The Hong Kong Council of Social Service <u>Membership Feedback Survey 2007</u>

SAMPLE

A. Agency Members' Views on the Council's Work from 2005 to 2007

Please refer to the attached Highlights of Major Tasks (April 2005 - March 2007) when answering the following questions if necessary.

	_	Do you th been impl	g work	How do you think the importance of the following work?										
		Very effe	ctive		Not effective				Very important			Not important		
		6	5	4	3	2	1	•	5	4	3	2	1	
<u>To</u>	Promote and Advocate for Socia	l Develop	ment											
1.	Conducted data collection and analysis on social development trend to keep the public abreast of its overall development													
2.	Promoted social integration, care and concern, and mutual acceptance													
3.	Responded to public policies and legislation proposals and advocated for fair and just social policies													
4.	Built up communication channels with policy makers													
To 2	Actively Participate in Social We	elfare Pla	nning	and]	Prom	ote Se	rvice	Develo	opmen	<u>nt</u>				
5.	Kept agency members abreast or the policies and planning on social welfare and consolidated the sector's views for submission to related government departments	f 🗌												
6.	Assessed and responded to service needs with agency members and promoted service improvement													
7.	Facilitated agency members to use and to share experience in the use of effective and evidence-based service models to enhance service quality													

		Do you think that the following work has beenimplemented effectively?Very effectiveNot effective						How do you think the importance of the following work?Very importantNot import						
		٠ •			 2	· · · · · · · · · · · · · · · · · · ·						Not important		
		6	3	4	3	4	1	6	5	4	3	2	1	
<u>10 1</u> 8.	Promote Cross-sectoral Cooper Promoted collaboration with other professional sectors and organizations to foster support to the development of social services	<u>cation</u>												
9.	Promoted partnership with the business sector and provided a platform for caring companies and other organizations to engage in community partnership to build social cohesion and corporate citizenship													
10.	Provided a platform for donors and the public to understand/support NGOs and promote agency members' accountability to the public													
To S	Strengthen Agency Members' I	Productivit	y and	Servi	ce Ef	ficien	cy							
11.	Worked with NGOs and the Social Welfare Department on tackling subvention related													
12.	issues Assisted agency members in resources development and to enhance their capability in fundraising													
13.	Consolidated useful information and knowledge on social issues and agenda as well as services development for agency members' reference													
14.	Developed common tools/joint solutions and provided a platform for NGOs to advance their management capability and share knowledge in their quest for efficiency and effectiveness													

		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															
To Strengthen Connection with the International Community																
16.	Kept Hong Kong abreast of international and mainland agenda on welfare issues															
17.	Represented NGOs in Hong Kong to participate in international organizations concerned with social welfare to foster connection with international counterparts															
To S	Strengthen Relationship with Age	ncy Me	mbers	5												
18	Strengthened agency members' participation and representation in the Council															
19.	Strengthened relationship and communication with agency members															

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 <u>3 key challenges</u> 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 <u>3 most important tasks</u> 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
Provide a joint platform promoting NGOs and welfare	
services to the public as well as enhancing public	
confidence in NGOs	
Provide a joint platform for professional exchange and	
mutual support as well as developing the knowledge-base	
for service enhancement	
Provide a joint platform for articulation of needs to the	
government to advocate policy change and service	
development	
Provide a joint platform for benchmarking service,	
management and accountability practices	
Provide a joint platform for network building with funders,	
media, cross-professional sectors, policy makers, public	
opinion leaders and businesses	
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	
Set public agenda and build public awareness and support	
Facilitate sector leadership development	
Champion entrepreneurial culture in the sector	
Develop resources for the sector	
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	
Others (please specify):	

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

		to facilitate our analysis on the feedback gathered from Agency Members, please give us your 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 yo	our 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: $\Box \le 25\%$ $\Box \ge 26-50\%$ $\Box \ge 51\%$)
		No
3.	-	you or any other colleagues/board members of your Agency ever served on the following nance bodies of the Council from April 2005 onwards?
		Yes – Executive Committee Standing Committee Specialized Committee
		No
4.		you or any other colleagues/board members of your Agency ever participated in the following 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 vou!

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

The Hong Kong Council of Social Service <u>Membership Feedback Survey 2007</u> <u>Reply Slip</u>

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!