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## 人力資源管理 Human Resource Management



通訊辦透過各項員工活動，凝聚同事間的感情及推廣作息均衡的重要性。

OFCA organises a variety of staff activities to cultivate stronger ties among colleagues and promote the importance of work-life balance.

### 幹勁十足、善於應變的團隊

為了在瞬息萬變、日新月異的通訊業環境為通訊局提供專業支援，我們採取前瞻而整合的方式，進行人力資源管理及策略性人力規劃。我們定期檢視組織架構，以確保人力資源得到最佳運用，力求令我們為通訊局提供的支援和為社會提供的服務能時刻切合需要和期望。

截至2014年3月31日，我們的員工共有415人，當中包括315名公務員和100名以非公務員合約條件僱用的人員。

### 培訓與發展

我們非常重視員工的培訓和發展，致力提升他們的能力，讓他們為應付社會急速發展所帶來的各種挑戰作好準備，例如新興技術、日益殷切的市民需求，以及各項營商措施所衍生的內在推動力。

在2013/14年度，我們為員工提供多元的業務及管理課程和內部培訓項目，包括關於競爭法、檢控及調查技巧的基礎法律培訓課程、管理及領導才能課程，以及語言、溝通、資訊科技、誠信管理和國家事務研習課程。我們亦安排管理人員參加團隊建立工作坊，務求在通訊

辦建立一支團結齊心的團隊，以應付新挑戰。我們又繼續資助員工參加由國際組織及海外機構（如國際電聯）舉辦的課程，以提升他們的技術和專業技能。年內，接受培訓的員工有810人次，總培訓日數為1 115日。

### 獎勵與嘉許

在2013/14年度，通訊辦有9名員工獲頒發總監嘉許長期服務獎、17名獲得長期優良服務獎、3名獲得長期優良服務公費旅行獎勵。為鼓勵員工繼續提升服務質素，我們在年內的員工建議計劃下向一名提出改善建議的員工頒發優勝獎，以資表揚。

### 康樂活動與義工服務

為幫助員工建立健康的生活方式，以及加強同事間的凝聚力，我們定期舉辦員工康樂活動，包括員工旅行、午間講座、體育活動和周年聯歡晚宴；員工亦參與了由康樂及文化事務署舉辦的「工商機構運動會2014」。此外，我們也定期參與多項義工服務和慈善活動，展示部門樂於承擔社會責任，並向社區表達關懷。自2007年起，我們每年均獲香港社會服務聯會頒發「同心展關懷」標誌。



## An Energetic and Versatile Workforce

To provide professional support to the CA in the fast-changing and ever-advancing environment of the communications industry, we adopt a forward-looking and integrated approach to human resource management and strategic manpower planning. Organisational reviews are conducted regularly to ensure the best use of available manpower resources, and to ensure that our support to the CA and our services to the community are always able to meet their needs and expectations.

As at 31 March 2014, we had an overall staff strength of 415, comprising 315 civil servants and 100 employed on non-civil service contract terms.

## Training and Development

We attach great importance to the training and development of our staff members and strive to enhance their capabilities to deal with the challenges posed by the rapidly evolving environment, such as emerging new technologies, increasing public demands and the internal driving forces arising from various business initiatives.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2013/14, including basic legal training and courses on competition law, prosecution and investigation skills, management and leadership, languages, communications, information

technology, integrity management and national studies. We also arranged Team Building Workshops for managers to equip OFCA with a cohesive team that can meet new challenges. We continued to sponsor staff members on courses organised by international organisations and overseas institutions, such as those provided by the ITU, to enhance their technical and professional skills. The trainee count for the year was 810 and the training man-days count was 1 115.

## Awards and Commendations

In 2013/14, nine OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 17 received the Long and Meritorious Service Award, and three received the Long and Meritorious Service Travel Award. To encourage staff members to make continuous improvements to our services, we recognised one suggestion during the year with an award under the Staff Suggestion Scheme.

## Recreational Activities and Volunteer Services

To help our staff members develop a healthy lifestyle and foster a greater sense of belonging with their co-workers, we regularly organise staff recreational activities, including outings, luncheon talks, sports activities and an annual departmental dinner gathering. Our staff members also participated in the Corporate Games 2014 organised by the Leisure and Cultural Services Department. To demonstrate our corporate social responsibility and our care for the community, we regularly participate in a number of volunteer and charity events. We have been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007.