



組織

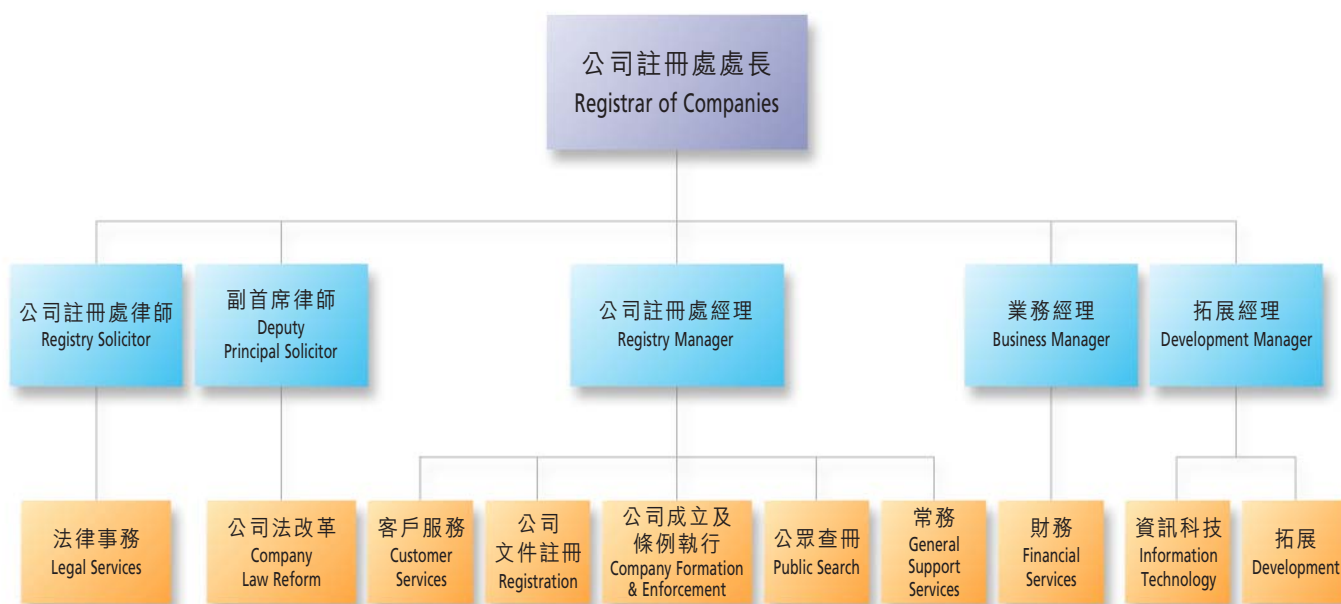
截至二零零四年三月三十一日，本處共有 396 名員工，其中 319 名為公務員，其餘 77 名為合約員工。在二零零三年三月三十一日，本處聘用的員工則共有 428 名，其中 335 名為公務員，93 名為合約員工。二零零三至零四年度員工數目減少的原因，是本處根據人力資源計劃，分階段刪除因推行策略性改革計劃而出現的過剩職位。

截至二零零四年三月三十一日，本處的組織架構如下：—

Organisation

As at 31 March 2004, the Registry had a total of 396 staff, of whom 319 were civil servants and 77 were contract staff, as compared with the 428 staff (335 civil servants, 93 contract staff) employed on 31 March 2003. The decrease in the number of staff during 2003-04 was attributable to the department's manpower plan of phased deletion of posts which became surplus to requirement as a result of the implementation of the Strategic Change Plan.

The Registry's organisation on 31 March 2004 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

員工管理及培訓

在二零零三至零四年度的員工培訓及管理方面，本處繼續以策略性和積極主動的方式，擬備部門培訓發展計劃。本處為所有職系的員工制訂策略性培訓計劃，目的是提供特定的培訓，增進他們的技能和知識，以配合部門的運作需要，並滿足員工的發展需要。

本處繼續以提供電腦培訓作為首要工作，以加強員工對資訊科技的認識，使他們掌握所需的技能，以配合電子政府措施的推行。我們已鼓勵員工利用載有軟件應用培訓資料的唯讀光碟，增進電腦知識。

年內，員工參加本地培訓課程的總日數達538.5天。

除了課堂學習外，本處亦舉辦內容多元化的簡介會和經驗分享會，例如壓力管理、工作表現管理、存檔實務和客戶服務技巧。處方亦就員工感興趣的課題，例如職業安全及健康，播放多套錄影帶。

Staff Management & Training

In 2003-04, the Registry continued its strategic and proactive approach in staff training and management matters by preparing a Departmental Training and Development (T&D) Plan. A strategic training programme for staff of all grades has been drawn up to provide specific training to staff to enhance their skills and knowledge in meeting the operational needs of the department, as well as meeting their development needs.

Computer training has continued to be 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 E-Government initiatives. 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 538.5 training days were undertaken by staff locally.

In addition to class-room training, in-house briefings and experience sharing sessions were also conducted. They covered various topics such as stress management, performance management, filing practices and customer services skills. Video shows on topics of interest, such as occupational safety and health, were also arranged.



在二零零三至零四年度，本處一位高級人員參加了哈佛大學甘迺迪政府學院舉辦的「領導精修及發展課程」。這項課程的目的，是提升最高層公務員的領導才能和策略性管理能力。

In 2003-04, a senior member of the Registry attended the Leadership Enhancement & Development Programme conducted by the John F Kennedy School of Government, Harvard University. The programme has been commissioned to enhance the leadership and strategic management capacities of the top echelons of the civil service.

為支持公務員事務局在二零零一至零二年度推出的三年期公務員培訓發展計劃，本處繼續推行資助公務員自學計劃，藉以推廣不斷進修和終身學習文化。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。

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 a 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.



公司註冊處經理在「優質客戶服務」培訓課程開始時致辭
The Registry Manager giving a briefing on Customer Service Excellence

為支持推行電子政府措施，本處已着手籌劃實施「電子處理假期申請系統」，將申請假期、計算和記錄假期總額的程序自動化，把因而節省的時間和資源，用於推行其他人力資源活動。該系統將在二零零四至零五年度推行，處方會提供適當培訓，加深員工對應用新系統的認識。

本處一向十分重視職管雙方保持溝通。在二零零三至零四年度，除了定期舉行協商和聯絡會議外，部門更設立「部門嘉獎信計劃」，就頒發嘉獎信給模範員工審議有關提名。公務員及合約僱員均可獲提名，而甄選工作則以員工表現持續優秀或堪作楷模，或其優異表現值得特別表揚作為準則。

為確定及推行改善措施，以加強內部溝通，並提升員工的工作表現和對工作的滿足感，本處計劃在二零零四至零五年度進行意見調查，從而評估員工對部門運作的意見、他們整體的滿意程度和士氣等。調查的另一目的，是要提倡互相關懷的文化，鼓勵員工全力以赴，協助本處完成使命。

In support of the E-Government initiatives, the Registry started planning the implementation of an Electronic Leave Application and Processing System (ELAPS) with a view to automating the leave application, calculation and recording processes thereby saving time and resources for other human resources activities. ELAPS will be implemented in 2004-05 and appropriate training will be provided to enhance staff's knowledge on the applications of the new system.

The Registry has always placed strong emphasis on maintaining communications between the management and the staff. In 2003-04, in addition to the regular consultative and liaison meetings, the department set up a Departmental Commendation Letter Scheme to examine nominations for the award of commendation letters to deserving staff, including both civil servants and contract staff, who have either provided consistently outstanding or exemplary service or performed an exceptionally meritorious act warranting special recognition.

In order to identify and introduce improvement measures for better internal communications, work performance and job satisfaction, the Registry plans to conduct an opinion survey in 2004-05 to gauge staff's opinion on the department's operation, their overall satisfaction, morale, etc. The survey also aims at establishing a caring culture so that staff will be motivated to give their best to support the Registry's mission.



員工獎勵及嘉許

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

- 工作表現獎 —— 對每位員工的整體工作表現表示嘉許；
- 最佳建議獎 —— 對員工提出有助本處提高效率和改善工作的建議表示嘉許；
- 好人好事獎 —— 對個別員工的模範行為和卓越表現表示嘉許；
- 最佳服務獎 —— 對某個部別或組別在指定服務方面的工作表現表示嘉許；及
- 模範櫃檯職員獎 —— 對個別為客戶提供優質服務的員工表示嘉許。

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/sections; 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

行政組提供的「遞交文件——非繁忙時間」服務，獲本處的主要客戶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總數的98%。由於行政組以100%的比率超標完成，該組人員得獎可說是實至名歸。模範櫃檯職員獎的12名得主，均由親身到本處辦理手續的客戶選出，所收到的選票共有1,978張。這個獎項有助培養員工作出承擔，為客戶提供有禮和高效率的服務。

Submission of documents — non-peak hours, a service provided by the Administration Section, was chosen by the Registry's major customers as the winner of the Best Service Award. The achievement target for providing this service was within ten minutes in 98% of total cases. As the Administration Section has been able to exceed the target by providing the service within ten minutes in 100% of the cases, the award to the staff concerned was well justified. Twelve winners of the Best Counter Staff Award were selected by the Registry's walk-in customers who submitted 1,978 voting tickets. This award has helped to instill in our staff a commitment to providing a courteous and efficient service.



行政組提供的「遞交文件——非繁忙時間」服務奪得「最佳服務獎」

'Submission of documents — non-peak hours' service of the Administration Section winning the Best Service Award



其他嘉許公務員的計劃，例如長期優良服務公費旅行獎勵計劃和長期優良服務獎勵計劃，目的都是要表揚盡心服務、表現優良的員工。在二零零三至零四年度，本處有3名人員獲得長期服務公費旅行獎，而獲頒三十年及二十年長期優良服務獎狀的人員則分別有5名和16名。

Other civil service-wide staff recognition schemes, such as the Long and Meritorious Service Travel Award and the Long and Meritorious Service Award Schemes, recognise loyal and meritorious service. In 2003-04, three officers received the Long and Meritorious Service Travel Award. Five and 16 officers were awarded the 30 years' and 20 years' Long and Meritorious Service Certificates respectively.



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，本處舉辦各式各樣的聯誼及康樂活動，以促進員工關係和健康。這些活動深受員工及其家屬歡迎。在二零零三至零四年度舉辦的活動包括：播放以健康為題的錄影帶、舉辦手工藝班、遊覽海下灣公園等名勝、屯門高爾夫球燒烤同樂日，以及十周年紀念暨聖誕聚餐。

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 2003-04 featured video shows on health topics, handicraft classes, outings to various interesting places, such as the Hoi Ha Wan Marine Park, a barbecue and golf playing fun day in Tuen Mun and the Joint 10th Anniversary and Christmas party and dinner.



公司註冊處處長在聖誕聚餐席上慶祝本處成立十周年
The Registrar of Companies celebrating the Registry's tenth year anniversary at the Christmas dinner



公司註冊處的舊同事參加聖誕聯歡晚宴
Ex-colleagues of the Registry joining the Christmas reunion dinner



遊覽海下灣公園
Outing to Hoi Ha Wan Marine Park



高爾夫球燒烤同樂日
Barbecue and golf playing fun day

社會責任

本處在二零零三年八月舉行捐血日，約有 11% 的員工在當日捐血，支持這項活動。

Social Responsibility

A blood donation day was arranged in August 2003. Around 11% of the Registry's staff supported the function and gave blood on the occasion.



同事在捐血日捐血
Staff giving blood on the Blood Donation Day