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| **Satisfaction of the elderly with the environment of elderly care institutions.** |
| **Item**  | ① | ② | ③ | ④ | ⑤  |
| **Are you satisfied with the indoor temperature and humidity?**  |   |   |   |   |   |
| **Are you satisfied with the interior light?** |  |  |  |  |  |
| **Are you satisfied with the indoor noise?** |  |  |  |  |  |
| **Are you satisfied with the greening of the elderly institutions?** |   |   |   |   |   |

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| **Satisfaction of the elderly with the service quality of elderly care institutions.** |
| **Item** | ①  | ②  | ③  | ④  | ⑤  |
| **Are you satisfied with the quality of incoming and outgoing hospital services?**  |   |   |   |   |   |
| **Are you satisfied with the quality of life care services?**  |  |  |  |  |  |
| **Are you satisfied with the quality of the catering service?**  |  |  |  |  |  |
| **Are you satisfied with the quality of cleaning and sanitation services?**  |  |  |  |  |  |
| **Are you satisfied with the quality of the laundry service?**  |   |   |   |   |   |
| **Are you satisfied with the quality of cultural and entertainment services?**  |   |   |   |   |   |
| **Are you satisfied with the quality of your spiritual support services?**  |   |   |   |   |   |
| **Are you satisfied with the quality of rehabilitation services?**  |   |   |   |   |   |

note：①Very Dissatisfied；②Dissatisfied；③Neutral；④Satisfied；⑤Very Satisfied