

	Do you think that the following work has been implemented effectively?						How do you think the importance of the following work?					
	Very effective			Not effective			Very important			Not important		
	6	5	4	3	2	1	6	5	4	3	2	1
15. Enhanced the application of information technology in the sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To Strengthen Connection with the International Community

16. Kept Hong Kong abreast of international and mainland agenda on welfare issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Represented NGOs in Hong Kong to participate in international organizations concerned with social welfare to foster connection with international counterparts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To Strengthen Relationship with Agency Members

18. Strengthened agency members' participation and representation in the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Strengthened relationship and communication with agency members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Other comments pertaining to the above Council's work, if any

C. Other areas of work that you consider as important for the Council which have not been listed above

D In order to assist the Council to formulate the Strategic Directions for 2008-11, please also answer the following questions:

1. What do you think are the 3 key challenges for the sector in the coming three years?

- Welfare sector being marginalized in the government development agenda
- Difficult to secure government's commitment and support for welfare
- Increasing complexity and scale of social problems/needs, such as poverty, cross-border social problems, aging population, family dysfunctioning
- Diversity and different needs among NGOs
- Increasing expectations and demands from the public
- Public trust in NGOs and the profession easily challenged by individual failed cases
- Demand for higher professional skills and knowledge in solving complex social problems
- Challenge to governance and management to balance social mission with business/entrepreneurial objectives in service delivery
- Heavy workload and low morale of social workers
- Recruiting, retaining and enhancing the quality and professionalism of human resources in the sector
- Others (please specify: _____
_____)

2. What do you think are the 3 most important tasks the Council has to deliver in the coming three years:

* Please list out the specific areas of work or issues that should be followed-up on the 3 most important tasks that you have chosen.

		Specific areas of work or issues
<input type="checkbox"/>	Provide a joint platform promoting NGOs and welfare services to the public as well as enhancing public confidence in NGOs	
<input type="checkbox"/>	Provide a joint platform for professional exchange and mutual support as well as developing the knowledge-base for service enhancement	
<input type="checkbox"/>	Provide a joint platform for articulation of needs to the government to advocate policy change and service development	
<input type="checkbox"/>	Provide a joint platform for benchmarking service, management and accountability practices	
<input type="checkbox"/>	Provide a joint platform for network building with funders, media, cross-professional sectors, policy makers, public opinion leaders and businesses	
<input type="checkbox"/>	Provide a joint platform for strengthening the relationship between the Mainland and Hong Kong as well as keeping the sector abreast of issues on the social agenda of the Mainland	
<input type="checkbox"/>	Set public agenda and build public awareness and support	
<input type="checkbox"/>	Facilitate sector leadership development	
<input type="checkbox"/>	Champion entrepreneurial culture in the sector	
<input type="checkbox"/>	Develop resources for the sector	
<input type="checkbox"/>	Negotiate with funders on appropriate funding levels for NGOs to recruit and retain competent staff and to deal with other issues related to staff salary	
<input type="checkbox"/>	Others (please specify):	

3. Other comments on Council's formulation of Strategic Directions for 2008-11, if any

In order to facilitate our analysis on the feedback gathered from Agency Members, please give us your Agency background information as below:

1. What was the annual recurrent expenditure of your Agency in 2006-07?
 - ≤ HK\$3,000,000
 - HK\$3,000,001 - HK\$10,000,000
 - HK\$10,000,001 - HK\$50,000,000
 - HK\$50,000,001 - HK\$100,000,000
 - ≥HK\$100,000,001

2. Did your Agency receive subvention from the Social Welfare Department in 2006-07?
 - Yes
(The proportion of subvention from the Social Welfare Department in the recurrent expenditure of your Agency in 2006-07 was: ≤25% 26-50% ≥51%)
 - No

3. Have you or any other colleagues/board members of your Agency ever served on the following governance bodies of the Council from April 2005 onwards?
 - Yes — Executive Committee Standing Committee Specialized Committee
 - No

4. Have you or any other colleagues/board members of your Agency ever participated in the following events of the Council from April 2005 onwards?
 - Yes — AGM Agency Heads Meeting CEOs Luncheon
 - No

5. When did your Agency join the Council as an Agency Member?
 - 2001 or after
 - 1991 – 2000
 - 1981 – 1990
 - 1971 – 1980
 - 1970 or before

Thank you!

(Please turn to the next page & write down the name of your Agency.)

The Hong Kong Council of Social Service
Membership Feedback Survey 2007
Reply Slip

This reply slip will only be used to confirm agencies' return of the questionnaires to facilitate follow-up with yet-to-reply agencies. This part will be detached from the questionnaire and not be used for analysis.

Please write down the name of your Agency:

Thank you!