

立法會 *Legislative Council*

立法會CB(3) 314/11-12號文件

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定於2012年1月18日立法會會議上提出的質詢

提問者：

- (1) 謝偉俊議員 (口頭答覆)(新的質詢)
(取代其原先提出的質詢)
- (2) 甘乃威議員 (口頭答覆)(新的質詢)
(取代其原先提出的質詢)
- (3) 張學明議員 (口頭答覆)
- (4) 陳鑑林議員 (口頭答覆)
- (5) 李華明議員 (口頭答覆)
- (6) 馮檢基議員 (口頭答覆)
- (7) 梁君彥議員 (書面答覆)
- (8) 陳茂波議員 (書面答覆)
- (9) 譚耀宗議員 (書面答覆)
- (10) 湯家驊議員 (書面答覆)
- (11) 李永達議員 (書面答覆)
- (12) 劉慧卿議員 (書面答覆)(原先編號：20)
(獲編配質詢時段的
劉皇發議員已撤回質詢)
- (13) 黃成智議員 (書面答覆)
- (14) 余若薇議員 (書面答覆)
- (15) 劉慧卿議員 (書面答覆)
- (16) 陳淑莊議員 (書面答覆)
- (17) 林大輝議員 (書面答覆)(新的質詢)
(取代其原先提出的質詢)
- (18) 謝偉俊議員 (書面答覆)
- (19) 劉江華議員 (書面答覆)

註 :

NOTE :

議員將採用這種語言提出質詢

Member will ask the question in this language

提倡本港的好客精神及擴闊國際視野

(1) 謝偉俊議員 (口頭答覆)

有名牌店鋪因只許內地顧客但不准香港人在店外拍照而涉嫌歧視港人，引發市民起哄，港人不滿在家園竟受到不公平對待，事件發展成千人包圍該店鋪示威拍照，惟部分市民情緒高漲下厲言辱罵途經的內地遊客，有遊客反映類似過激言行將會打擊本港旅遊業的聲譽。此外，有法國調查機構早前就全球30個城市的著名商業購物街進行調查，因港人對待遊客不夠友善等理由，把香港排列於倒數第2位。再早前“星光大道”也被美國有線電視新聞網絡旗下的網站評為世界上最令遊客失望的旅遊景點第2位。有旅遊業界人士指上述事例反映本港的旅遊配套及景點與外國遊客的期望水平相距甚遠，旅遊主管機構未能掌握國際旅遊市場脈搏。就上述與本港旅遊業相關的事件，政府可否告知本會：

- (一) 有否評估以上一連串事件的成因，以及對本港旅遊業發展有何負面影響；如有評估，結果為何；如否，可否認真地作出評估；
- (二) 在公民教育層面上，現時有何政策加強培育市民作為國際大都會的公民的意識及好客之道，提升國際語言能力，盡量減低市民排斥特別是內地遊客所引起的衝突，加強香港作為旅遊之都的吸引力；及
- (三) 政府有何政策保持香港作為國際都會的平衡發展，避免旅遊市場及相關措

施過於側重內地遊客的喜好，而忽略
旅遊業的長遠利益及發展方向？

Promoting hospitality and international perspective in
Hong Kong

- (1) Hon Paul TSE Wai-chun (Oral reply)

A famous brand store was suspected to discriminate against Hong Kong people as it only allowed mainland customers but not Hong Kong people to take photos outside the store, causing a stir among Hong Kong people who were unhappy with the unfair treatment they received at their home town, and the incident developed into one involving a thousand people surrounding the store to protest and take photos, yet some people were so agitated that they bitterly insulted the mainland tourists who passed by, and some tourists reflected that such overly radical behaviour of the like will damage the reputation of Hong Kong's tourism industry. Furthermore, a survey organization in France earlier conducted a survey on the ranking of prestigious commercial shopping avenues in 30 cities in the world, and due to reasons that Hong Kong people are not friendly enough towards tourists, etc., Hong Kong ranks the second last in the survey. Earlier on even the "Avenue of Stars" was ranked by the web site of the Cable News Network of the United States as the second most disappointing tourist attraction around the world. Some members of the tourism industry have pointed out that the aforesaid incidents have reflected the large gap between the standard of the tourism ancillaries and tourist attractions in Hong Kong and that expected by tourists from overseas countries, and that the authorities taking charge of tourism are unable to feel the pulse of the international tourism market. Regarding the aforesaid incidents relating to the tourism industry in Hong Kong, will the Government inform this Council:

- (a) whether it has assessed the causes of the series of incidents above, and what negative impact they have on the development of the tourism industry in Hong Kong; if it has, of the results; if not, whether it can seriously conduct the assessment;
- (b) with respect to civic education, of the existing policies in place to foster the civic awareness and hospitality of members of the public as citizens in a cosmopolitan city, upgrade their ability in commanding international languages, minimize as far as possible the conflicts arising from members of the public alienating mainland tourists in particular, and enhance Hong Kong's appeal as a premier tourist city; and
- (c) of the policies put in place by the Government to maintain the balanced development of Hong Kong as a cosmopolitan city, and prevent the tourism market and related initiatives from overemphasizing the preferences of mainland tourists and ignoring the long-term benefits and the direction of development of the tourism industry?

內地前公職人員在香港參與選舉的合法性

(2) 甘乃威議員 (口頭答覆)

據悉，有曾在內地黨政機構工作的人士，成功連任或當選為第4屆區議會議員，並有市民懷疑他們是中國共產黨(下稱“共產黨”)黨員。自香港回歸後，內地公職人員如以公職身份受委派往香港工作，須持有“因公往來香港澳門特別行政區通行證”(下稱“通行證”)。2002年立法會通過《2001年入境(修訂)條例草案》，規定這些內地公職人員以公職身份在港工作期間，不得被視為通常居於香港。就此，政府可否告知本會：

- (一) 有否評估這些曾在內地黨政機構工作並被懷疑是共產黨黨員的人士進入議會，是否已成為香港的第二支管治隊伍，並干預香港的內部事務，以及破壞了“一國兩制”、“高度自治”和“港人治港”的原則；若有評估，詳情為何；若沒有評估，原因為何；
- (二) 基於“一國兩制”、“高度自治”和“港人治港”的原則，會否考慮規定任何屬共產黨黨員的香港永久性居民，在參加各級議會和行政長官選舉時，須向選民披露其政黨聯繫，包括是否中國共產黨黨員；若會，詳情為何；若否，原因為何；及
- (三) 自香港回歸後至去年12月31日為止，每年持有通行證在香港逗留的內地公職人員數目，以及持有該等證件的內地公職人員在中央人民政府駐香港特別行政區聯絡辦公室、外交部駐香港

特別行政區特派員公署和解放軍駐港部隊人員的數目分別為何，並以表列出該等資料；有否評估並與中央商討，當該等人員返回內地後再以其他途徑申請成為香港永久性居民時，會否削弱市民對“一國兩制”、“高度自治”和“港人治港”的信心；若有評估，詳情為何；若沒有評估，原因為何？

Electoral legitimacy of former mainland officials in
Hong Kong

(2) Hon KAM Nai-wai (Oral reply)

It has been learnt that some people who had worked in the party apparatus on the Mainland have successfully been re-elected or elected as members of the Fourth Term District Council, and some members of the public suspect that they are members of the Communist Party of China (“CPC”). Since the reunification of Hong Kong, mainland officials are required to obtain “Exit-entry Permit for Travelling to and from Hong Kong and Macau for Official Purposes” (“the Permit”) if they are posted to work in Hong Kong in their official capacity. In 2002, the Legislative Council passed the Immigration (Amendment) Bill 2001 to exclude those mainland officials from being treated as ordinarily resident in Hong Kong during the period for which they worked in Hong Kong in their official capacity. In this connection, will the Government inform this Council:

- (a) if it has assessed whether these people, who worked in the party apparatus on the Mainland and are suspected to be members of CPC, have become members of the second governing team in Hong Kong after being elected into the councils, and whether such a situation causes interference in Hong Kong’s internal affairs and damage to the principles of “One Country, Two Systems”, “a high degree of autonomy” and “Hong Kong People ruling Hong Kong”; if it has assessed, of the details; if it has not, the reasons for that;
- (b) in view of the principles of “One Country, Two Systems”, “a high degree of autonomy” and

“Hong Kong People ruling Hong Kong”, whether it will consider requiring any Hong Kong permanent resident who is a member of CPC to disclose to the electorate his/her affiliation with political parties when standing in the elections in various councils and of the Chief Executive, including whether he/she is a member of CPC; if it will, of the details; if not, the reasons for that; and

- (c) of the numbers of mainland officials staying in Hong Kong with the Permit and the respective numbers of those mainland officials holding such document who worked in the Liaison Office of the Central People’s Government in the Hong Kong Special Administrative Region, the Office of the Commissioner of the Ministry of Foreign Affairs in Hong Kong and the People’s Liberation Army Hong Kong Garrison in each year from the date of unification of Hong Kong to 31 December of last year, together with a table setting out such information; whether it has assessed and discussed with the Central Authorities if the confidence in “One Country, Two Systems”, “a high degree of autonomy” and “Hong Kong People ruling Hong Kong” among members of the public will be undermined when such officials apply through other means to become Hong Kong permanent residents after returning to the Mainland; if it has, of the details; if not, the reasons for that?

提升香港作為購物天堂的聲譽的措施

(17) 林大輝議員 (書面答覆)

據報，法國一間調查機構於本年1月初發表其對全球30個城市的著名商業購物街排名的報告，指出由於香港的路人不夠友善，沒有幫助遊客的意願，故將香港的排名列為第29位。有評論指該排名結果會損害本港作為購物天堂的聲譽，對本港旅遊及零售業構成負面影響。就此，政府可否告知本會：

- (一) 過去5年，當局每年分別接獲海外和內地遊客的投訴數字為何(按投訴類別列出分項數字)，以及兩類遊客的投訴數字和投訴類別有何差異；
- (二) 過去5年，當局有否進行調查或研究，以瞭解海外和內地遊客對香港市民的態度有何觀感；如有，詳情為何；如否，原因為何；
- (三) 過去5年，當局推出甚麼措施改善本港旅遊業及零售業從業員的服務質素，以及各項措施涉及的開支為何；
- (四) 過去5年，當局推出甚麼措施向本港市民提倡“好客精神”，以及各項措施涉及的開支為何；
- (五) 有否評估第(三)項及第(四)項的措施的成效為何；如有，詳情為何；如否，原因為何；
- (六) 過去5年，當局有否比較海外和內地遊客在港觀光及購物的滿意程度；如

有，兩者有否不同；如沒有比較，原因為何；

- (七) 有否評估上述排名結果會否對香港的旅遊、零售及酒店等行業造成負面影響；如有，詳情為何；如否，原因為何；
- (八) 當局會否主動聯絡上述調查機構，以瞭解其調查的詳情和作出澄清；如會，詳情為何；如否，原因為何；
- (九) 當局有否評估本港市民會否因生活步伐急促或英語水平下降，而抗拒在街上停下來與外地遊客溝通；如有，詳情為何；如否，原因為何；
- (十) 鑒於近年亦有多宗損害香港旅遊業聲譽的事件被廣泛報道，當局有否評估香港的聲譽是否已經受損；如有，詳情為何；如否，原因為何；
- (十一) 當局是否知悉，過去5年，有否本地或海外機構曾進行與是次調查全球著名商業購物街排名性質類似的調查；如有，詳情為何；及
- (十二) 當局是否知悉，過去5年，有否本地或海外機構曾就海外遊客對本港市民的觀感進行調查；如有，詳情為何？

Measures to enhance the reputation of Hong Kong as a shopping paradise

(17) Dr Hon LAM Tai-fai (Written reply)

It has been reported that a survey organization in France published a report in early January this year on the ranking of prestigious commercial shopping avenues in 30 cities in the world, pointing out that as passers-by in Hong Kong are not friendly enough, and do not seek to help tourists, Hong Kong ranks 29th among the cities. There have been comments that the ranking result will damage Hong Kong's reputation as a shopping paradise, and will have a negative impact on the tourism and retail industries in Hong Kong. In this connection, will the Government inform this Council:

- (a) of the respective numbers of complaints received by the authorities from overseas and mainland tourists in each of the past five years (with a breakdown of the complaints by category), and the difference in the numbers and categories of complaints made by these two categories of tourists;
- (b) whether the authorities had conducted surveys or studies in the past five years, so as to understand the perception of overseas and mainland tourists towards the attitude of Hong Kong people; if they had, of the details; if not, the reasons for that;
- (c) what measures the authorities had put in place in the past five years to improve the service quality of people engaged in the tourism and retail industries in Hong Kong, and the expenses incurred in implementing the various measures;

- (d) what measures the authorities had put in place in the past five years to promote the sense of hospitality among Hong Kong people, and the expenses incurred in implementing the various measures;
- (e) whether assessment on the effectiveness of the measures under (c) and (d) has been made; if so, of the details; if not, the reasons for that;
- (f) whether the authorities had compared the levels of satisfaction of overseas and mainland tourists in sightseeing and shopping in Hong Kong in the past five years; if they had, whether there is any difference between the two; if they had not made the comparison, of the reasons for that;
- (g) whether it has assessed if the aforesaid ranking result will have a negative impact on the tourism, retail and hotel industries, etc. in Hong Kong; if it has, of the details; if not, the reasons for that;
- (h) whether the authorities will take the initiative to contact the aforesaid survey organization to find out the details of its survey and make clarifications; if they will, of the details; if not, the reasons for that;
- (i) whether the authorities have assessed if it is due to the quick pace of life or decline in English standards of Hong Kong people that they are reluctant to stop on the streets and communicate with tourists from other places; if they have, of the details; if not, the reasons for that;

- (j) given that many incidents which have damaged the reputation of the tourism industry in Hong Kong have been widely reported in recent years, whether the authorities have assessed if Hong Kong's reputation has been damaged; if they have, of the details; if not, the reasons for that;
- (k) whether the authorities know if, in the past five years, any local or overseas organization had conducted surveys of a similar nature to this survey on the ranking of prestigious commercial shopping avenues in the world; if so, of the details; and
- (l) whether the authorities know if, in the past five years, any local or overseas organization had conducted surveys on the perception of overseas tourists towards Hong Kong people; if so, of the details?