

Transport and Logistics Training Board
運輸及物流業訓練委員會



Transport and Logistics Industry
Manpower Survey Report
運輸及物流業 • 人力調查報告書

2022



***2022 Manpower Survey Report of
the Transport and Logistics Industry***

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1 Executive Summary

Background

1.1 The Transport and Logistics Training Board (Training Board) of the Vocational Training Council (VTC) conducted a manpower survey for the Transport and Logistics Industry from September to December 2022, with the data reference date on 1 September 2022. This report presents the survey findings of the latest manpower situation of the industry and proposes recommendations on the manpower demand and training needs to different stakeholders of the industry, including employers, employees, training providers, and the Government by making reference to the business outlook.

Survey Coverage & Methodology

1.2 The survey covered 18 634 establishments in different branches of the industry. By adopting the stratified random sampling method for selecting establishments from the central register of the Census and Statistics Department (C&SD), and the inclusion of supplementary samples recommended by the Training Board, a total of 2 116 establishments were selected for the survey.

1.3 A pack of survey documents was given to each sampled establishment. Selected establishments were asked to complete a questionnaire which comprised two parts. Part I collected quantitative manpower information by area of land (i.e., land transport and logistics / land transport), sea (i.e., sea transport and logistics / water transport) and air (i.e., air transport and logistics / aviation service), by scope of responsibilities, and by job levels. Part II collected supplementary information relating to the manpower situation of the industry. The respondents were asked to provide manpower information of their establishments based on a list of job levels classified by scope and area of responsibilities, which were defined by the Training Board with detailed descriptions given for each job level.

1.4 During the fieldwork period between September and December 2022, enumerators assisted the respondents to complete the questionnaire through phone calls or on-site visits. The data collection and enumeration processes were closely monitored and data was verified to ensure quality and accuracy. Among the 1 104 valid sampled establishments, 925 were successfully enumerated which contributed to an effective response rate of 83.8%^{Note}.

^{Note} Sampled establishments which had ceased operation, had not employed any staff for transport and logistics at the time of survey, nil reply to the survey, etc. were classified as invalid samples.

1.5 Since most of the taxi and public light bus drivers are self-employed, the manpower information could not be collected through this survey. The estimated manpower figures (i.e., around 54 600 drivers and 7 000 vacancies) were directly obtained from the Motor Transport Workers General Union. In addition, seafarers are out of the scope of this survey since relevant manpower data used to be collected through the surveys conducted by the Maritime Services Training Board. When referring to the survey findings, readers should be cautioned that the manpower information of taxi and public light bus drivers as well as seafarers are not included.

Manpower Projection Methodology

1.6 The Training Board adopts the approach of statistical modelling for projecting the manpower demand of the transport and logistics industry for the period from 2023 to 2026. The statistical model is built by considering relevant economic indicators which reflect important changes in the local economy, demography and labour market. The details of the projection methodology are provided in **Appendix 8**.

Findings

Overview of Manpower Situation

1.7 The survey revealed that as at 1 September 2022 (i.e., the reference date of the survey), there were a total of 164 099 full-time employees, 7 753 part-time employees and 7 047 full-time vacancies in the Transport and Logistics Industry.

1.8 A total of 112 713 full-time employees were engaged in the Freight Transport and Logistics Sector, and 4 785 part-time employees were reported. Moreover, there were 4 013 full-time vacancies. For the Passenger Transport Sector, there were 51 386 full-time employees and 2 968 part-time employees. In addition, 3 034 full-time vacancies were reported.

Table 1a Overview of manpower situation – by sector and area

	OVERALL	Freight	Passenger
Total manpower demand (i.e. full-time employees + part-time employees + vacancies)	178 899	121 511	57 388
Full-time employees	164 099	112 713	51 386
% among total manpower demand	91.7%	92.8%	89.5%
Land	62.7%	59.7%	69.3%
Sea	12.8%	17.8%	1.8%
Air	24.5%	22.6%	28.8%
Part-time employees	7 753	4 785	2 968
% among total manpower demand	4.3%	3.9%	5.2%
Land	87.6%	84.1%	93.3%
Sea	2.6%	4.1%	0.3%
Air	9.8%	11.8%	6.4%
Vacancies	7 047	4 013	3 034
% among total manpower demand	3.9%	3.3%	5.3%
Land	65.6%	63.5%	68.5%
Sea	6.4%	10.3%	1.2%
Air	28.0%	26.2%	30.3%
Vacancy rate:	[4.1%]	[3.4%]	[5.6%]

Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of full-time employees + no. of vacancies)}}$ (for the respective sector)

1.9 Analysing by sector, it was observed that the Passenger Sector reported slightly higher percentages of part-time employees (5.2%) and vacancies (5.3%) than those in the Freight Sector (3.9% and 3.3% respectively). The vacancy rate (i.e., vacancies as a percentage of the total number of full-time employees and vacancies) of the Passenger Sector (5.6%) was also slightly higher than that in the Freight Sector (3.4%).

1.10 When analysed by area, the Passenger Sector had higher percentages of Land transport full-time employees (69.3%), part-time employees (93.3%) and vacancies (68.5%), as compared with their counterparts in the Freight Sector (59.7%, 84.1% and 63.5% respectively).

Manpower Situation of Freight Transport and Logistics

Number of Full-time Employees (Freight)

1.11 Among the 112 713 full-time employees in the Freight Sector, three-fifths were engaged in Land transport and logistics (59.7%; 67 238 persons), followed by Air (22.6%; 25 425 persons) and Sea (17.8%; 20 050 persons).

Table 1b Number of full-time employees (freight) – by area, job level & scope of responsibilities

	OVERALL		Land	Sea	Air
	No. of full-time employees	(%)	(%)	(%)	(%)
By Job Level					
Managerial	11 131	9.9%	5.1%	19.3%	15.0%
Executive / supervisory	15 230	13.5%	9.7%	19.5%	18.8%
Clerical / craftsman / operative	86 352	76.6%	85.2%	61.2%	66.1%
By Scope of Responsibilities					
Business management & strategic planning	6 241	5.5%	3.0%	11.0%	8.0%
Fleet operation & management	4 291	3.8%	2.2%	7.3%	5.3%
Sales & customer service	15 811	14.0%	8.0%	25.4%	21.0%
Frontline cargo operation	84 069	74.6%	85.2%	52.7%	63.8%
Technical / engineering support	2 301	2.0%	1.6%	3.6%	1.9%
Overall:	112 713	100.0%	67 238	20 050	25 425
% among areas:		100.0%	59.7%	17.8%	22.6%

1.12 Overall, the largest proportion of full-time employees in the Freight Sector was working in clerical / craftsman / operative level (76.6%), followed by executive / supervisory level (13.5%) and managerial level (9.9%). Analysing by area, the percentage of clerical / craftsman / operative level in Land transport and logistics (85.2%) was significantly higher than those in Sea and Air (below 67% respectively).

1.13 In terms of scope of responsibilities, most of the full-time employees were engaged in frontline cargo operation (74.6%). Analysing by area, the percentage of frontline cargo operation full-time employees in Land transport and logistics (85.2%) was significantly higher than those in Sea and Air (below 64% respectively).

Number of Full-time Vacancies (Freight)

1.14 As at 1 September 2022, the total number of full-time vacancies in the Freight Sector was 4 013, representing a vacancy rate of 3.4%. Among the three areas, slightly higher vacancy rate was found in Air transport and logistics (4.0%).

Table 1c Number of full-time vacancies (freight) – by area, job level & scope of responsibilities

	OVERALL		Land	Sea	Air
	No. of vacancies	Vacancy rate	Vacancy rate	Vacancy rate	Vacancy rate
By Job Level					
Managerial	113	[1.0%]	[0.1%]	[1.1%]	[1.7%]
Executive / supervisory	260	[1.7%]	[1.1%]	[1.1%]	[2.9%]
Clerical / craftsman / operative	3 640	[4.0%]	[4.1%]	[2.6%]	[4.8%]
By Scope of Responsibilities					
Business management & strategic planning	159	[2.5%]	[2.4%]	[2.0%]	[3.1%]
Fleet operation & management	170	[3.8%]	[4.9%]	[2.5%]	[4.0%]
Sales & customer service	215	[1.3%]	[1.0%]	[1.2%]	[1.8%]
Frontline cargo operation	3 378	[3.9%]	[3.9%]	[2.2%]	[4.8%]
Technical / engineering support	91	[3.8%]	[3.4%]	[4.4%]	[3.9%]
Overall:	4 013	[3.4%]	[3.6%]	[2.0%]	[4.0%]

$$\text{Vacancy rate} = \frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad (\text{for the respective job level \& scope of responsibilities in the respective area})$$

1.15 A larger number of full-time vacancies were jobs in clerical / craftsman / operative level (3 640 vacancies). The vacancy rate of clerical / craftsman / operative level (4.0%) was also higher than those of the other two job levels (below 2% respectively). Analysing by area, the highest vacancy rate was found in clerical / craftsman / operative level in Air (4.8%).

1.16 Regarding the scope of responsibilities, a larger number of full-time vacancies were jobs engaging in frontline cargo operation (3 378 vacancies). Analysing by area, higher vacancy rates were found in jobs of fleet operation and management in Land (4.9%) and frontline cargo operation in Air (4.8%).

Number of Part-time Employees (Freight)

1.17 Among the 4 785 part-time employees in the Freight Sector, the majority were engaged in Land transport and logistics (84.1%; 4 025 persons). Virtually all part-time employees were working in clerical / craftsman / operative level (99.7%), and the vast majority were engaged in frontline cargo operation (94.0%).

Table 1d Number of part-time employees (freight) – by area, job level & scope of responsibilities

	No. of part-time employees	(%)
By Area		
Land	4 025	84.1%
Sea	194	4.1%
Air	566	11.8%
By Job Level		
Managerial	2	< 0.1%
Executive / supervisory	12	0.3%
Clerical / craftsman / operative	4 771	99.7%
By Scope of Responsibilities		
Business management & strategic planning	36	0.8%
Fleet operation & management	59	1.2%
Sales & customer service	160	3.3%
Frontline cargo operation	4 498	94.0%
Technical / engineering support	32	0.7%
Overall:	4 785	100.0%

Manpower Situation of Passenger Transport

Number of Full-time Employees (Passenger)

1.18 Among the 51 386 full-time employees in the Passenger Sector, seven-tenths were engaged in Land transport (69.3%; 35 635 persons), followed by Air (28.8%; 14 821 persons) and Sea (1.8%; 930 persons).

Table 1e Number of full-time employees (passenger) – by area, job level & scope of responsibilities

	OVERALL		Land	Sea	Air
	No. of full-time employees	(%)	(%)	(%)	(%)
By Job Level					
Managerial	4 422	8.6%	3.6%	18.3%	19.9%
Executive / supervisory	11 162	21.7%	22.4%	24.4%	19.9%
Clerical / craftsman / operative	35 802	69.7%	73.9%	57.3%	60.2%
By Scope of Responsibilities					
Business management & strategic planning	2 775	5.4%	3.3%	13.5%	10.0%
Fleet operation & management	1 212	2.4%	1.4%	8.8%	4.3%
Sales & customer service	1 762	3.4%	2.4%	6.7%	5.8%
Frontline passenger operation	36 541	71.1%	69.3%	56.3%	76.3%
Technical / engineering support	9 096	17.7%	23.6%	14.6%	3.6%
Overall:	51 386	100.0%	35 635	930	14 821
% among areas:		100.0%	69.3%	1.8%	28.8%

1.19 Overall, the largest proportion of full-time employees in the Passenger Sector was working in clerical / craftsman / operative level (69.7%), followed by executive / supervisory level (21.7%) and managerial level (8.6%). Analysing by area, the percentage of clerical / craftsman / operative level in Land transport (73.9%) was significantly higher than those in Sea and Air (below 61% respectively).

1.20 In terms of scope of responsibilities, most of the full-time employees were engaged in frontline passenger operation (71.1%). Analysing by area, the percentage of frontline passenger operation full-time employees in Air transport (76.3%) was relatively higher than those in Land and Sea (below 70% respectively).

Number of Full-time Vacancies (Passenger)

1.21 As at 1 September 2022, the total number of full-time vacancies in the Passenger Sector was 3 034, representing a vacancy rate of 5.6%. Among the three areas, slightly higher vacancy rate was found in Air transport (5.8%).

Table 1f Number of full-time vacancies (passenger) – by area, job level & scope of responsibilities

	OVERALL		Land	Sea	Air
	No. of vacancies	Vacancy rate	Vacancy rate	Vacancy rate	Vacancy rate
By Job Level					
Managerial	225	[4.8%]	[5.8%]	[1.7%]	[4.6%]
Executive / supervisory	1 131	[9.2%]	[9.9%]	[3.8%]	[7.7%]
Clerical / craftsman / operative	1 678	[4.5%]	[4.1%]	[4.3%]	[5.6%]
By Scope of Responsibilities					
Business management & strategic planning	267	[8.8%]	[3.2%]	[0%]	[13.4%]
Fleet operation & management	107	[8.1%]	[3.3%]	[0%]	[12.4%]
Sales & customer service	249	[12.4%]	[9.2%]	[3.1%]	[15.9%]
Frontline cargo operation	1 427	[3.8%]	[3.9%]	[5.8%]	[3.4%]
Technical / engineering support	984	[9.8%]	[10.1%]	[1.4%]	[6.1%]
Overall:	3 034	[5.6%]	[5.5%]	[3.7%]	[5.8%]

Vacancy rate =
$$\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$$
 (for the respective job level & scope of responsibilities in the respective area)

1.22 A larger number of full-time vacancies were jobs in clerical / craftsman / operative level (1 678 vacancies), followed by executive / supervisory level (1 131 vacancies). The vacancy rate of executive / supervisory level (9.2%) was higher than those of the other two job levels (below 5% respectively). Analysing by area, the highest vacancy rate was found in executive / supervisory level of Land transport (9.9%), followed by the same job level of Air (7.7%).

1.23 Regarding the scope of responsibilities, a larger number of full-time vacancies were jobs engaging in frontline passenger operation (1 427 vacancies). Analysing by area, higher vacancy rates were found in jobs of Air transport sales and customer service (15.9%), business management and strategic planning (13.4%), and fleet operation and management (12.4%).

Number of Part-time Employees (Passenger)

1.24 Among the 2 968 part-time employees in the Passenger Sector, the vast majority were engaged in Land transport (93.3%; 2 769 persons). Virtually all part-time employees were working in clerical / craftsman / operative level (99.2%), and the vast majority were engaged in frontline passenger operation (94.6%).

Table 1g Number of part-time employees (passenger) – by area, job level & scope of responsibilities

	No. of part-time employees	(%)
By Area		
Land	2 769	93.3%
Sea	9	0.3%
Air	190	6.4%
By Job Level		
Managerial	20	0.7%
Executive / supervisory	4	0.1%
Clerical / craftsman / operative	2 944	99.2%
By Scope of Responsibilities		
Business management & strategic planning	20	0.7%
Fleet operation & management	66	2.2%
Sales & customer service	64	2.2%
Frontline cargo operation	2 807	94.6%
Technical / engineering support	11	0.4%
Overall:	2 968	100.0%

Preferred Education Level

1.25 Generally speaking, employees in the Passenger Sector tended to have higher levels of educational requirements than those in the Freight Sector. For the Freight Sector, the most preferred education levels are: first degree or above for managerial level (58.3%); diploma / certificate for executive / supervisory level (47.4%); and secondary 4 to 7 for clerical / craftsman / operative level (54.8%).

1.26 For the Passenger Sector, the most preferred education levels are: first degree or above for managerial level (87.0%); sub-degree for executive / supervisory level (60.9%); and secondary 4 to 7 for clerical / craftsman / operative level (54.2%).

Table 1h Preferred education level – by sector & job level

Prominent preferred education levels	
Freight	
Managerial	First degree or above (58.3%); Sub-degree (29.4%)
Executive / supervisory	First degree or above (20.5%); Sub-degree (19.8%); Diploma / certificate (47.4%)
Clerical / craftsman / operative	Secondary 4 to 7 (54.8%); Secondary 3 or below (26.2%)
Passenger	
Managerial	First degree or above (87.0%)
Executive / supervisory	Sub-degree (60.9%)
Clerical / craftsman / operative	Sub-degree (21.4%); Secondary 4 to 7 (54.2%); Secondary 3 or below (19.5%)

Preferred Years of Experience

1.27 Similarly, the preferred years of experience for employees in the Passenger Sector tended to be longer than those in the Freight Sector. For the Freight Sector, the most preferred years of experience are: 6 years to less than 10 years for managerial level (40.9%); 3 years to less than 6 years for executive / supervisory level (60.7%); and less than 1 year / no experience required for clerical / craftsman / operative level (41.7%).

1.28 For the Passenger Sector, the most preferred years of experience are: 10 years or above for managerial level (42.7%); 3 years to less than 6 years for executive / supervisory level (85.9%); and 1 year to less than 3 years for clerical / craftsman / operative level (71.0%).

Table 1i Preferred years of experience – by sector & job level

Prominent preferred years of experience	
Freight	
Managerial	10 years or above (31.8%); 6 - < 10 years (40.9%)
Executive / supervisory	3 - < 6 years (60.7%)
Clerical / craftsman / operative	1 - < 3 years (41.4%); < 1 year / no experience required (41.7%)
Passenger	
Managerial	10 years or above (42.7%); 6 - < 10 years (40.1%)
Executive / supervisory	3 - < 6 years (85.9%)
Clerical / craftsman / operative	1 - < 3 years (71.0%)

Age Distribution of Clerical / Craftsman / Operative Level

1.29 Employees at clerical / craftsman / operative level in the Freight Sector tended to be younger than those in the Passenger Sector. 32.3% of those in the Passenger Sector aged 56 – 64, higher than 24.5% in the Freight Sector. On the other hand, 56.7% of those in the Freight Sector aged 36 – 55, higher than 44.9% in the Passenger Sector.

Table 1j Age distribution of clerical / craftsman / operative level – by sector

Sector	65 or above	56 – 64	36 – 55	35 or below
Freight	4.4%	24.5%	56.7%	14.3%
Passenger	4.6%	32.3%	44.9%	18.2%
Overall:	4.4%	26.8%	53.3%	15.4%

Employees Left and Recruited in the Past 12 Months

1.30 Overall, a total of 20 953 full-time employees have left their establishments during the 12 months before enumeration. The overall turnover rate (i.e., the number of full-time employees left as a percentage of the total number of posts) was 12.2%. Higher turnover rate was found at clerical / craftsman / operative level, both in the Passenger (17.3%) and Freight (13.5%) sectors.

1.31 Besides, a total of 16 258 full-time employees were newly recruited. Most of the new recruits (73.4%) had relevant experience. Such percentage was relatively higher among the new recruits of managerial level in the Freight Sector (88.0%).

Table 1k Full-time employees left and recruited in the past 12 months – by sector & job level

Job Level	No. of full-time employees LEFT	Turnover rate	No. of NEW RECRUITS	% of having relevant experience
Freight	13 763	[11.8%]	10 806	71.4%
Managerial	580	[5.2%]	467	88.0%
Executive / supervisory	1 071	[6.9%]	717	81.7%
Clerical / craftsman / operative	12 112	[13.5%]	9 622	69.9%
Passenger	7 190	[13.2%]	5 452	77.4%
Managerial	184	[4.0%]	117	67.5%
Executive / supervisory	522	[4.2%]	353	82.7%
Clerical / craftsman / operative	6 484	[17.3%]	4 982	77.2%
Overall:	20 953	[12.2%]	16 258	73.4%


$$\text{Turnover rate} = \frac{\text{No. of employees left}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad (\text{for the respective sector \& job level})$$

Recruitment Difficulties in the Past 12 Months

1.32 Of the establishments which had engaged in recruitment exercise for the respective sector and level of employees during the 12 months before enumeration, relatively higher percentages of those recruited clerical / craftsman / operative level had encountered difficulties, both for the Passenger (82.4%) and Freight (76.0%) sectors. Among those which reported recruitment difficulties, “candidates had more choices in the market” is the most frequently mentioned difficulty across all levels of employees for both sectors.

Table 11 Recruitment difficulties in the past 12 months before enumeration – by sector & job level

	Freight			Passenger		
	Managerial	Executive / Supervisory	Clerical / Craftsman / Operative	Managerial	Executive / Supervisory	Clerical / Craftsman / Operative
With recruitment difficulties	61.0%	64.6%	76.0%	63.2%	60.0%	82.4%
<u>Top 5 difficulties (among those with difficulties):</u>						
• <i>Candidates had more choices in the market</i>	77.0%	86.8%	60.5%	58.3%	75.0%	75.6%
• <i>Candidates found the remuneration package and fringe benefit not attractive</i>	32.9%	18.4%	42.3%	58.3%	18.8%	70.2%
• <i>Candidates were unsatisfied with the working environment in the industry</i>	24.8%	16.0%	34.6%	41.7%	14.6%	23.7%
• <i>Candidates lacked the relevant skills / experience</i>	33.5%	15.6%	26.6%	25.0%	27.1%	19.8%
• <i>Candidates lacked awareness of career opportunities & prospect in the industry</i>	11.2%	5.2%	12.6%	8.3%	8.3%	7.6%
No. of establishments with recruitment exercise	264	328	2 331	19	80	159
(% of establishments with recruitment exercise for the respective sector & job level)	(1.8%)	(2.3%)	(16.2%)	(1.4%)	(6.0%)	(12.0%)

 denotes prominent recruitment difficulties in the respective sector & job level.

Note: Respondents may mention more than one recruitment difficulty.

Expected Change in Business Situation in the Next 12 Months

1.33 Large proportions of establishments in both the Passenger (40.9%) and Freight (53.0%) sectors expected that their business situation would remain stable in the next 12 months after enumeration. Only small proportions (5.8% and 3.7% respectively) anticipated that their situations would be better, whereas some (18.2% and 25.9% respectively) expected that their situation would be worse.

The Biggest Challenges and Future Plans in the Next 12 Months

The Biggest Challenges in the Next 12 Months

1.34 For the Passenger Sector, their perceived top three challenges in the next 12 months were “wide-spread of the COVID-19 pandemic” (91.2%), “rising costs” (83.6%) and “uncertain economic environment” (74.3%). For the Freight Sector, they tended to worry about the “uncertain economic environment” (80.0%) more, distantly followed by “wide-spread of the COVID-19 pandemic” (63.3%) and “rising costs” (62.5%).

Future Plans to Tackle the Biggest Challenges

1.35 For establishments in both the Passenger and Freight sectors, the majority planned to “reduce operation cost / streamline the organisation structure” (91.0% and 88.6% respectively) to tackle the biggest challenges that they expected to face in the next 12 months.

1.36 In addition, considerable proportions planned to “develop a flexible hiring strategy (e.g., part-time, freelance, remote team)” (54.8% and 39.1% respectively), and some mentioned “extend investment in technology and digital infrastructure (e.g., laptops, cloud storage and servers, network security, etc.)” (15.5% and 18.4% respectively) and “improve employees’ digital skills” (12.4% and 16.2% respectively).

Training Areas Required for Employees to Meet the Emerging Trend of the Industry

1.37 Some training areas were considered necessary to meet the emerging trend of the industry across employees of different areas and different levels.

Table 1m Top 3 training areas required for employees to meet the emerging trend of the industry – by sector, area & job level

Freight	Managerial			Executive / Supervisory			Clerical / Craftsman / Operative		
	Land	Sea	Air	Land	Sea	Air	Land	Sea	Air
Operations Management	71.7%	70.3%	56.5%	31.4%	42.8%				
Planning & Design of Logistics Solutions	56.0%	49.5%	41.1%						
Cargo Transport & Handling	39.3%			48.9%			50.8%	34.6%	
Cargo Safety & Security			39.4%	42.7%		40.2%	29.0%		
Insurance, Legal Matters & Compliance		49.2%			46.4%	40.5%		29.4%	
Sales, Marketing & Customer Services					50.1%	50.1%			
Import / Export Documentation & Procedures								36.2%	43.1%
Occupational Safety & Health							39.7%		33.2%
E-commerce Applications & E-logistics									42.1%

Passenger	Managerial			Executive / Supervisory			Clerical / Craftsman / Operative		
	Land	Sea	Air	Land	Sea	Air	Land	Sea	Air
Handling of Emergency	51.0%	36.4%	62.3%	32.8%	60.0%	61.8%	48.3%	53.4%	32.4%
Customer Relationship / Complaint Handling		22.7%		22.1%	66.7%	73.5%	39.8%	24.1%	82.4%
Managerial / Supervisory / Coaching Skills / Strategic Management	65.0%	61.4%	86.8%						
Law & Regulatory of Transport	55.3%			27.7%			34.5%		
Sales & Marketing			58.5%			55.9%			
Repair & Maintenance					60.0%				
Cyber Security									41.2%
First Aid								25.9%	

Notes: (i) Percentages of establishments with the respective level of employees in the respective area.
(ii) Respondents may mention more than one training area.

1.38 In the Freight Sector, the most frequently mentioned training areas are:

Managerial level

- “Operation management” for all areas.

Executive / supervisory level

- “Sales, marketing and customer services” for Sea and Air.
- “Cargo transport and handling” for Land.

Clerical / craftsman / operative level

- “Import / export documentation and procedures” for Sea and Air.
- “Cargo transport and handling” for Land.

1.39 In the Passenger Sector, the most frequently mentioned training areas are:

Managerial level

- “Managerial / supervisory / coaching skills / strategic management” for all areas.

Executive / supervisory level

- “Customer relationship / complaint handling” for Sea and Air.
- “Handling of emergency” for Land

Clerical / craftsman / operative level

- “Handling of emergency” for Land and Sea
- “Customer relationship / complaint handling” for Air.

Manpower Analysis

Manpower Changes between 2018 and 2022

Changes in Number of Full-time Employees

1.40 Overall, the total number of full-time employees in the industry has decreased from 173 586 in 2018 to 164 099 in 2022, with a decrement of 5.5% (-9 487 persons). Analysing by sector, there was a significant decrease in the Passenger Sector (-19.6%; -12 493 persons), likely due to the impact of the COVID-19 pandemic in the past three years.

1.41 Analysing by sector and area, the largest decrease was found in the Air Passenger Sector (-11 000 persons), while the largest increase was found in the Land Freight Sector (+2 647 persons). Analysing by sector and job level, significant decreases were recorded for all job levels in the Passenger Sector, with the largest number in clerical / craftsman / operative level (-5 054 persons). Conversely, increments were found for all job levels in the Freight Sector, with a larger increase in managerial level (+1 283 persons).

Table 1n Changes in number of full-time employees – by sector, area & job level

	No. of full-time employees		Change in 4 years		Annual change in %
	2022	2018			
Freight	112 713	109 707	+ 3 006	+ 2.7%	+ 0.7%
<u>By Area</u>					
Land	67 238	64 591	+ 2 647	+ 4.1%	+ 1.0%
Sea	20 050	19 530	+ 520	+ 2.7%	+ 0.7%
Air	25 425	25 586	- 161	- 0.6%	- 0.2%
<u>By Job Level</u>					
Managerial	11 131	9 848	+ 1 283	+ 13.0%	+ 3.1%
Executive / Supervisory	15 230	14 548	+ 682	+ 4.7%	+ 1.2%
Clerical / Craftsman / Operative	86 352	85 311	+ 1 041	+ 1.2%	+ 0.3%
Passenger	51 386	63 879	- 12 493	- 19.6%	- 5.3%
<u>By Area</u>					
Land	35 635	37 130	- 1 495	- 4.0%	- 1.0%
Sea	930	928	+ 2	+ 0.2%	+ 0.1%
Air	14 821	25 821	- 11 000	- 42.6%	- 13.0%
<u>By Job Level</u>					
Managerial	4 422	7 737	- 3 315	- 42.8%	- 13.1%
Executive / Supervisory	11 162	15 286	- 4 124	- 27.0%	- 7.6%
Clerical / Craftsman / Operative	35 802	40 856	- 5 054	- 12.4%	- 3.2%
Overall:	164 099	173 586	- 9 487	- 5.5%	- 1.4%

Changes in Number of Full-time Vacancies

1.42 Overall, the total number of full-time vacancies in the industry has increased, from 6 875 in 2018 to 7 047 in 2022, with an increment of 2.5% (+172 vacancies). The increment was mainly contributed by the Freight Sector (+5.5%; +211 vacancies).

1.43 Analysing by sector and area, larger increases were found in the Air (+280 vacancies) and Sea (+221 vacancies) Freight sectors. On the other hand, decreases were found in the areas of Land Freight Sector (-290 vacancies) and Air Passenger Sector (-216 vacancies).

1.44 Analysing by sector and job level, a larger increase was recorded for executive / supervisory level in the Passenger Sector (+376 vacancies), whereas the largest decrease was recorded for clerical / craftsman / operative level in the Passenger Sector (-337 vacancies).

Table 1o Changes in number of full-time vacancies – by sector, area & job level

	No. of full-time vacancies		Change in 4 years		Annual change in %	Vacancy rate	
	2022	2018				2022	2018
Freight	4 013	3 802	+ 211	+ 5.5%	+ 1.4%	[3.4%]	[3.3%]
<u>By Area</u>							
Land	2 547	2 837	- 290	- 10.2%	- 2.7%	[3.6%]	[4.2%]
Sea	413	192	+ 221	+ 115.1%	+ 21.1%	[2.0%]	[1.0%]
Air	1 053	773	+ 280	+ 36.2%	+ 8.0%	[4.0%]	[2.9%]
<u>By Job Level</u>							
Managerial	113	78	+ 35	+ 44.9%	+ 9.7%	[1.0%]	[0.8%]
Executive / Supervisory	260	251	+ 9	+ 3.6%	+ 0.9%	[1.7%]	[1.7%]
Clerical / Craftsman / Operative	3 640	3 473	+ 167	+ 4.8%	+ 1.2%	[4.0%]	[3.9%]
Passenger	3 034	3 073	- 39	- 1.3%	- 0.3%	[5.6%]	[4.6%]
<u>By Area</u>							
Land	2 079	1 914	+ 165	+ 8.6%	+ 2.1%	[5.5%]	[4.9%]
Sea	36	24	+ 12	+ 50.0%	+ 10.7%	[3.7%]	[2.5%]
Air	919	1 135	- 216	- 19.0%	- 5.1%	[5.8%]	[4.2%]
<u>By Job Level</u>							
Managerial	225	303	- 78	- 25.7%	- 7.2%	[4.8%]	[3.8%]
Executive / Supervisory	1 131	755	+ 376	+ 49.8%	+ 10.6%	[9.2%]	[4.7%]
Clerical / Craftsman / Operative	1 678	2 015	- 337	- 16.7%	- 4.5%	[4.5%]	[4.7%]
Overall:	7 047	6 875	+ 172	+ 2.5%	+ 0.6%	[4.1%]	[3.8%]

Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$ (for the respective sector, area & job level in the respective year)

Changes in Preferred Education Level

1.45 When compared with the results of the 2018 Survey, employers tended to have higher education requirement on clerical / craftsman / operative level in both sectors. Higher percentages were preferred to attain secondary 4 to 7 level, whilst lower percentages were accepted to have secondary 3 or below level.

1.46 For managerial level, slightly lower percentages were preferred to attained first degree or above level, whereas higher percentages were accepted to have sub-degree level.

1.47 For executive / supervisory level, employers in the Freight Sector shifted to higher requirement. A higher percentage was preferred to attain diploma / certificate level. On the other hand, those in the Passenger Sector shifted to lower requirement. A higher percentage was accepted to have sub-degree level.

Table 1p Changes in preferred education level – by sector & job level

	Prominent preferred education levels	
	2022	2018
Freight		
Managerial	First degree or above (58.3%); Sub-degree (29.4%)	First degree or above (65.5%)
Executive / supervisory	First degree or above (20.5%); Sub-degree (19.8%); Diploma / certificate (47.4%)	Sub-degree (27.4%); Secondary 4 to 7 (43.7%)
Clerical / craftsman / operative	Secondary 4 to 7 (54.8%); Secondary 3 or below (26.2%)	Secondary 4 to 7 (49.8%); Secondary 3 or below (41.4%)
Passenger		
Managerial	First degree or above (87.0%)	First degree or above (96.2%)
Executive / supervisory	Sub-degree (60.9%)	First degree or above (80.6%)
Clerical / craftsman / operative	Sub-degree (21.4%); Secondary 4 to 7 (54.2%); Secondary 3 or below (19.5%)	Sub-degree (19.3%); Secondary 4 to 7 (21.9%); Secondary 3 or below (53.2%)

Manpower Projection and Annual Additional Manpower Requirement

1.48 The annual additional manpower requirements have taken into account (i) projected manpower trend and (ii) wastage rate of the industry (i.e., percentage of employees leaving the industry permanently on an annual basis). A summary of estimated annual additional manpower requirements from 2023 to 2026 is shown in Table 1q below.

Table 1q Estimated Annual Additional Manpower Requirement from 2023 to 2026

Job Level	Freight Transport and Logistics	Passenger Transport	Overall
Managerial	216	386	602
Executive/Supervisory	553	968	1 521
Clerical/Craftsman/ Operative	5 802	5 110	10 912

Manpower Demand and Supply Analysis

1.49 After taking into consideration the analysis of preferred level of education of employees by job level as shown in Table 1p, the following table shows the estimated demand for each of the job level with preferred education level under freight transport.

Table 1r Estimated Annual Manpower Requirement (Freight Transport)

Job Level	Additional Annual Manpower Requirement	
	Estimated Demand	Preferred Education Level
Managerial	126	First degree or above (58.3%)
Executive/Supervisory	553	Sub-degree to First Degree (40.3%) Secondary 4 to Diploma/Certificate (59.7%)
Clerical/Craftsman/ Operative	4 700	Secondary 4 – 7 (54.8%) Secondary 3 or below (26.2%)

1.50 The following table shows the estimated demand for each of the job level (excluding taxi and public light bus drivers) with preferred education level under passenger transport.

Table 1s Estimated Annual Manpower Requirement (Passenger Transport)

Job Level	Additional Annual Manpower Requirement	
	Estimated Demand	Preferred Education Level
Managerial	336	First degree or above (87%)
Executive/Supervisory	841	Sub-degree to First Degree (86.9%)
Clerical/Craftsman/ Operative	3 766	Secondary 4 – 7 (54.2%) Secondary 3 or below (19.5%)

1.51 According to the information provided by University Grants Committee (UGC) and the Hong Kong Institute of Vocational Education (IVE), the projected number of graduates of transport and logistics related degree programmes in 2023 and 2024 is 481 and 485 respectively, and the projected number of graduates of related higher diploma programmes in 2023 and 2024 is 125 and 91 respectively. Due to the fact that a number of higher diploma graduates would opt for further studies before joining the job market, the actual number of graduates choosing Executive/Supervisory level jobs might be less than the number shown in Table 1t below. Nevertheless, the estimated manpower supply is not exhaustive as there are other relevant self-financing programmes. On the other hand, organisations in the industry may consider graduates of other disciplines / programmes unrelated to transport and logistics as jobs of some nature do not necessarily require the candidates to have formal training in the area of transport and logistics such as those related to customer service.

Table 1t Supply of Graduates at Managerial Level and Executive / Supervisory Level

Training Institution	Programme	Estimated Number of Graduates	
		2023	2024
UGC universities	Degree	481	485
IVE	Higher Diploma	125	91
	Total	606	576

Recommendations

1.52 Based on the manpower supply and demand derived from the survey findings and the industrial trend, the Training Board recommends the following measures to all major stakeholders to meet the industry's manpower demand.

Government

1.53 With the aim of strengthening the city’s status as an international transportation centre and logistics hub, the HKSAR Government should closely collaborate with cities in the GBA. It is imperative to enhance the international competitiveness of the GBA port and airport cluster. The HKSAR Government should consider bringing in more talents from the GBA to facilitate exchanges between practitioners of the Mainland and Hong Kong. On the other hand, the HKSAR Government should continue to adopt various measures to support the transport and logistics industry to develop high value-added and efficient transport and logistics services, so as to strengthen international competitive edge of Hong Kong and to seize the enormous opportunities brought forth by national development. Furthermore, the Government should put greater effort in promoting the bright side of the industry to the parents, students, and the public so as to uplift the image of the industry.

Training Institutions

1.54 Because of the close ties between Hong Kong and other GBA cities, it is imperative that students should be given the opportunity to have more exposure in the Mainland through short-term study, industrial attachment, and cross-cultural learning. These initiatives are going to enhance students’ learning, life skills and prospect of employment in Hong Kong and other cities in the GBA. In addition to attaching to businesses, international exchange programmes should also be arranged to enrich students’ learning experience, appreciate different cultures, and meet people of different ethnicities. Training institutions should offer different levels of pre-employment training programmes for students with different academic achievements to choose from. In fact, as there is a lack of manpower in managerial and front-line levels, more in-service training programmes can be provided to those levels of staff. Short or bite-sized in-service programmes can be offered to industry practitioners for upskilling in order to suit their busy schedules.

Industry and Employers

1.55 Similar to many other industries, technology has been reshaping the transport and logistics industry and solving some of the complex issues. Particularly when business volume arising from e-commerce is growing rapidly, operators in the industry must keep an eye on the latest technological development so as to stay ahead of the competition. Besides, there has been a misperception towards the transport and logistics industry that jobs are often viewed as being low-skilled when compared to those of other fields. This misperception has led to a lack of interest in working in the industry, especially among the younger generation. It is important to project a positive image about the industry by leveraging on the adoption of technology and innovation. A number of prestigious logistics and passenger transport companies in Hong Kong are one of the top players in the world. The promotion may focus on the achievements so as to attract the youngsters to join the industry. On top of attachment opportunities, employers can help promote a positive image of the transport and

logistics industry at the secondary school level. At the same time, career talks offer an opportunity to create awareness about the industry and its growth potential which leads to more motivated newcomers. Besides, some of the youngsters in the industry have false expectation on the career path. They have the misconception of being promoted to managerial positions after serving the industry for a few years. In this connection, employers may take the lead to instill in the youngsters the right concept of the career path. Last but not least, employers may consider measures to support the engagement of middle-aged personnel and participation of women and ethnic minorities in the transport and logistics industry so as to tackle the issue of manpower shortage. By offering flexible working hours and more part-time posts on a need basis, the attractiveness of the transport and logistics industry from the perspective of job seekers can be enhanced.

Employees

1.56 Upskilling leads to higher levels of employee competence and engagement. It can also lead to improved productivity and business outcomes, as well as a greater sense of job satisfaction. Therefore, employees in the transport and logistics industry are strongly encouraged to engage in active learning and developing new skills. By doing so, it can provide employees with a sense of progression and development, making their jobs more rewarding and challenging. This in turn will help retain talent in the industry. The Maritime and Aviation Training Fund (MATF) provides employees with the opportunity to upskill themselves, with schemes such as the Professional Training and Examination Refund Scheme providing reimbursement of fees after satisfactory completion of an approved course or passing an approved professional examination.

2 Introduction

Background

2.1 The Training Board of the VTC is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to analyse the manpower situation and training needs of the Transport and Logistics Industry. The Training Board comprises members nominated by major trade associations, trade unions, professional bodies, educational and training institutions and Government departments. The Working Party on Manpower Survey is formed by selected members of the Training Board. The membership and terms of reference of the Training Board, as well as the members in the Working Party are listed in **Appendices 1, 2 and 3**.

2.2 The manpower survey of the Transport and Logistics Industry is conducted every four years, followed by two periodic manpower updates supplemented with information collected from focus groups and desk research to better reflect the changing trends of the manpower situation. This manpower survey mainly focused on analysis of technical manpower, which refers to the personnel who are expected to apply the industrial knowledge and technical skills required to complete the work assigned.

2.3 Manpower data with respect to survey reference date of 1 September 2022 was collected from September to December 2022. This report presents the survey findings and analysis of the latest manpower situation of the Transport and Logistics Industry and proposes recommendations on the manpower development to the different stakeholders of the industry, including employers, employees, training providers, and the Government by making reference to the business outlook.

Objectives

2.4 The objectives of this manpower survey are:

- (a) To collect up-to-date manpower information by job level, by scope of responsibilities and by area of land, sea and air in the industry;
- (b) To assess the technical manpower structure;
- (c) To forecast the training requirements in the near future; and
- (d) To recommend to the VTC and relevant stakeholders the development of training strategies to meet the needs.

Survey Coverage

2.5 The survey covered the following branches in the industry:

➤ Freight Transport and Logistics Sector

Land

- Land freight transport by goods vehicles (incl. land cargo forwarding services, freight transport by road (excl. tractors), loading and unloading of luggage or freight during land transport)
- Couriers (local)
- Sizeable companies with own vehicle fleet

Sea

- Marine cargo handling terminals
- Sea cargo forwarding services
- Ship agents and managers
- Operators of sea-going vessels for freight transport
- Ship owners of sea-going vessels for freight transport
- Shipbrokers
- Inland freight water transport
- Mid-stream operation (e.g. stevedoring services in barge)

Air

- Airport Authority, Hong Kong-based airline companies and local representative offices of overseas airline companies (freight)
- Supporting services to air transport (incl. air cargo handling terminals and ground handling services agencies)
- Air cargo forwarding services

Supporting Services to Land, Sea and Air

- General cargo warehouses and other storage services
- Cold storage
- Packing and crating services, cargo inspection, sampling and other storage services
- Haulage of containers and container leasing
- Couriers (international)

➤ Passenger Transport Sector

Land

- Public bus
- School bus
- Railway and cable transport
- Rental of passenger vehicles with drivers

Sea

- Sea transport services (incl. licensed and franchised ferry services, cross-boundary sea-going vessels to/from Pearl River Delta, kaito and non-scheduled inland water passenger transport)

Air

- Hong Kong-based airline and helicopter companies, local representative offices of overseas airline companies (passenger)

2.6 Since most of the taxi and public light bus drivers are self-employed, the manpower information could not be collected through this survey. The estimated manpower figures (i.e. around 54 600 drivers and 7 000 vacancies) were directly obtained from the Motor Transport Workers General Union. In addition, seafarers are out of the scope of this survey since relevant manpower data used to be collected through the surveys conducted by the Maritime Services Training Board. When referring to the survey findings, readers should be cautioned that the manpower information of taxi and public light bus drivers as well as seafarers are not included.

3 Methodology

Sample Design

3.1 Based on the Hong Kong Standard Industrial Classification list from the C&SD of the HKSAR Government, the survey covered 18 634 establishments in different branches of the industry. By adopting the stratified random sampling method for selecting establishments from the central register of the C&SD, and the inclusion of supplementary samples recommended by the Training Board, a total of 2 116 establishments were selected for the survey, comprising 1 651 in Freight Transport and Logistics Sector and 465 in Passenger Transport Sector.

Questionnaire Design

3.2 The questionnaire designed for the survey comprised two parts. Part I collected quantitative manpower information by area of land, sea and air, by scope of responsibilities and by job levels. Part II collected supplementary information related to manpower situation. The list of job levels was defined by the Training Board with detailed descriptions and examples of job titles, and was classified into two sectors, three areas, five scopes of responsibilities and three job levels as follows:

Sector

- (a) Freight Transport and Logistics
- (b) Passenger Transport

Area

- (a) Land (i.e. Land transport and logistics / Land transport)
- (b) Sea (i.e. Sea transport and logistics / Water transport)
- (c) Air (i.e. Air transport and logistics / Aviation service)

Scope of responsibilities

- (a) Business Management, Strategic Planning
- (b) Fleet Operation and Management
- (c) Sales and Customer Service
- (d) Frontline Cargo / Passenger Operation
- (e) Technical / Engineering Support

Job level

- (a) Managerial Level
- (b) Executive / Supervisory Level
- (c) Clerical / Craftsman / Operative Level

3.3 While job titles adopted by establishments might vary with the descriptions of the scopes

of responsibilities and job levels, respondents were asked to provide manpower information corresponding to the job descriptions and the skill levels of the scopes of responsibilities and job levels. The definition of terms and the survey documents including a sample questionnaire, explanatory notes and job descriptions for the principal jobs are given in **Appendices 4 and 5**.

Data Collection

3.4 Data collection was carried out between September and December 2022. A pack of survey documents was given to each sampled establishment. Respondents of the establishments were asked to provide manpower information of their establishments at the time of the survey with the reference date on 1 September 2022. During the fieldwork period, enumerators assisted the respondents to complete the questionnaire through phone calls or on-site visits.

3.5 Various measures were taken to assure the quality of the data collection process. These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry, and validation and verification of the collected data. The list of quality control measures is shown in **Appendix 6**.

Data Analysis

3.6 Among the 1 104 valid sampled establishments, 925 were successfully enumerated which contributed to an effective response rate of 83.8%^{Note}. Taking into account (a) the satisfactory response rate of individual branch, (b) the satisfactory response rate from a majority of prominent and sizeable establishments, and (c) the grossing-up of sample results based on the statistically-grounded method, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the Transport and Logistics Industry. The response rate achieved for individual branch was also adequate to produce meaningful breakdown by sector and by area. The response profile is shown in **Appendix 7**.

Manpower Projection Methodology

3.7 The Training Board adopts the approach of statistical modelling for projecting the manpower demand of the transport and logistics industry for the period from 2023 to 2026. The statistical model is built by considering relevant economic indicators which reflect important changes in the local economy, demography and labour market. The details of the projection methodology are provided in **Appendix 8**.

^{Note} Sampled establishments which had ceased operation, had not employed any staff for transport and logistics at the time of survey, nil reply to the survey, etc. were classified as invalid samples.

4 Survey Findings

4.1 Overview of Manpower Situation

4.1.1 The survey revealed that as at 1 September 2022 (i.e. the reference date of the survey), there were a total of 164 099 full-time employees, 7 753 part-time employees, and 7 047 full-time vacancies in the Transport and Logistics Industry.

Table 4.1 Overview of manpower situation – by sector and area

	OVERALL		Freight		Passenger	
Total manpower demand (i.e. full-time employees + part-time employees + vacancies)	178 899		121 511		57 388	
Full-time employees	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)
Land	102 873	62.7%	67 238	59.7%	35 635	69.3%
Sea	20 980	12.8%	20 050	17.8%	930	1.8%
Air	40 246	24.5%	25 425	22.6%	14 821	28.8%
Overall:	164 099	100.0%	112 713	100.0%	51 386	100.0%
% among total manpower demand	91.7%		92.8%		89.5%	
Part-time employees	No. of part-time employees	(%)	No. of part-time employees	(%)	No. of part-time employees	(%)
Land	6 794	87.6%	4 025	84.1%	2 769	93.3%
Sea	203	2.6%	194	4.1%	9	0.3%
Air	756	9.8%	566	11.8%	190	6.4%
Overall:	7 753	100.0%	4 785	100.0%	2 968	100.0%
% among total manpower demand	4.3%		3.9%		5.2%	
Vacancies	No. of vacancies	(%)	No. of vacancies	(%)	No. of vacancies	(%)
Land	4 626	65.6%	2 547	63.5%	2 079	68.5%
Sea	449	6.4%	413	10.3%	36	1.2%
Air	1 972	28.0%	1 053	26.2%	919	30.3%
Overall:	7 047	100.0%	4 013	100.0%	3 034	100.0%
% among total manpower demand	3.9%		3.3%		5.3%	
Vacancy rate:	[4.1%]		[3.4%]		[5.6%]	

Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of full-time employees + no. of vacancies)}}$ (for the respective sector)

4.1.2 112 713 full-time employees were engaged in the Freight Transport and Logistics Sector, and 4 785 part-time employees were reported. Moreover, there were 4 013 full-time vacancies. For the Passenger Transport Sector, there were 51 386 full-time employees and 2 968 part-time employees. In addition, 3 034 full-time vacancies were reported.

4.1.3 Analysing by sector, it was observed that the Passenger Transport Sector required higher percentages of part-time employees (5.2%) and vacancies (5.3%) than those of the Freight Sector (3.9% and 3.3% respectively). The vacancy rate (i.e. vacancies as a percentage of the total number of full-time employees and vacancies) of the Passenger Sector (5.6%) was also slightly higher than that in the Freight Transport and Logistics Sector (3.4%).

4.1.4 When analysed by area, the Passenger Transport Sector had higher percentages of Land transport full-time employees (69.3%), part-time employees (93.3%) and vacancies (68.5%), as compared with their counterparts in the Freight Transport and Logistics Sector (59.7%, 84.1% and 63.5% respectively).

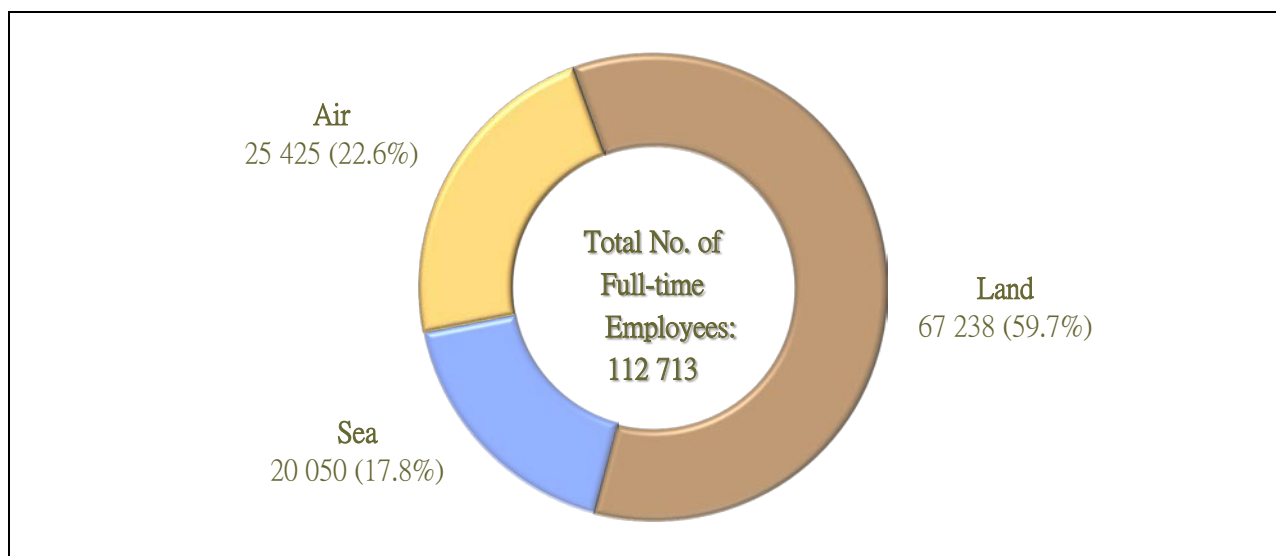
4.2 Manpower Situation of Freight Transport and Logistics Sector

4.2.1 Number of Full-time Employees (Freight)

By Area

4.2.1.1 Among the 112 713 full-time employees in the Freight Transport and Logistics Sector, three-fifths were engaged in Land transport and logistics (59.7%; 67 238 persons), followed by Air (22.6%; 25 425 persons) and Sea (17.8%; 20 050 persons).

Chart 4.2.1 Number of full-time employees (freight) – by area



By Area and Job Level

4.2.1.2 On the whole, the largest proportion of full-time employees in the Freight Transport and Logistics Sector were working in clerical / craftsman / operative level (76.6%), followed by executive / supervisory level (13.5%) and managerial level (9.9%).

4.2.1.3 Analysing by area, the percentage of clerical / craftsman / operative level in Land transport and logistics (85.2%) was significantly higher than those in Sea and Air (below 67% respectively), while the percentages of the other two job levels in Land transport and logistics (below 10% respectively) were much lower than those in Sea and Air (about 15% - 20% respectively).

Table 4.2.1a Number of full-time employees (freight) – by area & job level

	OVERALL		Land		Sea		Air	
	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)
Managerial level	11 131	9.9%	3 430	5.1%	3 877	19.3%	3 824	15.0%
Executive / Supervisory level	15 230	13.5%	6 531	9.7%	3 912	19.5%	4 787	18.8%
Clerical / Craftsman / Operative level	86 352	76.6%	57 277	85.2%	12 261	61.2%	16 814	66.1%
Overall:	112 713	100.0%	67 238	100.0%	20 050	100.0%	25 425	100.0%

By Area and Scope of Responsibilities

4.2.1.4 On the whole, most of the full-time employees were engaged in frontline cargo operation (74.6%), followed by sales and customer service (14.0%). Only small proportions were engaged in business management and strategic planning (5.5%), fleet operation and management (3.8%) and technical / engineering support (2.0%) respectively.

4.2.1.5 Analysing by area, the percentage of frontline cargo operation full-time employees in Land transport and logistics (85.2%) was significantly higher than those in Sea and Air (below 64% respectively), while the percentage of sales and customer service full-time employees in Land transport and logistics (8.0%) was much lower than those in Sea and Air (above 20% respectively).

Table 4.2.1b Number of full-time employees (freight) – by area & scope of responsibilities

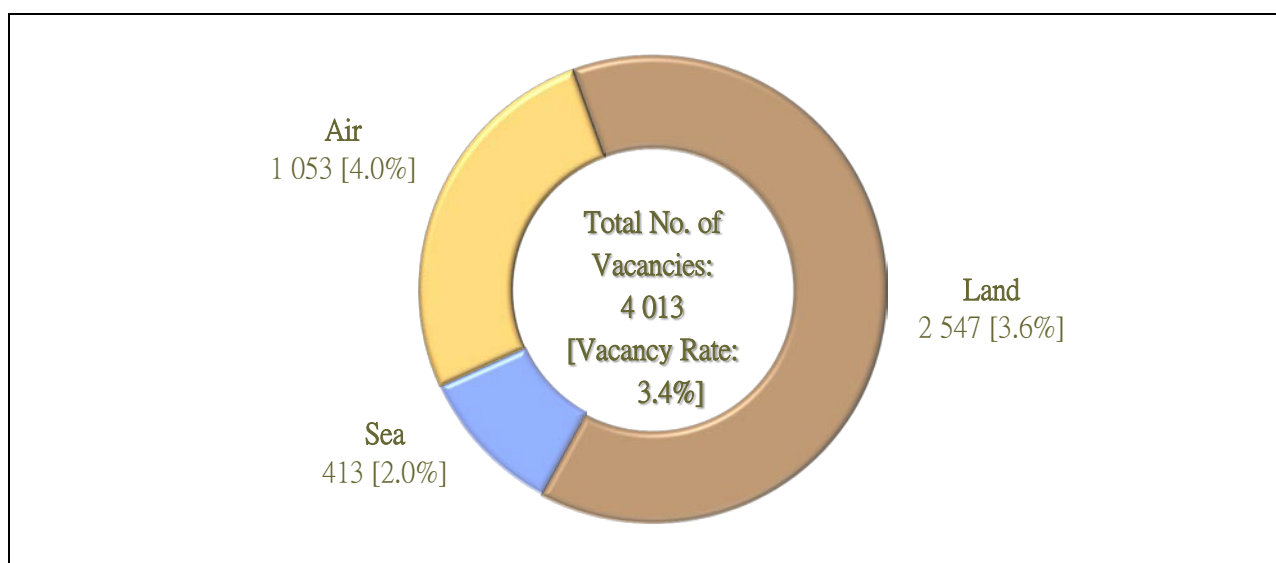
	OVERALL		Land		Sea		Air	
	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)
Business management & strategic planning	6 241	5.5%	2 006	3.0%	2 196	11.0%	2 039	8.0%
Fleet operation & management	4 291	3.8%	1 494	2.2%	1 461	7.3%	1 336	5.3%
Sales & customer service	15 811	14.0%	5 365	8.0%	5 099	25.4%	5 347	21.0%
Frontline cargo operation	84 069	74.6%	57 264	85.2%	10 573	52.7%	16 232	63.8%
Technical / engineering support	2 301	2.0%	1 109	1.6%	721	3.6%	471	1.9%
Overall:	112 713	100.0%	67 238	100.0%	20 050	100.0%	25 425	100.0%

4.2.2 Number of Full-time Vacancies (Freight)

By Area

4.2.2.1 As at 1 September 2022, the total number of full-time vacancies in the Freight Transport and Logistics Sector was 4 013, representing a vacancy rate of 3.4% (i.e. vacancies as a percentage of the total number of full-time employees and vacancies). Among the three areas, slightly higher vacancy rate was found in Air transport and logistics (4.0%).

Chart 4.2.2 Number of full-time vacancies (freight) – by area



$$\text{Vacancy rate} = \frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad (\text{for the respective area})$$

By Area and Job Level

4.2.2.2 A larger number of full-time vacancies were jobs in clerical / craftsman / operative level (3 640 vacancies), followed by executive / supervisory level (260 vacancies) and managerial level (113 vacancies). The vacancy rate of clerical / craftsman / operative level (4.0%) was also higher than those of the other two job levels (below 2% respectively).

4.2.2.3 Analysing by area, the highest vacancy rate was found in clerical / craftsman / operative level of Air transport and logistics (4.8%), closely followed by the same job level of Land (4.1%).

Table 4.2.2a Number of full-time vacancies (freight) – by area & job level

	OVERALL		Land		Sea		Air	
	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate
Managerial level	113	[1.0%]	4	[0.1%]	42	[1.1%]	67	[1.7%]
Executive / Supervisory level	260	[1.7%]	73	[1.1%]	42	[1.1%]	145	[2.9%]
Clerical / Craftsman / Operative level	3 640	[4.0%]	2 470	[4.1%]	329	[2.6%]	841	[4.8%]
Overall:	4 013	[3.4%]	2 547	[3.6%]	413	[2.0%]	1 053	[4.0%]

$$\text{Vacancy rate} = \frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad \begin{matrix} \text{(for the respective job level} \\ \text{in the respective area)} \end{matrix}$$

By Area and Scope of Responsibilities

4.2.2.4 Similar to the situation of full-time employees, a larger number of full-time vacancies were jobs engaging in frontline cargo operation (3 378 vacancies).

4.2.2.5 Analysing by area, higher vacancy rates were found in jobs of fleet operation and management in Land (4.9%) and Air (4.0%) transport and logistics, frontline cargo operation in Air transport and logistics (4.8%), and technical / engineering support in Sea transport and logistics (4.4%).

Table 4.2.2b Number of full-time vacancies (freight) – by area & scope of responsibilities

	OVERALL		Land		Sea		Air	
	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate
Business management & strategic planning	159	[2.5%]	50	[2.4%]	44	[2.0%]	65	[3.1%]
Fleet operation & management	170	[3.8%]	77	[4.9%]	38	[2.5%]	55	[4.0%]
Sales & customer service	215	[1.3%]	54	[1.0%]	63	[1.2%]	98	[1.8%]
Frontline cargo operation	3 378	[3.9%]	2 327	[3.9%]	235	[2.2%]	816	[4.8%]
Technical / engineering support	91	[3.8%]	39	[3.4%]	33	[4.4%]	19	[3.9%]
Overall:	4 013	[3.4%]	2 547	[3.6%]	413	[2.0%]	1 053	[4.0%]

$$\text{Vacancy rate} = \frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad \begin{matrix} \text{(for the respective scope of responsibilities} \\ \text{in the respective area)} \end{matrix}$$

4.2.3 Number of Part-time Employees (Freight)

4.2.3.1 Among the 4 785 part-time employees in the Freight Transport and Logistics Sector, the majority of them were engaged in Land transport and logistics (84.1%; 4 025 persons), followed by Air (11.8%; 566 persons) and Sea (4.1%; 194 persons).

4.2.3.2 Virtually all part-time employees in the Freight Transport and Logistics Sector were working in clerical / craftsman / operative level (99.7%).

4.2.3.3 Overall, the vast majority of the part-time employees were engaged in frontline cargo operation (94.0%), followed by sales and customer service (3.3%). Analysing by area, the percentage of frontline cargo operation part-time employees in Land transport and logistics (97.9%) was significantly higher than those in Sea and Air (below 80% respectively), while the percentage of sales and customer service part-time employees in Air transport and logistics (20.7%) was much higher than those in Land and Sea (below 4% respectively).

Table 4.2.3 Number of part-time employees (freight) – by area, job level & scope of responsibilities

	OVERALL		Land		Sea		Air	
	No. of part-time employees	(%)	No. of part-time employees	(%)	No. of part-time employees	(%)	No. of part-time employees	(%)
By Job Level								
Managerial	2	< 0.1%	0	0%	1	0.5%	1	0.2%
Executive / supervisory	12	0.3%	2	< 0.1%	2	1.0%	8	1.4%
Clerical / craftsman / operative	4 771	99.7%	4 023	> 99.9%	191	98.5%	557	98.4%
By Scope of Responsibilities								
Business management & strategic planning	36	0.8%	31	0.8%	0	0%	5	0.9%
Fleet operation & management	59	1.2%	16	0.4%	1	0.5%	42	7.4%
Sales & customer service	160	3.3%	36	0.9%	7	3.6%	117	20.7%
Frontline cargo operation	4 498	94.0%	3 942	97.9%	154	79.4%	402	71.0%
Technical / engineering support	32	0.7%	0	0%	32	16.5%	0	0%
Overall:	4 785	100.0%	4 025	100.0%	194	100.0%	566	100.0%
% among areas		100.0%		84.1%		4.1%		11.8%

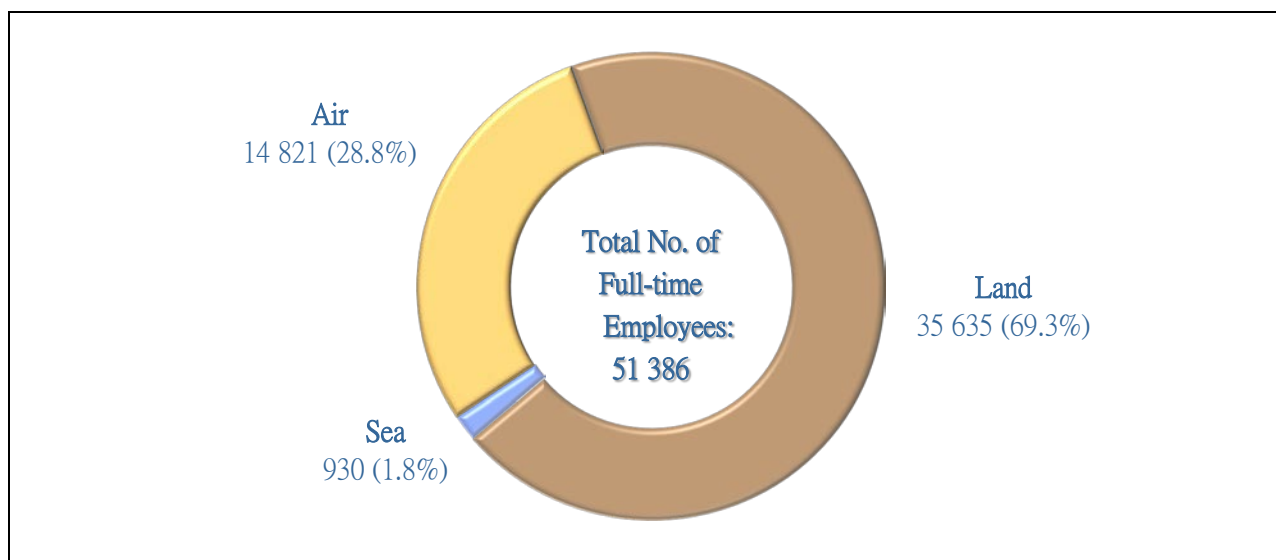
4.3 Manpower Situation of Passenger Transport

4.3.1 Number of Full-time Employees (Passenger)

By Area

4.3.1.1 Among the 51 386 full-time employees in the Passenger Transport Sector, seven-tenths were engaged in Land transport (69.3%; 35 635 persons), followed by Air (28.8%; 14 821 persons) and Sea (1.8%; 930 persons).

Chart 4.3.1 Number of full-time employees (passenger) – by area



By Area and Job Level

4.3.1.2 Overall, the largest proportion of full-time employees in the Passenger Sector were working in clerical / craftsman / operative level (69.7%), followed by executive / supervisory level (21.7%) and managerial level (8.6%).

4.3.1.3 Analysing by area, the percentage of clerical / craftsman / operative level in Land transport (73.9%) was significantly higher than those in Sea and Air (below 61% respectively), while the percentage of managerial level in Land transport (3.6%) was much lower than those in Sea and Air (about 18% - 20% respectively).

Table 4.3.1a Number of full-time employees (passenger) – by area & job level

	OVERALL		Land		Sea		Air	
	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)
Managerial level	4 422	8.6%	1 298	3.6%	170	18.3%	2 954	19.9%
Executive / Supervisory level	11 162	21.7%	7 987	22.4%	277	24.4%	2 948	19.9%
Clerical / Craftsman / Operative level	35 802	69.7%	26 350	73.9%	533	57.3%	8 919	60.2%
Overall:	51 386	100.0%	35 635	100.0%	930	100.0%	14 821	100.0%

By Area and Scope of Responsibilities

4.3.1.4 Overall, most of the full-time employees were engaged in frontline passenger operation (71.1%), followed by technical / engineering support (17.7%). Only small proportions were engaged in business management and strategic planning (5.4%), sales and customer service (3.4%), and fleet operation and management (2.4%) respectively.

4.3.1.5 Analysing by area, the percentage of frontline passenger operation full-time employees in Air transport (76.3%) was relatively higher than those in Land and Sea (below 70% respectively), while the percentage of technical / engineering support full-time employees in Land transport (23.6%) was much higher than those in Sea and Air (below 15% respectively).

Table 4.3.1b Number of full-time employees (passenger) – by area & scope of responsibilities

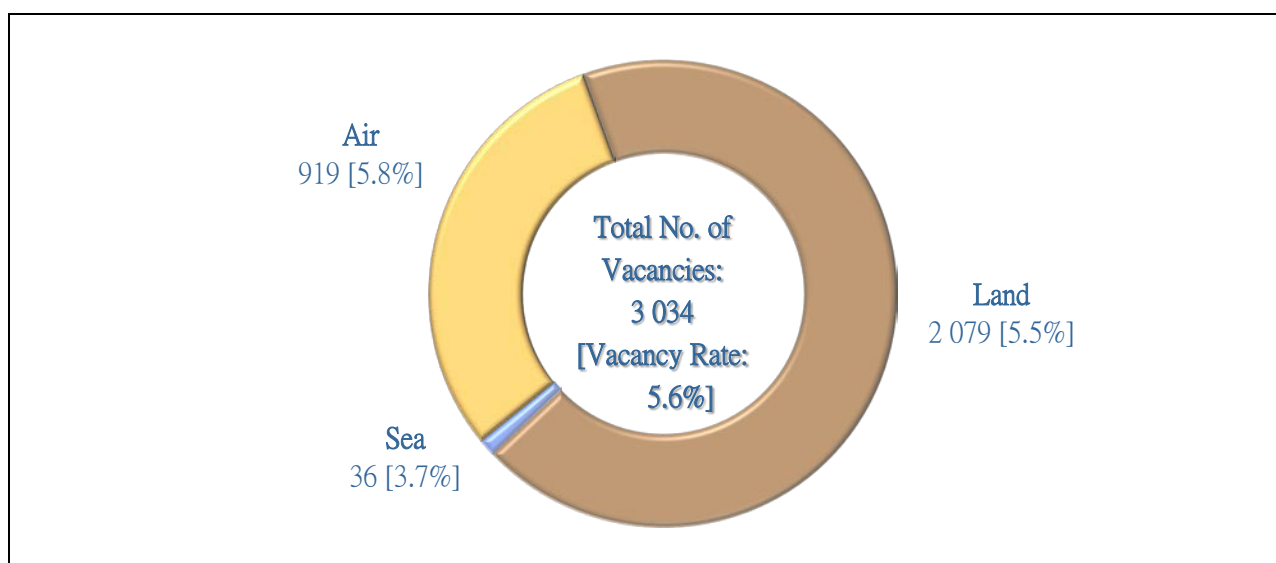
	OVERALL		Land		Sea		Air	
	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)	No. of full-time employees	(%)
Business management & strategic planning	2 775	5.4%	1 168	3.3%	126	13.5%	1 481	10.0%
Fleet operation & management	1 212	2.4%	492	1.4%	82	8.8%	638	4.3%
Sales & customer service	1 762	3.4%	842	2.4%	62	6.7%	858	5.8%
Frontline passenger operation	36 541	71.1%	24 710	69.3%	524	56.3%	11 307	76.3%
Technical / engineering support	9 096	17.7%	8 423	23.6%	136	14.6%	537	3.6%
Overall:	51 386	100.0%	35 635	100.0%	930	100.0%	14 821	100.0%

4.3.2 Number of Full-time Vacancies (Passenger)

By Area

4.3.2.1 As at 1 September 2022, the total number of full-time vacancies in the Passenger Transport Sector was 3 034, representing a vacancy rate of 5.6% (i.e. vacancies as a percentage of the total number of full-time employees and vacancies). Among the three areas, slightly higher vacancy rate was found in Air transport (5.8%).

Chart 4.3.2 Number of full-time vacancies (passenger) – by area



$$\text{Vacancy rate} = \frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad (\text{for the respective area})$$

By Area and Job Level

4.3.2.2 A larger number of full-time vacancies were jobs in clerical / craftsman / operative level (1 678 vacancies), followed by executive / supervisory level (1 131 vacancies) and managerial level (225 vacancies). It was noted that the vacancy rate of executive / supervisory level (9.2%) was higher than those of the other two job levels (below 5% respectively).

4.3.2.3 Analysing by area, the highest vacancy rate was found in executive / supervisory level of Land transport (9.9%), followed by the same job level of Air (7.7%).

Table 4.3.2a Number of full-time vacancies (passenger) – by area & job level

	OVERALL		Land		Sea		Air	
	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate
Managerial level	225	[4.8%]	80	[5.8%]	3	[1.7%]	142	[4.6%]
Executive / Supervisory level	1 131	[9.2%]	876	[9.9%]	9	[3.8%]	246	[7.7%]
Clerical / Craftsman / Operative level	1 678	[4.5%]	1 123	[4.1%]	24	[4.3%]	531	[5.6%]
Overall:	3 034	[5.6%]	2 079	[5.5%]	36	[3.7%]	919	[5.8%]

Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$ (for the respective job level in the respective area)

By Area and Scope of Responsibilities

4.3.2.4 Similar to the situation of full-time employees, a larger number of full-time vacancies were jobs engaging in frontline passenger operation (1 427 vacancies).

4.3.2.5 Analysing by area, higher vacancy rates were found in jobs of Air transport sales and customer service (15.9%), business management and strategic planning (13.4%) and fleet operation and management (12.4%), and Land transport technical / engineering support (10.1%).

Table 4.3.2b Number of full-time vacancies (passenger) – by area & scope of responsibilities

	OVERALL		Land		Sea		Air	
	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate	No. of vacancies	Vacancy rate
Business management & strategic planning	267	[8.8%]	38	[3.2%]	0	[0%]	229	[13.4%]
Fleet operation & management	107	[8.1%]	17	[3.3%]	0	[0%]	90	[12.4%]
Sales & customer service	249	[12.4%]	85	[9.2%]	2	[3.1%]	162	[15.9%]
Frontline passenger operation	1 427	[3.8%]	992	[3.9%]	32	[5.8%]	403	[3.4%]
Technical / engineering support	984	[9.8%]	947	[10.1%]	2	[1.4%]	35	[6.1%]
Overall:	3 034	[5.6%]	2 079	[5.5%]	36	[3.7%]	919	[5.8%]

Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$ (for the respective scope of responsibilities in the respective area)

4.3.3 Number of Part-time Employees (Passenger)

4.3.3.1 Among the 2 968 part-time employees in the Passenger Transport Sector, the vast majority of them were engaged in Land transport (93.3%; 2 769 persons), followed by Air (6.4%; 190 persons) and Sea (0.3%; 9 persons).

4.3.3.2 Virtually all part-time employees in the Passenger Transport Sector were working in clerical / craftsman / operative level (99.2%).

4.3.3.3 In general, the vast majority of the part-time employees were engaged in frontline passenger operation (94.6%). Analysing by area, the percentage of frontline passenger operation part-time employees in Land transport (98.4%) was significantly higher than those in Sea and Air (below 44% respectively).

Table 4.3.3 Number of part-time employees (passenger) – by area, job level & scope of responsibilities

	OVERALL		Land		Sea		Air	
	No. of part-time employees	(%)	No. of part-time employees	(%)	No. of part-time employees	(%)	No. of part-time employees	(%)
By Job Level								
Managerial	20	0.7%	2	0.1%	0	0%	18	9.5%
Executive / supervisory	4	0.1%	0	0%	0	0%	4	2.1%
Clerical / craftsman / operative	2 944	99.2%	2 767	99.9%	9	100.0%	168	88.4%
By Scope of Responsibilities								
Business management & strategic planning	20	0.7%	6	0.2%	7	77.8%	7	3.7%
Fleet operation & management	66	2.2%	0	0%	0	0%	66	34.7%
Sales & customer service	64	2.2%	38	1.4%	1	11.1%	25	13.2%
Frontline passenger operation	2 807	94.6%	2 724	98.4%	1	11.1%	82	43.2%
Technical / engineering support	11	0.4%	1	< 0.1%	0	0%	10	5.3%
Overall:	2 968	100.0%	2 769	100.0%	9	100.0%	190	100.0%
% among areas		100.0%		93.3%		0.3%		6.4%

4.4 Preferred Education Level

4.4.1 Generally speaking, employees in the Passenger Sector tended to have higher levels of educational requirements than those in the Freight Sector.

4.4.2 For the Freight Transport and Logistics Sector, 58.3% of the employees at managerial level were required to attain first degree or above level, and 29.4% were only required to attain sub-degree level. For executive / supervisory level, 47.4% were expected to have diploma / certificate level, while considerable proportions were preferred to have higher education level of sub-degree (19.8%) and first degree or above (20.5%). Besides, 54.8% of those at clerical / craftsman / operative level were only required to attain secondary 4 to 7 level, while 26.2% were fine to have secondary 3 or below level.

4.4.3 For the Passenger Transport Sector, the majority of employees at managerial level (87.0%) were required to attain first degree level or above. Sub-degree was most preferred for executive / supervisory level (60.9%). Besides, 54.2% of those at clerical / craftsman / operative level were only required to attain secondary 4 to 7 level. 21.4% were preferred to attain sub-degree level, while a similar proportion (19.5%) was fine to have secondary 3 or below level.

Table 4.4 Preferred education level – by sector & job level

Job Level	First degree or above	Sub-degree	Diploma / certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Freight						
Managerial	58.3%	29.4%	10.0%	2.3%	0%	11 131
Executive / Supervisory	20.5%	19.8%	47.4%	12.3%	< 0.1%	15 230
Clerical / Craftsman / Operative	0.2%	3.3%	15.5%	54.8%	26.2%	86 352
Passenger						
Managerial	87.0%	6.5%	4.9%	1.4%	0.1%	4 422
Executive / Supervisory	26.0%	60.9%	10.9%	1.8%	0.4%	11 162
Clerical / Craftsman / Operative	0.7%	21.4%	4.2%	54.2%	19.5%	35 802

denotes prominent preferred education levels in the respective sector & job level.

4.5 Preferred Years of Experience

4.5.1 Similar to the preferred education level, the preferred years of experience for employees in the Passenger Sector tended to be longer than those in the Freight Sector.

4.5.2 For the Freight Transport and Logistics Sector, 40.9% of the employees at managerial level were expected to have 6 years to less than 10 years of relevant experience, while 31.8% were required to have more experience at 10 years or above. The most preferred years of experience for executive / supervisory level was 3 years to less than 6 years (60.7%). Besides, 41.4% of those at clerical / craftsman / operative level were required to have 1 year to less than 3 years of experience, while a similar proportion (41.7%) was fine to have less than 1 year / no experience.

4.5.3 For the Passenger Transport Sector, 42.7% of the employees at managerial level were required to have 10 years or above of relevant experience, while a similar proportion (40.1%) was expected to have 6 years to less than 10 years. The most preferred years of experience for executive / supervisory level was 3 years to less than 6 years (85.9%), while most of those at clerical / craftsman / operative level (71.0%) were only required to have 1 year to less than 3 years of experience.

Table 4.5 Preferred years of experience – by sector & job level

Job Level	10 years or above	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year / no experience required	No. of full-time employees
Freight						
Managerial	31.8%	40.9%	24.9%	2.2%	0.1%	11 131
Executive / Supervisory	1.2%	13.4%	60.7%	24.4%	0.2%	15 230
Clerical / Craftsman / Operative	0.5%	0.7%	15.7%	41.4%	41.7%	86 352
Passenger						
Managerial	42.7%	40.1%	15.9%	1.3%	0%	4 422
Executive / Supervisory	1.1%	4.9%	85.9%	7.9%	0.1%	11 162
Clerical / Craftsman / Operative	2.5%	0.8%	5.1%	71.0%	20.6%	35 802

denotes prominent preferred years of experience in the respective sector & job level.


4.6 Age Distribution of Clerical / Craftsman / Operative Level

4.6.1 Overall speaking, more than half of the full-time employees at clerical / craftsman / operative level (53.3%) aged 36 – 55, while a considerable proportion (26.8%) were older at age of 56 – 64.

4.6.2 Employees at this job level in the Freight Transport and Logistics Sector tended to be younger than those in the Passenger Transport Sector. While 32.3% of those in the Passenger Transport Sector aged 56 – 64, the corresponding percentage in the Freight Transport and Logistics Sector was lower at 24.5%. On the other hand, more than half of those in the Freight Sector (56.7%) aged 36 – 55, whereas the corresponding percentage in the Passenger Transport Sector was lower at 44.9%.

Table 4.6 Age distribution of clerical / craftsman / operative level – by sector

Sector	Aged 65 or above	Aged 56 – 64	Aged 36 – 55	Aged 35 or below	No. of full-time employees
Freight	4.4%	24.5%	56.7%	14.3%	86 352
Passenger	4.6%	32.3%	44.9%	18.2%	35 802
Overall:	4.4%	26.8%	53.3%	15.4%	122 154

 denotes prominent age groups in the respective sector.

4.7 Employees Left and Recruited in the Past 12 Months

Employees Left

4.7.1 Overall speaking, a total of 20 953 full-time employees have left their establishments in the Transport and Logistics Industry during the 12 months before enumeration. The turnover rate (i.e. the number of full-time employees left as a percentage of the total number of posts) was 12.2%.

4.7.2 Slightly higher turnover rate was found in the Passenger Transport Sector (13.2%) than that of the Freight Transport and Logistics Sector (11.8%). Among the three job levels, the turnover rate was higher at clerical / craftsman / operative level, both in the Passenger Transport (17.3%) and Freight Transport and Logistics (13.5%) sectors.

Employees Recruited

4.7.3 In general, a total of 16 258 full-time employees were recruited during the past 12 months before enumeration. The number of employees left was more than the number of new recruits.

4.7.4 Most of the new recruits (73.4%) had relevant experience. Such percentage was relatively higher among the new recruits of managerial level in the Freight Transport and Logistics Sector (88.0%), followed by executive / supervisory level in the Passenger Transport (82.7%) and Freight Transport and Logistics (81.7%) sectors.

Table 4.7 Full-time employees left and recruited in the past 12 months – by sector & job level

Job Level	No. of full-time employees LEFT	Turnover rate	No. of NEW RECRUITS	% having relevant experience	% of transport & logistics fresh graduates
Freight	13 763	[11.8%]	10 806	71.4%	2.3%
Managerial	580	[5.2%]	467	88.0%	0%
Executive / Supervisory	1 071	[6.9%]	717	81.7%	1.0%
Clerical / Craftsman / Operative	12 112	[13.5%]	9 622	69.9%	2.5%
Passenger	7 190	[13.2%]	5 452	77.4%	1.2%
Managerial	184	[4.0%]	117	67.5%	0%
Executive / Supervisory	522	[4.2%]	353	82.7%	0%
Clerical / Craftsman / Operative	6 484	[17.3%]	4 982	77.2%	1.3%
Overall:	20 953	[12.2%]	16 258	73.4%	1.9%

Turnover rate = $\frac{\text{No. of employees left}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$ (for the respective sector & job level)

4.8 Recruitment Difficulties in the Past 12 Months

4.8.1 Of the establishments which had engaged in recruitment exercise for the respective sector and level of employees during the 12 months before enumeration, relatively higher percentages of those recruited clerical / craftsman / operative level had encountered difficulties, both for the Passenger Transport (82.4%) and Freight Transport and Logistics (76.0%) sectors, as compared with other job levels (below 65%).


4.8.2 Among those which reported recruitment difficulties, “candidates had more choices in the market” was the most frequently mentioned difficulty across all levels of employees for both sectors (about 58% - 87%).

4.8.3 Moreover, quite a number of employers said that “candidates found the remuneration package and fringe benefit not attractive” faced difficulties in recruiting clerical / craftsman / operative level (70.2% for the Passenger Transport Sector and 42.3% for the Freight Transport and Logistics Sector) as well as managerial level (58.3% for Passenger and 32.9% for Freight).

4.8.4 In addition, “candidates were unsatisfied with the working environment in the industry” was also a key recruitment difficulty for recruiting managerial level in the Passenger Transport Sector (41.7%) and clerical / craftsman / operative level in the Freight Transport and Logistics Sector (34.6%). Besides, for managerial level in the Freight Transport and Logistics Sector, “candidates lacked the relevant skills / experience” (33.5%) was also a common mention.

Table 4.8 Recruitment difficulties in the past 12 months before enumeration – by sector & job level

	Freight			Passenger		
	Managerial	Executive / Supervisory	Clerical / Craftsman / Operative	Managerial	Executive / Supervisory	Clerical / Craftsman / Operative
With recruitment difficulties	61.0%	64.6%	76.0%	63.2%	60.0%	82.4%
Among those with recruitment difficulties:						
• Candidates had more choices in the market	77.0%	86.8%	60.5%	58.3%	75.0%	75.6%
• Candidates found the remuneration package and fringe benefit not attractive	32.9%	18.4%	42.3%	58.3%	18.8%	70.2%
• Candidates were unsatisfied with the working environment in the industry	24.8%	16.0%	34.6%	41.7%	14.6%	23.7%
• Candidates lacked the relevant skills / experience	33.5%	15.6%	26.6%	25.0%	27.1%	19.8%
• Candidates lacked awareness of career opportunities & prospect in the industry	11.2%	5.2%	12.6%	8.3%	8.3%	7.6%
• Candidates lacked the relevant academic qualification & credential	3.1%	3.8%	5.2%	8.3%	4.2%	8.4%
• Insufficient programmes available in the market to provide trained manpower in the industry	2.5%	3.3%	4.3%	8.3%	6.3%	3.1%
• Candidates' language skills were not up to expectation	1.9%	1.4%	5.4%	0%	6.3%	4.6%
• Others (e.g. migration wave, shortage of young talents, etc.)	4.3%	3.3%	3.2%	0%	2.1%	3.1%
Without recruitment difficulties	39.0%	35.4%	24.0%	36.8%	40.0%	17.6%
No. of establishments with recruitment exercise	264	328	2 331	19	80	159
(% of establishments with recruitment exercise for the respective sector & job level)	(1.8%)	(2.3%)	(16.2%)	(1.4%)	(6.0%)	(12.0%)

 denotes prominent recruitment difficulties in the respective sector & job level.

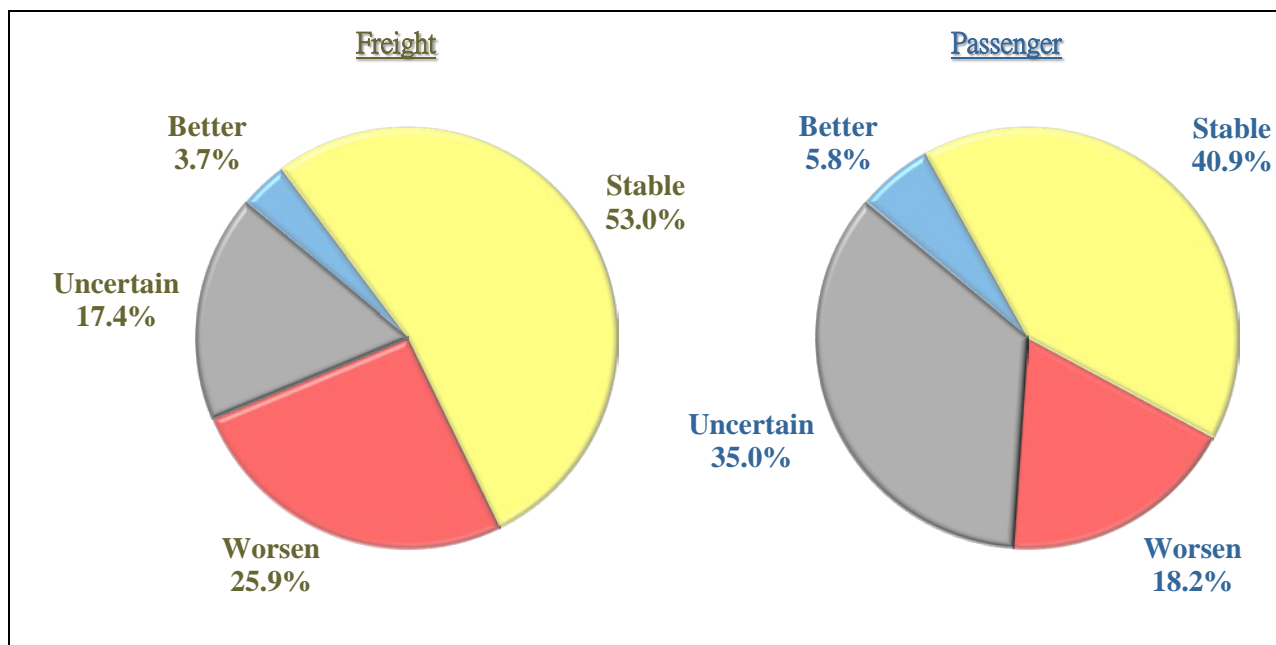
Note: Respondents may mention more than one recruitment difficulties.

4.9 Expected Change in Business Situation in the Next 12 Months

4.9.1 Large proportions of establishments in both the Passenger (40.9%) and Freight (53.0%) sectors expected that their business situation would remain stable in the next 12 months after enumeration.

4.9.2 Only small proportions (5.8% for Passenger and 3.7% for Freight) anticipated that their situations would be better, whereas some (18.2% for Passenger and 25.9% for Freight) expected that their situation would be worse. The remaining establishments were uncertain, and such percentage was higher in the Passenger Sector (35.0%) than that of the Freight Sector (17.4%).

Chart 4.9 Expected change in business situation in the next 12 months – by sector



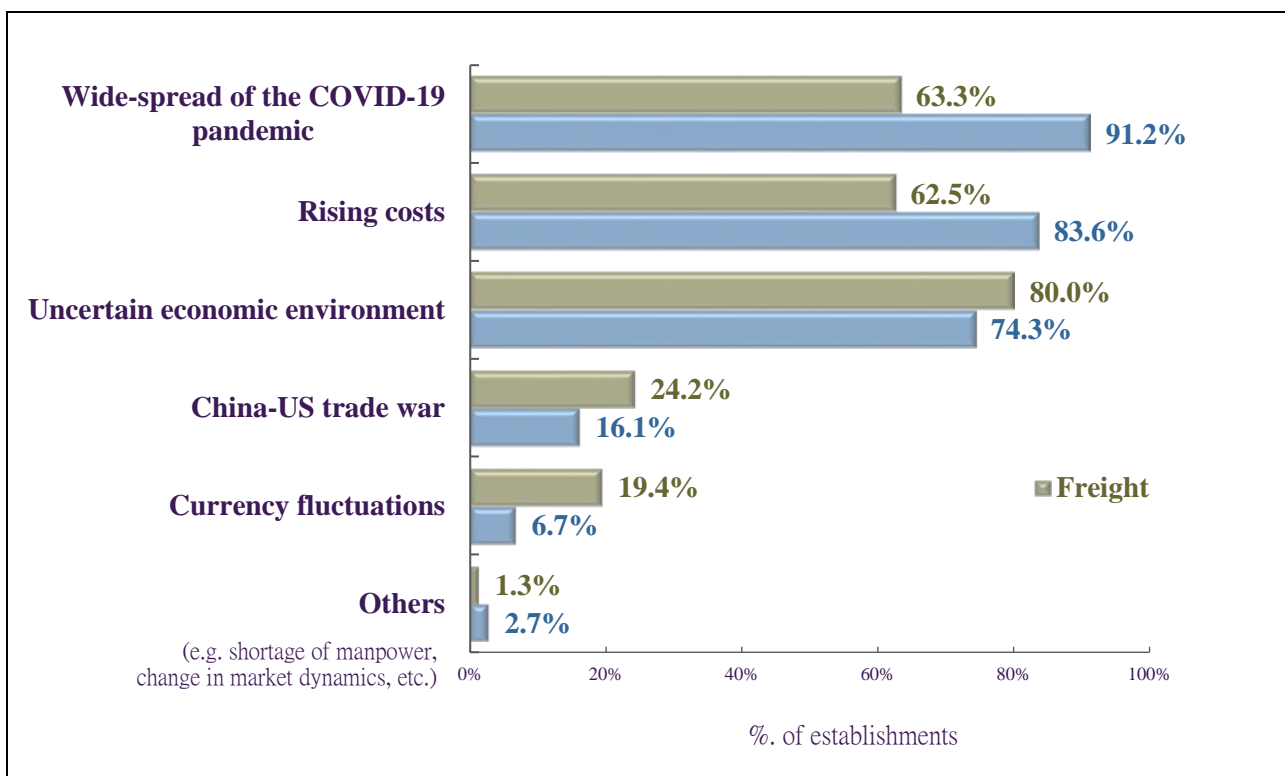
4.10 The Biggest Challenges and Future Plans in the Next 12 Months

The Biggest Challenges in the Next 12 Months

4.10.1 Establishments were asked about their perceived top three challenges in the next 12 months after enumeration. For the Passenger Transport Sector, their perceived biggest challenge was “wide-spread of the COVID-19 pandemic” (91.2%), followed by “rising costs” (83.6%) and “uncertain economic environment” (74.3%).

4.10.2 For the Freight Sector, they tended to worry more about the “uncertain economic environment” (80%), distantly followed by “wide-spread of the COVID-19 pandemic” (63.3%) and “rising costs” (62.5%).

Chart 4.10a The biggest challenges in the next 12 months – by sector



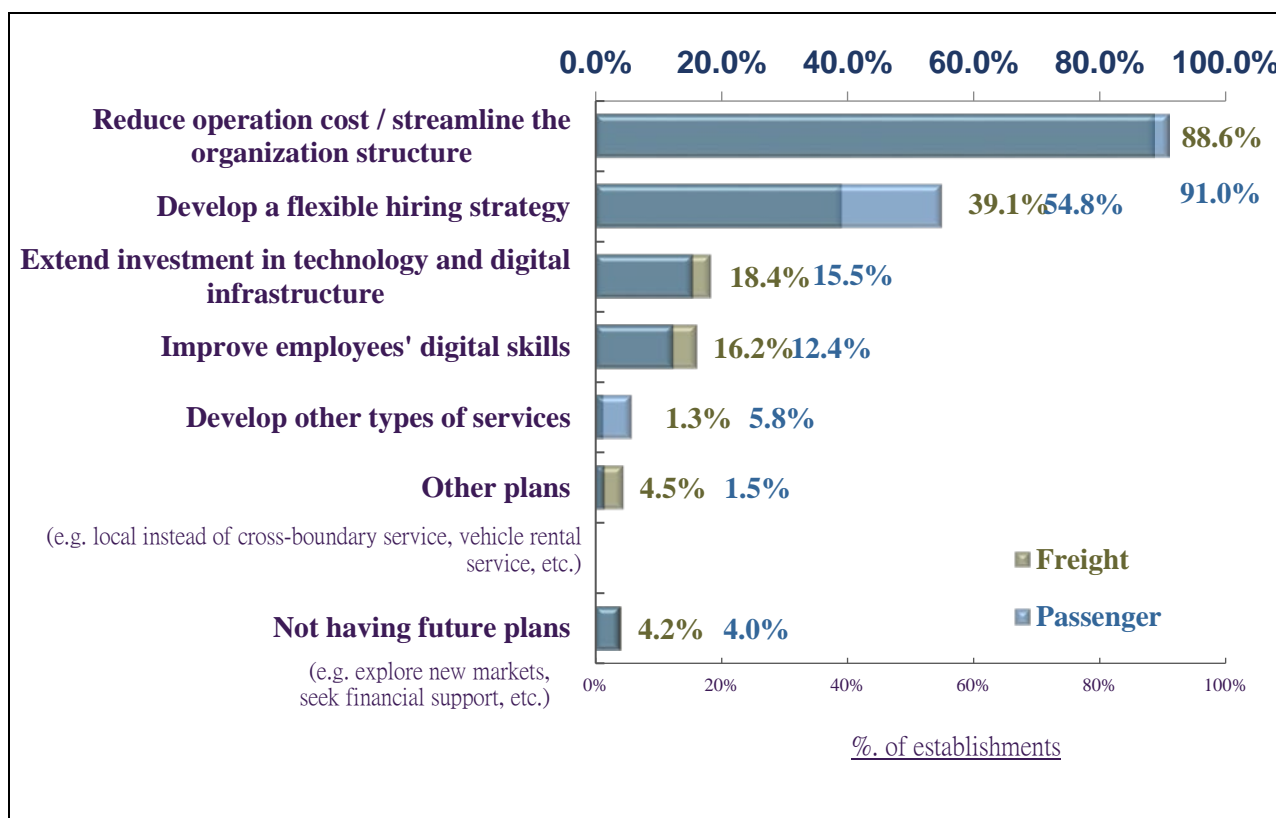
Note: Respondents were asked to indicate three biggest challenges.

Future Plans to Tackle the Biggest Challenges

4.10.3 For establishments in both the Passenger and Freight sectors, the majority planned to “reduce operation cost / streamline the organisation structure” (91.0% and 88.6% respectively) to tackle the biggest challenges that they expected to face in the next 12 months.

4.10.4 In addition, considerable proportions planned to “develop a flexible hiring strategy (e.g. part-time, freelance, remote team)” (54.8% and 39.1% respectively), and some mentioned “extend investment in technology and digital infrastructure (e.g. laptops, cloud storage and servers, network security, etc.)” (15.5% and 18.4% respectively) and “improve employees’ digital skills” (12.4% and 16.2% respectively).

Chart 4.10b Future plans to tackle the biggest challenges – by sector



Note: Respondents were asked to indicate three future plans.

4.11 Training Areas Required for Employees to Meet the Emerging Trend of the Industry

4.11.1 When the establishments were asked to list out the training areas required for employees to meet the emerging trend of the industry, it was observed that some training areas were considered necessary across employees of different areas and levels.

4.11.2 In the Freight Sector, the training areas which were frequently mentioned by employers of different areas are:

Managerial level

- “Operation management” and “planning and design of logistics solutions” were commonly required for all areas of Land, Sea and Air.

Executive / supervisory level

- “Sales, marketing and customer services” and “insurance, legal matters and compliance” were commonly required for Sea and Air.
- “Cargo safety and security” was commonly required for Land and Air.
- “Operation management” was commonly required for Land and Sea.

Clerical / craftsman / operative level

- “Cargo transport and handling” was commonly required for Land and Sea.
- “Import / export documentation and procedures” was commonly required for Sea and Air.
- “Occupational safety and health” was commonly required for Land and Air.

4.11.3 Moreover, some training areas were commonly required for all job levels in particular areas, including: “cargo transport and handling” for Land and “insurance, legal matters and compliance” for Sea.

4.11.4 In the Passenger Sector, it was noted that “handling of emergency” was one of the top three mentions for all job levels in all areas of Land, Sea and Air. Apart from that, other training areas which were frequently mentioned by employers of different areas are:

Managerial level

- “Managerial / supervisory / coaching skills / strategic management” was commonly required for all areas of Land, Sea and Air.

Executive / supervisory level & Clerical / craftsman / operative level

- “Customer relationship / complaint handling” was commonly required for all areas of Land, Sea and Air.

4.11.5 In addition, some training areas were commonly required for all job levels in particular areas, including: “law and regulatory of transport” for Land and “customer relationship / complaint handling” for Sea.

Table 4.11a Top three training areas required for employees in freight transport and logistics sector to meet the emerging trend of the industry – by area & job level

Land	Sea	Air
Managerial		
<ul style="list-style-type: none"> • Operation Management (71.7%) • Planning & Design of Logistics Solutions (56.0%) • Cargo Transport & Handling (39.3%) 	<ul style="list-style-type: none"> • Operation Management (70.3%) • Planning & Design of Logistics Solutions (49.5%) • Insurance, Legal Matters & Compliance (49.2%) 	<ul style="list-style-type: none"> • Operation Management (56.5%) • Planning & Design of Logistics Solutions (41.1%) • Cargo Safety & Security (39.4%)
Executive / Supervisory		
<ul style="list-style-type: none"> • Cargo Transport & Handling (48.9%) • Cargo Safety & Security (42.7%) • Operation Management (31.4%) 	<ul style="list-style-type: none"> • Sales, Marketing & Customer Services (50.1%) • Insurance, Legal Matters & Compliance (46.4%) • Operation Management (42.8%) 	<ul style="list-style-type: none"> • Sales, Marketing & Customer Services (50.1%) • Insurance, Legal Matters & Compliance (40.5%) • Cargo Safety & Security (40.2%)
Clerical / Craftsman / Operative		
<ul style="list-style-type: none"> • Cargo Transport & Handling (50.8%) • Occupational Safety & Health (39.7%) • Cargo Safety & Security (29.0%) 	<ul style="list-style-type: none"> • Import / Export Documentation & Procedures (36.2%) • Cargo Transport & Handling (34.6%) • Insurance, Legal Matters & Compliance (29.4%) 	<ul style="list-style-type: none"> • Import / Export Documentation & Procedures (43.1%) • eCommerce Applications & e-Logistics (42.1%) • Occupational Safety & Health (33.2%)

Notes: (i) Percentages of establishments with the respective level of employees in the respective area.
(ii) Respondents might mention more than one training area.

Table 4.11b Top three training areas required for employees in passenger transport sector to meet the emerging trend of the industry – by area & job level

Land	Sea	Air
Managerial		
<ul style="list-style-type: none"> • Managerial / Supervisory / Coaching Skills / Strategic Management (65.0%) • Law & Regulatory of Transport (55.3%) • Handling of Emergency (51.0%) 	<ul style="list-style-type: none"> • Managerial / Supervisory / Coaching Skills / Strategic Management (61.4%) • Handling of Emergency (36.4%) • Customer Relationship / Complaint Handling (22.7%) 	<ul style="list-style-type: none"> • Managerial / Supervisory / Coaching Skills / Strategic Management (86.8%) • Handling of Emergency (62.3%) • Sales & Marketing (58.5%)
Executive / Supervisory		
<ul style="list-style-type: none"> • Handling of Emergency (32.8%) • Law & Regulatory of Transport (27.7%) • Customer Relationship / Complaint Handling (22.1%) 	<ul style="list-style-type: none"> • Customer Relationship / Complaint Handling (66.7%) • Handling of Emergency (60.0%) • Repair & Maintenance (60.0%) 	<ul style="list-style-type: none"> • Customer Relationship / Complaint Handling (73.5%) • Handling of Emergency (61.8%) • Sales & Marketing (55.9%)
Clerical / Craftsman / Operative		
<ul style="list-style-type: none"> • Handling of Emergency (48.3%) • Customer Relationship / Complaint Handling (39.8%) • Law & Regulatory of Transport (34.5%) 	<ul style="list-style-type: none"> • Handling of Emergency (53.4%) • First Aid (25.9%) • Customer Relationship / Complaint Handling (24.1%) 	<ul style="list-style-type: none"> • Customer Relationship / Complaint Handling (82.4%) • Cyber Security (41.2%) • Handling of Emergency (32.4%)

Notes: (i) Percentages of establishments with the respective level of employees in the respective area.
(ii) Respondents might mention more than one training area.

5 Manpower Analysis

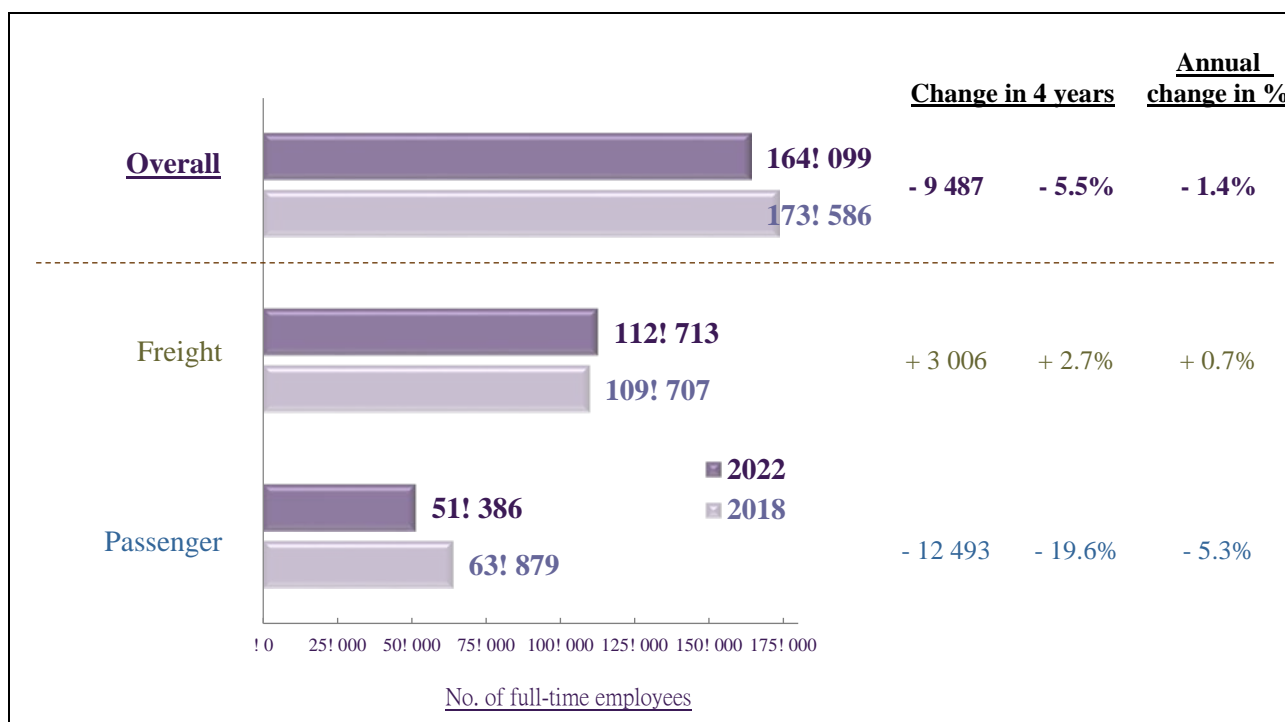
5.1 Manpower Changes between 2018 and 2022

5.1.1 Changes in Number of Full-time Employees

By Sector

5.1.1.1 In general, the total number of full-time employees in the Transport and Logistics Industry has decreased from 173 586 in 2018 to 164 099 in 2022, with a decrement of 5.5% (-9 487 persons). When analysing by sector, there was a significant decrease in the Passenger Sector (-19.6%; -12 493 persons), likely due to the impact of the COVID-19 pandemic in the past three years. On the other hand, an increase was observed for the Freight Sector (+2.7%; +3 006 persons).

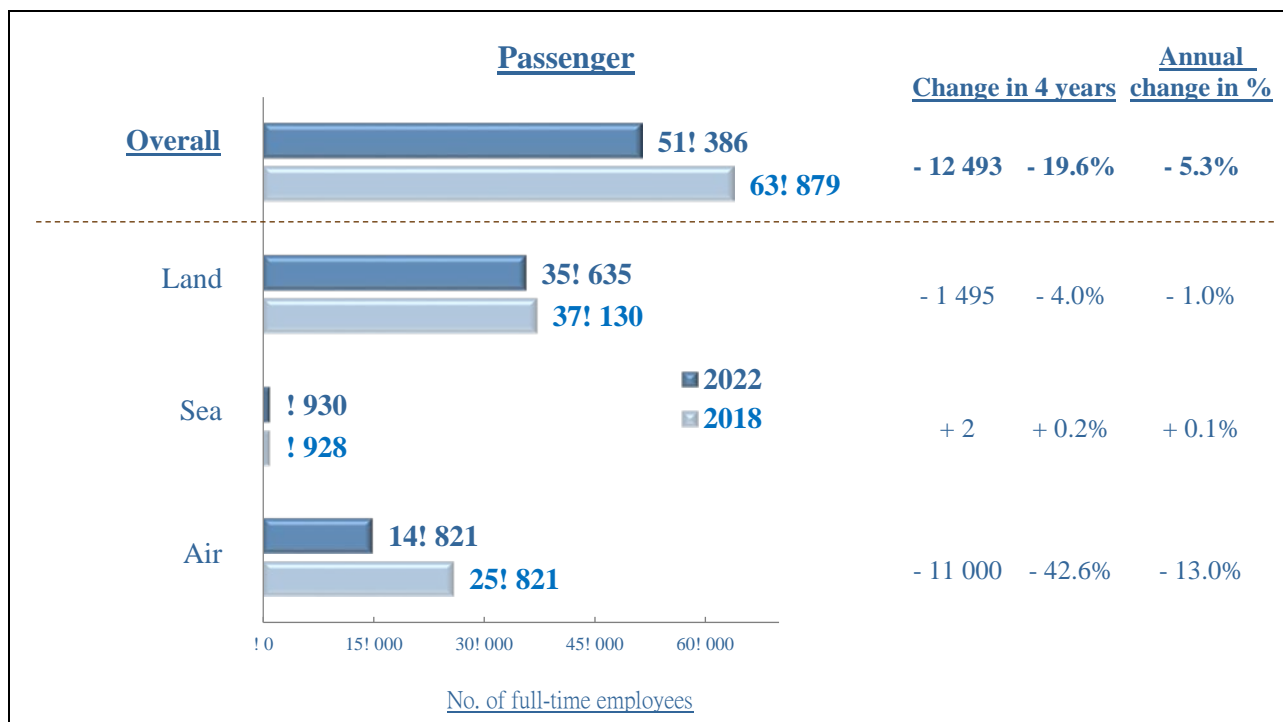
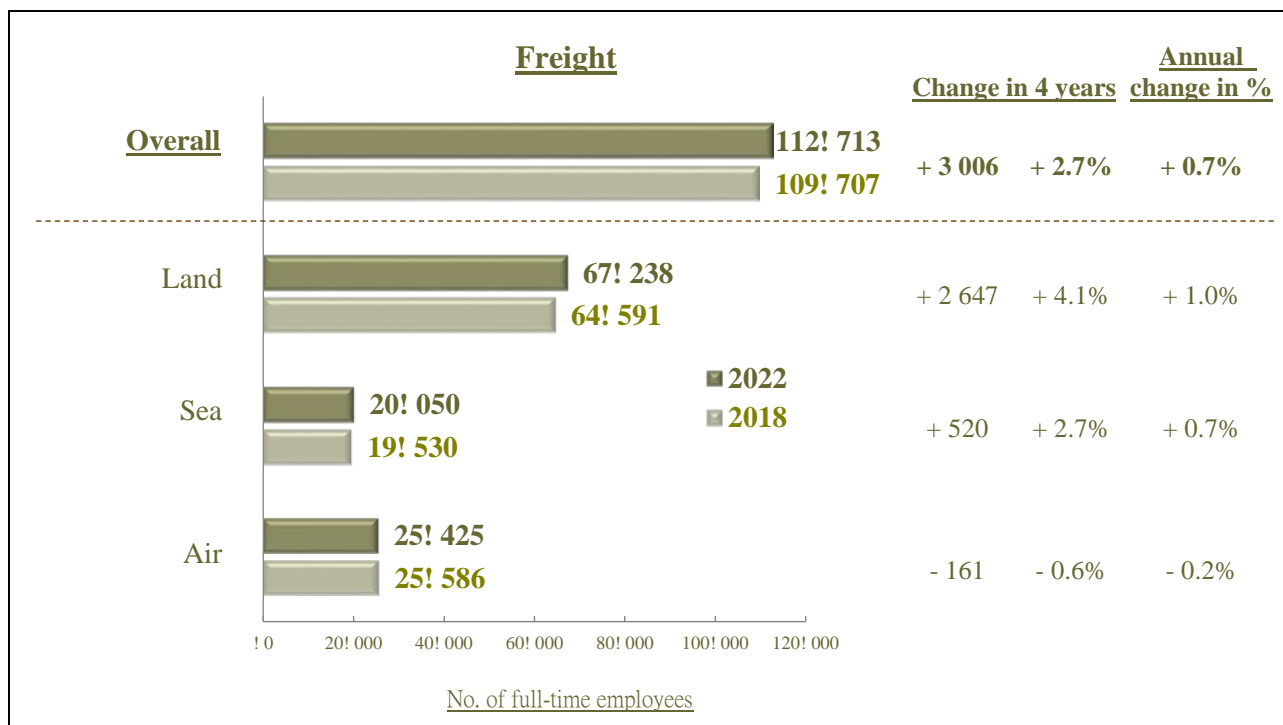
Chart 5.1.1a Changes in number of full-time employees – by sector



By Sector & Area

5.1.1.2 When analysing by sector and area, the largest decrease was found in the Air Passenger Sector (-11 000 persons), followed by the Land Passenger Sector (-1 495 persons). On the other hand, the largest increase was found in the Land Freight Sector (+2 647 persons).

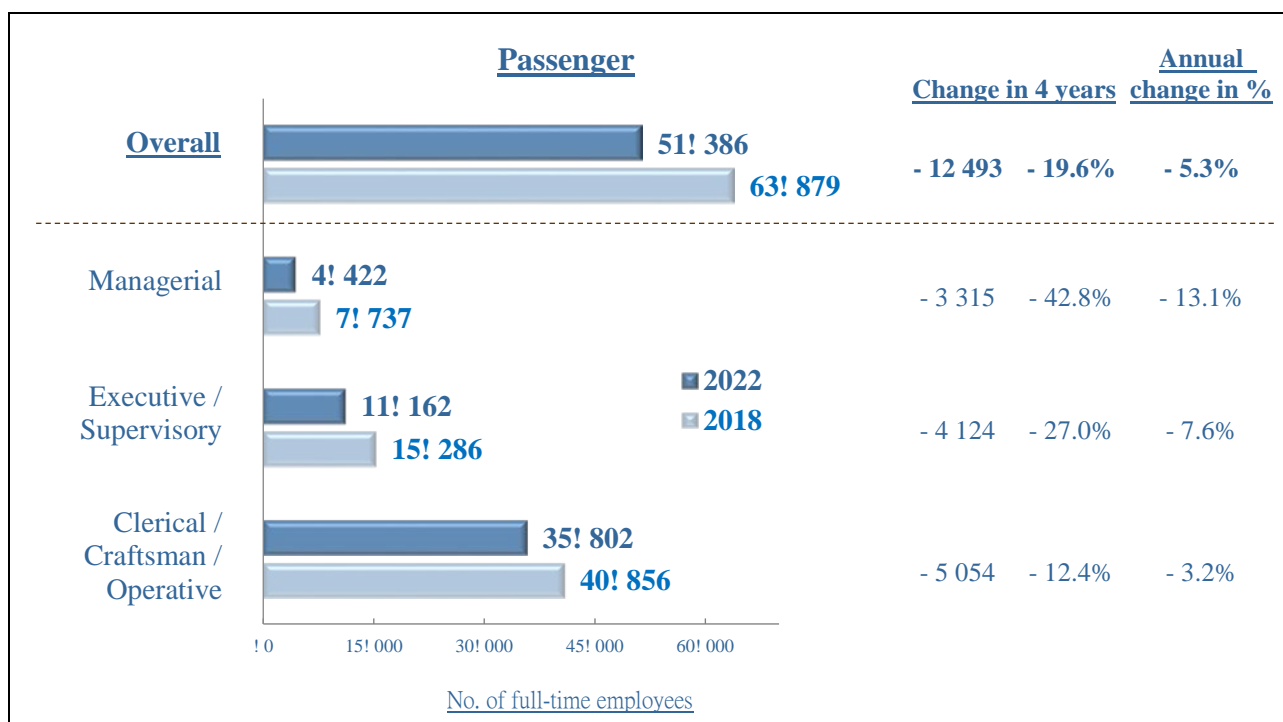
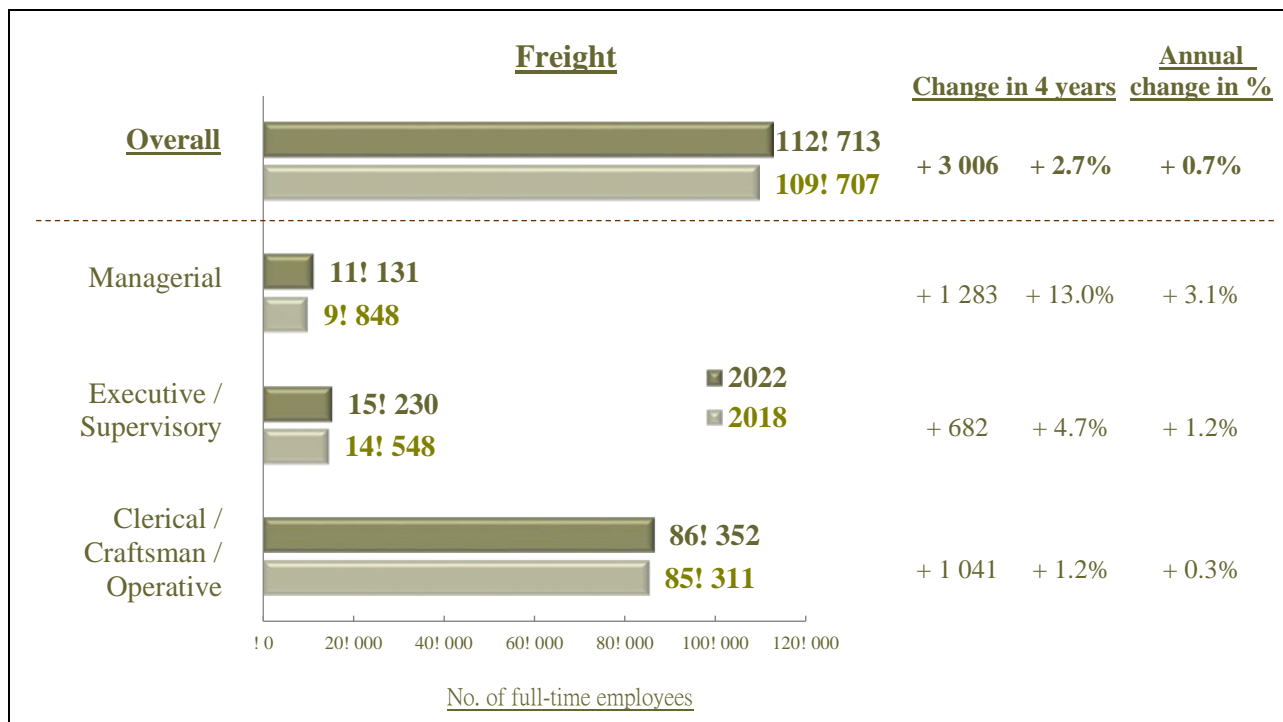
Chart 5.1.1b Changes in number of full-time employees – by sector & area



By Sector & Job Level

5.1.1.3 It was noted that significant decreases were recorded for all job levels in the Passenger Sector, with the largest number in clerical / craftsman / operative level (-5 054 persons), followed by executive / supervisory (-4 124 persons) and managerial (-3 315 persons) levels. Conversely, increments were found for all job levels in the Freight Sector, with larger increase in managerial level (+1 283 persons), followed by clerical / craftsman / operative level (+1 041 persons).

Chart 5.1.1c Changes in number of full-time employees – by sector & job level



By Sector, Area & Job Level

5.1.1.4 In the Freight Sector, although an increase in the number of full-time employees was recorded for most of the different job levels in different areas, a decrease was also found for a few job levels. The largest increase was recorded for clerical / craftsman / operative level in Land (+1 216 persons), whilst a relatively large decrease was found for executive / supervisory level in Air (-397 persons).

5.1.1.5 The opposite phenomenon was observed in the Passenger Sector. A decrease in the number of full-time employees was recorded for most of the different job levels in different areas, yet increases were also found for a few job levels. The largest decrease was recorded for executive / supervisory level in Air (-4 660 persons), followed by, clerical / craftsman / operative level (-3 335 persons) and managerial level (-3 005 persons) in Air, whereas a relatively large increase was found for executive / supervisory level in Land (+503 persons).

Table 5.1.1 Changes in number of full-time employees – by sector, area & job level

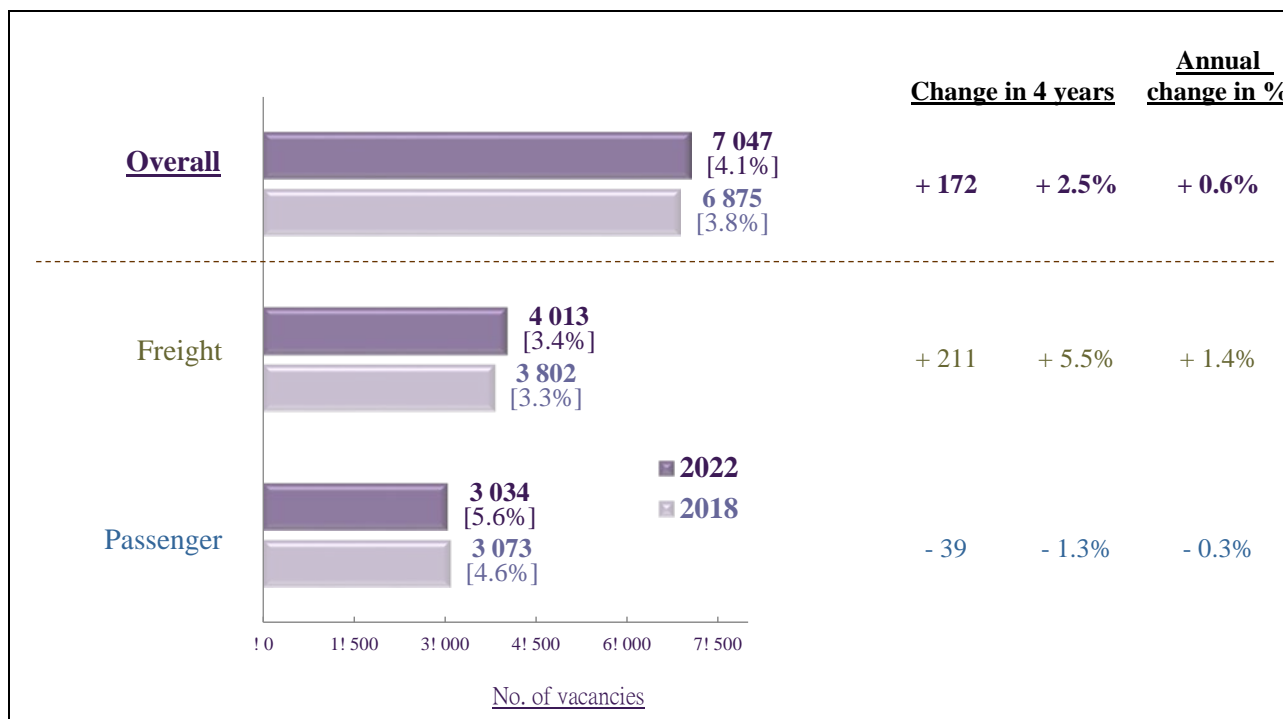
	No. of full-time employees		Change in 4 years		Annual change in %
	2022	2018			
Freight					
Land					
Managerial	3 430	2 598	+ 832	+ 32.0%	+ 7.2%
Executive / Supervisory	6 531	5 932	+ 599	+ 10.1%	+ 2.4%
Clerical / Craftsman / Operative	57 277	56 061	+ 1 216	+ 2.2%	+ 0.5%
Sea					
Managerial	3 877	3 790	+ 87	+ 2.3%	+ 0.6%
Executive / Supervisory	3 912	3 432	+ 480	+ 14.0%	+ 3.3%
Clerical / Craftsman / Operative	12 261	12 308	- 47	- 0.4%	- 0.1%
Air					
Managerial	3 824	3 460	+ 364	+ 10.5%	+ 2.5%
Executive / Supervisory	4 787	5 184	- 397	- 7.7%	- 2.0%
Clerical / Craftsman / Operative	16 814	16 942	- 128	- 0.8%	- 0.2%
Passenger					
Land					
Managerial	1 298	1 611	- 313	- 19.4%	- 5.3%
Executive / Supervisory	7 987	7 484	+ 503	+ 6.7%	+ 1.6%
Clerical / Craftsman / Operative	26 350	28 035	- 1 685	- 6.0%	- 1.5%
Sea					
Managerial	170	167	+ 3	+ 1.8%	+ 0.4%
Executive / Supervisory	227	194	+ 33	+ 17.0%	+ 4.0%
Clerical / Craftsman / Operative	533	567	- 34	- 6.0%	- 1.5%
Air					
Managerial	2 954	5 959	- 3 005	- 50.4%	- 16.1%
Executive / Supervisory	2 948	7 608	- 4 660	- 61.3%	- 21.1%
Clerical / Craftsman / Operative	8 919	12 254	- 3 335	- 27.2%	- 7.6%

5.1.2 Changes in Number of Full-time Vacancies

By Sector

5.1.2.1 Overall, the total number of full-time vacancies in the industry has increased, from 6 875 in 2018 to 7 047 in 2022, with an increment of 2.5% (+172 vacancies). The increment was mainly contributed by the Freight Sector (+5.5%; +211 vacancies), while a slight decrease in the number of full-time vacancies was found in the Passenger Sector (-1.3%; -39 vacancies).

Chart 5.1.2a Changes in number of full-time vacancies – by sector

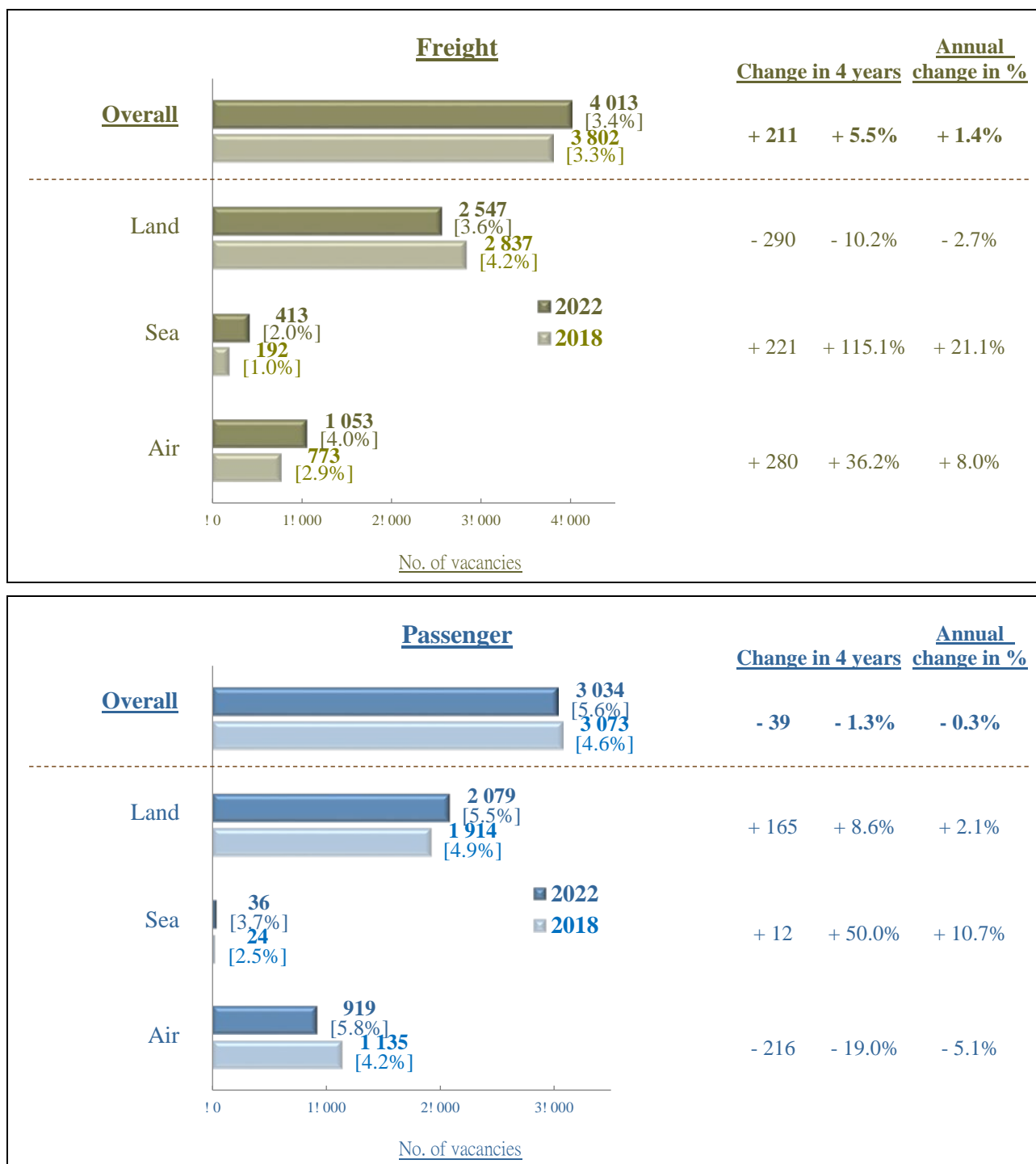


[] Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$ (for the respective sector in the respective year)

By Sector & Area

5.1.2.2 When analysing by sector and area, the largest increase was found in the Air Freight Sector (+280 vacancies), followed by the Sea Freight Sector (+221 vacancies), and the Land Passenger Sector (+165 vacancies). On the other hand, decreases were found in the areas of Land Freight Sector (-290 vacancies) and Air Passenger Sector (-216 vacancies).

Chart 5.1.2b Changes in number of full-time vacancies – by sector & area

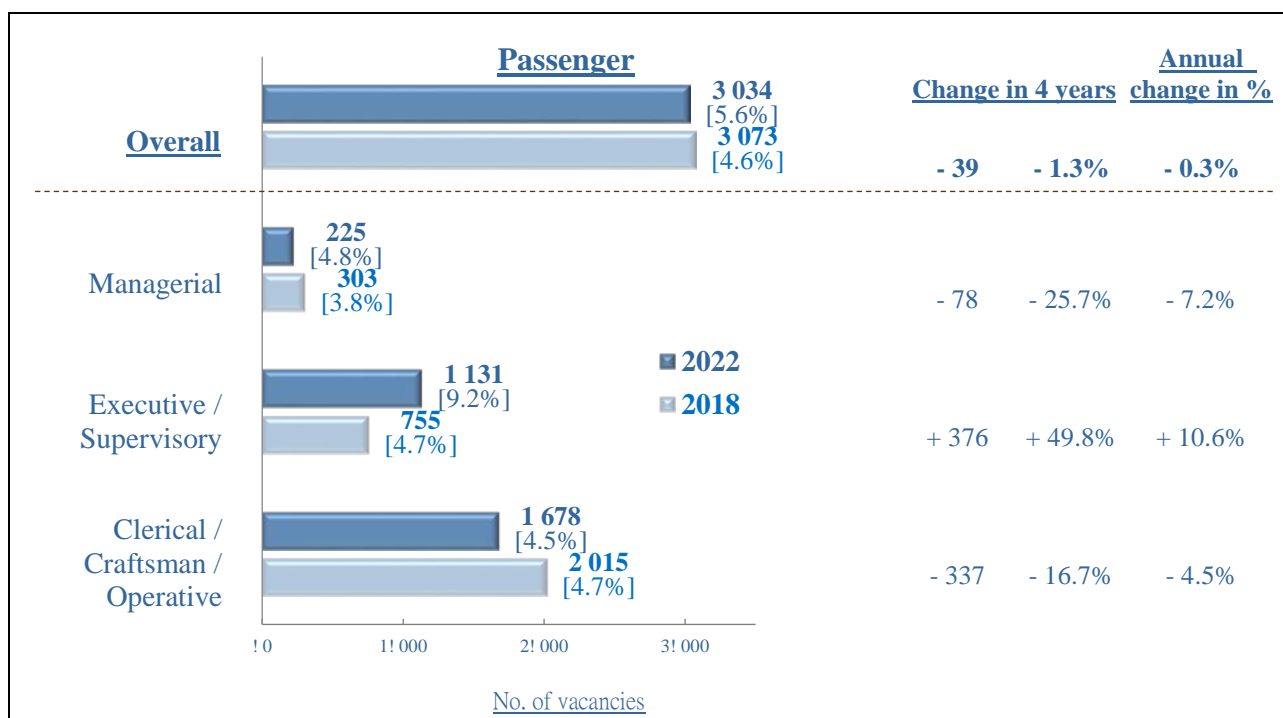
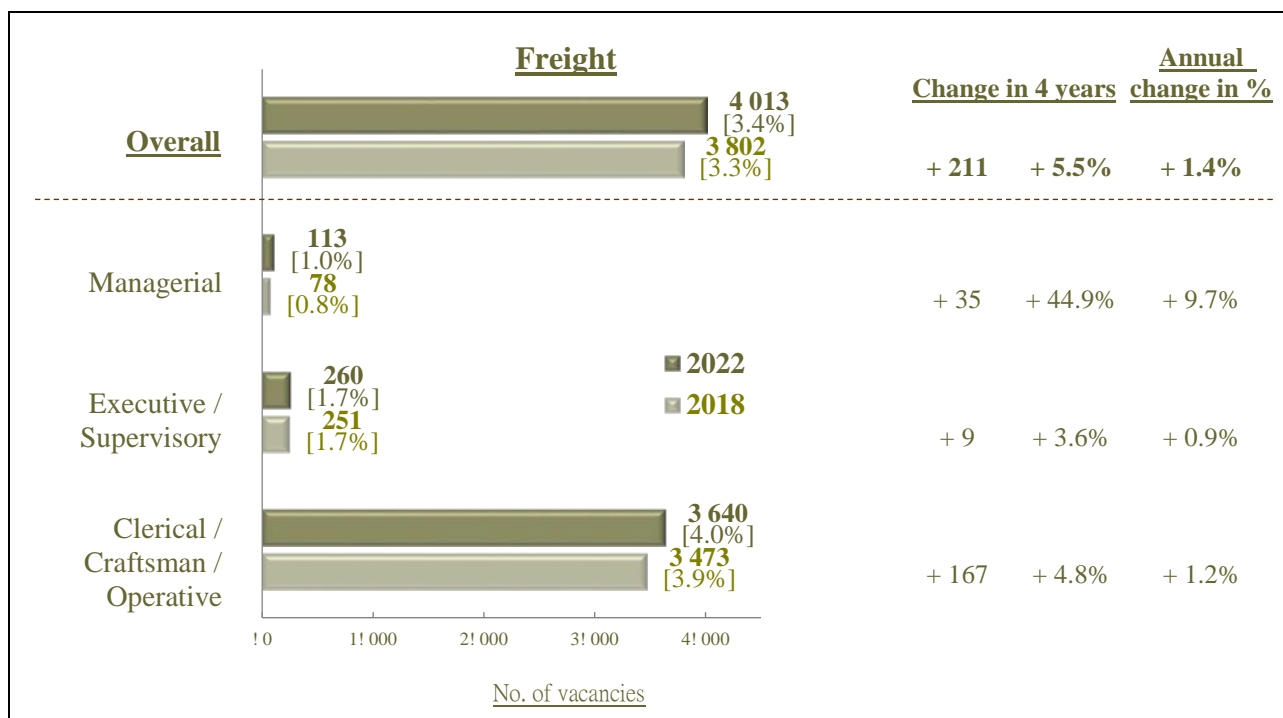


[] Vacancy rate = $\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}}$ (for the respective area in the respective year)

By Sector & Job Level

5.1.2.3 A larger increase in the number of full-time vacancies was recorded for executive / supervisory level in the Passenger Sector (+376 vacancies), followed by clerical / craftsman / operative level in the Freight Sector (+167 vacancies). On the other hand, the largest decrease was recorded for clerical / craftsman / operative level in the Passenger Sector (-337 vacancies).

Chart 5.1.2b Changes in number of full-time vacancies – by sector & job level



[] Vacancy rate =
$$\frac{\text{No. of vacancies}}{\text{Total no. of posts (no. of employees + no. of vacancies)}} \quad \text{(for the respective job level in the respective year)}$$

5.1.3 Changes in Preferred Education Level

5.1.3.1 By comparing with the results of the 2018 Survey, employers tended to have a higher requirement on the education level of clerical / craftsman / operative level in both sectors. Higher percentages were preferred to attain secondary 4 to 7 level (Freight: from 49.8% in 2018 to 54.8% in 2022; Passenger: from 21.9% to 54.2%), whilst lower percentages were accepted to have secondary 3 or below level (Freight: from 41.4% to 26.2%; Passenger: from 53.2% to 19.5%).

5.1.3.2 For managerial level, slightly lower percentages were preferred to attain first degree or above level (Freight: from 65.5% to 58.3%; Passenger from 96.2% to 87.0%), whereas higher percentages were accepted to have sub-degree level (Freight: from 6.7% to 29.4%; Passenger: from 1.0% to 6.5%).

5.1.3.3 For executive / supervisory level, employers in the Freight Sector shifted to a higher requirement. A higher percentage was preferred to attain diploma / certificate level (from 11.1% to 47.4%). On the other hand, those in the Passenger Sector shifted to lower requirement. A higher percentage was accepted to have sub-degree level (from 10.7% to 60.9%).

Table 5.1.3 Changes in preferred education level – by sector & job level

Job Level	First degree or above	Sub-degree	Diploma / certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Freight						
2022						
Managerial	58.3%	29.4%	10.0%	2.3%	0%	11 131
Executive / Supervisory	20.5%	19.8%	47.4%	12.3%	< 0.1%	15 230
Clerical / Craftsman / Operative	0.2%	3.3%	15.5%	54.8%	26.2%	86 352
2018						
Managerial	65.5%	6.7%	3.2%	18.4%	6.2%	9 848
Executive / Supervisory	16.3%	27.4%	11.1%	43.7%	1.5%	14 548
Clerical / Craftsman / Operative	1.0%	3.3%	4.5%	49.8%	41.4%	85 311
Passenger						
2022						
Managerial	87.0%	6.5%	4.9%	1.4%	0.1%	4 422
Executive / Supervisory	26.0%	60.9%	10.9%	1.8%	0.4%	11 162
Clerical / Craftsman / Operative	0.7%	21.4%	4.2%	54.2%	19.5%	35 802
2018						
Managerial	96.2%	1.0%	0.5%	1.8%	0.4%	7 737
Executive / Supervisory	80.6%	10.7%	1.7%	6.6%	0.4%	15 286
Clerical / Craftsman / Operative	1.8%	19.3%	3.9%	21.9%	53.2%	40 856

denotes prominent preferred education levels in the respective sector & job level.

5.2 Business Outlook

5.2.1 Because of its strategic position on the East-West trade route and its function as the entry point to the Mainland, Hong Kong has established itself as a regional centre for transportation and logistics. Hong Kong's free port status, open and transparent regulatory regime, simple tax system with low tax rate, free flow of capital and information, efficient customs, the rule of law, judicial independence, and world-class infrastructure all add to its geographical advantage. Chinese ports are consolidating their dominance in maritime container traffic by holding seven of the top ten positions in the global list with Hong Kong ranked the ninth as of April 2023¹. In 2022, the Hong Kong International Airport (HKIA) remains the busiest airport for international air cargo².

5.2.2 The logistics sector and the development of transport infrastructure complement one another. The advancement of Hong Kong is dependent not only on the city's transportation infrastructure and traffic, but also on the smooth movement of individuals and goods domestically and internationally. While Hong Kong is moving along the path to normalcy, the Training Board is cautiously optimistic about the prospect of the transport and logistics industry. The following challenges and opportunities are worthy of note.

Challenges

Manpower Shortage

5.2.3 The labour force in Hong Kong has declined in recent years due to the pandemic and large-scale emigration. As per the latest data published by the C&SD, the working population declined by 94 100 or 2.4% in 2022, representing the largest drop since 1985 when the system of keeping records was introduced. By taking the HKIA as an example, the number of personnel working at the airport in end-December 2022 was around 68% of the pre-pandemic level according to the figures released by the AAHK. Manpower shortage in the city means it will have a challenging time regaining capacity to pre-2020 level.

Decarbonisation and Operating Costs

5.2.4 In Hong Kong, carbon emissions from transport make up around 16% of the total emissions. Climate pledges are being made by governments all over the world to cut global energy-related carbon dioxide emissions to net zero by 2050. In order to aid in the reduction of waste and carbon emissions, the HKSAR Government has implemented various energy-saving and renewable

¹ Marine Department, Ranking of Container Ports of Hong Kong as at 13.04.2023, https://www.mardep.gov.hk/en/fact/pdf/portstat_2_y_b5.pdf

² Airports Council International, The Top 10 Busiest Airports Worldwide for 2022, <https://aci.aero/2023/04/05/international-travel-returns-top-10-busiest-airports-in-the-world-revealed/>

energy measures. Companies are increasingly held responsible for the environmental and social impact of their operations and supply chain processes. In order to achieve net zero, there would be significant investments in infrastructure like charging stations, electricity grids, battery technology to store electricity from renewable energy sources, etc. All these would further drive up operating costs.

Geopolitical Tension and De-globalisation

5.2.5 Due to the rise of protectionism, de-globalisation has posed threat to the role of the city as a regional logistics hub. Businesses have been further compelled to restructure global supply chains and diversify sourcing bases as a result of growing geopolitical tensions. Freight has to be re-routed, derailed, and would in turn disrupt the global supply chain network. The trade tension between the two largest economies in the world, i.e., China and the US, has had a significant impact on the volume of international trade as a whole and contributed to a general decline in confidence in international institutions and liberal economic principles. The world in which we live will fundamentally be shaped by the strategic competition between the two countries and other important geopolitical developments.

Growing Competitions from Other Players

5.2.6 Because of the continuous liberalisation of trade and port policies of the Mainland, the importance of Hong Kong as an entrepot has been diminishing. The shift of manufacturing activities to emerging economies in Southeast Asia and other places has also lessened the demand for logistics service provided by Hong Kong companies. Keen competition from the Mainland, Singapore and other Asian countries, has continued to worsen the operating environment of local logistics service providers and reduce profit margins.

Managing New Customer Expectations

5.2.7 According to a consulting firm, the global e-commerce market is expected to hit sales of US\$ 62 400 billion by 2030³. The buying habits of consumers have gradually moved to online shopping over the pandemic. As relatively more people have spent more time indoors to shop since the pandemic, online marketplaces are the one of the viable ways to buy groceries and necessities reliably. Customer expectations are high as a result of these new preferences. They will want to know where their items are and when they will be delivered. For e-commerce operations to be successful, customers will focus on key performance indicators like speed, convenience, etc.

³ SkyQuest Technology Consulting Pvt. Ltd., Global E-commerce Market, <https://www.skyquestt.com/report/e-commerce-market>

Opportunities

Support of the Central Government

5.2.8 The "Outline of the 14th Five-Year Plan for the National Economic and Social Development of the People's Republic of China and the Long-Range Objectives Through the Year 2035" (14th Five-Year Plan) made it clear that support was given for the transport and logistics industry of Hong Kong to move in the direction of high-end and high value added development in order to raise Hong Kong's status as an international financial, maritime, and trade centre as well as an international aviation hub. In addition, the "Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area" (GBA Outline Development Plan) emphasised the necessity of fully utilising the advantages of Hong Kong as an international maritime centre so as to encourage other GBA cities to construct a world-class port cluster and an international maritime and logistics centre with the goal of increasing overall international competitiveness. The initiative to construct a GBA airport cluster of world-class quality in order to obtain differential development and mutually beneficial interaction among airports in the GBA will help consolidate the position of Hong Kong as an international aviation hub. The recent cooperation framework agreement (CFA) signed between the AAHK and the Dongguan Municipal People's Government in February 2023 sets a good example. The HKIA is able to expand its cargo services into the GBA as a result of the new intermodal cargo transshipment initiative. By allowing goods to be directly transshipped globally via the airside of the HKIA, the HKIA is able to better serve the market while increasing efficiency in terms of time and cost.

2022 Policy Address: International Shipping Centre and International Aviation Hub

5.2.9 As per the 2022 Policy Address, the HKSAR Government has been keen on implementing different policies and measures to enhance the city's status as an international shipping centre and aviation hub. Examples of those proposed measures include the introduction of new tax concession for shipping commercial principals in order to attract high value-added maritime companies to set up in Hong Kong, the adoption of technology to develop services for the transport of cold chain goods, fresh food and pharmaceuticals, the reinforcement of intermodal transport by integrating air, sea and land transport to enhance the connectivity between the airport and GBA cities.

Exponential Growth of E-commerce

5.2.10 While traditional exports in Hong Kong has limited room to expand, the proliferation of e-commerce in many sectors has opened another window of opportunity for the transport and logistics industry. In fact, the explosion of international e-commerce volume is driving suppliers to revisit their sourcing and distribution decisions, developing an urgency to reshape the whole supply chain. Key logistics processes have become more customer-centric, with key data being shared by players along the supply chain. With the rise of the omnichannel approach to e-commerce, logistics

providers have to rely on automation and more advanced technologies like artificial intelligence (AI), Internet of Things (IoT), data analytics, etc. to ensure that customers and retailers alike enjoy a seamless delivery and return experience. Logistics companies are finding it easier to optimise their operations and provide customers and retailers with a cost-effective and seamless experience with the rising adoption of dynamic route planning systems that are powered by analytics.

Increasing Adoption of Technology

5.2.11 Applications that enable customers to better track and manage their shipments in real time are being facilitated by new technologies which have the advantage to increase efficiency in the logistics sector. People in Hong Kong are having access to the next generation of IoT applications and solutions with the help of 5G network, which will also provide faster Internet access. Cloud-based freight forwarding and brokerage platforms are rewriting industry expectations for some logistics companies. Robotics have emerged as a prominent trend and will increasingly be utilised in warehouse and logistics tasks like parking and picking. Advanced end-to-end logistics management systems allow organisations to keep track of purchase orders to fulfillment and delivery. Companies that aren't as technologically advanced are losing market share to the leaders in these technologies across the globe.

5.2.12 Mobility is one of the keys to the development of smart cities. Hong Kong, similar to other developed cities, overstressed infrastructure and traffic congestion have reached new heights. Real-time data is thought to be extremely helpful for commuters and transport operators in order to facilitate smooth and effective travel across various modes of transportation. This in turn makes it possible to improve the travel experience, make better use of transportation resources, and improve future infrastructure planning and transportation service provision by utilising trustworthy real-time data.

Sustainability as a Driving Force

5.2.13 As per the findings of an international agency, passenger and freight transport, which heavily relies on fossil fuels, accounted for 37% of greenhouse gas emissions from end-use sectors in 2021⁴. Although the transport and logistics industry was one of the industries affected by the pandemic most, greenhouse gas emissions resumed rising as strong demand started to recover and the use of alternative fuels remained limited. In addition to the issue of developing alternative fuel sources, transport and logistics companies can be seen as significant contributors to helping businesses achieve sustainability objectives. Companies are under increasing pressure from shareholders and the public to report and disclose the environmental, social and governance (ESG) impact of the movement of their goods, forcing logistics operators to rethink their supply chain

⁴ International Energy Agency, Improving the Sustainability of Passenger and Freight Transport, <https://www.iea.org/topics/transport>

procedures. At the same time, passenger transport companies have to provide commuters with environmentally-compatible transport solutions that are conducive to flattening the climate curve.

5.3 Manpower Projection and Annual Additional Manpower Requirement

5.3.1 By making reference to relevant economic indicators or statistics which reflect important changes in the local economy, demography and labour market, the manpower trend of the transport and logistics industry for 2023-2026 is presented in the ensuing paragraphs. Further details of the method of “Manpower Projection” are shown in **Appendix 8**.

5.3.2 By taking into consideration (i) projected manpower trend (*para. 5.3.1*) and (ii) wastage rate of the industry (i.e., percentage of employees leaving the industry permanently on an annual basis), the estimated additional annual requirements from 2023 to 2026 are derived for freight transport and logistics and passenger transport respectively.

(A) Freight Transport and Logistics

Manpower Projection

5.3.3 The projected manpower trend for freight transport and logistics for 2023-2026 is shown in Table 5.3.3 below.

Table 5.3.3 Projected Manpower Trend for freight transport and logistics for 2023-2026

Year	Estimated manpower for freight transport and logistics
2022	116 726
2023	118 185 (+1.3%)
2024	118 376 (+0.2%)
2025	118 524 (+0.1%)
2026	118 639 (+0.1%)

Notes: Percentages in the brackets refer to the percentage change over the preceding year.

Annual Additional Manpower Requirement

5.3.4 The annual additional manpower requirement for freight transport and logistics from 2023 to 2026 is shown in Table 5.3.4 below.

Table 5.3.4 Estimated Annual Additional Manpower Requirement for freight transport and logistics from 2023 to 2026

Job Level	Wastage rate of the industry	Additional Annual Manpower Requirement (Freight Transport and Logistics)		
		Manpower trend (a)	Industry leavers (b)	Total (a) + (b)
Managerial	1.5%	46	170	216
Executive/Supervisory	3.1%	64	489	553
Clerical/Craftsman/ Operative	6.0%	369	5 433	5 802

(B) Passenger Transport

Manpower Projection

5.3.5 The projected manpower trend for passenger transport for 2023-2026 is shown in Table 5.3.5 below.

Table 5.3.5 Projected Manpower Trend for Passenger Transport for 2023-2026

Year	Estimated manpower for Passenger Transport		
	Aviation service	Land and water transport	Overall
2022	15 740	38 680	54 420
2023	19 938 (+26.7%)	40 593 (+4.9%)	60 531 (+11.2%)
2024	21 827 (+9.5%)	40 735 (+0.4%)	62 562 (+3.4%)
2025	23 837 (+9.2%)	41 048 (+0.8%)	64 885 (+3.7%)
2026	25 711 (+7.9%)	41 300 (+0.6%)	67 011 (+3.3%)

Notes: Percentage in the brackets refer to the percentage change over the preceding year.

Annual Additional Manpower Requirement

5.3.6 The annual additional manpower requirement for passenger transport from 2023 to 2026 is shown in Table 5.3.6 below.

Table 5.3.6 Estimated Annual Additional Manpower Requirement for Passenger Transport from 2023 to 2026

Job Level	Wastage rate of the industry	Additional Annual Manpower Requirement (Passenger Transport)		
		Manpower trend (a)	Industry leavers (b)	Total (a) + (b)
Managerial	2.3%	269	117	386
Executive/Supervisory	1.9%	711	257	968
Clerical/Craftsman/ Operative	7.0%	2 168	2 942	5 110

Manpower Demand and Supply Analysis

5.3.7 After taking into consideration the analysis of preferred level of education of employees by job level as shown in Table 5.1.3, the following table shows the estimated demand for each of the job level with preferred education level under freight transport.

Table 5.3.7 Estimated Annual Manpower Requirement (Freight Transport)

Job Level	Additional Annual Manpower Requirement	
	Estimated Demand	Preferred Education Level
Managerial	126	First degree or above (58.3%)
Executive/Supervisory	553	Sub-degree to First Degree (40.3%) Secondary 4 to Diploma/Certificate (59.7%)
Clerical/Craftsman/ Operative	4 700	Secondary 4 – 7 (54.8%) Secondary 3 or below (26.2%)

5.3.8 The following table shows the estimated demand (excluding taxi and public light bus drivers) for each of the job level with preferred education level under passenger transport.

Table 5.3.8 Estimated Annual Manpower Requirement (Passenger Transport)

Job Level	Additional Annual Manpower Requirement	
	Estimated Demand	Preferred Education Level
Managerial	336	First degree or above (87%)
Executive/Supervisory	841	Sub-degree to First Degree (86.9%)
Clerical/Craftsman/ Operative	3 766	Secondary 4 – 7 (54.2%) Secondary 3 or below (19.5%)

5.3.9 According to the information provided by University Grants Committee (UGC) and the Hong Kong Institute of Vocational Education (IVE), the projected number of graduates of transport and logistics related degree programmes in 2023 and 2024 is 481 and 485 respectively, and the projected number of graduates of related higher diploma programmes in 2023 and 2024 is 125 and 91 respectively. Due to the fact that a number of higher diploma graduates would opt for further studies before joining the job market, the actual number of graduates choosing Executive/Supervisory level jobs might be less than the number shown in Table 5.3.9 below. Nevertheless, the estimated manpower supply is not exhaustive as there are other relevant self-financing programmes. On the other hand, organisations in the industry may consider graduates of other disciplines / programmes unrelated to transport and logistics as jobs of some nature do not necessarily require the candidates to have formal training in the area of transport and logistics such as those related to customer service.

Table 5.3.9 Supply of Graduates at Managerial Level and Executive / Supervisory Level

Training Institution	Programme	Estimated Number of Graduates	
		2023	2024
UGC universities	Degree	481	485
IVE	Higher Diploma	125	91
	Total	606	576

6 Recommendations

Based on the business outlook and manpower supply and demand situation derived from the survey findings, the Training Board recommends the following measures to all major stakeholders to meet the industry's manpower demand.

Government

6.1 With a strong manufacturing base and well-developed research and innovation capabilities in the Guangdong Province, coupled with the edge of Hong Kong as an international financial centre and logistics hub, the GBA is expected to continue to be one of the strongest players in the global supply chain and industrial chain ecosystem. However, the GBA still needs to further improve policies on integrating supply chain logistics; combine more deeply the resources and advantages of surrounding areas; further integrate core and node cities and develop a transport and logistics platform to support separate development; and help upgrade traditional logistics operators to form a supply chain ecosystem backed by advanced technologies like AI, IoT, etc. The HKSAR Government should consider bringing in more talents from the GBA to facilitate exchanges between practitioners of the Mainland and Hong Kong. Furthermore, the Government should put greater effort in promoting the bright side of the industry to the parents, students, and the public so as to uplift the image of the industry.

6.2 With the aim of strengthening the city's status as an international transportation centre and logistics hub, the HKSAR Government should closely collaborate with cities in the GBA. It is imperative to enhance the international competitiveness of the GBA port and airport cluster. On the other hand, the HKSAR Government should continue to adopt various measures to support the transport and logistics industry to develop high value-added and efficient transport and logistics services, so as to strengthen international competitive edge of Hong Kong and to seize the enormous opportunities brought forth by national development. The recent signage of the cooperation framework agreement between the AAHK and Dongguan Municipal People's Government to set up Hong Kong International Airport Logistics Park (HKIALP) in Dongguan is a good example demonstrating an innovative model aiming to attain unparalleled efficiency in international cargo handling between GBA and Hong Kong. Looking forward, the scale of the pilot scheme can be expanded with more airline, cargo terminal operators, freight forwarders, etc.

Training Institutions

6.3 In order to let students experience current business practices and challenges in the transport and logistics industry, training institutions should provide students with industrial attachment opportunities during the course of studies. Because of the close ties between Hong Kong and other

GBA cities, it is imperative that students should be given the opportunity to have more exposure in the Mainland through short-term study, industrial attachment, and cross-cultural learning. These initiatives are going to enhance students' learning, life skills and prospect of employment in Hong Kong or other cities in the GBA. In addition to attaching to businesses, international exchange programmes should also be arranged to enrich students' learning experience, appreciate different cultures, and meet people of different ethnicities.

6.4 Training institutions should offer different levels of pre-employment training programmes for students with different academic achievements to choose from. Other than graduates of the Hong Kong Diploma of Secondary Education (HKDSE) Examination who would likely choose higher diploma programmes at Qualifications Framework (QF) level 4, some F.3 secondary school leavers may also want to opt for a valued pathway for continued studies and career development. In this connection, suitable programmes at QF level 3 with appropriate entrance requirements and curriculum should be developed to cater for their needs. In order to upskill practitioners of the transport and logistics industry on a continuous basis, training institutions should offer learning opportunities that help individuals meet diverse learning needs and organisations foster business growth. In fact, as there is a lack of manpower in managerial and front-line levels, more in-service training programmes can be provided to those levels of staff. Short or bite-sized in-service programmes can be offered to industry practitioners for upskilling in order to suit their busy schedules.

Industry and Employers

6.5 Similar to many other industries, technology has been reshaping the transport and logistics industry and solving some of the complex issues. Particularly when business volume arising from e-commerce is growing rapidly, operators in the industry must keep an eye on the latest technological development, including but not limited to AI, blockchain, cloud logistics, data analytics, IoT, robotics, etc. so as to stay ahead of the competition. For example, smart port development has been maturing gradually, facilitated by the development of 5G, blockchains, AI, and other advances in information and communications technologies. Port operators could play a more active role in enhancing the efficiency of port operations through an intelligent upgrade which in turn will become a key competitive advantage in the GBA's logistics market. Actually, the Reindustrialisation and Technology Training Programme (RTTP) can be put to good use by the industry. The RTTP aims to subsidise local enterprises on a 2(Government):1(enterprise) matching basis to train their staff in advanced technologies.

6.6 There has been a misperception towards the transport and logistics industry that jobs are often viewed as being low-skilled when compared to other fields. This misperception has led to a lack of interest in working in the industry, especially among the younger generation. Furthermore, transport and logistics work can be physically and mentally demanding, which can be off-putting for certain individuals. It is important to project a positive image about the industry by leveraging on

the adoption of technology and innovation. A number of prestigious logistics and passenger transport companies in Hong Kong are one of the top players in the world. The promotion may focus on the achievements so as to attract the youngsters to join the industry. On the other hand, with the growth of technology and automation in the industry, transport and logistics organisations should offer more options for skilled, highly-trained professionals. Employers may wish to adopt new operational mode or technology to reduce manual work and enhance operation efficiency so as to ease manpower pressure. There are still a number of job functions which cannot be replaced by machines or robots though. To compete talent with other industries which is currently a hot topic, employers should consider offering relatively more competitive remuneration package as well as clear progression paths to employees. For jobs with limited room for promotion, employers should try to provide a better working environment and maintain healthy working relationship with employees to help retain talent. Hopefully, employees especially those who are young may be more inclined to pursue opportunities in the transport and logistics industry. Besides, some of the youngsters in the industry have false expectation on the career path. They have the misconception of being promoted to managerial positions after serving the industry for a few years. In this connection, employers may take the lead to instill in the youngsters the right concept of the career path.

6.7 To facilitate students' transition from study to work through cultivating their teamwork spirit, problem-solving skills, practical skills, and appropriate work attitudes and values, the support of employers is indispensable. Industrial attachment opportunities enable students to experience the challenges of the real workplace. Employers should make good use of the attachment to find candidates with the right set of skills for future full-time jobs as well as for seasonal and part-time manpower needs. On top of attachment opportunities, employers can help promote a positive image of the transport and logistics industry at the secondary school level. One of the good ways of promoting to secondary school students is through the Business-School Partnership Programme (BSPP). The BSPP is administered by the Education Bureau with the aim of promoting better co-operation and closer alliances between the business sector and schools. Through the activities offered by the business sector such as workplace visits and career talks, students will be able to know about the different principal jobs of the transport and logistics industry and understand the requirements of employers, enhance soft skills, develop the right work attitude and values. On the other hand, employers should collaborate with training institutions to arrange career and industrial talks which are an excellent way to get potential new talent. By sharing insights and explaining about the outlook of the transport and logistics industry, a compelling message that helps attract candidates can be created. At the same time, the talks offer an opportunity to create awareness about the industry and its growth potential which leads to more motivated newcomers.

6.8 Last but not least, employers may consider measures to support the engagement of middle-aged personnel and participation of women and ethnic minorities in the transport and logistics industry so as to tackle the issue of manpower shortage. By offering flexible working hours and more part-time posts on a need basis, the attractiveness of the transport and logistics industry from

the perspective of job seekers can be enhanced.

Employees

6.9 Upskilling leads to higher levels of employee competence and engagement. It can also lead to improved productivity and business outcomes, as well as a greater sense of job satisfaction. Therefore, employees in the transport and logistics industry are strongly encouraged to engage in active learning and developing new skills. By doing so, it can provide employees with a sense of progression and development, making their jobs more rewarding and challenging. This in turn will help retain talent in the industry. Employees can make good use of the Maritime and Aviation Training Fund (MATF) to upskill themselves. Under the MATF, there are several schemes. For example, the Professional Training and Examination Refund Scheme provides eligible applicants with 80% reimbursement of the fees after satisfactory completion of an approved course or passing an approved professional examination, subject to a funding cap of HK\$30 000 per applicant.

Appendix 1

Membership of Transport and Logistics Training Board

as at 31 March 2023

Chairman

Ir Dr LEUNG Kai-yuen

Members

Mr CHAN Hing-keung

Mr Ryan CHAN King-ming

Mr Sean CHAN Sai-cheong

Mr Simon CHAN Pui-yuk

Ms Lily CHENG Yuen-chi

Dr Alice CHOW Sin-yin

Mr David CHOW Cheuk-yin

Dr Bruce LAM Kim-fung

Mr Frosti LAU Yi-sau

Dr LAU Yui-yip

Ms LAW Hiu-kwan

Mr Jason LEE Kwok-on

Dr Isaac NG Ka-Chui

Mr Andy WONG Man-kit

Mr Clarence WONG Siu-wah

Mr WONG Tak-kin

Mr WONG Wing-kun

Mr YEUNG Lin-pik

Mr Daniel HUE Ka-yiu

Ms Alaina SHUM Jiu-fai

Secretary

Mr William CHOW Wing-nin

Appendix 2

Terms of Reference of Transport and Logistics Training Board

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council (the Council) the development of vocational and professional education and training (VPET) facilities to meet the assessed manpower demand.
4. To advise the Council on the strategic development and quality assurance of its programmes in the relevant disciplines.
5. To prescribe job specifications for the principal jobs in the industry defining the skills and knowledge and advise on relevant training programme specifying the time a trainee needs to spend on each skill element.
6. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
7. To advise on the conduct of skill competitions in key trades in the industry for the promotion of VPET as well as participation in international competitions.
8. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of VPET in the industry.
9. To organise seminars/conferences/symposia on VPET for the industry.
10. To advise on the publicity relating to the activities of the Training Board and relevant VPET programmes of the Council.

11. To submit to the Council an annual report on the Training Board’s work and its recommendations on the strategies for programmes in the relevant disciplines.
12. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Appendix 3

Membership of Working Party on Manpower Survey

as at 31 March 2023

Convenor

Mr Frosti LAU Yi-sau

Members

Mr CHAN Hing-keung

Captain William CHOW Tak-chor

Mr LAM Tin-fu

Ms LAW Hiu-kwan

Mr Jason LEE Kwok-on

Dr Isaac NG Ka-chui

Mr Andy WONG Man-kit

Mr WONG Wing-kun

Ms Karen LAM Shui-kwan

Secretary

Mr William CHOW Wing-nin

Appendix 4

Definition of Terms

Employees	“Employees” refer to persons who are under the payroll of the sampled establishment / company for the specified job, disregarding whether the employees are deployed to work in other places (including the mainland of China).
Full Time Employees	“Full Time Employees” refer to those working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment.
Vacancies	“Vacancies” refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at the time of survey.
Vacancy Rate	“Vacancy rate” refer to the vacancies as a percentage of the total number of employees and vacancies.
Turnover Rate	“Turnover rate” refer to the number of employees left as a percentage of the total number of employees and vacancies.
Postgraduate Degree	“Postgraduate degree” refers to a higher degree(s) (e.g. master degree) offered by local or non-local education institutions, or equivalent.
First Degree	“First degree” refers to the first degree(s) offered by local or non-local education institutions, or equivalent.
Sub-degree	“Sub-degree” refers to the Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate, Endorsement Certificate, Associateship or equivalent programmes offered by local or non-local institutions.
Diploma / Certificate	“Diploma / certificate” refers to technical and vocational education programmes, including Diploma / Certificate courses, Diploma of

Foundation Studies, Diploma of Vocational Education and programmes at the craft level or equivalent.

Secondary 4 to 7

“Secondary 4 to 7” refers to the education programmes under the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.

Secondary 3 or below

“Secondary 3 or below” refers to secondary 3 or below, or equivalent.

Appendix 5 Survey Documents



CONFIDENTIAL WHEN ENTERED WITH DATA	填入數據後即成 機密文件
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VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2022 MANPOWER SURVEY OF THE TRANSPORT AND LOGISTICS INDUSTRY
運輸及物流業 2022 年人力調查

The 2022 Manpower Survey of the Transport and Logistics (TL) Industry aims at collecting manpower information of the sector concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st September 2022** by answering the questionnaire. Thank you.

運輸及物流業2022年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據**2022年9月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Area(s) of **freight transport and logistics** your establishment involved in: (You may wish to tick “√” more than one)

貴公司涉及**貨物運輸物流**的範疇（可剔“√”選多於一個）

- Air (Please fill in P.2 and Part II)
航空(請回答第二頁及第二部份)
- Sea (Please fill in P.3 and Part II)
海上(請回答第三頁及第二部份)
- Land (Please fill in P.4 and Part II)
陸上(請回答第四頁及第二部份)

(For official use)

Industry Code _____

Details of Contact Person*

聯絡人資料*

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO.: _____ - _____

電話

FAX NO.: _____

圖文傳真

E-MAIL: _____

電郵

* The information provided will be used for the purpose of this and subsequent manpower surveys.
所提供資料將用作是次及日後人力調查之用。

Freight transport
貨運

F

Part I – Manpower Information
第一部份 – 人力情況

Please complete columns 'B' to 'F' of the questionnaire according to the scope of responsibilities and job level described in Appendix B.
請參考附錄B有關各種職責範圍及職級說明來填寫表內各欄 'B' 至 'F'。

(A) Air transport and logistics 航空運輸物流

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

Job Code 職位編號 e.g. 例子	(A) Scope of responsibilities and Job level 職責範圍及職級 (See Appendix B) (參閱附錄 B)	(A1) Examples of Job Titles 職位例子	(B) No. of Full-time Employees as at Survey Reference Date 在統計日期的全職僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Preferred Level of Education 僱員宜有的教育程度 Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(E) Preferred Years of Relevant Experience 僱員宜有的相關年資 Code 編號 1 10 yrs or above 十年或以上 2 6 yrs to less than 10 yrs 六年至十年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 1 yr to less than 3 yrs 一年至三年以下 5 Less than 1 yr 一年以下 6 No experience 無須經驗	(F) No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
	Please enter a zero '0' in the box if no employee/vacancy. 如沒有僱員/空缺, 請在方格內填入 '0'。						
	Job Title A (3 full-time employees, 1 part-time employee and 2 vacancies) 職位甲 (3名全職僱員、1名兼職僱員及2個空缺)		3	2	6	2	1
Business Management, Strategic Planning 業務管理、計劃策略							
111	Managerial Level 經理級	e.g. Business Manager, Operations Controller 例如：業務經理、營運總監					
112	Executive/Supervisory Level 行政/主任級	e.g. Business Support Supervisor, Operations Supervisor 例如：業務支援主任、營運主任					
113	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Business Support Assistant, Operation Officer 例如：業務支援助理、營運人員					
Fleet Operation and Management 機隊營運及管理							
121	Managerial Level 經理級	e.g. Cargo Services Manager, Airport Operations Manager 例如：空運服務經理、機場營運經理					
122	Executive/Supervisory Level 行政/主任級	e.g. Cargo Services Supervisor, Flight Operations Support Supervisor 例如：空運服務主任、航運支援主任					
123	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Cargo Services Officer, Flight Operations Support Assistant 例如：空運服務人員、航運支援助理					
Sales & Customer Service 市場銷售及顧客服務							
131	Managerial Level 經理級	e.g. Sales Manager, Business Development Manager 例如：銷售經理、業務拓展經理					
132	Executive/Supervisory Level 行政/主任級	e.g. Sales Executive, Customer Services Supervisor 例如：銷售主任、客戶服務主任					
133	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Sales Officer, Customer Services Officer 例如：銷售員、客戶服務員					
Frontline Cargo Operation 貨物調度、前線操作							
141	Managerial Level 經理級	e.g. Logistics Manager, Pilot 例如：物流經理、機長					
142	Executive/Supervisory Level 行政/主任級	e.g. Logistics Executive, Aircraft Service Coordinator 例如：物流主任、空運服務主任					
143	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Airport Services Support Assistant, Ground Handling Services Support 例如：停機坪助理、貨運裝卸員					
Technical/Engineering Support 機械/技術支援							
151	Managerial Level 經理級	e.g. Aircraft Maintenance Engineer, Engineering Manager 例如：飛機保養工程師、工程經理					
152	Executive/Supervisory Level 行政/主任級	e.g. Maintenance Supervisor, Engineer Supervisor 例如：保養主任、工程主任					
153	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Maintenance Trainee, Mechanics 例如：維修見習、機械技工					
For Official Use							

(B) Sea transport and logistics (not including seafarers) 海上運輸物流(不包括船員)

Job Code 職位編號	(A) Scope of responsibilities and Job level 職責範圍及職級 (See Appendix B) (參閱附錄 B)	(A1) Examples of Job Titles 職位例子	(B) No. of Full-time Employees as at Survey Reference Date 在統計日期的全職僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Preferred Level of Education 僱員宜有的教育程度	(E) Preferred Years of Relevant Experience 僱員宜有的相關年資	(F) No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
				Please enter a zero '0' in the box if no employee/vacancy. 如沒有僱員/空缺, 請在方格內填入 '0'。	Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	Code 編號 1 10 yrs or above 十年或以上 2 6 yrs to less than 10 yrs 六年至十年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 1 yr to less than 3 yrs 一年至三年以下 5 Less than 1 yr 一年以下 6 No experience 無須經驗	
Business Management, Strategic Planning 業務管理、計劃策略							
211	Managerial Level 經理級	e.g. Business Manager, Operations Controller 例如: 業務經理、營運總監					
212	Executive/Supervisory Level 行政/主任級	e.g. Business Support Officer, Operations Officer 例如: 業務支援主任、營運主任					
213	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Business Support Assistant, Operation Clerk 例如: 業務支援助理、營運文員					
Fleet Operation and Management 航隊營運及管理							
221	Managerial Level 經理級	e.g. Seafreight Operations Manager, Fleet Manager 例如: 海運營運經理、航隊經理					
222	Executive/Supervisory Level 行政/主任級	e.g. Seafreight Officer, Shipment Officer 例如: 海運主任、裝運主任					
223	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Seafreight Logistics Assistant, Operation Support Assistant 例如: 海運物流助理、貨運支援助理					
Sales & Customer Service 市場銷售及顧客服務							
231	Managerial Level 經理級	e.g. Sales Manager, Business Development Manager 例如: 銷售經理、業務拓展經理					
232	Executive/Supervisory Level 行政/主任級	e.g. Sales Executive, Customer Services Officer 例如: 銷售主任、客戶服務主任					
233	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Sales Clerk, Customer Services Clerk 例如: 銷售文員、客戶服務員					
Frontline Cargo Operation 貨物調度、前線操作							
241	Managerial Level 經理級	e.g. Logistics Manager, Seafreight Manager 例如: 物流經理、海運經理					
242	Executive/Supervisory Level 行政/主任級	e.g. Logistics Executive, Seafreight Service Coordinator 例如: 物流主任、海運服務主任					
243	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Logistics Assistant, Equipment Operator 例如: 物流助理、機械操作員					
Technical/Engineering Support 機械/技術支援							
251	Managerial Level 經理級	e.g. Maintenance Engineer, Engineering Manager 例如: 保養工程師、工程經理					
252	Executive/Supervisory Level 行政/主任級	e.g. Maintenance Officer, Engineer Officer 例如: 保養主任、工程主任					
253	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Maintenance Trainee, Mechanics 例如: 維修見習、機械技工					
For Official Use							

(C) Land transport and logistics 陸上運輸物流

	(A) Scope of responsibilities and Job level 職責範圍及職級 (See Appendix B) (參閱附錄 B)	(A1) Examples of Job Titles 職位例子	(B) No. of Full-time Employees as at Survey Reference Date 在統計日期的全職僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Preferred Level of Education 僱員宜有的教育程度	(E) Preferred Years of Relevant Experience 僱員宜有的相關年資	(F) No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
			Please enter a zero '0' in the box if no employee/vacancy. 如沒有僱員/空缺，請在方格內填入 '0'。		Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	Code 編號 1 10 yrs or above 十年或以上 2 6 yrs to less than 10 yrs 六年至十年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 1 yr to less than 3 yrs 一年至三年以下 5 Less than 1 yr 一年以下 6 No experience 無須經驗	
Business Management, Strategic Planning 業務管理、計劃策略							
311	Managerial Level 經理級	e.g. Business Manager, Operations Controller 例如：業務經理、營運總監					
312	Executive/Supervisory Level 行政/主任級	e.g. Business Support Officer, Operations Officer 例如：業務支援主任、營運主任					
313	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Business Support Assistant, Operation Clerk 例如：業務支援助理、營運文員					
Fleet Operation and Management 車隊營運及管理							
321	Managerial Level 經理級	e.g. Fleet Manager, Fleet Operations Manager 例如：車隊經理、車隊營運經理					
322	Executive/Supervisory Level 行政/主任級	e.g. Operations Support Officer, Fleet Operations Officer 例如：營運支援主任、車隊營運主任					
323	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Operations Support Assistant, Operations Support Clerk 例如：營運支援助理、營運支援文員					
Sales & Customer Service 市場銷售及顧客服務							
331	Managerial Level 經理級	e.g. Sales Manager, Business Development Manager 例如：銷售經理、業務拓展經理					
332	Executive/Supervisory Level 行政/主任級	e.g. Sales Executive, Customer Services Officer 例如：銷售主任、客戶服務主任					
333	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Sales Clerk, Customer Services Clerk 例如：銷售文員、客戶服務員					
Frontline Cargo Operation 貨物調度、前線操作							
341	Managerial Level 經理級	e.g. Logistics Manager, Warehouse Manager 例如：物流經理、倉務經理					
342	Executive/Supervisory Level 行政/主任級	e.g. Logistics Executive, Warehouse Supervisor/Coordinator 例如：物流主任、倉庫主管/主任					
343	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Logistics Assistant, Driver 例如：物流助理、車長					
Technical/Engineering Support 機械/技術支援							
351	Managerial Level 經理級	e.g. Maintenance Engineer, Engineering Manager 例如：保養工程師、工程經理					
352	Executive/Supervisory Level 行政/主任級	e.g. Maintenance Officer, Engineer Officer 例如：保養主任、工程主任					
353	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Maintenance Trainee, Mechanics 例如：維修見習、機械技工					
For Official Use							

PART II
第二部份

Age distribution of Employees

僱員年齡分佈

1. Please indicate the age distribution of **full-time employees at clerical/ craftsman/ operative level** who are engaged in **freight transport and logistics**.

請指出 貴公司從事貨物運輸物流的全職文員/技工/操作工級人員的年齡分佈。

35 or below 35 歲或以下	36 – 55 36 至 55 歲	56 – 64 56 至 64 歲	65 or above 65 歲或以上
%	%	%	%

New Recruitment

新聘僱員

2. Please state the number of **full-time freight transport and logistics employees** who have been newly recruited in the past 12 months.

請列出 貴公司在過去十二個月內新招聘的全職貨物運輸物流的僱員人數。

	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/Craftsman/ Operative Level 文員/技工/操作工級
(a) Total new recruits 新招聘總人數			
(b) Number of new recruits with the experience in Transport and Logistics 新招聘僱員中，具運輸及物流相關經驗的人數			
(c) Number of new recruits who are fresh graduates of transport and logistics programmes 新招聘僱員中，應屆運輸及物流課程之畢業生人數			

Employees' Whereabouts After Leaving the Company

離職僱員去向

3. Please state the number of **full-time freight transport and logistics employees** who have left in the past 12 months (by whereabouts).

請列出 貴公司過去十二個月內，全職貨物物流運輸僱員的離職人數（按去向分類）。

	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/Craftsman/ Operative Level 文員/技工/操作工級
(a) Taking up related jobs/ starting own business in transport and logistics field 繼續於運輸及物流業任職或創業			
(b) Not taking up transport and logistics related jobs (e.g. Working in other business sector, emigration, retirement, further studies) 不繼續於運輸及物流業任職 (如: 轉往其他行業任職、移民、退休、進修)			
(c) Unknown 不知道			

Business Environment

行業概況

4. Please indicate your view on the expected change in **business situation** of your establishment in the next 12 months. (Please tick in the box as appropriate)

請指出 貴公司預計在未來十二個月之業務變化。（請在適當的格內填上“√”號）

- | | |
|------------------------------------|----------------------------------------|
| <input type="checkbox"/> Better 較佳 | <input type="checkbox"/> Stable 穩定 |
| <input type="checkbox"/> Worsen 較差 | <input type="checkbox"/> Uncertain 不肯定 |

Future Development
未來的發展

5. Please indicate **three** biggest challenges to your establishment in the next 12 months.
(Please tick in the box as appropriate)

請指出 貴公司在未來十二個月面對最大的三項挑戰。(請在適當的格內填上“√”號)

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Wide-spread of the COVID-19 pandemic
不明朗的新型肺炎疫情擴散

<input type="checkbox"/> China-US trade war
中美貿易戰

<input type="checkbox"/> Uncertain economic environment
不明確的經濟環境 | <input type="checkbox"/> Currency fluctuations
匯率波動

<input type="checkbox"/> Rising costs
成本上漲

<input type="checkbox"/> Others, please specify :
其他, 請列明: _____ |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

6. Please indicate **three** future plans that your establishment consider as most useful to tackle the biggest challenges mentioned above. (Please tick in the box as appropriate)

請指出 貴公司三項計劃以應對上述的挑戰。(請在適當的格內填上“√”號)

- Reduce operation cost / streamline the organization structure
降低運營成本 / 精簡架構
- Develop a flexible hiring strategy (e.g. part-time, freelance, remote team)
制定靈活的招聘策略 (例如兼職、自由職業者、遠程團隊)
- Extend investment in technology and digital infrastructure (Laptops, cloud storage and servers, network security, etc.)
擴大對技術和數碼基礎設施的投資 (如筆記本電腦、雲端存儲及伺服器、網路安全等...)
- Improve employees' digital skills
提高員工的數碼技能
- Develop other types of services, please specify: _____
開發其他類型的服務, 請列明:
- Other plans, please specify: _____
其他計劃, 請列明:

Major Difficulties Encountered in Recruitment
主要招聘困難

7. Please indicate the difficulties encountered in recruitment of **full-time freight transport and logistics employees** of your establishment in the past 12 months.

請指出 貴公司在過去十二個月招聘全職貨物物流運輸的僱員時所遇到的困難。

	<u>Reasons</u> 原因	<u>Managerial Level</u> 經理級	<u>Executive/Supervisory Level</u> 行政 / 主任級	<u>Clerical/Craftsman/Operative Level</u> 文員 / 技工 / 操作工級
(a) No recruitment was taken place 沒有招聘		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Recruitment was taken place and did not encounter difficulties 有招聘, 並 <u>沒有遇到</u> 招聘困難		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: 有招聘及遇上以下招聘困難:				
(i) Candidates had more choices in the market 應徵者在市場上有很多選擇		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Candidates lacked the relevant skills/experience 應徵者並無相關技能 / 缺乏相關經驗		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Candidates lacked the relevant academic qualification and credential 應徵者缺乏相關學歷及專業資格		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Candidates' language skills were not up to expectation 應徵者語文能力不夠水平		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Candidates found the remuneration package and fringe benefit not attractive 應徵者認為薪酬及附帶福利欠吸引		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Candidates were unsatisfied with the working environment in the industry 應徵者認為行業的工作環境不理想		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Candidates lacked awareness of career opportunities & prospect in the industry 應徵者不了解行業的就業及發展機會		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Insufficient programmes available in the market to provide trained manpower in the industry 市場缺乏課程提供具相關訓練的人力資源		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Others (please specify) _____ 其他 (請說明)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Manpower Training and Development Plan
人力培訓及發展計劃

8. To meet the emerging trend of the industry, please indicate the future training areas which are considered necessary for your **full-time freight transport and logistics employees** of the following functional areas. (You may wish to tick “✓” more than 1 training area for each job level)

請指出為配合行業的新興趨勢，貴公司認為**全職貨物物流運輸的僱員**在未來需要的培訓範疇。
(每職級可剔“✓”選多個培訓範疇)

Training areas 培訓範疇	Air transport and logistics 航空運輸物流			Sea transport and logistics 海上運輸物流			Land transport and logistics 陸上運輸物流		
	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級
(a) Operation Management 營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Planning and Design of Logistics Solutions 物流方案規劃及設計	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Sales, Marketing and Customer Services 營銷、市場推廣及客戶服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Cargo Transport and Handling 貨物運輸及處理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Cargo Safety and Security 貨物安全及保安	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Cyber Security 網絡安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) eCommerce Applications and E-Logistics 電子商貿應用及電子物流	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Processing, analyzing and applying big data 大數據處理、分析及應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Digital Marketing and Mobile Application 數位行銷、移動裝置的運行及應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Import / Export Documentation and Procedures 出入口文件處理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Insurance, Legal Matters & Compliance 保險、法律事務及遵守法規	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Occupational Safety & Health 職業安全及健康	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Environmental, Social and Governance (ESG) 環境、社會及管治	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Others (Please Specify) 其他 (請註明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No relevant personnel</i> 沒有相關員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of questionnaire. Thank you for your co-operation.
問卷完，多謝合作。



CONFIDENTIAL WHEN ENTERED WITH DATA	填入數據後即成 機密文件
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VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2022 MANPOWER SURVEY OF THE TRANSPORT AND LOGISTICS INDUSTRY
運輸及物流業 2022 年人力調查

The 2022 Manpower Survey of the Transport and Logistics (TL) Industry aims at collecting manpower information of the sector concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at **1st September 2022** by answering the questionnaire. Thank you.

運輸及物流業2022年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴機構根據**2022年9月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

Area(s) of **passenger transport** your establishment involved in: (You may wish to tick “√” more than one)

貴公司涉及**乘客運輸**的範疇（可剔“√”選多於一個）

- Aviation service *(Please fill in P.2 and Part II)*
航空服務 (請回答第二頁及第二部份)
- Water transport *(Please fill in P.3 and Part II)*
水上運輸 (請回答第三頁及第二部份)
- Land transport *(Please fill in P.4 and Part II)*
陸上運輸 (請回答第四頁及第二部份)

(For official use) Industry Code _____

Details of Contact Person*

聯絡人資料*

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL. NO.: _____ - _____

電話

FAX NO.: _____

圖文傳真

E-MAIL: _____

電郵

* The information provided will be used for the purpose of this and subsequent manpower surveys.
 所提供資料將用作是次及日後人力調查之用。

Passenger transport 客運	P
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Part I – Manpower Information
第一部份 – 人力情況

Please complete columns 'B' to 'F' of the questionnaire according to the scope of responsibilities and job level described in Appendix B.
請參考附錄B有關各種職責範圍及職級說明來填寫表內各欄 'B' 至 'F'。

(D) Aviation service (including helicopter service) 航空服務 (包括直升機客運)

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

Job Code 職位編號 e.g.: 例子:	(A) Scope of responsibilities and Job level 職責範圍及職級 (See Appendix B) (參閱附錄 B)	(A1) Examples of Job Titles 職位例子	(B) No. of Full-time Employees as at Survey Reference Date 在統計日期的全職僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Preferred Level of Education 僱員宜有的教育程度 Code 編號 7 Postgraduate Degree 研究生學位 8 First Degree 學士學位 9 Sub-degree (e.g. Higher Diploma) 副學位 10 Diploma/Certificate 文憑/證書 11 Secondary 4 to 7 中四至中七 12 Secondary 3 or below 中三或以下	(E) Preferred Years of Relevant Experience 僱員宜有的相關年資 Code 編號 7 10 yrs or above 十年或以上 8 6 yrs to less than 10 yrs 六年至十年以下 9 3 yrs to less than 6 yrs 三年至六年以下 10 1 yr to less than 3 yrs 一年至三年以下 11 Less than 1 yr 一年以下 12 No experience 無須經驗	(F) No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
				Please enter a zero '0' in the box if no employee/vacancy. 如沒有僱員/空缺，請在方格內填入 '0'。			
	Job Title A (3 full-time employees, 1 part-time employee and 2 vacancies) 職位甲 (3名全職僱員、1名兼職僱員及2個空缺)		3	2	6	2	1
Business Management, Strategic Planning 業務管理、計劃策略							
411	Managerial Level 經理級	e.g. Business Manager, Operations Controller 例如：業務經理、營運總監					
412	Executive/Supervisory Level 行政/主任級	e.g. Business Support Supervisor, Operations Supervisor 例如：業務支援主任、營運主任					
413	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Business Support Assistant, Operation Officer 例如：業務支援助理、營運人員					
Fleet Operation and Management 機隊營運及管理							
421	Managerial Level 經理級	e.g. Fleet Manager, Fleet Operations Manager 例如：機隊經理、機隊營運經理					
422	Executive/Supervisory Level 行政/主任級	e.g. Operations Support Supervisor, Fleet Operations Supervisor 例如：客運支援主任、機隊營運主任					
423	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Operations Support Assistant, Operations Support Officer 例如：客運支援助理、客運支援人員					
Sales & Customer Service 市場銷售及顧客服務							
431	Managerial Level 經理級	e.g. Sales Manager, Business Development Manager 例如：銷售經理、業務拓展經理					
432	Executive/Supervisory Level 行政/主任級	e.g. Sales Executive, Customer Services Supervisor 例如：銷售主任、客戶服務主任					
433	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Sales Officer, Customer Services Officer 例如：銷售員、客戶服務員					
Frontline Passenger Operation 乘客運輸、前線操作							
441	Managerial Level 經理級	e.g. Crew Manager, Pilot 例如：機組經理、機長					
442	Executive/Supervisory Level 行政/主任級	e.g. Flight Purser, Passenger Services Supervisor 例如：機艙事務長、客運服務主任					
443	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Flight Attendant/Ground Handling Staff, Airport Services Support Assistant 例如：機艙服務員/地勤人員、停機坪助理					
Technical/Engineering Support 機械/技術支援							
451	Managerial Level 經理級	e.g. Aircraft Maintenance Engineer, Engineering Manager 例如：飛機保養工程師、工程經理					
452	Executive/Supervisory Level 行政/主任級	e.g. Maintenance Supervisor, Engineer Supervisor 例如：保養主任、工程主任					
453	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Maintenance Trainee, Mechanics 例如：維修見習、機械技工					
<i>For Official Use</i>							

(E) Water Transport (not including crew members) 水上運輸 (不包括船員)

	(A) Scope of responsibilities and Job level 職責範圍及職級 (See Appendix B) (參閱附錄 B)	(A1) Examples of Job Titles 職位例子	(B) No. of Full-time Employees as at Survey Reference Date 在統計日期的全職僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Preferred Level of Education 僱員宜有的教育程度 Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(E) Preferred Years of Relevant Experience 僱員宜有的相關年資 Code 編號 1 10 yrs or above 十年或以上 2 6 yrs to less than 10 yrs 六年至十年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 1 yr to less than 3 yrs 一年至三年以下 5 Less than 1 yr 一年以下 6 No experience 無須經驗	(F) No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
	Business Management, Strategic Planning 業務管理、計劃策略						
511	Managerial Level 經理級	e.g. Business Manager, Operations Controller 例如：業務經理、營運總監					
512	Executive/Supervisory Level 行政/主任級	e.g. Business Support Officer, Operations Officer 例如：業務支援主任、營運主任					
513	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Business Support Assistant, Operation Clerk 例如：業務支援助理、營運文員					
	Fleet Operation and Management 航隊營運及管理						
521	Managerial Level 經理級	e.g. Fleet Manager, Fleet Operations Manager 例如：航隊經理、航隊營運經理					
522	Executive/Supervisory Level 行政/主任級	e.g. Operations Support Officer, Fleet Operations Officer 例如：客運支援主任、航隊營運主任					
523	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Operations Support Assistant, Operations Support Clerk 例如：客運支援助理、客運支援文員					
	Sales & Customer Service 市場銷售及顧客服務						
531	Managerial Level 經理級	e.g. Sales Manager, Business Development Manager 例如：銷售經理、業務拓展經理					
532	Executive/Supervisory Level 行政/主任級	e.g. Sales Executive, Customer Services Officer 例如：銷售主任、客戶服務主任					
533	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Sales Clerk, Customer Services Clerk 例如：銷售文員、客戶服務員					
	Frontline Passenger Operation 乘客運輸、前線操作						
541	Managerial Level 經理級	e.g. Passenger Services Manager, Passenger Transport Manager 例如：客運經理、乘務經理					
542	Executive/Supervisory Level 行政/主任級	e.g. Passenger Services Officer, Services Supervisor 例如：客運服務主任、服務主任					
543	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Passenger Services Assistant, Equipment Operator 例如：客運服務助理、機械操作員					
	Technical/Engineering Support 機械/技術支援						
551	Managerial Level 經理級	e.g. Maintenance Engineer, Engineering Manager 例如：保養工程師、工程經理					
552	Executive/Supervisory Level 行政/主任級	e.g. Maintenance Officer, Engineer Officer 例如：保養主任、工程主任					
553	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Maintenance Trainee, Mechanics 例如：維修見習、機械技工					

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(F) Land Transport 陸上運輸

	(A) Scope of responsibilities and Job level 職責範圍及職級 (See Appendix B) (參閱附錄 B)	(A1) Examples of Job Titles 職位例子	(B) No. of Full-time Employees as at Survey Reference Date 在統計日期的全職僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Preferred Level of Education 僱員宜有的教育程度	(E) Preferred Years of Relevant Experience 僱員宜有的相關年資	(F) No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數
Job Code 職位編號					Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	Code 編號 1 10 yrs or above 十年或以上 2 6 yrs to less than 10 yrs 六年至十年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 1 yr to less than 3 yrs 一年至三年以下 5 Less than 1 yr 一年以下 6 No experience 無須經驗	
Business Management, Strategic Planning 業務管理、計劃策略							
611	Managerial Level 經理級	e.g. Business Manager, Operations Controller 例如：業務經理、營運總監					
612	Executive/Supervisory Level 行政/主任級	e.g. Business Support Officer, Operations Officer 例如：業務支援主任、營運主任					
613	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Business Support Assistant, Operation Clerk 例如：業務支援助理、營運文員					
Fleet Operation and Management 車隊營運及管理							
621	Managerial Level 經理級	e.g. Fleet Manager, Fleet Operations Manager 例如：車隊經理、車隊營運經理					
622	Executive/Supervisory Level 行政/主任級	e.g. Operations Support Officer, Fleet Operations Officer 例如：客運支援主任、車隊營運主任					
623	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Operations Support Assistant, Operations Support Clerk 例如：客運支援助理、客運支援文員					
Sales & Customer Service 市場銷售及顧客服務							
631	Managerial Level 經理級	e.g. Sales Manager, Business Development Manager 例如：銷售經理、業務拓展經理					
632	Executive/Supervisory Level 行政/主任級	e.g. Sales Executive, Customer Services Officer 例如：銷售主任、客戶服務主任					
633	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Sales Clerk, Customer Services Clerk 例如：銷售文員、客戶服務員					
Frontline Passenger Operation 乘客運輸、前線操作							
641	Managerial Level 經理級	e.g. Passenger Services Manager, Passenger Transport Manager 例如：客運經理、乘務經理					
642	Executive/Supervisory Level 行政/主任級	e.g. Passenger Services Officer, Services Supervisor 例如：客運服務主任、服務主任					
643	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Passenger Services Assistant, Driver 例如：客運服務助理、車長					
Technical/Engineering Support 機械/技術支援							
651	Managerial Level 經理級	e.g. Maintenance Engineer, Engineering Manager 例如：保養工程師、工程經理					
652	Executive/Supervisory Level 行政/主任級	e.g. Maintenance Officer, Engineer Officer 例如：保養主任、工程主任					
653	Clerical/Craftsman/Operative Level 文員/技工/操作工級人員	e.g. Maintenance Trainee, Mechanics 例如：維修見習、機械技工					
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PART II
第二部份

Age distribution of Employees

僱員年齡分佈

9. Please indicate the age distribution of **full-time employees at clerical/ craftsman/ operative level** who are engaged in **passenger transport**.

請指出 貴公司從事乘客運輸的全職文員／技工／操作工級人員的年齡分佈。

35 or below 35 歲或以下	36 – 55 36 至 55 歲	56 – 64 56 至 64 歲	65 or above 65 歲或以上
%	%	%	%

New Recruitment

新聘僱員

10. Please state the number of **full-time passenger transport employees** who have been newly recruited in the past 12 months.

請列出 貴公司在過去十二個月內新招聘的全職乘客運輸的僱員人數。

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 行政／主任級	<u>Clerical/Craftsman/Operative Level</u> 文員／技工／操作工級
(d) Total new recruits 新招聘總人數			
(e) Number of new recruits with the experience in Transport and Logistics 新招聘僱員中，具運輸及物流相關經驗的人數			
(f) Number of new recruits who are fresh graduates of transport and logistics programmes 新招聘僱員中，應屆運輸及物流課程之畢業生人數			

Employees' Whereabouts After Leaving the Company

離職僱員去向

11. Please state the number of **full-time passenger transport employees** who have left in the past 12 months (by whereabouts).

請列出 貴公司過去十二個月內，全職乘客運輸僱員的離職人數（按去向分類）。

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 行政／主任級	<u>Clerical/Craftsman/Operative Level</u> 文員／技工／操作工級
(d) Taking up related jobs/ starting own business in transport and logistics field 繼續於運輸及物流業任職或創業			
(e) Not taking up transport and logistics related jobs (e.g. Working in other business sector, emigration, retirement, further studies) 不繼續於運輸及物流業任職 (如: 轉往其他行業任職、移民、退休、進修)			
(f) Unknown 不知道			

Business Environment

行業概況

12. Please indicate your view on the expected change in **business situation** of your establishment in the next 12 months. (Please tick in the box as appropriate).

請指出 貴公司預計在未來十二個月之業務變化。（請在適當的格內填上“√”號）

- | | |
|------------------------------------|----------------------------------------|
| <input type="checkbox"/> Better 較佳 | <input type="checkbox"/> Stable 穩定 |
| <input type="checkbox"/> Worsen 較差 | <input type="checkbox"/> Uncertain 不肯定 |

Future Development
未來的發展

13. Please indicate **three** biggest challenges to your establishment in the next 12 months.
(Please tick in the box as appropriate)

請指出 貴公司在未來十二個月面對最大的三項挑戰。(請在適當的格內填上“√”號)

- | | |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Wide-spread of the COVID-19 pandemic
不明朗的新型肺炎疫情擴散 | <input type="checkbox"/> Currency fluctuations
匯率波動 |
| <input type="checkbox"/> China-US trade war
中美貿易戰 | <input type="checkbox"/> Rising costs
成本上漲 |
| <input type="checkbox"/> Uncertain economic environment
不明確的經濟環境 | <input type="checkbox"/> Others, please specify :
其他, 請列明: _____ |

14. Please indicate **three** future plans that your establishment consider as most useful to tackle the biggest challenges mentioned above. (Please tick in the box as appropriate)

請指出 貴公司三項計劃以應對上述的挑戰。(請在適當的格內填上“√”號)

- Reduce operation cost / streamline the organization structure
降低運營成本 / 精簡架構
- Develop a flexible hiring strategy (e.g. part-time, freelance, remote team)
制定靈活的招聘策略 (例如兼職、自由職業者、遠程團隊)
- Extend investment in technology and digital infrastructure (Laptops, cloud storage and servers, network security, etc.)
擴大對技術和數碼基礎設施的投資 (如筆記本電腦、雲端存儲及伺服器、網路安全等...)
- Improve employees' digital skills
提高員工的數碼技能
- Develop other types of services, please specify:
開發其他類型的服務, 請列明: _____
- Other plans, please specify:
其他計劃, 請列明: _____

Major Difficulties Encountered in Recruitment
主要招聘困難

15. Please indicate the difficulties encountered in recruitment of **full-time passenger transport employees** of your establishment in the past 12 months.

請指出 貴公司在過去十二個月招聘全職乘客運輸的僱員時所遇到的困難。

	<u>Reasons</u> 原因	<u>Managerial Level</u> 經理級	<u>Executive/ Supervisory Level</u> 行政 / 主任級	<u>Clerical/ Craftsman/ Operative Level</u> 文員 / 技工 / 操作工級
(d) No recruitment was taken place 沒有招聘		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Recruitment was taken place and did not encounter difficulties 有招聘, 並 <u>沒有遇到</u> 招聘困難		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Recruitment was taken place and the difficulties encountered were: 有招聘及遇上以下招聘困難:				
(x) Candidates had more choices in the market 應徵者在市場上有很多選擇		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xi) Candidates lacked the relevant skills/experience 應徵者並無相關技能 / 缺乏相關經驗		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xii) Candidates lacked the relevant academic qualification and credential 應徵者缺乏相關學歷及專業資格		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xiii) Candidates' language skills were not up to expectation 應徵者語文能力不夠水平		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xiv) Candidates found the remuneration package and fringe benefit not attractive 應徵者認為薪酬及附帶福利欠吸引		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xv) Candidates were unsatisfied with the working environment in the industry 應徵者認為行業的工作環境不理想		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xvi) Candidates lacked awareness of career opportunities & prospect in the industry 應徵者不了解行業的就業及發展機會		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xvii) Insufficient programmes available in the market to provide trained manpower in the industry 市場缺乏課程提供具相關訓練的人力資源		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(xviii) Others (please specify) 其他 (請說明) _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Manpower Training and Development Plan
人力培訓及發展計劃

16. To meet the emerging trend of the industry, please indicate the future training areas which are considered necessary for your **full-time passenger transport employees** of the following functional areas. (You may wish to tick “✓” more than 1 training area for each job level)

請指出為配合行業的新興趨勢，貴公司認為**全職乘客運輸的僱員**在未來需要的培訓範疇。
(每職級可剔“✓”選多個培訓範疇)

Training areas 培訓範疇	Aviation service 航空服務			Water Transport 水上運輸			Land Transport 陸上運輸		
	Managerial Level 經理級	Executive/Supervisory Level 行政/主任級	Clerical/Craftsman/Operative Level 文員/技工/操作工級	Managerial Level 經理級	Executive/Supervisory Level 行政/主任級	Clerical/Craftsman/Operative Level 文員/技工/操作工級	Managerial Level 經理級	Executive/Supervisory Level 行政/主任級	Clerical/Craftsman/Operative Level 文員/技工/操作工級
Trade Specific Skills 業內專業技能									
(a) Managerial / Supervisory / Coaching Skills / Strategic Management 管理/督導/訓練技巧/策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Customer Relationship / Complaints Handling 客戶關係/投訴處理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Sales and Marketing 銷售及市場推廣	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Merchandising and Purchasing 採購	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Financing and Accounting 財務及會計	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Operating Special Vehicles / Equipment 操作特別用途運輸/工具	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Law & Regulatory of Transport 交通法律和法規	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic & Other Skills 一般及其他技巧									
(h) Crowd Control 人羣控制	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) First Aid 急救	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Handling of Emergency Incidents 突發事情應變	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Repair and Maintenance 機械維修及保養	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Cyber Security 網絡安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Environmental, Social and Governance (ESG) 環境、社會及管治	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others 其他									
(n) Others (Please Specify) 其他 (請註明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No relevant personnel 沒有相關員工</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of questionnaire. Thank you for your co-operation.
問卷完，多謝合作。

The 2022 Manpower Survey of the Transport and Logistics Industry
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Explanatory Notes

附註

Part I

第一部份

1. Principal Jobs – Column ‘A’

主要職務 —— ‘A’ 欄

- (a) Please go through column ‘A’ and mark those scope of responsibilities and job level applicable to your establishment. For detailed descriptions, please refer to Appendix B.
請瀏覽 ‘A’ 欄，選取適用於 貴機構的職責範圍及職級。有關詳細的說明，請參閱附錄B。
- (b) The survey is not covered for scope not directly related to business, operation and technical services (such as finance, accounting, human resources, information technology).
公司業務、營運及技術支援以外所有一般行政支援員工，如財務會計、人力資源、資訊科技範疇的僱員則不包括在調查範圍內。

2. Number of Full-time Employees as at Survey Reference Date – Column ‘B’

在統計日期的全職僱員人數 —— ‘B’ 欄

For each scope of responsibilities and job level, please fill in the total number of full-time employees (i.e. at least consecutive 4 weeks a month, and not less than 18 hours in each week) as at survey reference date. The full-time employees include all those under the company’s payroll, disregarding whether the employees are deployed to work in other places (including the mainland of China) but exclude those working part-time. 請填寫 貴機構於統計日期僱用在每個職責範圍及職級的全職僱員的總數（即每月工作最少連續四週、每週不少於十八小時）。全職僱員包括在 貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（包括中國內地），但不包括兼職僱員。

3. Number of Vacancies as at Survey Reference Date – Column ‘C’

在統計日期的空缺額 —— ‘C’ 欄

Please fill in the total number of existing vacancies as at survey reference date. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit personnel as at survey reference date.

請填上在統計日期每一主要職務的空缺額。「統計日期的空缺額」是指該職位於統計日期仍懸空，須立刻填補，而現正積極招聘人員填補。

4. Preferred Level of Education of Employees – Column ‘D’

僱員宜有的教育程度——‘D’欄

For each scope of responsibilities and job level, please enter the code of preferred level of education for full time employees.

請填寫 貴機構認為在個別職責範圍及職級中，全職僱員宜有的教育程度編號。

Definition of Preferred Level of Education:

宜有的教育程度的定義：

- ◆ “Postgraduate Degree” refers to higher degrees (e.g. master degrees) offered by local or non-local education institutions, or equivalent.
「研究生學位」是指本地或非本地教育機構提供的高等學位（如碩士學位），或同等教育程度。
- ◆ “First Degree” refers to First degrees offered by local or non-local education institutions, or equivalent.
「學士學位」是指本地或非本地教育機構提供的學士學位，或同等教育程度。
- ◆ “Sub-degree” refers to Associate Degrees, Higher Diplomas, Professional Diplomas, Higher Certificates, Endorsement Certificates, Associateship or equivalent programmes offered by local or non-local education institutions.
「副學位」是指本地或非本地教育機構提供的副學士、高級文憑、專業文憑、高級證書、增修證書、院士銜或同等課程。
- ◆ “Diploma/Certificate” refers to technical and vocational education programmes including Diploma/Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level, or equivalent.
「文憑／證書」是指技術及職業教育課程之文憑／證書、基礎課程文憑、職專文憑及技工程度的課程，或同等教育程度。
- ◆ “Secondary 4 to 7” refers to Secondary 4-7, covering the education programmes in relation to the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
「中四至中七」是指中四至中七（包括與香港中學會考、香港中學文憑考試、毅進文憑等相關的教育課程）或同等教育程度。
- ◆ “Secondary 3 or below” refers to Secondary 3 or below, or equivalent.
「中三或以下」是指中三或以下，或同等教育程度。

5. Preferred Years of Relevant Experience – Column ‘E’

僱員宜有的相關年資 ——‘E’欄

For each scope of responsibilities and job level, please enter the code of preferred years of relevant experience which your establishment requires full time employees to have.

請填寫 貴機構認為在個別職責範圍及職級中，全職僱員宜有的相關年資編號。

6. Number of Part-time Employees as at Survey Reference Date – Column ‘F’

在統計日期的兼職僱員人數 ——‘F’欄

For each scope of responsibilities and job level, please fill the total number of part time employees as at survey reference date.

請填寫 貴機構於統計日期在個別職責範圍及職級的兼職僱員的人數。

Part II **第二部份**

1. Question 1 – Age distribution of Employees

問題1 — 僱員年齡分佈

Please indicate the age distribution of full-time employees at clerical/ craftsman/ operative level who are engaged in freight transport and logistics / passenger transport.

請指出 貴公司從事貨物運輸物流/ 乘客運輸的全職文員/ 技工/ 操作工級人員的年齡分佈。

2. Question 2 - New Recruitment

問題2 — 新聘僱員

◆ Please fill in the total number of full-time freight transport and logistics / passenger transport employees who have been newly recruited in the past 12 months.

請填入 貴公司在過去十二個月內新招聘的全職貨物運輸物流/ 乘客運輸的僱員總人數。

◆ Please fill in the number of new recruits with the experience in Transport and Logistics.

請填入 貴公司的新招聘中，具運輸及物流相關經驗的人數。

◆ Please fill in the number of new recruits who are fresh graduates of transport and logistics programmes.

請填入 貴公司的新招聘中，應屆運輸及物流課程之畢業生人數。

3. Question 3 – Employees Leaving the Company

問題3—僱員離職

Please fill in the number of full-time freight transport and logistics / passenger transport employees who have left in the past 12 months.

請填上 貴公司過去十二個月內，全職貨物運輸物流/ 乘客運輸僱員的離職人數。

Their whereabouts as:

他們的去向是：

(i) taking up related jobs/ starting own business in transport and logistics field
繼續於運輸及物流業任職或創業

(ii) not taking up transport and logistics related jobs
不繼續於運輸及物流業任職

(iii) Unknown
不知道

4. Question 4 – Business Environment

問題4—行業概況

Please indicate the view on the expected change in business situation of your establishment in the next 12 months.

請指出 貴公司預計在未來十二個月之業務變化。

5. Question 5 – Future Development

問題5—未來的發展

Please indicate three biggest challenges to your establishment in the next 12 months.

請指出 貴公司在未來十二個月面對最大的三項挑戰。

6. Question 6 – Future Development

問題6—未來的發展

Please indicate three future plans that your establishment consider as most useful to tackle the biggest challenges mentioned in Q5.

請指出 貴公司三項計劃以應對問題5的挑戰。

7. Question 7 - Major Difficulties Encountered in Recruitment

問題7 — 主要招聘困難

Please indicate the difficulties encountered in recruitment of full-time freight transport and logistics / passenger transport employees of your establishment in the past 12 months.

請指出 貴公司在過去十二個月招聘全職貨物物流運輸 / 乘客運輸的僱員時所遇到的困難。

8. Question 8 – Training areas

問題8 — 培訓範疇

To meet the emerging trend of the industry, please indicate the future training areas which are considered necessary for your **full-time freight transport and logistics / passenger transport employees** of the training areas.

請指出為配合行業的新興趨勢， 貴公司認為**全職貨物物流運輸/ 乘客運輸的僱員**在未來需要的培訓範疇。

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Description for the Principal Jobs

主要職務的工作說明

Descriptions of Job Level

職級簡介

Job Level 職級	Description 簡介
Managerial Level 經理級人員	Head or Deputy Head of a department or section of an establishment responsible for getting jobs done of the prescribed area of responsibilities by sub-ordinates according to the company policy, goals and objectives. 部門主管或副主管，根據公司政策、目的及目標，及通過屬下員工完成、達到有關職責範圍。
Executive/ Supervisory Level 行政／主任級人員	Mainly assist the managerial level in carrying out the prescribed area of responsibilities. They are usually involved in supervision of the work of the junior level on the spot. 主要協助經理級人員去完成、達到有關職責範圍。通常於辦公室或操作場地督導初級員工的工作。
Clerical/ Craftsman/ Operative Level 文員／技工／操作工 級人員	Work under supervision and characterised by office job duties or physical job duties with technical requirements, or to receive/handle/distribute document/cargo. 通常於督導下進行辦公室文書、操作場地技術工作或接收、處理、運送文件／貨物。

Descriptions of Scope and Area of Responsibilities

範疇及職責範圍簡介

Scope 範疇	Area of Responsibilities 職責範圍
Business Management, Strategic Planning 業務管理、計劃策略	<p>The upper level of an establishment in charge of the formulation of strategies, setting of guidelines, targets and steering of performance of the overall business of the establishment. Specifically: 公司內最高管理層，負責制訂公司策略、方針、目標、監控公司業務進度。具體職務有：</p> <ul style="list-style-type: none">➤ Business management - Assess the business potential and resources required for developing the business. Ensure the establishment, its business partners and contractors work together and in line with the company goal. Formulate performance indices for the establishment and monitor the progress of the establishment in reaching the target; adjust the policy/strategy if necessary. 業務管理 — 評估業務發展潛力，調撥資源開拓公司業務，確保公司內部及以外的其合作伙伴共同達致制定目標。制定評估公司表現的方式，監察公司每項政策／策略推行進度，並適時作出修改。➤ Strategy planning - Establish the local/regional/global operating strategy (such as strategic alliance) for the establishment. Design and develop strategy for logistics solutions that can be offered by the establishment. 計劃策略 — 負責制定公司在本地、所屬地區以至全球的營運策略（如：戰略性合作伙伴），設計及開發公司策略性物流方案。➤ Technology & technique - Assess the current technology and technique in operating the establishment and set policy for introduction/enhancement of new(er) technology and technique. 科技及技術 — 評估公司現有科技及技術水平，制定政策引進及改良公司的科技及技術。

Scope 範疇	Area of Responsibilities 職責範圍
Fleet Operation and Management 機隊／航隊 ／車隊營運 及管理	<p>The operating arm of an establishment in charge of maximising the asset/fleet of the establishment. Specifically: 公司內負責營運公司資產／航隊。具體職務有：</p> <ul style="list-style-type: none"> ➤ Fleet management - Manage a fleet to offer a regular/scheduled/liner or irregular/chartered/tramp service; and design/develop the routing pattern according to senior management's decision. Decide on the timing and (sub-)contractors for maintaining the fleet. 航隊管理 — 根據管理層制定的營運策略編制航線及管理航線的整體服務。 ➤ Fleet acquisition & utilisation - Order/purchase/charter-in/ leasing arrangement for the fleet. Also deal with sales/ charter-out/leasing out/disposal/suspension/laid up of the fleet when applicable. Control/allocate space of the fleet where applicable. 航隊調度及配置 — 適當調度航隊，適時為航隊準備配置／保養方案。 ➤ Contractors & suppliers - Select and supervise the services provided by (sub-)contractors & suppliers (such as through tendering mechanisms) for maintaining the fleet. 服務招標及外判 — 擬訂以投標形式甄選服務承包商及供應商的細節，並監管其服務表現。
Sales & Customer Service 市場銷售及 顧客服務	<p>The operating arm of an establishment in charge of finding out needs of customers, securing the business and serving customers. Specifically: 公司內負責發掘客戶需要，跟進客戶要求並提供服務，以拓展公司業務。具體職務有：</p> <ul style="list-style-type: none"> ➤ Sales & marketing - Assess the market/customers demand/ needs and competition environment; recommend and implement sales target, customer relationship strategy, marketing strategy and pricing strategy etc. 銷售及市場拓展 — 分析市場／客戶的需要及市場競爭環境，建議及推行銷售目標、客戶服務策略、市場策略及定價策略等。 ➤ Customer service - The business process from initial enquiry, booking, baggage services to arrangement of shipments / tickets, and the related procedure and documentation. 顧客服務 — 處理詢問、預訂、行李服務及運送、票務有關手續及所需文件。
Frontline Cargo / Passenger Operation 貨物調度／ 乘客運輸、 前線操作	<p>The operating arm of an establishment in charge of arranging cargo shipments/passenger transportation according to the needs of customers, specifically: 公司內負責按客戶需求安排有關貨運。具體職務有：</p> <ul style="list-style-type: none"> ➤ Space - Schedule cargo/fleet movements according to space/traffic allocated/conditions. 艙／客位調度 — 按艙位／交通分配，安排貨運／客運日期／班次。 ➤ Logistics arrangement - Operation processes in receiving, storing, distributing, releasing of cargoes/tickets and related processes where applicable. 流程安排 — 處理貨物／票務交收、存倉、分發、運送的一切事宜及有關手續。 ➤ Contractors & suppliers - Select and supervise the services provided by (sub-)contractors & suppliers for cargo operation/passenger service. 服務招標及外判 — 甄選及監管貨運／客運服務承包商及供應商。 ➤ Safety & security - Ensure the operation is in compliance with mandatory and internal/external requirements. 安全及保安 — 確保貨運過程在符合有關法例與內／外部指引的情況下運作。
Technical/ Engineering Support 機械／技術 支援	<p>The operating arm of an establishment in charge of technical service. Specifically: 公司內負責提供技術支援之單位。具體職務有：</p> <ul style="list-style-type: none"> ➤ Machinery & equipment - Establish technical indicators and management system for the operation of machinery and equipment. 機械及設備 — 建立使用機械及有關設備的技術指標及管理制度。 ➤ Contractors & suppliers - Select and supervise the services provided by (sub-)contractors & suppliers for machinery and equipment. 服務招標及外判 — 甄選及監管機械及設備承包商及供應商。 ➤ Safety & security - Ensure the operation of machinery and equipment is in compliance with mandatory and inhouse requirements. 安全及保安 — 確保機械及設備符合有關法例與內部指引的情況下運作。

Quality Control Measures

Prior to fieldwork preparation

- Collect contact information of the sampled establishments
- Group sampled establishments to the same business organisation

Thorough training of fieldwork staff

- Industry briefing workshop by VTC
- Intensive briefing and training session by MSA in consultation with VTC

Monitoring of the fieldwork execution

- Well-trained enumerators who are experienced in conducting establishment surveys
- Closely monitor fieldwork progress and work of enumerators
- Debriefing sessions twice a week

Measures to increase the response rate

- Strategic directions given by VTC
- Assistance from the Training Board and trade associations, etc.

Checking of the completed questionnaires

- Sample check of completed questionnaires by an independent team of QC checkers
- 100% vetting of the completed questionnaires by VTC

Double data entry and data validation

- Double data entry system
- Validation of collected data via computer programming and systems

Data analysis by VTC

- Comparison of survey findings with last round
- Benchmarking with relevant manpower information (if deemed appropriate)

Response Profile

	(a) No. of valid cases*	(b) No. of establishments successfully enumerated	(b) / (a) Effective response rate
Freight Transport & Logistics	871	718	82.4%
- Land	212	182	85.8%
- Sea	257	217	84.4%
- Air	144	104	72.2%
- Supporting services to Land, Sea & Air	258	215	83.3%
Passenger Transport	233	207	88.8%
- Land	150	138	92.0%
- Sea	27	27	100.0%
- Air	56	42	75.0%
Total :	1 104	925	83.8%

Note: * Invalid cases were referred as those establishments which had been ceased operation, closed, had not employed any staff for transport and logistics at the time of survey, nil reply to the survey, etc.

Manpower Projection Methodology

Labour Market Analysis

1. The Labour Market Analysis approach examines a group of key economic indicators or statistics which reflects important changes in the local economy, demography and labour market. Some indicators or statistics are chosen to build a statistical model that can be used to project manpower trend of the industry under study.

2. For projecting the manpower trend of the Transport and Logistics industry, the following index or statistics were used as indicators.

(A) Freight Transport and Logistics

- GDP - Exports of services (Transportation)
- GDP - Transportation, storage, postal and courier services
- Imports of goods in quantum index
- Total exports in quantum index
- Imports of goods in value index
- Total exports in value index

(B) Passenger Transport

- Number of aircraft arrivals
- Average daily public transport passenger

Appendix 9 Statistical Tables

Table 9.1 Manpower Statistics by Sector by Scope of Responsibilities by Job Level
表 9.1 人力統計 (按界別、職責範圍及職級劃分)

Scope of Responsibilities 職責範圍	Job Level 職級	Number of Employees as at Survey Reference Date 在統計日期的僱員人數			Number of Vacancies as at Survey Reference Date 在統計日期的空缺額			Number of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數		
		Overall 整體	Freight Transport and Logistics 貨物運輸 物流	Passenger Transport 乘客運輸#	Overall 整體	Freight Transport and Logistics 貨物運輸 物流	Passenger Transport 乘客運輸#	Overall 整體	Freight Transport and Logistics 貨物運輸 物流	Passenger Transport 乘客運輸#
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	3 009	2 468	541	71	37	34	2	1	1
	Executive/Supervisory Level 行政/主任級	1 824	1 165	659	74	19	55	0	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	4 183	2 608	1 575	281	103	178	54	35	19
	All Levels 所有職級	9 016	6 241	2 775	426	159	267	56	36	20
Fleet Operation and Management 機隊/航隊/車隊營 運及管理	Managerial Level 經理級	1 083	805	278	41	9	32	19	1	18
	Executive/Supervisory Level 行政/主任級	1 364	1 030	334	56	19	37	0	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	3 056	2 456	600	180	142	38	106	58	48
	All Levels 所有職級	5 503	4 291	1 212	277	170	107	125	59	66
Sales & Customer Service 市場銷售及顧客服務	Managerial Level 經理級	4 034	3 736	298	49	34	15	0	0	0
	Executive/Supervisory Level 行政/主任級	3 199	2 700	499	109	32	77	4	4	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	10 340	9 375	965	306	149	157	220	156	64
	All Levels 所有職級	17 573	15 811	1 762	464	215	249	224	160	64
Frontline Cargo / Passenger Operation 貨物調度/乘客運 輸、前線操作	Managerial Level 經理級	6 623	3 853	2 770	122	23	99	1	0	1
	Executive/Supervisory Level 行政/主任級	14 600	9 827	4 773	500	170	330	12	8	4
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	99 387	70 389	28 998	4 183	3 185	998	7 292	4 490	2 802
	All Levels 所有職級	120 610	84 069	36 541	4 805	3 378	1 427	7 305	4 498	2 807
Technical/ Engineering Support 機械/技術支援	Managerial Level 經理級	804	269	535	55	10	45	0	0	0
	Executive/Supervisory Level 行政/主任級	5 405	508	4 897	652	20	632	0	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	5 188	1 524	3 664	368	61	307	43	32	11
	All Levels 所有職級	11 397	2 301	9 096	1 075	91	984	43	32	11
Total 總數	Managerial Level 經理級	15 553	11 131	4 422	338	113	225	22	2	20
	Executive/Supervisory Level 行政/主任級	26 392	15 230	11 162	1 391	260	1 131	16	12	4
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	122 154	86 352	35 802	5 318	3 640	1 678	7 715	4 771	2 944
	All Levels 所有職級	164 099	112 713	51 386	7 047	4 013	3 034	7 753	4 785	2 968

Note: # The figures did not include taxi and public light bus drivers.
 註：# 數字不包括的士及公共小巴司機。

Table 9.2 Manpower Statistics by Sector by Area by Scope of Responsibilities by Job Level
表 9.2 人力統計 (按界別、範疇、職責範圍及職級劃分)

		Number of Employees as at Survey Reference Date 在統計日期的僱員人數			Number of Vacancies as at Survey Reference Date 在統計日期的空缺額			Number of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數		
Scope of Responsibilities 職責範圍	Job Level 職級	Air 空運	Sea 海運	Land 陸運	Air 空運	Sea 海運	Land 陸運	Air 空運	Sea 海運	Land 陸運
Freight Transport and Logistics 貨物運輸物流										
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	890	867	711	36	1	0	1	0	0
	Executive/Supervisory Level 行政/主任級	373	474	318	10	7	2	0	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	776	855	977	19	36	48	4	0	31
	All Levels 所有職級	2 039	2 196	2 006	65	44	50	5	0	31
Fleet Operation and Management 機隊/航隊/車隊營 運及管理	Managerial Level 經理級	198	313	294	0	8	1	0	1	0
	Executive/Supervisory Level 行政/主任級	312	393	325	0	8	11	0	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	826	755	875	55	22	65	42	0	16
	All Levels 所有職級	1 336	1 461	1 494	55	38	77	42	1	16
Sales & Customer Service 市場銷售及顧客服務	Managerial Level 經理級	1 419	1 474	843	13	20	1	0	0	0
	Executive/Supervisory Level 行政/主任級	917	1 052	731	18	12	2	4	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	3 011	2 573	3 791	67	31	51	113	7	36
	All Levels 所有職級	5 347	5 099	5 365	98	63	54	117	7	36
Frontline Cargo Operation 貨物調度、前線操作	Managerial Level 經理級	1 250	1 126	1 477	15	6	2	0	0	0
	Executive/Supervisory Level 行政/主任級	3 094	1 785	4 948	109	10	51	4	2	2
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	11 888	7 662	50 839	692	219	2 274	398	152	3 940
	All Levels 所有職級	16 232	10 573	57 264	816	235	2 327	402	154	3 942
Technical/ Engineering Support 機械/技術支援	Managerial Level 經理級	67	97	105	3	7	0	0	0	0
	Executive/Supervisory Level 行政/主任級	91	208	209	8	5	7	0	0	0
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	313	416	795	8	21	32	0	32	0
	All Levels 所有職級	471	721	1 109	19	33	39	0	32	0
Total 總數	Managerial Level 經理級	3 824	3 877	3 430	67	42	4	1	1	0
	Executive/Supervisory Level 行政/主任級	4 787	3 912	6 531	145	42	73	8	2	2
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級人員	16 814	12 261	57 277	841	329	2 470	557	191	4 023
	All Levels 所有職級	25 425	20 050	67 238	1 053	413	2 547	566	194	4 025

		Number of Employees as at Survey Reference Date 在統計日期的僱員人數			Number of Vacancies as at Survey Reference Date 在統計日期的空缺額			Number of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員人數		
Scope of Responsibilities 職責範圍	Job Level 職級	Aviation service 航空服務	Water transport 水上運輸	Land transport 陸上運輸	Aviation service 航空服務	Water transport 水上運輸	Land transport 陸上運輸	Aviation service 航空服務	Water transport 水上運輸	Land transport 陸上運輸
Passenger Transport 乘客運輸										
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	214	38	289	16	0	18	0	0	1
	Executive/Supervisory Level 行政／主任級	288	22	349	41	0	14	0	0	0
	Clerical/ Craftsman/ Operative Level 文員／技工／操作工級人員	979	66	530	172	0	6	7	7	5
	All Levels 所有職級	1 481	126	1 168	229	0	38	7	7	6
Fleet Operation and Management 機隊／航隊／車隊營運及管理	Managerial Level 經理級	158	14	106	31	0	1	18	0	0
	Executive/Supervisory Level 行政／主任級	217	19	98	33	0	4	0	0	0
	Clerical/ Craftsman/ Operative Level 文員／技工／操作工級人員	263	49	288	26	0	12	48	0	0
	All Levels 所有職級	638	82	492	90	0	17	66	0	0
Sales & Customer Service 市場銷售及顧客服務	Managerial Level 經理級	136	23	139	6	0	9	0	0	0
	Executive/Supervisory Level 行政／主任級	256	14	229	35	0	42	0	0	0
	Clerical/ Craftsman/ Operative Level 文員／技工／操作工級人員	466	25	474	121	2	34	25	1	38
	All Levels 所有職級	858	62	842	162	2	85	25	1	38
Frontline Passenger Operation 乘客運輸、前線操作	Managerial Level 經理級	2 308	85	377	82	3	14	0	0	1
	Executive/Supervisory Level 行政／主任級	1 908	127	2 738	115	9	206	4	0	0
	Clerical/ Craftsman/ Operative Level 文員／技工／操作工級人員	7 091	312	21 595	206	20	772	78	1	2 723
	All Levels 所有職級	11 307	524	24 710	403	32	992	82	1	2 724
Technical/ Engineering Support 機械／技術支援	Managerial Level 經理級	138	10	387	7	0	38	0	0	0
	Executive/Supervisory Level 行政／主任級	279	45	4 573	22	0	610	0	0	0
	Clerical/ Craftsman/ Operative Level 文員／技工／操作工級人員	120	81	3 463	6	2	299	10	0	1
	All Levels 所有職級	537	136	8 423	35	2	947	10	0	1
Total 總數	Managerial Level 經理級	2 954	170	1 298	142	3	80	18	0	2
	Executive/Supervisory Level 行政／主任級	2 948	227	7 987	246	9	876	4	0	0
	Clerical/ Craftsman/ Operative Level 文員／技工／操作工級人員	8 919	533	26 350	531	24	1 123	168	9	2 767
	All Levels 所有職級	14 821	930	35 635	919	36	2 079	190	9	2 769

Note: # The figures did not include taxi and public light bus drivers.
註：# 數字不包括的士及公共小巴司機。

Table 9.3 Percentage Distribution of Preferred Level of Education of Full-time Employees by Sector by Area by Scope of Responsibilities by Job Level
表 9.3 全職僱員宜有的教育程度百分比分佈 (按界別、範疇、職責範圍及職級劃分)

Scope of Responsibilities 職責範圍	Job Level 級	Area 範疇	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree 副學位	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中 七	Secondary 3 or below 中三或以 下	Total no. of full-time employees 全職僱員 總數
Freight Transport and Logistics 貨物運輸物流									
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	Air 空運	0.4%	71.7%	27.1%	0.1%	0.7%	0.0%	890
		Sea 海運	1.9%	78.3%	13.2%	1.2%	5.5%	0.0%	867
		Land 陸運	1.4%	50.4%	38.5%	6.9%	2.8%	0.0%	711
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	63.3%	9.4%	24.7%	2.7%	0.0%	373
		Sea 海運	0.0%	39.7%	19.0%	39.9%	1.5%	0.0%	474
		Land 陸運	0.0%	9.1%	28.3%	57.2%	5.3%	0.0%	318
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	1.2%	11.3%	32.4%	55.1%	0.0%	776
		Sea 海運	0.0%	0.0%	25.2%	36.2%	38.6%	0.0%	855
		Land 陸運	0.0%	2.4%	10.8%	22.6%	61.4%	2.9%	977
Fleet Operation and Management 機隊/航隊/車隊營 運及管理	Managerial Level 經理級	Air 空運	0.0%	59.1%	39.4%	1.5%	0.0%	0.0%	198
		Sea 海運	2.9%	66.1%	28.4%	1.6%	1.0%	0.0%	313
		Land 陸運	0.0%	33.3%	40.1%	20.7%	5.8%	0.0%	294
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	3.2%	17.6%	16.7%	62.5%	0.0%	312
		Sea 海運	0.0%	48.1%	28.5%	23.2%	0.3%	0.0%	393
		Land 陸運	0.0%	9.8%	21.8%	45.5%	21.5%	1.2%	325
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	0.0%	1.9%	22.2%	20.6%	55.3%	826
		Sea 海運	0.0%	0.0%	2.8%	51.7%	43.2%	2.4%	755
		Land 陸運	0.0%	0.0%	5.8%	24.0%	54.7%	15.5%	875
Sales & Customer Service 市場銷售及顧客服務	Managerial Level 經理級	Air 空運	0.0%	53.9%	25.4%	17.7%	3.0%	0.0%	1 419
		Sea 海運	2.8%	60.7%	10.9%	22.5%	3.2%	0.0%	1 474
		Land 陸運	0.0%	47.7%	39.6%	12.5%	0.2%	0.0%	843
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	38.1%	20.4%	30.6%	10.9%	0.0%	917
		Sea 海運	0.0%	39.5%	22.8%	37.5%	0.2%	0.0%	1 052
		Land 陸運	0.0%	6.4%	13.7%	78.4%	1.5%	0.0%	731
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	0.5%	11.9%	26.0%	58.9%	2.8%	3 011
		Sea 海運	0.0%	0.5%	7.5%	31.1%	60.4%	0.5%	2 573
		Land 陸運	0.0%	0.4%	6.5%	21.4%	66.7%	5.1%	3 791
Frontline Cargo Operation 貨物調度、前線操作	Managerial Level 經理級	Air 空運	0.0%	58.0%	37.0%	4.5%	0.5%	0.0%	1 250
		Sea 海運	0.2%	58.4%	34.7%	6.0%	0.7%	0.0%	1 126
		Land 陸運	0.6%	45.5%	38.9%	11.1%	3.8%	0.0%	1 477
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	23.3%	30.7%	27.6%	18.4%	0.0%	3 094
		Sea 海運	0.0%	28.0%	17.5%	49.8%	4.7%	0.0%	1 785
		Land 陸運	0.0%	3.7%	14.7%	65.7%	15.9%	0.0%	4 948
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	0.3%	4.2%	25.1%	51.5%	18.9%	11 888
		Sea 海運	0.0%	0.5%	10.1%	22.2%	62.8%	4.3%	7 662
		Land 陸運	0.0%	0.0%	0.0%	8.7%	54.5%	36.8%	50 839
Technical/ Engineering Support 機械/技術支援	Managerial Level 經理級	Air 空運	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	67
		Sea 海運	0.0%	93.8%	2.1%	4.1%	0.0%	0.0%	97
		Land 陸運	0.0%	15.7%	78.4%	5.9%	0.0%	0.0%	105
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	36.3%	27.5%	36.3%	0.0%	0.0%	91
		Sea 海運	0.0%	76.9%	8.7%	14.4%	0.0%	0.0%	208
		Land 陸運	0.0%	10.6%	1.9%	79.3%	8.2%	0.0%	209
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	0.0%	5.4%	22.0%	2.2%	70.3%	313
		Sea 海運	0.0%	0.0%	61.5%	35.3%	2.9%	0.2%	416
		Land 陸運	0.0%	0.0%	0.0%	16.7%	53.5%	29.8%	795
Total 總計	Managerial Level 經理級	Air 空運	0.1%	60.5%	29.9%	8.1%	1.4%	0.0%	3 824
		Sea 海運	1.8%	65.2%	19.5%	10.8%	2.7%	0.0%	3 877
		Land 陸運	0.6%	45.1%	40.3%	11.2%	2.8%	0.0%	3 430
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	28.2%	26.1%	27.4%	18.3%	0.0%	4 787
		Sea 海運	0.0%	37.1%	19.7%	40.7%	2.4%	0.0%	3 912
		Land 陸運	0.0%	4.8%	15.2%	66.1%	13.8%	0.1%	6 531
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	0.4%	5.8%	25.4%	50.5%	17.9%	16 814
		Sea 海運	0.0%	0.4%	11.9%	27.3%	57.4%	3.0%	12 261
		Land 陸運	0.0%	0.1%	0.7%	10.1%	55.5%	33.7%	57 277

Scope of Responsibilities 職責範圍	Job Level 職級	Area 範疇	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree 副學位	Diploma/ Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以 下	Total no. of full-time employees 全職僱員總數
Passenger Transport 乘客運輸									
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	Aviation service 航空服務	0.5%	93.3%	3.3%	2.9%	0.0%	0.0%	214
		Water transport 水上運輸	0.0%	65.8%	31.6%	2.6%	0.0%	0.0%	38
		Land transport 陸上運輸	0.0%	67.1%	18.3%	7.6%	6.9%	0.0%	289
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	93.4%	2.8%	3.8%	0.0%	0.0%	288
		Water transport 水上運輸	0.0%	45.5%	18.2%	36.4%	0.0%	0.0%	22
		Land transport 陸上運輸	0.0%	5.4%	75.6%	5.4%	13.2%	0.3%	349
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	1.3%	95.9%	1.7%	1.0%	0.0%	979
		Water transport 水上運輸	0.0%	0.0%	6.1%	21.2%	6.1%	66.7%	66
		Land transport 陸上運輸	0.0%	0.0%	0.4%	31.9%	51.5%	16.2%	530
Fleet Operation and Management 機隊/航隊/車隊 營運及管理	Managerial Level 經理級	Aviation service 航空服務	0.0%	96.8%	3.2%	0.0%	0.0%	0.0%	158
		Water transport 水上運輸	0.0%	85.7%	14.3%	0.0%	0.0%	0.0%	14
		Land transport 陸上運輸	0.9%	47.2%	7.5%	24.5%	17.9%	1.9%	106
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	86.2%	12.9%	0.9%	0.0%	0.0%	217
		Water transport 水上運輸	0.0%	0.0%	47.4%	52.6%	0.0%	0.0%	19
		Land transport 陸上運輸	0.0%	50.0%	21.4%	13.3%	13.3%	2.0%	98
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.0%	71.5%	25.0%	3.5%	0.0%	263
		Water transport 水上運輸	0.0%	0.0%	0.0%	26.5%	61.2%	12.2%	49
		Land transport 陸上運輸	0.0%	0.0%	0.0%	18.4%	77.1%	4.5%	288
Sales & Customer Service 市場銷售及顧客服 務	Managerial Level 經理級	Aviation service 航空服務	0.0%	86.0%	6.6%	5.1%	2.2%	0.0%	136
		Water transport 水上運輸	0.0%	34.8%	43.5%	13.0%	8.7%	0.0%	23
		Land transport 陸上運輸	0.0%	71.9%	18.7%	1.4%	7.9%	0.0%	139
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	89.1%	4.3%	5.1%	1.6%	0.0%	256
		Water transport 水上運輸	0.0%	35.7%	0.0%	64.3%	0.0%	0.0%	14
		Land transport 陸上運輸	0.0%	45.9%	52.8%	0.9%	0.4%	0.0%	229
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	25.8%	42.5%	24.7%	7.1%	0.0%	466
		Water transport 水上運輸	0.0%	0.0%	16.0%	64.0%	16.0%	4.0%	25
		Land transport 陸上運輸	0.0%	0.0%	4.6%	22.8%	62.7%	9.9%	474
Frontline Passenger Operation 乘客運輸、前線操作	Managerial Level 經理級	Aviation service 航空服務	0.0%	99.9%	0.0%	0.1%	0.0%	0.0%	2 308
		Water transport 水上運輸	0.0%	6.0%	91.7%	0.0%	2.4%	0.0%	85
		Land transport 陸上運輸	0.0%	44.8%	16.4%	37.4%	0.8%	0.5%	377
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	97.6%	1.8%	0.5%	0.0%	0.0%	1 908
		Water transport 水上運輸	0.0%	3.1%	0.0%	85.8%	10.2%	0.8%	127
		Land transport 陸上運輸	0.0%	0.1%	66.1%	28.0%	4.3%	1.5%	2 738
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	1.9%	93.1%	3.5%	1.5%	0.1%	7 091
		Water transport 水上運輸	0.0%	0.0%	0.0%	69.6%	19.4%	11.0%	312
		Land transport 陸上運輸	0.0%	0.0%	0.4%	1.7%	69.4%	28.4%	21 595
Technical/ Engineering Support 機械/技術支援	Managerial Level 經理級	Aviation service 航空服務	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	138
		Water transport 水上運輸	0.0%	70.0%	10.0%	20.0%	0.0%	0.0%	10
		Land transport 陸上運輸	0.3%	97.7%	1.3%	0.0%	0.3%	0.5%	387
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	95.7%	3.6%	0.7%	0.0%	0.0%	279
		Water transport 水上運輸	0.0%	0.0%	4.7%	88.4%	7.0%	0.0%	45
		Land transport 陸上運輸	0.0%	0.2%	95.7%	4.1%	0.0%	0.0%	4 573
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.0%	51.8%	48.2%	0.0%	0.0%	120
		Water transport 水上運輸	0.0%	0.0%	16.0%	13.6%	46.9%	23.5%	81
		Land transport 陸上運輸	0.0%	0.0%	0.0%	1.3%	85.5%	13.2%	3 463
Total 總計	Managerial Level 經理級	Aviation service 航空服務	0.0%	98.6%	0.7%	0.5%	0.1%	0.0%	2 954
		Water transport 水上運輸	0.0%	33.7%	60.4%	3.6%	2.4%	0.0%	170
		Land transport 陸上運輸	0.2%	68.6%	11.9%	14.7%	4.2%	0.5%	1 298
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	95.3%	3.2%	1.3%	0.1%	0.0%	2 948
		Water transport 水上運輸	0.0%	8.4%	6.7%	77.3%	7.1%	0.4%	227
		Land transport 陸上運輸	0.0%	2.3%	82.5%	12.4%	2.2%	0.5%	7 987
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	3.1%	89.3%	5.7%	1.8%	0.0%	8 919
		Water transport 水上運輸	0.0%	0.0%	4.3%	49.4%	26.1%	20.2%	533
		Land transport 陸上運輸	0.0%	0.0%	0.5%	2.8%	71.1%	25.6%	26 350

Note: # The figures did not include taxi and public light bus drivers.
 註： # 數字不包括的士及公共小巴司機。

Table 9.4 Percentage Distribution of Preferred Year of Experience of Full-time Employees by Sector by Area by Scope of Responsibilities by Job Level
表 9.4 全職僱員宜有的相關年資百分比分佈 (按界別、範疇、職責範圍及職級劃分)

Scope of Responsibilities 職責範圍	Job Level 職級	Area 範疇	10 yrs or above 十年或以上	6 yrs to less than 10 yrs 六年至十年以下	3 yrs to less than 6 yrs 三年至六年以下	1 yr to less than 3 yrs 一年至三年以下	Less than 1 yr 一年以下	No experience 無須經驗	Total no. of full-time employees 全職僱員總數
Freight Transport and Logistics 貨物運輸物流									
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	Air 空運	54.0%	35.5%	10.3%	0.3%	0.0%	0.0%	890
		Sea 海運	51.3%	39.0%	9.0%	0.5%	0.0%	0.1%	867
		Land 陸運	43.0%	34.0%	18.6%	3.0%	1.3%	0.0%	711
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	21.8%	63.8%	14.3%	0.0%	0.0%	373
		Sea 海運	1.6%	18.7%	62.0%	17.5%	0.2%	0.0%	474
		Land 陸運	12.8%	18.4%	52.8%	15.6%	0.3%	0.0%	318
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.4%	1.7%	15.8%	62.1%	15.1%	4.9%	776
		Sea 海運	0.4%	0.4%	6.3%	61.9%	22.8%	8.2%	855
		Land 陸運	1.4%	2.0%	7.0%	54.2%	28.1%	7.3%	977
Fleet Operation and Management 機隊/航隊/車隊營運及管理	Managerial Level 經理級	Air 空運	33.7%	49.7%	16.6%	0.0%	0.0%	0.0%	198
		Sea 海運	38.9%	48.2%	12.5%	0.4%	0.0%	0.0%	313
		Land 陸運	19.6%	33.8%	44.2%	1.9%	0.0%	0.4%	294
	Executive/ Supervisory Level 行政/主任級	Air 空運	9.5%	6.1%	77.0%	7.4%	0.0%	0.0%	312
		Sea 海運	0.3%	13.7%	80.2%	5.8%	0.0%	0.0%	393
		Land 陸運	1.1%	14.4%	62.6%	21.9%	0.0%	0.0%	325
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	0.1%	10.6%	26.9%	11.8%	50.6%	826
		Sea 海運	0.2%	0.3%	8.6%	82.6%	5.5%	2.8%	755
		Land 陸運	1.2%	3.1%	3.5%	43.2%	36.3%	12.7%	875
Sales & Customer Service 市場銷售及顧客服務	Managerial Level 經理級	Air 空運	27.8%	54.0%	15.5%	2.7%	0.0%	0.0%	1 419
		Sea 海運	22.0%	48.2%	28.0%	1.7%	0.0%	0.2%	1 474
		Land 陸運	20.3%	48.6%	29.2%	2.0%	0.0%	0.0%	843
	Executive/ Supervisory Level 行政/主任級	Air 空運	8.4%	7.7%	54.6%	29.4%	0.0%	0.0%	917
		Sea 海運	0.0%	21.8%	68.2%	9.9%	0.0%	0.0%	1 052
		Land 陸運	1.2%	3.5%	89.6%	5.8%	0.0%	0.0%	731
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.0%	3.4%	14.0%	66.8%	11.9%	4.0%	3 011
		Sea 海運	0.0%	0.9%	4.0%	57.7%	36.9%	0.5%	2 573
		Land 陸運	0.0%	0.3%	1.4%	58.1%	30.8%	9.4%	3 791
Frontline Cargo Operation 貨物調度、前線操作	Managerial Level 經理級	Air 空運	25.7%	38.7%	34.7%	0.8%	0.0%	0.0%	1 250
		Sea 海運	40.0%	33.6%	25.5%	0.9%	0.0%	0.0%	1 126
		Land 陸運	20.6%	33.1%	38.7%	7.6%	0.0%	0.0%	1 477
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	18.5%	59.5%	22.0%	0.0%	0.0%	3 094
		Sea 海運	0.2%	16.6%	57.9%	25.3%	0.0%	0.1%	1 785
		Land 陸運	0.0%	7.0%	53.1%	39.2%	0.3%	0.4%	4 948
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.4%	0.1%	15.4%	42.9%	12.5%	28.7%	11 888
		Sea 海運	0.3%	0.1%	25.7%	51.4%	14.5%	7.9%	7 662
		Land 陸運	0.6%	0.7%	17.1%	33.8%	30.1%	17.7%	50 839
Technical/ Engineering Support 機械/技術支援	Managerial Level 經理級	Air 空運	54.9%	43.1%	2.0%	0.0%	0.0%	0.0%	67
		Sea 海運	53.4%	42.5%	2.7%	1.4%	0.0%	0.0%	97
		Land 陸運	18.9%	5.3%	75.8%	0.0%	0.0%	0.0%	105
	Executive/ Supervisory Level 行政/主任級	Air 空運	0.0%	40.0%	60.0%	0.0%	0.0%	0.0%	91
		Sea 海運	1.6%	15.8%	79.8%	2.7%	0.0%	0.0%	208
		Land 陸運	0.0%	29.0%	65.3%	4.5%	0.0%	1.1%	209
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.3%	0.0%	0.6%	78.2%	7.1%	13.8%	313
		Sea 海運	0.3%	0.0%	8.1%	88.9%	2.7%	0.0%	416
		Land 陸運	0.0%	0.0%	8.9%	43.7%	19.0%	28.5%	795
Total 總計	Managerial Level 經理級	Air 空運	33.7%	44.3%	20.6%	1.3%	0.0%	0.0%	3 824
		Sea 海運	35.8%	41.6%	21.4%	1.1%	0.0%	0.1%	3 877
		Land 陸運	25.2%	36.6%	33.4%	4.4%	0.3%	0.0%	3 430
	Executive/ Supervisory Level 行政/主任級	Air 空運	2.2%	16.4%	60.2%	21.2%	0.0%	0.0%	4 787
		Sea 海運	0.4%	17.8%	64.2%	17.5%	0.0%	0.0%	3 912
		Land 陸運	0.9%	8.2%	58.8%	31.5%	0.2%	0.3%	6 531
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Air 空運	0.3%	0.7%	14.5%	47.2%	12.4%	24.9%	16 814
		Sea 海運	0.2%	0.3%	18.6%	56.0%	19.0%	5.9%	12 261
		Land 陸運	0.6%	0.8%	15.3%	36.3%	30.1%	16.9%	57 277

Scope of Responsibilities 職責範圍	Job Level 職級	Area 範疇	10 yrs or above 十年或以上	6 yrs to less than 10 yrs 六年至 十年以下	3 yrs to less than 6 yrs 三年至 六年以下	1 yr to less than 3 yrs 一年至 三年以下	Less than 1 yr 一年以下	No experience 無須經驗	Total no. of full-time employees 全職僱員總數
Passenger Transport 乘客運輸									
Business Management, Strategic Planning 業務管理、計劃策略	Managerial Level 經理級	Aviation service 航空服務	13.9%	76.2%	9.8%	0.0%	0.0%	0.0%	214
		Water transport 水上運輸	18.8%	50.0%	31.3%	0.0%	0.0%	0.0%	38
		Land transport 陸上運輸	66.7%	19.4%	11.5%	2.4%	0.0%	0.0%	289
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	2.1%	97.9%	0.0%	0.0%	0.0%	288
		Water transport 水上運輸	0.0%	14.3%	66.7%	19.0%	0.0%	0.0%	22
		Land transport 陸上運輸	15.0%	6.7%	69.2%	5.9%	3.2%	0.0%	349
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.0%	0.0%	85.3%	0.0%	14.7%	979
		Water transport 水上運輸	0.0%	72.1%	4.9%	23.0%	0.0%	0.0%	66
		Land transport 陸上運輸	0.0%	19.9%	4.2%	26.6%	39.8%	9.5%	530
Fleet Operation and Management 機隊/航隊/車隊營 運及管理	Managerial Level 經理級	Aviation service 航空服務	0.0%	76.7%	23.3%	0.0%	0.0%	0.0%	158
		Water transport 水上運輸	0.0%	22.2%	11.1%	66.7%	0.0%	0.0%	14
		Land transport 陸上運輸	14.6%	63.5%	20.8%	1.0%	0.0%	0.0%	106
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	1.9%	98.1%	0.0%	0.0%	0.0%	217
		Water transport 水上運輸	0.0%	21.4%	64.3%	14.3%	0.0%	0.0%	19
		Land transport 陸上運輸	2.2%	16.7%	74.4%	6.7%	0.0%	0.0%	98
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.0%	0.0%	96.5%	0.0%	3.5%	263
		Water transport 水上運輸	0.0%	0.0%	31.8%	40.9%	27.3%	0.0%	49
		Land transport 陸上運輸	0.0%	0.0%	10.1%	86.4%	2.0%	1.5%	288
Sales & Customer Service 市場銷售及顧客服務	Managerial Level 經理級	Aviation service 航空服務	29.3%	51.2%	14.6%	4.9%	0.0%	0.0%	136
		Water transport 水上運輸	0.0%	50.0%	22.7%	27.3%	0.0%	0.0%	23
		Land transport 陸上運輸	59.8%	31.5%	8.7%	0.0%	0.0%	0.0%	139
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	11.8%	84.9%	3.4%	0.0%	0.0%	256
		Water transport 水上運輸	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	14
		Land transport 陸上運輸	0.0%	15.5%	77.4%	6.5%	0.6%	0.0%	229
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.5%	0.0%	85.3%	10.1%	4.1%	466
		Water transport 水上運輸	0.0%	0.0%	18.2%	50.0%	31.8%	0.0%	25
		Land transport 陸上運輸	0.0%	9.7%	0.0%	52.0%	28.6%	9.7%	474
Frontline Passenger Operation 乘客運輸、前線操作	Managerial Level 經理級	Aviation service 航空服務	6.1%	91.4%	2.4%	0.0%	0.0%	0.0%	2 308
		Water transport 水上運輸	2.4%	81.7%	13.4%	2.4%	0.0%	0.0%	85
		Land transport 陸上運輸	36.9%	7.7%	55.4%	0.0%	0.0%	0.0%	377
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	49.7%	49.3%	1.0%	0.0%	0.0%	1 908
		Water transport 水上運輸	0.0%	0.0%	87.6%	12.4%	0.0%	0.0%	127
		Land transport 陸上運輸	1.6%	1.8%	80.4%	16.3%	0.0%	0.0%	2 738
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.0%	0.9%	83.9%	12.5%	2.7%	7 091
		Water transport 水上運輸	0.0%	3.1%	5.7%	78.5%	8.0%	4.6%	312
		Land transport 陸上運輸	3.2%	0.1%	6.1%	69.4%	3.7%	17.4%	21 595
Technical/ Engineering Support 機械/技術支援	Managerial Level 經理級	Aviation service 航空服務	14.3%	85.7%	0.0%	0.0%	0.0%	0.0%	138
		Water transport 水上運輸	28.6%	71.4%	0.0%	0.0%	0.0%	0.0%	10
		Land transport 陸上運輸	94.8%	5.0%	0.3%	0.0%	0.0%	0.0%	387
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	279
		Water transport 水上運輸	0.0%	5.1%	28.2%	66.7%	0.0%	0.0%	45
		Land transport 陸上運輸	0.0%	0.9%	95.0%	4.1%	0.0%	0.0%	4 573
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.0%	0.0%	98.8%	1.3%	0.0%	120
		Water transport 水上運輸	0.0%	0.0%	16.0%	40.0%	44.0%	0.0%	81
		Land transport 陸上運輸	0.0%	0.0%	0.6%	84.5%	0.0%	14.8%	3 463
Total 總計	Managerial Level 經理級	Aviation service 航空服務	10.9%	81.5%	6.9%	0.7%	0.0%	0.0%	2 954
		Water transport 水上運輸	6.6%	66.4%	17.8%	9.2%	0.0%	0.0%	170
		Land transport 陸上運輸	62.9%	16.5%	20.0%	0.6%	0.0%	0.0%	1 298
	Executive/ Supervisory Level 行政/主任級	Aviation service 航空服務	0.0%	31.6%	67.4%	1.0%	0.0%	0.0%	2 948
		Water transport 水上運輸	0.0%	3.9%	73.4%	22.7%	0.0%	0.0%	227
		Land transport 陸上運輸	1.2%	1.9%	88.4%	8.3%	0.2%	0.0%	7 987
	Clerical/ Craftsman/ Operative Level 文員/技工/操作工級	Aviation service 航空服務	0.0%	0.1%	0.6%	86.3%	9.6%	3.5%	8 919
		Water transport 水上運輸	0.0%	11.9%	10.0%	61.2%	14.2%	2.7%	533
		Land transport 陸上運輸	2.6%	0.6%	5.3%	70.5%	4.3%	16.7%	26 350

Note: # The figures did not include taxi and public light bus drivers.
註：# 數字不包括的士及公共小巴司機。

Table 9.5a Percentage Distribution and Ranking of Future Training Areas for Full-time
表 9.5a Employees by Area by Job Level – Freight Transport and Logistics
 全職僱員未來需要的培訓範疇百分比分佈及排序 (按範疇及職級劃分)
 – 貨物運輸物流

(a) Air transport and logistics
 航空運輸物流

Training areas 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級
Operation Management 營運管理	56.5%	27.2%	0.6%	1	9	15
Planning and Design of Logistics Solutions 物流方案規劃及設計	41.1%	25.8%	2.9%	2	10	13
Sales, Marketing and Customer Services 營銷、市場推廣及客戶服務	33.0%	50.1%	19.1%	6	1	7
Cargo Transport and Handling 貨物運輸及處理	20.2%	34.6%	32.0%	10	6	4
Cargo Safety and Security 貨物安全及保安	39.4%	40.2%	26.9%	3	3	5
Cyber Security 網絡安全	19.2%	15.8%	6.4%	11	14	11
eCommerce Applications and E-Logistics 電子商貿應用及 電子物流	38.7%	39.6%	42.1%	4	4	2
Processing, analyzing and applying big data 大數據處理, 分析及應用	24.1%	38.8%	7.8%	8	5	9
Digital Marketing and Mobile Application 數位行銷, 移動裝置的運行及應用	11.7%	30.6%	9.3%	13	7	8
Quality Management 品質管理	11.0%	18.4%	7.3%	14	13	10
Import / Export Documentation and Procedures 出入口文件處理	14.4%	20.2%	43.1%	12	12	1
Insurance, Legal Matters & Compliance 保險、法律事務及遵守法規	25.0%	40.5%	22.2%	7	2	6
Occupational Safety & Health 職業安全及健康	33.4%	28.5%	33.2%	5	8	3
Environmental, Social and Governance (ESG) 環境、社會及管治	23.2%	20.8%	5.4%	9	11	12
Others 其他	0.9%	1.1%	0.7%	15	15	14
Total no. of establishments with such area and level of staff 具有此技能等級員工的公司數量	1 140	906	1 666			

- Notes: 1) Percentages are calculated on the basis of total number of establishments with such area and level of staff.
 2) Respondents are allowed to select more than one training area.
 註： 1) 按具有此技能等級員工的公司數量計算百分比。
 2) 受訪者可選擇多於一項培訓範疇。

(b) Sea transport and logistics
海上運輸物流

Training areas 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級
Operation Management 營運管理	70.3%	42.8%	2.8%	1	3	12
Planning and Design of Logistics Solutions 物流方案規劃及設計	49.5%	26.9%	1.6%	2	8	14
Sales, Marketing and Customer Services 營銷、市場推廣及客戶服務	39.4%	50.1%	11.5%	4	1	7
Cargo Transport and Handling 貨物運輸及處理	34.5%	27.6%	34.6%	5	7	2
Cargo Safety and Security 貨物安全及保安	34.0%	17.3%	25.1%	6	11	5
Cyber Security 網絡安全	9.4%	14.0%	5.8%	13	12	10
eCommerce Applications and E-Logistics 電子商貿應用及 電子物流	31.3%	29.5%	13.3%	7	5	6
Processing, analyzing and applying big data 大數據處理, 分析及應用	29.8%	40.1%	7.0%	9	4	9
Digital Marketing and Mobile Application 數位行銷, 移動裝置的運行及應用	17.2%	23.5%	10.3%	12	10	8
Quality Management 品質管理	8.0%	8.2%	4.0%	14	14	11
Import / Export Documentation and Procedures 出入口文件處理	30.5%	26.3%	36.2%	8	9	1
Insurance, Legal Matters & Compliance 保險、法律事務及遵守法規	49.2%	46.4%	29.4%	3	2	3
Occupational Safety & Health 職業安全及健康	27.7%	28.4%	27.7%	10	6	4
Environmental, Social and Governance (ESG) 環境、社會及管治	21.4%	12.4%	2.8%	11	13	12
Others 其他	0.1%	0.9%	0.4%	15	15	15
Total no. of establishments with such area and level of staff 具有此技能等級員工的公司數量	1 585	1 122	2 527			

Notes: 1) Percentages are calculated on the basis of total number of establishments with such area and level of staff.

2) Respondents are allowed to select more than one training area.

註：1) 按具有此技能等級員工的公司數量計算百分比。

2) 受訪者可選擇多於一項培訓範疇。

(c) Land transport and logistics
陸上運輸物流

Training areas 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級
Operation Management 營運管理	71.7%	31.4%	3.4%	1	3	12
Planning and Design of Logistics Solutions 物流方案規劃及設計	56.0%	16.1%	2.2%	2	5	13
Sales, Marketing and Customer Services 營銷、市場推廣及客戶服務	37.4%	15.9%	7.5%	4	6	6
Cargo Transport and Handling 貨物運輸及處理	39.3%	48.9%	50.8%	3	1	1
Cargo Safety and Security 貨物安全及保安	29.4%	42.7%	29.0%	8	2	3
Cyber Security 網絡安全	11.4%	14.1%	4.8%	14	8	11
eCommerce Applications and E-Logistics 電子商貿應用及 電子物流	30.6%	7.4%	6.2%	7	12	8
Processing, analyzing and applying big data 大數據處理, 分析及應用	15.1%	9.8%	1.9%	12	11	14
Digital Marketing and Mobile Application 數位行銷, 移動裝置的運行及應用	14.4%	5.2%	4.9%	13	14	10
Quality Management 品質管理	19.3%	10.5%	6.6%	10	10	7
Import / Export Documentation and Procedures 出入口文件處理	20.8%	12.2%	15.7%	9	9	4
Insurance, Legal Matters & Compliance 保險、法律事務及遵守法規	35.6%	15.3%	9.9%	6	7	5
Occupational Safety & Health 職業安全及健康	36.4%	20.9%	39.7%	5	4	2
Environmental, Social and Governance (ESG) 環境、社會及管治	17.5%	7.0%	5.9%	11	13	9
Others 其他	0.9%	0.6%	0.3%	15	15	15
Total no. of establishments with such area and level of staff 具有此技能等級員工的公司數量	1 643	2 625	10 170			

Notes: 1) Percentages are calculated on the basis of total number of establishments with such area and level of staff.

2) Respondents are allowed to select more than one training area.

註： 1) 按具有此技能等級員工的公司數量計算百分比。

2) 受訪者可選擇多於一項培訓範疇。

Table 9.5b Percentage Distribution and Ranking of Future Training Areas for Full-time Employees by Area by Job Level – Passenger Transport
表 9.5b 全職僱員未來需要的培訓範疇百分比分佈及排序 (按範疇及職級劃分)
 – 乘客運輸

(a) Aviation service
航空服務

Training areas 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級
Trade Specific Skills 業內專業技能						
Managerial / Supervisory / Coaching Skills / Strategic Management 管理/督導/訓練技巧/ 策略管理	86.8%	35.3%	5.9%	1	5	12
Customer Relationship / Complaints Handling 客戶關係/ 投訴處理	47.2%	73.5%	82.4%	4	1	1
Sales and Marketing 銷售及市務推廣	58.5%	55.9%	23.5%	3	3	7
Merchandising and Purchasing 採購	7.5%	11.8%	2.9%	12	10	13
Financing and Accounting 財務及會計	11.3%	11.8%	8.8%	11	10	11
Operating Special Vehicles / Equipment 操作特別用途運輸/ 工具	13.2%	2.9%	11.8%	10	13	10
Law & Regulatory of Transport 交通法律和法規	37.7%	29.4%	26.5%	5	7	4
Generic & Other Skills 一般及其他技巧						
Crowd Control 人羣控制	17.0%	35.3%	26.5%	9	5	4
First Aid 急救	24.5%	26.5%	26.5%	8	8	4
Handling of Emergency Incidents 突發事情應變	62.3%	61.8%	32.4%	2	2	3
Repair and Maintenance 機械維修及保養	1.9%	5.9%	14.7%	13	12	9
Cyber Security 網絡安全	35.8%	41.2%	41.2%	6	4	2
Environmental, Social and Governance (ESG) 環境、社會及管治	32.1%	26.5%	17.6%	7	8	8
Others 其他						
Others 其他	1.9%	0.0%	0.0%	13	-	-
Total no. of establishments with such area and level of staff 具有此技能等級員工的公司數量	77	50	53			

- Notes: 1) Percentages are calculated on the basis of total number of establishments with such area and level of staff.
 2) Respondents are allowed to select more than one training area.
 3) The figures did not include taxi and public light bus drivers.
- 註： 1) 按具有此技能等級員工的公司數量計算百分比。
 2) 受訪者可選擇多於一項培訓範疇。
 3) 數字不包括的士及公共小巴司機。

(b) Water transport
水上運輸

Training areas 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級	Managerial Level 經理級	Executive/ Supervisory Level 行政/主任級	Clerical/ Craftsman/ Operative Level 文員/技工/ 操作工級
Trade Specific Skills 業內專業技能						
Managerial / Supervisory / Coaching Skills / Strategic Management 管理/督導/訓練技巧/策略管理	61.4%	33.3%	0.0%	1	5	-
Customer Relationship / Complaints Handling 客戶關係/投訴處理	22.7%	66.7%	24.1%	3	1	3
Sales and Marketing 銷售及市務推廣	18.2%	20.0%	6.9%	5	8	9
Merchandising and Purchasing 採購	2.3%	6.7%	1.7%	11	13	13
Financing and Accounting 財務及會計	2.3%	6.7%	5.2%	11	13	10
Operating Special Vehicles / Equipment 操作特別用途運輸/工具	2.3%	33.3%	10.3%	11	5	7
Law & Regulatory of Transport 交通法律和法規	20.5%	46.7%	12.1%	4	4	6
Generic & Other Skills 一般及其他技巧						
Crowd Control 人羣控制	2.3%	13.3%	5.2%	11	9	10
First Aid 急救	6.8%	26.7%	25.9%	10	7	2
Handling of Emergency Incidents 突發事情應變	36.4%	60.0%	53.4%	2	2	1
Repair and Maintenance 機械維修及保養	15.9%	60.0%	17.2%	7	2	4
Cyber Security 網絡安全	18.2%	13.3%	13.8%	5	9	5
Environmental, Social and Governance (ESG) 環境、社會及管治	11.4%	13.3%	5.2%	9	9	10
Others 其他						
Others 其他	13.6%	13.3%	10.3%	8	9	7
Total no. of establishments with such area and level of staff 具有此技能等級員工的公司數量	50	19	62			

Notes: 1) Percentages are calculated on the basis of total number of establishments with such area and level of staff.

2) Respondents are allowed to select more than one training area.

3) The figures did not include taxi and public light bus drivers.

註：1) 按具有此技能等級員工的公司數量計算百分比。

2) 受訪者可選擇多於一項培訓範疇。

3) 數字不包括的士及公共小巴司機。

(c) Land transport
陸上運輸

Training areas 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial Level 經理級	Executive/Supervisory Level 行政/主任級	Clerical/Craftsman/Operative Level 文員/技工/操作工級	Managerial Level 經理級	Executive/Supervisory Level 行政/主任級	Clerical/Craftsman/Operative Level 文員/技工/操作工級
Trade Specific Skills 業內專業技能						
Managerial / Supervisory / Coaching Skills / Strategic Management 管理/督導/訓練技巧/策略管理	65.0%	18.5%	3.8%	1	4	10
Customer Relationship / Complaints Handling 客戶關係/投訴處理	30.0%	22.1%	39.8%	5	3	2
Sales and Marketing 銷售及市務推廣	34.7%	16.9%	6.9%	4	5	8
Merchandising and Purchasing 採購	3.7%	6.2%	0.4%	13	11	13
Financing and Accounting 財務及會計	7.0%	6.2%	3.7%	11	11	11
Operating Special Vehicles / Equipment 操作特別用途運輸/工具	19.3%	5.1%	16.2%	6	13	5
Law & Regulatory of Transport 交通法律和法規	55.3%	27.7%	34.5%	2	2	3
Generic & Other Skills 一般及其他技巧						
Crowd Control 人羣控制	13.7%	10.8%	11.6%	8	6	7
First Aid 急救	17.3%	7.7%	20.7%	7	9	4
Handling of Emergency Incidents 突發事情應變	51.0%	32.8%	48.3%	3	1	1
Repair and Maintenance 機械維修及保養	4.0%	8.2%	12.5%	12	8	6
Cyber Security 網絡安全	7.3%	10.8%	3.2%	10	6	12
Environmental, Social and Governance (ESG) 環境、社會及管治	9.3%	6.7%	4.0%	9	10	9
Others 其他						
Others 其他	0.7%	1.5%	0.2%	14	14	14
Total no. of establishments with such area and level of staff 具有此技能等級員工的公司數量	354	225	1 096			

- Notes: 1) Percentages are calculated on the basis of total number of establishments with such area and level of staff.
2) Respondents are allowed to select more than one training area.
3) The figures did not include taxi and public light bus drivers.
- 註：1) 按具有此技能等級員工的公司數量計算百分比。
2) 受訪者可選擇多於一項培訓範疇。
3) 數字不包括的士及公共小巴司機。