

### 組織

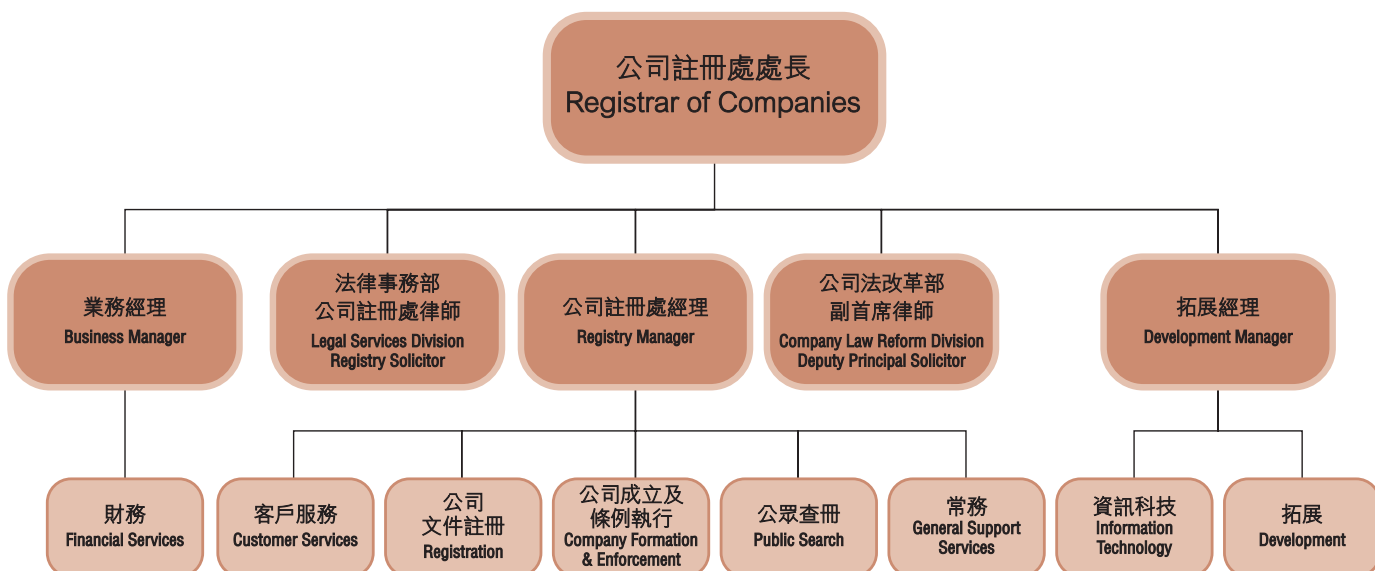
截至二零零三年三月三十一日，本處共有428名員工，其中335名為公務員，其餘93名為合約員工。在二零零二年三月三十一日，本處聘用的員工則共有407名，其中348名為公務員，59名為合約員工。二零零二至零三年度增聘的人手，是負責將縮微膠片及紙張形式的紀錄轉換為電腦儲存紀錄。

截至二零零三年三月三十一日，本處的組織架構如下：—

### Organisation

As at 31 March 2003, the Registry had a total of 428 staff, of whom 335 were civil servants and 93 were contract staff, as compared with the 407 staff (348 civil servants, 59 contract staff) employed on 31 March 2002. The increase in the number of contract staff during 2002-03 was for the project to convert the microfilm and paper records into computer records.

The Registry's organisation on 31 March 2003 was as follows: —





總部的管理人員  
*Managers of the Headquarters Team*



公眾查冊部的管理人員  
*Managers of the Public Search Division*



公司文件註冊部的管理人員  
*Managers of the Registration Division*



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



## 員工管理與培訓

在二零零二至零三年度，本處在員工培訓與管理方面繼續採取策略性方式，為此制訂了部門培訓發展計劃。本處按照各部別的管理層人員提供的資料，制訂培訓發展計劃，為各職級的人員提供培訓，配合部門的運作需要，促進員工發展。

本處的運作程序會隨着「公司註冊處綜合資訊系統」的落實而出現轉變。為了讓員工應付轉變，以及表示更為注重提供優質服務，公務員培訓處特別為公司註冊主任及管理層職級的人員舉辦「變革管理」課程。

## Staff Management & Training

In 2002-03, the Registry continued its strategic approach in staff training and management matters by drawing up a Departmental Training and Development (T&D) Plan. The T&D Plan was formulated with the input of the divisional managers to provide training for staff of all grades in meeting the department's operational requirements and promoting staff development.

In order to prepare staff to meet the forthcoming changes in operational procedures following the implementation of ICRIS, as well as increasing emphasis on quality services delivery, tailor-made training courses on Change Management have been organised by the Civil Service Training and Development Institute for the Companies Registration Officers (CROs) and officers at supervisory ranks.



公務員事務局局長探訪本處

*The Secretary for the Civil Service visiting the Registry*



公務員事務局局長探訪本處  
*The Secretary for the Civil Service visiting the Registry*

本處繼續積極提供電腦培訓，以加強員工對資訊科技的認識，使他們掌握所需的技能，配合政府為推廣香港電子商貿而定出的各項措施。我們鼓勵員工利用唯讀光碟增進電腦知識，這些光碟載有關於軟件應用的培訓資料。

年內，員工參加本地培訓課程的總日數達709天。

除了課室學習，本處亦舉行以《2002年公司(修訂)條例草案》為主題的簡介會，由一名高級專業人員主持，目的在於提高公司註冊主任的專業知識。年內，處方亦就員工感興趣的話題，播放多輯影帶，內容包括面試技巧、以及職業安全與健康，以增廣他們在這些方面的知識。

Computer training has again been accorded high priority in order to enhance the awareness of information technology among staff and equip them with the necessary skills to cope with the Government's initiatives in promoting electronic commerce in Hong Kong. Staff have been encouraged to make use of CD-ROMs containing training materials on software applications to strengthen their computer knowledge.

During the year, a total of 709 training days were undertaken by staff locally.

In addition to classroom training, in-house briefings on the Companies (Amendment) Bill 2002 were conducted by a senior professional of the Registry with a view to strengthening the professional knowledge of the CROs. Various video shows on topics of interest such as recruitment interview skills and occupational safety and health were also arranged during the year to enhance the knowledge of staff in these aspects.



海外培訓方面，公司註冊處處長在二零零二年七月率領一個公務員代表團，訪問新疆烏魯木齊及吐魯番，了解當地的工作情況。同年五月，一名高級法律事務人員在北京大學修讀一項專為外籍律師而設的法律課程。

公務員事務局在二零零一至零二年度推出一項為期三年的公務員培訓發展計劃。為支持該計劃，本處內部繼續實行資助公務員自學計劃，推廣不斷進修與終身學習文化。該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，以切合他們的個人發展需要、興趣、時間調配和學習模式。

本處在二零零二至零三年度實行的另一項人力資源管理措施是編寫處方的《紀律處分指引》，讓主管人員更了解和認識員工管理與紀律處分事宜。

In respect of overseas training, the Registrar of Companies led a civil service delegation on a familiarisation visit to Urumqi and Turpan in the Xinjiang Autonomous Region in July 2002, and a senior legal officer attended a Law Course for English-speaking Counsel in the Peking University in May 2002.

In support of the three-year training and development scheme launched by the Civil Service Bureau in 2001-02, the Registry continued the implementation of a departmental training incentive scheme to promote continuous learning and life-long self-development. The Scheme provides financial incentives to staff to embark on self-initiated external study programmes or short courses that are employment-related to suit their personal development needs, interests, time and learning mode.

Another human resources management initiative implemented in 2002-03 was the development of a departmental Guide on Disciplinary Matters to enhance the understanding and knowledge of supervisors on staff management and disciplinary matters.



公司註冊處處長頒發升職信給公司註冊處經理劉麗芬女士  
*The Registrar of Companies giving Ms Peggy Lau, the Registry Manager, her Promotion Letter*



### 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。

### 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 the continuous improvement of the services it provides. 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 Suggestion Award —— to acknowledge staff effort in making efficiency and improvement suggestions on the Companies 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/section; and
- The Best Counter Staff Award —— to acknowledge the provision of quality customer services by awarding individual staff.



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



新公司註冊組的代表領取「最佳服務獎」

*Representative of the New Companies Section receiving the Best Service Award*

Incorporation of local companies, a service provided by the New Companies Section, was chosen, for the fourth year, by the Registry's major customers as the winner of the Best Service Award. The achievement target for providing this service was within six working days in 98% of total cases. As the New Companies Section has been able to exceed the target by providing the service within six working days in 100 % of the cases,

提供「本地公司註冊成立」服務的新公司註冊組，第四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，是在六個工作天內提供這項服務的個案比率須達總數的98%。由於新公司註冊組以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1,800張。這個獎項有助培養員工承諾為客戶提供有禮貌和效率的服務。

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 1,800 voting tickets. This award has helped to instill in our staff a commitment to providing a courteous and efficient service.



新公司註冊組的「本地公司註冊成立」服務奪得「最佳服務獎」

*'Incorporation of local companies' service of the New Companies Section winning the Best Service Award*



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。二零零二至零三年度有兩名人員獲得長期服務公費旅行獎，另有28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。

Other civil service-wide staff recognition schemes, such as the Long Service Travel Award and Long and Meritorious Service Award Schemes, recognise loyal and meritorious service. During 2002-03, two officers received the travel award and 28 other officers who had served 20 years or more in the government were given certificates.



同事領取「長期優良服務獎狀」

Officers receiving the Long and Meritorious Service Certificates

## 員工關係

年內，本處舉辦各類聯誼及康樂活動，促進員工關係和健康。這些活動深受員工及家屬歡迎。在二零零二至零三年度舉辦的活動主要為午膳時間播放以健康為主題的影帶和舉辦手工藝班、遊覽包括香港米埔與內地番禺的各處名勝、聖誕晚宴和聖誕聯歡會。

## Staff Relations

During the year, the Registry organised various kinds of social and recreational activities to enhance staff relations and physical well-being. These activities were well received by staff and their family members. Activities held in 2002-03 featured video shows on health topics and handicraft classes organised during lunch breaks, outings to various interesting places including Mai Po in Hong Kong and Pan Yu in the Mainland, and the Christmas dinner and party.



遊覽番禺長隆夜間動物園  
A trip to Pan Yu Chime-long  
Night Zoo



遊覽米埔  
Outing to Mai Po





公司註冊處處長在聖誕聯歡會致辭  
*The Registrar of Companies delivering a speech at the Christmas Party*



本處首長級人員在聖誕聯歡會向員工祝酒  
*The Registry's Directorate proposing a toast to the Registry's staff at the Christmas Party*





公司註冊處處長在聖誕聯歡會抽獎節目中頒發獎品給同事  
*The Registrar of Companies presenting a prize at the Registry's Christmas lucky draw*

## 社會責任

本處在二零零二年八月舉行了一次捐血日，約有11%員工支持和參與捐血。為了支持公務員事務局推廣的公務員義工計劃，本處的義工隊為社會福利署的青少年住宿院舍舉辦攝影興趣班；此外，亦參予海岸公園大使計劃的工作。

## Social Responsibility

A blood donation day was arranged in August 2002. Around 11% of the Registry's staff supported the function and gave blood on the occasion. In support of the Civil Service Volunteer Work Programme launched by the Civil Service Bureau, the volunteer work team of the Registry had organised interest classes on photography for a youth residential home under the Social Welfare Department and participated in the Marine Park Ambassador Scheme.