



The Government of HKSAR

AO • EO

Administrative Officer • Executive Officer

AO and EO Recruitment Streams

AO and EO candidates who have passed initial CRE and BLT screenings will be invited to take a common written JRE a specific date. After that, they follow different recruitment streams. AO candidates first receive a preliminary interview followed by a group discussion in the morning, and an individual interview in the afternoon. For EO candidates, they need to take part only in a panel interview. What follows is a schematic presentation of the streaming process:

AO stream

candidates → candidates → Preliminary → Group → Individual
selected selected Interview Discussion Interview

CRE BLT → JRE

EO stream

candidates → candidates → Panel Interview
selected selected

Special Notice:

All students attempting AO and EO positions are recommended to check out the latest recruitment information on the CSB government website: <http://www.csb.gov.hk/english/recruit/exammat/353.html>

Eligible applicants with the requisite CRE results, or equivalent, will be invited to sit for the JRE to be held on 4 December 2010.

Applicants who do not receive the invitation to the JRE by 26 November 2010 should immediately contact the Civil Service Examinations Unit by phone at: (852)25376429 or by e-mail to csbcseu@csb.gov.hk

CAIO Recruitment Resources

Workshops

Students are encouraged to learn relevant interview and group discussion techniques from workshops organized by CAIO. Please refer to CAIO's Event Calendar for programme details.

Questions Data Bank

A data bank of past interview questions for specific industries is established at the **e-Portal** for exclusive CityU student reference.

JRE - Joint AO/EO Recruitment Examination

JRE a written examination that is specially designed for the selection of AO and EO candidates. The examination is about 3 hours long in which applicants need to answer 2 questions, one in Chinese, and the other, in English.

Common questions involve a SOCIAL, POLITICAL, or ECONOMIC SITUATION in which the candidate must set out to execute or fulfill a number of TASKS.

Sample question situations and tasks

1. As an Assistant to the Director of the Department of Environmental Protection, you are requested to meet with members of NGOs who propose new environmental measures from increasing petrol tax to creating a fund to support recycling. You are asked to evaluate the pros and cons of the proposed measures and to prepare short speeches for the Director to address the issues raised by the NGOs. You are also to asked to assume an outsider's role and propose alternatives to the proposals.
2. It has been circulating in the air that Associate Degrees are created by the Government to cover up the high rate unemployment. As an Assistant to the Director of the Bureau of Education, you are asked to draft a speech and prepare notes for the Director when he or she meets the public. You are to defend the position that the purpose of Associate Degrees are educational in nature and are not measures to mask unemployment. You are also to put forward the position that it is important for cost of Associate Degrees to be paid by the user.

Preparing for the JRE

- Familiarize with the format of official papers including discussion paper, speeches, and proposal.
 - Official papers can be found at <http://www.news.gov.hk/en/record/index.shtml>
 - Read "Publications" (Word Power): this is a publication on language and culture for civil servants.
- Keep abreast of the latest development on environmental, social, economic and political issues in HK.
- Develop global perspective and critical thinking.
- Practice paper-and-pencil writing and reduce reliance on spell check function of MS Word.
- Develop effective time management skills.

AO Recruitment Stream

Interviews and Discussion groups

** Scheduled to be held in Feb/Mar 2011 for candidates who have satisfied JRE requirements.*

1. Preliminary interview

It will last about 20 minutes. Candidates will be interviewed by a 2-member panel. There will be an impromptu talk for 3 minutes on a given topic. The panel will then raise questions in relationship to the talk as well as on other subjects.

2. Final Interview

Part A - Group Discussion:

Candidates will be divided into groups of six. Each group will be assigned three discussion projects with two assignments each. Each candidate will take turn to chair or play a designated role for 20 minutes to work on one assignment.

Part B - Individual Interview:

Candidates will be interviewed by a panel made up of 6 members. The interview is about 15-20 minutes long.

Useful Suggestions

The following is a summary of suggestions and comments extracted from various news sources regarding AO group discussion and individual interview.

Develop political sensitivity

- *Students cannot rely on common sense and there is no last minute preparation. There are no tips on questions or model answers to study. Strong candidates are those who read newspapers and really understand what's going on in the society. They can look at issues from multiple perspectives and deliver their views in proper English and Chinese.*

Know your own position

- *Note that while candidates can defend and deliver positions of the government, they must also have those of their own. Officers are not simply mouthpieces for the government. That being said, candidates need not defend their positions to the bitter end. Changing positions under reasonable circumstances is indicative of maturity and ability to adapt.*

Deliver your case with calmness

- *Whatever position you choose to take, you are bound to be challenged. Your assessors want to see you would react under stress. The ability to state a case systematically with calmness is an attribute of the more successful candidates.*

Discuss issues with poise

- *Although every candidate is eager to get his point or her point across during a discussion, it is crucial that one does not 'cut in' when another candidate is making a point. You will not be credited for making a good point by breaking basic social rules. On the contrary, it will likely invite negative judgments on you. Wait for your turn or wait until someone has finished speaking. Social etiquette may weigh more than you think in the eyes of your assessors. They are not there only to score your point but to observe how you behave in various situations.*

AO stream assessment criteria

Interview

- Communication skills in English and Chinese
- Analytic ability
- Level of common knowledge
- Distinctiveness of response
- Political sensitivity
- Soundness of judgment

Discussion

- Ability to handle and grasp information
- Communicative skills
- Ability to manage a discussion and time control
- Political sensitivity
- Facilitation skills
- Leadership skills

EO Recruitment Stream

Panel Interview

** The CSB is changing interview format. In the past, interviews were conducted by a panel of 3 members using Cantonese, English, and Putonghua. For the latest development on EO recruitment, keep an eye on the CSB website at*

<http://www.csb.gov.hk/english/recruit/exammat/340.html>