

**Legislative Council Panel on Public Service
Follow-up to Meeting on 17 February 2003**

LC Paper No.CB(1)1100/02-03

Supplementary Information on the Staff Suggestions Scheme

Purpose

At the Legislative Council Panel on Public Service meeting held on 17 February 2003, Members requested the following information on the Staff Suggestions Scheme (SSS) for 1999-00, 2000-01 and 2001-02:

- (a) the amount of financial savings or gains in revenue generated through the suggestions made by staff; and
- (b) the amount of cash award granted under SSS and the types of suggestions involved.

Financial Savings under the SSS

2. Under the SSS, civil servants are encouraged to make improvement suggestions on efficiency and effectiveness of the civil service, quality of service to the public and financial savings and gains in revenue. The scope of the schemes covers the following -

- (a) making the best use of manpower resources, materials, energy or time;
- (b) improvement and better utilization of equipment;
- (c) simplifying and improving office practice, procedures and forms;
- (d) attaining higher efficiency by improving the morale of staff and motivating their interest in work;
- (e) improving a department's relations with the public and its public image;

- (f) improving work-related safety and health, working environment, security, quality of service or output; and
- (g) reducing corruption opportunities in office procedures and suggesting ways to overcome the weaknesses identified, or corruption prevention measures.

Therefore, suggestions received under the SSS are not confined to cost-savings or revenue-generating proposals. Besides, encouragement awards of up to \$500 might be given to a proposer who could demonstrate originality or good efforts in making their suggestions even if their suggestions were not accepted.

3. Between 1999-00 and 2001-02, we did not receive proposals on the generation of revenue. A total of 860 suggestions of various nature were received in these three years and the total savings arising from the implementation of the awarded proposals were about \$19 million. The total amount of cash awarded under the Scheme at both the central and departmental levels was \$873,300. Details are as follows -

Year	Number of Suggestions Received	Number of Awards Granted	Amount of Cash Award	Amount of Financial Savings
1999 - 2000	1,060	327	\$327,850	\$2,156,863
2000 - 2001	1,008	279	\$259,800	\$13,706,203*
2001 - 2002	935	254	\$285,650	\$3,123,345
Total	3,003	860	\$873,300	\$18,986,411

* *In 2000/01, the Departmental Staff Suggestions Committee of the Registration and Electoral Office (REO) awarded a suggestion which streamlined the voters' registration exercise. Through the development of a new address database for voters and the reengineering of the work flow for processing voter registration applications for geographical constituencies, the REO had reduced the employment of temporary staff substantially, thereby leading to a one-off saving of around \$12 million.*

Nature of Awarded Suggestions

4. Having analyzed the nature of awarded suggestions between 1999-2000 and 2001-200, we find that most of the suggestions are related to streamlining procedures, process re-engineering, office automation, and improving public image/relations with the public.

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Civil Service Bureau
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