

## 幹勁十足、善於應變的團隊

通訊業發展蓬勃、一日千里，為了在規管通訊業的工作上向通訊局提供專業支援，通訊辦採取積極、具前瞻性和全面的方式，進行人力資源管理及策略性人力規劃。通訊辦不時檢視組織架構，致力確保以最具效益及效率的方式調配人力資源。

通訊辦擁有幹勁十足、善於應變的工作團隊。截至2023年3月31日，通訊辦有486名員工，當中包括348名公務員、129名以非公務員合約條件僱用的人員，以及九名以退休後服務合約條件僱用的人員。

## 培訓與發展

通訊辦非常重視員工的培訓和發展，致力提升他們的專業知識和技能，以應付急速變化的業界環境所帶來的各種挑戰，例如日新月異的技術、市民日益殷切的需求，以及實施不同新措施所帶來的推動力。

通訊辦成立了培訓與發展委員會，監督通訊辦實施部門人員培訓及發展政策的情況，為員工的培訓作出全盤考慮，並加強栽培具潛質人員的安排。

在2022／23年度，通訊辦為員工提供多元化的專業及管理發展課程和內部培訓項目，當中包括關於競爭法、執法、技術培訓、檢控及調查技巧、資訊及通訊科技、領導才能、工作表現管理、人力資源管理、種族平等、語文及寫作能力、財務管理、媒體及溝通、投訴處理、客戶服務、誠信管理、職業安全與健康、身心健康、檔案管理、國家事務研習和《港區國安法》等課程。通訊辦繼續資助員工參加由國際組織及海外機構（例如倫敦大學國王學院、國際電聯和亞太地區電信組織）舉辦的課程，以提升技術和專業技能。年內，接受培訓的員工有936人次，總培訓日數為727日。自2016年起，通訊辦獲僱員再培訓局嘉許為「人才企業」，以表揚部門在人才培訓及發展方面的卓越表現。

## 獎勵與嘉許

在2022／23年度，通訊辦有14名員工獲頒發總監嘉許長期服務獎、43名獲頒發總監嘉許優良服務獎、九名獲頒發長期優良服務獎，以及兩名獲頒發2022／23年度長期優良服務公費旅行獎勵。



為培養大學生畢業後投身電訊業的興趣，通訊辦代表以「香港電訊市場概覽及於通訊辦的就業機會」為題向本地高等院校發表演講。

To foster the interest of undergraduate students in pursuing a career in the telecommunications sector after graduation, representatives of OFCA gave talks on "Overview of Telecommunications Market in Hong Kong and Career Opportunities at OFCA" to local higher education institutions.

## An Energetic and Versatile Workforce

To provide professional support to the CA in the regulation of the fast-changing and dynamic communications industry, OFCA adopts a proactive, forward-looking and holistic approach to human resource management and strategic manpower planning. Organisational reviews are conducted from time to time to ensure the most effective and efficient deployment of manpower resources.

OFCA had an energetic and versatile workforce of 486 staff as of 31 March 2023, comprising 348 civil servants, 129 staff employed on non-civil service contract terms and 9 staff employed on post-retirement service contract terms.

## Training and Development

OFCA attaches great importance to the training and development of staff members and strives to enhance their professional knowledge and competencies to cope with the challenges posed by the rapidly evolving industry environment such as emerging new technologies, increasing public demands and internal driving forces arising from various initiatives.

A Training and Development Committee has been established to oversee the implementation of OFCA's training and development policies for departmental officers in order to adopt a holistic approach for the training of staff and to strengthen arrangements for grooming officers with potential.

A variety of professional and managerial development courses and in-house training programmes were organised in 2022/23. These included courses on competition law, law enforcement, technical training, prosecution and investigation skills, information and communications technology, leadership, performance management, human resources management, racial equality, language and writing skills, financial management, media and communications, complaint handling, customer service, integrity management, occupational safety and health, emotional and physical wellness, records management, national studies and the National Security Law. OFCA continued to sponsor staff members on courses organised by international organisations and overseas institutions, such as those provided by King's College London, ITU and APT to enhance their technical and professional skills. The trainee count for the year was 936 and the training man-day count was 727. OFCA has been accredited as a Manpower Developer by the "Employee Retraining Board" for our outstanding achievements in manpower training and development since 2016.

## Awards and Commendations

In 2022/23, 14 OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 43 received the Director-General's Commendation for Meritorious Service, nine received the Long and Meritorious Service Award, and two received the 2022/23 Long and Meritorious Service Travel Award.

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## 致力發展卓越的人力資源

### Committed to Human Resource Excellence

#### 康樂活動與義工服務

通訊辦定期舉辦各項員工活動，藉此提倡作息均衡，同時培養員工的歸屬感。

為幫助員工建立健康的生活方式，以及促進同事間的團隊精神，通訊辦定期舉辦員工康樂活動，包括興趣班、健康

講座和體育活動。此外，通訊辦積極參與義工服務和慈善活動，向社區表達關懷。通訊辦於2022年7月成立義工隊，進一步推動不同類型的義工服務，培養員工心繫社會、以民為本的服務文化。自2007年起，通訊辦連續多年獲香港社會服務聯會頒發「同心展關懷」標誌；自2016年起，通訊辦亦獲民政及青年事務局轄下的社區投資共享基金頒發「社會資本動力標誌獎」。



通訊辦定期舉辦各項員工活動，藉此提倡作息均衡的工作環境，同時加強員工的歸屬感。

OFCA regularly organises a variety of staff activities to advocate the importance of work-life balance and strengthen the sense of belonging among colleagues.

## Recreational Activities and Volunteer Services

OFCA regularly organises a variety of staff activities to advocate for work-life balance and cultivate the sense of belonging among colleagues.

To help staff members develop a healthy lifestyle and foster the spirit of teamwork with their co-workers, OFCA regularly organises staff recreational activities including interest classes, health talks and sports

activities. To show care for the community, OFCA is active in participating volunteering and charity events. The OFCA Volunteer Team was set up in July 2022 to further promote diversified volunteer services for developing a caring and people-oriented service culture amongst staff. OFCA has been awarded the “Caring Organisation” logo by the Hong Kong Council of Social Service for consecutive years since 2007 and the “Social Capital Builder Logo Award” by the Community Investment and Inclusion Fund of the Home and Youth Affairs Bureau since 2016.



通訊辦義工隊積極參與社區活動。

OFCA Volunteer Team actively joins community activities.