User Satisfaction Survey

2005 Report

Prepared by
Angus Cheong

Supported by
All Administrative Units
University of Macau

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Executive Summary

- A very high rate of 86% for the administrative staff and a response rate of 95% for the student sample were achieved in the current survey.

- More than 60% of UM staff browse UM homepages at least several times a week while less than half of students browse the UM homepages at least several times a week.

- For staff, a slightly difference of the expectations was found in the two year surveys. Eighty-six percent of them claim that services meet or exceed their expectations in 2005, which is 1% point higher than that in 2004.

- For students, nearly 70% claim that services meet or exceed their expectations in 2005 which is 10 percent point less than that in 2004.

- Sixty-six percent of the staff claim that they sometimes or always make recommendation in 2005 while 32% of the students sometime or always make recommendation in 2005.

- Generally speaking, there is no significant difference of the overall user's satisfaction between 2004 and 2005 both from the staff and student samples. However, for the staff sample, a significant difference of rating for academic units was found between the two years.

- Nineteen percent of the staff and thirty percent of the students replied that they encountered a service problem in the past year. The problems mainly are classroom facilities, car-parking, cleaning and classroom booking for the staff, whereas enrollment, computer service and photocopying are for students.

- There is a decrease of nearly twenty percent point of students who agree or strongly agree that the overall performance is improving.

- The neatness and tidiness of General Office received a highest score of 7.4 from the students while the sufficient channels provided for students to make their suggestions or to file for complaints received the lowest score of 6.

- In terms of the performance of each unit (QMFA results), FED received the highest score of 7.5 while FLL received the lowest score of 6.4.

- For staff, the first five service items needs to be improved are car parking, cleaning, computer support, maintenance, and procurement while immediate improvement areas are computer rooms, enrollment, canteen service, photocopying, and sports complex venue rental for students.

Introduction

The University of Macau conducted annual user satisfaction surveys in order to collect opinions from the entire University community and try to find out how far the staff members and students are satisfied with various facilities of the University and the services provided by various administrative units and the general offices of the academic units. Identifying the problems, weakness, strength and importance in these services will help the University management to set a direction for future development and provide better services for the University community.

The 2005 survey adopted the same approach as that used in 2004. It aimed to answer the following questions in order to provide useful reference for decision-making by the university management.

- How much are the respondents satisfied with the overall performance by the administrative units?
- How do the respondent rate the performance by each of the administrative unit?
- What are the concerns by the respondents?
- What are the users' suggestions to or opinions about the services?
- What are the differences of results between 2004 and 2005?

The structure of this report is divided into six parts: Executive Summary, Introduction, Methodology, Survey Results, Conclusion and Recommendations, and Appendices. Readers should consult the 2004 report for Literature Review on user satisfaction survey and References.

I. Data Collection

Like what we did last year, we adopted self-administered questionnaire method in the staff sample and the telephone interviews method in the student sample. As it was not possible to contact a small number of students by phone, we distributed .questionnaires to them for collection their opinions as well.

II. Sampling

For obtaining a representative sample, we conducted a census-like sampling of the staff in which each member of our staff is distributed a standardized questionnaire; and we used a random sampling technique for drawing a sample for telephone interviews with all registered students. The survey was conducted between late of October and early of November, 2005. Students from Department of Communication were trained to conduct interviews, to exercise supervision, and to perform data-input tasks. The sampling results are listed as follows.

1. Staff Sample

- Questionnaires were distributed to 727 staff members, of whom 418 were from academic units while 309 were from administrative units.
- 462 questionnaires were returned, counting an overall return rate of 64% which is 9% lower than that of 2004. The return rate from the administration units is 86% which is 7% higher than that of 2004, whereas the return rate from the academic unit is 47% which is 21% lower than that of 2004. Since eight of the returned questionnaires were found to be invalid, they were eliminated from the analysis. Finally, 454 cases were included in the analysis.
- Among all the 19 units, the highest return rate is 100% and the lowest is 28%.
- The sampling error is 4.6% at the 95% confidence level.

2. Student Sample

- 654 students were randomly selected from the total of 5638 students of the university. Among them, 590 were randomly selected to be interviewed using the Computer-Assisted Telephone Interviewing (CATI) system while 64 were asked to complete self-administered questionnaires due to the unavailability of their contact telephone numbers.
- There are 505 successful cases in total for the student sample. In the telephone interviews, 538 available phone numbers were dialed, among which 15 refused to answer or complete the interviews and 37 were not contacted due to line busy, no answer, call-backs and other unknown status. During the interview period from October 26 to 29, 2005, 487 students were successfully interviewed, counting a very high response rate of 95% (AAPOR 3) which is 4% higher than that of 2004. 18 completed questionnaires were returned from the self-administered sample.
- The sampling error is 4.4% at the 95% confidence level.

III. Questionnaire

The same questionnaires were adopted as last year except for a few wording changes and three extra questions. The extra questions are 1) Have you experienced a problem with the services including equipment/facilities/operation procedures/environment condition/frontline services in the past year? 2) What is/are such service(s)? Please indicate it/them below. These two questions were added in both samples. 3) What is your overall level of satisfaction with your study life at the university? This question was added only in the student sample. Another change is that the set of QMFA questions was asked to the students sample while it was for the staff sample last year. The complete questionnaires can be found in the Appendix part.

IV. Scaling

The ten-point scale

For the satisfaction and performance rating question, we adopted the ten-point scale for several reasons.

1. The ten-point scale is preferred because it can reflect incremental changes over time when used repeatedly, and it can reflect the extent of progress in reaching service targets (Hernon & Whitman, 2001).
2. The ten-point scale is easily understood and avoids a numeric midpoint while a 5-point or 7-point scale offers a midpoint which would allow the respondent to avoid answering the question.
3. The 10-point scale can help to measure whether the user is more or less satisfied, in however small degree. The labels at each end can denote the extreme limits of dissatisfaction and satisfaction, respectively.

The following illustration shows the interpretation of such scaling and the average scores from the sample.

Question: What is your overall level of satisfaction with all services provided by various administrative units of UM?

[1]	[2	3	4]	[5]	[6]	[7	8	9]	[10]

Lowest   **Highest**

- Scores of 1 and 10 are extreme, few people probably choose either of these scores.
- 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.
- The [2 3 4] and [7 8 9] ranges indicate dissatisfaction and satisfaction, respectively. Most people will respond in these ranges.
- [7 8 9] grouping offers the respondent a way to fine-tune a non-extreme score. That is, a score of 7 indicates moderate satisfaction and signals that there is room for improvement without expressing actual dissatisfaction. The same reason applies to [2 3 4] grouping.
- An average score of at least 8 is very good, whereas people who score a *7* are indicating that they are not exactly dissatisfied, but that they are near the lowest range of satisfaction.

- Scores below a 7 should be a cause of concern, but of greatest and most immediate concern are those who score in the 1 to 4 range. These responses are clearly signaling certain dissatisfaction. Imagine that the lower the score, the louder the voice of dissatisfaction.

Another type of significant questions is the users' expectations score: Please indicate whether our service fall short of, exactly meet, or exceed your expectations.

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

A score of 0 would mean that expectations were exactly met—nothing more, nothing less. Scores higher than 0 would indicate that service exceeds the users' expectations while scores below 0 indicate that the users' expectations are not being met. The latter would imply that a problem or misunderstanding should be identified and corrected.

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

I. Return/Response Rates

It turned out to be a very high rate of 86% for the administrative staff, but a rather low rate of 47% for the academic staff. In average, the rate of 2005 is 10% point lower than that of 2004. Nonetheless, the sample still represents a good one as the population of all staff. For the student sample, 95% of the contacted students answer telephone interviews, which constitute a very good sample representing the population of all students at UM.

Table 1.1 Return/Response Rate		
	2004	2005
Administration staff	79%	86%
Academic staff	68%	47%
All staff	73%	63%
Student	91%	95%

II. Sample Characteristics

1. Staff Sample
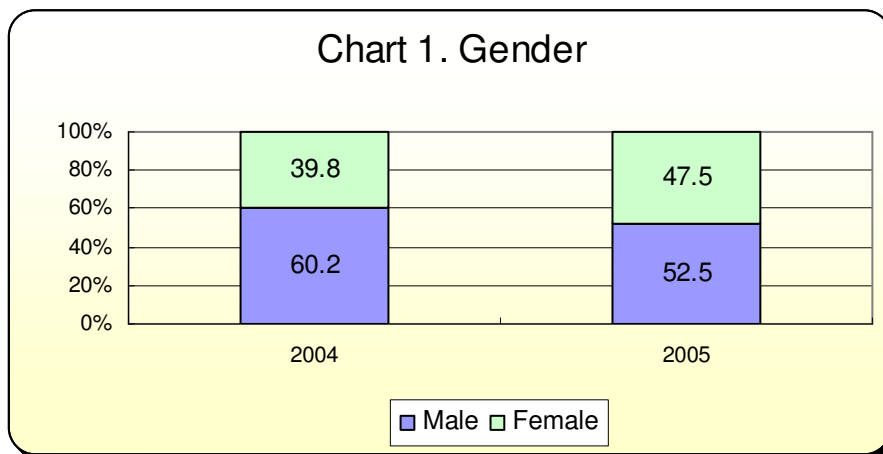
Chart 1. Gender

Chart 2. Type of Staff

	2004	2005
Research	2.5	1.2
Academic	45.2	38.7
Administrative	52.3	60.2

Chart 3. Administrative Unit

%

	AAB	BAF	GAB	CSB	LIB	PO	PRO	PUB	RTO	UCO
2004	11.4	15.5	35.8	11.9	10.4	4.7	3.6	0.5	5.7	0.5
2005	14.8	15.3	25.4	14.4	12.0	6.2	3.3	1.0	7.7	

Chart 4. Academic/Research Units

%

	FBA	FED	FLL	FSH	FST	CPU	ELC	CCS	CMS
2004	29.2	11.5	7.8	11.9	24.7	8.2	4.5	0.4	1.6
2005	19.5	13.7	11.5	22.6	15.0	6.2	6.6	1.8	3.1
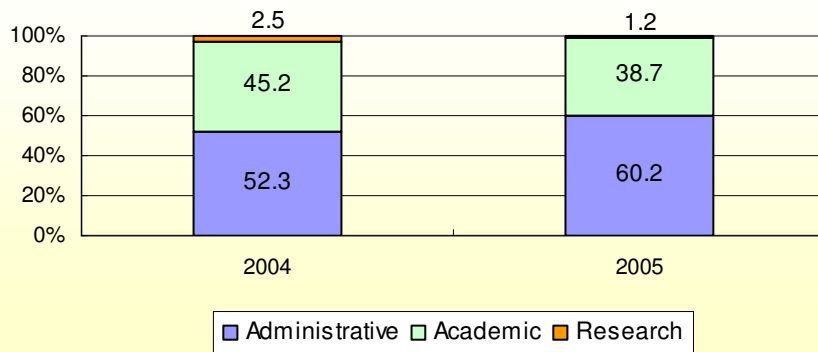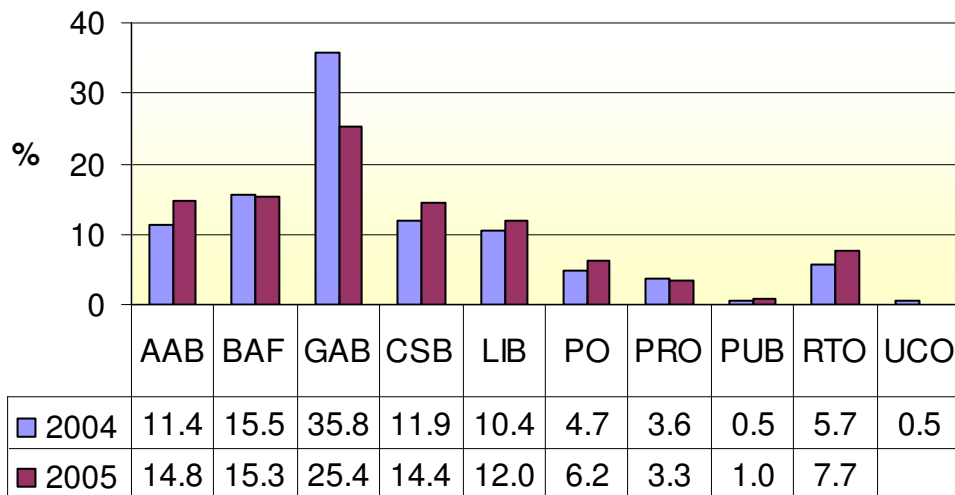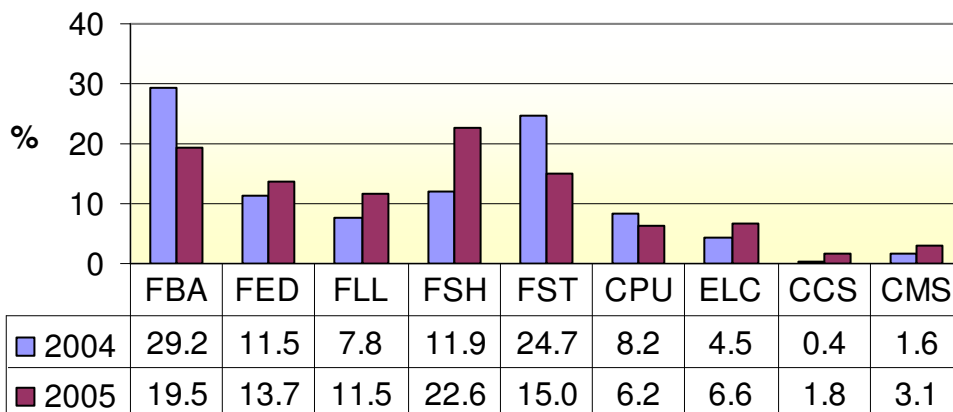
Chart 5. Years of Serving UM

	Under 5 years	5 to 10 years	11 to 15 years	Above 15 years
■ 2004	37.3	25.1	22.0	15.6
■ 2005	44.7	20.4	17.4	17.4
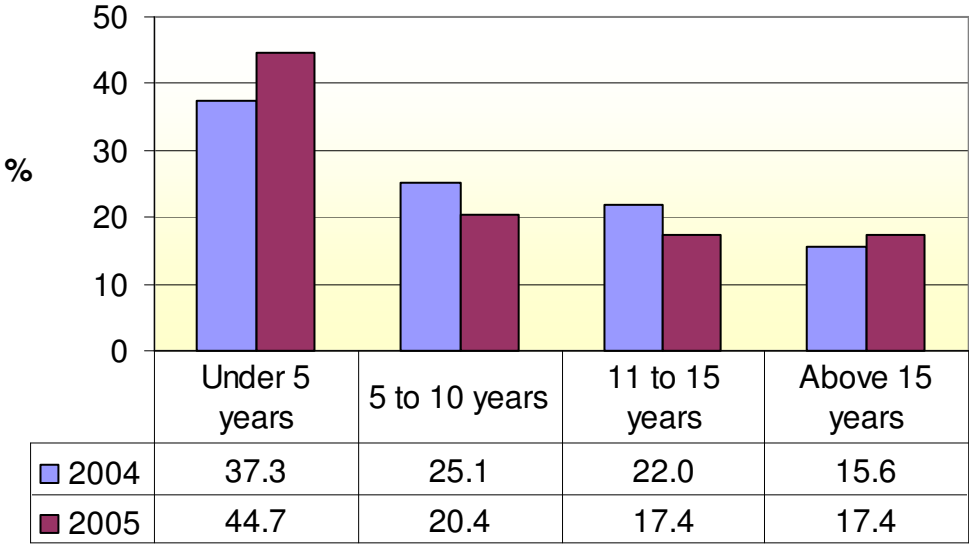
When asking the frequency that they browse the UM homepages, staff's answers showed that there are no significant differences in the two years. More than 60% of them browse UM homepages at least several times a week.

Chart 6. How often do you browse UM homepages?

	Never	Several times a year	Several times a month	Several times a week	Every day
■ 2004	1.3	9.4	25.2	36.6	27.4
■ 2005	1.5	8.1	25.2	36.4	28.9

2.   Student Sample

Chart 7. Gender

	2004	2005
Female	57.1	61.0
Male	42.9	39.0

☐ Male ☐ Female

Chart 8. Year of Study

	Foundation	First	Second	Third	Fourth	Fifth	Intensive
2004		30.3	30.7	21.3	17.7		
2005	7.5	32.3	25.3	17.8	16.4	0.2	0.4
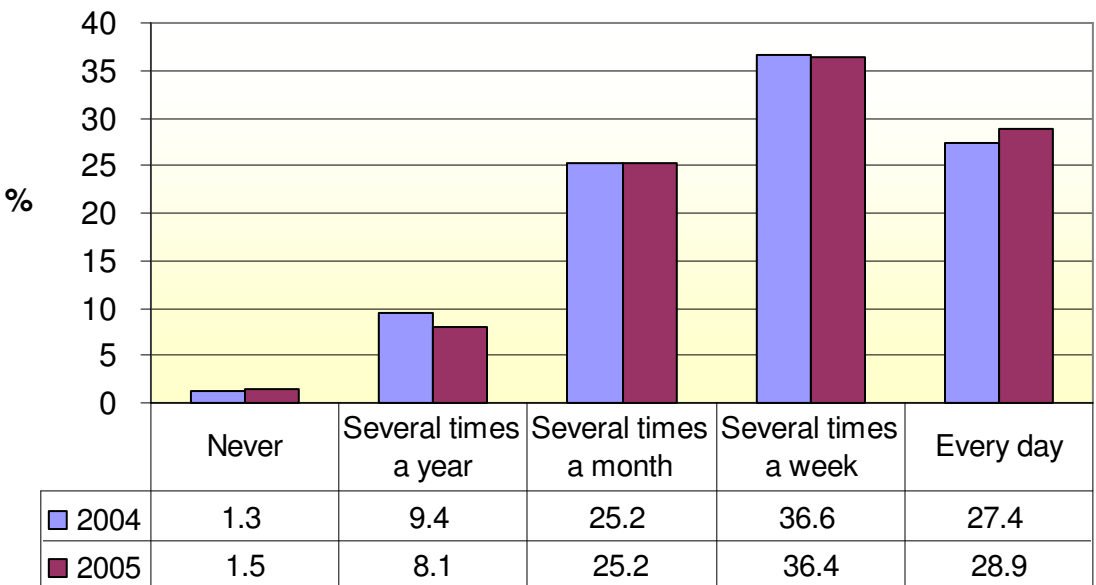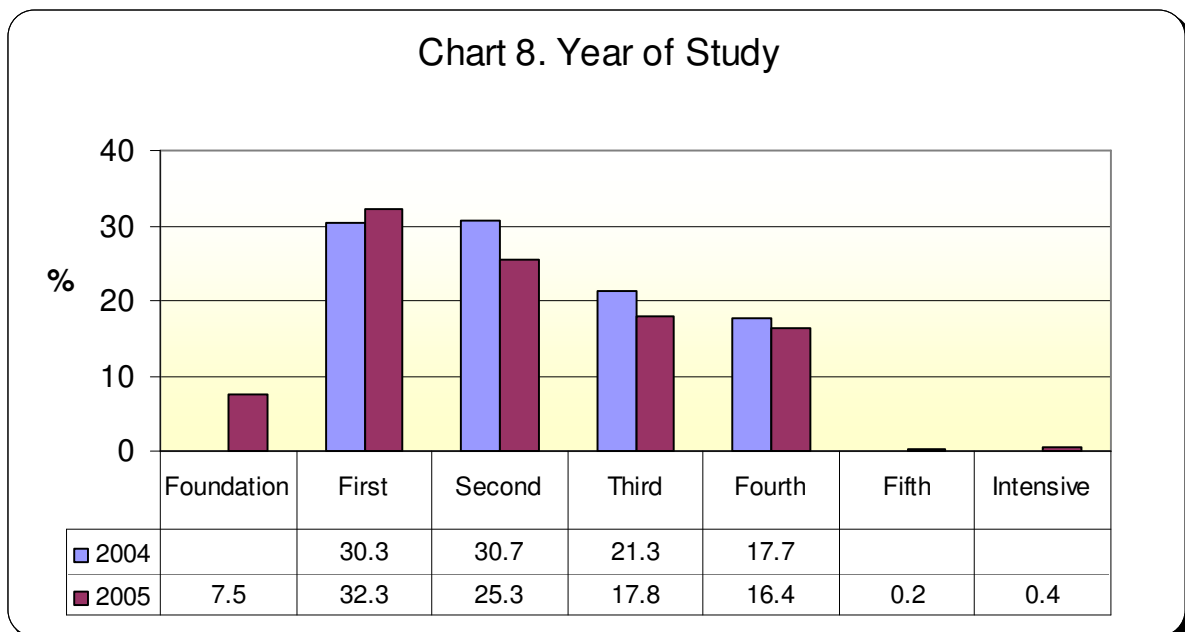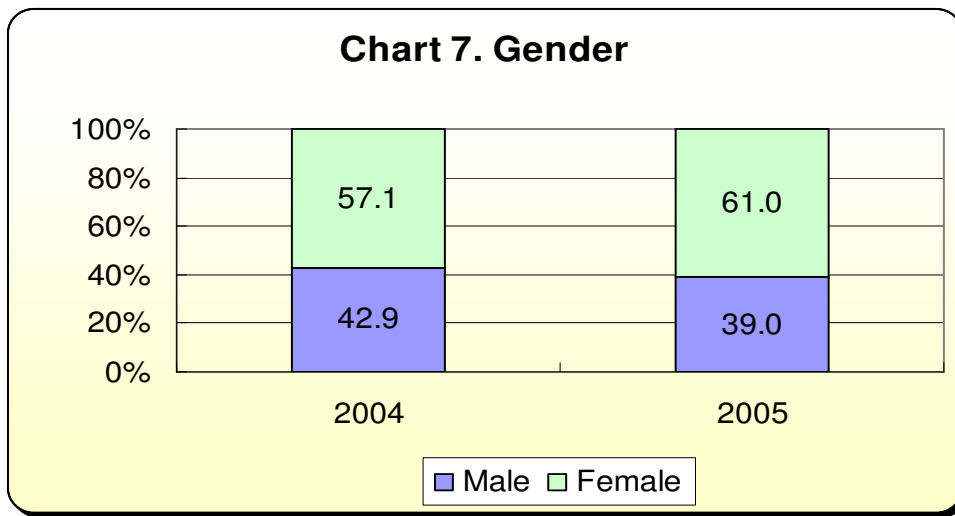
Note: In 2004, students from Foundation Studies were grouped into First year and Fifth and Intensive were grouped into Fourth year.

Chart 9. Study Mode

Year	Day time	Evening class
2004	74.1	25.9
2005	80.8	19.2

Legend: □ Day time □ Evening class

Chart 10. Faculty

%

	CPU	FBA	FED	FLL	FSH	FST
■ 2004	5.1	29.7	13	8.3	25.6	18.3
■ 2005	7.9	31.5	8.9	6.1	29.7	15.8

Chart 11. Housing Status

	Home (with parents)	Student Hostel	Rental Apartment	Others
2004	89.4	4.9	4.5	1.2
2005	82.6	8.3	9.1	
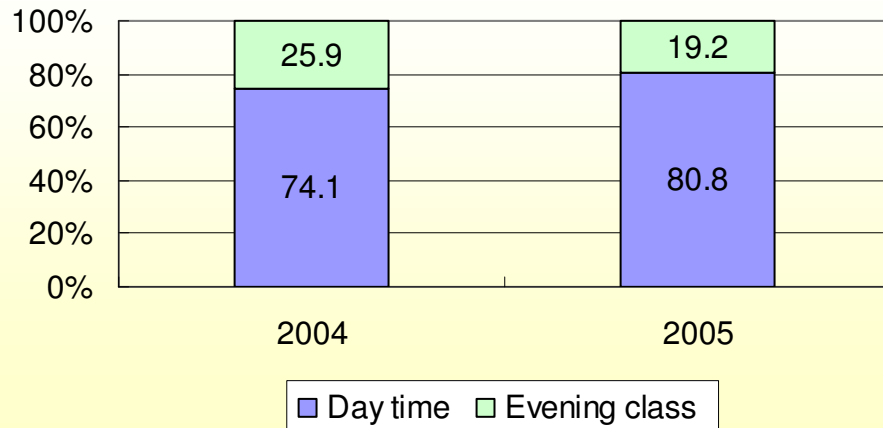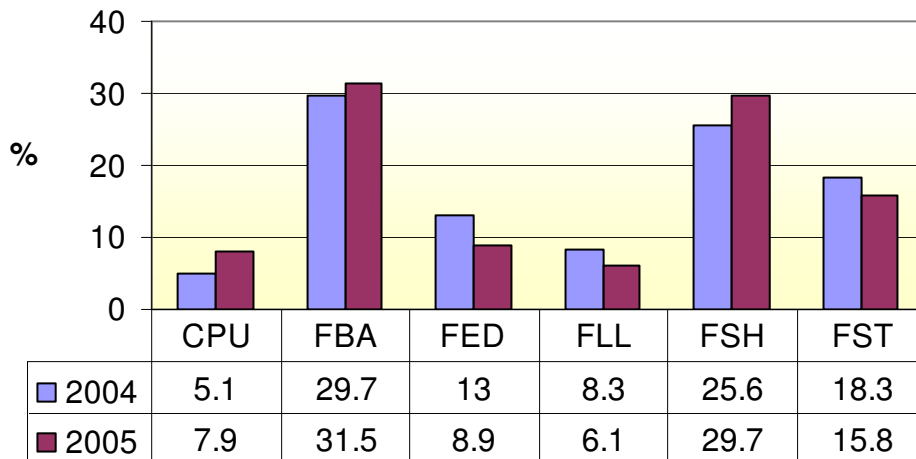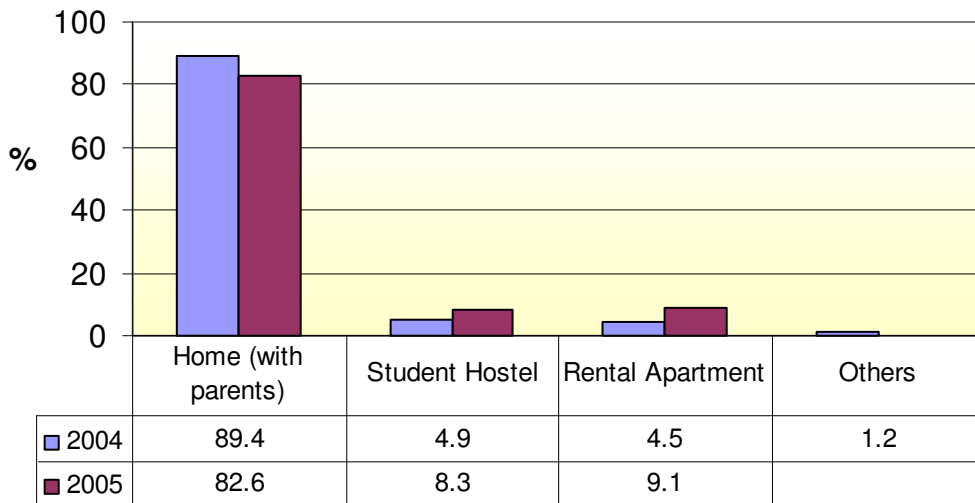
For the student sample, there are less students who never browse the UM homepages and more browse them everyday in 2005. It is an indication of making progress. However, it should be noted that both years' results showed that less than half of students browse the UM homepages at least several times a week.

Chart 12. How often do you browse UM homepages?

	Never	Several times a year	Several times a month	Several times a week	Every day
2004	15.6	9.5	29.5	32.4	13.1
2005	5.7	11.9	33.2	33.2	16.0
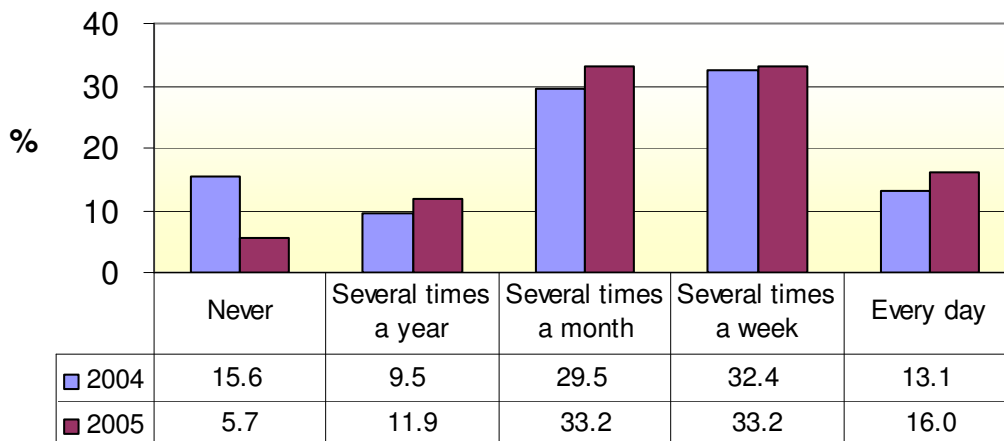
III. Main Findings

A. Closed-ended questions—Opinions about and Ratings of Services

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

- For staff, there is a slightly difference of the expectations was found in the two year surveys. Eighty six percent of staff claim that services meet or exceed their expectations in 2005, which is 1% point higher than that in 2004.
- For students, more students claim that service meet their expectations while less claim fall short of expectations in 2005 and more claim slightly short of expectation. There in no change in terms of mean score in the two years. Nearly 70% claim that services meet or exceed their expectations in 2005, which is 9 percent point less than that in 2004.

Table 2.1 Service Expectations (Staff and Students)				
	Staff		Students	
	2004	2005	2004	2005
Completely Fall Short of Expectation (-3)		0%	1%	1%
Somewhat Fall Short of Expectation (-2)	3%	1%	10%	7%
Slightly Fall Short of Expectation (-1)	12%	14%	12%	24%
Exactly Meet Expectations (0)	38%	35%	64%	47%
Slightly Exceed Expectations (+1)	34%	35%	9%	18%
Somewhat Exceed Expectations (+2)	11%	14%	4%	4%
Completely Exceed Expectations)+3)	2%	1%	1%	
Mean	**0.40**	**0.46**	**-0.14**	**-0.14**

Table 2.1 Service Expectations (Staff and Students)
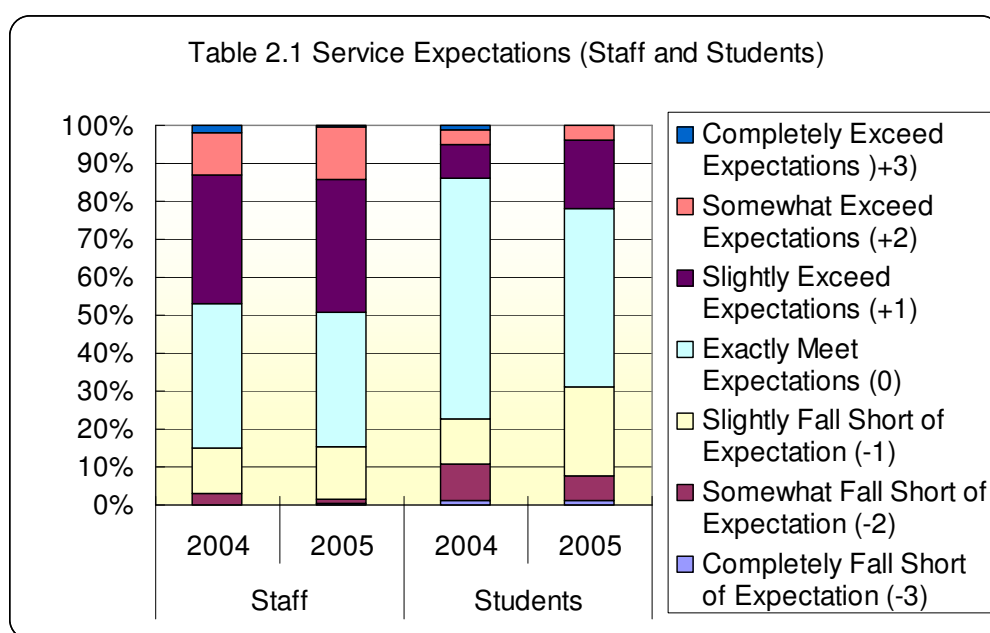
2. How often do you praise / recommend UM's administrative services to others?

- For staff, no significant difference was found in two years. Sixty-six percent claim that they sometimes or always make recommendation in 2005, which is 2% point more than that in 2004.
- For students, less of them claim that they never make recommendations, more always as well as sometimes or seldom make recommendation in 2005. Thirty-two percent sometimes or always make recommendation in 2005, which is 6% point more than that in 2004.

Table 2.2 Recommendation of Administrative Services to Others (Staff and Students)				
	Staff		Students	
	2004	2005	2004	2005
Never	6%	7%	61%	44%
Seldom	30%	27%	13%	24%
Sometimes	52%	55%	25%	30%
Always	12%	11%	1%	2%

Table 2.2 Recommendation of Administrative Services to Others (Staff and Students)
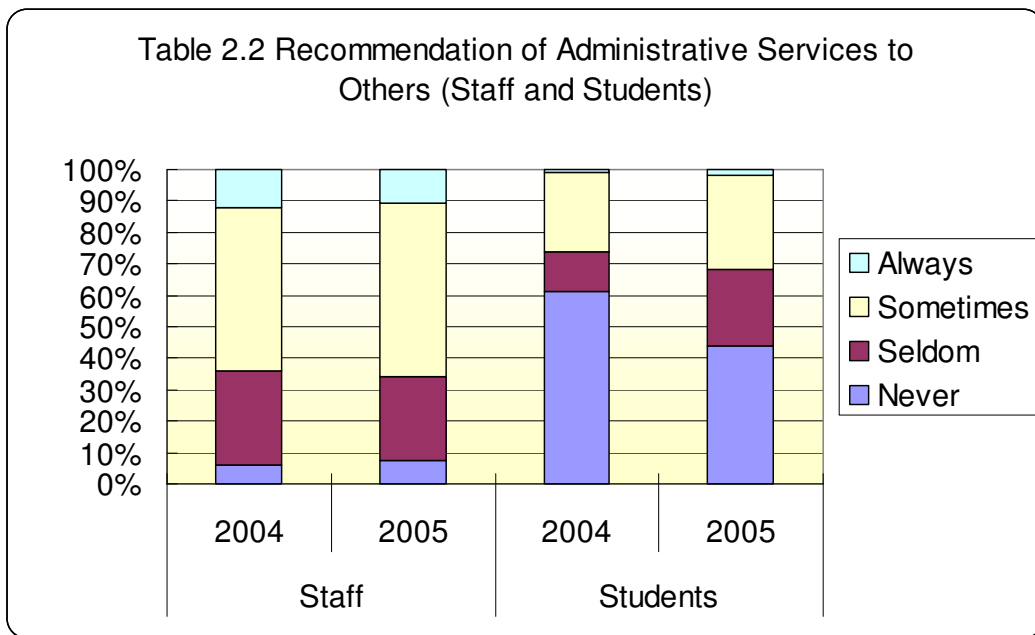
3.   In general, the overall performance of the administrative units of UM is improving.

- For staff, no significant difference was found in two years. About 80% claim that the overall performance is improving in 2005.
- For students, there are significantly more students keeping neutral on the statement and far less of them agree with the statement even though a slight increase in the category of strongly agree. In general, there is a drop of nearly twenty percent point of students who agree or strongly agree that the overall performance is improving.

Table 2.3 The overall performance is improving (Staff and Students)				
	Staff		Students	
	2004	2005	2004	2005
Strongly disagree	0%	1%	1%	2%
Disagree	2%	2%	13%	10%
Neutral	18%	16%	17%	40%
Agree	63%	65%	69%	47%
Strongly agree	17%	15%	1%	2%

Table 2.3 The overall performance is improving (Staff and Students)
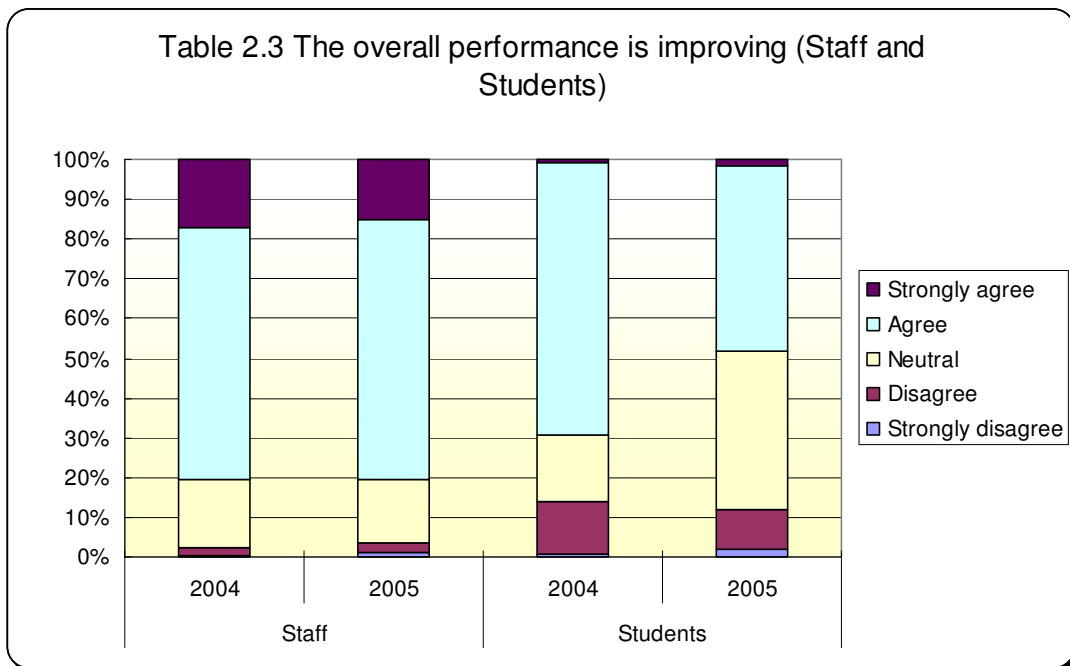
4. **In general, the overall performance of the general office of your faculty/academic unit is improving (Only in 2005 survey for staff).**

- For staff, 78% of them agree or strongly agree that the overall performance of their faculty offices is improving.

Chart 2.4. Overall Performace of Faculty General Office (Staff, 2005)

Response	Percentage
Strongly disagree	2%
Disagree	2%
Neutral	11%
Agree	46%
Strongly agree	32%
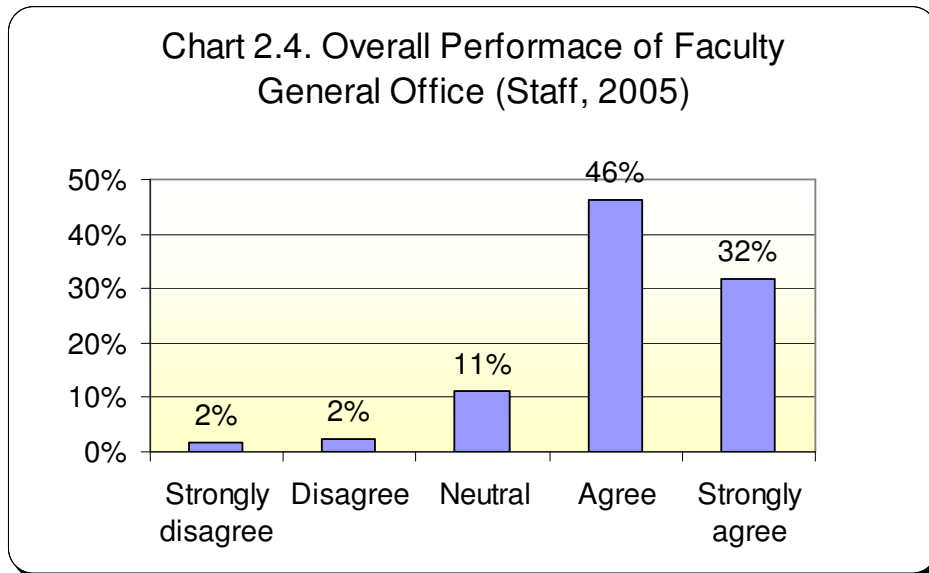
5. **a. Have you experienced a problem with the service including equipment/facilities/operation procedures/environment condition/frontline services in the past year?**

- For staff, 19% of them answered YES, but 25% did not provide any answers.
- For students, 30% of them answered YES.

Chart 2.5. Problems Experienced

	Staff	Students
Yes	19%	30%
No	56%	69%
No Answer	25%	1%
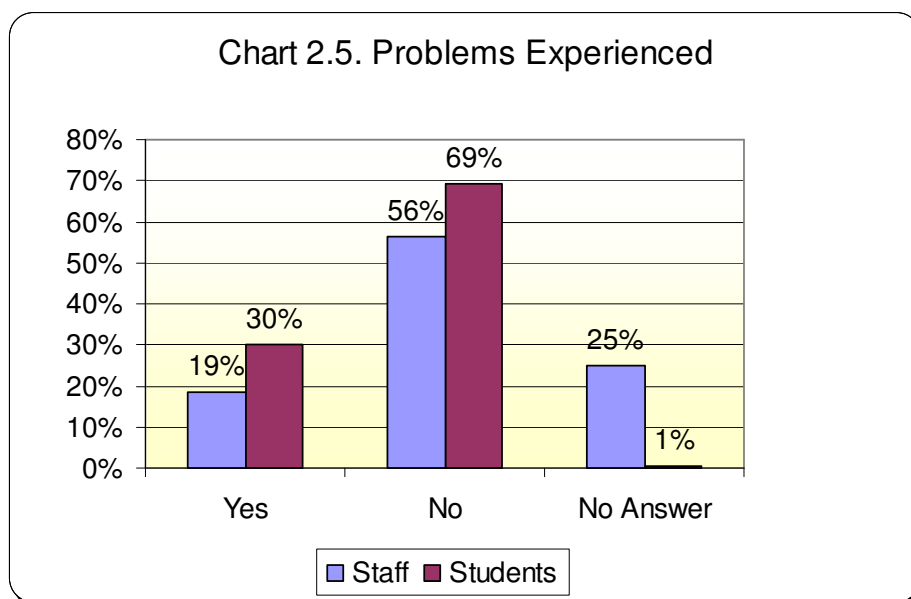
b. For those who have ever experienced service problems, please indicate what such service(s) is/are?

- For staff, the first five problems that they experienced the most are about the classroom facilities, followed by car parking, cleaning, library services, and classroom booking.
- For students, the first five problems that they experienced the most are about enrollment, computer rooms and computers, photocopying, service efficiencies, and staff attitudes.

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Table 2.4 What are the services with the problems you experienced?			
員工樣本 Staff		學生樣本 Students	
項目	次數	項目	次數
課室設備(電腦、投影機、揚聲器、冷氣機) Classroom facilities	16	選科程序、服務 Enrollment	33
停車場 Car parking	6	電腦室及電腦 Computer rooms and computers	19
清潔 Cleaning	6	影印問題 photocopying	18
圖書館服務 Library services	6	服務效率慢 service efficiencies	17
課室預約問題 Classroom booking	5	職員態度差 staff attitudes	11
訂車 car booking	4	學院行政 faculty administration	10
電腦支援服務 computer support services	4	電子錢包 e-purse	8
公關服務 PR services	4	圖書館服務 library services	7
職員宿舍的維修及管理 Staff hostel management	3	租借(儲物櫃、體育館) renting of locker, sports complex	7
採購服務 Purchasing	3	學校部門(工程部、保安部、出納部、註冊處) RE, Security, Registry, etc.	6
會計服務,退款申請的處理 Account/Reimbursement	3	設施指引不清晰 Instructions of facilities	4

6. Mean scores of Satisfaction (Staff Sample)

- No significant difference of rating of services for administrative units was found between 2004 and 2005.
- A significant difference for academic units was found between two years. FST, in particular, received a significant decrease of scores in 2005. Other units that also received significantly lower ratings include CPU and FLL.

| Table 3.1 Satisfaction Ratings (by staff)							
	2004			2005			Difference
Units	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
AAB							
Overall performance	**343**	**6.9**	**1.6**	**329**	**7.1**	**1.5**	**0.2**
Efficiency of Classroom allocation	330	6.5	1.9	271	6.8	1.8	0.3
BAF							
Overall performance	**414**	**6.8**	**1.7**	**377**	**7.1**	**1.5**	**0.2**
Payment procedure	296	6.6	1.8	275	6.6	1.7	-0.1
Procurement procedure	307	6.0	2.0	240	6.8	1.5	0.8
Sufficient channel for payment request				227	6.6	1.5	*
Service in providing price quotations, placing order or delivery of goods				231	6.6	1.7	*
Disbursement/reimbursement by auto-pay service				254	7.2	1.7	*
CSB							
Overall performance	**469**	**7.2**	**1.7**	**407**	**7.4**	**1.6**	**0.2**
IT support service for computing facilities in offices	443	7.0	1.8	407	7.2	1.6	0.2
Application software provided for general purposes	454	6.7	1.8	409	6.8	1.8	0.1
Computer equipment in offices	462	6.6	1.9	423	6.8	1.8	0.3
Intranet accessibility off-campus	370	6.5	2.0				*
Administrative information systems				390	6.9	1.6	*
Support service for administrative information systems				300	6.9	1.5	*
GAB							
Overall performance	**441**	**7.3**	**1.5**	**395**	**7.1**	**1.4**	**-0.2**
Photocopying service	386	7.2	1.9	345	7.1	1.7	-0.1
Security service	445	7.2	1.5	400	7.1	1.5	-0.2
Maintenance service	414	7.2	1.5	370	7.1	1.5	-0.1
Hygiene in your own office/working place	477	7.1	1.6	434	7.0	1.7	-0.2
Procedure for booking car/school bus	249	7.1	1.6	241	6.8	1.7	-0.3
Hostel management	122	7.0	1.7	104	6.8	1.8	-0.3
Classroom facilities	415	6.9	1.7	351	7.0	1.6	0.1
Cleaning service	475	6.9	1.7	431	6.9	1.6	0.0
Hygiene in classrooms	407	6.9	1.7	350	6.8	1.8	-0.1
Air-conditioning in classrooms	409	6.8	1.9	343	6.4	2.0	-0.4
Air-conditioning in your own office/working place	479	6.8	2.1	429	6.3	2.2	-0.5
Hygiene of resting areas on campus	424	6.6	1.8	389	6.6	1.6	-0.1

Facilities in staff hostels (for campus residents only)	51	6.6	2.3	52	6.5	2.3	-0.1
Signposts on campus	437	6.4	1.8	384	6.3	1.8	-0.1
Facilities in washrooms (e.g. toilet tissue, hanger, hand dryer…etc)	487	6.4	2.0	433	6.6	1.9	0.2
Hygiene in washrooms	482	6.2	2.0	433	6.2	1.9	0.0
Sports Complex facilities	276	5.9	2.0	247	6.3	1.8	0.3
Office space	474	5.9	2.2	428	6.1	2.0	0.2
Recreational areas	420	5.2	2.1	382	5.3	2.0	0.1
Car-park lots	341	4.9	2.3	300	4.5	2.3	-0.4
Library							
Overall performance	**435**	**7.3**	**1.5**	**375**	**7.4**	**1.4**	**0.1**
Procedure for loaning/returning books, or other circulation services in Library	401	7.4	1.5	351	7.5	1.5	0.1
Quietness in Library	407	7.2	1.8				*
Library reference work	215	7.1	1.6	272	7.0	1.6	-0.1
Shelving space in Library				346	6.9	1.6	*
Library resources (books, periodicals and e-resources)	414	5.5	1.9	380	6.5	1.8	1.0
Library liaison work				204	7.0	1.6	*
PO							
Overall performance	**462**	**7.1**	**1.7**	**412**	**7.1**	**1.6**	**0.0**
Staff training	337	6.6	1.8	328	6.7	1.7	0.1
Confidentiality of staff records	341	6.6	2.0	323	6.6	2.0	0.1
Staff recruitment service	236	6.4	1.9	244	6.6	1.7	0.2
Staff activities organizing	356	6.2	2.1	332	6.3	1.9	0.2
PR							
Overall performance	**337**	**6.9**	**1.6**	**317**	**6.9**	**1.6**	**0.0**
Procedure for souvenir requisition and distribution	214	6.7	1.8	216	6.8	1.7	0.1
Event/ conference arrangement and supporting	292	6.6	1.9	281	6.9	1.7	0.2
PUB							
Overall performance	**175**	**6.7**	**1.8**				*
Academic General Office							
Overall performance	**235**	**8.5**	**1.4**	**175**	**8.0**	**1.6**	**-0.5**
CPU	20	9.4	0.7	10	8.8	1.2	-0.5
ELC	11	9.1	1.2	11	9.2	0.8	0.1
FST	58	8.7	1.0	24	7.7	2.0	-1.0
FLL	18	8.6	1.6	15	8.1	1.7	-0.4
CMS	3	8.3	0.6	1	10.0	.	1.7
FBA	71	8.3	1.6	35	8.0	1.2	-0.2
FSH	26	8.2	1.4	38	8.1	1.5	-0.1
FED	27	8.0	1.3	19	8.1	1.4	0.1
CCS	N/A						

Chart 3.1a. Satisfaction Ratings (by staff)

	All Services	Frontline Services	AAB	BAF	CSB	GAB	Library	PO	PR	Academic
2004	7.2	7.4	6.9	6.8	7.2	7.3	7.3	7.1	6.9	8.5
2005	7.2	7.3	7.1	7.1	7.4	7.1	7.4	7.1	6.9	8
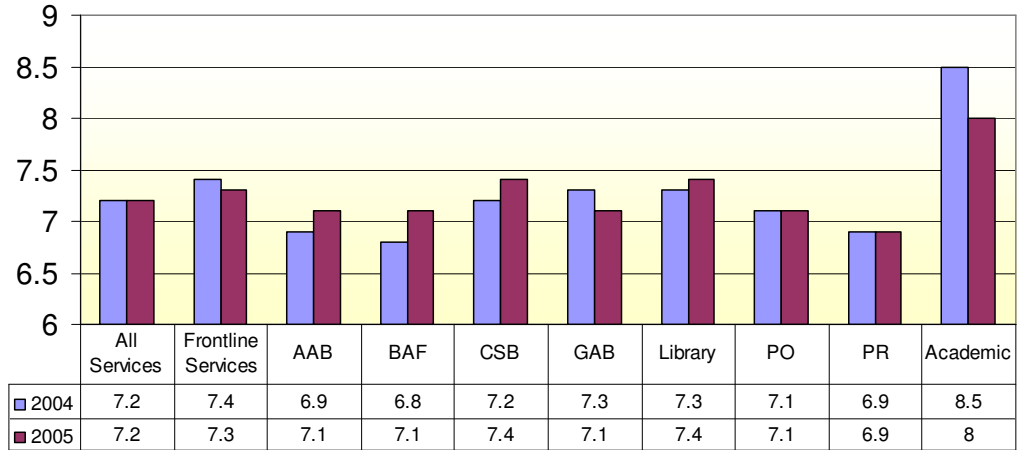
Chart 3.1b. Satisfaction Ratings (by staff)

|	CPU	ELC	FST	FLL	CMS	FBA	FSH	FED
2004	9.4	9.1	8.7	8.6	8.3	8.3	8.2	8
2005	8.8	9.2	7.7	8.1	10	8	8.1	8.1
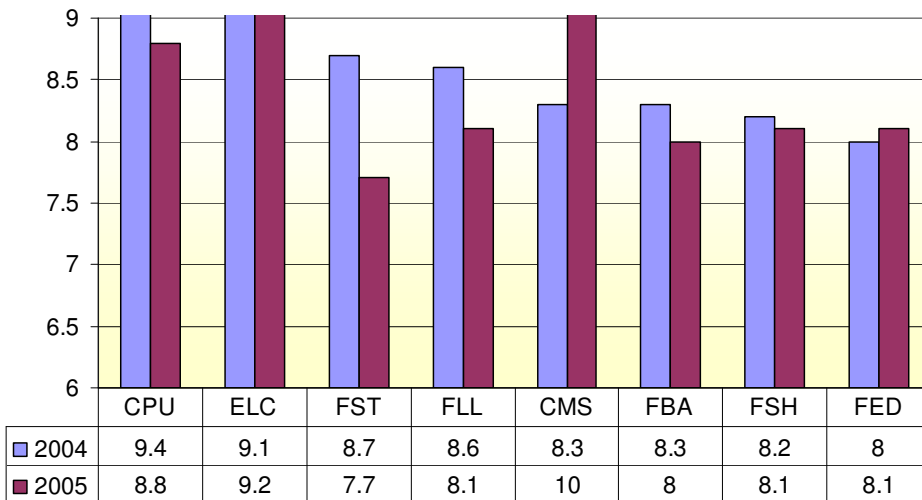
7. Mean scores of Satisfaction (Student Sample)

- No significant differences were found for all units.
- Among all administrative units, library is the only unit that received a score of higher than 7 points.

Table 3.2 Satisfaction Ratings (by student)	2004			2005			Difference
Units	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
REG							
Overall performance	**501**	**6.6**	**1.5**	**496**	**6.8**	**3.9**	**0.2**
Procedure of registration (New students only)	154	6.6	1.5	256	6.5	6.0	-0.1
Procedure for applying testimonials and transcripts	367	6.3	1.5	407	6.4	1.5	0.0
Classroom allocation	501	6.1	4.0	497	6.2	1.6	0.1
SO							
Overall performance	**463**	**6.8**	**1.5**	**470**	**6.7**	**1.5**	**0.0**
Student hostel management	26	6.5	2.1	41	6.3	2.0	-0.2
Student counseling service	270	6.1	1.6	319	6.1	1.5	-0.1
Career guidance service	241	6.0	1.7	265	5.8	1.5	-0.1
Procedure of locker renting	374	5.7	1.6	408	5.7	1.6	0.0
Sport activities	329	5.5	1.8	383	5.8	1.7	0.3
Treasury Office							
Overall performance	**483**	**6.8**	**1.4**	**470**	**6.8**	**1.4**	**0.0**
E-purse services	419	6.8	1.5				*
Procedure for payment	490	6.6	1.5	487	6.7	1.5	0.1
Sufficiency of current payment channels	490	6.4	1.5	485	6.4	1.4	-0.1
Procedure of adding value of e-purse				467	6.8	1.5	*
CSB							
Overall performance	**481**	**6.6**	**1.4**	**474**	**6.6**	**1.4**	**0.0**
Functions provided in SIWeb	479	7.1	3.9	495	6.8	1.5	-0.3
Application software provided for course work	482	6.6	1.5	456	6.6	1.5	-0.1
Supporting service in computer rooms	461	6.1	1.6	481	6.3	1.5	0.2
Performance of computing equipment in computer room	492	5.9	1.7	493	6.2	1.7	0.4
Intranet accessibility off-campus	404	5.8	1.9				*
Quantity of computing equipment in computer rooms	495	5.8	1.9	494	5.8	1.8	0.0
Quietness in computer rooms	488	5.7	1.7	490	5.8	4.1	0.1
Course enrollment	472	5.7	1.8	485	5.3	2.0	-0.4
GAB							
Overall performance	**403**	**6.7**	**1.2**	**417**	**6.6**	**1.2**	**-0.1**
Hygiene in classrooms	508	7.2	1.4	505	7.2	1.4	0.1
Hygiene in student hostels (for hostel students only)	25	7.1	1.7	38	6.4	1.5	-0.6
Classroom facilities	507	6.9	1.4	505	7.1	1.4	0.2
Facilities in washrooms	508	6.8	1.5	504	6.9	1.5	0.1

Hygiene of resting areas on campus	499	6.8	1.3	495	6.7	1.3	0.0
Student hostels and facilities (For hostel students only)	25	6.6	1.8	42	6.6	1.5	-0.1
Satisfaction of security services	446	6.4	1.5	458	6.6	1.5	0.2
Hygiene in washrooms	508	6.4	1.6	505	6.6	1.6	0.2
Campus building maintenance service	477	6.4	1.4	472	6.3	1.4	-0.1
Air-condition in classrooms	507	6.3	1.5	505	6.3	1.7	0.0
Signposts on campus	497	6.2	1.6	498	6.2	1.6	0.0
Space for study room/study area	470	6.0	1.7	477	5.9	1.7	-0.1
Sports Complex facilities	341	5.8	1.6	377	5.9	1.7	0.0
Facilities in canteen	490	5.8	1.7	492	5.6	1.7	-0.2
School clinic service	211	5.8	1.8	286	5.7	1.8	-0.1
Recreational areas	499	5.6	1.7	494	5.7	1.8	0.1
Sufficiency of photocopying services	478	5.5	1.9	480	6.0	1.8	0.5
Library							
Overall performance	**502**	**7.5**	**1.2**	**498**	**7.6**	**1.2**	**0.0**
Quietness in Library	501	7.7	1.4				*
Study space in Library				492	7.7	1.3	*
Procedure for loaning/returning books	492	7.5	1.2	480	7.5	1.3	0.0
Assistance accessibility in Library	477	7.0	1.4	479	7.0	1.5	0.0
Range of books in Library	501	6.8	1.8	497	7.1	1.6	0.4
Library use & orientation course	402	6.6	1.3	477	7.0	1.4	0.3
Faculty Office							
Overall performance	**492**	**6.7**	**1.6**	**498**	**6.8**	**1.6**	**0.1**
CPU [a]	22	7.4	1.0	40	7.2	1.3	-0.2
FED	63	7.3	1.1	43	7.5	1.2	0.2
FST	89	7.0	1.5	78	7.0	1.5	0.0
FSH	127	6.7	1.5	148	6.9	1.6	0.3
FBA	149	6.5	1.7	158	6.4	1.7	-0.1
FLL	42	5.9	2.2	31	6.6	2.1	0.7

Chart 3.2a. Satisfaction Ratings (by student)

	All Services	Frontline Services	Study Life	REG	SO	Treasury Office	CSB	GAB	Library	Faculty Office
2004	6.5	6.9		6.6	6.8	6.8	6.6	6.7	7.5	6.7
2005	6.5	7	6.5	6.8	6.7	6.8	6.6	6.6	7.6	6.8
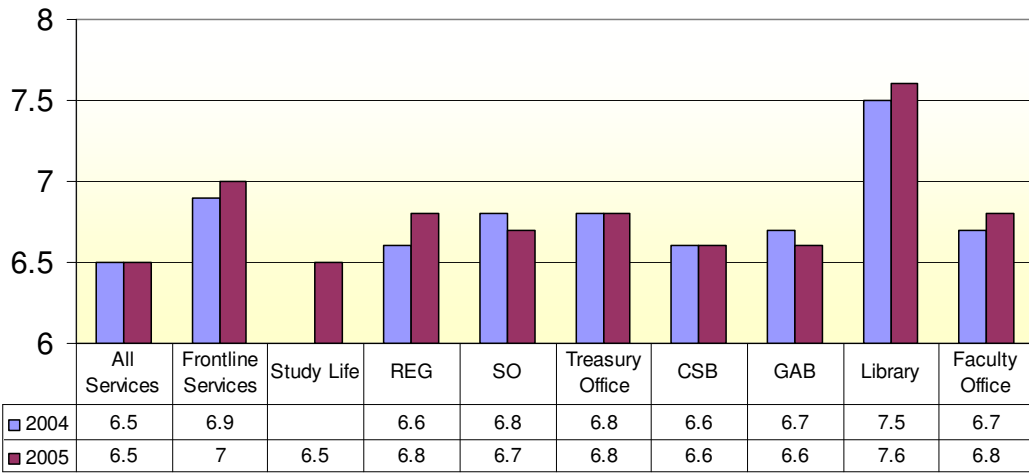
Chart 3.2b. Satisfaction Ratings (by student)

|	CPU	FED	FST	FSH	FBA	FLL
2004	7.4	7.3	7	6.7	6.5	5.9
2005	7.2	7.5	7	6.9	6.4	6.6
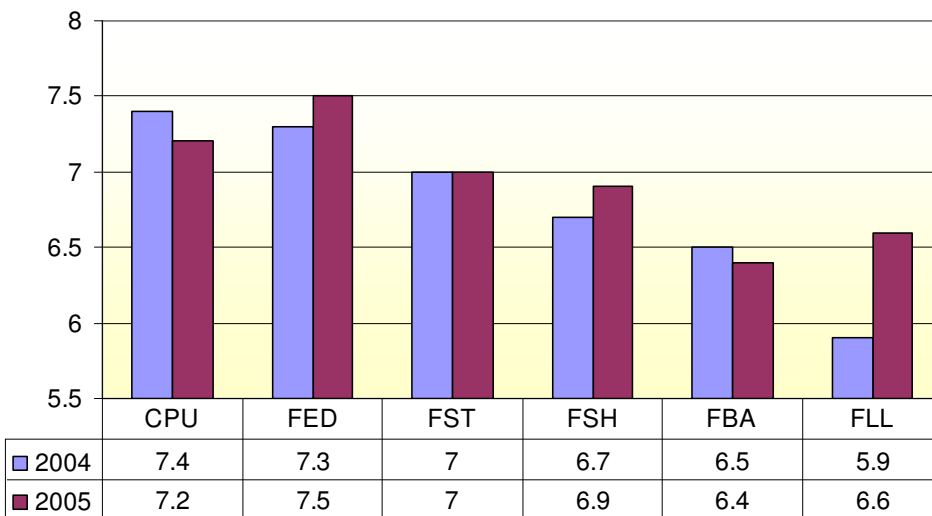
8. **How satisfied are you with the following items provided by the GENERAL OFFICE of YOUR FACULTY or ACADEMIC UNIT**

- The neatness and tidiness of General Office received a highest score of 7.4 from the students while the sufficient channels provided for students to make their suggestions or to file for complaints received the lowest score of 6.
- In terms of the performance of each unit (QMFA results), FED received the highest score of 7.5 while FLL received the lowest score of 6.4.

Table 3.3 Ratings of Performance of Faculty or Academic Units by (by students)

	2005		
	N	Mean	Std. Deviation
The ability to respond to questions/enquiries accurately	493	6.7	1.7
Immediate assistance provided by the staff of General Office	489	6.7	1.7
Courtesy of staff in the General Office	498	7.0	1.7
Proper tone of voice and eye contact of staff in General Office	499	6.9	1.7
Ability to convey important information and announcements effectively by the General Office	495	6.6	1.7
Informativeness of Faculty/Centre webpage	482	6.2	1.6
Neatness and tidiness of General Office	484	7.4	1.2
The ability to meet the goals established for the "Performance Pledges"	487	6.8	1.6
Sufficient channels provided for students to make their suggestions or to file for complaints	461	6.0	1.7

Chart 3.3 Ratings of Performance of Faculty or Academic Units by (by students)

Category	Rating
Neatness and tidiness of General Office	7.4
Courtesy of staff in the General Office	7
Proper tone of voice and eye contact of staff in	6.9
The ability to meet the goals established for the	6.8
Immediate assistance provided by the staff of	6.7
The ability to respond to questions/enquiries	6.7
Ability to convey important information and	6.6
Informativeness of Faculty/Centre webpage	6.2
Sufficient channels provided for students to make	6

Chart 3.4 QMFA Results of Each Faculty Office

Faculty	Result
FED	7.5
FST	7.1
CPU	7.0
FSH	6.8
FBA	6.6
FLL	6.4
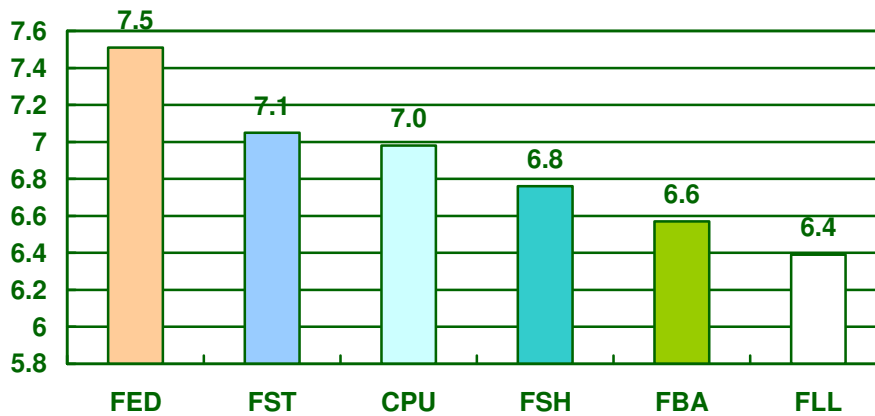
9. In your opinion, which service item(s) need(s) to be improved?

- For staff, they answered that the first five service items needs to be improved are car parking, cleaning, computer support, maintenance, and procurement.
- For students, they answered that the first five service items needs to be improved are computer room, others including enrollment, faculty office as well as car parking (please refer to Appendix I for more details), canteen service, photocopying, and sports complex venue rental.

Table 3.4 Which service item(s) need(s) to be improved? (by staff)	
Car parking	42.20%
Cleaning	26.30%
Computer support	25.50%
Maintenance	19.50%
Procurement	19.30%
Photocopying	15.90%
On-campus clinic	14.70%
Classroom booking	11.30%
Car booking	10.50%
Sports Venue booking	10.50%
Event/conference arrangement	10.50%
Payment procedures	9.60%
Book loaning/returning or other	7.60%
Souvenir requisition	4.80%
Accommodation reservation	3.40%
Others, please state	2.50%

Table 3.5 Which service item(s) need(s) to be improved? (by students)	
Computer room	35.50%
Others, please state	34.90%
Canteen service	26.00%
Photocopying	8.70%
Sports complex venue rental	7.10%
Library book loaning/returning	6.70%
Cleaning	5.60%
E-purse value adding	4.00%
Student hostel	3.00%
Event/Seminar organizing and support	2.40%
Student counseling	2.40%

Maintenance	2.00%
School clinic	2.00%
Payment procedures	2.00%
Laundry	1.60%
Security consultation	1.40%
G2_14 - Applying testimonials/transcript	1.20%
Career guidance	1.00%
Library orientation and assistant	0.60%

B. Open-ended questions—Suggestions and Comments

Although surveys can help researchers to discover and describe the current situation exists and explain why certain phenomenon exist by examining the interrelationship among preplanned variables in a standardized questionnaire and to draw explanatory inferences, it is difficult for them to collect detailed and useful information from the respondents about how the situations exist and about their opinions on a specific issue. Open-ended questions thus used in such cases as supplementary information for deeper investigation.

Several open-ended questions were adopted in the current survey. Due to the sheer amount of the collected data, some of the significant results were selected to present in this section using a cluster technique of grouping the answers upon their similarities and commonalities even their wordings are different and sorting them in descending order based on the response counts.

It should be noted that those were not listed here do not necessary mean that they are not important enough or should be overlooked. Those items with even only one response count can be meaningful for improvement.

1. **Staff: Any particular comment which you can provide for the improvement of service of UM's administrative units?**

   - Results show that the first five most frequently mentioned service items in sequence are insufficient car parking lots, lack of facilities such as office space, computers, photocopying, online services, cleaning, etc., simplification of administration procedures, strengthening coordination and communication units, and enhancing staff's qualification with more training.

2. **Staff and Students: Are there any other items should be added to the Performance Pledge of the general office of your faculty/academic unit?**

   - The Results for this question indicate that respondents are not well understood the question and provided suggestions of improvement of services rather than suggesting items to be added.

3. **Staff: How can improvement in communication be made between you and the general office of your faculty/academic unit?**

   - Some respondents answered that sufficient communication had been made. Other suggested that reliance on Performance Pledge is wrong. In stead, more active communication is needed. More activities and enhancement of the quality of staff are also needed.

4. **Staff and students: Any comments which you can provide for the improvement of service of the general office of your faculty/academic unit.**

- Staff suggestions: more activities, some movement of staff, more office equipment and materials, more staff and so on.
- Students suggestions: better arrangement of enrollment, quicker responses to students' requests, more staff, better communication, extension of office hours, better arrangement of class schedules and so forth.

5. **Students: Any other equipment / facilities you would suggest the University to add, please state?**

- Students suggest the following equipment / facilities to be added: computer rooms, recreation room, study room, canteen, entertainment facilities, library collections, parking lots and many others.

Conclusion and Recommendations

Based on the survey results illustrated in the previous section, several conclusions are addressed below.

First, the response rate for the students sample was very high so that the generalization of the results looks sounding. However, even though the overall return rate was satisfactory for the staff sample, cautious interpretation should be made when looking at the results because the return rate of the academic units was very low. Comparison of ratings of satisfaction between administrative and academic staff is presented in Appendix I.

Second, generally speaking, there is no significant difference of the overall user's satisfaction between 2004 and 2005 both from the staff and students sample. However, for the staff sample, a significant difference for academic units was found between two years. FST, in particular, received a significant decrease of scores in 2005. Moreover, that 19% of staff and 30% of students replied that they encountered a service problem in the past year indicated that attention should be paid to their feedback. These problems mainly are classroom facilities, car-parking, cleaning and classroom booking for the staff, whereas enrollment, computer service and photocopying are for students.

Third, although students' overall satisfaction score and expectation scores are of no significant differences between the two years, there are significantly more students keeping neutral on the statement that the overall performance is improving, and far less of them agree with the statement even though a slight increase in the category of strongly agree. In general, there is a drop of nearly twenty percent point of students who agree or strongly agree that the overall performance is improving. Evidenced from the above conclusion, it should be noted that a considerable number of students are still conservative about the performance.

Fourth, taking the rating of service items and the suggestions made by the respondents in the open-ended questions into consideration, UM staff are more likely to be concerned the improvement on car parking, cleaning service, and computer service support while students are more likely to see the immediate improvement on the arrangement of enrollment, computer rooms, canteen service, and photocopying service.

Limitations and Recommendations

Many of the limitations that happened to the current survey were addressed in the 2004 survey. Readers should refer to the 2004 survey for more details.

The survey group received some constructive comments from colleagues that a web version of questions can be used for future surveys due to the decreasing return rate for staff. It is understandable that the advanced technology can help to achieve more representative results when it properly used. We will consider such suggestion and try to improve the survey quality by any means in the future.

Finally, for comparison purpose, the results of the satisfaction rating by academic and administrative staff were presented in Appendix I.

Acknowledgement

Ratings of Satisfaction by Administrative and Academic Staff (2005)						
	Administrative			Academic/Research		
Units	N	Mean	Std. Deviation	N	Mean	Std. Deviation
AAB						
Overall performance	204	7.1	1.4	112	7.0	1.7
Efficiency of Classroom allocation	116	7.0	1.4	145	6.7	2.0
BAF						
Overall performance	221	7.1	1.1	139	7.0	1.9
Payment procedure	144	6.7	1.4	120	6.3	2.0
Procurement procedure	162	6.9	1.3	68	6.6	1.9
Sufficient channel for payment request	130	6.7	1.3	86	6.6	1.8
Service in providing price quotations, placing order or delivery of goods	161	6.8	1.4	58	6.0	2.0
Disbursement/reimbursement by auto-pay service	136	7.3	1.4	105	7.1	1.9
CSB						
Overall performance	232	7.2	1.4	160	7.6	1.7
IT support service for computing facilities in offices	235	7.1	1.5	158	7.3	1.8
Application software provided for general purposes	173	7.1	1.3	159	6.9	1.9
Computer equipment in offices	242	6.9	1.7	167	6.8	2.1
Administrative information systems	229	6.9	1.5	147	6.9	1.6
Support service for administrative information systems	191	6.9	1.5	96	6.8	1.7
GAB						
Overall performance	235	7.2	1.2	143	7.0	1.8
Photocopying service	185	7.2	1.4	145	7.0	2.1
Security service	232	7.1	1.4	151	7.1	1.8
Maintenance service	222	7.2	1.3	135	6.9	1.9
Hygiene in your own office/working place	247	6.9	1.5	168	7.0	2.0
Procedure for booking car/school bus	162	6.7	1.7	65	7.0	1.8
Hostel management	53	6.7	1.6	43	6.9	2.0
Classroom facilities	173	7.1	1.3	167	7.0	1.8
Cleaning service	247	6.9	1.4	167	7.0	1.7
Hygiene in classrooms	171	6.7	1.4	165	6.8	2.1
Air-conditioning in classrooms	166	6.5	1.6	164	6.4	2.4
Air-conditioning in your own office/working place	248	6.1	2.0	164	6.6	2.4
Hygiene of resting areas on campus	222	6.6	1.5	149	6.5	1.8
Facilities in staff hostels (for campus residents only)	15	5.7	2.3	33	6.8	2.3
Signposts on campus	236	6.3	1.7	137	6.3	2.0
Facilities in washrooms (e.g. toilet tissue, hanger, hand dryer…etc)	254	6.7	1.8	162	6.3	2.1
Hygiene in washrooms	250	6.2	1.7	166	6.0	2.1
Sports Complex facilities	157	6.4	1.6	79	6.0	2.1
Office space	246	6.0	1.9	168	6.1	2.3
Recreational areas	229	5.4	2.0	139	5.1	2.0
Car-park lots	194	4.4	2.1	93	4.5	2.6

Library						
Overall performance	205	7.5	1.1	154	7.4	1.7
Procedure for loaning/returning books, or other circulation services in Library	183	7.5	1.3	154	7.4	1.7
Library reference work	131	7.0	1.3	128	6.9	1.9
Library resources (books, periodicals and e-resources)	202	6.8	1.6	162	6.1	2.0
Library liaison work	93	7.1	1.4	100	6.9	1.8
Shelving space in Library	185	7.0	1.3	147	6.8	1.8
PO						
Overall performance	244	6.9	1.5	152	7.3	1.7
Staff training	228	6.9	1.5	88	6.1	1.9
Confidentiality of staff records	201	6.5	1.9	109	6.8	2.0
Staff recruitment service	155	6.5	1.6	76	6.7	1.9
Staff activities organizing	226	6.4	1.8	91	6.1	2.1
PR						
Overall performance	205	6.9	1.4	96	6.6	2.0
Procedure for souvenir requisition and distribution	140	6.9	1.5	64	6.5	2.0
Event/ conference arrangement and supporting	174	7.0	1.5	96	6.6	2.0
Academic General Office						
Overall performance				156	8.2	1.5
CPU				10	8.8	1.2
ELC				11	9.2	0.8
FST				24	7.7	2.0
FLL				15	8.1	1.7
CMS				1	10.0	.
FBA				35	8.0	1.2
FSH				38	8.1	1.5
FED				19	8.1	1.4

*Due to some missing cases occurred for the question of staff type, there were some discrepancies between the number of Administrative & Academic/Research and the total sample.

Faculty/ Dept/ Unit	No. of questionnaires Returned	Total Returned	No. of Staff	Return Rate 2004	Return Rate 2005	Difference
AAB	2					
REG	15	28	29	100%	97%	-3%
SO	11					
BAF						
AC	37	37	39	91%	95%	4%
TRE						
PCT						
CSB	34	34	37	70%	92%	22%
GAB	3					
CS	39	65	92	75%	71%	-4%
RE	23					
LIB	25	25	33	61%	76%	15%
PO	14	14	16	75%	88%	13%
PRO	8	8	8	100%	100%	0%
PUB	2	2	2	100%	100%	0%
CCS	4	4	4	100%	100%	0%
CMS	6	6	6	100%	100%	0%
ELC	16	16	16	74%	100%	26%
RTO/UCO	18	18	18	63%	100%	37%
ICMS	9	9	9		100%	*
		266	309	79%	86%	7%
FBA	45	45	88	99%	51%	-48%
FED	30	30	47	88%	64%	-24%
FLL	24	24	40	64%	60%	-4%
FSH	56	56	127	30%	44%	14%
FST	26	26	92	89%	28%	-61%
CPU	15	15	24	66%	63%	-3%
		196	418	68%	47%	-21%
Total:		462	727	73%	64%	-9%

Table title: **Return Rate of User Satisfaction Survey 2005 - Staff (by Questionnaire)**

澳門大學
服務滿意度問卷調查 (2005)

澳門大學現正進行一項全校性問卷調查，主要目的為了解教職員和學生對 "澳大行政和設施管理服務" 的意見，調查結果將為訂定校方行政管理發展方向之參考，並持續為本校所有成員提供更佳的服務。

回答指引：
評分題 ：請圈出您的評分，其中
◆ 1分表示**最低分 或 非常不滿意**；
◆ 10分表示**最高分 或 非常滿意**；
◆ **88** = "**不適用／未有使用經驗**" 或 **99** = " **無意見／不願提供意見**"。
選擇題：請於圈內○打 "X"。

A. <u>一般題目</u>：

		非常不滿意 ←--------------→ 非常滿意										不適用/未有使用經驗	無意見
1	您對本校各行政部門所提供服務的整體滿意度為何？	1	2	3	4	5	6	7	8	9	10	88	99
2	您對本校各前台服務的整體滿意度為何 (例如: 圖書館、電腦室管理、體育館、付款、清潔、保安等服務)？	1	2	3	4	5	6	7	8	9	10	88	99

3	請指出本校的整體服務質素是未能達到、剛好達到還是超出您的預期呢？
	未能達到預期　　　　　　　　　　**剛好達到預期**　　　　　　　　　　　　　　　　**超出預期**
	-3　　　　　　-2　　　　　　-1　　　　　　0　　　　　　+1　　　　　　+2　　　　+3

4	您有沒有在其他人面前稱讚或推薦使用本校的行政服務？ ○1. 從不　　○2. 甚少　　○3. 有時　　○4. 經常　　○5. 很難說
5	總的而言，您覺得本校行政部門的整體表現正在改進中。 ○1. 非常不同意　　○2. 不同意　　○3. 一般　　○4. 同意　　○5. 非常同意　　○6. 無意見

B. 您對於使用本校下列**各項設施或設備**之滿意度為何？

		非常不滿意 ←--------------→ 非常滿意										不適用/未有使用經驗	無意見
1	體育設施	1	2	3	4	5	6	7	8	9	10	88	99
2	課室設施	1	2	3	4	5	6	7	8	9	10	88	99
3	辦公室電腦設備	1	2	3	4	5	6	7	8	9	10	88	99
4	常用的電腦應用軟件	1	2	3	4	5	6	7	8	9	10	88	99
5	行政資訊系統	1	2	3	4	5	6	7	8	9	10	88	99
6	休憩空間	1	2	3	4	5	6	7	8	9	10	88	99
7	圖書館資源 (圖書, 期刊及電子資源)	1	2	3	4	5	6	7	8	9	10	88	99

8	車輛泊位	1 2 3 4 5 6 7 8 9 10	88	99
9	洗手間設施 (如抹手紙, 衛生紙, 乾手機等)	1 2 3 4 5 6 7 8 9 10	88	99
10	辦公室空間	1 2 3 4 5 6 7 8 9 10	88	99
11	教職員宿舍設施 (只供校內住客填寫)	1 2 3 4 5 6 7 8 9 10	88	99
12	校內指示牌	1 2 3 4 5 6 7 8 9 10	88	99

C. 您對於本校下列**各項操作程序**的滿意度為何？

		非常不滿意 ←--------------→ 非常滿意	不適用/未有使用經驗	無意見
1	電子採購系統及相關程序	1 2 3 4 5 6 7 8 9 10	88	99
2	處理付款及退款程序	1 2 3 4 5 6 7 8 9 10	88	99
3	圖書館借還書及其他流通服務程序	1 2 3 4 5 6 7 8 9 10	88	99
4	處理員工私隱資料的保密程度	1 2 3 4 5 6 7 8 9 10	88	99
5	紀念品申請及派發程序	1 2 3 4 5 6 7 8 9 10	88	99
6	預約校車或校巴程序	1 2 3 4 5 6 7 8 9 10	88	99

D. 您對於本校下列**各項環境狀況**的滿意度為何？

		非常不滿意 ←--------------→ 非常滿意	不適用/未有使用經驗	無意見
1	課室的空氣調節	1 2 3 4 5 6 7 8 9 10	88	99
2	課室的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99
3	洗手間的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99
4	校內休憩地方的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99
5	圖書館書架空間	1 2 3 4 5 6 7 8 9 10	88	99
6	辦公室或工作地點的空氣調節情況	1 2 3 4 5 6 7 8 9 10	88	99
7	辦公室或工作地點的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99

E. 您對於本校下列**各項服務質素**的滿意度為何？

		非常不滿意 ←--------------→ 非常滿意	不適用/未有使用經驗	無意見
1	影印服務	1 2 3 4 5 6 7 8 9 10	88	99
2	保安服務	1 2 3 4 5 6 7 8 9 10	88	99
3	清潔服務	1 2 3 4 5 6 7 8 9 10	88	99
4	人員招聘服務	1 2 3 4 5 6 7 8 9 10	88	99
5	職員宿舍管理	1 2 3 4 5 6 7 8 9 10	88	99
6	圖書館參考工作	1 2 3 4 5 6 7 8 9 10	88	99
7	維修服務	1 2 3 4 5 6 7 8 9 10	88	99

8	安排課室的效率	1 2 3 4 5 6 7 8 9 10	88	99
9	員工培訓	1 2 3 4 5 6 7 8 9 10	88	99
10	組織員工活動	1 2 3 4 5 6 7 8 9 10	88	99
11	辦公室電腦設備的資訊技術支援服務	1 2 3 4 5 6 7 8 9 10	88	99
12	活動/會議的安排及支援	1 2 3 4 5 6 7 8 9 10	88	99
13	圖書館的學院協調館員工作	1 2 3 4 5 6 7 8 9 10	88	99
14	行政資訊管理系統的支援服務	1 2 3 4 5 6 7 8 9 10	88	99
15	提供足夠申請付款的渠道	1 2 3 4 5 6 7 8 9 10	88	99
16	報價、訂貨及送貨的服務	1 2 3 4 5 6 7 8 9 10	88	99
		非常不滿意 ←-------------→ 非常滿意	不適用/未有使用經驗	無意見
17	自動轉賬之支付/退款服務	1 2 3 4 5 6 7 8 9 10	88	99

F. 您對於本校下列各行政部門的**整體表現**之滿意度為何？

		非常不滿意 ←-------------→ 非常滿意	不適用/未有使用經驗	無意見
1	電腦部 (包括電腦教學組及電腦資訊管理組) 的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
2	會計暨出納部 (包括會計組、出納組及採購組) 的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
3	圖書館的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
4	總務部 (包括文書暨總務組及工程及保安組) 的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
5	公關部的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
6	人事處的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
7	學術事務部 (包括教務處及學生事務處) 的整體表現	1 2 3 4 5 6 7 8 9 10	88	99
8	您經常使用的服務有哪些？(可選多於一項) ○1.影印服務　　○2.電腦支援服務　　○3.清潔服務　　○4.紀念品申請 ○5.維修服務　　○6.採購服務　　○7.預約校車服務　　○8.圖書館借還書及其他流通服務 ○9.課室預訂服務　　○10.體育館租場服務　○11.停車場泊車服務　○12.活動/會議之安排及支援服務 ○13.校內醫療服務　○14.客房預訂服務　○15.付款程序 ○16.其他，請說明＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿			
9	您認為哪些服務需要加以改善？ (可選多於一項) ○1.影印服務　　○2.電腦支援服務　　○3.清潔服務　　○4.紀念品申請 ○5.維修服務　　○6.採購服務　　○7.預約校車服務　　○8.圖書館借還書及其他流通服務 ○9.課室預訂服務　　○10.體育館租場服務　○11.停車場泊車服務　○12.活動/會議之安排及支援服務 ○13.校內醫療服務　○14.客房預訂服務　○15.付款程序 ○16.其他，請說明＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿			

10	您對改善澳大行政單位的服務有何意見：
11	在過去一年間，您在使用各部門的服務時，是否曾遇過困難？包括設備/設施/運作程序/環境狀況/前台服務等。 ○1. 是　　○2. 否 (**如否, 請跳至 G 項; 如果您不是教學人員, 請直接跳到 H 項**)
12	若曾遇過困難，是哪些服務？請列出：

G. 請對下列各題給予意見：

		非常不滿意　←-------------→　非常滿意	不適用/ 未有使用經驗	無意見
1	你對所屬學院/學術部門辦公室的整體服務的滿意度為何？	1　2　3　4　5　6　7　8　9　10	88	99
2	您所屬學院/學術部門辦公室的整體表現是正在改善中： ○1. 非常不同意　　○2. 不同意　　○3. 一般　　○4. 同意　　○5. 非常同意　　○6. 無意見			
3	是否應增加您所屬學院/學術部門辦公室的服務承諾項目？若是，請說明是甚麼：			
4	如何改善您與所屬學院/學術部門辦公室的溝通方式？請建議：			

5	您對改善所屬學院/學術部門辦公室的服務有何意見？

~*~

H. 個人資料：

1. 性別： ○1. 男 ○2. 女

2. 職員類別： ○1. 行政人員 ○2. 教學人員 ○3. 研究人員

3. 行政單位： ○1. AAB (REG+SO) ○2. BAF (AC+TRE+PCT) ○3. GAB (CS+RE)

　　　　　　　○4. CSB ○5. LIB ○6. PO

　　　　　　　○7. PRO ○8. PUB ○9. RTO/UCO

4. 學術/研究單位： ○1. FBA ○2. FED ○3. FLL
　　　　　　　　　 ○4. FSH ○5. FST ○6. CPU
　　　　　　　　　 ○7. ELC ○8. CCS ○9. CMS

5. 閣下於本校服務年期： ○1. 少於 5 年 ○2. 5－10 年 ○3. 11-15 年 ○4. 多於 15 年

6. 閣下瀏覽澳大網頁的頻率如何？
　　　○1.永不 ○2.一年數次 ○3.一個月數次 ○4.一周數次 ○5.每天 ○6.很難說/不知道

~~ 謝謝! ~~

University of Macau
User Satisfaction Survey (2005)

This survey aims at collecting opinions from the entire University community, trying to find out how far are the staff members and students satisfied with various facilities of the University and services provided by various administrative units and the general offices of the academic units. Identifying gaps in these services will help the University management to set a direction for future development and provide better services for the University community.

Instructions:
Questions for Rating: Please circle your rating, where -
- ◆ 1 signifies <u>the lowest rating or very dissatisfied</u>;
- ◆ 10 signifies <u>the highest rating or very satisfied</u>;
- ◆ 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 (e.g. Library, computer room management, Sports Complex, payment, cleaning, security…etc.)?	1　2　3　4　5　6　7　8　9　10	**88**	**99**
3	Please indicate whether our services fall short of, exactly meet, or exceed your expectation: **Fall Short of Expectation**　　　**Exactly Meet Expectation**　　　**Exceed Expectation** -3　　　-2　　　-1　　　　0　　　　+1　　　+2　+3		
4	How often do you praise / recommend UM's administrative services to others? ◯1. Never　　◯2. Seldom　　◯3. Sometimes　　◯4. Always　　◯5. Hard to say		
5	In general, the overall performance of the administrative units of UM is improving. ◯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?**

		very dissatisfied ←---------------→ very satisfied	Not applicable	No comment
1	Sports Complex facilities	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	1　2　3　4　5　6　7　8　9　10	**88**	**99**
4	Application software provided for general purposes	1　2　3　4　5　6　7　8　9　10	**88**	**99**
5	Administrative information systems	1　2　3　4　5　6　7　8　9　10	**88**	**99**

6	Recreational areas	1 2 3 4 5 6 7 8 9 10	88	99
7	Library resources (books, periodicals and e-resources)	1 2 3 4 5 6 7 8 9 10	88	99
8	Car-park lots	1 2 3 4 5 6 7 8 9 10	88	99
9	Facilities in washrooms (e.g. toilet tissue, hanger, hand dryer…etc)	1 2 3 4 5 6 7 8 9 10	88	99
10	Office space	1 2 3 4 5 6 7 8 9 10	88	99
11	Facilities in staff hostels (for campus residents only)	1 2 3 4 5 6 7 8 9 10	88	99
12	Signposts on campus	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 payment/reimbursement claims	1 2 3 4 5 6 7 8 9 10	88	99
3	Procedure for loaning/returning books, or other circulation services in Library	1 2 3 4 5 6 7 8 9 10	88	99
4	Confidentiality of staff records	1 2 3 4 5 6 7 8 9 10	88	99
5	Procedure for souvenir requisition and distribution	1 2 3 4 5 6 7 8 9 10	88	99
6	Procedure for booking car/school bus	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	Air-conditioning in classrooms	1 2 3 4 5 6 7 8 9 10	88	99
2	Hygiene in classrooms	1 2 3 4 5 6 7 8 9 10	88	99
3	Hygiene in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
4	Hygiene of resting areas on campus	1 2 3 4 5 6 7 8 9 10	88	99
5	Shelving space in Library	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
7	Hygiene 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	Photocopying service	1 2 3 4 5 6 7 8 9 10	88	99
2	Security service	1 2 3 4 5 6 7 8 9 10	88	99
3	Cleaning service	1 2 3 4 5 6 7 8 9 10	88	99
4	Staff recruitment service	1 2 3 4 5 6 7 8 9 10	88	99

5	Hostel management	1 2 3 4 5 6 7 8 9 10	88	99
6	Library reference work	1 2 3 4 5 6 7 8 9 10	88	99
7	Maintenance service	1 2 3 4 5 6 7 8 9 10	88	99
8	Efficiency of Classroom allocation	1 2 3 4 5 6 7 8 9 10	88	99
9	Staff training	1 2 3 4 5 6 7 8 9 10	88	99
10	Staff activities organizing	1 2 3 4 5 6 7 8 9 10	88	99
11	IT support service for computing facilities in offices	1 2 3 4 5 6 7 8 9 10	88	99
12	Event / conference arrangement and supporting	1 2 3 4 5 6 7 8 9 10	88	99
13	Library liaison work	1 2 3 4 5 6 7 8 9 10	88	99
14	Support service for administrative information systems	1 2 3 4 5 6 7 8 9 10	88	99
15	Sufficient channel for payment request	1 2 3 4 5 6 7 8 9 10	88	99
16	Service in providing price quotations, placing order or delivery of goods	1 2 3 4 5 6 7 8 9 10	88	99
17	Disbursement/reimbursement by auto-pay service	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	Computer Service Bureau (CSB includes Academic Computing Service & Information Management Service)	1 2 3 4 5 6 7 8 9 10	88	99
2	Bursary (BAF includes Accounts Office, Treasury Office and Procurement Office)	1 2 3 4 5 6 7 8 9 10	88	99
3	Library	1 2 3 4 5 6 7 8 9 10	88	99
4	Overall performance of General Administration Bureau (GAB includes Central Services and Real Estate & Security Office)	1 2 3 4 5 6 7 8 9 10	88	99
5	Public Relations Office	1 2 3 4 5 6 7 8 9 10	88	99
6	Personnel Office	1 2 3 4 5 6 7 8 9 10	88	99
7	Overall performance of Academic Affairs Bureau (AAB includes Registry and Student Affairs Office)	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): ◯1.Photocopying ◯2.Computer support ◯3.Cleaning ◯4.Souvenir requisition ◯5.Maintenance ◯6.Procurement ◯7.Car booking ◯8.Book loaning / returning or other circulation services of Library ◯9.Classroom booking ◯10.Sports venue booking ◯11.Car parking ◯12.Event/conference arrangement and supporting			

	◯13.On-campus clinic ◯14.Accommodation reservation ◯15.Payment procedures ◯16.Other,please state: _____
9	In your opinion, which service item(s) need(s) to be improved? (You may select more than one answer): ◯1.Photocopying ◯2.Computer support ◯3.Cleaning ◯4.Souvenir requisition ◯5.Maintenance ◯6.Procurement ◯7.Car booking ◯8.Book loaning / returning or other circulation services of Library ◯9.Classroom booking ◯10.Sports venue booking ◯11.Car parking ◯12.Event/conference arrangement and supporting ◯13.On-campus clinic ◯14.Accommodation reservation ◯15.Payment procedures ◯16.Other,please state: _____
10	Any particular comment which you can provide for the improvement of service of UM's administrative units:
11	Have you experienced a problem with the services including equipment/facilities/operation procedures/environment condition/frontline services in the past year? ◯1.Yes ◯2. No **(If No SKIP to G; If you are NOT academic staff, SKIP to H)**
12	What is/are such service(s)? Please indicate it/them below.

IF YOU ARE NOT ACADEMIC STAFF, PLEASE SKIP TO H. Personal Data

G. Please give your opinion to the following questions:

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
1	Overall, how satisfied are you with all services provided by the general office of your faculty/academic unit?	1 2 3 4 5 6 7 8 9 10	88	99
2	In general, the overall performance of the general office of your faculty/academic unit is improving. ◯1.Strongly disagree ◯2.Disagree ◯3.Neutral ◯4.Agree ◯5.St◦rongly agree ◯6.No comment			
3	Are there any other items should be added to the Performance Pledge of the general office of your faculty/academic unit? Please specify:			

4	How can improvement in communication be made between you and the general office of your faculty/academic unit? Please state below:
5	Any comments which you can provide for the improvement of service of the general office of your faculty/academic unit.

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~*~*~*~*~*~*~

H. Personal Data：

1. Gender: ◯1. Male ◯ 2. Female

2. Staff type: ◯ 1. Administrative ◯ 2. Academic ◯ 3. Research

3. Administrative unit： ◯1. AAB (REG+SO) ◯2. BAF (AC+TRE+PCT) ◯3. GAB (CS+RE)
◯4. CSB ◯5. LIB ◯6. PO
◯7. PRO ◯8. PUB
◯9. RTO/UCO

4. Academic/Research unit： ◯1. FBA ◯2. FED ◯3. FLL
◯4. FSH ◯5. FST ◯6.CPU
◯7. ELC ◯8. CCS ◯9. CMS

5. Number of years serving at UM：◯1. Under 5years ◯2. 5 to 10 years ◯3. 11- 15years ◯4. Above 15years

6. How often do you browse UM's homepage for information?
◯1.Never ◯2.Several times a year ◯3.Several times a month ◯4.Several times a week
◯5.Everyday ◯6.Hard to say/Don't know

~~ Thank you very much! ~~

澳門大學
服務滿意度問卷調查 (2005)

澳門大學現正進行一項全校性問卷調查，主要目的爲了解教職員和學生對 "澳大行政和設施管理服務" 的意見，調查結果將爲訂定校方行政管理發展方向之參考，並持續爲本校所有成員提供更佳的服務。

回答指引：

評分題 ：請圈出您的評分，其中
◆ 1 分表示**最低分 或 非常不滿意**；
◆ 10 分表示**最高分 或 非常滿意**；
◆ 88 = "不適用／未有使用經驗" 或　　99 = " 無意見／不願提供意見" 。

選擇題：請於圈內打 "X"。

A. 一般題目：

		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見
1	您對本校各行政部門所提供服務的整體滿意度爲何?	1　2　3　4　5　6　7　8　9　10	88	99
2	您對本校各前台服務的整體滿意度爲何?	1　2　3　4　5　6　7　8　9　10	88	99
3	您對您的大學學習生活之整體滿意度爲何?	1　2　3　4　5　6　7　8　9　10	88	99
4	請指出本校的整體服務質素是未能達到、剛好達到還是超出您的預期呢？ **未能達到預期**　　　　　　　**剛好達到預期**　　　　　　　**超出預期** 　-3　　　　-2　　　　-1　　　　0　　　　+1　　　　+2　　　　+3		
5	您有沒有在其他人面前稱讚或推薦使用本校的行政服務？ ○從不　　○甚少　　○有時　　○經常　　○很難說		
6	總的而言，您覺得本校行政部門的整體表現正在改進中。 ○非常不同意　○不同意　○一般　○同意　○非常同意　○無意見		

B. 您對於使用本校下列**各項設施或設備**之滿意度爲何?：

		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見
1	體育設施	1　2　3　4　5　6　7　8　9　10	88	99
2	課室設施	1　2　3　4　5　6　7　8　9　10	88	99
3	學生宿舍及設施 (祇適用於住校學生)	1　2　3　4　5　6　7　8　9　10	88	99
4	請您對使用電腦室的電腦設備/設施的評分 a) 電腦的數量 (不包括電腦的速度與質量)	1　2　3　4　5　6　7　8　9　10	88	99
	b) 電腦室的電腦設備/設施的表現	1　2　3　4　5　6　7　8　9　10	88	99
	c) 爲課堂提供的應用軟件	1　2　3　4　5　6　7　8　9　10	88	99

5	學生資訊服務網(SIWeb)的功能	1 2 3 4 5 6 7 8 9 10	88	99
6	休憩空間	1 2 3 4 5 6 7 8 9 10	88	99
7	圖書館資源 (圖書, 期刊及電子資源)	1 2 3 4 5 6 7 8 9 10	88	99
8	洗手間設施	1 2 3 4 5 6 7 8 9 10	88	99
9	校內指示牌	1 2 3 4 5 6 7 8 9 10	88	99
		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見
10	餐廳的設施	1 2 3 4 5 6 7 8 9 10	88	99
11	研習室/研習區的空間	1 2 3 4 5 6 7 8 9 10	88	99
12	您會建議校方增加哪些設備/設施，請列出：			

C. 您對於本校下列**各項操作程序**的滿意度為何?：

		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見
1	申請証明書及成績單的程序	1 2 3 4 5 6 7 8 9 10	88	99
2	處理付款(如學費、住宿費等)及電子錢包退款程序	1 2 3 4 5 6 7 8 9 10	88	99
3	圖書館借還書及其他流通服務程序	1 2 3 4 5 6 7 8 9 10	88	99
4	選科程序	1 2 3 4 5 6 7 8 9 10	88	99
5	註冊程序 (祇適用於新註冊學生)	1 2 3 4 5 6 7 8 9 10	88	99
6	儲物櫃租借程序	1 2 3 4 5 6 7 8 9 10	88	99
7	電子錢包的增值服務程序	1 2 3 4 5 6 7 8 9 10	88	99

D. 您對於本校下列**各項環境狀況**的滿意度為何?：

		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見
1	課室的空氣調節	1 2 3 4 5 6 7 8 9 10	88	99
2	課室的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99
3	洗手間的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99
4	校內休憩地方的衛生情況	1 2 3 4 5 6 7 8 9 10	88	99
5	圖書館的研習空間	1 2 3 4 5 6 7 8 9 10	88	99
6	學生宿舍的衛生情況 (祇適用於住校學生)	1 2 3 4 5 6 7 8 9 10	88	99
7	電腦室的寧靜程度	1 2 3 4 5 6 7 8 9 10	88	99

E. 您對於本校下列**各項服務質素**的滿意度為何?：

		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見

		非常不滿意	←→	非常滿意	不適用/未有使用經驗	無意見
1	提供足夠影印服務	1 2 3 4 5 6 7 8 9 10			88	99
2	保安服務的滿意度	1 2 3 4 5 6 7 8 9 10			88	99
3	提供足夠現金付款途徑 (如學費及雜費)	1 2 3 4 5 6 7 8 9 10			88	99
4	圖書館參考資訊服務	1 2 3 4 5 6 7 8 9 10			88	99
5	學生宿舍管理	1 2 3 4 5 6 7 8 9 10			88	99
6	電腦室內的支援服務	1 2 3 4 5 6 7 8 9 10			88	99
7	學生輔導服務	1 2 3 4 5 6 7 8 9 10			88	99
8	校內醫療服務	1 2 3 4 5 6 7 8 9 10			88	99
9	就業輔導服務	1 2 3 4 5 6 7 8 9 10			88	99
		非常不滿意	←→	非常滿意	不適用/未有使用經驗	無意見
10	圖書館職員的幫助能力	1 2 3 4 5 6 7 8 9 10			88	99
11	課室分配是否合適	1 2 3 4 5 6 7 8 9 10			88	99
12	體育活動	1 2 3 4 5 6 7 8 9 10			88	99
13	校內建築維修服務	1 2 3 4 5 6 7 8 9 10			88	99
14	電子錢包服務	1 2 3 4 5 6 7 8 9 10			88	99

F. 您對於本校下列各行政部門的整體表現之滿意度為何?：

		非常不滿意	←→	非常滿意	不適用/未有使用經驗	無意見
1	教務處的整體表現	1 2 3 4 5 6 7 8 9 10			88	99
2	學生事務處的整體表現	1 2 3 4 5 6 7 8 9 10			88	99
3	出納組的整體表現	1 2 3 4 5 6 7 8 9 10			88	99
4	電腦部 (包括電腦教學組及電腦資訊管理組) 的整體表現	1 2 3 4 5 6 7 8 9 10			88	99
5	總務部 (包括文書暨總務組及工程及保安組) 的整體表現	1 2 3 4 5 6 7 8 9 10			88	99
6	圖書館的整體表現	1 2 3 4 5 6 7 8 9 10			88	99
7	您所屬的學院/學術辦公室的整體表現	1 2 3 4 5 6 7 8 9 10			88	99

G. 請對下列各題給予意見：

1	您經常使用的服務有哪些? (可選多於一項) ○影印服務　○電腦室　○清潔服務　○洗衣房 ○學生輔導服務　○維修服務　○學生宿舍　○餐廳服務 ○電子錢包增值　○就業指導　○校內醫療服務　○保安查詢服務 ○圖書館借還書及其他流通服務　○活動/研討會之策劃及支援服務 ○如何使用圖書館的課程　○體育館租場服務 ○申請証明書/成績單　○付款程序 ○其他，請說明＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

2	您認為哪些服務需要加以改善? (可選多於一項)
	○影印服務　　　　　○電腦室　　　　　○清潔服務　　　　　○洗衣房
	○學生輔導服務　　○維修服務　　　　○學生宿舍　　　　　○餐廳服務
	○電子錢包增值　　○就業指導　　　　○校內醫療服務　　○保安查詢服務
	○圖書館借還書及其他流通服務　　　　○活動/研討會之策劃及支援服務
	○如何使用圖書館的課程　　　　　　　○體育館租場服務
	○申請証明書/成績單　　　　　　　　○付款程序
	○其他，請說明＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿
3	在過去一年間, 您在使用各部門的服務時, 是否曾遇過困難? 包括設備/設施/運作程序/環境狀況/前台服務等。
	1. 是　　2. 否 (請直接跳至 H 項)
4	若曾遇過困難，是哪些服務？請列出：

H. 你對**學院辦公室**所提供下列各項服務的滿意度為何?

		非常不滿意　←→　非常滿意	不適用/未有使用經驗	無意見
1	辦公室職員回應問題/查詢的能力	1　2　3　4　5　6　7　8　9　10	88	99
2	辦公室職員即時協助的能力	1　2　3　4　5　6　7　8　9　10	88	99
3	辦公室職員的禮貌	1　2　3　4　5　6　7　8　9　10	88	99
4	辦公室職員的回應語氣及眼神的接觸	1　2　3　4　5　6　7　8　9　10	88	99
5	辦公室職員對傳達及宣佈校方重要訊息的能力	1　2　3　4　5　6　7　8　9　10	88	99
6	學院/中心網站所提供的資訊的足夠性	1　2　3　4　5　6　7　8　9　10	88	99
7	辦公室環境的整潔性	1　2　3　4　5　6　7　8　9　10	88	99
8	辦公室職員能有效執行服務承諾的目標	1　2　3　4　5　6　7　8　9　10	88	99
9	辦公室能提供足夠的途徑讓學生表達意見或投訴	1　2　3　4　5　6　7　8　9　10	88	99

請對下列各題給予意見：

10. 是否應增加您所屬學院/學術部門辦公室的服務承諾項目？若是，請說明是甚麼：

11. 您對改善所屬學院/學術部門辦公室的服務有何意見？

~*
~*~*~*

I. 個人資料：

居住地方：　　○家中　　　　　○宿舍　　　　　○租借住宅

除了上課外，每星期您花多少時間在學習方面？
○少於 7 小時　　　○7-14 小時　　　○15-21 小時　　　○多於 21 小時

除了上課外，每星期您花多小時間逗留在校內？
○少於 7 小時　　　○7-14 小時　　　○15-21 小時　　　○多於 21 小時

閣下瀏覽澳大網頁的頻率如何?
○永不　　○一年數次　　○一個月數次　　　○一周數次　　○每天　　○很難說/不知道

~~ 謝謝! ~~

University of Macau
User Satisfaction Survey 2005

This survey aims at collecting opinions from the entire University community, trying to find out how far are the staff members and students satisfied with various facilities of the University and services provided by various administrative units and the general offices of academic units. Identifying gaps in these services will help the University management to set a direction for future development and provide better services for the University community.

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 the question is "**Not applicable**" and 99 means "**No comment**".

Multiple Choice questions: Please put a "**X**" inside the circle "○".

G. **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 (e.g. Library, computer room management, Sports Complex, payment, cleaning, security…etc.)?	1 2 3 4 5 6 7 8 9 10	88	99
3	What is your overall level of satisfaction with your study life at the university?	1 2 3 4 5 6 7 8 9 10	88	99
4	Please indicate whether our service fall short of, exactly meet, or exceed your expectation: **Fall Short of Expectation**　　　**Exactly Meet Expectation**　　　**Exceed Expectation** 　　　-3　　　-2　　　-1　　　0　　　+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	In general, the overall performance of the administrative units of the university is improving. ○1.Strongly disagree　○2.Disagree　○3.Neutral　○4.Agree　○5.Strongly agree ○6.No comment			

H. How satisfied are you with the following **current UM Equipment and Facilities?**

		very dissatisfied ←-------------→ very satisfied	Not applicable	No comment
1	Sports Complex facilities	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	Student hostels and facilities (for hostel students only)	1 2 3 4 5 6 7 8 9 10	88	99
4	Please give your rating in regard to the computing equipment in computer rooms a.) Quantity (with exclusion of	1 2 3 4 5 6 7 8 9 10	88	99

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
	computers' speed and quality)			
	b.) Performance of computing equipment in computer room	1 2 3 4 5 6 7 8 9 10	88	99
	c.) Application software provided for course work	1 2 3 4 5 6 7 8 9 10	88	99
5	Functions provided in Student Information Web Services (SIWeb)	1 2 3 4 5 6 7 8 9 10	88	99

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
6	Recreational areas	1 2 3 4 5 6 7 8 9 10	88	99
7	Library resources (books, periodicals and e-resources)	1 2 3 4 5 6 7 8 9 10	88	99
8	Facilities in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
9	Signposts on campus	1 2 3 4 5 6 7 8 9 10	88	99
10	Facilities in canteen	1 2 3 4 5 6 7 8 9 10	88	99
11	Space for study room/study area	1 2 3 4 5 6 7 8 9 10	88	99
12	Any other equipment / facilities you would suggest the University to add, please state:			

I. How satisfied are you with the following **current UM Operation Procedures**?

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
1	Procedure for applying testimonials and transcripts	1 2 3 4 5 6 7 8 9 10	88	99
2	Procedure for payment (e.g. tuition fee, hostel charges) and refund of e-purse	1 2 3 4 5 6 7 8 9 10	88	99
3	Procedure for loaning/returning books, or other circulation services in Library	1 2 3 4 5 6 7 8 9 10	88	99
4	Procedure for Course enrollment	1 2 3 4 5 6 7 8 9 10	88	99
5	Procedure of registration (New students only)	1 2 3 4 5 6 7 8 9 10	88	99
6	Procedure of locker renting	1 2 3 4 5 6 7 8 9 10	88	99
7	Procedure of adding value of e-purse	1 2 3 4 5 6 7 8 9 10	88	99

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

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
1	Air-conditioning in classrooms	1 2 3 4 5 6 7 8 9 10	88	99

2	Hygiene in classrooms	1 2 3 4 5 6 7 8 9 10	88	99
3	Hygiene in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
4	Hygiene of resting areas on campus	1 2 3 4 5 6 7 8 9 10	88	99
5	Study space in Library	1 2 3 4 5 6 7 8 9 10	88	99
6	Hygiene in student hostels (for hostel students only)	1 2 3 4 5 6 7 8 9 10	88	99
7	Quietness in computer rooms	1 2 3 4 5 6 7 8 9 10	88	99

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

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
1	Sufficiency of photocopying services	1 2 3 4 5 6 7 8 9 10	88	99
2	Satisfaction of security services	1 2 3 4 5 6 7 8 9 10	88	99
3	Sufficiency of current payment channels (e.g. tuition fee and miscellaneous fee)	1 2 3 4 5 6 7 8 9 10	88	99
4	Library reference work	1 2 3 4 5 6 7 8 9 10	88	99
		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
5	Student hostel management hostels (for hostel students only)	1 2 3 4 5 6 7 8 9 10	88	99
6	Supporting service in computer rooms	1 2 3 4 5 6 7 8 9 10	88	99
7	Student counseling service	1 2 3 4 5 6 7 8 9 10	88	99
8	Campus clinic service	1 2 3 4 5 6 7 8 9 10	88	99
9	Career guidance service	1 2 3 4 5 6 7 8 9 10	88	99
10	Helpfulness of the Library staff	1 2 3 4 5 6 7 8 9 10	88	99
11	Suitability of Classroom allocation	1 2 3 4 5 6 7 8 9 10	88	99
12	Sport activities	1 2 3 4 5 6 7 8 9 10	88	99
13	Campus building maintenance service	1 2 3 4 5 6 7 8 9 10	88	99
14	E-purse service	1 2 3 4 5 6 7 8 9 10	88	99

L. Overall, how satisfied are you with the performance of the following administrative units?

		very dissatisfied ←--------------→ very satisfied	Not applicable	No comment
1	Overall performance of Registry	1 2 3 4 5 6 7 8 9 10	88	99
2	Overall performance of Student Affairs Office	1 2 3 4 5 6 7 8 9 10	88	99
3	Overall performance of Treasury Office	1 2 3 4 5 6 7 8 9 10	88	99

		very dissatisfied ←----------------→ very satisfied	Not applicable	No comment
4	Overall performance of Computer Service Bureau (CSB including Academic Computing Service & Information Management Service)	1 2 3 4 5 6 7 8 9 10	88	99
5	Overall performance of General Administration Bureau (GAB including Central Service and Real Estate & Security Office)	1 2 3 4 5 6 7 8 9 10	88	99
6	Overall performance of Library	1 2 3 4 5 6 7 8 9 10	88	99
7	Overall performance of the general office of your faculty/academic unit	1 2 3 4 5 6 7 8 9 10	88	99

M. Please give your opinion to the following questions:

1. Please select the service item(s) you always use. (You may select more than one answer)
◯1.Photocopying   ◯2.Laundry   ◯3.Student hostel   ◯4.Career guidance
◯5.Event/Seminar organizing and supporting service   ◯6.Library book loaning/returning & other circulation service
◯7.Computer room   ◯8.Cleaning   ◯9.Maintenance   ◯10.Student counseling

◯11.Canteen service   ◯12.School clinic   ◯13.Library orientation and assistance
◯14.Applying testimonials/transcripts   ◯15.E-purse value adding
◯16.Security consultation   ◯17.Sports complex venue rental
◯19.Others, please state:_____   ◯18.Payment procedures

2. In your opinion, which service item(s) need(s) to be improved? (You may select more than one answer)
◯1.Photocopying   ◯2.Laundry   ◯3.Student hostel   ◯4.Career guidance
◯5.Event/Seminar organizing and supporting service   ◯6.Library book loaning/returning & other circulation service
◯7.Computer room   ◯8.Cleaning   ◯9.Maintenance   ◯10.Student counseling

◯11.Canteen service   ◯12.School clinic   ◯13.Library orientation and assistance
◯14.Applying testimonials/transcripts   ◯15.E-purse value adding
◯16.Security consultation   ◯17.Sports complex venue rental
◯19.Others, please state:_____   ◯18.Payment procedures

3. Have you experienced a problem with the services including equipment/facilities/operation procedures/environment condition/frontline services in the past year?

◯1. Yes   ◯2. No **(If no Skip to H)**

4.   What is/are such service(s)? Please indicate it/them below.

H. How satisfied are you with the following items provided by the **GENERAL OFFICE of YOUR FACULTY or ACADEMIC UNIT**.

		very dissatisfied ←---------------→ very satisfied	Not applicable	No comment
1	The ability to respond to questions/enquiries accurately	1 2 3 4 5 6 7 8 9 10	88	99
2	Immediate assistance provided by the staff of General Office	1 2 3 4 5 6 7 8 9 10	88	99
3	Courtesy of staff in the General	1 2 3 4 5 6 7 8 9 10	88	99

	Office												
4	Proper tone of voice and eye contact of staff in General Office	1	2	3	4	5	6	7	8	9	10	88	99
5	Ability to convey important information and announcements effectively by the General Office	1	2	3	4	5	6	7	8	9	10	88	99
6	Informativeness of Faculty/Centre webpage	1	2	3	4	5	6	7	8	9	10	88	99
7	Neatness and tidiness of General Office	1	2	3	4	5	6	7	8	9	10	88	99
8	The ability to meet the goals established for the "Performance Pledges"	1	2	3	4	5	6	7	8	9	10	88	99
9	Sufficient channels provided for students to make their suggestions or to file for complaints	1	2	3	4	5	6	7	8	9	10	88	99

Please give your opinion to the following questions:

10. Are there any other items should be added to the Performance Pledge of the general office of your faculty/academic unit?   Please specify.

_____
_____

11. Any particular comment which you can provide for the improvement of service of the general office of your faculty/academic unit.

_____
_____

I. Personal Data:

1. Residential Place: ◯1.Hostel   ◯2.Home   ◯3.Rental Apartment

2. How many hours do you spend on studying weekly other than in class?   _____hours

3. How many hours do you spend on campus weekly other than in class?   _____hours

4. How often do you browse the University's homepage for information? (Exclude Web Course)
   ◯ 1.Never   ◯ 2.Several times a year   ◯ 3.Several times a month
   ◯ 4.Several times a week   ◯ 5.Every day   ◯ 6.Hard to say/ Don't know

~~ Thank you very much! ~~