

For Information

**Legislative Council Panel on Public Service
Follow-up to the Meeting on 20 February 2017**

At the meeting of the Legislative Council Panel on Public Service on 20 February 2017, the Administration was requested to provide the following information –

- (a) the number of employment agencies engaged by Bureaux/Departments (B/Ds) for the supply of agency workers as at 30 September 2016 as well as the number of agency workers supplied by each agency; and
- (b) statistics of complaints received by individual B/Ds which use agency workers and the Civil Service Bureau (CSB) respectively concerning contravention of wage requirements by employment agencies for the past three years.
2. As at 30 September 2016, B/Ds engaged a total of 42 employment agencies for supplying 974 agency workers for services of various nature¹. The average number of agency workers supplied by each agency was about 23, with details set out below –

Number of agency workers supplied by each employment agency	Number of employment agencies	Total number of agency workers involved
More than 100 ²	2	277
51 – 100	7	482
50 or below	33	215
Total	42	974

¹ The nature of services provided by agency workers mainly involves clerical / secretarial duties and office support, customer services and public relations, administration; technical and non-skilled support, cultural and leisure services, medical services, accounting services, etc.

² The two employment agencies mainly provided clerical and administrative support services. Demand for such manpower by B/Ds is significant. For example, substantial additional manpower is required within a short period of time to handle clerical work during application peaks.

3. All procuring B/Ds and CSB had not received complaints concerning contravention of wage requirements by employment agencies in the past three years.

Civil Service Bureau
April 2017