

# Science and Technology Development Fund

## 2023 Satisfaction Survey Results

### 1. Survey Introduction

**Purpose of Survey:** In accordance with the provision of “Mechanism for collecting the opinions of service users” prescribed in the *Public Services and Organizational Performance Review System*, the public sector should establish a mechanism to collect the feedback from service users. Through the mechanism, it can review the services provided by the Science and Technology Development Fund (FDCT), and help FDCT continuously enhance its services.

**Survey Period:** July 14th to October 20th, 2023.

**Survey Introduction:** FDCT has commissioned a research institute (Macao Research Centre) to conduct a satisfaction survey on its 15 services provided in 2023. According to their types, these services provided by FDCT can be divided into two categories: “General public services” and “Welfare public services”.

**Subject Matter:** To study service users’ satisfaction with the 15 services provided by FDCT.

**Survey Respondents:** Residents, associations or organizations who use the relevant services provided by FDCT.

### 2. Survey Results

General Public Services				
Number of valid questionnaires collected		176		
Survey Factor	Item	Mean Satisfaction Score	Item Score	Standard Deviation
Personnel Service	Proactivity	4.31	4.25	0.59
	Attitude		4.37	0.63
Environment & Supporting Facilities	Convenience	4.33	4.36	0.65
	Hardware and supporting facilities		4.32	0.66
	Support measures		4.22	0.68
Procedures & Formalities	Efficiency	4.26	4.28	0.64
	Convenience of procedures		4.24	0.59
Service Information	Ease of access to information	4.27	4.28	0.65
	Accuracy of information		4.29	0.6
	Detailedness of information		4.25	0.64

Service Guarantee	Comprehensiveness of service commitment	4.27	4.26	0.49
	Degree of satisfaction of service indicators		4.29	0.55
Electronic Services	Ease of use	4.22	4.20	0.63
	Security		4.31	0.61
	Service coverage		4.14	0.65
Performance Information	Adequacy of information	4.17	4.17	0.59
	Information distribution channels		4.18	0.59
Overall Service Satisfaction		4.30	4.30	0.56

Note: FDCT does not provide services related to “service integration” (cross-departmental procedure optimization), thus the data related to this survey factor is not available, the same applies below.

Welfare Public Services				
Number of valid questionnaires collected		439		
Survey Factor	Item	Mean Satisfaction Score	Item Score	Standard Deviation
Personnel Service	Proactivity	4.50	4.49	0.68
	Attitude		4.51	0.66
Environment & Supporting Facilities	Convenience	4.33	4.35	0.66
	Hardware and supporting facilities		4.29	0.74
	Support measures		4.36	0.63
Procedures & Formalities	Efficiency	4.29	4.29	0.74
	Convenience of procedures		4.30	0.75
Service Information	Ease of access to information	4.35	4.33	0.7
	Accuracy of information		4.37	0.66
	Detailedness of information		4.36	0.67
Service Guarantee	Comprehensiveness of service commitment	4.46	4.45	0.58
	Degree of satisfaction of service indicators		4.46	0.58
Electronic Services	Ease of use	4.31	4.27	0.72
	Security		4.39	0.63
	Service coverage		4.30	0.69
Performance Information	Adequacy of information	4.26	4.25	0.72
	Information distribution channels		4.27	0.71
Overall Service Satisfaction		4.31	4.31	0.66

### 3. Analysis and Processing of “General Opinions”

In this survey, 86.34% of the respondents (531 respondents) do not give general opinions on the services of FDCT, and 13.66% of the respondents (84 respondents) give general opinions on the services of FDCT. A majority of opinions are “disclose information as much as possible” (26 opinions), “improve approval/work efficiency” (26 opinions) and “streamline/improve procedures” (12 opinions), and etc.

Most of the general opinions given by the respondents on the overall services of FDCT are related to “disclose information as much as possible”, “improve approval/work efficiency” and “streamline/improve procedures”, etc. To this end, FDCT will further simplify the application

materials, streamline the approval process and shorten the approval time, so as to continuously improve the service process to cope with the increasing number of applications.

#### 4. 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 – in accordance with the *Funding Regulations of the Science and Technology Development Fund*, FDCT will continue to optimize the review process to improve its service efficiency, upgrade the electronic platform for project review to accelerate the processing of project review so as to meet the needs of applicants.
- Electronic Services: FDCT will continue to enhance its electronic services, improve the functionality of the online funding application system, thus enabling applicants to enquire about the approval progress and results. Moreover, FDCT will also explore the methods of notifying applicants of the approval results by email or SMS via the funding system, aiming to effectively improve the overall work efficiency of FDCT.
- Performance Information: FDCT will enrich the content of performance information and broaden publication channels, so that service users can access relevant information more quickly.

#### 5. Trend Analysis of Satisfaction Survey

##### 5.1 General Public Services

Survey Factor	Item	2021 (N=67)		2022 (N=10)		2023 (N=176)	
		Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score
Personnel Service	Proactivity	4.45	4.40	4.80	4.80	4.31	4.25
	Attitude		4.52		4.90		4.37
Environment & Supporting Facilities	Convenience	4.34	4.32	4.75	4.60	4.33	4.36
	Hardware and supporting facilities		4.27		4.80		4.32
	Support measures		4.17		4.80		4.22
Procedures & Formalities	Efficiency	4.28	4.23	4.75	4.80	4.26	4.28
	Convenience of procedures		-		-		4.24
Service Information	Ease of access to information	4.28	4.21	4.62	4.50	4.27	4.28
	Accuracy of information		4.30		4.60		4.29
	Detailedness of information		-		-		4.25
Service Guarantee	Comprehensiveness of service commitment	-	-	-	-	4.27	4.26
	Degree of satisfaction of service indicators		-		-		4.29
Electronic Services	Ease of use	4.23	-	4.60	-	4.22	4.20
	Security		4.24		4.71		4.31
	Service coverage		-		-		4.14
Performance Information	Adequacy of information	4.19	4.20	4.33	4.33	4.17	4.17
	Information distribution channels		-		-		4.18
Overall Services	Overall service satisfaction	4.32	4.32	4.50	4.50	4.30	4.30

Note: In 2022, the number of valid questionnaires for “General public services” is slightly lower due to the impact of the COVID-19 pandemic.

Survey Factor	2021	2022	2023	In comparison with last year
Personnel Service	4.45	4.80	4.31	-0.49
Environment & Supporting Facilities	4.34	4.75	4.33	-0.42
Procedures & Formalities	4.28	4.75	4.26	-0.49
Service Information	4.28	4.62	4.27	-0.35
Service Guarantee	-	-	4.27	-
Electronic Services	4.23	4.60	4.22	-0.38
Performance Information	4.19	4.33	4.17	-0.16
Overall Services	4.32	4.50	4.30	-0.20

Comparing 2022 and 2023, the 2022 data can only be used as a reference due to the small number of valid questionnaires collected (<30). Since 2023, FDCT has adjusted the collection methods to collect more valid data, and continued to improve its services to enhance the overall service quality.

## 5.2 Welfare Public Services

Survey Factor	Item	2021 (N=292)		2022 (N=372)		2023 (N=439)	
		Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score	Mean Satisfaction Score	Item Score
Personnel Service	Proactivity	4.29	4.22	4.30	4.22	4.50	4.49
	Attitude		4.36		4.40		4.51
Environment & Supporting Facilities	Convenience	4.16	4.16	4.20	4.19	4.33	4.35
	Hardware and supporting facilities		4.13		4.16		4.29
	Support measures		4.02		4.17		4.36
Procedures & Formalities	Efficiency	4.13	4.10	4.14	4.10	4.29	4.29
	Convenience of procedures		-		-		4.30
Service Information	Ease of access to information	4.16	4.11	4.16	4.12	4.35	4.33
	Accuracy of information		4.14		4.18		4.37
	Detailedness of information		-		-		4.36
Service Guarantee	Comprehensiveness of service commitment	4.25	4.28	4.40	4.45	4.46	4.45
	Degree of satisfaction of service indicators		4.24		4.35		4.46
Electronic Services	Ease of use	4.18	-	4.14	-	4.31	4.27
	Security		4.32		4.29		4.39
	Service coverage		-		-		4.30
Performance Information	Adequacy of information	4.06	4.07	4.06	4.09	4.26	4.25
	Information distribution channels		-		-		4.27
Overall Services	Overall service satisfaction	4.22	4.22	4.23	4.23	4.31	4.31

Note: Compared with 2022, the “Science popularization funding” and “Scientific research funding” are not included in the list of services of FDCT this year, while the “Scientific research and innovation” is listed as a new service item, the same applies below.

Survey Factor	2021	2022	2023	In comparison with last year
Personnel Service	4.29	4.30	4.50	+0.20
Environment & Supporting Facilities	4.16	4.20	4.33	+0.13
Procedures & Formalities	4.13	4.14	4.29	+0.15
Service Information	4.16	4.16	4.35	+0.19
Service Guarantee	4.25	4.40	4.46	+0.06
Electronic Services	4.18	4.14	4.31	+0.17
Performance Information	4.06	4.06	4.26	+0.20
Overall Services	4.22	4.23	4.31	+0.08

Comparing 2022 and 2023, the score of each survey factor has generally increased. FDCT will continue to improve its services to enhance the overall service quality.

## 6. Summary

The survey results show that, the respondents give a comprehensive satisfaction index of above 85 to the services of FDCT. The scores of survey factors of “General public services” and “Welfare public services” are all at the satisfaction level of above 4. The results indicate that the majority of respondents are satisfied with each service, which manifests that service users give credit for the work of FDCT.

With great attention placed on the feedback of service users, FDCT will actively support the “1+4” adequate diversification development strategy of the Macao SAR Government, provide funding for various projects that facilitate improvement in Macao’s research and innovation capabilities as well as competitiveness, and continuously enhance its services and service processes with a pragmatic attitude.