

**SURVEY ON PUBLIC OPINION TOWARDS THE SERVICES  
OF CIVIL SERVANTS**

**CIVIL SERVICE BUREAU  
GOVERNMENT OF HONG KONG SPECIAL  
ADMINISTRATIVE REGION**



**CENTRE FOR SOCIAL POLICY STUDIES  
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## SAMPLING AND OVERVIEW

The survey was planned by the Civil Service Bureau of the Hong Kong Special Administrative Region Government and undertaken by the PolyU Technology Consultancy Co. Ltd., with the aim of gauging public views on the services provided by civil servants. Altogether 1 220 respondents aged 18 or above were successfully interviewed by telephone between 5 and 9 October 2002.

The following sampling method was used. Based on the appropriate ratio, a total of 2 590 telephone numbers were randomly picked as samples from the latest residential telephone directories (English editions) of Hong Kong Island, Kowloon and the New Territories. After contact was successfully made, the “Kish Grid” method was used to choose randomly a member of the household aged 18 or above as the interviewee. A breakdown of the samples is given below.

(1) Telephone numbers sampled		2 590
(2) Unusable numbers		482
(a) Invalid numbers	377	
(b) Non-residential numbers	22	
(c) Fax numbers	72	
(d) No suitable interviewee	11	
(3) Usable residential numbers		2 108
(a) Interviews successful	1 220	
(b) Interviews unsuccessful	888	
(i) Hung up halfway	18	
(ii) Failure to get through	474	
-- Call unanswered	359	
-- Line busy	28	
-- Target interviewee not available	45	
-- Answered by message recorder	42	
(iii) Refused to give interview	390	
(iv) Interview aborted due to language barrier	6	

Response rate =  $3(a)/(3(a)+3(b))*100\% = 57.9\%$

## FINDINGS

The following data are arrived at using the weighted statistical method, based on the 2001 Census results and adjusted according to the male and female ratio and age ratio of the entire land population aged 18 or above in Hong Kong.

1. In general, are you satisfied with the services provided by civil servants?

	%
Very Satisfied	1.4
Satisfied	71.1
Dissatisfied	16.1
Very Dissatisfied	0.7
Don't know/no opinion	10.6
Total	100.0

2. In general, are you satisfied with the attitude of civil servants in serving the public?

	%
Very Satisfied	1.2
Satisfied	72.2
Dissatisfied	16.0
Very Dissatisfied	0.7
Don't know/no opinion	9.9
Total	100.0

3. Do you think that the Civil Service is on the whole efficient?

	%
Very Efficient	0.9
Efficient	42.3
Average	34.9
Inefficient	14.2
Very Inefficient	1.1
Don't know/no opinion	6.5
Refuse to answer	0.1
Total	100.0

4. How would you compare the performance of civil servants before the handover in 1997 and now?

	%
Significantly Improved	3.5
Improved	37.0
Unchanged	38.8
Deteriorated	9.7
Significantly Deteriorated	1.7
Don't know/no opinion	9.1
Refuse to answer	0.1
<b>Total</b>	<b>100.0</b>

5. Has your assessment of the performance of civil servants been affected by the economic downturn in the past few years?

	%
Yes	26.0
No	65.8
Don't know/no opinion	8.2
<b>Total</b>	<b>100.0</b>

6. Do you consider that civil servants are willing to tide over the economic difficulties with the community?

	%
Yes	48.1
No	36.2
Don't know/no opinion	15.7
<b>Total</b>	<b>100.0</b>

7. In general, do you support the civil service reforms?

	%
Yes	82.4
No	7.4
Don't know/no opinion	10.2
<b>Total</b>	<b>100.0</b>

8. The Civil Service has undergone a series of reforms in recent years. Do you support its “downsizing” exercises?

	%
Yes	52.3
No	32.6
Don't know/no opinion	14.9
Refuse to answer	0.1
Total	100.0

9. The Civil Service has undergone a series of reforms in recent years. Do you support the implementation of the Voluntary Retirement Scheme?

	%
Yes	76.0
No	10.3
Don't know/no opinion	13.7
Total	100.0

10. The Civil Service has undergone a series of reforms in recent years. Do you support the implementation of the Enhanced Productivity Programme?

	%
Yes	76.7
No	8.3
Don't know/no opinion	15.0
Total	100.0

11. The Civil Service has undergone a series of reforms in recent years. Do you support the review of the pay policy and conditions of service?

	%
Yes	78.1
No	8.1
Don't know/no opinion	13.8
Total	100.0

12. Do you think these reforms have improved the performance of civil servants?

	%
Improved Significantly	0.8
Improved	53.9
Unchanged	26.1
Deteriorated	5.5
Deteriorated Significantly	0.2
Don't know/no opinion	13.6
Total	100.0

## BACKGROUND ON RESPONDENTS

### 1. Sex

	%
Female	51.8
Male	48.2
Total	100.0

### 2. Age

	%
18-29	22.1
30-39	23.8
40-49	22.6
50-59	12.7
60 or above	18.8
Total	100.0

### 3. Education level

	%
No formal schooling / Kindergarten	7.7
Primary	15.8
Secondary (F.1 – F.3)	16.1
Secondary (F.4 – F.5)	29.3
Post secondary (F.6 – F.7)	6.0
Tertiary (non-degree)	7.5
Tertiary (degree) or above	17.4
Refuse to answer	0.2
Total	100.0

#### 4. Occupation

	%
Managers and administrators	9.1
Professionals	9.5
Associate professionals	3.8
Clerks	10.5
Services sector workers and shop assistants	10.4
Skilled agricultural / fishery workers	0.2
Craft and related workers	2.1
Plant and machine operators and assemblers	4.7
Unskilled workers	5.1
Retirees	15.7
Housewives	15.1
Students	7.7
Unemployed or jobless	5.0
Refuse to answer	1.0
Total	100.0

#### 5. Monthly income

	%
\$4,999 or below	2.7
\$5,000 – 9,999	13.2
10,000 – 19,999	19.9
20,000 – 29,999	8.3
30,000 – 39,999	3.9
40,000 – 49,999	1.2
50,000 or above	3.4
No income	43.5
Refuse to answer	4.1
Total	100.0



6. Type of accommodation

	%
Rented public housing (including public rental housing / temporary housing / interim housing / Housing Society rental flats)	32.1
Rented private flat	7.3
Self-owned public housing (including Home Ownership Scheme flats / public subsidized home ownership flats and Housing Society sales flats)	16.7
Self-owned private flat	39.9
Others (quarters provided by employer)	1.9
Don't know/no opinion	0.2
Refuse to answer	1.9
<b>Total</b>	<b>100.0</b>