	
5. Contents of each point (102, 102,...) are well sequenced and related				✓

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
			✓	

7. How long do you think is the appropriate time for this visit?

1 hour 	1.5 hour	2 hours 

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– Information boards and visual display are appropriately placed and appealing				
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– Information boards and visual display are appropriately placed and appealing				
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– Information boards and visual display are appropriately placed and appealing				
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– /Information boards and visual display are appropriately placed and appealing				

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☐	☒	☐	☐	☐
Translation quality	☐	☒	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

5. Do you have any other comments you would like to share?

The Doi Tung Development project is inspiring

Thank you for your time and have a safe journey!
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1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

I am impressed with the commitment of the foundation to increase the income of the society as well as sustainable initiatives and recycle

☐ No. Why not?

2. In your opinion, how useful was each session?

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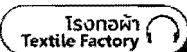
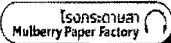
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3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				☒
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				☒
3. Audio tour guide equipment is easy to use				☒
4. Clear audio sound				☒
5. Contents of each point (102, 102,...) are well sequenced and related		not really	interesting	

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
☒	☒			

7. How long do you think is the appropriate time for this visit?

1/2 day

1 hour	1.5 hour	2 hours

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– /Information boards and visual display are appropriately placed and appealing			✓	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately			/	
– Clear and understandable language used			/	
– Information boards and visual display are appropriately placed and appealing			/	

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction \ Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

Perhaps the packaging system.

5. Do you have any other comments you would like to share?

Overall, the visit is really good
and impressive and informative.

Would be good to include some kind
of performance by the natives or
sight visit to their home and schools.

Thank you for your time and have a safe journey!

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☒ Yes. Please indicate which part:

☐ No. Why not?

2. In your opinion, how useful was each session?

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Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				☒
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				☒
3. Audio tour guide equipment is easy to use				☒
4. Clear audio sound				☒
5. Contents of each point (102, 102,...) are well sequenced and related				☒

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
☒				

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– Information boards and visual display are appropriately placed and appealing				
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– Information boards and visual display are appropriately placed and appealing				
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– Information boards and visual display are appropriately placed and appealing				
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately				
– Clear and understandable language used				
– /Information boards and visual display are appropriately placed and appealing				

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately				☒
– Clear and understandable language used				☒
– Information boards and visual display are appropriately placed and appealing				☒

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

Safety & Health for
the workers.

5. Do you have any other comments you would like to share?

More promotion of
~~the~~ Doi Tung product to
other countries like
Malaysia etc.

Thank you for your time and have a safe journey!

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1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

For plantation, management of the crops, production and marketing of the product. Coffee plants, macadamia waste management, textile and mulberry factory

☐ No. Why not?

2. In your opinion, how useful was each session?

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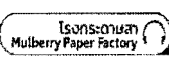
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Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate			✓	
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly			✓	
3. Audio tour guide equipment is easy to use			✓	
4. Clear audio sound			✓	
5. Contents of each point (102, 102,...) are well sequenced and related			✓	

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
	✓			

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours

4 hrs

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– /Information boards and visual display are appropriately placed and appealing			✓	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately		✓		
– Clear and understandable language used		✓		
– Information boards and visual display are appropriately placed and appealing		✓		

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction \ Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☐	☒	☐	☐	☐
Translation quality	☐	☒	☐	☐	☐
Supporting Staff	☐	☒	☐	☐	☐

Other comments on logistics:

Very good exposure to our team and learnt a lot of knowledge, skills and experience from the community

4. Please suggest specific topics you would like to study for future program

May be we can stay in all aspects of ~~your~~ the process especially in management of the waste.

5. Do you have any other comments you would like to share?

Good.

Could we have collaboration to improve the services
for the future

Thank you for your time and have a safe journey!

Your response helps us to improve future events.

Satisfaction Survey Form
Study Visit for Universiti Teknologi MARA
29 February 2020
Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

Three parts of the flagships: Macadamia, paper, and ceramic.

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	
Visit Navuti Company's coffee and macadamia plantation site 1, & value-added processing factory	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	

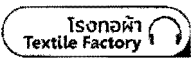
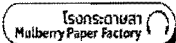
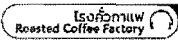
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				✓
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				✓
3. Audio tour guide equipment is easy to use				✓
4. Clear audio sound				✓
5. Contents of each point (102, 102,...) are well sequenced and related				✓

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
	✓		✓	

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
		✓

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– /Information boards and visual display are appropriately placed and appealing				✓

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately				☒
– Clear and understandable language used				☒
– Information boards and visual display are appropriately placed and appealing				☒

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction \ Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

The - na -

5. Do you have any other comments you would like to share?

~~NOTE:~~

- How the foundation open for industrial attachment ~~for~~
for foreign ~~at~~ visitors / institutions

Thank you for your time and have a safe journey!

Your response helps us to improve future events.

Satisfaction Survey Form
Study Visit for Universiti Teknologi MARA
29 February 2020
Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

Sawing & weaving / mulberry

* Trash management centre

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	
Visit Navuti Company's coffee and macadamia plantation site 1, & value-added processing factory	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

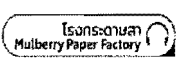
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				/
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				/
3. Audio tour guide equipment is easy to use				/
4. Clear audio sound				/
5. Contents of each point (102, 102,...) are well sequenced and related				/

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
/	2 /	1 /		

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
		/

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				/
– Clear and understandable language used				/
– Information boards and visual display are appropriately placed and appealing				/
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				/
– Clear and understandable language used				/
– Information boards and visual display are appropriately placed and appealing				/
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately				/
– Clear and understandable language used				/
– Information boards and visual display are appropriately placed and appealing				/
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately			/	
– Clear and understandable language used			/	
– Information boards and visual display are appropriately placed and appealing			/	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately				/
– Clear and understandable language used				/
– Information boards and visual display are appropriately placed and appealing				/

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

5. Do you have any other comments you would like to share?

Thank you for your time and have a safe journey!
Your response helps us to improve future events.

Satisfaction Survey Form
Study Visit for Universiti Teknologi MARA
29 February 2020
Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

Every part of the study visit meet my expectation. We intended to study on the social innovation creation and development, so the goals are achieved.

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	
Visit Navuti Company's coffee and macadamia plantation site 1, & value-added processing factory	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very useful ☒ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	

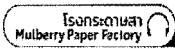
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very useful ☒ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				✓
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				✓
3. Audio tour guide equipment is easy to use				✓
4. Clear audio sound				✓
5. Contents of each point (102, 102,...) are well sequenced and related			✓	

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
		✓		

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
		✓

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– /Information boards and visual display are appropriately placed and appealing			✓	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	✓ ☒	☐	☐	☐	☐
Translation quality	☐	✓ ☒	☐	☐	☐
Supporting Staff	✓ ☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

Mulberry paper factory

5. Do you have any other comments you would like to share?

Thank you for the great hospitality and the models shared.

It would be very grateful if we could experience the coffee

factory

Thank you for your time and have a safe journey!

Your response helps us to improve future events.

Satisfaction Survey Form
Study Visit for Universiti Teknologi MARA
29 February 2020
Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

Social entrepreneurship initiatives

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	
Visit Navuti Company's coffee and macadamia plantation site 1, & value-added processing factory	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

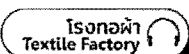
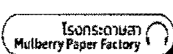
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate				✓
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly				✓
3. Audio tour guide equipment is easy to use				✓
4. Clear audio sound				✓
5. Contents of each point (102, 102,...) are well sequenced and related				✓

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
✓	✓	✓		

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
		✓

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing			✓	
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing				✓
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– /Information boards and visual display are appropriately placed and appealing			✓	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately				✓
– Clear and understandable language used				✓
– Information boards and visual display are appropriately placed and appealing			✓	✓

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

- ① To learn details of transition process of communities to social entrepreneurship
- ② The challenges to setting up this initiative

5. Do you have any other comments you would like to share?

- ① The tour is very well organized.
 - ② The staff are ~~very~~ helpful and knowledgeable
 - ③ An opportunity to collaborate w/ international universities (Malaysia) for social enterprise's exchange.
- By _____

Thank you for your time and have a safe journey!
Your response helps us to improve future events.

Satisfaction Survey Form
Study Visit for Universiti Teknologi MARA
29 February 2020
Mae Fah Luang Foundation under Royal Patronage

1. Does the study visit meet your expectation?

☒ Yes. Please indicate which part:

☐ No. Why not?

2. In your opinion, how useful was each session?

Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Briefing on the overview of Doi Tung Development Project and the Mae Fah Luang Foundation	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☐ Very useful ☒ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☐ Very well ☒ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	
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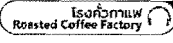
Session	Structure and time allocation	Content	Speaker is knowledgeable and response to questions clearly	Learning equipment Visual aids, handouts, or presentations are clear and provide appropriate contents	If not, please indicate how to improve
Visit Cottage Industry Centre and Outlet	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very useful ☐ Quite useful ☐ Moderate ☐ Poor ☐ Not useful at all	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	☒ Very well ☐ Well ☐ Moderate ☐ Poor ☐ Not well	

3. The self-guided audio tour equipment at the Cottage Industries Centre and Outlet

Part 1: Overall Satisfaction

Topic	Satisfaction level			
	1	2	3	4
1. Logistics arrangement and venue are appropriate			✓	
2. Our staff provides instruction on using the equipment, rules and regulation of the visit clearly			✓	
3. Audio tour guide equipment is easy to use			✓	
4. Clear audio sound			✓	
5. Contents of each point (102, 102,...) are well sequenced and related			✓	

6. Which station do you find most impressive?

1. Starting point 	2. Sawing and weaving factory 	3. Mulberry paper Factory 	4. Coffee roasting facilities 	5. Ceramic Factory 
		✓		

7. How long do you think is the appropriate time for this visit?

1 hour	1.5 hour	2 hours
	✓	

Part 2: Satisfaction on each station

Topics	Satisfaction level			
	1	2	3	4
1. Starting point				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
2. Sawing and weaving factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
3. Mulberry paper Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	
4. Coffee roasting facilities				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– /Information boards and visual display are appropriately placed and appealing			✓	

Topics	Satisfaction level			
	1	2	3	4
5. Ceramic Factory				
– Contents are well organized and presented appropriately			✓	
– Clear and understandable language used			✓	
– Information boards and visual display are appropriately placed and appealing			✓	

4. Please indicate your overall satisfaction with the logistics arrangement of this study visit.

Satisfaction Topics	Very satisfied (5)	Somewhat satisfied (4)	Neutral (3)	Somewhat dissatisfied (2)	Very Dissatisfied (1)
Preparation for the visit	☒	☐	☐	☐	☐
Translation quality	☒	☐	☐	☐	☐
Supporting Staff	☒	☐	☐	☐	☐
Other comments on logistics:					

4. Please suggest specific topics you would like to study for future program

Horitz approach

5. Do you have any other comments you would like to share?

Good.

Thank you for your time and have a safe journey!
Your response helps us to improve future events.