

## 組織

截至二零零一年三月三十一日，本處共有403名員工，其中369名為公務員，其餘34名為合約員工。在二零零零年三月三十一日，本處聘用的員工則共有408名。

本處在二零零一年二月十三日設立「資訊科技部」和「拓展部」，二零零零至零一年度的組織因此出現重大改變。資訊科技部就所有的資訊科技事宜向部門提供意見，並就發展、推行和管理各電腦系統與資訊科技計劃，給予技術支援。拓展部負責一切與推行策略性改革計劃及發展、實施、維持所有電腦系統與資訊科技計劃有關的行政和統籌工作。這兩部別屬「拓展經理」管轄。拓展經理是一個新開設的「首席公司註冊主任」職級編外職位，屬於首長級薪級第一點，負責策劃和監督「策略性改革計劃」及「資訊系統策略研究」各項改革建議的推行。

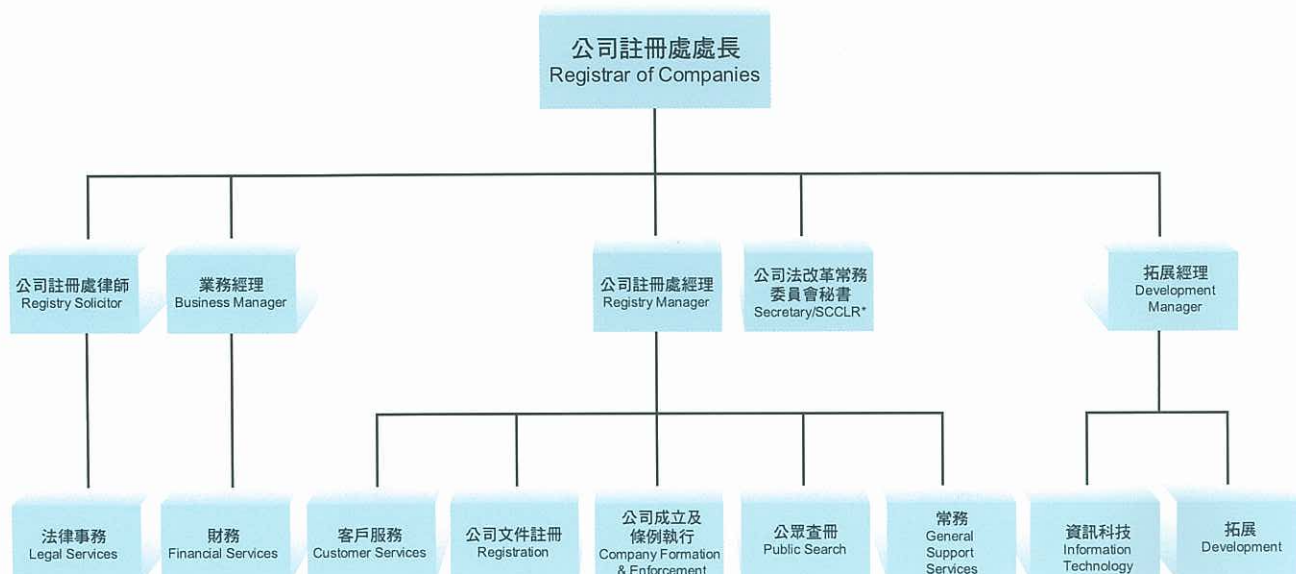
截至二零零一年三月三十一日，本處的組織架構如下：——

## Organisation

As at 31 March 2001, the Registry had a total of 403 staff, of whom 369 were civil servants and 34 were contract staff, as compared with the 408 staff employed on 31 March 2000.

There was a major organisational change in 2000-01 with the establishment of the IT Division and Development Division on 13 February 2001. The IT Division advises the department on all IT matters and provides technical support on the development, implementation and management of all computer systems and IT projects. The Development Division undertakes all necessary administrative and coordination work relating to the implementation of the SCP as well as the development, implementation and maintenance of all computer systems and IT projects. The two divisions are placed under the management of the Development Manager which is a supernumerary Principal Companies Registration Officer post, at the rank of Directorate level D1, created to plan and oversee the implementation of the recommendations made in the SCP and Information Systems Strategy Study.

The Registry's organisation on 31 March 2001 was as follows : ——



\* Standing Committee on Company Law Reform



總部的高層管理人員  
*The Headquarters' Senior Management*



公司文件註冊部的管理人員  
*The Registration Division's Managers*





公司成立及條例執行部的管理人員  
*The Company Formation and Enforcement Division's Managers*



公眾查冊部的管理人員  
*The Public Search Division's Managers*





## 員工管理與培訓

培訓與發展繼續是本處其中一項主要的人力資源管理事項。在二零零零至零一年度，本處為所有職系的員工繼續提供培訓，以迎合本處的運作需要及促進員工發展。本處積極提供電腦方面的培訓，以加強員工對資訊科技的認識，使他們具有所需技能，去配合政府為了在香港推廣公共服務電子化及電子商貿而採取的各項措施。本處亦十分注重管理和語文能力方面的培訓。年內，員工參加本地培訓課程的日數達 633 天。

除了課室學習之外，本處亦大力鼓勵自學，員工對此亦甚表歡迎。參加公務員培訓處電子學習計劃的員工不斷增加。一位總公司註冊主任在二零零零至零一年度獲頒自學獎勵計劃勤學獎。這計劃由公務員培訓處主辦，嘉許員工努力在網上學習和學有所成。本處將繼續努力推動員工自學，並支持政府提倡公務員培養持續進修與個人發展的文化。本處正擬訂各項計劃，以便在二零零一至零二年度實行「資助公務員自學計劃」，資助員工自行在外間修讀與工作有關的研習課程或短期課程，切合他們的發展需要。

本處在二零零零至零一年度制訂了培訓計劃，作為其中一項人力資源管理措施，以便在員工培訓和發展方面，採取更主動和策略性的方式。這計劃旨在配合個別員工職系的培訓與發展需要。本處已訂下目標，指明員工每年參加培訓課程的日數，同時編定培訓活動的優先次序，確保使用培訓資源符合成本效益。一些對提高工作才能甚為重要的課程已納入計劃內。該計劃有助培養具備足夠知識的人員，以協助

## Staff Management & Training

Training and development has remained one of the key human resources management issues of the Registry. In 2000-01, we continued to provide training for staff of all grades to meet the department's operational requirements and promote staff development. Computer training has been accorded high priority in order to enhance IT awareness among staff and equip them with the necessary skills to cope with the Government's initiatives in promoting electronic service delivery and commerce in Hong Kong. Emphasis is also placed on management and language proficiency training. During the year, 633 training days were undertaken by staff locally.

Apart from classroom training, self-learning has been widely encouraged and is well received by staff. There has been an increasing number of staff participating in the e-learning programme introduced by the Civil Service Training and Development Institute (CSTDI) and a Chief Companies Registration Officer was awarded an Avid Learner Award under the Learning Recognition Scheme in 2000-01. The scheme was organised by the CSTDI to give recognition to staff's efforts and achievements made in e-learning. The Registry will continue with its efforts to promote self-learning among staff and support the civil service's initiative to develop a culture for continuous learning and self development. Plans are in hand to implement a training incentive scheme in 2001-02 to provide financial incentives for staff to pursue self-initiated external study programme or short courses that are employment-related to suit their development needs.

To take a more proactive and strategic approach in staff training and development, a training plan has been formulated in 2000-01 as one of the human resources management initiatives. The plan aims to address the training and development needs of individual grades of staff. Targets are set specifying the number of training days to be undertaken by staff in a year and training activities are prioritised in order to ensure a cost-effective use of training resources. Courses which are essential for building up job competencies are being incorporated in the training



本處面對持續不斷和長遠的挑戰。

本處編訂了《工作表現管理指引》，這是二零零零至零一年度實行的另一項主要人力資源管理措施。該指引以簡單易明的方式編寫，旨在使督導人員更了解工作表現管理的目標。指引並且列載各種可提高工作表現的管理工具。

本處在二零零零至零一年度繼續定期舉行協商會議和聯絡會議，使職管雙方保持溝通，亦方便雙方就彼此關心的事項交換意見。為了推廣職業安全與健康，本處設立由職管雙方代表組成的「職業安全委員會」，目的是提高工作安全，並於處內建立安全管理制度。

programme. The plan will help towards developing a workforce that is well-equipped for meeting the on-going and long-term challenges of the Registry.

Another major human resources management initiative implemented in 2000-01 was the production of a performance management guide. The guide, which was produced in a simple and user-friendly manner, aims at enhancing supervisors' understanding of the objectives of performance management. The guide sets out the various management tools that may be used to enhance performance.

During 2000-01, consultative and liaison meetings continued to be held regularly to maintain communication between management and staff and facilitate an exchange of views on issues of common interest. In order to promote occupational safety and health in the Registry, an Occupational Safety Committee, represented by both management and staff, was formed with a view to enhancing safety at work and set up a safety management system in the department.



公司註冊處處長主持本處與公司註冊主任協會舉行的聯絡會議  
*The Registrar of Companies chairing a liaison meeting with the Association of Companies Registration Officers*

## 員工獎勵及嘉許

本處推行員工獎勵計劃，目的在於加強員工對部門服務承諾的認識和承擔，以及激勵他們不斷改善服務。該計劃共有五項活動，旨在達致下列五個不同目標：——

- 工作表現獎 —— 獎勵每位員工，嘉許他們整體的工作表現；
- 最佳建議獎 —— 獎勵員工，嘉許他們提出有關本處提高效率和改善工作的建議；
- 好人好事獎 —— 獎勵個別員工的模範操守和卓越處事表現；
- 最佳服務獎 —— 獎勵個別的部別或組別，嘉許它們在特定服務上的工作表現；及
- 模範櫃檯職員獎 —— 獎勵個別員工，嘉許他們為客戶提供優質服務。

在二零零零至零一年度，本處服務承諾所訂的目標全部實現，每位員工因此獲得工作表現獎。提供「在非繁忙時間遞交文件」服務的行政組，第二年獲本處主要客戶挑選為最佳服務獎的得獎組別。本處訂下的目標，是在十分鐘內提供這項服務的個案比率須達98%。由於行政組以100%的比率超標完成，該組人員得獎乃實至名歸。模範櫃檯職員獎的十名得主，均由前來本處辦理事務的客戶選出，所收到的選票約有



客戶投票選出模範櫃檯職員  
Customer casting his vote for the best counter staff

## Staff Motivation & Recognition

The Registry has a 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 targeted at five different levels as follows : ——

- The Registry Performance Award —— to acknowledge overall performance in the organisation by awarding every member of staff;
- The Best Suggestions Award —— to acknowledge staff effort in making efficiency and improvement suggestions on the Registry;
- The Good People and Good Deeds Award —— to acknowledge exemplary conduct and superlative efforts of individual staff;
- The Best Service Award —— to acknowledge specific service performance by awarding specific divisions/sections; and
- The Best Counter Staff Award —— 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 2000-01. "Submission of documents during non-peak hours", a service provided by the Administration Section, was for the

second year chosen by the Registry's major customers as the deserving winner of the Best Service Award. The achievement target for providing this service was within 10 minutes in 98% of total cases. As the Administration Section was able to exceed the target by providing the service within 10



1,000張。這個獎項有助員工承諾為客戶提供有禮貌和高效率的服務。

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與長期優良服務獎勵計劃，均旨在褒獎盡忠職守和表現優良的員工。去年有一名人員獲得長期服務公費旅行獎，另有11名為政府服務了20年或以上的人員獲頒長期優良服務獎狀。

minutes in 100% of the cases, the award to the staff concerned was well justified. Ten winners of the Best Counter Staff Award were selected by the Registry's walk-in customers who submitted about 1,000 voting tickets. This award has helped to instil a commitment in our staff to provide a courteous and efficient service.

Other civil service-wide staff recognition schemes, such as the Long Service Travel Award and Long and Meritorious Certificates Schemes, recognise loyal and meritorious service. During the past year, one officer received the travel award and 11 other officers who had served 20 years or more in the government were given the certificates.

## 員工關係

本處定期舉辦各項聯誼及康樂活動，促進員工關係和福祉。這些活動深受員工及家屬歡迎。在二零零零至零一年度舉辦的活動包括遊覽名勝、黃昏營、瑜珈班、聖誕晚宴和聖誕聯歡會。

## Staff Relations

We regularly organise social and recreational activities to enhance staff relations and well-being. These activities are well received by staff and their family members. Activities held in 2000-01 included outings to various interesting places, an evening camp, a yoga class and the Christmas dinner and party.



參觀志蓮淨苑  
*A visit to Chi Lin Nunnery*



員工的戶外康樂活動  
*Outdoor recreational activities for staff*



麥理浩夫人渡假村黃昏營  
*Evening camp at Lady Macle hose Holiday Village*



員工享用聖誕晚宴  
*Staff enjoying the Christmas dinner*