

University of Macau

Performance Pledge Report of year 2022

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2020		Year 2021		Year 2022	
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%	97.10%	95%	97.22%	95%	100%
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%	95%	100%
3.	Application for deferment of study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes) ¹	--		95%	100%	95%	99.28%
4.	Application for testimonial (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	99.87%	95%	99.78%	95%	99.39%
5.	Application for transcript (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	100%	95%	99.83%	95%	98.71%
6.	Application for testimonial (for	Complete within 2 working days (for postgraduate programmes) ¹	--		95%	100%	95%	100%



No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2020		Year 2021		Year 2022	
	postgraduate programmes)							
7.	Application for transcript (for postgraduate programmes)	Complete within 2 working days (for postgraduate programmes) ¹	--		95%	100%	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%
13.	Handling of "Library Item Lost" procedure	Complete within 3 working days	95%	100%	95%	100%	95%	100%



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2020		Year 2021		Year 2022	
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.

Summary:

In 2022, most public services of the University maintained the same level of compliance rates as in 2021. Overall, the Performance Pledge compliance rates in 2022 were above 98%.