

# University of Macau User Satisfaction Survey (2011)



This survey aims to assess the degree of our users' satisfaction with the administrative services/facilities being provided by the University as well as to enable the units concerned to plan for continuous service improvement

**Instructions:**

**Questions for Rating:** Please circle your rating, where

- ◆ 1 signifies the lowest rating or very dissatisfied;
- ◆ 10 signifies the highest rating or very satisfied;
- ◆ 88 means “**Not applicable**” while 99 means “**No comment**”.

**Multiple Choice Questions:** Please put a “X” inside the circle “○” .

**A. General Questions :**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Overall, how satisfied are you with all services provided by various administrative units of UM?	1 2 3 4 5 6 7 8 9 10	88	99
2	Overall, how satisfied are you with all frontline services?	1 2 3 4 5 6 7 8 9 10	88	99
3	Overall, how satisfied are you with the Performance Pledge of UM?	1 2 3 4 5 6 7 8 9 10	88	99
4	Please indicate whether our services fall short of, exactly meet, or exceed your expectation: <div style="display: flex; justify-content: space-between; padding: 0 10px;"> <span><b>Fall Short of Expectation</b></span> <span><b>Exactly Meet Expectation</b></span> <span><b>Exceed Expectation</b></span> </div> <div style="display: flex; justify-content: space-between; padding: 0 10px;"> <span>-3</span> <span>-2</span> <span>-1</span> <span>0</span> <span>+1</span> <span>+2</span> <span>+3</span> </div>			
5	How often do you praise / recommend UM’s administrative services to others? <input type="radio"/> 1. Never <input type="radio"/> 2. Seldom <input type="radio"/> 3. Sometimes <input type="radio"/> 4. Always <input type="radio"/> 5. Hard to say			
6	In general, the overall performance of the administrative units of UM is improving. <input type="radio"/> 1.Strongly disagree <input type="radio"/> 2.Disagree <input type="radio"/> 3.Neutral <input type="radio"/> 4.Agree <input type="radio"/> 5.Strongly agree <input type="radio"/> 6.No comment			

**B. How satisfied are you with the following Current UM Equipment and Facilities?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Gym facilities at Sports Complex	1 2 3 4 5 6 7 8 9 10	88	99
2	Classroom facilities	1 2 3 4 5 6 7 8 9 10	88	99
3	Computer equipment in offices for general purposes	1 2 3 4 5 6 7 8 9 10	88	99
4	Administrative information systems (such as e-Leave System, Student Information System, e-Workflow Application System, Human Resource Management System)	1 2 3 4 5 6 7 8 9 10	88	99
5	Library resources (books, periodicals and e-resources)	1 2 3 4 5 6 7 8 9 10	88	99
6	Facilities in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
7	Signposts on campus	1 2 3 4 5 6 7 8 9 10	88	99
8	Campus greening work	1 2 3 4 5 6 7 8 9 10	88	99
9	Facilities in staff hostels (for campus residents only)	1 2 3 4 5 6 7 8 9 10	88	99

C. How satisfied are you with the following **Current UM Operation Procedures?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	E-Procurement system and related procedure	1 2 3 4 5 6 7 8 9 10	88	99
2	Procedure for reimbursement claims	1 2 3 4 5 6 7 8 9 10	88	99
3	Confidentiality of staff records	1 2 3 4 5 6 7 8 9 10	88	99
4	Procedure for souvenir requisition and distribution	1 2 3 4 5 6 7 8 9 10	88	99
5	Procedure for booking UM vehicles	1 2 3 4 5 6 7 8 9 10	88	99
6	Procedure for course enrollment	1 2 3 4 5 6 7 8 9 10	88	99
7	Procedure for booking venues/meeting rooms	1 2 3 4 5 6 7 8 9 10	88	99
8	Campus parking application procedures	1 2 3 4 5 6 7 8 9 10	88	99

D. How satisfied are you with the following **Current UM Environment Condition?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Hygiene in classrooms/ lecture theatres	1 2 3 4 5 6 7 8 9 10	88	99
2	Hygiene in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
3	Hygiene of resting areas on campus	1 2 3 4 5 6 7 8 9 10	88	99
4	Space in the Library	1 2 3 4 5 6 7 8 9 10	88	99
5	Hygiene in your own office/working place	1 2 3 4 5 6 7 8 9 10	88	99
6	Air-conditioning in your own office/working place	1 2 3 4 5 6 7 8 9 10	88	99

E. How satisfied are you with the following **Service Quality?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Security service	1 2 3 4 5 6 7 8 9 10	88	99
2	Asset moving service from general services team	1 2 3 4 5 6 7 8 9 10	88	99
3	Staff recruitment service	1 2 3 4 5 6 7 8 9 10	88	99
4	Staff training	1 2 3 4 5 6 7 8 9 10	88	99
5	Communication with Library readers (eg. via Library News, website, other channels, etc.)	1 2 3 4 5 6 7 8 9 10	88	99
6	Politeness and friendliness of the Library staff	1 2 3 4 5 6 7 8 9 10	88	99
7a	Semester class scheduling (REG)	1 2 3 4 5 6 7 8 9 10	88	99
7b	Efficiency of ad hoc classroom booking (CS)	1 2 3 4 5 6 7 8 9 10	88	99
8	Staff activities organizing	1 2 3 4 5 6 7 8 9 10	88	99
9	IT support service for computing facilities in offices	1 2 3 4 5 6 7 8 9 10	88	99
10	Support service for administrative information systems	1 2 3 4 5 6 7 8 9 10	88	99
11	Maintenance techniques	1 2 3 4 5 6 7 8 9 10	88	99
12	Media service	1 2 3 4 5 6 7 8 9 10	88	99
13	Sufficient channel for payment request	1 2 3 4 5 6 7 8 9 10	88	99
14	Disbursement by auto-pay service	1 2 3 4 5 6 7 8 9 10	88	99
15	Procurement services	1 2 3 4 5 6 7 8 9 10	88	99
16	Staff welfare application and processing	1 2 3 4 5 6 7 8 9 10	88	99

17	Classroom technical support service	1	2	3	4	5	6	7	8	9	10	88	99
18	UM transportation service (e.g. punctuality, courtesy of drivers, etc.)	1	2	3	4	5	6	7	8	9	10	88	99
19	Venue support service	1	2	3	4	5	6	7	8	9	10	88	99
20	Printing service	1	2	3	4	5	6	7	8	9	10	88	99
21	Campus health care service	1	2	3	4	5	6	7	8	9	10	88	99
22	Services in canteen	1	2	3	4	5	6	7	8	9	10	88	99
23	Hostel management (for campus residents only)	1	2	3	4	5	6	7	8	9	10	88	99

F. Overall, how satisfied are you with the performance of the following **Administrative Units**?

		very dissatisfied ←-----→ very satisfied										Not applicable	No comment
1	Information and Communication Technology Office (including Technical and User Support Section & Information Management Section)	1	2	3	4	5	6	7	8	9	10	88	99
2	Finance Office (including Accounts Section, Treasury Section and Procurement Section)	1	2	3	4	5	6	7	8	9	10	88	99
3	University Library	1	2	3	4	5	6	7	8	9	10	88	99
4	Campus Management Office (including Facilities and Engineering Section and Campus Services Section )	1	2	3	4	5	6	7	8	9	10	88	99
5	Information and Public Relations Office	1	2	3	4	5	6	7	8	9	10	88	99
6	Human Resources Office (Human Resources Services Section and Human Resources Development Section)	1	2	3	4	5	6	7	8	9	10	88	99
7	Academic Affairs Office (including Registry and Student Affairs Section)	1	2	3	4	5	6	7	8	9	10	88	99
8	Please select the service item(s) you always use (You may select more than one answer):												
	<input type="radio"/> 1. Photocopying service at the Printing Unit <input type="radio"/> 2. Computer support <input type="radio"/> 3. Cleaning <input type="radio"/> 4. Souvenir requisition <input type="radio"/> 5. Maintenance <input type="radio"/> 6. Procurement <input type="radio"/> 7. Car booking <input type="radio"/> 8. Library services <input type="radio"/> 9. Classroom booking <input type="radio"/> 10. Sports venue booking <input type="radio"/> 11. Reimbursement procedures <input type="radio"/> 12. Media Service <input type="radio"/> 13. Campus health care service <input type="radio"/> 14. Accommodation reservation <input type="radio"/> 15. Venue/meeting room booking <input type="radio"/> 16. Other, please state: _____												
9	In your opinion, which service item(s) ha(ve) rooms for improvement? (You may select more than one answer):												
	<input type="radio"/> 1. Photocopying service at the Printing Unit <input type="radio"/> 2. Computer support <input type="radio"/> 3. Cleaning <input type="radio"/> 4. Souvenir requisition <input type="radio"/> 5. Maintenance <input type="radio"/> 6. Procurement <input type="radio"/> 7. Car booking <input type="radio"/> 8. Library services <input type="radio"/> 9. Classroom booking <input type="radio"/> 10. Sports venue booking <input type="radio"/> 11. Reimbursement procedures <input type="radio"/> 12. Media Service <input type="radio"/> 13. Campus health care service <input type="radio"/> 14. Accommodation reservation <input type="radio"/> 15. Venue/meeting room booking <input type="radio"/> 16. Other, please state: _____												

