



## Administrative Services User Satisfaction Survey 2016/2017 Abstract of Findings

### Part 1: "Administrative Support Services" Evaluation

#### Respondents

	Total no. of respondents	% of respondents
Academic Staff	92	37.7%
Administrative Staff	152	62.3%
Total	244	

#### Personnel Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	186	4.11	.697	.657**	Tangibles
Cleanliness	198	4.17	.691	.589**	4.14
Accuracy	224	4.07	.898	.736**	Reliability
Commitment	223	4.17	.874	.773**	4.12
Responsiveness	224	4.15	.863	.803**	Responsiveness
Services Explanation	220	4.10	.877	.788**	4.13
Attitude	234	4.22	.818	.837**	Assurance
Knowledge	229	4.15	.797	.794**	4.19
Care	231	4.08	.910	.848**	Empathy
Ease of reach and contact	233	4.19	.767	.745**	4.14
Overall Satisfaction	230	4.16	.833	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	135	3.83	.824	.590**	Tangibles
Cleanliness	139	3.86	.809	.584**	3.85
Accuracy	173	3.86	.817	.756**	Reliability
Commitment	171	3.91	.806	.716**	3.89
Responsiveness	178	3.98	.777	.737**	Responsiveness
Services Explanation	168	3.93	.823	.759**	3.96
Attitude	180	4.04	.761	.725**	Assurance
Knowledge	174	4.09	.774	.778**	4.07
Care	177	3.93	.833	.802**	Empathy
Ease of reach and contact	180	4.01	.762	.706**	3.97
Overall Satisfaction	184	3.96	.778	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	141	4.08	.728	.741**	Tangibles
Cleanliness	146	4.05	.777	.714**	4.07
Accuracy	176	4.02	.760	.753**	Reliability
Commitment	175	4.11	.690	.791**	4.07
Responsiveness	176	4.10	.665	.772**	Responsiveness
Services Explanation	167	4.06	.717	.799**	4.08
Attitude	182	4.13	.665	.736**	Assurance
Knowledge	178	4.15	.665	.816**	4.14
Care	181	4.06	.716	.843**	Empathy
Ease of reach and contact	186	4.16	.668	.772**	4.11
Overall Satisfaction	187	4.09	.670	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	142	4.05	.775	.657**	Tangibles
Cleanliness	139	4.17	.728	.532**	4.11
Accuracy	171	4.20	.733	.771**	Reliability
Commitment	169	4.20	.686	.736**	4.20
Responsiveness	173	4.19	.710	.794**	Responsiveness
Services Explanation	167	4.17	.685	.776**	4.18
Attitude	174	4.15	.689	.799**	Assurance
Knowledge	173	4.25	.700	.834**	4.20
Care	175	4.20	.686	.836**	Empathy
Ease of reach and contact	177	4.21	.656	.721**	4.21
Overall Satisfaction	174	4.20	.686	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	161	4.09	.757	.706**	Tangibles
Cleanliness	156	4.16	.723	.612**	4.13
Accuracy	183	4.21	.736	.788**	Reliability
Commitment	181	4.25	.690	.768**	4.23
Responsiveness	182	4.23	.698	.816**	Responsiveness
Services Explanation	177	4.18	.697	.784**	4.21
Attitude	189	4.14	.719	.781**	Assurance
Knowledge	183	4.23	.697	.835**	4.19
Care	181	4.15	.742	.836**	Empathy
Ease of reach and contact	185	4.23	.686	.789**	4.19
Overall Satisfaction	188	4.19	.672	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	150	4.08	.719	.729**	Tangibles
Cleanliness	160	4.21	.645	.660**	4.15
Accuracy	165	4.22	.681	.784**	Reliability
Commitment	159	4.21	.678	.774**	4.22
Responsiveness	165	4.21	.685	.810**	Responsiveness
Services Explanation	159	4.23	.711	.776**	4.22
Attitude	179	4.28	.620	.813**	Assurance
Knowledge	170	4.20	.658	.874**	4.24
Care	168	4.18	.689	.899**	Empathy
Ease of reach and contact	181	4.22	.696	.785**	4.20
Overall Satisfaction	178	4.22	.642	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	157	4.17	.700	.736**	Tangibles
Cleanliness	166	4.22	.655	.670**	4.20
Accuracy	168	4.16	.712	.782**	Reliability
Commitment	162	4.20	.695	.763**	4.18
Responsiveness	166	4.20	.656	.805**	Responsiveness
Services Explanation	164	4.22	.674	.778**	4.21
Attitude	177	4.25	.681	.812**	Assurance
Knowledge	173	4.23	.659	.826**	4.24
Care	174	4.17	.700	.893**	Empathy
Ease of reach and contact	180	4.24	.698	.796**	4.21
Overall Satisfaction	181	4.22	.677	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	191	4.18	.801	.578**	Tangibles
Cleanliness	195	4.25	.754	.659**	4.22
Accuracy	195	4.17	.732	.700**	Reliability
Commitment	189	4.30	.720	.703**	4.24
Responsiveness	192	4.23	.740	.759**	Responsiveness
Services Explanation	186	4.24	.728	.764**	4.24
Attitude	210	4.25	.716	.835**	Assurance
Knowledge	201	4.25	.693	.826**	4.25
Care	198	4.18	.785	.800**	Empathy
Ease of reach and contact	203	4.26	.685	.856**	4.22
Overall Satisfaction	204	4.23	.681	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	169	3.95	.898	.692**	Tangibles
Cleanliness	155	3.98	.856	.601**	3.97
Accuracy	208	3.92	.881	.702**	Reliability
Commitment	206	3.96	.855	.753**	3.94
Responsiveness	205	3.91	.887	.759**	Responsiveness
Services Explanation	200	3.96	.915	.814**	3.94
Attitude	221	3.97	.873	.783**	Assurance
Knowledge	214	4.04	.895	.775**	4.01
Care	214	3.92	.939	.813**	Empathy
Ease of reach and contact	217	3.99	.890	.744**	3.96
Overall Satisfaction	216	3.96	.886	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	140	4.03	.749	.712**	Tangibles
Cleanliness	143	4.06	.748	.682**	4.05
Accuracy	177	4.02	.812	.725**	Reliability
Commitment	171	4.13	.708	.693**	4.08
Responsiveness	172	4.11	.679	.732**	Responsiveness
Services Explanation	172	4.09	.759	.746**	4.10
Attitude	186	4.17	.715	.810**	Assurance
Knowledge	182	4.13	.701	.803**	4.15
Care	184	4.07	.758	.782**	Empathy
Ease of reach and contact	187	4.10	.727	.781**	4.09
Overall Satisfaction	186	4.11	.692	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	169	4.16	.774	.616**	Tangibles
Cleanliness	173	4.10	.760	.649**	4.13
Accuracy	200	4.29	.668	.787**	Reliability
Commitment	192	4.34	.635	.706**	4.32
Responsiveness	195	4.34	.634	.773**	Responsiveness
Services Explanation	192	4.34	.636	.798**	4.34
Attitude	212	4.43	.592	.786**	Assurance
Knowledge	204	4.27	.614	.796**	4.35
Care	206	4.33	.654	.798**	Empathy
Ease of reach and contact	210	4.30	.633	.739**	4.32
Overall Satisfaction	210	4.36	.596	-/-	-/-

<sup>#</sup>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=244)

	No. of Respondents	Mean	Standard Deviation
Personnel Office	230	4.16	0.833
Construction and Procurement Office	184	3.96	0.778
Central Services Office	187	4.09	0.670
Finance Division	174	4.20	0.686
Treasury Division	188	4.19	0.672
Student Affairs Office	178	4.22	0.642
Registry	181	4.22	0.677
Library	204	4.23	0.681
Computer Service Centre	216	3.96	0.886
Public Relations Office	186	4.11	0.692
Welfare and Recreation Department	210	4.36	0.596



## Part 2: “Service Output” Evaluation

### Respondents

	No. of respondents	% of respondents
Undergraduate students	535	61.5%
Seniors Academy students	91	10.5%
Academic Staff	92	10.6%
Administrative Staff	152	17.5%
Total	870	

### Distribution of Student Respondents

Country/Region of Origin	No. of respondents	% of respondents
Macao	439	50.5%
Chinese Mainland	69	7.9%
Others	27	3.1%
Total	535	

Teaching Mode	No. of respondents	% of respondents
Daytime	398	45.7%
Evening	137	15.7%
Total	535	

Current Year of Study	No. of respondents	% of respondents
Year 1	142	16.3%
Year 2	155	17.8%
Year 3	128	14.7%
Year 4	110	12.6%
Total	535	

Schools	No. of respondents	% of respondents
School of Arts	67	7.7%
School of Business	124	14.3%
School of Health Sciences	106	12.2%
School of Languages and Translation	89	10.2%
School of Physical Education and Sports	45	5.2%
School of Public Administration	104	12.0%
Total	535	



Overall Satisfaction Rated by Students, Academic and Administrative Staff towards “Service Output” items (n=870)

Item	No. of Respondents	Mean	Standard Deviation
Campus cleanliness	840	4.17	0.684
Campus greening	831	4.14	0.718
Campus security	791	4.23	0.690
Parking arrangements	532	3.75	0.911
Washroom ambience	830	3.87	0.827
Dormitory arrangements	106	4.02	1.005
Classroom ambience	694	3.84	0.797
Classroom facilities	678	3.57	0.948
Office ambience	226	3.94	0.755
Office facilities	226	3.90	0.762
Campus venue reservation	531	3.62	0.980
Campus canteen services	801	3.75	0.827
Campus canteen ambience	792	3.77	0.788
Network service quality	817	3.03	1.098
Computer software and hardware facilities	776	3.45	0.912
Computer room ambience	689	3.61	0.859
Helpdesk support efficiency	489	3.62	0.855
Internet resources and services	747	3.63	0.828
Interface or page design of web-based information systems	731	3.61	0.792
Library resources	629	3.71	0.792
Library ambience	726	3.97	0.722
Library facilities	717	3.89	0.753
Library services	729	3.91	0.740
Collection of various fees	651	3.50	0.872
Payment of various expenses	641	3.49	0.886
Student campus recreational activities	418	3.60	0.978
Student campus activities	496	3.67	0.949
Information about further studies, career counselling and student exchange affairs	329	3.42	0.859
Reception and enquiry services at the Registry front-desk	607	3.68	0.919
Applications for testimonials/certificates	392	3.55	0.901
Enrolment and makeup exam requests	385	3.45	0.959
General support for teaching staff	66	4.14	0.857
Coverage of performance pledge indicators	574	3.70	0.805
Clarity of performance pledge indicators	584	3.69	0.818