

Seema Ayub

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Good afternoon everyone,

My name is Seema and I was born in Hong Kong. I have Bachelor of Commerce degree from Pakistan. I have moved back to Hong Kong after completing my education and currently I am looking for a job.

Earlier this month I visited Labour Department but find it not useful in terms of employment support. I explored around for half an hour without any proactive assistance from the job centre staff. When I find that information displayed is not relevant and not helpful I approached the reception counter to seek help.

Receptionist called EM employment ambassador and who filled interpretation form to fulfil the formality for interpretation service provision. Ambassador then introduced around 15 jobs but all of them were elementary jobs like dish washing, cleaning and so on except 1.

Even though I mentioned that what kind of job I am looking for and my level of Chinese language proficiency. Furthermore no registration was done nor any other services was provided, except staff telling me to use vacancy machine to find more jobs without any help.

It was discouraging and disappointing experience. I felt the service of job centre is horrible and nowhere near to what Labour Department claims as I found out later on. My experience echoes with findings of recent study on Ethnic Minorities' Awareness and Satisfaction towards Selected Public Service that also includes Labour Department. The study findings and my experience show that the staff of Labour Department are friendly and courteous but as far as finding jobs is concerned, their services are not useful.

Moreover no employment officer provided me face-to-face personalised employment advisory service and no information was given on training courses including Chinese language course. Conducting career attitude assessment is just limited to papers of Labour Department and I doubt if it has been ever materialised for any EM jobseeker.

Therefore I strongly demand that Labour Department should set up designated employment centres for EMs. These centres should include well-trained case managers providing career guidance and counselling, case follow up service, connecting jobseekers with trainings that will enhance EMs' employability, job-matching service and Specialist Employment Advisers to proactively open up employment opportunities for EMs in diverse sectors.