

Science and Technology Development Fund

2026 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 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:	May 28 to August 12, 2026.
Survey Overview:	The FDCT commissioned eRS SOLUTIONS (Macao) Ltd. to conduct a satisfaction survey on the 31 services provided by the FDCT in 2026. 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 31 services provided by the FDCT.
Survey Target Group:	Residents, associations, and institutions that have used FDCT services.

2. Survey Results

By service category

Survey Factor	Sub-factor	Overall Services (N=184)		General Public Services (N=25)		Public Welfare Services (N=159)	
		Average Satisfaction Score	Sub-factor Score	Average Satisfaction Score	Sub-factor Score	Average Satisfaction Score	Sub-factor Score
Performance Information	Performance Information	4.23	4.23	4.46	4.46	4.19	4.19
Service Information	Service Information	4.28	4.28	4.44	4.44	4.25	4.25
Reception Quality	Service Proactivity	4.36	4.31	4.40	4.28	4.36	4.32
	Service Attitude		4.44		4.44		4.44
	Professionalism		4.36		4.48		4.34
Service Guarantee	Service Commitment	4.29	4.29	4.37	4.37	4.28	4.28
Environment & Facilities	Convenience	4.28	4.24	4.26	4.16	4.28	4.25
	Facilities & Support Measures		4.33		4.39		4.32
Procedures	Service Efficiency	4.07	4.07	4.08	4.08	4.07	4.07
Overall Service Satisfaction		4.26	4.26	4.36	4.36	4.25	4.25

Note: Starting in 2026, the questionnaire has been revised according to the November 2025 edition of the *Macao Special Administrative Region Government Public Services and Organizational Performance Evaluation System — Reference Guidelines: Mechanism for Collecting User Feedback*. Since several survey factors and sub-factors have changed from previous versions, caution should be exercised when interpreting trend data. The same applies hereafter.

General Public Services				
Number of Valid Questionnaires Collected:		25		
Survey Factor	Sub-factor	Average Satisfaction Score	Sub-factor Score	Standard Deviation
Performance Information	Performance Information	4.46	4.46	0.59
Service Information	Service Information	4.44	4.44	0.51
Reception Quality	Service Proactivity	4.40	4.28	0.68
	Service Attitude		4.44	0.51
	Professionalism		4.48	0.51
Service Guarantee	Service Commitment	4.37	4.37	0.68
Environment & Facilities	Convenience	4.26	4.16	0.75
	Facilities & Support Measures		4.39	0.84
Procedures	Service Efficiency	4.08	4.08	0.91
Overall Service Satisfaction		4.36	4.36	0.57

Public Welfare Services				
Number of Valid Questionnaires Collected:		159		
Survey Factor	Sub-factor	Average Satisfaction Score	Sub-factor Score	Standard Deviation
Performance Information	Performance Information	4.19	4.19	0.65
Service Information	Service Information	4.25	4.25	0.60
Reception Quality	Service Proactivity	4.36	4.32	0.61
	Service Attitude		4.44	0.57
	Professionalism		4.34	0.59
Service Guarantee	Service Commitment	4.28	4.28	0.63
Environment & Facilities	Convenience	4.28	4.25	0.60
	Facilities & Support Measures		4.32	0.59
Procedures	Service Efficiency	4.07	4.07	0.74
Overall Service Satisfaction		4.25	4.25	0.56

By service delivery mode

Online Services				
Number of Valid Questionnaires Collected:		48		
Survey Factor	Sub-factor	Average Satisfaction Score	Sub-factor Score	Standard Deviation
Performance Information	Performance Information	4.22	4.22	0.64
Service Information	Service Information	4.29	4.29	0.54
Reception Quality	Service Proactivity	4.33	4.19	0.68
	Service Attitude		4.42	0.54
	Professionalism		4.44	0.58
Service Guarantee	Service Commitment	4.27	4.27	0.67
Environment & Facilities	Convenience	4.26	4.26	0.67
	Facilities & Support Measures		4.29	0.55
Procedures	Service Efficiency	4.10	4.10	0.75
Overall Service Satisfaction		4.25	4.25	0.60

Offline Services				
Number of Valid Questionnaires Collected:		136		
Survey Factor	Sub-factor	Average Satisfaction Score	Sub-factor Score	Standard Deviation
Performance Information	Performance Information	4.23	4.23	0.65
Service Information	Service Information	4.27	4.27	0.60
Reception Quality	Service Proactivity	4.38	4.36	0.59
	Service Attitude		4.44	0.57
	Professionalism		4.33	0.59
Service Guarantee	Service Commitment	4.30	4.30	0.63
Environment & Facilities	Convenience	4.29	4.24	0.60
	Facilities & Support Measures		4.34	0.65
Procedures	Service Efficiency	4.06	4.06	0.77
Overall Service Satisfaction		4.26	4.26	0.55

3. Analysis and Handling of “General Opinions”

Of the respondents to this survey, 58.15% (107 people) did not express general opinions about the FDCT’s services, while 41.85% (77 people) provided general feedback. The most common suggestion was “optimizing the funding management system” (22 comments) and “enhancing administrative efficiency” (20 comments). In response, the FDCT will continue to review its existing research funding measures and project management arrangements, to optimize project and fund management, enhance overall efficiency, and improve support for the commercialization of research outcomes. These efforts will help connect more qualified research outcomes with enterprises and application scenarios, maximizing the role of research funding in technological innovation and achievement transformation.

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” were lower than those for other factors. In response, the FDCT will implement the following improvement measures:

- The FDCT will continuously review and streamline the internal processing process and clearly define processing deadlines and the allocation of responsibilities at each stage, so as to reduce overall processing times and improve service efficiency.
- The FDCT will regularly review the application steps, functional categorization, and interface design of the existing application system, to eliminate unnecessary application procedures and constantly optimize the user experience.

5. Satisfaction Survey Trend Analysis

General Public Services

Survey Factor	Sub-factor	2024 (N=134)		2025 (N=41)		2026 (N=25)	
		Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score
Performance Information	Performance Information	4.33	4.33	4.51	4.51	4.46	4.46
Service Information	Service Information	4.34	4.34	4.52	4.52	4.44	4.44
Reception Quality	Service Proactivity	4.41	4.41	4.76	4.66	4.40	4.28
	Service Attitude		4.41		4.86		4.44
	Professionalism		4.28		4.46		4.48
Service Guarantee	Service Commitment	4.65	4.65	4.73	4.73	4.37	4.37
Environment & Facilities	Convenience	4.42	4.44	4.54	4.54	4.26	4.16
	Facilities & Support Measures		-		-		4.39
Procedures	Service Efficiency	4.27	4.26	4.59	4.65	4.08	4.08
Overall Service	Overall Service Satisfaction	4.28	4.28	4.58	4.58	4.36	4.36

Survey Factor	2024	2025	2026	Compared to Last Year
Performance Information	4.33	4.51	4.46	-0.05
Service Information	4.34	4.52	4.44	-0.08
Reception Quality	4.41	4.76	4.40	-0.36
Service Guarantee	4.65	4.73	4.37	-0.36
Environment & Facilities	4.42	4.54	4.26	-0.28
Procedures	4.27	4.59	4.08	-0.51
Overall Service	4.28	4.58	4.36	-0.22

Public Welfare Services

Survey Factor	Sub-factor	2024 (N=214)		2025 (N=236)		2026 (N=159)	
		Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score	Average Satisfaction Score	Average Sub-factor Score
Performance Information	Performance Information	4.37	4.37	4.17	4.17	4.19	4.19
Service Information	Service Information	4.47	4.47	4.31	4.31	4.25	4.25
Reception Quality	Service Proactivity	4.66	4.63	4.50	4.49	4.36	4.32
	Service Attitude		4.69		4.51		4.44
	Professionalism		4.50		4.39		4.34
Service Guarantee	Service Commitment	4.63	4.63	4.35	4.35	4.28	4.28
Environment & Facilities	Convenience	4.51	4.52	4.32	4.37	4.28	4.25
	Facilities & Support Measures		-		-		4.32
Procedures	Service Efficiency	4.44	4.48	4.26	4.25	4.07	4.07
Overall Service	Overall Service Satisfaction	4.49	4.49	4.32	4.32	4.25	4.25

Survey Factor	2024	2025	2026	Compared to Last Year
Performance Information	4.37	4.17	4.19	+0.02
Service Information	4.47	4.31	4.25	-0.06
Reception Quality	4.66	4.50	4.36	-0.14
Service Guarantee	4.63	4.35	4.28	-0.07
Environment & Facilities	4.51	4.32	4.28	-0.04
Procedures	4.44	4.26	4.07	-0.19
Overall Service	4.49	4.32	4.25	-0.07

6. Summary

The results of this survey indicate that the overall satisfaction index of respondents when questioned on the FDCT's services exceeds 80 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. Building on its current achievements and considering feedback from respondents, the FDCT will take a pragmatic approach to continuously refining research funding measures and enhancing project and fund management efficiency. Meanwhile, the FDCT will promote the in-depth integration of industry, academia, and research, as well as the commercialization of research outcomes. This will lay the foundation for scientific research, innovation, and technological development in Macao, and ensure that the fruits of scientific and technological innovation better serve Macao's adequate economic diversification.