

GUAM VISITORS BUREAU China Visitor Tracker Exit Profile FY2015 Market Segmentation 1st QTR (OCT~DEC 2014)



Prepared by: QMark Research

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Background & Methodology

- All surveys were partially interviewer administered, as well as self-administered. Upon completion of the surveys, QMark's professional Chinese speaking interviewers double-checked each questionnaire for consistency and completeness, while the respondent is present.
- A total of **104** departing Chinese visitors were randomly interviewed at the Guam A.B. Wonpat International Airport's departure and waiting areas.
- The margin of error for a sample of **104** is +/- 9.8 percentage points with a 95% confidence level. That is, if all Chinese visitors who traveled to Guam in the same time period were asked these questions, we can be 95% certain that their responses would not differ by +/- 9.8 percentage points.



OBJECTIVES

- The specific objectives of the analysis were:
 - To determine the relative size and expenditure behavior of the following market segments:
 - Families
 - Traveling with children
 - Wedding/ Honeymooners
 - Office ladies
 - FITs
 - Group tours
 - 18-35
 - 25-55
 - Silvers
 - To identify (for all China visitors) the most important determinants of on-island spending; and
 - To identify the most significant factors affecting overall visitor satisfaction.



Highlighted Segments Parameters

- Families Q.6
- Wedding/ Honeymoon Q.5A
- Group Tour Q.7
- Office Lady Q.25/ female
- Silvers Q.D
- 18-35 Q.D
- 25-55 Q.D
- Child Q.6
- FITs Q.7



Highlighted Segments

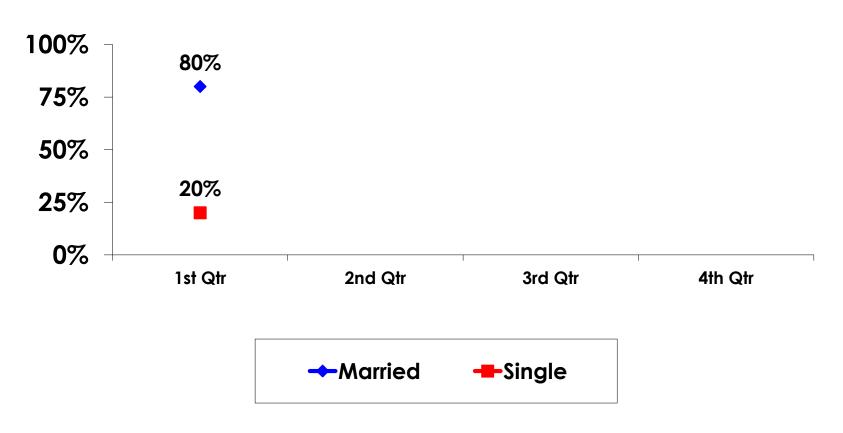
	1st QTR	2 nd QTR	3rd QTR	4th QTR
Families	67%			
Child	8%			
Wedding/ Honeymoon	12%			
Office Lady	10%			
FIT	37%			
Group Tour	1%			
Male 18-35	24%			
Female 18-35	31%			
Male 25-55	30%			
Female 25-55	49%			
Silver 60+	10%			
TOTAL	104			



SECTION 1 PROFILE OF RESPONDENTS



MARITAL STATUS -TRACKING



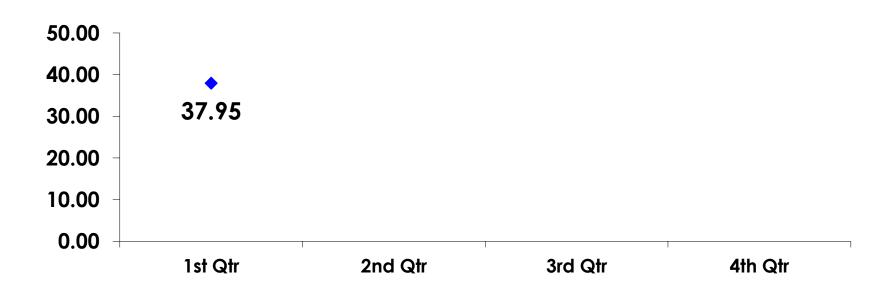


MARITAL STATUS-SEGMENTATION

			TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
			,	-	ı	,	-	ı	•		-		•	-
QE	Married	Count	83	61	10	8	9	1	10	17	23	26	40	27
		Column N %	80%	87%	83%	100%	90%	100%	100%	68%	72%	84%	78%	71%
	Single	Count	21	9	2	0	1	0	0	8	9	5	11	11
		Column N %	20%	13%	17%	0%	10%	0%	0%	32%	28%	16%	22%	29%
	Total	Count	104	70	12	8	10	1	10	25	32	31	51	38



AVERAGE AGE - TRACKING





AGE-SEGMENTATION

			TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
			-	-	-	-	-	-	-	-	-	-	-	-
QF	18-24	Count	8	5	1	0	0	0	0	5	3	0	0	4
		Column N %	8%	7%	8%	0%	0%	0%	0%	20%	9%	0%	0%	11%
	25-34	Count	43	32	8	3	7	0	0	18	25	18	25	17
		Column N %	41%	46%	67%	38%	70%	0%	0%	72%	78%	58%	49%	45%
	35-49	Count	29	15	1	3	3	1	0	2	4	9	20	11
		Column N %	28%	21%	8%	38%	30%	100%	0%	8%	13%	29%	39%	29%
	50+	Count	24	18	2	2	0	0	10	0	0	4	6	6
		Column N %	23%	26%	17%	25%	0%	0%	100%	0%	0%	13%	12%	16%
	Total	Count	104	70	12	8	10	1	10	25	32	31	51	38
QF	Mean		37.95	38.40	32.33	40.75	32.90	48.00	61.20	27.96	29.38	35.23	36.18	35.74
	Median		35	34	29	35	31	48	60	28	29	32	35	33

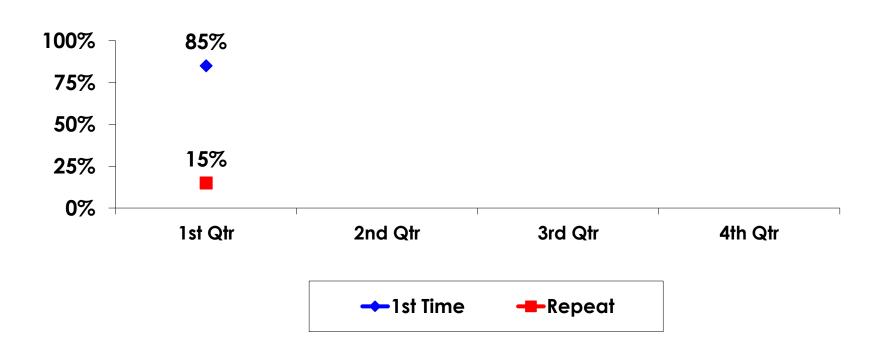


INCOME - SEGMENTATION

			TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
			-			-	-	-	-	-	-	-		-
Q26	<=CBY40K	Count	4	2	1	0	0	0	1	1	1	0	1	2
		Column N %	4%	3%	8%	0%	0%	0%	11%	4%	3%	0%	2%	6%
	CNY40K - CNY60K	Count	10	7	1	0	0	0	2	1	3	2	4	2
		Column N %	10%	10%	8%	0%	0%	0%	22%	4%	10%	6%	9%	6%
	CNY60K - CNY80K	Count	19	16	3	2	2	0	3	3	7	4	8	4
		Column N %	19%	24%	25%	29%	22%	0%	33%	12%	23%	13%	17%	11%
	CNY80K - CNY120K	Count	14	9	2	0	2	1	0	3	4	4	9	6
		Column N %	14%	13%	17%	0%	22%	100%	0%	12%	13%	13%	20%	17%
	CNY120K - CNY240K	Count	30	20	2	1	3	0	3	11	8	13	13	14
		Column N %	31%	29%	17%	14%	33%	0%	33%	44%	27%	42%	28%	39%
	CNY240K+	Count	20	13	3	4	2	0	0	5	7	8	11	8
		Column N %	20%	19%	25%	57%	22%	0%	0%	20%	23%	26%	24%	22%
	No Income	Count	1	1	0	0	0	0	0	1	0	0	0	0
		Column N %	1%	1%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
	Total	Count	98	68	12	7	9	1	9	25	30	31	46	36



PRIOR TRIPS TO GUAM - TRACKING



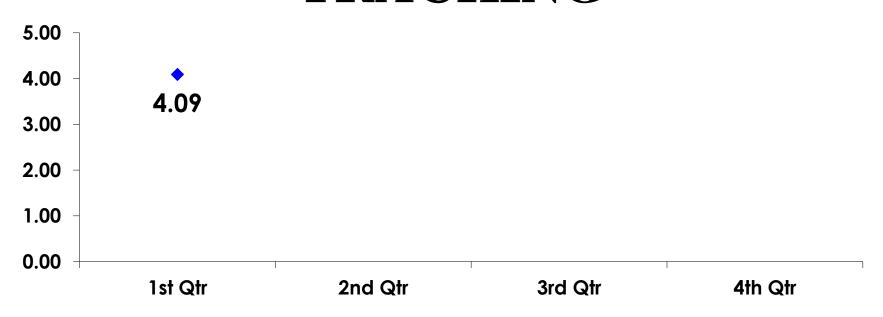


PRIOR TRIPS TO GUAM - SEGMENTATION

			TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
			1	-	-	-	-	-	-	-	-	-	ı	-
Q3A	Yes	Count	82	56	11	7	9	1	6	21	28	25	41	27
		Column N %	85%	88%	92%	88%	90%	100%	75%	84%	90%	81%	85%	73%
	No	Count	15	8	1	1	1	0	2	4	3	6	7	10
		Column N %	15%	13%	8%	13%	10%	0%	25%	16%	10%	19%	15%	27%
	Total	Count	97	64	12	8	10	1	8	25	31	31	48	37



AVG LENGTH OF STAY - TRACKING





AVG LENGTH OF STAY - SEGMENTATION

		TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
		1	1	•	-	-	-		•	ı	-	-	1
Q8	Mean	4.09	4.21	5.08	4.63	5.10	2.00	5.40	3.68	4.53	3.58	4.12	4.47
	Median	3	3	6	5	6	2	6	3	4	3	3	3



SECTION 2 TRAVEL PLANNING



TRAVEL PLANNING - SEGMENTATION

			TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
			-	-	-	•	-	-	-	-	-	-		-
Q7	Full package tour	Count	8	5	0	1	0	0	0	3	2	3	4	0
		Column N %	8%	7%	0%	13%	0%	0%	0%	12%	6%	10%	8%	0%
	Free-time package tour	Count	51	38	8	4	4	0	6	11	17	14	25	0
		Column N %	52%	57%	67%	50%	40%	0%	75%	44%	53%	45%	51%	0%
	Individually arranged	Count	38	23	4	3	5	0	2	11	12	14	18	38
	travel (FIT)	Column N %	38%	34%	33%	38%	50%	0%	25%	44%	38%	45%	37%	100%
	Group tour	Count	1	1	0	0	0	1	0	0	0	0	1	0
		Column N %	1%	1%	0%	0%	0%	100%	0%	0%	0%	0%	2%	0%
	Company paid travel	Count	1	0	0	0	1	0	0	0	1	0	1	0
		Column N %	1%	0%	0%	0%	10%	0%	0%	0%	3%	0%	2%	0%
	Total	Count	99	67	12	8	10	1	8	25	32	31	49	38



TRAVEL MOTIVATION - SEGMENTATION

		TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
		-	-	-	-	-	-	-		-		-	-
Q5A	Previous trip	6%	4%	0%	0%	11%	0%	10%	0%	6%	3%	8%	11%
	Price	18%	14%	0%	0%	11%	0%	10%	12%	16%	16%	20%	13%
	Visit friends/ Relatives	8%	6%	0%	0%	0%	0%	20%	8%	3%	6%	8%	13%
	Recomm- friend/family/trvl agnt	20%	19%	8%	13%	0%	0%	30%	16%	16%	16%	20%	18%
	Scuba	10%	10%	33%	0%	11%	0%	0%	12%	16%	13%	10%	13%
	Water sports	17%	17%	42%	13%	11%	0%	0%	8%	35%	13%	24%	18%
	Short travel time	33%	34%	33%	38%	22%	0%	40%	48%	32%	45%	24%	29%
	Relax	37%	41%	17%	25%	22%	0%	50%	44%	42%	32%	34%	32%
	Company/ Business Trip	1%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	3%
	Convention/ Trade/ Conference	1%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	3%
	Safe	20%	26%	25%	38%	11%	100%	50%	32%	16%	26%	12%	13%
	Natural beauty	69%	73%	75%	88%	89%	100%	70%	76%	71%	74%	70%	66%
	Shopping	56%	60%	58%	50%	56%	0%	50%	48%	55%	71%	54%	55%
	Career Cert/ Testing	4%	0%	8%	0%	0%	0%	0%	12%	3%	10%	2%	11%
	Married/ Attn wedding	4%	6%	33%	25%	0%	0%	0%	4%	3%	3%	6%	0%
	Honeymoon	9%	11%	75%	0%	22%	0%	0%	12%	19%	10%	10%	11%
	Pleasure	9%	11%	0%	13%	0%	0%	10%	12%	13%	10%	6%	3%
	No visa requirement	6%	7%	0%	0%	0%	0%	30%	0%	0%	6%	2%	0%
	Other	3%	1%	0%	0%	0%	0%	0%	4%	3%	0%	2%	5%
	Total Co	unt 103	70	12	8	9	1	10	25	31	31	50	38



INFORMATION SOURCES - SEGMENTATION

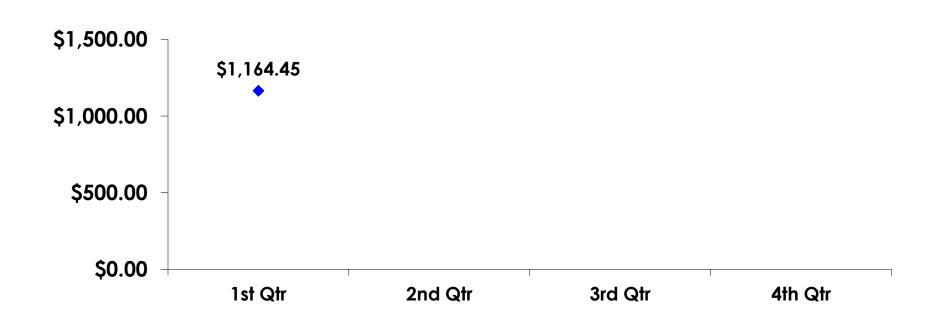
				WEDDING			GROUP			FEMALE 18-		FEMALE 25-	
		TOTAL	FAMILY	НИУМООИ	CHILD	OFFICE LADY	TOUR	SILVER 60+	MALE 18-35	35	MALE 25-55	55	FIT
		-	-	-	-	-	•	-	-	•	•	-	-
Q1	Internet	68%	71%	92%	75%	67%	100%	30%	96%	77%	81%	66%	70%
	Friend/ Relative	49%	46%	50%	38%	44%	0%	50%	44%	42%	48%	52%	65%
	Travel Guidebook- Bookstore	19%	20%	42%	38%	22%	0%	30%	16%	26%	23%	18%	8%
	Travel Agent Brochure	12%	14%	25%	13%	0%	0%	20%	12%	13%	16%	8%	3%
	Co-Worker/ Company Trvl Dept	10%	9%	0%	13%	11%	100%	0%	8%	10%	10%	12%	16%
	GVB Promo	7%	7%	0%	13%	11%	0%	0%	4%	13%	3%	8%	8%
	Prior Trip	7%	7%	8%	0%	0%	0%	20%	4%	3%	10%	4%	11%
	Magazine (Consumer)	6%	7%	8%	0%	11%	0%	0%	8%	10%	6%	8%	3%
	TV	6%	4%	8%	0%	11%	0%	0%	4%	10%	3%	6%	0%
	Newspaper	4%	3%	0%	0%	0%	0%	10%	4%	3%	3%	2%	5%
	GVB Office	3%	4%	0%	0%	0%	0%	10%	0%	6%	0%	4%	3%
	Theater Ad	2%	1%	0%	0%	11%	0%	0%	4%	3%	3%	2%	3%
	Other	1%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	3%
	Consumer Trvl Show	1%	1%	0%	0%	11%	0%	0%	0%	3%	0%	2%	0%
	Total Co	unt 103	70	12	8	9	1	10	25	31	31	50	37



SECTION 3 EXPENDITURES



PREPAID EXPENDITURES TRACKING



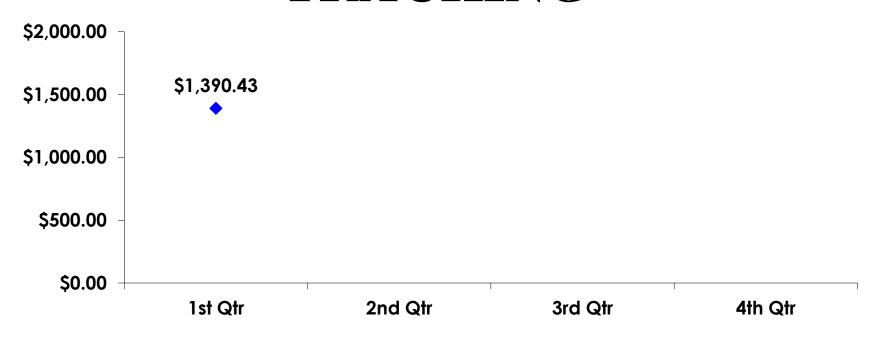


PREPAID EXPENDITURES PER PERSON SEGMENTATION

		TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
		101/1	IAMILI	THATMOON	CHILD	OTTIOL LADI	1001	SILVLIX OU.	WINEL 10-33	33	WIALL 23-33	3	1111
		-	-	-	-	-	-	-	-	-	-	-	-
PER PERSON	Mean	\$1,164.45	\$1,223.15	\$1,281.04	\$1,150.08	\$1,368.68	\$0.00	\$1,252.22	\$1,320.77	\$1,137.24	\$1,305.32	\$1,038.09	\$1,102.92
	Median	\$1,119	\$1,119	\$1,308	\$1,305	\$1,264	\$0	\$1,092	\$1,277	\$1,119	\$1,256	\$1,028	\$1,105
	Minimum	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Maximum	\$3,507	\$3,507	\$2,610	\$2,610	\$3,507	\$0	\$2,447	\$3,263	\$3,507	\$3,263	\$3,507	\$2,447



ON-ISLAND EXPENDITURES TRACKING



$$YTD = $1,390.43$$



ON-ISLAND EXPENDITURES PER PERSON SEGMENTATION

		TOTAL	FAMILY	WEDDING	CI III D	OFFICE LADY	GROUP	OILVED CO.	MALE 40.25	FEMALE 18-	MALE 25.55	FEMALE 25-	FIT
		TOTAL	FAMILY	HNYMOON	CHILD	OFFICE LADY	TOUR	SILVER 60+	MALE 18-35	35	MALE 25-55	55	FIT
		-	-	-	-	-	-	-	-	-	-	•	-
PER PERSON	Mean	\$1,390.43	\$1,228.80	\$1,187.50	\$944.96	\$896.67	\$0.00	\$1,118.33	\$1,507.64	\$1,368.70	\$1,667.19	\$1,357.65	\$1,350.74
	Median	\$1,000	\$655	\$475	\$880	\$350	\$0	\$800	\$1,000	\$675	\$1,250	\$500	\$1,000
	Minimum	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Maximum	\$10,000	\$10,000	\$3,700	\$2,500	\$3,000	\$0	\$3,600	\$4,000	\$10,000	\$4,500	\$10,000	\$4,500

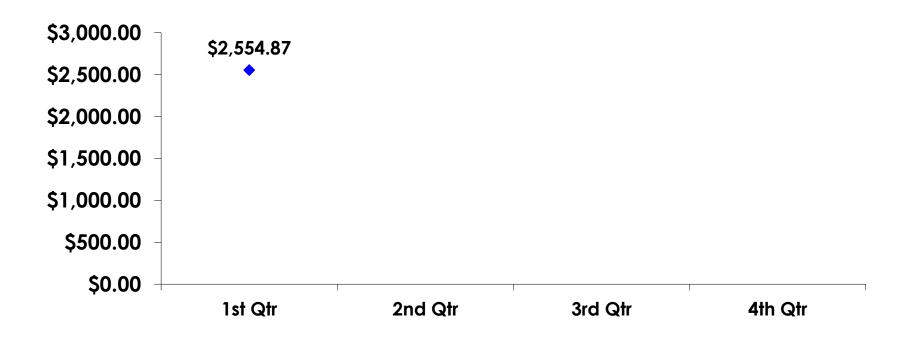


ON-ISLAND EXPENSE- BREAKDOWN

		1		WEDDING	1	·	000110				Г		
		TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
		-	-	-	-	-	-	-	-	-	-	-	-
AIR & HOTEL	Mean	\$2,019.97	\$2,070.30	\$2,406.20	\$3,371.40	\$2,077.22		\$2,125.83	\$2,533.99	\$2,058.40	\$2,324.20	\$1,795.53	\$2,202.28
	Median	\$1,631	\$1,631	\$2,529	\$2,610	\$1,876		\$1,402	\$2,284	\$1,387	\$1,958	\$1,142	\$1,631
	Minimum	\$636	\$653	\$653	\$2,610	\$636		\$653	\$653	\$636	\$653	\$636	\$653
	Maximum	\$6,525	\$6,525	\$4,078	\$4,894	\$4,894		\$6,525	\$6,525	\$5,214	\$6,525	\$5,214	\$5,220
AIR/ HOTEL/ MEAL	Mean	\$2,381.73	\$2,578.65	\$4,893.96	\$2,283.85	\$4,893.96		\$3,077.76	\$2,707.99	\$2,355.63	\$2,169.66	\$2,522.02	\$2,361.34
	Median	\$1,794	\$2,659	\$4,894	\$2,936	\$4,894		\$2,708	\$2,936	\$1,631	\$1,794	\$1,680	\$1,737
	Minimum	\$571	\$571	\$4,894	\$653	\$4,894		\$1,631	\$653	\$848	\$571	\$1,468	\$1,077
AIR ONLY	Maximum Mean	\$4,894	\$4,894	\$4,894	\$3,263	\$4,894		\$4,894	\$4,894	\$4,894 \$870.72	\$4,894	\$4,894	\$4,894
AIR ONLY	Median	\$859.23 \$750	\$1,101.14 \$1,223	\$489.40 \$489		\$619.90 \$620			\$874.82 \$979	\$870.72 \$763	\$1,223.49 \$1,223	\$770.80 \$701	\$914.23 \$775
	Minimum	\$750 \$162	\$1,223 \$489	\$489		\$489			\$162	\$489	\$979	\$489	\$162
	Maximum	\$1,484	\$1,468	\$489		\$750			\$1,484	\$1,468	\$1,468	\$1,468	\$1,484
HOTEL ONLY	Mean	\$393.60	\$687.87	\$301.79		\$265.09			\$301.79	\$497.55	\$587.28	\$391.92	\$422.41
	Median	\$302	\$587	\$302		\$265			\$302	\$294	\$587	\$257	\$302
	Minimum	\$ 163	\$302	\$302		\$228			\$302	\$228	\$ 587	\$163	\$198
	Maximum	\$1,175	\$1,175	\$302		\$302			\$302	\$1,175	\$ 587	\$1,175	\$1,175
HOTEL & MEAL	Mean												
	Median												
	Minimum												
	Maximum												
F&B HOTEL	Mean	\$326.26	\$326.26							\$326.26		\$326.26	
	Median	\$326	\$326	-						\$326		\$326	
	Minimum	\$326	\$326							\$326		\$326	
TRANS- HK	Maximum	\$326	\$326	raa ea					#40.47	\$326		\$326	
TRANS- HK	Mean Median	\$85.13	\$96.90	\$32.63 \$33	\$32.63 \$33			\$163.13 \$163	\$19.17	\$41.87 \$33	\$32.63	\$116.10 \$57	\$61.01 \$33
	Minimum	\$33 \$6	\$33 \$28	\$33	\$33			\$163	\$19 \$6	\$28	\$33 \$33	\$28	\$55 \$6
	Maximum	\$326	\$326	\$33	\$33			\$163	\$33	\$65	\$33	\$326	\$196
TRANS- GUAM	Mean	\$112.38	\$120.92	\$69.33	\$16.31	\$93.80		\$78.30	\$179.45	\$86.46	\$146.82	\$86.46	\$88.09
	Median	\$78	\$96	\$69	\$16	\$94		\$78	\$196	\$ 79	\$122	\$79	\$44
	Minimum	\$16	\$16	\$24	\$16	\$24		\$78	\$16	\$24	\$16	\$24	\$24
	Maximum	\$326	\$326	\$114	\$16	\$163		\$78	\$326	\$163	\$326	\$163	\$196
OPT TOURS	Mean	\$502.74	\$643.21	\$546.49	\$734.09	\$542.41		\$48.94	\$641.65	\$511.15	\$641.65	\$511.15	\$522.02
	Median	\$457	\$489	\$546	\$734	\$253		\$49	\$489	\$253	\$489	\$253	\$457
	Minimum	\$33	\$49	\$114	\$489	\$33		\$49	\$457	\$33	\$457	\$33	\$326
	Maximum	\$1,631	\$1,631	\$979	\$979	\$1,631		\$49	\$979	\$1,631	\$979	\$1,631	\$783
OTHER	Mean	\$799.35	\$815.66				·	·	\$766.72		·	\$489.40	\$766.72
	Median	\$767	\$816				·		\$767	·		\$489	\$767
	Minimum Maximum	\$489	\$489						\$767			\$489	\$767 #767
TOTAL	Maximum Mean	\$1,142 \$1,914.71	\$1,142 \$2.089.44	\$2,264.82	\$2,455.14	\$2,216.97	\$0.00	\$2,307.80	\$767 \$2,428.96	\$2.031.61	\$2,149.66	\$489 \$1,653.26	\$767 \$1,748.49
I STAL	Median	\$1,483	\$1,713	\$2,264.82 \$2,480	\$2,455.14	\$1,468	\$0.00	\$1,794	\$2,428.96	\$2,031.61 \$1,387	\$2,149.66	\$1,653.26 \$1,263	\$1,746.49
	Minimum	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,587	\$0	\$1,203	\$0
	Maximum	\$7,015	\$7,015	\$4,894	\$4,894	\$7,015	\$0	\$7,015	\$6,525	\$7,015	\$6,525	\$7,015	\$5,220
L		47,010	+.,0,0	₩1,007	+1,004	\$7,0,0	+0	27,010	20,020	\$1,0.0	70,020	\$1,0.0	+5,220



TOTAL EXPENDITURES – TRACKING



YTD=\$2,554.87



TOTAL EXPENDITURES PER PERSON - SEGMENTATION

		TOTAL	FAMILY	WEDDING HNYMOON	CHILD	OFFICE LADY	GROUP TOUR	SILVER 60+	MALE 18-35	FEMALE 18- 35	MALE 25-55	FEMALE 25- 55	FIT
		-	-		-	-	-	-	•	-	-	•	-
TOTAL PER PERSON	Mean	\$2,554.87	\$2,451.96	\$2,468.54	\$2,095.04	\$2,265.35	\$0.00	\$2,370.56	\$2,828.41	\$2,505.94	\$2,972.51	\$2,395.74	\$2,453.65
	Median	\$2,150	\$2,052	\$2,110	\$2,061	\$2,413	\$0	\$2,292	\$2,142	\$2,170	\$2,316	\$2,065	\$2,248
	Minimum	\$0	\$0	\$0	\$0	\$300	\$0	\$0	\$200	\$0	\$0	\$0	\$0
	Maximum	\$11,631	\$11,631	\$5,947	\$3,870	\$3,657	\$0	\$4,579	\$7,263	\$11,631	\$7,263	\$11,631	\$5,528



SECTION 4 ADVANCED STATISTICS



ANALYSIS TECHNIQUE

- Dependent variables: total per person on island expenditure and overall satisfaction (numeric)
- Independent variables are satisfaction with different aspects of trip to Guam (numeric).
- Use of linear stepwise regression to derive predictors (drivers) of on-island expenditure and overall satisfaction, Since both the independent and dependent variables are numeric.
- This determines the significant (p=<.05) drivers and the percentage of the dependent variables accounted for by each significant predictor and by all of them combined.

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Drivers of Overall Satisfaction, 1st Qtr 2015				
Drivers:	rank			
Quality & Cleanliness of beaches &				
parks				
Ease of getting around				
Safety walking around at night				
Quality of daytime tours				
Variety of daytime tours	3			
Quality of nighttime tours				
Variety of nighttime tours				
Quality of shopping				
Variety of shopping				
Price of things on Guam	2			
Quality of hotel accommodations				
Quality/cleanliness of air, sky				
Quality/cleanliness of parks				
Quality of landscape in Tumon				
Quality of landscape in Guam				
Quality of ground handler				
Quality/cleanliness of transportation				
vehicles	1			
% of Overall Satisfaction Accounted				
For	66.4%			
NOTE: Only significant drivers are include	ed.			



DRIVERS OF OVERALL SATISFACTION

- Overall satisfaction with the China's visitor's experience on Guam is driven by three significant factors in the First Quarter 2015 Period. They are, in rank order:
 - Quality/Cleanliness of Transportation Vehicles,
 - Price of things on Guam, and
 - Variety of day time tours.
- With these factors the overall r² is .664 meaning that 66.4% of overall satisfaction is accounted for by these factors.



Drivers of Per Person On Island Expendit Qtr 2015	ures, 1st
Drivers:	rank
Quality & Cleanliness of beaches &	
parks	
Ease of getting around	
Safety walking around at night	
Quality of daytime tours	
Variety of daytime tours	
Quality of nighttime tours	
Variety of nighttime tours	
Quality of shopping	
Variety of shopping	
Price of things on Guam	
Quality of hotel accommodations	
Quality/cleanliness of air, sky	
Quality/cleanliness of parks	
Quality of landscape in Tumon	
Quality of landscape in Guam	
Quality of ground handler	
Quality/cleanliness of transportation	
vehicles	
% of Per Person On Island Expenditures	
Accounted For	0.0%
NOTE: Only significant drivers are include	d.



Drivers of Per Person On Island Expenditure

• **Per person on island expenditure** of China's visitor's on Guam is driven by no significant factor in the First Quarter 2015 Period.