

University of Macau User Satisfaction Survey (2009)



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 the lowest rating or very dissatisfied;
- ◆ 10 signifies the highest rating or very satisfied;
- ◆ 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? <input type="radio"/> 1. Never <input type="radio"/> 2. Seldom <input type="radio"/> 3. Sometimes <input type="radio"/> 4. Always <input type="radio"/> 5. Hard to say			
5	In general, the overall performance of the administrative units of UM is improving. <input type="radio"/> 1.Strongly disagree <input type="radio"/> 2.Disagree <input type="radio"/> 3.Neutral <input type="radio"/> 4.Agree <input type="radio"/> 5.Strongly agree <input type="radio"/> 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	Gym facilities at Sports Complex	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 for general purposes	1 2 3 4 5 6 7 8 9 10	88	99
4	Administrative information systems (such as Human Resource Management System, e-Leave System, Student Information System, e-Workflow Application System)	1 2 3 4 5 6 7 8 9 10	88	99
5	Library resources (books, periodicals and e-resources)	1 2 3 4 5 6 7 8 9 10	88	99
6	Facilities in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
7	Facilities in staff hostels (for campus residents only)	1 2 3 4 5 6 7 8 9 10	88	99
8	Signposts on campus	1 2 3 4 5 6 7 8 9 10	88	99
9	Campus greening work	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	Confidentiality of staff records	1 2 3 4 5 6 7 8 9 10	88	99
4	Procedure for souvenir requisition and distribution	1 2 3 4 5 6 7 8 9 10	88	99
5	Procedure for booking UM vehicles	1 2 3 4 5 6 7 8 9 10	88	99
6	Procedure for course enrollment	1 2 3 4 5 6 7 8 9 10	88	99
7	Procedure for booking venues/meeting rooms	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 your own office/working place	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	Space in the Library	1 2 3 4 5 6 7 8 9 10	88	99
6	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	Security service	1 2 3 4 5 6 7 8 9 10	88	99
2	Asset moving service from cleaning team	1 2 3 4 5 6 7 8 9 10	88	99
3	Staff recruitment service	1 2 3 4 5 6 7 8 9 10	88	99
4	Hostel management	1 2 3 4 5 6 7 8 9 10	88	99
5	Communication with Library readers (eg. via Library News, website, dissemination of other information, etc.)	1 2 3 4 5 6 7 8 9 10	88	99
6	Faculty Liaison Librarians Scheme (For academic staff only)	1 2 3 4 5 6 7 8 9 10	88	99
7a	Efficiency of Classroom allocation (long term)	1 2 3 4 5 6 7 8 9 10	88	99
7b	Efficiency of Classroom allocation (short term)	1 2 3 4 5 6 7 8 9 10	88	99
8	Staff training	1 2 3 4 5 6 7 8 9 10	88	99
9	Staff activities organizing	1 2 3 4 5 6 7 8 9 10	88	99
10	IT support service for computing facilities in offices	1 2 3 4 5 6 7 8 9 10	88	99
11	Support service for administrative information systems	1 2 3 4 5 6 7 8 9 10	88	99
12	Maintenance techniques	1 2 3 4 5 6 7 8 9 10	88	99
13	Media service	1 2 3 4 5 6 7 8 9 10	88	99
14	Sufficient channel for payment request	1 2 3 4 5 6 7 8 9 10	88	99
15	Disbursement/reimbursement by auto-pay service	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	Staff welfare application and processing	1	2	3	4	5	6	7	8	9	10	88	99
18	Classroom technical support service	1	2	3	4	5	6	7	8	9	10	88	99
19	UM transportation service (e.g. punctuality, courtesy of drivers, etc.)	1	2	3	4	5	6	7	8	9	10	88	99
20	Venues/meeting rooms AV support service	1	2	3	4	5	6	7	8	9	10	88	99
21	Printing Service	1	2	3	4	5	6	7	8	9	10	88	99
22	Campus Health Care Service	1	2	3	4	5	6	7	8	9	10	88	99
23	Services in Canteen	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	Information and Communication Technology Office (including Technical and User Support Section & Information Management Section)	1 2 3 4 5 6 7 8 9 10	88	99
2	Finance Office (including Accounts Section, Treasury Section and Procurement Section)	1 2 3 4 5 6 7 8 9 10	88	99
3	University Library	1 2 3 4 5 6 7 8 9 10	88	99
4	Overall performance of Campus Management Office (including Campus Development and Engineering Section and Campus Service Section)	1 2 3 4 5 6 7 8 9 10	88	99
5	Information and Public Relations Office	1 2 3 4 5 6 7 8 9 10	88	99
6	Administrative and Human Resources Office	1 2 3 4 5 6 7 8 9 10	88	99
7	Overall performance of Academic Affairs Office (including Registry and Student Affairs Section)	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): <input type="radio"/> 1. Photocopying service at the Printing Unit <input type="radio"/> 2. Computer support <input type="radio"/> 3. Cleaning <input type="radio"/> 4. Souvenir requisition <input type="radio"/> 5. Maintenance <input type="radio"/> 6. Procurement <input type="radio"/> 7. Car booking <input type="radio"/> 8. Library services <input type="radio"/> 9. Classroom booking <input type="radio"/> 10. Sports venue booking <input type="radio"/> 11. Payment procedures <input type="radio"/> 12. Media Service <input type="radio"/> 13. Campus health care service <input type="radio"/> 14. Accommodation reservation <input type="radio"/> 15. Venue/meeting room booking <input type="radio"/> 16. Other, please state: _____			
9	In your opinion, which service item(s) need(s) to be improved? (You may select more than one answer): <input type="radio"/> 1. Photocopying service at the Printing Unit <input type="radio"/> 2. Computer support <input type="radio"/> 3. Cleaning <input type="radio"/> 4. Souvenir requisition <input type="radio"/> 5. Maintenance <input type="radio"/> 6. Procurement <input type="radio"/> 7. Car booking <input type="radio"/> 8. Library services <input type="radio"/> 9. Classroom booking <input type="radio"/> 10. Sports venue booking <input type="radio"/> 11. Payment procedures <input type="radio"/> 12. Media Service <input type="radio"/> 135. Campus health care service <input type="radio"/> 14. Accommodation reservation <input type="radio"/> 15. Venue/meeting room booking <input type="radio"/> 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? <input type="radio"/> 1.Yes <input type="radio"/> 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 the services provided by the general office/ department office of your faculty/centre?	1 2 3 4 5 6 7 8 9 10	88	99
2	In general, the overall performance of the general office/ department office of your faculty/centre is improving. <input type="radio"/> 1.Strongly disagree <input type="radio"/> 2.Disagree <input type="radio"/> 3.Neutral <input type="radio"/> 4.Agree <input type="radio"/> 5.Strongly agree <input type="radio"/> 6.No comment			
3	Are there any other items should be added to the Performance Pledge of the general office/department office of your faculty/centre? Please specify:			
4	How can improvement in communication be made between you and the general office/department office of your faculty/centre? Please state below:			
5	Any comment which you can provide for the improvement of service of the general office/department office of your faculty/centre.			

H. Personal Data :

- 1. Gender: 1. Male 2. Female
- 2. Staff type: 1. Administrative 2. Academic 3. Research
- 3. Administrative unit : 1. AAO (REG+SAS) 2. FO (ACC+TRE+PCT) 3. CMO (CS+CDE)
4. ICTO 5. LIB 6. AHR
7. IPR 8. PUB 9. RTO/UCO
10. GAO 11. ALO
- 4. Academic/Research unit : 1. FBA 2. FED 3. FLL 4. FSH
5. FST 6.CPU 7. ELC 8. CCE
9. CMS 10. ICMS
- 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?
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