



RADIO TELEVISION HONG KONG

ANNUAL REPORT

2021 – 2022

PURPOSE

This Annual Report provides an overview of the services provided, developments made and milestones achieved by Radio Television Hong Kong (RTHK) on various fronts in the past year. Through a detailed account of the Department's operations, the Report sets out the efforts RTHK has made to meet its public objectives and mission stipulated in the RTHK Charter (the Charter) and to strengthen its corporate governance and public accountability, including its handling of public complaints.

PUBLIC PURPOSES AND MISSION

2. RTHK provides radio services, television (TV) services and new media services to members of the public. At present, RTHK provides radio services through eight radio channels, including two channels relaying China National Radio Hong Kong Edition and Radio the Greater Bay¹. The TV Division of RTHK produces TV programmes and operates four digital terrestrial television (DTT) channels, with two channels relaying programmes of China Central Television Channel 1 and China Global Television Network (CGTN) Documentary¹. Its New Media Services provide different online platforms and contents for audiences through the official website “rthk.hk”, mobile applications and on social media.

3. The Charter, signed among the Chief Secretary for Administration, the Chairman of the then Broadcasting Authority and RTHK in August 2010, guides the operation and programmes produced by RTHK. Under the Charter, RTHK is to fulfill the following purposes –

- Sustain citizenship and civil society. This involves:
 - (i) promoting understanding of our community, our nation and the world through accurate and impartial news, information, perspectives and analyses;
 - (ii) promoting understanding of the concept of “One Country, Two Systems” and its implementation in Hong Kong; and

¹ Both CGTN Documentary and Radio the Greater Bay were launched on 1 July 2022.



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- (iii) engendering a sense of citizenship and national identity through programmes that contribute to the understanding of our community and nation;
 - Provide an open platform for the free exchange of views without fear or favour. This involves the provision of a wide range of programmes for public participation and expression of views, and provision of a platform to support and facilitate community participation in broadcasting, including the administration of a Community Broadcasting Involvement Fund;
 - Encourage social inclusion and pluralism. This involves the provision of programmes with diversity of programming coverage, universality of reach and sensitivity to the pluralistic nature of Hong Kong and the world. The objective is to enhance public understanding and acceptance of the cultural, linguistic, religious and ethnic diversity both in the local community and beyond;
 - Promote education and learning. This involves stimulating interest in a wide range of subjects, and providing information and resources to facilitate lifelong learning at all levels and for all ages; and
 - Stimulate creativity and excellence to enrich the multi-cultural life of Hong Kong people. This involves the production, commission and acquisition of distinctive and original content for public broadcast. There should be active promotion of public interest, engagement and participation in cultural activities, and its programming and other corporate policies and practices should foster creativity and nurture talent.
4. The mission of RTHK is to –
- Inform, educate and entertain members of the public through multi-media programming;
 - Provide timely, impartial coverage of local, national and global events and issues;



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- Deliver programming which contributes to the openness and cultural diversity of Hong Kong;
- Provide a platform for the Government and the community to discuss public policies and express views thereon without fear or favour; and
- Serve a broad spectrum of audiences and cater to the needs of minority interest groups.

OVERVIEW OF RTHK's WORK IN 2021-2022

5. In May 2020, the Commerce and Economic Development Bureau commissioned a review of the governance and management of RTHK to provide recommendations on improving its overall management systems as well as processes and practices, with a view to ensuring its full compliance with the Charter, the codes of practices issued by the Communications Authority (CA) and all applicable government rules and regulations. The Report on the Review of the Governance and Management of RTHK (the Review Report), released in February 2021, made a list of recommendations on improving RTHK's mechanisms for editorial management, complaint handling, performance measurement and evaluation, management of its workforce, financial management, stores and procurement, and information technology management. RTHK fully accepted the recommendations and embarked on implementing the key recommendations and major enhancement measures, as well as setting out the overall directions for the other recommendations.

6. In the previous year, RTHK put in place a robust and transparent editorial management mechanism to effectively fulfil its editorial responsibility. It also completed a comprehensive review of the complaint handling system resulting in enhancement of the complaint handling mechanism for better objectivity, impartiality and transparency. RTHK introduced a more meaningful performance measurement and evaluation framework to better align its performance measurement/evaluation with the requirements under the Charter. Details of the efforts RTHK has devoted in improving its corporate governance and accountability are set out in the section "Corporate Governance and Accountability" below.



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7. In respect of programming, RTHK strived to ensure that programmes produced and broadcast fulfil the public purposes, mission and programming objectives stipulated in the Charter, with appropriate amount of transmission hours allocated to each of these purposes and mission according to the prevailing social situation and needs. To achieve the purpose, RTHK has developed a set of Programme Production Goals (PPGs) which are based on the public purposes, mission and programming objectives set out in the Charter. The PPGs facilitates RTHK staff to have a consistent understanding and clear focus of the requirements of the Charter as early as during the programme planning stage, so as to better ensure that productions are in line with these requirements. In addition, the PPGs would also facilitate the public in evaluating the extent RTHK has fulfilled the overall requirements of the Charter. Details of our programmes produced in the past year under these PPGs are set out in the section “Programming Objectives and Highlights” below.

8. Similar to other parts of the world, Hong Kong has been constantly battling against COVID-19 epidemic in the past year. The government introduced different anti-epidemic measures on various fronts at different times focusing on reducing deaths, severe cases and infections, aiming to build a stronger city-wide protection barrier against the virus, thereby allowing our society to make steady strides along the path to normalcy. From time to time, the Government announced the latest anti-epidemic information and associated arrangements through different organisations and government departments such as the Department of Health, the Hospital Authority, the Centre for Health Protection, etc. RTHK manifested its role as a public service broadcaster (PSB) by following closely the latest development of the epidemic and proactively gathering relevant anti-epidemic information from different government information dissemination platforms for broadcast through its radio, TV and media services. With this service, the public needed not to worry about authenticity of information nor gather different kinds of information from different websites or broadcasting channels. The positive feedback received by RTHK so far has recognised and confirmed its value and contribution to the public in this aspect as a PSB. RTHK will keep up our efforts.

9. In support of Hong Kong’s integration into the overall national development, RTHK explored ways to enhance the mutual understanding of residents in Hong Kong and those in the Mainland, particularly those



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living in the Greater Bay Area. In addition to producing programmes to introduce the country's political and legal system, as well as the livelihood, culture and development opportunities of both regions, we explored opportunities for strategic cooperation with Mainland broadcasters to bring our programmes to the Mainland audience. Leveraging on the huge audience base of these Mainland broadcasters, we were able to amplify the impact of our programmes through a greater audience reach. We have made a good start in the previous year by entering into a strategic agreement on programme exchange between RTHK and Phoenix TV, followed by a number of jointly-produced programmes with other Mainland broadcasters in the Greater Bay Area.

CORPORATE GOVERNANCE AND ACCOUNTABILITY

10. The Review Report has provided comprehensive and practical recommendations on improving the corporate governance and accountability of RTHK as a PSB and as a government department. Following the recommendations, RTHK implemented the following enhancement measures –

Editorial Management Mechanism

11. To strengthen its editorial management system and enhance editorial governance, RTHK adopted a new editorial management mechanism with effect from March 2021. An editorial meeting consisting of Director of Broadcasting, as the Editor-in-chief, and senior management of RTHK takes up the editorial responsibility to review controversial programmes before their production and broadcast. RTHK has also introduced a clearer referral mechanism to allow programme production staff to submit plans to the editorial meetings for review at the early stage of programme planning, such that the editorial meeting could more proactively participate in and guide the production, thereby ensuring the programmes' compliance with the Charter and the Producers' Guidelines.

12. RTHK promulgated the "Editorial Policies and Processes of Radio Television Hong Kong (EPP)" on 29 September 2021, setting out RTHK's unique role, editorial values, editorial policies and guiding principles (with case studies), as well as the editorial processes of different types of productions for compliance by all RTHK programme makers. The EPP



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was constructed with reference to the Charter, the Producers' Guidelines, the codes of practice issued by the CA, advice from the RTHK Board of Advisors and the practices of key overseas public service broadcasters. To enhance transparency, the EPP has been uploaded to RTHK's website for public access.

13. Through the new editorial management mechanism, RTHK thoroughly implemented the editorial principles set out in the EPP, and would provide the greatest support to the programme makers. The respective Division Heads will continuously play an important vetting and gatekeeping role in the editorial process.

Complaint Handling Mechanism

14. RTHK implemented an enhanced complaint handling system in September 2021. We have drawn up specific procedures to handle programme-related complaints² to better respond to public concern. The Corporate Communications and Standards Unit assumes a central role in coordinating and handling all complaints received. It is responsible for receiving and acknowledging complaints, referring them to the appropriate subject officers for follow up, monitoring case progress, receiving investigation findings and issuing replies to complainants. Such centralised approach enhances efficiency in case handling and recording. RTHK set up a dedicated complaint hotline and launched an online complaint form on its website to facilitate the public to lodge a complaint.

15. To increase transparency and accountability in complaint handling, RTHK has uploaded a note entitled "Complaints Handling Procedures for Programme-related Matters" onto its website for public information, with clearly defined timeframes for completing different stages of the handling procedures. In addition, RTHK posts a summary of programme-related complaints it has received and handled on its website on a quarterly basis for public scrutiny.

² A programme-related complaint is defined as a complaint about issues concerning RTHK's radio, TV or new media services and which may be related to programme content, standards, programme quality, performance of presenters, reception problems or organisation of projects etc.

Performance Measurement and Evaluation Framework

16. Consequent upon a review of the existing performance evaluation and assessment standards, RTHK has drawn up a more meaningful performance evaluation framework with the measurement yardsticks directly related to each of the public purposes and mission in the Charter. Under the new framework, the following list of PPGs, which are based on the public purposes, mission and programming objectives set out in the Charter have been developed -

- (i) Promote understanding of our community, our nation and the world through provision of accurate, impartial and objective news and public affairs programmes;
- (ii) Promote understanding of the concept of “One Country, Two Systems” and engender a sense of citizenship and national identity;
- (iii) Provide a platform for the free exchange of views on public policies without fear or favour;
- (iv) Provide a platform to support and promote community participation in broadcasting, such that participants can convey their creation concepts and intended messages;
- (v) Encourage social inclusion and pluralism, reflect the diversity of Hong Kong and other places, encourage integration, inject positive energy into society, and cater to the needs of minority interest groups;
- (vi) Promote education and learning including e-learning;
- (vii) Stimulate creativity and originality with a view to promoting arts and cultural activities and nurturing talents; and
- (viii) Provide informative and entertaining programmes to broaden audiences’ horizons and for their leisure and relaxation.

17. All measurements and evaluations of RTHK’s performance regarding the extent to which it has achieved the requirements of the Charter will be made against measurable targets and indicators set against these eight PPGs. The performance targets focus on the output (e.g. transmission hours of programmes under the PPG) and outcome (e.g. audience reach of the programmes and the extent to which the PPG has been achieved). Performance indicators include the overall level of



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appreciation of programmes RTHK has produced under that PPG and the financial input to the transmission hours of programmes under particular PPGs. These measurements offer meaningful insights into the extent RTHK has achieved the requirements under the Charter and will be announced to the public regularly for the purpose of monitoring and measuring the achievements of RTHK in its service provision against the intended outcomes. The revamped performance evaluation framework will be fully implemented with effect from 2023-24.

Management of RTHK's Workforce

18. Operating in the broadcasting industry, which is an environment of diversity, creative ideas and flexible intake and deployment of skills and talents, RTHK requires a flexible workforce, as against a conventional civil service appointment structure, in order to remain competitive in the media scene and be responsive to the fast-changing audience tastes and expectations. At the same time, as a government department, RTHK has to ensure that its manpower needs are met in a sustainable and cost-effective manner having regard to its public purposes, mission and business priorities. In response to the recommendations of the Review Report regarding RTHK's management of its workforce, we have put in place a number of enhancement measures to better ensure effective deployment and management of manpower resources in RTHK.

19. RTHK is mainly supported by three types of manpower, including civil servants, Non-civil service contract staff (NCSC) and Category II service providers to cater for its different manpower needs as a broadcaster. Civil servants can provide a long-term and sustainable manpower supply at all levels, and have the experience in dealing with the departmental management and development of RTHK as a government department. Hence, civil servants take up duties involving RTHK's strategic development, editorial decisions, compliance with requirements under the Charter, resource management, and enforcement of Government rules and regulations. Duties which are mainly job-specific and of ad hoc nature, particularly those which require quick availability of manpower support or the latest skills and technology, would more suitably be taken up by NCSC staff and Category II service providers. In deciding on the overall establishment, we take into account the characteristics of each manpower type to ensure an optimal staff mix in our manpower deployment.



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20. RTHK has also taken heed of the Review Report's advice and strengthened the management of its workforce in various aspects. Actions included the introduction of a competency-based appraisal system for the departmental grade officers, training and development plans which are attuned to the specific needs of the officers, more robust monitoring system to enhance the administration of Category II service providers, etc.

Financial Management, Stores and Procurement, Information Technology (IT) Management

21. To improve its performance on financial management, RTHK has introduced a holistic budgetary planning mechanism which integrates budgetary planning with business planning for better consideration of resource implication of the new initiatives. Budgetary monitoring and control measures have also been strengthened. RTHK has implemented a review of the effectiveness of the procurement system, resulting in streamlined procedures and enhanced checks and balances in the procurement process.

22. In respect of IT management, RTHK has been devising a comprehensive and holistic IT strategic plan for the Department. There would be sharing of common data, IT components and standards among systems; and business processes streamlined and automated to improve efficiency and accuracy. The ultimate objective is to maximise the value of information, communication and technology in achieving RTHK's business objectives.

PROGRAMMING OBJECTIVES AND HIGHLIGHTS

23. As mentioned above under "Overview of RTHK's Work in 2021-22", RTHK strives to ensure that programmes produced and broadcast fulfil the public purposes, mission and programming objectives stipulated in the Charter, and has developed a set of PPGs, which are based on the public purposes, mission and programming objectives set out in the Charter, to support programming staff in aligning their programming objectives with the requirements of the Charter. In the last year, both the Radio Division and TV Division have produced and acquired a wide range of programmes as well as organised different events to achieve each of the PPGs. Details are set out in the ensuing paragraphs.

PPG 1 – Promote Understanding of Our Community, Our Nation and the World through Provision of Accurate, Impartial and Objectives News and Public Affairs Programmes

24. In the previous year, a number of significant public events which took place in Hong Kong and in the Mainland had considerable impact on our community. To promote public understanding of these events, apart from reporting them at regular news and financial reports, RTHK also live broadcast these important government activities to provide first-hand coverage to the public. For example, Radio 1 broadcast live the 2022-23 Budget Speech 《2022-23 財政預算案演辭》 and the Chief Executive's Question and Answer Session 《行政長官答問大會》. Putonghua Channel carried the live relay of the opening meeting of the fifth session of the 13th National People's Congress 《第十三屆全國人大第五次會議開幕會》 and the press conference by the Premier of the State Council 《國務院總理中外記者會》. TV 32 also broadcast live significant Mainland events such as the seminar on the National 14th Five-Year Plan 《國家「十四五」規劃講座》, the talk on youth policy to Hong Kong 《中央惠港青年措施宣講會》, the press conference on the guiding principles of the 6th plenary session of the 19th Central Committee of the Communist Party of China 《中共中央介紹黨的十九屆六中全會精神新聞發布會》, etc.

25. RTHK produced a number of public affairs programmes to enable the public to have a deeper understanding of various public events. Upon amendment of the method for the formation of the Legislative Council and its voting procedures in 2021, RTHK produced and broadcast on Radio 1 programmes including the “2021 LegCo Election Forum (Functional Constituency)” 《選戰 2021 — 功能界別論壇》, “2021 LegCo Election Forum (Geographical Constituency)” 《選戰 2021 — 地區直選論壇》 and “Election Platform for Candidates” 《聽其言》 to enhance the public's understanding of the Legislative Council Election held in December 2021. For the 2021 Policy Address, RTHK produced “Policy Address Express” 《施政報告速遞》 along with a number of consultation and phone-in specials. For the 2022-23 Budget, RTHK has produced special programmes such as “Budget Express” 《財政預算案速遞》, “Budget TV Forum” 《財政預算案電視論壇》, “2022 Budget Phone-in” 《財政司司



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長熱線》, “Accountability – Financial Secretary Paul Chan” 《星期六問責 — 財政司司長陳茂波》 with “The Financial Secretary Phone-in” on Radio 3 targeting the English speaking community. In respect of our New Media Services, RTHK has created special websites for the 2021 Policy Address, the 2021 Legislative Council General Election and the 2022-23 Budget for a one-stop shop for related information.

26. In the face of the onslaught of the fifth wave of the COVID-19 epidemic, RTHK established a dedicated team and positioned TV 32 as an “Anti-epidemic Channel” 「防疫資訊台」 to disseminate the most updated anti-epidemic arrangements. These include an hourly cast “Anti-epidemic Flash” 《抗疫快訊》 on the latest government measures in fighting COVID-19; a main cast “Anti-epidemic News Express” 《防疫速遞》 at 9 p.m. to highlight the day’s anti-epidemic development; live relay of COVID-19 related government press conferences, in addition to round-the-clock information updates in the form of short videos, bulletins and rolling text messages. Besides, a special programme “Doctor and You - Omicron” 《醫生與你 — 每當變種時》 was also launched to address the medical concerns of the public. A new series “Doctor and You: Guard Against the Novel Coronavirus” 《醫生與你 同行抗疫》 was also produced. It was a live phone-in programme with medical doctors from University of Hong Kong, Chinese University of Hong Kong, Chinese medicine practitioners and experts from other medical organisations. The experts answered questions from the public via phone, WhatsApp and social media. We launched this TV programme to offer the public a platform to raise their questions about COVID-19 for a first-hand response.

27. In respect of radio services, apart from relay of the abovementioned government press conferences, RTHK integrated messages regarding preventive and protective measures against coronavirus infection and other related updates from the Government into various popular radio programmes through lively ad-libs by presenters. We produced special short segments for repeated broadcasts on various radio and TV channels, as well as social media platforms. To cater for the needs of ethnic minorities, RTHK collaborated with the Department of Health to present updated health notices on COVID-19 in ethnic minority languages including Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu, Sinhala and Vietnamese. We also provided sign language for these segments. By delivering accurate and most updated messages to the public



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on a regular basis, RTHK has successfully gained the public's trust and appreciation. Our efforts to centralise dissemination of government information were also well received by the public and bureaux/departments who were collaborators in this exercise.

PPG 2 – Promote Understanding of the Concept of “One Country, Two Systems” and Engender a Sense of Citizenship and National Identity

28. The “Outline of the 14th Five-Year Plan for National Economic and Social Development of the People's Republic of China and the Long-Range Objectives Through the Year 2035” (the 14th Five-Year Plan) passed by the National People's Congress in 2021 stated, in respect of Hong Kong, the need to fully and faithfully implement the “One Country, Two Systems” principle; uphold the constitutional order as enshrined in the Constitution of the People's Republic of China (the Constitution) and the Basic Law; uphold the Central Authorities' overall jurisdiction over Hong Kong; implement the legal system and enforcement mechanisms for Hong Kong to safeguard national sovereignty, security and development interests of the nation and the social stability of Hong Kong, and support Hong Kong's integration into the overall national development. To facilitate the implementation of the above principles, we saw a need to enable Hong Kong citizens to have a better understanding of our country's political system and relevant statutes, comprehensive appreciation of the existing social landscape and future development plan of our country, and to cultivate a sense of national identity and patriotic sentiments.

29. To enhance public awareness of the legal and constitutional status of Hong Kong, RTHK produced special radio programmes with in-depth interviews and professional analyses on the subject matter. A special Radio-on-TV programme³ “Planning and Election” 《談規劃論選舉》 discussed the electoral changes and development of Hong Kong. Radio 1 produced another Radio-on-TV series “NSL Chronicles” 《國安法事件簿》, hosted by the President and former President of the Law Society of Hong Kong, to promote understanding of the National Security Law. A radio version of “One Minute Constitution” 《憲法一分鐘》 was produced to introduce the Constitution. Similarly, RTHK has also produced different TV programmes for this purpose. Examples include “National Security Law One Minuter” 《國安法・話你知》, “Know It All RTHK 31” 《知

³ Radio-on-TV programmes are programmes which are broadcast both on radio and on TV.

情識趣 31》，“Roots & Origin: The Constitution”《憲法傳萬家》，“National Security Education Programme”《國家安全教育通通識》。In addition, special website and thematic e-learning webpage – “All About China”「外交二十問」and「認識國家憲法、基本法與國安法」，were established on the RTHK website.

30. It is important that we understand the history of China and its latest developments in various aspects to cultivate our national identity and to integrate with the lives and the people living in the Mainland. Radio Division launched “The Century-Long March”《世紀長征》campaign with the support of the Education Bureau to expound the modern history of China in the past hundred years. A total of 100 segments about the modern history of China were produced. Besides, to promote and enhance understanding of the development of our nation among young generations, we invited secondary school students and youth from uniform groups to take part in “The Century-Long March: Hong Kong Inter-college Quiz Competition”《世紀長征 — 學界菁英問答比賽》and “The Century-long March: HK Youth Uniform Groups Quiz Competition”《世紀長征 — 青少年制服團體菁英問答比賽》。To mark the centenary of the Communist Party of China, Radio 1 organised a seminar “Fifty Years After: Centenary of the Communist Party of China”「五十年後：建黨百年座談會」in which guests were invited to discuss and share their views on how Hong Kong people should prepare for the upcoming challenges and opportunities.

31. Dedicated time slots have been scheduled on TV 31 to broadcast TV programmes featuring the past and present of the Mainland. New programmes under the “Greater Bay Area” time slot, such as “GBA Lifestyle”《灣區全媒睇》，“Real-life Documentaries on Greater Bay Area”《港灣起跑線》and “SME 360”《企劃未來》introduce the latest “look” of the Greater Bay Area; Chinese history can be better understood when we watch Mainland dramas under three “Mainland Drama” time slots. To quote a few examples, “The Awakening Age”《覺醒年代》and “Decisive Battle”《大決戰》portrayed important historical events; “Like a Flowing River”《大江大河》，“The Bond”《喬家的兒女》and “Star of Ocean”《星辰大海》allowed the audience a glimpse of the livelihood of the Mainland citizens and their stories. We have also brought in Mainland documentaries such as “Asia-Pacific War Crimes Trials”《亞太

戰爭審判》, “Masters in the Forbidden City” 《我在故宮六百年》, “Feast of the Silk Road” 《流動的盛宴》 and “Life Matters” 《人間世》 for the purpose.

32. To keep Hong Kong people abreast of the latest important happenings in the Mainland, we have broadcast live events on TV 32 such as “An Out-of-this-world Live Chat with Astronauts in Space Station on New Year’s Day 2022” 「『時代精神耀香江』之元旦京港澳天宮對話」, “Tiangong Class” 「天宮課堂」 and the launch ceremony of “Bauhinia Culture International Forum” 「紫荊文化國際論壇開幕」 for a look at the Mainland from other angles.

PPG 3 – Provide a Platform for the Free Exchange of Views on Public Policies without Fear or Favour

33. Throughout the year, members of the general public expressed their views on public policies in various phone-in radio programmes on RTHK, with “Talkabout” 《千禧年代》 and “Open Line Open View” 《自由風自由 Phone》 being signature programmes. Besides, RTHK provided additional platforms for specific occasions and for different sectors in the community. For example, in the two Policy Address public consultation sessions organised in August and September 2021, the Chief Executive responded to enquiries and opinions expressed by the public via RTHK’s multimedia platforms. “The Chief Executive’s Policy Address Radio Phone-in” 《行政長官施政答問》 was also produced. For the English speaking community, a more modern format was introduced in the new public issues radio programme “#Hashtag Hong Kong”, in which representatives of statutory bodies and non-governmental organisations would use the programme as a platform to voice their opinions on matters of concern.

34. RTHK has also produced similar TV programmes to serve the same purpose. Regular public affairs programmes such as “Hong Kong Connection” 《鏗鏘集》, “LegCo Review” 《議事論事》 and “Overview Policy” 《盤點政策》 bring to the audience focused and in-depth discussions of and expression of views on various public policies in Hong Kong. In programmes like the “LegCo Election Forum” 《2021 立法會選舉論壇》, “Budget Forum” 《財政預算案論壇》 and “2022 Budget



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Phone-in” 《財政司司長熱線》, we created dedicated platforms for exchange of views between the stakeholders and the government officials.

PPG 4 – Provide a platform to support and promote community participation in broadcasting, such that participants can convey their creation concepts and intended messages

35. Since the launch of Community Involvement Broadcasting Service (CIBS) in 2012, RTHK has been encouraging the community, non-government organisations and the under-privileged to participate in broadcasting through applying to the scheme.

36. In response to the recommendations of the Review Report, RTHK has introduced enhancement measures on the selection and assessment criteria of applicants, as well as on the evaluation mechanism in the previous year in order to promote wider community involvement in the scheme so as to realise more social gains. As a result, in the 19th round of applications, the number of first-time successful applicant has increased by 2% compared to that in the previous round of application.

37. A total of 884 hours of CIBS programmes were produced in 2021-22. Some of the highlights among the wide range of topics covered by community producers were stories about hearing-impaired persons being employed, personal and community bonding shared by Lamma Island residents, local research and development, as well as transport sustainability.

38. In programmes engaging non-ethnic Chinese, Nepalese in Hong Kong told their stories as construction workers and cleaners under COVID-19; the Punjabi speaking community delivered messages about the Sikh faith; Tagore’s literary works were presented in Hindi, English and Cantonese; and programmes featuring Iran and Latino culture were broadcast through CIBS for the first time.

39. Members of the public took part in the public voting for the CIBS Awards 2021 and contributed to the results of this triennial event. A multimedia programme “CIBS Awards 2021: We Broadcast – Let’s Go On Air” 《人人廣播吧！社區參與廣播節目大賞 2021》 was broadcast on radio, TV and social media platforms, with the winning CIBS talents sharing their thoughts and experience about CIBS.

40. In late 2021, RTHK conducted a series of focus group discussions to collect views and feedback from CIBS applicants, producers and participants. Among the respondents were representatives from welfare organisations and non-ethnic Chinese. An overwhelming majority from the focus groups opined that RTHK had succeeded in providing a platform to support and promote community participation in broadcasting. It was also widely considered that CIBS had promoted many aspects of social gains to the community.

PPG 5 – Encourage social inclusion and pluralism, reflect the diversity of Hong Kong and other places, encourage integration, inject positive energy into society, and cater to the needs of minority interest groups

41. As a PSB taking Hong Kong citizens' interests to heart, RTHK is committed to promoting an inclusive society, in which groups with different needs, interests and perspectives can enjoy and benefit from our programmes. We also bring in energy and positivity into the community through our programmes, encouraging everyone to thrive on challenges and always remain hopeful. Through our programmes, audience can also see varied looks and characteristics of Hong Kong as we capture and manifest the city's dynamics and glamour from different angles.

42. RTHK Radio 5 has always been focusing on the interests of the elderly in its programme planning. In May 2021, the Radio-on-TV version of "MagaSenior" 《香江暖流》 was launched to provide the elderly with information, knowledge and entertainment in the comfort of their home and wherever they might be, as like most of RTHK's content, the programme was also made available on RTHK's website and mobile applications.

43. More inclusive programmes have also been produced to introduce to the audience the unique characteristics of the ethnic minority groups to enhance understanding of their culture and way of living. On the other hand, we also encourage the ethnic minority groups to watch our programmes and to understand more about the general social situations by adding subtitles or dubbing in their languages. All in all, we aim to create a more embracing and accommodating society in which differences are accepted on equal terms.

44. To make local radio service available among ethnic minority groups, Radio 3 has all along been offering weekly programmes targeted at the ethnic communities and aired in Urdu, Nepali, and Bahasa Indonesia. In addition, more and more RTHK TV programmes with multilingual dubbing/subtitles have been made available to widen their choices of programmes, examples from last year including “Daily Highlights of Tokyo Olympics – Social Inclusion: Urdu version” 《東奧盛事共融睇》(烏都語版) and “Inclusive Hong Kong” 《睇得見・聽得到》. Programmes introducing the lifestyle, culture and tradition of ethnic minority groups in Hong Kong, such as “Hello My Dear Neighbour” 《哈囉好鄰居》 and “A World Of Taste: Kitchen Dialogues” 《味之天下：共融廚房》, have been produced to enhance our understanding of their uniqueness and be more ready to get along with them.

45. In the previous year, we have made substantial efforts in enabling people with disabilities, mainly those hearing impaired and visually impaired, to enjoy our programmes. RTHK developed the mobile application “RTHK Audio Description” 「聽出好戲勢」 in April 2021 to facilitate the visually impaired to enjoy the TV programmes together with their family and friends by using the application. Programmes such as “Audio Description – Cultural Heritage Series” 《聽出好戲勢 – 文化長河系列》, “A Wall-less World – audio description version” 《沒有牆的世界》(口述影像版) and the audio description of live football matches such as “Hong Kong premier Youth League – audio description version” 《香港超級青年聯賽》(口述影像版) were audio-description compatible. Sign languages were incorporated into TV programmes as far as possible, including news programme “Hong Kong Today” 《新聞天地》, “Sign Language” 《手語隨想曲・遊學篇》 and “Daily Highlights of Tokyo Olympics – Social Inclusion: Sign Language version” 《東奧盛事共融睇》(手語版). Programmes such as “Sign Language” 《手語隨想曲》 and “Sign Language Learning Class” 《唔聲唔聲講你聽》, as well as the e-Learning Web+ project “Sign Language Classroom” 《純粹手語》 were also introduced to promote the learning of sign language and understanding of the lives of the hearing impaired. To further bring out the message of social inclusion, TV Division produced “Rehabilitation Sports Special” 《沒有不可能》, in which disabled and non-disabled

athletes of nine sports interacted , showing to the audience that disability did not create borders in sports.

46. Apart from programme production, RTHK has also participated in events promoting social inclusion. In October 2021, Radio 5 broadcast the “TWGHs E Major Ensemble Cantabile Years Concert” 《東華三院 E 大調合奏團歲月如歌音樂會》 to promote harmony across generations with elderly people and pop artists sharing the joy of music making. RTHK was also the media partner for the “Hong Kong Enharmonica Charity Concert 2021” 《觸感・色彩共融慈善音樂會 2021》 in November 2021. Incorporating theatrical performance and sign language interpretation, the event promoted the message of inclusiveness by featuring Eason Chan and Hong Kong Enharmonica, with physically challenged people also joining the stage.

47. “Operation Santa Claus 2021” was the 34th annual charity campaign organised by Radio 3 and the South China Morning Post. With a “performing arts” theme, a total of \$19.5 million was raised from corporate donors and numerous school and community activities in support of 18 non-government organisations, working largely with underprivileged children and youth, the elderly, and people with mental and physical disabilities. Our ambassadors for the 2021 campaign were well known singers and actors, including Pakho CHAU, Kandy WONG, and Crisel CONSUNJI.

48. Every Hong Kong citizen is definitely familiar with the “Lion Rock Spirit”, which has been a positive spirit supporting Hong Kong people to push forward through difficult times and be resilient. It also embodies a sense of mutual help and cooperation among us to make the society a better place to live in. In the previous year, we produced a new series of “Below the Lion Rock” 《獅子山下》 dramas to rekindle the Lion Rock spirit and tell more touching stories of Hong Kong. In addition, “Hong Kong Stories” 《香港故事》 Series told the stories of Hong Kong people who triumphed over their traumatic experiences and got back on their feet to continue leading a meaningful life. The masters of life who hosted “Dialogue with Masters” 《大師對談》 shared with the audience words of wisdom about life and introduced positive perspectives of life experiences to help uplift the spirit of Hong Kong people.



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PPG 6 – Promote Education and Learning including E-learning

49. Provision of educational information to the public through its radio and TV programmes have all along been one of the programming objectives of RTHK. In the previous year, we provided a variety of educational programmes for people with different interests. Echoing the passion for sports ignited by the Beijing 2022 Olympic and Paralympic Winter Games, the radio programme “There’s a Kind of Sport” 《有種運動》 was produced with the aim of educating listeners about the origins and development of some “cool” sports. Along with the radio series “Language Academy – German” 《Language Academy — 德語篇》, short video clips were published online to offer language learners a glimpse of the German language and culture. As part of “Elderly Academy” 《長進課程》, the long-running programme on Radio 5 that promotes continued education, a series entitled “Elderly Mental Health Care” 《「心」愛著你》 was launched in October 2021 to help the elderly and their carers better understand the potential mental health issues. On the TV side, educational programmes on the use of innovative technology in the government – “Science in the Public Service” 《科學為民》, on exploration of mother nature – “Hong Kong Ecologists 2” 《大自然生態人 2》 and other areas of interest – “Outstanding Teachers 2021” 《卓越教室 2021》 were produced and broadcast.

50. Apart from the above, RTHK has also produced both radio and TV programmes aiming to explain to the audience in a simple and interesting manner our country’s Constitution and other important statutes such as the National Security Law. Examples include “NSL Chronicles” 《國安法事件簿》, “Root & Origin: The Constitution” 《憲法傳萬家》 and “National Security Education Programme” 《國家安全教育通通識》. Through these programmes, the public is much better informed about the details, importance and impact of these statutes on their daily lives.

51. In recent years, an increasing number of young people are contemplating furthering their studies in the Mainland. To facilitate their consideration, a special radio series titled “Study in China” 《神州升學系列》 was presented in the education programme “Heart to Class” 《教學有心人》 in September 2021. Education experts and graduates of higher



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education in the Mainland were invited to provide practical information and advice to the audience.

52. A special website titled “Artitude” 《藝文一格》 was launched in October 2021 to facilitate quick and easy search of RTHK’s cultural and educational programmes on a consolidated platform.

PPG 7 – Stimulate Creativity and Originality with a view to Promoting Arts and Cultural Activities and Nurturing Talents

53. RTHK Radio 4, being the only radio channel for fine music and arts in Hong Kong, continued to stimulate creativity and enchant the listeners with its superb fine music programmes and projects. “Beethoven 32” 《貝多芬鋼琴奏鳴曲全集》 was, without doubt, a major highlight of Radio 4 in 2021-22. Co-presented by RTHK and the Hong Kong Academy for Performing Arts (HKAPA), the project featured 32 local pianists all connected with HKAPA. Each of them played a sonata to build a complete made-in-Hong Kong Beethoven cycle for broadcast across RTHK’s platforms on radio, TV and the internet. “Beethoven 32” was surely a display of the artistic excellence of Hong Kong pianists and also RTHK’s dedication to music production.

54. Radio 5 is a radio channel with Xiqu broadcast being one of its foci. Starting from January 2022, on Radio 5 and TV 31, the artistry of the renowned Cantonese opera maestro LAM Ka Sing was showcased in 27 episodes of “The Artform Inheritance of Master Lam Kar Sing” 《演藝承傳林家聲》, which was a co-production with Lam Kar Sing Foundation and HKAPA.

55. “Art & Culture Time” 《文化日常時段》 has been introduced in TV 31 since July 2021. Programmes within the time slots were mainly arts and cultural performances or concerts by local artists – “Arts on Air” 《演藝盛薈》, introduction of different kinds of arts in Hong Kong – “The Works” 《藝坊》 and cooperation with the Hong Kong Museum of Art to introduce treasured art pieces – “An Aesthetic Encounter” 《呼吸美學》.

56. In October 2021, Radio 5, in collaboration with the Hong Kong Public Libraries under the Leisure and Cultural Services Department,

launched an online reading activity entitled “A Date with Reading” 「與文字約會」 that aimed to promote the habit of daily reading and encourage readers to read e-books to enjoy reading anytime anywhere. At a time of social distancing, two sharing sessions of “Heartfelt Reading Talk” 「把書談心讀書會」 were organised and broadcast via Radio 5, TV32 and social media platforms.

57. In celebration of the 25th anniversary of the establishment of the HKSAR, RTHK launched in January 2022 a youth engagement project entitled “Dreams Come True” 「新時代奮鬥者」 to recruit young talents in pursuit of their dreams in the performing arts. Twenty-five selected participants were then given training by experts in acting, radio drama and stage performance. Those showing outstanding performances would be given the opportunity to take part in various productions and work with professionals in the industry.

PPG 8 – Provide Informative and Entertaining Programmes to Broaden Audiences’ Horizons and for their Leisure and Relaxation

58. In light of our continued battle against COVID-19 epidemic in the previous year, COVID-related information has been one of the main foci of informative programmes. Apart from relaying the government’s press briefings and epidemic updates to disseminate facts and measures quickly, Radio 1 introduced the segment “Healthpedia Vaccination Special” 《精靈一點 防疫專線》 in the Radio-on-TV programme. With the collaborative effort of RTHK, the Department of Health, the Hospital Authority and the Federation of Medical Society of Hong Kong, the segment served to provide updated information and professional opinion about the COVID-19 Vaccination Programme. Medical specialists were invited to answer queries from members of the public and address their concerns about COVID vaccination. For the English speaking community, Radio 3 presented “COVID Updates”, which, as the programme title aptly suggested, offered updates about the epidemic every weekday morning. In addition, the Channel proudly launched its very first weekly Radio-on-TV programme “All Being Well” in February 2022. In the format of a live chat show, the programme aimed to share the theme of “well-being” – the state of feeling healthy and happy.

59. RTHK has long-standing programmes providing health-related information to the audience. “Doctor and You” 《醫生與你》 let the audience understand more about different illnesses, preventive measures and treatment options, while “Project Live Healthy” 《做個健康快活人》 introduced ways to stay healthy, physically and mentally. In addition, “Good Sleep for Good Health” 《甜睡 BB 瞓得 D》 broadcast on TV 31 starting from January 2022 invited specialists to share with the audience useful tips to get a good night’s sleep. In “Children Keep Fit Centre” 《仔仔囡囡 Keep Fit 特攻隊》, audience knew more about the ways to their children to exercise and stay healthy.

60. The year 2021 was marked by notable international sporting events; and the highlights were, without doubt, the Tokyo Olympics 2020 and the Tokyo Paralympics, which finally took place after a year-long wait due to the epidemic. To keep track of the medal counts and to share with listeners the passion and positivity represented by the Olympic Games, “Olympics Radio One” 《奧運第一台》 was presented on Radio 1 throughout the two summer Games. Starting from July 2021 before the commencement of the Tokyo Olympics 2020, TV 31 broadcast a series of programmes interviewing Hong Kong athletes who were preparing to compete at the Games and introducing the theme, preparation and sports venues of the Games. They aimed to “warm up” Hong Kong for this big event, followed by daily summaries “Daily Highlight of Tokyo Olympic with Urdu, English and sign language provided” 《東奧盛事共融睇》. RTHK TV 32 is the only Hong Kong TV channel which live broadcast all events of the Tokyo Paralympics, including the opening and closing ceremonies. Sign language, audio description, English and Urdu dubbing were also provided to allow the minority groups to enjoy the events just like everyone of us.

61. In addition to the above, RTHK also live broadcast “Beijing Winter Olympics” 《北京 2022 冬季奧運會》, “Beijing Paralympics” 《北京 2022 冬殘奧會》, “The 14th National Games” 《第十四屆全國運動會》 and “The 11th National Games for Persons with Disabilities & the 8th National Special Olympic Games” 《全國第十一屆殘疾人運動會暨第八屆特殊奧林匹克運動會》 held in Shaanxi to keep the audience abreast of the latest highlights in the sports world.

62. In the previous year, RTHK has put in considerable efforts to promote sports in the community, and encourage local sports teams by broadcasting their matches which took place both locally and overseas. “Sports Unlimited” 《體壇無極限》 broadcast on TV 31 starting July 2021 and “Sport in RTHK” 《港台體壇 123》 broadcast both on TV 31 and Radio 1 starting from September 2021 are magazine-type programmes packed with updated sports news, athletes’ inspiring stories, interviews with sports experts etc. aiming to cultivate the public’s interest in sports and encourage participation in sports events. RTHK continued to live broadcast a variety of exciting local matches and inter-school sports events to give support in nurturing the sprouting elite athletes. In July 2021, TV 31 relayed “All Hong Kong Schools Jing Ying Table Tennis Tournament” 《全港學界精英乒乓球比賽》 and “All Hong Kong Schools Jing Ying Badminton Tournament” 《全港學界精英羽毛球比賽》. “Hong Kong Premier Youth League” 《香港超級青年聯賽》 has been relayed starting from October 2021. Highlights of the matches and features on football players, “The Rising Football Talents” 《超青足球小將》 was broadcast on TV 31. Special thematic webpage, 「體壇・直播 32」 was launched.

63. Under the gloomy and boring atmosphere caused by the epidemic, it is important that we produce and broadcast more entertaining programmes to clear the audience’s worries by a breeze of joy. “Weekend Movie” 《周末大電影》 brings to Hong Kong people memorable and popular movies in the past decades, “Sing Along Lion Rock” 《獅子山下好音樂》 invited singers to perform the latest local pop music on the roof top of RTHK Broadcasting House and to share with the audience the creation process of their music. We also produced entertaining programmes for the elderly - “Silver Age Social Club” 《出耆好玩》 contained games, music, tips for daily lives for the elderly, aiming to bring them laughter and useful information every week. Radio 2 celebrated its 40th anniversary with a series of special programmes. Generations of disc jockeys and friends of Radio 2 gathered in the Radio-on-TV music programme “2000 Songs Reunion – 18.22 concert” 《2000 靚歌真經典 18.22 再重聚》 for a musical celebration of the occasion. A radio game show “Funny Forty” 《18.22 聽緊你》 was presented in mid-July to highlight some of the interesting facts about Radio 2 through the years. In the walk down memory lane, the social changes in Hong Kong and, in particular, the development of the local pop music industry were also portrayed.



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64. The above are just part of our vast types of informative and entertaining programmes RTHK presented to the community. Our informative and entertaining programmes bring our audience to every part of the world, exploring different live styles, cultures, cuisines, natural wonders, beliefs and mysteries. Simply by staying tuned with RTHK at home, they can receive comprehensive information from different parts of the world.

DEVELOPMENT IN THE MODE OF SERVICE DELIVERY

65. With rising expectation from the audience on the broadcasting quality and effects, RTHK strives to make use of new technologies and keep abreast of the developments in the broadcasting industry to enhance their listening/watching experiences.

66. Leveraging on the market opportunity that Ultra-High-Definition (UHD) can offer much higher resolution, high dynamic range performance and rich color content to enable audience a cinematic and immersive TV experience at home, RTHK has embarked on a pilot study to upgrade the TV production resolution to UHD 8K to improve the visual quality. Trial production was completed and it was available for broadcast in December 2021 on YouTube platform. In addition, to explore the technical feasibility of allowing DTT audience to enjoy surround sound audio at home, RTHK has successfully conducted a technical trial to support 5.1 surround sound for payout at TV 31.

67. For improvement of operational efficiency through adoption of new technology such as 5G mobile communication, RTHK has upgraded about 50% of the existing 4G mobile link system to adopt the 5G mobile standard in 2021-22 in order to solve the existing bandwidth bottleneck during live news broadcast and outside broadcast.

68. We have also made improvements to our provision of online services through our website “rthk.hk” as well as on social media platforms such as YouTube. In January 2022, RTHK upgraded video resolution from the existing 720p to 1080p to provide a better video quality to users on our website “rthk.hk”. With the popularity of social media, RTHK has been utilising different social media platforms to interact and reach out to the



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public by sharing the latest programme highlights via YouTube. We have revamped RTHK YouTube Channel to display TV programmes according to genres on the YouTube landing page.

69. To serve minority audience needs, RTHK launched the audio description service, through the development of a mobile application “Audio Description” 「聽出好戲勢」, for selected TV programmes on its DTT channels, which would render the programmes more accessible to the visually impaired people by providing an audio description of the visual image on the screen during the gaps between dialogues. To achieve communion of visually impaired and normally sighted people, technologies are applied to allow the synchronisation of the audio description sound track (streamed through internet to the mobile phone of the visually impaired) with the standard sound track (transmitted via DTT off-air to the TV set).

70. RTHK mobile applications 「中華五千年－盛世版」 and “Memory” 「歲月·港台」 were revamped with enhanced accessibility and security on mobile device platform last year. Besides, “RTHK Screen” 「香港電視流動版」 was also revamped for the newly designed interface and download functions for TV 31 and 32, allowing users to watch programmes at any time.

71. RTHK is the only broadcaster in Hong Kong which provides both radio and TV services under one roof. In the previous year, we continued to capitalise on this advantage by sharing good programmes on both platforms, thus extending our reach to more audience and enhancing the publicity effect on our programmes. Radio-on-TV programmes of different genres are now available to explain important legal and constitutional status of Hong Kong: “Planning and Election” 《談規劃論選舉》; to share health tips and information about COVID-19: “Healthepedia Vaccination Special” 《精靈一點 防疫專線》 and “All Being Well” 《愛·好生活》; or to provide sports information and entertainment: “Sport in RTHK” 《港台體壇 123》, “MagaSenior” 《香江暖流》 and “2000 Songs Reunion – 18.22 concert” 《2000 靚歌真經典 18.22 再重聚》.



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PERFORMANCE EVALUATION AND AWARDS RECEIVED

72. Under the revamped performance evaluation framework, we have suitably revised the performance targets and indicators used to assess how well RTHK has fulfilled its requirements under the Charter so as to more appropriately reflect RTHK's level of performance. There are two annual opinion surveys, namely the "2022 Radio Audience Survey" and the "2022 Television Programme Appreciation Index and Audience Survey", to collect audience opinion under the new performance evaluation format. As they will not be completed until the latter half of 2022, we will continue to adopt the targets and indicators used in the 2021-22 Controlling Officer's Report for the assessment of RTHK's performance in 2021-22.

73. In the Controlling Officer's Report for 2021-22, RTHK set out performance targets and indicators regarding, inter alia, distribution of its programme content (transmission hours) amongst the five Missions stipulated in the Charter. A comparison of the original estimates and the revised estimates, which reflects the extent to which RTHK has accomplished its intended goals, is in the table below.

Target/Indicator	Original estimate	Revised estimate/ % change
Radio		
Total hours of transmission	61 320	61 320 (0%)
Distribution of programme content:		
-to inform, educate and entertain members of the public through multi-media programming	22 040	21 990 (-0.2%)
-to provide timely, impartial coverage of local, national and global events and issues	8 800	9 050 (+2.8%)
-to deliver programming which contributes to the openness and cultural diversity of Hong Kong	9 820	9 820 (0%)
-to provide a platform for the Government and the community to discuss public policies and express views thereon without fear or favour	2 600	2 400 (-7.7%)



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-to serve a broad spectrum of audiences and cater to the needs of minority interest groups	9 300	9 300 (0%)
Community/educational projects organised	60	100 (+66.7%)
TV		
Total hours of transmission	26 280	26 280 (0%)
Total hours of first-run programmes	1 830	6 394.1 (+249.4%)
Distribution of programme content:		
-to inform, educate and entertain members of the public through multi-media programming	350	1 198.6 (+242.5%)
-to provide timely, impartial coverage of local, national and global events and issues	220	2 496.3 (+1 034.7%)
-to deliver programming which contributes to the openness and cultural diversity of Hong Kong	620	979.4 (+58.0%)
-to provide a platform for the Government and the community to discuss public policies and express views thereon without fear or favour	140	722 (+415.7%)
-to serve a broad spectrum of audiences and cater to the needs of minority interest groups	500	997.8 (+99.6%)
Number of major official public events	10	42 (+320%)
Hours of major official public events	15	62.5 (+316.7%)
Hours of pool signal provided to media	510	524.2 (+2.8%)
Community/educational projects organised	57	20 (-64.9%)
New Media		
Provision of 24-hour continuous streaming service (%)	100	100 (0%)
rthk.hk		
Daily live streaming (Radio and TV)	4 300 000	4 200 000 (-2.3%)
Daily archive access	900 000	800 000 (-11.1%)
Daily visits	680 000	550 000 (-19.1%)
Number of podcasts available	30 000	25 000 (-16.7%)
- Audio programmes (%)	55	58 (+5.5%)



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- Video programmes (%)	45	42 (-6.7%)
Daily access of news pages	3 000 000	2 200 000 (-26.7%)

74. Radio Division generally achieved the performance targets and indicators as set out in the Controlling Officer's Report 2021-22. The slight decrease in programme content "to provide a platform for the Government and the community to discuss public policies and express views thereon without fear or favour" is offset by the increase in programme content "to provide timely, impartial coverage of local, national and global events and issues". The big increase in the number of community/educational projects organised reflects RTHK's dedicated efforts in promoting the understanding of our nation and the concept of "One Country, Two Systems", as well as serving the community and the needs of minority interest groups. It is also due to the re-opening of more facilities and venues for organisation of projects and performances.

75. TV Division has increased its first-run programmes by more than two fold in 2021-22 as compared to its original estimate. This huge increase, together with the three-fold increase in the number and hours of major official public events, reflect the provision of more Mainland-related programmes/events to promote understanding of our nation and the concept of "One Country, Two Systems". Recognizing the public's concern about the development of the COVID-19 epidemic in Hong Kong and expectation of being quickly and accurately informed of the related preventive and curative measures introduced by the Government on various fronts from time to time, RTHK produced a large amount of programmes aiming to bring such information to the community. A good example was the positioning of TV 32 as an "Anti-epidemic Channel" in early 2022 to provide anti-epidemic information throughout the day. Such effort is reflected in the ten-fold increase in programme content "to provide timely, impartial coverage of local, national and global events and issues". The decrease in the number of community/educational projects organised is due to re-classification of some events to be put under the goal "to provide a platform for the Government and the community to discuss public policies and express views thereon without fear or favour".

76. To sum up, RTHK has out-performed its original commitments and estimates in 2021-22. We have reinforced our efforts to make available programmes which fulfil each of RTHK's public purposes and mission,

particularly our obligation to promote understanding of our community, our nation, and the concept of “One Country, Two Systems”; and to engender a sense of citizenship and national identity. As the passing of the 14th Five-Year Plan by the National People’s Congress in 2021 has significant and long-term implications to Hong Kong, we see it useful that we facilitate the public to have a better appreciation of the future development plan of our country and its impact on the future of Hong Kong. Several types of programmes under this objective, including informative programmes explaining to the public the Constitution and relevant statutes, entertaining programmes such as popular Mainland dramas and documentaries introducing the social landscape of the Mainland, were broadcast for this purpose.

77. With strict adherence to the requirements of the Charter in our programming strategy, our programmes became increasingly popular with a steady rise in audience reach, whether through conventional consumption mode (TV set) or online through our website, social media platforms or our mobile applications. Episodes of our signature programme “Hong Kong Connection” 《鏗鏘集》, namely “Vegan Lifestyle” 《素食人生》 broadcast in August 2021, “Price Hike under the Epidemic” 《疫情下的加價潮》 broadcast in January 2022 and “Homeless Women” 《女性無家者》 broadcast also in January 2022, recorded cross-platform audience reach⁴ of 1.34 million, 580 000 and 520 000. The anthology series of “Below the Lion Rock” 《獅子山下》, containing six episodes and broadcast from January to February 2022, gained over 900 000 viewings on different platforms. Our cultural programmes were also much sought after. Audience reach of “The Artform Inheritance of Master Lam Kar Sing” 《演藝承傳林家聲》 since its broadcast in January 2022 has reached over 1.5 million viewings. Our new programme “Beethoven 32” 《貝多芬鋼琴奏鳴曲全集》 not only attracted over 180 000 viewings, but was also elected the 7th most impactful music news in 2021 by “Top 10 Music Headlines 2021” election 「2021 十大樂聞齊齊選」, which was considered a significant event in the classical music circle. Since the re-positioning of TV 32 as “Anti-epidemic Channel” in February 2022, over 1 200 short video segments on COVID-19 preventive measures and related

⁴ Cross-platform audience reach refers to the audience reach through DTT, RTHK website “rthk.hk” and YouTube.



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information were broadcast on various platforms and gained over 2 million viewings.

78. Representing RTHK, Chinese News & Current Affairs Section was awarded three prizes in “The 6th Business Journalism Awards of the Hang Seng University of Hong Kong” 「第六屆恒大商業新聞獎」, namely Gold Award in the “Best Business & Finance Profile Interview” Category; and Gold and Silver Award in the “Best Economic & Financial Policy News Reporting” Category.

COMPLAINT HANDLING

79. This Section reports the number and nature of programme-related complaints⁵ received by RTHK directly from the public, as well as those handled by the CA. RTHK’s complaint handling mechanism underwent a revamp in 2021-22, as set out in paragraphs 14 - 15 above. As new measures such as revising the definition of a complaint, sub-categorising programme-related complaints into editorial⁶ and non-editorial⁷ complaints, and grouping of similar complaints about a programme as one “complaint case”, were put into effect starting 1 September 2021, some figures before this date may not be available.

Programme-related Complaints and Complaint Cases received in 2021-22

Month	No. of complaints	No. of complaint cases		
		Editorial	Non-editorial	Total
April 2021	30	-	-	-
May 2021	34	-	-	-
June 2021	32	-	-	-
July 2021	18	-	-	-
August 2021	21	-	-	-
September 2021	96	33	61	94

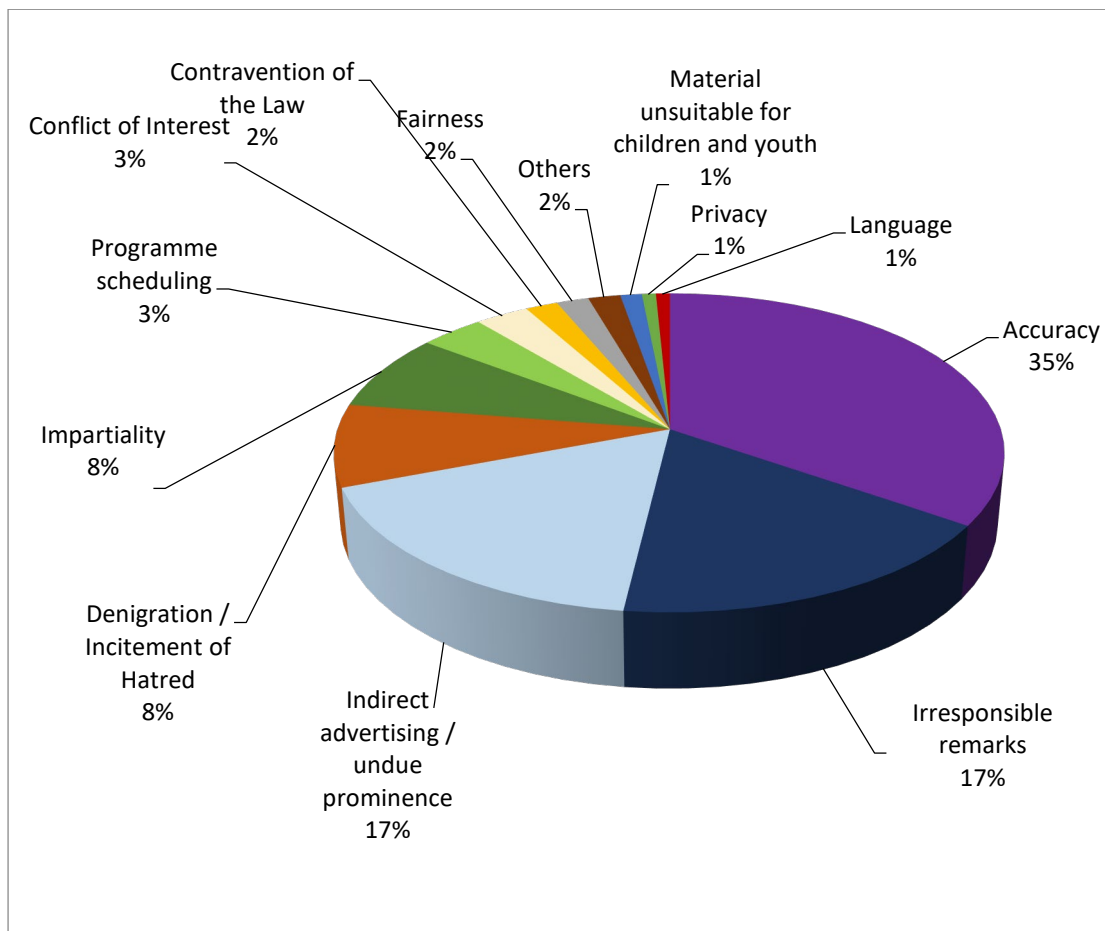
⁵ Refer to complaints the subject of which falls within issues concerning RTHK’s radio, TV or new media services, which may be related to programme content, standards, programme quality, performance of presenters, reception problems or organisation of projects.

⁶ Refer to complaints related to a possible breach of the Charter, Editorial Policies and Processes, the Producers’ Guidelines and the codes of practice issued by the CA.

⁷ Refer to complaints about, for example, reception problem, a presenter’s appearance/style, pronunciation, boring content, etc.

October 2021	72	35	33	68
November 2021	90	24	47	71
December 2021	40	17	20	37
January 2022	45	24	15	39
February 2022	43	15	25	40
March 2022	31	9	22	31
Total	552			

Nature of Editorial Complaint Cases received from September 2021-March 2022



80. With the full implementation of the enhanced complaint handling system with effect from 1 September 2021, a complaint has been re-defined as “an expression of dissatisfaction by the public with a public policy or service, or the way in which a policy is implemented or service is delivered, including staff attitude, irrespective of the complaint channel used.” Some cases which were previously defined as “opinion” have been classified as



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“complaint” and this constituted the big increase in the number of complaints for September 2021 as compared to August 2021.

81. We took each complaint seriously and all complaints were handled in compliance with the Enhanced Complaints Handling Procedures. The resolved complaints were brought to the attention of the Management Team and the senior editorial staff responsible. Actions taken in respect of the complaints included on-air/online corrections/updating and removing content from archive for complaints on accuracy; apologies to complainants and referral of views/opinion expressed in the complaints to relevant programming officers for attention and consideration of future improvement.

82. During 2021-22, the CA handled three complaint cases against RTHK, one (involving 210 complaints) was found unsubstantiated and the other two⁸ (one involving one complaint and the other involving two complaints) were given a Strong Advice and Warning respectively. In addition, Director-General of Communications, under the delegated authority of the CA, classified 13 complaint cases against RTHK as minor breaches. Most of these complaints concerned factual accuracy in the news programmes.

RESOURCE DEPLOYMENT

Manpower Provision

83. Being a public service broadcaster, manpower is an invaluable core asset to RTHK. At the end of March 2022, the department was employing 629 civil servants of various grades. These included about 457 in the departmental grades of Programme Officer, Telecommunications Engineer and Technical Officer, along with some 172 of other common grades and general grades officers. The organisation chart of RTHK showing the position as at 31 March 2022 is at *Appendix*.

84. Our civil service workforce is complemented by NCSC staff, who are employed to meet specific services and short-term operational needs,

⁸ Substance of the complaints was on factual accuracy and existence of foul expression in a song broadcast



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and other manpower under outsourced contract/term contracts. Depending on operational requirements and production needs, freelance service providers, namely Category II service providers, are also engaged to facilitate programme production.

Manpower⁹ in Figures (as at 31.3.2022)

Production Services Division	204
Administration	159
Radio	85
Television	241
News	79
New Media	13
Total Manpower	781

Financial Provision

85. The financial provision for RTHK in 2021-22 is \$1,004 million. Distribution of the provision amongst the programme areas is as follows –

Radio	422.1
Television	544.3
New Media	37.6
Total Financial Provision (\$m)	1,004

LOOKING AHEAD

86. 2021-22 was a challenging year for RTHK, as we strived to stay on the right track amidst the aftermath caused by the 2019 riot and the onslaught of the COVID-19 epidemic. We explored new opportunities to enhance the quality and attractiveness of our programmes as well as bringing them to more audience. We reaffirmed the benefits of

⁹ Include civil servants and officers employed by RTHK on other appointment terms. Category II service providers are not government employees and are not included.



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collaboration, whether amongst Divisions within RTHK or with other broadcasters. Experience gained in the previous year provided us with the following insights which would further support our future operation to advance new heights.

87. Apart from enhancing programme quality, we devoted efforts to heighten public awareness of RTHK's programmes by intensifying our publicity. In the previous year, we have explored different promotional channels to reach out to the public, particularly through online means in view of the global trend of wider acceptance of information delivered on online platforms. We have launched different promotional campaigns on local news mobile applications and social media platforms, in addition to those traditional promotional channels such as massive billboards at the entrances of vehicular tunnels, newspaper print advertisements and bus body advertisements. Indeed, we saw positive impact on our audience reach, which confirmed our belief that we need to draw the public closer to our programmes by proactively informing them via different publicity channels. In the coming year, we will continue to reinforce our efforts in publicising RTHK programmes.

88. We were also encouraged by the synergy created through collaboration both within and outside RTHK. Leveraging on the popularity of our radio channels, we broadcast promotional sound-bites of our TV programmes on RTHK radio channels for publicity purpose, thus achieving the promotional effect with a cost-effective approach. When appropriate, we also increased the production of Radio-on-TV programmes so that we were able to produce radio and TV programmes with less production costs whilst making popular radio programmes available across different platforms. We sought more cooperation opportunities with Mainland broadcasters with a view to bringing our programmes into the Mainland. On top of regular programmes which we have been co-producing with Mainland broadcasters, such as "Greater Bay Traditional Chinese Opera" 《灣區粵韻》 (with Guangdong Radio and Television Southern Life Radio and Rádio Macau) and "Charming China" 《魅力中國》 (with China National Radio), starting from September 2021 we co-produced "Greater Bay Area Lifestyle" 《灣區全媒睇》 with Guang Zhou Broadcasting Network, in which information about Guang Zhou and Hong Kong was exchanged, allowing the audience to understand the latest developments on the other side. The strategic agreement on programme



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exchange between RTHK and Phoenix TV also allowed audience in the Mainland to watch our programmes. Reaching out to the audience in the Mainland had also become much easier. Our collaboration with other broadcasters had very promising outcomes and we would continue to strengthen our partnership with these broadcasters and explore opportunities for further collaboration.

89. The positive feedback we received subsequent to the positioning of TV 32 as “Anti-epidemic Channel” in February 2022 proved to us that RTHK has an instrumental role to play in supporting the government in disseminating important government messages and key information to the general public in an efficient, coordinated and timely manner. As a PSB, RTHK will seek to strengthen our capabilities to take on this acknowledged role whenever there is a need to inform the public of various government information under a centralised platform so as to spare the public of rummaging around for accurate information.

Radio Television Hong Kong
September 2022

Organization Chart of Radio Television Hong Kong (as at 31.3.2022)

