References


Crowder C. & Walton M. (2003). Developing an Intelligent Parking System for the University of Texas at Austin’ The University of Texas at Austin, Texas


Appendix A

QUESTIONNAIRE

Age
18-23 – 
23-29 - 
30> - 

Nationality
Malay 
Chinese 
Indian 
International 

Gender
Male 
Female 

Race --------------------------

Job --------------------------
Note:

These questions are about improving intelligent parking system which could be used to improve the life style. Please answer the following questions.

Q1. Do you often use your car for shopping or as a mode of transport to go from one place to another?

No   Yes   ☐

Q2. Have you ever faced parking problems?

No   Yes   ☐

If yes, do you think the problems are due to one of the following?

The management system   ☐
Parking design   ☐
Owners don’t care about the customers   ☐
No answer   ☐

Q3. What kind of solution would you suggest?

Create new intelligent parking systems   ☐
Switch to use other transportations   ☐
No idea   ☐
I don’t care   ☐
Q4. How long have you been using the current parking systems?

I don’t usually use the parking system □
Less than one year □
1-4 year □
More than four year □

Q5. Do you prefer building a new computerized parking system so that the weaknesses in the current parking systems could be resolved?

Yes, implement IPS with high management quality and up-to-date technology. □
No, just increase the parking space. □

Q6. How is your evaluation to the current parking system?

Please Rank from 1 to 5, 1 is very bad and 5 is very good

1 □  2 □  3 □  4 □  5 □

Q7. Are you aware that the Service Science Management and Engineering Approach (SSME) can improve the parking system.

□ Yes □ No

Q8 If your answer to question 7 is positive, please provide more details.

_________________________________________________________________

_________________________________________________________________
Appendix B

Questionnaire B

Thank you for participating in this survey. This survey is being conducted to assess user awareness for a new intelligent parking system

Privacy statement

You privacy is considered to be paramount and the information you provide will be held securely and used only for the purpose of this research. All data will be anonymous and will be destroyed at the completion of the research.

Participation

When completing the questionnaire, you are not required to answer any question which you do not feel comfortable or find difficult to answer. You can withdraw from the experiment at any time. It is estimated that this survey will take about 5 to 10 minutes to complete.

Note: Please circle the most appropriate answer that describes your level of agreement with the question.

Part 1: Participant’s Details

1. What is your gender?
   a- Male
   b- Female

2. What is your age?
   a- 17-22
   b- 22-26
   c- 27>

3. Nationality
   a- Malay
   b- Chinese
   c- Indian
   d- International
Part 2: Intelligent Parking System Evaluation

System features
The new IPS that was implemented has many ultra-modern features and they include the following.

- Signboards that show the number of available parking bays
- Parking Card that belongs to a specific park
- Guidance through CCTV
- Participative management –Feedback forms given to parking patrons
- New services and facilities such as repair and rest
- Easy to use
- Payment through vending machine is easy

4. Do you feel the new intelligent parking system is more suited to your needs?
   - Yes
   - No

5. What is your opinion about this new system?
   - Not good
   - Good
   - Excellent

6. Do you think the signboard display at the entrance in the new system gives you an idea of the number of vacant parking bays that are available?
   - Disagree
   - Fairly Agree
   - Strongly Agree

7. Would you like to apply this system to replace the present manual parking system?
   - Disagree
   - Agree
   - Strongly Agree
8. Does the feedback forms allow the car parking patrons to make comments for further improvement?

   Yes
   No

9. With the new parking system do you think that the waiting time be reduced and the queue will be shorted?

   Yes
   No

10. How long does it take for a parking card to be issued?

     Yes
     No

11. This system use service science, management and engineering. Do you think these approaches help to improve the IPS performance?

     Yes
     No

12. Please give some suggestions on further enhancement of IPS?

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   Thank You for Participating in this Survey