

24 October 2002

Members of the Legislative Council Panel on Public Service

Dear Honourable Members,

### **Opinion Poll on the Civil Service**

The Civil Service Bureau has recently commissioned the Hong Kong Polytechnic University to conduct an opinion poll on the performance of the civil service. I write to share with you the encouraging results of this poll.

The poll was conducted through a telephone survey on 5 to 9 October. It is the first comprehensive and professional poll commissioned by the Government to collate the opinion of the Hong Kong public towards the performance of the civil service. The poll has surveyed 1,220 respondents and the key findings are summarised below :

- ø 72.5% are satisfied with the performance of civil servants while 16.8% consider otherwise;
- ø 73.4% are satisfied with the service attitude of civil servants while 16.7% consider otherwise;
- ø 43.2% consider civil servants efficient while 15.3% consider otherwise, with 34.9% consider civil servants are of average efficiency;

- ∅ 40.5% consider civil servants perform better compared with pre-1997 while 11.4% consider otherwise, with 38.8% consider no change;
- ∅ 82.4% support the civil service reform while 7.4% do not; and
- ∅ 54.7% consider that the civil service reform has improved the performance of civil servants while 5.7% consider otherwise, with 26.1% consider no change.

---- The results of the survey are summarised in the attached report.

I believe the results of the poll reflect the public's appreciation of the quality service of our civil service. It is also an endorsement of the various reform initiatives by the Government to enhance the efficiency and quality of the civil service. I must add that these initiatives have been made possible through the support of Members.

I look forward to your continued support of the Government's mission to maintain a clean, stable, efficient and cost-effective civil service.

Yours sincerely,

(Joseph W P Wong)  
Secretary for the Civil Service