

Supplementary Material

Questionnaire in English

Research on guest comfort and satisfaction with indoor environmental quality in former GBI-certified green hotels: A study case from Malaysia

1. Introduction

This survey is a partial research requirement for a PhD in Architectural Engineering. The study is entitled "Research on guest comfort and satisfaction with indoor environmental quality in former GBI-certified green hotels: A study case from Malaysia" and supervised by Professor Ismar M. S. Usman, Department of Architecture and Built Environment, Faculty of Engineering and Built Environment, Universiti Kebangsaan Malaysia, Bangi, Selangor, Malaysia. This study aims to determine issues faced and the effectiveness of comfort in the guestrooms' indoor environment of a former GBI-certified green hotel after green certification suppressed. The questionnaire mainly consists of five Sections as follows:

- Section A: Personal Information
- Section B: Hotel Information.
- Section C: Indoor Environmental Quality (IEQ) Performance
- Section D: Additional IEQ parameters
- Section E: Comfort and Satisfaction

2. Confidentiality

Your reply will be completely kept confidential and anonymous.

3. Filling in the questionnaire

This questionnaire seeks information about measuring the comfort and satisfaction in the indoor environment of green hotel rooms in Kuala Lumpur, Melaka, and Pulau Pinang. Kindly read and understand the questions before answering. Most of the questions are statements that must be answered by choosing the best answer describing your experience with the IEQ parameters in the hotel room. It is anticipated that the company or quality manager will provide answers to the questionnaire. With great recognition of the respondent's valuable time, this questionnaire may take 20-20 minutes to complete. The highest levels of accuracy and honesty will be highly appreciated. All the information that you give will be used for academic purposes and nothing else whatsoever.

4. Contact Person

After completion, please return the questionnaire by using the following WhatsApp number: 009647801105500. For any questions, please contact haydersaadoonabdulaali@gmail.com

Section A: Personal Information	
Q1. Please, indicate your gender. (Please tick only one oval $\lceil \sqrt{\rceil}$)	
(a) Male	[]
(b) Female	[]
Q2. What is your nationality? (Please tick $\lceil \sqrt{\rceil}$)	
(a) Malaysia	[]
(b) Other	ii
Please specify	
Q3. Which age category do you belong? (Please tick $\lceil \sqrt{\rceil}$)	
(a) Under 30 years	[]
(b) $30 - 39$ years	[]
(c) $40-49$ years	[]
(d) $50 - 59$ Years	[]
(e) Above 60 years	[]
Q4. How familiar are you with the concept of green buildings?	
(a) Not at all familiar	[]
(b) Slightly familiar	[]
(c) Moderately familiar	[]
(d) Very familiar	[]
Q5. Have you stayed in a green hotel before?	

(a)	Yes	[]
(b)	No	[]
Se	ection B: Hotel Information	
Q6 .	Which Hotel are you currently staying? (Please tick $[]$)	
(a)	Hotel Penaga	[]
(b)	Kings Green Hotel	[]
(c)	Ve Hotel & Residence	[]
(d)	Movenpick Hotel & Convention Centre KLIA	[]
(e)	The Ruma Hotel & Residences	[]
Q7 .	How many times have you booked this hotel? (Please tick $[]$)	
(a)	Only now	[]
(b)	1-2	[]
(c)	3-4	[]
	More than 4	[]
Q8.	Currently, how many people share 1 hotel room with you? (Please tick $[\sqrt{\ }]$)	
(a)	1	[]
(b)	2	[]
(c)	3	[]
(d)	4	[]
	More than 4	[]
	Which direction does your hostel room is currently facing? (Please tick $[\sqrt{\ }]$)	
(a)	East	[]
(b)	West	[]
(c)	North	[]
(d)	South	[]
(e)	North-East	[]
(f)	South-West	[]
(g)	North-East	[]
(h)	South-West	[]
Q10	0. What is the purpose of your current stay in this hotel? (Please tick $\lceil \sqrt{\rceil}$)	
(a)	Tourism	[]
(b)) Leisure	[]
(c)	Business	[]

Section C: Indoor Environmental Quality (IEQ)

Indoor environmental quality (IEQ) refers to the quality of a hotel's environment in relation to the health and wellbeing of those who occupy space within it (NIOSH, 2019).

Sub-Section C1: IEQ 1 Indoor Air Quality (IAQ)

Indoor Air Quality (IAQ) refers to the air quality within and around buildings and structures, especially as it relates to the health and comfort of building occupants. Understanding and controlling common pollutants indoors can help reduce your risk of indoor health concerns (EPA, 2019). The following question relates to your perception of the Indoor Air Quality (IAQ). Please respond to each question which best reflects your own experience.

Q11. Do you have the following symptoms (issues) related to IAQ while staying in your hotel room? (Please tick only one per row $\lceil \sqrt{\rceil}$)

Answer every question even if you have not had any symptoms and note that (1) = often, (2) = sometimes and, (3) = Never.

Issue	Rank						
	1	2	3				
Headache							
Feeling heavy-headed							
Fatigue/lethargy							
Drowsiness							
Nausea/vomiting							
Cough							
Irritated, stuffy nose							
Hoarse, dry throat							
Skin rash/itchiness							

Irritation of the arras						
Irritation of the eyes Scaling/itchy scalp or ears	3					
Q12. Based on your answ		indly give 1	response whic	h best r	eflects vou	ır own experience.
Mark only one oval per rov	v. Note that	(1) = Yes, v	while $(2) = No$	٠.		
If YES, (you had the follo that is due to your hotel en	nvironment?	?			1	2
If NO, (you don't have the believe that you can fall s	ick from you	ur hotel env	rironment?		1	2
Q13. Based on Question 1		you exper	ience relief fr	om these	sympton	1s? (Please tick $[\sqrt{\ }]$).
(a) After leaving the hote(b) After leaving the room						[]
(c) No noticeable trend Q14. How would you desc	ribe the ov	erall indoo	r air quality i	n vour l	notel room	Please tick $\lceil \sqrt{\rceil}$).
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5) = Very satisfactory.	T .				T _	
Very unsatisfactory	1	2	3	4	5	Very satisfactory
	or Air, do y	ou have ar	y other comp	olaints?	If YES, ki	ndly state/ explain below
NO, skip this question.						
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Very uncomfortable Very uncomfortable Q17. Airflow (Please tick Tick only one oval. Note the Very sufficient. Very insufficient Q18. How would you descrict only one oval. Note the Ind (5) = Very satisfactory Very unsatisfactory Very unsatisfactory Q19. In reference to there is the Ind (5) = Very satisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory Q19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory Very unsatisfactory O19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory O19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory O19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory Very unsatisfactory O19. In reference to the Ind (5) = Very unsatisfactory Ind (5) = Very unsatisfactory Very unsatisfactory Very unsatisfactory Very unsatisfactory Very unsatisfactory Ind (5) = Very unsatisfactory V	In the second of the second o	ry insufficies 2 erall therm between the ry unsatisf 2 rt, do you s occupant we a person blates to you be. b little, $(2) = 2$ tick $[\sqrt{]}$.	actory, (2) = Insufactory, (2) = Use any other any other are compacted as a second compact of the compact of th	4 your he Unsatisfa 4 tion, and fort, enha of the lig	5 5 5 5 5 5 5 5 5 6 7 8 9 9 1 1 1 1 2 3 4 5 6 7 7 8 9 1	Very comfortable val, (4) = Sufficient, and (5) Very sufficient (Please tick [√]). = Neutral, (4) = Satisfactor Very satisfactory YES, kindly state/ explain ity (Green Building Allian as respond to each question, and attitude (Musase respond to each question, and (5) = Too much. Too Much 1, and (5) = Too much.
Very uncomfortable Very uncomfortable Q17. Airflow (Please tick [Tick only one oval. Note the Very sufficient. Very insufficient Q18. How would you descrict only one oval. Note the very satisfactory. Very unsatisfactory Very unsatisfactory Q19. In reference to there below. If NO, skip this query the very satisfactory. Sub-Section C3: IEQ 3 Legislation (2019). Good quality lighting et.al, 2012). The following which best reflects your ow Q20. Natural light (Please Tick only one oval. Note the	In the second of the second o	ry insufficies 2 erall thern ery unsatisf 2 rt, do you s occupant we a person elates to you illustrate to you illustrate $(2) = (2)$ tick $(\sqrt{1})$ o little, $(2) = (2)$	actory, (2) = Insufactory, (3) = Insufactory, (2) = Insufactory, (3) =	4 A your hour hour stion, and of the light selection. Neutral, (5 5 5 5 5 5 5 5 5 5	Very comfortable val, (4) = Sufficient, and (5) Very sufficient (Please tick [√]). = Neutral, (4) = Satisfactor Very satisfactory (YES, kindly state/ explaints, emotion, and attitude (Mase respond to each quest and (5) = Too much. Too Much

Q22. Artificial light (Please Tick only one oval. Note that	/) little. (2) =	= Little. (3) =	: Neutral. ((4) = Mucl	n. and (5) = To	o much.
Too Little	1	2	3	4	5	Too N	
	1'-1.4 (D1	4: 1- 5-/3\					
Q23. Glare from Artificial Tick only one oval. Note that	•	/		- Neutral ((4) – Mucl	and (5) - To	o much
•	1	2	3	4	5 5		
Too Little		_				Too N	Much
Q24. How would you descri							
Tick only one oval. Note th	at $(1) = Ve$	ery unsatisf	factory, (2) =	Unsatisfa	ctory, (3)	= Neutral, (4)	= Satisfactory
and (5) = Very satisfactory.	1	2	3	4	5		
Very unsatisfactory	1	2	3	'	3	Very sati	sfactory
Q25. In reference to Light NO, skip this question.	ting, do yo	u have an	y other com	plaints? I	f YES, ki	ndly state/ ex	plain below. I
							•••••
Sub-Section C4: IEQ 4 Vi							
Human visual system provide	des a large						
translate light, color, shapes							
and contrast, both of which a							
The following question rela				offerings	and exper	rience. Please i	respond to each
question which best reflects							
Q26. Are there windows in	your hote	I room? (P	lease tick [√])			F 3
(a) Yes							
(b) No Q27. If Yes (there is a wind	low) is it s	fived win	dow or oner	abla wind	low? (Dlee	se tiek [1/1)	[]
(a) Operable window; Car		i iixeu wiii	dow or oper	abie willu	iow: (1 ica	se tick [v])	[]
(b) Fixed window; Alway							[]
Q28. If Yes (there is a wind		are the vis	sual obstruc	tion prese	ent? (Pleas	se tick [√])	
(a) Outdoor objects (Trees			3444 3854 44	vion prose	(11000	, c sterr [,])	[]
(b) Shading device (Blind			, etc)				Ϊĺ
(c) Indoor furniture	,	•	,				[]
(d) Other							[]
Please specify							
Q29. Based on your answe	ers above,	please exp	lain why yo	ur overal	l visual ex	perience is n	ot motivating?
(Please tick $[]$)							
(a) No window/ No outdo							[]
(b) Indoor view is unpleas	sant						[]
(c) Other Please specify							[]
Q30. Based on your exper					that is al	hla ta mativat	a vou? (Please
tick $\lceil \sqrt{\rceil}$	iciice, wiia	t is a picas	sant visuai t	xperience	tiiat is ai	ole to motivat	ie you. (1 icasi
(a) Outdoor nature view							[]
(b) Room layout & size							Ϊĺ
(c) Room interior design (Wall color,	furniture c	choice, etc.)				[]
(d) Sufficient lighting to e	nhance visi	ual					[]
(e) Other							[]
Please specify					0 (71		
Q31. Based on your experi		is an unp	leasant visua	al experie	nce? (Plea	se tick $[V]$	F 3
(a) No view towards outdo		14					[]
(b) Unsystematic, unorgan							
(c) Insufficient lighting to(d) Too many/ oversize fu							L J Г 1
(e) Facilities/ Amenities b			ioning electr	onic prod	ucts etc.)		[]
(f) Other	1111 (- III Conditi	5, 516511	- Prou	,)		[]
Please specify							r i
Q32. How would you rate					room? (Pl	lease tick $[]$	

	1	2	3	4	5	Very satisfactory
33. In reference to Visual ip this question.	l, do you h	ave any oth	er complai	ints? If YF	ES, kindly s	tate/ explain below. I
Carl Continu C5. IEO 5 As		······································				
Sub-Section C5: IEQ 5 Acc 34. Please estimate how of ick only one oval. Note the equently.	often you a	re affected				
Not at all	1	2	3	4	5	Very frequently
35. How would you rate t	the overall	noise in yo	ur hotel ro	om? (Plea	se tick $[]$	
ck only one oval.				T .		
Too Little	1	2	3	4	5	Too Much
ection D: Additional Ind	loor Envir	onmental Q	Quality (IE	Q)		
Sub-Section D1: IEQ 6 Bu 37. Location (Please tick ick only one oval. Note tha	[√])		a_{r} , $(2) = Unsi$	uitable, (3)	Neutral, (4)) Suitable, (5) Very sui
Very unsuitable	1	2	3	4	5	Very suitable
38. Climate (Please tick [3 /	1		I		
ick only one oval. Note tha	it (1) = Ver	y unsuitable 2	$\frac{1}{3}$ $\frac{1}{3}$ $\frac{1}{3}$	itable, (3)		Suitable, (5) Very sui
Very unsuitable	1	2	3	4	5	Very suitable
very unsumable		. 1 5 /3>		1	l I	
39. Design and construct		/				
39. Design and construct		/	bad, (3) Ne			y good.
39. Design and construct		/	bad, (3) Ne	utral, (4) g	ood, (5) Ver	ry good. Very good
39. Design and constructick only one oval. Note tha Very bad 40. Optimal temperature	t (1) = Ver 1 e zone (Plea	y bad, $(2) = 2$ ase tick $[]$	3	4	5	Very good
39. Design and construction ick only one oval. Note that Very bad 40. Optimal temperature ick only one oval. Note that	t (1) = Ver 1 e zone (Plea	y bad, $(2) = 2$ ase tick $[]$	3 bad, (3) Ne	4 utral, (4) g	ood, (5) Ve	Very good
39. Design and constructick only one oval. Note tha Very bad 40. Optimal temperature	t (1) = Ver 1 e zone (Plea	y bad, $(2) =$ 2 ase tick $[]$ y bad, $(2) =$	3	4	5	Very good
39. Design and construction ick only one oval. Note that Very bad 40. Optimal temperature ick only one oval. Note that Very bad 41. Thermal Insulation (lick only one oval. Note the only one oval. Note the only one oval. Note the only one oval.	t (1) = Ver 1 zone (Plea t (1) = Ver 1	y bad, $(2) = 2$ ase tick $[]$ y bad, $(2) = 2$ $[]$	3 bad, (3) Ne 3	utral, (4) g	5 ood, (5) Ver 5	Very good y good. Very good
39. Design and construction ick only one oval. Note that Very bad 40. Optimal temperature ick only one oval. Note that Very bad 41. Thermal Insulation (lick only one oval. Note the only one oval. Note the only one oval. Note the only one oval.	t (1) = Ver 1 zone (Plea t (1) = Ver 1	y bad, $(2) = 2$ ase tick $[]$ y bad, $(2) = 2$ $[]$	3 bad, (3) Ne 3	utral, (4) g	5 ood, (5) Ver 5	Very good y good. Very good
Note that Very bad Very bad Output Very bad Note that the very insufficient Very insufficient Very insufficient Note that the very insufficient	t (1) = Ver 1 z zone (Plea t (1) = Ver 1 Please tick that (1) = Ver	y bad, $(2) = 2$ ase tick $[]$) y bad, $(2) = 2$ $[]$) Very insuffice 2 erall building	3 bad, (3) Ne 3 cient, (2) = 3 ng characte	utral, (4) g insufficient 4 eristics in	5 ood, (5) Ver 5 nt, (3) Neur 5 your hotel?	Very good. Very good tral, (4) sufficient, (5 Very sufficient (Please tick $\lceil \rceil$).
39. Design and construct ick only one oval. Note that Very bad 40. Optimal temperature ick only one oval. Note that Very bad 41. Thermal Insulation (lick only one oval. Note that ifficient. Very insufficient 42. How would you description.	t (1) = Ver 1 z zone (Plea t (1) = Ver 1 Please tick that (1) = Ver	y bad, $(2) = 2$ ase tick $[]$) y bad, $(2) = 2$ $[]$) Very insuffice 2 erall building	3 bad, (3) Ne 3 cient, (2) = 3 ng characte	utral, (4) g insufficient 4 eristics in	5 ood, (5) Ver 5 nt, (3) Neur 5 your hotel?	Very good. Very good tral, (4) sufficient, (5 Very sufficient (Please tick [√]).

Sub-Section D2: IEQ 7 D							
Q44. Amount of interior d	ecoration (Please tick	[7])				
Tick only one oval.	1	2	3	4	5		
Too little	1	2	3	4	3	Too m	uch
Q45. Usage of environmer Tick only one oval.	tally friend	dly buildin	g materials	(Please ti	ck [√])		
Too little	1	2	3	4	5	Too m	uch
O46 How would you dose	wiha tha av	awall dagaw	ation in wa	uu botol u	oom2 (Dlas	as tist [2/])	
Q46. How would you desc Tick only one oval. Note the							- Satisfactors
and (5) = Very satisfactory.		ory unsatisti	actory, (2)	– Olisatisi	actory, (3)	= Neutral, (4)	- Satisfactory
Very unsatisfactory	1	2	3	4	5	Very satis	factory
Q47. Indoor Greenery (Pl	ease tick [√])	1				
Tick only one oval.	T		1		1		
Too little	1	2	3	4	5	Too m	uch
Q48. How would you desc	ribe the ov	 erall decor	 ation and i	ndoor gre	enery in vo	our hotel? (Ple	ease tick [\sqrt{1})
Tick only one oval. Note the							
and (5) = Very satisfactory.		,	3 / \ /		3/ (/	, , ,	•
Very unsatisfactory	1	2	3	4	5	Very satis	factory
very unsatisfactory						very saus	stactor y
The following question relative (IEQ) of the hotel guest rook Q50. Pertaining to Indoor in your hotel room? Note that (1) = Uncomforts Comfortable.	m. Please ro Environmo	espond to e ental Quali	ach question (IEQ) particular (IEQ)	n which be	est reflects y s, do you fee	our own exper el comfortable	rience. when you ar
IEQ parameters					Rank		
		1		2	3	4	5
Indoor Air Quality (IAQ)							
Thermal comfort							
Lighting							
Visual/View							
Acoustic/ Noise							
Building characteristics							
Decoration and indoor gre	enery						
Overall IEQ							
Q51. Pertaining to Indoor	· Environm	ental Qual	ity (IEQ) j	oarameter	s, do you f	eel satisfied w	ith your hote
room?	(2) (2):	4 0 7	1 (2)	1	a	1 (5) 37	a .: c .
Note that $(1) = Dissatisfied$, IEQ parameters	(2) = Sligh	uy Satisfie	u, (3) = mo	uerate, (4)	= Satisfied Rank	and $(5) = \text{Very}$	Satisfied.
112Q parameters			1			, , ·	
		1		2	3	4	5
Indoor Air Quality (IAQ)							
Thermal comfort							
Lighting							
Visual/View							
, 15dd1/							

Acoustic/ Noise			
Building characteristics			
Decoration and indoor greenery			
Overall IEQ			
Q52. If you have any comments or sugge Room, improving the IEQ, or performa			
Q53. Are you interested to get a copy of (a) Yes	the outcomes o	f this research?	 []
(b) No			[]
If yes, please provide us your contact. Email: Mobile No.			
Thank you for your kind cooperation.			
Date: d/m/Y			