

# **Jockey Club NGO Governance Health Programme**

## **Frequently Asked Questions**

### **Q1: Can non-HKCSS agency members participate in this Programme?**

**A:** Yes, but HKCSS agency members will have priority. An NGO can participate as long as the organisation is a charitable institution or trust of a public character, which is exempted from tax under Section 88 of the Inland Revenue Ordinance, and has actual operation locally in Hong Kong. Subvented and non-subvented agencies are both welcome to join the Programme free of charge. The quota is limited to 50 organisations and enrolment is on first-come, first-served basis.

### **Q2: What is the difference between this Programme and the Hong Kong NGO Governance Health Survey conducted in 2018?**

**A:** This Programme furthered the initiative of the Survey conducted in 2018. A range of follow-up workshops will be conducted in addition to the Individual Governance Health Assessment Report compiled for the participating NGOs which may reflect the impact of governance practices on the organisational-wise performance of an NGO.

### **Q3: My organisation had joined the Hong Kong NGO Governance Health Survey initiated in 2018, can we participate in this Programme?**

**A:** Yes, a refined measurement tool, which is newly modified by the Organisers to better suit the local context, will be used in this Programme. NGOs that had joined the 2018 exercise are welcome to participate again and take part in the workshops and seminars of the Programme.

### **Q4: Will other respondents know the responses of the agency head or board members?**

**A:** All data collected will be treated in strict confidence. Questionnaires will be distributed through the online platform provided by the Centre for Civil Society and Governance, The University of Hong Kong (the Centre of HKU), where participating board members and agency heads will receive individual hyperlinks to complete the questionnaire. Respondents will not have access to the answers of other respondents, even from the same organisation. Social Policy Research Limited (SPR) will provide anonymous data to GAME for Good Limited (GAME) for the compilation of confidential Individual Governance Health Assessment Reports. Such reports will only include overall analysis and individual responses will not be identifiable.

**Q5: How will the data be handled upon completion of the questionnaire?**

**A:** All data collected will be treated in strict confidence. Unless permission is given by the agency, no third-parties (including HKCSS, GAME and the Centre of HKU) will have access to any information revealing the identity of individual respondents. All data and questionnaires collected will be destroyed within six months upon the completion of the project.

**Q6: Will the list of participating NGOs of the assessment be disclosed?**

**A:** No, information of participating NGOs will remain confidential. The name of participating NGOs will not be indicated in the Individual Governance Health Assessment Reports and the landscape report.

**Q7: What does the questionnaire cover?**

**A:** The questionnaire examines three aspects, namely i) Board Design and Processes, ii) Board Role Execution, and iii) Board Dynamics and Behaviour, based on references from overseas studies. The questionnaire consists of two forms: Form A, which includes 23 questions on the agency's background information, is to be completed by the agency head; Form B, which includes 68 questions and takes around 45 minutes, is for board members and agency head to complete. If necessary, the respondents can save their inputs and finish the rest of the questions later.

**Q8: Who should fill in the questionnaire?**

**A:** The Respondents should include:

- Board Chair
- 1 Office Bearer
- 1 Board Member who has served on the board for more than 1 year and
- Agency Head

**Q9: Can more than 3 members of the board respond to the questionnaire?**

**A:** Yes, we welcome all board members of the participating NGO to take part in responding to the questionnaire. At least 3 board members (Chair / 1 Office Bearer / 1 Member who has served on the board for more than 1 year) are required to fill in the questionnaire. Please specify the number of respondents when confirming with SPR. SPR will then email the questionnaire to participating board members, but will not be responsible for following up once the required number of responses is reached.

**Q10: If the NGO does not have any staff and a board member acts as agency head, which version of the questionnaire should be filled in?**

**A:** If a board member acts as the agency head, he/she should fill in both Form A and Form B. In this case, he/she is also counted as one of the responding board member.

**Q11: Besides the agency heads, can senior management participate to fill in the questionnaire?**

**A:** Agency head should represent the NGO's staff in responding to the questionnaire. The head may choose to delegate other related staff to complete Form A, as long as the designated staff has thorough understanding of the board.

**Q12: Apart from online questionnaire, is there any other format available?**

**A:** We encourage all respondents to complete the questionnaire online, but understand that there may be different needs. SPR can make special arrangements upon requests. Please specify the requests of individual respondents and provide emails or mailing addresses accordingly in the confirmation with SPR.

**Q13: How will the NGO know which governance areas should be paid attention to after completing the assessment?**

**A:** Each participating NGO will receive a confidential Individual Governance Health Assessment Report generated by GAME. The report will include an overall analysis of data provided by the organisation, as well as the consultants' comments and advices. Debriefings, workshops and seminars will be conducted for participating NGO, with the opportunity to consult the GAME Consultants, to help them understand the health check results and good governance practices.

**Q14: If the agency has various operational entities that are also charities, do all of the operational units have to complete the questionnaire separately?**

**A:** It depends on which governance unit the agency wants to examine. It could be the entire organisation, or a social service or other unit that has a distinctive governance and operational structure. Please specify the participating unit in the online registration form. Organisations can also decide the entity for assessment based on their membership at HKCSS.

**Q15: What can I do when I encounter difficulties in filling out the questionnaire?**

**A:** For any technical difficulties or queries about the questionnaire, please contact the staff of SPR during office hours (Tel: 2511 1515 / Email: [ngoboard@hku.hk](mailto:ngoboard@hku.hk) / WhatsApp: 9095 3485).

**Q16: Who should I contact if I have questions on the overall Programme?**

**A:** For general enquiries, please contact the staff of HKCSS (Tel: 2922 9242 / Email: [gpp@hkcss.org.hk](mailto:gpp@hkcss.org.hk)).