

政府總部
公務員事務局
香港金鐘添美道2號
政府總部西翼



CIVIL SERVICE BUREAU
GOVERNMENT SECRETARIAT
WEST WING
CENTRAL GOVERNMENT OFFICES
2 TIM MEI AVENUE, ADMIRALTY
HONG KONG

本函檔號 Our Ref.: (35) in L/M (1) to CSBAP/C350/41/2 Pt.3
來函檔號 Your Ref.: CB(4)/PAC/R62

電話號碼 Tel. No.: 2810 3063
傳真號碼 Fax No.: 2530 1265
電郵地址 E-mail Address: csbts@csb.gov.hk
網 址 Homepage Address: <http://www.csb.gov.hk>

5 June 2014

Clerk to Public Accounts Committee
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong
(Attn: Ms Mary SO)

Dear Ms SO,

Public Accounts Committee
Consideration of Chapter 8 of the Director of Audit's Report No. 62
Recruitment of Staff

Thank you for your letter of 23 May 2014 concerning the captioned subject. Our response to the questions raised in your letter is as follows –

- (a) The information on applications found not meeting the entry requirements stated in the recruitment advertisements for the 10 open recruitment exercises conducted by the Civil Service Bureau (CSB) between 2010-11 and 2012-13 is set out in the table below. It is noted that for some recruiting ranks which had relatively higher percentage of unqualified applications, most of them were considered unqualified as the applicants were unable to meet the requirements concerning the years of relevant post-qualification experience.

Recruiting rank	Date of placing advertisement	Percentage of applications found not meeting the entry requirements
Assistant Clerical Officer	10 December 2010	15.4%
Simultaneous Interpreter	18 February 2011	55.5%
Training Officer I	25 February 2011	84.2%
Administrative Officer	3 September 2011	16.7%
Executive Officer II	3 September 2011	17.5%
Official Languages Officer II	16 December 2011	6.5%
Simultaneous Interpreter	29 June 2012	55.6%
Administrative Officer	8 September 2012	14.0%
Executive Officer II	8 September 2012	15.1%
Training Officer I	25 January 2013	76.0%

- (b) To reduce the number of unqualified applications, CSB has implemented improvement measures since 2013 by revising the standard application form for civil service jobs and enhancing the online job application system to add built-in reminders for applicants to confirm that they meet the entry requirements of the jobs selected. We will continue to monitor the situation and work with bureaux/departments (B/Ds) on further improvement measures as appropriate.
- (c) CSB has put in place an online job application system for use by all B/Ds since 2002 and the current system has been in place since 2010 after a major revamp. Since the aforementioned revamp covered the online job application system and various other computerised

systems managed by CSB, we are unable to provide a breakdown of the development costs concerning the online job application system. The maintenance cost of the online job application system and related services, which include the functions of online posting of recruitment advertisements and submission of job applications, was \$812,000 in 2013-14.


- (d) As far as we know, in some cases, the recruitment exercises were of small scale involving only a handful of non-civil service contract (NCSC) vacancies, and it was considered that application by such means as post would suffice for the purpose of netting sufficient candidates. In some other cases, B/D concerned did not make use of the online job application system in the recruitment of non-skilled positions, such as Worker, as it was expected that the prospective applicants would be less prepared to apply online. Going forward, CSB will encourage B/Ds to make more use of the online job application system in conducting recruitment exercises of NCSC staff and where appropriate, consider suitable measures to facilitate B/Ds in using the system.
- (e) The information concerning recruitment exercises for civil service and/or NCSC jobs conducted by CSB and the four B/Ds covered by the audit study with recruitment advertisements placed in 2013-14 which have accepted online submission of job applications is as follows:

B/D	No. of recruitment exercises that have accepted online submission of job applications	
	Civil Service	NCSC
CSB	5	0 ^{Note}
Correctional Services Department	17	3
Education Bureau	6	0
Food and Environmental Hygiene Department	4	0

B/D	No. of recruitment exercises that have accepted online submission of job applications	
	Civil Service	NCSC
Leisure and Cultural Services Department	6	4

Note: No recruitment exercise for NCSC staff was conducted by CSB during the period in question.

Yours sincerely,



(Miss Natalie LI)
for Secretary for the Civil Service

c.c. Secretary for Education
Commissioner of Correctional Services
Director of Food and Environmental Hygiene
Director of Leisure and Cultural Services
Secretary for Financial Services and the Treasury
Director of Audit