

# Fund for the Development of Science and Technology

## 2024 Service Satisfaction Survey Results

### 1. Survey Introduction

Survey Objective:	In accordance with the provisions of the <i>Public Services and Organizational Performance Evaluation System</i> regarding the “Mechanism for Collecting User Feedback,” public departments are required to establish a system to gather users’ evaluations of the services they receive. This serves to assess the quality of the Fund’s services and achieve continuous improvement.
Survey Period:	August 22 to December 31, 2024.
Survey Overview:	The Fund commissioned a research institution ( <i>Macau Research Center</i> ) to conduct a satisfaction survey on the 13 services provided by the Fund in 2024. Based on service types, these can be categorized into two groups: <b>"General Public Services"</b> and <b>"Public Welfare Services."</b>
Survey Scope:	To assess the satisfaction levels of service users regarding the 13 services provided by the Fund.
Survey Target Group:	Residents, associations, or institutions that have used the services provided by the Fund.

### 2. Survey Results

General Public Services				
Number of valid questionnaires collected:		134		
Survey Factor	Sub-factor	Average Satisfaction Score	Sub-factor Score	Standard Deviation
Personnel Service	Service Proactivity	4.41	4.41	0.57
	Service Attitude		4.41	0.57
Environment & Facilities	Convenience	4.42	4.44	0.64
	Venue Hardware & Support		4.41	0.57
	Venue Support Measures		4.38	0.57
Procedures	Service Efficiency	4.27	4.26	0.55
	Procedure Convenience		4.28	0.59
Service Information	Information Convenience	4.34	4.32	0.57
	Information Accuracy		4.37	0.55
	Information Detail		4.35	0.58
Service Guarantee	Service Commitment Completeness	4.65	4.60	0.50
	Service Commitment Indicator Satisfaction		4.67	0.48
E-Service	E-service Usability	4.27	4.23	0.59
	E-service Security		4.28	0.58
	E-service Coverage		4.31	0.58

Performance Information	Information Sufficiency	4.33	4.32	0.57
	Information Distribution Channels		4.32	0.56
Overall Service Satisfaction		4.28	4.28	0.50

Note: Since the Fund does not provide services related to "Service Integration" (cross-departmental process optimization), data related to this survey factor is missing and will be noted as such.

Welfare Public Services				
Number of valid questionnaires collected		214		
Survey Factor	Sub-factor	Average Satisfaction Score	Sub-factor Score	Standard Deviation
Personnel Service	Service Proactivity	4.66	4.63	0.52
	Service Attitude		4.69	0.50
Environment & Facilities	Convenience	4.51	4.52	0.63
	Venue Hardware & Support		4.51	0.59
	Venue Support Measures		4.55	0.56
Procedures	Service Efficiency	4.44	4.48	0.67
	Procedure Convenience		4.41	0.74
Service Information	Information Convenience	4.47	4.44	0.62
	Information Accuracy		4.49	0.61
	Information Detail		4.47	0.62
Service Guarantee	Service Commitment Completeness	4.63	4.58	0.55
	Service Commitment Indicator Satisfaction		4.67	0.47
E-Service	E-service Usability	4.47	4.45	0.68
	E-service Security		4.50	0.59
	E-service Coverage		4.46	0.60
Performance Information	Information Sufficiency	4.37	4.40	0.69
	Information Distribution Channels		4.35	0.73
Overall Service Satisfaction		4.49	4.49	0.57

### 3. Analysis and Handling of "General Opinions"

In this survey, **88.22%** of respondents (**307 people**) did not express general opinions about the Fund's services, while **11.78%** (**41 people**) provided general feedback. The most common suggestion was "simplification/optimization of procedures" (11 comments). In response, the Fund will continue to review existing application forms and document requirements, streamline redundant or unnecessary content, and provide clear guidelines for completing the forms.

### 4. Improvement Measures and Suggestions

The satisfaction ratings for the various survey factors indicate that respondents are generally satisfied with the Fund's overall services. However, the scores for "Procedures and Formalities," "Electronic Services," and "Performance Information" were relatively lower compared to other factors. In response, the Fund will implement the following improvement measures:

- The Fund will continue to optimize its electronic services by enhancing the functions of the *Online Project Funding Application System*. Currently, project funding applications are processed through this system, and moving forward, the Fund will gradually digitalize all stages of the application process to facilitate access for applicants. Additionally, the

Fund will continuously review and refine its internal approval system, staff allocation, and administrative procedures to accelerate project approvals, thereby improving overall operational efficiency.

- The Fund will review the content and methods of disseminating performance information, such as optimizing the website's layout and search functions for performance data, making such information more accessible and easier to retrieve.

## 5. Satisfaction Survey Trend Analysis

### General Public Services

Survey Factor	Sub-factor	2022 (N=10)		2023 (N=176)		2024 (N=134)	
		Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score
Personnel Service	Service Proactivity	4.80	4.80	4.31	4.25	4.41	4.41
	Service Attitude		4.52		4.37		4.41
Environment & Facilities	Convenience	4.75	4.75	4.33	4.36	4.42	4.44
	Venue Hardware & Support		4.30		4.32		4.41
	Venue Support Measures		4.17		4.22		4.38
Procedures	Service Efficiency	4.75	4.75	4.26	4.28	4.27	4.26
	Procedure Convenience		-		4.24		4.28
Service Information	Information Convenience	4.62	4.62	4.27	4.28	4.34	4.32
	Information Accuracy		4.30		4.29		4.37
	Information Detail		-		4.25		4.35
Service Guarantee	Service Commitment Completeness	-	-	4.27	4.26	4.65	4.60
	Service Commitment Indicator Satisfaction		-		4.29		4.67
E-Service	E-service Usability	4.60	4.60	4.22	4.20	4.27	4.23
	E-service Security		4.24		4.31		4.28
	E-service Coverage		-		4.14		4.31
Performance Information	Information Sufficiency	4.33	4.33	4.17	4.17	4.33	4.32
	Information Distribution Channels		-		4.18		4.32
Overall Service	Overall Service Satisfaction	4.50	4.50	4.30	4.30	4.28	4.28

**Note 1:** The 2022 score for "Environment and Facilities" represents the average score of the two surveyed factors, "Environment" and "Facilities," combined.

**Note 2:** The 2022 score for "Venue Hardware and Facilities" represents the average score of the two subcategories, "Hardware Equipment" and "General Facility Support," combined.

**Note 3:** Due to the impact of the COVID-19 pandemic in 2022, the number of valid responses for "General Public Services" was slightly lower. As the number of valid responses collected was insufficient (<30), the relevant data should be used for reference only.

Survey Factor	2022	2023	2024	Compared to Last
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				Year
Personnel Service	4.80	4.31	4.41	+0.10
Environment & Facilities	4.75	4.33	4.42	+0.09
Procedures	4.75	4.26	4.27	+0.01
Service Information	4.62	4.27	4.34	+0.07
Service Guarantee	-	4.27	4.65	+0.38
E-Service	4.60	4.22	4.27	+0.05
Performance Information	4.33	4.17	4.33	+0.16
Overall Service	4.50	4.30	4.28	-0.02

## Welfare Public Services

Survey Factor	Sub-factor	2022 (N=372)		2023 (N=439)		2024 (N=214)	
		Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score
Personnel Service	Service Proactivity	4.30	4.22	4.50	4.49	4.66	4.63
	Service Attitude		4.40		4.51		4.69
Environment & Facilities	Convenience	4.20	4.19	4.33	4.35	4.51	4.52
	Venue Hardware & Support		4.16		4.29		4.51
	Venue Support Measures		4.17		4.36		4.55
Procedures	Service Efficiency	4.14	4.10	4.29	4.29	4.44	4.48
	Procedure Convenience		-		4.30		4.41
Service Information	Information Convenience	4.16	4.12	4.35	4.33	4.47	4.44
	Information Accuracy		4.18		4.37		4.49
	Information Detail		-		4.36		4.47
Service Guarantee	Service Commitment Completeness	4.40	4.45	4.46	4.45	4.63	4.58
	Service Commitment Indicator Satisfaction		4.35		4.46		4.67
E-Service	E-service Usability	4.14	-	4.31	4.27	4.47	4.45
	E-service Security		4.29		4.39		4.50
	E-service Coverage		-		4.30		4.46
Performance Information	Information Sufficiency	4.06	4.09	4.26	4.25	4.37	4.40
	Information Distribution Channels		-		4.27		4.35
Overall Service	Overall Service Satisfaction	4.23	4.23	4.31	4.31	4.49	4.49

Note 1: Compared to 2022, the "Science Popularization Funding" and "Research Funding" are not included in the Fund's service item list for 2023 and this year, while "Research and Innovation Funding" is a newly added service item.

Survey Factor	2022	2023	2024	Compared to Last Year
Personnel Service	4.30	4.50	4.66	+0.16
Environment & Facilities	4.20	4.33	4.51	+0.18
Procedures	4.14	4.29	4.44	+0.15
Service Information	4.16	4.35	4.47	+0.12
Service Guarantee	4.40	4.46	4.63	+0.17

<b>E-Service</b>	4.14	4.32	4.47	+0.16
<b>Performance Information</b>	4.06	4.26	4.37	+0.11
<b>Overall Service</b>	4.23	4.31	4.49	+0.18

## 6. Summary

The results of this survey indicate that the overall satisfaction index of respondents with the Fund's services exceeds 88 points. The scores for all surveyed factors are above the satisfaction level of 4 points, and compared to 2023, several factors have shown an increase in ratings. This demonstrates that a greater number of respondents expressed satisfaction and recognition for the various services provided by the Fund, reflecting the approval of service users regarding the Fund's work.

Based on the feedback from respondents, the Fund will continue to improve its services and optimize service processes with a pragmatic approach focused on serving the public and supporting scientific development. Additionally, through funding, the Fund aims to generate high-quality scientific research outcomes and promote their application, further advancing Macau's scientific and technological development to new heights.