

Legislative Council Panel on Public Service

**Follow-up on review of employment situation
of Non-Civil Service Contract staff**

Purpose

This paper provides supplementary information on the employment position of Non-Civil Service Contract (NCSC) staff falling within the ambit of the NCSC Staff Scheme in four departments, namely Electrical and Mechanical Services Department (EMSD), Food and Environmental Hygiene Department (FEHD), Social Welfare Department (SWD) and Buildings Department (BD). It also provides additional information requested by Members at the Panel meeting on 15 January 2007.

Supplementary information

Employment position of NCSC staff falling within the ambit of the NCSC Scheme

2. The special review of employment situation of NCSC staff (referred to LC Paper No. CB(1)471/06-07(03)) found that some 2 860 NCSC positions in EMSD, FEHD, SWD and BD were within the ambit of the NCSC Staff Scheme. Details of these positions are set out in **Annex A**.

Salary levels of NCSC staff in the Education and Manpower Bureau

3. The highest, lowest and median salary of the 1 204 NCSC staff employed by the Education and Manpower Bureau (EMB) (referred to in Annex C to LC Paper No. CB(1)623/06-07(03)) and the number of NCSC staff of the same job category paid at below-median salary are set out at **Annex B**. The variation in pay level within the same job category reflects mainly the differences in job complexity, entry requirements and experience level of individual staff.

Contract and actual working hours of NCSC staff in Hongkong Post

4. The nature of postal operation, in particular mail sorting and mail volume fluctuation, requires the Hongkong Post (PO) to engage “part-time” NCSC staff to supplement its full-time work force, and some of these NCSC staff to work in excess of their contract hours during some weeks in a year.

5. With regard to mail sorting, most (around 70%) of the mails handled by PO are posted in Hong Kong after 3 p.m. The mails are collected each day and taken to one of the three territory-wide sorting centres at the General Post Office (GPO), the International Mail Centre (IMC) and the Air Mail Centre (AMC). The bulk of the mails arrive at these centres around 6 p.m. Most of the sorting and associated work (including loading and unloading of mails) is undertaken in the four hours from 6 p.m. to 10 p.m. The mails are first sorted into overseas and local mails. Overseas mails are then sorted by destinations and handed over to airline companies for onward transmission the next morning. Local mails are sorted by districts and then taken to the 20 district delivery offices for finer sorting. Most local mails arrive at the delivery offices at around 6 a.m. to 8 a.m. These offices complete the mail sorting by street and by building and the associated loading and unloading work within the four hours of 6 a.m. to 10 a.m. The mails are then delivered to the recipients by postmen on the day. This mode of operation enables PO to meet its performance pledge of delivering 98% of local mails on the working day following the day of posting. This mode of operation requires PO to employ most “part-time” NCSC staff to work in the morning and in the evening.

6. With regard to mail volume fluctuation, December because of the Christmas-related mails; and January, April, July and October because of the issue of demand notes for government rates, are peak periods. During these months, some of the NCSC staff would need to work in excess of their contract hours to clear the larger volume of mails. Other than these known peak months, there may also be unpredictable surges of mails brought about by factors beyond PO’s control, e.g. changes in the global and local economies, surges of Initial Public Offering activities leading to increased mails in the form of annual reports of listed companies to shareholders, market competition, etc.

7. For the above reasons, PO needs to maintain a mixed work force, comprising civil servants and NCSC staff, to enable it to adapt to changing service demands and changing business environment in an effective and flexible manner. For the same reasons, we consider it more appropriate to compare the contract and actual working hours of the 1 055 NCSC staff employed by PO on a 12-month basis. We have done so for the year of 2006 and the position is set out at **Annex C**. We have also provided at **Annex D** the position for the month of December 2006 only, as requested by Members at the last Panel meeting.

Reasons for not converting some NCSC positions into civil service posts

Department of Health

8. Department of Health employed 277 Health Surveillance Assistants (as at 31 March 2006) to undertake temperature screening duties at Immigration Land Control Points. The demand for this service fluctuates considerably depending on how serious the threat of infectious diseases is to Hong Kong. For example, the arrangement came into operation in April 2003, it was stood down in April 2005 and reactivated in November 2005. It is therefore not appropriate to convert these positions into civil service posts.

Education and Manpower Bureau

9. EMB engaged 138 General Clerks and 22 General Workers (as at 31 March 2006) in its headquarters mainly to provide clerical or general support for the implementation of various education reform initiatives which were time-limited or short-term, such as implementation of various school-based support service programmes and the new Senior Secondary Academic Reform. In view of the dynamic development and non-permanent nature of these initiatives, there is a need to maintain sufficient flexibility in terms of staffing mix and duration of staff deployment.

Leisure and Cultural Services Department

10. Leisure and Cultural Services Department (LCSD) employed 471 Library Officers/Assistants (as at 31 March 2006) to provide frontline and support services in public libraries. In the light of technological advancement such as the application of the Radio

Frequency Identification Technology in library operation, development of library service, as well as the review of the employment situation of NCSC staff, LCS D considers it necessary to study the experiences of more developed countries in the running of public libraries, with a view to enhancing the effectiveness in the provision of frontline library services and in staff deployment. LCS D has commissioned the Efficiency Unit to conduct a study to review the current mode of delivery of the frontline and support services in public libraries. The findings of the study will be completed by late 2007/early 2008 and may have a bearing on the manpower requirements in public libraries. LCS D also employed two Assistant Librarians (as at 31 March 2006) to provide cataloguing service in public museums. It will consider whether these two NCSC positions should be converted into civil service posts upon completion of the review on the mode of governance of public museums which is currently underway.

Civil Service Bureau
February 2007

**Employment of Non-Civil Service Contract (NCSC) Staff
(position as at 31 March 2006)**

(I) Electrical and Mechanical Services Department

Reasons of employment	NCSC Job Title	No.
(1) To meet service needs that are time-limited, short-term or seasonal in nature	Contract Technician/Craft Apprentice	94
	Senior Human Resources Management Assistant	1
	Sub-total	95
(2) To meet service needs where the mode of delivery of the service is under review or likely to be changed	Audit Assistant	1
	General Support Officer	6
	Sub-total	7
(3) To meet service needs that are subject to market fluctuation	Contract Assistant Inspector	106
	Contract Craftsman	417
	Contract Customer Service Officer	13
	Contract Engineer/Assistant Contract Engineer	45
	Contract Technical Officer	10
	Contract Workman	10
	Contract Works Supervisor/Technician	214
	General Support Officer/Assistant	64
	Information Technology Manager	4
	Resident Stage Manager	2
	Senior Information Technology Specialist/ Information Technology Specialist	29
	Senior Network & System Specialist/Network & System Specialist	23
	Sub-total	937
(4) To tap the latest expertise in the market	Divisional Safety Officer	6
	Information Technology Specialist	4
	Management Support Officer	5
	Sub-total	15
Total		1054

**Employment of Non-Civil Service Contract (NCSC) Staff
(position as at 31 March 2006)**

(II) Food and Environmental Hygiene Department

Reasons of employment	NCSC Job Title	No.
(1) To meet service needs that are time-limited, short-term or seasonal in nature	Administrative Assistant	30
	Contract Driver	24
	Environmental Nuisance Investigator	19
	General Clerk	6
	Statistical Assistant	1
	Sub-total	80
(2) To meet service needs that require staff to work less than the conditioned hours required of civil servants	Investigation Officer	2
	Sub-total	2
(3) To meet service needs where the mode of delivery of the service is under review or likely to be changed	Administrative Assistant	19
	Building Services Engineer	1
	Contract Driver	11
	General Clerk	2
	Market Assistant	111
	Work Safety Officer	1
	Workman	147
Sub-total	292	
(4) To tap the latest expertise in the market	Food Safety Officer	1
	Market Manager/Assistant Market Manager	5
	Sub-total	6
Total		380

**Employment of Non-Civil Service Contract (NCSC) Staff
(position as at 31 March 2006)**

(III) Social Welfare Department

Reasons of employment	NCSC Job Title	No.
(1) To meet service needs that are time-limited, short-term or seasonal in nature	Accounting Assistant	1
	Artisan	1
	Chief Information Technology Manager	1
	Clinical Psychologist	1
	General Office Assistant / Office Support Assistant	80
	Labourer	2
	Programme Executive	1
	Project Assistant / Officer	8
	Project Managing Assistant /Officer	4
	Project Support Officer	2
	Registered Nurse	2
	Research Officer	1
	Statistical Assistant	5
	Translation Officer	1
	Youth Ambassador	16
Sub-total	126	
(2) To meet service needs where the mode of delivery of the service is under review or likely to be changed	Care Assistant	5
	Community Work Organiser	133
	Employment Assistance Co-ordinator	199
	Programme Assistant	135
	Property Attendant / Security Guard	13
Sub-total	485	
(3) To tap the latest expertise in the market	Business Manager	3
	Executive Assistant (Marketing Consultancy Office)	1
	Information Technology Officer	3
	Marketing Assistant / Officer	2
	Marketing Controller	1
	Marketing Support Manager /Marketing Support Assistant	13
	Programme Co-ordinator	2
	Project Officer	3
	Technical Support Assistant	3
	Sub-total	31
Total	642	

**Employment of Non-Civil Service Contract (NCSC) Staff
(position as at 31 March 2006)**

(IV) Buildings Department

Reasons of employment	NCSC Job Title	No.
To meet service needs that are time-limited, short-term or seasonal in nature	Administrative Assistant	4
	Assistant Information Technology Officer	2
	Building Safety Assistant	184
	Building Safety Officer	160
	Contract Building Surveyor	71
	Contract Clerical Assistant	23
	Contract Clerk	103
	Contract Structural Engineer	47
	Contract Survey Officer	103
	Contract Technical Officer	67
	Contract Translator	1
	Information Technology Officer	3
	Publicity Assistant	2
	Quality Control Assistant	9
Systems Support Engineer	2	
Total		781

Pay Level of NCSC Staff in Education and Manpower Bureau
(position as at 31 March 2006)

Reasons of employment	Job title	Total no. of staff	Minimum salary	Maximum salary	Median salary	No. of staff with salary below the median
(1) To meet service needs that are time-limited, short-term or seasonal in nature	Accounting / Audit Officer / Assistant	4	8,150	25,200	8,413	2
	Activity Coordinator	3	8,375	8,950	8,900	1
	Administrative / Executive Assistant	69	14,690	17,145	14,885	6
	Assessment Consultant	2	47,000	47,000	47,000	NA
	Data Analysis Coordinator	1	19,900	19,900	19,900	NA
	Development & Marketing Executive	1	30,000	30,000	30,000	NA
	General Clerk	138	7,275	10,505	7,440	1
	General Worker	22	6,330	6,330	6,330	NA
	Library Information Assistant	1	9,840	9,840	9,840	NA
	Library Development Officer	3	30,000	30,000	30,000	NA
	Project Assistant	29	8,350	18,960	9,845	12
	Project Development Officer	5	19,800	39,000	20,800	1
	Project Manager / Director	2	34,800	61,355	48,078	1
	Project Officer / Co-ordinator	76	9,000	77,435	20,800	34
	Publicity Assistant	3	13,830	14,695	13,830	0
	Publicity Officer	1	22,300	22,300	22,300	NA
	Recruitment Officer	1	23,000	23,000	23,000	NA
	Research Officer / Assistant	50	11,170	28,960	14,690	18
	School Auditor	2	30,000	31,300	30,650	1
	School Development Officer	9	24,000	24,000	24,000	NA
	School Support Officer	3	24,000	24,000	24,000	NA
	Semi-skilled Worker	1	7,445	7,445	7,445	NA
	Senior Executive / Manager	14	25,000	75,000	30,000	1
	Solicitor	1	31,804	31,804	31,804	NA
	Subject Specialist	2	25,200	27,600	26,400	1
	Teaching Resources Officer	1	21,000	21,000	21,000	NA
Technician	1	11,000	11,000	11,000	NA	
Test Construction Assistant	6	16,165	19,900	17,083	3	
	Sub-total	451				82
(2) To meet service needs that require staff to work less than the conditioned hours required of civil servants	Assistant Operation Commander	1	18,604	18,604	18,604	NA
	Assistant Operation Officer	5	9,305	9,305	9,305	NA
	Part-time Senior Project Development Officer	2	26,650	26,650	26,650	NA
	Sub-total	8				NA

Reasons of employment	Job title	Total no. of staff	Minimum salary	Maximum salary	Median salary	No. of staff with salary below the median
(3) To meet service needs where the mode of delivery of the service is under review or likely to be changed	Administrative / Executive Assistant	3	14,885	14,885	14,885	NA
	Assistant Information Technology Officer	12	10,000	15,500	15,500	2
	Database Analyst Programmer	1	22,525	22,525	22,525	NA
	Deputy Centre Manager	1	31,745	31,745	31,745	NA
	General Clerk	6	7,440	7,440	7,440	NA
	General Worker	4	6,330	6,330	6,330	NA
	Information Technology / Computer Officer	21	11,170	29,000	19,800	4
	Project Officer / Assistant	11	8,000	56,700	17,140	3
	Subsidy Officer	3	8,900	8,900	8,900	NA
	Support Services Assistant	6	9,000	9,000	9,000	NA
	Technician	4	9,305	16,000	9,305	0
	Webmaster (Technical)	1	9,840	9,840	9,840	NA
	Sub-total	73				9
(4) To meet the unique operational needs in government schools under school-based management initiatives	Accounting Clerk / Assistant	5	8,675	10,240	9,690	2
	Administrative / Executive Assistant	12	9,300	15,450	10,653	6
	General Clerk / Assistant	157	5000 *	9,300	7,440	14
	General Worker	186	6,330	6,330	6,330	NA
	Information Technology Technician / Assistant	18	6,000	9,800	9,305	7
	Laboratory Technician	4	8,335	25,340	16,235	2
	Learning Support Assistant	19	9,840	9,840	9,840	NA
	Semi-skilled Worker	57	6,840	7,445	7,445	1
	Skilled Worker	4	10,010	10,010	10,010	NA
	Teaching Assistant	171	8,375	10,240	9,305	46
	Technical Service Support Officer	36	8,000	9,628	9,435	18
Workshop Technician	3	6,000	7,500	7,500	1	
	Sub-total	672				97
	TOTAL	1204				188

NA: Not applicable as only one NCSC staff is involved or because all NCSC staff were offered the same level of salary.

* : Concerning one NCSC staff who has not yet obtained the relevant academic qualification requirements.

**Statistics on Hours of Work Performed by Non-civil Service Contract (NCSC) Staff
in Hongkong Post in 2006**

NCSC position	No. of staff from January to December 2006	Weekly contract hours	% of staff working within weekly contract hours	% of staff working in excess of weekly contract hours	Cases > 40 hours in a week			
					No. of staff involved (varying from week to week)	Average weekly working hours	Average no. of weeks performed by staff in 2006	
Contract Customer Service Officer Hourly-rated	6 - 12	18 - 36	100%	0%	0	-	-	
Contract Mail Sampling Officer Daily-rated *	2 - 3	32 - 48	100%	0%	1 - 2	42 hrs	3.5 weeks	
Contract Operations Assistant	Daily-rated *	2	32 - 48	100%	0%	1 - 2	42 hrs	38 weeks
	Hourly-rated	5 - 11	18 - 36	100%	0%	0	-	-
Contract Sorting Office Assistant	Daily-rated *	4	32 - 48	100%	0%	2 - 4	42.2 hrs	36.3 weeks
	Hourly-rated	338 - 495	18 - 36	92.9%	7.1% (Note 1)	1 - 67	47.1 hrs	6.8 weeks
Contract Worker	Daily-rated *	167 - 282	32 - 48	98.5%	1.5%	2 - 200	42.2 hrs	20.1 weeks
	Hourly-rated	97 - 131	18 - 36	86.4%	13.6% (Note 1)	3 - 19	48.7 hrs	12.4 weeks
Part-time Sorter Hourly-rated	145 - 192	18 - 24	70.6%	29.4% (Note 2)	1 - 19	47.9 hrs	7.2 weeks	

* The contract working hours of daily-rated NCSC staff is 4-6 days per week, 8 hours gross per day.

Note 1 :

The relatively higher percentage of hourly-rated NCSC staff who had worked in excess of their weekly conditioned hours in 2006 was largely attributed to the surge of local mail traffic in the months of January, April, July and October when demand notes of government rates were issued, and December with the approach of Christmas. The increasing trend of Initial Public Offering activities in Hong Kong also led to an increase of mail traffic in April/May 2006 when annual reports of listed companies were posted.

Note 2 :

Part-time Sorters (PTS) are formerly temporary staff of Hongkong Post employed before the introduction of the NCSC Staff Scheme. They performed similar type of work as the Contract Sorting Office Assistant (CSOA) employed under the NCSC Staff Scheme. For historical reason, their weekly contract hour is set between 18 and 24 hours. However, for equity reason, equal opportunities are accorded to the PTS and CSOA on rotation basis in the grant of overtime work when there is influx of traffic. This explains for the relatively higher percentage of PTS exceeding their weekly contract hours. However, in 2006, only a small proportion of PTS worked more than 40 hours in a week, and only for a short duration over the year.

**Statistics on Hours of Work Performed by Non-civil Service Contract (NCSC) Staff
in Hongkong Post in December 2006**

NCSC position	No. of staff in December 2006	Weekly contract hours	% of staff working within weekly contract hours	% of staff working in excess of weekly contract hours	Cases > 40 hours in a week		
					No. of staff involved (varying from week to week)	Average weekly working hours	Average no. of weeks performed by staff in December 2006
Contract Customer Service Officer Hourly-rated	10 - 11	18 - 36	100%	0%	0	-	-
Contract Mail Sampling Officer Daily-rated *	3	32 - 48	100%	0%	0	-	-
Contract Operations Assistant	Daily-rated *	32 - 48	100%	0%	1 - 2	42 hrs	3.5 weeks
	Hourly-rated	18 - 36	100%	0%	0	-	-
Contract Sorting Office Assistant	Daily-rated *	32 - 48	100%	0%	4	42.1 hrs	4 weeks
	Hourly-rated	18 - 36	87.6%	12.4%	3 - 54	47.5 hrs	2.4 weeks
Contract Worker	Daily-rated *	32 - 48	98.5%	1.5%	9 - 200	42.1 hrs	2.8 weeks
	Hourly-rated	18 - 36	82.9%	17.1%	3 - 15	49.2 hrs	2.7 weeks
Part-time Sorter Hourly-rated	183	18 - 24	61%	39% (Note)	2 - 18	47.4 hrs	1.9 weeks

* The contract working hours of daily-rated NCSC staff is 4-6 days per week, 8 hours gross per day.

Note:

Part-time Sorters (PTS) are formerly temporary staff of Hongkong Post employed before the introduction of the NCSC Staff Scheme. They performed similar type of work as the Contract Sorting Office Assistant (CSOA) employed under the NCSC Staff Scheme. For historical reason, their weekly contract hour is set between 18 and 24 hours. However, for equity reason, equal opportunities are accorded to the PTS and CSOA on rotation basis in the grant of overtime work when there is influx of traffic. This explains for the relatively higher percentage of PTS exceeding their weekly contract hours.