



得獎員工與水務署署長及其他高層管理人員在周年頒獎典禮上合照。 Award winners with the Director and other senior management team members at the Annual Presentation Ceremony.

加強員工關係

年內，本署成立了員工關係組，加強管方、職工會與員工代表之間的溝通。該組由一名總行政主任掌管，他亦出任部門協商委員會的委員，為管職雙方提供一道重要的溝通橋樑。

員工關係組除就員工關係及內部溝通策略事宜向管理高層提供意見外，更與各職工會及其代表保持緊密聯繫及定期舉行會議，並透過設立一條諮詢熱線，處理個別員工的查詢及投訴。

另一方面，成立已久的部門協商委員會則繼續擔當其重要的角色。由水務署副署長出任主席的主委員會，討論員工所關注及那些涉及整體部門利益的事宜，而成員來自各職系員工的八個部區小組委員會則負責處理分區事務。

年內，部門協商主委員會及小組委員會定期開會，討論共同關注的事項及促進管職雙方溝通。透過這些會議，管職雙方得以就私參水務研究和公務員體制改革建議等各項重要事宜交換意見。

整體工作

部門行政部由屬首席行政主任職級的部門秘書掌管，其日常的工作主要與員工事務有關。

整體而言，部門行政部負責多種涉及人力資源管理、記錄和系統管理、一般辦公室行政工作、翻譯服務，以及調配部門運輸資源的工作。

廣泛使用中文

去年首次舉辦以推廣日常工作使用中文的「中文日」活動，甚受歡迎，以後每年均會繼續舉辦。

年內舉辦的第二屆中文日活動，內容包括普通話拼音、書法、猜燈謎及中文打字比賽，共約有260名員工參加。

自推廣使用中文工作小組於一九九六年成立以來，透過增加中文寫作及文書處理的培訓課程，把逾一百個視窗電腦系統的中文版升級，以及提供更多文書處理設備，一直有效地向員工推廣使用中文。

Strengthening Staff Relations

To strengthen communication between management, staff associations and staff representatives, a Staff Relations Unit was established during the year. It is headed by a Chief Executive Officer, who is also a member of the Departmental Consultative Committee, and provides an important link between management and staff.

Apart from advising senior management on staff relations and internal communications strategies, the Unit maintains close contact and conducts regular meetings with staff unions and their representatives. It also handles enquiries and complaints from individual staff members through the operation of an enquiry hotline.

At the same time, the long established Departmental Consultative Committee continues to serve a useful purpose. Issues of staff concern and those with department-wide implications are discussed at the Main Committee chaired by the Deputy Director, while matters at regional level are dealt with by eight Divisional/Regional Sub-Committees with representatives from all grades of staff.

The Main Committee and the Sub-Committees meet regularly throughout the year to discuss matters of common concern and to foster active communication between staff and management. Through these forums, staff and management exchange views on various important issues, including the Private Sector Participation Study and various proposals under the Civil Service Reform.

Overall Task

Staff matters constitute a major part of the day-to-day work of the Departmental Administration Division, which is under the control of a Departmental Secretary, who holds the rank of a Principal Executive Officer.

Overall, the Division is responsible for the various areas of work that deal with human resource management, records and systems management, general office administration, translation, and deployment of departmental transport resources.

Wider Use of Chinese

Due to its popularity, a Chinese Day - first started last year to promote the use of Chinese at work - will henceforth be held annually.

Some 260 staff took part at the second Chinese Day held during the year. Activities included contests in Putonghua Pingyin, calligraphy, lantern riddles and word processing proficiency.

Since 1996, a Working Group has been effectively promoting the wider use of the Chinese language in the Department. The number of training courses for Chinese writing and word processing has been increased, more than 100 computer systems have been upgraded with Chinese versions of Windows and additional word processing equipment provided.

Staff Associations

Close communication is maintained with the five staff associations representing mainly the departmental grades' staff. Staff establishment, performance appraisal and training are among the matters most frequently discussed.

職工會

本署與五個主要代表部門職系人員的職工會保持密切聯絡，最常討論的項目包括人事編制、員工表現評核和培訓等事宜。

提高工作效率

本署推行員工建議書獎勵計劃，並為此設立一個專責委員會，由副署長擔任主席。舉凡有關服務水平、提高生產力、公眾形象、善用人力資源和設備、激勵員工和提高士氣等員工建議，均交由該委員會評審。

為促進團結合作精神，激發員工對工作的興趣，本署亦經常舉辦各類服務表現比賽，優勝者可獲發現金獎或獎狀。年內，本署曾舉辦十二項有關客戶服務和工作表現的比賽；其中兩項為新舉辦的，分別為最佳節約能源計劃設計比賽和最具創意技術改良建議比賽。

康樂活動

為嘉許表現優異或長期服務的員工，以及各項體育賽事的得獎者，本署每年年中均會舉行頒獎典禮。

員工的身心健康十分重要，有助提高他們的工作效率。為了提供有益身心的活動和促進員工的關係，本署定期舉辦十多項部門體育賽事。

在年內舉辦的地政及工務部門體育隊際賽事中，水務署的整體表現出色。除了勇奪男子組羽毛球和保齡球賽及女子組保齡和乒乓球賽冠軍外，本署更連續第七年贏得女子最佳運動員獎。

本署為員工舉辦的其他活動，計有周年聚餐、春節兒童聯歡會和郊遊活動。

福利基金

本署設有水務署福利基金，為有需要的員工提供免息貸款、補助金和其他援助，同時資助各項社交、康樂和體育活動、提供運動器材、支付探望留醫患病員工所需的費用，並為初級員工提供子女購書補助金。

員工子女若在香港中學會考取得優異成績，亦會獲發獎學金，以茲表揚。

助理署長陳志超先生獲頒發水務署長期服務證書。

Mr. C. C. Chan,
Assistant Director,
receiving Long Service
Certificate.



沙田濾水廠開放日的義務工作人員。 Staff volunteers at the Sha Tin Treatment Works Open Day.

Work Promotion

Staff suggestions on such matters as service standards, productivity enhancement, public image, better use of manpower resources and equipment, promotion of staff incentive and morale are considered by a Staff Suggestions Scheme, which is administered by a committee chaired by the Deputy Director.

To promote team spirit and stimulate interest in work, competitions over a range of services are regularly held within the Department, and cash prizes and certificates are presented. Twelve competitions were held during the year on customer services and work performances, two of them, the Best Energy Efficiency Design Project and the Best Innovative Technical Modification Proposal Competition, being new.

Recreational Activities

A presentation ceremony is held in the middle of each year in recognition of the staff's meritorious or long service as well as achievements in sports events.

Staff well-being and health are essential for the effective and efficient pursuit of their duties, and to promote these and closer staff relations, more than ten in-house sports events are regularly held.

In sports events held by the Lands and Works Group as a whole, the WSD did well for the year. It won the championship in the men's badminton and bowling events and ladies' bowling and table tennis events. It also won the Best Ladies' Athlete title for the seventh consecutive year.

Other events organised for staff include an Annual Dinner, Chinese New Year Children's Party and outings.



水務署為員工提供有益身心的康樂活動中，體育賽事是其中重要及不可或缺的一環。

Sports are an important and integral part of WSD recreational activities for staff well-being.



本署員工分別在一九七零和一九八零年代成立兩個儲蓄互助社，以非牟利的合作組織形式為員工提供福利。除提供信貸服務外，該兩個互助社還鼓勵會員儲蓄。

點滴

本署每季均出版一份名為「點滴」的中英雙語通訊，專門報道員工的消息和其他活動，並供讀者分享員工的意見。除分發給全體員工閱讀外，這份通訊亦載於互聯網上。

Welfare Fund

A Waterworks Welfare Fund operated by the Department provides interest free loans, grants and other assistance to staff in need. It also subsidises social, recreational and sports activities, provides sports equipment, helps pay for hospital visits to sick colleagues and provides grants for the purchase of books for children of junior staff.

Children of staff who do well in the Hong Kong Certificate of Education Examinations are awarded scholarships.

For the benefit of staff, two credit unions - established in the 1970's and 1980's - have been providing service to them in the form of co-operative and non-profit associations. Apart from being a source of credit, they promote saving as well.

Droplet

A bilingual quarterly newsletter, Droplet, reports on staff events and other activities and in which staff views are shared. Besides being distributed to all staff, the newsletter is also put on the internet.



春節兒童聯歡會中的遊戲攤位。

Game booths at the Annual Chinese New Year Children's Party.