

University of Macau

User Satisfaction Survey 2025

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Executive Summary

The user satisfaction survey was conducted in January 2026 with the aim of understanding users' satisfaction levels towards facilities and administrative services provided by the University of Macau (UM) from 01 January 2025 to December 2025.

This survey and the one in 2023 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 19.6% and 6.0% respectively.

According to the responses collected, 91.5% of the staff were satisfied with the services provided by various administrative units of UM (the mean score of satisfaction was 8.0 on 10 points scale), while 60.1% of the students were satisfied (mean score of satisfaction was 6.9). Compared with Year 2023, the mean score of satisfaction increased by 0.2 points for staff and decreased by 1.1 points for students.

For the general frontline services, 92.6% of the staff were satisfied (mean score of satisfaction was 8.2), while 60.0% of the students were satisfied (mean score of satisfaction was 6.9). Compared with Year 2023, the mean score of satisfaction increased by 0.2 points for staff and decreased by 1.1 points for students.

91.8% of the staff indicated satisfaction with the performance pledge of UM (mean score of satisfaction was 8.1), while 59.4% of the students showed satisfaction with the performance pledge (mean score of satisfaction was 6.9). Compared with Year 2023, the mean score of satisfaction increased by 0.1 points for staff and decreased by 1.1 points for students.

For the Suggestion Scheme, 88.5% of the staff (mean score of satisfaction was 7.8) and 57.5% of the students were satisfied (mean score of satisfaction was 6.7). Compared with Year 2023, the mean score of satisfaction increased by 0.3 points for staff and decreased by 1.0 points for students.

88.7% of the staff were overall satisfied with their working life at UM (mean score of satisfaction was 7.9), whereas 60.5% of the students were overall satisfied with their study life at UM (mean score of satisfaction was 6.9). Compared with Year 2023, the mean score of the staff increased by 0.1 points and decreased by 1.1 points for students.

As for the equipment and facilities provided by various administrative units of UM, 90.4% of the staff (mean score of satisfaction was 7.8) and 61.0% of the students (mean score of satisfaction was 6.9) expressed satisfaction. Compared with Year 2023, the mean scores increased by 0.1 points for staff and decreased by 1.1 points for students.

91.9% of the staff (mean score of satisfaction was 8.2) and 61.3% of the students (mean score of satisfaction was 7.1) were satisfied with the environmental condition of the UM campus. Compared with Year 2023, the mean score of the staff increased by 0.4 points and decreased by 1.4 points for students.

93.4% of the staff claimed that the overall services met or exceeded their expectations and 94.6% of the students had the same opinion. The satisfaction level of the staff increased by 0.1% and the satisfaction level of the students was 3.7% higher than that of Year 2023.

75.9% of the staff indicated that they sometimes or always recommend UM's administrative services to others, the figure shows an increase of 2.1% compared to Year 2023. Meanwhile, 73.6% of the students claimed that they sometimes or always do so, showing an increase of 6.2% compared to Year 2023.

78.1% of the staff agreed that the overall performance of the administrative units of UM was improving, which is 3.8% higher than that of 2023. On the other hand, 78.4% of the students had the same opinion, showing an increase of 6.8% compared to Year 2023.

79.8% of the staff and 81.3% of the students responded that the UM equipment and facilities were improving, an increase of 1.8% for staff and 2.8% respectively compared to Year 2023. 79.2% of the staff and 82.6% of the students agreed that the environmental condition of UM campus was improving, which showed an increase of 2.7% for staff and 0.9% respectively compared to Year 2023.

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 85 and 75 responses respectively. These two categories consistently recorded the highest number of responses in both 2025 and 2023. Meanwhile, the suggestions from students were mostly related to "Equipment and facilities" and "Campus environment condition", with 265 and 124 responses respectively. Compared with 2023, most suggestions received were related to "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, the overall satisfaction ratings demonstrated a declining trend compared to the previous year in the majority of 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 2025 to 31 December 2025 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 2023 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 14 January to 28 January 2026, 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 QuestionPro, 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 2026 as the survey focused on the administrative services and facilities provided by the University from 01 January 2025 to 31 December 2025.

2.1 Staff Sample

A total of 1763 email invitations were sent out, 346 valid responses were recorded, making up a response rate of 19.6%.

Out of the 346 staff respondents, 205 identified themselves as administrative staff, 141 identified themselves as academic or residential college staff.

	No. of Respondent	Percentage
Administrative staff	205	59.2%
Academic/Residential College staff	141	40.8%
Total	<u>346</u>	<u>100.0%</u>

Out of the 346 staff respondents, 107 responded that they lived on campus and 239 responded that they do not live on campus.

	No. of Respondent	Percentage
Living on campus	107	30.9%
Living outside campus	239	69.1%
Total	<u>346</u>	<u>100.0%</u>

2.2 Student Sample

A total of 18643 email invitations were sent out, 1127 valid responses were recorded, showing a response rate of 6.0%.

Out of the 1127 student respondents, 161 identified themselves as undergraduate students, 952 identified themselves as postgraduate students, and 14 selected “Others” as their student category.

	No. of Respondent	Percentage
Undergraduate student	161	14.3%
Postgraduate student	952	84.5%
Others	14	1.2%
Total	<u>1127</u>	<u>100.0%</u>

Out of the 1127 student respondents, 647 responded that they lived on campus and 480 responded that they do not live on campus.

	No. of Respondent	Percentage
Living on campus	647	57.4%
Living outside campus	480	42.6%
Total	<u>1127</u>	<u>100.0%</u>

3. Questionnaire Design

The questionnaires mainly adopted the questions used in the 2023 survey (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.

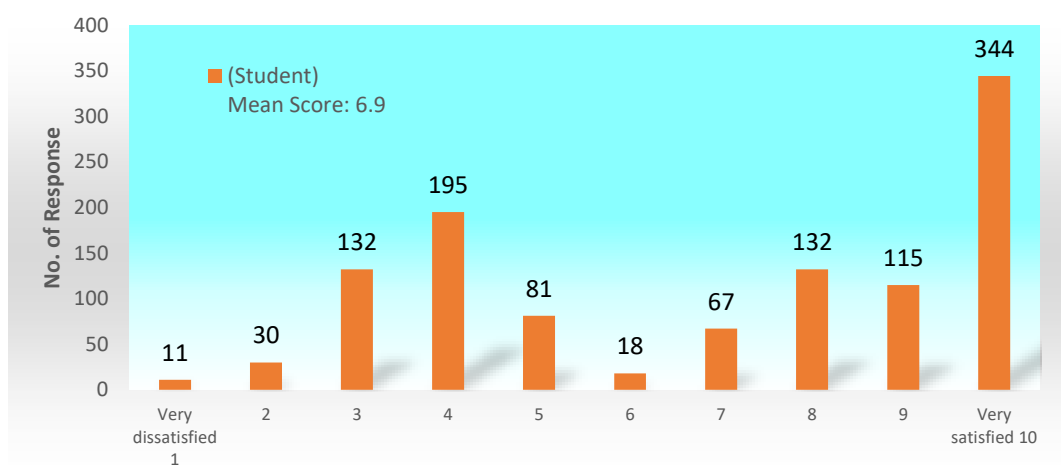
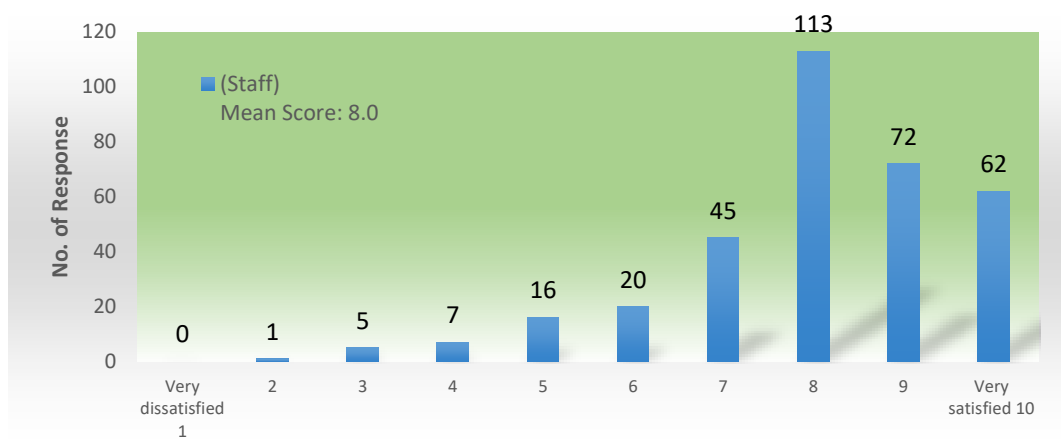
III. Survey Results

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

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

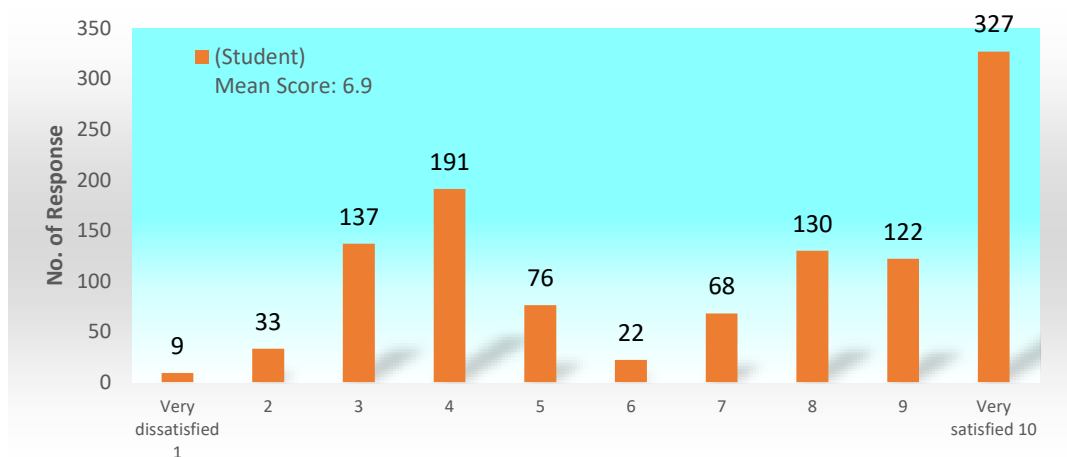
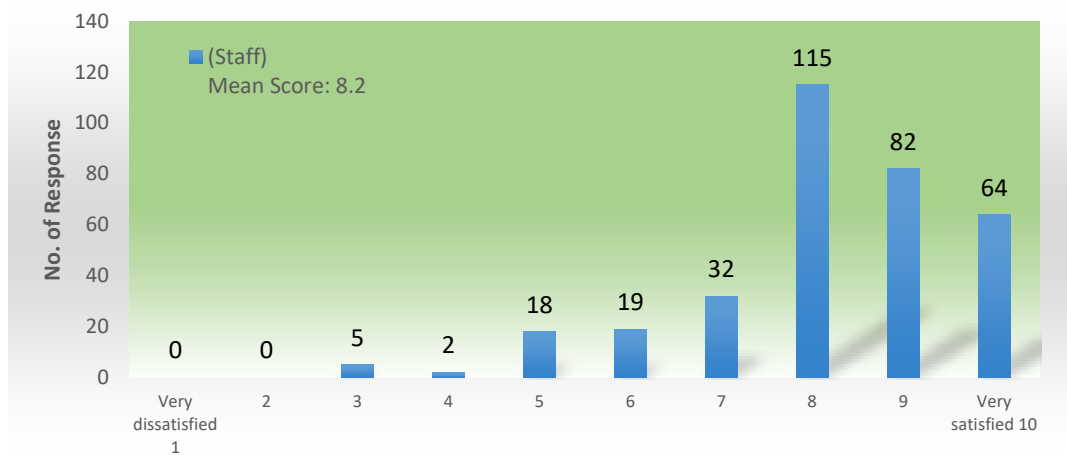
Question 1. All services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	11	1.0%
2	1	0.3%	30	2.7%
3	5	1.5%	132	11.7%
4	7	2.1%	195	17.3%
5	16	4.7%	81	7.2%
6	20	5.9%	18	1.6%
7	45	13.2%	67	6.0%
8	113	33.1%	132	11.7%
9	72	21.1%	115	10.2%
Very Satisfied - 10	62	18.2%	344	30.6%



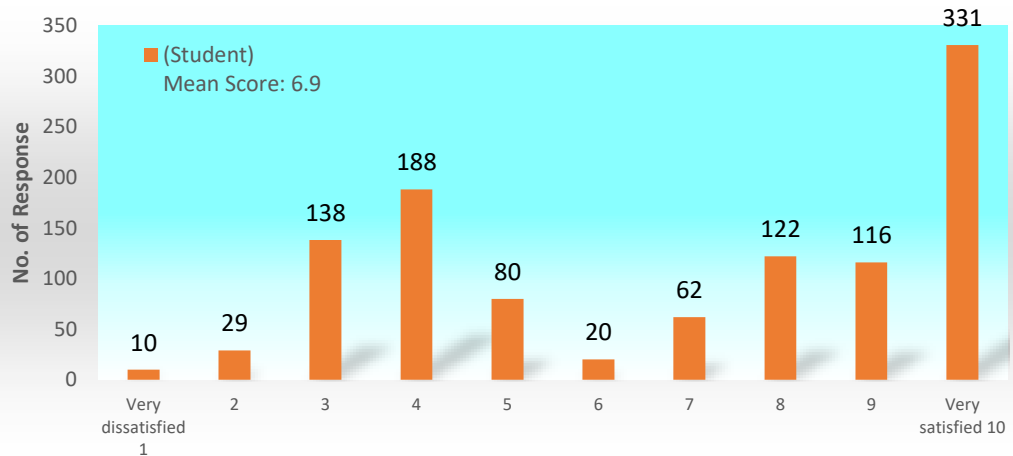
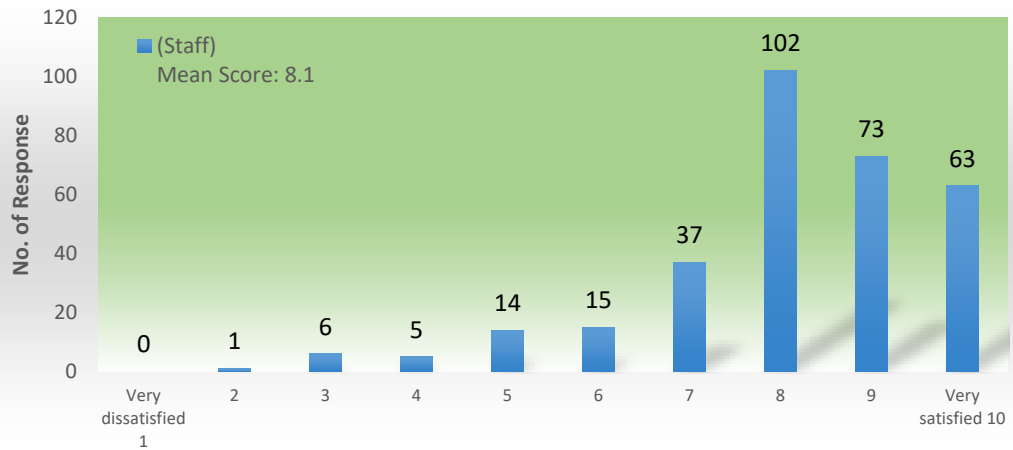
Question 2. The frontlines services, in general, provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	9	0.8%
2	0	0.0%	33	3.0%
3	5	1.5%	137	12.3%
4	2	0.6%	191	17.1%
5	18	5.3%	76	6.8%
6	19	5.6%	22	2.0%
7	32	9.5%	68	6.1%
8	115	34.1%	130	11.7%
9	82	24.3%	122	10.9%
Very Satisfied - 10	64	19.0%	327	29.3%



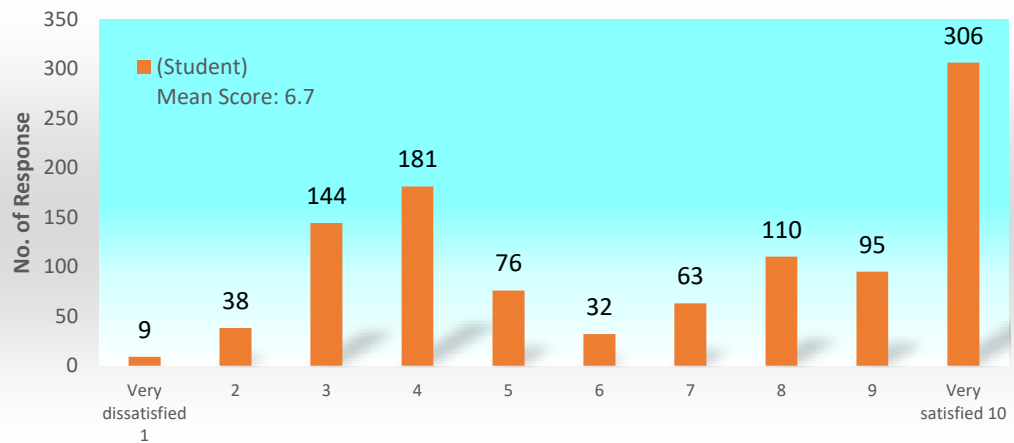
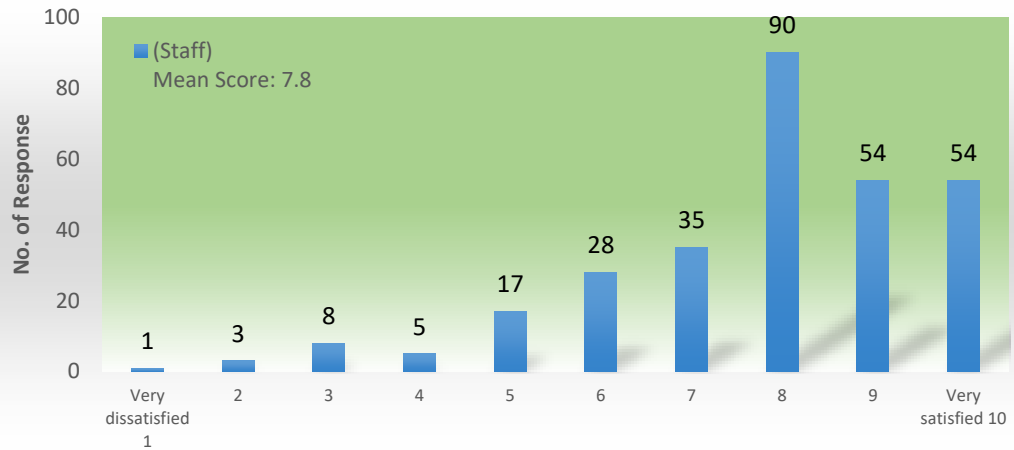
Question 3. The Performance Pledge of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	10	0.9%
2	1	0.3%	29	2.6%
3	6	1.9%	138	12.6%
4	5	1.6%	188	17.2%
5	14	4.4%	80	7.3%
6	15	4.7%	20	1.8%
7	37	11.7%	62	5.7%
8	102	32.3%	122	11.1%
9	73	23.1%	116	10.6%
Very Satisfied - 10	63	19.9%	331	30.2%



Question 4. The Suggestion Scheme of UM?

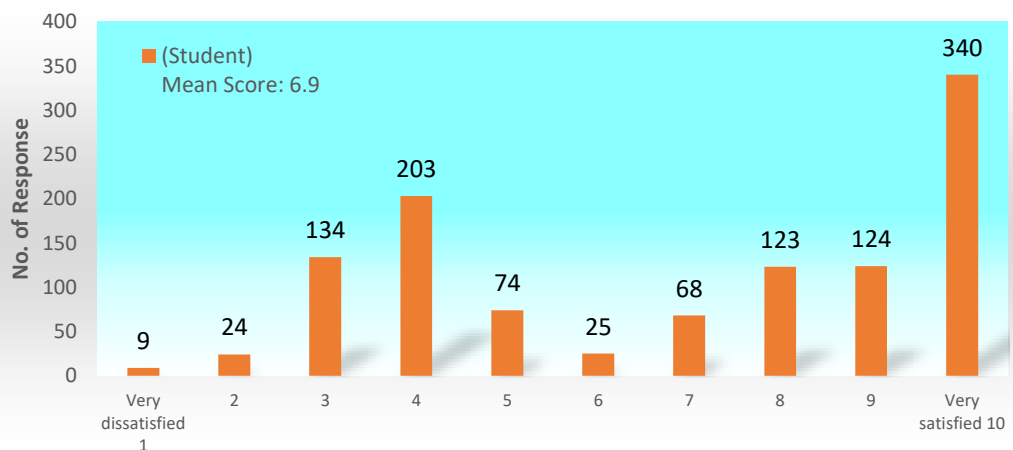
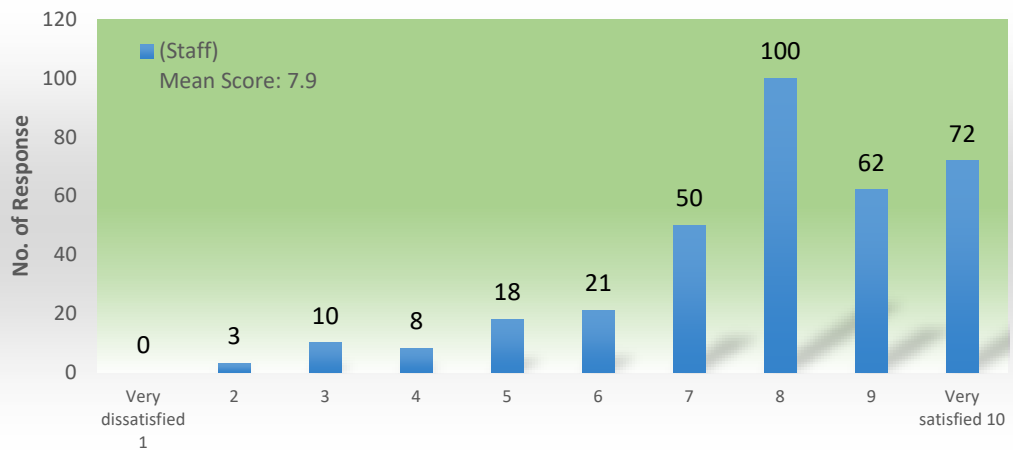
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	1	0.3%	9	0.9%
2	3	1.0%	38	3.6%
3	8	2.7%	144	13.7%
4	5	1.7%	181	17.2%
5	17	5.8%	76	7.2%
6	28	9.5%	32	3.0%
7	35	11.9%	63	6.0%
8	90	30.5%	110	10.4%
9	54	18.3%	95	9.0%
Very Satisfied - 10	54	18.3%	306	29.0%



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

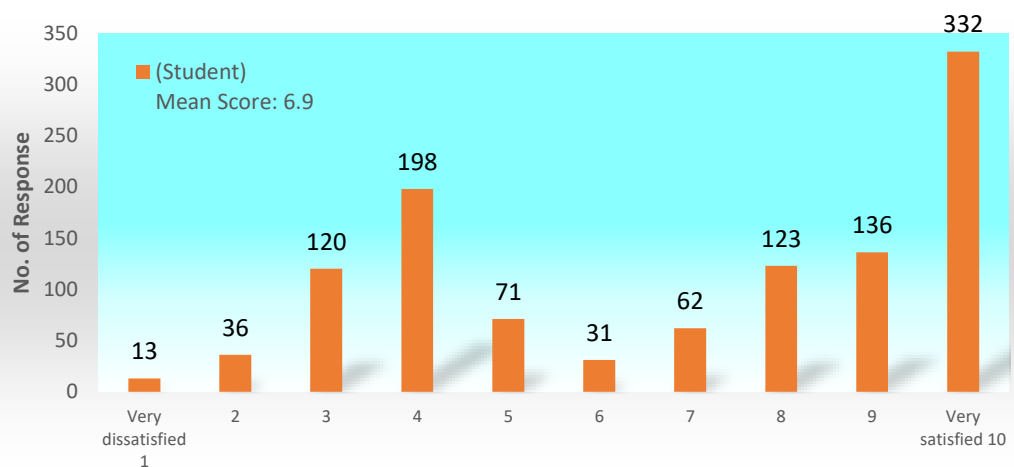
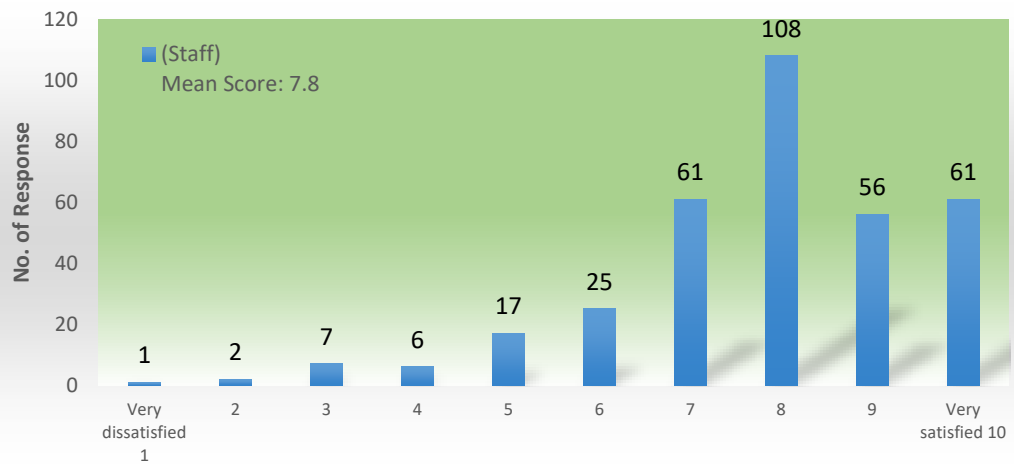
(For Students) Your study life at the university?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	9	0.8%
2	3	0.9%	24	2.1%
3	10	2.9%	134	11.9%
4	8	2.3%	203	18.1%
5	18	5.2%	74	6.6%
6	21	6.1%	25	2.2%
7	50	14.5%	68	6.0%
8	100	29.1%	123	10.9%
9	62	18.0%	124	11.0%
Very Satisfied - 10	72	20.9%	340	30.2%



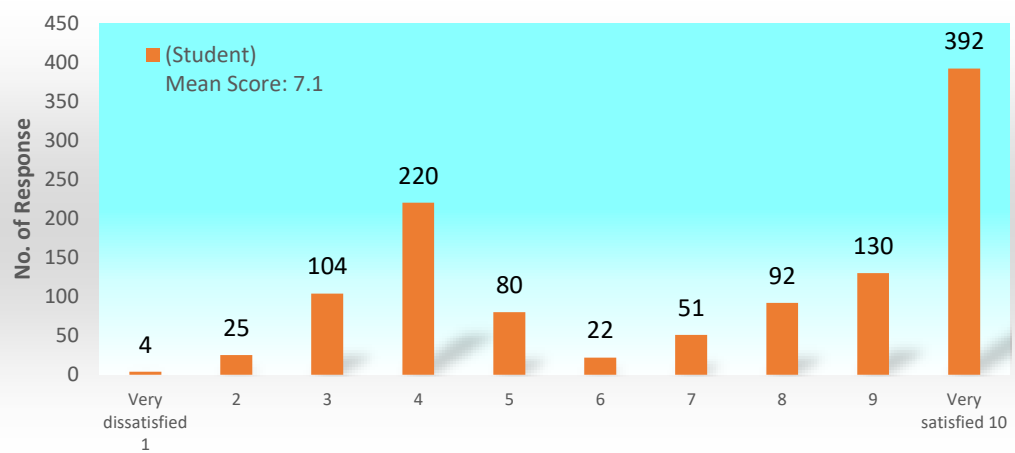
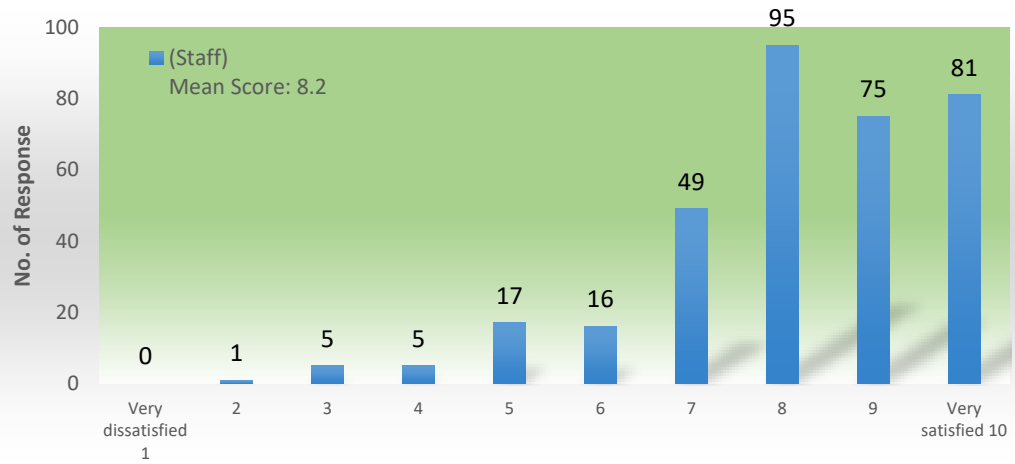
Question 6. All equipment and facilities provided by various administrative units of UM?

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	1	0.3%	13	1.2%
2	2	0.6%	36	3.2%
3	7	2.0%	120	10.7%
4	6	1.7%	198	17.6%
5	17	4.9%	71	6.3%
6	25	7.3%	31	2.8%
7	61	17.7%	62	5.5%
8	108	31.4%	123	11.0%
9	56	16.3%	136	12.1%
Very Satisfied - 10	61	17.7%	332	29.6%



Question 7. The environment condition of UM Campus?

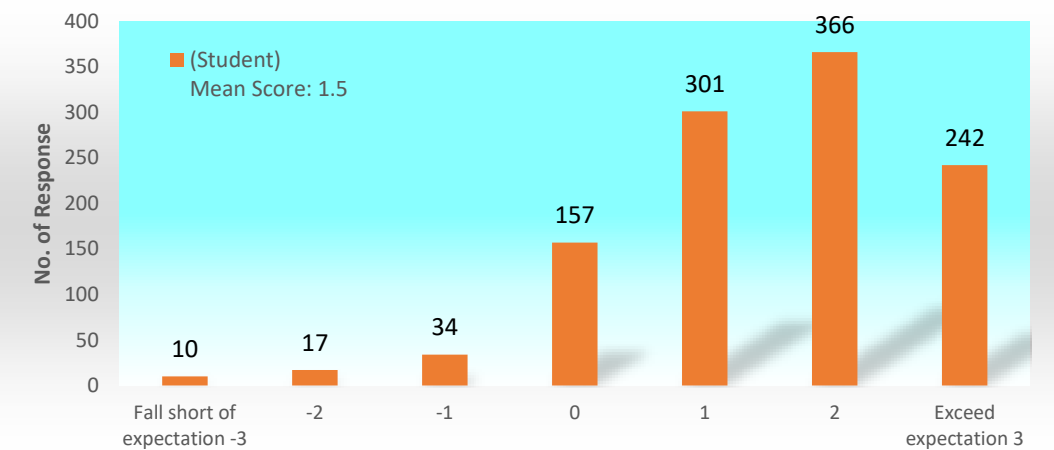
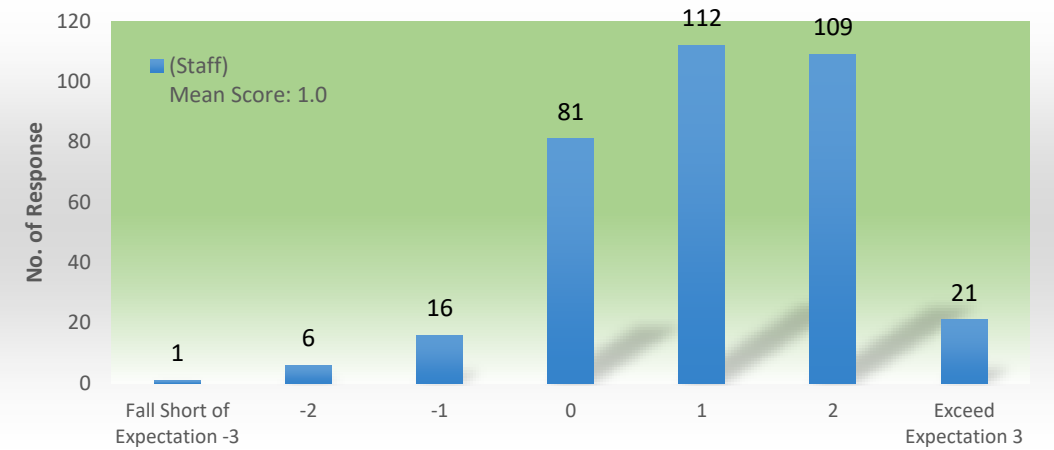
Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Very Dissatisfied - 1	0	0.0%	4	0.4%
2	1	0.3%	25	2.2%
3	5	1.5%	104	9.3%
4	5	1.5%	220	19.6%
5	17	4.9%	80	7.1%
6	16	4.7%	22	2.0%
7	49	14.2%	51	4.6%
8	95	27.6%	92	8.2%
9	75	21.8%	130	11.6%
Very Satisfied - 10	81	23.5%	392	35.0%



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%	10	0.9%
-2	6	1.7%	17	1.5%
-1	16	4.6%	34	3.0%
0	81	23.4%	157	13.9%
1	112	32.4%	301	26.7%
2	109	31.5%	366	32.5%
Exceed 3	21	6.1%	242	21.5%

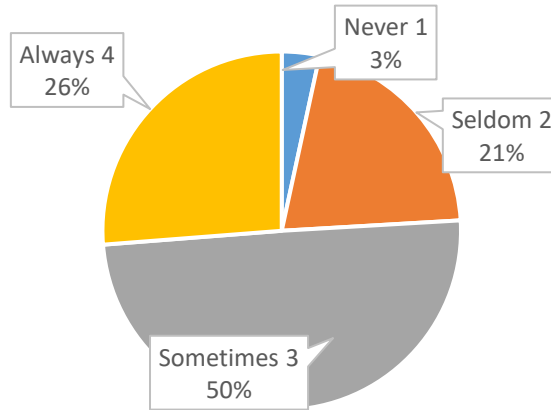


Part III.

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

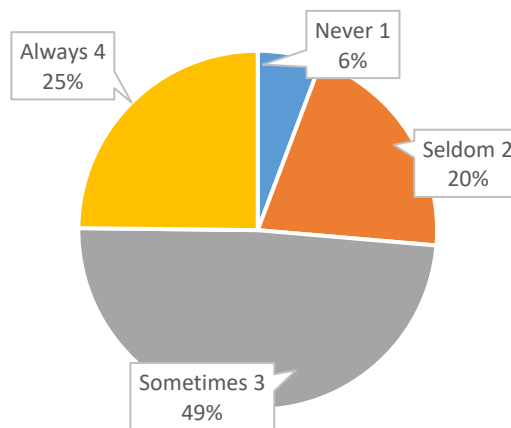
Staff Sample

Answer	No. of response	Percentage
Never 1	11	3.4%
Seldom 2	67	20.7%
Sometimes 3	161	49.7%
Always 4	85	26.2%



Student Sample

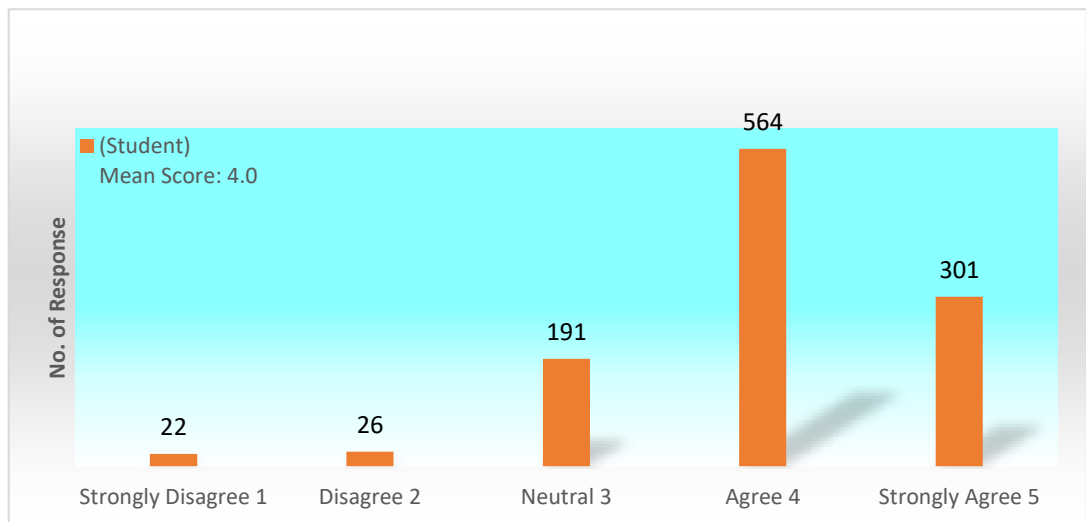
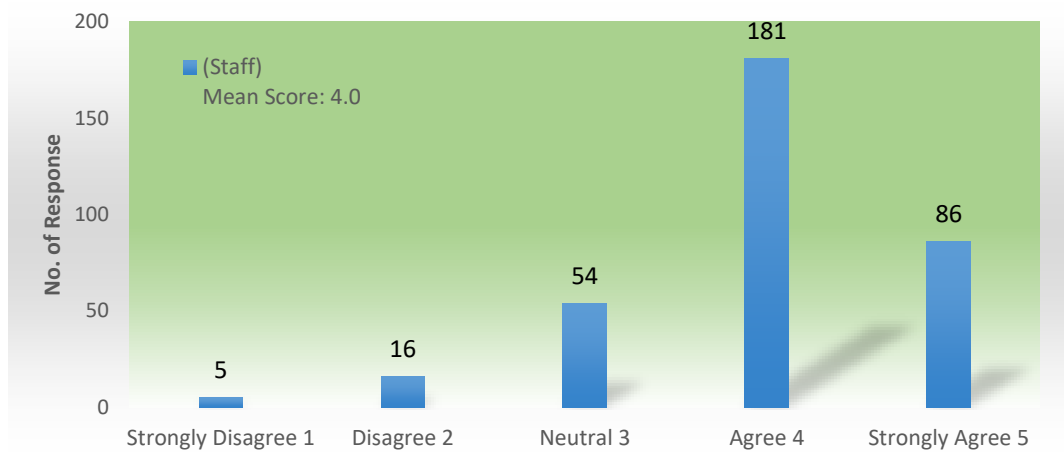
Answer	No. of response	Percentage
Never 1	63	5.7%
Seldom 2	227	20.6%
Sometimes 3	537	48.8%
Always 4	273	24.8%



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

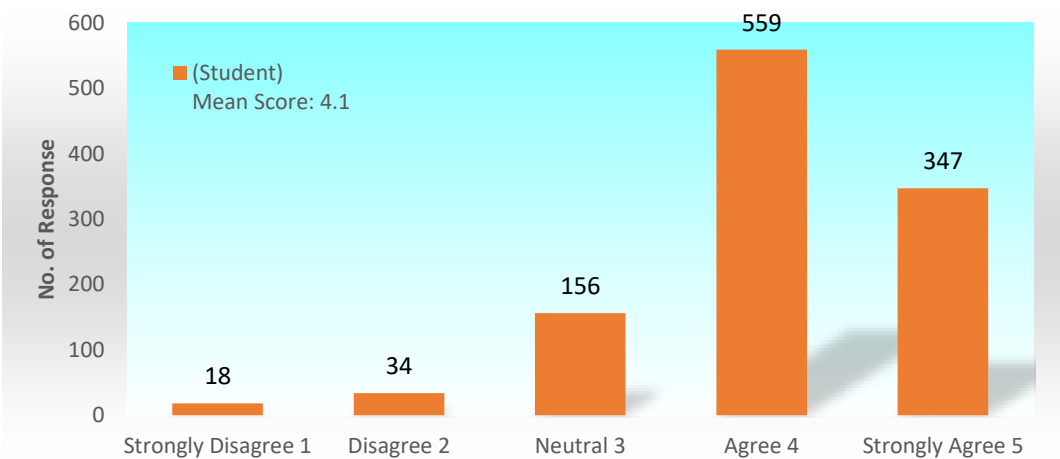
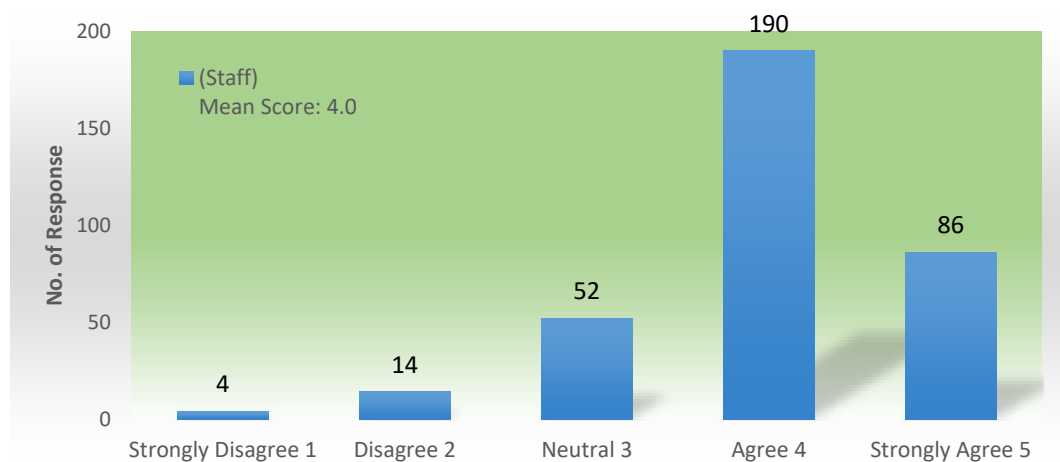
Question 10. In general, the overall performance of the administrative units of UM is improving.

Answer	Staff Sample		Student Sample	
	No. of response	Percentage	No. of response	Percentage
Strongly Disagree 1	5	1.5%	22	2.0%
Disagree 2	16	4.7%	26	2.4%
Neutral 3	54	15.8%	191	17.3%
Agree 4	181	52.9%	564	51.1%
Strongly Agree 5	86	25.1%	301	27.3%



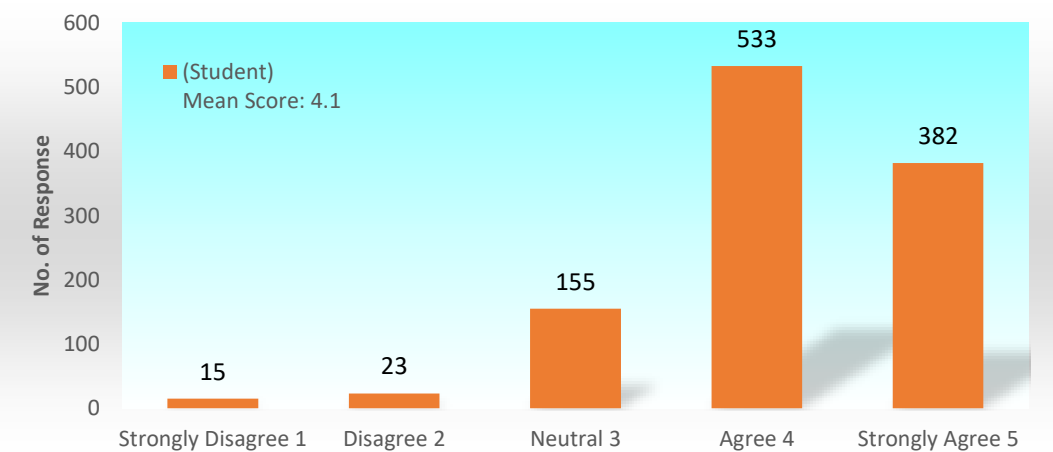
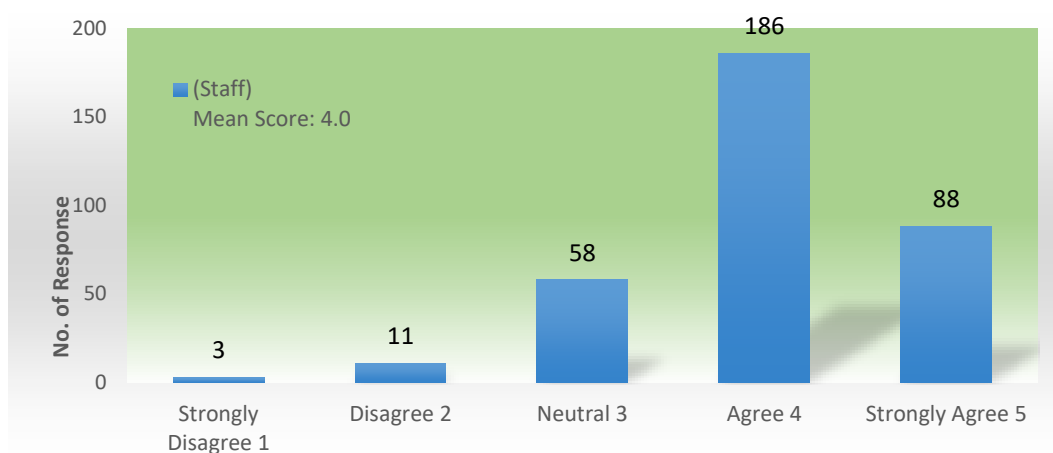
Question 11. In general, the overall equipment and facilities of UM are improving.

		Staff Sample		Student Sample	
Answer		No. of response	Percentage	No. of response	Percentage
Strongly Disagree	1	4	1.2%	18	1.6%
Disagree	2	14	4.0%	34	3.1%
Neutral	3	52	15.0%	156	14.0%
Agree	4	190	54.9%	559	50.2%
Strongly Agree	5	86	24.9%	347	31.1%



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	0.9%	15	1.4%
Disagree	2	11	3.2%	23	2.1%
Neutral	3	58	16.8%	155	14.0%
Agree	4	186	53.8%	533	48.1%
Strongly Agree	5	88	25.4%	382	34.5%



IV. Discussion

When asked about the general services provided by the administrative units of the University, 91.5% of the staff and 60.1% of students responded that they were satisfied. As for the frontline services, 92.6% of the staff and 60.0% of the students showed satisfaction.

For the performance pledge, 91.8% of the staff and 59.4% of the students indicated that they were satisfied with it; while for the Suggestion Scheme, 88.5% of the staff and 57.5% of the students expressed satisfaction.

As to the overall satisfaction level with their working life and study life at UM, 88.7% of the staff and 60.5% of the students replied that they were satisfied.

Regarding the equipment and facilities provided by various administrative units of UM, 90.4% of the staff and 61.0% of the students claimed that they were satisfied.

As for the environmental condition of the UM campus, nearly 91.9% of the staff and 61.3% of the students replied that they were satisfied.

93.4% of the staff respondents and 94.6% of the student respondents claimed that the overall services of UM meet or exceed expectations; while 75.9% of the staff and 73.6% of the students indicated that they sometimes or always recommend UM's administrative services to others.

Concerning the overall improvements, 78.1% of the staff and 78.4% of the students agreed that the administrative units of UM are improving. 79.8% of the staff and 81.3% of the students agreed that the UM equipment and facilities are improving; whereas 79.2% of the staff and 82.6% 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 the student group experienced a decrease in satisfaction levels compared to the previous year.

V. Summary

	Staff		Students	
	User Satisfaction	Mean score (1 to 10)	User Satisfaction	Mean score (1 to 10)
Part I				
Q1. All services, in general, provided by various administrative units of UM?	91.5%	8.0	60.1%	6.9
Q2. The frontlines services, in general, provided by various administrative units of UM?	92.6%	8.2	60.0%	6.9
Q3. The Performance Pledge of UM ?	91.8%	8.1	59.4%	6.9
Q4. Suggestion Scheme of UM ?	88.5%	7.8	57.5%	6.7
Q5. Your working/study life at the university?	88.7%	7.9	60.5%	6.9
Q6. All equipment and facilities provided by various administrative units of UM?	90.4%	7.8	61.0%	6.9
Q7. The environment condition of UM Campus?	91.9%	8.2	61.3%	7.1
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.	93.4%	1.0	94.6%	1.5
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?	75.9%	3.0	73.6%	2.9
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.	78.1%	4.0	78.4%	4.0
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.	79.8%	4.0	81.3%	4.1
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.	79.2%	4.0	82.6%	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 189 and 559 respectively, while for Question 14, 185 responses from staff and 404 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	21	23	44	42	39	81
Services provided by administrative units	38	37	75	65	53	118
Services provided by faculty/department offices	12	13	25	73	46	119
Services provided by residential college offices	9	6	15	40	31	71
Suggestion Scheme	16	13	29	27	24	51
Performance Pledge	6	5	11	25	24	49
Equipment and facilities	43	42	85	164	101	265
Campus environment condition	30	31	61	73	51	124
Others	14	15	29	50	35	85
TOTAL:	189	185	374	559	404	963

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 Workgroup

主旨 : Invitation: User Satisfaction Survey of the University of Macau for Year 2025 /
2025 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, the Quality Management System (QMS) Workgroup is inviting you to complete a 3-minute “**User Satisfaction Survey of the University of Macau for Year 2025**” to learn about your level of satisfaction regarding the University’s administrative services and facilities provided during 1 January 2025 – 31 December 2025.

Follow this link to the Survey:

<SURVEY_LINK>

We sincerely hope that you could spend some time in completing this survey **by 28 January 2026**. 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「**2025 年度澳門大學用戶滿意度問卷調查**」以了解您對大學於 2025 年 1 月 1 日至 2025 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：

<SURVEY_LINK>

我們誠意希望您能撥冗於 **2026 年 1 月 28 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 Workgroup

主旨 : Invitation: User Satisfaction Survey of the University of Macau for Year 2025 /
2025 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, the Quality Management System (QMS) Workgroup is inviting you to complete a 3-minute “**User Satisfaction Survey of the University of Macau for Year 2025**” to learn about your level of satisfaction regarding the University’s administrative services and facilities provided during 1 January 2025 – 31 December 2025.

Follow this link to the Survey:

<SURVEY_LINK>

We sincerely hope that you could spend some time in completing this survey **by 28 January 2026**. 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「**2025 年度澳門大學用戶滿意度問卷調查**」以了解您對大學於 2025 年 1 月 1 日至 2025 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：

<SURVEY_LINK>

我們誠意希望您能撥冗於 **2026 年 1 月 28 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 III Questionnaire to Staff



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

2025 User Satisfaction Survey (for Staff)

Questions marked with a * are required

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 2025 to 31 December 2025 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2025年1月1日至2025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	2	3	4	5	6	7	8	9	Very Satisfied 非常滿意	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。

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

Frequency 多久	Never 從不	Seldom 甚少	Sometimes 有時	Always 經常	Not Applicable 不適用
	<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
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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

* 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



2025 User Satisfaction Survey (for Student)

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 2025 to 31 December 2025 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2025年1月1日至2025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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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。

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

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

您有没有向其他人稱讚或推薦使用本校的行政服務?

Frequency 多久	Never 從不	Seldom 甚少	Sometimes 有時	Always 經常	Not Applicable 不適用
	<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。

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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

* 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?

- FAH
- FBA
- FED
- FHS
- FLL
- FSS
- FST
- IAPME
- ICMS
- IME
- ICI

* 17. Are you currently living on campus?

你是否在校內住宿?

- Yes
是
- No
否