Description of Satisfaction

|  |  |
| --- | --- |
| Function | Monitoring residential quality, improvement, facility adequacy |
| Relevance | Settlement, aspiration, adaptation |
| Target | Community |
| Respondent | Resident |
| Feature | 4 items in 5-point rating scale |
| Reliability | .861 |
| References | Kwan, Yui-huen, Man-hung Ngan, **Chau-kiu Cheung**, and Kun Ma. 2002. *Effectiveness Enhancement of the Kwun Tong Community Care and Support Network Project─Research Report.* Hong Kong: Department of Applied Social Studies, City University of Hong Kong.  Segal, Steven P., Dina Redman, and Carol Silverman. 2000. “Measuring Clients’ Satisfaction with Self-help Agencies.” *Psychiatric Services* 51(9):1148-1152. |

Scoring of Satisfaction

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Response | No | Rather little | Average | Rather a lot | Very much |
| Score for Items 1, 3 – 4 | 0 | 25 | 50 | 75 | 100 |
| Score for Item 2 (Reverse -coded) | 100 | 75 | 50 | 25 | 0 |

|  |  |
| --- | --- |
| Scale score: average of item scores | Action |
| 70-100 | Appreciation |
| 30-70 | Some concern for promotion |
| 0-30 | Great concern for promotion |