

University of Macau

User Satisfaction Survey 2019

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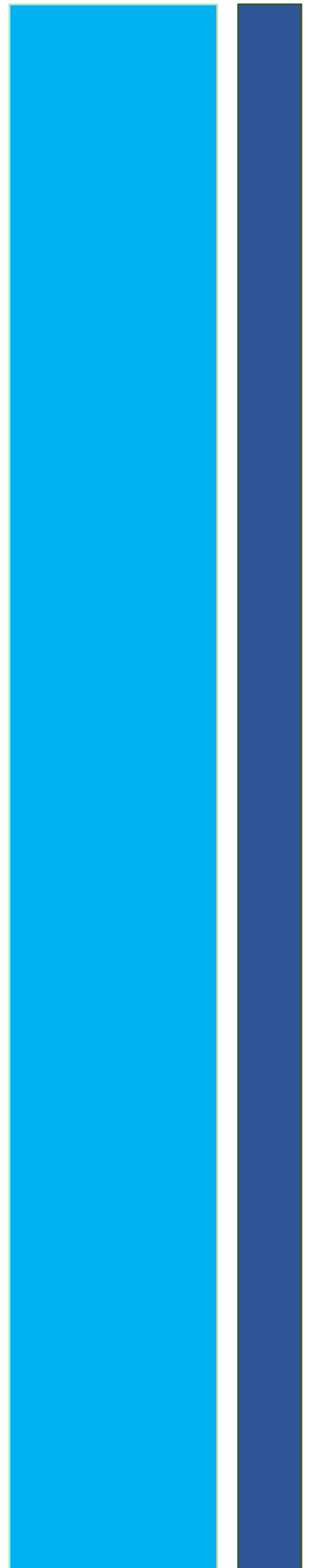


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Executive Summary

The user satisfaction survey was conducted in January 2020 with the aim of understanding users' satisfaction level towards facilities and administrative services provided by the University of Macau (UM).

This survey and the one in 2017 shares a similar approach. 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 rates for staff and students are 19.0% and 6.4% respectively.

According to the responses collected, 89.4% of the staff are satisfied with the services provided by various administrative units of UM (the mean score of satisfaction is 7.5 on 10 points scale), while 83.0% of the students are satisfied (mean score of satisfaction is 7.4). Comparing with Year 2017, the mean score of satisfaction increased 0.5 point for the staff and 1 point for the students.

For the general frontline services, 91.7% of the staff are satisfied (mean score of satisfaction is 7.7), while 82.4% of the students are satisfied (mean score of satisfaction is 7.4). Comparing with Year 2017, the mean score of satisfaction is increased by 0.4 point for the staff and 0.9 point for the students.

90.1% of the staff indicated satisfaction towards the performance pledge of UM (mean score of satisfaction is 7.7), while 81.1% of the students showed satisfaction on the performance pledge (mean score of satisfaction is 7.4). Comparing with Year 2017, the mean score of satisfaction is decreased by 0.5 point for the staff and increased by 1.1 point for the students.

For the Suggestion Scheme, 83.8% of the staff are satisfied (mean score of satisfaction is 7.2); while around 73.6% of the students claimed that they are satisfied (mean score of satisfaction is 6.9). Comparing with Year 2017, the mean score of satisfaction is increased by 0.4 point for the staff and is increased by 0.7 points for the students.

More than 86.2% of the staff are overall satisfied with their working life at UM (mean score of satisfaction is 7.5), whereas 82.6% of the students are overall satisfied with their study life at UM (mean score of satisfaction is 7.4). Comparing with Year 2017, the mean score of the staff is increased by 0.5 point and that of the students' is increased by 0.9 point.

As for the equipment and facilities provided by various administrative units of UM, 90.2% of the staff (mean score of satisfaction is 7.5) and 83.7% of the students (mean score of satisfaction is 7.6) expressed satisfaction. Comparing with Year 2017, the mean score of the staff is increased by 0.4 point while the mean score of the students is increased by 0.7 point.

88.9% of the staff (mean score of satisfaction is 7.6) and 86.2% of the students (mean score of satisfaction is 7.8) are satisfied with the environmental condition of the UM campus. Comparing with Year 2017, the mean score of the staff is increased by 0.6 point while the mean score of the students is increased by 0.7 point.

89.9% of the staff claimed that the services meet or exceed their expectations and around 89.5% of the students have the same opinion. The satisfaction level of the staff is increased by 5.5% and the satisfaction level of the students is 9.0% higher than that of Year 2017.

68.5% of the staff indicated that they sometimes or always recommend UM's administrative services to others, which is increased by 6.1%, compared to Year 2017. 59.8% of the students claimed that they sometimes or always do so, which is around 12% higher than that of Year 2017.

76.1% of the staff agreed that the overall performance of the administrative units of UM is improving, which is 10.5% higher than that of 2017. Around 61.5% of the students had the same opinion, which shows a significant increase of 12.4% compare to Year 2017.

83.1% of the staff and around 73.6% of the students responded that the UM equipment and facilities are improving, while 82.5% of the staff and 73.0% of the students agreed that the environment condition of UM campus is improving, which also presented an increasing trend.

For the Suggestion part, the 2 areas, "University governance and procedures" and "Performance of administrative units", received the most responses from staff group with respectively 38 and 23 responses. Compared with 2017, most suggestions were directed at "University governance and procedures" and "UM equipment and facilities". Meanwhile, the suggestions from students were mostly "UM equipment and facilities"

and “Services provided by administrative units”, with respectively 57 and 54 responses, which showed a different trend while comparing to Year 2017.

In summary, the satisfaction level presented an increasing trend in all items for staff and student group. It was also discovered that 89.9% of the staff and 89.5% of the student agreed that the service provided in Year 2019 had met or even exceeded their expectation. Staff group shows an increase of 5.5% and an increase of 9% is observed in the student group while comparing with the figures in Year 2017, which proved that the overall service of UM was satisfactory to most of the staff and students.

I. Introduction

This survey, conducted by UM, aims to learn about staff's and students' level of satisfaction regarding the administrative services and facilities provided by the University from 01 January 2019 to 31 December 2019 as well as to improve the University's service and facilities. The responses from the participants provided useful references that assist the University in the future development, and in providing better and more adequate services for the University community.

The survey applied a similar approach of the 2017 survey – conducting online due to the principle of energy saving, and was decentralized to administrative units for further in-depth study on satisfaction in different areas. The data collection period was from 13 January to 7 February 2020, covering the satisfaction level measurement of the following areas:

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

II. Methodology

The survey was conducted by Qualtrics, a web-based survey service that is available for use by all faculty, staff and students in UM.

1. Data Collection

A survey invitation email was sent to all staff and student users with valid UM email addresses. The invitation briefly introduced the purpose, the duration of the survey and the internal UM webpage of Quality and Environmental Management System. It 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. Sampling

The target group of this survey include all current full-time staff and students of UM whose commencement date falls before 01 January 2020 as the survey focused on the administrative services and facilities provided by the University from 01 January 2019 to 31 December 2019.

2.1 Staff Sample

A total of 1612 email invitations were sent out, 444 staff filled out the survey and 306 questionnaires were completed and recorded, making up a relevant response rate of 19.0%.

Responded academic/ residential college staff	Responded administrative staff	Responded research staff
107	194	5

- Out of the 306 staff respondents who have successfully completed the survey, 82 of them responded that they lived on campus.

2.2 Student Sample

A total of 10699 email invitations were sent out, 679 completed questionnaires were collected, showing a relevant response rate of 6.4 %.

Responded undergraduate students	Responded postgraduate students	Others (No specification)
363	302	14

- Out of the 679 student respondents, 555 of them responded that they lived on campus.

3. Questionnaire Design

The questionnaires mainly adopted the questions used in the 2017 survey with minor changes in wording (refer to appendix II and appendix III). There were 17 questions which are divided into 3 parts with different measurement methods to tackle different dimensions of user satisfaction. Two open-ended questions are included at the end of the questionnaire to collect ideas and comments for improvement from respondents and 3 questions regarding personal data are included to further recognize the respondent's source.

a) 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, working life (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	
Very Dissatisfied					Very Satisfied					Not applicable

- Score [1] indicates extreme dissatisfaction and score [10] refers to extreme satisfaction scores.
- Scores [2 3 4] and [7 8 9] indicate dissatisfaction and satisfaction, respectively.
- Scores [5 6] indicate only slight dissatisfaction or satisfaction; however, selecting the [5] or [6] shows inclination in one direction or the other.
- Selection of "Not Applicable" has no score.

b) 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
Fall Short of Expectation			0	Exceed Expectation		

Score [0] means that expectations were met. Scores [1 2 3] indicate that the service exceeds the users' expectations, while Scores [-3 -2 -1] indicate that the users'

expectations are not being met.

c) Frequency in recommending UM services (question 9)

A question which includes a scale of [1 Never, 2 Seldom, 3 Sometimes, 4 Always and 0 Not Applicable] was used to clarify the participants' frequency in recommending the service to others.

d) 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, 4 Agree, 5 Strongly agree and 0 Not Applicable].

e) Open-ended Question (questions 13 - 14)

In this part of the questionnaire, respondents were asked to list out services which need improvement and to give suggestions for continuous improvement on the service on campus in two open-ended questions.

f) Personal Data (questions 15 - 17)

This part included 3 questions asking for participants' staff category (for staff), study programme (for students), units, and whether they are living on campus.

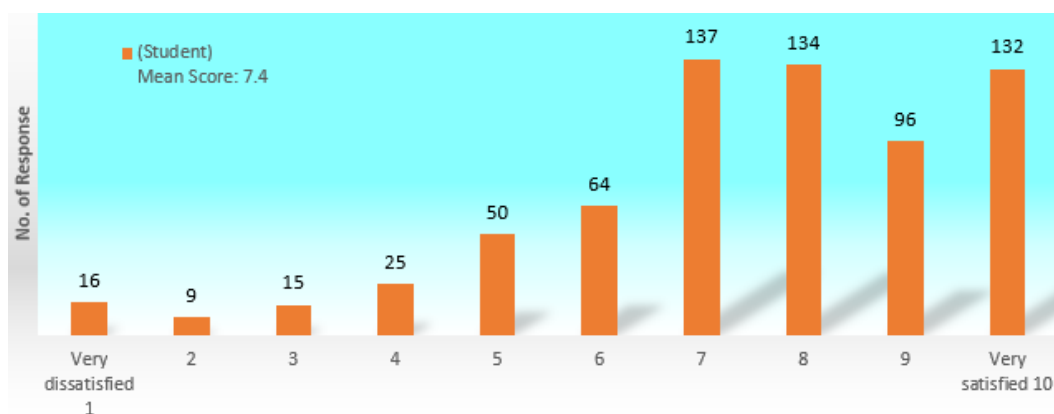
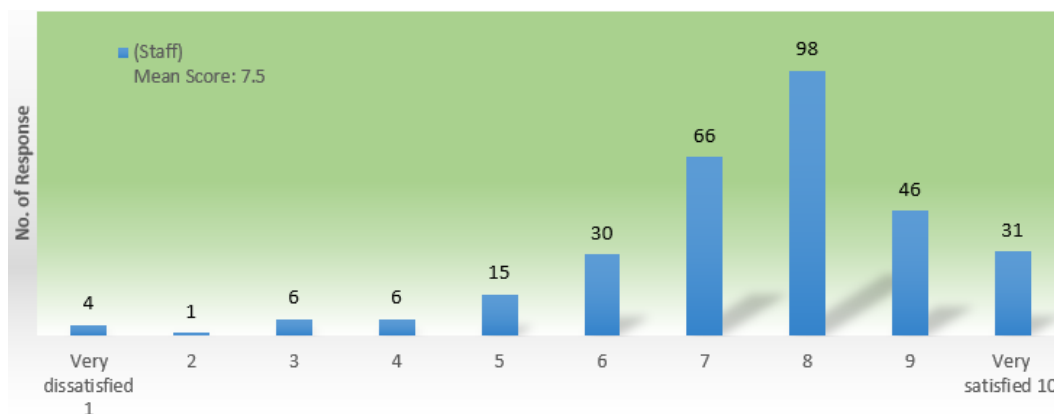
III. Survey Results

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

Part I. (What is your level of satisfaction?)

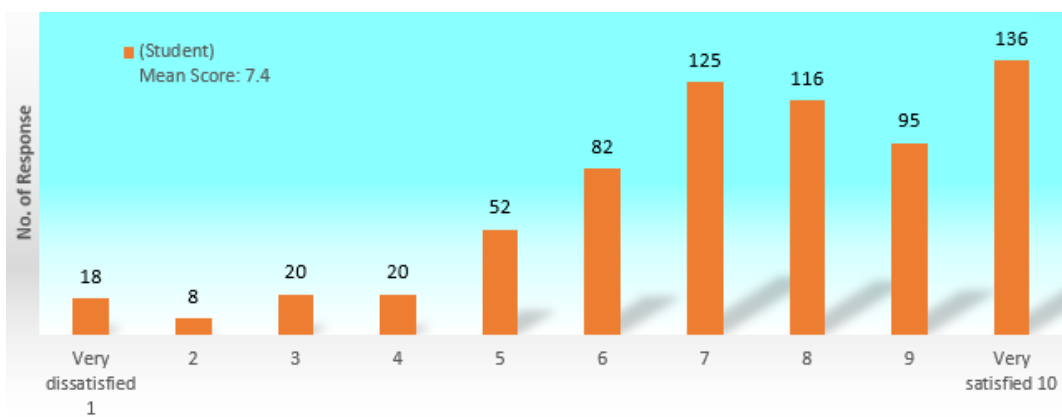
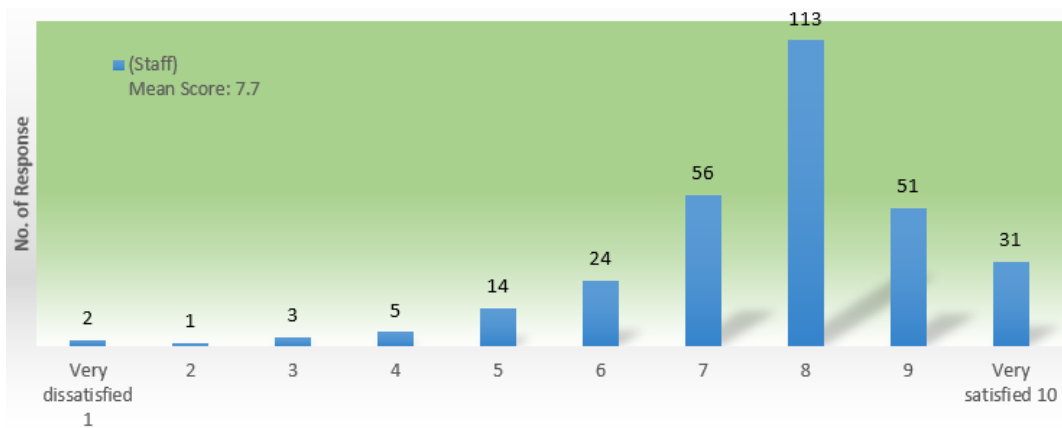
Question 1. All services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	4	1.3%	16	2.4%
2	1	0.3%	9	1.3%
3	6	2.0%	15	2.2%
4	6	2.0%	25	3.7%
5	15	5.0%	50	7.4%
6	30	9.9%	64	9.4%
7	66	21.8%	137	20.2%
8	98	32.3%	134	19.8%
9	46	15.2%	96	14.2%
Very Satisfied - 10	31	10.2%	132	19.5%



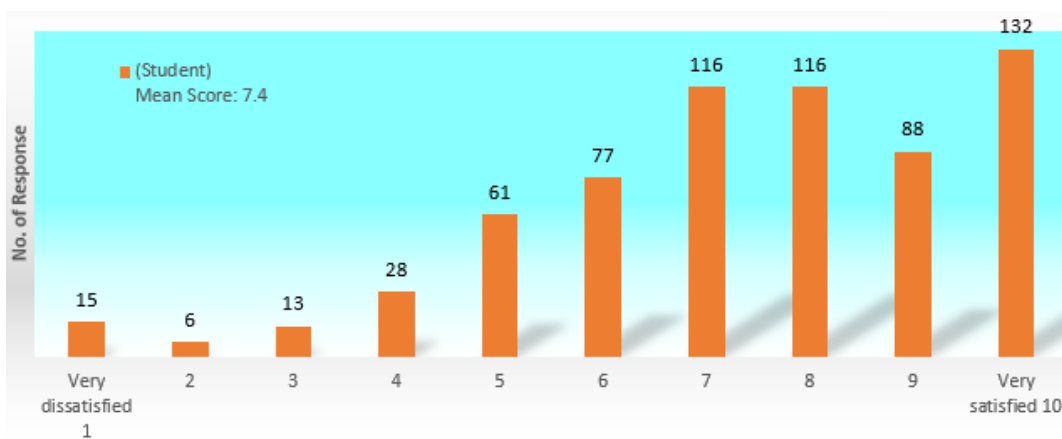
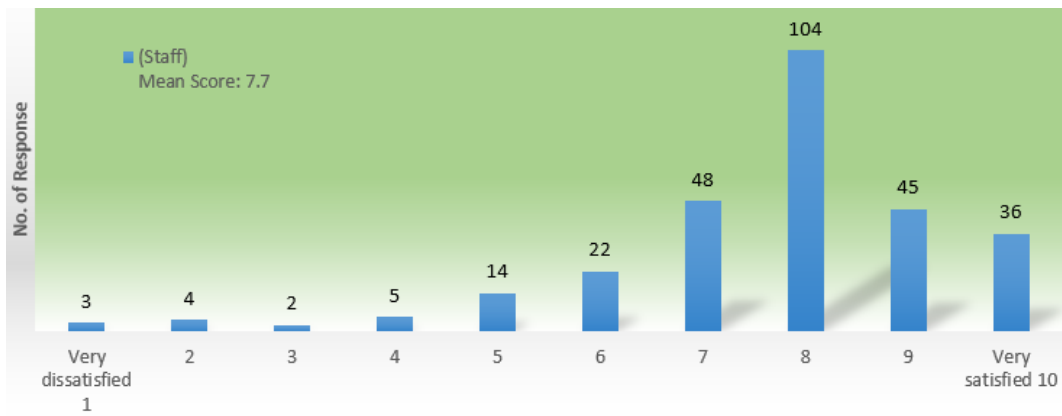
Question 2. The frontlines services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	2	0.7%	18	2.7%
2	1	0.3%	8	1.2%
3	3	1.0%	20	3.0%
4	5	1.7%	20	3.0%
5	14	4.7%	52	7.7%
6	24	8.0%	82	12.2%
7	56	18.7%	125	18.6%
8	113	37.7%	116	17.3%
9	51	17.0%	95	14.1%
Very Satisfied - 10	31	10.3%	136	20.2%



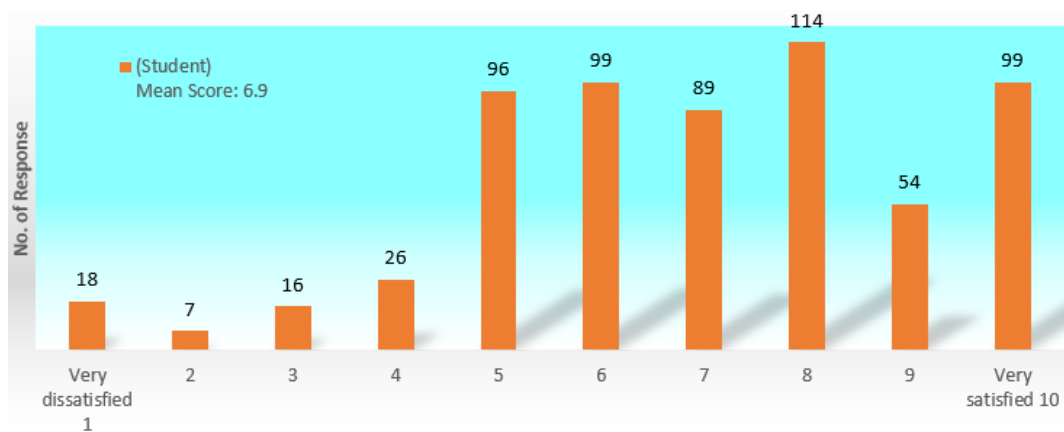
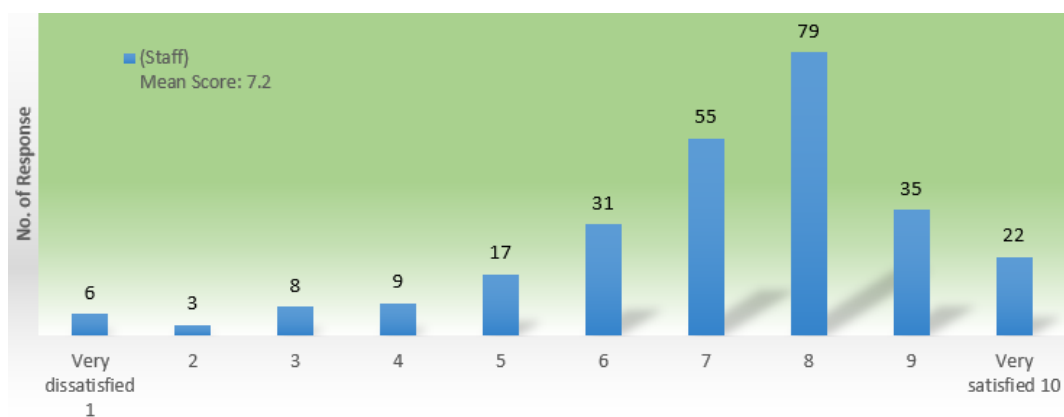
Question 3. The Performance Pledge of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	3	1.1%	15	2.3%
2	4	1.4%	6	0.9%
3	2	0.7%	13	2.0%
4	5	1.8%	28	4.3%
5	14	4.9%	61	9.4%
6	22	7.8%	77	11.8%
7	48	17%	116	17.8%
8	104	36.7%	116	17.8%
9	45	15.9%	88	13.5%
Very Satisfied - 10	36	12.7%	132	20.2%



Question 4. The Suggestion Scheme of UM?

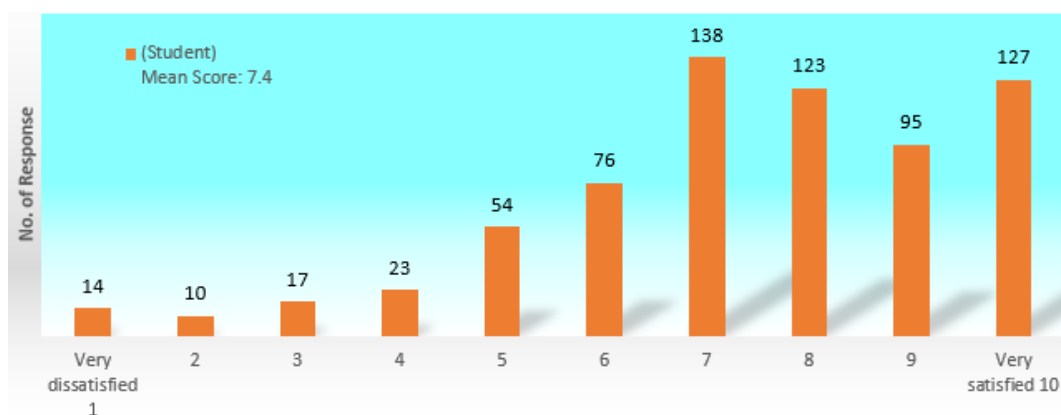
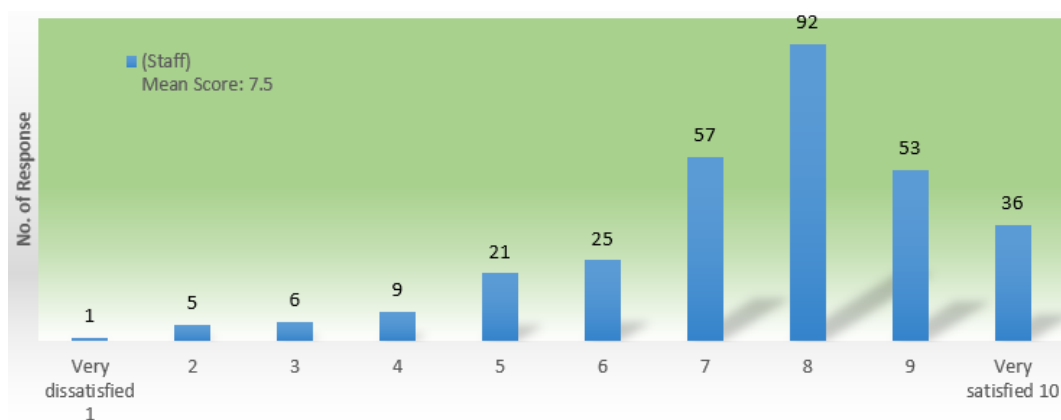
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	6	2.3%	18	2.9%
2	3	1.1%	7	1.1%
3	8	3.0%	16	2.6%
4	9	3.4%	26	4.2%
5	17	6.4%	96	15.5%
6	31	11.7%	99	16.0%
7	55	20.8%	89	14.4%
8	79	29.8%	114	18.4%
9	35	13.2%	54	8.7%
Very Satisfied - 10	22	8.3%	99	16.0%



Question 5. (For Staff) Your working life at the university?

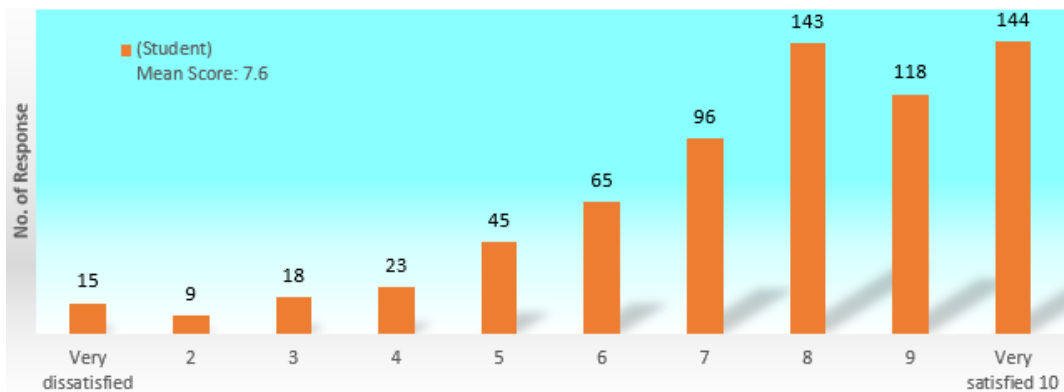
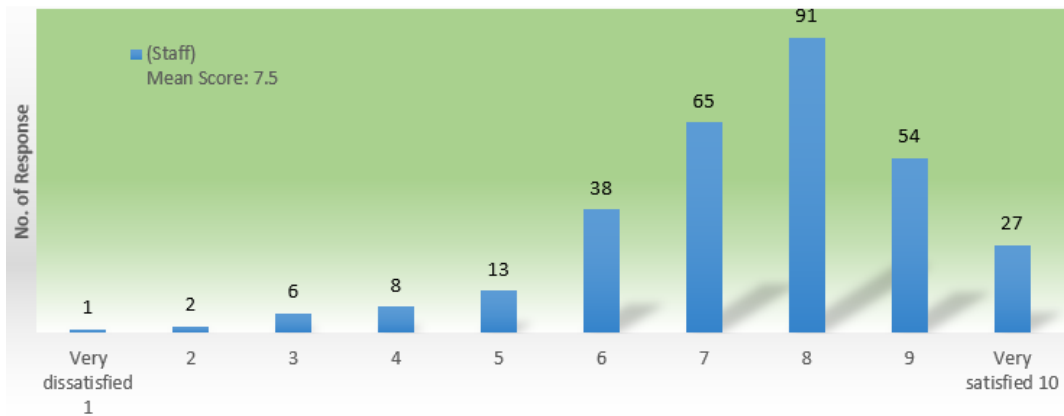
(For Students) Your study life at the university?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	1	0.3%	14	2.1%
2	5	1.6%	10	1.5%
3	6	2.0%	17	2.5%
4	9	3.0%	23	3.4%
5	21	6.9%	54	8.0%
6	25	8.2%	76	11.2%
7	57	18.7%	138	20.4%
8	92	30.2%	123	18.2%
9	53	17.4%	95	14.0%
Very Satisfied - 10	36	11.8%	127	18.8%



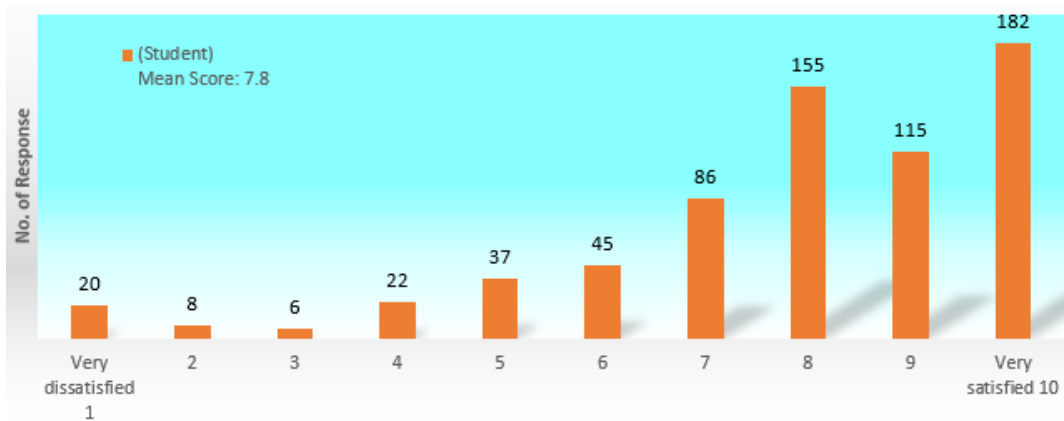
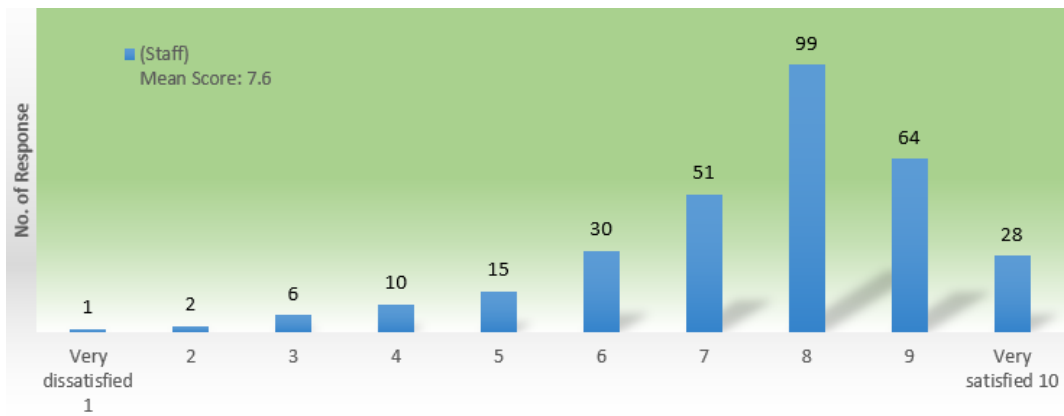
Question 6. All equipment and facilities provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	1	0.3%	15	2.2%
2	2	0.7%	9	1.3%
3	6	2.0%	18	2.7%
4	8	2.6%	23	3.4%
5	13	4.3%	45	6.7%
6	38	12.5%	65	9.6%
7	65	21.3%	96	14.2%
8	91	29.8%	143	21.2%
9	54	17.7%	118	17.5%
Very Satisfied - 10	27	8.9%	144	21.3%



Question 7. The environment condition of UM Campus?

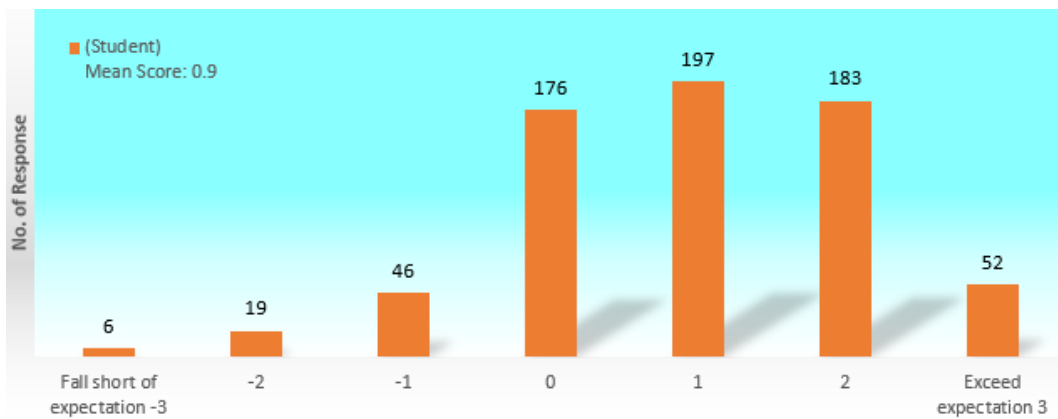
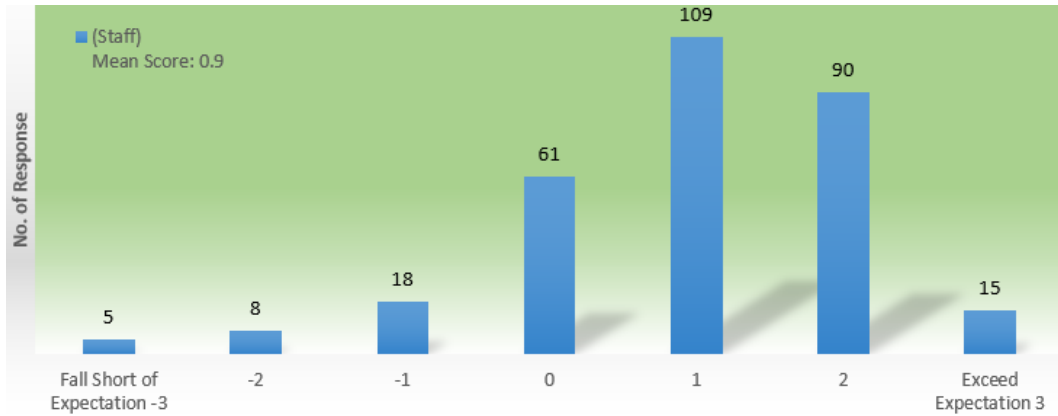
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	1	0.3%	20	3.0%
2	2	0.7%	8	1.2%
3	6	2.0%	6	0.9%
4	10	3.3%	22	3.3%
5	15	4.9%	37	5.5%
6	30	9.8%	45	6.7%
7	51	16.7%	86	12.7%
8	99	32.4%	155	22.9%
9	64	20.9%	115	17.0%
Very Satisfied - 10	28	9.2%	182	26.9%



Part II.

Question 8. Please indicate whether the overall services provided by UM fall short of, exactly meet, or exceed your expectations.

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Fall Short of -3	5	1.6%	6	0.9%
-2	8	2.6%	19	2.8%
-1	18	5.9%	46	6.8%
0	61	19.9%	176	25.9%
1	109	35.6%	197	29.0%
2	90	29.4%	183	27.0%
Exceed 3	15	4.9%	52	7.7%

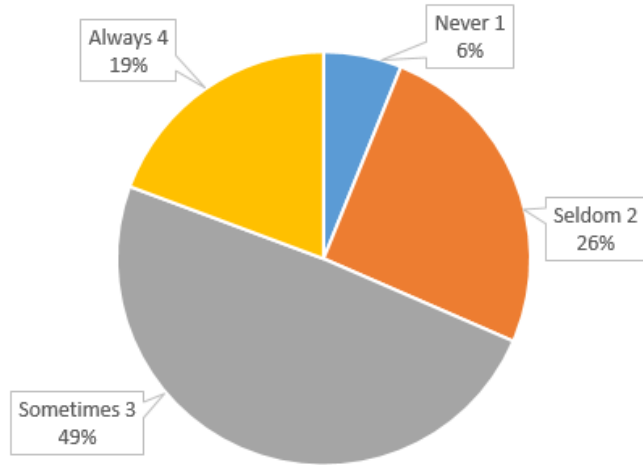


Part III

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

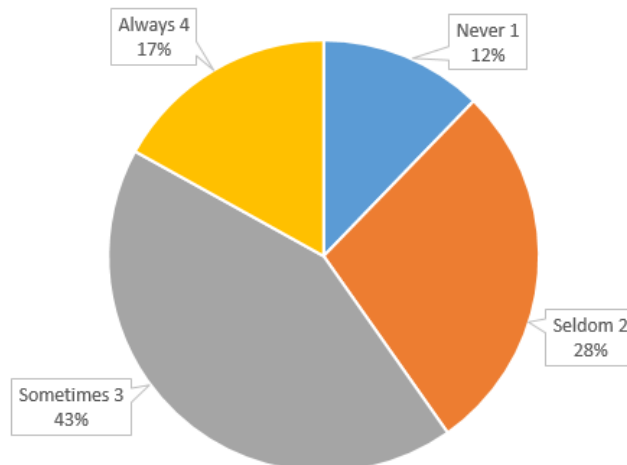
Staff Sample

Answer	No. of response	Percent
Never 1	18	6.1%
Seldom 2	75	25.4%
Sometimes 3	145	49.2%
Always 4	57	19.3%



Student Sample

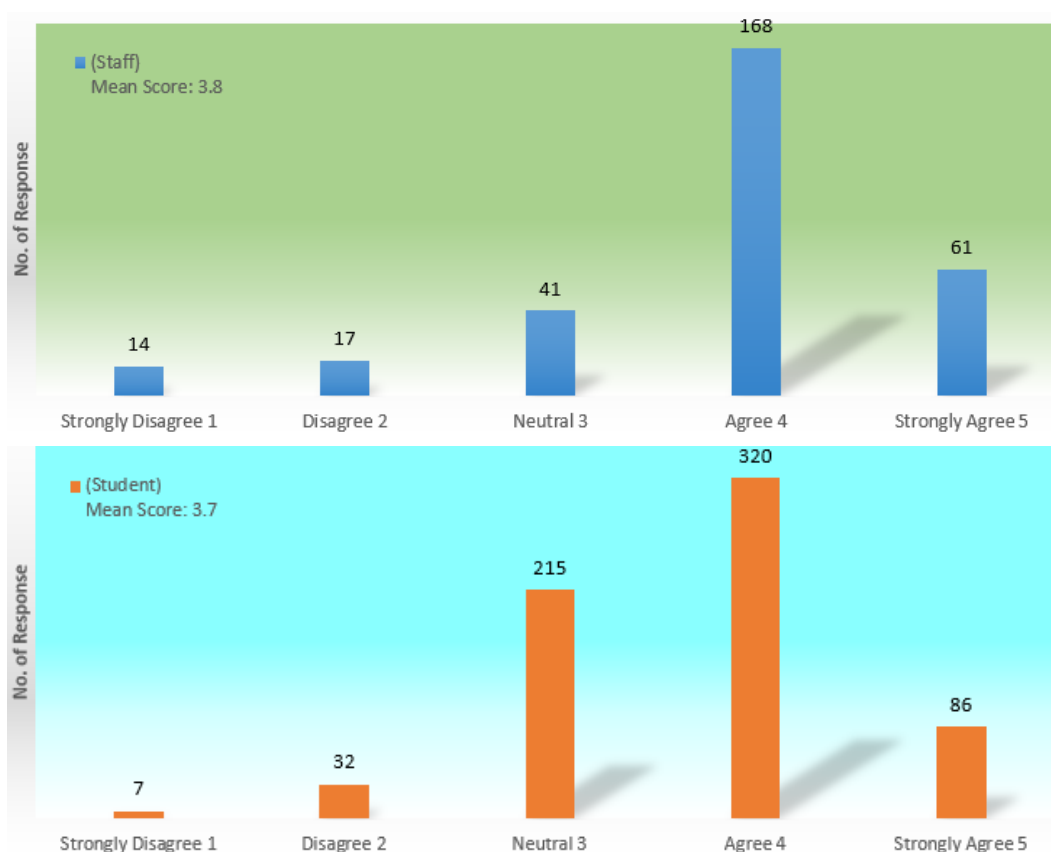
Answer	No. of response	Percent
Never 1	81	12.3%
Seldom 2	185	28.0%
Sometimes 3	283	42.8%
Always 4	112	16.9%



Part IV (Please indicate the extent to which you agree or disagree the following statements).

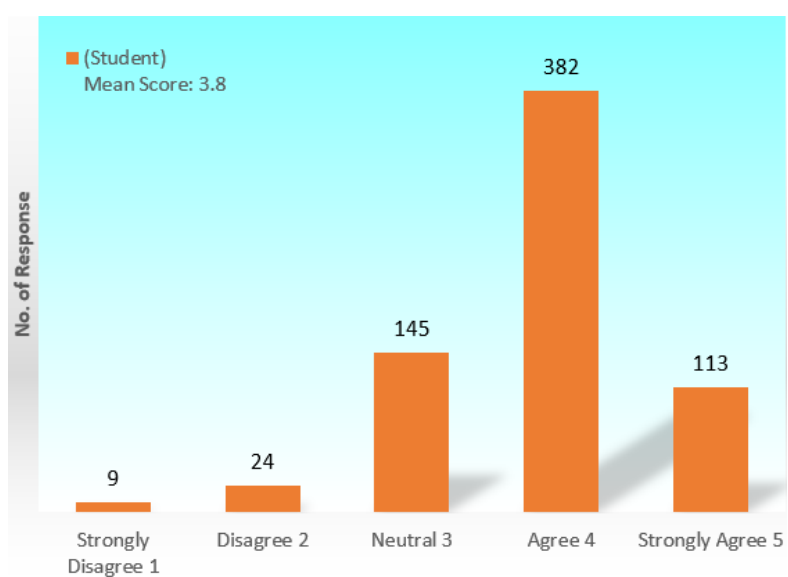
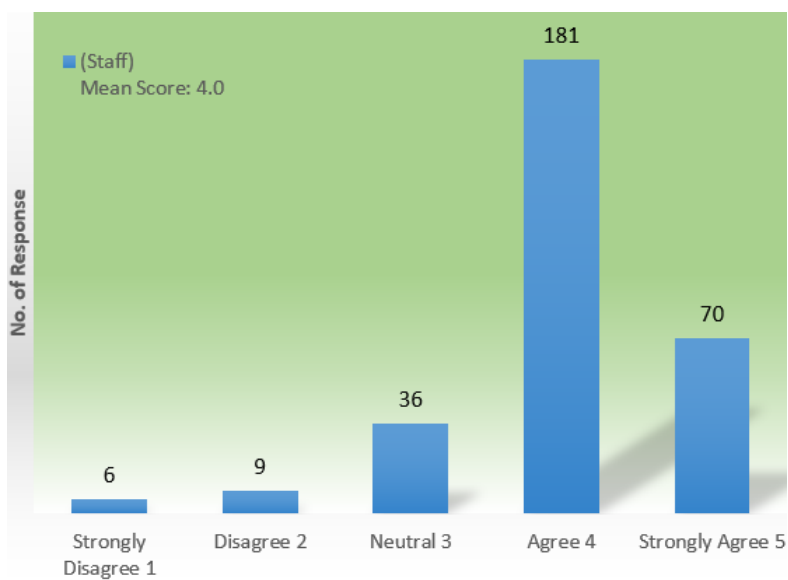
Question 10. In general, the overall performance of the administrative units of UM is improving.

		Staff Sample		Student Sample	
Answer		No. of response	Percentage	No. of response	Percentage
Strongly Disagree	1	14	4.7%	7	1.1%
Disagree	2	17	5.6%	32	4.8%
Neutral	3	41	13.6%	215	32.6%
Agree	4	168	55.8%	320	48.5%
Strongly Agree	5	61	20.3%	86	13.0%



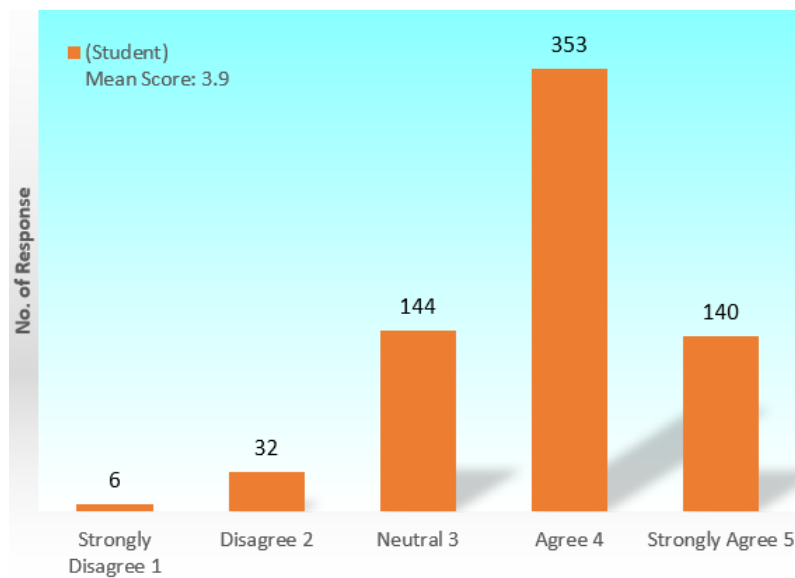
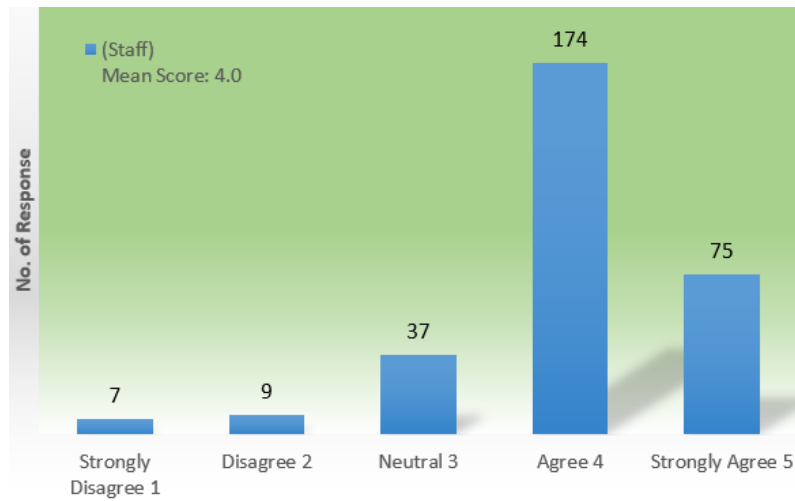
Question 11. In general, the overall equipment and facilities of UM are improving.

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Strongly Disagree 1	6	2.0%	9	1.3%
Disagree 2	9	3.0%	24	3.6%
Neutral 3	36	11.9%	145	21.5%
Agree 4	181	59.9%	382	56.8%
Strongly Agree 5	70	23.2%	113	16.8%



Question 12. In general, the overall environmental condition of our campus is improving.

		Staff Sample		Student Sample	
Answer		No. of response	Percentage	No. of response	Percentage
Strongly Disagree	1	7	2.3%	6	0.9%
Disagree	2	9	3.0%	32	4.7%
Neutral	3	37	12.3%	144	21.3%
Agree	4	174	57.6%	353	52.3%
Strongly Agree	5	75	24.8%	140	20.7%



IV. Discussion

When asked about the general services provided by the administrative units of the University, around 89.4% of the staff and 83.0% of students responded that they are satisfied. As for the frontline services, 91.7% of the staff and 82.4% of the students showed satisfaction.

For the performance pledge, 90.1% of the staff and 81.1% of the students indicated that they are satisfied with it; while for the Suggestion Scheme, 83.8% of the staff and 73.6% of the students expressed satisfaction.

As to the overall satisfaction level with their working life and study life at UM, more than 86.2% of the staff and over 82.6% of the students replied that they are satisfied.

Regarding the equipment and facilities provided by various administrative units of UM, 90.2% of the staff and around 83.7% of the students claimed that they are satisfied.

As for the environment condition of the UM campus, nearly 88.9% of the staff and 86.2% of the students replied that they are satisfied.

89.9% of the staff respondents and 89.5% of the student respondents claimed that the services of UM meet or exceed expectation; while 68.5% of the staff and 59.8% of the students indicated that they sometimes or always recommend UM's administrative services to others.

Concerning the overall improvements, 76.1% of the staff and around 61.5% of the students agreed that the administrative units of UM are improving. 83.1% of the staff and 73.6% of the students agreed that the UM equipment and facilities are improving; whereas nearly 82.5% of the staff and around 73.0% of the students agreed that the environment condition of UM campus is improving.

In summary, the satisfaction level presented an increasing trend in all questions surveyed for Staff group. Such fluctuation was believed to be the result of the different groups of samples in comparison with Year 2017's data. Nevertheless, it was discovered that 89.9% of the staff and around 89.5% of the student agreed that the service provided in Year 2019 had met or even exceeded their expectation, marking respectively 5.5% and 9.0% increase from Year 2017, which proved that the overall service of UM was satisfactory to most of the staff and students.

V. Summary

	Staff		Students	
	User Satisfaction	Mean score (1 to 10)	User Satisfaction	Mean score (1 to 10)
Part I				
Q1. All services, in general, provided by various administrative units of UM?	89.4%	7.5	83.0%	7.4
Q2. The frontlines services, in general, provided by various administrative units of UM?	91.7%	7.7	82.4%	7.4
Q3. The Performance Pledge of UM ?	90.1%	7.7	81.1%	7.4
Q4. Suggestion Scheme of UM ?	83.8%	7.2	73.6%	6.9
Q5. Your working/study life at the university?	86.2%	7.5	82.6%	7.4
Q6. All equipment and facilities provided by various administrative units of UM?	90.2%	7.5	83.7%	7.6
Q7. The environment condition of UM Campus?	88.9%	7.6	86.2%	7.8
Part II	Meet or exceed expectation	Mean Score (-3 to 3)	Meet or exceed expectation	Mean Score (-3 to 3)
Q8. Please indicate whether the overall services provided by UM fall short of, exactly meet, or exceed your expectations.	89.9%	0.9	89.5%	0.9
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?	68.5%	2.8	59.8%	2.6
Part IV (Please indicate the extent to which you agree or disagree with the following statements.)	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.	76.1%	3.8	61.5%	3.7
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 equipment and facilities of UM is improving.	83.1%	4.0	73.6%	3.8
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 environmental condition of our campus is improving.	82.5%	4.0	73.0%	3.9

VI. 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. Please list out the service(s) you always use on campus from various administrative units which need to be improved from your experience.
- Question 14. Please provide your suggestion for continuous improvement on the service quality on campus.

The total number of suggestions received from staff and students in Question 13 were 72 and 119 respectively, while in Question 14, 46 responses from staff and 112 responses from students were recorded. As the staff and students gave suggestions in both questions, their suggestions are categorized into 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. The frequencies of suggestions on different categories are as follows:

Q13 & Q14	Staff Sample			Student Sample		
	Frequency					
Items	Q13	Q14	Total	Q13	Q14	Total
University governance and procedures	24	14	38	17	6	23
Services provided by administrative units	16	5	21	16	38	54
Performance Pledge	0	0	0	0	0	0
Suggestion Scheme	1	1	2	1	2	3
Performance of administrative units	16	7	23	37	16	53
UM equipment and facilities	6	6	12	29	28	57
UM campus environment condition	1	6	7	7	10	17
Others	8	7	15	12	12	24

Appendix

[Appendix I Invitation Email \(Staff\)](#)

[Appendix II Invitation Email \(Student\)](#)

[Appendix III Questionnaire \(Staff\)](#)

[Appendix IV Questionnaire \(Student\)](#)

Appendix I Invitation Email (Staff)

寄件者: QMS Workgroup [mailto:noreply@qemailserver.com]

主旨: User Satisfaction Survey of the University of Macau for year 2019/ 2019 年度澳門大學用戶滿意度問卷調查

Dear Colleagues,

The University strives to improve our administrative services and facilities and your opinions are valuable to us. To this aim, Quality Management System (QMS) Workgroup is inviting you to complete a 3-minute survey to learn about your level of satisfaction regarding the University's administrative services and facilities provided during 01 January 2019 – 31 December 2019.

Follow this link to the Survey:

[\\${1://SurveyLink?d=Take the Survey}](#)

Or copy and paste the URL below into your internet browser:

[\\${1://SurveyURL}](#)

We sincerely hope that you could spend some time in completing this survey by 07 February 2020. The collected information will be kept confidential and obtained for analysis only. Your participation will help us further improve our services and facilities.

Notes:

1. You may visit [HERE](#) in case you want to know more about Quality Management System (Performance Pledge, Suggestion Scheme, etc.) in the University;
2. As everyone will receive an individual link, please do not forward this email.

Should you have any enquiries, please feel free to contact QEMS_ADM@um.edu.mo.

Sincerely,
QMS Workgroup

=====

各位同事：

大學一直致力改善校內行政服務及設施，您的寶貴意見對我們非常重要。有見及此，質量管理系統工作小組現誠邀閣下填寫一份可於三分鐘內完成的「2019 澳門大學用戶滿意度問卷調查」以了解您對大學於 2019 年 1 月 1 日至 2019 年 12 月 31 日期間所提供的行政服務及設施之滿意程度。

請點擊以下連結提供您的意見及建議：

[\\${!://SurveyLink?d=Take the Survey}](#)

或複製以下連結於瀏覽器開啓：

[\\${!://SurveyURL}](#)

我們誠意希望您能撥冗於 2020 年 2 月 7 日前完成此問卷。收集到的意見將會保密，並只作分析用途，您的參與將有助大學進一步改善其服務及設施。

註：

1. 欲了解更多大學質量管理系統的詳情(如服務承諾、好建議獎勵計劃等)，請瀏覽[這裏](#)；
2. 如有垂詢，歡迎電郵至質量管理系統工作小組 QEMS_ADM@um.edu.mo。

質量管理系統工作小組 謹啓

Appendix II Invitation Email (Student)

寄件者: QMS Workgroup

主旨: User Satisfaction Survey of the University of Macau for year 2019/ 2019 年度澳門大學用戶滿意度問卷調查

Dear Student,

The University strives to improve our administrative services and facilities and your opinions are valuable to us. To this aim, Quality Management System (QMS) Workgroup is inviting you to complete a 3-minute survey to learn about your level of satisfaction regarding the University's administrative services and facilities provided during 01 January 2019 – 31 December 2019.

Follow this link to the Survey:

[\\${1://SurveyLink?d=Take the Survey}](#)

Or copy and paste the URL below into your internet browser:

[\\${1://SurveyURL}](#)

We sincerely hope that you could spend some time in completing this survey by 07 February 2020. The collected information will be kept confidential and obtained for analysis only. Your participation will help us further improve our services and facilities.

Notes:

1. You may visit [HERE](#) in case you want to know more about Quality Management System (Performance Pledge, Suggestion Scheme, etc.,) in the University;
2. As everyone will receive an individual link, please do not forward this email.

Should you have any enquiries, please feel free to contact QEMS_ADM@um.edu.mo.

Sincerely,

QMS Workgroup

=====

各位同學：

大學一直致力改善校內行政服務及設施，您的寶貴意見對我們非常重要。有見及此，質量管理系統工作小組現誠邀閣下填寫一份可於三分鐘內完成的「2019 澳門大學用戶滿意度問卷調查」以了解您對大學於 2019 年 1 月 1 日至 2019 年 12 月 31 日期間所提供的行政服務及設施之滿意程度。

請點擊以下連結提供您的意見及建議：

[\\${1://SurveyLink?d=Take the Survey}](#)

或複製以下連結於瀏覽器開啓：

[\\${1://SurveyURL}](#)

我們誠意希望您能撥冗於 2020 年 2 月 7 日前完成此問卷。收集到的意見將會保密，並只作分析用途，您的參與將有助大學進一步改善其服務及設施。

註：

1. 欲了解更多大學質量管理系統的詳情(如服務承諾、好建議獎勵計劃等)，請瀏覽[這裏](#)；
2. 如有垂詢，歡迎電郵至質量管理系統工作小組 QEMS_ADM@um.edu.mo。

質量管理系統工作小組 謹啓

Appendix III Questionnaire to Staff



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Thank you for participating in our survey.

This survey is conducted by the University of Macau and aims to learn about your level of satisfaction regarding the administrative services and facilities provided by the University from 1 January 2019 to 31 December 2019 as well as to improve our service and facilities. The information collected will be kept confidential and obtained for data analysis only.

感謝您參與本問卷。

澳門大學現正進行一項全校問卷調查，以了解您對校內於2019年1月1日至2019年12月31日所提供的行政服務及設施之滿意程度，並作為大學進一步改善其服務及設施的依據。問卷所收集之內容將會保密，並只作分析用途。

Overall, what is your level of satisfaction towards the services provided by UM?

整體而言，你對澳大的服務滿意度為何？

	Very Dissatisfied 非常 不滿意 1	2	3	4	5	6	7	8	9	Very Satisfied 非常 滿意 10	Not Applicable 不適用
All services, in general, provided by various administrative units of UM? 澳大各行政部門所提供服務的整體滿意度？	<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"/>
The frontlines services, in general, provided by various administrative units of UM? 澳大各前線服務的整體滿意度？	<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"/>
The performance pledge of UM? 澳大推行的「服務承諾」的整體滿意度？	<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"/>
Suggestion Scheme of UM? 澳大推行的「好建議獎勵計劃」的整體滿意度？	<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"/>
Your working life at the university? 在澳大工作的整體滿意度？	<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"/>
All Equipment and Facilities provided by various administrative units of UM? 使用澳大各項設施和設備的滿意度？	<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"/>
The Environment Condition of UM Campus? 澳大校園環境狀況的滿意度？	<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"/>

Please indicate whether the overall services provided by UM fall short of, exactly meet, or exceed your expectations.

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。

	-3	-2	-1	0	1	2	3	
Fall short of expectation 未能達到預期	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exceed expectation 超出預期

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

您有沒有向其他人稱讚或推薦使用本校的行政服務？

	Never 從不	Seldom 甚少	Sometimes 有時	Always 經常	Not Applicable 不適用
Frequency 多久	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the extent to which you agree or disagree with the following statements.

請指出您對以下陳述的同意或不同意程度。

	Strongly Disagree 非常不 同意	Disagree 不同意	Neutral 一般	Agree 同意	Strongly Agree 非常同 意	Not Applicable 不適用
In general, the overall performance of the administrative units of UM is improving. 總的而言，本校行政部門的整體表現正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, the overall equipment and facilities of UM is improving. 總的而言，本校的各項設備和設施正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, the overall environmental condition of our campus is improving. 總的而言，您覺得本校的環境狀況正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Optional) Please list out the service(s) you always use on campus from various administrative units which need to be improved from your experience.

(自由選答)請列出由行政部門提供的服務中，您經常使用並需要改善的服務。

(Optional) Please provide your suggestion for continuous improvement on the service quality on campus.

(自由選答)為持續改善服務質素，請提供有助大學服務優化的建議。

What is your staff category?

你的工作人員組別是？

- Academic Staff/ Residential College Staff
教學人員/住宿式書院人員
 - Research Staff
研究人員
 - Administrative Staff/ Residential College Administrative Staff
行政人員/住宿式書院行政人員
-

Which unit are you from?

你所屬的單位是？

Are you currently living on campus?

你是否在校內住宿？

- Yes
是
- No
否

Appendix IV Questionnaire to Student



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Thank you for participating in our survey.

This survey is conducted by the University of Macau and aims to learn about your level of satisfaction regarding the administrative services and facilities provided by the University from 1 January 2019 to 31 December 2019 as well as to improve our service and facilities. The information collected will be kept confidential and obtained for data analysis only.

感謝您參與本問卷。

澳門大學現正進行一項全校問卷調查，以了解您對校內於2019年1月1日至2019年12月31日所提供的行政服務及設施之滿意程度，並作為大學進一步改善其服務及設施的依據。問卷所收集之內容將會保密，並只作分析用途。

Overall, what is your level of satisfaction towards the services provided by UM?

整體而言，你對澳大的服務滿意度為何？

	Very Dissatisfied 非常 不滿意 1	2	3	4	5	6	7	8	9	Very Satisfied 非常 滿意 10	Not Applicable 不適用
All services, in general, provided by various administrative units of UM? 澳大各行政部門所提供服務的整體滿意度？	<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"/>
The frontlines services, in general, provided by various administrative units of UM? 澳大各前線服務的整體滿意度？	<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"/>
The performance pledge of UM? 澳大推行的「服務承諾」的整體滿意度？	<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"/>
Suggestion Scheme of UM? 澳大推行的「好建議獎勵計劃」的整體滿意度？	<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"/>
Your study life at the university? 在澳大學習的整體滿意度？	<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"/>
All Equipment and Facilities provided by various administrative units of UM? 使用澳大各項設施和設備的滿意度？	<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"/>
The Environment Condition of UM Campus? 澳大校園環境狀況的滿意度？	<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"/>

Please indicate whether the overall services provided by UM fall short of, exactly meet, or exceed your expectations.

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。

	-3	-2	-1	0	1	2	3	
Fall short of expectation 未能達到預期	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exceed expectation 超出預期

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

您有沒有向其他人稱讚或推薦使用本校的行政服務？

	Never 從不	Seldom 甚少	Sometimes 有時	Always 經常	Not Applicable 不適用
Frequency 多久	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the extent to which you agree or disagree with the following statements.

請指出您對以下陳述的同意或不同意程度。

	Strongly Disagree 非常不 同意	Disagree 不同意	Neutral 一般	Agree 同意	Strongly Agree 非常同 意	Not Applicable 不適用
In general, the overall performance of the administrative units of UM is improving. 總的而言，本校行政部門的整體表現正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, the overall equipment and facilities of UM is improving. 總的而言，本校的各項設備和設施正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, the overall environmental condition of our campus is improving. 總的而言，您覺得本校的環境狀況正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Optional) Please list out the service(s) you always use on campus from various administrative units which need to be improved from your experience.

(自由選答)請列出由行政部門提供的服務中，您經常使用並需要改善的服務。

(Optional) Please provide your suggestion for continuous improvement on the service quality on campus.

(自由選答)為持續改善服務質素，請提供有助大學服務優化的建議。

What is your study programme in the University?

你現正就讀哪種課程？

- Undergraduate
學士課程
- Postgraduate
研究生課程
- Others
其他

Which academic unit are you from?

你所屬的學術單位是？

Are you currently living on campus?

你是否在校內住宿？

- Yes
是
- No
否