

Personnel Management Club PM Voice

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The New Leadership

The New Executive Committee

The 44th Annual General Meeting and Fellowship Dinner of the Club were successfully held on Friday, 25 Jan 2013 at the Charterhouse. Chairman Freda Cheuk presented the report on the Club's activities and accounts for the Year of 2012. Dr Chester Tsang of MTR Corporation was elected as the new Chairman. And the new Executive Committee of 2013 is:

Chairman : Dr Chester Tsang
 Vice-Chairman : Mr Peter Leung
 Members : Mr Danny Au, Dr Aaron Chiang,
 Ms Freda Cheuk, Mr C.K. Lee,
 Ms Maggie Lo, Dr Alex Wong
 Mr Michael Yeung,
 Ms Angie Yu, Mr Jerry Young

Scholarship Awards

Four nominations were received from Chinese University of Hong Kong (CUHK), City University of Hong Kong (CityU), Hong Kong Baptist University (HKBU) and Lingnan University (LU). The four students made individual presentations to the panel of judges comprising the Club's Excom Member, Dr Christina Sue-Chan (CityU), Prof

Randy Chiu (HKBU), and Dr Pamsy Hui (PolyU) on the following topic:

"What kinds of uncertainty does Hong Kong business face? How can HR professionals demonstrate professionalism to help build business prosperity amidst those uncertainties?"

The winner was Kuan Chao Wan from CUHK. Yeung Pak Lun from CityU and Pun Mei Sze, Macy from HKBU were the 1st and the 2nd runner-up respectively. Lau Ka Sui from LU got the Certificate of Appreciation. Congratulations to the scholarship winners. And many thanks to our honourable judges.

A Relaxing Annual Dinner

Thanks to the sponsors, the lucky draw was enjoyed by everyone as always. Members and guests spent a pleasant and relaxing night full of sharing and laughter together. We look forward to seeing you in this annual event next year.

~ By Danny Au, Excom Member



The judges and nominees

Discovering A Hidden Jewel Of The Airport

Most people in Hong Kong are familiar with the award-winning Airport Hotel of the Chek Lap Kok Airport. Yet not many of us are aware of the second airport hotel until visiting Asia World Expo for an exhibition or a canto-pop concert. A stone throw away from the Expo, the Skycity Marriott is nestled in the more quiet corner of the busy airport area with an adjacent nine-hole golf course. Perhaps on a lower key, the Marriott is one not to be missed by business and leisure travellers.

On a sunny day in late October 2012, some twenty members of the Club and HKMA along with friends of the Institute of Training Professionals visited the hotel property. The group was warmly greeted by Mr Nicholas Tse, the General Manager and his management team. Through the brief overview of the hotel, members were pleasantly surprised with the sizable number of 658 rooms and suites and over 13,000 sq ft of banquet and meeting space. Further surprises were on the only 300 plus lean manpower strength for the hotel with five food and beverage outlets including the signature Chinese Restaurant.

After enjoying the welcome drink, the group went on visiting the spacious guest rooms including the stylishly decorated Presidential Suite where politicians, business tycoons and celebrity movie stars and

singers stayed. The banquet rooms were also impressive in offering high ceiling and flexible configuration to cater for different customer needs.

As HR practitioners, members were keen to visit the 'back of the house'. The western and Chinese kitchens and the walkways were clean and well maintained. Food hygiene is always a top priority, as the group was told, of the food and beverage team. Members and guests could not wait to take pictures of the less visited food preparation area as well as the staff canteen.

Ms Bonnie Luk, the hotel's Human Resources Director then hosted a sharing session, over good coffee and tea as well as tasty delicacies, on the people management and development values and practices of the Marriott Hotels Group. For the facilities and management practices, members and guests agreed that the Skycity Marriott is a hidden gem of the airport yet to be discovered by the general public.

~ By C.K. Lee, Excom Member



Brief introduction by Mr Nicholas Tse, General Manager of the Hong Kong Skycity Marriott



A glimpse of the staff canteen

Compensation Outlook For 2013

A total of 40 participants attended our Evening Talk on November 13 in which Gary Chin, a senior consultant from Aon Hewitt, made a presentation on the “Compensation Survey and Outlook – Hong Kong 2012/13”. The presentation covered the key findings of Aon’s 2012 compensation survey; managing Generation Y through engagement; and the changing paradigm of total rewards. The key messages presented from the survey findings were:

- The outlook for 2013 is cautiously optimistic.
- Investment will be limited in view of the global economic uncertainty.
- Firms will be expected to grow despite budget constraints; the notion of total rewards are more important than ever.
- The employee value proposition beyond compensation is now more important than it ever was.

According to the survey, salary increase in Hong Kong has been stabilized since 2011. The overall salary increases averaged at 4.8% in 2012. The average salary increase for 2013 is forecasted at 4.8%. The salary increase forecast across industries in 2013 is shown in the table below.

However, voluntary turnover rate went up from 12.9% in 2011 to 14.4% in 2012. Employers continuously found difficulties to retain high performance employees and to attract high potential talents. Competitive fixed compensation was named as the most prevalent factor to attract talent. Other key retention and attraction factors reported in the survey including a better work

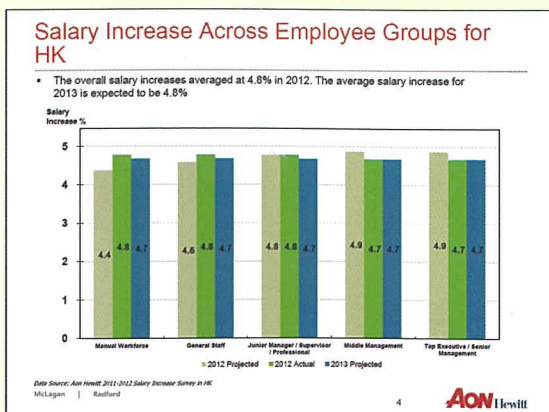
environment, career development opportunities, competitive incentive compensation plan, and employer brand.

The consultant’s study also reported that employee value proposition is beyond compensation. High levels of employee engagement correlated with good talent retention and financial performance were reported at all times even during the economic downturn. Individual employee’s wants and needs tie directly into employee engagement.

The state of emotional and intellectual commitment of an employee to an organization is really the extent to which an employer has captured the ‘hearts & minds’ of its people. Engaged employees are those who are passionate about what they do. They will consistently speak positively about the organization to co-workers, potential employees and customers; have an intense desire to be part of the organization and exert extra effort and engage in behaviors that contribute to business success.

Teamwork was also reported as critical for Gen-Y employees and managers according to the consultant’s Generation-Y Employee Study. 85% of the Gen-Y’s preferred resources for help was reported as colleagues while 95% of the next Gen managers valued most in their employees was reported as teamwork. This also echoes the employee engagement described above.

~ By Michael Yeung, Excom Member



A token of appreciation to the speaker

From The Club Scholar

It is my honour to be selected as the winner of the Personnel Management Club Scholarship Competition held in 2013. I would like to express my sincere gratitude to the Club. This scholarship is not only recognition, but an eye-opening experience to me.

In December 2012, I received the nomination from the Business Faculty of the Chinese University of Hong Kong to join the competition. I was told that this competition was open to final-year university students engaging in full-time studies in Human Resource Management. As a passionate student, I agreed to join without hesitation. This competition provided me a precious opportunity for the exchange of my knowledge with and learning from students of other universities. It also allowed me to apply what I had learnt to a practical setting and deepened my understanding of Human Resource Management in the real world.

To prepare, I did some researches on the current business situation in Hong Kong and also read different studies done by both overseas and local universities. It

made me learn many more human resource practices aside from those mentioned in textbooks. My knowledge and understanding in this area was so much broadened. Before the presentation, I also practiced to improve my presentation skills as this was my first time making a presentation in front of HR professionals and professors from other universities. This presentation experience trained me to manage stress and build up my confidence.

As most of my projects at the university were group-based, this competition offered me a chance to manage the whole project on my own. Though the stress and workload were much greater than I experienced before, I enjoyed extra satisfaction and excitement especially when this whole experience was so challenging and fruitful. I was able to gain much more than I expected.

To conclude, this scholarship is much more than financial support. It is recognition and encouragement that motivated me in both my study and future career. It provided me with good exposure and broadened my horizon. It formed part of the most unforgettable and meaningful experience in my whole university life. I would make use of what I learnt and achieved in this competition to contribute my best to the society.

*~ By Kuan Chao Wan,
Club Scholarship Winner*



Scholarship winner Kuan Chao Wan from CUHK