

University of Macau

User Satisfaction Survey 2016 Report

Copyright © 2016 University of Macau



Table of Contents

Executive Summary.....	1
1. Introduction	3
2. Methodology.....	4
2.1 Data Collection	4
2.2 Response Rate	4
2.3 Questionnaire Design	4
3. Survey Results	6
3.1 Descriptive Statistics.....	6
3.2 Discussion	18
3.3 Suggestions.....	20
4. Appendix	21
Appendix I Invitation Email.....	22
Appendix II Questionnaire to Staff	24
Appendix III Questionnaire to Student.....	32

Executive Summary

The user satisfaction survey was conducted in February 2016 to understand the performance of the administrative services provided by the University of Macau (UM), and the satisfaction towards facilities/ environment of the University.

It was conducted online for both full time staff and students, and was further decentralized to administrative units for investigating user satisfaction on different areas. Email invitations were sent out to all full time staff and students for the online survey. The response rate for staff and students are 15.5% and 10.2% respectively.

According to the results, more than 81% of the staff claimed that they are satisfied with the services provided by the administrative units of UM (the mean score of satisfaction is 6.9 on 10 points scale), while over 72% of the students claim that they are satisfied (mean score of satisfaction is 6.8). For frontline services, nearly 82% of the staff responded that they are satisfied (mean score of satisfaction is 7.2), while 76% of the students are satisfied (mean score of satisfaction is 6.9).

Over 86% of the staff indicated satisfaction towards the performance pledge of UM (mean score of satisfaction is 7.3), while more than 72% of the students showed satisfaction on this item (mean score of satisfaction is 6.8). For the Suggestion Scheme, over 73% of the staff responded that they are satisfied (mean score of satisfaction is 6.5), while almost 70% of the students claimed that they are satisfied (mean score of satisfaction is 6.7).

Almost 77% of the staff replied that they are overall satisfied with their working life at UM (mean score of satisfaction is 6.7), whereas over 73% of the students are overall satisfied with their study life at UM (mean score of satisfaction is 6.8).

As for the equipment and facilities provided by various administrative units of UM, more than 81% of both the staff (mean score of satisfaction is 6.9) and the students (mean score of satisfaction is 7.3) expressed satisfaction. Nearly 82% of the staff (mean score of satisfaction is 6.9) and nearly 80% of the students (mean score of satisfaction is 7.3) indicated that they are satisfied with the environmental condition of the UM campus.

More than 63% of the staff agreed that the overall performance of the administrative units of UM is improving. About 50% of the students had the same opinion. 67% of the

staff and over 63% of the students responded that the UM equipment and facilities are improving, while more than 67% of the staff and more than 65% of the students agreed that the environment condition of UM campus is improving.

“University governance and procedures” and “UM equipment and facilities” are items that received most suggestions for improvement among staff. For students, “UM equipment and facilities” and “Services provided by administrative units” are the most frequent items mentioned in the suggestions for improvement.

1. Introduction

The University of Macau (UM) conducted this user satisfaction survey for the purpose of collecting users' opinions about the facilities, environment and administrative services provided by the University. The result of the survey provided useful references that assist the University to design for future development, and to provide better and more adequate services for the University community.

Considering the focus on energy saving principle, the university-wide user satisfaction survey was conducted online by the use of a pre-designed web questionnaire for all full time staff and students. Data was collected from 18 February to 26 February 2016 covering the satisfaction level measurement of the following areas:

- Services provided by administrative units
- Frontline services
- Performance Pledge
- Suggestion Scheme
- Improvement in overall performance of administrative units
- UM equipment and facilities
- UM campus environment condition

2. Methodology

2.1 Data Collection

A survey invitation email was sent to all staff and student users with valid UM email addresses. The invitation briefly introduces the purpose and duration of the survey, and contained a link to a bilingual (English and Chinese) web questionnaire. Each email invitation provided a unique link to limit the users to answer the anonymous survey once only.

2.2 Response Rate

1) Staff Sample

A total of 1527 email invitations were sent out, 236 questionnaires were completed and returned, making up a relevant response rate of 15.5 %.

2) Student Sample

A total of 7585 email invitations were sent out, 774 questionnaires were completed and returned, making up a relevant response rate of 10.2 %.

2.3 Questionnaire Design

There are 7 parts in the survey containing a total of 13 questions (refer to appendix II and appendix III) which caters 4 types of measurements to tackle the different dimensions of user satisfaction. One open-ended question is included at the end of the questionnaire to collect ideas and comments for improvement from respondents.

1) Overall satisfaction level (questions 1 – 7)

A 10-likert scale was used to measure users' satisfaction level on UM's administrative services, frontline services, performance pledge, suggestion scheme, overall performance of administrative units (for staff), study life (for student), UM equipment and facilities, and the UM campus environment condition.

1	2	3	4	5	6	7	8	9	10	88	99
Very Dissatisfied									Very Satisfied	Not applicable	No comment

- Scores of 1 indicates extreme dissatisfaction and 10 extreme satisfaction scores.

- Scores of [2 3 4] and [7 8 9] ranges indicate dissatisfaction and satisfaction, respectively.
- Scores of [5 6] indicate only slight dissatisfaction or satisfaction; however, selecting the 5 or 6 forces an inclination in one direction or the other.
- Scores of 88 and 99 represents “not applicable” and “no comment” respectively.

2) Users’ expectation score (question 8)

A 7-likert scale was used to measure the score of users’ expectations on the services provided by UM:

-3	-2	-1	0	1	2	3
Completely Fall Short of Expectation			Exactly Meet Expectation			Exceed Expectation

A score of 0 would mean that expectations were exactly met. Scores above 0 indicate that the service exceeds the users’ expectations, while scores below 0 indicate that the users’ expectations are not being met.

3) Frequency in recommending UM services (question 9)

A recommendation question was used to tap whether the users would recommend the service to others using a scale of 1=Never, 2=Seldom, 3=Sometimes, 4=Always and 5=Hard to say: How often do you praise/recommend UM’s administrative services to others?

4) Overall improvement level (questions 10 – 12)

Three questions were also used to tap whether the users think that the overall performance of the administrative units, equipment and facilities and the environment condition of UM is improving, using a scale of 1=Strongly disagree, 2=Disagree, 3=Neutral and 4=Agree, 5=Strongly agree and 6=No comment.

5) Open-ended Question (question 13)

In the last part of the questionnaire, respondents were asked to provide suggestion(s) for the service improvement of the University in an open-ended question.

3. Survey Results

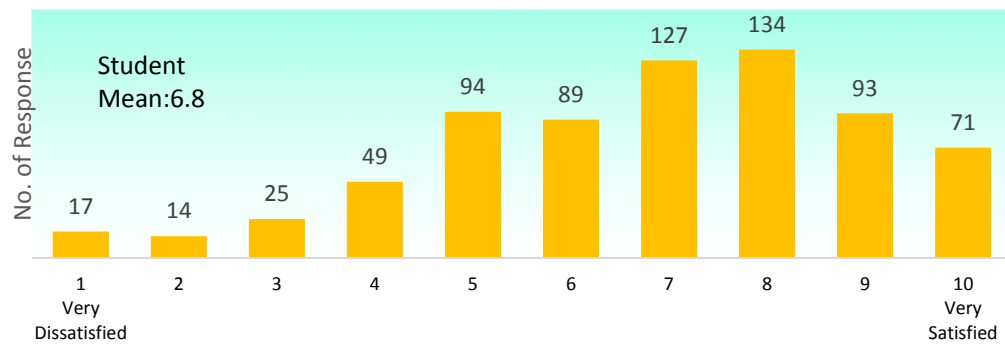
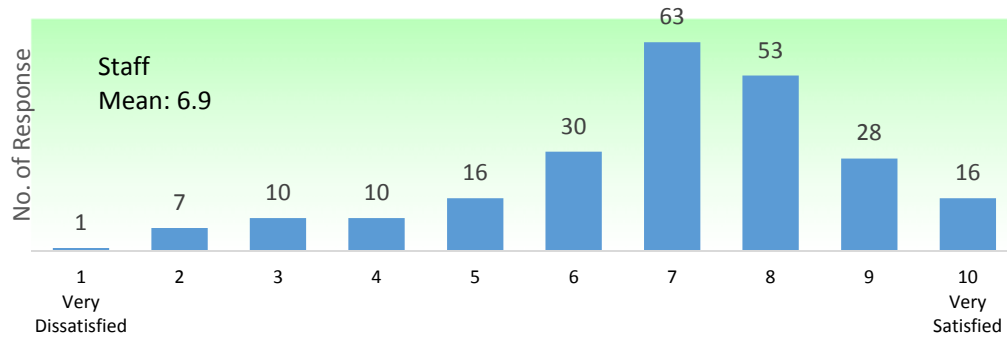
The results of the questionnaires were tabulated and presented in the following discussions.

3.1 Descriptive Statistics

Part I.

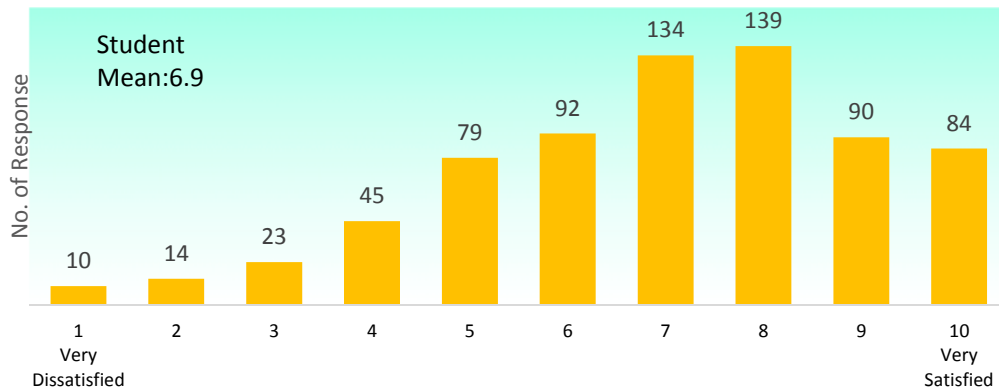
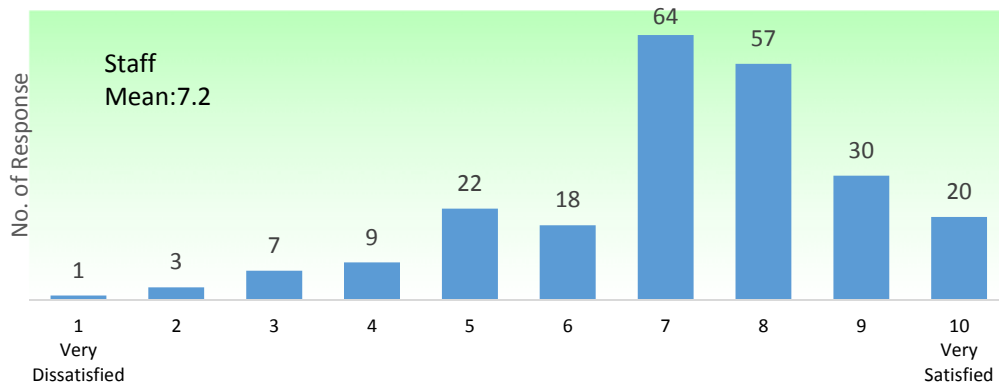
Question 1. Overall, how satisfied are you with all services provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	1	0.4%	17	2.4%
2	7	3.0%	14	2.0%
3	10	4.3%	25	3.5%
4	10	4.3%	49	6.9%
5	16	6.8%	94	13.2%
6	30	12.8%	89	12.5%
7	63	26.9%	127	17.8%
8	53	22.7%	134	18.8%
9	28	12.0%	93	13.0%
10 – Very Satisfied	16	6.8%	71	10.0%



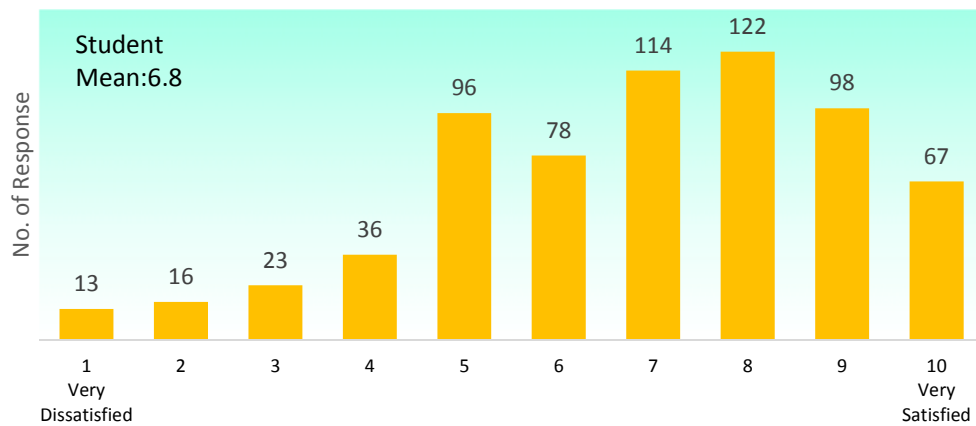
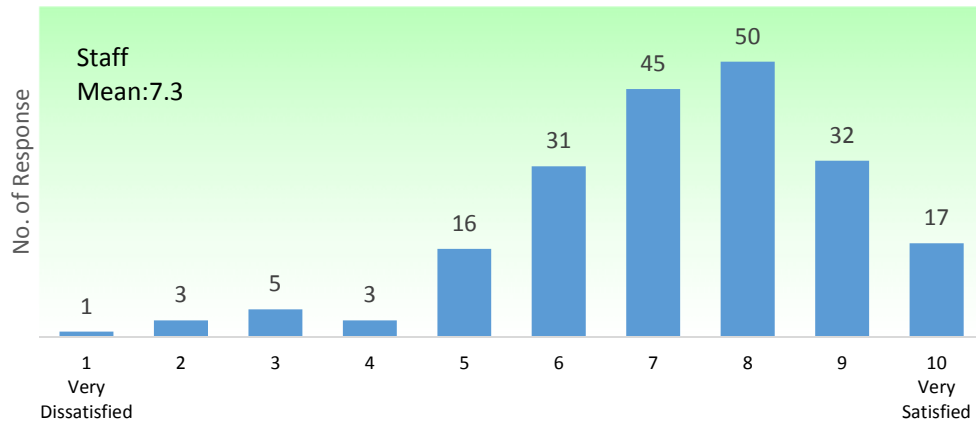
Question 2. Overall, how satisfied are you with all frontline services provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	1	0.4%	10	1.4%
2	3	1.3%	14	2.0%
3	7	3.0%	23	3.2%
4	9	3.9%	45	6.3%
5	22	9.5%	79	11.1%
6	18	7.8%	92	13.0%
7	64	27.7%	134	18.9%
8	57	24.7%	139	19.6%
9	30	13.0%	90	12.7%
10 – Very Satisfied	20	8.7%	84	11.8%



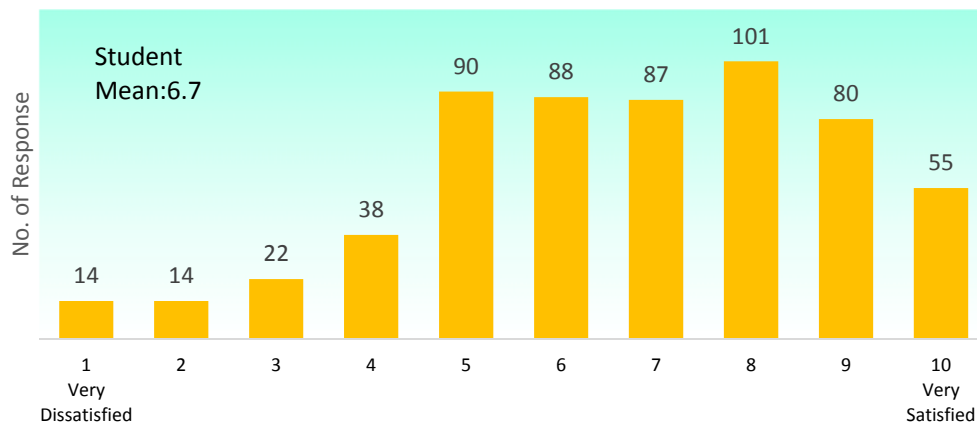
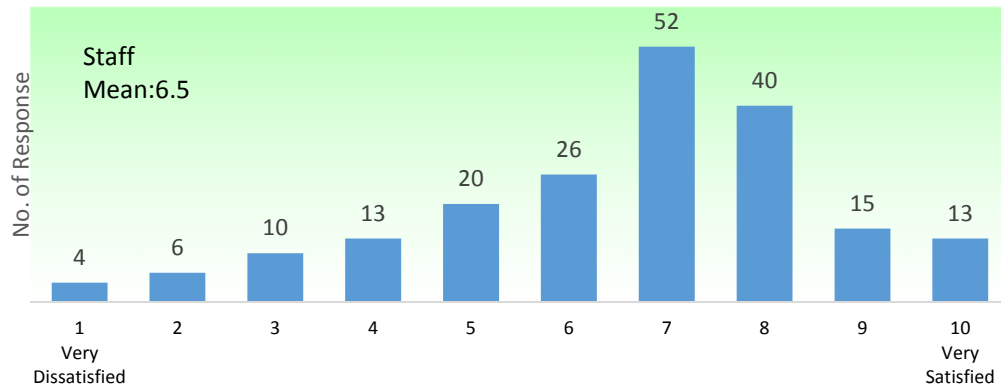
Question 3. Overall, how satisfied are you with the performance pledge of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	1	0.5%	13	2.0%
2	3	1.5%	16	2.4%
3	5	2.5%	23	3.5%
4	3	1.5%	36	5.4%
5	16	7.9%	96	14.5%
6	31	15.3%	78	11.8%
7	45	22.2%	114	17.2%
8	50	24.6%	122	18.4%
9	32	15.8%	98	14.8%
10 – Very Satisfied	17	8.4%	67	10.1%



Question 4. Overall, how satisfied are you with the Suggestion Scheme of UM?

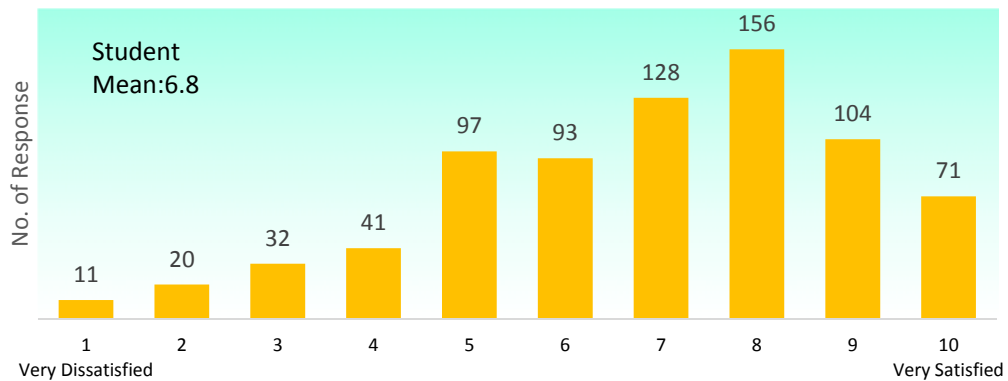
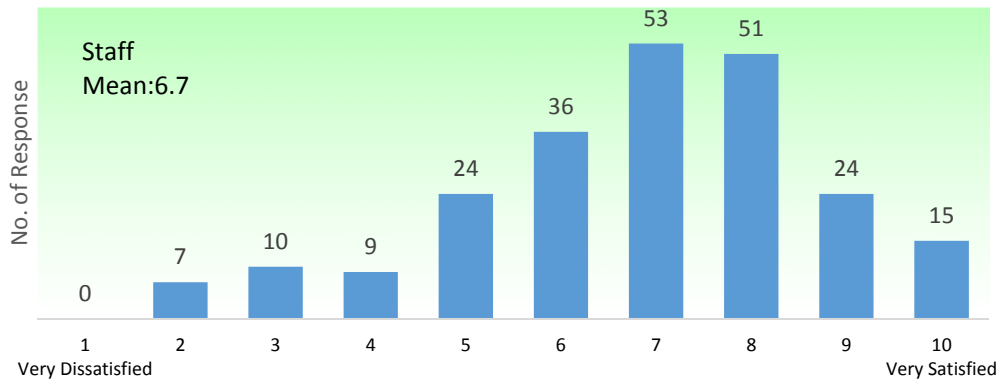
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	4	2.0%	14	2.4%
2	6	3.0%	14	2.4%
3	10	5.0%	22	3.7%
4	13	6.5%	38	6.5%
5	20	10.1%	90	15.3%
6	26	13.1%	88	14.9%
7	52	26.1%	87	14.8%
8	40	20.1%	101	17.2%
9	15	7.5%	80	13.6%
10 – Very Satisfied	13	6.5%	55	9.3%



Question 5. (For Staff) What is your overall level of satisfaction with your working life at the university?

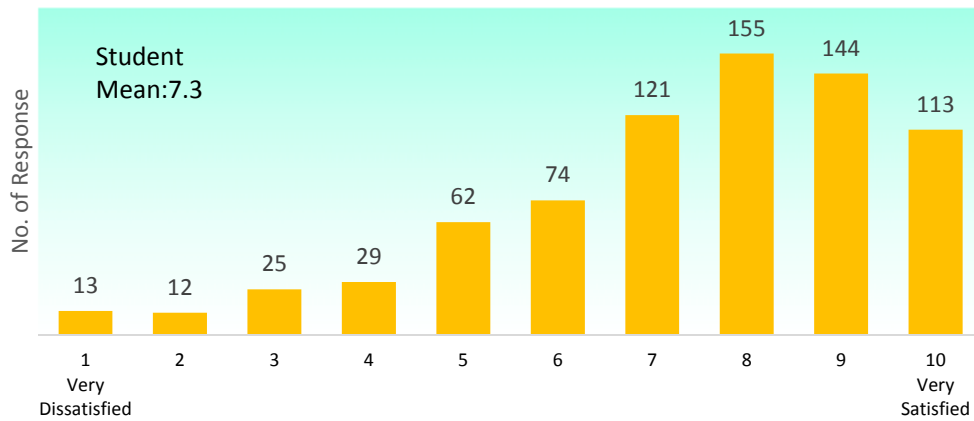
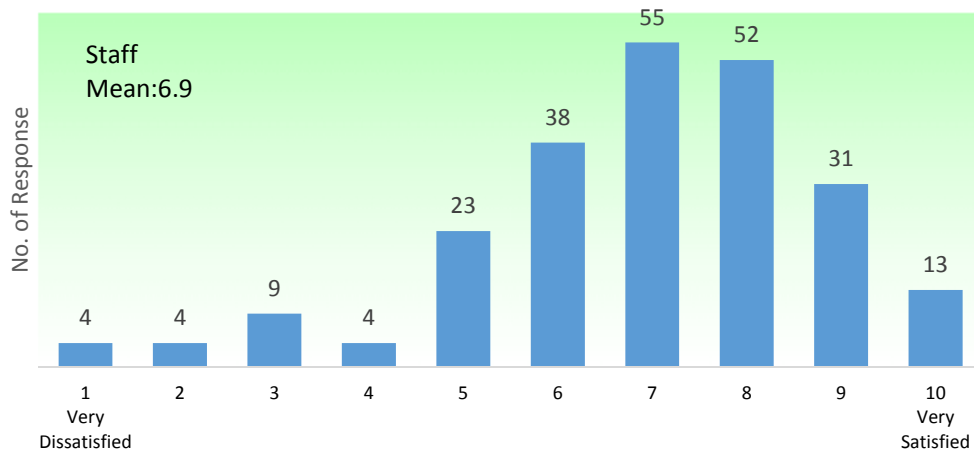
(For Students) What is your overall level of satisfaction with your study life at the university?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	4	1.7%	11	1.5%
2	7	3.0%	20	2.7%
3	10	4.3%	32	4.3%
4	9	3.9%	41	5.4%
5	24	10.3%	97	12.9%
6	36	15.5%	93	12.4%
7	53	22.8%	128	17.0%
8	51	21.9%	156	20.7%
9	24	10.3%	104	13.8%
10 – Very Satisfied	15	6.4%	71	9.4%



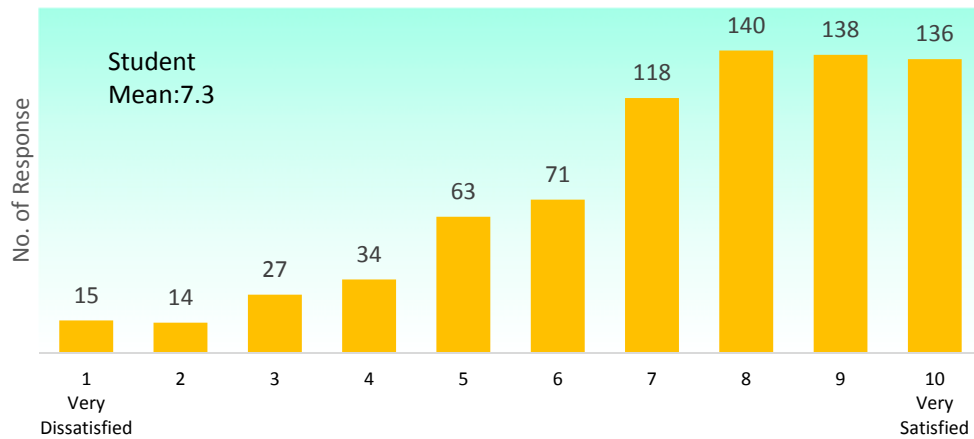
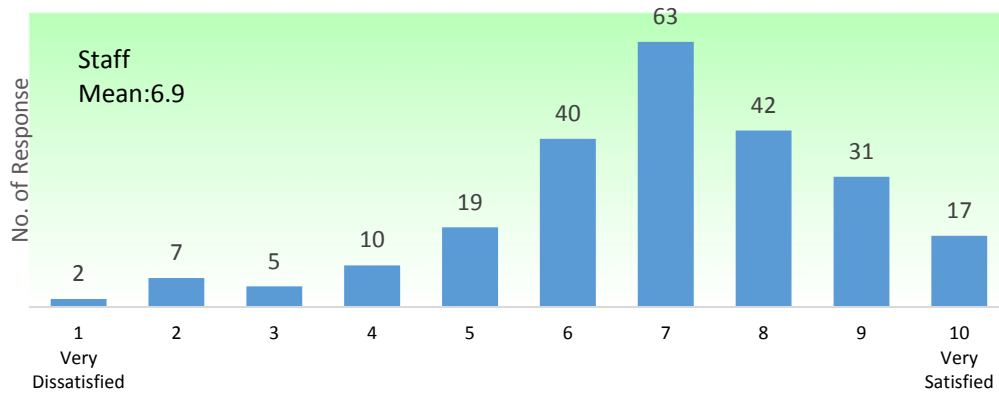
Question 6. Overall, how satisfied are you with UM Equipment and Facilities provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	4	1.7%	13	1.7%
2	4	1.7%	12	1.6%
3	9	3.9%	25	3.3%
4	4	1.7%	29	3.9%
5	23	9.9%	62	8.3%
6	38	16.3%	74	9.9%
7	55	23.6%	121	16.2%
8	52	22.3%	155	20.7%
9	31	13.3%	144	19.3%
10 – Very Satisfied	13	5.6%	113	15.1%



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

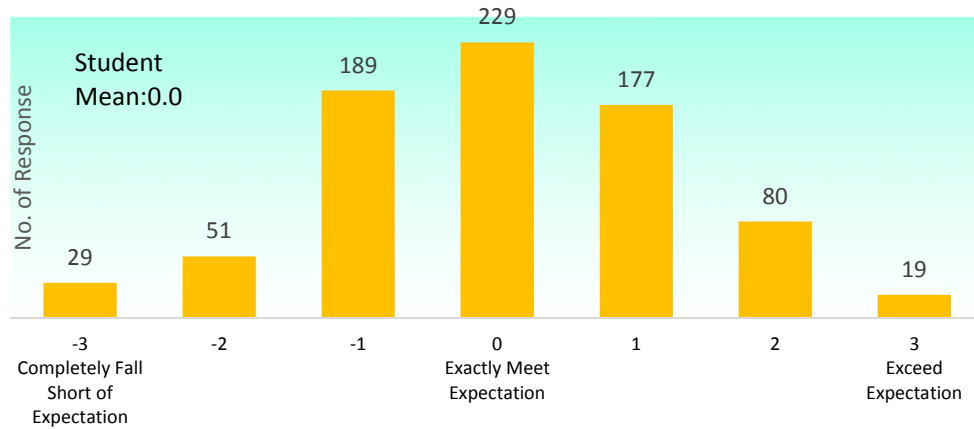
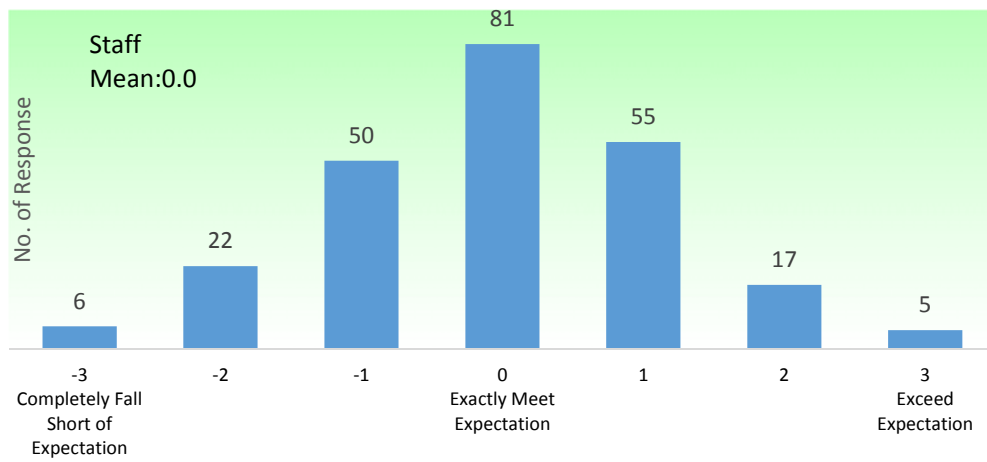
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 - Very Dissatisfied	2	0.9%	15	2.0%
2	7	3.0%	14	1.9%
3	5	2.1%	27	3.6%
4	10	4.2%	34	4.5%
5	19	8.1%	63	8.3%
6	40	17.0%	71	9.4%
7	63	26.7%	118	15.6%
8	42	17.8%	140	18.5%
9	31	13.1%	138	18.3%
10 – Very Satisfied	17	7.2%	136	18.0%



Part II.

Question 8. Please indicate whether our services fall short of, exactly meet, or exceed your expectations.

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
-3 Completely Fall Short	6	2.5%	29	3.8%
-2	22	9.3%	51	6.6%
-1	50	21.2%	189	24.4%
0 Exactly Meet	81	34.3%	229	29.6%
1	55	23.3%	177	22.9%
2	17	7.2%	80	10.3%
3 Exceed	5	2.1%	19	2.5%

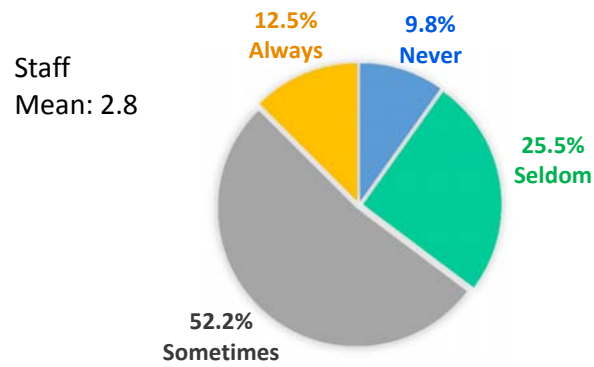


Part III.

Question 9. How often do you praise / recommend UM's administrative services to others?

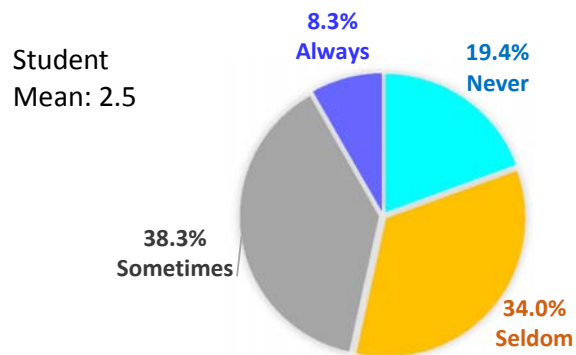
Staff Sample

Answer	No. of response	Percent
1 Never	22	9.8%
2 Seldom	57	25.5%
3 Sometimes	117	52.2%
4 Always	28	12.5%



Student Sample

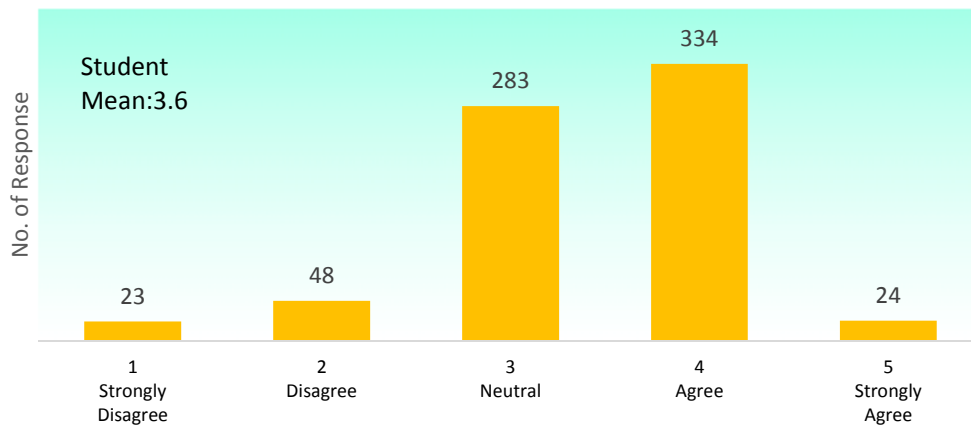
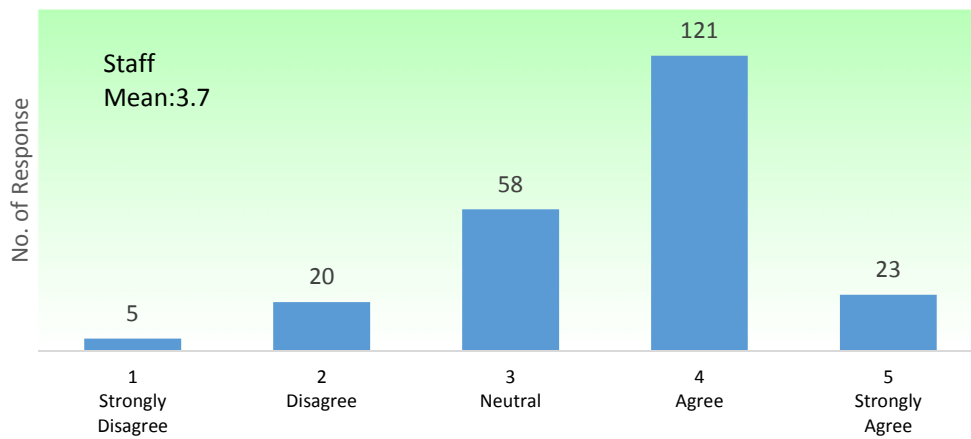
Answer	No. of response	Percent
1 Never	141	19.4%
2 Seldom	247	34.0%
3 Sometimes	278	38.3%
4 Always	60	8.3%



Part IV.

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

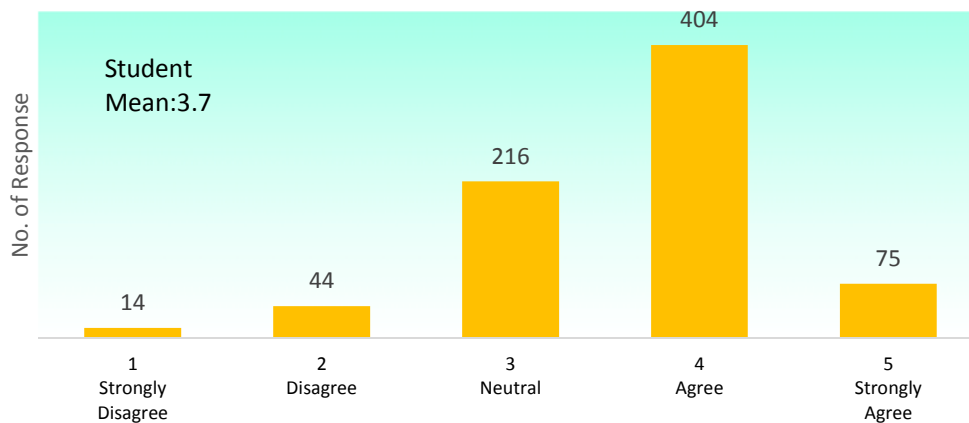
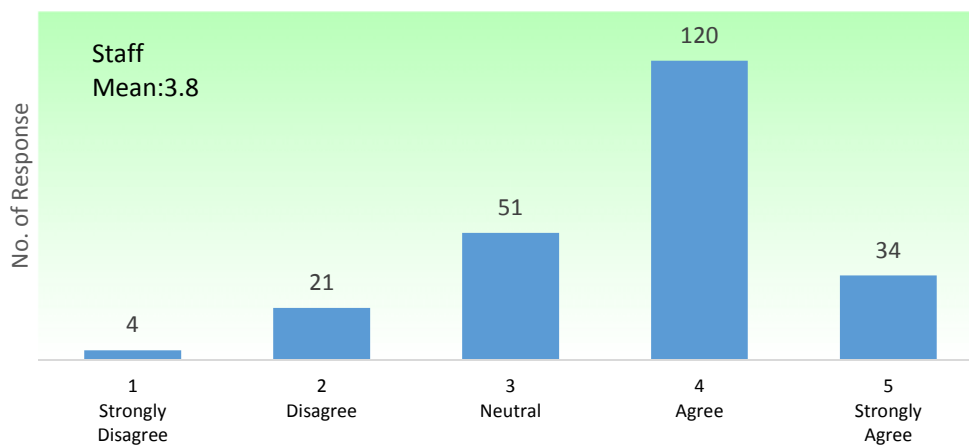
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 Strongly Disagree	5	2.2%	23	3.2%
2 Disagree	20	8.8%	48	6.7%
3 Neutral	58	25.6%	283	39.8%
4 Agree	121	53.3%	334	46.9%
5 Strongly Agree	23	10.1%	24	3.4%



Part V.

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

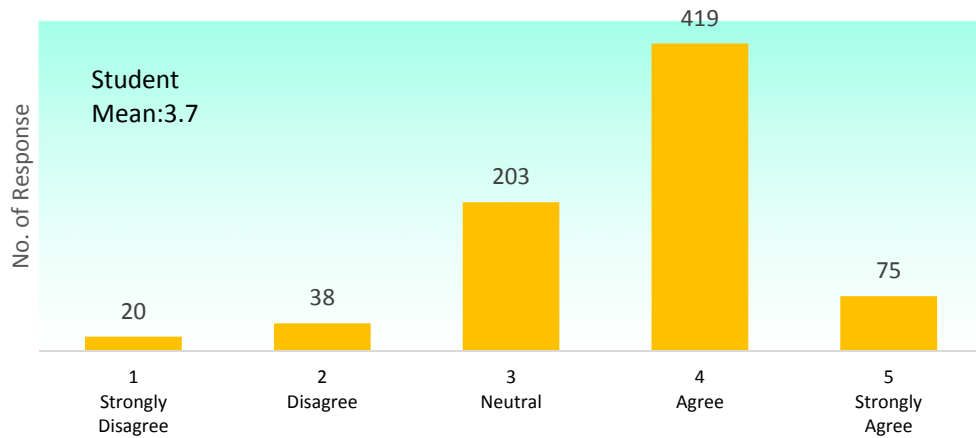
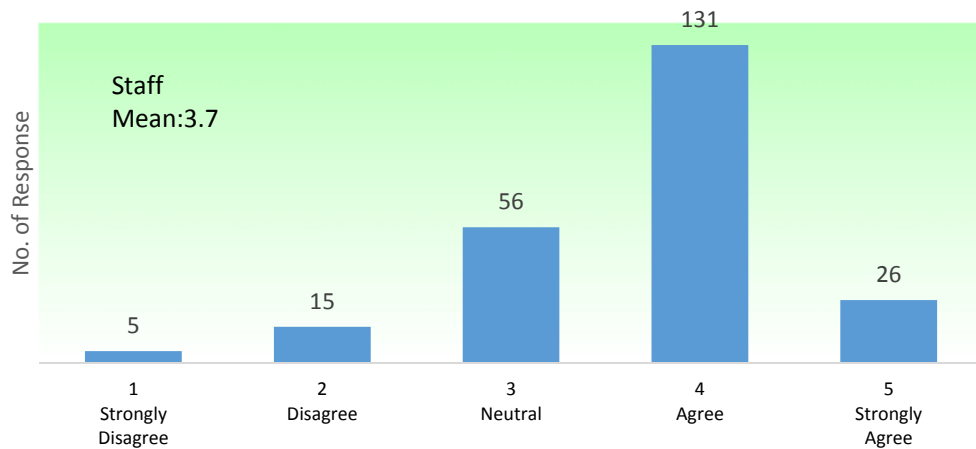
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 Strongly Disagree	4	1.7%	14	1.9%
2 Disagree	21	9.1%	44	5.8%
3 Neutral	51	22.2%	216	28.7%
4 Agree	120	52.2%	404	53.7%
5 Strongly Agree	34	14.8%	75	10.0%



Part VI.

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

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
1 Strongly Disagree	5	2.2%	20	2.7%
2 Disagree	15	6.4%	38	5.0%
3 Neutral	56	24.0%	203	26.9%
4 Agree	131	56.2%	419	55.5%
5 Strongly Agree	26	11.2%	75	9.9%



3.2 Discussion

When asked about the general services provided by the administrative units of the University, 81.2% of the staff respondents and 72.1% of students responded that they are satisfied. As for the frontline services, 81.9% of the staff and 76.0% of the students showed satisfaction.

For the performance pledge, 86.3% of the staff and 72.3% of the students indicated that they are satisfied with it; while for the Suggestion Scheme, 73.3% of the staff and 69.8% of the students expressed satisfaction.

As to the overall satisfaction level with their working life and study life at UM, 76.9% of the staff and 73.3% of the students replied that they are satisfied.

Regarding the equipment and facilities provided by various administrative units of UM, 81.1% of the staff and 81.2% of the students claimed that they are satisfied, showing similar levels of satisfaction in the two groups of respondents.

As for the environmental condition of the UM campus, 81.8% of the staff and 79.8% of the students replied that they are satisfied.

66.9% of the staff respondents and 65.3% of the student respondents claimed that the services of UM meet or exceed expectation; while 64.7% of the staff and 46.6% of the students indicated that they sometimes or always recommend UM's administrative services to others.

Concerning overall improvements, 63.4% of the staff and 50.3% of the students agreed that the administrative units of UM are improving. 67.0% of the staff and 63.7% of the students agreed that the UM equipment and facilities are improving; whereas 67.4% of the staff and 65.4% of the students agreed that the environment condition of UM campus is improving.

Summary

Part I	Staff		Students	
	User Satisfaction	Mean score (1 to 10)	User Satisfaction	Mean score (1 to 10)
Q1. Overall, how satisfied are you with all services provided by various administrative units of UM?	81.2%	6.9	72.1%	6.8
Q2. Overall, how satisfied are you with all frontline services provided by various administrative units of UM?	81.9%	7.2	76.0%	6.9
Q3. Overall, how satisfied are you with the performance pledge of UM?	86.3%	7.3	72.3%	6.8
Q4. Overall, how satisfied are you with the Suggestion Scheme of UM?	73.3%	6.5	69.8%	6.7
Q5. What is your overall level of satisfaction with your working/study life at the university?	76.9%	6.7	73.3%	6.8
Q6. Overall, how satisfied are you with UM Equipment and Facilities provided by various administrative units of UM?	81.1%	6.9	81.2%	7.3
Q7. Overall, how satisfied are you with the Environment Condition of UM Campus?	81.8%	6.9	79.8%	7.3
Part II	Meet or exceed expectation	Mean Score (-3 to 3)	Meet or exceed expectation	Mean Score (-3 to 3)
Q8. Please indicate whether our services fall short of, exactly meet, or exceed your expectations.	66.9%	0.0	65.3%	0.0
Part III	Sometimes or always	Mean Score (1 to 4)	Sometimes or always	Mean Score (1 to 4)
Q9. How often do you praise / recommend UM's administrative services to others?	64.7%	2.8	46.6%	2.5
Part IV	Agree or strongly agree	Mean Score (1 to 5)	Agree or strongly agree	Mean Score (1 to 5)
Q10. In general, the overall performance of the administrative units of UM is improving.	63.4%	3.7	50.3%	3.6
Part V	Agree or strongly agree	Mean Score (1 to 5)	Agree or strongly agree	Mean Score (1 to 5)
Q11. In general, the overall UM equipment and facilities are improving.	67.0%	3.8	63.7%	3.7
Part VI	Agree or strongly agree	Mean Score (1 to 5)	Agree or strongly agree	Mean Score (1 to 5)
Q12. In general, the overall environment condition of UM campus is improving.	67.4%	3.7	65.4%	3.7

3.3 Suggestions

The last part of the questionnaire asked respondents to provide suggestions for the improvement of the services of the University in one open-ended statement:

Question 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.

The total number of suggestions received from staff and students were 50 and 176 respectively. All suggestions are categorized in to 8 areas: university governance and procedures, services provided by administrative units, Performance Pledge, Suggestion Scheme, performance of administrative units, UM equipment and facilities, UM campus environment condition and others.

Suggestions containing more than one topic is split and classified into different categories accordingly. “University governance and procedures” and “UM equipment and facilities” are items that received most suggestions for improvement among staff. For students, “UM equipment and facilities” and “Services provided by administrative units” are the most frequent items mentioned in the suggestions for improvement. The frequencies of suggestions on different categories are as follows:

Items	Staff Sample	Student Sample
	Frequency	
University governance and procedures	15	18
Services provided by administrative units	5	36
Performance Pledge	0	2
Suggestion Scheme	2	2
Performance of administrative units	4	12
UM equipment and facilities	17	79
UM campus environment condition	6	22
Others	1	5

4. Appendix

[Appendix I Invitation Email](#)

[Appendix II Questionnaire to Staff](#)

[Appendix III Questionnaire to Student](#)

Appendix I Invitation Email

寄件者: QEMS_ADM

寄件日期: 二月 18 日 2016 年星期四 14:32

收件者:

主旨: User Satisfaction Survey

Dear Colleagues,

In order to understand the current performance of our administrative services, QMS Workgroup is conducting a survey to collect information on user's satisfaction rate regarding the administrative services/ facilities being provided by the University.

It will take you less than 3 minutes to complete the survey. We sincerely hope that you can spend some time in completing the survey on or before **26 Feb. 2016**. It is believed that the collected information could serve as useful references for helping us to design and to provide you with better and adequate service.

Please click the link below to start the survey:

<https://isw.umac.mo/umsurvey/index.php?lang=en&sid=26332&token=nnq84su7xy5nftp>

**Everyone will receive a different link, so please don't send this email to other colleagues.*

Should you have any enquiries, please feel free to contact Qems_adm@umac.mo.

QMS Workgroup

親愛的同事：

為了解大家對大學所提供的行政服務及校內設施之滿意程度，優質管理工作小組正進行一項問卷調查，希望收集用戶對行政服務及設施的意見。

希望您能花一些時間完成以下問卷，問卷截止日期為 **2016 年 2 月 26 日**。收集到的意見將作為大學日後為您制訂及提供更適合服務時的參考用途。

請按以下連結填寫問卷：進入問卷調查

<https://isw.umac.mo/umsurvey/index.php?lang=en&sid=26332&token=nnq84su7xy5nftp>

** 每位參加者均會收到不同的連結，請勿轉發。*

如需協助，請以電郵聯絡: Qems_adm@umac.mo。

謝謝您的參與！

優質管理工作小組

Appendix II Questionnaire to Staff

English version

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 7 questions in this survey

User Satisfaction Survey - Staff

2 [Q2] *

Please choose the appropriate response for each item:

	Fall Short of Expectation -3	-2	-1	Exactly Meet Expectation 0	1	2	Exceed Expectation 3
8. Please indicate whether our services fall short of, exactly meet, or exceed your expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3 [Q3]

9. How often do you praise / recommend UM's administrative services to others ?

*

Please choose only one of the following:

- Never
- Seldom
- Sometimes
- Always
- Hard to say

4 [Q4]

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

*

Please choose only one of the following:

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

5 [Q5]

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

6 [Q6]

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

7 [Q7]

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:

Please submit by 2016-02-27 00:00:00
Submit your survey.
Thank you for completing this survey.

Questionnaire to Staff

Chinese version

行政服務滿意度問卷調查

澳門大學現正進行一項全校問卷調查, 藉以了解教職員和學生對校內所提供的行政服務及設施之滿意程度及意見, 並作為日後持續服務改善計劃的依據。

There are 7 questions in this survey

行政服務滿意度問卷調查

1 [Q1] *

請為以下各項選擇適當答案:

	非常 不滿意 1	2	3	4	5	6	7	8	9	非常 滿意 10	不 適用/ 未有 使用 經驗 88	無 意見 99
1. 您對澳大各行政部門所提供服務的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. 您對澳大各前線服務的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. 您對澳大「服務承諾」的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. 您對澳大「好建議獎勵計劃」的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. 您在澳大工作的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. 整體而言, 您對使用澳大的各項設施和設備的滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. 整體而言, 您對澳大校園環境狀況的滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 [Q2] *

請為以下各項選擇適當答案:

	未能達到預期 -3	-2	-1	剛好達到預期 0	1	2	超出預期 3
8. 請指出澳大的整體服務質素是未能達到預期、剛好達到預期還是超出您的預期呢?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3 [Q3]

9. 您有沒有向其他人稱讚或推薦使用本校的行政服務?

*

請選擇以下其一：

- 從不
- 甚少
- 有時
- 經常
- 很難說

4 [Q4]

10. 總的而言，您覺得本校行政部門的整體表現正在改進中。

*

請選擇以下其一：

- 非常不同意
- 不同意
- 一般
- 同意
- 非常同意
- 無意見

5 [Q5]

11. 總的而言，您覺得本校的各項設備和設施正在改進中。

*

請選擇以下其一：

- 非常不同意
- 不同意
- 一般
- 同意
- 非常同意
- 無意見

6 [Q6]

12. 總的而言，您覺得本校的各項環境狀況正在改進中。

*

請選擇以下其一：

- 非常不同意
- 不同意
- 一般
- 同意
- 非常同意
- 無意見

7 [Q7]

13. 歡迎閣下對如何進一步改善本校服務的質量發表意見，可就不同的行政服務及/或設施提出建議：

請在這兒填上你的答案：

Appendix III Questionnaire to Student

English version

User Satisfaction Survey for students

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 7 questions in this survey

User Satisfaction Survey - Student

2 [Q2] *

Please choose the appropriate response for each item:

	Fall Short of Expectation -3	-2	-1	Exactly Meet Expectation 0	1	2	Exceed Expectation 3
8. Please indicate whether our services fall short of, exactly meet, or exceed your expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3 [Q3]

9. How often do you praise / recommend UM's administrative services to others ?

*

Please choose only one of the following:

- Never
- Seldom
- Sometimes
- Always
- Hard to say

4 [Q4]

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

*

Please choose only one of the following:

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

5 [Q5]

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

6 [Q6]

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

7 [Q7]

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:

Please submit by 2016-02-27 00:00:00
Submit your survey.
Thank you for completing this survey.

Questionnaire to Student

Chinese version

行政服務滿意度問卷調查 (學生問卷)

澳門大學現正進行一項全校問卷調查，藉以了解教職員和學生對校內所提供的行政服務及設施之滿意程度及意見，並作為日後持續服務改善計劃的依據。

There are 7 questions in this survey

行政服務滿意度問卷調查

1 [Q1] *

請為以下各項選擇適當答案:

	非常 不滿意 1	2	3	4	5	6	7	8	9	非常 滿意 10	不 適用/ 未 有 使 用 經 驗 88	無 意 見 99
1. 您對澳大各行政部門所提供服務的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. 您對澳大各前線服務的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. 您對澳大「服務承諾」的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. 您對澳大「好建議獎勵計劃」的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. 您在澳大學習的整體滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. 整體而言, 您對使用澳大的各項設施和設備的滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. 整體而言, 您對澳大校園環境狀況的滿意度為何?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 [Q2] *

請為以下各項選擇適當答案:

	未能達到預期 -3	-2	-1	剛好達到預期 0	1	2	超出預期 3
8. 請指出澳大的整體服務質素是未能達到預期、剛好達到預期還是超出您的預期呢?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3 [Q3]

9. 您有沒有向其他人稱讚或推薦使用本校的行政服務？

*

請選擇以下其一：

- 從不
- 甚少
- 有時
- 經常
- 很難說

4 [Q4]

10. 總的而言，您覺得本校行政部門的整體表現正在改進中。

*

請選擇以下其一：

- 非常不同意
- 不同意
- 一般
- 同意
- 非常同意
- 無意見

5 [Q5]

11. 總的而言，您覺得本校的各項設備和設施正在改進中。

*

請選擇以下其一：

- 非常不同意
- 不同意
- 一般
- 同意
- 非常同意
- 無意見

6 [Q6]

12. 總的而言，您覺得本校的各項環境狀況正在改進中。

*

請選擇以下其一：

- 非常不同意
- 不同意
- 一般
- 同意
- 非常同意
- 無意見

7 [Q7]

13. 歡迎閣下對如何進一步改善本校服務的質量發表意見，可就不同的行政服務及/或設施提出建議：

請在這兒填上你的答案：

請用下列方法提交: 2016-02-27 00:00:00

提交你的問卷.

多謝您完成這份問卷.