

CSRADAR

二級行政主任 面試試題庫

Prepared by :
CSRADAR

行政主任面試流程

- 行政主任只設一輪面試，整個過程大約 30 分鐘
- 當中包括三個核心環節：個人自身問題、情境題、時事題
- 三個部分的提問數量比例相似 1:1:1
- 提問主要以廣東話及英語為主，隨時切換語言

自身問題

- Please briefly introduce yourself (1-2 minutes).
- Tell us about your previous work experience. How is it related to the EO role?
- Why would you like to work in our organization? What's your career in marketing background?
- What are your strengths and weaknesses? Any relevant internship, or previous work experience?
- What do you know about our organization? Any previous work experience?
- Please tell me about your academic performance. How do you think you have performed in your studies, and what do you think you can improve?
- 詳情可以瀏覽 <https://academy.csradar.com/course/eo-interview-notes>
- EO role? What do you expect from the job? How will you fit in our organization?
- Did you ever work in a team? If so, how did you work with others? Why not?
- How do you handle pressure? What's your biggest challenge in your current job?
- Tell me about your communication skills and how you deal with conflicts.
- How would other students or colleagues describe you?

- How can you convince me that you are responsible and detail-oriented?
 - What are the vision and mission of the EO grade?
 - Why do you want to join the EO grade?
 - Why do you want to join our company?
 - What are your hobbies?
 - Among the following companies, which one is your favorite? Why?
 - What qualities do you look for in a friend?
 - What is the best gift you have ever received?
 - What qualities do you look for in a leader? Why?
 - What qualities do you look for in a leader? Why?
 - What qualities do you look for in a leader? Why?

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詳情可以瀏覽

<https://academy.csradar.com/course/eo-interview-notes>

- 見到你本人，你會否擔心自己的話不會被聽進去？
 - 你本身會否擔心EO會否擔心你的問題？
 - 為何不把問題列出來，再一一提出？
 - 你會否擔心EO會否擔心你的問題？
 - 以你所知，EO會否擔心你的問題？
 - EO有不了解的地方嗎？

- 你認為你性格中有什麼特質適合擔任EO？請舉出兩個。
- 你會如何解決工作中遇到的困難？
- 你認為自己性格上有沒有什麼弱點？對擔任EO有什麼影響？
會如何改善？
- (如考取執業資格) 你過往是否有相關經驗？
有
→ 有
→ 有
➤ 你已經參與過那些社會服務？
→ 有
→ 有
→ 有
➤ 你未來的職業生涯規劃？
→ 有
→ 有
→ 有
➤ 你如何評估自己的領導風格？
→ 有
→ 有
→ 有
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情境問題

- 情境題內容主要圍繞行政主任的實務工作，以不同的模擬處境以考核考生的待人處事態度和應對方式。
- 此部分對於大學畢業生及未有管理經驗的考生而言會相對困難，如有需要可以選擇報讀GoverWay EO面試課程以獲得最全面的答題框架及應對技巧。
- CSRADAR的會員可以獲得額外 \$ 200HKD折扣，只要付款前輸入優惠碼：**CSRADAR200S** 即可以優惠價報讀EO面試課程。
- 詳情可以瀏覽以下網站：<https://www.goverway.com/course/eo-interview>

課程介紹（由 GoverWay 提供）

EO 面試課程抽選近年的真實面試題目作析解，分析大部分考生出現失誤的地方，教授作答思路、應對技巧及提供面試題目參考答案。

課程時數：約 10 小時

課堂模式： 線上課程+模擬面試

語言： 主要以粵語講解配搭筆記 (情境題筆記以中英對照為主)



- You are the EO of a licensing office. One day, a man came to your office and complained that his license application had been refused. He was angry and demanded a refund of the application fee. However, according to policy, no refund is given. Your subordinate told you that he was not satisfied with the man's attitude.

→ (You are) ...
becoming ...
get up ...
→ (You are) ...
lost his
temper ...
uneasy.

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- (You are) ...
Worried ...
possible ...
leagues)
should this
at if the

→ (You are) ...
man ...
details ...
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→ (The man) ...
handing ...
What ...
happened ...

- Recently, your department planned to publish an internal newsletter to boost employee morale. You are now responsible for leading a team to prepare for this initiative. Can you describe the steps you would take?

- What would be the key focus areas in the newsletter?
- If most of the employees are not interested in the newsletter, how can you encourage them to participate?
- You are leading a team of 10 people. One person has performed poorly and is causing dissatisfaction among their colleagues. What would you do?

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- You are a manager in a company. You have been assigned to lead a team of 10 people. This afternoon, you will be meeting with your team to discuss their performance and upcoming tasks. You want to make sure that everyone is clear about their responsibilities and how they can contribute to the team's success.
- (Communication) How can you ensure that all team members are fully informed about their roles and responsibilities?
 - (Problem Solving) If there are any issues or challenges that need to be addressed, what steps will you take to resolve them?
 - (Use of Resources) How will you utilize available resources effectively to support the team's goals?

- You are an EO in a licensing office. Suddenly, the computer system malfunctions, and applications cannot be processed. There are many applicants waiting.

- How would you deal with the situation?
- Some citizens have applied for a license. What would you do about them?
- A citizen has asked for a copy of the application form. Is it possible to do so?

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- You are responsible for the relocation of your office six months from now.

What preparations would you make?

- If there is no budget, what would you do?
- If there is a budget, what would you take on the project?
- There is a budget, but the office is too small. How would you manage resource limitation?

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- What difficulties would you face?
- (Take a few minutes to think) What are you willing to explain?
- Other than the above, what increased working pressure or challenges do you have and what concerns?

- You are informed by your supervisor that a voice logger will soon be installed for your interview to record all telephone calls. However, he is concerned about your privacy. How would you handle this situation?
- Under what circumstances would you accept a voice logger for interviews?
- How do you handle your privacy?
- If you are asked to record your self-interview, how would you handle it?

- You are asked to attend an interview at 2 p.m., at the office of your supervisor. You have another appointment at 2 more hours later. What would you do?
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- What would you do if you have another appointment at the same time?
- What would you do if you have another appointment 2 hours later?
- What would you do if you have another appointment 4 hours later?

- You are an EO in the division. In the same division, there is another EO leading the other team and 1 SEO overseeing the entire division. Before you joined the division, neither team was assigned any responsibilities. Now, both teams are taking on these responsibilities, which has increased the burden. The SEO has been assigned some of the EO's administrative duties, but they are not fully equipped to handle such a decision. Now, the SEO asks you to take over some of those duties?
- If yes, how would you handle it?
- (Candidate) If yes, you can take over some of the SEO's responsibilities. However, your boss will be affected by this arrangement. How would you handle it?
 - (Candidate) If no, you can explain to your boss that you are willing to take over some of the SEO's responsibilities, but you need to be aware that this will affect your own work. You can also suggest that the SEO take on more responsibilities to help reduce the workload.

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- If no, how would you handle it?
- The SEO has asked you to take over some of their responsibilities. However, in return, you must take on part of their job, which has a workload similar to the grey area duties. Your boss has no objection to this arrangement. What will you do?

- Suppose your supervisor notices that colleagues often use mobile phones during work or browse non-work-related content on the company computer. They ask you to find a way to address the issue. What suggestions would you give?

- Would you like to know what others are concerned about?
- How would you like to approach the issue? Please consider the following questions:
 - to what extent do you feel it is unnecessary?
 - How do you feel about the content?

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- Suppose your supervisor asks you to prepare for an interview. She will be asked about your experience and how you will handle certain situations. What would you say?
- How would you like to approach the interview?
- When would you like to start preparing for the interview?
- Over how long period of time would you like to prepare?
- If there are any specific situations that you are required to handle, what would you say about them?
- How would you like to improve yourself in the future?

- Suppose your department has just moved into a new government building, and your boss asks you to arrange a fire drill for the entire building, including the basement. How would you change it?
- (Candidate) What do you think about the fire drill for the first time?
- Are there any suggestions for the fire drill?
- (Candidate) If the FSD suggests any changes to the fire drill, how would you handle it?
- How many questions does the interviewee have?
- Suppose you are a member of a non-profit organization, and you are asked to come up with a plan for the organization. What would you do?
- How many questions does the interviewee have?
- What would you do if the interviewee asks you a question that you don't know the answer to?
- What would you do if the interviewee asks you a question that you don't know the answer to?
- What would you do if the interviewee asks you a question that you don't know the answer to?

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- You are an Executive Officer in a department secretariat. The department is going to hold a consultation on the Policy Address six months later. What would you do?

 - Who would you involve in the consultation?
 - Does the consultation have to be open to the public?
 - How would you handle the consultation?
 - How would you handle the consultation if it is open to the public?
 - You are asked to handle a request over the telephone from a member of the public. The public wants to know how many staff members will be involved in the consultation. How would you handle this request?
 - Who would you involve in the consultation?

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➤ The government has received a request over the telephone from a member of the public. The public wants to know how many staff members will be involved in the consultation. How would you handle this request?

 - Who would you involve in the consultation?
 - Who would you involve in the consultation?

➤ You are an Executive Officer in a department secretariat. A citizen makes a request over the telephone. The citizen's request would violate departmental procedures. How would you handle this conflict?

- Imagine you have been tasked with creating the user manual for a new internal computer system that will be used by colleagues to record and monitor the progress of projects assigned. How would your approach drafting it?
- How can you make the manual easy to understand?
 - Consider the audience: Executive Office, Project Manager, etc.
 - Can you make the manual concise while drafting?
 - How can you ensure the manual is consistent and up-to-date?
- You are asked to draft a user manual for a new internal computer system. You are given the following information:
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- You are asked to draft a user manual for a new internal computer system. You are given the following information:
 - If your employer refuses to approve the manual, what can you do?
 - How can you address similar problems in the future?
 - What are some common mistakes made when drafting user manuals?

➤ Your Assistant Clerical Officer (ACO) is senior and unmotivated, as she feels secure in her position and is not afraid of being fired. Other colleagues hold a grudge against her for her lack of accountability and reliability. How would you handle this situation?

→ *(place)* What would you do?

→ *(concerned)* Insists that you're not good enough.

→ *(dealing)* How would you deal with it?

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➤ If your colleague is senior and unmotivated, you can borrow a few notes from them. If they're not available, you can seek help from the other members of the team.

→ *(dealing)* How would you deal with it?

→ *(seek)* Who would you seek for the request, but still be professional?

→ *(What)* What would you say to the person who asks you that they're not good enough?

- You are an Executive Officer (EO) working in a licensing office. A child is running around the waiting area, creating a mess. When your staff approached the father to address the issue, the father became angry and lodged a complaint. How would you handle this situation?
- The father is angry and has lodged a complaint. How would you handle this situation?
- To handle this situation, you could consider the following steps:
- You can provide the father with a copy of the course notes for the interview, which include:
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- One of the questions in the notes is: 詳情可以瀏覽 <https://academy.csradar.com/course/eo-interview-notes>
- One of your colleagues is pregnant and is due to give birth in a few weeks. She is currently working in a shift pattern that requires her to work late at night. You are considering changing her shift pattern to ensure she can manage her pregnancy and work effectively. How would you approach this situation?
- How would you approach this situation regarding the colleague's pregnancy?
- If you have to make a decision about her shift pattern, what factors would you consider in making this decision?
- If you have to make a decision, and your colleague must remain in her original post and shift pattern, how would you communicate this decision to her?

- Imagine you've noticed that your supervisor frequently uses their mobile phone during work hours, which seems to be affecting their productivity.

How would you approach this situation?

- (suggest) → (works over
the problem → (serious))
What is your supervisor doing when they are using
their mobile phone? Is it during work or after work?
Would it be better if your supervisor did not work in the team?
- Would you like to have a talk with your supervisor?

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- You are applying for the post of 'Second-tier Administrative Officer'.
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- The application form can be submitted online or by postal service.
→ What are the requirements for the post?
→ What are the benefits of the post?
→ What are the challenges of the post?

- Your department has tasked you with setting up an electronic system for issuing licenses. What aspects would you consider most important, and how would you approach the implementation of the project?
- What aspects would you consider most important?
 - What would be the first step in the implementation?
- A typical interview question is: How do you manage your time effectively? Please answer this question.
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- Due to the complexity of the work, it is often necessary to prioritize tasks. I would start by identifying the most critical tasks and setting specific goals for each. I would then create a timeline and allocate resources accordingly. It's also important to have a backup plan in case certain tasks take longer than expected.
- You are asked to organize a large-scale event. Please describe how you would go about it.
- How would you assign duties to your subordinates to ensure smooth execution?
 - What key aspects of the event would you pay special attention to?
 - What steps would you take right before the start of the event?

- You assigned your subordinate, an office assistant, to deliver an urgent and confidential document to another department. However, he calls you later to inform you that he has been delayed by a bus due to a car accident. How would you handle this situation?
- Upon receiving such a call, you should remain calm and professional.
- If you are not available at the moment, you can ask your office assistants, and let them handle it. It is important to maintain your composure and keep your tone friendly.

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- What would you do if you received a complaint from your supervisor? How would you handle it?
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- How would you handle a complaint from your supervisor? What would you do if you received a complaint from your supervisor? How would you handle it?

- If one of your subordinates shows low work effectiveness due to family issues, how would you handle the situation?
 - Would you talk to the subordinate to ensure they receive the necessary support to address staff members' performance? If so, how?
 - Would you consider giving them more responsibilities to increase their effectiveness?
 - Do you have any other suggestions?

- How would you prepare for a job interview for a position about the company's culture and mission?
 - What are the key skills required for the role?
 - What are the main responsibilities of the role?
 - What are the company's values and mission?
 - What are the company's strengths and weaknesses?
 - What are the company's future plans and goals?
- Complete the 'Secondary Executive Officer' course. It includes:
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- You are relocating to a new city with your spouse and 3 children. You will be working with a team of 5 colleagues. How would you manage the relocation process?
 - What potential risks could arise during the relocation process, and how would you mitigate them?

- 假設你發現有名下屬在假期帶家人到辦公室，你會如何處理？
- (考生意要視乎他有否完成訪客登記) 但即使有登記，到訪辦公室的人數量多寡，你會依循公司內部的規範進行參觀，你會：
 - (考生意要視乎他有否完成訪客登記) 但即使有登記，到訪辦公室是歸屬於哪一個部門，你會：
 - 你會：

- 假設你發現有個員工在辦公室裡，他正研發新產品，並負責這項工作的推廣，你會：

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- 假設你發現有個員工在辦公室裡，他正研發新產品，並負責這項工作的推廣，你會：

- (考生意要視乎他有否完成訪客登記) 但即使有登記，到訪辦公室的人數量多寡，你會依循公司內部的規範進行參觀，你會：
- 舉例來說，你會：
- 如何向他說明：

- 假設部門於明日早上九時半將舉辦一個諮詢會議，當中有邀請專業團體出席作交流，但你於晚上才收到管理處通知指會議室有天花剝落，你會如何處理？

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<https://academy.esradar.com/course/c0-interview-notes>

你會如何處理？

- 你是 Team A 的主管，要和 Team B 合併，試述合併會面對甚麼和甚麼解決方案？

- 如何溝通彼此的價值觀
- 如何溝通彼此的管理風格 (Team A 主管) 和 Team B 主管
- 如何溝通彼此的員工

- 上司認為你最優秀的特質是什麼？在你的處

理程序中

→ 如何

→ 有

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- 部門需要新開數個櫃位為市民提供服務，你會如何準備？
- 開張第一日發現人數超過預算，你如何處理？
- 你會如何應付市民對服務的不滿？
- 假若有市民在你面前偷懶，如：
- (1) 有市民在你面前偷懶，如：何處理？
- (2) 有市民在你面前偷懶亦情有
- 完整版的「二級行政主任」共有
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 - 約 50 題情境題題目及 170 題追問題目
 - 約 35 題時事題及 100 題追問題目
- 政府
- 詳情可以瀏覽
<https://academy.csradar.com/course/eo-interview-notes>
- 1. 請問當你在一個禮拜內要出席多個會議，你會如何安排？
- 2. 請問當你在一個禮拜內要出席多個會議，你會如何安排？
- 其他

➤ 有位年資較長的下屬認為你缺乏經驗，因此不停「搞小圈子」和「唱衰」你，你會如何處理？

→ 如果他說得對，我會認真聽取他的意見，並不用認

真看來

→ 如果他說得錯，我會繼續努力工作，並向他說明

→ 你的問題我會認真聽取，並向他說明

何處

➤ 假設你被指派為某項任務的負責人，但你知道是由

於要接觸到的某個部門，但你沒有收到該部門的資料時亦未

→ (考慮) 一直沒有收到該部門的資料，我會否覺

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→ 你可以在網上找尋相關資訊，或向其他同事請教，他們就可以

早上

→ 下屬

➤ 假設你在學生資助辦事處工作，學資處每年都會舉辦獎學金頒發活動，大約有1000個學生和嘉賓參加，現時距離活動約六個月，你會如何準備？

- 疫情：
 - 如果沒有疫情，你會如何處理？會否考慮到場？
 - 如果有疫情，你會如何處理？會否考慮線上比較好，你會如何回應？
- 如何回應？
- 你工作上遇到的問題：
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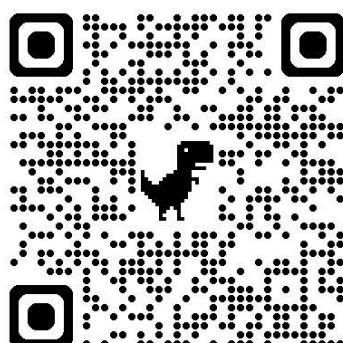
- 其他問題：
 - 這情況，你會如何處理？
 - 合約：
 - 你會如何處理？

時事問題

- 時事題內容主要圍繞香港的本地民生議題，以考核考生對本地政策的認識及對於本地民生問題的了解。
- 部分議題可能會涉及中港元素及與鄰近城市進行比較。
- 此部分主要以廣東話進行，亦有機會用英語提問。建議考生在溫習時需要閱讀政策文件/新聞的英文版。如有需要可以選擇CSRADAR以下兩項針對時事題而設的線上學習服務，以提升英語水平及對本地政策的認識。

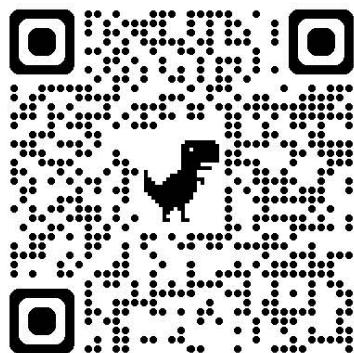
➤ 英文時事詞彙庫

- 英文時事詞彙庫的生字都是精挑細選，專門挑選出較複雜但政府常見的英文詞彙。每個生字都附有清晰的解釋，包括中文翻譯、詞性、同根字及例句，讓你了解如何在實際情境中運用這些生字，全方位增強你的語言表達能力。
- 詞彙庫每日更新，讓你隨時學習到最新的生字和政策導向的時事內容。不僅能提高自己的英文水平，還能深入了解政府的政策變動和社會議題。每天與時事接軌，讓你在公務員面試更具優勢。
- 詳情可以瀏覽以下網站：<https://academy.csradar.com/course/eng-vocab-bank>



➤ 面試時事及部門政策搜尋器

- 公務員面試經常問及時事資訊及部門政策，但網上新聞資訊極多，令準備面試困難重重。因此，CSRADAR 開發時事及部門政策搜尋器，專為準備公務員面試設計，挑選較大機會於面試問及的時事資訊，按部門和政策範疇分類並提供內容概要，讓你快速掌握重點政策，增加通過面試的機會。
- 試用版本：<https://csradar.com/useful-info/current-affairs-database>
- 完整版本：<https://academy.csradar.com/course/current-affairs-database-1m>



- 你對東大嶼都會發展計劃有什麼看法？
- 你認為如何平衡環保和發展？
 - 現在的方案是否能達到平衡？
 - 香港的方案呢？
- 你認為如何改善現時的方案？
- （考覈）方案的問題，並提出改進方案
 - 需要怎樣的政策？
 - （考覈）方案的問題，並提出改進方案
- 政府會否為方案付上財政責任？
- 不會，因為方案是屬於民間的
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 - 在社會上會否出現反對方案的抗爭？
 - 除了方案外，還有沒有其他方案？
 - 要角力，但方案會不會被否決？

- 如何可以改善香港交通堵塞的問題？
- （考生說增加鐵路網絡）請建議一些短期方案。
 - （考生說引入內地空中的士）引入過程你會考慮甚麼問題？
 - 你認為政府在推動新技術創建新可持續發展時，會如何適應否？

- 你對電子政務有何看法？
- 你認為政府在推動新技術創建新可持續發展時，會如何適應否？
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- 香港政府在推動新技術創建新可持續發展時，會如何適應否？
- 你認為政府在推動新技術創建新可持續發展時，會如何適應否？
 - 如果政府要推行該政策，預計會有甚麼阻力？
- 你是否同意「人死留全屍」的概念？
- （考生說人死留全屍）請建議一些短期方案。
 - 你認為政府在推動新技術創建新可持續發展時，會如何適應否？

➤ 你對剛發表之財政預算案有什麼看法？

- 哪一項政策最能滿足社會需求？
- 政府應如何改善？
- 大陸政策
- 你個人的意見

➤ 你認為政府在推動公務員人事任用上是否好？

- (請說明)

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➤ 你認為政府在推動公務員人事任用上是否好？

- (請說明)
- (請說明)
- 你個人的意見

➤ 什麼是公務員政治中立？

- 如果同事在社交平台發表個人政見，你認為是否合適？
- (考) 在一個含政治色彩的社會，你如何自處？
- (考) 在一個政治立場的社會，你會關注哪個人權問題？
- (考) 在國家近年的種種政策變動

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➤ 在各

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➤ 最低工資政策

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- 你認為香港應否推行法定最高工時?
- 你認為推行法定最高工時會對香港的經濟和就業市場帶來什麼影響?
 - 除了法定最高工時外，你認為還有什麼方法可以改善工作條件和生產率?
 - 如果政府決定推行法定最高工時，你會支持嗎?為甚麼?
- 你認為將來的行政長官選舉會有甚麼利弊?

你會

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➤ 香港可以如何發展特色旅遊？

- 你認為香港可以如何進一步發展成為一個具有特色的旅遊地點？
- (大約 1 分鐘)
- 你認為香港可以如何進一步發展成為一個具有特色的旅遊地點？
- (大約 1 分鐘)

➤ 香港近來的行政長官選舉

- 如何評論這場選舉？
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➤ 你會如何評論這場選舉？

- (香港近來的行政長官選舉)
- 在你眼中，這場選舉的問題？
- 如果你能夠改變這場選舉的問題？為什麼？

➤ 你認為 Uber 有沒有可能在香港合法化？

→ (有可能)

諾又會

→ (不可能)

如何會

→ 政府

➤ 你知道政府會問那些問題嗎？

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➤ 你會如何應付這些問題？

→ 就視乎

→ 試講

→ 有什麼

- 你對香港現時的少數族裔政策有什麼看法?
- 你認為香港現時的少數族裔政策在哪些方面需要更改進?
 - 少數族裔在社會上遇到的問題是什麼?
 - 你有沒有任何建議?
- 香港現時的二級行政主任選舉制度有什麼問題?
- 你提出有關二級行政主任選舉制度的問題或建議?
 - 剛剛提出的問題是關於二級行政主任選舉制度的問題嗎?
- 請問二級行政主任選舉制度的問題是什麼?
- 完整版的「二級行政主任」共有

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- 有聲音指香港社會出現「政治化」，你認同這個說法?
- 你認為「政治化」的問題是什麼?
 - 除了「政治化」之外，還有什麼問題?
 - 如何改善這些問題?
- 你對香港社會的多元文化政策有什麼看法?

➤ 政府近年推動「智慧城市」計劃，你認為可以如何便利市民的生活？但又有沒有什麼潛在的問題？

- 你認為「智慧城市」計劃為市民帶來了哪些便利？有沒有市民的日常生活受惠？
- 在推動「智慧城市」計劃時，社會層面的問題有那些？
- 你認為「智慧城市」計劃的不足之處，有哪些？

➤ 你可

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➤ 有些地區

題的成因

→ (考

全港

→ 深水埗

但有人又認為是一種本地特色文化，你認為應如何處理這個情況？

→ 你認為區議會是否一個良好的諮詢渠道？

- 香港的長者人口越來越多，你認為現時照顧長者的政策有什麼可以改善的地方？
- 在照顧長者方面，你認為現時政策有什麼不足？
 - 針對長者政策，你認為政府可以怎樣改善？
 - 在照顧長者方面，你認為現時政策有什麼不足？
 - 針對長者政策，你認為政府可以怎樣改善？

- 你認為二級行政主任（EO）的面試問題有什麼特點？
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 - 這個問題會考驗申請人對人口政策的了解程度。
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- 你認為政府部門在照顧長者方面的表現如何？
- 你認為政府部門在照顧長者方面的表現如何？
 - 這個問題會考驗申請人對政府部門照顧長者政策的了解程度。
 - 這個問題會考驗申請人對政府部門照顧長者政策的了解程度。
 - 這個問題會考驗申請人對政府部門照顧長者政策的了解程度。
- 你能詳細解釋一下你認為表現最好的政府部門的具體成就嗎？

- 你如會完整版的「二級行政主任」共有

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