



Administrative Services User Satisfaction Survey 2019/2020

Part 1: “Administrative Support Services” Evaluation

Respondents

	Total no. of respondents	% of respondents
Academic Staff	88	42.3%
Administrative Staff	120	57.7%
Total	208	100.0%

Registry: Overall Satisfaction Rated by Academic and Administrative Staff (n=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	126	4.20	0.704	.710**	Tangibility
Cleanliness	144	4.31	0.653	.718**	4.26
Accuracy	146	4.12	0.801	.850**	Reliability
Commitment	148	4.20	0.756	.795**	4.16
Responsiveness	147	4.17	0.797	.801**	Responsiveness
Services know-how	144	4.18	0.754	.876**	4.18
Attitude	152	4.27	0.772	.829**	Assurance
Work skills	146	4.20	0.739	.897**	4.24
Consideration	146	4.12	0.846	.867**	Empathy
Contact points	153	4.24	0.750	.761**	4.18
Overall satisfaction	154	4.18	0.760	-/-	-/-

[#]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=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	116	4.18	0.729	.786**	Tangibility
Cleanliness	127	4.28	0.651	.707**	4.23
Accuracy	139	4.19	0.718	.808**	Reliability
Commitment	139	4.25	0.703	.845**	4.22
Responsiveness	144	4.22	0.711	.828**	Responsiveness
Services know-how	139	4.23	0.745	.859**	4.23
Attitude	148	4.30	0.667	.802**	Assurance
Work skills	139	4.24	0.698	.815**	4.27
Consideration	140	4.24	0.695	.867**	Empathy
Contact points	153	4.28	0.711	.791**	4.26
Overall satisfaction	154	4.18	0.687	-/-	-/-

[#]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=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	179	4.20	0.750	.661**	Tangibility
Cleanliness	183	4.32	0.663	.671**	4.26
Accuracy	181	4.23	0.682	.801**	Reliability
Commitment	172	4.34	0.660	.809**	4.29
Responsiveness	182	4.29	0.671	.841**	Responsiveness
Services know-how	175	4.29	0.677	.834**	4.29
Attitude	188	4.32	0.697	.768**	Assurance
Work skills	182	4.27	0.658	.783**	4.30
Consideration	177	4.25	0.705	.851**	Empathy
Contact points	185	4.28	0.703	.822**	4.27
Overall satisfaction	185	4.30	0.664	-/-	-/-

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

Personnel Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	165	4.17	0.738	.734**	Tangibility
Cleanliness	173	4.19	0.718	.710**	4.18
Accuracy	197	4.18	0.798	.857**	Reliability
Commitment	198	4.21	0.744	.852**	4.20
Responsiveness	198	4.18	0.839	.877**	Responsiveness
Services know-how	199	4.16	0.792	.893**	4.17
Attitude	199	4.20	0.829	.893**	Assurance
Work skills	198	4.17	0.792	.909**	4.19
Consideration	199	4.17	0.777	.862**	Empathy
Contact points	199	4.23	0.736	.825**	4.20
Overall satisfaction	200	4.20	0.781	-/-	-/-

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

Finance Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	131	4.08	0.734	.777**	Tangibility
Cleanliness	144	4.17	0.723	.781**	4.13
Accuracy	171	4.20	0.751	.832**	Reliability
Commitment	168	4.21	0.735	.858**	4.21
Responsiveness	170	4.17	0.769	.900**	Responsiveness
Services know-how	169	4.18	0.797	.842**	4.18
Attitude	170	4.16	0.802	.874**	Assurance
Work skills	166	4.20	0.732	.880**	4.18
Consideration	162	4.17	0.766	.877**	Empathy
Contact points	172	4.20	0.739	.820**	4.19
Overall satisfaction	173	4.20	0.729	-/-	-/-

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



Campus Maintenance and Development Office: Overall Satisfaction Rated by Academic and Administrative Staff (n=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	134	4.01	0.790	.764**	Tangibility
Cleanliness	133	4.14	0.719	.753**	4.08
Accuracy	159	4.09	0.750	.861**	Reliability
Commitment	150	4.15	0.718	.868**	4.12
Responsiveness	160	4.15	0.746	.767**	Responsiveness
Services know-how	154	4.10	0.734	.848**	4.13
Attitude	155	4.16	0.769	.840**	Assurance
Work skills	154	4.10	0.730	.893**	4.13
Consideration	153	4.09	0.755	.839**	Empathy
Contact points	158	4.13	0.729	.818**	4.11
Overall satisfaction	159	4.11	0.699	-/-	-/-

#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=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	126	3.90	0.828	.725**	Tangibility
Cleanliness	131	4.02	0.850	.759**	3.96
Accuracy	161	3.92	0.836	.850**	Reliability
Commitment	156	3.96	0.845	.818**	3.94
Responsiveness	157	3.96	0.861	.812**	Responsiveness
Services know-how	157	4.03	0.796	.826**	4.00
Attitude	155	4.10	0.774	.875**	Assurance
Work skills	153	4.10	0.741	.827**	4.10
Consideration	153	4.03	0.786	.843**	Empathy
Contact points	159	4.04	0.779	.823**	4.04
Overall satisfaction	159	4.03	0.746	-/-	-/-

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

Information Technology Department: Overall Satisfaction Rated by Academic and Administrative Staff (n=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	162	4.10	0.749	.763**	Tangibility
Cleanliness	156	4.13	0.801	.706**	4.12
Accuracy	191	4.05	0.835	.892**	Reliability
Commitment	184	4.09	0.828	.849**	4.07
Responsiveness	192	4.10	0.862	.814**	Responsiveness
Services know-how	189	4.14	0.773	.903**	4.12
Attitude	190	4.17	0.814	.848**	Assurance
Work skills	187	4.21	0.760	.844**	4.19
Consideration	186	4.10	0.861	.828**	Empathy
Contact points	191	4.14	0.785	.785**	4.12
Overall satisfaction	191	4.09	0.800	-/-	-/-

#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=208)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation [#]	Five Quality Dimensions (Mean)
Facilities	118	4.02	0.847	.825**	Tangibility
Cleanliness	119	4.07	0.810	.776**	4.05
Accuracy	154	4.08	0.796	.917**	Reliability
Commitment	151	4.16	0.792	.874**	4.12
Responsiveness	155	4.16	0.777	.898**	Responsiveness
Services know-how	153	4.14	0.790	.912**	4.15
Attitude	158	4.22	0.787	.845**	Assurance
Work skills	150	4.15	0.772	.932**	4.19
Consideration	152	4.09	0.821	.854**	Empathy
Contact points	159	4.11	0.834	.831**	4.10
Overall satisfaction	157	4.11	0.792	-/-	-/-

[#]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=208)

	No. of respondents	Mean	Standard Deviation
Registry	154	4.18	0.760
Student Affairs Office	154	4.18	0.687
Library	185	4.30	0.664
Personnel Office	200	4.20	0.781
Finance Office	173	4.20	0.729
Campus Maintenance and Development Office	159	4.11	0.699
Construction and Procurement Office	159	4.03	0.746
Information Technology Department	191	4.09	0.800
Public Relations Office	157	4.11	0.792

Mean of the Five Quality Dimensions (n=208)

	Tangibility	Reliability	Responsiveness	Assurance	Empathy	Mean
Registry	4.26	4.16	4.18	4.24	4.18	4.20
Student Affairs Office	4.23	4.22	4.23	4.27	4.26	4.24
Library	4.26	4.29	4.29	4.30	4.27	4.28
Personnel Office	4.18	4.20	4.17	4.19	4.20	4.19
Finance Office	4.13	4.21	4.18	4.18	4.19	4.18
Campus Maintenance and Development Office	4.08	4.12	4.13	4.13	4.11	4.11
Construction and Procurement Office	3.96	3.94	4.00	4.10	4.04	4.01
Information Technology Department	4.12	4.07	4.12	4.19	4.12	4.12
Public Relations Office	4.05	4.12	4.15	4.19	4.10	4.12
Mean	4.14	4.15	4.16	4.20	4.16	4.16



Part 2: “Service Output” Evaluation

Respondents

	No. of respondents	% of respondents
Undergraduate Students	402	58.3
Seniors Academy Students	80	11.6
Academic Staff	88	12.8
Administrative Staff	120	17.4
Total	690	100.0

Distribution of Undergraduate Student Respondents

Country/Region of Origin	No. of respondents	% of respondents
Macao	270	39.1
Chinese Mainland	99	14.3
Others	33	4.8
Total	402	58.3

Teaching Mode	No. of respondents	% of respondents
Daytime	316	45.8
Evening	86	12.5
Total	402	58.3

Current Year of Study	No. of respondents	% of respondents
Year 1	111	16.1
Year 2	80	11.6
Year 3	138	20.0
Year 4	73	10.6
Total	402	58.3

Schools	No. of respondents	% of respondents
School of Arts	20	2.9
School of Applied Sciences	60	8.7
School of Business	62	9.0
School of Humanities and Social Sciences	104	15.1
School of Health Sciences and Sports	46	6.7
School of Languages and Translation	110	15.9
Total	402	58.3



Overall Satisfaction Rated by Students, Academic and Administrative Staff Towards “Service Output” Items (n=690)

Item	No. of respondents	Mean	Standard Deviation
1. Campus cleanliness	673	4.18	0.730
2. Campus greening	670	4.19	0.735
3. Campus security	666	4.28	0.703
4. Parking arrangements	383	3.77	0.885
5. Washroom ambience	668	3.79	0.875
6. Student dormitory arrangements	223	3.90	0.912
7. Classroom ambience	643	3.87	0.795
8. Classroom facilities	639	3.70	0.855
9. Office ambience	387	3.91	0.797
10. Office facilities	382	3.92	0.748
11. Campus venue reservation	424	3.78	0.867
12. Campus canteen services	623	3.74	0.801
13. Campus canteen ambience	623	3.75	0.791
14. Network service quality	656	3.56	0.969
15. Computer software and hardware facilities	626	3.56	0.880
16. Computer room ambience	532	3.68	0.836
17. Helpdesk support efficiency	428	3.75	0.844
18. Internet resources and services	606	3.68	0.881
19. Interface or page design of web-based information systems	585	3.53	0.923
20. Library resources	538	3.83	0.816
21. Library ambience	596	4.04	0.754
22. Library facilities	565	3.91	0.829
23. Library online services	496	3.91	0.794
24. Library services	494	3.95	0.760
25. Collection of various fees	501	3.65	0.832
26. Payment of various expenses	502	3.63	0.796
27. Reception and enquiry services at the Registry front-desk	530	3.85	0.794
28. Applications for testimonials/certificates	413	3.85	0.763
29. Enrolment and re-sit exam applications	378	3.70	0.895
30. Student activities	426	3.77	0.856
31. Student services	408	3.77	0.844
32. Teaching support for academic staff	531	3.86	0.807
33. Coverage of performance pledge indicators	461	3.82	0.755
34. Clarity of performance pledge indicators	468	3.81	0.763