

**Final Report**  
**on**  
**The Effectiveness of CIIF Projects in**  
**Social Capital Development in Tin Shui Wai**

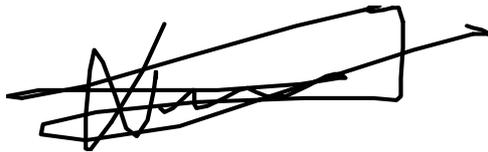
**Submitted to**

**Community Investment Inclusion Fund (CIIF)**

**Labour and Welfare Bureau**

**Hong Kong SAR Government**

**By**

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## **Executive summary**

### **Background**

Tin Shui Wai (TSW) has attracted a lot of public attention due to the occurrence of a series of social mishap and a number of family tragedies in the past few years. Various concerned parties have contributed their concerted effort in building/rebuilding the community morale and improving the quality of life in TSW. The Community Investment and Inclusion Fund (CIIF) has been an exemplar of these parties. As at 15<sup>th</sup> June 2012, there are over 35 CIIF projects located in TSW.

### **Research objectives**

2. Whether these CIIF projects' endeavour will contribute to the building of community capacity and thus bringing positive impact on the well-being of the community and its residents is of crucial interest to both CIIF as well as the public. Hence, a community-wide study is conducted with the following objectives:

- 1) Examine whether the CIIF projects have successfully developed social capital among project participants and non-participants in Tin Shui Wai;
- 2) Document the mechanism and the process of social capital development and to identify the success factors and good practices of the CIIF projects.
- 3) Study the social capital effect on the well-being of project participants and the community in Tin Shui Wai.

### **Research methodology**

3. This study employed both quantitative and qualitative mode of inquiry. Residents of TSW who are participants and non-participants of CIIF projects are included in this study. A total of 17 active projects and 10 completed projects were studied.

### **Household survey and survey of participants in CIIF projects**

#### Development of survey questionnaire

4. Quantitative data was collected by conducting project-based and household questionnaire survey. A questionnaire based on the one developed by World Bank Social Capital Thematic Group (2002) was selected. Revision was done to shorten the questionnaire as well as make it more applicable to metropolitan city like Hong Kong. Both CIIF project respondents and TSW residents answered the same questionnaire, but the former answered a few more questions about their participation in CIIF projects.

### Response rate

5. A total of 239 questionnaires were collected from project participants of 12 active CIIF projects. A total of 1,011 household survey questionnaires were collected. The response rate for the household survey is 55.40%.

### Demographic profile

6. Table I below shows the housing types, sex, age and marital status of household survey respondents and project respondents. Over 72% household survey respondents and project respondents live in public housing. Around 20% and 16% household survey respondents and project respondents live in flats under Home Ownership Scheme respectively. Our sample could present the population of households from public housing and home ownership scheme but not private housing.

Table I: Demographic profile of household survey respondents and project respondents (I)

	Household Survey Respondents (N=1,011)	Project Participants (N=247)
<b>Housing Types</b>		
Public Housing	739 (73.1%)	177 (72.0%)
Home Ownership Scheme	204 (20.2%)	39 (15.8%)
Private Housing	68 (6.8%)	30 (12.2%)
<b>Sex</b>		
Female	611 (60.4%)	211 (85.4%)
Male	400 (39.6%)	36 (14.6%)
<b>Age</b>		
Below 16	/	5 (2.0%)
16-20	150 (14.8%)	29 (11.7%)
21-40	147 (14.5%)	18 (7.3%)
41-60	609 (60.2%)	165 (66.8%)
61 or above	103 (10.2%)	30 (12.1%)
<b>Marital Status</b>		
Married	604 (59.7%)	163 (66.0%)
Single	326 (32.2%)	57 (23.1%)
Divorced	58 (5.7%)	16 (6.5%)
Widowed	21 (2.1%)	10 (4.0%)

7. As shown in Table I, around 60% of the household survey respondents are female whereas 85% of the project respondents are female. Two groups of

respondents share a rather different picture in gender composition.

8. Besides, over 60% of two groups of respondents are middle age people and married. Two groups of respondents show a rather similar picture in age composition and in marital status.

9. Table II below shows respondents' number of years of living in Hong Kong and TSW, their education level and working status.

Table II: Demographic profile of household survey respondents and project respondents (II)

	Household Survey Respondents (N=1,011)	Project Participants (N=247)
<b>Number of years of living in Hong Kong</b>		
Since birth	447 (44.2%)	115 (46.6%)
11 years or longer	432 (42.7%)	86 (34.8%)
6-10 years	90 (8.9%)	27 (10.9%)
0-5 years	41 (4.1%)	12 (4.9%)
<b>Number of years of living in TSW</b>		
Since birth	96 (9.5%)	6 (2.4%)
11 years or longer	391 (38.7%)	116 (47.0%)
6-10 years	321 (31.8%)	64 (25.9%)
0-5 years	197 (19.5%)	35 (14.2%)
Not mainly living in TSW	5 (0.5%)	1 (7.3%)
<b>Education level</b>		
Primary school or below	221 (21.9%)	54 (21.9%)
Form 1 to Form 3	261 (25.8%)	81 (32.8%)
Form 4 to Form 7	402 (39.8%)	88 (35.7%)
Sub-degree programme, degree or above	122 (12.0%)	20 (8.1%)
<b>Working Status</b>		
Full-time job	304 (30.1%)	11 (4.5%)
House wife	287 (28.4%)	155 (62.8%)
Full-time student	179 (17.7%)	39 (15.8%)
Unemployed	66 (6.5%)	14 (5.7%)
Retired	63 (6.2%)	6 (2.4%)
Part-time job/ unstable job	106 (10.4%)	18 (7.3%)

10. From Table II, around 44% of household survey respondents and around 47% of project respondents have lived in Hong Kong since birth respectively. There were less project respondents (34.8%) than household survey respondents (42.7%) who have been living in Hong Kong for 11 year or longer. Different from the result of household survey respondents (39%), there were 9% more project respondents have lived in TSW over 11 years (47%). Nevertheless, only 2.4% of the project respondents have lived in TSW since birth, which is less than that of the household survey respondents (9.5%).

11. From Table II, nearly half of the project respondents and household survey respondents have received Form Three education or less. Higher proportion (12%) of household survey respondents is having education at sub-degree level or above, thus suggesting the general education of the project respondents is lower than that of household survey respondents.

12. The working status among two groups of survey respondents is quite different. There were more “house-wife” among project respondents, which is double to that of household survey respondents. Around 30% of household survey respondents whereas only 4.5% of project respondents worked in full-time.

#### Knowledge of and participation in CIIF projects

13. Among 1,011 household survey respondents, 10% of them have heard about CIIF while only 8 of them indicated that they have participated in CIIF projects. It is found that project A3 and A1 are the most popular projects. These two projects were school-based projects. It may help promote the projects as project information was easily accessible to both parents and students. Besides, it is found that project A3 made good use of multimedia tools to promote the project.

#### **Qualitative inquiry and research output**

14. A total of 21 participant observations were conducted to 16 active projects. Besides, for those active projects, a total of 54 individual semi-structured interviews and 11 focus groups with project participants were conducted. Furthermore, a total of 19 and 8 semi-structured interviews with project operators and project collaborators were done respectively. For those completed projects, interviews with the project operators of 8 projects and interviews with project participants were conducted for 2 projects. Apart from interviewing project operators and participants, a total of two focus groups have been conducted with CIIF committee members and CIIF Secretariat. Another focus group interview with representatives from District Planning

and Co-ordinating Team of Social Welfare Department (Yuen Long) is also conducted.

## **Social capital development**

### Associational participation

15. A total of 106 household survey respondents (R2)<sup>1</sup> (10.6%) reported that they had participated in community organizations. Among the 247 project respondents (R3)<sup>2</sup>, 48% (118) of them reported that they have participated in other community organizations. It seems that project respondents (R3) were more likely to have associational participation in TSW than household survey respondents (R1 and R2).

### *Types of community organization*

16. Around 60% of R2 participated in non-government welfare organizations and 20% in religious organizations. Similar to that of R2 respondents, around 60% of R3 participated in non government welfare organizations. Besides, about 9% of project respondents reported that they participated in mutual aid committees (MACs). The fact that project respondents were more likely to engage in MACs might be explained by: i) CIIF projects always cooperated with MACs, members of MACs became active participants of CIIF projects; and/ or ii) project respondents became MACs members because they care about the development of the estate they lived.

### *Level of participation and frequency of participation*

17. R2's level of participation in these community organizations was also explored. Only 40% of them (42) expressed that they were active or very active in participating in those community organizations. However, 87% of R3 reported that they were active or very active in participating in the 1<sup>st</sup> community organizations apart from the CIIF organizations they joined. Besides, around 48% of R2 and 78% of R3 reported that they participated in community organization twice a month or more. These results suggest that project respondents were more active in community organizations than the household survey respondents.

### *Overlapping membership*

18. More project respondents (R3) (60%) expressed that there was some overlap of membership in the community organizations they joined than household survey respondents (R2) (53.3%). There is a potential for not only the network building among members but also resources sharing among community organizations.

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<sup>1</sup> For clarity of presentation, this group of respondents will be dubbed R2 to differentiate from R1, household survey respondents who reported having no experience in associational participation.

<sup>2</sup> For clarity of presentation, project respondents will be dubbed R3.

*Heterogeneity/Homogeneity of associational membership*

19. Heterogeneity/homogeneity of associational membership is also a matter to social capital development, around 87% and 70% of the R2 respondents expressed that members of those community organizations they participated in were mostly of different political viewpoints and were mostly of different religion respectively. For R3, over 90% of them indicated that there were differences in political viewpoints and religion. In addition, over 75% of R3 also indicated that members of those community organizations they participated in were mostly of different home town, level of education and age groups. Members' backgrounds were quite different in those community organizations that R2 and R3 joined. There is a great potential for the development of social capital since members are diverse, the resources they could bring to the community organizations or other members could also be diverse.

*Familiarity among members and organizers of the community organization*

20. Familiarity among members and organizers is also an important element for residents to build up bonding social capital. Around 58.6% and half of R2 respondents expressed that they were somewhat familiar or familiar with other members and organizers of the community organizations they involved respectively. However, around 80% and over 85% of project respondents (R3) reported that they were somewhat or very familiar with other members and organizers of the community organizations respectively. Since most R3 were more active and spent more time in those organizations than respondents from the household survey, this result should not come as a surprise.

*Implication of associational participation of TSW residents*

21. Project respondents (R3) were more likely to participate and more active in community organizations, while only 10% of household survey respondents (R1 and R2) mentioned that they had associational participation. R3 might have gained more information about their community and developed greater concern for their community. This in turn triggers off further aspiration and behavior to participate in other community organizations.

22. Concerned parties of community organizations as well as the operators of CIIF projects should capitalize the potential of overlap and heterogeneous membership and encourage their members to bring the resources from other organizations to the CIIF projects. They should also have better understanding on the associational life among TSW residents, recognize their participation and make the

best use of these community assets.

#### Participation in CIIF projects (R3 only)

##### *Length of membership in CIIF projects*

23. Around 32% of project respondents (R3) joined CIIF projects for over two years and 22% of R3 for one to two years.

##### *Level of participation, frequency, time spent and programme planning in CIIF projects*

24. Around 80% of project respondents (R3) indicated that they were active or very active in participating in CIIF projects. Moreover, over 80% of project respondents reported that they participated twice a month or more. It is found that over 80% of R3 spend five hours a month and around 45% of them spent more than 10 hrs. All these results suggest that R3 were very active in CIIF projects and spent quite a lot of time on CIIF projects. There were around 65% of R3 who had involved in programme planning.

##### *Heterogeneity/Homogeneity of membership among CIIF projects*

25. Over 90% of project respondents (R3) indicated that there were differences in political viewpoints and religious belief. Around two-third of R3 indicated that project respondents were with different level of education, home town, nationalities, age groups, occupations and gender. When compare this result with that of R2 respondents, there were more R3 indicated the differences. This result suggests that members among CIIF projects may be more diverse than those community organizations that household survey respondents participated in.

##### *Familiarity among members and with organizers*

26. Over 78% and nearly 84% of project respondents (R3) expressed that they were very or somewhat familiar with the project respondents and with the project operators of the CIIF projects respectively. It seems that R3 have good foundation to build up particularized trust among themselves and institutionalized trust on the project operators as well.

#### Structure of collective action and problem solving, and help given to various needs/problems in TSW

##### *Needs and needs satisfaction*

27. Nearly 90% of household survey respondents (R1and R2) expressed that they had needs on health services/clinics and 80% of them indicated the needs were

unmet. Around 57% of R1 and R2 also expressed that they had the needs of job training and employment services and 78% of them indicated this need was unmet. For project respondents (R3), the two most commonly perceived needs are “job training/employment services” (78%) and health services/clinics respectively (93%). There were more R3 than household survey respondents (R1 and R2) say ‘yes’ to 7 out of the 10 needs. It is also found more project respondents express their needs were not met consistently except the two most common needs. Indeed, it is a positive sign as R3 could identify the unmet needs. This is the necessary step for further improve the whole situation of the community.

#### *Help given to various needs/ problems*

28. Respondents were asked about whether someone will offer help if a person encounter personal crisis and financial crisis. It is found that more project respondents (R3) indicated that someone would offer all three kinds of help, namely help to personal crisis, financial help and non-financial help than household survey respondents (R1 and R2). It seems that R3 always trust that the community and think that someone would offer help to the needy.

29. Instead of personal networks such as family members or friends that household survey respondents (R1 and R2) always mentioned, project respondents (R3) were more likely to indicate formal institutions such as NGOs, government and members of District Council would offer these three kinds of help. This is a kind of linking social capital. However, more R1 and R2 expressed that neighbours could offer these help than project respondents, indicating R1 and R2 had good impression on their neighbourhood relationship.

30. Respondents were also asked about whether someone would offer help if a person needs to handle minor matters during the time they leave their home. Around 27% (274) of household survey respondents (R1 and R2) thought that no one would offer help while others think that relatives (who do not live together) (47.0%) , neighbours (19.3%), other (3.5%) and anyone from the community (2.9%) would offer help to family who have this need.

31. For project respondents (R3), only around 14.9% of them indicated that no one will offer help whereas 36% and 28.5% expressed that relatives (who do not live

together) and neighbours will offer the help respectively. There was less R3 thought that no one will help. It again shows that R3 had more confidence that people from the community would help the needy families.

32. When asked about whose help they will ask in taking care of children if they have emergency, over 40% of the household survey respondents (R1and R2) mentioned other family members' help, while nearly half (48%) of the project respondents (R3) mentioned neighbours. This percentage is nearly double when compare this result with that of R1and R2 (28.5%). There were more R3 indicated that they would ask for help from organizations, again indicating the existence of linking social capital.

#### *Conflict resolution*

33. Community capacity could also be indicated by the structure of problem solving. About 260 (25.9%) household survey respondents (R1and R2) expressed that neighbours could help resolve conflict, thus implying that neighbours are not only interested in their own welfare, but also what happen in the community. Different from R1and R2, project respondent (R3) always thought that conflict could be resolved by member of informal network such as family members (38.5%) and neighbours (35.8%), thus indicating community capacity of TSW is quite strong.

#### *Structure of collective action*

34. Around 73% of household survey respondents (R1and R2) expressed that the government, political leaders/parties, community organizations, community leaders and neighbours would get together to take actions on solving community problems while around 83% of project respondents (R3) expressed that different parties would join together to take actions. Only 16.8% of R3 expressed that no one in the community would get together to take action to address community problem in TSW, which is much less than the R1and R2 (26.6%). This finding suggests that as R3 were more active in community participation and and therefore knew different parties from the community who would join together to tackle community problems.

35. In addition, the percentage of project respondents (R3) (60%) who thought that neighbours would get together with other parties to tackle the community problems is 1.5 times of the respondents in household survey (R1and R2) (40%). It

seems that more project respondents recognized neighbours' contribution in improving the situation of TSW. This result indicates that TSW as a community has the capacity to deal with community problem not just by certain formal or organized groups of people, but the general residents/ neighbours too.

#### *Diversity in community and problems of diversity*

36. Around 67% and 64% of household survey respondents (R1and R2) indicated that there were differences between locally born and new arrivals and in education level (among residents) in TSW respectively. R1and R2 thought that differences between locally born and new arrivals (74%) and in education level (among residents) (64%) would bring negative impact to the community. Around 73% of project respondents (R3) indicated that differences existed between people who were born locally and new arrivals and 77% of them thought that these differences would bring negative impacts on TSW. It is apparent that more R3 than R1and R2 perceived "differences" and the negative impact. In addition, more R3 indicated all the 9 problems of diversities exist in TSW and thought that 7 out of 9 problems would have negative impact. Although this finding might present a rather gloomy picture, it is however possible that as R3 are more concerned about the community and therefore are more sensitive to the differences and their problem potential than general residents in TSW.

#### *Collective action*

37. There were 439 (43.9%) household survey respondents (R1and R2) knew that TSW residents had taken action to tackle problems in TSW last year. Among R1and R2, 54 (12.3%) of them have joined these actions. For project respondents (R3), there were 131(58.3%) R3 knew these collective actions of TSW residents. Among them, 57 (46%) of them have joined these actions, suggesting that R3 are more participative in collective action in addressing community problems.

#### TSW residents' stock of social capital

##### *Willingness to contribute money and time to community project which does not make direct benefit*

38. Among the three groups of respondents, R2, household survey respondents with experience in associational participation is the group most willing to contribute money (61.0%), R3, the project respondents are less likely to do so (56.6%) and R1,

household survey respondents without experience in associational participation is least likely to do so (50.9%). A different result is obtained when asked whether they would contribute time. R3 is the group most willing to contribute time (93.3%), followed by R2 (68.6%) while only half of R1 are willing to do so. Associational participation seems to have significant bearing on whether the residents are willing to contribute (time) for common cause of action. It seems that participation in CIIF projects definitely strengthens residents' willingness to contribute to others in the community.

### *Civic Engagement*

39. Among the three groups of respondents, R3 was most active in 9 out of 13 activities. R3 are more likely than the other two groups in volunteering for a charitable organization (83.4%) and actively participate in community activities (80.2%). Besides, R2 was more likely than the other two groups in making monetary or in-kind donation (81.9%). The mean test for civic engagement score shows that R1 scored the lowest (2.28) while R3 scored the highest (4.83, showing that project respondents are civically more active than the other residents in TSW. These findings again confirm the strong relationship between associational participation and civic participation, a core dimension of social capital development (in civic engagement), and.

40. Through in-depth interviews with project respondents (R3), it is also found that they were more aware of and concerned about the issues that occur in the neighbourhood or in the TSW community. Project respondents (R3) became more confident and being empowered as they already proved themselves that they served the community. Project respondents (R3) also mapped out feasible strategy to help people in the community who were in need. Their format of civic engagement was more diverse.

### *Trust and enhancement of the neighborhoods relationship*

41. Project respondents (R3) obtained the highest mean scores in five out of nine statements regarding 'trust'. They are more likely to believe that residents in TSW are more willing to trust each other and have the highest 'particularized trust'. Both groups of respondents who have experiences in associational participation (R2 and R3) have higher generalized trust than those who do not participate in

associations, thus indicating the positive relationship between associational participation and trust, a core dimension of social capital.

42. Through in-depth interviews, it is found that project respondents (R3) got to know their neighbours who were not CIIF project participants through their participation. Mutual support was found among R3 and their neighbours. It is also found that particularized trust could be developed gradually among R3 as they gained a lot of common experiences and became more familiar after joining the programmes. Trustful relationship was also developed between the R3 and their neighbours or other participants they served in the programmes. R3's generalized trust, especially for those new arrivals, was also developed. The positive experiences of getting along with Hong Kong people help R3 who were new arrivals build up good impression of and generalized trust towards Hong Kong people.

#### *Norms of reciprocity*

43. Among eight statements with regard to norms of reciprocity, the mean scores of R3 were highest in five statements. Specifically, project respondents (R3) were more likely to agree that TSW residents are willing to contribute time and money toward common development goals for TSW and they are more willing to do so than residents of other community. In addition, R2 was most likely to believe that help would be available for those in needs in TSW and were most likely to pay attention to the opinions of others in TSW. These findings clearly indicate the existence of 'norms of reciprocity' especially among R2 and R3 and support the claim that associational participation is positively associated with the 'norms of reciprocity', a core dimension of social capital.

44. The in-depth interview findings also suggest that reciprocal relationship was also built up among the project respondents (R3) in which the recipients of help and support were able to repay those people who have helped them. The sense of reciprocity was also generalized such that these R3 were also willing to help the general public (non-group members).

#### *Acceptance and understanding*

45. Through in-depth interviews with project respondents (R3), acceptance of

the new arrivals by local Hong Kong people was found. Moreover, through participating in different types of volunteer services, R3 better understood people of different age groups.

*Bonding social capital and supports among project respondents*

46. The in-depth interview findings also suggest that bonding social capital among project respondents (R3) has been developed. Support groups/ networks are formed among people in the neighborhood as well as people having common interest. With the establishment of the above groups/networks, social support, emotional support, financial support, tangible support and information were reciprocated among members.

*Bridging social capital*

47. In addition, it is also found that bridging social capital was developed among project respondents (R3). R3 were able to obtain the resources brought about by people of different backgrounds which would otherwise be unavailable to them. R3 learnt from different professionals and developed the skills that enabled them to seek employment and this increased their chance of earning money.

*Collective civic participation*

48. About 83% of R3 and 81% of R2 agreed or strongly agreed that residents would be called upon to participate in making decision over policy that aims to improve TSW. Besides, over 77% of R3 and nearly 70% of R2 and R1 also believed that residents of TSW are will to participate in community affairs. The results imply that majority of TSW residents believe in collective civic participation and this could be regarded as strong signal of a rich stock of social capital in TSW.

*Sense of belonging and sense of influence*

49. All the three groups of respondents reported a very strong sense of belonging to the community. Regarding the sense of influence, both R3 and R2 scored higher than R1 in believing other residents and themselves can make TSW a better place to live. However, all the three groups were the same in thinking that they were not as influential as others residents in making TSW a better place to live.

### *Views of community harmony*

50. There were over 80% of R1 and R2 respondents consider TSW residents are having harmonious relationship whereas about 75% of R3 respondents thought so. These results indicate a large majority of the respondents regard TSW as a harmonious community. However, when asked about whether they find TSW is more conflictive, only around 50% to 60% of the respondents disagreed that “compared with other villages/neighbourhoods, TSW is more conflictive”. The reasons why these respondents hold negative views should be further explored.

### *Overall implication*

51. Associational participation matters for both social capital and community capacity development. CIIF projects functioned very well in building up social capital among their participants in TSW. Respondents of two surveys always expressed TSW residents have positive impression of the community they lived in and believed that people there have the will and the ability to improve the situation of TSW.

### **Impact of CIIF projects on individual and community well-being**

#### Impact of associational participation on well-being (household survey respondents (R2)/ project respondents (R3))

52. Project respondents (R3) indicated that they got to know more friends after participated in CIIF projects (90%); learnt new knowledge and skills and had the chance to make a contribution to society after the participation (70%); got to know more information and their sense of belonging to community were increased (60%). When compare with R2, CIIF project respondents were apparently more able to have positive impact on well-being as a result of their associational participation. Project respondents are four times more likely than R2 to “Have the chance to contribute to society” and three times more likely to have “increased sense of belonging to community”. The results indicate the significance of the CIIF projects in bringing benefits to the TSW community as a whole.

#### Impact on individual’s well-being (R3)

##### *Personal growth and changes*

53. Project respondents (R3) felt empowered and their sense of competence was enhanced. They became more confident and were willing to extend their social network. They were willing to help more people and contributing themselves to serve

the community.

*Improvement of relationship within family*

54. Many project respondents (R3) mentioned that their relationships within family members were improved. As they learnt skills to communicate with children and elderly, they also applied these skills with their family members. This resulted in better communication and improved relationships with their family members.

*Enhancement of civic participation with mutual support from project participants*

55. Different kinds of mutual support were exchanged among project participants. With these mutual support, project participants were more empowered to participate in civic matters.

*Increase of income and job opportunities*

56. Project participants who had joined capability building projects expressed that their career plan become clearer and they could find job or gain income generation opportunities.

*Establishment of sense of belonging and satisfaction*

57. Project participants expressed that as their sense of belonging towards the community has been built up, they became more concern about the development of the community and involve in community affairs and become. This participation brought them sense of satisfaction which motivated them to have further participation.

Contribution of CIIF projects to the well-being of the Tin Shui Wai community

*Response to the needs of Tin Shui Wai residents*

58. Project operators had mobilized resources in the community to help the needy people in TSW. In particular, CIIF projects organized many neighbourhood support programmes like afterschool programmes which aimed at helping children whose parents were at work. TSW residents could feel more relieved after joining the programmes organized by the CIIF projects.

*Prevention of domestic violence and crime*

59. Project participants' relationships with their family members were improved after joining the CIIF projects. Besides, project respondents would pay

attention to those “at risk/ withdrawn family”. Their function as “safety valve” and “guardian angels” in the estates may help prevent domestic violence and help fighting crime in the community.

#### *Generation of new job opportunities*

60. Project participants further developed their job-related knowledge and skills and expanded their social networks after joining the training offered by business operators. As a result, they could gather and exchange job related information within networks and find it easier to enter the labour market than before.

#### *The building of community capacity*

61. Residents’ (project respondents) increase in sense of capability facilitates them to extend their social networks in the community. Project participants now have strong sense of belonging towards the community and want to improve the situation of TSW by contributing themselves. Social economy is developed as alternative since residents now could use their networks for barter purposes. Indeed, residents with different abilities and resources gathered through participating in the CIIF projects and their assets are turned into community assets. Project participants have potential ability to bring about community change.

62. Community organizations also contributed to build up community capacity. Through collaboration, their advantages could be well-utilized and their services could be extended to other sectors of the community. The situation of minority individuals and communities was improved. It is found that local people in TSW had changed their perception about new arrivals after they joined the CIIF projects. Local people also acknowledged new arrivals’ talent as well as their culture. All these findings suggest that TSW has laid good foundation in building community capacity.

#### **Impact of CIIF projects on business and welfare sector**

63. In addition, it is also found that CIIF projects brought a lot of positive impact on the business and welfare sectors. For business partners, CIIF projects provided platforms or opportunities for staff development. Moreover, as these business partners developed a culture of caring and serving for the welfare of community, they can actually practice corporate social responsibility (CSR). This

participation thus enables them to build up positive public image. For the welfare sector, new services were evolved and could potentially be developed into social enterprises that could help the disadvantaged groups to generate income.

### **Good practice models of social capital development**

64. Three models of social capital development, namely estate-based, schools-based and capability building could be identified in this study.

65. Among 17 active projects being studied, a total of 12 projects adopted the “estate-based” model. 16 of these projects were implemented in public housing estates and one in an estate under the Home Ownership Scheme. These projects aimed at promoting harmonious community as well as encouraging the building of social support networks in the neighborhood. The participants are mainly residents of the estate the project served. Volunteer training and building of volunteer teams to serve the community were the effective strategies. For better utilization of resources, collaboration with other CIIF projects such as sharing the pool of volunteers manpower and venues are also common strategy.

66. A total of 2 active CIIF projects were classified as school-based. These school-based projects were located at schools where daily after-school care taking programmes have carried out. These projects developed mutual help groups among the disadvantaged families in schools and they were also connected with community through volunteer service programmes. Volunteer services are significant means as members of disadvantaged families became volunteers to serve the community where they live.

67. A total of 3 active CIIF projects were classified as adopting the capability building model. These projects aimed at developing participants’ interest, knowledge and skills around certain themes with an ultimate aim of enhancing participants’ abilities in finding jobs or earning income. These projects also developed bridging social capital by connecting various professional parties to share their experiences and resources with project participants. Information technology, ecotourism and catering services were some special themes which were found to be effective in fostering social capital development in this community.

## **Critical success factors of the CIIF projects**

### Critical success factors contributing to social capital development

#### *Individual level*

68. At the individual level, time spent in the project is the key factor which affects the outcomes. The more they participated in the programmes and cooperated more with other project participants, the more effective it would be for them to expand their network. Project participants who participated in the projects at different levels have become more confident and their sense of belonging towards the projects and the community become stronger. In addition, the extra-programme contact among project participants is more likely to make the relationship and social capital sustains even the project is ended.

#### *Project level*

69. Project operators scheduled the most suitable/ flexible time to conduct the programmes could facilitate participants' participation. Project operators' encouragement and coaching contribute to the growth and positive changes of the project participants. Project was always successful if it provided the platform for participants' to contribute their knowledge and skills for common good. Sense of community could only be built if project participants had the platform to make contacts with the community. It is also important for the project operators to identify the community needs and recognize the strengths of certain target groups and find ways matching them. Engaging the mass media can help promote the project, build up its "brand name", and helps increase the project participants' chance of employment and opportunities for income generation. Other success factors include: project operators' knowledge of the relational dynamics among community organizations and helping the collaborators to understand more about the rationale as well as the needs of the project; project operators could plan for the route for participants' continuous participation in the community. "Referring" the project participants to other NGOs could be one method.

#### *Community level*

##### Inter-organization collaboration

70. It is found that CIIF projects in TSW always collaborated with different kinds of community association. These collaborative efforts often brought benefit not

just to project participants but also the whole community. CIIF projects were strategic partner among themselves and in doing so they could ensure that there were no overlapping so that resources could be utilized efficiently. Schools were always key collaborators of CIIF projects in TSW. Nearly all CIIF projects have collaborated with schools and the format of collaboration was not limited to the promotion of projects or the provision of volunteers but the building of strategic partnership for long term and in-depth collaboration.

71. Collaboration with PTAs helped the CIIF projects recruit volunteers. CIIF projects also collaborated with other NGOs in the community to develop opportunities for the project participants to serve the needy people and the community. Through collaborating with MAC/OC, CIIF project operators were able to recruit participants and provide services to residents. This mode of service provision was founded to be more sustainable. CIIF projects' collaboration with churches encourages the building up of relatively stable supporting relationships among members of churches and project participants. Collaboration with estate management companies, estate management advisory committee (EMAC) and community organizations allowed the projects to have more resources both in programme implementation and consolidation of the project's development in the community since the collaboration helped link up strategic community partners like MACs, district council members and residents. Project operators collaborated with different kinds of business operators or art and cultural organizations which they became the tutors and mentors of project participants. Project participants therefore have built up relatively stable relationships with people of different background and gained opportunities to broaden their horizon.

Supports and resources from CIIF Secretariat

72. CIIF Secretariat took the initiative to contact different types of association in the community and encouraged different stakeholders to apply for the fund. CIIF Secretariat also provided successful models of practice for the reference of associations who were interested to apply for the fund. The briefing seminar organized by the Secretariat always helped project operators to understand more about the requirement. Secretariat's comment on the proposals helped the applicants to sharpen the project focus, clarify and modify the proposals. All these were helpful to

the subsequent project implementation. CIIF Secretariat had also organized community-based seminar in TSW for all the CIIF projects operators there. This provided a “formal” platform for them to exchange experience and networking, thus building a foundation for later collaboration. CIIF Secretariats and CIIF committee members also utilized their networks to facilitate the development of the CIIF projects. The establishment of SC.Net is an important CIIF strategy in linking projects with experts and mentors.

#### Role and function of SWD

73. Social Welfare Department (Yuen Long District) (SWD) also encourages the development of CIIF projects in the community. SWD communicates with different government departments in the community to assess the community needs and explore different resources. Project operators could share the development of CIIF projects and explored different opportunities of collaboration in different platforms provided by SWD.

#### Critical success factors contributing to sustainability of outcomes

74. At individual level, whether project participants have further interaction with other participants affects the sustainability of social capital development. For those project participants who have further contacts with each other after the programmes, stronger relationship and mutual exchanges or support among them were also apparent.

75. At project level, project operators had planned the route for project participants’ continuous participation or involvement in the community. “Referring” the project participants to join other NGOs is another method to ensure the sustainability of community participation.

76. Collaboration is the critical success factor at community level. If reciprocal relationship could be built, the motivation for those community organizations to maintain the collaboration could be increased. CIIF Secretariat’s support and their facilitation to CIIF projects are crucial. Inter-project collaboration increased obviously after the community seminar.

### Difficulties and constraints

77. There were several notable difficulties and constraints as revealed in the study. These include: i) for project operators that were not based in TSW, they needed to borrow venues or other resources to carry out the programmes, thus spending more time and energy to explore the needs of the community and build up relationship with residents and community organizations; ii) administrative work in reporting and budget virement were heavy burden to some project operators; iii) some types of programmes design may limit project participants' further participation in the projects; and iv) staff reduction or the change of key staff also hampered healthy project development.

### **Reliability and validity test of social capital outcome indicators**

78. Social capital scale used in our study was a 26-item scale with five subscales originally developed by the World Bank. The reliability of the five subscales was assessed using Cronbach alpha coefficients. The underlying structure of the social capital scale was explored by using factor analysis. Generally speaking, the results of reliability test and factor analysis show that statement in each subscale were hanged together while the pattern matrix showed a separation of social capital subscales. From the results of further reliability test after conducting factor analysis, the new subscales of "trust" (with 8 statements), "norms of reciprocity" (with 4 statements) and "sense of belonging and sense of influence" (with 3 statements) were developed. Together with 4-statements subscale of "views of community harmony", the social capital scale with a total of 4 subscales (with a total of 19 statements) is recommended for future use and further examination.

### **Recommendations**

#### Recommendations for the government

79. Social capital could be seen as public good. The government should provide more resources to encourage the development of social capital as it plays a fundamental role in producing public goods. As such, it is recommended that:

- Different government departments can collaborate with CIIF projects, share their networks with CIIF projects, offer chance for projects to promote and link up CIIF projects with organizations in their respective sector;
- Government departments should organize competitions or reward

programmes to acknowledge business companies' outstanding participation and collaboration with the welfare sector; and

- Government institutes incentive schemes or measures such as provision of subsidy or tax allowance to facilitate further development of innovative services and social enterprise.

#### Recommendations for CIIF Secretariat

80. In view of the difficulties and constraints encountered by project operators, CIIF Secretariat is recommended to:

- Take effective measures to ensure that organizations receive enough support and resources to implement the project, especially for those organizations which are not based in the TSW;
- Carry out community-based workshops at different districts to foster collaboration among project operators of different projects;
- Facilitate project operators to form mutual support networks;
- Further enhance their promotion work as the more people learn about it, the more people would be attracted to participate and more social capital can be developed; and
- Encourage the collaboration between business sector and welfare sector, and to render support and provide platform to foster mutual understanding of expectations and the formats of collaboration; in particular, information needed to be shared include:
  - on the characteristics of welfare organizations and business companies,
  - the value each party uphold and the possible differences ;
  - profile of the districts; and
  - unique attributes of certain groups of services.

#### Recommendation for government and CIIF Secretariat

81. It is worthy for CIIF Secretariat as well as the government departments to note that human resources are gravely needed to sustain and further develop the innovative services or transform them into social enterprises. It is recommended that CIIF Secretariat should document models adopted by projects, assess the outcome of different models. Besides, as CIIF has been set up for 10 years, it is worthy for CIIF Secretariat to examine the sustainability of CIIF projects and develop tools for

measuring sustainability. CIIF Secretariat may support more academic research to help consolidate the experiences and conduct sustainability research.

#### Recommendations for project operators

82. Organizations should seriously consider their capacity in launching the projects when contemplating to apply for the Fund. In particular they need to consider the feasibility and applicability when considering replicate a particular model or strategy as different community may have their unique characteristics.

83. Project operators should find the entry-point to attract the participation of residents from private housing. If the rationale, purpose, details, role of participation as well as the outcome of the participation are succinctly explained and understood. They would most likely be joining the projects. It is believed that bridging social capital could have better development if people diverse backgrounds are involved.

84. Collaborating with schools is an effective way to promote CIIF projects. It is recommended that projects which do not adopt the school-based model could also promote their projects through collaboration with schools. Well-use of multimedia is another effective strategy to promote the projects. It is recommended that project operators could promote their projects through different platforms on internet, such as the youtube, facebook, blog, webpages, especially those projects that aim to solicit young people's participation. Project operators should also continue to develop "win-win" relationship through collaboration with different community organizations.

85. Overlapping membership could help the community organizations to exchange their resources. Project operators should observe and assess this phenomenon and make effective use of it to generate positive effects. Project operators should also capitalize on the heterogeneity of membership of project participants and provide platforms for different members to contribute their resources.

86. It is essential that there are sufficient platforms for residents to join, particularly at the programme planning level so as to enhance both personal capacity and social capital. As such, project operators could form various working groups with which to: i) encourage members' participation; ii) enhance familiarity among members through interaction and cooperation; and iii) connect participants with their

community.

87. When residents see the problems arising from unmet needs in the community, they would become critical. As such, project operators should: i) discuss with the project participants to facilitate further understanding of the situation; and ii) discuss possible action they can take to improve the situation.

88. Difference or diversities that exist in the community could have negative impact. As such, project operators should also note of these problems and help reduce the negative impact by organizing programmes that facilitate participants to consolidate their experiences and further understand the situations with a view to address the “misunderstanding” or “mistrust” that might exist.

89. Project operators should take initiatives to assist project participants’ knowledge and skills of civic engagement.

90. Both project operators and business partners should understand each others’ concern and expectations and explore the ways of collaboration based on sincere communication.

91. Project operators and project participants should consider with great care when determining whether to expand the innovative service they have developed or to maintain its status quo.

#### Recommendations for further study

92. Further study, possibly taking the longitudinal approach, is recommended to: i) examine the sustainability of CIIF projects, such as the forms of sustainability as well as factors which contribute to the sustainability of the project outcome and social capital development in the longer term and develop the tools for measuring sustainability; ii) explore the differences, if any, on social capital development between Hong Kong people and new arrivals; iii) international comparative study on community residents’ associational participation and social capital development; iv) explore why residents were not active in community problem-solving activities so as to shed light on the strategies that could foster the rate and level of social participation;

and v) explore why the norms of reciprocity generally exist in TSW but half of the respondents think that people there only care for themselves.

93. In this study, a social capital scale has been developed. Further study is recommended to examine whether the statements in social capital scale could reflect different concepts of social capital from the perspective of local people as the statements were all from overseas. It is also recommended that project operators can start using this scale to measure the social capital outcome of their projects. Similar study with the same measurement tool could also be carried out to explore the social capital outcome of CIIF projects in different districts. The results could help us to further develop and validate the scale to measure social capital in Hong Kong.

## 摘要

### 背景

近年，在天水圍發生的家庭慘劇往往都成為了傳媒及社會大眾的焦點。有見及此，不同的群體及相關的組織致力重建天水圍的社區氣氛及改善居民的生活質素。社區投資共享基金是這些組織的榜樣及先驅。截至 2012 年 6 月，基金共資助超過 35 個於天水圍執行的計劃。

### 研究目標

2. 由於社區投資共享基金（以下簡稱基金）在天水圍共資助了 29 項（截至 2010 年）計劃，這些計劃能否有效地建立社會資本及社區能力，並為天水圍社區及其居民的福祉帶來正面影響皆是基金及公眾的關注。有見及此，本研究有以下三個目標：

- 1) 瞭解基金計劃能否成功促進參加者及非參加者社會資本的建立；
- 2) 記錄社會資本建立的機制及識別基金計劃的成功因素及良好實踐；
- 3) 瞭解社會資本的建立對計劃參加者及天水圍福祉的影響。

### 研究方法

3. 本研究同時採用質性及量化的研究方法。基金計劃的參加者及非參加者皆是本研究的對象。共有 17 個正在推行（截至 2010 年 11 月）及 10 個已完成的計劃參與此研究。

### 住戶調查及計劃參加者問卷調查

#### 問卷的制定

4. 本研究透過住戶調查及計劃參加者問卷調查搜集量化研究所需的資料。本研究的問卷是參考世界銀行社會資本主題小組（2002）而制定的。相較其他學者或研究所制定的問卷，世界銀行社會資本問卷所包含的內容較完整。然而，基於香港及天水圍的獨特性，問卷的部份內容稍作修訂並簡短化。基金計劃參加者及天水圍的住戶皆填寫同一份問卷，但前者需要回答有關參與基金計劃狀況的相關題目。

#### 回應率

5. 本研究共收到來自 12 個基金計劃共 239 份計劃參加者的問卷。在住戶調查方面，本研究成功訪問了 1,011 位天水圍的住戶，回應率為 55.40%。

## 基本資料

6. 表 I 顯示了受訪住戶及計劃參加者居住的房屋類型、性別、年齡及婚姻狀況。超過 72% 受訪住戶及計劃參加者住在公共房屋，分別約 20% 受訪住戶及 16% 計劃參加者住在居屋。本研究的樣本較能反映公共房屋及居屋住戶的狀況。

表 I: 受訪住戶及計劃參加者的基本資料 (I)

	受訪住戶 (N=1,011)	計劃參加者 (N=247)
房屋類型		
公共房屋	739 (73.1%)	177 (72.0%)
居屋	204 (20.2%)	39 (15.8%)
私人屋苑	68 (6.8%)	30 (12.2%)
性別		
女	611 (60.4%)	211 (85.4%)
男	400 (39.6%)	36 (14.6%)
年齡		
16 歲以下	/	5 (2.0%)
16-20 歲	150 (14.8%)	29 (11.7%)
21-40 歲	147 (14.5%)	18 (7.3%)
41-60 歲	609 (60.2%)	165 (66.8%)
61 歲或以上	103 (10.2%)	30 (12.1%)
婚姻狀況		
已婚	604 (59.7%)	163 (66.0%)
單身	326 (32.2%)	57 (23.1%)
離婚	58 (5.7%)	16 (6.5%)
喪偶	21 (2.1%)	10 (4.0%)

7. 在性別方面，女性受訪住戶為 60% (611)。在計劃參加者方面，女性佔 85% (211)。數字反映參加者及住戶受訪者的性別結構不太相同。

8. 在年齡方面，超過 60% 的受訪住戶及計劃參加者是中年人及已婚。數字反映參加者及住戶受訪者的年齡結構及婚姻狀況大致相似。

9. 表 II 顯示受訪者居住在香港及天水圍的年數、教育程度及工作狀況。

表 II: 受訪住戶及計劃參加者的基本資料 (II)

	受訪住戶 (N=1,011)	計劃參加者 (N=247)
居住在港年期		
由出世到現在	447 (44.2%)	115 (46.6%)
11 年或以上	432 (42.7%)	86 (34.8%)
6-10 年	90 (8.9%)	27 (10.9%)
0-5 年	41 (4.1%)	12 (4.9%)
居住在天水圍的年期		
由出世到現在	96 (9.5%)	6 (2.4%)
11 年或以上	391 (38.7%)	116 (47.0%)
6-10 年	321 (31.8%)	64 (25.9%)
0-5 年	197 (19.5%)	35 (14.2%)
並不主要在天水圍居住	5 (0.5%)	1 (7.3%)
教育程度		
小學或以下	221 (21.9%)	54 (21.9%)
中一至中三	261 (25.8%)	81 (32.8%)
中四至中七	402 (39.8%)	88 (35.7%)
非學位大專課程、大學學位或以上	122 (12.0%)	20 (8.1%)
工作狀況		
全職工作	304 (30.1%)	11 (4.5%)
家庭主婦	287 (28.4%)	155 (62.8%)
全日制學生	179 (17.7%)	39 (15.8%)
失業	66 (6.5%)	14 (5.7%)
退休	63 (6.2%)	6 (2.4%)
兼職工作/散工	106 (10.4%)	18 (7.3%)

10. 約 44% 受訪住戶及 47% 計劃參加者在香港出生。與受訪住戶比較 (42.7%)，較少的計劃參加者在香港居住十一年或以上 (34.8%)。約 47% 計劃參加者在天水圍居住超過十一年，但只有約 39% 的受訪住戶居住在天水圍超過十一年，較前者少 9%。約有 9.5% 受訪住戶由出生開始在天水圍居住，但只有約 2.4% 的計劃參加者由出生開始在天水圍居住，較前者為少。

11. 接近一半的計劃參加者及受訪住戶具中三或以上的教育程度。較多比例的受訪住戶有著大專或以上的學歷 (12%)。整體數字反映計劃參加者的教育程度較受訪住戶為低。

12. 兩組的受訪者有著不太相同的工作狀況。較多的計劃參加者是家庭主婦，其百分比是受訪住戶的兩倍。大約有三成的受訪住戶是全職工作，但只有4.5%的計劃參加者是全職工作。

### 對基金計劃的認識及參與

13. 在 1,011 受訪住戶中，約有 10% 的受訪住戶曾聽過基金的計劃。當中共有 8 位受訪住戶曾參與計劃。計劃 A3 及 A1 為最多受訪住戶認識的計劃。由於這兩個計劃皆是以學校為基礎，學校的家長及學生較容易接觸到基金計劃的資料，可見與學校的協作實有助計劃的宣傳。此外，計劃 A3 善於利用各種媒體工具有效地宣傳計劃。

### **質性研究及研究輸出**

14. 在質性研究方面，研究員共探訪了 16 個正進行的計劃，完成了 21 次的參與式觀察、54 個計劃參加者訪問、11 個計劃參加者聚焦小組。除此之外，本研究共完成了 19 個計劃統籌員的訪問及 8 個計劃協作者的訪問。在已完結計劃方面，研究員能與 8 個計劃的統籌員及 2 個計劃的參加者進行訪問。還有，研究員亦曾與基金委員及秘書處同事、元朗社會福利署的代表進行聚焦小組。

### **社會資本發展**

#### 組織參與

15. 在 1,011 名受訪住戶當中，共有 106 名受訪住戶表示他們曾經參與社區組織 (R2)<sup>3</sup> (10.6%)。然而，在 247 名計劃參加者 (R3)<sup>4</sup> 中，共有 118 名 (48%) 參加者表示他們曾經參與社區組織，數字表示較多的計劃參加者參與社區組織。

#### *參與的社區組織的類型*

16. 約有 60% 及 20% 的 R2 分別參與非政府組織及宗教組織。約有 60% 的 R3 參與非政府組織，與 R2 參與非政府組織的百分比接近。然而，較多的 R3 參與互助委員會。基金計劃常與互委會合作，而互委會的委員亦有機會積極參與基金計劃；另外，R3 亦由於他們關心屋邨的發展而成為互委會的委員，這些皆是較多計劃參與者參與互委會的原因。

#### *參與程度及頻率*

17. 在社區組織內的參與程度方面，只有約 40% 的 R2 表示他們積極或十分積極參與社區組織。然而，約有 87% 的 R3 表示他們積極或十分積極參與社區組織（非推行基金計劃的組織）。此外，約有 48% 的 R2 表示他們每月參與社區

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<sup>3</sup> 為方便表達及比較，以 R2 代表曾參與社區組織的受訪住戶，以 R1 代表沒有參與社區組織的受訪住戶。

<sup>4</sup> 為方便表達及比較，計劃參加者會歸類為 R3。

組織兩次以上及 60%的 R3 表示他們每星期參與社區組織一次或以上，結果顯示 R3 比 R2 更積極參與社區組織。

#### *會員的重疊情況*

18. 約有 60%的 R3 表示他們參與的社區組織的會員有部份是重疊的，比 R2 (53.3%) 為多。結果除顯示會員網絡建立的潛力外，社區組織亦可善用會員的部份重疊促使資源互享。

#### *社區組織會員的同質性／異質性*

19. 社區組織會員的同質性／異質性影響著社會資本的發展。約有 87%及 70%的 R2 分別認為大多數組織內的會員都有著不同的政治理及宗教信仰。在 R3 方面，超過 90%的 R3 認為大多數組織內的會員都有著不同的政治理及宗教信仰。而超過 75%的 R3 認為大多數組織內的會員在家鄉、教育水準及年齡組別都有著差異。R2 及 R3 參與的社區組織內的會員都有著不同的背景。如果會員更多元化，他們能為社區組織及其他會員更多元化的資源，社會資本的發展更為理想。

#### *與社區組織會員及組織者的熟悉程度*

20. 與社區組織會員的熟悉程度是建立共鍵式社會資本 (Bonding Social Capital) 的重要元素。約有 58.6%的 R2 表示他們熟悉或大致熟悉其他會員；而約有半數的 R2 表示他們熟悉或大致熟悉組織者。另外，約有 80%的 R3 表示他們熟悉或大致熟悉其他會員；而超過 85%的 R3 表示他們熟悉或大致熟悉組織者。由於大部份的 R3 都更為積極及投放更多的時間參與社區組織，有這樣的結果實在並不意外。

#### *天水圍居民社區組織參與的啓示*

21. R3 較願意及較積極參與社區組織，然而，卻只有約 10%的受訪住戶 (R1 及 R2) 表示他們曾參與社區組織。由於 R3 有著更多的社區資訊及更關心他們居住的社區，因而引發更多參與其他社區組織的意向及具體行動。

22. 社區組織及基金計劃統籌需要善用會員的重疊情況及異質性，鼓勵其會從其他的社區組織引入資源以促進基金計劃的發展。社區組織及基金計劃統籌需要對天水圍居民的社區組織參與情況有一定的瞭解，肯定其參與及善用此社區資產。

#### 在基金計劃的參與 (R3)

##### *參與基金計劃的年期*

23. 約有 32%的 R3 參與基金計劃超過兩年，而約有 22%的 R3 參與基金計劃一至兩年。

### *參與層次、頻率、時間投放及參與活動策劃*

24. 約有 80% 的 R3 表示他們十分積極或積極參與計劃。超過 80% 的 R3 表示他們每月參與計劃兩次或更多。超過 80% 的 R3 每月參與計劃時數超過 5 小時，而約 45% 的 R3 的參與時數更加超過 10 小時。這些結果反映 R3 積極參與計劃並投放很多時間在計劃中。此外，約有 65% 的 R3 表示他們曾參與活動的策劃。

### *基金計劃參加者的同質性／異質性*

25. 超過 90% 的 R3 表示基金計劃的參加者有著不同的政治理念及宗教信仰。約三分之二的 R3 表示基金計劃的參加者在教育水準、籍貫、種族、年齡組別、職業及性別都有著差異。與 R2 的結果比較，較多的 R3 認為有著差異。結果反映 R3 較受訪住戶 (R1 及 R2) 參與的社區組織內的會員有著較不同的背景。

### *與基金計劃其他參加者及組織者的熟悉程度*

26. 超過 78% 的 R3 表示他們與其他參加者十分熟悉；而約有 84% 的 R3 表示他們與計劃組織者大致熟悉。從參加者與基金計劃其他參加者及組織者的熟悉程度可見，R3 有著良好的基礎以建立彼此的特定信任及對計劃組織者的機構性信任。

### *集體行動的結構、問題解決及對各種需要／天水圍問題提供的協助*

#### *需要及需要的滿意度*

27. 約有 90% 的受訪住戶 (R1 及 R2) 表示他們有著「醫療保健/診所服務」的需要，而其中約 80% 有需要的 R1 及 R2 表示他們的需要未能滿足。約 57% 的 R1 及 R2 表示他們有「工作訓練及就業」的需要。在計劃參加者 (R3) 方面，最多 R3 表示有著「工作訓練及就業」(78%) 和「醫療保健/診所服務」(93%) 的需要。在七項需要 (共提問了十項需要) 當中，表示有該項需要的 R3 的百分比較 R1 及 R2 為高。除了當中的兩項需要外，整體上，表示需要未被滿足的 R3 的百分比亦較 R1 及 R2 為高。基於 R3 能夠指出未被滿足的需要及反映處境，是進一步改善社區的重要一步，因此結果是有正面影響的。

#### *為不同需要及問題作出的協助*

28. 受訪者問及如果有人面對個人危機或財政困難，會否有人給予援助。研究發現，與受訪住戶 (R1及R2) 比較，較多的計劃參加者 (R3) 指出有人會給予三種援助，包括對個人危機的協助、就財政困難施予的財政及財政以外的協助。R3似乎較信任社區及相信有需要的人能夠得到別人的幫助。

29. 當問及那些類別的人士會協助有需要者，受訪住戶 (R1及R2) 常提到個人的網絡，如「家庭成員」、「朋友」。然而，較多的計劃參加者 (R3) 則

認為正規的組織會提供協助，如：「非政府組織」、「政府」和「區議員」等。這可視為聯接式社會資本(linking social capital)的一種。然而，較多的R1及R2認為「鄰居」會提供相關的協助，反映他們對鄰舍關係有著不錯的觀感。

30. 受訪者被問及當他們需要離開家庭一段時間而會否有人協助他們處理一些較瑣碎的事務。只有約27.3% (274) 的受訪住戶 (R1及R2) 表示沒有人會給予協助；認為「不同住的親戚」、「鄰居」、「其他人士」、及「社區內任何可協助的人士會提供協助」的受訪者分別有47%、19.3%、3.5%及2.9%。

31. 在計劃參加者 (R3) 方面，只有約14.9%的R3表示「沒有人會提供協助」。分別約有36%及28.5%的R3表示「不同住的親戚」及「鄰居」會提供協助。從較少的R3認為「沒有人會提供協助」來看，反映他們對社區人士有較多的信心，認為有需要的家庭是可獲得協助。較多的R3亦相信鄰舍間有著信任的關係。

32. 本研究亦探討當受訪者有急事需要離開數小時，會找誰協助他照顧孩子。超過40%的受訪住戶 (R1及R2) 表示會尋找他們的「家庭成員」協助。而超過半數的計劃參加者 (R3) 則表示他們會尋求「鄰居」的協助。而表示會尋求「鄰居」協助的參加者的百分比約是R1及R2 (表示會尋求「鄰居」的協助，28.5%) 的兩倍。還有，較多的R3表示他們會尋找一些「提供託兒服務的社區組織」協助，再一次反映R3的聯接式社會資本建立 (linking social capital) 的存在。

### *衝突解決*

33. 透過瞭解社區內解決問題的架構，我們可以瞭解一個社區的能力。當有兩個居民發生嚴重爭執，共有260名 (25.9%) 受訪住戶 (R1及R2) 表示「鄰居」會協助他們解決紛爭。結果顯示這群R1及R2認為「鄰居」不會只考慮他們的個人利益，而關心社區內發生的事。與R1及R2不同，計劃參加者 (R3) 認為衝突是可以透過非正式的組群／社區內的人士協助解決，如38.5%的R3選擇「家庭成員」而35.8%的R3選擇「鄰居」。這反映天水圍有著頗強的社區能力，因為鄰居及社區領袖願意出一分力致使整個鄰裡關係變得更和諧。

### *集體行動的結構*

34. 約 73%的受訪住戶 (R1 及 R2) 表示政府、政治領袖/政黨、社區組織、社區領袖及鄰居會聚在一起解決社區問題。約 83%的計劃參加者 (R3) 表示不同的組群會一起「解決社區問題。只有約 16.8%的 R3 表示天水圍內沒有任何人聚在一起解決社區問題，百分比較 R1 及 R2 (26.6%) 為少。與 R1 及 R2 相

比，由於較多的 R3 關心社區的事務，他們亦因此認為不同的組群會聚在一起去解決社區問題。

35. 還有，約有 60% 的計劃參加者 (R3) 認為「鄰居」會為社區問題而作出行動，百份比是受訪住戶 (R1 及 R2) 的 1.5 倍。由此可見，R3 較 R1 及 R2 更傾向認為鄰居都可以為改善天水圍的處境而出力。結果同時反映，並不單是特定群組的人士才能協助解決天水圍的社區問題，普通的居民及鄰居皆會為天水圍出力。

#### *社區內存在的差異及差異所帶來的問題*

36. 分別約有 67% 及 64% 的受訪住戶 (R1 及 R2) 表示「香港出生的人及新來港人士」及「天水圍居民的教育程度」存在著差異。在指出差異的 R1 及 R2 中，分別有 74% 及 64% 的 R1 及 R2 表示「香港出生的人及新來港人士」及「天水圍居民的教育程度」這兩項的差異會為社區帶來負面的影響。整體上，較多的計劃參加者 (R3) 認為社區內存在著較多的差異及這些差異會為社區帶來負面影響。此外，在問及天水圍是否存在著分化居民的社會問題，較多的 R3 認為全部共九項的社會問題皆存在，亦認為當中七項的社會問題會為社區帶來負面影響。R3 較關心社區的發展，因此較普通的居民更留意社區差異及問題。

#### *集體行動*

37. 共有 439 (43.9%) 名 R1 及 R2 表示他們知道天水圍居民去年曾與政府或其他組織聯繫以解決天水圍的社區問題。在那些知道有聯合行動的受訪者當中，共有 54 名 (12.3%) 曾參與這些行動。在計劃參加者 (R3) 方面，共有 131 名 (58.3%) 表示他們知道天水圍居民去年曾與政府或其他組織聯繫以解決天水圍的社區問題，而當中共有 57 人曾參與這些行動 (46%)。根據統計學上的分析 (A chi-square test of independence)，與 R1 及 R2 相比，R3 明顯地較願意參與集體行動以解決天水圍的社區問題。

#### 天水圍居民的社會資本

##### *為「沒有直接利益的社區計劃」付出金錢或時間的願意程度*

38. 在三個組別的受訪者中，曾參與社區組織的受訪住戶 (R2) 最願意為「沒有直接利益但對社區有貢獻的計劃」付出金錢 (61.0%)，其次的是計劃參加者 (R3) (56.6%)，最少的為沒有參與社區組織的受訪住戶 (R1)，但仍有 50.9% 願意付出金錢。然而，當問及是否願意付出時間，調查結果與金錢付出略為不同。R3 為最願意付出時間的一個組群 (93.3%)，其次的為 R2 (68.6%)，最少的仍然是 R1，但仍有約半數的 R1 願意付出時間。究竟居民是否願意為「沒有直接利益但對社區有貢獻的計劃」付出似乎都頗為取決於他們是否有參與社區

組織。參與基金計劃看來是能夠強化居民為社區其他人士作出貢獻的願意程度。

### 公民參與

39. 在三組的受訪者當中，計劃參加者（R3）積極參與十三項公民參與項目中的九項。與其他兩個組別的受訪者作比較，較多的R3為慈善團體擔任義工（83.4%）及積極參與組織（80.2%）。此外，與另外兩個組別的受訪者作比較，較多的R2願意捐錢或捐助實物（81.9%）。根據公民參與分數的平均值測試（mean test for civic engagement score）的結果顯示，R3得分最高（4.83分）而R1則得分最低（2.28分）。結果再一次肯定組織參與與社會資本發展的關係，計劃參與者往往較天水圍的其他居民有著更多的社會資本。

40. 除了問卷數據外，透過與計劃參加者進行訪問，亦發現計劃參加者較以往更加關心社區或鄰舍間發生的事。透過計劃，他們證明瞭自己可以服務社區，他們比以往有更多的信心及已充權。計劃參加者更加嘗試製訂一些可行的策略以協助社區內有需要的人。

### 信任及鄰舍關係的加強

41. 在九項反映「信任」的語句中，計劃參加者（R3）在當中的五項得分最高。與另外兩個組別的受訪者相比，R3更傾向認為天水圍居民願意互相信任及有更強的特定信任。曾參與社區組織的兩個群組（R2及R3）較沒有組織參與的群組（R1）有著更多的普遍信任。

42. 在與計劃參加者（R3）進行訪問時亦發現他們往往可以透過參與計劃認識他們的鄰居。計劃參加者及鄰居能夠相互支持。參與計劃後，由於能夠有一些共同經歷及較以往更加熟悉，「特定的信任」（particularized trust）亦漸漸得以建立。這信任的關係亦漸漸發展至計劃參加者的鄰居及計劃內的其他參與者。新來港人士往往透過參與活動而獲得一些與香港人交往的正面經驗，這些經驗令新來港人士對香港人留下好印象，促進「普遍信任」（generalized trust）的建立。

### 互惠的規範

43. 在8項有關互惠的規範的指標當中，計劃參加者（R3）在其中5項的平均值為最高。他們較其他兩組群的受訪者更同意天水圍居住的人「願意為著共同的目標付出時間及金錢」。另外，R2亦較R1及R3更同意「有需要的人能夠在水圍尋找到協助」及他們更願意「留意天水圍這社區裡其他人的意見」。結果反映R2及R3持有互惠的信念及再一次指出參與組織和互惠的規範有著正向關係。

44. 與計劃參加者（R3）進行訪問的結果亦顯示參計劃加者之間的互惠關係亦得以發展。那些曾經得到協助及支援的參加者往往表示會報答那些曾經幫助過他們的人。互惠的關係亦進一步延伸至那些非參加者，R3 均表示他們願意協助社區內的其他人士（非計劃參加者）。

#### *接納及理解*

45. 此外，訪問的結果亦反映本地計劃參加者透過在計劃中與新來港人士接觸，對新來港人士表示接納。而透過參與不同類型的活動/義工服務，計劃參加者對不同年齡的組群亦有更多的認識及理解。

#### *計劃參加者的共鍵式社會資本（Bonding Social Capital）及社會支援*

46. 訪問的結果亦反映基金計劃推動了計劃參加者共鍵式社會資本（Bonding social capital）的發展。鄰居間或有共同興趣的組群建立了支援小組及網絡。在建立了支援網絡後，參加者互相交換不同的支援，包括：社會支援、情緒支援、經濟支援、物質支援及資訊交換等。

#### *搭橋式社會資本（Bridging Social Capital）*

47. 計劃參加者（R3）的搭橋式社會資本（Bridging Social Capital）亦得以建立。透過參與計劃，參加者能夠認識到不同背景人士及得到由他們帶來的資源，而這些資源是他們以往未能得到的。R3 可以向不同的專業人士學習及並得以發展一些可協助他們就業或增加收入的技能。

#### *集體性的公民參與*

48. 約有83%的R3及81%的R2十分同意或同意「如果有關改善天水圍社區的政策需要作出決定，天水圍的居民是可以參與決定的」。此外，超過77%的R3及約七成的R1及R2皆相信天水圍的居民是願意參與社區事務的。結果反映大部份的天水圍居民相信集體性的公民參與，顯示天水圍有著豐富的社會資本。

#### *對社區的歸屬感及影響力*

49. 三組的受訪對象均對天水圍的社區抱有很強的歸屬感。在影響力方面，R3及R2的分數亦較R1為高，反映他們更相信他們自己及天水圍的居民可以令天水圍成爲一個更美好的社區。然而，三組的受訪對象均認爲他們自己的影響力不及於其他的天水圍居民。

### *社區和諧的觀感*

50. 超過80%的R1及R2認為天水圍居民之間的關係是和諧；而約有75%的R3認為天水圍居民之間的關係是和諧。結果反映大部份的回應者認為天水圍是一個和諧的社區。然而，當受訪者被問及他們是否認為天水圍是一個充滿矛盾的社區，只有約50%至60%的受訪者不同意「與其他地方比較，天水圍這個社區有著更多的矛盾」，這與之前的結果有一些不一致，內裡的原因有待日後的研究作進一步深入瞭解。

### *整體意義*

51. 透過進行住戶調查、計劃參加者問卷調查及深入訪談，我們瞭解到組織參與對社會資本以至社區的發展尤其重要。基金計劃能有效地推動計劃參加者發展其社會資本。整體結果確認受訪者對天水圍有極正面的印象及相信天水圍居民願意及有能力改善天水圍的處境。

### **基金計劃對個人及社區福祉的影響**

#### 組織參與對個人及社區福祉的影響(曾參與組織的受訪住戶/計劃參加者)

52. 約 90%的計劃參加者(R3)指出他們在參與計劃後認識了更多的朋友。此外，超過 70%的 R3 指出他們能夠學習到新技能/新知識及有機會回饋社區。還有超過 60%的參加者表示他們在參與計劃後獲得更多的資訊及其對社區的歸屬感有所提昇。與 R2 作比較，參與基金計劃對 R3 的福祉明顯地有著正面的影響。R3 當中認為「有機會回饋社區」及「對社區的歸屬感有所提昇」的百分比分別是 R2 的四倍及三倍。結果顯示基金計劃的價值，因為此兩項影響都有利於整個天水圍社區。

#### 對個人福祉的影響

##### *個人成長及轉變*

53. 參與計劃後，計劃參加者(R3)大都感到被充權及他們的能力感有所增強。他們比以往更加有信心和意願去擴展他們的社會網絡及願意協助他人及為社區服務。

##### *家庭關係的改善*

54. 很多計劃參加者(R3)提到他們與家人的關係在參與計劃後有明顯的改善。他們指出除了在計劃中學習到如何與小朋友及長者溝通之外，他們亦與家人分享將在計劃內獲得的正面經驗。她們與丈夫或其他家庭成員的緊張關係得以緩和。

### *在獲得計劃參加者支持下有著更多的公民參與*

55. 計劃參加者（R3）之間能互相支援及提供不同的協助，在得到這些支援為後盾後，R3 能夠更安心從事更多的公民參與。

### *增加收入及就業的機會*

56. 曾參與「能力建立」計劃的參加者（R3）大都表示他們除了得到更多就業及增加收入的機會外，對自己的就業計劃比以往更加清晰。

### *歸屬感及滿足感的建立*

57. 計劃參加者（R3）能夠建立對社區的歸屬感。他們大都表示願意在社區有更多的參與及更加關心社區的發展。此外，在貢獻社區後獲得很多的滿足感；這些滿足感又進一步推動他們作更多的參與。

### *基金計劃對天水圍社區福祉的影響*

#### *回應天水圍居民的需要*

58. 由於計劃統籌員調動社區內不同的資源以協助有需要的人，雖然面對很多的生活壓力，但在參與基金計劃的活動後，天水圍的居民感到更加放鬆。部份的基金計劃透過推展「課後支援」等鄰舍互助計劃為雙職家長的兒童提供協助。

#### *家庭暴力及罪案的預防*

59. 計劃參加者（R3）與家庭成員的關係在參與計劃後得到改善，出現家庭暴力事件的機會亦會相應減少。此外，R3 亦更加留意社區內「高危／隱閉」的家庭，並成為屋邨的守護天使，關懷有需要的家庭，這些行動有助預防家庭暴力事件或減少罪案於社區發生。

#### *製造新的就業機會*

60. 透過參與計劃及得到商業夥伴提供的訓練，計劃參加者（R3）能進一步發展一些與就業相關的知識及技能，並因此獲得就業機會。由於 R3 的社會網絡在參與計劃後得到擴展，他們可以在當中交換與就業相關的資訊，這些行動讓他們能夠更容易進入勞動市場。

#### *社區能力的建立*

61. 天水圍的居民（計劃參加者，R3）在參加計劃後變得更有能力。這能力感能促進他們與社區內其他人士接觸，擴展他們的社會網絡。R3 對社區有更

強的歸屬感及願意為改善天水圍的處境貢獻自己。由於居民可以運用他們的網絡作物品/服務交換的用途，社區經濟亦得以發展。此外，擁有不同資源及能力的居民透過參與計劃凝聚起來，而他們的資產亦透過計劃所提供的平台轉化為社區的資產。R3 有著潛能去帶動社區轉變。

62. 社區組織亦能協助建立社區動力。透過不同的協作，它們的優勢得以善用，它們的服務亦可擴展到不同的對象/領域。少數族群的處境亦漸漸得到改善。在參與基金計劃後，天水圍居住的香港人對新來港人士觀感變得更正面，他們亦肯定新來港人士的才能及文化。這些結果皆反映天水圍在社區能力建設方面有了一個很好的基礎。

### **基金計劃對商界及社福界的影響**

63. 除此之外，本研究發現基金計劃能同時為商界及社福界帶來正面的影響。與基金計劃的協助為企業夥伴提供了職員培訓的機會。而由於企業夥伴建立了留意社區的福祉及服務社區的文化，企業夥伴能從而履行他們的企業社會責任。企業夥伴的參與亦能夠協助他們建立正面形象。在社福界方面，基金計劃能促進新服務的發展。而這些新服務亦有很大的潛能發展成社會企業並提供弱勢社群增加收入的機會。

### **理想的社會資本發展的實踐模式**

64. 本研究發現三種建立社會資本的計劃實踐模式，包括：屋邨為本、學校為本及能力建立的計劃。

65. 在 17 個在進行的計劃中，有 12 個可以歸類為「屋邨為本」計劃。除了其中一個計劃在居屋的屋苑推行外，其他計劃主要在公共屋邨推行。這些計劃主要推動和諧社區及鄰舍間社會支援網絡的建立。計劃的參加者主要為屋邨的居民。義工訓練及建立服務社區的義工隊伍均是這些計劃使用的有效策略。為了更有效地使用資源，不同的基金計劃亦會相互協作，如：共用義工網絡及活動地方等。

66. 除了屋邨為本的計劃外，有兩個計劃可歸類為「學校為本」的計劃。這類計劃主要在學校推行課後支援計劃。透過在學校舉辦不同的活動，發展弱勢家庭的互助小組；與此同時，亦透過不同的項目，鼓勵這些家庭與社區連繫。發展義工服務為此類計劃的重要策略，因其提供平台讓弱勢家庭的成員成為義工，

為他們居住的社區作出貢獻。

67. 共有三個計劃可以歸類為「能力建立」的計劃。這些計劃的目的為發展參加者某一特定範疇的興趣、知識及技能，以致參加者可以增強其就業或增加收入的能力。透過聯繫專業團體與計劃參加者分享相關的經驗及資源，搭橋式的社會資本（Bridging Social Capital）得以建立。資訊科技、生態遊及烹飪到會服務等特定主題的計劃皆有助社區建立社會資本。

## 基金計劃的成功因素

### 促進社會資本發展的成功因素

#### *個人層面*

68. 在個人層面，參加者在計劃內的時間投放是一個重要的因素影響其社會資本發展的成效。他們參加的活動越多及與其他計劃參加者的合作越多，他們更能夠有效地擴展其網絡。此外，計劃參加者如在計劃內有不同層次的參與，他們變得更有信心，對計劃及社區的歸屬感亦相應增加。還有，計劃參加者在活動後的接觸和交流亦有助維繫已建立的網絡及社會資本的持續發展。

#### *計劃層面*

69. 計劃統籌如能夠安排具彈性或最適合參加者的時間舉辦活動，能促進參加者的參與。計劃統籌如能夠給予參加者鼓勵及引導，亦能促進參加者的成長及正向改變。計劃的成功亦取決於它是否能提供平台讓計劃參加者與社區接觸，並為社區貢獻他們的知識及技能，進一步建立對社區的歸屬感。計劃統籌亦需要對社區需要及特定組群的能力有所瞭解及善用特定組群的能力以解決社區需要。計劃統籌引入媒體協助計劃的宣傳，能有效提昇計劃的知名度／品牌，亦有助參加者爭取更多的就業或增加收入機會。其他的成功因素包括：計劃統籌對社區組織間的關係及互動狀況的深入認識；計劃統籌能促進協作者理解計劃的理念及需要；計劃統籌能為參加者持續在社區參與預早作出計劃，將參加者轉介至其他非政府組織是其中一個可行的方法讓參加者可以繼續在社區參與。

#### *社區層面*

##### 組織之間的相互協作

70. 天水圍的基金計劃經常與不同類型的組織協作。這些協助不但為有利於計劃參加者，同時亦為整個社區帶來正面的影響。基金計劃之間的協作有助確認活動沒有重覆，而他們本身各自擁有的資源亦可以得到善用。學校是基金計劃

的重要夥伴，幾乎所有基金計劃均會與學校協作。合作的模式亦不局限於義工的提供，學校往往是基金計劃的策略性夥伴。

71. 此外，與家長教師會協作可以幫助計劃招募更多的義工。基金計劃透過與其他非政府組織協作，能為參加者探索更多為有需要人士及社區服務的機會。透過與互助委員會或業主立案法團的協作，計劃統籌能招募更多的參加者及為居民提供服務，亦使基金計劃為居民提供的服務更能夠持續。基金計劃與教會的協作能令教會信眾與計劃參加者建立一個相對穩定的支援網絡。與屋邨管理公司、屋邨管理委員會及社區組織的協作能讓基金計劃有更多的資源推行活動及鞏固計劃在社區的發展。因為彼此間的相互協作能替計劃連繫更多策略性夥伴，如互助委員會、區議員及居民。還有，基金計劃亦與不同類型的商業公司及文化藝術團體協作，為計劃參加者提供了不少導師或生命嚮導。計劃參加者亦因與不同背景的人士建立了穩定的關係而獲得不少擴闊眼界的機會。

#### 基金秘書處的支持

72. 基金秘書處主動聯絡不同類型的組織及鼓勵持分者申請計劃。對於有興趣申請計劃的團體，基金秘書處提供成功的實踐模式以作參考。基金秘書處舉辦的簡介會往往能協助有興趣申請的機構瞭解基金的要求。基金秘書處就計劃申請書給予意見，能使申請者更瞭解計劃的焦點以釐清及修訂計劃書的內容，有助計劃地成功申請和日後的推行。基金秘書處曾在水圍區內舉行地區性的研討會，提供了一個「正規」的平台，讓區內的基金計劃相互連繫及交流，為他們日後的協作打好了一個良好的基礎。基金秘書處及基金委員亦善用他們個別的網絡，促進基金計劃的發展。「社會資本摯友」是重要的平台以促進基金計劃與專業人士及其嚮導員互動交流。

#### 社會福利署的角色及功能

73. 社會福利署（元朗區）亦有著推動基金計劃在社區發展的角色。社會福利署（元朗區）會與不同的政府部門聯繫及溝通，評估地區需要及探索不同的資源。通過社會福利署（元朗區）建立的多個平台，計劃統籌可以在當中分享基金計劃的發展及探索不同的協作機會。

#### 成效能夠持續的成功因素

74. 在個人層面，參加者能否在活動後繼續有接觸，亦對社會資本發展的

持續性造成正面的影響。就那些參加者在活動後與其他參加者繼續接觸，他們之間往往能夠建立較強的關係，而相互的交流及支援亦更交頻繁及明顯。

75. 在計劃的層面，計劃統籌需要為參加者在社區內的持續參與儘早作出計劃。將參加者轉介至其他非政府組織是其中一個可行的方法以肯定他們能持續地參與社區。

76. 在社區層面，協作是成效能夠持續的成功因素。若社區組織之間的互惠關係可以建立，社區組織亦有更多的動力去維繫協作的關係。基金秘書處的支援及其協調角色尤其重要，特別在其舉辦的社區研討會後，基金計劃之間的協作明顯地加強。

### 困難與限制

77. 本研究亦發現一些需要注意的困難及限制，包括：i) 部份計劃的執行機構並不位於天水圍。它們在水圍並沒有固定的基地，因此需要借用場地及其他資源以舉辦活動。這些計劃的統籌往往都需要用較多的時間及能量以探索地區的需要及與居民和社區組織建立關；ii) 行政工作，如：報告撰寫、撥款用途更改申請等亦是計劃統籌的負擔；iii) 部份活動／程式設計亦會限制了計劃參加者在計劃內的持續參與及 iv) 重點職員的減少及更換亦是計劃普遍面對的困難。

### 社會資本成效指標的可信度及有效性

78. 本研究主要採用由世界銀行設計的 26 項指標量度社會資本，當中包括 5 組分類指標。透過計算其 Cronbach alpha coefficients，本研究為 5 組分類指標的可信度作出評估。此外，本研究亦透過進行因數分析探索社會資本指標的潛在結構。結果顯示每一個分類指標內的指標皆「連繫」在一起，而矩陣模式亦顯示分類指標的存在及分佈。在因數分析進行後，就結果再一次進行可信度的測試，並形成新的分類指標，包括：「信任」（8 項語句）、「互惠」（4 項語句）及「歸屬感」（3 項語句）。再加上「對社區和諧的觀感」（4 項語句），組成了新的社會資本指標（4 個分類指標，19 項語句），可於未來使用或再加以測試。

### 建議

#### 對政府的建議

79. 社會資本可以視為公共物品。政府應提供更多的資源以促進社會資本的發展，因為政府有著提供公共物品的角色。因此，研究建議：

- ✓ 不同的政府部門可以與基金計劃協作，分享相關的網絡，並提供機會讓

基金計劃宣傳及與協助基金計劃與政府部門有聯繫的機構連繫起來；

- ✓ 政府亦可以舉辦一些比賽或嘉許禮，讓那些與社福界協作並有出色參與的商業機構獲得肯定；
- ✓ 政府亦可推行相關的措施以促進社會企業或創新服務的發展，例如：提供相關的津貼及稅務的優惠等。

#### 對基金秘書處的建議

80. 鑑於計劃統籌面對的困難及限制，建議基金秘書處：
- 需認真審視申請機構是否有足夠的資源及支援以執行計劃，特別是那些在該社區沒有基地的機構；
  - 可在不同社區繼續舉辦社區為本的工作坊，以促進不同計劃之間的協作；
  - 可以協助計劃統籌建立一個地區的支援網絡；
  - 可加強其宣傳工作，如有更多人對基金有認識，可吸引更多的參加者參與而社會資本則可以有更好的發展；
  - 促進商界及社福界的協作，提供更多的支援及平台以致雙方對其期望及可協作的模式有更多的理解。基金秘書處亦可促進雙方認識：
    - 社福機構及商業公司的特性
    - 不同持分者持有的價值觀及其差異
    - 社區面貌
    - 服務對象的特性等

#### 對政府及基金秘書處的建議

81. 基金秘書處及政府相關部門必需投入更多的人力資源才能維持、持續發展基金計劃的創新服務或將其轉化為社會企業。建議基金秘書處紀錄基金計劃發展社會資本的模式及評估不同模式的成效。此外，基金已經成立了十年，建議基金秘書處評估基金計劃的可持續性及建立量度持續性的評估工具。由基金秘書處可支援更多的學術研究協助整理總結經驗及進行持續性的研究。

#### 對計劃統籌的建議

82. 在申請計劃前，機構需要慎重考慮其執行計劃的能力。當機構嘗試「複製」某些介入模式或策略的時候，需要瞭解社區的獨特性以作出調整。

83. 計劃統籌需要找到合適的切合點以吸引私人屋苑的居民有更多的參

與。計劃統籌可向私人屋苑的居民解釋計劃的理念、目的、內容、參與的角色及參與的成效。如果私人屋苑的居民對計劃有更多的掌握，他們或會更願意參與計劃。如果有更多不同背景的人士參與計劃，相信有助計劃發展搭橋式的社會資本（bridging social capital）。

84. 與學校協作往往是宣傳基金計劃的有效方法。建議那些不是以學校為基礎的計劃亦可透過與學校的協作為計劃作出宣傳。基金計劃亦可透過善用各種媒體工具進行宣傳。建議那些以鼓勵青少年參與為目標的計劃可利用網上不同的平台作出宣傳，如：youtube、facebook、網誌及網頁等。建議計劃統籌透過與不同團體的協作，持續發展雙贏的關係。

85. 會員的重疊情況是有利於社區組織的資源互換。計劃統籌可進行相關的觀察及評估，並促進會員重疊的正面影響。計劃統籌亦可充份利用參加者的異質性並提供平台讓不同的參加者貢獻他們的資源。

86. 要促進社會資本的發展及個人成長，為居民提供足夠的平台，特別是活動策劃的機會尤其重要。計劃統籌可以透過發展不同的工作小組以：i) 鼓勵參加者的參與；ii) 透過鼓勵參加者之間的互動及交流，促進彼此的熟悉程度；及 iii) 將參加者與社區連繫起來。

87. 計劃統籌需要注意參加者可能隨著參與的經驗的增長而變得較批判，如他們能夠指出天水圍內未能滿足的需要或問題。計劃統籌應：i) 多與參加者討論，讓他們對整個處境有更多的理解；ii) 鼓勵參加者為改善這些處境而作出適當的行動。

88. 計劃統籌亦需注意社區內存的差異及分化往往會對社區帶來負面的影響。計劃統籌需要瞭解問題所在及透過舉辦不同的活動，減少這些差異為社區帶來負面影響。計劃統籌可協助參加者總結經驗；當發現有誤解或不信任時，計劃統籌亦應與參加者持續探討。

89. 在讓參加者瞭解不同形式的社會參與中，計劃統籌扮演著一個積極的角色。參加者從而可以瞭解到最有效的或最合適的參與模式。

90. 計劃統籌及商界人士需要瞭解彼此所關心的及期望，並透過真誠的溝通探索最理想的協作模式。

91. 在基金計劃持續發展方面，計劃統籌及參加者需要認真考慮計劃發展出來的創新服務是否應維持其原本或擴大規模。

#### 對未來研究的建議

92. 建議進行追蹤性的研究：i) 以瞭解基金計劃的可持續性，包括：持續性的模式、影響計劃成效的持續性及社會資本長遠發展的因素，及建立可量度持續性的工具；ii) 探討香港人與新來港人士之間社會資本發展的差異；iii) 就居民參社區組織的參與及社會資本發展進行國際性的比較研究；iv) 可探討居民不太參與集體行動的原因，如果我們能夠對居民的參與的動機有更多的瞭解，相信我們更加能夠製訂促進他們有更多參與的策略；及 v) 探討為何天水圍的居民普遍有著互惠的信念，但約半數的天水圍居民表示他們只留意自己的利益。

93. 透過本研究，社會資本指標得以建立。由於社會資本指標的語句皆來自外國的研究，未來的研究亦可以再審視這些語句是否可以反映本地居民社會資本發展。建議計劃統籌可嘗試運用社會資本指標量度計劃的社會資本發展成果。另外，建議在不同的社區進行相類似的研究並運用相同的量度工具，以瞭解基金計劃在不同社區建立的社會資本發展成果。這些研究結果相信有助我們建立能有效量度本土社會資本的工具。

## **I. Introduction**

### **A. Community of Tin Shui Wai**

In the past few years, Tin Shui Wai (TSW) has attracted a lot of public attention due to the occurrence of a series of social mishap including poverty, unemployment, domestic violence and a number of family tragedies. As such, the media has dubbed TSW the “city of sadness”. Bearing the weight of this label, it is not surprising to find quite a number of residents, especially young people, think the earlier the better for them to leave the community (Ting, 2009).

2. In response to the devastation commonly felt by TSW residents, various concerned parties from different government departments, community organizations and private sector have contributed their concerted effort in building/rebuilding the community morale and improving the quality of life in TSW. The Community Investment and Inclusion Fund (CIIF) has been an exemplar of these concerned parties.

3. The Community Investment and Inclusion Fund (CIIF) was established in 2002 by the Hong Kong SAR government to promote social capital development in Hong Kong. As at June 15, 2012, a total of 238 projects have been funded. Among them, over 35 projects were located in TSW. Of these projects, 24 were funded and implemented in the recent two years to facilitate the formation of social capital among residents and to build/re-build the community capacity of TSW.

4. The CIIF projects have employed various strategies to facilitate the development of social capital, e.g. formation of family and child network, establishment of community health care network, facilitation of youth development, provision of support to the elderly, promoting integration cross generations and among different social and racial sectors. Whether these CIIF projects’ endeavour will contribute to the building of community capacity and thus bringing positive impact on the well-being of the community and its residents is of crucial interest to both CIIF as well as the public. Hence, a community-wide study to evaluate the effectiveness of these projects in TSW is to be conducted with the following objectives:

- 1) Examine whether the CIIF projects have successfully developed social capital among project participants and non-participants in Tin Shui Wai;
- 2) Document the mechanism and the process of social capital development and to identify the success factors and good practices of the CIIF

project.

- 3) Study the social capital effect on the well-being of project participants and the community in Tin Shui Wai.

5. To explore the building up of social capital among CIIF projects and the factors which affects the development, it is necessary for us to have better understanding on the forms, dimensions as well as the sources of social capital.

## **B. Meaning of Social Capital**

6. According to the World Bank (2007), social capital refers to “the institutions, relationships, and norms that shape the quality and quantity of a society’s social interactions”. Social capital is seen as the connections among individuals and the norms of reciprocity and trustworthiness that arise from them (Putnam, 2000). Unlike other forms of capital, Coleman (1990) has also stated that, “social capital inheres in the structure of the relations between persons and among persons. It is lodged neither in individuals nor in physical implements of production.” All these definitions suggest that social capital is a kind of resources existed in human relations and can provide supports to individuals, groups and society.

## **C. Forms and dimensions of social capital**

7. There are three forms of social capital, namely bonding, bridging and linking, which produce multiple impacts in the various aspects of individuals and families’ lives. **Bonding social capital** refers to the links between like-minded people (Putnam, 2000). People who already know each others form group and provide social and psychological support within the group may show the formation of bonding social capital (Gittel and Vidal, 1998; Putnam, 2000). Unlike bonding social capital, **bridging social capital** refers to linkage between people who come from different backgrounds or heterogeneous groups. People could assess to external resources of different groups by having these linkages (Putnam, 2000; Gittel and Vidal, 1998). **Linking social capital** could be seen as the vertical dimension of bridging social capital, in which different groups of people collaborate together and leverage resources, ideas and information from those who have power to those who do not in the community (Woolcock, 2001).

8. Social capital also has its cognitive and structural dimensions. **Norms of reciprocity** and **norms of trust** could be seen as the cognitive dimension of social

capital. Norms of reciprocity is defined as the mutual expectation that a benefit person gives now should be repaid in the future (Putnam, 1993a). Both bonding and bridging relations could enhance norms of reciprocity (Putnam, 2000). Bonding relations help consolidating specific reciprocity with the same group. The generalized reciprocity and broader identities could be further established through frequent interactions among a diverse set of people (Putnam, 2000). Trust is based on the belief of the existence of common underlying values (Uslaner, 2002). Two types of trust, namely particularized trust and generalized trust (Uslaner, 2002) are always been discussed in the social capital literature. The trust to people who similar to us or people we know is particularized trust, while the trust to people we may not know is regarded as generalized trust (Uslaner, 2002). This distinction coincides with the difference between bonding and bridging social capital (Uslaner, 2002). Trust facilitates the interaction among people, regardless who are inside or outside the social circle, which is beneficial to the society (Putnam, 2000).

9. The building up of **social networks** indicates the development of structural dimension of social capital. Bourdieu (1986) points out that the size of network of connections a person can mobilize effectively and the volume of capital possessed by each of his or her network can indicate the amount of social capital that people possessed.

10. In addition, residents' social capital could be shown by their level of **civic engagement**. Putnam (1995) suggests that civic engagement indicates people's connections with the lives of their communities, not merely with politics. Peoples' civic engagement as well as their connections with their communities could be shown by their participation and involvement in associations, and their concern to the political issues (Putnam, 2000; Coulthard, Walker and Morgan, 2002, as cited in Halpern, 2005).

#### **D. Sources of social capital**

11. Social capital can be developed from three levels of source. Family is the primary source of social capital at micro-level. Norms and social ties are created in families (Halpern, 2005; Stolle, 2003). Besides, social capital can also be generated at macro-level. History and culture are examples. The cultural differences with historical events happened in thousands years provide with us the explanation of the differences in the level of social capital (Putnam, 1993, as cited in Halpern, 2005). The state or government can play an important role in facilitating generation of social

capital in society (Tarrow, 1996; Levi, 1996 as cited in Stolle, 2003). The capacity of generating trust of the government can be realized only if citizens consider the state itself to be trustworthy (Levi, 1998, 86, as cited in Stolle, 2003).

12. Source of social capital at meso-level have drawn a lot of academic's attention when compared with other sources of social capital. Associational involvement is seen as the major source of social capital at meso-level. Two types of structure, namely closure of social networks and social organizations are needed to facilitate the development of social capital (Coleman, 1988). As an example of social organizations, voluntary associations do not only serve for their own purpose, but also aid their members to fulfill their other needs. Putnam (1993) highlights that voluntary cooperation is the easier channel for the people inherit a substantial stock of social capital, in the forms of norms or reciprocity and networks of civic engagement. Civil associations may encourage the effectiveness and stability of democratic government (Putnam, 1993). Members' habits of cooperation, solidarity and public-spiritedness are developed in associations. Participants' cooperation skills and sense of shared responsibility for collective endeavors can also be built up. In addition, dense network of secondary associations acts as a bridge for members and political systems. It encourages the articulation and aggregation of interests and values and facilitates both social collaboration and democratic governance. As a result, democracy becomes more responsive and effective (Putnam, 1993, cited in Wollebæk and Selle, 2003a, 2003b).

### **E. Different aspects of associational participation**

13. When concerning the role of associational participation in social capital formation, academics try to examine the various aspects of associational participation from participants' perspective, voluntary association's perspective and community's perspective. These aspects may affect the outcome of social capital development.

#### **Participant's perspective/ Micro- level**

14. **Types of membership, level of participation** as well as **format of interaction** are some areas which have always been concerned in discussion about associational participation. There are three types of membership, namely volunteer, active and passive membership (Maloney & Rossteutscher, 2007). Different types of membership may indicate members' different level of participation or contribution to the association. Stolle (1998) found that members who have higher level of participation, i.e. actively involve in and take up tasks in associations, tend to have

higher generalized trust (Stolle, 1998). To Stolle (1998), social capital formation could be affected by members' engagement in associations.

15. In addition, format of interaction among members should also be considered in social capital formation within associations. Face to face interactions in voluntary associations is important to social capital formation as they provide a channel for members to exchange their resources (Putnam, 1993a, 1995, 2000).

16. **The time spent on associational activities and the length of membership** may also be factors affecting participants' level of social capital. Stolle's (2001) points out that people who spend more time in voluntary associations tend to show more trust of other fellow members. However, the result of Stolle's study could not show that whether those people have more generalized trust, civic engagement and activities outside the groups. It is also found that longer periods of involvement or longer membership are not associated with trust creation (Stolle, 2001). Indeed, we cannot capture the full picture of participation if we merely consider these two "quantitative" aspects. The quality of participation, such as the role people takes up in association, as discussed above, should be considered together in order to understand which kind of participations can facilitate social capital formation.

17. Besides, group participations could be encouraged by people's positive experiences, and vice versa (Claibourn and Martin, 2000). People may withdraw from groups and do not want to interact with others again due to their previous bad experiences within the group. The negative effects from previous experience may prevent people from developing social capital. It seems that **past experiences** in association could be another factor which affects social capital formation.

#### **Association's perspective/ Meso- level**

18. Apart from those aspects with regard to participants' participation, aspects from association's perspective should also be considered. **Types of group** that voluntary associations often carry out may affect the social capital formation. Stolle (2001) finds that, compared with other groups such as bowling or sports groups, those people who join church choirs are shown to be more trusting. The result indicates that development of generalized trust could be different among different type of groups.

19. A similar study conducted by Ting and Sze (2007) indicates that students could have different generalized trust development after joining groups with different

content held by the school social workers. After organizing activities with people who are mentally handicapped for a year, students in leadership training group tended to show higher level of confidence and readiness to contact with people whom they were not familiar with and/or coming from different background. Students' generalized trust was gradually formed. However, for those students in the community services group, they merely participated in various community services and did not have suitable platform to consolidate what they learnt and how they saw their relationships with people in the community. Their level of generalized trust was relatively low when compared with that of students in the leadership training group. It is suggested that the **content of group programme** could affect the secondary students' social capital formation.

20. **Facilitators in associations** often play an important role in encouraging social capital development among members. Trust formation starts from the relationship between facilitator and group members (Larance and Porter, 2004). Group members feel safe to express themselves during the group activities and are willing to connect with other group members by having facilitator's encouragement. Lastly, their personal trust could be transformed into generalized trust. Facilitator can foster social capital creation or transformation because they ensure the supportive atmosphere in the group, which is essential for members' relationship building. In addition, it is also found that in the group where the social worker encouraged the students to develop the group on their own and to cooperate with different people; and taking a less dominating role, the development of social capital (in terms of trust) was relatively significant (Ting and Sze, 2007).

21. **Strategies for building up social capital** used by associations should also be considered. According to CIIF consortium (2006), role transformation, community engagement, mentorship and partnership are some of the strategies used by association were contributive to the formation of social capital in associations.

22. Besides, group work is the main strategies that social worker use to develop social capital (Ting, 2006). To Ting (2006), social workers' competence in working in group context correlates with the outcome of projects in social capital formation. For instance, project participants could often build up supportive networks for themselves if social workers were good at working with group and networking. However, project participants would not be able to connect with people coming from different background if social workers were not competent in linking up the groups with other sectors in the community. In other words, the outcome of the formation of

bonding, bridging and linking social capital is dependent upon the performance of social workers.

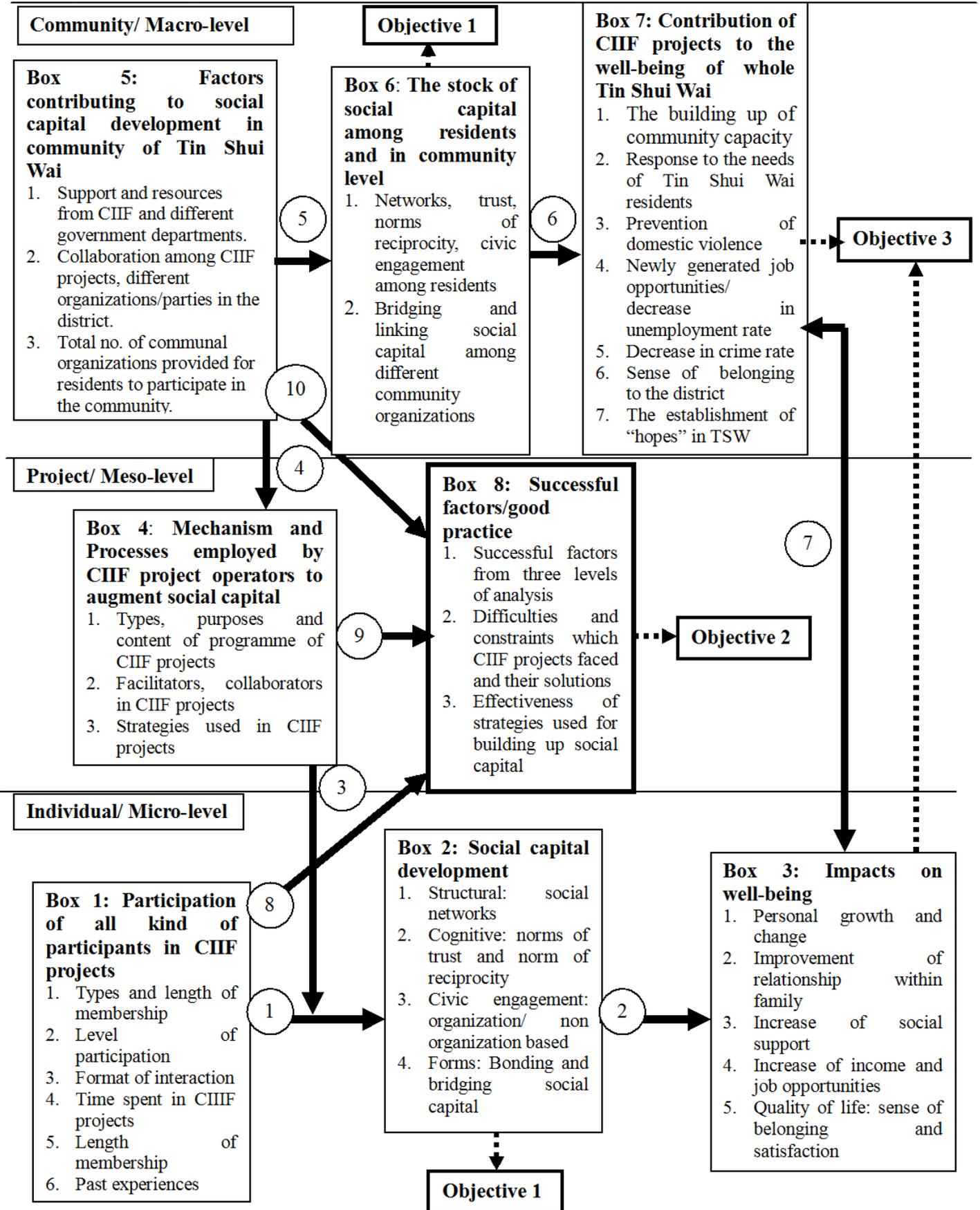
### **Community's perspective/ Macro-level**

23. The above discussion reveals that the pattern of individual's participation and various aspects of practice and arrangement at the association level would affect the outcomes of social capital development. In addition, aspects at community level may also affect the development of social capital in the whole district. A local study reveals that **the support and resources provided by the government departments** could be the foundation to promote the development of social capital in the community (Ting, 2009). Meanwhile, community spirit and cohesion could be further reinforced by **community organizations' close collaboration and** community resources could be utilized better through the inter-organizational collaboration (Ting, 2009). Hence, the role of government departments in coordinating the collaboration among different organizations may be considered as the catalyst in social capital development. Besides, the numbers of platforms that the organizations provide for residents to participate in community may also affect the chance for the developing social capital. According to Ting (2009), the communal organizations, the sub-groups form in bureaucratic organizations, provide a lot of platforms for residents to interact and connect with the community they live. Hence, **the numbers of communal organizations** generated after the implementation of CIIF projects could be another indicator to show the effectiveness of social capital formation in the community.

### **F. Hypotheses to be tested or research questions**

24. In order to achieve the above research objectives, a well conceived conceptual framework is essential. Figure 1 below serves to illustrate the conceptual framework of that guides the present study.

**Figure 1: Conceptual Framework**



25. There are eight boxes and ten paths shown in Figure 1. Each box refers to the specific area which will be explored in this study. Each path indicates the inter-relationship between the boxes and among different levels of concern in this study.

26. **Box 1** refers to the various aspects of participation of project participants. As afore-mentioned, it is important to examine different aspects of associational participation, including types of membership, level of participation, format of interaction, time spent on associational activities, length of membership as well as past experiences. Participation in CIIF projects can be seen as a kind of associational participation. Therefore, these aspects can help us understand the full picture of participation of CIIF project participants and also the factors which may affect participants' formation of social capital.

27. **Box 2** refers to participant's formation of social capital. From the review of social capital theories, social capital could be studied by examining its forms and dimensions. Therefore, the development of bonding and bridging social capital among project participants will be explored in this study. Meanwhile, the building up of norms of reciprocity, norms of trust as well as social networks reveal the development of cognitive and structural dimensions of social capital among project participants, which will also be examined in this project. In addition, civic engagement of participants can be another indicator therefore would also be explored.

28. **Path 1** indicates the inter-relationship between Box 1 and Box 2 and highlights that participants' social capital could be developed after participating in CIIF projects.

29. **Box 3** refers to the impacts of social capital development on the well-being of participants. The items suggested in the box such as personal growth and changes, improvement of relationship within family, increase of social support, increase of income and job opportunities, and the establishment of sense of belonging and satisfaction are just some examples of impacts on the well-being. It is believed that more aspects could be generated from the perspectives of project participants.

30. **Path 2** links up Box 2 and Box 3 and shows the correlation between social capital development and its impact on the well-being of project participants.

31. **Box 4** refers to the mechanism through which the social capital could be

built. CIIF projects act as a platform in developing social capital, just like the function of voluntary associational participation, hence, the types and the content of programmes of CIIF projects, facilitators and collaborators within the projects as well as their strategies used for building up social capital will be captured in this study. From the exploration of all these aspects, we could have better understanding on how social capital could be developed.

32. **Path 3** reveals the relationships among box 1, box 2 and box 4. It is believed that participants merely participate in the project may not result in social capital formation. The path highlights that there should be a process or mechanism to facilitate or to encourage the building up of social capital among participants of CIIF projects.

33. **Box 5** refers to the factors contributing to social capital development in Tin Shui Wai. Since CIIF as well as the government departments provide a plenty of support and resources to the CIIF projects, their consideration when approved the CIIF projects in Tin Shui Wai and their roles in coordinating all CIIF projects may also influence the effectiveness of social capital development in the whole district. Moreover, as a lot of CIIF projects carry out in Tin Shui Wai, any collaboration among projects and between different other community organizations could also be a catalyst to build up social capital among the Tin Shui Wai residents. In addition, the total numbers of communal organizations generated in the community after the implementation of the CIIF projects could indicate the numbers of the platforms provided for residents' community participation and channel for building up social capital. Therefore, these aspects would also be included in the study in order to find out the factors which contribute to social capital development in Tin Shui Wai.

34. **Path 4** highlights that box 4 and box 5 are related. This is because the support or resources provided by the funder, the collaboration among CIIF projects are all the essential ingredients for every project to develop.

35. **Box 6** refers to the stock of social capital among residents of Tin Shui Wai,. It is expected that with the large number of CIIF projects which were implemented in the same district have positively impacted on the development of social capital among residents. The result could be used to compare with Box 2 to indicate whether there is any difference on the level of social capital between project participants and non-participants of CIIF projects. The building up of norms of reciprocity, trust as well as social networks among organization in the community reveal the development

of social capital of the community. The development of bridging and linking social capital can be another indicator therefore would also be explored.

36. **Path 5** indicates the inter-relationship between Box 5 and Box 6 and highlights that community' social capital could be developed after the implementation of 18 CIIF projects in the community.

37. **Box 7** refers to the contribution of CIIF projects to the well-being of whole Tin Shui Wai. As a total of 18 projects have been carried out in the district, through the promotion of social capital development, it is expected that it impacts on the well-being of Tin Shui Wai. The items suggested in the box such as the building up of community capacity, fulfillment of needs of Tin Shui Wai residents, prevention of domestic violence, creation of job opportunities, decrease in unemployment rate and crime rate, and the building up of cohesion, social harmony as well as the hope of the district just some examples. It is believed that more aspects could be generated from the perspectives after conducting this study.

38. **Path 6** links up Box 6 and Box 7 and shows the correlation between social capital development and its impact on the well-being of the community.

39. **Path 7** also highlights that correlation may exist between the impacts of individuals' well-being (Box 3) and the community's well-being (Box 7).

40. **Box 8** refers to success factors or good practices of CIIF projects in Tin Shui Wai. This box acts as the final output of the whole study. The success factors and the effective strategies which are useful for building up social capital will be explored through analyzing the data from participants/ micro- level (Box 1), projects/ meso-level (Box 4) and community/ macro- level (Box 5). In order to facilitate the further development of CIIF projects, besides good practice, difficulties and constraints which CIIF projects faced and their solution to overcome the problems are also worthy of documentation and become reference for CIIF and other project operators.

41. **Path 8, 9 and 10** indicate that the routes for producing the final output of this study. Through analyzing Box 1, 4 and 5, we could have more understanding on the success factors and the good practice from various perspectives.

42. To summarize, the conceptual framework which guides this study is shown in Figure 1. The three research objectives could be achieved through studying all the

boxes in the framework. Box 2 and Box 6 provide us with the understanding on the development of social capital among CIIF project participants as well as in the community of Tin Shui Wai (**Objective 1**). Moreover, the mechanism and the process of how social capital will be kept in box 4 (**Objective 2**) while the success factors or good practices of the CIIF project could be found in the box 8 (**Objective 2**). Lastly, the social capital effect on the well-being of project participants and the community in Tin Shui Wai the effectiveness of CIIF projects will be shown in Box 3 and Box 7 (**Objective 3**).

## **II. Research methodology**

43. This study employs both quantitative and qualitative mode of inquiry. The combination of quantitative and qualitative research methodologies could provide a picture with sufficient breadth and depth on the development of social capital within the district. Both participants and non-participants of CIIF projects are included in this study. Table 1 and Table 2 below shows the active projects and completed projects we studied.

44. For those projects categorized by “A” were active projects during the start of research period. For those projects categorized by “B” and by “C” were already completed projects and were already terminated earlier respectively before this research commenced. It is noted that the project A16 was not included in our study finally as the project hasn’t started its intervention in TSW until September, 2011.

Table 1: List of active projects

		Project Name	Organization	Served areas
A1	0013-13	互助共融・樂聚天盛	仁濟醫院社會服務部	天盛苑
A2	0047-12	天逸鄰里互助計劃	元朗大會堂管理委員會有限公司	天逸邨
A3	0024-12	晴天計劃	伯裘書院	天水圍
A4	0030-12	「天廚」鄰舍互助計劃	東華三院	俊宏軒 天恆邨
A5	0014-12	「愛・天澤」社區網絡	香港中華基督教青年會	天澤邨
A6	0010-11	互強互助成長計劃	香港中華基督教青年會	天澤邨 天晴邨
A7	0022-12	彩虹社區	香港天水圍婦女聯合會	天晴邨
A8	0013-12	天水圍展望工程之天耀社區網絡計劃	香港青年協會	天水圍
A9	0020-12	「愛明天」家庭支援計劃	香港基督教女青年會天水圍綜合社會服務處	天瑞邨
A10	0032-12	天華邨「愛鄰舍・滿盼望」計劃	香港聖公會福利協會	天華邨
A11	0032-16	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)	香港電腦商會有限公司	天水圍
A12	0040-12	舞動正能量	基督教香港信義會社會服務部	天耀 (二) 邨天慈 邨
A13	0044-12	手挽手健康社區互助計劃	博愛醫院	天耀邨
A14	0018-13	家庭綠洲---開心家庭建築師	博愛醫院陳平紀念長者鄰舍中心	天華邨
A15	0015-16	有里同行 樂天計劃	新生精神康復會	天水圍
A16	0006-16	屯門小老闆	路進會	天水圍
A17	0025-12	晴天行動~家庭鄰舍網絡發展計劃	鄰舍輔導會	天晴邨
A18	0050-15	「全人培育」先導計劃	Roundtable Community Limited	天水圍

*Table 2: List of completed or terminated projects*

B1	0020-11	「全人培育」先導計劃 (Year 1)	Youth development	Completed
B2	0051-3	和諧之家『守望星』計劃	Family and Child Welfare	Completed
B3	0013-9	闖出天地	Family and Child Welfare	Completed
B4	0002-8	天水圍展望工程之悅恩社 區網絡計劃	Community capacity building	Completed
B5	0007-7	真心英雄計劃	Community capacity building	Completed
B6	0035-5	「想創空間」企業師徒計 劃	Youth development	Completed
B7	0023-1	你我一家親，生活樂繽紛	Family and child welfare	Completed
B8	0060-3	長幼心連心互助計劃	Cross-generation integration	Completed
C2	0050-12	開心營聚	Family and child welfare	Terminated
C3	0023-3	Community Angels of Tin Shui Wai	Family and Child Welfare	Terminated

45. For the qualitative mode of inquiry, participant observations, review of project documents such as quarterly reports or projects' outcome indicators and semi-structured interviews with individuals or groups, were conducted to solicit information from project participants, project operators and other parties related to the projects. The details about the fieldwork done will be reported in the later part of this report.

46. For the quantitative mode of inquiry, the data was collected by conducting project-based and community-based questionnaire survey. Project participants were invited to complete the questionnaire (project-based version). A separate household survey was conducted with residents (non-participants) in TSW. Findings of this survey illuminate the social capital development among project participants and the general public of TSW. This set of information could also be used to compare the differences between participants and non-participants of CIIF projects and the result of which could further shed light on the effectiveness of the CIIF projects.

### III. Household survey and survey of participants in CIIF projects

#### A. Development of survey questionnaire

47. Social capital measurement is one of the important topics among social capital literature. Many authors have designed and validated tools that measure the different aspects of social capital. However, different measurement tools have different emphases and none of them could claim “universal” usage in developing an index of social capital.

48. In order to choose the most suitable indicators to measure social capital in our study, we have conducted thorough literature review and subsequently focused on four sets of questionnaires that have been used in different surveys in four different countries for further examination. The following table shows the authors and country, types of survey as well as the aspects of social capital being measured in these four sets of questionnaire.

*Table 3: Aspects of social capital measured in each survey*

	<b>Author/ Title of the questionnaire survey</b>	<b>Aspects of social capital measured:</b>
Set 1:	Bullen, P. & Onyx, J. (1998) Measuring social capital in five communities in NSW <b>Type of survey: Household survey</b> <b>Country: Australia</b>	<ul style="list-style-type: none"> <li>➤ Participation in the Local Community</li> <li>➤ Social Agency, or Proactivity in a social context</li> <li>➤ Feelings of Trust and Safety</li> <li>➤ Neighbourhood Connections</li> <li>➤ Family and Friends Connections</li> <li>➤ Tolerance of Diversity</li> <li>➤ Value of Life</li> <li>➤ Work Connections</li> </ul>
Set 2:	Wendy Stone and Jody Hughes (2001, 2002) Families, Social Capital & Citizenship project Australian Institute of Family Studies 2001-2002 <b>Type of survey: Telephone survey</b> <b>Country: Australia</b>	<ul style="list-style-type: none"> <li>➤ Trust and reciprocity</li> <li>➤ Informal networks: family/kin, friends, workmates, neighbours.</li> <li>➤ Generalized relations: local people, people in general, civic groups</li> <li>➤ Institutional relations: legal system, churches, police force, media, trade union, etc.</li> <li>➤ overall measures of social capital: informal norms, generalized norms, institution norms, informal network size, no. of associational ties,</li> </ul>

		no. of institutional ties, educational diversity of informal ties, linguistic diversity of informal ties, diversity of values in local area, density of informal ties
Set 3	Green, H. and Fletcher, L. (2003) Social Capital Harmonized Question Set, Office for National Statistic Social Capital Harmonized Question Set <b>Type of survey: Face to face interview (has been included on the 2004 General Household Survey)</b> <b>Country: UK</b>	<ul style="list-style-type: none"> <li>➤ Views about the local area</li> <li>➤ Views about the neighbourhood</li> <li>➤ Civic participation</li> <li>➤ Participation in local issues</li> <li>➤ Participation in nation issues</li> <li>➤ Reciprocity and Trust</li> <li>➤ Social networks and Social support</li> <li>➤ Social participation</li> <li>➤ Involvement in groups, clubs and organizations</li> <li>➤ Unpaid help to groups and individuals</li> </ul>
Set 4	World bank Social Capital Thematic Group (2002) SOCAT <b>Type of survey: Household survey</b> <b>Country: Panama and India</b>	<ul style="list-style-type: none"> <li>➤ Structural social capital</li> <li>➤ Organizational density and characteristics</li> <li>➤ Networks and mutual support organizations</li> <li>➤ Exclusion</li> <li>➤ Previous collective action</li> <li>➤ Cognitive social capital</li> <li>➤ Solidarity</li> <li>➤ Trust and cooperation</li> <li>➤ Conflict resolution</li> </ul>

49. Since authors of the four sets of questionnaire use different terminologies, conceptual understanding and operationalization of social capital as well as level of analysis (Stone, 2001; Narayan & Cassidy, 2001; O'Brien, Burdsal & Molgaard, 2004), it is not easy to make comparison among them. Therefore, we analyzed each and every question of each questionnaire and explored the relationship between the indicators used and the respective aspects of social capital being measured. The result of our analysis is shown in Table 4.

Table 4: Comparison of the four sets of questionnaires on social capital measurement

Key aspects\Questionnaires	Set 1	Set 2	Set 3	Set 4
	Bullen, P. & Onyx, J. (1998)	Wendy Stone and Jody Hughes (2001, 2002)	Hazel Green and Lucy Fletcher (2003)	World bank (2002)
A. Membership and participation in associations/ groups	✓ <sup>5</sup> (3)	✓ (6)	✓ (3)	✓ (9)
B. Diversity in community	✓ (2)	✓ (1)	✓ (1)	✓ (6)
C. Diversity in groups		✓ (2)		✓ (3)
D. Civic participation	✓ (5)	✓ (1)	✓ (3)	✓ (2)
E. Collective action in the community			✓ (1)	✓ (7)
F. Trust	✓ (3)	✓ (7)	✓ (3)	✓ (3)
G. Norms of reciprocity	✓ (2)	✓ (4)	✓ (9)	✓ (9)
H. Connectedness with people in particularized relationship	✓ (4)	✓ (3)	✓ (1)	
I. Life satisfaction	✓ (1)			
<b>Total no. of key aspects:</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>
<b>Total no. of sub-areas:</b>	<b>20</b>	<b>24</b>	<b>21</b>	<b>39</b>

50. Table 4 shows the nine key aspects through which social capital is measured. They are membership and participation in organizations/ groups; diversity in community; diversity in community; diversity in groups, civic participation, collective action in the community; trust; norms of reciprocity; connectedness with people in particularized relationship and life satisfaction.

51. Different questionnaires further delineate these key aspects into several sub-areas (the number of these sub-areas are bracketed). For instance, the sub-areas under the key aspect “membership and participation in associations/ groups” include “membership in associations”, “number of associational memberships”, “nature of participation”, “degree of participations in associations”, and etc.. From table 4, it is also found that all the four questionnaires cover seven out of nine aspects when measuring social capital. Moreover, set 1, 2 and 3 cover similar number of sub-areas whereas set 4 covers a lot more sub-areas than the others.

<sup>5</sup> The label “tick” shows that the questionnaire has covered that key aspect of social capital.

52. To determine the most suitable questionnaire for our use, it is necessary to compare and contrast the focus of each questionnaire. There are five key aspects that all the four questionnaires have used in their study. They are “membership and participation in associations/ groups”, “diversity in community”, “civic participation”, “trust” and “norms of reciprocity”. Moreover, Sets 1, 2 and 3 also concern with “connectedness with people in particularized relationship” when measuring social capital. “Diversity in groups” is examined in Set 2 and 4 while “collective action in the community” is examined in Sets 3 4. Only Set 1 studies “life satisfaction”.

53. Among the four sets of questionnaire, Set 1 only have 36 questions because some sub-areas are not included or not developed in detail whereas Set 2 is extremely long and may need more than an hour to complete. Set 3 and Set 4 are quite similar as they measure the same six aspects, but it seems that set 4 has touched on most of the sub-areas and therefore its coverage is relatively comprehensive when compared with others. In particular, Set 4 emphasizes on measuring “membership and participation in associations/groups”, “norms of reciprocity” and “collective action in the community” that seems be more relevant to the present study which aims at examining associational participation and community-based social capital in TSW.

54. However, Set 4 was developed for use in developing societies, and therefore some questions need to be modified so as to be applicable to metropolitan city like Hong Kong. Besides, the original questionnaire is quite long and therefore needs to be shortened so that it could be completed within half an hour. Based on this set of questionnaire, we have developed a core set of questions to be asked of the respondents.

55. Both CIIF project participants and TSW residents will answer the same questionnaire, but the former filled part 2 of the questionnaires which had a few more questions about their participation in CIIF projects.

## **B. Conceptual framework of survey questionnaire**

56. Table 5 below provides a summary of the questionnaire. The structure of the questionnaire and the aspects explored were presented.

Table 5: Summary of the questionnaire

Questionnaire for project respondents and TSW residents		Conceptual framework
Q1-Q9	Demographic data	
Q10-Q19	participation in CIIF projects	Box 1 <sup>6</sup> , Box 2
Q20	Impacts on well-being (participation in CIIF projects)	Box 3
Q21-Q28	Associational participation	Other: Associational participation, network density, heterogeneity/homogeneity of networks
Q29	Impacts on well-being (associational participation)	Box 3
Q30	Overlapping among membership	Box 2: diversity of networks
Q31-Q32	Structure of collective action	Box 2 / Box 6 / Box 7
Q33-Q34	Diversity in community and problems of diversity	Box 2 / Box 6 / Box 7
Q35	Problem solving (diversity) and collective action for a purpose	Box 2 / Box 6 / Box 7
Q36-Q37	Frequency of collective action	Box 2 / Box 6 / Box 7
Q38	Effectiveness of collective action	Box 2 / Box 6 / Box 7
Q39	Social services needs and satisfaction on accessing social services	Box 6 / Box 7
Q40	Civic engagement among residents (nature and channels)	Box 2 / Box 6
Q41-Q46	Exploring help given to various needs/problems (personal crisis) from people in particularized relationships (a hierarchy of particularized relationship is presented); exploring contribution to people in particularized relationship (neighbourhood) (financial) – a range of people in different social status is mapped.	Box 2 / Box 6
Q47	Exploring help in the community (something that lies between ‘generalized’ and particularized relationship)	Box 2 / Box 6
Q48	Exploring ‘hierarchy’ of reciprocity – from particularized to generalized relationships	Box 2 / Box 6
Q49	Exploring structure of problem solving – leadership	Box 2 / Box 6 / Box 7
Q50	Reciprocity in the community	Box 2 / Box 6 / Box 7
Q51	Trust, norms of reciprocity, collective civic participation, structure of collective action, sense of influence, sense of belongingness towards the community, views of community harmony	Box 2: Social capital development

<sup>6</sup> Box 1 to Box 7 are the specific areas which have been explored in this study, the details of each box is presented on page 11 to page 13.

### **C. Operationalization of the survey**

57. First draft of the questionnaire was prepared for comment by the CIIF in late July 2011 and finalized by the end of August 2011 (as at Appendix 4 and 5).

58. While the participants of 17 CIIF project aged 14 or above were invited to fill in the questionnaires during their gatherings or the programmes, research assistant had attended some meetings and helped guide the participants to fill the questionnaire. For those who do not attend the meetings, project staff helped distribute the questionnaires to them and offered assistance if the participants had difficulty filling in the questionnaire.

59. A total of 239 questionnaires were collected from CIIF project operators. The number of questionnaires collected from each projects was shown in Table 18 below.

60. TSW residents were also invited to participate in a random sampled household survey. After enquiring the Hong Kong Housing Authority and Housing Department and reviewing of household record on their websites, reviewing of websites of property companies, as well as conducting community walk, a total of 97,840 household addresses in Tin Shui Wai have been identified. In order to collect enough number of questionnaires, a total of 3,262 household addresses were drawn randomly (1 in every 30 household addresses). An invitation letter was sent to these 3,262 addresses to invite the residents in the respective addresses to participate in our household survey.

61. A total of 27 youth volunteers were recruited by referral of social workers of NGOs in Tin Shui Wai. Two training sessions were held to equip these volunteers with knowledge and skills in conducting household survey. Subsidies were provided to those youth interviewers for conducting every completed questionnaire. The household survey was conducted from 25/8/2011 to 28/9/2011.

## D. Response rate and general profile of the respondents of two surveys

62. From this part onwards, this report presents and discusses the results of the two sets of survey findings, namely the household survey and the survey of CIIF projects participants. For clarity of presentation, we use interchangeably ‘TSW residents’ or ‘household survey respondents’ to represent respondents of household survey and ‘project participants’ or ‘project respondents’ to represent respondents of survey of CIIF project participants.

### Household Survey

#### 1) Response rate

63. Table 6 below shows the summary of the household survey. A total of 1011 questionnaires were collected successfully. There were a total of 814 rejected cases and 493 “no-show”<sup>7</sup> cases. Seventy six household addresses were not used for residential purpose (for instance, they are units of social services organization or empty flats). The response rate for the household survey is 55.40%.

*Table 6: Summary of the household survey*

<b>Types of case</b>	<b>No. of cases</b>
Successful questionnaires collected	1,011
Rejected cases	814
Non-sample	76
No show (visited for three times)	493
Respond rate: Successful questionnaires collected/ (Successful questionnaires collected+ Rejected case)	55.40%

#### 2) Demographic profile of the household survey respondents

64. Among the 1,011 household survey respondents, over 73% of them live in public housing, around 20% of them live in flats under Home Ownership Scheme and around 7% of them live in private housing. Table 7 below shows the types of housing that the household survey respondents live at, while the details of the estates that they live at would be presented in Appendix 8.

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<sup>7</sup> The volunteers have visited those households for three times and could not reach any household members.

*Table 7: Household survey respondents by housing types*

<b>Housing types</b>	<b>No. of household survey respondents</b>	<b>%</b>
Public Housing	739	73.1%
Home Ownership Scheme	204	20.2%
Private Housing	68	6.8%
Overall	1,011	100%

65. Table 8 also shows the total no. of households in TSW. When compare Table 7 with Table 8, it is found that our sample could present the population of households from public housing and home ownership scheme but not private housing. It is because there are 20.3% of households from private housing (19,897) in TSW whereas only 6.8% of our household survey respondents (68) from private housings.

*Table 8: TSW households by housing types*

<b>Housing types</b>	<b>Total no. of households in TSW</b>	<b>%</b>
Public Housing	57,003	58.3%
Home Ownership Scheme	20,940	21.4%
Private Housing	19,897	20.3%
Overall	97,840	100%

66. Indeed, the youth volunteers always reported having difficulty in reaching private housing respondents due to access restriction and high rejection rate. This may be because residents from private housing were busier at work and therefore not available for the interviews.

67. The demographic profile of the 1,011 household survey respondents, including their sex, age, marital status, number of years living in Hong Kong and TSW are presented in tables below.

*Table 9: Household survey respondents by sex*

<b>Sex</b>	<b>No. of household survey respondents</b>	<b>%</b>
Female	611	60.4%
Male	400	39.6%
Total	1,011	100%

*Table 10: Household survey respondents by age*

<b>Age</b>	<b>No. of household survey respondents</b>	<b>%</b>
16-20	150	14.8%
21-40	147	14.5%
41-60	609	60.2%
61 or above	103	10.2%
Refused to answer	2	0.2%
Total	1,011	100%

*Table 11: Household survey respondents by nationality*

<b>Nationality</b>	<b>No. of household survey respondents</b>	<b>%</b>
Chinese	995	98.4%
Other	7	0.7%
Refused to answer	9	0.9%
Total	1,011	100%

*Table 12: Household survey respondents by marital status*

<b>Marital Status</b>	<b>No. of household survey respondents</b>	<b>%</b>
Married	604	59.7%
Single	326	32.2%
Divorced	58	5.7%
Widowed	21	2.1%
Refused to answer	2	0.2%
Total	1,011	100%

68. As shown in the above tables, around 60% of the household survey respondents (611) were female while around 40% of the household survey respondents (400) were male. Besides, around 60% of them (609) were middle age people, whereas around 15% of them aged 16-20 (150) and another 15% aged 21-40 (147). Nearly all household survey respondents (995) claimed that they are Chinese while only a few of them of other nationality. As shown in table 12, around 60% of the household survey respondents (604) are married while around 32% of them (326) are single.

69. Besides, the number of years which household survey respondents lived in Hong Kong was explored, Table 13 shows the results. Around 44% of them (447) have lived in Hong Kong since birth and around 42% of the household survey respondents (432) were living in Hong Kong over 10 years, while only 13% of them

(131) have lived in Hong Kong for less than 10 years. In addition, the number of years which household survey respondents lived in TSW was also explored.

*Table 13: Household survey respondents by the number of years of living in Hong Kong*

<b>Number of years of living in Hong Kong</b>	<b>No. of household survey respondents</b>	<b>%</b>
Since birth	447	44.2%
11 years or longer	432	42.7%
6-10 years	90	8.9%
0-5 years	41	4.1%
No answer	1	0.1%
Total	1,011	100%

*Table 14: Household survey respondent by the number of years of living in TSW*

<b>Number of years of living in TSW</b>	<b>No. of household survey respondents</b>	<b>%</b>
Since birth	96	9.5%
11 years or longer	391	38.7%
6-10 years	321	31.8%
0-5 years	197	19.5%
Not mainly living in Tin Shui Wai	5	0.5%
No answer	1	0.1%
Total	1,011	100%

70. As shown in Table 14, around 39% of the household survey respondents (391) reported that they have lived in TSW over 11 years, while there were around 32% of them (321) have lived in TSW from 6-10 years and around 20% of them (197) have lived in TSW from 0-5years. There were also 9.5% of them (96) have lived in TSW since birth. The number of years which household survey respondents reported corresponds to the development of TSW, as most of the public housing estates have been built for 11 years or above. The “oldest” estate was built nearly 20 years and that’s why some household survey respondents said they have lived in TSW since birth. Besides, housing estates located in northern TSW were built in the past 6-10 years and one housing estate was built in the past five years. This maybe why a certain number of survey respondents reported living in TSW for less than five years.

71. The education level of household survey respondents is also explored. As shown in Table 15, around 40% of them (402) have received school education up to form 7, while around 22% of them (221) only have received primary education or less.

There were only around 12% of them (122) have studied in sub-degree programmes or owned a bachelor degree or above.

*Table 15: Household survey respondents by education*

<b>Education level</b>	<b>No. of household survey respondents</b>	<b>%</b>
Primary school or below	221	21.9%
Form 1 to Form 3	261	25.8%
Form 4 to Form 7	402	39.8%
Sub-degree programme, degree or above	122	12.0%
No answer	5	0.5%
<b>Total</b>	<b>1,011</b>	<b>100%</b>

72. Household survey respondents' working status is also explored and shown in Table 16. Among the respondents, 30% of them (304) worked full-time; 28% of them (287) were house-wife; 18% of them (179) were full-time students while 23% of them were unemployed, retired, work in part-time job or unstable job. It is worthy to note that, apart from those who work full-time, the rest of them (70%) may have more time to spend in TSW due to the lack of full-time work commitment. This in fact can be considered a community asset that can be mobilized for collective good.

*Table 16: Household survey respondents by working status*

<b>Working status</b>	<b>No. of household survey respondents</b>	<b>%</b>
Full-time job	304	30.1%
House wife	287	28.4%
Full-time student	179	17.7%
Unemployed	66	6.5%
Retired	63	6.2%
Part-time job/Unstable job	106	10.4%
No answer	6	0.6%
<b>Total</b>	<b>1,011</b>	<b>100%</b>

### 3) Knowledge of and participation in CIIF projects

73. Among 1,011 household survey respondents, 10% of them (101) have heard about Community Investment and Inclusion Fund (CIIF) while only 8 of them indicated that they have participated in CIIF projects.

74. Among those 101 household survey respondents, 16 of them indicated that

they got to know CIIF but could not identify the names of the projects. It is possible that those household survey respondents learnt of CIIF projects through different media channels, for instance, newspapers, radio and websites; or there is the possibility that they heard the name of CIIF from other TSW residents, but could not recall the names of these projects.

75. For those 85 household survey respondents who knew about CIIF, they could identify the names of projects they heard and 17 of them could mention more than one project.

76. Table 17 below shows the list of projects which household survey respondents have heard of and participated in. It is found that project A3 and A1 are the most popular projects, a total of 29 and 11 household survey respondents could identify 晴天計劃 (A3) and 互助共融·樂聚天盛 (A1) respectively. These two projects were school-based projects. Since the two projects were mainly carried out in primary schools and collaborated with secondary schools, it may help promote the projects as project information was easily accessible to both parents and students.

77. Besides, it is found that project A3 made good use of multimedia tools to promote the project. It is easy for interested parties to search for the project's information via its website, newspapers as well as youtube. This definitely can help promote the project.

Table 17: The list of projects which household survey respondents have heard about and have participated in

Project code	Project name	Popularity (no. of household respondents heard)	No. of residents have participated in
A3	晴天計劃	29	/
A1	互助共融·樂聚天盛	11	1
A10	天華邨「愛鄰舍·滿盼望」計劃	6-10 <sup>8</sup>	1
A2	天逸鄰里互助計劃		/
A8	天水圍展望工程之天耀社區網絡計劃		
A7	彩虹社區		
A17	晴天行動~家庭鄰舍網絡發展計劃		1-5
A5	「愛·天澤」社區網絡		1
A9	「愛明天」家庭支援計劃		/
A4	「天廚」鄰舍互助計劃		/
B8	長幼心連心互助計劃		2
C1	元朗區家長教師聯會－「結伴同行 1 + 1」－家庭成員培訓計劃		/
A6	互強互助成長計劃		
A11	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)		
A12	舞動正能量		
B2	和諧之家『守望星』計劃		
B4	天水圍展望工程之悅恩社區網絡計劃		
B5	真心英雄計劃		1
B6	「想創空間」企業師徒計劃		/
B7	你我一家親，生活樂繽紛		1
C3	Community Angels of Tin Shui Wai		/
A13	手挽手健康社區互助計劃	No one	/
A14	家庭綠洲---開心家庭建築師		
A15	有里同行 樂天計劃		
A18	「全人培育」先導計劃		
B3	闖出天地		
C2	開心營聚		
		Total	8

78. However, as shown in Table 17, 6 out of 28 projects were known to “no one”. Among these six projects, project B3 was already completed in 2009 and the project operator indeed did not have any centre base in TSW after the completion of

<sup>8</sup> The exact number of household survey respondents who have heard each project is shown in Appendix 8.

the CIIF project, it is possible that no household survey respondents could remember it.

79. Moreover, project C2 lasted only for 2 years before having an early termination in June, 2010. It may be quite hard for the household survey respondents to remember the project. For project A15 and A18, the target groups of the projects seem to be quite specific. The target group of project A15 was mainly ex-mentally ill persons while the target group of project A18 was mainly the secondary students who had interest in ecological tourism. Therefore, these projects may not be well-known by general household survey respondents.

80. However, it is interesting to note that A13 and A14 were community-based projects which always conduct the programmes in the community but no one could identify them. It is still possible that household survey respondents recognized the organizations which operated the projects but not the names of projects and therefore “no one” knew the projects.

### **Survey for participants of CIIF projects**

#### 1) Response rate

81. A total of 239 questionnaires were collected from 12 CIIF projects in TSW. In addition, there were a total of 8 household survey respondents expressed that they participated in CIIF projects. Therefore, the total completed questionnaires from this group of household survey respondents were 247. Table 18 below shows the number of participants of the studied projects who completed the questionnaire as well as the projects that 8 household survey respondents participated in.

82. Due to the limited resources of this study, the research team always explored the most effective way to conduct the questionnaire survey with the project operators. Since the length of questionnaires were quite long and some parts were a little bit complicated, the project operators always suggested the research team to conduct questionnaire survey during some programmes which involved most of the active participants so that guidance could be given to those project participants.

Table 18: CIIF projects by number of questionnaires collected

	Project title	No. of questionnaires collected from the project operators	No. of household survey respondents participated in	Total no. of questionnaires collected
A1	互助共融・樂聚天盛	0	1	1
A2	天逸鄰里互助計劃	0	0	0
A3	晴天計劃	22	0	22
A4	「天廚」鄰舍互助計劃	12	0	12
A5	「愛・天澤」社區網絡	0	1	1
A6	互強互助成長計劃	0	0	0
A7	彩虹社區	26	0	26
A8	天水圍展望工程之天耀社區網絡計劃	9	0	9
A9	「愛明天」家庭支援計劃	36	0	36
A10	天華邨「愛鄰舍・滿盼望」計劃	36	1	37
A11	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)	1	0	1
A12	舞動正能量	34	0	34
A13	手挽手健康社區互助計劃	22	0	22
A14	家庭綠洲---開心家庭建築師	22	0	22
A15	有里同行 樂天計劃	14	0	14
A17	晴天行動~家庭鄰舍網絡發展計劃	5	1	6
A18	「全人培育」先導計劃	0	0	0
B1	「全人培育」先導計劃	/	0	0
B2	和諧之家『守望星』計劃	/	0	0
B3	闖出天地	/	0	0
B4	天水圍展望工程之悅恩社區網絡計劃	/	0	0
B5	真心英雄計劃	/	1	1
B6	「想創空間」企業師徒計劃	/	0	0
B7	你我一家親，生活樂繽紛	/	1	1
B8	長幼心連心互助計劃	/	2	2
C1	元朗區家長教師聯會－「結伴同行 1 + 1」－家庭成員培訓計劃	/	0	0
C2	開心營聚	/	0	0
C3	Community Angels of Tin Shui Wai	/	0	0
	Sub-total:	239	8	247

83. To facilitate the operation of questionnaire survey, the project operators always scheduled 30 to 40 minutes for the research team to conduct the survey in-between the programmes. Since most of the project participants were not very well-educated, we would read the questions one by one to the project participants so that they could fill in the questionnaires easily. The research team has also recruited

some helpers to take care those project participants who may need one-to-one guidance. These actions were also helped ensure the accuracy of the questionnaires survey.

84. Indeed, to ‘boost’ the response rate, the research team and project operators would try to choose those programmes which had more participants to involve. If some project participants have to leave early and could not complete the questionnaires during the programmes, the project operators would help collect the completed questionnaires later for the research team. In addition, some project operators also arrange more than one programme to conduct the questionnaire survey so that more project participants could participate in the survey. For those projects that the project operators did not recommend any programmes to conduct the survey, the research associate also tried to invite the project participants who could be met during the time for in-depth interview to fill the questionnaire survey.

85. However, when considering the response rate, only 239 questionnaires were collected from 12 CIIF projects until November 30, 2011. A big gap still existed if we referred to our original proposal suggested 50 questionnaires would be collected from each of the 18 projects (900 in the proposal). The followings explain the gap exist between the proposed and actual number of completed questionnaires.

86. First of all, as stated before, project A16 was not included in this study as its intervention in TSW did not start until September, 2011. Therefore, only 17 active projects were being studied in this project.

87. Moreover, the schedule of the questionnaire survey could be one of the factors that affect the response rate. The research team took quite a lot of time to finalize the questionnaires previously and therefore the survey could only be started by the end of August, 2011. As a result, two projects (A1 and A6) were already completed and another two projects were nearly completed (A2 and A5) during the time the research team conducted the questionnaire survey. It is also quite hard for the project operators to gather the participants if there is no more programmes for them.

88. Besides, it is found that some of our studied projects were also the target of other studies (not only the study of CityU team which is also funded by CIIF, but also some other studies conducted by other college), therefore, some project operators mentioned that their participants were not very keen to participate in too many studies and have refused to fill in the questionnaires.

89. In addition, as the length of questionnaire was quite long and as reported by the project operators, project participants hesitated to complete it. No questionnaire was returned even project operators had encouraged their participants to do so. Indeed, not only those who refused to fill the questionnaire, project operators as well as those project participants who completed the questionnaire survey also provided feedback that the questionnaire was quite long and hard to complete it.

90. Though the completed questionnaires fall short of the original number, there were more than 240 questionnaires collected, the numbers of questionnaires is good enough for our analysis, especially statistical ones.

91. However, it is also necessary to note that the results of questionnaire survey of CIIF project participants could only represent part of CIIF projects in TSW as only 239 project participants from 12 CIIF projects returned questionnaires. It is also necessary to note that the no. of questionnaires collected in each project is also different, as most of questionnaires were collected from the estate-based<sup>9</sup> projects, the results may reflect the outcome of the estate-based CIIF projects better.

## 2) Demographic profile of project participants

92. The demographic profile of project participants is shown in Table 19 to Table 28. Table 19 below shows the types of housing which the project participants live in first.

*Table 19: Project participants by housing types*

<b>Housing types</b>	<b>No. of cases</b>	<b>%</b>
Public Housing	177	72.0%
Home Ownership Scheme	39	15.8%
Private Housing	30	12.2%
Overall	247	100%

93. There were 72% of project participants living in public housing, around 16% in flats under Home Ownership Scheme and around 12% live in private housing. Table 20 below shows the types of housing that the project participants live at. As expected, most of the project respondents live in public housing as the operators of the CIIF projects are always the NGOs which are located in public housing estates.

<sup>9</sup> Details of different models of CIIF projects will be discussed in later part of this report.

*Table 20: Household survey respondents by housing types*

	<b>Total no. of households in TSW (%)</b>	<b>No. of household survey respondents (%)</b>	<b>No. of project participants (%)</b>
<b>Public Housing</b>	57,003 (58.3%)	739 (73.1%)	177 (72.0%)
<b>Home Ownership Scheme</b>	20,940 (21.4%)	204 (20.2%)	39 (15.8%)
<b>Private Housing</b>	19,897 (20.3%)	68 (6.8%)	30 (12.2%)
<b>Overall</b>	97,840 (100%)	1,011 (100%)	247 (100%)

94. Table 20 also shows the total number of households in TSW and the number of household survey respondents by housing types. As shown in Table 20, it is found that the percentage of project participants who live in public housing and flats under Home Ownership Scheme are lower than that of the household survey respondents. However, the percentage of project participants who live in private housing is nearly double to that of household survey respondents. It seems that project participants from private housing were more likely to give response to the questionnaire survey than those household survey respondents who were being invited to response to household survey. It is very likely that project participants from private housing trusted the CIIF organizations (as the project operators always facilitated the operation of the questionnaire survey), and understood that the importance of the questionnaire survey that it could help evaluating the CIIF projects and finally bring benefit to their projects as well as the community.

95. As shown in Table 21 to Table 28, around 85% of the project participants (211) were female while around 15% of the project participants (36) were male, presenting a rather different picture in gender composition when compared to that of the household survey sample. Besides, around 67% of them (165) were middle age people (aged 41-60), whereas around 14% of them (34) below 20 and 7% of them aged 21-40 (18), presenting a rather similar picture in age composition when compared to that of the household survey sample, in which majority (70%-80%) of the respondents is aged 41 or above.

*Table 21: Project participants by sex*

<b>Sex</b>	<b>No. of project participants</b>	<b>%</b>
Male	36	14.6%
Female	211	85.4%
Total	247	100%

*Table 22: Project participants by age*

<b>Age</b>	<b>No. of project participants</b>	<b>%</b>
Below 16	5	2.0%
16-20	29	11.7%
31-40	18	7.3%
41-60	165	66.8%
61 or above	30	12.1%
Total	247	100.0%

96. As shown in Table 23, nearly all project participants (235) claimed that they are Chinese while only a few of them of other nationality, presenting a rather similar picture in nationality when compared to that of the household survey sample.

*Table 23: Project participants by nationality*

<b>Nationality</b>	<b>No. of project participants</b>	<b>%</b>
Chinese	235	95.1%
Other	7	2.8%
No answer	5	2.0%
Total	247	100%

97. As shown in Table 24, around 66% of the project participants (163) are married while around 23% of them (57) are single, presenting a rather similar picture in marital status when compared to that of the household survey sample.

*Table 24: Project participants by marital status*

<b>Marital Status</b>	<b>No. of project participants</b>	<b>%</b>
Married	163	66.0%
Single	57	23.1%
Divorced	16	6.5%
Widowed	10	4.0%
Refused to answer	1	0.4%
Total	247	100%

98. Besides, the number of years which project participants lived in Hong Kong was explored. Around 47% of them (115) have lived in Hong Kong since birth and around 35% of the project participants (86) have been living in Hong Kong over 10 years, while around 16% of them (39) have lived in Hong Kong for 0 to 10 years, presenting a slightly different picture in number of living in Hong Kong when

compared to that of the household survey sample. There were less project participants (34.8%) than household survey respondents (42.7%) have been living in Hong Kong for 11 year or above.

*Table 25: Project participants by the number of years of living in Hong Kong*

<b>The number of years of living in Hong Kong</b>	<b>No. of project participants</b>	<b>%</b>
Since birth	115	46.6%
11 years or longer	86	34.8%
6-10 years	27	10.9%
0-5 years	12	4.9%
No answer	7	2.8%
Total	247	100%

99. In addition, the number of years which project participants lived in TSW was also explored. As shown in Table 26, around 47% of the project participants (116) reported that they have lived in TSW over 11 years, while there were around 26% of them (64) have lived in TSW between 6-10 years and around 14% of them (35) have lived in TSW for less than five years. There were also 2.4% of them (6) have lived in TSW since birth. Different from the result of household survey respondents, there were 9% more project participants have lived in TSW over 11 years. Nevertheless, only 2.4% of the project participants (6) have lived in TSW since birth, which is less than that of the household survey respondents (9.5%).

*Table 26: Project participants by the number of years of living in TSW*

<b>The number of years of living in TSW</b>	<b>No. of project participants</b>	<b>%</b>
Since birth	6	2.4% (9.5)
11 years or longer	116	47.0% (38.7)
6-10 years	64	25.9% (31.8)
0-5 years	35	14.2% (19.5%)
Not mainly living in Tin Shui Wai	1	7.3% (0.5%)
No answer	8	3.2% (0.1%)
Total	247	100%

100. The education level of project participants is also explored. As shown in Table 27, around 36% of them (88) have received school education up to form 7, while around 22% of them (54) only have received primary education or less in. There were only around 8% of them (20) have studied in sub-degree programmes or owned a bachelor degree or above. The result presents similar picture in education

level when compared to that of the household survey that the respondents have not received higher education level.

101. In addition, when comparing the education level of the two groups of respondents, it is found that nearly half of the project participants and household survey respondents have received form three education or less. It is also found that higher proportion (12%) of household survey respondents is having education at sub-degree level or above, thus suggesting the general education of the project respondents is lower than that of household survey respondents.

*Table 27: Project participants by education level*

<b>Education level</b>	<b>No. of project participants</b>	<b>%</b>
Primary school or below	54	21.9%
Form 1 to Form 3	81	32.8%
Form 4 to Form 7	88	35.7%
Sub-degree programme, degree or above	20	8.1%
No answer	4	1.6%
Total	247	100.0

102. Project participants' working status is also explored. Around 63% of project participants (155) were house-wife and around 16% of them (39) were full-time students. Around 7.3% (18), 5.7% (14) and 2.4% (6) of them were either working in part-time/unstable job, unemployed or retired respectively. Only 4.5% of them worked in full-time.

103. The working status among two groups of survey respondents is quite different. There were more "house-wife" among project participants, which is double to that of household survey respondents. For those household survey respondents, 30% of them worked in full-time while only 4.5% of project participants (11) worked in full-time.

*Table 28: Project participants by working status*

<b>Working status</b>	<b>No. of project participants</b>	<b>%</b>
Full-time job	11	4.5%
House wife	155	62.8%
Full-time student	39	15.8%
Unemployed	14	5.7%
Retired	6	2.4%
Part-time job/ unstable job	18	7.3%
No answer	4	1.6%
Total	247	100.0

104. Due to the differences in certain demographic profiles of the two samples, e.g. gender composition, education level and work status, we might need to be cautious when interpreting the findings to see whether there is any influence.

## **IV. Qualitative inquiry**

### **A. Operationalization of qualitative mode of inquiry**

105. Participant observations, review of project documents such as quarterly reports or projects' outcome indicators and semi-structured interviews with individuals or groups, are conducted to solicit information from project participants, project operators and other parties related to the projects. Research output is reported in table 29 and table 30.

Table 29: List of active projects and the progress of fieldwork

	Project Name	Participant observations	Interviews with project participants	Focus groups interview with participants	Interviews with project operators	Interviews with collaborators
A1	互助共融・樂聚天盛	1	3	1	1	/
A2	天逸鄰里互助計劃	1	/	1	1	/
A3	晴天計劃	2	4	1	2	1
A4	「天廚」鄰舍互助計劃	1	4	1	1	1*
A5	「愛・天澤」社區網絡	2	2	/	1	/
A6	互強互助成長計劃	/	1	/	1	/
A7	彩虹社區	1	4	1	1	/
A8	天水圍展望工程之天耀社區網絡計劃	1	4	/	1	/
A9	「愛明天」家庭支援計劃	1	4	1	1	2
A10	天華邨「愛鄰舍・滿盼望」計劃	2	4	2	1	1
A11	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)	2	4	/	2	1*
A12	舞動正能量	1	4	1	1	/
A13	手挽手健康社區互助計劃	1	4	1	1	/
A14	家庭綠洲---開心家庭建築師	1	3	1	1	/
A15	有里同行 樂天計劃	1	2	/	1	1
A16	屯門小老闆	Project A16 was not included in our study finally as the project hasn't started its intervention in TSW until September, 2011.				
A17	晴天行動~家庭鄰舍網絡發展計劃	2	5	/	1	/
A18	「全人培育」先導計劃	1	2	/	1	1*
	Total	21	54	11	19	8*

\*Meet the project operators during the participant observation.

Table 30: List of completed or terminated projects and the progress of fieldwork

				Interviews with project operators/ collaborators	Interviews with project participants
B1	0020-11	「全人培育」先導計劃 (Year 1)	Roundtable Community Limited	1	/
B2	0051-3	和諧之家『守望星』計劃	和諧之家	/	/
B3	0013-9	闖出天地	香港扶幼會	1	1
B4	0002-8	天水圍展望工程之悅恩社區網絡計劃	香港青年協會	1	/
B5	0007-7	真心英雄計劃	香港國際社會服務社	1	2
B6	0035-5	「想創空間」企業師徒計劃	基督教香港信義會青少年就業輔導服務	1	/
B7	0023-1	你我一家親，生活樂繽紛	博愛醫院朱國京夫人紀念幼兒中心	/	/
B8	0060-3	長幼心連心互助計劃	博愛醫院陳平紀念長者鄰舍中心	1	/
C2	0050-12	開心營聚	香港婦聯	1	/
C3	0023-3	Community Angels of Tin Shui Wai	新福事工協會有限公司	1	/
			<i>Sub-total:</i>	8	3
			<i>Total:</i>	11	

106. As aforementioned, the project A16 was not included in our study finally as the project hasn't started its intervention in TSW until September, 2011. Therefore, there were only 17 active projects during the data collection period. Besides, on top of our proposed, 8 completed projects as well as 2 terminated projects were also included in our study as suggested by CIIF committee members and CIIF Secretariat.

### **B. Research output in regard to active CIIF projects**

107. A total of 21 participant observations were conducted to 16 active projects. Among those 16 active projects, two participant observations were conducted for five projects<sup>10</sup>.

108. Besides, for those active projects, a total of 54 individual semi-structured interviews with project participants were conducted. In addition, a total of 11 focus groups could be conducted among 10 active projects while two focus groups were conducted for one project which with different target groups<sup>11</sup>.

109. Furthermore, a total of 19 and 8 semi-structured interviews with project operators and project collaborators were conducted respectively. Instead of making formal interviews, we could have the chance to meet and "chat" with the project collaborators during the participant observation in some programmes. This is an alternate way to collect the data effectively. This is because the chat could often help us to understand more about the participation of project collaborators and their feedback on CIIF projects. We could meet collaborators of 3 CIIF projects finally<sup>12</sup>.

### **C. Research output in regard to completed CIIF projects**

110. For those completed projects, apart from studying their outcome indicators

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<sup>10</sup> There was one active project which we could not conduct the participant observation due to the schedule conflict. We then made a few telephone contacts with project operator and got more information about their programme and the participation of participants.

<sup>11</sup> The number of interviews and focus groups done could not meet the proposed target due to various reasons. The project operators always mentioned that their project participants were quite busy. Focus group was not a preferable choice for the project operators since they were quite hard to gather a group of project participants except the time for the programmes. Besides, as reported by the project operators, there were some other studies regarding CIIF projects carried out in the same period and therefore it was quite hard for them to invite the same project participants to be interviewed in two or even more research studies.

<sup>12</sup> We could only make interviews with project collaborators from 7 projects. As mentioned by project operators, other CIIF projects in TSW were their key collaborators. Some project operators could not find the most suitable collaborators for interviews. It is very possible that some project operators still develop their relationship or explore their cooperation with their collaborators and therefore were not very likely to arrange the interviews. Besides, project operators mentioned that their project collaborators were very busy as they would only want to concentrate on serving the project but may not have great interest to participate in academic research.

and progress reports, the research team had made contacts with those project operators to explore whether there were suitable personnel as well as project participants to participate in the interview. Interviews with the project operators of 8 projects were conducted<sup>13</sup>. Among ten completed projects, interviews with project participants could be conducted for 2 projects while a total of 3 project participants were interviewed<sup>14</sup>.

#### **D. Interviews with CIIF Secretariats, CIIF committee members and Social Welfare Department**

111. Apart from interviewing project operators and participants, a total of two focus groups have been conducted with CIIF committee members and CIIF Secretariat in order to explore their support and resources provided for the CIIF projects. In addition, after consulting the CIIF Secretariat, it is found that Social Welfare Department (Yuen Long) was the only government department which had more involvement in encouraging or facilitating the development of CIIF projects in the district. Therefore, another focus group interview with representatives from District Planning and Co-ordinating Team of Social Welfare Department (Yuen Long) is also conducted.

112. In summary, though we have fallen short of the targeted amount of interviews/ focus groups, but the 106 interviews/ focus groups conducted has reached 85% of research output which we had committed previously. It is believed that the data collected through these interviews/ focus groups were “enough” to reflect the development of CIIF projects and their impacts on individuals and the community as a whole.

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<sup>13</sup> There were only two completed projects which we could not conduct interview with project operators, for project B2, both responsible social worker and agency supervisor did not work for the agency any more. For project B7, we had tried to make a contact with the responsible person a few times by phone and email but could not get the positive reply regarding the interview before the data collection period is ended.

<sup>14</sup> The relative low response rate mainly because the projects may not keep their contacts with their project participants.

## **V. Social Capital Development**

### **A. Associational participation**

#### **Types of community organization**

113. To understand the stock of social capital among TSW residents, one of the key themes to be explored is 'associational participation'. There were a total of 106 household survey respondents (10.6%) reported that they had participated in community organizations. Among them, 63 (59.4%) participated in one organization, 15 (14.2%) in two organizations and 2 (1.9%) in three organizations. For clarity of presentation, this group of respondents will be dubbed R2 to differentiate from R1, household survey respondents who reported having no experience in associational participation. For better comparison of results of questionnaire survey, the project respondents will be dubbed R3.

114. Among the 247 project respondents (R3), 118 of them reported that they have participated in other community organizations in addition to the organizations which operated the CIIF projects that they participated in (CIIF operators). Project respondents could report up to three community organizations that they had joined.

115. It seems that project respondents were more likely to have associational participation in TSW than household survey respondents (only around 10% of R2 respondents reported that they had associational participation), as it is shown in Table 31 that there were a total of 72 (30%) of project respondents reported they have participated in two community organizations and another 36 (15%) in three community organizations on top of CIIF project organizations.

Table 31: Types of community organization that respondents participated in

Types of community organization	No. of R2				No. of R3			
	1 <sup>st</sup> organization	2 <sup>nd</sup> organization	3 <sup>rd</sup> organization	Total counts	1 <sup>st</sup> organization	2 <sup>nd</sup> organization	3 <sup>rd</sup> organization	Total counts
1. Non government welfare organizations (e.g. youth centre, elderly centre)	63 (59.4%)	12	1	76 (60.8%)	68 (57.6%)	46	25	139 (61.5%)
2. Religious Organizations	21 (19.8%)	0	1	22 (17.6%)	7 (5.9%)	1	1	9
3. Mutual Aid Committee	5 (4.7%)	2	0	7 (5.6%)	11 (9.3%)	8	1	20 (8.9%)
4. Clubs in schools	5	0	0	5	7	3	5	15
5. Sports associations	3	1	0	4	0	0	0	0
6. Communal Organizations (e.g. dancing classes)	3	0	0	3	1	1	0	2
7. Labor Union	2	1	0	3	4	0	0	4
8. Others	2	0	0	2	4	1	1	6
9. Parent and Teacher Associations	1	0	0	1	6	5	3	14
10. Political Organizations	1	1	0	2	4	5	0	9
11. Other CIIF projects					6	2	0	8
Total	106	17	2	125	118	72	36	226

116. Table 31 above also shows the types of the community organization that the residents (R2) and the project respondents (R3) participated in.

117. From the table 31, around 60% of R2 participated in non-government welfare organizations (e.g. youth centre and elderly centre) and 20% in religious organizations.

118. Similar to that of R2 respondents, around 60% of the project respondents participated in non government welfare organizations (e.g. youth centre, elderly centre). Besides, a total of 20 (8.9%) project respondents reported that they participated in mutual aid committees (MACs).

119. When compare this result with that of R2 respondents, there were only around 7% of the respondent who had associational participation engaged in MACs. It is obvious that project respondents were more likely to engage in MACs. This could be explained by the fact that CIIF projects always cooperated with MACs and some members of MACs also became active participants of CIIF projects. Another reason to explain this result is that some project respondents, after their participation in CIIF project became MACs members because they care about the development of the estate they lived. The later section which discusses the impact of participation in CIIF projects may provide more evidences to support this argument.

#### Level of participation

120. Apart from exploring the types of community organization that the respondents engaged, it is also important to study their level of participation in these community organizations as how active and how frequent respondents participate has a bearing on the effect of social capital development. The following table shows respondents' self-report of their level of participation in organizations.

121. Around 40% of R2 (42) expressed that they were active or very active in participating in those community organizations whereas around 60% (63) of them expressed that they were relatively inactive or inactive.

Table 32: Level of participation

Organization/ Level of participation	No. of R2 (%)				No. of R3 (%)			
	Very active	Active	Relatively inactive	Inactive	Very active	Active	Relatively inactive	Inactive
The 1 <sup>st</sup> community organization (R2=105/ R3=114)	4 (3.8%)	38 (36.2%)	50 (47.6%)	13 (12.4%)	24 (21.1%)	75 (65.8%)	13 (11.4%)	2 (1.8%)
The 2 <sup>nd</sup> community organization (R2=17/ R3=75)	2 (11.8%)	6 (35.3%)	9 (52.9%)	/	12 (17.9%)	43 (64.2%)	12 (17.9%)	0
The 3 <sup>rd</sup> community organization (R2=2/ R=35)	/	/	/	2 (100%)	7 (20.0%)	23 (65.7%)	5 (14.3%)	0

122. Table 32 above shows that most project respondents (R3) were active in participating in community organizations. Around 87% of R3 reported that they were active or very active in participating in the 1<sup>st</sup> community organizations apart from the CIIF organizations they joined. Over 80% of participants also indicated that they were active or very active in participating in the 2<sup>nd</sup> and 3<sup>rd</sup> community organizations on top of the CIIF organizations they joined. When compare with the result of the respondents in household survey, project respondents were more active in most community organizations than R2 respondents (only 40% of respondents indicated that they were active or very active in community organizations).

### Frequency of participation

123. Table 33 below shows the frequency of respondents' participation in community organizations.

Table 33: Frequency that R2 and R3 participated in community organizations

Frequency	No. of R2	%	No. of R3	%
More than once every week	17	16.3%	42	36.5%
Once every week	18	17.3%	29	25.2%
Twice every month	15	14.4%	19	16.5%
Once every month	13	12.5%	16	13.9%
Once a few months	29	27.9%	8	7.0%
Uncertain / others	12	11.5%	1	0.9%
Total	104	100%	115	100%

124. There were around 48% of the R2 respondents (n=105) who participated in community twice a month or more. This result coincides with that of level of participation (40% of household survey participants expressed that they were active or very active).

125. The frequency of participation of R3 respondents as shown in table 33 above coincides with that of level of participation. Over 60% of R3 respondents participated in community organizations once or more than once every week. Around 78% of R3 respondents while only 48% of R2 respondents reported having participated in community organizations twice every month or more. Again, this result suggests that project respondents were more active in community organizations than the household survey respondents.

126. Since there is no other study regarding residents' frequency of participation in community organizations in Hong Kong, we do not have any reference to further examine whether residents in TSW were more frequent in participating in community organizations than residents in other districts. The present results could serve as reference for future study.

127. Apart from level and frequency of participation, features of membership in community organizations could also be factors which affect social capital development. In our study, whether the membership in community organization is overlapped and the heterogeneity/homogeneity of associational membership were studied.

### **Overlapping membership**

128. In our study, respondents were asked about whether there was overlap of membership in the community organizations they joined. "Overlapping membership" means different community organizations share a similar/same group of members. Overlapping membership could be seen as double-edged sword in social capital development. Through associational participation, people could get to know each other, networks therefore could be built. If people joined different community organizations and they could only know the same group of members, their networks may not be much extended. However, overlapping membership could also act as the bridge to link up different community organizations, members could help transfer the resources from one organization to other organization and thus certain degree of overlapping is beneficial to community organizations as well as the society.

*Table 34: Overlap in membership*

<b>Overlap in membership</b>	<b>No. of R2</b>	<b>%</b>	<b>No. of R3</b>	<b>%</b>
No overlap	5	33.3%	39	37.5%
Some overlap	8	53.3%	62	59.6%
Much overlap	2	13.3%	3	2.9%
Total	15	100%	104	100.0%

129. Table 34 shows the result with regard to the overlapping membership. More than half of the R2 respondents (8 out of 15, 53%) expressed that there was some overlap of membership in the community organizations they joined. There is a potential for not only the network building among members in the community organizations but also resources sharing among community organizations. Meanwhile, it is also necessary to note that there were 7 R2 respondents (47%) indicated either no overlap of membership or much overlap of membership in community organizations they joined. Both situations could bring the negative effect on social capital development. Therefore, the organizers of the community organizations should pay attention that whether “no overlap” could facilitate their members to develop more extended networks while whether “much overlap” could help the community organizations to exchange their resources. It is not hard for the organizers to conduct such observation and assessment, and generate the positive effects of overlapping membership.

130. From table 34, about 38% of R3 respondents reported there was no overlap while around 62% of project participants reported that there was some or much overlap among membership in the community organizations they participated. This result suggests that the overlap in membership is quite common and the potential for social capital development is thus great.

### **Heterogeneity/Homogeneity of associational membership**

131. Heterogeneity/homogeneity of associational membership is also a matter to social capital development, overlapping membership and heterogeneity of associational membership could be seen as the “infrastructure” and the “element” of associational membership respectively. The former provide basic system for members to interact or exchange the resources, while the latter determines the kind as well as the diversity of resources which the members could bring into the system. Therefore, the heterogeneity/homogeneity of associational membership was explored in our study to examine the potential of social capital development among household survey

respondents and community organizations.

132. Table 35 shows the heterogeneity/homogeneity of associational membership (the first community organizations that respondents mentioned). Around 87% of the R2 respondents expressed that members were mostly of different political viewpoints. Around 70% of the household survey respondents also expressed that members were mostly of different religion and gender. Over 50% of the household survey respondents highlighted that members were different in occupation, home town, level of education and age group.

*Table 35: Heterogeneity/ Homogeneity of associational membership*

<b>Heterogeneity/ Homogeneity of associational members (1<sup>st</sup> community organizations)</b>	<b>No. of R2 (%)</b>		<b>No. of R3 (%)</b>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
Members are mostly of the same political viewpoints (n=100)	13 (13.0%)	87 (87.0%)	9 (9.1%)	90 (90.9%)
Members are mostly of the same religion (n=101)	29 (28.7%)	72 (71.3%)	10 (9.8%)	92 (90.2%)
Members are mostly of the same gender (n=102)	31 (30.4%)	71 (69.6%)	40 (40.0%)	60 (60.0%)
Members mostly have the same occupation (n=102)	36 (35.3%)	66 (64.7%)	25 (25.5%)	73 (74.5%)
Members are mostly from the same home town (n=102)	42 (41.2%)	60 (58.8%)	23 (23.2%)	76 (76.8%)
Members mostly have the same level of education (n=101)	43 (42.6%)	58 (57.4%)	19 (19.2%)	80 (80.8%)
Members are mostly from the same age group (n=102)	51 (50.0%)	51 (50.0%)	17 (16.8%)	84 (83.2%)
Members mostly have the same nationality (n=102)	79 (77.5%)	23 (22.5%)	62 (60.2%)	41(39.8%)
Members mostly live in the same community	82 (80.4%)	20 (19.6%)	67 (63.8%)	38 (36.2%)

133. All these results suggest that members' background were quite different and there is a great potential for the development of social capital. This is because if members are diverse, the resources they could bring to the community organizations or other members could also be diverse. Community organizations should capitalize on this heterogeneity and provide platform for different members to contribute their resources.

134. Table 35 above also shows the heterogeneity/homogeneity of R3, project

respondents' associational membership. Over 75% of the project respondents indicated that there were differences in five out of nine items below, including religion, political viewpoints, age group, level of education and home town. All these results suggest that members' backgrounds were quite different in those community organizations that the project respondents joined. There is a great potential for social capital development. This is because if members are diverse, the resources they could bring to the community organizations or other members could also be diverse.

135. Community organizations should capitalize on this heterogeneity and provide platform for different members to contribute their resources. CIIF projects could also benefit from this heterogeneity if the project operators also capitalize on it and encourage project participants to bring the resources to the CIIF projects.

### **Familiarity among members**

136. Familiarity among members of the same community organizations is also an important element for residents to build up bonding social capital. Particularized trust, norms of reciprocity and exchange of support could always be found among participants who are familiar with each other. Table 36 below shows that around 58.6% of R2 respondents expressed that they were somewhat familiar or familiar with other members from the community organizations they involved while around 80% of R3 respondents reported that they were somewhat or very familiar with other members of the community organizations they have engagement. This is definitely another good sign to show the great potential for social capital development.

*Table 36: Familiarity among members of community organizations*

<b>Organization/ familiarity</b>	<b>No. of R2 (%)</b>				<b>No. of R3 (%)</b>			
	<b>Not familiar at all</b>	<b>Mostly not familiar</b>	<b>Somewhat familiar</b>	<b>Very familiar</b>	<b>Not familiar at all</b>	<b>Mostly not familiar</b>	<b>Somewhat familiar</b>	<b>Very familiar</b>
1 <sup>st</sup> organization	6 (5.8%)	37 (35.6%)	46 (44.2%)	15 (14.4%)	4 (3.5%)	22 (19.5%)	71 (62.8%)	16 (14.2%)
2 <sup>nd</sup> organization	3 (17.6%)	5 (29.4%)	5 (29.4%)	4 (23.5%)	3 (4.4%)	11 (16.2%)	39 (57.4%)	15 (22.1%)
3 <sup>rd</sup> organization	0	0	0	1 (100%)	2 (5.9%)	5 (14.7%)	20 (58.8%)	7 (20.6%)
Total	9 (7.4%)	42 (34.4%)	51 (41.8%)	20 (16.4%)	9 (4%)	38 (16.7%)	140 (62.2%)	38 (16.7%)

137. Besides familiarity among members of the community organizations, whether the residents are familiar with the organizers is another indicator of the potential of social capital development. If members and organizers are familiar with each other, members are more likely to trust the organizations (institutional trust) and organizers can have better understanding of their members, such as knowing their members' needs and their strength and resources. If these resources are well-utilized, not only members but also the whole community would be benefited. The organizers could act as a bridge to connect the resourceful members with those who are in need in the community.

138. Table 37 below shows that half of R2 respondents were somewhat familiar or very familiar with the organizers of the community organizations, which again, indicates the potential for social capital and community capacity development.

*Table 37: Familiarity with organizers of the community organization*

Organization/ familiarity	No. of R2 (%)				No. of R3 (%)			
	Not familiar at all	Mostly not familiar	Somewhat familiar	Very familiar	Not familiar at all	Mostly not familiar	Somewhat familiar	Very familiar
1 <sup>st</sup> organization	15 (14.3%)	38 (36.2%)	39 (37.1%)	13 (12.4%)	4 (3.5%)	19 (16.8%)	65 (57.5%)	25 (22.1%)
2 <sup>nd</sup> organization	3 (17.6%)	6 (35.3%)	6 (35.3%)	2 (11.8%)	2 (3.0%)	10 (14.9%)	40 (59.7%)	15 (22.4%)
3 <sup>rd</sup> organization	0	0	1 (50%)	1 (50%)	1 (3.0%)	5 (15.2%)	19 (57.6%)	8 (24.2%)
Total	18 (14.5%)	44 (35.5%)	46 (37.1%)	16 (12.9%)	7 (3.29%)	34 (16.0%)	124 (58.2%)	48 (27.2%)

139. As shown in table 37, over 85% of R3 expressed that they were somewhat or very familiar with organizers of the community organizations.

140. As only around 57% and 50% of R2 respondents expressed they were somewhat familiar with or very familiar with members and organizers respectively, it is apparent that project respondents were more familiar with members and organizers of the community organizations. Since most project respondents were more active and spent more time in the community organizations than respondents from the household survey, this result should not come as a surprise.

## **Implication of associational participation of TSW residents**

141. In this section, we have explored the associational participation of household survey respondents and project respondents. It is found that participants of CIIF projects were more likely to participate and more active in community organizations, while only 10% of respondents of household survey mentioned that they had associational participation. For those respondents who had associational memberships (R2), they spent quite a lot of time in participating in community organizations. It thus seems that associational participation is a part of residents' life, especially among project participants.

142. Besides, it is found that there was overlap of membership in the community organizations that respondents joined and that members' backgrounds were quite diverse in those community organizations. This shows the great potential for social capital development. Concerned parties of community organizations as well as the operators of CIIF projects should capitalize these potential (overlap and heterogeneous membership) and encourage their members to bring the resources from other organizations to the CIIF projects.

143. Associational participation is one of the medium for residents or project respondents to generate social capital and also the platform for them to contribute their resources. Instead of being "services recipients", members of community organizations could act as the bridge to bring different resources to community organizations. The operators of the CIIF projects as well as the organizers of community organizations should have better understanding on the associational life among TSW residents, recognize their participation and make the best use of these community assets.

144. It seems that associational participation is both the input and outcome in the generation of social capital because 'more participation' generates more social capital which in turn boosts further participation. It is evident from the findings that CIIF project respondents are having a more intense pattern of associational participation than other community members in TSW. This can be explained by the fact that CIIF project respondents might have gained more information about their community and developed greater concern for their community. This in turn triggers off further aspiration and behavior to participate in other community organizations. More evidences could be provided through in-depth interviews with project respondents (to be presented in another section of this report).

## **B. Participation in CIIF projects**

145. The above sections present the associational life of household survey respondents and project participants. It is also necessary for us to explore project participants' participation in CIIF projects.

### **Length of membership in CIIF projects**

146. First of all, project participants' length of membership in CIIF projects is explored. Table 38 below shows the result. Around 32% of project respondents joined CIIF projects for over two years and 22% of the project respondents for one to two years. As reported by the project operators in the progress reports of the projects, project participants always experienced "role transformation" from being services receivers to givers after one year participation. It seems that the quantitative data we collected could help us understand the social capital development of these groups of "mature" project participants.

147. Also, there were around 40% of project respondents joined less than 1 year. Since a few projects were just in the middle stage or even in the first year when the questionnaire survey conducted, those project respondents joined less than one year were always the senior in these projects.

*Table 38: Length of membership in CIIF projects*

<b>Length of membership in CIIF projects</b>	<b>No. of project respondents</b>	<b>%</b>
Less than six months	47	19.0%
Six months to 1 years	49	19.8%
13 months to 18 months	27	10.9%
19 months to 2 years	23	9.3%
Over two years	80	32.4%
No answer	21	8.5%
Total	247	100.0%

### **Level of participation, frequency and time spent in CIIF projects**

148. Table 39 and table 40 below show the frequency and level of participation. For better comparison, project participants' and R2 respondents' participation in the 1st community organization they mentioned are also presented in the same table. In addition, project participants' time spent in CIIF projects is also shown in table 41.

*Table 39: Level of participation in CIIF projects*

<b>Level of participation</b>	<b>R3 respondents in CIIF projects (%)</b>	<b>R3 respondents in 1<sup>st</sup> community organization (%)</b>	<b>R2 respondents in 1<sup>st</sup> community organization (%)</b>
Very active	54 (23.2%)	24 (21.1%)	4 (3.8%)
Active	132 (56.7%)	75 (65.8%)	38 (36.2%)
Relatively inactive	32 (13.7%)	13 (11.4%)	50 (47.6%)
Inactive	15 (6.4%)	2 (1.8%)	13 (12.4%)
Total	233 (100.0%)	114 (100.0%)	105 (100.0%)

*Table 40: Frequency the participants participated in CIIF projects*

<b>Frequency</b>	<b>R3 respondents in CIIF projects (%)</b>	<b>R3 respondents in 1<sup>st</sup> community organization (%)</b>	<b>R2 respondents in 1<sup>st</sup> community organization (%)</b>
More than once every week	90 (39.0%)	42 (36.5%)	17 (16.3%)
Once every week	54 (23.4%)	29 (25.2%)	18 (17.3%)
Twice every month	42 (18.2%)	19 (16.5%)	15 (14.4%)
Once every month	33 (14.3%)	16 (13.9%)	13 (12.5%)
Once a few months	6 (2.6%)	8 (7.0%)	29 (27.9%)
Uncertain / others	6 (2.6%)	1 (0.9%)	12 (11.5%)
Total	231 (100.0)	115 (100%)	104 (100%)

*Table 41: No. of hours you spent for CIIF projects every month*

<b>No. of hours</b>	<b>No. of project participants (%)</b>
More than 50 hours	8 (3.9%)
30-50 hours	11 (5.3%)
20-30 hours	8 (3.9%)
11-20 hours	68 (32.7%)
5-10 hours	73 (35.1%)
Less than 5 hours	40 (19.2%)
Total	208 (100.0%)

149. Around 80% of project respondents indicated that they were active or very active in participating in CIIF projects. Moreover, over 80% of project respondents reported that they participated in the CIIF projects twice a month or more.

150. It is found that over 80% of project respondents spend five hours a month in CIIF projects and around 45% of them spent more than 10 hrs. All these results

suggest that project participants were very active in CIIF projects and spent quite a lot of time on CIIF projects.

151. In addition, from table 39, it is found that project participants also participated actively in other community organizations. It is found that 7% more CIIF project participants indicated that they were very active or active in the 1<sup>st</sup> community organization they mentioned. However, it is also worthy to note that more project participants indicated that they participated in CIIF projects more frequently than in the 1<sup>st</sup> community organization they mentioned consistently. When compared with R2, R3 were always less- active in participating in community organizations.

### **Programme planning in CIIF projects**

152. Participants always gained personal growth and change if they started involving in programme planning in community organizations or CIIF projects (Ting, 2006, 2009). Base on this, whether project respondents involved in programme planning was explored. Table 42 shows the result. There were around 65% of CIIF project respondents had involved in programme planning. Further analysis of in-depth interviews conducted could explore whether participants who had involved in programme planning had better social capital development. This also means that many CIIF projects operators have provided platform for participants to join at the level of programme planning.

*Table 42: Project participants by programme planning involvement*

<b>Programme planning involvement</b>	<b>No. of project respondents</b>	<b>%</b>
Yes	149	64.8%
No	81	35.2%
Total	230	100%

### **Heterogeneity/Homogeneity of membership among CIIF projects**

153. Heterogeneity/Homogeneity of membership among CIIF projects may shows the potential of social capital development among projects. Table 43 shows the result. Over 90% of project respondents indicated that there were differences in political viewpoints and religious belief. Around two-third of project respondents indicated that there were differences among the remaining six items, including level of education, home town, nationality, age group, occupation and gender.

*Table 43: Heterogeneity/ Homogeneity of membership among CIIF projects and*

*community organizations that project respondents and household survey respondents joined*

	<b>R3 (CIIF projects)</b>		<b>R3 (1<sup>st</sup> community organizations)</b>		<b>R2 (1<sup>st</sup> community organizations)</b>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>Heterogeneity/ Homogeneity of associational members</b>						
Members are mostly of the same political viewpoints	15 (6.8%)	<b>205</b> <b>(93.2%)</b>	9 (9.1%)	90 (90.9%)	13 (13.0%)	87 (87.0%)
Members are mostly of the same religion	19 (8.3%)	<b>209</b> <b>(91.7%)</b>	10 (9.8%)	92 (90.2%)	29 (28.7%)	72 (71.3%)
Members are mostly of the same gender	88 (38.8%)	<b>139</b> <b>(61.2%)</b>	40 (40%)	60 (60%)	31 (30.4%)	71 (69.6%)
Members mostly have the same occupation	79 (35.6%)	143 (64.4%)	25 (25.5%)	73 (74.5%)	36 (35.3%)	66 (64.7%)
Members are mostly from the same home town	66 (29.2%)	160 (70.8%)	23 (23.2%)	76 (76.8%)	42 (41.2%)	60 (58.8%)
Members mostly have the same level of education	61 (27.5%)	161 (72.5%)	19 (19.2%)	80 (80.8%)	43 (42.6%)	58 (57.4%)
Members are mostly from the same age group	75 (32.8%)	154 (67.2%)	17 (16.8%)	84 (83.2%)	51 (50.0%)	51 (50.0%)
Members mostly have the same nationality	70 (31.3%)	<b>154</b> <b>(68.8%)</b>	62 (60.2%)	41 (39.8%)	79 (77.5%)	23 (22.5%)
Members mostly live in the same community	/	/	67 (63.8%)	38 (36.2%)	82 (80.4%)	20 (19.6%)

154. When compare this result with that of project participants who participated in other community organizations, there were fewer project respondents indicated differences on political viewpoints, religion, gender and nationality while more project respondents indicated differences on occupation, home town, level of education and age group. This result indicates that members among community organizations that project respondents joined may be more diverse than those of CIIF projects. As operators of CIIF projects always encourage project participants to introduce their friends and neighbours to join the projects, it is very likely that project participants would share more similarities. It is also important for project operators to notice the homogeneity of membership in CIIF projects and encourage residents with different backgrounds to join projects, which can help develop bridging social capital.

155. When compare this result with that of household survey respondents who had associational participation, there were fewer project respondents indicated differences on occupation and gender. However, for the other six items, including political viewpoints, religion, level of education, home town, nationality and age group, there were more project respondents indicated the differences. This result suggests that members among CIIF projects may be more diverse than those community organizations that household survey respondents participated in.

### **Familiarity among members and with organizers**

156. Table 44 below shows the result of familiarity among members and organizers of CIIF project respondents. Over 78% of project respondents expressed that they were very or somewhat familiar with the project respondents while nearly 84% of project respondents indicated that they were very or somewhat familiar with the organizers (project operators) of the CIIF projects.

*Table 44: Respondents' familiarity among members and with organizers*

	<b>Familiarity with other participants</b>			<b>Familiarity with organizers</b>		
<b>Respondents/ familiarity</b>	<b>R3 in CIIF projects</b>	<b>R3 in 1<sup>st</sup> organizations</b>	<b>R2 in 1<sup>st</sup> organizations</b>	<b>R3 in CIIF projects</b>	<b>R3 in 1<sup>st</sup> organizations</b>	<b>R2 in 1<sup>st</sup> organizations</b>
<b>Very familiar</b>	33 (14.3%)	16 (14.2%)	15 (14.4%)	59 (25.8%)	25 (22.1%)	13 (12.4%)
<b>Somewhat familiar</b>	148 (64.1%)	71 (62.8%)	46 (44.2%)	133 (58.1%)	65 (57.5%)	39 (37.1%)
<b>Mostly not familiar</b>	42 (18.2%)	22 (19.5%)	37 (35.6%)	31 (13.5%)	19 (16.8%)	38 (36.2%)
<b>Not familiar at all</b>	8 (3.5%)	4 (3.5%)	6 (5.8%)	6 (2.6%)	4 (3.5%)	15 (14.3%)

157. From table 44, it is also found that more project respondents indicated their familiarity with other participants and organizers in CIIF projects than in other organizations they joined. In addition, more project participants indicated their familiarity with other participants and organizers than those household survey respondents with associational participation. It seems that project respondents have good foundation to build up particularized trust among themselves and institutionalized trust on the project operators as well.

### **C. Structure of collective action and problem solving, and help given to various needs/ problems in TSW**

158. Community capacity could be defined as the community's ability in problem solving. From exploring the structure of collective action and problem solving, and the help available in the community, we may understand more about the community capacity of TSW.

159. In this section, we would first explore the needs, needs satisfaction and problem of diversities from the perspective of household survey respondents. After that, we would explore whether anyone in the community would tackle the problems of diversities or the unmet needs, and whether household survey respondents join any collective action. For those household survey respondents joined the actions, their frequency of joining and their understanding on the effectiveness of the collective action would also explored. Besides, help given to various needs in the community were also explored, it is necessary for us to understand to whom people could turn to during the crisis or have the need, which indeed shows the problem solving capacity of the community.

#### **Needs and needs satisfaction**

160. Respondents' needs and needs satisfaction were explored in this study. Respondents were asked whether they have ten types of needs and if they have such needs, whether these needs could be met or not. The types of needs are all connecting with the development of the community as well as the well-being of all residents, including health services/ clinics; job training/ employment; education, banking services; transportation, housing, justice/ conflict solution; security/ policy services sanitation services, electricity supply and water supply and gas supply. Therefore, after exploring the needs and needs satisfaction, we don't only have more idea about which needs could not be met at the individual level but also the community level.

161. As shown in Table 45, nearly 90% of household survey respondents (R1 and R2) expressed that they had needs on health services/clinics, among them, a total of 668 (80%) household survey respondents expressed that the needs were unmet.

162. A total of 567 (56.6%) (R1 and R2)<sup>15</sup> expressed that they had the needs of job training and employment services and among them, 442 (78%) household survey respondents were expressed that the needs were unmet.

163. It seems that there is a big discrepancy between needs of services and access to services. For those household survey respondents who have the needs, they may not access the services easily. However, if residents of TSW recognize this as a problem, set up a common goal and take action to improve it together, it is likely to benefit the welfare of the whole community.

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<sup>15</sup> The purpose of this section was to explore TSW residents' view on the community needs/ problems of diversity as well as the collective action in regard to community problems. As most questions were concerning the community as a whole, combining R1 and R2 therefore can provide enough sample size to reflect the view of community of all household survey respondents and compare with the results of project participants better.

Table 45: Services needs and their satisfaction

Types of need	Household Survey Respondents (R1+R2)							Project Respondents (R3)							
	Need of services		Needs Satisfaction					N	Need of services		Satisfaction				
	No	Yes	Strongly unmet	unmet	Met	Strongly met	No		Yes	Strongly unmet	unmet	met	Strongly met	N	
Health services/ clinics (R1+R2=1,003/ R3=228)	103 (10.3%)	900 (89.7%)	165 (18.4%)	503 (56.1%)	222 (24.7%)	7 (0.8%)	897	16 (7.0%)	212 (93.0%)	48 (26.2%)	74 (40.4%)	53 (29.0%)	8 (4.4%)	183	
Job training/ Employment (R1+R2=1,002/ R3=217)	435 (43.4%)	567 (56.6%)	93 (16.5%)	349 (61.8%)	117 (20.7%)	6 (1.1%)	565	48 (22.1%)	169 (77.9%)	30 (20.5%)	79 (54.1%)	32 (21.9%)	5 (3.4%)	146	
Education (R1+R2=1,003/ R3=218)	600 (59.8%)	403 (40.2%)	14 (3.5%)	141 (35.3%)	220 (55.1%)	24 (6.0%)	399	64 (29.4%)	154 (70.6%)	9 (6.9%)	46 (35.1%)	65 (49.6%)	11 (8.4%)	131	
Banking services (R1+R2=1,001/ R3=213)	582 (58.1%)	419 (41.9%)	17 (4.1%)	162 (39.0%)	216 (52.0%)	20 (4.8%)	415	123 (57.7%)	90 (42.3%)	16 (21.1%)	23 (30.3%)	33 (43.4%)	4 (5.3%)	76	
Transportation (R1+R2=1,003/ R3=224)	196 (19.5%)	807 (80.5%)	51 (6.3%)	211 (26.2%)	495 (61.5%)	48 (6.0%)	805	34 (15.2%)	190 (84.8%)	21 (12.9%)	55 (33.7%)	78 (47.9%)	9 (5.5%)	163	
Housing (R1+R2=1,001/ R3=218)	273 (27.3%)	728 (72.7%)	37 (5.1%)	191 (26.3%)	446 (61.3%)	53 (7.3%)	727	64 (29.4%)	154 (70.6%)	12 (9.2%)	44 (33.6%)	65 (49.6%)	10 (7.6%)	131	
Justice/ Conflict solution (R1+R2=1,003/ R3=219)	371 (37.0%)	632 (63.0%)	27 (4.3%)	159 (25.2%)	428 (67.9%)	16 (2.5%)	630	55 (25.1%)	164 (74.9%)	9 (6.5%)	66 (47.5%)	57 (41.0%)	7 (5.0%)	139	
Security/ policy services (R1+R2=1,000/ R3=220)	190 (19.0%)	810 (81.0%)	19 (2.4%)	193 (23.9%)	557 (69.0%)	38 (4.7%)	807	37 (17.0%)	181 (83.0%)	15 (9.5%)	54 (34.2%)	77 (48.7%)	12 (7.6%)	158	
Sanitation services (R1+R2=1,003/ R3=218)	159 (15.9%)	841 (84.1%)	19 (2.3%)	149 (17.7%)	631 (75.0%)	42 (5.0%)	841	29 (13.3%)	189 (86.7%)	14 (8.4%)	57 (34.1%)	83 (49.7%)	13 (7.8%)	167	
Electricity supply,	171	832	5	45	648	133	831	50	170	8	21	95	21	145	

water supply and gas supply (R1+R2=1,003/ R3=220)	(17.0%)	(83.0%)	(0.6%)	(5.4%)	(78.0%)	(16.0%)		(22.7%)	(77.3%)	(5.5%)	(14.5%)	(65.5%)	(14.5%)	
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164. As in table 45, for project participants (R3), the two most commonly perceived needs are “job training/employment services” (78%) and health services/clinics respectively (93%).

165. Among those project respondents (R3) who expressed the needs of job training/employment and health services/clinics, around 74% and 65% of them were opined that these needs were unmet.

166. When compare the results of needs and needs satisfaction between two groups of respondents, more project respondents than household survey respondents say ‘yes’ to 7 out of the 10 needs. It is also found that except the two most common needs, consistently more project respondents express their needs were not met. It is possible that the participation in CIIF projects expose project respondents to “social/community” issues. For instance, project participants would visit the elderly who live alone, single parent families, young people during the programmes. They got to know more about the unmet needs. They become more critical and therefore would like to express their opinions through the questionnaire survey. Indeed, it is a positive sign as project respondents could identify the unmet needs and expressed the problematic situation. This is the necessary step for further improve the whole situation of the community.

## **Help given to various needs/ problems**

167. The above has explored collective problem solving behavior at the community level, however, individuals living in community would also encounter difficulties at the personal level, it is thus worth examining how individual's problems were addressed in the community. Knowing this would enable us to learn more about community capacity of TSW. The following paragraphs discuss how various personal problems were addressed.

### **1) Personal crisis**

168. As shown in Table 46, around 80% of the household survey respondents stated that someone will offer help if a person's relative die suddenly. For project respondents, around 85.7% of them expressed that some people would offer help if a person suffers from personal crisis. The percentage is slightly higher than that of household survey respondents.

169. The types of people whom the respondents thought will offer help are also presented in Table 46. Household survey respondents thought that the person's other family members (24.5%), government department (22.7%), friends (22.6%) and community organizations (22.3%) would offer help when the crisis occur. It seems that the household survey respondents trust both the institution (government) and informal network would offer help when in crisis. .

170. It is also worthy to note that around 14% of the household survey respondents indicated that neighbours could offer help if someone is in crisis. Though the percentage of the indication is as high as the others mentioned above, it still provides evidence to show that TSW as a community is capable to help. Very often, formal institution could not offer immediate help due to bureaucratic procedures and neighbours could fill this gap if they are willing to help.

171. For those project respondents, community organizations (52.5%), members of District Council (23.1%) and the government (21.4%) are the top three organizations that they thought would offer help to those who were in personal crisis.

Table 46: The types of people who will offer help (personal crisis)

Types of person/ organization	Counts	% of household respondents who indicated that someone would offer help (n=791)	% of whole population who answer whether someone would offer help (n=1,003)	Counts	% of project respondents who indicated that someone would offer help (n=204)	% of whole population who answer whether someone would offer help (n=238)
<b>No one will help</b>	212	/	21.1%	34	/	14.3%
<b>Other Family members</b>	<b>246</b>	<b>31.1%</b>	<b>24.5%</b>	32	15.7%	13.4%
<b>Government Department</b>	<b>228</b>	<b>28.8%</b>	<b>22.7%</b>	<b>51</b>	<b>25.0%</b>	<b>21.4%</b>
<b>Friends</b>	<b>227</b>	<b>28.7%</b>	<b>22.6%</b>	29	14.2%	12.2%
<b>Community Organization</b>	<b>224</b>	<b>28.3%</b>	<b>22.3%</b>	<b>125</b>	<b>61.3%</b>	<b>52.5%</b>
<b>Neighbours</b>	<b>140</b>	<b>17.7%</b>	<b>14.0%</b>	20	9.8%	8.4%
District Council Members	98	12.4%	9.8%	<b>55</b>	<b>27.0%</b>	<b>23.1%</b>
Community leaders	49	6.2%	4.9%	14	6.9%	5.9%
Police	48	6.1%	4.8%	4	2.0%	1.7%
Political leader	47	5.9%	4.7%	2	1.0%	0.8%
Religious organizations	31	3.9%	3.1%	5	2.5%	2.1%
Charity organizations/ volunteers	15	1.9%	1.5%	10	4.9%	4.2%
Judicial leaders	6	0.8%	0.6%	/	/	/
Media	4	0.5%	0.4%	1	0.5%	0.4%
His/ herself	2	0.3%	0.2%	1	0.5%	0.4%
Bank/ financial company	1	0.1%	0.1%	/	/	/

## 2) Financial difficulty

172. Apart from personal crisis, respondents were asked about whether someone would offer help if a person has financial difficulty. A total of 576 (57.8%)

household survey respondents expressed that someone would offer help (Table 56). Household survey respondents seem to believe that people are less likely to receive help to deal with financial problem than personal crisis (78.9%). By contrast, over 71.5% of project respondents indicated that there would be someone offer financial help. There was more project respondents thought that someone would offer financial help than household survey respondents. It seems that project respondents always had better impression on community capacity of TSW.

173. The types of people which the respondents thought they would offer help if a person has financial difficulty are also presented in Table 47. Household survey respondents thought that government department (30.9%), the person's other family members (15.4%), friends (13.0%), community organizations (NGO) (10.3%) and neighbours (5.5%) would offer help when the crisis occurs. It seems that household survey respondents trust the social security system of the government. It is also worthy to note that some household survey respondents also indicated that neighbourhood could offer help if someone have financial difficulty. Since most of our respondents lives in public housing, they may not financially well-off, the result may still show that the potential of assets in the community of TSW.

174. Among those project respondents who indicated that someone would offer help, government department (41.7%), community organizations (40.5%) and other family members (21.4%) are the top three organizations that the respondents thought would offer help to those who were in financial crisis.

Table 47: The types of people who will offer financial help

Types of person/ organization	Counts	% of household respondents who indicated that someone would offer help (n=791)	% of whole population who answer whether someone would offer help (n=1,003)	Counts	% / project respondents who indicated that someone would offer help (n=168)	% / whole population who answer whether someone would offer help (n=235)
No one will help	421	/	42.2%	67	/	28.5%
Government Department	308	53.5%	30.9%	<b>70</b>	<b>41.7%</b>	<b>29.8%</b>
Other Family members	154	26.7%	15.4%	<b>23</b>	<b>13.7%</b>	<b>9.8%</b>
Friends	130	22.6%	13.0%	18	10.7%	7.7%
Community Organizations (NGOs)	103	17.9%	10.3%	<b>68</b>	<b>40.5%</b>	<b>28.9%</b>
Neighbours	55	9.5%	5.5%	14	8.3%	6.0%
Charity organizations/ volunteers	36	6.3%	3.6%	10	6.0%	4.3%
Political leader	20	3.5%	2.0%	/	/	/
Religious organizations	17	3.0%	1.7%	4	2.4%	1.7%
Community leaders	16	2.8%	1.6%	4	2.4%	1.7%
Bank/ financial company	11	1.9%	1.1%	4	2.4%	1.7%
District Council Members	7	1.2%	0.7%	15	8.9%	6.4%
Media	6	1.0%	0.6%	2	1.2%	0.9%
Police	2	0.3%	0.2%	1	0.6%	0.4%
Judicial leaders	2	0.3%	0.2%	/	/	/
Employer	2	0.3%	0.2%	/	/	/
His/ herself	/	/	/	1	0.6%	0.4%

175. Furthermore, respondents were asked about whether someone would offer non-financial help if a person has financial difficulty. As shown in Table 48, a total of 631 (63.5%) of household survey respondents thought that someone would offer the needy person non-financial help while 74% of the project respondents stated that someone would offer non-financial help. The percentage of the project respondents who indicated that someone could offer non-financial help is slightly higher than that of the respondents of household survey.

176. As compared to 57.8% for financial help, it is obvious that household survey respondents have the willingness to help with others' financial problem. As they might not be financially well off enough to help, thus the tendency to offer non-financial help is great. Table 48 also shows the types of people who they think will offer non-financial help.

Table 48: The types of people who will offer non-financial help

Types of person/ organization	Counts	% of respondents who indicated that someone would offer help (n=631)	% of whole population who answer whether someone would offer help (n=993)	Counts	% of respondents who indicated that someone would offer help (n=171)	% of whole population who answer whether someone would offer help (n=231)
No one will help	<b>362</b>	/	<b>36.5%</b>	60	/	26.0%
<b>Community organizations (NGOs)</b>	<b>212</b>	<b>33.6%</b>	<b>26.9%</b>	<b>78</b>	<b>45.6%</b>	<b>33.8%</b>
<b>Friends</b>	<b>210</b>	<b>33.3%</b>	<b>21.1%</b>	17	9.9%	7.4%
<b>Neighbours</b>	<b>163</b>	<b>25.8%</b>	<b>16.4%</b>	17	9.9%	7.4%
Other Family members	156	24.7%	15.7%	21	12.3%	9.1%
Government Department	139	22.0%	13.9%	<b>61</b>	<b>35.7%</b>	<b>26.4%</b>
Religious organizations	43	6.8%	4.3%	4	2.3%	1.7%
District Council Members	34	5.4%	3.4%	19	11.1%	8.2%
Community leaders	24	3.8%	2.4%	3	1.8%	1.3%
Charity organizations/ volunteers	15	2.4%	1.5%	14	8.2%	6.1%
Political leader	10	1.6%	1.0%	/	/	/
Professionals	4	0.6%	0.4%	/	/	/
Judicial leaders	3	0.5%	0.3%	/	/	/
Employer	2	0.3%	0.2%	/	/	/
His/ herself	2	0.3%	0.2%	/	/	/
Bank/ financial company	1	0.2%	0.1%	/	/	/

177. A total of 212 (33.6%) household survey respondents indicated that community organizations (NGOs) would offer non-financial help if a person suffers from financial difficulty. The result is not surprised as NGOs always play the role of offering helps to people who are in need. However, it is worthy to note that there were over 16% of household survey respondents mentioned that neighbours could also offer the help. Instead of offering financial help, it seems that more household survey respondents thought that neighbours can offer non-financial help. The result again

may suggest that the community capacity is existed in TSW as neighbours are willing to offer helps to others.

178. The types of people who would offer non-financial help from the perspective of project respondents are also shown in Table 48, a total of 78 project respondents (33.8%) indicated that community organizations (NGOs) would offer non-financial help if a person suffers from financial difficulty. Moreover, around 26.4% of the project respondents indicated that government department would offer non-financial help. It seems that, from the perspective of project respondents, if a person in financial difficulty, government department as well as community organizations could offer both financial and other help.

179. The comparison of the results of help to personal and financial crisis of project respondents and household survey respondents are shown in Table 49. As shown, more project respondents indicated that someone would offer all three kinds of help than household survey respondents. A chi-square test for independence (with Yates Continuity Correction) indicates significant association between two groups of respondents and help given. It seems that the project participants always have the trust on the community and think that someone would offer help to the needy.

*Table 49: Comparison between the two groups of respondents (percentage of respondents who indicated that someone would offer help)*

Types of help	% of project respondents who indicated that someone would offer help	% of household survey respondents who indicated that someone would offer help	Significance	
			*	**<0.01 ***<0.001
Personal crisis	85.7%	78.9%	*	$X^2(1, n=1241) = 5.258, p=0.022, \phi=.068$
Financial	71.5%	57.8%	***	$X^2(1, n=1232) = 14.389, p=0.000, \phi=.110$
Non-financial	74.0%	63.5%	**	$X^2(1, n=1224) = 8.655, p=0.003, \phi=.086$

180. Indeed, when we further compare the types of people offer the help among two groups of respondents, important findings appear and shown in Table 50.

Table 50: Comparison between the two groups of respondents (types of people who would offer the help)

	<b>Types of people who would offer the help</b>					
	<b>Project respondents</b>			<b>Household survey respondents</b>		
<b>Rank</b>	<b>Personal crisis</b>	<b>Financial</b>	<b>Non-financial</b>	<b>Personal crisis</b>	<b>Financial</b>	<b>Non-financial</b>
Top one	Community organizations (NGOs) (61.3% )	Government Department (41.7%)	Community organizations (NGOs) (45.6%)	Other Family members (31.1%)	Government Department (53.5%)	Community organizations (NGOs) (33.6%)
Top two	District council Members (27.0%)	Community organizations (NGOs) (40.5%)	Government Department (35.7%)	Government Department (28.8%)	Other Family members (26.7%)	Friends (33.3%)
Top three	Government Department (25.0%)	Other Family members (13.7%)	Other Family members (12.3%)	Friends (28.7%)	Friends (22.6%)	Neighbours (25.8%)
	Neighbours (9.8%)	Neighbours (8.3%)	Neighbours (9.9%)	Neighbours (17.7)	Neighbours (9.5%)	/

181. Instead of personal networks such as family members or friends that respondents of household survey always mentioned, project respondents were more likely to indicate the formal institutions such as NGOs, government and members of district council would offer three kinds of help. This is a kind of linking social capital, as groups of people can leverage the resources from formal institutions to help those needy.

182. As presented in the previous sections, project respondents were more likely to have associational participation. Project respondents therefore may understand more about the community organizations and also may have more chance to make contacts with members of District Council on community matters. It is definitely an evidence to show that participation in CIIF projects can foster the development of linking social capital.

183. Besides, it is also worthy to note that more household survey respondents indicated that neighbourhood could offer three kinds of help than project participants. It seems that household survey respondents had good impression on their neighbourhood relationships. It is definitely a positive sign to show the community

capacity. As if someone in need, not only those formal system but the informal system could also offer the help.

### **Take care of minor needs**

184. Respondents were also asked about whether someone would offer help if a family have to leave home and need others to handle minor matters such as pick up the letters or water the plants during their absence. Table 51 below shows the result.

185. Among 1003 household survey respondents, only 27.3% (274) of them thought that no one would offer help while others think that relatives who do not live together (47.0%) , neighbours (19.3%), other (3.5%) and anyone from the community (2.9%) would offer help to family who have this need.

186. It is worthy to note that nearly 20% of the household survey respondents mentioned about the neighbours. The result suggests that families in TSW may have relatively good neighbourhood relationship and trust should be existed among the neighbours. Though the help is about some minor matters, the family may probably pass the home key to people who can offer the help.

*Table 51: Help given to family who have some minor needs*

<b>Types of person/ organization</b>	<b>No. of household survey respondents (%)</b>	<b>No. of project respondents (%)</b>
No one will help	274 (27.3%)	34 (14.9%)
Relatives who do not live together	471 (47.0%)	82 (36.0%)
Neighbours	194 (19.3%)	65 (28.5%)
Other	35 (3.5%)	9 (3.9%)
Anyone from the community	29 (2.9%)	12 (5.3%)
Relatives who do not live together and neighbours	/	26 (11.4%)
Total	1003 (100.0%)	228 (100.0%)

187. For project respondents, only around 14.9% of them indicated that no one will offer help to family in need. Among 228 project respondents who answered this question, around 36% and 28.5% of them expressed that relatives who do not live

together and neighbours will offer the help respectively. Also, around 11.4% of them expressed that both relatives who do not live together and neighbours will offer the help.

188. As shown in Table 51, there was less project participants thought that no one will help. It again shows that project participants had more confidence that people from the community (including their family members) would like to help those families who were needy, no matter the need with regard to minor matters or personal and financial crisis.

189. Besides, there was more project respondents find neighbours would help. More project respondents than household survey respondents might also expect that TSW residents had quite good neighbourhood relationship or trust could be existed among neighbours. All these results are definitely an encouraging sign to indicate the community capacity of TSW

### **Take care of children**

190. Respondents were also asked about whose help they will ask in taking care of children if they have emergency and need to leave for a few hours. The result is shown in table 52.

*Table 52: Help to take care of children*

<b>Types of person/ organization</b>	<b>No. of household survey respondents (% , n=1,003)</b>	<b>No. of project respondents (% , n=247)</b>
No one will help	79 (7.9%)	11 (4.5%)
No children	271 (27.6%)	30 (12.1%)
Children grow up	66 (6.6%)	/
<b>Other family members</b>	<b>419 (41.8%)</b>	100 (40.5%)
<b>Neighbours</b>	<b>286 (28.5%)</b>	118 (47.8%)
<b>Organizations which offer child-care services</b>	<b>136 (13.6%)</b>	63 (25.5%)
Anyone from the community who can offer help	66 (6.6%)	24 (9.7%)
Friends	63 (6.3%)	4 (1.6%)
Other	13 (1.3%)	11 (4.5%)

191. There were over 40% of the household survey respondents mentioned that they would ask for other family members to take care of their children. This suggests that respondents might have quite strong family networks that can offer help. Family is always the source of bonding social capital and can provide help whenever other family members need.

192. Moreover, these helpful informal networks also include their neighbours as there were 286 (28.5% of the total) household survey respondents mentioned that their neighbours could also offer help to them. This shows that household survey respondents have good neighbourhood relationship which signifies the presence of social capital.

193. As shown in Table 52, nearly half of project respondents indicated that they would ask for their neighbours' help to take care of children if they were in need. When compare this result with that of respondents of household survey, the percentage of asking neighbours' help is nearly double. It is obvious that many project respondents have good neighbourhood relationship or build up trust among their neighbours as they were willing to ask for their help, or in reverse, their neighbours will be willing to offer help.

194. It is also found that more project participants than household survey respondents indicated that they would ask for help from the organizations which offer child-care services. It is again shown the existence of linking social capital among project participants.

195. From the above findings, it is worthy to note that project participants had the tendency to indicate that they would ask for help to personal crisis, financial crisis, as well as taking care of children from the formal institutions. It is shown that CIIF projects did not only build up bonding social capital, they also contributed a lot in developing linking social capital. It is very likely that the CIIF Secretariat took the suggestion from the research team of the 1<sup>st</sup> evaluation in 2006 and thus strengthened the work on the development of linking social capital through encouraging the collaboration among CIIF projects and community organizations. By having the collaboration, project participants got to know more about community organizations and therefore mentioned them when they were asked whether anyone would offer help to the needy.

## Conflict resolution

196. Community capacity could be indicated not only by the help given to various needs but also the structure of problem solving, for instance, who can help when conflict occurs.

197. As shown in table 53, around one-third of household survey respondents thought that police would help resolve interpersonal dispute. In addition, family (28.7%) and neighbours (25.9%) could also help.

198. It is not difficult to understand that why most of the household respondents mentioned the police and family members. The police is mentioned because they have the power and responsibility to do so whereas the latter are very likely to concern the issue since their family members are involved in the dispute.

*Table 53: Conflict resolution*

<b>Types of person/ organization</b>	<b>No. of household survey respondents (%, n=1002)</b>	<b>No. of project respondents (%, n=226)</b>
No one	144 (14.4%)	29 (12.8%)
<b>Police</b>	<b>333 (33.2%)</b>	41 (18.1%)
<b>Family members</b>	<b>288 (28.7%)</b>	87 (38.5%)
<b>Neighbours</b>	<b>260 (25.9%)</b>	81 (35.8%)
Only themselves	230 (22.9%)	18 (8.0%)
Community leaders	156 (15.6%)	79 (35.0%)
Judicial leaders	132 (13.2%)	31 (13.7%)
Security guard	51 (5.1%)	6 (2.7%)
Other	28 (2.8%)	5 (2.2%)
Religious leaders	12 (1.2%)	9 (4.0%)
Social workers	10 (1.0%)	3 (1.3%)
District council members	6 (0.6%)	/

199. It is worthy to note that about 260 (25.9%) respondents expressed that neighbours could help resolve conflict, thus implying that neighbours are not only interested in their own welfare, but also what happen in the community. Their contribution to communal affairs would help harmonize the community.

200. The results of project respondents were quite different from that of respondents of household survey. From Table 53, project respondents expressed that family members (38.5%), neighbours (35.8%) as well as community leaders (35.0%) would try to resolve the dispute respectively. Only 18.1% of project respondents indicated that police would try to do so too.

201. Instead of choosing police, project respondents always thought that the conflict could be resolved by someone who may be less formal or from the community, for instance neighbours and community leaders. This is also an evidence to show that community capacity of TSW is quite strong as neighbours and community leaders would like to make efforts to let the relationships among people in this neighbourhood more harmonious.

### **Structure of collective action**

202. After exploring the needs and needs satisfaction, the respondents were asked whether there were peoples and who in the community would join together to solve the community problems. Details of their responses are shown in Table 54 and Table 55.

*Table 54: Someone would get together to take action to address community problem*

<b>Someone would get together to take action to address community problem</b>	<b>No. of household survey respondents</b>	<b>No. of project respondents</b>
<b>No</b>	<b>267 (26.6%)</b>	<b>39 (16.8%)</b>
Yes	736 (73.4%)	193 (83.2%)
Total	1,003 (100%)	232 (100%)

203. As shown in table 54, a total of 267 (26.6%) household survey respondents (R1 and R2) expressed that no one in the community would get together to take action in addressing community problem in TSW while 736 (73.4%) residents expressed that the government, political leaders/parties, community organizations, community leaders and neighbours would get together. For those project respondents, only 16.8% of them (39) expressed that no one in the community would get together to take action to address community problem in TSW, which is much less than the household survey respondents (26.6%).

204. Meanwhile, 193 (83.2%) R3 respondents expressed that the government,

political leaders/ parties, community organizations, community leaders and neighbours would get together to take some actions towards community problems. The percentage of the project respondents who thought that different parties will join together to take actions is higher than that of respondents in household survey (75.4%). It is possible that project participants concern more about the community and therefore more project respondents got to know that different parties would join together to tackle community problems.

205. Table 55 below shows respondents' views on who/ which organization would take collective action and Table 56 shows who/which organizations will take the initiative to organize these collective action.

*Table 55: Person/ organizations will get together to take some action on a community problem.*

	<b>Household survey respondents (R1+R2)</b>	<b>Project respondents (R3)</b>
<b>Who will get together to take some action on a community problem</b>	<b>Counts (%)</b>	<b>Counts (%)</b>
Political leaders / parties (R1+R2=735/ R3=178)	618 (84.1%)	138 (77.5%)
Community organizations (R1+R2=734/ R3=182 )	543 (74.0%)	162 (89.0%)
Community leaders (R1+R2=735/ R3=180)	491 (66.8%)	146 (81.1%)
The government (R1+R2=735/ R3=158)	375 (51.0 %)	75 (47.5%)
Neighbours (R1+R2=735/ R3=154)	297 (40.4%)	93 (60.4%)

206. From table 55, over 84% of the household survey respondents thought that political leaders/parties would get together to take some action on community problem while around 40% of the household survey respondents thought that neighbours would also get together to take action. For those R3 thought that someone would get together to take action to address community problem, 89% of them indicated that community organization would get together to take some action on community problem while around 60% of them indicated that neighbours would also get together to take action.

207. Respondents were also asked about who will take the initiative. Table 56

shows that round 57% of household survey respondents thought that political leaders/ parties would take the initiative. This perception of the neighbor's willingness to take action to address community problem may reflect the community capacity of TSW.

*Table 56: Person/organizations who would take initiative to tackle community problem*

	<b>Household survey respondents</b>	<b>Project respondents</b>
<b>Who will take the initiative?</b>	<b>Counts</b>	<b>Counts</b>
Political leaders / parties	385 (56.5%)	45 (47.9%)
The government	135 (19.8%)	15 (16.0%)
Community organizations	77 (11.3%)	19 (20.2%)
Community leaders	51 (7.5%)	3 (3.2%)
Neighbours	7 (1.0%)	/
Other	27 (4.0%)	12 (12.8%)
Total	682 (100%)	94 (100%)

208. As shown in table 56, nearly 48% of the project respondents suggested that political leaders/parties would get together and initiative to take action to address community problem. Although no project respondents thought that neighbours will take the initiative, it is also worthy to note that over 60% of them thought that neighbours would get together to take some action on community problem.

209. Moreover, the percentage of project respondents who thought that neighbours would get together with other parties to tackle the community problems is 1.5 times of the respondents in household survey. It seems that project respondents tended to recognize that neighbours could make contribution to improve the situation of TSW. This result indicates that TSW as a community has the capacity to deal with community problem not just by certain organized groups of people, but the general residents or neighbours too.

### **Diversity in community and problems of diversity**

210. Besides, diversity in community and problems of diversity were explored in this study. Diversity could be seen as a double-edged sword in promoting social capital development in a community. If society is diverse, social exclusion among sub-groups of people may exist. However, if the society is well-developed, social norms of behaviour and acceptance are already built up among people. In this respect,

diversity can be as asset as people can bring different resources and share their resources with other groups of people in the society. Table 57 and Table 58 below show the expression from respondents of two surveys.

Table 57: Differences among respondents and negative impact

	Household survey respondents					Project respondents				
	Differences among Household survey respondents		Negative impact <sup>16</sup>			Differences among project respondents		Negative impact <sup>17</sup>		
Types of differences	No	Yes	No	Yes	% among all respondents	No	Yes	No	Yes	% among all respondents
1. Hong Kong born and new arrivals	333 (33.3%)	667 (66.7%)	173 (26.0%)	492 (74.0%)	49.2%	55 (27.2%)	147 (72.8%)	31 (22.8%) (n=136)	105 (77.2%)	52.0%
2. Education level	360 (36.0%)	640 (64.0%)	230 (36.1%)	407 (63.9%)	40.7%	46 (22.5%)	158 (77.5%)	52 (35.9%) (n=145)	93 (64.1%)	45.6%
3. Social status	561 (56.0%)	441 (44.0%)	105 (23.9%)	334 (76.1%)	33.3%	73 (36.1%)	129 (63.9%)	34 (28.1%) (n=121)	87 (71.9%)	43.1%
4. Political viewpoint	725 (72.3%)	270 (26.9%)	128 (47.9%)	139 (52.1%)	14.0%	85 (43.4%)	111 (56.6%)	27 (26.0%) (n=104)	77 (74.0%)	39.3%
5. Religious belief	686 (68.8%)	311 (31.2%)	217 (71.1%)	88 (28.9%)	8.83%	86 (43.2%)	113 (56.8%) (31.2%)	49 (49.0%) (n=100)	51 (51.0%) (28.9%)	25.6%

<sup>16</sup> Only those respondents who expressed that there were differences in those aspects among TSW residents would be asked whether the differences bring negative impact on TSW.

<sup>17</sup> Only those respondents who expressed that there were differences in those aspects among TSW residents would be asked whether the differences bring negative impact on TSW.

211. As shown in table 57, around two-third of household survey respondents indicated that there were differences between locally born and new arrivals in TSW. For those who indicated the differences, three-fourth of them stated that the differences would bring negative impact to the community.

212. Besides, another 64% of household survey respondents also indicated that there were differences in education level among peoples in TSW and 64% of these respondents stated that the differences would bring negative impact to TSW.

213. From table 58, it is found that around 72.8% of the project respondents indicated that differences existed between people who were born locally and new arrivals. For those indicated this difference, 77.2% of them stated that the differences would bring negative impacts on TSW.

214. When compare the percentages of the project participants with that of household survey respondents, a consistent trend that more project participant samples perceive “differences” and that these differences have negative impact.

Table 58: Problems of diversity and negative impact to TSW (residents)

	Household survey respondents					Project respondents				
	Differences among Household survey respondents		Negative impact <sup>18</sup>			Differences among project respondents		Negative impact <sup>19</sup>		
Types of problems of diversity	No	Yes	No	Yes	% among all respondents	No	Yes	No	Yes	% among all respondents
1. Income inequality (R1+R2=1,001/ R3=212)	221 (22.1%)	780 (77.9%)	163 (21.1%)	611 (78.9%)	61.0%	37 (17.5%)	175 (82.5%)	27 (17.1%)	131 (82.9%)	61.8%
2. Inequality between HK born people and new arrivals (R1+R2=1,001/ R3=206)	473 (47.3%)	528 (52.7%)	48 (9.2%)	474 (90.6%)	47.4%	87 (42.2%)	119 (57.8%)	7 (6.4%)	102 (93.6%)	49.5%
3. Distrust among residents (R1+R2=1,002/ R3=202)	501 (50.0%)	501 (50.0%)	85 (17.2%)	409 (82.8%)	40.8%	63 (31.2%)	139 (68.8%)	20 (15.7%)	107 (84.3%)	50.5%
4. People with differences would not help each other (R1+R2=998/ R3=201)	610 (61.1%)	388 (38.9%)	53 (13.8%)	331 (86.2%)	33.2%	92 (45.8%)	109 (54.2%)	7 (6.9%)	95 (93.1%)	44.8%
5. People in the community are not united (R1+R2=1,001/ R3=200)	636 (63.5%)	365 (36.5%)	34 (9.4%)	325 (90.3%)	32.5%	101 (50.5%)	99 (49.5%)	6 (6.5%)	87 (93.5%)	43.5%
6. Ethnic discrimination (R1+R2=1,002/ R3=204)	636 (63.5%)	366 (36.5%)	61 (16.8%)	303 (83.2%)	30.2%	103 (50.5%)	101 (49.5%)	7 (7.4%)	87 (92.6%)	42.6%
7. Power inequality (R1+R2=1,000/ R3=202)	683 (68.3%)	317 (31.7%)	37 (11.7%)	278 (88.3%)	27.8%	92 (45.5%)	110 (54.5%)	14 (14.0%)	86 (86.0%)	42.6%
8. Age discrimination (R1+R2=1,002/ R3=202)	777 (77.5%)	225 (22.5%)	71 (26.4%)	198 (73.6%)	19.8%	112 (55.4%)	90 (44.6%) (22.5%)	9 (10.5%) (n=86)	77 (89.5%) (73.6%)	38.1%
9. Gender inequality	788	214	37	177	17.7%	111	92	17	66	32.5%

<sup>18</sup> Only those respondents who expressed that there were differences in those aspects among TSW residents would be asked whether the differences bring negative impact on TSW.

<sup>19</sup> Only those respondents who expressed that there were differences in those aspects among TSW residents would be asked whether the differences bring negative impact on TSW.

(R1+R2=1,002/ R3=203)	(78.6%)	(21.4%)	(17.3%)	(82.7%)		(54.7%)	(45.3%) (21.4%)	(20.5%) (n=83)	(79.5%) (82.7%)	
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215. As shown in Table 58, around 78% of household survey respondents highlighted that income inequality as the problem of diversities in TSW and among those highlighted the problem, 61% of them indicated that this problem would bring negative impact on TSW.

216. Moreover, around 53% of household survey respondents also indicated that inequality between HK born people and new arrivals as the problem of diversities in TSW and among those indicated the problem, around 48% of them thought that the problem would bring the negative impact on TSW.

217. In addition, half of household survey respondents indicated that there was “distrust among residents” and over 80% of them suggested that this is a problem and would bring negative impact to the community.

218. For the first two problems, mass media always reported them and may draw Household survey respondents a lot of attention and therefore more household survey respondents highlighted them too. The result also suggests that the lack of trust, an important dimension of social capital, might devastate a community that is already in distress. Hence, it is recommended that project operators should add the elements of trust building into their programmes. In addition, instead of focusing on the needs or problems of the community, project operators may take the leading role to encourage the project participants to explore the strength and capacity of residents in the community. Besides, CIIF Secretariats, academic as well as different government departments could also contribute to re-build the positive image of the community through presenting the outcomes of CIIF projects both at individual level and community level, for instance, shows the life stories of new arrivals project participants or invites local project participants to share her experiences with new arrivals etc.

219. As shown in Table 58, around 82.5% of project respondents highlighted that income inequality as the problem of diversities in TSW and among those highlighted the problem, 82.9% of them indicated that this problem would bring negative impact on TSW.

220. It is also necessary to note that around 68.8% of project respondents indicated that distrust among residents is existed and 84.3% of them stated that the problem will bring negative impacts on TSW.

221. Table 58 above also shows the figures from household survey respondents. When compare the percentages of the project participants with that of household survey respondents, a consistent trend that more project participant samples indicated all the 9 problems exist in TSW. More project participants thought that 7 out of 9 problems (except power and gender) would have negative impact.

222. The above results suggested that more project participants could identify the differences, the problem of differences, the problems of diversities as well as their negative impacts than household survey respondents. It seems that the project respondents had worse impression with regard to the community of TSW. It is possible that project respondents were concerned more about the community of TSW and therefore they also pay more attention to the differences and problems than general residents in TSW.

223. Indeed, it is also possible for the project respondents to “learn” or “discuss” about the problems existed in community during their participation in CIIF projects. Project participants were always encouraged to understand about the community, to identify its problems, needs as well as the assets and to think about how they could do to benefit the community they live.

224. Hence, the result still provides with us an encouraging sign as project respondents had already participated in CIIF projects and made effort to improve the situation. For instance, the project respondents could re-build the neighbourhood relationships through participating in the CIIF projects and this can help improve the situation of “distrust among residents”.

### **Collective action of survey respondents**

225. It is inevitable for a given community to have problems of any kinds, however it might be important to know the community is capable of addressing these problems at a collective level. In our survey, respondents were asked whether they knew that TSW residents had taken collective action to tackle the problems, and if so, how frequent. Table 59 below shows the result.

*Table 59: The frequency that respondents connect with government or community organization to tackle community problems*

<b>Frequency</b>	<b>No. of household survey respondents</b>	<b>No. of project respondents</b>
Always	65 (6.5%)	26 (11.6%)
Few times	286 (28.6%)	87 (38.7%)
Once	88 (8.8%)	18 (8.0%)
Never	561 (56.1%)	94 (41.8%)
Total	1,000	225 (100%)

226. As shown in Table 59, there were 439 (43.9%) household survey respondents who knew that TSW residents had gotten together and connected with the government or other organizations to tackle problems existed in TSW last year. For project respondents, 131 (58.3%) of them know that TSW residents got together and connected with the government or other organizations to tackle the problem existed in TSW in last year.

227. Among those respondents who knew the joint action, 54 (12.3%) of household survey respondents have joined and around 60% of them not only joined once but also a few times. In addition, around 85% of household survey respondents indicated that their actions were partly success or success. The results are shown in below tables.

*Table 60: No. of respondents joined the joint action*

	<b>No. of household survey respondents (%)</b>	<b>No. of project respondents (%)</b>
Yes	54 (12.3%)	57 (46.0%)
No	383 (87.7%)	67 (54.0%)
Total	437 (100.0%)	124 (100%)

*Table 61: Frequency of joining the joint actions (household survey respondents)*

<b>Frequency</b>	<b>No. of household survey respondents (%)</b>	<b>No. of project respondents (%)</b>
Once	18 (34.0%)	8 (14.3%)
Few times	30 (56.6%)	39 (69.6%)
Often	5 (9.4%)	9 (16.1%)
Total	53 (100%)	56 (100%)

*Table 62: Successfulness of the joint actions (household survey respondents)*

<b>Successfulness</b>	<b>No. of household survey respondents%</b>	<b>No. of project respondents (%)</b>
Not success at all	7 (13.2%)	4 (7.7%)
partly success	38 (71.7%)	37 (71.2%)
All success	8 (15.1%)	11 (21.2%)
Total	53 (100%)	52 (100%)

228. From the results, it seems that there was only a small number of household survey respondents who had involved in the collective action which aimed at tackle the problems existed last year. However, as over 85% of the household survey respondents indicate the success of the actions.

229. For those project respondents, 57 (46%) of them have joined the actions and over 85% of them joined more than once. Over 92% of project respondents also indicated that their actions were partly success or success.

230. A chi-square test of independence (with Yates Continuity Correction) indicates significant association between the two groups of respondents (namely household survey respondents and project respondents) and whether they participated in the joint actions,  $X^2 (1, n=561) = 66.651, p<0.001, \phi=0.35$ . The effect size is medium as the phi value is over 0.30.

231. This result suggests that more project respondents participated in the collective action than household survey respondents. As shown in Table 71 with regard to the impact on well-being after participated in CIIF projects, project respondents always expressed that their sense of belonging towards the community have been increased, they therefore may concern more about the development of the community and are more likely to participate in collective action which aims at improving the situation of the community.

#### D. TSW residents' stock of social capital (results of two surveys)

232. In this study, TSW residents' stock of social capital is explored by asking questions in several key dimensions of social capital: trust, norms of reciprocity; civic engagement, sense of belongingness, etc.

233. Moreover, this study also explores whether there are differences in the stock of social capital among residents who have differential experience in associational participation. In doing so, respondents of household survey will be divided into two groups, according to their experience in associational participation.

234. As such, comparison will be made among three groups of respondents: R1 - household survey residents without experience in associational participation; R2- household survey residents with experience in associational participation; and R3 - project respondents. A chi-square test for independency or ANOVA will be applied to measure the significance of the differences.

#### Willingness to contribute money and time to community project which does not make direct benefit

235. Table 63 below shows the result of the Household survey respondents' willingness to contribute money and time to community project which does not make direct personal benefit.

*Table 63: Willingness to contribute money and time to community project which does not have direct personal benefit*

	<b>R1 – Household Survey Respondents without experience in associational participation</b>		<b>R2 - Household Survey Respondents with experience in associational participation</b>		<b>R3 - Project respondents</b>		<b>Total</b>
	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>Yes</b>
a. Contribute money	440 (49.1%)	557 (50.9%)	41 (39.0%)	<b>64</b> <b>(61.0%)</b>	89 (43.4%)	116 (56.6%)	637 (52.8%)
	(n=897)		(n=105)		(n=205)		(n=1207)
b. Contribute time	449 (50.1%)	447 (49.9%)	33 (31.4%)	72 (68.6%)	15 (6.7%)	<b>208</b> <b>(93.3%)</b>	727 (59.4%)
	(n=896)		(n=105)		(n=223)		(n=1224)

236. As show in Table 63, among the three groups of respondents, R2, household survey respondents with experience in associational participation is most willing to contribute money (61.0%), R3, the project participants are less likely to do so (56.6%) and R1, household survey respondents without experience in associational participation is least likely to do so (50.9%). However, a chi-square test for independence indicates no significant association between three groups of respondents and money contribution,  $X^2(2, n=1207) = 5.213$ ,  $p=0.074$ , Cramer's  $V=.066$ .

237. It is worth noting that, 52.8% of TSW residents expressed their willingness to contribute money to projects which do not benefit them personally. Taking into consideration that over 70% of our respondents are living in public housing (R1-72.5%; R2-76.2% & R3-72%) who may not be financially well-off, their willingness to making money contribution supports the argument that residents in TSW are upholding the norms of reciprocity.

238. When asked about whether they would contribute time to the community project which does not have direct benefit to them, a different result is obtained. This time, R3 is the group who is most willing to make time contribution (93.3%), followed by R2 (68.6%) while only half of the respondents from R1, the group without experience in associational participation are willing to do so. A chi-square test for independence indicates significant association between three groups of respondents and time contribution,  $X^2(2, n=1224) = 143.369$ ,  $p=0.000$ , Cramer's  $V=.342$ .

239. Two important inferences can be made from the above findings. First, associational participation seems to have significant bearing on whether the residents are willing to contribute (time) for common cause of action. Second, it seems that participation in CIIF projects definitely strengthens residents' willingness to contribute to others in the community. These results provide evidence to support the claim that there is strong relationship between associational participation and social capital development.

## **Civic Engagement**

240. Civic engagement is another indicator of social capital. Residents' active engagement in civic matters implicates their concern for the community and their willingness to 'doing something' to improve the community well-being.

241. In this study, the three groups of respondents were asked whether they had engaged in the 13 activities listed in Table 64. From Table 64, we can obtain a general impression of how active are the household survey respondents in civic affairs. To make monetary/in-kind donation (79.9%); to vote (46.8%) and to volunteer (41.8%) are the three activities that mostly engaged the household survey respondents. But they are much less likely to join a 'protest march' (8.3%), 'sit-in' (6.5%), contact the media (4.3%) and influential person (7.4%) and participate in election campaign (6.4%). This result gives the impression that TSW residents are generous in monetary/in-kind donations but more reserved in civic participation that require contribution of time.

242. Among the three groups of respondents, R3, project respondents were most active in 9 out of 13 activities. In particular, they are more likely than the other two groups in volunteering for a charitable organization (83.4%); actively participate in community activities (80.2%); actively participate in an association (61.8%); vote in the elections (56.3%); make a personal contact with an influential person (26.2%); notify the court or police about a problem (26.2%); actively participate in an election campaign (25.1%); make the media interested in a problem (15.0%); and take part in a sit-in or disruption of government meetings/ offices (11.7%). This seems to give a picture that contrasts the description above on the overall sample. Indeed, a chi-square test for independence indicates significant association between three groups of respondents and these nine items.

243. Besides, the R2 group of respondents was more likely than the other two groups in making monetary or in-kind donation (81.9%); talk with other people in your area about a problem (36.2%); contact your elected representative (22.9%); and take part in a protest march or demonstration (17.1%). A chi-square test for independence indicates significant association between three groups of respondents and three items, except "made a monetary or in-kind donation".

Table 64: Civic engagement among respondents of household survey and CIIF projects

	R1 – Household Survey Respondents without experience in associational participation		R2 - Household Survey Respondents with experience in associational participation		R3 - Project respondents		Total	Sig. 20
	No	Yes	No	Yes	No	Yes	Yes	
1. Volunteered for a charitable organization	647 (72.0%)	251 (28.0%)	34 (32.4%)	71 (67.6%)	39 (16.6%)	<b>196</b> <b>(83.4%)</b>	518 (41.8%)	***
	(n=898)		(n=105)		(n=235)		(n=1238)	
2. Actively participated in community activities	842 (93.8%)	56 (6.2%)	65 (61.9%)	40 (38.1%)	45 (19.8%)	<b>182</b> <b>(80.2%)</b>	278 (22.6%)	***
	(n=898)		(n=105)		(n=227)		(n=1230)	
3. Actively participated in an association	859 (95.7%)	39 (4.3%)	72 (68.6%)	33 (31.4%)	86 (38.2%)	<b>139</b> <b>(61.8%)</b>	211 (17.2%)	***
	(n=898)		(n=105)		(n=225)		(n=1228)	
4. Voted in the elections	505 (56.2%)	393 (43.8%)	51 (48.6%)	54 (51.4%)	101 (43.7%)	<b>130</b> <b>(56.3%)</b>	577 (46.8%)	**
	(n=898)		(n=105)		(n=231)		(n=1234)	
5. Made a personal contact with an influential person	874 (97.3%)	24 (2.7%)	96 (91.4%)	9 (8.6%)	163 (73.8%)	<b>58</b> <b>(26.2%)</b>	91 (7.4%)	***
	(n=898)		(n=105)		(n=221)		(n=1224)	
6. Notified the court or police about a problem	796 (88.6%)	102 (11.4%)	85 (81.0%)	20 (19.0%)	167 (76.3%)	<b>52</b> <b>(26.2%)</b>	174 (14.2%)	***
	(n=898)		(n=105)		(n=219)		(n=1222)	
7. Actively participated in an election campaign	876 (98.0%)	18 (2.0%)	97 (92.4%)	8 (7.6%)	152 (74.9%)	<b>51</b> <b>(25.1%)</b>	77 (6.4%)	***
	(n=894)		(n=105)		(n=203)		(n=1202)	
8. Made the media interested in a problem	883 (98.4%)	14 (1.6%)	100 (95.2%)	5 (4.8%)	187 (85.0%)	<b>33</b> <b>(15.0%)</b>	52 (4.3%)	***
	(n=897)		(n=105)		(n=220)		(n=1222)	
9. Taken part in a sit-in or disruption	853 (95.0%)	45 (5.0%)	96 (91.4%)	9 (8.6%)	126 (88.3%)	<b>26</b> <b>(11.7%)</b>	80 (6.5%)	***

<sup>20</sup> A chi-square test for independence was conducted, \*, \*\*, \*\*\* represent the level of significance (2side): p<0.05, p<0.01 and p<0.001 respectively.

of government meetings/ offices	(n=898)		(n=105)		(n=222)		(n=1225)	
10. Made a monetary or in-kind donation	180 (20.0%)	718 (80.0%)	19 (18.1%)	<b>86</b> <b>(81.9%)</b>	51 (22.3%)	178 (77.7%)	982 (79.7%)	/
	(n=898)		(n=105)		(n=229)		(n=1232)	
11. Talked with other people in your area about a problem	690 (76.8%)	208 (23.2%)	67 (63.8%)	<b>38</b> <b>(36.2%)</b>	145 (65.6%)	76 (34.4%)	322 (26.3%)	***
	(n=898)		(n=105)		(n=221)		(n=1224)	
12. Contacted your elected representative	772 (86.0%)	126 (14.0%)	81 (77.1%)	<b>24</b> <b>(22.9%)</b>	177 (80.5%)	43 (19.5%)	193 (15.8%)	*
	(n=898)		(n=105)		(n=220)		(n=1223)	
13. Taken part in a protest march or demonstration	844 (94.0%)	54 (6.0%)	87 (82.9%)	<b>18</b> <b>(17.1%)</b>	192 (86.9%)	29 (13.1%)	101 (8.3%)	***
	(n=898)		(n=105)		(n=221)		(n=1224)	

244. The mean test for civic engagement score<sup>21</sup> (table 65) shows that R1 (without experience in associational participation) scored the lowest (2.28) while R3 (project participants) scored the highest (4.83).

Table 65: civic engagement score and mean test for three studied groups

	<b>R1 – Household Survey Respondents without experience in associational participation</b>	<b>R2 - Household Survey Respondents with experience in associational participation</b>	<b>R3 - Project respondents</b>
<b>Means</b>	<b>2.28</b>	<b>3.95</b>	<b>4.83</b>
<b>N</b>	898	105	247
<b>SD</b>	1.62	2.28	2.95

245. A one-way between-groups analysis of variance (ANOVA) to explore the impact of associational participation on civic engagement shows a statistically significant difference at the  $p < .05$  level in civic engagement scores for the three

<sup>21</sup> The “civic engagement score”: For those respondents, who answer “yes” in each item, one mark will be given; for those respondents who answer “no” in each item, zero mark will be given. Every respondent then will obtain “civic engagement score”, which is the sum of their marks of all thirteen items.

groups,  $F(2, 1247) = 171.1, p < .05$ .

246. These findings again confirm, firstly, the strong relationship between associational participation and social capital development, and secondly, that participants of CIIF projects have a higher stock of social capital than the other residents in TSW.

247. Respondents' generalized trust and particularized trust, norms of reciprocity, collective civic participation; sense of influence and sense of belongingness towards TSW; and views of community harmony will be explored in the following sections. Several statements will be included in each aspect so that we could have more understanding about the points of view of household survey respondents and project participants. A four-point scale (1-very disagree, 2- disagree, 3-agree and 4-very agree) was used to explore respondents' degree of agreement in each statement.

### **Particularized trust, generalized trust and trust of community**

248. Table 66 below shows the mean scores of generalized and particularized trust of the three groups as well as the percentage of each group of respondents in agreeing with the statements<sup>22</sup>. R3, project respondents obtained highest mean score of overall trust score<sup>23</sup> while R1 obtained the lowest. A one-way between-groups analysis of variance (ANOVA) to explore the impact of associational participation and participation of CIIF projects on trust shows a statistically significant difference at the  $p < .05$  level in overall trust scores for the three groups,  $F(2, 1185) = 16.279, p < .05$ .

249. R3, project respondents obtained the highest mean scores in five (statements 1 to statement 5) out of nine statements regarding 'trust'. The results of ANOVA suggest that the differences among groups were all significant except statement 2. For statements 6 to 9, the mean scores of the R2 are the highest but except for statement 6, the difference among group were insignificant.

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<sup>22</sup> For those who chose 1-very disagree or 2- disagree were grouped into the "disagree" group while those who chose 3-agree and 4-very agree were grouped into the "agree" group for easy comparison.

<sup>23</sup> Overall trust score is the sum of score of all 9 items. Since 4-point scale is used, the full score therefore is equal to 36 (9 items x 4)

250. Statement 1 explores the extent of particularized trust. Result shows that both R2 and R3 with mean scores of 2.87 and 2.94 respectively have significantly higher trust with people from the same organization. It thus can be inferred that associational participation is strongly associated with the development of particularized trust. More project respondents than the other two groups trust that TSW has prospered (statement 2) and interpersonal trust has improved (statement 3) in the last three years. Residents' relative trust of community is also explored and again project respondents are more likely to believe that residents in TSW are more willing to trust each other. The highest mean score of item 5 of project respondents further indicates that they are more likely than other two groups of respondents to have trust in their community.

251. Item 6 to item 9 explore the generalized trust among residents in TSW. As shown in Table 66, the mean scores of item 6 to item 9 of R2 are highest among the three groups but the difference is only significant in statement 6.

252. The discussion above on the 'trust' dimension of social capital among household survey respondents conclude that project respondents have the highest 'particularized trust' and both groups of respondents who have experiences in associational participation have higher generalized trust and trust in the community than those who do not participate in associations.

<b>Table 66:</b> <i>Particularized trust, generalized trust and trust of community</i>	<b>Mean</b>			<b>Results of ANOVA (Sig.)</b>				<b>Results of a chi-square test</b>
	<b>R1 – Household Survey Respondents without experience in associational participation</b>	<b>R2 - Household Survey Respondents with experience in associational participation</b>	<b>R3 - Project respondents</b>		<b>R1</b>	<b>R2</b>	<b>R3</b>	
1. Members in the same community organization that I join are more trustworthy than others. (l)	2.6199	2.8738	<b>2.9487</b>	<b>R3 vs R1; R2 vs R1: F (2,1219) = 34.934, p &lt; .05.</b>	540 (61.0%) (n=885)	77 (74.8%) (n=103)	190 (81.2%) (n=234)	$X^2$ (2, n=1222) =37.415, p=0.000, Cramer's V =.175.
2. TSW has prospered in the last three years. (i)	2.8304	2.7143	<b>2.9079</b>	<b>R3 vs R2: F (2,1237) = 4.548, p &lt; .05.</b>	700 (78.1%) (n=896)	76 (72.4%) (n=105)	190 (79.5%) (n=239)	<b>Not significant</b>
3. Over the last three years, the level of trust among residents has gotten better. (t)	2.6120	2.6762	<b>2.8481</b>	<b>R3 vs R1; R3 vs R2: F (2,1236) = 18.248, p &lt; .05.</b>	555 (61.9%) (n=897)	69 (65.7%) (n=105)	185 (78.1%) (n=237)	$X^2$ (2, n=1239) =21.683, p=0.000, Cramer's V =.132
4. Compared with other villages/neighbourhoods, TSW residents are more willing to trust each other. (u)	2.3865	2.4667	<b>2.5720</b>	<b>R3 vs R1: F (2,1228) = 11.388, p &lt; .05.</b>	360 (40.4%) (n=890)	48 (45.7%) (n=105)	130 (55.1%) (n=236)	$X^2$ (2, n=1231) =16.428, p=0.000, Cramer's V =.116
5. If you drop your purse or wallet in the neighbourhood, someone will see it and return it to you. (o)	2.0481	2.2476	<b>2.2650</b>	<b>R3 vs R1; R2 vs R1: F (2,1230) = 13.127, p &lt; .05.</b>	186 (20.8%) (n=894)	36 (34.3%) (n=105)	80 (34.2%) (n=234)	$X^2$ (2, n=1233) =23.911, p=0.000, Cramer's V =.139
6. Most people in TSW are basically honest and can be trusted. (a)	2.5690	<b>2.7238</b>	2.6298	<b>R1 vs R2: F (2,1235) = 4.412, p &lt; .05.</b>	522 (58.1%) (n=898)	75 (71.4%) (n=105)	142 (60.4%) (n=235)	$X^2$ (2, n=1238) =6.975, p=0.031, Cramer's V =.075
7. In TSW, people generally trust one another. (k)	2.5677	<b>2.6190</b>	2.5823	<b>Not significant</b>	515 (57.7%) (n=893)	65 (61.9%) (n=105)	133 (56.1%) (n=237)	<b>Not significant</b>
8. Members of TSW are more trustworthy than others. (h)	2.3415	<b>2.4286</b>	2.4128	<b>Not significant</b>	320 (35.8%) (n=893)	45 (42.9%) (n=105)	95 (40.4%) (n=235)	<b>Not significant</b>
9. In TSW, one has to be alert or someone is likely to take advantage of you. (n)	2.2876	<b><u>2.1905</u></b> <sup>24</sup>	2.3220	<b>Not significant</b>	628 (70.0%) (n=897)	80 (76.2%) (n=105)	158 (66.9%) (n=236)	<b>Not significant</b>
Mean of overall trust score	22.6948	23.6117	<b>23.7818</b>	<b>R3 vs R1; R2 vs R1 F (2,1185) = 16.279, p &lt; .05.</b>				

<sup>24</sup> The statement is in negative sense and therefore the lowest mean score indicates better social capital development.

## **Norms of reciprocity**

253. Norms of reciprocity is one of the key dimensions of social capital, whether TSW residents uphold the norms of reciprocity is a significant indicator to show the stock of social capital in TSW. Table 67 below shows the findings of this exploration.

254. R3, project respondents obtained highest mean score of overall norms of reciprocity score<sup>25</sup> while R1 obtained the lowest. A one-way between-groups analysis of variance (ANOVA) to explore the impact of associational participation and participation of CIIF projects on norms of reciprocity shows a statistically significant difference at the  $p < .05$  level in overall norms of reciprocity scores for the three groups,  $F(2, 1222) = 28.238, p < .05$ .

255. Among eight statements with regard to norms of reciprocity, the mean scores of R3, project participants were highest in five statements. Specifically, project respondents were more likely to agree that TSW residents are willing to contribute time and money toward common development goals for TSW (statement 1 and statement 4) and they are more willing to do so than residents of other community (statement 2 and statement 5).

256. In addition, R3 were more likely to believe that people in TSW are willing to help. According to the result of ANOVA, the mean score differences among R3 and other two groups are statistically significant except statement 4, inferring that project respondents believe the norms of reciprocity generally exist in TSW where people to offer help when individuals or community are in need.

257. As shown in Table 67, the mean scores of statement 6 and statement 7 of R2 are highest and lowest respectively, indicating they are most likely to believe that help would be available for those in need in TSW. The result also suggests that R2 were most likely to pay attention to the opinions of others in TSW. Similarly, R3, project respondents were also more likely than R1 uphold the norms of reciprocity. The result of these findings clearly indicate the existence of 'norms of reciprocity'

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<sup>25</sup> Overall norms of reciprocity score is the sum of score of all 8 items. Since 4-point scale is used, the full score therefore is equal to 32 (8 items x 4).

especially among respondents who have experiences in associational participation (R2 & R3), thus lending evidence to the claim that associational participation is positively associated with the 'norms of reciprocity' dimension of social capital.

258. The mean score of statement 8 of R2 and R3 are higher than R1, indicating the former two groups were more likely to believe that residents in TSW look out mainly for the welfare of their own families and they are not much concerned with TSW's welfare. However, result of ANVOA shows that the difference is not significant at all. Further study could be conducted to explore the reasons why as many as half of TSW residents think that people there only care for themselves (and their families only).

<b>Table 67:</b> <b>Norms of reciprocity</b>	<b>Mean</b>			<b>Results of ANOVA</b> <b>(Sig.)</b>	<b>Results of a</b>			<b>chi-square test</b>
	<b>R1 – Household Survey Respondents without experience in associational participation</b>	<b>R2 – Household Survey Respondents with experience in associational participation</b>	<b>R3 – Project respondents</b>		<b>R1</b>	<b>R2</b>	<b>R3</b>	
1. TSW residents are willing to contribute time toward common development goals. (w)	2.6566	2.6000	<b>2.8908</b>	<b>R3 vs R1;</b> <b>R3 vs R2:</b> <b>F(2,1237) =</b> <b>20.552, p &lt; .05</b>	596 (66.4%) (n=898)	65 (61.9%) (n=105)	198 (83.2%) (n=238)	$X^2(2, n=1241)$ =27.871, p=0.000, Cramer's V =.150
2. Compared with other villages/neighbourhoods, TSW residents are willing to contribute time toward common development goals. (y)	2.4442	2.4231	<b>2.8650</b>	<b>R3 vs R1;</b> <b>R3 vs R2:</b> <b>F(2,1234) =</b> <b>53.981, p &lt; .05</b>	418 (46.6%) (n=897)	47 (45.2%) (n=104)	189 (79.7%) (n=237)	$X^2(2, n=1238)$ =85.311, p=0.000, Cramer's V =.263
3. Most people in TSW are willing to help if you need it. (g)	2.4878	2.6571	<b>2.6907</b>	<b>R3 vs R1;</b> <b>R2 vs R1:</b> <b>F(2,1236) =</b> <b>14.064, p &lt; .05</b>	454 (50.6%) (n=898)	68 (64.8%) (n=105)	156 (66.1%) (n=236)	$X^2(2, n=1239)$ =22.894, p=0.000, Cramer's V =.136
4. TSW residents are willing to contribute money toward common development goals. (x)	2.4154	2.3365	<b>2.4874</b>	<b>Not significant</b>	397 (44.2%) (n=898)	39 (37.5%) (n=104)	116 (48.7%) (n=238)	<b>Not significant</b>
5. Compared with other villages/neighbourhoods, TSW residents are willing to contribute money toward common development goals. (z)	2.2712	2.2404	<b>2.4810</b>	<b>R3 vs R1;</b> <b>R3 vs R2:</b> <b>F(2,1234) =</b> <b>13.640, p &lt; .05</b>	282 (31.5%) (n=896)	28 (26.9%) (n=104)	111 (46.8%) (n=237)	$X^2(2, n=1237)$ =22.259, p=0.000, Cramer's V =.134
6. If I have a problem, there is always someone to help me. (e)	2.7461	<b>2.9429</b>	2.9129	<b>R3 vs R1;</b> <b>R2 vs R1:</b> <b>F(2,1235) =</b> <b>14.370, p &lt; .05</b>	660 (73.5%) (n=898)	86 (81.9%) (n=105)	199 (84.7%) (n=235)	$X^2(2, n=1238)$ =14.868, p=0.001, Cramer's V =.110
7. I do not pay attention to the opinions of others in TSW. (f)	2.5757	<u><b>2.3143</b></u> <sup>26</sup>	2.3504	<b>R3 vs R1;</b> <b>R2 vs R1:</b> <b>F(2,1234) =</b> <b>18.458, p &lt; .05</b>	402 (44.8%) (n=898)	67 (63.8%) (n=105)	150 (64.1%) (n=234)	$X^2(2, n=1237)$ =36.464, p=0.000, Cramer's V =.172
8. People here look out mainly for the welfare of their own families and they are not much concerned with TSW's welfare. (b)	<u><b>2.5490</b></u>	2.5524	2.5847	<b>Not significant</b>	426 (47.4%) (n=898)	53 (50.5%) (n=105)	105 (44.5%) (n=236)	<b>Not significant</b>

<sup>26</sup> Statement 7 and Statement 8 are in negative sense and therefore the lowest mean scores indicate better social capital development. The scores of statement 7 and statement 8 had been reversed when calculate the overall score.

Mean of overall norms of reciprocity score	19.8996	20.3365	<b>21.3689</b>	<b>R3 vs R1; R3 vs R2</b> <i>F</i> (2,1222) = <b>28.238, <i>p</i> &lt; .05</b>				
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## **Collective civic participation**

259. Residents' collective civic participation was explored as another indicator of social capital. The result is shown in Table 68.

260. R3, project respondents obtained highest mean score of overall collective civic participation score<sup>27</sup> while R1 obtained the lowest. A one-way between-groups analysis of variance (ANOVA) to explore the impact of associational participation and participation of CIIF projects on collective civic participation shows a statistically significant difference at the  $p < .05$  level in overall collective civic participation scores for the three groups,  $F(2, 1228) = 12.873, p < .05$ .

261. About 83% of R3 and 81% of R2 agreed or strongly agreed that residents would be called upon to participate in making decision over policy that aims to improve TSW. It seems that respondents from both groups believe in the existence of collective civic participation in TSW.

262. Indeed, even the mean score of R3 is significantly lower than that of R2 and R3, still there were around 73% of them believe in collective civic participation.

263. The result of statement 2 also supports this argument. As shown in Table 68, over 77% of R3 and nearly 70% of R2 and R1 also believe that residents of TSW are will to participate in community affairs. This and the results discussed above imply that majority of TSW residents believe in collective civic participation and this could be regarded as strong signal of the rich stock of social capital in TSW.

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<sup>27</sup> Overall collective civic participation score is the sum of score of all 2 items. Since 4-point scale is used, the full score therefore is equal to 8 (2 items x 4).

<i>Table 68: Collective civic participation</i>	Mean							
	<b>R1 – Household Survey Respondents without experience in associational participation</b>	<b>R2 – Household Survey Respondents with experience in associational participation</b>	<b>R3 – Project respondents</b>	<b>Results of ANOVA (Sig.)</b>	<b>R1</b>	<b>R2</b>	<b>R3</b>	<b>Results of a chi-square test</b>
If some decision related to policy aims at improving TSW needed to be made, residents in TSW would be called upon to make the decision. (r)	2.7500	2.8476	<b>2.9328</b>	<b>R3 vs R1:</b> <i>F</i> (2,1236) = <b>10.423</b> , <i>p</i> < .05	657 (73.3%) (n=96)	85 (81.0%) (n=105)	197 (82.8%) (n=238)	$X^2$ (2, n=1239) =10.814, <i>p</i> =0.004, Cramer's V =.093
TSW residents are willing to participate in community affairs. (j)	2.8304	2.6952	<b>2.9079</b>	<b>R3 vs R1:</b> <i>F</i> (2,1236) = <b>4.766</b> <i>p</i> < .05	624 (69.6%) (n=896)	72 (68.6%) (n=105)	181 (77.4%) (n=234)	<b>Not significant</b>
Mean of overall collective civic participation score	5.4653	5.5429	<b>5.7672</b>	<b>R3 vs R1; R3 vs R2:</b> <i>F</i> (2, 1228)= <b>12.873</b> , <i>p</i> <.05				

## **Sense of belonging and sense of influence**

264. This study also explores respondents' sense of influence, i.e. whether they think they or other residents can exert influence in making TSW a better place. In addition, respondents' senses of belongingness in terms of whether they consider themselves a member of TSW were also explored.

265. As shown in Table 69, R3, project respondents obtained highest mean score of overall sense of belonging and sense of influence score<sup>28</sup> while R1 obtained the lowest. A one-way between-groups analysis of variance (ANOVA) to explore the impact of associational participation and participation of CIIF projects on sense of belonging and sense of influence shows a statistically significant difference at the  $p < .05$  level in overall sense of belonging and sense of influence scores for the three groups,  $F(2, 1230) = 46.854, p < 0.5$ .

266. As shown in Table 69, the results seem to be very encouraging. All the three groups of respondents reported a very strong sense of belonging to the community (statement 51m, mean score of R1 – 2.92; R2 – 2.98 and R3 – 3.13). Although R1 as a group again scored the lowest than R2 and R3, the difference is however not statistically significant.

267. Regarding the sense of influence (statement 51s and 51q), both R3 and R2 scored higher than R1 in believing other residents and themselves can make TSW a better place to live. Statistical analysis shows that this difference is significant. However, all the three groups were the same in thinking that they were not as influential as others residents in making TSW a better place to live. The reason of this differential perception has yet to be explored in further study.

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<sup>28</sup> Overall sense of belonging and sense of influence score is the sum of score of all 3 items. Since 4-point scale is used, the full score therefore is equal to 12 (3 items x 4).

	Mean							
<i>Table 69: Sense of belonging and sense of influence towards TSW</i>	<b>R1 – Household Survey Respondents without experience in associational participation</b>	<b>R2 - Household Survey Respondents with experience in associational participation</b>	<b>R3 - project respondents</b>	<b>Results of ANOVA (Sig.)</b>	<b>R1</b>	<b>R2</b>	<b>R3</b>	<b>Results of a chi-square test</b>
1. I feel accepted as a member of this village/ neighbourhood. (m)	2.9232	2.9810	<b>3.1398</b>	<b>R3 vs R2, R3 vs R1: F (2,1236) = 14.920, p &lt; .05.</b>	777 (86.5%) (n=898)	92 (87.6%) (n=105)	214 (90.7%) (n=236)	<b>Not significant</b>
2. TSW residents can make TSW a better place to live (s)	2.7906	2.9238	<b>3.0084</b>	<b>R3 vs R1, R2 vs R1: F (2,1237) = 16.736, p &lt; .05.</b>	<b>685</b> (76.3%) (n=898)	91 (86.7%) (n=105)	207 (87.3%) (n=237)	$X^2$ (2, n=1240) =17.779, p=0.000, Cramer's V =.120
3. I can make TSW a better place to live (q)	2.3099	2.4571	<b>2.7161</b>	<b>R3 vs R2, R3 vs R1: F (2,1235) = 38.391, p &lt; .05.</b>	341 (38.0%) (n=897)	51 (48.6%) (n=105)	159 (67.4%) (n=236)	$X^2$ (2, n=1238) =65.966, p=0.000, Cramer's V =.231
Mean of overall sense of belonging and sense of influence score	8.0223	8.3619	<b>8.8658</b>	<b>R1 vs R2, R2 vs R3, R1 vs R3: F(2, 1230)=46.854,</b>				

				<b>p&lt;0.5</b>				
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## **Views of community harmony**

268. Residents' view of community harmony was also explored in this study. The result is presented in Table 70 below.

269. As shown in Table 70, four statements were used to explore residents' view of community harmony. Since the statements were in negative sense, the lower mean scores indicate the respondents with more positive views of community harmony.

270. As shown in Table 70, the findings seem to present a picture rather different from the one presented by previous findings. R1, household survey respondents without associational participation obtained lowest mean score of overall views of community harmony score<sup>29</sup> while R3 obtained the highest. A one-way between-groups analysis of variance (ANOVA) to explore the impact of associational participation and participation of CIIF projects on views of community harmony shows a statistically significant difference at the  $p < .05$  level in overall views of community harmony score between R1 and R3,  $F(2, 1224) = 3.442, p < 0.5$ .

271. Overall speaking, respondents without any associational participation were more likely than the other two groups of respondents to hold positive views of community harmony. Specifically, R1's mean scores were the lowest among the three groups in all except statement 1. However, the differences in the mean scores of all four statements were not statistically significant in the two tests.

272. For statement one, over 80% of R2 respondents disagreed or strongly disagreed that the relationships among people in TSW are less harmonious when compared with other neighbourhoods. Besides, around 77% of R1 respondents and 73% of R2 respondents also disagreed or strongly disagreed that the relationships among people in TSW are less harmonious. This result indicates a large majority of the respondents regard TSW as a harmonious community.

273. Similar result was found in statement 2 which asked whether interpersonal

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<sup>29</sup> Overall sense of belonging and sense of influence score is the sum of score of all 3 items. Since 4-point scale is used, the full score therefore is equal to 12 (3 items x 4).

relationship in TSW is harmonious or not. Again, over 80% of R1 and R2 respondents consider TSW residents are having harmonious relationship whereas about 75% of R3 respondents (project respondents) thought so. Nevertheless, this difference is not statistically significant.

Table 70: Views of community harmony	Mean			Results of ANOVA (Sig.)	R1	R2	R3	Results of a chi-square test
	R1 – Household Survey Respondents without experience in associational participation	R2 - Household Survey Respondents with experience in associational participation	R3 - project respondents					
1. Compared with other neighbourhoods, the relationships among people in TSW are less harmonious. (p)	2.1931	<u>2.0962</u> <sup>30</sup>	2.2340	<b>Not significant</b>	<u>Disagree</u> 692 (77.2%) (n=896)	<u>Disagree</u> 85 (81.7%) (n=104)	<u>Disagree</u> 171 (72.8%) (n=235)	<b>Not significant</b>
2. The relationships among TSW residents were generally not harmonious. (v)	<u>2.1661</u>	2.1810	2.2101	<b>Not significant</b>	<u>Disagree</u> 726 (80.9%) (n=897)	<u>Disagree</u> 84 (80.0%) (n=105)	<u>Disagree</u> 178 (74.8%) (n=238)	<b>Not significant</b>
3. Compared with other villages/neighbourhoods, TSW is more conflictive. (d)	<u>2.3768</u>	2.5096	2.4788	<b>Not significant</b>	<u>Disagree</u> 546 (60.9%) (n=724)	<u>Disagree</u> 53 (51.0%) (n=104)	<u>Disagree</u> 125 (53.0%) (n=236)	$X^2(2, n=1237) = 7.487, p=0.024, \text{Cramer's } V = .078$
4. In your opinion, TSW is generally conflictive (c)	<u>2.4749</u>	2.6286	2.5924	<b>Gp (3) vs Gp (1):</b> $F(2,1237) = 4.793, p < .05.$	<u>Disagree</u> 462 (51.5%) (n=897)	<u>Disagree</u> 47 (44.8%) (n=105)	<u>Disagree</u> 106 (44.5%) (n=238)	<b>Not significant</b>
Mean of overall views of community harmony score	<u>9.2114</u>	9.4175	9.5261	<b>Gp (3) vs Gp (1):</b> $F(2,1224) =$				

<sup>30</sup> All statements in this aspect are in negative sense and therefore the lowest mean scores indicate better social capital development.

				<b>3.442, <math>p &lt; .05</math>.</b>				
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274. From the findings on statements 1 and 2, it is apparent that majority of respondents found that both interpersonal relationship and the community in TSW are harmonious. However, when asked about whether they find TSW is more conflictive though we have to pay attention to the results of statement 3 and statement 4. Only around 50% to 60% of the respondents disagreed that “compared with other villages/neighbourhoods, TSW is more conflictive”, and only 44% to 52% of the respondents disagreed that TSW is generally conflictive.

275. The reasons why these respondents hold negative views should be further explored; otherwise, it may block the development of social capital among residents and the building up of community capacity in TSW. Mechanism should set up or efforts should be taken to encourage residents in TSW to resolve the conflicts. One of the methods to resolve conflicts is to enhance understanding and acceptance among people of different backgrounds. As CIIF projects always provide platform for people to interact and cooperate, it is highly recommended that project operators should encourage project participants to understand people of different backgrounds as well as their needs and capacities. After the removal of “mis-trust” and “mis-understanding”, more harmonious relationship could then be built.

### **Overall implication from the household survey for TSW residents and survey for participants of CIIF projects**

276. The results of two questionnaire survey are presented in the above sections. A few implications could be drawn.

277. First of all, associational participation is crucial for the development of social capital. From exploring the associational life of TSW residents, it is found that around 10% of Household survey respondents had participated in community organizations. Though this figure does not indicate that associational participation is ‘popular’ in TSW, those involved were quite active. In addition, from the results above, it is found that residents with associational participation were more likely to have better development of social capital.

278. Besides social capital development, associational participation is also matter for the development of community capacity. The above results also found that residents who had

associational participation were more likely to believe the availability of help for those in need. They were also more likely to indicate that residents would take action for the well-being of the community. All these results not only suggest that community capacity is present in TSW but also associational participation could contribute to its development.

279. One of the main objectives of this study is to explore whether the CIIF projects have successfully developed social capital among project participants. From the results above, it is very obvious that R3 always have better social capital development than both groups of household survey respondents, irrespective of whether they have or have no experience in associational participation. This is evidence suggesting that CIIF projects functioned very well in building up social capital among their participants in TSW.

280. In fact, when asked about the impression of TSW, both respondents in Household Survey and CIIF projects always expressed positive comments. In general, they believed that TSW residents have the will and also the ability to improve the situation of TSW amidst the existence of various problems such as diversity and lack of public/social services.

## **E. Outcome of social capital development of CIIF projects (results from in-depth interviews)**

### **Bonding social capital and supporting networks**

281. The results of survey for participants of CIIF projects indicated that project participants' social capital always have better development when compare with that of respondents of household survey. Indeed, more evidence could be found after conducting individual and focus group interviews with project participants.

282. **Bonding social capital** among residents has been developed. After joining the projects, residents who have similar backgrounds (e.g. low income families or new arrivals families) not only get to know each other, but also develop trustful and mutually supportive relationship. In other words, **supporting groups/ networks** are formed among people in the neighborhoods as well as people having common interest.

*“I got to know one neighbor who has lived in the same building with me for over 10 years through the participation in this project”  
(L3)*

283. Through participating in CIIF projects, project participants got to know a lot of neighbours who they did not know even when they had lived in the same estate for over 10 years. CIIF projects become a platform to gather people who live in the same neighbourhood. For those project participants who came from newly developed estates, they also had the similar expression that they could get to know more neighbours in the same estate.

*“I have lived in this estate for a few years. I only concentrated on my work during the first two years and didn't know any neighbours. However, after joining the programme, I got to know more, such as elderly people, children and their parents. We got to know each other and became closer. (P1)*

## Supports among project participants

284. With the establishment of the above groups/networks, **social support, emotional support, financial support, tangible support and information** were reciprocated among members. For instance, new arrivals could share their experiences of settling down when they first arrived Hong Kong with those members who only arrived recently. In terms of tangible support, participants often help each other out on child caring matters.

285. From G1's sharing below, it is obvious **social support** was developed after their participation in CIIF project.

*“Now I will share some food with the elderly living nearby and she will ask where I go if I leave home...I have encouraged her to have more involvement in the community, but she said she didn't need and were not willing to know too many people...the elderly lives with her grandson only...If others do not take the initiative to get to know their neighbours, I could take the initiative to do so.” (G1)*

286. It is found that G1 took initiative to get to know her neighbours and became their “safety guard”. She also encouraged her neighbour to have more involvement in the community. It is very likely that G1 will look after the elderly who lives with her grandson only when she shares the food with them.

287. **Emotional support** is very important to those CIIF project participants who newly arrived from Mainland China. They always faced the adjustment problem when they first arrived Hong Kong. Through participating in the CIIF projects and getting to know other members who have arrived Hong Kong for sometime. From them, the newly arrived could obtain information, tangible and emotional support from these early ‘settlers’ in the group/network. With these help and support, they felt more relieved and less worried about their adjustment to the new community life. In addition, **financial help** could also be found among project participants and their neighbours.

*“Do you think the neighbours would offer help to*

*you?”(Interviewer)*

*“For those familiar, they will...” (L1)*

*“Do you have any real experiences that you need to ask someone help?”*

*“Yes, for example, I got financial difficulties and did not have enough money to pay the tuition fee, they were willing to help.”  
(L1)*

### **Enhancement of the neighborhoods relationship**

288. The expressions above also highlighted the enhancement of the neighborhoods relationships. Project participants could always get to know their neighbours who were not CIIF project members) through their participation. Mutual support could also be found among project participants and their neighbours, just like the case of G1 and L1. Their sharing could also act as the evidence to show that the enhancement of neighborhoods relationship have been extended to non- CIIF member level.

### **Trust among project participants and their neighbours**

289. It is found that particularized trust could be developed among project participants. Project participants always expressed that when compared with other people in the community or in Hong Kong, they trusted project participants more. The following conversation may provide with us some evidence to support this statement.

*“Do you think you can trust the group members? (Interviewer)*

*“In what circumstance?” (G2)*

*“For instance, you want to go to washroom, will you leave your purse in the room.”*

*“Then I will trust them.”(G2)*

*“Do you afraid that someone will touch on it?” (Interviewer)*

*“No, I don’t.” (G2)*

290. The above expression shows that project participant trusted other project

participants and had the sense of safety in the group since she did not need to alert them even she left her personal belongings in the room. When asking how the trustful relationship was developed, I1 had the following expression.

*“We always cooperated during the programmes. We did many things together, for instance, making handicraft, food and sweet soups. We planned the programme together. We went to buy the materials together. We had similar concern and always discussed with others. All these experiences help us (building the trustful relationship)...”*  
(I1)

291. Project participants could gain a lot of common experiences and they became more familiar after joining the programmes. Their trustful relationship was built up gradually. In addition, the trustful relationships were developed between the project participants and their neighbours or other participants they served in the programmes.

*“I visited her (the neighbour) with social workers, I had more understanding about her after the visit. Sometimes, it is quite hard to have an in-depth conversation on the street, but we could have it (during the home visit), she trusted us. Later, when I met her on the street, she took imitative to say hi to us...”(G1)*

*“Some elderly people always came to the centre very early, when we helped them to fill the forms (for “Scheme \$6,000”), they told us many things about their families... the feeling was quite warm. I felt that we were their family members...they trusted us, we had to ask them to keep the bank account book and ID card safely. They would not guard against us and worry about whether we would take advantage from them even we were handling some of their personal information...they trusted the centre and therefore trusted us...”*  
(M1)

292. From G1’s expression, it is obvious that the neighbour who was being visited

trusted the project participant a lot as she was willing to have in-depth conversation with project participants. She was also willing to sustain the relationship after the visit as she took the initiative to say hi to project participants. Moreover, the expression of M1 also tells us that the elderly people trusted the project participants a lot since they did not guard against the project participants even though they were handling their personal information.

293. Furthermore, the sharing from M1 does not only tell us that institutional trust towards the centre/ CIIF project exists but also indicates that the institutional trust could encourage the building up of trustful relationship among project participants and the elderly people. This achievement is very important as one of the main purposes of the CIIF project is to build up long term trustful relationship among residents (both project participants and elderly people are residents in the same community).

294. Project participants' generalized trust, especially for those new arrivals, could also be developed by joining CIIF projects. Project participants who are newly arrived always think that Hong Kong people could be trusted in general.

*“I think most Hong Kong people are sincere. Someone asked me not to trust Hong Kong people when I first arrived Hong Kong. I don't think so now...most of Hong Kong people are honest people.” (I4)*

295. It is found that new arrived project participants always gained the opportunities to cooperate with other project participants (Hong Kong people) in the programmes. The cooperation made them feel accepted, respected and empowered. The positive experiences of getting along with Hong Kong people help them build up good impression as well as generalized trust towards Hong Kong people.

### **Norms of reciprocity**

296. **Reciprocal relationships** are also built up among the participants in which the recipients of help and support are able to repay those people who have helped them. Participant who has been dance tutor in the project mentioned that when she met her student on the street, her student could recognize that she felt sick and therefore brought her some

healthy food during the programmes.

*“Now everyone on the street recognizes me, I felt sick yesterday, the neighbours all concerned my health and would like to give me food which good for health”. (G1)*

*“The project helps me find myself back, and let me help other people.” (O1)*

297. The 2<sup>nd</sup> expression also shows that the sense of reciprocity is also generalized such that these participants are also willing to help the general public (non-group members).

### **Acceptance and understanding**

298. Acceptance and understanding are the **significant elements when developing social integration and solidarity**. Both of them could be developed among project participants.

299. **Acceptance** of the new arrivals by local Hong Kong people is also found. Participants (local Hong Kong people) acknowledged that there is always misunderstanding of the new arrivals due to the differences in social and cultural backgrounds. However, they have had more acceptances of these differences when having more contacts and cooperation with the new arrival participants after joining the programmes.

300. Moreover, through participating in different types of volunteer services, participants **better understand people of different age groups**. For instance, young people and women learnt how to communicate with elderly people after participated in the volunteer services that served the elderly persons.

*“I liked elderly persons before married. I would help them if they needed. After married, I disliked them because I thought they were troublesome. However, after participated in the programme for elderly people, I found that it is easy to communicate with them and stop being afraid of them*

*and think that they are troublesome...I disliked them because I lived with my parent-in-law before...” (M4)*

301. The skills they learnt are not only useful in serving others, but are also useful in their daily life. For example, young people and women reckon that they have had **better relationships with their elderly relatives** after learning the skills. More examples could be found in later part when discussing the outcome of social capital development on their well-being.

### **Civic engagement**

302. As community participation is always encouraged in many CIIF projects, project participants reported that after their participation, they are now more aware of and concern about the issues that occur in the neighbourhood or in the TSW community.

*“Why do you want to be floor representative in MAC?” (Interviewer)*

*“I am a housewife, but I also want to make some contribution as this will let me have the sense of existence...as new arrivals to Hong Kong, instead of gaining benefit from Hong Kong, we also contribute ourselves. I can help the neighbours...but there’s no way to do (before joining the CIIF project)...” (G4)*

*“Did you have this intention a year before?” (Interviewer)*

*“No, I even don’t participate in any programme...and don’t know how to do it...because I felt worry about many things...”(G4)*

303. The conversation above shows project participants are more likely to have civic engagement after their participation in CIIF projects. After their participation in CIIF projects, project participants always become happier and feel more relieved even they are living in great pressure. They also become more confident and being empowered as they already proved themselves that they could serve the community by joining the programmes of CIIF projects. Having built up the confidence and know that there are different ways to make contribution, project participants, such as G4, engaged in community affairs actively.

304. Another project participant also shared that she had tried to take some action in responding to community issue.

*“There was a person who committed suicide in our estate. I saw there were many people gathered and discussed the issue on the street. Then I found the security guard and asked the details to see whether our volunteers could do something. If I have more information and get to know that they are our members (CIIF project), then I will suggest the social worker to visit the family with us. If they are not our members yet, we still have to gather more information and see how we could help them.” (P1)*

305. The above expression reveals that project participants recognized that they could play an important role to take care of their community after participating in CIIF projects. In addition, they also took action, for instance, P1 would gather the information of the issue happened in the community. The expression above also shows that project participants could map out feasible strategy to help people in the community who are in need.

306. Through joining CIIF projects, participants gained a lot of opportunities to have civic engagement. For instance, volunteering is the most frequent format of civic engagement organized by staff of many CIIF projects. However, from the above expression, it is found that the format of civic engagement become more diverse. Instead of joining the volunteer services organized by the project staff, project participants concerned what happened in their community by using different ways, such as asked the details of the accident from the security guard. This is definitely a positive sign to show the development of social capital as project participants would like to involve in organizations or activities which aim at improving the well-being of the community.

### **Bridging social capital**

307. Bridging social capital is developed among CIIF project participants. All the programmes and activities organized by project operators have the aim of gathering people with different backgrounds together and building up relationship. Through participating in

these projects, people are able to obtain the resources brought about by people of different backgrounds which would otherwise be unavailable to them.

308. For instance, there was a project which aimed at training up the women to be cooking tutors. Project operators therefore organized different types of classes. One of the classes was to teach some disadvantage youth.

*“We did not only teach them cooking, we also have the role to listen to them. A boy from a single parent family who joined my class shared with me that he hated his father and would like to hit him if he meet him on the street ...I listened to the boy and told the boy that his father may be very old now and he won't really hit him...the boy also understood that he was angry only...” (D1)*

309. From the above sharing, the young people were connected with women through the programmes. It is found that the young boy did not only learn the cooking skills from the project participant but also knew someone whom he could share his personal feelings. He also got to know that this auntie concerned about him and provided him with emotional support.

310. In addition, the women tutors were also linked up to a group of marketing students in university. Those marketing students had helped the women tutors to make marketing plan on how to selling their catering services. It is obvious that bridging social capital could be built up among them and the outcome of the development of bridging social capital is also very positive.

311. Since CIIF projects always foster participation and collaboration from different professional disciplines, project participants could then learn from these professionals and develop the skills that enable them to seek employment in diverse fields and this could increase their chance of getting a job and earning money. Like in the case of the caterer group, computer courses or eco-tour guide training, the ‘life chances’ of project participants have been greatly enhanced. More examples could be found in the section below regarding the impacts on individual well-beings (increase of income and job opportunities).

## VI. Impact of CIIF projects on individual and community well-being

### A. Impact of associational participation on well-being (household survey respondents/ participants of CIIF projects)

312. In our study, respondents of two surveys were asked whether there were and what positive impact as a result of their participation. The following table shows this set of findings. Project respondents (referring to their participation in CIIF projects) and household survey respondents who had associational participation.

Table 71: Impact of associational participation on well-being

Impact on well-being from joining CIIF projects or community organizations	Project respondents (CIIF projects)		R2 (Community Organizations)		Sig. (***) p<0.001; (**) p<0.01; (*) p<0.05)
	Counts	% (n=230)	Counts	% (n=105)	
1. Get to know more friends	206	89.6%	71	67.6%	*** $X^2(1, n=335) = 22.745, p=0.000, \phi=-.269$
2. Learn new knowledge and skills	176	76.5%	31	29.5%	*** $X^2(1, n=335) = 65.467, p=0.000, \phi=-.449$
3. Have the chance to contribute to society	161	70.0%	19	18.1%	*** $X^2(1, n=335) = 76.048, p=0.000, \phi=-.483$
4. Obtain more information	155	67.4%	42	40.0%	*** $X^2(1, n=335) = 21.211, p=0.000, \phi=-.258$
5. Increased sense of belonging to community	145	63.0%	22	21.0%	*** $X^2(1, n=335) = 49.418, p=0.000, \phi=-.391$
6. Personal growth and change	135	58.7%	42	40.0%	** $X^2(1, n=335) = 9.375, p=0.002, \phi=-.174$
7. Obtain emotional support	103	44.8%	31	29.5%	* $X^2(1, n=335) = 6.372, p=0.012, \phi=-.144$
8. Improve relationship with family members	86	37.4%	14	13.3%	*** $X^2(1, n=335) = 18.793, p=0.000, \phi=-.244$
9. Acquire tangible support	47	20.4%	9	8.6%	* $X^2(1, n=335) = 6.460, p=0.011, \phi=-.147$
10. Gain job opportunity or generate income	25	10.9%	4	3.8%	Not significant $X^2(1, n=335) = 3.695, p=0.055, \phi=-.116$

313. As shown in table 71, around 90% of project respondents indicated that they got to know more friends after participated in CIIF projects. Moreover, over 70% of project respondents stated that they learnt new knowledge and skills and had the chance to make a contribution to society after the participation. In addition, over 60% of project respondents reported that they got to know more information and their sense of belonging to community have been increased. When compare with R2, household survey respondents who participated in community organizations, CIIF project respondents are apparently more able to have positive impact on well-being as a result of their associational participation.

314. It is worth noting that project respondents are four times more likely than the household survey respondents with associational participation to “Have the chance to contribute to society” and three times more likely to have “Increased sense of belonging to community”. According to Chaskin (1998), “community capacity is the interaction of human, organizational and social capital existing within a given community that can be leveraged to solve collective problems and improve or maintain the well-being of a given community. It may operate through informal social processes and/or organized efforts by individuals, organizations, and the networks of association among them and between them and the broader systems of which the community is a part” (p.4). The results indicate the significance of the CIIF projects as these two outcomes do not only benefit CIIF project respondents but also are contributive to building community capacity in TSW. Indeed, more evidence could be found after conducting individual and focus group interviews with project participants. The details will be presented in the following section.

## **B. Impact on individual’s well-being**

### **Personal growth and changes**

315. Project participants always expressed that they experienced personal growth and changes after participated in CIIF projects. For instance, a participant who is good at dancing and she becomes a dance instructor who teaches pre-primary school children and women in the community to dance. Through taking up this role, this participant felt empowered and her sense of competence is enhanced and she becomes more confident and is willing to extend their social network.

316. Another project participant also presented that she became happier after joining

the programmes because of the extension of social network.

*“Become happier. Before joining the project, it was quite hard for me to teach children and my husband does not help...and now...I can make friends through participating in projects and I could share my feelings with them.” (L1)*

317. In addition, project participants are willing to help more people; being volunteer in the community centre as well as contributing themselves to serve the community. All these are positive changes after participating in the CIIF projects.

### **Improvement of relationship within family**

318. Many project participants also mentioned that their relationships with family members were improved after joining the CIIF projects.

*“I always have bad temper...we did not have good marital relationship before, we haven’t tried to do one thing together. After joining the CIIF project, we gained chances, for instance, I danced on the stage. My husband did not know how to perform and haven’t gone on the stage previously, but I encourage him and he finally danced with me.” (G1)*

*“Do you think this common experience help improve your marital relationship?” (Interviewer)*

*“Yes. Apart from my husband, my relationship with my parents-in-law is also improved. They do not only help taking care of our children, but also participate in the programme together with me if I have performance. They would tell me the people they meet in the programme...” (G1)*

319. It is always found that the project participants could learn skills to communicate with children and elderly in the programmes. Instead of concerning family problems such as conflicting familial relationship or child minding problems, project participants could share their positive experiences from the projects with their family members more frequently.

Their relationships with husbands or other family members become less tense as they do not always have to attend to negative thing but share some common and positive experiences.

### **Enhancement of civic participation with mutual support from project participants**

320. As aforementioned, different kind of mutual supports were exchanged among project participants. For instance, emotional support, financial support, child care and social support. The exchange of support does not only help the project participants who have the needs, in fact, after having this support, project participants could feel free to have more civic participation.

*“I can find other participants to take care of my children, for instance, I join the MAC election meeting of last night...xxx help me to take care my daughter...” (G4)*

321. A project participant who joined the project recently also mentioned that she noticed that supports could always be found among the project participants. Having the Even she did not have the need of asking help, she would like to contribute herself later if she has the chance and become more familiar with others.

*“My children are already grown up. I heard that they (other project participants) would help take care of other children when someone had to handle some urgent matters...I also heard that parents would prepare meals for other children. I would like to do this later, I join the project just a short period...” (M1)*

322. From the above expression, it is obvious that the norm of offering mutual support is also developed among project participants. It is believed that the achievement does not only bring positive impact on participants' well-being. If more project participants have this mindset and would like to offer support to those people who are in need in the community, the whole community is benefited.

### **Increase of income and job opportunities**

323. It is always found that for those project participants who joined those capability building projects, they always expressed that they could gain more opportunities for job or income generation.

*“I got this job because the employer interviewed my classmate and me during the computer course. The tutor asked us to prepare our CV. I had prepared and therefore gained the chance for interview. Finally, they employed both of us (my classmate and me).” (K1)*

*“I received the programme worker training in the project. I believe that I could be employed as part-time programme worker in youth centre now because I had participated in that training and gained real practice experiences in the project.”(S1)*

324. Apart from getting the real jobs, through joining CIIF projects, project participants always expressed that their career plan become clearer. For instance, project participants of the project with regard to eco-tourism expressed that their career plan has been sharpened after participating in the project. One of the youth expressed that he wanted to be eco-tourism guide and participating in the project let him know more about the nature of the job. Another project participant indicated that he wanted to be social worker before joining the project while his plan is strengthen after his participation in the project. This is because he learnt a lot of skills in communicating with different walks of people during the programme and he thought that the project provided a platform for him to practice as he could perform a role of social worker to encourage positive thinking in others.

### **Establishment of sense of belonging and satisfaction**

325. It is also found that sense of belonging towards the community and the organization which implemented the CIIF projects have been built up among project participants.

*“I think it (participation in CIIF project) has become part of my life. It is the sense of belonging. It is my another family....I would like to join if there are programmes, I would like to be a volunteer if they need. I will come if there are parties. I will not change.” (U1)*

326. The above sharing from U1 indicated that joining the programmes of the projects become habit to project participants. Indeed, the project that U1 joined has already been completed for two years when she was interviewed, U1 still continued her participation in the centre. This definitely shows that a strong sense of belonging towards organization has been built up that encouraged her continuous participation even after the project was ended.

327. Another project participant also shared the change of feelings toward the community after her participation in CIIF project.

*“I felt nervous when I first moved to this estate. I did not know anyone. However, after participated in this project, we built up good relationship with others. I learnt many things and could get along with the neighbours. I felt warm...I got to know many people now, it is quite good to live in this estate now...” (P1)*

328. From the above expression, it is found that P1’s feeling of living in the community has been changed from “nervous” to “warm” after participated in CIIF projects. Obviously, the main reason for this change was that she knew more people in the community and built up good relationship with others. Her sense of safety as well as the sense of belonging towards the community has been developed. P1 also expressed that she would like to take the initiative to concern about her neighbours now.

329. In fact, after building up the sense of belonging towards the community, project participants always expressed that they would like to involve more in the community. They become more concern about the development of the community.

*“I can vote in the District Council Election this year. I would pay attention to see whether the council members really concern about our*

*welfare. I won't do this before, may be because I did not have any sense of belonging towards the community then and therefore thought that it was not related to me..." (M1)*

330. In addition to sense of belonging, project participants also expressed that they had sense of satisfaction after their participation.

*"The return is not about materials or money, we can learn a lot. Helping people make ourselves feel useful. I feel that I can accomplish something. This experience is very happy, for instance, we made handicraft and give the elderly people. They were happy and I was very happy too. This is because I had contributed myself." (M1)*

331. From the above expression, it is found that project participants were full of sense of satisfaction after contributing themselves to the community. It is very likely that this sense of satisfaction would motivate them to further participate in the CIIF projects or other volunteer services. This is definitely a desirable outcome of the CIIF projects.

### **C. Contribution of CIIF projects to the well-being of the Tin Shui Wai community**

332. In general, the CIIF projects create outcomes on community well-beings:

#### **Response to the needs of Tin Shui Wai residents**

333. Through the platform of CIIF projects, the needs of some TSW residents could be fulfilled. For instance, project operators had mobilized resources in the community to help those people who are in need in TSW. For instance, a resident donated much stationery and the project operators distributed them to the needy in the community.

334. A project participant mentioned that TSW residents were always under great pressure but if they joined the eco-tour which was organized by the CIIF projects, TSW residents could feel more relieved, as they had the chance to take refuge from the hustle and bustle of the city.

335. Besides, employment is always the needs of TSW residents, through participating in the CIIF projects, many project participants (TSW residents) gained the job or money earnings' opportunities. It is another example to show that the CIIF projects could respond to the needs of TSW residents.

336. In addition, some CIIF projects also conducted many neighbourhood supporting programmes like afterschool programmes which aimed at helping children whose parents were at work. For instance, a CIIF project operated a "neighbourhood canteen". They collaborated with MACs and employed a "cooking mama" to cook healthy family dinners for children whose parents were both at work. This project thus helps relieved the working parents' worry about their children's evening meals as which are now provided at nearby MACs at a very reasonable price.

### **Prevention of domestic violence and crime**

337. As domestic violence is always associated with conflicts between family members that occurred in stressful families. As aforementioned, project participants' relationships with their family members were improved after joining the CIIF projects. They also got to know more about social services/ resources which can help them if they are facing difficulties. It is very likely that the occurrence of domestic violence would be lesser among families of project participants.

338. In addition, since many project participants stated that they would like to take more care of their neighbours, it is believed that they would pay attention to those "at risk/ withdrawn family" and would offer help if they find that something is wrong. Their function as "safety valve" in the estates may help prevent domestic violence in the community.

339. Furthermore, as project participants become "guardian angels" in the estates and concern more about their community. It is very likely that they would help fighting crime in their community if it happens.

### **Generation of new job opportunities**

340. Employment is always the main concern of many TSW residents. TSW is distant from the commercial or industry districts in Hong Kong geographically. While the travelling cost is relatively high for TSW people to go to work in Kowloon or Hong Kong Island, there are few job vacancies nearby. All these are negative factors which affected the employment prospects of TSW residents.

341. Fortunately, project participants had rebuilt their confidence and had further developed their job-related knowledge and skills by receiving training from business operators or organizations Which enable project participants to gain job opportunities. For instance, these residents got the job from the information technology companies, became programme assistant in NGOs, became part-time eco-tourism guide and even started up their own catering businesses etc.

342. In addition to those job opportunities generated by the CIIF projects, since project participants' social networks were extended and they could exchange and gather the information with regard to jobs within networks. It is very likely that project participants could enter the labour market easier than it was before.

### **The building of community capacity**

343. As suggested by Horvath (2001), there are few components to understand the capacity of the community. They are including individual development, sense of community, networks that enable the social economy, ability to bring about community change and integrating while maintaining culture.

344. According to Horvath (2001), "capable communities are built on a foundation of capable people". Therefore, residents' development is crucial for the building up of community capacity. The above discussion about the personal growth and changes of project participants after joining the CIIF projects provides us a lot of evidence to show that residents in TSW (project participants) become more capable and this growing sense of capability also encourages them to make contact with people in their community and from

these contacts, their social networks were extended. Thus, residents' development is a good foundation for the development of community capacity.

345. Moreover, residents' sense of community is essential to community capacity. Sense of community could only be developed if people feel connected and motivated to live in harmony and work together towards common goals. The previous section has reported on how project participants felt empowered and connection with their community by participating in or organizing community-based programmes. As such, a strong sense of belonging towards the community was built up and their relationship with neighbours is enhanced. Thus the communities become more harmonized and complaints arising from neighborhoods were reduced. Project participants now have more concern about their community and would want to improve the situation of TSW by contributing themselves. As mentioned by the estate manager being interviewed, the projects provide platform for the neighborhood to communicate and discuss solution on solving community problems. All these outcomes suggest that "sense of community" was built among project participants.

346. As mentioned in the section regarding social capital development, project participants did not only extend their social networks. Meanwhile, different kinds of mutual support could be found among their networks as well as their neighbours. The most frequent/ common supports are taking care of children or the provision of repairing services for the neighbours. Indeed, these types of services could be found in the commercial market. Instead of buying the services from the commercial market, social economy is developed as alternative since residents now could use their networks for barter purposes, i.e. exchange of resources and services without exchanging money. Indeed, residents with different abilities and resources gathered through participating in the CIIF projects. Individual assets are turned into community assets that can be used for the greater good. It is also an indicator of the development of community capacity.

347. Another indicator of community capacity is residents' ability to bring about community change. Community change could only be successful if residents have the ability to solve problems collectively and the ability to identify and mobilize resources within their community. After considering the outcome of CIIF projects, it is believed that project participants have potential ability to bring about community change.

*“There are many elderly people in this estate who do not much about their living. For instance, an elderly didn’t know they could ask for housing department’s help to repair the toilet...our volunteers visited them and we knew the procedure; even if we don’t know, we still could report to social worker and see how they can help her.” (H1)*

*“So, you will continue your repairing services even the project end?”  
(Interviewer)*

*“Yes, actually we had already developed procedures to offer our services. The neighbours would make a call to the property management office in each building and the staff of the office would note down the repair order and they will contact our volunteers to d the needs of the residents.” (J4)*

*“We will help collect and screen the repair order, this is because some of the order could be done by us (estate management company) while there are some orders we could not do or we may not have the resources to do, then we will send those orders to the volunteers.” (Manager of estate management company)*

348. The above expressions show that project participants have the ability to identify and mobilize the resources to help those people in need in the community. Some of them also involved in designing the procedure of offering services.

349. Community organizations in TSW also contributed a lot in building up community capacity. For instance, there were two different collaborative models are found in the school-based projects: namely the school-school and school-NGO collaboration. The former can well-utilize the advantages of schools, for instance, there are plenty of service users as well as “potential” services providers, e.g. children, youth and parents as well as plenty of facilities and venue for carrying out programmes, through collaborating with other schools, the school-based CIIF projects could greatly expand their user/participant pool and utilize the facilities available in the schools. The school-NGO collaboration also serves supplementary function, especially when schools do not have too much experience in working/engage with the community. In this instance, NGOs’ experiences are helpful in

enriching the school partners' strategy in reaching out to the community. The whole community finally is benefited from the collaboration.

350. In addition, community organizations no longer just serve their primary clientele but are willing to extend their service to other sectors of the community. For example, school does not only serve their own students and parents but also become one of the important units to serve the entire community. In other words, residents in the community who are not the schools' primary clientele can also use the schools' resources. All of these examples suggested that community capacity is built up in TSW.

351. To build up community capacity, it is also necessary to consider the situation of minority individuals and communities. This is because social exclusion would always devastate the development of the whole community. TSW is home to many new arrivals or ethnic minorities. Therefore, whether their culture could be accepted or whether they could have good adaptation in TSW should also be considered.

*“I can have chance to make contact with new arrivals after joining the project. I did not have good impression on them previously. I always thought that they were not compliant to rules and regulations. However, after knowing them, I understood that they have different living habit with us. They also wanted to find jobs...but they are very good at making handicraft and cooking, especially the snacks from their home town. We had a chance to learn from each other. I felt quite good...there are many potential and sincere neighbours in TSW...if there are more organizations to discover them, they could contribute a lot.” (H1)*

352. The above expression shows that local people in TSW had changed their perception about new arrivals after joined the project. In addition to the acceptance, they also acknowledged new arrivals' talent as well as their culture. Instead of asking the new arrivals to adopt the culture of Hong Kong, integration could only be achieved if culture of minority communities could also be preserved. This definitely is good foundation to build community capacity.

## **VII. Impact of CIIF projects on business and welfare sector**

353. In the last section, the effectiveness of CIIF projects on social capital development as well as the impact of CIIF projects on well-being of individuals and community is explored. The results acknowledge the value and the contribution of CIIF projects.

354. Besides, CIIF projects also brought positive impact on business sector and welfare sector. The outcome was significant and sustainable.

### **A. Impact on business sector**

355. First of all, CIIF projects provided platforms for business partners to practice their corporate social responsibility (CSR). Nowadays, many business partners pay a lot of attention on practicing their CSR. Instead of donating money, products or professional knowledge, many business partners already built up teams of volunteer and always look for different opportunities to serve the community.

356. CIIF projects therefore acted as platform for those companies to connect to community and the people who are in need. Business partners contributed their professional knowledge and skills by sending their employees as tutors in training courses; mentors of project participants and to organize family programmes or out-door activities which aimed at broaden participants' horizon regularly.

357. The collaboration between CIIF projects and business partners was relatively "long-term" and social capital outcome could be more explicit and sustainable.

*“The collaboration with this project is “attractive” because it is a continuous project. We will not end our collaboration after visiting the children for a few times...our volunteers would know that they can watch the children’s growth....” (Representative of business collaborators)*

358. For CIIF projects, long term collaboration is also preferable. This is because it could bring positive influence on relationship building among project participants and

employee participants of business partners, which is necessary for the formation of bridging social capital. For instance, business partners' employee participants paired up with certain families and they interacted every time they met in the programme, during the project period, mostly for two years, thus facilitate them to build up up "close" and "sustainable" relationship. Since they were familiar with each other, they were willing to exchange their personal contact methods. Further interaction could be found after the programmes. For instance, children members of CIIF projects called their mentors from the business company to consult them on homework or share their daily life. For those employee participants who maintained better or closer relationship with the project participants, they were more willing to continue their participation in the volunteer programmes.

359. In addition, collaboration with CIIF projects was staff development programme for the business partners. Apart from just joining the programmes, employee participants also engaged in programme planning and evaluation with the operators and participants of CIIF projects. In this way, employee participants not only have the chance to serve the community but also gained experiences which they could not be able to gain otherwise. From their participation, employee participants realized that they had other competence which was different from their profession. They could experience personal growth and gained a sense of satisfaction and sense of belonging towards their company. Communication and cooperation could be found among colleagues. Collaboration with CIIF projects therefore provide opportunities for staff development and team building, which is important to the development of business partners.

360. Furthermore, the collaborative relationship between the business partners and the CIIF projects is changed from the "giver-receiver" to the "partnership" relationship. Business partners were benefited from this kind of collaborative relationship. CIIF project participants were no longer the "receiver" in the programmes. Instead, project participants acted as givers and contributed their knowledge and skills which brought positive influence on the programme organized by the business company. For instance, a group of project participants who had the experiences of teaching cooking skill were invited to be cooking tutors in programme hosted by the business company. The collaboration not only provided human resources for business company, but also helped promote the programme since the CIIF project was famous in the district and could draw a lot of attention from the media.

361. Through the collaboration, business partners gained more understanding about the need of the community and different disadvantage groups. These companies became more concern about the community's welfare and develop the culture of serving community. Business partners could be benefited from building up good and positive image, enhancement of relationships among employees, and development of sense of belongingness towards the company among employees. Meanwhile, CIIF project participants could gain different opportunities, support and resources from the collaboration.

362. To create and sustain the above win-win situation, both project operators and responsible persons from the business partners should make a lot of effort. Communications, understanding and acceptance are all required for the success of the collaboration. As mentioned by the project operators, business partners always had their concern and expectations on the collaboration. Their concern and expectations may be from "commercial perspective" and relatively "outcome oriented", which sometimes may differ from the value or working style of NGOs and welfare organizations. For instance, the needs and the development of service users were always the main concern of the welfare organizations. To bridge this gap and facilitate the long term and smooth collaboration, mutual understanding and enough communications between business partners and project organizations is necessary. Both project operators and people from business sector should understand their partners' concern and expectations and explore the better way of collaboration through sincere communication. Sometimes, it may require both parties to adjust their expectations.

363. As CIIF Secretariat, other funding bodies and different government departments always encourage the collaboration between the business and welfare sectors, it is therefore important for all of these parties or stakeholders to act as bridge among the business partners and welfare organizations. Supports and platforms should be provided so that both of them could have better understanding of their expectations and the feasible formats of collaboration. Apart from organizing seminars or workshops to promote and demonstrate collaboration, characteristics of welfare organizations and business partners, the value they upheld and their differences should also be highlighted. Meanwhile, the profile of the districts and the uniqueness of certain groups of services users should also be mentioned. The collaboration among the welfare and business sector therefore could be tailor-made

while the resources among different collaborators could be well-utilized and all parties could be benefited from the collaboration.

## **B. Impact on welfare sector**

364. Through organizing CIIF projects, the welfare organizations developed new services in their organizations and that had great potential further developed to social enterprises that help disadvantage group people to generate income.

365. Catering services and eco-tour were two types of innovative services that developed through CIIF projects in TSW. Project operators expressed that these services had the great potential to be further developed as good foundation had been built up.

366. First of all, CIIF projects acted as a good platform to gather a group of participants with talent and interest in running new services. The human capital for delivering new services was ready.

367. Secondly, participants were well-equipped through their participation in CIIF projects. Participants gained a lot of training opportunities in CIIF projects, through which their knowledge and skills were enhanced. Meanwhile, the positive experiences project participants gained in the projects also helped build up their confidence, which encouraged their further participation in the projects. As such, they were all willing to contribute themselves towards the development of the innovative services.

368. Moreover, the new services started up in small scale and thus project operators did not really need to worry about the fixed cost, such as the rent and the salaries of the manpower involved (the project operators) during the setting up process. Project operators and participants therefore were able to concentrate on exploring the needs of the potential customers, the uniqueness of the new services and the better format to offer new services. They could make different attempts without too much pressure with regard to the cost.

369. Furthermore, project operators always made a lot of efforts to promote the projects in the district, such as using multimedia tools to promote the projects and activities,

and inviting press and television media to report the projects. As a result, not only the projects themselves became widely known but also the innovative services. The brand names of the services were built up gradually and the pool of the customers also became larger. All these achievements could help the innovative services to sustain or further develop even the CIIF projects ended.

370. In addition, as CIIF projects were always collaborated with various organizations, these networks or the collaborative relationships the projects built could become the assets of new services.

*“Networks that we built up through the CIIF project are still our customers now (half year after the project completion)...” (Project operator of project A4)*

371. Those organizations knew about the innovative services and offered training and practice opportunities to the project participants continually, thus helping the innovative services to further build up its brand name and enhance the competitive ability of the project participants. Indeed, the innovative services could also be seen as channel to sustain the collaboration among different organizations.

372. The above discussion highlighted the contribution of CIIF projects to generate innovative services in welfare sector. However, it is important to note that a lot of difficulties are existed which may block the further development of these services and it may be quite hard to transform the innovative services into social enterprises.

373. First of all, innovative services which created by CIIF projects upheld different goals from the social enterprises. Instead of providing full-time employment opportunities, the former may only provide chances or platforms for the participants to earn some “pocket” money. Therefore, the expectations as well as the level of participation of the participants would be quite different. The participants of those innovative services may only want to work part-time. The participants may not have the readiness to take up more responsibility and transform the services into social enterprises.

374. Moreover, it is necessary to note that human resources are still required for further development of innovative services. Social workers may still need to coordinate with the project participants regularly, organize training workshops and take up a lot of administrative task such as cost control and accounting. Without further funding to support the human resources, it may limit the development of the innovative services a lot.

375. Social enterprise is a kind of “commercial” organizations which had its social goals. It is expected that the business operated in social enterprises (or the innovative services) could be break even and self-sustained without further supporting resources. However, it is found that the cost for business operation in Hong Kong is extremely high. Due to the high rental cost, it is quite difficult for the innovative services operate independently or detach themselves from the welfare organizations. The failure of detachment may limit the extension of the services as the welfare organizations should have their service priorities. Apart from the rental cost, the rise of raw material cost may increase the difficulties of running innovative services. As a result, the competitive ability of the innovative services is reduced as the prices of the services may not lower than that of other competitors.

376. In summary, it is important for us to take the above situations into consideration when determine whether the innovative services should keep current scale or enlarge it properly. Nevertheless, it is necessary to acknowledge the value of CIIF projects in generating innovative services. Through organizing these services, project participants gained a lot of opportunities on personal growth and income generation. The welfare organizations themselves are also benefited from the services extension.

### C. Tasks and successful strategies for collaboration with business partners

377. Table 72: Tasks and successful strategies for collaboration with business partners.

	Tasks and successful strategies
Engagement phase:	<ol style="list-style-type: none"> <li>1. Understand each other's backgrounds (business partners and organization which carry out the CIIF project), for instance, whether business partners had collaborated with other NGOs previously and the formats of collaboration.</li> <li>2. Understand the purposes and objectives of collaboration and the expectations of both parties.</li> <li>3. Explore the formats of collaboration, whether or not long-term collaboration is perferrable.</li> <li>4. Explore human resources and other resources required for collaboration.</li> <li>5. Explore and determine the visibility of the collaboration, for instance, any public relations activities or press event should be organized.</li> <li>6. Understand the limitations and potential difficulties of the collaboration.</li> </ol>
Development phase:	<ol style="list-style-type: none"> <li>1. Work out the detailed programme plan (year/season plan, number of volunteers involved, number of programmes held).</li> <li>2. Design the programmes which meet the needs and expectations of volunteers and project participants.</li> <li>3. Provide opportunities for volunteers and project participants to use all their expertise to serve the community.</li> <li>4. Offer training programmes to volunteers from business partners, for instance, provide volunteers with information on community profile and characteristics of project participants.</li> <li>5. Provide plenty of platforms to encourage project participants and volunteers from business partners to interact.</li> </ol>
Consolidation phase:	<ol style="list-style-type: none"> <li>1. Explore the capability of project participants and volunteers from business partners and facilitate the development of reciprocal relationship among them.</li> <li>2. Evaulate the programmes regularly, assess the social capital outcome of the programmes and make improvements if necessary.</li> <li>3. Encourage project participants to initiate contact with business partners for the building up of sustainable collaborative relationship with business partners.</li> <li>4. Facilitate project participants and business partners to explore opportunities for further collaboration after the completion of CIIF projects.</li> </ol>

## **VIII. Good practice models of social capital development**

378. Based on the analyses of our findings, three intervention models could be identified which are estate-based, schools-based as well as capability building. The intervention strategies of each model and their effectiveness for building up social capital development are presented below.

### **A. Estate-based model of social capital development**

379. Among 17 active projects being studied, a total of 12 projects adopted the **“estate-based”** or **“community-based”** model to facilitate social capital development in Tin Shui Wai. The “estate-based” model refers to CIIF project that is mainly carried out in a particular housing estate (most of them are in public housing estates except one which is in an estate under home ownership scheme). These projects aimed at promoting harmonious community as well as encouraging the building up of social support networks in the neighborhood. The participants of these projects are mainly the residents of the estate the project served. This model could be conceptualized into three phases, namely the “recruitment phase”, the “development phase” and the “consolidation” phase. Different strategies were used in different phases.

380. In the first phase, the projects were started up in the estates. Street stations and organizing mass activities in the public areas of the estate were the most frequent methods project operators used to recruit volunteers as well as attract the attention of the residents.

381. In order to make known of their presence to the residents and kick off the projects, project operators would recruit the members through organizing different interest classes, “collective purchase” programmes and community workshops.

382. The “collective purchase” programme does not only provide special offers of buying daily goods, for instance, rice, tissue, biscuits and oil etc. for residents, it is also an effective strategy to attract residents’ attention on the projects. The project operators set up the “booth” in the public area which has a lot of passing by residents. This promotional activity was held at 3:00-5:00pm and on a weekday. This is definitely a good time that can draw residents’ attention since many parents will go to pick up their children from schools

and go to market when the programme held.

383. The interest class is also a useful way to gather residents as well as encouraging residents' further participation in the projects. Handicraft and dancing were the most popular interest classes. Since some projects may not have their own venue to organize the programmes in the estates, most of them will borrow a cover playground from the estate management company to carry out the programmes. The interest class was always held at 9:00-11:00am as many women and elderly people are relatively free during the morning session.

384. Organizing of community workshops with a variety of topics could attract residents' interest in the projects. Talks or workshops related to health and diseases, mental health, parenting skills were very popular and always could attract many residents to come to join and the project operators often could promote other activities through these talks or workshops.

385. Apart from recruiting participants in the first stage, it is also found that project operators would build up their working relationship with different organizations such as other NGOs and estate management companies located in the estate. For those project operators who do not have any centre in the served estate, this collaboration provided them with valuable resources, venue in this case, to deliver their programmes.

386. The recruitment phase is often followed by the developing phase wherein project operators often **offer volunteer training** to their members. These volunteer training programmes is a significant means to gather residents who are willing to serve the community.

387. After offering volunteer training, volunteer services and programmes such as home visit, repairs team, hair-cutting team, "resources sharing platform" that aim at serving people who are in need in the estate were conducted. Through these activities, volunteers can serve the needy people with their expertise and resources.

388. For better utilization of resources, collaboration with other CIIF projects is

another common strategy. For instance, different project operators share among themselves volunteer manpower and venues when carrying out programmes.

389. The last phase of the project could be considered the consolidation phase wherein participants took initiative to run their groups/committee independently. Moreover, they could organize community services to serve the community continuously even with limited support from project operators. It is also found that some participants started planning their way out in future if the project is completed. For instance, participants would consider and discussed with project operators to see whether they should apply for the 2<sup>nd</sup> round of CIIF funding or explore other resources to continue their services.

### **B. School-based model of social capital development**

390. Apart from estate-based model, there were two active projects which adopted the school-based intervention model. The term “school-based” means projects are located at schools where daily after-school care taking programmes are carried out. This kind of project mainly serves parents and their children in primary schools. This kind of project always not only involved one primary school but also collaborated with secondary schools and NGOs in the neighbourhood in recruiting volunteer and organizing programmes.

391. During the recruitment phase, project operators mostly collaborate with parents and teachers associations to help promote the project and to recruit members.

392. After-school programmes were the most important means to recruit low income families. The CIIF projects always engaged 30-60 children in the after-school programmes and recruit parents and youth volunteers as tutors and provide care-taking/tutorial services to children.

393. As the target groups of the projects are parent and children, parenting skills and emotion management skills training are popular programmes which could also serve as platforms for encouraging the participants’ further participation.

394. Similar to estate-based model, school-based CIIF projects also emphasize on

volunteer development in its developing phase. Volunteer training and volunteer services are always organized to facilitate social capital development in the community/schools. Parents of children who joined the projects are also be engaged as volunteers for the projects. Organizing volunteer services is a significant means the services recipients to contribute to the community where they live.

395. Similar to the estate-based model, participants (mainly parents) of these school-based CIIF projects also run their groups or committee independently and organize community services programmes on their own.

396. Schools also offer different services or share their resources to the project participants and community residents. For instance, the secondary school opens a room for the public to gather, read newspapers and rest until 9:00pm. Therefore, children who joined the afterschool programme could stay there until 9:00pm if their parents could not pick them up on-time.

### **C. Capability building model of social capital development**

397. Besides estate-based and school-based intervention model, a total of 3 active CIIF projects could be classified as capability building intervention model. Instead of running a programme in and for a particular estate or in school setting, “capability building” CIIF projects aimed at developing participants’ interest, knowledge and skills around certain theme with an ultimate aim of enhancing participants’ abilities in finding jobs or making money. Apart from forming social networks among participants with similar interests, these projects also develop bridging social capital by linking up professional parties from certain fields to share their experiences and resources with project participants. These projects do not have explicit geographical boundaries, i.e. for residents of a particular locality in TSW, rather they always serve all TSW residents.

398. Information technology, ecotourism and catering services are some special themes which are found to be effective means to promote social capital development in this community.

399. The information technology project first recruited disadvantaged youth who want to apply for a job in field of information technology through public recruitment exhibition, referral from NGOs, or discussion forum on the internet. The project then offered job-oriented training and matched those disadvantage youth with suitable position through their networks in the information technology field. After that, mentorship programmes were held to facilitate the building up of bridging social capital. Besides, since those project participants were disadvantage youth or even “hidden” youth, project operators also organized different programmes which help the project participants build up team work spirit and confidence and strengthen their motivation in finding jobs.

400. Another project use ecotourism as means to attract young people’s participation. Project operators first recruited the youth from different secondary schools in TSW and organized camps/ programmes which included visits to protected areas and training on ecological literacy.

401. After that, young people received eco-tourism guide training and the project operators helped the project participants to organize eco-tours. The young people would also involve in promoting the eco-tours, such as conduct promotion in schools or street exhibition. The project participants then acted as tour guides to lead the eco-tour with the assistance from their trainers. The participants of eco-tours were residents in TSW, staff of business partners as well as mentors of project participants. Hence, project participants gained a lot of chance to interact and building up relationship with different people.

402. Participants of the eco-tour were very impressed by the young people’s involvement and commitment. With encouragement recognition from participants, young people become more confident and willing to interact with people of different backgrounds. Project operators would always help the project participants to consolidate their experiences through discussions after the programmes or invited the project participants to write up articles which were then published in cultural magazine.

403. Apart from information technology and ecotourism, cooking is another special theme which attracts women’s attention as well as a good platform for women to utilize their capacities.

404. Another CIIF project first invited those women who were good at cooking to join the project as tutors. Then different cooking classes were held these ‘tutors’ had the chance to share their cooking skills with other participants. Moreover, participants (who were also cooking tutors) and their family members could also learned cooking skills from others through participating in the cooking classes.

405. The project operator also connected some famous chefs, food tasters, people who are successful in running catering business, for instance, a master chef from famous catering business, “Choi Lan” and “Dumpling Queen” to offer training courses or sharing sessions to enhance the cooking skills of the participants. Moreover, the project operator also encouraged the participants to design their own recipes and coordinated participants to provide catering services for organizational functions. The participants then have the opportunities to earn money as some of the catering services are fee-charging.

406. Furthermore, the project operator also makes good use of the media to promote the project. For instance, they invited reporters of newspaper or television programmes to interview the participants published and circulated comic books to document the stories of the participants and their recipes. These measures definitely help participants to build their self-image and developed more opportunities for the participants.

407. In summary, three types of models have developed their own strategies to promote social capital development. Estate-based projects emphasized the development of volunteer services team to serve the residents through collaboration with different community organizations. For those projects which are using school-based model, after-school programme is the main platform to gather the disadvantaged families and build up mutual support networks among them. Schools also transform its role in serving not only their own students but also the whole community. The capability building projects aimed mostly at enhancing participants’ capabilities. They also help the participants to gain more exposure on the media and thus increasing the chance of being known to and getting ‘business’ from target customers.

408. Though three types of social capital development models had their own strategies, they share common rationale in linking up their projects to the community. All

these projects had good understanding on the characteristics and the capability of different target groups and therefore provide different platforms for project participants to make contacts with people in the community where they live and contribute themselves to serve the community. The CIIF projects therefore did not only bring benefit to the individuals but the entire community.

#### D. Operation manual of the three good practice models for CIIF project operators

409. *Table 73: Tasks and successful strategies of estate-based model in three different phases*

Estate-based model	Tasks	Successful strategies
-Promotion and recruitment phase:	<ul style="list-style-type: none"> <li>➤ Understand the profile of the serving district (e.g. the demographic data of the residents, needs and assets of residents and community)</li> <li>➤ Organize interest classes, educational talks and festival events to draw residents' attention.</li> <li>➤ Promote the projects through collaboration with different types of community organizations, for instance, schools, other NGOs and churches etc.</li> <li>➤ Build up good collaborative relationship with MACs, OCs and estate management companies and explore opportunities and format of collaboration.</li> <li>➤ Build up mutual support networks among project participants.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Community survey was conducted in one project and it is an effective method to collect the data with regard to community needs.</li> <li>➤ It is very important for project operators to identify the “needs” or “interests” of residents and organize relevant programmes to attract their attention and participation.</li> <li>➤ Instead of organizing programmes at centre, organizing outdoor programmes and street exhibition were effective ways to recruit project participants or let the residents know of the presence of the CIIF project in the estate.</li> </ul>
Development phase:	<ul style="list-style-type: none"> <li>➤ Organize volunteer training programmes for project participants.</li> <li>➤ Organize volunteer services, involve project participants in programme planning and encourage them to take the leading role in the programmes. Provide relevant training to support the project participants.</li> <li>➤ Provide plenty of platforms for project participants</li> </ul>	<ul style="list-style-type: none"> <li>➤ Participants' continue participation is always the critical success factors that contribute to social capital development. Hence, it is necessary for project operators to identify the strength of project participants and create platforms for them to contribute to the projects. If project participants gained sense of satisfaction after their participation and built up sense of belongingness towards the</li> </ul>

	<p>to contribute themselves towards the projects. For instance, encourage project participants to be tutors in different types of interest classes.</p> <ul style="list-style-type: none"> <li>➤ Connect project participants with the community through organizing community-based programmes or collaboration with different community organizations. Home visit, visit to elderly residential home and rehabilitation centre, festival events organized in the public areas of the estates are some examples of community-based programmes.</li> <li>➤ Encourage project participants to mobilize neighbours to join the projects.</li> <li>➤ Encourage the formation of support networks among project participants and their neighbours.</li> </ul>	<p>projects, it is expected that they are very likely to continue their participation.</p> <ul style="list-style-type: none"> <li>➤ Human resource is the most important assets of the CIIF projects. Therefore, it is also important to encourage more residents to involve in the projects and to encourage their continuous participation..</li> </ul>
Consolidation phase	<ul style="list-style-type: none"> <li>➤ Build up different support networks in the estate through facilitating project participants to form different volunteer teams to serve the estates. Home visiting team, repairs team, hair-cutting team, child care taking team are built up according to the needs of the residents and the strength of the project participants.</li> <li>➤ Encourage participants to participate at different levels, such as programme planning and decision</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project operators have to plan the route for project participants' continue participation or involvement in the community.</li> <li>➤ Project operators can encourage and prepare the project participants to run their services on their own before the project is ended.</li> <li>➤ The project operators may discuss the format of cooperation with the relevant organizations to see how the services could be sustained.</li> </ul>

	<p>making, coordinating with different organizations and managing different teams of volunteers etc. The role transformation of the project participants should be the main concern in this phase.</p> <ul style="list-style-type: none"> <li>➤ Discuss and plan the further development of the projects with project participants</li> </ul>	<ul style="list-style-type: none"> <li>➤ “Referring” the project participants to other NGOs is also another method to ensure the sustainability of community participation. Hence, project participants may gain another chance to further develop their skills and contribute themselves to community continually as they can continue their participation in other organizations.</li> </ul>
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Table 74: Tasks and successful strategies of school-based model in three different phases

School-based model	Tasks	Successful strategies
<p>-Promotion and recruitment phase:</p>	<ul style="list-style-type: none"> <li>➤ Start up the after-school care taking programme at schools.</li> <li>➤ Recruit youth or parent volunteers to be helpers of the after-school care taking programme.</li> <li>➤ Recruit children participants according to their needs and family situations.</li> <li>➤ To equip parent and youth volunteers with knowledge and skills of managing after-school care taking programme through training programmes.</li> <li>➤ Provide platforms and encourage interaction among project participants (parent and youth volunteers) as means to build up mutual support networks.</li> </ul>	<ul style="list-style-type: none"> <li>➤ If the project is held by NGO, a good collaborative relationship with schools should be built up in order to start up the project.</li> <li>➤ NGOs should design effective recruitment protocol with schools to ensure the programmes could serve those children in need.</li> <li>➤ Good collaborative relationship with secondary schools and tertiary schools is also necessary as they are the source of youth volunteers.</li> <li>➤ Good collaborative relationship with parents and teachers association is also necessary as they are the source of parent volunteers.</li> <li>➤ It is necessary for the project operators to provide training programmes to parent and youth volunteers, especially problem solving skills and communication skills with children. The skills they learnt not only help the smooth running of the after-school care taking programme, but also benefits the parent and youth volunteers as they can apply these skills in their families, thus helping them to improve their relationships with their children (for parents) and their siblings (for youth).</li> </ul>

<p>- Development phase:</p>	<ul style="list-style-type: none"> <li>➤ Provide supervision and continuous support for project participants for smooth running of the after-school care taking programme.</li> <li>➤ Organize volunteer services, involve project participants in programme planning and encourage them to take the leading role in the programmes. Provide relevant training to support the project participants.</li> <li>➤ Provide plenty of platforms for project participants to contribute themselves towards the projects. For instance, encourage project participants to be tutors in different types of interest classes.</li> <li>➤ Connect project participants with the community through organizing community-based programmes or collaboration with different community organizations. Home visit, visit to elderly residential home and rehabilitation centre, festival events organized in the public areas of the estates are some examples of community-based programmes.</li> <li>➤ Organize popular programmes such as parenting skills and emotion management skills training that could serve as platforms for encouraging the participants' further participation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Although schools are the core partner of school-based projects, however, it is necessary for project operators to link up their projects with the community, so that project participants could build social capital by connecting with the community, such as building supportive and trustful relationships with neighbours.</li> <li>➤ Hence, for project operators to have the sense of community is very critical to the success of the projects.</li> </ul>
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<p>Consolidation phase</p>	<ul style="list-style-type: none"> <li>➤ Encourage project participants to mobilize neighbours to join the projects.</li> <li>➤ Encourage the formation of support networks among project participants and their neighbours.</li> <li>➤ Build up good collaborative relationship with MACs, OCs and estate management companies and explore the opportunities and format of collaboration.</li> <li>➤ Encourage participants to participate at different levels, such as programme planning and decision making, coordinating with different organizations and managing different teams of volunteers etc. The role transformation of the project participants should be the main concern in this phase.</li> <li>➤ Discuss and plan the further development of the projects with project participants.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Schools could offer different services or share their resources with community residents. This can help community residents to get to know the projects and encourage their participation.</li> <li>➤ Project operators have to plan the route for project participants' continuous participation or involvement in the community.</li> <li>➤ Project operators can encourage and prepare the project participants to run their services on their own before the project is ended.</li> <li>➤ The project operators may discuss the format of cooperation with the schools and relevant organizations to see how the services could be continued.</li> </ul>
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Table 75: Tasks and successful strategies of capability building model in three different phases

Capability building model	Tasks	Successful strategies
Promotion and recruitment phase:	<ul style="list-style-type: none"> <li>➤ Recruit project participants who have interest in the “theme” of the CIIF projects, such as cooking, eco-tourism, computer, and etc.</li> <li>➤ Carry out community-based recruitment such as street exhibition or outdoor recruitment programmes in the district the projects served.</li> <li>➤ Conduct referral-based recruitment through organizing introduction programmes at schools or through making contacts with other NGOs or community organizations.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Organize street exhibition or outdoor recruitment programme were effective in attracting residents’ attention of.</li> <li>➤ Good collaborative relationship with community organizations is necessary as those organizations are the source of project participants or could help promote the projects.</li> </ul>
Development phase:	<ul style="list-style-type: none"> <li>➤ Offer training programmes to project participants to develop their interests, knowledge and skills around certain themes with an ultimate aim of enhancing participants’ abilities in finding jobs or earning money through self-employment.</li> <li>➤ Add elements of relationship building into training programmes so that mutual support networks among project participants could also be built.</li> <li>➤ Identify project participants’ needs and strength of project participants and provide platforms for them to practice their skills.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As one of the aims of the project is to enhancing participants’ abilities in finding jobs or earning money, strategies to enhance their respective capabilities are crucial.</li> <li>➤ It is crucial for project operators to link up professional parties to provide training, practice opportunities, and sharing of experiences and resources with project participants.</li> <li>➤ When the projects and the participants’ talents are widely known through the media, the opportunities for them to capitalize on their talents have also</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Provide supervision for project participants continually so that their knowledge and skills could be further enhanced.</li> <li>➤ Organize mentorship programmes so that project participants could always gain guidance from mentors.</li> <li>➤ Link up professional parties from certain fields to share their experiences and resources with project participants.</li> <li>➤ Engage the mass media to help promote the project and build up “brand name”.</li> </ul>	<p>increased which in some cases help increase the project participants’ chance of employment and opportunities for income generation.</p>
Consolidation phase	<ul style="list-style-type: none"> <li>➤ Encourage participants to serve the community.</li> <li>➤ Connect project participants with the community through organizing community-based programmes or collaboration with different community organizations.</li> <li>➤ Provide plenty of platforms for project participants to contribute themselves towards the projects. For instance, encourage project participants to be assistant tutors during the training programmes for the new comers.</li> <li>➤ Encourage participants to participate at different levels, such as programme planning and decision making, coordinating with different organizations</li> </ul>	<ul style="list-style-type: none"> <li>➤ It is also necessary for the project operators to link up their projects with the community, so that project participants could build up their social capital by connecting with the community, such as building up support networks as well as trustful relationships with neighbours.</li> <li>➤ It is crucial to success for project operators to have the sense of community as they could bring positive impact on the well-being of community via serving certain groups of project participants.</li> <li>➤ Project operators should also facilitate the building up of sense of community among project participants, so that project participants are willing</li> </ul>

	<p>and managing different teams of volunteers etc. The role transformation of the project participants should be the main concern in this phase.</p> <ul style="list-style-type: none"> <li>➤ Discuss and plan the further development of the projects with project participants</li> </ul>	<p>to serve the community and consider their contribution would bring win-win situation to themselves as well as the community. For instance, project participants can practice their skills when serving the community whereas their business can also be promoted through different volunteer programmes.</p> <ul style="list-style-type: none"> <li>➤ It is necessary for project operators to provide volunteer training to project participants, so that they have more readiness and confidence to carry out volunteer services.</li> <li>➤ Project operators have to plan the route for project participants' continue participation or involvement in the community.</li> <li>➤ Project operators can encourage and prepare the project participants to run their services/ businesses on their own before the project is ended.</li> <li>➤ The project operators may discuss the format of cooperation with relevant organizations to see how the services could be sustained.</li> </ul>
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## **IX. Critical success factors of the CIIF projects**

### **A. Critical success factors contributing to social capital development**

410. The above sections presented the mechanism and processes through which social capital is developed. In the present study, some critical success factors contributing to social capital development at individual, project and community level are identified and will be presented in this section.

#### **Individual level**

411. At the individual level, time spent in the project is the key factor which affects the outcomes. Being able and willing to contribute time is crucial for the project participants' to build up bonding social capital and social network. As mentioned by many project participants, they knew many friends and became more familiar with others through participating in the projects. The more they participated in the programmes and have more cooperation with other project participants, the more effective it would be for them to expand their network as familiarity with each other enrich the quality of relationships.

412. Project participants always experienced 'growth' in the projects and this growth is associated with their level of participation. Generally speaking, project participants experience three stages of development in the project. They first came to the project to participate in programmes that are attractive to them like interest classes and talks. Then they were recruited as volunteers of the projects and started joining volunteering services organized by the project operators. Finally, they participated in the planning of volunteer services. They experienced change of roles from being services users at the beginning to leaders who involved in the planning and decision making of programmes. Project participants who experienced different level of participation in the projects have become more confident and their sense of belonging towards the projects and the community become stronger.

413. Indeed, there were some project participants only involved in the first stage (join the programmes) but not very active in the 2<sup>nd</sup> (become volunteer) and the 3<sup>rd</sup> (involve in decision making) stages. Their social capital development might not be

as impressive when compared with that of project participants who have gone through the three stages. For instance, they may not be too familiar with other project participants and may not be able to build up good relationship with their mentors. Their sense of belonging toward the projects and the community may not be as desirably strong.

### **Project level**

414. In addition to those factors manifested at the individual level, several project level factors are also found to be crucial to the success of social capital development and achievement of the project outcomes.

415. Project operators played an important role to encourage participants' participation. For instance, in order to facilitate project participants to freely spend more time on the project, project operators scheduled the most suitable/ flexible time to conduct the programmes. It is very impressed that one project operator had held meeting with project participants until 11:00pm in the MAC office while another project operator held activities at 8:00am in the morning.

416. Very often, project participants would not take their own initiative to have different level of involvement. In these instances, project operators often played an important role to encourage the project participants to conduct the community services or start planning programme on their own. With these encouragements, the project participants were able to conduct the street exhibition themselves mostly on their own with minimum help from project staff. Similarly, some youth members organized the whole visiting programmes in the elderly home on their own. It is obvious that project operators' encouragement and coaching contribute to the growth and positive changes of the project participants.

417. It is always found that the project was always successful if the project operators could identify the capabilities of the participants and provide platforms for the participants to further develop and utilize these capabilities to serve the community. It is apparent that project participants possess a lot of assets, for instance, cooking skills, household repairing skills, child caring and making handicraft etc. All

these talents could only be embedded at the individual level if no one discovers them. Hence, if project operators could identify project participants' assets and provided the platform for them to contribute their knowledge and skills for common good, these individual assets could become community assets.

418. Sense of community could only be built if project participants had the platform to make contacts with the community. For those community-based or school-based projects, the project operators often encouraged the project participants to make contacts with their community and always organized programmes to introduce the projects to the neighbourhood. It is found that participants of these projects always had stronger sense of community when compared with the project participants from other capability building projects.

419. A project's success also depended on whether the project operators could identify the community needs or recognize the strengths of certain target groups. For instance, project operator identified that child care or health related issues were always the concern of the residents. Those project operators then organized the relevant programmes which not only meeting the community needs but also attracting more residents to pay attention to the projects. This eventually helped boost the popularity and later recruitment of the projects. For those capability building projects, the project operators accurately identified the strengths of the certain targets groups, for instance, young people like computers and eco-tourism while women are good at cooking. The project operators then engaged these groups by organizing relevant trainings programmes that capitalize on their strengths and these programmes enabled the participants to obtain jobs or opportunities to generate income.

420. TSW is a community with many new arrivals. It is found that acceptance and understandings among new arrivals and locally-born Hong Kong people could be enhanced more if those projects operators provided platforms for both groups to interact and cooperate.

421. Engaging the mass media can help promote the project and build up its "brand name". When the projects and the participants' talents are widely known through the media, the opportunities for them to capitalize on their talents have also

increased which in some cases help increase the project participants' chance of employment and opportunities for income generation.

422. Whether the project operators could link up the CIIF projects with different resources inside or outside the community could determine the success of the projects. It is found that some projects may not have their own centre base to carry out the programmes, it is necessary for them to borrow venue or other resources from other organizations in the community. Hence, whether they could link up these resources is crucial to the project implementation. At times the community might not have sufficient resources to support the projects, it is therefore necessary for project operators to mobilize resources outside the community. Health organizations provided talks to the project participants and social enterprises offered job opportunities to project participants were examples to show that the projects would always have different or better development by mobilizing extra-community resources.

423. Besides, project operators' knowledge about the relational dynamics of community organizations may also help them to carry out the project more efficiently. For instance, different community organizations have their own political standpoints and sometimes their relationships are quite complicated. For those project operators who could understand the dynamics among different organizations in the community, they could start up the collaboration with these organizations with ease. Therefore, for those project operators who could build up good relationships with community organizations irrespective of, for instance, their political standpoints, will have the advantage of carrying out CIIF projects smoothly.

424. Collaboration with community organizations is the common strategy of all CIIF projects. However, whether the collaboration is effective or could bring positive outcome is dependent on whether the project operators have good communications with the collaborators. It is always found that if project operators could help the collaborators understand more about the rationale as well as the needs of the project, the collaboration could be more effective. As aforementioned, sometimes, the collaborators would help link up other resources to the CIIF projects if they knew the needs and the development of the CIIF projects well. Furthermore, if

more encouragement and sufficient briefing are provided to the collaborators, staff of business partner would know more precisely the role that they can play, such as to establish a more long-term mentor-mentee relationship instead of the one-shot or ad hoc interaction with project participants. .

## **Community level**

425. Apart from those factors at individual level and project level, inter-organization collaboration is critical success factor at community level. It is found that CIIF projects in TSW always collaborated with different kind of associations. These collaborative efforts often brought benefit not just to project participants but also the whole community.

### **1) Inter-organization collaboration**

#### Other CIIF projects

426. As reported by project operators, it is very common for CIIF projects in TSW to collaborate with each other. These collaborations include sharing among themselves volunteer manpower and venues when implementing the programmes. Moreover, parallel groups as well as exchange programmes were jointly conducted by different project operators. For instance, one project operator carried out parenting group while another carried out dancing classes for pre-school children from the same families. It seems that that CIIF projects were strategic partner among themselves and in doing so they could ensure that their programmes did not overlapped with each other and all the resources could be utilized efficiently.

427. In addition, it is worth noting that the collaboration among CIIF projects could also be an effective way for the CIIF projects' further development. For instance, a school-based project intended to extend their services to residents in nearby estates, however, the recruitment was not very good during the initial phase. After collaborated with another CIIF project in the same estate and conducted joint promotion activities, the school-based project could finally make better recruitment and the residents were able to know more about projects. This kind of collaboration

definitely helps both projects' development.

Schools (kindergarten, primary schools, secondary schools, special schools IVEs and Universities)

428. Schools were also always key collaborators of CIIF projects in TSW. Nearly all CIIF projects have collaborated with schools and different kinds of school were playing different roles in the projects.

429. As aforementioned, the main targets of both community-based and school-based CIIF projects were children and their parents. As such, kindergartens become the key partner for collaboration in project promotion and recruitment.

430. The projects also collaborated frequently with primary schools and secondary schools. Apart from promotion and recruitment purposes, the primary and secondary schools always provided venue for programmes implementation. Furthermore, primary and secondary schools were also the sources of volunteers of the projects. It is found that parents of primary schools students and students of secondary schools often were recruited to become volunteers of the CIIF projects.

431. In addition, some school principals were the consultant of the projects and as they understood the development as well as the needs of the CIIF projects, they could link up other resources to the CIIF projects. In one instance, a school principal connected a donator who wished to donate air-conditioners with a CIIF project operator as he knew that the project needed such these air-conditioners. The example here highlighted that close communications between the collaborators and the project operators is a success factor. If the collaborators had more understanding of the development and the needs of the projects, they could help bridge the resources to the CIIF projects if they have such resources or get to know where to find the resources.

432. Indeed, primary and secondary schools were the important assets in the community. Sometimes their facilities could enhance the services provided by the CIIF projects. For instance, a secondary school set up a resources centre which not only served their students but also the general public, and the opening hour of the

resources centre is extended to 9:00pm. The school-based CIIF project therefore collaborated with that resources centre and provided extended afterschool services for the children who joined the afterschool programmes when their parents could not pick up them on time.

433. Furthermore, there was a project which jointly organized programmes with a special school to promote social integration in the community. The collaboration enhanced project participants' understanding of people who had different needs and this might help to reduce discrimination. Eventually, the special school opened certain school area for the general public to use, which provided the platform for residents and students/parents of the school to build up mutual understanding. This will further enhance the social acceptances of students and families of special needs..

434. There were also other projects that collaborated with youth institutions, like IVEs or universities. In these instances, the format of collaboration was not limited to the provision of volunteers. For instance, a group of business and marketing students from the universities became collaborators of the CIIF project and helped the project participants to make the marketing plan on their catering services. A partnership in strategic planning was built.

#### Parent-teacher Associations (PTAs)

435. Collaboration between PTAs and CIIF projects was also present. PTAs often built up a team of volunteers; therefore, collaboration with PTAs could also help the CIIF projects recruit volunteers. In one instance, a CIIF project collaborated with a PTA in organizing a household repair courses for the parents. The PTA facilitated the practicum part of the training course by providing opportunity for participants to practice in their member-parents' home. After finishing the course, the household repair team started providing services to residents in the estate, this in turn facilitated the building up of neighbourhood relationship.

#### NGOs (elderly centre/ hostel, rehabilitation centre/ hostel)

436. NGOs were also popular partners for collaboration among CIIF project

operators. The collaboration operated in different formats. Since most projects aimed at trained up their project participants to be active volunteers in the community, therefore the CIIF projects would collaborate with other NGOs in the community to explore the opportunities for the project participants to serve the needy people and the community. Visiting elderly centre/ hostel and rehabilitation centre/ hostel , home visit to elderly who live alone were the most popular programmes jointly organized by the CIIF projects and NGOs in the community.

437. In addition, NGOs also played an important role to promote the CIIF projects. Many project operators also mentioned that other NGOs would refer their clients to the CIIF projects. In these referrals, clients received the services they needed from the CIIF projects and some of them even became volunteers of the projects.

#### Mutual Aid Committees (MACs) or owners' corporations (OCs)

438. CIIF projects also often collaborated with MACs or OCs for various purposes. First of all, the collaboration helped promote the CIIF projects, it was often the case for projects which adopted community-based model. In these instances, the project operators always visited MACs in the estate and introduced the projects. It is found that residents could know more about the projects if MACs and OCs helped facilitate the promotion by allowing the posting of projects promotional materials in the lift lobby.

439. Besides, project operators always explored other formats of cooperation with members of MACs, in addition to the provision of venue or resources for conducting the programmes. For instance, project operators always invited MAC/OC members to be co-organizers of the programmes or encourage MACs' members to introduce more residents to join the projects. Collaboration with MACs therefore became a good way of recruiting volunteers from different age and occupational groups in the community.

440. In addition, collaboration with MACs could also ensure the sustainability of the services provided to the residents. Especially for those projects adopted estate-

based model, even when the projects are completed. For instance, the project that hosted the household repair team and the home visit team that the projects set up before could continue to provide services with the support from the volunteers of MACs and the CIIF projects participants as they had already been connected during the project active phases.

### Churches

441. CIIF projects in TSW always collaborated with churches and the format of collaboration was not limited to the provision of volunteers to participate in programmes of CIIF projects on an ad hoc basis. The churches also organized regular programmes together with project participants, for instance, parents' mutual support groups or neighbourhood support groups. Through these collaborations, members of churches could build up relatively stable supporting relationships with project participants. In addition, these supporting groups would conduct community-based caring services for the families who are in needed in the community and thus enhanced the relationships among residents in the neighbourhood.

### Estate management companies and Estate Management Advisory Committee (EMAC)

442. It is also worthy to note that CIIF projects always collaborated with estate management companies and EMACs in TSW. The former always provided the venue for carrying out the programmes and allowed the projects to conduct promotion in the estates, such as putting up the posters on the notice boards and carrying out street exhibition.

443. Collaboration with EMACs allowed the projects to have more resources both implementing the programmes and consolidating the project's development in the community since the collaborating EMACs helped link up strategic community partners like MACs, district council members and residents. These partners have helped in volunteer recruitment as well as in the identification of isolated elderly for whom visiting programmes were organized. All these were done with the help of this group of important community partner.

#### Community organizations (resident organizations or community leaders)

444. There were also some CIIF projects collaborated with community organizations such as some resident organizations. The format of collaboration was quite similar to that with MACs. The collaboration always linked up more residents to join the projects and enhanced the manpower of the CIIF projects when carrying out the programmes. The collaboration also encouraged the relationship building among residents in the same community.

#### Business operators or art and cultural organizations

445. Business operators or arts and cultural organizations such as dancing schools, choirs, eco-tourism companies were also the key collaborators of many CIIF projects. Project operators collaborated with different kinds of business operators or art and cultural organizations by following the main theme of their projects. For instance, a project which aimed at training up the young people to be the eco-tourism guides collaborated with eco-tourism companies and organized training courses for the project participants. Another project organized cooking classes for children and youth collaborated with seafood restaurant and an experienced chef from the partner restaurant then became the instructor of the cooking classes. Some staff of business partners also became the mentors of project participants. In these circumstances, they did not only contribute their knowledge and skills in the training courses, but also acted as role models to project participants. They shared their life experiences during the training courses and some of them even continued to provide guidance to project participants even after the programmes have been completed.

446. Apart from the provision of tutors and mentors to the programmes, some business partners that had their own volunteer team jointly organized programmes with the project participants (children) regularly. Project participants therefore could build up relatively stable relationships with people of different background and also gained opportunities to broaden their horizon.

## **2) Supports and resources from CIIF Secretariat and government departments**

447. Apart from inter-organization collaboration, it is also found that CIIF Secretariat and the government departments provided many supports and resources which had helped the CIIF projects to develop social capital in TSW.

### Supports and resources from CIIF Secretariat

448. First of all, CIIF Secretariat took the initiative to make contacts with different types of associations in the community. In TSW, CIIF Secretariat had contacted with District Officer of Social Welfare Department and representatives of Education Bureau to explore the profile of the community and linked up different stakeholders in the community. CIIF Secretariat had also conducted briefing seminar for PTAs of all schools in Yuen Long and TSW through the collaboration with Education Bureau. All these activities did not only promote the CIIF but also encouraged different stakeholders to apply for funding to implement CIIF projects.

449. CIIF Secretariats also provided successful models of practice for the reference of associations who were interested to apply for the fund. As commented by project operators, the briefing seminar always helped them understand more about the requirement of CIIF and thus making it easier for them to write up the proposal.

450. After received the proposals, CIIF Secretariat played an important role to comment the proposals and did a lot of clarification and modification with project operators. The processes could help the project operators to sharpen the focus of the projects and made better planning when implementing the projects.

451. CIIF Secretariat had also organized community-based seminar which gathered all the CIIF projects operators in TSW and provided a “formal” platform for them to know each other and exchange their experiences in implementing CIIF projects. As commented by project operators, this community-based seminar was very useful to them. Sometimes, the project operators encountered difficulties when carrying out the projects, this seminar provided a necessary platform for them to learn or make reference to other projects.

452. In addition, the seminar also provided opportunity for different project operators to connect with each other which built up a foundation for later collaboration. After getting to know each other, the project operators made further contacts and explored the possibilities of the collaboration. It is found that the collaboration between different projects began to emerge after the community-based seminar.

453. The CIIF Secretariat also provided the project operators with opinions continually and the CIIF Secretariats and CIIF committee members also well used of their networks to facilitate the development of the CIIF projects. For instance, there was one project which use “cooking” as medium to build up social capital among project participants. One of the CIIF committee members had network of famous restaurant and therefore linked up that restaurant with the project. After received the opinions from CIIF Secretariat, the project operators always refined their intervention strategies and made them more effective. The establishment of SC.Net is important CIIF endeavour in linking projects with experts and mentors.

#### Role and function of SWD

454. Apart from support and resource provided by the CIIF Secretariat and CIIF committee members, Social Welfare Department (Yuen Long District) (SWD) also played an important role in encouraging the development of CIIF projects in the community. The following expressions from representatives of SWD show its roles and functions.

*“Our role is to facilitate. We know the resources and the needs in the community, we would assess the situation of the community and make coordination...this could help them (CIIF project operators) to find partner...”*

*“Our district officer would visit district council members and understand their work in the whole year and their future plan. After collecting the opinions, we would further discuss their work in different committees and see how to act...”*

*“We would conduct joint forum with different government department including Police Force, Education Bureau, Home Affairs Department and Housing Department to see what we could do for the whole community, we had already built up the atmosphere for collaboration...”*

*“We have organized different network meetings in the community. They are the platforms for associations of different sectors to participate, such as schools, NGOs and different government departments. We would discuss the issues that we all concerned and we invite some operators of new services to introduce their services. During the meeting, different members would present their organizations’ recent development and would explore whether there were any places for cooperation. On the whole, members were very active in discussion and they would invite other associations to participate...the members might make contact with some representatives from schools previously while this platform provided the members the opportunities to make closer the connection that already exists”.*

455. From the above expressions, it is found that SWD plays an important role in communicating with different government departments in the community to assess the needs of the community and explore different resources. Meanwhile, it also provides platforms for associations of different sectors to gather and share views on their recent development. CIIF projects could benefit from these platforms if the organizations (NGOs) which organize CIIF projects were members of those networks. Project operators or their supervisors could share the development of CIIF projects and explored different opportunities of collaboration. Meanwhile, colleagues of SWD or other members gained more information about the CIIF projects and may help link up different resources to the projects.

## **B. Critical success factors contributing to sustainability of outcomes**

456. In the above sessions, the critical success factors for social capital development in three levels are presented. In fact, all those factors are critical to sustain the social capital outcomes. Meanwhile, some more factors contributing to the sustainability of the outcomes will be discussed in this section.

### **Individual level**

457. As aforementioned, whether the projects could build up social capital is determined on the participation of project participants, for instance, their time spent in the projects and their level of participation. It is expected that for those project participants who have more involvement in the projects, their social capital could be developed better.

458. Apart from meeting up with other project participants in the programmes of the project, it is also worthy to note that whether project participants had further interactions with other participants may also affect the sustainability of social capital development. Since the project only provided a platform for the participants to know each other and they always discussed the matters regarding the projects when they met. Therefore, whether they could build up closer relationship depended on whether they had other platforms to meet. For those project participants who had further contacts with each other after the programmes, for instance, like playing sports, have tea or lunch together or even make telephone contacts, the relationship they built would be stronger and mutual exchanges or support was also more apparent like sharing of information within the networks. It is also noted that this extra-programme contact is more likely to make the relationship sustains even the project is ended.

### **Project level**

459. To ensure the sustainability of the outcome, it is found that project operators had planned the route for project participants' continue participation or involvement in the community. Some project operators have encouraged and prepared the project participants to run their services on their own before the project is ended.

The project operators discussed the format of cooperation with the relevant organizations to see how the services could be sustained. For instance, the household repair team had started up their own collaboration with estate management company before the project is ended.

460. “Referring” the project participants to other NGOs is also another method to ensure the sustainability of community participation. One project operator recognized the handicraft making skills of project participants and thought that these skills should be further developed. She then arranged a meeting between the NGO staff and the project participants to discuss the possibility of the project participants’ continuing their programmes in the NGO’s centre. Finally, those project participants gained another chance to further develop their skills and contribute themselves to community continually as they organized a handicraft teaching class in the centre of the NGO.

### **Community level**

461. In last section, examples show that the collaboration with different organizations could bring a lot of benefits to the development of CIIF projects, for instance, provision of human and other resources. The collaboration also provided the opportunities for project participants to make contacts with people of different background and finally facilitate the development of bridging social capital. The advantage of the collaboration was not only at the project level, it also contributed to the well-being of whole TSW. For instance, the collaboration helped enhance neighbor relationships and the optimal utilization of community resources.

462. Indeed, the networks developed through CIIF projects could be sustained more easily by having collaboration with other associations. The representative from Social Welfare Department also acknowledged the collaboration with churches.

*“Church networks are rooted in the community. Unlike the CIIF projects, they would not move out. Therefore, if CIIF projects could collaborate with them, they are very likely to sustain.”*

*(Representative of Social Welfare Department)*

463. Apart from bringing positive impact on the well-being of project participants and the community, the collaboration could also benefit the associations themselves. The followings were some feedback of colleagues/ responsible persons from the collaborated associations.

*“The project provided a platform for the residents to communicate and trained up a lot of volunteers to serve the elderly who were in need, their relationship became closer. From the perspective of the estate management company, we are very keen to see that there are more platforms for the residents to support each other..the residents won’t make the call then (ask for the company’s help)...”*  
*(Manager of estate management company)*

*“Colleagues’ relationship became better! Since colleagues work for different departments and may not have any contacts previously, they could gather during the programme and have the chance to communicate and build up a rapport, they became more familiar with each other after getting back to the work position...besides, we encourage colleagues’ family members to join together. The colleagues could conduct some family education through the programmes. This helps the colleagues that they do not need to plan the family activities on their own.”* *(Representative of business collaborators)*

464. The above two expressions show that the collaborators also benefit from the collaboration. The CIIF projects helped enhance the neighbour relationships and mutual support among the neighbours while the estate management company received fewer complaints. In addition, for those colleagues of the business partners who joined the programmes of CIIF projects, their relationships with colleagues and family members were improved. These evidences show that reciprocal relationship among the CIIF projects and the collaborators could be developed through the collaboration. The reciprocal relationship built could also increase the motivation for those

community organizations to maintain the collaboration. Therefore, whether these reciprocal relationships could be built up should be one of the critical success factors for the projects' further development and for sustaining social capital outcomes.

### **C. Difficulties and constraints**

465. In this study, difficulties that project operators faced as well as the constraints which limited social capital development are explored.

466. First of all, it is found that among those 17 active projects and 10 completed projects we studied, there were 5 active projects and 4 completed projects which did not have their own centre base and need to borrow venues or other resources to carry out the programmes in the estate/ location they served. Though all of these projects could well-utilize the community resources, however, it also limited their contacts with the project participants and residents in the community since project operators would only be there (borrowed venues/ locations) during the time of programming but not every day. This also prevents the residents to know more about the projects as they could not be reached easily. In addition, sometimes other NGOs or community organizations could not lend the venues on a regular basis which increased the degree of the difficulty to implement the projects.

467. Secondly, it is also necessary to note that some projects were operated by the organizations which are not located in TSW. This also increases the degree of difficulty to carry out the project as project operators had to spend more time and energy to explore the needs of the community, understand the dynamics of community organizations in the district and build up relationship with residents and community organizations, which may slow down the development of the projects. For instance, a project needed to spend a few months to get to know the members of MACs and developed a trustful relationship with them. However, if the organizations are located in the estates for some years, they may spend less time on relationship building.

468. As reflected by some project operators, administrative work like report writing or budget virement could be heavy burden to project operators. Some project operators mentioned that the format of quarterly report had revised and they needed to

spend a lot of time to examine the new format of quarterly reports and work out the statistics. Besides, project operators may need to do some budget virement due to changes in the projects, however, the process of budget virement is quite complicated and it took up a lot of their time, which may hinder the progress of the projects.

469. Furthermore, it is found that the design of the programmes may limit project participants' further participation in the projects. A project provided a 4-week information technology course for the young people. Project operators would conduct job matching before the training course ended. Some project participants were employed by information technology companies immediately after the job matching programmes and "left" the project. As they were already engaged in full-time jobs, they were not active in joining other activities organized by the project operators such as participating in volunteering programmes nor did they have further interaction/connection with their mentors. It is very glad to hear that young people thought that they experienced growth and change, became more confidence and found jobs after joining the project. However, project operators found it difficult to mobilize those project participants to make some contribution to the project. It is believed that if project participants could engage in the project for a longer period of time, they could have different experiences and their social capital may probably have better development. In the above described case, the programme design was a crucial variable and the project operator could have modified it so as to achieve the stated project outcome.

470. It is always found that staff reduction or the change of key staff is common difficulty that the CIIF projects faced. Among 17 active projects, a total of 7 projects experienced the reduction or the change of key staff and personnel. For some projects, the number of staff supported by the CIIF funding was reduced during the third project year and therefore at least one key staff has to leave the project. Another reason was that the key staff resigned from their post prior to the end of the project. It is found that the reduction or the change of key staff always brings about negative impact on the projects.

471. Firstly, the reduction of key staff may limit the further development of the projects. It is understood that project participants always took up important roles

to carry out the programmes during the third project year. However, it is also necessary for project operators to facilitate project participants' involvement and help them to consolidate their experiences in this stage. Very often, the project operators had to spend more time and effort to intervene when compare with that of the first and second project years. Besides, in order to facilitate the project participants' continuous participation, project operators always have to make an effort to plan the road for the project participants' further involvement in the community during the third project year. If the project faced the reduction of staff in the third project year, the project staff who still worked in the project often worked under great pressure and in turn negatively affect the outcome of the project.

472. There were at least two projects which key staff resigned in the final stage of the projects. Lack of agency support, heavy work load and relatively undesirable remuneration were the main causes of their resignation. For these projects, new staff had to spend extra time to understand the rationale of the projects and pick up the projects and had to re-build the relationship with project participants as well as the collaborators. The development of the project was therefore be slowed down.

## **X. Reliability and validity test of social capital outcome indicators**

473. In this study, household survey in TSW and project-based questionnaire survey had been conducted. To develop objective and measurable social capital outcome indicators, reliability and validity test on social capital scale (Question 51) is conducted, which may provide reference for the development of social capital measurement tool in Hong Kong.

### **A. Methods**

474. Social capital scale used in our study was a 26-item scale which designed by the World Bank and was modified according to the situation of Hong Kong and TSW. It consisted of five subscales measuring respondents' trust, norms of reciprocity, collective civic participation, sense of belonging and sense of influence, and views of community harmony. A 4-point Likert scale, ranging from "strongly disagree" (1) to "strongly agree" (4) was used.

475. The reliability of the five subscales was assessed using Cronbach alpha coefficients. The underlying structure of the social capital scale was explored by using factor analysis.

### **B. Results**

#### **Reliability test**

476. The Cronbach's alpha values for the five subscales are shown in table 76 below.

Table 76: Reliability Statistics

Subscales	No. of Items	Cronbach's Alpha	Mean inter-item correlation
Trust	9 (with statements 51l, 51i, 51t, 51u, 51o, 51a, 51k, 51h and 51n)	.717	.227
Norms of reciprocity	8 (with statements 51w, 51y, 51g, 51x, 51z, 51e, 51f and 51b)	.723	.250
Collective civic participation	2 (with statements 51r and 51j)	.140	.076
Sense of belonging and sense of influence	3 (with statements 51m, 51s and 51q)	.493	.247
Views of community harmony	4 (with statements 51p, 51v, 51d and 51c)	.689	.355
Overall social capital scale	5 (with five subscales, 26 statements)	.705	.354

477. From table 76, it is found that the Cronbach alpha value for the subscale trust was .717 and the Cronbach alpha value for the “Norms of reciprocity” subscale was .723. Both values exceeded the recommended value of .7, indicated adequate internal consistency.

478. However, as shown in table 76, the Cronbach alpha values for the other three subscales were less than 0.7. Since Cronbach alpha values were quite sensitive to the number of items in the scale, it might be more appropriate to refer to the mean inter-item correlation to examine the other three subscales with a few items. The mean inter-item correlation of subscales “sense of belonging and sense of influence” and “views of community harmony” are .247 and .355, indicating acceptable internal consistency as the optimal range of mean inter-item correlation is from .2 to .4 (Pallant, 2010).

479. For the subscale “collective civic participation “, it is also found that both Cronbach's Alpha value and mean inter-item correlation were quite low. If further examine two statements in this subscale, “whether residents would be called upon to make decision with regard to TSW” and “their willingness to participate in

community affairs”, they may also relate to “sense of influences” and “sense of belongingness”. Hence, further reliability test was conducted to examine the Cronbach’s Alpha value and mean inter-item correlation if two statements are added into the subscale “sense of belonging and sense of influence”. The result is shown in table 77.

*Table 77: Reliability test of two subscales of “collective civic participation” and “sense of belonging and sense of influence”*

Subscale	No. of Items	Cronbach’s Alpha	Mean inter-item correlation
New “Sense of belonging and sense of influence towards TSW”	5 (with statements 51r, 51j, 51m, 51s and 51q)	.580	.216

480. As shown in table 77, after adding statements 51r and 51j into the subscale “sense of belonging and sense of influence”, the Cronbach’s alpha value became .580, which was higher than that of original subscale and the mean inter-item correlation is .216, still remained in the range of .2 to .4. As suggested by the result, instead of being independent subscale, it is better to include 51r and 51j into “sense of belonging and sense of influence”.

481. In addition to the reliability test of each subscale, the reliability of the overall social capital scale was also done and is present in table 77 above. It is found that the Cronbach alpha value for the total social capital scale (five subscales and 26 statements) was .705 and exceeded the recommended value of .7, indicated adequate internal consistency.

**Factor analysis (Principal components analysis)**

482. Apart from conducting the reliability test, factor analysis was also conducted to examine the internal validity of the social capital scale. The 26 items of the social capital scale were subjected to principal components analysis (PCA). The suitability to performing PCA was assessed before performing PCA. The Kaiser-Meyer-Olkin value was .841, which exceeded the recommend value of .6 and Bartlett’s Test of Sphericity reached statistical significance ( $p < 0.001$ ), indicated the

factorability of the matrix.

483. Principal components analysis (PCA) revealed the presence of seven components with eigenvalues exceeding 1, explaining 22.6%, 8.8%, 6.1%, 5.4%, 4.9%, 4.4% and 4.0% of the variance respectively and about 56.2% of the total variance.

484. However, as there were only 26 statements in the social capital scale, it is quite hard to represent the interrelationships among the set of statements by using 7 factors. As suggested by Tabachnick and Fidell (2007, as cited in Pallant, 2010), researcher might experiment with different numbers of factors until a balance between “as few factors as possible” and “as much of the variance in the original data set could be explained” could be made. After made a few attempts, examined the screeplot, the percentage of total variance and the values of communalities among 26 items, five factors were retained for further investigation by removing two items (51l and 51m) with low values of communalities (less than .3), which did not fit well with other items in its factor. Table 78 below shows the result.

Table 78: Total Variance Explained (five factor solution)

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
1	5.637	23.488	23.488	5.637	23.488	23.488	4.464
2	2.246	9.358	32.846	2.246	9.358	32.846	2.801
3	1.565	6.520	39.366	1.565	6.520	39.366	2.551
4	1.391	5.795	45.161	1.391	5.795	45.161	3.872
5	1.269	5.287	50.448	1.269	5.287	50.448	1.383

Extraction Method: Principal Component Analysis.

a. When components are correlated, sums of squared loadings cannot be added to obtain a total variance.

485. The five-component solution explained a total of 50.4% of the variance, with component 1 contributing 23.5%, component 2 contributing 9.4%, component 3 contributing 6.5%, component 4 contributing 5.8% and component 5 contributing 5.3%. To assist the interpretation of these five components, oblimin rotation was performed. The pattern matrix table is shown below (table 79).

Table 79: Pattern matrix for social capital scale with oblimin rotation of *five factor solution*

	Component				
	Trust	View of community harmony	Sense of belonging and influence	Norms of reciprocity	Trust (II) and Norms of reciprocity (II)
Statements	1	2	3	4	5
In TSW, people generally trust one another. (51k)	<u>.743</u>				
Members of TSW are more trustworthy than others. (51h)	<u>.743</u>				
Most people in TSW are willing to help if you need it. (51g)	<u>.646</u>				
Most people in TSW are basically honest and can be trusted. (51a)	<u>.592</u>				
Compared with other villages/neighbourhoods, TSW residents are more willing to trust each other. (51u)	<u>.592</u>				
Over the last three years, the level of trust among residents has gotten better. (51t)	<u>.525</u>				
If I have a problem, there is always someone to help me. (51e)	<u>.401</u>				
TSW residents are willing to participate in community affairs. (51j)	<u>.374</u>				
Compared with other villages/neighbourhoods, TSW is more conflictive. (51d)		<u>.747</u>			
In your opinion, TSW is generally conflictive (51c)		<u>.706</u>			
Compared with other neighbourhoods, the relationships among people in TSW are less harmonious. (51p)		<u>.648</u>			
The relationships among TSW residents were generally not harmonious.		<u>.583</u>			

(51v)					
People here look out mainly for the welfare of their own families and they are not much concerned with TSW's welfare. (51b)		<u>.426</u>			
TSW residents can make TSW a better place to live (51s)			<u>.799</u>		
If some decision related to policy aims at improving TSW needed to be made, residents in TSW would be called upon to make the decision. (51r)			<u>.794</u>		
I can make TSW a better place to live (51q)			<u>.490</u>		
Compared with other villages/neighbourhoods, TSW residents are willing to contribute money toward common development goals. (51z)				<u>.862</u>	
TSW residents are willing to contribute money toward common development goals. (51x)				<u>.832</u>	
Compared with other villages/neighbourhoods, TSW residents are willing to contribute time toward common development goals. (51y)				<u>.761</u>	
TSW residents are willing to contribute time toward common development goals. (51w)				<u>.726</u>	
In TSW, one has to be alert or someone is likely to take advantage of you. (51n)					<u>.546</u>
I do not pay attention to the opinions of others in TSW. (51f)					<u>.491</u>
TSW has prospered in the last three years. (51i)					<u>-.473</u>
If you drop your purse or wallet in the neighbourhood, someone will see it and return it to you. (51o)					<u>.403</u>

486. From table 79, the content of the factors obtained did not fully support the original scale structure proposed. Generally, the pattern matrix showed a separation of social capital subscales, including trust (component 1), view of community harmony (component 2), sense of belonging and sense of influence (component 3) and norms of reciprocity (component 4). For the component 5, it could be seen as a combination of subscale of “trust” and “norms of reciprocity”.

487. When examining component 1, it consists five out of 9 statements from the original subscale of “trust”. Differ from the original one, the subscale “trust” now is with 8 statements, with two newly added statements “If I have a problem, there is always someone to help me (51e)” and “Most people in TSW are willing to help if you need it (51g)”. They were statements of “norms of reciprocity” originally. It seems that, from the perspective of TSW residents, whether someone would help is also related to “trust” or “formation of trust”. Besides, the statement “TSW residents are willing to participate in community affairs (51j)” which was originally a statement of “collective civic participation” is also included in this factor. However, the content that this statement described seems to be unrelated to the concept of “trust”. Its relative low loading (.374) when compare with other statements on the subscale of “trust” may also provide an explanation. We can therefore further explore the structure of this subscale by removing this statement.

488. Originally, there were four statements which also included in the subscale of “trust”. The statement “Members in the same community organization that I join are more trustworthy than others (51l)” is removed due to the low value of communalities. The other three statements “TSW has prospered in the last three years (51i)”, “If you drop your purse or wallet in the neighbourhood, someone will see it and return it to you (51o)”, and “In TSW, one has to be alert or someone is likely to take advantage of you (51n)” from the subscale of “trust”, together with the statement “I do not pay attention to the opinions of others in TSW (51f)” which from the subscale of “norms of reciprocity” are all loaded on component 5. Component 5 could be seen as supplementary subscale to explore the trust of residents. This is because component 1 represents the subscale of “trust” quite well and contributes 23.5% of total variance while component 5 only contribute 5.3% of total variance. It is also recommended that further exploration (reliability test) could be conducted to see whether component

5 should be retained.

489. For the component 2, it consists of four statements which indicated “view of community harmony” and one additional statement “People here look out mainly for the welfare of their own families and they are not much concerned with TSW’s welfare (51b)” which was in the subscale of “norms of reciprocity” originally. As the loading of the statement 51b is lowest in this component (.426), we can further explore the structure of the subscale of “view of community harmony” by removing this statement.

490. For the component 3, it consists three statements which two of them (51s and 51q) were in the subscale of “sense of belonging and sense of influence” originally. The third one is “If some decision related to policy aims at improving TSW needed to be made, residents in TSW would be called upon to make the decision (51r)”, which originally in the subscale of “collective civic participation”. Indeed, the statement 51r may help indicate residents’ sense of influence towards TSW as it can help explore whether residents thought that they would be called upon to make the decision with regard to the well being of TSW.

491. For the component 4, it consists of four statements (51z, 51x, 51y and 51w) which were originally in the subscale of “norms of reciprocity”. Component 4 could be considered as simplified version of subscale to measure “norms of reciprocity” among residents.

492. In summary, from the result of factor analysis above, a separation of five subscales, “trust”, “views of community harmony”, “sense of belonging and sense of influence”, “norms of reciprocity” and “trust (II) and norms of reciprocity (II)” could be shown from the pattern matrix. It is found that the factor structure is different from the original scale we borrowed from overseas. Though we cannot provide too much explanation to explain why they are different in our study, the result could definitely act as reference for us to further develop the measurement tool of social capital in local context. Further study could be done to explore whether these statements could help reflect the certain concept of social capital.

### **Further reliability test after conducting factor analysis**

493. Indeed, further reliability test have been done for the new subscales. The results are shown in table 80.

494. As shown in table 80, it is found that both Cronbach's values and mean inter-item correlation were increased a lot under the new factor structure. The Cronbach's values of the new subscales of "trust" and "norms of reciprocity" were over 0.8. For the subscale of "sense of belonging and sense of influence", after removing statement 51m and adding statement 51r, its Cronbach's value increased from .493 to .644 and mean inter-item correlation increased from .247 to .387.

495. For the subscale of "views of community harmony", the Cronbach's value only slightly increased after adding statement 51b whereas the mean inter-item correlation slightly decreased from .355 to .310. The increase of Cronbach's value may be due to the increase of number of items in the sub-scale. The decrease of mean inter-item correlation may indicate that statement 51b is measuring something different from the subscales as whole. It seems that further exploration on whether adding statement 51b to this scale is still required.

496. For the subscale of "trust (II) and norms of reciprocity (II)", component 5 from the factor analysis, its Cronhach's value was .228 and its mean inter-item correlation was .067. The quite low Cronhach's value suggests that the internal consistency reliability for this subscale is not good. Therefore, it is recommended that we may not include this subscale to measure the development of social capital.

497. In addition, it is important to note that when conducted the reliability test on the overall social capital scale again with new five-subscales and new four-subscales, both Cronhach's value were decreased. This may be due to the reduction of the number of statements and subscale as Cronhach's value is very sensitive to the number of items in the scale. However, their mean inter-item correlation were remained in the optimal range (0.2 to 0.4), indicating adequate internal consistency.

Table 80: Results of reliability test of original and new subscales

Subscales	Original			New		
	No. of items	Cronbach's Alpha	Mean inter-item correlation	No. of items	Cronbach's Alpha	Mean inter-item correlation
Trust	9 (with statements 51l, 51i, 51t, 51u, 51o, 51a, 51k, 51h and 51n)	.717	.227	8 (with statements 51k, 51h, 51g, 51a, 51u, 51t, 51e and 51j)	.800	.333
Norms of reciprocity	8 (with statements 51w, 51y, 51g, 51x, 51z, 51e, 51f and 51b)	.723	.250	4 (with statements 51w, 51y, 51x and 51z,)	.821	.534
Collective civic participation	2 (with statements 51r and 51j)	.140	.076			
Sense of belonging and sense of influence towards TSW	3 (with statements 51m, 51s and 51q)	.493	.247	3 (with statements 51r, 51s and 51q)	.644	.387
Views of community harmony	4 (with statements 51p, 51v, 51d and 51c)	.689	.355	5 (with statements 51p, 51v, 51d, 51c and 51b)	.694	.310
Trust (II) and Norms of reciprocity (II)				4 (with statements 51n, 51f, 51i and 51o)	.228	.067
Overall social capital scale	5 (with five subscales)	.705	.354	5 (with five subscales)	.685	.314
				4 (with four subscales)	.624	.289

### **C. Recommendations on the development of social capital measurement tool in Hong Kong**

498. In summary, the reliability and validity test above provide some references for us on the design of measurement tool for social capital development in local context. Generally speaking, statements in each subscale were hanged together while the pattern matrix showed a separation of social capital subscales.

499. From the results of further reliability test after conducting factor analysis, the new subscales of “trust” (with 8 statements), “norms of reciprocity” (with 4 statements) and “sense of belonging and sense of influence” (with 3 statements), were developed. Together with 4-statements subscale of “views of community harmony”, the social capital scale with a total of 4 subscales (with a total of 19 statements) is recommended to use or further examine in future.

500. As suggested by the results, we may consider removing items 51l and 51m, and a subscale “Trust (II) and Norms of reciprocity (II)” if we would like to further shorten or simplify the questionnaire.

501. To thicken our understanding on the social capital development outcome of project participants, we may consider exploring those removed statements through qualitative interview with project participants.

502. Though the results of reliability test and validity test provide support for us to use those subscales in future, the statements included in this social capital scale were all from overseas, further study is recommended to examine whether these statements could reflect different concepts of social capital from the perspective of local people.

503. Since this study was carried out in TSW only, it is also recommended that we may could similar study with the same measurement tool in other districts. The results could help us to further develop and validate the scale to measure social capital in Hong Kong.

## **XI. Conclusion and recommendations**

### **A. Conclusion**

504. In this study, interviews and focus groups with project participants, project operators, collaborators, CIIF Secretariat and committee members as well as representatives from SWD, a questionnaire survey with project participants and households of TSW were conducted to examine whether the CIIF projects have successfully developed social capital among project participants and whether there is the 'rain maker' effect in TSW community.

505. For those household survey respondents, it is found that around 1 out of 10 of them have associational participation, and this group of respondents also had better social capital development than those respondents without any associational participation. The result suggests that associational participation is crucial for social capital development.

506. From the results of household survey and survey of project participants, project participants always have better social capital development than respondents of household survey. Although we did not have strong evidence to show that CIIF projects contribute in social capital development among these non-participants, since CIIF projects always promote mutual support among neighbours and social harmony, provide different platforms for residents to participate, and project participants also encourage their neighbours to make contact with the community, it is believed that CIIF projects could also indirectly bring positive influences on non-participants.

507. Through qualitative interviews, it is also found that social capital has been built up among project participants. Bonding social capital, mutual support, trustful or reciprocal relationship among project participants and neighbours, acceptance and understanding between new arrivals and locally-born Hong Kong people have all been developed. Project participants also did not show their willingness to have civic participation but also actual action. Project respondents had participated in collective action which aimed at tackling the problem existed in TSW. Besides, bridging social capital has been built. Some project participants built up close and long term relationships with their mentors. All these evidences suggest that CIIF

projects have successfully developed social capital among project participants.

508. This study found that CIIF projects brought a lot of positive impact on the well-being of project participants and the community in TSW. As revealed in the interviews and survey findings, positive changes of project participants include social networks extension, learning of new knowledge and skills and experiences of personal growth. It is also worthy to note that, when compared with respondents with associational participation of household survey, more project participants expressed that they had the chance to contribute to society and their sense of belonging to community have increased. All of these evidences suggest that CIIF projects brought a lot of positive impact on the well-being of project participants.

509. Furthermore, it is also found that CIIF projects created a lot of positive outcomes on community well-being. As CIIF projects always built up teams of volunteers and organized a lot of community services to respond to the needs of TSW residents. Projects also helped prevent domestic violence and crime as project participants' family relationships were improved and their neighbourhood relationships were also enhanced. Undoubtedly, CIIF project helped generate job opportunities and built up community capacity in TSW.

510. In addition, it is also found that CIIF projects brought a lot of positive impact on business and welfare sector. CIIF projects provided platforms for business partners to practice their corporate social responsibility (CSR). The collaboration with CIIF projects provided business partners with opportunities of staff development and team building. Employees always gained a lot of positive change after joining the programmes which organized with CIIF projects. Business partners were also benefited from building up "partnership" with CIIF projects and project participants. The companies could be benefited from building up good and positive image after playing more attention on community's welfare and developing culture of serving community.

511. For the welfare sector, new services were generated and these services had the great potential to develop as social enterprise or can help disadvantage group people to generate income. CIIF projects acted as a good platform to gather a group of

participants with talent and interest of running new services. Participants were well-equipped through their participation in CIIF projects. Their knowledge and skills were enhanced. Moreover, the new services started up in small scale and project operators and participants therefore concentrated on exploring the needs of the potential customers, the uniqueness of the new services and the better format to offer new services. As CIIF projects were always collaborated with various organizations, the networks or the collaborative relationships the projects built could therefore turn to be the assets of the new services. The brand names of the services were built up gradually as well as the pool of the customers became larger and larger.

512. Three models of social capital development have been identified in this study, including estate-based, school-based as well as capability building models. Volunteer training and building up of volunteer teams to serve the community were the effective strategies that both estate-based and school-based projects always used. The former also emphasized on building up supporting networks in estate. The latter developed the mutual help groups for disadvantage families in school-settings but also connected them with the community through different programmes. For those capability building projects, the intervention strategies were always “capability-oriented”. Provision of training and practice opportunities could always help the project participants to further develop their interests, knowledge and skills in different areas. Project operators always promoted the projects through collaborating with mass media. It is also an effective way to boost participants’ self-image as they have the opportunities to show their talents in front of the public.

513. Critical success factors contributing to social capital development were also identified in this study. At individual level, it is found that the amount of time spent by project participants, their level of participation in the project and whether they had extra-programme interactions with each others were crucial to the social capital development. At project level, project operators played an important role in sustaining the participants’ participation. It is important for the project operators to identify the capabilities of the participants and provide platforms for the participants to further develop and contribute themselves to serve the community. Project operators could link up the CIIF projects with different resources inside or outside the community could determine the success of the projects. Good communications with the

collaborators could also help bring positive outcome. At community level, collaboration with different types of community organizations could definitely facilitate the development of CIIF projects as well as the social capital outcome among project participants. It is found that support from CIIF Secretariat and the facilitating role played by SWD are the catalyst for the projects to have better development.

514. Critical success factors contributing to sustainability of outcomes were also identified in this study. At individual level, whether project participants had further interactions with other participants may also affect the sustainability of social capital development. For those project participants who had further contacts with each other after the programmes, the relationship they built would be stronger and mutual exchanges or support was also more apparent. At project level, it is necessary for project operators to plan the route for project participants' continue participation or involvement in the community. The project operators have to discuss the format of cooperation with the relevant organizations to see how the services could be sustained. At community level, the networks developed through CIIF projects could be sustained more easily by having collaboration with other associations such as churches. The collaboration could also benefit the associations themselves. The reciprocal relationship built could therefore increase the motivation for those community organizations to maintain the collaboration.

515. In this study, reliability and validity test on social capital scale is conducted to develop objective and measurable social capital outcome indicators for local context. The result of the 1<sup>st</sup> round reliability test highlighted that the internal consistency of four out of five subscales were adequate except the subscale of "collective civic participation". The internal consistency of the overall social capital scale (with five subscales, 26 statements) was also adequate. Apart from conducting the reliability test, factor analysis (Principal component analysis) was also conducted to examine the internal validity of the social capital scale.

516. The five-component solution explained a total of 50.4% of the variance. Oblimin rotation was performed to assist the interpretation of these five components. Generally speaking, a separation of five subscales, "trust", "views of community harmony", "sense of belonging and sense of influence", "norms of reciprocity" and "trust (II) and norms of reciprocity (II)" could be shown from the pattern matrix. It is

found that the factor structure is different from the original scale we borrowed from overseas. Hence, further reliability test have been done for the new subscales. The new subscales of “trust” (with 8 statements), “norms of reciprocity” (with 4 statements) and “sense of belonging and sense of influence” (with 3 statements), were developed. Together with 4-statements subscale of “views of community harmony”, the social capital scale with a total of 4 subscales (with a total of 19 statements) is recommended to use or further examine in future. The questionnaire could be further shorten or simplified if items 51l and 51m and a subscale “Trust (II) and Norms of reciprocity (II)” are removed.

517. In this study, we recognize the value of CIIF projects as CIIF projects brought a lot of positive impacts to TSW. It is believed that “city of sadness” is no longer suitable to describe TSW. As suggested in the “2012-2013Budget” of HKSAR government, an additional HK \$200 million would be injected into the CIIF fund. It is expected that more CIIF projects could be funded in different districts in the coming future. A few recommendations or suggestions are drawn for government, CIIF Secretariat and project operators so that CIIF projects could be even more effective in bringing more positive impact to the community they served.

## **B. Recommendations on government**

518. In this study, it is found that associational participation is both the input and outcome in the generation of social capital because ‘more participation’ generates more social capital which in turn boosts further participation. Social capital could be seen as public good as it is non-rival and non-excludable. People use their social capital do not reduce the availability of others to get use of it and no one can be effectively excluded from using social capital. Since the government plays a fundamental role in producing public goods, it is recommended that the government should provide more resources to encourage social capital development by encouraging residents’ associational participation.

519. As aforementioned, Social Welfare Department played an active and important role in helping to promote the development of CIIF projects and link up different parties with CIIF projects through their community/district-based meetings. Similarly, it is believed that different government departments such as Education

Bureau, Commerce and Economic Development Bureau, Housing Department, Home Affairs Department as well as Labour Department could also have a role to play in supporting the development of CIIF projects in the districts as these government departments all have their unique platforms through which they can help promote the projects among their network of organizations. It is highly recommended that different government departments can collaborate with CIIF projects, share their networks, offer promotional opportunities and link the projects with a diverse range of organizations in their sectors.

520. In addition, respective government departments also play an important role to encourage the collaboration among business and welfare sector. To recognize those business partners which had outstanding participation and collaboration with the welfare sector, it is recommended that competitions or reward programmes could be organized by the government departments. These programmes not only can encourage the participation of business partners, but also document the successful collaborative strategies for the reference of other business partners and welfare organization.

521. Furthermore, besides enhancing people's understanding on social entrepreneurship and providing seed money for the building up of innovative services, it is also necessary for the government to institute policies which may facilitate further development of innovative services and social enterprise. For instance, financial subsidy could be provided for those innovative services/ social enterprise if they are encountering financial difficulties during economic upheavals and tax exemption could be provided to those property companies which offer special rental arrangement for innovative services/ social enterprise.

### **C. Recommendations on CIIF Secretariat**

522. From the result of household survey with regard to knowledge and participation in CIIF projects, it is found that 10% of household survey respondents heard about CIIF. If we generalize the survey result, approximately 9,000 households (10%) in TSW had heard about CIIF. It is definitely not a small amount of people who had heard about the funding. It indicates that the promotion of CIIF is quite success. The more people heard of it, the more people would likely be attracted to participate and more social capital can be developed in TSW. Therefore, it is highly recommended

that CIIF Secretariat should continue promote CIIF and encourages different stakeholders and residents as well to organize and join the CIIF projects.

523. As aforementioned, for those organizations which did not have centre base in the community, they always faced a lot of difficulties to start up the projects. Therefore, it is recommended that CIIF Secretariats could take serious measures to ensure that organization, especially for those organizations which do not have centre-base in the community, receive enough support and resources to implement the project.

524. CIIF Secretariat could carry out the community-based workshops at different districts as this can foster interaction among project operators of different projects and build up collaboration among them. This inter-organization collaboration is a crucial success factor not just to social capital development, but also in community capacity building.

525. It is also recommended that CIIF Secretariat could take the lead to help the project operators in the same district or project operators who are running projects with similar models to form mutual support networks. In these networks, project operators could find the support, and share their resources and good practices. It is believed that when project staff are working under great pressure or their organization cannot provide enough support to them, project staff could feel more relieved if they could receive the support from the networks.

526. As CIIF Secretariat, other funding and different government departments always encourage the collaboration among business sector and welfare sector, it is therefore important for all of these parties or stakeholders to act as bridge among the business partners and welfare organizations. Supports and platforms should be provided so that both of them could have better understanding on their expectations and the feasible formats of collaboration. Apart from organizing the seminars or workshops to promote collaboration and showing the real practice examples, characteristics of welfare organizations and business partners, the value they upheld and their differences should also be highlighted. Meanwhile, the profile of the districts and the uniqueness of certain groups of services users should also be mentioned.

527. In this study, the contribution of CIIF projects to generate innovative services in welfare sector is highlighted. To sustain the innovative services or transform them into social enterprises, human resources are still required for further development of innovative services. Social workers may still need to coordinate with the project participants regularly, organize training workshops and take up a lot of administrative task such as cost control and accounting. Without further funding to support the human resources, it may limit the development of the innovative services a lot.

528. In this study, three good practice models were identified. Since the analysis conducted was only based on 17 projects which we studied in TSW, more models could definitely be identified if all CIIF projects could be examined. It is highly recommended that CIIF Secretariat should document models developed by these other projects and assess the outcome of these models by examining the uniqueness of different districts, stakeholders as well as the input and output of the projects etc. CIIF Secretariat may support more academic research to help consolidate the experiences.

#### **D. Recommendations on project operators**

529. By considering the response rate of household survey and the demographic profile of the respondents of household survey participants, the household survey results better represent respondents from public housing and home ownership scheme. It is found that fewer residents from private housing were willing to participate in survey. It may also indicate that residents from private housing may not be very active in civic participation. Hence, project operators should find the entry-point to encourage or attract people from private housing to have more participation. It is believed that bridging social capital could have better development as more people of different backgrounds are involved.

530. However, when examining the demographic profile of project participants, it is found that project participants from private housing were more likely to give response to the questionnaire survey than those household survey respondents who were being invited to respond to household survey. It is very likely that project participants from private housing trusted the CIIF organizations (as the project operators always facilitated the operation of the questionnaire survey), and understood

the importance of the questionnaire survey could help evaluating the CIIF projects and finally bring benefit to their projects as well as the community. Therefore, to engage the participation of residents from private housing, it is necessary for project operators to explain the rationale, the purpose, the details, their role of participation as well as the outcome of the participation to them. If the residents from private housing understand more about the projects, they may have more willingness to join the projects.

531. The demographic profile of project participants shows that around 55% of the project participants have received form three education or less and only 8% of project participants have received education at sub-degree or above. It may indicate that the recruitment of project participants may not from a wider/ better mixed background because education level is an important indicator that differentiates people's socioeconomic status. This may reflect that the recruitment of participants tend to take on an 'easier route' as housewives are easier to recruit than full-time workers. This is again, reflected that the lack of wide/good mix of people from different social background participated in the projects. Alternatively, it is recommended that the CIIF project operators might need to bridge these groups of participants who have lower educational attainment and full-time work experiences with groups of people who have different backgrounds in these aspects.

532. In household survey, respondents were asked about whether they could recognize CIIF projects. It is found that two projects with school-based model were the most well-known. The two projects were mainly carried out in primary schools and collaborated with secondary schools. It may help promote the projects as project information was easily accessible to both parents and students. Collaborating with schools is an effective way to promote CIIF projects. It is recommended that projects which are not school-based model could also promote their projects through collaboration with schools.

533. It is also found that Project A3 made good use of multimedia (for instance, website, newspapers as well as youtube tools to promote the project. It is easy for interested parties to search for the project's information via different media. This definitely can help promote the project. In addition to promote the projects through relatively "traditional" mass media, such as TV and radio programmes,

newspapers or magazines, it is recommended that project operators could promote their projects through different platforms on internet, for instance, youtube, facebook, blog, webpages, especially those projects aim at involving young people's participation.

534. When compare the associational participation of household survey respondents and project respondents, it is found that more project respondents have associational participation in TSW than household survey respondents. More project respondents engaged in MACs than household survey respondents with associational participation (R2). The results did not only show the achievement of CIIF projects. The results also highlight that the strategies used in CIIF projects are effective. Through collaboration with different community organizations, it is believed that project participants also gained more knowledge about those community organizations. Project participants might examine whether other community organizations were also suitable for them to join. They might also consider whether they could contribute themselves to community through participating in those organizations. It is very likely that some project respondents, after their participation in CIIF project became MACs members because they care about the development of the estate they lived. Furthermore, members of MACs also became active participants of CIIF projects may be another positive sign to show that CIIF projects provided platform for residents to serve the community. It is believed that residents who become members of MACs have the willingness to serve the community they live. However, not many MACs are active in the estate due to the management problems or the resources. As CIIF project operators always have the sense of community and the programmes organized are community-oriented, members of MACs could really serve the community through participated in CIIF projects. This is definitely a win-win situation. It is highly recommended the project operators should continue develop this "win-win" relationship by collaborating with community organizations.

535. Overlapping membership is also explored in this study. More project participants (60%) expressed that that there was some overlap of membership in the community organizations they joined than household survey respondents (53.3%). It is also important to note that there were 7 R2 respondents (47%) indicated either no overlap of membership or much overlap of membership in community organizations

they joined. Meanwhile, around 40 % of project participants also indicated “no overlap” or “much overlap”. It is worthy to note that overlapping membership could be seen as double-edged sword in social capital development. Through associational participation, people could get to know each other, networks therefore could be built. If people joined different community organizations and they could only know the same group of members, their networks may not be much extended and the resources they could reach could not be very diverse. Instead of building up weak ties, strong ties were built as members often met others in different occasions.

536. However, overlapping membership could also act as the bridge to link up different community organizations, members could help transfer the resources from one organization to other organization and thus certain degree of overlapping is beneficial to community organizations as well as the society. Therefore, the organizers of the community organizations should pay attention that overlapping membership could help the community organizations to exchange their resources. It is not hard for the organizers to conduct such observation and assessment, and generate the positive effects of overlapping membership.

537. Heterogeneity/Homogeneity of associational membership is also explored. Over 75% of the project respondents (R3) indicated that there were differences in five out of nine items below, including religion, political viewpoints, age group, level of education and home town. For the household survey respondents, around 70% of them expressed that members were mostly of different religion and gender. Over 50% of the household survey respondents (R2) highlighted that members were different in occupation, home town, level of education and age group. These results suggest that members’ backgrounds were more different in those community organizations that the project respondents joined than that the household survey respondents joined. There is a great potential for the development of social capital, especially for the project participants group. This is because if members are diverse, the resources they could bring to the community organizations or other members could also be diverse. Organizers of community organizations as well as project operators should capitalize on this heterogeneity and provide platforms for different members to contribute their resources.

538. Around 80% of project respondents reported that they were somewhat or very familiar with other members of the community organizations they have engagement. Over 85% of project respondents also expressed that they were somewhat or very familiar with organizers of the community organizations. Project respondents were more familiar with members and organizers of the community organizations than household survey respondents. Project operators could provide more platforms to enhance the familiarity among members. Some techniques could be used, such as, develop different working groups and encourage project participants to enter different working groups to cooperate with others. After a certain period, encourage project participants to change their groups and get to know different participants.

539. Considering the familiarity among members and with organizers of CIIF projects, over 78% of project respondents expressed that they were very or somewhat familiar with the project respondents while nearly 84% of project respondents indicated that they were very or somewhat familiar with the organizers (project operators) of the CIIF projects. Project respondents have good foundation to build up particularized trust among themselves and institutionalized trust on the project operators as well. Project operators could provide more platforms to enhance the familiarity among members. Some techniques could be used, such as, develop different working groups and encourage project participants to enter different working groups to cooperate with others. After a certain period, encourage project participants to change their groups and get to know different participants.

540. When studying project participants' participation in CIIF projects, their level of participation, frequency and time spent in CIIF projects were explored. Around 80% of project respondents indicated that they were active or very active in participating in CIIF projects. Moreover, over 80% of project respondents reported that they participated in the CIIF projects twice a month or more. Over 80% of project respondents spend five hours a month in CIIF projects and around 45% of them spent more than 10 hrs. All these results suggested that project participants were very active in CIIF projects and spent quite a lot of time on CIIF projects. It is believed that project operators made a lot of effort to encourage participants' participation. Indeed, project operators always brief the purpose and rationale of the project may help the project participants understand more about the significance of the projects and thus

encourage their participation. Project operators could continue apply this strategy to encourage participants' participation.

541. Programme planning is also indicator to examine participants' participation in CIIF projects. From the result of survey of project participants, it is found that around 65% of CIIF project respondents had involved in programme planning. Through in-depth interviews with project participants, for those who had involved in programme planning had better social capital development or positive outcomes on their well-being could be found. CIIF projects operators therefore can provide platforms for participants to join at the level of programme planning continually in order to enhance their social capital development as well as personal growth.

542. Through exploring impact of associational participation on well-being of household survey respondents and participants of CIIF projects, around 90% of project respondents indicated that they got to know more friends after participated in CIIF projects. Moreover, over 70% of project respondents stated that they learnt new knowledge and skills and had the chance to make a contribution to society after the participation. When compare with R2, household survey respondents who participated in community organizations, CIIF project respondents are apparently more able to have positive impact on well-being as a result of their associational participation. Project respondents (R3) are four times more likely than the household survey respondents (R2) with associational participation to "Have the chance to contribute to society" and three times more likely to have "Increased sense of belonging to community". The results highlight the significance of the CIIF projects as these two outcomes do not only benefit CIIF project respondents but also the TSW community as a whole. The results also highlight the importance of the design of programmes. Project operators should add different elements when running their programmes, for instance, encourage participants' interaction and connect participants with their community. After joining these programmes with specific purposes, it is expected that project respondents will be more able to have positive impact on well-being.

543. Needs and needs satisfaction between two groups of respondents were compared. It is found that more project respondents indicated that "job training/ employment services" and "health services/ clinics" were the two most commonly

perceived needs. Besides, more project respondents than household survey respondents say 'yes' to 7 out of the 10 needs. It is also found that except the two most common needs, consistently more project respondents express their needs were not met. It is possible that the participation in CIIF projects expose project respondents to "social/community" issues. For instance, project participants would visit the elderly who live alone, single parent families, young people during the programmes. They got to know more about the unmet needs. They become more critical and therefore would like to express their opinions through the questionnaire survey. Indeed, it is a positive sign as project respondents could identify the unmet needs and expressed the situation. This is the necessary step for further improve the whole situation of the community. Project operators should notify that project participants may become more critical as they could identify the unmet needs and expressed the problematic situation in TSW. Project operators should discuss with the project participants to see how they could contribute to improve the situation and encourage them to take action.

544. Respondents were asked about whether someone would get together to take action in addressing community problem in TSW. The percentage of project respondents who thought that neighbours would get together with other parties to tackle the community problems is 1.5 times of the respondents in household survey. It seems that project respondents tended to recognize that neighbours could make contribution to improve the situation of TSW. This result indicates that, as perceived by project participants. TSW as a community has the capacity to deal with community problem not just by certain organized groups of people, but the general residents or neighbours too. Project operators should recognize the community capacity and encourage residents to have more participation.

545. Household survey respondents indicated some problems existed in TSW and will bring negative impacts to the community, including "differences between locally born and new arrivals in TSW", "income inequality" and "inequality between HK born people and new arrivals". All of these problems will block the development of social capital in the community. It seems that the project respondents had worse impression with regard to the community of TSW when compared with that of household survey respondent. It is possible that project respondents were concerned more about the community of TSW and therefore they also pay more attention to the

differences and problems than general residents in TSW. Indeed, it is also possible for the project respondents exposed and sensitized the problems existed in community during their participation in CIIF projects. Project participants were always encouraged to understand about the community, to identify its problems, needs as well as the assets and to think about how they could do to benefit the community they live. Hence, the result still provides with us an encouraging sign as project respondents had already participated in CIIF projects and made effort to improve the situation. For instance, the project respondents could re-build the relationships among neighbors through participating in the CIIF projects and this can help improve the situation of “distrust among residents”. However, it is also necessary for project operators to pay attention to these problems and help reduce the negative impacts of these problems through organizing different programmes, for instance, integration programmes between HK born people and new arrivals, and enhance their mutual understanding.

546. Though more project participants indicated that differences and problems of diversity were existed in TSW, it seems that project respondents always had better impression on community capacity of TSW as they always highlighted that someone would offer help if people is needy. Through exploring help given to various needs/problems, instead of personal networks such as family members or friends that respondents of household survey always mentioned, project respondents were more likely to indicate the formal institutions such as NGOs, government and members of district council would offer help to personal crisis, financial and non-financial help. This is a kind of institutional trust. As they trusted that these institutions would offer help to those needy. If groups of people can leverage the resources from formal institutions to help those needy, linking social capital exists too. Project respondents therefore may understand more about the community organizations and also may have more chance to make contacts with members of District Council on community matters. It is definitely an evidence to show that participation in CIIF projects can foster the development of linking social capital. Besides, it is also worthy to note that more household survey respondents indicated that neighbourhood could offer three kinds of help than project participants. It seems that household survey respondents had good impression on their neighbourhood relationships. It is definitely a positive sign to show the community capacity. As if someone in need, not only those formal system but the informal system could also offer the help. The result also indicate that

generalized trust exist as household survey respondents thought that their neighbours could offer help. CIIF projects operators should provide platform for residents' to connect with their community and enhance their relations and mutual help among neighbours. Since associational participation could facilitate social capital development, project operators could also encourage project participants to have other associational participation continually even the CIIF projects ended.

547. Residents' willingness to contribute the time to community project is explored. Nearly 45% of TSW residents (with or without associational participation) showed their willingness to contribute the time to community project which does not make direct benefit to them. Project operators as well as their organizations could recognize this important asset in the community and develop more platforms for the residents to participate, implement CIIF projects could be one of the best choice because the projects could always create leverage effects which do not only bring benefit to those participants but also other "indirect" participants/ residents.

548. The mean test for civic engagement score<sup>31</sup> (table 65) shows that R1 (without experience in associational participation) scored the lowest (2.28) while R3 (project participants) scored the highest (4.83). Project respondents were most active in 9 out of 13 activities. The results suggest that a strong relationship between associational participation and social capital development (civic engagement) is existed and participants of CIIF projects have a higher stock of social capital than the other residents in TSW. Project operators could also take an active role to let the project participants know there are different formats of civic engagement. Project participants then could choose the most effective way or the most suitable way to participate.

549. Project respondents have the highest 'particularized trust' and both groups of respondents who have experiences in associational participation have higher generalized trust and trust in the community than those who do not participate in associations. It is important for project operators as well as the organizers of community organizations to understand that "trust" could not be existed or developed suddenly. Trust could only be developed if people have to interact with others, build up

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<sup>31</sup> The "civic engagement score": For those respondents, who answer "yes" in each item, one mark will be given; for those respondents who answer "no" in each item, zero mark will be given. Every respondent then will obtain "civic engagement score", which is the sum of their marks of all thirteen items.

relationship with others as well as have connection with community and gain the positive experiences or impression after the involvement. Whether participants can gain positive experiences therefore should be the concern of project operators. Hence, it is highly recommended that project operators should help the participants to consolidate their experiences and further discuss with project participants if they found that “mis-understanding” or “mis-trust” exist.

550. From the results of the surveys, it is undoubted that residents in TSW are willing to participate in community affairs and they also think that TSW residents can participate in making decision over policy that aims to improve TSW. Instead of only have a will, organizers of community organizations as well as project operators may consider whether any platforms could be provided for residents to take real action.

551. As aforementioned, for those organizations which did not have centre base in the community, they always faced a lot of difficulties to start up the projects. Organizations should also seriously consider their capacity in launching the projects even prior to their application.

552. Three models of social capital development and some effective strategies were highlighted in this study. Project operators may refer to those suggestions we made in that section before carrying out the project of certain model. However, it is also necessary to consider the characteristics of the community when replicating these models or strategies as different community may have their unique characteristics. For instance, there were many new arrivals in TSW, therefore, it is easier for the project to recruit women who came from different towns and knew how to cook the indigenous food.

553. Business partners always had their concern and expectations on the collaboration. Their concern and expectations may be from “commercial perspective” and relatively “outcome oriented”, which sometimes may differ from the value or working style of NGOs and welfare organizations. To bridge this gap and facilitate the long term and smooth collaboration, both project operators and people from business sector should understand others concern and expectations and explore the better way of collaboration through sincere communication. Sometimes, it may require both parties

to adjust their expectations.

As aforementioned, it is expected that the business operated in social enterprises (or the innovative services) could be break even and self-sustained without further supporting resources. However, it is found that the cost for business operation in Hong Kong is extremely high. It is important for projet operators as well as the project participants to take serious consideration when determine whether the innovative services should keep current scale or enlarge it properly.

### **E. Recommendations on further study**

554. As this study is mainly focused on those CIIF projects which were active from 2008 to 2011, whether those outcomes could be sustained a few years later should be of our concern. Moreover, as we could only conduct household survey and survey for project participants at one time slot, we did not have any baseline to compare whether residents or project participants' social capital development could be sustained over the years. Hence, it is recommended that longitudinal study could be conducted to examine the sustainability of the project outcome as well as social capital development among TSW residents.

555. Though this study had compared the social capital development among household survey respondents and project participants. Further study could also be done to explore whether there's any differences on social capital development among Hong Kong people and new arrivals.

556. Household survey respondents were not very likely to have associational participation. Even for those with associational participation, many of them were not very active. However, this finding is important for those of us who are working in the community. It is a good enough percentage because only 1 in 10 people are participating in community organization vis-à-vis the large amount of human and financial resources being invested. The percentage we obtained in this study could be used for further comparison with international benchmark, for instance, the percentage of people participating in community organizations as well as their level of participation.

557. Collective action of household survey respondents is examined through conducting household survey. Only 54 household survey respondents (5.4%) had

involved in the collective action which aimed at tackle the problems existed last year. Further study could be conducted to explore why residents did not involved in the collective action. Is it possible that they don't care about the existed problems or they are too busy to 'care'? Is it possible that they trust others will do the job and therefore they don't involve? It is believed that if we understand more about the views of residents, it is more easily for us to think about the strategies to engage them to have more participation.

558. The results of questionnaire survey show that project respondents believe the norms of reciprocity generally exist in TSW where people to offer help when individuals or community are in need. Besides, associational participation is positively associated with the 'norms of reciprocity' dimension of social capital. Though the results of questionnaire survey suggest that the norms of reciprocity generally exist in TSW where people to offer help when individuals or community are in need, further study could be conducted to explore the reasons why as many as half of TSW residents think that people there only care for themselves (and their families only).

559. All the three groups of respondents reported a very strong sense of belonging to the community. Both R3 and R2 scored higher than R1 in believing other residents and themselves can make TSW a better place to live. However, all the three groups were the same in thinking that they were not as influential as others residents in making TSW a better place to live. Further study could be done to explore why the sense of efficacy of three groups is not high. Project operators could also help explore whether project participants do not have enough confidence to do so or do not know the way to make TSW a better place to live. Project operators or the organizers of the community organizations could invite the community leaders (or even from other districts) to share their experiences with the participants/ residents. Apart from widening the horizon of participants/ residents, it can help develop bridging social capital.

560. Residents' views of community harmony are explored by conducting questionnaire survey. Only around 50% to 60% of the respondents disagreed that "compared with other villages/neighbourhoods, TSW is more conflictive", and only 44% to 52% of the respondents disagreed that TSW is generally conflictive. The

reasons why these respondents hold negative views should be further explored, otherwise, it may block the development of social capital among residents and the building up of community capacity in TSW. Mechanism should set up or efforts should be taken to encourage residents in TSW to resolve the conflicts. A large majority of the respondents regard TSW as a harmonious community. However, only around half of the respondents disagreed that TSW is a conflictive. Further study could be conducted to examine why got this result.

561. In this study, reliability test and factor analysis were conducted. The results provide with us some references when developed measurement tool of social capital outcomes. The results indicated that some items could be removed from the social capital scale. It is recommended that we may consider exploring those removed statements through qualitative interview with project participants so that our understanding on the social capital development outcome of project participants could be thickened.

562. Further study is recommended to examine whether the statements in social capital scale could reflect different concepts of social capital from the perspective of local people as the statements were all from overseas.

563. Since this study was carried out in TSW only, it is also recommended that we may could similar study with the same measurement tool in other districts. The results could help us to further develop and validate the scale to measure social capital in Hong Kong.

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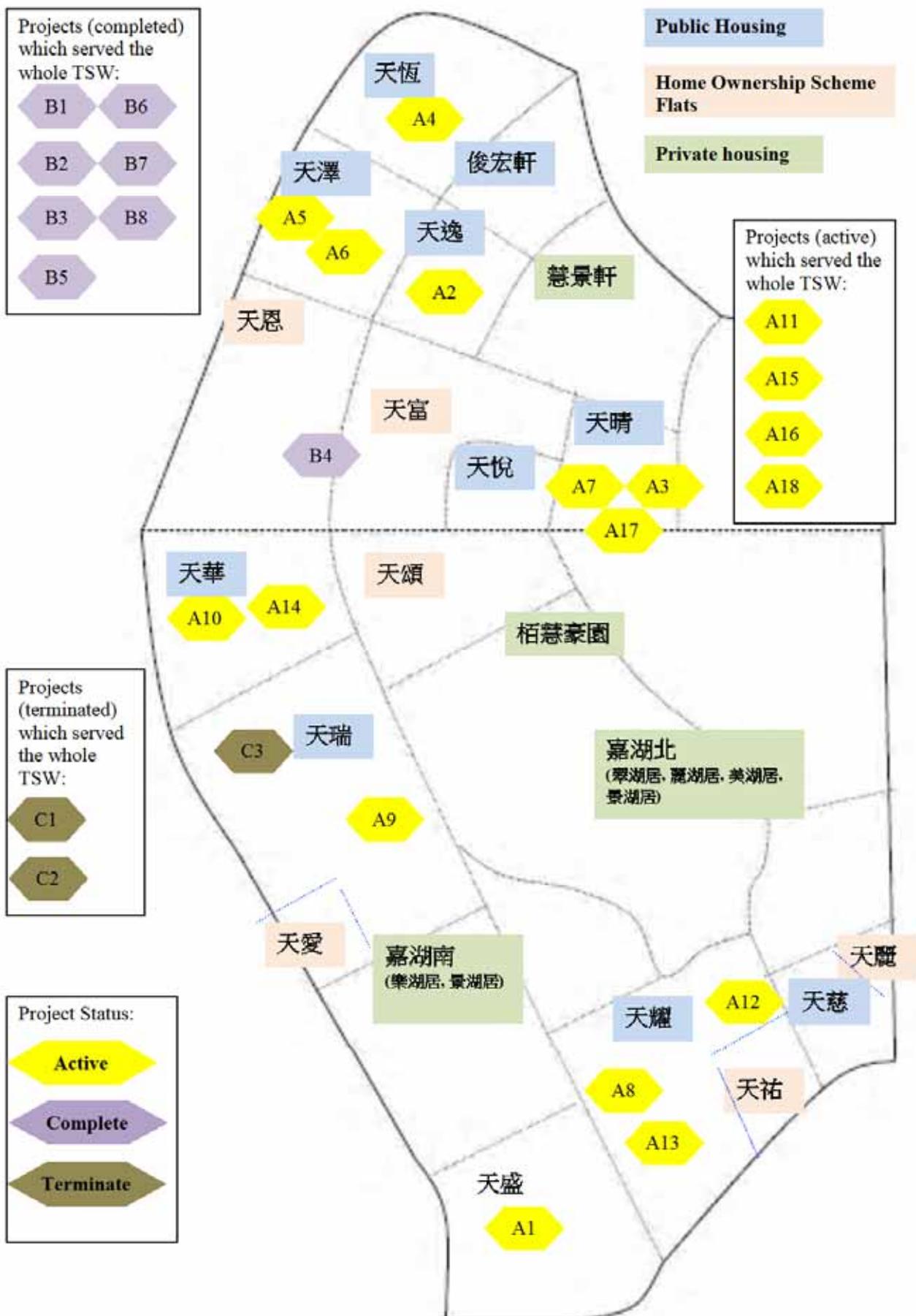
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## Appendices

### Appendix 1: Locations of the CIIF projects in Tin Shui Wai



## Appendix 2: Template for participant observation and interview guidelines

### 參與式觀察紀錄表

#### A. 基本資料

1. 機構:
2. 計劃名稱:
3. 日期:
4. 時間:
5. 活動名稱:

#### B. 活動資料

1. 參與人數:
2. 活動類型:
3. 活動內容及形式:
4. 活動程序:

#### C. 社工/活動負責人運用的技巧及方法

1. 技巧運用(以提昇參加者的社會資本/促進活動目標的達成)
2. 工作人員在是次活動的角色

#### D. 參加者的反應及回饋

1. 參加者的角色及參與情況
2. 參加者的互動情況
3. 參加者社會資本的發展

## Interview Guideline for CIIF Project Participants

訪問大綱	Conceptual framework
<p>➤ 個人資料部份:</p> <ul style="list-style-type: none"> <li>■ 出生、年齡、教育水平、家庭狀況、親友社交、與不同人的關係</li> <li>■ 參與計劃前的生活</li> <li>■ 認識及參與計劃的由來</li> </ul>	
<p>➤ 參與計劃的狀況:</p> <ul style="list-style-type: none"> <li>■ 參與計劃的程度/角色/形式/投入的時間</li> <li>■ 與計劃內不同人物的關係及互動情況</li> </ul>	<p><b>Box 1: Participation of all kind of participants in CIIF projects</b></p> <ol style="list-style-type: none"> <li>1. Types and length of membership</li> <li>2. Level of participation</li> <li>3. Format of interaction</li> <li>4. Time spent in CIIF projects</li> <li>5. Length of membership</li> <li>6. Past experiences</li> </ol>
<p>➤ 參加計劃後的個人轉變、家庭影響、社區影響</p> <ul style="list-style-type: none"> <li>■ 參與計劃後的得著、個人成長及轉變</li> <li>■ 對自己與家人、不同人士關係的影響或改變</li> <li>■ 對社區的觀感/歸屬感的轉變</li> <li>■ 在計劃的參與對計劃本身、社區帶來的影響</li> <li>■ 計劃如何促成這些轉變</li> </ul>	<p><b>Box 3: Impacts on well-being</b></p> <ol style="list-style-type: none"> <li>1. Personal growth and change</li> <li>2. Improvement of relationship within family</li> <li>3. Increase of social support</li> <li>4. Increase of income and job opportunities</li> <li>5. Quality of life: sense of belonging and satisfaction</li> </ol>
<p>➤ 社會資本發展的狀況</p> <ul style="list-style-type: none"> <li>■ 社會網絡的建立(鄰舍, 基金計劃參加者, 計劃的其他協作者/社區組織, 如: 商界義工等)</li> <li>■ 信任(鄰舍/基金計劃參加者的特定信任; 對陌生人的普遍信任/提防意識)</li> <li>■ 互惠的信念(受助後即時報答、將來報答; 助人後的即時回報、將來回報)</li> <li>■ 社區共融: 新移民及香港人的互動關係</li> <li>■ 社區參與(參與、留意政治活動; 參與、留意社會民生有關的活動; 參與其他團體的活動; 出任公職; 公開表達個人意見)</li> </ul>	<p><b>Box 2: Social capital development</b></p> <ol style="list-style-type: none"> <li>1. Structural: social networks</li> <li>2. Cognitive: norms of trust and norm of reciprocity</li> <li>3. Civic engagement: organization/ non organization based</li> <li>4. Forms: Bonding and bridging social capital</li> </ol>
<p>➤ 天水圍的觀感</p> <ul style="list-style-type: none"> <li>■ 個人的資源如何地成為社區的資源(如: 透過成為導師/建立義工隊)</li> <li>■ 屋邨的居民的需要如何透過計劃得以滿足</li> <li>■ 社區氣氛的轉變及原因</li> <li>■ 基金計劃/ 參與基金計劃能為社區/天水圍帶來一些正向的轉變嗎? 那是什麼? 為什麼會有這些轉變?</li> <li>■ 對社區的歸屬感</li> <li>■ 天水圍是「悲情城市」嗎? 還是有希望呢?為什麼?</li> </ul>	<p><b>Box 7: Contribution of CIIF projects to the well-being of whole Tin Shui Wai</b></p> <ol style="list-style-type: none"> <li>1. The building up of community capacity</li> <li>2. Response to the needs of Tin Shui Wai residents</li> <li>3. Prevention of domestic violence</li> <li>4. Newly generated job opportunities/ decrease in unemployment rate</li> <li>5. Decrease in crime rate</li> <li>6. Sense of belonging to the district</li> <li>7. The establishment of “hopes” in TSW</li> </ol>

備註: 訪問內容依據個別受訪者及受訪情況而有所調整

## Interview Guideline for CIIF Project Operators

<p>訪問大綱</p> <ul style="list-style-type: none"> <li>● 計劃統籌員的背景 <ul style="list-style-type: none"> <li>■ 專業培訓(社福界/教育界)</li> <li>■ 對社區投資共享基金的認識</li> <li>■ 對社會資本的認識及觀感</li> <li>■ 在計劃的參與: 撰寫計劃書/前線參與/由始至終執行計劃/中期加入或離開計劃</li> </ul> </li> <li>● 計劃目標、重點項目及策略 <ul style="list-style-type: none"> <li>■ 計劃的類別: 社區或屋邨為本/ 學校為本/ 特定主題</li> <li>■ 計劃的目標及不同支線</li> <li>■ 計劃參加者的類別/ 招募參加者的策略</li> </ul> </li> <li>● 推動參加者參與的策略</li> </ul>	<p>Remark: Conceptual framework</p> <p><b>Box 4: Mechanism and Processes employed by CIIF project operators to augment social capital</b></p> <ol style="list-style-type: none"> <li>1. Types, purposes and content of programme of CIIF projects</li> <li>2. Facilitators, collaborators in CIIF projects</li> <li>3. Strategies used in CIIF projects</li> </ol>
<ul style="list-style-type: none"> <li>● 計劃如何促進參加者社會資本的發展, 如: <ul style="list-style-type: none"> <li>■ 參加者的社會支持網絡如何得以建立?</li> <li>■ 參加者才能/資源如何得以發展成為社區的資產?</li> </ul> </li> <li>● 參加者參與計劃的情況, 計劃參加者的轉變及轉變的原因</li> <li>● 計劃的成效及其成功之道</li> </ul>	<p><b>Box 8: Successful factors/good practice</b></p> <ul style="list-style-type: none"> <li>● Successful factors</li> <li>● Effectiveness of strategies used for building up social capital</li> </ul>
<ul style="list-style-type: none"> <li>● 計劃與社區組織的聯繫 <ul style="list-style-type: none"> <li>■ 計劃與社區內不同組織的協作模式, 關係如何得以建立 (基於計劃才開展, 還是計劃執行機構的原有合作關係)</li> <li>■ 計劃與社區外不同組織的協作模式, 關係如何得以建立 (基於計劃才開展, 還是計劃執行機構的原有合作關係)</li> <li>■ 計劃與不同基金計劃的協作模式, 關係如何得以建立 (基於計劃才開展, 還是計劃執行機構的原有合作關係)</li> </ul> </li> <li>● 計劃與基金秘書處的聯繫及其支援</li> </ul>	<p><b>Box 5: Factors contributing to social capital development in community of Tin Shui Wai</b></p> <ul style="list-style-type: none"> <li>● Support and resources from CIIF and different government departments.</li> <li>● Collaboration among CIIF projects, different organizations/parties in the district.</li> </ul>
<ul style="list-style-type: none"> <li>● 推動計劃的困難</li> </ul>	<p><b>Box 8: Successful factors/good practice</b></p> <ul style="list-style-type: none"> <li>● Difficulties and constraints which CIIF projects faced and their solutions</li> </ul>
<ul style="list-style-type: none"> <li>● 計劃持續性發展的探討 <ul style="list-style-type: none"> <li>■ 計劃現階段的發展方向(未完成的計劃)</li> <li>■ 計劃下個階段的發展方向, 會有什麼修訂嗎? 為什麼? (快將完成的計劃)</li> <li>■ 計劃會否持續申請基金, 當中的考慮是什麼?</li> <li>■ 計劃會否申請其他資源以延續, 當中的考慮是什麼?</li> <li>■ 執行計劃的機構如撤離, 已發展的社會資本可否持續, 為什麼?</li> </ul> </li> <li>● 對計劃的評價/需要改善的地方</li> </ul>	

備註: 訪問內容依據個別受訪計劃/統籌員及受訪情況而有所調整

## Interview Guideline for CIIF Project Collaborators

訪問大綱	Conceptual framework
<ul style="list-style-type: none"> <li>➤ 籌備協作階段:               <ul style="list-style-type: none"> <li>■ 當初係如何建立合作伙伴的關係?</li> <li>■ 決定合作時有冇一些考慮?</li> <li>■ 機構如何作出配合?</li> </ul> </li> <li>➤ 計劃推行期間:               <ul style="list-style-type: none"> <li>■ 合作模式是怎樣?</li> <li>■ 過往的經驗如何? 是次的經驗又如何?</li> <li>■ 機構的角色是什麼?</li> <li>■ 曾作出什麼的配合?</li> <li>■ 提供什麼的資源? 人力? 物力?</li> </ul> </li> </ul>	<p><b>Box 5: Factors contributing to social capital development in community of Tin Shui Wai</b></p> <ol style="list-style-type: none"> <li>1. Collaboration among CIIF projects, different organizations/parties in the district.</li> </ol>
<ul style="list-style-type: none"> <li>➤ 成效評估               <ul style="list-style-type: none"> <li>■ 對計劃的評價?</li> <li>■ 計劃對屋邨帶來什麼影響?</li> <li>■ 職員與參加者的關係/互動情況是怎樣?</li> <li>■ 職員或參加者在當中有什麼得著?</li> <li>■ 計劃對機構有冇造成影響?</li> <li>■ 其他配合或改善地方?</li> <li>■ 未來會否再繼續在資源及人力方面支持計劃? 為什麼?</li> </ul> </li> </ul>	<p><b>Box 2: Social capital development</b></p> <ul style="list-style-type: none"> <li>■ Development of bridging social capital</li> </ul> <p><b>Box 3: Impacts on well-being (Both CIIF participants and collaborators)</b></p> <ul style="list-style-type: none"> <li>■ Personal growth and change</li> <li>■ Increase of social support</li> <li>■ Increase of income and job opportunities</li> <li>■ Sense of belonging and satisfaction towards the company</li> <li>■ Change of perception on Tin Shui Wai</li> </ul>

備註: 訪問內容依據個別受訪者及受訪情況而有所調整

**Interview Guideline for CIIF Committee Members/ Interview Guideline for CIIF Secretariat**

訪問大綱	Conceptual framework
<p>對象: 委員及秘書處</p> <p>前期:</p> <ul style="list-style-type: none"> <li>- 為什麼在 2008 年, 基金在同一期共資助 19 個在天水圍推行的計劃?</li> <li>- 基金秘書處先作主導, 邀請地區組織撰寫計劃書, 還是地區組織作主導?</li> <li>- 如何使計劃能涵蓋該區八成公共房屋? 與地區組織只作出怎樣的協調?</li> <li>- 審批計劃/ 與計劃組織者傾談具體細節時有什麼的準則及考慮?</li> <li>- 與政府部門有否作出聯繫/協調?</li> <li>- 委員的角色及分工?</li> </ul>	<p><b>Box 5: Factors contributing to social capital development in community of Tin Shui Wai</b></p> <ul style="list-style-type: none"> <li>- Support and resources from CIIF and different government departments.</li> </ul>
<p>對象: 委員及秘書處</p> <p>後期:</p> <ul style="list-style-type: none"> <li>- 如何評估計劃的成效?</li> <li>- 對提早終止/現正推行的計劃的評價?</li> <li>- 計劃成功/失敗的因素是什麼?</li> <li>- 基金計劃對天水圍整個社區帶來的影響?</li> <li>- 會再考慮在同一地區, 同一時期, 撥款予「大量」的計劃嗎? 為什麼?</li> </ul>	<p><b>Box 8: Successful factors/good practice</b></p> <ul style="list-style-type: none"> <li>- Successful factors</li> <li>- Difficulties and constraints which CIIF projects faced and their solutions</li> <li>- Effectiveness of strategies used for building up social capital</li> </ul> <p><b>Box 7: Contribution of CIIF projects to the well-being of whole Tin Shui Wai</b></p> <ul style="list-style-type: none"> <li>- The building up of community capacity</li> <li>- Response to the needs of Tin Shui Wai residents</li> <li>- Sense of belonging to the district</li> <li>- The establishment of “hopes” in TSW</li> </ul>
<p>對象: 秘書處</p> <ul style="list-style-type: none"> <li>- 秘書處的角色或行政上的調配?</li> <li>- 秘書處如何支援計劃或與計劃作出溝通?</li> <li>- 如何評估計劃的成效?</li> <li>- 在管理上有否什麼限制及困難?</li> <li>- 某些計劃反映秘書處往往需要很長時間審批行政的申請(如: 改變撥款用途), 這些行政程序是怎樣?</li> </ul>	<p><b>Box 5: Factors contributing to social capital development in community of Tin Shui Wai</b></p> <ul style="list-style-type: none"> <li>- Support and resources from CIIF and different government departments.</li> </ul>

### Appendix 3: Letter of consent

社區投資共享基金  
香港理工大學應用社會科學系  
《社區投資共享基金計劃推動天水圍社會資本發展的成效研究》

#### 參與研究同意書

本人 \_\_\_\_\_ 願意參與社區投資共享基金資助，香港理工大學應用社會科學系推行的《社區投資共享基金計劃推動天水圍社會資本發展的成效研究》，並了解本人所提供的一切意見及個人資料，將會作綜合研究分析之用，絕不記名，並絕對保密。所有研究相關資料，在整個研究完成後將會銷毀。

本人明白本人的訪問內容會被轉譯成爲文字，並**同意／不同意**有關文字檔案交回**香港基督教女青年會天水圍綜合社會服務處「愛明天」家庭支援計劃**，爲協助計劃評估成效、持續發展所用。

是次研究由香港理工大學應用社會科學系負責。如有任何查詢，歡迎聯絡：

首席研究員： 香港理工大學應用社會科學系 丁惠芳博士 電郵: <a href="mailto:ssfwong@inet.polyu.edu.hk">ssfwong@inet.polyu.edu.hk</a> 電話.: 2766 5740	副研究員： 香港理工大學應用社會科學系 陳穎琪 電郵: <a href="mailto:sskicwk@inet.polyu.edu.hk">sskicwk@inet.polyu.edu.hk</a> 電話: 3400 8378
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謝謝合作。順祝

生活愉快！

參與者簽署：

日期：\_\_\_\_\_

## Appendix 4: Questionnaire (CIIF projects)

### 勞工及福利局社區投資共享基金香港理工大學應用社會科學系 天水圍社會資本發展的研究

#### 第一部份: 基本資料

職員專用

1. 性別  
1.  男性 2.  女性
2. 年齡  
1.  16-20 歲 3.  21-30 歲 4.  31-40 歲  
4.  41-50 歲 5.  51-60 歲 6.  61 歲或以上
3. 國籍  
1.  中國 2.  其他: \_\_\_\_\_
4. 婚姻狀況  
1.  單身 2.  已婚 3.  離婚 4.  喪偶
5. 居住在港年期  
1.  由出世到現在 2.  0-5 年 3.  6-10 年 4.  11 年或以上
6. 居住在天水圍的年期  
1.  由出世到現在 2.  0-5 年 3.  6-10 年 4.  11 年或以上  
5.  並不在天水圍居住, 居住區域: \_\_\_\_\_
7. 房屋種類  
1.  公屋 2.  居屋 3.  私人屋苑(業主) 4.  私人屋苑(租客) 5.  其他
8. 教育程度  
1.  小學或以下 2.  中一至中三 3.  中四至中五 4.  中六至中七  
5.  非學位大專課程 6.  大學學位或以上
9. 工作狀況  
1.  全日制學生 2.  家庭主婦 3.  兼職工作: \_\_\_\_\_ 4.  散工  
5.  全職工作: \_\_\_\_\_ 6.  失業, 維持了約: \_\_\_\_\_

#### 第二部份: 在社區投資共享基金計劃(以下簡稱基金計劃)的參與

10. 你有否聽過社區投資共享基金計劃(以下簡稱基金計劃)(請參考第 8 頁基金計劃表)?  
1.  沒有(請到第三部份) 2.  有, 請列明是那個: \_\_\_\_\_
11. 你有否參與過基金計劃(請參考第 8 頁基金計劃表)?  
1.  沒有(請到第三部份) 2.  有, 請列明是那個: \_\_\_\_\_
12. 你參與了基金計劃多少時間?  
1.  少於 6 個月 2.  6 個月至 1 年 3.  13 個月至 1 年半  
4.  19 個月至 2 年 5.  2 年或以上
13. 你在這個計劃的參與程度是?  
1.  全不活躍 2.  不活躍 3.  活躍 4.  十分活躍
14. 你參與這個計劃的聚會有多頻密?  
1.  每星期多於一次 2.  每星期一次 3.  每個月兩次  
4.  每個月一次 5.  幾個月一次 6.  其他: \_\_\_\_\_

15. 你每個月為這個計劃付出多少時間？

小時數目: \_\_\_\_\_

15) \_\_\_\_\_

16. 在這個計劃裡，你有否參與活動策劃？如：策劃活動內容、程序設計等？

16) \_\_\_\_\_

1.  沒有    2.  有

17. 整體來說，基金計劃的參加者都是：

17a) \_\_\_\_\_

a. 有共同宗教信仰	否	是
b. 性別相同	否	是
c. 有共同政治理念	否	是
d. 有相似的職業	否	是
e. 是同一年齡組別	否	是
f. 具相似教育水準	否	是
g. 具相同的種族	否	是
h. 具相同的籍貫	否	是

17b) \_\_\_\_\_

17c) \_\_\_\_\_

17d) \_\_\_\_\_

17e) \_\_\_\_\_

17f) \_\_\_\_\_

17g) \_\_\_\_\_

17h) \_\_\_\_\_

18. 你如何描述你與基金計劃的參加者的熟悉程度？

1.  全不熟悉    2.  大都不熟悉    3.  大都熟悉    4.  非常熟悉

18) \_\_\_\_\_

19. 你如何描述你與基金計劃的組織者的熟悉程度？

1.  全不熟悉    2.  大都不熟悉    3.  大都熟悉    4.  非常熟悉

19) \_\_\_\_\_

20. 你認為參與基金計劃，對你有什麼得著？(可選多項)

1.  學習到新技能/新知識    2.  獲得更多的資訊    3.  獲得情緒上的支援  
 4.  獲得實質/實物上的支援    5.  認識到新朋友    6.  有機會回饋社區  
 7.  獲得就業/增加收入的機會    8.  與家人的關係得到改善    9.  個人成長及改變  
 10.  對社區的歸屬感有所提昇    11.  其他: \_\_\_\_\_

20) \_\_\_\_\_

### 第三部份: 研究主題

21. 除了社區投資共享基金的計劃外，你有沒有參與其他的社區組織，如：社區中心／互委會？

21) \_\_\_\_\_

1.  有    2.  沒有 (請到第 31 條)

22. 承上題，如有，最常參與的三個社區組織是什麼？(請填寫組織的名稱)

- a) 第一個組織: \_\_\_\_\_  
 b) 第二個組織: \_\_\_\_\_  
 c) 第三個組織: \_\_\_\_\_

22a) \_\_\_\_\_

22b) \_\_\_\_\_

22c) \_\_\_\_\_

23. 你在這些社區組織的參與程度是怎樣？	全不活躍	不活躍	活躍	十分活躍
a. 第一個組織	1	2	3	4
b. 第二個組織	1	2	3	4
c. 第三個組織	1	2	3	4

23a) \_\_\_\_\_

23b) \_\_\_\_\_

23c) \_\_\_\_\_

24. 最近一年，在最常參與的社區組織內，你參與聚會的頻密程度是多少？

24) \_\_\_\_\_

1.  每星期多於一次    2.  每星期一次    3.  每個月兩次  
 4.  每個月一次    5.  幾個月一次    6.  其他: \_\_\_\_\_

**職員專用**

25. 整體來說，這三個社區組織的參加者是完全不一樣，還是會有一定的重覆？

1.  完全不重覆      2.  某些重覆      3.  大部份重覆

26. 整體來說參加者大部份都是：

	a. 第一個組織		b. 第二個組織		c. 第三個組織	
	否	是	否	是	否	是
i. 有共同宗教信仰	1	2	1	2	1	2
ii. 性別相同	1	2	1	2	1	2
iii. 有共同政治理念	1	2	1	2	1	2
iv. 有相似的職業	1	2	1	2	1	2
v. 是同一年齡組別	1	2	1	2	1	2
vi. 具似教育水準	1	2	1	2	1	2
vii. 具相同的種族	1	2	1	2	1	2
viii. 具相同的籍貫	1	2	1	2	1	2
ix. 居住在同一個社區	1	2	1	2	1	2

25) \_\_\_\_\_

26a)i \_\_\_\_\_

ii \_\_\_\_\_ iii \_\_\_\_\_

iv \_\_\_\_\_ v \_\_\_\_\_

vi \_\_\_\_\_ vii \_\_\_\_\_

viii \_\_\_\_\_ ix \_\_\_\_\_

26b)i \_\_\_\_\_

ii \_\_\_\_\_ iii \_\_\_\_\_

iv \_\_\_\_\_ v \_\_\_\_\_

vi \_\_\_\_\_ vii \_\_\_\_\_

viii \_\_\_\_\_ ix \_\_\_\_\_

26c)i \_\_\_\_\_

ii \_\_\_\_\_ iii \_\_\_\_\_

iv \_\_\_\_\_ v \_\_\_\_\_

vi \_\_\_\_\_ vii \_\_\_\_\_

viii \_\_\_\_\_ ix \_\_\_\_\_

27. 你如何描述你與這些社區組織的組員的熟悉程度？

	全不熟悉	大都不熟悉	大都熟悉	非常熟悉
a. 第一個組織	1	2	3	4
b. 第二個組織	1	2	3	4
c. 第三個組織	1	2	3	4

27a) \_\_\_\_\_

27b) \_\_\_\_\_

27c) \_\_\_\_\_

28. 你如何描述你與這些社區組織的組織者的熟悉程度？

	全不熟悉	大都不熟悉	大都熟悉	非常熟悉
a. 第一個組織	1	2	3	4
b. 第二個組織	1	2	3	4
c. 第三個組織	1	2	3	4

28a) \_\_\_\_\_

28b) \_\_\_\_\_

28c) \_\_\_\_\_

29. 你認為參與這些組織，對你有什麼得著？(可選多項)

1.  學習到新技能/新知識    2.  獲得更多的資訊    3.  獲得情緒上的支援  
 4.  獲得實質/實物上的支援    5.  認識到新朋友    6.  有機會回饋社區  
 7.  獲得就業/增加收入的機會    8.  與家人的關係得到改善    9.  個人成長及改變  
 10.  對社區的歸屬感有所提昇    11.  其他: \_\_\_\_\_

29) \_\_\_\_\_

如曾參加社區投資共享基金計劃，請回答第 30 題，如沒有參加過，請到第 31 題。

30. 這三個社區組織與社區投資共享基金計劃的參加者是完全不一樣，還是會有一定的重覆？

1.  完全不重覆      2.  某些重覆      3.  大部份重覆

30) \_\_\_\_\_

31. 如果天水圍有一些與民生或社區設施不足有關的問題，你認為在社區內，誰會聚在一起解決這問題？

a. 天水圍內沒有任何人聚在一起（如果答「是」，請到第 33 題）	否	是
b. 政府	不會	會
c. 政治領袖/政黨/區議會	不會	會
d. 社區組織	不會	會
e. 天水圍的社區領袖[例如互委會/居民關注組代表等]	不會	會
f. 鄰舍	不會	會
g. 其他：_____	不會	會

31a) \_\_\_\_\_  
 31b) \_\_\_\_\_  
 31c) \_\_\_\_\_  
 31d) \_\_\_\_\_  
 31e) \_\_\_\_\_  
 31f) \_\_\_\_\_  
 31g) \_\_\_\_\_

32. 誰會作為領導者？答：\_\_\_\_\_（請填寫會提供幫助的人的類別）

32) \_\_\_\_\_

33. 作為住在水圍的人來說，你認為天水圍居民在以下各方面有沒有明顯的差異？	沒有	有	如有：這些差異會對天水圍帶來不好的影響嗎？	
a. 教育程度的分別	1	2	不會	會
b. 有些人很德高望重，有些人卻很卑微	1	2	不會	會
c. 香港出生的人及新來港人士的分別	1	2	不會	會
d. 政治取向的分別	1	2	不會	會
e. 宗教信仰的分別	1	2	不會	會
f. 其他：_____	1	2	不會	會

33a) \_\_\_/\_\_\_  
 33b) \_\_\_/\_\_\_  
 33c) \_\_\_/\_\_\_  
 33d) \_\_\_/\_\_\_  
 33e) \_\_\_/\_\_\_  
 33f) \_\_\_/\_\_\_

34. 天水圍居民之間有沒有以下問題存在？	沒有	有	如有：這些問題會對天水圍帶來不好的影響嗎？	
a. 貧富懸殊	1	2	不會	會
b. 權力不均衡	1	2	不會	會
c. 男女不平等	1	2	不會	會
d. 年齡歧視	1	2	不會	會
e. 種族歧視	1	2	不會	會
f. 人與人之間的不信任	1	2	不會	會
g. 香港出生的人及新來港人士的待遇不平等	1	2	不會	會
h. 社區的不團結	1	2	不會	會
i. 有差異的人不會相互協助	1	2	不會	會
j. 其他：_____	1	2	不會	會

34a) \_\_\_/\_\_\_  
 34b) \_\_\_/\_\_\_  
 34c) \_\_\_/\_\_\_  
 34d) \_\_\_/\_\_\_  
 34e) \_\_\_/\_\_\_  
 34f) \_\_\_/\_\_\_  
 34g) \_\_\_/\_\_\_  
 34h) \_\_\_/\_\_\_  
 34i) \_\_\_/\_\_\_  
 34j) \_\_\_/\_\_\_

35. 據你所知，在過去一年，天水圍居民曾否與政府或其他團體連繫，就以上的問題作出解決的行動？

1.  從沒有 (請到第 39 條) 2.  一次 3.  數次 4.  經常

36. 在過去一年裏，你有沒有參與過這些行動？

1.  沒有 (請到第 39 條) 2.  有

37. 如有參與，次數是多少？

1.  一次 2.  數次 3.  經常

38. 你認為這些行動成功嗎？

1.  否，全部不成功 2.  部份成功，但部份沒有 3.  全都成功

39. 你是否需要以下服務？	不需要	需要	如需要：這些需要是否在社區裏得到滿足？			
a. 教育/學校	1	2	完全不能夠	不能夠	能夠	完全能夠
b. 醫療保健/診所	1	2	完全不能夠	不能夠	能夠	完全能夠
c. 住屋	1	2	完全不能夠	不能夠	能夠	完全能夠
d. 工作技能訓練/就業	1	2	完全不能夠	不能夠	能夠	完全能夠
e. 借貸或銀行	1	2	完全不能夠	不能夠	能夠	完全能夠
f. 交通	1	2	完全不能夠	不能夠	能夠	完全能夠
g. 水、電、煤等的供應	1	2	完全不能夠	不能夠	能夠	完全能夠
h. 環境/公共衛生	1	2	完全不能夠	不能夠	能夠	完全能夠
i. 人權保障/調解服務	1	2	完全不能夠	不能夠	能夠	完全能夠
j. 保安或警員	1	2	完全不能夠	不能夠	能夠	完全能夠

35) \_\_\_\_\_

36) \_\_\_\_\_

37) \_\_\_\_\_

38) \_\_\_\_\_

39a) \_/\_

39b) \_/\_

39c) \_/\_

39d) \_/\_

39e) \_/\_

39f) \_/\_

39g) \_/\_

39h) \_/\_

39i) \_/\_

39j) \_/\_

40. 在過去三年，你有否參與以下活動:	沒有	有
a. 在選舉中投票	1	2
b. 積極參與組織	1	2
c. 聯繫有影響力的人士	1	2
d. 引起傳媒關注某些問題	1	2
e. 積極參與社區活動	1	2
f. 作為候選人，積極參與地區組織或區議會選舉 (如：競選區議員/互委會/家教會等，請列明：_____)	1	2
g. 參與遊行	1	2
h. 與你當區的議員/代表聯繫	1	2
i. 參與抗議政府政策的行動	1	2
j. 與社區內的其他人士交流傾談社區議題	1	2
k. 向有關方面檢舉不法事件/罪行的發生	1	2
l. 捐錢或捐助實物	1	2
m. 為慈善團體擔任義工	1	2

40a) \_\_\_\_\_

40b) \_\_\_\_\_

40c) \_\_\_\_\_

40d) \_\_\_\_\_

40e) \_\_\_\_\_

40f) \_\_\_\_\_

40g) \_\_\_\_\_

40h) \_\_\_\_\_

40i) \_\_\_\_\_

40j) \_\_\_\_\_

40k) \_\_\_\_\_

40l) \_\_\_\_\_

40m) \_\_\_\_\_

41. 如果社區內某一個人遇到不幸的事，如：喪失親人，你認為會有人幫助他們嗎？

1.  不會    2.  會

41) \_\_\_\_\_

42a) \_\_\_\_\_

42. 如有，他們可以找誰幫助？(請填寫會提供幫助的人的類別)

a. _____	b. _____	c. _____
----------	----------	----------

42b) \_\_\_\_\_

42c) \_\_\_\_\_

43. 如果你的鄰舍遇到經濟困難，你認為有人會給予他經濟援助？

1.  不會    2.  會

43) \_\_\_\_\_

44. 如有，他們可以找誰幫助？(請填寫會提供幫助的人的類別)

a. _____	b. _____	c. _____
----------	----------	----------

44a) \_\_\_\_\_

44b) \_\_\_\_\_

45. 如果你的鄰舍遇到經濟困難，你認為有人會給予他經濟以外的援助？

1.  不會    2.  會

44c) \_\_\_\_\_

46. 如有，他們可以找誰幫助？(請填寫會提供幫助的人的類別)

a. _____	b. _____	c. _____
----------	----------	----------

45) \_\_\_\_\_

46a) \_\_\_\_\_

46b) \_\_\_\_\_

46c) \_\_\_\_\_

47. 如果天水圍內有家庭需要離開一段時間，他們會請求誰協助他們處理信件或為盆栽植物澆水？

1.  不同住的親戚    2.  鄰舍    3.  社區內的人  
4.  其他，請註明：\_\_\_\_\_    5.  沒有任何人

47) \_\_\_\_\_

48. 如果你有急事需要離開數小時，你會找誰協助你照顧你的孩子？(記錄最先提及的三項)

1.  其他的家庭成員    2.  鄰舍    3.  在社區內的任何可以給予這種支持的人士  
4.  提供暫託服務的組織    5.  其他，請註明：\_\_\_\_\_  
6.  沒有任何人    7.  沒有孩子

48) \_\_\_\_\_

49. 假設在天水圍，有兩個居民發生嚴重爭執，你認為誰會協助他們解決紛爭？(記錄最先提及的三項)

1.  沒有人    2.  他們兩個    3.  家人    4.  鄰舍  
5.  社區領袖    6.  宗教領袖    7.  法律界人士    8.  其他: \_\_\_\_\_

49) \_\_\_\_\_

50. 如果一個社區計劃不是直接對你有利益但是幫助到別人，你會為這個計劃付出金錢或時間嗎？

a. 金錢	<input type="checkbox"/> 不會	<input type="checkbox"/> 會
b. 時間	<input type="checkbox"/> 不會	<input type="checkbox"/> 會

50a) \_\_\_\_\_

50b) \_\_\_\_\_

51. 請填寫表達你對以下句子的同意程度。	十分 不同意	不 同意	同 意	十分 同意	職員專用
a. 天水圍居住的人大部份都是可以信任的。	1	2	3	4	
b. 社區內的人通常只是在意自己的利益，而不太理會整個社區的利益。	1	2	3	4	51a)_____
c. 天水圍是一個充滿矛盾的社區。	1	2	3	4	51b)_____
d. 與其他地方比較，天水圍這個社區有著更多的矛盾。	1	2	3	4	
e. 如我有需要，有人會願意幫助我。	1	2	3	4	51c)_____
f. 我不留意天水圍這社區裡其他人的意見。	1	2	3	4	51d)_____
g. 如我有需要，天水圍居住的大部份人都會願意幫助我。	1	2	3	4	51e)_____
h. 天水圍居住的人比其他地方居住的人更為可信。	1	2	3	4	51f)_____
i. 天水圍在過去三年發展得不錯。	1	2	3	4	51g)_____
j. 天水圍的居民是願意參與社區事務的。	1	2	3	4	51h)_____
k. 在水天圍居住的人大致上都信任他人。	1	2	3	4	51i)_____
l. 與我參與同一個社區組織/基金計劃的人比其他人較為可信。	1	2	3	4	51j)_____
m. 我感到自己是天水圍的一份子。	1	2	3	4	51k)_____
n. 在水天圍，我需要警覺其他人是否會佔我便宜。	1	2	3	4	
o. 如果我在街上掉了銀包，有人會拾到並設法交給我。	1	2	3	4	51l)_____
p. 與在其他地區居住的人相比，天水圍居民之間的關係是更加不和諧的	1	2	3	4	51m)_____
q. 我可以令天水圍成爲一個更美好的居住地方。	1	2	3	4	51n)_____
r. 如果有關改善天水圍社區的政策需要作出決定，天水圍的居民是可以參與決定的。	1	2	3	4	51o)_____
s. 天水圍的居民皆可令天水圍成爲一個更美好的居住地方。	1	2	3	4	51p)_____
t. 在過去三年的天水圍，人與人之間的信任變得更好。	1	2	3	4	51q)_____
u. 天水圍居住的人比其他地方居住的人更願意去信任他人。	1	2	3	4	51r)_____
v. 天水圍居民之間的關係是不和諧的。	1	2	3	4	51s)_____
w. 天水圍居住的人願意爲著共同的目標（如：令天水圍變得更和諧）付出時間。	1	2	3	4	51t)_____
x. 天水圍居住的人願意爲著共同的目標（如：令天水圍變得更和諧）付出金錢。	1	2	3	4	51u)_____
y. 與在其他社區居住的人相比，在水天圍居住的人更願意爲著共同的目標付出時間。	1	2	3	4	51v)_____
z. 與在其他社區居住的人相比，在水天圍居住的人更願意爲著共同的目標付出金錢。	1	2	3	4	51w)_____
					51x)_____
					51y)_____
					51z)_____

完! 謝謝!

社區投資共享基金計劃表

	計劃名稱	機構
A1	互助共融・樂聚天盛	仁濟醫院社會服務部
A2	天逸鄰里互助計劃	元朗大會堂管理委員會有限公司
A3	晴天計劃	伯裘書院
A4	「天廚」鄰舍互助計劃	東華三院
A5	「愛・天澤」社區網絡	香港中華基督教青年會
A6	互強互助成長計劃	香港中華基督教青年會
A7	彩虹社區	香港天水圍婦女聯合會
A8	天水圍展望工程之天耀社區網絡計劃	香港青年協會
A9	「愛明天」家庭支援計劃	香港基督教女青年會天水圍綜合社會服務處
A10	天華邨「愛鄰舍・滿盼望」計劃	香港聖公會福利協會
A11	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)	香港電腦商會有限公司
A12	舞動正能量	基督教香港信義會社會服務部
A13	手挽手健康社區互助計劃	博愛醫院
A14	家庭綠洲---開心家庭建築師	博愛醫院陳平紀念長者鄰舍中心
A15	有里同行 樂天計劃	新生精神康復會
A16	屯門小老闆	路進會
A17	晴天行動~家庭鄰舍網絡發展計劃	鄰舍輔導會
A18	「全人培育」先導計劃	Roundtable Community Limited
B2	和諧之家『守望星』計劃	和諧之家
B3	闖出天地	香港扶幼會
B4	天水圍展望工程之悅恩社區網絡計劃	香港青年協會
B5	真心英雄計劃	香港國際社會服務社
B6	「想創空間」企業師徒計劃	基督教香港信義會青少年就業輔導服務
B7	你我一家親，生活樂繽紛	博愛醫院朱國京夫人紀念幼兒中心
B8	長幼心連心互助計劃	博愛醫院陳平紀念長者鄰舍中心
C1	元朗區家長教師聯會－「結伴同行 1 + 1」－家庭成員培訓計劃	元朗區家長教師聯會有限公司
C2	開心營聚	香港婦聯
C3	Community Angels of Tin Shui Wai	新福事工協會有限公司

## Appendix 5: Questionnaire (Household)

### 勞工及福利局社區投資共享基金 香港理工大學應用社會科學系 天水圍社會資本發展的研究 問卷調查(住戶)

致天水圍住戶:

香港理工大學應用社會科學系獲香港政府勞工及福利局社區投資共享基金的委託，於天水圍區進行一項「**天水圍社會資本發展的研究**」的問卷調查，旨在了解居民的生活狀況、社會網絡及社區資源等，以評估天水圍區的社會資本發展情況。我們利用隨機抽樣方法選出 貴住戶為訪問對象。較早前，我們已經寄出一封信給貴住戶，我們的訪問員攜帶有效的證明文件（訪問工作証）到貴住戶家中拜訪，收集住客的寶貴意見。如閣下對這項調查有任何問題，請與香港理工大學江小組（電話: 92312447)或陳小姐聯絡（電話：34008378）。最後，謹向閣下對我們的幫助，先行致謝。

調查總負責人  
香港理工大學應用社會科學系副教授  
丁惠芳博士謹啓

#### 訪問員專用

請訪問員詢問住戶 16 歲或以上**合適受訪住客**的稱呼，依住戶提及的次序在以下表格上紀錄**合適受訪住客**的稱呼，與訪問員對話的合適受訪住客編號為 1，而其他合適受訪住客將順序獲得一個編號。**(合適受訪住客的定義為在家並願意接受訪問)**

編號	16 歲或以上住客	編號	16 歲或以上住客
1		6	
2		7	
3		8	
4		9	
5		10	

請於隨機表隨意圈出一個號數，若號數與其中一個合適受訪住客編號相同，此住客即成為是次訪問的受訪者；若隨機號數比編號大，即先由上而下，再由左而右選取合適受訪者。若隨機號數比編號大，即先由上而下，再由左而右順序點算至隨機號數。最後點算之編號位置便成為是次選取的受訪者。例：隨機編號為 10，而合適受訪者有 4 位；訪問員便須順序由 1-4 重複點算至 10，抽出該次訪問受訪者。以此為例，合適受訪者該為編號 2 的家庭成員。

#### 隨機表

1	4	9	8	2	7	3	4	10	4	3	1	3	8
4	10	4	9	9	4	4	9	1	9	2	10	9	9
1	3	5	10	6	5	5	3	10	8	10	9	2	3
5	3	8	7	10	3	7	8	2	9	6	6	3	8
2	6	8	4	1	4	9	10	3	3	2	5	4	9
6	7	6	10	9	5	5	7	4	2	4	8	4	10
1	10	3	8	2	3	6	2	5	9	7	2	7	7

#### 探訪紀錄

	第一次探訪: _____	第二次探訪: _____	第三次探訪: _____
狀	<input type="checkbox"/> 成功訪問	<input type="checkbox"/> 成功訪問	<input type="checkbox"/> 成功訪問
況	<input type="checkbox"/> 無人在家	<input type="checkbox"/> 無人在家	<input type="checkbox"/> 無人在家
	<input type="checkbox"/> 非合適受訪者	<input type="checkbox"/> 非合適受訪者	<input type="checkbox"/> 非合適受訪者
	<input type="checkbox"/> 拒絕訪問	<input type="checkbox"/> 拒絕訪問	<input type="checkbox"/> 拒絕訪問
	<input type="checkbox"/> 已約下次重訪:	<input type="checkbox"/> 已約下次重訪:	<input type="checkbox"/> 已約下次重訪:

**第一部份: 基本資料****職員專用**

1. 性別  
1.  男性 2.  女性
2. 年齡  
1.  16-20 歲 3.  21-30 歲 4.  31-40 歲  
4.  41-50 歲 5.  51-60 歲 6.  61 歲或以上
3. 國籍  
1.  中國 2.  其他: \_\_\_\_\_
4. 婚姻狀況  
1.  單身 2.  已婚 3.  離婚 4.  喪偶
5. 居住在港年期  
1.  由出世到現在 2.  0-5 年 3.  6-10 年 4.  11 年或以上
6. 居住在天水圍的年期  
1.  由出世到現在 2.  0-5 年 3.  6-10 年 4.  11 年或以上  
5.  並不在天水圍居住, 居住區域: \_\_\_\_\_
7. 房屋種類  
1.  公屋 2.  居屋 3.  私人屋苑(業主) 4.  私人屋苑(租客) 5.  其他
8. 教育程度  
1.  小學或以下 2.  中一至中三 3.  中四至中五 4.  中六至中七  
5.  非學位大專課程 6.  大學學位或以上
9. 工作狀況  
1.  全日制學生 2.  家庭主婦 3.  兼職工作: \_\_\_\_\_ 4.  散工  
5.  全職工作: \_\_\_\_\_ 6.  失業, 維持了約: \_\_\_\_\_

**第二部份: 在社區投資共享基金計劃(以下簡稱基金計劃)的參與**

10. 你有否聽過社區投資共享基金計劃(以下簡稱基金計劃) (請訪問員展示基金計劃表) ? 10) \_\_\_\_\_  
1.  沒有 (請到第三部份) 2.  有, 請列明是那個: \_\_\_\_\_
11. 你有否參與過基金計劃 (請訪問員展示基金計劃表) ? 11) \_\_\_\_\_  
1.  沒有 (請到第三部份) 2.  有, 請列明是那個: \_\_\_\_\_
12. 你參與了基金計劃多少時間? 12) \_\_\_\_\_  
1.  少於6個月 2.  6個月至1年 3.  13個月至1年半  
4.  19個月至2年 5.  2年或以上
13. 你在這個計劃的參與程度是? 13) \_\_\_\_\_  
1.  全不活躍 2.  不活躍 3.  活躍 4.  十分活躍
14. 你參與這個計劃的聚會有多頻密? 14) \_\_\_\_\_  
1.  每星期多於一次 2.  每星期一次 3.  每個月兩次  
4.  每個月一次 5.  幾個月一次 6.  其他: \_\_\_\_\_
15. 你每個月為這個計劃付出多少時間? 15) \_\_\_\_\_  
小時數目: \_\_\_\_\_
16. 在這個計劃裡, 你有否參與活動策劃? 如: 策劃活動內容、程序設計等? 16) \_\_\_\_\_  
1.  沒有 2.  有

17. 整體來說，基金計劃的參加者都是：

a. 有共同宗教信仰	否	是
b. 性別相同	否	是
c. 有共同政治理念	否	是
d. 有相似的職業	否	是
e. 是同一年齡組別	否	是
f. 具相似教育水準	否	是
g. 具相同的種族	否	是
h. 具相同的籍貫	否	是

17a)\_\_\_\_\_

17b)\_\_\_\_\_

17c)\_\_\_\_\_

17d)\_\_\_\_\_

17e)\_\_\_\_\_

17f)\_\_\_\_\_

17g)\_\_\_\_\_

17h)\_\_\_\_\_

18. 你如何描述你與基金計劃的參加者的熟悉程度？

1.  全不熟悉 2.  大都不熟悉 3.  大都熟悉 4.  非常熟悉

18)\_\_\_\_\_

19. 你如何描述你與基金計劃的組織者的熟悉程度？

1.  全不熟悉 2.  大都不熟悉 3.  大都熟悉 4.  非常熟悉

19)\_\_\_\_\_

20. 你認為參與基金計劃，對你有什麼得著？(可選多項)

1.  學習到新技能/新知識 2.  獲得更多的資訊 3.  獲得情緒上的支援  
 4.  獲得實質/實物上的支援 5.  認識到新朋友 6.  有機會回饋社區  
 7.  獲得就業/增加收入的機會 8.  與家人的關係得到改善 9.  個人成長及改變  
 10.  對社區的歸屬感有所提昇 11.  其他: \_\_\_\_\_

20)\_\_\_\_\_

**第三部份: 研究主題**

21. 除了社區投資共享基金的計劃外，你有沒有參與其他的社區組織，如：社區中心／互委會？

21)\_\_\_\_\_

1.  有 2.  沒有 (請到第 31 條)

22. 承上題，如有，最常參與的三個社區組織是什麼？(請填寫組織的名稱)

c) 第一個組織: \_\_\_\_\_

22a)\_\_\_\_\_

d) 第二個組織: \_\_\_\_\_

22b)\_\_\_\_\_

d) 第三個組織: \_\_\_\_\_

22c)\_\_\_\_\_

23. 你在這些社區組織的參與程度是怎樣？	全不活躍	不活躍	活躍	十分活躍
a. 第一個組織	1	2	3	4
b. 第二個組織	1	2	3	4
c. 第三個組織	1	2	3	4

23a)\_\_\_\_\_

23b)\_\_\_\_\_

23c)\_\_\_\_\_

24. 最近一年，在最常參與的社區組織內，你參與聚會的頻密程度是多少？

1.  每星期多於一次 2.  每星期一次 3.  每個月兩次  
 4.  每個月一次 5.  幾個月一次 6.  其他: \_\_\_\_\_

24)\_\_\_\_\_

25. 整體來說, 這三個社區組織的參加者是完全不一樣, 還是會有一定的重覆?

1.  完全不重覆      2.  某些重覆      3.  大部份重覆

26. 整體來說參加者大部份都是:

	a. 第一個組織		b. 第二個組織		c. 第三個組織	
	否	是	否	是	否	是
i. 有共同宗教信仰	1	2	1	2	1	2
ii. 性別相同	1	2	1	2	1	2
iii. 有共同政治理念	1	2	1	2	1	2
iv. 有相似的職業	1	2	1	2	1	2
v. 是同一年齡組別	1	2	1	2	1	2
vi. 具似教育水準	1	2	1	2	1	2
vii. 具相同的種族	1	2	1	2	1	2
viii. 具相同的籍貫	1	2	1	2	1	2
ix. 居住在同一個社區	1	2	1	2	1	2

27. 你如何描述你與這些社區組織的組員的熟悉程度?

	全不熟悉	大都不熟悉	大都熟悉	非常熟悉
a. 第一個組織	1	2	3	4
b. 第二個組織	1	2	3	4
c. 第三個組織	1	2	3	4

28. 你如何描述你與這些社區組織的組織者的熟悉程度?

	全不熟悉	大都不熟悉	大都熟悉	非常熟悉
a. 第一個組織	1	2	3	4
b. 第二個組織	1	2	3	4
c. 第三個組織	1	2	3	4

29. 你認為參與這些組織, 對你有什麼得著?(可選多項)

1.  學習到新技能/新知識    2.  獲得更多的資訊    3.  獲得情緒上的支援  
 4.  獲得實質/實物上的支援    5.  認識到新朋友    6.  有機會回饋社區  
 7.  獲得就業/增加收入的機會    8.  與家人的關係得到改善    9.  個人成長及改變  
 10.  對社區的歸屬感有所提昇    11.  其他: \_\_\_\_\_

如曾參加社區投資共享基金計劃, 請回答第 30 題, 如沒有參加過, 請到第 31 題。

30. 這三個社區組織與社區投資共享基金計劃的參加者是完全不一樣, 還是會有一定的重覆?

1.  完全不重覆      2.  某些重覆      3.  大部份重覆

25) \_\_\_\_\_

26a)i \_\_\_\_\_

ii \_\_\_\_\_ iii \_\_\_\_\_

iv \_\_\_\_\_ v \_\_\_\_\_

vi \_\_\_\_\_ vii \_\_\_\_\_

viii \_\_\_\_\_ ix \_\_\_\_\_

26b)i \_\_\_\_\_

ii \_\_\_\_\_ iii \_\_\_\_\_

iv \_\_\_\_\_ v \_\_\_\_\_

vi \_\_\_\_\_ vii \_\_\_\_\_

viii \_\_\_\_\_ ix \_\_\_\_\_

26c)i \_\_\_\_\_

ii \_\_\_\_\_ iii \_\_\_\_\_

iv \_\_\_\_\_ v \_\_\_\_\_

vi \_\_\_\_\_ vii \_\_\_\_\_

viii \_\_\_\_\_ ix \_\_\_\_\_

27a) \_\_\_\_\_

27b) \_\_\_\_\_

27c) \_\_\_\_\_

28a) \_\_\_\_\_

28b) \_\_\_\_\_

28c) \_\_\_\_\_

29) \_\_\_\_\_

30) \_\_\_\_\_

31. 如果天水圍有一些與民生或社區設施不足有關的問題，你認為在社區內，誰會聚在一起解決這問題？

a. 天水圍內沒有任何人聚在一起（如果答「是」，請到第 33 題）	否	是
b. 政府	不會	會
c. 政治領袖/政黨/區議會	不會	會
d. 社區組織	不會	會
e. 天水圍的社區領袖[例如互委會/居民關注組代表等]	不會	會
f. 鄰舍	不會	會
g. 其他：_____	不會	會

31a) \_\_\_\_\_

31b) \_\_\_\_\_

31c) \_\_\_\_\_

31d) \_\_\_\_\_

31e) \_\_\_\_\_

31f) \_\_\_\_\_

31g) \_\_\_\_\_

32. 誰會作為領導者？答：\_\_\_\_\_（請填寫會提供幫助的人的類別）

32) \_\_\_\_\_

33. 作為住在水圍的人來說，你認為天水圍居民在以下各方面有沒有明顯的差異？	沒有	有	如有：這些差異會對天水圍帶來不好的影響嗎？	
a. 教育程度的分別	1	2	不會	會
b. 有些人很德高望重，有些人卻很卑微	1	2	不會	會
c. 香港出生的人及新來港人士的分別	1	2	不會	會
d. 政治取向的分別	1	2	不會	會
e. 宗教信仰的分別	1	2	不會	會
f. 其他：_____	1	2	不會	會

33a) \_\_\_/\_\_\_

33b) \_\_\_/\_\_\_

33c) \_\_\_/\_\_\_

33d) \_\_\_/\_\_\_

33e) \_\_\_/\_\_\_

33f) \_\_\_/\_\_\_

34. 天水圍居民之間有沒有以下問題存在？	沒有	有	如有：這些問題會對天水圍帶來不好的影響嗎？	
a. 貧富懸殊	1	2	不會	會
b. 權力不均衡	1	2	不會	會
c. 男女不平等	1	2	不會	會
d. 年齡歧視	1	2	不會	會
e. 種族歧視	1	2	不會	會
f. 人與人之間的不信任	1	2	不會	會
g. 香港出生的人及新來港人士的待遇不平等	1	2	不會	會
h. 社區的不團結	1	2	不會	會
i. 有差異的人不會相互協助	1	2	不會	會
j. 其他：_____	1	2	不會	會

34a) \_\_\_/\_\_\_

34b) \_\_\_/\_\_\_

34c) \_\_\_/\_\_\_

34d) \_\_\_/\_\_\_

34e) \_\_\_/\_\_\_

34f) \_\_\_/\_\_\_

34g) \_\_\_/\_\_\_

34h) \_\_\_/\_\_\_

34i) \_\_\_/\_\_\_

34j) \_\_\_/\_\_\_

35. 據你所知，在過去一年，天水圍居民曾否與政府或其他團體連繫，就以上的問題作出解決的行動？

1.  從沒有 (請到第 39 條) 2.  一次 3.  數次 4.  經常

35)\_\_\_\_\_

36. 在過去一年裏，你有沒有參與過這些行動？

1.  沒有 (請到第 39 條) 2.  有

36)\_\_\_\_\_

37. 如有參與，次數是多少？

1.  一次 2.  數次 3.  經常

37)\_\_\_\_\_

38. 你認為這些行動成功嗎？

1.  否，全部不成功 2.  部份成功，但部份沒有 3.  全都成功

38)\_\_\_\_\_

39. 你是否需要以下服務？	不需要	需要	如需要：這些需要是否在社區裏得到滿足？			
a. 教育/學校	1	2	完全不能夠	不能夠	能夠	完全能夠
b. 醫療保健/診所	1	2	完全不能夠	不能夠	能夠	完全能夠
c. 住屋	1	2	完全不能夠	不能夠	能夠	完全能夠
d. 工作技能訓練/就業	1	2	完全不能夠	不能夠	能夠	完全能夠
e. 借貸或銀行	1	2	完全不能夠	不能夠	能夠	完全能夠
f. 交通	1	2	完全不能夠	不能夠	能夠	完全能夠
g. 水、電、煤等的供應	1	2	完全不能夠	不能夠	能夠	完全能夠
h. 環境/公共衛生	1	2	完全不能夠	不能夠	能夠	完全能夠
i. 人權保障/調解服務	1	2	完全不能夠	不能夠	能夠	完全能夠
j. 保安或警員	1	2	完全不能夠	不能夠	能夠	完全能夠

39a)\_\_\_/\_\_\_

39b)\_\_\_/\_\_\_

39c)\_\_\_/\_\_\_

39d)\_\_\_/\_\_\_

39e)\_\_\_/\_\_\_

39f)\_\_\_/\_\_\_

39g)\_\_\_/\_\_\_

39h)\_\_\_/\_\_\_

39i)\_\_\_/\_\_\_

39j)\_\_\_/\_\_\_

40. 在過去三年，你有否參與以下活動:	沒有	有
a. 在選舉中投票	1	2
b. 積極參與組織	1	2
c. 聯繫有影響力的人士	1	2
d. 引起傳媒關注某些問題	1	2
e. 積極參與社區活動	1	2
f. 作為候選人，積極參與地區組織或區議會選舉 (如：競選區議員/互委會/家教會等，請列明：_____)	1	2
g. 參與遊行	1	2
h. 與你當區的議員/代表聯繫	1	2
i. 參與抗議政府政策的行動	1	2
j. 與社區內的其他人士交流傾談社區議題	1	2
k. 向有關方面檢舉不法事件/罪行的發生	1	2
l. 捐錢或捐助實物	1	2
m. 為慈善團體擔任義工	1	2

40a)\_\_\_\_\_

40b)\_\_\_\_\_

40c)\_\_\_\_\_

40d)\_\_\_\_\_

40e)\_\_\_\_\_

40f)\_\_\_\_\_

40g)\_\_\_\_\_

40h)\_\_\_\_\_

40i)\_\_\_\_\_

40j)\_\_\_\_\_

40k)\_\_\_\_\_

40l)\_\_\_\_\_

40m)\_\_\_\_\_

41. 如果社區內某一個人遇到不幸的事，如：喪失親人，你認為會有人幫助他們嗎？  
 1.  不會 2.  會

41)\_\_\_\_\_

42. 如有，他們可以找誰幫助？(請填寫會提供幫助的人的類別)

42a)\_\_\_\_\_

42b)\_\_\_\_\_

42c)\_\_\_\_\_

a. _____	b. _____	c. _____
----------	----------	----------

43. 如果你的鄰舍遇到經濟困難，你認為有人會給予他經濟援助？  
 1.  不會 2.  會

43)\_\_\_\_\_

44a)\_\_\_\_\_

44b)\_\_\_\_\_

44c)\_\_\_\_\_

44. 如有，他們可以找誰幫助？(請填寫會提供幫助的人的類別)

a. _____	b. _____	c. _____
----------	----------	----------

45. 如果你的鄰舍遇到經濟困難，你認為有人會給予他經濟以外的援助？  
 1.  不會 2.  會

45)\_\_\_\_\_

46. 如有，他們可以找誰幫助？(請填寫會提供幫助的人的類別)

46a)\_\_\_\_\_

46b)\_\_\_\_\_

46c)\_\_\_\_\_

a. _____	b. _____	c. _____
----------	----------	----------

47. 如果天水圍內有家庭需要離開一段時間，他們會請求誰協助他們處理信件或為盆栽植物澆水？

47)\_\_\_\_\_

1.  不同住的親戚 2.  鄰舍 3.  社區內的人  
 4.  其他，請註明：\_\_\_\_\_ 5.  沒有任何人

48. 如果你有急事需要離開數小時，你會找誰協助你照顧你的孩子？(記錄最先提及的三項)

1.  其他的家庭成員 2.  鄰舍 3.  在社區內的任何可以給予這種支持的人士  
 4.  提供暫託服務的組織 5.  其他，請註明：\_\_\_\_\_ 48)\_\_\_\_\_  
 6.  沒有任何人 7.  沒有孩子

49. 假設在天水圍，有兩個居民發生嚴重爭執，你認為誰會協助他們解決紛爭？(記錄最先提及的三項)

49)\_\_\_\_\_

1.  沒有人 2.  他們兩個 3.  家人 4.  鄰舍  
 5.  社區領袖 6.  宗教領袖 7.  法律界人士 8.  其他:\_\_\_\_\_

50. 如果一個社區計劃不是直接對你有利益但是幫助到別人，你會為這個計劃付出金錢或時間嗎？

50a)\_\_\_\_\_

50b)\_\_\_\_\_

a. 金錢	<input type="checkbox"/> 不會	<input type="checkbox"/> 會
b. 時間	<input type="checkbox"/> 不會	<input type="checkbox"/> 會

51. 請填寫表達你對以下句子的同意程度。	十分 不同意	不同 意	同意	十分 同意
a. 天水圍居住的人大部份都是可以信任的。	1	2	3	4
b. 社區內的人通常只是在意自己的利益，而不太理會整個社區的利益。	1	2	3	4
c. 天水圍是一個充滿矛盾的社區。	1	2	3	4
d. 與其他地方比較，天水圍這個社區有著更多的矛盾。	1	2	3	4
e. 如我有需要，有人會願意幫助我。	1	2	3	4
f. 我不留意天水圍這社區裡其他人的意見。	1	2	3	4
g. 如我有需要，天水圍居住的大部份人都會願意幫助我。	1	2	3	4
h. 天水圍居住的人比其他地方居住的人更為可信。	1	2	3	4
i. 天水圍在過去三年發展得不錯。	1	2	3	4
j. 天水圍的居民是願意參與社區事務的。	1	2	3	4
k. 在水圍居住的人大致上都信任他人。	1	2	3	4
l. 與我參與同一個社區組織/基金計劃的人比其他人較為可信。	1	2	3	4
m. 我感到自己是天水圍的一份子。	1	2	3	4
n. 在水圍，我需要警覺其他人是否會佔我便宜。	1	2	3	4
o. 如果我在街上掉了銀包，有人會拾到並設法交給我。	1	2	3	4
p. 與在其他地區居住的人相比，天水圍居民之間的關係是更加不和諧的	1	2	3	4
q. 我可以令天水圍成爲一個更美好的居住地方。	1	2	3	4
r. 如果有關改善天水圍社區的政策需要作出決定，天水圍的居民是可以參與決定的。	1	2	3	4
s. 天水圍的居民皆可令天水圍成爲一個更美好的居住地方。	1	2	3	4
t. 在過去三年的天水圍，人與人之間的信任變得更好。	1	2	3	4
u. 天水圍居住的人比其他地方居住的人更願意去信任他人。	1	2	3	4
v. 天水圍居民之間的關係是不和諧的。	1	2	3	4
w. 天水圍居住的人願意爲著共同的目標（如：令天水圍變得更和諧）付出時間。	1	2	3	4
x. 天水圍居住的人願意爲著共同的目標（如：令天水圍變得更和諧）付出金錢。	1	2	3	4
y. 與在其他社區居住的人相比，在水圍居住的人更願意爲著共同的目標付出時間。	1	2	3	4
z. 與在其他社區居住的人相比，在水圍居住的人更願意爲著共同的目標付出金錢。	1	2	3	4

職員專用

51a)\_\_\_\_\_

51b)\_\_\_\_\_

51c)\_\_\_\_\_

51d)\_\_\_\_\_

51e)\_\_\_\_\_

51f)\_\_\_\_\_

51g)\_\_\_\_\_

51h)\_\_\_\_\_

51i)\_\_\_\_\_

51j)\_\_\_\_\_

51k)\_\_\_\_\_

51l)\_\_\_\_\_

51m)\_\_\_\_\_

51n)\_\_\_\_\_

51o)\_\_\_\_\_

51p)\_\_\_\_\_

51q)\_\_\_\_\_

51r)\_\_\_\_\_

51s)\_\_\_\_\_

51t)\_\_\_\_\_

51u)\_\_\_\_\_

51v)\_\_\_\_\_

51w)\_\_\_\_\_

51x)\_\_\_\_\_

51y)\_\_\_\_\_

51z)\_\_\_\_\_

完! 謝謝!

社區投資共享基金計劃表

	計劃名稱	機構
A1	互助共融・樂聚天盛	仁濟醫院社會服務部
A2	天逸鄰里互助計劃	元朗大會堂管理委員會有限公司
A3	晴天計劃	伯裘書院
A4	「天廚」鄰舍互助計劃	東華三院
A5	「愛・天澤」社區網絡	香港中華基督教青年會
A6	互強互助成長計劃	香港中華基督教青年會
A7	彩虹社區	香港天水圍婦女聯合會
A8	天水圍展望工程之天耀社區網絡計劃	香港青年協會
A9	「愛明天」家庭支援計劃	香港基督教女青年會天水圍綜合社會服務處
A10	天華邨「愛鄰舍・滿盼望」計劃	香港聖公會福利協會
A11	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)	香港電腦商會有限公司
A12	舞動正能量	基督教香港信義會社會服務部
A13	手挽手健康社區互助計劃	博愛醫院
A14	家庭綠洲---開心家庭建築師	博愛醫院陳平紀念長者鄰舍中心
A15	有里同行 樂天計劃	新生精神康復會
A16	屯門小老闆	路進會
A17	晴天行動~家庭鄰舍網絡發展計劃	鄰舍輔導會
A18	「全人培育」先導計劃	Roundtable Community Limited
B2	和諧之家『守望星』計劃	和諧之家
B3	闖出天地	香港扶幼會
B4	天水圍展望工程之悅恩社區網絡計劃	香港青年協會
B5	真心英雄計劃	香港國際社會服務社
B6	「想創空間」企業師徒計劃	基督教香港信義會青少年就業輔導服務
B7	你我一家親，生活樂繽紛	博愛醫院朱國京夫人紀念幼兒中心
B8	長幼心連心互助計劃	博愛醫院陳平紀念長者鄰舍中心
C1	元朗區家長教師聯會－「結伴同行1+1」－ 家庭成員培訓計劃	元朗區家長教師聯會有限公司
C2	開心營聚	香港婦聯
C3	Community Angels of Tin Shui Wai	新福事工協會有限公司

## Appendix 6: Letter to residents (household survey)

敬啟者：

香港理工大學應用社會科學系獲香港特區政府勞工及福利局社區投資共享基金的委託，即將在天水圍區進行一項「天水圍區居民社會資本的發展」的問卷調查，旨在了解居民的生活狀況、社會網絡及社區資源等，以評估天水圍社區的社會資本發展情況。

是次項研究中，我們得到的資助，並利用隨機抽樣方法選出閣下住址。我們將於七月至九月期間，派出持有證明文件（香港理工大學訪問員證明書）的訪問員到府上拜訪，並於貴戶中抽選其中一位成員為訪問對象。特函懇請閣下或貴戶成員屆時能撥冗接受訪問。訪問所得資料將會**絕對保密**，問卷經電腦分析後即被銷毀。

閣下如有任何查詢或預約訪問時間，請與香港理工大學江小組（電話：9231xxxx）或陳小姐聯絡（電話：34008378）。肅此奉達，敬祝

近安

此致

貴戶主台鑒

調查總負責人

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丁惠芳博士謹啟

二零一一年七月四日

4 July 2011

Dear Sir/Madam,

Department of Applied Social Sciences, the Hong Kong Polytechnic University is commissioned by the Community Investment and Inclusion Fund, Labour and Welfare Bureau of the Hong Kong SAR Government to conduct a household survey in the district of Tin Shui Wai for the purpose of studying the social capital development among residents. The prime concern of this survey is to assess the social capital development and its impact on the various aspects of living among the residents. We are confident that the information collected in this survey will contribute to a better understanding on the subject matter.

Through scientific sampling procedures, your address has been randomly selected. Interviewers with proper identifications (Attestation issued by the Hong Kong Polytechnic University) will visit your home between July and September this year to interview one member of your household. We would be grateful if you or other members of your household could kindly grant us an interview. We would ensure that all data collected will be treated confidentially and analyzed in aggregated form with those of other respondents. All questionnaires will be destroyed after computer data analysis.

Should you require additional information about this survey, please feel free to contact Miss Kong or Miss Chan, research associates of the survey, at 9231xxxx or 34008378 respectively.

Thank you in advance for your co-operation.

Yours faithfully,

TING Wai-fong (Dr.)  
Associate Professor  
Department of Applied Social Sciences  
The Hong Kong Polytechnic University

## Appendix 7: Research brief to project operators

### 社區投資共享基金 香港理工大學應用社會科學系 第二次研究及評估

- 一、 題目: 社區投資共享基金計劃推動天水圍社會資本發展的成效研究
- 二、 計劃負責人: 丁惠芳博士
- 三、 對象: 天水圍區內所有社區投資共享基金計劃(已完成及進行中)
- 四、 研究目標及具體內容:

研究目標	具體內容
1. 了解社區投資共享基金計劃能否推動天水圍的參加者及非參加者社會資本的發展。	a. 計劃參加者的社會資本發展狀況 b. 天水圍居民的社會資本發展狀況 c. 天水圍社區的社會資本發展狀況
2. 紀錄社會資本發展的機制和過程, 及識別社區投資共享基金計劃的成功因素及良好的實踐。	d. 基金計劃的類型, 目的及活動內容; 計劃統籌及協作者的角色; 策略的運用 e. 計劃各類參加者的參與模式 f. 社區投資共享基金及不同政府部門的支援; 不同基金計劃、不同社區組織之間的協作 g. 組群的產生及數目
3. 了解社會資本發展對計劃參加者及天水圍社區福祉的影響	h. 社會資本發展對參加者福祉的影響 i. 社會資本發展對天水圍社區福祉的影響

#### 五、 資料搜集的方法及主要查詢者:

資料搜集的方法	主要查詢者
質性研究方法: ➢ 檔案回顧 ➢ 個別訪談 ➢ 聚焦小組 ➢ 參與式觀察	➢ 計劃統籌 ➢ 計劃參加者 ➢ 計劃協作伙伴 ➢ 基金委員及秘書處代表 ➢ 政府部門代表, 如: 社署專員, 民政事務專員
量化研究方法: ➢ 計劃為本的問卷調查 ➢ 社區為本的問卷調查	➢ 計劃參加者 ➢ 天水圍居民

## 六、 建議基金計劃作出的協調:

資料搜集的方法	主要查詢者的數量
1. 檔案回顧	<ul style="list-style-type: none"> <li>● 計劃建議書</li> <li>● 每季報告</li> <li>● 服務數字統計</li> <li>● 計劃各類參加者的名單</li> <li>● 職員及行政架構</li> <li>● 計劃各類的評估表格及相關的資料整理</li> </ul>
2. 個別訪談: 共 6 個	<ul style="list-style-type: none"> <li>● <b>4 位參加者</b> <ul style="list-style-type: none"> <li>➢ 2 名由計劃同工建議</li> <li>➢ 另 2 名由研究員在進行參與式觀察後再邀請</li> <li>➢ 訪談主線: 參加者參與計劃的個人經驗及社會資本的發展/計劃參與對參加者的福祉的影響等</li> </ul> </li> <li>● <b>1 位計劃統籌</b> <ul style="list-style-type: none"> <li>➢ 熟悉計劃發展者</li> <li>➢ 訪談主線: 計劃設計、活動執行策略、計劃發展的成效、推行的困難等</li> </ul> </li> <li>● <b>1 位計劃協作者</b> <ul style="list-style-type: none"> <li>➢ 與計劃緊密協作的夥伴團體代表或積極參與的師友</li> <li>➢ 訪談主線: 與計劃協作的模式及成效等</li> </ul> </li> </ul>
3. 聚焦小組: 1 組	<ul style="list-style-type: none"> <li>● <b>3-4 位參加者</b> <ul style="list-style-type: none"> <li>➢ 訪談主線: 參加者的參與經驗及互動模式等</li> </ul> </li> </ul>
4. 參與式觀察: 1 次	<ul style="list-style-type: none"> <li>● 計劃統籌建議最少 1 次具代表性的小組/活動讓研究員作參與式觀察(2010 年 11 月至 2011 年 4 月期間), 目的為了解社會資本發展的過程及機制</li> </ul>
5. 問卷調查	<ul style="list-style-type: none"> <li>● 50 位計劃參加者</li> <li>● 若計劃超過 50 位參加者, 即透過參加者名單作隨機抽樣</li> </ul>

## 七、 時間安排

月份	預計時間	內容
第一階段	11/2010	<ul style="list-style-type: none"> <li>● 與基金計劃同工會面</li> <li>● 識別研究對象及落實研究計劃</li> <li>● 設計問卷及面談指引</li> </ul>
第二階段	12/2010 至 8/2011	<ul style="list-style-type: none"> <li>● 進行各項的研究活動, 包括參與式觀察, 深入訪談, 聚焦小組, 問卷調查及檔案回顧</li> </ul>
第三階段	2/2011 至 10/2011	<ul style="list-style-type: none"> <li>● 資料分析及報告草擬</li> </ul>
第四階段	10/2011 至 12/2011	<ul style="list-style-type: none"> <li>● 資料最後整理及報告撰寫</li> </ul>

## 八、 資料處理

1. 機構及參加者的意見只會作研究分析之用。
2. 而一切所提供的意見及個人資料，只會作綜合研究分析之用，絕不記名，並絕對保密。
3. 機構如有需要，可索取與計劃相關的研究分析，以協助計劃持續發展所用。
4. 所有研究相關資料，在整個研究完成後將會銷毀。

## 九、 聯絡方法

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## Appendix 8: Supplementary information of two surveys

Table 1: Household survey respondents by housing estate

Household survey respondents by housing types	No. of household survey respondents	%
天耀	120	11.9%
天瑞	111	11.0%
天華	86	8.5%
天晴	79	7.8%
天恩	75	7.4%
天恆	61	6.0%
天逸	55	5.4%
天澤	49	4.8%
俊宏軒	41	4.1%
天悅	34	3.4%
天慈	28	2.8%
<b>Sub-total (Public Housing):</b>	<b><u>739</u></b>	<b><u>73.1%</u></b>
<b>Home Ownership Scheme</b>	<b>No. of respondents</b>	<b>%</b>
天盛苑	77	7.6%
天愛苑	7	0.7%
天祐苑	20	2.0%
天麗苑	15	1.5%
天富苑	22	2.2%
天頌苑	63	6.2%
<b>Sub-total (Home Ownership Scheme):</b>	<b><u>204</u></b>	<b><u>20.2%</u></b>
<b>Private Housing</b>	<b>No. of household survey respondents</b>	<b>%</b>
柏慧豪園	4	0.4%
麗湖居	4	0.4%
美湖居	25	2.5%
景湖居	9	0.9%
樂湖居	20	2.0%
賞湖居	6	0.6%
翠湖居	0	0.0%
<b>Sub-total (Private Housing):</b>	<b><u>68</u></b>	<b><u>6.8%</u></b>
<b>Overall</b>	<b>1011</b>	<b>100%</b>

Table 2: The list of projects which household survey respondents have heard about and have participated in

	Project name	No. of residents have heard	No. of residents have participated in
A1	互助共融・樂聚天盛	11	1
A2	天逸鄰里互助計劃	9	/
A3	晴天計劃	29	/
A4	「天廚」鄰舍互助計劃	3	/
A5	「愛・天澤」社區網絡	4	1
A6	互強互助成長計劃	2	/
A7	彩虹社區	6	/
A8	天水圍展望工程之天耀社區網絡計劃	7	/
A9	「愛明天」家庭支援計劃	4	/
A10	天華邨「愛鄰舍・滿盼望」計劃	10	1
A11	電腦「潮」代 -- 專才社區深化就業計劃 (LD-CIIF)	2	/
A12	舞動正能量	1	/
A13	手挽手健康社區互助計劃	0	/
A14	家庭綠洲---開心家庭建築師	0	/
A15	有里同行 樂天計劃	0	/
A16	屯門小老闆	0	/
A17	晴天行動~家庭鄰舍網絡發展計劃	5	1
A18	「全人培育」先導計劃	0	/
B2	和諧之家『守望星』計劃	1	/
B3	闖出天地	0	/
B4	天水圍展望工程之悅恩社區網絡計劃	1	/
B5	真心英雄計劃	0	1
B6	「想創空間」企業師徒計劃	1	/
B7	你我一家親，生活樂繽紛	0	1
B8	長幼心連心互助計劃	1	2
C1	元朗區家長教師聯會－「結伴同行 1 + 1」－家庭成員培訓計劃	2	/
C2	開心營聚	0	/
C3	Community Angels of Tin Shui Wai	1	/
	Total	101	8