



## Services User Satisfaction Survey 2020/2021

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

Respondents

	Total no. of respondents	% of respondents
Academic Staff	61	33.7%
Administrative Staff	120	66.3%
Total	181	100.0%

Registry: Overall Satisfaction Rated by Academic and Administrative Staff (n=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	92	4.10	0.696	.716**	Tangibility
Cleanliness	112	4.22	0.654	.651**	4.16
Accuracy	114	4.03	0.722	.871**	Reliability
Commitment	109	4.07	0.729	.891**	4.05
Responsiveness	116	4.07	0.694	.893**	Responsiveness
Services know-how	111	4.09	0.708	.852**	4.08
Attitude	124	4.15	0.706	.842**	Assurance
Work skills	115	4.11	0.685	.789**	4.13
Consideration	119	3.99	0.776	.865**	Empathy
Contact points	120	4.18	0.644	.816**	4.09
Overall satisfaction	124	4.10	0.655	-	-

<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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	88	4.02	0.711	.734**	Tangibility
Cleanliness	99	4.15	0.660	.660**	4.09
Accuracy	115	4.06	0.717	.922**	Reliability
Commitment	111	4.12	0.697	.934**	4.09
Responsiveness	115	4.09	0.744	.928**	Responsiveness
Services know-how	114	4.11	0.733	.893**	4.10
Attitude	124	4.16	0.679	.893**	Assurance
Work skills	118	4.18	0.687	.900**	4.17
Consideration	121	4.10	0.735	.960**	Empathy
Contact points	120	4.21	0.685	.852**	4.16
Overall satisfaction	123	4.14	0.705	-	-

<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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	135	4.21	0.716	.664**	Tangibility
Cleanliness	139	4.34	0.708	.685**	4.28
Accuracy	138	4.22	0.725	.851**	Reliability
Commitment	133	4.26	0.706	.847**	4.24
Responsiveness	139	4.21	0.766	.865**	Responsiveness
Services know-how	134	4.16	0.738	.872**	4.19
Attitude	143	4.30	0.712	.850**	Assurance
Work skills	135	4.22	0.740	.849**	4.26
Consideration	138	4.20	0.734	.864**	Empathy
Contact points	141	4.21	0.695	.787**	4.21
Overall satisfaction	141	4.22	0.677	-	-

<sup>#</sup>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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	136	4.08	0.656	.783**	Tangibility
Cleanliness	143	4.18	0.678	.723**	4.13
Accuracy	164	4.09	0.755	.849**	Reliability
Commitment	161	4.17	0.703	.855**	4.13
Responsiveness	167	4.12	0.751	.872**	Responsiveness
Services know-how	165	4.10	0.743	.840**	4.11
Attitude	170	4.17	0.785	.894**	Assurance
Work skills	164	4.13	0.719	.882**	4.15
Consideration	164	4.13	0.739	.899**	Empathy
Contact points	165	4.19	0.695	.752**	4.16
Overall satisfaction	167	4.17	0.720	-	-

<sup>#</sup>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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	115	4.16	0.696	.725**	Tangibility
Cleanliness	120	4.23	0.730	.695**	4.20
Accuracy	146	4.20	0.739	.859**	Reliability
Commitment	141	4.24	0.726	.871**	4.22
Responsiveness	146	4.18	0.761	.878**	Responsiveness
Services know-how	143	4.17	0.750	.852**	4.18
Attitude	148	4.18	0.765	.884**	Assurance
Work skills	146	4.21	0.714	.950**	4.20
Consideration	147	4.12	0.767	.900**	Empathy
Contact points	146	4.18	0.733	.897**	4.15
Overall satisfaction	146	4.18	0.724	-	-

<sup>#</sup>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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	115	3.92	0.785	.761**	Tangibility
Cleanliness	123	4.10	0.773	.846**	4.01
Accuracy	145	3.91	0.841	.862**	Reliability
Commitment	139	4.03	0.770	.888**	3.97
Responsiveness	148	3.95	0.803	.894**	Responsiveness
Services know-how	139	3.97	0.798	.880**	3.96
Attitude	147	4.07	0.777	.865**	Assurance
Work skills	143	4.01	0.796	.880**	4.04
Consideration	144	3.98	0.771	.866**	Empathy
Contact points	143	4.05	0.754	.868**	4.02
Overall satisfaction	145	4.03	0.740	-	-

#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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	108	3.97	0.767	.698**	Tangibility
Cleanliness	109	4.07	0.742	.642**	4.02
Accuracy	137	3.94	0.811	.879**	Reliability
Commitment	137	3.91	0.865	.836**	3.93
Responsiveness	139	3.93	0.857	.850**	Responsiveness
Services know-how	138	4.03	0.782	.851**	3.98
Attitude	139	4.06	0.809	.876**	Assurance
Work skills	136	4.10	0.791	.868**	4.08
Consideration	134	3.99	0.858	.884**	Empathy
Contact points	137	4.09	0.762	.843**	4.04
Overall satisfaction	136	4.04	0.793	-	-

#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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation#	Five Quality Dimensions (Mean)
Facilities	129	3.88	0.810	.783**	Tangibility
Cleanliness	127	4.02	0.776	.562**	3.95
Accuracy	164	3.83	0.897	.887**	Reliability
Commitment	164	3.82	0.935	.896**	3.83
Responsiveness	170	3.82	0.934	.873**	Responsiveness
Services know-how	168	3.95	0.877	.876**	3.89
Attitude	170	3.94	0.878	.922**	Assurance
Work skills	166	3.99	0.824	.846**	3.97
Consideration	165	3.87	0.941	.881**	Empathy
Contact points	168	3.92	0.909	.846**	3.90
Overall satisfaction	170	3.84	0.899	-	-

#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=181)

	No. of respondents	Mean	Standard Deviation	Coefficient Correlation <sup>#</sup>	Five Quality Dimensions (Mean)
Facilities	85	3.98	0.723	.773**	Tangibility
Cleanliness	92	4.13	0.730	.674**	4.06
Accuracy	111	3.97	0.744	.838**	Reliability
Commitment	114	4.02	0.728	.805**	4.00
Responsiveness	116	4.05	0.708	.852**	Responsiveness
Services know-how	114	4.03	0.722	.866**	4.04
Attitude	123	4.13	0.724	.842**	Assurance
Work skills	117	4.06	0.769	.862**	4.10
Consideration	116	4.05	0.790	.894**	Empathy
Contact points	117	4.07	0.785	.810**	4.05
Overall satisfaction	119	4.08	0.727	-	-

<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 Academic Support and Administrative Services Department (n=181)

	No. of respondents	Mean	Standard Deviation
Registry	124	4.10	0.655
Student Affairs Office	123	4.14	0.705
Library	141	4.22	0.677
Personnel Office	167	4.17	0.720
Finance Office	146	4.18	0.724
Campus Maintenance and Development Office	145	4.03	0.740
Construction and Procurement Office	136	4.04	0.793
Information Technology Department	170	3.84	0.899
Public Relations Office	119	4.08	0.727

Mean of the Five Quality Dimensions (n=181)

	Tangibility	Reliability	Responsiveness	Assurance	Empathy	Mean
Registry	4.16	4.05	4.08	4.13	4.09	4.10
Student Affairs Office	4.09	4.09	4.10	4.17	4.16	4.12
Library	4.28	4.24	4.19	4.26	4.21	4.24
Personnel Office	4.13	4.13	4.11	4.15	4.16	4.14
Finance Office	4.20	4.22	4.18	4.20	4.15	4.19
Campus Maintenance and Development Office	4.01	3.97	3.96	4.04	4.02	4.00
Construction and Procurement Office	4.02	3.93	3.98	4.08	4.04	4.01
Information Technology Department	3.95	3.83	3.89	3.97	3.90	3.91
Public Relations Office	4.06	4.00	4.04	4.10	4.06	4.06
<b>Mean</b>	4.10	4.05	4.06	4.12	4.09	4.08



## Part 2: “Service Output” Evaluation

### Respondents

	No. of respondents	% of respondents
Degree Programme Students	659	69.4
Seniors Academy Students	110	11.6
Academic Staff	61	6.4
Administrative Staff	120	12.6
Total	950	100.0

### Distribution of Degree Programme Student Respondents

Country/Region of Origin	No. of respondents	% of respondents
Macao	508	53.5
Chinese Mainland	140	14.7
Others	11	1.1
Total	659	69.4

Teaching Mode	No. of respondents	% of respondents
Daytime	506	53.3
Evening	153	16.1
Total	659	69.4

Current Year of Study	No. of respondents	% of respondents
Undergraduate -Year 1	213	22.4
Undergraduate -Year 2	179	18.8
Undergraduate -Year 3	131	13.8
Undergraduate -Year 4	71	7.5
Postgraduate	65	6.8
Total	659	69.4

Academic Unit	No. of respondents	% of respondents
School of Arts	89	9.4
School of Applied Sciences	51	5.4
School of Business	113	11.9
School of Humanities and Social Sciences	110	11.6
School of Health Sciences and Sports	143	15.1
School of Languages and Translation	153	16.1
Total	659	69.4



Overall Satisfaction Rated Towards “Service Output” Items (n=950)

Item	No. of respondents	Mean	Standard Deviation
1. Campus cleanliness	927	4.12	0.733
2. Campus greening	923	4.09	0.730
3. Campus security	922	4.20	0.669
4. Parking arrangements	567	3.74	0.913
5. Washroom ambience	904	3.84	0.911
6. Student dormitory arrangements	319	4.06	0.816
7. Classroom ambience	882	3.90	0.777
8. Classroom facilities	868	3.76	0.831
9. Office ambience	514	4.04	1.923
10. Office facilities	480	4.04	1.984
11. Campus venue reservation	557	3.76	0.956
12. Campus canteen services	823	3.71	0.813
13. Campus canteen ambience	824	3.73	0.802
14. Network service quality	901	3.16	1.138
15. Computer software and hardware facilities	847	3.51	0.878
16. Computer room ambience	758	3.69	0.807
17. Helpdesk support efficiency	618	3.67	0.839
18. Internet resources and services	801	3.51	0.945
19. Interface or page design of web-based information systems	811	3.52	0.915
20. Library resources	668	3.75	0.823
21. Library ambience	756	4.00	0.695
22. Library facilities	713	3.85	0.834
23. Library online services	613	3.86	0.776
24. Library services	614	3.92	0.731
25. Collection of various fees	734	3.64	0.837
26. Payment of various expenses	735	3.64	0.848
27. Student application services	660	3.66	0.883
28. Enquiry services	660	3.69	0.856
29. Student activities	546	3.70	0.888
30. Student services	528	3.75	0.811
31. Teaching support for academic staff	746	3.87	0.755
32. Coverage of performance pledge indicators	685	3.80	0.786
33. Clarity of performance pledge indicators	689	3.81	0.779