



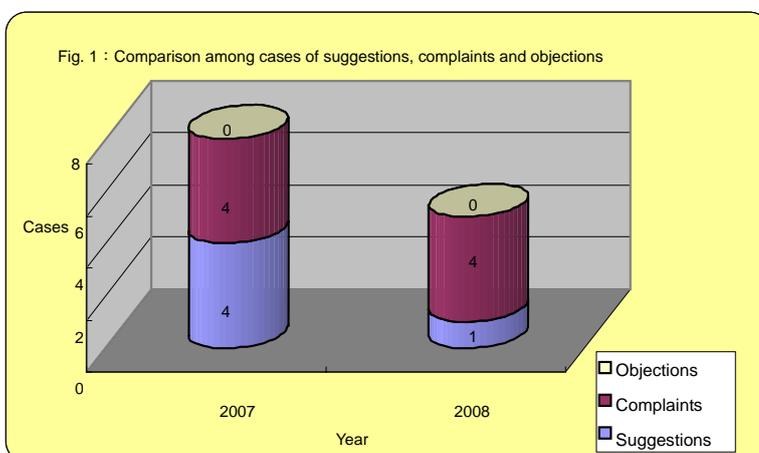
Statistical Data Analysis of Suggestions, Complaints and Objections of Macau Government Tourist Office



Statistical Data Analysis of Suggestions, Complaints & Objections of the services provided by MGTO (2008)

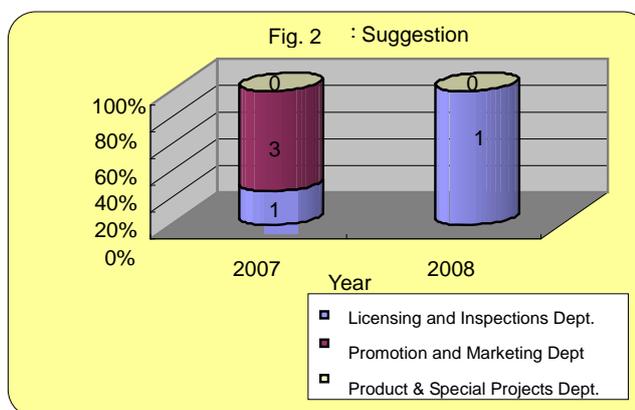
1. Statistics :

MGTO had totally received 5 cases of suggestions, complaints and objections regarding the service provided during 2008, which includes 1 suggestion and 4 complaints. Comparing with the 8 cases of 2007, it registered a decrease of 37.5%.



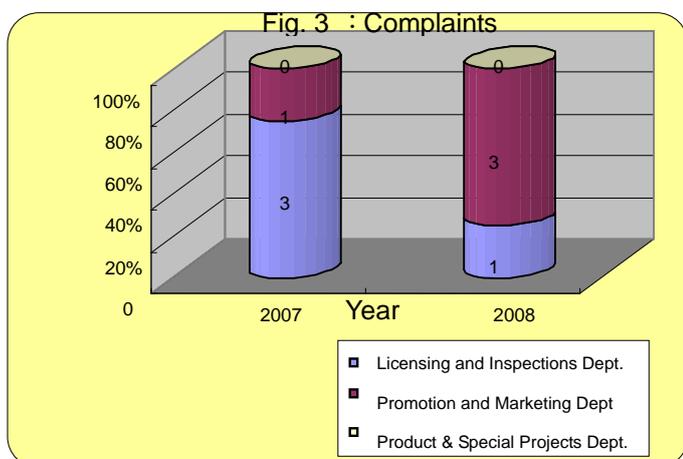
2. Suggestion

MGTO had only received 1 case of suggestion, which was received by the Licensing and Inspections Department, it had been decreased by 3 cases (75%) comparing with 2007.



3. Complaints

The Licensing and Inspections Department and the Promotion and Marketing Department of MGTO had totally received 4 cases of complaints in 2008, the Licensing and Inspections Department had received 1 case (25%), and the Promotion and Marketing Department had received 3 cases (75%). The total number of complaints of 2008 is the same as last year.

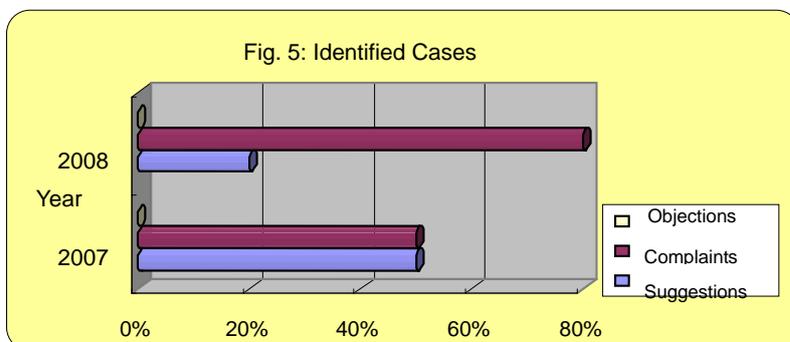
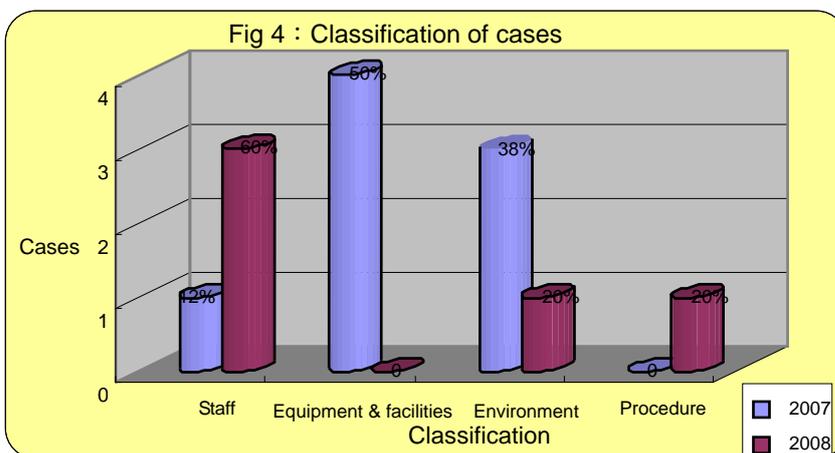


However, the complaints received by the departments are slightly different. The complaints received by the Licensing and Inspections Department had decreased by 2, but the complaints received by the Promotion and Marketing Department had increased 2 cases.

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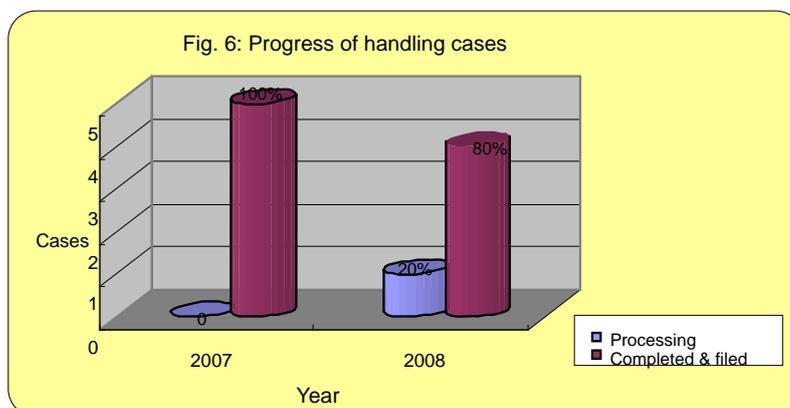
4. Classification of Cases

There are mainly 4 classifications of the cases: staff, equipment & facilities, environment and procedures. The distribution is as follows: staff accounted for 60%, environment accounted for 20% and procedures accounted for 20%; and the equipment & facilities did not have any record. Comparing with 2007, both of the cases of staff and procedure rose, they increased by 2 and 1 cases respectively; among the overall ratio, it had augmented by 48% and 20% respectively. The number of cases concerning equipment & facilities and environment were declined by 4 cases and 2 cases respectively compared with last year, which represented a decrease of 50% and 18% in the overall proportion respectively.



All of the cases received by MGTO in 2008 are identified cases, which 20% is suggestion and 80% is complaint.

For the progress of handling cases in 2008, 80% of the cases can be completed and filed within the statutory time limit (45 days), recorded a decrease of 20% compared with last year. And 20% of the cases are being processed (not exceeding the limit of 45 days).



5. Comprehensive Analysis :

To integrate the complaints received by MGTO in 2008, the main reasons for the complaints are as follows:

1. Staff
 - Lack of information
 - Poor attitude of staff
 - Deficiency of communication
2. Procedure
 - Long waiting time for obtaining licenses

6. Conclusion :

To sum up, the number of complaints that MGTO received in 2008 is the same as last year. For the complaints from public, MGTO will investigate and follow up immediately.

MGTO will regularly review the procedure of the services provided, and make any improvement when needed. Meanwhile, MGTO will also publish the guidelines of each procedure in our MGTO website, in order to make the public to be more clear to MGTO's services. Besides, MGTO will provide more continuous training programs to enhance the quality of service of staff.

Concerning the suggestions from the public to MGTO, MGTO will seriously study the feasibility of the recommendations, and will make the relevant recommendations as reference in the formulation of policies.