

---

# **Seminar on Volunteer Service in Hong Kong**

**An Economic and Social Evaluation**

---

**REPORT**



**AGENCY FOR VOLUNTEER SERVICE**

**NOVEMBER 2002**

Published by: Agency for Volunteer Service  
Address: 602, Duke of Windsor Social Service Building  
15 Hennessy Road, Wanchai  
Hong Kong  
Tel: (852) 2527 3825  
Fax: (852) 2866 2721  
Homepage: <http://www.av.s.org.hk>  
E-mail: [avs@avs.org.hk](mailto:avs@avs.org.hk)  
Publishing Date: November 2002  
Printed by: Direct Printing Co. Ltd.  
Designed by: Twins Design Co. Ltd.

出版：義務工作發展局  
地址：香港灣仔軒尼詩道 15 號  
溫莎公爵社會服務大廈 602 室  
電話：(852) 2527 3825  
傳真：(852) 2866 2721  
網址：<http://www.av.s.org.hk>  
電郵：[avs@avs.org.hk](mailto:avs@avs.org.hk)  
出版日期：二零零二年十一月

承印：特藝印務有限公司  
設計：卓念設計有限公司

*All rights reserved. No part of this report may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without permission in writing from the Agency for Volunteer Service.*

本報告書版權為義務工作發展局所有。未經義務工作發展局書面同意，任何人士均不得以任何方式或手法複製或轉載本刊物任何部份。

2002/11/1500

## Contents

<b>Introduction</b> .....	P.2
<b>Welcome</b> .....	P.3
Mr. Jark-pui Lee, OBE, JP, Chairman, Agency for Volunteer Service	
<b>Messages and Address</b> .....	
Ms. Sharon Capeling-Alakija, Executive Coordinator, United Nations Volunteers .....	P.4
Ms. Kerstin Leitner, UNDP Resident Representative and United Nations Resident Coordinator in China .....	P.5
Dr. The Hon. Patrick Chi-ping Ho, JP, Secretary for Home Affairs, Home Affairs Bureau, The Government of the Hong Kong SAR .....	P.6
<b>Report on Findings of Study on Public's Reception and Perception of Volunteer Services</b> .....	P.7
Dr. Robert Ting-yiu Chung, Director, Public Opinion Programme, The University of Hong Kong	
<b>Presentations</b> .....	
<b>Making Volunteering Count</b> .....	P.9
Mr. Robert Leigh, Chief, United Nations Volunteers Representation Office in North America	
<b>Voluntary Work: an Economic Perspective</b> .....	P.13
Prof. Lok-sang Ho, Director, Centre for Public Policy Studies, Lingnan University, Hong Kong	
<b>The Voluntary Social Commitment of Hong Kong People - Out of Caring</b> .....	P.15
Prof. Tai-lok Lui, Professor, Department of Sociology, The Chinese University of Hong Kong	
<b>Summary of Group Discussion</b> .....	P.18
<b>Group 1: Enhancing Citizen Participation and Promoting Volunteerism</b>	
<b>Group 2: Expanding Scope of Volunteering and Volunteers' Contribution</b>	
<b>Group 3: Strengthening Partnership, Networking and Resources Support for Development of Volunteerism</b>	
<b>Conclusions</b> .....	P.20
Mr. Jark-pui Lee, OBE, JP, Chairman, Agency for Volunteer Service	
<b>Programme</b> .....	P.22
<b>Biography of Speakers</b> .....	P.23

## Introduction

The Seminar on Volunteer Service in Hong Kong was organized by the Agency for Volunteer Service (AVS) on November 9, 2002. It was a follow-up of the *Study on Public's Reception and Perception of Volunteer Services* commissioned by the AVS and undertaken by the Public Opinion Programme (POP) of The University of Hong Kong in 2001 as a major event to celebrate the United Nations International Year of Volunteers.



The study was a first of its kind on volunteering in Hong Kong. The aim of the seminar was to review and analyze the findings of the study, to measure the contributions of volunteers, to explore the frontiers of volunteerism from the economic and social angles, and to identify the strategies for future development of volunteering.

The seminar was attended by over 200 participants from the government and non-government organizations, community service, education, health and welfare, business, professional and other sectors. There were also delegates from volunteer organizations in China Mainland and Macau.

We should like to express our deep appreciation to The Hon. Dr. Patrick Chi-ping Ho JP, Secretary for Home Affairs, Government of the Hong Kong SAR, Mr. Robert Leigh, Chief of United Nations Volunteers (UNV) Representation Office in North America deputizing Ms. Sharon Capeling-Alakija, Executive Coordinator, UNV, Mr. Toshihiro Tanaka, Deputy Resident Representative, United Nations Development Programme (UNDP) China Country Office deputizing Ms. Kerstin Leitner, UNDP Resident Representative in China and Mr. Jark-pui Lee OBE JP, Chairman of Agency for Volunteer Service to officiate at the opening.

We owe special thanks to our speakers: Dr. Robert Ting-yiu Chung, Mr. Robert Leigh, Prof. Lok-sang Ho and Prof. Tai-lok Lui, and the moderator Mr. Joseph Chi-fung Tse, as well as the discussion group leaders and reporters for their kind support and assistance.

We are indeed indebted to Lippo China Resources Limited and Sun Hung Kai Financial Group, for the study would not have been made possible without their sponsorship. Thanks also go to POP for undertaking this study, Pop Art Group for supporting the production and publicity of the seminar, Mr. Jark-pui Lee OBE JP for sponsoring the seminar, and Direct Printing Company Limited for sponsoring the printing of this report.

We dedicate to you this report which contains the presentations and the summary of discussions and conclusions of the seminar. We hope you will find it stimulating and useful. Comments are welcome. This is also available on the AVS web site <http://www.avs.org.hk>.

## Welcome

**Mr. Jark-pui LEE, OBE, JP**  
**Chairman, Agency for Volunteer Service**



We are very honoured by the presence of The Hon. Patrick Ho Chi-ping JP, Secretary for Home Affairs, Mr. Robert Leigh, Chief, United Nations Volunteers Representation Office in North America and Mr. Toshihiro Tanaka, Deputy Resident Representative, China, United Nations Development Programme. On behalf of the Agency for Volunteer Service and all of us who are here today, I should like to express our deep appreciation to them for taking time to officiate at the Opening.

Attending today's Seminar are leaders, administrators and promoters of volunteer service, government and non-government organizations, community service, business and other sectors, volunteers and service recipients. We also have delegates from volunteer organizations in China Mainland and Macau. We welcome you all.

The presence of our officiating guests and your keen participation is evidence that volunteerism and the role of volunteers cannot be underrated. The Agency for Volunteer Service considers that volunteering can have greater impact on the evolution of the Hong Kong community. In response to the call of the Hong Kong International Year of Volunteers (IYV) Steering Committee, we conducted a study on volunteer service last year. Members of the Hong Kong IYV Steering Committee came from various sectors, such as government departments, professional bodies, chambers of commerce, social service organizations, and the Agency for Volunteer Service. For it is only through a clear understanding of the present situation that future plans for volunteering can be drawn, and it is hoped that this study can enhance community's appreciation on volunteerism. In these respects, the Agency for Volunteer Service must make every effort to see to their realization. Our vision is to play a proactive and pivotal role in building a civil society and caring community through the promotion and development of sustainable volunteerism. We must explore how to encourage more people to participate in voluntary work, how to increase the contribution of volunteers, and how to collaborate further with different sectors of the community to achieve this vision.

At today's Seminar, you will not only have a picture of the present situation of volunteer service in Hong Kong, but you will also benefit from the views of experts on the social, economic, public policy and service aspects of volunteering. Yet, it is of equal importance for you not to miss this unique opportunity to exchange views, to share experience, and seek strategies to lay the foundation for the future development of volunteerism.

The Agency for Volunteer Service has witnessed the development of volunteer service for the past 32 years. Its services have also evolved through time in response to social conditions. The growing number of volunteers bespeaks that we have to work even harder and smarter. It is our mission to cooperate and to partner with different sectors of the community to provide value added and quality volunteer service for promoting social harmony, and for strengthening the spirit of care and civic participation contributing to Hong Kong's being a humane Asia's World City.

## Message

***Ms. Sharon CAPELING-ALAKIJA***  
***Executive Coordinator, United Nations Volunteers***

Over the past several years, volunteerism has increasingly emerged as a force unifying the good will of good people everywhere. Volunteers from all walks of life have played a significant role in economic and social development. Volunteering is a key way that social groups, be they youth, older persons, families or the disabled, participate in society.

The International Year of Volunteers 2002 (IYV) was, I believe, instrumental in helping raise the visibility of volunteerism and an increased understanding of its contributions to economic and social development; in encouraging and honoring civic engagement; in strengthening volunteer networks; and in lifting volunteerism higher on both national and international agendas.

It is equally important, however, to recognise that these achievements could not have been realised without the support of a wide range of partners. Government, non-governmental organizations, volunteer associations, UN system partners, the private sector, media, and others have all engaged in a concerted effort to advance the cause of volunteerism at local, national and international levels.

In this context, I would like to express my sincere appreciation to the Hong Kong IYV Steering Committee, and the Agency for Volunteer Service in particular, for its support to the Year. As you know, Hong Kong was the very first IYV City Committee to be established. The activities conducted through the Year – including the VISA card in collaboration with the Hong Kong Chinese Bank, the survey conducted by The University of Hong Kong Public Opinion Programme, the publishing of the Resource Kit for Teachers, and the increased opportunities created for families and students to offer their services – are testament to the commitment of dedicated organizations and individuals to help create a better world.

Now we face the challenge of ensuring that the legacy of the International Year of Volunteers is a world where more citizens are willing and able to volunteer time in ways which both bring benefits to society and a sense of fulfillment to the individual volunteer. There is no doubt that the needs facing our societies are greater than ever before. I trust we can continue to count on your continued and most valuable support in this most important endeavour.

## Message

***Ms. Kerstin LEITNER***  
***UNDP Resident Representative and***  
***United Nations Resident Coordinator in China***

As the world entered into the 21st Century, the UN General Assembly proclaimed 2001 as the International Year of Volunteers (IYV) in recognition of the valuable contribution of volunteerism to the society. The premise underlying IYV 2001 was that voluntary engagements and actions of people in both developing countries and developed countries are called for more than ever, if we are to achieve sustainable development and peace in the world.

Volunteerism has been a part of virtually every society, and China has not been excepted. However, since volunteering, by its nature, does not seek any official recognition, it has not been fully reflected in official statistics or documentation. And consequently, it has rarely been a part of the decision-making process at the local, national and international levels.

The “**Study on Public’s Reception and Perception of Volunteer Service**” conducted by The University of Hong Kong and commissioned by the Agency for Volunteer Service is a unique and important attempt to create both quantitative and qualitative data and analysis on the situation of volunteer service in Hong Kong. Such a study will contribute to a better understanding and thus enhance the recognition by public decision-makers of the role and contribution made by volunteers to build a sustainable and caring society.

In this regard, I would like to congratulate the Agency for Volunteer Service (AVS) for organizing the Seminar on Volunteering Service in Hong Kong together with key decision-makers and supporters from the public, private and non-governmental sectors. I am very glad to note that AVS, as a cooperating organization of the United Nations Volunteers (UNV), has been very active and instrumental in promoting volunteering in Hong Kong and Mainland China as well as in the preparation and implementation of IYV 2001.

Today, in our efforts to further promote volunteering in China and in the world, I would like to draw everybody’s attention to the United Nations Millennium Declaration, which was adopted by 189 all Member States in September 2000. While China is on track to achieve most of the Millennium Development Goals established in the Declaration including halving extreme poverty and hunger by the year 2015, China is unlikely to meet the goal of reversing the spread of HIV/AIDS by 2015. It also lags behind in achieving the goal of halving the proportion of people without access to safe drinking water.

I hope that with enhanced recognition, facilitation, networking and promotion of volunteering in Hong Kong and other parts of the world, more and more people and organizations of the civil society, and in the public sector will volunteer their services to join the world-wide efforts of achieving the millennium development goals by 2015 and making sustainable development a reality in China and in the world.

## Address

*The Hon. Dr. Patrick Chi-ping HO JP  
Secretary of Home Affairs*

*The Government of Hong Kong Special Administrative Region*



I am pleased to accept the invitation of Agency for Volunteer Service to deliver an opening address for this Seminar. In this Seminar, we can learn from academics in Hong Kong and overseas representatives their views on volunteering, and explore the findings of a study on public's opinion on volunteer services. This is an occasion where knowledge and care will be shared.

When I was a child in Hong Kong, I often heard a simple slogan on the television when charitable organizations did fund-raising campaigns - 'Donate money if you have wealth and donate efforts if you have strength'. At that time, I found something wrong with this slogan. Though it is said 'Donate money if you have wealth and donate efforts if you have strength', this does not necessarily mean that the wealthy will not spend time to volunteer alongside. Actually, with increasing economic development and social prosperity in Hong Kong, more people participate in volunteer service, and when they become rich, they are more willing to give their effort. Besides, their volunteer services changed from a single response to calls to continuous commitment in order to care others, make friends, or even to develop their own interest and capability. Following this trend, the Agency for Volunteer Service, an organization for the development of volunteering was established and expanded robustly.

It was not only a social tradition of Hong Kong, but also a tradition of China for non-government organizations to assume some social functions of mutual help via volunteerism. In the Ming and Qing Dynasties, with the growth of handicraft industry and trade, cities like the modern ones began to develop in China. At that time, many gentries and merchants believed in Wang Yangming's concept "to attain conscience" and "to unite knowledge with action" in order to practice the philanthropy and to organize charitable organizations. There were mutual aid bodies among them, namely charity societies, clubs, charitable associations, guild halls and clanship associations. In the early immigrant society of Hong Kong, many similar traditional mutual aid organizations were set up on the principles of helping others. However, many people were involved at that time only because of the connections like family, blood, community, traditional or western religions. Gradually, social service agencies became more professional, exceeding territory or blood ties, and established to serve the society.

Besides, their scope of service was broadened. The benefits of volunteering were perceived as to widen their scope of horizon and to achieve happiness. From then on, I heard some new slogans in Hong Kong, which were 'Helping is the basis of happiness', 'To give is more fortunate than to receive'.

From the simple 'Donate money if you have wealth and donate efforts if you have strength' to 'Helping is the basis of happiness', 'To give is more fortunate than to receive', we witnessed the progress of Hong Kong. This advancement was based on concept of accumulating merits by doing good deeds in Chinese tradition, as well as the belief in universal salvation of the western churches and voluntary agencies, thus developing into mutual care, help and improvement. This progress of Hong Kong combining Chinese and western traditions, together with modern social element is worth our remembering and cherishing.

Our world after several decades of peace, manifested some hatred and disputes both internationally and locally, and some miserable incidents happened. I don't want to go into the details, instead, I want to point out that hatred will not defeat hatred but will be dissolved by care. Both the world and Hong Kong need more care and concern at this moment. I modestly hope that by sharing international experience, local academic perspective and rational discussion in today's Seminar, we can arouse more care and participation to attain "Union of knowledge and action".

## Report on Findings of Study on the Public's Reception and Perception of Volunteer Services

*Dr Robert Ting-yiu CHUNG  
Director, Public Opinion Programme  
The University of Hong Kong*



The year 2001 was the International Year of Volunteers. The Agency for Volunteer Service (AVS) commissioned the Public Opinion Programme (POP) of the University of Hong Kong to conduct an independent study in order to have a better understanding on people's motivation and participation in volunteer services, the value and contribution of such services, and factors facilitating or obstructing the development of volunteer services in Hong Kong. The study comprised three parts, namely, a quantitative survey of the general public, another quantitative survey of service recipients, and two qualitative focus groups.

The first part of the study was conducted between September 28 and October 5, 2001. A total of 1,555 Cantonese-speaking population of Hong Kong aged 15 or above were successfully interviewed in the random telephone survey. The findings suggested that about a quarter (22%) of the respondents had participated in organized volunteering before (donation excluded), whilst over half of them (55%) had participated in some forms of mutual aid (defined as spontaneous behaviours aimed at helping others, which are not organized and would happen from time to time). All in all, over 60% of the respondents had participated in one form of volunteering activity or another. Meanwhile, the respondents who had participated in organized volunteering over the past 12 months contributed, on average, 35 hours of volunteer work, with a self-perceived hourly rate of HK\$76 on average. As for volunteers of mutual aid, the average hour of participation was 22 hours in the year past, and the average self-perceived rate was HK\$32 per hour.

On the other hand, over eighty percent (83%) of the current volunteers interviewed said they would continue to volunteer in the future, and the top reason given was "to help others" (72%), whereas the main hindrance for those who had never participated in any kind of volunteer work was "lack of time" (64%). As for ways to improve the situation, most of the respondents suggested "to improve the economic conditions" (12%) and "to inject more resources" (8%). Lastly, over half of the respondents (56%) described the current social status of volunteers in Hong Kong as being respectable.

The second part of the survey was conducted between 24 October and 5 November 2001. Organization representatives who had received volunteering services before the time of interview were defined as the target population, and a total of 204 respondents were successfully interviewed. The result showed that each of these service recipient organizations deployed on average 237 volunteers in the year past, while the average number of service hours contributed by each volunteer was 25, mainly in the area of "recreational activities". Respondents were in general satisfied with the services of the volunteer provider agencies, and over four-fifths (86%) of them evaluated the performance of the volunteers positively. Practically all respondents (99%) said they would use, or consider to use, volunteers in future. Meanwhile, nearly three-fifths (58%) of the respondents regarded current government policies as encouraging to the development of volunteering. Almost the same figure (57%) believed the local culture was encouraging.

According to the opinions of the service recipients, the major barrier to the local development of volunteering was "lack of resources", and one-fifth (20%) of them suggested injecting more resources to improve the situation. Besides, about one-third (32%) considered the government to be the most preferred supporting body for developing local volunteering, more than a quarter (28%) thought that non-government organizations

should take up this responsibility, and more than one-tenth (11%) said people themselves should be responsible. Finally, the majority of the representatives interviewed (72%) regarded volunteers in Hong Kong as being respectable.

Stage three of the study comprised two sessions of focus group discussions: volunteers and organization representatives. As regards the views of volunteers, most of them believed that self-motivation was the most important determining factor for people to participate in volunteering. Therefore, organizations should pay efforts to understand the needs and expectations of each volunteer before the deployment, and to explain the job nature clearly to them. Besides, it would be very desirable for organizations to conduct post-service evaluations with the volunteers, and to arrange training for both the organizers and individual volunteers. More civic education was also called for to instill positive values of volunteerism among the general public.

Regarding the opinions of service recipients, most participants admitted that, very often, the preparation time for coordinating an activity was not enough, hence resulting in insufficient supply of volunteers and other administrative problems. Regular training programs and nominal welfare should also be provided for volunteers in order to attract new-comers and maintain the commitment of current volunteers. On the other hand, participants also suggested that volunteer organizations should develop a systematic database to facilitate the retrieval of appropriate information. Lastly, schools of all levels were considered to be superlative bases for promoting volunteerism, and the government should inject more resources to develop volunteer services, as well as to conduct more research studies in order to master the situation, and to move forward with a clear mission and vision.

All in all, it can be concluded that the number of Hong Kong people who have participated in some forms of volunteer work is sizable, while volunteers are accrued with a respectable status in general. From a long-term perspective, the successful development of volunteerism would require the injection of additional resources, more civic education and training for participants, as well as improving the communication between volunteers and service organizations.

## Making Volunteering Count

**Mr. Robert LEIGH**  
**Chief, United Nations Volunteers**  
**Representation Office in North America**



Of the many issues that arise in discussions around volunteering, it seems to me that the subject of measuring is among the most pressing. One of the more impressive ways of making volunteering count - is to count it. Yet, until recently, there has been reluctance in some quarters to even recognize measuring as a matter worthy of debate. The essential value of volunteerism was the altruism which led people to dedicate their time to helping others. Putting a figure on this help, it was claimed, detracted in some way from its intrinsic value. I think today it is generally accepted that quantification does not negate the invaluable social contribution of volunteerism which has been described as the glue that holds societies together. On the contrary, much more also needs to be done to better articulate the many ways that voluntary action promotes social cohesion and combats social exclusion - but this is for a different forum.

I believe the greater attention being paid to measuring volunteer contributions is in part due to the steady growth of research on the topic in recent years, especially in Europe and North America but also, as we are hearing today, in other parts of the world. It is throwing light on the sizeable economic benefits resulting from voluntary action which, hitherto, has been largely invisible.

Interest in measuring can also be traced to increasing attention being given to volunteering in general on the part of governments. We see a trend towards recognition of volunteerism as a component of social capital and, as such, having much to offer the development process. In this respect, the International Year of Volunteers has certainly been a very positive force in getting volunteerism onto the front page. It is no longer just a question of whether a government takes specific measures to promote volunteering. There is now much more awareness that much government action in the social and economic arenas, even though not directed at volunteering, can impact greatly on the willingness and ability of citizens to volunteer. We still have a long way to go, however, to fully understand the nature of this linkage.

Another reason for increasing attention being given to measuring is of course the fact that volunteer involving organizations themselves are more and more vocal about ensuring that the efforts of volunteers are properly recognized and recorded – and they are taking steps to ensure this comes about. The AVS is an exemplary example of advocacy in this direction.

This afternoon I will touch briefly on why we should measure volunteering. I'll move on to mention some efforts at measurement, and conclude with an important new initiative being taken by the United Nations Statistical Division.

First, why count? At its most basic I would say that volunteers, while not paid to volunteer, do not work for nothing. They have expectations and one of these is that their efforts be appreciated. All too often volunteering takes place behind the scenes and goes unnoticed - so measuring can be justified as a form of recognition of the extraordinary effort and dedication of volunteers. One hopes that such recognition would also encourage other citizens to volunteer their time.

Second, from the point of view of organizations that involve volunteers, measuring enables them to gain new perspectives on their volunteer programmes; to enhance their public relations efforts; to increase accountability; to expand their options for resource mobilization; and to provide their volunteers with an overall picture of the sum total of their efforts.

Third, at the national level, if policy makers are to adopt measures to enhance the environment within which volunteering can flourish, they have to be convinced of the economic value of voluntary action. They also need, for effective strategy formulation, reliable data on the size and shape of the volunteer community, as well as on trends.

As I mentioned, research on volunteer numbers in past years has been largely confined to the North. Part of the reason is that volunteering is seen in many developing countries as integral to the cultural mores of society - it is the *shramadana* of South Asia, the *gotong rayong* of Indonesia and the *bayanihan* of the Philippines. Singling out volunteerism for special recognition, or for the development of policy measures, simply did not feel right. Moreover, in a situation of resource constraints, it has also been difficult to justify the cost of undertaking national surveys into volunteering. Where there has been interest to move ahead with measurement, there has been little guidance available. Empirical evidence on the extent and nature of volunteering remains particularly poor in developing countries.

And then there is the problem of comparability between countries. In the late 1990s when we were getting ready for IYV, I received a visit from the chairman of the IYV national committee of a small Commonwealth island developing country. He proudly informed me of his country's goal to increase the number of volunteers from 3% to 6% of the population by the end of IYV. I pointed out that in my country, the United Kingdom, 48% of the adult population already volunteer. Surely, I said, the British are not eight times as generous with the use of their time as people in his country. Of course they are not, but this example does illustrate the difficulties faced in measurement when we do not have even a completely uniform understanding of what we are counting.

It was for this reason that UNV decided, as part of its IYV activities, to bring together researchers from ten countries around the world with experience in measuring volunteering. The task was to prepare a practical Toolkit for use by others who might wish to move along this road. The Toolkit on measuring volunteering was published early in 2001 in English, French and Spanish and has been translated since into Arabic and Russian. It takes readers step by step from determining the purpose of the exercise, checking available data, finding partners, and assembling resources. It goes on to provide guidance on designing a survey and addresses matters to look out for such as sampling techniques, issues around definitions and how to capture subjective aspects of volunteering. It then moves into a discussion of methods of collecting, processing and disseminating the results of the survey.

So far the Toolkit has been applied in countries as diverse as Botswana, Kazakhstan, Laos, South Africa and Sri Lanka. One positive element we have observed in every case is that studies have generated considerable discussion over what volunteerism means in the local culture. They have come up with various interpretations, especially in the different weight given to formal volunteering through organizations as compared to various expressions of informal volunteering. We have also noted that methodologies applied for counting have also

differed, not only in terms of what is being counted but also the indicators employed to place value on volunteer time. In the case of Kazakhstan, for example, three sets of calculations were made - based on the minimum wage, on the average earnings of the volunteer in paid work, and on the average wage. The result was a variation in the share of volunteering in GDP from under 4% to nearly 14%!

Clearly measurement is still in its infancy - and one cannot deny that it is tricky business. The Nobel laureate in physics, Richard Feynman, suggested that he chose a career in physics over the social sciences because social science problems are more difficult. But good progress is being made and the signs are that we will see a steady growth in attempts at quantification in the period ahead. Certainly the discussions here today add to our feeling of optimism.

I would like now to move from the national to the international level and, more specifically, to recent work of the United Nations Statistical Division to incorporate volunteering for the first time into the System of National Accounts or SNAs. SNAs are a set of international guidelines for the development of economic accounts of member countries - and for reporting such statistics to international organizations in a manner comparable across countries. Because the SNAs do not cover adequately every area of human endeavour the UN has, in recent years, prepared a number of so-called satellite accounts. Two examples are in the fields of environment and tourism.

The latest satellite account to be developed is in the area of nonprofit institutions. The Handbook on Nonprofit Institutions in the System of National Accounts, developed by Johns Hopkins University for the UN, is now available on the UN's web site and is being applied in several Europe and North American countries as well as in a few developing countries such as the Philippines and Thailand.

The good news is that the Handbook includes a chapter on volunteering. This is a major step forward when we consider that volunteer work has so far been excluded from labour statistics and national accounts - work having always been defined in terms of engagement in paid work. Volunteering, although generally accepted to be intrinsically a good thing, has been perceived as being marginal to overall national performance.

The Handbook contains a good in depth discussion of methodological issues. It proposes a micro-census of volunteering with a coverage of 30,000 or more in OECD countries, and possibly higher in developing countries with heterogeneous populations. It further suggests that this be complimented by organizational studies that look at the role of volunteers in the work context.

I think we can have reasonable expectations that policy makers in countries where the Handbook is applied will gain a better appreciation of the contribution of volunteering to economic performance, at least as far as volunteering through nonprofits is concerned. While volunteering is not the exclusive domain of the nonprofit sector, much of the service delivery type of volunteering is undertaken through civil society groups and organizations. I feel, therefore, that this UN publication is important for anyone concerned with raising the profile of volunteering. Its comment that "...virtually no statistical office collects data on volunteering as part of its regular, ongoing reporting" is an indication of the challenge we face. It is a call to action on the part of the volunteer community to work with statisticians and economists to bring volunteerism out into the public domain.

Ladies and Gentlemen

Volunteering has long been underestimated, under-researched and under valued. I believe it is crucial that we come to terms with quantification if the volunteer movement is to gain the recognition and support that it deserves and needs. It was the great Canadian economist John Kenneth Galbraith who said that it doesn't count if you can't count it. You are here at the vanguard of efforts to bring greater perspective to the enormous contribution of volunteering. UNV, as the focal point in the United Nations for volunteerism, recognizes the vision of AVS in working towards gaining better insight into the profile of volunteering among the population you serve. I have no doubt that the work undertaken on the subject so far, and your discussions today, will greatly enrich our expanding knowledge of the subject.

In closing, I would like to say what an honour it is to be present at this important gathering and to thank you for extending the invitation to UNV to make this keynote address. I wish you every success in your deliberations and in your future work.

## Voluntary Work: an Economic Perspective

**Prof. Lok-sang HO**  
*Director, Centre for Public Policy Studies*  
*Lingnan University*



The Chinese term “yi-gong” simply means unpaid work. The English term “voluntary work,” on the other hand, means work that is done voluntarily or “on one’s free will” (which is the dictionary meaning of voluntary), and it says nothing about its being unpaid.

When we talk about “voluntary work” in our present context, however, it usually means voluntary unpaid work done for the benefit of others. When someone takes up a paid job on one’s own free will one is not doing voluntary work in our sense. When someone is forced to do unpaid work against his own free will, again that is not “voluntary work” in our sense. So someone ordered by the court to do community service work is not doing voluntary work. Similarly, a housewife doing house chores for her family without a wage is not doing voluntary work in our sense.

That is what’s so special about “voluntary work.” It is unpaid, and it is work done for people unrelated to oneself, and it is done voluntarily.

Why will anyone do such work? Should such work be encouraged?

For all the talk about economists assuming that people act on their self interest they do recognize the existence of what is often called “altruistic behaviour.” When people find meaning in helping others and decide that they should give up some of their leisure and exert some of their effort to help, they will take up voluntary work.

Simply put, voluntary work is a spontaneous act of love, an altruistic act.

Voluntary work is conducive to social cohesion and community building because it promotes the common good. People who get help when they need help feel it. People who see others volunteer their effort to help others feel it. People want to belong to such a society that consists of caring individuals. Voluntary work creates a social psychology of uncalculating self-sacrifice to promote the common good.

Although voluntary work entails self-sacrifice it is rewarding to the volunteers. Satisfaction comes when they see others alleviated of their pain, united with their folks, physically and functionally more capable than before, better fed, better educated, and more able to look after themselves. Volunteers also take comfort at seeing other volunteers sharing their same zeal and love for life.

Although voluntary work brings its own reward it must not be taken for granted. In particular, it is very important for the government to show its appreciation and support for voluntary work. It must provide the infrastructure and support that voluntary agencies need. It must not hold back its own services upon seeing voluntary workers advance and do work that can replace its own work.



In principle, to the extent that the voluntary work generates an external benefit it makes sense for the government to defray part of the costs of voluntary activities. This way the activities will be carried to the point where the marginal social cost of the activity is equated with the marginal social benefit.

An act of love is spontaneous and is motivated by the concern about others' welfare. It is self-motivated but not selfish. It is rational because it is human nature to love. An act of love transmits the message about love and care, and the community stands to benefit from it. Just as hate is contagious, so love is contagious. There is some evidence from the survey reported today about this.

All strong societies must consist of caring individuals who believe that caring for others is the natural thing to do. Individuals derive satisfaction in knowing that they live in such a society. They live out their belief and enjoy living with the knowledge that others share this belief.

Should there be a government policy in regard to volunteer work? In my view volunteer work builds strong societies so governments should actively promote volunteer work. The key question is: how should governments promote volunteer work?

In my view governments can promote volunteer work in two ways. First they can support the same cause that spontaneous voluntary workers have identified as worthy by actually lining up people and setting aside resources for the cause. Governments need not fear "competing with voluntary workers" when they do the same kind of work as volunteers do. On the contrary, volunteers will be encouraged when they see that the government recognize the importance of their work by putting in more resources in similar endeavours. By the same token, if volunteers notice that the government retreats when they advance they will be discouraged.

Second, governments promote voluntary work by providing support for the work of voluntary groups. The support can be in the form of infrastructure and policy facilitation, or in the form of direct financial assistance when voluntary workers lack financing to do their work. In other words, governments can promote voluntary work by providing logistic support, advice, and information. Governments can enter into partnerships with NGOs in furthering the common causes that volunteers work on.

The worst scenario happens if government withholds its former services when it finds out that a voluntary group has taken up the cause. The retreat will dishearten the volunteers and will damage community building.

Governments promote voluntary work by giving voluntary workers recognition. The recognition is not necessarily in the form of honours and words of praise. Honours and words of praise are empty if the government retreats from the causes that volunteers work for, or fail to offer infrastructure support or policy support that would complement the voluntary work. Small sums of support, such as compensation for voluntary workers' travel expenses, signifies that the government cares. Working steadfastly on the same objectives that the volunteers are working on indicate that the government truly recognizes the cause for which the voluntary worker contributes his time and effort. This is important for community building and will contribute toward social cohesion—something that Hong Kong badly needs at this time.

## The Voluntary Social Commitment of Hong Kong People: Out of Caring

*Prof. Tai-lok LUI*  
*Department of Sociology*  
*The Chinese University of Hong Kong*



### Introduction: Dual Character?

No matter in serious academic research report or in leisure reading, we can always find the following depictions of Hong Kong people's collective character - selfish, apathetic, utilitarian, afraid of getting into trouble and indifferent to the society. In the eyes of the general public, Hong Kong people cannot be regarded as good citizens. They are too practical and utilitarian; they are only concerned about the interests of themselves or their family, and seldom care about the needs of others. They are afraid

of engaging in confrontation with others so they have a mentality of being indifferent to the happenings around them.

However, in our everyday life experience, it is not uncommon for us to see vivid examples showing that Hong Kong people are highly involved in the society and make virtue of their burdens. Perhaps Hong Kong people are indifferent to certain kinds of politics (especially those concerning struggle for political power and authority) but they are positive in establishing non-government organizations, from kai-fong associations, charity group, mutual help organizations to social service agency, they have always been active in the past hundred years. Or at ordinary time, Hong Kong people give us a feeling that they are keen on material and extra gain, preoccupied with personal benefits and losses, hardly taking others into consideration. Nevertheless, whenever there is natural disaster in the local area, Mainland China or even other countries around the world that is in need of help, Hong Kong people will respond to the call simultaneously by donations and offer assistance generously. Therefore, it seems not justified to say that Hong Kong people are aloof, selfish and indifferent to the community.

What I want to say is that Hong Kong people are not as 'ugly' as described (at least in term of their participation in the community). In fact, in the culture of the common people in Hong Kong, being faithful and righteous is a personality respected and highly valued. Although the majority of Hong Kong people think they had better be smart enough to protect themselves and stay away from troubles rather than to fight for others' justice, they never lack of sympathy as not to give hands to those with affliction. High sounding moral principles are not welcome among Hong Kong people and the word 'preaching' they generally used has a derogatory sense. Hong Kong people are low-key when ethics and ultimate values are concerned, they think that actions are more important than gestures or empty promises. Apparently, it is a dual character, but actually it reflects the concept of Hong Kong people that most righteous men are nothing but hooligans.

### Voluntary Agencies and Faith

Volunteering is an act of helping. The service recipients are groups or individuals that the volunteers do not know directly. We can also say that volunteers provide services to strangers normally regardless of return. (We, of course, do not rule out the fact that some of them may do it believing in 'good act will be well rewarded') Compared with spontaneous and non-organized help, organized volunteering requires more involvement because service hours, continuity and the nature of service are different. On the other hand, the scope of volunteer work is narrower and less emotional involvement is required comparing with their care for family members or friends.

This survey has found that 22.4% of the respondents have participated in organized volunteering, whilst 55.3% of them have participated in some form of mutual aid. It is difficult to assess from these data whether the participation rate of Hong Kong people is high or low. Further research with systematic comparison may be necessary for answering this question. For future comparative research, special attention should be made to Hong Kong's characteristics, such as highly-urbanized, densely populated, high geographical mobility and government's relatively slight involvement in promoting social and community commitment, in order that suitable targets can be selected for comparison.

Personally, I think no matter whether the above-mentioned percentage of participation is satisfactory or not, we must take into account the social background of Hong Kong when understanding the people's commitment in volunteering. Today, in the year of 2002, we take it for granted that Hong Kong people should have more social commitment and provide more voluntary services. However, from the perspective of Hong Kong's social development, we come to notice that Hong Kong needed assistance and abundant resources from overseas whenever there was a natural disaster in 1960s. It was not until 1970s that Hong Kong society had the ability to deal with its problems independently and then to provide assistance to others in times of natural disaster. Similarly, there were not enough local people willing to donate blood unconditionally at the beginning. At that time, the main source of blood was British army stationed in Hong Kong and transit soldiers from abroad. Also, the change did not occur until 1970s that local Chinese, especially young students, became the major blood donors. The above examples not only explain that Hong Kong's economy and social condition had changed, but also remind us of the fact that Hong Kong used to be an immigrant society and they espoused the attitude of minding their own business. Later on, more and more Hong Kong people, the young generation in particular, actively participated in social service, and were willing to do volunteer work, which of course had much to do with their sense of belonging to Hong Kong. I wish to state that, firstly, it goes through a process to have Hong Kong people's unconditionally and generous involvement in volunteering today. Secondly, the sense of belonging to the society is an important element to promote local people's participation in volunteering.

Nevertheless, the above two points are only the background of social structure and institution. An important factor that promotes Hong Kong people's commitment in volunteering is local voluntary agencies. Their impacts are many. Firstly, they provide long-term social services in Hong Kong and help a lot of people to face and overcome difficulties. Subsequently, many Hong Kong people benefit from the welfare and service they provided, and most importantly, others understand the contribution and value of volunteering through contacts with the members and volunteers of voluntary agencies. Voluntary agencies contribute much by manifesting the value of social care and volunteering through practical work. It is an assimilating process to recognize and respect the value of these work and services.

Secondly, all these voluntary agencies can earn the trust among the people and convince them that their commitment can actually help the needy. This trust enhances the promotion and development of volunteering. As a matter of fact, if not for this trust, it is impossible for us to see the spontaneous response and joint effort of Hong Kong people when called for social welfare activities. Some agencies only need to make public appeal or place collection box in public areas to get donation or necessary resources, this more or less demonstrates people's trust and support to the agencies.

As I mentioned, Hong Kong people prefers low-key social commitment and emphasize on actual assistance. This has some connection with the role of voluntary agencies. For those voluntary agencies that earn the trust of Hong Kong people, their voluntary work and services should really help others, and their mission and value have to be appreciated as well. These mission and value need not be complicated philosophy. In fact, humanitarian value or religious belief which is simple but out of caring for people can impress people more than great principles, people are willing to make donation, effort, spend time and energy for charity. Hong Kong people does not like to boast on volunteerism, but actually, they respect those individuals and groups that has long-term commitment, real output, and provide service to the people. For voluntary agencies with clear and down-to-earth objectives, people are generally ready to sponsor and support.

### Further Promotion of Volunteering

Voluntary agencies can play a vital role in promoting volunteerism. They are media and bridges between individuals and the society. Their roles include: firstly, to mobilize the public. As mentioned above, under the cultural background that Hong Kong people prefers low-key commitment, the mission and value of voluntary agency becomes ultimate care recognized by the people. The influence of voluntary agencies comes actually from these intangible values. Secondly, they provide individuals with social network and group environment to take part in volunteering. People seldom take part in volunteering alone; generally they group with friends or other reference group. Support and response from friends is important for recruitment of new volunteers. Thirdly, voluntary agencies act as the organizer for specific social service and volunteering arrangement.

To further promote volunteering, we should reinforce the role and function of voluntary agencies. To improve the work of the voluntary agencies, we do not need to introduce competition or motivate them by material incentives, nor shall we encourage them to achieve quantitative targets so as to gain more organization resources. To upgrade the standard of voluntary agencies in Hong Kong, we should not transform them into business operation but require them to realize their own mission and value instead. To achieve this, the volunteering agencies shall underline the governance of the organization, ensure high transparency to let people know they are honest and reliable. One of the major tasks of the voluntary agencies is to strengthen the trust from people. Meanwhile, voluntary agencies shall also place emphasis on their mission, vision and value. Finally, it is nothing but the belief of helping others within the daily work and service that impress people most. After all, not matter whether they participate in organized or non-organized volunteering, they are out of caring for human beings.

## Summary of Group Discussion

### Group 1: Enhancing Citizen Participation and Promoting Volunteerism

*Group Leader: Mr. Kenneth AU-YEUNG*

*Reporter: Ms. Rita Wai-lin KONG*

#### Ways to encourage volunteers' participation

- Develop opportunities of organized volunteer service
- Increase opportunities of volunteer training
- Broaden scope of service opportunities

#### Focus of publicity and promotion

- Establish more publicity channels
- Individuals, schools, media, religious bodies, professional groups, internet
- Transmit volunteering information
- Make volunteerism understood by the people

#### Publicity and promotion strategies

- Promote civic education: build up the culture of a caring and mutual help society
- Enhance support and commitment: strengthen volunteer organizations and their roles
- Establish cross-department and cross-sector cooperation, appropriate allocation of resources

#### Factors affecting volunteers' motive

- Recognition and support: strengthen the roles and functions of volunteer organizations, support from friends
- Internalize values and experience: promote the idea of volunteerism to encourage participation
- Appreciate the volunteers' commitment

### Group 2: Expanding Scope of Volunteering and Volunteers' Contribution

*Group Leader: Mr. Man-kai TSE*

*Reporter: Mr. Wai-ming NG*

#### Expand the scope of volunteer service

- Design different kinds and levels of volunteer service
- Service opportunities abound in society but need to be stimulated and developed by adequate supporting systems
- Volunteering is part of our daily life, can be initiated by parents' education and also through the tier of neighborhood
- Innovative and meaningful services can be developed, for example: providing service for Southern Asians, Indians and Pakistanis to educate the citizens to accept these people; and linking up the interest of the citizens with volunteer service can enhance their participation

#### Strengthen volunteers' contribution by all sectors' support

- Ascertain the role of government and the importance of injecting resources, including increase in information platform on service opportunity, strengthen the community network, long-term volunteer education, support effective new programmes, elect top-ten volunteer stars, issue certificate, invest on human resources for organizations etc.
- It is expected that government's support will, at the same time, not affect the arrangement of volunteers' service commitment

- Some government departments have established volunteer teams which set a good example
- Employers agreed that staff participation in volunteer service in accordance with the human resources policy has positive effect on the employees' sense of involvement and room for service expansion
- Encourage the employees to participate with families
- Apart from employees to provide volunteer service related to their job skills, employers may also consider to encourage their employees to participate in different kinds of volunteer work

### Group 3: Strengthening Partnership, Networking and Resources Support for Development of Volunteerism

*Group Leader: Mr. Roland CHAN*

*Reporter: Ms. Fook-ye TSANG*

#### The role of the government, non-government organizations (NGOs) and associations in promoting volunteerism

- Government, NGOs and the citizens should take equal important responsibilities
- The role of the government is to guide direction of development, such as the promotion of Volunteer Movement can enhance the environment and social atmosphere, encourage the participation of citizens, while the NGOs have to echo and coordinate at the same time
- The government has to allocate enough resources to support volunteer groups in order to assist the effective development of services
- Coordinate the joint efforts of various government departments, for instance, departments responsible for social welfare, health, education, home affairs, public facilities, housing and economic affairs etc. can also provide assistance
- To allow the participation of people from different levels and sectors, regardless of the size of their organization or the number of their volunteers, and different channels of participation and promotion should be developed
- As for the role of Agency for Volunteer Service (AVS), it is expected that AVS can direct and coordinate at a higher level, and to play a pioneer role in expanding, intensifying and developing volunteerism

#### Expanding the resources for development of volunteerism

- It is expected that more resources and support can be given to education sector for expanding service for students, teachers and parents' participation. Primary schools and kindergartens should also be targeted to foster good citizenship and sense of responsibility among the young students
- As for the planning of education programme, it is expected that the concept and practice of volunteering can be included in the curriculum
- More promotion channels should be opened for participation of all sectors of the community, for example, community organizations, religious bodies, unions etc. to cultivate a social culture of helping others
- It is necessary to reinforce the training for volunteers and make better use of their skills in order to upgrade the service standard of volunteers
- It is necessary to have a sense of innovation to assess the society's need for volunteers and the value of volunteering

## Conclusions

**Mr. Jark-pui LEE, OBE, JP**  
**Chairman, Agency for Volunteer Service**

On behalf of the Agency for Volunteer Service, I should like to thank you all for your active participation and keen discussion in today's Seminar.

The International Year of Volunteers (IYV) 2001 has brought about an enormous change to volunteering worldwide. Along with the rapid development of volunteer service overseas, there has also been fruitful outcome in Hong Kong. One of the most significant results was a comprehensive study on volunteer service initiated by the Hong Kong Steering Committee of IYV and undertaken by the Agency for Volunteer Service, findings of which are shared among us today.

The Study on Public's Reception and Perception of Volunteer Services is commissioned to the Public Opinion Programme (POP) of The University of Hong Kong by the Agency for Volunteer Service. It is the first of its kind in Hong Kong in terms of scale and comprehensiveness. The study not only covers organized volunteering, but also examines unorganized volunteer work for the first time.

It is also the first endeavour to explore the economic value of volunteering. We would agree with Mr. Robert Leigh that measuring volunteerism in quantitative terms helps recognize the effort and dedication of volunteers, and provides a basis for strategic planning in societal development.

The Study's findings reveal that the scope of volunteering was narrow, service opportunities were inadequate, and there were barriers to the development of volunteerism. Half of the respondents believed that Hong Kong people and non-government organizations should be responsible for developing local volunteering, and around 40% thought it should most preferably be supported by the government.

Summing up the views of the speakers and participants of today's Seminar, we can find the following consensus:

- Study's findings are of great value, and the speakers' viewpoints are very pertinent and are good for thought;
- Volunteering stems from free will and care for others. It brings happiness to the service recipient, and brings a sense of satisfaction and actualization to the volunteer;
- It is necessary to expand the scope of volunteering, and all sectors of the community should take strategic steps to promote volunteerism effectively.

The three discussion groups have put forth certain recommendations which are summarized below:

1. Further studies should be undertaken on volunteer service and to evaluate it in qualitative and quantitative terms in order to establish the economic value and social contribution of volunteering.
2. The role of the government is very important as it should formulate policies to support volunteering, especially in two respects:
  - To provide a favourable environment and institutions (facilitation), for example by strengthening civic education, and improving welfare and insurance for volunteers;
  - To increase support including resources and infrastructure, and to strengthen partnership with non-government organizations to demonstrate the government's recognition and endorsement of volunteering.
3. Non-government organizations play a vital role. The Agency for Volunteer Service should review its role and function in the development of volunteering, such as research, promotion, networking, training and community relationship etc.
4. The development of volunteering requires a community effort. The government, businesses, non-government organizations and the people should join as a team and strengthen cooperation.
5. Emphasis should be placed on volunteer service management and training, and upgrading the quality, outcome and effectiveness of volunteer service to bring greater satisfaction to the service recipients.
6. To increase participation in volunteering, publicity and the promotion of volunteerism should be strengthened and expanded through effectively utilizing various channels, including peers' network, so that those who have never participated may volunteer. The scope of service should be widened to attract those who have participated in unorganized volunteer work to commit to organized volunteering on a long-term basis.
7. The frontier of volunteering can be further pushed to make the value of helping others a culture of our daily life. On the other hand, volunteering can be developed more intensively to be strengthened in terms of professionalism, added value and quality enhancement.

I wish to express our gratitude to discussion group members for their ideas and insights. These recommendations will lay the foundation for the future development strategies of volunteerism. The Agency for Volunteer Service appreciates your participation and suggestions, we look forward to keeping in touch and joining hands with you with the common goal to push volunteerism to a new era.

Thank you!

## Programme 程序

- 2:00 Registration 登記**
- 2:15 Welcome 歡迎**  
*Mr. Jark-pui Lee, OBE, JP, Chairman, Agency for Volunteer Service*  
義務工作發展局主席李澤培 OBE 太平紳士
- 2:30 Opening 開幕**  
*Dr. The Hon. Patrick Chi-ping Ho, JP, Secretary for Home Affairs, Home Affairs Bureau, The Government of the Hong Kong SAR*  
香港特別行政區政府民政事務局局长何志平太平紳士  
*Mr. Robert Leigh, Chief, United Nations Volunteers Representation Office in North America*  
聯合國義工計劃北美洲總監雷羅博先生  
*Mr. Toshihiro Tanaka, Deputy Resident Representative, China, United Nations Development Programme*  
聯合國開發計劃署駐華副代表田中敏裕先生
- 2:45 Souvenir Presentation 致送紀念品**
- 2:50 Report on Findings of Study on Public's Reception and Perception of Volunteer Services 「市民對義務工作意見研究」結果公佈**  
*Dr. Robert Ting-yiu Chung, Director, Public Opinion Programme, The University of Hong Kong*  
香港大學民意研究計劃主任鍾庭耀博士
- 3:10 Making Volunteering Count 義務工作的量度**  
*Mr. Robert Leigh, Chief, United Nations Volunteers Representation Office in North America*  
聯合國義工計劃北美洲總監雷羅博先生
- 3:35 Tea Break 小休**
- 3:50 Voluntary Work: an Economic Perspective 從經濟角度看義務工作**  
*Prof. Lok-sang Ho, Director, Centre for Public Policy Studies, Lingnan University, Hong Kong*  
香港嶺南大學公共政策研究中心主任何灝生教授
- 4:10 The Voluntary Social Commitment of Hong Kong People - Out of Caring 出於關懷：香港人的無償社會參與**  
*Prof. Tai-lok Lui, Professor, Department of Sociology, The Chinese University of Hong Kong*  
香港中文大學社會學系呂大樂教授
- 4:30 Questions and Answers 答問**
- 4:45 Group Discussion 分組討論**  
Group 1 : Enhancing Citizen Participation and Promoting Volunteerism  
第一組：加強市民參與和推廣義務工作  
Group 2 : Expanding Scope of Volunteering and Volunteers' Contribution  
第二組：拓展義務工作的範疇和義工的貢獻  
Group 3 : Strengthening Partnership, Networking and Resources Support for Development of Volunteerism  
第三組：增強伙伴合作、連繫及資源支援以發展義務工作
- 5:30 Report Back 匯報**
- 5:50 Closing 總結**  
*Mr. Jark-pui Lee, OBE, JP, Chairman, Agency for Volunteer Service*  
義務工作發展局主席李澤培 OBE 太平紳士
- 6:00 End of Seminar 結束**

## Biography of Speakers

### **Mr. Robert Leigh**

A graduate of the University of Liverpool and M.A. in Development Studies (University College London), he was assigned to Paraguay for two years as a volunteer in a rural community development programme. He then went on to join the United Nations Development Programme serving in Brazil and later Venezuela. He began his association with the United Nations Volunteers in the mid 1980s in Geneva where he managed UNV's grassroots focused Participatory Development Programme in Africa, Asia and the South Pacific for several years. In the International Year of Volunteer 2001, he was reassigned to New York where he took a leading role in the development of international legislation around volunteering. He has coordinated work on publications on volunteer related themes such as social development, measurement and ageing.

### **Dr. Robert Ting-Yiu Chung**

Dr. Chung is the Director of Public Opinion Programme (POP) at the University of Hong Kong (HKU), which was established in 1991 to collect and study public opinion in Hong Kong. Under Dr. Chung's leadership, POP has become well known for its impartiality and professionalism, and is a highly respected programme in the region. He has also written numerous articles on public opinion and social surveys published in various journals and periodicals.

Dr. Chung is currently serving as the warden of R.C. Lee Hall of HKU, he has contributed in various community services such as member of the Citizens Advisory Committee on Community Relations of the Independent Commission Against Corruption (ICAC), and Panelist of Television Programme Advisory Panel of Radio Television Hong Kong. Between 1994 and 1999, he served as part-time member of the Central Policy Unit of the Government of the Hong Kong SAR.

### **Professor Lok-sang Ho**

Prof. Ho is Director of the Centre for Public Policy Studies, and Professor of Economics, Lingnan University, Hong Kong. He has been President of Hong Kong Economic Association since 1999 and Managing Editor of Pacific Economic Review since 1996. His recent publications include Health Care Delivery and Financing (1997), Principles of Public Policy Practice (2001) and Economic Impacts of Logistics Infrastructure Development: the Case of Hong Kong (2001).

### **Professor Tai-lok Lui**

Prof. Lui is Professor of the Department of Sociology, The Chinese University of Hong Kong. His recent publications include Consuming Hong Kong (2001), Light the Darkness: Story of the Hong Kong Red Cross, 1950-2000 (2000), City-States in the Global Economy (1997), and Waged Work at Home (1994).

## 主講嘉賓簡歷

### **雷羅博先生**

雷先生於英國利物浦大學畢業並獲得倫敦大學碩士學位。他曾被派往巴拉圭任農村開發計劃的義工為期兩年。後加入聯合國開發計劃於巴西及委內瑞拉服務。1980年，他在日內瓦開始推動聯合國義工計劃，負責在非洲、亞洲及南太平洋的草根階層推行參與性開發計劃多年。在2001年國際義工年，他被委任在紐約負責推動國際義務工作立法。他亦協助出版與義務工作相關文獻如社會發展、量度及老年化等。

### **鍾庭耀博士**

鍾博士現為香港大學民意研究計劃主任。鍾博士早於1991年成立民意研究計劃，開始收集民意數據及研究香港的民情發展。在鍾博士的領導下，民意研究計劃以公正及專業著稱，是地區內被高度評價的研究計劃。鍾博士亦曾於不少書籍及刊物發表有關民意研究及社會調查的文章及評論。

鍾博士現兼任香港大學利銘澤堂舍監，社會公職包括香港廉政公署社區關係市民諮詢委員會成員及香港電台電視節目顧問團成員。在1994年至1999年期間，鍾博士亦曾出任香港政府中央政策組之兼職顧問。

### **何灝生教授**

何教授現任香港嶺南大學公共政策研究中心主任及經濟系教授，香港經濟學會會長，及太平洋經濟週刊事務編輯。近著有：Health Care Delivery and Financing (1997), Principles of Public Policy Practice (2001) and Economic Impacts of Logistics Infrastructure Development: the Case of Hong Kong (2001)。

### **呂大樂教授**

呂教授現任香港中文大學社會學系教授。近著有：Waged Work at Home (1994)、City-States in the Global Economy (1997)、【唔該，埋單！】(1997)、【階級分析與香港(九八增訂本)】(1998)、【山上之城：香港紅十字會的故事1950-2000】(2000)、Consuming Hong Kong (2001)。