



## Administrative Services User Satisfaction Survey 2018/2019

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

Respondents

	Total no. of respondents	% of respondents
Academic Staff	94	42.2
Administrative Staff	129	57.8
Total	223	100

Personnel Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	160	4.15	.656	.615**	Tangibles
Cleanliness	175	4.18	.749	.593**	4.17
Accuracy	200	4.02	.850	.828**	Reliability
Commitment	193	4.09	.824	.858**	4.06
Responsiveness	197	4.07	.830	.823**	Responsiveness
Services Explanation	197	4.05	.829	.846**	4.06
Attitude	205	4.17	.859	.847**	Assurance
Knowledge	199	4.13	.834	.842**	4.15
Care	204	4.02	.933	.907**	Empathy
Ease of reach and contact	203	4.15	.807	.805**	4.09
Overall Satisfaction	201	4.11	.792	-/-	-/-

<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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	119	3.82	.860	.574**	Tangibles
Cleanliness	122	3.88	.849	.556**	3.85
Accuracy	151	3.87	.751	.717**	Reliability
Commitment	143	3.85	.805	.812**	3.86
Responsiveness	152	3.89	.794	.811**	Responsiveness
Services Explanation	151	3.99	.707	.852**	3.94
Attitude	152	3.98	.793	.830**	Assurance
Knowledge	147	4.07	.699	.761**	4.03
Care	153	3.97	.743	.773**	Empathy
Ease of reach and contact	150	3.96	.750	.777**	3.97
Overall Satisfaction	150	3.95	.717	-/-	-/-

<sup>#</sup>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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	122	3.96	.776	.695**	Tangibles
Cleanliness	123	4.00	.768	.553**	3.98
Accuracy	156	3.99	.749	.777**	Reliability
Commitment	150	4.10	.712	.815**	4.05
Responsiveness	158	4.11	.683	.825**	Responsiveness
Services Explanation	158	4.11	.719	.852**	4.11
Attitude	164	4.07	.744	.840**	Assurance
Knowledge	158	4.13	.678	.814**	4.10
Care	159	4.03	.737	.835**	Empathy
Ease of reach and contact	158	4.08	.740	.754**	4.06
Overall Satisfaction	160	4.09	.734	-/-	-/-

<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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	130	4.06	.713	.551**	Tangibles
Cleanliness	130	4.16	.702	.532**	4.11
Accuracy	159	4.19	.704	.716**	Reliability
Commitment	155	4.22	.714	.689**	4.21
Responsiveness	160	4.18	.690	.725**	Responsiveness
Services Explanation	154	4.19	.712	.789**	4.19
Attitude	160	4.21	.736	.804**	Assurance
Knowledge	156	4.22	.625	.869**	4.22
Care	157	4.06	.765	.810**	Empathy
Ease of reach and contact	155	4.23	.643	.786**	4.15
Overall Satisfaction	158	4.18	.676	-/-	-/-

<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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	136	4.15	.719	.522**	Tangibles
Cleanliness	139	4.20	.714	.503**	4.18
Accuracy	169	4.19	.740	.740**	Reliability
Commitment	167	4.25	.732	.681**	4.22
Responsiveness	172	4.19	.718	.762**	Responsiveness
Services Explanation	163	4.16	.761	.719**	4.18
Attitude	169	4.24	.726	.797**	Assurance
Knowledge	163	4.23	.731	.836**	4.24
Care	162	4.14	.776	.786**	Empathy
Ease of reach and contact	160	4.24	.652	.774**	4.19
Overall Satisfaction	166	4.21	.695	-/-	-/-

<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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	137	4.22	.661	.604**	Tangibles
Cleanliness	141	4.26	.672	.571**	4.24
Accuracy	160	4.11	.678	.730**	Reliability
Commitment	152	4.18	.645	.786**	4.15
Responsiveness	154	4.16	.668	.803**	Responsiveness
Services Explanation	153	4.20	.679	.763**	4.18
Attitude	166	4.22	.680	.864**	Assurance
Knowledge	160	4.23	.634	.867**	4.23
Care	154	4.16	.706	.863**	Empathy
Ease of reach and contact	162	4.26	.655	.761**	4.21
Overall Satisfaction	160	4.19	.646	-/-	-/-

<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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	136	4.25	.618	.729**	Tangibles
Cleanliness	151	4.32	.638	.619**	4.29
Accuracy	155	4.18	.688	.734**	Reliability
Commitment	151	4.22	.652	.839**	4.20
Responsiveness	153	4.14	.702	.875**	Responsiveness
Services Explanation	152	4.18	.741	.835**	4.16
Attitude	166	4.23	.669	.821**	Assurance
Knowledge	156	4.22	.678	.848**	4.23
Care	152	4.16	.741	.860**	Empathy
Ease of reach and contact	157	4.25	.676	.798**	4.21
Overall Satisfaction	155	4.18	.716	-/-	-/-

<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=223)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	186	4.23	.752	.615**	Tangibles
Cleanliness	189	4.33	.713	.578**	4.28
Accuracy	186	4.25	.678	.726**	Reliability
Commitment	175	4.31	.658	.783**	4.28
Responsiveness	178	4.28	.646	.807**	Responsiveness
Services Explanation	179	4.26	.648	.775**	4.27
Attitude	192	4.33	.615	.796**	Assurance
Knowledge	183	4.29	.636	.798**	4.31
Care	182	4.23	.674	.859**	Empathy
Ease of reach and contact	189	4.32	.640	.769**	4.28
Overall Satisfaction	189	4.29	.630	-/-	-/-

<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=223 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	159	3.82	.960	.689**	Tangibles
Cleanliness	143	3.90	.870	.581**	3.86
Accuracy	195	3.83	.978	.816**	Reliability
Commitment	188	3.83	.030	.802**	3.83
Responsiveness	191	3.85	.005	.810**	Responsiveness
Services Explanation	186	3.87	.935	.826**	3.86
Attitude	193	3.93	.913	.891**	Assurance
Knowledge	191	3.99	.874	.825**	3.96
Care	191	3.85	.931	.883**	Empathy
Ease of reach and contact	190	3.93	.900	.767**	3.89
Overall Satisfaction	192	3.89	.900	-/-	-/-

<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=223 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	118	4.10	.755	.608**	Tangibles
Cleanliness	120	4.10	.749	.511**	4.10
Accuracy	155	4.08	.702	.743**	Reliability
Commitment	145	4.14	.663	.772**	4.11
Responsiveness	152	4.05	.735	.786**	Responsiveness
Services Explanation	151	4.07	.740	.747**	4.06
Attitude	160	4.16	.765	.848**	Assurance
Knowledge	153	4.14	.726	.887**	4.15
Care	153	4.07	.779	.859**	Empathy
Ease of reach and contact	150	4.06	.788	.794**	4.07
Overall Satisfaction	150	4.09	.763	-/-	-/-

<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=223 )

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	144	4.26	.738	.650**	Tangibles
Cleanliness	148	4.08	.752	.514**	4.17
Accuracy	179	4.29	.657	.724**	Reliability
Commitment	173	4.32	.646	.746**	4.31
Responsiveness	175	4.34	.658	.754**	Responsiveness
Services Explanation	173	4.29	.647	.754**	4.32
Attitude	184	4.41	.647	.887**	Assurance
Knowledge	178	4.35	.623	.836**	4.38
Care	178	4.37	.662	.872**	Empathy
Ease of reach and contact	177	4.29	.694	.805**	4.33
Overall Satisfaction	181	4.38	.643	-/-	-/-

<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=223 )

	No. of respondents	Mean	Standard Deviation
Personnel Office	201	4.11	.792
Construction and Procurement Office	150	3.95	.717
Central Services Office	160	4.09	.734
Finance Division	158	4.18	.676
Treasury Division	166	4.21	.695
Student Affairs Office	160	4.19	.646
Registry	155	4.18	.716
Library	189	4.29	.630
Computer Service Office	192	3.89	.900
Public Relations Office	150	4.09	.763
Welfare and Recreation Department	181	4.38	.643

Mean of the Five Quality Dimensions ( n=223 )

	Tangibles	Reliability	Responsiveness	Assurance	Empathy	Mean
Personnel Office	4.17	4.06	4.06	4.15	4.09	4.11
Construction and Procurement Office	3.85	3.86	3.94	4.03	3.97	3.93
Central Services Office	3.98	4.05	4.11	4.10	4.06	4.06
Finance Division	4.11	4.21	4.19	4.22	4.15	4.18
Treasury Division	4.18	4.22	4.18	4.24	4.19	4.20
Student Affairs Office	4.24	4.15	4.18	4.23	4.21	4.20
Registry	4.29	4.20	4.16	4.23	4.21	4.22
Library	4.28	4.28	4.27	4.31	4.28	4.28
Computer Service Office	3.86	3.83	3.86	3.96	3.89	3.88
Public Relations Office	4.10	4.11	4.06	4.15	4.07	4.10
Welfare and Recreation Department	4.17	4.31	4.32	4.38	4.33	4.30
<b>Mean</b>	4.11	4.12	4.12	4.18	4.13	4.13



## Part 2: “Service Output” Evaluation

### Respondents

	No. of respondents	% of respondents
Undergraduate Students	748	69.5
Seniors Academy Students	105	9.8
Academic Staff	94	8.7
Administrative Staff	129	12.0
Total	1076	100

### Distribution of Student Respondents

Country/Region of Origin	No. of respondents	% of respondents
Macao	597	55.5
Chinese Mainland	114	10.6
Others	37	3.4
Total	748	69.5

Teaching Mode	No. of respondents	% of respondents
Daytime	633	58.8
Evening	115	10.7
Total	748	69.5

Current Year of Study	No. of respondents	% of respondents
Year 1	212	19.7
Year 2	185	17.2
Year 3	192	17.8
Year 4	159	14.8
Total	748	69.5

Schools	No. of respondents	% of respondents
School of Arts	90	8.4
School of Business	181	16.8
School of Health Sciences	119	11.1
School of Languages and Translation	144	13.4
School of Physical Education and Sports	55	5.0
School of Public Administration	159	14.8
Total	748	69.5



Overall Satisfaction Rated by Student, Academic and Administrative Staff towards “Service Output” items (n=1076)

Item	No. of respondents	Mean	Standard Deviation
Campus cleanliness	1051	4.05	.776
Campus greening	1045	4.06	.764
Campus security	1027	4.11	.774
Parking arrangements	633	3.81	.874
Washroom ambience	1021	3.65	.929
Dormitory arrangements	348	3.88	.879
Classroom ambience	1010	3.73	.829
Classroom facilities	978	3.54	.924
Office ambience	540	3.88	.795
Office facilities	521	3.83	.798
Campus venue reservation	660	3.71	.908
Campus canteen services	975	3.67	.833
Campus canteen ambience	967	3.66	.834
Network service quality	1014	3.34	1.032
Computer software and hardware facilities	964	3.34	.996
Computer room ambience	877	3.53	.863
Helpdesk support efficiency	623	3.65	.898
Internet resources and services	910	3.62	.858
Interface or page design of web-based information systems	904	3.57	.856
Library resources	777	3.66	.880
Library ambience	884	3.97	.785
Library facilities	860	3.85	.823
Library online services	739	3.76	.852
Library services	743	3.82	.840
Collection of various fees	801	3.51	.885
Payment of various expenses	790	3.52	.871
Reception and enquiry services at the Registry front-desk	841	3.68	.887
Applications for testimonials/ certificates	676	3.62	.887
Enrolment and makeup exam requests	689	3.44	1.010
Student activities	670	3.57	.936
Information about further studies, career counselling and student exchange	624	3.53	.899
Campus recreational activities and counselling services	623	3.55	.944
General support for teaching staff	859	3.72	.785
Coverage of performance pledge indicators	732	3.64	.819
Clarity of performance pledge indicators	738	3.64	.831