

For information

Legislative Council Panel on Public Service

Follow-up to the Meetings on 15 November and 20 December 2010

At the meeting of the Panel on Public Service (the Panel) on 15 November 2010, the Administration was requested to provide information on the following relating to the employment of non-civil service contract (NCSC) staff –

- (a) a breakdown by job position and department of the 4 000 NCSC positions identified in the 2006 review for gradual replacement by civil service posts;
 - (b) a breakdown by job position of the 859 full-time NCSC staff (as at 30 June 2010) employed by the Leisure and Cultural Services Department (LCSD) to meet service needs where the mode of service delivery was under review or likely to be changed, in particular, the 422 NCSC staff employed continuously for five years or more and how many of them were staff of public libraries; and
 - (c) the reasons for LCSD having a relatively high proportion of NCSC staff in its Information Technology (IT) Office.
2. Separately, at the meeting of the Panel on 20 December 2010, the Administration was requested to provide a breakdown on the distribution of agency workers by types of work, particularly for clerical work, in bureaux/departments (B/Ds) using over 100 agency workers.

Breakdown of the 4 000 NCSC Positions

3. A breakdown of the 4 000 NCSC positions identified in the 2006 special review for gradual replacement by civil service posts is at **Annex A**. The information had been provided to the Panel vide LC Paper No. CB(1) 623/06-07(03) in January 2007.

NCSC Staff Employed by LCSD for Services under Review

4. As at 31 March 2011, there were 806 full-time NCSC staff employed by LCSD to meet service needs where the mode of service delivery was under review or likely to be changed (compared with 859 as at 30 June 2010). A breakdown of these NCSC staff by service area, job position and years of service is at **Annex B**. As shown, there were 266 NCSC staff employed continuously for five years or more and working in public libraries.

5. With the completion of the reviews on the mode of delivery of public library services and the governance of public museums, LCSD has commenced replacing the NCSC positions concerned, where justified, with civil service posts. It anticipates the process will last for a few years having regard to the duration of the current employment contracts of the concerned NCSC staff and the lead time for civil service recruitment. As and when the reviews of the other service areas listed in Annex B are completed, the Department will decide what are the most effective ways to deliver the various services and the related manpower implications.

IT Staff in LCSD

6. Prior to the establishment of LCSD in 2000, the two Municipal Councils (MCs) were responsible for the provision of leisure and cultural services through the Urban Services Department and the Regional Services Department. IT support for the two Departments was provided by 55 contract staff employed by the two MCs, consisting of one Chief IT Manager, one Senior IT Manager, eight IT Managers, 25 System Analysts and 20 Analyst Programmers. Upon the dissolution of the two MCs and the re-structuring of the institutional framework for the provision of municipal services in 2000, LCSD was set up to deliver leisure and cultural services to the community. The newly established Department set up an IT Office and retained the former MC staff on contract terms to provide IT support services. Since 2006, LCSD has converted 14 contract IT professional positions into civil service posts. This helps to ensure continuity and stability in the discharge of the core functions of the IT Office. At the same time, the Department has continued to make use of the NCSC Scheme to tap the latest market and technological expertise in the IT field. The IT Office currently has a balanced mix of manpower, made up of 58 IT professional staff (comprising 14 civil servants and 44 contract staff) and around 20 civil service

executive/clerical staff and computer operators. It also makes use of the service of some 30 IT staff supplied under a term contract centrally administered by the Office of the Government Chief Information Officer. The Department will continue to keep the employment of NCSC staff in its IT Office under regular review, having regard to its operational needs and the need to tap market expertise in the IT field.

B/Ds Using Over 100 Agency Workers

7. As reported to Members at the meeting on 20 December 2010, the total number of agency workers as at 30 September 2010 was 2 260, with five B/Ds each using over 100 agency workers. These B/Ds were the Buildings Department, the Department of Health, the Education Bureau, LCSD and the Water Supplies Department, which together used 1 222 agency workers then. As at 31 March 2011, this number fell to 1 107, representing a reduction of about 10%. Of these 1 107 agency workers, 766 were covered by service contracts subject to the guidelines issued by the Civil Service Bureau (CSB) in April 2010¹. A breakdown of these 766 agency workers by types of work and services involved is at **Annex C**.

8. To further strengthen the control on the use of agency workers, starting from April 2011, heads of departments/heads of grades (HoDs/HoGs) are required to seek approval from CSB if an existing service contract for the supply of agency workers is to be renewed/re-let where the aggregated period of service under the existing and renewed/re-let contracts is expected to exceed 15 months. HoDs/HoGs have also been requested to minimise the use of agency workers for meeting short-term manpower gaps by better forward planning of recruitment exercises.

Civil Service Bureau
September 2011

¹ The guidelines, covering the scope of using agency workers, approval authority and wage requirement, are to ensure the proper use of agency workers.

**List of Non-Civil Service Contract (NCSC) positions
Involving work that should more appropriately be performed by civil servants
as identified in the 2006 Special Review**

Bureau / Department / Office	NCSC Job Title	No.
Agriculture, Fisheries and Conservation Department	Contract Co-operative Supervisor	1
	Contract Field Assistant	7
	Contract Field Officer	10
	Contract Laboratory Attendant	1
	Fisheries Management Officer	1
	General Worker	1
	Marine Park Assistant	1
	Nature Conservation Officer	2
	Nature Education Assistant	4
Sub-total	28	
Audit Commission	Audit Analyst	4
	Information Technology Audit Manager	1
	Information Technology Officer	1
	Sub-total	6
Auxiliary Medical Service	Assistant Information Technology Officer	1
	Sub-total	1
Buildings Department	Administrative Assistant	2
	Building Surveyor	15
	Contract Structural Engineer	11
	Contract Survey Officer	16
	Contract Technical Officer	10
	General Clerk	2
	Sub-total	56
Census and Statistics Department	Executive Assistant	1
	Research Manager	3
	Statistical Assistant	4
	Survey Interviewer	6
	Sub-total	14
Chief Secretary and Financial Secretary's Office	Executive Assistant	4
	Research Analyst	2
	Sub-total	6
Civil Aviation Department	Assistant Supplies Officer	1
	General Clerk	3
	Sub-total	4

Bureau / Department / Office	NCSC Job Title	No.
Civil Engineering and Development Department	Contract Geotechnical Engineer (Geologist)	1
	Executive Assistant	1
	Works Supervisory Assistant	4
	Sub-total	6
Civil Service Bureau	Executive Assistant	2
	Sub-total	2
Commerce, Industry and Technology Bureau	Information Technology Manager	1
	Sub-total	1
Companies Registry	Registration Assistant	1
	Sub-total	1
Correctional Services Department	General Clerk	5
	Sub-total	5
Customs and Excise Department	Accounting Assistant	1
	Contract Driver	21
	Executive Assistant	5
	General Clerk	3
	Translation Officer	9
	Vessel Assistant	6
	Sub-total	45
Department of Health	Administrative Assistant	34
	Assistant Chinese Medicine Officer	4
	Assistant Information Technology Officer	1
	Assistant Librarian	1
	Audiologist	1
	Chinese Medicine Assistant	6
	Chinese Medicine Officer	2
	Contract Accounting Officer	3
	Contract Auditor	1
	Contract Clinical Psychologist	17
	Contract Dentist (Orthodontics)	5
	Contract Dietitian	6
	Contract Doctor	45
	Contract Engineer	2
	Contract Environmental Hygienist	1
	Contract Foreman	1
	Contract Medical Laboratory Technician	18
	Contract Nurse	71
	Contract Occupational Hygienist	1
	Contract Occupational Therapist	5
	Contract Optometrist	5
	Contract Physicist	1
	Contract Physiotherapist	4
	Contract Radiographer	12
	Contract Social Worker	10
	Copywriter	1
	Dental Workshop Helper	5
	Disease Modelling Specialist	1
	General Clerk	98
	General Worker	66

Bureau / Department / Office	NCSC Job Title	No.
Department of Health (Cont'd)	Health Surveillance Officer	1
	Health Surveillance Supervisor	28
	Information Technology Manager	1
	Laboratory Assistant	9
	Manager	6
	Mortuary Assistant	1
	Personal Secretary	3
	Public Relations Manager	1
	Registered Pharmacist	13
	Research Assistant	8
	Research Officer	26
	Tobacco Control Inspector	14
	Translation Officer	1
	Sub-total	540
Department of Justice	Contract Government Counsel	15
	Contract Legal Clerk	8
	Executive Assistant	1
	General Clerk/Assistant	9
	General Worker	4
	Personal Secretary	1
	Sub-total	38
Drainage Services Department	Community Relation Officer	1
	Contract Assistant Engineer	1
	Contract Assistant Information Technology Officer	1
	Contract Assistant Inspector (Electrical)	5
	Contract Assistant Inspector (Electronics)	1
	Contract Assistant Inspector (Mechanical)	1
	Contract Engineer	6
	Contract Environment Officer	1
	Contract Survey Officer	4
	Contract Technical Officer	1
	Executive Assistant	4
	Technician (Electronics)	1
	Works Supervisory Assistant	32
	Sub-total	59
Economic Development and Labour Bureau	Assistant Manager (Tourism)	4
	Research Manager	1
	Sub-total	5
Education and Manpower Bureau	Executive Assistant	21
	Education Audiologist/Speech Therapist/Psychologist	15
	Curriculum/Teaching Resources Developer	4
	General Clerk	12
	Information Assistant	2
	Project Manager/Administrator/Co-ordinator/Officer	75
	School Development Officer	34
	Statistical Assistant	10
	Sub-total	173

Bureau / Department / Office	NCSC Job Title	No.
Electrical and Mechanical Services Department	Assistant Lift & Escalator Examiner	2
	Assistant Ride Examiner	1
	Chief Human Resources Management Assistant	1
	Contract Accountant	2
	Contract Assistant Inspector (Electrical)	2
	General Support Officer	2
	Lift & Escalator Examiner	3
	Senior Human Resources Management Assistant	1
	Sub-total	14
Environment, Transport and Works Bureau	Executive Assistant	2
	Personal Secretary	1
	Sub-total	3
Environmental Protection Department	Executive Assistant	1
	Sub-total	1
Financial Services and the Treasury Bureau	Information Technology Officer	2
	Sub-total	2
Fire Services Department	Assistant Building Services Inspector	4
	Assistant Photographer	1
	Building Service Inspector	2
	Project Management Officer	1
	Sub-total	8
Food and Environmental Hygiene Department	Administrative Assistant	55
	Chemical Analyst	1
	Contract Driver	73
	Contract Field Assistant	4
	Contract Field Officer	3
	Craftsman	4
	Environmental Nuisance Investigator	263
	General Clerk/Assistant	106
	Health Education and Promotion Facilitator	6
	Information Assistant	2
	Laboratory Assistant	17
	Laboratory Technical Assistant	7
	Management Services Support Assistant	2
	Pest Controller/Assistant Pest Controller	13
	Pest Control Supervisor/Pest Control Services Assistant/Pest Control Assistant (Trainee)	26
	Research Officer	7
	Transport Operations Assistant	27
	Venue Manager/Assistant Venue Manager	35
	Veterinarian	2
	Sub-total	653
Government Flying Services	Operations Officer	6
	Sub-total	6

Bureau / Department / Office	NCSC Job Title	No.
Government Laboratory	Chemical Analyst	7
	Forensic Analyst	3
	General Clerk	2
	Laboratory Cleaner	1
	Laboratory Technical Assistant	14
	Sub-total	27
Government Logistics Department	Executive Assistant	4
	Printing Production Coordinator	2
	Supplies Services Officer	2
	Transport Executive	1
	Sub-total	9
Highways Department	Contract Assistant Manager	3
	Contract Assistant Training & Development Manager	1
	Contract Engineer	17
	Contract Landscape Architect	5
	Contract Survey Officer	3
	Contract Technical Officer	13
	General Clerk	10
	Landscape Supervisory Officer	3
	Works Supervisory Assistant	79
	Works Supervisory Officer	2
	Sub-total	136
	Home Affairs Bureau	Chief Project Manager (Culture)
Sub-total		1
Home Affairs Department	Contract Liaison Officer	56
	Executive Assistant	45
	General Clerk	31
	Project Assistant	1
	Sub-total	133
Hong Kong Police Force	Contract Police Console Officer	5
	Contract Supplies Assistant	1
	Executive Assistant	14
	General Clerk	6
	Sub-total	26
Housing, Planning and Lands Bureau	Assistant Information Technology Officer	1
	Executive Assistant	1
	Sub-total	2
Immigration Department	Administrative Assistant	28
	General Clerk	141
	General Worker	7
	Resident Engineer	3
	Contract Statistical Assistant	1
	Translation Officer	2
	Sub-total	182

Bureau / Department / Office	NCSC Job Title	No.
Inland Revenue Department	Contract Assistant Assessor	44
	Contract Assistant Taxation Officer	48
	Contract Tax Inspector	10
	Executive Assistant	2
	Sub-total	104
Innovation and Technology Commission	Assistant Manager (Design)	1
	Medical Testing Officer	1
	Sub-total	2
Intellectual Property Department	Administrative Assistant	1
	Contract Intellectual Property Examiner	5
	Contract Solicitor	6
	General Clerk	6
	Sub-total	18
Judiciary	Executive Assistant	2
	Judiciary Assistant	48
	Judiciary Attendant	5
	Judiciary Executive	52
	Judiciary Librarian	1
	Mediation Coordinator	1
	Personal Secretary	1
	Sub-total	110
Labour Department	Accounting Officer	2
	Chinese Medicine Advisor	1
	General Clerk	12
	Programme Officer	62
	Sub-total	77
Land Registry	Contract Solicitor	6
	Land Registration Executive	6
	Sub-total	12
Lands Department	Contract Geotechnical Engineer	5
	Contract Slope Maintenance Supervisor	2
	Contract Solicitor	2
	Contract Survey Officer (Quantity)	1
	Contract Technical Officer (Slope Maintenance)	11
	Estate Assistant	2
	Executive Assistant	2
	Project Surveyor	2
	Works Supervisory Assistant	13
	Sub-total	40
Leisure and Cultural Services Department	Accountant / Accounting Executive	4
	Amenities Assistant	131
	Assistant Cultural Services Manager	38
	Assistant Curator	13
	Assistant Leisure Services Manager	120
	Assistant Librarian	126
	Audio Visual Technician	1
	Cultural Services Assistant	21
	Executive Assistant	24
	Filtration Plant Room Operator	5
	Full-year contract Lifeguard	180
	General Clerk	87
	General Worker	8
	Information Assistant	1
	Logistics Supervisor	7
	Management Services Support Assistant	1
Office Supervisor	8	

Bureau / Department / Office	NCSC Job Title	No.
Leisure and Cultural Services Department (Cont'd)	Personal Secretary	2
	Project Manager	2
	Project Officer	1
	Systems Analyst / Programmer / Information Technology Manager	12
	Technical Officer (Cultural Services)	8
	Transport Executive	3
	Sub-total	803
Marine Department	Assistant Information Technology Officer	1
	Contract Assistant Marine Controller	1
	Contract Industrial Safety Officer	1
	Contract Marine Officer	1
	Contract Ship Inspector	1
	Contract Surveyor of Ships	3
	Executive Assistant	1
	General Assistant	1
	Internal Auditor	1
	Marine Inspector	7
	Sub-total	18
Office of the Government Chief Information Officer	Contract Assistant Supplies Officer	1
	Executive Assistant	4
	General Worker	4
	General Clerk	6
	Sub-total	15
Planning Department	Contract Assistant Landscape Architect	1
	Contract Technical Officer	1
	Executive Assistant	2
	Information Technology Officer	5
	Senior GIS/CAD Manager	1
	Translation Officer	4
	Sub-total	14
Radio Television Hong Kong	Audit Supervisor	1
	Corporate Communications Officer	1
	Craftsman (Electrical)	1
	Executive Assistant	1
	Executive Producer	1
	Senior Producer	2
	Senior Set Designer	1
	Sub-total	8

Bureau / Department / Office	NCSC Job Title	No.
Rating and Valuation Department	Contract Assistant Valuer	2
	Contract Valuation Surveyor	1
	Information Technology Manager	1
	Information Technology Officer	4
	Sub-total	8
Registration and Electoral Office	Electoral Assistant	4
	General Clerk	4
	Information Technology Officer	3
	Sub-total	11
Social Welfare Department	Clinical Psychologist	7
	Executive Assistant	8
	Executive Manager	1
	Logistics Assistant	1
	Physiotherapist	1
	Registered Nurse	2
	Social Security Assistant	255
	Social Worker	59
	Sub-total	334
Student Financial Assistance Agency	Executive Assistant	7
	General Clerk	19
	Investigation Officer	4
	Processing Officer	19
	Processing Supervisor	29
	Sub-total	78
Television and Entertainment Licensing Authority	Executive Assistant	2
	Sub-total	2
Trade and Industry Department	Trade Assistant	5
	Sub-total	5
Transport Department	Contract Engineer	4
	Contract Technical Officer (Traffic)	8
	Human Resource Development Officer	1
	Senior Regulation Officer	1
	Transport Executive	10
	Sub-total	24
Treasury	Accounting Assistant	1
	Contract Accountant	1
	Sub-total	2
Water Supplies Department	Accountant	1
	Administration Manager	5
	Artisan (Mechanical)	3
	Assistant Engineer	1
	Assistant Internal Auditor	1
	Audit Clerk	2
	Engineer	1
	Engineering Laboratory Technician	6
	Executive Manager/Public Relations	1
	General Clerk	20
	Launch Master	1
	Meter Reader	19
	Survey Officer	3
	Technical Officer	2
	Transport Services Officer	1
	Waterworks Chemist	2
	Works Supervisor/Site Supervisor	57
Sub-total	126	
	Total	4 004

Breakdown of full-time NCSC staff employed for services where the mode of delivery is under review or likely to be changed

Mode of service delivery under review/likely to be changed	NCSC position	Number of full-time NCSC staff (as at 31.3.2011)	
		Less than five years	Five years or more
(a) Frontline and support services in public libraries	Library Officer	4	47
	Library Assistant	197	166
	Cultural Services Assistant	0	53
Subtotal		201	266
(b) Governance of public museums	Assistant Curator	20	3
	Technical Officer, Cultural Services	1	4
	Assistant Manager, Cultural Services	4	1
	Assistant Librarian	1	0
	Cultural Services Assistant	0	6
	Executive Assistant	2	2
	Clerical and Logistical Supporting Staff	5	14
	Customer Services Staff	15	19
	Research, Editing and Programme Supporting Staff	4	4
	Film Acquisition / Technical Supporting Staff	3	5
	Technical Supporting Staff	3	4
Subtotal		58	62
(c) Music Office	Music Officer	23	16
	Administrative Supporting Staff	3	1
	Clerical and Logistical Supporting Staff	4	23
Subtotal		30	40
(d) Stage management and support services	Stage Management Officer	22	15
	Stage Technician	13	11
	Event / Production Coordinator	2	1
Subtotal		37	27

Mode of service delivery under review/likely to be changed	NCSC position	Number of full-time NCSC staff (as at 31.3.2011)	
		Less than five years	Five years or more
(e) Impact of self-service kiosks on counter service	Leisure / General Assistant	6	32
Subtotal		6	32
(f) The Urban Ticketing System backend service	Ticketing / Box Office Assistant	3	8
Subtotal		3	8
(g) Replacement of operator-assisted telephone booking services by fully automated system	Leisure Assistant	5	10
Subtotal		5	10
(h) Other minor reviews (implementation of the District Council Empowerment, support services at the Hong Kong Stadium and administrative support for various offices)	Production Assistant	4	3
	Works Supervisor	0	1
	Personal Secretarial Assistant	0	4
	General Worker	0	9
Subtotal		4	17
Total		344	462
		806	

Buildings Department

Types of work and services involved	Number of agency workers under contracts subject to CSB's guidelines
Clerical support (e.g. data input and filing)	143
Customer and counter service	69
Technical and information technology support	12
Total	224

Department of Health

Types of work and services involved	Number of agency workers under contracts subject to CSB's guidelines
Administrative and executive support (e.g. planning and co-ordination of promotional activities)	13
Clerical support (e.g. data input and filing)	61
Customer and counter service	43
Total	117

Education Bureau

Types of work and services involved	Number of agency workers under contracts subject to CSB's guidelines
Administrative and executive support (e.g. project planning and co-ordination, preparation of learning materials, processing applications)	65
Clerical support (e.g. data input and filing)	59
Customer and counter service	2
Office and manual support (e.g. photocopying, labour work, delivery of documents)	17
Technical and information technology support	4
Total	147

Leisure and Cultural Services Department

Types of work and services involved	Number of agency workers under contracts subject to CSB's guidelines
Administrative and executive support (e.g. co-ordination of cultural programmes, conducting researches)	56
Clerical support (e.g. data input and filing)	50
Customer and counter service	18
Office and manual support (e.g. photocopying, labour work, delivery of documents)	17
Technical and information technology support	26
Total	167

Water Supplies Department

Types of work and services involved	Number of agency workers under contracts subject to CSB's guidelines
Clerical support (e.g. data input and filing)	32
Customer and counter service	79
Total	111