



澳門管理專業協會
Macau Management Association



“Better **MANAGEMENT** for better future”
卓越管理 締造未來



M M A

A N N U A L

R E P O R T

年 度 報 告

2 0 1 8



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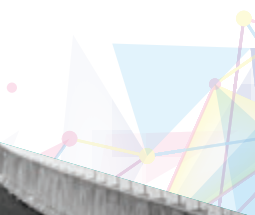
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會長的話

二零一八年是不平凡的一年，國家發展一日千里，於各個領域都取得了矚目的成就，在世界舞台持續發揮深遠的影響力；二零一八年亦是複雜多變的一年，國際社會風雲變幻，為全球經濟帶來諸多不穩定因素，但在澳門特區政府的帶領及全澳市民的齊心協力下，社會發展仍然持續向好，整體保持穩中求進的總基調。

在政府與社會各界多年的努力及協作下，本澳經濟適度多元化發展成效漸見，非博彩產業收益比重上升；與此同時，積極貫徹“人才建澳”的施政方針，全面落實人才培養的施政理念，重點培養社會發展所需的本地人才，以達致澳門的可持續發展。

自成立以來，澳門管理專業協會一直秉持創會宗旨，敬敬業業、不懈努力，以推動現代管理學在本澳的發展及應用為己任，因應社會發展需要，為本澳市民提供靈活多元、實用專業的管理服務及課程培訓，幫助他們提升自身競爭力，在職場上實現向上流動，並與特區政府部門、企業和社團保持密切合作，務求為各階層的管理人員提供全方位的教育支援及進修渠道。

為了推動本澳的設施管理專業邁向國際水準，本會屬下的管理學院於2007年率先開辦設施管理專業課程，同時引入國際設施管理協會「設施管理專業經理」等專業資格，成為本澳獨家認可提供此專業資格之培訓機構。在二零一八年，我們繼續開辦了“設施管理”一試兩證課程，致力培育具實踐經驗的本地設施管理人才，並與江門五邑大學達成合作協議，把設施管理專業引入粵港澳大灣區，旨在為灣區培養兼備理論和實務技能，同時又具有國際認證的設施管理專業人才。此外，我們亦在多年累積的基礎上繼續深化、拓展各類管理及教育服務，持續推出多元化的管理專題講座、工作坊、學位課程、專業證書課程、培訓服務及顧問服務等，以配合社會各階層人士自我提升的需求。

過去一年，全賴政府部門、澳門基金會、友好機構與團體，以及各會員的鼎力支持，本會會務實現了穩定持續的發展。展望未來，我們將再接再厲，為社會進步博採眾長，齊心推動澳門於挑戰中緊抓機遇、超越自我、奉獻社會。

崔世昌
會長

MESSAGE FROM THE PRESIDENT

The year 2018 has been an extraordinary year in China's development. We have witnessed the country's immense progress and rapid development in each and every aspect. These remarkable achievements have made China the focus of world attention. The year 2018 is also a complicated and capricious year. The vicissitudes of international situation lead to the growing economic destabilizing and uncertain factors and new problems and challenges on multiple fronts. However, with the concerted efforts of the Macao SAR Government and the entire community, the fundamental of the society have maintained a healthy trend toward continued stable growth.

With the relentless and concerted efforts of the Government and various sectors over the years, the development of Macao's adequate economic diversification has attained solid growth and the proportion of non-gaming industries income has been increasing while attaching steadfast commitment to prioritizing policies for "Building Macao by Capable Talents" simultaneously with a view to nurturing local talents for achieving sustainable development in Macao.

Since its inception, with the main objective in promoting the principles and practices of modern Management initiatives, Macao Management Association has been dedicatedly at its utmost and is committed to promoting management excellence to buttressing Macao's overall social competitiveness by organizing flexible and multiple activities and training programs in all aspects of management in response to the latest development needs of Macao. MMA seeks to provide opportunities for young people's upward mobility and liaise closely with government departments, business enterprises and associations so as to offer all-round support and further education channels for managerial personnel from various sectors.

To promote Macao Facility Management professional in reaching the international benchmark, Macau Institute of Management (MIM), the academic arm of MMA, has been the pioneer in promoting facility management as a professional subject in Macao since 2007. Moreover, MIM has introduced the "Certified Facility Manager" accredited by the International Facility Management Association and is the training institution offering this professional qualification exclusively recognized in Macao. In 2018, we have continued to operate with "One-Examination-Two-Certification Program" in order to foster the professional management personnel with practical experience, and has reached collaboration agreement with Wuyi University in Jiangmen to bring in the facility management professions to the Guangdong-Hong Kong-Macao Bay Area with the aim to cultivate facility management professional talents that are internationally recognized as well as with both theoretical and practical abilities. In addition, we will be deepening and expanding various forms of management and educational services on the basis of consolidating and building on what we have achieved over the years, and will persist in offering diversified management thematic seminars, workshops, degree programs, professional certificate programs, training services, consultancy services, etc. in response to the self-enhancement needs from all sectors of the community.

In the past year, we are grateful to have the strong support from the Macao Government, Macao Foundation, our fellow associations which contribute to the success we have achieved today. Looking ahead, we will continue to seize opportunities from different challenges, go beyond ourselves and dedicate to the society.

Chui Sai Cheong
President

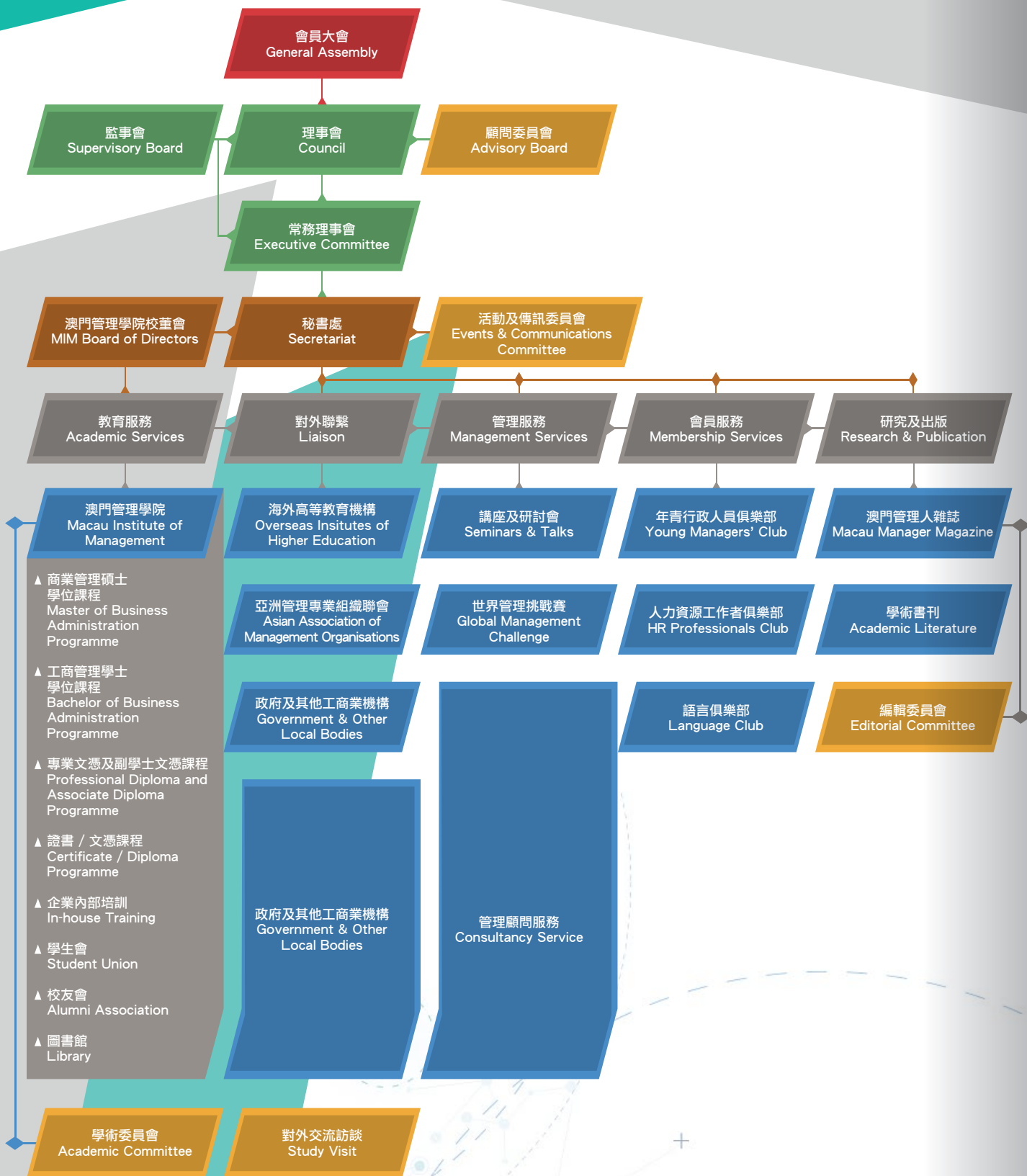
組織架構

ORGANIZATION
STRUCTURE AND SERVICES



MMA 組織架構

MMA ORGANIZATION STRUCTURE AND SERVICES



澳門管理專業協會第十七屆(2017-2019) 會員大會、監事會及理事會名單

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2017-2019

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教育服務

ACADEMIC
SERVICES



澳門管理學院 MACAU INSTITUTE OF MANAGEMENT

澳門管理學院 (Macau Institute of Management - MIM) 於1988年創辦，是澳門管理專業協會 (Macau Management Association-MMA) 屬下專責高等教育服務機構。管院於2000年7月獲澳門特別行政區政府批准，正式升格為一所高等院校，為本澳各行各業提供更全面的管理、會計及設施管理課程，並以致力培育工商界人才為目標。

Established in 1988, Macau Institute of Management (MIM) is the academic arm of the Macau Management Association (MMA). In July 2000, MIM was approved by the Macao SAR Government to be upgraded as a Higher Educational Institution. It aims to provide management, accounting and facility management programmes and to develop talents in commercial and business fields in Macao.

澳門管理學院提供的課程 PROGRAMMES PROVIDED BY MIM:

學位課程 DEGREE PROGRAMME

1. 碩士學位課程 (18個月) Master of Business Administration (18 months)

與美國夏威夷夏曼納德大學合作開辦「商業管理碩士學位課程」。
課程採用彈性學習模式 (即70%網上學習，輔以30%面授課)

Cooperate with Chaminade University of Honolulu. Flexible learning mode (70% online study and 30% face to face lecture).

2. 工商管理學士學位課程 (4年制，融合式學習)，共分以下5個專業： Bachelor of Business Administration (4 years Blended Learning):

- 會計
Major in Accountancy
- 銀行與財務管理
Major in Banking and Finance
- 設施管理
Major in Facilities Management
- 人力資源管理
Major in Human Resources Management
- 管理學
Major in Management

文憑課程 DIPLOMA PROGRAMME

1. 工商管理副學士文憑課程 (2年制，融合式學習)，共分以下5個專業： Associate of Business Administration Diploma Programme (2 years Blended Learning):

- 會計
Major in Accountancy
- 銀行與財務管理
Major in Banking and Finance
- 設施管理
Major in Facilities Management
- 人力資源管理
Major in Human Resources Management
- 管理學
Major in Management

2. 專業文憑課程 (1年制，融合式學習)，共分以下5個專業： Professional Diploma Programme (1 year Blended Learning):

- 會計
Major in Accountancy
- 銀行與財務管理
Major in Banking and Finance
- 設施管理
Major in Facilities Management
- 人力資源管理
Major in Human Resources Management
- 管理學
Major in Management

持續進修課程 CONTINUING EDUCATION PROGRAMME

專業課題工作坊
Professional Workshop

證書課程與博雅班
Certificate Programme and Leisure Course

畢業生 GRADUATES

從2001年開始，本院累計學位課程畢業生共1,695位，2017/2018學年畢業生共78位。當中包括商業管理碩士課程(美國夏威夷夏曼納德大學合作開辦)、工商管理學士學位課程、工商管理副學士文憑課程及專業文憑。

Since 2001, we have accumulated a total of 1,695 graduates. For 2017/2018, we have a total of 78 graduates, including graduates from the Master of Business Administration (corporate programme with Chaminade University of Honolulu), BBA Degree Programme, Associate of Business Administration Diploma Programme and the Professional Diploma Programme.



2017/2018 學年畢業典禮 暨獎學金頒發儀式 2017/2018 MIM GRADUATION & SCHOLARSHIP PRESENTATION CEREMONY

澳門管理學院「2017/2018學年畢業典禮暨獎學金頒發儀式」已於11月24日(星期六)在澳門科學館舉行，邀請到澳門特別行政區社會文化司代表、高等教育輔助辦公室蘇朝暉主任擔任主禮嘉賓。今屆共有78位畢業生獲頒授「商業管理碩士課程」、「工商管理學士學位課程」、「工商管理副學士文憑課程」及「專業文憑課程」證書。典禮當日亦邀請到17間獎/助學金贊助機構出席並頒發獎助學金予41位同學。是次典禮共有近400名嘉賓出席。

The MIM 2017/2018 Graduation and Scholarship Presentation Ceremony was held on November 24 at Macao Science Center. We honorably had Mr. Sou Chio Fai, Director of Tertiary Education Services Office and Representative of Secretary for Social Affairs and Culture, to be our guest of honor. 78 graduates were awarded Master of Business Administration, BBA Degree Programme, the Associate of Business Administration Diploma Programme and the Professional Diploma Programme. Representatives of 17 sponsoring organizations were also invited to present the scholarship to 41 students. Around 400 guests attended the ceremony.

39000



澳門管理學院獎/助學金計劃 MIM FINANCIAL AWARD SYSTEM



在本澳機構的慷慨贊助下，本院於2001年成功創立獎/助學金計劃，從而獎勵成績優異的學生及幫助經濟有困難但志願繼續深造的人士，讓他們得以完成學位課程。從2001年至今共有626位成績優異的學生獲得獎學金，120位經濟困難的學生獲頒助學金。過往至今曾參與機構共有30間，總贊助金額超過澳門幣390萬元。

With the generous sponsorship from local organizations, we have successfully established our Financial Award System in 2001. The system is to award students who have outstanding academic performance and to support those students who have financial difficulties. Since the year 2001, we have already gained the support of 30 organizations to sponsor a total of MOP 3,900,000 to our Financial Award Systems. A total of 626 students have received scholarship and 120 students have received grants respectively.



2018年度獎/助學金計劃的 17間機構包括（排名不分先後）： Sponsors for 2018 Financial Awards Systems (In alphabetical order)

- | | |
|---|---|
| 1. 積臣洋行有限公司
Agencia Comercial Jackson Lda. | 9. 澳門霍英東基金會
Fundação Henry Fok |
| 2. 嘉明洋行有限公司
Agencia Comercial Carmen
(Import & Export) Lda. | 10. 金山發展有限公司
Golden Crown Development Ltd. |
| 3. 大西洋銀行
Banco Nacional Ultramarino, S.A. | 11. 劉豪世紀念獎學金
Lau Hou Sai Memorial Scholarship |
| 4. 中國銀行獎學金
Bank of China Scholarship | 12. 澳門基金會
Macao Foundation |
| 5. 崔德勝紀念基金
Chui Tak Seng Foundation | 13. 金沙中國有限公司
Sands China Ltd. |
| 6. 大益建築置業有限公司
Cia De Construção e Investimento
Predial Tai Iec Lda. | 14. 信興製衣廠有限公司
Son Hing Garment Factory Ltd. |
| 7. 澳門電力股份有限公司
Companhia de Electricidade de
Macau – CEM, S.A. | 15. 香港上海滙豐銀行有限公司
The Hongkong and Shanghai
Banking Corporation Ltd. |
| 8. 黃如楷建築設計有限公司
Eddie Wong & Associates Ltd. | 16. 鉅高百利有限公司
The Nekoberri House Limited |
| | 17. 澳門新福利公共汽車有限公司
Transmac-Transportes Urbanos de
Macau, S.A.R.L. |



2018內地與澳門高等教育展 「MAINLAND AND MACAO HIGHER EDUCATION EXPO 2018」

澳門管理學院於10月19日至21日參與了「2018內地與澳門高等教育展」，是次教育展假澳門教業中學禮堂舉行，吸引了大批學生入場參觀。是次參展有澳門高等院校及內地院校，期間還舉辦了一系列的升學講座，向參加者介紹各校概況、辦學理念、課程特色及就業前景等，加深師生和家長對院校的認識和了解。

The Higher Education and Careers Exposition was organized by GAES which invited all Macao Higher Education Institutions and related organizations to participate. The exposition was held on October 19-21 at the Escola Kao Yip. The objective of this exposition was to let Macao students and their parents understand the articulation pathways in Macao and Mainland China. A series of seminars had been organized to introduce the general situation and vision of the institutes, their curriculum features, and students' career prospects, etc.

2018



2018南京學習交流團 MIM NANJING STUDY DELEGATION 2018

澳門管理學院於11月14至17日組織了「南京學習交流團」，由冼道明老師擔任團長，團員共廿四人，造訪南京著名高等院校、南京博物館等，加強管院師生與內地青年交流，拓展視野。通過是次交流學習，團員們認識並提高學習效益。

An academic study visit to Nanjing was held by MIM on November 14-17. A group of 24 MIM students and staff visited Nanjing University, Nanjing University of Chinese Medicine and Nanjian Museum, etc. Students were able to learn and interact with representatives from the universities and organizations so as to equip them with knowledge.



舉辦2018專題論壇 MIM FORUM

是次論壇於2018年11月30日舉行，主題為設施管理中的危機管理策略及應對措施。論壇邀請澳門及香港的专业資深管理人主講，從設施管理角度出發，分享兩地如何制定緊急情況應對策略及所面對的挑戰，並探討相關配套設施的需求與管理安排，藉此讓各行各業明白危機管理的重要性並為對未來可能出現的危機制定適當的計劃。總共參與人數約190人。

This forum was held on November 30. The theme of the Forum was on the strategy of risk management and policy making. The Forum invited professional senior management from Macao and Hong Kong to share with us how they did the risk management strategy and dealt with the challenges. They explored the associated facility needs and necessary arrangement. Our participants learnt from the cases to develop their own risk management plan and strategy. The total participants were about 190.

校友會 MIM ALUMNI ASSOCIATION

管院校友會於2016年正式成立，以促進管院與校友間的聯繫及加強校友間的交往為宗旨，共同推進母校的發展。在2018年度曾經舉辦及參與的活動有燒烤、親子講座、瑜珈及聖誕聯歡聚會、還有與大三巴哪吒廟聯合舉辦活動。

MIMAA (MIM Alumni Association) was established in 2016 and it aims to provide a good communication channel between MIM and its alumni so to build a well-knit network among MIM alumni, and to contribute to future development of their alma mater. This year, they organized events such as BBQ, general seminar on for parent-child, yoga class and a Christmas party. Besides, it also co-organized a religious forum with the Templo de Na Tcha, junto às Ruínas de S. Paulo.



BBQ繽紛同樂日
BBQ Fun Day

肩頸物理治療與親子心理輔導講座
Seminar on Shoulder-Neck Physiotherapy
and Parent-Child Counselling



學生會 STUDENT UNION

澳門管理學院學生會於2002年成立。創辦目的是為了促進及提升本地與鄰近地區相關機構之學術文化交流，加強學生與校方之間的聯繫，舉辦及參與學術研討會及其它文化、康樂及社會活動和加強學生之間的關係，建立團隊精神。本院學生會的成員均為在職人士，需要兼顧工作、家庭及學業，但他們也積極籌備及參與各項活動。

Macau Institute of Management Student Union was founded in 2002, aiming to strengthen the bond between MIM and her students, as well as organize seminars and other activities to enhance the relationship among students so as to arrive at a better team spirit. Although most of the members are working adults, they have to take care of their jobs and families, they are very keen on organizing and attending events and activities.





證書與持續進修課程 PROFESSIONAL CERTIFICATE PROGRAMS

管院根據不同專業領域的需要，舉辦了各類專業範疇課程，為行政管理人員提供獲取專業資格或提升專業知識的機會，提升其競爭力和工作效益。同時，管院亦提供各類博雅班，以推動澳門市民終身學習的風氣。

In respond to the training needs of different professions, MIM organized professional programs with an aim to advance the skills and knowledge of all participants. Meanwhile, a variety of leisure courses were provided to encourage lifelong learning and enhance quality of life in Macao.

『澳門註冊會計師/專業會計員』課程 Courses for Macao CPA Public Examination

- 1.商法典 Macau Commercial Law
- 2.成本會計 Cost Accounting
- 3.一般會計 General Accounting
- 4.稅務知識 Taxation

專業課程 Professional Programs

- 1.《分層建築物共同部份管理法律制度》與《分層建築物管理商業業務法》課程
Introduction of “Regime jurídico da administração das partes comuns do condomínio” and “Lei da actividade comercial de administração de condomínios”

公共行政課程 Public Administration Courses

- 1.公職人員中文公文寫作課程 Chinese Official Document Writing for Civil Servants
- 2.公共關係及傳媒應對策略課程 Public Relations and Media Handling Strategies
- 3.公共採購實務 Public Procurement Practices

商業及電腦課程 Business And Computer Courses

- 1.專業秘書暨行政助理實務課程 Office Practices for Professional Secretary and Administrative Assistant
- 2.教練式領導技巧 Coaching Based Leadership
- 3.優秀經理培訓 Excellent Manager Training
- 4.人際溝通與衝突管理技巧 Interpersonal Communication and Conflict Management Skills
- 5.大數據企業應用及策略分析 Big Data in Business Applications and Strategic Analysis
- 6.股票投資技巧初階 Introduction to Stock Investment
- 7.行政人員Microsoft Excel 試算表應用 Microsoft Excel Application In Workplace

博雅及興趣課程 Leisure Courses

- 1.行政人員養生保健氣功班 Health Care – Qigong Practices
- 2.葡萄酒知識及品酒技巧進階 Advanced Wine Knowledge and Wine Tasting
- 3.綜合日用品DIY製作課程 DIY Daily Commodities
- 4.藝術項目管理 Project Management in Arts

課題名稱 TOPICS

澳門繼承法
Macao Inheritance Law

壓力及情緒管理
Stress and Emotional Management

「讚賞式」領導術
Praising Approach to Managerial Leadership

前線人員優質服務技巧提升
Quality Service Techniques for Frontline Staff

大數據企業應用及策略分析
Big Data in Business Applications and Strategic Analytics

職場說「不」的藝術
Art of Say No in Workplace

形象塑造及商務禮儀
Business Etiquette

澳門勞動關係法
Macao Labour Relations Law

成為職場及生活上的講故事高手
Becoming A Good Storyteller in Workplace and Daily Life

樓宇滲漏專業培訓工作坊
Water Leakage in Buildings

面試技巧及策略
Skills and Techniques for Interview

葡萄酒基礎知識及品酒禮儀
Basic Wine Knowledge and Wine Tasting

財富管理之區塊鏈的認識和應用
Wealth Management - Understanding and Applying of Block chain

課題名稱 TOPICS

樓宇勘察及檢測專業培訓
Building Survey and Inspection Skills

LEGO® Serious Play® 團隊建立工作坊
LEGO® Serious Play® Teambuilding

工程項目風險管理
Engineering Project Risk Management

建築工程的品質控制及管理
Quality Control and Management in Building Engineering

建築垃圾的可持續管理
Sustainable Construction Waste Management

體驗式學習：發揮各人潛能，建立團隊精神
Experiential Learning: Develop One's Potential for Team Spirit

督導管理提升 - 帶領團隊之「一帶一怒？」
Supervisory Management - Leading A Team

建築工地交通事故 -
成因分析、危害識別及安全措施
Traffic Accident in Construction Site - Cause Analysing, Hazard Identification and Safety Measurements

專業課題工作坊 THEMATIC WORKSHOPS

為讓管理人獲取更多更新的管理專業知識及技能，澳門管理學院提供各專業課題的工作坊，參加者主要來自本澳多間公私營機構，共519人參與。

With the aim to introduce updated management knowledge and skills to local managers, MIM organized various thematic workshops with different topics and areas. A total of 519 participants from different public institutions and private enterprises attended our workshops.

與本澳業界合辦培訓課程 TRAINING PROGRAMS CO-ORGANIZED WITH DIFFERENT ENTITIES

管院今年繼續與本澳不同業界合辦特定行業的在職培訓，提升行內人員質素。培訓形式設有工作坊、課程、講座、交流活動等。

MIM has continuously cooperated with different industries in Macao to organize various tailor-made and target-oriented trainings. Those training programs include workshops, courses, seminars and study visits etc.

1.與澳門餐飲業聯合商會合辦「2018年度澳門餐飲業在職培訓計劃」

“FOOD AND BEVERAGE (FNB) TRAINING PROGRAM 2018” JOINTLY ORGANIZED WITH THE UNITED ASSOCIATION OF FOOD AND BEVERAGE MERCHANTS OF MACAO (UAFBMM)

管院連續18年在旅遊局的贊助下，與澳門餐飲業聯合商會合作舉辦不同類型的培訓課程，從而提升餐飲從業員的專業和服務水平，當中包括不同主題的培訓課程、餐飲業專題講座及教學光碟製作等。本年度受惠從業員達1,416人。

Under the funding of Macao Government Tourism Office, MIM, together with UAFBMM, organized the 18th intake of training program to the local workforce. The training program included various courses, seminars and the production of educational DVDs etc., in order to enhance the knowledge and upgrade the service quality of the participants. A total of 1,416 participants benefited from the program.

課程名稱 TOPIC

1. 餐飲服務英語初階班
Basic English for Food and Beverages
2. 前線督導技巧
Supervisory Skills for Frontline Staff
3. 洋酒及葡萄酒基本知識
Basic Wine Knowledge
4. 前線客戶服務心態及技巧提升
Upgrading the Service Mindsets and Skills for Frontline Staff
5. 餐飲業電腦實務 - 利用電腦軟件制作餐牌
Computer Knowledge - Creating Menu Using Software
6. 餐飲業顛覆性思維的營銷策略
Non-Traditional Selling Skills for Food and Beverages
7. 餐飲業顧客溝通與聆聽技巧
Communication Skills with Customers
8. 講座：食品安全與環境衛生
Seminar: Food Safety and Hygienic Working Environment
9. 講座：海味乾貨認識
Seminar: The Knowledge of Dry Seafood
10. 教學光碟分享會：「美食之都：食在澳門」
Educational DVD Sharing: “City of Gastronomy: Tasty Cuisine in Macau”

2.與澳門電力股份有限公司合辦「澳電綜合培訓課程2018-2019」 CEM INTEGRATED TRAINING PROGRAM 2018 - 2019

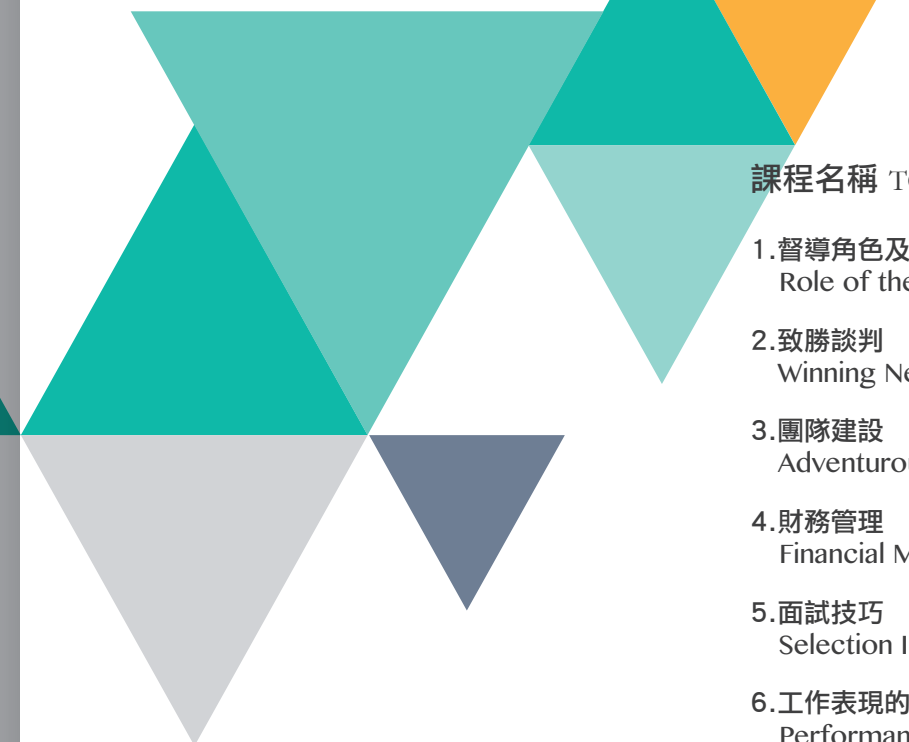
由管院為澳門電力股份有限公司量身訂制的「綜合培訓課程」，自2004年開辦至今已第八屆，本屆共有20名表現出色且具晉升潛力的員工參與。此課程旨在為澳電的年青工程師及部門主任提供系統化的管理課程，發掘員工潛能，提升營運效率及競爭力，從而更好地應對當前及未來的挑戰，為員工將來晉身管理人員行列作好準備。

MIM had tailor-made a training program for CEM since 2004. This program is especially designed for young employees and officers of CEM to upgrade their management skills and scope to prepare them for higher-level roles. This year the program reached the eighth batch and a total 20 potential staff attended. Through this structured training program, participants developed managerial competencies in order to face the current and future challenges; improved their operational efficiencies and eventually well prepared for job mobility in the future.



課程名稱 TOPIC

1. 督導角色及有效溝通
Role of the Supervisor and Effective Communication
2. 致勝談判
Winning Negotiation
3. 團隊建設
Adventurous Team Building
4. 財務管理
Financial Management
5. 面試技巧
Selection Interviewing Skills
6. 工作表現的管理與積極性提升
Performance Management and Motivation
7. 解決問題及決策技巧
Problem Solving and Decision Making
8. 說服演說技巧
Persuasive Presentation
9. 服務管理
Managing Service





3. 與澳門大豐銀行合辦 「管理梯隊培育計劃」課程 TAI FUNG BANK LEADERSHIP TRAINING PROGRAM

「管理梯隊培育計劃」是由澳門管理學院為切合澳門大豐銀行的需要所訂制的一系列課程。計劃中「督導管理技巧提升課程」共有24名主任級員工參與。課程旨在為員工建立未來領袖的身份，發展歸屬感、責任感及主動積極的心態，提升工作效率及帶領團隊的技巧；為未來的挑戰作好準備。

MIM had tailor-made a training program for Tai Fung Bank. A total of 24 supervisory staff joined the “Management Skills Upgrade Program”. The course helps participants to establish a future leadership role, develop a belonging, responsible and positive attitude; enhancing efficiencies and leading skills and be prepared for future challenges.

課程名稱 TOPIC

- | | |
|---|--|
| 1. 團隊建設
Team Building | 6. 項目管理
Project Management |
| 2. 壓力管理
Stress Management | 7. 督導技巧
Supervisory Skills |
| 3. 時間管理及優先處理安排
Time Management and Priority Setting | 8. 高效教練技巧
Effective Coaching Skills |
| 4. 領導溝通技巧
Leadership Communication Skills | 9. 衝突管理
Managing Conflicts |
| 5. 有效解決問題及決策能力
Effective Problem Solving and Decision Making | 10. 公開演說技巧
Presentation Skills |
| | 11. 終極任務匯報
Final Project Presentation |

4. 與銀河娛樂集團合辦「銀娛青少年 成就計劃2017-2018」 “GEG YOUTH ACHIEVEMENT PROGRAM 2017-2018” CO-ORGANIZED WITH GALAXY ENTERTAINMENT GROUP

「銀娛青少年成就計劃」由澳門管理專業協會及銀河娛樂集團合辦，自2011年至今已舉辦至第七屆，本屆共吸引423名18-29歲澳門青少年參與。此計劃秉承「自我認識」、「關懷社會」、「事業發展」三大理念。此外，2018年更加入了瞭解國情的元素，讓學員抓緊國家發展的機遇，助其一展所長，邁向事業目標，從而「超越自我，成就非凡」。

The “GEG Youth Achievement Program” is jointly organized by Macau Management Association and Galaxy Entertainment Group since 2011. This year is the seventh batch and attracted 423 participants between the ages of 18 to 29 years old Macao residents. The program is centered on three key elements: “Self Awareness”, “Community Care” and “Career Development”. Besides, this year the program put more resources on penetrating national education to allow members know more about the career development in Mainland China. This program aims to discover, inspire, groom and unlock the potential of young people in Macao community.



「銀娛青少年成就計劃」活動及實地考察

「GEG YOUTH ACHIEVEMENT PROGRAM」

ACTIVITIES AND FIELD TRIPS

兩日一夜迎新體驗營
Orientation Camp of 2 Days 1 Night

「澳門銀河™」命運在我手全方位大作戰
GEG Game Day 2018

人際關係溝通工作坊
Workplace Communication Skills Workshop

講座：國家政策與澳門青少年事業發展的關係和機遇
Seminar: The Relationship of National Policies and Career Development for Macao Youth

大灣區考察團：珠澳跨境工業區
Greater Bay Area Field Trip – Zhuhai

大灣區考察團：文化創意產業與工業設計在中山及順德的發展
Greater Bay Area Field Trip – Zhongshan and Shunde

大灣區考察團：深圳科技創新考察
Greater Bay Area Field Trip - Shenzhen

會說話的魅力領導者工作坊
Charismatic Leadership Workshop

創建小生意工作坊
Creating a Small Business Workshop

終極任務簡介及聯歡聚餐
Final Project Briefing and Gathering Lunch

終極任務比賽
Final Project Competition

亞洲城市遊學之旅－曼谷
Asian City Study Tour – Bangkok



企業內部培訓課程

IN-HOUSE TRAINING

PROGRAMS

管院亦致力為澳門各大公私營機構籌辦內部培訓，以切合各機構的實際工作需要。本年度為17個機構提供61個課程，合共103班。

The programs are customized to cope with the needs of different public or private organizations and their employees. This year, MIM provided a total of 61 programs for 17 organizations with a total of 103 classes.

機構名稱 ORGANIZATION	培訓課程名稱 TOPIC
民政總署 IACM	掌握有效的中層管理者溝通技巧 Effective Middle Management Communication Skills
民政總署 IACM	化解衝突及調解技巧 Conflict Resolution and Mediating Skills
民政總署 IACM	創意解難及決策技巧 Creative Problem Solving
民政總署 IACM	正念管理 Management in Mindfulness
民政總署 IACM	九型人格與工作 Enneagram and Work
民政總署 IACM	策略思維 Strategic Thinking
民政總署 IACM	有效溝通及影響技巧 Effective Communication and Influencing Skills
民政總署 IACM	正向思維 Positive Thinking
民政總署 IACM	使命感成就卓越團隊 Achieving An Excellent Team
民政總署 IACM	外判管理 Contractor Management
民政總署 IACM	書寫電郵技巧 Email Writing Skills
民政總署 IACM	危機輔導技巧 Crisis Counselling Skills
民政總署 IACM	壓力及情緒管理 Stress and Emotion Management
民政總署 IACM	危機管理 Crisis Management
民政總署 IACM	危機應變行動計劃統籌及協調 Crisis Response Action Plan and Coordination
行政公職局 SAFP	人力資源管理及規劃 Human Resources Management and Planning
行政公職局 SAFP	英文電郵書寫技巧 English Email Writing Skills

機構名稱 ORGANIZATION	培訓課程名稱 TOPIC
行政公職局 SAFP	人際關係與溝通技巧 Human Relationship and Communications Skills
行政公職局 SAFP	紓解心理壓力講座 Seminar on Tension Relief
行政公職局 SAFP	工作團隊管理 Team Work Management
行政公職局 SAFP	時間管理 Time Management
行政公職局 SAFP	英語會話課程 - 公眾接待 English Conversation for Reception
行政公職局 SAFP	前線人員化解衝突及危機應變課程 Conflict Resolution and Crisis Management for Frontline Staff
行政公職局 SAFP	調研與分析方法 Research and Analysis
行政公職局 SAFP	試算表 2013 - 基礎班 Basic for MS Excel 2013
行政公職局 SAFP	危機管理 Crisis Management
行政公職局 SAFP	績效管理入門課程 Introduction of Performance Management
行政公職局 SAFP	公務人員的素質與形象課程 PQuality and Image Optimization of Public Servants
行政公職局 SAFP	英語會話課程 - 行政範疇 English Conversation for Administration
澳門懲教管理局 MCSB	設施管理危機意識 Facility Management - Crisis Awareness
澳門懲教管理局 MCSB	督導與溝通技巧 Supervision and Communication Skills
澳門懲教管理局 MCSB	提升個人危機應對技巧工作坊 Enhancing Personal Crisis Handling Skills
澳門懲教管理局 MCSB	危機管理 Crisis Management
澳門體育局 Macau Sports Bureau	前線處理投訴技巧 Handling Complaints Techniques for Frontline Staff

機構名稱 ORGANIZATION	培訓課程名稱 TOPIC
澳門旅遊局 MGTO	當危機出現時如何處理大眾媒體 How to Handle The Mass Media When A Crisis Emerges
澳門旅遊局 MGTO	設施與維修管理證書課程 Facility and Maintenance Management
澳門海關 Macao Customs Service	導師培訓課程 Train The Trainer
鏡湖醫院 Kiang Wu Hospital	壓力及情緒管理 Stress and Emotion Management
鏡湖醫院 Kiang Wu Hospital	啟動你的領導力 Initiate Your Leadership Power
鏡湖醫院 Kiang Wu Hospital	優質客戶服務 Quality Customer Service
鏡湖醫院 Kiang Wu Hospital	建立卓越工作團隊 Establish An Excellent Working Team
鏡湖醫院 Kiang Wu Hospital	正面思維 Positive Thinking
澳門大學 University of Macau	財務管理的概念及實務 Financial Management and Application
澳門大學 University of Macau	司儀及主持技巧 Emcee and Hosting Skills
澳門大學 University of Macau	中文公文寫作 Chinese Official Document Writing
澳門電力股份有限公司 CEM	商務禮儀 Business Etiquette
澳門電力股份有限公司 CEM	項目管理 Project Management
澳門電力股份有限公司 CEM	指導技巧 Mentoring Skills
澳門電力股份有限公司 CEM	團隊建設 Team Building
澳門智能發展協會 Macau Intelligence Development Association	團隊創新管理技巧與應用 Innovation Management Techniques and Application
澳門中華學生聯合總會 General Association of Chinese Students of Macau	高效溝通及團隊激勵技巧 Efficient Communication and Team Motivation Skills

機構名稱 ORGANIZATION	培訓課程名稱 TOPIC
大西洋銀行 BNU	啟動你的領導力 Initiate Your Leadership Power
大豐銀行 Tai Fung Bank	中式餐桌及款客禮儀課程 Chinese Dining and Hospitality Etiquette
大豐銀行 Tai Fung Bank	NLP 職場溝通工作坊 NLP Communication in Workplace
大豐銀行 Tai Fung Bank	團隊建設 Team Building
國際銀行 Luso Bank	啟動你的領導力 Initiate Your Leadership
中國電信(澳門) China Telecom (Macau)	服務帶動銷售業績 Service – Driven Selling Technique
英皇娛樂酒店 Grand Emperor Hotel Macau	正能量提升工作表現講座 Improving Working Performance By Positive Attitudes
太陽城集團 Suncity Group	領導及管理技巧工作坊 Leadership and Supervisory Skills
太陽城集團 Suncity Group	團隊建設 - Running IT Team Building - Running IT
太陽城集團 Suncity Group	酒類知識及品酒禮儀工作坊 Wine Knowledge and Wine Tasting

管理服務

MANAGEMENT
SERVICES

專題講座 THEMATIC SEMINARS

為推動管理學實踐及應用，澳門管理專業協會於2018年舉辦了多個不同專題的大型研討會及講座，包括：
MMA has organized a number of seminars and talks in 2018 to disseminate the most updated management knowledge:

- 📅 2018週年管理研討會『特色金融：財富管理和融資租賃』
2018 MMA Annual Management Conference: “Characteristic Finance: Wealth Management and Financial Leasing”
- 📅 2018澳門管理學院年度管理論壇 - 「危機管理：設施管理實務」
2018 MIM Annual Management Forum: “Risk Management: Facility Management Practices”
- 📅 「員工體驗：員工調查新趨勢」講座
HR Seminar: Employment Investigation – New Trend of Employee Experience
- 📅 「行政人員致勝溝通及說話技巧」講座
Effective Communications and Presentation Skills for Working Executives
- 📅 「創富投資專題講座：在息口上升周期洞悉投資機會」
Investment Opportunities During Rising Interest Rate Cycle
- 📅 「AI人工智能對人力資源規劃的影響」專題分享會
Cases Sharing – The Impact of Artificial Intelligence on Human Resources Planning
- 📅 「保護環境的最佳措施」講座
Best Practices on Environmental Measures and Initiatives
- 📅 「督導管理技巧提升」講座
Supervisory Management Enhancement
- 📅 「職場管理致勝術之妙用ASK」講座
A Recipe for Success for Working Executives – ASK
- 📅 「海味乾貨認識」講座
The Knowledge of Dried Seafood



2018週年管理研討會 2018 MMA ANNUAL MANAGEMENT CONFERENCE

本會主辦的2018週年管理研討會於10月15日假澳門旅遊塔會展娛樂中心順利舉行，主題為“特色金融：財富管理和融資租賃”，出席的嘉賓分別有中央人民政府駐澳門特別行政區聯絡辦公室經濟部張建華副部長級助理、經濟局劉偉明副局長、本會崔世昌會長、劉永誠理事長、林金城副會長、鄧君明副會長、謝思訓副會長等。五位來自港澳及內地的金融行家及相關專家，深入剖析特色金融的創新性及可操作性，與會者從中獲益匪淺。研討會當天吸引了過百名來自不同企業的管理人士參加。

The MMA 2018 Annual Management Conference was held on October 15 at Macau Tower Convention & Entertainment Centre, themed “Characteristic Finance: Wealth Management and Financial Leasing”. We were pleased to have Ms. Zhang Jianhua, Deputy Director-General of the Economic Affairs Department of the Liaison Office of the Central People’s Government in the Macao S.A.R, Mr. Lau Wai Meng, Deputy Director of Macao Economic Bureau, Mr. Chui Sai Cheong, President of MMA, Mr. Lau Veng Seng, Council Chairman of MMA, Mr. Peter Lam, Mr. Jose Tang and Mr. Paul Tse, Vice-Presidents of MMA to attend the conference. 5 prominent speakers from Hong Kong, Macao and Mainland China are invited to share their experiences and raised valuable insights relating to the development and to strengthen mutual exchange and cooperation for promoting the development of featured finance in Macau. Over hundreds of participants from various industries such as banking, finance, hospitality, government departments and public service attended the conference.



2018週年管理研討會講者嘉賓： PROMINENT SPEAKERS OF 2018 MMA ANNUAL MANAGEMENT CONFERENCE:



葉兆佳先生
澳門銀行公會主席，中國銀行澳門分行副行長
Mr. Ip Sio Kai
Chairman of The Macau Association of Banks,
Deputy General Director of Bank of China Macau Branch



王俊文先生
香港區塊鏈產業協會創始人兼會長
Mr. Rex Wong
Founder & Chairman, Hong Kong Blockchain Industry Association
CFA, AICPA



梁樹祺先生
香港財經教育家
特許財富管理師CWM
香港領航國際資本控股集團有限公司教育產業事務部執行官
漢斯財經教育集團創辦人及董事
Mr. SK Leung Shu Kie
Hong Kong Financial Education Trainer and Advocator
Chartered Wealth Manager (CWM)
Director of Educational Sector Development of HK Pilot International
Capital Holding Group Ltd.
Founder and Director of Midas (Hongkong) Financial Education Group Ltd.



黃淑禧小姐
黃顯輝律師事務所暨私人公證員 合伙人及律師
Ms. Vong Sok Hei, Rosita
Partner and Lawyer, Vong Hin Fai Lawyers & Private Notary



孟建波先生
廣東省粵港澳合作促進會常務副會長兼金融專業委員會主任
Mr. Meng Jianbo
Executive Vice-Chairman of Guangdong's Association for Promotion of
Cooperation between Guangdong, Hong Kong & Macao and the Officer
of the Finance Professional Committee

世界管理挑戰賽 GLOBAL MANAGEMENT CHALLENGE

「世界管理挑戰賽」是一個橫跨四大洲的國際比賽，比賽以模擬管理一間企業為重心，已有超過35年的歷史，是英國很多工商管理碩士課程的構成部分，亦被很多英國及國際企業用作內部培訓計劃。它是一個完善和備受好評的管理培訓方法，並可測試管理人員在競爭激烈環境下的決策能力。隊伍將在設定的電腦軟件當中管理一家已上市模擬公司，以獲取最佳投資表現為目標。該比賽可測試管理人員在競爭激烈下的決策能力，是一個完善和備受好評的管理培訓方法。該項比賽至今已在超過30個國家/地區舉行，包括：

Global Management Challenge (GMC) is a strategic management game currently playing over four continents. Teams are required to manage a stock listed company, making decisions for 5 financial quarters, aiming to achieve the best investment performance. Nowadays, there are over 30 countries/regions participating in GMC. They are:

	國家/地區 COUNTRIES/REGIONS
非洲： Africa	安哥拉 Angola、喀麥隆Cameroon、佛得角Cape Verde、 加納Ghana、科特迪瓦Ivory Coast、肯尼亞Kenya、摩洛哥 Morocco、尼日利亞Nigeria、塞內加爾Senegal
美洲： America	巴西Brazil、加拿大Canada、墨西哥Mexico、 巴拿馬Panama
亞洲： Asia	中國內地People's Republic of China、澳門特別行政區Macao SAR、香港特別行政區Hong Kong SAR、印度India
歐洲： Europe	捷克共和國Czech Republic、愛沙尼亞Estonia、法國 France、希臘Greece、拉脫維亞Latvia、波蘭Poland、 葡萄牙Portugal、羅馬尼亞Romania、俄羅斯Russia、 斯洛伐克Slovak Republic、西班牙Spain、土耳其Turkey
中東： Middle East	伊朗Iran、科威特Kuwait、黎巴嫩Lebanon、卡達Qatar、 阿拉伯聯合酋長國United Arab Emirates

本年度澳門區共有108隊，當中包括89隊學生隊及19隊混合隊或企業隊。學生隊主要來自澳門大學、澳門科技大學、旅遊學院、澳門城市大學及澳門理工學院。企業隊主要來自中國銀行澳門分行、大豐銀行有限公司、澳門電力股份有限公司、小七科技有限公司、文欣營銷諮詢管理有限公司、博彩監察協調局、澳門政府總部、澳門政策研究和區域發展局、澳門電訊有限公司及大西洋銀行。

This year, there were 108 teams from Macao participating in this challenge, including 89 teams of students and 19 teams of executives. Most students are from University of Macau, Macau University of Science and Technology, Institute for Tourism Studies, City University of Macau and Macao Polytechnic Institute. Participants from corporation are Bank of China (Macao Branch), Tai Fung Bank Limited, CEM, Small-Seven Technology Limited, Gaming Inspection and Coordination Bureau Macao SAR, Government Headquarters of the Macao Special Administrative Region, Direcção dos Serviços de Estudo de Políticas e Desenvolvimento Regional, Companhia de Telecomunicações de Macau S.A.R.L. and Banco Nacional Ultramarino S.A.

而香港區的參賽隊伍則有72隊，當中包括70隊學生隊及2隊混合隊或企業隊。他們主要來自香港中文大學、香港大學、香港城市大學、香港理工大學、香港浸會大學、香港公開大學、恒生管理學院、黃河證券有限公司、平安證券有限公司、信庭投資國際有限公司、第一上海融資有限公司、保誠保險有限公司、安捷國際控股有限公司以及嘉華國際集團有限公司等。

As the organizer for the Hong Kong region, we have successfully registered 72 teams participated in the challenge. 70 teams of students and 2 teams of executive and they are from The Chinese University of Hong Kong, The University of Hong Kong, The City University of Hong Kong, The Hong Kong Polytechnic University, Hong Kong Baptist University, The Open University of Hong Kong, Hang Seng Management College, Yellow River Securities Limited, Ping An Securities Limited, Cithara Investment International Limited, First Shanghai Capital Limited, Prudential Plc, AJ International Holdings Limited and K. Wah International Holding Limited.

「2017年度世界管理挑戰賽國際總決賽」已於4月16-18日在杜拜舉行。經過兩天的激烈角逐，由澳門代表隊摘得季軍，捷克共和國及中國內地分別獲得冠軍同亞軍。

The International Final 2017 of Global Management Challenge was held in Dubai in 16-18 April. After two-day intense competitions, Macao claimed the honor of World 2nd Runner-up, while Czech Republic and People's Republic of China crowned the Champion and 1st Runner-up respectively.



	活動日程 Timeline	舉辦日期 Date
1	「2017世界管理挑戰賽」國際總決賽-杜拜 Global Management Challenge 2017 International Final, Dubai	16-18/04/2018
2	「2018年澳門區世界管理挑戰賽」共收到108隊來自學界及工商界人士報名參加 108 Teams registered in the Global Management Challenge 2018 (Macao)	04/09/2018
3	「2018年澳門區世界管理挑戰賽」第一回合淘汰賽 Global Management Challenge 2018 (Macao) - First Round Elimination	19/10/2018
4	「2018年澳門區世界管理挑戰賽」第二回合淘汰賽 Global Management Challenge 2018 (Macao) - Second Round Elimination	30/11/2018
5	「2018年世界管理挑戰賽」澳門區總決賽 Global Management Challenge 2018 - Macao Regional Final	12/01/2019

特別鳴謝是次港澳區賽事贊助商及支持單位：
SPECIAL THANKS TO THE FOLLOWING SPONSORS
AND SUPPORTING ORGANIZATIONS OF THIS
COMPETITION IN HONG KONG AND MACAO REGION:

冠名贊助：
Title Sponsor:



贊助機構：
Sponsors:



協辦機構：
Special Cooperation:



支持機構：
Supporters:



本會與中國銀行澳門分行簽署“中國銀行盃”世界管理挑戰賽合作協議

AGREEMENT SIGNING CEREMONY BETWEEN MACAU MANAGEMENT ASSOCIATION AND BANK OF CHINA MACAU BRANCH

本會與中銀澳門於9月4日假中國銀行大廈舉辦“中國銀行盃”世界管理挑戰賽合作協議簽署儀式。在本會理事長劉永誠及中銀澳門分行副行長陳曉平見證下，本會副會長謝思訓與中銀澳門分行業務總監陳榮達雙方簽署新一期合作協議。本會副理事長兼名譽秘書長黃顯輝、副理事長兼名譽司庫包敬熹，中銀澳門分行客戶總監劉偉麟、營業中心總經理王金思等出席。

世管賽經過逾30年不斷更新、完善和推廣，培育人才數量達70萬，遍及全球各地，國際亦有院校將其作為培養工商管理碩士教材，企業亦將其作為選拔、培訓、考核和評估企業管理人員重要工具。澳門曾於2007年及2016年勇奪世界冠軍，為澳增光。

MMA and BOC (Bank of China Macau Branch) signed a Collaboration Agreement on “Bank of China Trophy - Global Management Challenge” on September 4 at Bank of China Building. Under the witnesses of Mr. Tommy Lau, MMA Council Chairman and Mr. Chan Hio Peng, BOC Deputy General Manager, the agreement was signed between Mr. Paul Tse, Vice President of MMA and Mr. Chan Weng Tat, Banking Business Director of BOC. Mr. Vong Hin Fai, MMA Council Vice-Chairman & Honorary Secretary General, Mr. Raymond Bao, MMA Council Vice-Chairman & Honorary Treasurer, Mr. Lau Wai Lon, Customer Relationship Director of BOC and Mr. Wong Kam Si, BOC General Manager of Banking Center attended the ceremony.

With 36 years' experience and being present in more than 30 countries and regions and participants are over 700,000. In 2007 and 2016, Macao had claimed the honor of World Championship.



顧問服務

CONSULTANCY SERVICES

為使企業能面對各種挑戰及達致其營運目標，提供顧問服務是其中一項直接、低成本及高效益之方法。本會將通過深入瞭解機構現在的營運狀況及發展目標，從其專業顧問資料庫內提供最合適之顧問，為個別行業釐定工作程序守則、規範，以提供策略性改善建議及解決問題之有效方案。

In addition to the training courses, MMA also provides Consultancy Services aiming to assist organizations in solving their management problems. Based on the current business operating situation and clients' development goals, our consultancy team offers a series of well-considered suggestions which may include structural reorganization, business process reengineering, refined marketing strategies and suitable staff development programs.

2018年本會提供的顧問服務包括： Key Consultancy Services In 2018 Include:

- ▲ 2018年澳門年青人職業生涯規劃與置業狀況關聯性調查
Survey on the relevance between career planning and property buying of Macao young people in 2018
- ▲ 澳門企業管理能力指標調查2018
Survey on Macau Management Capability Index 2018
- ▲ 為澳門特別行政區政府能源發展辦公室提供公共部門及機構能源效益評估計劃-第四階段工作服務
Energy Performance Evaluation for Workplaces of Public Sectors and Institutions- Fourth phase



會員服務

MEMBERSHIP SERVICES



34週年會員大會及會慶晚宴 34TH ANNUAL GENERAL MEETING & ANNIVERSARY DINNER

本會於本年10月8日假澳門旅遊塔3樓舉行34週年會員大會及週年會慶晚宴。週年晚宴上，由社會文化司司長代表、高等教育辦公室主任蘇朝暉任主禮嘉賓，中聯辦經濟部副部長級助理張建華、外交部駐澳特派員公署參贊張堅等200名嘉賓及各界社會知名人士出席。席間，本會更邀請到互通金融科技有限公司創辦人黃愛玲以“金融科技與未來投資”為題之管理專題講座，與各來賓分享管理心得。

MMA held its 34th Annual General Meeting & Anniversary Dinner on October 8 at 3/F, Macau Tower Convention and Entertainment Centre. We had the honor of having Mr. Sou Chio Fai, representative of Secretary for Social Affairs and Culture, Director of Tertiary Education Services Office, Ms. Zhang Jianhua, Deputy Director-General of the Economic Affairs Department of the Liaison Office of the Central People's Government in the Macao S.A.R. and Mr. Zhang Jian, Head of the Division of General Affairs of the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Macao S.A.R to attend the dinner. Moreover, Ms. Irene Wong, CEO of IxFintech Limited, Hong Kong was invited to share a management talk themed “Fintech and Future Investment” during the event.

本會對於推動管理學的發展一向不遺餘力，社會各界對管理資訊的需求和重視程度亦與日俱增。2018年度本會會籍共408個，人數共537人，各會籍數目的詳細情況見下表：

Following the increase of demand for management training in Macao, more organizations are interested in becoming MMA members over the years. In 2018, we had 408 registered members (537 individuals). Statistics of membership 2018 is listed in the following table:

類別 CATEGORIES	2018年會籍 NO. OF MEMBERS IN 2018
特邀會員 Charter Member	34 (108人/persons)
團體會員 Corporate Member	52 (107人/ persons)
名譽會員 Life Member	29
個人會員 Full Member	65
普通會員 Associate Member	228
總數 Total	408 (537人/persons)





人力資源工作者俱樂部 HUMAN RESOURCES PROFESSIONALS CLUB

本會屬下的人力資源工作者俱樂部由2005年成立至今已擁有超過150名會員，成員來自各個政府部門、工商社團及從事人力資源工作之人士。每年不定期舉辦人力資源交流活動及專題講座等。

Established in 2005, our HR professionals club has recruited over 150 members who are currently HR practitioners from different government departments, public institutions and private enterprises. In 2018, the following activities were organized:



月份 MONTH	活動項目 EVENTS
3月 March	專題講座：「員工體驗 - 員工調查新趨勢」 HR Seminar: Employee Investigation - New Trend of Employee Experience
4月 April	與澳門人力資源管理協會合辦澳門人力資源管理者訪港交流團，拜訪雅虎香港及韋爾遜惠悅香港有限公司 Hong Kong HR visit co-organized with Macao Human Resources Management Association to Yahoo HK! and Willis Towers Watson HK
6月 June	專題分享會：「AI人工智能對人力資源規劃的影響」 HR Sharing: The impact of AI on HR planning

年青行政人員俱樂部 YOUNG MANAGERS' CLUB

本會屬下的年青行政人員俱樂部，是以在本澳年青行政人員中推動管理學的理論及應用為宗旨，同時為年青會員提供相互交流的平台，助其擴展專業知識並提升專業技能。2018年共舉辦了三項活動，詳情如下：

The Young Managers' Club (YMC) is one of the MMA special interest groups. With the mission to promote the principle and practices of management in Macao, YMC has been organizing different activities specially designed for the young executive members to develop their professional knowledge. In 2018, we organized the following activities:



月份 MONTH	活動項目 EVENTS
3月 March	珠海管理交流學習團 Zhuhai Study Visit
7月 July	杭州科創管理考察團 Hangzhou Study Visit
12月 December	放鬆下啦! 管理人，週末齊來鬆一鬆之夜山行 Night Walk



語言俱樂部 LANGUAGE CLUB

本會屬下的語言俱樂部成立於2004年，旨在營造一個舒適及無拘無束的環境，讓會員及學院學生輕鬆使用英語交談，從而推動英語的普及和應用。俱樂部於3月至9月期間舉行了短期的英語課程，由專業英語導師帶領，並設有不同主題以提升學員的英語會話及表達能力。此外，俱樂部更舉辦「餐桌禮儀英語教學」，寓教於樂，讓參加者輕鬆掌握日常英語的用法。

To promote the practice of English, MMA established Language Club in 2004 as a service for free for our members. This club aims to create a platform for members to enhance language ability through gatherings and by encouraging members to listen and speak in foreign languages in a relaxing environment. We had invited a native English-speaking tutor as the host of the short-term English courses from March to September, guiding our members to learn daily English through games, discussion and debate. This year, a Table Manner English Teaching Session was organized for MMA members and MIM students.



圖書館 LIBRARY

本年度圖書館繼續增加大量管理及會計類別的新書籍，並已在學生活動室位置增設了書架，擺放雜誌及書籍等，方便學生在課餘時間閱讀。近年，借書率亦不斷提升，成績理想，其中以學位課程學生借閱圖書數目較多。

未來一年，圖書館館藏會繼續逐步更新，館內資源將更易流通。由於每年都會增加館藏，故此每年12月會繼續進行盤點工作，註銷一定數量的舊書，並重新部署書籍位置。另外，將定期更新圖書館網頁，以便更有效地傳遞館訊，加快與圖書館使用者的聯繫與溝通。

A substantial number of books on Management and Accountancy were added to our Library. Also we have made our reading materials more accessible, in the hope of promoting a good habit of reading among our students. In recent years, there is an increasing number of borrowers and the majority of them are degree program students.

In the upcoming year, we aim to bring in more variety of books and simplify the online borrowing process. A library auditing will be held December every year, some damaged or post-dated reading materials will be relocated or donated for better use.



出版刊物 PUBLICATION



《澳門管理人雜誌》 MACAU MANAGER MAGAZINE

由本會出版的中文季刊《澳門管理人雜誌》已踏入第19個年頭。多年來我們秉持著創刊理念，與澳門特別行政區政府一起成長；聚焦全城熱點，為讀者帶來最新的管理資訊，並從管理學的角度探討不同的社會經濟民生問題。我們不斷追求革新，力求內容豐富多元化，以期為廣大讀者提供一本優質的管理資訊雜誌。

每期雜誌的內容均緊貼澳門的社會動態，深入探討時下話題。在2018年，我們出版了第73至76期：

Published quarterly, Macau Manager Magazine has celebrated her 19th Anniversary in 2018. Over the past years, we continued to strengthen ourselves in order to keep up with the development of Macao. In the years ahead, we will strive to pursue our mission - introduce the latest management information to our readers; investigate different social trends from the management point of view. We believe that Macau Manager will continue her direction to be the most informative and inspiring management magazine in Macao. In 2018, we have published a total of 4 issues including No. 73, 74, 75 and 76.



聯繫
LIAISON

對外聯繫 LIAISON

本會積極參與國際性交流活動，期望藉此將鄰近國家和地區的最新管理資訊帶到本澳，以讓更多的管理人受惠。

We believe in learning by exchanging. MMA has been actively participated in international exchange activities, hoping to make use of each opportunity to exchange management knowledge with neighboring regions and countries.



舉辦及參與亞洲管理專業組織 聯會於澳門及尼泊爾理事會會議 AAMO COUNCIL MEETINGS IN MACAU AND NEPAL

亞洲管理專業組織聯會2018年第一次理事會會議於4月3日至5日期間在澳門舉行。澳門管理專業協會作為是次會議的東道主，特意於4月3日晚上，為遠道而來的各成員國代表舉行了歡迎晚宴。是次歡迎晚宴假氹仔美獅美高梅舉行，出席的嘉賓分別有本會理事長劉永誠、副會長林金城、梁華權、鄧君明及謝思訓。同時，本會更特意邀請香港中文大學行政人員工商管理碩士課程主任陳志輝教授就澳門的管理及專業能力的可持續發展作專題演講。是次與會成員來自馬來西亞、澳門、香港、澳洲、印度、斯里蘭卡、菲律賓及尼泊爾等國家及地區的管理專業組織。本次會議主要集中匯報過去一年各成員組織舉辦的國際管理盛事及來年的工作計劃，同時就聯會各成員組織之間的互動交流進行深入探討。

From April 3-5, members of the Asian Association of Management Organisations (AAMO) gathered at Macao for the organisation's First Council Meeting for 2018. MMA welcomed all National Management Organisations (NMOs) of AAMO to Macao by hosting a warm Welcome Dinner on April 3 at MGM Cotai. We are pleased to have Mr. Lau Veng Seng, Council Chairman of MMA, Mr. Peter Lam, Mr. Bernie Leong, Mr. Jose Tang and Mr. Paul Tse, Vice-Presidents of MMA to attend the dinner. On the occasion, we had invited Professor Andrew Chan, Head of Shaw College of The Chinese University of Hong Kong, Director of Executive MBA Programme in CUHK as our guest speaker to deliver a management talk themed "Achieving Sustainability via the Enhancement of Management Capability".

Organized in collaboration with AAMO, members from Australia, Hong Kong, India, Macao, Malaysia, Nepal, Philippines and Sri Lanka gathered to report on their management activities in the past year and discussed the current and future plans of the organization. It was an enriching gathering with exchanging ideas and dialogue among Council Members, CEOs and Executive Directors.



本會出席了亞洲管理專業組織聯會於10月25至27日在尼泊爾加德滿都舉行的第二次理事會會議，參加者分別來自澳洲、香港、印度、韓國、澳門、馬來西亞、尼泊爾、菲律賓及斯里蘭卡的管理專業協會。

In October 25-27, MMA attended the AAMO Second Council Meeting in Kathmandu, Nepal. Attendees were from Management Associations of Australia, Hong Kong, India, Macao, Malaysia, Nepal, Pakistan, Philippines and Sri Lanka.



主辦亞洲管理挑戰賽 ASIAN MANAGEMENT GAME 2018

由本會主辦的亞洲管理挑戰賽已於8月結束。冠軍由澳門企業隊奪得，而澳門學生隊及印度企業隊分別獲得第2和第3名。參加是次賽事的國家及地區包括香港、印度、澳門、馬來西亞、巴基斯坦、菲律賓及斯里蘭卡。

As one of the AAMO activities, MMA organized the Asian Management Game which was completed in August 2018. The Champion goes to Macao corporate team, the 1st Runner-up and the 2nd Runner-up go to Macao student team and India corporate team respectively. The game has attracted competitors from Hong Kong, India, Macao, Malaysia, Pakistan, Philippines and Sri Lanka.



組織「亞太區年青管理人企業考察團」 YOUNG MANAGERS' PROGRAM: A VISIT TO HONG KONG AND MACAO

由澳門管理專業協會主辦、亞洲管理專業組織聯會組織，「亞太區年青管理人企業考察團」一行逾20人於11月5日至9日到澳門及香港參觀學習。參觀的大型企業及機構包括澳門電力股份有限公司、香港機場管理局、香港數碼港管理有限公司、和記港口集團有限公司及香港鐵路有限公司。同時更邀請到加拿大卑詩省政府國際貿易投資辦公室香港及澳門營運總監李偉奇先生，以及羅兵咸永道稅務服務、中國稅收政策服務總監黃宏泰先生與參加者分享其創新及卓越的行政領導經驗。

參加者們透過實地參觀、分享會及小組討論，深入了解港澳的經濟發展及企業的營商環境、發展前景和其創新的管理模式。此外，管協亦首次安排考察團參觀了澳門大型公共企業，藉此加深對澳門發展的認識及了解。是次考察團的各國代表均為來自亞洲管理專業組織聯會成員國的年青管理人，包括：澳洲、香港、印度、澳門、馬來西亞、尼泊爾及斯里蘭卡。

Organized by Macau Management Association and Asian Association of Management Organisations, sponsored by Macao Foundation, the Young Managers' Program 2018 was held from November 5-9. The delegates visited Companhia de Electricidade de Macau (CEM), Airport Authority Hong Kong, Hong Kong Cyberport Management Company Limited, Hutchison Port Holdings Limited and MTR Corporation Limited. We had the honor of having Mr. Derrick Lee, Managing Director of International Trade and Investment Office of Hong Kong and Macao (Representing the Government of British Columbia, Canada) and Mr. Fergus Wong, Director of PricewaterhouseCoopers Hong Kong of Tax Services (National Tax Policy Services) to discuss and exchange views with the participants on their innovative leadership experiences and real lives cases at a CEO talk session. The seminar provided insights through interesting examples, broadening the horizons of the participants.

Besides, it is worth mentioning that MMA had arranged its first local corporate visit for the YMP and the delegation had a chance to explore the development of the power industry in Macau in response to the current rapid innovation in technology.

The delegation was consisted of young managers from 7 National Management Organisations, including Australia, Hong Kong, India, Macao, Malaysia, Nepal and Sri Lanka.







澳門管理專業協會
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