

Challenge for Human Resource Development – Toward Sustainable Water Supply

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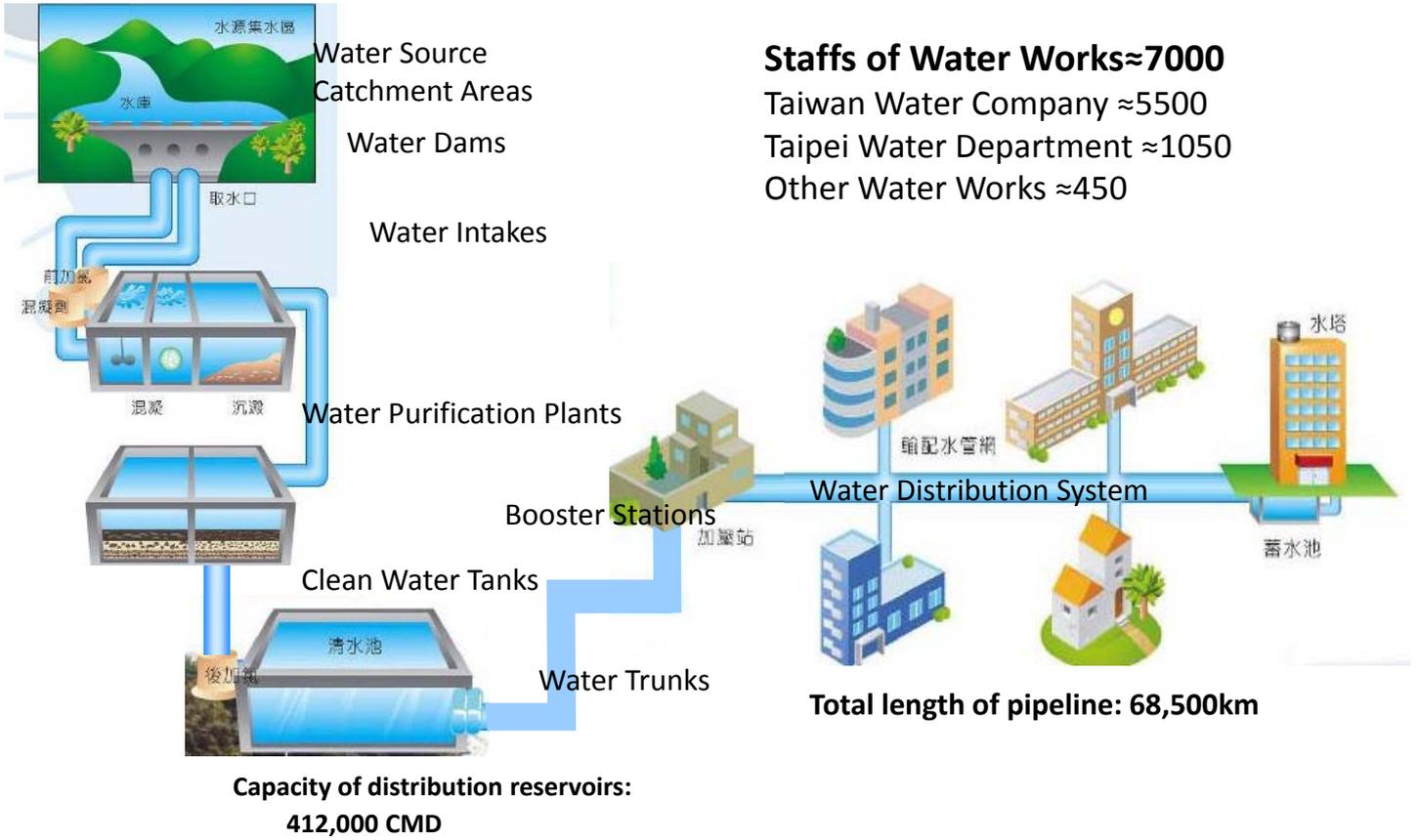
outlines

- **Human Resource of Water Works in Taiwan**
- **Challenges for Human Resource Development**
- **Human Resource Management-to find right men do right things**
- **Prospecting the Future**

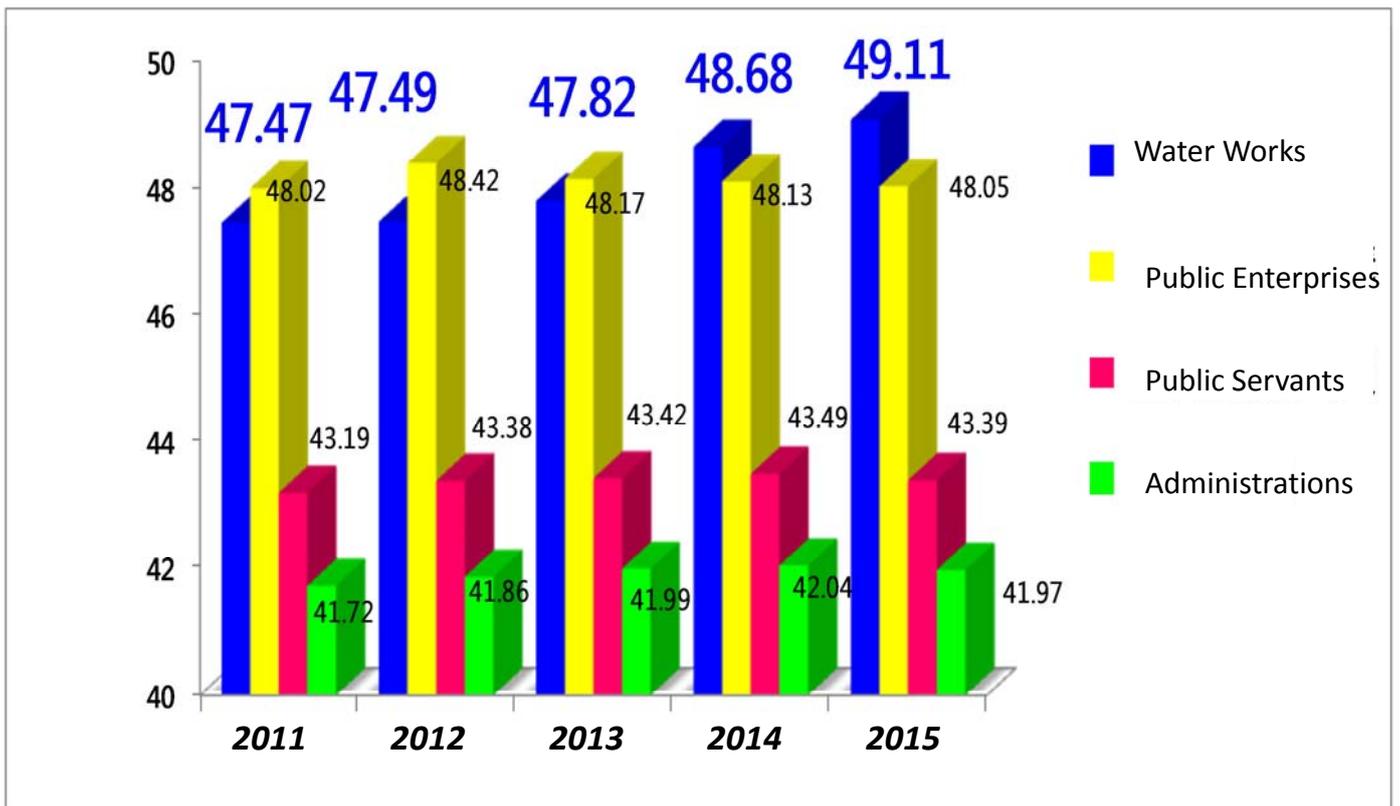


Human Resources

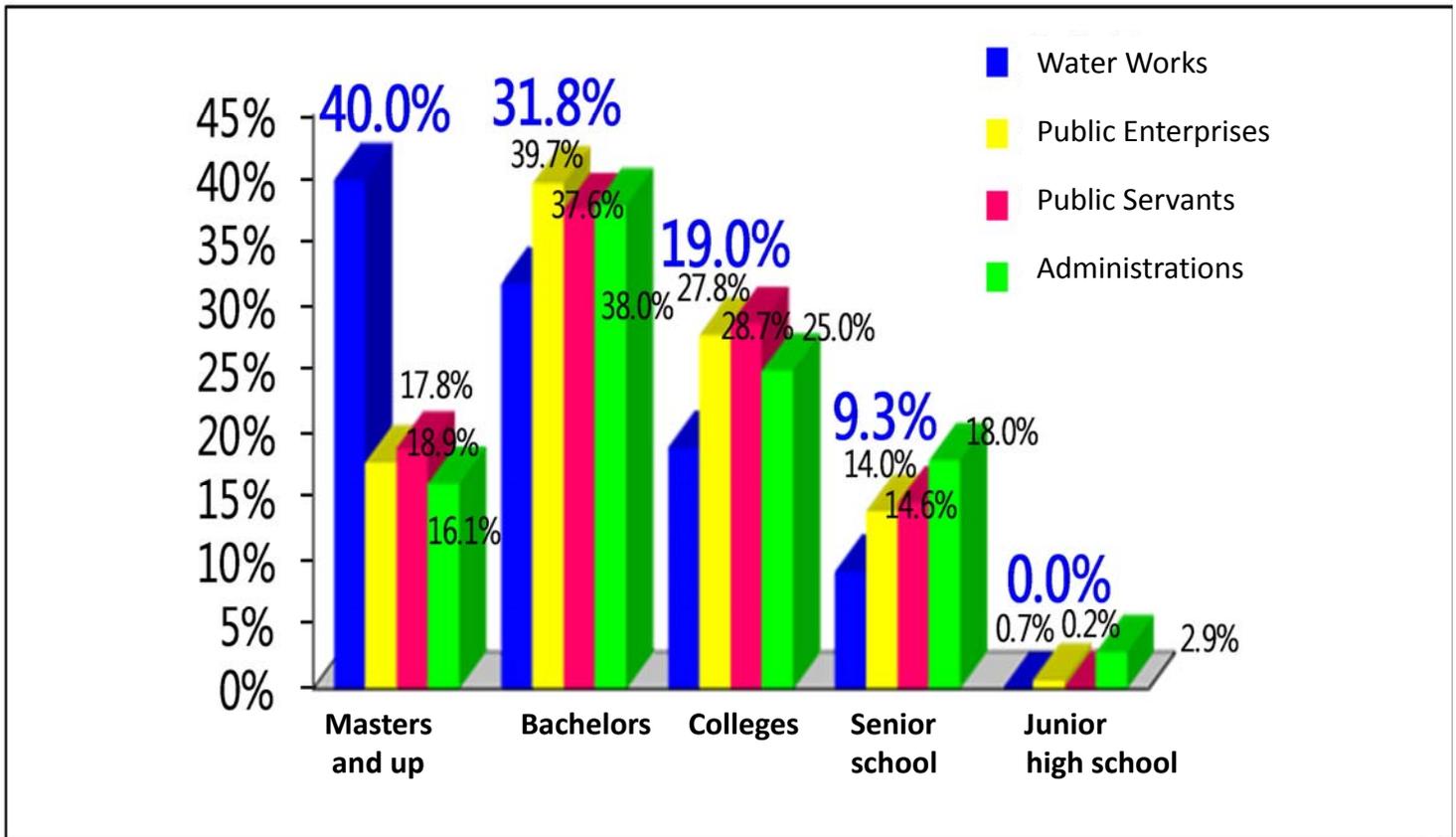
Human Resource of Water Works in Taiwan



Comparison Average Age of Staffs



Comparison of Education Level with TWD



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Challenges for Human Resource Development

- Globalization-Economy, Climate Change...
- New Skills and Technologies
- Managing change-GIS, SCADA, DMAs...
- Human and Intellectual capital
- Teamwork and Workforce Partnerships
- Customer and Market Response
- Budget and Cost containment



Managing change-GIS, SCADA, DMAs...

- Attracting and Understand
- Education and Training
- Testing and applying
- Evaluation and Adjustment
- Competition and Encouragement



Budget and Cost containment

- Organization Downsizing
- Creates Reorganization for Efficiency
- Forces Outsourcing
- Encourages Temporary Workforce
 - Volunteers
 - Temporary Workers
 - Contract Employees/Leasing



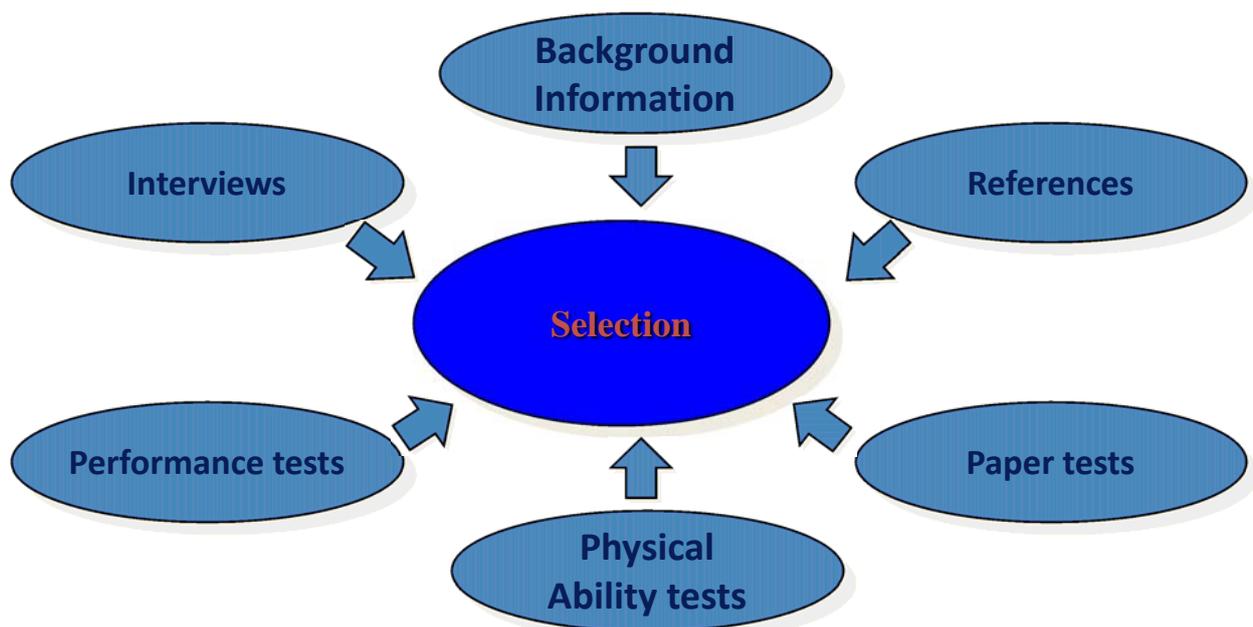
HUMAN RESOURCES MANAGEMENT

-Find right men do right things-

- Staffing/Planning
- Broader Job Design
- Recruitment
- Selection
- Training Staff
- Development
- Performance Management
- Compensation Management / Incentive
- Labor Relations / Teamwork



Recruitment and Selection Tools



Mentoring Program

-Training recruits and staffs-

- The key of success is the support from all organization.
- A good mentor or coach can teach good working skill, shorten the learning curve of newly recruited and incubate good staff.
- Good working attitude and manners that are helpful in learning program.
- Mentoring has two-way advantage, it helps the mentee and reinforce the mentor.

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Job's Competence Analysis

- ◆ Analyze and establish the key competence of various jobs needed by general staff, bottom level chief and unit chief.



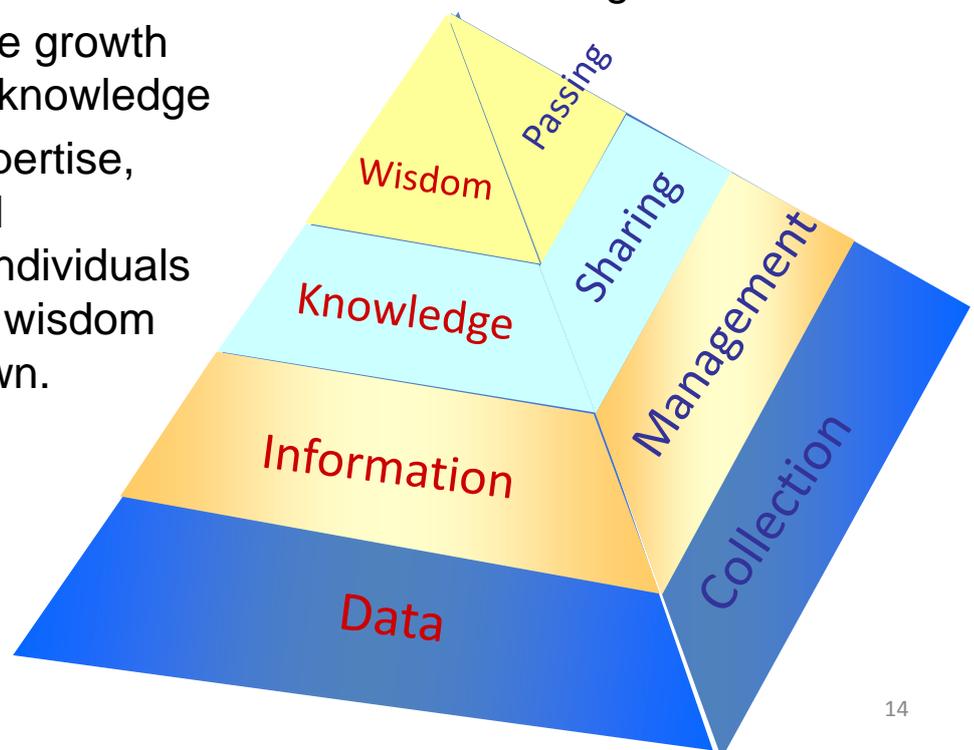
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Job Rotating System

- No more 4 years on a job or a position.
- Establishing map and ranking of job rotation
- The purpose of job rotation
 - Incubating new talent
 - Establishing human relations
 - Increasing personal eyesight
 - Advancing the abilities of handling problems
 - Preparing for upward mobility

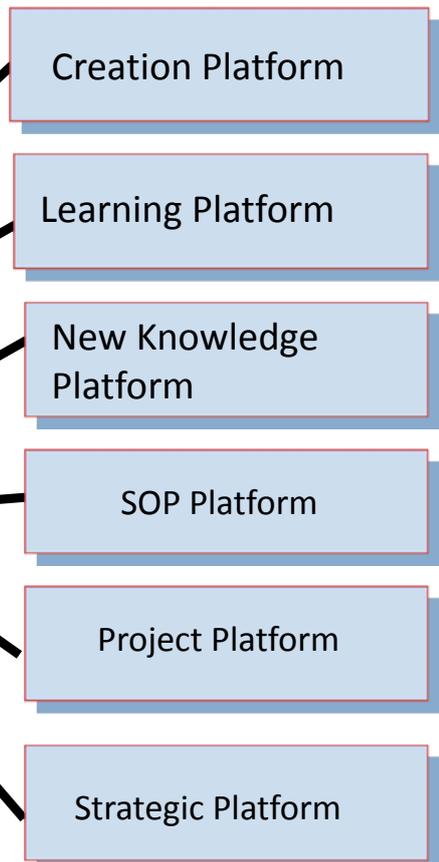
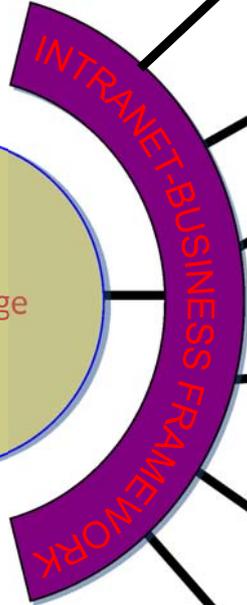
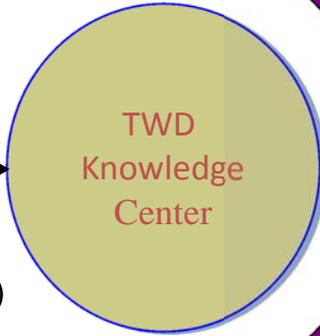
Knowledge Management System

- Objectives of KM system
 - Collecting and sorting data effectively and efficiently
 - Converting the data into information for management
 - Accelerating the growth and sharing of knowledge
 - The implicit expertise, techniques and experience of individuals developed into wisdom for passing down.



TWD's KM System established 6 Platforms

- ✓ Dissemination
- ✓ Browsing
- ✓ Subscription
- ✓ Feedback



臺北自來水事業處 Taipei Water Department
知識管理系統
 Knowledge Management System

新知平台 | 策略平台 | 專案平台 | SOP平台 | 學習平台 | 創意平台

總知識數: 18499
 總瀏覽數: 29923
 目前線上人數: 4

水處圖庫
 台北自來水博物館

我要... | 知識查詢 | 查詢 | 進階查詢 | 知識訂單 | 知識訂單

分享你的水知識! 成為 **水博士**

熱門文章

1. 2008維也納國際水協會相關統計資訊	點閱數: 620
2. Drovomg dpwm US dp.estoc demand 美國環保署致力於抑制美國家戶用水需求	點閱數: 413
3. 東京水道局經營概況	點閱數: 357
4. 北水相逢	點閱數: 325
5. 打造綠色IT機房	點閱數: 309

日本東京都水道事故案例集
 日本東京都水道事故案例集共計五篇 歡迎至案例分享中瀏覽詳情內容。
[查看詳情...](#)

最新上菜

- ▶ 2010/12/10 東京都水道局資產管理現況
- ▶ 2011/08/08 大阪及東京都自來水事業經營績效指標與最新...

知識點閱排行榜		知識回饋排行榜		學習排行榜	
Rank	Category	Rank	Category	Rank	Category
01	企劃科	7514 Hits	01	企劃科	知識回饋數: 190
02	西區營業分處給水股	1123 Hits	02	總工程司室	知識回饋數: 170
03	供水科配水股	1092 Hits	03	供應科發包股	知識回饋數: 41
04	北區營業分處給水股	1057 Hits	04	業務科	知識回饋數: 18
05	供應科發包股	979 Hits	05	本處	知識回饋數: 16
1	公文時效檢定	2人次	2	抄表檢定	3人次
3	服務檢定	5人次	4	文書檢定	6人次

平台排行榜

1 創意平台 8618	2 學習平台 5279	3 SOP平台 4716
4 新知平台 4497	5 專案平台 4338	6 策略平台 3071

我最常去的平台

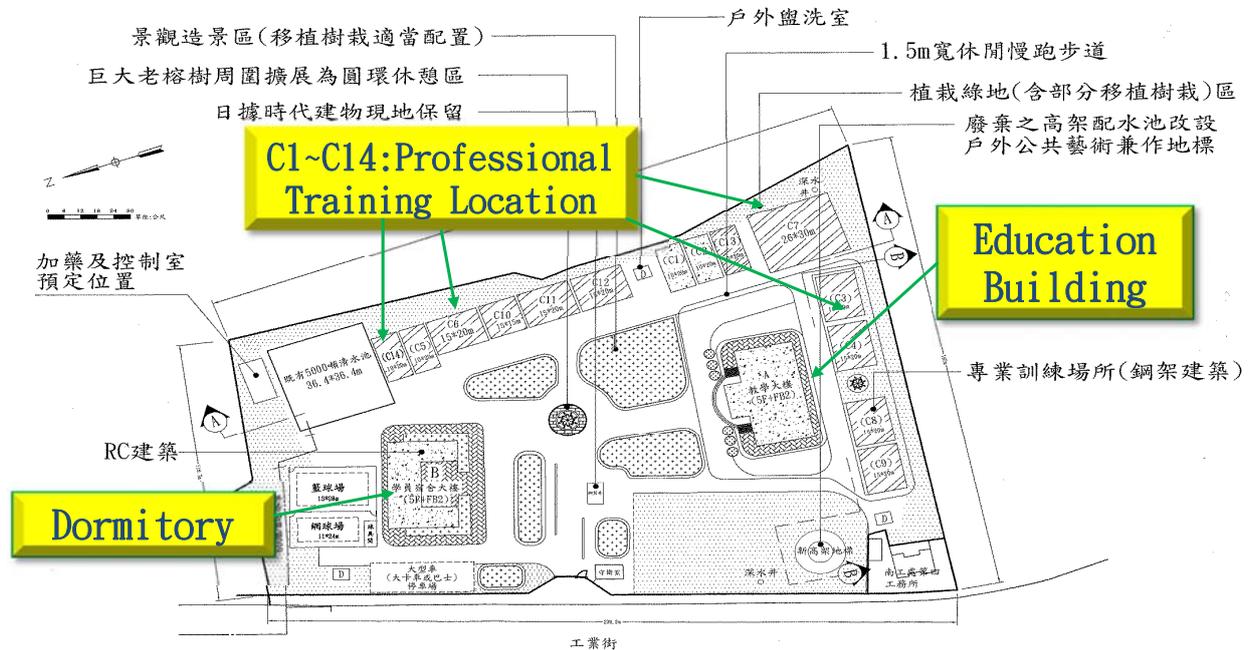
1 學習平台	2 SOP平台	3 新知平台
4 創意平台	5 專案平台	6 策略平台

New Training Park of TWC

Location : Tainan

Budget : NT\$ 526.4 million (US\$17.5 million)

Completion Time : 2019



Prospecting the Future

- Keep training the staff become the most important roles on going toward sustainable water supply.
- Human resource development on building a robust water supply system to face and solve the coming problems and disasters.
- Enforcing the knowledge, skills and abilities of individuals on developing a sound water works.

Thanks for your attention

