

6

致力發展卓越的人力資源 Committed to Human Resource Excellence

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。通訊辦不時檢視其組織架構，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2024年3月31日，通訊辦有468名員工，當中包括346名公務員、117名以非公務員合約條件僱用的人員，以及五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2023／24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、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《國家安全法》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APT）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1 192人次，總培訓日數為942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。



通訊辦不時為技術人員安排管理培訓課程。

OFCA organises management training courses for technical staff from time to time.



An Energetic and Versatile Workforce

To provide professional support to 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 468 staff as of 31 March 2024, comprising 346 civil servants, 117 staff employed on non-civil service contract terms and five 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 so that they can 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 2023/24. These included courses on law enforcement, technical training, prosecution and investigation skills, information and communications technology, leadership, performance management, human resources management, 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 to attend 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 1 192 and the training man-day count was 942. OFCA has been accredited as a "Manpower Developer" by the "Employee Retraining Board" for our outstanding achievements in manpower training and development since 2016.

6

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獎勵與嘉許

在2023／24年度，通訊辦有15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、六名獲頒發長期優良服務獎，以及兩名獲頒發2023／24年度長期優良服務公費旅行獎勵。



通訊辦於2024年3月16日舉辦員工活動「荔枝窩、吉澳、鴨洲一天遊」。

OFCA held an employee outing to Lai Chi Wo, Kat O & Ap Chau on 16 March 2024.



通訊辦義工隊探訪一間長者日間訓練中心。

OFCA Volunteer Team visited an Elderly Day Care Centre.

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、員工旅行和體育活動。通訊辦一向關心社會，積極參與義工服務和慈善活動，並於2022年7月成立了義工隊，藉此培養員工心繫社會、以民為本的服務文化。義工隊至今已參與多項各類型的義工服務，包括清潔海岸、探訪長者、收集剩餘麵包、義賣二手書等。在2023／24年度，通訊辦再次（自2007年起）獲香港社會服務聯會頒發「同心展關懷」標誌，以及（自2016年起）由民政及青年事務局轄下的社區投資共享基金頒發的「社會資本動力標誌獎」。



通訊辦義工隊參與2024「書出愛心 十元義賣」書籍義賣，協助書籍分類。

OFCA Volunteer Team participated in the book-sorting activity under the "BOOKS FOR LOVE @ \$10 charity sale!".



Awards and Commendations

In 2023/24, 15 OFCA staff members received the Director-General's Commendation for Long and Valuable Service, 43 received the Director-General's Commendation for Meritorious Service, six received the Long and Meritorious Service Award, and two received the 2023/24 Long and Meritorious Service Travel Award.

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.



通訊辦義工隊參與在石澳後灘舉行的「淨海」活動。

OFCA Volunteer Team participated in the shoreline cleaning at Shek O Beach.

To help staff members develop a healthy lifestyle and foster the spirit of teamwork, OFCA regularly organises staff recreational activities including interest classes, health talks, outings and sports activities. To show care for our community, OFCA is active in volunteering and charity events. Set up in July 2022, the OFCA Volunteer Team has participated in a wide range of volunteer services including cleaning of the shoreline, visits to the elderly, collection of surplus bread, books re-sale and more for developing a caring and people-oriented service culture amongst staff. In 2023/24, OFCA has again been awarded the “Caring Organisation” logo by the Hong Kong Council of Social Service and the “Social Capital Builder Logo Award” by the Community Investment and Inclusion Fund of the Home and Youth Affairs Bureau, an award held since 2007 and 2016 respectively.



通訊辦義工隊參與麵包收集活動，前往麵包店協助收集剩餘的麵包。

OFCA Volunteer Team participated in the “Bread Runner” activity to help collect surplus bread from bakeries.