

# **立法會**

## ***Legislative Council***

LC Paper No. CB(4)540/16-17

(These minutes have been seen  
by the Administration)

Ref : CB4/PL/PS

### **Panel on Public Service**

**Minutes of meeting held on  
Monday, 19 December 2016, at 10:45 am  
in Conference Room 3 of the Legislative Council Complex**

**Members present** : Hon KWOK Wai-keung (Chairman)  
Hon Jeremy TAM Man-ho (Deputy Chairman)  
Hon James TO Kun-sun  
Hon CHAN Hak-kan, BBS, JP  
Hon LEUNG Kwok-hung  
Hon Michael TIEN Puk-sun, BBS, JP  
Hon MA Fung-kwok, SBS, JP  
Hon Charles Peter MOK, JP  
Hon CHAN Chi-chuen  
Hon CHAN Han-pan, JP  
Hon Alice MAK Mei-kuen, BBS, JP  
Dr Hon Fernando CHEUNG Chiu-hung  
Dr Hon Elizabeth QUAT, JP  
Hon POON Siu-ping, BBS, MH  
Dr Hon CHIANG Lai-wan, JP  
Hon CHUNG Kwok-pan  
Hon CHU Hoi-dick  
Hon Jimmy NG Wing-ka, JP  
Hon HO Kai-ming  
Hon LAM Cheuk-ting  
Hon SHIU Ka-fai  
Hon Wilson OR Chong-shing, MH  
Hon YUNG Hoi-yan  
Dr Hon Pierre CHAN  
Hon CHAN Chun-ying

Hon HUI Chi-fung  
Hon LUK Chung-hung

**Members absent** : Hon Jeffrey LAM Kin-fung, GBS, JP  
Hon WONG Kwok-kin, SBS, JP  
Hon Mrs Regina IP LAU Suk-yee, GBS, JP  
Hon Paul TSE Wai-chun, JP  
Hon LEUNG Che-cheung, BBS, MH, JP  
Hon IP Kin-yuen  
Hon Alvin YEUNG  
Hon SHIU Ka-chun

**Public Officers attending** : **Agenda item III**

Mr Clement CHEUNG, JP  
Secretary for the Civil Service

Mr Thomas CHOW, JP  
Permanent Secretary for the Civil Service

Mr Eric CHAN  
Deputy Secretary for the Civil Service 3

**Agenda item IV**

Mr Clement CHEUNG, JP  
Secretary for the Civil Service

Mr Thomas CHOW, JP  
Permanent Secretary for the Civil Service

Mr Eric CHAN  
Deputy Secretary for the Civil Service 3

**Clerk in attendance** : Mr Anthony CHU  
Chief Council Secretary (4)1

**Staff in attendance** : Ms Wendy JAN  
Senior Council Secretary (4)7

Miss Maggie CHUNG  
Council Secretary (4)1

Ms Prima LAI  
Legislative Assistant (4)1

Ms Cynthia TAM  
Legislative Assistant (4)9

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**I. Information papers issued since the last regular meeting on 21 November 2016**

(LC Paper No. CB(4)215/16-17(01) -- Submission from the Government Amenity Management Supervisors General Union (Chinese version only) (Restricted to members only)

LC Paper No. CB(4)215/16-17(02) -- Administration's response to the submission from the Government Amenity Management Supervisors General Union (Restricted to members only))

Members noted that the above papers had been issued since the last meeting.

**II. Date of next meeting and items for discussion**

(LC Paper No. CB(4)306/16-17(01) -- List of outstanding items for discussion

LC Paper No. CB(4)306/16-17(02) -- List of follow-up actions)

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2. Members agreed that the next regular Panel meeting would be held on 25 January 2017 to discuss the following items proposed by the Administration:

- (a) Briefing by the Secretary for the Civil Service ("SCS") on the Chief Executive's 2017 Policy Address; and
- (b) Re-grading of the Post of Director of Protocol to a Post of Senior Principal Executive Officer in the Protocol Division of the Administration Wing of the Chief Secretary for Administration's Office.

### **III. The Civil Service Outstanding Service Award and other commendation schemes for civil servants**

(LC Paper No. CB(4)306/16-17(03) -- Administration's paper on the Civil Service Outstanding Service Award and other commendation schemes for civil servants

LC Paper No. CB(4)306/16-17(04) -- Paper on the Civil Service Outstanding Service Award and other commendation schemes for civil servants prepared by the Legislative Council Secretariat (updated background brief))

#### Briefing by the Administration

3. At the invitation of the Chairman, SCS briefed members on the Civil Service Outstanding Service Award Scheme ("CSOSAS") and other commendation schemes for civil servants as well as other supporting measures to boost morale of civil servants, details of which were set out in the Administration's paper (LC Paper No. CB(4)306/16-17(03)).

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### Discussion

#### *Civil Service Outstanding Service Award Scheme*

4. Dr CHIANG Lai-wan enquired whether there was any department that had repeatedly received awards under CSOSAS.

5. SCS advised that some bureaux/departments ("B/Ds") might, due to the nature of their service or their number of staff, had more opportunities to interact with the public and hence received more compliments and were in a more advantageous position in competing for the awards under this Scheme. For example, the Hong Kong Police Force and the Fire Services Department ("FSD") had respectively won 53 and 48 awards since CSOSAS was introduced in 1999, and that might have a correlation with the bravery acts that they performed in the course of duty. As for those departments which operated under the trading fund mode on self-financing basis, they needed to deliver exemplary service for market competition, and that might enable them to have a bigger chance to win the awards. The Hongkong Post and the Electrical and Mechanical Services Department had respectively received 33 and 28 awards over the years.

6. In response to Dr CHIANG Lai-wan's enquiry about assistance rendered to B/Ds which seldom received awards under CSOSAS, SCS pointed out that based on the recommendations made by members, the Administration had introduced several awards to further recognize the achievements of B/Ds. For example, in 2013, a Panel member suggested giving due recognition to those B/Ds which had positively responded to public demands in improving their services, and the Administration had added the Special Citation for Responsiveness to Customer Needs since 2015. SCS said that he would encourage more B/Ds to participate in CSOSAS.

7. Mr POON Siu-ping, Mr CHAN Chun-ying and Mr James TO were of the view that the Administration should step up publicity for CSOSAS, so that the public could know more about the outstanding performance of the winning departments and teams. Mr CHAN suggested producing relevant television announcements in the public interest to promote CSOSAS to the public. Mr TO opined that the Civil Service Bureau ("CSB") might consider providing information relating to the works and operations of the winning departments/teams to the commercial broadcasters to produce micro-movies or TV drama.

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8. Sharing members' views, SCS stressed that CSB would publicize the CSOSAS to the general public and other departments and civil servants. Noting that some members of the public were dissatisfied with the lack of collaboration and innovation among B/Ds, the Administration particularly rolled out the Inter-departmental Partnership Award, the Service Enhancement Award and Special Citation for Innovation to encourage B/Ds to improve their services and strengthen their co-operation. To inspire other B/Ds to emulate good practices of award winners and encourage them to participate in CSOSAS, the Administration would organize seminars for the winners to share with other civil servants their experience and insights in providing quality public services. Moreover, winners' sharing would be developed into training and self-learning materials for the Civil Service Training and Development Institute ("CSTDI") and uploaded onto Cyber Learning Centre Plus.

9. Regarding publicity targeting the public, SCS advised that according to the Administration's observation, promotion programmes for schools and youth groups were one of the effective means to introduce government services to the public, and hence these programmes would continue. Meanwhile, promotion efforts in new media on the internet would be stepped up. CSB was considering producing and broadcasting short videos on new media to showcase the work of different winning departments/teams, as well as using CSB's website as a more accessible platform to promote CSOSAS to a wider spectrum of the public.

10. Mr Wilson OR enquired about the details of the publicity campaigns in new media and the implementation timeline. SCS replied that CSB would roll out the campaigns very soon, and the focus would be on publicizing the lesser-known, behind-the-scene efforts and commitment of civil servants in serving the public, experience sharing by award-winners, as well as educating the public that their support, understanding and co-operation were of vital importance in the successful delivery of public service.

11. Mr LAM Cheuk-ting opined that the Administration should consider replacing the Gold, Silver and Bronze prizes under CSOSAS with other titles that were more neutral. SCS noted Mr LAM's view but considered the existing prize categories had worked well.

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### *The Hong Kong Special Administrative Region Honours and Awards System*

12. Dr CHIANG Lai-wan sought the Administration's clarification of the public's perception that Bureau Secretaries would be conferred with awards under the Hong Kong Special Administrative Region ("HKSAR") Honours and Awards System upon completion of service, and asked whether CSB was responsible for the nomination. SCS pointed out that the nomination criteria and vetting procedures for the HKSAR Honours and Awards System were rigorous and independent. From 2012 to 2016, civil servants made up 33% to 42% of total awardees, most of whom were frontline staff. He further explained that the figure might be affected by significant incidents occurring each year. For example, in 2016, 131 awardees (39%) were civil servants, 29 being FSD officers who had participated in the firefighting and rescue operations in two major fire that broke out on Ngau Tau Kok Road and Un Chau Street respectively. SCS clarified that CSB would only be involved in the nomination of civil servants for awards.

### *The Secretary for the Civil Service's Commendation Award Scheme*

13. Knowing that the annual target number of recipients of the SCS's Commendation Award Scheme had been increased to 100 commencing from 2016-2017, Mr POON Siu-ping enquired about the estimated expenditure, and whether the Administration would include the estimated expenditure in CSB's recurrent cost and secure more resources to further increase the target number of recipients with a view to boosting the morale of civil servants.

14. SCS replied that the estimated expenditure for the Scheme in 2016-2017 was about \$3.8 million, and he would take Mr POON's suggestion into consideration.

### *Long and Meritorious Service Travel Award Scheme*

15. The Chairman asked whether there was a limit on the amount of the travel allowance and number of awards granted under the Long and Meritorious Service Travel Awards ("the LMSTA Scheme"). Mr POON Siu-ping enquired about the estimated expenditure of the LMSTA Scheme in 2016-2017, and whether the eligibility requirement on the length of service could be lowered, so that the non-directorate officers with a continuous service of less than 20 years and consistently excellent performance could also benefit from the Scheme.

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16. SCS responded that the rate of the travel allowance would be revised on 1 April each year with reference to the rate of change in package tour charges in the Consumer Price Index (C) in the past 12-month period ending February. The Administration had over the years improved the quota ratio under the LMSTA Scheme in response to the aging profile of civil servants. The quota ratio was increased from one award for every 33 officers meeting the service requirement (1:33) to 1:30 in 1997-1998. From 2014-2015, the quota ratio was further improved to 1:27. The number of awards issued each year was calculated based on the quota ratio and there was no limit on the number of awards issued. However, the Administration could not accurately estimate how much travel allowance would be granted for the spouses who would travel with the selected officers and the resource for LMSTA Scheme was budgeted assuming a large majority of selected officers were accompanied by their spouses. SCS stressed that there was an upsurge in the number of staff eligible for the LMSTA Scheme due to the expansion and aging profile of the civil service. In 2016-2017, the estimated expenditure for the LMSTA Scheme had already reached \$120 million. As such, the Administration had to take into account the resource implication when considering further relaxing the quota ratio.

17. SCS further remarked that the LMSTA Scheme aimed to recognize long and meritorious service of serving civil servants. All local non-directorate officers with a continuous service of 20 years or more, and who had a track record of consistently very good performance and had not received any government travel award before, were eligible for consideration for the grant of an award. It was found that the majority of the awardees had above 30 years of service, and the Administration would accord priority to retiring staff. As for young aspiring civil servants, there were other commendation schemes applicable to them.

18. The Chairman queried whether there were cases in which civil servants who were eligible for the LMSTA Scheme had not received the award and whether the Administration would make compensations to them in such cases.

19. SCS clarified that the travel allowance under the LMSTA Scheme was not a condition of service, and hence not all eligible civil servants would be granted the travel allowance. The Administration might, where appropriate, consider further relaxing the quota ratio in future, but there was no guarantee that the travel allowance would be granted to all eligible civil servants.



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20. Referring to a judicial review case filed against the Government's refusal to extend a civil servant's fringe benefits to cover his same-sex spouse, Mr CHAN Chi-chuen questioned whether the Administration would consider extending the travel allowance under the LMSTA Scheme to cover the same-sex spouses of the award winners. Mr CHAN pointed out that according to the "Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation" issued by the Constitutional and Mainland Affairs Bureau ("CMAB"), employers should involve employees in the development and review of the anti-discrimination policy. Many private sectors had accordingly developed relevant policy and provided partnership benefits that covered same-sex relationships. Being the largest employer in Hong Kong, the Administration should review its anti-discrimination policy and take the lead to eliminate discrimination on the ground of sexual orientation in employment, address the need of sexual minorities in civil service and provide them with fringe benefits that were on par with married civil servants. The Deputy Chairman also asked whether the Administration would, with reference to the practices of airline companies, allow unmarried award-winners of the LMSTA Scheme to bring friends or family members as travel companions.

21. SCS advised that currently around 85% of the awardees would travel with their spouses under the LMSTA Scheme. Given that the number of eligible staff was increasing and yet the resources provided for the LMSTA Scheme was limited, the Administration must seriously consider the pros and cons of any suggestions of improving the quota ratio or providing travel allowance to companions of selected unmarried officers, and make a balance between various factors of consideration. In light of the legal proceedings currently taking place, SCS declined to comment further on this issue.

*Awards and commendation letters for non-civil service contract staff*

22. In response to the question raised by the Deputy Chairman regarding commendations for non-civil service contract ("NCSC") staff, SCS stressed that as NCSC staff were employed on a time-limited basis, they would not be covered under the LMSTA Scheme which was designed to cater for civil servants with 20 years of continuous service or more. Similarly, the SCS's Commendation Award Scheme called for outstanding performance in at least five consecutive years, with recipients normally having served for 20 to 30 years. Nonetheless, NCSC staff with outstanding performance could qualify for CSOSAS and the HKSAR Honours and Awards System. Indeed, 13 out of 170 awardees of CSOSAS in 2015 were NCSC staff.

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23. The Chairman was worried that some NCSC staff who could meet the criterion on length of continuous service were excluded from the SCS's Commendation Award Scheme and the LMSTA Scheme, even though their terms and conditions of service were already less favourable than those enjoyed by civil servants. SCS agreed to look into how individual B/Ds could give recognition to NCSC staff with long continuous service, stressing that Heads of departments had full discretion to modify terms and conditions of service for their NCSC staff.

*General views on the commendation schemes*

24. Citing increased confrontations between frontline staff and the public, Mr CHAN Chun-ying asked whether the Administration would duly recognize civil servants who had skillfully handled these situations. SCS highlighted that it was incumbent upon every civil servant to discharge duties with diligence and professionalism.

25. Mr LAM Cheuk-ting remarked that the Independent Commission Against Corruption had established mechanisms to invite suggestions from staff on areas calling for improvement. He enquired whether any such mechanisms were in place for civil servants, adding that cash rewards could motivate staff to offer constructive ideas, e.g. measures to reduce operational costs or improve efficiency.

26. SCS pointed out that each B/D had established its own mechanism to gauge views from their staff. To his understanding, civil servants would generally make recommendations that could facilitate their work. The Administration would give recognition to the relevant staff by recording a favourable entry in his/her personnel files that would count towards future promotion. SCS also advised that under CSOSAS, winning departments of Gold, Silver and Bronze prizes would respectively receive \$30,000 to \$50,000, \$15,000 to \$30,000 and \$9,000 to \$20,000 for staff welfare use.

27. Mr LUK Chung-hung noted that the awardees of commendation schemes only made up a small percentage of the 170 000 civil servants and asked whether the Administration would review the quota in this regard.

28. SCS informed the meeting that the awards of CSOSAS were to recognize the achievements of B/Ds at inter-departmental, departmental and team levels and there was no ceiling on the number of staff covered under each award. As for the Commendation Letter Scheme, there was no limit on the number of letters issued. From 2011 to 2015, an average

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of around 2 400 commendation letters were issued by B/Ds annually, the figure had increased to around 3 750 in 2015. As regards other commendation schemes, e.g. the SCS's Commendation Award Scheme and the LMSTA Scheme, the target number of awards and quota ratio would be subject to the resources available for the travel allowance to be granted. SCS emphasized that although the number of awards given out under the commendation schemes had increased, the standard of assessment would not be compromised.

29. Mr LUK Chung-hung expressed concern that some civil servants might need to work overtime without any compensation from the Administration and enquired about the related arrangements. He urged the Administration to take the lead to introduce standard working hours for civil servants.

30. SCS clarified that time-off in-lieu ("TOIL") would be offered to junior civil servants, overtime allowance might also be paid to them under specified circumstances. As for the civil servants in middle or senior ranking, TOIL and overtime allowance would not be provided. However, he stressed that if B/Ds required additional manpower to reduce the work burden of their staff, CSB would process the case expeditiously.

### *Other supporting measures for civil servants*

31. Mr CHAN Chun-ying asked about the number of civil servants seeking counselling service provided by departments/commissioned professional bodies in the past five years, and whether the Administration had found out the underlying reasons so as to render proper assistance to them. Mr Wilson OR was concerned about effectiveness of the counselling service, wondering if the Administration would keep record of the hotline callers that might jeopardize promotional prospects.

32. SCS advised that the Administration had commissioned the Christian Family Service Centre ("CFSC") to provide hotline counselling service on stress management to staff from some 60 B/Ds, while about 10 departments (e.g. the disciplined service) had set up in-house counselling units given the number of potential users and special work nature. Staff could call the hotline for counselling, or request for face-to-face meetings with the counsellors. Where necessary, the counsellors might refer the callers to clinical psychologists for more in-depth examination. For privacy reasons, the Administration did not keep record of the hotline callers. Since there was a rising demand for counselling on personal or

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family issues, the Administration would step up the current level of support and report to members in due course.

33. The Chairman was worried how the Administration could assist those civil servants who were suffering from stress at work without knowing the problems.

34. SCS advised that the counsellors of CFSC might, at the requests of the concerned civil servants, convey their problems at work to the relevant B/Ds. He believed that civil servants would approach their supervisors for assistance on any job-related problems. However, it was the civil servants' choice whether or not to disclose their problems to their supervisors.

## **IV. An overview of training and development for civil servants**

(LC Paper No. CB(4)306/16-17(05) -- Administration's paper on training and development for civil servants

LC Paper No. CB(4)306/16-17(06) -- Paper on training and development for civil servants prepared by the Legislative Council Secretariat (updated background brief))

## Briefing by the Administration

35. At the invitation of the Chairman, SCS briefed members on the overview of the provision of training and development for civil servants by CSB as set out in the Administration's paper (LC Paper No. CB(4)306/16-17(05)).

## Discussion

### *Training expenditure*

36. Mr POON Siu-ping expressed support for providing training to civil servants that would equip them with the skills and knowledge necessary for providing quality service to the public. He observed that CSB had budgeted \$67.4 million to provide training for about 58 600 civil servants in 2015-2016 but only \$65.3 million was reserved for about

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63 300 civil servants in 2016-2017, asking why the budget had decreased despite an increase in the number of attendants.

37. SCS explained that the training courses made available each year comprised a different mix of local and overseas programmes, some of which were organized on non-regular basis. Although the annual budget would fluctuate as a result, it had remained stable at about \$60 million to \$65 million. He supplemented that as the cost of local programmes was much lower, they tended to account for a higher proportion of the attendees. For example, in 2016-2017, while \$18.8 million was spent on national studies and Basic Law training for about 63 300 civil servants (with an average cost of \$297 per attendant), \$27.6 million was attributable to leadership development programmes, attachment and overseas training for 2 700 higher-ranking officials (with an average cost of \$10,222 per attendant).

38. Given that the average cost per attendant for local programmes was much lower, the Deputy Chairman suggested that CSB should consider inviting more overseas speakers to run seminars in Hong Kong for civil servants in order to optimize resource utilization.

*National studies and Basic Law training*

39. Mr LAM Cheuk-ting questioned the effectiveness of arranging officers at Master Pay Scale ("MPS") Point 34 or above, in particular those civil servants at the professional ranks, to attend the Mainland Programmes on National Studies. He held the view that these programmes should only be arranged for those civil servants who had close working relationship with the Mainland authorities.

40. SCS explained that some training programmes, such as seminars on cross-boundary law enforcement, were organized by individual B/Ds in collaboration with the Mainland authorities. For the Mainland programmes on National Studies and thematic visits organized by CSTDI, although officers at MPS Point 34 or above were eligible to apply, only about 700 senior and middle ranking civil servants were selected each year to attend.

41. Pointing out that the common law system in Hong Kong was very different from the civil law system in the Mainland, Mr CHAN Chun-ying asked whether the Administration would provide civil servants with suitable training to enhance their knowledge on principles behind the drafting and interpretation of the Basic Law.

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42. In reply, SCS said that apart from programme run centrally by CSTDI, individual B/Ds could design tailor-made courses to meet their specific needs. He was aware that the Department of Justice was planning to provide training for their counsel on difference between the common law system in Hong Kong and the civil law system in the Mainland. Recent court cases would be covered in Basic Law training to ensure its timeliness, and the Administration would consider the suggestion made by Mr CHAN Chun-ying.

43. Referring to a case in September 2010 where the Hong Kong Chinese Civil Servants' Association was dissatisfied that CSB had required civil servants who had attended training programmes arranged by the Mainland authorities to declare all the sponsorships received from these authorities, the Deputy Chairman stressed that he agreed with CSB that civil servants should declare all sponsorships received.

44. Mr LEUNG Kwok-hung said that he was interested to have copies of teaching materials used in the Mainland Programme on National Studies.

### *Attachment and overseas training*

45. Noting that CSB had arranged civil servants to attend different training courses in the Mainland, the United States and Canada, the Deputy Chairman asked whether the Administration would arrange civil servants to attend training courses in South East Asia or the neighbourhood countries, such as Japan, South Korea and Vietnam. Mr LAM Cheuk-ting also suggested that the Administration considered arranging civil servants to visit other places, such as Singapore, in order to widen their exposure.

46. SCS advised that CSB had sponsored 61 civil servants to attend executive development courses at overseas renowned institutions and arranged attachments of three civil servants to overseas organizations in 2016. Individual B/Ds would also arrange attachments to international organizations that had direct working relationship with them. SCS admitted that as the Mainland, the United States and European Countries were the major trading partners of Hong Kong, it was inevitable that the bulk of training courses for civil servants were concentrated in these places. A staff exchange programme with Singapore was in place, though not being pursued actively. The Administration would monitor changes in the external environment and adjust the training for civil servants accordingly.

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47. As Hong Kong would play an active role in facilitating the implementation of the Belt and Road Initiative, Mr LEUNG Kwok-hung asked whether the Administration would provide training to equip civil servants with knowledge and understanding of the countries of the Belt and Road Initiative. SCS replied that CSB had arranged attachments of civil servants to the Asia-Pacific Economic Co-operation Secretariat and individual B/Ds might provide relevant training for civil servants whose duties were to liaise with the countries of the Belt and Road Initiative. Apart from training, the Administration was focusing on setting up overseas offices in order to strengthen Hong Kong's representation in these countries.

### *Leadership and management development*

48. The Chairman enquired whether CSB had provided senior civil servants with training on political acumen or global vision with a view to nurturing political talents. He hoped that the Administration would provide greater diversity of programmes for civil servants to broaden their vision with a view to improving the quality of service to the public.

49. SCS explained that the Administration was conscious of the importance to broaden the vision and perspective of senior civil servants by keeping them abreast of contemporary international developments. For example, the Administration had recently invited the Chinese Ambassador to Poland to deliver a talk on partnership forged by the Mainland with the Central and Eastern European countries under the Belt and Road Initiative.

### *Financial sponsorship*

50. In reply to Mr POON Siu-ping's enquiry about the financial sponsorship provided by the Administration to civil servants for self-learning, SCS advised that all civil servants could apply for reimbursement of fees after attending work-related courses at their own spare time, and a total sum of \$6.5 million was incurred for this purpose in 2015-2016. For junior staff whose starting salary was at MPS Point 16 or below, \$2 million had been earmarked for about 550 applications under the Training Sponsorship Scheme for Frontline Staff in 2016-2017. Each applicant could receive sponsorship for up to three courses capped by an amount of \$6,000 per year.

51. Citing cases of public concern about the authenticity of qualifications conferred by some overseas universities and the use of forged certificates in applying for training sponsorship, Mr LAM

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Cheuk-ting enquired whether there was any mechanism to screen applications under the Training Sponsorship Scheme.

52. SCS explained that there was an established mechanism to verify applications by making reference to the registered list of schools and operators provided by the Education Bureau. Civil servants were liable to disciplinary actions for providing incorrect information or using forged supporting documents. Permanent Secretary for the Civil Service added that B/Ds would also closely monitor the applications made by their staff for reimbursement of fees after attending work-related courses.

### *Training on the use of social media and "Big Data"*

53. Mr HO Kai-ming said that the Hong Kong Federation of Trade Unions welcomed the arrangement of experience sharing sessions for civil servants on the use of social media and seminars on "Big Data" by the Administration. He enquired about the amount of expenditure dedicated to this end, the outcome achieved and available performance indicators. He further urged the Administration to step up training in these two areas, as only mobile applications developed by the Information Services Department and the Hong Kong Police Force had a relatively high subscription rate, and the use of "Big Data" was not common among B/Ds.

54. SCS thought that training on the use of social media and "Big Data" could equip civil servants with greater skills and confidence in public engagement. The Hong Kong Police Force had made a head start with number of followers and hit rate being key performance indicators, whereas some B/Ds, including the Hong Kong Observatory, were also contemplating to do the same. Meanwhile, CSB would soon be ready to launch its Facebook page.

### *Evaluation of training programmes*

55. In response to Mr POON Siu-ping's enquiry about the mechanism for evaluating effectiveness of the training programmes, SCS said that feedback from the audience would be collected anonymously for evaluation, and staff from CSTD I would attend selected modules to assess the performance of individual speakers. Furthermore, participation rate could be a useful performance indicator.



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**V. Any other business**

56. There being no other business, the meeting ended at 12:47 pm.

Council Business Division 4  
Legislative Council Secretariat  
10 February 2017