

組織

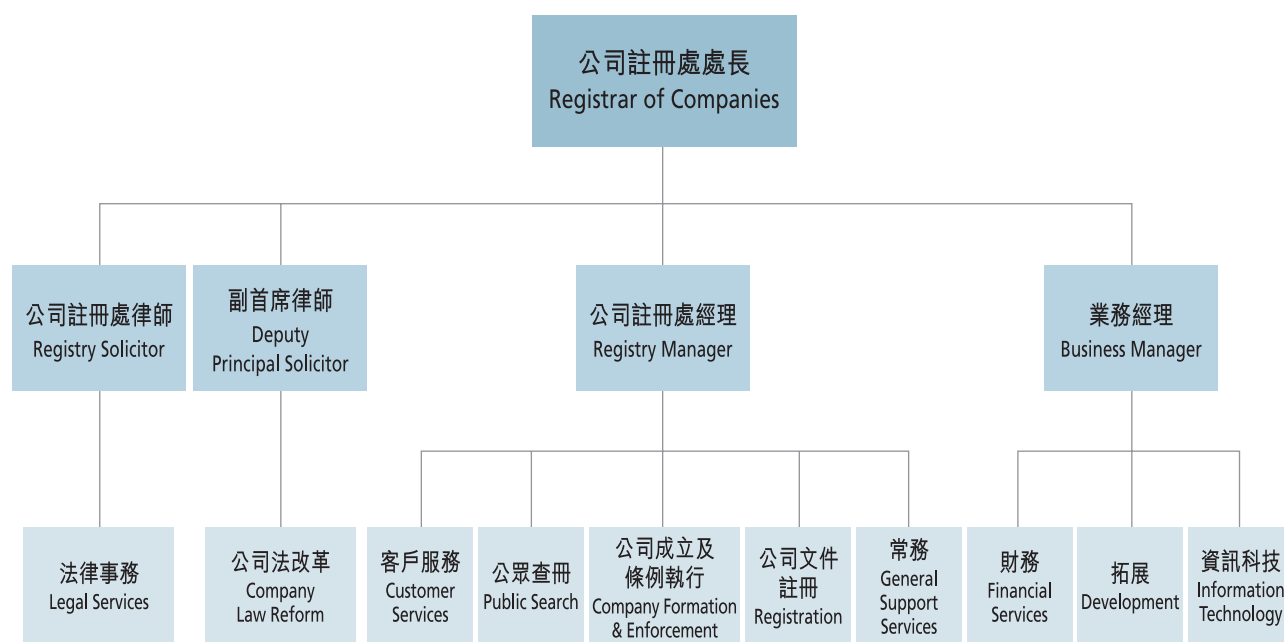
截至二零零六年三月三十一日，本處共有319名員工，其中288名為公務員，其餘31名為合約員工。在二零零五年三月三十一日，本處聘用的員工則共有343名。二零零五至零六年度員工數目減少的原因，是本處根據人力資源計劃，分階段刪除因推行策略性改革計劃而出現的過剩職位。

截至二零零六年三月三十一日，本處的組織架構如下：—

Organisation

As at 31 March 2006, the Registry had a total of 319 staff, of whom 288 were civil servants and 31 were contract staff, as compared with the 343 staff employed on 31 March 2005. The decrease in the number of staff during 2005-06 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.

The Registry's organisation on 31 March 2006 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，本處在二零零五至零六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，制備了二零零五至零六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」啟用後改以電子模式運作，並響應政府推行電子政府措施。除了傳統的課堂學習外，我們還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。

除了公務員培訓處或其他承辦商提供的培訓外，本處亦舉辦內容多元化的研討會、簡介會和經驗分享會，例如變革管理、壓力管理、工作表現管理、存檔實務和資訊科技技能。處方亦就員工感興趣的課題，例如職業安全及健康和預防禽流感，播放多套錄影帶。

年內，員工參加本地培訓課程的總日數達 527 天，較上個財政年度增加 65%，原因是自推行「公司註冊處綜合資訊系統」第一階段後，可以安排較多員工參加培訓課程。

Staff Management & Training

In 2005-06, 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 department has formulated the 2005-06 Departmental Training & Development Plan. A strategic training programme has been drawn up to provide specific training to enhance staff's skills and knowledge in meeting the operational needs of the department, as well as meeting the staff's 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 to support the Administration's e-government initiatives. Apart from traditional classroom training, staff are encouraged to make use of CD-ROMs, which contain training materials on software applications to strengthen their computer knowledge.

In addition to training conducted by the Civil Service Training and Development Institute or other contractors, in-house seminars, briefing and experience sharing sessions were conducted. They covered various topics, such as change management, stress management, performance management, filing practices and information technology skills. Video shows on topics of interest, such as occupational safety and health and prevention of avian flu, were also arranged.

During the year, a total of 527 training days were undertaken by staff locally which exceeded that of the last fiscal year by 65% as more staff could be released to attend training courses after the implementation of ICRIS Phase I.



為推廣公務員持續進修、自我發展的文化，本處推出了「前線員工培訓資助計劃」和「管理訓練資助計劃」，為修讀與工作有關的培訓或管理課程的員工提供資助。

為配合電子政府措施的推行，本處在二零零五年年底擴展「電子處理假期申請系統」，供本處全體公務員使用，該系統可將申請假期、計算和記錄假期總額的程序自動化。同時，處方亦已就如何使用電子假期系統，為員工安排簡介會和提供使用者指南。

為了蒐集本處員工對運作模式、工作情況和工作滿足感的意見，本處在二零零五年委託香港生產力促進局進行員工意見調查。意見調查報告書在二零零六年二月公布。根據報告書所載的分析，本處員工對這項調查所研究的十個影響滿足感的因素大致感到滿意。本處會落實報告書提出的改善措施，以增加員工的滿足感，並提升本處的業務表現。

本處繼續定期進行職業安全巡查，以監察在工作地點的職業安全及健康。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稍作休息，以舒緩眼部疲勞。

To promote a culture of continuous learning and self-development in the civil service, the Registry has introduced the External Training Sponsorship Scheme for Front-line staff and External Management Training Sponsorship Scheme by providing financial support for staff to pursue work-related training or management courses.

In line with the e-government initiatives, the Registry extended the Electronic Leave Application and Processing System, which automates the leave application, calculation and recording processes, to cover all civil service staff in the department in late 2005. Briefing and user guides on the use of the e-leave system have also been provided to the staff.

In 2005, we commissioned the Hong Kong Productivity Council to conduct a Staff Opinion Survey to solicit staff's opinion on the mode of operations, work performance and job satisfaction in the Registry. The report on the survey was released in February 2006. According to the analysis of the report, staff in the Registry are generally satisfied with the ten satisfaction factors under study in the survey. The Registry will implement the improvement measures identified in the survey to achieve higher staff's satisfaction and enhance the Registry's business performance.

The Registry continues to conduct occupational safety inspections regularly to monitor the safety and health conditions of the workplace. 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 eye strain.

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 — 就本處的整體工作表現，對每位員工表示嘉許；
- 最佳建議獎 — 對提出有助本處提高效率和改善工作建議的員工表示嘉許；
- 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.

公司註冊處處長把「最佳服務獎」頒予優勝者 — 新公司註冊組提供的「註冊成立本地公司」服務

The Registrar of Companies presenting the Best Service Award to the winner — 'Incorporation of local companies' service of the New Companies Section





新公司註冊組提供的「註冊成立本地公司」服務，第五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%。由於新公司註冊組在六個工作天內以99%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，均由到訪本處的客戶選出，所收到的選票共有1,600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。

Incorporation of local companies, a service provided by the New Companies Section, was chosen, for the fifth year by the Registry's major customers as the winner of the Best Service Award. The achievement target for this service was to complete 98% of total cases within six working days. As the New Companies Section exceeded the target by completing 99% of the cases within six working days, 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 1,600 voting tickets. This award has helped to instill in our staff a commitment to providing a courteous and efficient service.



獲頒「長期優良服務獎狀」的同事
Officers receiving the Long and Meritorious Service Certificates

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，目的都是表揚盡心服務和表現優良的員工。在二零零五至零六年度，本處有四名人員獲得長期服務公費旅行獎，而獲頒長期優良服務獎狀的人員則有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, are also in place to recognise loyal and meritorious service. In 2005-06, four officers received the Long and Meritorious Service Travel Award. Besides, a total of 16 officers were awarded the Long and Meritorious Service Certificates.

二零零六年三月，公司註冊處處長向每位參與策劃和籌備公司註冊論壇的人員發出感謝信，讚揚他們表現傑出，令這個在香港舉辦的論壇圓滿成功。

In March 2006, the Registrar of Companies issued individual appreciation letters to staff who were involved in the planning and organisation of the very successful Corporate Registers Forum in Hong Kong.

員工關係

年內，本處繼續舉辦各式各樣的聯誼及康樂活動，以促進員工關係和健康。員工及其家屬積極參與活動。在二零零五至零六年度舉辦的活動包括：播放以健康為題的錄影帶、黏土製作班、蛋糕製作班、遊覽迪欣湖及大蠔灣、澳門及珠海遊，以及聖誕聚餐。



蛋糕製作班
Cake making class



遊覽澳門漁人碼頭
Outing to the Fisherman's Wharf in Macau



聖誕聚餐
Christmas dinner party

Staff Relations

During the year, the Registry continued to organise various kinds of social and recreational activities to enhance staff relations and physical well-being. Staff and their family members actively participated in these activities. Activities held in 2005-06 included video shows on health topics, clay craft class, cake making classes, outing to Inspiration Lake and Tai Ho Wan, visit to Macau and Zhuhai, and the Christmas party and 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」食日等。

Social Responsibility

Staff continued demonstrating their community-spirit by actively participating in various donation programmes, such as the Green Day, Dress Casual Day and Skip Lunch Day.