





very  
dissatisfied  
1

2

3

4

5

6

7

8

9

very  
satisfied  
10

Not  
applicable  
88

No  
comment  
99

**various administrative  
units of UM ?**

**7. Overall, how  
satisfied are you with  
the Environment  
Condition of UM  
Campus ?**

Please choose the appropriate response for each item:



Please choose **only one** of the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- No comment

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

Please choose **only one** of the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- No comment

**12. In general, the overall environment condition of UM campus is improving.**

Please choose **only one** of the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- No 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: