

## Enhanced Service Quality

With limited manpower, the STSP Administration is determined to create a technological core for Southern Taiwan and to assist park enterprises with various undertakings. In 2003 it was among the 67 agencies chosen out of the 1,206 government contestants of nationwide for onsite evaluation. On June 18 the Service Quality Team of the Executive Yuan arrived to conduct field inspections and, as it turned out, gave the STSP Administration a superior appreciation.

To help employees of the STSP Administration develop the idea of quality service, four sessions of quality service training were held respectively in September, October and November of 2003. Toward the end of October the STSP Administration established a mechanism that records its public services. In May, June and November respectively a test was conducted without warning to evaluate the STSP Administration employees' telephone courtesy.



Figure 5-7-1 Judges of Executive Yuan's Service Quality Award

## Appeals Reception

To show its genuine concern for public opinions, the STSP Administration handles appeals in accordance with legal provisions, reasons and circumstances. Based on impartiality, objectivity and prudence, it strives to protect the rights and benefits of the people and win their trust for the purpose of maintaining positive interactions. It formulated the "Guidelines and Procedures for the Southern Taiwan Science Park Administration to Process Appeals," which has been promulgated on the website of the STSP Administration so the Administration's employees and pleading civilians may have administrative grounds to refer to.

Eighteen petitions were filed in 2003 in two categories: administrative



Figure 5-7-2 Handling Petitions

recommendations and protection for personal rights.

The Director-general's E-mail Box is another effective channel of communication. The 31 letters we received in 2003 were assigned to the relevant units to respond in a timely manner (in three days). These cases were presented during the monthly administrative meetings for review to ensure proper handling.

# Manpower Management

For 2003 the STSP Administration had 114 budgeted positions; the actual number of employees was 103.

## Employees' Age

The STSP Administration was comprised of a young, dynamic team with most of the employees aged between 30 and 40.

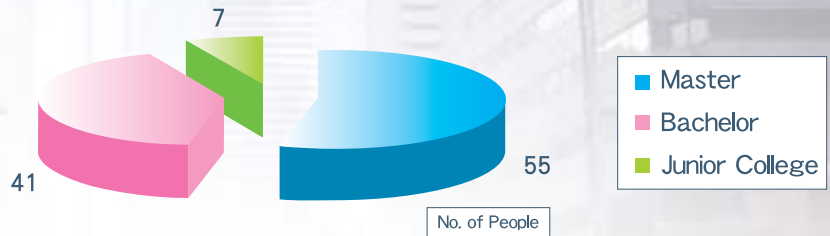


Figure 5-7-3 Academic Backgrounds of the Administration Staff

## Employees' Academic Backgrounds

Nearly half of the STSP Administration's employees possessed a master degree or higher. College and higher graduates account for 93% of the Administration's employees.

## Examinations

About 78% of the STSP Administration's employees passed the Civil Service Senior Examination.

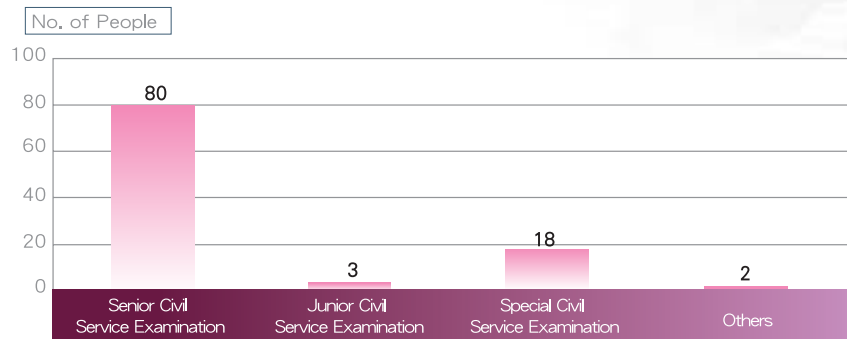


Figure 5-7-4 Qualification Examinations by which Administration Staff are Judged Suitable for Employment

# Staff Training & Education

In order to shape the STSP Administration into a learning agency and enhance the quality and efficiency of its services, two sessions of training and education programs were held.



Figure 5-7-5 In-House Staff Training & Education

# Performance Bonuses System

In accordance with the appropriate rules and regulations, the STSP Administration formulated "Guidelines on Work Performance Evaluation and Performance Bonuses." They then conducted performance control and

evaluation and awarded appropriate bonuses. The STSP Administration received a superior rating for its performance bonuses system and is considered as number one among the agencies of National Science Council.



Figure 5-7-6 Outdoor Staff Training & Education