

University of Macau

User Satisfaction Survey 2021

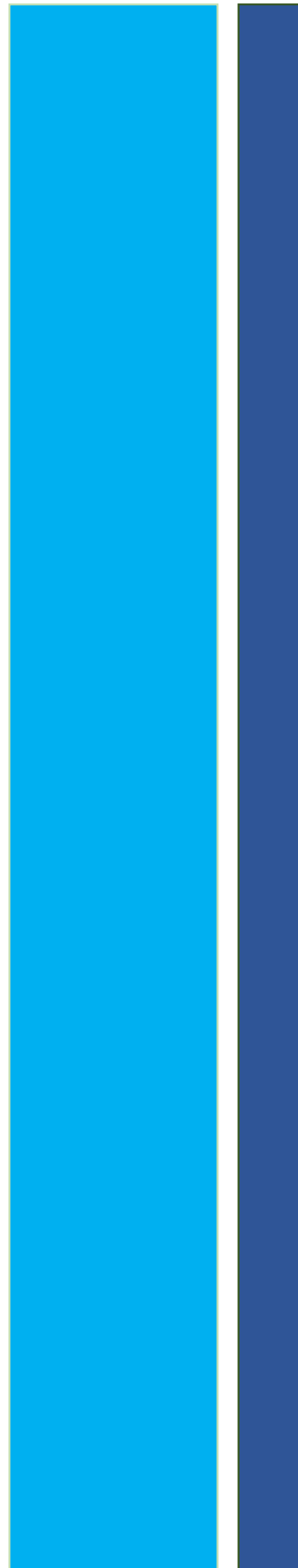


Table of Contents

Executive Summary	2
I. Introduction	4
II. Methodology	5
1. Data Collection	5
2. Sampling	5
2.1 Staff Sample	5
2.2 Student Sample.....	5
3. Questionnaire Design.....	6
III. Survey Results	8
IV. Discussion.....	20
V. Summary	21
VI. Suggestions.....	22
Appendix.....	23
Appendix I Invitation Email (Staff)	24
Appendix II Invitation Email (Student).....	26
Appendix III Questionnaire to Staff	28
Appendix IV Questionnaire to Student.....	32

Executive Summary

The user satisfaction survey was conducted in January 2022 with the aim of understanding users' satisfaction levels towards facilities and administrative services provided by the University of Macau (UM) from 01 January 2021 to December 2021.

This survey and the one in 2019 share 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 in 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 were 20.5% and 13.2% respectively.

According to the responses collected, 90.4% of the staff were satisfied with the services provided by various administrative units of UM (the mean score of satisfaction is 7.5 on 10 points scale), while 76.3% of the students were satisfied (mean score of satisfaction is 7.1). Compared with Year 2019, the mean score of satisfaction remained the same for staff and decreased by 0.3 points for students.

For the general frontline services, 93.6% of the staff were satisfied (mean score of satisfaction is 7.7), while 76% of the students were satisfied (mean score of satisfaction is 7.1). Compared with Year 2019, the mean score of satisfaction remained the same for staff and decreased by 0.3 points for students.

92.7% of the staff indicated satisfaction with the performance pledge of UM (mean score of satisfaction is 7.7), while 75.3% of the students showed satisfaction with the performance pledge (mean score of satisfaction is 7.1). Compared with Year 2019, the mean score of satisfaction remained the same for staff and decreased by 0.3 points for students.

For the Suggestion Scheme, 84.2% of the staff (mean score of satisfaction is 7.1) and 70.0% of the students were satisfied (mean score of satisfaction is 6.8). Compared with Year 2019, the mean score of satisfaction decreased by 0.1 points for both staff and students.

89.6% of the staff were overall satisfied with their working life at UM (mean score of satisfaction is 7.5), whereas 77.2% of the students were overall satisfied with their study life at UM (mean score of satisfaction is 7.1). Compared with Year 2019, the mean score of the staff remained the same and that of the students' decreased by 0.3 points.

As for the equipment and facilities provided by various administrative units of UM, 91.5% of the staff (mean score of satisfaction is 7.4) and 80.1% of the students (mean score of satisfaction

is 7.3) expressed satisfaction. Compared with Year 2019, the mean scores decreased by 0.1 points for staff and 0.3 points for students.

91.2% of the staff (mean score of satisfaction is 7.5) and 86.3% of the students (mean score of satisfaction is 7.8) were satisfied with the environmental condition of the UM campus. Compared with Year 2019, the mean score of the staff decreased by 0.1 points while the mean score of the students remained the same.

91.5% of the staff claimed that the overall services meet or exceed their expectations and 83.8% of the students had the same opinion. The satisfaction level of the staff increased by 1.6% and the satisfaction level of the students was 5.7% lower than that of Year 2019.

72.3% of the staff indicated that they sometimes or always recommend UM's administrative services to others, the figure shows an increase of 3.8% compared to Year 2019. Meanwhile, 55.4% of the students claimed that they sometimes or always do so, showing a decrease of 4.4% compared to Year 2019.

73.7% of the staff agreed that the overall performance of the administrative units of UM is improving, which is 2.4% lower than that of 2019. On the other hand, 57.5% of the students had the same opinion, showing a decline of 4% compared to Year 2019.

71.8% of the staff and 66.6% of the students responded that the UM equipment and facilities are improving, while 71.5% of the staff and 70.8% of the students agreed that the environmental condition of UM campus is improving, showing a decreasing trend in both areas while comparing to Year 2019.

For the Suggestion part, the 2 areas, "University governance and procedures" and "UM equipment and facilities", received the most responses from the staff group with respectively 29 and 46 responses. Compared with 2019, most suggestions were directed at "University governance and procedures" and "Performance of administrative units". Meanwhile, the suggestions from students were mostly "UM equipment and facilities" and "Services provided by administrative units", with respectively 144 and 115 responses, which showed a similar trend but increased in numbers while comparing to Year 2019.

In summary, the satisfaction level presented an increasing trend in the majority of items for the staff group, even though a decline was observed in most of the items in the student group. It was discovered that 91.5% of the staff and 83.8% of the student agreed that the service provided in Year 2021 had met or even exceeded their expectation. An increase of 1.6% in the staff group and a decrease of 5.7% in the student group were observed in the student group compared with the figures in Year 2019.

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 2021 to 31 December 2021 as well as to improve the University's service and facilities. The responses from the participants provided useful references that assist the University in its future development, and in providing better and more adequate services for the University community.

The survey applied a similar approach to the 2019 survey – conducted 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 10 January to 21 January 2022, 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 the 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 includes all current regular staff and students of UM whose commencement date falls before 01 January 2022 as the survey focused on the administrative services and facilities provided by the University from 01 January 2021 to 31 December 2021.

2.1 Staff Sample

A total of 1549 email invitations were sent out, 430 staff started the survey and 317 questionnaires were completed and recorded, making up a relevant response rate of 20.5%.

Responded academic/ residential college staff	Responded administrative staff
97	220

- Out of the 317 staff respondents who have successfully completed the survey, 66 of them responded that they lived on campus.

2.2 Student Sample

A total of 11855 email invitations were sent out, 2136 students started the survey and 1559 completed questionnaires were collected, showing a relevant response rate of 13.2%.

Responded undergraduate students	Responded postgraduate students	Others (No specification)
825	697	37

- Out of the 1559 student respondents, 1174 of them responded that they lived on campus.

3. Questionnaire Design

The questionnaires mainly adopted the questions used in the 2019 survey with minor changes in wording (refer to Appendix II and Appendix III). There were 17 questions which were divided into 3 parts with different measurement methods to tackle different dimensions of user satisfaction. Two open-ended questions were included at the end of the questionnaire to collect ideas and comments for improvement from respondents and 3 questions regarding personal data were 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 students), 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.
- The 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					Exceed Expectation	

c) The users' expectations, while Scores [-3 -2 -1] indicate that the users' expectations are not being met. Frequency in recommending UM services (question 9)

A question that 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 study whether the users think that the overall performance of the administrative units, equipment and facilities, and the environmental 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 that 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.

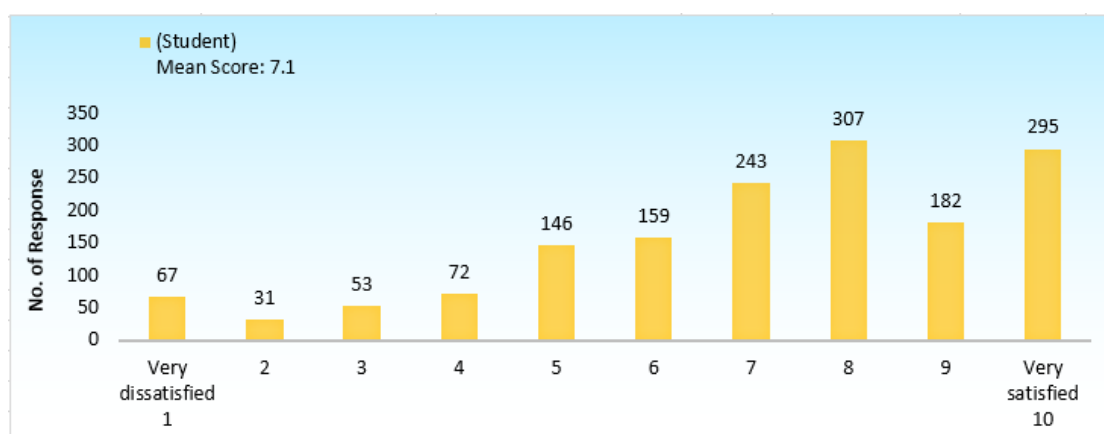
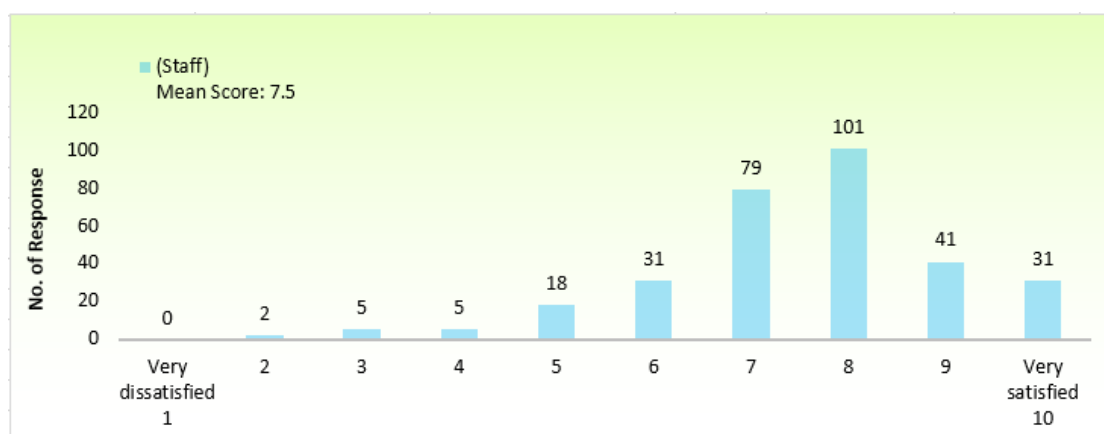
III. Survey Results

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

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

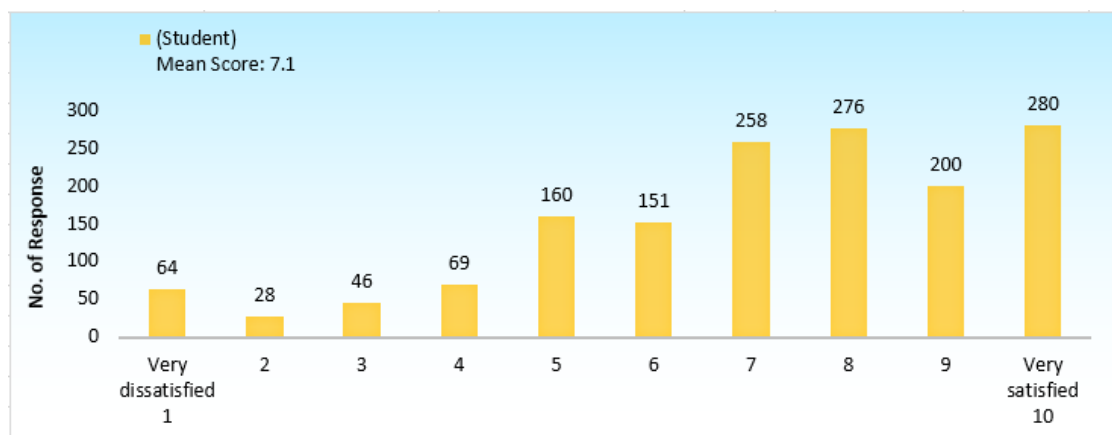
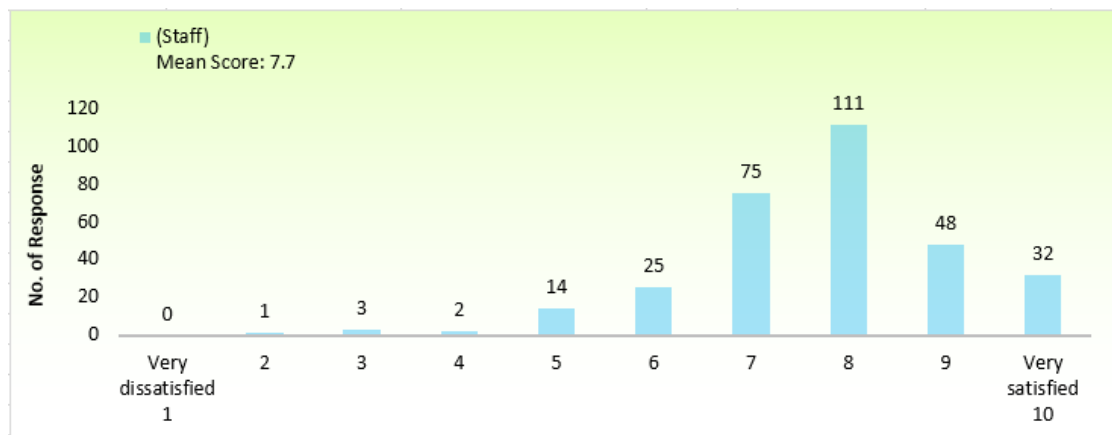
Question 1. All services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	67	4.3%
2	2	0.6%	31	2.0%
3	5	1.6%	53	3.4%
4	5	1.6%	72	4.6%
5	18	5.8%	146	9.4%
6	31	9.9%	159	10.2%
7	79	25.2%	243	15.6%
8	101	32.3%	307	19.7%
9	41	13.1%	182	11.7%
Very Satisfied - 10	31	9.9%	295	19.0%



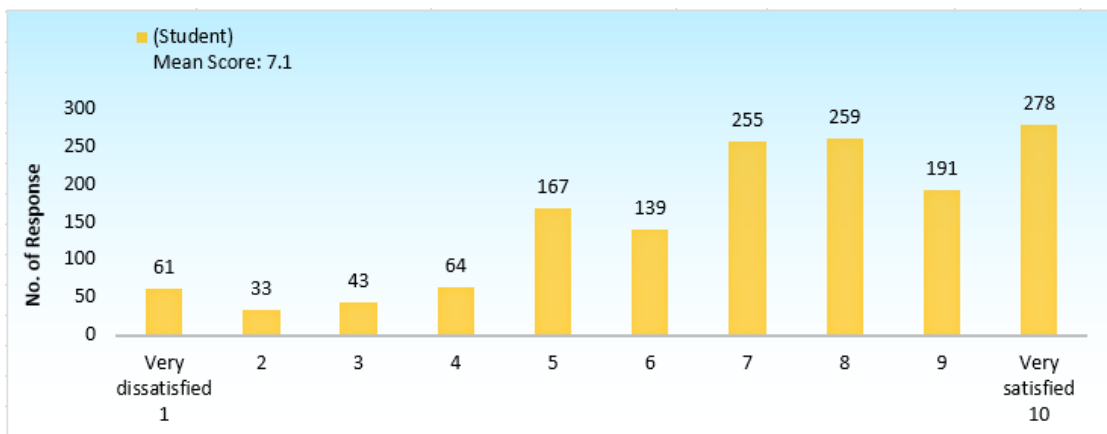
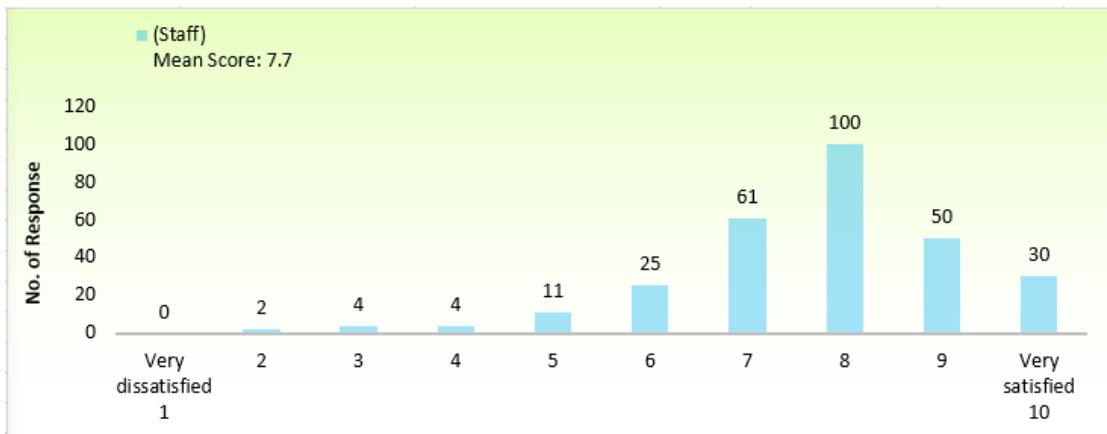
Question 2. The frontlines services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	64	4.2%
2	1	0.3%	28	1.8%
3	3	1.0%	46	3.0%
4	2	0.6%	69	4.5%
5	14	4.5%	160	10.4%
6	25	8.0%	151	9.9%
7	75	24.1%	258	16.8%
8	111	35.7%	276	18.0%
9	48	15.4%	200	13.1%
Very Satisfied - 10	32	10.3%	280	18.3%



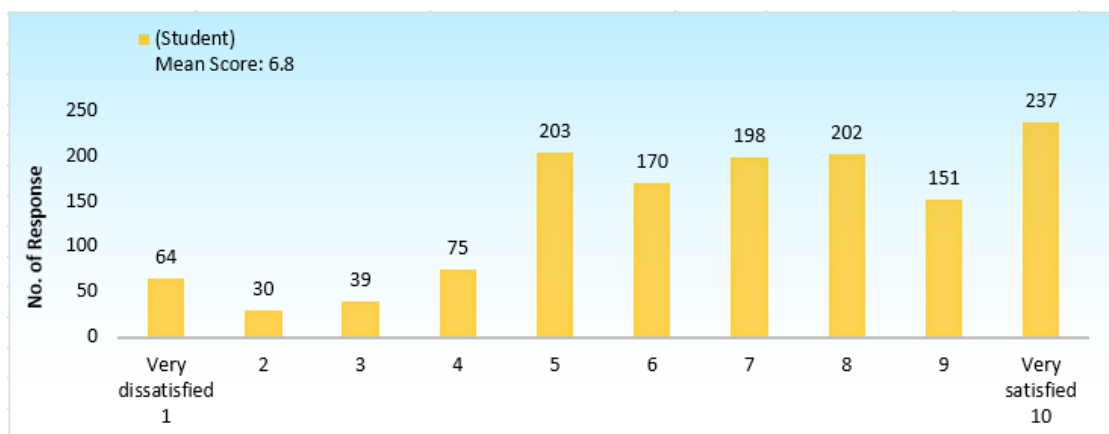
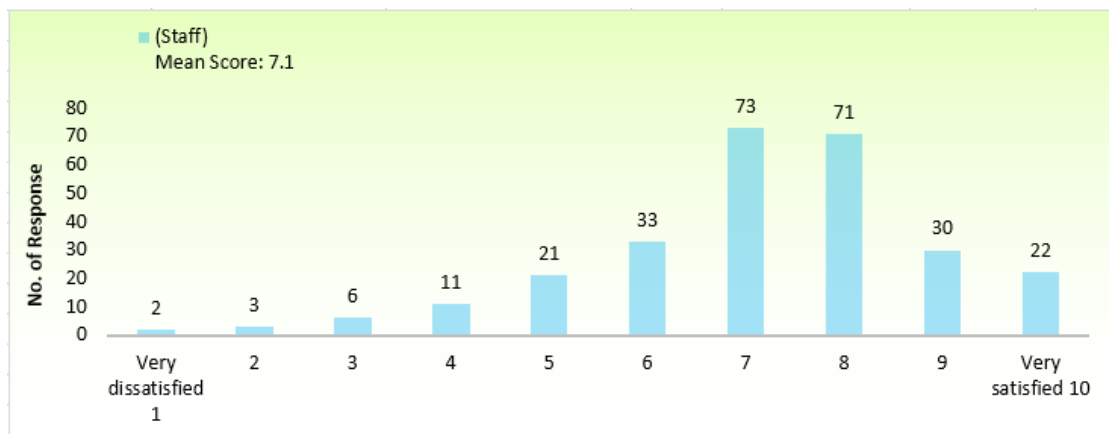
Question 3. The Performance Pledge of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	61	4.1%
2	2	0.7%	33	2.2%
3	4	1.4%	43	2.9%
4	4	1.4%	64	4.3%
5	11	3.8%	167	11.2%
6	25	8.7%	139	9.3%
7	61	21.3%	255	17.1%
8	100	34.8%	259	17.4%
9	50	17.4%	191	12.8%
Very Satisfied - 10	30	10.5%	278	18.7%



Question 4. The Suggestion Scheme of UM?

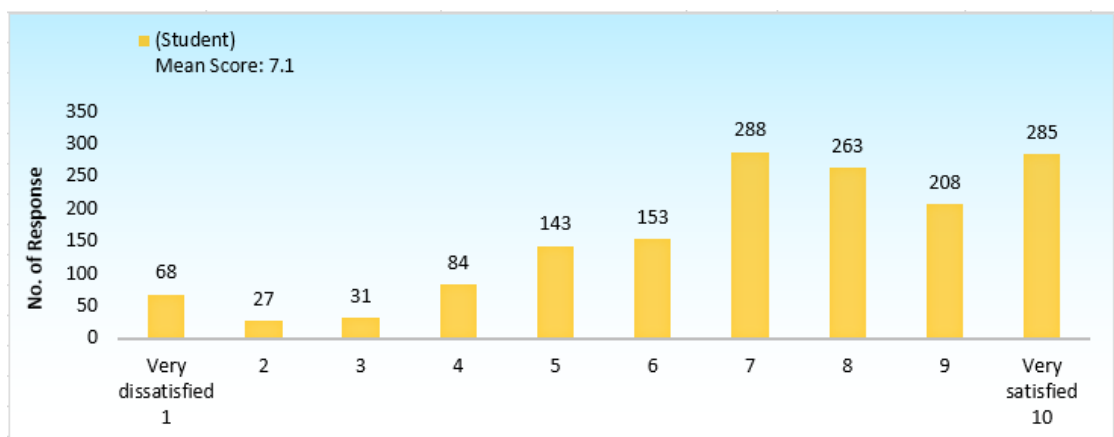
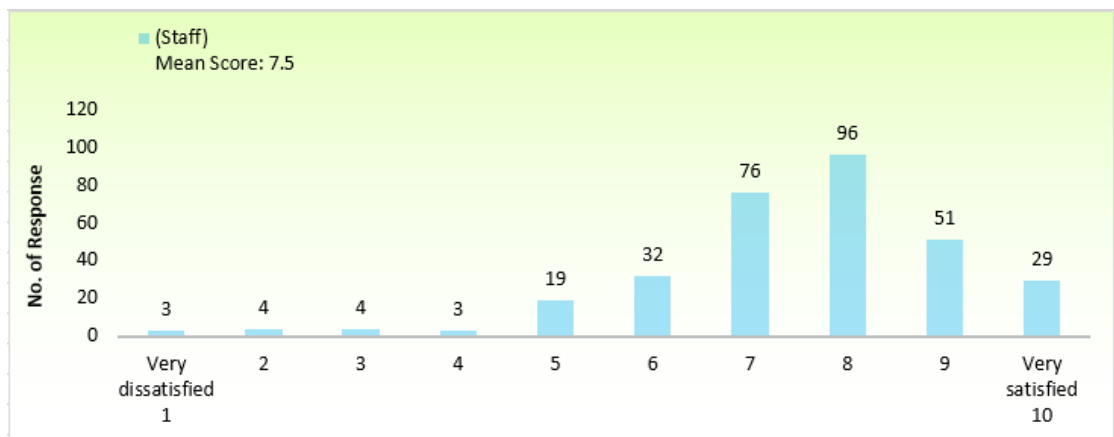
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	2	0.7%	64	4.7%
2	3	1.1%	30	2.2%
3	6	2.2%	39	2.8%
4	11	4.0%	75	5.5%
5	21	7.7%	203	14.8%
6	33	12.1%	170	12.4%
7	73	26.8%	198	14.5%
8	71	26.1%	202	14.8%
9	30	11.0%	151	11.0%
Very Satisfied - 10	22	8.1%	237	17.3%



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

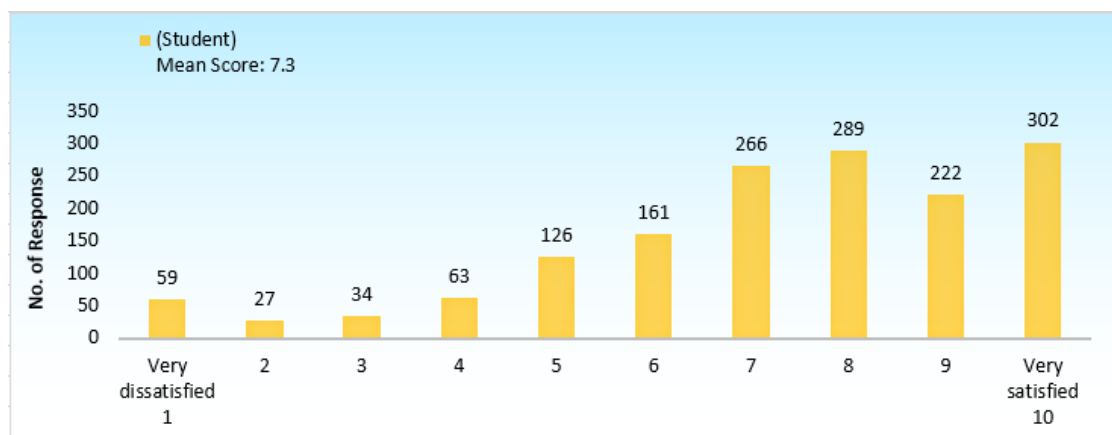
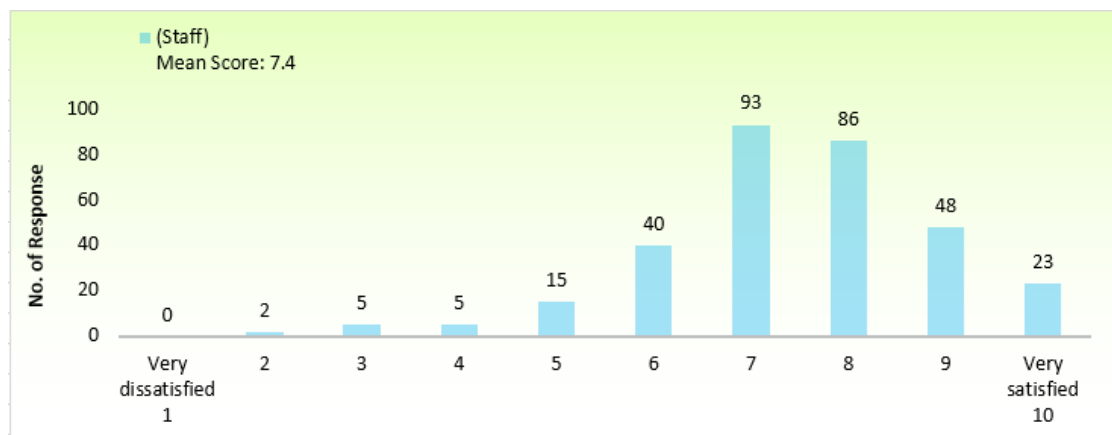
(For Students) Your study life at the university?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	3	0.9%	68	4.4%
2	4	1.3%	27	1.7%
3	4	1.3%	31	2.0%
4	3	0.9%	84	5.4%
5	19	6.0%	143	9.2%
6	32	10.1%	153	9.9%
7	76	24.0%	288	18.6%
8	96	30.3%	263	17.0%
9	51	16.1%	208	13.4%
Very Satisfied - 10	29	9.1%	285	18.4%



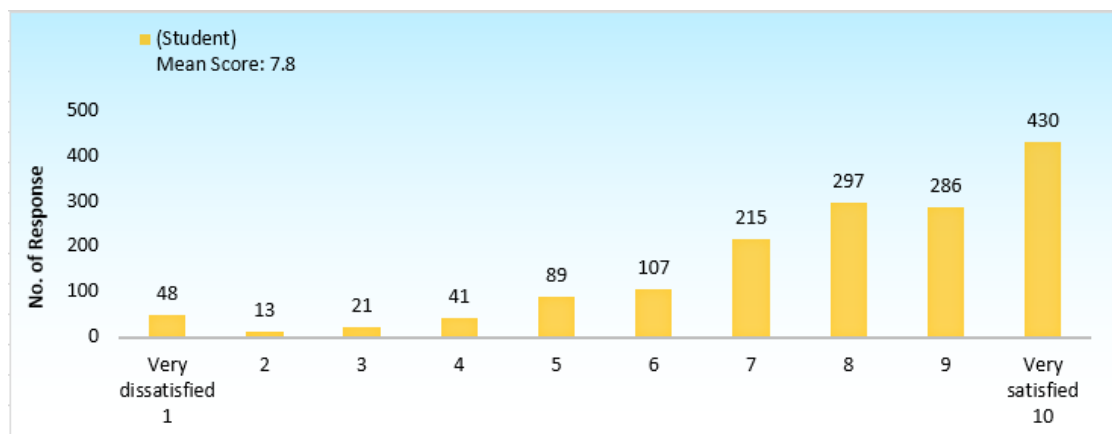
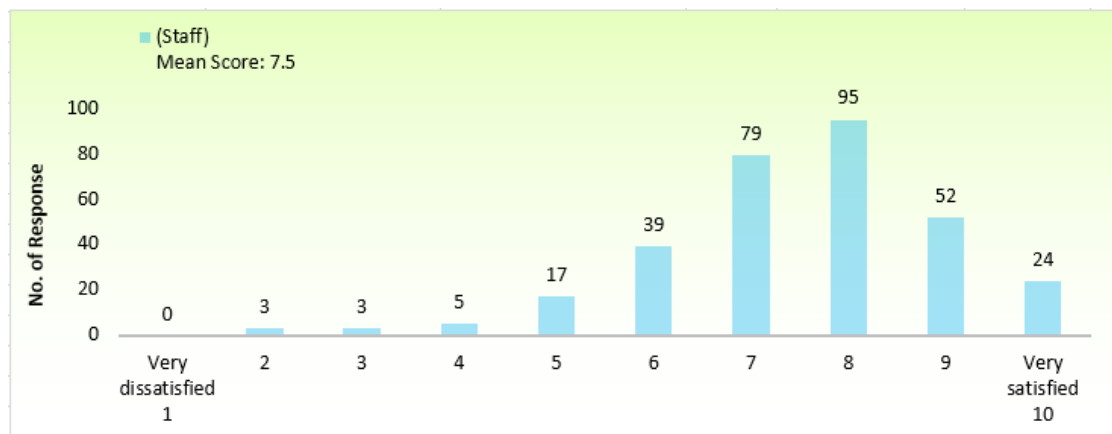
Question 6. All equipment and facilities provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	59	3.8%
2	2	0.6%	27	1.7%
3	5	1.6%	34	2.2%
4	5	1.6%	63	4.1%
5	15	4.7%	126	8.1%
6	40	12.6%	161	10.4%
7	93	29.3%	266	17.2%
8	86	27.1%	289	18.7%
9	48	15.1%	222	14.3%
Very Satisfied - 10	23	7.3%	302	19.5%



Question 7. The environment condition of UM Campus?

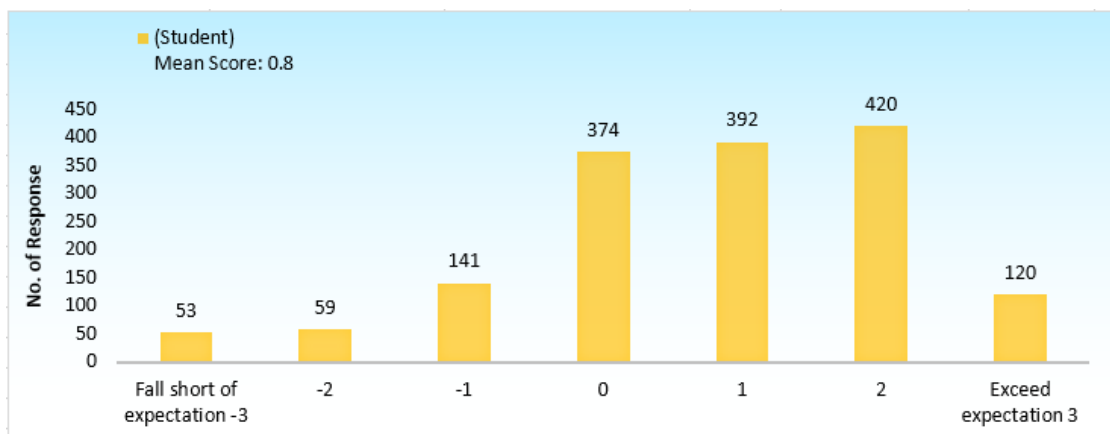
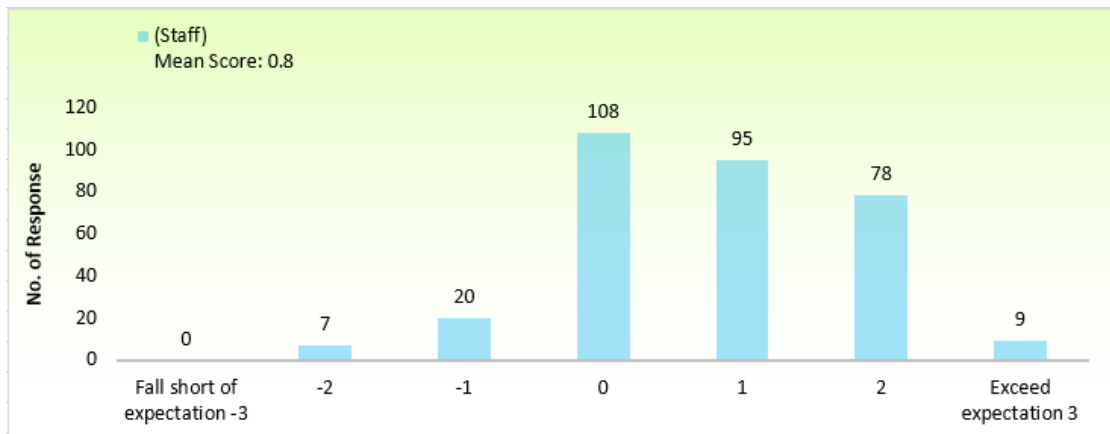
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	48	3.1%
2	3	0.9%	13	0.8%
3	3	0.9%	21	1.4%
4	5	1.6%	41	2.7%
5	17	5.4%	89	5.8%
6	39	12.3%	107	6.9%
7	79	24.9%	215	13.9%
8	95	30.0%	297	19.2%
9	52	16.4%	286	18.5%
Very Satisfied - 10	24	7.6%	430	27.8%



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	0	0.0%	53	3.4%
-2	7	2.2%	59	3.8%
-1	20	6.3%	141	9.0%
0	108	34.1%	374	24.0%
1	95	30.0%	392	25.1%
2	78	24.6%	420	26.9%
Exceed 3	9	2.8%	120	7.7%

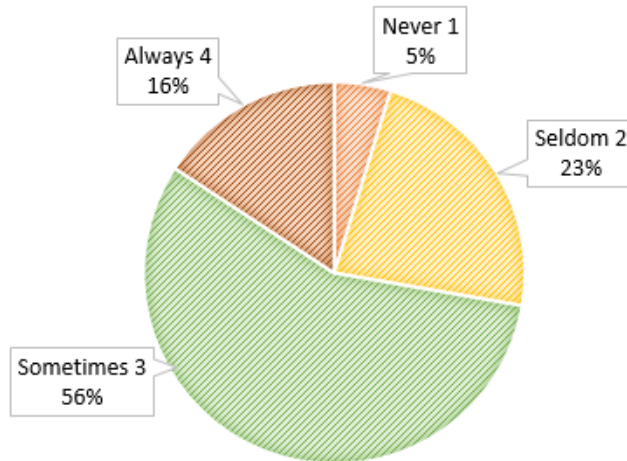


Part III.

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

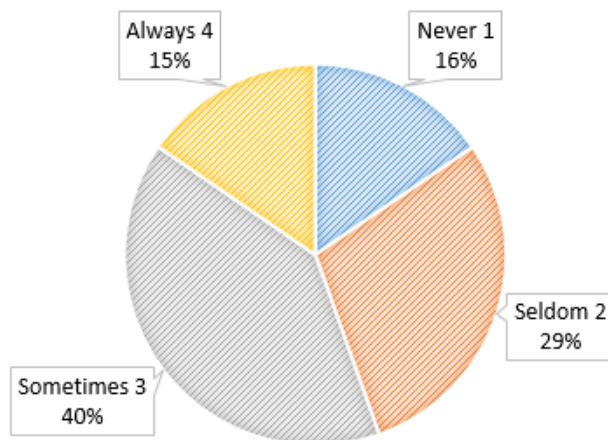
Staff Sample

Answer		No. of response	Percent
Never	1	14	4.8%
Seldom	2	67	22.9%
Sometimes	3	165	56.5%
Always	4	46	15.8%



Student Sample

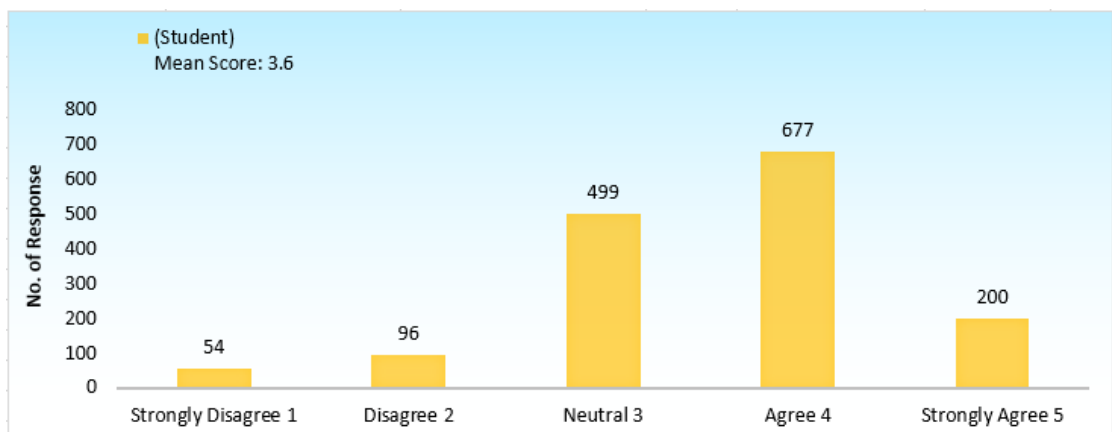
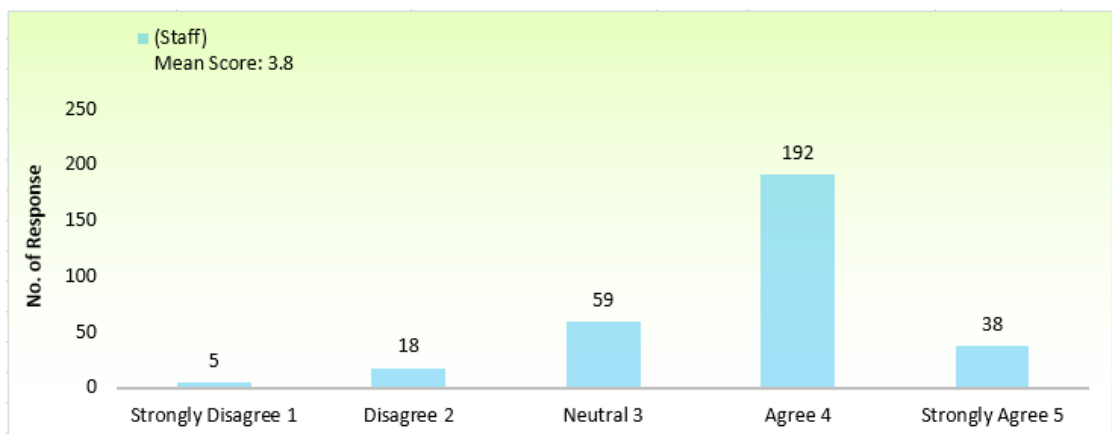
Answer		No. of response	Percent
Never	1	233	15.5%
Seldom	2	439	29.1%
Sometimes	3	604	40.1%
Always	4	232	15.4%



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

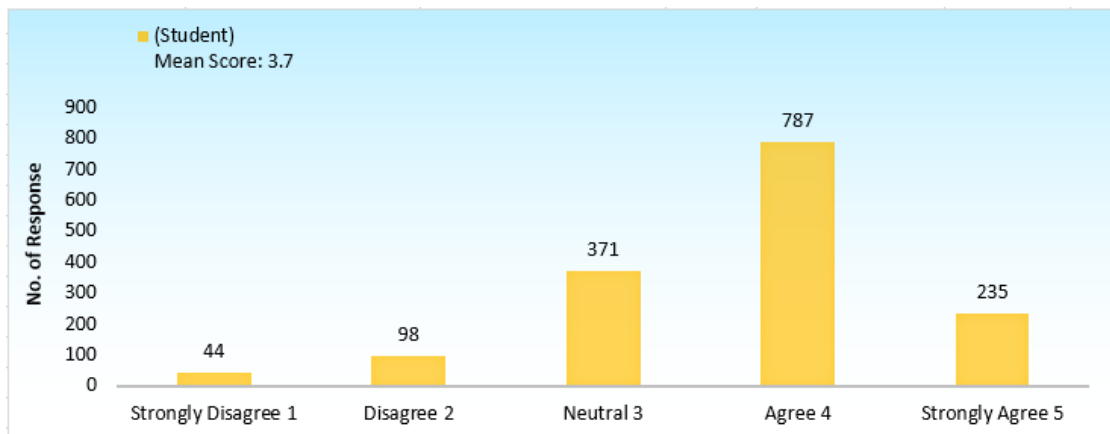
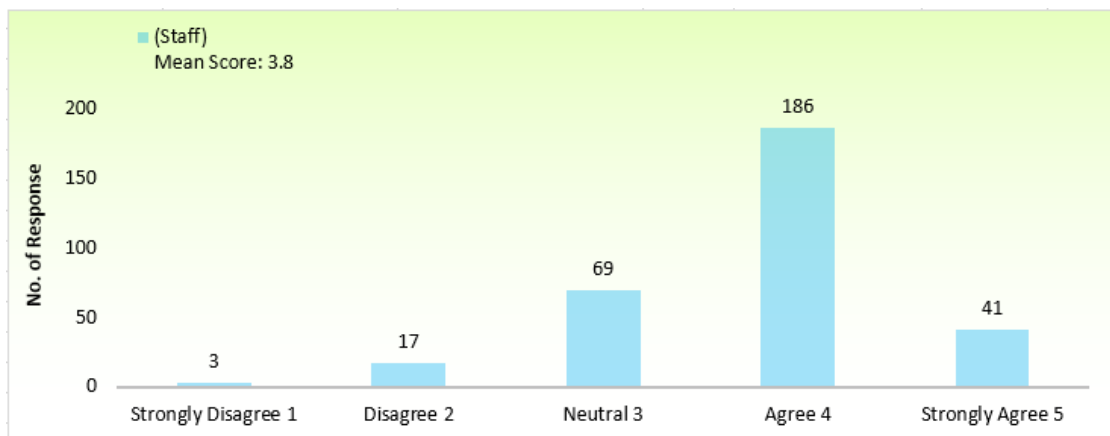
Question 10. In general, the overall performance of the administrative units of UM is improving.

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Strongly Disagree 1	5	1.6%	54	3.5%
Disagree 2	18	5.8%	96	6.3%
Neutral 3	59	18.9%	499	32.7%
Agree 4	192	61.5%	677	44.4%
Strongly Agree 5	38	12.2%	200	13.1%



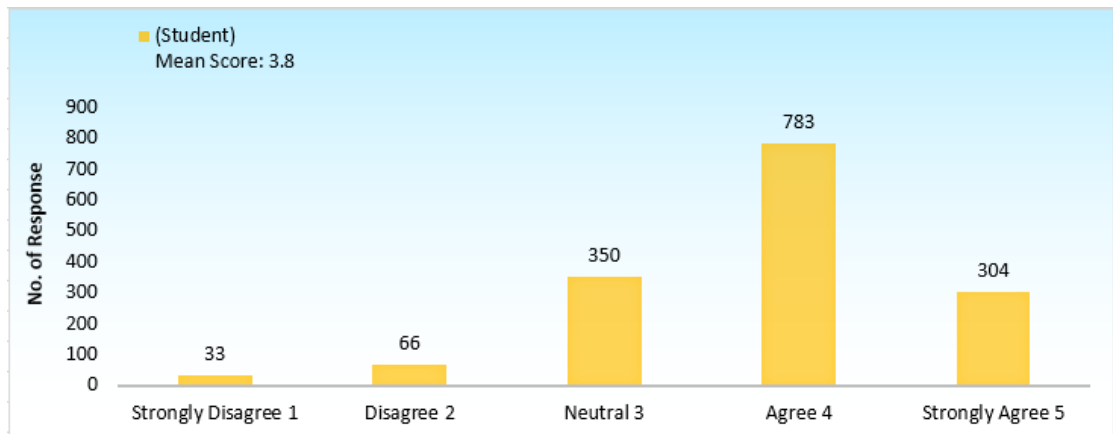
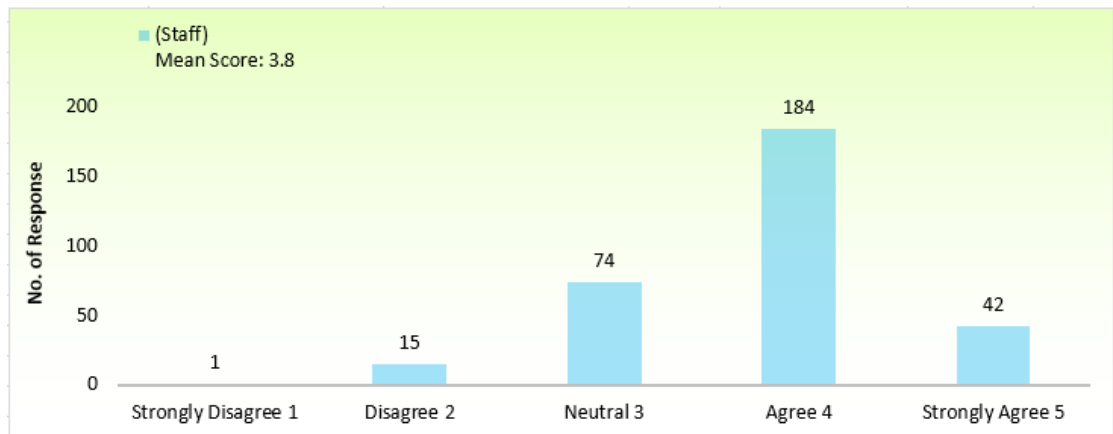
Question 11. In general, the overall equipment and facilities of UM are improving.

		Staff Sample		Student Sample	
Answer		No. of response	Percentage	No. of response	Percentage
Strongly Disagree	1	3	0.9%	44	2.9%
Disagree	2	17	5.4%	98	6.4%
Neutral	3	69	21.8%	371	24.2%
Agree	4	186	58.9%	787	51.3%
Strongly Agree	5	41	13.0%	235	15.3%



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	1	0.3%	33	2.1%
Disagree	2	15	4.7%	66	4.3%
Neutral	3	74	23.4%	350	22.8%
Agree	4	184	58.2%	783	51.0%
Strongly Agree	5	42	13.3%	304	19.8%



IV. Discussion

When asked about the general services provided by the administrative units of the University, 90.4% of the staff and 76.3% of students responded that they were satisfied. As for the frontline services, 93.6% of the staff and 76.0% of the students showed satisfaction.

For the performance pledge, 92.7% of the staff and 75.3% of the students indicated that they were satisfied with it; while for the Suggestion Scheme, 84.2% of the staff and 70.0% of the students expressed satisfaction.

As to the overall satisfaction level with their working life and study life at UM, 89.6% of the staff and 77.2% of the students replied that they were satisfied.

Regarding the equipment and facilities provided by various administrative units of UM, 91.5% of the staff and 80.1% of the students claimed that they were satisfied.

As for the environmental condition of the UM campus, nearly 91.2% of the staff and 83.8% of the students replied that they were satisfied.

91.5% of the staff respondents and 83.8% of the student respondents claimed that the overall services of UM meet or exceed expectations; while 72.3% of the staff and 55.4% of the students indicated that they sometimes or always recommend UM's administrative services to others.

Concerning the overall improvements, 73.7% of the staff and 57.5% of the students agreed that the administrative units of UM are improving. 71.8% of the staff and 66.6% of the students agreed that the UM equipment and facilities are improving; whereas 71.5% of the staff and 70.8% of the students agreed that the environment condition of UM campus is improving.

In conclusion, the satisfaction level presented an increasing trend in most of the questions surveyed for the staff group. Even though a decline was observed in the student group, such fluctuation in the student group was believed to be the result of a higher response rate compared with Year 2019's data¹. Nevertheless, 91.5% of the staff and 83.8% of the students agreed that the service provided in Year 2021 had met or even exceeded their expectations. Compared to Year 2019, an increase of 1.6% in the staff group and a decline of 5.7% in the student group were observed.

¹ The response rate of students increased from 6.4% (Year 2019) to 13.2% (Year 2021).

V. Summary

	Staff		Students	
Part I	User Satisfaction	Mean score (1 to 10)	User Satisfaction	Mean score (1 to 10)
Q1. All services, in general, provided by various administrative units of UM?	90.4%	7.5	76.3%	7.1
Q2. The frontlines services, in general, provided by various administrative units of UM?	93.6%	7.7	76.0%	7.1
Q3. The Performance Pledge of UM ?	92.7%	7.7	75.3%	7.1
Q4. Suggestion Scheme of UM ?	84.2%	7.1	70.0%	6.8
Q5. Your working/study life at the university?	89.6%	7.5	77.2%	7.1
Q6. All equipment and facilities provided by various administrative units of UM?	91.5%	7.4	80.1%	7.3
Q7. The environment condition of UM Campus?	91.2%	7.5	86.3%	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.	91.5%	0.8	83.8%	0.8
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?	72.3%	2.8	55.4%	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.	73.7%	3.8	57.5%	3.6
Part V	Agree or strongly agree	Mean Score (1 to 5)	Agree or strongly agree	Mean Score (1 to 5)
Q11. In general, the overall equipment and facilities of UM is improving.	71.8%	3.8	66.6%	3.7
Part VI	Agree or strongly agree	Mean Score (1 to 5)	Agree or strongly agree	Mean Score (1 to 5)
Q12. In general, the overall environmental condition of our campus is improving.	71.5%	3.8	70.8%	3.8

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 66 and 282 respectively, while in Question 14, 44 responses from staff and 222 responses from students were recorded. As the staff and students gave suggestions in both questions, their suggestions were 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 were split and classified into different categories accordingly. The frequencies of suggestions in different categories were as follows:

Q13 & Q14	Staff Sample			Student Sample		
	Frequency					
Items	Q13	Q14	Total	Q13	Q14	Total
University governance and procedures	11	18	29	31	23	54
Services provided by administrative units	8	3	11	65	50	115
Performance Pledge	0	0	0	1	0	1
Suggestion Scheme	1	0	1	3	1	4
Performance of administrative units	6	3	9	73	34	107
UM equipment and facilities	31	15	46	77	67	144
UM campus environment condition	4	2	6	10	21	31
Others	5	3	8	22	26	48

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 : UM_Quality Management System Workgroup
主旨 : User Satisfaction Survey of the University of Macau for Year 2021 /
2021 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 2021 – 31 December 2021.

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 completing this survey by 21 January 2022. 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「2021 澳門大學用戶滿意度問卷調查」以了解您對大學於 2021 年 1 月 1 日至 2021 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=填寫問卷}](#)

或複製以下連結於瀏覽器開啓：

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

我們希望您能於 2022 年 1 月 21 日或之前完成此問卷。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 : UM_Quality Management System Workgroup

主旨 : User Satisfaction Survey of the University of Macau for Year 2021 /
2021 年度澳門大學用戶滿意度問卷調查

Dear Students,

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 2021 – 31 December 2021.

Follow this link to the Survey:

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

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

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

We sincerely hope that you could spend some time completing this survey by 21 January 2022. 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「2021 澳門大學用戶滿意度問卷調查」以了解您對大學於 2021 年 1 月 1 日至 2021 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=填寫問卷}](#)

或複製以下連結於瀏覽器開啓：

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

我們希望您能於 2022 年 1 月 21 日或之前完成此問卷。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 2021 to 31 December 2021 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2021年1月1日至2021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 frontline 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"/>

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	<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

9. 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"/>

10-12.

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 are 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"/>

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。

15. 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
 - Administrative Staff/ Residential College Administrative Staff
行政人員/住宿式書院行政人員
-

16.

Which unit are you from?

你所屬的單位是?

17. 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 2021 to 31 December 2021 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2021年1月1日至2021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 UM? 澳大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 frontline 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"/>

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	<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								<input type="radio"/>

9. 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"/>

10-12.

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 are 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"/>

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。

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

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