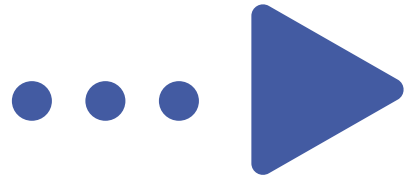


人力资源

Human Resources





59

部门架构
Organisation Structure

60

人手编制
Staffing

61

专业职系人员培训
Professional Staff Training

65

职员关系和参与
Staff Relations and Participation

67

社交和康乐活动
Social and Recreation

60

培训与发展计划
Training and Development Plan

64

估价署网上学习系统和
知识管理系统
RVD e-Learning System and
Knowledge Management
System



1 萧家贤太平绅士
Mr Kevin KY SIU, JP
署长
Commissioner

2 蔡民伟太平绅士
Mr Leo M W CHOY, JP
副署长
Deputy Commissioner

3 吴清清女士
Ms Anita NG
助理署长(机构及科技事务)
Assistant Commissioner
(Corporate and Technology
Services)

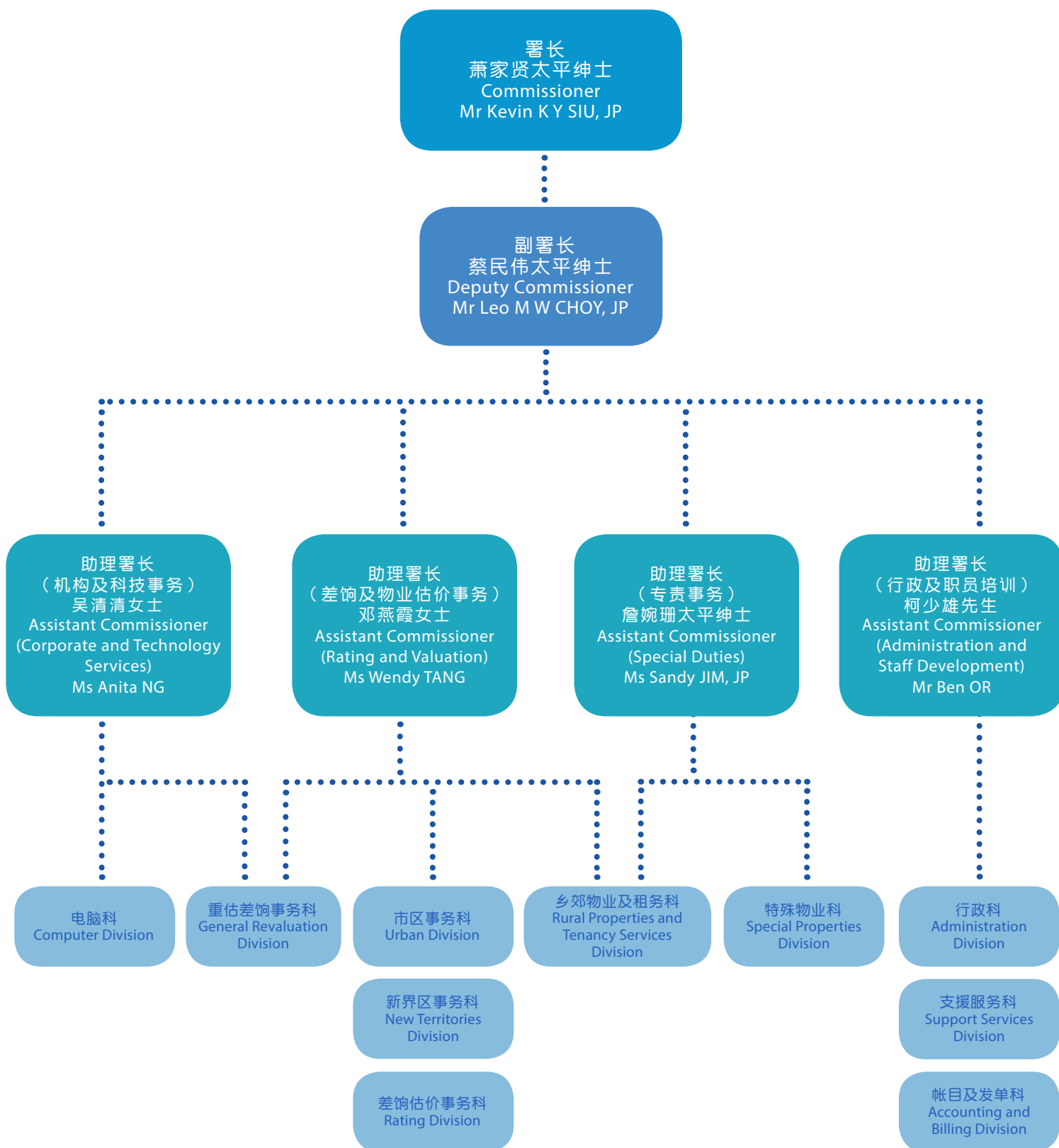
4 邓燕霞女士
Ms Wendy TANG
助理署长
(差饷及物业估价事务)
Assistant Commissioner
(Rating and Valuation)

5 詹婉珊太平绅士
Ms Sandy JIM, JP
助理署长(专责事务)
Assistant Commissioner
(Special Duties)

6 柯少雄先生
Mr Ben OR
助理署长(行政及职员培训)
Assistant Commissioner
(Administration and
Staff Development)



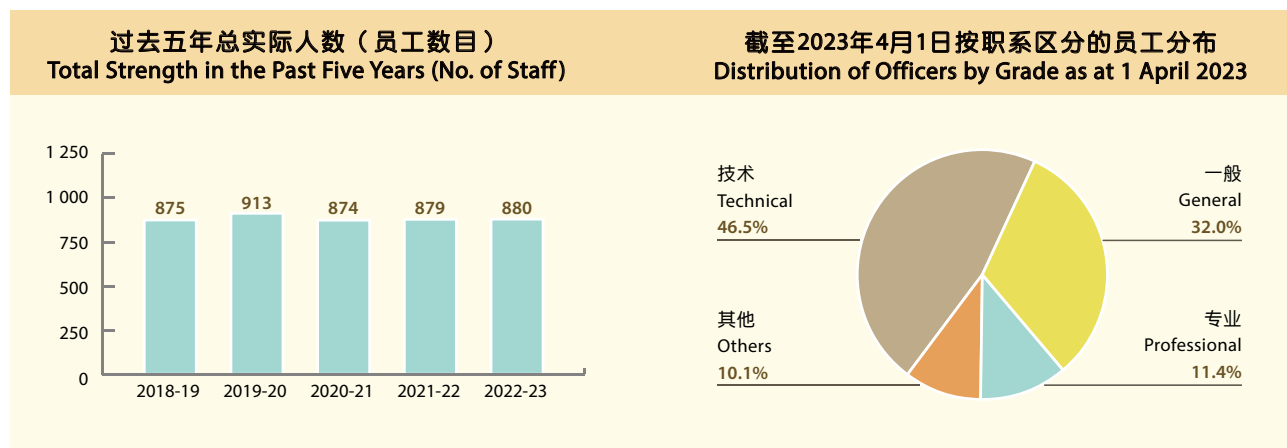
部门架构 (2023 年 4 月 1 日)
Organisation Structure (1 April 2023)



人手编制

截至 2023 年 4 月 1 日，本署实际总人数为 880 人，其中包括 100 名专业职系及 409 名技术职系人员，282 名一般职系及 89 名其他职系人员。

以下图表显示过去五年的实际总人数，以及截至 2023 年 4 月 1 日按职系区分的员工比例：



附录 B 列出 2022 年 4 月 1 日和 2023 年 4 月 1 日本署的编制与实际人数比较。

本署 2022-23 年度的个人薪酬（不计长俸、旅费、宿舍等开支）和部门开支达 6.64 亿元，上年度则为 5.96 亿元。

培训与发展计划

本署 2022-23 年度培训与发展计划顺利推行，年内每名部门职系人员平均受训 2.5 天。本署深知因应环境转变、工作量与日俱增、工作愈趋复杂，以及市民有更高的要求，员工须面对种种挑战，因此安排多方面的培训和发展课程，内容既针对本署提供服务的需要，又照顾到员工的事业发展与个人抱负。

Staffing

As at 1 April 2023, the Department had a total strength of 880 officers comprising 100 professional and 409 technical officers, 282 officers of general grade and 89 of other grades.

The following figures show the total strength of staff in the past five years and the distribution of officers by grade as at 1 April 2023:

Annex B sets out a comparison of the establishment and strength as at 1 April 2022 and 1 April 2023.

Expenditure on personal emoluments (other than pensions, passages, quarters, etc.) and charges for departmental expenses amounted to \$664 million in 2022-23, compared with \$596 million in the preceding year.

Training and Development Plan

The Departmental Training and Development Plan for 2022-23 was implemented successfully. During the year, each departmental grade staff received training for 2.5 days on average. The Department is fully aware of challenges faced by staff arising from the changing environment, increase in workload, complexity of issues and higher public expectations. Apart from addressing the Department's needs in our service delivery, the various training and development programmes contribute to meeting career development needs and personal aspirations of staff.

专业系人员培训

为加深员工对「一国两制」和当代中国的了解，拓展国际视野以配合香港积极融入国家发展大局，本署已全面恢复安排个别同事参加自2023年初所有防疫措施和旅游限制解除后，在内地复办的国家事务研习课程。

年内，本署安排所有专业系人员参观香港故宫文化博物馆，让同事透过欣赏中国艺术和文物古迹，进一步培养专业精神和创新观念，并增强他们对国民身份的认同，以及加深对国家历史和发展的认识。本署亦会继续安排同事参加公务员学院举办的其他国家事务研习课程。

Professional Staff Training

To deepen staff members' understanding of "One Country, Two System" and contemporary China, and broaden their global perspectives with a view to supporting Hong Kong's active integration into the overall development of the country, the Department has fully resumed the arrangement of sending selected officers to attend the National Studies programmes held on the Mainland that have been resumed since the lifting of all anti-epidemic measures and travel restrictions in early 2023.

During the year, the Department organised visits to the Hong Kong Palace Museum for all professional officers to further instil professionalism and innovation in them through appreciation of Chinese arts and cultural heritage, strengthen their sense of national identity and enhance the understanding of the country's history and developments. The Department will also continue to arrange staff to attend other national studies courses offered by Civil Service College.



持续专业发展方面，本署年内为拥有专业资格的人员和见习人员举办了两场内部研讨会。

为物业估价测量见习生、年资较浅的物业估价测量师 / 助理物业估价测量师而设的师友制计划，早于 2003 年年初和 2004 年 9 月相继推出。自 2018-19 年度，本署更将师友制计划扩展至物业估价主任及见习物业估价主任职系。年内，本署已安排 10 名高级物业估价测量师指导 37 名年资较浅的物业估价测量师，而 10 名资深的物业估价测量师则指导 17 名物业估价测量见习生。

与海外同业交流

掌握估价专业的最新发展，包括海外的估价实务尤为重要。故此，本署经常与海外同业保持联系，并互相分享行业知识和经验。

本署 10 名人员于 2022 年 6 月参加国际房产税学会与国际评估人员协会合办的网上研讨会。另外，六名人员于 2022 年 10 月至 2023 年 3 月期间参加国际房产税学会举办的网上培训系列。

专业资格

2022-23 年度，本署九名人员通过香港测量师学会的专业评核试最终评审，成为该学会的专业会员。

For continuing professional development, two in-house seminars were held for professionally qualified officers and trainees of the Department during the year.

The mentoring schemes for Valuation Surveying Graduates (VSGs) and junior Valuation Surveyors (VSs)/Assistant Valuation Surveyors have been in place since early 2003 and September 2004 respectively. Since 2018-19, the mentoring scheme has also been extended to the Valuation Officer and Valuation Officer Trainee grades. During the year, there were 37 junior VSs placed under the mentorship of 10 Senior Valuation Surveyors, as well as 17 VSGs under the mentorship of 10 experienced VSs.

Exchanges with Overseas Counterparts

It is important to keep abreast of the development on the professional front, including the latest practices overseas. In this regard, the Department maintains regular contacts with our overseas counterparts to share the knowledge and experiences in this field.

In June 2022, 10 staff members attended a virtual valuation symposium jointly organised by the International Property Tax Institute (IPTI) and the International Association of Assessing Officers. In addition, six staff members attended an online valuation training series organised by the IPTI during October 2022 and March 2023.

Professional Membership

In 2022-23, nine officers passed the Final Assessment of Professional Competence conducted by the Hong Kong Institute of Surveyors and were elected to professional membership.

内部培训课程

本署职员培训组举办了多类型内部职业培训课程和经验分享会，内容涉及不同课题，包括部门电脑系统运作、估价实务与工作程序。年内举办的课程合计 50 班，涵盖 30 个课题，共有 1 023 名学员出席。

此外，年内本署亦举办四个度身订造的工作坊，内容涵盖设计思维训练和顾客服务两个范畴，共有 106 名同事参加。

为提高员工对资讯科技保安的意识和了解，以及让他们更明白有关的责任，本署为合共 940 名员工举办了 26 节资讯科技保安意识训练讲座。

为了让同事深入认识分间单位的租务管制，以应对相关工作挑战，本署亦举办了一系列简介会和工作坊。

另有 84 名新聘任人员和新到任的一般及共通职系人员参加了年内举办的部门入职讲座。

In-house Training Courses

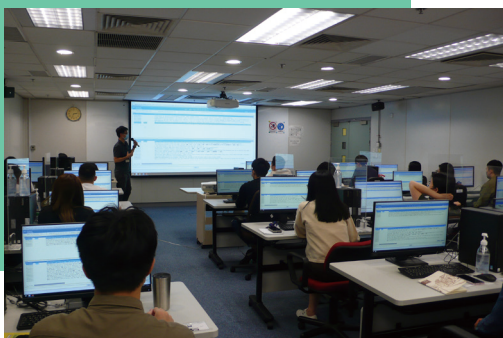
The Department's Staff Development Section has organised a wide variety of in-house job-specific training courses and experience sharing sessions on different subjects including computer systems, valuation practices and work procedures of the Department. A total of 50 classes covering 30 topics were held with a total attendance of 1 023 trainees.

Customised workshops on design thinking and customer service were also held in house during the year. A total of four classes for the above two areas were arranged for 106 staff members.

Informational technology (IT) security training was conducted for all staff of the Department. A total of 26 sessions for 940 staff members had been organised to raise staff's awareness and understanding of IT security as well as their responsibilities in this respect.

To enhance staff members' knowledge for coping with the work challenges in respect of tenancy control on subdivided units, a series of briefings and workshops were arranged.

In-house induction seminars were held for 84 new recruits as well as officers of the general and common grades posted to the Department during the year.



其他培训课程

至于由公务员学院、政府其他决策局 / 部门和服务提供者举办的各类课程，年内共有 1 044 人次参加，当中有 98 名人次修读了不同的电脑课程。

估价署网上学习系统和知识管理系统

除网上学习系统之外，本署于 2013 年 2 月推出知识管理系统，目的是改善搜集、分享和应用机构知识的途径。两个系统均方便员工经内联网善用网上学习资源。

2022-23 年度，网上学习系统共录得约 2 396 次点击，分布不同的网上课程。知识管理系统作为「一站式知识平台」，已成为署内资讯和知识的单一接触点，提供各种协作工具，包括项目支援工具与讨论区，让同事就有兴趣的课题分享资讯和交流意见。

Other Training Courses

For other wide-ranging courses organised by the Civil Service College, other Government bureaux/ departments and service providers, a total attendance of 1 044 was recorded during the year, of which 98 are related to various computer courses.

RVD e-Learning System and Knowledge Management System

In addition to the e-Learning System, the Department rolled out the Knowledge Management System (KMS) in February 2013 to improve the way of capturing, sharing and using organisational knowledge. Both systems provide our staff with user-friendly access to learning resources via the Intranet.

In 2022-23, about 2 396 hits to the e-Learning System on various web-courses were recorded. Serving as a “one-stop knowledge shop”, the KMS provides a single access point for internal information and knowledge as well as collaborative tools including project support tools and discussion forum for colleagues sharing advice and information on topics of interest.



职员关系和参与

在 2022 年，两名同事分别荣获行政长官公共服务奖状和公务员事务局局长嘉许状。对于他们杰出的表现和服务社会的热诚得到认同，我们感到很高兴，并会团结一致继续追求卓越和提供优质服务。



此外，本署十分重视管职双方有效的沟通，并致力确保员工能自由发表意见，以促进良好的管职关系。

由职方、管方和公务员事务局代表组成的部门协商委员会，提供一个有效的沟通平台。委员会定期开会，商讨影响员工福祉的事宜，会后亦迅速跟进会上所提出的事项。

一般职系协商委员会旨在透过定期会议，加强管方与一般职系人员的沟通和合作。

Staff Relations and Participation

In 2022, two staff members were separately awarded the Chief Executive's Commendation for Community Service and the Secretary for the Civil Service's Commendation Award. We are delighted for the recognition of their exemplary performance and dedication to serving the community, and will continue to strive for excellence and delivery of high quality services as a team.



Besides, the Department attaches great importance to effective communication between staff and the management, and makes every effort to ensure that individual staff members can freely air their views and concerns to foster good staff relations.

The Departmental Consultative Committee, comprising representatives of the staff side, management side and Civil Service Bureau, provides a platform for effective communication. Meetings are held regularly to discuss matters affecting the well-being of staff and prompt follow-up action is taken on matters raised.

The General Grades Consultative Committee aims at strengthening communication and co-operation between the management and General Grades staff through regular discussions.

Human Resources 人力资源

为庆祝本署成立 75 周年，并感谢员工多年来的贡献，管方设立了临时咖啡角，为所有员工送上各种茶点小食。这个既欢乐又难忘的活动深受员工欢迎。

To celebrate the 75th Anniversary of the Department and appreciate staff's contribution over the years, the management set up a pop-up coffee corner serving all staff with a variety of light refreshments. This was a joyful and memorable event well received by staff.



本署亦会恒常举办工余茶叙，让管职双方在轻松的气氛下聚首一堂，交流专业知识、分享工作经验和交换意见。

Informal get-togethers are also held regularly, during which staff and the management can share knowledge and experience and exchange views in a relaxed atmosphere.

部门的公务员建议书审核委员会，专责评审员工就提高工作效率、改善公共服务质素或节流方法等方案提交的建议。建议提议者会获颁予纪念品，以感谢他们对本部门的公务员建议书计划的支持。

The Departmental Staff Suggestions Committee considers proposals submitted by staff on efficiency enhancement, service improvement or cost-saving measures. Souvenirs will be presented to proposers of suggestions for their support of the Departmental Staff Suggestions Scheme.

有关员工的消息，每月会透过内联网发送的《部门快讯》报道。此外，每年编印的部门杂志《估艺集》，内容丰富，包括部门花絮和不同题材的文章，全部稿件均由本署职员提供。

News pertaining to staff matters is disseminated through the monthly "RVD Express" on the Department's Intranet. In addition, a lively in-house magazine "ASSESSMENT" is published each year. It contains news roundups and articles, on a variety of subjects, contributed by staff.

社交和康乐活动

本署一向鼓励同事注重健康生活，积极参与义工服务，建立关爱社会。

康乐社

本署康乐社举办多场足球活动、书法兴趣班、桌遊体验日、长跑课程，以及乒乓球、保龄球及飞镖比赛，大受同事欢迎。

在喜庆节日如中秋节及农历新年，康乐社为同事安排订购应节礼品，反应热烈。此外，康乐社亦举办了中秋节猜灯谜及新春抽奖，与同事们共贺佳节。

本署义工队与多个非牟利团体合作，关顾社会上不同阶层有需要人士，这些团体包括循道卫理杨震社会服务处、香港基督教服务处和健康快车等。义工队亦积极参与社区各类义工服务，例如探访长者和弱势社羣等。



康乐社的经费来源包括员工福利基金、入会费和各项活动的报名费。

慈善活动

本署参与公益金举办的各项活动，筹得善款逾28 000元。

Social and Recreation

The Department encourages staff to live a healthy lifestyle and participate actively in volunteer service in building a caring community.

Recreation Club

The Department's Recreation Club organised several football activities, interest classes on Chinese calligraphy, board games sessions, a long-distance running course and competitions on table tennis, bowling and darts, etc. They were well received by colleagues.

On festive occasions such as the Mid-autumn Festival and Chinese New Year, the Club organised pre-orderings of festive items, which were popular among colleagues. The Club also organised the Mid-Autumn Festival lantern riddles and Chinese New Year lucky draw to share the festive joyfulness.

The Volunteer Service Team of the Department worked together with different non-profit making organisations, such as Yang Memorial Methodist Social Service, Hong Kong Christian Service and Lifeline Express, etc. to serve the people in need from all walks of life. The Volunteer Service Team also actively participated in a wide variety of volunteer services in the community, such as paying home visits to the elderly and underprivileged, etc.

Sources of funds for the Club include the Staff Welfare Fund, subscriptions from members and enrolment fees for various activities.

Charity

The Department raised over \$28 000 in total for various charity events organised by the Community Chest.