

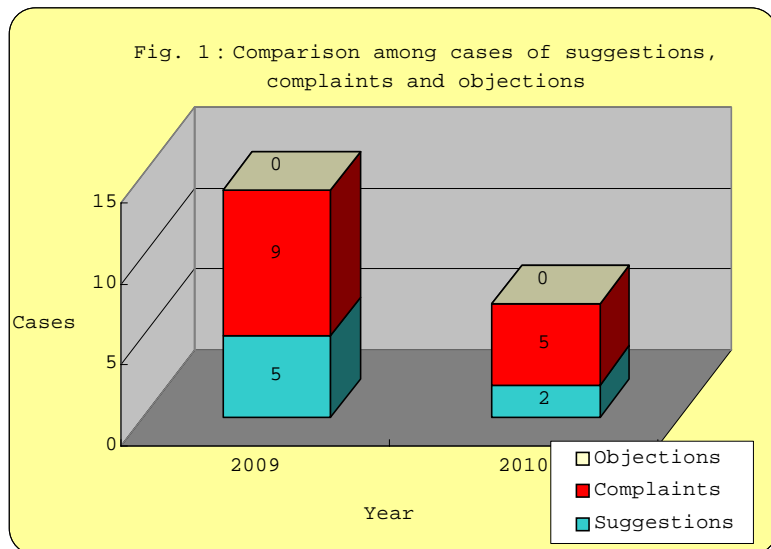
Statistical Data Analysis of Suggestions, Complaints and Objections of Macau Government Tourist Office



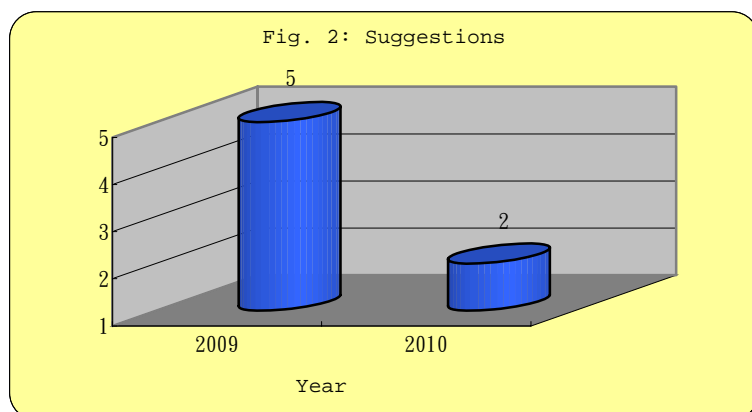
Statistical Data Analysis of Suggestions, Complaints & Objections of the services provided by MGTO (2010)

1. Statistics :

MGTO had totally received 7 cases of suggestions, complaints and objections regarding the service provided during 2010, which included 2 suggestions and 5 complaints. Comparing with 14 cases in 2009, a decrease of 50% was registered.

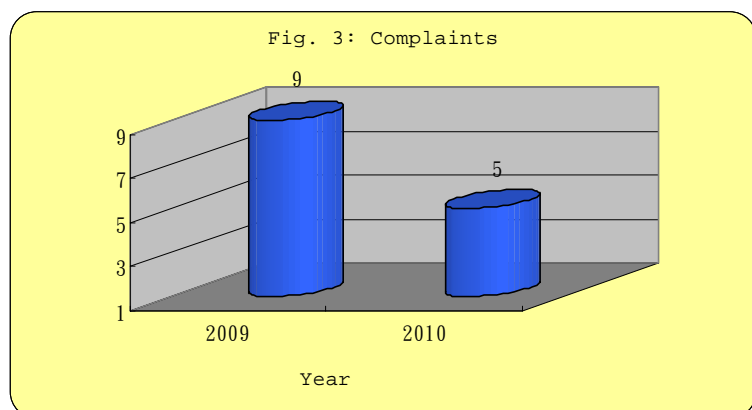


2. Suggestions



MGTO had received 2 cases of suggestions, there had been a decrease of 3 cases comparing with 2009.

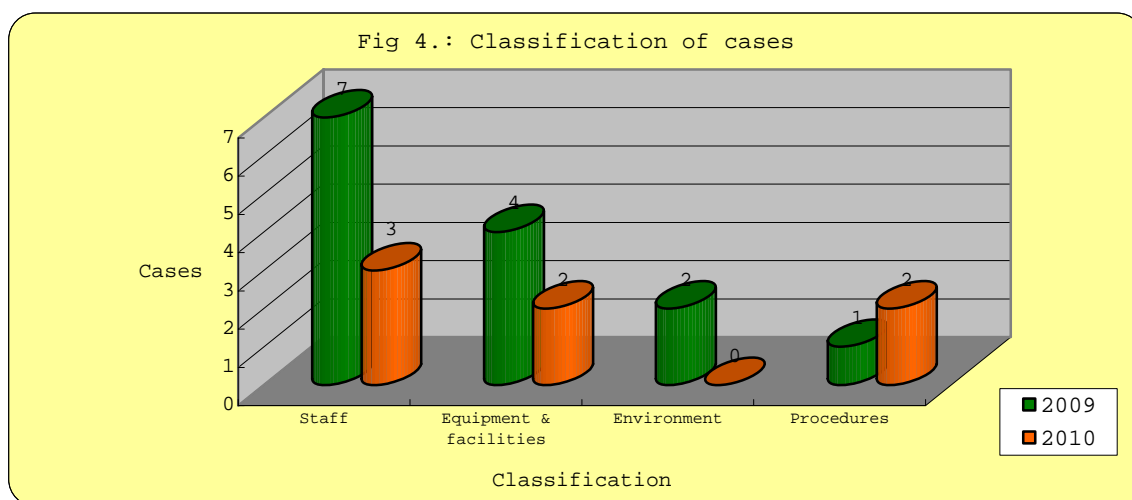
3. Complaints



MGTO had received 5 cases of complaints, there had been a decrease of 4 cases comparing with 2009.

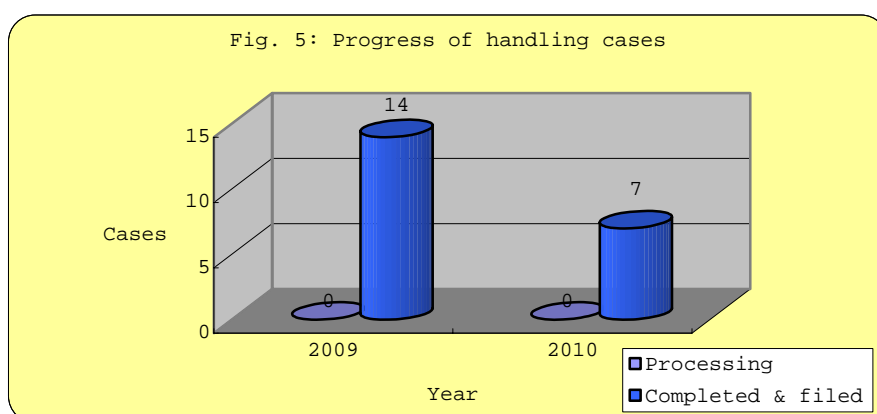
4. Classification of Cases

There are mainly 3 classifications of the cases: staff, equipment & facilities, and procedures. The distribution was as following: staff accounted for 42.8%, equipment & facilities accounted for 28.6%, and procedures accounted for 28.6%. Comparing with 2009, the cases of staff, equipment & facilities and environment recorded a reduction, they decreased by 4, 2 and 2 cases respectively; the case of procedures increased by 1 case.



Among the cases received by MGTO in 2010, 6 cases were identified and 1 case was anonymous.

For the progress of handling cases in 2010, all 7 cases (100%) were completed and filed within the statutory time limit (45 days), recorded an increase of 7.2% compared with last year.



5. Comprehensive Analysis :

To integrate the complaints received by MGTO in 2010, the main reasons for the complaints were as following:

- | | |
|-------------------------------|-------------------------|
| 1. Staff | 3. Procedure |
| ➤ Lack of information | ➤ Procedure of approval |
| ➤ Deficiency of communication | |
| 2. Equipment & facilities | |
| ➤ Lack of counter space | |

6. Improvement

MGTO will provide continuous training programs to enhance the quality of staff service in order to provide better service to citizens and tourists. With the enhancement of citizens and tourists' requirements, and in line with the Macau government policy, MGTO will setup an additional all-in-one counter at the Macau Government Service Centre. This measure can help to improve the condition of the external service hardware. Besides, MGTO will regularly review the procedures of the services provided, and make improvement when needed. Meanwhile, MGTO will also publish the guidelines of each procedure in our MGTO website, in order to make MGTO's services more clear to the public.

7. Conclusion :

To sum up, the number of complaints that MGTO received in 2010 had fallen compared with the previous year (down 50%). For the complaints from the public, MGTO will investigate and follow up immediately, this can be reflected in our records that all cases were completed on time in 2010.

Concerning the suggestions from the public to MGTO, MGTO will seriously study the feasibility of the recommendations. Relevant recommendations will be made and use as reference, when formulating policies.