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 "\cap" .

A. General Questions:

		ver	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, exa	ctly	me	et, c	or ex	cee	ed y	our	exp	ecta	tion:		
	Fall Short of Expectation Exactly Me	eet E	Expe	ecta	tio	1					Ex	ceed Expe	ctation
	-3 -2 -1	0					+1	1			+	-2	+3
5	How often do you praise / recommend UM's administrative services to others?												
	1. Never 2. Seldom 3. Sometimes 4. Always 5. Hard to say												
6													
	1.Strongly disagree 2.Disagree 3.Neutral 4.Agree 5.Strongly agree 6.No comment												

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

		ver	very dissatisfied ←> very satisfied								sfied	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 ←									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**?

		ver	y dis	satisf	ied ←	-		-	→ ver	y sati	sfied	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**?

		ver	y dis	satisf	ïed ←	-		-	• ver	y sati	sfied	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

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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 ←									Not applicable	No comment		
1	Information and Communication Office (including Technical and Section & Information Management)	d User Support agement Section)	1	2	3	4	5	6	7	8	9	10	88	99	
2	Finance Office (including Acc Treasury Section and Procure		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 (and Engineering Section and O Section)	•	1	2	3	4	5	6	7	8	9	10	88	99	
5	Information and Public Relation	ons 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)				3	4	5	6	7	8	9	10	88	99	
7	Academic Affairs Office (included Student Affairs Section)	ading Registry and	1	2	3	4	5	6	7	8	9	10	88	99	
8	Please select the service item(t the service item(s) you always use (You may select more than one answer):													
	○1.Photocopying service at the Printing Unit	○2.Computer support		○3.	Clea	anin	g				0	4.Sou	ıvenir requis	sition	
	○5.Maintenance	○6.Procurement	○7.Car booking ○8.L								8.Lib	rary service	s		
	○9.Classroom booking ○13.Campus health care service	○10.Sports venuebooking○14.Accommodation○16. Other, please sta	210.Sports venue								○12.Media Service ○15. Venue/meeting room booking				
9	In your opinion, which servi answer): 1.Photocopying service at the Printing Unit	ce item(s) ha(ve) roo	e) rooms for improvement? (You may see pport \(\)3.Cleaning \(\)4.So								•	select more than one			
	○5.Maintenance	○6.Procurement		Oll. Reimbursement procedures reservation co							\circ	8.Lib	rary service	S	
	○9.Classroom booking ○13.Campus health care service	○10.Sports venue booking ○14.Accommodation ○16. Other, please sta	rese								○12.Media Service ○15. Venue/meeting room booking				
						•									

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	10	Any particular comment which you can provide for the	e improvement of service of UM's administrat	ve units:
	11	Have you experienced a problem with the procedures/environment condition/frontline services is		operation
		①1.Yes, please state		
	12	○2. No What Performance Pledge service(s) would you s	uggest to include?	
		IF YOU ARE NOT ACADEMIC STAFF, I	PLEASE SKIP TO H. <u>Personal Data</u>	
G.	Please	e give your opinion to the following questions:		
			very dissatisfied ←	No comment
	1	Overall, how satisfied are you with all the services provided by the general office/ department office of your faculty/centre?	1 2 3 4 5 6 7 8 9 10 88	99
	2	In general, the overall performance of the general improving. 1. Strongly disagree 2. Disagree 3. Neutral	office/ department office of your faculty	
	3	Are there any other items should be added to the Per of your faculty/centre? Please specify:	formance Pledge of the general office/departm	ent office
	4	How can improvement in communication be made by your faculty/centre? Please state below:	etween you and the general office/departmen	office of
	5	Any comment which you can provide for the improv of your faculty/centre.	ement of service of the general office/departm	ent office
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Н.	Perso	onal Data:		
1.	Gende	er:	male	
	Staff t	-	_	
		○4. ICTO (IMS+TUS) ○5. CD ○8. PUB ○9. RTO ○12. LIB ○13. RDAO ○1	D/UCO	PR ADO
4	Acade	emic/Research unit :	○3. FLL ○4. FSH ○5. FST ○8. ICMS ○9. ELC ○10.CCE ○13. EAC ○14.CERT	
		per of years serving at UM : $\bigcirc 1$. Under 5 years $\bigcirc 2$.	5 - 10 years 3. 11- 15 years 4. Above	2 15 years
5.	How o	often do you browse UM's homepage? 1.Never	ear 3.Several times a month 6.Hard to say/ Don't know	
7.	If you	are willing to participate in the lucky draw, please fill	•	
	\circ	Yes E-mail address:	Mobile Phone:	