Description of Problem resolution

|  |  |
| --- | --- |
| Function | Showing service effectiveness |
| Relevance | Coping, empowerment, recovery |
| Target | Youth |
| Respondent | Youth |
| Feature | 9 items in 5-point rating scale |
| Reliability | .876 |
| References | Ngai, Steven Sek-yum, Chau-kiu Cheung, and Chi-tat Chan. 2019. *Report of Cyber Youth Outreach*. Hong Kong, China: Boys & Girls’ Club Association, Caritas Hong Kong, and Hong Kong Federation of Youth Groups.  Smith, Serena, Shane A. Thomas, Alun C. Jackson. 2004. “An Exploration of the Therapeutic Relationship and Counselling Outcomes in a Problem Gambling Counselling Service.” Journal of Social Work Practice 18(1):99-112. |

Scoring of Problem resolution

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Response | No | Rather little | Average | Rather a lot | Very much |
| Score for Items 1-9 | 0 | 25 | 50 | 75 | 100 |

|  |  |
| --- | --- |
| Scale score: average of item scores | Action |
| 70-100 | Appreciation |
| 30-70 | Some concern for promotion |
| 0-30 | Great concern for promotion |