



Census and Statistics Department

# Major Developments of Official Statistical Work Hong Kong, China

## Inculcating and nurturing a customer-oriented culture

### 1960s to 1970s

#### Forming the Statistics Advisory Board

- Advising on major statistical development policies and strategies, with membership comprising a balanced representation from the Government, businesses, the academia and the community

#### Enacting the Census and Statistics Ordinance

- Stipulating the legal and social obligations of survey respondents and safeguarding data confidentiality

### 1980s to 1990s

#### Complying with guiding principles and standards

- Disseminating in advance the schedule for regular press releases on statistics since 1985
- Subscribing to the Special Data Dissemination Standard of the International Monetary Fund in 1997

#### Promoting statistical literacy in the community

- Embarking on a series of activities to promote awareness and understanding of official statistics among different sectors of the community in collaboration with professional bodies

#### Broadening customers' feedback channels

- Initiating annual Performance Pledge, Customer Liaison Group on Trade Matters and courtesy visits to prominent organisations frequently selected for multiple surveys

#### Applying technology in service provision

- Launching Computer-assisted Telephone Interviewing, departmental website and Electronic Data Interchange service for lodgement of trade declarations

### The Millennium

#### Upholding working motto

- Promulgating the "Vision, Mission and Values" statement of C&SD

#### Strengthening rapport with data suppliers and users

- Introducing regular Meet-the-Clients sessions

#### Leveraging information technology to support re-engineering of business processes

- Adopting e-questionnaires and multi-modal approach in data collection
- Enabling users to acquire statistical publications/tables free of charge via the Internet
- Implementing an IT strategy plan to drive the IT developments in supporting statistical processes and business needs
- Initiating a project on knowledge management to foster collaboration and knowledge sharing

