Text

Description automatically generatedONLINE SURVEY ON GUEST EXPERIENCE IN AIRBNB

1. **Tool used for creating Survey Form:**

The Survey has been created using Google Forms.

1. **Research goals:**

Inviting people to participate in the online survey on “Guest Experience in Airbnb” by

keeping all the Ethical Principles into consideration.

The participation would be entirely voluntary where personal demographics (age, gender, etc.) would be recorded along with other answers provided. The online survey might take about 2-5 minutes. The results from this survey would be retained in the reports, but all such reports will be anonymous and will neither include anyone’s name nor would they be associated with anyone’s identity.

1. **List of questions:**

* How often have you used Airbnb in the past year?
* How did you first hear about Airbnb?
* How easy was it to navigate Airbnb's website or app?
* How would you rate the accuracy of the information provided on Airbnb's website or app?
* How would you rate the overall cleanliness of the Airbnb accommodations you've stayed in?
* How would you rate the overall communication with the Airbnb host(s)?
* How would you rate the accuracy of the listing description on Airbnb?
* How likely are you to recommend Airbnb to a friend or family member?
* Have you ever had any issues with an Airbnb host or accommodation?
* How quickly was the issue resolved by Airbnb customer service?
* How safe did you feel in the Airbnb accommodation you stayed in?
* Have you ever felt discriminated against while using Airbnb?
* How would you rate the value for money of the Airbnb accommodations you've stayed in?
* How would you rate the overall experience of using Airbnb?
* How likely are you to use Airbnb again in the future?

1. **Link to your electronic survey:**

<https://forms.gle/txJkCHDSqhiXwNZZ9>