

The Science and Technology Development Fund 2022 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 from October to November 2022 to conduct a satisfaction survey on its 16 services provided in 2022, as a mechanism for evaluating user satisfaction according to the *Public Services and Organizational Performance Review System*. The user feedback collected 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=382)		General Public Services (N=10)		Welfare Public Services (N=372)	
		Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score
Personnel Service	Proactivity	4.32	4.23	4.80	4.80	4.30	4.22
	Professionalism		4.27		4.70		4.25
	Personal appearance		4.41		4.80		4.40
	Service attitude		4.42		4.90		4.40
Environment	Convenience	4.24	4.20	4.70	4.60	4.23	4.19
	Environmental comfort		4.29		4.80		4.28
	Hardware facilities	4.19	4.22	4.80	4.80	4.17	4.20

Supporting Facilities	Clear instructions		4.19		4.80		4.18
	General facilities		4.13		4.80		4.11
	Supportive measures		4.19		4.80		4.17
	Safety		4.30		4.80		4.28
Procedures & Formalities	Smooth procedures	4.16	4.20	4.75	4.67	4.14	4.18
	Efficiency		4.12		4.80		4.10
	Effects		4.21		4.78		4.20
	Fairness		4.15		4.67		4.14
Service Information	Adequacy	4.18	4.07	4.62	4.70	4.16	4.05
	Ease of access to information		4.13		4.50		4.12
	Accuracy of information acquired		4.19		4.60		4.18
	Usefulness of information acquired		4.18		4.60		4.16
	Confidentiality of information		4.35		4.70		4.34
Service Guarantee	Comprehensiveness of service commitment	4.40	4.45	-	-	4.40	4.45
	Clarity of service indicators		4.45		-		4.45
	Degree of satisfaction of service indicators		4.35		-		4.35
	Channels of submission of opinions		4.35		-		4.35
Electronic Services	Practicability	4.16	4.22	4.60	4.71	4.14	4.20
	Accessibility		4.15		4.71		4.13
	Security		4.31		4.71		4.29
	Adequacy		4.08		4.43		4.07
	Adequacy of electronic interaction channels		4.06		4.43		4.04
Performance Information	Adequacy	4.07	4.10	4.33	4.33	4.06	4.09
	Convenient to search performance information		4.06		4.33		4.06
Overall Service Satisfaction		4.23	4.23	4.50	4.50	4.23	4.23

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

Annual comparison of service satisfaction

Survey Factor	Overall Services		General Public Services		Welfare Public Services	
	2021 (Last year)	2022 (This year)	2021 (Last year)	2022 (This year)	2021 (Last year)	2022 (This year)
Personnel Service	4.32	4.32	4.45	4.80	4.29	4.30
Environment	4.23	4.24	4.40	4.70	4.20	4.23
Supporting Facilities	4.14	4.19	4.27	4.80	4.12	4.17
Procedures & Formalities	4.16	4.16	4.28	4.75	4.13	4.14
Service Information	4.18	4.18	4.28	4.62	4.16	4.16
Service Guarantee	4.25	4.40	-	-	4.25	4.40
Electronic Services	4.19	4.16	4.23	4.60	4.18	4.14
Performance Information	4.08	4.07	4.19	4.33	4.06	4.06
Overall Services	4.24	4.23	4.32	4.50	4.22	4.23

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

Improvement Measures and Suggestions

The satisfaction scores of the survey factors show that the scores of “Procedures & Formalities”, “Electronic Services” and “Performance Information” are lower than those of other survey factors. Therefore, FDCT is to take the following improvement measures:

- Procedures & Formalities: For project review, FDCT will continue to optimize the review process to improve its service efficiency in accordance with the Financial Aid Grant Regulation. The measures include improving the electronic platform for project external review; upgrading the electronic platform for the review of project consultants; and optimizing personnel allocation to accelerate the processing of project review so as to meet the needs of applicants.
- Electronic Services: FDCT will further optimize its electronic services, including the provision of identification service via the “Macao One Account” in place of current application service, that is, submitting the hardcopy of signed documents

while lodging the application; the introduction of AI customer service; as well as the addition of progress bar in the funding system, aiming to effectively improve the overall service efficiency of FDCT.

- Performance Information: FDCT will enrich the content of performance information, update the website functions, and publish performance information through multiple channels, so as to improve the convenience of searching performance information and meet the needs of service users.

Summary

The survey results show that, in terms of the service satisfaction scores of FDCT, 382 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 scores of many survey factors remain level or increase compared with the 2021 scores, which manifests that the majority of respondents are satisfied with each service, and the service users give credit for the work of FDCT in 2022. With great attention placed on the feedback of service users, FDCT will make steady efforts to improve the services and relevant processes with a pragmatic attitude of better serving the public and facilitating scientific development.