

Supplementary information file A. The questionnaire screenshots (from [Sojump](#))

Questionnaire for evaluating the priorities of customer requirements of high-speed rails

Dear Sir/Madam:

Thank you very much for taking time out of your busy schedule to fill in this questionnaire. This survey aims to evaluate the priorities of customer requirements of high-speed rails. This questionnaire is purely for academic research. The information provided by you is only for the purpose of this research. Your personal information is strictly confidential. Thanks for your understanding and support!

1. May I know your name (or nick name)?

*** 2. Due to the research needs, there may be further investigations in the later stages. May I know if you're willing to accept them?**

Yes

No

Part 1: Questions for determining respondents' weights

*** 3. May I know your physical health condition?**

Suffer from serious illness

Suffer from mild illness

Occasionally feel unwell

Rarely feel unwell

Very healthy

*** 4. May I know your most frequent choice of high-speed rail cabin?**

No seat

Second-class cabin

First-class cabin

Business cabin

*** 5. May I know your average number of high-speed rail rides in the past three years?**

Less than 5 times per year

5 to 7 times per year

8 to 10 times per year

11 to 13 times per year

More than 13 times per year

Part 2: Questions for judging the importance of customer requirements

*** 6. When riding a high-speed rail, "Civilization of neighboring passengers" and "Attendants' service attitudes" which one do you think is more important?**

Civilization of neighboring passengers

Attendants' service attitudes

Equally important

*** 7. Compared with "Attendants' service attitudes", to what degree is "Civilization of neighboring passengers" more important?**

* 6. When riding a high-speed rail, "Civilization of neighboring passengers" and "Attendants' service attitudes" which one do you think is more important?

<input type="radio"/> Civilization of neighboring passengers
<input checked="" type="radio"/> Attendants' service attitudes
<input type="radio"/> Equally important

* 8. Compared with "Civilization of neighboring passengers", to what degree is "Attendants' service attitudes" more important?

<input type="text"/>

* 9. When riding a high-speed rail, "Civilization of neighboring passengers" and "Seat comfort" which one do you think is more important?

<input checked="" type="radio"/> Civilization of neighboring passengers
<input type="radio"/> Seat comfort
<input type="radio"/> Equally important

* 10. Compared with "Seat comfort", to what degree is "Civilization of neighboring passengers" more important?

<input type="text"/>

* 9. When riding a high-speed rail, "Civilization of neighboring passengers" and "Seat comfort" which one do you think is more important?

<input type="radio"/> Civilization of neighboring passengers
<input checked="" type="radio"/> Seat comfort
<input type="radio"/> Equally important

* 11. Compared with "Civilization of neighboring passengers", to what degree is "Seat comfort" more important?

<input type="text"/>

* 12. When riding a high-speed rail, "Civilization of neighboring passengers" and "Power outlets and wireless network" which one do you think is more important?

<input checked="" type="radio"/> Civilization of neighboring passengers
<input type="radio"/> Power outlets and wireless network
<input type="radio"/> Equally important

* 13. Compared with "Power outlets and wireless network", to what degree is "Civilization of neighboring passengers" more important?

<input type="text"/>

* 12. When riding a high-speed rail, "Civilization of neighboring passengers" and "Power outlets and wireless network" which one do you think is more important?

<input type="radio"/> Civilization of neighboring passengers
<input checked="" type="radio"/> Power outlets and wireless network
<input type="radio"/> Equally important

* 14. Compared with "Civilization of neighboring passengers", to what degree is "Power outlets and wireless network" more important?

<input type="text"/>

* 15. When riding a high-speed rail, "Civilization of neighboring passengers" and "Catering price performance" which one do you think is more important?

<input checked="" type="radio"/> Civilization of neighboring passengers
<input type="radio"/> Catering price performance
<input type="radio"/> Equally important

* 16. Compared with "Catering price performance", to what degree is "Civilization of neighboring passengers" more important?

<input type="text"/>

*15. When riding a high-speed rail, "Civilization of neighboring passengers" and "Catering price performance" which one do you think is more important?

<input type="radio"/> Civilization of neighboring passengers
<input checked="" type="radio"/> Catering price performance
<input type="radio"/> Equally important

*17. Compared with "Civilization of neighboring passengers", to what degree is "Catering price performance" more important?

<input type="text"/>

*18. When riding a high-speed rail, "Civilization of neighboring passengers" and "Air quality" which one do you think is more important?

<input checked="" type="radio"/> Civilization of neighboring passengers
<input type="radio"/> Air quality
<input type="radio"/> Equally important

*19. Compared with "Air quality", to what degree is "Civilization of neighboring passengers" more important?

<input type="text"/>

*18. When riding a high-speed rail, "Civilization of neighboring passengers" and "Air quality" which one do you think is more important?

<input type="radio"/> Civilization of neighboring passengers
<input checked="" type="radio"/> Air quality
<input type="radio"/> Equally important

*20. Compared with "Civilization of neighboring passengers", to what degree is "Air quality" more important?

<input type="text"/>

*21. When riding a high-speed rail, "Civilization of neighboring passengers" and "Temperature suitability" which one do you think is more important?

<input checked="" type="radio"/> Civilization of neighboring passengers
<input type="radio"/> Temperature suitability
<input type="radio"/> Equally important

*22. Compared with "Temperature suitability", to what degree is "Civilization of neighboring passengers" more important?

<input type="text"/>

*21. When riding a high-speed rail, "Civilization of neighboring passengers" and "Temperature suitability" which one do you think is more important?

<input type="radio"/> Civilization of neighboring passengers
<input checked="" type="radio"/> Temperature suitability
<input type="radio"/> Equally important

*23. Compared with "Civilization of neighboring passengers", to what degree is "Temperature suitability" more important?

<input type="text"/>

*24. When riding a high-speed rail, "Attendants' service attitudes" and "Seat comfort" which one do you think is more important?

<input checked="" type="radio"/> Attendants' service attitudes
<input type="radio"/> Seat comfort
<input type="radio"/> Equally important

*25. Compared with "Seat comfort", to what degree is "Attendants' service attitudes" more important?

<input type="text"/>

*24. When riding a high-speed rail, "Attendants' service attitudes" and "Seat comfort" which one do you think is more important?

<input type="radio"/> Attendants' service attitudes
<input checked="" type="radio"/> Seat comfort
<input type="radio"/> Equally important

*26. Compared with "Attendants' service attitudes", to what degree is "Seat comfort" more important?

<input type="text"/>

*27. When riding a high-speed rail, "Attendants' service attitudes" and "Power outlets and wireless network" which one do you think is more important?

<input checked="" type="radio"/> Attendants' service attitudes
<input type="radio"/> Power outlets and wireless network
<input type="radio"/> Equally important

*28. Compared with "Power outlets and wireless network", to what degree is "Attendants' service attitudes" more important?

<input type="text"/>

*27. When riding a high-speed rail, "Attendants' service attitudes" and "Power outlets and wireless network" which one do you think is more important?

<input type="radio"/> Attendants' service attitudes
<input checked="" type="radio"/> Power outlets and wireless network
<input type="radio"/> Equally important

*29. Compared with "Attendants' service attitudes", to what degree is "Power outlets and wireless network" more important?

<input type="text"/>

*30. When riding a high-speed rail, "Attendants' service attitudes" and "Catering price performance" which one do you think is more important?

<input checked="" type="radio"/> Attendants' service attitudes
<input type="radio"/> Catering price performance
<input type="radio"/> Equally important

*31. Compared with "Catering price performance", to what degree is "Attendants' service attitudes" more important?

<input type="text"/>

*30. When riding a high-speed rail, "Attendants' service attitudes" and "Catering price performance" which one do you think is more important?

<input type="radio"/> Attendants' service attitudes
<input checked="" type="radio"/> Catering price performance
<input type="radio"/> Equally important

*32. Compared with "Attendants' service attitudes", to what degree is "Catering price performance" more important?

<input type="text"/>

*33. When riding a high-speed rail, "Attendants' service attitudes" and "Air quality" which one do you think is more important?

<input checked="" type="radio"/> Attendants' service attitudes
<input type="radio"/> Air quality
<input type="radio"/> Equally important

*34. Compared with "Air quality", to what degree is "Attendants' service attitudes" more important?

<input type="text"/>

*33. When riding a high-speed rail, "Attendants' service attitudes" and "Air quality" which one do you think is more important?

- Attendants' service attitudes
- Air quality
- Equally important

*35. Compared with "Attendants' service attitudes", to what degree is "Air quality" more important?



*36. When riding a high-speed rail, "Attendants' service attitudes" and "Temperature suitability" which one do you think is more important?

- Attendants' service attitudes
- Temperature suitability
- Equally important

*37. Compared with "Temperature suitability", to what degree is "Attendants' service attitudes" more important?



*36. When riding a high-speed rail, "Attendants' service attitudes" and "Temperature suitability" which one do you think is more important?

- Attendants' service attitudes
- Temperature suitability
- Equally important

*38. Compared with "Attendants' service attitudes", to what degree is "Temperature suitability" more important?



*39. When riding a high-speed rail, "Seat comfort" and "Power outlets and wireless network" which one do you think is more important?

- Seat comfort
- Power outlets and wireless network
- Equally important

*40. Compared with "Power outlets and wireless network", to what degree is "Seat comfort" more important?



*39. When riding a high-speed rail, "Seat comfort" and "Power outlets and wireless network" which one do you think is more important?

- Seat comfort
- Power outlets and wireless network
- Equally important

*41. Compared with "Seat comfort", to what degree is "Power outlets and wireless network" more important?



*42. When riding a high-speed rail, "Seat comfort" and "Catering price performance" which one do you think is more important?

- Seat comfort
- Catering price performance
- Equally important

*43. Compared with "Catering price performance", to what degree is "Seat comfort" more important?



*42. When riding a high-speed rail, "Seat comfort" and "Catering price performance" which one do you think is more important?

<input type="radio"/> Seat comfort
<input checked="" type="radio"/> Catering price performance
<input type="radio"/> Equally important

*44. Compared with "Seat comfort", to what degree is "Catering price performance" more important?

<input type="text"/>

*45. When riding a high-speed rail, "Seat comfort" and "Air quality" which one do you think is more important?

<input checked="" type="radio"/> Seat comfort
<input type="radio"/> Air quality
<input type="radio"/> Equally important

*46. Compared with "Air quality", to what degree is "Seat comfort" more important?

<input type="text"/>

*45. When riding a high-speed rail, "Seat comfort" and "Air quality" which one do you think is more important?

<input type="radio"/> Seat comfort
<input checked="" type="radio"/> Air quality
<input type="radio"/> Equally important

*47. Compared with "Seat comfort", to what degree is "Air quality" more important?

<input type="text"/>

*48. When riding a high-speed rail, "Seat comfort" and "Temperature suitability" which one do you think is more important?

<input checked="" type="radio"/> Seat comfort
<input type="radio"/> Temperature suitability
<input type="radio"/> Equally important

*49. Compared with "Temperature suitability", to what degree is "Seat comfort" more important?

<input type="text"/>

*48. When riding a high-speed rail, "Seat comfort" and "Temperature suitability" which one do you think is more important?

<input type="radio"/> Seat comfort
<input checked="" type="radio"/> Temperature suitability
<input type="radio"/> Equally important

*50. Compared with "Seat comfort", to what degree is "Temperature suitability" more important?

<input type="text"/>

*51. When riding a high-speed rail, "Power outlets and wireless network" and "Catering price performance" which one do you think is more important?

<input checked="" type="radio"/> Power outlets and wireless network
<input type="radio"/> Catering price performance
<input type="radio"/> Equally important

*52. Compared with "Catering price performance", to what degree is "Power outlets and wireless network" more important?

<input type="text"/>

*51. When riding a high-speed rail, "Power outlets and wireless network" and "Catering price performance" which one do you think is more important?

<input type="radio"/> Power outlets and wireless network
<input checked="" type="radio"/> Catering price performance
<input type="radio"/> Equally important

*53. Compared with "Power outlets and wireless network", to what degree is "Catering price performance" more important?

<input type="text"/>

*54. When riding a high-speed rail, "Power outlets and wireless network" and "Air quality" which one do you think is more important?

<input checked="" type="radio"/> Power outlets and wireless network
<input type="radio"/> Air quality
<input type="radio"/> Equally important

*55. Compared with "Air quality", to what degree is "Power outlets and wireless network" more important?

<input type="text"/>

*54. When riding a high-speed rail, "Power outlets and wireless network" and "Air quality" which one do you think is more important?

<input type="radio"/> Power outlets and wireless network
<input checked="" type="radio"/> Air quality
<input type="radio"/> Equally important

*56. Compared with "Power outlets and wireless network", to what degree is "Air quality" more important?

<input type="text"/>

*57. When riding a high-speed rail, "Power outlets and wireless network" and "Temperature suitability" which one do you think is more important?

<input checked="" type="radio"/> Power outlets and wireless network
<input type="radio"/> Temperature suitability
<input type="radio"/> Equally important

*58. Compared with "Temperature suitability", to what degree is "Power outlets and wireless network" more important?

<input type="text"/>

*57. When riding a high-speed rail, "Power outlets and wireless network" and "Temperature suitability" which one do you think is more important?

<input type="radio"/> Power outlets and wireless network
<input checked="" type="radio"/> Temperature suitability
<input type="radio"/> Equally important

*59. Compared with "Power outlets and wireless network", to what degree is "Temperature suitability" more important?

<input type="text"/>

*60. When riding a high-speed rail, "Catering price performance" and "Air quality" which one do you think is more important?

<input checked="" type="radio"/> Catering price performance
<input type="radio"/> Air quality
<input type="radio"/> Equally important

*61. Compared with "Air quality", to what degree is "Catering price performance" more important?

<input type="text"/>

*60. When riding a high-speed rail, "Catering price performance" and "Air quality" which one do you think is more important?

- Catering price performance
- Air quality
- Equally important

*62. Compared with "Catering price performance", to what degree is "Air quality" more important?

*63. When riding a high-speed rail, "Catering price performance" and "Temperature suitability" which one do you think is more important?

- Catering price performance
- Temperature suitability
- Equally important

*64. Compared with "Temperature suitability", to what degree is "Catering price performance" more important?

*63. When riding a high-speed rail, "Catering price performance" and "Temperature suitability" which one do you think is more important?

- Catering price performance
- Temperature suitability
- Equally important

*65. Compared with "Catering price performance", to what degree is "Temperature suitability" more important?

*66. When riding a high-speed rail, "Air quality" and "Temperature suitability" which one do you think is more important?

- Air quality
- Temperature suitability
- Equally important

*67. Compared with "Temperature suitability", to what degree is "Air quality" more important?

*66. When riding a high-speed rail, "Air quality" and "Temperature suitability" which one do you think is more important?

- Air quality
- Temperature suitability
- Equally important

*68. Compared with "Air quality", to what degree is "Temperature suitability" more important?