

## Symposiums

S3.1

Staff Engagement and Leadership

14:30 Theatre 1

### Committed Staff, Professional Service

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As reflected by the good law and order situation in 2017 and the lowest crime rate since 1971, Hong Kong is no doubt one of the safest and most stable societies in the world. Such an accomplishment could not possibly be achieved without the support of the community and the professional and dedicated service provided by the Hong Kong Police Force (HKPF). Since 1995, the HKPF has been pursuing a service-oriented and community-based approach in policing. This commitment is enshrined in the Vision, Statement of Common Purpose and Values of the HKPF. The quest for quality management is underpinned by the Force Quality Management Framework which includes five service excellence drivers, namely Leadership, People, Culture, Resources and Partnership. Undoubtedly, People are the greatest asset of the HKPF. The professionalism and commitment of all staff are critical to the success of the organisation in meeting the dynamic policing challenges and rising public expectations. In the presentation titled "Committed Staff, Professional Service", two of the service excellence drivers, namely People and Culture, will be highlighted to showcase the people-based human resource management Strategy of HKPF in developing professional staff and instilling commitment to serve the community with pride and care.