



Questionnaire Survey of Macao Prison's Performance Pledge 2011 Research Report

Macao Prison's Performance Pledge

Service items in the performance pledge of Macao Prison:			
	Service Items	Completion Time (working days)	Performance Target
1	Visiting Permit (First application)	Within 8 days	95%
2	Certificate of Imprisonment	Within 8 days	95%

1. General Information of the Research

1.1 Research Objectives

- To understand the comments on performance pledge from those citizens who apply the services (Visiting Permit and Certificate of Imprisonment) in the performance pledge.

1.2 Target Audience

- Citizens who apply 'Visiting Permit' and 'Certificate of Imprisonment' in Macao Prison and Macao Prison Service and Information Centre (CAI).

1.3 Research Period

- 21 February to 22 April 2011

1.4 Total Number of Respondents

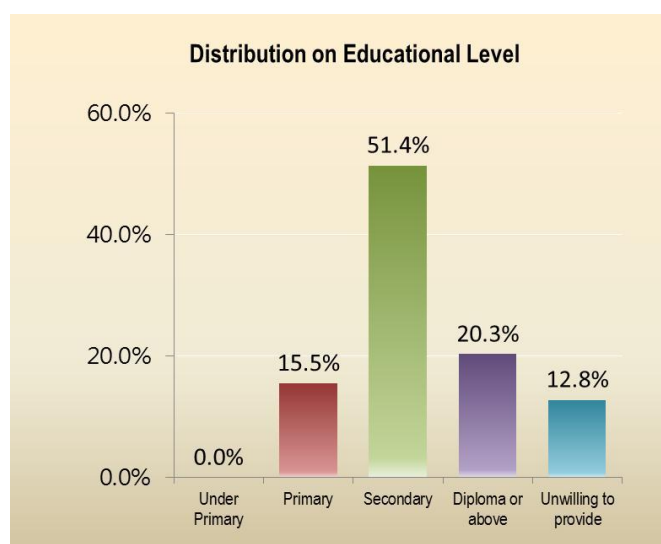
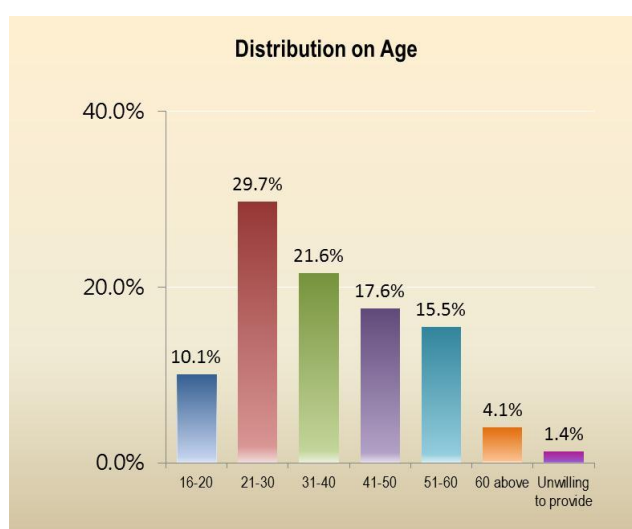
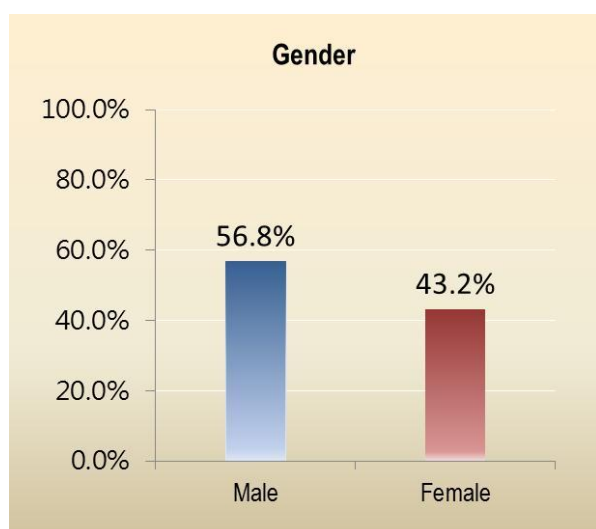
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2. Background of the Respondents

Gender			
Gender	Male	Female	Total
No. of Respondents	84	64	148
Percentage (%)	56.8%	43.2%	100%

Distribution on Age								
Age Range	16-20	21-30	31-40	41-50	51-60	60 above	Unwilling to provide	Total
No. of Respondents	15	44	32	26	23	6	2	148
Percentage (%)	10.1%	29.7%	21.6%	17.6%	15.5%	4.1%	1.4%	100%

Distribution on Educational Level						
Educational level	Under Primary	Primary	Secondary	Diploma or above	Unwilling to provide	Total
No. of Respondents	0	23	76	30	19	148
Percentage (%)	0.0%	15.5%	51.4%	20.3%	12.8%	100%

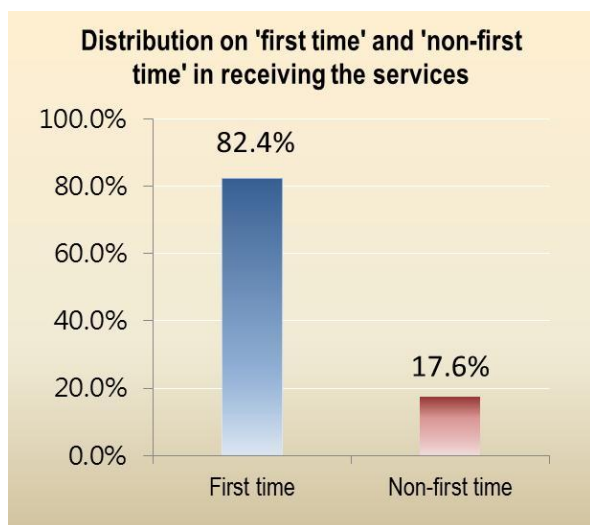
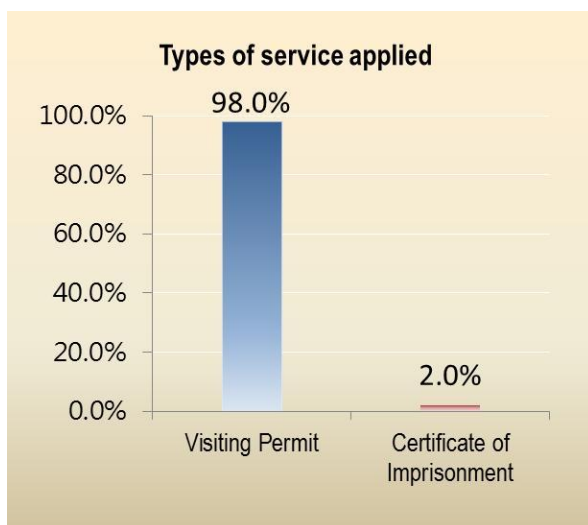


3. Research Findings

3.1 Types of service applied and distribution on 'first time' and 'non-first time' in receiving the services

Types of service applied			
Types of service	Apply for visiting permit	Apply for certificate of imprisonment	Total
No. of respondents	145	3	148
Percentage (%)	98.0%	2.0%	100%

Distribution on 'first time' and 'non-first time' in receiving the services			
Services received	First time	Non-first time	Total
No. of respondents	122	26	148
Percentage (%)	82.4%	17.6%	100%



3.2 Satisfaction on the completion time (within 8 working days) of the service

Question1 - Satisfaction on the completion time (within 8 working days) of the service						
Scales	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Total
No. of Respondents	54	74	15	2	3	148
Percentage(%)	36.5%	50.0%	10.1%	1.4%	2.0%	100%



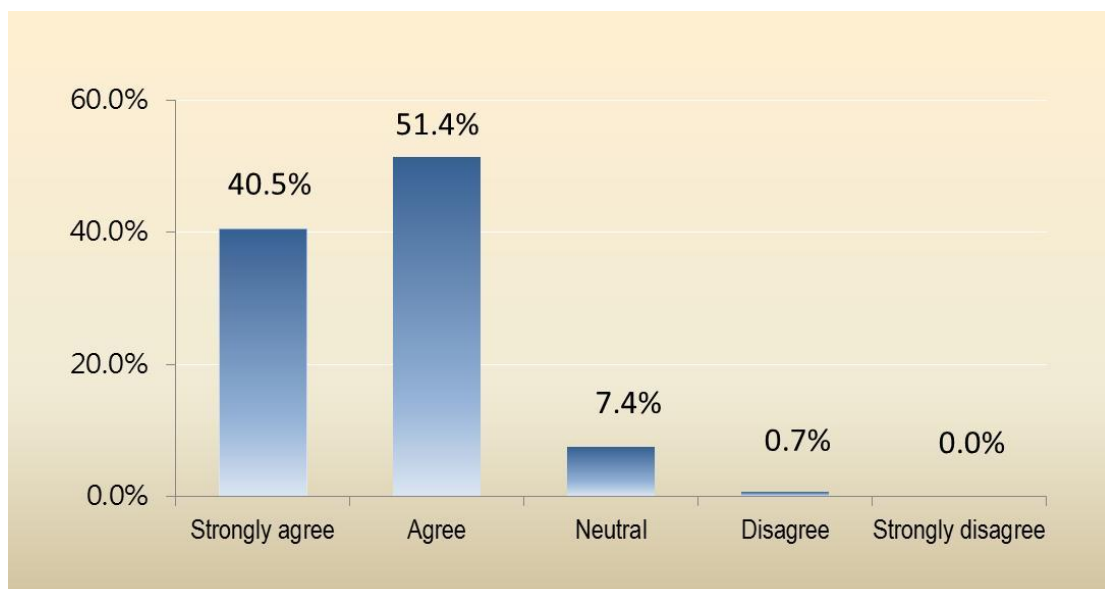
3.3 Satisfaction on the adjustment of achievement rate (90% to 95%)

Question 2 - Satisfaction on the adjustment of achievement rate (90% to 95%)						
Scales	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Total
No. of Respondents	66	71	9	1	1	148
Percentage(%)	44.6%	48.0%	6.1%	0.7%	0.7%	100%



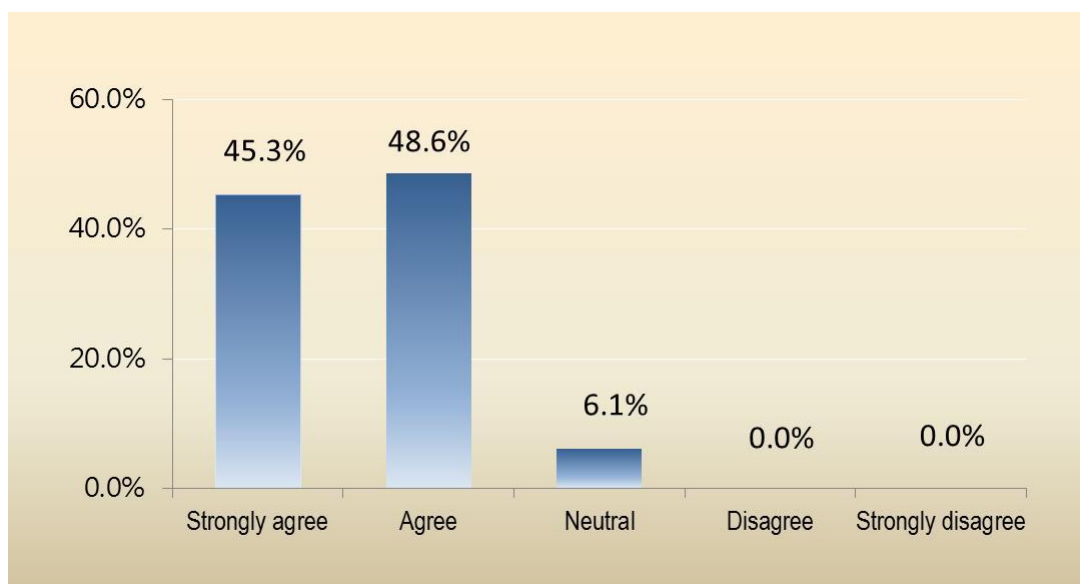
3.4 The level of agreement on 'the content of the Performance Pledge suits your needs'

Question 3 - The level of agreement on 'the content of the Performance Pledge suits your needs'						
Scales	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No. of Respondents	60	76	11	1	0	148
Percentage(%)	40.5%	51.4%	7.4%	0.7%	0.0%	100%



3.5 Level of Agreement on 'implementing Performance Pledge helps enhance the overall service standard'

Question4 - Level of Agreement on 'implementing Performance Pledge helps enhance the overall service standard'						
Scales	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No. of Respondents	67	72	9	0	0	148
Percentage(%)	45.3%	48.6%	6.1%	0.0%	0.0%	100%



4. Comments given by the respondents

Respondents' Comments		Follow-up actions
Regarding the completion time of the services		
1	It is a little bit long for visiting permit to be completed in 8 days because the pass issued by China only allow 7 days stay.	<ul style="list-style-type: none"> The responsible department of the prison will investigate this possibility given by the comments.
2	8 days' completion time is too long for those mainland residents who use the pass to travel to Macao as they have to depart before 8 days and cannot collect the visiting permit.	
Regarding the procedure of applying the services		
3	The procedure is smooth, and the personnel are friendly.	--

Respondents' Comments		Follow-up actions
Regarding the documents required for service applications		
4	Hoping the process of the visitation can be smoother so that the visiting time will not be delayed, the information of the deliverable items can be clearer.	<ul style="list-style-type: none"> ● Macao Prison is to implement confinement and custodial sentences, whereas the job of security is the top priority of the prison and must be implemented strictly in assuring the safety and daily operations of the prison. Concurrently, to implement the serving spirit of 'people oriented', the whole team of the prison staff are required to receive the public reception training, so as to provide better services to the citizens. ● Regarding the 'List of Deliverable Items for Inmates', the prison has already renewed the leaflets on 15 April and are welcome for public collections.
5	The security check at the front door is too strict, procedure is a little bit slow and feel like has not been treated respectfully.	
6	No need to submit photos for applying visiting permit. If applying 10 permits for example, then applicant needs to submit 20 photos. This wastes applicant many photos.	<ul style="list-style-type: none"> ● The responsible department of the prison will investigate this possibility given by the comment.
Other comments		
7	Increase service items, deliverable items (appropriate restriction).	<ul style="list-style-type: none"> ● Due to the reason that the comment had not explained the specific circumstance and thus, the prison could not follow-up accordingly.

- The end -