



2005 Performance Pledge Report

I. Project Progress

1. Focus of 2005
 - a. Strived to expand the service scope of Academic and Administrative units, the PP projected had been extended to 3 more administrative units.
 - b. Conducted an all-round review of the existing pledged services of each Performance Pledge (PP) unit to ensure conformity to the requirements.
 - c. Continued to adopt the client-oriented approach: implemented services which best met the needs of clients and improved the quality of frontline service.
2. All Faculties and CPU standardized their PP services to academic staff and students.
3. Introduced a new set of PP leaflets and poster.
4. Each unit continued to review their own progress efficiently by completing the PP requirements checklist.
5. Conducted performance trend analysis for improvement of existing pledged services.

II. Implementation and Evaluation of Services

1. The pledged services of the 15 units totalled 196 in 2005 and the percentages of compliance for the majority of the items were 100. For the targets which were not fully met, the causes had been analysed and improvements were made to rectify the deficiencies.
2. 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 results of users surveys. 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.



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銀禧展翅 奮發飛騰
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- c. The top management continued to monitor and evaluate the overall progress of the project through the Quality Management Task Force.
- d. An all-round User Satisfaction Survey was conducted at the end of 2004. 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. Each unit had made improvements based on the suggestions and criticisms of the interviewees. The survey for 2005 was conducted at the end of 2005 and each unit would devise improvement plan based on the result.
- e. An evaluation of the frontline service was carried out during September and October 2005. The quality of frontline service was evaluated. The units with outstanding performance were identified through the process and each unit would devise improvement plan based on the result.
- f. The PP annual report was submitted to SAFP for comments.