

**Third Workshop on Forging Partnerships
in Statistical Training
in Asia and the Pacific**

20 - 21 November 2007, Bangkok, Thailand

Statement by Hong Kong, China

1. Goals and Mandates

The Census and Statistics Department (C&SD) is a technical department. It works in accordance with scientific principles, professional ethics and international standards and practices to ensure that adequate, relevant, reliable and timely statistics are produced to serve data users in both the public and private sectors, thus contributing to the social and economic developments of Hong Kong. The goals and mandates of the C&SD are laid down in the Vision, Mission and Values (VMV) Statement as in *Annex 1*.

2. Does your organisation have indicators that measure the contributions of staff in your organisation's goal achievement? If yes, what are these indicators?

Staff's contributions to the goal achievements of the C&SD can be reflected mainly through two channels: the performance pledge and the Controlling Officers' Report. Both reflect the contributions of staff to the departmental goals in collective terms.

The C&SD has been releasing annual performance pledges detailing the standards of services that may be expected of the department. These standards of services are drawn up as our continuous, long-term commitment to serve the community, which in fact is part of our missions. Performance against targets is closely monitored, with a view for further improvement in service provision. Since the launch of our pledges in 1993, we are able to meet almost all targets. The standards have also been raised to higher and higher level over the years.

The Controlling Officers' Report of C&SD, prepared annually, documents the programmes on which the department is proposed to spend resources in the coming year and the results sought in the past years. The effectiveness of the programmes is measured where possible in terms of unit cost or productivity indicators. As reflected from the set of targets and indicators in the report, we are not only meeting our goals set out therein but also continuously improving our effectiveness in the past years.

3. How do your people acquire the knowledge and skills for their current position's job performance?

To enable our staff to acquire the necessary know-how and skills for better work performance, a training and development plan is prepared and updated annually with particular emphasis on the following areas where activities are carried out accordingly.

- a. Statistical knowledge - to ensure that all staff are well-equipped with the most up-to-date methods and techniques in carrying out statistical work on different subject areas and are able to apply such knowledge in discharging their day-to-day duties;
- b. Statistical management - to improve staff's skills in such areas as management of statistical systems, project management, management of media relationship in regard to statistical matters and application of advance information technology in statistical processes and data dissemination matters;
- c. General management - to strengthen staff's understanding of the fundamental management concepts and aptitude for handling matters relating to personnel management, financial management, general administration and management of media relationship in regard to non-statistical issues;
- d. Subject matter knowledge - to enable staff to grasp the most up-to-date information relating to the subject matters under their purviews while consolidating the knowledge which they have cultivated/accumulated in undertaking their jobs;
- e. Application of information technology - to equip staff with the knowledge and skills in managing statistical computing systems and in using common computer software packages in their daily work; and
- f. Language and communication skills - to enrich staff's language and communication abilities which are regarded as one of the important attributes required of statisticians for carrying out their duties.

4. Where do professional staff members of your organisation mainly come from (universities and colleges etc.)?

Most of our professional staff members are graduates of local or overseas universities, holding relevant Bachelor/Master/Doctoral degrees. For the remaining, they are Graduate Statisticians of recognised institutions (e.g. Royal Statistical Society (RSS) of the United Kingdom and Hong Kong Statistical Society (HKSS)).

5. Does your country have an institutionalised professional training in statistics? Is it ladder-typed (basic, intermediate, advanced)?

Our staff can attend professional training in statistics both externally and internally.

Externally, structured courses are available in tertiary institutions leading to a Bachelor/Master/Doctoral degree in statistics. Our staff can enroll for these courses and claim for reimbursement/sponsorship of course and examination fees, in whole or in part.

Internally, statistical training programmes (being delivered by departmental training officers and vendors) are organised to expand our professionals' expertise/competency in statistical knowledge and statistical management. These programmes are basically designed, arranged and coordinated by a dedicated branch in the C&SD which looks after training and development matters. To keep abreast of the latest developments in various subject matters, we bring in experts from the Civil Service Training and Development Institute of the Hong Kong Government, international and overseas organisations, Universities, etc., to conduct training courses as appropriate. Unlike external statistical training courses that are more structural in nature, these internal courses focus on providing our staff with recent advances in statistical theories/applications, latest developments in the statistical and management fields, and experiences/best practices in official statistical work.

Apart from the aforementioned training courses, our staff can pursue qualifications at various levels of the statistical profession by taking the examinations offered by the HKSS in three sequential levels. They are the ordinary certificate pitched at a level between the certificate level and A-level in the case of general education locally;

the higher certificate containing work at a level similar to the A-level and into the first year of a typical university course in statistics; and the graduate diploma equivalent to a good university degree in statistics. All the certificates issued by HKSS to the successful examination candidates are endorsed by the RSS and recognized by the RSS as of a standard equivalent to certificates issued by the RSS to the same level of professional qualification.

- 6. Please give the number of your staff have received training during the last three years, in which area, for how long (average duration) and where (place, including domestic training as well as overseas) during the last three years? Indicative numbers or percentages would suffice.**

Statistics on training received by our statisticians during the last three years are in *Annex 2*.

- 7. How many of those referred to in Question 6 are still currently working in your agency?**

Among those referred in Question 6, some 93% of them are still working in the C&SD.

- 8. Does your agency have policies; procedures and work instructions that need to be implemented by the staff upon returning from training to assist in the implementation of your agency's goals and mandates?**

We have been adopting the following measures to gauge the effectiveness of various training and development activities attended by our professionals:

- a. End-of-course evaluation to measure the level of satisfaction and comments towards the training arrangements;
- b. Assessment tests, quizzes or pre-course/post-course exercises for selected courses to track the degree of learning that has taken place;
- c. Post-training debriefing sessions for those training programmes which are costly and have involved a large number of staff to assess staff performance in the workplace as

a result of the training; and

- d. Reports prepared and subsequent experience sharing sessions arranged by officers who have attended overseas duty visits/conferences/workshops/seminars.
- e. Officers having attended courses (whether local or overseas) sponsored by the department on specialised subjects and/or of a substantial long duration would remain working in the department for a certain period of time upon their return to facilitate application of knowledge acquired in their work.

Apart from the above measures, we are introducing other types of training evaluation to individual courses where appropriate. They aim to assess the extent to which learning is translated into changed behaviour on the job and the contribution of applied learning to the departmental goals. Two examples are:

Team Building Workshop – A series of review sessions was organised to share the successful applications of what was learned in this workshop among the participants.

Residential Workshop on Leadership in Change Management – Right after this workshop, a supplementary wrap-up session was organised to consolidate the knowledge and skill gained by the participants. Besides, a refresher workshop was conducted a few months later to sustain the momentum built from and to share the experience on implementing action plans drawn up during the workshop.

政府統計處

Census and Statistics Department

一. 抱負

提供高素質的統計服務，為香港的社會和經濟發展作出貢獻。

I. Vision

To provide high-quality statistical services, contributing to the social and economic developments of Hong Kong.

二. 使命

1. 提供充足、切合需要、可靠和及時的統計數據，以協助政府及社會各界進行研究、討論、計劃和決策。
2. 確保統計數據的編製和發布符合科學原理、專業操守及國際標準。
3. 發揚用者為本的文化，確保使用者可以得到有效及方便的服務。

II. Mission

1. To provide adequate, relevant, reliable and timely statistics to facilitate research, discussion, planning and decision making within the government and in the community.
2. To ensure that the compilation and dissemination of statistics are in accordance with scientific principles, professional ethics and international standards.
3. To promote a user-based culture, ensuring that users can obtain effective and convenient services.

三. 價值取向

1. 專業精神
2. 客觀中立
3. 成本效益
4. 尊重私隱
5. 與時並進
6. 力求卓越

III. Values

1. Professionalism
2. Objectivity and neutrality
3. Cost-effectiveness
4. Respect for privacy
5. Progressing with the times
6. Commitment to excellence

Annex 2

Type of training	2004-05		2005-06		2006-07	
	Number of trainees	Average duration (days)	Number of trainees	Average duration (days)	Number of trainees	Average duration (days)
Local	98	1.85	164	1.35	141	1.41
<i>Statistical</i>	7	9.65	57	1.93	10	1.00
<i>Management</i>	17	1.06	51	0.89	95	1.51
<i>Others</i>	74	1.30	56	1.17	36	1.26
Overseas	8	31.63	7	18.71	6	9.50
Overall	106	4.10	171	2.06	147	1.74