WATER AND ELECTRICITY BILLING SYSTEM **(Nalipiri Eco Resort)**

**Questionnaire for the Manager**

**Section 1: Current Challenges**

1. Does the resort currently face challenges with high water and electricity costs?

- Yes

- No

2. Do guests ever complain about unclear or unfair billing for water and electricity?

- Yes

- No

3. How does the resort currently track water and electricity usage?

- Manual meter readings

- Estimates

- Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. How much time does the staff spend on manual billing and tracking?

- Less than 1 hour per day

- 1-3 hours per day

- More than 3 hours per day

**Section 2: System Features**

5. Would you find it useful to have a system that tracks water and electricity usage in real-time?

- Yes

- No

6. How important is it for guests to see their usage and bills in real-time?

- Very important

- Somewhat important

- Not important

7. Would an automated billing system make the resort’s operations easier?

- Yes

- No

8. Do you think guests would prefer a **prepaid system** (pay before use) or a **postpaid system** (pay after use)?

- Prepaid

- Postpaid

- No preference

**Section 3: Benefits of the System**

9. Which of the following benefits do you think would be most valuable to the resort? (Select all that apply)

- Reducing overhead costs

- Improving guest satisfaction

- Promoting sustainability

- Saving time on billing and tracking

10. Do you think guests would respond positively to a system that encourages responsible usage of water and electricity?

- Yes

- No

11. How important is it for the resort to promote sustainability through this system?

- Very important

- Somewhat important

- Not important

**Section 4: Real-World Examples**

12. Are you familiar with any hotels or resorts that use similar systems for water and electricity billing?

- Yes

- No

13. If yes, which ones? (Please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

14. Do you think a similar system could work at Nalipiri Eco Resort?

- Yes

- No

Section 5: Implementation

15. Would you be open to a **pilot test** of the system to see how it works in practice?

- Yes

- No

16. How long do you think it would take to implement this system at the resort?

- Less than 1 month

- 1-3 months

- More than 3 months

17. What is your biggest concern about implementing this system?

- Cost

- Technical complexity

- Staff training

- Guest acceptance

- Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 6: Final Thoughts**

18. What are your overall thoughts on this system?

- Very positive

- Somewhat positive

- Neutral

- Somewhat negative

- Very negative

19. What additional features would you like to see in this system?

- (Open-ended): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

20. What steps would you like to take next?

- Pilot test

- Further discussion

- No interest

- Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Questionnaire for Staff**

**Section 1: Current Challenges**

1. How much time do you spend on manual billing and tracking of water and electricity usage?

- Less than 1 hour per day

- 1-3 hours per day

- More than 3 hours per day

2. Do you face any difficulties with the current billing system?

- Yes

- No

**Section 2: System Features**

3. Would an automated billing system make your work easier?

- Yes

- No

4. How easy do you think it would be to manage this system?

- Very easy

- Somewhat easy

- Difficult

**Section 3: Training and Implementation**

5. Would you need training to use this system?

- Yes

- No

6. How long do you think it would take to learn how to use this system?

- Less than 1 day

- 1-3 days

- More than 3 days

**Section 4: Final Thoughts**

7. What are your overall thoughts on this system?

- Very positive

- Somewhat positive

- Neutral

- Somewhat negative

- Very negative

8. Do you have any suggestions to improve the system?

- (Open-ended): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Questionnaire for Guests**

**Section 1: Current Experience**

1. Have you ever been unsure about how much you were charged for water and electricity at a resort?

- Yes

- No

2. Would you like to be able to track your water and electricity usage during your stay?

- Yes

- No

Section 2: System Features

3. How important is it for you to see your usage and bills in real-time?

- Very important

- Somewhat important

- Not important

4. Would you prefer a \*\*prepaid system\*\* (pay before use) or a \*\*postpaid system\*\* (pay after use)?

- Prepaid

- Postpaid

- No preference

**Section 3: User Experience**

5. How easy do you think it would be to use this system?

- Very easy

- Somewhat easy

- Difficult

6. Would you prefer to track your usage and pay bills through a **mobile app** or a **website**?

- Mobile app

- Website

- Both

**Section 4: Final Thoughts**

7. What are your overall thoughts on this system?

- Very positive

- Somewhat positive

- Neutral

- Somewhat negative

- Very negative

8. Do you have any suggestions to improve the system?

- (Open-ended): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Summary of Questions for Each Group**

- **Manager**: Focus on challenges, benefits, implementation, and decision-making.

- **Staff**: Focus on ease of use, training, and operational efficiency.

- **Guests:** Focus on user experience, preferences, and satisfaction.

**Thank you!**