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 |