

Real Estate Services Training Board
房地產服務業訓練委員會



Real Estate Services Industry
Manpower Survey Report
房地產服務業 • 人力調查報告書

2022



2022 Manpower Survey Report

Real Estate Services Industry

Real Estate Services Training Board

Vocational Training Council

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Acknowledgement

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1 Executive Summary

Background

1.1 The Real Estate Services Training Board (Training Board) of the Vocational Training Council (VTC) conducted a manpower survey for the real estate services industry from May to August 2022, with the data reference date on 1 May 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

1.2 The survey covered five sectors of the industry namely (a) Real Estate Development; (b) Property Management and Maintenance; (c) Estate Agency; (d) Estate Surveying, Valuation and Consultancy; (e) Government Departments and Public Sector. A total of 1 100 companies were selected for the survey. Selected companies were invited to provide manpower information based on the list of principal jobs, which were defined and considered significant by the Training Board. According to the level of responsibility, complexity of jobs and skills, knowledge and training required, principal jobs were classified into three levels, namely the managerial and professional level, supervisory level and technical support and operative level.

Methodology

Survey Methodology

1.3 By adopting the stratified random sampling method for selecting companies from the Central Register of Establishments of the Census and Statistics Department (C&SD) and including some supplementary samples recommended by the Training Board, a total of 1 100 companies were selected for the survey. Selected companies completed a questionnaire which comprised two parts: (i) quantitative manpower information by job levels and by principal jobs, and (ii) supplementary information related to manpower situation. The data collection and enumerators processes were closely monitored and data was verified to ensure data quality. Among the 627 valid sampled companies, 493 were successfully enumerated which contributed to an effective response rate of 78.6%^{Note}.

^{Note} Sampled companies which had been ceased operation, had not employed any staff for real estate services, nil reply to the survey, etc. were classified as invalid samples.

Manpower Projection Methodology

1.4 The Training Board adopted the approach of input-output model of Labour Market Analysis approach to project the manpower through deriving the relationship between the number of building stocks and the number of employees required. The details of the manpower projection for the period from 2023 to 2026 are provided in **Appendix 8**.

Findings

Overall Manpower Situation

1.5 As at 1 May 2022, a total of 138 490 full-time employees were engaged in the real estate services industry. Aggregating the 138 490 full-time employees and 11 256 vacancies, the total number of posts were 149 746. Employers' forecasted manpower demand will remain stable in May 2023, with a slight decrease of 0.5% as compared with 2022.

Number of Full-time Employees

1.6 Among the 138 490 full-time employees, most of them were working in the property management and maintenance sector (86 151, 62.2%), followed by the estate agency sector (24 532, 17.7%), real estate development sector (16 233, 11.7%), estate surveying, valuation and consultancy sector (1 932, 1.4%) and government department and public sector (9 642, 7%).

1.7 The largest proportion of full-time employees was working in the technical support and operative level (96 389, 69.6%), about one-fifth in the supervisory level (28 034, 20.2%) and one-tenth in the managerial and professional level (14 067, 10.2%).

1.8 The top prominent principal jobs by sector are listed as follows:

Sector	Principal Jobs	No. of Employees	% Among All Employees
Property Management & Maintenance	Building Attendant / Security Guard	55 094	64.0%
Estate Agency	Estate Agent / Salesperson	19 364	78.9%
Real Estate Development	Property and Leasing Assistant	4 716	29.1%
Estate Surveying, Valuation & Consultancy	Valuation Assistant	292	15.1%
Government Department & Public Sector	Building Services Inspector / Work Supervisor / Technical Officer	2 055	21.3%

Number of Vacancies

1.9 The total number of vacancies were 11 256, representing a vacancy rate of 7.5%. The property management and maintenance sector registered the largest number of vacancies and vacancy rate (8 320, 8.8%), followed by the estate agency sector (1 892, 7.2%), estate surveying, valuation and consultancy sector (135, 6.5%), government department and public sector (541, 5.3%) and real estate development sector (368, 2.2%).

1.10 By job level, the largest number of vacancies was found in the technical support and operative level (9 132, 8.7%), followed by the supervisory level (1 829, 6.1%) and the managerial and professional level (295, 2.1%).

Employers' Forecast Manpower Demand in 2023

1.11 The employers projected the manpower demand (i.e. number of full-time employees + number of vacancies) will remain stable in May 2023 with only a slight decrease from 149 746 in May 2022 to 149 004 in May 2023 (-742, -0.5%).

Average Monthly Income Range

1.12 The average monthly income range for most of the employees at the managerial and professional level, supervisory level and technical support and operative level was \$40,001-\$60,000 (32.4%), \$20,001 - \$30,000 (43.6%) and \$10,001 - \$15,000 (54.6%) respectively.

Preferred Education Level

1.13 Most of the employees at the managerial and professional level were required to attain first degree level (94.2%). Diploma / Certificate was most preferred for employees at the supervisory level (68.0%). Whereas, secondary 3 or below was most preferred for employees at the technical support and operative level (51.4%).

Preferred Years of Experience

1.14 Most of the employers tended to require employees at the managerial and professional level to have 3-6 years of experience (49.5%), followed by 6-10 years of experience (36.1%). The most preferred years of experience for employees at the supervisory level was 1-3 years (45.7%), followed by 3-6 years (45.0%). While most of employees at the technical support and operative level were preferred to have less than 1 year of experience (57.8%) followed by 1-3 years of experience (40.9%).

Preferred Professional Qualifications of Full-time Employees

1.15 The survey revealed that 48.4% of employees at the managerial and professional level were preferred to be fellows / corporate members of professional institutions, while only 5.6% of employees at the supervisory level were required to have such qualification. For employees at the technical support and operative level, such requirement was not necessary.

Employees Left in the Past 12 Months

1.16 A total of 28 489 employees had left their companies in the past 12 months. The turnover rate (i.e. the number of employees left as a percentage of the total number of posts) was 19.0%. Most of the employees with known whereabouts were staying in the real estate services industry related jobs after leaving their current jobs (28.6% out of 38.3% with known whereabouts). The highest turnover rate was found in the technical support and operative level (23 050, 21.8%), followed by the supervisory level (4 410, 14.8%) and the managerial and professional level (1 029, 7.2%).

Recruitment Difficulties in the Past 12 Months

1.17 Of the companies which had engaged in recruitment exercise for the respective level of employees in the past 12 months, the proportion of encountering recruitment difficulties was relatively higher for those recruiting employees at the technical support and operative level (66.7%), as compared with their counterparts (below 57%).

1.18 The most frequently mentioned difficulties were “lack of competitive remuneration package” for recruiting employees at the technical support and operative level (33.7%), and “lack of candidates with relevant experience” for recruiting employees at the managerial and professional level (30.2%) and supervisory level (38.0%).

The Biggest Challenges and Future Plans in the Next Year

1.19 Companies perceived the top three challenges in the next year were “spread of the COVID-19 pandemic” (90.6%) followed by “migration wave” (17.4%) and “aging population” (12.4%).

1.20 More than half of the companies planned to “accelerate the digital transformation of business models” (55.5%) to mitigate the effect arising from the challenges. In addition, considerable proportion of companies planned to “accelerate the smart trend balanced with thoughtful off-line experience” (27.9%) and opted for “migration to hybrid working” (27.2%).

Training Areas Required for Employees to Keep Up with the Emerging Trend and Development

1.21 For trade specific knowledge and skills, employers in different sectors tended to focus on their own professional areas. The popular trade specific knowledge and skills as well as generic skills required for employees to keep up with the emerging trend and development are provided in the following table:

(a) Specific Knowledge and Skills

Sector \ Job level	Managerial & Professional	Supervisory	Technical Support & Operative
Real Estate Development	Project Management Business and Property Law	Business and Property Law Property Technical Know-know	
Property Management & Maintenance	Properties & Facilities Management Customer Acquisition and Retention		
Estate Agency	Estate Agents Ordinance / EAA Guideline Legal Practical Knowledge About Estate Agency Work		
Estate Surveying, Valuation & Consultancy	Estate Surveying & Valuation		
Government Department & Public Sector	Project Management	Properties and Facilities Management	Building Maintenance Management

(b) Generic Skills

Sector \ Job level	Managerial & Professional	Supervisory	Technical Support & Operative
Real Estate Development	Crisis Management	Interpersonal Abilities	
Property Management & Maintenance	Crisis Management	Safety and Health	Crisis Management
Estate Agency	Interpersonal Abilities	Business Ethics	Interpersonal Abilities
Estate Surveying, Valuation & Consultancy	Crisis Management	Interpersonal Abilities	Safety and Health
Government Department & Public Sector	Team Building Safety and Health	Safety and Health	

Manpower Analysis

Manpower Changes between 2022 and 2018

1.22 The number of full-time employees has increased from 130 520 to 138 490 (7 970, 6.1%) since the last survey. The number of employees in the estate surveying, valuation and consultancy sector increased significantly by 1 200 (163.9%), followed by the real estate development sector (3 889, 31.5%), possibly due to the increase of property development projects in the past few years. Whereas, the property management and maintenance sector (2 248, 2.7%), government and public sector (200, 2.1%) and estate agency sector (433, 1.8%) also recorded a steady manpower growth.

1.23 It was also noted that a major increase in manpower was recorded at the managerial and professional level (2 242, 19.0%). The lowest manpower growth was found at the technical support and operative level (3 020, 3.2%), possibly due to the adoption of technologies and automation solution to handle manual, repetitive and rule-based tasks for enhancing business resiliency.

Business Outlook

1.24 Given the generally stable pandemic situation, improved labour market, the continuing post-pandemic reopening that will likely encourage cross-border purchases, the real estate market will gradually back on track to recovery. Furthermore, the long-term housing strategy coupled with the major transportation infrastructure projects including the Northern Metropolis Highway, Shatin Bypass, TKO-Yau Tong Tunnel, Hong Kong-Shenzhen Western Rail Link, and Central Rail Link will affirm a growing demand for manpower and bring new opportunities for the real estate market. In addition, the strategic development plan on the Northern Metropolis would attract more families to live in this vibrant area near the Hong Kong-Shenzhen boundary, facilitating integration with the Greater Bay Area and creating precious opportunities for real estate investors.

1.25 The real estate industry is undergoing a significant digital transformation. The use of property technology not only improves client experience but also makes informed investment and property management decisions. It is expected that cybersecurity and data encryption collected by Internet of Things devices is a new challenge in the coming years. Nevertheless, the rise of property technology trends has not led to a surge of jobs being replaced by intelligent machines. In addition, green lease is a worldwide trend in sustainable development, which requires the collaboration of landlords, tenants, and property companies by adopting some mutually agreed green targets to protect the environment, including monitoring energy usage, waste management, and recycling obligations. More corporates

would include social and governance clauses in the tenancy agreement in the future by extending the scope of the green lease to more responsible areas, which would create more business prospects and job opportunities.

Manpower Projection and Additional Manpower Requirement

1.26 The manpower projection is compiled based on the Labor Market Analysis approach by deriving the relationship between the stock of buildings and the number of employees required:

Year	Residential	Non-Residential	Total Projected Manpower	Growth Rate
2022	79,640	70,106	149,746	-
2023F	80,664	70,861	151,525	1.2%
2024F	81,476	71,481	152,957	0.9%
2025F	82,916	72,013	154,928	1.3%
2026F	84,234	72,463	156,697	1.1%

1.27 The additional annual manpower requirement has taken into account the manpower growth and the number of industry leavers. Details are provided in the following table:

Job Level	Average Manpower Growth	Industry Leavers	Total
Managerial and Professional	167	917	1,084
Supervisory	347	3,050	3,397
Technical Support and Operative	1,224	16,856	18,080
Overall	1,738	20,823	22,561

Recommendations

1.28 The key recommendations important to stakeholders concerning the manpower and training needs are highlighted below:

a. Government

- i. To take the lead to support the growth of Hong Kong property technology startups and the development of more training programs on the application of property technology.

- ii. To take the lead to arrange experience sharing, visits, exhibitions or exchange activities with reputable enterprises or talents in the Mainland for sharing insight into how to leverage the advantages of the Greater Bay Area to expand the real estate business.
- iii. To collaborate with reputable vocational training institutions for customising transitional training for capable retirees and help the unemployed industry personnel to re-enter the workforce for filling the gap.
- iv. To further enhance the promotion of vocational and professional education to secondary schools including the provision of advisory services on VPET for teachers and career masters such as consultation services, professional development workshops, and VPET activities for students.

b. Training Providers

- i. To customise training activities for different levels of staff once a need or change in the industry has arisen, integrate the core workplace competencies into the training programmes with a flexible learning mode; and give students and industry personnel a quick update on the industry development through enrichment lectures.
- ii. To encourage young people to maximise their exposure to the industry as early as possible for deepening their understanding of the real estate industry and nurturing their interest to join the industry after graduation.
- iii. To reinforce both hard and soft skills through enhancing science literacy, the ability to solve novel problems, nurturing critical thinkers and the next generation of innovators in the 21st Century.
- iv. To foster training, exchanges, structured workplace attachments, career development opportunities for students, teaching staff and industry personnel; and upgrade education and training facilities with a broader range of education / training opportunities, such as the set-up of property technology laboratories for strengthening the skills on the application of property technology.
- v. To arrange more bite-sized e-learning and use more videos in online courses for creating the best learning experiences, especially for those Gen Y with short attention spans.

c. Employers

- i. To stay agile and embrace innovation / new technology to enhance the client experience; and to join hands with their clients in developing a sustainable future through an overarching sustainability education programme.
- ii. To provide more co-working spaces, support hybrid work with technology and promote work-life balance at workplace for meeting the changing workforce expectation.
- iii. To capitalise the huge development potential of the Greater Bay Area by diversifying business and enhancing the portfolio of property development in the region.
- iv. To support the work integrated learning, provide more training incentives with a clear career path other than a competitive remuneration package.
- v. To maintain networking of ex-colleagues for rehiring and ride on placement and recruitment platforms of reputable training institutions for liaising alumni and re-engage capable retirees.

d. Employees

- i. To develop a global vision and achieve lifelong learning through online learning, networking and pursuing professional qualifications and licences required to work in the real estate industry.
- ii. To ride on employers' support and government funding to enrich themselves with multi-skills and new competencies.
- iii. To equip with the most up-to-date knowledge and skills, including the application skills on property technology for staying competitive and innovative.
- iv. To be more resilient and more innovative in the dynamic working environment and enforce their interpersonal skills while raising design thinking capacity and generate innovative business solutions.

2 Introduction

Background

2.1 The Real Estate Services Training Board (Training Board) of the Vocational Training Council (VTC) is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to analyse the manpower situation and training needs of the real estate services industry. The Training Board comprises members nominated by major trade associations, professional bodies, training institutions, leading enterprises and government departments. The selected members of the Training Board are also invited to join the Working Party of Manpower Survey. The membership and terms of reference are listed in **Appendices 1, 2 and 3**.

2.2 The manpower survey of the real estate services industry is conducted every four years, followed by two periodic manpower updates through focus group 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 of this survey was collected from May to August 2022, with the reference date on 1 May 2022. This report presents the survey findings and analysis of the latest manpower situation of the real estate services industry and proposes recommendations on the manpower development to different stakeholders of the industry, including employers, employees, training providers and the government.

Objectives

2.4 The objectives of this manpower survey are:

- (a) To collect up-to-date manpower information by principal jobs, by job level and by sector in the industry;
- (b) To assess the technical manpower situation;
- (c) To forecast the training needs and manpower growth in the near future; and
- (d) To recommend to VTC and relevant stakeholders the measures to support the development of the industry.

Survey Coverage

2.5 The survey adopted the stratified random sampling method for selecting companies to participate in the survey. A total of 1 100 companies were selected from 17 721 companies of the real estate services industry recorded on the central registrar of the Census and Statistics Department (C&SD) for this survey. The survey covered the following sectors in the industry:

- Real Estate Development
 - Real Estate Development
 - Real Estate Leasing
 - Real Estate Development with Leasing
- Property Management and Maintenance
- Estate Agency
- Estate Surveying, Valuation and Consultancy
- Government Department and Public Sector

3 Methodology

Sample Design

3.1 Based on the Hong Kong Standard Industrial Classification list from the Census and Statistics Department of the HKSAR Government, the Training Board of VTC designed the sampling plan and selected 1 100 companies by adopting the stratified random sampling method, including companies from the sectors of Real Estate Development, Property Management and Maintenance, Estate Agency, Estate Surveying, Valuation and Consultancy and Government Department and Public Sector.

Questionnaire Design

3.2 The questionnaire designed for the survey comprised two parts. Part I collected quantitative manpower information by job levels and by principal jobs, and Part II collected supplementary information related to manpower situation. The list of principal jobs was defined by the Training Board with detailed job descriptions given for each job, and was classified into 3 job levels as follows:

- (a) Managerial and Professional Level
- (b) Supervisory Level
- (c) Technical Support and Operative Level

3.3 While job titles adopted in the companies might vary with the descriptions of the principal jobs, respondents were asked to provide manpower information corresponding to job descriptions and skill levels of the principal jobs. The definition of terms and survey documents including the samples of questionnaire, explanatory notes and job descriptions for principal jobs are given in **Appendices 4 and 5**.

Data Collection

3.4 Data collection was carried out between May and August 2022. A pack of survey documents was given to each sampled company. Respondents of sampled companies were asked to provide manpower information of their companies at the time of the survey with the reference date on 1 May 2022. During the fieldwork period, enumerators assisted the respondents to complete the questionnaire through phone calls, email 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 627 valid sampled companies, 493 were successfully enumerated which contributed to an effective response rate of 78.6%^{Note}. Taking into account (a) the satisfactory response rate of individual branch, (b) the satisfactory response rate from a majority of prominent and sizeable companies, 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 real estate services industry. The response rate of individual branch was also adequate to produce meaningful breakdown by sector. The response profile is shown in **Appendix 7**.

Manpower Projection Methodology

3.7 The Training Board adopted the input-output model of Labour Market Analysis approach to project the manpower through deriving the relationship between the number of building stocks and the number of employees required. The details of the manpower projection for the period from 2023 to 2026 are provided in **Appendix 8**.

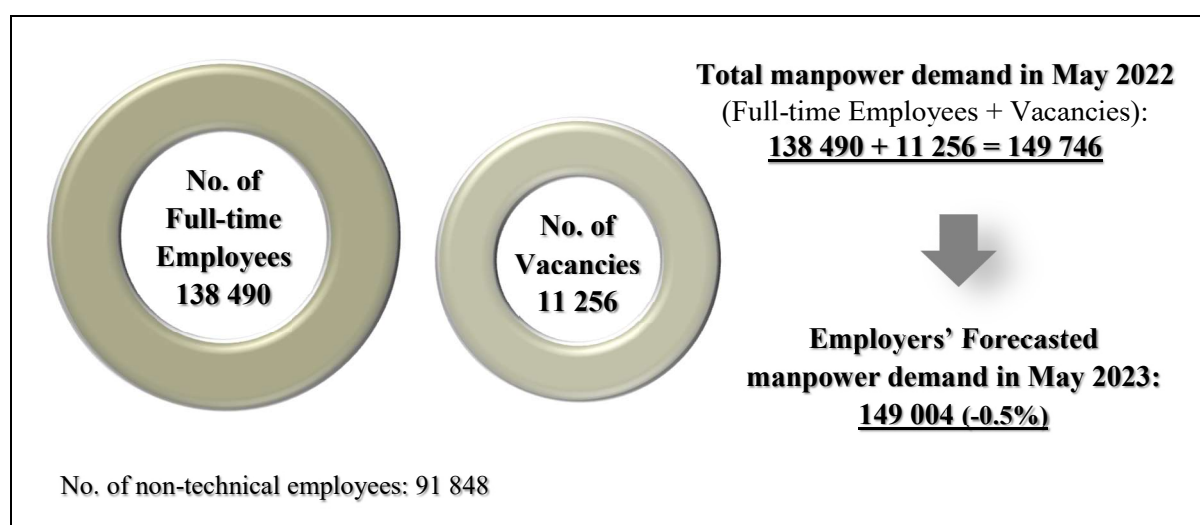
^{Note} Sampled companies which had been ceased operation, had not employed any staff for real estate services, nil reply to the survey, etc. were classified as invalid samples.

4. Survey Findings

Overall Manpower Situation

4.1 As at 1 May 2022, there were 138 490 full-time employees and 11 256 vacancies in the real estate services industry, aggregating the total manpower demand to 149 746. (i.e. the number of full-time employees plus number of vacancies). The employers being surveyed expected that the manpower demand will remain stable in May 2023 with only a slight decrease from 149 746 in May 2022 to 149 004 in May 2023 (-742, -0.5%).

Chart 1 Overview of Manpower Situation

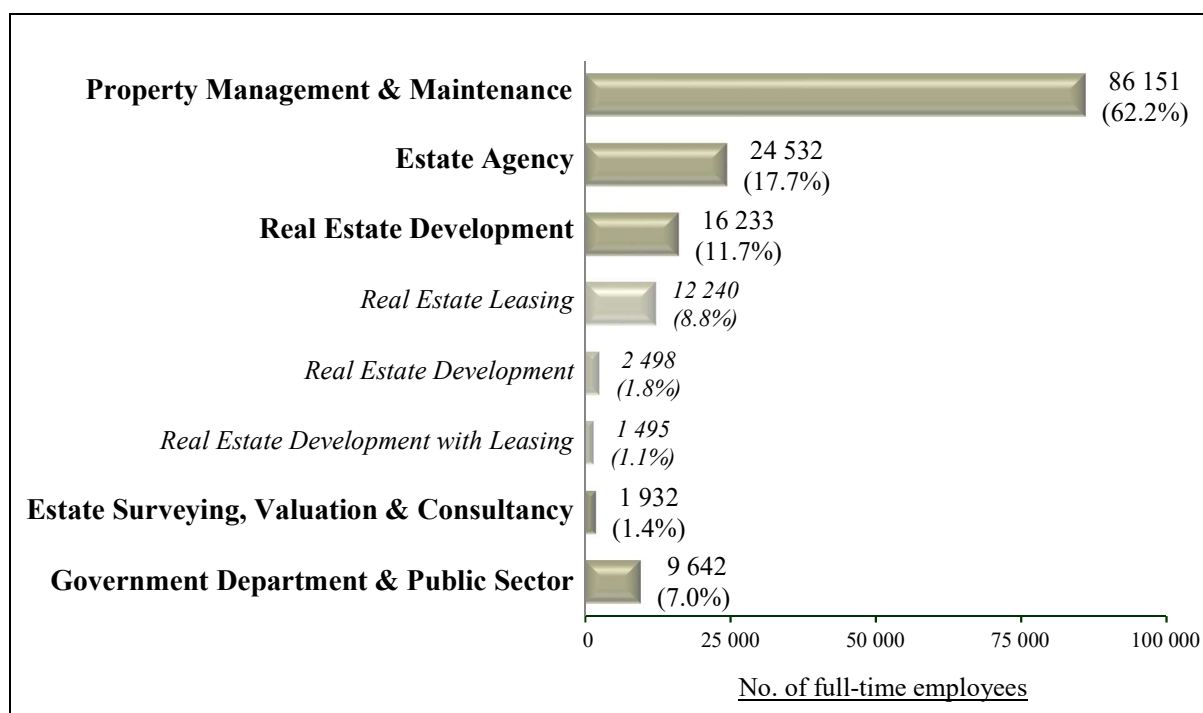


Note: "Vacancies" refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.

Number of Full-time Employees

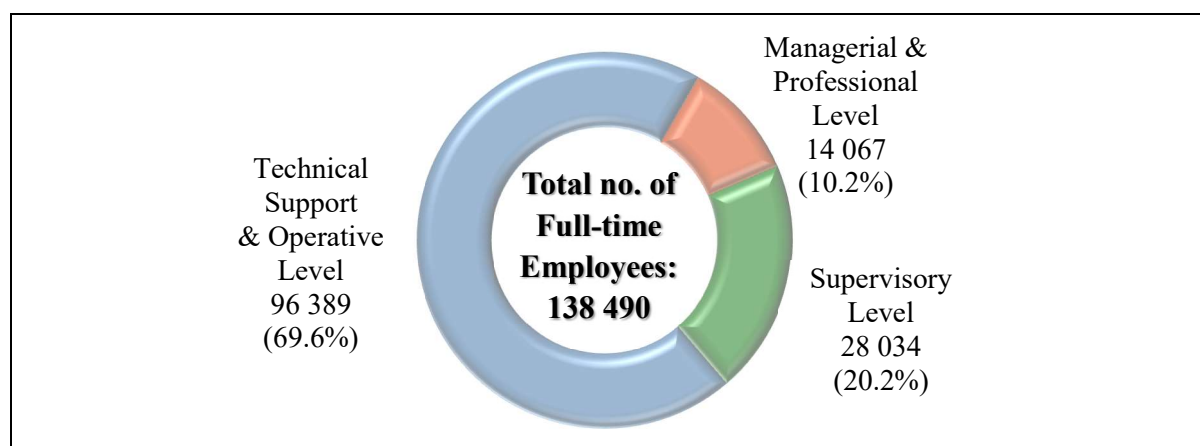
4.2 Among the 138 490 full-time employees, most of them were working in the property management and maintenance sector (86 151, 62.2%), followed by the estate agency sector (24 532, 17.7%), real estate development sector (16 233, 11.7%), estate surveying, valuation and consultancy sector (1 932, 1.4%) and government department and public sector (9 642, 7.0%).

Chart 2 Number of Full-time Employees – by Sector



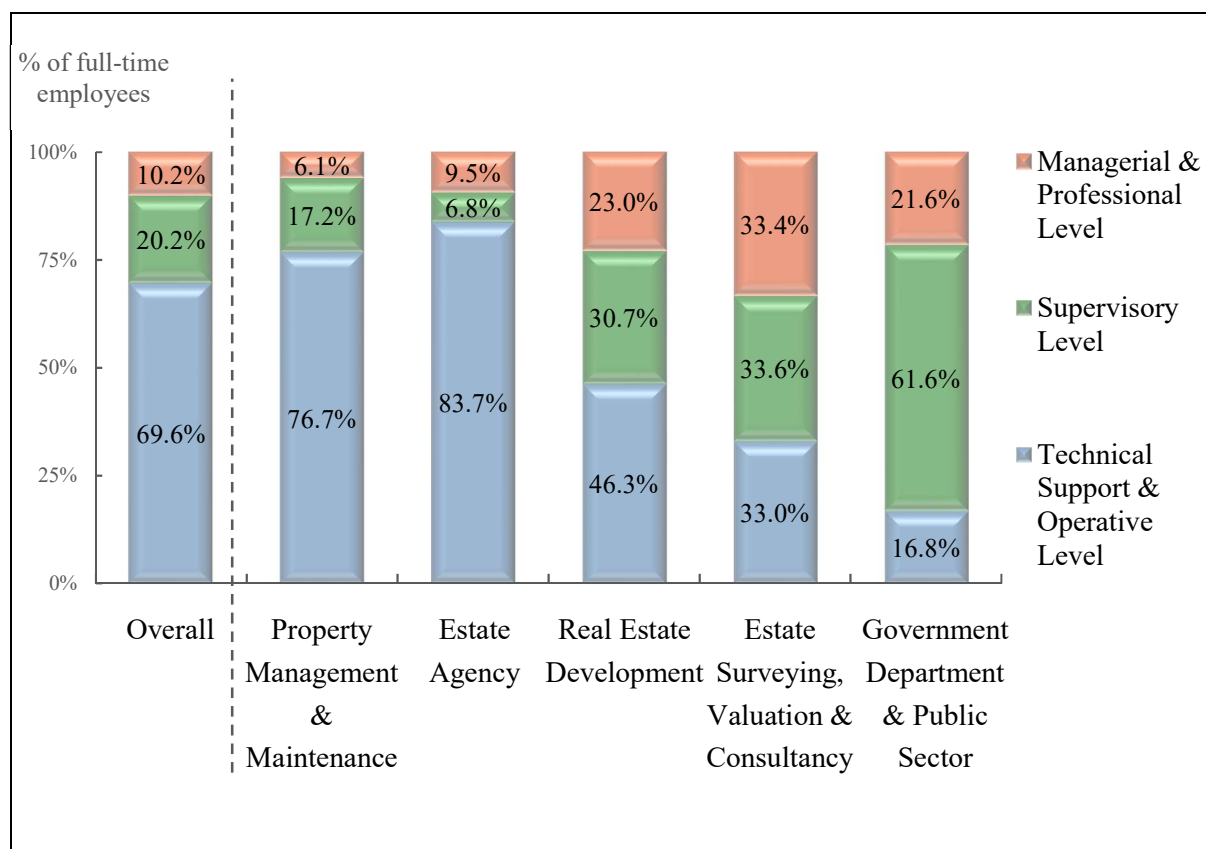
4.3 The largest proportion of full-time employees was working at the technical support and operative level (96 389, 69.6%), about one-fifth at the supervisory level (28 034, 20.2%) and about one-tenth at the managerial and professional level (14 067, 10.2%).

Chart 3 Number of Full-time Employees – by Job Level



4.4 The percentage of full-time employees at the managerial and professional level was relatively higher in the estate surveying, valuation and consultancy sector (33.4%), as compared with their counterparts (below 24% respectively). Whereas, for those at the supervisory level was significantly higher in the government department and public sector (61.6%), as compared with other sectors (below 34% respectively). For those at the technical support and operative level was relatively higher in both the estate agency sector (83.7%) and property management and maintenance sector (76.7%), as compared with their counterparts (below 47% respectively).

Chart 4 Proportion of Full-time Employees – by Sector and Job Level



Prominent Principal Jobs

4.5 The most prominent principal jobs were found in the technical support and operative level of all sectors except the government department and public sector. It was noted that the “Building Attendant / Security Guards” (64.0%) and “Estate Agent / Salesperson” (78.9%) were the prominent principal jobs at the technical and support and operative level in the property management and maintenance sector and estate agency sector respectively.

Table 1 Top Five Prominent Principal Jobs - by Sector

Sector	Principal Jobs	No. of Employees	% Among all Employees in the Respective Sector
Property Management & Maintenance (Total: 86 151 employees)	Building Attendant / Security Guard	55 094	64.0%
	Property / Estate / Customer Services Officer	6 683	7.8%
	Building Supervisor / Superintendent; Security Officer	5 328	6.2%
	Technician / Artisan / Workman	5 026	5.8%
	Property / Customer Services Assistant	3 446	4.0%
Estate Agency (Total: 24 532 employees)	Estate Agent / Salesperson (with estate agent’s licence / salesperson’s licence)	19 364	78.9%
	Manager (in charge of an office / branch) / Branch Manager	1 387	5.7%
	Regional / Area Manager	1 105	4.5%
	Property Sales Trainee	884	3.6%
	Director / General Manager	580	2.4%
Real Estate Development (Total: 16 233 employees)	Property and Leasing Assistant	4 716	29.1%
	Property and Leasing Officer	3 426	21.1%
	Director / General Manager	1 956	12.0%
	Building Attendant / Security Guard	1 409	8.7%
	Technician / Artisan / Workman	813	5.0%
Estate Surveying, Valuation & Consultancy (Total: 1 932 employees)	Valuation Assistant	292	15.1%
	Survey Officer (Estate)	267	13.8%
	Project Assistant	227	11.7%
	Valuation Officer	199	10.3%
	Director / General Manager	167	8.6%
Government Department & Public Sector (Total: 9 642 employees)	Building Services Inspector / Work Supervisor / Technical Officer	2 055	21.3%
	Housing Officer	1 777	18.4%
	Technician / Artisan / Workman	1 239	12.9%
	Survey Officer (Estate)	742	7.7%
	Land Inspector	726	7.5%

Managerial and Professional Level
 Supervisory Level
 Technical Support and Operative Level

Number of Vacancies

4.6 As at 1 May 2022, the total number of vacancies was 11 256, representing a vacancy rate of 7.5%. The largest number of vacancies was found in the property management and maintenance sector (8 320, 8.8%) and technical support and operative level (9 132, 8.7%).

Chart 5 Number of Vacancies – by Sector

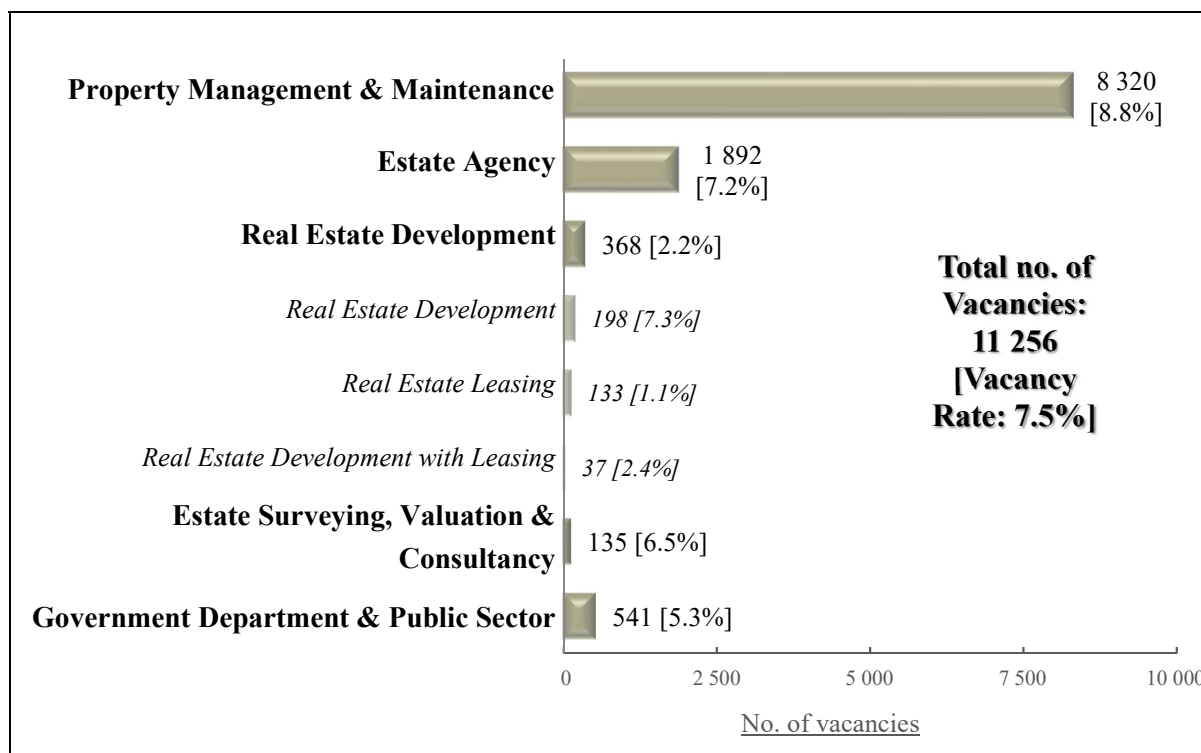
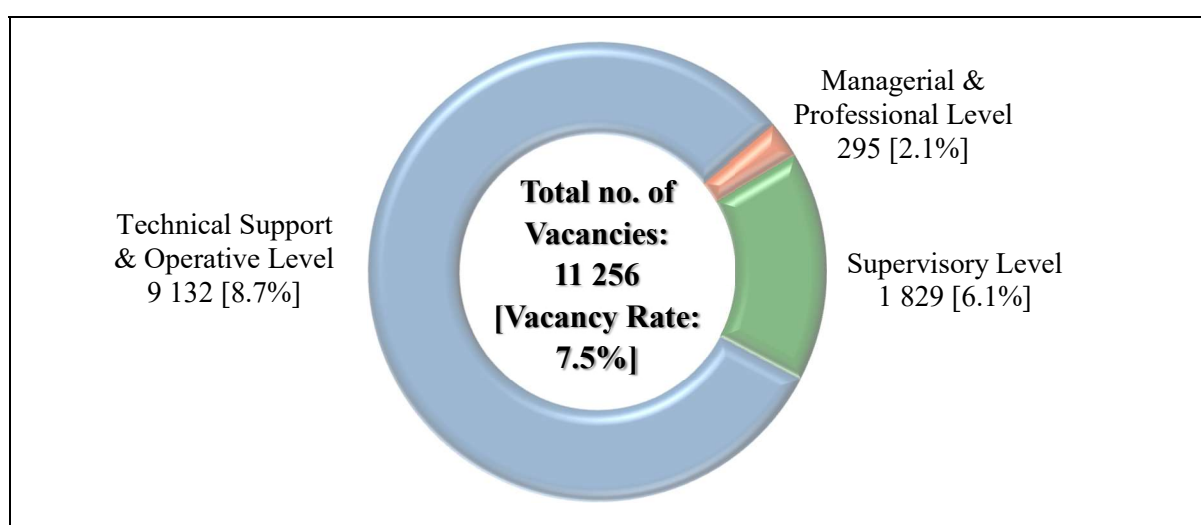


Chart 6 Number of Vacancies – by Job Level



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

Employers’ Forecast Manpower Demand in 2023

4.7 The employers projected that the manpower demand (i.e. number of full-time employees + number of vacancies) will remain stable in May 2023 with only a slight decrease from 149 746 in 2022 to 149 004 in 2023 (-742, -0.5%). Across different sectors, there was no change in the estate agency sector and estate surveying, valuation and consultancy sector. A mild drop in manpower growth for other sectors was noted. Similar outcome was derived by job level as well.

Table 2 Employers’ Forecast Manpower Demand in 2023 – by Sector and Job Level

Sector / Job Level	Total manpower demand (i.e. employees + vacancies) in May 2022	Employers’ forecasted manpower demand in May 2023	No. of increase / decrease	% Change over 2022
By Sector				
Property Management & Maintenance	94 471	94 427	- 44	- <0.05%
Estate Agency	26 424	26 424	0	0%
Real Estate Development	16 601	16 088	- 513	- 3.1%
Estate Surveying, Valuation & Consultancy	2 067	2 067	0	0%
Government Department & Public Sector	10 183	9 998	- 185	- 1.8%
By Job Level				
Managerial & Professional	14 362	14 145	- 217	- 1.5%
Supervisory	29 863	29 518	- 345	- 1.2%
Technical Support & Operative	105 521	105 341	- 180	- 0.2%
Overall:	149 746	149 004	- 742	- 0.5%

Average Monthly Income Range

4.8 The average monthly income range for most of the employees at the managerial and professional level, supervisory level and technical support and operative level was \$40,001-\$60,000 (32.4%), \$20,001 - \$30,000 (43.6%) and \$10,001 - \$15,000 (54.6%) respectively.

Table 3 Average Monthly Income Range - by Job Level

Job Level	Above \$60,000	\$40,001 - \$60,000	\$30,001 - \$40,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$10,001 - \$15,000	\$10,000 or below	No. of full-time employees
Managerial & Professional	26.3%	32.4%	29.4%	11.9%	<0.05%	-	-	14 067
Supervisory	0.1%	0.3%	27.9%	43.6%	26.7%	1.3%	0.1%	28 034
Technical Support & Operative	-	-	<0.05%	3.2%	38.9%	54.6%	3.3%	96 389

Preferred Education Level

4.9 Most of the employees at the managerial and professional level were required to attain first degree level (94.2%). Diploma / certificate was most preferred for employees at the supervisory level (68.0%). Whereas, employees at the technical support and operative level were most preferred to attain secondary 3 or below (51.4%).

Table 4 Preferred Education Level – by Job Level

Job Level	Post-graduate degree	First degree	Sub-degree	Diploma / certificate	Secondary 4 to 6/7	Secondary 3 or below	No. of full-time employees
Managerial & Professional	0.9%	94.2%	0.6%	2.3%	1.7%	0.3%	14 067
Supervisory	-	18.1%	10.6%	68.0%	2.7%	0.5%	28 034
Technical Support & Operative	-	0.2%	0.2%	20.6%	27.6%	51.4%	96 389

Preferred Years of Experience

4.10 Most of the employers tended to require employees in the managerial and professional level to have 3-6 years of experience (49.5%), followed by 6-10 years of experience (36.1%). The most preferred years of experience for employees in the supervisory level was 1-3 years (45.7%), followed by 3-6 years (45.0%). While for the technical support and operative level, experience with less than 1 year of experience was most preferred (57.8%) followed by 1-3 years of experience (40.9%).

Table 5 Preferred Years of Experience – by Job Level

Job Level	10 years or more	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year	No. of full-time employees
Managerial & Professional	14.1%	36.1%	49.5%	0.3%	-	14 067
Supervisory	<0.05%	8.5%	45.0%	45.7%	0.7%	28 034
Technical Support & Operative	<0.05%	<0.05%	1.3%	40.9%	57.8%	96 389

Preferred Professional Qualifications of Full-time Employees

4.11 Nearly half of the employees in the managerial and professional level (48.4%) were preferred to be fellows / corporate members of professional institutions, and such percentage was relatively higher in the estate surveying, valuation and consultancy sector (87.4%) and government department and public sector (73.3%). For the supervisory level, a small proportion of employees (5.6%) were required to have such qualification, and such proportion was relatively larger in the estate surveying, valuation and consultancy sector (37.4%). For the technical support and operative level, such requirement was not necessary.

Table 6 Percentage of Employees Being Preferred to be Fellows / Corporate Members of Professional Institutions – by Sector and Job Level

Sector	Managerial & Professional	Supervisory	Technical Support & Operative
Property Management & Maintenance	57.2%	7.5%	0%
Estate Agency	31.3%	0.3%	0%
Real Estate Development	24.7%	3.2%	0%
Estate Surveying, Valuation & Consultancy	87.4%	37.4%	0%
Government Department & Public Sector	73.3%	1.0%	0%
Overall:	48.4%	5.6%	0%

Employees Left in the Past 12 Months

Employees Left and Turnover Rate

4.12 A total of 28 489 employees left their companies in the past 12 months with the turnover rate of 19.0%. A relatively higher turnover rate was found in the technical support and operative level (21.8%).

4.13 The property management and maintenance sector recorded the highest overall turnover rate of 25.1% and a significant turnover rate in all job levels namely the managerial and professional level (11.5%), supervisory level (23.7%) and technical support and operative level (26.3%).

Table 7 No. of Full-time Employees Left and Turnover Rate in the Past 12 Months – by Sector and Job Level

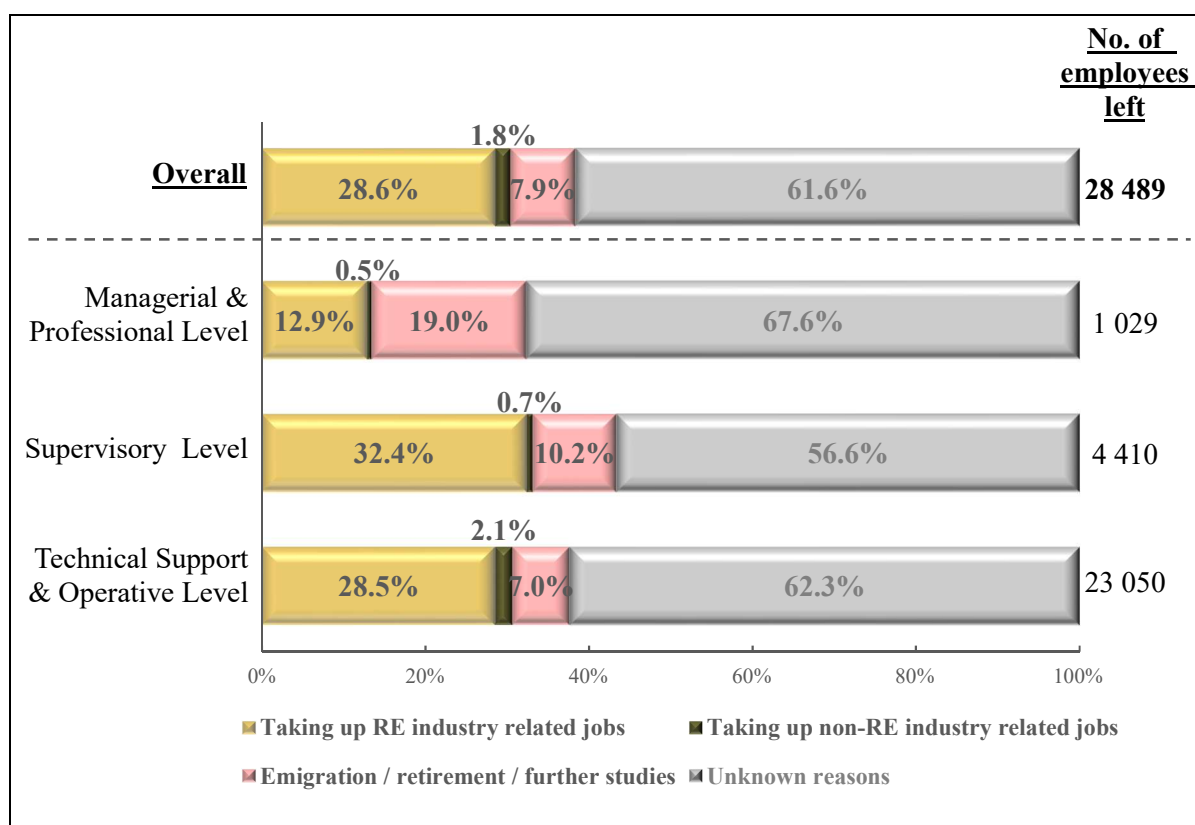
Sector		Overall	Managerial & Professional	Supervisory	Technical Support & Operative
Property Management & Maintenance	No. of employees left	23 666	620	3 836	19 210
	Turnover rate	[25.1%]	[11.5%]	[23.7%]	[26.3%]
Estate Agency	No. of employees left	3 257	61	54	3 142
	Turnover rate	[12.3%]	[2.6%]	[3.1%]	[14.1%]
Real Estate Development	No. of employees left	673	146	106	421
	Turnover rate	[4.1%]	[3.9%]	[2.1%]	[5.4%]
Estate Surveying, Valuation & Consultancy	No. of employees left	222	25	53	144
	Turnover rate	[10.7%]	[3.8%]	[7.8%]	[19.9%]
Government Department & Public Sector	No. of employees left	671	177	361	133
	Turnover rate	[6.6%]	[8.1%]	[5.8%]	[7.4%]
Overall:	No. of employees left	28 489	1 029	4 410	23 050
	Turnover rate	[19.0%]	[7.2%]	[14.8%]	[21.8%]

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

Employees’ Whereabouts After Leaving

4.14 Among the 28 489 employees who left their companies, employers reported that most of those with known whereabouts were staying in the real estate services industry related jobs after leaving (28.6% out of 38.3% with known whereabouts). It was noted that most of the employees at the managerial and professional were leaving for emigration / retirement / further studies (19.0%), followed by the supervisory level (10.2%) and the technical support and operative level (7.0%).

Chart 7 Employees’ Whereabouts After Leaving – by Job Level



Recruitment Difficulties in the Past 12 Months

4.15 Of the companies which had engaged in recruitment exercise for the respective level of employees in the past 12 months, the recruitment difficulties encountered was relatively higher at the technical support and operative level (66.7%), as compared with their counterparts (below 57%).

4.16 Recruitment difficulties encountered across all levels of employees was mainly “lack of competitive remuneration package”, in particular at the technical support and operative level (33.7%). Other key factors included “candidates have many choices in the job market”, “candidates were not aware of the career opportunities and prospect of the industry” and “lack of candidates with relevant experience”. In this respect, employers might consider improving the remuneration package, and enhancing promotion of the industry prospect to retain staff and attract new entrants to the industry.

Table 8 Recruitment Difficulties in the Past 12 Months – by Job Level

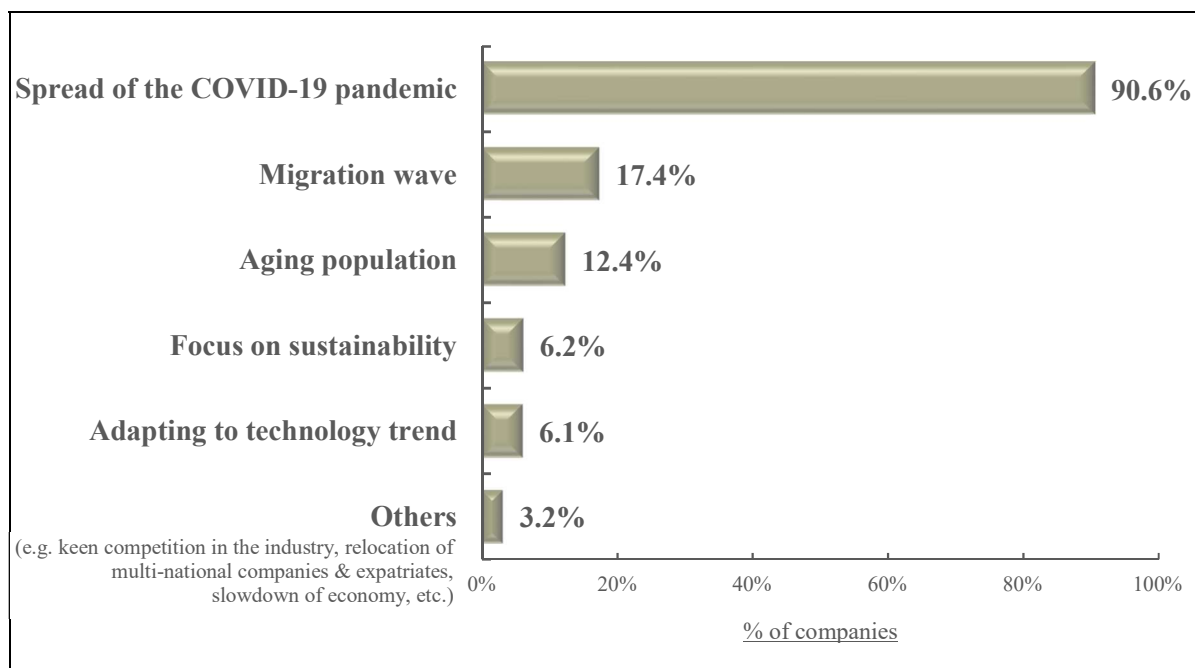
Recruitment Difficulties	Managerial & Professional	Supervisory	Technical Support & Operative
With recruitment difficulties	50.6%	56.9%	66.7%
• Lack of competitive remuneration package	17.7%	16.5%	33.7%
• Candidates have many choices in the job market	17.0%	22.7%	25.6%
• Lack of candidates with relevant experience	30.2%	38.0%	14.2%
• Candidates were not aware of the career opportunities and prospect of the industry	0.8%	1.6%	18.4%
• Unsatisfactory working environment in the industry	6.0%	6.7%	6.2%
• Insufficient qualified manpower	9.4%	12.9%	2.2%
Without recruitment difficulties	49.4%	43.1%	33.3%
No. of companies with recruitment exercise (% of companies with recruitment exercise for the respective level of full-time employees)	265 (2.5%)	255 (2.4%)	1 216 (11.6%)

Note: Respondents may mention more than one recruitment difficulties.

The Biggest Challenges and Future Plans in the Next Year

4.17 Companies perceived the top three challenges in the next year would be “spread of the COVID-19 pandemic” (90.6%), followed by “migration wave” (17.4%) and “aging population” (12.4%).

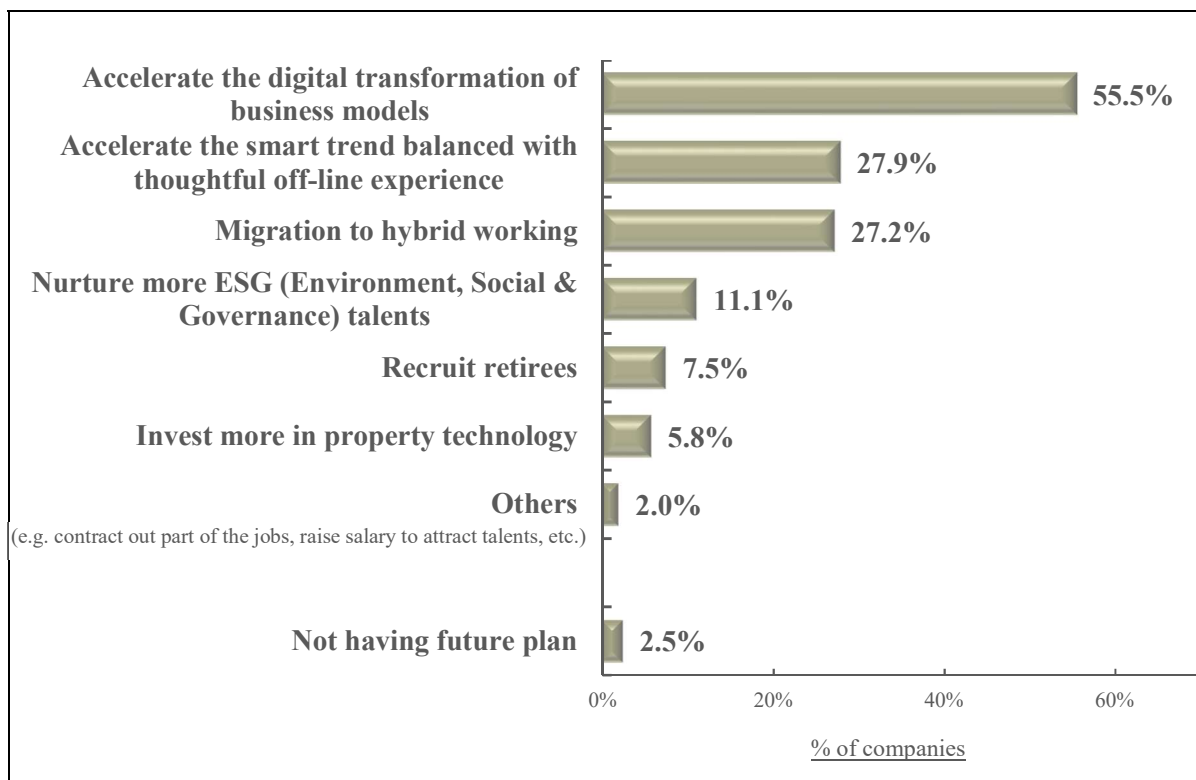
Chart 8 Issues that Posed the Biggest Challenges in the Next Year



Note: Respondents were asked to select the top three issues.

4.18 More than half of the companies planned to “accelerate the digital transformation of business models” (55.5%) to mitigate the effect arising from the challenges, a considerable proportion planned to “accelerate the smart trend balanced with thoughtful off-line experience” (27.9%) and “migration to hybrid working” (27.2%).

Chart 9 Future Plans to Mitigate the Effect Arising from the Challenges



Note: Respondents may mention more than one future plans.

Training Areas Required for Employees to Deal with the Emerging Trend and Development

4.19 Employers were asked to give ideas on the training areas required to deal with the emerging trend and development of the real estate services industry. For specific knowledge and skills, employers in different sectors tended to focus on their own professional areas. While the generic skills about “interpersonal abilities”, “crisis management”, “safety and health” and “multi-languages (e.g. Putonghua, English)” were commonly mentioned across all sectors and all job levels. The top three training areas (both specific knowledges and skills and generic skills) required for employees by job level in each sector are shown as follows:

Table 9 Top 3 Training Areas - Employees at the Managerial and Professional Level

(a) Specific Knowledges and Skills

Sector	1	2	3
Real Estate Development	Project Management	Business and Property Law	Real Estate Administration
Property Management & Maintenance	Properties and Facilities Management	Customer Acquisition and Retention	Business and Property Law
Estate Agency	Estate Agents Ordinance / EAA Guidelines	Legal and Practical Knowledge About Estate Agency Work	Customer Acquisition & Retention
Estate Surveying, Valuation & Consultancy	Estate Surveying & Valuation	Town Planning and Land Development	Application of Property Technology
Government Department & Public Sector	Project Management	Estate Surveying & Valuation; Properties and Facilities Management; Building Maintenance Management; Property / Housing Management; Green Building	Financial Management and Housing Economics; Town Planning and Land Development; Compensation; Leasing Management; Real Estate Services Industry Related knowledge / Skills in the Mainland

(b) Generic Skills

Sector	1	2	3
Real Estate Development	Crisis Management	Interpersonal Abilities	Digital Literacy
Property Management & Maintenance	Crisis Management	Safety and Health	Team Building
Estate Agency	Interpersonal Abilities	Team Building	Crisis Management
Estate Surveying, Valuation & Consultancy	Crisis Management	Safety and Health	Change Management; Interpersonal Abilities
Government Department & Public Sector	Team Building; Safety and Health	Change Management; Sustainability (Environment, Social and Governance); Crisis Management	Digital Literacy; Interpersonal Abilities

Table 10 Top 3 Training Areas – Employees at the Supervisory Level

(a) Specific Knowledges and Skills

Sector	1	2	3
Real Estate Development	Business and Property Law	Property Technical Know-how	Application of Property Technology
Property Management & Maintenance	Properties and Facilities Management	Property Technical Know-how	Customer Acquisition and Retention
Estate Agency	Estate Agents Ordinance / EAA Guidelines	Legal and Practical Knowledge About Estate Agency Work	Customer Acquisition and Retention
Estate Surveying, Valuation & Consultancy	Estate Surveying & Valuation	Town Planning and Land Development	Marketing Strategy Planning
Government Department & Public Sector	Properties and Facilities Management	Project Management; Building Maintenance Management; Property / Housing Management; Green Building	Leasing Management

(b) Generic Skills

Sector	1	2	3
Real Estate Development	Interpersonal Abilities	Crisis Management	Multi-languages (e.g. Putonghua, English)
Property Management & Maintenance	Safety and Health	Interpersonal Abilities	Multi-languages (e.g. Putonghua, English)
Estate Agency	Business Ethics	Interpersonal Abilities	Crisis Management
Estate Surveying, Valuation & Consultancy	Interpersonal Abilities	Multi-languages (e.g. Putonghua, English); Business Ethics	Team Building
Government Department & Public Sector	Safety and Health	Team Building	Crisis Management; Interpersonal Abilities

Table 11 Top 3 Training Areas - Employees at the Technical Support and Operative Level

(a) Specific Knowledges and Skills

Sector	1	2	3
Real Estate Development	Business and Property Law	Property Technical Know-how	Marketing Research
Property Management & Maintenance	Property Technical Know-how	Properties and Facilities Management	Customer Acquisition and Retention
Estate Agency	Estate Agents Ordinance / EAA Guidelines	Legal and Practical Knowledge About Estate Agency Work	Anti-Money Laundering and Counter-Terrorist Financing Ordinance
Estate Surveying, Valuation & Consultancy	Estate Surveying & Valuation	Application of Property Technology	Green Building
Government Department & Public Sector	Building Maintenance Management	Properties and Facilities Management	Application of Property Technology; Green Building

(b) Generic Skills

Sector	1	2	3
Real Estate Development	Interpersonal Abilities	Digital Literacy	Safety and Health
Property Management & Maintenance	Crisis Management	Safety and Health	Interpersonal Abilities
Estate Agency	Interpersonal Abilities	Multi-languages (e.g. Putonghua, English)	Digital Literacy
Estate Surveying, Valuation & Consultancy	Safety and Health	Digital Literacy	Interpersonal Abilities
Government Department & Public Sector	Safety and Health	Team Building; Interpersonal Abilities	Digital Literacy; Multi-languages (e.g. Putonghua, English); Business Ethics

Notes: Respondents may mention more than one training areas.

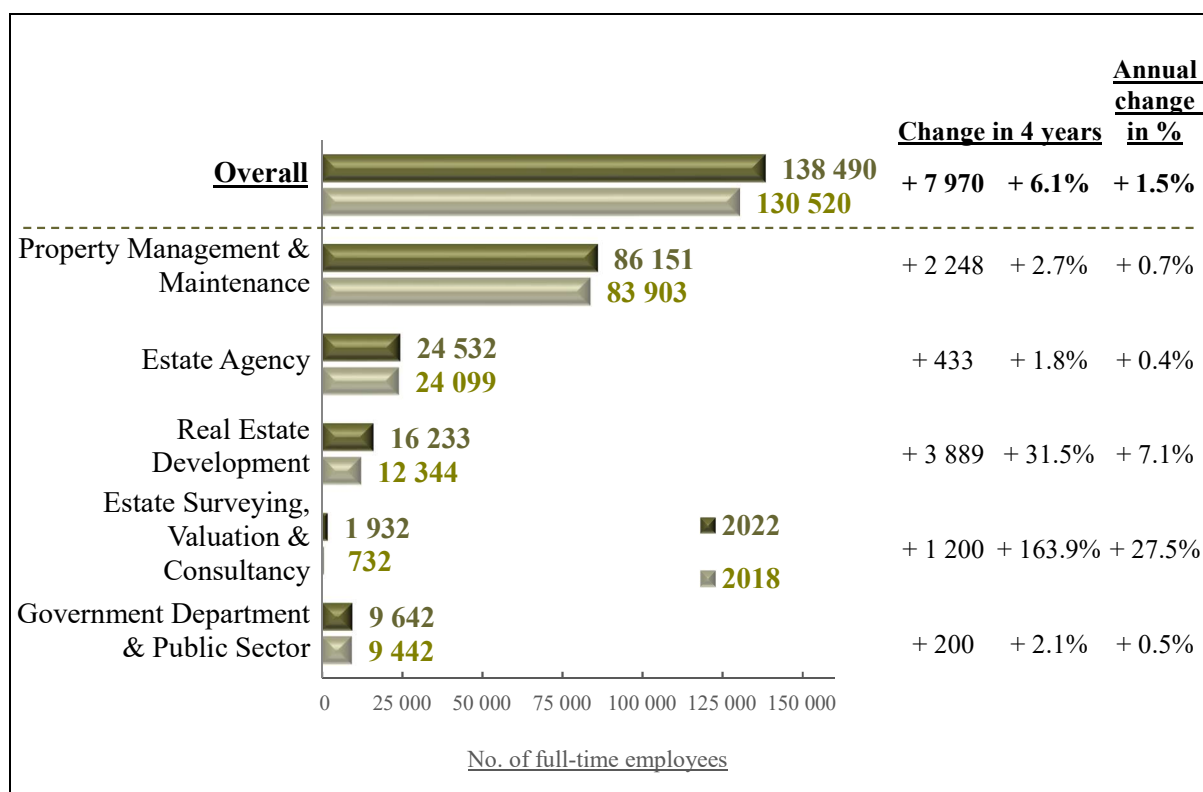
5. Manpower Analysis

Manpower Changes between 2022 and 2018

(a) Changes in Number of Full-time Employees

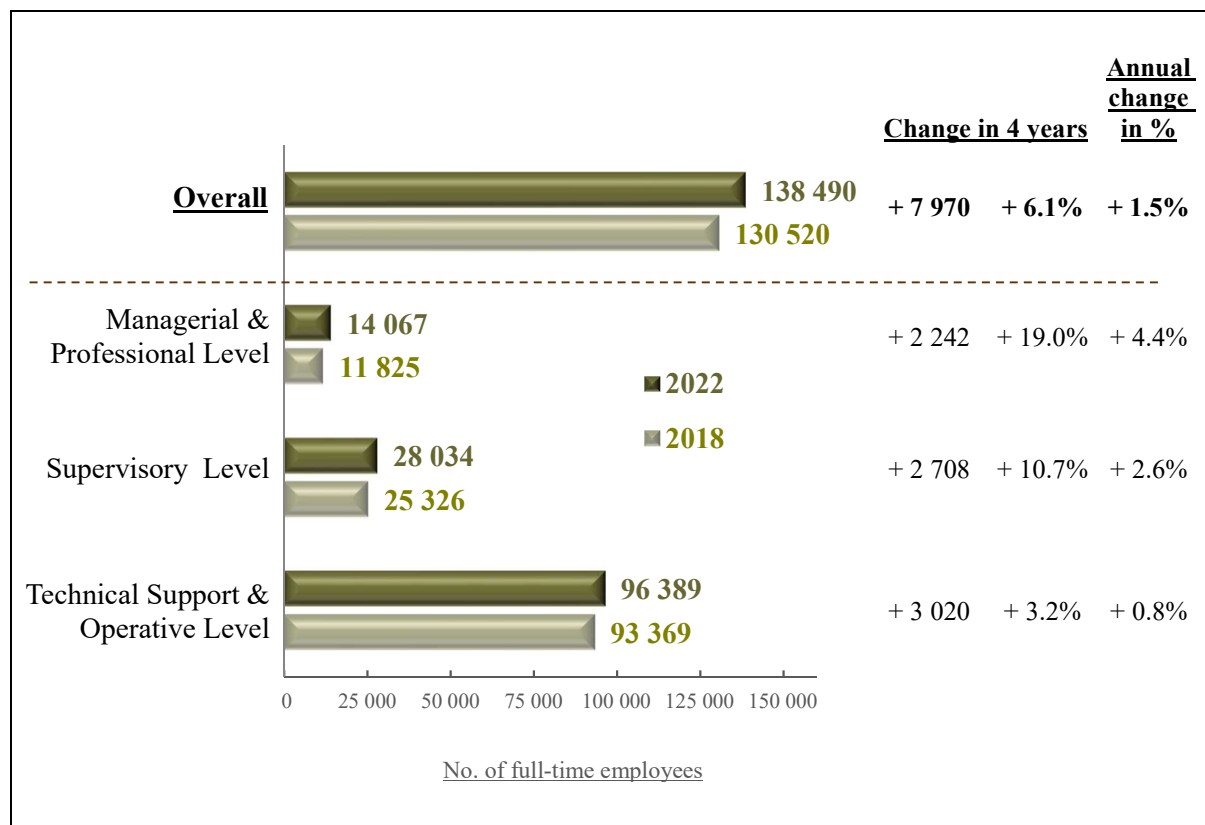
5.1 The number of full-time employees increased from 130 520 in 2018 to 138 490 in 2022, representing an increase of 7 970 employees (+6.1%). When analysing the findings by sector, the manpower in the estate surveying, valuation and consultancy sector exhibited a noticeable growth (+163.9%), followed by the real estate development sector (+31.5%).

Chart 1 Changes in Number of Full-time Employees – by Sector



5.2 An increment of full-time employees was noted in all job levels. The number of full-time employees at the managerial and professional level recorded the highest manpower growth at 19.0%, followed by the supervisory level at 10.7% and the technical support and operative level at 3.2%.

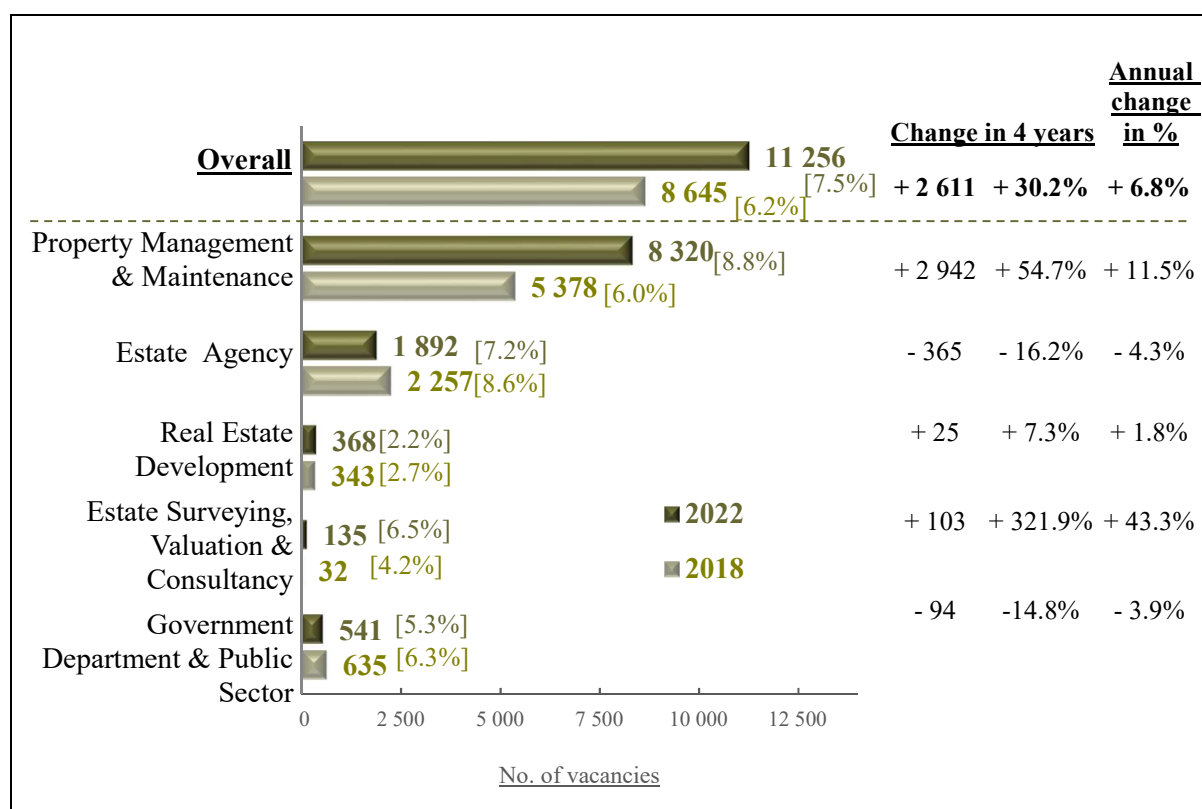
Chart 2 Changes in Number of Full-time Employees – by Job Level



(b) Changes in Number of Vacancies

5.3 The number of vacancies increased from 8 645 in 2018 to 11 256 in 2022, representing an increase of 2 611 (+30.2%). The highest increment was noted in the estate surveying, valuation and consultancy sector (+103, +321.9%), followed by the property management and maintenance sector (+2 942, +54.7%). However, decrease in the number of vacancies was found in the estate agency sector (-365, -16.2%) and government department and public sector (-94, -14.8%).

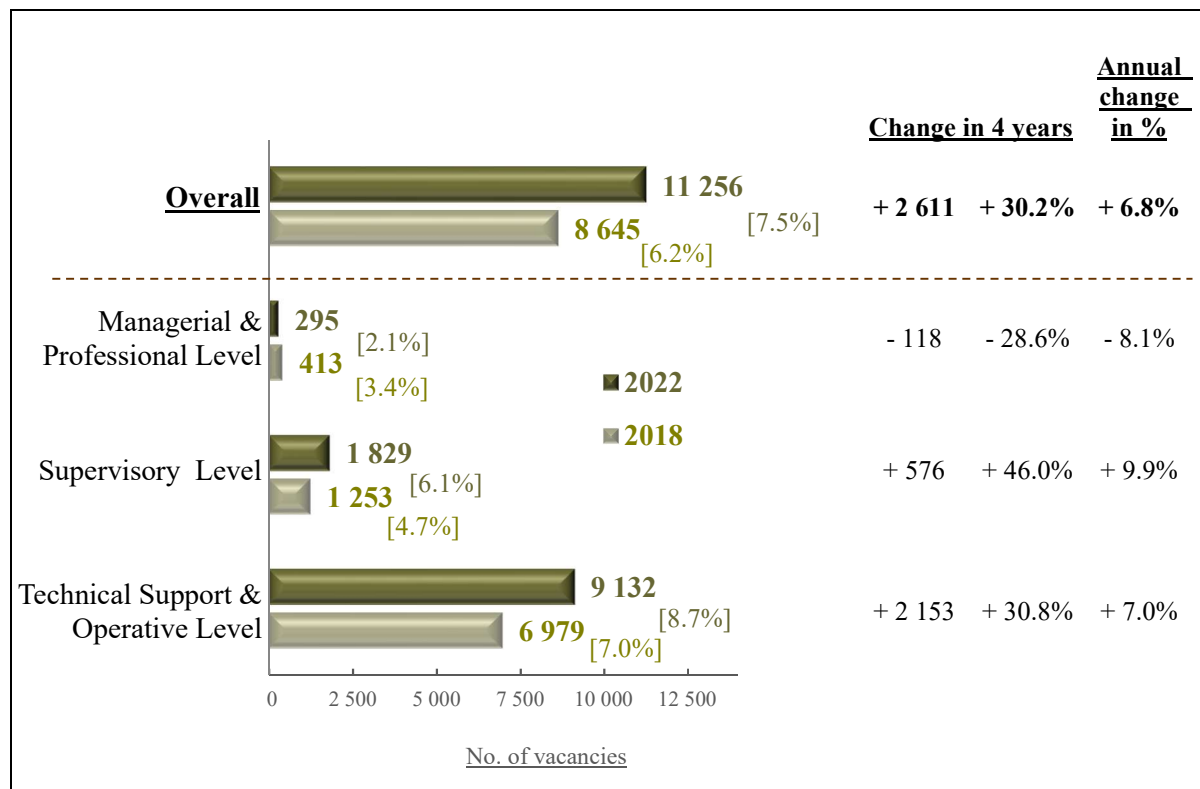
Chart 3 Changes in Number of Vacancies – by Sector



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

5.4 By job level, the number of vacancies increased in both the technical support and operative level (+2 153) and supervisory level (+576), decreased in the managerial and professional level (-118).

Chart 4 Changes in Number of Vacancies – by Job Level



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

(c) Changes in Average Monthly Income Range

5.5 Compared with the 2018 survey, the average monthly income range in 2022 shift up in all job levels. For employees at the managerial and professional level, the prominent range of \$30,000 - \$60,000 or above increased from 84.9% in 2018 to 88.1% in 2022. For the supervisory level, the prominent range of \$15,001 - \$40,000 increased from 80.5% in 2018 to 98.1% in 2022, in which the percentage for the range of \$20,001 - \$40,000 increased from 45.1% in 2018 to 71.5% in 2022. For the technical support and operative level, the prominent range was \$10,001 - \$15,000, representing 57.4% in 2018 and 54.6% in 2022. Furthermore, the percentage of the range of \$15,001 - \$20,000 increased from 16.1% in 2018 to 38.9% in 2022.

Table 1 Changes in Average Monthly Remuneration Package – by Job Level

Job Level	Above \$60,000	\$40,001 - \$60,000	\$30,001 - \$40,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$10,001 - \$15,000	\$10,000 or below	No. of full-time employees
2022								
Managerial & Professional	26.3%	32.4%	29.4%	11.9%	<0.05%	-	-	14 067
Supervisory	0.1%	0.3%	27.9%	43.6%	26.7%	1.3%	0.1%	28 034
Technical Support & Operative	-	-	<0.05%	3.2%	38.9%	54.6%	3.3%	96 389
2018								
Managerial & Professional	31.8%	31.3%	21.8%	13.2%	1.5%	0.4%	<0.05%	11 825
Supervisory	0.7%	2.7%	20.5%	24.6%	35.7%	15.7%	0.1%	25 326
Technical Support & Operative	<0.05%	<0.05%	0.5%	12.4%	16.1%	57.4%	13.6%	93 369

(d) Changes in Preferred Education Level

5.6 Compared with the 2018 survey, employers tended to have higher requirement on education level across various job levels. For employees at the managerial and professional level, higher percentages were preferred to attained first degree level (from 74.3% in 2018 to 94.2% in 2022). For the supervisory level, the most preferred education level in 2022 was diploma / certificate (68.0%), while the prominent range in 2018 was secondary 4 to 6/7 – diploma / certificate (64.4%). For the technical support and operative level, though the common range was secondary 3 or below in both 2022 and 2018, the percentage for requiring diploma / certificate increased from 4.7% in 2018 to 20.6% in 2022.

Table 2 Changes in Preferred Education Level – by Job Level

Job Level	Post-graduate degree	First degree	Sub-degree	Diploma / certificate	Secondary 4 to 6/7	Secondary 3 or below	No. of full-time employees
2022							
Managerial & Professional	0.9%	94.2%	0.6%	2.3%	1.7%	0.3%	14 067
Supervisory	-	18.1%	10.6%	68.0%	2.7%	0.5%	28 034
Technical Support & Operative	-	0.2%	0.2%	20.6%	27.6%	51.4%	96 389
2018							
Managerial & Professional	6.6%	74.3%	3.5%	5.1%	10.5%	<0.05%	11 825
Supervisory	-	17.9%	12.7%	32.1%	32.3%	5.0%	25 326
Technical Support & Operative	-	0.7%	0.9%	4.7%	40.9%	52.8%	93 369

(e) Changes in Preferred Years of Experience

5.7 Compared with the 2018 survey, employers tended to have lower requirement on years of experience across various job levels. For the managerial and professional level, higher percentage were preferred to have 3 years to less than 6 years of experience (from 20.0% in 2018 to 49.5% in 2022), and lower percentage for 10 years of experience or more (from 30.8% in 2018 to 14.1% in 2022). For the supervisory level, higher percentage were preferred to have 1 year to less than 3 years of experience (from 33.0% in 2018 to 45.7% in 2022), and lower percentage for 3 years to less than 6 years (from 52.9% in 2018 to 45.0% in 2022). Similarly, for the technical support and operative level, higher percentage were preferred to have less than 1 year of experience (from 41.4% in 2018 to 57.8% in 2022), and lower percentage for 1 year to less than 3 years (from 47.2% in 2018 to 40.9% in 2022).

Table 3 Changes in Preferred Years of Experience – by Job Level

Job Level	10 years or more	6 – < 10 years	3 – < 6 years	1 – < 3 years	< 1 year	No. of full-time employees
2022						
Managerial & Professional	14.1%	36.1%	49.5%	0.3%	-	14 067
Supervisory	<0.05%	8.5%	45.0%	45.7%	0.7%	28 034
Technical Support & Operative	<0.05%	<0.05%	1.3%	40.9%	57.8%	96 389
2018						
Managerial & Professional	30.8%	37.4%	20.0%	11.8%	<0.05%	11 825
Supervisory	1.5%	10.2%	52.9%	33.0%	2.4%	25 326
Technical Support & Operative	<0.05%	1.4%	10.0%	47.2%	41.4%	93 369

Business Outlook

Roadmap to Recovery

5.8 With the surging inflation, rising interest rates (reported at 5.31% pa in Nov 2022, compared with 4.59% pa in the previous month), the geopolitical conflicts and the low growth momentum of the global economy arising from the pandemic crisis, the real estate market in Hong Kong has been experiencing a lot of challenges. The economy of Hong Kong is also under pressure amid a worsening external trade environment, the government downgraded its full-year economic growth to between 0.5 per cent growth and 0.5 per cent contraction from the previous 1 to 2 per cent expansion. With the launch of G20 summit in November 2022, fruitful discussions on the de-escalation of the Russia-Ukraine conflict, monitoring of the global macroeconomic challenges, the pace of interest rate hikes and climate change etc. were made among the world leaders, with the aim to rejuvenate the growth of global economy. Given the generally stable local epidemic situation, improved labour market conditions, and the continuing post-pandemic reopening that will likely encourage cross-border purchases, the real estate market will gradually back on track to recovery.

Infrastructure Projects

5.9 Hong Kong government will continue to improve the connectivity and support future development by taking forward the three major road projects and three strategic railway projects. The six major transport infrastructure projects include the Northern Metropolis Highway, Shatin Bypass, TKO-Yau Tong Tunnel, Hong Kong-Shenzhen Western Rail Link, and Central Rail Link. Other railway projects such as Kwun Tung Station of the Northern Link will be commissioned in 2027, and the construction works of Hung Shui Kiu Station and the Northern Link Main Line will commence in 2024 and 2025 respectively. Railway projects in other areas such as the construction works of the Tung Chung Line Extension, Oyster Bay Station, and Tuen Mun South Extension are progressing well. Infrastructure improvements have a significant impact on the market both in terms of broader GDP and value growth. It also brings new opportunities for real estate development and will narrow the flat price gap between New Territories and urban areas property.

Northern Metropolis

5.10 The creation of Northern Metropolis (NM) was the strategic development plan as set out in the Policy Address. The government invested HK\$100 billion to precipitate the implementation of infrastructure works in the Northern Metropolis. Among the six major transportation infrastructure projects to be launched, Northern Metropolis Highway, the Hong Kong-Shenzhen Western Rail Link, and Central Rail Link will directly benefit NM by

enhancing its connectivity and accessibility. With a series of talent attraction initiatives introduced in the Policy Address coupled with the relocation of families to this new development area, it is expected that about 2.5 million people will be living in this vibrant area near the Hong Kong-Shenzhen boundary, facilitating integration with the Greater Bay Area. A million job opportunities in NM are envisioned as well. With the significant expansion in transport expansion and the intake of population, a considerable residential demand in NM is expected, which is perceived as the economic growth engine in the city.

Long-term Housing Strategies

5.11 The Long-term Housing Strategies estimated that from 2023-24 to 2032-33, the 10-year total housing supply target is about 430,000 units, and the public / private ratio of 70:30 would maintain for achieving a public housing supply target of 301,000 units and a private housing supply target of 129,000 units. To stabilise the supply of private housing, the government has committed to providing not less than 7,200 residential units through land sales and railway property developments in the coming five years. Continuing efforts would be made to create enough land to meet the private housing supply target. The government would also optimise the development potentials and best use of the land resources for providing about 360,000 public housing units in the coming 10 years, good enough to meet the estimated public housing demand of 301,000 units. This long-term commitment affirmed the growing demand for manpower in the real estate market.

Property Technology

5.12 The real estate industry is undergoing a significant digital transformation. The use of property technology not only improves client experience but also makes informed investment and property management decisions. They include artificial intelligence, immersive technology, the internet of things, big data and analytics, cloud-based customer relationship management platforms, blockchain, drones, and data security. Artificial intelligence offers valuable insights from huge data, immersive technology such as VR and AR offer virtual tours of properties to the clients, IoT devices add value to the properties, big data offers solutions for real estate analytics, cloud-based CRM helps keep track of client information / ongoing deals, smart contracts to facilitate a more transparent and secure process, drones are important for property maintenance and enable a thorough examination of property from different perspectives. It is expected that cybersecurity and data encryption collected by IoT devices is a new challenge in the coming years. Nevertheless, the rise of property technology trends has not led to a surge of jobs being replaced by intelligent machines. As a matter of fact, it can never replace human interaction, especially when managing clients' emotions in negotiation.

Green Lease

5.13 Green lease is a worldwide trend in sustainable development, which requires the collaboration of landlords, tenants, and property companies by adopting some mutually agreed green targets to protect the environment, including monitoring energy usage, waste management, and recycling obligations. Green lease benefits all stakeholders in terms of corporate image, sustainability, and operational efficiency, ultimately resulting in a win-win situation. However, the reasons for stakeholders to step away from green leases include the high investment cost. In general, the focus of the green clause is limited to “environment”. As the world emerged from the pandemic, it is crucial to contribute to the physical and mental wellness of users. Hence, it is expected that more corporates would include social and governance clauses in the tenancy agreement in the future, extending the scope of the green lease to more responsible areas. Furthermore, green initiatives will create business prospects and provide job opportunities.

Greater Bay Area

5.14 The development of high-quality infrastructure and the upgrading of the industry have been the key growth driver in the Greater Bay Area (GBA). A combined population exceeding 86 million and a gross domestic product of US\$1.7 trillion in the GBA has huge development potential and create opportunity for real estate investors. With the sophistication of the services industries in Hong Kong and Macau coupled with the vitality of Guangdong, it is expected to see a growth in leasing rates and capital values for the real estate industry. Furthermore, it offers precious opportunities for real estate consultancy companies to undertake various businesses involving transaction, consultancy, valuation and project management etc.

Shrinking Workforce

5.15 According to the Census and Statistics Department, the population in Hong Kong has declined from 7.41 million at mid-2021 to 7.29 million at mid-2022, representing a contraction by around 2%. The population drop comprised a negative natural population growth (35,100 births and 61 600 deaths leading to a decrease of 26,500 people) and a net outflow of 95,000 persons (an inflow of 18,300 one-way permit holders and outflow of 113,200 Hong Kong residents amid an emigration wave, the two most dominant age groups leaving Hong Kong are those aged between 30 and 39, and between 40 and 49). In addition, the aging trend in the population continues with a low fertility rate. Hong Kong’s population is expected to reach 8.4 million with over 30% of the population aged above 65 by 2041. The population growth will not be significant over the years due to the low birthrate. In the face of these challenges, organisations are increasingly turning to technologies and embrace

automation solution to enhance business resiliency like robotic process automation to handle manual, repetitive and rule-based tasks. Automation will gradually take over repetitive tasks, but there is no substitute for human ingenuity and creativity.

Future Skills Requirement

5.16 To stay competitive in the dynamic business environment, companies need tech-savvy leaders and employees who can harness innovative thinking, form the right strategies and apply the systems and tools that best fit the needs of the business. Talents with advanced data analytics skills for insight generation, strong competence in applying property technology for delivering business solutions and customer experiences with agility and creativity will be in strong demand. There is also a quest for talents with effective interpersonal communication skills, attention to details, good people skills for maintaining harmonious relations with clients. Given the increasing demand for transparency on sustainable and socially responsible practices, ESG (Environmental, Social and Governance) talents are sought after in providing insights and creating long-term values for various stakeholders of companies.

Sources:

1. The Census and Statistics Department
2. The Chief Executive's 2022 Policy Address
3. Long-term Housing Strategy
4. Hong Kong's Recent Economic Situation and Near-term outlook
5. Property Technology Market 2023 by Market Watch

Manpower Projection and Estimated Annual Additional Manpower Requirement

Manpower Projection

5.17 The manpower projection for Real Estate Services is compiled based on the Input-Output (I/O) model of Labor Market Analysis (LMA) approach by deriving the relationship between the stock of buildings and the number of employees required.

5.18 The forecast production of public residential buildings is provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS), while the forecast production of private residential and non-residential was sourced from the Rating and Valuation Department. Long-term Housing Strategy of Housing Bureau has also been taken into account in the forecast production.

Year	Public Residential Stock* (no. of flats) (a)	Private Residential Stock (no. of flats) (b)	Total Residential Stock (no. of flats) (a) + (b) = (c)	Private Non-Residential Stock # (sq.m)
2022	1,287,000	1,260,846	2,547,846	48,642,700
2023 F	1,297,912	1,282,694	2,580,606	49,166,800
2024 F	1,310,976	1,295,594	2,606,570	49,596,744
2025 F	1,344,138	1,308,494	2,652,632	49,965,833
2026 F	1,373,411	1,321,394	2,694,805	50,278,146

* Sourced from the Housing Authority (HA) & Housing Society (HS)

HA: Rental Housing, Green Form Subsidised Home Ownership Scheme, Other Subsidised Sale Flats

HS: Rental Estate, Senior Citizen Residences Scheme, and Subsidised Sale Flats

Private non-residential stock includes Office, Commercial, Flatted Factories, Specialised Factories, and Storage.

5.19 The manpower distribution is based on the completion of residential buildings and non-residential buildings during the period from 2017 to 2021.

Completion of New Buildings in Period	Total Usable Floor Area (sq.m)	Residential in Usable Floor Area (sq.m)	Non-Residential in Usable Floor Area (sq.m)
2017-2021	5,745,000	3,055,400 (53.18%)	2,689,600 (46.82%)

Source: Hong Kong Monthly Digest of Statistics, Census and Statistics Department

5.20 The distribution of manpower in 2022 is listed as follows:

Total Manpower Demand in 2022	Residential Flats (53.18% of total)	Non- Residential Flats (46.82% of total)
149,746	79,640	70,106

5.21 The productivity ratio, representing *the number of employees needed to support a single unit of building*, is used to estimate the number of employees required in the coming years.

Productivity Ratio	
Residential	Non-Residential
31.99	693.85
31.99 flat/person	639.85 sq.m/person

5.22 The manpower projection from 2023 to 2026 is listed as follows:

Year	Residential	Non-Residential	Total Projected Manpower	Growth Rate
2022	79,640	70,106	149,746	-
2023F	80,664	70,861	151,525	1.2%
2024F	81,476	71,481	152,957	0.9%
2025F	82,916	72,013	154,928	1.3%
2026F	84,234	72,463	156,697	1.1%

Additional Annual Manpower Requirement

5.23 The additional annual manpower requirement has taken into account (i) the manpower growth projected by using the LMA approach and (ii) the number of industry leavers (i.e. the number of employees leaving the industry permanently on annual basis).

Job Level	Additional Annual Manpower Requirement		
	Average Manpower Growth (a)	Industry Leavers (b)	Total (a) + (b)
Managerial and Professional	167	917	1,084
Supervisory	347	3,050	3,397
Technical Support and Operative	1,224	16,856	18,080
Overall	1,738	20,823	22,561

6. Recommendations

Government

Promotion of Property Technology

6.1 The development of property technology in Hong Kong is still in its budding stage and the lack of incentive to change is the key challenge. The government should take the lead to support the growth of Hong Kong property technology startups and the development of more training programs on the application of these technologies, including artificial intelligence, immersive technologies like virtual reality (VR), augmented reality (AR), building management systems (BMS), big data and analytics, client management software, and blockchain.

Support on the Business Development in the Greater Bay Area

6.2 The government should take the lead to arrange experience sharing, visits, exhibitions or exchange activities with reputable enterprises or talents in the Mainland for sharing insight into how to leverage the advantages of Greater Bay Area to expand their real estate business in the Mainland, so as to assist the enterprise to capture the huge business opportunities ranging from the transaction, consultancy and valuations to management of the real estate projects in the Greater Bay Area. In addition, the government should further introduce more policies and measures to facilitate the interconnection of personnel, goods, capital and information through relevant cooperation mechanisms.

Unleash the Potential of the Local Workforce

6.3 The government should collaborate with reputable vocational training institutions for customising transitional training including upskilling, and reskilling programmes training for capable retirees and provide more financial support to the Employee Retraining Board training programmes for helping the unemployed industry personnel to re-enter the workforce and fill the gap of the workforce.

Talent Development Programmes and Promotion of VPET

6.4 To upskill the workforce and nurture more skilled professionals in a rapidly changing economy through increasing the collaboration with companies, start-ups and educational institutes on talent development, especially among the youth and providing subsidies to educational institutions in launching new training programmes to meet the emerging needs of

industry. Also, to further enhance the promotion of vocational and professional education to secondary schools including the provision of advisory services on VPET for teachers and career masters such as consultation services, professional development workshops, and VPET activities for students.

Training Providers

Update of the Programme Content

6.5 To exchange information swiftly with industry partners to update the programme content associated with flexible learning modes, arrange enrichment lectures and customise training activities for different levels of staff once a need or change in the industry has arisen, so as to update the trade specific skills and generic skills of students and uphold the professionalism of the industry. Also, educators should integrate the core workplace competencies into the training programmes for developing valuable characteristics and skillsets in students for enhancing their employability.

Reinforcement of STEAM Education

6.6 To reinforce the STEAM education (science, technology, engineering, arts and mathematics) in both hard and soft skills through enhancing science literacy, the ability to solve novel problems, nurturing critical thinkers and the next generations of innovators in the 21st Century.

Maximisation of Industry Exposure

6.7 To encourage young people to maximise their exposure to the industry as early as possible for deepening their understanding of the real estate industry and nurturing their interest to join the industry after graduation

Workplace Attachment and Training Facilities

6.8 To foster training, exchanges, structured workplace attachments and career development opportunities for students, teaching staff and industry personnel to enhance their industry skills and knowledge. Also, to upgrade education and training facilities with a broader range of education / training opportunities, such as the set-up of property technology laboratories for strengthening the application skill of digital technology, research and analytics, tech-enabled brokerages, mobile applications and extracting key data from lengthy rental documents etc.

Bite-Sized e-Learning

6.9 In view of the rapid growth of mobile learning, educators are advised to deliver short and concise e-learning lessons as they can be developed much faster and in a cost-effective manner than lengthy online courses. Furthermore, it could create the best learning experience, especially for those Gen Y with short attention spans. It was also advised to use more videos in online courses as they are ideal to convey the intended message very effectively in a short span of time.

Employers

Adaptability to Change

6.10 To stay agile amid the volatile economic conditions and embrace innovation/new technology to enhance the client experience throughout the property lifecycle and make informed investment and property management decisions.

Provision of Co-working Spaces and Technology in the Hybrid Age

6.11 To provide co-working spaces at workplace for offering more networking opportunities and flexibility at work, support hybrid work with technology and financial assistance for expenses linked to remote work for employees and be aware of the crucial digital infrastructure of cloud storage and cybersecurity for hybrid collaborative work. Also, they need to introduce smart building management systems, touchless access, sanitization and disinfection for meeting the changing workforce expectation with a seamless and healthy experience in the workplaces of the future.

Market Opportunities in the Greater Bay Area

6.12 To ride on the vast development of the Greater Bay Area and the growing interest in the GBA properties for diversifying their business and enhancing the portfolio of property development in the region.

Training Incentives and Work-life Balance

6.13 To provide training incentives and a clear career path other than a competitive remuneration package, such as to sponsor their employees to attend cross-training programmes for learning multi-skills and knowledge. In addition, employers should provoke work-life

balance in the workplace for creating a happier, more loyal, and more productive team. This is not only good for the current employees but also can help to attract talents.

Maintenance of Recruitment Network

6.14 To maintain networking of ex-colleagues for rehiring and ride on placement and recruitment platforms of reputable training institutions for liaising alumni, graduates and trainees for job referrals and engaging them with industry activities on a continuous basis.

Reengagement of Retirees and Work-Integrated Learning

6.15 To consider extending the retirement age, re-engaging capable retirees, upskilling and reskilling this experienced manpower through providing them with training support on new digital applications, marketing skills and service knowledge etc. Employers were also encouraged to support the workplace-integrated learning by providing students with the opportunities to integrate their academic learning with practical application in the workplace; this also allows employers to identify graduate talents to join their companies.

Promotion of Green Tenancy

6.16 To be a role model of sustainability in the industry and join hands with clients to achieve a sustainable development, such as to develop an overarching sustainability education programme, which can be in form of seminars or workshops, for raising the awareness of stakeholders on resource conservation, and sustainability issues such as water usage and energy usage.

Employees

Cultivation of Life-long Learning

6.17 Employees should strive to develop a global vision and achieve lifelong learning through online learning, networking and pursuing professional qualifications and job-related licence, such as the licence offered by the Property Management Services Authority and Estate Agent Authority etc. Also, they are encouraged to ride on employers' support and government funding to enrich themselves with multi-skills and new competencies.

Embrace Emerging Skills

6.18 To equip with the most up-to-date knowledge and skills, including the skill on the application of property technology for staying ahead of the curve. In addition, they should manage changes with soft skills training, enforce their interpersonal skills while raising design thinking capabilities and generate innovative business solutions. They should also be more supportive of change, more resilient and more innovative in the dynamic working environment.

Seize Opportunities in the GBA

6.19 To better seize employment opportunities arising from GBA cities, employees are encouraged to develop new strategic career plans by gaining a deeper understanding of the labour market, work culture and career prospects in the Mainland.

Membership

Real Estate Services Training Board

Chairman

Sr. Augustine WONG Ho-ming, JP

Members

Mr. Franklin AU Yick-ming

Sr. Honby CHAN Siu-hong

Dr. Isabelle CHAN Yee-shan

Dr. CHENG Kam-wah

Sr. Professor Daniel HO Chi-wing

Mr. Ellis IP Chi-ming

Sr. LEE Chun-lai

Sr. LOU Kuong-fai

Mr. Tony NG Yuk-tung

Mr. POON Tat-hang

Mr. Victor TIN Sio-un

Sr. Tony WAN Wai-ming

Dr. WONG Dun-king, MH

Mr. Derrick YIP Siu-ming

Director of Buildings (or her representative)

Director of Housing (or her representative)

Commissioner for Labour (or her representative)

Chief Executive Officer of the Estate Agents Authority (or her representative)

Chief Executive Officer of the Property Management Services Authority (or his representative)

Executive Director of Vocational Training Council (or his representative)

Secretary

Ms. Venus WONG Szee-ving

Terms of Reference

Real Estate Services 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.

Membership

Working Party on Manpower Survey

Convener

Dr. CHENG Kam-wah

Members

Sr. Honby CHAN Siu-hong

Dr. Isabelle CHAN Yee-shan

Sr. Professor Daniel HO Chi-wing

Mr. Victor TIN Sio-un

Mr. Derrick YIP Siu-ming

Mr. Ivan WONG

Mr. YEUNG Chi-kit

Dr. Wallace LAM Wai-keung

Mr. Toby CHAN Chin-yee

Secretary

Ms. Venus WONG Szee-ving

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.
Average Monthly Income Range	“Average Monthly Income Range” refers to the average monthly remuneration package during the past 12 months before enumeration, including basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. It is an average figure among employees engaging in the same principal job.
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 6/7	“Secondary 4 to 6/7” 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.

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
香港九龍長沙灣長裕街10號億京廣場2期30樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 (1) in RE/4/2 (2022)

Your Reference 來函檔號



11 April 2022

Dear Sir/Madam,

**The 2022 Manpower Survey of the
Real Estate Services Industry**

The Real Estate Services Training Board (the Training Board) of the Vocational Training Council (VTC), was set up by the Government of the Hong Kong Special Administrative Region (HKSAR), is responsible for matters pertaining to manpower training in the industry. In order to collect the latest manpower information for formulating recommendations on future manpower training, the Training Board will conduct the captioned survey from **May to June 2022**. I am writing to enlist your help by providing the relevant information to the survey and your co-operation would be much appreciated.

I enclose the following documents for your reference and completion:

- (a) The Questionnaire;
- (b) Explanatory Notes (Appendix A); and
- (c) Description for the Principal Jobs (Appendix B)

The VTC has appointed **Mercado Solutions Associates Ltd. (MSA)** to assist in conducting the above survey. During the survey period, the enumerator of **MSA** will contact your establishment for the survey and answer the questions you may have. If necessary, visit will be made to your establishment to assist in completing and collecting the questionnaire. Alternatively, you may return the copy of the completed questionnaire to **MSA** via fax (2538 8123) or email (ms@mercadosolutions.com).

I assure you that the information provided will be handled **in strict confidence** and published on aggregate basis without reference to individual establishments.

The Survey Report will be uploaded onto the VTC website after completion of the survey. Should you have any queries, please do not hesitate to contact the following hotline during 9:30 a.m. to 6:00 p.m. from Monday to Friday:

- ✧ For matters regarding completion and return of questionnaire(s), please contact Ms. LI of **MSA** at 2538 8150.
- ✧ In case you want to approach VTC directly, please contact Mr. Boris TAM of **VTC Manpower Survey (Statistical Team)** at 3907 6865.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Sr Augustine Wong Ho-ming', written in a cursive style.

(Sr Augustine WONG Ho-ming, JP)
Chairman
Real Estate Services Training Board

Encl.

**CONFIDENTIAL**

WHEN ENTERED WITH DATA

填入數據後即成

機密文件

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2022 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房地產服務業 2022 年人力調查

The 2022 Manpower Survey of the Real Estate Services (RE) 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 May 2022** by answering the questionnaire. Thank you.

房地產服務業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5月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information**機構資料**

NATURE OF BUSINESS:

業務性質

- Real Estate Development 地產發展
- Real Estate Leasing 地產租賃
- Real Estate Development with Leasing 地產發展兼租賃
- Others 其他: _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

(For official use)

Industry Code _____

Detail 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。

Survey Reference Date : 1st May 2022
統計日期 : 2022年5月1日

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

Please complete columns 'B' to 'F' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'F'。

(A) Principal Jobs 主要職務

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。					
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X".) 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X")
				1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
e.g.: 例子: Job Title A (3 employees and 2 vacancies) 職位甲 (3名僱員及2個空缺)	3	2	5	4	✓
Managerial and Professional Level 經理及專業人員級					
102 Director/General Manager 董事/總經理					
103 Marketing and Sales Manager 市場營銷經理					
113 Project Manager 項目經理					
115 IT and Digital Manager 資訊科技及數碼經理					
123 Property and Leasing Manager 物業及租務經理					
124 Estate Surveyor 產業測量師					
125 Valuation Surveyor 物業估價測量師					
131 Development Manager 發展經理					
135 Sustainability Manager 可持續發展經理					
Other Managerial and Professional Staff (Please specify): 其他經理及專業人員 (請說明):					
199					
198					

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

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X") Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
Supervisory Level 主任級					
201 Project Officer 項目主任					
202 Marketing and Sales Officer 市務營銷主任					
211 Valuation Officer 物業估價主任					
215 Property and Leasing Officer 物業及租務主任					
216 Survey Officer (Estate) 產業測量主任					
217 Development Officer/Property Analyst 發展主任/物業分析員					
224 Sustainability Officer 可持續發展主任					
Other Supervisory Staff (Please specify): 其他主任人員 (請說明) :					
299					
298					
Technical Support and Operative Level 技術及操作人員級					
301 Marketing and Sales Assistant 市務營銷助理					
302 Property and Leasing Assistant 物業及租務助理					
303 Technician/Artisan/Workman 技術員/技工/工人					
304 Valuation Assistant 物業估價助理					
306 Building Attendant/Security Guard 大廈管理員/保安員					
Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員 (請說明) :					
399					
398					

For Official Use

(B) Number of non-RE related staff

從事非房地產服務相關的工作人員人數

000

(C)**(i) Number of employees holding Estate Agent's License (Individual)**

持有地產代理（個人）牌照的僱員人數

C01

(ii) Number of employees holding Salesperson's License

持有營業員牌照的僱員人數

C02

PART II**第二部份****Employees' Whereabouts After Leaving the Company****離職僱員去向**

1. Please state the number of real estate services industry employees leaving your company in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) according to their whereabouts.

請列出 貴機構過去十二個月內（由2021年5月1日至2022年4月30日期間）離職的房地產服務業僱員人數（按去向分類）。

	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services industry related jobs (Including starting own business in related industry) 從事與房地產服務業有關的工作（包括創業）			
(b) Taking up non- real estate services industry related jobs (Including starting own business in non-real estate services industry) 從事與房地產服務業無關的工作（包括創業）			
(c) Emigration, retirement or further studies 移民、退休或進修			
(d) Unknown 不知道			
(e) Others (Please specify) 其他（請說明）_____			
Total 總人數	0	0	0

Preferred Education Level and Years of Experience of Employees**僱員宜有的教育程度及相關年資**

2. Please choose preferred Education Level and Years of Experience of Employees.
請選擇僱員宜有的教育程度及相關年資。

Job level 職級	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Preferred Education Level (Please tick “√” <u>1 box</u> for each job level) 宜有的教育程度 (每職級請剔“√” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑/證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六/七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Preferred Years of Experience (Please tick “√” <u>1 box</u> for each job level) 宜有的相關年資 (每職級請剔“√” 選一項)			
(i) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recruitment Difficulties**招聘困難**

3. Please indicate whether recruitment of real estate services industry employees was taken place in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) and the difficulties in recruitment your company encountered.

請指出 貴公司在過去十二個月內（由2021年5月1日至2022年4月30日期間）有否招聘房地產服務業員工及所遇到的招聘困難。

<u>Difficulties</u> 困難	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(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 in recruitment 有招聘，並沒有遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may “√” one or more options.) 有招聘，所遇到的困難是：（可剔“√”選多於一項。）			
(i) Many choices in the market 市場上有很多選擇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of competitive remuneration package 缺乏具競爭力的薪酬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Unsatisfactory working environment 工作環境不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Lack of awareness of career opportunities and prospect 不了解行業的就業及發展機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Insufficient qualified manpower 缺乏具資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (Please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Future Development**未來的發展**

4. Please select the issues that pose the biggest challenges to your company in next year. (You may select at most three options)

請剔選 貴公司在未來一年將面對最大的挑戰。（可剔選最多三項）

(a) Spread of the COVID-19 pandemic 新型肺炎疫情擴散	<input type="checkbox"/>
(b) Focus on sustainability 注重持續發展	<input type="checkbox"/>
(c) Adapting to technology trend 採用科技、與時俱進	<input type="checkbox"/>
(d) Aging population 人口老化	<input type="checkbox"/>
(e) Migration wave 移民潮	<input type="checkbox"/>
(f) Others (Please specify): 其他（請說明）_____	<input type="checkbox"/>

5. What is/are your future plan(s) to mitigate the effect arising from these challenges? (You may tick one or more options)

貴公司有哪些計劃以應對未來有關的挑戰？（可剔選多於一項）

- (a) Accelerate the digital transformation of business models
加速數碼轉型運作模式
- (b) Invest more in property technology
增加房地產科技的投資
- (c) Accelerate the smart trend balanced with thoughtful off-line experience
加速智能化並配合貼心的線下服務
- (d) Migration to hybrid working
採用混合工作模式
- (e) Nurture more ESG (Environment, Social and Governance) talents
培育更多環境社會及管治人才
- (f) Recruit retirees
僱用退休人士
- (g) Others (Please specify):
其他（請說明） _____

Training

訓練

6. Please indicate the training areas for real estate services industry employees required to keep up with the emerging trend and development in the real estate services industry. (You may “√” one or more options)

請於下列表中選出房地產服務業僱員所需要的培訓，以配合房地產服務業的新興趨勢及發展。（可剔“√”選多於一項）

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能			
(a) Real Estate Administration 地產行政	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Digital Marketing 數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Project Management 項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Property Technical Know-how 物業維修及保養相關知識	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Building Information Modelling 建築信息模擬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Application of Property Technology 房地產科技的應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Business and Property Law 商業及房地產法規	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Procurement and Tendering 採購及招標	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Marketing Research 市場研究	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Big Data Analytics 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Training Areas 訓練範疇	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills (Continued) 專門知識/技能 (續)			
(l) Green Building 綠色建築	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Real Estate Services Industry Related knowledge/Skills in the Mainland 內地房地產服務業的專門知識及技能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(II) Generic Skills 通用技巧			
(a) Digital Literacy 數碼應用能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Design Thinking (i.e. to begin with empathetic understanding of a problem and find out the creative solutions) 設計思維 (設身處地考慮使用者的經驗, 找出創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Multi-languages (e.g. Putonghua, English) 多種語言 (例如: 普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Sustainability (Environment, Social and Governance) 可持續發展 (環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Crisis Management 危機管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Business Continuity Management (i.e. to develop business continuity plan/contingency plans for responding to unplanned business disruption) 業務連續性管理 (制訂業務連續性及應急方案, 應付突發的業務問題)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Diversity Management 管理不同種族或文化群體	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Interpersonal Abilities 人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Team Building 團隊建立	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Business Ethics 商業道德	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Safety and Health 安全與健康	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Others (please specify) 其他 (請說明) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<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**VOCATIONAL TRAINING COUNCIL****職業訓練局****THE 2022 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY****房地產服務業 2022 年人力調查**

The 2022 Manpower Survey of the Real Estate Services (RE) 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 May 2022** by answering the questionnaire. Thank you.

房地產服務業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5月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information**機構資料**

NATURE OF BUSINESS:

業務性質

Property Management and Maintenance 物業管理及保養

Others 其他: _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

(For official use)

Industry Code _____

Detail 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。

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

Please complete columns 'B' to 'F' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的**主要職務**，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'F'。

(A) Principal Jobs 主要職務

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

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X".) 僱員宜有以下專業學會的會籍 (請填人"✓", 否則"X")
	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'。			1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
e.g.: 例子: Job Title A (3 employees and 2 vacancies) 職位甲 (3名僱員及2個空缺)	3	2	5	4	✓

Managerial and Professional Level 經理及專業人員級

102	Director/General Manager 董事/總經理				
103	Communications Manager/ Business Development Manager 傳訊經理/業務發展經理				
106	Regional Manager/District Manager/ Area Manager 區域經理/分區經理				
107	Estate Manager/Building Manager/ Property Manager 屋邨經理/大廈經理/物業經理				
110	Maintenance Manager/Technical Manager/ Building Services Engineer 保養經理/技術經理/屋宇裝備工程師				
113	Project Manager 項目經理				
115	IT and Digital Manager 資訊科技及數碼經理				
116	Club House Manager/Recreation Manager 會所經理/康樂經理				
118	Facilities Manager 設施經理				
133	Banquet Manager/Food and Beverage Manager 宴會經理/餐飲經理				
134	Health and Safety Manager 健康及安全經理				

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會藉 (請填入"✓", 否則"X")
					1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
	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'。					
Managerial and Professional Level (Continued) 經理及專業人員級 (續)						
Other Managerial and Professional Staff (Please specify): 其他經理及專業人員 (請說明):						
199						
198						
Supervisory Level 主任級						
202	Communications Officer/ Business Development Officer 傳訊主任/業務發展主任					
205	Property Officer/Estate Officer/ Customer Services Officer 屋邨主任/物業主任/顧客服務主任					
206	Club House Officer/Recreation Officer 會所主任/康樂主任					
208	Building Supervisor/Building Superintendent/ Security Officer 大廈主管/大廈監督/保安主任					
209	Building Services Inspector/ Technical Officer/Clerk of Works 屋宇裝備工程監督/技術主任/工程監督					
219	Health and Safety Officer 健康及安全主任					
220	Chef/Head Chef 主廚/總廚					
223	Facilities Officer 設施主任					
Other Supervisory Staff (Please specify): 其他主任人員 (請說明):						
299						
298						
Technical Support and Operative Level 技術及操作人員級						
301	Communications Assistant/ Business Development Assistant 傳訊助理/業務發展助理					
302	Property Assistant/Customer Services Assistant 物業助理/顧客服務助理					

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X".) 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X")
			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'。			1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)						
303	Technician/Artisan/Workman 技術員/技工/工人					
306	Building Attendant/Security Guard 大廈管理員/保安員					
310	Club House Assistant/Recreation Assistant 會所助理/康樂助理					
311	Cook 廚師					
315	Facilities Assistant 設施助理					
Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員 (請說明):						
399						
398						

For Official Use

(B) Number of non-RE related staff

從事非房地產服務相關的工作人員人數

000

(C)**(i) Number of employees holding Estate Agent's License (Individual)**

持有地產代理(個人)牌照的僱員人數

C01

(ii) Number of employees holding Salesperson's License

持有營業員牌照的僱員人數

C02

PART II
第二部份

Employees' Whereabouts After Leaving the Company
離職僱員去向

1. Please state the number of real estate services industry employees leaving your company in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) according to their whereabouts.
 請列出 貴機構過去十二個月內（由2021年5月1日至2022年4月30日期間）離職的房地產服務業僱員人數（按去向分類）。

	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services industry related jobs (Including starting own business in related industry) 從事與房地產服務業有關的工作（包括創業）			
(b) Taking up non- real estate services industry related jobs (Including starting own business in non-real estate services industry) 從事與房地產服務業無關的工作（包括創業）			
(c) Emigration, retirement or further studies 移民、退休或進修			
(d) Unknown 不知道			
(e) Others (Please specify) 其他（請說明） _____			
Total 總人數	0	0	0

Preferred Education Level and Years of Experience of Employees**僱員宜有的教育程度及相關年資**

2. Please choose preferred Education Level and Years of Experience of Employees.
請選擇僱員宜有的教育程度及相關年資。

Job level 職級	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Preferred Education Level (Please tick “√” 1 box for each job level) 宜有的教育程度 (每職級請剔“√” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑/證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六/七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Preferred Years of Experience (Please tick “√” 1 box for each job level) 宜有的相關年資 (每職級請剔“√” 選一項)			
(i) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recruitment Difficulties**招聘困難**

3. Please indicate whether recruitment of real estate services industry employees was taken place in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) and the difficulties in recruitment your company encountered.
請指出 貴公司在過去十二個月內（由2021年5月1日至2022年4月30日期間）有否招聘房地產服務業員工及所遇到的招聘困難。

<u>Difficulties</u> 困難	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(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 in recruitment 有招聘，並沒有遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may "✓" one or more options.) 有招聘，所遇到的困難是：（可剔“✓”選多於一項。）			
(i) Many choices in the market 市場上有很多選擇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of competitive remuneration package 缺乏具競爭力的薪酬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Unsatisfactory working environment 工作環境不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Lack of awareness of career opportunities and prospect 不了解行業的就業及發展機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Insufficient qualified manpower 缺乏具資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (Please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Future Development**未來的發展**

4. Please select the issues that pose the biggest challenges to your company in next year. (You may select at most three options)
請剔選 貴公司在未來一年將面對最大的挑戰。（可剔選最多三項）

(a) Spread of the COVID-19 pandemic 新型肺炎疫情擴散	<input type="checkbox"/>
(b) Focus on sustainability 注重持續發展	<input type="checkbox"/>
(c) Adapting to technology trend 採用科技、與時俱進	<input type="checkbox"/>
(d) Aging population 人口老化	<input type="checkbox"/>
(e) Migration wave 移民潮	<input type="checkbox"/>
(f) Others (Please specify): 其他（請說明）_____	<input type="checkbox"/>

5. What is/are your future plan(s) to mitigate the effect arising from these challenges? (You may tick one or more options)

貴公司有哪些計劃以應對未來有關的挑戰？（可剔選多於一項）

- (a) Accelerate the digital transformation of business models
加速數碼轉型運作模式
- (b) Invest more in property technology
增加房地產科技的投資
- (c) Accelerate the smart trend balanced with thoughtful off-line experience
加速智能化並配合貼心的線下服務
- (d) Migration to hybrid working
採用混合工作模式
- (e) Nurture more ESG (Environment, Social and Governance) talents
培育更多環境社會及管治人才
- (f) Recruit retirees
僱用退休人士
- (g) Others (Please specify):
其他（請說明） _____

Training

訓練

6. Please indicate the training areas for real estate services industry employees required to keep up with the emerging trend and development in the real estate services industry. (You may “√” one or more options)

請於下列表中選出房地產服務業僱員所需要的培訓，以配合出房地產服務業的新興趨勢及發展。（可剔“√”選多於一項）

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能			
(a) Properties and Facilities Management 物業及設施管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Property Technical Know-how 物業維修及保養相關知識	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Building Information Modelling 建築信息模擬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Application of Property Technology 房地產科技的應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Business and Property Law 商業及房地產法規	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Recreation Facilities and Event Management 康樂設施及節目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Procurement and Tendering 採購及招標	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Customer Acquisition and Retention 獲取及保留顧客	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Digital Marketing 數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Big Data Analytics 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Green Building 綠色建築	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills (Continued) 專門知識/技能 (續)			
(l) Real Estate Services Industry Related knowledge/Skills in the Mainland 內地房地產服務業的專門知識及技能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(II) Generic Skills 通用技巧			
(a) Digital Literacy 數碼應用能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Design Thinking (i.e. to begin with empathetic understanding of a problem and find out the creative solutions) 設計思維 (設身處地考慮使用者的經驗, 找出創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Multi-languages (e.g. Putonghua, English) 多種語言 (例如: 普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Sustainability (Environment, Social and Governance) 可持續發展 (環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Crisis Management 危機管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Business Continuity Management (i.e. to develop business continuity plan/contingency plans for responding to unplanned business disruption) 業務連續性管理 (制訂業務連續性及應急方案, 應付突發的業務問題)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Diversity Management 管理不同種族或文化群體	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Interpersonal Abilities 人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Team Building 團隊建立	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Business Ethics 商業道德	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Safety and Health 安全與健康	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Others (please specify) 其他 (請說明) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<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**VOCATIONAL TRAINING COUNCIL****職業訓練局****THE 2022 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY****房地產服務業 2022 年人力調查**

The 2022 Manpower Survey of the Real Estate Services (RE) 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 May 2022** by answering the questionnaire. Thank you.

房地產服務業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5月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information**機構資料**

NATURE OF BUSINESS:

業務性質

 Estate Agency 地產代理 Others 其他: _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

(For official use)

Industry Code _____

Detail 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。

Survey Reference Date: 1st May 2022
統計日期：2022年5月1日

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

Please complete columns 'B' to 'F' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'F'。

(A) Principal Jobs 主要職務

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

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X")
	Code 編號				
				1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
Job Code 職位 編號	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'。				
e.g. 例子: Job Title A (3 employees and 2 vacancies) 職位甲 (3名僱員及2個空缺)	3	2	5	4	✓
Managerial and Professional Level 經理及專業人員級					
101	Managing Director/ Chief Executive Officer/Partner 常務董事/行政總裁/合夥人				
102	Director/General Manager 董事/總經理				
103	Marketing and Sales Manager 市場營銷經理				
106	Regional Manager/Area Manager 區域經理/分區經理				
115	IT and Digital Manager 資訊科技及數碼經理				
124	Estate Surveyor 產業測量師				
136	Portfolio Leasing Manager 租務組合經理				
138	Business Analyst 業務分析師				
Other Managerial and Professional Staff (Please specify): 其他經理及專業人員 (請說明):					
199					
198					

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X") Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
Supervisory Level 主任級						
202	Marketing and Sales Officer 市務營銷主任					
204	Manager (in charge of an office/branch)/ Branch Manager 分行主管/分行經理					
211	Valuation Officer 物業估價主任					
228	IT and Digital Officer 資訊科技及數碼主任					
229	Business Development Officer 業務拓展主任					
	Other Supervisory Staff (Please specify): 其他主任人員 (請說明) :					
299						
298						
Technical Support and Operative Level 技術及操作人員級						
301	Marketing and Sales Assistant 市務營銷助理					
304	Valuation Assistant 物業估價助理					
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理/營業員 (持有地產代理/營業員牌照)					
309	Property Sales Trainee 見習地產營業員					
318	Business Development Assistant 業務拓展助理					
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員 (請說明) :					
399						
398						

For Official Use

(B) Number of non-RE related staff

從事非房地產服務相關的工作人員人數

000

(C)**(i) Number of employees holding Estate Agent's License (Individual)**

持有地產代理(個人)牌照的僱員人數

C01

(ii) Number of employees holding Salesperson's License

持有營業員牌照的僱員人數

C02

PART II**第二部份****Employees' Whereabouts After Leaving the Company****離職僱員去向**

1. Please state the number of real estate services industry employees leaving your company in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) according to their whereabouts.

請列出 貴機構過去十二個月內 (由2021年5月1日至2022年4月30日期間) 離職的房地產服務業僱員人數 (按去向分類)。

	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services industry related jobs (Including starting own business in related industry) 從事與房地產服務業有關的工作 (包括創業)			
(b) Taking up non- real estate services industry related jobs (Including starting own business in non-real estate services industry) 從事與房地產服務業無關的工作 (包括創業)			
(c) Emigration, retirement or further studies 移民、退休或進修			
(d) Unknown 不知道			
(e) Others (Please specify) 其他 (請說明) _____			
Total 總人數	0	0	0

Preferred Education Level and Years of Experience of Employees**僱員宜有的教育程度及相關年資**

2. Please choose preferred Education Level and Years of Experience of Employees.
請選擇僱員宜有的教育程度及相關年資。

Job level 職級	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Preferred Education Level (Please tick "✓" <u>1 box</u> for each job level) 宜有的教育程度 (每職級請剔“✓” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑/證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六/七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Preferred Years of Experience (Please tick "✓" <u>1 box</u> for each job level) 宜有的相關年資 (每職級請剔“✓” 選一項)			
(i) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recruitment Difficulties**招聘困難**

3. Please indicate whether recruitment of real estate services industry employees was taken place in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) and the difficulties in recruitment your company encountered.
請指出 貴公司在過去十二個月內（由2021年5月1日至2022年4月30日期間）有否招聘房地產服務業員工及所遇到的招聘困難。

<u>Difficulties</u> 困難	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(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 in recruitment 有招聘，並沒有遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may "✓" one or more options.) 有招聘，所遇到的困難是：（可剔“✓”選多於一項。）			
(i) Many choices in the market 市場上有很多選擇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of competitive remuneration package 缺乏具競爭力的薪酬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Unsatisfactory working environment 工作環境不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Lack of awareness of career opportunities and prospect 不了解行業的就業及發展機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Insufficient qualified manpower 缺乏具資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (Please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Future Development**未來的發展**

4. Please select the issues that pose the biggest challenges to your company in next year. (You may select at most three options)
請剔選 貴公司在未來一年將面對最大的挑戰。（可剔選最多三項）

(a) Spread of the COVID-19 pandemic 新型肺炎疫情擴散	<input type="checkbox"/>
(b) Focus on sustainability 注重持續發展	<input type="checkbox"/>
(c) Adapting to technology trend 採用科技、與時俱進	<input type="checkbox"/>
(d) Aging population 人口老化	<input type="checkbox"/>
(e) Migration wave 移民潮	<input type="checkbox"/>
(f) Others (Please specify): 其他（請說明）_____	<input type="checkbox"/>

5. What is/are your future plan(s) to mitigate the effect arising from these challenges? (You may tick one or more options)
貴公司有哪些計劃以應對未來有關的挑戰？（可剔選多於一項）

- (a) Accelerate the digital transformation of business models
加速數碼轉型運作模式
- (b) Invest more in property technology
增加房地產科技的投資
- (c) Accelerate the smart trend balanced with thoughtful off-line experience
加速智能化並配合貼心的線下服務
- (d) Migration to hybrid working
採用混合工作模式
- (e) Nurture more ESG (Environment, Social and Governance) talents
培育更多環境社會及管治人才
- (f) Recruit retirees
僱用退休人士
- (g) Others (Please specify):
其他（請說明） _____

Training **訓練**

6. Please indicate the training areas for real estate services industry employees required to keep up with the emerging trend and development in the real estate services industry. (You may “√” one or more options)
請於下列表中選出房地產服務業僱員所需要的培訓，以配合房地產服務業的新興趨勢及發展。（可剔“√”選多於一項）

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能			
(a) Estate Agents Ordinance/EAA Guidelines 地產代理條例／地產代理監管局指引	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Anti-Money Laundering and Counter-Terrorist Financing Ordinance 打擊洗錢及恐怖分子資金籌集條例	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Legal and Practical Knowledge About Estate Agency Work 與地產代理工作相關的法律及實務知識	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Customer Acquisition and Retention 獲取及保留客戶	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Estate Surveying, Valuation and Consultancy 房地產測量、估價及顧問	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Properties and Facilities Management 物業及設施管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Town Planning and Property Development 城市規劃及物業發展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Application of Information Technology on Property Transaction and Business 房地產交易及相關業務的科技應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Digital Marketing 數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Big Data Analytics 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Training Areas 訓練範疇	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills (Continued) 專門知識／技能（續）			
(k) Project Management 項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Green Building 綠色建築	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Real Estate Services Industry Related knowledge/Skills in the Mainland 內地房地產服務業的專門知識及技能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(II) Generic Skills 通用技巧			
(a) Digital Literacy 數碼應用能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Design Thinking (i.e. to begin with empathetic understanding of a problem and find out the creative solutions) 設計思維（設身處地考慮使用者的經驗，找出創新解決方案）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Multi-languages (e.g. Putonghua, English) 多種語言（例如：普通話、英文）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Sustainability (Environment, Social and Governance) 可持續發展（環境、社會、管治）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Crisis Management 危機管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Business Continuity Management (i.e. to develop business continuity plan/contingency plans for responding to unplanned business disruption) 業務連續性管理 （制訂業務連續性及應急方案，應付突發的業務問題）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Diversity Management 管理不同種族或文化群體	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Interpersonal Abilities 人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Team Building 團隊建立	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Business Ethics 商業道德	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Safety and Health 安全與健康	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Others (please specify) 其他（請說明）	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<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

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2022 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房地產服務業 2022 年人力調查

The 2022 Manpower Survey of the Real Estate Services (RE) 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 May 2022** by answering the questionnaire. Thank you.

房地產服務業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5月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

NATURE OF BUSINESS: Estate Surveying, Valuation and Consultancy 測量、估價及顧問

業務性質

Others 其他: _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

(For official use)

Industry Code _____

Detail 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。

Survey Reference Date : 1st May 2022
統計日期：2022年5月1日

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

Please complete columns 'B' to 'F' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄‘B’至‘F’。

(A) Principal Jobs 主要職務

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X")
					1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
e.g: 例子:	Job Title A (3 employees and 2 vacancies) 職位甲 (3名僱員及2個空缺)	3	2	5	4	✓
Managerial and Professional Level 經理及專業人員級						
101	Executive Director/Partner 執行董事/合夥人					
102	Director/General Manager 董事/總經理					
113	Project Manager 項目經理					
124	Estate Surveyor 產業測量師					
125	Valuation Surveyor 物業估價測量師					
Other Managerial and Professional Staff (Please specify): 其他經理及專業人員 (請說明) :						
199						
198						
Supervisory Level 主任級						
201	Project Officer 項目主任					
211	Valuation Officer 物業估價主任					
216	Survey Officer (Estate) 產業測量主任					

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號 1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X") Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
Supervisory Level (Continued) 主任級 (續)						
232	Property Advisor 物業顧問					
Other Supervisory Staff (Please specify): 其他主任人員 (請說明):						
299						
298						
Technical Support and Operative Level 技術及操作人員級						
304	Valuation Assistant 物業估價助理					
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理/營業員 (持有地產代理/營業員牌照)					
317	Project Assistant 項目助理					
Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員 (請說明):						
399						
398						

For Official Use

(B) Number of non-RE related staff

從事非房地產服務相關的工作人員人數

000

(C)**(i) Number of employees holding Estate Agent's License (Individual)**

持有地產代理(個人)牌照的僱員人數

C01

(ii) Number of employees holding Salesperson's License

持有營業員牌照的僱員人數

C02

PART II
第二部份

Employees' Whereabouts After Leaving the Company

離職僱員去向

1. Please state the number of real estate services industry employees leaving your company in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) according to their whereabouts.

請列出 貴機構過去十二個月內（由2021年5月1日至2022年4月30日期間）離職的房地產服務業僱員人數（按去向分類）。

	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services industry related jobs (Including starting own business in related industry) 從事與房地產服務業有關的工作（包括創業）			
(b) Taking up non-real estate services industry related jobs (Including starting own business in non-real estate services industry) 從事與房地產服務業無關的工作（包括創業）			
(c) Emigration, retirement or further studies 移民、退休或進修			
(d) Unknown 不知道			
(e) Others (Please specify) 其他（請說明）_____			
Total 總人數	0	0	0

Preferred Education Level and Years of Experience of Employees**僱員宜有的教育程度及相關年資**

2. Please choose preferred Education Level and Years of Experience of Employees.
請選擇僱員宜有的教育程度及相關年資。

Job level 職級	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Preferred Education Level (Please tick “√” 1 box for each job level) 宜有的教育程度 (每職級請剔“√” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑/證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六/七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Preferred Years of Experience (Please tick “√” 1 box for each job level) 宜有的相關年資 (每職級請剔“√” 選一項)			
(i) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recruitment Difficulties**招聘困難**

3. Please indicate whether recruitment of real estate services industry employees was taken place in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) and the difficulties in recruitment your company encountered.

請指出 貴公司在過去十二個月內（由2021年5月1日至2022年4月30日期間）有否招聘房地產服務業員工及所遇到的招聘困難。

<u>Difficulties</u> 困難	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(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 in recruitment 有招聘，並沒有遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may “√” one or more options.) 有招聘，所遇到的困難是：（可剔“√”選多於一項。）			
(i) Many choices in the market 市場上有很多選擇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of competitive remuneration package 缺乏具競爭力的薪酬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Unsatisfactory working environment 工作環境不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Lack of awareness of career opportunities and prospect 不了解行業的就業及發展機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Insufficient qualified manpower 缺乏具資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (Please specify) 其他（請說明） _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Future Development**未來的發展**

4. Please select the issues that pose the biggest challenges to your company in next year. (You may select at most three options)

請剔選 貴公司在未來一年將面對最大的挑戰。（可剔選最多三項）

(a) Spread of the COVID-19 pandemic 新型肺炎疫情擴散	<input type="checkbox"/>
(b) Focus on sustainability 注重持續發展	<input type="checkbox"/>
(c) Adapting to technology trend 採用科技、與時俱進	<input type="checkbox"/>
(d) Aging population 人口老化	<input type="checkbox"/>
(e) Migration wave 移民潮	<input type="checkbox"/>
(f) Others (Please specify): 其他（請說明） _____	<input type="checkbox"/>

5. What is/are your future plan(s) to mitigate the effect arising from these challenges? (You may tick one or more options)
貴公司有哪些計劃以應對未來有關的挑戰？（可剔選多於一項）

- (a) Accelerate the digital transformation of business models
加速數碼轉型運作模式
- (b) Invest more in property technology
增加房地產科技的投資
- (c) Accelerate the smart trend balanced with thoughtful off-line experience
加速智能化並配合貼心的線下服務
- (d) Migration to hybrid working
採用混合工作模式
- (e) Nurture more ESG (Environment, Social and Governance) talents
培育更多環境社會及管治人才
- (f) Recruit retirees
僱用退休人士
- (g) Others (Please specify):
其他（請說明） _____

Training 訓練

6. Please indicate the training areas for real estate services industry employees required to keep up with the emerging trend and development in the real estate services industry. (You may “√” one or more options)
請於下列表中選出房地產服務業僱員所需要的培訓，以配合出房地產服務業的新興趨勢及發展。（可剔“√”選多於一項）

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識/技能			
(a) Marketing Strategy Planning 市場策略計劃	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Marketing Research 市場研究	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Estate Surveying & Valuation 產業測量及估值	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Town Planning and Land Development 城市規劃及土地發展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Compensation 賠償	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Property/Leasing Management 物業/租務管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Big Data Analytics 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Application of Property Technology 房地產科技的應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Green Building 綠色建築	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Real Estate Services Industry Related knowledge/Skills in the Mainland 內地房地產服務業的專門知識及技能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(II) Generic Skills 通用技巧			
(a) Digital Literacy 數碼應用能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Design Thinking (i.e. to begin with empathetic understanding of a problem and find out the creative solutions) 設計思維 (設身處地考慮使用者的經驗, 找出創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Multi-languages (e.g. Putonghua, English) 多種語言 (例如: 普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Sustainability (Environment, Social and Governance) 可持續發展 (環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Crisis Management 危機管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Business Continuity Management 業務連續性管理 (Develop business continuity plan/contingency plans for responding to unplanned business disruption) (制訂業務連續性及應急方案, 應付突發的業務問題)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Diversity Management 管理不同種族或文化群體	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Interpersonal Abilities 人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Team Building 團隊建立	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Business Ethics 商業道德	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Safety and Health 安全與健康	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Others (please specify) 其他 (請說明) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<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

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2022 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房地產服務業 2022 年人力調查

The 2022 Manpower Survey of the Real Estate Services (RE) 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 May 2022** by answering the questionnaire. Thank you.

房地產服務業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5月1日**的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

NATURE OF BUSINESS: Government Departments and Public Sector 政府部門及公共機構

業務性質

Others 其他: _____

TOTAL NO. OF PERSONS ENGAGED: _____

僱員總人數

(For official use)

Industry Code _____

Detail 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。

Survey Reference Date : 1st May 2022
統計日期：2022年5月1日

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

Please complete columns 'B' to 'F' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各欄 'B' 至 'F'。

(A) Principal Jobs 主要職務

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。					
(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填"✓", 否則"X")
	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'。			1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
e.g. Job Title A (3 employees and 2 vacancies) 例子: 職位甲 (3名僱員及2個空缺)	3	2	5	4	✓
Managerial and Professional Level 經理及專業人員級					
102 Director/General Manager 董事/總經理					
103 Marketing Manager/Communications Manager 市場經理/傳訊經理					
106 Area Manager 分區經理					
107 Estate Manager/Building Manager/ Property Manager 屋邨經理/大廈經理/物業經理					
110 Property Services Manager/ Maintenance Surveyor/Technical Manager 物業服務經理/屋宇保養測量師/技術經理					
113 Project Manager 項目經理					
118 Facilities Manager/Leisure Services Manager 設施經理/康樂設施經理					
121 Housing Manager 房屋事務經理					
123 Leasing Manager 租務經理					
124 Estate Surveyor 產業測量師					
125 Valuation Surveyor 物業估價測量師					
126 Land Executive 地政主任					

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X"). 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X")
					1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
		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'。				
Managerial and Professional Level (Continued) 經理及專業人員級 (續)						
134	Health and Safety Manager 健康及安全經理					
137	Community Services Manager 社區服務經理					
	Other Managerial and Professional Staff (Please specify): 其他經理及專業人員 (請說明):					
199						
198						
Supervisory Level 主任級						
202	Marketing Officer/Communications Officer 市務主任/傳訊主任					
205	Property Officer/Estate Officer 物業主任/屋邨主任					
207	Housing Officer 房屋事務主任					
208	Building Supervisor/Building Superintendent/ Security Officer 大廈主管/大廈監督/保安主任					
209	Building Services Inspector/ Work Supervisor/Technical Officer 屋宇裝備工程監督/工程監督/技術主任					
211	Valuation Officer 物業估價員					
212	Land Inspector 地政督察					
214	Overseer/Foreman 巡察員/管工					
215	Rent Officer 租務主任					
216	Survey Officer (Estate) 測量主任 (產業)					
219	Health and Safety Officer 健康及安全主任					
221	Elderly Services Officer 長者服務主任					
223	Facilities Officer 設施主任					

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	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計 日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在 統計日期 12個月後的 僱員人數	(E) Average Monthly Income Range 每月平均月薪 Code 編號	(F) Preferred Fellows or Corporate Members of the following professional institutions (Please enter "✓" if preferred, otherwise please enter "X".) 僱員宜有以下專業學會的會籍 (請填入"✓", 否則"X")
					1 \$10,000 or below 或以下 2 \$10,001 - \$15,000 3 \$15,001 - \$20,000 4 \$20,001 - \$30,000 5 \$30,001 - \$40,000 6 \$40,001 - \$60,000 7 \$60,001 or above 或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Real Estate Administrators 香港地產行政師學會 Housing Managers Registration Board 房屋經理註冊管理局 Royal Institution of Chartered Surveyors 皇家特許測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Certified Public Accountants 香港會計師公會 The Hong Kong Institute of Facility Management 香港設施管理學會 The Hong Kong Institute of Housing 香港房屋經理學會 The Hong Kong Institute of Planners 香港規劃師學會 The Hong Kong Institute of Surveyors 香港測量師學會 The Hong Kong Institution of Engineers 香港工程師學會 The Law Society of Hong Kong 香港律師會
	Supervisory Level (Continued) 主任級 (續)					
226	Community Services Officer 社區服務主任					
227	Consumer Services Inspector 用戶服務督察					
	Other Supervisory Staff (Please specify): 其他主任人員 (請說明) :					
299						
298						
	Technical Support and Operative Level 技術及操作人員級					
301	Marketing Assistant/Communications Assistant 市務助理/傳訊助理					
302	Property Assistant/Estate Assistant/ Customer Services Assistant 物業助理/屋邨助理/客戶服務助理					
303	Technician/Artisan/Workman 技術員/技工/工人					
306	Building Attendant/Security Guard 大廈管理員/保安員					
310	Club House Assistant/Recreation Assistant 會所助理/康樂助理					
315	Facilities Assistant 設施助理					
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員 (請說明) :					
399						
398						

For Official Use

(B) Number of non-RE related staff

從事非房地產服務相關的工作人員人數

000

(C)**(i) Number of employees holding Estate Agent's License (Individual)**

持有地產代理(個人)牌照的僱員人數

C01

(ii) Number of employees holding Salesperson's License

持有營業員牌照的僱員人數

C02

PART II**第二部份****Employees' Whereabouts After Leaving the Company****離職僱員去向**

1. Please state the number of real estate services industry employees leaving your company in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) according to their whereabouts.
請列出 貴機構過去十二個月內 (由2021年5月1日至2022年4月30日期間) 離職的房地產服務業僱員人數 (按去向分類)。

	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services industry related jobs (Including starting own business in related industry) 從事與房地產服務業有關的工作 (包括創業)			
(b) Taking up non- real estate services industry related jobs (Including starting own business in non-real estate services industry) 從事與房地產服務業無關的工作 (包括創業)			
(c) Emigration, retirement or further studies 移民、退休或進修			
(d) Unknown 不知道			
(e) Others (Please specify) 其他 (請說明) _____			
Total 總人數	0	0	0

Preferred Education Level and Years of Experience of Employees**僱員宜有的教育程度及相關年資**

2. Please choose preferred Education Level and Years of Experience of Employees.
請選擇僱員宜有的教育程度及相關年資。

Job level 職級	Managerial and Professional Level 經理及專業人員級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Preferred Education Level (Please tick “√” <u>1 box</u> for each job level) 宜有的教育程度 (每職級請剔“√” 選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑/證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 6/7 中四至中六/七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Preferred Years of Experience (Please tick “√” <u>1 box</u> for each job level) 宜有的相關年資 (每職級請剔“√” 選一項)			
(i) Less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 1 year to less than 3 years 一年至三年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 3 years to less than 6 years 三年至六年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 6 years to less than 10 years 六年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recruitment Difficulties**招聘困難**

3. Please indicate whether recruitment of real estate services industry employees was taken place in the past 12 months (i.e. from 1st May 2021 to 30th April 2022) and the difficulties in recruitment your company encountered.

請指出 貴公司在過去十二個月內（由2021年5月1日至2022年4月30日期間）有否招聘房地產服務業員工及所遇到的招聘困難。

<u>Difficulties</u> 困難	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(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 in recruitment 有招聘，並沒有遇到招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment was taken place and the difficulties encountered were: (You may “√” one or more options.) 有招聘，所遇到的困難是：（可剔“√”選多於一項。）			
(i) Many choices in the market 市場上有很多選擇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of competitive remuneration package 缺乏具競爭力的薪酬	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Unsatisfactory working environment 工作環境不理想	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Lack of awareness of career opportunities and prospect 不了解行業的就業及發展機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Insufficient qualified manpower 缺乏具資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Others (Please specify) 其他（請說明）_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Future Development**未來的發展**

4. Please select the issues that pose the biggest challenges to your company in next year. (You may select at most three options)
請剔選 貴公司在未來一年將面對最大的挑戰。（可剔選最多三項）

(a) Spread of the COVID-19 pandemic 新型肺炎疫情擴散	<input type="checkbox"/>
(b) Focus on sustainability 注重持續發展	<input type="checkbox"/>
(c) Adapting to technology trend 採用科技、與時俱進	<input type="checkbox"/>
(d) Aging population 人口老化	<input type="checkbox"/>
(e) Migration wave 移民潮	<input type="checkbox"/>
(f) Others (Please specify): 其他（請說明）_____	<input type="checkbox"/>

5. What is/are your future plan(s) to mitigate the effect arising from these challenges? (You may tick one or more options)
貴公司有哪些計劃以應對未來有關的挑戰？（可剔選多於一項）

- (a) Accelerate the digital transformation of business models
加速數碼轉型運作模式
- (b) Invest more in property technology
增加房地產科技的投資
- (c) Accelerate the smart trend balanced with thoughtful off-line experience
加速智能化並配合貼心的線下服務
- (d) Migration to hybrid working
採用混合工作模式
- (e) Nurture more ESG (Environment, Social and Governance) talents
培育更多環境社會及管治人才
- (f) Recruit retirees
僱用退休人士
- (g) Others (Please specify):
其他（請說明） _____

Training

訓練

6. Please indicate the training areas for real estate services industry employees required to keep up with the emerging trend and development in the real estate services industry. (You may “√” one or more options)
請於下列表中選出房地產服務業僱員所需要的培訓，以配合出房地產服務業的新興趨勢及發展。（可剔“√”選多於一項）

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能			
(a) Project Management 項目管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Digital Marketing 數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Estate Surveying & Valuation 產業測量及估值	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Town Planning and Land Development 城市規劃及土地發展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Compensation 賠償	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Leasing Management 租務管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Properties and Facilities Management 物業及設施管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Building Maintenance Management 樓宇維修管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Property/Housing Management 物業／房屋管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Application of Property Technology 房地產科技的應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>Training Areas</u> 訓練範疇	<u>Managerial and Professional Level</u> 經理及專業人員級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) Specific Knowledge/Skills (Continued) 專門知識/技能 (續)			
(l) Green Building 綠色建築	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Real Estate Services Industry Related knowledge/Skills in the Mainland 內地房地產服務業的專門知識及技能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(II) Generic Skills 通用技巧			
(a) Digital Literacy 數碼應用能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Design Thinking (i.e. to begin with empathetic understanding of a problem and find out the creative solutions) 設計思維 (設身處地考慮使用者的經驗, 找出創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Multi-languages (e.g. Putonghua, English) 多種語言 (例如: 普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Sustainability (Environment, Social and Governance) 可持續發展 (環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Crisis Management 危機管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Business Continuity Management (i.e. to develop business continuity plan/contingency plans for responding to unplanned business disruption) 業務連續性管理 (制訂業務連續性及應急方案, 應付突發的業務問題)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Diversity Management 管理不同種族或文化群體	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Interpersonal Abilities 人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Team Building 團隊建立	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Business Ethics 商業道德	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Safety and Health 安全與健康	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Others (please specify) 其他 (請說明) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工	<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 Real Estate Services Industry
房地產服務業 2022 年人力調查

Explanatory Notes
附註

1. Principal Jobs - Column 'A'
主要職務 —— 'A' 欄

- (a) Please go through column 'A' and mark those principal jobs applicable to your establishment. For detailed job descriptions for principal jobs, please refer to Appendix B.
請瀏覽 'A' 欄，選取適用於 貴機構的主要職務。有關詳細的工作說明，請參閱附錄 B。
- (b) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.
調查表內部分職稱可能有別於 貴公司所採用者，但若兩者職責相近，可視作相同職務；請在調查表內提供所需資料。
- (c) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.
請根據僱員的主要職務分類（不論其所兼任的次要職務）。
- (d) Please add in column 'A' titles of employees whose duties demand real estate services industry training (please specify title), briefly describe them in respect of the appropriate job categories and fill in 'B' to 'F' accordingly.
倘 貴公司有其他人員因職責上需接受房地產服務業訓練，請一併填入 'A' 欄內，並簡述其所屬的職務類別及等級，同時填寫 'B' 至 'F' 欄。

2. Number of Employees as at 1.5.2022 - Column 'B'
在 2022 年 5 月 1 日的僱員人數 —— 'B' 欄

For each principal job, please fill in the total number of employees as at survey reference date. 'Employees' refer to those who have worked for the same employer for 4 weeks or more and for not less than 18 hours in each week.
請填寫 貴公司於統計日期僱用的每個主要職務的僱員總數。「僱員」是指在 貴公司全職工作達 4 星期或以上，同時每星期工作不少於 18 小時的員工。

'Employees' include proprietors, partners and unpaid family members working for your company. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

「僱員」包括在公司內工作的東主、合夥人及涉及業務的無薪家庭成員。調查表他處出現的「僱員」一詞，定義亦同。

3. Number of Vacancies as at 1.5.2022 - Column 'C'
在 2022 年 5 月 1 日的空缺額 —— 'C' 欄

Please fill in the number of full time vacancies as at 1.5.2022. 'Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.
請填上在 2022 年 5 月 1 日每一主要職務的空缺額。「空缺額」是指該職位於統計參考日期仍懸空，須立刻填補，而現正積極招聘人員填補。

4. Forecast of Number Employed 12 Months from Survey Reference Date - Column 'D'
預計十二個月後（2023 年 5 月）僱員人數 —— 'D' 欄

The forecast of number employed means the number of employees you will be employing 12 months from now. The number given could be more/less than existing employees if an expansion/contraction is expected.
預計僱員人數指 貴公司在十二個月後（2023 年 5 月）的僱員人數。如估計業務可能擴張／收縮，此欄所填人數可能多於／少於現有僱員人數。

5. Average Monthly Income Range of Employees - Column 'E'

僱員每月平均收入——‘E’欄

Please enter the code of average monthly income range during the past 12 months for each principal job of employees. This should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average range.

請在‘E’欄填入每個主要職務僱員過去十二個月每月平均收入幅度的編號，這包括底薪、定期超時工作津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）。若從事同類工作的僱員多於一名，則請取其平均收入。

6. Preferred Fellows or Corporate Members of the Following Professional Institutions - Column 'F'

僱員宜有以下專業學會的會藉——‘F’欄

Please enter "✓" in this column if any of the preferred fellows or corporate members of the following professional institutions is preferred, else please enter "X".

如僱員宜有以下專業學會的會藉，請在‘F’欄內填入“✓”，否則請填入“X”。

7. Preferred Education Level of Full Time Employees

全職僱員宜有的教育程度

Definition of Preferred Education Level:

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 6/7” refers to Secondary 4-6 or 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.
「中四至中六/七」是指中四至中六或中四至中七（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。

The 2022 Manpower Survey of the Real Estate Service Industry
房地產服務業 2022 年人力調查

Job Descriptions of Principal Jobs in
Real Estate Development with Leasing Sector

地產發展兼租賃類別
主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102	Director/General Manager 董事／總經理	Plan and direct the operations of the organization; Formulate and implement business strategies and policies; Review the operations and results of the enterprise; Plan and control the allocation of resources. 策劃及掌管機構運作；制訂並執行業務策略及方針；檢討企業運作及成效，策劃及控制資源分配。
103	Marketing and Sales Manager 市務營銷經理	Plan and manage the sales and marketing activities of the properties under development; Formulate and implement marketing strategies; Take charge of implementing sales/promotional programmes; Appoint agents and liaises with them. 策劃、管理物業的銷售及市場推廣工作；制訂及執行市場推廣策略；負責銷售／推廣計劃；挑選及聯絡地產代理。
113	Project Manager 項目經理	Plan, organise and manage building and construction projects; Coordinate with engineers, surveyors and other professionals and contractors to facilitate the successful completion of a project; Undertake financial negotiations, claims handling and cost control. 策劃、組織、管理樓宇及建築項目；聯絡工程師、測量師、其他專業人員及承建商，以推展項目及改善工程水平，直至竣工；洽商財務安排，進行索償及成本控制。
115	IT and Digital Manager 資訊科技及數碼經理	Develop digital capability for the organisation and provide a holistic view of different IT & Digital initiatives and define process and value analysis. 為機構開發數碼能力，提供全面性的科技和數碼計劃，制定流程和效用分析。
123	Property and Leasing Manager 物業及租務經理	Administer the acquisition, management and disposal of properties; Negotiate or approve purchase, rental or sale of property; Oversee the leasing of the estate; Initiate and direct studies to compile data for the analysis of rents, real property values and maintenance costs; Supervise the maintenance of records of property revenues and expenditures; Administers budget and prepare associated reports. 負責物業買賣及管理事宜；就物業買賣及出租事宜洽商及提供建議。監管物業租售。領導推行有關租金、樓價及保養費用的研究分析。監督物業收支帳目的保存情況；負責財政預算，並製備有關報告。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
124	Estate Surveyor 產業測量師	<p>Offer professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works. Conducts property market studies.</p> <p>提供有關物業投資及發展的專業意見，例如向客戶提供物業發展潛力及收地賠償的意見；代表客戶處理契約修訂、換地申請及其他土地行政工作；進行物業市場研究。</p>
125	Valuation Surveyor 物業估價測量師	<p>Prepare valuations of different types of properties for various purposes, such as sale, purchase, letting, financing, disposal, acquisition and public listing; Conduct feasibility studies on all types of properties; Act as expert witness, independent valuer or arbitrator in valuation disputes.</p> <p>按業務目的評估各類物業的價值；評估物業價值作買賣、租賃、融資、上市等用途；對各類物業進行可行性研究；擔任估值糾紛的專業證人、獨立估價師或仲裁人。</p>
131	Development Manager 發展經理	<p>Explore and introduce development opportunities; Carry out research and feasibility studies on real estate development potential, and make recommendations to senior management on land and property acquisitions.</p> <p>研究及引進業務發展機會。研究分析房地產發展潛力，作可行性研究；向管理高層提供土地及物業收購的建議。</p>
135	Sustainability Manager 可持續發展經理	<p>Develop, manage and implement the sustainability framework and risk governance; Develop and coordinate initiatives for improving the quality of sustainability performance and risk control; Drive the achievement of sustainability KPIs in various operation teams; Facilitate and provide support to operation teams such as ESG training, workshops and corporate events.</p> <p>制定、管理和實施可持續發展框架和風險管治；制定和協調可持續性績效和風險控制質量的改善措施；推動各營運團隊實現可持續發展的關鍵績效指標；為營運團隊提供支援，例如 ESG 培訓、工作坊和企業活動。</p>
Supervisory Level 主任級		
201	Project Officer 項目主任	<p>Assist the project manager in the planning and managing of building projects.</p> <p>協助項目經理策劃、管理樓宇相關項目。</p>
202	Marketing and Sales Officer 市務營銷主任	<p>Assist in the implementation of promotional activities for the sale of properties under development; Co-ordinates with estate agents and salespersons.</p> <p>協助發展中物業的銷售推廣活動，與地產代理或營業員聯絡。</p>
211	Valuation Officer 物業估價主任	<p>Handle valuation projects for real estate properties; Prepare and review valuation reports in a clear, discreet and professional manner; Conduct market research, data analysis and site inspections.</p> <p>處理房地產等估價項目，以清晰、謹慎、專業的態度預備和審查估價報告；進行市場調查、數據分析和實地考察。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
215	Property and Leasing Officer 物業及租務主任	<p>Handle general leasing of new letting, renewal negotiation and related administration work; Assist in the formulation and execution of development and expansion strategy; Review and maintain the tenants' database; Analyse market trends, data research and prepare regular leasing/selling reports.</p> <p>處理一般新租務、續約談判及相關行政工作；協助制定和執行開發和拓展策略；審視和維護租戶的數據庫；分析市場趨勢、數據研究並擬備定期租務／銷售報告。</p>
216	Survey Officer (Estate) 產業測量主任	<p>Undertake survey and valuation work; Survey landed properties for land administration and other purposes; Assist in the valuation of properties for sale, lease modification and other purposes; Collect and collate information relating to landed properties and assist in the preparation of lease conditions and checking of building plans against lease conditions.</p> <p>執行測量及物業估價工作。勘察物業作土地行政及其他用途。協助進行物業估值以作出售、契約修訂及其他用途。蒐集及整理物業資料。協助製備契約條件，檢查建築圖則是否符合契約條件。</p>
217	Development Officer/ Property Analyst 發展主任／物業分析員	<p>Exercise overall coordination throughout the different stages of potential acquisition, property development and project management; Monitor existing property assets and new investment projects; Prepare planning researches and studies to identify potential development sites.</p> <p>於潛在收購、房地產開發和項目管理的不同階段進行整體協調工作；監察現有物業資產和新投資項目；預備規劃研究，以確定潛在的開發地點。</p>
224	Sustainability Officer 可持續發展主任	<p>Conduct assessment and deliver regular tracking of sustainability development progress; Prepare sustainability reporting; Provide sustainability related training and guiding materials; Analyse the current environmental and social sustainability trends and prepare proposal for new sustainability projects; Establish sustainability knowledge pool and sustainability-related presentations.</p> <p>為可持續發展項目進行評估及定期檢視其績效；撰寫可持續發展報告；提供與可持續發展相關的培訓和指導材料；分析當前的環境和社會可持續發展趨勢，並為新的可持續性項目提供意見；建立可持續發展知識庫和預備相關的文稿。</p>
Technical Support and Operative Level 技術及操作人員級		
301	Marketing and Sales Assistant 市務營銷助理	<p>Provide support in market researches and transcribe marketing proposals; Prepare analytical and statistical reports on marketing situation.</p> <p>協助蒐集市場資料並製備市場推廣建議書。蒐集租售物業及準買家、租客需要的資料。製備統計報告，分析市場需求。</p>
302	Property and Leasing Assistant 物業及租務助理	<p>Provide support to leasing team on leasing administration related matters; Prepares and administer all tenancy agreements, leases, licenses and other related documents, assist in regular reports preparation and analysis.</p> <p>為租務團隊提供租務管理相關事宜的支援，準備和管理所有住戶協議、契約、許可證和其他相關文件，協助預備定期報告和分析表。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
303	Technician/Artisan/Workman 技術員／技工／工人	<p>Assist in daily maintenance, repair and alternation works of the properties; Prepare simple equipment performance reports.</p> <p>支援物業屋宇設備的日常保養、修理及改動工作；定期撰寫簡單設備性能報告。</p>
304	Valuation Assistant 物業估價助理	<p>Assist in conducting property valuation, feasibility studies and other advisory related projects; conduct data collection and market research; assist in preparing proposals and presentation materials for potential valuation and consulting leads.</p> <p>協助進行物業估值、可行性研究和其他諮詢相關項目；進行數據收集和市場調查；協助為潛在的估價和諮詢準備建議書和演示材料。</p>
306	Building Attendant/Security Guard 大廈管理員／保安員	<p>Carry out security management work including patrols, visitor registration and customer service; Handle emergencies and ensure normal operation of facilities.</p> <p>保安管理工作；包括巡邏、訪客登記及客戶服務等；處理突發事故；確保設施運作正常。</p>

The 2022 Manpower Survey of the Real Estate Service Industry
房地產服務業 2022 年人力調查

Job Descriptions for Principal Jobs in
Property Management and Maintenance Sector

物業管理及保養類別
主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102	Director/General Manager 董事／總經理	Plan, direct and control the overall operations of the company; Formulate and implement business strategies and policies to meet the business/company objectives in the most cost-effective manner. 策劃、掌管及監察機構的整體運作。制定並推行業務策略及方針，以最具成本效益的方法，達成業務／機構目標。
103	Communications Manager/ Business Development Manager 傳訊經理／業務發展經理	Responsible for organisation's public and media relations; Manage internal and external communications; Develop goals for business growth; Build long-term relationships with all relevant stakeholders. 負責公共和媒體關係及管理內部和外部通信事宜；制定業務增長目標；與所有相關持分者建立長期關係。
106	Regional Manager/District Manager/ Area Manager 區域經理／分區經理	Plan and supervise a team of management and technical staff for the management and maintenance of a group of portfolio; Implement corporate objectives including business development, provision of quality management and maintenance services, effective financial control etc. 策劃並督導組內管理及技術人員，負責各類物業管理及保養工作。推行機構方針，包括業務發展、提供優質的管理及保養服務，及有效財務控制等。
107	Estate Manager/Building Manager/ Property Manager 屋邨經理／大廈經理／物業經理	Lead a team to provide professional property management services; Take overall responsibility in managing and oversees the daily operations of property services and customer to provide all-round property management services; Maintain good client relationship; Manage and monitor the performance of contractors, suppliers and service providers; Handle complaints and emergency incidents; Enforce the improvement or renovation programs when necessary. 帶領團隊提供專業的物業管理服務；負責整體管理和監督物業服務和客戶的日常營運工作，提供全方位的物業管理服務；保持良好的客戶關係；管理和監督承辦商、供應商和服務提供者的表現；處理投訴和緊急事件；有需要時執行改進或翻新計劃。
110	Maintenance Manager/Technical Manager/Building Services Engineer 保養經理／技術經理／屋宇裝備工 程師	Responsible for building services engineering and maintenance work; Lead the technical team to carry out operations and maintenance works; Prepare tender; Supervise repair works and monitor vendors' performance. 負責大廈的工程和保養工作，並帶領技術團隊進行有關運工程及保養工作，預備招標文件、監督維修工作和監察供應商的表現。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
113	Project Manager 項目經理	Plan, organise and manage building projects within the estate/property; Coordinate with engineers, surveyors and other professionals and contractors; Undertake financial negotiations. 策劃、統籌及管理屋邨／物業範圍內的樓宇項目；聯絡工程師、測量師、其他專業人員及承辦商；洽商財務安排。
115	IT and Digital Manager 資訊科技及數碼經理	Develop digital capability for the organisation and provide a holistic view of different IT & Digital initiatives and define process and value analysis. 為機構開發數碼能力，提供全面性的科技和數碼計劃，制定流程和效用分析。
116	Club House Manager/ Recreation Manager 會所經理／康樂經理	Plan and supervise a team of club house and recreational staff; Take charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate. 策劃及督導組內會所／康樂人員，負責屋邨內康樂和會所設施及禮賓服務的日常工作。
118	Facilities Manager 設施經理	Plan, organise and manage facilities including commercial, residential and recreational facilities; Co-ordinate with engineers, surveyors and other professionals and contractors; Introduce measures to maximize cost-effectiveness. 策劃、組織及管理各項設施，包括商住及康樂設施；聯絡工程師、測量師、其他專業人員及承辦商；採取措施，加強成本效益。
133	Banquet Manager/ Food and Beverage Manager 宴會經理／餐飲經理	Oversee the banquet functions to ensure prescribed standards be met; Monitor service standard regularly and direct employees to provide quality services for guests. 督導及監察宴會廳所提供的服務，確保其符合要求。定期監察服務水平及指導員工為顧客提供優質服務。
134	Health and Safety Manager 健康及安全經理	Develop and implement health and safety plans according to legal regulations and guidelines; Formulate and enforce policies and procedures for risk assessment; Establish and promote a culture of health and safety; Monitor the conformity to health and safety laws and policies by staff. 根據法例規則和指引，制定和實施健康和 safety 計劃；擬訂和執行風險評估的政策和程序；建立和促進健康和 safety 文化；監督員工遵守健康安全法規和政策。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level 主任級		
202	Communications Officer/ Business Development Officer 傳訊主任／業務發展主任	<p>Maintain good communications with customers and relevant stakeholders; Assist in writing up articles/press releases/correspondence; Analyse market data to enhance service quality and efficiency; Assist in business development and preparing related documents.</p> <p>與客戶及相關持分者保持良好溝通；協助撰寫文章/新聞稿/通訊；分析市場數據以提高服務質量和效率；協助業務發展及準備相關文件。</p>
205	Property Officer/Estate Officer/ Customer Services Officer 屋邨主任／物業主任／顧客服務主任	<p>Assist the property manager in administering the property management services and activities, maintain good client relationship and supervise the performance of the contractors.</p> <p>協助物業經理監督屋邨的管理服務及有關工作；維持良好的客戶關係，監督承辦商的工作及表現。</p>
206	Club House Officer/ Recreation Officer 會所主任／康樂主任	<p>Lead a team to provide quality services to residents in clubhouse; Ensure the customer services provided is up to service standard of the company; Plan and organize various recreational activities and events; Handle customer enquiries and cultivate harmonious relationship with residents.</p> <p>帶領團隊為住戶提供優質會所服務；確保所提供的客戶服務符合公司的服務標準；策劃及組織各項康樂活動；處理客戶查詢，與住戶建立和諧關係。</p>
208	Building Supervisor/ Building Superintendent/ Security Officer 大廈主管／大廈監督／保安主任	<p>Oversee building attendants/artisans and allocate works to them; Supervise cleansing, security, simple repairs and maintenance of housing estates including patrol of housing of public areas and monitor slopes safety and horticulture.</p> <p>督導大廈管理員／技工，並分配工作；監督屋邨的清潔、保安、簡單維修及保養，包括巡邏公共屋邨公眾地方，以及監察斜坡、園藝及樹木等工作。</p>
209	Building Services Inspector/ Technical Officer/Clerk of Works 屋宇裝備工程監督／技術主任／工程監督	<p>Assist the property manager in administering the property management services and activities, maintain good client relationship and supervise the performance of the contractors.</p> <p>協助物業經理監督屋邨的管理服務及有關工作；維持良好的客戶關係，監督承辦商的工作及表現。</p>
219	Health and Safety Officer 健康及安全主任	<p>Prepare inspection schedule, conduct inspection and risk assessment; Organise safety and health training programs and training for staff; Conduct accident/incident investigation and report findings; Implement company policy on occupational safety & health.</p> <p>制定巡查時間表，進行檢查和風險評估；舉辦員工安全與健康培訓課程；進行意外／事故調查並報告調查結果；執行公司職業安全與健康政策。</p>
220	Chef/Head Chef 主廚／總廚	<p>Take care of menu planning, procurement and inventory management; Maintain high standard of food production and presentation.</p> <p>負責菜單設計、採購和庫存。保持高標準的食品生產和演示。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
223	Facilities Officer 設施主任	Supervise a service team and various service providers/contractors to execute daily operation of facilities management and leasing services, including property/building management, security, cleaning, housekeeping, pest control, landscaping services, festive decoration works, etc. 監督服務團隊及各服務供應商／承辦商執行設施管理及租務服務的日常工作，包括物業／樓宇管理、保安、清潔、雜務、蟲害防治、園林綠化服務、節日裝飾事宜等。
Technical Support and Operative Level 技術及操作人員級		
301	Communications Assistant/ Business Development Assistant 傳訊助理／業務發展助理	Provide support in the communications and business development; Compile and prepare reports, presentations and correspondence. 支援通信和業務發展事宜；協助編制和準備報告、演示文稿和信件。
302	Property Assistant/ Customer Services Assistant 物業助理／顧客服務助理	Handle administrative works and provide customer services support; Attend Management Committee/Owners Committee meetings; Assist in organising promotional activities. 處理行政工作及提供客戶服務支援，出席管理委員會／業主委員會會議，並協助推廣活動。
303	Technician/Artisan/Workman 技術員／技工／工人	Assist in daily maintenance, repair and alternation works of the properties; Prepare simple equipment performance reports. 支援物業屋宇設備的日常保養、修理及改動工作；定期撰寫簡單設備性能報告。
306	Building Attendant/Security Guard 大廈管理員／保安員	Carry out security management work including patrols, visitor registration and customer service; Handle emergencies and ensure normal operation of facilities. 保安管理工作；包括巡邏、訪客登記及客戶服務等；處理突發事故；確保設施運作正常。
310	Club House Assistant/ Recreation Assistant 會所助理／康樂助理	Carry out the recreational activities and maintenance of the club house facilities; Handle client enquiries and complaints. 負責康樂活動及會所保養，處理客戶查詢及投訴。
311	Cook 廚師	Serve meals by reviewing recipes and maintaining a sanitary kitchen. 檢視食譜以提供餐點和保持廚房衛生。
315	Facilities Assistant 設施助理	Assist facility supervisor in day-to-day operations; Build up and maintain good relationships with clients; Handle inquiries and complaints from clients. 協助設施主管進行日常營運工作；與客戶建立並保持良好的關係；處理客戶的查詢和投訴。

The 2022 Manpower Survey of the Real Estate Service Industry
房地產服務業 2022 年人力調查

Job Descriptions for Principal Jobs in
Estate Agency Sector
地產代理類別
主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
101	Managing Director/ Chief Executive Officer/Partner 常務董事／行政總裁／合夥人	Take full charge of the agency business and heads the management team. 全權管理地產代理業務，領導管理隊伍。
102	Director/General Manager 董事／總經理	Take full charge of the sales operations and manage a number of agency firms. 全權負責銷售工作，並管理多間代理行業務。
103	Marketing and Sales Manager 市務營銷經理	Manage the tactical execution of marketing campaigns, including sales offer, online/offline communication, digital content creation, video production; Oversee the implementation and budget of digital channel including SEO/SEM, social media etc; Identify the potential areas based on CRM and sales analysis. 管理營銷活動的策略性執行，包括銷售報價、線上／線下溝通、數碼內容創建、視頻製作；監督數碼渠道的預算和實施，包括搜索引擎優化／搜索引擎營銷、社交媒體等；根據客戶關係管理和銷售分析確定潛在銷售範疇。
106	Regional Manager/Area Manager 區域經理／分區經理	Look after the sales operations, administration and compliance matters of all branches within a region or an area. 監管區域／分區內各分行的業務及行政運作，確保符合有關法例。
115	IT and Digital Manager 資訊科技及數碼經理	Develop digital capability for the organisation and provide a holistic view of different IT & Digital initiatives and define process and value analysis. 為機構開發數碼能力，提供全面性的科技和數碼計劃，制定流程和效用分析。
124	Estate Surveyor 產業測量師	Offer professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works; Participate in market studies and property valuations. 提供有關物業投資及發展的專業意見，例如向客戶提供物業發展潛力及收地賠償的意見；代表客戶處理契約修訂、換地申請及其他土地行政工作；參與物業市場研究及物業估價事宜。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
136	Portfolio Leasing Manager 租務組合經理	Support asset management services including preparation of various reports, offer and tenancy agreement; Develop client base and maintain excellent client relationship. 支援資產管理服務，包括準備各類報告、報價和租務協議，並發展客戶群及保持良好的客戶關係。
138	Business Analyst 業務分析師	Conduct market research and analysis on property market for identifying new business opportunities; Build up relationships with clients and provide them with market reports and statistics; Maintain and enhance property database; Deal with media's enquiries on property market and deliver property information to the public. 進行房地產市場的研究和分析，以發掘新的商機；與客戶建立關係並提供市場報告和統計數據；管理和提升物業資料庫；處理媒體對物業市場的查詢，向公眾發放物業資訊。
Supervisory Level 主任級		
202	Marketing and Sales Officer 市務營銷主任	Supervise the marketing team on all aspects of marketing operations (website optimization, social media, eDM, graphic design, print ads, brand collateral, etc.); Collect and analyse data to generate insights and ideas for sales optimization. 監督營銷團隊在各方面的市場營運工作（包括網站優化、社交媒體、電子郵件行銷、平面設計、印刷廣告、品牌宣傳等）；收集和 analyze 數據以轉化為優化營銷策略的見解。
204	Manager (in charge of an office/branch)/Branch Manager 分行主管／分行經理	Oversee a team of salespersons or other supporting staff and the daily agency works; Ensures compliance of the Estate Agents Ordinance and provide training and development for the teammates. 督導一組地產代理／營業員或其他輔助人員及監管日常地產代理工作；確保組內工作隊伍符合《地產代理條例》及其他法例要求；負責組內成員的培訓及發展工作。
211	Valuation Officer 物業估價主任	Handle general property valuation, analysis of property transactions, feasibility studies and market research and provides support as required. 處理一般物業估值、物業交易分析、可行性研究和市場研究，並根據需要提供支援。
228	IT and Digital Officer 資訊科技及數碼主任	Supervise the day-to-day operation of the company's digital and IT infrastructure including data management, maintenance of website; Coordinate work with external digital and IT suppliers; Provide technical support for staff. 監督公司數碼和科技基礎建設的日常運作，包括數據管理、網站維護；與外部數碼和科技供應商協調工作；為員工提供技術支援。
229	Business Development Officer 業務拓展主任	Assist in developing strategies to successfully reach new business opportunities; Build up relationships with new clients, gauging their needs and developing proposals to address these needs; Maintain and develop relationships with current clients. 協助制定策略方向以成功開拓新商機；與新客戶建立關係，了解他們的需求並制定解決有關需求的建議；管理和發展現有客戶的關係。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Technical Support and Operative Level 技術及操作人員級		
301	Marketing and Sales Assistant 市務營銷助理	Assist in marketing and sales, contact customers, market research and general clerical work. 協助市場推廣工作，聯絡客戶，市場調查及一般文職。
304	Valuation Assistant 物業估價助理	Assist in the property valuation and property transactions; Prepare the property information and reports. 協助物業估價主任一般物業估值及物業交易的事宜；製備有關物業資料及報告。
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理／營業員 (持有地產代理／營業員牌照)	Carry out duties relating to sales and leasing of properties; Collect information about properties to be sold or leased and needs of prospective buyers or tenants; Introduce properties to prospective buyers or tenants and explains terms of sale or lease; Arrange signing of estate agency agreements, sale and purchase agreements or lease agreements; Arrange inspection of properties. 進行有關物業買賣、租賃的工作；蒐集物業租售及準買家／租戶所需資料；向準買家／租客推介樓盤，並解釋租售條款；安排簽署地產代理協議書、買賣或租賃合約及安排視察物業情況。
309	Property Sales Trainee 見習地產營業員	Assist in contacting customers, provide after-sales services, learn about the professional work items related to real estate agents (including transaction procedures and contract administration). 協助聯絡客戶，提供售後服務，並學習有關地產代理之專業工作項目（包括買賣成交流程及合約處理）。
318	Business Development Assistant 業務拓展助理	Assist in the compilation of real estate information and familiarise with the property sales procedure and related legal knowledge for supporting the business development matters. 協助整理樓盤資料及了解樓宇銷售程序及有關法律常識，以協助有關業務拓展的工作。

The 2022 Manpower Survey of the Real Estate Service Industry
房地產服務業 2022 年人力調查

Job Descriptions for Principal Jobs in
Estate Surveying, Valuation and Consultancy Sector
測量、估價及顧問類別
主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
101	Executive Director/Partner 執行董事／合夥人	Take full charge of the estate surveying, valuation and consultancy business as directed by the Board of Directors/the Company. 按董事會／公司決議，全權執行產業測量、估價及顧問業務。
102	Director/General Manager 董事／總經理	Manage a number of surveying, valuation and consultancy work project. 管理整個部門的測量、物業估價及顧問事務。
113	Project Manager 項目經理	Participate in project planning, requirement analysis, risk assessment, testing, issue management and lifecycle management; Ensure the projects be completed in a quality and timely manner and within budget; Collaborate with internal and external stakeholders to execute the system project plan; Manage performance of all contractors, consultants and external vendors. 參與項目規劃、需求分析、風險評估、測試、事項管理和項目週期管理；確保項目在預算內以具質量及適時方式完成；與內部和外部持份者合作執行系統項目計劃；管理所有承辦商、顧問和外部供應商的績效。
124	Estate Surveyor 產業測量師	Offer professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works. Conducts property market studies. 提供有關物業投資及發展的專業意見，例如向客戶提供物業發展潛力及收地賠償的意見；代表客戶處理契約修訂、換地申請及其他土地行政工作；進行物業市場研究。
125	Valuation Surveyor 物業估價測量師	Prepare valuations of different types of properties for various purposes, such as sale, purchase, letting, financing, disposal, acquisition and public listing. Conducts feasibility studies on all types of properties. Acts as expert witness, independent valuer or arbitrator in valuation disputes. 按業務目的評估各類物業的價值。評估物業價值作買賣、租賃、融資、上市等用途。對各類物業進行可行性研究。擔任估值糾紛的專家證人、獨立估價師或仲裁人。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level 主任級		
201	Project Officer 項目主任	<p>Conduct condition survey and feasibility study; Assist to prepare the cost estimates for projects; Liaise and coordinate with colleagues from inter-departments, consultants, contractors and any relevant parties of the project; Monitor site progress and evaluate performance of the consultants/contractors.</p> <p>進行狀況勘測和可行性研究；協助準備項目的成本估算；協助進行工地監督；與跨部門的同事、顧問、承辦商和有關方面聯繫和協調；監察工地進度並評估顧問／承辦商的表現。</p>
211	Valuation Officer 物業估價主任	<p>Survey landed properties for rating and other purposes; Prepare plans and reports; Assist in the valuation of properties for rating and other purposes; Collect and collate information relating to landed properties.</p> <p>勘察物業作估價及其他用途；製備物業資料圖及報告；協助進行物業估值作差餉徵收及其他用途；蒐集、整理地產物業資料。</p>
216	Survey Officer (Estate) 產業測量主任	<p>Undertake survey and valuation work; Survey landed properties for land administration and other purposes; Assist in the valuation of properties for sale, lease modification and other purposes; Collect and collate information relating to landed properties and assists in the preparation of lease conditions and checking of building plans against lease conditions.</p> <p>執行測量及物業估價工作；勘察物業作土地行政及其他用途；協助進行物業估值以作出售、契約修訂及其他用途；蒐集及整理物業資料；協助製備契約條件，檢查建築圖則是否符合契約條件。</p>
232	Property Advisor 物業顧問	<p>Prepare and present business proposals to convince clients and secure a consulting deal; Maintain an up-to-date knowledge of government housing/property laws and policies; Build and establish good working relationship with legal counsels and other consulting professionals to exchange ideas and expand personal network; Maintain a database of commercial, industrial, and residential properties available on the property market; Develop and implement strategies effective in increasing the value of a property.</p> <p>擬備和提交商業計劃，以說服客戶並獲得顧問服務交易；保持對政府房屋／物業法律和政策的了解和更新；與法律人士和其他顧問服務的專業人士建立良好的工作關係，以便交流意見及擴展人際關係網絡；維護房地產市場上可用的商業、工業和住宅物業數據庫；制定和實施有效的策略，以增加資產價值。</p>
Technical Support and Operative Level 技術及操作人員級		
304	Valuation Assistant 物業估價助理	<p>Assist in the valuation of properties and preparation of plans and reports.</p> <p>協助物業作估價事宜及製備物業資料圖及報告。</p>
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理／營業員 (持有地產代理／營業員牌照)	<p>Collect information about properties to be sold or leased; Survey the needs of prospective buyers or tenants; Introduce properties to prospective buyers or tenants and explains to them terms of sale or lease; Arrange inspections of properties; Prepare and sign estate agency agreements, sale and purchase agreements or lease agreements.</p> <p>蒐集租售物業資料；了解準買家或租戶需求；向準買家或租戶介紹樓盤，並解釋租售條款；檢查物業情況；擬備並安排簽署地產代理協議、買賣及租賃合約。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
317	Project Assistant 項目助理	Maintain filing and assist the administrative works for project correspondences and administration. 維持文件紀錄的貯存，並協助項目之間的溝通聯繫和管理的行政工作。

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房地產服務業 2022 年人力調查

Job Descriptions for Principal Jobs in
Government Departments and Public Sector

政府部門及公共機構類別
主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102	Director/General Manager 董事／總經理	Plan and direct the operations of the organization; Formulate and implement business strategies and policies; Review the operations and results of the enterprise; Plan and control the resources allocation. 策劃及掌管機構運作；制訂並執行業務策略及方針；檢討企業運作及成效，策劃及控制資源分配。
103	Marketing Manager/ Communications Manager 市務經理／傳訊經理	Plan, implement and manage marketing and public relations programmes and procedures; Build long-term relationships with all relevant stakeholders, such as media people, politicians, etc. 制定及推行營銷及公共關係計劃及程序；與相關持份者建立長期關係（例如媒體人士及政治家等）。
106	Area Manager 分區經理	Take charge of the overall policies and plans of property management activities within an area; Establish and direct operational and administrative procedures; Organise and co-ordinate activities; Liaise with local community leaders. 負責該分區物業管理的整體政策及計劃；訂立並監督各項運作及行政程序；組織及協調計劃內的工作；聯絡所屬社區領袖。
107	Estate Manager/ Building Manager/Property Manager 屋邨經理／大廈經理／物業經理	Lead a team to provide professional property management services; Take overall responsibility in managing and oversees the daily operations of property services and customer to provide all-round property management services; Maintain good client relationship; Manage and monitors the performance of contractors, suppliers and service providers; Handle complaints and emergency incidents; Enforce the improvement or renovation programs when necessary. 帶領團隊提供專業的物業管理服務；負責整體管理和監督物業服務和客戶的日常營運工作，提供全方位的物業管理服務；保持良好的客戶關係；管理和監督承辦商、供應商和服務提供者的表現；處理投訴和緊急事件；有需要時執行改進或翻新計劃。
110	Property Services Manager / Maintenance Surveyor / Technical Manager 物業服務經理／屋宇保養測量師 ／技術經理	Responsible for engineering and maintenance work of buildings and lead the technical team to carry out operations and maintenance works; Prepare tender; Supervise repair works and monitor vendors' performance. 負責大廈的工程和保養工作，並帶領技術團隊進行有關運工程及保養工作，預備招標文件、監督維修工作和監察供應商的表現。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
113	Project Manager 項目經理	<p>Plan, organise and manage building projects; Coordinate with engineers, surveyors and other professionals and contractors; Undertake financial negotiations.</p> <p>策劃、組織及管理樓宇項目；聯絡工程師、測量師、其他專業人員及承辦商；洽商財務安排。</p>
118	Facilities Manager/ Leisure Services Manager 設施經理／ 康樂設施經理	<p>Plan, organise and manage facilities including commercial, residential and recreational facilities; Co-ordinate with engineers, surveyors and other professionals and contractors; Introduce measures to maximize cost-effectiveness.</p> <p>策劃、組織及管理各項設施，包括商住及康樂設施；聯絡工程師、測量師、其他專業人員及承辦商；採取措施，加強成本效益。</p>
121	Housing Manager 房屋事務經理	<p>Take charge of the property and tenancy management of public rental housing estates, shopping centres and interim housing; Establish and direct operational and administrative procedures including rent collection; Monitor various service contractors; Process applications for public rental housing; Perform government functions and enforce the housing ordinances, by-laws and policies; Apply various information technology systems in daily management; Liaise with councilors and local community leaders; Attend District Committee, Estate Management Advisory Committee and Area Committee meetings and activities as required.</p> <p>負責公屋、商場及中轉房屋的物業及租約管理工作；訂立及監督各項運作及行政程序，包括收租，監察各服務承辦商的工作表現和處理公屋單位的申請；執行房署條例、附例及房屋政策；應用資訊科技系統於日常管理工作；聯絡議員及所屬社區領袖；按需要出席區議會、屋邨管理諮詢委員會、分區會會議及活動。</p>
123	Leasing Manager 租務經理	<p>Formulate leasing strategies through identification of prospective tenants; Enhance the appeal of the building by improving the tenant portfolio; Implement business and operational initiatives to sustain tenants' business; Uphold tenant relationship and develop business rapport.</p> <p>透過識辨潛在租戶以制定租務策略，改善租戶組合以提升物業的吸引力，並實施業務和營運計劃以維持租戶業務，維持租戶關係和業務發展的客戶關係。</p>
124	Estate Surveyor 產業測量師	<p>Assist in project planning and development of sites including land premium, possession of sites, preparing outline development schedules and monitoring the development of sites; Assist in the sale, marketing, re-vitalisation, management and letting of residential and/or non-domestic properties, including the working out of marketing strategies, and the preparation of financial feasibility studies and schedules of selling prices; undertake feasibility and viability studies on non-domestic and residential facilities in projects; land administration works connected with the development and management of various subsidised housing schemes and development sites; and valuations matters and negotiations in connection with properties for a variety of purposes.</p> <p>協助項目規劃及地盤發展，包括地價和接管地盤的相關工作、擬備發展大綱和監察地盤發展；協助住宅及／或非住宅物業的銷售、市場推廣、活化、管理及租賃的工作，包括制定市場推廣策略，以及籌備財務可行性研究和價目表；進行發展項目的非住宅設施及住戶設施的可行性研究；就各個資助房屋計劃及地盤的發展和管理，執行土地行政工作；以及處理物業的各項估價事宜和進行洽商。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
125	Valuation Surveyor 物業估價測量師	Value landed properties for taxation and other purposes; Advise on rents and on the leasing, acquisition, disposal and management of Government owned or occupied premises; Represent the Government in appeals where expert advice on property valuation is required. 為稅務及其他目的評估物業的價值；為政府的樓宇提供租務、買賣及管理方面的意見；如有需要，代表政府在上訴個案給予物業估值的專業意見。
126	Land Executive 地政主任	Assist in land control and lease enforcement in the New Territories. Processes village house land grants, developments/redevelopments. Assists in coordinating clearances. Assists in the assessment of statutory compensation and ex-gratia allowances. Maintains record and statistics on various land matters. 協助執行新界土地控制及批約條款；處理村屋批地、發展／重建；協助統籌清拆事宜；協助評估法定賠償及特惠津貼；保存各項土地記錄及統計資料。
134	Health and Safety Manager 健康及安全經理	Develop and implement health and safety plans according to legal regulations and guidelines; Formulate and enforce policies and procedures for risk assessment; Establish and promote a culture of health and safety; Monitor the conformity to health and safety laws and policies by staff. 根據法例規則和指引，制定和實施健康和安全的計劃；擬訂和執行風險評估的政策和程序；建立和促進健康和安全的文化；監督員工遵守健康安全法規和政策。
137	Community Services Manager 社區服務經理	Coordinate with Estate Offices for on-going facility improvement and home modification at respective estate; Assist in the execution of social support programmes; Review the overall operation and administration of the management team at respective estate according to the approved business plans and milestones. 與屋邨辦事處協調各屋邨的設施改善和家居改造；協助執行社會支援計劃；根據核准的業務計劃和目標審查各屋邨管理團隊的整體運作和行政管理。
Supervisory Level 主任級		
202	Marketing Officer/ Communications Officer 市務主任／傳訊主任	Assist in the marketing and public relations matters in the estate/property. 協助屋邨／物業的市場推廣及公共關係工作。
205	Property Officer/Estate Officer 物業主任／屋邨主任	Assist the property manager in administering the property management services and activities, maintain good client relationship and supervise the performance of the contractors. 協助物業經理監督屋邨的管理服務及有關工作；維持良好的客戶關係，監督承辦商的工作及表現。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
207	Housing Officer 房屋事務主任	<p>Assist the housing manager in property and tenancy management and maintenance of public rental housing estates, shopping centres and interim housing and other related activities; Handle complaints, applications and letting of domestic and non-domestic premises; Monitor performance of service contractors; carries out enforcement actions under housing ordinances, by-laws and housing policies and processes daily management work through application of various information technology systems.</p> <p>協助房屋事務經理，負責公共屋邨、商場及中轉房屋管理、租務、保養及其他有關工作。處理有關住宅／非住宅樓宇的申請、編配及投訴。監察各服務承辦商的工作表現，執行房署條例及應用資料科技系統於日常管理工作。</p>
208	Building Supervisor/ Building Superintendent/ Security Officer 大廈主管／大廈監督／保安主任	<p>Oversee building attendants/artisans and allocates works to them; Supervise cleansing, security, simple repairs and maintenance of housing estates including patrol of housing of public areas and monitor slopes safety and horticulture.</p> <p>督導大廈管理員／技工，並分配工作；監督屋邨的清潔、保安、簡單維修及保養，包括巡邏公共屋邨公眾地方，以及監察斜坡、園藝及樹木等工作。</p>
209	Building Services Inspector/ Work Supervisor/Technical Officer 屋宇裝備工程監督／工程監督／ 技術主任	<p>Supervise the administration and co-ordination of all types of building services works including maintenance and repair works; Prepare drawings and assist in tendering exercises.</p> <p>督導及協調各類樓宇工程包括保養及維修工作；繪製圖則及協助執行有關投標的事宜。</p>
211	Valuation Officer 物業估價員	<p>Assist the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties.</p> <p>協助物業估價測量師為地產調查進行租金及資本估價，並協助處理地產的租務及管理事宜。</p>
212	Land Inspector 地政督察	<p>Assist Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories.</p> <p>協助地政主任處理各類有關新界土地管理事宜。</p>
214	Overseer/Foreman 巡察員／管工	<p>Supervise staff in cleansing, hawker control, market management, pest control, conservancy, duty room, cemeteries and crematoria work; Carry out relevant law enforcement work under the Public Health and Municipal Services Ordinance.</p> <p>監管從事有關清潔、小販及街市管理、防治蟲鼠、環境保護、值班室、墓地及火葬場工作的員工；執行與《公眾衛生及市政條例》相關的法律工作。</p>
215	Rent Officer 租務主任	<p>Assist in the administration, monitoring and enforcement of the provisions of the Landlord and Tenant Ordinance; Prepare rental valuations and determine the primary user of premises and issues certificates on this user.</p> <p>協助監察及執行《業主與租客條例》條文；租金估值，決定樓宇的主要用途，並發出主要用途證明書。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
216	Survey Officer (Estate) 測量主任 (產業)	<p>Perform general land administration work in connection with land disposal, short term tenancy letting, land acquisition, lease modification and enforcement, land and estate management, Carry out site inspections and analyse land/property transactions; Prepare draft lease conditions, tenancy agreements, draft valuation and compensation assessments; Checks land status and carry out squatter/land control and clearance; Scrutinise building plans.</p> <p>負責執行有關土地批售、短期租約的租賃、徵用土地、契約修訂及執行契約條款，以及土地和產業管理的一般土地行政工作，包括實地視察；分析土地／物業的交易；草擬批租條件及租賃協議；草擬估價及補償評估報告；調查土地業權；執行寮屋／土地管制及清理土地的工作；查核建築圖則。</p>
219	Health and Safety Officer 健康及安全主任	<p>Prepare inspection schedule, conduct inspection and risk assessment; Organise safety and health training programs and training for staff; Conduct accident/incident investigation and report findings; Implement company policy on occupational safety & health.</p> <p>制定巡查時間表，進行檢查和風險評估；舉辦員工安全與健康培訓課程；進行意外／事故調查並報告調查結果；執行公司職業安全與健康政策。</p>
221	Elderly Services Officer 長者服務主任	<p>Manage the housing accommodations for the senior citizens and hostels for the elderly; Organise social, recreational & other related activities for the occupants of hostels for the elderly.</p> <p>管理長者宿舍及長者住所；為長者宿舍居住者組織社區、康樂及其他相關活動。</p>
223	Facilities Officer 設施主任	<p>Supervise a service team and various service providers/contractors to execute daily operation of facilities management and leasing services, including property/building management, security, cleaning, housekeeping, pest control, landscaping services, festive decoration works, etc.</p> <p>監督服務團隊及各服務供應商／承辦商執行設施管理及租務服務的日常工作，包括物業／樓宇管理、保安、清潔、雜務、蟲害防治、園林綠化服務、節日裝飾事宜等。</p>
226	Community Services Officer 社區服務主任	<p>Assist in management of the overall operation and administration of the estate-based social support programmes; Liaise and coordinate with collaborators from planning to implementation of activities and programs to promote home safety, health and social care; Promote neighborhood support through establishing and developing mutual support networks among tenants and mobilise the volunteer team in rendering the community-building activities at respective estate.</p> <p>協助管理以屋邨為基礎的社會支援計劃的整體運作和行政管理；由規劃到實施各項活動和計劃，與合作夥伴聯繫和協調，以促進家居安全、健康和社會關懷；通過建立和發展租戶之間的互助網絡，推動鄰里互助，並動員義工團隊在各個屋村進行社區建設活動。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
227	Consumer Services Inspector 用戶服務督察	Conduct preliminary investigation of water supply applications; Inspect plumbing installations and problematic salt water and fresh water supply. 進行初步調查供水申請，檢查管道裝置，以及調查有問題的鹹水和淡水供應。
Technical Support and Operative Level 技術及操作人員級		
301	Marketing Assistant/ Communications Assistant 市務助理／傳訊助理	Support the marketing and public relations activities; Design and prepare promotional and public relations materials; Liaise with potential business partners for joint public relations activities. 支援市場推廣及公關活動；設計和準備宣傳及公關活動材料；與潛在的業務合作夥伴聯繫，協助籌劃公關活動。
302	Property Assistant/ Estate Assistant/ Customer Services Assistant 物業助理／屋邨助理／ 客戶服務助理	Handle administrative works, provide customer services support to the assigned properties; Attend Management Committee/Owners Committee meetings; Assist in organising promotional activities for properties. 處理行政工作，為指定物業提供客戶服務支援，出席管理委員會／業主委員會會議，並協助舉辦推廣活動。
303	Technician/Artisan/Workman 技術員／技工／工人	Assist in daily maintenance, repair and alternation works of the properties; Prepare simple equipment performance reports. 支援物業屋宇設備的日常維護保養、修理及改動工作；定期撰寫簡單設備性能報告。
306	Building Attendant/ Security Guard 大廈管理員／保安員	Carry out security management work including patrols, visitor registration and customer service; Handle emergencies and ensure normal operation of facilities. 保安管理工作；包括巡邏、訪客登記及客戶服務等；處理突發事故；確保設施運作正常。
310	Club House Assistant/ Recreation Assistant 會所助理／康樂助理	Carry out the recreational activities and maintenance of the club house facilities; Handle client enquiries and complaints. 負責康樂活動及會所保養，處理客戶查詢及投訴。
315	Facilities Assistant 設施助理	Assist the facility supervisor in day-to-day operations; Build up and maintain good relationships with clients; Handle inquiries and complaints from clients. 協助設施主管進行日常營運工作；與客戶建立並保持良好的關係；處理客戶的查詢和投訴。

Quality Control Measures

Prior to fieldwork preparation

- Collect contact information of the sampled companies
- Group sampled companies 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

Sector	(a) No. of valid cases*	(b) No. of companies successfully enumerated	(b) / (a) Effective response rate
Property Management & Maintenance	201	152	75.6%
Real Estate Development	198	151	76.3%
Estate Agency	149	124	83.2%
Estate Surveying, Valuation & Consultancy	66	57	86.4%
Government Department & Public Sector	13	9	69.2%
Total :	627	493	78.6%

Note: * Invalid cases were referred as those companies which had been ceased operation, closed, had not employed any staff for real estate services, nil reply to the survey, etc.

Manpower Projection Methodology

1. The manpower projection for Real Estate Services is compiled based on the Input-Output (I/O) model which is a labor multiplier approach by deriving the relationship between the stock of buildings and the number of employees required. The productivity ratio, representing the number of employees needed to support a single unit of building, is used to estimate the number of employees required in the coming years. In the I/O model, an industry is assumed to have fixed productivity ratio (i.e. constant return to scale) over the time span under consideration.

2. In this context, the stocks of private¹ and public² residential buildings & non-residential buildings³ are included in the calculation of stock of buildings. The forecast production of private residential and non-residential buildings is based on publication of the Rating and Valuation Department. For public residential buildings, the forecast production of public residential buildings is provided by the Hong Kong Housing Authority (HA), the Hong Kong Housing Society (HS). The Long-term Housing Strategy (LTHS) of Housing Bureau⁴ has also been taken into account when forecasting the production of private and public residential buildings.

3. The calculation of productivity ratio is based on the assumption that 53.18% and 46.82% of the total manpower are working for residential buildings and non-residential buildings respectively. This ratio is based on the distribution of the completion of residential buildings and the non-residential buildings in the period of 2017 to 2021, provided by the Census and Statistics Department⁵.

¹ The stocks of residential flats in the private sector are measured by the number of flats. (Source: Rating & Valuation Department)

² The stocks of public residential flats are measured by the number of flats. (Sources: Housing Authority and Hong Kong Housing Society)

³ Non-residential flats include private offices, commercial, flatted factories, specialized factories and storages. Its measure is sq.m. (Source: Rating & Valuation Department)

⁴ Long Term Housing Strategy Annual Progress Report 2022 (Source: Housing Bureau)

⁵ HK Monthly Digest of Statistics (Source: Census & Statistics Department, reference from Building Department)

Manpower Statistics by Job Level (Real Estate Development Sector)

按職級劃分的人力統計(地產發展)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Managerial and Professional Level 經理及專業人員級					
102	Director/General Manager 董事／總經理	1 956	1	1 957	1 943
103	Marketing and Sales Manager 市務營銷經理	234	7	241	230
113	Project Manager 項目經理	527	8	535	528
115	IT and Digital Manager 資訊科技及數碼經理	27	0	27	27
123	Property and Leasing Manager 物業及租務經理	514	29	543	524
124	Estate Surveyor 產業測量師	1	0	1	1
125	Valuation Surveyor 物業估價測量師	0	0	0	0
131	Development Manager 發展經理	60	1	61	61
135	Sustainability Manager 可持續發展經理	5	0	5	5
199	Other Supporting Managers 其他支援服務經理	412	2	414	311
Sub-Total 小計		3 736	48	3 784	3 630
Supervisory Level 主任級					
201	Project Officer 項目主任	512	5	517	479
202	Marketing and Sales Officer 市務營銷主任	608	5	613	588
211	Valuation Officer 物業估價主任	37	0	37	37
215	Property and Leasing Officer 物業及租務主任	3 426	46	3 472	3 294
216	Survey Officer (Estate) 產業測量主任	3	0	3	3
217	Development Officer/Property Analyst 發展主任／物業分析員	49	4	53	51
224	Sustainability Officer 可持續發展主任	0	0	0	0
299	Other Supporting Supervisors 其他支援服務主任	345	5	350	330
Sub-Total 小計		4 980	65	5 045	4 782

Manpower Statistics by Job Level (Real Estate Development Sector)

按職級劃分的人力統計(地產發展)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Technical Support and Operative Level 技術及操作人員級					
301	Marketing and Sales Assistant 市務營銷助理	348	2	350	339
302	Property and Leasing Assistant 物業及租務助理	4 716	10	4 726	4 726
303	Technician/Artisan/Workman 技術員/技工/工人	813	71	884	839
304	Valuation Assistant 物業估價助理	0	0	0	0
306	Building Attendant/Security Guard 大廈管理員/保安員	1 409	171	1 580	1 540
399	Other Supporting Personnel 其他支援服務人員	231	1	232	232
Sub-Total 小計		7 517	255	7 772	7 676
GRAND TOTAL 總計		16 233	368	16 601	16 088

Manpower Statistics by Job Level (Property Management and Maintenance Sector)

按職級劃分的人力統計(物業管理及保養)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Managerial and Professional Level 經理及專業人員級					
102	Director/General Manager 董事／總經理	822	4	826	826
103	Communications Manager/Business Development Manager 傳訊經理／業務發展經理	129	0	129	129
106	Regional Manager/District Manager/Area Manager 區域經理／分區經理	800	23	823	823
107	Estate Manager/Building Manager/Property Manager 屋邨經理／大廈經理／物業經理	2 150	46	2 196	2 196
110	Maintenance Manager/Technical Manager/Building Services Engineer 保養經理／技術經理／屋宇裝備工程師	918	8	926	926
113	Project Manager 項目經理	52	4	56	56
115	IT and Digital Manager 資訊科技及數碼經理	42	0	42	42
116	Club House Manager/Recreation Manager 會所經理／康樂經理	189	0	189	189
118	Facilities Manager 設施經理	81	4	85	85
133	Banquet Manager/Food and Beverage Manager 宴會經理／餐飲經理	23	0	23	23
134	Health and Safety Manager 健康及安全經理	27	0	27	27
199	Other Supporting Managers 其他支援服務經理	47	0	47	47
Sub-Total 小計		5 280	89	5 369	5 369
Supervisory Level 主任級					
202	Communications Officer/Business Development Officer 傳訊主任／業務發展主任	157	0	157	157
205	Property Officer/Estate Officer/Customer Services Officer 屋邨主任／物業主任／顧客服務主任	6 683	513	7 196	7 196
206	Club House Officer/Recreation Officer 會所主任／康樂主任	557	122	679	679
208	Building Supervisor/Building Superintendent/Security Officer 大廈主管／大廈監督／保安主任	5 328	612	5 940	5 939
209	Building Services Inspector/Technical Officer/Clerk of Works 屋宇裝備工程監督／技術主任／工程監督	1 809	101	1 910	1 910
219	Health and Safety Officer 健康及安全主任	29	0	29	29
220	Chef/Head Chef 主廚／總廚	72	17	89	89
223	Facilities Officer 設施主任	127	30	157	157
299	Other Supporting Supervisors 其他支援服務主任	25	1	26	25
Sub-Total 小計		14 787	1 396	16 183	16 181

Manpower Statistics by Job Level (Property Management and Maintenance Sector)

按職級劃分的人力統計(物業管理及保養)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Technical Support and Operative Level 技術及操作人員級					
301	Communications Assistant/Business Development Assistant 傳訊助理／業務發展助理	172	3	175	175
302	Property Assistant/Customer Services Assistant 物業助理／顧客服務助理	3 446	200	3 646	3 646
303	Technician/Artisan/Workman 技術員／技工／工人	5 026	670	5 696	5 693
306	Building Attendant/Security Guard 大廈管理員／保安員	55 094	5 670	60 764	60 726
310	Club House Assistant/Recreation Assistant 會所助理／康樂助理	1 734	235	1 969	1 968
311	Cook 廚師	103	8	111	111
315	Facilities Assistant 設施助理	392	44	436	436
399	Other Supporting Personnel 其他支援服務人員	117	5	122	122
Sub-Total 小計		66 084	6 835	72 919	72 877
GRAND TOTAL 總計		86 151	8 320	94 471	94 427

Manpower Statistics by Job Level (Estate Agency Sector)
按職級劃分的人力統計(地產代理)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Managerial and Professional Level 經理及專業人員級					
101	Managing Director/Chief Executive Officer/Partner 常務董事／行政總裁／合夥人	236	0	236	236
102	Director/General Manager 董事／總經理	580	0	580	580
103	Marketing and Sales Manager 市務營銷經理	356	4	360	360
106	Regional Manager/Area Manager 區域經理／分區經理	1 105	23	1 128	1 128
115	IT and Digital Manager 資訊科技及數碼經理	30	1	31	31
124	Estate Surveyor 產業測量師	3	0	3	3
136	Portfolio Leasing Manager 租務組合經理	1	0	1	1
138	Business Analyst 業務分析師	13	0	13	13
199	Other Supporting Managers 其他支援服務經理	0	0	0	0
Sub-Total 小計		2 324	28	2 352	2 352
Supervisory Level 主任級					
202	Marketing and Sales Officer 市務營銷主任	240	3	243	243
204	Manager (in charge of an office/branch)/Branch Manager 分行主管／分行經理	1 387	86	1 473	1 473
211	Valuation Officer 物業估價主任	14	0	14	14
228	IT and Digital Officer 資訊科技及數碼主任	5	0	5	5
229	Business Development Officer 業務拓展主任	25	0	25	25
299	Other Supporting Supervisors 其他支援服務主任	4	0	4	4
Sub-Total 小計		1 675	89	1 764	1 764
Technical Support and Operative Level 技術及操作人員級					
301	Marketing and Sales Assistant 市務營銷助理	85	0	85	85
304	Valuation Assistant 物業估價助理	39	0	39	39
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理／營業員(持有地產代理／營業員牌照)	19 364	1 658	21 022	21 022
309	Property Sales Trainee 見習地產營業員	884	109	993	993
318	Business Development Assistant 業務拓展助理	94	0	94	94
399	Other Supporting Personnel 其他支援服務人員	67	8	75	75
Sub-Total 小計		20 533	1 775	22 308	22 308
GRAND TOTAL 總計		24 532	1 892	26 424	26 424

Manpower Statistics by Job Level (Estate Surveying, Valuation and Consultancy Sector)

按職級劃分的人力統計(測量、估價及顧問)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Managerial and Professional Level 經理及專業人員級					
101	Executive Director/Partner 執行董事／合夥人	127	0	127	127
102	Director/General Manager 董事／總經理	167	0	167	167
113	Project Manager 項目經理	93	7	100	100
124	Estate Surveyor 產業測量師	117	2	119	119
125	Valuation Surveyor 物業估價測量師	76	1	77	77
199	Other Supporting Managers 其他支援服務經理	65	10	75	75
Sub-Total 小計		645	20	665	665
Supervisory Level 主任級					
201	Project Officer 項目主任	95	8	103	103
211	Valuation Officer 物業估價主任	199	4	203	203
216	Survey Officer (Estate) 產業測量主任	267	2	269	269
232	Property Advisor 物業顧問	30	0	30	30
299	Other Supporting Supervisors 其他支援服務主任	58	15	73	73
Sub-Total 小計		649	29	678	678
Technical Support and Operative Level 技術及操作人員級					
304	Valuation Assistant 物業估價助理	292	27	319	319
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理／營業員 (持有地產代理／營業員牌照)	6	0	6	6
317	Project Assistant 項目助理	227	10	237	237
399	Other Supporting Personnel 其他支援服務人員	113	49	162	162
Sub-Total 小計		638	86	724	724
GRAND TOTAL 總計		1 932	135	2 067	2 067

Manpower Statistics by Job Level (Government Departments and Public Sector)

按職級劃分的人力統計(政府部門及公共機構)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Managerial and Professional Level 經理及專業人員級					
102	Director/General Manager 董事／總經理	24	3	27	21
103	Marketing Manager/Communications Manager 市場經理／傳訊經理	0	0	0	0
106	Area Manager 分區經理	3	1	4	4
107	Estate Manager/Building Manager/Property Manager 屋邨經理／大廈經理／物業經理	4	0	4	4
110	Property Services Manager/Maintenance Surveyor/Technical Manager 物業服務經理／屋宇保養測量師／技術經理	167	4	171	166
113	Project Manager 項目經理	47	11	58	26
118	Facilities Manager/Leisure Services Manager 設施經理／康樂設施經理	56	1	57	48
121	Housing Manager 房屋事務經理	702	18	720	720
123	Leasing Manager 租務經理	3	0	3	3
124	Estate Surveyor 產業測量師	417	36	453	453
125	Valuation Surveyor 物業估價測量師	128	8	136	136
126	Land Executive 地政主任	519	27	546	546
134	Health and Safety Manager 健康及安全經理	12	1	13	2
137	Community Services Manager 社區服務經理	0	0	0	0
199	Other Supporting Managers 其他支援服務經理	0	0	0	0
Sub-Total 小計		2 082	110	2 192	2 129

Manpower Statistics by Job Level (Government Departments and Public Sector)

按職級劃分的人力統計(政府部門及公共機構)

Job Code 職務編號	Job Title 職稱	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	Manpower Demand (No. of employees + vacancies) 人力需求 (僱員人數 + 空缺額)	Forecast of no. employed 12 months from Survey Reference Date 預測在 12 個月後之僱員人數
Supervisory Level 主任級					
202	Marketing Officer/Communications Officer 市務主任/傳訊主任	0	0	0	0
205	Property Officer/Estate Officer 物業主任/屋邨主任	44	0	44	44
207	Housing Officer 房屋事務主任	1 777	0	1 777	1 777
208	Building Supervisor/Building Superintendent/Security Officer 大廈主管/大廈監督/保安主任	75	10	85	85
209	Building Services Inspector/Work Supervisor/Technical Officer 屋宇裝備工程監督/工程監督/技術主任	2 055	49	2 104	2 103
211	Valuation Officer 物業估價員	285	19	304	304
212	Land Inspector 地政督察	726	73	799	799
214	Overseer/Foreman 巡察員/管工	100	16	116	116
215	Rent Officer 租務主任	11	0	11	11
216	Survey Officer (Estate) 測量主任(產業)	742	39	781	781
219	Health and Safety Officer 健康及安全主任	9	1	10	5
221	Elderly Services Officer 長者服務主任	25	40	65	65
223	Facilities Officer 設施主任	91	3	94	20
226	Community Services Officer 社區服務主任	1	0	1	1
227	Consumer Services Inspector 用戶服務督察	0	0	0	0
299	Other Supporting Supervisors 其他支援服務主任	2	0	2	2
Sub-Total 小計		5 943	250	6 193	6 113
Technical Support and Operative Level 技術及操作人員級					
301	Marketing Assistant/Communications Assistant 市務助理/傳訊助理	0	0	0	0
302	Property Assistant/Estate Assistant/Customer Services Assistant 物業助理/屋邨助理/客戶服務助理	153	58	211	209
303	Technician/Artisan/Workman 技術員/技工/工人	1 239	109	1 348	1 308
306	Building Attendant/Security Guard 大廈管理員/保安員	200	11	211	211
310	Club House Assistant/Recreation Assistant 會所助理/康樂助理	19	1	20	20
315	Facilities Assistant 設施助理	6	2	8	8
399	Other Supporting Personnel 其他支援服務人員	0	0	0	0
Sub-Total 小計		1 617	181	1 798	1 756
GRAND TOTAL 總計		9 642	541	10 183	9 998

Distribution of Average Monthly Remuneration Package of Full-time Employees (Real Estate Development Sector)

按每月平均收入幅度劃分的僱員分佈(地產發展)

Job Code 職務編號	Job Title 職稱	\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 or above 或以上	Total number of full-time employees 全職僱員人數
Managerial and Professional Level									
經理及專業人員級									
102	Director/General Manager 董事／總經理	0.0%	0.0%	0.0%	16.8%	18.3%	25.0%	39.9%	1 956
103	Marketing and Sales Manager 市場營銷經理	0.0%	0.0%	0.0%	9.0%	28.8%	36.5%	25.7%	234
113	Project Manager 項目經理	0.0%	0.0%	0.0%	2.7%	11.6%	44.7%	41.0%	527
115	IT and Digital Manager 資訊科技及數碼經理	0.0%	0.0%	0.0%	0.0%	7.7%	50.0%	42.3%	27
123	Property and Leasing Manager 物業及租務經理	0.0%	0.0%	0.0%	10.0%	39.5%	41.6%	8.9%	514
124	Estate Surveyor 產業測量師	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
125	Valuation Surveyor 物業估價測量師	-	-	-	-	-	-	-	0
131	Development Manager 發展經理	0.0%	0.0%	0.0%	44.1%	32.2%	15.3%	8.5%	60
135	Sustainability Manager 可持續發展經理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	5
199	Other Supporting Managers 其他支援服務經理	0.0%	0.0%	0.0%	1.6%	40.9%	55.2%	2.4%	412
Sub-Total 小計		0.0%	0.0%	0.0%	12.5%	22.6%	33.0%	31.9%	3 736
Supervisory Level									
主任級									
201	Project Officer 項目主任	0.0%	0.0%	0.6%	16.5%	80.8%	1.4%	0.6%	512
202	Marketing and Sales Officer 市場營銷主任	0.0%	0.0%	8.3%	51.7%	40.0%	0.0%	0.0%	608
211	Valuation Officer 物業估價主任	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	37
215	Property and Leasing Officer 物業及租務主任	0.0%	0.0%	29.2%	37.4%	33.3%	*	0.0%	3 426
216	Survey Officer (Estate) 產業測量主任	-	-	-	-	-	-	-	3
217	Development Officer/Property Analyst 發展主任／物業分析員	0.0%	0.0%	4.8%	14.3%	23.8%	57.1%	0.0%	49
224	Sustainability Officer 可持續發展主任	-	-	-	-	-	-	-	0
299	Other Supporting Supervisors 其他支援服務主任	0.0%	0.0%	63.2%	6.6%	30.3%	0.0%	0.0%	345
Sub-Total 小計		0.0%	0.0%	23.6%	36.0%	39.7%	0.7%	0.1%	4 980
Technical Support and Operative Level									
技術及操作人員級									
301	Marketing and Sales Assistant 市場營銷助理	3.1%	13.2%	66.2%	17.5%	0.0%	0.0%	0.0%	348
302	Property and Leasing Assistant 物業及租務助理	11.3%	21.3%	62.9%	4.5%	0.0%	0.0%	0.0%	4 716
303	Technician/Artisan/Workman 技術員／技工／工人	0.0%	3.7%	81.5%	14.5%	0.4%	0.0%	0.0%	813
304	Valuation Assistant 物業估價助理	-	-	-	-	-	-	-	0
306	Building Attendant/Security Guard 大廈管理員／保安員	0.3%	66.5%	33.0%	0.2%	0.0%	0.0%	0.0%	1 409
399	Other Supporting Personnel 其他支援服務人員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	231
Sub-Total 小計		7.9%	28.1%	58.9%	5.1%	*	0.0%	0.0%	7 517
GRAND TOTAL 總計		3.7%	13.0%	34.5%	16.3%	17.4%	7.8%	7.3%	16 233

Note:
As a percentage of total number of FT employees by corresponding job level

註：
佔全職僱員總數百分比

* Less than 0.05%

Distribution of Average Monthly Remuneration Package of Full-time Employees (Property Management and Maintenance Sector)

按每月平均收入幅度劃分的僱員分佈(物業管理及保養)

Job Code 職務編號	Job Title 職稱	\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 or above 或以上	Total number of full-time employees 全職僱員人數
Managerial and Professional Level 經理及專業人員級									
102	Director/General Manager 董事／總經理	0.0%	0.0%	0.0%	0.6%	10.1%	31.4%	57.9%	822
103	Communications Manager/Business Development Manager 傳訊經理／業務發展經理	0.0%	0.0%	0.0%	9.3%	34.9%	24.0%	31.8%	129
106	Regional Manager/District Manager/Area Manager 區域經理／分區經理	0.0%	0.0%	0.0%	5.5%	5.6%	84.8%	4.2%	800
107	Estate Manager/Building Manager/Property Manager 屋邨經理／大廈經理／物業經理	0.0%	0.0%	0.0%	8.9%	73.4%	16.5%	1.2%	2 150
110	Maintenance Manager/Technical Manager/Building Services Engineer 保養經理／技術經理／屋宇裝備工程師	0.0%	0.0%	0.0%	5.2%	15.1%	73.3%	6.3%	918
113	Project Manager 項目經理	0.0%	0.0%	0.0%	57.7%	15.4%	13.5%	13.5%	52
115	IT and Digital Manager 資訊科技及數碼經理	0.0%	0.0%	0.0%	2.4%	9.5%	78.6%	9.5%	42
116	Club House Manager/Recreation Manager 會所經理／康樂經理	0.0%	0.0%	0.0%	8.5%	76.1%	14.9%	0.5%	189
118	Facilities Manager 設施經理	0.0%	0.0%	0.0%	15.4%	62.8%	2.6%	19.2%	81
133	Banquet Manager/Food and Beverage Manager 宴會經理／餐飲經理	0.0%	0.0%	0.0%	43.5%	56.5%	0.0%	0.0%	23
134	Health and Safety Manager 健康及安全經理	0.0%	0.0%	0.0%	14.8%	7.4%	74.1%	3.7%	27
199	Other Supporting Managers 其他支援服務經理	0.0%	0.0%	2.1%	23.4%	12.8%	48.9%	12.8%	47
Sub-Total 小計		0.0%	0.0%	*	7.3%	39.6%	40.3%	12.8%	5 280
Supervisory Level 主任級									
202	Communications Officer/Business Development Officer 傳訊主任／業務發展主任	0.0%	1.3%	7.6%	29.9%	61.1%	0.0%	0.0%	157
205	Property Officer/Estate Officer/Customer Services Officer 屋邨主任／物業主任／顧客服務主任	0.0%	0.0%	27.0%	66.9%	6.1%	0.0%	0.0%	6 683
206	Club House Officer/Recreation Officer 會所主任／康樂主任	0.0%	11.0%	18.0%	71.1%	0.0%	0.0%	0.0%	557
208	Building Supervisor/Building Superintendent/Security Officer 大廈主管／大廈監督／保安主任	0.5%	4.9%	72.6%	9.7%	12.3%	0.0%	0.0%	5 328
209	Building Services Inspector/Technical Officer/Clerk of Works 屋宇裝備工程監督／技術主任／工程監督	0.0%	0.0%	10.9%	76.2%	12.2%	0.7%	0.0%	1 809
219	Health and Safety Officer 健康及安全主任	0.0%	3.4%	27.6%	41.4%	20.7%	6.9%	0.0%	29
220	Chef/Head Chef 主廚／總廚	0.0%	0.0%	5.6%	15.3%	79.2%	0.0%	0.0%	72
223	Facilities Officer 設施主任	0.0%	0.0%	8.7%	91.3%	0.0%	0.0%	0.0%	127
299	Other Supporting Supervisors 其他支援服務主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	25
Sub-Total 小計		0.2%	2.3%	41.3%	46.3%	9.9%	0.1%	0.0%	14 787
Technical Support and Operative Level 技術及操作人員級									
301	Communications Assistant/Business Development Assistant 傳訊助理／業務發展助理	0.0%	3.5%	96.5%	0.0%	0.0%	0.0%	0.0%	172
302	Property Assistant/Customer Services Assistant 物業助理／顧客服務助理	0.0%	27.1%	72.9%	0.0%	0.0%	0.0%	0.0%	3 446
303	Technician/Artisan/Workman 技術員／技工／工人	0.0%	2.4%	90.4%	7.2%	0.0%	0.0%	0.0%	5 026
306	Building Attendant/Security Guard 大廈管理員／保安員	3.7%	74.8%	21.5%	0.0%	0.0%	0.0%	0.0%	55 094
310	Club House Assistant/Recreation Assistant 會所助理／康樂助理	0.0%	61.0%	38.1%	1.0%	0.0%	0.0%	0.0%	1 734
311	Cook 廚師	0.0%	7.8%	20.4%	71.8%	0.0%	0.0%	0.0%	103
315	Facilities Assistant 設施助理	0.0%	49.5%	50.5%	0.0%	0.0%	0.0%	0.0%	392
399	Other Supporting Personnel 其他支援服務人員	1.3%	48.1%	50.6%	0.0%	0.0%	0.0%	0.0%	117
Sub-Total 小計		3.1%	66.2%	30.0%	0.7%	0.0%	0.0%	0.0%	66 084
GRAND TOTAL 總計		2.4%	51.5%	30.1%	8.7%	4.1%	2.5%	0.8%	86 151

Note:

As a percentage of total number of FT employees by corresponding job level

註：

佔全職僱員總數百分比

* Less than 0.05%

Distribution of Average Monthly Remuneration Package of Full-time Employees (Estate Agency Sector)

按每月平均收入幅度劃分的僱員分佈(地產代理)

Job Code 職務編號	Job Title 職稱	\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 or above 或以上	Total number of full-time employees 全職僱員人數
Managerial and Professional Level 經理及專業人員級									
101	Managing Director/Chief Executive Officer/Partner 常務董事/行政總裁/合夥人	0.0%	0.0%	0.0%	9.8%	73.8%	6.2%	10.2%	236
102	Director/General Manager 董事/總經理	0.0%	0.0%	0.0%	72.1%	5.3%	15.3%	7.3%	580
103	Marketing and Sales Manager 市務營銷經理	0.0%	0.0%	0.0%	15.8%	62.8%	20.8%	0.6%	356
106	Regional Manager/Area Manager 區域經理/分區經理	0.0%	0.0%	0.0%	19.1%	66.3%	14.3%	0.4%	1 105
115	IT and Digital Manager 資訊科技及數碼經理	0.0%	0.0%	0.0%	31.6%	10.5%	57.9%	0.0%	30
124	Estate Surveyor 產業測量師	0.0%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	3
136	Portfolio Leasing Manager 租務組合經理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
138	Business Analyst 業務分析師	0.0%	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%	13
199	Other Supporting Managers 其他支援服務經理	-	-	-	-	-	-	-	0
Sub-Total 小計		0.0%	0.0%	0.0%	32.5%	48.2%	15.8%	3.5%	2 324
Supervisory Level 主任級									
202	Marketing and Sales Officer 市務營銷主任	0.0%	17.0%	18.0%	40.5%	24.5%	0.0%	0.0%	240
204	Manager (in charge of an office/branch)/Branch Manager 分行主管/分行經理	0.0%	0.0%	8.6%	67.5%	23.4%	0.4%	0.0%	1 387
211	Valuation Officer 物業估價主任	-	-	-	-	-	-	-	14
228	IT and Digital Officer 資訊科技及數碼主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	5
229	Business Development Officer 業務拓展主任	0.0%	0.0%	4.0%	24.0%	72.0%	0.0%	0.0%	25
299	Other Supporting Supervisors 其他支援服務主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	4
Sub-Total 小計		0.0%	2.2%	9.7%	63.6%	24.2%	0.4%	0.0%	1 675
Technical Support and Operative Level 技術及操作人員級									
301	Marketing and Sales Assistant 市務營銷助理	0.0%	0.0%	83.8%	16.2%	0.0%	0.0%	0.0%	85
304	Valuation Assistant 物業估價助理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	39
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理/營業員(持有地產代理/營業員牌照)	*	17.7%	69.7%	12.6%	*	0.0%	0.0%	19 364
309	Property Sales Trainee 見習地產營業員	92.9%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	884
318	Business Development Assistant 業務拓展助理	33.0%	0.0%	64.9%	2.1%	0.0%	0.0%	0.0%	94
399	Other Supporting Personnel 其他支援服務人員	0.0%	28.4%	59.7%	11.9%	0.0%	0.0%	0.0%	67
Sub-Total 小計		2.6%	17.3%	67.9%	12.2%	*	0.0%	0.0%	20 533
GRAND TOTAL 總計		2.1%	14.2%	55.8%	18.7%	7.2%	1.7%	0.4%	24 532

Note:

As a percentage of total number of FT employees by corresponding job level

註：

佔全職僱員總數百分比

* Less than 0.05%

Distribution of Average Monthly Remuneration Package of Full-time Employees (Estate Surveying, Valuation and Consultancy Sector)
按每月平均收入幅度劃分的僱員分佈(測量、估價及顧問)

Job Code 職務編號	Job Title 職稱	\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 or above 或以上	Total number of full-time employees 全職僱員人數
Managerial and Professional Level 經理及專業人員級									
101	Executive Director/Partner 執行董事/合夥人	0.0%	0.0%	0.0%	1.8%	4.4%	43.4%	50.4%	127
102	Director/General Manager 董事/總經理	0.0%	0.0%	0.0%	35.0%	3.7%	26.4%	35.0%	167
113	Project Manager 項目經理	0.0%	0.0%	0.0%	12.9%	41.9%	33.3%	11.8%	93
124	Estate Surveyor 產業測量師	0.0%	0.0%	0.0%	19.7%	35.9%	34.2%	10.3%	117
125	Valuation Surveyor 物業估價測量師	0.0%	0.0%	0.0%	0.0%	25.0%	62.5%	12.5%	76
199	Other Supporting Managers 其他支援服務經理	0.0%	0.0%	0.0%	56.3%	32.8%	10.9%	0.0%	65
Sub-Total 小計		0.0%	0.0%	0.0%	20.9%	21.1%	34.6%	23.5%	645
Supervisory Level 主任級									
201	Project Officer 項目主任	0.0%	0.0%	11.6%	17.9%	66.3%	4.2%	0.0%	95
211	Valuation Officer 物業估價主任	0.0%	0.0%	1.5%	14.6%	83.9%	0.0%	0.0%	199
216	Survey Officer (Estate) 產業測量主任	0.0%	0.0%	1.5%	30.0%	68.5%	0.0%	0.0%	267
232	Property Advisor 物業顧問	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	93.3%	30
299	Other Supporting Supervisors 其他支援服務主任	0.0%	0.0%	56.9%	43.1%	0.0%	0.0%	0.0%	58
Sub-Total 小計		0.0%	0.0%	8.2%	23.3%	63.6%	0.6%	4.3%	649
Technical Support and Operative Level 技術及操作人員級									
304	Valuation Assistant 物業估價助理	0.0%	8.6%	68.5%	22.9%	0.0%	0.0%	0.0%	292
305	Estate Agent/Salesperson (with estate agent's licence or salesperson's licence) 地產代理/營業員(持有地產代理/營業員牌照)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6
317	Project Assistant 項目助理	0.0%	8.8%	85.0%	6.2%	0.0%	0.0%	0.0%	227
399	Other Supporting Personnel 其他支援服務人員	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	113
Sub-Total 小計		0.0%	8.0%	79.2%	12.8%	0.0%	0.0%	0.0%	638
GRAND TOTAL 總計		0.0%	2.7%	29.1%	19.0%	28.6%	11.5%	9.1%	1 932

Note:
As a percentage of total number of FT employees by corresponding job level
註：
佔全職僱員總數百分比

Distribution of Average Monthly Remuneration Package of Full-time Employees (Government Departments and Public Sector)
按每月平均收入幅度劃分的僱員分佈(政府部門及公共機構)

Job Code 職務編號	Job Title 職稱	\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 or above 或以上	Total number of full-time employees 全職僱員人數
Managerial and Professional Level 經理及專業人員級									
102	Director/General Manager 董事／總經理	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	24
103	Marketing Manager/Communications Manager 市場經理／傳訊經理	-	-	-	-	-	-	-	0
106	Area Manager 分區經理	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	3
107	Estate Manager/Building Manager/Property Manager 屋宇經理／大廈經理／物業經理	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	4
110	Property Services Manager/Maintenance Surveyor/Technical Manager	0.0%	0.0%	0.0%	0.0%	0.0%	8.4%	91.6%	167
113	Project Manager 項目經理	0.0%	0.0%	0.0%	0.0%	0.0%	19.1%	80.9%	47
118	Facilities Manager/Leisure Services Manager 設施經理／康樂設施經理	0.0%	0.0%	0.0%	0.0%	0.0%	33.9%	66.1%	56
121	Housing Manager 房屋事務經理	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	702
123	Leasing Manager 租務經理	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	3
124	Estate Surveyor 產業測量師	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	417
125	Valuation Surveyor 物業估價測量師	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	128
126	Land Executive 地政主任	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	519
134	Health and Safety Manager 健康及安全經理	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	12
137	Community Services Manager 社區服務經理	-	-	-	-	-	-	-	0
199	Other Supporting Managers 其他支援服務經理	-	-	-	-	-	-	-	0
Sub-Total 小計		0.0%	0.0%	0.0%	0.0%	0.0%	27.3%	72.7%	2 082
Supervisory Level 主任級									
202	Marketing Officer/Communications Officer 市場主任／傳訊主任	-	-	-	-	-	-	-	0
205	Property Officer/Estate Officer 物業主任／屋宇主任	0.0%	0.0%	0.0%	65.9%	4.5%	29.5%	0.0%	44
207	Housing Officer 房屋事務主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	1 777
208	Building Supervisor/Building Superintendent/Security Officer 大廈主管／大廈監督／保安主任	0.0%	0.0%	25.3%	16.0%	58.7%	0.0%	0.0%	75
209	Building Services Inspector/Work Supervisor/Technical Officer 屋宇裝備工程監督／工程監督／技術主任	0.0%	0.0%	1.8%	2.7%	94.9%	0.6%	0.0%	2 055
211	Valuation Officer 物業估價員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	285
212	Land Inspector 地政督察	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	726
214	Overseer/Foreman 巡察員／管工	0.0%	0.0%	1.0%	99.0%	0.0%	0.0%	0.0%	100
215	Rent Officer 租務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	11
216	Survey Officer (Estate) 測量主任(產業)	0.0%	0.0%	0.0%	51.6%	48.4%	0.0%	0.0%	742
219	Health and Safety Officer 健康及安全主任	0.0%	0.0%	11.1%	0.0%	55.6%	33.3%	0.0%	9
221	Elderly Services Officer 長者服務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	25
223	Facilities Officer 設施主任	0.0%	0.0%	0.0%	18.7%	81.3%	0.0%	0.0%	91
226	Community Services Officer 社區服務主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	1
227	Consumer Services Inspector 用戶服務督察	-	-	-	-	-	-	-	0
299	Other Supporting Supervisors 其他支援服務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2
Sub-Total 小計		0.0%	0.0%	1.6%	39.9%	58.0%	0.5%	0.0%	5 943

Distribution of Average Monthly Remuneration Package of Full-time Employees (Government Departments and Public Sector)
按每月平均收入幅度劃分的僱員分佈(政府部門及公共機構)

Job Code 職務編號	Job Title 職稱	\$10,000 or below 或以下	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 or above 或以上	Total number of full-time employees 全職僱員人數
Technical Support and Operative Level 技術及操作人員級									
301	Marketing Assistant/Communications Assistant 市務助理/傳訊助理	-	-	-	-	-	-	-	0
302	Property Assistant/Estate Assistant/Customer Services Assistant 物業助理/屋邨助理/客戶服務助理	0.0%	25.5%	74.5%	0.0%	0.0%	0.0%	0.0%	153
303	Technician/Artisan/Workman 技術員/技工/工人	0.0%	75.2%	17.3%	7.5%	0.0%	0.0%	0.0%	1 239
306	Building Attendant/Security Guard 大廈管理員/保安員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	200
310	Club House Assistant/Recreation Assistant 會所助理/康樂助理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	19
315	Facilities Assistant 設施助理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	6
399	Other Supporting Personnel 其他支援服務人員	-	-	-	-	-	-	-	0
Sub-Total 小計		0.0%	71.9%	22.2%	5.9%	0.0%	0.0%	0.0%	1 617
GRAND TOTAL 總計		0.0%	11.9%	4.7%	25.7%	35.9%	6.2%	15.7%	9 642

Note:
As a percentage of total number of FT employees by corresponding job level
註：
佔全職僱員總數百分比

Distribution of Preferred Professional Qualifications of Full-time Employees by sector by Job Level

按行業類別及職級劃分的僱員宜有專業資格

Job Level 職級	Professional Qualifications Not Required 不需具備專業資格	Preferred Professional Qualifications Required 需具備專業資格	Total number of full-time employees 全職僱員人數
(i) Real Estate Development 地產發展			
Managerial and Professional 經理及專業人員	75.3%	24.7%	3 736
Supervisory 主任	96.8%	3.2%	4 980
Technical Support and Operative 技術及操作人員	100.0%	0.0%	7 517
Overall 所有級別	93.3%	6.7%	16 233
(ii) Property Management and Maintenance 物業管理及保養			
Managerial and Professional 經理及專業人員	42.8%	57.2%	5 280
Supervisory 主任	92.5%	7.5%	14 787
Technical Support and Operative 技術及操作人員	100.0%	0.0%	66 084
Overall 所有級別	95.2%	4.8%	86 151
(iii) Estate Agency 地產代理			
Managerial and Professional 經理及專業人員	68.7%	31.3%	2 324
Supervisory 主任	99.7%	0.3%	1 675
Technical Support and Operative 技術及操作人員	100.0%	0.0%	20 533
Overall 所有級別	96.8%	3.2%	24 532

Distribution of Preferred Professional Qualifications of Full-time Employees by sector by Job Level

按行業類別及職級劃分的僱員宜有專業資格

Job Level 職級	Professional Qualifications Not Required 不需具備專業資格	Preferred Professional Qualifications Required 需具備專業資格	Total number of full-time employees 全職僱員人數
(iv) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
Managerial and Professional 經理及專業人員	12.6%	87.4%	645
Supervisory 主任	62.6%	37.4%	649
Technical Support and Operative 技術及操作人員	100.0%	0.0%	638
Overall 所有級別	58.2%	41.8%	1 932
(v) Government Departments and Public Sector 政府部門及公共機構			
Managerial and Professional 經理及專業人員	26.7%	73.3%	2 082
Supervisory 主任	99.0%	1.0%	5 943
Technical Support and Operative 技術及操作人員	100.0%	0.0%	1 617
Overall 所有級別	83.8%	16.2%	9 642
All 總數			
Managerial and Professional 經理及專業人員	51.6%	48.4%	14 067
Supervisory 主任	94.4%	5.6%	28 034
Technical Support and Operative 技術及操作人員	100.0%	0.0%	96 389
Overall 所有級別	93.8%	6.2%	138 490

Note:

As a percentage of total number of FT employees by corresponding job level

註：

佔該技能等級全職僱員總數百分比

Distribution of Preferred Education level of Full-time Employees by sector by Job Level
按行業類別及職級劃分的僱員宜有教育程度

Job Level 職級	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 6/7 中四至中六/七	Secondary 3 or below 中三或以下	Total number of full-time employees 全職僱員人數
(i) Real Estate Development 地產發展							
Managerial and Professional 經理及專業人員	2.7%	95.2%	1.9%	*	0.1%	0.0%	3 736
Supervisory 主任	0.0%	52.4%	9.2%	38.0%	0.4%	0.0%	4 980
Technical Support and Operative 技術及操作人員	0.0%	0.1%	0.1%	36.9%	54.6%	8.4%	7 517
(ii) Property Management and Maintenance 物業管理及保養							
Managerial and Professional 經理及專業人員	0.1%	95.7%	*	4.2%	0.0%	0.0%	5 280
Supervisory 主任	0.0%	8.7%	12.1%	76.4%	1.9%	1.0%	14 787
Technical Support and Operative 技術及操作人員	0.0%	0.0%	0.0%	19.4%	13.2%	67.4%	66 084
(iii) Estate Agency 地產代理							
Managerial and Professional 經理及專業人員	0.0%	81.4%	0.4%	4.6%	11.6%	2.1%	2 324
Supervisory 主任	0.0%	5.2%	1.3%	65.1%	28.4%	0.0%	1 675
Technical Support and Operative 技術及操作人員	0.0%	0.9%	0.0%	17.9%	76.8%	4.4%	20 533
(iv) Estate Surveying, Valuation and Consultancy 測量、估價及顧問							
Managerial and Professional 經理及專業人員	3.4%	96.6%	0.0%	0.0%	0.0%	0.0%	645
Supervisory 主任	0.0%	45.9%	49.6%	4.5%	0.0%	0.0%	649
Technical Support and Operative 技術及操作人員	0.0%	12.1%	0.9%	65.5%	10.3%	11.2%	638
(v) Government Departments and Public Sector 政府部門及公共機構							
Managerial and Professional 經理及專業人員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2 082
Supervisory 主任	0.0%	11.9%	6.6%	81.2%	0.3%	0.0%	5 943
Technical Support and Operative 技術及操作人員	0.0%	0.0%	9.7%	1.8%	24.3%	64.2%	1 617
All 總數							
Managerial and Professional 經理及專業人員	0.9%	94.2%	0.6%	2.3%	1.7%	0.3%	14 067
Supervisory 主任	0.0%	18.1%	10.6%	68.0%	2.7%	0.5%	28 034
Technical Support and Operative 技術及操作人員	0.0%	0.2%	0.2%	20.6%	27.6%	51.4%	96 389

Note:

As a percentage of total number of FT employees by corresponding job level

註：

佔該技能等級全職僱員總數百分比

* Less than 0.05%

Distribution of Preferred Years of Experience of Full-time Employees by sector by Job Level

按行業類別及職級劃分的僱員宜有相關年資

Job Level 職級	Less than 1 year 一年以下	1 year to less than 3 years 一年至三年以下	3 years to less than 6 years 三年至六年以下	6 years to less than 10 years 六年至十年以下	10 years or more 十年或以上	Total number of full-time employees 全職僱員人數
(i) Real Estate Development 地產發展						
Managerial and Professional 經理及專業人員	0.0%	0.1%	41.6%	43.0%	15.3%	3 736
Supervisory 主任	0.0%	46.7%	32.5%	20.8%	*	4 980
Technical Support and Operative 技術及操作人員	17.9%	78.4%	3.7%	0.0%	0.0%	7 517
(ii) Property Management and Maintenance 物業管理及保養						
Managerial and Professional 經理及專業人員	0.0%	0.0%	32.9%	52.8%	14.3%	5 280
Supervisory 主任	0.0%	24.5%	71.2%	4.3%	0.0%	14 787
Technical Support and Operative 技術及操作人員	68.7%	30.9%	0.3%	0.0%	*	66 084
(iii) Estate Agency 地產代理						
Managerial and Professional 經理及專業人員	0.0%	1.2%	65.1%	13.7%	20.1%	2 324
Supervisory 主任	12.1%	34.6%	20.6%	32.4%	0.3%	1 675
Technical Support and Operative 技術及操作人員	37.4%	60.8%	1.7%	0.2%	0.0%	20 533
(iv) Estate Surveying, Valuation and Consultancy 測量、估價及顧問						
Managerial and Professional 經理及專業人員	0.0%	1.6%	36.2%	36.5%	25.8%	645
Supervisory 主任	1.8%	67.3%	22.8%	8.0%	0.0%	649
Technical Support and Operative 技術及操作人員	40.9%	43.4%	15.8%	0.0%	0.0%	638
(v) Government Departments and Public Sector 政府部門及公共機構						
Managerial and Professional 經理及專業人員	0.0%	0.0%	96.4%	1.6%	1.9%	2 082
Supervisory 主任	0.0%	96.1%	1.9%	2.0%	0.0%	5 943
Technical Support and Operative 技術及操作人員	14.7%	65.5%	19.7%	0.0%	0.0%	1 617
All 總數						
Managerial and Professional 經理及專業人員	0.0%	0.3%	49.5%	36.1%	14.1%	14 067
Supervisory 主任	0.7%	45.7%	45.0%	8.5%	*	28 034
Technical Support and Operative 技術及操作人員	57.8%	40.9%	1.3%	*	*	96 389

Note:

As a percentage of total number of FT employees by corresponding job level

註：

佔該技能等級全職僱員總數百分比

* Less than 0.05%