

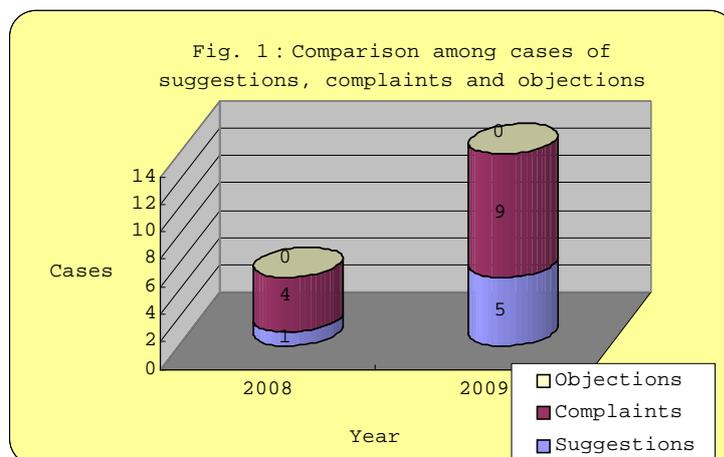
Statistical Data Analysis of Suggestions, Complaints and Objections of Macau Government Tourist Office



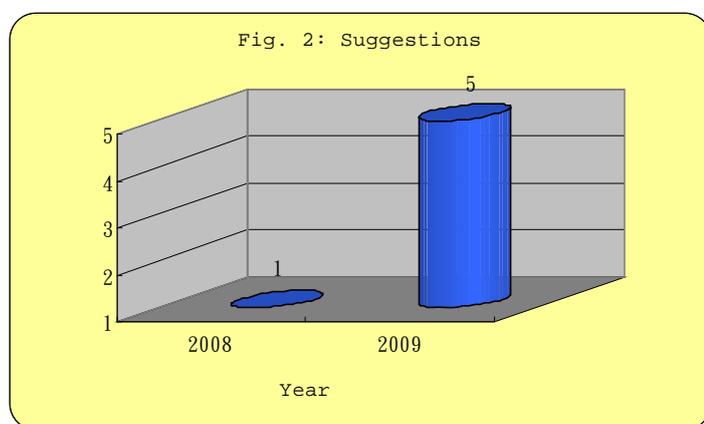
Statistical Data Analysis of Suggestions, Complaints & Objections of the services provided by MGTO (2009)

1. Statistics :

MGTO had totally received 14 cases of suggestions, complaints and objections regarding the service provided during 2009, which includes 5 suggestion and 9 complaints. Comparing with the 5 cases of 2008, it registered an increase of 180%.



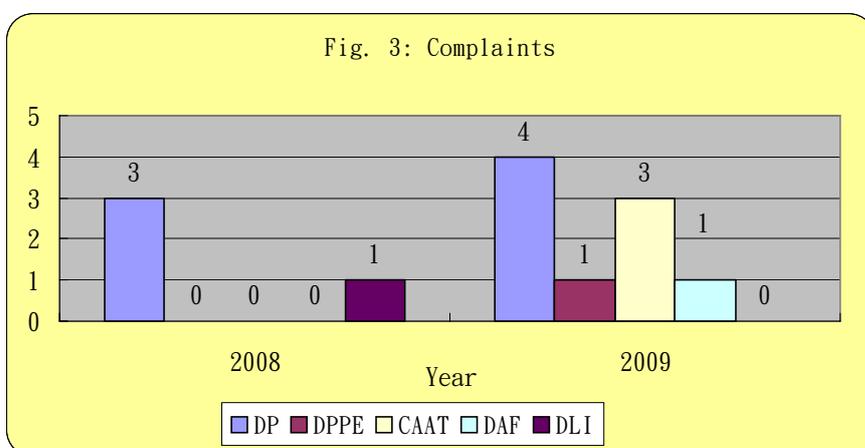
2. Suggestion



MGTO had received 5 cases of suggestion, which was received by Promotion and Marketing Department, it had been increased by 4 cases comparing with 2008.

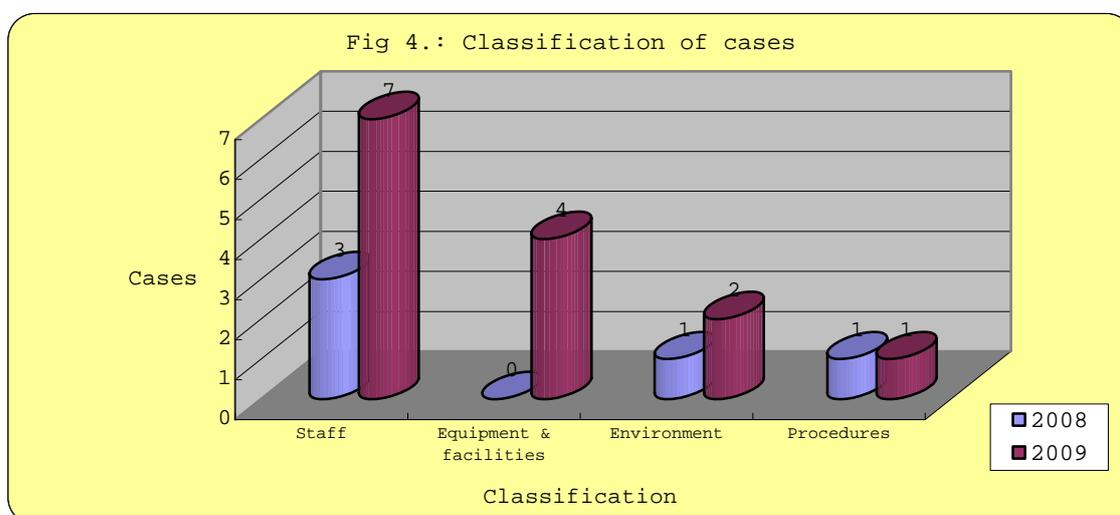
3. Complaints

The Promotion and Marketing Department (DP), Product & Special Projects Department (DPPE), Tourism Activities Centre (CAT) and Administration & Finance Division (DAF) of MGTO had totally received 9 cases of complaints in 2009, in which, DP had received 4 cases, DPPE had received 1 case, CAT had received 3 cases and DAF had received 1 case. The total number of complaints of 2009 had increased compared with the previous year, due to DPPE, CAT and DAF had received new cases.



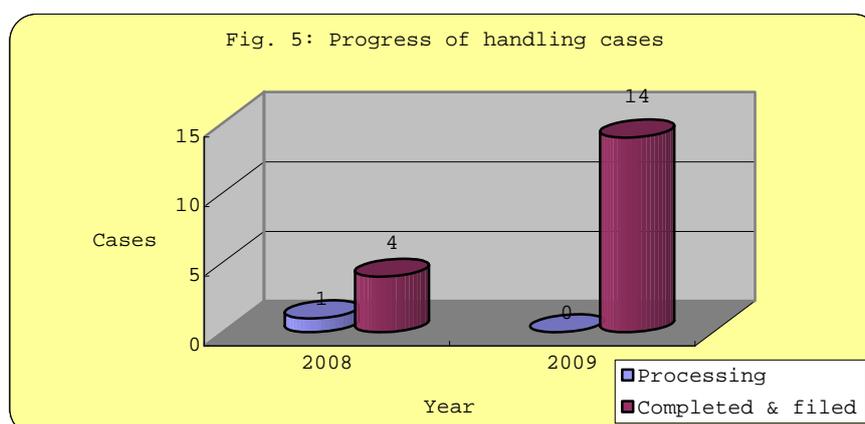
4. Classification of Cases

There are mainly 4 classifications of the cases: staff, equipment & facilities, environment and procedures. The distribution is as follows: staff accounted for 50%, equipment & facilities accounted for 28.6%, environment accounted for 14.3% and procedures accounted for 7.1%. Comparing with 2008, the cases of staff, equipment & facilities and environment recorded a growth, they increased by 4, 4 and 1 cases respectively; the case of procedures remained unchanged.



Among the cases received by MGTO in 2009, 12 cases are identified and 2 cases are anonymous, one is complaint and one is suggestion.

For the progress of handling cases in 2009, 13 cases (92.8%) can be completed and filed within the statutory time limit (45 days), recorded an increase of 12.8% compared with last year. And the remaining 1 case (7.1%) had exceeded the limit of 45 days to complete and filed. All the cases can be completed and filed in 2009.



5. Comprehensive Analysis :

To integrate the complaints received by MGTO in 2009, the main reasons for the complaints are as follows:

- | | |
|---|-------------------------------|
| 1. Staff | 3. Environment |
| ➤ Lack of information | ➤ Inadequate air-conditioning |
| ➤ Poor attitude of staff | |
| ➤ Deficiency of communication | 4. Procedure |
| | ➤ Procedure of approval |
| 2. Equipment & facilities | |
| ➤ Incorrect information of map provided | |

6. Improvement

MGTO will provide more continuous training programs to enhance the quality of staff's service in order to have better service to the citizens and tourists. Regarding the problem of incorrect information of map provided, MGTO had checked immediately and verified that information is correct. For the problem of inadequate air-conditioning, MGTO had already fixed up the machines and ensured good indoor ventilation. Besides, 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.

7. Conclusion :

To sum up, the number of complaints that MGTO received in 2009 had risen compared with the previous year. For the complaints from public, MGTO will investigate and follow up immediately, this can be reflected by more than 90% cases can be completed on time in 2009.

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.