University of Macau

(Public Services & Organizational Performance Review)
Performance Pledge Report of year 2020

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2018		Year 2019		Year 2020	
1.	Application for resumption of study	Complete within 5 working days – counting from the date when the approval process is finished (for bachelor's degree programmes)	95%	96.74%	95%	100%	95%	97.10%
2.	Application for withdrawal from study	--[1]	--[1]					
3.	Application for deferment of study	--[1]	--[1]					
4.	Application for testimonial (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	99.89%	95%	99.95%	95%	99.87%
5.	Application for transcript (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	99.78%	95%	99.88%	95%	100%

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			Year 2018		**Year 2019**		**Year 2020**	
6.	Application for testimonial (for postgraduate programmes)	--[1]	--[1]					
7.	Application for transcript (for postgraduate programmes)	--[1]	--[1]					
8.	Counselling appointment request and referral	Reply within 2 working days	95%	100%	95%	100%	95%	100%
9.	UM Sports Facilities User Card application	Issue within 3 working days upon receipt of required documents	95%	100%	95%	100%	95%	100%
10.	Application for indoor venue reservation	Reply within 10 working days	95%	100%	95%	100%	95%	100%
11.	Application for outdoor venue reservation	Reply within 10 working days	95%	100%	95%	100%	95%	100%

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			Year 2018		Year 2019		Year 2020	
12.	Queuing up for book borrowing services	Complete within 7 minutes during rush hour (11:00 am-14:30 pm), 5 minutes during normal hours	95%	100%	95%	100%	95%	100%
13.	Handling of "Library Item Lost" procedure	Complete within 3 working days	95%	86%[2]	95%	94.30%[2]	95%	100%
14.	Application for library orientation	Reply within 3 working days	95%	100%	95%	100%	95%	100%
15.	Course application	Complete within 15 minutes	95%	100%	95%	100%	95%	100%

Note:

1) Performance Pledge was not implemented

2) The University had made relevant improvement actions. As a result, the compliance rates had steadily improved from 86% in 2018 to 100% in 2020.

Summary:

Comparing with the compliance rate statistics of 2019, most services of the University maintained the same compliance rate in 2020. Overall, the Performance Pledge compliance rates in 2020 were above 97%.

Starting from 2021, performance pledge will be implemented for **Application for withdrawal from study, Application for deferment of study, Application for testimonial (for postgraduate programmes)** and **Application for transcript (for postgraduate programmes).**