

University of Macau

(Public Services & Organizational Performance Review) Performance Pledge Report of year 2021

| No. | Service Items | Service Indicators | Expected Compliance Rate | Actual Compliance Rate | Expected Compliance Rate | Actual Compliance Rate | Expected Compliance Rate | Actual Compliance Rate |
|-----|--|--|--------------------------|------------------------|--------------------------|------------------------|--------------------------|------------------------|
| | | | Year 2019 | | Year 2020 | | Year 2021 | |
| 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% | 100% | 95% | 97.10% | 95% | 97.22% |
| 2. | Application for withdrawal from study | Complete within 3 working days upon receipt of the application (for bachelor's degree programmes) ¹ | -- | | | | 95% | 99.54% |
| 3. | Application for deferment of study | Complete within 3 working days upon receipt of the application (for bachelor's degree programmes) ¹ | -- | | | | 95% | 100% |
| 4. | Application for testimonial (for bachelor's degree programmes) | Complete within 2 working days (for bachelor's degree programmes) | 95% | 99.95% | 95% | 99.87% | 95% | 99.78% |
| 5. | Application for transcript (for bachelor's degree programmes) | Complete within 2 working days (for bachelor's degree programmes) | 95% | 99.88% | 95% | 100% | 95% | 99.83% |



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|-----|---|---|--------------------------|------------------------|--------------------------|------------------------|--------------------------|------------------------|
| | | | Year 2019 | | Year 2020 | | Year 2021 | |
| 6. | Application for testimonial (for postgraduate programmes) | Complete within 2 working days (for postgraduate programmes) ¹ | | | -- | | 95% | 100% |
| 7. | Application for transcript (for postgraduate programmes) | Complete within 2 working days (for postgraduate programmes) ¹ | | | -- | | 95% | 100% |
| 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% |
| 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% |



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|-----|---|--------------------------------|--------------------------|------------------------|--------------------------|------------------------|--------------------------|------------------------|
| | | | Year 2019 | | Year 2020 | | Year 2021 | |
| 13. | Handling of “Library Item Lost” procedure | Complete within 3 working days | 95% | 94.30% ² | 95% | 100% | 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) Starting from 2021, **Application for withdrawal from study, Application for deferment of study, Application for testimonial (for postgraduate programmes) and Application for transcript (for postgraduate programmes)** have implemented performance pledge.

2) The University had made relevant improvement actions. As a result, the compliance rates had improved from 94.30% in 2019 to 100% in 2021.

Summary:

Most public services of the University in 2021 maintained the same level of compliance rates as in 2020. Overall, the Performance Pledge compliance rates in 2021 were above 97%.