



## Administrative Services User Satisfaction Survey 2017/2018

### Part 1: “Administrative Support Services” Evaluation

Respondents

	Total no. of respondents	% of respondents
Academic Staff	86	40.4%
Administrative Staff	127	59.6%
Total	213	

Personnel Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=213)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	153	4.02	.730	.737**	Tangibles
Cleanliness	166	4.15	.666	.645**	4.09
Accuracy	191	4.09	.844	.745**	Reliability
Commitment	186	4.17	.807	.837**	4.13
Responsiveness	190	4.15	.862	.805**	Responsiveness
Services Explanation	192	4.06	.919	.814**	4.11
Attitude	198	4.21	.778	.856**	Assurance
Knowledge	193	4.14	.833	.887**	4.18
Care	192	4.13	.924	.863**	Empathy
Ease of reach and contact	194	4.19	.768	.789**	4.16
Overall Satisfaction	195	4.13	.818	-/-	-/-

#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=213)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	121	3.68	.819	.610**	Tangibles
Cleanliness	124	3.77	.787	.528**	3.73
Accuracy	150	3.84	.786	.673**	Reliability
Commitment	154	3.92	.824	.776**	3.88
Responsiveness	154	3.81	.869	.748**	Responsiveness
Services Explanation	148	3.89	.796	.812**	3.85
Attitude	153	4.04	.677	.827**	Assurance
Knowledge	151	4.07	.745	.735**	4.06
Care	148	3.94	.835	.823**	Empathy
Ease of reach and contact	152	4.03	.754	.732**	3.99
Overall Satisfaction	154	3.99	.767	-/-	-/-

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



Central Services: Overall Satisfaction Rated by Academic and Administrative Staff (n=213)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	125	3.92	.725	.572**	Tangibles
Cleanliness	131	3.92	.740	.565**	3.92
Accuracy	153	3.99	.761	.660**	Reliability
Commitment	152	4.05	.744	.683**	4.02
Responsiveness	151	4.01	.712	.660**	Responsiveness
Services Explanation	148	4.03	.732	.701**	4.02
Attitude	157	4.06	.736	.842**	Assurance
Knowledge	157	4.07	.735	.793**	4.07
Care	153	4.00	.803	.811**	Empathy
Ease of reach and contact	155	4.07	.765	.730**	4.04
Overall Satisfaction	158	4.11	.728	-/-	-/-

#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=213)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	115	3.98	.701	.611**	Tangibles
Cleanliness	120	4.10	.691	.543**	4.04
Accuracy	144	4.19	.702	.659**	Reliability
Commitment	144	4.21	.718	.645**	4.20
Responsiveness	145	4.20	.723	.675**	Responsiveness
Services Explanation	141	4.12	.741	.720**	4.16
Attitude	149	4.20	.707	.823**	Assurance
Knowledge	147	4.24	.698	.830**	4.22
Care	143	4.17	.750	.795**	Empathy
Ease of reach and contact	146	4.21	.723	.765**	4.19
Overall Satisfaction	148	4.24	.741	-/-	-/-

#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=213)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	122	4.07	.740	.684**	Tangibles
Cleanliness	127	4.16	.728	.563**	4.12
Accuracy	154	4.17	.684	.717**	Reliability
Commitment	149	4.28	.717	.690**	4.23
Responsiveness	145	4.26	.727	.645**	Responsiveness
Services Explanation	147	4.12	.758	.620**	4.19
Attitude	151	4.24	.728	.812**	Assurance
Knowledge	152	4.27	.709	.781**	4.26
Care	148	4.21	.758	.787**	Empathy
Ease of reach and contact	150	4.26	.690	.749**	4.24
Overall Satisfaction	153	4.29	.732	-/-	-/-

#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=213 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	131	4.15	.622	.521**	Tangibles
Cleanliness	134	4.12	.589	.585**	4.14
Accuracy	147	4.20	.711	.791**	Reliability
Commitment	147	4.25	.639	.782**	4.23
Responsiveness	150	4.19	.730	.763**	Responsiveness
Services Explanation	145	4.15	.776	.770**	4.17
Attitude	157	4.29	.670	.800**	Assurance
Knowledge	153	4.25	.721	.806**	4.27
Care	150	4.22	.759	.846**	Empathy
Ease of reach and contact	156	4.29	.709	.837**	4.26
Overall Satisfaction	161	4.24	.729	-/-	-/-

#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=213 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	135	4.12	.702	.584**	Tangibles
Cleanliness	142	4.17	.595	.633**	4.15
Accuracy	149	4.19	.675	.822**	Reliability
Commitment	149	4.23	.651	.793**	4.21
Responsiveness	153	4.23	.693	.747**	Responsiveness
Services Explanation	146	4.18	.724	.722**	4.21
Attitude	159	4.32	.577	.782**	Assurance
Knowledge	157	4.25	.647	.827**	4.29
Care	152	4.19	.725	.841**	Empathy
Ease of reach and contact	159	4.30	.654	.749**	4.25
Overall Satisfaction	161	4.24	.666	-/-	-/-

#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=213 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	171	4.20	.725	.513**	Tangibles
Cleanliness	174	4.30	.640	.597**	4.25
Accuracy	173	4.21	.695	.765**	Reliability
Commitment	170	4.27	.695	.711**	4.24
Responsiveness	164	4.26	.708	.734**	Responsiveness
Services Explanation	167	4.23	.702	.730**	4.25
Attitude	181	4.28	.684	.833**	Assurance
Knowledge	179	4.24	.698	.828**	4.26
Care	171	4.19	.746	.820**	Empathy
Ease of reach and contact	178	4.26	.699	.783**	4.23
Overall Satisfaction	182	4.25	.697	-/-	-/-

#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=213 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	150	3.87	.762	.584**	Tangibles
Cleanliness	146	3.91	.760	.554**	3.89
Accuracy	186	3.96	.828	.728**	Reliability
Commitment	188	3.98	.814	.752**	3.97
Responsiveness	188	4.04	.845	.764**	Responsiveness
Services Explanation	184	4.03	.813	.707**	4.04
Attitude	193	4.06	.788	.778**	Assurance
Knowledge	195	4.13	.792	.719**	4.10
Care	185	4.02	.891	.753**	Empathy
Ease of reach and contact	192	4.06	.820	.685**	4.04
Overall Satisfaction	193	4.08	.773	-/-	-/-

#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=213 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	117	3.91	.702	.620**	Tangibles
Cleanliness	116	4.09	.612	.532**	4.00
Accuracy	147	4.05	.792	.789**	Reliability
Commitment	150	4.15	.792	.743**	4.10
Responsiveness	146	4.18	.733	.755**	Responsiveness
Services Explanation	146	4.14	.730	.756**	4.16
Attitude	156	4.24	.728	.820**	Assurance
Knowledge	157	4.20	.723	.791**	4.22
Care	149	4.09	.805	.859**	Empathy
Ease of reach and contact	151	4.11	.779	.750**	4.10
Overall Satisfaction	157	4.21	.725	-/-	-/-

#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=213 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	153	3.98	.739	.511**	Tangibles
Cleanliness	142	3.96	.748	.583**	3.97
Accuracy	173	4.24	.723	.746**	Reliability
Commitment	173	4.32	.713	.775**	4.28
Responsiveness	169	4.34	.699	.701**	Responsiveness
Services Explanation	165	4.25	.730	.738**	4.30
Attitude	174	4.41	.619	.840**	Assurance
Knowledge	174	4.28	.702	.781**	4.35
Care	169	4.34	.723	.868**	Empathy
Ease of reach and contact	171	4.25	.750	.797**	4.30
Overall Satisfaction	175	4.34	.692	-/-	-/-

#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=213)

	No. of respondents	Mean	Standard Deviation
Personnel Office	195	4.13	.818
Construction and Procurment Office	154	3.99	.767
Central Services Office	158	4.11	.728
Finance Division	148	4.24	.741
Treasury Division	153	4.29	.732
Student Affairs Office	161	4.24	.729
Registry	161	4.24	.666
Library	182	4.25	.697
Computer Service Office	193	4.08	.773
Public Relations Office	157	4.21	.725
Welfare and Recreation Department	175	4.34	.692

Mean of the Five Quality Dimensions (n=213)

	Tangibles	Reliability	Responsiveness	Assurance	Empathy	Mean
Personnel Office	4.09	4.13	4.11	4.18	4.16	4.13
Construction and Procurment Office	3.73	3.88	3.85	4.06	3.99	3.90
Central Services Office	3.92	4.02	4.02	4.07	4.04	4.01
Finance Division	4.04	4.20	4.16	4.22	4.19	4.16
Treasury Division	4.12	4.23	4.19	4.26	4.24	4.21
Student Affairs Office	4.14	4.23	4.17	4.27	4.26	4.21
Registry	4.15	4.21	4.21	4.29	4.25	4.22
Library	4.25	4.24	4.25	4.26	4.23	4.25
Computer Service Office	3.89	3.97	4.04	4.10	4.04	4.01
Public Relations Office	4.00	4.10	4.16	4.22	4.10	4.12
Welfare and Recreation Department	3.97	4.28	4.30	4.35	4.30	4.24
<b>Mean</b>	4.03	4.14	4.13	4.21	4.16	4.13



## Part 2: “Service Output” Evaluation

### Respondents

	No. of respondents	% of respondents
Undergraduate Students	598	65.7%
Seniors Academy Students	99	10.8%
Academic Staff	86	9.5%
Administrative Staff	127	14%
Total	910	

### Distribution of Student Respondents

Country/Region of Origin	No. of respondents	% of respondents
Macao	483	53.1%
Chinese Mainland	100	11.0%
Others	15	1.6%
Total	598	

Teaching Mode	No. of respondents	% of respondents
Daytime	481	52.9%
Evening	117	12.8%
Total	598	

Current Year of Study	No. of respondents	% of respondents
Year 1	206	22.6%
Year 2	126	13.8%
Year 3	158	17.4%
Year 4	108	11.9%
Total	598	

Schools	No. of respondents	% of respondents
School of Arts	69	7.6%
School of Business	151	16.6%
School of Health Sciences	84	9.2%
School of Languages and Translation	133	14.6%
School of Physical Education and Sports	40	4.4%
School of Public Administration	121	13.3%
Total	598	



Overall Satisfaction Rated by Student, Academic and Administrative Staff towards “Service Output” items (n=910)

Item	No. of respondents	Mean	Standard Deviation
Campus cleanliness	889	4.14	.664
Campus greening	882	4.13	.722
Campus security	876	4.21	.690
Parking arrangements	534	3.82	.868
Washroom ambience	887	3.80	.883
Dormitory arrangements	298	3.98	.862
Classroom ambience	858	3.83	.788
Classroom facilities	845	3.62	.889
Office ambience	464	3.90	.757
Office facilities	448	3.90	.793
Campus venue reservation	561	3.70	.895
Campus canteen services	835	3.63	.868
Campus canteen ambience	832	3.69	.822
Network service quality	862	3.23	1.008
Computer software and hardware facilities	804	3.49	.902
Computer room ambience	739	3.64	.818
Helpdesk support efficiency	543	3.74	.854
Internet resources and services	771	3.68	.817
Interface or page design of web-based information systems	760	3.63	.795
Library resources	647	3.74	.826
Library ambience	744	3.99	.714
Library facilities	735	3.89	.756
Library services	727	3.93	.737
Collection of various fees	695	3.62	.857
Payment of various expenses	692	3.63	.864
Reception and enquiry services at the Registry front-desk	727	3.73	.882
Applications for testimonials/ certificates	571	3.71	.865
Enrolment and makeup exam requests	554	3.57	.984
Student activities	544	3.71	.922
Information about further studies, career counselling and student exchange	499	3.65	.871
Campus recreational activities and counselling services	509	3.76	.889
General support for teaching staff	709	3.80	.757
Coverage of performance pledge indicators	608	3.72	.815
Clarity of performance pledge indicators	613	3.71	.824