

The Science and Technology Development Fund

2021 Service Satisfaction Survey Results

Survey Introduction

In accordance with the provision of “Establishing a measurement mechanism for collecting the opinions of service users (Annual Service Satisfaction Survey of Public Sector)” prescribed in the *Public Services and Organizational Performance Review System*, the public sector should establish an opinion measurement mechanism for the services it provides. Such a move is aimed at capturing the opinions of service users, allowing the sector to find a better way to enhance its services.

On this basis, the Science and Technology Development Fund (FDCT) commissioned a research institution in May 2022 to conduct a satisfaction survey on its 15 services provided in 2021, as a mechanism for evaluating user satisfaction according to the *Public Services and Organizational Performance Review System*. The user feedback will help FDCT to review the service quality and continue to improve its services.

Service Satisfaction

Table of Statistics and Analysis on Service Satisfaction

Survey Factor	Item	Overall Services (N=359)		General Public Services (N=67)		Welfare Public Services (N=292)	
		Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score
Personnel Service	Proactivity	4.32	4.26	4.45	4.40	4.29	4.22
	Professionalism		4.25		4.39		4.21
	Personal appearance		4.43		4.49		4.42
	Service attitude		4.39		4.52		4.36
Environment	Convenience	4.23	4.19	4.40	4.32	4.20	4.16
	Environmental comfort		4.29		4.48		4.24
Supporting Facilities	Hardware facilities	4.14	4.18	4.27	4.30	4.12	4.16
	Clear instructions		4.19		4.37		4.15
	General facilities		4.11		4.23		4.09
	Supportive measures		4.05		4.17		4.02
	Safety		4.22		4.33		4.20
Procedures & Formalities	Smooth procedures	4.16	4.21	4.28	4.33	4.13	4.19
	Efficiency		4.13		4.23		4.10
	Effects		4.20		4.28		4.19
	Fairness		4.15		4.31		4.12
Service Information	Adequacy	4.18	4.09	4.28	4.19	4.16	4.07
	Ease of access to information		4.13		4.21		4.11
	Accuracy of information acquired		4.17		4.30		4.14
	Usefulness of information acquired		4.18		4.24		4.17
	Confidentiality of information		4.40		4.48		4.38

Service Guarantee	Comprehensiveness of service commitment	4. 25	4. 28	-	-	4. 25	4. 28
	Clarity of service indicators		4. 24		-		4. 24
	Degree of satisfaction of service indicators		4. 24		-		4. 24
	Channels of submission of opinions		4. 24		-		4. 24
Electronic Services	Practicability	4. 19	4. 23	4. 23	4. 27	4. 18	4. 22
	Accessibility		4. 18		4. 24		4. 16
	Security		4. 31		4. 24		4. 32
	Adequacy		4. 15		4. 12		4. 15
	Adequacy of electronic interaction channels		4. 12		4. 28		4. 09
Performance Information	Adequacy	4. 08	4. 09	4. 19	4. 20	4. 06	4. 07
	Convenient to search performance information		4. 07		4. 18		4. 05
Overall Service Satisfaction		4. 24	4. 24	4. 32	4. 32	4. 22	4. 22

Note: The sign “-” indicates no relevant data.

Improvement Measures and Suggestions

The satisfaction scores of the survey factors show that the scores of “Supporting Facilities”, “Procedures and Formalities” and “Performance Information” are lower than those of other survey factors. Therefore, FDCT will take the following improvement measures:

- **Supporting Facilities:** FDCT will add various kinds of instructions at the service sites to give full play to space. With this effort, service users who visit the sites can get clear guidance and have a full cognition of the facilities and their specific locations and operating instructions.
- **Procedures and Formalities:** For project approval, FDCT will continuously improve the review process in accordance with the *Financial Aid Grant Regulation*. FDCT will adopt measures to invite more collaborative units for project outsourcing review so as to quickly collect the opinions of project outsourcing review; upgrade the electronic platform for the review of project consultants; increase the number of project review meetings. Besides, FDCT is going to optimize personnel allocation to quicken the pace to deal with project approval so as to meet the needs of applicants.
- **Performance Information:** FDCT will enrich the content of performance information and broaden publication channels to meet the needs of service users.

Summary

The survey results show that, in terms of the service satisfaction score of FDCT, 359 respondents give a comprehensive satisfaction index of above 80 scores; the score of each survey factor is at the satisfaction level of above 4 scores. The results indicate that the majority of respondents are satisfied with each service, which manifests that the service users give credit for the work of FDCT. Taking public opinions into consideration, FDCT will make steady efforts to improve services and optimize service processes with a pragmatic attitude of serving the public and empowering scientific development.