

人 力 資 源

HUMAN RESOURCES

組織

截至一九九九年三月三十一日止，本處共有四百三十一名員工，其中三百九十五名為全職公務員，其餘三十六名為臨時及合約員工。為配合波動的工作量，本處的員工總數自去年繼續減少。

ORGANIZATION

As at 31 March 1999, the Registry had a total of 431 staff, of whom 395 were full time civil servants and 36 were temporary and contract staff. In response to workload fluctuations there was a continual net decrease in the total number of staff as against that of the previous year.



本處的首長級及高層管理人員
The directorate and senior management of the Companies Registry

本處的基本組織架構如下 —

The Registry's basic organization is as follows —



* Standing Committee on Company Law Reform

培訓及發展

在一九九八至九九年度，本處繼續為所有職系的員工提供培訓，以迎合本處的運作需要及加強員工發展。無論是本地或海外的培訓，本處均有安排。一如往年，本處會優先提供管理方面的培訓。此外，本處亦注重給予電腦及語言方面的培訓，例如普通話及中文寫作技巧等。繼去年提供內部課程後，本處於一九九八至九九年度籌辦另一個有關初級普通話



要協助員工有所發展，培訓固然重要
Staff development — training is important

的內部課程。員工在一九九八至九九年度參加培訓課程的總日數較上年度為多，共達七百九十九天。本處一名律師亦獲提名參加了由上海復旦大學開辦的中國法律短期講習班。

在一九九八至九九年度，本處各部門檢討及修訂了多套內部運作指引，並設立若干新指引，給員工提供清晰的指導。視乎需要，本處亦會列出「常問問題」予員工採用，例如櫃檯員工，以便他們既可以迅速地解答查詢，亦可保持一致的答覆。

在發展策略性改革計劃的同時，本處亦於一九九八至九九年度展開一個人力資源管理的研究，其目的在於研究部門內現有及日後的人力資源問題，以便擬訂一套人力資源管理計劃，讓部門日後可以就招聘及培訓員工方面，迎接當前及未來的挑戰。此項研究工作已告完成。在一九九九至二零零零年度，本處會繼續制訂一系列管理方面的工作計劃，例如人手招聘、工作表現管理、培訓、員工關係及內部溝通等。

TRAINING & DEVELOPMENT

In 1998-99, the Registry continued to provide training for staff of all grades to meet the department's operational requirements and promote staff development. Both local and overseas training were organized. As in the previous year, training covering various management aspects was accorded with high priority. Apart from this, emphasis was also placed on computer and language training such as Putonghua and Chinese writing skills. Following the provision of in-house courses in the previous year, another in-house course was organized in 1998-99 on Elementary Putonghua. The total number of training days undertaken by staff locally was higher in 1998-99, reaching 799 days. A solicitor was nominated to attend the short course on Chinese Law conducted by the Fudan University in Shanghai.

A large number of internal operational guidelines have been reviewed and revised, and some new ones introduced, during 1998-99 to provide clear guidance to staff. Where appropriate, "Frequently-asked Questions" are developed and provided for staff (e.g. counter staff) to deal with enquiries efficiently and on a consistent basis.

In parallel with the Strategic Change Plan, the Registry also initiated a human resources management study during 1998-99. The objective is to examine the existing and future human resources issues of the department with a view to drawing up a human resources management plan which will enable the department to recruit, train and develop staff to meet present and future challenges. The study has been completed. Work will continue in 1999-2000 to formulate a series of management programmes covering aspects such as recruitment, performance management, training and development, staff relations and communications.



本處職員收取升職信
Officers receiving promotion letters

員工獎勵及嘉許

在一九九八至九九年度，本處繼續推行員工激勵計劃，以加強員工對部門服務承諾的認識和承擔，及激勵員工不斷改善服務。該計劃共有五項活動，即工作表現獎、最佳工作改善獎、好人好事獎、最佳服務獎及模範櫃檯職員獎。這些活動旨在達致下列五個不同目標 —

- 獎勵每名員工，嘉許他們整體的工作表現；
- 獎勵個別的組別或工作隊伍，嘉許他們改善工作效率及生產力；
- 獎勵個別員工，嘉許他們的模範操守及卓越處事表現；
- 獎勵個別的部或組，嘉許他們在特定服務上的工作表現；及
- 獎勵個別員工，嘉許他們為客戶提供優質服務。

在一九九八至九九年度，本處的服務承諾所訂的目標全部實現，員工因而獲得工作表現獎。至於最佳工作改善獎及好人好事獎，年內並無收到任何提名。有一點要強調的是，雖然沒有人被提名參選最佳工作改善獎，實際上大部分組別均有在年內檢討及簡化有關工作程序。

最佳服務獎及模範櫃檯職員獎分別由得到最多客戶投票的服務組別及櫃檯員工奪得。本地公司註冊成立服務再次在第二年獲得主要客戶垂青，被挑選為一九九八至九九年度最佳服務獎得主。雖然在一九九八至九九年度，本處提升了承諾在六個工作天內辦妥公司註冊成立個案的百分比至百分之九十五，新公司註冊組仍能超越此目標，故其員工得獎乃實至名歸。



新公司註冊組的公司註冊服務再次奪得「最佳服務獎」
The company incorporation service of New Companies Section won the Best Service Award again

STAFF MOTIVATION & RECOGNITION

In 1998-99, the Registry continued to organize the Staff Motivation Scheme for the purpose of promoting staff awareness of and commitment to the department's performance pledges and motivating staff towards continuous improvement of service. The scheme consists of five activities, namely the Registry Performance Award, the Best Work Improvement Award, the Good People Good Deeds Award, the Best Service Award and the Best Counter Staff Award. These activities were targeted at five different levels as follows —

- to acknowledge overall performance in the organization by awarding every member of staff;
- to acknowledge improvements in work efficiency and productivity by awarding specific sections/work-related teams;
- to acknowledge exemplary conduct and superlative efforts of individual staff;
- to acknowledge specific service performance by awarding specific divisions/sections; and
- to acknowledge the provision of quality customer services by awarding individual staff.

The Registry Performance Award was given out as all the targets of the Registry's performance pledges were met during 1998-99. As regards the Best Work Improvement Award and the Good People Good Deeds Award, there were no nominations received for the year. In respect of the former, it should be stressed that, although no nominations were received, many sections reviewed and streamlined their operating procedures in the course of the year.

The Best Service Award and the Best Counter Staff Award were won by the service section and the counter staff respectively that obtained the highest votes given by the Registry's customers. For the second year, incorporation of local companies was chosen by the Registry's major customers as the deserving winner of the Best

本處的櫃檯客戶選出的一九九八至九九年度模範櫃檯職員獎得主，新舊得獎者皆有，顯示出更多員工明白到有需要提供有禮貌兼高效率的服務，從而贏得客戶的嘉許。



「模範櫃檯職員獎」選舉
Best Counter Staff Election



Service Award for 1998-99. As the pledge for processing company incorporation cases within six working days had been raised in 1998-99 to 95% of cases and the New Companies Section was able to exceed this target, the award was well justified for the staff concerned.

The fact that the winners selected for the 1998-99 Best Counter Staff Award by the Registry's counter customers included a combination of new and old winners showed that more staff were conscious of the need to provide a courteous and efficient service and succeeded in getting customers' recognition.

Other civil service-wide staff recognition schemes, such as the Long Service Travel Award and Long and Meritorious Certificates Schemes, recognize loyal and meritorious service. In the past year, one Companies Registration Officer I received the travel award and eleven officers in various ranks who had served 20 years or more in the Government were given the certificates.

其他嘉許公務員表現的計劃，例如長期服務公費旅行獎勵計劃及長期優良服務獎勵計劃，均旨在褒獎盡忠職守及表現優良的員工。去年，一名一級公司註冊主任獲得長期服務公費旅行獎。此外，十一名在政府服務了二十年或以上不同職級的人員獲頒長期優良服務獎狀。

員工關係

年內，本處舉辦各種聯誼及康樂活動，既能促進員工關係，又對員工的健康有裨益。這些活動包括聖誕及周年晚宴、體育活動、參觀節目、興趣班及內地旅遊等，均廣受員工歡迎，有助培養部門的團結精神。



廣州之旅
A trip to Guangzhou

STAFF RELATIONS

During the year, the Registry organized various kinds of social and recreational activities in order to enhance staff relations and physical well-being. The activities included the Christmas and annual dinner, sports activities, visits, interest classes, and a trip to the Mainland. All these activities were well supported by staff and helped to build up a good esprit de corps in the department.



遊覽香港科技大學
A tour of the Hong Kong University of Science

社會責任

在環境保護方面，本處竭力改善辦公室環境狀況。綠色工作管理措施自一九九七年開始引入，讓員工按照實際情況盡可能實施。不少典型的廢物消滅措施已被廣泛採用，例如利用使用過的紙張的空白一面作為草擬、影印、存檔或傳閱副本文件之用。作為一個小型部門而所負責的事務又不屬於對環境有重大影響的活動，本處各員工可以致力節省能源及紙張，並採取一般適用於辦公室的其他綠色措施，為保護環境付出一分力量。

本處在一九九八年六月舉行捐血運動，獲百分之十二的員工參與捐血。



捐血日
Blood donation day

SOCIAL RESPONSIBILITY

On the environmental protection side, the Registry is committed to improving office environment performance. Green housekeeping measures have been introduced to staff since 1997 for implementation as far as practicable. Many typical waste minimization measures, such as using the blank side of used paper for drafting, photocopying, filing and flimsy circulation have been widely adopted. As a small department not undertaking activities which have a major environmental impact, every member of staff can contribute to protecting our environment by conserving energy and paper, and adopting other green measures applicable to offices in general.

A blood donation day was arranged in June 1998 and 12% of the Registry's staff participated in the event.