

附錄一：瓜國國家公民服務局邀請函



El señor. Presidente de la República de Guatemala

Otto Fernando Pérez Molina

a través de la
Oficina Nacional de Servicio Civil

Tiene el honor de invitar al excelentísimo
Señor Ministro de la Dirección General
Central de la Administración de Personal del
Yuan Ejecutivo de la República de China
(Taiwán)

Huang Fu-Yuan

Al XVII Foro de la Función Pública de Centroamérica,
Panamá y República Dominicana
«Naturaleza y rol del servicio civil:
hacia una nueva forma de Gestión Pública»

A celebrarse en Guatemala el 15 y 16 de mayo del 2014

Guatemala, septiembre de 2013




Licenciada Patricia Margarita García Futch
Directora
OFICINA NACIONAL DE SERVICIO CIVIL

附錄二：瓜國國家公民服務局邀請函中文譯本

[瓜地馬拉國家公民服務局局長致行政院人事行政總處人事長邀請函西
譯文]

瓜地馬拉共和國總統
培瑞茲(Otto Fernando Pérez Molina)
經由國家公民服務局
敬邀

中華民國行政院人事行政總處
黃人事長富源閣下

出席訂於 2014 年 5 月 15 日及 16 日
於瓜地馬拉舉行之
第十七屆中美洲、巴拿馬及多明尼加公共服務論壇
「公務員的本質與角色：邁向新形式的公共管理」

瓜地馬拉，2013 年 9 月

(簽名)

國家公民服務局

局長

凱西雅

附錄三：本團主要參訪議題一覽表

編號	議題	題目
1	中央政府機關組織 Issues concerning organizations of central government authorities	貴國對於中央政府機關單位之設置是否有訂定相關法令予以規定？對於機關之設置是否有數量上的限制？ Are there any laws agencies concerning the organization of central government? How to regulate the central government agencies number?
2	公務人員員額 Issues concerning the number of civil servants	1、貴國公務人員人數目前大約多少人？公務人員範圍為何？相關員額控管機制為何？ How many civil servants in SOE now? What is the range of civil servants? What are the measures to control the number of civil servants in SOE? 2、地方政府是否得自主管理公務人員員額？如有，請問法令依據及地方政府權限範圍為何？又中央政府對於各地方政府之公務人員員額，是否有管制措施？ Do the local governments have the authority to manage the number of civil servants? If yes, then what is the law basis and the ambit of the authority? And does the central government set any measure to control the number of civil servants in local governments?
3	國營事業員額議題 Issues concerning the headcount of state-owned enterprises (SOEs)	貴國國營事業目前員額大約多少人？是否進用文官？是否規劃對國營事業進行民營化作業？ How many employees are in SOEs now? Do SOEs employ public servants? Is any policy to privatize the SOEs?

編號	議題	題目
4	<p>非典型人力之進(運)用及管理</p> <p>Issues concerning the adoption and management of atypical employment</p>	<p>1、貴國公部門除正式職員外，是否有運用其他非典型人力？</p> <p>Is the employment of atypical workers prevalent in the public sector?</p> <p>2、如有，請提供以下資訊：</p> <p>If yes, please kindly provide the information as below:</p> <p>(1) 非典型人力包含哪些人力（如派遣勞工、臨時人員等）？</p> <p>What kinds of atypical workers are employed in the public sector, such as dispatched workers, temporary workers, etc.?</p> <p>(2) 非典型整體人力占公部門正式人力總數之比率為何？</p> <p>What is the ratio of atypical workers to regular employees in the public sector?</p> <p>(3) 非典型人力是否有專門的法律或法規規範其權利義務(如有請提供英文資料)？</p> <p>Is there a law or regulation governing the rights and duties of atypical workers? (If yes, please provide relevant information in English.)</p> <p>(4) 公部門運用非典型人力工作一段期間有轉為正式職員的機制嗎？</p> <p>Could those atypical workers be employed as regular employees if they have worked in the public sector for a certain period of time?</p>
5	<p>員額評鑑或人力評估機制</p>	<p>1、貴國是否有建立政府機關整體員額評鑑機制或機關人力配置的評估制度？如何進行？</p>

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	Evaluation of the number of civil servants or human resource evaluation system	<p>Is there any existing system to evaluate the whole number of civil servants or assessment about disposing the human resource in agencies?</p> <p>2、如有，如何將員額（人力）評鑑結果，有效落實於運用政府機關人力之調整？</p> <p>If yes, how are the results of evaluation effectively practiced in modifying the human resource in the government?</p>
6	公務人員培訓業務 Issues concerning training and development of civil servants	<p>1、貴國負責公務人員培訓機構為何？該機關主要職掌為何？希望可藉由訓練課程、訓練內容及雙邊人員的交流，來拓展及促進雙邊之合作關係。</p> <p>Which organization or institution is responsible for civil service training? What are the main duties of that organization or institution? We hope to expand and enhance the degree of cooperation and understanding between both sides by the exchange of training programs, course materials, or staff members.</p> <p>2、貴國就中高階公務人員訓練的整體架構為何？主要訓練內容為何？</p> <p>What is the framework of the senior executive service training programs? What courses are included?</p> <p>3、貴國有無建構公務人力職能模型？若有，是否有進行職能測驗？如何進行？若無，是否有計畫推動相關方案？</p> <p>Have you built a competency model of the government human resources? If</p>

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		<p>yes , have you taken competency assessment? How do you execute it? If no , do you have a plan to construct one?</p> <p>4、貴國就公務人力的發展面向，是否有在職訓練及進修之鼓勵措施？</p> <p>In terms of the civil service training and development , are there some incentives for the civil services to get the on-the-job training or to pursue further education?</p> <p>5、貴國政策性訓練如何推行？成效如何？</p> <p>How do you promote the national policy training in your country? How was the result?</p> <p>6、貴國有無制定性別平等法規或政策？</p> <p>Are there any laws or policies in gender equality in public sector?</p> <p>7、貴國中高階公務人員訓練如何實施？如何評量？</p> <p>How is the middle and high level civil servants training implemented in your country? How do you evaluate the performance?</p> <p>8、貴國公務員外語訓練如何辦理？成效為何？</p> <p>How do you organize the language training for civil servants in your country? How was the result?</p> <p>9、貴國在公務人員數位學習發展上有何創新規劃？</p> <p>Do you have any innovative strategy on developing and promoting the E-learning in government?</p>

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		<p>10、目前網路學習為各國公務人員重要訓練方法之一，請問貴國推動策略及成效如何？本國數位學習平台提供超過 700 門免費之數位課程，是否有雙方互換課程之可能性？</p> <p>On-line E-learning is one of the important methods in civil servants training , how does your country promote strategies and effectiveness? In my country , in E-learning website , offers more than 700 free courses on-line for civil servants. Is that have possible to exchange the courses with each other?</p> <p>11、請介紹貴國有關訓練諮詢服務之運用情形。Do you have any public agency in charge of the training and consultant services? Would you please introduce the common uses of training and consultant services?</p> <p>12、貴國目前推動的重點政策如何與培訓結合？又各地方機關標竿治理作法，分享途徑為何？為促進後續彼此交流學習，可否提供政府或民間相關連結網站或聯絡方式？</p> <p>How do key policies promoted currently be combined with the training in your country? And how do local authorities cooperate to share the benchmarking of local governance practice? Can you provide us with any government or private sector sites or ways of contact to facilitate the exchange of learning</p>

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		between us afterward?
7	公務員待遇 Civil Service Pay	<p>政府部門中有諸多不同類型的公務員，各國政府可能針對職務類型給予不同待遇，請問貴國的訂定機制為何？</p> <p>There are different types of public servants. Many governments might differentiate their rewards to achieve internal consistency. What are your government' s policies?</p>
8	公務員獎金 Civil Service Bonus	<p>公務員獎金制度如何設計？目前獎金項目包含哪些？有無訂定各項獎金檢討機制？</p> <p>What' s the design of the bonus system? What types of bonuses are included? Is there any review systems established for every kind of bonus?</p>
9	公務員福利 Civil Service Benefits	<p>除了薪資以外，政府通常提供額外之福利以吸引人才，請問政府提供公務員那些福利？</p> <p>Beside the salaries, Government usually provide additional benefits to attract talents. What benefits for servants government provide ?</p>
10	公務員退休制度 Civil Service Retirement System	<p>貴國對公務員退休制度是否進行調整？調整重點為何？</p> <p>Is there any revision for Civil Service Retirement proposed by your government? What are highlighted in the latest revision?</p>

附錄四、訪問剪影



瓜國國家公民服務局局長凱西亞女士（左1）於公共服務論壇致詞。



本總處張副人事長念中（中）於公共服務論壇以「中華民國政府組織暨人事制度」為題發表演說，並由駐瓜國大使館曹秘書美鈴（右1）擔任口譯。



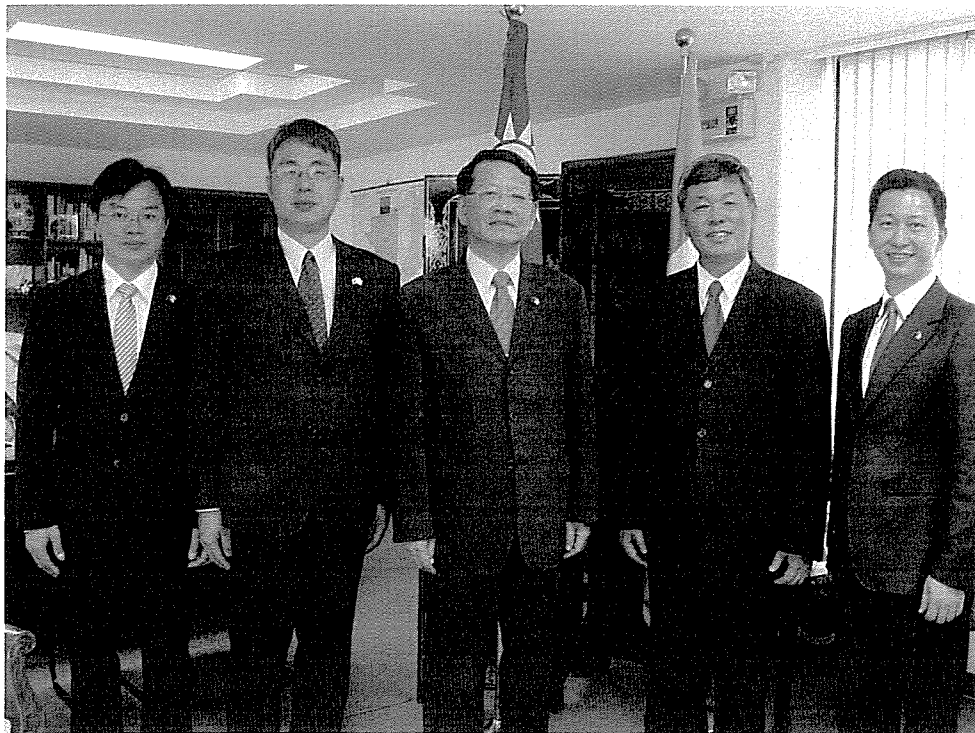
瓜國國家公民服務局局長凱西亞女士（中）與中美洲公共行政中心主任費蓋羅亞女士（右1），於公共服務論壇致贈本總處張副人事長念中（左1）感謝狀及紀念品。



本總處張副人事長念中（左1）於公共服務論壇與薩爾瓦多總統府策略秘書處副執行秘書長摩拉雷斯先生（中）及總協調人蘇尼迦先生（右1）握手致意。



本總處張副人事長念中（後排左2）於公共服務論壇與各國與會貴賓及文化表演團合影。



本團與駐瓜國大使館人事座談後，由本總處張副人事長念中（中）及團員與孫大使大成（右2）合影。



本團於拜會巴國總統府部人事行政總處後合影。前排左 2 為本總處張副人事長念中，前排右 2 為巴國總統府部人事行政總處總處長盧益士先生。



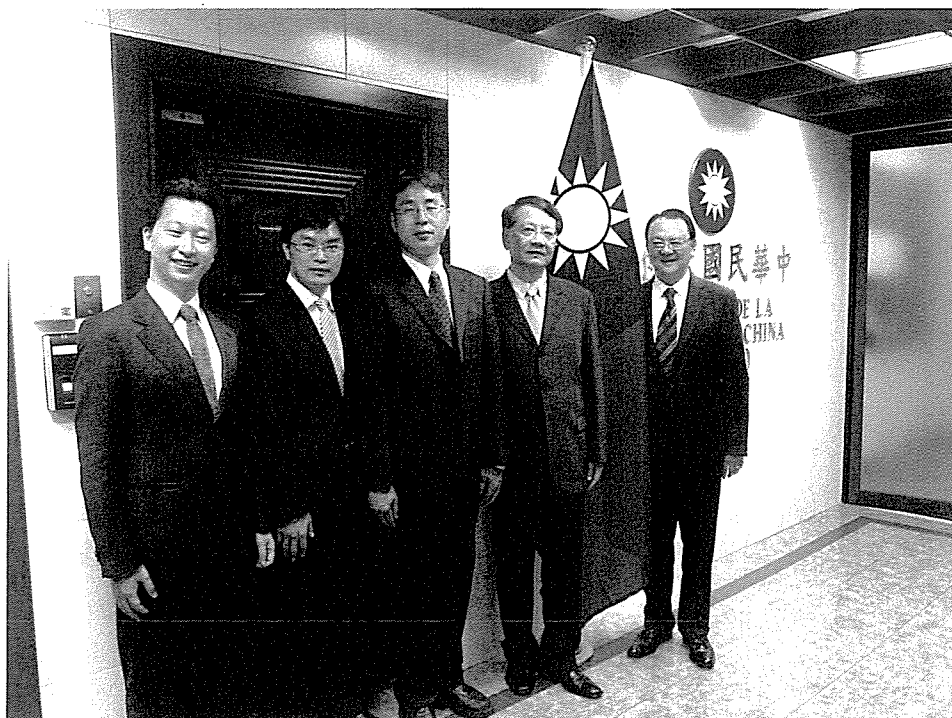
本團於拜會巴國總統府部人事行政總處後，由本總處張副人事長念中（左）致贈總處長盧益士先生（右）紀念品。



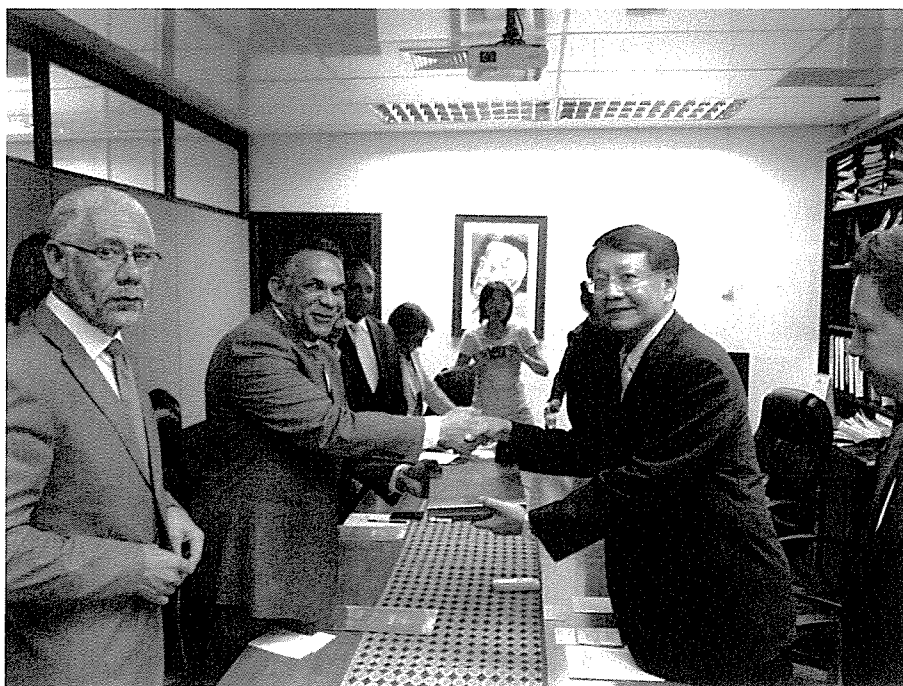
本團於拜會巴國外交部後，由本總處張副人事長念中（左）致贈主任秘書雅里雅斯女士（右）紀念品。



本團於拜會巴國外交部後，由本總處張副人事長念中（左）及駐巴國大使館周大使麟與主任秘書雅里雅斯女士（中）合影。



本團與駐巴國大使館人事座談後，由本總處張副人事長念中（右2）及團員與周大使麟（右1）合影。



本團於拜會多國公共管理部後，由本總處張副人事長念中（右2）致贈部長維都納先生先生（左2）紀念品。



本團於拜會多國外交部後，由本總處張副人事長念中（中）及駐多國大使館侯大使平福（右 1）與次長魏美絲女士（右 2）及外交學院院長耶斯皮那先生（左 2）合影。



本團於拜會多國外交學院後，由本總處張副人事長念中（左 3）及駐多國大使館侯大使平福（右 2）與次長魏美絲女士（右 3）及外交學院院長耶斯皮那先生（右 1）合影。



本總處張副人事長念中（左 2）及團員與駐多國大使館侯大使平福（中）拜訪多國特殊兒童教育整合照顧中心後合影。



本團與駐多國大使館人事座談後，由本總處張副人事長念中（中）及團員與侯大使平福（右 2）合影。

