ISSN: 1939-5930

Nurturing service leaders through service learning for university students

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⁵Division of Adolescent Medicine, University of Kentucky College of Medicine, Lexington, Kentucky, United States of America To promote the service leadership qualities in university students, a 3-credit service learning subject entitled "Service Leadership through Serving Children and Families with Special Needs" was developed at The Hong Kong Polytechnic University. In this subject, students are expected to learn, practice, and reflect on the essential qualities of effective service leaders through the process of developing service programs and implementing service to adolescents, children and families. A total of 145 students participated in this subject across two semesters in the 2013-14 academic year. In this paper, the subject is introduced and subjective outcome evaluation results and feedback on students from agencies are presented. The evaluation findings showed that the students benefited from the subject. Student reflections and implications on the nurturing of service leaders through service learning will also be discussed.

Keywords: Service learning; service leadership; subjective outcome evaluation; university students

Introduction

In the past decades, Hong Kong's economic structure has undergone immense transformations, shifting from a manufacturing to a service-oriented economy, primarily characterized by the remarkable growth of the service industries. The contribution of the service sector to Hong Kong's Gross Domestic Product rose from 89 percent in 2002 to over 93 percent to date, earning its title as one of the most developed services sector in East Asia (1). The economic transition resulted in different skillsets needed from the workforce, especially for leaders. In terms of leadership style, industrial leaders are highly autocratic and transactional; employees are therefore hired based on their task competencies. In contrast, post-industrial leadership is concerned relationship building, adopting a leadership structure

Abstract

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that is characterized by flexibility, openness, and autonomy (2).

To better meet the leadership demands in today's service economy, the Service Leadership and Management (SLAM) Model was developed by the Hong Kong Institute of Service Leadership and Management, providing a paradigmatic shift in conceptualizations of effective leadership and service provision. According to the SLAM model, service "...is about satisfying needs by leadership consistently providing quality personal service to everyone one comes into contact with, including one's self, others, groups, communities, systems, and environments. A service leader is a ready, willing and on-the-spot socialized entrepreneur who possesses relevant task competencies and is judged by superiors, peers, subordinates, and followers to exhibit appropriate character strengths and a caring social disposition" (3). It is argued that effective service leadership is a function of moral character, leadership competencies, and a caring disposition, as represented by the formula, $E = MC^2$ (4). More specifically, Chung (5) identified 12 dimensions highlighting desirable qualities of service leaders, categorized into four domains, including (i) doing (e.g., functional-expertise, visual-daily management dimensions); (ii) thinking (e.g., mental-intellectual, emotional-happiness dimensions); (iii) being (e.g., spiritual-habit, moral-character dimensions); and (iv) growing (e.g., social-relationship, lifelong learningmaturation dimensions). In sum, additional to functional expertise and task competencies, service leaders nowadays must possess a holistic set of skills both intrapersonally and interpersonally.

Nurturing service leaders in university education

With the aforementioned comprehensive framework, as educators who aim to prepare students to become contributing members to the workforce and society, the next question is how we can nurture our graduates to become effective and successful service leaders in the contemporary service economy. A possible answer was provided in a recent article published in the South China Morning Post, where Chung (6) suggested that to cultivate service leaders, "strategic

and critical thinking must be taught in schools, colleges and universities. The addition of broad liberal arts and general education in schools and universities is a good start."

With the generous support of the Victor and William Fung Foundation, the Fung Service Leadership Initiative was implemented in eight (UGC)-funded University Grants Committee institutions in Hong Kong aiming at developing students' service leadership competencies, promoting their character strengths and nurturing their caring disposition and service orientation. Under this Initiative, The Hong Kong Polytechnic University developed and implemented a wide range of creditbearing subjects as well as non-credit bearing programs for students (7, 8). In terms of creditbearing subjects, a service learning subject was developed entitled "Service Leadership through Serving Children and Families with Special Needs". Aligned with Rost and Barker's (9) contention that "in the post-industrial world, the concept of leadership must serve the general needs of society rather than the exclusive needs of corporations or of corporate executives. Post-industrial leadership must be inclusive rather than exclusive; it must focus on the community rather than on the elite," it is believed that service learning experience will enable students to acquire and reflect on the attributes conducive to effective service leadership in today's society.

Service leadership and service learning

Service learning refers to the integration of learning objectives and community needs through active participation (10). It aims at promoting social justice, fostering civic engagement and developing leadership skills among students (11). Through participation in service, a seamless learning environment is provided (12). Students are asked to step out of their comfort zones, to apply their academic course materials and to reflect their service learning experiences (13-15). A substantial body of research shows the positive outcomes of the service learning course on students' cognitive and personal development (16, 17, 18).

Although the theoretical importance of service learning is highlighted, research on the effectiveness of service learning program is scarce. Indeed, faculty and staff raise similar concerns and perceive this as a time-consuming and demanding course. As pointed out by Gray and colleagues (19), "faculty are reluctant to invest the extra time that teaching service learning courses entails, and many are skeptical of the educational value of service learning." Therefore, more research is warranted to demonstrate the positive outcomes of this unique credit-based service subject.

In particular, as mentioned by Ko (20), it is important to understand how students benefit from service learning through leadership program, such as service leadership subjects. Researchers argued the need to nurture university students' competencies and to increase their employability through leadership programs (21-23). Hodge and Lear (24) noted that "recognizing that students do not necessarily understand the importance of skills that are important to 21st century employers is a key indicator for faculty members...who are in charge of curriculum and the content of their classes may be able to guide students through experiential learning exercise to value the skills employers value." Given the importance of developing students' interpersonal and intrapersonal skills, all students under the 4-year undergraduate degree program at The Hong Kong Polytechnic University are required to enroll a 3-credit bearing service learning subject. The purpose of this paper is to describe the background of a service learning subject developed aiming at fostering students' service leadership competencies. **Ouantitative** findings from students' subjective outcome evaluation and feedback on students' performance from agencies will be presented. In addition, students' reflections on the subject and implications on nurturing of service leaders through service learning will also be highlighted.

Methods

A 3-credit service learning subject entitled "Service Leadership through Serving Children and Families with Special Needs" has been offered to students studying under the 4-year undergraduate program since spring semester of 2013-14 academic year. A total of 145 students participated in this subject. Upon

completion of the subject, students were expected to be able to:

- 1) Address the needs of the service recipients through service delivery;
- 2) Link their service experiences with academic course materials;
- 3) Appreciate and respect people from diverse backgrounds;
- 4) Integrate academic learning (e.g., knowledge on service leadership) into the service experience and activities;
- 5) Demonstrate empathy and care by providing community service;
- 6) Apply the skills (e.g., active listening) and knowledge (e.g., moral character and competencies) they have acquired in university education to deal with complex issues in the service setting;
- 7) Reflect on their service leadership qualities through service learning; and
- 8) Work effectively with different parties (e.g., students, teachers, family and community partners) when preparing and delivering service.

This 42-hour subject was aimed to enable students to understand the core attributes of service leaders, apply the core components of service leadership through the engagement of communitybased service activities, develop self-awareness of sharing and empathy to others and the community, and reflect on their service leadership qualities, particularly intrapersonal interpersonal and competencies. These were achieved through the process of developing service programs and implementing service to adolescents, children and families at Society of Boys' Centre and Heep Hong Society.

Students applied their service leadership competencies and discipline related knowledge in both direct and indirect service provision. For service at Society of Boys' Centre, students developed and implemented extra-curricular activities such as day camps, campus tours, trivia competitions, as well as remedial classes for children and adolescents with special educational needs, including Attentional Deficit/Hyperactivity Disorder, Autism Spectrum

Disorder, Emotional and Behavioral Disorders, Oppositional Defiant Disorder, and Conduct Disorder. For service at Heep Hong Society, students developed and implemented developmental sessions and day camps aimed at enhancing children's emotional, social, and self-care skills for children with developmental disorders such as Autism Spectrum Disorder, Asperger Syndrome, specific learning difficulties or physical disabilities. Furthermore, students also produced a resource kit consisting of family-based activities that parents can conduct with children with special needs at home to better develop needed skills. The details of several service projects designed and delivered are shown in Appendices 1 and 2.

Evaluation methods

Different methods were used to evaluate the subject. Primarily, the students were invited to respond to a subjective outcome evaluation form assessing students' views on the curriculum content, teacher and subject benefits. Second, feedbacks from the agencies were collected. Finally, students were invited to write personal reflections about their experiences in this subject.

Results and discussion

In terms of quantitative evaluation, during the final workshop students were invited to complete a subjective outcome evaluation form to gauge their perceptions toward the curriculum content, lecturer, and effectiveness. A total of 111 questionnaires (response rate: 77%) were collected. Reliability analyses showed the subjective outcome evaluation to be internally consistent with Cronbach alphas of .93 for curriculum content (10 items), .95 for lecturer (10 items), .96 for subject benefits (18 items), and .97 for overall subject effectiveness (38 items). The means and percentage findings are shown in Tables 1 and 2. Overall speaking, students had positive evaluations toward the subject. The percentage of respondents with positive responses to the items ranged from 83.8 to 99.1% across all three attributes (curriculum content, lecturer, and subject benefits). In terms of curriculum content, students felt that the design of the curriculum was good (85.6%), with clear objectives (93.7%). They participated actively in class (99.1%) and were encouraged to do their best (94.6%). Moreover, students reported that the lecturers were well-prepared (96.4%), professional (96.4%), and cared for students (96.4%). Lastly, students felt that the subject helped them understand the attributes conducive to effective service leadership (91.0%) and was beneficial to their overall development (93.7%). Intrapersonally, students reported improvements in handling emotions (91.9%), critical thinking (91.9%), and ethical decision-making (92.8%). Interpersonally, students' social competence (92.8%) and sense of responsibility (93.7%) were enhanced. Apart from quantitative results, students also provided qualitative comments for improvements on the subject. For example, "Add one more lecture to provide more knowledge about our clients" and "More communication between students and teachers." In general, students perceived the course positively. They applied their knowledge (e.g., moral character, care) and skills (e.g., active listening) to their service learning experiences, learned to work effectively with different parties (collegiate and non-collegiate partners), and reflected on what they had done in their service activities. These aligned with the intended learning outcomes of the course.

Feedback of students from agencies

Staffs from the two agencies including social workers, teachers, and psychologists were invited to complete an evaluation form to rate students' service performance with reference to the attributes advocated by the service leadership model (e.g., service attitude, sense of care, reflective attitude). A total of 27 evaluation forms were collected. Respondents were invited to rate students on a 5-point Likert scale ranging from 1 (very poor) to 5 (very good). Results are shown in Table 3. In general, agencies were highly satisfied with students' service performance with reported mean scores of above 4 across majority of the items. Students held positive service attitudes (M = 4.44, SD = .64), possessed a caring disposition (M = 4.37, SD = .56), and demonstrated service leadership attributes including awareness to the needs of service recipients (M = 4.11, SD = .64), problem-solving skills (M = 4.18, SD = .68), and were reflective (M = 4.33, SD = .55). Respondents were also encouraged to provide qualitative comments on students' performance. Below is a comment received:

 "We appreciate students' effort in the mentoring program. In addition to building strong bonds with children at our Center, students showed creativity in developing activities that greatly benefited the service recipients. We were also impressed by students' care and willingness to deal with challenges posed by the children with special needs. We believe this subject is a valuable experience that will enable and prepare students to face future challenges they may encounter in their life journey."

Table 1. Summary of students' perceptions toward the curriculum content and lecturers (N=111)

Item		Respondents with positive responses (3-5)	
Curriculum content $(a = .93)$	Mean (SD)	N	%
The objectives of the curriculum are very clear.	3.67 (.71)	104	93.7
The content design of the curriculum is very good.	3.29 (.78)	95	85.6
The activities were carefully arranged.	3.45 (.80)	95	85.6
The classroom atmosphere was very pleasant.	3.75 (.76)	105	94.6
There was much peer interaction amongst the students.	3.92 (.69)	107	96.4
I participated in the class activities actively (including discussions, sharing, games, etc.).	3.91 (.60)	110	99.1
I was encouraged to do my best.	3.77 (.64)	107	97.3
The learning experience enhanced my interests towards the course.	3.44 (.81)	98	88.3
Overall speaking, I have a very positive evaluation on the course.	3.50 (.85)	97	87.4
On the whole, I like this course very much.	3.34 (.88)	95	85.6
Lecturer $(a = .95)$			
The lecturer(s) had a good mastery of the course.	3.85 (.71)	108	97.3
The lecturer(s) was (were) well prepared for the lessons.	3.93 (.70)	107	96.4
The teaching skills of the lecturer(s) were good.	3.79 (.82)	105	94.6
The lecturer(s) showed good professional attitudes.	3.92 (.80)	107	96.4
The lecturer(s) was (were) very involved.	4.01 (.73)	107	96.4
The lecturer(s) encouraged students to participate in the activities.	4.03 (.74)	107	96.4
The lecturer(s) cared for the students.	4.05 (.85)	105	94.6
The lecturer(s) was (were) ready to offer help to students when needed.	4.04 (.80)	104	93.7
The lecturer(s) had much interaction with the students.	4.00 (.77)	108	97.3
Overall speaking, I have a very positive evaluation on the lecturer(s).	3.87 (.86)	103	92.8

Note: All items rated are on a 5-point Likert scale with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree.

In addition, agencies also provided constructive comments on how students may improve in their service leadership competencies:

 "Students showed care toward the children by communicating and interacting with them in and outside of class. However, students need to better understand the characteristics and needs of the service recipients and to further improve on their teaching skills ..."

Students' reflections

Both service leadership and service learning emphasize reflection. As such, students were required

to submit three reflective journals across the two semesters. These reflective journals clearly show that students learned, acquired, and reflected on different service leadership attributes. Below are some examples of reflections from students. In terms of leadership competencies, students shared that:

 "For interpersonal competence, I have enhanced my ability in conflict resolution.
 During group discussions, different group members may argue for their points. ... I have learned to deal with such cases by asking the members to clarify their points one by one; if there are any misunderstandings, I

- will try to explain and summarize them in an easy way."
- "I seldom have the chance to deal with children because I am the youngest in my family. This was a good opportunity for me to learn to take care of the younger ones... to appreciate and respect people from diverse backgrounds and to apply different skills and knowledge to deal with complex issues in the service setting. I understand that it is important to open yourself in order to have good communication and relationships with others."

Table 2. Summary of students' perceptions on the extent of that the subject has benefited them (N=111)

Item		Respondents with positive responses	
Term		(3-5)	
Subject benefit ($\alpha = .97$)	Mean (SD)	N	%
It has enhanced my social competence.	3.82 (.68)	103	92.8
It has improved my ability in expressing and handling my emotions.	3.84 (.72)	102	91.9
It has enhanced my critical thinking.	3.66 (.75)	102	91.9
It has increased my competence in making sensible and wise choices.	3.76 (.75)	102	91.9
It has helped me make ethical decisions.	3.83 (.75)	103	92.8
It has strengthened my resilience in adverse conditions.	3.88 (.74)	103	92.8
It has strengthened my self-confidence.	3.75 (.69)	103	92.8
It has helped me face the future with a positive attitude.	3.67 (.75)	104	93.7
It has enhanced my love for life.	3.32 (.82)	93	83.8
It has helped me explore the meaning of life.		94	84.7
It has enhanced my ability of self-leadership.	3.75 (.70)	105	94.6
It has helped me cultivate compassion and care for others.	3.96 (.71)	105	94.6
It has helped me enhance my character strengths comprehensively.	3.74 (.74)	104	93.7
It has enabled me to understand the importance of situational task competencies, character strength and caring disposition in successful leadership.	3.81 (.73)	103	92.8
It has promoted my sense of responsibility in serving the society.	3.81 (.69)	104	93.7
It has promoted my overall development.	3.81 (.74)	104	93.7
The theories, research and concepts covered in the course have enabled me to understand the characteristics of successful service leaders.	3.65 (.68)	101	91.0
The theories, research and concepts covered in the course have helped me synthesize the characteristics of successful service leaders.	3.62 (.75)	99	89.2

Note: All items are rated on a 5-point Likert scale with 1 = unhelpful, 2 = not very helpful, 3 = slightly helpful, 4 = helpful, 5 = very helpful.

Students were also aware of the importance of service leadership attributes:

Moral competence

 "Promise-keeping and integrity are very important to me because I know how disappointing and heartbreaking it feels when somebody breaks his/her promise to me. Therefore, I paid quite a lot of effort in maintaining trust and respect within the place, hoping that my service targets would feel fair and joyful."

Table 3. Means and standard deviations of feedback scores from agencies on students' service performance (N=27)

General feedback	Mean (SD)
Service attitude	4.44 (.64)
Sense of responsibility	4.51 (.57)
Awareness of needs	4.11 (.64)
Sense of care	4.37 (.56)
Cultural sensitivity	3.29 (.83)
Teamwork	4.22 (.64)
Problem-solving skills	4.18 (.68)
Communication skills with service targets	4.22 (.50)
Teaching skills	4.03 (.51)
Application of discipline-specific knowledge	3.33 (.80)
Reflective attitude	4.33 (.55)
Punctuality	4.44 (.50)
Overall performance	4.22 (.50)

Note: All items yielded positive responses (i.e., ratings above 3). Items are rated on a 5-point Likert scale with 1 = very poor, 2 = poor, 3 = fair, 4 = good, 5 = very good.

Demonstrating care and empathy

- "Before this course, I seldom showed my care due to my passive personality. But after the services, I found that care is paramount for building relationships, only when people feel your care, will they be willing to treat you with heart. I will be more active to show my care when I meet someone in need in the future."
- "While planning the activities for students, I have tried to understand and consider their feelings. For instance, those hyperactive students might be sensitive to "victory or defeat", so my group tried to design some non-competitive games."

Active listening

• "I tried to use active listening skills and asked whether he (the service recipient) felt thirsty. I showed him my willingness to listen to his needs. Active listening skills enabled me to get in touch with my clients and to build positive relationships with them."

Students also had the opportunity to reflect on their roles and responsibilities:

- "In the past, I think a responsible citizen should be a good student who studies hard, try not to waste money and resources from taxpayers, donate money to charity, such simple things. However, a good sense of social responsibility is not only about donating money and saving resources, but also providing services to the needy personally."
- "A service leader should understand that providing services does not only satisfy the needs of people, but also benefits oneself by ethically improving competences and abilities. ... As long as we are willing to contribute, we could make a change to the community by doing even the slightest."

Lastly, the subject has helped students to prepare for their future:

 "In the face of the future challenges, I would not only blame the surrounding, but try to have reflection and improve myself. I hope this attitude can guide me in the future and lead me to be a better person."

- "I am happy to have this opportunity that can stretch the way I think about the community. I become more willing to participate in other voluntary work because of the positive impression of this experience. I believe such experience has a value of enhancing my sense of belongingness to the society and civic responsibility by participating in service."
- "I realize that my responsibility as a citizen and as a future professional is to get in touch with them (the needy) proactively and be an active listener, to listen carefully and patiently, and to respond... This service gave me a great opportunity to understand the role of physiotherapists in knowing about their physical needs and treating these children with special needs, like doing exercises with those with weaknesses in body movements."

The above qualitative findings indicate the improvement of students' personal growth in terms of intrapersonal and interpersonal competencies, the connection between the course and service experience and support the integration effects of service learning and service leadership on students learning outcomes (20).

Conclusion

The expansion of the service sector in economies worldwide poses new demands from the workforce. As educators, our goal is to prepare students to meet these expectations and become contributing members to society. Based on the service leadership model developed by HKI-SLAM, the present service learning subject plays an important role in nurturing students to become service leaders. The rationale of the present subject is in line with Chung's [25] assertion that "general education places great emphasis on practice - that is, how students put the knowledge, skills and values acquired into action." In this subject, students not only acquired knowledge on the different attributes of effective service leadership

(i.e., leadership competencies, moral character, and a caring disposition), but they also had the opportunity to put these knowledge along with their disciplinespecific skills into practice through developing and implementing different activities for adolescents and children with special needs. Students also reflected on their strengths and weaknesses as service leaders, as well as their roles and responsibilities. Taken as a whole, results from the subjective outcome evaluation, feedback on students' performance by agencies, and students' reflections confirmed that the subject was beneficial to the development of students as service leaders, while mutually satisfying the needs of service recipients. As a part of the Fung Service Leadership Initiative sponsored by the Victor and William Fung Foundation, this subject is a successful endeavor in the nurturance of service leaders through service learning for university students. Tertiary institutions in Hong Kong will gain insight from this paper, including the rationale, practice, experiences, and assessment methods for the development of service leadership subjects. In view of the generic nature of this subject, it would be easy to transplant the subject to different institutions in Hong Kong. As economies worldwide are becoming highly serviceoriented, there is a need for tertiary education universally to prepare students to adapt to the new challenges. Service leadership serves as an important framework to prepare graduates to become effective service leaders both locally and globally. As service learning emphasizes reflection, social responsibility, ethics, and empathy which are closely aligned with the advocated service leadership attributes, service learning is an ideal model for the development of service leaders in and outside of Hong Kong.

Acknowledgments

The Service Leadership research project at The Hong Kong Polytechnic University is financially supported by the Victor and William Fung Foundation.

Appendix 1. Examples of service projects delivered by students in Heep Hong Society

Activity	Objectives of activity	Brief description of activity	Target service recipients	Participants
Direct Service				
Classroom-based Day Camp	To enhance children's communication, concentration and coordination skills. To bring joy to children through interactive games. To help children to gain a sense of satisfaction and	Classroom-based activities included: Group activities (e.g. throwing bean bags) Drawing and collage-making Learning vocabularies through making sandwiches	Primary school children with special needs (e.g., ADHD, Autism, Emotional Behavioral Disorders)	22 children Aged 6-9
Adventure-based Day Camp	accomplishment. To enhance children's communication skills (e.g., listening and expressing). To enhance children's organization and problem solving skills.	Icebreaking, team-building and various of adventure-based activities	Secondary 1-3 students with ADHD	18 children Aged 12-15
The Hong Kong Polytechnic University Fun Day	 To enhance children's social skills. To provide children with a chance to visit the University and encourage them to form aspirations. To provide an opportunity for harmonious family interaction. 	A large-scale joint Parents' Resources Center activity at PolyU: Children and families engaged in small group activities (e.g., arts and crafts, building newspaper towers) Participants were given a tour around the PolyU campus with activities at different check-points. Mass activities	Parents and children with special needs (e.g., ADHD, Autism, Emotional Behavioral Disorders)	56 participants from over 20 families Children aged 6-15
Developmental Sessions	To teach children appropriate ways to express their emotions, innerfeelings or personal views. To teach children how to meet new friends and provide opportunities for them to practice social skills. To teach children the importance of listening and respecting others' opinions when communicating with others or dealing with conflicts. To act as their companions and to understand their inner-feelings, and provide feedbacks to both the children and their parents.	Sessions included: Storytelling game (involving puppets, toys and children's participation) Paper clay molding game Making snacks Role playing	Children with special needs (e.g., ADHD, Autism)	21 children Aged 8-15
Indirect Service	eminaren ana men parents.	L	l	I
Activity booklet for Children with Special Needs	To assist parents to enhance the attention span of their children with ADHD through engaging in activities and tasks in the booklet. To enhance children's focus and attention span as well as attitudes/behaviors through engaging in different activities. To enhance children's self-esteem and abilities. To encourage and inspire parents to create similar activities for their children.	Activity booklet consisted: Introduction to issues, prevalence rates, and research regarding ADHD, specific to Hong Kong Clear instructions to parents and children on how to conduct the activities. 4 Activities/Games Multilingual (English and Chinese) versions of the booklet were produced.	Booklets for parents and children with concentration/attention deficits	Aged 3-5

Activity	Objectives of activity	Brief description of activity	Target service recipients	Participants
Trivia Competition "The Kingdom of wisdom"	To enhance students' understandings of knowledge in different subjects. To enable build trust relationship among group mates.	The Kingdom of wisdom was a trivia competition held for both junior and secondary form students. Students participated in teams to answer questions testing their knowledge in different areas.	Children and adolescents with special needs (e.g., ADHD, Autism, Emotional Behavioral Disorders)	Over 50 students Aged 12-17
The Hong Kong Polytechnic University Day Camp	To give adolescents the opportunity to explore the PolyU campus. To encourage students at SBC to cooperate with each other. To stimulate adolescents' thinking and creativity.	Day Camp included: Team-building activities Fashion design activity Campus tour Visit to the Institute of Textile and Clothing Studios	Adolescents with special needs (e.g., ADHD, Autism, Emotional Behavioral Disorders)	18 students studying Art and Design Aged 15-17
Recreational Day Camp	To provide an opportunity for children to participate in recreational activities. To enhance children's communication and social skills through games.	Day Camp included: Paper tank race (students cooperate with one another to move forward by using the tank) Paint Your Life Adventure time Nature walk	Children with special needs (e.g., ADHD, Autism, Emotional Behavioral Disorders)	15 children Aged 9-10
End of School Year "Farewell Day"	To enable children to be aware of the importance of good behavior when integrating into society. To improve children's interpersonal and communication skills.	"Farewell Day" activities included: Ice-breaking games Cooking activities Game stalls	Children with special needs (e.g., ADHD, Autism, Emotional Behavioral Disorders)	16 children Aged 9-10

Appendix 2. Examples of service projects delivered by students in Society of Boys' Centre

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Submitted: January 20, 2015. Revised: February 25, 2015. Accepted: March 13, 2015.

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