

**MASTER COPY OF 18 COMPLETED, 10 FOLLOW-UPS**

**Please complete as quickly and honestly as you can. The aim of this study is to understand how you feel about your visit and the experiences and feelings it involved for you.**

**If you don't wish to answer a question, just move on to the next. If you need more room for your answers, use the blank sheet to clearly state the question number and add to your answer.**

***Indicates likely follow-up; all questions may prompt follow-up, note on questionnaire***

**1. Tell me about your feelings about the site before you planned your visit.**

- I have always wanted to visit **10 (6) A1,2,3 WHEN OTHERS HAVE MENTIONED VISIT; A4, 5, 6 WHEN SEEN ON TV/FILM**
- I did not really want to visit **(0)**
- I had never really thought about visiting **7 (3)**  
**C 1,2,3: UNTIL/WHEN WE STARTED THINKING ABOUT/DECIDED ON KRAKOW AS HOLIDAY DESTINATION – DEFINITELY WANTED TO VISIT**
- I have visited before and returned **1 (1) D1**

**because.....**

- A1. To actually see where terrible things took place; pay my respects
- A2 Look at the reality of it, maybe how these things can happen**
- A3 Take in the reality, what it was really like for them, just the horror
- A4 Remember the people that were here, and what happened
- A5 Pay respects and remember, you know, and pass that on
- A6 To think about how people suffered and the inhumanity that goes on, and in a way honour them
- C1 You've got to, if you can, haven't you? Just a one-off experience and a privilege really
- C2 It's the chance of a lifetime in a way, if you came to Poland you'd regret it all your life
- C3 Can't miss the opportunity, you owe it to the people who died here in a way as well
- D1 Visited 3 years ago but was very rushed on the bus tour, came back with my partner to do it on our own this time**

**2. Did you look for information about the site before your visit?**

Where? ALL – INTERNET; ALL – TRIPADVISOR

A1, A3,4,5 ORGANISATION WEBSITE

D1 ORGANISATION WEBSITE

.....

Why? ALL – BASIC INFORMATION – OPENING, TRAVEL ETC

A1 We wanted some backgrounds, practical stuff but as well some of the history of the place itself.

A3 Checking different tour companies, because you can get ripped off or whatever. And just looking what to expect off the Auschwitz site, but there's too much information in a way, probably I'll look at it again after this though

## APPENDIX 5: ETHNOGRAPHIC QUESTIONNAIRE MASTER TRANSCRIPTS

A4 We always check about disability, access, and it does warn you about that, you know the walking. And you think about, you want to be prepared, it is upsetting.

A5 Just to make sure we could fit everything in, and know a bit more what to expect when we got there, and it is really confusing.

C4 We checked the tours, there's so many and we wanted to do Schindlers as well so trying to plan that in. We only had 4 days (in Krakow) and this is the second day.

D1 – because we were doing it independently we wanted to know about the layout a bit more and things we had missed, and didn't want to miss, so we looked at the website. And how to get there on our own, we didn't have a clue, so TripAdvisor for that. And you know tips about getting round, getting in early and so on.

### **What did you find out?**

#### ALL - BASIC INFORMATION

A1 We didn't realise it would be free but we also didn't realise how far it is, so there's all the tour companies of course they charge different rates so it isn't really free as such. The Tripadvisor forum as well – top tips about the walking and the time, it is miles and we might not have known that. And some people mentioned the crowds, well you can't tell from the website or photos but it is just... we didn't realise, there was even a crush in the corridor parts. Then you're glad to get into the open space in a way, at Birkenau, but you're a bit lost at the same time. Because it's almost too big then, even with all the others, we knew there was a shuttle so it was separate but the size of it, again it's the reality. I mean that's why you come isn't it partly, this is it. This is how it was, and there was even more, it's too much to take in. But in a way I wish I'd looked at the website more, or got a book or something because some of it I feel like I'm not taking it in.

A2 You've almost, well you have got to go on a tour, you can't just come up and go in or whatever, it's all accompanied. So we had to take that on board, the cost of that and the planning for that. And it's quite, we checked the guidelines and so on, it's full on. And you've got to do a full day, so that meant saving the Schindler Museum and things for tomorrow, and it still isn't long enough you know.

A3 The size of it, and being in 2 parts, we got that off TripAdvisor more than the website because its very, its quite academic that, I mean a lot of information about the history but maybe not as much practical as TripAdvisor. But you still don't get it, the scale of it, until you get here and it's just... you couldn't realise it.

A4 The scale of it, which could put you off because of the mobility issues and, you know, going slow. So we got recommended, our tour company, it takes longer but they have the breaks and the small groups. We've seen massive groups in here going like hell, one lady is doing it in 2 hours because they have got the mines later, the same day that is. Which we couldn't have done. And that was from TripAdvisor really, but the website does come across as it's not great. If walking is a problem and so on. But you don't understand the size of it, even though I know we've missed out a lot here (Auschwitz 1), it's at the other site that you look at it and you think... it's like fields. The size of it. You can't, really, visualise it as it would have been. Obviously you can't, but as well it's just so many of us, groups, modern people you know. Coming and going. But on the website, you could go on forever. Photos and all the back story, and I'm glad we saw some of the photos and the stories about, just separate, the actual families and people.

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A5 It's a long way, you think it's nearer because it's top of the list of attractions but it's the whole day gone, you can't do much else without pushing it. There's a lot on the website about the background, the history, but you don't realise how busy it is for a museum. I mean it's actually too much really. I felt just, I don't know, zoned out after we'd done this (Auschwitz 1). And I could have done with a break really, I think everyone was the same. Then we got the bus and it's just another, knockout really, the scale of it. And we had free time to just walk around but it was hundreds of them. Of us. And we none of us knew where we were going, then there are signs but they don't guide you really. I don't know if there would have been a layout, I didn't see on the website, or an app. I don't know. Just exhausting.

A6 Nothing that really prepared me for it, it's not what I, I don't know what I imagined. More like a museum and some, layouts or buildings as they would have been. You recognise the parts, the gates and the trainlines and the tower and so on. But they are not together, they are in totally different places. It's not, all in one if you get me. I mean of course it was a camp, I realise now what that involved more, it's more complicated than you think.

C1 From the reviews I knew it would be busy and useful things like to take a drink, wearing these shoes – I've seen some ridiculous shoes today! But I feel sorry for some of the older ones, they are paying their respects but it's too much for a day trip, and the pace of it. So they should make that clearer really, or break it up more. There's nowhere to stop and sit down either, or you feel bad because it's disrespectful, on a wall or whatever. And the website I had a quick look but it isn't user friendly, but they give the impression it's more respectful than it is. Everyone's taking photos where you're not supposed to, which was in the rules, and some of the behaviour, it's just not on. Because pushing and shoving and things... because there's too many really, it was bedlam in the buildings. Which you wouldn't realise beforehand.

C2 We just got the basics. I mean we didn't go into the details, because that's what you come for, the experience of it. The reality.

C3 I realised it was going to be more of an undertaking, it's not like a museum visit where you see everything in one go. But I wish I had done more, because it's too much to take in. And there isn't time for questions or

D1 Off Tripadvisor, a lot of helpful stuff about getting here as early as we did, the buses and we're getting a taxi back thank god, and that was advice we got. Last time it was all kind of done for you, but we were dragged about on the day so this has been more what we were after. You don't realise that you can do it yourself fairly easy, and quite cheap, I don't think they encourage it. But looking at the website to plan, a kind of route, a way round, we just couldn't get it. But the blocks, buildings, the different countries and themes, we realised that off the website and that's what we missed last time. And on the guided tour you get all the.. you know, to be honest, the tourist, the horror stuff. The ovens, the hair, the shooting wall. That's the plan they've all got and because we saw that last time we could avoid these crowds, there was hardly anyone in some of the exhibitions. We have taken our time because we didn't have to worry about missing out. You could spend a whole day here and then all over again at Birkenau. Which, the shuttle bus is for anyone, that's free.

**3. What is your main reason for visiting today?**

- A1 To witness the reality, and pay my respects in a way.
- A2 To remember what happened and maybe learn more about the reality of the place, not just the films or whatever. Out of respect.
- A3 Seeing the actual places where people lived, and died, and having that experience.
- A4 As a tribute really for what happened here, and the Holocaust itself.
- A5 To try and learn about what happened here, and put myself in their shoes... that sounds awful! But to be in the same place years later and think, we're remembering you, you weren't forgotten.
- A6 Partly to pay respects. And it's once in a lifetime, this kind of thing, this, to take part in showing respect.
- C1 Just, seeing the actual place where it all happened. And why. Because it's unbelievable really.
- C2 You're not going to get the chance again, really, to see a place like this, you just feel like it's something you've got to do, especially when you're in Poland anyway.
- C3 Paying respects, to the people who died here, and seeing it in real life.
- D1 To find out more about the place, to do it justice. To learn about, not just the surface, what you see on TV, to really think about it. It's an incredible thing to be here.

**4. Tell me how you *expected to feel* here today.**

- I had no idea (4... ALL FOLLOW-UPS 'but maybe')
- One or some of the following (please circle those that apply):  
**Sad (18) angry (4 C3: SO ANGRY ABOUT WHAT HAPPENED HERE) humble (18 – A1,2,3,4,5,6; C1,2,3;) happy— disappointed- excited (1) C1 IN A WAY, BECAUSE IT'S SUCH A PRIVILEGE) fascinated (6) enlightened (14) frightened (2) ~~belonging~~ important (1) C2 – NOT MYSELF, BUT IT'S IMPORTANT TO BE HERE) ~~bored-~~ ashamed (5) interested (18) positive (1) D1– ABOUT BEING HERE) negative (9) amazed (1) proud (1) respectful (18) grateful (17)**

Any other strong feelings **About?**

**SORRY (2)**

**LUCKY (2) C3 FOLLOW-UP TO LIVE MY LIFE, HAVE MY FREEDOM**

**DISGUST (1)**

**5. Tell me what you *expected to do* here today**

- I had no expectations
- One or some of the following (please circle those that apply):

Learn (18)  
 believe (1)  
 feel emotion (18)  
 discover (10)  
 remember (11) A1,3,5 & C2 – OTHERS, THOSE WHO DIED HERE; A2, C1, C3, D1 WHAT HAPPENED HERE  
 ask questions (7)

## APPENDIX 5: ETHNOGRAPHIC QUESTIONNAIRE MASTER TRANSCRIPTS

see (18)  
commemorate (15)  
witness (14)  
share (5)  
listen (18)  
talk (4)  
reflect (16)  
enjoy (0)  
regret (9) A1,2,3; C1,2; D1 FOLLOW-UP ALL – WHAT HAPPENED; A1,2; D1 WHAT'S STILL  
HAPPENING/HAPPENING NOW - IN THE WORLD; WITH WAR AND PERSECUTION, SYRIA, EVERYWHERE  
Change (2) C2 EXPECTED TO FEEL DIFFERENT SOMEHOW  
make a point (2) A2 THE POINT THAT WE REMEMBER, THAT THEY'RE NOT FORGOTTEN  
question (1) D1 – MAYBE EVEN QUESTION MYSELF, WHY I'VE COME, WHY WE ALL DO – LIKE WE'RE DOING  
NOW I SUPPOSE WITH THIS  
take photos (14)  
pay respect (18)

### **Any other expectations *About?***

TO WALK (1)

TO CRY (3)

### **6. Tell me about the background to today's visit:**

It's part of a booked coach trip (17)  
It's part of an independent visit – you made your own way here (1)  
You're travelling alone  
You're travelling with others (family/friends/group) (17)  
It's part of a holiday to Poland (18)  
It's part of an itinerary – you have other trips scheduled today (1)

### **Any other comments**

ALSO VISITING SCHINDLER'S MUSEUM & POSSIBLY JEWISH QUARTER  
PART OF HOLIDAY TO POLAND AND ELSEWHERE

### **7. Which of these did you experience in your visit today?**

#### **Memorable because?**

- a) A guided tour 18
- b) Both sites (Auschwitz and Birkenau sites) 18
- c) Other places or items:
  - I. DEATH WALL (12) (IT WAS: SHOCKING (1); HAUNTING (1); QUIET (1))
  - II. CREMATORIA (13) (IT WAS: SHOCKING (5); UNBELIEVABLE (5); SICKENING (1) PEOPLE TOOK PHOTOS (1))
  - III. GAS CHAMBER (7) CAN'T BELIEVE WHAT HAPPENED/UNBELIEVABLE (5); UNSPEAKABLE (1); INHUMANITY OF IT (1)
  - IV. GALLOWS (11) JUSTICE (1); DIDN'T REALISE IT WAS A REPLICA (1)
  - V. BUNKHOUSE (9) YOU COULD IMAGINE THE PEOPLE LYING THERE (1) SO SAD (3) SO HUMAN (1)
  - VI. BOXCAR/TRAIN CARRIAGE (6) HARROWING (1); DEPRESSING (2); MAKING IT FEEL REAL (3); IMAGINING THOSE POOR PEOPLE (1) SOMEONE CLIMBING ON IT, DISGRACEFUL (1)
  - VII. WATCHTOWER AT BIRKENAU (8) EERIE (1) UPSETTING (1) UNCOMFORTABLE (1) CREEPY (1) SAD (1)

VIII. NATIONAL EXHIBITION BLOCKS (1) **HIDDEN GEMS – ALL THE DIFFERENT PERSPECTIVES OR VERSIONS OF THE TRUTH.**

IX. THE PLACE WITH THE PRIEST/ THE STANDING CELL (2) **YOU COULD JUST IMAGINE THE PRIEST, IT MADE IT SEEM REAL (1)**  
**Memorable because?**

**8. Would you describe yourself as a tourist ?**

**Yes (11)**

+But not like some of the ones today (1)

+But I am RESPECTFUL! (1)

+Sorry! (1)

3 FOLLOWUPS:

A1 But it doesn't mean I am not very serious about today.

A2 We're not all the same though! Some of the people here today, just not respectful were they? Pushing in to take photos and all the rest. That's typical tourist and it tars us all with that brush.

A4 I'm very lucky to be a tourist. To see the world, it's a privilege.

**No ( 4) 3 FOLLOW-UPS)**

C2: Even though I suppose I am, I hope I'm not like some of the typical tourists who can just spoil it for everyone.

A1: I wouldn't today, no, I am visiting to pay tribute.

A6 I am this week but when you visit somewhere like this it's a different thing altogether.

**Don't know (4) 2 FOLLOW-UPS**

D1 FOLLOW UP I am, but don't feel that's what I'm being today. I feel more like a visitor if that makes sense?

A3 It depends what you mean by tourist. I want to see the real places, not just take photos.

**9. Tell me how you felt during your visit here today.**

Not sure 1 + 4 (but...)

One or some of the following (please circle those that apply):

**Sad 16**

**angry 5**

**humble 11**

**happy 1 (happy as in glad that I came**

**disappointed (4) + somewhat; +(slightly); +in other people!**

**FOLLOWUPS: C3: Felt we missed out on some things. C2: We didn't have more time.**

~~excited~~ ~~fascinated~~ **enlightened (2)** **frightened (1)** ~~belonging~~ ~~important~~  
~~bored~~ **ashamed (9)** **interested (11)** **positive (1)** **negative (12)** ~~amazed~~ ~~proud~~

**Any other strong feelings *About?***

**TIRED (3)**

**DISGUSTED (2)**

**DEPRESSED:**

**HUMANITY**

**HOW THINGS DON'T CHANGE**

**FOLLOWUP: C1 HOW TERRIBLE IT WAS FOR SO MANY PEOPLE, IT'S JUST DEVASTATING**

FOLLOWUP: A1/2; C1/2; FEEL SOMEWHAT NUMB; DON'T FEEL AS MUCH AS I THOUGHT BECAUSE STILL PROCESSING; HASN'T REALLY HIT ME YET; SO MANY PEOPLE COULDN'T FEEL IT AS MUCH AS EXPECTED;

A3 JUST WORN OUT – NOT JUST THE WEAR & TEAR AND THE HEAT, BUT TAKING SO MUCH IN, AND SO MUCH MISERY. ITS WEARING BUT OF COURSE HOW CAN YOU COMPLAIN?

A4 FEEL SO PRIVILEGED TO LIVE THE LIFE I DO AND SO ASHAMED IN A WAY THAT IT'S SO UNFAIR

C3 SO TIRED I THINK I NEED TIME TO RECOVER, AND I MIGHT FEEL DIFFERENTLY ABOUT SOME OF IT

D1 FAR MORE CHANCE TO EXPRESS FEELINGS THIS TIME ROUND, TALKING TO MY PARTNER AND TAKING BREAKS TO REFLECT. I THINK I WILL REMEMBER. LEARN, A LOT MORE FROM THIS. AND I FEEL MORE ANGRY THAN I THOUGHT I WOULD, AS WELL AS SO SO SAD.

**10. Tell me what you did here today**

One or some of the following (please circle those that apply):

Learned (9)  
believed 2)  
discovered (10)  
remembered (17)  
commemorated (12)  
thanked (16)  
followed (14)  
witnessed (9)  
shared (2)  
thought (17)  
listened (18)  
talked (2)  
reflected (11)  
~~enjoyed~~ ~~regretted~~ ~~changed~~ ~~made a point~~  
questioned (2)  
felt emotion (18)  
saw (18)  
Anything else??

**Cried (1)**

**Walked! (1)**

**Took photos (5)**

**11. Do you think this site has an important message for visitors?**

- No
- Not sure
- Yes (18)

**How would you explain that message?**

Never forget/always remember (12)

Man's inhumanity to man (1)

This mustn't happen again/history mustn't repeat itself/Never again (10)

**12. Do you think visitors and tourists have a role to play in sharing the message?**

- No
- Not sure
- Yes (18)

**How would you describe that role?**

Tell others/talk to others (18)

Remember/keep the memory alive (12)

Do unto others... (1)

Making a pilgrimage (1)

**13. If you could send a message to the managers of this site, what would it be?**

(PLEASE).....MANAGE THE NUMBERS BETTER/CROWD CONTROL! (8\_

MORE/BETTER SIGNAGE (TO HELP WORK WAY ROUND) (2)

GUIDES: AREN'T BRILLIANT/NEED TO GO SLOWER/HAVE MORE PATIENCE/TAKE DIFFERENT PATH TO AVOID CRUSH (4)

STAFF TRAINING/IDENTIFICATION/SUPPORT/CUSTOMER SERVICE (6)

THANK YOU (5)

HELP PEOPLE NAVIGATE ON THEIR OWN – GUIDED TOURS AREN'T FOR EVERYONE (1)

CONSIDER THOSE WITH DISABILITY AND MOBILITY PROBLEMS (2)

WHERE IS THE LGBT EXPERIENCE? (1)

I WOULD HAPPILY HAVE MADE A DONATION

MORE SPACES/SEATS/AREAS TO STOP AND THINK/REST/REFLECT (4)

**14. Will you share your experiences on your visit with others?**

- No
- Don't know
- Yes (18)

**When and where?**

I have on my Instagram/social media (3)

Later today on social media (5)

During my holiday on social media

When home with friends/family

**Why?** Amazing/unforgettable experience (3); everyone should go (8); people are/will be fascinated/really interested (11); spread the word (2)

**15. Would you advise others to visit this site?**

Don't know (3) + If very young or easily upset possibly not +DEPENDS ON THE INDIVIDUAL FOLLOW-UP A3 It would depend – I saw some young children and I don't think that's suitable. And if you have certain disability I think you could really struggle and not get much from the visit.

Yes (16)

**Why?**

ONCE IN A LIFETIME OPPORTUNITY/IF YOU GET THE CHANCE YOU HAVE GOT TO TAKE IT/SUCH A UNIQUE EXPERIENCE (9)

N/A 3

SEEING IS BELIEVING (1)

**IT IS A MUST-SEE, ISN'T** (1)

**16. What, if anything, would you change about your experience today?**

THE CROWDS/ AMOUNT OF TOURISTS (9) **SPOILS THE EXPERIENCE/SEEMS DISRESPECTFUL AND CHANGES ATMOSPHERE/ CAN'T REFLECT PROPERLY ON EXPERIENCE/COULDN'T SEE OR PAUSE TO TAKE THINGS IN/STRESSFUL**

GO MORE SLOWLY/TAKE TIME/TIMING (11) **SEEMS DISRESPECTFUL TO RUSH THROUGH; CAN'T PROCESS WHAT'S BEING SHOWN; NO TIME FOR QUESTIONS/DISCUSSION; LEAVING PEOPLE BEHIND; NOT FAIR ON OLDER VISITORS; DIDN'T FEEL HAD ANY CONTROL;**

SOME FREE TIME/MORE RESTS/BREAKS (9) **TO APPRECIATE IT MORE/ REFLECTION/DEAL WITH FEELINGS/FEEL MORE HUMAN!**

STAFF/GUIDES (4): **WEREN'T TREATED AS INDIVIDUAL/WITH RESPECT/MANNERS/UNWELCOMING**

NOTHING – AN AMAZING EXPERIENCE

**17. Which of the following describes your interests? (circle any that apply)**

History 14 travel 16 politics 4 culture 5 arts 5 media 11 society 15

**Other/more detail**

PEOPLE (1)

READING (2)

EDUCATION (2)

**18. Has visiting this site made you think more, or differently, about life and/or death?**

Don't know ( 4) +MAYBE APPRECIATE MORE

No

**Yes (16)**

**APPRECIATE MORE (6)**

**WE ONLY HAVE ONE LIFE/LIFE'S TOO SHORT (2)**

**SOME THINGS MAYBE EVEN WORSE THAN DEATH (1)**

.....

**THANK YOU FOR GIVING YOUR TIME & THOUGHT TO THIS STUDY.**