

組織

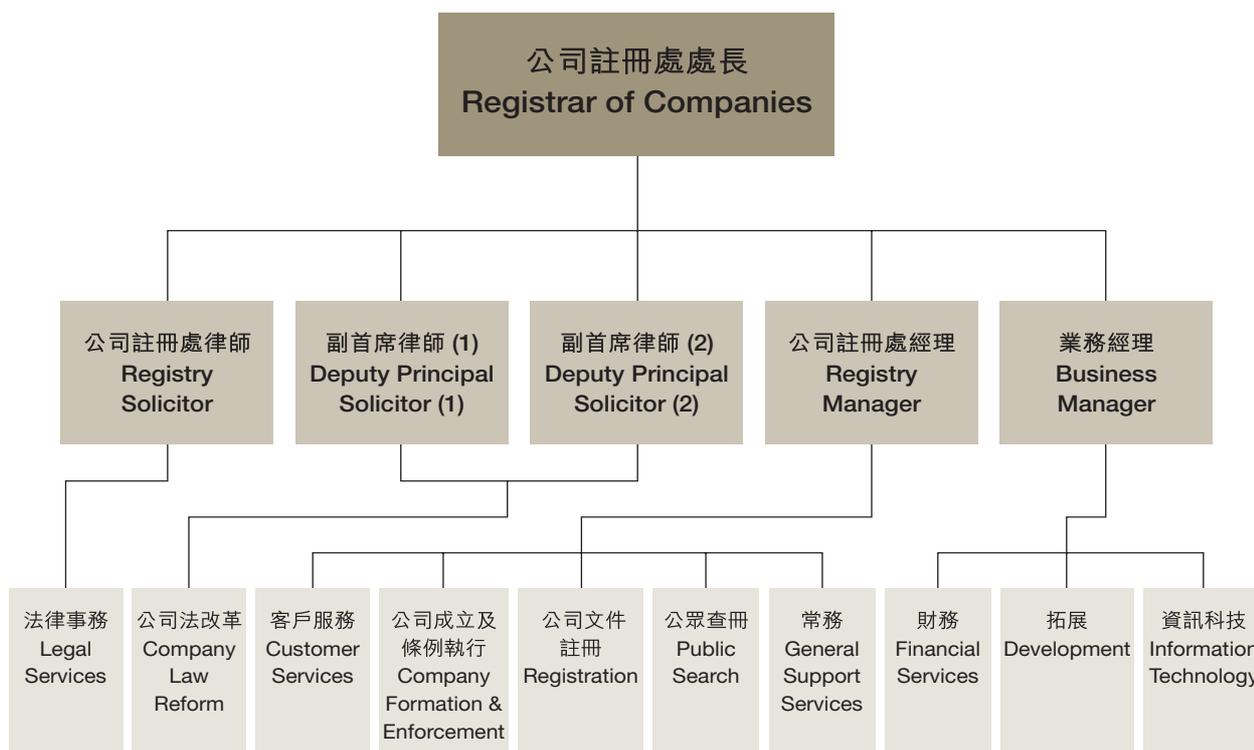
截至二零零七年三月三十一日，本處共有333名員工，其中283名為公務員，其餘50名為合約員工。在二零零六年三月三十一日，本處聘用的員工則共有319名，增加的人手包括為重寫《公司條例》而增聘的員工。

截至二零零七年三月三十一日，本處的組織架構如下：—

Organisation

As at 31 March 2007, the Registry had a total of 333 staff, of whom 283 were civil servants and 50 were contract staff, as compared with the 319 staff employed on 31 March 2006. The increase included additional staff employed for carrying out the Companies Ordinance Rewrite Exercise.

The Registry's organisation on 31 March 2007 was as follows: —





總部的管理人員
Managers of the
Headquarters Team



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



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



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

員工培訓及管理

本處致力支援全體員工，協助他們掌握所需的技能和知識，以便快捷有效地執行職務，並為客戶提供優質服務。

在員工培訓及發展方面，本處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，制訂了二零零六至零七年度部門培訓發展計劃，這個策略性計劃的目的，是配合本處的運作需要和員工的發展需要，並以具成本效益的方式運用培訓資源。

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」啓用後改以電子模式運作，並響應政府推行電子政府措施。本處員工也有參加各種培訓課程以提高技能，包括普通話應用能力，以便為客戶提供更佳的服務。

除了傳統的課堂學習外，我們還鼓勵員工使用公務員培訓處在網上設立的公務員易學網所提供的教材。此外，本處亦就員工感興趣的課題，例如壓力管理、健康常識和食物安全，舉辦內容多元化的研討會及錄影帶放映會。

由於得到處方的支持和鼓勵，員工在二零零六至零七年度參加本地培訓課程的總日數達584天，較上個財政年度增加11%

為推廣公務員持續進修、自我發展的文化，本處繼續推行「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。

Staff Training and Management

The Registry is committed to supporting all staff by equipping them with the necessary skills and knowledge to discharge their duties efficiently and effectively, and to provide a quality service to our customers.

The Registry adopts a strategic and proactive approach in staff training and development matters. After analysing the division heads' views regarding staff training and development needs, the department has formulated the 2006-07 Departmental Training and Development Plan, a strategic plan to meet the operational needs of the Registry and the development needs of staff and to achieve a cost-effective use of training resources.

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. Staff of the Registry have also attended various training courses to enhance their skills, including Putonghua, so that they can provide better services to customers.

Apart from traditional classroom training, staff are encouraged to make use of the training materials provided by the Civil Service Training and Development Institute at the Cyber Learning Centre over the internet. Besides, the Registry has also organised in-house seminars and video shows on different topics of interest such as stress management, physical health and food safety.

As a result of the support and encouragement from the management, a total of 584 training days were undertaken by staff locally in 2006-07, which exceeded that of the last fiscal year by 11%.

To promote a culture of continuous learning and self-development in the civil service, the Registry has continued to run 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.

本處透過工作表現管理制度監察和評估員工的表現。上司除了日常給予督導和指引外，還需每年撰寫下屬的工作表現評核報告，以評估下屬的表現和找出他們的培訓和發展需要。處方在考慮調職、晉升和對表現欠佳的員工採取紀律處分時，評核報告是有用的參考資料。

The performance of the staff in the Registry is monitored and assessed through a performance management system. Apart from day-to-day supervision and guidance, supervisors are required to complete a performance appraisal for their subordinates annually to evaluate their performance and to identify their training and development needs. The appraisal report also serves to assist the management in consideration of career posting, promotion as well as taking disciplinary actions against substandard performers.



溝通及員工關係

本處十分重視與員工的溝通。由管方和員方代表組成的部門協商委員會定期召開會議，討論影響本處員工福祉的事宜，從而促進彼此的了解和合作。

此外，為了進一步加強與員工的關係和溝通，本處所有員工均獲邀出席由公司註冊處經理主持的員工聯絡會議。公司註冊處經理在會上簡報本處的最新情況和短期內的發展，並與出席者進行討論。員工也可以就他們關注的事項發表意見。

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，員工及其家屬都踴躍參加。在二零零六至零七年度舉辦的活動包括：以健康為題的錄影帶放映會、塔羅牌興趣班、聖誕聯歡會和聚餐。

Communication and Staff Relations

The Registry values communication with staff. A Departmental Consultative Committee, which comprises representatives from both the management and staff sides, will convene periodic meetings to discuss issues which will affect the well-being of the staff of the department. This will achieve better understanding and cooperation between the management and the staff.

In addition, to further enhance staff relations and communications, all staff are invited to attend the Staff Liaison Meeting chaired by the Registry Manager. During the Meeting, the Registry Manager will brief and discuss with participants the latest and upcoming matters in the Registry. Staff members are welcome to express their views on all issues of concerns to them.

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 2006-07 included video shows on health topics, Tarot classes, and the Christmas party and dinner.



播放有氧運動示範錄影帶
Video demonstration on aerobic exercise



聖誕聚餐
Christmas dinner party



塔羅牌興趣班
Tarot class



職業安全及健康

本處十分關注員工的職業安全及健康(職安健)，並於二零零零年成立公司註冊處安全委員會，討論與工作地點職安健風險有關的事宜，並且提出和監察推行有助改善本處員工職安健的措施。處方鼓勵員工參加與職安健有關的訓練課程，例如急救課程、有關預防筋肌勞損及壓力管理的講座。

本處就傳染病及緊急事故發出適時的指引和內部通告，供員工傳閱。有關流感爆發應變計劃的最新一份通告已於二零零六年發給員工傳閱。

此外，本處定期進行職業安全巡查，以監察職安健情況，並找出工作地點潛在的職安健風險。本處在二零零六年年中委聘職安健顧問，評估公眾查冊組收款櫃檯和一般辦公室標準工作間的風險。顧問提出的長期和短期改善措施都已付諸實行，以改善工作環境和盡量減低辦公室潛在的職安健風險。

Occupational Safety and Health

The Registry is very concerned about the occupational safety and health (OSH) of its staff. The Companies Registry Safety Committee was set up in 2000 to discuss issues in relation to safety and health risks at workplaces and to recommend and monitor measures for improving the safety and health of staff in the department. Staff are encouraged to attend training courses on OSH issues such as first aid courses, talks on prevention of musculoskeletal disorder and stress management.

The Registry issues and circulates timely guidelines and internal circulars in respect of communicable diseases and emergent situations. An updated circular on the Contingency Plan of Influenza Pandemic was circulated in 2006.

In addition, the Registry conducts occupational safety inspections regularly to monitor the safety and health conditions and identify potential hazards in the workplace. In mid-2006, the department commissioned an occupational safety and health consultant to conduct a risk assessment for the shroff counters of the Public Search Section and the workstations in the general office. Both long and short term improvement measures recommended by the consultant have been implemented to improve the working environment as well as to minimise the potential occupational health and safety risk in the office.

員工獎勵及嘉許

本處推行員工獎勵計劃的目的，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；
- 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；
- 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；及
- 好人好事獎 — 對個別員工的模範行為和卓越表現表示嘉許。

在二零零六年，公眾查冊小組提供的「在公眾查冊中心查冊」— 提供證書服務，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，是在一個工作天內提供這項服務的個案比率須達總數的95%，而公眾查冊小組能夠在一個工作天內完成100%的個案，得獎可說

Staff Motivation and Recognition

The Registry has implemented 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 Best Service Award — to acknowledge specific service performance by awarding specific divisions/sections;
- The Best Counter Staff Award — to acknowledge the provision of quality customer services by awarding individual staff; and
- The Good People and Good Deeds Award — to acknowledge exemplary conduct and superlative efforts of individual staff.

In 2006, 'Onsite Search' — Supply of Certificates at the Public Search Centre, a service provided by the Public Search Unit, was voted by the Registry's major customers as the winner of the Best Service Award. The achievement target for this service was to complete 95% of total cases within one working day. As the Public Search Unit exceeded the target by completing 100% of the cases within one working day, the award to the staff concerned was well



客戶投票選出「模範櫃檯職員」
A customer casting his vote in the best counter staff election



公司註冊處處長頒發「最佳服務獎」予優勝者 — 公眾查冊小組

The Registrar of Companies presenting the Best Service Award to the winner — the Public Search Unit

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1,126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。

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。在二零零六至零七年度，本處有三名人員獲得長期優良服務公費旅行獎，而獲頒長期優良服務獎狀的人員則有八名。

社會責任

為響應公務員義工計劃，本處在二零零二年成立義工隊，幫助弱勢社群，貢獻社會。多年來，本處義工隊參與多項由政府及其他機構發起的義務工作。此外，本處員工繼續發揮社區精神，積極參與各項捐款活動，例如公益金舉辦的公益綠「識」日、公益服飾日、公益行善「折」食日和僱員樂助計劃。

justified. Twelve winners of the Best Counter Staff Award were selected by the department's walk-in customers who submitted 1,126 voting tickets. This award has helped to instill in our staff a commitment to providing courteous and efficient service.

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 2006-07, three officers received the Long and Meritorious Service Travel Award. Besides, a total of eight officers were awarded the Long and Meritorious Service Certificates.

Social Responsibility

In support of the Civil Service Volunteer Programme, the Registry's volunteer team was established in 2002 to help the underprivileged and to serve the community for meaningful causes. Throughout these years, the department's volunteer team had participated in various volunteer activities organised by the government or other organisations. Besides, staff continued demonstrating their community-spirit by actively participating in various donation programmes, such as the Green Day, Dress Special Day, Skip Lunch Day and Community Assistance Raised by Employees Scheme organised by the Community Chest.