

### 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，通訊辦採取積極、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。通訊辦定期檢視組織架構，致力確保以最具效益及效率的方式運用人力資源。

截至2019年3月31日，通訊辦有458名員工，當中包括328名公務員、122名以非公務員合約條件僱用的人員，以及八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。

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，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2018/19年度，通訊辦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、發牌、技術培訓、檢控及調查技巧、資訊及通訊科技、管理及領導才能、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、檔案管理和國家事務研習等課程。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（King's College London））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809人次，總培訓日數為628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2018/19年度，部門有八名員工獲頒發總監嘉許長期服務獎、25名獲頒發長期優良服務獎、三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，通訊辦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，通訊辦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，通訊辦每年均獲香港社會服務聯會頒發「同心展關懷」標誌；自2016年起，通訊辦亦獲勞工及福利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.

## **An Energetic and Versatile Workforce**

To provide professional support to the CA in the fast-changing and ever-advancing environment of the communications industry, OFCA adopts a proactive, 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 458 staff as of 31 March 2019, comprising 328 civil servants, 122 staff employed on non-civil service contract terms, and eight staff employed on post-retirement service contract terms.

## **Training and Development**

OFCA attaches great importance to the training and development of 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 take a holistic view on the training needs of staff and to strengthen arrangements for grooming officers with strong potential.

A variety of vocational and managerial courses and in-house training programmes were conducted in 2018/19. These included courses on competition law, law enforcement, licensing, technical training, prosecution and investigation skills, information and communications technology, management and leadership, performance management, languages,

communications, complaint handling, integrity management, occupational safety, emotional and physical wellness, records management and national studies. OFCA 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. The trainee count for the year was 809 and the training man-day count was 628.

OFCA has been accredited as a Manpower Developer by the "Employee Retraining Board" for its outstanding achievements in manpower training and development since 2016.

## **Awards and Commendations**

In 2018/19, eight OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 25 received the Long and Meritorious Service Award, and three received the Long and Meritorious Service Travel Award.

## **Recreational Activities and Volunteer Services**

To help staff members develop a healthy lifestyle and to foster a greater sense of belonging with their co-workers, OFCA regularly organise staff recreational activities, including outings, luncheon talks, sports activities and an annual departmental dinner gathering. Staff members also participated in the Corporate Games 2018 organised by the Leisure and Cultural Services Department. To show care for the community, OFCA regularly participates in a number of volunteering and charity events. OFCA has been awarded the "Caring Organisation" logo by the Hong Kong Council of Social Service every year since 2007 and the "Social Capital Builder Logo Award" by the Community Investment and Inclusion Fund of the Labour and Welfare Bureau since 2016.