University of Macau

Performance Pledge Report of Year 2023

No.	Service Items	Service Indicators	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate	Expected Compliance Rate	Actual Compliance Rate
			Year 2021		Year 2022		Year 2023	
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%	97.22%	95%	100%	95%	98.97%
2.	Application for withdrawal from study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes)	95%	99.54%	95%	100%	95%	99.20%
3.	Application for deferment of study	Complete within 3 working days upon receipt of the application (for bachelor's degree programmes)	95%	100%	95%	99.28%	95%	99.32%
4.	Application for testimonial (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	99.78%	95%	99.39%	95%	100%
5.	Application for transcript (for bachelor's degree programmes)	Complete within 2 working days (for bachelor's degree programmes)	95%	99.83%	95%	98.71%	95%	100%
6.	Application for testimonial (for	Complete within 2 working days (for postgraduate programmes)[1]	95%	100%	95%	100%	95%	99.90%

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			Year 2021		Year 2022		Year 2023	
	postgraduate programmes)							
7.	Application for transcript (for postgraduate programmes)	Complete within 2 working days (for postgraduate programmes)[1]	95%	100%	95%	100%	95%	99.60%
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[1]	95%	100%	95%	100%	95%	100%
		Issue within 2 working days upon receipt of required documents[2]	--	--	--	--	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%

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			Year 2021		Year 2022		Year 2023	
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) *Data from 1 January 2023 to 15 May 2023*
2) *Data from 16 May 2023 to 31 December 2023*

Summary:

In 2023, most public services of the University maintained the same level of compliance rates as in 2022. Overall, the Performance Pledge compliance rates in 2023 were above 98%.