# Science and Technology Development Fund
# 2025 Service Satisfaction Survey Results

## 1. Survey Introduction

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| **Survey Objective:** | In accordance with the provisions of the *Public Services and Organizational Performance Evaluation System* regarding the "Mechanism for Collecting User Feedback," public departments are required to establish a system to gather user evaluations of their services. This serves to assess the quality of services provided by the Science and Technology Development Fund (hereinafter referred to as the "FDCT") and achieve continuous improvement. |
| **Survey Period:** | July 23 to December 11, 2025. |
| **Survey Overview:** | The FDCT commissioned eRS SOLUTIONS (Macao) Ltd. to conduct a satisfaction survey on the 32 services provided by the FDCT in 2025. Based on service types, these services can be categorized into two groups: "General Public Services" and "Public Welfare Services." |
| **Survey Scope:** | To assess the satisfaction levels of service users regarding the 32 services provided by the FDCT. |
| **Survey Target Group:** | Residents, associations, and institutions that have used FDCT services. |

## 2. Survey Results

| Survey Factor | Sub-factor | Overall Services (N=277) | | General Public Services (N=41) | | Public Welfare Services (N=236) | |
|---|---|---|---|---|---|---|---|
| | | Average Satisfaction Score | Sub-factor Score | Average Satisfaction Score | Sub-factor Score | Average Satisfaction Score | Sub-factor Score |
| Personnel Service | Service Proactivity | 4.54 | 4.51 | 4.76 | 4.66 | 4.50 | 4.49 |
| | Service Attitude | | 4.56 | | 4.86 | | 4.51 |
| Environment & Facilities | Convenience | 4.35 | 4.40 | 4.54 | 4.54 | 4.32 | 4.37 |
| | Venue Hardware & Support | | 4.31 | | 4.54 | | 4.27 |
| | Venue Support Measures | | 4.43 | | 4.65 | | 4.39 |
| Procedures | Service Efficiency | 4.31 | 4.31 | 4.59 | 4.65 | 4.26 | 4.25 |
| | Procedure Convenience | | 4.31 | | 4.54 | | 4.27 |
| Service Information | Information Convenience | 4.34 | 4.32 | 4.52 | 4.49 | 4.31 | 4.29 |
| | Information Accuracy | | 4.34 | | 4.51 | | 4.31 |
| | Information Detail | | 4.35 | | 4.56 | | 4.32 |

| Survey Factor | Sub-factor | | | | | |
|---|---|---|---|---|---|---|
| Service Guarantee | Service Commitment Completeness | 4.40 | 4.40 | 4.73 | 4.73 | 4.35 | 4.35 |
| | Service Commitment Indicator Satisfaction | | 4.40 | | 4.73 | | 4.35 |
| E-Service | E-Service Usability | 4.29 | 4.19 | 4.46 | 4.41 | 4.26 | 4.15 |
| | E-Service Security | | 4.40 | | 4.46 | | 4.39 |
| | E-Service Coverage | | 4.29 | | 4.49 | | 4.25 |
| Performance Information | Information Sufficiency | 4.22 | 4.24 | 4.51 | 4.53 | 4.17 | 4.19 |
| | Information Distribution Channels | | 4.20 | | 4.50 | | 4.15 |
| Overall Service Satisfaction | | 4.36 | 4.36 | 4.58 | 4.58 | 4.32 | 4.32 |

| General Public Services | | | | |
|---|---|---|---|---|
| **Number of Valid Questionnaires Collected:** | | **41** | | |
| **Survey Factor** | **Sub-factor** | **Average Satisfaction Score** | **Sub-factor Score** | **Standard Deviation** |
| Personnel Service | Service Proactivity | 4.76 | 4.66 | 0.55 |
| | Service Attitude | | 4.86 | 0.35 |
| Environment & Facilities | Convenience | 4.54 | 4.54 | 0.84 |
| | Venue Hardware & Support | | 4.54 | 0.64 |
| | Venue Support Measures | | 4.65 | 0.57 |
| Procedures | Service Efficiency | 4.59 | 4.65 | 0.48 |
| | Procedure Convenience | | 4.54 | 0.55 |
| Service Information | Information Convenience | 4.52 | 4.49 | 0.68 |
| | Information Accuracy | | 4.51 | 0.64 |
| | Information Detail | | 4.56 | 0.63 |
| Service Guarantee | Service Commitment Completeness | 4.73 | 4.73 | 0.45 |
| | Service Commitment Indicator Satisfaction | | 4.73 | 0.45 |
| E-Service | E-Service Usability | 4.46 | 4.41 | 0.84 |
| | E-Service Security | | 4.46 | 0.71 |
| | E-Service Coverage | | 4.49 | 0.68 |
| Performance Information | Information Sufficiency | 4.51 | 4.53 | 0.60 |
| | Information Distribution Channels | | 4.50 | 0.64 |
| Overall Service Satisfaction | | 4.58 | 4.58 | 0.55 |

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

| Public Welfare Services | | | | |
|---|---|---|---|---|
| Number of Valid Questionnaires Collected: | | 236 | | |
| Survey Factor | Sub-factor | Average Satisfaction Score | Sub-factor Score | Standard Deviation |
| Personnel Service | Service Proactivity | 4.50 | 4.49 | 0.63 |
| | Service Attitude | | 4.51 | 0.61 |
| Environment & Facilities | Convenience | 4.32 | 4.37 | 0.67 |
| | Venue Hardware & Support | | 4.27 | 0.73 |
| | Venue Support Measures | | 4.39 | 0.65 |
| Procedures | Service Efficiency | 4.26 | 4.25 | 0.85 |
| | Procedure Convenience | | 4.27 | 0.78 |
| Service Information | Information Convenience | 4.31 | 4.29 | 0.72 |
| | Information Accuracy | | 4.31 | 0.75 |
| | Information Detail | | 4.32 | 0.69 |
| Service Guarantee | Service Commitment Completeness | 4.35 | 4.35 | 0.61 |
| | Service Commitment Indicator Satisfaction | | 4.35 | 0.58 |
| E-Service | E-Service Usability | 4.26 | 4.15 | 0.85 |
| | E-Service Security | | 4.39 | 0.63 |
| | E-Service Coverage | | 4.25 | 0.71 |
| Performance Information | Information Sufficiency | 4.17 | 4.19 | 0.76 |
| | Information Distribution Channels | | 4.15 | 0.79 |
| Overall Service Satisfaction | | 4.32 | 4.32 | 0.70 |

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

Of the respondents to this survey, 57.76% (160 people) did not express general opinions about the FDCT's services, while 42.24% (117 people) provided general feedback. The most common suggestion was "optimizing the funding management system" (25 comments). In response, the FDCT will continue to review its existing funding management system and refine its application and administrative system, to facilitate the implementation of more high-potential R&D projects and ensure that funding resources are used as effectively as possible.

## 4. Improvement Measures and Suggestions

Respondents' satisfaction ratings for the various survey factors indicate that they are generally satisfied with the FDCT's overall services. However, the scores for "Procedures," "E-Service," and "Performance Information" were lower than those for other factors. In response, the FDCT will implement the following improvement measures:

- The FDCT will improve the compatibility and stability of the e-service system to resolve login issues and loading problems. The system interface design will be regularly reviewed and optimized to eliminate unnecessary application requirements and increase flexibility, thereby enhancing the overall user experience.

- The FDCT will review and streamline the internal administrative approval process to shorten the processing cycle. Additionally, the FDCT will continuously optimize the notification mechanism for approval status to ensure clarity and enable applicants to track progress and announcement dates in real time.

## 5. Satisfaction Survey Trend Analysis

General Public Services

| Survey Factor | Sub-factor | 2023 (N=176) | | 2024 (N=134) | | 2025 (N=41) | |
|---|---|---|---|---|---|---|---|
| | | 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 | 4.31 | 4.25 | 4.41 | 4.41 | 4.76 | 4.66 |
| | Service Attitude | | 4.37 | | 4.41 | | 4.86 |
| Environment & Facilities | Convenience | 4.33 | 4.36 | 4.42 | 4.44 | 4.54 | 4.54 |
| | Venue Hardware & Support | | 4.32 | | 4.41 | | 4.54 |
| | Venue Support Measures | | 4.22 | | 4.38 | | 4.65 |
| Procedures | Service Efficiency | 4.26 | 4.28 | 4.27 | 4.26 | 4.59 | 4.65 |
| | Procedure Convenience | | 4.24 | | 4.28 | | 4.54 |
| Service Information | Information Convenience | 4.27 | 4.28 | 4.34 | 4.32 | 4.52 | 4.49 |
| | Information Accuracy | | 4.29 | | 4.37 | | 4.51 |
| | Information Detail | | 4.25 | | 4.35 | | 4.56 |
| Service Guarantee | Service Commitment Completeness | 4.27 | 4.26 | 4.65 | 4.60 | 4.73 | 4.73 |
| | Service Commitment Indicator Satisfaction | | 4.29 | | 4.67 | | 4.73 |
| E-Service | E-Service Usability | 4.22 | 4.20 | 4.27 | 4.23 | 4.46 | 4.41 |
| | E-Service Security | | 4.31 | | 4.28 | | 4.46 |
| | E-Service Coverage | | 4.14 | | 4.31 | | 4.49 |
| Performance Information | Information Sufficiency | 4.17 | 4.17 | 4.33 | 4.32 | 4.51 | 4.53 |
| | Information Distribution Channels | | 4.18 | | 4.32 | | 4.50 |
| Overall Service Satisfaction | | 4.30 | 4.30 | 4.28 | 4.28 | 4.58 | 4.58 |

| Survey Factor | 2023 | 2024 | 2025 | Compared to Last Year |
|---|---|---|---|---|
| Personnel Service | 4.31 | 4.41 | 4.76 | +0.35 |
| Environment & Facilities | 4.33 | 4.42 | 4.54 | +0.12 |
| Procedures | 4.26 | 4.27 | 4.59 | +0.32 |
| Service Information | 4.27 | 4.34 | 4.52 | +0.18 |
| Service Guarantee | 4.27 | 4.65 | 4.73 | +0.08 |
| E-Service | 4.22 | 4.27 | 4.46 | +0.19 |

| | | | | |
|---|---|---|---|---|
| Performance Information | 4.17 | 4.33 | 4.51 | +0.18 |
| Overall Service | 4.30 | 4.28 | 4.58 | +0.30 |

Public Welfare Services

| Survey Factor | Sub-factor | 2023 (N=439) | | 2024 (N=214) | | 2025 (N=236) | |
|---|---|---|---|---|---|---|---|
| | | 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 | 4.50 | 4.49 | 4.66 | 4.63 | 4.50 | 4.49 |
| | Service Attitude | | 4.51 | | 4.69 | | 4.51 |
| Environment & Facilities | Convenience | 4.33 | 4.35 | 4.51 | 4.52 | 4.32 | 4.37 |
| | Venue Hardware & Support | | 4.29 | | 4.51 | | 4.27 |
| | Venue Support Measures | | 4.36 | | 4.55 | | 4.39 |
| Procedures | Service Efficiency | 4.29 | 4.29 | 4.44 | 4.48 | 4.26 | 4.25 |
| | Procedure Convenience | | 4.30 | | 4.41 | | 4.27 |
| Service Information | Information Convenience | 4.35 | 4.33 | 4.47 | 4.44 | 4.31 | 4.29 |
| | Information Accuracy | | 4.37 | | 4.49 | | 4.31 |
| | Information Detail | | 4.36 | | 4.47 | | 4.32 |
| Service Guarantee | Service Commitment Completeness | 4.46 | 4.45 | 4.63 | 4.58 | 4.35 | 4.35 |
| | Service Commitment Indicator Satisfaction | | 4.46 | | 4.67 | | 4.35 |
| E-Service | E-Service Usability | 4.31 | 4.27 | 4.47 | 4.45 | 4.26 | 4.15 |
| | E-Service Security | | 4.39 | | 4.50 | | 4.39 |
| | E-Service Coverage | | 4.30 | | 4.46 | | 4.25 |
| Performance Information | Information Sufficiency | 4.26 | 4.25 | 4.37 | 4.40 | 4.17 | 4.19 |
| | Information Distribution Channels | | 4.27 | | 4.35 | | 4.15 |
| Overall Service Satisfaction | | 4.31 | 4.31 | 4.49 | 4.49 | 4.32 | 4.32 |

| Survey Factor | 2023 | 2024 | 2025 | Compared to Last Year |
|---|---|---|---|---|
| Personnel Service | 4.50 | 4.66 | 4.50 | -0.16 |
| Environment & Facilities | 4.33 | 4.51 | 4.32 | -0.19 |
| Procedures | 4.29 | 4.44 | 4.26 | -0.18 |
| Service Information | 4.35 | 4.47 | 4.31 | -0.16 |
| Service Guarantee | 4.46 | 4.63 | 4.35 | -0.28 |
| E-Service | 4.32 | 4.47 | 4.26 | -0.21 |
| Performance Information | 4.26 | 4.37 | 4.17 | -0.20 |
| Overall Service | 4.31 | 4.49 | 4.32 | -0.17 |

# 6. Summary

The results of this survey indicate that the overall satisfaction index of respondents with the FDCT's services exceeds 87 points. The scores for all the survey factors are above the satisfaction level of 4 points. This demonstrates that a greater number of respondents are satisfied with and recognize the various services provided by the FDCT, reflecting a strong endorsement of the FDCT's performance by its service users. Based on respondent feedback, the FDCT will maintain a pragmatic approach to continuously optimizing service workflows and administrative efficiency. Through targeted funding, the FDCT aims to promote the generation and practical application of high-level research achievements, providing more robust support and momentum for the development of scientific research in Macao.