



Macao Prison's Citizen Satisfactions Survey Report in 2010

Macao Prison always attaches high importance on the service quality of the prison. In order to understand the satisfaction and opinions of the citizens who are currently using the prison service, the prison has undertaken a citizen satisfaction survey during 12 April to 13 May 2010 in Macao Prison and Macao Prison Service and Information Centre (CAI) respectively, so as to better understand the current service standard and to further improve the service quality on a continuing basis.

1. General Information

- Period of the survey: 12 April to 13 May 2010
- Locations of conducting the survey: There are currently two service locations of the prison, one is located in Coloane namely Macao Prison¹ and the other is located in Macao Peninsula namely Macao Prison Service and Information Centre (CAI)².

1.1 Purpose of the Research

- To understand the satisfaction and opinions of the citizens who are currently using the prison service.
- To improve the service quality, this research is aiming to investigate the following 6 areas:
 1. The process on delivering the service
 2. The service standard of the staff
 3. The environment and facility standards
 4. The communications with the citizens
 5. The citizens' awareness on the performance pledge of Macao Prison
 6. The citizens' knowledge on video visit and their interest in using this service in future

¹ Mainly provides visiting service, application service for visiting permit and certificate of imprisonment, social worker's assistance service, receiving citizens' enquiries, complaints and other opinions, etc.

² Mainly provides application service for visiting permit and certificate of imprisonment, making appointment with social worker, etc.

1.2 Questionnaire Design and Abstract of the Questionnaire

- To conform to the necessity of this research, there are two set of questionnaires designed for the use of Macao Prison and CAI in coping with the service scope of these two service locations, while the content and design for these two questionnaires are mostly the same. Each questionnaire has two major parts:

- Part 1

The first part of the questionnaire is mainly to investigate the citizen satisfaction on the prison service, their awareness on the performance pledge of the prison, and also their knowledge on video visit and the interest in using this service in the future.

In order to align with the purpose of this research, citizens were asked to rate the overall satisfaction on the following 4 areas in the questionnaire.

	Research items	Descriptions
1	The process on delivering the service	The convenience level of the service, the duration of queuing, efficiency of the staff in providing the service and the overall satisfaction in this area.
2	The service standard of the staff	The attitude of the staff, perceptions on staff's reliability, initiative, specialty and the overall satisfaction in this area.
3	The environment and facility standards	The degree of comfort of the environment, the qualities of the facilities that always reach citizens and also the overall satisfaction in this area.
4	Communications with the citizens	The use of approaches in making enquiries and opinions and also their sufficiency, the usage and the convenience level of the prison website, the adequacy of the website information and also the overall satisfaction in this area.

Regarding the performance pledge and video visit, the areas for investigation are as below:

	Research Items	Descriptions
5	Performance Pledge	The awareness of the citizens on prison's performance pledge.
6	Video Visit	The knowledge of the citizens on video visit and the interest in using video visit service in the future.

- Part 2

In order to understand the satisfaction of the citizens and also the level of importance of each service attributes, the SERVPERF method advocated by Cronin & Taylor (1992)

has been used as a reference on the questionnaire design, in which respondents were asked to rate those 7 service attributes in accordance with how importance the services are in their perceptions. The attributes are:

1. Appearance of the staff
2. Prison facilities
3. Communications
4. Performance of promised service dependable and accurately
5. Willingness to help citizens and provide prompt service
6. Knowledge and courtesy of staff and ability to convey trust and confidence
7. Caring and individualized attention to citizens

1.3 Research Methodology

- In order to cope with the purpose of the research, the method that has been used in this research is quantitative analysis, citizens were asked to respond to the designed questionnaire during face-to-face interview.

1.4 Target Audiences of this Research

- The target audiences of this research are mainly the citizens who receive services in Macao Prison and CAI, they are those visitors who come for regular visit with inmates, apply for visiting permits, apply for certificate of imprisonment, meet with social workers and other prison staff.
- The target audiences of this research are mainly 16 years of age or above, male and female can be. Therefore, each target has the same opportunity to be invited for completing the questionnaire.

1.5 Sampling method and Sample Size

- Due to the reason that each target has the same opportunity to be invited for completing the questionnaire, this research has chosen Simple Random Sampling method in quantitative analysis as the sampling method.
- To enhance the credibility of this research, this research has used the sampling method of Simple Random Sampling for considering the sample size. The method is required to set up the 'Confidence Level', 'Confidence Interval' and 'Population Size'.
- 'Population Size' represents the total number of citizens to be served, the size of the population is taken by the number of inmates (916 persons) in February 2010 multiplies by each inmates have a maximum of 6 visitors, the population size will be 5,496. In addition, by using 5% confidence interval and 95% confidence level, the required sample size will be 359 persons.

- The above sample size can also be calculated using the following formula:
 - $n = [(z^2 \cdot p \cdot q) + ME^2] / [ME^2 + Z^2 \cdot p \cdot q / N]$, where:
 - n = sample size,
 - p = population proportion,
 - q = 1-p,
 - ME = margin of error,
 - N = population size,
 - Z = critical value of confidence interval
 - After considering the required sample size of 359 persons, in order to enhance the accuracy of this research, the sample size is set to 450 persons, whereas 400 persons are drawn from Macao Prison and 50 persons are drawn from CAI.

1.6 When to Survey

- The survey is mainly carried out by the prison staff on an one to one interview basis once before or after the target audience has finished using the service.

1.7 Measurement

- The major measurement that has been used in the questionnaire is the widely used measurement method namely 'ordinal scale', there are total 5 scales to be chosen by the respondents, such as very satisfied, satisfied, fair, unsatisfied and very unsatisfied.

2. Result of the Research

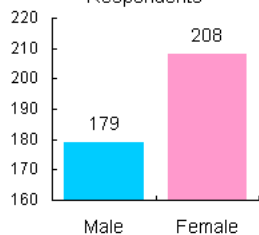
- Referring to the above 7 research items, in order to allow the prison to make precise improvement on each service location in accordance with their performance, the analysis for the 1st to 3rd research items (1. The process on delivering the service, 2. The service standard of the staff and 3. The environment and facilities standards) is conducted individually per location.
- Due to the reason that the rest of the 4 research items (including the communication with the citizens, the citizens' awareness on the performance pledge of Macao Prison, the citizens' knowledge on video visit and their interest in using this service in future) are considered as the entire service of the prison with no restrictions on districts, therefore, the data obtained from these two service locations will be grouped together for analysis.

2.1 Result on Research Item 1 to 3 in Macao Prison

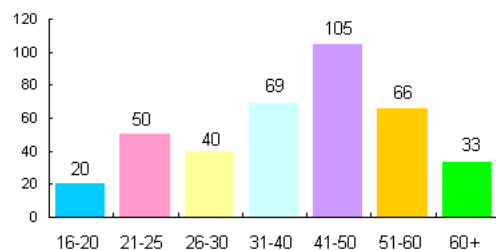
2.1.1 General Information of the Respondents

- There were total 400 respondents being interviewed in Macao Prison:
- Gender: 387 respondents made the response, with 179 male and 208 female,
- Age Range: All respondents were within the age between 16 to 60 above, within the 383 respondents, most of them (28%) were within the age group of 41 to 51, followed by the group of 31 to 40 (18%), 51 to 60 (17%) and 21 to 25 (13%),
- Educational Level: 376 respondents answered this question, most of them were having secondary level(61%), followed by having diploma or above (19%), primary level (15%) and below primary level (5%),
- 62% of respondents mentioned that they have visited Male detention zone, there were also 33% and 5% of the respondents visited Administrative Building and Female Detention Zone respectively,
- There were 317 respondents (79%) were not using the prison service the first time, and 84(21%) respondents were the first time users,
- There were approximately 80% of the citizens visited the prison for visiting the inmates.

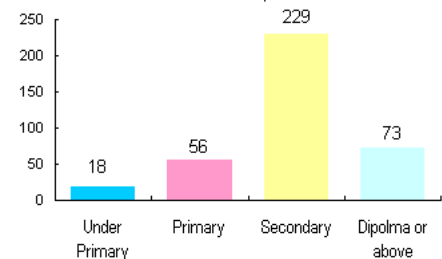
Distribution of the Gender of the Respondents



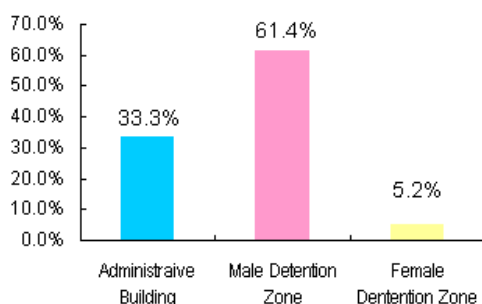
Distribution of the Age Range of the Respondents



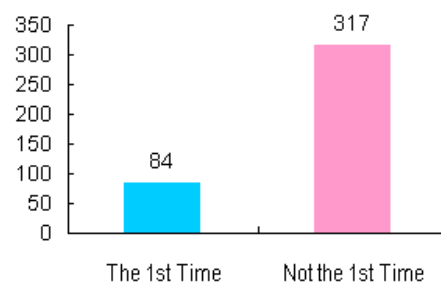
Distribution of the Educational Level of the Respondents



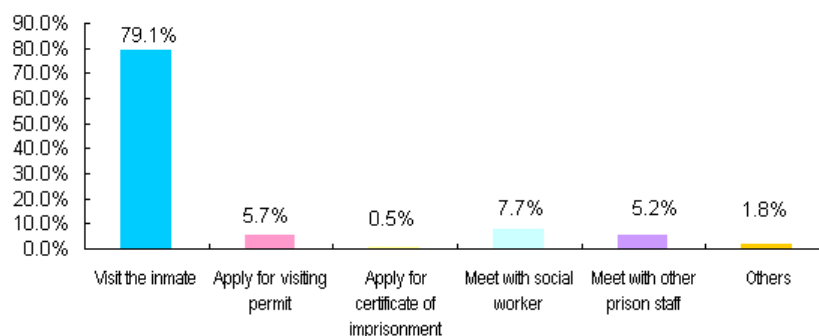
Places that have been visited by the respondents



How long the respondents have used the prison service



The purpose of visiting the prison



2.1.2 Research Item 1: The Process on Delivering the Service

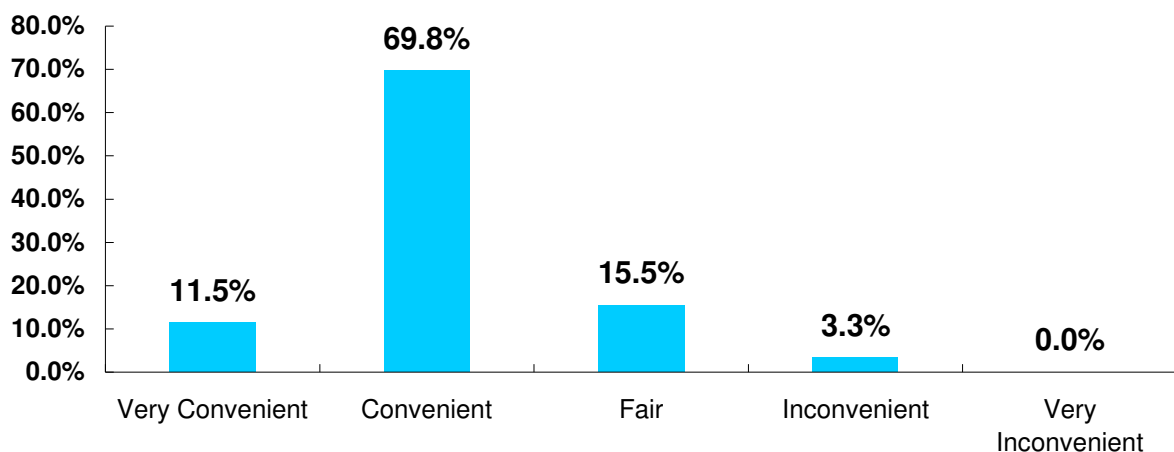
- In order to understand the opinions of the citizens on the process in getting the services delivered by the prison, there are 4 questions being set up:
 - Q1.1 – The convenience level of the process in getting the service
 - Q1.2 – Satisfaction on the duration of queuing
 - Q1.3 – Efficiency of the staff in providing the service
 - Q.1.4 – The speed of getting the service in overall

2.1.2.1 The analysis on the result of ‘The process on delivering the service’

- Regarding ‘Q.1.1 – The convenience level of the process in getting the service’ there were 400 respondents answered the question, approximately 82% of the respondents thought that the process in getting the service was convenient, with 70% thought that it was ‘convenient’ and 12% thought that it was ‘very convenient’.

Q1.1 – The convenience level of the process in getting the service (Sample Size: 400)					
Scales	Very convenient	Convenient	Fair	Inconvenient	Very inconvenient
Sample Size	46	279	62	13	0
Percentage	11.5%	69.8%	15.5%	3.3%	0.0%

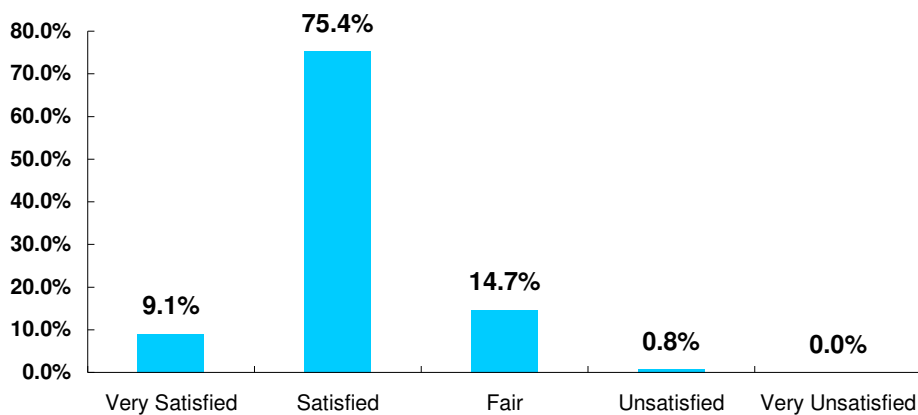
The convenience level of the process in getting the service



- Regarding 'Q.1.2 – Satisfaction on the duration of queuing', there were 395 respondents answered the question, approximately 84% of the respondents were satisfied with the queuing, with 75% felt 'satisfied' and 9% felt 'very satisfied'.

Q.1.2 - Satisfaction on the duration of queuing (Sample Size: 395)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	36	298	58	3	0
Percentage	9.1%	75.4%	14.7%	0.8%	0.0%

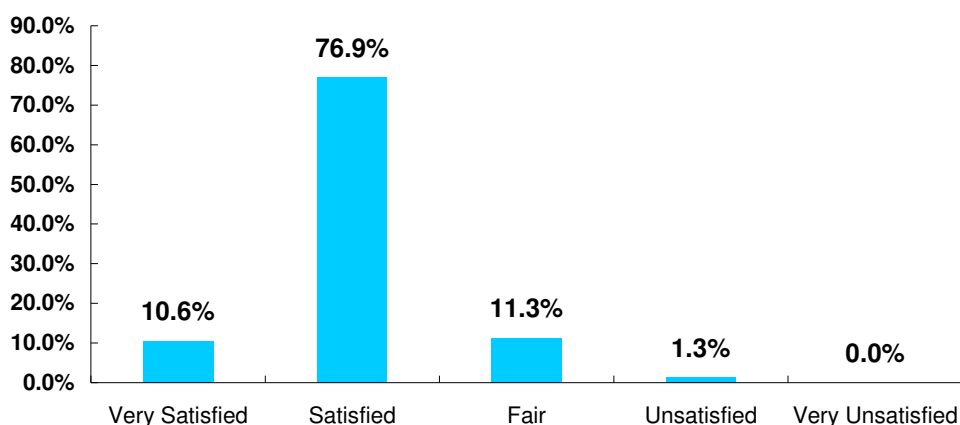
Satisfaction on the duration of queuing



- Regarding 'Q.1.3 – Efficiency of the staff in providing the service', there were 398 respondents answered the question, approximately 88% of the respondents were satisfied with the efficiency of the staff, with 77% felt 'satisfied' and 11% felt 'very satisfied'.

Q.1.3 - Efficiency of the staff in providing the service (Sample Size: 398)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	42	306	45	5	0
Percentage	10.6%	76.9%	11.3%	1.3%	0.0%

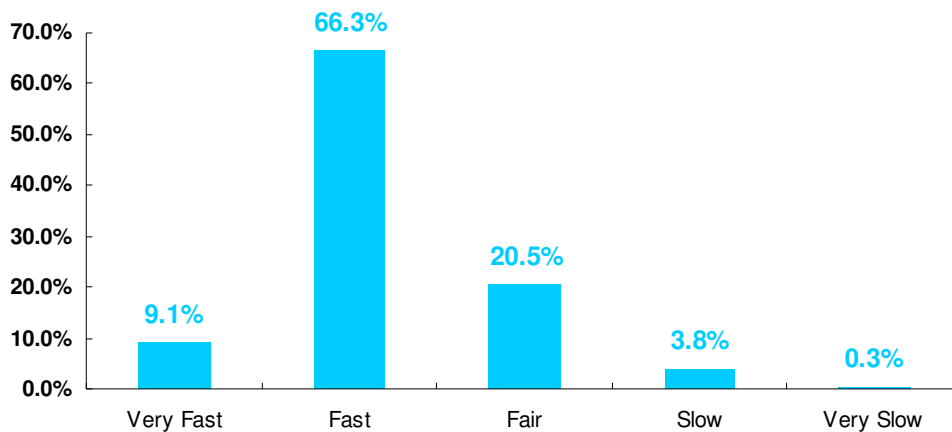
Efficiency of the staff in providing the service



- Regarding 'Q.1.4 – The speed of getting the service in overall', there were 395 respondents answered the question, approximately 75% of the respondents perceived that in overall, the speed of getting the service was fast, with 66% perceived 'fast' and 9% perceived 'very fast'.

Q.1.4 - The speed of getting the service in overall (Sample Size: 395)					
Scales	Very fast	Fast	Fair	Slow	Very slow
Sample Size	36	262	81	15	1
Percentage	9.1%	66.3%	20.5%	3.8%	0.3%

The speed of getting the service in overall



2.1.3 Research Item 2 : The Service Standard of the Staff

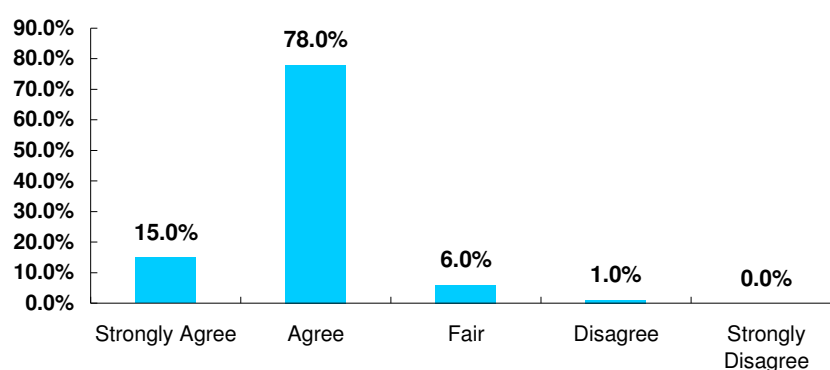
- In order to understand the opinions on the service standard of the prison staff, there are total 8 questions being set up in asking for the degree of agreement towards each question, the questions are:
 - Q.2.1 – The degree of agreement on staff is in good attitude
 - Q.2.2 - The degree of agreement on staff provides assistance in an active manner
 - Q.2.3 - The degree of agreement on staff gives enough assistance
 - Q.2.4 - The degree of agreement on staff gives the right service(s)
 - Q.2.5 - The degree of agreement on staff has enough professional knowledge
 - Q.2.6 - The degree of agreement on staff is reliable on the provided service
 - Q.2.7 - The degree of agreement on staff's image gives confidence
 - Q.2.8 - Overall satisfaction on the service provided by the staff

2.1.3.1 The analysis on the result of 'The service standard of the staff'

- Regarding 'Q.2.1 -The degree of agreement on staff is in good attitude', there were 400 respondents answered the question, approximately 93% of the respondents agree with staff was in good attitude, with 78% responded 'agree' and 15% responded 'strongly agree'.

Q.2.1 - The degree of agreement on staff is in good attitude (Sample Size: 400)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	60	312	24	4	0
Percentage	15.0%	78.0%	6.0%	1.0%	0.0%

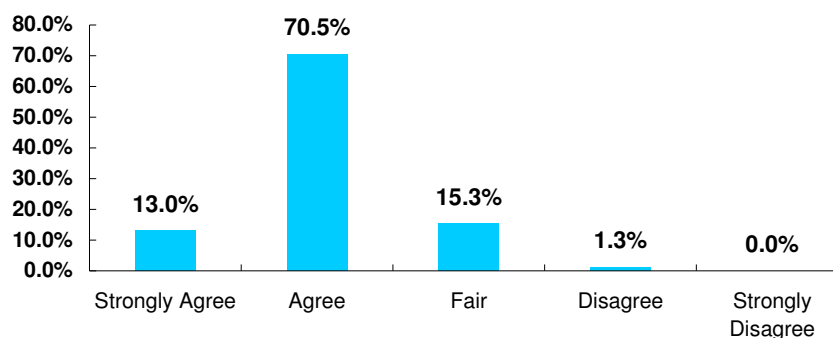
The degree of agreement on staff is in good attitude



- Regarding 'Q.2.2 - The degree of agreement on staff provides assistance in an active manner', there were 393 respondents answered the question, approximately 84% of the respondents agree with staff provided assistance in an active manner, with 71% responded 'agree' and 13% responded 'strongly agree'.

Q.2.2 - The degree of agreement on staff provides assistance in an active manner (Sample Size: 393)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	51	277	60	5	0
Percentage	13.0%	70.5%	15.3%	1.3%	0.0%

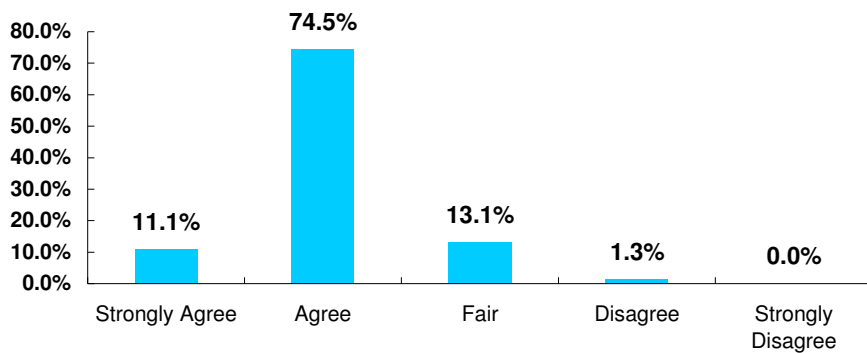
The degree of agreement on staff provides assistance in an active manner



- Regarding 'Q.2.3 - The degree of agreement on staff gives enough assistance', there were 388 respondents answered the question, approximately 86% of the respondents agree with staff gave enough assistance, with 75% responded 'agree' and 11% responded 'strongly agree'.

Q.2.3 - The degree of agreement on staff gives enough assistance (Sample Size:388)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	43	289	51	5	0
Percentage	11.1%	74.5%	13.1%	1.3%	0.0%

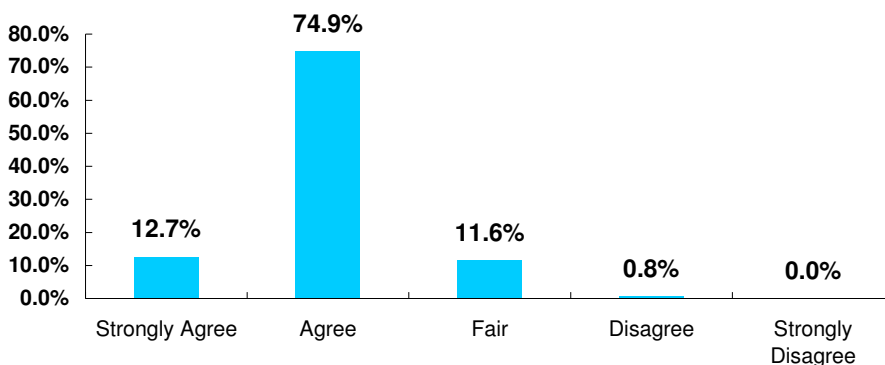
The degree of agreement on staff gives enough assistance



- Regarding 'Q.2.4 -The degree of agreement on staff gives the right service(s)', there were 395 respondents answered the question, approximately 88% of the respondents agree with staff gave the right service(s), with 75% responded 'agree' and 13% responded 'strongly agree'.

Q.2.4 -The degree of agreement on staff gives the right service(s) (Sample Size: 395)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	50	296	46	3	0
Percentage	12.7%	74.9%	11.6%	0.8%	0.0%

The degree of agreement on staff gives the right service(s)

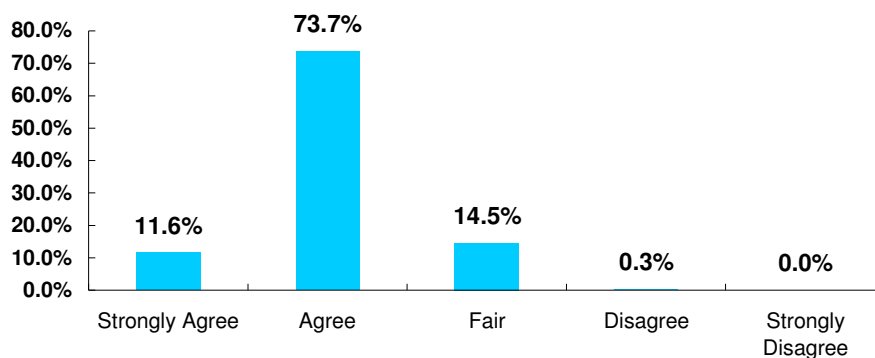


- Regarding 'Q.2.5 -The degree of agreement on staff has enough professional knowledge', there were 380 respondents answered the question, approximately 86% of the respondents agree with staff has enough professional knowledge, with 74% responded 'agree' and 12% responded 'strongly agree'.

Q.2.5 -The degree of agreement on staff has enough professional knowledge (Sample Size:380)

Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	44	280	55	1	0
Percentage	11.6%	73.7%	14.5%	0.3%	0.0%

The degree of agreement on staff has enough professional knowledge

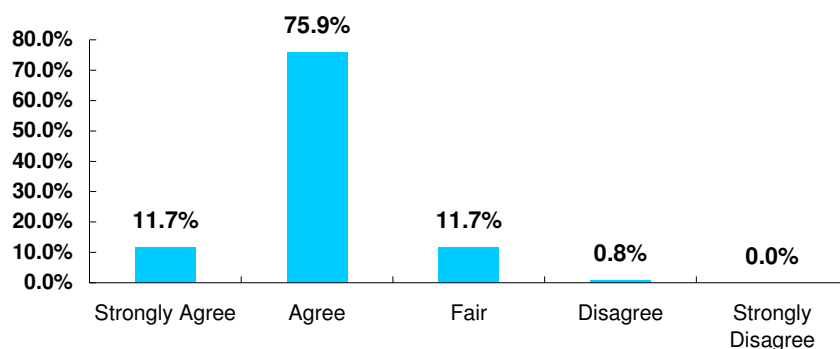


- Regarding 'Q.2.6 -The degree of agreement on staff is reliable on the provided service', there were 394 respondents answered the question, approximately 88% of the respondents agree with staff was reliable on the provided service, with 76% responded 'agree' and 12% responded 'strongly agree'.

Q.2.6 - The degree of agreement on staff is reliable on the provided service (Sample Size: 394)

Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	46	299	46	3	0
Percentage	11.7%	75.9%	11.7%	0.8%	0.0%

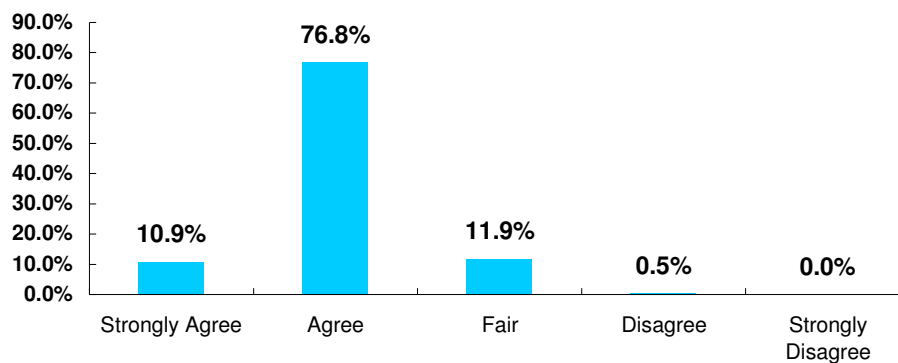
The degree of agreement on staff is reliable on the provided service



- Regarding 'Q.2.7 -The degree of agreement on staff's image gives confidence', there were 396 respondents answered the question, approximately 88% of the respondents agree with staff's image gave confidence, with 77% responded 'agree' and 11% responded 'strongly agree'.

Q.2.7 -The degree of agreement on staff's image gives confidence (Sample Size:396)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	43	304	47	2	0
Percentage	10.9%	76.8%	11.9%	0.5%	0.0%

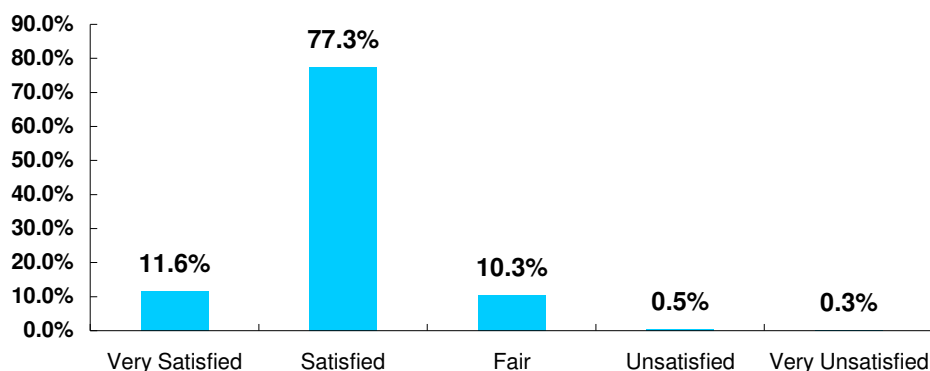
The degree of agreement on the image of the staff gives confidence



- Regarding 'Q.2.8 - Overall satisfaction on the service provided by the staff', there were 397 respondents answered the question, approximately 89% of the respondents were satisfied with the service provided by the staff, with 77% felt 'satisfied' and 12% felt 'very satisfied'.

Q.2.8 - Overall satisfaction on the service provided by the staff (Sample Size:397)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	46	307	41	2	1
Percentage	11.6%	77.3%	10.3%	0.5%	0.3%

Overall satisfaction on the service provided by the staff



2.1.4 Research Item 3: The Environment and Facility Standards

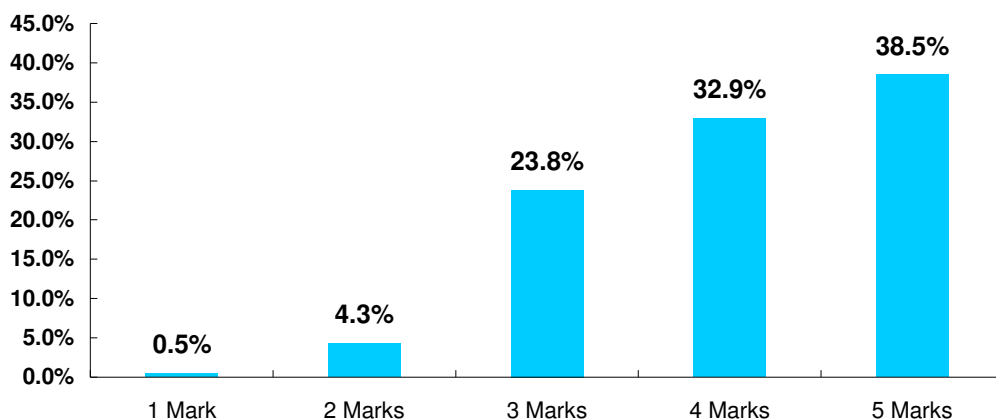
- In order to understand the opinions of the citizens on the environment and facility standards of the prison (the environment of those areas that citizens visit and the facilities provided for the public use), the following aspects has been surveyed: 1) The sufficiency of the space of the reception areas, 2) The visibility, sufficiency and cleanness of the facilities at the reception areas, 3)The visibility, sufficiency and clarity of the signposts, 4) The visibility and sufficiency of the green facilities, and 5) The sufficiency, cleanness and quality of the intercom devices in detention zones.
- Score point is used in this research item as the rating, each aspect has 5 different scores, 5 marks denote very satisfied/ very good, 4 marks denote satisfied/ good, 3 marks denote fair, 2 marks denote unsatisfied/ bad and 1 mark denotes very unsatisfied and very bad.
- Besides the above aspect, this section also covers:
 - The degree of comfort of the prison environment in overall (environment of those areas visited by the public)
 - Overall satisfaction on the prison facilities (facilities that are for the public use)

2.1.4.1 The analysis on the result of ‘The environment and facility standards of the prison ‘

- Regarding ‘Q.3.1 – The sufficiency of the receptions’ spaces’, there were total 395 respondents answered the question, with approximately 39% of the respondents gave 5 marks, 33% gave 4 marks and 24% gave 3 marks.
- By combining the opinions of those 395 respondents, the average rating for the sufficiency of the receptions’ spaces’ was 4, which indicated that respondents were satisfied with the sufficiency of the receptions’ spaces’.

Q.3.1 -The sufficiency of the receptions’ spaces (Sample Size: 395)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	2	17	94	130	152
Percentage	0.5%	4.3%	23.8%	32.9%	38.5%

Sufficiency of the receptions’ spaces

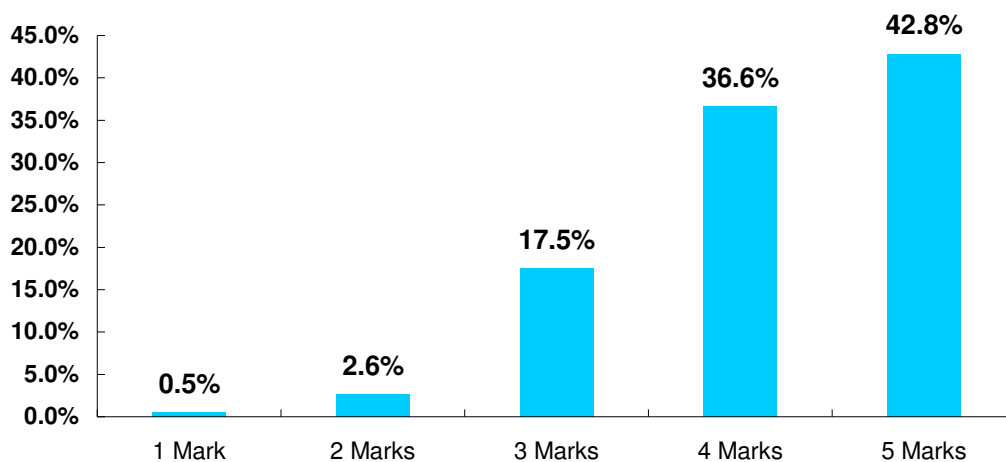


- Regarding ‘Q.3.2 -The visibility, sufficiency and cleanness of the facilities at the reception areas’:

- **‘Visibility’ of the facilities at the reception areas:** there were total 383 respondents answered the question, with approximately 43% of the respondents gave 5 marks, 37% gave 4 marks and 18% gave 3 marks.
- By combining the opinions of those 383 respondents, the average rating for this aspect was 4.2, which indicated that respondents were satisfied with the visibility of the facilities at the reception areas.

Q.3.2 - ‘Visibility’ of the facilities in reception areas (Sample Size: 383)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	2	10	67	140	164
Percentage	0.5%	2.6%	17.5%	36.6%	42.8%

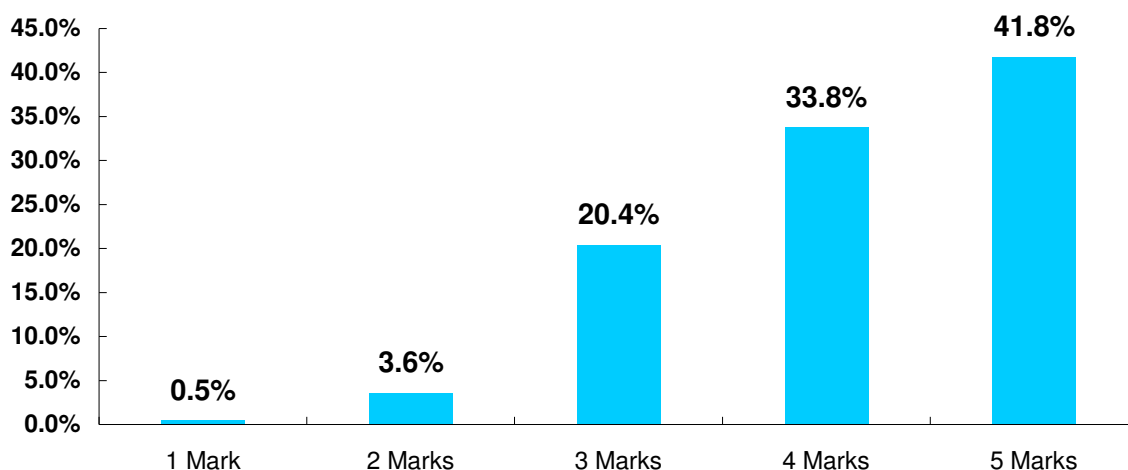
Visibility of the facilities at the reception areas



- **‘Sufficiency’ of the facilities at the reception areas:** there were total 388 respondents answered the question, with approximately 42% of the respondents gave 5 marks, 34% gave 4 marks and 20% gave 3 marks.
- By combining the opinions of those 388 respondents, the average rating for this aspect was 4.1, which indicated that respondents were satisfied with the sufficiency of the facilities at the reception areas.

Q.3.2 - ‘Sufficiency’ of the facilities in reception areas (Sample Size: 388)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	2	14	79	131	162
Percentage	0.5%	3.6%	20.4%	33.8%	41.8%

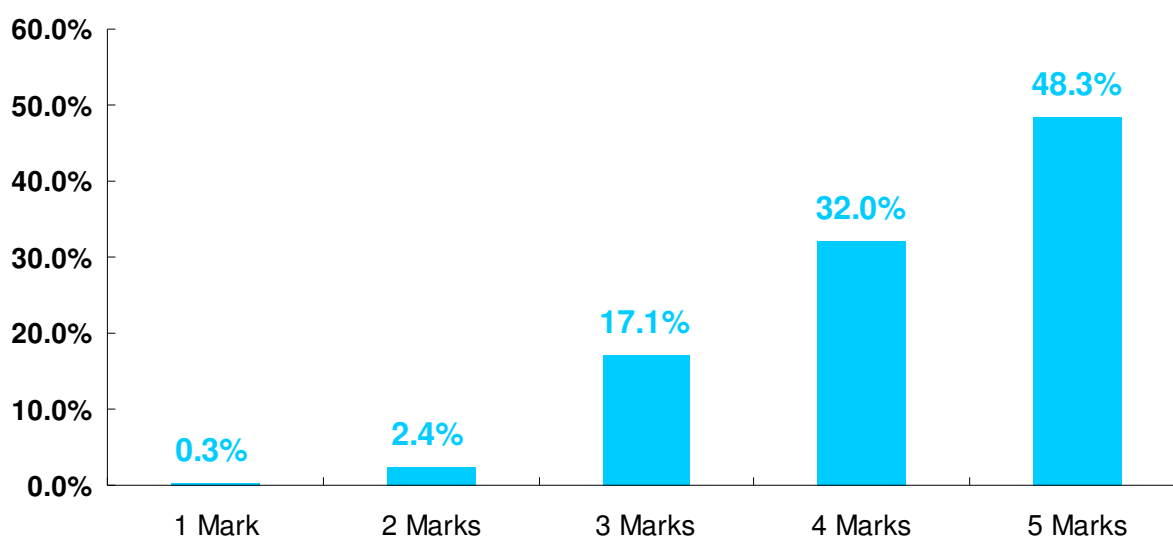
Sufficiency of the facilities at the reception areas



- **‘Cleanness’ of the facilities at the reception areas:** there were total 381 respondents answered the question, with approximately 48% of the respondents gave 5 marks, 32% gave 4 marks and 17% gave 3 marks.
- By combining the opinions of those 381 respondents, the average rating for this aspect was 4.3, which indicated that respondents were satisfied with the cleanness of the facilities at the reception areas.

Q.3.2 - ‘Cleanness’ of the facilities in reception areas (Sample Size: 381)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	1	9	65	122	184
Percentage	0.3%	2.4%	17.1%	32.0%	48.3%

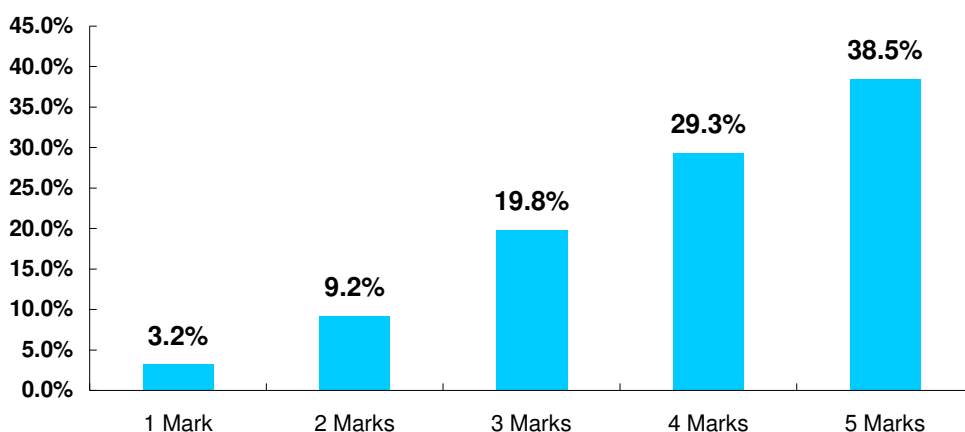
Cleanness of the facilities at the reception areas



- Regarding ‘Q.3.3 – The visibility, sufficiency and clarity of the signposts’:
 - **‘Visibility’ of the signposts:** there were total 379 respondents answered the question, with approximately 39% of the respondents gave 5 marks, 29% gave 4 marks and 20% gave 3 marks.
 - By combining the opinions of those 379 respondents, the average rating for this aspect was 3.9, which indicated that respondents were satisfied with the visibility of the signposts.

Q.3.3 - ‘Visibility’ of the signposts (Sample Size: 379)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	12	35	75	111	146
Percentage	3.2%	9.2%	19.8%	29.3%	38.5%

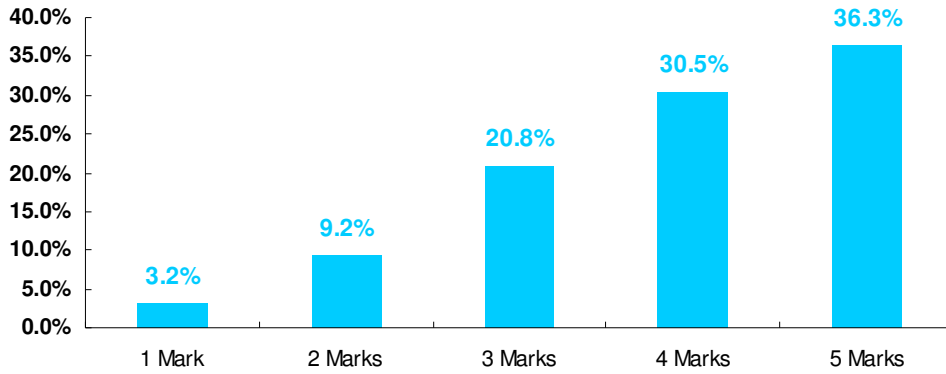
Visibility of the signposts



- **‘Sufficiency’ of the signposts:** there were total 380 respondents answered the question, with approximately 36% of the respondents gave 5 marks, 31% gave 4 marks and 21% gave 3 marks.
- By combining the opinions of those 380 respondents, the average rating for this aspect was 3.9, which indicated that respondents were satisfied with the sufficiency of the signposts.

Q.3.3 - ‘Sufficiency’ of the signposts (Sample Size: 380)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	12	35	79	116	138
Percentage	3.2%	9.2%	20.8%	30.5%	36.3%

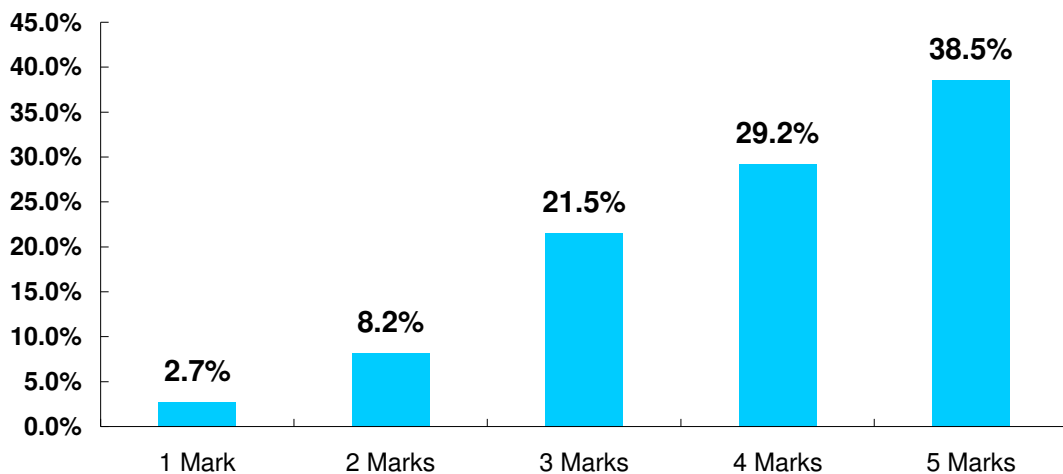
Sufficiency of the signposts



- **‘Clarity’ of the signposts:** there were total 377 respondents answered the question, with approximately 39% of the respondents gave 5 marks, 29% gave 4 marks and 22% gave 3 marks.
- By combining the opinions of those 377 respondents, the average rating for this aspect was 3.9, which indicated that respondents were satisfied with the clarity of the signposts.

Q.3.3 - ‘Clarity’ of the signposts (Sample Size:377)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	10	31	81	110	145
Percentage	2.7%	8.2%	21.5%	29.2%	38.5%

Clarity of the signposts

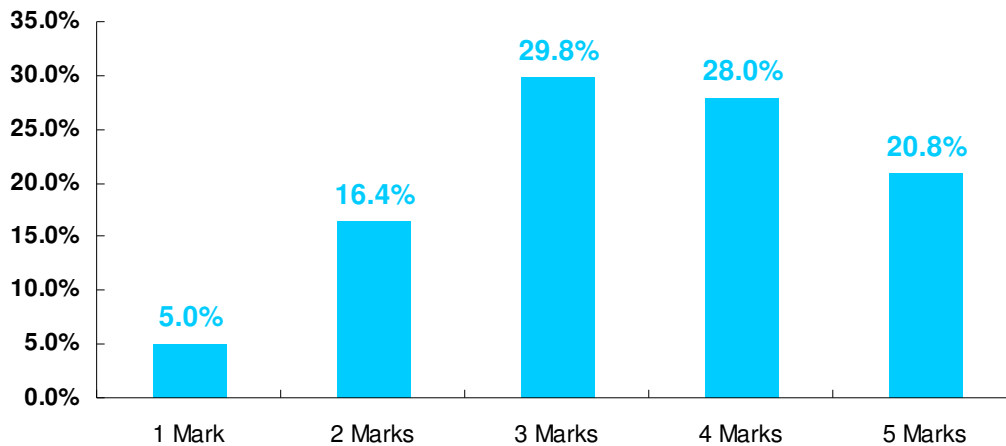


- Regarding ‘Q.3.4 – Visibility and sufficiency of the green facilities’:
 - **‘Visibility’ of the green facilities:** there were total 379 respondents answered the question, with approximately 30% of the respondents gave 3 marks, 28% gave 4 marks and 21% gave 5 marks.
 - By combining the opinions of those 379 respondents, the average rating for this aspect was 3.4, which indicated that respondents felt that the visibility of the green

facilities was in average.

Q.3.4 - 'Visibility' of the green facilities (Sample Size: 379)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	19	62	113	106	79
Percentage	5.0%	16.4%	29.8%	28.0%	20.8%

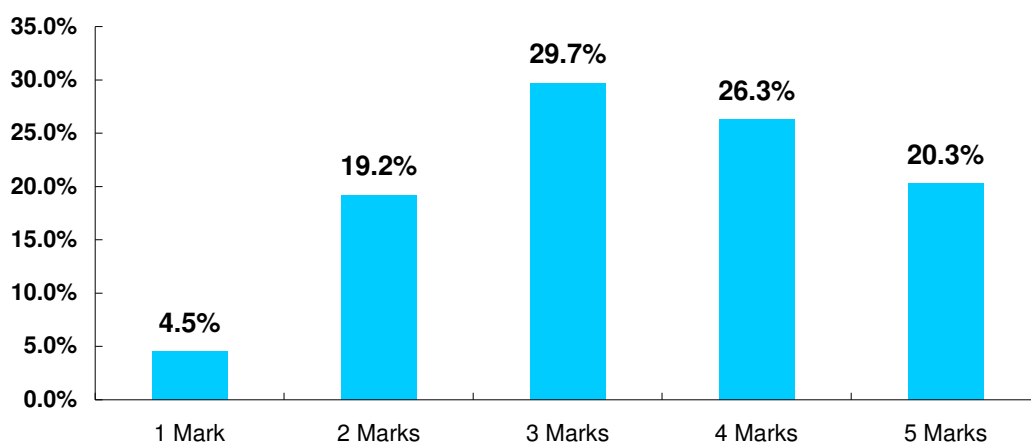
Visibility of green facilities



- **'Sufficiency' of the green facilities:** there were total 380 respondents answered the question, with approximately 30% of the respondents gave 3 marks, 26% gave 4 marks and 20% gave 5 marks.
- By combining the opinions of those 380 respondents, the average rating for this aspect was 3.4, which indicated that respondents felt that the sufficiency of the green facilities was in average.

Q.3.4 - 'Sufficiency' of the green facilities (Sample Size:380)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	17	73	113	100	77
Percentage	4.5%	19.2%	29.7%	26.3%	20.3%

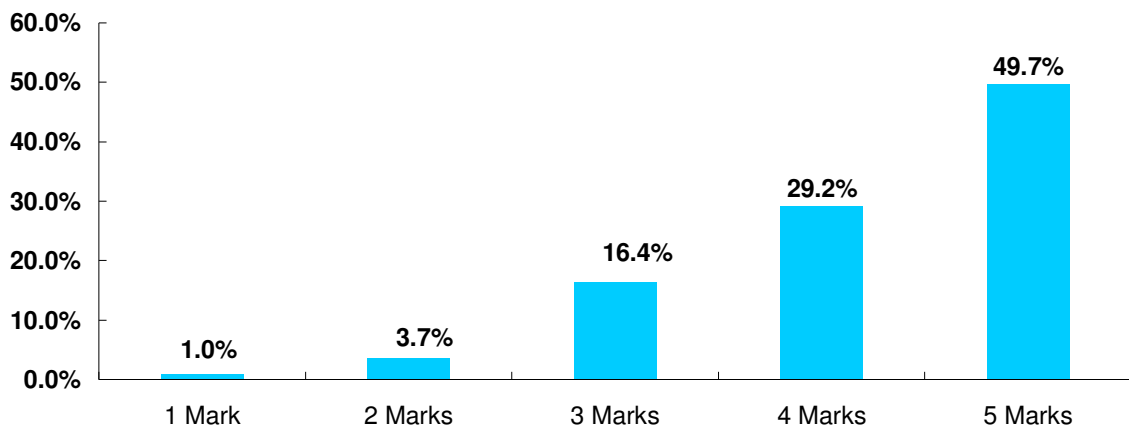
Sufficiency of green facilities



- Regarding 'Q.3.5 – Sufficiency, quality and cleanness of the intercom devices at detention zones':
 - **'Sufficiency' of the intercom devices at detention zones:** there were total 298 respondents answered the question, with approximately 50% of the respondents gave 5 marks, 29% gave 4 marks and 16% gave 3 marks.
 - By combining the opinions of those 298 respondents, the average rating for this aspect was 4.2, which indicated that respondents were satisfied with sufficiency of the intercom devices at detention zones.

Q.3.5 - 'Sufficiency' of the intercom devices at detention zones (Sample Size: 298)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	3	11	49	87	148
Percentage	1.0%	3.7%	16.4%	29.2%	49.7%

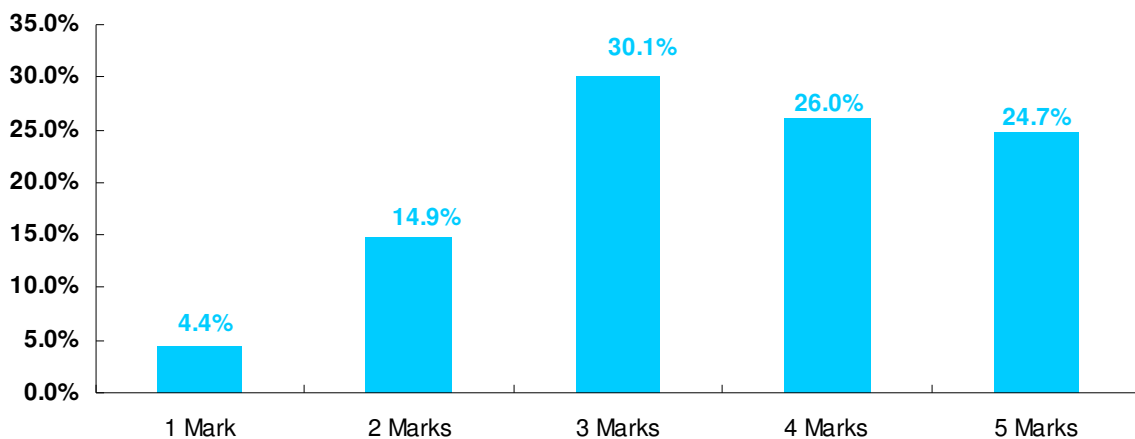
Sufficiency of the Intercom devices at the detention zones



- **'Quality' of the intercom devices at detention zones:** there were total 296 respondents answered the question, with approximately 30% of the respondents gave 3 marks, 26% gave 4 marks and 25% gave 5 marks.
- By combining the opinions of those 296 respondents, the average rating for this aspect was 3.5, which indicated that respondents were satisfied with the quality of the intercom devices at detention zones.

Q.3.5 - 'Quality' of the intercom devices at detention zones (Sample Size: 296)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	13	44	89	77	73
Percentage	4.4%	14.9%	30.1%	26.0%	24.7%

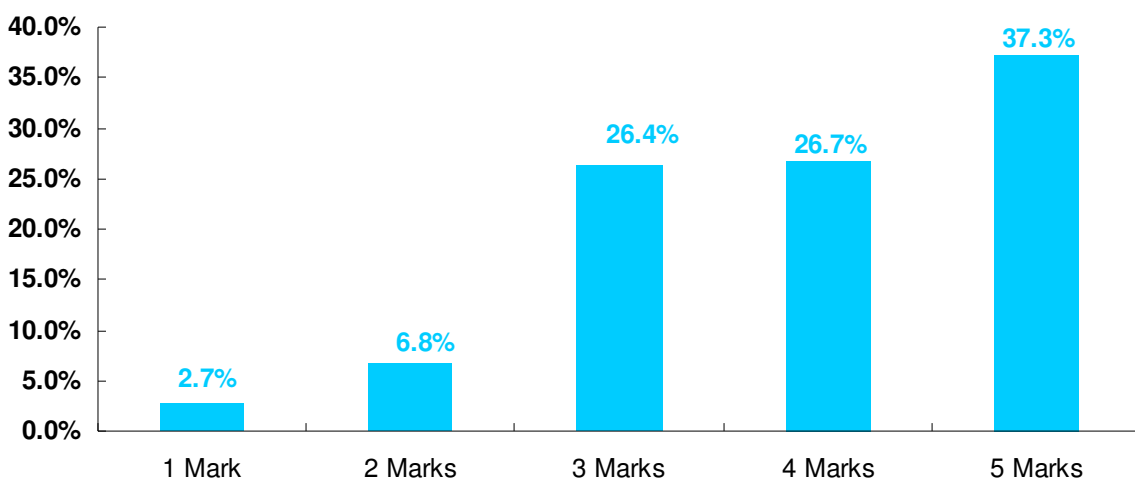
Quality of the Intercom devices at the detention zones



- **‘Cleanness’ of the intercom devices at detention zones:** there were total 292 respondents answered the question, with approximately 37% of the respondents gave 5 marks, 27% gave 4 marks and 26% gave 3 marks.
- By combining the opinions of those 292 respondents, the average rating for this aspect was 3.9, which indicated that respondents were satisfied with the cleanness of the intercom devices at detention zones.

Q.3.5 - ‘Cleanness’ of the intercom devices at detention zones (Sample Size: 292)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	8	20	77	78	109
Percentage	2.7%	6.8%	26.4%	26.7%	37.3%

Cleanness of the Intercom devices at the detention zones

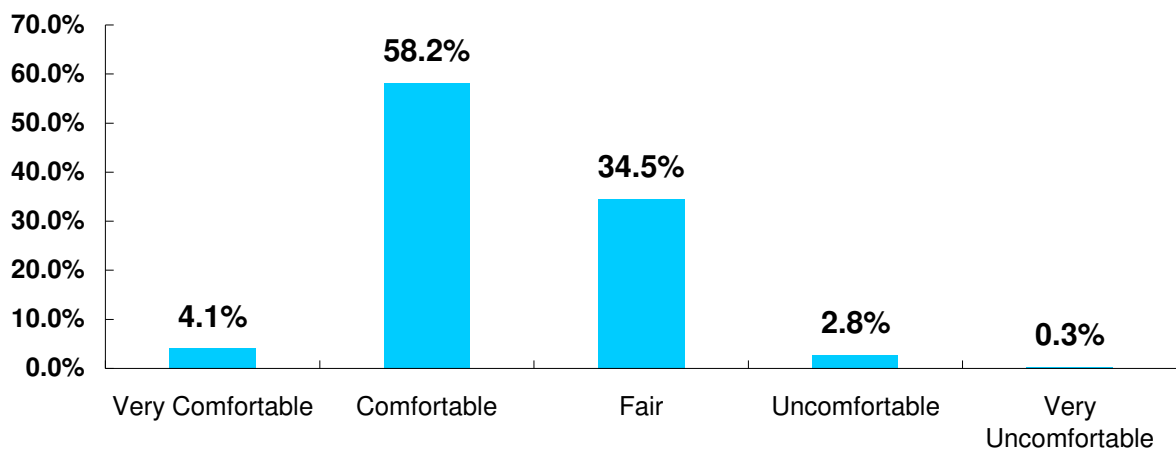


- The degree of comfort of the prison environment in overall (environment of those areas visited by the public), there were 388 respondents answered the question, approximately 62% of the respondents felt that the environment of the prison was comfortable, with 58% felt 'comfortable' and 4% felt 'very comfortable'.

Q.3.6 - The degree of comfort of the prison environment in overall (environment of those areas visit by the public) (Sample Size: 388)

Scales	Very comfortable	Comfortable	Fair	Uncomfortable	Very uncomfortable
Sample Size	16	226	134	11	1
Percentage	4.1%	58.2%	34.5%	2.8%	0.3%

The degree of comfort of the environment in overall (environment of those areas visited by the public)

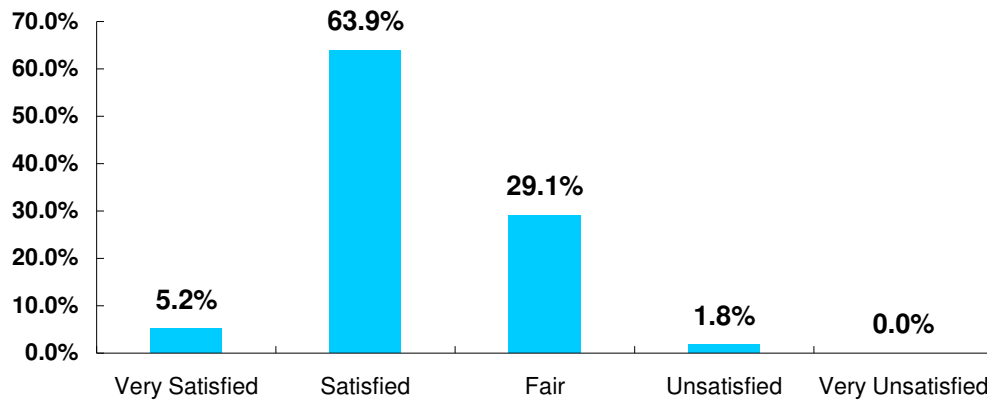


- Regarding 'Q.3.7 - Overall satisfaction on the prison facilities (facilities that are for the public use)', there were 382 respondents answered the question, approximately 69% of the respondents were satisfied with the prison facilities, with 64% felt 'satisfied' and 5% felt 'very satisfied'.

Q.3.7 - Overall satisfaction on the prison facilities (facilities that are for the public use) (Sample Size: 382)

Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	20	244	111	7	0
Percentage	5.2%	63.9%	29.1%	1.8%	0.0%

Overall satisfaction on the prison facilities (facilities that are for the public use)

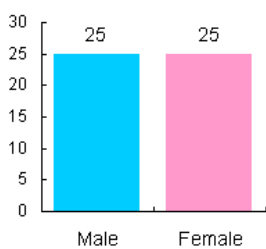


2.2 Result on Research Item 1 to 3 in CAI

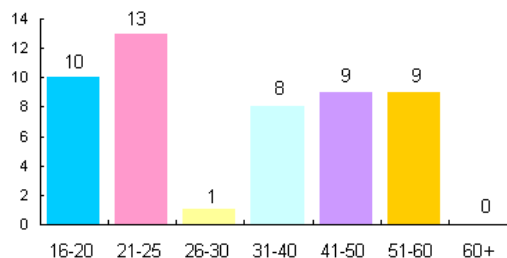
2.2.1 General Information of the Respondents

- There were total 50 respondents being interviewed in CAI (25 males and 25 females),
- Respondents were all within the age between 16 to 60, most of them were within 21 to 25 (26%), followed by 16 to 20 (20%), 41 to 50 and 51 to 60, which occupied 18% respectively,
- Most of the respondents were having secondary educational level (74%), the others were having diploma or above (14%) and primary level (12%).
- 30 respondents (60%) were using the service provided by CAI the first time, while the other 20 respondents (40%) were not the first time users.
- 95% of the citizens visited CAI for applying the visiting permits, the others were applying the certificate of imprisonments and met with the prison staff.

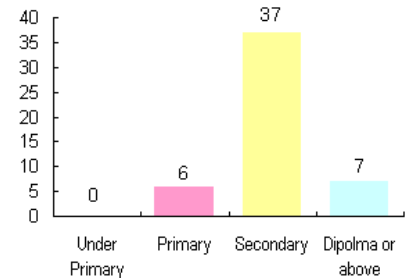
Gender of the Respondents



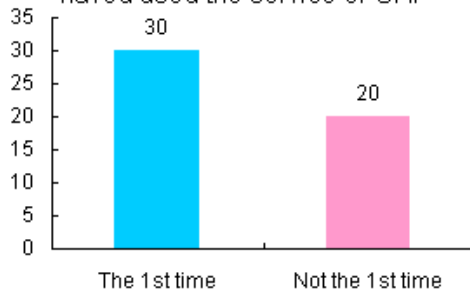
Age Range of the Respondents



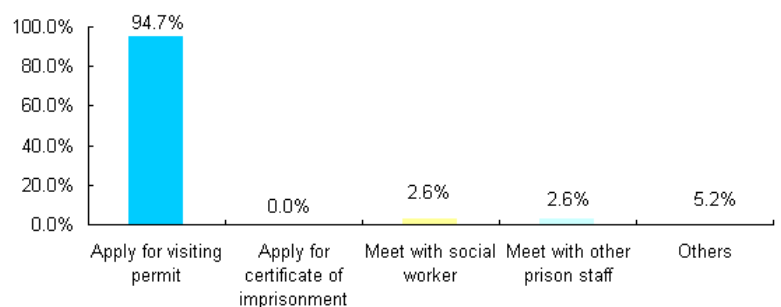
Educational Level of the Respondents



How long the respondents
haved used the service of CAI



The purpose of visiting CAI



2.2.2 Research Item 1: The Process on Delivering the Service

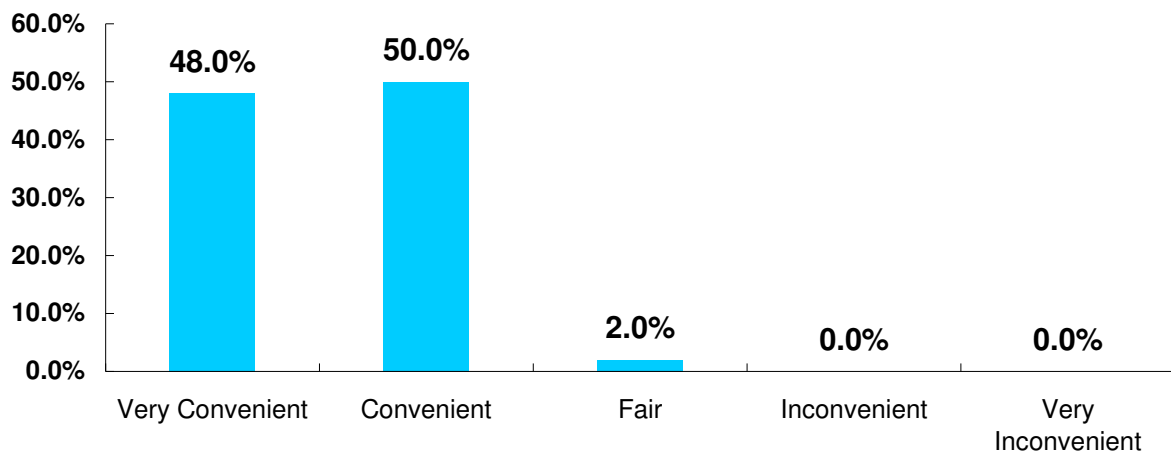
- In order to understand the opinions of the citizens on the process in getting the services delivered by CAI, there are 4 questions have been asked:
 - Q.1.1 - The convenience level of the process in getting the service
 - Q.1.2 – Satisfaction on the duration of queuing
 - Q.1.3 – Efficiency of the staff in providing the service
 - Q.1.4 – The speed of getting the service in overall

2.2.2.1 The analysis on the result of ‘The process on delivering the service’

- Regarding ‘Q.1.1 – The convenience level of the process in getting the service’, there were 50 respondents answered the question, 98% of the respondents thought that the process in getting the service was convenient, with 50% thought that it was ‘convenient’ and 48% thought that it was ‘very convenient’.

Q.1.1 – The convenience level of the process in getting the service (Sample Size: 50)					
Scales	Very convenient	Convenient	Fair	Inconvenient	Very inconvenient
Sample Size	24	25	1	0	0
Percentage	48.0%	50.0%	2.0%	0.0%	0.0%

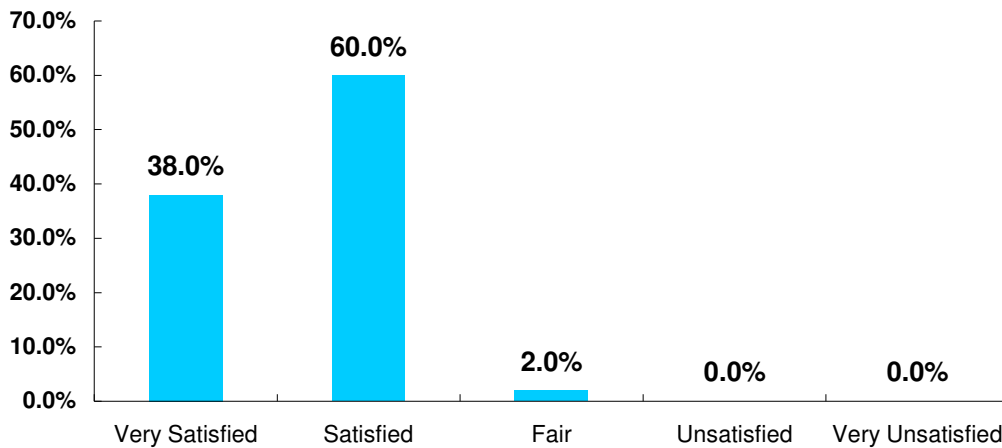
The convenience level of the process in getting the service



- Regarding ‘Q.1.2 – Satisfaction on the duration of queuing’, there were 50 respondents answered the question, 98% of the respondents were satisfied with the queuing, with 60% felt ‘satisfied’ and ‘38%’ felt ‘very satisfied’.

Q.1.2 - Satisfaction on the duration of queuing (Sample Size: 50)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	19	30	1	0	0
Percentage	38.0%	60.0%	2.0%	0.0%	0.0%

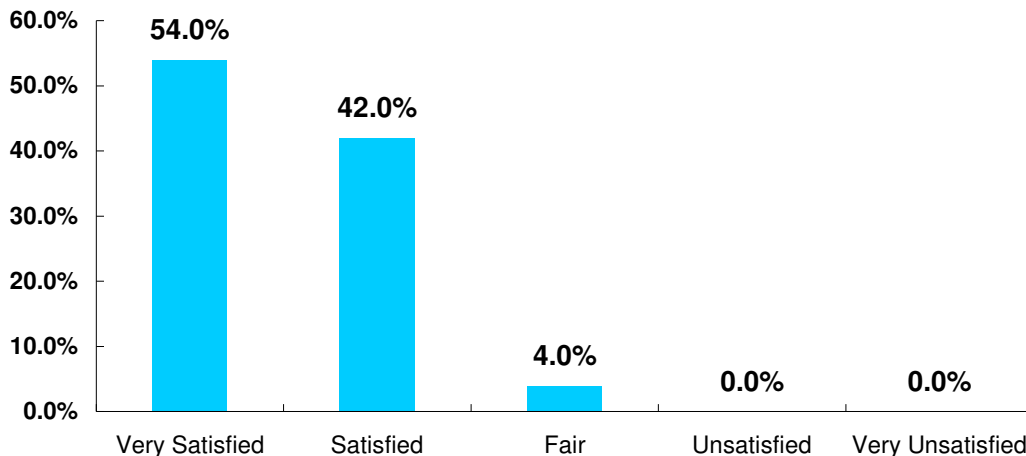
Satisfaction on the duration of queuing



- Regarding 'Q.1.3 – Efficiency of the staff in providing the service', there were 50 respondents answered the question, 96% of the respondents were satisfied with the efficiency of the staff, with 54% felt 'very satisfied' and 42% felt 'satisfied'.

Q.1.3 - Efficiency of the staff in providing the service (Sample Size: 50)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	21	27	2	0	0
Percentage	54.0%	42.0%	4.0%	0.0%	0.0%

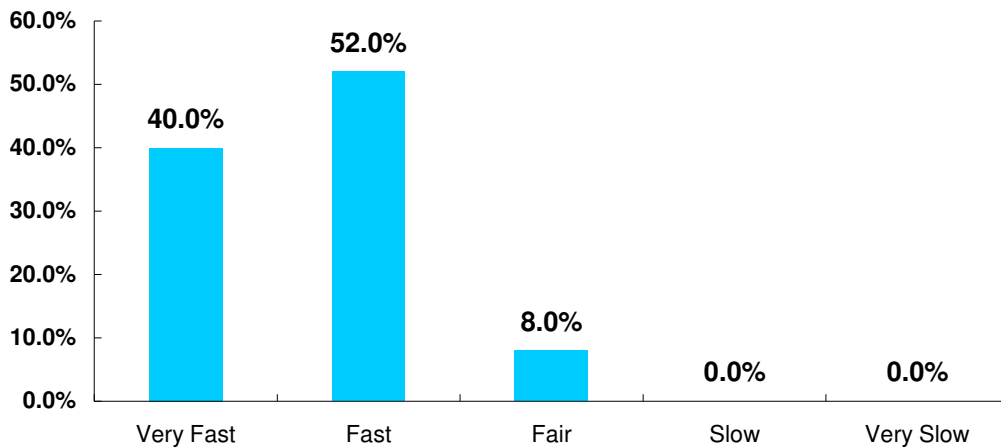
Efficiency of the staff in providing the service



- Regarding 'Q.1.4 – The speed of getting the service in overall', there were 50 respondents answered the question, 92% of the respondents perceived that the speed of getting the service was fast in overall, with 52% perceived 'fast' and 40% perceived 'very fast'.

Q.1.4 - The speed of getting the service in overall (Sample Size: 50)					
Scales	Very fast	Fast	Fair	Slow	Very slow
Sample Size	20	26	4	0	0
Percentage	40.0%	52.0%	8.0%	0.0%	0.0%

The speed of getting the service in overall



2.2.3 Research Item 2: The Service Standard of the Staff

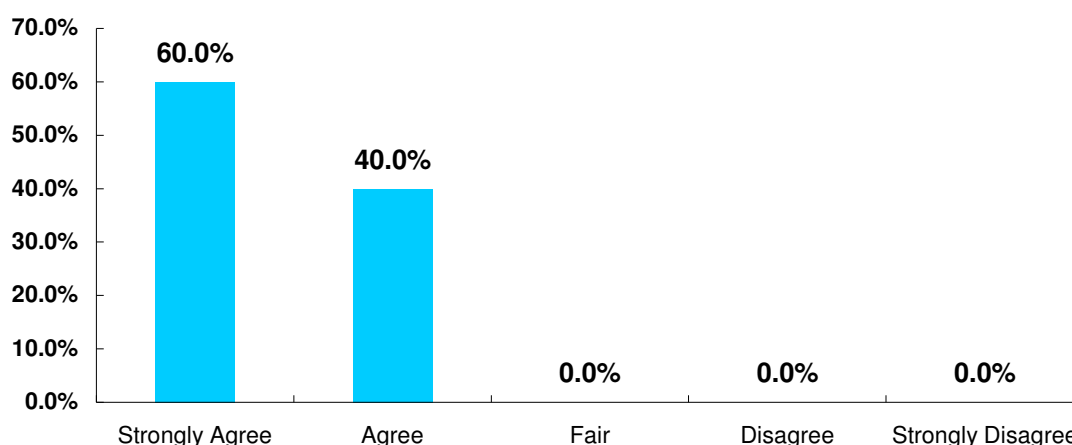
- In order to understand the opinions on the service standard of the prison staff, there are total 8 questions being set up in asking for the degree of agreement towards each question, the questions are:
 - Q.2.1 - The degree of agreement on staff is in good attitude
 - Q.2.2 – The degree of agreement on staff provides assistance in an active manner
 - Q.2.3 - The degree of agreement on staff gives enough assistance
 - Q.2.4 - The degree of agreement on staff gives the right service(s)
 - Q.2.5 - The degree of agreement on staff has enough professional knowledge
 - Q.2.6 - The degree of agreement on staff is reliable on the provided service
 - Q.2.7 - The degree of agreement on staff’s image gives confidence
 - Q.2.8 - Overall satisfaction on the service provided by the staff

2.2.3.1 The analysis on the result of ‘The service standard of the staff’

- Regarding ‘Q.2.1 – The degree of agreement on staff is in good attitude’, there were 50 respondents answered the question, 100% of the respondents agree with staff was in good attitude, with 60% responded ‘strongly agree’ and 40% responded ‘agree’.

Q.2.1 - The degree of agreement on staff is in good attitude (Sample Size: 50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	30	20	0	0	0
Percentage	60.0%	40.0%	0.0%	0.0%	0.0%

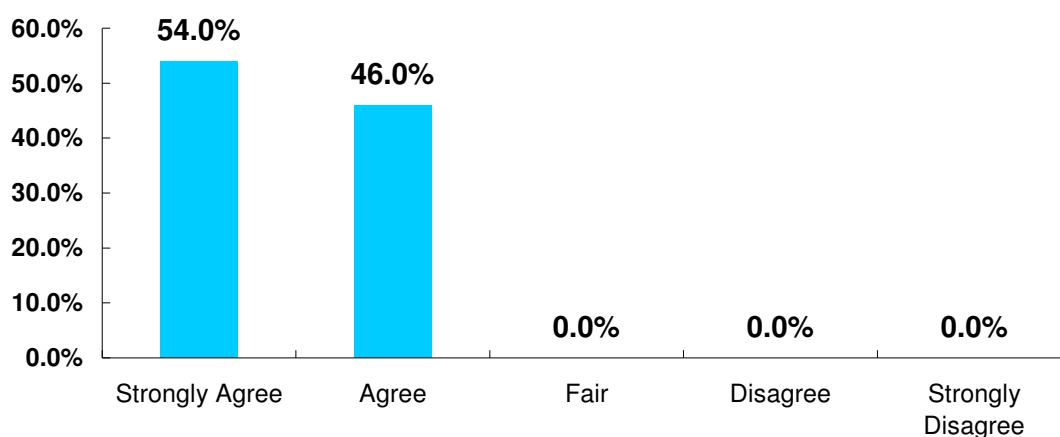
The degree of agreement on staff is in good attitude



- Regarding 'Q.2.2 – The degree of agreement on staff provides assistance in an active manner', there were 50 respondents answered the question, 100% of the respondents agree with staff provided assistance in an active manner, with 54% responded 'strongly agree' and '46%' responded 'agree'.

Q.2.2 – The degree of agreement on staff provides assistance in an active manner (Sample Size: 50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	27	23	0	0	0
Percentage	54.0%	46.0%	0.0%	0.0%	0.0%

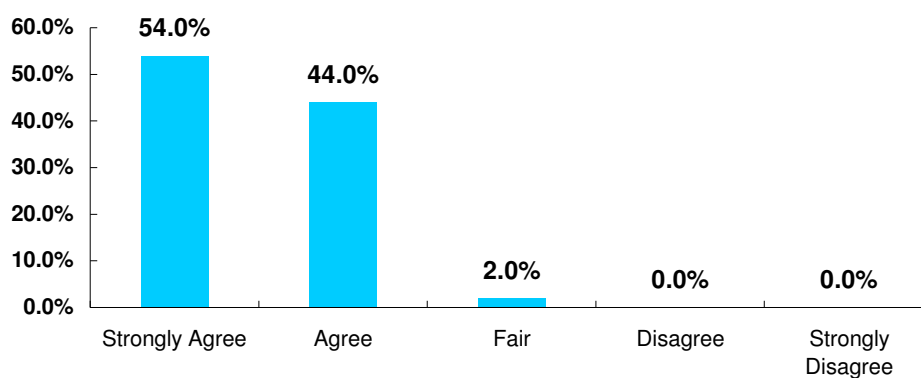
The degree of agreement on staff provides assistance in an active manner



- Regarding 'Q.2.3 – The degree of agreement on staff gives enough assistance', there were 50 respondents answered the question, 98% of the respondents agree with staff gave enough assistance, with 54% responded 'strongly agree' and 44% responded 'agree'.

Q.2.3 - The degree of agreement on staff gives enough assistance (Sample Size:50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	27	22	1	0	0
Percentage	54.0%	44.0%	2.0%	0.0%	0.0%

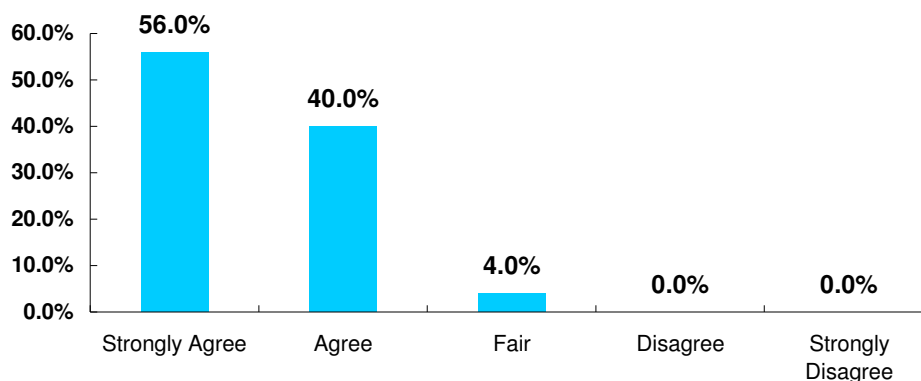
The degree of agreement on staff gives enough assistance



- Regarding 'Q.2.4 -The degree of agreement on staff gives the right service(s)', there were 50 respondents answered the question, 96% of the respondents agree with staff gave the right service(s), with 56% responded 'strongly agree' and 40% responded 'agree'.

Q.2.4 -The degree of agreement on staff gives the right service(s) (Sample Size:50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	28	20	2	0	0
Percentage	56.0%	40.0%	4.0%	0.0%	0.0%

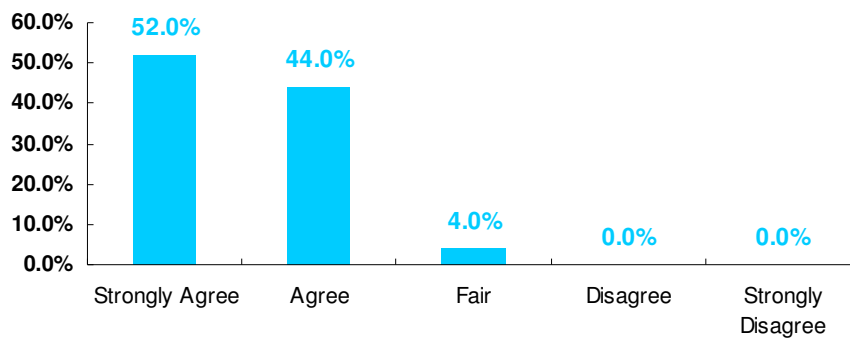
The degree of agreement on staff gives the right service(s)



- Regarding 'Q.2.5 -The degree of agreement on staff has enough professional knowledge', there were total 50 respondents answered the question, 96% of the respondents agree with staff has enough professional knowledge, with 52% responded 'strongly agree' and 44% responded 'agree'.

Q.2.5 -The degree of agreement on staff has enough professional knowledge (Sample Size: 50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	26	22	2	0	0
Percentage	52.0%	44.0%	4.0%	0.0%	0.0%

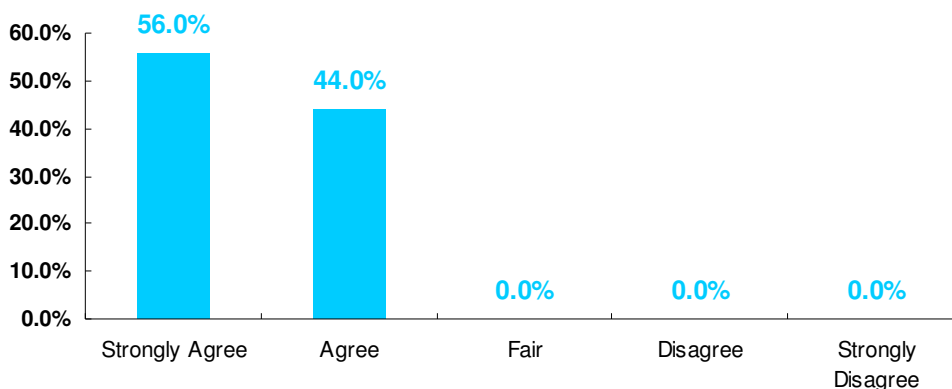
The degree of agreement on staff has enough professional knowledge



- Regarding 'Q.2.6 -The degree of agreement on staff is reliable on the provided service', 100% of the respondents agree with staff was reliable on the provided service, with 56% responded 'strongly agree' and 44% responded 'agree'.

Q.2.6 - The degree of agreement on staff is reliable on the provided service (Sample Size: 50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	28	22	0	0	0
Percentage	56.0%	44.0%	0.0%	0.0%	0.0%

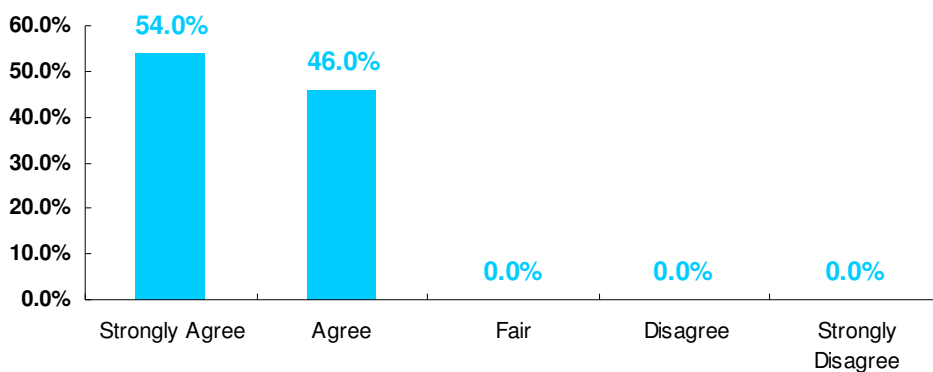
The degree of agreement on staff is reliable on the provided service



- Regarding 'Q.2.7 - The degree of agreement on staff's image gives confidence', there were 50 respondents answered the question, 100% of the respondents agree with staff's image gave confidence, with 54% responded 'strongly agree' and 46% responded 'agree'.

Q.2.7 -The degree of agreement on staff's image gives confidence (Sample Size: 50)					
Scales	Strongly agree	Agree	Fair	Disagree	Strongly disagree
Sample Size	27	23	0	0	0
Percentage	54.0%	46.0%	0.0%	0.0%	0.0%

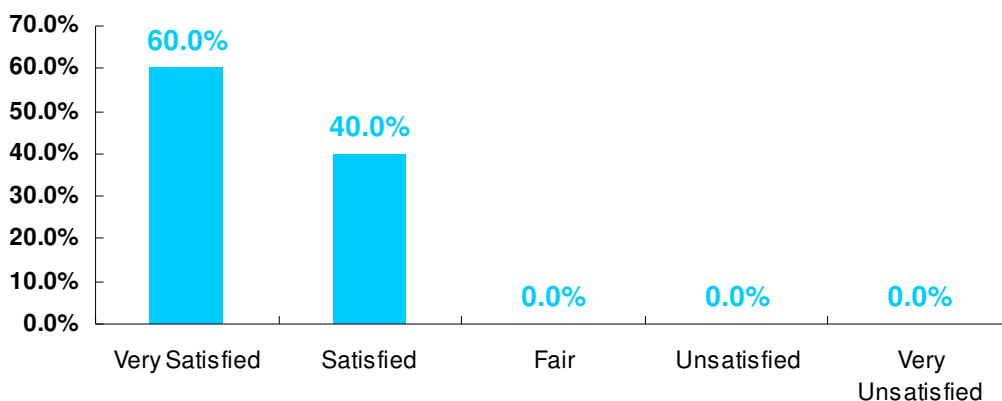
The degree of agreement on the image of the staff gives confidence



- Regarding 'Q.2.8 – Overall satisfaction on the service provided by the staff', there were 50 respondents answered the question, 100% of the respondents were satisfied with the service provided by the staff, with 60% felt 'very satisfied' and 40% felt 'satisfied'.

Q.2.8 - Overall satisfaction on the service provided by the staff (Sample Size: 50)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	30	20	0	0	0
Percentage	60.0%	40.0%	0.0%	0.0%	0.0%

Overall satisfaction on the service provided by the staff



2.2.4 Research Item 3: The Environment and Facility Standards

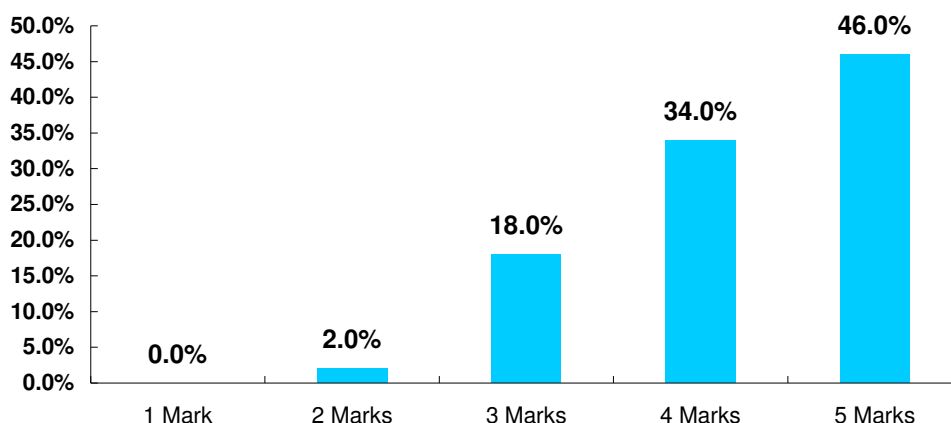
- In order to understand the opinions of the citizens on the environment and facility standards of CAI, the following aspects has been surveyed : 1)The sufficiency of the space of the reception area, 2)The visibility, sufficiency and cleanness of the facilities at the reception area, 3) the visibility, sufficiency and clarity of the signposts and 4) the visibility and sufficiency of the green facilities.
- Score point is used in this research item as the rating, each aspect has 5 different scores, 5 marks denote very satisfied/ very good, 4 marks denote satisfied/ good, 3 marks denote fair, 2 marks denote unsatisfied/ bad and 1 mark denotes very unsatisfied and very bad.
- Besides the above aspect, this section also covers:
 - The degree of comfort of the environment in overall
 - Overall satisfaction on the facilities

2.2.4.1 The analysis on the result of ‘The environment and facilities standards of CAI’

- Regarding ‘Q.3.1 - The sufficiency of the reception space’, there were total 50 respondents answered the question, 46% of the respondents gave 5 marks, 34% gave 4 marks and 18% gave 3 marks.
- By combining the opinions of those 50 respondents, the average rating for the sufficiency of the reception space was 4.2, which indicated that respondents were satisfied with the sufficiency of the reception space.

Q.3.1 -The sufficiency of the reception space (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	0	1	9	17	23
Percentage	0.0%	2.0%	18.0%	34.0%	46.0%

Sufficiency of the reception space



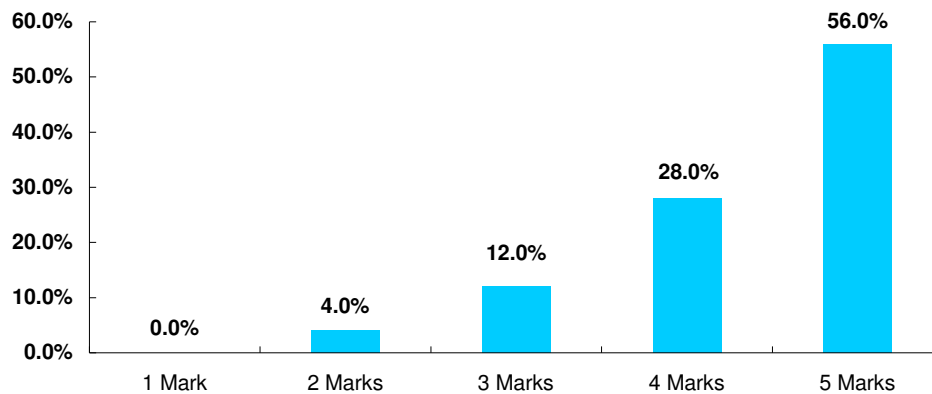
- Regarding ‘Q.3.2 -The visibility, sufficiency and cleanness of the facilities at the reception area’:
 - **‘Visibility’ of the facilities at the reception area:** there were total 50 respondents answered the question, 56% of the respondents gave 5 marks, 28% gave 4 marks and

12% gave 3 marks.

- By combining the opinions of those 50 respondents, the average rating for this aspect was 4.4, which indicated that respondents were satisfied with the visibility of the facilities at the reception area.

Q.3.2 - 'Visibility' of the facilities at the reception area (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	0	2	6	14	28
Percentage	0.0%	4.0%	12.0%	28.0%	56.0%

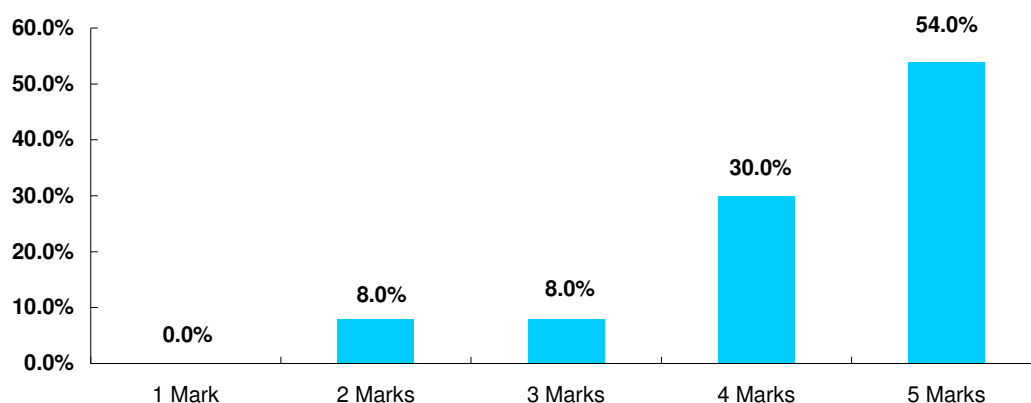
Visibility of the facilities at the reception area



- **'Sufficiency' of the facilities at the reception area:** there were total 50 respondents answered the question, 54% of the respondents gave 5 marks and 30% gave 4 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 4.3, which indicated that respondents were satisfied with the sufficiency of the facilities at the reception area.

Q.3.2 - 'Sufficiency' of the facilities at the reception area (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	0	4	4	15	27
Percentage	0.0%	8.0%	8.0%	30.0%	54.0%

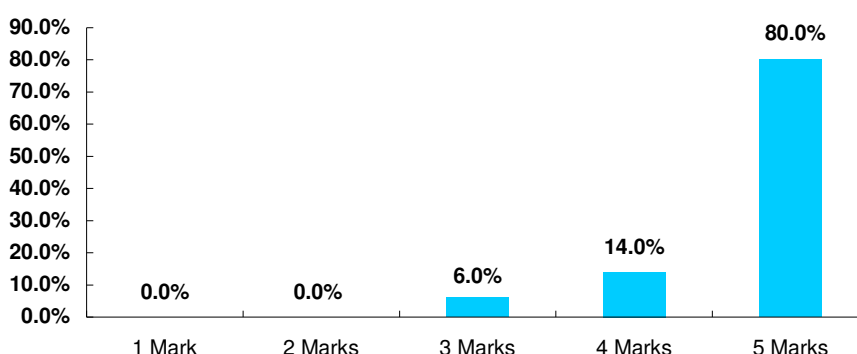
Sufficiency of the facilities at the reception area



- **‘Cleanness’ of the facilities at the reception area:** there were total 50 respondents answered the question, 80% of the respondents gave 5 marks and 14% gave 4 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 4.7, which indicated that respondents were very satisfied with the cleanness of the facilities at the reception area.

Q.3.2 - ‘Cleanness’ of the facilities at the reception area (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	0	0	3	7	40
Percentage	0.0%	0.0%	6.0%	14.0%	80.0%

Cleanness of the facilities at the reception area

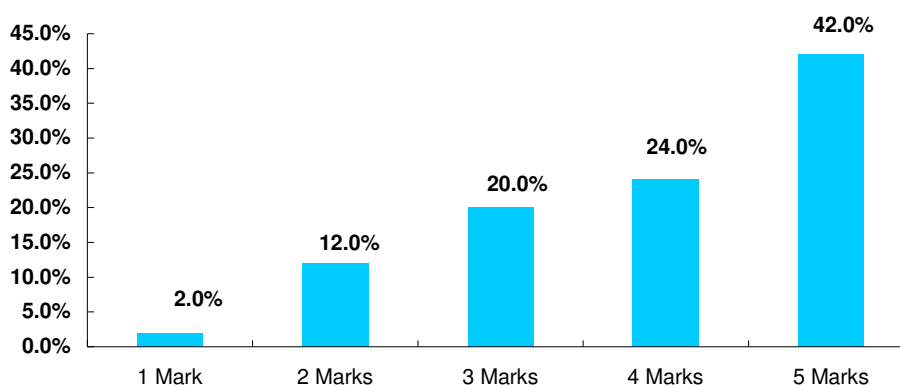


■ Regarding ‘Q.3.3 – Visibility, sufficiency and clarity of the signposts’:

- **‘Visibility’ of the signposts:** there were total 50 respondents answered the question, 42% of the respondents gave 5 marks, 24% gave 4 marks and 20% gave 3 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 3.9, which indicated that respondents were satisfied with the visibility of the signposts.

Q.3.3 - ‘Visibility’ of the signposts (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	1	6	10	12	21
Percentage	2.0%	12.0%	20.0%	24.0%	42.0%

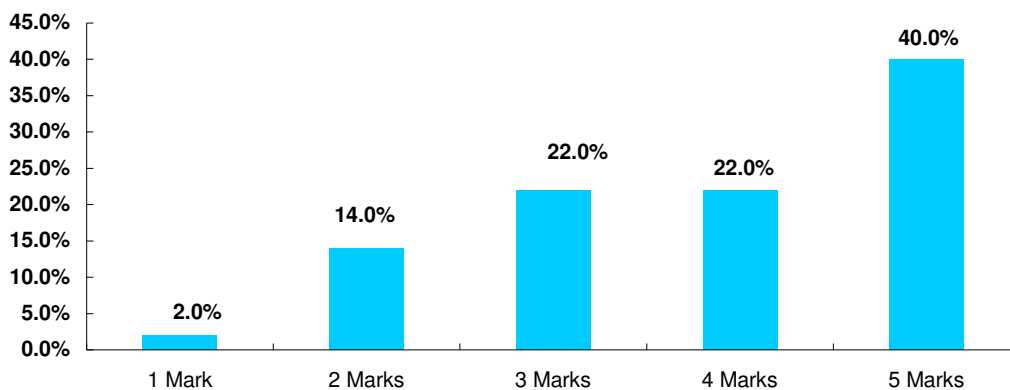
Visibility of the signposts



- **‘Sufficiency’ of the signposts:** there were total 50 respondents answered the question, 40% of the respondents gave 5 marks, 22% gave 4 marks and 22% gave 3 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 3.8, which indicated that respondents were satisfied with the sufficiency of the signposts.

Q.3.3 - ‘Sufficiency’ of the signposts (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	1	7	11	11	20
Percentage	2.0%	14.0%	22.0%	22.0%	40.0%

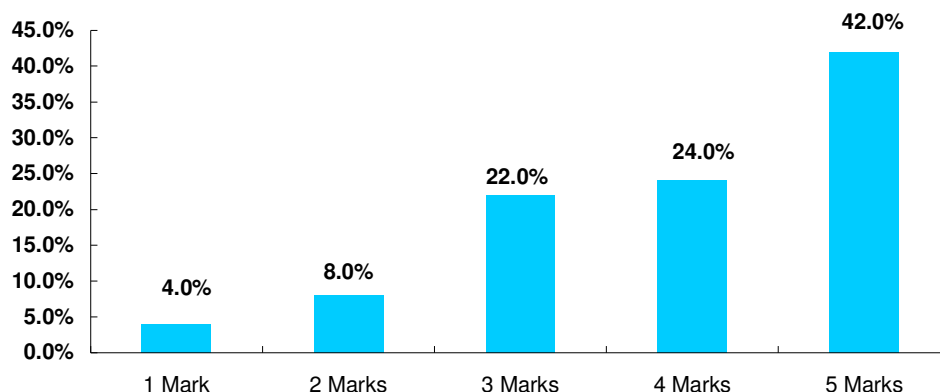
Sufficiency of the signposts



- **‘Clarity’ of the signposts:** there were total 50 respondents answered the question, 42% of the respondents gave 5 marks, 24% gave 4 marks and 22% gave 3 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 3.9, which indicated that respondents were satisfied with the clarity of the signposts.

Q.3.3 - ‘Clarity’ of the signposts (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	2	4	11	12	21
Percentage	4.0%	8.0%	22.0%	24.0%	42.0%

Clarity of the signposts

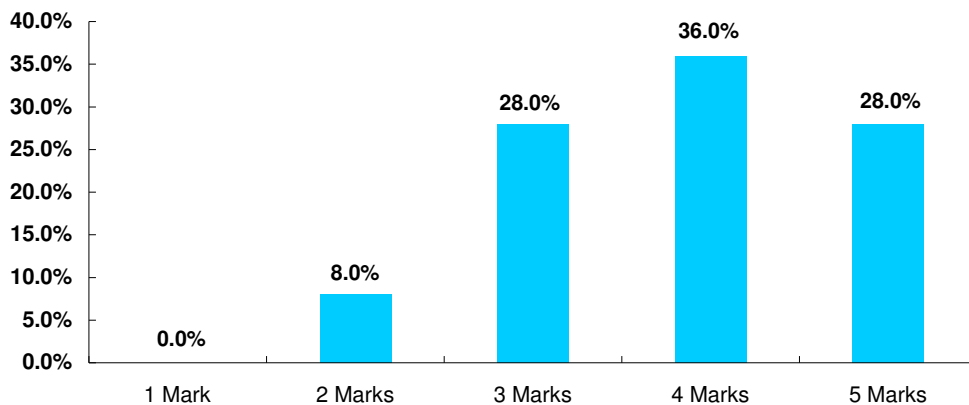


■ Regarding ‘Q.3.4 – The visibility and sufficiency of the green facilities’:

- **‘Visibility’ of the green facilities:** there were total 50 respondents answered the question, 36% of the respondents gave 4 marks, 28% gave 5 marks and 28% gave 3 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 3.8, which indicated that respondents were satisfied with the visibility of the green facilities.

Q.3.4 - ‘Visibility’ of the green facilities (Sample Size: 50)					
Scales	5 marks	4 marks	3 marks	2 marks	1 mark
Sample Size	14	18	14	4	0
Percentage	28.0%	36.0%	28.0%	8.0%	0.0%

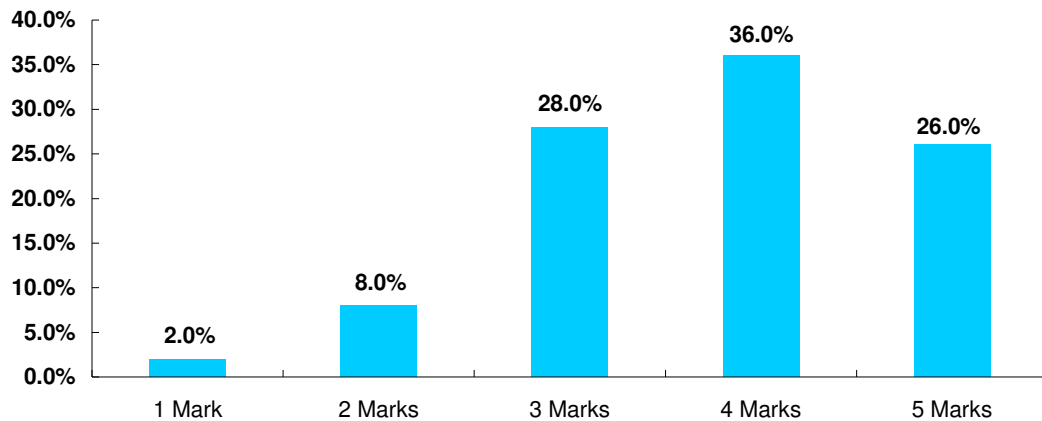
Visibility of green facilities



- **‘Sufficiency’ of the green facilities:** there were total 50 respondents answered the question, 36% of the respondents gave 4 marks, 28% gave 3 marks and 26% gave 5 marks.
- By combining the opinions of those 50 respondents, the average rating for this aspect was 3.8, which indicated that respondents were satisfied with the sufficiency of the green facilities.

Q.3.4 - ‘Sufficiency’ of the green facilities (Sample Size: 50)					
Scales	1 mark	2 marks	3 marks	4 marks	5 marks
Sample Size	1	4	14	18	13
Percentage	2.0%	8.0%	28.0%	36.0%	26.0%

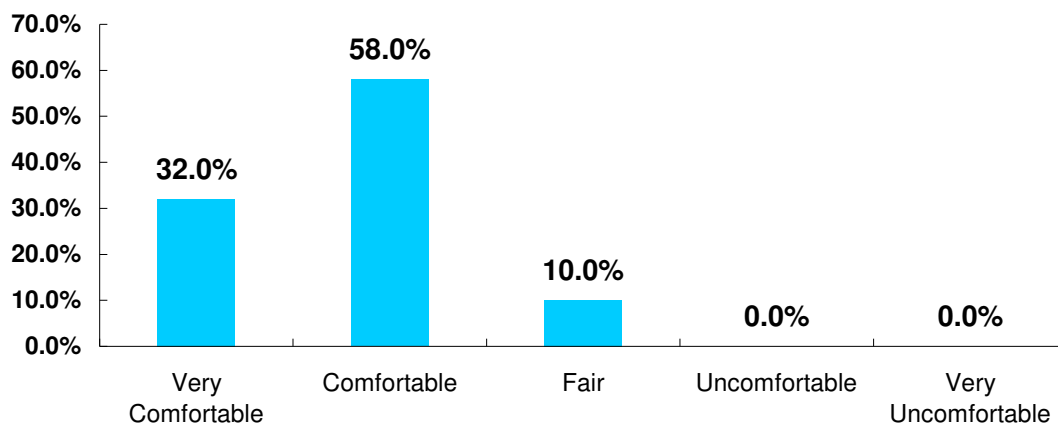
Sufficiency of green facilities



- Regarding 'Q.3.5 – The degree of comfort of the environment in overall', there were 50 respondents answered the question, 90% of the respondents felt that the environment of CAI was comfortable, with 58% felt 'comfortable' and 32% felt 'very comfortable'.

Q.3.5 - The degree of comfort of the environment in overall (Sample Size: 50)					
Scales	Very comfortable	Comfortable	Fair	Uncomfortable	Very uncomfortable
Sample Size	16	29	5	0	0
Percentage	32.0%	58.0%	10.0%	0.0%	0.0%

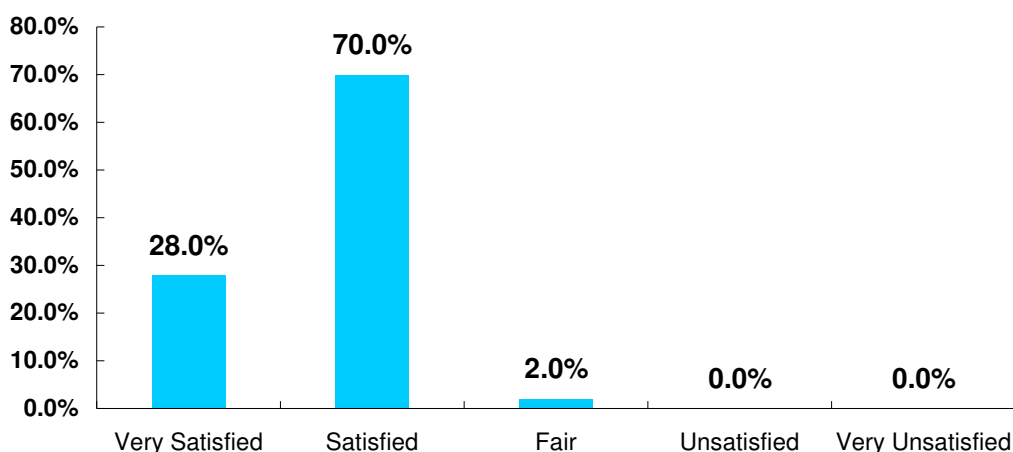
The degree of comfort of the environment in overall



- Regarding 'Q.3.6 – Overall satisfaction of the facilities', there were 50 respondents answered the question, 98% of the respondents were satisfied with the facilities of CAI, with 70% felt 'satisfied' and 28% felt 'very satisfied'.

Q.3.6 - Overall satisfaction of the facilities (Sample Size: 50)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	14	35	1	0	0
Percentage	28.0%	70.0%	2.0%	0.0%	0.0%

Overall satisfaction on the facilities of CAI



2.3 Result on Research Item 4 to 7

(Integrated the Findings of the Two Service Locations)

- The following research items (4. The communications with the citizens, 5. The citizens' awareness on the performance pledge of Macao Prison and 6. The citizens' knowledge on video visit and their interest in using this service in future) are considered as the entire services offered by Macao Prison in which there are no limitations on districts. Therefore, the sample size that has been used for analysis included both from Macao Prison and CAI, which is 450 respondents in total.

2.3.1 Research Item 4: The Communications with the Citizens

- To understand the citizens' opinions on the communications between the prison and the citizens, the following 9 aspects were surveyed:
 - Q.4.1 - The usage of the enquiry approaches
 - Q.4.2 - The sufficiency of the enquiry approaches
 - Q.4.3 - The usage of the approaches for expressing opinions
 - Q.4.4 - The sufficiency of the approaches for expressing opinions
 - Q.4.5 - The sufficiency of the referencing information
 - Q.4.6 - The usage of the prison website

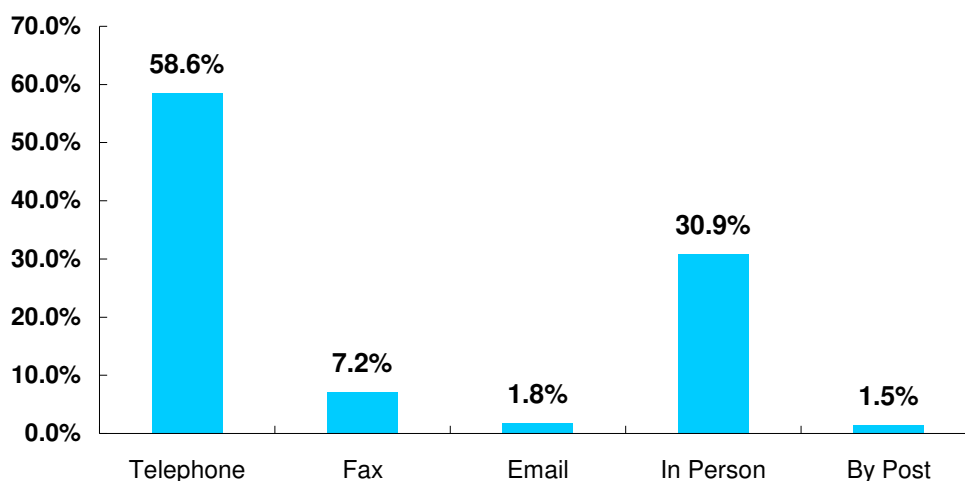
- Q.4.7 - The convenience level of the prison website's design
- Q.4.8 - The adequacy of the website information
- Q.4.9 - Overall satisfaction on the prison's communication channels

2.3.1.1 The analysis on the result of 'The Communications with the Citizens'

■ Regarding 'Q.4.1 – The usage of the enquiry approach', there were 442 respondents answered the question, 42% (187 persons) of the respondents answered that they have never made any enquiries. For the rest of the 58% (255 persons) of the respondents, most of them used telephone to enquire (59% approximately), followed by enquired in person (31% approximately).

Q.4.1 - The usage of the enquiry approaches (Sample Size: 442)					
Approaches	Telephone	Fax	Email	In person	By post
Percentage	58.6%	7.2%	1.8%	30.9%	1.5%

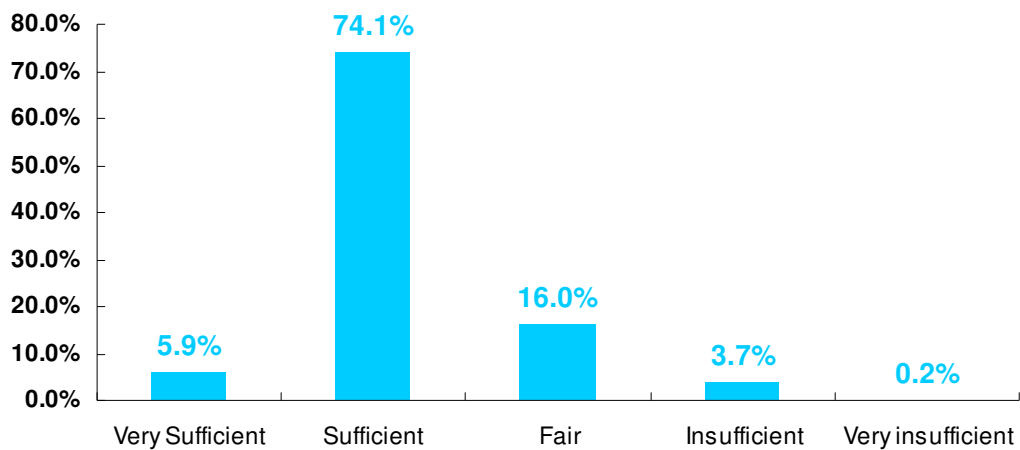
The usage of the enquiry approaches



■ Regarding 'Q.4.2 –The sufficiency of the enquiry approaches', there were 406 respondents answered the question, 80% of the respondents perceived that the approaches for making enquiries were sufficient, with 74% of the respondents perceived 'sufficient' and 6% perceived 'very sufficient'.

Q.4.2 - The sufficiency of the enquiry approaches (Sample Size: 406)					
Scales	Very sufficient	Sufficient	Fair	Insufficient	Very insufficient
Sample Size	24	301	65	15	1
Percentage	5.9%	74.1%	16.0%	3.7%	0.2%

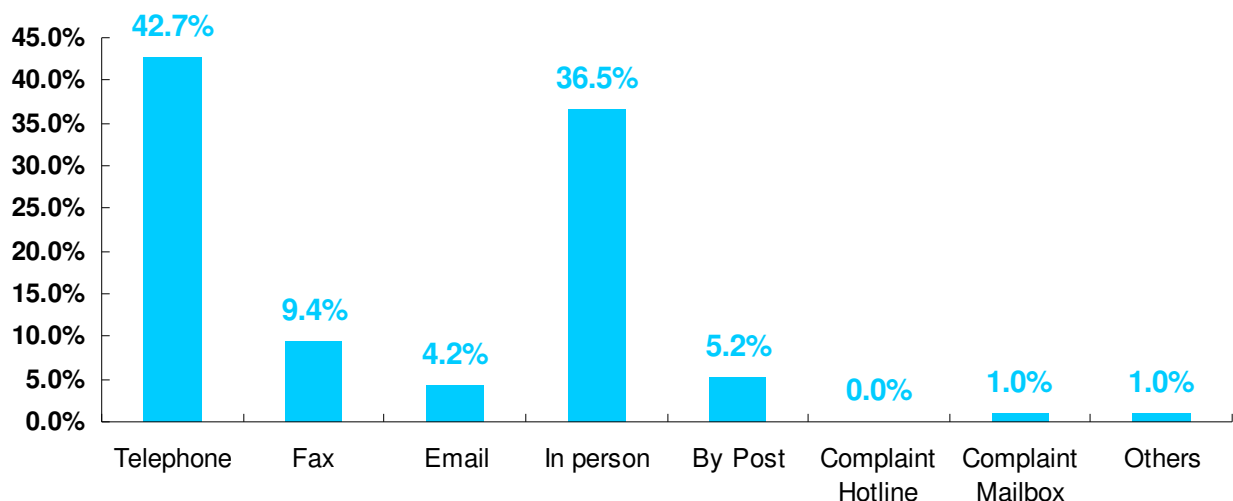
The sufficiency of the enquiry approaches



- Regarding 'Q.4.3 - The usage of the approaches for expressing opinions', there were 439 respondents answered the question, 84%(368 persons) of the respondents answered that they have never expressed any opinions. For the rest of the 16% (71 persons) of the respondents, most of them used telephone in expressing their opinions (43% approximately), followed by expressing in person (37% approximately).

Q.4.3 - The usage of the approaches for expressing opinions (Sample Size: 439)								
Approaches	Telephone	Fax	Email	In person	By post	Complaint Hotline	Complaint Mailbox	Others
Percentage	42.7%	9.4%	4.2%	36.5%	5.2%	0.0%	1.0%	1.0%

The usage of the approaches for expressing opinions

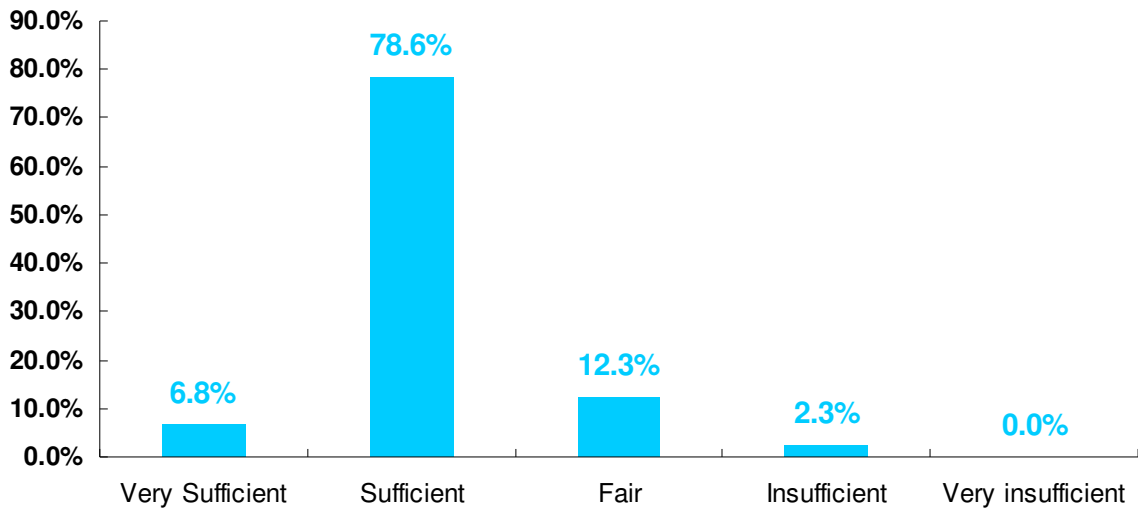


- Regarding 'Q.4.4 - The sufficiency of the approaches for expressing opinions', there were 397 respondents answered the question, 86% of the respondents perceived that the approaches for expressing opinions were sufficient, with 79% of the respondents perceived 'sufficient' and 7% perceived 'very sufficient'.

Q.4.4 - The sufficiency of the approaches for expressing opinions (Sample Size: 397)

Scales	Very sufficient	Sufficient	Fair	Insufficient	Very insufficient
Sample Size	27	312	49	9	0
Percentage	6.8%	78.6%	12.3%	2.3%	0.0%

The sufficiency of the approaches for expressing opinions

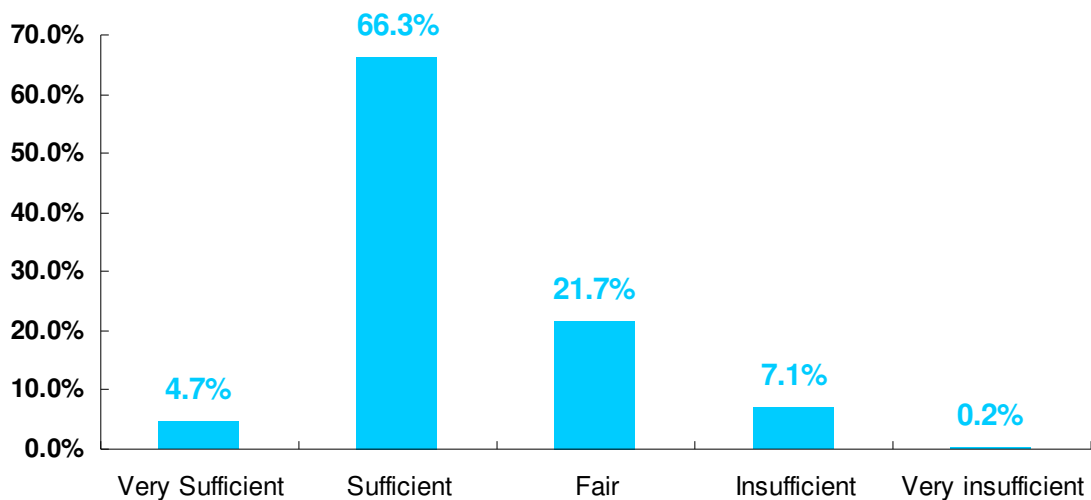


- Regarding 'Q.4.5 - The sufficiency of the referencing information', there were 406 respondents answered the question, 71% of the respondents perceived that the referencing information provided by the prison was sufficient, with 66% of the respondents perceived 'sufficient' and 5% perceived 'very sufficient'.

Q.4.5 - The sufficiency of the referencing information (Sample Size: 406)

Scales	Very sufficient	Sufficient	Fair	Insufficient	Very insufficient
Sample Size	19	269	88	29	1
Percentage	4.7%	66.3%	21.7%	7.1%	0.2%

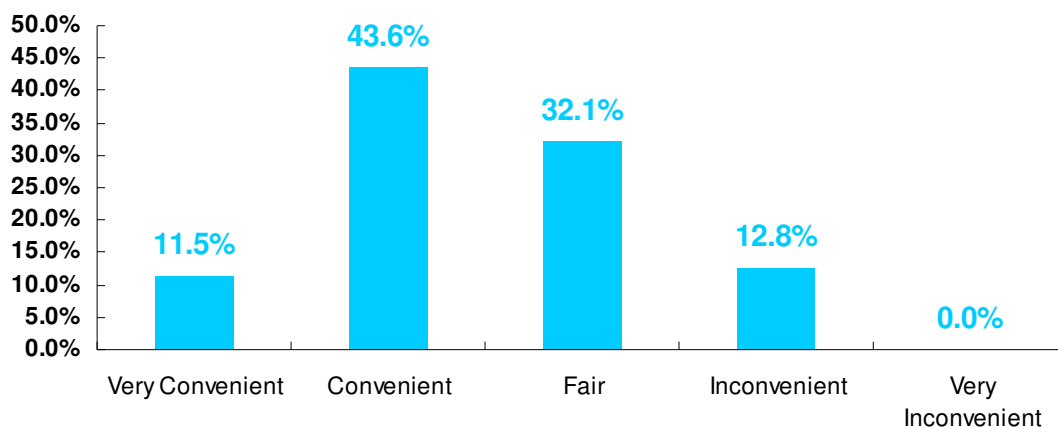
The sufficiency of the referencing information



- Regarding 'Q.4.6 - The usage of the prison website', there were total 437 respondents answered the question, among the respondents, 79 (18%) of them have ever visited the prison website.
- Regarding 'Q.4.7 - The convenience level of the prison website's design', among the 79 respondents who have ever visited the website, 78 answered the question. Approximately 56% of the respondents perceived that the design of the website was convenient to use, with approximately 44% perceived 'convenient' and approximately 12% perceived 'very convenient'.

Q.4.7 - The convenience level of the prison website's design (Sample Size:78)					
Scales	Very convenient	Convenient	Fair	Inconvenient	Very inconvenient
Sample Size	9	34	25	10	0
Percentage	11.5%	43.6%	32.1%	12.8%	0.0%

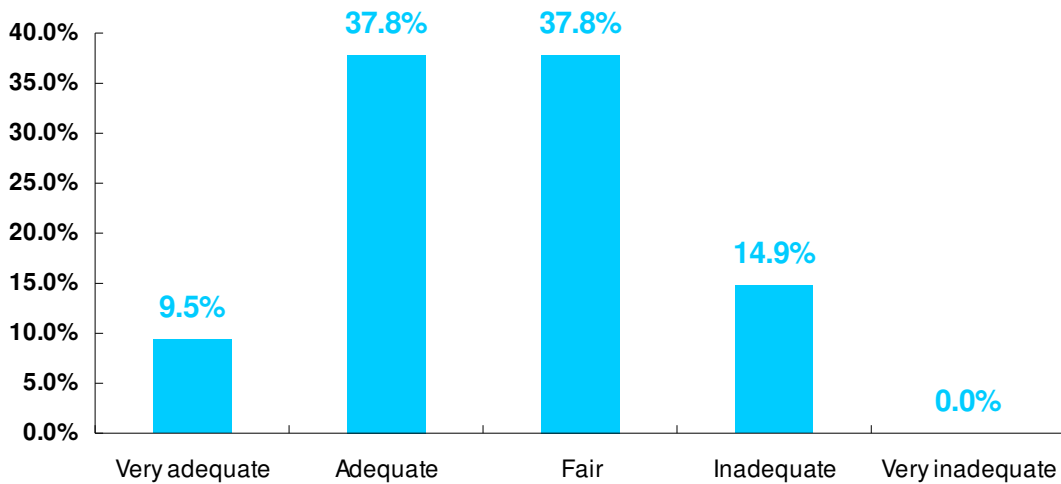
The convenience level of the prison website's design



- Regarding 'Q.4.8 - The adequacy of the website information', among the 79 respondents who have ever visited the website, 74 answered the question. Approximately 48% of the respondents perceived that the information in the website was adequate, with approximately 38% perceived 'adequate' and approximately 10% perceived 'very adequate'. There were also 38% of the respondents perceived 'fair'.

Q.4.8 - Q.4.8 - The adequacy of the website information (Sample Size: 74)					
Scales	Very adequate	Adequate	Fair	Inadequate	Very inadequate
Sample Size	7	28	28	11	0
Percentage	9.5%	37.8%	37.8%	14.9%	0.0%

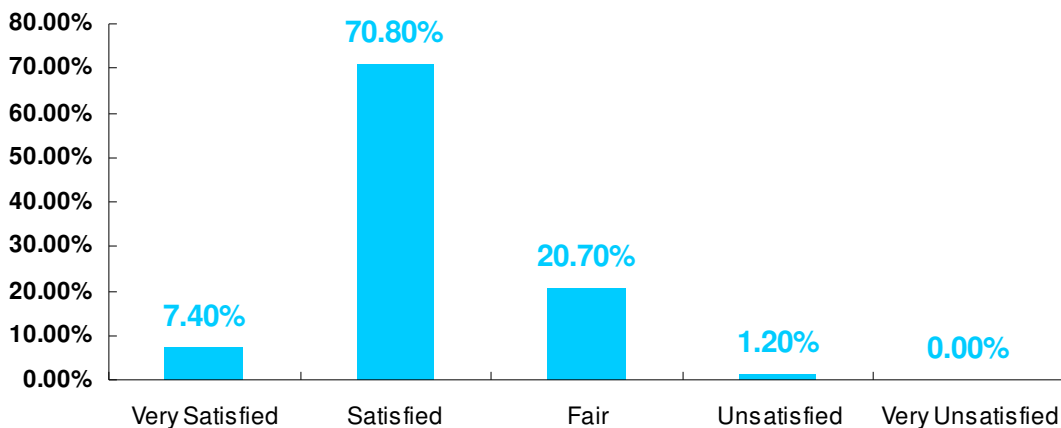
The adequacy of the website information



- Regarding 'Q.4.9 - Overall satisfaction on the prison's communication channels', there were total 421 respondents answered the question. 78% of the respondents were satisfied with the communication channels of the prison, with 71% felt 'satisfied' and 7% felt 'very satisfied'.

Q.4.9 - Overall satisfaction on the prison's communication channels (Sample Size: 421)					
Scales	Very satisfied	Satisfied	Fair	Unsatisfied	Very Unsatisfied
Sample Size	31	298	87	5	0
Percentage	7.4%	70.8%	20.7%	1.2%	0.0%

Overall satisfaction on the prison's communication channels



2.3.2 Research Item 5: The citizens' awareness on the performance pledge of Macao Prison

- In order to understand the citizens' awareness on the performance pledge of Macao Prison, the following questions have been surveyed:
 - Q.5.1 - Whether citizens aware that the prison has carried out performance pledge
 - Q.5.2 - Whether citizens aware of the service items included in the performance pledge
 - Q.5.3 - How did the citizens know about the prison's performance pledge

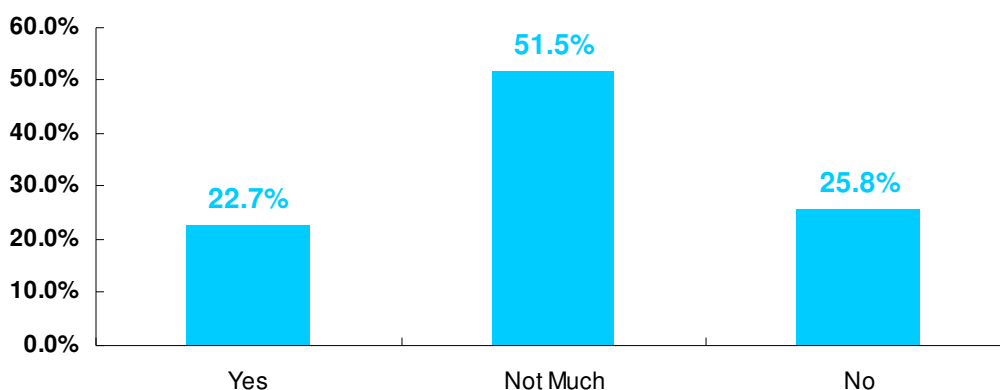
2.3.2.1 The analysis on the result of 'The citizens' awareness on the performance pledge of Macao Prison'

- Regarding 'Q.5.1 - Whether citizens aware that the prison has carried out performance pledge', there were 423 respondents answered the question, among those respondents, 67 of them (16%) responded that they were aware of the prison has carried out performance pledge.
- Regarding 'Q.5.2 - Whether citizens aware of the service items included in the performance pledge', among the 67 respondents who were aware of the performance pledge of the prison, 66 answered this question. 23% of them answered 'yes', which reflected that they were aware of the service items included in the performance pledge, there were also 52% answered 'not much' and 26% answered 'no'.

Q.5.2 - Whether citizens aware of the service items included in the performance pledge (Sample Size: 66)

Scales	Yes	Not Much	No
Sample Size	15	34	17
Percentage	22.7%	51.5%	25.8%

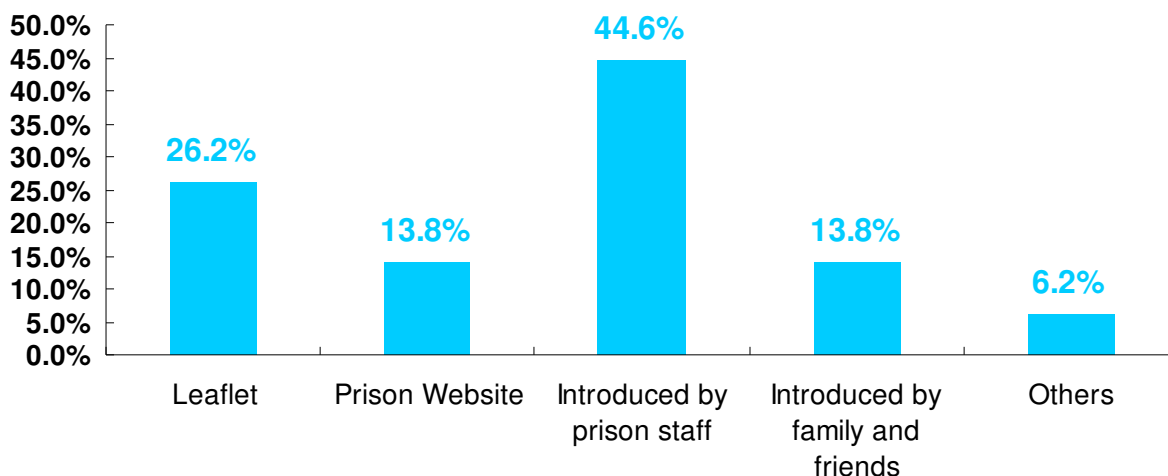
Whether citizens aware of the services items included in Performance Pledge



- Regarding 'Q.5.3 - How did the citizens know about the prison's performance pledge', among the 67 respondents who were aware that the prison has carried out the performance pledge, 65 answered the question. Most of them knew about the prison's performance pledge from the prison staff (approximately 45%) and from the leaflets (approximately 26%).

Q.5.3 - How did the citizens know about the prison's performance pledge (Sample Size: 65)					
Approaches	Leaflet	Prison website	Introduced by prison staff	Introduced by family and friends	Others
Percentage	26.2%	13.8%	44.6%	13.8%	6.2%

How did the citizens know about the prison's performance pledge



2.3.3 Research Item 6: The citizens' knowledge on video visit and their interest in using this service in future

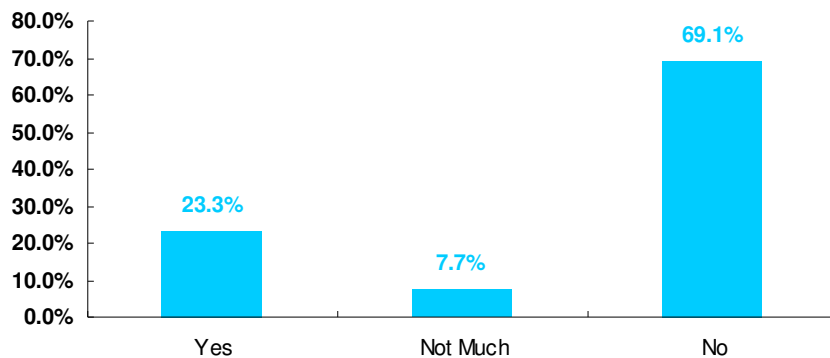
- In order to understand whether citizens know what video visit is and their interest in using this service in the future, there were 2 questions being asked:
 - Q.6.1 - Whether citizens understand what video visit is
 - Q.6.2 - Whether citizens will use the video visit service in the future

2.3.3.1 The analysis on the result of ‘The citizens’ knowledge on video visit and their interest in using this service in future’

- Regarding ‘Q.6.1 - Whether citizens understand what video visit is’, there were 417 respondents answered the question, 23% of the respondents answered ‘yes’, 7.7% answered ‘not much’ and 69% answered ‘no’.

Q.6.1 - Whether citizens understand what video visit is (Sample Size: 417)			
Scales	Yes	Not Much	No
Sample Size	97	32	288
Percentage	23.3%	7.7%	69.1%

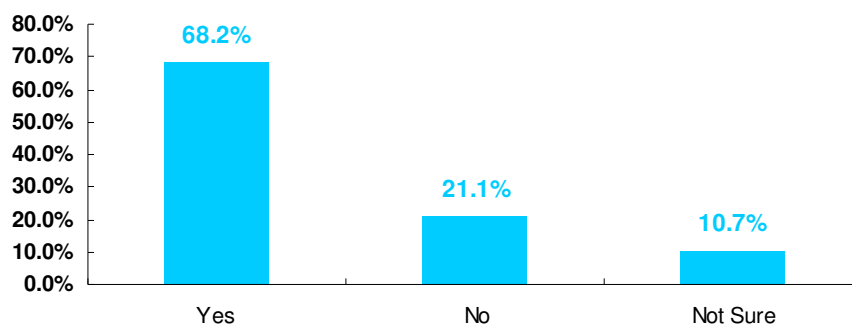
Whether citizens understand what video visit is



- Regarding ‘Q.6.2 - Whether citizens will use the video visit service in the future’, there were 412 respondents answered the question, 68% of the respondents answered ‘yes’, which reflected that they are interested in using the video visit service if the prison is going to provide this in the future, respondents answered ‘no’ occupied 21%.

Q.6.2 – Whether citizens will use the video visit service in the future (Sample Size: 412)			
Scales	Yes	No	Not sure
Sample Size	281	87	44
Percentage	68.2%	21.1%	10.7%

Whether citizens will use the video visit service in the future



2.3.4 Research Item 7: The Level of Importance of Each Service Attributes

- To understand more accurately the satisfaction on the prison service and the level of importance on different attributes of the service, respondents were asked to rate their level of importance towards the following 7 attributes:
 - 1) Appearance of the staff
 - 2) Prison facilities
 - 3) Communications
 - 4) Performance of promised service dependable and accurately
 - 5) Willingness to help citizens and provide prompt service
 - 6) Knowledge and courtesy of staff and ability to convey trust and confidence
 - 7) Caring and individualized attention to citizens
- There are 5 scales for rating the level of importance, 5 denotes that the particular service attributes is 'very important' to the persons, 4 denotes 'important', 3 denotes 'Fair', 2 denotes 'unimportant' and 1 denotes 'very unimportant'.

2.3.4.1 The analysis on the result of 'The level of importance of each service attributes'

Attributes	Sample Size	Level of Importance (Average Rate)
1. Appearance of the staff	437	4.49
2. Prison facilities	435	4.43
3. Communications	432	4.52
4. Performance of promised service dependable and accurately	436	4.65
5. Willingness to help citizens and provide prompt service	434	4.65
6. Knowledge and courtesy of staff and ability to convey trust and confidence	436	4.71
7. Caring and individualized attention to citizens	431	4.56

- According to the result of the research, each attribute of the above were very important perceived by the respondents. Among these 7 attributes, the most important one was 'knowledge and courtesy of staff and ability to convey trust and confidence', followed by 'performance of promised service dependable and accurately' and also 'willingness to help citizens and provide prompt service'.