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。

1-7.

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 不满意 1	2	3	4	5	6	7	8	9	Very Satisfied 非常 満意 10	Not Applicable 不適用
All services, in general, provided by UM? 澳大所提供服務的整體滿意 度?	Ο	0	0	0	0	0	0	0	0	0	Ο
The frontline services, in general, provided by various administrative units of UM? 澳大各前線服務的整體滿意 度?	0	0	0	0	0	0	0	0	0	0	Ο
The Performance Pledge of UM ? 澳大推行的「服務承諾」的 整體滿意度?	Ο	0	0	0	0	0	0	0	0	0	Ο

Block 1

	Very Dissatisfied 非常 不満意 1	2	3	4	5	6	7	8	9	Very Satisfied 非常 満意 10	Not Applicable 不適用
Suggestion Scheme of UM ? 澳大推行的「好建議獎勵計 劃」的整體滿意度?	0	0	0	0	0	0	0	0	0	0	0
Your study life at the university ? 在澳大學習的整體滿意度?	0	0	0	0	0	0	0	0	0	0	0
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?	0	0	0	0	0	0	0	0	0	0	0
The environment condition of UM campus? 澳大校園環境狀況的滿意 度?	0	0	0	0	0	0	0	0	0	0	Ο

Block 2

8. 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 ○ ○ ○ ○ ○ ○ ○ ○ Exceed expectation 超出預期

9. How often do you praise / recommend UM's administrative services to others? 您有没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	0	Ο	0	0	0

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。	0	0	0	0	0	Ο
In general, the overall equipment and facilities of UM are improving. 總的而言,本校的各項設備和 設施正在改進中。	0	0	0	0	0	0
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。	Ο	0	0	0	0	0

13. (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。



14.

(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。

10-12.

Personal data:

15. 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

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16. Which academic unit are you from? 你所屬的學術單位是?

17. Are you currently living on campus? 你是否在校內住宿?

● Yes 是 ● No 否

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