

University of Macau

User Satisfaction Survey 2023

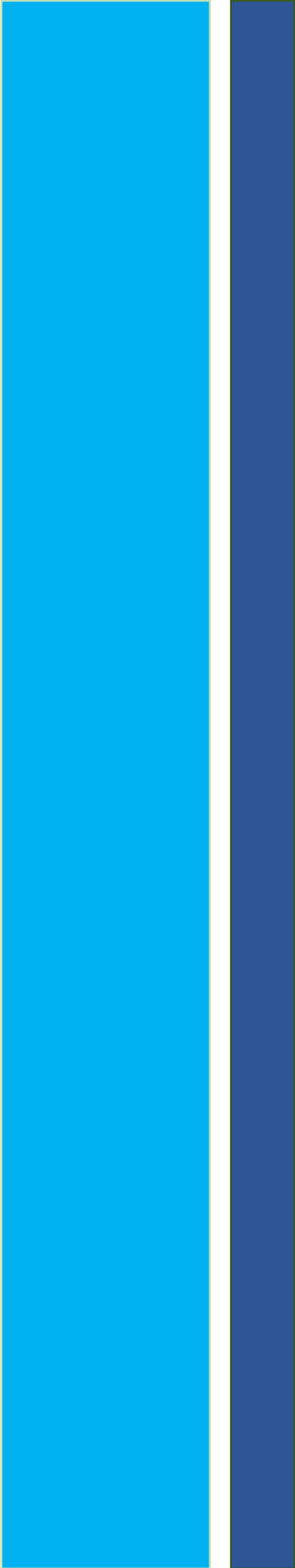


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Executive Summary

The user satisfaction survey was conducted in January 2024 with the aim of understanding users' satisfaction levels towards facilities and administrative services provided by the University of Macau (UM) from 01 January 2023 to December 2023.

This survey and the one in 2021 shared 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 24.3% and 9.1% respectively.

According to the responses collected, 92.9% of the staff were satisfied with the services provided by various administrative units of UM (the mean score of satisfaction was 7.8 on 10 points scale), while 88.8% of the students were satisfied (mean score of satisfaction was 8.0). Compared with Year 2021, the mean score of satisfaction increased by 0.3 points for staff and by 0.9 points for students.

For the general frontline services, 94.9% of the staff were satisfied (mean score of satisfaction was 8.0), while 88.5% of the students were satisfied (mean score of satisfaction was 8.0). Compared with Year 2021, the mean score of satisfaction increased by 0.3 points for staff and by 0.9 points for students.

93.1% of the staff indicated satisfaction with the performance pledge of UM (mean score of satisfaction was 8.0), while 88.7% of the students showed satisfaction with the performance pledge (mean score of satisfaction was 8.0). Compared with Year 2021, the mean score of satisfaction increased by 0.3% for staff and by 0.9 points for students.

For the Suggestion Scheme, 86.8% of the staff (mean score of satisfaction was 7.5) and 84.2% of the students were satisfied (mean score of satisfaction was 7.7). Compared with Year 2021, the mean score of satisfaction increased by 0.4 points for staff and by 0.9 points for students.

91.7% of the staff were overall satisfied with their working life at UM (mean score of satisfaction was 7.8), whereas 87.5% of the students were overall satisfied with their study life at UM (mean score of satisfaction was 8.0). Compared with Year 2021, the mean score of the staff increased by 0.3 and that of the students' decreased by 0.9 points.

As for the equipment and facilities provided by various administrative units of UM, 91.5% of the staff (mean score of satisfaction was 7.7) and 89.3% of the students (mean score of

satisfaction was 8.0) expressed satisfaction. Compared with Year 2021, the mean scores increased by 0.3 points for staff and 0.7 points for students.

91.0% of the staff (mean score of satisfaction was 7.8) and 92.4% of the students (mean score of satisfaction was 8.5) were satisfied with the environmental condition of the UM campus. Compared with Year 2021, the mean score of the staff increased by 0.3 points and by 0.7 for students.

93.3% of the staff claimed that the overall services met or exceeded their expectations and 90.9% of the students had the same opinion. The satisfaction level of the staff increased by 1.8% and the satisfaction level of the students was 7.1% higher than that of Year 2021.

73.8% of the staff indicated that they sometimes or always recommend UM's administrative services to others, the figure shows an increase of 1.5% compared to Year 2021. Meanwhile, 67.4% of the students claimed that they sometimes or always do so, showing an increase of 12% compared to Year 2021.

74.3% of the staff agreed that the overall performance of the administrative units of UM was improving, which is 0.6% higher than that of 2021. On the other hand, 71.6% of the students had the same opinion, showing an increase of 14.1% compared to Year 2021.

78% of the staff and 78.5% of the students responded that the UM equipment and facilities were improving, an increase of 6.2% for staff and 11.9% respectively compared to Year 2021. 76.5% of the staff and 81.7% of the students agreed that the environmental condition of UM campus was improving, which showed an increase of 5% for staff and 10.9% respectively compared to Year 2021.

For the open-ended questions in Part II of the survey, the 2 areas, "Equipment and facilities" and "Services provided by administrative Units" received the most responses from the staff group, with 65 and 56 responses respectively. Compared with 2021, most suggestions received were related to "University governance and procedures" and "UM equipment and facilities". Meanwhile, the suggestions from students were mostly related to "Equipment and facilities" and "Services provided by faculty/department offices", with 204 and 103 responses respectively. Compared with 2021, most suggestions received were related to "UM equipment and facilities" and "Services provided by administrative units"

In summary, the satisfaction level presented an increasing trend in the majority of areas studied for the staff group. As for the student group, an increase in satisfaction level was observed in all areas studied.

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 2023 to 31 December 2023 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 2021 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 24 January 2024, 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 survey anonymously for 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 2024 as the survey focused on the administrative services and facilities provided by the University from 01 January 2023 to 31 December 2023.

2.1 Staff Sample

A total of 1648 email invitations were sent out, 400 valid responses were recorded, making up a response rate of 24.3%.

Out of the 400 staff respondents, 229 identified themselves as administrative staff, 146 identified themselves as academic or residential college staff, and the remaining 25 did not disclose their staff category in the survey.

	No. of Respondent	Percentage
Administrative staff	229	57.3%
Academic/Residential College staff	146	36.5%
Unknown	25	6.3%
Total	<u>400</u>	<u>100.0%</u>

Out of the 400 staff respondents, 108 responded that they lived on campus and 267 responded that they do not live on campus, while 25 did not disclose their residency status.

	No. of Respondent	Percentage
Living on campus	108	27.0%
Living outside campus	267	66.8%
Unknown	25	6.3%
Total	<u>400</u>	<u>100.0%</u>

2.2 Student Sample

A total of 15283 email invitations were sent out, 1392 valid responses were recorded, showing a response rate of 9.1%.

Out of the 1392 student respondents, 485 identified themselves as undergraduate students, 699 identified themselves as postgraduate students, and 44 selected “Others” as their student category. The remaining 164 respondents did not disclose their student category in the survey.

	No. of Respondent	Percentage
Undergraduate student	485	34.8%
Postgraduate student	699	50.2%
Others	44	3.2%
Unknown	164	11.8%
Total	<u>1392</u>	<u>100.0%</u>

Out of the 1392 student respondents, 896 responded that they lived on campus and 332 responded that they do not live on campus, while 164 did not disclose their residency status.

	No. of Respondent	Percentage
Living on campus	896	64.4%
Living outside campus	332	23.9%
Unknown	164	11.8%
Total	<u>1392</u>	<u>100.0%</u>

3. Questionnaire Design

The questionnaires mainly adopted the questions used in the 2021 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 give suggestions in two open-ended questions for continuous improvement on the services on campus, which covers 9 aspects - "University governance and procedures", "Services provided by administrative units", "Services provided by faculty/department offices", "Services provided by residential college offices", "Suggestion Scheme", "Performance Pledge" "Equipment and facilities", "Campus environment condition" and "Others.

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.

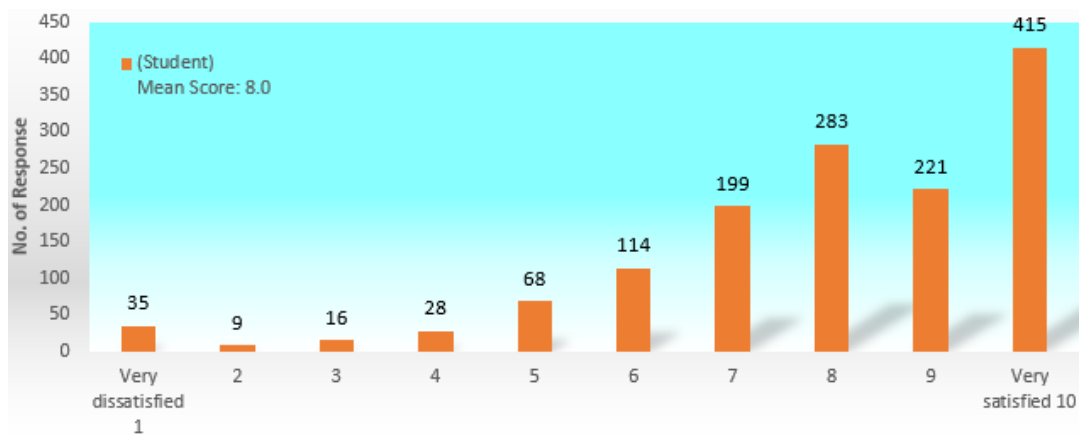
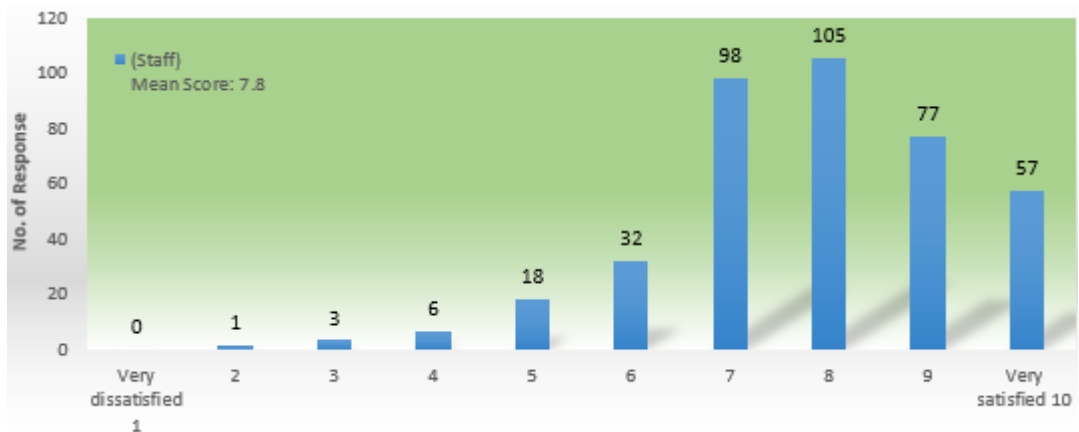
III. Survey Results

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

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

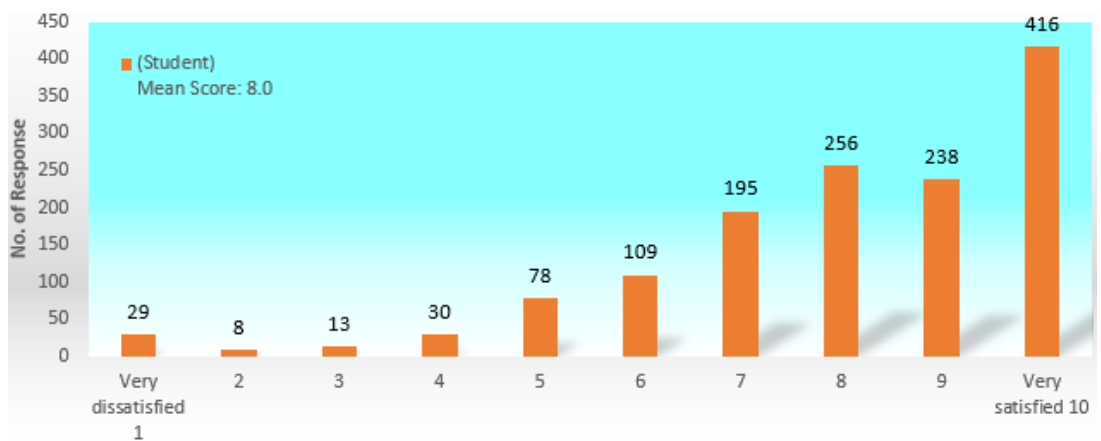
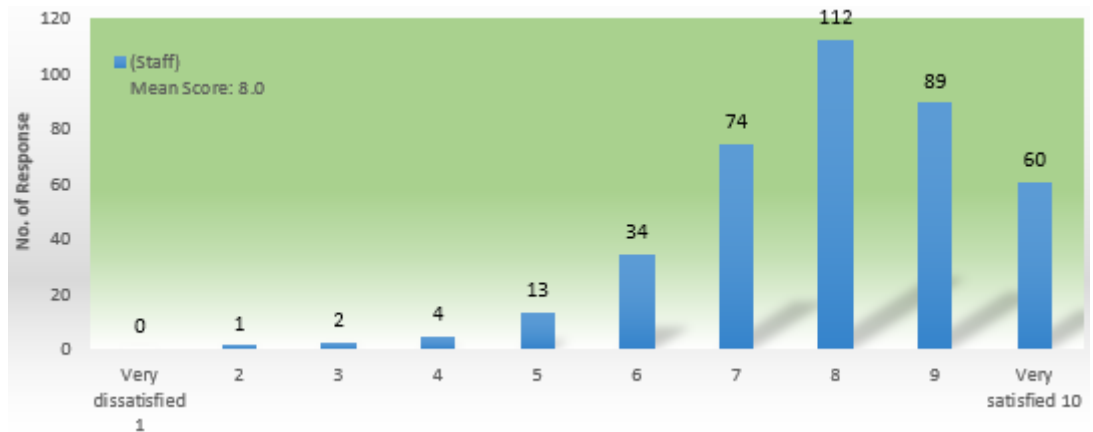
Question 1. All services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	35	2.5%
2	1	0.3%	9	0.6%
3	3	0.8%	16	1.2%
4	6	1.5%	28	2.0%
5	18	4.5%	68	4.9%
6	32	8.1%	114	8.2%
7	98	24.7%	199	14.3%
8	105	26.4%	283	20.4%
9	77	19.4%	221	15.9%
Very Satisfied - 10	57	14.4%	415	29.9%



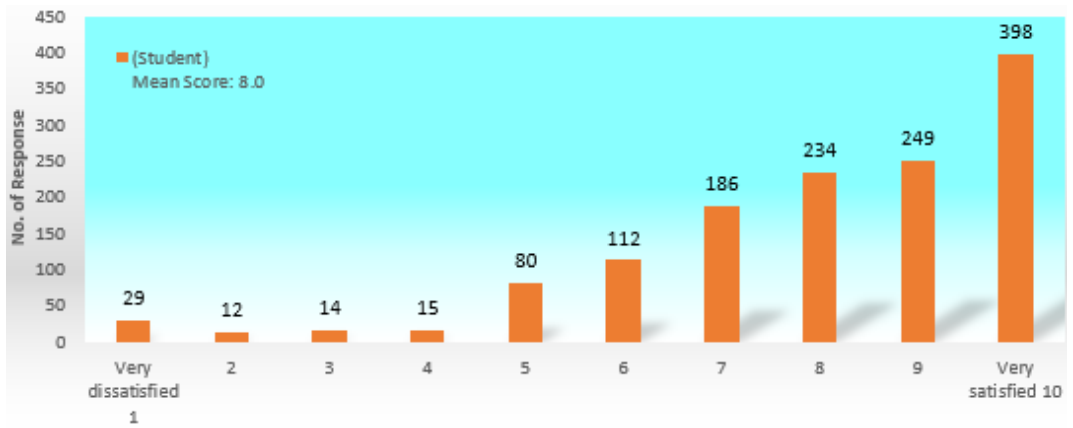
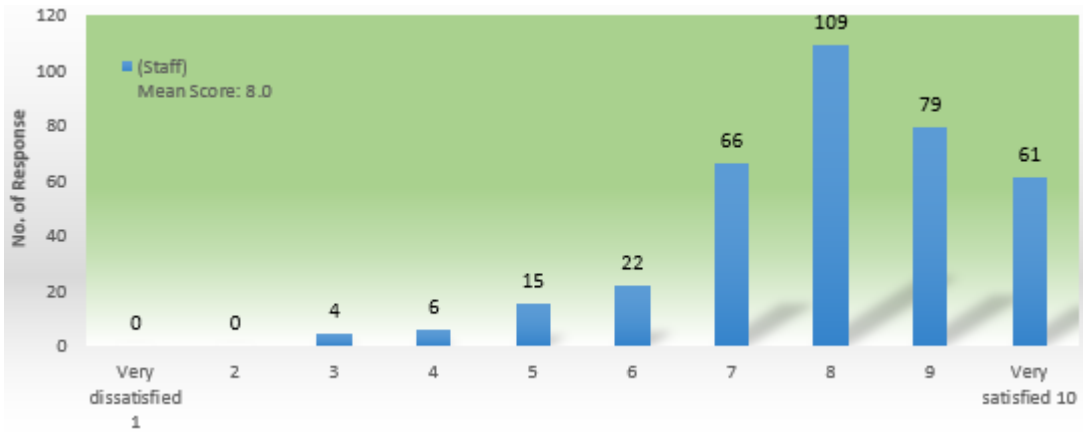
Question 2. The frontlines services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	29	2.1%
2	1	0.3%	8	0.6%
3	2	0.5%	13	0.9%
4	4	1.0%	30	2.2%
5	13	3.3%	78	5.7%
6	34	8.7%	109	7.9%
7	74	19.0%	195	14.2%
8	112	28.8%	256	18.7%
9	89	22.9%	238	17.3%
Very Satisfied - 10	60	15.4%	416	30.3%



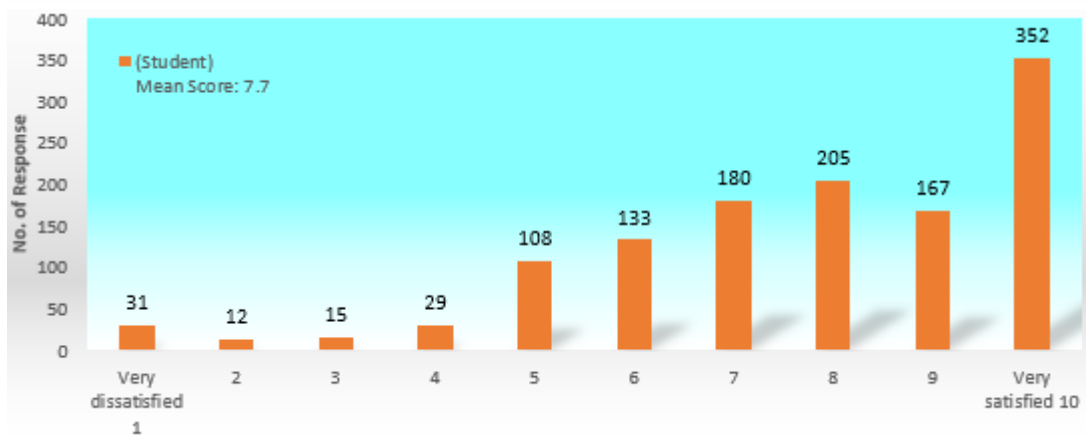
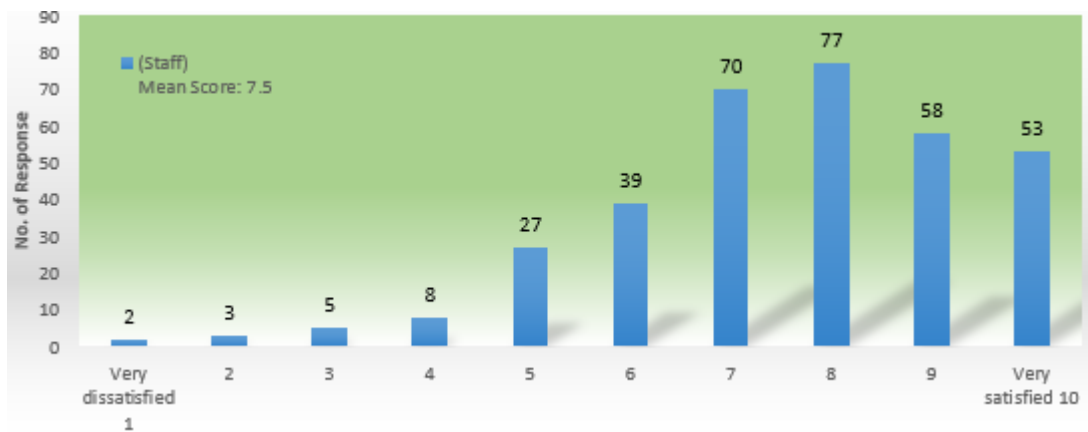
Question 3. The Performance Pledge of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	29	2.2%
2	0	0.0%	12	0.9%
3	4	1.1%	14	1.1%
4	6	1.7%	15	1.1%
5	15	4.1%	80	6.0%
6	22	6.1%	112	8.4%
7	66	18.2%	186	14.0%
8	109	30.1%	234	17.6%
9	79	21.8%	249	18.7%
Very Satisfied - 10	61	16.9%	398	29.9%



Question 4. The Suggestion Scheme of UM?

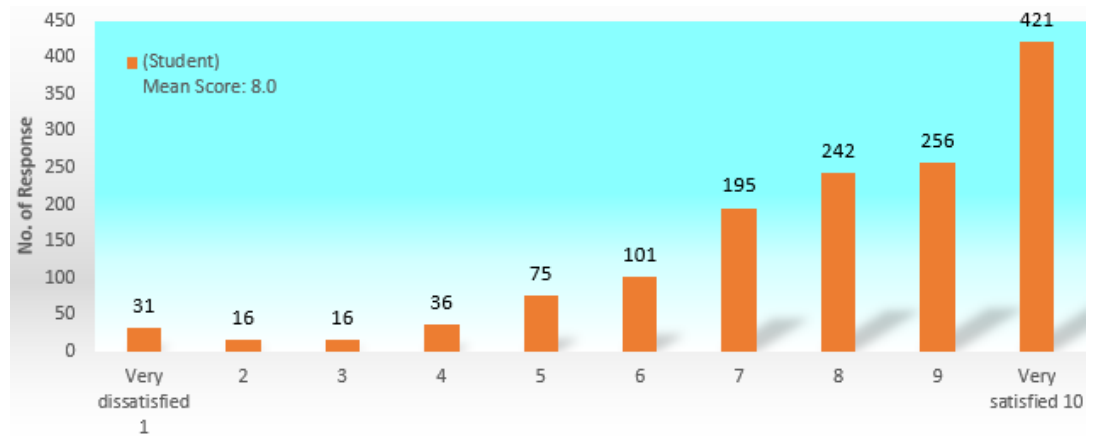
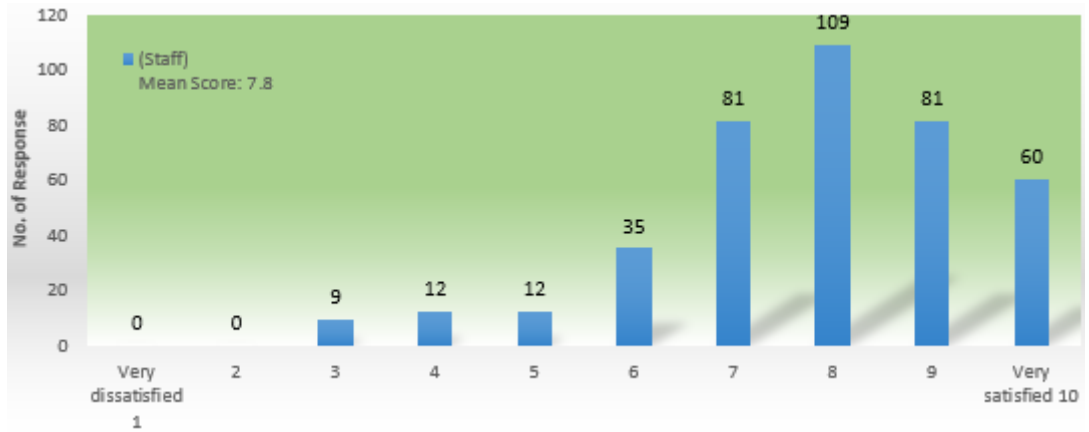
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	2	0.6%	31	2.5%
2	3	0.9%	12	1.0%
3	5	1.5%	15	1.2%
4	8	2.3%	29	2.4%
5	27	7.9%	108	8.8%
6	39	11.4%	133	10.8%
7	70	20.5%	180	14.6%
8	77	22.5%	205	16.6%
9	58	17.0%	167	13.6%
Very Satisfied - 10	53	15.5%	352	28.6%



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

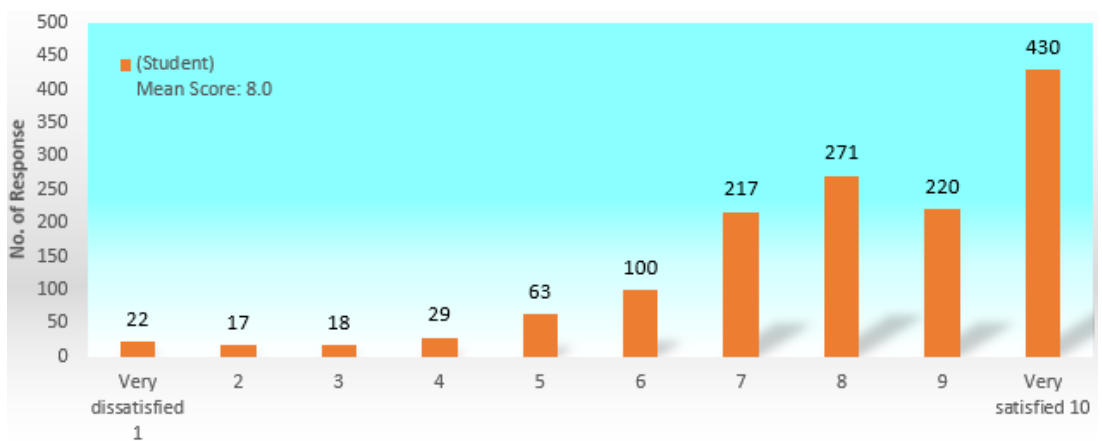
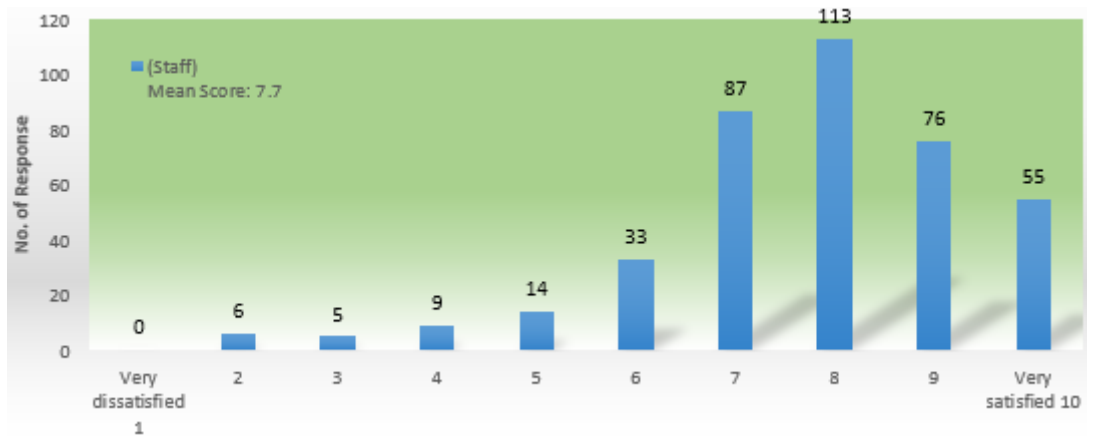
(For Students) Your study life at the university?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	31	2.2%
2	0	0.0%	16	1.2%
3	9	2.3%	16	1.2%
4	12	3.0%	36	2.6%
5	12	3.0%	75	5.4%
6	35	8.8%	101	7.3%
7	81	20.3%	195	14.0%
8	109	27.3%	242	17.4%
9	81	20.3%	256	18.4%
Very Satisfied - 10	60	15.0%	421	30.3%



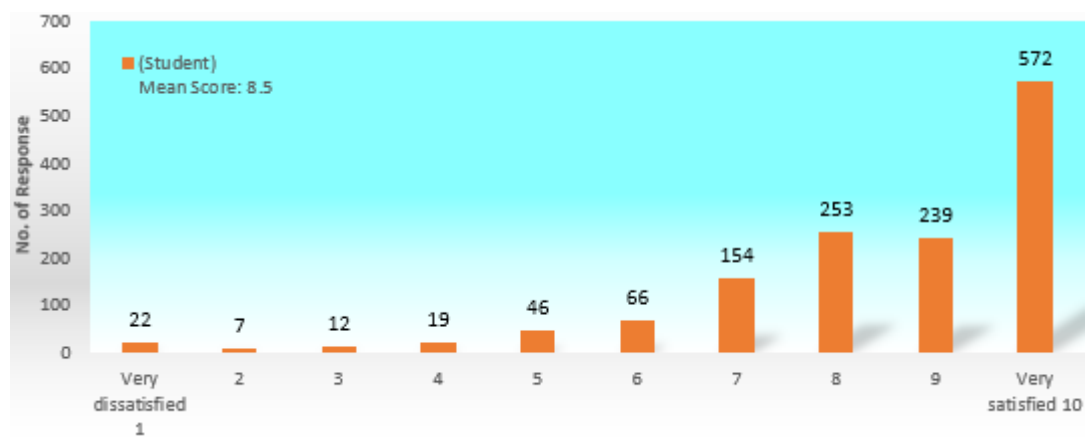
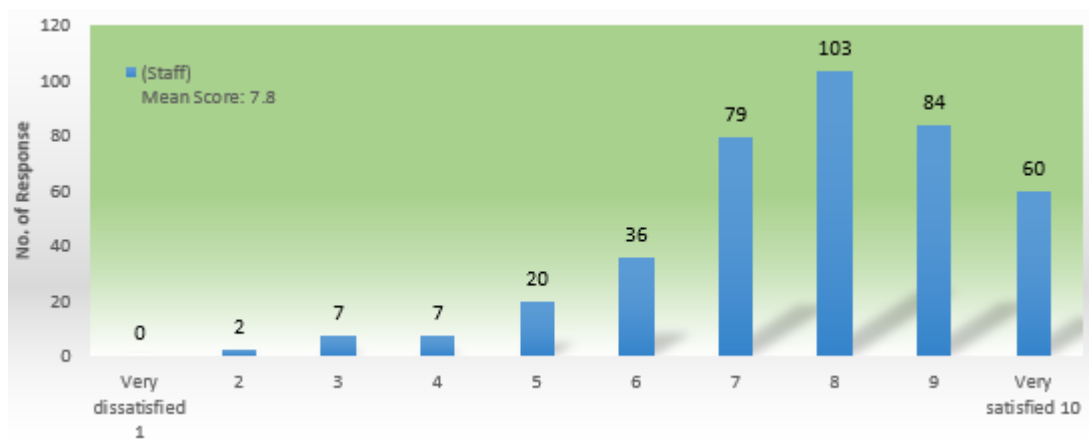
Question 6. All equipment and facilities provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	22	1.6%
2	6	1.5%	17	1.2%
3	5	1.3%	18	1.3%
4	9	2.3%	29	2.1%
5	14	3.5%	63	4.5%
6	33	8.3%	100	7.2%
7	87	21.9%	217	15.6%
8	113	28.4%	271	19.5%
9	76	19.1%	220	15.9%
Very Satisfied - 10	55	13.8%	430	31.0%



Question 7. The environment condition of UM Campus?

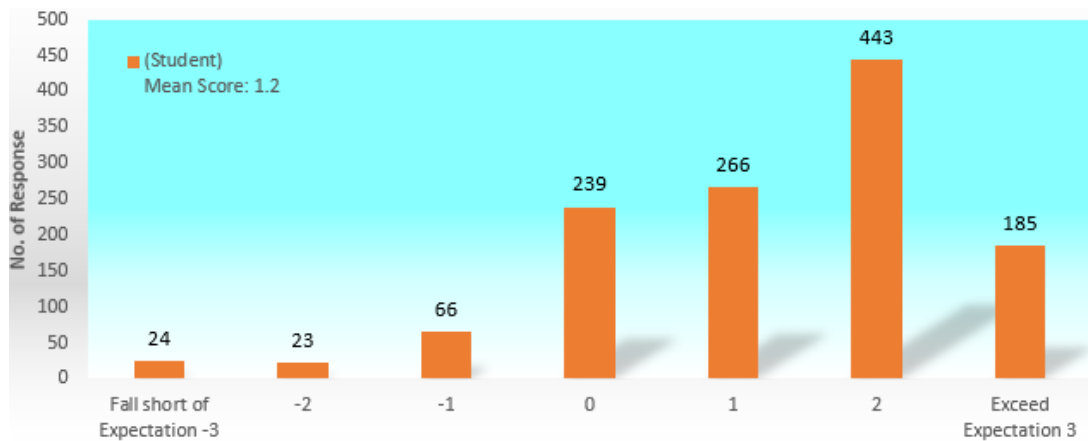
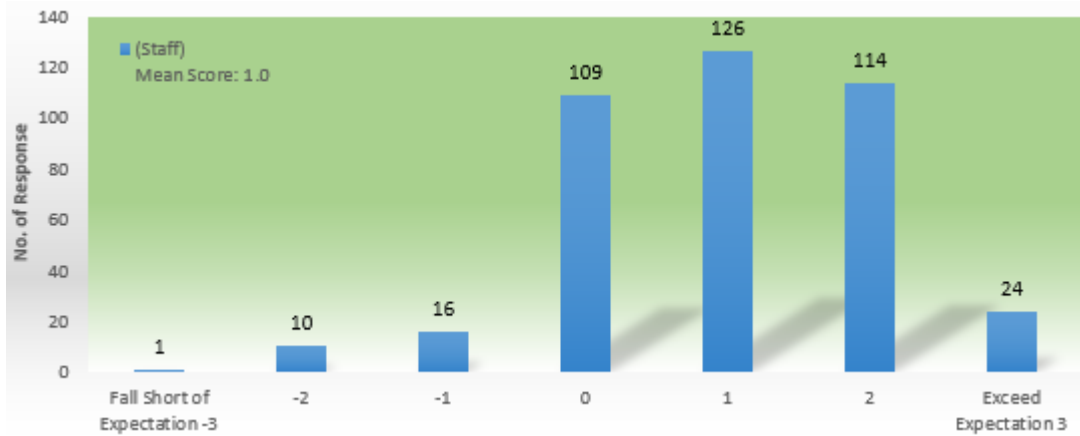
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	22	1.6%
2	2	0.5%	7	0.5%
3	7	1.8%	12	0.9%
4	7	1.8%	19	1.4%
5	20	5.0%	46	3.3%
6	36	9.0%	66	4.7%
7	79	19.8%	154	11.1%
8	103	25.9%	253	18.2%
9	84	21.1%	239	17.2%
Very Satisfied - 10	60	15.1%	572	41.2%



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	1	0.3%	24	1.9%
-2	10	2.5%	23	1.8%
-1	16	4.0%	66	5.3%
0	109	27.3%	239	19.2%
1	126	31.5%	266	21.3%
2	114	28.5%	443	35.6%
Exceed 3	24	6.0%	185	14.8%

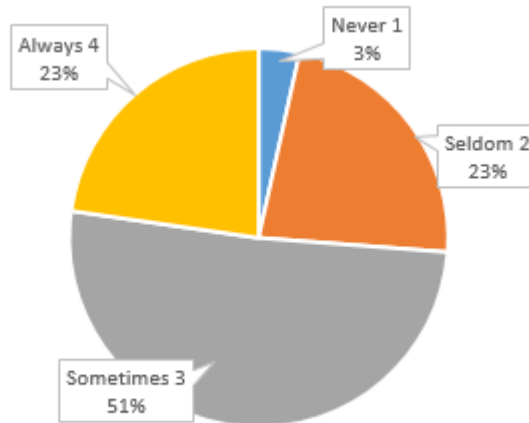


Part III.

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

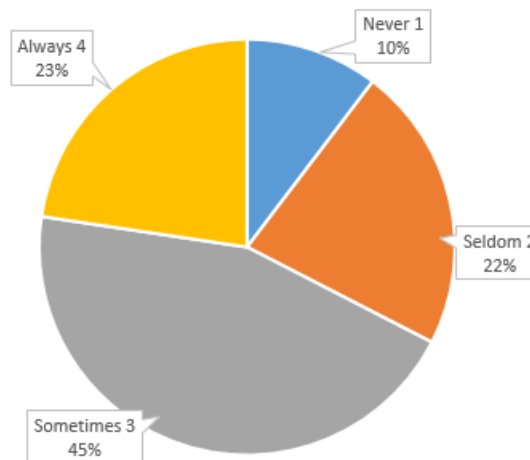
Staff Sample

Answer		No. of response	Percentage
Never	1	13	3.5%
Seldom	2	85	22.7%
Sometimes	3	191	51.1%
Always	4	85	22.7%



Student Sample

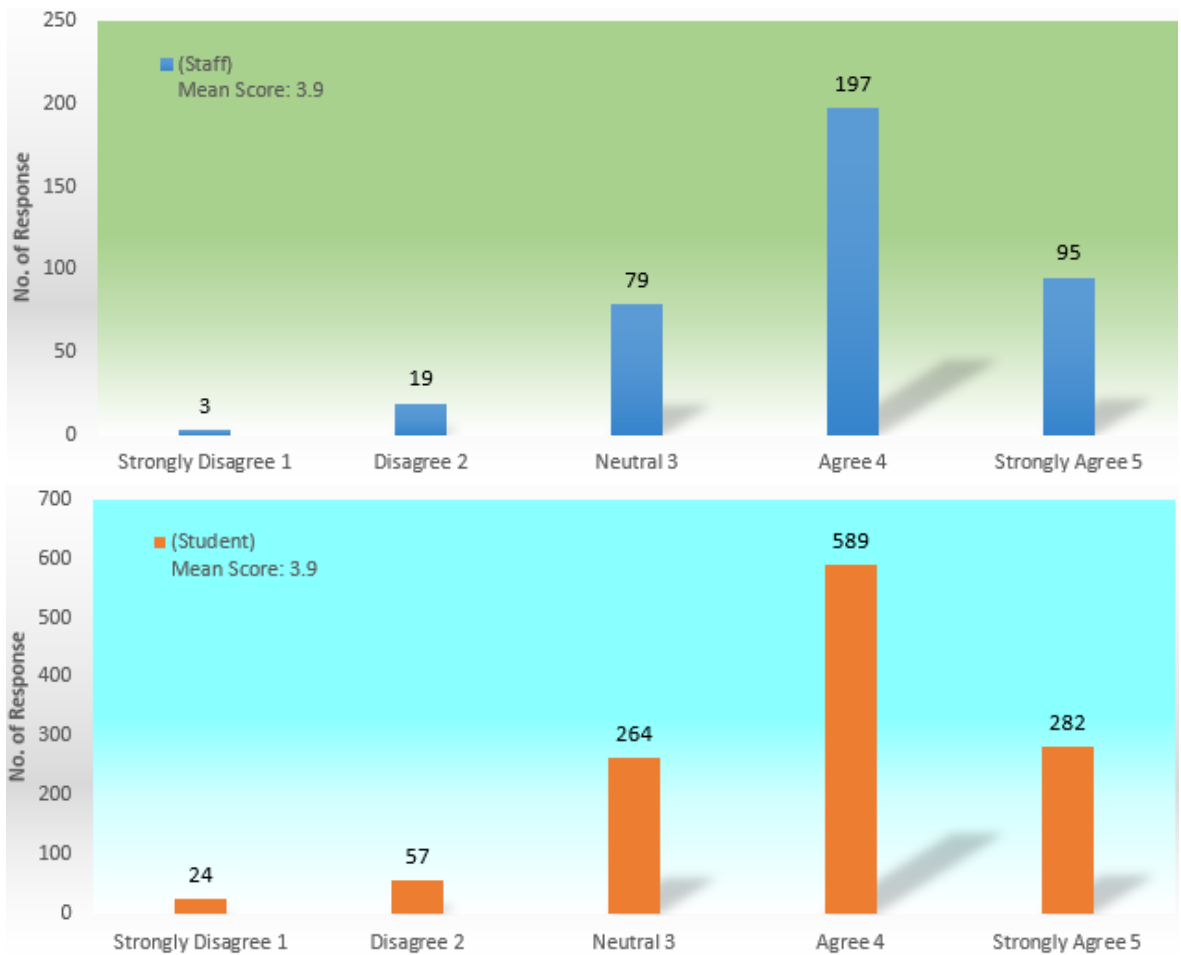
Answer		No. of response	Percentage
Never	1	126	10.3%
Seldom	2	271	22.2%
Sometimes	3	546	44.8%
Always	4	276	22.6%



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

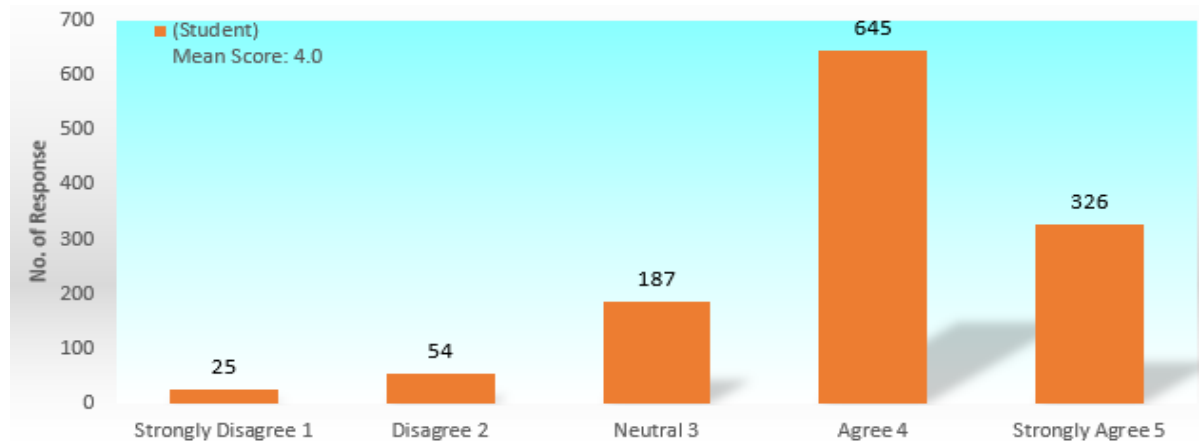
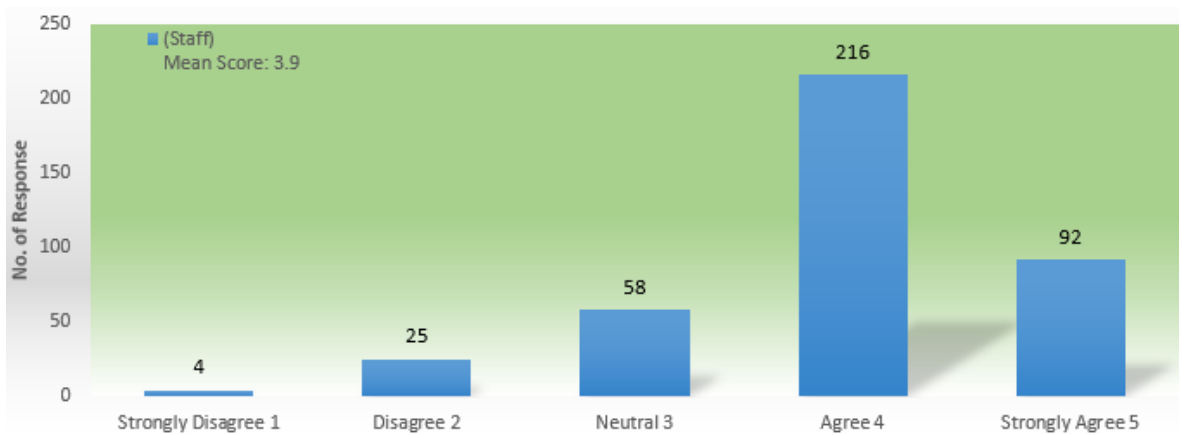
Question 10. In general, the overall performance of the administrative units of UM is improving.

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Strongly Disagree 1	3	0.8%	24	2.0%
Disagree 2	19	4.8%	57	4.7%
Neutral 3	79	20.1%	264	21.7%
Agree 4	197	50.1%	589	48.4%
Strongly Agree 5	95	24.2%	282	23.2%



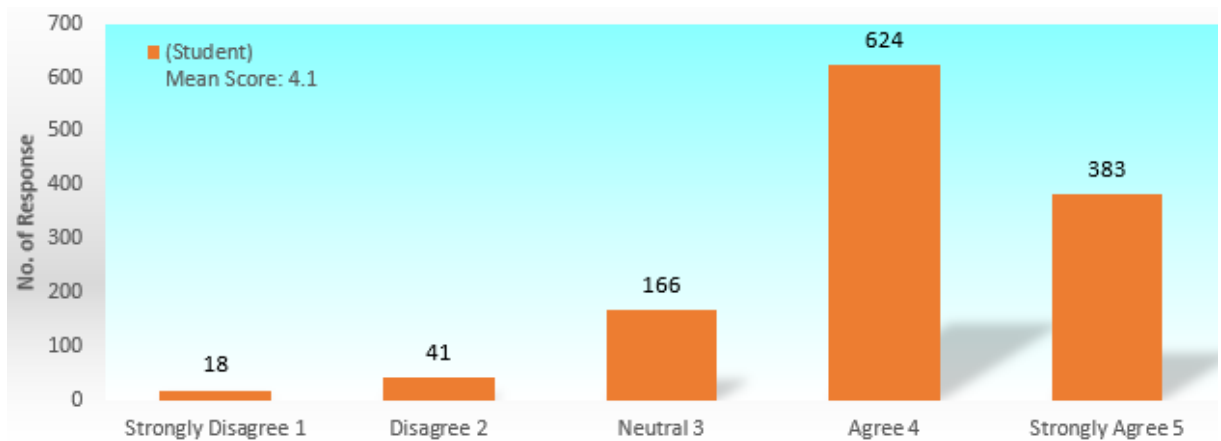
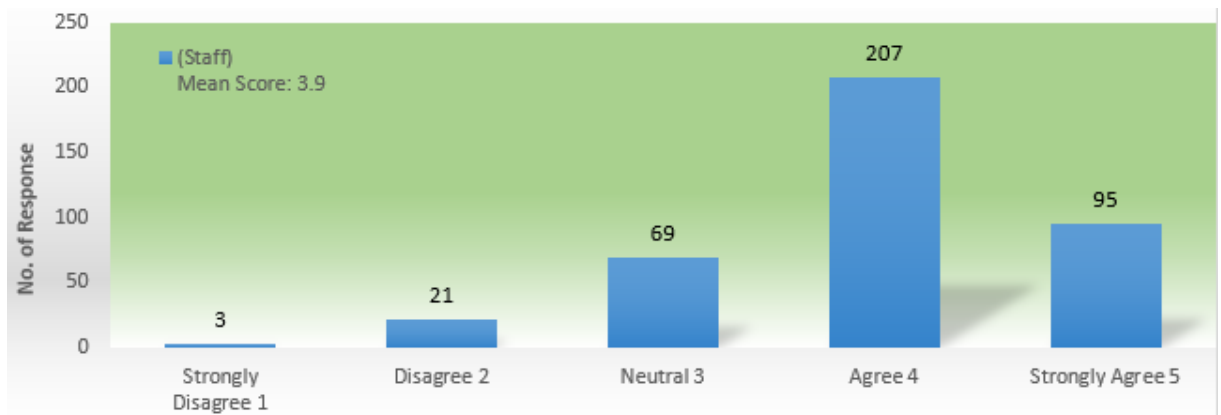
Question 11. In general, the overall equipment and facilities of UM are improving.

		Staff Sample		Student Sample	
Answer		No. of response	Percentage	No. of response	Percentage
Strongly Disagree	1	4	1.0%	25	2.0%
Disagree	2	25	6.3%	54	4.4%
Neutral	3	58	14.7%	187	15.1%
Agree	4	216	54.7%	645	52.1%
Strongly Agree	5	92	23.3%	326	26.4%



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	3	0.8%	18	1.5%
Disagree	2	21	5.3%	41	3.3%
Neutral	3	69	17.5%	166	13.5%
Agree	4	207	52.4%	624	50.6%
Strongly Agree	5	95	24.1%	383	31.1%



IV. Discussion

When asked about the general services provided by the administrative units of the University, 92.9% of the staff and 88.8% of students responded that they were satisfied. As for the frontline services, 94.9% of the staff and 88.5% of the students showed satisfaction.

For the performance pledge, 93.1% of the staff and 88.7% of the students indicated that they were satisfied with it; while for the Suggestion Scheme, 86.8% of the staff and 84.2% of the students expressed satisfaction.

As to the overall satisfaction level with their working life and study life at UM, 91.7% of the staff and 87.5% 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 89.3% of the students claimed that they were satisfied.

As for the environmental condition of the UM campus, nearly 91.0% of the staff and 92.4% of the students replied that they were satisfied.

93.3% of the staff respondents and 90.9% of the student respondents claimed that the overall services of UM meet or exceed expectations; while 73.8% of the staff and 67.4% of the students indicated that they sometimes or always recommend UM's administrative services to others.

Concerning the overall improvements, 74.3% of the staff and 71.6% of the students agreed that the administrative units of UM are improving. 78% of the staff and 78.5% of the students agreed that the UM equipment and facilities are improving; whereas 76.5% of the staff and 81.7% 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, while a significant increase in the satisfaction level of student group was observed.

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?	92.9%	7.8	88.8%	8.0
Q2. The frontlines services, in general, provided by various administrative units of UM?	94.9%	8.0	88.5%	8.0
Q3. The Performance Pledge of UM ?	93.1%	8.0	88.7%	8.0
Q4. Suggestion Scheme of UM ?	86.8%	7.5	84.2%	7.7
Q5. Your working/study life at the university?	91.7%	7.8	87.5%	8.0
Q6. All equipment and facilities provided by various administrative units of UM?	91.5%	7.7	89.3%	8.0
Q7. The environment condition of UM Campus?	91.0%	7.8	92.4%	8.5
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.	93.3%	1.0	90.9%	1.2
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?	73.8%	2.9	67.4%	2.8
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.	74.3%	3.9	71.6%	3.9
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.	78.0%	3.9	78.5%	4.0
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.	76.5%	3.9	81.7%	4.1

VI. Suggestions

The second 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 for Question 13 were 169 and 443 respectively, while for Question 14, 136 responses from staff and 217 responses from students were recorded. As the staff and students gave suggestions in both questions, their suggestions were categorized into 9 areas: “University governance and procedures”, “Services provided by administrative units”, “Services provided by faculty/department offices”, “Services provided by residential college offices”, “Suggestion Scheme”, “Performance Pledge”, “Equipment and facilities, “Campus environment condition” and “Others”.

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	22	25	47	37	10	47
Services provided by administrative units	33	23	56	63	26	89
Services provided by faculty/department offices	18	13	31	69	34	103
Services provided by residential college offices	9	5	14	25	21	46
Suggestion Scheme	11	7	18	23	6	29
Performance Pledge	7	5	12	16	5	21
Equipment and facilities	34	31	65	130	74	204
Campus environment condition	21	18	39	48	17	65
Others	14	9	23	32	24	56
TOTAL:	169	136	305	443	217	660

Appendix

[Appendix I Invitation Email to Staff](#)

[Appendix II Invitation Email to Student](#)

[Appendix III Questionnaire to Staff](#)

[Appendix IV Questionnaire to Student](#)

Appendix I Invitation Email to Staff

寄件者 : UM_Quality Management System Workgroup
主旨 : User Satisfaction Survey of the University of Macau for Year 2023 /
2023 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 2023 – 31 December 2023.

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 24 January 2024. 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 the Quality Management System (Performance Pledge, Suggestion Scheme, etc.,) of 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「2023 澳門大學用戶滿意度問卷調查」以了解您對大學於 2023 年 1 月 1 日至 2023 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 2024 年 1 月 24 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. 每人都會收到一條個人的問卷連結，請勿轉發本郵件。

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 to Student

寄件者 : UM_Quality Management System Workgroup
主旨 : User Satisfaction Survey of the University of Macau for Year 2023 /
2023 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 2023 – 31 December 2023.

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 24 January 2024. The collected information will be kept confidential and obtained for analysis only. Your participation will help us further improve our services and facilities.

Notes:

3. You may visit [HERE](#) in case you want to know more about the Quality Management System (Performance Pledge, Suggestion Scheme, etc.,) of the University;
4. 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「2023 澳門大學用戶滿意度問卷調查」以了解您對大學於 2023 年 1 月 1 日至 2023 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 2024 年 1 月 24 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：

3. 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](#)；
4. 每人都會收到一條個人的問卷連結，請勿轉發本郵件。

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 2023 to 31 December 2023 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2023年1月1日至2023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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

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。

University Governance and
Procedures

大學管治及程序

Services Provided by
Administrative Units

由行政部門提供的服務

Services Provided by
Faculty/Department Offices

由學院/學系辦公室提供的服
務

Services Provided by
Residential College Offices

由書院辦公室提供的服務

Suggestion Scheme

好建議獎勵計劃

Performance Pledge

服務承諾

Equipment and Facilities

大學設備及場所

Campus Environment

Condition

大學校園環境狀況

Others

其他

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。

University Governance and
Procedures

大學管治及程序

Services Provided by
Administrative Units

由行政部門提供的服務

Services Provided by
Faculty/Department Offices

由學院/學系辦公室提供的服務

Services Provided by
Residential College Offices

由書院辦公室提供的服務

Suggestion Scheme

好建議獎勵計劃

Performance Pledge

服務承諾

Equipment and Facilities

大學設備及場所

Campus Environment

Condition

大學校園環境狀況

Others

其他

Personal data:

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 2023 to 31 December 2023 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2023年1月1日至2023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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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。

University Governance and
Procedures
大學管治及程序

Services Provided by
Administrative Units
由行政部門提供的服務

Services Provided by
Faculty/Department Offices
由學院/學系辦公室提供的服務

Services Provided by
Residential College Offices
由書院辦公室提供的服務

Suggestion Scheme
好建議獎勵計劃

Performance Pledge
服務承諾

Equipment and Facilities
大學設備及場所

Campus Environment
Condition
大學校園環境狀況

Others
其他

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

University Governance and

Procedures

大學管治及程序

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由行政部門提供的服務

Services Provided by

Faculty/Department Offices

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Services Provided by

Residential College Offices

由書院提供的服務

Suggestion Scheme

好建議獎勵計劃

Performance Pledge

服務承諾

Equipment and Facilities

大學設備及場所

Campus Environment

Condition

大學校園環境狀況

Others

其他

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

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