

# Satisfaction Investigation

## Science Parks Enterprises' Satisfaction Investigation

A private opinion poll company, on behalf of the National Science Council, Executive Yuan, conducted a survey on tenant enterprises' satisfaction with the Science Park Administration's services from February to March, 2004. The company organized a seminar at Hsinchu Science Park and STSP to collect enterprises' opinions and suggestions for both parks before designing the questionnaire.

The survey emphasized 4 items: "Service Quality," "Customer Expectation," "Customer Satisfaction," and "Customer Complaint," which reflected tenant enterprises' demands and expectations. As the study results show, corporations at STSP reflected a higher satisfaction level, 71.94 points, than the overall satisfaction level of 68.74. In comparison with other governmental institutes, enterprises' satisfaction with STSP, 81.53 points, surpassed the overall satisfaction level of 76.72. Looking at last year's figures, the Administration also had a superior performance (74.76) than overall parks (72.14). As past experience indicates, the average satisfaction level fell between 60~73 points, which means that STSP scored the highest on enterprises' satisfaction (71.94). The Administration's services were highly recognized by tenant enterprises.

### > Enterprises' Satisfaction Investigation Result

Item	Content	STSP Tenant Companies	Overall Tenant Companies
Service Quality	▶ Tangibility, reliability, responsiveness, assurance, and empathy	73.95	72.24
Customer Expectation	▶ Image of Science Parks, overall expectation, and stable expectation	76.53	73.16
Customer Satisfaction	▶ Overall satisfaction, service expectation consistency, equipment expectation consistency, and Ideal Park expectation consistency	71.94	68.74
Customer Complaint	▶ Customer complaint	73.70	69.89

## Anti-corruption Opinion Poll

In order to promote clean and honest procurement procedures, the Administration investigated the quality of engineering, property, and labor procurements as well as staff integrity and self-discipline. The study result was satisfying with 96% of the respondents rating the items as "fair and above," among which the two questions "You are aware of or have ever heard of any employee intervening procurements" and "You have been put in a predicament by any procurement officer" scored 100% on satisfaction.

## Petition Hosting

The key mission that an entrepreneurial government has to carry out is to enhance services for the public and listen to its people's voice. In compliance with the "STSP Administration Petition Case Handling and Procedures," the Administration processed and took care of all petitions efficiently and accurately. There were 44 petitions in 2004 covering inquiries on administrative laws and regulations, suggestions on administrative reforms, and maintenance of administrative rights.

The Administration assessed and handled the suggestions concerning legal and administrative reforms as well as maintenance of administrative rights carefully. As long as the advice was feasible, it would be adopted and announced on STSP web site in order to respond to and accept public opinion. The petitions which were not adopted after thorough evaluation were, in fact, limited by the relevant regulations. However, they would be put on file, and the petitioners would be informed of other approaches if possible. As for the cases which were not under the governance of the Administration, they would be referred to competent authorities with a notification to petitioners, so that all the petitions were taken care of properly.

In addition, the Administration processed mail from the public in the "Director-general's E-mail" every other three days in 2004. The progress in handling the public's opinions was discussed in a large monthly business meeting to truly serve the public.