

2014 MANPOWER SURVEY REPORT

AUTOMOBILE INDUSTRY

汽車業

2014 年人力調查報告

AUTOMOBILE TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

汽車業訓練委員會

CONTENTS

| | <u>Paragraphs</u> | <u>Page</u> |
|--------------------------------------|-------------------|--------------|
| <u>Executive Summary</u> | 1 – 15 | 1 – 4 |
| <u>Section</u> | | |
| I INTRODUCTION | 1.1 – 1.10 | 5 – 7 |
| II SUMMARY OF SURVEY FINDINGS | 2.1 – 2.19 | 8 – 21 |
| III CONCLUSIONS | 3.1 – 3.16 | 22 – 27 |
| IV RECOMMENDATIONS | 4.1 – 4.27 | 28 – 34 |
| <u>Appendices</u> | | 69 – 115 |

目 錄

| | | <u>段 數</u> | <u>頁</u> |
|-------------|--------|------------|----------|
| <u>報告摘要</u> | | 1 - 15 | 35 - 38 |
| <u>章 數</u> | | | |
| 第一章 | 緒 論 | 1.1 - 1.10 | 39 - 41 |
| 第二章 | 調查結果摘要 | 2.1 - 2.19 | 42 - 55 |
| 第三章 | 結 論 | 3.1 - 3.16 | 56 - 61 |
| 第四章 | 建 議 | 4.1 - 4.27 | 62 - 68 |
| <u>附 錄</u> | | | 71 - 115 |

LIST OF APPENDICES

| <u>Appendix</u> | <u>Title</u> | <u>Page</u> |
|-----------------|---|-------------|
| 1 | Membership | 69 – 70 |
| 2 | Terms of Reference | 72 |
| 3 | Sampling Plan | 74 |
| 4 | Survey Document - Questionnaire and Explanatory Note on the Questionnaire | 75 – 86 |
| 5 | Job Descriptions for Principal Jobs in the Automobile Industry | 87 – 94 |
| 6 | Manpower Statistics in the Industry - Table 1: Automobile Industry Manpower Statistics (Sector A: Vehicle Servicing) Table 2: Automobile Industry Manpower Statistics (Sector B: Vehicle / Auto-parts Retail) Table 3: Distribution of Employees by Monthly Income Range (Sector A: Vehicle Servicing) Table 4: Distribution of Employees by Monthly Income Range (Sector B: Vehicle / Auto-parts Retail) | 95 – 105 |
| 7 | Registered and Licensed Vehicle Population and Manpower in the Servicing Sector of the Automobile Industry | 106 – 107 |
| 8 | Distribution of Employees by Skill Level in the Last 10 Consecutive Surveys (Vehicle Servicing Sector) | 108 – 109 |
| 9 | Manpower Forecasting Method | 110 |
| 10 | Manpower Projections for the Vehicle Servicing Sector from 2015 to 2018 | 112 |

| | | |
|----|---|-----------|
| 11 | Recommended Annual Training Requirement for Workers | 113 – 115 |
| | Table 1: Vehicle Servicing Sector from 2015 to 2018 | |
| | Table 2: Vehicle / Auto-parts Retail Sector in 2015 | |

附錄表

| 附錄 | 標題 | 頁數 |
|----|---|-----------|
| 1 | 委員名單 | 71 |
| 2 | 職權範圍 | 73 |
| 3 | 抽樣方案 | 74 |
| 4 | 調查文件 — 調查表及調查表附註 | 76 – 86 |
| 5 | 汽車業主要職務的工作說明 | 87 – 94 |
| 6 | 汽車業人力統計數字 - 表一：汽車業人力統計數字（汽車維修界別） 表二：汽車業人力統計數字（汽車／零件零售界別） 表三：根據每月總收入幅度劃分的僱員分布情況（汽車維修界別） 表四：根據每月總收入幅度劃分的僱員分布情況（汽車／零件零售界別） | 95 – 105 |
| 7 | 登記及領牌車輛總數及汽車業維修界別人力數字 | 106 – 107 |
| 8 | 過去 10 次調查所得各級技能等級僱員分布情況（汽車維修界別） | 108 – 109 |
| 9 | 人力預測法 | 111 |
| 10 | 2015 年至 2018 年間汽車維修界別僱員人數的推算 | 112 |
| 11 | 建議平均每年培訓的僱員人數 表一 2015 年至 2018 年間建議平均每年培訓的僱員人數（汽車維修界別） 表二：2015 年度建議培訓的僱員人數（汽車／零件零售界別） | 113 – 115 |

Executive Summary

Report on the 2014 Manpower Survey of the Automobile Industry

Objective

The survey was conducted between 28th February 2014 and 30th May 2014 to collect the latest manpower information from the automobile industry with a view to assessing the industry's future manpower requirements.

Coverage

2. The scope of the survey covered both the vehicle servicing sector and the vehicle / auto-parts retail sector. The number of establishments surveyed was 526 from 4 125 establishments. The sampled establishments employed about 54% of the total workforce of the industry. The data collected were statistically scaled up to give the overall manpower picture of the whole automobile industry.

Survey Findings

3. The survey revealed that at the time of field work, the industry employed a total of 17 168 workers in 39 principal jobs. The most populous job was vehicle mechanic which had 6 013 workers, amounting to 35% of the total manpower.

4. Employers also reported a total of 1 019 vacancies, representing 5.9% of the total manpower.

5. There were 645 trainees receiving various forms of training. Among them 617 were being trained for craft level jobs, amounting to 7.8% of the working population at that skill level.

6. Employers forecasted that in 12 months' time, the manpower requirement would increase slightly from 18 187 (including both employees and vacancies) to 18 370.

7. The distribution of the workforce by job level is summarized as below. Manpower statistics relating to the various principal jobs are given in the Appendices.

Distribution of Employees by Job Level of the Vehicle Servicing Sector

| Job Level | Number of Employees | Percentage of Total Employed |
|-------------------|---------------------|------------------------------|
| Technologist | 287 | 2.2% |
| Technician | 2 103 | 16.2% |
| Craftsman | 7 952 | 61.4% |
| Specific Services | 2 065 | 15.9% |
| Unskilled | 551 | 4.3% |
| Total | 12 958 | 100.0% |

Distribution of Employees by Job Level of the Vehicle / auto-parts Retail Sector

| Job Level | Number of Employees | Percentage of Total Employed |
|----------------------------|---------------------|------------------------------|
| Managerial | 296 | 7.0% |
| Supervisory | 443 | 10.5% |
| Operative/Clerical Support | 3 471 | 82.5% |
| Total | 4 210 | 100.0% |

Manpower Changes over the past 2 Years

8. Comparing with the findings of the previous survey carried out in 2012, the overall manpower of the vehicle servicing sector was once again found to be very steady, with an average annual growth rate of 0.24%. The number of workers at technologist, technician and specific services levels recorded average annual growth rates of 7.6%, 6.1% and 16.0% respectively. On the other hand, the manpower at craftsman and unskilled levels declined by 3.1% and 12.2% per annum.

9. In contrast, the manpower of the vehicle / auto-parts retail sector recorded a noticeable increase of 4.07% per annum which can be attributed to the strong growth of vehicle sales over in recent years.

Future Manpower Requirements

10. The Training Board is optimistic about the future of the automobile industry as the persistent growth of vehicle population in Hong Kong demands sufficient manpower in the vehicle / auto-parts retail sector and the vehicle servicing sector. On the other hand, the Training Board considers the followings as major factors affecting the growth of the industry:

- (a) The advancement in design and quality has substantially improved the reliability of vehicles during the past decades and led to less demand for traditional servicing works. In contrast, low carbon and electronics technologies are now widely used in vehicles which require service workers with updated knowledge and skills on the use of sophisticated equipment for vehicle maintenance and repair. Small and medium scale garages face difficulties as they do not have access to manufacturers' proprietary tools.
- (b) Although many youngsters are interested in vehicle technologies, few are willing to pursue their career in the automobile industry. For those who join the industry, the turnover rate is high as some other industry sectors offer more competitive salaries and promising career prospects. In order to support a healthy growth of the automobile industry, investment in manpower development should be strengthened.
- (c) Due to high rental costs and limited availability of properties suitable for garage operations, some establishments have either closed or merged during the past 2 years. The situation will most likely continue in the coming years.

11. The Training Board considers that the overall demand of maintenance and repair services will remain steady, if not increase, in the near future. The Training Board also considers that the demand of higher quality workers through formal training will be growing in order to cope with the adoption of new technologies and sophisticated equipment for maintenance and diagnosis of modern vehicles. With the Voluntary Registration Scheme for Vehicle Mechanics and the upcoming Voluntary Registration Scheme for Vehicle Maintenance Workshops, the Training Board envisages that the demand for qualified technical workers will remain strong. The Training Board recommends the industry to train up the following number of additional workers in the next four years:

Average Annual Training Requirement
for the Vehicle Servicing Sector from 2015 to 2018

| <u>Job level</u> | <u>Annual training requirement</u> |
|------------------|------------------------------------|
| Technologist | 18 |
| Technician | 143 |
| Craftsman | 524 |

12. In the coming few years, the annual supply of graduates from the full-time Higher Diploma in Automotive Engineering programme meets about 40% of the projected demand for technicians. Employers are expected to fill up the shortage by means of internal

promotion or recruiting graduates from other relevant programmes. Whereas, the annual supply of outputs from the full-time Diploma in Vocational Education programme (Automotive Technology) can only meet about 20% of the projected demand for craftsmen. Employers will need to recruit more 4-year apprentices (i.e. new bloods who have not received any formal training before joining the industry) and shift some of the craftsmen's workloads to semi-skilled workers.

13. For the vehicle / auto-parts retail sector, employers' one year forecast was adopted and the training requirements for 2015 are as below:

Annual Training Requirement for the
Vehicle / Auto-Parts Retail Sector in 2015

| <u>Job level</u> | <u>Annual training requirement</u> |
|----------------------------|------------------------------------|
| Managerial | 11 |
| Supervisory | 16 |
| Operative/Clerical Support | 233 |

14. To cope with the developing needs of the automobile industry, it is vital for in-service workers of the industry to embark on a life-long learning philosophy. It is also of equal importance that employers recognize such a need and support their employees to undertake/participate in upgrading courses, training programmes, workshops and seminars for the acquisition of advanced technologies.

15. A wide range of full-time, part-time day-release and part-time evening training programmes relevant to the automobile industry are offered by training institutions including the Hong Kong Institute of Vocational Education and the Pro-Act Training and Development Centre (Automobile) of the Vocational Training Council. The Training Board encourages employers to make full use of the training facilities in these institutions and sponsor their employees to attend relevant courses for upgrading their technical knowledge and skills.

SECTION I

INTRODUCTION

The Automobile Training Board

1.1 The Automobile Training Board of the Vocational Training Council is required by its terms of reference to determine the manpower and training needs of the automobile industry and to make recommendations to the Council for the development of training facilities to meet the needs. Membership of the Automobile Training Board is at Appendix 1.

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted a survey of the automobile industry during the period from 28th February to 30th May 2014 to collect up-to-date manpower information with a view to assessing the industry's manpower structure and training needs. The survey was carried out with the assistance of the Census and Statistics Department (C&SD).

1.3 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' forecast of the total number of employees in 2015;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees;
- (vi) employers' views on the preferred education, experience, training mode and training period of employees by job level; and
- (vii) the turnover rate of employees;
- (viii) estimated number of employees going to retire within the coming 5 years; and
- (ix) employers' views on different kinds of training that front-line sales persons should acquire.

Scope of the Survey

1.4 The survey scope covered both the vehicle servicing sector and the vehicle/auto-parts retail sector of the automobile industry. Establishments covered by the survey were divided into 6 branches. Their lists were extracted from C&SD's HSIC database as well as the supplementary samples provided by the Training Board.

| <u>Branch</u> | <u>Type of Business</u> | <u>Number of Establishments</u> |
|---------------|--|---------------------------------|
| (i) | Body assembly of motor vehicles (HSIC 290000) | 59 |
| (ii) | Servicing and repairing of motor vehicles and motorcycles (HSIC 951000) | 2 908 |
| (iii) | Retail sale of motor vehicles (HSIC 477301) | 618 |
| (iv) | Retail sale of motorcycles (HSIC 477302) | 23 |
| (v) | Retail sale of motor vehicle and motorcycles parts and accessories (HSIC 477303) | 457 |
| (vi) | Supplementary samples covered government departments, public utilities, companies maintaining fleet of vehicles and education institutes | 57 |

(Note: HSIC denotes Hong Kong Standard Industrial Classification.)

1.5 According to the information provided by C&SD, there were totally 4 065 establishments in Branch 1 to Branch 5 as at the third quarter of 2013. In view of the limited resources available, a stratified random sampling method was adopted to select 466 establishments from these branches. After including 57 establishments from the supplementary list, the total sampling size of the survey was 523. The sampling plan is at Appendix 3. The sampled establishments employed about 54% of the total workforce of the industry.

Method of the Survey

1.6 Two weeks before the survey, the survey questionnaires and supporting documents were sent to the selected establishments. During the fieldwork period, interviewers from the C&SD visited the selected establishments to collect the completed questionnaires and, where necessary, assist the employers in completing them.

1.7 Each establishment received two questionnaires – one for the vehicle servicing sector; another for the vehicle/auto-parts retail sector. Depending on the business nature, an employer might fill in either one or both of these two questionnaires.

1.8 After the survey, the completed questionnaires were checked and, where necessary, verified with the respondents before being processed by the C&SD. The survey data were statistically grossed up to give the overall picture of the manpower situation of the automobile industry at the time of the survey.

Response to the Survey

1.9 Of the 526 establishments (including 3 newly discovered cases during field work), 423 (i.e. 80%) supplied the required information. A total of 17 establishments were no longer engaged in the automobile trade or did not have technical manpower. 46 establishments had closed, merged or temporarily ceased operation. 7 establishments did not provide suitable persons to complete the questionnaires. 15 establishments could not be contacted due to change in addresses. 10 establishments partially responded. 8 establishments declined to supply any information. The effective response rate was 98.2%¹.

The Report

1.10 This report presents the findings of the survey, the Training Board's forecast of the manpower needs of the automobile industry and its recommendations on measures to meet these needs. In the report, the terms 'manpower', 'employees' and 'workers' refer to the total number of persons (excluding trainees and apprentices) employed in the 39 principal jobs of the automobile industry; the term 'trainees' means all persons receiving any form of training including those under a contract of apprenticeship. The list of 39 principal jobs adopted in the survey of the automobile industry and their job descriptions are shown in Appendix 5.

¹ effective response rate = $\frac{\text{completed} + \text{partially completed}}{\text{completed} + \text{partially completed} + \text{refusal}} = \frac{423 + 10}{423 + 10 + 8} = 98.2\%$

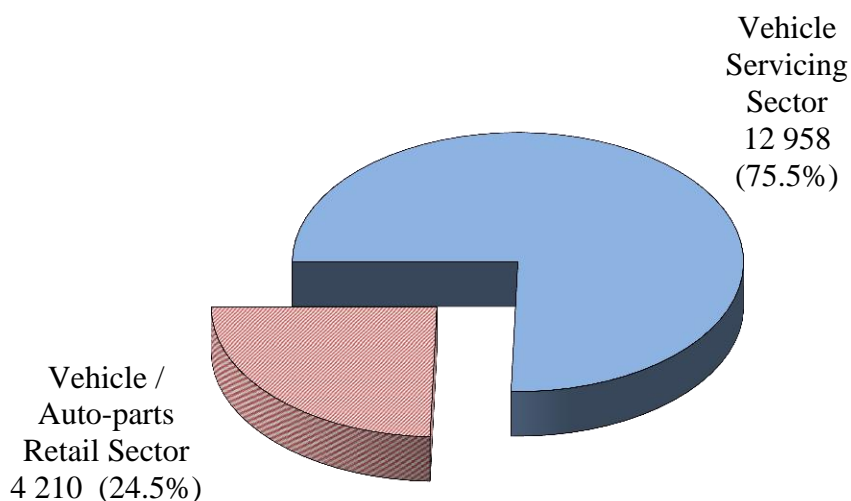
SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Employees Employed

2.1 The survey revealed that at the time of survey, a total of 17 168 employees were employed in the principal jobs of the automobile industry in Hong Kong. Of the 17 168 employees, 12 958 (75.5%) were employed in the vehicle servicing sector, 4 210 (24.5%) in the vehicle / auto-parts retail sector. The distribution of employees by sector is shown in Figure 1.

Figure 1 Distribution of Automobile Employees by Sector



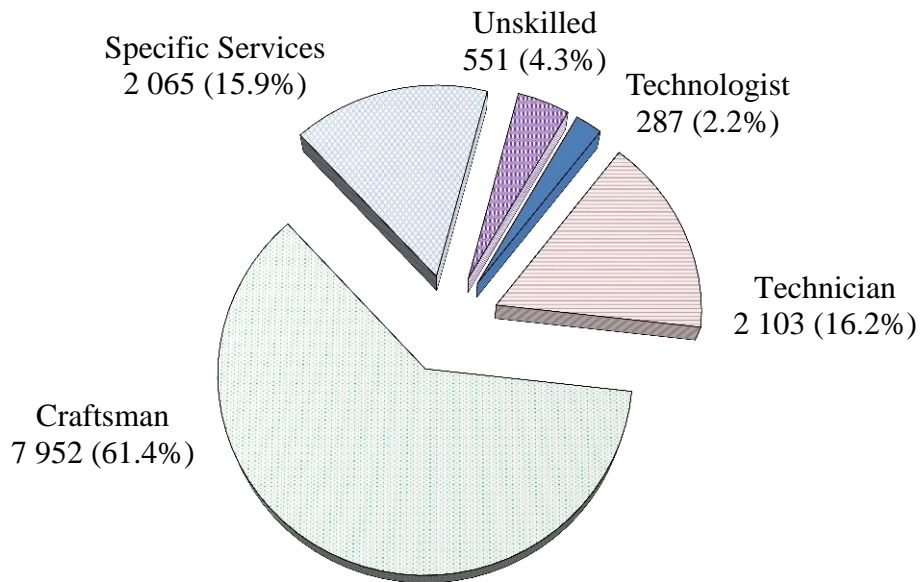
Vehicle Servicing Sector

2.2 The distribution of employees (excluding trainees) by job level of the vehicle servicing sector is given in Table A and Figure 2 below:

Table A Distribution of Employees by Job Level of the Vehicle Servicing Sector

| Job Level | Number of Employees | Percentage of Total Employed |
|-------------------|---------------------|------------------------------|
| Technologist | 287 | 2.2% |
| Technician | 2 103 | 16.2% |
| Craftsman | 7 952 | 61.4% |
| Specific Services | 2 065 | 15.9% |
| Unskilled | 551 | 4.3% |
| Total | 12 958 | 100.0% |

Figure 2 Distribution of Employees by Job Level of the Vehicle Servicing Sector



2.3 At the time of the survey, there were 645 trainees in the vehicle servicing sector, amounting to 5% of the total employees. Their distribution by job level is given in Table B below.

Table B Distribution of Trainees by Job Level of the Vehicle Servicing Sector

| Job Level | Number of Trainees | Percentage of Total Employed at the Same Level |
|-------------------|--------------------|--|
| Technologist | 3 | 1.0% |
| Technician | 16 (3) | 0.8% |
| Craftsman | 617 (308) | 7.8% |
| Specific Services | 9 (146) | 0.4% |
| Unskilled | 0 | - |
| Total | 645 | 5.0% |

Note: The numbers in brackets are employers' estimate on the number of apprentices to be recruited in the coming 12 months.

2.4 Employers reported a total of 904 vacancies, representing about 7.0% of the total manpower of the vehicle servicing sector at the time of the survey. The distribution of the vacancies by job level is shown in Table C below.

Table C Distribution of Vacancies by Job Level of the Vehicle Servicing Sector

| Job Level | Number of Vacancies | Percentage of Total Employed at the Same Level |
|-------------------|---------------------|--|
| Technologist | 3 | 1.0% |
| Technician | 77 | 3.7% |
| Craftsman | 530 | 6.7% |
| Specific Services | 252 | 12.2% |
| Unskilled | 42 | 7.6% |
| Total | 904 | 7.0% |

2.5 Employers forecasted a total of 14 028 employees (excluding trainees) in 2015 in the vehicle servicing sector – 1.2% more than the total number of employees and vacancies at the time of field work in 2014. Their distribution by job level is shown in Table D below:

Table D Forecasted Number of Employees by Job Level of the Vehicle Servicing Sector

| Job Level | Number of Employees Plus Vacancies at Time of Survey | Employers' Forecast on Number of Employees in 2015 |
|-------------------|--|--|
| Technologist | 290 | 291 |
| Technician | 2 180 | 2 187 |
| Craftsman | 8 482 | 8 575 |
| Specific Services | 2 317 | 2 382 |
| Unskilled | 593 | 593 |
| Total | 13 862 | 14 028 |

2.6 The distribution of employees by monthly income ranges by job level of the vehicle servicing sector is detailed in Table E below, and by principal job in Table 3 of Appendix 6.

Table E Distribution of Employees by Monthly Income Range by Job Level of the Vehicle Servicing Sector

| Monthly Income Range | Technologist | Technician | Craftsman | Specific Services | Unskilled | All |
|----------------------|--------------|------------|-----------|-------------------|-----------|--------|
| Under \$8,001 | - | - | - | - | 18 | 18 |
| \$8,001 - \$10,000 | - | 32 | 1 380 | 415 | 379 | 2 206 |
| \$10,001 - \$15,000 | - | 284 | 3 292 | 1 147 | 139 | 4 862 |
| \$15,001 - \$20,000 | 1 | 591 | 2 406 | 366 | - | 3 364 |
| \$20,001 - \$25,000 | 60 | 570 | 284 | 1 | - | 915 |
| \$25,001 - \$35,000 | 70 | 332 | - | - | - | 402 |
| Over \$35,000 | 118 | 22 | - | - | - | 140 |
| Unspecified | 38 | 272 | 590 | 136 | 15 | 1 051 |
| Total | 287 | 2 103 | 7 952 | 2 065 | 551 | 12 958 |

2.7 The views of employers on the preferred education, training mode and training period for their employees at the technologist, technician, craftsman and specific services levels are given in Figure 3 to Figure 5.

Figure 3 Employers' Views on Preferred Education by Job Level of the Vehicle Servicing Sector

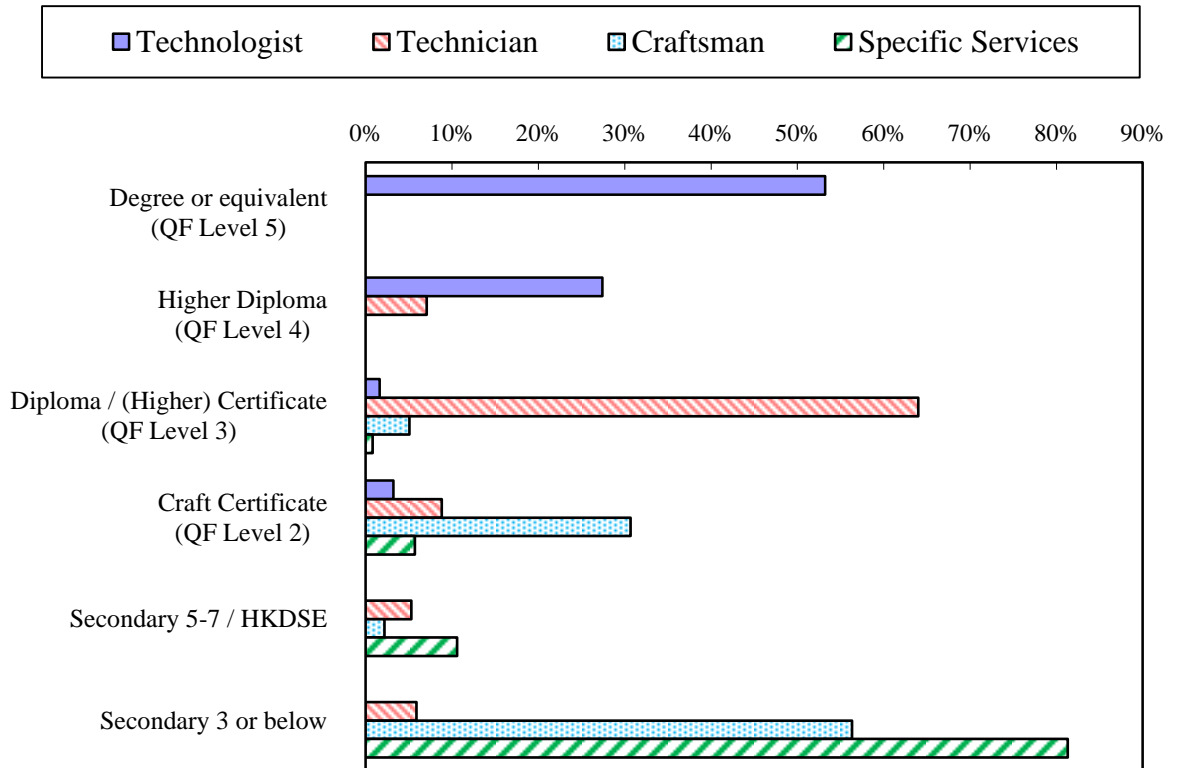


Figure 4 Employers' Views on Preferred Training Mode by Job Level of the Vehicle Servicing Sector

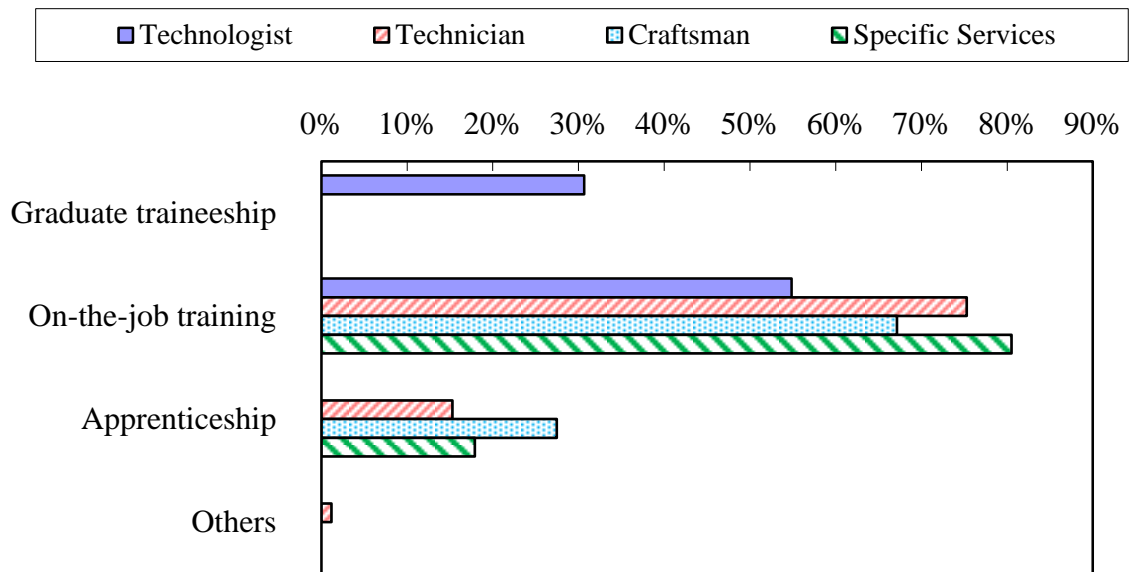
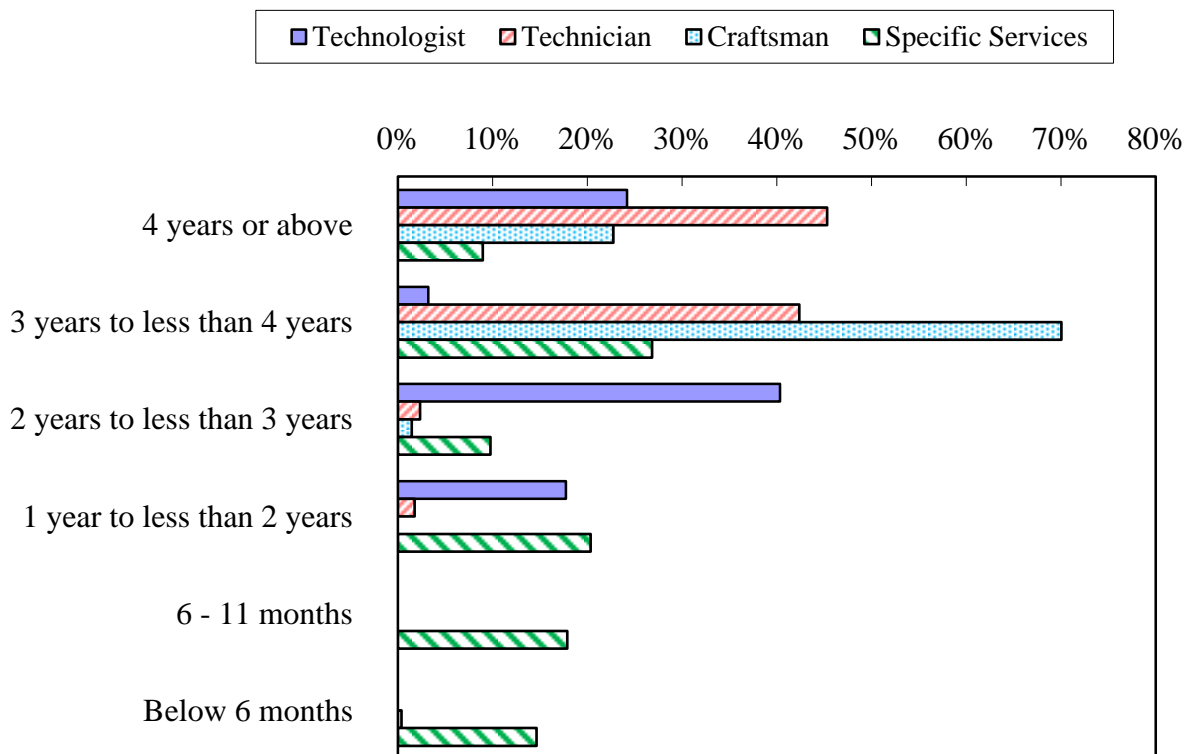
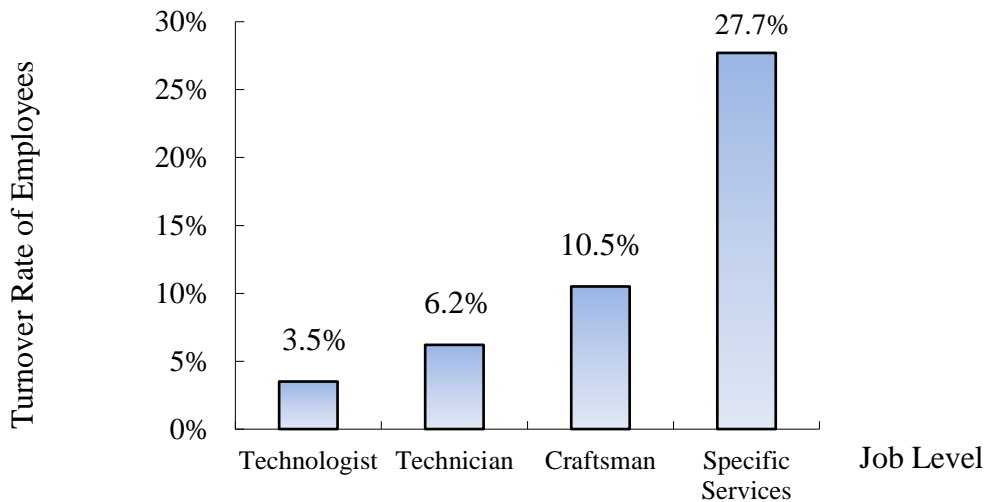


Figure 5 Employers' Views on Preferred Training Period by Job Level of the Vehicle Servicing Sector



2.8 Employers reported that 1 546 technologists, technicians, craftsmen and specific services workers (or 12.5% of the total posts in these job levels) had left within 12 months before the survey. Among them, there were 1 405 craftsmen and specific services workers accounting for the largest portion. The turnover rates of employees of the vehicle servicing sector are shown in Figure 6.

Figure 6 Turnover Rate of Employees of the Vehicle Servicing Sector



2.9 Employers' forecast on the number of employees going to retire within the coming 5 years of the vehicle servicing sector is shown in Table F below.

Table F Estimated number of employees retire within the coming 5 years of the vehicle servicing sector

| Job Level | Number of employees at Time of Survey | Employers' forecast on number of employees retire within the coming 5 years | Annual Average Retirement Rate |
|-------------------|---------------------------------------|---|--------------------------------|
| Technologist | 287 | 34 | 2.4% |
| Technician | 2 103 | 190 | 1.8% |
| Craftsman | 7 952 | 627 | 1.6% |
| Specific Services | 2 065 | 58 | 0.6% |
| Total | 12 407 | 909 | 1.5% |

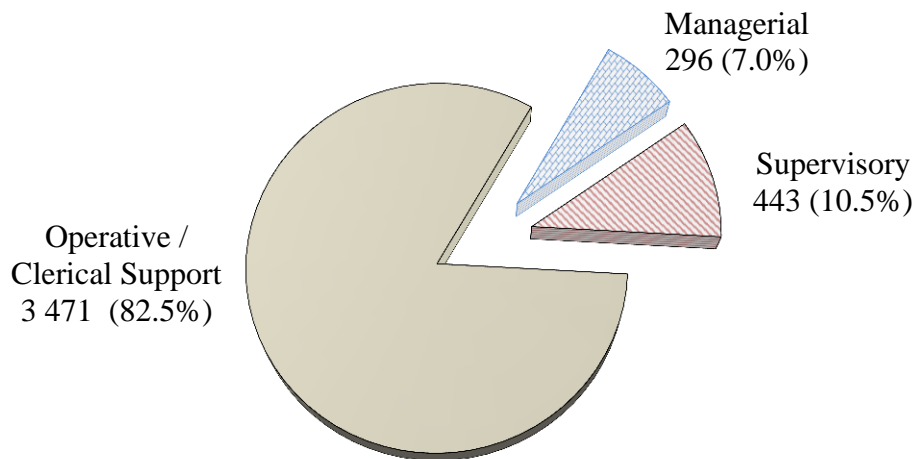
Vehicle / Auto-parts Retail Sector

2.10 The distribution of employees by job level of the vehicle / auto-parts retail sector is given in Table G and Figure 7 below.

Table G Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector

| Job Level | Number of Employees | Percentage of Total Employed |
|----------------------------|---------------------|------------------------------|
| Managerial | 296 | 7.0% |
| Supervisory | 443 | 10.5% |
| Operative/Clerical Support | 3 471 | 82.5% |
| Total | 4 210 | 100.0% |

Figure 7 Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector



2.11 At the time of the survey, there were no trainees in the vehicle / auto-parts retail sector.

2.12 Employers reported a total of 115 vacancies, representing about 2.7% of the total manpower of the vehicle / auto-parts retail sector at the time of the survey. The distribution of the vacancies by job level is shown in Table H below:

Table H Distribution of Vacancies by Job Level of the Vehicle / Auto-parts Retail Sector

| Job Level | Number of Vacancies | Percentage of Total Employed at the Same Level |
|----------------------------|---------------------|--|
| Managerial | 0 | - |
| Supervisory | 3 | 0.7% |
| Operative/Clerical Support | 112 | 3.2% |
| Total | 115 | 2.7% |

2.13 Employers forecasted a total of 4 342 employees in 2015 in the vehicle / auto-parts retail sector, – 0.4% more than the total number of employees and vacancies at the time of field work in 2014. Their distribution by job level is shown in Table I below.

Table I Distribution of Forecasted Number of Employees in 2015 by Job Level of the Vehicle / Auto-parts Retail Sector

| Job Level | Number of Employees Plus Vacancies at Time of Survey | Employers' Forecast on Number of Employees in 2015 |
|----------------------------|--|--|
| Managerial | 296 | 298 |
| Supervisory | 446 | 446 |
| Operative/Clerical Support | 3 583 | 3 598 |
| Total | 4 325 | 4 342 |

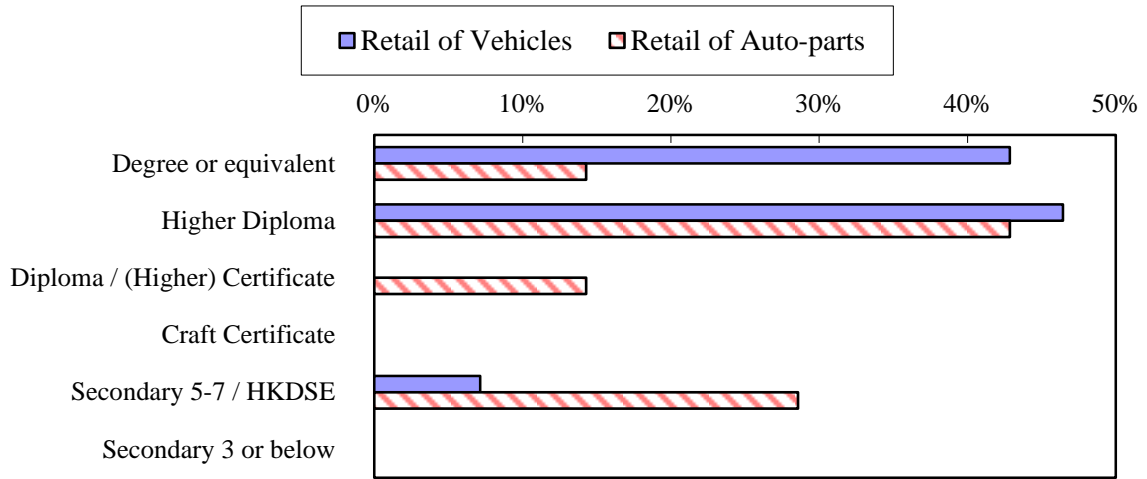
2.14 The distribution of employees by monthly income ranges by job level of the vehicle / auto-parts retail sector is detailed in Table J below, and by branch by principal job in Table 4 of Appendix 6.

Table J Distribution of Employees by Monthly Income Range by Job Level of the Vehicle / Auto-parts Retail Sector

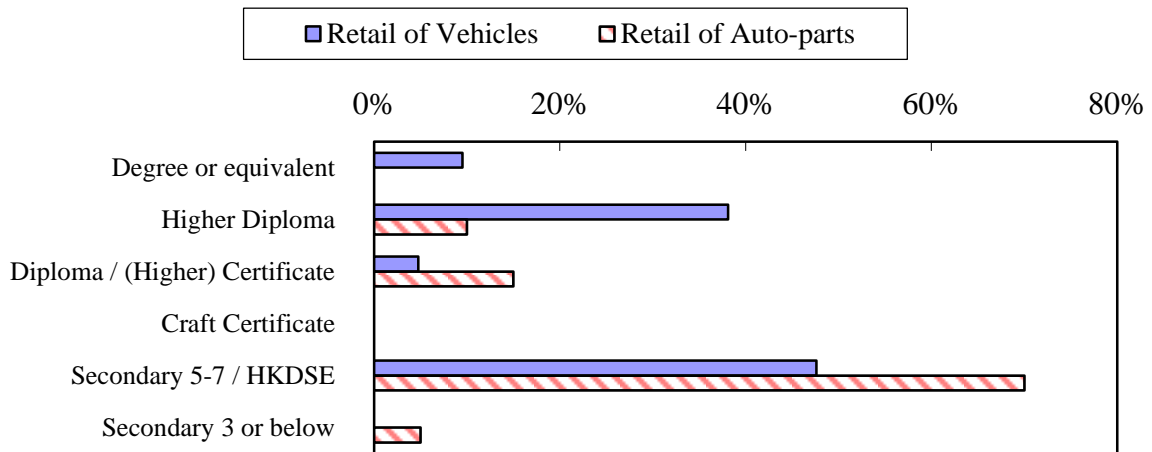
| Monthly Income Range | Managerial | Supervisory | Operative/ Clerical Support | All |
|----------------------|------------|-------------|--------------------------------|-------|
| Under \$8,001 | - | - | - | - |
| \$8,001 - \$10,000 | - | - | 286 | 286 |
| \$10,001 - \$15,000 | 2 | 79 | 1 349 | 1 430 |
| \$15,001 - \$20,000 | 8 | 126 | 707 | 841 |
| \$20,001 - \$25,000 | 8 | 128 | 329 | 465 |
| \$25,001 - \$35,000 | 72 | 37 | 250 | 359 |
| Over \$35,000 | 127 | 31 | 109 | 267 |
| Unspecified | 81 | 42 | 441 | 564 |
| Total | 298 | 443 | 3 471 | 4 212 |

2.15 The views of employers on the preferred education and experience of their employees at the managerial, supervisory and operative/clerical support levels are given in Figure 8 and Figure 9.

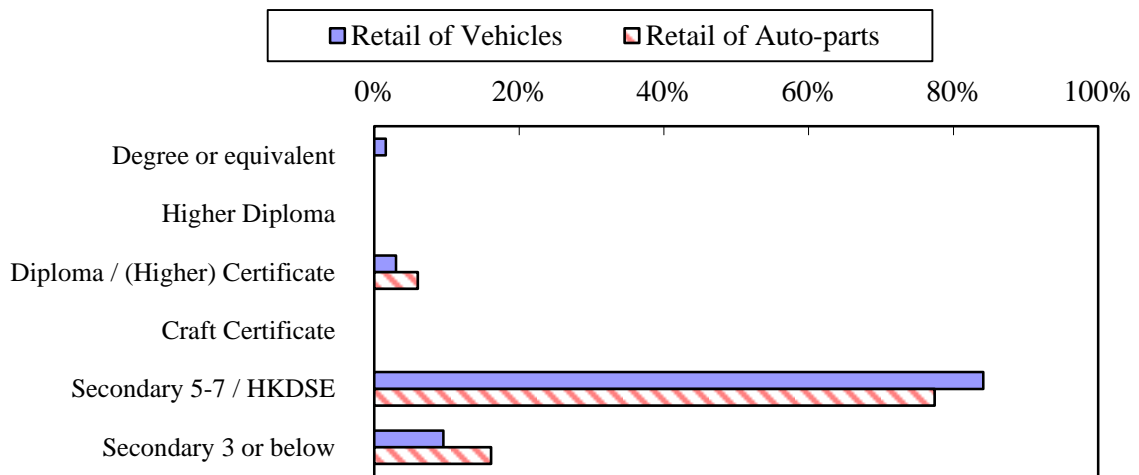
Figure 8 Employers' Views on Preferred Education by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Education of Employees at Managerial Level

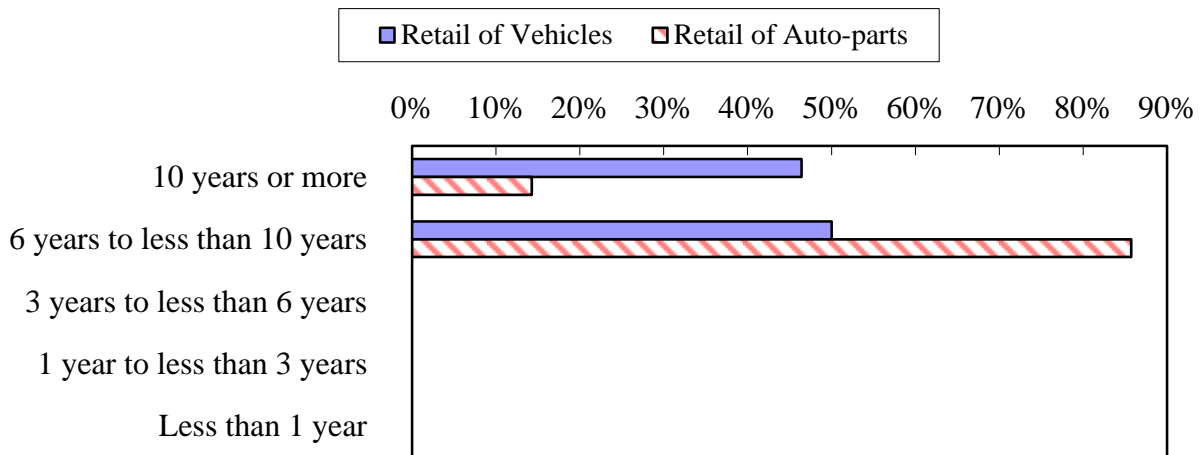


Preferred Education of Employees at Supervisory Level

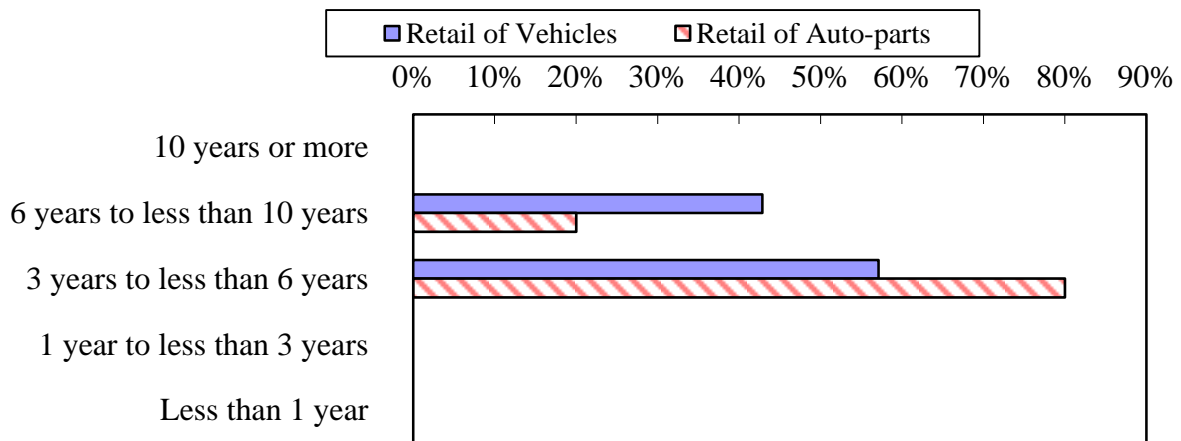


Preferred Education of Employees at Operative / Clerical Support Level

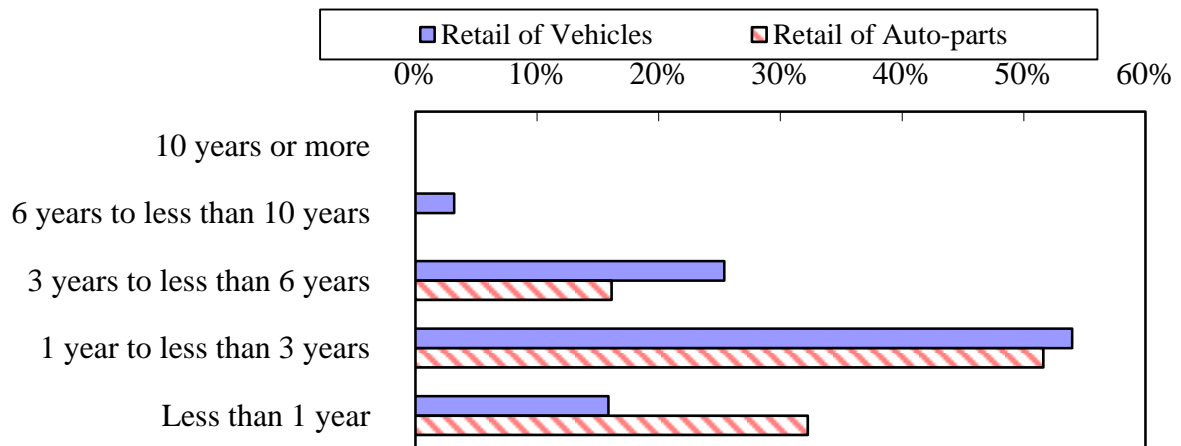
Figure 9 Employers' Views on Preferred Experience by Job Level of the Vehicle / Auto-parts Retail Sector



Preferred Experience of Employees at Managerial Level



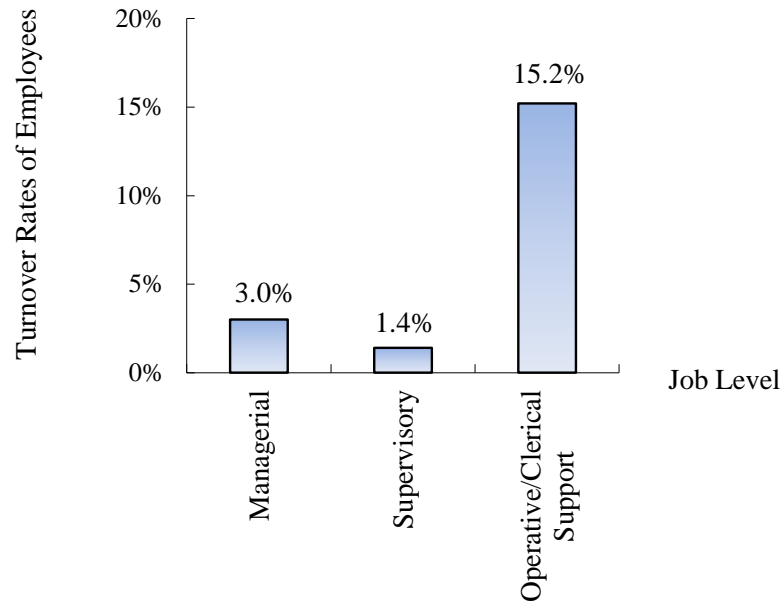
Preferred Experience of Employees at Supervisory Level



Preferred Experience of Employees at Operative/Clerical Support Level

2.16 Employers reported that 544 employees (or 12.9% of the total posts) had left within 12 months before the survey. Among them, there were 529 operative/clerical staff, accounting for the largest portion. The turnover rates of employees of the vehicle / auto-parts retail sector are shown in Figure 10.

Figure 10 Turnover Rate of Employees of the Vehicle / Auto-parts Retail Sector



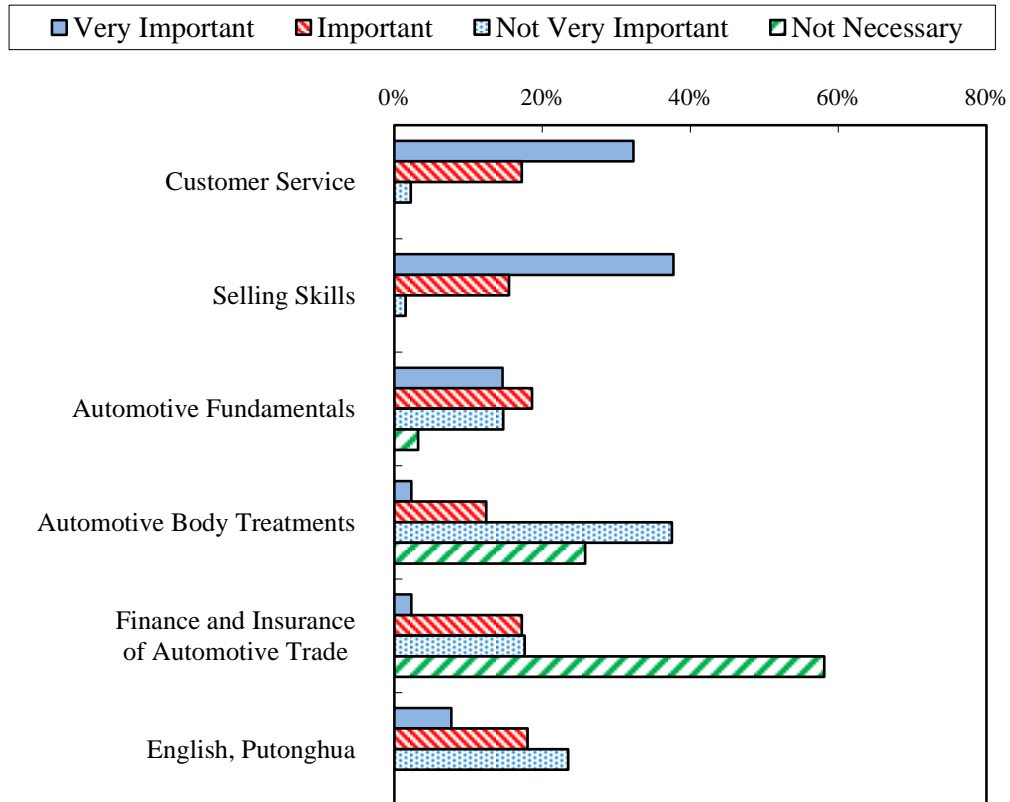
2.17 Employers' forecast on number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector is shown in Table K.

Table K Estimated number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector

| Job Level | Number of employees at Time of Survey | Employers' forecast on number of employees retire within the coming 5 years | Annual Average Retirement Rate |
|------------------------------|---------------------------------------|---|--------------------------------|
| Managerial | 296 | 7 | 0.5% |
| Supervisory | 443 | 25 | 1.1% |
| Operative / Clerical Support | 3 471 | 172 | 1.0% |
| Total | 4 210 | 204 | 1.0% |

2.18 Employers were asked to rate the importance of 6 training areas for front-line sales persons of the vehicle / auto-parts retail sector. Their opinions were shown in Figure 11.

Figure 11 Training Needs of Front-line Sales Persons of the Vehicle / Auto-parts Retail Sector



Statistical Tables

2.19 The detailed manpower statistics of the automobile industry by sector, by job level and by principal job including number of employees employed, trainees, vacancies and employers' forecast number of employees in 2015 is tabulated in Table 1 and Table 2 of Appendix 6.

SECTION III

CONCLUSIONS

Manpower Changes

3.1 The Training Board has carefully examined the survey findings and considers that they generally reflect the employment situation of the automobile industry at the time of survey.

3.2 The survey revealed that at the time of fieldwork, 12 958 employees (excluding 645 trainees) were engaged in the vehicle servicing sector of the automobile industry. The number is very close to the manpower figure recorded in the 2012 survey (12 896). This reflects that the workforce of the vehicle servicing sector continued to be very steady during the past 2 years. The manpower changes at individual skill levels listed in the following table may be attributed to respondents' different interpretation of the principal jobs in the 2 surveys.

| Skill Level | No. of Employees in 2012 (a) | No. of Employees in 2014 (b) | Manpower Changes (c = b – a) | Annual Change (d = c/2a) |
|-------------------|---------------------------------|---------------------------------|---------------------------------|-----------------------------|
| Technologist | 249 | 287 | 38 | 7.6% |
| Technician | 1 873 | 2 103 | 230 | 6.1% |
| Craftsman | 8 481 | 7 952 | -529 | -3.1% |
| Specific Services | 1 565 | 2 065 | 500 | 16.0% |
| Unskilled | 728 | 551 | -177 | -12.2% |
| Total | 12 896 | 12 958 | 62 | 0.24% |

3.3 The vehicle population and total manpower in the vehicle servicing sector are compared in Appendix 7. While the number of licensed vehicles has increased by a factor of 2.7 over the past 30 years (from 258 799 in 1984 to 690 052 as at June 2014), the manpower of the vehicle servicing sector remained relatively steady (from 12 212 in 1984 to 12 958 in 2014, indicating a tiny increase of 6.1%).

3.4 The distribution of technical manpower by skill level based on data from the last 10 consecutive surveys is at Appendix 8. In 2010, the vehicle / auto-parts retail sector was newly covered by the survey scope. A significant number of cleaners and greasers were found in that sector, resulting in the sudden increase of manpower reported in the Unskilled

level. In 2012, five principal jobs were newly covered in the survey, resulting in the significant increase of manpower reported at the Specific Services level.

3.5 In contrast, the manpower in the vehicle / auto-parts retail sector recorded an increase of 8.1% during the past 2 years which can be attributed to the strong growth in vehicle sales (45 121 and 50 523 brand new vehicles were registered in 2012 and 2013 respectively). The manpower changes at individual skill levels are shown below.

| Skill Level | No. of Employees in 2012 (a) | No. of Employees in 2014 (b) | Manpower Changes (c = b – a) | Annual Change (d = c/2a) |
|----------------------------|---------------------------------|---------------------------------|---------------------------------|-----------------------------|
| Managerial | 236 | 296 | 60 | 12.7% |
| Supervisory | 521 | 443 | -78 | -7.5% |
| Operative/Clerical Support | 3 136 | 3 471 | 335 | 5.3% |
| Total | 3 893 | 4 210 | 317 | 4.07% |

Business Outlook

3.6 The Training Board is optimistic about the future of the automobile industry as the persistent growth of vehicle population in Hong Kong demands sufficient manpower in the vehicle / auto-parts retail sector and the vehicle servicing sector. On the other hand, the Training Board considers the followings as major factors affecting the growth of the industry:

- (a) The advancement in design and quality has substantially improved the reliability of vehicles during the past decades and led to less demand for traditional servicing works. In contrast, low carbon and electronics technologies are now widely used in vehicles which require service workers with updated knowledge and skills on the use of sophisticated equipment for vehicle maintenance and repair. Small and medium scale garages face difficulties as they do not have access to manufacturers' proprietary tools.
- (b) Although many youngsters are interested in vehicle technologies, few are willing to pursue their career in the automobile industry. For those who join the industry, the turnover rate is high as some other industry sectors offer more competitive salaries and promising career prospects. In order to support a healthy growth of the automobile industry, investment in manpower development should be strengthened.
- (c) Due to high rental costs and limited availability of properties suitable for garage operations, some establishments have

either closed or merged during the past 2 years. The situation will most likely continue in the coming years.

3.7 The Voluntary Registration Scheme for Vehicle Mechanics was launched by the Electrical and Mechanical Services Department of the Hong Kong SAR Government in January 2007 for in-service practitioners of the automobile industry. Workers including vehicle mechanics, vehicle electricians, vehicle body repairers and builders, vehicle painters and 7 other specific service workers in possession of the necessary qualification and/or experience could be registered under the relevant categories of the scheme on voluntary basis. The scheme aims to facilitate the public to identify registered vehicle mechanics easily and will uplift the professional image of the vehicle maintenance trade. As at 31st August 2014, there were 6 885 registered workers in the scheme, amounting to 76% of the manpower recorded in the 2014 manpower survey for the related 11 principal jobs.

3.8 In 2012, EMSD published the Practice Guidelines for Vehicle Maintenance Workshops and invited local vehicle maintenance workshops which undertook to comply with the Practice Guidelines to subscribe to the Vehicle Maintenance Workshops Charter. The practice guidelines and the charter programme stress the importance of employing registered vehicle mechanics and providing appropriate training to the staff so as to improve the quality of service.

3.9 In 2014, the Vehicle Maintenance Technical Advisory Committee (VMTAC) of EMSD decided to speed up the introduction of the Voluntary Registration Scheme for Vehicle Maintenance Workshops. The Committee also recommended that upon a high participation rate achieved in the voluntary registration schemes, the legislation of mandatory registration schemes for both vehicle maintenance workshops and workers should be considered.

Future Manpower Demand

3.10 At the time of survey, the number of vacancies in the vehicle servicing sector and the vehicle / auto-parts retail sector amounted to 7.0% and 2.7% of the workforce respectively. Employers estimated that in 12 months after the survey, the manpower requirement would grow from 18 187 (existing number of employees plus vacancies) to 18 370, indicating a tiny growth of 1.0%.

| Sector | Skill Level | Number of Employees at Time of Survey, i.e. 2014 | Number of Vacancies at Time of Survey | Employers' Forecast of Manpower in 12 Months' Time | Employers' Estimated Net Growth in Manpower |
|-----------------------------|----------------------------|--|---------------------------------------|--|---|
| Vehicle Servicing | Technologist | 287 | 3 | 291 | 0.3% |
| | Technician | 2 103 | 77 | 2 187 | 0.3% |
| | Craftsman | 7 952 | 530 | 8 575 | 1.1% |
| | Specific Services | 2 065 | 252 | 2 382 | 2.8% |
| | Unskilled | 551 | 42 | 593 | 0.0% |
| | <i>Subtotal</i> | <i>12 958</i> | <i>904</i> | <i>14 028</i> | <i>1.2%</i> |
| Vehicle / Auto-parts Retail | Managerial | 296 | 0 | 298 | 0.7% |
| | Supervisory | 443 | 3 | 446 | 0.0% |
| | Operative/Clerical Support | 3 471 | 112 | 3 598 | 0.4% |
| | <i>Subtotal</i> | <i>4 210</i> | <i>115</i> | <i>4 342</i> | <i>0.4%</i> |
| Total | | 17 168 | 1 019 | 18 370 | 1.0% |

3.11 Taking various factors into consideration and using the Adaptive Filtering Method (AFM) described in Appendix 9, the Training Board has projected the manpower of technologists, technicians and craftsmen for 2015 to 2018, as shown in Appendix 10. The Training Board decided to choose 0.7 for the value of parameter 'A' in AFM as to favour a mid-term trend for the forecast.

3.12 Since Year 2000, the craftsman level principal job "Foreman" had been deleted in the automobile industry manpower survey, aiming to avoid confusion with the technician level principal job "Service Supervisor". As the result, some workers who actually carried out supervisory duties at the craftsman skill level were inevitably misreported as "Service Supervisor" or other technician level jobs in the surveys conducted in 2000 and thereafter. To ensure a more accurate estimate of manpower and training demands, the Training Board decided in 2000 that 260 (16.28%) workers from technician level be moved to craftsman level when performing the manpower projections. This practice has been followed in subsequent manpower surveys including this round.

3.13 Regarding the loss of manpower in the vehicle servicing sector due to wastage, i.e. employees leaving the industry for whatever reasons, the Training Board had considered factors such as the advances in vehicle technologies, aging of the workforce etc., and decided to continue to adopt 3%, 4% and 5% respectively for the annual wastage rates of technologists, technicians and craftsmen.

3.14 By adding the manpower growth projected with AFM and the replacement required for wastage, the vehicle servicing sector's average annual training requirement at each level for the coming 4 years were found to be:

Average Annual Training Requirement for the
Vehicle Servicing Sector from 2015 to 2018 (before Adjustment)

| <u>Job level</u> | <u>Annual training requirement</u> |
|------------------|------------------------------------|
| Technologist | 17 |
| Technician | 117 |
| Craftsman | 348 |

3.15 Considering that the manpower projections by AFM were based on the number of employees in previous rounds of manpower surveys, without taking into account the increasing number of vacancies in the vehicle servicing sector, the Training Board was of the view that the annual training requirements in paragraph 3.14 might have been underestimated. With a view to filling up the vacancies in 3 years' time, the Training Board recommended that the annual training requirements be increased by 1/3 of the vacancy numbers reported in the 2014 manpower survey. The numbers after adjustment are:

Average Annual Training Requirement for the
Vehicle Servicing Sector from 2015 to 2018 (after Adjustment)

| <u>Job level</u> | <u>Annual training requirement</u> |
|------------------|------------------------------------|
| Technologist | 18 |
| Technician | 143 |
| Craftsman | 524 |

A breakdown of these figures into various principal jobs is given at Table 1 of Appendix 11.

3.16 Considering that the vehicle / auto-parts retail sector has not been included in the manpower survey before 2010 and there are limited historical data for trend analysis, the Training Board decided to adopt employers' one-year forecast. Based on the manpower growth and a natural wastage rate of 3%, the training requirements for 2015 are as follows:

Annual Training Requirement for the
Vehicle / Auto-Parts Retail Sector in 2015

| <u>Job level</u> | <u>Annual training requirement</u> |
|----------------------------|------------------------------------|
| Managerial | 11 |
| Supervisory | 16 |
| Operative/Clerical Support | 233 |

A breakdown of these figures into various principal jobs is given at Table 2 of Appendix 11.

SECTION IV

RECOMMENDATIONS

4.1 The Training Board anticipates a persistent demand for technical manpower particularly at the higher skill levels.

4.2 To meet the forecast manpower requirement the industry should embark on a manpower training programme of a scale set out in paragraphs 3.15 and 3.16.

4.3 For manpower planning of the vehicle servicing sector, employers are requested to note that the scale when expressed in terms of existing manpower, represents an average annual intake of trainees of about 6.3%, 6.8% and 6.6% of their respective workforce at the technologist, technician and craftsman levels. On the other hand, the vehicle/auto-parts retail sector are expected to have an average annual intake of trainees of about 3.7%, 3.6% and 6.7% of the respective workforce at the managerial, supervisory and operative/clerical support levels.

4.4 The Training Board is aware of the operational difficulties experienced by employers in recent years, in particular the high rental cost and manpower shortage. However, unless employers are willing and able to train up and retain a sufficient number of technical people to meet their manpower needs, the development of the automobile industry will be hindered. The Training Board therefore urges employers to exert further efforts to promote the career prospects of the industry so that more young people are willing to join and stay in the industry.

4.5 With a view to attracting more young people to join the Apprenticeship Scheme for trades with strong manpower demand, the Chief Executive announced the Pilot Training and Support Scheme (also known as Earn & Learn Scheme) at his Policy Address 2014. Through tripartite collaborations among employers, the Government and VTC, the Scheme provides clear academic and career pathways for youngsters such that they could earn an attractive salary while concurrently receiving on-the-job training. A student joining the Scheme receives the following salary and incentive allowances during the study-cum-work training period:

- (i) a minimum monthly salary of \$8,000 (for craft apprentices) or \$9,000 (for technician apprentices)¹;
- (ii) a total of \$30,800 subsidy from the employer or the industry; and

¹ Upon completion of the training, graduates of craft apprenticeship and technician apprenticeship would receive a starting salary of \$10,500 and \$12,000 respectively.

(iii) a total of \$72,000 allowance from the Government.

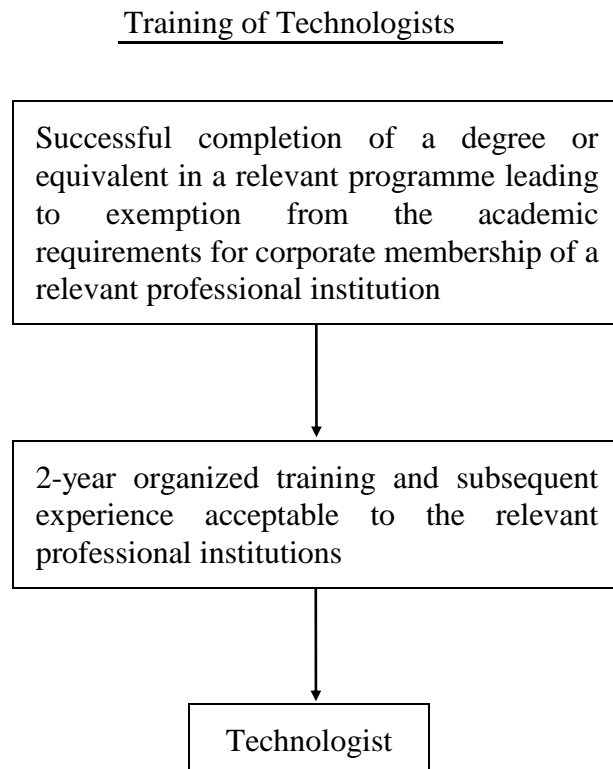
In the 2014/15 academic year, 65 students of the Diploma in Vocational Education (DVE) Programme (Automotive Technology) joined the Scheme. The Training Board recommends employers to make full use of the Scheme so as to attract and retain more new bloods for the industry.

Training at Technologist Level

4.6 Technologists in the automobile industry are mostly engineers and service managers who have reached a level of professional competence in the discipline of mechanical or road transport engineering recognized by the appropriate professional institutions.

4.7 Technologists should be competent in analyzing and solving a wide range of technical problems. They should also be able to assume personal responsibility for the development and application of engineering principles, exercise original thinking and judgement, apply the latest techniques, and manage all commercial and technical activities.

4.8 The recommended route for training technologists is as follows:



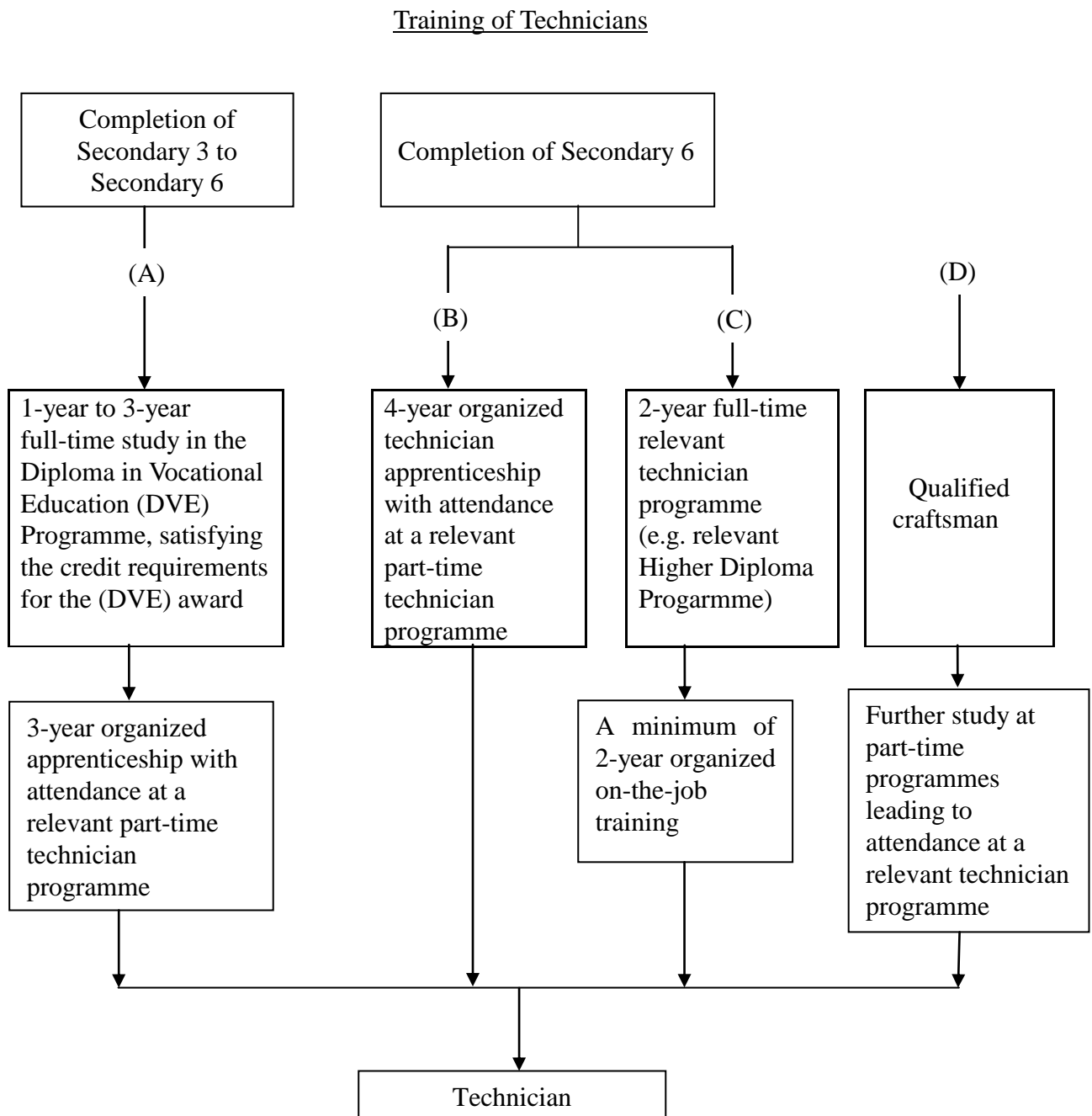
4.9 Local universities do not offer specific Degree programmes on Automotive Engineering but graduates from Bachelor of Engineering (Mechanical Engineering) or related programmes satisfy the academic requirements for working as technologist trainees in the

automobile industry. In addition, some employers used to fill up the vacancies by internal promotion. Given the small number of annual training requirements mentioned in paragraph 3.15 (18 persons), the manpower supply of technologists is considered as adequate for the coming few years.

Training at Technician Level

4.10 Technicians are persons whose education, practical training and experience enable them to apply proven techniques and procedures and to carry a measure of technical responsibility, normally under the supervision of a technologist.

4.11 The recommended routes for training technicians are shown below:



4.12 Most employers prefer their technicians to acquire qualification of Higher Certificate or above as a progression in their career.

4.13 Route (D), although a useful avenue for the determined craftsmen to become technicians, should not be relied upon as a regular source of technicians.

4.14 The Hong Kong Institute of Vocational Education (IVE) offers full-time Higher Diploma (HD) programme in Automotive Engineering. The number of graduates joining the automobile industry from 2014 to 2017 is as below:

| No. of Graduates from Full-time HD in Automotive Engineering Programme Joining the Automobile Industry in 2014 to 2017 | | | | |
|--|----------------|-------------------|-------------------|-------------------|
| <u>Programme</u> | <u>2014</u> | <u>2015</u> | <u>2016</u> | <u>2017</u> |
| HD in Automotive Engineering | 54 (actual) | 40 (estimated) | 50 (estimated) | 55 (estimated) |

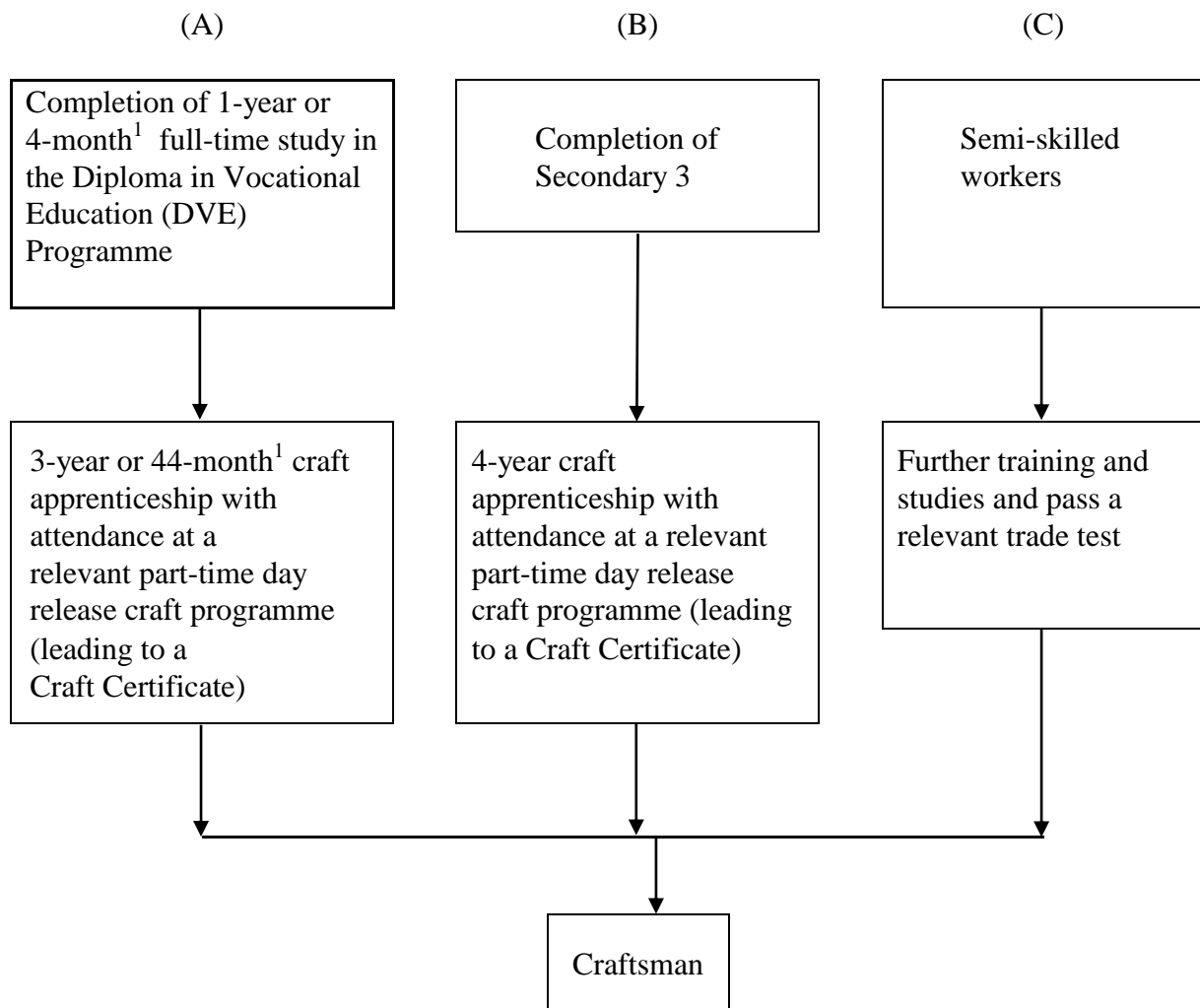
4.15 Compared to the projected annual training requirements mentioned in paragraph 3.15 (143 persons), it is obvious that the supply falls short of the demand. Employers will need to fill up the shortage by means of internal promotion or recruiting graduates from other relevant programmes, e.g. HD in Mechanical Engineering.

Training at Craftsman Level

4.16 Craftsmen require both a high degree of practical skills and sound technical knowledge if they are to venture into new skills resulting from technological advancement. He needs to have a general education of at least completion of Secondary 3.

4.17 The recommended routes for training craftsmen are as follows:

Training of Craftsmen



4.18 Of the three routes the Training Board recommends Route (A) because the apprentices will have already had some basic training prior to commencing apprenticeship and are therefore capable of doing some useful productive work right from the start of their apprenticeship.

4.19 The Youth College and Pro-Act Training and Development Centre (Automobile) of the Vocational Training Council offer craft level training programmes for the automobile industry. Students who have completed Year 1 of the full-time Diploma in Vocational Education (DVE) programme (Automotive Technology, S3 intake) are the major source of craft apprentices for the automobile industry. The number of students entering into employment from 2014 to 2017 is as below:

¹ Earn & Learn “4+44” mode.

No. of Students from Full-time DVE Programme
(Automotive Technology) Joining the Automobile
Industry in 2014 to 2017

| <u>Programme</u> | <u>2014</u> | <u>2015</u> | <u>2016</u> | <u>2017</u> |
|-----------------------------|----------------|--------------------|--------------------|--------------------|
| DVE (Automotive Technology) | 80 (actual) | 110 (estimated) | 110 (estimated) | 110 (estimated) |

4.20 Compared to the projected annual training requirements mentioned in paragraph 3.15 (524 persons), the supply is far below the demand. Because of the limited output from the DVE programme, employers also recruit youngsters who have never received any formal training in vehicle repairing as 4-year craft apprentices. Nevertheless, the combined number of newly registered craft apprentices (i.e. 3-year + 4-year apprentices) still falls short of the demand. In September 2014, about 170 and 40 new intakes enrolled in the Craft Certificate in Automotive Technology and Craft Certificate in Vehicle Body Repair programmes respectively, implying a total of 210 newly registered craft apprentices. The number amounts to 40% of the demand (524 persons) only. Employers may need to consider shifting some of their craftsmen's workloads to semi-skilled workers.

4.21 Small to medium scale garages, in particular those serving commercial vehicles, suffer most from the current manpower shortage situation as their locations, facilities and training are less appealing to youngsters.

4.22 Unlike the vehicle mechanic and vehicle electrician trades, vehicle body repairer and vehicle painters are less known among youngsters, resulting in severe shortage of new bloods. As one of the measures to promote these 2 trades to the public, the Training Board started inviting their apprentices to join the Best Apprentice Competition in 2014.

Vocational Education and Training for the Automobile Industry

4.23 The Training Board has been charged with the responsibility to provide advice on matters relating to the development of training services of the Department of Automotive Engineering of IVE and the Pro-Act Training and Development Centre (Automobile).

4.24 Apart from full-time long programmes, the Department of Automotive Engineering of IVE and the Pro-Act Training and Development Centre (Automobile) also offer a wide range of full-time short, part-time day-release and part-time-evening courses for in-service workers of the industry with the purpose of developing the local workforce to cope with the development needs of the automobile industry in Hong Kong.

4.25 To cope with the developing needs of the automobile industry, it is vital for in-service workers of the industry to embark on a life-long learning philosophy during their working life. It is also of equal importance that employers recognise such a need and

support their employees to undertake/participate in upgrading courses, training programmes, workshops and seminars for the acquisition of advanced technologies.

4.26 The Vocational Training Council also offers services to help employers organize their training schemes including:

- (i) The statutory **Apprenticeship Scheme**, through which technicians and craftsmen are effectively trained to meet the needs of the industry.
- (ii) The **Earn and Learn Scheme**, which aims to attracting more youngsters to join the industry as apprentices by providing them with clear academic and career pathways such that they could earn an attractive salary while concurrently receiving on-the-job training.
- (iii) The **Engineering Graduate Training Scheme**, which helps engineering students and graduates complete their professional training as engineers.
- (iv) The voluntary **Trade Testing and Certification Scheme**, which is for the purpose of ascertaining and recognizing the standards of skilled workers. Trade tests on Vehicle Mechanics, Vehicle Electricians, Vehicle Body Repairers, Vehicle Painters and Motorcycle Mechanics are currently offered to the industry.
- (v) The **New Technology Training Scheme** provides financial assistance to local companies up to a maximum of 50% of the training cost for their employees to be trained in new technologies. The Scheme covers various types of training mode including overseas training courses or working attachment; local training courses; and tailor-made local training courses/working attachments for individual companies.

4.27 The Training Board recommends employers to contact the Vocational Training Council for assistance in setting up training schemes and recruiting trainees.

汽車業 2014 年人力調查 報告摘要

目的

是次調查於 2014 年 2 月 28 日至 5 月 30 日期間進行，旨在收集汽車業最新的人力資料，以評估未來的人力需求。

範圍

2. 是次調查覆蓋汽車維修界別及汽車／零件零售界別。本會從約 4 125 間業內機構中，抽取 526 間進行調查，抽樣機構的僱員數目約佔業內僱員總數的 54%。所得資料其後用統計方法倍大，以反映汽車業整體的人力情況。

調查結果

3. 調查顯示，實地調查工作進行期間，汽車業 39 個主要職務共有 17 168 名僱員，最多人從事的職務為汽車機械工，共有 6 013 名僱員，佔總人力的 35%。

4. 僱主亦報稱業內共有 1 019 個空缺，佔僱員總數 5.9%。

5. 業內共有 645 名受訓者接受各種形式的訓練，其中 617 人受訓擔任技工級工作，佔同級僱員總數 7.8%。

6. 僱主預測，在未來 12 個月，本業所需的僱員將由 18 187 人（現有僱員人數加空缺數目），微增至 18 370 人。

7. 各技能等級的人力分布情況如下；有關主要職務的人力統計數字則載於各附錄之內。

汽車維修界別各級僱員分布情況

| 技能等級 | 僱員人數 | 佔僱員總數百分比 |
|-------|--------|----------|
| 技師 | 287 | 2.2% |
| 技術員 | 2 103 | 16.2% |
| 技工 | 7 952 | 61.4% |
| 專項服務 | 2 065 | 15.9% |
| 非技術工人 | 551 | 4.3% |
| 總數 | 12 958 | 100.0% |

汽車／零件零售界別各級僱員分布情況

| 技能等級 | 僱員人數 | 佔僱員總數百分比 |
|---------|-------|----------|
| 經理 | 296 | 7.0% |
| 主任 | 443 | 10.5% |
| 技術人員／文員 | 3 471 | 82.5% |
| 總數 | 4 210 | 100.0% |

過去兩年的人力變化

8. 與 2012 年的調查數字比較，結果顯示汽車維修界別的總人力維持穩定，每年平均增長 0.24%。技師、技術員和專項服務級僱員的平均年增長率分別為 7.6%、6.1% 和 16.0%。另一方面，技工及非技術工人的人數則每年平均減少 3.1% 和 12.2%。

9. 相對而言，受惠於近年汽車銷量強勁增長，汽車／零件零售界別的人力顯著增加，增幅為平均每年 4.07%。

未來人力需求

10. 本會對汽車業的前景感樂觀。隨著香港汽車的數量持續上升，汽車／零件零售界別及汽車維修界別需保持足夠的人力應付需求。此外，本會認為影響汽車業增長的主因如下：

- (a) 過去數十年，汽車的設計及品質愈趨優良，大大改善了車輛的可靠性，導致傳統維修工作需求下降。另一方面，現今的車輛廣泛採用各種低碳及電子技術，維修工人必須掌握最新知識技能，並學懂使用先進精密的維修及檢測設備。中小型車房因缺乏製造商的專門工具，經營更趨困難。
- (b) 不少青年人雖然對學習汽車技術感興趣，但願意投身業者卻寥寥可數。即使有新進加入，但業內的流動率仍然高企，原因為某些其他行業提供更吸引的薪酬和發展前景。為了促進汽車業健康發展，業界應投放更多資源培育人才。
- (c) 過去兩年，因租金高企及適合經營車房的物業不多，部分機構已結業或合併。估計未來幾年情況會持續。

11. 本會認為汽車維修保養的需求於未來數年將維持穩定，甚或會增加。而且，由於本業大量採用先進的汽車維修技術及檢測儀器，將需增聘曾受正規訓練的高質素技術人員。隨着政府實施「車輛維修技工自願註冊計劃」，以及即將推出「車輛維修工場自願註冊計劃」，本會預計未來數年業內對合資格技術人員的需求會維持強勁。本會建議未來四年內，業界每年應額外培訓如下數目的人手：

2015 年至 2018 年
汽車維修界別每年平均訓練需求

| <u>技能等級</u> | <u>每年需培訓的人數</u> |
|-------------|-----------------|
| 技師 | 18 |
| 技術員 | 143 |
| 技工 | 524 |

12. 在未來數年，全日制汽車工程高級文憑課程每年的畢業生人數，只足以應付技術員預計需求的約40%。僱主或需透過內部晉升或招聘其他相關課程的畢業生以填補差額。另一方面，全日制中專教育文憑課程（汽車科技）每年的畢業生人數，亦只能應付技工預計需求的約20%。面對人手短缺，僱主或需考慮聘請更多青年人接受四年制技工學徒訓練（即從未受過正規汽車維修訓練的新人），或者將部分技工工作交由半技術工人處理。

13. 本會採用僱主的一年期預測數字，推算汽車／零件零售界別2015年所需培訓的人數如下：

2015年汽車／零件零售界別
每年需培訓的僱員人數

| <u>技能等級</u> | <u>每年需培訓的人數</u> |
|-------------|-----------------|
| 經理 | 11 |
| 主任 | 16 |
| 技術人員／文員 | 233 |

14. 為應付汽車業的發展需要，從業員必須不斷進修、終身學習。僱主亦須了解僱員在進修上的需要，支持他們修讀／參加增修課程、訓練計劃、研習班或研討會，以掌握最先進的行業技術。

15. 多間培訓機構，包括職業訓練局轄下的香港專業教育學院及卓越培訓發展中心（汽車業），均辦有多項與汽車業相關的全日制、日間給假調訓制及夜間兼讀制課程。本會籲請僱主充分利用這些院校及機構的訓練設施，保送員工修讀有關課程，以提升其專業知識及技能。

第一章

緒論

汽車業訓練委員會

1.1 汽車業訓練委員會(下稱本會)隸屬職業訓練局，按職權範圍，須確定汽車業的人力及訓練需求，並就發展訓練設施向局方提出建議，以應付行業所需。本會委員名單載於附錄 1。

人力調查

1.2 本會根據職權，於 2014 年 2 月 28 日至 5 月 30 日期間進行汽車業人力調查，收集業內最新的人力資料，以評估本業的人力結構及未來人力需求，供業界及局方參考。是次調查由政府統計處協助進行。

1.3 調查收集的資料包括：

- (i) 調查期間的僱員人數；
- (ii) 僱主預測 2015 年的僱員總數；
- (iii) 現有空缺數目；
- (iv) 受訓僱員人數；
- (v) 僱員每月平均收入；
- (vi) 僱主認為各技能等級僱員宜有的教育程度、年資、訓練方式及訓練期；
- (vii) 僱員流動率；
- (viii) 估計將於未來五年退休的僱員人數；以及
- (ix) 僱主認為前線銷售人員應有的培訓。

調查範圍

1.4 是次調查覆蓋汽車維修界別及汽車／零件零售界別；調查的機構分為六個門類，分別從政府統計處的香港標準行業分類資料庫及本會提供的附加調查機構中選出。

| <u>門類</u> | <u>業務性質</u> | <u>機構數目</u> |
|-----------|---------------------------------|-------------|
| (i) | 汽車的裝嵌 (HSIC 290000) | 59 |
| (ii) | 汽車及電單車維修服務 (HSIC 951000) | 2 908 |
| (iii) | 汽車零售店 (HSIC 477301) | 618 |
| (iv) | 電單車零售店 (HSIC 477302) | 23 |
| (v) | 汽車及電單車配件及零件零售店 (HSIC 477303) | 457 |
| (vi) | 附加調查機構包括政府部門、公共事業、擁有車隊的公司及教育機構 | 57 |

(註：HSIC 代表香港標準行業分類)

1.5 根據政府統計處的資料，2013 年第三季屬門類一至五的機構共有 4 065 間。由於資源有限，本會採用分層隨機抽樣方法，選取了 466 間機構作為調查對象，加上 57 間附加調查機構，抽選的調查機構共有 523 間。調查的抽樣方案載於附錄 3，抽樣機構的僱員數目約佔業內整體人力的 54%。

調查方法

1.6 調查表連同有關文件於調查前兩星期寄予選定機構。調查期內，政府統計處職員到訪各機構，收取填妥的表格，並於需要時協助僱主填表。

1.7 每間機構會收到汽車維修界別及汽車／零件零售界別的問卷各一份，僱主可根據其業務性質填寫其中一份或兩份問卷。

1.8 調查完畢後，收回的問卷均經複核，必要時並與有關機構核實，然後交由政府統計處作資料處理。所得的數字其後經統計學方法倍大，以反映調查期間本業整體人力情況。

調查回應

1.9 526 間機構中（包括 3 間於調查期間發現的新機構），423 間（即 80%）提供所需資料；17 間不再從事本業，或沒有僱用技術人力；46 間已結業、合併或暫停營業；7 間沒有提供適當人員填寫調查表，15 間已搬遷而無法聯絡；10 間只提供部分資料；8 間拒絕提供資料。有效填覆率為 98.2%¹。

調查報告

1.10 本報告書列載是次調查結果、本會對汽車業的人力需求預測，以及回應有關需求的建議措施。報告書內，「人力」、「僱員」及「工人」均指所有在調查期間受僱從事業內 39 個主要職務的人員（受訓者及學徒除外）。「受訓者」指正在接受各種形式訓練，包括簽有學徒合約人士。調查所包括的汽車業內 39 個主要職務及工作說明載於附錄 5。

¹ 有效填覆率 = $\frac{\text{完成問卷} + \text{提供部分資料}}{\text{完成問卷} + \text{提供部分資料} + \text{拒絕提供資料}} = \frac{423 + 10}{423 + 10 + 8} = 98.2\%$

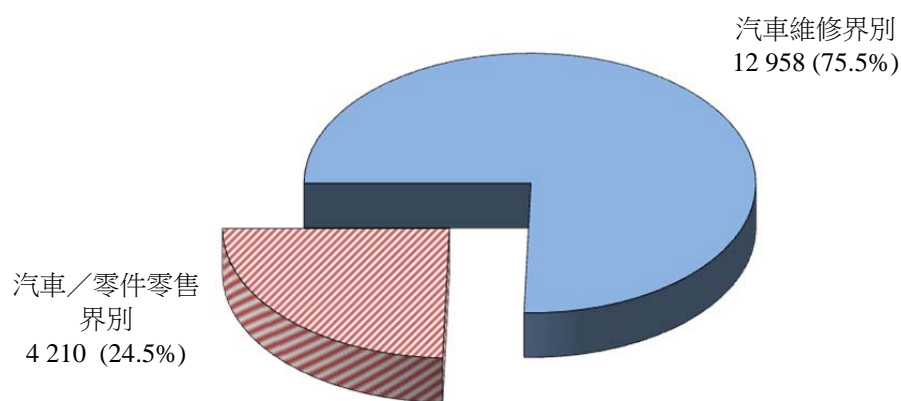
第二章

調查結果摘要

僱員人數

2.1 調查顯示，在調查期間，本港汽車業各主要職務共僱有 17 168 人，其中 12 958 人(75.5%)受僱於汽車維修界別，4 210 人(24.5%)受僱於汽車／零件零售界別。按界別劃分的僱員分布情況見圖 1。

圖 1 汽車業各界別的僱員分布情況



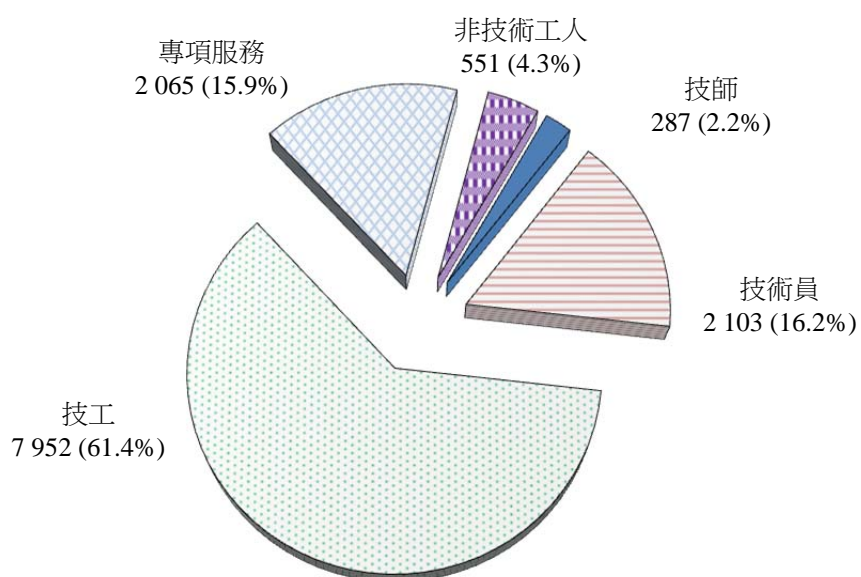
汽車維修界別

2.2 汽車維修界別各技能等級的僱員分布情況（受訓者除外）見表 A 及圖 2。

表 A 汽車維修界別各技能等級的僱員分布情況

| 技能等級 | 僱員人數 | 佔僱員總數百分比 |
|-------|--------|----------|
| 技師 | 287 | 2.2% |
| 技術員 | 2 103 | 16.2% |
| 技工 | 7 952 | 61.4% |
| 專項服務 | 2 065 | 15.9% |
| 非技術工人 | 551 | 4.3% |
| 總數 | 12 958 | 100.0% |

圖 2 汽車維修界別各技能等級的僱員分布情況



2.3 調查期間，汽車維修界別共有 645 名受訓者，佔其總人力 5%。按技能等級劃分的分布情況見表 B。

表 B 汽車維修界別各技能等級受訓者的分布情況

| 技能等級 | 受訓人數 | 佔同級僱員總數的百分比 |
|-------|-----------|-------------|
| 技師 | 3 | 1.0% |
| 技術員 | 16 (3) | 0.8% |
| 技工 | 617 (308) | 7.8% |
| 專項服務 | 9 (146) | 0.4% |
| 非技術工人 | 0 | - |
| 總數 | 645 | 5.0% |

註：括弧內的數字為僱主預計未來 12 個月內新招聘的學徒人數。

2.4 據僱主填報，在調查期間，汽車維修界別的空缺共有 904 個，佔其總人力約 7.0%。按技能等級劃分的空缺分布情況見表 C。

表 C 汽車維修界別各技能等級的空缺分布情況

| 技能等級 | 空缺額 | 佔同級僱員總數的百分比 |
|-------|-----|-------------|
| 技師 | 3 | 1.0% |
| 技術員 | 77 | 3.7% |
| 技工 | 530 | 6.7% |
| 專項服務 | 252 | 12.2% |
| 非技術工人 | 42 | 7.6% |
| 總數 | 904 | 7.0% |

2.5 僱主預計 2015 年時，汽車維修界別將有僱員 14 028 人（受訓者除外）— 較 2014 年實地調查期間所錄得的僱員及空缺總數增加 1.2%。按技能等級劃分的僱員分布情況見表 D。

表 D 汽車維修界別各技能等級預計僱員人數

| 技能等級 | 調查期間的 僱員及空缺總數 | 僱主預計 2015 年的 僱員人數 |
|-------|------------------|----------------------|
| 技師 | 290 | 291 |
| 技術員 | 2 180 | 2 187 |
| 技工 | 8 482 | 8 575 |
| 專項服務 | 2 317 | 2 382 |
| 非技術工人 | 593 | 593 |
| 總數 | 13 862 | 14 028 |

2.6 汽車維修界別各技能等級僱員的每月收入幅度分布情況詳載於表 E；按主要職務劃分的月入分布則載於附錄 6 表三。

表 E 汽車維修界別各技能等級
根據每月總收入幅度劃分的僱員分布情況

| 每月收入幅度 | 技師 | 技術員 | 技工 | 專項服務 | 非技術工人 | 總數 |
|---------------------|-----|-------|-------|-------|-------|--------|
| \$8,001 以下 | - | - | - | - | 18 | 18 |
| \$8,001 - \$10,000 | - | 32 | 1 380 | 415 | 379 | 2 206 |
| \$10,001 - \$15,000 | - | 284 | 3 292 | 1 147 | 139 | 4 862 |
| \$15,001 - \$20,000 | 1 | 591 | 2 406 | 366 | - | 3 364 |
| \$20,001 - \$25,000 | 60 | 570 | 284 | 1 | - | 915 |
| \$25,001 - \$35,000 | 70 | 332 | - | - | - | 402 |
| \$35,000 以上 | 118 | 22 | - | - | - | 140 |
| 未列明 | 38 | 272 | 590 | 136 | 15 | 1 051 |
| 總數 | 287 | 2 103 | 7 952 | 2 065 | 551 | 12 958 |

2.7 僱主對技師、技術員、技工及專項服務級僱員宜有教育程度、訓練方式及訓練期的意見載於圖 3 至圖 5。

圖 3 汽車維修界別各技能等級
僱主認為僱員宜有的教育程度

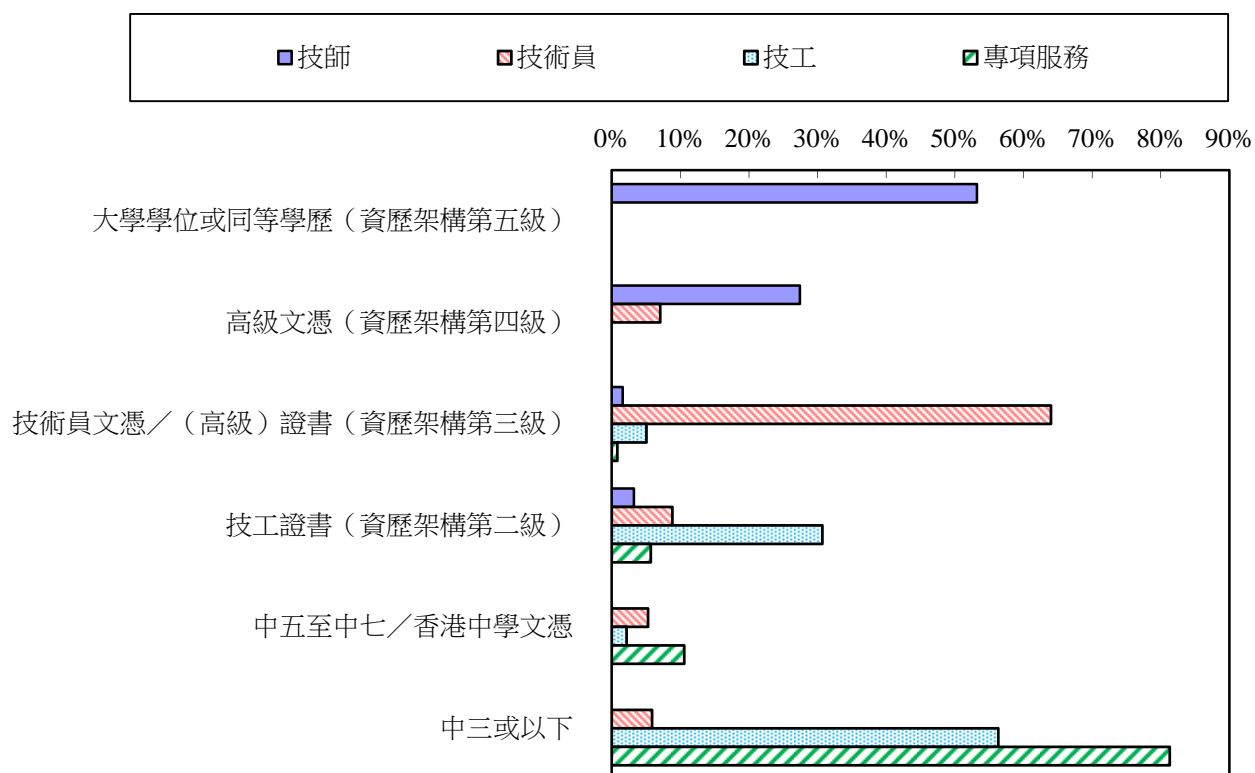


圖 4 汽車維修界別各技能等級
僱主認為僱員宜有的訓練方式

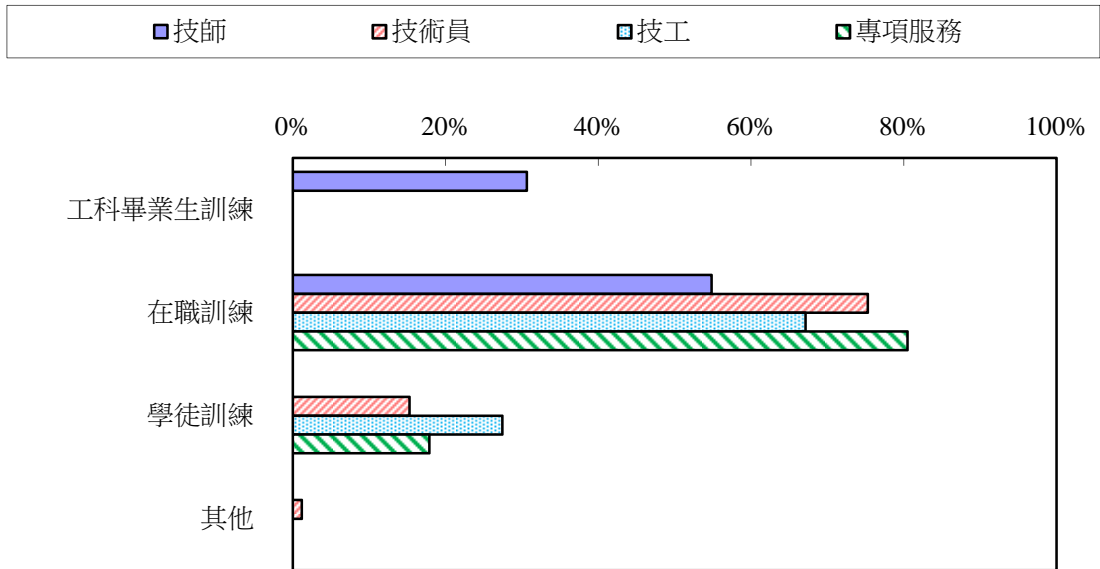
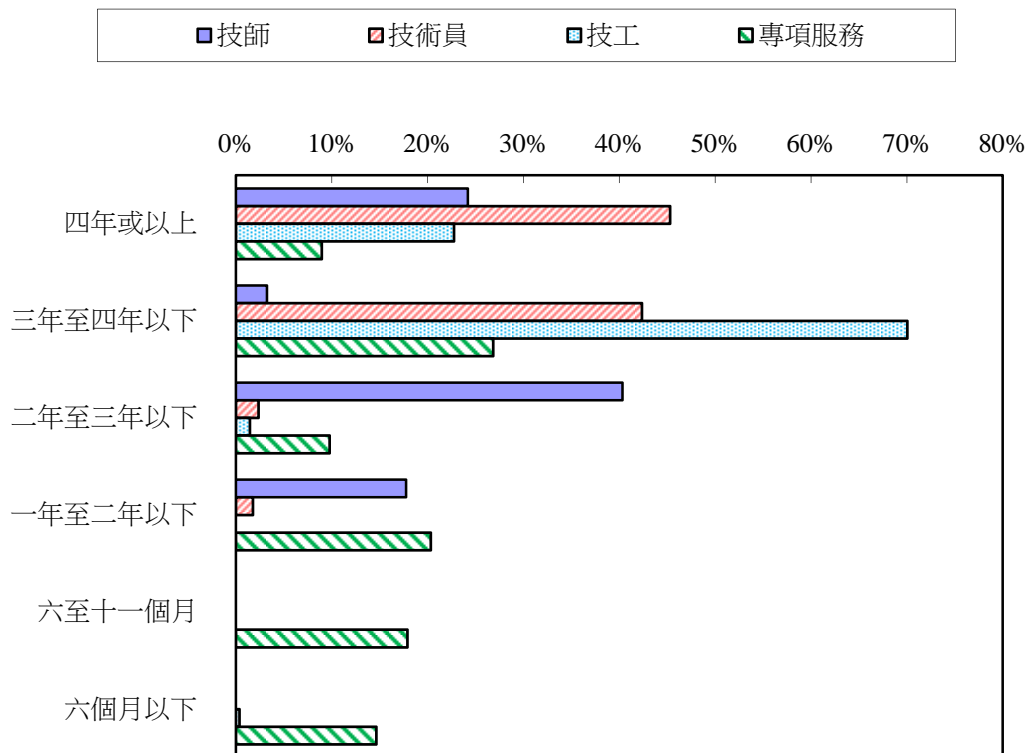
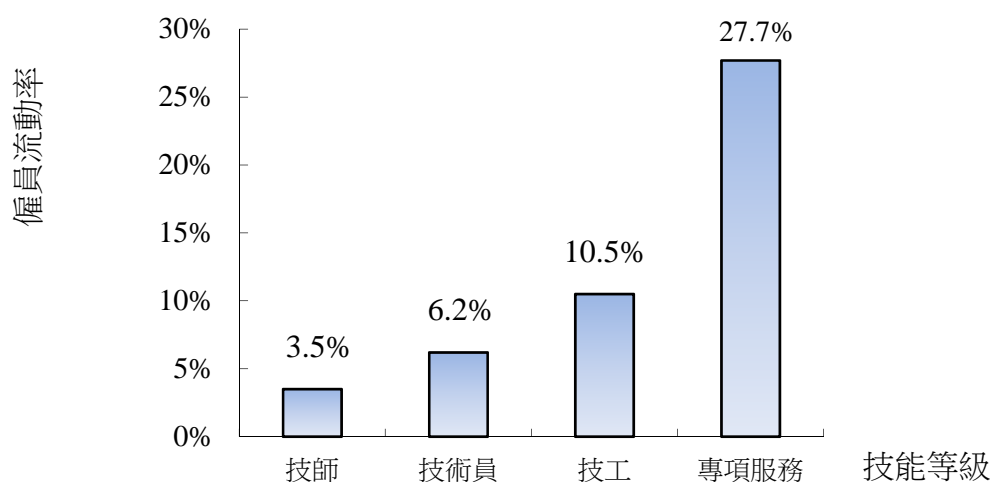


圖 5 汽車維修界別各技能等級
僱主認為僱員宜有的訓練期



2.8 據僱主填報，調查前 12 個月內汽車維修界別共有 1 546 名技師、技術員、技工及專項服務級僱員離職（相當於這些技能等級職位總數的 12.5%）。其中，技工及專項服務級僱員離職人數最多，共錄得 1 405 人。汽車維修界別的僱員流動率見圖 6。

圖 6 汽車維修界別僱員流動率



2.9 僱主預計未來五年內汽車維修界別的退休僱員人數見表 F。

表 F 汽車維修界別未來五年預計退休僱員人數

| 技能等級 | 調查期間僱員人數 | 僱主預計未來五年內退休僱員人數 | 平均每年退休率 |
|------|----------|-----------------|---------|
| 技師 | 287 | 34 | 2.4% |
| 技術員 | 2 103 | 190 | 1.8% |
| 技工 | 7 952 | 627 | 1.6% |
| 專項服務 | 2 065 | 58 | 0.6% |
| 總數 | 12 407 | 909 | 1.5% |

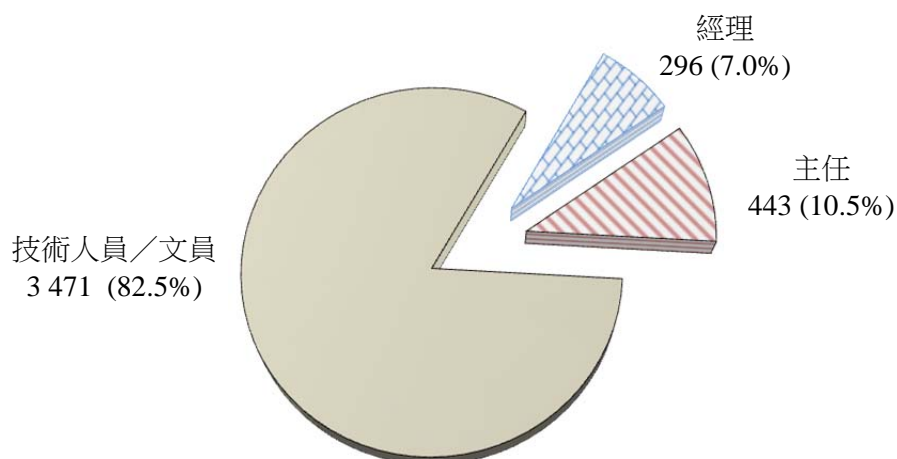
汽車／零件零售界別

2.10 汽車／零件零售界別各技能等級的僱員分布情況見表 G 及圖 7。

表 G 汽車／零件零售界別各技能等級的僱員分布情況

| 技能等級 | 僱員人數 | 佔僱員總數百分比 |
|---------|-------|----------|
| 經理 | 296 | 7.0% |
| 主任 | 443 | 10.5% |
| 技術人員／文員 | 3 471 | 82.5% |
| 總數 | 4 210 | 100.0% |

圖 7 汽車／零件零售界別各技能等級的僱員分布情況



2.11 調查期間，汽車／零件零售界別並無受訓人員。

2.12 據僱主填報，在調查期間，汽車／零件零售界別的空缺共有 115 個，佔其總人力約 2.7%。按技能等級劃分的空缺分布情況見表 H。

表 H 汽車／零件零售界別各技能等級的空缺分布情況

| 技能等級 | 空缺額 | 佔同級僱員總數的百分比 |
|---------|-----|-------------|
| 經理 | 0 | - |
| 主任 | 3 | 0.7% |
| 技術人員／文員 | 112 | 3.2% |
| 總數 | 115 | 2.7% |

2.13 僱主預計 2015 年時，汽車／零件零售界別將有僱員 4 342 人 - 較 2014 年實地調查期間所錄得的僱員及空缺總數增加 0.4%。按技能等級劃分的僱員分布情況見表 I。

表 I 汽車／零件零售界別各技能等級預計 2015 年僱員人數

| 技能等級 | 調查期間的 僱員及空缺總數 | 僱主預計 2015 年的 僱員人數 |
|---------|------------------|----------------------|
| 經理 | 296 | 298 |
| 主任 | 446 | 446 |
| 技術人員／文員 | 3 583 | 3 598 |
| 總數 | 4 325 | 4 342 |

2.14 汽車／零件零售界別各技能等級僱員的每月收入幅度分布情況詳載於表 J；按門類及主要職務劃分的月入分布則載於附錄 6 表四。

表 J 汽車／零件零售界別各技能等級
根據每月總收入幅度劃分的僱員分布情況

| 每月收入幅度 | 經理 | 主任 | 技術人員／文員 | 總數 |
|---------------------|-----|-----|---------|-------|
| \$8,001 以下 | - | - | - | - |
| \$8,001 - \$10,000 | - | - | 286 | 286 |
| \$10,001 - \$15,000 | 2 | 79 | 1 349 | 1 430 |
| \$15,001 - \$20,000 | 8 | 126 | 707 | 841 |
| \$20,001 - \$25,000 | 8 | 128 | 329 | 465 |
| \$25,001 - \$35,000 | 72 | 37 | 250 | 359 |
| \$35,000 以上 | 127 | 31 | 109 | 267 |
| 未列明 | 81 | 42 | 441 | 564 |
| 總數 | 298 | 443 | 3 471 | 4 212 |

2.15 僱主對經理、主任及技術人員／文員級僱員宜有教育程度及年資的意見載於圖 8 及圖 9。

圖 8 汽車／零件零售界別各技能等級
僱主認為僱員宜有的教育程度

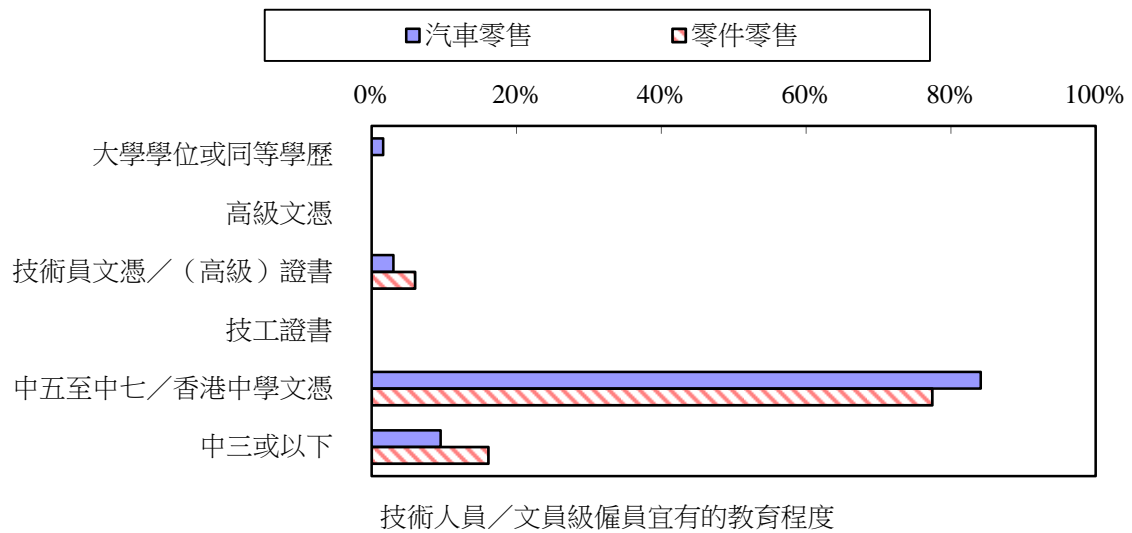
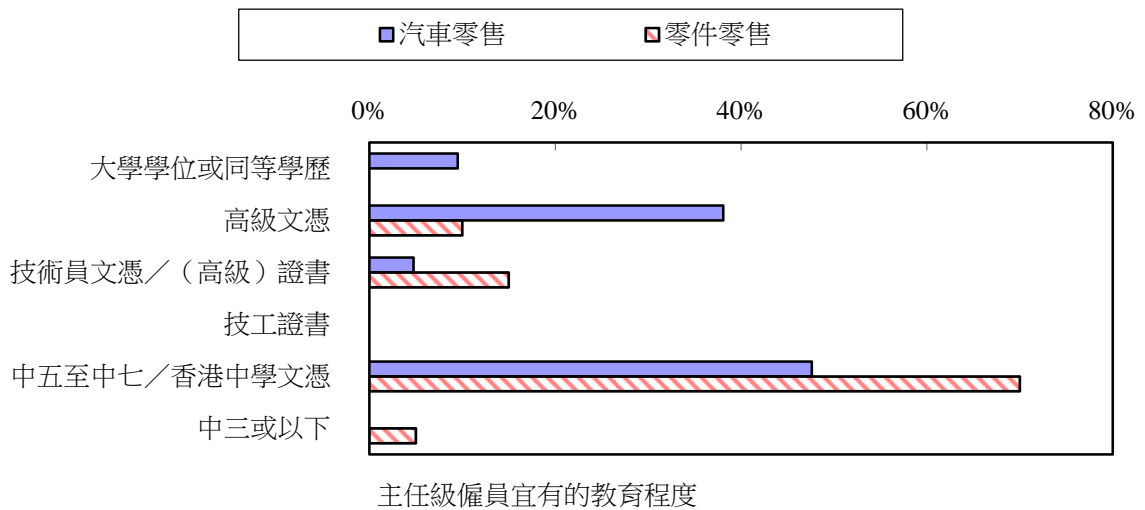
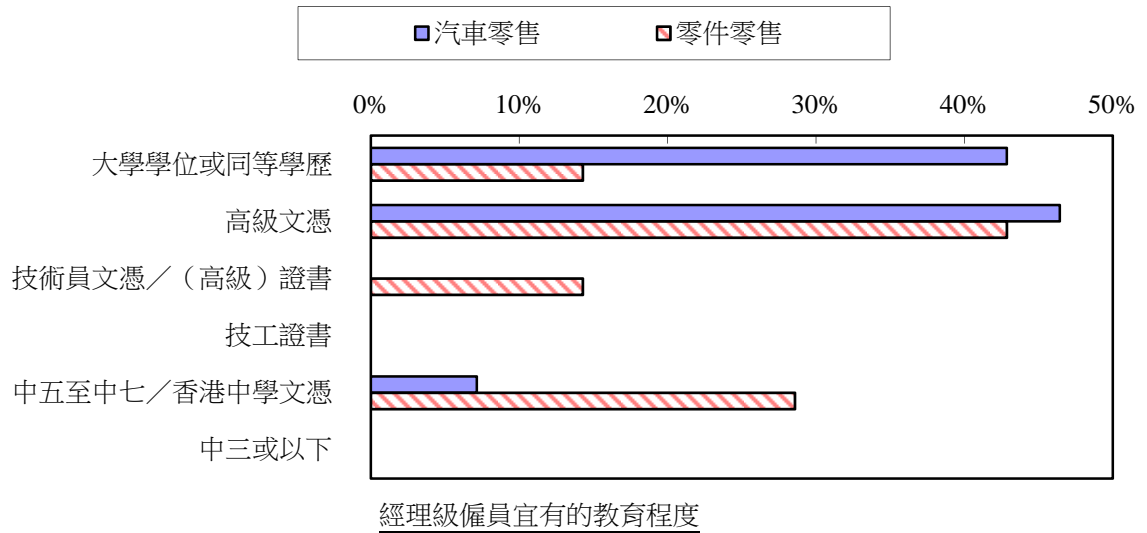
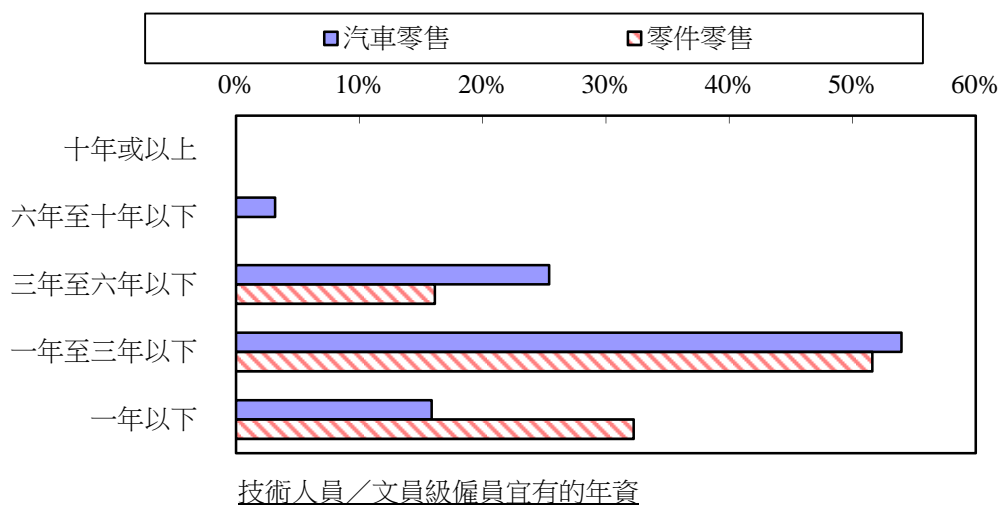
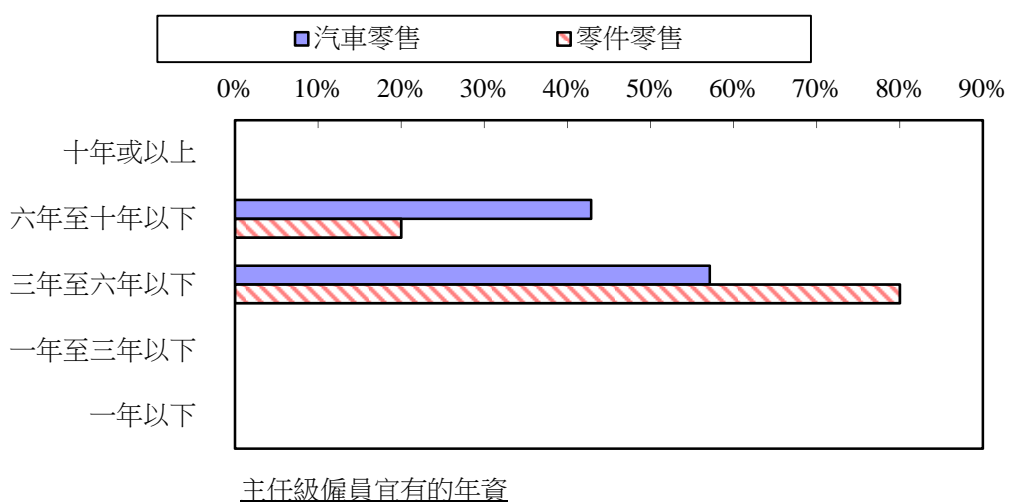
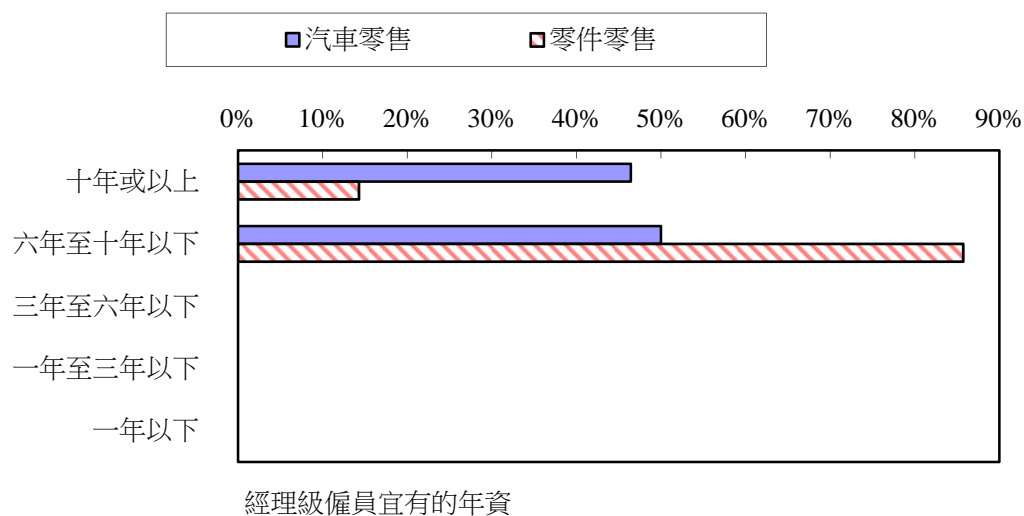
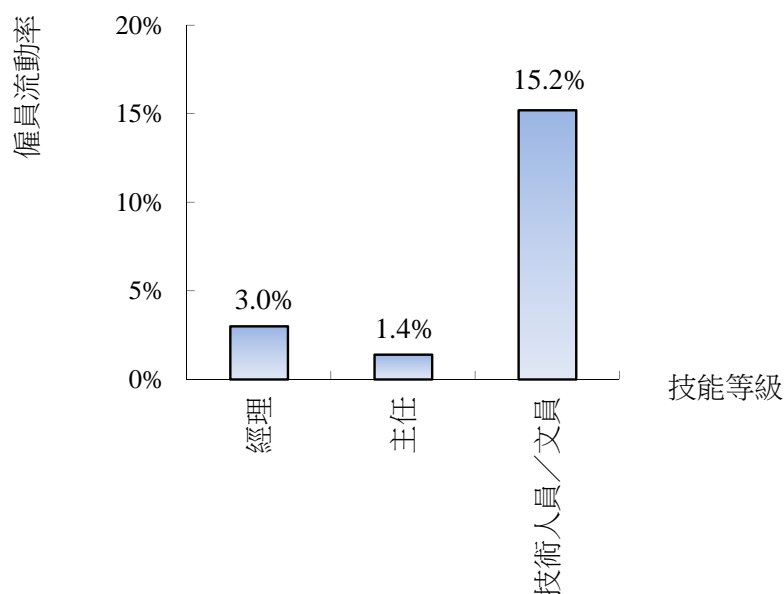


圖 9 汽車／零件零售界別各技能等級僱主認為僱員宜有的年資



2.16 據僱主填報，調查前 12 個月內汽車／零件零售界別共有 544 名僱員離職（相當於職位總數的 12.9%）。其中，技術人員／文員的離職人數最多，共錄得 529 人。汽車／零件零售界別的僱員流動率見圖 10。

圖 10 汽車／零件零售界別的僱員流動率



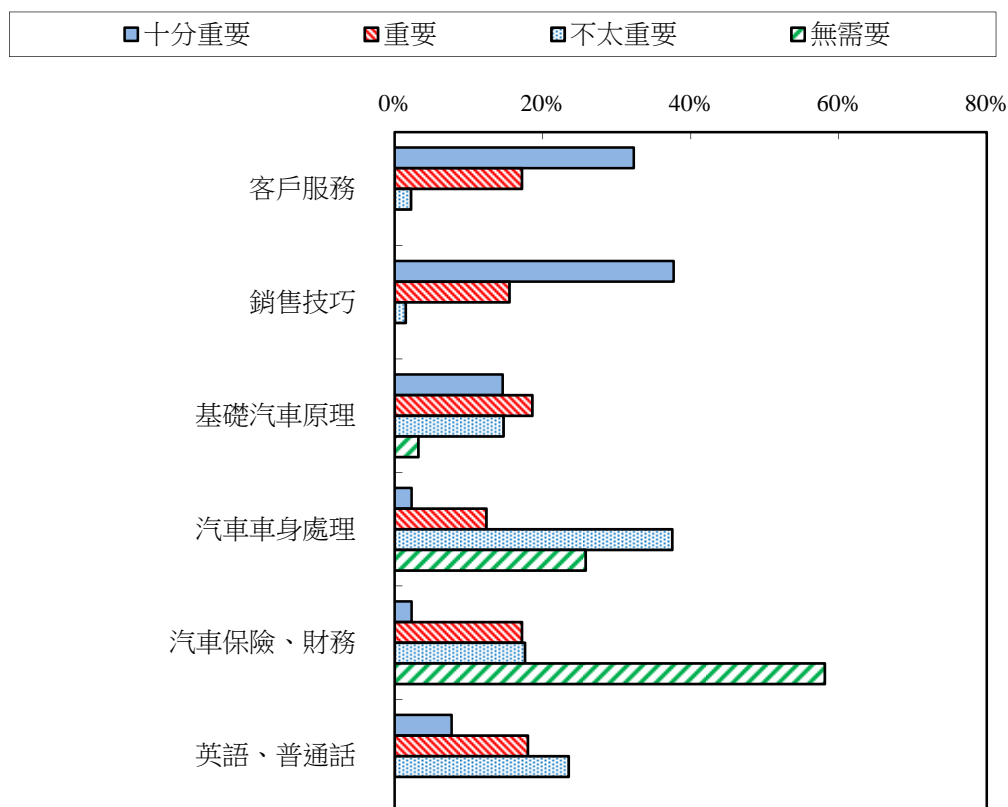
2.17 僱主預計未來五年內汽車／零件零售界別的退休僱員人數見表 K。

表 K 汽車／零件零售界別未來五年預計退休僱員人數

| 技能等級 | 調查期間 僱員人數 | 僱主預計未來五年 內退休僱員人數 | 平均每年 退休率 |
|---------|--------------|---------------------|-------------|
| 經理 | 296 | 7 | 0.5% |
| 主任 | 443 | 25 | 1.1% |
| 技術人員／文員 | 3 471 | 172 | 1.0% |
| 總數 | 4 210 | 204 | 1.0% |

2.18 是次調查請僱主評估汽車／零件零售界別前線銷售人員在六項訓練範疇的培訓需求。僱主的意見載於圖 11。

圖 11 汽車／零件零售界別前線銷售人員的培訓需求



統計表

2.19 汽車業各界別、技能等級及主要職務的詳細人力統計數字（包括僱員人數、受訓人數、空缺額，以及僱主預計 2015 年的僱員人數），分別載於附錄 6 表一及表二。

第三章

結 論

人力變化

3.1 本會仔細審閱調查結果後，認為所得資料大致能反映調查期間汽車業的就業情況。

3.2 是次調查顯示，實地調查期間，汽車業內的汽車維修界別共有 12 958 名僱員（不包括 645 名受訓者），與 2012 年調查所錄得的僱員人數（12 896 人）相當接近。這反映此界別過去兩年的人力保持穩定。下表比較 2012 年與 2014 年調查各技能等級的人力情況；出現下列人力變化，或由於兩次調查中，填覆者對主要職務的詮釋有所不同。

| 技能等級 | 2012 年 僱員人數 (a) | 2014 年 僱員人數 (b) | 人力變化 (c = b - a) | 每年變化 (d = c/2a) |
|-------|-----------------------|-----------------------|---------------------|--------------------|
| 技師 | 249 | 287 | 38 | 7.6% |
| 技術員 | 1 873 | 2 103 | 230 | 6.1% |
| 技工 | 8 481 | 7 952 | -529 | -3.1% |
| 專項服務 | 1 565 | 2 065 | 500 | 16.0% |
| 非技術工人 | 728 | 551 | -177 | -12.2% |
| 總數 | 12 896 | 12 958 | 62 | 0.24% |

3.3 香港的車輛數目與汽車維修界別總人力的比較見附錄 7。雖然過去三十年間，領牌車輛數目上升 2.7 倍（由 1984 年 258 799 輛增至 2014 年 6 月 690 052 輛），但汽車維修界別的人力卻相對穩定（由 1984 年 12 212 人微增至 2014 年 12 958 人，增幅為 6.1%）。

3.4 本會根據過去十次調查所得的資料，整理出汽車維修界別各技能等級技術僱員的分布情況（見附錄 8）。在 2010 年調查中，本會擴大調查範圍至涵蓋「汽車／零件零售界別」。由於該界別聘用大量清潔工及加滑油工，以致「非技術工人」級的人力突然飆升。在 2012 年調查，本會新增五個主要職務，亦令專項服務級的人力大幅增加。

3.5 相對而言，汽車／零件零售界別的人力於過去兩年增加 8.1%，主要是受汽車銷量上升帶動（2012 年及 2013 年分別有 45 121 輛及 50 523 輛新車登記）。各技能等級的人力變化如下：

| 技能等級 | 2012 年 僱員人數 (a) | 2014 年 僱員人數 (b) | 人力變化 (c = b - a) | 每年變化 (d = c/2a) |
|-------------|-----------------------|-----------------------|---------------------|--------------------|
| 經理 | 236 | 296 | 60 | 12.7% |
| 主任 | 521 | 443 | -78 | -7.5% |
| 技術人員／ 文員 | 3 136 | 3 471 | 335 | 5.3% |
| 總數 | 3 893 | 4 210 | 317 | 4.07% |

行業前景

3.6 本會對汽車業的前景感樂觀。隨著香港汽車的數量持續上升，汽車／零件零售界別及汽車維修界別需保持足夠的人力應付需求。此外，本會認為影響汽車業增長的主因如下：

- (a) 過去數十年，汽車的設計及品質愈趨優良，大大改善了車輛的可靠性，導致傳統維修工作需求下降。相反，現今的車輛廣泛採用各種低碳及電子技術，維修工人必須掌握最新知識技能，並學懂使用先進精密的維修及檢測設備。中小型車房因缺乏製造商的專門工具，經營更趨困難。

- (b) 不少青年人雖然對學習汽車技術感興趣，但願意投身業界者卻寥寥可數。即使有新進加入，但業內的流動率仍然高企，原因為某些其他行業提供更吸引人的薪酬和發展前景。為了促進汽車業健康發展，業界應投放更多資源以培育人才。
- (c) 過去兩年，因租金高企及適合經營車房的物業不多，部分機構已結業或合併。估計未來幾年情況會持續。

3.7 香港特別行政區政府轄下的機電工程署於 2007 年 1 月為汽車業在職技工推行「車輛維修技工自願註冊計劃」。凡具備所需資格及／或經驗的車輛維修技工，包括汽車機械工、汽車電工、車身修理工及建造工、汽車噴漆工，以及其他七類專項服務技工，均可按計劃的相關服務類別自願註冊。此計劃有助公眾更容易辨識已註冊的車輛維修技工，並可提升汽車維修業的專業形象。截至 2014 年 8 月 31 日，註冊名單內共有 6 885 名汽車技工，佔 2014 年人力調查所錄得 11 個相關主要職務人力的 76%。

3.8 機電工程署於 2012 年發布《車輛維修工場實務指引》，並邀請同意遵守實務指引的本地汽車維修工場簽署「車輛維修工場約章」。該實務指引及約章計劃強調聘用已註冊的汽車維修技工，以及為員工提供適當培訓以改善服務質素的重要性。

3.9 2014 年，機電工程署轄下的車輛維修技術諮詢委員會決定加快推行「車輛維修工場自願註冊計劃」。委員會亦建議，在自願註冊計劃取得相當高的參與率時，應考慮立法實施強制性的車輛維修工場及技工註冊計劃。

未來人力需求

3.10 調查期間，汽車維修界別及汽車／零件零售界別的空缺額分別佔人力的 7.0%及 2.7%。僱主預測，調查後 12 個月內，本業所需的僱員會由 18 187 人（即現有僱員人數加空缺額）微增至 18 370 人，增幅為 1.0%。

| 界別 | 技能等級 | 調查期間 (2014 年) 僱員人數 | 調查期間 空缺額 | 僱主預計 12 個月後 的人力 | 僱主預計 人力淨增長 |
|-------------|-------------|--------------------------|-------------|-----------------------|---------------|
| 汽車維修 | 技師 | 287 | 3 | 291 | 0.3% |
| | 技術員 | 2 103 | 77 | 2 187 | 0.3% |
| | 技工 | 7 952 | 530 | 8 575 | 1.1% |
| | 專項服務 | 2 065 | 252 | 2 382 | 2.8% |
| | 非技術工人 | 551 | 42 | 593 | 0.0% |
| | 分類總數 | 12 958 | 904 | 14 028 | 1.2% |
| 汽車／ 零件零售 | 經理 | 296 | 0 | 298 | 0.7% |
| | 主任 | 443 | 3 | 446 | 0.0% |
| | 技術人員／ 文員 | 3 471 | 112 | 3 598 | 0.4% |
| | 分類總數 | 4 210 | 115 | 4 342 | 0.4% |
| 總數 | | 17 168 | 1 019 | 18 370 | 1.0% |

3.11 本會考慮到各種因素，並採用調節過濾法 (Adaptive Filtering Method, AFM -- 有關說明載於附錄 9) 推算出 2015 年至 2018 年間技師、技術員及技工的人力，詳細數字載於附錄 10。運用調節過濾法時，本會決定將參數「A」的數值定為 0.7，方便作中期趨勢預測。

3.12 為免與技術員級中的主要職務「維修監督」混淆，本會自 2000 年調查起，將屬技工級主要職務的「管工」職位刪除。此舉可能令部分實際上負責督導工作的技工級僱員於該年及往後的調查中，被誤列入為「維修監督」或其他技術員級職務。為更準確估計本業的人力及培訓需求，本會於 2000 年調查進行人力推算時，決定將 260 名(16.28%) 技術員級人員撥入技工級。往後的人力調查（包括是次調查）亦跟隨此做法。

3.13 至於汽車維修界別因「僱員流失」（即僱員因故離開本業）而損失的人力，本會考慮到汽車科技日新月異、本業人力老化等因素後，決定繼續把技師、技術員及技工級的每年流失率分別定為 3%、4% 及 5%。

3.14 本會根據 AFM 推算的人力增長數字，加上補充流失人手所需的人數後，得出未來四年汽車維修界別各技能等級每年平均需培訓的僱員人數如下：

2015 年至 2018 年間
汽車維修界別每年平均需培訓的僱員人數（數字未經調整）

| <u>技能等級</u> | <u>每年需培訓的人數</u> |
|-------------|-----------------|
| 技師 | 17 |
| 技術員 | 117 |
| 技工 | 348 |

3.15 由於 AFM 乃根據過往幾次人力調查的僱員人數進行推算，當中並沒考慮汽車維修界別空缺額續增的情況，故本會認為第 3.14 段所列的每年需培訓人數或低估了實際情況。為了能夠在三年內填補空缺，本會建議按 2014 年調查所得的空缺額調高每年所需培訓人數（加上空缺總數的三分之一）。經調整後的數字為：

2015 年至 2018 年間
汽車維修界別每年平均需培訓的僱員人數（經調整後）

| <u>技能等級</u> | <u>每年需培訓的人數</u> |
|-------------|-----------------|
| 技師 | 18 |
| 技術員 | 143 |
| 技工 | 524 |

各主要職務需培訓的僱員人數見附錄 11 表一。

3.16 由於 2010 年前的人力調查尚未納入汽車／零件零售界別，可供用以分析趨勢的歷史數據有限，因此本會決定採用僱主的一年期預測數字。根據人力增長及自然流失率（3%）計算，2015 年所需培訓的人數如下：

2015 年汽車／零件零售界別
每年需培訓的僱員人數

| <u>技能等級</u> | <u>每年需培訓的人數</u> |
|-------------|-----------------|
| 經理 | 11 |
| 主任 | 16 |
| 技術人員／文員 | 233 |

各主要職務需培訓的僱員人數見附錄 11 表二。

第四章

建 議

4.1 本會預計汽車業對技術人員，特別是較高技能等級者會續有需求。

4.2 為應付預計所需的人力，業界應推行培訓計劃，規模如第 3.15 及 3.16 段所述。

4.3 就汽車維修界別而言，僱主進行人力規劃時，應注意每年平均需招聘的受訓者人數，分別約為現時技師、技術員及技工級人數的 6.3%、6.8% 及 6.6%。至於汽車／零件零售界別，每年平均需招聘的受訓者人數，分別約為該界別內經理、主任及技術人員／文員級人數的 3.7%、3.6% 及 6.7%。

4.4 本會了解汽車業僱主近年面對租金高企及人手短缺等經營困難；然而，除非僱主願意及能夠培訓和挽留足夠的技術人才以應付人力需求，否則本業的發展將會受到影響。因此，本會呼籲僱主加大力度推廣汽車業的事業前景，吸引更多青年人入行及長期留在汽車業工作。

4.5 行政長官在《二零一四年施政報告》內，宣布推行職業教育和就業支援先導計劃（又稱「職」學創前路先導計劃），以助人手需求殷切的行業吸引更多青年人參加學徒訓練計劃。透過僱主、政府及職業訓練局[VTC]三方通力合作，「職」學創前路先導計劃為青年人提供清晰的升學及事業發展路徑，讓他們接受在職培訓的同時，亦可賺取不錯的薪酬。參與計劃的學生會於「邊學習邊工作」期內，獲得下列工資及獎勵津貼：

- (i) 每月工資最少 8,000 元（技工學徒）或 9,000 元（技術員學徒）¹；
- (ii) 僱主或行業發放合共 30,800 元的津貼；以及
- (iii) 政府發放合共 72,000 元的津貼。

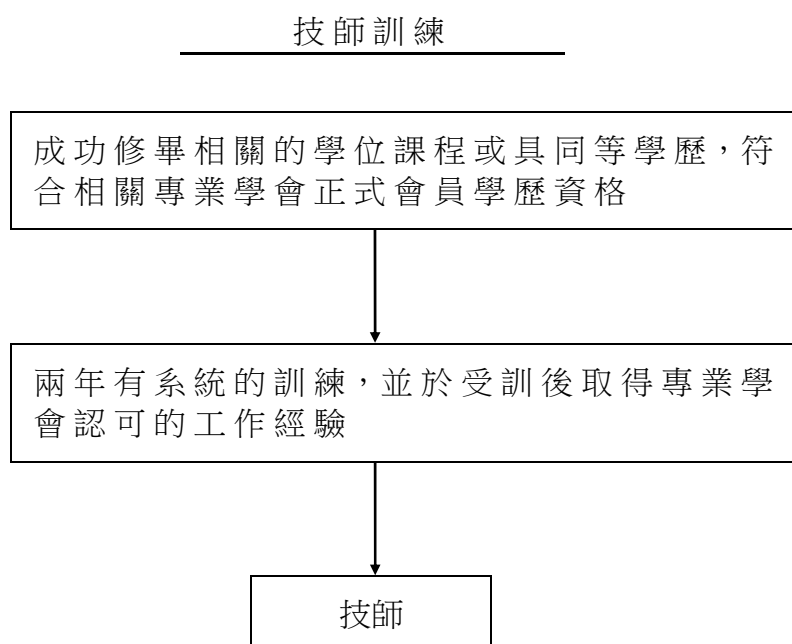
2014/15 學年，65 名中專教育文憑課程（汽車科技）學生參加「職」學創前路先導計劃。本會建議僱主應善用計劃，為業界吸引更多新血及挽留人才。

技師級訓練

4.6 本業的技師通常擔任工程師和維修部經理職務。他們具備機械工程或陸路運輸工程方面的專業知識，並達到專業學會認可的水平。

4.7 技師應能勝任以下工作：分析及解決廣泛的技術問題；獨立發展及應用工程學原理；具創見及判斷力；運用最新的科技知識執行工作；以及管理各種商業及技術任務。

4.8 建議訓練技師的途徑如下：



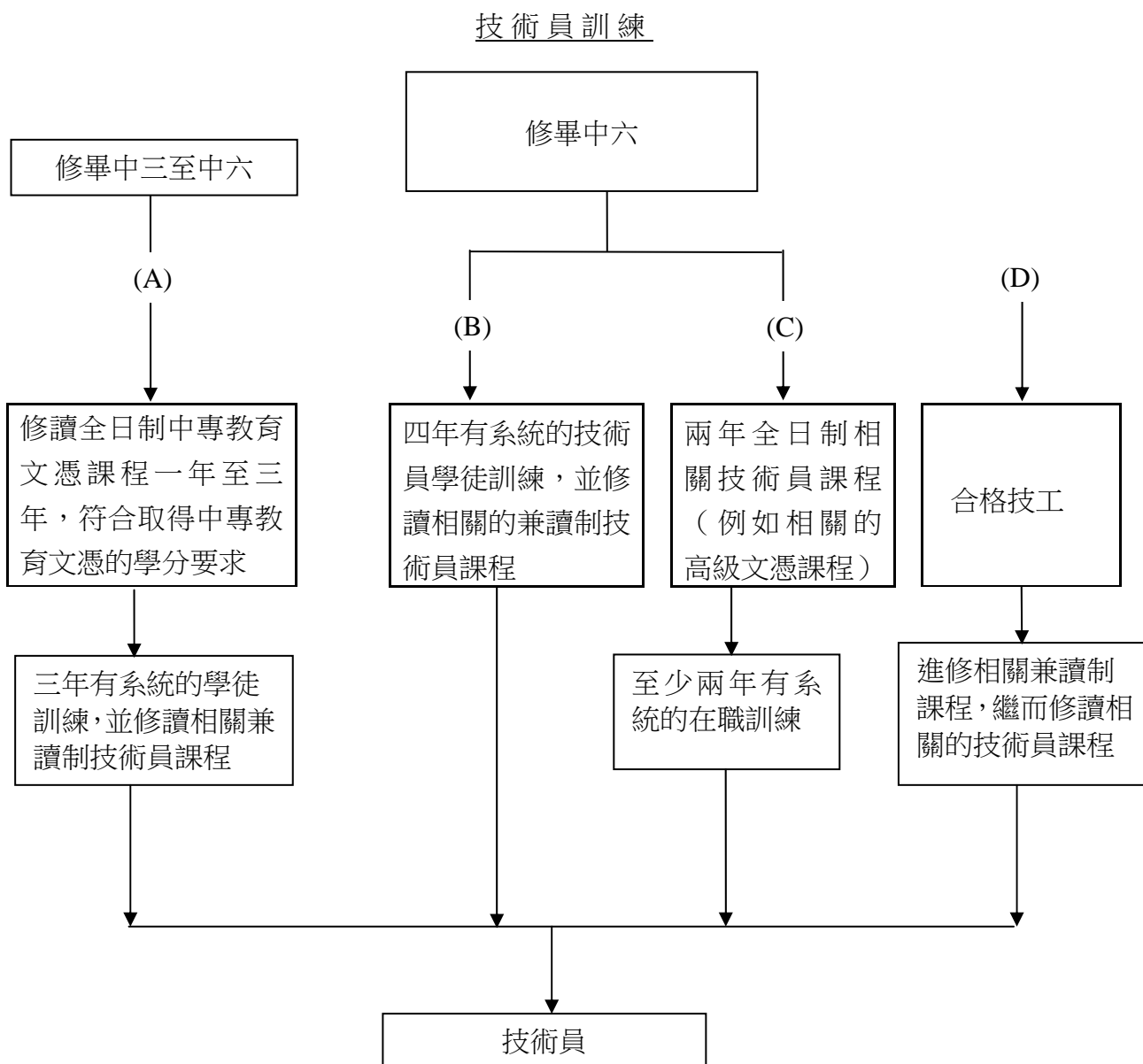
¹ 完成培訓後，畢業生的起薪點分別為 10,500 元（技工學徒）及 12,000 元（技術員學徒）。

4.9 雖然本地大學並無開辦汽車工程學學位課程，但機械工程學工學士學位或相關課程的畢業生符合擔任汽車業見習技師的學歷要求。此外，部分僱主亦常以內部晉升填補空缺。由於第 3.15 段所載每年所需培訓的技師人手不多（18 人），故本會認為未來幾年的人手供應充足。

技術員級訓練

4.10 技術員受過適當教育及實務訓練，具備工作經驗，一般能夠在技師督導下，運用已確立的技術及程序執行技術工作。

4.11 建議訓練技術員的途徑如下：



4.12 大部分僱主均認為技術員宜考獲高級證書或更高資格，作為其事業的進階基礎。

4.13 途徑（D）雖可為有志技工提供晉升至技術員的機會，但不宜過度依賴這個途徑訓練技術員。

4.14 香港專業教育學院[IVE]開辦全日制汽車工程高級文憑課程。估計 2014 年至 2017 年間投身汽車業的畢業生人數如下：

2014 年至 2017 年間投身汽車業的
全日制汽車工程高級文憑課程畢業生人數

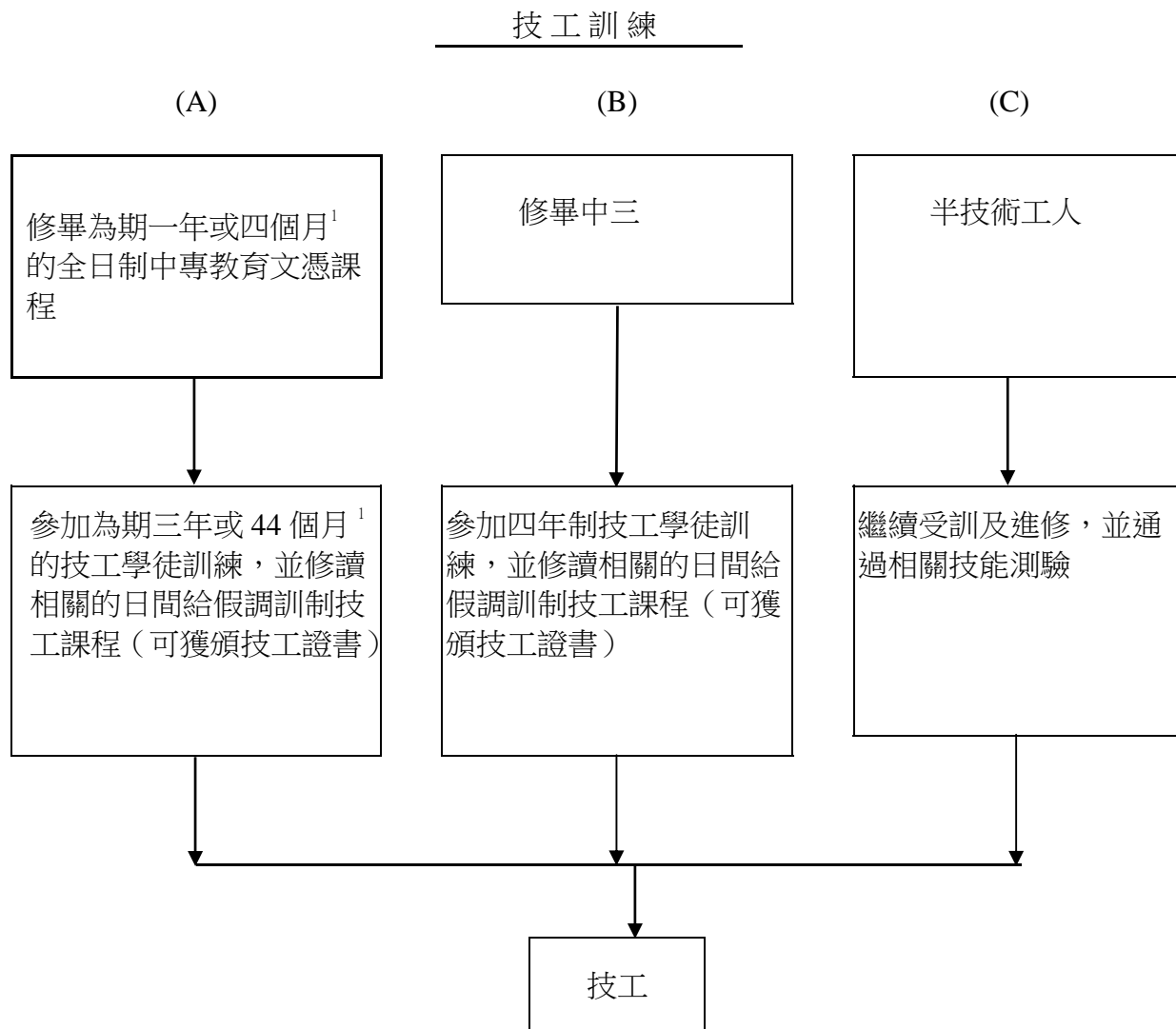
| <u>課程</u> | <u>2014</u> | <u>2015</u> | <u>2016</u> | <u>2017</u> |
|-----------|-------------|-------------|-------------|-------------|
| 汽車工程 | 54 | 40 | 50 | 55 |
| 高級文憑 | （實際數字） | （推算數字） | （推算數字） | （推算數字） |

4.15 相對於第 3.15 段所載的預計每年所需培訓技術員人手（143 人），上述畢業生的人數明顯不足。僱主需透過內部晉升或招聘其他相關課程（如機械工程高級文憑課程）的畢業生以填補差額。

技工級訓練

4.16 技工須精於實務，並具備相當的技術知識，方可配合最新的科技發展學習新技能。技工最少需具備中三程度。

4.17 建議訓練技工的途徑如下：



4.18 三個訓練途徑中，本會推薦途徑（A），因為參加學徒訓練者已接受基本訓練，故一開始即能擔任生產工作。

4.19 VTC 轄下的青年學院及卓越培訓發展中心（汽車業）辦有相關的技工級訓練課程。汽車業的技工學徒主要來自修畢中三或以上程度全日制中專教育文憑（汽車科技）第一年課程的學生。估計 2014 年至 2017 年間投身汽車業的學生人數如下：

¹ 「職」學創前路先導計劃的「4+4」模式。

2014 年至 2017 年間投身汽車業的
全日制中專教育文憑課程（汽車科技）學生人數

| <u>課程</u> | <u>2014</u> | <u>2015</u> | <u>2016</u> | <u>2017</u> |
|----------------------|--------------|---------------|---------------|---------------|
| 中專教育 文憑 (汽車科技) | 80 (實際數字) | 110 (推算數字) | 110 (推算數字) | 110 (推算數字) |

4.20 與第 3.15 段所載的預計每年所需培訓技工人手（524 人）比較，學生的人數遠低於業界需求。由於中專教育文憑課程的畢業生人數有限，僱主亦會聘請從未受過正規汽車維修訓練的青年人接受四年制技工學徒訓練。然而，即使一併計算三年制及四年制學徒訓練的新註冊技工學徒人數，仍不足以應付業界需求。2014 年 9 月，報讀汽車科技技工證書及汽車車身維修技工證書課程的新生分別約有 170 名及 40 名，合計有 210 名新註冊技工學徒，佔所需技工人手（524 人）僅 40%。僱主或需考慮將部分技工工作轉移給半技術工人。

4.21 汽車業面對人手短缺問題，當中最受打擊的是中小型車房，特別是維修商業車輛的車房。這些車房的地理位置、設施及培訓相對遜色，較難吸引青年人加入。

4.22 相對於汽車機械工及汽車電工兩個工種，車身修理工及汽車噴漆工較不為青年人所熟悉，導致願意入行的新進嚴重不足。為了加強向公眾推廣這兩個工種，本會於 2014 年開始邀請車身修理工及汽車噴漆工學徒參加「最佳汽車學徒比賽」。

汽車業職業教育及訓練

4.23 本會須向 IVE 汽車工程系及卓越培訓發展中心（汽車業）提供意見，協助發展培訓服務。

4.24 除了全日制長期課程外，IVE 汽車工程系及卓越培訓發展中心（汽車業）亦為業內僱員提供各種全日制短期、日間給假調訓制及夜間兼讀制課程，協助培訓本地從業員，以配合香港汽車業的發展所需。

4.25 為應付汽車業的發展需要，從業員在整個職涯中必須抱持終身學習的精神。同時，僱主亦有必要了解僱員在進修上的需要，支持他們修讀／參加增修課程、訓練計劃、研習班及研討會，以掌握最先進的行業技術。

4.26 VTC 亦為僱主提供服務，協助籌辦訓練計劃，包括：

- (i) 法定的**學徒訓練計劃** — 為技術員及技工提供完善訓練，應付業內需求。
- (ii) 「**職**」**學創前路先導計劃** — 透過提供清晰的升學及事業發展路徑，吸引更多青年人加入成為學徒，讓他們接受在職培訓的同時，亦可賺取不錯的薪酬。
- (iii) **工科畢業生訓練計劃** — 協助工科學生及畢業生完成工程師專業訓練。
- (iv) 自願性質的**技能測驗及證書頒發制度** — 旨在確立及認可技術工人的水平。現時汽車業的技能測驗包括下列工種：汽車機械工、汽車電工、車身修理工、汽車噴漆工及電單車機械工。
- (v) **新科技培訓計劃** — 資助本地機構保送僱員學習新科技，資助金額可達訓練費用的 50%。計劃涵蓋各類訓練模式，包括海外訓練課程或工作實習、本地訓練課程，以及專為個別機構而設的本地訓練課程／工作實習。

4.27 本會建議僱主在擬訂訓練計劃和招聘受訓者時，可請 VTC 提供協助。

Automobile Training Board

Membership

(As at 1st October 2014)

Chairman:

Mr LEUNG Tat-ming (nominated by a motor vehicle distributor)

Members:

Mr CHAN Hon-hung (nominated by the Hong Kong Auto Parts Industry Association)

Mr CHAN Wai-hung, Ian (nominated by the Service Managers Association)

Mr CHEUNG Chun-hung, Frank (nominated by a motor vehicle distributor)

Mr FUNG Kwok-chu, Frank (nominated by a bus company)

Mr KWOK Kai-shing (nominated by a motor vehicle servicing establishment other than vehicle distributors)

Mr LAM Tin-fu (nominated by the Motor Transport Workers General Union)

Mr LAM Yat-nam, Marcus (nominated by a key vehicle components manufacturer)

Mr LAU Kai-sing, Ted (nominated by a motor vehicle distributor)

Mr LIU Keung (nominated by Hong Kong Vehicle Repair Merchants Association Ltd.)

Ir TANG Wing-hong, Madison (ad personam)

Mr YIM King-lun (nominated by a motor vehicle distributor)

Ms CHAN Wai-chu (representative of the Commissioner for Labour)

Mr LO Kin-hung (representative of the Director of Electrical and Mechanical Services)

Mr YAM Yat-shing (representative of the Director of Environmental Protection)

Mr YEUNG Tat-wing, Jimmy (representative of the Commissioner for Transport)

Dr FUNG Kin-keung, Michael (representative of the Executive Director of the Vocational Training Council)

In-attendance:

Dr TANG Shung-tse, Alan (representative of the Hong Kong Institute of Vocational Education)

Mr YUEN Wai-ming (Manager-in-Charge, Pro-Act Training and Development Centre (Automobile))

Secretary:

Mr FUNG Ming-kong, Steve (Vocational Training Council)

汽車業訓練委員會
委員名單
(截至 2014 年 10 月 1 日)

主席：

梁達明先生 (某汽車分銷商提名)

委員：

陳漢雄先生 (香港汽車零部件工業協會提名)
陳偉雄先生 (汽車維修管理協會提名)
張俊鴻先生 (某汽車分銷商提名)
馮國柱先生 (某巴士公司提名)
郭繼成先生 (某汽車分銷商以外的汽車維修機構提名)
林天賦先生 (汽車交通運輸業總工會提名)
林日南先生 (某主要汽車組件生產商提名)
劉啓成先生 (某汽車分銷商提名)
廖強先生 (香港汽車修理同業商會有限公司提名)
鄧永漢工程師 (獨立人士)
嚴景倫先生 (某汽車分銷商提名)
陳慧珠女士 (勞工處處長代表)
魯建洪先生 (機電工程署署長代表)
任日成先生 (環境保護署署長代表)
楊達榮先生 (運輸署署長代表)
馮建強博士 (職業訓練局執行幹事代表)

列席者：

鄧崇智博士 (香港專業教育學院)
阮偉明先生 (卓越培訓發展中心(汽車業))

秘書：

馮明港先生 (職業訓練局)

Terms of Reference

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 development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and training & development centres on the direction and strategic development of their programmes in the relevant disciplines.
5. To advise on the course planning, curriculum development and quality assurance systems of the IVE and training & development centres.
6. To prescribe job specifications for the principal jobs in the industry defining the skills, knowledge and training required.
7. To advise on training programmes for the principal jobs in the industry specifying the time a trainee needs to spend on each skill elements.
8. 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.
9. To advise on the conduct of skill competitions in key trades in the industry for the promotion of vocational education and training as well as participation in international competitions.
10. To liaise with relevant bodies on matters pertaining to the development and promotion of vocational education and training in the industry, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments.
11. To organize seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of the VTC.
13. 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.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生／學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。
2. 評估及研究本業的人力供求是否平衡。
3. 就發展業內專業教育訓練設施以應付人力需求，向職業訓練局提供意見。
4. 就相關學科的課程發展方向及策略，向香港專業教育學院（IVE）、訓練及發展中心提出建議。
5. 就 IVE、訓練及發展中心的課程策劃、課程發展及質素保證制度提供意見。
6. 擬定本業主要職務的工作範圍，界定所需技能、知識及訓練。
7. 建議本業主要職務訓練方案，訂定每種技能所需的訓練期。
8. 對技術評估、技能測驗及證書頒發制度提供意見，以確定從業員、學徒及見習員的技能水平。
9. 就舉辦本業主要行業的技能比賽提供意見，以推廣專業教育與訓練和派員參加國際賽事。
10. 就本業專業教育訓練的發展與推廣事宜，與僱主、僱主聯會、工會、專業團體、訓練及教育機構、政府部門等聯絡。
11. 為本業舉辦有關專業教育及訓練的研討會與會議。
12. 就推廣訓練委員會的工作，以及職訓局專業教育及訓練課程的宣傳事宜提供意見。
13. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展的策略建議。
14. 根據《職業訓練局條例》第 7 條，負責局方所委派的其他工作。

2014 Manpower Survey of the Automobile Industry
汽車業二〇一四年人力調查

Sampling Plan (Q3/2013)
抽樣方案 (2013年第三季)

| HSIC 香港標準 行業分類 | Branch 門類 | Employment Size 僱員人數 | Stratum Code 分層 編碼 | No. of Companies 公司數目 | Sampling Fraction 樣本 百分比 | Sample Size 樣本數目 | New Discovery 新增機構 | Establishment No. 機構編號 |
|----------------------|---|-------------------------|-----------------------------|-----------------------------|-----------------------------------|---------------------|-----------------------|------------------------------|
| 1 290000 | Body assembly of motor vehicles 汽車的裝嵌 | 1-9 | 1 | 52 | 0.45 | 23 | | 010001 - 010030 |
| | | 10-19 | 2 | 5 | 1 | 5 | | |
| | | 20 & Above 及以上 | 3 | 2 | 1 | 2 | | |
| | | Sub-total 分類總數 | | 59 | | 30 | | |
| 2 951000 | Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維修服務 | 1-9 | 1 | 2794 | 0.07 | 196 | 2 | 020001 - 020312 |
| | | 10-19 | 2 | 96 | 1 | 96 | | |
| | | 20 & Above 及以上 | 3 | 18 | 1 | 18 | | |
| | | Sub-total 分類總數 | | 2908 | | 310 | 2 | |
| 3 | * Supplementary Samples for Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維修服務附加調查機構 | 10-19 | 2 | 1 | 1 | 1 | | 030001 - 030016 |
| | | 20 & Above 及以上 | 3 | 15 | 1 | 15 | | |
| | | Sub-total 分類總數 | | 16 | | 16 | | |
| | | | | | | | | |
| 4 477301 | Retail sale of motor vehicles 汽車零售店 | 1-9 | 1 | 587 | 0.07 | 41 | | 040001 - 040072 |
| | | 10-19 | 2 | 22 | 1 | 22 | | |
| | | 20 & Above 及以上 | 3 | 9 | 1 | 9 | | |
| | | Sub-total 分類總數 | | 618 | | 72 | | |
| 5 477302 | Retail sale of motorcycles 電單車零售店 | 1-9 | 1 | 21 | 0.4 | 8 | | 050001 - 050010 |
| | | 10-19 | 2 | 2 | 1 | 2 | | |
| | | Sub-total 分類總數 | | 23 | | 10 | | |
| | | | | | | | | |
| 6 477303 | Retail sale of motor vehicle and motorcycle parts and accessories 汽車及電單車配件及零件零售店 | 1-9 | 1 | 439 | 0.06 | 26 | | 060001 - 060044 |
| | | 10-19 | 2 | 14 | 1 | 14 | | |
| | | 20 & Above 及以上 | 3 | 4 | 1 | 4 | | |
| | | Sub-total 分類總數 | | 457 | | 44 | | |
| 7 | * Supplementary Samples for Retail sale of motor vehicles and motorcycles, Parts and accessories of motor vehicles and motorcycles 汽車及電單車配件及零件零售店附加調查機構 | 10-19 | 2 | 1 | 1 | 1 | | 070001 - 070008 |
| | | 20 & Above 及以上 | 3 | 7 | 1 | 7 | | |
| | | Sub-total 分類總數 | | 8 | | 8 | | |
| | | | | | | | | |
| 8 | * Supplementary Samples 附加調查機構 | 1-9 | 1 | 5 | 1 | 5 | | 080001 - 080034 |
| | | 10-19 | 2 | 1 | 1 | 1 | | |
| | | 20 & Above 及以上 | 3 | 27 | 1 | 27 | 1 | |
| | | Sub-total 分類總數 | | 33 | | 33 | 1 | |
| Total 總數 | | | | 4122 | | 523 | 3 | |

Notes: * Data collect at company level
 註: * 以公司名義收集數據

Headquarters Division 2 總辦事處二科
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

2574 3759 / 3153 2562

Our Reference 本局檔號 AU/4/2 (2014)

Your Reference 來函檔號



24 February 2014

Dear Sir/Madam,

The 2014 Manpower Survey of the Automobile Industry

I am writing to enlist your help in the 2014 Manpower Survey of the Automobile Industry to be conducted by the Automobile Training Board of the Vocational Training Council (VTC).

The Automobile Training Board, appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR), is responsible for matters pertaining to manpower training in the automobile industry. In order to ascertain information on the latest local manpower situation so that meaningful recommendations on manpower training in the coming years can be formulated, the Automobile Training Board will conduct the captioned survey from 28th February 2014 to 31st March 2014.

..... I enclose the following documents for your reference and completion:

- (a) The questionnaire (Appendix A);
- (b) Explanatory Note (Appendix B); and
- (c) Job Descriptions (Appendix C) (Some job descriptions are made reference to the Specification of Competency Standards (SCS) for the Automotive Industry under the Hong Kong Qualifications Framework (HKQF). For details, please visit the HKQF website at http://www.hkqf.gov.hk/guie/SCS_consult_automotive_2.asp)

During the survey period, an officer of the Census and Statistics Department (C&SD) will contact your office. The officer will assist in the completion of the questionnaire, if necessary, and collect the questionnaire for processing.

I wish to assure you that the information you provide will be handled in the strictest confidence. In conjunction with this survey, the Education Bureau (EDB) of the Government of the HKSAR, would also wish to have access to the information we collect and, in addition to theirs, draft manpower development policies for the various industry sectors. For compliance with the Personal Data (Privacy) Ordinance, we wish to obtain your explicit consent for us to share our data with the EDB which will of course treat the data in the same confidence.

The Manpower Survey Report compiled afterwards will be uploaded onto the VTC website at <http://autb.vtc.edu.hk>. Please provide us with your e-mail address in the enclosed questionnaire and we will notify you of the release of the Survey Report in due course.

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the C&SD at telephone 2116 8375.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Leung Tat-ming', is written over a blue horizontal line.

(LEUNG Tat-ming)
Chairman
Automobile Training Board

Encl.

Headquarters Division 2 總辦事處二科
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

2574 3759 / 3153 2562

Our Reference 本局檔號 AU/4/2 (2014)

Your Reference 來函檔號



執事先生／女士：

汽車業 2014 年人力調查

謹代表職業訓練局屬下汽車業訓練委員會致函，懇請貴機構提供協助，以便本會進行 2014 年汽車業人力調查。

汽車業訓練委員會由香港特別行政區行政長官委任，負責就業內人力訓練事宜提供意見。本會將於 2014 年 2 月 28 日至 3 月 31 日期間進行調查，蒐集汽車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。

..... 茲夾附下述文件，供貴公司參閱及填寫：

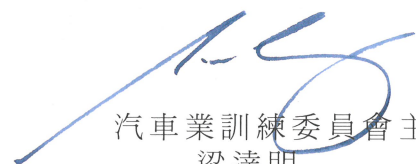
- (a) 調查表(附錄 A)；
- (b) 附註(附錄 B)；及
- (c) 主要職務工作說明(附錄 C)(部份主要職務工作說明參照資歷架構汽車行業的能力標準說明，有關內容請瀏覽 http://www.hkqf.gov.hk/guic/SCS_consult_automotive_2.asp。)

政府統計處職員將會於調查期間聯絡貴公司，如有需要，將造訪貴公司協助填寫並收回填妥的問卷。

調查所得資料絕對保密。此外，香港特別行政區政府的政策部門教育局將根據我們是次調查收集的數據，再綜合他們其他的調查結果來制訂人力發展政策。基於個人資料(私隱)條例規定，現請貴機構明確表示，同意本會與教育局分享所得數據，以供政府作人力規劃之用，本會與教育局將會嚴格遵守保密原則。

人力調查報告完成後會上載本局網頁，網址為 <http://autb.vtc.edu.hk>，歡迎下載。請於夾附調查表填上貴機構電郵地址，以便通知報告書的發表日期。

如對調查有任何疑問，可致電 2116 8375 與政府統計處人力統計組聯絡。


汽車業訓練委員會主席
梁達明

2014 年 2 月 24 日

附件

| | |
|------------------------|---------|
| CONFIDENTIAL | 填入數據後即成 |
| WHEN ENTERED WITH DATA | 機密文件 |

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2014 MANPOWER SURVEY OF THE AUTOMOBILE INDUSTRY
汽車業二〇一四年人力調查

QUESTIONNAIRE
調查表

PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE
填表前，請參閱附註

| | | | | | | | |
|---|----------------|------------------|----------------------|---------------------|-----------------|----------------|---|
| <u>For Official Use Only:</u> 此欄毋須填寫 | | | | | | | |
| Rec. Type | Survey Code | Industry Code | Establishment No. | Enumerator's No. | Editor's No. | Check Digit | No. of Employees Covered by the Questionnaire |
| 1 1 | 0 1 2 3 | 4 5 6 7 8 9 | 10 11 12 13 14 15 | 16 17 | 18 19 | 20 21 22 | 23 24 25 26 27 |

NAME OF ESTABLISHMENT: _____
機構名稱

ADDRESS: _____
地址

TYPE OF PRODUCTS/SERVICE: _____
產品種類／服務性質

TOTAL NO. OF PERSONS: _____
僱員總數

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

Part I 第一部分 (for Vehicle Servicing Sector 汽車維修界)

| (A) Job 工作 | | (B) Average Monthly Income 每月平均 收入 | (C) No. Employed (excl. trainees) as at 28.2.2014 在 28.2.2014 之僱員人數 (受訓者除外) | (D) Forecast of No. Employed in 12 Months' Time (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外) | (E) No. of Vacancies (excl. trainees) as at 28.2.2014 在28.2.2014 之空缺額 (受訓者 除外) | (F) No. of Trainees as at 28.2.2014 在 28.2.2014 之受訓者 人數 | Average Monthly Income 每月平均收入 | |
|---|--------------|---|---|---|--|--|--|------------|
| Title 職稱 | Rec. Type | Code No. 編號 | Code 編號 | | | | Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： | |
| | | | | | | | | Code 編號 |
| Please ignore these numbers 請毋須理會欄中 的號碼 | | 8 - 10 | 11 | 12 - 15 | 16 - 19 | 20 - 22 | 23 - 25 | |
| TECHNOLOGIST LEVEL 技師級 | | | | | | | | |
| Mechanical Engineer (Automotive) 汽車機械工程師 | 2 | 1 0 1 | | | | | 1 Under \$8,001 以下 | |
| Service Manager 維修部經理 | 2 | 1 0 2 | | | | | 2 \$8,001 - \$10,000 | |
| TECHNICIAN LEVEL 技術員級 | | | | | | | | |
| Service Instructor 維修教導員 | 2 | 2 0 1 | | | | | 3 \$10,001 - \$15,000 | |
| Motor Vehicle Examiner / Tester 汽車檢查員/測試員 | 2 | 2 0 2 | | | | | 4 \$15,001 - \$20,000 | |
| Service Supervisor 維修監督 | 2 | 2 0 3 | | | | | 5 \$20,001 - \$25,000 | |
| Service Adviser / Receptionist 維修服務員/款待員 | 2 | 2 0 4 | | | | | 6 \$25,001 - \$35,000 | |
| Engineering Technician 工程技術員 | 2 | 2 0 5 | | | | | 7 Over \$35,000 以上 | |
| CRAFTSMAN LEVEL 技工級 | | | | | | | | |
| Vehicle Mechanic 汽車機械工 (M, M(b)) | 2 | 3 0 1 | | | | | Remarks 備注 | |
| Vehicle Electrician 汽車電工 (E, E(b)) | 2 | 3 0 2 | | | | | | |
| Vehicle Body Repairer 車身修理工 (B1, B1(b)) | 2 | 3 0 3 | | | | | | |
| Vehicle Painter 汽車噴漆工 (B2, B2(b)) | 2 | 3 0 5 | | | | | | |
| SPECIFIC SERVICES 專項服務 | | | | | | | | |
| Vehicle Body Builder 車身建造工 (S7) | 2 | 3 0 4 | | | | | | |
| Vehicle Air-conditioning Mechanic 汽車冷氣工 (S6) | 2 | 3 0 6 | | | | | | |
| Vehicle Upholsterer 車內裝飾工 | 2 | 3 0 7 | | | | | | |
| Machinist 機床工 | 2 | 3 0 8 | | | | | | |
| Industrial Vehicle Mechanic 工業機車技工 | 2 | 3 0 9 | | | | | | |
| Motocycle Mechanic 電單車機械工 (S1) | 2 | 3 1 0 | | | | | | |
| Tyre Worker 輪胎工 (S2) | 2 | 4 0 1 | | | | | | |
| Battery Worker 電池工 (S3) | 2 | 4 0 2 | | | | | | |
| Lubrication Worker 更換機油工 (S4) | 2 | 4 0 3 | | | | | | |
| Car Accessories Worker 車輛配件工 (S5) | 2 | 4 0 4 | | | | | | |
| Car Detailing Worker 汽車美容工 | 2 | 4 0 5 | | | | | | |
| UNSKILLED LEVEL 非技術工人級 | | | | | | | | |
| General Worker / Cleaner 雜工/清潔工 | 2 | 5 0 1 | | | | | | |
| | 2 | | | | | | | |
| | 2 | | | | | | | |
| | 2 | | | | | | | |

Note 1 If additional lines are necessary, please tick here and enter on supplementary sheet(s).
附註一 如此頁填滿，請先將 (✓) 號填入此 內，然後在附頁繼續填寫。

Note 2 The term 'trainees' includes all trainees receiving any form of training and apprentices under a contract of apprenticeship.
附註二 「受訓者」包括正在接受各種訓練的人士，以及簽有學徒合約的登記學徒。

to be continued ...
續後頁

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------------------|---------------------------|---------------------------------|-------------------------|---|-----------------------------------|-------------------------|---------------------------|-----------------------|---------------------------|-------------------------|---|----|--|--|--|--|--|--|--|--|--|--|--|---|--|--|---|---|--|--|--|--|--|--|--|--|
| 1. Professional Qualification 專業資格 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| For establishments which employ mechanical engineers (automotive). Please indicate how many of them are professional mechanical engineers such as corporate members of the Hong Kong Institution of Engineers, or Institution of Mechanical Engineers, i.e. MHKIE, FHKIE, MIMechE or FIMechE. 僱有汽車機械工程師的機構，請在此處說明具備專業學院正式會員資格(如香港工程師學會或機械工程師學會會員或院士)的工程師人數 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rec. Type <table style="width:100%; border: none;"> <tr> <td style="border: 1px solid black; width: 20px; text-align: center;">3</td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> </tr> <tr> <td style="text-align: center;">1</td> <td></td> <td></td> <td style="text-align: center;">8</td> <td style="text-align: center;">9</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> | | | | | | | | | | | | | 3 | | | | | | | | | | | | | 1 | | | 8 | 9 | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | | | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| For Official Use Only: 此欄毋須填寫 <table style="margin-left: auto; margin-right: auto;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">10</td> </tr> </table> | | | | | | | | | | | | | | 10 | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. Education and Training an Employee Should Have 僱員宜有的教育及訓練 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Technologist 技師 | | | Technician 技術員 | | | Craftsman 技工 | | | Specific Services 專項服務 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Education 教育 | Training Mode 訓練方式 | Training Period 訓練時間 | Education 教育 | Training Mode 訓練方式 | Training Period 訓練時間 | Education 教育 | Training Mode 訓練方式 | Training Period 訓練時間 | Education 教育 | Training Mode 訓練方式 | Training Period 訓練時間 | Training Period 訓練時間 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Please enter in the above boxes the education and training an employee should have according to the following codes: 請將僱員宜有的教育及訓練按照下列類別編號填入上項的格內： | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Code 編號 | Education 教育 | | Code 編號 | Training Mode 訓練方式 | | Code 編號 | Training Period 訓練時間 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Degree or equivalent 大學學位或同等學歷 | | 1 | Graduate traineeship 工科畢業生訓練 | | 1 | 4 years or above 四年或以上 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Higher Diploma 高級文憑 | | 2 | On-the-job training 在職訓練 | | 2 | 3 to less than 4 years 三年至四年以下 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Diploma 技術員文憑 | | 3 | Apprenticeship 學徒訓練 | | 3 | 2 to less than 3 years 二年至三年以下 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Higher Certificate/Certificate 高級證書/證書 | | 4 | Others 其他 | | 4 | 1 to less than 2 years 一年至二年以下 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Craft Certificate 技工證書 | | | | | | 5 | 6-11 months 六至十一個月 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Secondary 5-7/Hong Kong Diploma of Secondary Education 中五至中七/香港中學文憑 | | | | | | 6 | Below 6 months 六個月以下 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Secondary 3 or below 中三或以下 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. Turnover in the past 12 months 過去12個月內離職及招聘人數 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| No. of Employees Left in the past 12 months (1.3.2013 to 28.2.2014) 過去12個月內(1.3.2013 至 28.2.2014) 離職的僱員人數 | | | | | | No. of Employees recruited in the past 12 months (1.3.2013 to 28.2.2014) 過去12個月內(1.3.2013 至 28.2.2014) 招聘的僱員人數 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Technologist 技師 | Technician 技術員 | Craftsman 技工 | Specific Services 專項服務 | | | | | Technologist 技師 | Technician 技術員 | Craftsman 技工 | Specific Services 專項服務 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| □□□□ | □□□□ | □□□□ | □□□□ | | | | | □□□□ | □□□□ | □□□□ | □□□□ | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | 26 | 29 | 32 | | | | | 35 | 38 | 41 | 44 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (a) Total number of recruits 總招聘人數 | | | | | | | □□□□ | □□□□ | □□□□ | □□□□ | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (b) Number of recruits who have performed related duties in their last job from item (a) above 上列(a)項中，入職前是從事相關職務的人數 | | | | | | | □□□□ | □□□□ | □□□□ | □□□□ | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (b) Number of recruits who have performed related duties in their last job from item (a) above 上列(a)項中，入職前是從事相關職務的人數 | | | | | | | 47 | 50 | 53 | 56 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. Estimated No. of Employees Retire within the coming 5 years 預計未來5年內退休人數 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Technologist 技師 | Technician 技術員 | Craftsman 技工 | Specific Services 專項服務 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| □□□□ | □□□□ | □□□□ | □□□□ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 59 | 62 | 65 | 68 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5. Estimated No. of Apprentices to be Recruited within the coming 12 months 預計未來12個月內招聘的學徒人數 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Technician 技術員 | Craftsman 技工 | Specific Services 專項服務 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| □□□□ | □□□□ | □□□□ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 71 | 74 | 77 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Part I 第一部分 (for Auto / Parts Retail Sector 汽車 / 零件零售界)

| (A) Job 工作 | | (B) Average Monthly Income 每月平均 收入 | (C) No. Employed as at 28.2.2014 在 28.2.2014 之僱員人數 | (D) Forecast of No. Employed in 12 Months' Time 預計 十二個月後 僱員人數 | (E) No. of Vacancies as at 28.2.2014 在28.2.2014 之空缺額 | For Official Use Only 此欄 毋須填寫 | Average Monthly Income 每月平均收入 |
|---|--------------|---|--|--|--|--|--|
| Title 職稱 | Rec. Type | Code No. 編號 | Code 編號 | | | | Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： |
| Please ignore these numbers 請毋須理會欄中 的號碼 | | 8 - 10 | 11 | 12 - 15 | 16 - 19 | 20 - 22 | 23 - 25 |
| MANAGERIAL LEVEL 經理級 | | | | | | | |
| Owner / Sole Proprietor / Working Partner 東主／獨資經營者／ 執行合夥董事 | 2 | 1 1 1 | | | | | 1 Under \$8,001 以下 2 \$8,001 - \$10,000 3 \$10,001 - \$15,000 4 \$15,001 - \$20,000 5 \$20,001 - \$25,000 6 \$25,001 - \$35,000 7 Over \$35,000 以上 |
| General Manager 總經理 | 2 | 1 1 2 | | | | | Remarks 備注 |
| Sales Manager 營業經理 | 2 | 1 1 3 | | | | | |
| Marketing Manager 市場推廣經理 | 2 | 1 1 4 | | | | | |
| Customer Services Manager 客戶服務經理 | 2 | 1 1 5 | | | | | |
| Merchandising Manager 採購經理 | 2 | 1 1 6 | | | | | |
| Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理 | 2 | 1 1 7 | | | | | |
| SUPERVISORY LEVEL 主任級 | | | | | | | |
| Store / Branch Supervisor 店舖／分店營業主任 | 2 | 2 1 1 | | | | | |
| Customer Services Supervisor 客戶服務主任 | 2 | 2 1 2 | | | | | |
| Merchandiser / Buyer 採購主任 | 2 | 2 1 3 | | | | | |
| Parts / Logistics / Distribution / Warehouse Supervisor 配件／物流／運輸／倉庫主任 | 2 | 2 1 4 | | | | | |
| OPERATIVE / CLERICAL SUPPORT LEVEL 技術人員／文員級 | | | | | | | |
| Senior Sales Representative / Staff 高級營業員／售貨員 | 2 | 5 1 1 | | | | | |
| Junior Sales Representative / Staff 初級營業員／售貨員 | 2 | 5 1 2 | | | | | |
| Stock Assistant 存貨助理 | 2 | 5 1 3 | | | | | |
| Part Time Sales / Service Staff 兼職售貨員／服務員 | 2 | 5 1 4 | | | | | |
| Other Clerks / Supportive Staff 其他文員／輔助人員 (請說明其職稱) | 2 | 5 1 5 | | | | | |
| | 2 | | | | | | |
| | 2 | | | | | | |
| | 2 | | | | | | |

Note 1 If additional lines are necessary, please tick here and enter on supplementary sheet(s).
附註一 如此頁填滿，請先將 (✓) 號填入此 內，然後在附頁繼續填寫。

to be continued ...
續後頁

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|---|---|---|--|---|---|
| Rec. Type <input style="width:20px; height:20px; text-align: center;" type="text" value="3"/> 1 | For Official Use Only: 此欄毋須填寫 <input style="width:20px; height:20px; text-align: center;" type="text" value="80"/> | | | | |
| 1. Preferred Education and Experience for Employee 僱員宜有的教育及年資 | | | | | |
| Managerial Level 經理級 | Supervisory Level 主任級 | Operative / Clerical Support Level 技術人員/文員級 | | | |
| Education 教育 <input style="width:20px; height:20px; text-align: center;" type="text" value="81"/> | Years of Experience 年資 <input style="width:20px; height:20px; text-align: center;" type="text" value="82"/> | Education 教育 <input style="width:20px; height:20px; text-align: center;" type="text" value="83"/> | Years of Experience 年資 <input style="width:20px; height:20px; text-align: center;" type="text" value="84"/> | Education 教育 <input style="width:20px; height:20px; text-align: center;" type="text" value="85"/> | Years of Experience 年資 <input style="width:20px; height:20px; text-align: center;" type="text" value="86"/> |
| Please enter in the above boxes the education and experience an employee should have according to the following codes: 請將僱員宜有的教育及年資按照下列類別編號填入上項的格內： | | | | | |
| Code 編號 | Education 教育 | Code 編號 | Years of Experience 年資 | | |
| 1 | Degree or equivalent 大學學位或同等學歷 | 1 | 10 years or more 十年或以上 | | |
| 2 | Higher Diploma 高級文憑 | 2 | 6 years to less than 10 years 六年至十年以下 | | |
| 3 | Diploma 技術員文憑 | 3 | 3 years to less than 6 years 三年至六年以下 | | |
| 4 | Higher Certificate/Certificate 高級證書/證書 | 4 | 1 year to less than 3 years 一年至三年以下 | | |
| 5 | Craft Certificate 技工證書 | 5 | Less than 1 year 一年以下 | | |
| 6 | Secondary 5-7/Hong Kong Diploma of Secondary Education 中五至中七/香港中學文憑 | | | | |
| 7 | Secondary 3 or below 中三或以下 | | | | |
| 2. Turnover in the past 12 months 過去12個月內離職及招聘人數 | | | | | |
| No. of Employees Left in the past 12 months (1.3.2013 to 28.2.2014) 過去12個月內 (1.3.2013 至 28.2.2014) 離職的僱員人數 | | | No. of Employees recruited in the past 12 months (1.3.2013 to 28.2.2014) 過去12個月內 (1.3.2013 至 28.2.2014) 招聘的僱員人數 | | |
| Manager 經理 | Supervisor 主任 | Operative/ Clerical Support 技術人員/文員 | | | |
| <input style="width:20px; height:20px; text-align: center;" type="text" value="87"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="90"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="93"/> | | | |
| | | | Manager 經理 | Supervisor 主任 | Operative/ Clerical Support 技術人員/文員 |
| | | | <input style="width:20px; height:20px; text-align: center;" type="text" value="96"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="99"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="102"/> |
| (a) Total number of recruits 總招聘人數 | | | | | |
| | | | Manager 經理 | Supervisor 主任 | Operative/ Clerical Support 技術人員/文員 |
| | | | <input style="width:20px; height:20px; text-align: center;" type="text" value="105"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="108"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="111"/> |
| (b) Number of recruits who have performed related duties in their last job from item (a) above 上列 (a) 項中，入職前是從事相關職務的人數 | | | | | |
| 3. Estimated No. of Employees Retire within the coming 5 years 預計未來5年內退休人數 | | | | | |
| Manager 經理 | Supervisor 主任 | Operative/ Clerical Support 技術人員/文員 | | | |
| <input style="width:20px; height:20px; text-align: center;" type="text" value="114"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="117"/> | <input style="width:20px; height:20px; text-align: center;" type="text" value="120"/> | | | |
| 4. Which types of training you think a front-line sales person need to acquire? (Please tick the appropriate box of level of importance.) 你認為前線銷售人員須接受哪些訓練？(請按重要性✓合適方格) | | | | | |
| | | Very Important 十分重要 | Important 重要 | Not Very Important 不太重要 | Not Necessary 無需要 |
| (a) Customer Service 客戶服務 | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 123 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 124 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 125 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 126 |
| (b) Selling Skills 銷售技巧 | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 127 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 128 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 129 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 130 |
| (c) Automotive Fundamentals 基礎汽車原理 | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 131 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 132 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 133 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 134 |
| (d) Automotive Body Treatments 汽車車身處理 | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 135 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 136 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 137 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 138 |
| (e) Finance and Insurance of Automotive Trade 汽車保險、財務 | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 139 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 140 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 141 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 142 |
| (f) English, Putonghua 英語、普通話 | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 143 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 144 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 145 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 146 |
| (g) Others (please specify) 其他(請說明) | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 147 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 148 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 149 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 150 |
| | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 151 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 152 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 153 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 154 |
| | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 155 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 156 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 157 | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 158 |
| | | <input style="width:20px; height:20px; text-align: center;" type="checkbox"/> 159 | | | |
| For Official Use Only 此欄毋須填寫 | | | | | |

The 2014 Manpower Survey of
the Automobile Industry
汽車業二〇一四年人力調查

Explanatory Note
附註

1. When filling the questionnaire, please ignore the numbers in the row immediately beneath the headings. They are purely column numbers for data processing.
填寫調查表時，請毋須理會標題下的編號；這些編號是分欄編號，只供資料處理時使用。

2. Before completing the questionnaire, please read carefully the job titles and job descriptions in Appendix C.
填寫調查表前，請先參閱附錄 C 所列的職稱與工作說明。

3. Please complete all columns of the questionnaire from 'A' to 'F' (column 'A' to 'E' for Auto / Parts Retail Sector) which are applicable and insert a zero (0) for any column not applicable to your establishment.
請填寫 'A' 至 'F' 各欄 (如為汽車 / 零件零售界，則填寫 'A' 至 'E' 欄)，並在不適用於貴機構的各欄內填入 (0) 符號。

4. Please fill in information as accurate as possible because the information collected from this survey is vital for determining the training needs of the industry in order that the Automobile Training Board can make meaningful recommendations to Government on how to meet these training needs.
請填入準確資料，因這些資料對於確定本業的訓練需求極為重要，而汽車業訓練委員會，亦會就應付這些訓練需求，向政府提出建議。

5. Job Titles - Column 'A'
職稱 — 'A' 欄
 - (a) The job titles and code numbers are pre-printed.
職稱及職務編號已代為印上。

 - (b) Wherever appropriate, the Service Classes of Voluntary Registration Scheme for Vehicle Mechanics are appended to the job titles, e.g. Vehicle Electrician (E, E(b)).
如有適當配對的話，「車輛維修技工自願註冊計劃」下之服務類別會列在職稱之後，例如：汽車電工 (E, E(b))。

 - (c) Please add in column 'A' any other job titles not mentioned in Appendix C, briefly describe the jobs and indicate their skill levels as well.

如貴機構另有職稱未有載於附錄 C，請一併填入‘A’欄內，並扼要說明其工作性質及技能等級。

- (d) Please classify an employee according to his main duty irrespective of any additional secondary duties he may be required to perform, e.g. a craftsman who works mainly as a vehicle mechanic but is also required to perform the work of a vehicle electrician occasionally should be classified as a vehicle mechanic but not as a vehicle electrician.

請根據僱員的主要職務分類，毋須理會該僱員所兼任的其他職務。例如：一名技工的主要職務為汽車機械工，但有時亦須兼任汽車電工，則應歸類為汽車機械工而非汽車電工。

6. Average Monthly Income - Column ‘B’

每月平均收入 — ‘B’ 欄

Please enter into this column the average monthly income range code for each type of employees. This should include basic wages, overtime pay, cost of living allowance, meal allowance, guaranteed year-end bonus etc., if any. If you have more than one employees doing the same job, please enter the average figure.

請在此欄填入各類僱員每月平均收入幅度的編號，包括底薪、超時工作工資、生活津貼、膳食津貼、固定發放的年終花紅等。若從事同類工作的僱員超過一名，則請填寫月入的平均數字。

7. Number Employed (excluding trainees) as at 28.2.2014 - Column ‘C’

在 28.2.2014 之僱員人數（受訓者除外） — ‘C’ 欄

Please fill in the total number of employees (excluding trainees) employed in your establishment as at 28.2.2014.

請將在 28.2.2014 的僱員總數（受訓者除外）填入此欄。

8. Forecast of Number Employed in 12 Months' Time (excluding trainees) – Column ‘D’

預計十二個月後的僱員總數（受訓者除外） — ‘D’ 欄

The forecast of number employed means the number of employees (excluding trainees) you will be employing 12 months from now.

預計僱員人數，是指貴機構於十二個月後所雇用的人數（受訓者除外）

9. Number of Vacancies (excluding trainees) as at 28.2.2014 - Column ‘E’

在 28.2.2014 之空缺額（受訓者除外） — ‘E’ 欄

Please fill in the number of existing vacancies.

請填入貴機構在 28.2.2014 的空缺額。

‘Vacancies’ refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at 28.2.2014.

「空缺額」是指該職位仍然懸空，須立刻填補，而貴機構在 28.2.2014 正積極招聘人員填補。

10. Number of Trainees as at 28.2.2014 - Column 'F' (Applicable to Vehicle Servicing Sector Only)

在 28.2.2014 之受訓者人數 — 'F' 欄 (只適用於汽車維修界)

Please fill in the total number of employees undergoing training as at 28.2.2014.
請將在 28.2.2014 受訓的僱員總數填入此欄。

11. (i) Vehicle Servicing Sector - Education and Training an Employee Should Have
汽車維修界 - 僱員宜有的教育及訓練

The purpose of this column is to solicit your view on the education, mode and period of training which an employee (not as a trainee) should have in a particular job (please refer to the codes in the same page of the questionnaire).

此欄旨在調查閣下對各類職務僱員（非受訓者）宜有教育程度、訓練方式及訓練期的意見（請參閱調查表同一頁內的類別編號）。

(ii) Auto / Parts Retailers Sector – Preferred Education and Experience an Employee Should Have

汽車 / 零件零售界 - 僱員宜有的教育及年資

The purpose of this column is to solicit your view on the education and experience which an employee should have in a particular job (please refer to the codes in the same page of the questionnaire).

此欄旨在調查閣下對各類職務僱員宜有教育程度及年資的意見（請參閱調查表同一頁內的類別編號）。

12. Turnover in the past 12 months

過去 12 個月內離職及招聘人數

Please fill in the number of employees left and recruited in the past 12 months (1.3.2013 to 28.2.2014).

請列出貴機構在過去十二個月內 (1.3.2013 至 28.2.2014) 離職及招聘的僱員人數。

13. Estimated Number of Employees Retire within the coming 5 years

預計未來 5 年內退休人數

Please fill in the estimated number of employees retire within the coming 5 years.
請列出貴機構預計在未來五年內退休的僱員人數。

14. Estimated Number of Apprentices to be Recruited within the coming 12 months
預計未來 12 個月內招聘的學徒人數

Please fill in the estimated number of apprentices to be recruited within the coming 12 months.

請列出貴機構預計在未來 12 個月內招聘的學徒人數。

15. Training for Front-line Sales (Applicable to Auto / Parts Retails Sector Only)
前線銷售人員須接受的訓練 (只適用於汽車 / 零件零售界)

Please indicate the type of trainings that a front-line sales person should acquire.

請列出前線銷售人員須接受哪些訓練。

16. Example
例子

To facilitate proper completion, an example is given below for your reference.

下列例子，可供填寫時參考。

Example 例子

| (A) Job 工作 | | (B) Average Monthly Income 每月平均 收入 | (C) No. Employed (excl. trainees) as at 28.2.2014 在 28.2.2014 之僱員人數 (受訓者除外) | (D) Forecast of No. Employed in 12 Months' Time (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外) | (E) No. of Vacancies (excl. trainees) as at 28.2.2014 在28.2.2014 之空缺額 (受訓者 除外) | (F) No. of Trainees as at 28.2.2014 在 28.2.2014 之受訓者 人數 | Average Monthly Income 每月平均收入 | |
|---|---|---|---|---|--|--|--|---------|
| Title 職稱 | | Rec. Type | Code No. 編號 | Code 編號 | | | Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： | |
| Please ignore these numbers 請毋須理會欄中 的號碼 | | | 8 - 10 | 11 | 12 - 15 | 16 - 19 | 20 - 22 | 23 - 25 |
| TECHNOLOGIST LEVEL 技師級 | | | | | | | | |
| Mechanical Engineer (Automotive) 汽車機械工程師 | 2 | 1 0 1 | | | | | | |
| Service Manager 維修部經理 | 2 | 1 0 2 | | | | | | |
| TECHNICIAN LEVEL 技術員級 | | | | | | | | |
| Service Instructor 維修教導員 | 2 | 2 0 1 | | | | | | |
| Motor Vehicle Examiner/Tester 汽車檢查員/測試員 | 2 | 2 0 2 | | | | | | |
| Service Supervisor 維修監督 | 2 | 2 0 3 | 6 | | 1 | | 1 | 0 |
| Service Adviser/Receptionist 維修服務員/款待員 | 2 | 2 0 4 | | | | | | |
| Engineering Technician 工程技術員 | 2 | 2 0 5 | | | | | | |
| CRAFTSMAN LEVEL 技工級 | | | | | | | | |
| Vehicle Mechanic 汽車機械工 (M, M(b)) | 2 | 3 0 1 | 5 | | 4 | | 5 | 1 |
| Vehicle Electrician 汽車電工 (E, E(b)) | 2 | 3 0 2 | 5 | | 1 | | 1 | 0 |
| Vehicle Body Repairer 車身修理工 (B1, B1(b)) | 2 | 3 0 3 | | | | | | |
| Vehicle Painter 汽車噴漆工 (B2, B2(b)) | 2 | 3 0 5 | | | | | | |
| SPECIFIC SERVICES 專項服務 | | | | | | | | |
| Vehicle Body Builder 車身建造工 (S7) | 2 | 3 0 4 | | | | | | |
| Vehicle Air-conditioning Mechanic 汽車冷氣工 (S6) | 2 | 3 0 6 | | | | | | |
| Vehicle Upholsterer 車內裝飾工 | 2 | 3 0 7 | | | | | | |
| Machinist 機床工 | 2 | 3 0 8 | | | | | | |
| Industrial Vehicle Mechanic 工業機車技工 | 2 | 3 0 9 | | | | | | |
| Motorcycle Mechanic 電單車機械工 (S1) | 2 | 3 1 0 | | | | | | |
| Tyre Worker 輪胎工 (S2) | 2 | 4 0 1 | | | | | | |
| Battery Worker 電池工 (S3) | 2 | 4 0 2 | | | | | | |
| Lubrication Worker 更換機油工 (S4) | 2 | 4 0 3 | | | | | | |
| Car Accessories Worker 車輛配件工 (S5) | 2 | 4 0 4 | | | | | | |
| Car Detailing Worker 汽車美容工 | 2 | 4 0 5 | | | | | | |
| UNSKILLED LEVEL 非技術工人級 | | | | | | | | |
| General Worker/Cleaner 雜工/清潔工 | 2 | 5 0 1 | 1 | | 1 | | 1 | 0 |
| | 2 | | | | | | | |
| | 2 | | | | | | | |

Note 1 If additional lines are necessary, please tick here and enter on supplementary sheet(s).
附註一 如此頁填滿，請先將 (✓) 號填入此 內，然後在附頁繼續填寫。

Note 2 The term 'trainees' includes all trainees receiving any form of training and apprentices under a contract of apprenticeship.
附註二 「受訓者」包括正在接受各種訓練的人士，以及簽有學徒合約的登記學徒。

to be continued ...
續後頁

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|---|--|---|
| TECHNOLOGIST LEVEL (Continued) 技師級 (續) | | |
| | | <p>(v) 進行檢查及測試，評估設備性能以及提供技術方面的意見；</p> <p>(vi) 為大型車隊訂定預防性維修計劃；</p> <p>(vii) 負責管理汽車維修機構內一切工程及有關事宜，包括工作安全及員工健康。</p> |
| 102 | Service Manager 維修部經理 | <p>Manages all commercial and technical activities of an organization engaged in motor vehicle repairs and servicing, including safety and health matters.</p> <p>負責管理汽車維修機構內一切業務及技術方面的工作，包括工作安全及員工健康。</p> |
| TECHNICIAN LEVEL 技術員級 | | |
| 201 | Service Instructor 維修教導員 | <p>Instructs apprentices, trainees and other employees in motor vehicle servicing and repairs.</p> <p>教導學徒、受訓者及其他僱員有關汽車維修的知識及技能。</p> |
| 202 | Motor Vehicle Examiner/Tester 汽車檢查員／測試員 | <p>Inspects and tests motor vehicles for their conditions and road-worthiness compliance, including inspection before and after repairs, as well as testing in compliance with legal requirements.</p> <p>檢查及測試汽車的狀況和路面行駛性能，包括維修前或維修後檢查或測試有關車輛是否符合法律的規定。</p> |
| 203 | Service Supervisor | <p>Performs supervisory duties contributory to:</p> <p>(i) the planning and allocation of tasks to foremen and other employees,</p> <p>(ii) the inspection, servicing and repairs of motor vehicles, and</p> <p>(iii) the installation and maintenance of workshop equipment.</p> |

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|--|--|---|
| TECHNICIAN LEVEL (Continued) 技術員級 (續) | | |
| | 維修監督 | 執行下列監督工作，以便協助： (i) 策劃及分配工作予管工及其他僱員； (ii) 檢查與維修汽車； (iii) 安裝與維修工場設備。 |
| 204 | Services Adviser/ Receptionist 維修服務員／款待員 | Records customers' requirements, recommends repairs and servicing, advises and liaises with customers regarding progress of work. 記錄顧客的要求，建議適當的維修服務，並與顧客聯絡，知會有關工作的進展。 |
| 205 | Engineering Technician 工程技術員 | Performs technical tasks contributory to the modification or improvement work on vehicles, the design, installation and maintenance of workshop facilities, and technical support for vehicle servicing, either independently or under the direction of a mechanical engineer (automotive) or a service manager. 獨立或在汽車機械工程師／維修部經理的指導下執行技術職務，以協助進行：汽車的改裝或改良；工場設備的設計、安裝及維修；汽車維修方面的技術支援。 |
| CRAFTSMAN LEVEL 技工級 | | |
| 301 | Vehicle Mechanic 汽車機械工 (M, M(b)) | Services and repairs all types of vehicles. 維修各類型汽車。 |
| 302 | Vehicle Electrician 汽車電工(E, E(b)) | Services and repairs electrical and electronic systems and components of motor vehicles. 維修汽車電氣、電子系統和組件。 |
| 303 | Vehicle Body Repairer 車身修理 (B1, B1(b)) | Repairs motor vehicle bodies. 修理汽車車身。 |
| 305 | Vehicle Painter 汽車噴漆 (B2, B2(b)) | Prepares and paints vehicle bodies. 負責噴漆前的準備工作以及噴塗車身。 |

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|-------------------------------|---|---|
| SPECIFIC SERVICES 專項服務 | | |
| 304 | Vehicle Body Builder 車身建造工 (S7) | Constructs and converts motor vehicle bodies. 建造與改裝汽車車身。 |
| 306 | Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6) | Installs, services and repairs vehicle air-conditioners. 安裝與維修汽車冷氣機。 |
| 307 | Vehicle Upholsterer 車內裝飾工 | Provides seats, seat covers, floor covers and interior trim in vehicles. 製造及裝設車椅、車椅面、車地板面及車內一切裝飾。 |
| 308 | Machinist 機床工 | Produces and reconditions vehicle components by the use of common or special purpose machine tools. 使用一般或專門的機床生產與整修汽車零件。 |
| 309 | Industrial Vehicle Mechanic 工業機車技工 | Services and repairs all types of industrial vehicles (e.g. fork lift truck, straddle carrier, shovel loader, etc.). 維修各類型工業機車（例如：叉式鏟車、貨櫃搬機車及鏟斗式裝載車等）。 |
| 310 | Motorcycle Mechanic 電單車機械工 (S1) | Services and repairs motorcycles. 維修電單車。 |
| 401 | Tyre Worker 輪胎工 (S2) | Replaces and repairs vehicle tyres. 更換及維修汽車輪胎。 |
| 402 | Battery Worker 電池工 (S3) | Tests and replaces vehicle batteries. 測試及更換汽車電池。 |
| 403 | Lubrication Worker 更換機油工 (S4) | Replaces lubrication oils for vehicles. 更換汽車機油。 |

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|-------------------------------|--------------------------------------|---|
| 404 | Car Accessories Worker 車輛配件工 (S5) | Installs and repairs vehicle accessories, e.g. audio, bugler alarm system, etc. 安裝及維修汽車配件，如音響、防盜系統等。 |
| 405 | Car Detailing Worker 汽車美容工 | Cleans, polishes and waxes vehicles. 為汽車清潔，拋光和打蠟。 |
| UNSKILLED LEVEL 非技術工人級 | | |
| 501 | General Worker/ Cleaner 雜工／清潔工 | Performs duties of a general nature not requiring any training or skill, such as cleaning and polishing of motor vehicles after repairs and servicing, and tidying up garage. 擔任不需專門訓練或技能的一般性質工作，例如汽車維修後的清抹，以及車房的清潔工作。 |

B. Vehicle / Auto-parts Retail 汽車／零件零售界別

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|-----------------------------|--|--|
| MANAGERIAL LEVEL 經理級 | | |
| 111 | Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事 | Owns and runs the business. 擁有和經營業務。 |
| 112 | General Manager 總經理 | Assumes total responsibility for retail operations, merchandising, sales and marketing functions. 負責機構內零售業務、採購、銷售和市場推廣所有事宜。 |
| 113 | Sales Manager 營業經理 | Plans, directs and manages sales-related activities aiming at maximizing sales. Directly contacts clients to promote sales. 策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。 |
| 114 | Marketing Manager 市場推廣經理 | Plans, directs and manages marketing functions including advertising, public relations and corporate communications. 策劃、指導和管理市場推廣工作，包括廣告、公共關係及企業傳訊。 |
| 115 | Customer Services Manager 客戶服務經理 | Plans, organizes, directs and controls activities relating to customer services. Contacts customers, liaises with internal departments to ensure provision of high standard customer services. 策劃、組織、指導客戶服務工作。聯絡客戶及公司內部門，確保客戶服務達到理想水平。 |
| 116 | Merchandising Manager 採購經理 | Plans, organizes, directs and controls merchandising or buying activities. Assesses market demand by carrying out market surveys or studies. Contacts suppliers, coordinates with appropriate departments to ensure continuity and quality of merchandise supply. 策劃、組織、監管採購工作。調查和研究市場情況，以釐訂需求。聯絡供應商，協調有關部門工作，確保貨源充足，並符合品質要求。 |

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|---|---|--|
| MANAGERIAL LEVEL (Continued) 經理級 (續) | | |
| 117 | Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理 | Plans, directs and manages logistics/distribution/warehousing activities to ensure smooth operation of merchandise flow. 策劃、指導和管理物流／運輸／存倉工作，確保物流順利。 |
| SUPERVISORY LEVEL 主任級 | | |
| 211 | Store / Branch Supervisor 店舖／分店營業主任 | Responsible for the sale of a particular merchandise or a range of merchandises in a store/outlet. Checks and studies sales figures, stock and customers' preference and makes subsequent recommendations. Supervises a team of sales staff. 負責某種貨品或數種貨品在一間店舖／經銷店的銷售。查核和研究銷售數字、貨品存貨及顧客要求，然後提出建議。監督一組售貨員的工作。 |
| 212 | Customer Services Supervisor 客戶服務主任 | Supervises and implements activities relating to customer services. Provides services directly to customers. 監督、推行與客戶服務有關的工作。直接向客戶提供服務。 |
| 213 | Merchandiser/Buyer 採購主任 | Responsible for merchandising or buying functions. Liaises and negotiates with suppliers and appropriate departments to ensure continuity and quality of merchandise supply. 負責商品採購工作。與供應商及有關部門聯絡洽商，確保貨源充足，並符合品質要求。 |
| 214 | Parts / Logistics / Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任 | Engaged in promotion and effect of the sales of automotive parts and accessories. Supervises logistics, distribution and warehousing of merchandise to achieve planned levels of services to users and customers. 推銷、出售汽車零件及附件。監督貨品的物流、運輸及存倉工作，以便為使用者及顧客提供有系統服務。 |

| Code No. 編號 | Job Title 職稱 | Job Description 工作說明 |
|---|--|---|
| OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級 | | |
| 511 | Senior Sales Representative / Staff 高級營業員 / 售貨員 | Sells merchandise, provides customer service, and / or operates cash register in retail store. Typically has more sales experiences and/or good sales records. (If companies do not have their own system of classification, sales staff having 5 years or more relevant experience in the industry will be classified as senior.) 在零售店／經銷店售賣貨品，提供顧客服務及／或負責收銀工作；具較多銷售經驗及／或良好銷售紀錄。（如公司沒有特別說明，具五年或以上相關經驗者為高級售貨員） |
| 512 | Junior Sales Representative / Staff 初級營業員 / 售貨員 | Sells merchandise, provides customer service, and / or operates cash register in retail store. Usually has less sales experience. (If companies do not have their own system of classification, sales staff having less than 5 years of relevant experience in the industry will be classified as junior.) 在零售店／經銷店售賣貨品，提供顧客服務及／或負責收銀工作；通常銷售經驗較少。（如公司沒有特別說明，具少於五年相關經驗者為初級售貨員） |
| 513 | Stock Assistant 存貨助理 | Delivers and receives merchandise, arranges storage, fills up shelves in warehouse and / or in stores. 收發貨品，安排儲存，添補貨倉及／或店舖貨架的存貨。 |
| 514 | Part Time Sales/Service Staff 兼職售貨員／服務員 | Employed on part time basis. Sells merchandise, provides customer service, and / or operates cash register in retail store. 以兼職方式受僱。在零售店／經銷店售賣貨品，提供顧客服務及／或負責收銀工作。 |
| 515 | Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱) | |

TABLE 1 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector A: Vehicle Servicing)

表一：汽車業人力統計數字（汽車維修界別）

| Job Title 職 稱 | Number of Employees Employed 現有僱員 人數 | Number of Trainees 現有受訓者 人數 | Number of Vacancies at Date of Survey 現有的 空缺額 | Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數 |
|--|--|--------------------------------------|--|--|
| TECHNOLOGIST LEVEL 技師級 | | | | |
| Mechanical Engineer (Automotive) 汽車機械工程師 | 106 | 3 | - | 107 |
| Service Manager 維修部經理 | 181 | - | 3 | 184 |
| Sub-total 分類總數 | 287 | 3 | 3 | 291 |
| TECHNICIAN LEVEL 技術員級 | | | | |
| Service Instructor 維修教導員 | 61 | - | - | 61 |
| Motor Vehicle Examiner/Tester 汽車檢查員／測試員 | 357 | - | 19 | 378 |
| Service Supervisor 維修監督 | 977 | 6 | 3 | 986 |
| Services Adviser/Receptionist 維修服務員／款待員 | 445 | - | 52 | 497 |
| Engineering Technician 工程技術員 | 263 | 10 | 3 | 265 |
| Sub-total 分類總數 | 2 103 | 16 | 77 | 2 187 |
| CRAFTSMAN LEVEL 技工級 | | | | |
| Vehicle Mechanic 汽車機械工 (M, M(b)) | 6 013 | 486 | 484 | 6 590 |
| Vehicle Electrician 汽車電工 (E, E(b)) | 658 | 78 | 17 | 676 |
| Vehicle Body Repairer 車身修理工 (B1, B1(b)) | 804 | 43 | 18 | 821 |
| Vehicle Painter 汽車噴漆工 (B2, B2(b)) | 477 | 10 | 11 | 488 |
| Sub-total 分類總數 | 7 952 | 617 | 530 | 8 575 |

| Job Title 職 稱 | Number of Employees Employed 現有僱員 人數 | Number of Trainees 現有受訓者 人數 | Number of Vacancies at Date of Survey 現有的 空缺額 | Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數 |
|--|--|--------------------------------------|--|--|
| SPECIFIC SERVICES 專項服務 | | | | |
| Vehicle Body Builder 車身建造工 (S7) | 202 | 4 | 13 | 270 |
| Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6) | 94 | - | - | 94 |
| Vehicle Upholsterer 車內裝飾工 | 109 | - | 31 | 140 |
| Machinist 機床工 | 31 | 2 | 3 | 34 |
| Industrial Vehicle Mechanic 工業機車技工 | 30 | - | - | 30 |
| Motorcycle Mechanic 電單車機械工 (S1) | 174 | 3 | - | 177 |
| Tyre Worker 輪胎工 (S2) | 360 | - | 1 | 361 |
| Battery Worker 電池工 (S3) | 2 | - | - | 2 |
| Lubrication Worker 更換機油工 (S4) | 98 | - | - | 98 |
| Car Accessories Worker 車輛配件工 (S5) | 190 | - | 37 | 227 |
| Car Detailing Worker 汽車美容工 | 775 | - | 167 | 1 012 |
| Sub-total 分類總數 | 2 065 | 9 | 252 | 2 382 |
| UNSKILLED LEVEL 非技術工人級 | | | | |
| General Worker/Cleaner 雜工/清潔工 | 551 | - | 42 | 593 |
| Sub-total 分類總數 | 551 | - | 42 | 593 |
| GRAND TOTAL 總數 | 12 958 | 645 | 904 | 14 028 |

TABLE 2 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector B : Vehicle / Auto-parts Retail)

表二：汽車業人力統計數字（汽車／零件零售界別）

| Job Title 職 稱 | Number of Employees Employed 現有僱員 人數 | Number of Trainees 現有受訓者 人數 | Number of Vacancies at Date of Survey 現有的 空缺額 | Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數 |
|---|--|--------------------------------------|--|--|
| MANAGERIAL LEVEL 經理級 | | | | |
| Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事 | 147 | - | - | 147 |
| General Manager 總經理 | 25 | - | - | 25 |
| Sales Manager 營業經理 | 64 | - | - | 64 |
| Marketing Manager 市場推廣經理 | 32 | - | - | 32 |
| Customer Services Manager 客戶服務經理 | 8 | - | - | 10 |
| Merchandising Manager 採購經理 | 5 | - | - | 5 |
| Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理 | 15 | - | - | 15 |
| Sub-total 分類總數 | 296 | - | - | 298 |
| SUPERVISORY LEVEL 主任級 | | | | |
| Store / Branch Supervisor 店舖／分店營業主任 | 245 | - | 3 | 248 |
| Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員 | 58 | - | - | 58 |
| Merchandiser/Buyer 採購主任 | 51 | - | - | 51 |
| Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任 | 89 | - | - | 89 |
| Sub-total 分類總數 | 443 | - | 3 | 446 |

| Job Title 職 稱 | Number of Employees Employed 現有僱員 人數 | Number of Trainees 現有受訓者 人數 | Number of Vacancies at Date of Survey 現有的 空缺額 | Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數 |
|--|--|--------------------------------------|--|--|
| OPERATIVE/CLERICAL SUPPORT LEVEL | | 技術人員／文員級 | | |
| Senior Sales Representative / Staff 高級營業員 / 售貨員 | 2 073 | - | 48 | 2 104 |
| Junior Sales Representative / Staff 初級營業員 / 售貨員 | 264 | - | 35 | 331 |
| Stock Assistant 存貨助理 | 113 | - | 4 | 117 |
| Part Time Sales/Service Staff 兼職售貨員／服務員 | 51 | - | - | 51 |
| Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱) | 970 | - | 25 | 995 |
| Sub-total 分類總數 | 3 471 | - | 112 | 3 598 |
| GRAND TOTAL 總數 | 4 210 | - | 115 | 4 342 |

TABLE 3: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(Sector A: Vehicle Servicing)

表三：根據每月總收入幅度劃分的僱員分布情況（汽車維修界別）

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|--|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| TECHNOLOGIST LEVEL 技師級 | | | | | | | | |
| Mechanical Engineer (Automotive) 汽車機械工程師 | - | - | - | 1 | 55 | 17 | 33 | - |
| Service Manager 維修部經理 | - | - | - | - | 5 | 53 | 85 | 38 |
| Sub-total 分類總數 | - | - | - | 1 | 60 | 70 | 118 | 38 |
| TECHNICIAN LEVEL 技術員級 | | | | | | | | |
| Service Instructor 維修教導員 | - | - | - | 10 | 5 | 26 | 7 | 13 |
| Motor Vehicle Examiner/Tester 汽車檢查員／測試員 | - | - | 89 | 65 | 58 | 120 | - | 25 |
| Service Supervisor 維修監督 | - | - | 121 | 270 | 281 | 185 | 15 | 105 |
| Services Adviser/Receptionist 維修服務員／款待員 | - | 32 | 56 | 85 | 175 | - | - | 97 |
| Engineering Technician 工程技術員 | - | - | 18 | 161 | 51 | 1 | - | 32 |
| Sub-total 分類總數 | - | 32 | 284 | 591 | 570 | 332 | 22 | 272 |

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|---|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| CRAFTSMAN LEVEL 技工級 | | | | | | | | |
| Vehicle Mechanic 汽車機械工 (M, M (b)) | - | 819 | 2 732 | 1 869 | 135 | - | - | 458 |
| Vehicle Electrician 汽車電工 (E, E(b)) | - | 354 | 167 | 83 | 38 | - | - | 16 |
| Vehicle Body Repairer 車身修理工 (B1, B1(b)) | - | 207 | 248 | 238 | 53 | - | - | 58 |
| Vehicle Painter 汽車噴漆工 (B2, B2(b)) | - | - | 145 | 216 | 58 | - | - | 58 |
| Sub-total 分類總數 | - | 1 380 | 3 292 | 2 406 | 284 | - | - | 590 |
| SPECIFIC SERVICES 專項服務 | | | | | | | | |
| Vehicle Body Builder 車身建造工 (S7) | - | - | 93 | 101 | - | - | - | 8 |
| Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6) | - | - | 29 | 14 | 1 | - | - | 50 |
| Vehicle Upholsterer 車內裝飾工 | - | 7 | 102 | - | - | - | - | - |
| Machinist 機床工 | - | 22 | 3 | 6 | - | - | - | - |
| Industrial Vehicle Mechanic 工業機車技工 | - | - | 30 | - | - | - | - | - |
| Motorcycle Mechanic 電單車機械工 (S1) | - | 9 | 147 | 9 | - | - | - | 9 |
| Tyre Worker 輪胎工 (S2) | - | 92 | 197 | 43 | - | - | - | 28 |

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|--|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| SPECIFIC SERVICES (Continued) 專項服務 (續) | | | | | | | | |
| Battery Worker 電池工 (S3) | - | - | - | 2 | - | - | - | - |
| Lubrication Worker 更換機油工 (S4) | - | 23 | 4 | 71 | - | - | - | - |
| Car Accessories Worker 車輛配件工 (S5) | - | - | 120 | 57 | - | - | - | 13 |
| Car Detailing Worker 汽車美容工 | - | 262 | 422 | 63 | - | - | - | 28 |
| Sub-total 分類總數 | - | 415 | 1 147 | 366 | 1 | - | - | 136 |
| UNSKILLED LEVEL 非技術工人級 | | | | | | | | |
| General Worker/Cleaner 雜工/清潔工 | 18 | 379 | 139 | - | - | - | - | 15 |
| Sub-total 分類總數 | 18 | 379 | 139 | - | - | - | - | 15 |

TABLE 4: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(Sector B : Vehicle / Auto-parts Retail)

表四：根據每月總收入幅度劃分的僱員分布情況（汽車／零件零售界別）

(a) Retail Sale of Motor Vehicles and Motorcycles 汽車／電單車零售 (HSIC 477301 and 477302)

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|---|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| MANAGERIAL LEVEL 經理級 | | | | | | | | |
| Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／執行合夥董事 | - | - | - | 2 | 3 | 34 | 1 | 42 |
| General Manager 總經理 | - | - | - | - | - | - | 7 | - |
| Sales Manager 營業經理 | - | - | - | 6 | - | 2 | 17 | - |
| Marketing Manager 市場推廣經理 | - | - | - | - | - | 8 | 4 | 1 |
| Customer Services Manager 客戶服務經理 | - | - | - | - | - | 2 | - | - |
| Merchandising Manager 採購經理 | - | - | - | - | - | - | - | - |
| Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理 | - | - | - | - | 1 | 5 | - | - |
| Sub-total 分類總數 | - | - | - | 8 | 4 | 51 | 29 | 43 |

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|---|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| SUPERVISORY LEVEL 主任級 | | | | | | | | |
| Store / Branch Supervisor 店舖／分店營業主任 | - | - | 2 | 9 | 57 | 1 | 20 | - |
| Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員 | - | - | 2 | 3 | 2 | - | - | 2 |
| Merchandiser/Buyer 採購主任 | - | - | 3 | - | - | - | - | - |
| Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任 | - | - | 3 | - | - | - | - | - |
| Sub-total 分類總數 | - | - | 10 | 12 | 59 | 1 | 20 | 2 |
| OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級 | | | | | | | | |
| Senior Sales Representative / Staff 高級營業員 / 售貨員 | - | - | 391 | 266 | 315 | 48 | 79 | 84 |
| Junior Sales Representative / Staff 初級營業員 / 售貨員 | - | 23 | 22 | 65 | 3 | - | - | - |
| Stock Assistant 存貨助理 | - | 1 | 1 | - | - | - | - | - |
| Part Time Sales/Service Staff 兼職售貨員／服務員 | - | - | 28 | - | - | - | - | - |
| Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱) | - | 168 | 213 | 70 | 1 | - | - | 14 |
| Sub-total 分類總數 | - | 191 | 655 | 401 | 319 | 48 | 79 | 98 |

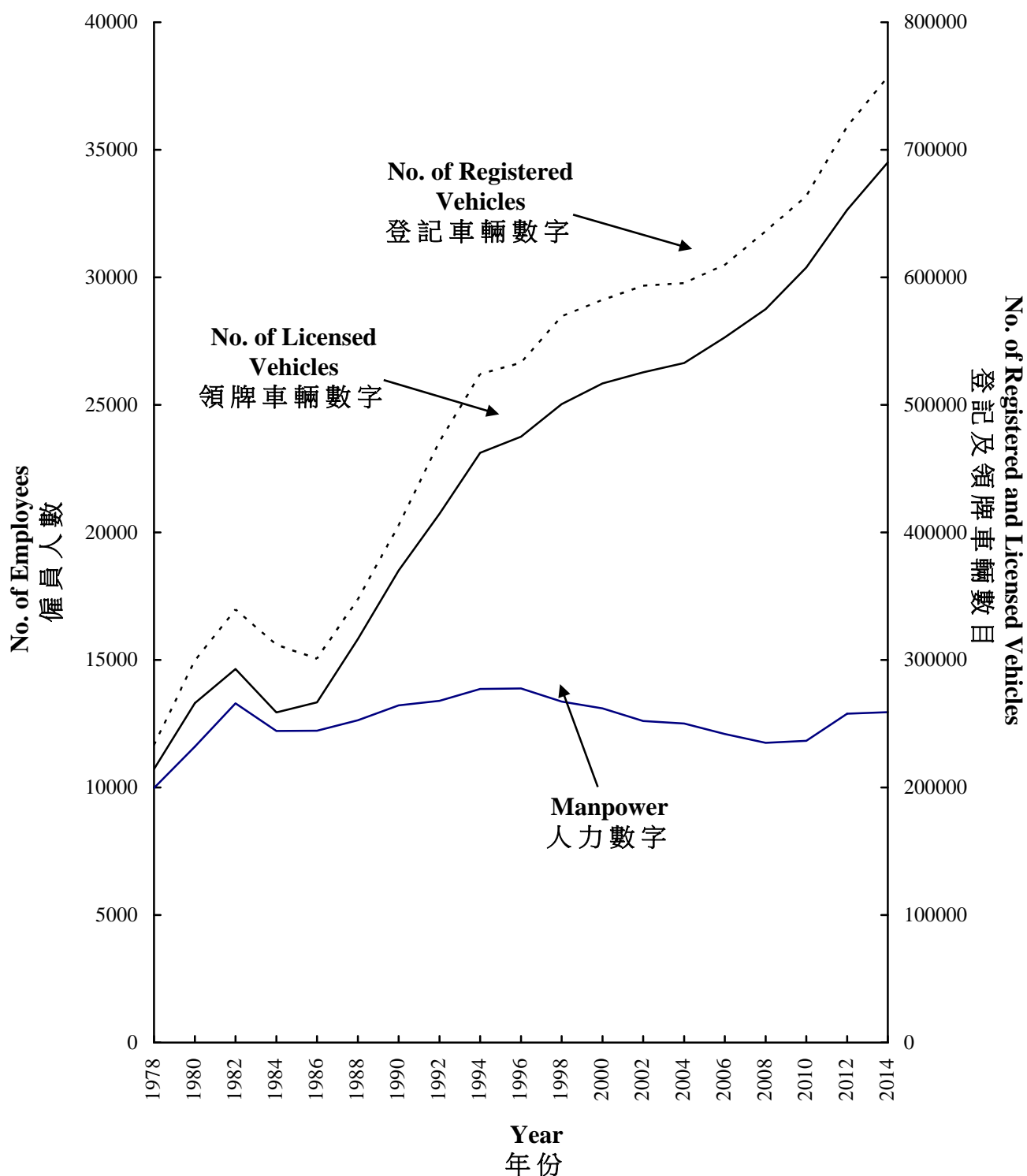
(b) Retail Sale of Motor Vehicles and Motorcycles Parts and Accessories 汽車及電單車配件及零件零售 (HSIC 477303)

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|---|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| MANAGERIAL LEVEL 經理級 | | | | | | | | |
| Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／執行合夥董事 | - | - | - | - | - | 1 | 53 | - |
| General Manager 總經理 | - | - | - | - | - | - | - | - |
| Sales Manager 營業經理 | - | - | - | - | - | - | 2 | - |
| Marketing Manager 市場推廣經理 | - | - | - | - | - | - | - | - |
| Customer Services Manager 客戶服務經理 | - | - | - | - | - | - | - | - |
| Merchandising Manager 採購經理 | - | - | - | - | - | - | - | - |
| Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理 | - | - | - | - | 1 | - | - | - |
| Sub-total 分類總數 | - | - | - | - | 1 | 1 | 55 | - |

| Job Title 職稱 | Under \$8,001 以下 | \$8,001 - \$10,000 | \$10,001 - \$15,000 | \$15,001 - \$20,000 | \$20,001 - \$25,000 | \$25,001 - \$35,000 | Over \$35,000 以上 | Unspecified 未列明 |
|---|------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------|
| SUPERVISORY LEVEL 主任級 | | | | | | | | |
| Store / Branch Supervisor 店舖／分店營業主任 | - | - | 18 | 57 | 4 | 18 | - | 19 |
| Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員 | - | - | 2 | - | - | - | - | - |
| Merchandiser/Buyer 採購主任 | - | - | 18 | 1 | 3 | - | - | - |
| Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任 | - | - | 18 | 4 | 17 | - | - | - |
| Sub-total 分類總數 | - | - | 56 | 62 | 24 | 18 | - | 19 |
| OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級 | | | | | | | | |
| Senior Sales Representative / Staff 高級營業員 / 售貨員 | - | 34 | 264 | 175 | - | - | - | 69 |
| Junior Sales Representative / Staff 初級營業員 / 售貨員 | - | 37 | 42 | 2 | - | - | - | 2 |
| Stock Assistant 存貨助理 | - | - | 29 | - | - | - | - | - |
| Part Time Sales/Service Staff 兼職售貨員／服務員 | - | - | - | - | - | - | - | - |
| Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱) | - | 21 | 178 | 34 | - | - | - | 24 |
| Sub-total 分類總數 | - | 92 | 513 | 211 | - | - | - | 95 |

Registered and Licensed Vehicle Population and Manpower in the Servicing Sector of the Automobile Industry

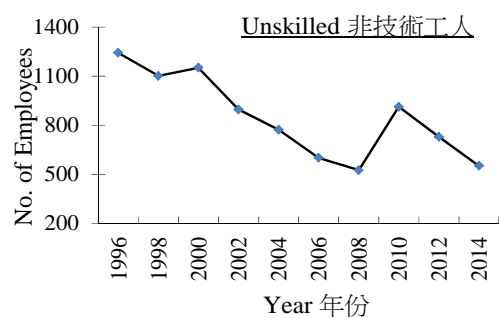
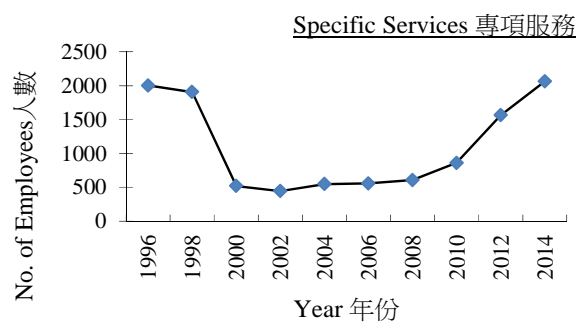
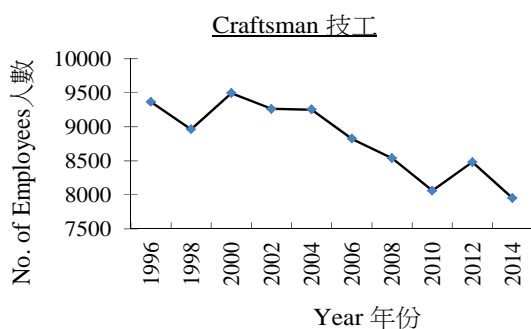
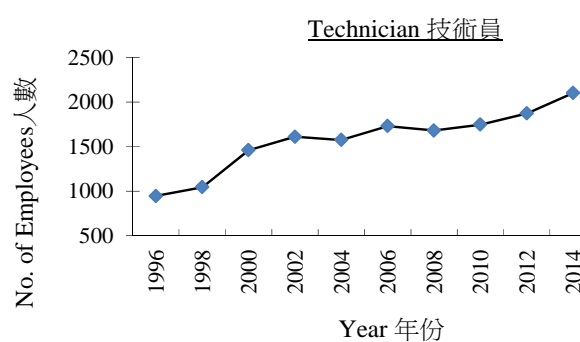
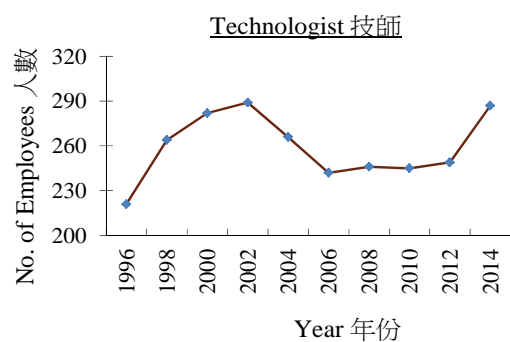
登記及領牌車輛總數
及汽車業維修界別人力數字

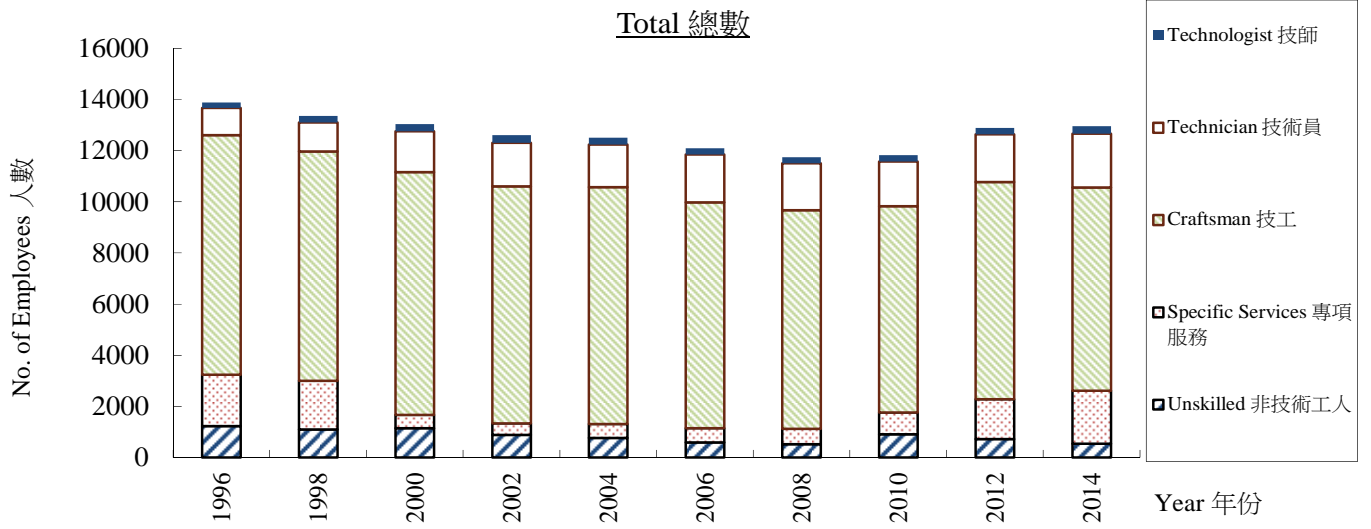


Registration, which is normally a one-off matter, means giving the vehicle a registration mark and putting it into its appropriate class, e.g. private car, light goods vehicle, etc. Licensing, which is annually or four-monthly, conveys the right for a vehicle to be driven on a road.

一部車輛通常只要登記一次，由運輸署編配車輛登記（車牌）號碼，並將車輛予以適當分類，例如私家車、輕型貨車等。發出車輛牌照，即給予車輛在道路上行駛的權利。牌照有效期分一年及四個月兩種。

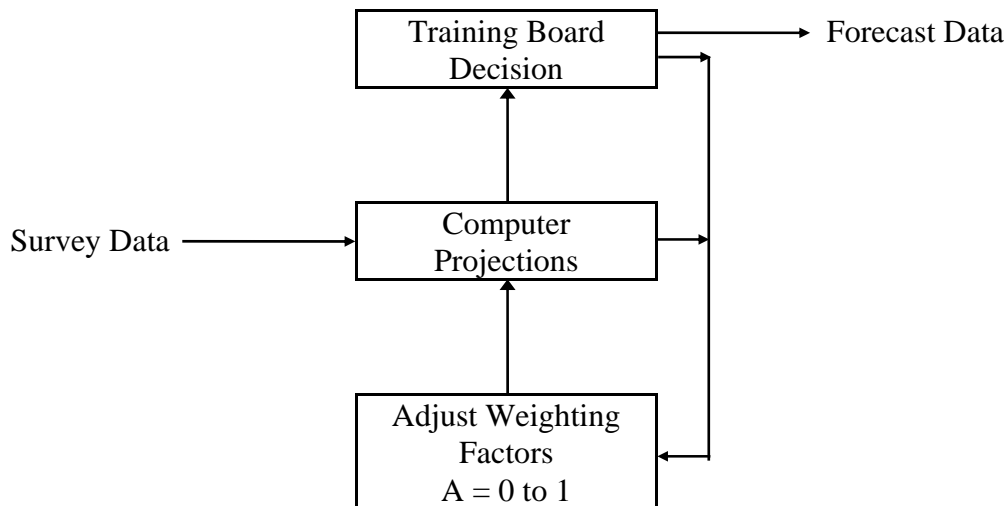
Distribution of Employees by Skill Level – Vehicle Servicing Sector 各級技能等級僱員分布情況 - 汽車維修界別





Manpower Forecasting Method

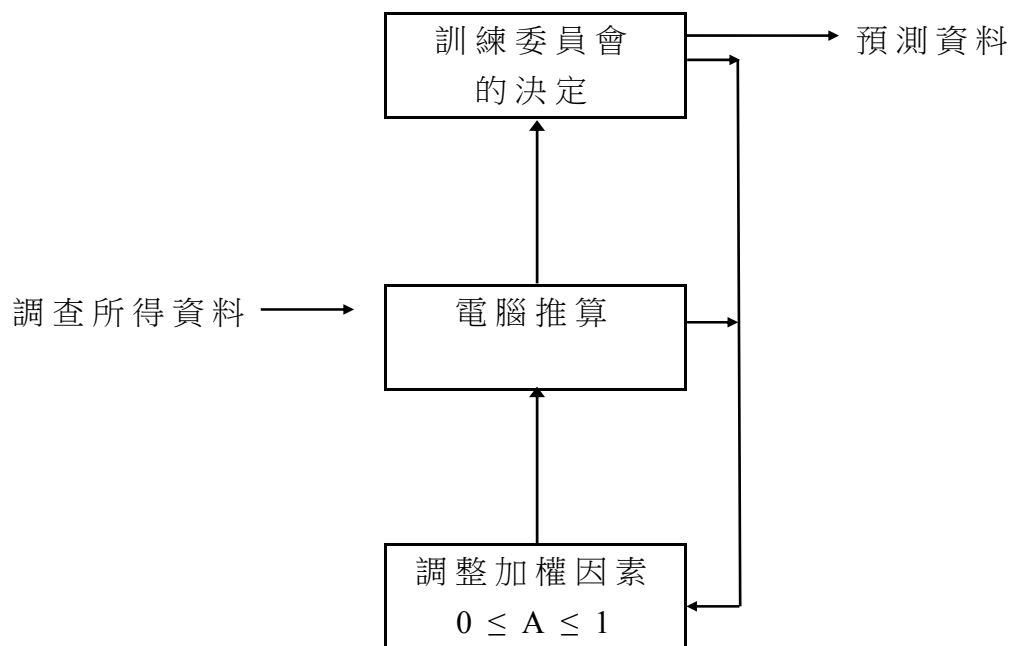
The Industrial Training Division of the Vocational Training Council has developed an “adaptive filtering” forecasting method for determining future manpower requirements of the industry. The method is illustrated diagrammatically below:



In this method, past survey data are weighted and the weights used are in geometric series such that heavier weighting is given to the more recent data. Thus, the results of the forecast will be more dependent on the recent and less on past data. The degree of emphasis on the more recent data can be controlled by varying the weighting factors A . A computer is used to track growth rates and to project the survey data into the “future” for a number of values of A , i.e. to produce a number of “possibilities”. The Board may then select the best projection based on those factors which may affect manpower changes such as vehicle population in future years, the possible changes in transport pattern, the recovery of local economy etc. The accuracy of the forecast will be checked against future survey results and errors, if any, will be taken into account in the subsequent forecast.

人力預測法

汽車業訓練委員會採用「調節過濾」預測法[Adaptive Filtering Method, AFM]，用以確定汽車業未來的人力需求。詳細說明如下：



如上圖所示，AFM將過往調查所得的資料進行加權調整，所加的權數屬幾何級數，資料愈新，則所加的權數愈大。因此，推算結果大半基於較新資料，而與以往資料的關連較少。對不同資料的倚重程度可透過調整加權因數（A）值來反映。委員會利用電腦計算人力增長率，並利用不同的（A）值來推算本業未來的人力需求，從而得出多個「可能的人力變化趨勢」。然後，委員會根據數項可能影響本業人力的因素，如未來幾年的車輛數目、運輸模式的轉變、本地經濟的復蘇情況等，挑選出最合適的趨勢預測。最終所得的預測數字會與下次實際調查結果作比較，以了解其準確程度；若有任何誤差，會於下次預測時加以考慮。

Manpower Projections for the Vehicle Servicing Sector from 2015 to 2018
2015 年至 2018 年間汽車維修界別僱員人數的推算

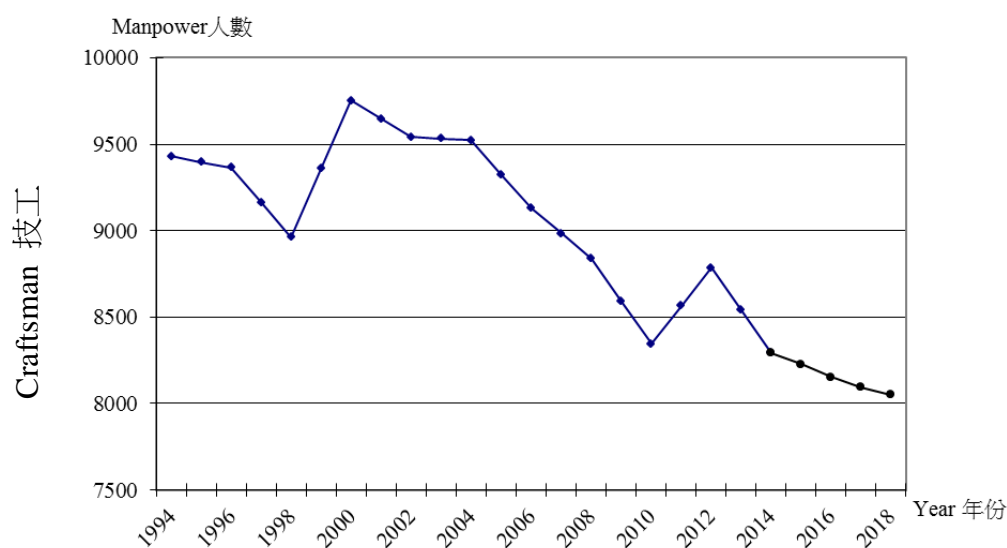
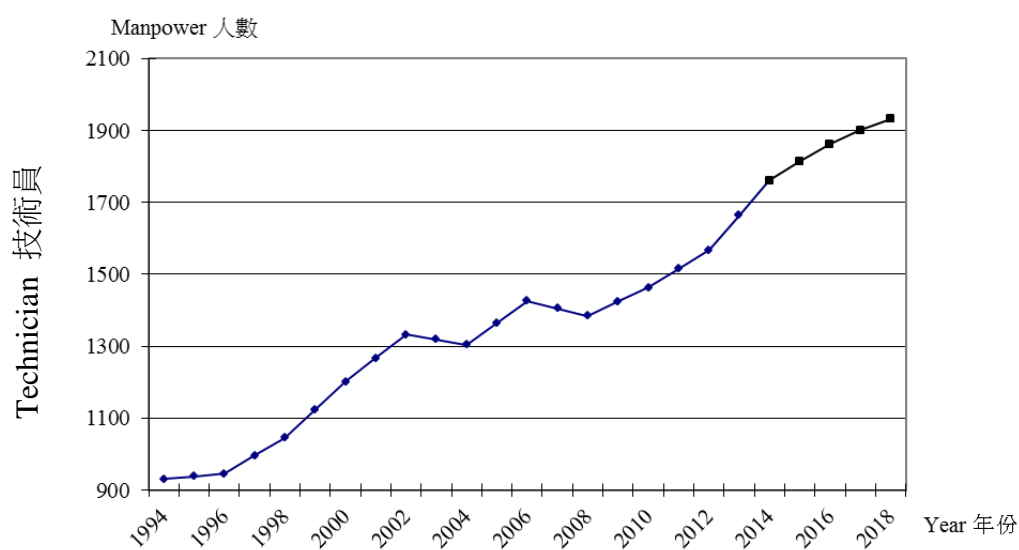
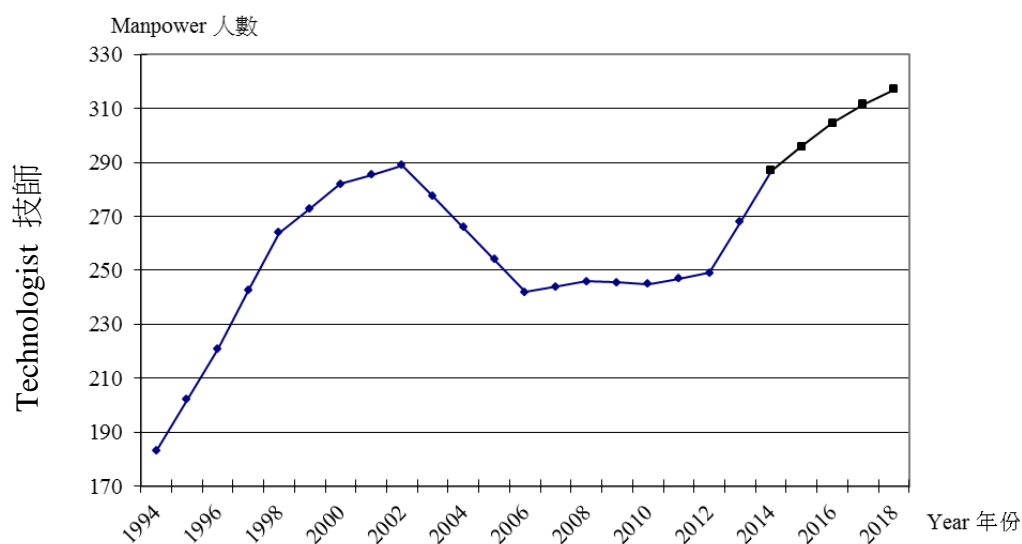


TABLE 1 : Recommended Annual Training Requirement
for Workers from 2015 to 2018 (Vehicle Servicing Sector)

表一：2015 年至 2018 年間平均每年建議培訓
的僱員人數（汽車維修界別）

| Job Title 職稱 | No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外) | Annual Training Requirement 每年建議培訓的 僱員人數 |
|---|---|---|
| TECHNOLOGIST LEVEL 技師級 | | |
| Mechanical Engineer (Automotive) 汽車機械工程師 | 99 | 6 – 7 |
| Service Manager 維修部經理 | 150 | 10 – 13 |
| Sub-total 分類總數 | 249 | 16 – 20 |
| TECHNICIAN LEVEL 技術員級 | | |
| Service Instructor 維修教導員 | 111 | 4 |
| Motor Vehicle Examiner/Tester 汽車檢查員／測試員 | 403 | 22 – 27 |
| Service Supervisor 維修監督 | 581 | 60 – 73 |
| Service Adviser/Receptionist 維修服務員／款待員 | 475 | 27 – 33 |
| Engineering Technician 工程技術員 | 303 | 16 – 20 |
| Sub-total 分類總數 | 1 873 | 129 – 157 |
| CRAFTSMAN LEVEL 技工級 | | |
| Vehicle Mechanic 汽車機械工 (M, M(b)) | 6 275 | 357 – 436 |
| Vehicle Electrician 汽車電工 (E, E(b)) | 721 | 39 – 48 |
| Vehicle Body Repairer 車身修理工 (B1, B1(b)) | 907 | 48 – 58 |
| Vehicle Painter 汽車噴漆工 (B2, B2(b)) | 578 | 28 – 34 |
| Sub-total 分類總數 | 8 481 | 472 – 576 |

TABLE 2 : Recommended Training Requirement for Workers
in 2015 (Vehicle / Auto-parts Retail Sector)

表二：2015年建議培訓的僱員人數
(汽車／零件零售界別)

| Job Title 職稱 | No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外) | Annual Training Requirement 每年建議培訓的 僱員人數 |
|---|---|---|
| MANAGERIAL LEVEL 經理級 | | |
| Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事 | 147 | 5 – 6 |
| General Manager 總經理 | 25 | 1 – 1 |
| Sales Manager 營業經理 | 64 | 2 – 3 |
| Marketing Manager 市場推廣經理 | 32 | 1 – 1 |
| Customer Services Manager 客戶服務經理 | 8 | 0 – 0 |
| Merchandising Manager 採購經理 | 5 | 0 – 0 |
| Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理 | 15 | 1 – 1 |
| Sub-total 分類總數 | 296 | 10 – 12 |
| SUPERVISORY LEVEL 主任級 | | |
| Store / Branch Supervisor 店舖／分店營業主任 | 245 | 8 – 10 |
| Customer Services Supervisor 客戶服務主任 | 58 | 2 – 2 |
| Merchandiser/Buyer 採購主任 | 51 | 2 – 2 |
| Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任 | 89 | 3 – 4 |
| Sub-total 分類總數 | 443 | 15 – 18 |

| Job Title 職稱 | No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外) | Annual Training Requirement 每年建議培訓的 僱員人數 |
|--|---|---|
| OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級 | | |
| Senior Sales Representative / Staff 高級營業員 / 售貨員 | 2 073 | 125 – 153 |
| Junior Sales Representative / Staff 初級營業員 / 售貨員 | 264 | 16 – 19 |
| Stock Assistant 存貨助理 | 113 | 7 – 8 |
| Part Time Sales/Service Staff 兼職售貨員／服務員 | 51 | 3 – 4 |
| Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱) | 970 | 59 – 72 |
| Sub-total 分類總數 | 3 471 | 210 – 256 |