

STAFF TRAINING AND RELATIONS

Staff Training

The Department always regards its staff force the most valuable asset. We aim to train and develop staff so that they can contribute their best to support the mission of the Department.

Professional training is also essential for ensuring the service quality. During the year, 47 officers attended overseas training programmes whilst 1 986 officers received Departmental sponsorship for local courses. Overseas and local experts were invited to conduct seminars and lectures, and 3 615 officers benefited from the commissioned courses.

In-house training was also provided for doctors, nurses and dental staff at the Ngau Tau Kok Education Centre in Family Medicine, Lam Tin School of Public Nursing and Tang Shiu Kin Dental Therapist Training School.

Other areas of staff development cover management skills, customer service, information technology application, language and communication skills.

In 2000/01, 2 748 officers attended courses organised at the Civil Service Training and Development Institute. Ten officers were granted full-pay study leave to take up training programmes funded by the World Health Organisation and other sponsorships.

人員培訓及職員關係

人員培訓

衛生署十分重視人力資源，並致力使員工能得到適當的培訓，盡展所長，實踐部門的使命。

專業培訓對提供優質服務同樣重要。年內往海外受訓的人員有47名。由署方贊助在本港受訓的則有1 986名。衛生署又邀請海外和本地的專家主持講座及研討會，參加的員工有3 615名。

衛生署亦為醫生、護士和牙科人員，分別在牛頭角家庭醫學教育中心、藍田公共健康護理學校和鄧肇堅牙科治療師訓練學校主辦課程，提供內部培訓。

其他培訓範圍包括管理技巧、顧客服務、資訊科技應用、語文及傳意技巧。

在二零零零至零一年度有2 748名人員參加由公務員培訓處主辦的課程，另有十名人員獲批全薪進修假期，讓他們修讀由世界衛生組織及其他機構贊助的訓練課程。

The Department is devoted to achieving better staff management through various human resource management (HRM) initiatives. During the year, individual grades and services undertook performance appraisal system reviews, developed core competencies and formulated vision statements. Relevant training was provided to facilitate both managers and staff to adapt to the changes e.g. the Performance Management Briefing Session and the Strategic Visioning Workshop.

Looking ahead, the Department will continue to develop best training and development practices to achieve continuous improvement in its services.

Staff Relations

The Department maintains effective communication with staff and staff groups through the work of the Staff Relations and Subvention Unit and the Staff Club. Ongoing staff consultation is undertaken through designated committees. To promote organisation cohesiveness, various staff activities were organised during the year which included a variety of ball games, the Staff Club Annual Dinner and the Family Fun Day. Events such as the Community Chest Dress Casual Day and other fund raising activities of charitable organisations were also keenly supported by the Department.

衛生署致力推動人力資源管理工作。年內在個別職系及服務單位進行了工作表現評核檢討、制定關鍵才能及理想宣言。署方提供了相關的訓練課程，讓主管及員工適應轉變，課程包括『工作表現管理簡報會』及『共創理想工作坊』。

展望將來，衛生署將會再接再厲，改進培訓制度，以不斷提升服務素質。

職員關係

衛生署透過職員關係及補助事務組，與各員工及員工組織保持溝通，並定期與各協商委員會舉行會議，徵詢員工的意見。職員關係及補助事務組和職員聯誼會年內又舉辦多項康樂活動如各類球賽、職員聯誼會周年聚餐、家庭同樂日等，藉以加強部門內部的凝聚力。衛生署亦積極支持公益金便服日和其他慈善團體的籌款活動。