

# 6 人力資源管理 Human Resource Management



- ▲ 通訊辦每年會定期舉辦各項康樂活動，以平衡員工的工作與身心健康，並有助同事之間建立更緊密的聯繫。  
Every year, OFCA organises diverse recreational activities for staff members on a regular basis in order to promote a better balance between work and life and to cultivate stronger ties among colleagues.

## 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2018年3月31日，我們有454名員工，當中包括329名公務員和125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2017/18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，當中包括關於競爭法、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、身心健康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，以提升技術和專業技能，並委聘競爭經濟學的海外專家，為職務涉及《競爭條例》的員工舉辦研討會。年內，接受培訓的員工有801人次，總培訓日數為787日。在報告期內，我們參加了與內地舉辦的公務員交流計劃，以加強彼此對兩地制度和發展的了解。

通訊辦繼續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2017/18年度，17名員工獲頒發總監嘉許優良服務獎、13名獲頒發總監嘉許長期服務獎、24名獲頒發長期優良服務獎、4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；員工亦參與由康樂及文化事務署舉辦的「工商機構運動會2018」。此外，我們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。

## 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 454 staff as at 31 March 2018, comprising 329 civil servants and 125 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 2017/18. They included courses on competition law, law enforcement, prosecution and investigation skills, information and communications technology, management and leadership, team building, performance management, languages, communications, complaint handling, integrity management, occupational safety, emotional and physical wellness 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. The trainee count for the year was 801 and the training man-day count was 787. During the period, we participated in the Civil Service Exchange Programme with the Mainland to enhance mutual understanding of the two systems and developments of the two places.

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

## Awards and Commendations

In 2017/18, 17 OFCA staff members received the Director-General's Commendation for Meritorious Service, 13 received the Director-General's Commendation for Long and Valuable Service, 24 received the Long and Meritorious Service Award, and four 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 also participated in the Corporate Games 2018 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.