



Administrative Services User Satisfaction Survey 2015/2016 Abstract of Findings

Part 1: "Administrative Support Services" Evaluation

Respondents

	Total no. of respondents	% of respondents
Academic Staff	88	40.6%
Administrative Staff	129	59.4%
Total	217	

Personnel Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	159	3.87	.772	.663**	Tangibles
Cleanliness	169	4.09	.675	.561**	3.98
Accuracy	201	3.92	.841	.787**	Reliability
Commitment	194	3.98	.833	.783**	3.95
Responsiveness	204	3.94	.894	.800**	Responsiveness
Services Explanation	195	3.88	.933	.825**	3.91
Attitude	207	4.01	.833	.834**	Assurance
Knowledge	198	3.94	.865	.827**	3.98
Care	198	3.75	.970	.837**	Empathy
Ease of reach and contact	201	3.98	.824	.781**	3.86
Overall Satisfaction	203	3.87	.910	-/-	-/-

#Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)

Construction and Procurement Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	115	3.62	.823	.709**	Tangibles
Cleanliness	112	3.73	.759	.620**	3.68
Accuracy	154	3.77	.836	.811**	Reliability
Commitment	152	3.81	.897	.703**	3.79
Responsiveness	155	3.82	.833	.785**	Responsiveness
Services Explanation	153	3.82	.846	.787**	3.82
Attitude	155	3.94	.762	.790**	Assurance
Knowledge	148	3.96	.764	.813**	3.95
Care	151	3.77	.912	.834**	Empathy
Ease of reach and contact	159	3.94	.801	.733**	3.90
Overall Satisfaction	160	3.85	.803	-/-	

Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)



Central Services Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	125	3.72	.858	.654**	Tangibles
Cleanliness	127	3.83	.725	.575**	3.78
Accuracy	167	3.85	.758	.699**	Reliability
Commitment	164	3.95	.769	.719**	3.90
Responsiveness	164	3.93	.833	.699**	Responsiveness
Services Explanation	160	3.88	.799	.693**	3.91
Attitude	165	3.90	.801	.739**	Assurance
Knowledge	160	3.91	.780	.730**	3.91
Care	160	3.81	.877	.789**	Empathy
Ease of reach and contact	167	4.03	.756	.803**	3.92
Overall Satisfaction	166	3.90	.806	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)

Finance Division: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	118	3.92	.694	.578**	Tangibles
Cleanliness	122	4.02	.661	.518**	3.97
Accuracy	163	4.17	.604	.746**	Reliability
Commitment	158	4.20	.712	.741**	4.19
Responsiveness	164	4.09	.746	.776**	Responsiveness
Services Explanation	151	4.08	.744	.798**	4.09
Attitude	159	4.12	.724	.842**	Assurance
Knowledge	153	4.16	.699	.824**	4.14
Care	154	4.06	.756	.842**	Empathy
Ease of reach and contact	162	4.10	.736	.785**	4.08
Overall Satisfaction	162	4.10	.698	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)



Treasury Division: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	123	3.98	.730	.643**	Tangibles
Cleanliness	132	4.10	.664	.618**	4.04
Accuracy	170	4.16	.691	.708**	Reliability
Commitment	161	4.22	.686	.751**	4.19
Responsiveness	164	4.12	.690	.766**	Responsiveness
Services Explanation	152	4.09	.754	.783**	4.11
Attitude	161	4.03	.745	.815**	Assurance
Knowledge	153	4.12	.707	.855**	4.08
Care	153	4.00	.803	.827**	Empathy
Ease of reach and contact	161	4.11	.712	.775**	4.06
Overall Satisfaction	168	4.09	.699	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)

Student Affairs Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	128	3.95	.674	.751**	Tangibles
Cleanliness	136	4.14	.623	.680**	4.05
Accuracy	160	4.09	.704	.743**	Reliability
Commitment	148	4.16	.657	.794**	4.13
Responsiveness	155	4.12	.706	.796**	Responsiveness
Services Explanation	149	4.11	.659	.831**	4.12
Attitude	164	4.11	.709	.869**	Assurance
Knowledge	156	4.09	.704	.861**	4.10
Care	156	4.00	.736	.873**	Empathy
Ease of reach and contact	164	4.10	.723	.796**	4.05
Overall Satisfaction	166	4.07	.675	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)



Registry: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	140	4.07	.726	.635**	Tangibles
Cleanliness	149	4.20	.647	.641**	4.14
Accuracy	164	4.09	.763	.774**	Reliability
Commitment	154	4.12	.753	.828**	4.11
Responsiveness	165	4.10	.729	.789**	Responsiveness
Services Explanation	155	4.06	.718	.812**	4.08
Attitude	170	4.18	.677	.842**	Assurance
Knowledge	165	4.15	.692	.853**	4.17
Care	164	4.09	.738	.848**	Empathy
Ease of reach and contact	171	4.16	.706	.846**	4.13
Overall Satisfaction	173	4.16	.659	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)

Library: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	184	4.13	.742	.718**	Tangibles
Cleanliness	185	4.27	.686	.661**	4.20
Accuracy	186	4.23	.730	.747**	Reliability
Commitment	173	4.21	.701	.796**	4.22
Responsiveness	179	4.14	.740	.795**	Responsiveness
Services Explanation	176	4.18	.726	.764**	4.16
Attitude	192	4.15	.754	.853**	Assurance
Knowledge	188	4.13	.745	.803**	4.14
Care	185	4.10	.767	.780**	Empathy
Ease of reach and contact	191	4.15	.742	.830**	4.13
Overall Satisfaction	192	4.15	.701	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)



Computer Service Centre: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	151	3.83	.804	.761**	Tangibles
Cleanliness	139	3.88	.781	.666**	3.86
Accuracy	198	3.84	.947	.783**	Reliability
Commitment	188	3.78	.961	.833**	3.81
Responsiveness	200	3.77	.977	.839**	Responsiveness
Services Explanation	188	3.84	.881	.822**	3.81
Attitude	195	3.87	.904	.853**	Assurance
Knowledge	193	3.98	.816	.800**	3.93
Care	189	3.79	.972	.853**	Empathy
Ease of reach and contact	192	3.98	.847	.805**	3.89
Overall Satisfaction	197	3.88	.870	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)

Public Relations Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	124	3.89	.778	.624**	Tangibles
Cleanliness	121	3.93	.766	.631**	3.91
Accuracy	164	3.89	.836	.794**	Reliability
Commitment	159	3.97	.815	.804**	3.93
Responsiveness	162	3.93	.816	.786**	Responsiveness
Services Explanation	153	3.93	.796	.815**	3.93
Attitude	166	3.98	.816	.884**	Assurance
Knowledge	154	3.98	.745	.881**	3.98
Care	157	3.90	.794	.872**	Empathy
Ease of reach and contact	165	3.95	.795	.853**	3.93
Overall Satisfaction	163	3.94	.756	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)



Welfare and Recreation Department: Overall Satisfaction Rated by Academic and Administrative Staff
 (n=217)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	148	4.07	.766	.667**	Tangibles
Cleanliness	144	4.07	.696	.593**	4.07
Accuracy	190	4.20	.722	.760**	Reliability
Commitment	178	4.28	.719	.754**	4.24
Responsiveness	187	4.24	.694	.763**	Responsiveness
Services Explanation	181	4.24	.712	.819**	4.24
Attitude	192	4.27	.671	.889**	Assurance
Knowledge	183	4.22	.684	.802**	4.25
Care	181	4.28	.694	.864**	Empathy
Ease of reach and contact	187	4.25	.715	.829**	4.27
Overall Satisfaction	191	4.28	.676	-/-	-/-

[#] Spearman correlation coefficient between each item and overall satisfaction ** Significant at 0.01 level (two-tailed)

Overall Satisfaction Rated by Academic and Administrative Staff towards each
 Administrative Department (n=217)

	No. of Respondents	Mean	Standard Deviation
Personnel Office	203	3.87	0.910
Construction and Procurement Office	160	3.85	0.803
Central Services Office	166	3.90	0.806
Finance Division	162	4.10	0.698
Treasury Division	168	4.09	0.699
Student Affairs Office	166	4.07	0.675
Registry	173	4.16	0.659
Library	192	4.15	0.701
Computer Service Centre	197	3.88	0.870
Public Relations Office	163	3.94	0.756
Welfare and Recreation Department	191	4.28	0.676



Part 2: “Service Output” Evaluation

Respondents

	No. of respondents	% of respondents
Undergraduate students	558	65.6%
Seniors Academy students	76	8.9%
Academic Staff	88	10.3%
Administrative Staff	129	15.2%
Total	851	

Distribution of Student Respondents

Country/Region of Origin	No. of respondents	% of respondents
Macao	469	55.1%
Chinese Mainland	81	9.5%
Others	8	0.9%
Total	558	

Teaching Mode	No. of respondents	% of respondents
Daytime	451	53.0%
Evening	107	12.6%
Total	558	

Current Year of Study	No. of respondents	% of respondents
Year 1	175	20.6%
Year 2	125	14.7%
Year 3	137	16.1%
Year 4	121	14.2%
Total	558	

School	No. of respondents	% of respondents
School of Arts	76	8.9%
School of Business	134	15.7%
School of Health Sciences	92	10.8%
School of Languages and Translation	80	9.4%
School of Physical Education and Sports	49	5.8%
School of Public Administration	127	14.9%
Total	558	



Overall Satisfaction Rated by Students, Academic and Administrative Staff towards “Service Output” items (n=851)

Item	No. of Respondents	Mean	Standard Deviation
Campus cleanliness	825	4.16	0.63
Campus greening	820	4.14	0.70
Campus security	820	4.18	0.67
Parking arrangements	539	3.77	0.86
Washroom ambience	818	3.82	0.83
Dormitory arrangements	184	3.92	0.81
Classroom ambience	703	3.81	0.74
Classroom facilities	687	3.58	0.86
Office ambience	209	3.83	0.77
Office facilities	208	3.82	0.79
Campus venue reservation	504	3.68	0.85
Campus canteen services	794	3.80	0.76
Campus canteen ambience	790	3.80	0.72
Network service quality	799	3.01	1.14
Computer software and hardware facilities	771	3.41	0.91
Computer room ambience	699	3.58	0.81
Helpdesk support efficiency	521	3.58	0.83
Internet resources and services	728	3.59	0.81
Interface or page design of web-based information systems	738	3.61	0.75
Library resources	665	3.64	0.79
Library ambience	720	3.95	0.70
Library facilities	712	3.85	0.72
Library services	714	3.90	0.68
Collection of various fees	607	3.55	0.83
Payment of various expenses	605	3.54	0.82
Student campus recreational activities	430	3.65	0.87
Student campus activities	507	3.68	0.83
Information about further studies, career counselling and student exchange affairs	382	3.48	0.80
Reception and enquiry services at the Registry front-desk	621	3.72	0.77
Applications for testimonials/certificates	452	3.65	0.78
Enrolment and makeup exam requests	411	3.61	0.79
General support for teaching staff	73	3.97	0.83
Coverage of performance pledge indicators	598	3.74	0.74
Clarity of performance pledge indicators	603	3.74	0.73