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UNIVERSIDADE DE MACAU

## 2009 Performance Pledge Report

### I. Project Progress

#### 1. Focus of 2009

- a. 3 newsletters have been issued for information update and service promotion.
  - b. Conducted an all-round review of the existing pledged services of each Performance Pledge (PP) unit to ensure conformity to the requirements.
  - c. Conducted a Staff and Student User Satisfaction Survey. The trend of user satisfaction is increasing comparing with last few years. Units will devise their improvement plan based on the information collected.
  - d. Continued to adopt the client-oriented approach: implemented services which best meet the needs of clients.
2. Continued to conduct performance trend analysis for improvement of existing pledged services.
  3. Review the PP Vision, Mission and Beliefs. Review & define the plan of PP services for both short term and long term target.
  4. Preparation for the implementation of new PP service indicators.

### II. Implementation and Evaluation of Services

1. The percentages of compliance for the majority of the PP service indicators reached the target 95% or above. For the targets which were not fully met, the causes had been analysed and improvements were made to rectify the deficiencies.



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2. In year 2009, one new PP service indicator was pledged to replace one of the PP service indicators. Moreover, improvements were made for some of the existing PP services.
3. The following evaluation mechanisms were maintained:
  - a. Internal evaluation (intra-unit): The unit head and the staff members concerned performed regular reviews of their execution of PPs, conducted statistical analysis of their pledged services, and studied users' feedback including complaints, suggestions and user focus groups. Conducted performance trend analysis to identify the trend of improving/degrading performance in order to improve the existing pledged services or to solve performance problems.
  - b. The PP working group regularly inquired into and evaluated each unit's execution of PPs.
  - c. The top management continued to monitor and evaluate the overall progress of the project through the Quality Management System Workgroup.
  - d. The User Satisfaction Survey serves as a scientific method of data collection and analysis which enables us to find out the user's needs and level of satisfaction. The year 2009 user satisfaction survey has been completed and the results have been announced. Each unit will devise the improvement plan accordingly.
  - e. Set up a dedicated email address for receiving the comments from both internal and external users.
4. We had received totally 16 complaints in year 2009. All complaints were completed and we did not receive the same complaint again in 2009. 2 of them are relating to the environment protection issue and 14 of them are relating to the services. Among the 14 complaints for services, 3 are relating to procedure, 6 are relating to personnel, 1 is relating to the facility and 4 are relating to others.