User Satisfaction Survey for staff

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 us to plan for continuous service improvement.

There are 13 questions in this survey

Please choose the appropriate response for each item:

	very									very	Not	No
	dissatisfied									satisfied	applicable	comment
	1	2	3	4	5	6	7	8	9	10	88	99
1.Overall, how satisfied are you with all services provided by various administrative units of UM?	0	0	0	0	0	0	0	0	0	0	0	0
2. Overall, how satisfied are you with all frontline services provided by various administrative units of	0	0	0	0	0	0	0	0	0	0	0	0

	very dissatisfied									very satisfied	Not applicable	No comment
	1	2	3	4	5	6	7	8	9	10	88	99
UM?												
3. Overall, how satisfied are you with the performance pledge of UM?	0	0	0	0	0	0	0	0	0	0	0	0
4. Overall, how satisfied are you with the Suggestion Scheme of UM?	0	0	0	0	0	0	0	0	0	0	0	0
5. What is your overall level of satisfaction with your working life at the university?	0	0	0	0	0	0	0	0	0	0	0	0
6. Overall, how satisfied are you with UM Equipment and Facilities provided by	0	0	0	0	0	0	0	0	0	0	0	0

	very									very	Not	No
	dissatisfied									satisfied	applicable	comment
	1	2	3	4	5	6	7	8	9	10	88	99
various administrative units of UM ?												
7. Overall, how satisfied are you with the Environment Condition of UM Campus ?	0	0	0	0	0	0	0	0	0	0	0	0

Please choose the appropriate response for each item:

				Exactly			
	Fall Short of			Meet			Exceed
	Expectation			Expectation			Expectation
	-3	-2	-1	0	1	2	3
8. Please indicate whether our							
services fall short of, exactly meet, or exceed your expectations.	0	0	0	0	0	0	0
9. How often do you praise / reco		lministrative se	ervices to other	rs ?			
Please choose only one of the following:							
 ONever 							
OSeldom							
 OSometimes 							
 OAlways 							
OHard to say							

10. In general, the overall performance of the administrative units of UM is improving.

Pleas	ase choose only one of the following:		
•	Ostrongly disagree		
•	ODisagree		
•	ONeutral		
•	• OAgree		
•	Ostrongly agree		

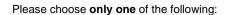
11. In general, the overall UM equipment and facilities are improving. *

Please choose only one of the following:

OStrongly disagree

ONo comment

- ODisagree
- ONeutral
- OAgree
- OStrongly agree
- ONo comment
- 12. In general, the overall environment condition of UM campus is improving.





- ODisagree
- ONeutral
- OAgree
- OStrongly agree
- ONo comment

13. You are welcomed to provide suggestion(s) for the continuous service improvement of the University, please feel free to write suggestions, if any, in different aspects of administrative services and/or facilities provided:

Please write your answer here: