

7 人力資源管理 Human Resource Management

幹勁十足、善於應變的團隊

為了在瞬息萬變、日新又新的通訊業環境下為通訊局提供專業支援，我們採取積極、具前瞻性和綜合的方式，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，致力確保以最具效益及效率的方式運用人力資源。

截至2017年3月31日，我們有448名員工，當中包括330名公務員和118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，致力提升他們的專業知識和能力，以應付社會急速發展所帶來的各種挑戰，例如日新月異的技術，市民日益殷切的需求，以及各項措施對機構內部產生的推動力。

我們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，以全面掌握員工的培訓需要，並加強栽培具潛質人員的安排。

在2016/17年度，我們為員工提供多元化的業務及管理課程和內部培訓項目，包括關於競爭法、執法、檢控及調查技巧、資訊及通訊科技、管理及領導才能、團隊建立、工作表現管理、語言、溝通、投訴處理、誠信管理、職業安全和國家事務研習等課程。我們亦安排高級人員參加海外管理課程，讓他們擴闊視野，妥善裝備自己，以迎

接未來的挑戰。此外，我們亦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（King's College London））舉辦的課程，以提升他們的技術和專業技能，以及委聘競爭經濟學的海外專家，為所負責的職務涉及《競爭條例》的員工舉辦研討會，從而確保該條例獲有效執行。接受培訓的員工有1 406人次，總培訓日數為1 229日。

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2016/17年度，通訊辦有4名員工獲頒發總監嘉許優良服務獎、6名獲頒發總監嘉許長期服務獎、23名獲得長期優良服務獎、6名獲得長期優良服務公費旅行獎勵。

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2016」。此外，我們亦定期參與多項義工服務和慈善活動，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。



- ▲ 通訊辦為員工透過舉辦各項員工活動，提醒員工工作息均衡的重要性，同時加強員工對部門的歸屬感。
OFCA organises a variety of staff activities to foster a greater sense of belonging and keep them in mind the importance of work-life balance.

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 pro-active, forward-looking and integrated approach to human resource management and strategic manpower planning. Organisational reviews are conducted regularly to ensure the most effective and efficient use of available manpower resources.

There were 448 staff as at 31 March 2017, comprising 330 civil servants and 118 staff 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 professional knowledge and capabilities to deal with the challenges posed by the rapidly evolving 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 have a holistic view on the training needs of staff and to strengthen arrangements for grooming officers with strong potentials.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2016/17, including courses on competition law, law enforcement, prosecution and investigation skills, information and communications technology, management and leadership, team building,



- ▲ 通訊辦的員工透過多元化的義工活動，致力肩負社會責任。
OFCA staff participated voluntary activities to shoulder social responsibilities.

performance management, languages, communications, complaint handling, integrity management, occupational safety and national studies. We arranged overseas management programmes for senior staff to broaden their exposure and prepare them for challenges ahead. We continued to sponsor staff members on courses organised by international organisations and overseas institutions, such as those provided by King's College London, to enhance their technical and professional skills. We also engaged overseas experts on competition economics to conduct seminars for staff whose work involved the Competition Ordinance to ensure its effective enforcement. The trainee count for the year was 1 406 and the training man-day count was 1 229.

OFCA was a Manpower Developer accredited by the "Employee Retraining Board" for its outstanding achievements in manpower training and development.

Awards and Commendations

In 2016/17, four OFCA staff members received the Director-General's Commendation for Meritorious Service, six received the Director-General's Commendation for Long and Valuable Service, 23 received the Long and Meritorious Service Award, and six received the Long and Meritorious Service Travel Award.

Recreational Activities and Volunteer Services

To help our staff members develop a healthy lifestyle and to 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 participated in the Corporate Games 2016 organised by the Leisure and Cultural Services Department. To show our care for the community, we regularly participate in a number of volunteering and charity events. We have been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007.