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**The effect of background music in restaurants on customer satisfaction and behavioral intentions**

In Partial Fulfillment of the Requirements  
for the Bachelor of Science in Global Business

by

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May, 2020

## ABSTRACT

*The objective of this paper is to explore The impact of general attitude towards background music on Chinese customer satisfaction of restaurants and the impact of customer satisfaction of restaurants on customer behavioral intentions. Background music or ambient music is one key element of atmospherics. It is a very common thing in restaurants and retail stores. Sometimes pleasant background music can improve the customers' experience and leave them a good impression. Nowadays, more and more managers of restaurants or retail stores believe retail atmospherics is a very important strategic tool to promote customers' consumption experience. Since customer satisfaction is directly related to the sales of restaurants, it is significant to find out the relationship between background music and customer satisfaction. Certain amount of literature was reviewed before the researcher put forward the research question. The sample of the research was Chinese consumers. Primary data collected through survey was used in this study. Reliability analysis, validity analysis, correlation analysis and regression analysis was done to analyze the data collected in this research. And SPSS was chosen as the tool to analyze data. The researcher found that people's general attitude towards background music in restaurants has a significant positive correlation with customer satisfaction in restaurants and customer satisfaction in restaurants has a significant positive correlation with customer behavioral intentions.*

*Keywords: Background Music/Ambient Music, Atmospherics, Customer satisfaction of restaurants*

## **INTRODUCTION**

With the development of Chinese economy, the number of restaurants is increasing rapidly in China. Life is very fast in many big cities like Shanghai, Guangzhou and Shenzhen. People have relatively few time to cook by themselves due to busy work. So a lot of them choose to have their lunch or dinner in restaurants, which promotes the restaurant industry in China.

People work in restaurant industry often claim that what they sell is actually experience. Food and beverages are definitely the core products of restaurants. However, the concept of products of restaurants can be expanded to service, environment and atmosphere. Thus, a good restaurant should not only focus on the food and beverages they provide, but also the overall environment and atmosphere (Heung & Gu, 2012).

In order to raise sales, restaurants have to make their customers satisfied. There are a lot of factors of restaurants related to customer satisfaction. For example, quality of food, internal structure, service quality, cleanness and so on. Background music (ambient music) is the music played in the background. It is quite common in many places such as restaurants, retail stores and shopping malls. As an important element of atmospherics, background music can affect consumers' experience. Many people may ignore the existence of background music, but it does have some impact on customer satisfaction of restaurants. It is apparent that the impact of background music on Chinese customer satisfaction of restaurants is worthy of study.

## **LITERATURE REVIEW**

### **Atmospherics**

Retail atmospherics has been a specific discipline to study. It has several elements like lighting and music. A proper use of atmospherics can make stores distinguished from

their rivals, providing customers with enjoyment and value (Foster & McLelland, 2015). Besides, the concept of atmospherics is being frequently discussed in business world. Researchers are trying hard to find out the relationship between customer behavior and environment of retail stores or restaurants. Store and restaurant owners desire to manipulate customer behavior by application of atmospherics (Greenland & McGoldrick, 1994). MacGoldrick and Pieos (1995) also pointed out that the impact of atmospherics on customer behavior is getting increasingly attention.

### **Background Music**

Background music, as same as ambient music, refers to the music played in the background, which is usually used to build an overall atmosphere of retail stores or restaurants. In stores and restaurants, retail atmospherics is considered as a very important strategic tool, which can significantly affect the consumption experience of customers. Given that ambient music is quite common in restaurants and stores, it is one of the most important elements in retail atmospherics. Researchers found that low volume background music leads to high sales of healthy foods while high volume background music leads to high sales of unhealthy foods (Biswas, Lund, & Szocs, 2019).

In an experiment, researchers found that background music can affect the participants' feeling toward identical cookies. In specific, participants claimed that the cookies they ate with pleasant music tasted better than those they tasted with unpleasant music (Ziv, 2018). Background music also has some certain effects on consumer behavior—a study showed that consumers in stores with better background music tend to spend more money, feel more pleased (Ferreira & Oliveira-Castro, 2011). In addition, some scholars did researches regarding the impact of background music on customer behavior in online shopping. It turned out that background music in high tempo could stimulate purchasing desire of online shoppers (Ding & Lin, 2012). A recent study conducted in Kwansai Gakuin

University had a novel finding that consumers exposed to low-frequency (high-frequency) background music tend to perceive products as high (low) end (Sunaga, 2018). Music has several dimensions: volume, tempo/rhythm, pitch and timbre (Kellaris & Kent, 1992). Sometimes people go into them individually.

### **Customer Satisfaction of Restaurants**

Since restaurant sales are closely connected with customer satisfaction, it is essential to find out the key attributes of restaurants that affect customer satisfaction mostly (Hwang & Zhao, 2010). Customer satisfaction of restaurants has to do with a lot of aspects such as food quality, price charged, payment options and speed, decoration and atmosphere (de Jesus Moreira Junior, Ansuji, de Oliveira, & Weise, 2019). Apart from all the factors mentioned above, ambient noise levels also have certain impact on overall customer satisfaction (Raab, Zemke, Hertzman, & Singh, 2013). It raises the question that does ambient music have some influence on customer satisfaction. Last but not the least, a research conducted in Bangkok found that customer satisfaction can vary in different demographic groups (Huijuan Deng & Wiriyakitjar, 2017). In other words, different people have different definitions toward satisfaction. Similarly, other researchers found people's perceived value and food safety on customer satisfaction also differ based on gender (Cha & Borchgrevink, 2019).

### **STATEMENT OF HYPOTHESIS**

Background music (ambient music) , as an important element of atmospherics, has some certain effect on customer's consumption experience (Biswas et al., 2019). Since consumption experience is closely related with customer satisfaction, it is reasonable to derive the conclusion that customer's attitude towards background music in restaurants probably has some influence on customer satisfaction. Besides, customer satisfaction can

influence what customers will do in the future. In other words, customer satisfaction may have some effect on customer behavioral intentions.

Based on the discussion presented above, it is logical to formulate the following hypothesis.

**Research Question (RQ): What is the impact of customer's general attitude towards background music on Chinese customer satisfaction of restaurants and the impact of customer satisfaction of restaurants on customer behavioral intentions.**

H1: Customer's general attitude towards background music has a positive impact on Chinese customer satisfaction of restaurants.

H2: Customer satisfaction of restaurants has a positive impact on customer behavioral intentions.

## **METHODOLOGY**

### **Instrumentation Design (Quantitative Method)**

The research requires primary data collected from Chinese customers to evaluate the validity of hypothesis by quantitative method. Hence, a survey was designed to capture the information required. Since online survey has plenty of strengths such as flexibility, speed and timeliness, convenience, low administration cost, ease of data entry and ease of follow-up, it is an ideal method to collect data (Evans & Mathur, 2005). The researcher thus designed an online survey through wjx.cn. The questionnaires were issued through Wechat. All the participants are volunteer to take the survey.

#### **1. Survey Question on General Attitude (Ryu, Lee, & Kim, 2012)**

Five alternatives were presented as possible responses for the question regarding general attitude:

- Background music is necessary in restaurants

- Background music can improve the level of restaurants.
- Background music can improve the competitiveness of restaurants.
- It is wise for the owner to play background music in restaurants.
- Background music can create a comfortable atmosphere for restaurants.

## **2. *Survey Question on Satisfaction (Ryu et al., 2012)***

Five options were created to measure the factor of Satisfaction:

- Restaurants with background music tend to make me more satisfied.
- Background music can make me feel in a good mood when I eat in a restaurant.
- Background music can improve my dining experience in restaurants.
- I really enjoyed myself in restaurants with background music.
- Restaurants with background music can leave me a good impression.

## **3. *Survey Question on Behavioral Intentions (Ryu et al., 2012)***

Four alternatives were created to measure the factor of Behavioral Intentions:

- I would consider revisiting restaurants with pleasant background music.
- I would recommend a restaurant to friends or others for background music.
- I would say positive things to others about a restaurant because of its pleasant background music.
- I would encourage others to try out a restaurant with pleasant background music.

## **ANALYSIS / RESULTS**

### **Reliability Analysis**

Reliability analysis, also known as reliability testing, is used to test the consistency of the data collected by the survey, not the design of the survey itself. Reliability is affected by random error, which is negatively correlated with it. The detection method adopted in this paper is the Cronbach's alpha coefficient proposed by Lee Cronbach in the middle of last

century (1951). It is a common method for scholars to test whether the reliability is up to the standard. In general, it indicates that the data results of the survey have good consistency if the Cronbach's alpha coefficient is more than 0.6. SPSS was used to test the reliability of the survey data.

Dimensions	Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted	Cronbach's Alpha
attitude	attitude1	17.42	7.027	.677	.841	0.866
	attitude2	17.20	7.023	.688	.838	
	attitude3	17.37	6.927	.692	.837	
	attitude4	17.26	7.233	.647	.848	
	attitude5	17.21	6.891	.736	.826	
satisfaction	satisfaction1	17.21	6.927	.732	.853	0.882
	satisfaction2	17.26	7.045	.704	.859	
	satisfaction3	17.17	6.926	.691	.863	
	satisfaction4	17.10	7.559	.651	.871	
	satisfaction5	17.19	6.589	.808	.834	
intentions	intentions1	12.20	7.548	.719	.869	0.888
	intentions2	12.32	7.060	.749	.857	
	intentions3	12.15	6.859	.759	.854	
	intentions4	12.25	6.602	.794	.840	

Table 1: Reliability analysis of survey

It can be seen from the above table that the reliability  $\alpha$  value of the survey in respect of attitude, satisfaction and intentions is 0.886, 0.882 and 0.888, which is greater than 0.7. Therefore, it indicates that the overall reliability value of the data scale is high.

In conclusion, the data of the questionnaire has a high consistency. That is to say, the data has a high credibility.

### Validity Analysis

Validity analysis is a method to measure the validity of the scale and the validity of measurement factors. The result of validity analysis can reflect the quality of the survey measurement results. The factor analysis method adopted in this paper used KMO value and Bartlett test of sphericity to examine the validity of survey structure. Kaiser clearly has the following provisions in its standard:  $KMO > 0.9$  means validity is very high;  $KMO > 0.8$

means validity is high;  $KMO > 0.7$  means validity is medium;  $KMO > 0.6$  means validity is ordinary;  $KMO > 0.5$  means validity barely meets the requirements;  $KMO < 0.5$  means validity does not meet the standard (1958). In the Bartlett test of sphericity, the significance probability in the results must be less than or equal to 0.05 to represent that the original variables have a certain correlation (Tobias & Carlson, 1969).

Items	Factor loadings			Communalities
	attitude	satisfaction	intention	
attitude1	.738			.637
attitude2	.675			.648
attitude3	.640			.604
attitude4	.820			.809
attitude5		.653		.690
satisfaction1		.688		.694
satisfaction2		.591		.646
satisfaction3		.703		.629
satisfaction4		.703		.703
satisfaction5		.686		.731
intentions1			.759	.731
intentions2			.751	.721
intentions3			.764	.737
intentions4			.843	.814
Eigenvalues	4.169	3.397	2.227	
% of Variance	29.781	24.267	15.909	
Cumulative % of Variance			69.957	
KMO			0.935	
Bartlett's Test of Sphericity			1862.797	
df			91	

Table 2: Results of survey validity analysis

The table above shows that the interpretation rate of cumulative variance after rotation is 69.957%, which is greater than 50%. In addition, the load value of each item in different dimensions is greater than 0.5. And the KMO value is 0.935, which is greater than 0.6, indicating that the data is valid.

### Correlation Analysis

Pearson Correlation analysis was used to test the correlation of attitude, satisfaction and intentions.

		attitude	satisfaction	intentions
attitude	Pearson Correlation	1		
	Sig. (2-tailed)			
satisfaction	Pearson Correlation	.813**	1	
	Sig. (2-tailed)	.000		
intentions	Pearson Correlation	.662**	.721**	1
	Sig. (2-tailed)	.000	.000	

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Table 3: Correlations Analysis

The Pearson Correlation coefficient between attitude and satisfaction is 0.813. All the coefficients have passed the significance test with a significance level of 1%. It can be seen that there is a significant positive correlation between attitude and satisfaction.

The Pearson Correlation coefficient between satisfaction and intentions were 0.721. All the coefficients have passed the significance test with a significance level of 1%, which shows that satisfaction has a significant positive correlation with intentions.

### Regression Analysis

The regression of attitude to satisfaction

Through the previous correlation analysis, the researcher has learned that there is a significant correlation between attitude and satisfaction. Attitude is the independent variable recorded as X<sub>1</sub>. Satisfaction is the dependent variable recorded as Y.

Modeling

Variable Selection

In order to fully reflect the overall relationship between attitude and satisfaction, the independent variables selected in this paper are as follows.

	IV
X <sub>1</sub>	attitude

Table 4: Variable Declaration

Model assumption

Select satisfaction as the predicted variable and record it as Y. The variable in the above table is used as explanatory variables. And the selected equation form is a linear regression equation of one variable, which is set as:

$$Y = \beta_0 + \beta_1 X_1 + u$$

$\beta_0$ ,  $\beta_1$  are regression coefficients.  $u$  is random error term.

### Regression Results

The results are shown below by doing regression analysis.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.813a	.661	.660	.38047

a. Predictors: (Constant), attitude

b. Dependent Variable: satisfaction

Table 5: Model Summary

$R^2$  of the model in Table 5 is .661, indicating that attitude can explain 66.1% of the difference in satisfaction.

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	56.852	1	56.852	392.750	.000
	Residual	29.096	201	.145		
	Total	85.948	202			

a. Predictors: (Constant), attitude

b. Dependent Variable: satisfaction

Table 6 : ANOVA

F of the regression model is 392.750. The significance level of F is .000. Therefore, the independent variable is linearly related to the dependent variable.

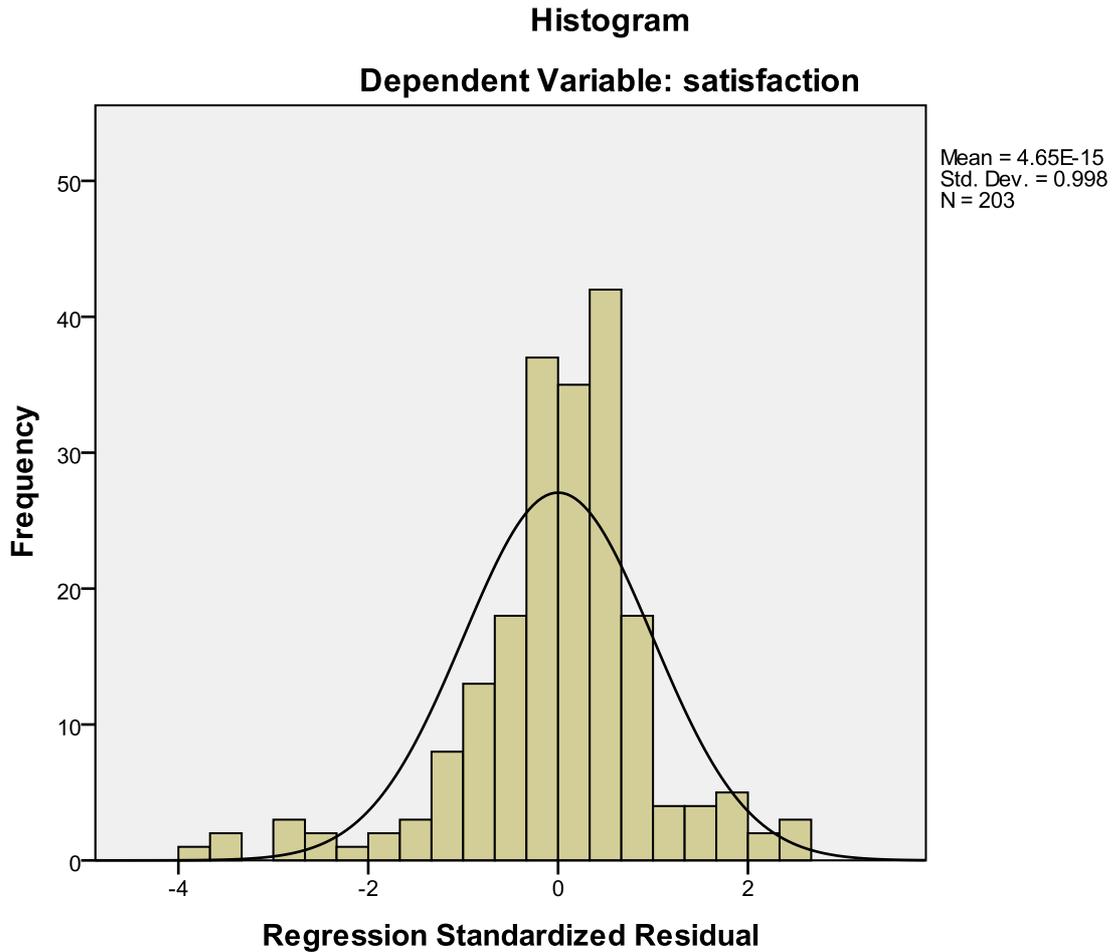


Figure1: Residual Histogram of Satisfaction

It can be seen from the residual histogram of satisfaction that the residual basically conforms to the normal distribution, which conforms to the premise assumption of regression analysis.

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.777	.180	4.324	.000	
	attitude	.814	.041	.813	19.818	.000

Table 7: Coefficients

According to table 7, it can be found that the regression coefficient of attitude has passed the significance test and is significantly different from zero (Sig < 0.05). And the

regression coefficient of "attitude" is 0.814, which indicates that attitude has a significant positive impact on the interpretation of satisfaction, and the impact coefficient is 0.814.

Therefore, the regression equation between attitude and satisfaction can be expressed as follows:

$$Y=0.777+0.814*X1$$

The regression equation shows that the satisfaction increases by 0.814 units for each unit of increase in attitude.

The regression of attitude to satisfaction

Through the previous correlation analysis, the researcher has learned that there is a significant correlation between satisfaction and intentions. Satisfaction is the independent variable recorded as X1. Intentions is the dependent variable recorded as Y.

Modeling

Variable Selection

In order to fully reflect the overall relationship between satisfaction and intentions, the independent variables selected in this paper are as follows.

	IV
X <sub>1</sub>	Satisfaction

Table 8: Variable Declaration

Model assumption

Select intentions as the predicted variable and record it as Y. The variable in the above table is used as explanatory variables. And the selected equation form is a linear regression equation of one variable, which is set as:

$$Y = \beta_0 + \beta_1 X_1 + u$$

$\beta_0$ ,  $\beta_1$  are regression coefficients.  $u$  is random error term.

Regression Results

The results are shown blow by doing regression analysis.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.721	.519	.517	.60266

a. Predictors: (Constant), satisfaction

b. Dependent Variable: intentions

Table 9: Model Summary

$R^2$  of the model in Table 5 is .519, indicating that satisfaction can explain 51.9% of the difference in intentions.

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	78.814	1	78.814	217.000	.000
	Residual	73.003	201	.363		
	Total	151.817	202			

a. Predictors: (Constant), satisfaction

b. Dependent Variable: intentions

Table 10: ANOVA

F of the regression model is 217.000. The significance level of F is .000. Therefore, the independent variable is linearly related to the dependent variable.

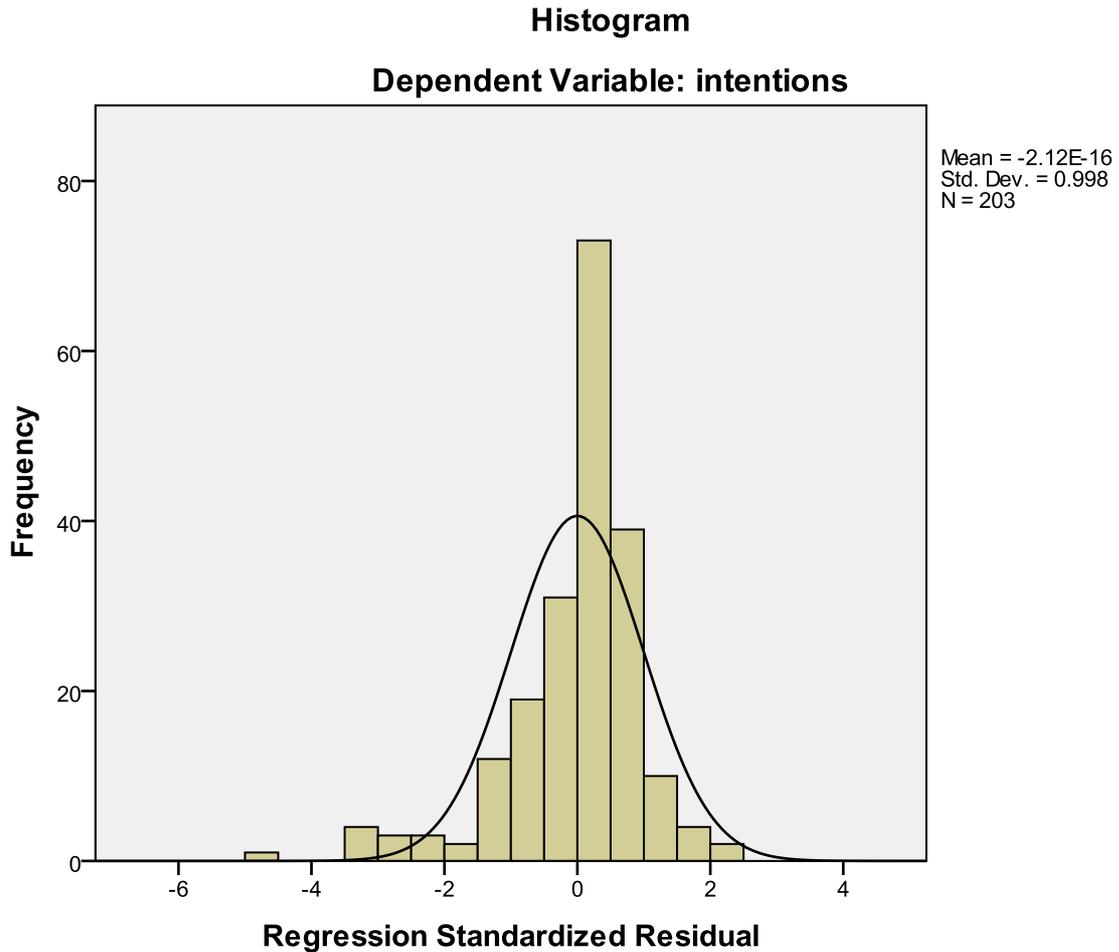


Figure 2: Residual Histogram of Intentions

It can be seen from the residual histogram of intentions that the residual basically conforms to the normal distribution, which conforms to the premise assumption of regression analysis.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.038	.282		-.135	.893
	satisfaction	.958	.065	.721	14.731	.000

Table 11: Coefficients

According to table 11, it can be found that the regression coefficient of satisfaction has passed the significance test and is significantly different from zero (Sig < 0.05). And the regression coefficient of "satisfaction" is 0.958, which indicates that satisfaction has a

significant positive impact on the interpretation of intentions, and the impact coefficient is 0.958.

Therefore, the regression equation between attitude and satisfaction can be expressed as follows:

$$Y = -0.038 + 0.958 * X_1$$

The regression equation shows that the intentions increases by 0.958 units for each unit of increase in satisfaction.

## **CONCLUSIONS AND PRACTICAL IMPLICATIONS**

Two main conclusions can be derived from the analysis results above: 1) people's general attitude towards background music in restaurants has a significant positive correlation with customer satisfaction in restaurants; customer satisfaction in restaurants has a significant positive correlation with customer behavioral intentions.

More specifically, the first conclusion means that people who like background music will feel more satisfied in a restaurant with background music. Therefore, playing background music can appeal to people who like background music. Besides, the data collected through survey also show that most participants have a positive attitude towards background music, which is actually a common sense.

The second conclusion implies that customers will probably revisit restaurants or recommend others to visit restaurants when they are satisfied. These positive customer behavioral intentions can definitely increase sales of restaurants. Hence, customer satisfaction is the key to improving profit.

Combining these two conclusions, a further recommendation can be raised that restaurant managers should play some pleasant background music to make customers more satisfied since most people like background music. By doing that, the restaurants can be more profitable to some extent.

## **LIMITATIONS AND FUTURE RESEARCH**

Although this study was conducted scientifically, some limitations still exist. For instance, the participants of the survey are mostly young adults aged from 20~30 years old. Besides, most responses of the people's general attitude towards background music is positive, which may be a common sense that requires no investigation. For further research, scholars can study the influence of different aspects of background music on customer satisfaction so that restaurant owners can have some references to choose the right music to play in restaurants. Future studies can also conduct the survey in a larger scale.

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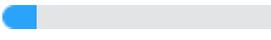
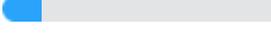
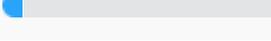
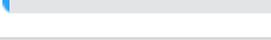
## Appendix

# 背景音乐对中国餐厅顾客满意度的影响 The Impact of Background Music on Chinese Customer Satisfaction of Restaurants

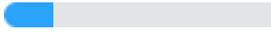
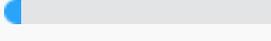
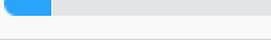
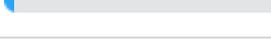
第 1 题 您的性别 Your gender [单选题]

选项	小计	比例
男 Male	111	 54.68%
女 Female	92	 45.32%
本题有效填写人次	203	

第 2 题 您的年龄段 Your age [单选题]

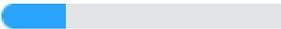
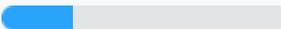
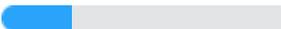
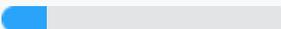
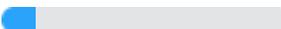
选项	小计	比例
0~20	25	 12.32%
21~30	126	 62.07%
31~40	30	 14.78%
41~50	15	 7.39%
51+	7	 3.45%
本题有效填写人次	203	

第 3 题 您目前受到的最高教育水平是 Your education level [单选题]

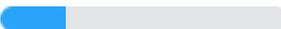
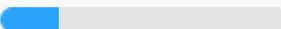
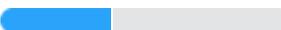
选项	小计	比例
高中及以下 High school or lower	35	 17.24%
专科 Junior college	12	 5.91%
本科 Bachelor	114	 56.16%
硕士 Master	34	 16.75%
博士 Doctor	8	 3.94%

本题有效填写人次	203
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第 4 题 您的月收入是或生活费 Your monthly income in RMB [单选题]

选项	小计	比例
0~2,500 RMB	46	 22.66%
2,500~5,000 RMB	51	 25.12%
5,000~10,000 RMB	49	 24.14%
10,000~20,000 RMB	32	 15.76%
20,000+ RMB	25	 12.32%
本题有效填写人次	203	

第 5 题 您每个月在餐厅就餐的次数（不包括学校或单位食堂） How many times do you go to restaurants every month? (School or organization's canteens are not included) [单选题]

选项	小计	比例
0	2	 0.99%
1~2	31	 15.27%
3~4	48	 23.65%
4~5	42	 20.69%
6+	80	 39.41%
本题有效填写人次	203	

第 6 题 在以下 5 个问题中，请您根据您在餐厅就餐的经验，从完全不同意到完全同意选择您的认可程度。 In the following 5 questions, please choose your acceptance from strongly disagree to strongly agree based on your dining experience in restaurants. [矩阵单选题]

题目\选项	非常不同意 Strongly Disagree	不同意 Disagree	一般 Average	同意 Agree	非常同意 Strongly Agree
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背景音乐在餐厅里是必要的。 Background music is necessary in restaurants.	3(1.48%)	6(2.96%)	15(7.39%)	103(50.74%)	76(37.44%)
背景音乐会提高餐厅的水准。 Background music can improve the level of restaurants.	3(1.48%)	4(1.97%)	11(5.42%)	73(35.96%)	112(55.17%)
背景音乐能提高餐厅的竞争力。 Background music can improve the competitiveness of restaurants.	3(1.48%)	4(1.97%)	20(9.85%)	89(43.84%)	87(42.86%)
店主在餐厅播放背景音乐是明智的行为。 It is wise for the owner to play background music in restaurants.	3(1.48%)	3(1.48%)	13(6.4%)	84(41.38%)	100(49.26%)
背景音乐能为餐厅营造出令人舒适的氛围。 Background music can create a comfortable atmosphere for restaurants.	3(1.48%)	4(1.97%)	10(4.93%)	77(37.93%)	109(53.69%)

第7题 在以下5个问题中，请您根据您在餐厅就餐的经验，从完全不同意到完全同意选择您的认可程度。 In the following 5 questions, please choose your acceptance from strongly disagree to strongly agree based on your dining experience in restaurants. [\[矩阵单选题\]](#)

题目\选项	非常不同意 Strongly Disagree	不同意 Disagree	一般 Average	同意 Agree	非常同意 Strongly Agree
有背景音乐的餐厅往往使我更加满意。 Restaurants with background music tend to make me more satisfied.	1(0.49%)	7(3.45%)	17(8.37%)	88(43.35%)	90(44.33%)

背景音乐能使我在餐厅用餐时有好心情。 Background music can make me feel in a good mood when I eat in a restaurant.	2(0.99%)	5(2.46%)	19(9.36%)	97(47.78%)	80(39.41%)
背景音乐能提升我在餐厅的用餐体验。 Background music can improve my dining experience in restaurants.	2(0.99%)	7(3.45%)	15(7.39%)	81(39.9%)	98(48.28%)
在有背景音乐的餐厅中，我感到非常享受。I really enjoyed myself in restaurants with background music.	0(0%)	6(2.96%)	10(4.93%)	88(43.35%)	99(48.77%)
有背景音乐的餐馆能给我留下好印象。 Restaurants with background music can leave me a good impression.	2(0.99%)	8(3.94%)	10(4.93%)	91(44.83%)	92(45.32%)

第 8 题 在以下 4 个问题中，请您根据您在餐厅就餐的经验，从完全不同意到完全同意选择您的认可程度。 In the following 4 questions, please choose your acceptance from strongly disagree to strongly agree based on your dining experience in restaurants. [矩阵单选题]

题目\选项	非常不同意 Strongly Disagree	不同意 Disagree	一般 Average	同意 Agree	非常同意 Strongly Agree
我会再次光顾有动听背景音乐的餐厅。I would consider revisiting restaurants with pleasant background music.	3(1.48%)	11(5.42%)	25(12.32%)	87(42.86%)	77(37.93%)
我会因为背景音乐向朋友或者其他人推荐某家餐厅。I would recommend a restaurant to friends	4(1.97%)	16(7.88%)	30(14.78%)	82(40.39%)	71(34.98%)

or others for background music.					
我会对别人说一些关于某个餐馆的积极的事情，因为它的背景音乐很悦耳。 I would say positive things to others about a restaurant because of its pleasant background music.	6(2.96%)	10(4.93%)	28(13.79%)	61(30.05%)	98(48.28%)
我会鼓励他人去尝试某个有动听背景音乐餐馆。 I would encourage others to try out a restaurant with pleasant background music.	9(4.43%)	9(4.43%)	26(12.81%)	76(37.44%)	83(40.89%)