

Guidelines for Chang Gung University Administrative Staff Service Excellence Selection and Reward

Regulation No.: 0200037

Department: Personnel Office

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Article 1:

To reward outstanding performance among administrative staff at Chang Gung University (hereinafter referred to as the University), boost morale, and improve administrative efficiency, the Guidelines for Administrative Staff Service Excellence Selection and Reward (hereinafter referred to as the Guidelines) are hereby established.

Article 2:

Eligible candidates must meet the following conditions:

Full-time administrative personnel employed at the University (including officially employed staff, teaching assistants, and contract personnel, excluding full-time research assistants).

The candidate must have served at the University for at least three years. The seniority for officially employed staff and contract personnel is calculated separately and cannot be combined. (Seniority during unpaid leave is excluded).

The candidate must have received at least one "Good" grade or higher in performance evaluations in the past three years.

Article 3:

Eligible individuals meeting the conditions of Article 2 with good character and demonstrating one of the following achievements within the evaluation year may be nominated for the Service Excellence Award:

Consistently completing tasks on time, performing responsibilities diligently, providing excellent service, and maintaining a positive work attitude with good feedback.

Proposing specific improvements or solutions related to administrative, teaching, or research equipment, technology, or systems that enhance efficiency, save resources, or effectively prevent problems, with significant results after implementation.

Actively securing significant resources that contribute to the University.

Executing tasks that mitigate or reduce disaster or accident risks, with significant contributions to the protection of life, health, or property.

Other outstanding deeds worthy of recognition.

Article 4:

Individuals with any of the following circumstances in the past three years are not eligible for nomination:

Those who have received criminal penalties, disciplinary actions, or performance evaluations with a grade of "B" or lower.

Those who have previously received the University's Administrative Service Excellence Award.

Article 5:

The "Administrative Staff Service Excellence Selection Committee" (hereinafter referred to as the Selection Committee) comprises 11 members: the Secretary-General, Dean of Academic Affairs, Dean of Student Affairs, Dean of General Affairs, Dean of Research and Development, Dean of Technology Development and Industry Liaison, and the Director of the Personnel Office as ex-officio members. The President shall also appoint two faculty representatives and two administrative staff representatives each academic year. The President designates one of the members as the convener.

Article 6:

The selection process shall be conducted as follows:

The selection for administrative service excellence is held once per academic year. The number of award recipients shall not exceed 3% of the total number of eligible full-time administrative staff, as listed in Article 2, Clause 1. If no suitable candidates are identified, no award will be given.

Unit supervisors may recommend candidates by filling out the "Administrative Staff Service Excellence Report" (Form No. 020003701) and submitting it along with relevant supporting documents to the Personnel Office by September 30 each year.

The number of candidates each unit may recommend is based on the total number of staff in the unit (based on those who joined the job before July 31 of the current year), as follows:

- (1) For units with fewer than 10 people, up to 1 recommendation per year.
- (2) For units with 11-20 people, up to 2 recommendations per year.
- (3) For units with 21-40 people, up to 3 recommendations per year.
- (4) For units with more than 41 people, up to 4 recommendations per year.

The Selection Committee will conduct a two-stage review process: a written review followed by an interview evaluation. Candidates with an average written review score of over 85 points and ranked in the top 10 will proceed to the interview stage. Each stage constitutes 50% of the final score. The Selection Committee will rank candidates based on their total scores, and the final list of awardees will be submitted to the President for approval.

Article 7:

Award recipients will receive a certificate and a monetary reward of NTD\$50,000, presented in a public ceremony. Their achievements will also be published in the University's publications.

Article 8:

If one of the following circumstances occurs to those who have been selected, and it is verified to be true, their selection may be cancelled.

Prize qualifications and the ability to recover the awarded prize money:

- (1) The selection materials are concealed, false or falsified.
- (2) Those who seriously damage the reputation of the school.

Article 9:

The Guidelines shall be implemented upon approval in the Administrative Meeting and ratification by the President. Any amendments shall follow the same procedure.

In case of any discrepancy between the Chinese version and the English version, the Chinese version shall prevail.