

組織

截至二零零五年三月三十一日，本處共有 343 名員工，其中 307 名為公務員，其餘 36 名為合約員工。在二零零四年三月三十一日，本處聘用的員工則共有 396 名。二零零四至零五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。

「公司註冊處綜合資訊系統」第一階段在二零零五年二月實施後，本處重整了部門架構和編制，以期加強組織架構、善用資源、節省開支及改善服務表現。

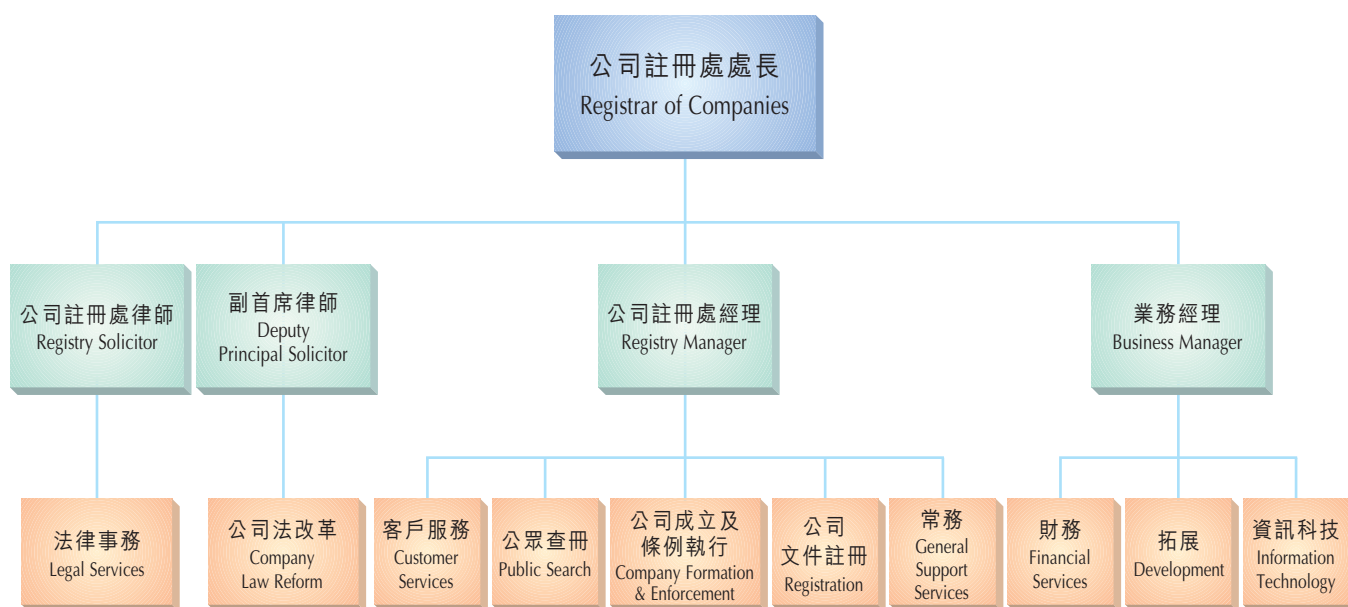
截至二零零五年三月三十一日，本處的組織架構如下：—

Organisation

As at 31 March 2005, the Registry had a total of 343 staff, of whom 307 were civil servants and 36 were contract staff, as compared with the 396 staff employed on 31 March 2004. The decrease in the number of staff during 2004-05 was attributable to the department's manpower plan of phased deletion of posts which became surplus to requirements as a result of the implementation of the SCP.

Upon the implementation of ICRIS Phase I in February 2005, the organisation and establishment of the Registry has been re-structured with a view to strengthening the organisational structure, maximising utilisation of resources, achieving savings, and improving service performances.

The Registry's organisation on 31 March 2005 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

在員工培訓及管理方面，本處在二零零四至零五年度繼續採取策略性和積極主動的方針。處方分析部別主管對員工培訓及發展需要的意見後，擬備了二零零四至零五年度部門培訓發展計劃，所制訂的策略性培訓計劃，目的是提供特定的培訓，增進員工的技能和知識，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，使員工掌握所需的技能，以配合部門在「公司註冊處綜合資訊系統」實施後改以電子模式運作，以及政府推行電子政府措施。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。

除了一般的電腦培訓外，「公司註冊處綜合資訊系統」的系統開發承辦商亦已提供特定培訓，使員工具備使用新系統執行職務所需的技能和知識，有關培訓以「導師培訓計劃」的形式提供。

年內，員工參加本地培訓課程的總日數達 320 天。

除了公務員培訓處或其他承辦商提供的課堂學習外，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 2004-05, the Registry continued its strategic and proactive approach in staff training and management matters. After analysing the division heads' views regarding staff training and development needs, the 2004-05 Departmental Training & Development Plan was prepared. A strategic training programme has been drawn up to provide specific training to enhance staff's skill 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 equip staff with the necessary skills to cope with the department's transformation into an electronic operation under ICRIS and the Administration's e-government initiatives. Staff have been encouraged to make use of CD-ROMs containing training materials on software applications to strengthen their computer knowledge.

In addition to the general computer training, the ICRIS system development contractor had provided specific training to our staff to equip them with the skills and knowledge for carrying out their duties under the new system. A 'train-the-trainer' approach has been adopted.

During the year, a total of 320 training days were undertaken by staff locally.

In addition to class-room training conducted by the Civil Service Training and Development Institute or other contractors, in-house briefings and experience sharing sessions were 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.

為配合電子政府措施的推行，本處在二零零四年年中實施「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。處方已提供適當培訓，讓員工了解如何使用電子假期系統。

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，本處計劃在本年較後時間進行員工意見調查，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。

本處評估與工作有關的危害，以保持一個健康安全的工作環境。我們對所有已裝置顯示屏幕設備的工作間進行了風險評估，以確保符合《職業安全及健康(顯示屏幕設備)規例》的規定。處方並鼓勵長時間使用顯示屏幕設備的員工定時休息片刻，以紓緩眼部疲勞。此外，處方亦為員工提供凝膠滑鼠腕墊。

In line with the e-government initiatives, the Registry implemented in mid-2004 an Electronic Leave Application and Processing System to automate the leave application, calculation and recording processes. Relevant training has been provided to the staff on the use of the e-leave system.

In order to identify and introduce improvement measures for better internal communications, work performance and job satisfaction, the Registry proposes to conduct a staff opinion survey later in the year 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.

The Registry evaluates job-related hazards with a view to maintaining a healthy and safe working environment. We have conducted risk assessment of all workstations with display screen equipment to ensure compliance with the requirements stipulated in the Occupational Safety and Health (Display Screen Equipment) Regulation. Staff who use display screen equipment for a considerable period are encouraged to take regular short breaks to reduce the eye strain. Furthermore, gel-filled wrist mouse pads are provided to staff.



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.



公司註冊處處長向優勝者頒發「最佳服務獎」
The Registrar of Companies presenting the Best Service Award to the winner

行政組提供的「遞交文件——非繁忙時間」服務，連續兩年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 2,088 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 for two consecutive years. 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 2,088 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」
The winner of the Best Service Award — 'Submission of documents — non-peak hours' service of the Administration Section



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。在二零零四至零五年度，本處有五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各有六名。

二零零五年三月，公司註冊處處長向全體員工發出感謝信，讚賞他們憑着努力、投入和幹勁，令「公司註冊處綜合資訊系統」第一階段得以成功推行。二零零五年四月，公司註冊處處長向各個有份參與該系統第一階段計劃的主要首長級人員，以及總公司註冊主任和高級公司註冊主任職級的人員發出感謝信，藉以表揚他們為這項十分重要的措施作出寶貴貢獻。

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 2004-05, five officers received the Long and Meritorious Service Travel Award. Six officers were awarded the 30 years' and another six officers were awarded 20 years' Long and Meritorious Service Certificates.

In March 2005, the Registrar of Companies issued an appreciation letter to all staff to extend his appreciation for their hard work, dedication and ability in relation to the successful implementation of ICRIS Phase I. In April 2005, the Registrar of Companies issued individual appreciation letters to the key directorate officers and officers in the ranks of Chief Companies Registration Officer and Senior Companies Registration Officer who were involved in ICRIS Phase I in recognition of their valuable contributions to this very important initiative.



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



財經事務及庫務局常任秘書長向公司註冊處處長頒發「三十年長期優良服務獎狀」
The Registrar of Companies receiving the 30 years' Long and Meritorious Service Certificate from the Permanent Secretary for Financial Services and the Treasury



獲頒「長期優良服務獎狀」的同事
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。在二零零四至零五年度舉辦的活動包括：播放以健康為題的錄影帶、太極班、面相手相研習班、參觀青嶼幹線觀景台和遊覽屯門黃金海岸，以及聖誕聚餐。

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 2004-05 featured video shows on health topics, Tai Chi class, Palmistry and Face Reading class, outing to Lantau Link Visitors' Viewing Centre and Golden Coast at Tuen Mun, and the Christmas party and dinner.



參觀青嶼幹線觀景台
Outing to Lantau Link Visitors' Viewing Centre



公司註冊處處長和首長級人員在聖誕聚餐席上向同事祝酒
The Registrar of Companies and Directorate officers proposing a toast at the Christmas dinner



聖誕聚餐
The Christmas Dinner



聖誕聚餐
The Christmas Dinner

社會責任

本處員工繼續發揮社區精神，積極參與多項捐款活動，例如公益綠「識」日、便服日、公益行善「折」食日、捐款救助海嘯災民、「易泊卡」捐款運動等。

Social Responsibility

Staff continued demonstrating their community-spirit by actively participating in various donation programmes, such as the Green Day, Dress Casual Day, Skip Lunch Day, Donations to help the Tsunami victims, Donation of e-Park Cards campaign, etc.