

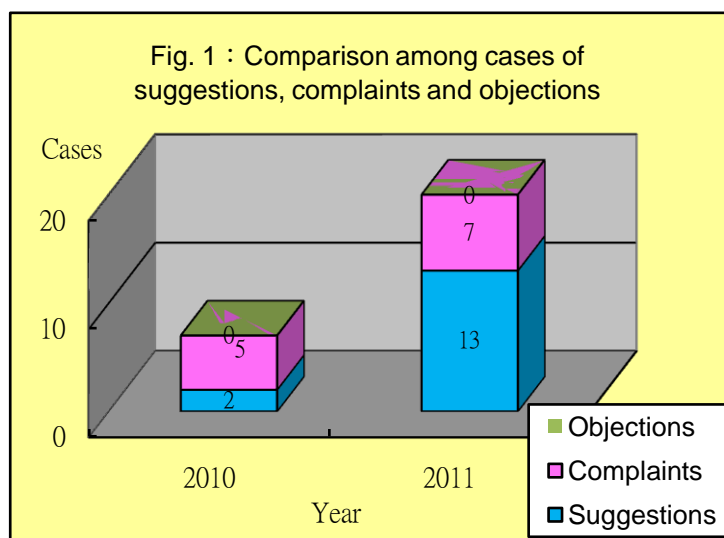
Statistical Data Analysis of Suggestions, Complaints and Objections of Macau Government Tourist Office



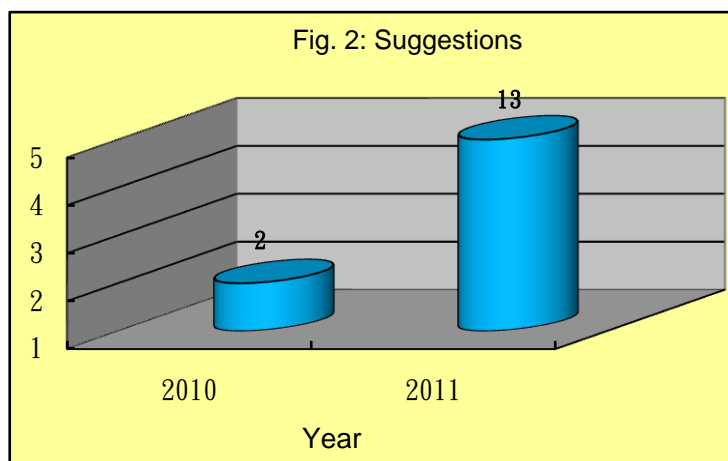
Statistical Data Analysis of Suggestions, Complaints & Objections of the services provided by MGTO (2011)

1. Statistics :

MGTO had totally received 20 cases of suggestions, complaints and objections regarding the service provided during 2011, which included 13 suggestions and 7 complaints. Comparing with 7 cases in 2010, an increase of 185.7% was registered.

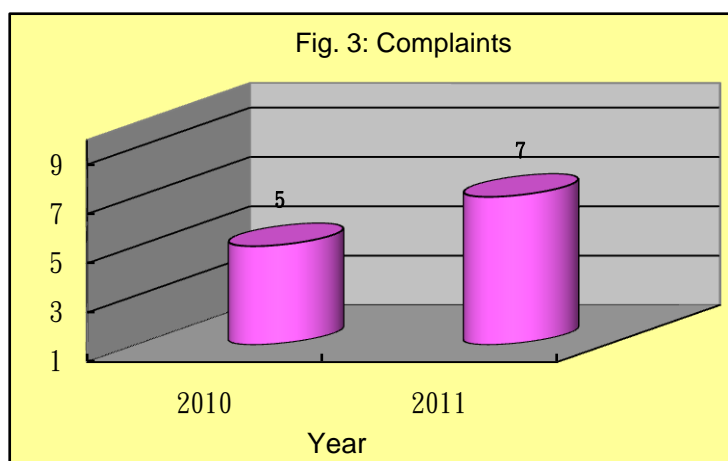


2. Suggestions



MGTO had received 13 cases of suggestions, there had been an increase of 11 cases comparing with 2010..

3. Complaints

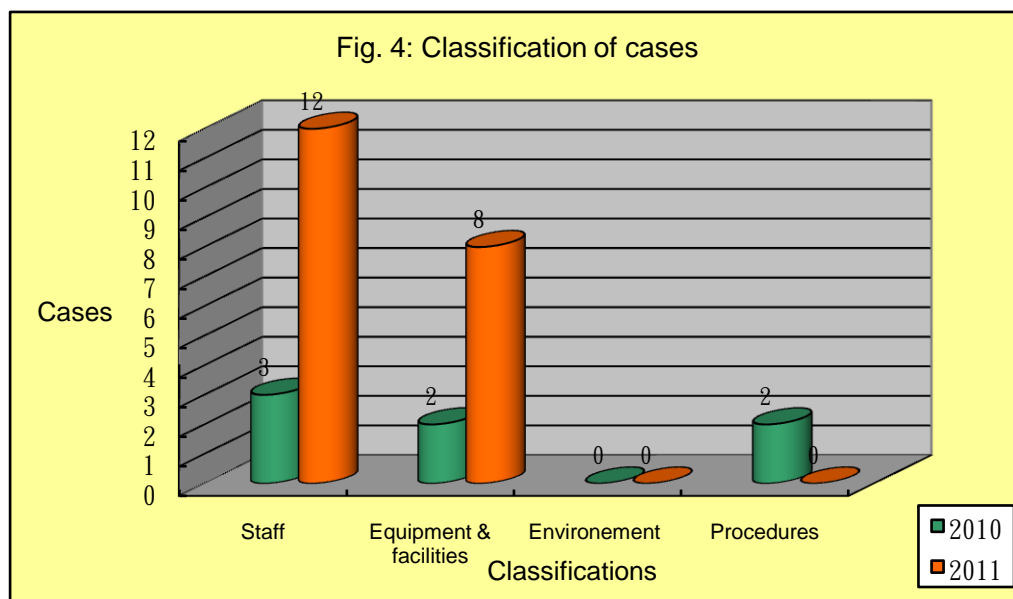


MGTO had received 7 cases of complaints, there had been an increase of 2 cases comparing with 2010, all the cases are complaints of staff.

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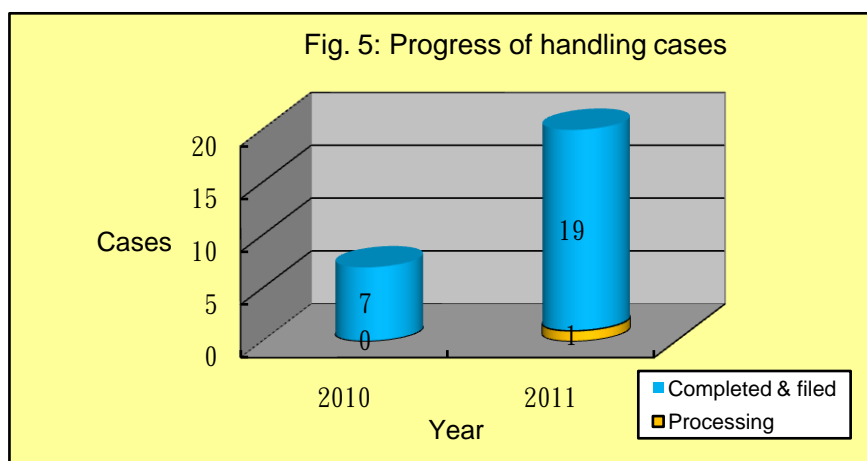
4. Classification of Cases

There are mainly 2 classifications of the cases: staff and equipment & facilities. The distribution was as following: staff accounted for 60%, equipment & facilities accounted for 40%. Comparing with 2010, the cases of staff and equipment & facilities recorded an increase, they increased by 9 and 6 cases respectively; and there are no cases of environment and procedures.



Among the cases received by MGTO in 2011, 18 cases were identified and 2 cases were anonymous.

For the progress of handling cases in 2011, 19 cases (95%) were completed and filed within the statutory time limit (45 days), and the remaining case is still processing (not exceed the statutory time limit).



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5. Comprehensive Analysis :

To integrate the complaints received by MGTO in 2011, the main reasons for the complaints were as following:

Staff

- Providing wrong message
- Poor service attitude
- Improper handling of the staff who was responsible for combating “Providing Illegal Accommodation”

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.

7. Conclusion :

To sum up, for the complaints and suggestions from the public, MGTO will investigate and follow up immediately, to ensure to provide quality service to the public, this can be reflected in our records that 95% of the cases were completed on time in 2011.

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.