

BANKING AND FINANCE INDUSTRY  
MANPOWER SURVEY REPORT  
銀行及金融業 • 人力調查報告書

# 2013



**2013 MANPOWER SURVEY REPORT**

**BANKING AND FINANCE INDUSTRY**

**銀行及金融業**

**二零一三年人力調查報告**

**BANKING AND FINANCE INDUSTRY TRAINING BOARD**

**VOCATIONAL TRAINING COUNCIL**

**職業訓練局**

**銀行及金融業訓練委員會**

## CONTENTS

		<u>Paragraph</u>	<u>Page</u>
Executive Summary		1 – 20	I – X
 <u>Section</u>			
I	Survey Purpose and Scope	1.1 – 1.10	1 – 3
II	Summary of Survey Findings	2.1 – 2.71	4 – 81
III	Recommendations	3.1 – 3.15	82 – 86
 <u>Appendix</u>			
1	Membership List of the Banking and Finance Industry Training Board		87 – 88
1a	Membership List of the Working Party on 2013 Manpower Survey of the Banking and Finance Industry		89
1b	Membership List of the Focus Group of 2013 Manpower Survey of the Banking and Finance Industry		90
2	Terms of Reference of the Banking and Finance Industry Training Board		91
3	Sampling Plan of the 2013 Manpower Survey of the Banking and Finance Industry		92
4	Survey Documents and Questionnaires		93 – 154
5	Statistical Tables		155 – 254
6	Manpower Changes of the Banking and Finance Industry from January 2011 to January 2013		255 – 260
7	Labour Market Analysis Method for Manpower Projection		261 – 263

The 2013 Manpower Survey Report  
of the Banking and Finance Industry

Executive Summary

**Objective**

1. The Banking and Finance Industry Training Board (BFTB), with the assistance of the Census and Statistics Department (C&SD), conducted a biennial manpower survey from January to June 2013 with the aim of furnishing users with information on the manpower situation and training needs of personnel in the banking and finance industry.

**Scope of the Survey**

2. Based on the advice of the Census and Statistics Department (C&SD), the Training Board decided on the sampling frame to cover all banking and financial institutions in the industry. A sample of 1 056 out of 6 996 establishments were selected from the central register maintained by the C&SD. For licensed banks, restricted licensed banks, representative offices of foreign banks and deposit-taking companies, they were all surveyed whereas for other branches, establishments with 50 or more employees were surveyed. The stratified random sampling method was used for the sample selection of establishments with less than 50 employees.

3. The survey covered samples in the following ten branches:

- (i) 213 licensed banks, restricted licence banks and local representative offices of foreign banks (abbreviated as BANKS);
- (ii) 21 deposit-taking companies (abbreviated as DTCS);
- (iii) 93 investment and holding companies (abbreviated as INVEST COS);
- (iv) 110 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies (abbreviated as PL COS);
- (v) 117 securities brokerage firms (abbreviated as SECURITIES);
- (vi) 121 commodity futures (including financial futures) and precious metals brokers/dealers (abbreviated as C DEALERS);
- (vii) 7 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry (abbreviated as C EXCHANGES);
- (viii) 104 money changers and foreign exchange brokers/dealers (abbreviated as M CHANGERS);

(ix) 136 investment advisory / asset management companies (abbreviated as ASSET COS);

(x) 134 other financial companies (abbreviated as OF COS).

Data collected from these 1 056 selected establishments (samples) were processed by the C&SD and statistically grossed up to reflect the overall picture of the manpower situation of the banking and finance industry.

### Total Manpower Demand

4. The survey revealed that in January 2013, the banking and finance industry employed 145 783 persons. The distribution of employees by branch and by job level is shown in Table A below:

Table A: Manpower Structure by Branch and by Job Level

Branch	<u>Number of Employees</u>								Total (%)**
	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Other Supporting Staff (%)*</u>		
1. BANKS	22 509	(23.8)	35 554	(37.7)	29 749	(31.5)	6 571	(7.0)	<b>94 383</b> <b>(64.7)</b>
2. DTCS	259	(22.1)	446	(38.0)	442	(37.7)	26	(2.2)	<b>1 173</b> <b>(0.8)</b>
3. INVEST COS	931	(39.7)	627	(26.7)	692	(29.5)	96	(4.1)	<b>2 346</b> <b>(1.6)</b>
4. PL COS	895	(23.3)	1 249	(32.5)	1 486	(38.7)	214	(5.6)	<b>3 844</b> <b>(2.6)</b>
5. SECURITIES	1 460	(17.2)	2 961	(34.9)	3 800	(44.8)	269	(3.2)	<b>8 490</b> <b>(5.8)</b>
6. C DEALERS	341	(18.8)	763	(42.2)	660	(36.5)	46	(2.5)	<b>1 810</b> <b>(1.2)</b>
7. C EXCHANGES	942	(28.9)	948	(29.1)	362	(11.1)	1 008	(30.9)	<b>3 260</b> <b>(2.2)</b>
8. M CHANGERS	259	(10.2)	856	(33.6)	1 413	(55.5)	18	(0.7)	<b>2 546</b> <b>(1.7)</b>
9. ASSET COS	4 191	(31.7)	5 125	(38.8)	3 438	(26.0)	458	(3.5)	<b>13 212</b> <b>(9.1)</b>
10. OF COS	3 518	(23.9)	7 590	(51.6)	2 645	(18.0)	966	(6.6)	<b>14 719</b> <b>(10.1)</b>
<b>Total (%)**</b>	<b>35 305</b>	<b>(24.2)</b>	<b>56 119</b>	<b>(38.5)</b>	<b>44 687</b>	<b>(30.7)</b>	<b>9 672</b>	<b>(6.6)</b>	<b>145 783</b> <b>(100)</b>

(%)\* As a percentage of the total number of employees in the branch.

(%)\*\* As a percentage of the total number of employees in the industry. Total percentage may not equal 100% due to rounding.

## Manpower Changes

5. The manpower of the banking and finance industry has increased from 136 163 in 2011 to 145 783 in 2013 by 9 620 persons (+7.1%). The changes in the number of employees between 2011 and 2013 by sector and by job level are summarized in Table B.

Table B: Manpower Changes

(i) Manpower Changes by Sector

<u>Sector*</u>	<u>January 2011</u>	<u>January 2013</u>	<u>Change (%)</u>	
Banking Sector	88 668	94 383	+5 715	(+6.4%)
DTC Sector	910	1 173	+263	(+28.9%)
Securities Sector (2011 Survey)	10 915	n/a	n/a	(n/a)
Securities and Asset Management Sector (2013 Survey)	n/a	21 702	n/a	(n/a)
Other Financial Sectors	35 670	28 525	n/a	(n/a)
<b>Total</b>	<b>136 163</b>	<b>145 783</b>	<b>+9 620</b>	<b>(+7.1%)</b>

\*Sector Definition:

Banking Sector = Branch 1

DTC Sector = Branch 2

Securities Sector (2011 Survey) = Branch 5

Securities and Asset Management Sector (2013 Survey) = Branch 5 and Branch 9

Other Financial Sectors (2011 Survey) = Branches 3 to 10 excluding Branch 5

Other Financial Sectors (2013 Survey) = Branches 3 to 10 excluding Branches 5 and 9

Remarks: ASSET COS is a newly added branch in the 2013 Survey and thus its data in 2011 is not available for comparison. In 2011, most of the data related to investment advisory / asset management companies was included under the branches SECURITIES and OF COS. As the composition of "Securities & Asset Management Sector" and "Other Financial Sectors" have been revised when compared with the survey in 2011, the manpower figures of these two sectors may not be directly comparable.

(ii) Manpower Changes by Job Level

<u>Job Level</u>	<u>January 2011</u>	<u>January 2013</u>	<u>Change (%)</u>	
Managerial	28 122	35 305	+7 183	(+25.5%)
Supervisory/Officer	51 876	56 119	+4 243	(+8.2%)
Clerical	42 837	44 687	+1 850	(+4.3%)
Other Supporting Staff	13 328	9 672	-3 656	(-27.4%)
<b>Total</b>	<b>136 163</b>	<b>145 783</b>	<b>+9 620</b>	<b>(+7.1%)</b>

6. Figures 1 to 2 show the manpower structure and the distribution of employees by sector and by job level.

Figure 1: Distribution of Employees by Sector

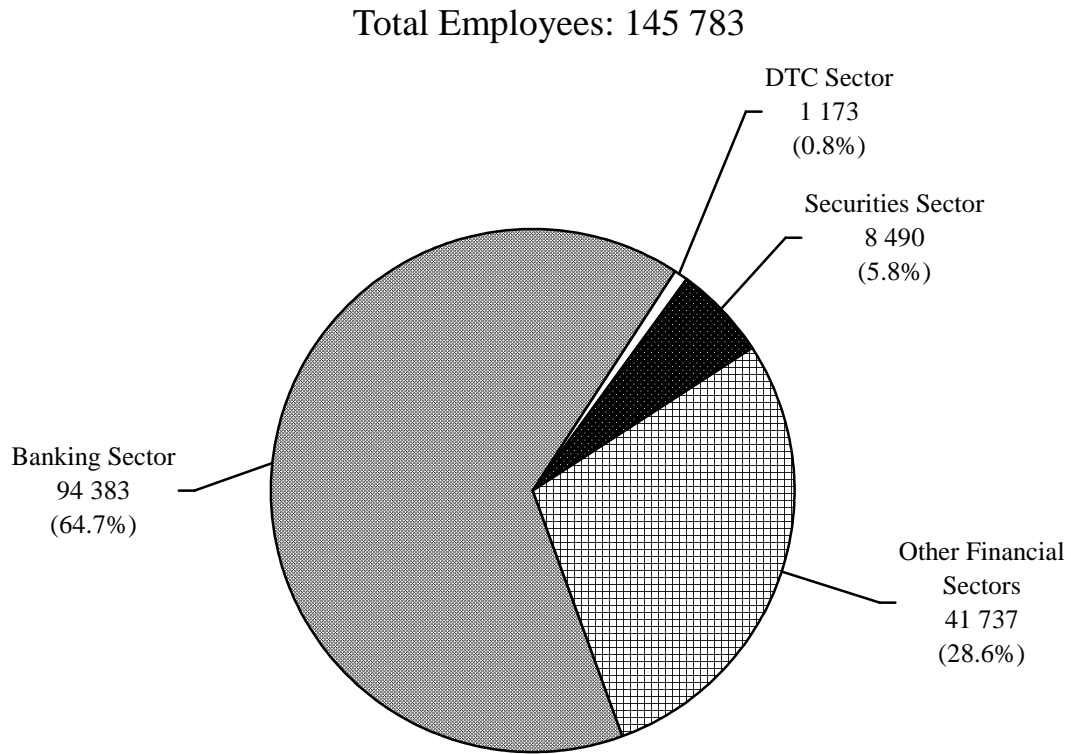
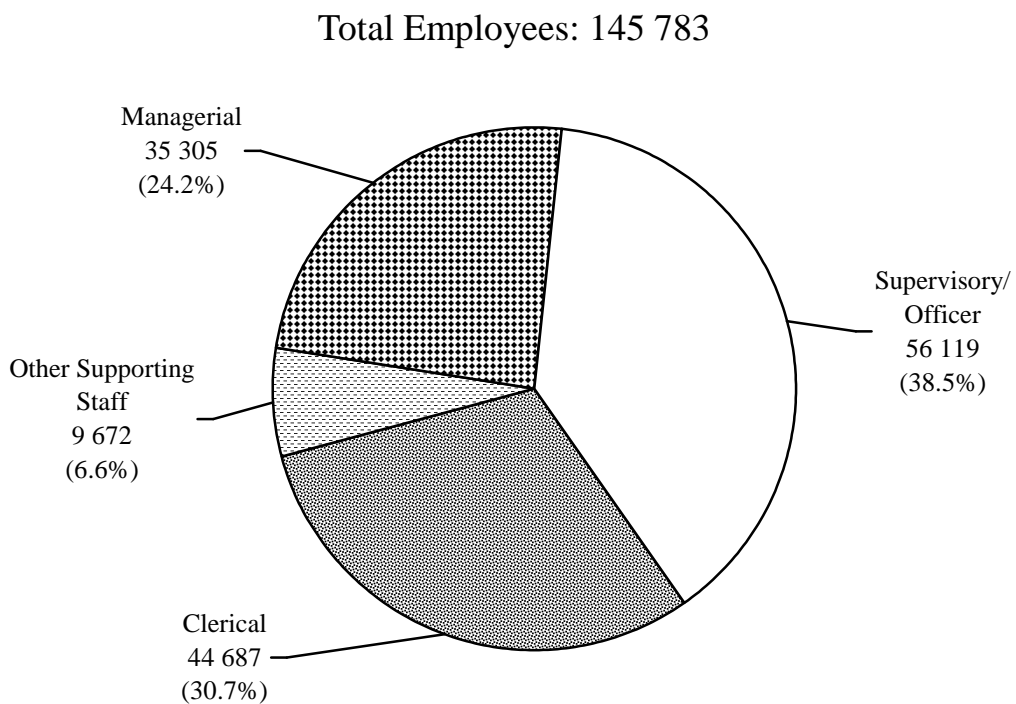


Figure 2: Distribution of Employees by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

## Number of Vacancies in the Industry

7. At the time of the survey, employers reported 1 665 vacancies in the banking and finance industry, representing 1.1% of the manpower demand of 147 448 persons which is defined as the number of employees plus the number of vacancies. The number of vacancies by branch and by job level is shown in Table C.

Table C: Number of Vacancies

<u>Branch</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Other Supporting Staff (%)*</u>	<u>Total (%)**</u>
1. BANKS	297 (39.8)	245 (32.8)	174 (23.3)	31 (4.1)	<b>747 (44.9)</b>
2. DTCS	1 (4.0)	13 (52.0)	11 (44.0)	- (0.0)	<b>25 (1.5)</b>
3. INVEST COS	- (0.0)	15 (100)	- (0.0)	- (0.0)	<b>15 (0.9)</b>
4. PL COS	- (0.0)	2 (28.6)	5 (71.4)	- (0.0)	<b>7 (0.4)</b>
5. SECURITIES	3 (4.1)	28 (37.8)	42 (56.8)	1 (1.4)	<b>74 (4.4)</b>
6. C DEALERS	- (0.0)	24 (49.0)	25 (51.0)	- (0.0)	<b>49 (2.9)</b>
7. C EXCHANGES	21 (43.8)	23 (47.9)	4 (8.3)	- (0.0)	<b>48 (2.9)</b>
8. M CHANGERS	9 (10.5)	33 (38.4)	44 (51.2)	- (0.0)	<b>86 (5.2)</b>
9. ASSET COS	62 (30.1)	144 (69.9)	- (0.0)	- (0.0)	<b>206 (12.4)</b>
10. OF COS	127 (31.1)	148 (36.3)	71 (17.4)	62 (15.2)	<b>408 (24.5)</b>
<b>Total (%)**</b>	<b>520 (31.2)</b>	<b>675 (40.5)</b>	<b>376 (22.6)</b>	<b>94 (5.6)</b>	<b>1 665 (1 00)</b>

(%)\* As a percentage of the total number of vacancies in the branch.

(%)\*\* As a percentage of the total number of vacancies in the industry. Total percentage may not equal 100% due to rounding.



## Changes in Vacancy Situation

8. Employers reported 1 665 vacancies in January 2013. Comparing to the 1 138 vacancies reported by employers in January 2011, the number of vacancies has increased by 527 (+46.3%). Changes in vacancy situation between 2011 and 2013 are shown in Table D.

Table D: Vacancy Situation

(i) Vacancy Situation by Sector

<u>Sector</u>	<u>January 2011</u>	<u>January 2013</u>	<u>Change (%)</u>	
Banking Sector	341	747	+406	(+119.1%)
DTC Sector	27	25	-2	(-7.4%)
Securities Sector (2011 Survey)	198	n/a	n/a	(n/a)
Securities and Asset Management Sector (2013 Survey)	n/a	280	n/a	(n/a)
Other Financial Sectors	572	613	n/a	(n/a)
<b>Total</b>	<b>1 138</b>	<b>1 665</b>	<b>+527</b>	<b>(+46.3%)</b>

Remarks: ASSET COS is a newly added branch in the 2013 Survey and thus its data in 2011 is not available for comparison. In 2011, most of the data related to investment advisory / asset management companies was included under the branches SECURITIES and OF COS. As the composition of "Securities & Asset Management Sector" and "Other Financial Sectors" have been revised when compared with the survey in 2011, the manpower figures of these two sectors may not be directly comparable.

(ii) Vacancy Situation by Job Level

<u>Job Level</u>	<u>January 2011</u>	<u>January 2013</u>	<u>Change (%)</u>	
Managerial	156	520	+364	(+233.3%)
Supervisory/Officer	549	675	+126	(+23.0%)
Clerical	419	376	-43	(-10.3%)
Other Supporting Staff	14	94	+80	(+571.4%)
<b>Total</b>	<b>1 138</b>	<b>1 665</b>	<b>+527</b>	<b>(+46.3%)</b>
Vacancy rate as a percentage of manpower demand	0.8%	1.1%		

## **Manpower Demand**

9. Employers forecasted that the manpower demand of the industry by January 2015 would be 148 043 persons. This is more or less the same as the manpower demand of 147 448 persons in January 2013.

## **Minimum Education Requirement of Employees**

10. Generally speaking, the survey findings showed that employers preferred their employees at the supervisory/officer level and managerial level to possess diploma, higher certificate, certificate, higher diploma, associate degree and university degree or above education level. For clerical staff, Hong Kong Diploma of Secondary Education, matriculation and secondary 5 were normally the minimum education requirements of employees.

## **Employees' Minimum Requirement on Year(s) of Experience in the Industry**

11. Most employers required their employees at the managerial level to have a minimum of over five to ten years of working experience in the industry. For supervisory/officer level, a minimum of over two to five years of working experience in the industry was normally required. For clerical level, staff members with one to two years of working experience in the industry were also acceptable.

## **Staff Turnover**

12. Employers reported that 13 416 employees left their institutions in the past twelve months. During the same period, 15 246 employees were recruited to fill the vacancies. The staff turnover rate for the banking and finance industry was 9.9%.

## **Internal Promotion**

13. The survey showed that job levels of Supervisors/Officers and Clerks had relatively better internal promotion opportunity. Of the total number of Managers recruited, 28.4% were promoted from Supervisors and 20.9% of the total recruits of supervisors/officers were promoted from clerks.

## **Recruitment Difficulties**

14. Employers reported that the main reasons of recruitment difficulties were “lack of candidates with relevant experience and training” and “working conditions/remuneration package could not meet recruits' expectations”. The ratios of these two reasons to total reasons were 48.2% and 34.0% respectively.

## **Number of Hong Kong Employees Having to Work in the Mainland**

15. Employers reported that 2 045 employees had to work in the Mainland during the survey period. Of these, 631 (30.9%) were on stationed basis and 1 414 (69.1%) were on travelling basis.

## **Effects of Mainland Operations on Hong Kong Employees**

16. Employers reported that 242 additional employees were to be recruited to handle operations in the Mainland and 144 employees had to be trained for the purpose of handling operations there.

## **Comparison of Training Expenses of the Previous Year and Training Budget for the Next Year**

17. For in-house training, the 2013 Survey revealed that 3 966 (86.9% of 4 564) establishments had maintained their staff training expenses more or less the same in 2012 when compared with the figure in 2011. 137 (3.0% of 4 564) establishments reported that they had increased their staff training expenses in 2012. For external training, the result revealed that 3 813 (83.5% of 4 564) establishments had maintained their staff training expenses more or less the same in 2012 when compared with 2011 while 233 (5.1% of 4 564) establishments reported that they had increased their staff training expenses in 2012. With regard to the in-house training budget for 2013, survey findings showed that 88.0% of 4 564 establishments (4 018) had planned to maintain the same training budget for 2013 when compared with the expenses in 2012. For the budget of external training, 83.9% of 4 564 establishments (3 827) had planned to maintain the same training budget for 2013 when compared with the expenses in 2012.

## **Part-time Employees Employed in the Banking and Finance Industry**

18. In addition to 136 111 full-time employees working in the banking and finance industry, 1 915 part-time employees were employed in the industry to help carry out business activities.

## **Impacts on Manpower Requirements**

19. The economic cycle as well as the policies of the Government of the Hong Kong Special Administrative Region will have different impacts on the manpower requirements of the banking and finance industry. These include:

- (i) Hong Kong is one of the international financial centres in the world. The global economic situation as well as the performance of the international financial markets, in particular the American, European and Mainland markets have significant effects on Hong Kong's economy given the close linkage of business and financial activities of Hong Kong with other financial centres;

- (ii) The potential effects of the downsizing of US's quantitative easing measures, the recovery of the European economy and the future growth of the economy of the mainland of China would have impacts on the local manpower requirements with varying degrees;
- (iii) A change in the manpower structure was also expected that some of the work of the back office might be relocated to countries with lower labour cost, such as India and China, in order to minimize operation costs; and
- (iv) In the mainland of China, the central bank sent global markets reeling when it attempted to tighten credit and rein in the shadow banking system. These efforts may bring short-term pain to the market. However, it is encouraging that the central government is making effort to reform the market. Moreover, Hong Kong is regarded as the most efficient offshore Renminbi (RMB) business hub with a large offshore pool of RMB. In fact, Supplement X to the Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) has stipulated that Hong Kong bank's operating institution in the Mainland, after obtaining approval to conduct RMB business for serving Hong Kong enterprises, may provide service to enterprises in the Mainland that are recognized as owned by Hong Kong investors in accordance with relevant rules and regulations, despite investors of those enterprises are based in a place other than Hong Kong. On the other hand, Supplement X also allows Hong Kong-funded securities companies to make reference to the securities assets being managed by the respective group when applying for QFII status. It also allows qualified Hong Kong-funded financial institutions to set up joint venture fund management companies in the Mainland in accordance with relevant Mainland requirements. All these will further consolidate Hong Kong's position as an international financial centre.

## **Recommendations**

20. As the establishments selected for the survey had sufficient representation, the Training Board recommends that the survey results could be used as a reference when employers formulate manpower training and development strategies for their employees with specific recommendations as follows:

- (i) To support Hong Kong as an international financial center, sufficient provision of continuous professional development and training is important and necessary. In addition to the systematic in-house training programmes provided to their employees, employers should make good use of services provided by external training course providers and utilize government support such as the Continuing Education Fund.
- (ii) Employers indicated and it is recommended that a wide spectrum of training programmes be provided to employees for knowledge and skills upgrading as well as to broaden and deepen employees' exposure to different segments of the industry;

- (iii) Training programmes on the following topics should be organized for banking and finance personnel at the various job levels:

For Managerial Staff

Risk Management  
Crisis Management  
Securities & Futures Regulation  
Compliance of Various Ordinances  
Marketing Management

For Supervisory Staff / Officer

Securities & Futures Regulation  
Anti-Money Laundering Compliance  
Securities Analysis  
Financial Markets Operations  
Financial Statement Analysis

For Clerical Staff

Communication Skills  
Putonghua  
Anti-Money Laundering Compliance  
Securities & Futures Regulation  
Spoken English

- (iv) In view of the fact that employers are very much concerned about compliance and risk management, updates on regulatory requirements and customer relationship training for frontline staff, the Training Board recommends that training programmes on the above topics should be offered to banking and finance personnel to help them acquire the wanted attributes in order to provide customers with quality services.

## SECTION I

### SURVEY PURPOSE AND SCOPE

#### **The Training Board**

1.1 The Banking and Finance Industry Training Board (BFTB) of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs in the industry and recommending to the VTC measures to meet the demand for trained personnel in the industry. The Training Board comprises members nominated by trade associations, banking and financial institutions, educational/training institutions and government departments. The memberships of the Training Board and the Working Party on 2013 Manpower Survey are listed in Appendices 1 and 1a. A focus group comprising four practitioners from banks, three securities and futures practitioners, one fund house practitioner, a representative from professional bodies and one academic was set up to give expert advice on various aspects of the manpower situation of the banking and finance industry. Its membership is listed in Appendix 1b. The terms of reference of the Training Board are given in Appendix 2.

#### **Purpose of the Survey**

1.2 With the assistance of the C&SD, the Training Board conducted the 2013 Manpower Survey in the first half of 2013 with the following objectives:

- (i) To assess the manpower and training needs of principal jobs in the banking and finance industry;
- (ii) To forecast the growth of manpower in the industry; and
- (iii) To recommend measures to meet the training needs and manpower demand of the industry.

1.3 Similar to the arrangement of the 2009 and 2011 Manpower Surveys, the BFTB agreed to synchronize its 2013 Manpower Survey with the manpower surveys of the accountancy sector and the insurance industry. The fieldwork of these three surveys were planned to be carried out from 9 January 2013 to 8 March 2013. However, the fieldwork of the survey of the banking and finance industry was extended to 21 June 2013 so as to include respondents with a large number of banking and finance personnel. Survey findings of these three surveys are expected to give comprehensive manpower statistics which would help the community formulate manpower training and development strategies for the entire financial services sector.

## **Scope of the Survey**

1.4 The scope of the survey covered banking institutions, deposit-taking companies and other financial institutions. There were 6 996 banking and finance establishments in the following ten branches at the time of the survey and a stratified random sampling method was adopted to survey 1 056 establishments as follows:

- (i) 213 licensed banks, restricted licence banks and local representative offices of foreign banks;
- (ii) 21 deposit-taking companies;
- (iii) 93 investment and holding companies;
- (iv) 110 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies;
- (v) 117 securities brokerage firms;
- (vi) 121 commodity futures (including financial futures) and precious metals brokers/dealers;
- (vii) 7 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry;
- (viii) 104 money changers and foreign exchange brokers/dealers;
- (ix) 136 investment advisory / asset management companies; and
- (x) 134 other financial companies

1.5 The distribution of samples by branch and by employment size is shown in Appendix 3.

## **Procedures of the Survey**

1.6 The fieldwork of the manpower survey commenced on 9 January 2013. One week before the survey, a copy of the printed questionnaire together with the explanatory notes (Appendix 4) were sent to each sampled establishment. The reference date of the manpower data was fixed on 2 January 2013. During the survey period, interviewing officers of the Census and Statistics Department (C&SD) visited each sampled establishment to collect the questionnaire and, where necessary, to assist the completion of the questionnaire. The fieldwork of the survey was longer than expected that the cut-off date of the survey was extended to 21 June 2013 with a view to improving the response rate and enhancing the reliability of the survey findings. Completed questionnaires were scrutinized and rechecked with respondents in case of doubts. The data collected was then processed by the C&SD.

1.7 After the cut-off date, data obtained from sampled establishments was statistically grossed up to reflect the overall picture of the manpower situation of the banking and finance industry.

### **Response Rate**

1.8 Of the 1 056 establishments, 621 responded, 134 refused to reply while 301 had either closed, moved or temporarily ceased operation. The effective response rate was 82.3%.

### **Levels of Principal Jobs**

1.9 In the 2013 Manpower Survey, principal jobs were categorized into three job levels, i.e., managerial level, supervisory level / officer level and clerical level.

### **Presentation of Survey Findings**

1.10 A summary of the survey findings and their analyses are presented in Section II of the survey report while the Training Board's recommendations are presented in Section III of the survey report.



## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Introduction

2.1 Data collected from 1 056 selected establishments (samples) were processed by the C&SD and statistically projected to reflect the overall manpower situation of the whole banking and finance industry. This section presents the projected statistics/actual manpower statistics of the survey findings and all statistical tables are given in Appendix 5.

#### Presentation of Survey Findings

2.2 For the sake of simplicity, the following short titles used for the ten branches will be used in the 2013 Survey:

	<u>Full Name</u>	<u>Short Title</u>
Branch 1:	Licensed banks, restricted licence banks and local representative offices of foreign banks	BANKS
Branch 2:	Deposit-taking companies	DTCS
Branch 3:	Investment and holding companies	INVEST COS
Branch 4:	Personal loans and related companies	PL COS
Branch 5:	Securities brokerage firms	SECURITIES
Branch 6:	Commodity futures (including financial futures) and precious metals brokers/dealers	C DEALERS
Branch 7:	Stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry	C EXCHANGES
Branch 8:	Money changers and foreign exchange brokers/dealers	M CHANGERS
Branch 9:	Investment Advisory / Asset Management Companies	ASSET COS
Branch 10:	Other financial companies	OF COS

The trade definitions of these branches are given in Appendix C of this survey report.

## Survey Findings of Core Manpower Statistics

(Appendix 5 – Table 1, Table 1.1)

2.3 The survey revealed that in January 2013, 145 783 persons were employed in the banking and finance industry of which 35 305 (24.2%) were managerial staff, 56 119 (38.5%) were supervisory staff/officer, 44 687 (30.7%) were clerical staff and 9 672 (6.6%) were other supporting staff.

2.4 The distribution of employees by branch and by job level is shown in Table A and Figures 1(a)-1(b). The BANKS Branch is the largest one which had 94 383 employees or 64.7% of the total number of employees in the industry. The second and the third largest branches are the OF COS Branch (with 14 719 employees or 10.1%) and the ASSET COS Branch (with 13 212 employees or 9.1%) respectively.

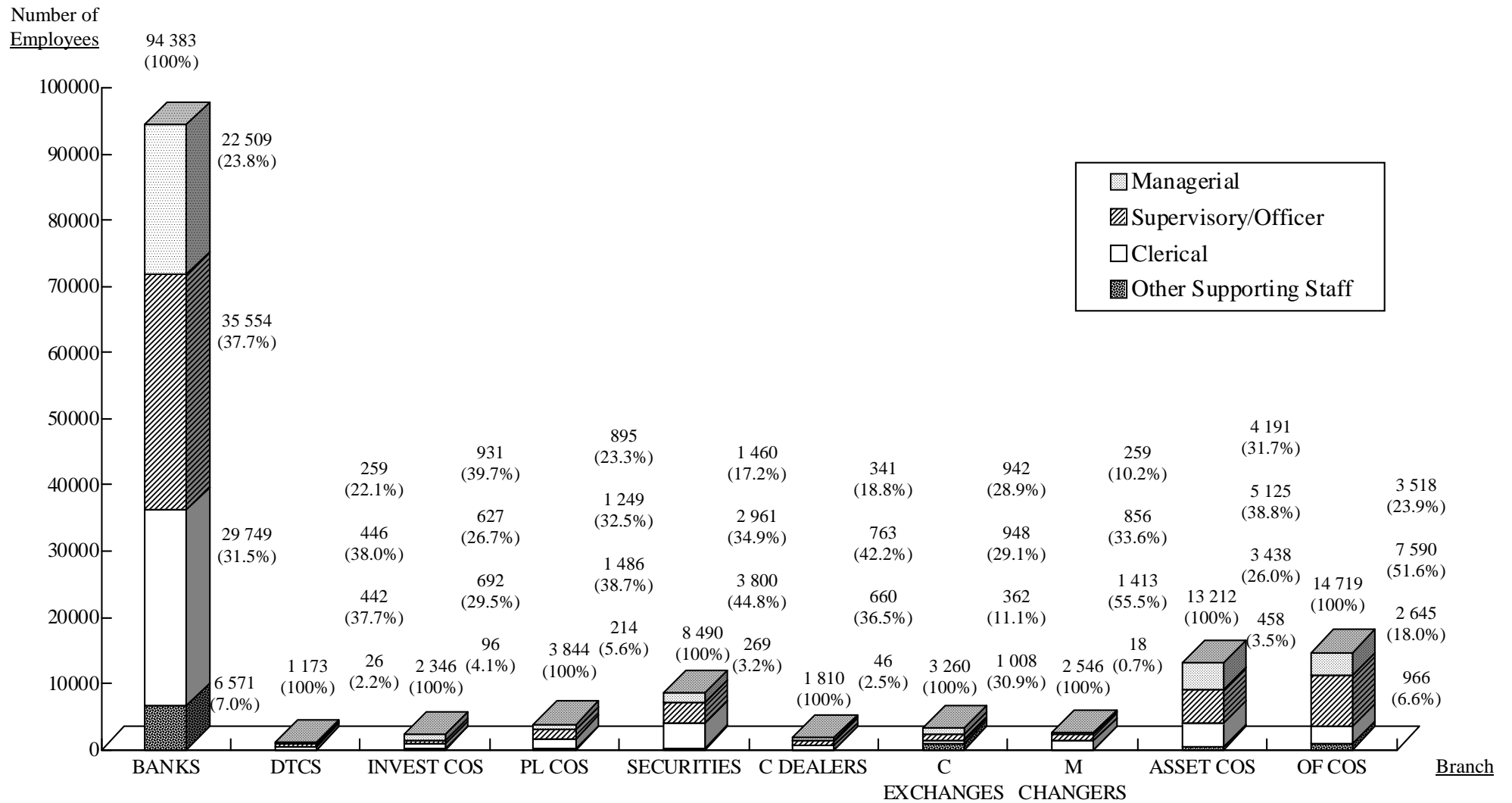
Table A : Manpower Structure by Branch and by Job Level

Branch	<u>Number of Employees</u>								
	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Other Supporting Staff (%)*</u>		<u>Total (%)**</u>
1. BANKS	22 509	(23.8)	35 554	(37.7)	29 749	(31.5)	6 571	(7.0)	<b>94 383 (64.7)</b>
2. DTCS	259	(22.1)	446	(38.0)	442	(37.7)	26	(2.2)	<b>1 173 (0.8)</b>
3. INVEST COS	931	(39.7)	627	(26.7)	692	(29.5)	96	(4.1)	<b>2 346 (1.6)</b>
4. PL COS	895	(23.3)	1 249	(32.5)	1 486	(38.7)	214	(5.6)	<b>3 844 (2.6)</b>
5. SECURITIES	1 460	(17.2)	2 961	(34.9)	3 800	(44.8)	269	(3.2)	<b>8 490 (5.8)</b>
6. C DEALERS	341	(18.8)	763	(42.2)	660	(36.5)	46	(2.5)	<b>1 810 (1.2)</b>
7. C EXCHANGES	942	(28.9)	948	(29.1)	362	(11.1)	1 008	(30.9)	<b>3 260 (2.2)</b>
8. M CHANGERS	259	(10.2)	856	(33.6)	1 413	(55.5)	18	(0.7)	<b>2 546 (1.7)</b>
9. ASSET COS	4 191	(31.7)	5 125	(38.8)	3 438	(26.0)	458	(3.5)	<b>13 212 (9.1)</b>
10. OF COS	3 518	(23.9)	7 590	(51.6)	2 645	(18.0)	966	(6.6)	<b>14 719 (10.1)</b>
<b>Total (%)**</b>	<b>35 305</b>	<b>(24.2)</b>	<b>56 119</b>	<b>(38.5)</b>	<b>44 687</b>	<b>(30.7)</b>	<b>9 672</b>	<b>(6.6)</b>	<b>145 783 (100)</b>

(%)\* As a percentage of the total number of employees in the branch.

(%)\*\* As a percentage of the total number of employees in the industry. Total percentage may not equal 100% due to rounding.

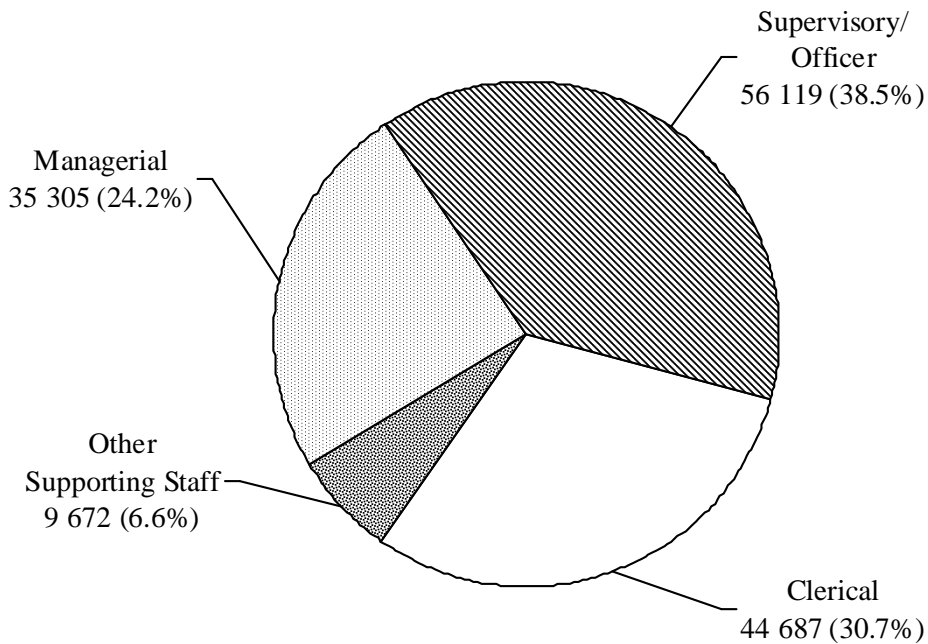
Figure 1(a) : Distribution of Employees by Branch and by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

Figure 1(b) : Distribution of Employees by Job Level

Total Number of Employees: 145 783



Remarks: Total percentage may not equal 100% due to rounding.

2.5 The three principal jobs with the largest number of employees at various job levels are summarized as follows: (For details, please refer to Table 1 in Appendix 5)

<u>Managerial Level</u>	<u>Number of Employees</u>
(a) Manager-Branch	2 545
(b) Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager	1 832
(c) Manager - Corporate Banking/Commercial Banking/Relationship Management	1 789
<u>Supervisory/Officer Level</u>	
(a) Operations Officer	6 156
(b) Financial Adviser Representative/Personal Financial Adviser	3 916
(c) Account Executive/Sales Officer	3 588
<u>Clerical Level</u>	
(a) Clerk	11 936
(b) Teller	10 570
(c) Securities and Futures Assistant	6 082

## Changes in the 2013 Survey

2.6 Because of the introduction of the Hong Kong Diploma of Secondary Education, this education level was added and was pitched at the same level as Matriculation under Column H of Part I in the questionnaire. Moreover, in Question 2(d)(iii) and Question 6(c) in Part II of the questionnaire, “Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5” was rewritten as “Graduate of Hong Kong Diploma of Secondary Education / Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5”.

2.7 For Question 3 in Part II of the questionnaire, the geographic origin was revised to be (a) Hong Kong; (b) The mainland of China; and (c) Other places.

2.8 For Question 5 in Part II of the questionnaire, as the data concerning the present number of full-time employees had been reported in Part I, respondents were no longer required to fill in this piece of information in this question.

2.9 For Question 6 in Part III of the questionnaire concerning training expenses, the options were revised as follows:

- (a) No Change
- (b) Increased by
  - > 50%
  - > 20% - 50%
  - > 10% - 20%
  - 5% - 10%
  - < 5%
- (c) Decreased by
  - > 50%
  - > 20% - 50%
  - > 10% - 20%
  - 5% - 10%
  - < 5%

2.10 As “Mediation Skill” was regarded as one of the important training topics, it was added under Generic Skills of Examples of Training Topics in Part III of the questionnaire.

2.11 Due to increasing number of companies engaging in the field of investment advisory services and asset management, a new branch “Investment Advisory / Asset Management Companies” was created. In previous surveys, those companies were included under the branch of “Other Financial Companies”. Moreover, the trade definition of the branch “Commodity Futures (including financial futures) and Precious Metals Brokers / Dealers” was revised. Readers may wish to refer to Appendix C of the questionnaire for the updated trade definitions of different branches.

2.12 In Appendix D of the questionnaire, certain job titles and job descriptions have been revised. Readers may refer to Appendix D for the updated job titles and job descriptions of the banking and finance industry.

2.13 Owing to the changes of the survey questionnaire design, the data collected in the 2011 Survey and 2013 Survey may not be directly comparable. Readers of the manpower survey report are advised to take note of this when they compare the manpower statistics in the two manpower survey reports.

## The Size of the Banking and Finance Industry as at End of December 2012

2.14 As shown in Table B, the banking and finance industry had 6 996 financial institutions as at end of December 2012.

Table B: Number of Financial Institutions

<u>As at End of</u>	<u>Licensed Banks*</u>	<u>Restricted Licence Banks*</u>	<u>Deposit-taking Companies*</u>	<u>Local Representative Office of Foreign Banks*</u>	<u>Establishments in the Other Financial Sectors#</u>	<u>Total</u>
Dec 2012	155	21	24	60	6 736	<b>6 996</b>
Dec 2010	146	21	26	67	8 484	<b>8 744</b>
Change	9	-	-2	-7	-1 748	<b>-1 748</b>
(%)	(6.2)	(0)	(-7.7)	(-10.4)	(-20.6)	<b>(-20.0)</b>

\* Source: Hong Kong Monetary Authority.

# Source: Central Register of the Census and Statistics Department, HKSAR.

2.15 The total number of financial institutions in the banking and finance industry has decreased by 1 748 establishments from December 2010 to December 2012. The number of local representative office of foreign banks and establishments in other financial sectors has decreased by 7 and 1 748 respectively. In the same period, the number of authorized institutions has increased by 7.

## **Analyses of Manpower Statistics**

2.16 The manpower statistics of the ten branches have been grouped into the following four sectors for analysis purpose:

Sector 1: Banking Sector (BANKS Branch)

Sector 2: DTC Sector (DTCS Branch)

Sector 3: Securities and Asset Management Sector (made up of the following two branches):

(i) SECURITIES

(ii) ASSET COS

Sector 4: Other Financial Sectors (made up of the following six branches):

(i) INVEST COS

(ii) PL COS

(iii) C DEALERS

(iv) C EXCHANGES

(v) M CHANGERS

(vi) OF COS

2.17 The branches are grouped for data analysis to match the establishments under the Hong Kong three-tier banking system. In addition, the manpower statistics of securities brokerage firms and investment advisory, asset management companies in the industry would be analysed and reported under the Securities and Asset Management Sector. Following the implementation of the “Closer Economic Partnership Arrangement” (CEPA), employees working in the securities brokerage firms are allowed to work in the securities markets in the Mainland provided that they can get the licence granted by the Securities Association of China. Furthermore, Supplement X to the CEPA further strengthens the cooperation in the area of finance that the Mainland is going to allow Hong Kong-funded securities companies to make reference to the securities assets being managed by the respective group when applying for QFII status. It will also allow qualified Hong Kong-funded financial institutions to set up joint venture fund management companies in the Mainland in accordance with relevant Mainland requirements. The manpower situation of the Securities and Asset Management Sector therefore is worth noting.



## Manpower Changes

2.18 The manpower of the banking and finance industry has increased from 136 163 in 2011 to 145 783 in 2013 by 9 620 persons (7.1%). The changes in the number of employees between 2011 and 2013 by sector and by job level are summarized in Table C and Figure 2. For details of the changes of different principal jobs, please refer to Appendix 6.

Table C: Manpower Changes

(i) Manpower Changes by Sector

<u>Sector*</u>	<u>January 2011</u>	<u>January 2013</u>	<u>Change (%)</u>	
Banking Sector	88 668	94 383	+5 715	(+6.4%)
DTC Sector	910	1 173	+263	(+28.9%)
Securities Sector (2011 Survey)	10 915	n/a	n/a	(n/a)
Securities and Asset Management Sector (2013 Survey)	n/a	21 702	n/a	(n/a)
Other Financial Sectors	35 670	28 525	n/a	(n/a)
<b>Total</b>	<b>136 163</b>	<b>145 783</b>	<b>+9 620</b>	<b>(+7.1%)</b>

\*Sector Definition:

Banking Sector = Branch 1 BANKS

DTC Sector = Branch 2 DTCS

Securities Sector (2011 Survey) = Branch 5 SECURITIES

Securities and Asset Management Sector (2013 Survey) = Branch 5 SECURITIES and Branch 9 ASSET COS

Other Financial Sectors (2011 Survey) = All branches except BANKS, DTCS and SECURITIES

Other Financial Sectors (2013 Survey) = All branches except BANKS, DTCS, SECURITIES and ASSET COS

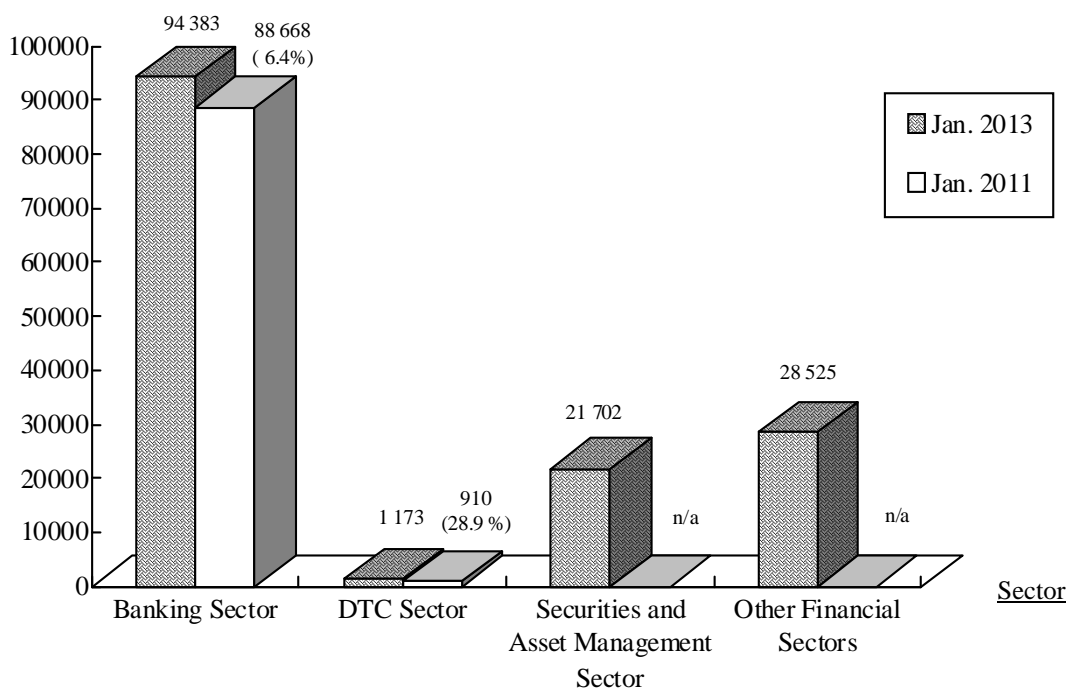
Remarks: ASSET COS is a newly added branch in the 2013 Survey and thus its data in 2011 is not available for comparison. In 2011, most of the data related to investment advisory / asset management companies was included under the branches SECURITIES and OF COS. As the composition of "Securities & Asset Management Sector" and "Other Financial Sectors" have been revised when compared with the survey in 2011, the manpower figures of these two sectors may not be directly comparable.

(ii) Manpower Changes by Job Level

<u>Job Level</u>	<u>January 2011</u>	<u>January 2013</u>	<u>Change (%)</u>	
Managerial	28 122	35 305	+7 183	(+25.5%)
Supervisory/Officer	51 876	56 119	+4 243	(+8.2%)
Clerical	42 837	44 687	+1 850	(+4.3%)
Other Supporting Staff	13 328	9 672	-3 656	(-27.4%)
<b>Total</b>	<b>136 163</b>	<b>145 783</b>	<b>+9 620</b>	<b>(+7.1%)</b>

Figure 2: Manpower Changes

Number of Employees



2.19 Hong Kong has a relatively stable economic environment in 2013. The number of employees of all sectors in the banking and finance industry has increased when compared with 2011. The manpower growth rate of the Banking Sector and the DTC Sector is 6.4% and 28.9% respectively.

2.20 Due to a change in the composition of the “Securities & Asset Management Sector” and the “Other Financial Sectors”, the data of these two sectors in 2011 and 2013 may not be directly comparable. Nevertheless, with the National 12<sup>th</sup> Five-Year Plan specifically states the country’s support for Hong Kong’s development as an offshore renminbi (RMB) business centre and an international asset management centre, the asset management market is expected to be promising.

2.21 As per the Hong Kong Monetary Authority, the number of deposit-taking companies has decreased by two over the past two years. The manpower of this sector has increased by 263 persons or 28.9% when compared with the figure in January 2011.

2.22 With regard to the manpower demand by principal jobs, the following principal jobs have had over 50% of rate of change in manpower in the past two years:

<u>Principal Job</u>	<u>Manpower Change (%)</u>
1. IT Audit Officer	425 (531.3%)
2. Representative	166 (212.8%)
3. Hire Purchase/Leasing Officer	227 (152.3%)
4. Officer - Organisation/Productivity/Quality/Re-Engineering	137 (144.2%)
5. Manager - Human Resources	693 (141.4%)
6. Management Trainee	392 (131.5%)
7. Manager - Administration	495 (94.5%)
8. Manager - Accounting	580 (76.6%)
9. Manager - Property/Real Estate	52 (76.5%)
10. Company Secretary	71 (76.3%)
11. Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager	788 (75.5%)
12. Manager - Compliance	348 (71.0%)
13. Settlement Officer	320 (70.2%)
14. Manager - Internal Audit	212 (69.5%)
15. Manager - Marketing/Product Development	450 (69.4%)
16. Manager - Training/Learning and Development	100 (57.5%)

2.23 Regarding the manpower changes by job level, staff of the managerial level and supervisory/officer level had relatively larger growth rates. The number of employees at managerial level has increased by 7 183 persons, representing a growth of 25.5% when compared with the figure in January 2011. In the same period, staff of supervisory/officer level has increased by 4 243 persons or 8.2% of the number of persons employed in January 2011.

2.24 In comparison to the figure in January 2011, the number of clerical staff has increased by 1 850 persons or 4.3% whereas the number of other supporting staff has decreased by 3 656 persons or 27.4% when compared with January 2011.

## Manpower Trend in the Past Eight Years

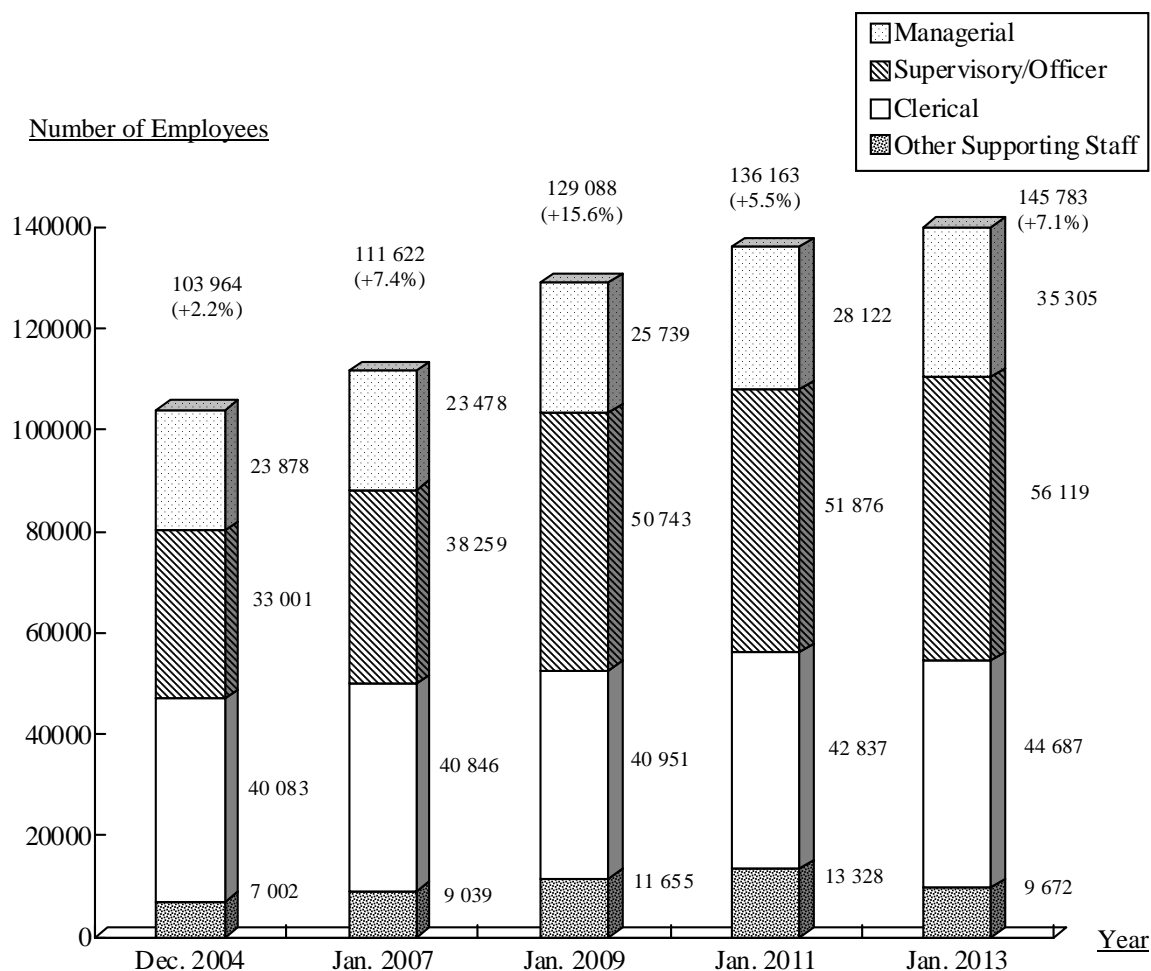
2.25 Generally speaking, the stage of economic cycle, the business environment as well as government policies, etc. have great impacts on the manpower demand of the industry. Table D and Figure 3 show the manpower trend of the banking and finance industry in the past eight years. It should be noted that the overall manpower for the banking and finance industry has been increasing over the past eight years.

Table D: Manpower Trend of the Banking and Finance Industry in the Past Eight Years

Job Level	Number of Employees Engaged in the Industry				
	Dec. 2004	Jan. 2007	Jan. 2009	Jan. 2011	Jan. 2013
Managerial	23 878	23 478	25 739	28 122	35 305
Supervisory/Officer	33 001	38 259	50 743	51 876	56 119
Clerical	40 083	40 846	40 951	42 837	44 687
Other Supporting Staff	7 002	9 039	11 655	13 328	9 672
<b>Total</b>	<b>103 964</b>	<b>111 622</b>	<b>129 088</b>	<b>136 163</b>	<b>145 783</b>
<b>Manpower Change (%)*</b>		<b>+7 658(+7.4%)</b>	<b>+17 466(+15.6%)</b>	<b>+7 075 (+5.5%)</b>	<b>+9 620 (+7.1%)</b>

(%)\* The manpower change is derived by using the manpower figure of the previous survey.

Figure 3: Manpower Trend of the Banking and Finance Industry in the Past Eight Years



## Number of Vacancies in the Industry

(Appendix 5 – Table 1, Table 1.1)

2.26 As at 2 January 2013, employers reported 1 665 vacancies in the banking and finance industry, representing 1.1% of a manpower demand of 147 448 persons which is defined as the number of employees plus the number of vacancies. The vacancies by branch and by job level are summarized in Table E and Figures 4(a)-4(b). The BANKS Branch had 747 vacancies or 44.9% of the total vacancies in the industry. The OF COS Branch had 408 vacancies (24.5%) whereas the ASSET COS Branch had 206 vacancies (12.4%).

Table E: Number of Vacancies

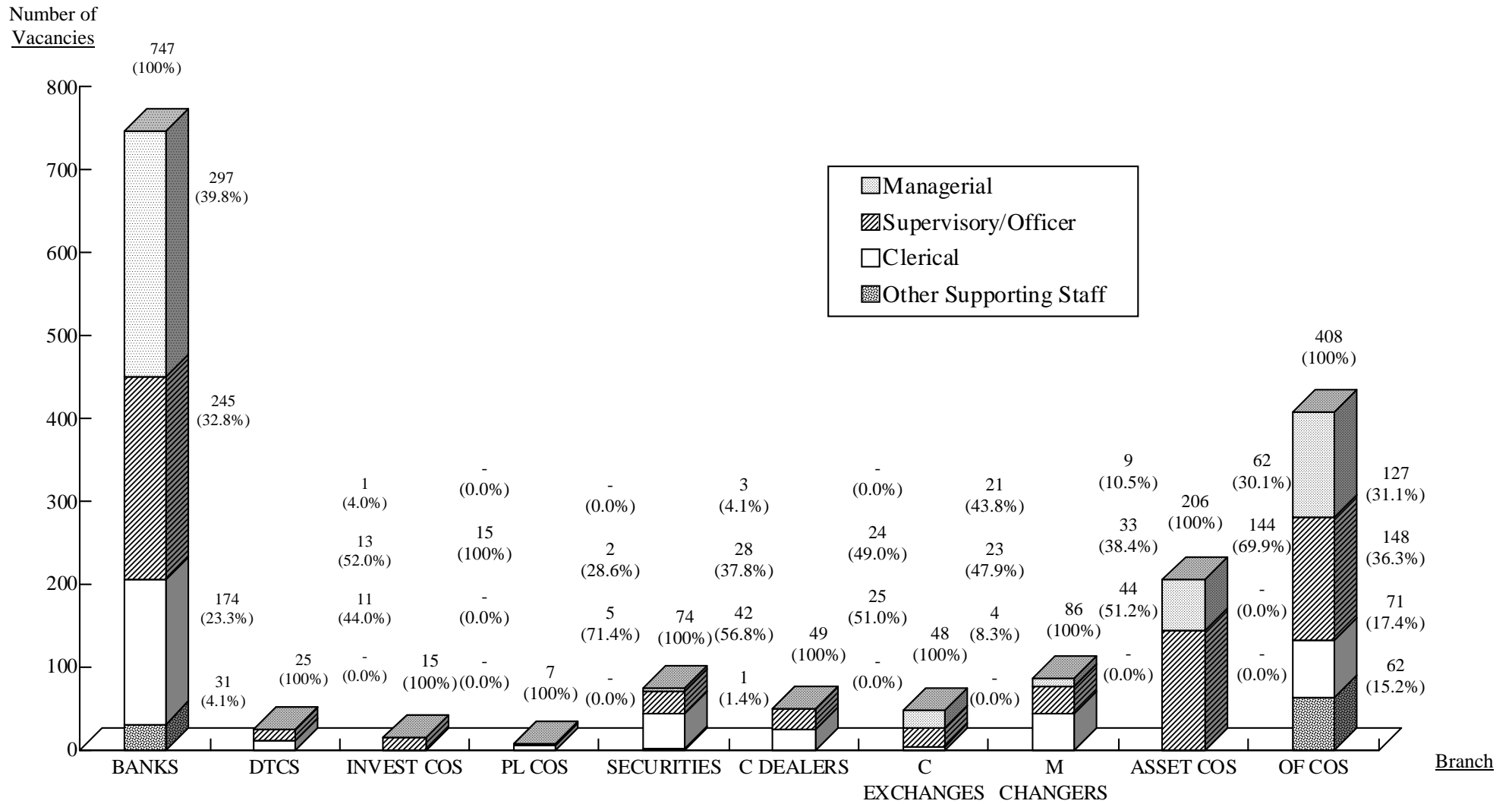
<u>Branch</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Other Supporting Staff (%)*</u>	<u>Total (%)**</u>
1. BANKS	297 (39.8)	245 (32.8)	174 (23.3)	31 (4.1)	<b>747 (44.9)</b>
2. DTCS	1 (4.0)	13 (52.0)	11 (44.0)	- (0.0)	<b>25 (1.5)</b>
3. INVEST COS	- (0.0)	15 (100)	- (0.0)	- (0.0)	<b>15 (0.9)</b>
4. PL COS	- (0.0)	2 (28.6)	5 (71.4)	- (0.0)	<b>7 (0.4)</b>
5. SECURITIES	3 (4.1)	28 (37.8)	42 (56.8)	1 (1.4)	<b>74 (4.4)</b>
6. C DEALERS	- (0.0)	24 (49.0)	25 (51.0)	- (0.0)	<b>49 (2.9)</b>
7. C EXCHANGES	21 (43.8)	23 (47.9)	4 (8.3)	- (0.0)	<b>48 (2.9)</b>
8. M CHANGERS	9 (10.5)	33 (38.4)	44 (51.2)	- (0.0)	<b>86 (5.2)</b>
9. ASSET COS	62 (30.1)	144 (69.9)	- (0.0)	- (0.0)	<b>206 (12.4)</b>
10. OF COS	127 (31.1)	148 (36.3)	71 (17.4)	62 (15.2)	<b>408 (24.5)</b>
<b>Total (%)**</b>	<b>520 (31.2)</b>	<b>675 (40.5)</b>	<b>376 (22.6)</b>	<b>94 (5.6)</b>	<b>1 665 (1 00)</b>

(%)\* As a percentage of the total number of vacancies in the branch.

(%)\*\* As a percentage of the total number of vacancies in the industry. Total percentage may not equal 100% due to rounding.

Figure 4(a) : Distribution of Vacancies by Branch and by Job Level

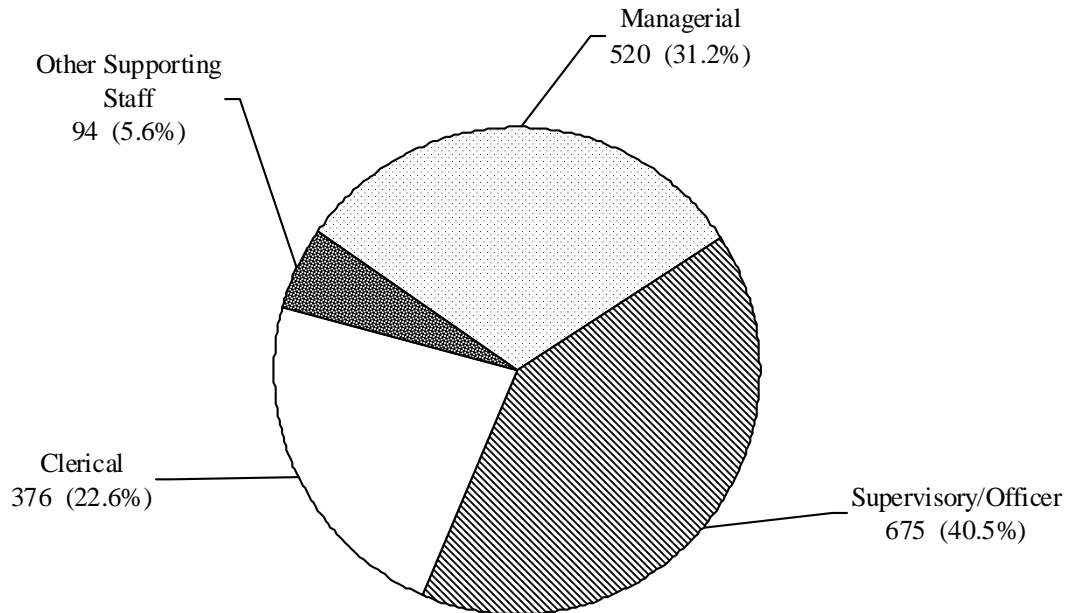
17



Remarks: Total percentage may not equal 100% due to rounding.

Figure 4(b) : Number of Vacancies by Job Level

Total Number of Vacancies: 1 665



Remarks: Total percentage may not equal 100% due to rounding.

2.27 The three principal jobs with the largest number of vacancies at various job levels are summarized as follows: (For details, please refer to Table 1 in Appendix 5)

<u>Managerial Level</u>	<u>Number of Vacancies</u>
(a) Manager - Corporate Banking/Commercial Banking/Relationship Management	75
(b) Manager - Marketing/Product Development	38
(c) Manager - Customer Relationship (Personal Banking/Securities)	37
<u>Supervisory/Officer Level</u>	
(a) Investment Analyst	149
(b) Administration Officer	78
(c) Operations Officer	66
<u>Clerical Level</u>	
(a) Teller	94
(b) Clerk	70
(c) Securities and Futures Assistant	57

## Changes in the Vacancy Situation

2.28 Employers reported 1 665 vacancies in January 2013. In comparison to the 1 138 vacancies reported by employers in January 2011, the number of vacancies has increased by 527 (+46.3%). Changes in the vacancy situation between 2011 and 2013 are summarized in Table F and Figure 5.

Table F: Vacancy Situation

(i) Vacancy Situation by Sector

<u>Sector</u>	<u>Jan. 2011</u>	<u>Jan. 2013</u>	<u>Change (%)</u>	
Banking Sector	341	747	+406	(+119.1%)
DTC Sector	27	25	-2	(-7.4%)
Securities Sector (2011 Survey)	198	n/a	n/a	(n/a)
Securities and Asset Management Sector (2013 Survey)	n/a	280	n/a	(n/a)
Other Financial Sectors	572	613	n/a	(n/a)
<b>Total</b>	<b>1 138</b>	<b>1 665</b>	<b>+527</b>	<b>(+46.3%)</b>

Remarks: ASSET COS is a newly added branch in the 2013 Survey and thus its data in 2011 is not available for comparison. In 2011, most of the data related to investment advisory / asset management companies was included under the branches SECURITIES and OF COS. As the composition of "Securities & Asset Management Sector" and "Other Financial Sectors" have been revised when compared with the survey in 2011, the manpower figures of these two sectors may not be directly comparable.

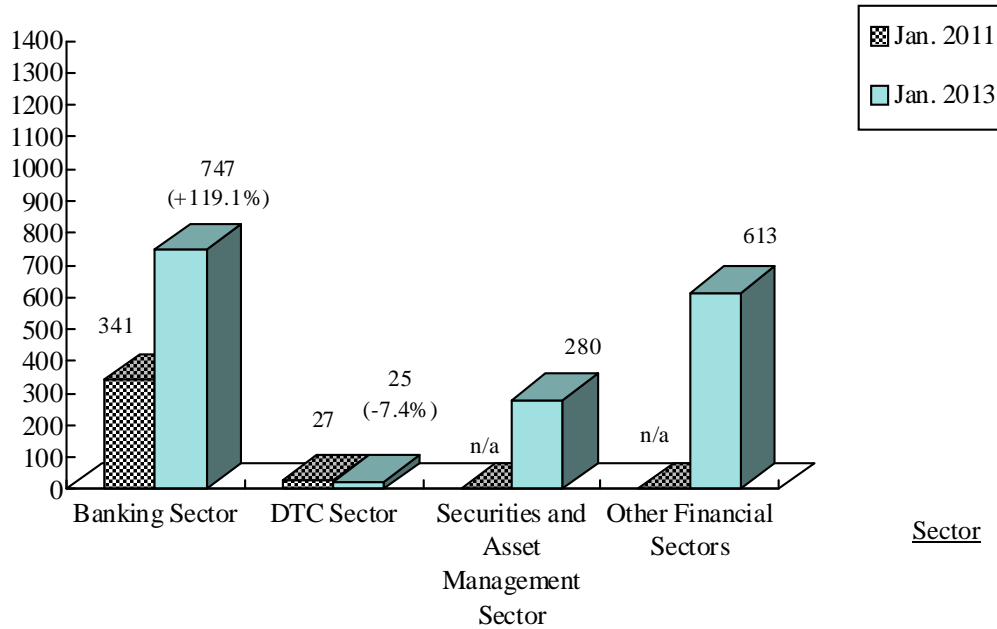
(ii) Vacancy Situation by Job Level

<u>Job Level</u>	<u>Jan. 2011</u>	<u>Jan. 2013</u>	<u>Change (%)</u>	
Managerial	156	520	+364	(+233.3%)
Supervisory/Officer	549	675	+126	(+23.0%)
Clerical	419	376	-43	(-10.3%)
Other Supporting Staff	14	94	+80	(+571.4%)
<b>Total</b>	<b>1 138</b>	<b>1 665</b>	<b>+527</b>	<b>(+46.3%)</b>
Vacancy rate as a percentage of manpower demand	0.8%	1.1%		



Figure 5: Vacancy Situation

Number of Vacancies



2.29 In comparison to January 2011, the Banking Sector reported an increase in the number of vacancies in January 2013 while the DTC Sector reported a slight decline. The number of vacancies in the Banking Sector has increased by 406 or 119.1% when compared with January 2011. The percentage decrease in the number of vacancies reported by employers in the DTC Sector was 7.4%.

**Forecast of Manpower Demand Growth in 2015**

*(Appendix 5 – Table 1, Table 1.1)*

2.30 Employers forecasted that the manpower demand of the industry by January 2015 would be 148 043 persons. This is more or less the same as the manpower demand of 147 448 persons in January 2013. The forecasted number of employees by January 2015 for each branch is summarized in Table G and Figures 6(a)-6(b). The three branches with the largest manpower forecast were C DEALERS (2.3%), SECURITIES (1.4%) and ASSET COS (1.0%).

Table G: Forecast of Manpower Demand Growth by 2015

<u>Branch</u>	<u>Job Level</u>	<u>Manpower Demand#</u>	<u>Forecasted Number of Employees</u>	<u>Growth (%)*</u>	
		<u>Jan. 2013</u>	<u>Jan. 2015</u>		
1. BANKS	Managerial	22 806	22 820	14	(0.1)
	Supervisory/Officer	35 799	35 925	126	(0.4)
	Clerical	29 923	29 985	62	(0.2)
	Other Supporting Staff	6 602	6 601	-1	(-0.02)
	<b>Sub-total</b>	<b>95 130</b>	<b>95 331</b>	<b>201</b>	<b>(0.2)</b>
2. DTCS	Managerial	260	260	-	(0.0)
	Supervisory/Officer	459	459	-	(0.0)
	Clerical	453	453	-	(0.0)
	Other Supporting Staff	26	26	-	(0.0)
	<b>Sub-total</b>	<b>1 198</b>	<b>1 198</b>	<b>-</b>	<b>(0.0)</b>
3. INVEST COS	Managerial	931	916	-15	(-1.6)
	Supervisory/Officer	642	657	15	(2.3)
	Clerical	692	692	-	(0.0)
	Other Supporting Staff	96	96	-	(0.0)
	<b>Sub-total</b>	<b>2 361</b>	<b>2 361</b>	<b>-</b>	<b>(0.0)</b>
4. PL COS	Managerial	895	895	-	(0.0)
	Supervisory/Officer	1 251	1 249	-2	(-0.2)
	Clerical	1 491	1 491	-	(0.0)
	Other Supporting Staff	214	214	-	(0.0)
	<b>Sub-total</b>	<b>3 851</b>	<b>3 849</b>	<b>-2</b>	<b>(-0.1)</b>
5. SECURITIES	Managerial	1 463	1 471	8	(0.5)
	Supervisory/Officer	2 989	3 101	112	(3.7)
	Clerical	3 842	3 844	2	(0.1)
	Other Supporting Staff	270	270	-	(0.0)
	<b>Sub-total</b>	<b>8 564</b>	<b>8 686</b>	<b>122</b>	<b>(1.4)</b>
6. C DEALERS	Managerial	341	343	2	(0.6)
	Supervisory/Officer	787	812	25	(3.2)
	Clerical	685	700	15	(2.2)
	Other Supporting Staff	46	46	-	(0.0)
	<b>Sub-total</b>	<b>1 859</b>	<b>1 901</b>	<b>42</b>	<b>(2.3)</b>
7. C EXCHANGES	Managerial	963	963	-	(0.0)
	Supervisory/Officer	971	971	-	(0.0)
	Clerical	366	366	-	(0.0)
	Other Supporting Staff	1 008	1 008	-	(0.0)
	<b>Sub-total</b>	<b>3 308</b>	<b>3 308</b>	<b>-</b>	<b>(0.0)</b>
8. M CHANGERS	Managerial	268	276	8	(3.0)
	Supervisory/Officer	889	921	32	(3.6)
	Clerical	1 457	1 433	-24	(-1.6)
	Other Supporting Staff	18	18	-	(0.0)
	<b>Sub-total</b>	<b>2 632</b>	<b>2 648</b>	<b>16</b>	<b>(0.6)</b>
9. ASSET COS	Managerial	4 253	4 296	43	(1.0)
	Supervisory/Officer	5 269	5 309	40	(0.8)
	Clerical	3 438	3 489	51	(1.5)
	Other Supporting Staff	458	461	3	(0.7)
	<b>Sub-total</b>	<b>13 418</b>	<b>13 555</b>	<b>137</b>	<b>(1.0)</b>
10. OF COS	Managerial	3 645	3 645	-	(0.0)
	Supervisory/Officer	7 738	7 817	79	(1.0)
	Clerical	2 716	2 716	-	(0.0)
	Other Supporting Staff	1 028	1 028	-	(0.0)
	<b>Sub-total</b>	<b>15 127</b>	<b>15 206</b>	<b>79</b>	<b>(0.5)</b>
<b>All Branches</b>	<b>Managerial</b>	<b>35 825</b>	<b>35 885</b>	60	(0.2)
	<b>Supervisory/Officer</b>	<b>56 794</b>	<b>57 221</b>	427	(0.8)
	<b>Clerical</b>	<b>45 063</b>	<b>45 169</b>	106	(0.2)
	<b>Other Supporting Staff</b>	<b>9 766</b>	<b>9 768</b>	2	(<0.1)
	<b>Total</b>	<b>147 448</b>	<b>148 043</b>	<b>595</b>	<b>(0.4)</b>

# Manpower demand is defined as the total number of employees plus vacancies.

\* As a percentage of the forecasted manpower demand growth using 2013 as the base year.

Figure 6(a): Employers' Forecast of Manpower Growth by January 2015 by Branch

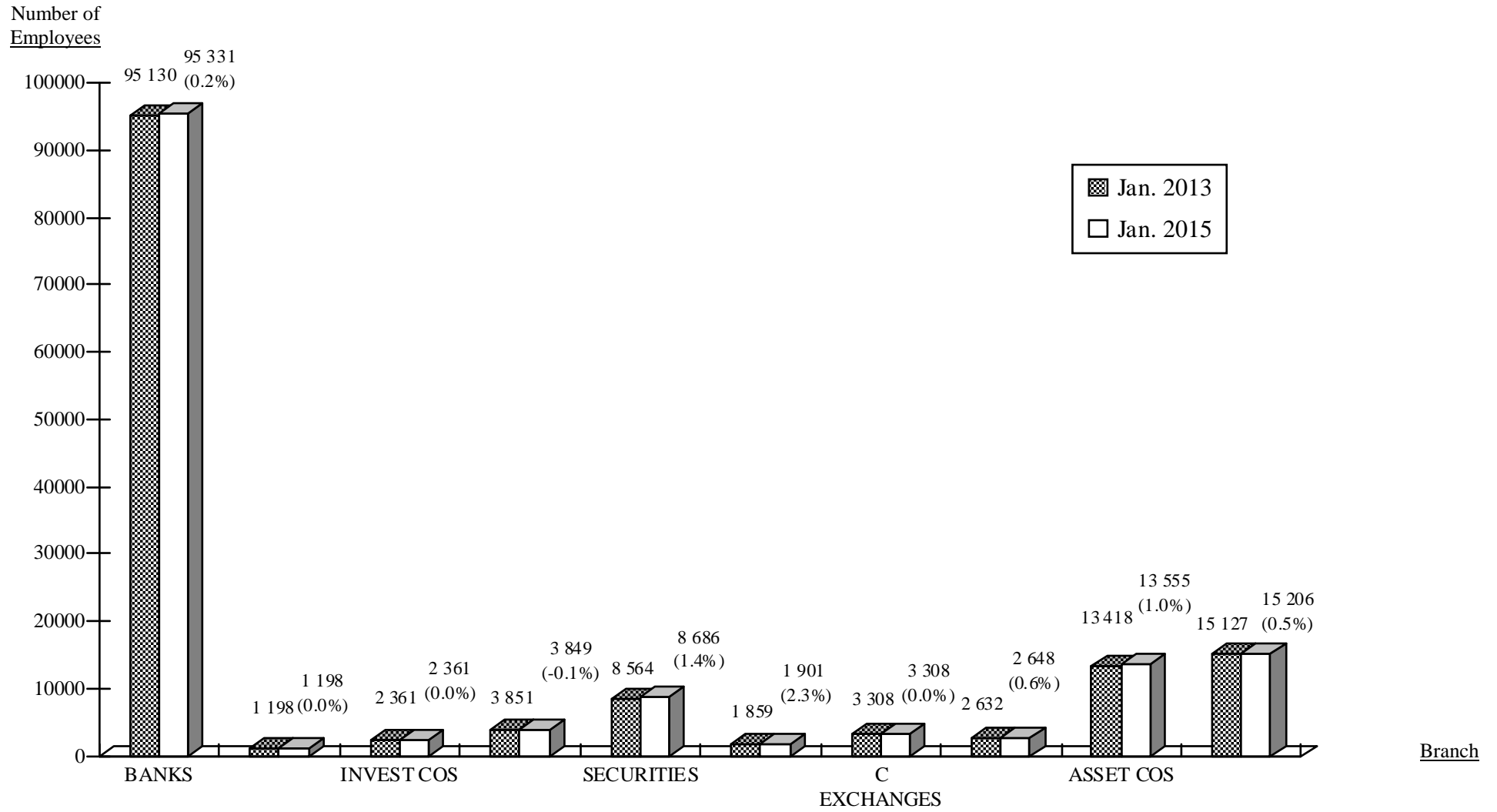
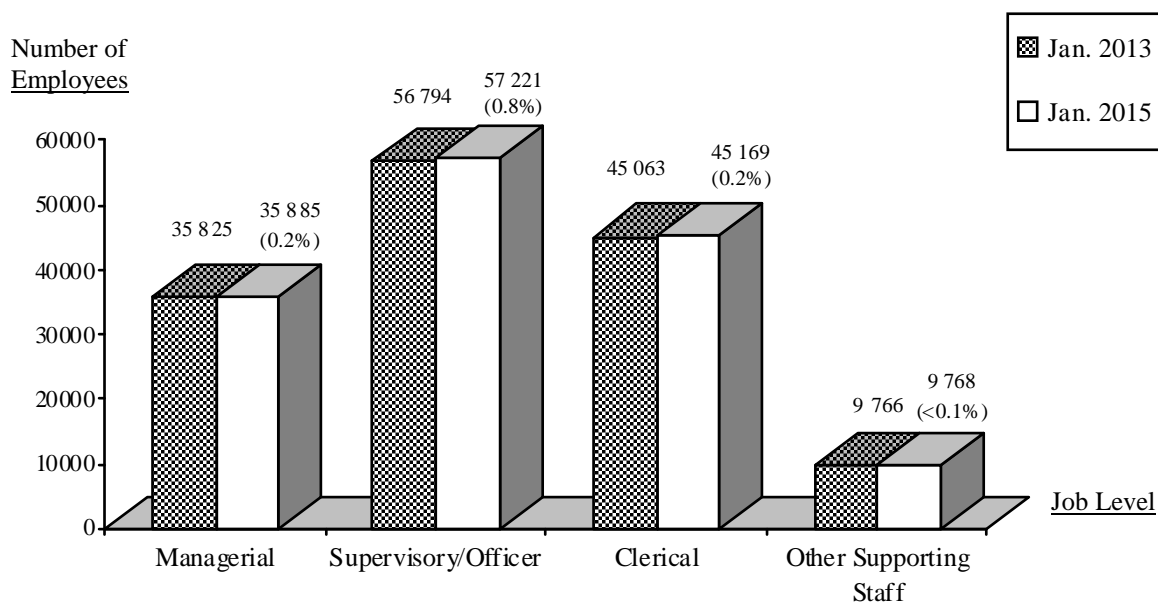


Figure 6(b): Employers' Forecast of Manpower Growth by January 2015 by Job Level



Figures in brackets are the growth rates using January 2013 as the base.

2.31 The three principal jobs with the highest manpower growth rate in the next 24 months at various job levels are summarized as follows. (For details, please refer to Table 1 in Appendix 5)

<u>Job Level</u>	<u>Increase in the Number of Employees</u>	<u>Growth Rate</u>
<u>Managerial Level</u>		
(a) Manager - Private Banking	11	1.8%
(b) Portfolio Manager	21	1.3%
(c) Manager - Foreign Exchange/Money Market/Interest Rate Products/Debt Market	8	0.8%
<u>Supervisory/Officer Level</u>		
(a) Business Development Officer	103	5.1%
(b) Securities Settlement Officer	55	3.7%
(c) Foreign Exchange and Money Market Dealer	33	2.3%
<u>Clerical Level</u>		
(a) Teller	55	0.5%
(b) Securities and Futures Assistant	31	0.5%
(c) Clerk	14	0.1%

## Minimum Education Requirement of Employees

(Appendix 5 – Table 2, Table 2.1)

2.32 Employers were asked to indicate the minimum education requirement of employees ranging from university degree or above to secondary 5 or below. The survey findings on the minimum education which employers preferred their employees to have are summarized in Table H and Figure 7.

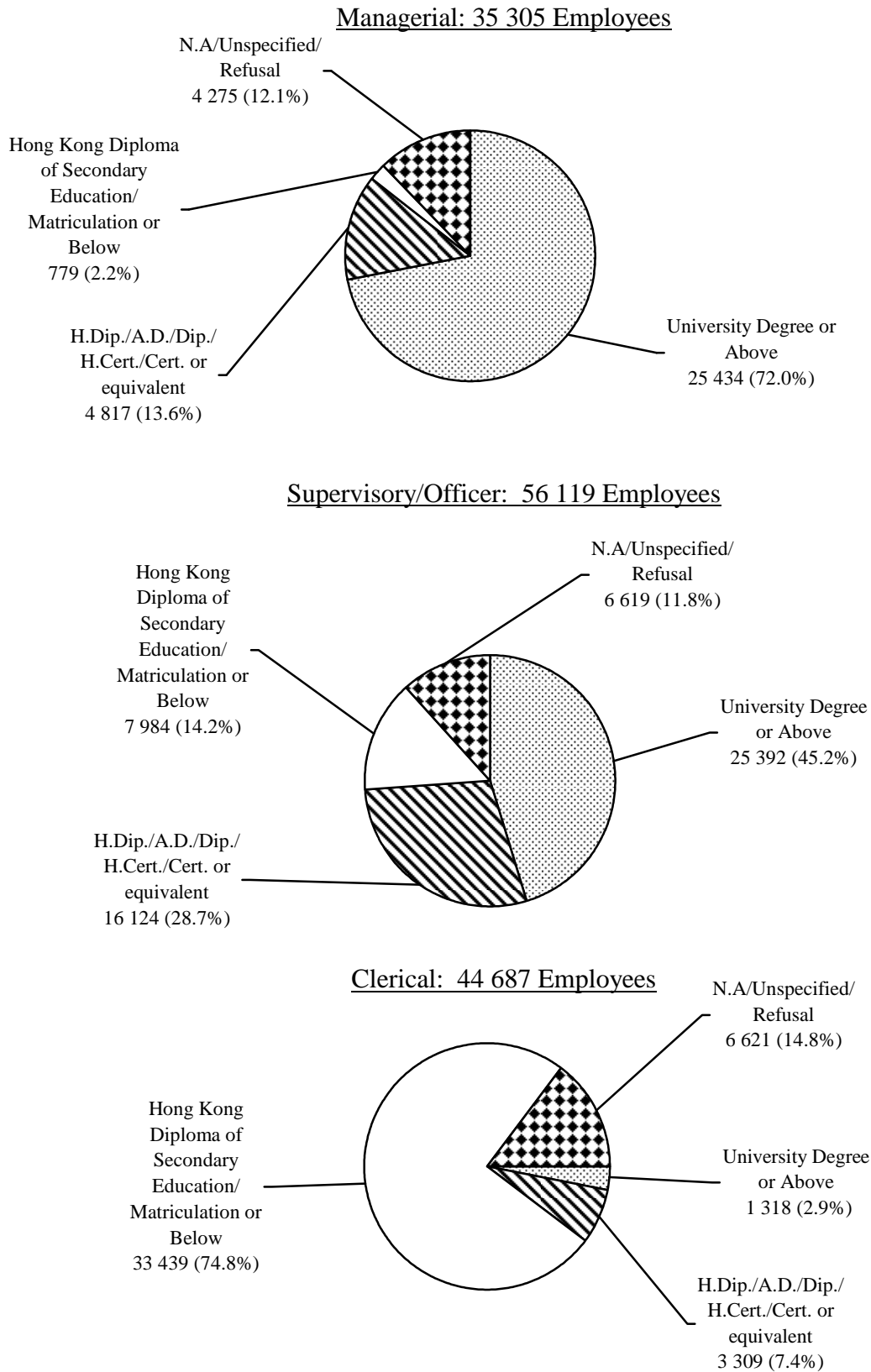
Table H : Minimum Education Requirement of Employees in the Banking and Finance Industry

<u>Job Level</u>	<u>Number of Employees</u>										<u>Total (%)**</u>	
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Hong Kong Diploma of Secondary Education/ Matriculation/ Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>						
Managerial	25 434 (72.0)	4 117 (11.7)	700 (2.0)	779 (2.2)	- (0.0)	4 275 (12.1)	<b>35 305</b>	(100)				
Supervisory/ Officer	25 392 (45.2)	4 240 (7.6)	11 884 (21.2)	7 976 (14.2)	8 (0.0)	6 619 (11.8)	<b>56 119</b>	(100)				
Clerical	1 318 (2.9)	1 882 (4.2)	1 427 (3.2)	33 205 (74.3)	234 (0.5)	6 621 (14.8)	<b>44 687</b>	(100)				
<b>Total (%)**</b>	<b>52 144 (38.3)</b>	<b>10 239 (7.5)</b>	<b>14 011 (10.3)</b>	<b>41 960 (30.8)</b>	<b>242 (0.2)</b>	<b>17 515 (12.9)</b>	<b>136 111</b>	<b>(100)</b>				

(%)\* As a percentage of the total number of employees at the same job level in the industry.

(%)\*\* As a percentage of the total number of employees (excluding 9 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

**Figure 7: Minimum Education Requirement of Employees in the Banking and Finance Industry by Job Level**



Remarks: Total percentage may not equal 100% due to rounding.

2.33 The minimum education requirement of employees preferred by employers in the branches of BANKS, DTCS and SECURITIES are summarized in Tables I to K.

Table I: Minimum Education Requirement of Employees Preferred by Employers in the BANKS Branch

<u>Job Level</u>	<u>Number of Employees</u>								
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Hong Kong Diploma of Secondary Education/ Matriculation/Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>			<u>Total (%)**</u>
Managerial	17 203 (76.4)	2 838 (12.6)	520 (2.3)	547 (2.4)	- (0.0)	1 401 (6.2)			<b>22 509 (100)</b>
Supervisory/ Officer	15 866 (44.6)	1 542 (4.3)	10 228 (28.8)	6 010 (16.9)	- (0.0)	1 908 (5.4)			<b>35 554 (100)</b>
Clerical	131 (0.4)	113 (0.4)	354 (1.2)	25 359 (85.2)	- (0.0)	3 792 (12.7)			<b>29 749 (100)</b>
<b>Total (%)**</b>	<b>33 200 (37.8)</b>	<b>4 493 (5.1)</b>	<b>11 102 (12.6)</b>	<b>31 916 (36.3)</b>	<b>- (0.0)</b>	<b>7 101 (8.1)</b>			<b>87 812 (100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)\*\* As a percentage of the total number of employees (excluding 6 571 other supporting staff) in the BANKS Branch. Total percentage may not equal 100% due to rounding.

Table J: Minimum Education Requirement of Employees Preferred by Employers in the DTCS Branch

<u>Job Level</u>	<u>Number of Employees</u>							
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Hong Kong Diploma of Secondary Education/ Matriculation/Secondary 5 or equivalent (%)*</u>		<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>	<u>Total (%)**</u>
Managerial	242 (93.4)	2 (0.8)	2 (0.8)	1	(0.4)	- (0.0)	12 (4.6)	<b>259 (100)</b>
Supervisory/ Officer	180 (40.4)	62 (13.9)	20 (4.5)	184	(41.3)	- (0.0)	- (0.0)	<b>446 (100)</b>
Clerical	20 (4.5)	141 (31.9)	5 (1.1)	268	(60.6)	8 (1.8)	- (0.0)	<b>442 (100)</b>
<b>Total (%)**</b>	<b>442 (38.5)</b>	<b>205 (17.9)</b>	<b>27 (2.4)</b>	<b>453</b>	<b>(39.5)</b>	<b>8 (0.7)</b>	<b>12 (1.0)</b>	<b>1 147 (100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)\*\* As a percentage of the total number of employees (excluding 26 other supporting staff) in the DTCS Branch. Total percentage may not equal 100% due to rounding.



Table K: Minimum Education Requirement of Employees Preferred by Employers in the SECURITIES Branch

Job Level	<u>Number of Employees</u>							
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Hong Kong Diploma of Secondary Education/ Matriculation/Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>	<u>Total (%)**</u>	
Managerial	920 (63.0)	89 (6.1)	116 (7.9)	75 (5.1)	- (0.0)	260 (17.8)	<b>1 460 (100)</b>	
Supervisory/ Officer	1 398 (47.2)	202 (6.8)	457 (15.4)	351 (11.9)	- (0.0)	553 (18.7)	<b>2 961 (100)</b>	
Clerical	114 (3.0)	34 (0.9)	323 (8.5)	2 055 (54.1)	32 (0.8)	1 242 (32.7)	<b>3 800 (100)</b>	
<b>Total (%)**</b>	<b>2 432 (29.6)</b>	<b>325 (4.0)</b>	<b>896 (10.9)</b>	<b>2 481 (30.2)</b>	<b>32 (0.4)</b>	<b>2 055 (25.0)</b>	<b>8 221 (100)</b>	

(%)\* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)\*\* As a percentage of the total number of employees (excluding 269 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

## Comparison of the Minimum Education Requirement of Employees

2.34 Generally speaking, the survey findings showed that employers preferred their employees at the supervisory/officer level and managerial level to possess diploma, higher certificate, certificate, higher diploma, associate degree and university degree or above education level. For clerical staff, Hong Kong Diploma of Secondary Education, matriculation and secondary 5 were normally the minimum education requirements of employees. The three highest percentages of the minimum education requirements of employees at three major job levels reported by employers in the 2013 Survey and the 2011 Survey are summarized in Table L. (For details, please refer to Table H in paragraph 2.32)

Table L: Comparison of the Minimum Education Requirement of Employees in the Banking and Finance Industry

<u>Education Level</u>	<u>Managerial</u>		<u>Supervisory/ Officer</u>		<u>Clerical</u>	
	<u>2011</u>	<u>2013</u>	<u>2011</u>	<u>2013</u>	<u>2011</u>	<u>2013</u>
University Degree or Above	68.4%	72.0%	40.1%	45.2%		
Higher Diploma/Associate Degree or equivalent	18.7%	11.7%			2.5%	4.2%
Diploma/Higher Certificate/Certificate or equivalent			24.2%	21.2%		
Hong Kong Diploma of Secondary Education/Matriculation/Secondary 5 or equivalent			9.5%	14.2%	74.7%	74.3%
Not Applicable/Unspecified/Refusal	12.0%	12.1%			15.4%	14.8%

**Employees' Minimum Requirement on  
Year(s) of Experience in the Industry**  
(Appendix 5 – Table 3, Table 3.1)

2.35 Employers were requested to give their views on the working experience required for job holders of each principal job. Employees' minimum requirement on year(s) of experience in the banking and finance industry is summarized in Table M and Figure 8.

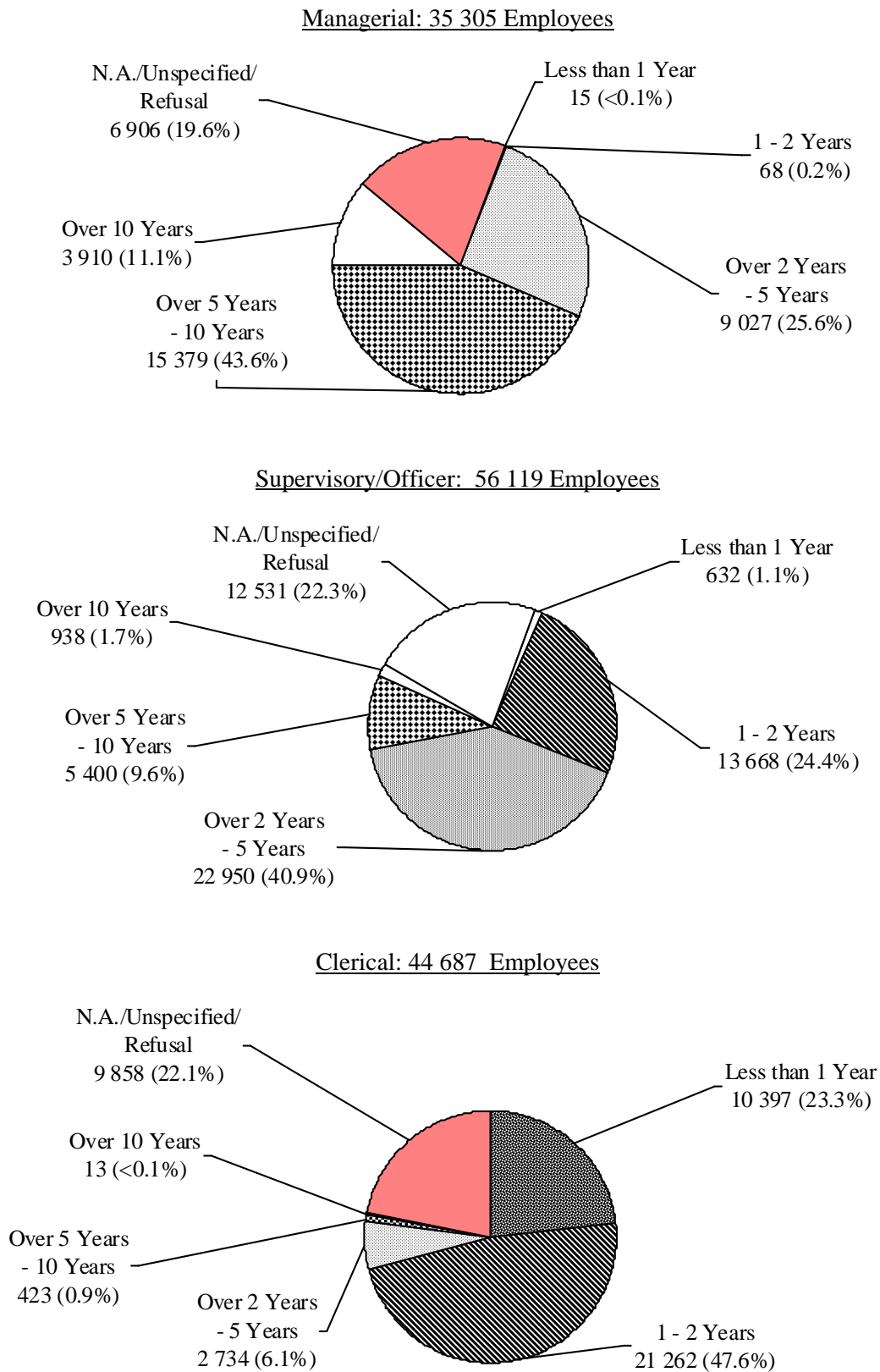
Table M: Employees' Minimum Requirement on Year(s)  
of Experience in the Banking and Finance Industry

Job Level	Number of Employees						Total (%)**
	Less than 1 year (%)*	1 - 2 Years (%)*	Over 2 years – 5 years (%)*	Over 5 years – 10 years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	15 (<0.1)	68 (0.2)	9 027 (25.6)	15 379 (43.6)	3 910 (11.1)	6 906 (19.6)	<b>35 305</b> <b>(100)</b>
Supervisory/ Officer	632 (1.1)	13 668 (24.4)	22 950 (40.9)	5 400 (9.6)	938 (1.7)	12 531 (22.3)	<b>56 119</b> <b>(100)</b>
Clerical	10 397 (23.3)	21 262 (47.6)	2 734 (6.1)	423 (0.9)	13 (<0.1)	9 858 (22.1)	<b>44 687</b> <b>(100)</b>
<b>Total</b> <b>(%)**</b>	<b>11 044</b> <b>(8.1)</b>	<b>34 998</b> <b>(25.7)</b>	<b>34 711</b> <b>(25.5)</b>	<b>21 202</b> <b>(15.6)</b>	<b>4 861</b> <b>(3.6)</b>	<b>29 295</b> <b>(21.5)</b>	<b>136 111</b> <b>(100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the industry.

(%)\*\* As a percentage of the total number of employees (excluding 9 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Figure 8: Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry



Remarks: Total percentage may not equal 100% due to rounding.

2.36 Employees' minimum requirement on year(s) of experience in the BANKS, DTCS and SECURITIES branches are summarized in Tables N to P.

Table N: Employees' Minimum Requirement on Year(s) of Experience in the BANKS Branch

Job Level	Number of Employees						Total (%)**
	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	1 (<0.1)	7 810 (34.7)	9 973 (44.3)	1 858 (8.3)	2 867 (12.7)	<b>22 509 (100)</b>
Supervisory/ Officer	43 (0.1)	10 898 (30.7)	14 279 (40.2)	4 083 (11.5)	433 (1.2)	5 818 (16.4)	<b>35 554 (100)</b>
Clerical	7 682 (25.8)	15 224 (51.2)	1 109 (3.7)	105 (0.4)	- (0.0)	5 629 (18.9)	<b>29 749 (100)</b>
<b>Total (%)**</b>	<b>7 725 (8.8)</b>	<b>26 123 (29.7)</b>	<b>23 198 (26.4)</b>	<b>14 161 (16.1)</b>	<b>2 291 (2.6)</b>	<b>14 314 (16.3)</b>	<b>87 812 (100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)\*\* As a percentage of the total number of employees (excluding 6 571 other supporting staff) in the BANKS Branch. Total percentage may not equal 100% due to rounding.

Table O: Employees' Minimum Requirement on Year(s) of Experience in the DTCS Branch

Job Level	Number of Employees						Total (%)**
	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	- (0.0)	37 (14.3)	188 (72.6)	22 (8.5)	12 (4.6)	<b>259 (100)</b>
Supervisory/ Officer	- (0.0)	230 (51.6)	193 (43.3)	23 (5.2)	- (0.0)	- (0.0)	<b>446 (100)</b>
Clerical	174 (39.4)	214 (48.4)	44 (10.0)	10 (2.3)	- (0.0)	- (0.0)	<b>442 (100)</b>
<b>Total (%)**</b>	<b>174 (15.2)</b>	<b>444 (38.7)</b>	<b>274 (23.9)</b>	<b>221 (19.3)</b>	<b>22 (1.9)</b>	<b>12 (1.0)</b>	<b>1 147 (100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)\*\* As a percentage of the total number of employees (excluding 26 other supporting staff) in the DTCS Branch. Total percentage may not equal 100% due to rounding.

Table P : Employees' Minimum Requirement on  
Year(s) of Experience in the SECURITIES Branch

Job Level	Number of Employees						Total (%)**
	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	- (0.0)	231 (15.8)	691 (47.3)	278 (19.0)	260 (17.8)	<b>1 460</b> <b>(100)</b>
Supervisory/ Officer	136 (4.6)	429 (14.5)	1570 (53.0)	194 (6.6)	29 (1.0)	603 (20.4)	<b>2 961</b> <b>(100)</b>
Clerical	719 (18.9)	1 296 (34.1)	130 (3.4)	- (0.0)	13 (0.3)	1 642 (43.2)	<b>3 800</b> <b>(100)</b>
<b>Total</b> <b>(%)**</b>	<b>855</b> <b>(10.4)</b>	<b>1 725</b> <b>(21.0)</b>	<b>1 931</b> <b>(23.5)</b>	<b>885</b> <b>(10.8)</b>	<b>320</b> <b>(3.9)</b>	<b>2 505</b> <b>(30.5)</b>	<b>8 221</b> <b>(100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)\*\* As a percentage of the total number of employees (excluding 269 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

**Comparison of Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry**

2.37 The survey findings showed that most employers required their employees at the managerial level to have a minimum of over five to ten years of working experience in the industry. For supervisory/officer level, a minimum of over two to five years of working experience in the industry was normally required. For clerical level, staff members with one to two years of working experience in the industry were also acceptable. The three highest percentages of the minimum requirement on year(s) of working experience in the industry at three major job levels reported by employers in the 2013 Survey and the 2011 Survey are summarized in Table Q. (For details, please refer to Table M in paragraph 2.35)

Table Q: Comparison of Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

<u>Year(s) of Experience</u>	<u>Managerial</u>		<u>Supervisory/Officer</u>		<u>Clerical</u>	
	<u>2011</u>	<u>2013</u>	<u>2011</u>	<u>2013</u>	<u>2011</u>	<u>2013</u>
Less than 1 Year					n.a.	23.3%
1 - 2 Years			n.a.	24.4%	n.a.	47.6%
Over 2 Years – 5 Years	n.a.	25.6%	n.a.	40.9%		
Over 5 - 10 Years	63.9%	43.6%				
Over 10 Years						
Not Applicable/Unspecified/ Refusal	15.8%	19.6%	19.4%	22.3%	17.2%	22.1%

Remarks: In the 2011 Survey, the minimum requirement on year(s) of working experience in the industry was classified into “1 year or less”, “2-4 years”, “5-10 years” and “over 10 years”. Therefore, the data related to “less than 1 year”, “1 - 2 years” and “over 2 years – 5 years” is not available in 2011 for comparison.

**Distribution of Employees  
by Average Monthly Income Range**  
(Appendix 5 – Table 4, Table 4.1)

2.38 Table R shows the distribution of employees by average monthly income range at different job levels. It should be noted that it is not the intention of this survey to collect information on the income of banking and finance personnel and the following income data only serves to cross-check the reliability of manpower data at various job levels.

Table R: Number of Employees by Average Monthly Income Range by Job Level

Job Level	<u>Number of Employees</u>										Total (%)**
	Below \$6,000 (%)*	\$6,000 to \$10,000 (%)*	\$10,001 to \$20,000 (%)*	\$20,001 to \$30,000 (%)*	\$30,001 to \$40,000 (%)*	\$40,001 to \$60,000 (%)*	\$60,001 to \$80,000 (%)*	\$80,001 to \$100,000 (%)*	Above \$100,000 (%)*	Not Applicable/ Unspecified Refusal (%)*	
Managerial	- (0.0)	- (0.0)	91 (0.3)	2 462 (7.0)	5 462 (15.5)	7 795 (22.1)	2 785 (7.9)	2 151 (6.1)	4 586 (13.0)	9 973 (28.2)	<b>35 305</b> <b>(100)</b>
Supervisory/ Officer	- (0.0)	98 (0.2)	10 637 (19.0)	18 482 (32.9)	4 279 (7.6)	3 100 (5.5)	1 955 (3.5)	107 (0.2)	137 (0.2)	17 324 (30.9)	<b>56 119</b> <b>(100)</b>
Clerical	50 (0.1)	3 132 (7.0)	26 353 (59.0)	1 158 (2.6)	401 (0.9)	- (0.0)	4 (<0.1)	- (0.0)	16 (<0.1)	13 573 (30.4)	<b>44 687</b> <b>(100)</b>
<b>Total</b> <b>(%)**</b>	<b>50</b> <b>(&lt;0.1)</b>	<b>3 230</b> <b>(2.4)</b>	<b>37 081</b> <b>(27.2)</b>	<b>22 102</b> <b>(16.2)</b>	<b>10 142</b> <b>(7.5)</b>	<b>10 895</b> <b>(8.0)</b>	<b>4 744</b> <b>(3.5)</b>	<b>2 258</b> <b>(1.7)</b>	<b>4 739</b> <b>(3.5)</b>	<b>40 870</b> <b>(30.0)</b>	<b>136 111</b> <b>(100)</b>

(%)\* As a percentage of the total number of employees at the same job level in the industry.

(%)\*\* As a percentage of the total number of employees (excluding 9 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.



**Comparison of the Distribution of Employees  
by Average Monthly Income Range**

2.39 The survey findings showed that the average monthly income range of managerial staff spread widely from \$10,001 to above \$100,000 per month whereas the average monthly income range for supervisory/officer and clerical staff concentrated on four ranges. The three highest percentages of the average monthly income range of employees at the three job levels reported by employers are summarized in Table S. (For details, please refer to Table R in paragraph 2.38)

Table S: Comparison of Employees' Average Monthly  
Income Range by Job Level

<u>Average Monthly Income Range</u>	<u>Managerial</u>		<u>Supervisory/Officer</u>		<u>Clerical</u>	
	<u>2011</u>	<u>2013</u>	<u>2011</u>	<u>2013</u>	<u>2011</u>	<u>2013</u>
\$6,000 to \$10,000					9.0%	7.0%
\$10,001 to \$20,000			22.0%	19.0%	66.0%	59.0%
\$20,001 to \$30,000			33.8%	32.9%		
\$30,001 to \$40,000	11.1%	15.5%				
\$40,001 to \$60,000	34.8%	22.1%				
\$60,001 to \$80,000						
Not Applicable/Unspecified/Refusal	21.3%	28.2%	23.1%	30.9%	23.5%	30.4%

## Staff Turnover in the Past Twelve Months

(Appendix 5 – Table 5, Tables 5.1 to 5.10)

2.40 Staff turnover is defined as the total number of employees who have left their companies in a specified period of time. The total number of employees who had left in the 12-month period prior to the survey were 13 416 (9.9% of the 136 111 persons engaged in the three major job levels in the industry) whereas the total number of persons recruited in the same period were 15 246 (11.2% of 136 111 persons engaged in the three major job levels in the industry). The staff turnover statistics are shown in Tables T to U and Figure 9.

Table T: Number of Employees Who Left  
in the Past Twelve Months  
by Branch and by Job Level

	<u>Branch</u>	<u>Number of Employees Who Left</u>						
		<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total</u>
1.	BANKS	1 538	(14.2)	4 278	(39.5)	5 002	(46.2)	<b>10 818</b>
2.	DTCS	4	(12.9)	14	(45.2)	13	(41.9)	<b>31</b>
3.	INVEST COS	54	(19.2)	48	(17.1)	179	(63.7)	<b>281</b>
4.	PL COS	24	(15.2)	34	(21.5)	100	(63.3)	<b>158</b>
5.	SECURITIES	69	(14.0)	214	(43.3)	211	(42.7)	<b>494</b>
6.	C DEALERS	24	(9.5)	79	(31.3)	149	(59.1)	<b>252</b>
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	<b>-</b>
8.	M CHANGERS	6	(4.1)	27	(18.5)	113	(77.4)	<b>146</b>
9.	ASSET COS	197	(33.3)	205	(34.6)	190	(32.1)	<b>592</b>
10.	OF COS	62	(9.6)	365	(56.7)	217	(33.7)	<b>644</b>
<b>Total (%)**</b>		<b>1 978</b>	<b>(14.7)</b>	<b>5 264</b>	<b>(39.2)</b>	<b>6 174</b>	<b>(46.0)</b>	<b>13 416</b>

(%)\* As a percentage of the total number of employees who left in the branch.

(%)\*\* As a percentage of the total number of employees who left the companies in the industry. Total percentage may not equal 100% due to rounding.

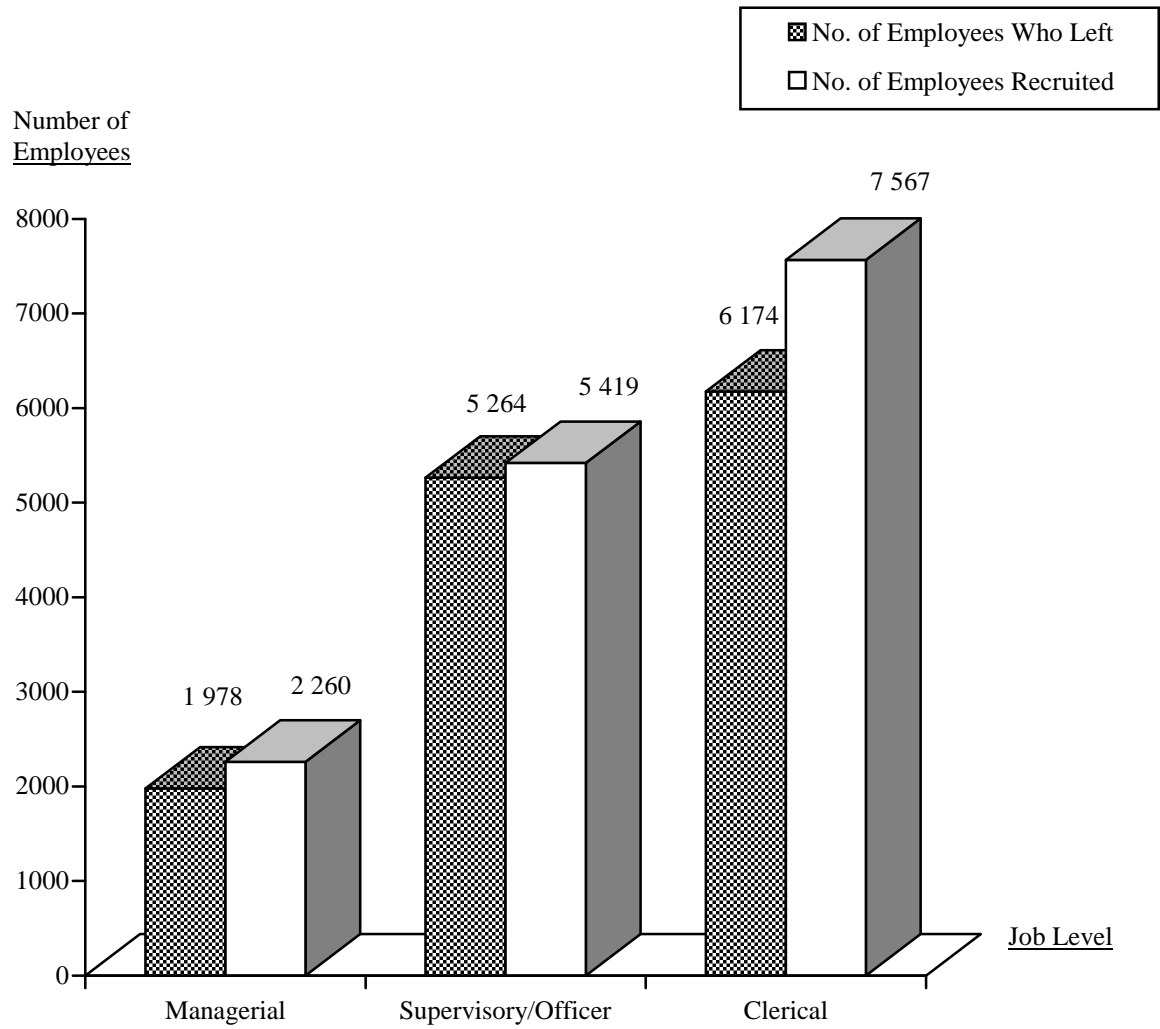
Table U: Number of Recruits in the Past Twelve Months  
by Branch and by Job Level

<u>Branch</u>	<u>Number of Recruits</u>						<u>Total (%)**</u>	
	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>			
1. BANKS	1 216	(10.5)	4 002	(34.6)	6 342	(54.9)	<b>11 560</b>	<b>(100)</b>
2. DTCS	6	(16.2)	17	(45.9)	14	(37.8)	<b>37</b>	<b>(100)</b>
3. INVEST COS	216	(52.4)	87	(21.1)	109	(26.5)	<b>412</b>	<b>(100)</b>
4. PL COS	36	(17.8)	54	(26.7)	112	(55.4)	<b>202</b>	<b>(100)</b>
5. SECURITIES	148	(24.3)	242	(39.7)	220	(36.1)	<b>610</b>	<b>(100)</b>
6. C DEALERS	34	(9.9)	135	(39.2)	175	(50.9)	<b>344</b>	<b>(100)</b>
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	<b>0</b>	<b>(0.0)</b>
8. M CHANGERS	37	(15.9)	68	(29.2)	128	(54.9)	<b>233</b>	<b>(100)</b>
9. ASSET COS	185	(27.6)	335	(50.0)	150	(22.4)	<b>670</b>	<b>(100)</b>
10. OF COS	382	(32.4)	479	(40.7)	317	(26.9)	<b>1 178</b>	<b>(100)</b>
<b>Total (%)**</b>	<b>2 260</b>	<b>(14.8)</b>	<b>5 419</b>	<b>(35.5)</b>	<b>7 567</b>	<b>(49.6)</b>	<b>15 246</b>	<b>(100)</b>

(%)\* As a percentage of the total number of recruits in the branch.

(%)\*\* As a percentage of the total number of recruits in the industry. Total percentage may not equal 100% due to rounding.

Figure 9: Staff Turnover in the Banking and Finance Industry in the Past Twelve Months by Job Level



## Staff Turnover Rate

2.41 In the twelve months prior to the survey, 13 416 employees left the companies in the industry while 15 246 persons were recruited to fill the vacancies. The staff turnover rate<sup>λ</sup> was 9.9%. The staff turnover rate was lower than that in the 2011 survey (11.8%). The staff turnover statistics of the four sectors are summarized in Table V. (For details, please refer to Tables T and U in paragraph 2.40)

Table V: Staff Turnover in the Past Twelve Months by Sector

<u>Sector</u>	<u>Number of Employees Who Left (%)*</u>		<u>Number of Employees Recruited (%)**</u>	
Banking Sector	10 818	(80.6)	11 560	(75.8)
DTC Sector	31	(0.2)	37	(0.2)
Securities and Asset Management Sector	1 086	(8.1)	1 280	(8.4)
Other Financial Sectors	1 481	(11.0)	2 369	(15.5)
<b>Total</b>	<b>13 416</b>	<b>(100)</b>	<b>15 246</b>	<b>(100)</b>

(%)\* As a percentage of the total number of employees who left the companies in the industry.

(%)\*\* As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

$$\lambda \text{ Staff Turnover Rate in a Specified Period of Time} = \frac{\text{No. of Employees Who Left in the Specified Period of Time}}{\text{Average No. of Employees in the Specified Period of Time (excluding 9 672 other supporting staff)}}$$

The average number of employees could be the number of employees at the end of the specified period if the number of employees is stable throughout that specified period.

2.42 The staff turnover statistics of the banking and finance industry, the Banking Sector (BANKS Branch), the DTC Sector (DTCS Branch), the Securities and Asset Management Sector and Other Financial Sectors are summarized in Tables W to Z and AA to AK. It should be noted that 0.1% of the persons leaving the banking and finance industry joined the insurance industry and 1.7% of the recruits joining the banking and finance industry were personnel from the insurance industry.

## Banking and Finance Industry

Table W: Number of Employees Who Left in the Past Twelve Months by Reason

Reason	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Total (%)**	
(a) Taking up another job in the banking/finance industry or starting own finance related business	707	(2.0)	1 874	(3.3)	2 377	(5.3)	<b>4 958</b>	<b>(37.0)</b>
(b) Taking up a job in the insurance industry or starting own insurance related business	1	(<0.1)	2	(<0.1)	4	(<0.1)	<b>7</b>	<b>(0.1)</b>
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	112	(0.3)	291	(0.5)	545	(1.2)	<b>948</b>	<b>(7.1)</b>
(d) Emigration	23	(0.1)	31	(0.1)	15	(<0.1)	<b>69</b>	<b>(0.5)</b>
(e) Repatriation	62	(0.2)	26	(<0.1)	4	(<0.1)	<b>92</b>	<b>(0.7)</b>
(f) Relocation of workplace								
(i) to the mainland of China/Macau/Taiwan	4	(<0.1)	18	(<0.1)	-	(0.0)	<b>22</b>	<b>(0.2)</b>
(ii) to other countries	8	(<0.1)	2	(<0.1)	6	(<0.1)	<b>16</b>	<b>(0.1)</b>
(g) Retirement	110	(0.3)	91	(0.2)	162	(0.4)	<b>363</b>	<b>(2.7)</b>
(h) Further studies	2	(<0.1)	94	(0.2)	259	(0.6)	<b>355</b>	<b>(2.6)</b>
(i) Retrenchment	176	(0.5)	258	(0.5)	136	(0.3)	<b>570</b>	<b>(4.2)</b>
(j) Company re-structured/closed	42	(0.1)	128	(0.2)	3	(<0.1)	<b>173</b>	<b>(1.3)</b>
(k) Expiry of employment contract	20	(0.1)	192	(0.3)	280	(0.6)	<b>492</b>	<b>(3.7)</b>
(l) Poor performance	82	(0.2)	208	(0.4)	258	(0.6)	<b>548</b>	<b>(4.1)</b>
(m) Other reasons <sup>△</sup>	446	(1.3)	1 330	(2.4)	1 312	(2.9)	<b>3 088</b>	<b>(23.0)</b>
(n) Reasons unknown	183	(0.5)	719	(1.3)	813	(1.8)	<b>1 715</b>	<b>(12.8)</b>
<b>Total</b>	<b>1 978</b>	<b>(5.6)</b>	<b>5 264</b>	<b>(9.4)</b>	<b>6 174</b>	<b>(13.8)</b>	<b>13 416</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the Industry	35 305		56 119		44 687		136 111#	
Staff Turnover Rate@							9.9%	

(%)\* As a percentage of the total number of employees at the same job level in the industry.

(%)\*\* As a percentage of the total number of employees who left the companies in the industry. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

# Total number of employees in the industry excluding 9 672 other supporting staff.

@ Staff Turnover Rate = 
$$\frac{\text{Total No. of Employees who left the companies in the industry}}{\text{Total No. of Employees in the industry (excluding 9672 other supporting staff)}}$$

Table X: Number of Recruits of the Banking and Finance Industry in the Past Twelve Months by Source

<u>Source</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>
(a) From another bank/ finance company	1 617	(4.6)	2 821	(5.0)	2 897	(6.5)	<b>7 335 (48.1)</b>
(b) From an insurance company/insurance intermediary/insurance related company	18	(0.1)	39	(0.1)	202	(0.5)	<b>259 (1.7)</b>
(c) From a company outside the banking/ finance/insurance industry	84	(0.2)	331	(0.6)	893	(2.0)	<b>1 308 (8.6)</b>
(d) From a college/ school direct							
Graduate of University Degree or Above	5	(<0.1)	463	(0.8)	210	(0.5)	<b>678 (4.4)</b>
Sub-degree Holder	2	(<0.1)	35	(0.1)	68	(0.2)	<b>105 (0.7)</b>
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	40	(0.1)	118	(0.3)	<b>158 (1.0)</b>
(e) Other sources <sup>△</sup>	220	(0.6)	654	(1.2)	1 694	(3.8)	<b>2 568 (16.8)</b>
(f) Sources unspecified	314	(0.9)	1 036	(1.8)	1 485	(3.3)	<b>2 835 (18.6)</b>
<b>Total</b>	<b>2 260</b>	<b>(6.4)</b>	<b>5 419</b>	<b>(9.7)</b>	<b>7 567</b>	<b>(16.9)</b>	<b>15 246 (100)</b>
Total Number of Employees at the Same Job Level in the Industry	35 305		56 119		44 687		136 111#

(%)\* As a percentage of the total number of employees at the same job level in the industry.

(%)\*\* As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

# Total number of employees in the industry excluding 9 672 other supporting staff.

Table Y: Number of Recruits of the Banking and Finance Industry in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Hong Kong	1 800	(5.1)	4 802	(8.6)	6 827	(15.3)	<b>13 429</b>	<b>(88.1)</b>
(b) The mainland of China	165	(0.5)	424	(0.8)	513	(1.1)	<b>1 102</b>	<b>(7.2)</b>
(e) Other places <sup>△</sup>	295	(0.8)	189	(0.3)	227	(0.5)	<b>711</b>	<b>(4.7)</b>
(f) Geographic origins unspecified	-	(0.0)	4	(<0.1)	-	(0.0)	<b>4</b>	<b>(&lt;0.1)</b>
<b>Total</b>	<b>2 260</b>	<b>(6.4)</b>	<b>5 419</b>	<b>(9.7)</b>	<b>7 567</b>	<b>(16.9)</b>	<b>15 246</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the Industry	35 305		56 119		44 687		136 111#	

(%)\* As a percentage of the total number of employees at the same job level in the industry.

(%)\*\* As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

# Total number of employees in the industry excluding 9 672 other supporting staff.



## Banking Sector

Table Z: Number of Employees who Left in the Past Twelve Months by Reason

<u>Reason</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Taking up another job in the banking/finance industry or starting own finance related business	486	(2.2)	1 290	(3.6)	1 948	(6.5)	<b>3 724</b>	<b>(34.4)</b>
(b) Taking up a job in the insurance industry or starting own insurance related business	-	(0)	2	(<0.1)	4	(<0.1)	<b>6</b>	<b>(0.1)</b>
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	79	(0.4)	273	(0.8)	394	(1.3)	<b>746</b>	<b>(6.9)</b>
(d) Emigration	22	(0.1)	30	(0.1)	15	(0.1)	<b>67</b>	<b>(0.6)</b>
(e) Repatriation	42	(0.2)	16	(<0.1)	2	(<0.1)	<b>60</b>	<b>(0.6)</b>
(f) Relocation of workplace								
(i) to the mainland of China/Macau/Taiwan	1	(<0.1)	18	(0.1)	-	(0.0)	<b>19</b>	<b>(0.2)</b>
(ii) to other countries	1	(<0.1)	2	(<0.1)	6	(<0.1)	<b>9</b>	<b>(0.1)</b>
(g) Retirement	108	(0.5)	90	(0.3)	132	(0.4)	<b>330</b>	<b>(3.1)</b>
(h) Further studies	2	(<0.1)	90	(0.3)	244	(0.8)	<b>336</b>	<b>(3.1)</b>
(i) Retrenchment	155	(0.7)	228	(0.6)	117	(0.4)	<b>500</b>	<b>(4.6)</b>
(j) Company re-structured/closed	1	(<0.1)	2	(<0.1)	3	(<0.1)	<b>6</b>	<b>(0.1)</b>
(k) Expiry of employment contract	19	(0.1)	177	(0.5)	259	(0.9)	<b>455</b>	<b>(4.2)</b>
(l) Poor performance	62	(0.3)	179	(0.5)	216	(0.7)	<b>457</b>	<b>(4.2)</b>
(m) Other reasons <sup>△</sup>	420	(1.9)	1 271	(3.6)	1 160	(3.9)	<b>2 851</b>	<b>(26.4)</b>
(n) Reasons unknown	140	(0.6)	610	(1.7)	502	(1.7)	<b>1 252</b>	<b>(11.6)</b>
<b>Total</b>	<b>1 538</b>	<b>(6.8)</b>	<b>4 278</b>	<b>(12.0)</b>	<b>5 002</b>	<b>(16.8)</b>	<b>10 818</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the Banking Sector	22 509		35 554		29 749		87 812#	
Staff Turnover Rate@							12.3%	

(%)\* As a percentage of the total number of employees at the same job level in the Banking Sector

(%)\*\* As a percentage of the total number of employees who left the companies in the Banking Sector. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

# Total number of employees in the Banking Sector excluding 6 571 other supporting staff.

@ Staff Turnover Rate =  $\frac{\text{Total No. of Employees who Left the Companies in the Banking Sector}}{\text{Total No. of Employees in the Banking Sector (excluding 6 571 other supporting staff)}}$

Table AA: Number of Recruits of the Banking Sector  
in the Past Twelve Months by Source

<u>Source</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) From another bank/ finance company	676	(3.0)	1 746	(4.9)	2 238	(7.5)	<b>4 660</b>	<b>(40.3)</b>
(b) From an insurance company/insurance intermediary/insurance related company	17	(0.1)	38	(0.1)	194	(0.7)	<b>249</b>	<b>(2.2)</b>
(c) From a company outside the banking/ finance/insurance industry	41	(0.2)	221	(0.6)	689	(2.3)	<b>951</b>	<b>(8.2)</b>
(d) From a college/ school direct								
Graduate of University Degree or Above	1	(<0.1)	399	(1.1)	121	(0.4)	<b>521</b>	<b>(4.5)</b>
Sub-degree Holder	-	(0.0)	9	(<0.1)	46	(0.2)	<b>55</b>	<b>(0.5)</b>
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	24	(0.1)	97	(0.3)	<b>121</b>	<b>(1.0)</b>
(e) Other sources <sup>△</sup>	185	(0.8)	626	(1.8)	1 557	(5.2)	<b>2368</b>	<b>(20.5)</b>
(f) Sources unspecified	296	(1.3)	939	(2.6)	1 400	(4.7)	<b>2635</b>	<b>(22.8)</b>
<b>Total</b>	<b>1 216</b>	<b>(5.4)</b>	<b>4 002</b>	<b>(11.3)</b>	<b>6 342</b>	<b>(21.3)</b>	<b>11 560</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the Banking Sector	22 509		35 554		29 749		87 812#	

(%)\* As a percentage of the total number of employees at the same job level in the Banking Sector.

(%)\*\* As a percentage of the total number of employees recruited in the Banking Sector. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

# Total number of employees in the Banking Sector excluding 6 571 other supporting staff.

Table AB: Number of Recruits of the Banking Sector in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	1 058 (4.7)	3 710 (10.4)	5 655 (19.0)	<b>10 423 (90.2)</b>
(b) The mainland of China	115 (0.5)	216 (0.6)	463 (1.6)	<b>794 (6.9)</b>
(c) Other places <sup>△</sup>	43 (0.2)	76 (0.2)	224 (0.8)	<b>343 (3.0)</b>
(d) Geographic origins unspecified	- (0.0)	- (0.0)	- (0.0)	<b>- (0.0)</b>
<b>Total</b>	<b>1 216 (5.4)</b>	<b>4 002 (11.3)</b>	<b>6 342 (21.3)</b>	<b>11 560 (100)</b>
Total Number of Employees at the Same Job Level in the Banking Sector	22 509	35 554	29 749	87 812#

(%)\* As a percentage of the total number of employees at the same job level in the Banking Sector.

(%)\*\* As a percentage of the total number of employees recruited in the Banking Sector. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

# Total number of employees in the Banking Sector excluding 6 571 other supporting staff.

## DTC Sector

Table AC: Number of Employees who Left in the Past Twelve Months by Reason

<u>Reason</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Taking up another job in the banking/finance industry or starting own finance related business	-	(0.0)	6	(1.3)	4	(0.9)	<b>10</b>	<b>(32.3)</b>
(b) Taking up a job in the insurance industry or starting own insurance related business	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	-	(0.0)	1	(0.2)	3	(0.7)	<b>4</b>	<b>(12.9)</b>
(d) Emigration	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(e) Repatriation	2	(0.8)	-	(0.0)	-	(0.0)	<b>2</b>	<b>(6.5)</b>
(f) Relocation of workplace								
(i) to the mainland of China/Macau/Taiwan	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(ii) to other countries	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(g) Retirement	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(h) Further studies	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(i) Retrenchment	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(j) Company re-structured/closed	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(k) Expiry of employment contract	-	(0.0)	-	(0.0)	1	(0.2)	<b>1</b>	<b>(3.2)</b>
(l) Poor performance	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(m) Other reasons <sup>△</sup>	-	(0.0)	7	(1.6)	3	(0.7)	<b>10</b>	<b>(32.3)</b>
(n) Reasons unknown	2	(0.8)	-	(0.0)	2	(0.5)	<b>4</b>	<b>(12.9)</b>
<b>Total</b>	<b>4</b>	<b>(1.5)</b>	<b>14</b>	<b>(3.1)</b>	<b>13</b>	<b>(2.9)</b>	<b>31</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the DTC Sector	259		446		442		1 147#	
Staff Turnover Rate@							2.7%	

(%)\* As a percentage of the total number of employees at the same job level in the DTC Sector.

(%)\*\* As a percentage of the total number of employees who left the companies in the DTC Sector. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

# Total number of employees in the DTC Sector excluding 26 other supporting staff.

@ Staff Turnover Rate =  $\frac{\text{Total No. of Employees Who Left the Companies in the DTC Sector}}{\text{Total No. of Employees in the DTC Sector (excluding 26 other supporting staff)}}$

Table AD: Number of Recruits of the DTC Sector  
in the Past Twelve Months by Source

<u>Source</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) From another bank/ finance company	4	(1.5)	12	(2.7)	4	(0.9)	<b>20</b>	<b>(54.1)</b>
(b) From an insurance company/insurance intermediary/insurance related company	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(c) From a company outside the banking/ finance/insurance industry	-	(0.0)	-	(0.0)	4	(0.9)	<b>4</b>	<b>(10.8)</b>
(d) From a college/ school direct								
Graduate of University Degree or Above	-	(0.0)	-	(0.0)	4	(0.9)	<b>4</b>	<b>(10.8)</b>
Sub-degree Holder	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	-	(0.0)	2	(0.5)	<b>2</b>	<b>(5.4)</b>
(e) Other sources <sup>△</sup>	2	(0.8)	5	(1.1)	-	(0.0)	<b>7</b>	<b>(18.9)</b>
(f) Sources unspecified	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
<b>Total</b>	<b>6</b>	<b>(2.3)</b>	<b>17</b>	<b>(3.8)</b>	<b>14</b>	<b>(3.2)</b>	<b>37</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the DTC Sector	259		446		442		1 147#	

(%)\* As a percentage of the total number of employees at the same job level in the DTC Sector.

(%)\*\* As a percentage of the total number of employees recruited in the DTC Sector. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

# Total number of employees in the DTC Sector excluding 26 other supporting staff.

Table AE: Number of Recruits of the DTC Sector in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Hong Kong	3	(1.2)	17	(3.8)	14	(3.2)	<b>34</b>	<b>(91.9)</b>
(b) The mainland of China	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
(c) Other places <sup>△</sup>	3	(1.2)	-	(0.0)	-	(0.0)	<b>3</b>	<b>(8.1)</b>
(d) Geographic origins unspecified	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
<b>Total</b>	<b>6</b>	<b>(2.3)</b>	<b>17</b>	<b>(3.8)</b>	<b>14</b>	<b>(3.2)</b>	<b>37</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the DTC Sector	259		446		442		1 147#	

(%)\* As a percentage of the total number of employees at the same job level in the DTC Sector.

(%)\*\* As a percentage of the total number of employees recruited in the DTC Sector. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

# Total number of employees in the DTC Sector excluding 26 other supporting staff.

## Securities and Asset Management Sector

Table AF: Number of Employees Who Left in the Past Twelve Months by Reason

Reason	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>		
(a) Taking up another job in the banking/finance industry or starting own finance related business	136	(2.4)	270	(3.3)	109	(1.5)	<b>515</b>	<b>(47.4)</b>	
(b) Taking up a job in the insurance industry or starting own insurance related business	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>	
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	-	(0.0)	-	(0.0)	38	(0.5)	<b>38</b>	<b>(3.5)</b>	
(d) Emigration	-	(0.0)	1	(<0.1)	-	(0.0)	<b>1</b>	<b>(0.1)</b>	
(e) Repatriation	17	(0.3)	9	(0.1)	-	(0.0)	<b>26</b>	<b>(2.4)</b>	
(f) Relocation of workplace									
(i) to the mainland of China/Macau/Taiwan	3	(0.1)	-	(0.0)	-	(0.0)	<b>3</b>	<b>(0.3)</b>	
(ii) to other countries	5	(0.1)	-	(0.0)	-	(0.0)	<b>5</b>	<b>(0.5)</b>	
(g) Retirement	-	(0.0)	-	(0.0)	14	(0.2)	<b>14</b>	<b>(1.3)</b>	
(h) Further studies	-	(0.0)	-	(0.0)	3	(<0.1)	<b>3</b>	<b>(0.3)</b>	
(i) Retrenchment	10	(0.2)	30	(0.4)	4	(0.1)	<b>44</b>	<b>(4.1)</b>	
(j) Company re-structured/closed	41	(0.7)	-	(0.0)	-	(0.0)	<b>41</b>	<b>(3.8)</b>	
(k) Expiry of employment contract	-	(0.0)	-	(0.0)	13	(0.2)	<b>13</b>	<b>(1.2)</b>	
(l) Poor performance	16	(0.3)	28	(0.3)	28	(0.4)	<b>72</b>	<b>(6.6)</b>	
(m) Other reasons <sup>△</sup>	15	(0.3)	9	(0.1)	13	(0.2)	<b>37</b>	<b>(3.4)</b>	
(n) Reasons unknown	23	(0.4)	72	(0.9)	179	(2.5)	<b>274</b>	<b>(25.2)</b>	
<b>Total</b>	<b>266</b>	<b>(4.7)</b>	<b>419</b>	<b>(5.2)</b>	<b>401</b>	<b>(5.5)</b>	<b>1 086</b>	<b>(100)</b>	
Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	5 651		8 086		7 238		20 975#		
Staff Turnover Rate@								5.2%	

(%)\* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)\*\* As a percentage of the total number of employees who left the companies in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

# Total number of employees in the Securities and Asset Management Sector excluding 727 other supporting staff.

@ Staff Turnover Rate = 
$$\frac{\text{Total No. of Employees Who Left the Companies in the Securities and Asset Management Sector}}{\text{Total No. of Employees in the Securities and Asset Management Sector (excluding 727 other supporting staff)}}$$

Table AG: Number of Recruits of the Securities and Asset Management Sector in the Past Twelve Months by Source

Source	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) From another bank/ finance company	332	(5.9)	445	(5.5)	217	(3.0)	<b>994</b>	<b>(77.7)</b>
(b) From an insurance company/insurance intermediary/insurance related company	1	(<0.1)	-	(0.0)	1	(<0.1)	<b>2</b>	<b>(0.2)</b>
(c) From a company outside the banking/ finance/insurance industry	-	(0.0)	62	(0.8)	68	(0.9)	<b>130</b>	<b>(10.2)</b>
(d) From a college/ school direct								
Graduate of University Degree or Above	-	(0.0)	20	(0.2)	13	(0.2)	<b>33</b>	<b>(2.6)</b>
Sub-degree Holder	-	(0.0)	-	(0.0)	-	(0.0)	<b>-</b>	<b>(0.0)</b>
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	-	(0.0)	3	(<0.1)	<b>3</b>	<b>(0.2)</b>
(e) Other sources <sup>△</sup>	-	(0.0)	-	(0.0)	68	(0.9)	<b>68</b>	<b>(5.3)</b>
(f) Sources unspecified	-	(0.0)	50	(0.6)	-	(0.0)	<b>50</b>	<b>(3.9)</b>
<b>Total</b>	<b>333</b>	<b>(5.9)</b>	<b>577</b>	<b>(7.1)</b>	<b>370</b>	<b>(5.1)</b>	<b>1 280</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	5 651		8 086		7 238		20 975#	

(%)\* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)\*\* As a percentage of the total number of employees recruited in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

# Total number of employees in the Securities and Asset Management Sector excluding 727 other supporting staff.



Table AH: Number of Recruits of the Securities and Asset Management Sector in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Hong Kong	272	(4.8)	436	(5.4)	367	(5.1)	<b>1 075</b>	<b>(84.0)</b>
(b) The mainland of China	8	(0.1)	112	(1.4)	-	(0.0)	<b>120</b>	<b>(9.4)</b>
(c) Other places <sup>△</sup>	53	(0.9)	29	(0.4)	3	(0.0)	<b>85</b>	<b>(6.6)</b>
(d) Geographic origins unspecified	-	(0.0)	-	(0.0)	-	(0.0)	-	<b>(0.0)</b>
<b>Total</b>	<b>333</b>	<b>(5.9)</b>	<b>577</b>	<b>(7.1)</b>	<b>370</b>	<b>(5.1)</b>	<b>1 280</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	5 651		8 086		7 238		20 975#	

(%)\* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)\*\* As a percentage of the total number of employees recruited in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

# Total number of employees in the Securities and Asset Management Sector excluding 727 other supporting staff.

## Other Financial Sectors

Table AI: Number of Employees Who Left in the Past Twelve Months  
by Reason

Reason	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Total (%)**	
(a) Taking up another job in the banking/finance industry or starting own finance related business	85	(1.2)	308	(2.6)	316	(4.4)	<b>709</b>	<b>(47.9)</b>
(b) Taking up a job in the insurance industry or starting own insurance related business	1	(<0.1)	-	(0.0)	-	(0.0)	<b>1</b>	<b>(0.1)</b>
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	33	(0.5)	17	(0.1)	110	(1.5)	<b>160</b>	<b>(10.8)</b>
(d) Emigration	1	(<0.1)	-	(0.0)	-	(0.0)	<b>1</b>	<b>(0.1)</b>
(e) Repatriation	1	(<0.1)	1	(<0.1)	2	(<0.1)	<b>4</b>	<b>(0.3)</b>
(f) Relocation of workplace								
(i) to the mainland of China/Macau/Taiwan	-	(0.0)	-	(0.0)	-	(0.0)	<b>-</b>	<b>(0.0)</b>
(ii) to other countries	2	(<0.1)	-	(0.0)	-	(0.0)	<b>2</b>	<b>(0.1)</b>
(g) Retirement	2	(<0.1)	1	(<0.1)	16	(0.2)	<b>19</b>	<b>(1.3)</b>
(h) Further studies	-	(0.0)	4	(<0.1)	12	(0.2)	<b>16</b>	<b>(1.1)</b>
(i) Retrenchment	11	(0.2)	-	(0.0)	15	(0.2)	<b>26</b>	<b>(1.8)</b>
(j) Company re-structured/closed	-	(0.0)	126	(1.0)	-	(0.0)	<b>126</b>	<b>(8.5)</b>
(k) Expiry of employment contract	1	(<0.1)	15	(0.1)	7	(0.1)	<b>23</b>	<b>(1.6)</b>
(l) Poor performance	4	(0.1)	1	(<0.1)	14	(0.2)	<b>19</b>	<b>(1.3)</b>
(m) Other reasons <sup>△</sup>	11	(0.2)	43	(0.4)	136	(1.9)	<b>190</b>	<b>(12.8)</b>
(n) Reasons unknown	18	(0.3)	37	(0.3)	130	(1.8)	<b>185</b>	<b>(12.5)</b>
<b>Total</b>	<b>170</b>	<b>(2.5)</b>	<b>553</b>	<b>(4.6)</b>	<b>758</b>	<b>(10.4)</b>	<b>1 481</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in Other Financial Sectors	6 886		12 033		7 258		26 177#	
Staff Turnover Rate@							5.7%	

(%)\* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)\*\* As a percentage of the total number of employees who left the companies in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

# Total number of employees in Other Financial Sectors excluding 2 348 other supporting staff.

@ Staff Turnover Rate =  $\frac{\text{Total No. of Employees Who Left the companies in Other Financial Sectors}}{\text{Total No. of Employees in Other Financial Sectors (excluding 2 348 other supporting staff)}}$

Table AJ: Number of Recruits of Other Financial Sectors  
in the Past Twelve Months by Source

<u>Source</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) From another bank/ finance company	605	(8.8)	618	(5.1)	438	(6.0)	<b>1 661</b>	<b>(70.1)</b>
(b) From an insurance company/insurance intermediary/insurance related company	-	(0.0)	1	(<0.1)	7	(0.1)	<b>8</b>	<b>(0.3)</b>
(c) From a company outside the banking/ finance/insurance industry	43	(0.6)	48	(0.4)	132	(1.8)	<b>223</b>	<b>(9.4)</b>
(d) From a college/ school direct								
Graduate of University Degree or Above	4	(0.1)	44	(0.4)	72	(1.0)	<b>120</b>	<b>(5.1)</b>
Sub-degree Holder	2	(<0.1)	26	(0.2)	22	(0.3)	<b>50</b>	<b>(2.1)</b>
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	16	(0.1)	16	(0.2)	<b>32</b>	<b>(1.4)</b>
(e) Other sources <sup>△</sup>	33	(0.5)	23	(0.2)	69	(1.0)	<b>125</b>	<b>(5.3)</b>
(f) Sources unspecified	18	(0.3)	47	(0.4)	85	(1.2)	<b>150</b>	<b>(6.3)</b>
<b>Total</b>	<b>705</b>	<b>(10.2)</b>	<b>823</b>	<b>(6.8)</b>	<b>841</b>	<b>(11.6)</b>	<b>2 369</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in Other Financial Sectors	6 886		12 033		7 258		26 177#	

(%)\* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)\*\* As a percentage of the total number of employees recruited in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

# Total number of employees in Other Financial Sectors excluding 2 348 other supporting staff.

Table AK: Number of Recruits of Other Financial Sectors in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Hong Kong	467	(6.8)	639	(5.3)	791	(10.9)	<b>1 897</b>	<b>(80.1)</b>
(b) The mainland of China	42	(0.6)	96	(0.8)	50	(0.7)	<b>188</b>	<b>(7.9)</b>
(c) Other places <sup>△</sup>	196	(2.8)	84	(0.7)	-	(0.0)	<b>280</b>	<b>(11.8)</b>
(d) Geographic origins unspecified	-	(0.0)	4	(<0.1)	-	(0.0)	<b>4</b>	<b>(0.2)</b>
<b>Total</b>	<b>705</b>	<b>(10.2)</b>	<b>823</b>	<b>(6.8)</b>	<b>841</b>	<b>(11.6)</b>	<b>2 369</b>	<b>(100)</b>
Total Number of Employees at the Same Job Level in Other Financial Sectors	6 886		12 033		7 258		26 177#	

(%)\* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)\*\* As a percentage of the total number of employees recruited in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

# Total number of employees in Other Financial Sectors excluding 2 348 other supporting staff.

2.43 As shown in Table V in paragraph 2.41, the number of employees recruited was larger than the number of employees who had left the companies in the industry in the twelve months prior to the survey. The staff turnover rate of each sector is summarized as follows:

	<u>Banking Sector</u>	<u>DTC Sector</u>	<u>Securities and Asset Management Sector</u>	<u>Other Financial Sectors</u>	<u>Banking and Finance Industry</u>
Staff Turnover Rate	12.3%	2.7%	5.2%	5.7%	9.9%

The staff turnover rate of the Banking Sector was the highest among the four sectors. As shown in Table W in paragraph 2.42, 7.1% of employees in that sector changed their jobs to non-banking/finance/insurance business. Furthermore, those who had left the industry because of emigration, repatriation, relocation of workplace, retirement, pursuing further studies and retrenchment (a total of 11%) might not join the industry again. Therefore, the banking and finance industry has to continue to train up sufficient manpower with appropriate job skills for the replacement of those leaving the industry.

## Number of Internal Promotions

(Appendix 5 – Table 6)

2.44 There were 2 406 employees promoted internally at the three job levels of banking and financial institutions. The distribution of internal promotions by branch and by job level is summarized in Table AL.

Table AL: Distribution of Internal Promotions by Branch and by Job Level

Branch	<u>Number of Employees</u>						
	<u>From Supervisor / Officer to Manager (%)*</u>		<u>From Clerk to Supervisor/ Officer (%)*</u>		<u>From Others to Clerk (%)*</u>		<u>Total (%)**</u>
1. BANKS	736	(35.4)	1 267	(60.9)	78	(3.7)	<b>2 081</b> <b>(86.5)</b>
2. DTCS	-	(0.0)	4	(100)	-	(0.0)	<b>4</b> <b>(0.2)</b>
3. INVEST COS	1	(5.9)	16	(94.1)	-	(0.0)	<b>17</b> <b>(0.7)</b>
4. PL COS	8	(15.7)	43	(84.3)	-	(0.0)	<b>51</b> <b>(2.1)</b>
5. SECURITIES	6	(66.7)	3	(33.3)	-	(0.0)	<b>9</b> <b>(0.4)</b>
6. C DEALERS	7	(26.9)	15	(57.7)	4	(15.4)	<b>26</b> <b>(1.1)</b>
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	<b>-</b> <b>(0.0)</b>
8. M CHANGERS	-	(0.0)	7	(100)	-	(0.0)	<b>7</b> <b>(0.3)</b>
9. ASSET COS	115	(67.6)	55	(32.4)	-	(0.0)	<b>170</b> <b>(7.1)</b>
9. OF COS	23	(56.1)	18	(43.9)	-	(0.0)	<b>41</b> <b>(1.7)</b>
<b>Total (%)**</b>	<b>896</b>	<b>(37.2)</b>	<b>1 428</b>	<b>(59.4)</b>	<b>82</b>	<b>(3.4)</b>	<b>2 406</b> <b>(100)</b>

(%)\* As a percentage of the total number of internal promotions in the branch.

(%)\*\* As a percentage of the total number of internal promotions in the banking and finance industry. Total percentage may not equal 100% due to rounding.

2.45 There were 2 406 (1.7% of the 145 783 persons engaged) personnel promoted within banking and finance establishments in the industry. The numbers of internal promotions from various job levels are summarized in Table AM below. It indicated that employees at the supervisory / officer level had a relatively higher percentage to be promoted to managerial job level. Generally speaking, employers preferred to fill managerial positions through promotion within the company, e.g. 28.4% of the managerial positions were taken up by supervisors via internal promotions. (For details, please refer to Table 6 of Appendix 5)

Table AM: Distribution of Internal Promotions among Job Levels

<u>Job Level</u>	<u>Number of Internal Promotions</u>	<u>Total Number of Recruits*</u>	<u>Percentage of Number of Internal Promotions to Total Number of Recruits</u>
From Supervisor / Officer to Manager	896	3 156	<b>28.4%</b>
From Clerk to Supervisor / Officer	1 428	6 847	<b>20.9%</b>
From Others to Clerk	82	7 649	<b>1.1%</b>
<b>Total</b>	<b>2 406</b>	<b>17 652</b>	<b>13.6%</b>

\* The total number of recruits is equal to the summation of the number of internal promotions and the number of employees recruited as shown in Table U.

**Part-time Employees Employed in the Banking and Finance Industry**  
*(Appendix 5 – Table 7)*

2.46 Table AN shows the part-time employees' statistics in January 2013 and January 2011. In the 2013 Survey, 1 915 part-time employees or 1.4% of 136 111 full-time employees were employed in the banking and finance industry to help full-time employees provide the community with financial services. This might reflect the fact that the industry did not heavily rely on part-time staff to assist full-time employees to carry out business activities of banking and financial institutions.

Table AN: Comparison of Part-time Employees in January 2011 and January 2013

<u>Job level</u>	<u>January 2011</u>		<u>January 2013</u>		<u>Changes of Part-Time Employees Increase / (Decrease)</u>
	<u>Full-time Employees</u>	<u>Part-time Employees</u>	<u>Full-time Employees</u>	<u>Part-time Employees</u>	
Managerial	28 122	9	35 305	21	12
Supervisory /Officer	51 876	36	56 119	125	89
Clerical	42 837	2 369	44 687	1 769	(600)
<b>Total</b>	<b>122 835</b>	<b>2 414</b>	<b>136 111</b>	<b>1 915</b>	<b>(499)</b>



**Number of Staff to be Recruited in the Next 24 Months  
by Type of Education Level**  
(Appendix 5 – Table 8)

2.47 In the 2013 Survey, employers were requested to estimate the number of staff to be recruited in the next 24 months by type of education level. Table AO shows the details. However, as a certain number of respondents did not provide such estimation, readers of this report should be mindful of this when they interpret the findings in Table AO.

Table AO: Number of Staff to be Recruited in the Next 24 Months  
by Type of Education Level

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory / Officer (%)*</u>	<u>Clerical (%)*</u>	<u><b>Total (%)**</b></u>
(a) Graduate of University Degree or Above	493 (99.6)	957 (84.8)	82 (20.0)	<b>1 532 (75.3)</b>
(b) Sub-degree Holder (HD/AD/D/HC/C or equivalent)	- (0.0)	154 (13.7)	17 (4.1)	<b>171 (8.4)</b>
(c) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	2 (0.4)	17 (1.5)	312 (75.9)	<b>331 (16.3)</b>
(d) Unspecified	- (0.0)	- (0.0)	- (0.0)	<b>- (0.0)</b>
<b>Total**</b>	<b>495 (24.3)</b>	<b>1 128 (55.5)</b>	<b>411 (20.2)</b>	<b>2 034 (100)</b>

\* As a percentage of the total number of staff to be recruited in the job level.

\*\* As a percentage of the total number of staff to be recruited. Total percentage may not equal 100% due to rounding.

## Recruitment Difficulties

(Appendix 5 – Tables 9 to 10, Tables 10.1 to 10.10)

2.48 The 2013 Survey revealed that some employers in the industry had encountered recruitment difficulties in the twelve months prior to the fieldwork of the survey. Table AP shows that 2.5% of the establishments experienced difficulties in recruiting managerial staff, whereas for supervisory staff / officer and clerical staff, the percentage was the same, i.e. 3.2%.

Table AP : Number of Establishments that Encountered Recruitment Difficulties in the Past Twelve Months

<u>Recruitment Difficulties</u>	<u>Number of Establishments</u>					
	<u>Managerial (%)*</u>		<u>Supervisory / Officer (%)*</u>		<u>Clerical (%)*</u>	
Yes	114	(2.5)	145	(3.2)	147	(3.2)
No	409	(9.0)	456	(10.0)	514	(11.3)
Have not recruited or tried to recruit	3 676	(80.5)	3 598	(78.8)	3 538	(77.5)
Unspecified/Refusal Cases	365	(8.0)	365	(8.0)	365	(8.0)
<b>Total**</b>	<b>4 564</b>	<b>(100)</b>	<b>4 564</b>	<b>(100)</b>	<b>4 564</b>	<b>(100)</b>

\* As a percentage of the total number of establishments at the same job level.

\*\* Total percentage may not equal 100% due to rounding.

2.49 The 2013 Survey revealed that the main reasons of recruitment difficulties were “lack of candidates with relevant experience and training” and “working conditions/remuneration package could not meet recruits’ expectations”. The ratios of these two reasons to the total figure were 48.2% and 34.0% respectively. It should be noted that following the development of new products and financial services in the industry, employees should endeavour to equip themselves with updated product knowledge and upgrade their job skills to catch up with the needs of the rapidly changing business environment. Table AQ shows the reasons of recruitment difficulties and their respective percentages.

Table AQ: Reasons of Recruitment Difficulties in the Past Twelve Months

<u>Reason</u>	<u>Number of Establishments</u>					
	<u>Managerial (%)*</u>		<u>Supervisory / Officer (%)*</u>		<u>Clerical (%)*</u>	<u><b>Total (%)**</b></u>
General labour shortage in Hong Kong	14	(9.9)	19	(9.7)	5 (2.5)	<b>38 (7.1)</b>
Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions	-	(0.0)	1	(0.5)	- (0.0)	<b>1 (0.2)</b>
Lack of candidates with relevant experience and training	60	(42.3)	82	(41.8)	118 (58.7)	<b>260 (48.2)</b>
Working conditions/remuneration package could not meet recruits’ expectations	66	(46.5)	43	(21.9)	74 (36.8)	<b>183 (34.0)</b>
Other reasons#	2	(1.4)	51	(26.0)	4 (2.0)	<b>57 (10.6)</b>
<b>Total</b>	<b>142</b>	<b>(100)</b>	<b>196</b>	<b>(100)</b>	<b>201 (100)</b>	<b>539 (100)</b>

(%)\* As a percentage of the total number at the same job level.

(%)\*\* As a percentage of the total number in the industry. Total percentage may not equal 100% due to rounding.

# Other reasons include “candidates should possess specific language skills”, etc.

**Number of Hong Kong Employees  
Having to Work in the Mainland**  
(Appendix 5 – Table 11)

2.50 The 2013 Survey revealed that 2 045 employees had to work in the Mainland during the survey period. Of these, 631 (30.9%) were on Stationed Basis and 1 414 (69.1%) were on Travelling Basis. The number of employees who had to work in the Mainland in January 2013 and the estimated number of employees who would work in the Mainland in January 2015 are summarized in Table AR.

Table AR: Number of Hong Kong Employees Having to Work  
in the Mainland in January 2013 and January 2015

<u>Working Mode</u>	<u>Number of Employees</u>					
	January 2013		January 2015		Forecasted	
	____ (%)* ____		____ (%)* ____		Growth (%)**	
Stationed Basis	631	(30.9)	354	(19.1)	-277	(-43.9)
Travelling Basis	1 414	(69.1)	1 500	(80.9)	86	(6.1)
<b>Total</b>	<b>2 045</b>	<b>(100)</b>	<b>1 854</b>	<b>(100)</b>	<b>-191</b>	<b>(-9.3)</b>

(%)\* As a percentage of the total number of employees (in two working modes) having to work in the Mainland. Total percentage may not equal 100% due to rounding.

(%)\*\* The forecasted growth rate is derived by using January 2013 as a base.

2.51 The 2013 Survey revealed that the number of employees who had to work in the Mainland has increased in the past two years. The comparison of the number of Hong Kong employees who had to work in the Mainland in January 2011 and January 2013 is summarized in Table AS.

Table AS: Comparison of the Number of Hong Kong Employees  
Having to Work in the Mainland in January 2011 and January 2013

<u>Working Mode</u>	<u>Number of Employees</u>		
	<u>January 2011</u>	<u>January 2013</u>	<u>Changes Increase (Decrease)</u>
Stationed Basis	538	631	93
	58.4%	30.9%	17.3%
Travelling Basis	383	1 414	1 031
	41.6%	69.1%	269.2%
<b>Total</b>	<b>921</b>	<b>2 045</b>	<b>1 124</b>
	<b>100%</b>	<b>100%</b>	<b>122.0%</b>

2.52 As shown in Table AS, the number of Hong Kong employees who had to station in the Mainland for operational needs has increased by 93 persons, representing an increase of 17.3% when compared with 538 persons reported in 2011. During the same period, the number of Hong Kong employees who participated in operations in the Mainland on travelling basis has also increased by 1 031 persons, or 269.2% of the 383 persons reported in 2011. Normally, the banking and finance personnel on travelling basis were to support companies' operations in the Mainland.

**Effects of Mainland Operations  
on Hong Kong Employees**  
(Appendix 5 – Table 12)

2.53 The 2013 Survey showed that 242 additional employees were to be recruited to handle Mainland operations. In addition, employers reported that 144 employees had to be trained for the purpose of handling operations in the Mainland. The statistics in January 2013 and the estimated figures for January 2015 are summarized in Table AT below.

Table AT: Effects of Mainland Operations on Hong Kong Employees  
in January 2013 and January 2015

<u>Effects</u>	<u>Number of Employees</u>			<u>Forecasted Growth (%)*</u>
	<u>January 2013</u>	<u>January 2015</u>		
Additional employees need to be recruited	242	206	-36	(-14.9)
Number of existing employees to be trained for Mainland operations	144	200	56	(38.9)

(%)\* The forecasted growth rate is derived by using January 2013 as a base.

2.54 The comparison of the effects of Mainland operations on Hong Kong employees in January 2011 and January 2013 is summarized in Table AU.

Table AU: Comparison of Effects of Mainland Operations on Hong Kong Employees in January 2011 and January 2013

<u>Effects</u>	<u>Number of Employees</u>		
	<u>January 2011</u>	<u>January 2013</u>	<u>Changes Increase (Decrease)</u>
Additional employees need to be recruited	13	242	229 1 761.5%
Number of existing employees to be trained for Mainland operations	32	144	112 350.0%

2.55 The 2013 Survey showed that Hong Kong companies were required to recruit additional employees to cope with their Mainland operations. One of the reasons might probably be due to the implementation of CEPA which has created more opportunities for Hong Kong to participate in the market of the mainland of China. Furthermore, the number of employees required to be trained for Mainland operations reported by employers has increased by 112 persons or 350.0% when compared with the figure in 2011.

**Estimated Percentage of Training Provided by  
External Course Providers in the Next Twelve Months**

*(Appendix 5 – Table 13)*

2.56 The 2013 Survey revealed that some establishments would sponsor their employees to take part in training programmes provided by external course providers in the next twelve months. Detailed figures are shown in Table AV. Generally speaking, the number of establishments fully relied on training programmes provided by external course providers is less than the number of establishments sourcing out only part of their staff training function to external course providers. It should be noted that for establishments which did not sponsor employees to attend external training programmes might or might not provide their employees with in-house training as this survey did not ask for this piece of information.

Table AV: Estimated Percentage of Training Provided by  
External Course Providers in the Next Twelve Months

<u>Job Level</u>	<u>Number of Establishments</u>					
	<u>0%</u>	<u>&gt;0% - 24%</u>	<u>&gt;24% - 49%</u>	<u>&gt;49% - 74%</u>	<u>&gt;74% - &lt;100%</u>	<u>100%</u>
Managerial	1 330	237	108	138	60	338
Supervisory / Officer	1 455	201	148	128	14	895
Clerical	1 562	134	133	92	13	579

**Comparison of Training Expenses of the Previous Year  
and Training Budget for the Next Year**

(Appendix 5 – Tables 14 to 15)

2.57 For in-house training, the 2013 Survey revealed that 3 966 (86.9% of 4 564) establishments had maintained their staff training expenses more or less the same in 2012 when compared with the figure in 2011. 137 (3.0% of 4 564) establishments reported that they had increased their staff training expenses in 2012. For external training, the result revealed that 3 813 (83.5% of 4 564) establishments had maintained their staff training expenses more or less the same in 2012 when compared with 2011 while 233 (5.1% of 4 564) establishments reported that they had increased their staff training expenses in 2012. Details of the changes are summarized in Table AW.

Table AW: Comparison of Training Expenses  
in 2011 and 2012

Training Expenses of 2012 vs 2011	In-house Training		External Training	
	Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change	3 966	(86.9)	3 813	(83.5)
Increase by				
>50%	65	(1.4)	135	(3.0)
>20% - 50%	9	(0.2)	38	(0.8)
>10% - 20%	9	(0.2)	26	(0.6)
5% -10%	4	(0.1)	21	(0.5)
<5%	50	(1.1)	13	(0.3)
<b>Sub-total</b>	<b>137</b>	<b>(3.0)</b>	<b>233</b>	<b>(5.1)</b>
Decrease by				
>50%	-	(0.0)	-	(0.0)
>20% - 50%	-	(0.0)	15	(0.3)
>10% – 20%	-	(0.0)	1	(<0.1)
5% -10%	-	(0.0)	1	(<0.1)
<5%	-	(0.0)	1	(<0.1)
<b>Sub-total</b>	<b>-</b>	<b>(0.0)</b>	<b>18</b>	<b>(0.4)</b>
Unspecified/Refusal Cases	461	(10.1)	500	(11.0)
<b>Total</b>	<b>4 564</b>	<b>(100)</b>	<b>4 564</b>	<b>(100)</b>

Remarks: Total percentage may not equal 100% due to rounding.



2.58 With regard to the in-house training budget for 2013, survey findings showed that 88.0% of 4 564 establishments (4 018) had planned to maintain the same training budget for 2013 when compared with the expenses in 2012. For the budget of external training, 83.9% of 4 564 establishments (3 827) had planned to maintain the same training budget for 2013 when compared with the expenses in 2012. Table AX shows the statistics reflected by the 2013 Survey.

Table AX: Comparison of Training Budget for 2013 with Training Expenses in 2012

Training Budget for 2013 vs Training Expenses in 2012	In-house Training		External Training	
	Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change	4 018	(88.0)	3 827	(83.9)
Increase by				
>50%	1	(<0.1)	36	(0.8)
>20% - 50%	13	(0.3)	56	(1.2)
>10% - 20%	10	(0.2)	37	(0.8)
5% -10%	6	(0.1)	54	(1.2)
<5%	59	(1.3)	28	(0.6)
<b>Sub-total</b>	<b>89</b>	<b>(2.0)</b>	<b>211</b>	<b>(4.6)</b>
Decrease by				
>50%	-	(0.0)	-	(0.0)
>20% - 50%	-	(0.0)	-	(0.0)
>10% - 20%	-	(0.0)	-	(0.0)
5% -10%	-	(0.0)	1	(<0.1)
<5%	-	(0.0)	-	(0.0)
<b>Sub-total</b>	<b>-</b>	<b>(0.0)</b>	<b>1</b>	<b>(&lt;0.1)</b>
Unspecified/Refusal Cases	457	(10.0)	525	(11.5)
<b>Total</b>	<b>4 564</b>	<b>(100)</b>	<b>4 564</b>	<b>(100)</b>

Remarks: Total percentage may not equal 100% due to rounding.

2.59 89 (2.0% of 4 564) and 211 (4.6% of 4 564) establishments indicated that they would increase their in-house and external training budget respectively at various ranges for 2013. As mentioned previously, over 83.0% establishments would not deduct their staff training expenses. Obviously, the training function is important in manpower development and employers in the banking and finance industry are willing to continue to invest in training and development programmes for their employees.

## **Types/Topics of Training for Manpower Development**

*(Appendix 5 – Table 16)*

2.60 In the 2013 Survey, employers were asked to give ideas on the training types / topics which were important to the manpower development in the banking and finance industry. The top five types / topics of training mostly chosen by respondents for various job levels in the industry are summarized in Tables AY to AAA, whereas the top five types / topics of training mostly chosen by respondents by sector and by job level are summarized in Tables AAB to AAM.

### Table AY: Types / Topics of Training for Managerial Staff

1. Risk Management
2. Crisis Management
3. Securities & Futures Regulation
4. Compliance of Various Ordinances
5. Marketing Management

### Table AZ: Types / Topics of Training for Supervisory Staff / Officer

1. Securities & Futures Regulation
2. Anti-Money Laundering Compliance
3. Securities Analysis
4. Financial Markets Operations
5. Financial Statement Analysis

### Table AAA: Types / Topics of Training for Clerical Staff

1. Communication Skills
2. Putonghua
3. Anti-Money Laundering Compliance
4. Securities & Futures Regulation
5. Spoken English

I: Types / Topics of Training for the Banking Sector

Table AAB: Types / Topics of Training for  
Managerial Staff

1. Risk Management
2. Compliance of Various Ordinances
3. Crisis Management
4. Anti-Money Laundering Compliance
- 5.1 Strategic Management
- 5.2 Leadership

Table AAC: Types / Topics of Training for  
Supervisory Staff / Officer

1. Anti-Money Laundering Compliance
2. Enhancing Quality Customer Services
3. Securities & Futures Regulation
4. Compliance of Various Ordinances
- 5.1 Financial Markets Operations
- 5.2 Anti-Corruption Regulations

Table AAD: Types / Topics of Training for  
Clerical Staff

1. Anti-Money Laundering Compliance
2. Communication Skills
3. Information Systems Application Skills
4. Interpersonal Skills
5. Putonghua

## II: Types / Topics of Training for the DTC Sector

### Table AAE: Types / Topics of Training for Managerial Staff

1. Risk Management
2. Anti-Money Laundering Compliance
3. Compliance of Various Ordinances
- 4.1 Strategic Management
- 4.2 Crisis Management
- 4.3 Human Resources Management

### Table AAF: Types / Topics of Training for Supervisory Staff / Officer

1. Anti-Money Laundering Compliance
2. Financial Risk Management
- 3.1 Leadership
- 3.2 Compliance of Various Ordinances
- 3.3 Financial Statement Analysis
- 3.4 Securities & Futures Regulation
- 3.5 Communication Skills

### Table AAG: Types / Topics of Training for Clerical Staff

1. Communication Skills
- 2.1 Anti-Money Laundering Compliance
- 2.2 English Writing
- 2.3 Spoken English
- 2.4 Interpersonal Skills

### III: Types / Topics of Training for the Securities and Asset Management Sector

#### Table AAH: Types / Topics of Training for Managerial Staff

1. Risk Management
2. Crisis Management
3. Compliance of Various Ordinances
4. Securities & Futures Regulation
- 5.1 Problem Solving & Decision Making
- 5.2 Anti-Money Laundering Compliance

#### Table AAI: Types / Topics of Training for Supervisory Staff / Officer

1. Securities & Futures Regulation
2. Securities Analysis
3. Anti-Money Laundering Compliance
4. Risk Management
5. Financial Markets Operations

#### Table AAJ: Types / Topics of Training for Clerical Staff

1. Securities & Futures Regulation
2. Interpersonal Skills
3. Communication Skills
4. Spoken English
5. Anti-Corruption Regulations

#### IV: Types / Topics of Training for Other Financial Sectors

##### Table AAK: Types / Topics of Training for Managerial Staff

1. Risk Management
2. Marketing Management
3. Leadership
4. Securities & Futures Regulation
5. Financial Markets Operations

##### Table AAL: Types / Topics of Training for Supervisory Staff / Officer

1. Anti-Money Laundering Compliance
2. Securities & Futures Regulation
3. Securities Analysis
4. Financial Markets Operations
5. Financial Risk Management

##### Table AAM: Types / Topics of Training for Clerical Staff

1. Anti-Money Laundering Compliance
2. Putonghua
3. Communication Skills
4. Spoken English
5. English Writing

2.61 Generally speaking, Risk Management, Crisis Management and Compliance of Various Ordinances are important training types/topics for managerial staff. On the other hand, training types/topics like Securities & Futures Regulation, Financial Markets Operations, Anti-Money Laundering Compliance, Communication Skills and Language Skills, etc. are crucial to supervisors / officers and clerks.

**Incentives to Encourage Employers  
to Provide Training to Their Employees**

*(Appendix 5 – Table 17)*

2.62 In the 2013 Survey, employers were requested to suggest means to encourage establishments to provide their employees with training. Survey findings showed that “reimbursement of course fees to employers”, “provision of subsidy to employers” and “government loan/grant to employers” were the major incentives to encourage employers to invest in staff training function. The percentages of the number of establishments that suggested the above three means were 29.3%, 28.1% and 15.1% respectively.

## Forecast of Additional Manpower in the Next 24 Months

2.63 In the 2013 Survey, employers were requested to forecast their manpower in the next 24 months taking into consideration their expectation of the business trend and the future economic development. Table AAN below shows the forecast of manpower demand in the next 24 months by sector whereas the forecast of additional manpower in the next 24 months for the three major job levels reported by employers is given in Table AAO. (For details, please refer to Table G in paragraph 2.30)

Table AAN: Employers' Forecast of Manpower Demand  
by January 2015 by Sector

<u>Sector</u>	<u>Manpower Demand in January 2013</u>	<u>Forecasted Manpower Demand by January 2015</u>	<u>Manpower Growth (%)*</u>
Banking Sector	95 130	95 331	201 (0.2)
DTC Sector	1 198	1 198	- (0.0)
Securities and Asset Management Sector	21 982	22 241	259 (1.2)
Other Financial Sectors	29 138	29 273	135 (0.5)
<b>Total</b>	<b>147 448</b>	<b>148 043</b>	<b>595 (0.4)</b>

(%)\* As a percentage of forecasted manpower growth using January 2013 as a base.



Table AAO: Employers' Forecast of Additional Manpower in the Next 24 Months

	<u>Manpower Demand # in January 2013</u>	<u>Forecast of Additional Manpower in the Next 24 Months (%)*</u>
<u>Banking Sector</u>		
Managerial	22 806	14 (0.1)
Supervisory / Officer	35 799	126 (0.4)
Clerical	29 923	62 (0.2)
<u>DTC Sector</u>		
Managerial	260	- (0.0)
Supervisory / Officer	459	- (0.0)
Clerical	453	- (0.0)
<u>Securities and Asset Management Sector</u>		
Managerial	5 716	51 (0.9)
Supervisory / Officer	8 258	152 (1.8)
Clerical	7 280	53 (0.7)
<u>Other Financial Sectors</u>		
Managerial	7 043	-5 (-0.1)
Supervisory / Officer	12 278	149 (1.2)
Clerical	7 407	-9 (-0.1)
<b><u>Total</u></b>		
<b>Managerial</b>	<b>35 825</b>	<b>60 (0.2)</b>
<b>Supervisory / Officer</b>	<b>56 794</b>	<b>427 (0.8)</b>
<b>Clerical</b>	<b>45 063</b>	<b>106 (0.2)</b>

# Manpower demand is defined as the total number of employees plus vacancies in January 2013.

(%)\* As a percentage of the manpower demand in January 2013.

## Wastage

2.64 The term wastage is defined as those leaving the industry because of taking up insurance/non-banking/non-finance jobs or starting own non-finance business, emigration, relocation of workplace, repatriation, retirement, pursuing further studies and retrenchment.

## Projected Additional Manpower Requirements in the Next 24 Months

2.65 The projected manpower requirements for additional manpower and replacement for wastage in 2015 by job level and by sector are shown in Table AAP below:

Table AAP: Projected Additional Manpower Requirements for 2015

<u>Sector</u>	(a) <u>Manpower Demand in 2013</u>	(b) <u>Projected Manpower Demand in 2014#</u>	(c) <u>Wastage* Rate</u>	(d) = <u>[(a)+(b)]*(c) Replacement for Wastage</u>	(e) <u>Projected Additional Employees for 2015</u>	(f) = (d) + (e) <u>Projected Additional Manpower Requirements for 2015</u>
<u>Banking Sector</u>						
Managerial	22 806	22 813	1.8%	821	14	835
Supervisory / Officer	35 799	35 862	2.1%	1 505	126	1 631
Clerical	29 923	29 954	3.1%	1 856	62	1 918
<u>DTC Sector</u>						
Managerial	260	260	0.8%	4	-	4
Supervisory / Officer	459	459	0.2%	2	-	2
Clerical	453	453	0.7%	6	-	6
<u>Securities and Asset Management Sector</u>						
Managerial	5 716	5 741	0.6%	69	51	120
Supervisory / Officer	8 258	8 334	0.5%	83	152	235
Clerical	7 280	7 306	0.8%	117	53	170
<u>Other Financial Sectors</u>						
Managerial	7 043	7 040	0.7%	99	-5	94
Supervisory / Officer	12 278	12 352	0.2%	49	149	198
Clerical	7 407	7 402	2.1%	311	-9	302
<b><u>Total</u></b>						
<b>Managerial</b>	<b>35 825</b>	<b>35 854</b>	<b>-</b>	<b>993</b>	<b>60</b>	<b>1 053</b>
<b>Supervisory / Officer</b>	<b>56 794</b>	<b>57 007</b>	<b>-</b>	<b>1 639</b>	<b>427</b>	<b>2 066</b>
<b>Clerical</b>	<b>45 063</b>	<b>45 115</b>	<b>-</b>	<b>2 290</b>	<b>106</b>	<b>2 396</b>

# Manpower demand in 2014 is projected according to the growth rates in Table G with the assumption that the annual growth rates are constant from 2013 to 2015.

\* The wastage rates are derived from Tables Z, AC, AF and AI and assumed to be constant from 2013 to 2015.

## Manpower Projection by Using the Labour Market Analysis Method

2.66 Besides employers' forecast, the Labour Market Analysis Method (LMA) and the Adaptive Filtering Method (AFM) may also be adopted to project the manpower of the banking and finance industry for future years. A detailed description of the LMA is given in Appendix 7. The projected manpower requirements for 2014-2018 using the two methods are summarized as follows:

Table AAQ: Projected Manpower for 2014-2018

Year	Actual	Projected (LMA)	Projected (AFM)	Projected (EF)
2013	147 448			
2014		152 151 (+3.2%*)	152 105 (+3.2%*)	
2015		156 134 (+2.6%**)	156 448 (+2.9%**)	148 043 (+0.4%*)
2016		159 637 (+2.2%**)	160 479 (+2.6%**)	
2017		162 711 (+1.9%**)	164 208 (+2.3%**)	
2018		165 393 (+1.6%**)	167 650 (+2.1%**)	
*	percentage change when compared with the manpower demand in 2013			
**	percentage change when compared with projected manpower in the previous year			
LMA	Labour Market Analysis			
AFM	Adaptive Filtering Method			
EF	Employers' forecast at the date of the survey			

2.67 The Adaptive Filtering Method uses historical manpower data to project manpower requirements for future years. This method does not take into account qualitative factors which may have impacts on manpower. Both LMA and AFM methods show an increasing manpower trend for 2014-2018 while the forecast manpower growth projected by employers in the 2013 Survey was 0.4% that the additional manpower for the industry by 2015 are 595 employees. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available. The AFM approach is based on historical pattern in manpower series to extrapolate the future, assuming all other variables remain unchanged whereas employers' forecast is based on personal guess and industry experience of respondents who predicted a slight growth by 2015. In previous surveys, the LMA approach was used to project the manpower requirements for the industry except the 2009 Survey where employers' forecast was adopted due to uncertainty in the operations in the financial markets and other unknown external factors, especially after the financial tsunami and as such statistical modeling approach failed to capture the manpower trend. The projected additional manpower requirements derived from the LMA method is summarized in Table AAR below.

Table AAR: Projected Additional Manpower Requirements for 2015 (LMA Approach)

<u>Job Level</u>	<u>Manpower Demand in 2013</u> (a)	<u>Manpower Projection for 2014 (LMA Approach)*</u> (b)	<u>Manpower Projection for 2015 (LMA Approach)*</u> (c)	<u>Projected Additional Employees for 2015</u> (d)=(c)-(a)	<u>Replacement for Wastage</u> (e)=[(a)+(b)]x@	<u>Projected Additional Manpower Requirements for 2015</u> (f)=(d)+(e)
Managerial	35 825	36 847	37 812	1 987	1 017	3 004
Supervisory/ Officer	56 794	58 570	60 104	3 310	1 615	4 925
Clerical	45 063	46 639	47 860	2 797	2 293	5 090
<b>Total</b>	<b>137 682</b>	<b>142 056<sup>^</sup></b>	<b>145 776<sup>#</sup></b>	<b>8 094</b>	<b>4 925</b>	<b>13 019</b>

\* The projected number of employees at the three major job levels are derived from the projected manpower demand in 2014 and 2015 under the LMA Method (paragraph 2.66) and the ratio of manpower structure (paragraph 2.3).

<sup>^</sup> Total number of projected manpower for 2014 (152 151) excluding 10 095 other supporting staff.

<sup>#</sup> Total number of projected manpower for 2015 (156 134) excluding 10 358 other supporting staff.

@ The wastage rates (1.4% for managerial level; 1.4% for supervisory/officer level; 2.5% for clerical level) are derived from Table W and assumed to be constant from 2013 to 2015.

## Manpower Supply and Demand

### Demand for Banking and Finance Personnel

2.68 In accordance with the projected additional manpower requirements for 2015 listed in Table AAR in the preceding paragraph, the industry needs additional employees to take up 3 004 managerial positions, 4 925 supervisory/officer positions and 5 090 clerical positions. Regarding the analysis of the minimum education requirement of employees as shown in Table H in paragraph 2.32, the industry needs 4 537 (2 163 + 2 226 + 148) persons who possess a university degree or above education level to take up positions of the above three job levels. In addition, the industry needs to recruit 2 207 (412 + 1 418 + 377) persons who possess sub-degree qualification to take up positions of the above three job levels. It should be noted that some employers did not indicate the minimum education requirement for some principal jobs and the percentages of principal jobs without specifying the minimum education requirement for three job levels were 12.1%, 11.8% and 14.8% respectively. Users of the survey findings should note that the manpower demand for university degree and sub-degree holders in the industry might be higher than 4 537 persons and 2 207 persons as revealed in the 2013 Survey. In addition, readers of this report should exercise due care when they study the projected manpower figure using the LMA approach because of the high volatility of the financial market and the uncertainties of the outlook of the global economy.

## Supply of Banking and Finance Personnel

2.69 Based on the information provided by the University Grants Committee of Hong Kong (UGC), the Hong Kong Institute of Vocational Education (IVE) and course providers\* running banking and finance related courses, the planned number of graduates in banking and finance and related disciplines is summed up in Table AAS below:

Table AAS: Supply of Graduates of Banking and Finance and Related Disciplines

	<u>Estimated Number of Graduates in 2013/14</u>	<u>Estimated Number of Graduates in 2014/15</u>
Degree**	3 153 <sup>^</sup>	3 013 <sup>^</sup>
Sub-degree	2 139 <sup>#</sup>	1 655 <sup>#</sup>

\* The Training Board wrote to course providers requesting for their estimated number of degree and sub-degree graduates in 2013/14 and 2014/15. The figure does not represent the total manpower supply in the industry as overseas graduates are not included and only 25.7% of the course providers replied. The estimated number of graduates reported by these course providers has been included in the figures as shown in Table AAS. Users of the survey findings should note that the data collected might not be comprehensive.

\*\* Include banking and finance and related programmes such as business administration, sales and marketing, etc.

<sup>^</sup> According to the information provided by the University Grants Committee of Hong Kong (UGC), the estimated number of graduates with degree qualifications in business related discipline would be 4 391 and 4 200 in 2013/2014 and 2014/2015 respectively.

<sup>#</sup> Readers should note that not all sub-degree graduates would enter the job market immediately after graduation. Quite a number of those graduates would opt for further study.

2.70 The manpower demand for local graduates of banking and finance and related disciplines in the next 24 months is presented below:

Table AAT: Demand for Local Graduates of Banking and Finance and Related Disciplines in the Next 24 Months

	<u>Demand for Employees with Degree or Sub-degree Qualifications</u>
Degree	4 537
Sub-degree	2 207
<b>Total</b>	<b>6 744</b>

2.71 It appears from Table AAS that the supply of local graduates of banking and finance and related disciplines from tertiary institutions in the next 24 months should be able to meet the demand. Nevertheless, it should be noted that the projected additional manpower requirements for 2015 as shown in Table AAR are 13 019. It is expected that the manpower demand at managerial and supervisory / officer levels could be met by internal promotions, recruitment from other trades and fresh graduates, etc. As for clerical positions, the additional demand of 5 090 is only a small fraction of over 82 000 secondary school leavers every year. It is believed that there should be adequate manpower supply to meet the additional demand in the industry.

## SECTION III

### RECOMMENDATIONS

#### **Utilization of the 2013 Manpower Survey Report**

3.1 The 2013 Manpower Survey Report was compiled with the aim of providing users with information on the manpower situation and training needs of in-service personnel in the banking and finance industry. Readers are advised to take note that after the fieldwork of the survey, there would probably be changes in the business environment which might have significant effects on the manpower supply and demand situation in the industry. Users are advised to be cautious when quoting the survey findings as reference materials.

#### **Survey Findings**

3.2 Even though there were still uncertainties in the external environment, the global financial conditions have shown signs of stability. Banks in Hong Kong have built the goodwill of strong capital positions by international standards with a sound asset base so as to meet the new capital requirements under the Basel III framework. Other financial institutions have also been diversifying their businesses into areas like fund and asset management. Nevertheless, various rounds of monetary easing measures in major advanced economies have generated some capital inflow pressures for the Asian economy. On the other hand, spurred by talks of the US Federal Reserve of the plan to taper its monetary stimulus, there seems to have occurrences of the reversal of capital flows back to developed nations. In this connection, the business outlook is difficult to predict which in turn leads to the conservative projection of the 2015 manpower demand by employers.

3.3 In the mainland of China, the central bank sent global markets reeling when it attempted to tighten credit and rein in the shadow banking system. These efforts may bring short-term pain to the market. However, it is encouraging that the central government is making effort to reform the market. Moreover, Hong Kong is regarded as the most efficient offshore Renminbi (RMB) business hub with a large offshore pool of RMB. In fact, Supplement X to the Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) has stipulated that Hong Kong bank's operating institution in the Mainland, after obtaining approval to conduct RMB business for serving Hong Kong enterprises, may provide service to enterprises in the Mainland that are recognized as owned by Hong Kong investors in accordance with relevant rules and regulations, despite investors of those enterprises are based in a place other than Hong Kong. On the other hand, Supplement X also allows Hong Kong-funded securities companies to make reference to the securities assets being managed by the respective group when applying for QFII status. It also allows qualified Hong Kong-funded financial institutions to set up joint venture fund management companies in the Mainland in accordance with relevant Mainland requirements.

3.4 Having analyzed the survey findings, the Training Board accepts that the findings have reflected the manpower and training situation of the banking and finance

personnel in the surveyed establishments. As the establishments selected for the survey had sufficient representation of the industry, the Training Board recommends that the survey results could be used as a reference when employers formulate manpower training and development strategies for their employees.

3.5 The Training Board would also like to thank all focus group members for their valuable views and comments on the analyses of manpower statistics of the 2013 Manpower Survey, business outlook of the banking and finance industry and the manpower training and development strategies for banking and finance personnel. Their views have been incorporated into relevant sections of the manpower survey report for public reference.

### **Future Surveys**

3.6 The Training Board considers that the current practice of conducting manpower surveys at a two-year interval is useful in building a series of historical data for comparison and for projecting future manpower requirements. As Hong Kong's economy is changing rapidly, it is essential that the situation of manpower demand and supply situation be closely monitored to enable the Training Board to recommend measures to meet the training requirements of the banking and finance industry.

### **Impacts on Manpower Requirements**

3.7 Hong Kong is one of the international financial centres in the world. The global economic situation as well as the performance of the international financial markets, in particular the American, European and Mainland markets have significant effects on Hong Kong's economy given the close linkage of business and financial activities of Hong Kong with other financial centres.

3.8 The potential effects of the downsizing of US's quantitative easing measures, the recovery of the European economy and the future growth of the economy of the mainland of China would have impacts on the local manpower requirements with varying degrees.

3.9 A change in the manpower structure was also expected that some of the work of the back office might be relocated to countries with lower labour cost, such as India and China, in order to minimize operation costs.

### **Manpower Training**

3.10 Following the advancement in technology and the communication network, the banking and financial institutions have continually developed new financial products and services to cater for the needs of the community. Moreover, more resources are expected to be spent on trainings for frontline personnel as financial institutions need to provide customers with more client-focused financial services.



## Training Programmes

3.11 With regard to the mode of training, the Training Board recommends that in addition to the systematic in-house training programmes provided to their employees, employers should make good use of services provided by external training course providers. Apart from the Continuing Education Fund to support the lifelong learning process for employees' self-development, employers indicated that means such as reimbursement of course fees to employers, provision of subsidy to employers and government loan/grant to employers would help encourage them to provide training to their employees.

3.12 As evidenced by the employers' suggestions on the training topics which are important to the manpower development in the banking and finance industry, a wide spectrum of training programmes should be provided to banking and finance personnel. The provision of training to employees not only upgrades the job knowledge and skills of employees, but also broadens and deepens the exposures of employees in different segments of the industry.

3.13 The top five types / topics of training mostly chosen by respondents by job level for the Banking Sector, DTC Sector and Securities and Asset Management Sector are recommended as follows:

### I: Topics of Training for the Banking Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	1 Risk Management 2 Compliance of Various Ordinances 3 Crisis Management 4 Anti-Money Laundering Compliance 5.1 Strategic Management 5.2 Leadership
Supervisory / Officer	1 Anti-Money Laundering Compliance 2 Enhancing Quality Customer Services 3 Securities & Futures Regulation 4 Compliance of Various Ordinances 5.1 Financial Markets Operations 5.2 Anti-Corruption Regulations
Clerical	1 Anti-Money Laundering Compliance 2 Communication Skills 3 Information Systems Application Skills 4 Interpersonal Skills 5 Putonghua

## II: Topics of Training for the DTC Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	<ol style="list-style-type: none"><li>1 Risk Management</li><li>2 Anti-Money Laundering Compliance</li><li>3 Compliance of Various Ordinances</li><li>4.1 Strategic Management</li><li>4.2 Crisis Management</li><li>4.3 Human Resources Management</li></ol>
Supervisory / Officer	<ol style="list-style-type: none"><li>1 Anti-Money Laundering Compliance</li><li>2 Financial Risk Management</li><li>3.1 Leadership</li><li>3.2 Compliance of Various Ordinances</li><li>3.3 Financial Statement Analysis</li><li>3.4 Securities &amp; Futures Regulation</li><li>3.5 Communication Skills</li></ol>
Clerical	<ol style="list-style-type: none"><li>1 Communication Skills</li><li>2.1 Anti-Money Laundering Compliance</li><li>2.2 English Writing</li><li>2.3 Spoken English</li><li>2.4 Interpersonal Skills</li></ol>

## III: Topics of Training for the Securities and Asset Management Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	<ol style="list-style-type: none"><li>1 Risk Management</li><li>2 Crisis Management</li><li>3 Compliance of Various Ordinance</li><li>4 Securities &amp; Futures Regulation</li><li>5.1 Problem Solving &amp; Decision Making</li><li>5.2 Anti-Money Laundering Compliance</li></ol>
Supervisory / Officer	<ol style="list-style-type: none"><li>1 Securities &amp; Futures Regulation</li><li>2 Securities Analysis</li><li>3 Anti-Money Laundering Compliance</li><li>4 Risk Management</li><li>5 Financial Markets Operations</li></ol>
Clerical	<ol style="list-style-type: none"><li>1 Securities &amp; Futures Regulation</li></ol>

- 2 Interpersonal Skills
- 3 Communication Skills
- 4 Spoken English
- 5 Anti-Corruption Regulations

3.14 In view of the fact that employers are very much concerned about compliance and risk management, updates on regulatory requirements and customer relationship training for frontline staff, the Training Board recommends that training programmes on the above topics should be offered to banking and finance personnel to help them acquire the wanted attributes in order to provide customers with quality services.

3.15 Furthermore, same topics of training courses/programmes could be offered to banking and finance personnel at various job levels. Nevertheless, the depth of the training courses/programmes should be adjusted in accordance with the needs of target participants for training effectiveness.

Banking and Finance Industry Training Board  
Membership List  
(as at 1.9.2013)

Chairman

Mr David Kwok Sek-chi (nominated by a local registered financial institution)

Members

Mr Jeffrey CHAN (nominated by the Hong Kong Securities Association Limited)

Prof CHAN Ka-lok (nominated by a local tertiary institution)

Mr Steve CHIU (nominated by the Institute of Financial Planners of Hong Kong Limited)

Mr Albert KWOK San-fat (nominated by the Hong Kong Association of Banks)

Mr LEE Huat-oon (nominated by the DTC Association)

Ms Candy LEUNG Suk-ching (nominated by the Hong Kong Association of Banks)

Mr Anthony NG Tze-wai (nominated by a small and medium financial institution)

Mr Patrick POON Mo-yiu (nominated by a small and medium financial institution)

Mr Anthony Ward RUSHTON (nominated by the Hong Kong Association of Banks)

Ms Jennifer SHUM Wan-ling (nominated by a local registered financial institution)

Mr Thomas TSUI Chun-man (ad personam)

Ms Amy WONG Lai-wah (nominated by the Hong Kong Association of Banks)

Mr Eric KAN Cho-Kwong (representing the Chief Executive of the Hong Kong Monetary Authority)

Mr Roger LEE (representing the Chief Executive of the Hong Kong Exchanges and Clearing Limited)

Mr Wilson LO Wai-shun

(representing the Chairman of the Securities and  
Futures Commission)

Ms Susanna CHAN Sau-ching

(representing the Executive Director of the  
Vocational Training Council)

Secretary

Mr William CHOW Wing-nin

(Vocational Training Council)

Banking and Finance Industry Training Board

Working Party on 2013 Manpower Survey  
of the Banking and Finance Industry  
Membership List

Convener

Mr Brian FUNG Wei-lung (a representative from the securities and futures sector)

Members

Dr Mike FUNG King-fai (a representative from a local tertiary institution)

Mr Anthony NG Tze-wai (nominated by a small and medium financial institution)

Mr Thomas TSUI Chun-man (ad personam)

Ms Susanna CHAN Sau-ching (representing the Executive Director of the Vocational Training Council)

Dr Ida CHIU See-fong (Hong Kong Institute of Vocational Education)

Dr NG Chak-man (Vocational Training Council)

Secretary

Mr William CHOW Wing-nin (Vocational Training Council)

Banking and Finance Industry Training Board

Focus Group of 2013 Manpower Survey  
of the Banking and Finance Industry  
Membership List

Convener

Mr Brian FUNG Wei-lung (a representative from the securities and futures sector)

Members

Ms Blanche CHAN (a representative from the banking sector)

Mr Gabriel HUEN (a representative from the banking sector)

Ms Irene LAU (a representative from the securities and futures sector)

Mr Edmund LAM (a representative from the banking sector)

Ms Carrie LAW (a representative from the securities and futures sector)

Ms Carrie LEUNG (a representative from a professional body)

Dr LEUNG Man-kwong (a representative from a local tertiary institution)

Ms Beatrice LEUNG Wai-ching (a representative from the banking sector)

Ms Peggy MOK (a representative from the securities and futures sector)

Mr Paul PONG Po-lam (a representative from the fund house sector)

Ms Susanna CHAN Sau-ching (representing the Executive Director of the Vocational Training Council)

Dr NG Chak-man (Vocational Training Council)

Ms Gigi HO Chung-chi (Vocational Training Council)

Secretary

Mr William CHOW Wing-nin (Vocational Training Council)

Banking and Finance Industry Training Board

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 element.
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, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.
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.



### Appendix 3

## The 2013 Manpower Survey of the Banking & Finance Industry Sampling Plan

Branch	Employment Size of Establishments	Total No. of Establishments	Sample Size of Establishments	Percentage to Total No. of Establishments
#1. Banks & representative offices of foreign banks	1-19	74	74	100%
	20-49	38	38	100%
	50-99	30	30	100%
	100-499	39	39	100%
	500-999	10	10	100%
	1000 & Above	22	22	100%
	Sub-total	213	213	
#2. Deposit-taking companies	1-19	15	15	100%
	20-49	3	3	100%
	50-99	1	1	100%
	100-499	2	2	100%
	Sub-total	21	21	
3. Investment & holding companies	1-19	1 068	76	7.1%
	20-49	24	8	33.3%
	50-99	6	6	100%
	100-499	3	3	100%
	500-999	-	-	
	1000 & Above	-	-	
	Sub-total	1 101	93	
4. Personal loans and related companies	1-19	614	80	13.0%
	20-49	20	20	100%
	50-99	7	7	100%
	100-499	3	3	100%
	Sub-total	644	110	
5. Securities brokerage firms	1-19	490	59	12.0%
	20-49	80	32	40.0%
	50-99	11	11	100%
	100-499	15	15	100%
	Sub-total	596	117	
6. Commodity futures & precious metals brokers / dealers	1-19	199	96	48.2%
	20-49	19	19	100%
	50-99	5	5	100%
	100-499	1	1	100%
	Sub-total	224	121	
7. Stock, bullion & commodity exchanges and statutory bodies in the banking and finance industry	20-49	2	2	100%
	50-99	-	-	-
	100-499	1	1	100%
	500-999	4	4	100%
	Sub-total	7	7	
8. Money changers & foreign exchange brokers / dealers	1-19	716	93	13.0%
	20-49	6	6	100%
	50-99	-	-	-
	100-499	5	5	100%
	Sub-total	727	104	
9. Asset Management	1-19	712	71	10.0%
	20-49	94	28	29.8%
	50-99	17	17	100%
	100-499	18	18	100%
	1000 & Above	2	2	100%
	Sub-total	843	136	
10. Other financial companies	1-19	2 516	81	3.2%
	20-49	65	14	21.5%
	50-99	16	16	100%
	100-499	16	16	100%
	500-999	4	4	100%
	1000 & Above	3	3	100%
	Sub-total	2 620	134	
Total		6 996	1 056	

# Establishments counted at company level (not at branch level).

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

Our Reference 本局檔號

BF/1/2 (2013)

Your Reference 來函檔號



Dear Sir/Madam,

The 2013 Manpower Survey of the Banking and Finance Industry

I am writing to solicit your cooperation in the 2013 Manpower Survey conducted by the Banking and Finance Industry Training Board of the Vocational Training Council.

The Banking and Finance Industry Training Board is appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR) to advise on matters pertaining to manpower training of the banking and finance industry. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the industry, the Training Board will conduct the captioned survey from 9 January 2013 to 8 February 2013. We would appreciate it if you would complete the questionnaire by 8 February 2013 in order to facilitate the early completion of the Manpower Survey.

Over the past years, the manpower survey findings have been widely used by employers and training institutions as reference materials in formulating their manpower and business plans. Your participation in the survey is important to its success and I sincerely hope that the survey will provide you with relevant manpower statistics to assist in the formulation of human resources development plans and strategies of your company.

-----  
I enclose one copy each of the Survey Questionnaire, Explanatory Notes, Trade Definitions and Job Descriptions of Principal Banking and Finance Jobs for your reference and completion. During the survey period, an officer from the Census and Statistics Department (C&SD) will contact you or your authorised representative to answer any questions and collect the completed questionnaire for data processing.

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organisations. May I also draw your kind attention to the fact that the Government of the HKSAR may use the data collected from this survey to assist in drafting manpower development policies. In compliance with the Personal Data (Privacy) Ordinance, we wish to solicit your consent for us to share our data with the Government of the HKSAR for the specific purpose of government's manpower planning and training, with the understanding that confidentiality will again be strictly observed.

Manpower Survey Reports of previous years can be found at <http://bftb.vtc.edu.hk>. Upon completion of the 2013 Manpower Survey, the Manpower Survey Report will also be uploaded onto the VTC website. Kindly provide us with your e-mail address in the enclosed questionnaire and you will be informed of the release of the Survey Report in due course.

Thank you for your kind participation and contribution to the banking and finance industry. Should you have any questions in connection with the survey, please contact the Manpower Statistics Section of the C&SD at 2116 8436.

Yours faithfully,

(Adrian Li)  
Chairman

Banking and Finance Industry  
Training Board



## Vocational Training Council 職業訓練局

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

Our Reference 本局檔號

BF/1/2 (2013)

Your Reference 來函檔號

執事先生／女士：

### 銀行及金融業 2013 年人力調查



謹代表職業訓練局屬下銀行及金融業訓練委員會致函，懇請 貴機構提供協助，以便本會進行銀行及金融業 2013 年人力調查。

銀行及金融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 2013 年 1 月 9 日至 2 月 8 日期間進行調查，蒐集業內人力情況的最新資料，就人力訓練制訂適當建議。如蒙 貴機構於 2013 年 2 月 8 日或之前填妥問卷，將有助我們加快完成是次人力調查工作，本會不勝感激。

過往人力調查收集所得的數據均被僱主及培訓機構廣泛應用於制訂人力及商業計劃上，而 貴機構的參與實是人力調查取得成功的關鍵。本會期望是次人力調查能為 貴機構提供相關的人力數據，以便制訂人力資源發展計劃和策略。

---- 現隨函附上調查表、附註、業務性質說明及主要職務工作說明，以供參閱填覆。調查期間，政府統計處職員將聯絡 貴機構負責人或其授權代表，解答有關問題，同時收回填妥的調查表，作資料處理。

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。此外，香港特別行政區政府或會使用是次調查收集所得的數據，以擬定人力發展政策。基於私隱條例規定，現請 貴機構表示，同意本會與香港特別行政區政府分享所得數據，以供政府作人力規劃之用，本會與香港特別行政區政府將會嚴格遵守保密原則。

歷屆人力調查報告書已上載於本局網頁，網址為 <http://bftb.vtc.edu.hk>。是次人力調查工作完成後之相關報告書亦將上載於上述網址，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。

多謝 貴機構積極參與及對銀行及金融業作出貢獻。如對調查有任何疑問，可致電 2116 8436 與政府統計處人力統計組聯絡。

李民橋

銀行及金融業訓練委員會主席  
李民橋

2013 年 1 月 2 日



Checklist of the Documents of the  
2013 Manpower Survey of the Banking and Finance Industry

1. Invitation Letter from the Chairman of the Banking and Finance Industry Training Board.
  
2. Survey Questionnaire – Appendix A  
For the item on Nature of Business, please refer to Appendix C (Trade Definitions) for data entry.  
  
For Survey Questionnaire – Part I, please refer to Appendix D (Job Descriptions and Job Code List) for data entry for Column A and Codes listed under Column (H) for data entry for Columns E, F and G.  
  
For Columns B and C, please refer to your company records for data entry.  
  
For Survey Questionnaire – Parts II and III, please refer to your company records for data entry.
  
3. Explanatory Notes – Appendix B  
The contents of Appendix B are general guidelines for the completion of the whole survey questionnaire.
  
4. Trade Definitions - Appendix C
  
5. Job Descriptions of Principal Banking and Finance Jobs - Appendix D

## 銀行及金融業 2013 年人力調查文件清單

1. 銀行及金融業訓練委員會主席給予僱主的邀請信

2. 調查問卷 - 附錄 A

請參考附錄 C(業務性質說明)的資料填寫業務性質一項。

調查問卷 - 第一部分，請參考附錄 D(主要職務工作說明及職務編號表)的資料填寫 A 欄及參考 H 欄的編號填寫 E、F 及 G 欄。

請參考 貴機構的資料，填寫 B 欄及 C 欄。

調查問卷 - 第二部分及第三部分，請參考 貴機構的資料填寫。

3. 附註 - 附錄 B

附錄 B 的內容為填寫調查問卷的指引。

4. 業務性質說明 - 附錄 C

5. 銀行及金融機構主要職務工作說明 - 附錄 D

**CONFIDENTIAL**  
WHEN ENTERED WITH DATA

填入數據後即成  
機密文件

VOCATIONAL TRAINING COUNCIL  
職業訓練局

THE 2013 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY  
銀行及金融業 2013 年人力調查

QUESTIONNAIRE (ESTABLISHMENT PARTICULARS)  
調查表 (機構資料)

(PLEASE READ THE ATTACHED EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)

(請於填表前詳閱附註)

For Official Use Only:

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	2 2						
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

Total No. of Full-time Employees in Your Establishment: \_\_\_\_\_  
機構的全職僱員總數

Nature of Business\*:  
業務性質\*

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Licensed Banks, Restricted Licence Banks and Local Rep. Offices of Foreign Banks<br>持牌銀行、有限牌照銀行及外國銀行本港代表辦事處 | <input type="checkbox"/> Deposit-taking Companies<br>接受存款公司  | <input type="checkbox"/> Investment and Holding Companies<br>投資及控股公司                         | <input type="checkbox"/> Personal Loans and Related Companies<br>私人貸款及有關公司               |
| <input type="checkbox"/> Securities Brokerage<br>證券經紀公司  | <input type="checkbox"/> Commodity Futures (including financial futures) and Precious Metals Brokers/Dealers<br>期貨(包括金融期貨)及貴金屬經紀/交易商 | <input type="checkbox"/> Money Changers and Foreign Exchange Brokers/Dealers<br>兌換商及外匯經紀/交易商 | <input type="checkbox"/> Investment Advisory / Asset Management Companies<br>投資顧問/資產管理公司 |
| <input type="checkbox"/> Other Financial Companies<br>其他與金融有關的公司   |  |  |  |

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

\* Please tick as appropriate  
請✓在格內

**VOCATIONAL TRAINING COUNCIL**  
**職業訓練局**  
**THE 2013 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY**  
**銀行及金融業 2013 年人力調查**  
**QUESTIONNAIRE (PART I)**  
**調查表(第一部分)**

(A) Principal Jobs 主要職務			(B) No. of Employees as at 2.1.2013 在 2.1.2013 之 僱員人數	(C) No. of Vacancies as at 2.1.2013 在 2.1.2013 之 空缺數目	(D) Forecast No. of Employees in 24 Months' Time 預測 24 個月後的 僱員人數	(E) Minimum Education Requirement for the Principal Job 此主要職務 的基本教育 程度要求 (see Column H ) (見 H 欄)	(F) Minimum Requirement on Year(s) of Experience in the Industry 在此行業 的基本 年資要求 (see Column H ) (見 H 欄)	(G) Average Monthly Income Range 平均每月 收入幅度 (see Column H ) (見 H 欄)	(H) Please use the following Codes for Columns (E), (F) and (G). 請按下列編號，填入(E)、(F) 及(G)欄內。
Title 職稱	Rec. Type	Code 編號							
		8-10	11-14	15-17	18-21	22	23	24	
1	2								
2	2								
3	2								
4	2								
5	2								
6	2								
7	2								
8	2								
9	2								
10	2								
11	2								
12	2								
13	2								
14	2								
15	2								
16	2								
17	2								
18	2								
19	2								
20	2								
21	2								
22	2								
23	2								
24	2								
25	2								
26	2								
27	2								
28	2								
29	2								
30	2								
31	2								
32	2								
33	2								
34	2								
35	2								
36	2								

If additional lines are necessary, please tick here and enter on supplementary sheet(s).  
如此頁不敷應用，請先✓，然後另紙繼續填寫。

VOCATIONAL TRAINING COUNCIL  
職業訓練局  
THE 2013 MANPOWER SURVEY OF THE  
BANKING AND FINANCE INDUSTRY  
銀行及金融業 2013 年人力調查  
QUESTIONNAIRE (PART II)  
調查表 (第二部分)

For Official Use Only  
此欄毋須填寫

Er. No. \_\_\_\_\_

Est. No. \_\_\_\_\_

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason:  
按原因劃分，過去 12 個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：

- (I) Leaving of the company is initiated by the employee  
由僱員主動申請離職

Reason 原因	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	8	11	14
(b) Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險工作或創辦與保險有關的業務	17	20	23
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	26	29	32
(d) Emigration 移民	35	38	41
(e) Repatriation 回國	44	47	50
(f) Relocation of workplace 遷改工作地點			
(i) To the mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	53	56	59
(ii) To other countries 往其他國家	62	65	68
(g) Retirement 退休	71	74	77
(h) Further studies 繼續進修	80	83	86
(i) Other reasons 其他原因	89	92	95

Please specify  
請註明

\_\_\_\_\_

\_\_\_\_\_

For Official Use Only  
此欄毋須填寫

98

101

104



(II) Leaving of the company is initiated by the company  
由公司安排僱員離職

Reason 原因	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Retrenchment 裁員	<input type="text"/> 107	<input type="text"/> 110	<input type="text"/> 113
(b) Company re-structured/closed 公司改組/結業	<input type="text"/> 116	<input type="text"/> 119	<input type="text"/> 122
(c) Expiry of employment contract 僱傭合約期滿	<input type="text"/> 125	<input type="text"/> 128	<input type="text"/> 131
(d) Poor performance 工作表現欠佳	<input type="text"/> 134	<input type="text"/> 137	<input type="text"/> 140
(e) Other reasons 其他原因	<input type="text"/> 143	<input type="text"/> 146	<input type="text"/> 149

Please specify  
請註明

---



---

For Official Use Only  
此欄毋須填寫

<input type="text"/> 152	<input type="text"/> 155	<input type="text"/> 158	<input type="text"/> 161
--------------------------	--------------------------	--------------------------	--------------------------

2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source :  
按來源劃分，過去 12 個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：

Source 來源	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) From another bank/financial company 來自另一間銀行/金融機構	<input type="text"/> 162	<input type="text"/> 165	<input type="text"/> 168
(b) From an insurance company/insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	<input type="text"/> 171	<input type="text"/> 174	<input type="text"/> 177
(c) From a company outside the banking/finance/insurance industry 來自銀行/金融/保險業以外的機構	<input type="text"/> 180	<input type="text"/> 183	<input type="text"/> 186
(d) From a college/school direct 直接來自院校/學校			
(i) Graduate of University Degree or Above 大學學位或以上畢業生	<input type="text"/> 189	<input type="text"/> 192	<input type="text"/> 195
(ii) Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	<input type="text"/> 198	<input type="text"/> 201	<input type="text"/> 204
(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	<input type="text"/> 207	<input type="text"/> 210	<input type="text"/> 213
(e) Other sources 其他來源	<input type="text"/> 216	<input type="text"/> 219	<input type="text"/> 222

Please specify  
請註明

---



---

For Official Use Only  
此欄毋須填寫

<input type="text"/> 225	<input type="text"/> 228	<input type="text"/> 231	<input type="text"/> 234
--------------------------	--------------------------	--------------------------	--------------------------

3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin :  
按地域來源劃分，過去 12 個月內 (1.1.2012 至 31.12.2012) 所招聘的僱員人數：

Geographic Origin 地域來源	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級												
(a) Hong Kong 香港	<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 235					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 238					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 241				
(b) The mainland of China 中國內地	<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 244					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 247					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 250				
(c) Other places 其他地方	<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 253					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 256					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 259				

Please specify  
請註明

For Official Use Only  
此欄毋須填寫

<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 262					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 265					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 268					<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 271				

4. The number of internal promotions in the past 12 months (1.1.2012 to 31.12.2012) :  
過去 12 個月內(1.1.2012 至 31.12.2012)由內部晉升的僱員人數：

From 由	To 至	No. of Internal Promotions 由內部晉升的僱員人數				
(a) Supervisor/Officer 主管/主任	Manager 經理	<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 272				
(b) Clerk 文員	Supervisor/Officer 主管/主任	<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 275				
(c) Others 其他職級	Clerk 文員	<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 278				

For Official Use Only  
此欄毋須填寫

<table border="1" style="width: 100%; height: 100%;"> <tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr> </table> 281				

5. If your company employs part-time staff to perform job duties in addition to those full-time employees reported in Part I, please state the total number of these part-time staff.

除了在第一部分填報的全職僱員外，如 貴機構亦有聘用兼職員工協助工作，請提供此等兼職員工的總數。

No. of Part-time  
Employees  
兼職僱員人數

(a) Managerial 經理級	<input type="text" value="282"/>
(b) Supervisory/Officer 主管/主任級	<input type="text" value="286"/>
(c) Clerical 文員級	<input type="text" value="290"/>

For Official Use Only  
此欄毋須填寫

6. Please estimate the number of staff to be recruited in the next 24 months by type of education level.

請按教育程度劃分，列出 貴機構預計在未來 24 個月招聘的僱員人數。

Education Level 教育程度	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Graduate of University Degree or Above 大學學位或以上畢業生	<input type="text" value="295"/>	<input type="text" value="298"/>	<input type="text" value="301"/>
(b) Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/ 高級證書/證書或同等學歷)	<input type="text" value="304"/>	<input type="text" value="307"/>	<input type="text" value="310"/>
(c) Graduate of Hong Kong Diploma of Secondary Education/Matriculant/Secondary School Leaver or Equivalent/Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或 同等學歷/中五以下程度學生	<input type="text" value="313"/>	<input type="text" value="316"/>	<input type="text" value="319"/>

For Official Use Only  
此欄毋須填寫

- End of Questionnaire (Part II) -  
- 調查表(第二部分)完 -

VOCATIONAL TRAINING COUNCIL  
職業訓練局  
THE 2013 MANPOWER SURVEY OF THE  
BANKING AND FINANCE INDUSTRY  
銀行及金融業 2013 年人力調查  
QUESTIONNAIRE (PART III)  
調查表 (第三部分)

1. Has your company experienced any recruitment difficulty in the past 12 months (1.1.2012 to 31.12.2012)?  
過去 12 個月內 (1.1.2012 至 31.12.2012) 貴機構在招聘僱員時有否遇到困難？

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Yes 有	<input type="checkbox"/> 332	<input type="checkbox"/> 333	<input type="checkbox"/> 334
(b) No* 沒有*	<input type="checkbox"/> 335	<input type="checkbox"/> 336	<input type="checkbox"/> 337
(c) Has not recruited or tried to recruit in the past 12 months* 過去 12 個月未曾招聘或未有嘗試招聘僱員*	<input type="checkbox"/> 338	<input type="checkbox"/> 339	<input type="checkbox"/> 340

(If (b) or (c) is selected for all the three job levels, please go to Question 3.)  
(如三個職級均選擇 (b) 或 (c) 項，請轉到第三題繼續作答。)

2. If your company has experienced recruitment difficulty in the past 12 months (1.1.2012 to 31.12.2012), what do you think are the reasons? (You may provide more than one reason for each job level.)  
如 貴機構過去 12 個月內(1.1.2012 至 31.12.2012)在招聘員工方面遇到困難，你認為是甚麼原因？  
(每職級可提供多於一項原因。)

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) General labour shortage in Hong Kong 香港勞工短缺情況普遍	<input type="checkbox"/> 341	<input type="checkbox"/> 342	<input type="checkbox"/> 343
(b) Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系(例如工商管理、 銀行及金融等)畢業生人數不足	<input type="checkbox"/> 344	<input type="checkbox"/> 345	<input type="checkbox"/> 346
(c) Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	<input type="checkbox"/> 347	<input type="checkbox"/> 348	<input type="checkbox"/> 349
(d) Working conditions/remuneration package could not meet recruits' expectations 服務條件/薪酬未能符合求職者的要求	<input type="checkbox"/> 350	<input type="checkbox"/> 351	<input type="checkbox"/> 352
(e) Other reasons 其他原因	<input type="checkbox"/> 353	<input type="checkbox"/> 354	<input type="checkbox"/> 355

Please specify  
請註明

---



---



---



---

For Official Use Only  
此欄毋須填寫

  
356

  
357

3. The number of employees of your company who have to work in the mainland of China (only those still under Hong Kong company's payroll should be included):  
 在中國內地工作的香港僱員人數(只包括繼續由香港公司支薪的僱員)：

	As at 2 January 2013 在 2013 年 1 月 2 日	Projected no. for January 2015 在 2015 年 1 月的預測人數
<b>(a) Managerial</b> <u>經理級</u>		
- Stationed Basis 長駐	□□□□ 358	□□□□ 361
- Travelling Basis 非長駐	□□□□ 364	□□□□ 367
<b>(b) Supervisory/Officer</b> <u>主管/主任級</u>		
- Stationed Basis 長駐	□□□□ 370	□□□□ 373
- Travelling Basis 非長駐	□□□□ 376	□□□□ 379
<b>(c) Clerical</b> <u>文員級</u>		
- Stationed Basis 長駐	□□□□ 382	□□□□ 385
- Travelling Basis 非長駐	□□□□ 388	□□□□ 391

Note: Stationed Basis is defined as the duration to which an employee stays in the mainland of China accounts for 50% or above of the working time.

註：長駐是指一位僱員逗留在中國內地工作的時間佔其工作時間百分之五十或以上。

4. The effects of Mainland operations on your Hong Kong employees:  
 內地業務對 貴機構本地僱員的影響：

	As at 2 January 2013 在 2013 年 1 月 2 日	Projected no. for January 2015 在 2015 年 1 月的預測人數
(a) The number of additional employees need to be recruited as a result of development in Mainland operation. 因在內地發展業務而須增聘的僱員人數。	□□□□ 394	□□□□ 397
(b) The number of existing employees to be trained to deal with Mainland operations in terms of control, communication skills and Mainland regulations. 為處理內地業務而須接受管理、溝通技巧及內地法規等方面訓練的現職僱員人數。	□□□□ 400	□□□□ 403
(c) Any other effects 其他影響		

Please specify \_\_\_\_\_  
 請註明 \_\_\_\_\_

For Official Use Only  
 此欄毋須填寫

□□□□ □□□□ □□□□ □□□□ □□□□ □□□□  
 406 407 408 409 410 411

5. Please estimate the percentage of training to be provided by external course providers to your employees in the next 12 months.

請估計在未來 12 個月將由外間培訓機構提供訓練予 貴機構僱員的百分比。

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
0%	<input type="checkbox"/> 412	<input type="checkbox"/> 413	<input type="checkbox"/> 414
>0% - 24%	<input type="checkbox"/> 415	<input type="checkbox"/> 416	<input type="checkbox"/> 417
>24% - 49%	<input type="checkbox"/> 418	<input type="checkbox"/> 419	<input type="checkbox"/> 420
>49% - 74%	<input type="checkbox"/> 421	<input type="checkbox"/> 422	<input type="checkbox"/> 423
>74% - <100%	<input type="checkbox"/> 424	<input type="checkbox"/> 425	<input type="checkbox"/> 426
100%	<input type="checkbox"/> 427	<input type="checkbox"/> 428	<input type="checkbox"/> 429

For Official Use Only  
此欄毋須填寫

  
430

6. Please give information on the training expenses of your company from 2011 to 2013.

請提供 貴機構由 2011 年至 2013 年的訓練支出情況。

(a) The training expenses in 2012  
as compared with those in 2011  
2012 年與 2011 年  
的訓練開支的比較

(b) The training budget for 2013 as  
compared with the training expenses  
in 2012  
2013 年的訓練開支預算  
與 2012 年的訓練開支的比較

	(a)		(b)	
	In-house Training 內部訓練	External Training 外間訓練	In-house Training 內部訓練	External Training 外間訓練
(i) No Change 沒有改變	<input type="checkbox"/> 431	<input type="checkbox"/> 432	<input type="checkbox"/> 433	<input type="checkbox"/> 434
(ii) Increased by 增加				
> 50%	<input type="checkbox"/> 435	<input type="checkbox"/> 436	<input type="checkbox"/> 437	<input type="checkbox"/> 438
>20% - 50%	<input type="checkbox"/> 439	<input type="checkbox"/> 440	<input type="checkbox"/> 441	<input type="checkbox"/> 442
>10% - 20%	<input type="checkbox"/> 443	<input type="checkbox"/> 444	<input type="checkbox"/> 445	<input type="checkbox"/> 446
5% - 10%	<input type="checkbox"/> 447	<input type="checkbox"/> 448	<input type="checkbox"/> 449	<input type="checkbox"/> 450
< 5%	<input type="checkbox"/> 451	<input type="checkbox"/> 452	<input type="checkbox"/> 453	<input type="checkbox"/> 454
(iii) Decreased by 減少				
> 50%	<input type="checkbox"/> 455	<input type="checkbox"/> 456	<input type="checkbox"/> 457	<input type="checkbox"/> 458
>20% - 50%	<input type="checkbox"/> 459	<input type="checkbox"/> 460	<input type="checkbox"/> 461	<input type="checkbox"/> 462
>10% - 20%	<input type="checkbox"/> 463	<input type="checkbox"/> 464	<input type="checkbox"/> 465	<input type="checkbox"/> 466
5% - 10%	<input type="checkbox"/> 467	<input type="checkbox"/> 468	<input type="checkbox"/> 469	<input type="checkbox"/> 470
< 5%	<input type="checkbox"/> 471	<input type="checkbox"/> 472	<input type="checkbox"/> 473	<input type="checkbox"/> 474

For Official Use Only  
此欄毋須填寫

      
475 476 477 478 479

7. Please suggest several types/topics of training that are considered the most important for the development of banking and finance manpower. (Examples of training topics are given as follows for reference.)  
 請就 貴機構認為對銀行及金融業人力發展至為重要的數項訓練類別／課題作出建議。(訓練課題的例子載列於本問題之後以供參考。)

	Code 編號	Please specify if the suggested type/topic of training is not included in the list of examples provided. 如建議的訓練類別／課題不包括在所提供的例子清單內，請詳細註明。
(a) <u>Managerial</u> <u>經理級</u>	<input type="text"/> 480	
	<input type="text"/> 483	
	<input type="text"/> 486	
	<input type="text"/> 489	
	<input type="text"/> 492	
(b) <u>Supervisory/Officer</u> <u>主管/主任級</u>	<input type="text"/> 495	
	<input type="text"/> 498	
	<input type="text"/> 501	
	<input type="text"/> 504	
	<input type="text"/> 507	
	<input type="text"/> 510	
	<input type="text"/> 513	
	<input type="text"/> 516	
(c) <u>Clerical</u> <u>文員級</u>	<input type="text"/> 519	
	<input type="text"/> 522	
	<input type="text"/> 525	
	<input type="text"/> 528	
	<input type="text"/> 531	

For Official Use Only  
此欄毋須填寫

<input type="text"/> 534	<input type="text"/> 535	<input type="text"/> 536	<input type="text"/> 537
-----------------------------	-----------------------------	-----------------------------	-----------------------------

Examples of Training Topics  
訓練課題的例子

(I)	Code 編號	Skills/Knowledge 技能/知識	(II)	Code 編號	Skills/Knowledge 技能/知識	(III)	Code 編號	Skills/Knowledge 技能/知識
	General Management Knowledge 一般管理知識			Basic Job-related Knowledge 基本業務知識			Generic Skills 通用技能	
	101	Principles & Practice of Management 管理理論與實務		201	Enhancing Quality Customer Services 提升顧客服務的質素		301	English Writing 英文書寫
	102	Problem Solving & Decision Making 解決困難及決策		202	Financial Statement Analysis 財務報表分析		302	Spoken English 英語會話
	103	Strategic Management 策略管理		203	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表闡釋及比率分析		303	Chinese Writing 中文書寫
	104	Marketing Management 營銷管理		204	Trade Finance 貿易融資		304	Cantonese 廣東話
	105	Quality Management 優質服務管理		205	Securities & Futures Regulation 證券及期貨條例		305	Putonghua 普通話
	106	Risk Management 風險管理		206	Securities Analysis 證券分析		306	Interpersonal Skills 人際關係技巧
	107	Stress Management 壓力處理		207	Foreign Exchange 外匯		307	Marketing/Selling Skills 市場推廣／銷售技巧
	108	Crisis Management 危機管理		208	Financial Markets Operations 金融市場運作		308	Information Systems Application Skills 資訊系統應用技巧
	109	Human Resources Management 人力資源管理		209	Asset Valuation & Portfolio Management 資產估值及組合管理		309	Communication Skills 溝通技巧
	110	Leadership 領導才能		210	SME Financial Management & Practice 中小企財務管理及實務		310	Presentation Skills 演說技巧
	111	Team Building 建立團隊		211	Corporate Finance 企業融資		311	Customer Psychology 顧客心理
	112	Motivation 激勵		212	International Business Management 國際企業管理		312	Mediation Skills 調解技巧
	113	Coaching & Counseling 訓練及輔導下屬		213	Financial Risk Management 財務風險管理			
	114	Dealing with Conflict 處理衝突		214	General Insurance 一般保險			
	115	Implementing Change 推行變革		215	Long Term Insurance 長期保險			
	116	Time Management 時間管理		216	Provident Fund 公積金			
	117	Environmental Management 環境管理		217	Skills in Differentiating Bank Notes 鑑別鈔票技巧			
	118	Relationship Management 關係管理		218	Anti-Money Laundering Compliance 反洗黑錢法規			
	119	Fund Management 基金管理		219	Anti-Corruption Regulations 反貪污條例			
	120	Custodian Services 託管服務		220	Company Law in the Mainland 中國公司法			
	121	Compliance of Various Ordinances 不同法規的監管						
	122	Financial Engineering 金融工程						
	123	Talent Management 人才管理						



8. What incentives do you think may encourage employers to provide training to their employees? (You may select more than one option.)

你認為有甚麼方法可有效鼓勵僱主提供訓練予其僱員？(可選擇多於一個選項。)

538

Reimbursement of course fees to employers

向僱主退還僱員學費

539

Provision of subsidy to employers

提供僱員訓練津貼予僱主

540

Government loan/grant to employers

政府給予僱主貸款/補助金

541

Others (Please specify) e.g. Best Employer Award

其他（請註明）例如：最佳僱主獎

(i)

---

(ii)

---

(iii)

---

For Official Use Only  
此欄毋須填寫

542

- End of Questionnaire (Part III) -

- 調查表（第三部分）完 -

**Thank you for your co-operation**

**多謝合作**

The 2013 Manpower Survey of the Banking and Finance Industry

Explanatory Notes

1. All information collected will be treated in strict confidence and will be published only in the form of statistical summaries without reference to individual organisations.
2. Before completing the questionnaire, please read carefully the trade definitions, the job titles and job descriptions in Appendices C and D respectively.
3. Please complete all columns ('A' to 'G') of the Questionnaire (Part I) which are applicable and insert a zero (0) in any column which is not.
4. Column 'A' - Principal Jobs
  - (a) Please refer to the job code list in Appendix D. The titles may not be the same as those adopted by your organisation, but if the descriptions of a certain job in your organisation is the same or basically the same as the job descriptions of, for example, Head of Business / Managing Director as given in Appendix D, then for the purpose of this survey you should regard that job holder as a Head of Business / Managing Director regardless of his / her actual title in your organisation.
  - (b) If necessary, please add those jobs and their corresponding job codes that are not included in Appendix D but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels on a blank sheet.
  - (c) If necessary, please add other supporting staff, and their corresponding job codes, whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers. Please only provide information as required by Columns B, C and D of the Questionnaire (Part I).
5. Column 'B' - Number of Employees as at 2.1.2013

'Employees' refer to those working full-time under the payroll of the company. These include proprietors, and partners working full-time for the company. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.
6. Column 'C' - Number of Vacancies as at 2.1.2013

'Number of Vacancies as at 2.1.2013' refer to those unfilled, immediately available job openings as at 2.1.2013 for which the company is actively trying to recruit.

7. Column 'D' - Forecast Number of Employees in 24 Months' Time

Please fill in the forecast number of employees you will be employing for each principal job in the next 24 months. The number given could be more/less than that in Column 'B' if an expansion/a contraction is expected.

8. Column 'E' - Minimum Education Requirement for the Principal Job

Please enter in Column 'E' the appropriate code number as given in Column 'H' showing the minimum education level which an employer requires his employee(s) should possess.

9. Column 'F' - Minimum Requirement on Year(s) of Experience in the Industry

Please enter in Column 'F' the appropriate code number as given in Column 'H' showing the minimum year(s) of experience in the industry that an employer requires his employee(s) should possess.

10. Column 'G' - Average Monthly Income Range

Please fill in the average monthly income range of employees in each principal job in accordance with the codes in Column 'H' of the questionnaire. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus. If you have more than one employee doing the same principal job, please enter in this column the average monthly income range for that principal job which is given by:

$$\frac{\text{Total amount of monthly income of all employees performing that principal job}}{\text{Total number of employees performing that principal job}}$$

11. Please complete Parts II and III of the Questionnaire.

Note:

The information collected will be treated in strict confidence and will be published only in the form of statistics summaries without reference to individual organisations.

銀行及金融業 2013 年人力調查

附註

1. 調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。
2. 填寫調查表前，請細閱附錄 C 業務性質說明，以及附錄 D 主要職務工作說明。
3. 請填寫調查表(第一部分)內各欄('A' 至 'G')；如某欄不適用，請在該欄填上 (0) 號。
4. (A) 欄 — 主要職務名稱
  - (a) 請參閱附錄 D 的職務編號表。該等職稱可能與 貴機構所採用的不同，但假如僱員的工作性質與附錄 D 某職稱（例如業務總監/董事總經理）的工作說明相同或基本相若，則可將其歸類為同一職務（即業務總監/董事總經理），而不論其實際職稱為何。
  - (b) 若有需要，請填寫 貴機構其他並未包括在附錄 D 內的主要職務及相關職務編號，並請另紙簡述這些職務的工作範圍及指出其所屬技能等級。
  - (c) 若有需要，請填寫一般並非專責銀行事務的其他輔助人員及相關職務編號，例如秘書、護衛員及信差等。請只填寫調查表（第一部分）之 B、C、D 各欄所需的資料。
5. (B) 欄 — 在 2.1.2013 之僱員人數

「僱員」指在 貴機構內全職工作的受薪人員，其中包括在公司內全職工作的東主及合夥人。調查表他處出現的「僱員」一詞，定義亦同。
6. (C) 欄 — 在 2.1.2013 之空缺數目

「在 2013 年 1 月 2 日之空缺數目」指該職位在 2013 年 1 月 2 日仍懸空，須立刻填補而現正積極招聘人員填補。
7. (D) 欄 — 預測未來 24 個月的僱員人數

請填上 貴機構預測在 24 個月後從事主要職務的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (B) 欄。

8. (E) 欄 — 僱員基本教育程度的要求

請按 (H) 欄所示編號把僱主認為僱員需要持有的基本教育程度填入 (E) 欄內。

9. (F) 欄 — 僱員在此行業的基本年資要求

請按 (H) 欄所示編號把僱主認為僱員需要擁有的在此行業的基本年資要求填入 (F) 欄內。

10. (G) 欄 — 平均每月收入的幅度

請根據調查表 (H) 欄的編號填上各主要職務僱員平均每月收入的幅度。每月收入包括基本薪金、超時津貼、其他津貼、佣金及花紅。假如有超過一名僱員從事相同性質的工作，請於本欄填寫該職務的平均每月收入的幅度，計算方法如下：

$$\frac{\text{從事該職務的所有僱員收入總額}}{\text{從事該職務的僱員總人數}}$$

11. 請填妥調查表第二及第三部分。

備註：

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。

Trade Definitions

1. Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks

This group consists of licensed banks, restricted licence banks and local representative offices of foreign banks.

(a) Licensed Banks

Licensed banks may operate current and savings accounts, and accept deposits of any size and maturity from the public and pay or collect cheques drawn by or paid in by customers.

(b) Restricted Licence Banks

Restricted licence banks are principally engaged in merchant banking and capital market activities. They may take deposits of any maturity of HK\$500,000 and above.

(c) Local Representative Offices of Foreign Banks

Overseas banks may establish local representative offices in Hong Kong. However, these offices are not allowed to engage in any banking business and their role is confined mainly to liaison work between the bank and its customers in Hong Kong.

2. Deposit-taking Companies

This group consists of deposit-taking companies. Deposit-taking companies are mostly owned by, or otherwise associated with, banks. These companies engage in a range of specialised activities, including consumer finance. They may take deposits of HK\$100,000 or above with an original term of maturity of at least three months.

3. Investment and Holding Companies

This group consists of establishments engaged in the investment of money in financial assets, and establishments engaged in holding shares of subsidiary companies or associated companies. This group includes holding companies, investment holding companies, operation of private equity, precious metals investment, security investment and shares investment.

4. Personal Loans and Related Companies (e.g. Mortgages, Instalment Credits, Finance Leasing, and Other Credit Granting)

This group consists of establishments providing financial assistance to customers for the purchase of machinery and equipment not readily available in the leasing companies. Also included are personal loan/credit companies, licensed money lenders, mortgage companies, hire-purchase/instalment companies, credit unions, factoring companies, bill discounting or financing companies and loan/mortgage brokers.

5. Securities Brokerage Firms

This group consists of establishments engaged in buying and selling stocks and shares on behalf of clients, including branch offices of overseas commission houses dealing in foreign stocks and shares.

6. Commodity Futures (including Financial Futures) and Precious Metals Brokers/Dealers

This group consists of establishments engaged in buying and selling commodity futures (including financial futures) or precious metals on behalf of clients, including branch offices of overseas commission houses dealing in commodity futures (including financial futures) or precious metals.

7. Money Changers and Foreign Exchange Brokers/Dealers

This group consists of establishments engaged in buying and selling foreign currencies on their own or on behalf of clients.

8. Investment Advisory / Asset Management Companies

This group consists of establishments engaged in real estate investment scheme advice/management or securities or futures contracts advice/management, for example, advising on/managing a portfolio on discretionary basis of securities or futures contracts for clients or advising on/managing on discretionary basis of funds.

9. Other Financial Companies

This group consists of bank clearing houses, credit card services, nominee companies, trustees and custodians, remittances services, and dividend distribution houses, etc.

業務性質說明1. 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處

這類包括持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處。

## (a) 持牌銀行

持牌銀行可以接受公眾任何銀碼及任何期間的儲蓄及往來存款，及兌付客戶開立的支票或替客戶收妥存入支票的款項。

## (b) 有限制牌照銀行

有限制牌照銀行主要從事商人銀行及資本市場的活動。此類銀行可以接受任何期間港幣伍拾萬元或以上的存款。

## (c) 外國銀行本港代表辦事處

外國銀行可在本港建立辦事處，惟該等辦事處不能從事任何銀行業務，他們的角色是為外國銀行聯絡本港的客戶。

2. 接受存款公司

這類包括接受存款公司。接受存款公司大部分由銀行全資擁有或與銀行聯營。這些公司提供各類的專業服務，包括消費者財務。接受存款公司可接受客戶港幣拾萬元或以上而存款期間為三個月或以上的存款。

3. 投資及控股公司

這類包括投資財務資產及持有附屬公司或聯營公司股份的公司。這類包括控股公司、投資控股公司、私人股份的營運、貴重金屬投資、證券投資及股票投資公司。

4. 私人貸款及有關公司（例如按揭、分期信貸、財務租賃及其他信貸服務）

這類包括租賃公司（向客戶提供財務協助：由公司購買其未備有的機器或設備，然後以租賃方式租予客戶使用）、私人貸款／信貸公司、持牌放債人、按揭公司、分期付款公司、儲蓄互助社、收債公司、貼現票據或財務公司，以及貸款／按揭經紀。

5. 證券經紀公司

這類包括替客戶買賣股票的公司，以及從事外國股票交易的海外委託交易行的分行。



6. 期貨(包括金融期貨)及貴金屬經紀／交易商

這類包括替客戶買賣期貨(包括金融期貨)或貴金屬的公司,以及從事期貨(包括金融期貨)或貴金屬交易的海外委託交易行的分行。

7. 兌換商及外匯經紀／交易商

這類包括本身從事或替客戶買賣外幣的公司。

8. 投資顧問／資產管理公司

這類包括從事房地產投資計劃建議／管理或證券或期貨合約顧問／管理的公司。例如:向客戶建議／以全權委託形式為客戶管理證券或建議期貨合約投資組合或向客戶建議／以全權委託形式管理基金。

9. 其他與金融有關的公司

這類包括銀行票據交換所、提供信用卡服務的公司、代理人公司、信託及代管人公司、匯兌服務及股息分配公司等。

Job Descriptions of Principal Banking and Finance Jobs

Some of the job titles may not be identical to those used in your company. But if the jobs have similar or related functions, please treat them as the same and complete relevant columns of the questionnaire. A job code list is also attached at the end of this Appendix for easy reference.

**(I) Administration and Management**

Code No.	Job Title	Job Descriptions
<b>Managerial Level</b>		
101	Assistant to Chief Executive Officer/Director	Assists top management to perform administrative duties.
102	Chief Executive Officer/ Chief Operating Officer/ Managing Director/ General Manager	Provides leadership and direction to achieve the goals and objectives of the company. Develops and guides the corporate strategy, action plans, risk policy, annual budgets and business plans.
103	Chief Representative	Supervises the activities of the representative office. Collects information on the local market and coordinates with head office on business development opportunities.
104	Manager – Administration	Manages the administrative function of the company.
105	Zone/District Manager	Manages the network of branches in the specified zone. Plans the overall strategies on marketing, staffing and business expansion within the zone. Coordinates all activities among branches within the zone.
<b>Supervisory/Officer Level</b>		
201	Administration Officer	Assists managers to perform administrative work in various departments of the company.
202	Management Trainee	Assimilates supervisory level knowledge and expertise from various departments through on-the-job and off-the-job training. Prepares to take up a supervisory position after the completion of training programmes.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level (Continued)		
203	Representative	Assists the chief representative in carrying out activities of the representative office.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

**(II) Treasury and Foreign Exchange**

Code No.	Job Title	Job Descriptions
Managerial Level		
106	Head of Treasury and Capital Markets	Directs all activities of the treasury department. Controls company's cashflow and nostro account reconciliation. Manages the overall liquidity requirements of the company.
107	Manager - Foreign Exchange/Money Market/ Interest Rate Products/ Debt Market	Deals independently within pre-defined guidelines. Promotes relationship with other institutions, dealers and brokers. Researches and analyses all available data to keep the company and customers informed of changing market conditions.
108	Manager – Settlement	Establishes operational procedures for treasury transactions. Confirms deals and authorises payments. Monitors the operations of the real time settlement systems. Plans and develops the remittance strategies for the company.
Supervisory/Officer Level		
204	Foreign Exchange and Money Market Dealer	Deals independently within authorised limits or with advice from seniors in currency trading and money market activities. Maintains customer relations by keeping customers informed of foreign exchange and money market conditions.
205	Remittances Officer	Supervises facilities for the transfer of funds to and from overseas as well as money exchange operations through counter services.
206	Settlement Officer	Provides Foreign Exchange and Money Market Dealers with support services for currency dealing and money market activities. Keeps currency positions in agreement with dealers and controls balances held in correspondent bank accounts.

Code No.	Job Title	Job Descriptions
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

**(III) Investment**

Code No.	Job Title	Job Descriptions
Managerial Level		
109	Chief Investment Officer/ Manager – Investment	Plans and executes overall investment strategies of the company. Implements investment policy and distribution policy. Manages the investment and fund portfolios.
110	Portfolio Manager	Supervises the day-to-day administration of investment portfolios for customers. Selects securities for the investment portfolios. Promotes various investment portfolios to customers.
111	Manager - Investment Services	Plans, directs and controls activities of the investment product department. Provides advisory services to individual and institution customers.
112	Manager - Securities, Futures and Commodities Trading	Buys and sells securities, futures or commodities for proprietary accounts and customers. Monitors margin and compliance requirements.
Supervisory/Officer Level		
207	Financial Adviser Representative / Personal Financial Adviser	Buys and sells unit trusts or mutual funds units and other investment products in accordance with customers' instructions. Advises customers of market conditions and the history and prospects of various corporations. Presents features of selected fund portfolios and investment products to customers. Calculates rates of proposed plans and draws up sale and purchase contracts.
208	Investment Analyst	Collects, analyses and evaluates economic, market and company data for investment purposes. Reviews securities held in trust and makes investment recommendations.
209	Investment Officer	Assists Manager - Investment Services to carry out the activities of the investment product department.
210	Account Executive / Sales Officer	Promotes the sales of various investment/investment – linked products and securities trading services to customers.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level (Continued)		
211	Securities Settlement Officer	Handles all aspects of securities operations in areas of settlement, nominee and custodian services, etc.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
302	Securities and Futures Assistant	Carries out clients' orders on securities and futures.

**(IV) Operations**

Code No.	Job Title	Job Descriptions
Managerial Level		
113	Manager - Branch	Manages operations, customer services, loans, business development and personnel administration within the framework of organisation policies and procedures. Directs branch staff in providing services to customers, establishes objectives in all areas of branch performance and meets the profitability targets of the branch.
114	Manager - Insurance Products	Plans, develops and promotes the insurance products of the company. Manages the daily operation of the insurance product department.
115	Manager - Mandatory Provident Fund	Plans, directs and monitors activities of the Mandatory Provident Fund (MPF) Services Department. Advises individual and corporate customers on the MPF Schemes and maintain customer relations in respect of the MPF services.
116	Manager - Trade Finance Operations	Manages the activities of trade finance operations. Directs the operating units of the division to provide accurate and timely services on the finance of imports and exports with or without letters of credit, collections, incoming and outgoing payments, foreign exchange, indemnities of letters of credit and acceptances in support of trade financing transactions.
117	Manager – Trust	Plans, directs and controls the activities of trust department. Provides estate administration services to customers. Manages, develops and maintains personal and corporate trust businesses.

Code No.	Job Title	Job Descriptions
Managerial Level (Continued)		
118	Manager – Phone Banking/Call Centre	Supervises workflow of the phone banking/call centre, maintains and ensures efficient and high quality services delivered to customers.
Supervisory/Officer Level		
212	Insurance Products Officer	Supervises the daily operation of the insurance product department and helps the Manager - Insurance Products plan and develop insurance products strategies.
213	Mandatory Provident Fund Officer	Assists the Manager - Mandatory Provident Fund to implement and monitor the plans and activities of the Mandatory Provident Fund Services Department.
214	Operations Officer	Assists in the supervision of operations including counter and customer services, personnel matters, office security and administration. Performs cross selling of bank/ finance products.
215	Sales Officer - Insurance Products	Assists the Manager - Insurance Products to promote the sales of various insurance products.
216	Trade Finance Operations Officer	Supervises and directs the provision of accurate and timely service on the finance of imports and exports with or without letters of credit, collections, incoming and outgoing payments, foreign exchange, indemnities of letters of credit and acceptances in support of trade financing transactions.
217	Trust Officer	Settles estates, administers trust and performs agency services.
218	Customer Service Representative – Phone Banking/Call Centre	Handles customer enquires and complaints and performs banking/securities transactions with customers. Performs telemarketing activities by promoting personal banking products to potential customers.
219	Moderator	Acts as a middle person to assist in mediation and resolution of monetary disputes between the customer and the financial institution.

Code No.	Job Title	Job Descriptions
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
303	Cashier	Monitors cash movements and daily cash positions. Establishes the cash journal in record. Assists tellers in providing counter services as required.
304	Receptionist / Greeter	Greets visitors and directs visitors and incoming telephone calls to appropriate sections for service.
305	Trade Finance Operations Checker	Examines documents to ensure compliance with terms of documentary credits and collections. Informs customers of discrepancies and arranges amendment or waiver. Confirms charges levied on bills accounts complying with rules and guidelines established by management.
306	Teller	Performs counter services and cross-sells banking products and services as well as supporting back-end branch operations.

**(V) Credit and Loans**

Code No.	Job Title	Job Descriptions
Managerial Level		
119	Manager - Credit	Manages departmental activities in relation to the provision of credit facilities to customers in accordance with established policies and procedures. Supervises, directs and controls commercial/consumer lending activities.
120	Manager - Credit Card	Manages the operation of the credit card department including new card issues, credit/cash advances to cardholders and collection of debts, etc. Plans sales and marketing activities to expand credit card business. Provides adequate security measures to safeguard the interests of the parties concerned.
121	Manager - Financial Institutions/Correspondent Banking	Supervises the international banking business department. Deals with interbank activities. Recommends credit lines for transactions with correspondent banks.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level		
220	Credit Analyst	Evaluates the financial strength of loan accounts by performing credit analyses. Prepares credit proposals in accordance with results of credit analyses.
221	Credit Card Officer	Assists the Manager - Credit Card in carrying out some of the functions, such as marketing the credit card business, implementing credit policies, supervising the operations of credit card accounts, or monitoring past-due bills and delinquent accounts.
222	Credit Information Officer	Conducts enquiries on and keeps records of customers' background and history, financial strength and loan commitments, results of company searches, reports from relevant trade and commerce associations, and newspaper clippings and other references. Attends to requests from financial institutions and other reputable parties on customers' credit standing and general information.
223	Credit/Loan Officer	Supervises the collection and analyses of financial data of loan accounts, assesses the value of collaterals and maintains an up-to-date credit library for assessment of credit facilities. Evaluates and processes loan applications. Monitors loan repayment activities and consults solicitors on legal actions to collect loans of doubtful and bad accounts.
224	Hire Purchase/Leasing Officer	Supervises the operation of installment loan and leasing activities. Maintains relationships with equipment and vehicle dealers to promote and develop business. Takes legal actions against delinquent accounts.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.



**(VI) Business Development**

Code No.	Job Title	Job Descriptions
<b>Managerial Level</b>		
122	Head of Business / Managing Director	Plans, coordinates and implements the company's business development strategy. Integrates the marketing plans of various functional areas. Identifies and analyses opportunities to increase the business in respect of institutional/commercial banking/consumer banking/investment products.
123	Manager - Corporate Banking / Commercial Banking / Relationship Management	Plans, develops and conducts marketing activities to cultivate and develop trade finance, project finance, syndicated facilities and other corporate/commercial bank products. Manages banking facilities accorded to corporate/commercial customers.
124	Manager - Marketing/ Product Development	Plans, directs and coordinates marketing research, segment analysis and product marketing activities. Develops, launches, evaluates and revamps products and services to meet customer needs in order to increase the company's market share and return.
125	Manager - Private Banking	Identifies and develops relationships with high net worth individuals or families from a specified target segment. Provides services such as multi-currency deposit accounts, foreign exchange, global portfolio management and trustee services.
126	Manager – Customer Relationship (Personal Banking / Securities)	Provides financial planning/wealth management services to customers. Promotes various investment, insurance and banking products to meet business targets.
<b>Supervisory/Officer Level</b>		
225	Business Development Officer	Solicits business from existing and prospective customers. Prepares call reports and credit proposals. Monitors portfolios and brings issues to management's attention as required.
226	Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management	Assists Manager – Corporate Banking / Commercial Banking / Relationship Management to conduct marketing activities on trade finance, project finance, syndicated facilities and other corporate / commercial bank products.
227	Telemarketing Officer	Promotes company products and services through telephone calls.
228	Relationship Officer – Private Banking	Assists Manager – Private Banking to conduct marketing activities and provide banking and related services to high net worth individuals or families from a specified target segment.

Code No.	Job Title	Job Descriptions
<b>Supervisory/Officer Level (Continued)</b>		
229	Customer Services Officer – Personal Banking / Securities	Assists the Manager – Customer Relationship (Personal Banking / Securities) to deliver customer service and advice to customers in all interactions for transactional enquiries, complaints, and other service-related issues. Assists to promote various investment, insurance and banking products to customers.
<b>Clerical Level</b>		
301	Clerk	Performs clerical duties in various departments of the establishment.
307	Telemarketing Representative	Assists the Telemarketing Officer to promote company products and services through telephone calls.

**(VII) Accounting**

Code No.	Job Title	Job Descriptions
<b>Managerial Level</b>		
127	Chief Financial Officer/ Financial Controller	Develops and implements financial policies and procedures. Oversees management information adequacy and the compliance with statutory requirements. Assesses strategic initiatives including mergers, acquisitions and diversions.
128	Manager - Accounting	Manages accounting activities and develops accounting and control procedures. Supervises the preparation of reporting requirements.
<b>Supervisory/Officer Level</b>		
230	Accounting Officer	Supervises the work of the accounting staff to ensure the provision of reliable accounting information and records. Assists the Manager - Accounting in analysing statistics and preparing management reports and statutory returns.
<b>Clerical Level</b>		
308	Accounting Clerk	Raises vouchers and completes posting of accounting entries. Assists in preparing financial statements, statistical reports and statutory returns.

**(VIII) Information Technology**

Code No.	Job Title	Job Descriptions
<b>Managerial Level</b>		
129	Chief Information Officer/ Chief Technology Officer/ Manager - IT	Plans, develops, maintains and controls the provision of information technology services to the company and customers. Analyses and recommends information technology solutions.
130	E-Commerce/E-Banking Manager	Plans the overall strategies of the e-business department. Identifies the potential customer sector and develops the e-commerce products and services to meet the market needs. Develops relevant marketing strategies to enhance the company's competitiveness and profitability.
<b>Supervisory/Officer Level</b>		
231	Computer Operations Officer	Supervises routine operations of main frame computers. Assists in scheduling and coordinating activities of operations.
232	IT Audit Officer	Supervises the auditing function of all IT systems. Reviews operations of all IT systems and recommends measures to control effectively the application of these systems.
233	Programmer/Technology Officer	Performs programming and assists in programme designs and/or specifications.
234	System Analyst	Analyses and develops systems for assigned projects. Formulates statements of objectives or problems and devises solutions. Produces flow charts, block diagrams or pseudocode descriptions for applications systems.
<b>Clerical Level</b>		
301	Clerk	Performs clerical duties in various departments of the establishment.
309	Computer Operator	Operates electronic data processing equipment. Controls running of tapes, disks and drums in electronic data processing equipment according to instructions of the Computer Operations Officer.

**(IX) Human Resources**

Code No.	Job Title	Job Descriptions
<b>Managerial Level</b>		
131	Manager - Human Resources	Develops, maintains and administers human resources management programmes. Duties include staff recruitment, placement, performance appraisal, salary administration, employee relations, organisation development, human resources information system, licensing and related procedures, safety procedures, pension /MPF, medical and other benefits.
132	Manager - Training/ Learning and Development	Plans the overall training and development strategies of the company. Develops, coordinates or delivers and administers programmes; for the orientation, education and training of employees. Identifies employees' training needs in consultation with the management. Evaluates the effectiveness of training activities.
<b>Supervisory/Officer Level</b>		
235	Human Resources Officer	Assists in implementing personnel policies and functions including interviews, recruitment, placement, compensation, counseling and staff exit procedures. Advises divisions or departments on personnel issues.
236	Training Officer/Instructor	Assists the Manager – Training / Learning and Development to identify training needs, defines objectives, develops course contents, prepares course notes and audio-visual materials, and conducts training. Evaluates training effectiveness and implements and recommends necessary modifications. Maintains supplies of training materials.
<b>Clerical Level</b>		
301	Clerk	Performs clerical duties in various departments of the establishment.

**(X) Risk and Compliance**

Code No.	Job Title	Job Descriptions
Managerial Level		
133	Risk Manager	Manages various risks of the company including Value at Risk, credit risk, market risk, operation risk, etc. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with requirements of the regulatory bodies.
134	Manager - Compliance	Organises, monitors and ensures that the company is in compliance with relevant ordinances, regulations, rules and guidelines.
Supervisory/Officer Level		
237	Compliance Officer	Supervises the daily operations of the company to ensure that they are in compliance with relevant ordinances, regulations, rules and guidelines. Reports to and obtains instructions from the Manager - Compliance if necessary.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

**(XI) Special Functions**

Code No.	Job Title	Job Descriptions
Managerial Level		
135	Company Secretary	Provides corporate secretarial services and advises the Board to ensure compliance with relevant laws and regulations. Plans and organises general meeting(s).
136	Economist/Manager - Economic Research	Plans and conducts research on various business and economic situations. Summarises and interprets research findings, especially for the current and long-term trends in investment risks and measurable economic influences on investments. Prepares detailed study reports on commercial and industrial sectors and other activities of the economy.
137	Legal Adviser	Provides general counsel to the company in all aspects of daily operations.

Code No.	Job Title	Job Descriptions
<b>Managerial Level (Continued)</b>		
138	Manager - Corporate Communications/Public Relations	Manages the public relations department. Plans, develops and conducts public relations activities to build up and enhance the company's image.
139	Manager - Internal Audit	Plans, directs and supervises the audit function including financial audit and IT audit of the company. Evaluates the adequacy of systems of control and procedures. Provides management with audit reports and suggestions for improvement.
140	Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering	Evaluates operational efficiency of all divisions and departments. Studies work flow and makes recommendation on work methods, manpower, space and equipment requirements. Establishes working procedures and measuring standards for the company.
141	Manager - Property/ Real Estate	Manages a portfolio of properties including commercial and residential buildings. Plans and controls leasing, selling, construction, improvement, maintenance and repairs.
<b>Supervisory/Officer Level</b>		
238	Internal Audit Officer	Supervises activities of an internal audit team. Audits independently records of assets, liabilities, incomes and expenditures of the company. Reviews operations and administrative functions and recommends effective internal control systems.
239	Officer - Organisation/ Productivity/ Quality/ Re-engineering	Studies the work flow of operations, evaluates work methods and recommends improvements to working procedures.

### **Others**

Code No.	Job Title	Job Descriptions
199 299 399	OTHER PRINCIPAL JOBS - Managerial Level - Supervisory/Officer Level - Clerical Level	Jobs not classified above but are considered as principal jobs in your company.
401	OTHER SUPPORTING STAFF	Other supporting staff refer to those employees whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers.

銀行及金融機構主要職務工作說明

表內部分職稱與 貴機構所使用的可能有別，但如工作性質相同，請歸類為同一職務，並填寫調查表的相關欄位。此附錄末段有全部職務的編號表，以便查閱。

**(I) 行政與管理**

編號	職稱	工作說明
經理級		
101	行政總裁助理／ 董事助理	協助高層管理人員執行行政職務。
102	行政總裁／營運總監／ 常務董事／總經理	統領員工，定出方向，實踐公司目標。發展及推行機構策略、工作計劃、風險政策、每年財政預算及業務計劃。
103	首席代表	監督外國銀行本港代表辦事處的工作。收集有關本地市場的資料，並與海外總行合作，開拓業務發展機會。
104	經理—行政	管理機構的行政工作。
105	區域經理	管理指定區域內的分行網絡。策劃區內整體市場推廣、人事編配及業務擴展策略。統籌區內分行所有工作。
主管/主任級		
201	行政主任	協助經理於公司的不同部門執行行政工作。
202	見習主任	透過在職及職外訓練，在多個部門汲取有關督導工作的知識及技巧。完成訓練後可擔任督導級職位。
203	代表	協助首席代表推行外國銀行本港代表辦事處的工作。
文員級		
301	文員	在公司的不同部門執行文書工作。

## (II) 庫務及外匯

編號	職稱	工作說明
經理級		
106	庫務及資本市場主管	主管庫務部門的工作。控制公司現金流量及我方帳戶對賬。管理公司整體流動資金的需求。
107	經理—外匯／拆放市場／利率產品／債務市場	按預定的指引獨立處理事務。促進與其他機構、交易員及經紀之間關係。研究及分析現有數據，讓公司及客戶得知最新市場情況。
108	經理—結算	為庫務交易訂立程序。確定交易及授權付款。監管即時交收制度運作。策劃及擬訂匯款策略。
主管/主任級		
204	外匯及拆放市場交易員	在授權範圍內或在上級指導下，獨立進行外幣買賣及拆放市場交易。知會客戶有關外匯及拆放市場情況，以維持與客戶的關係。
205	匯兌主任	監督調撥資金往海外或從海外調撥資金的服務，以及於櫃檯進行的貨幣兌換交易。
206	結算主任	協助「外匯及拆放市場交易員」處理有關外幣交易及拆放市場工作。紀錄外幣頭寸，確保與交易員紀錄相符，並控制代理銀行帳戶的結餘。
文員級		
301	文員	在公司的不同部門執行文書工作。

## (III) 投資

編號	職稱	工作說明
經理級		
109	總投資主任／經理—投資	策劃及執行公司整體投資策略。推行投資及分惠政策。管理投資計劃及基金組合。



編號	職稱	工作說明
經理級（續）		
110	投資組合經理	監督投資組合的日常管理工作。選擇證券作投資組合。向客戶推廣各類投資組合。
111	經理—投資服務	策劃、指導及監控投資產品部工作。向個別客戶或機構客戶提供顧問服務。
112	經理—證券、期貨及商品交易	為公司帳戶及客戶買賣證券、期貨或商品。監管保證金交易，並確保符合有關規定。
主管/主任級		
207	財務顧問代表／個人財務顧問	按照客戶指示買賣單位信託基金、互惠基金或其他投資產品。向客戶提供有關市場情況、各間公司的歷史和前景的意見。向客戶介紹選定的基金組合及投資產品。計算建議計劃的息率，並擬訂買賣合約。
208	投資分析員	收集、分析及評估有關經濟、市場及公司狀況等資料，以作投資參考。檢討信託代管的證券及提出投資建議。
209	投資主任	協助經理—投資服務執行投資產品部的工作。
210	客戶主任/營業主任	向客戶推廣銷售不同投資／與投資有關的產品及證券交易服務。
211	證券交收結算主任	處理所有關於結算、代理人及代管人服務等的證券運作事宜。
文員級		
301	文員	在公司的不同部門執行文書工作。
302	證券及期貨助理	按照客戶指示，處理證券及期貨交易。

**(IV) 營運**

編號	職稱	工作說明
經理級		
113	經理—分行	因應機構政策及程序，管理分行日常運作、客戶服務、貸款服務、業務發展及人事。指導職員為客戶提供服務，訂定各項工作目標，以達至分行的利潤指標。
114	經理—保險產品	策劃、發展及推廣公司的保險產品。管理保險產品部的日常運作。
115	經理—強制性公積金	計劃、指導及監察強制性公積金服務部的工作。為個人及公司客戶提供強積金計劃的意見，並維繫客戶關係。
116	經理—貿易融資運作	管理貿易融資運作。指引部門內的運作單位，提供準確而適時的融資服務，包括是否有信用證的出入口融資、託收、收款付款、外匯、信用證的承兌或擔保。
117	經理—信託	策劃、指導及監察信託部工作。為客戶提供遺產管理服務。管理、發展及維持個人及團體的信託業務。
118	經理—電話理財/電話服務中心	監督電話理財/電話服務中心的工作流程，維持及確保為客戶提供高效率和高質的服務。
主管/主任級		
212	保險產品主任	監督保險產品部日常運作並協助「經理—保險產品」策劃及發展保險產品策略。
213	強制性公積金主任	協助「經理—強制性公積金」執行及監察強制性公積金服務部的計劃及業務。
214	營運主任	協助監督業務的運作，包括客戶服務、人事、辦公室保安及管理。執行銀行/金融產品的交叉銷售工作。
215	銷售主任—保險產品	協助「經理—保險產品」推廣不同保險產品的銷售。

編號	職稱	工作說明
主管/主任級 (續)		
216	貿易融資營運主任	監督及指導員工，提供準確及適時的融資服務，包括是否有信用證的出入口融資、託收、收款/付款，外匯、信用證的承兌或擔保。
217	信託主任	管理遺產、執行信託責任及提供代理人服務。
218	客戶服務代表—電話理財/電話服務中心	處理客戶查詢及投訴，並執行客戶的銀行/證券交易。透過電話推廣活動推介個人銀行產品予準客戶。
219	調解員	扮演中介人角色，協助客戶和金融機構調解和解決金融糾紛。
文員級		
301	文員	在公司的不同部門執行文書工作。
303	出納員	監管現金流動情況及每日現金頭寸。建立現金日記帳記錄。協助櫃檯服務員提供客戶所需服務。
304	接待員／電話操作員	招待訪客，並將訪客及來電轉介至適當部門。
305	貿易融資運作核對員	查驗文件以確保符合信用證及託收條款。通知客戶有關差異，並安排修改或豁免條款規定。確保收取的押匯費用符合管理層的規定及指引。
306	櫃檯員	負責櫃檯服務，推銷各類銀行產品及服務，以及支援分行的後勤營運工作。

#### (V) 信貸及放款

編號	職稱	工作說明
經理級		
119	經理—信貸	按照公司既定政策及程序，管理信貸部工作。監督、指導及控制商業／消費信貸活動。

編號	職稱	工作說明
經理級（續）		
120	經理—信用卡	管理信用卡部門的運作，包括簽發新卡、向信用卡持有人提供信貸／現金墊款及收取債款。策劃銷售及市場推廣活動，以拓展信用卡業務。提供足夠措施，保障各有關方面的權益。
121	經理—財務機構／ 國外同業部	監督國際銀行業務部工作。處理銀行間業務，並就銀行與同業間交易的信貸限額提出建議。
主管/主任級		
220	信貸分析員	進行信貸分析，以評估貸款帳戶的財政實力。根據授信分析的結果擬備貸款建議書。
221	信用卡主任	協助「經理—信用卡」執行部分職務，例如推廣信用卡業務、推行信貸政策、督導信用卡帳戶的運作、監管過期票據及怠帳等。
222	信貸資料主任	查詢及保存客戶的歷史及背景資料、財政實力及放款債務報告、公司查冊結果、工商團體報告、新聞剪報及其他有關資料。回覆財務機構及其他具信譽組織的查詢，以便提供有關客戶信貸情況及一般資料。
223	信貸／放款主任	監督收集及分析貸款帳戶的財務資料，評估抵押品的價值，維持最新的信貸資料庫以便評估信貸額。評估及處理貸款申請。監管還款事宜，並諮詢律師意見，以便採取法律行動追討問題帳戶及壞帳戶的貸款。
224	分期付款／租賃主任	監督分期貸款及租賃工作。與機器設備及汽車經紀保持聯繫，以推廣及拓展業務。對拖欠帳戶採取法律行動。
文員級		
301	文員	在公司的不同部門執行文書工作。

**(VI) 業務發展**

編號	職稱	工作說明
經理級		
122	業務總監/董事總經理	策劃、統籌、推行機構的業務發展策略。綜合各項業務的市場推廣計劃。鑑別及分析可以促進企業/商業銀行/消費/投資產品業務的方法。
123	經理—企業銀行/ 商業銀行/ 客戶關係管理	策劃、發展及推行市場推廣活動，開拓建立貿易/項目融資計劃、集團放款業務，以及其他企業/商業銀行產品。管理企業/商業客戶的各類銀行信貸。
124	經理—市場推廣/ 產品開發	策劃、指導及統籌市場研究工作、市場分割分析和產品營銷活動。開發、推出、評估及改進產品及服務以滿足客戶需要，從而提高公司的市場佔有率及回報。
125	經理—私人銀行	在指定的客戶群內，與高資產的個人或家庭開展業務關係。提供服務包括多種貨幣存款、外匯以至全球投資組合管理及信託服務。
126	經理—客戶關係（個人銀行/證券）	為客戶提供財務規劃/財富管理服務。推銷各種投資、保險和銀行產品，以達到業績目標。
主管/主任級		
225	業務發展主任	向現有及準客戶招徠業務。擬備客戶探訪報告及貸款建議書。監管各類放款項目，並在有需要時知會管理層。
226	客戶關係主任— 企業銀行/商業銀行/ 客戶關係管理	協助「經理—企業銀行/商業銀行/客戶關係管理」進行貿易/項目融資計劃、銀團貸款及其他企業/商業銀行產品的推廣活動。
227	電話市場推廣主任	透過電話推廣公司產品及服務。
228	客戶關係主任—私人銀行	協助「經理—私人銀行」進行營銷活動並為指定客戶群內的高資產個人或家庭提供銀行及相關服務。

編號	職稱	工作說明
主管/主任級 (續)		
229	客戶服務主任—個人銀行/證券	協助「經理—客戶關係(個人銀行/證券)」提供客戶服務及全方位建議，包括交易查詢、處理投訴和其他相關服務。協助向客戶推廣各種投資、保險和銀行產品。
文員級		
301	文員	在公司的不同部門執行文書工作。
307	電話市場推廣代表	協助「電話市場推廣主任」，透過電話推廣公司產品及服務。

## (VII) 會計

編號	職稱	工作說明
經理級		
127	總財務主任／財務總監	發展及推行財務政策及程序。監察管理資料是否足夠及符合法定要求。評估策略性工作，包括合併、收購及業務多元化等。
128	經理—會計	管理會計工作，發展會計及管理程序。監督報表編製工作，以符合監管機構的呈報規定。
主管/主任級		
230	會計主任	監督會計人員的工作，確保會計資料及紀錄準確。協助「經理—會計」分析統計資料、編制管理報告及法定報表。
文員級		
308	會計文員	開立付款憑單及過帳。協助擬備財務報表、統計報告及法定報表。

**(VIII) 資訊科技**

編號	職稱	工作說明
經理級		
129	總資訊主任／ 總科技主任／ 經理—資訊科技	策劃、發展、維持及控制提供予內部及客戶的資訊科技服務。分析及建議資訊科技方面的解決方案。
130	電子商貿/電子銀行經理	策劃電子商業部門的整體策略。確定準客戶類別，並發展電子商貿產品及服務以應付市場需求。釐定有關市場推廣策略以提高公司的競爭力及利潤。
主管/主任級		
231	電腦運作主任	監督大型電腦日常操作。協助編排及協調電腦運作程序表。
232	資訊科技稽核主任	監督所有資訊科技系統的稽核工作。檢討所有資訊科技系統的運作，並建議措施，以便有效監管這些系統的應用。
233	程式員／科技主任	編製程式，並協助設計程式及／或訂立規格。
234	系統分析員	分析及發展特定項目的系統。編寫目標或問題報表，並設計解決方案。為應用系統繪製流程圖、方塊圖或編寫擬密碼說明。
文員級		
301	文員	在公司的不同部門執行文書工作。
309	電腦操作員	操作電子資料處理器材。按「電腦運作主任」指示控制磁帶、磁碟、磁鼓操作。

## (IX) 人力資源

編號	職稱	工作說明
經理級		
131	經理—人力資源	發展、維繫及管理人力資源計劃。工作範圍包括：員工招聘、調配、工作表現評核、薪金管理、僱員關係、組織發展、人力資源信息系統、牌照及相關程序、安全措施、退休金／強積金、醫療及其他福利。
132	經理—培訓／學習及發展	策劃公司的整體培訓策略。發展、統籌或提供及管理入職輔導計劃，並為僱員提供所需教育及訓練。與管理層磋商以確定僱員的訓練需要。評估訓練工作成效。
主管/主任級		
235	人力資源主任	協助推行人事政策及有關工作，包括：面試、招聘、職位調配、賠償、輔導及離職程序。就人事問題向各部門提供意見。
236	訓練主任／導師	協助「經理—培訓／學習及發展」確定訓練需要，訂定訓練目標、發展課程內容、製備講義及視聽教材及推行訓練課程。評估訓練成效，提出並推行修訂建議。保存及提供訓練資料。
文員級		
301	文員	在公司的不同部門執行文書工作。

## (X) 風險及合規

編號	職稱	工作說明
經理級		
133	風險經理	管理公司的各種風險，包括風險數值、信貸風險、市場風險、營運風險等。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
134	經理—合規	組織及監察日常運作，確保公司符合有關條例、規例、規則及指引。



編號	職稱	工作說明
主管/主任級		
237	合規主任	監督公司日常運作，以符合有關法例、規例、規則及指引。有需要時向「經理—條例執行」匯報及聽取指示。
文員級		
301	文員	在公司的不同部門執行文書工作。

### (XI) 特別職務

編號	職稱	工作說明
經理級		
135	公司秘書	為機構提供公司秘書服務，並向董事會提供意見，確保公司符合有關法律及規例。籌劃一般會議。
136	經濟研究員／ 經理—經濟研究	策劃及進行各行業情況及經濟動向研究。概述及闡釋調查結果，特別是目前及長期的投資風險趨勢，以及影響投資的可計量經濟因素。擬備有關工商業狀況及經濟動向的詳細研究報告。
137	法律顧問	對公司日常運作提供一般法律意見。
138	經理—企業傳訊／ 公共關係	管理公共關係部門。策劃、發展及進行公關活動，以建立及提高公司形像。
139	經理—內部稽核	策劃、指引及督導機構內的稽核工作，包括財務及資訊科技方面。評估監管制度及有關程序是否足夠。向管理層提交稽核報告，並建議改善方法。
140	商業分析員/經理—組織／質素保證／工效優化	評估各部門的運作效率。研究工作流程，並就工作方法、人力需求、空間使用及添置設備等事宜提出建議。為機構制訂工作程序及量度標準。
141	經理—產業／房地產	管理各類房地產，包括商業及住宅樓宇。策劃及控制產業的出租、銷售、建築及維修。

編號	職稱	工作說明
主管/主任級		
238	內部稽核主任	監督內部稽核小組工作。獨立審核機構的資產、負債及收支紀錄。檢討營運及行政工作，並建議有效的內部監管制度。
239	主任—組織／生產力／質素／工效優化	研究工作流程，評估工作方法，並建議工作程序改善方法。

## 其他

編號	職稱	工作說明
199 299 399	其他主要職務 —經理級 —主管/主任級 —文員級	未被涵括在以上分類的其他主要職務。
401	其他輔助員工	其他輔助員工指一般並非專責銀行事務的員工，例如秘書、護衛員及信差等。

Job Code List of Principal Jobs for the  
2013 Manpower Survey of the Banking and Finance Industry

**(I) Administration and Management**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	101	Assistant to Chief Executive Officer/Director
	102	Chief Executive Officer/Chief Operating Officer/ Managing Director/General Manager
	103	Chief Representative
	104	Manager - Administration
	105	Zone/District Manager
Supervisory/Officer	201	Administration Officer
	202	Management Trainee
	203	Representative
Clerical	301	Clerk

**(II) Treasury and Foreign Exchange**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	106	Head of Treasury and Capital Markets
	107	Manager - Foreign Exchange/Money Market/ Interest Rate Products/Debt Market
	108	Manager – Settlement
Supervisory/Officer	204	Foreign Exchange and Money Market Dealer
	205	Remittances Officer
	206	Settlement Officer
Clerical	301	Clerk

**(III) Investment**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	109	Chief Investment Officer/Manager - Investment
	110	Portfolio Manager

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	111	Manager - Investment Services
	112	Manager - Securities, Futures and Commodities Trading
Supervisory/Officer	207	Financial Adviser Representative / Personal Financial Adviser
	208	Investment Analyst
	209	Investment Officer
	210	Account Executive / Sales Officer
	211	Securities Settlement Officer
Clerical	301	Clerk
	302	Securities and Futures Assistant

**(IV) Operations**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	113	Manager - Branch
	114	Manager - Insurance Products
	115	Manager - Mandatory Provident Fund
	116	Manager - Trade Finance Operations
	117	Manager - Trust
	118	Manager – Phone Banking/Call Centre
Supervisory/Officer	212	Insurance Products Officer
	213	Mandatory Provident Fund Officer
	214	Operations Officer
	215	Sales Officer - Insurance Products
	216	Trade Finance Operations Officer
	217	Trust Officer
	218	Customer Service Representative – Phone Banking/Call Centre
219	Moderator	
Clerical	301	Clerk
	303	Cashier
	304	Receptionist / Greeter
	305	Trade Finance Operations Checker
	306	Teller

(V) **Credit and Loans**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	119	Manager - Credit
	120	Manager - Credit Card
	121	Manager - Financial Institutions/Correspondent Banking
Supervisory/Officer	220	Credit Analyst
	221	Credit Card Officer
	222	Credit Information Officer
	223	Credit/Loan Officer
	224	Hire Purchase/Leasing Officer
Clerical	301	Clerk

(VI) **Business Development**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	122	Head of Business / Managing Director
	123	Manager - Corporate Banking / Commercial Banking / Relationship Management
	124	Manager - Marketing/Product Development
	125	Manager - Private Banking
	126	Manager – Customer Relationship (Personal Banking / Securities)
	Supervisory/Officer	225
226		Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management
227		Telemarketing Officer
228		Relationship Officer – Private Banking
229		Customer Services Officer – Personal Banking / Securities
Clerical	301	Clerk
	307	Telemarketing Representative

**(VII) Accounting**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	127	Chief Financial Officer/Financial Controller
	128	Manager - Accounting
Supervisory/Officer	230	Accounting Officer
Clerical	308	Accounting Clerk

**(VIII) Information Technology**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	129	Chief Information Officer/Chief Technology Officer/Manager - IT
	130	E-Commerce/E-Banking Manager
Supervisory/Officer	231	Computer Operations Officer
	232	IT Audit Officer
	233	Programmer/Technology Officer
	234	System Analyst
Clerical	301	Clerk
	309	Computer Operator

**(IX) Human Resources**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	131	Manager - Human Resources
	132	Manager - Training/Learning and Development
Supervisory/Officer	235	Human Resources Officer
	236	Training Officer/Instructor
Clerical	301	Clerk

**(X) Risk and Compliance**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	133	Risk Manager
	134	Manager – Compliance
Supervisory/Officer	237	Compliance Officer
Clerical	301	Clerk

**(XI) Special Functions**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	135	Company Secretary
	136	Economist/Manager - Economic Research
	137	Legal Adviser
	138	Manager - Corporate Communications/Public Relations
	139	Manager - Internal Audit
	140	Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering
	141	Manager - Property/Real Estate
Supervisory/Officer	238	Internal Audit Officer
	239	Officer - Organisation/ Productivity/ Quality/ Re-engineering

**Others**

**OTHER PRINCIPAL JOBS**

- 199 - Managerial Level
- 299 - Supervisory/Officer Level
- 399 - Clerical Level

**401 OTHER SUPPORTING STAFF**

## 銀行及金融業 2013 年人力調查

### 職務編號表

#### (I) 行政與管理

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	101	行政總裁助理／董事助理
	102	行政總裁／營運總監／常務董事／總經理
	103	首席代表
	104	經理—行政
	105	區域經理
主管/主任級	201	行政主任
	202	見習主任
	203	代表
文員級	301	文員

#### (II) 庫務及外匯

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	106	庫務及資本市場主管
	107	經理—外匯／拆放市場／利率產品／債務市場
	108	經理—結算
主管/主任級	204	外匯及拆放市場交易員
	205	匯兌主任
	206	結算主任
文員級	301	文員

#### (III) 投資

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	109	總投資主任／經理—投資
	110	投資組合經理
	111	經理—投資服務



<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	112	經理—證券、期貨及商品交易
主管/主任級	207	財務顧問代表／個人財務顧問
	208	投資分析員
	209	投資主任
	210	客戶主任/營業主任
	211	證券交收結算主任
文員級	301	文員
	302	證券及期貨助理

**(IV) 營運**

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>	
經理級	113	經理—分行	
	114	經理—保險產品	
	115	經理—強制性公積金	
	116	經理—貿易融資運作	
	117	經理—信託	
	118	經理—電話理財/電話服務中心	
	主管/主任級	212	保險產品主任
		213	強制性公積金主任
214		營運主任	
215		銷售主任—保險產品	
216		貿易融資營運主任	
217		信託主任	
218		客戶服務代表—電話理財/電話服務中心	
219		調解員	
文員級		301	文員
	303	出納員	
	304	接待員／電話操作員	
	305	貿易融資運作核對員	
	306	櫃檯員	

(V) 信貸及放款

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	119	經理—信貸
	120	經理—信用卡
	121	經理—財務機構／國外同業部
主管/主任級	220	信貸分析員
	221	信用卡主任
	222	信貸資料主任
	223	信貸／放款主任
	224	分期付款／租賃主任
文員級	301	文員

(VI) 業務發展

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	122	業務總監/董事總經理
	123	經理—企業銀行／商業銀行／客戶關係管理
	124	經理—市場推廣／產品開發
	125	經理—私人銀行
	126	經理—客戶關係（個人銀行/證券）
	主管/主任級	225
226		客戶關係主任—企業銀行／商業銀行／客戶關係管理
227		電話市場推廣主任
228		客戶關係主任—私人銀行
229		客戶服務主任—個人銀行/證券
文員級	301	文員
	307	電話市場推廣代表

## (VII) 會計

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	127	總財務主任／財務監督
	128	經理—會計
主管/主任級	230	會計主任
文員級	308	會計文員

## (VIII) 資訊科技

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	129	總資訊主任／總科技主任／經理—資訊科技
	130	電子商貿/電子銀行經理
主管/主任級	231	電腦運作主任
	232	資訊科技稽核主任
	233	程式員／科技主任
	234	系統分析員
文員級	301	文員
	309	電腦操作員

## (IX) 人力資源

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	131	經理—人力資源
	132	經理—培訓／學習及發展
主管/主任級	235	人力資源主任
	236	訓練主任／導師
文員級	301	文員

(X) 風險及合規

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	133	風險經理
	134	經理－合規
主管/主任級	237	合規主任
文員級	301	文員

(XI) 特別職務

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	135	公司秘書
	136	經濟研究員／經理－經濟研究
	137	法律顧問
	138	經理－企業傳訊／公共關係
	139	經理－內部稽核
	140	商業分析員／經理－組織／質素保證／工效優化
	141	經理－產業／房地產
主管/主任級	238	內部稽核主任
	239	主任－組織／生產力／質素／工效優化

其他

	其他主要職務
199	－經理級
299	－主管/主任級
399	－文員級
401	其他輔助員工

VOCATIONAL TRAINING COUNCIL  
職業訓練局

THE 2013 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY  
銀行及金融業 2013 年人力調查

QUESTIONNAIRE  
調查表

Name of Establishment: \_\_\_\_\_  
機構名稱

Address: \_\_\_\_\_  
地址

Total Number of Employees: \_\_\_\_\_  
僱員總數

Name of Person to Contact: \_\_\_\_\_  
聯絡人姓名

Position: \_\_\_\_\_ Tel. No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_  
職位 電話號碼 傳真號碼

E-mail Address: \_\_\_\_\_  
電郵地址

**Please fill in the blanks with information of employees whose job duties are related to daily operations of banking and financial institutions.**

**請將 貴機構之職員資料（該等職員之工作與銀行及金融機構之日常工作有相關者）填於下列表格內。**

1.	(A) Job Level* 職級	(B) No. of Employees as at 2.1.2013 在 2.1.2013 之僱員人數	(C) No. of Vacancies as at 2.1.2013 在 2.1.2013 之空缺數目	(D) Forecast No. of Employees in 24 Months' Time 預測 24 個月 後的僱員人數
	Managerial 經理級			
	Supervisory/Officer 主管／主任級			
	Clerical 文員級			

\* Definition of Job Level  
職級的定義

(1) Managerial Level - the job holder assumes managerial responsibilities; plans, develops, modifies and implements company operation policies and procedures.  
經理級 — 該級的工作人員負責一般管理工作；例如策劃，發展，修訂及執行公司的營運政策及程序。

(2) Supervisory/Officer Level - the job holder assumes supervisory responsibilities or specific duties; assists the manager in administering the routine duties of a department/section/unit of the company.  
主管／主任級 — 該級的工作人員負責一般督導工作或專職工作；例如協助經理級的同事執行公司內各部門／組別／單位的管理工作或執行專責職務。

(3) Clerical Level - the job holder engages in clerical work; data recording, reports preparing and documents filing, etc.  
文員級 — 該級的工作人員負責一般文職工作；例如記錄資料，繕寫報告及文件歸檔等。

2. Please suggest several types/topics of training that are considered the most important for the development of banking and finance manpower. (Examples of training topics are given as follows for reference.)

請就 貴機構認為對銀行及金融業人力發展至為重要的數項訓練類別/課題作出建議。(訓練課題的例子載列於本問題之後以供參考。)

Please specify if the suggested type/topic of training is not included in the list of examples provided.

如建議的訓練類別/課題不包括在所提供的例子清單內，請詳細註明。

	Code 編號	
(a) <u>Managerial</u> 經理級		
(b) <u>Supervisory/Officer</u> 主管/主任級		
(c) <u>Clerical</u> 文員級		

Examples of Training Topics  
訓練課題的例子

(I)	Code 編號	Skills/Knowledge 技能/知識	(II)	Code 編號	Skills/Knowledge 技能/知識	(III)	Code 編號	Skills/Knowledge 技能/知識
	General Management Knowledge 一般管理知識			Basic Job-related Knowledge 基本業務知識			Generic Skills 通用技能	
	101	Principles & Practice of Management 管理理論與實務		201	Enhancing Quality Customer Services 提升顧客服務的質素		301	English Writing 英文書寫
	102	Problem Solving & Decision Making 解決困難及決策		202	Financial Statement Analysis 財務報表分析		302	Spoken English 英語會話
	103	Strategic Management 策略管理		203	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表展釋及比率分析		303	Chinese Writing 中文書寫
	104	Marketing Management 市場管理		204	Trade Finance 貿易融資		304	Cantonese 廣東話
	105	Quality Management 優質服務管理		205	Securities & Futures Regulation 證券及期貨條例		305	Putonghua 普通話
	106	Risk Management 風險管理		206	Securities Analysis 證券分析		306	Interpersonal Skills 人際關係技巧
	107	Stress Management 壓力處理		207	Foreign Exchange 外匯		307	Marketing/Selling Skills 市場推廣/銷售技巧
	108	Crisis Management 危機管理		208	Financial Markets Operations 金融市場運作		308	Information Systems Application Skills 資訊系統應用技巧
	109	Human Resources Management 人力資源管理		209	Asset Valuation & Portfolio Management 資產估值及組合管理		309	Communication Skills 溝通技巧
	110	Leadership 領導才能		210	SME Financial Management & Practice 中小企財務管理及實務		310	Presentation Skills 演說技巧
	111	Team Building 建立團隊		211	Corporate Finance 企業融資		311	Customer Psychology 顧客心理
	112	Motivation 激勵		212	International Business Management 國際企業管理		312	Mediation Skills 調解技巧
	113	Coaching & Counseling 訓練及輔導下屬		213	Financial Risk Management 財務風險管理			
	114	Dealing with Conflict 處理衝突		214	General Insurance 一般保險			
	115	Implementing Change 推行變革		215	Long Term Insurance 長期保險			
	116	Time Management 時間管理		216	Provident Fund 公積金			
	117	Environmental Management 環境管理		217	Skills in Differentiating Bank Notes 鑑別鈔票技巧			
	118	Relationship Management 關係管理		218	Anti-Money Laundering Compliance 反洗黑錢法規			
	119	Fund Management 基金管理		219	Anti-Corruption Regulations 反貪污條例			
	120	Custodian Services 託管服務		220	Company Law in Mainland 中國公司法			
	121	Compliance of Various Ordinances 不同法規的監管						
	122	Financial Engineering 金融工程						
	123	Talent Management 人才管理						

Statistical Tables  
統計表

Table 1	:	<u>Manpower Statistics</u> (Banking and Finance Industry)
表 1	:	<u>人力資料</u> (銀行及金融業)
Table 1.1	:	<u>Manpower Statistics</u> (Banking and Finance Industry - By Branch)
表 1.1	:	<u>人力資料</u> (銀行及金融業 - 按門類劃分)
Table 2	:	<u>Employees' Minimum Education Requirement for the Principal Job</u> (Banking and Finance Industry)
表 2	:	<u>僱員在各主要職務的基本教育程度要求</u> (銀行及金融業)
Table 2.1	:	<u>Employees' Minimum Education Requirement for the Principal Job</u> (Banking and Finance Industry - By Branch)
表 2.1	:	<u>僱員在各主要職務的基本教育程度要求</u> (銀行及金融業 - 按門類劃分)
Table 3	:	<u>Employees' Minimum Requirement on Year(s) of Experience in the Industry</u> (Banking and Finance Industry)
表 3	:	<u>僱員在此行業的基本年資要求</u> (銀行及金融業)
Table 3.1	:	<u>Employees' Minimum Requirement on Year(s) of Experience in the Industry</u> (Banking and Finance Industry - By Branch)
表 3.1	:	<u>僱員在此行業的基本年資要求</u> (銀行及金融業 - 按門類劃分)
Table 4	:	<u>Average Monthly Income Range of Employees</u> (Banking and Finance Industry)
表 4	:	<u>僱員平均每月收入的幅度</u> (銀行及金融業)
Table 4.1	:	<u>Average Monthly Income Range of Employees</u> (Banking and Finance Industry - By Branch)
表 4.1	:	<u>僱員平均每月收入的幅度</u> (銀行及金融業 - 按門類劃分)
Table 5	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)</u> <u>by Reason, by Source and by Geographic Origin</u> (Banking and Finance Industry)
表 5	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況</u> <u>(按離職原因、人力來源及所來自地域分類)</u> (銀行及金融業)
Table 5.1	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)</u> <u>by Reason, by Source and by Geographic Origin</u> (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)
表 5.1	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況</u> <u>(按離職原因、人力來源及所來自地域分類)</u> (持牌銀行、有限牌照銀行及外國銀行本港代表辦事處)



Table 5.2	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Deposit-taking Companies)
表 5.2	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (接受存款公司)
Table 5.3	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Investment and Holding Companies)
表 5.3	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (投資及控股公司)
Table 5.4	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Personal Loans and Related Companies)
表 5.4	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (私人貸款及有關公司)
Table 5.5	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Securities Brokerage Firms)
表 5.5	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (證券經紀公司)
Table 5.6	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Commodity Futures (including financial futures) and Precious Metals Brokers/ Dealers)
表 5.6	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (期貨(包括金融期貨)及貴金屬經紀 / 交易商)
Table 5.7	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)
表 5.7	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (股票、黃金及期貨交易公司及銀行及金融業內的法定機構)
Table 5.8	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Money Changers and Foreign Exchange Brokers/ Dealers)
表 5.8	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (兌換商及外匯經紀/交易商)
Table 5.9	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin</u> (Investment Advisory/ Asset Management Companies)
表 5.9	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類)</u> (投資顧問 / 資產管理公司)

Table 5.10	:	<u>Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012) by Reason, by Source and by Geographic Origin (Other Financial Companies)</u>
表 5.10	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (其他與金融有關的公司)</u>
Table 6	:	<u>Number of Internal Promotions in the Past Twelve Months (1.1.2012 to 31.12.2012) (Banking and Finance Industry)</u>
表 6	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 的內部晉升人數 (銀行及金融業)</u>
Table 7	:	<u>Number of Part-time Employees Employed (Banking and Finance Industry)</u>
表 7	:	<u>兼職僱員人數 (銀行及金融業)</u>
Table 8	:	<u>The Number of Recruits in the Next Twenty Four Months by Type of Educational Level (Banking and Finance Industry)</u>
表 8	:	<u>按教育程度劃分，未來24個月內招聘的僱員人數 (銀行及金融業)</u>
Table 9	:	<u>Number of Establishments Encountered Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Banking and Finance Industry)</u>
表 9	:	<u>過去十二個月(1.1.2012至31.12.2012)遇有招聘員工困難的機構數目 (銀行及金融業)</u>
Table 10	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Banking and Finance Industry)</u>
表 10	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (銀行及金融業)</u>
Table 10.1	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)</u>
表 10.1	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (持牌銀行、有限牌照銀行及外國銀行本港代表辦事處)</u>
Table 10.2	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Deposit-taking Companies)</u>
表 10.2	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (接受存款公司)</u>
Table 10.3	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Investment and Holding Companies)</u>
表 10.3	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (投資及控股公司)</u>
Table 10.4	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Personal Loans and Related Companies)</u>
表 10.4	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (私人貸款及有關公司)</u>
Table 10.5	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Securities Brokerage Firms)</u>
表 10.5	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (證券經紀公司)</u>

Table 10.6	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Commodity Futures (including financial futures) and Precious Metals Brokers/ Dealers)</u>
表 10.6	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (期貨(包括金融期貨)及貴金屬經紀/交易商)</u>
Table 10.7	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)</u>
表 10.7	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (股票、黃金及期貨交易公司及銀行及金融業內的法定機構)</u>
Table 10.8	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Money Changers and Foreign Exchange Brokers/ Dealers)</u>
表 10.8	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (兌換商及外匯經紀/交易商)</u>
Table 10.9	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Investment Advisory/ Asset Management Companies)</u>
表 10.9	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (投資顧問/資產管理公司)</u>
Table 10.10	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012) (Other Financial Companies)</u>
表 10.10	:	<u>過去十二個月內 (1.1.2012 至 31.12.2012) 招聘員工有困難的原因 (其他與金融有關的公司)</u>
Table 11	:	<u>Number of Hong Kong Employees Required to Work in the Mainland of China (Banking and Finance Industry)</u>
表 11	:	<u>需要在中國內地工作的香港僱員人數 (銀行及金融業)</u>
Table 12	:	<u>Effects of Mainland Operations on Hong Kong Employees (Banking and Finance Industry)</u>
表 12	:	<u>內地業務對本地僱員的影響 (銀行及金融業)</u>
Table 13	:	<u>Estimated Percentage of Training Provided by External Course Providers in the Next Twelve Months (Banking and Finance Industry)</u>
表 13	:	<u>估計未來十二個月訓練由外間培訓機構提供的百分比 (銀行及金融業)</u>
Table 14	:	<u>Information on the Training Expenses in 2012 Compared with Those in 2011 (Banking and Finance Industry)</u>
表 14	:	<u>2012年的訓練支出與2011年的訓練支出比較 (銀行及金融業)</u>
Table 15	:	<u>Comparison of the Training Budget for 2013 with Training Expenses in 2012 (Banking and Finance Industry)</u>
表 15	:	<u>2013年的訓練開支預算與2012年的訓練支出比較 (銀行及金融業)</u>
Table 16	:	<u>The Top Five Types/Topics of Training Mostly Chosen by Respondents for Manpower Development (Banking and Finance Industry)</u>
表 16	:	<u>最多被選擇的五項人力培訓的類別/課題 (銀行及金融業)</u>
Table 17	:	<u>The Incentives to Encourage Employers to Provide Training to Their Employees (Banking and Finance Industry)</u>
表 17	:	<u>有效鼓勵僱主提供訓練予僱員的方法 (銀行及金融業)</u>

Table 1 : Manpower Statistics  
(Banking and Finance Industry)

表 1 : 人力資料  
(銀行及金融業)

Job Title 職稱	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
<b>MANAGERIAL LEVEL 經理級</b>				
Assistant to Chief Executive Officer/Director 行政總裁助理／董事助理	403	-	403	403
Chief Executive Officer/Chief Operating Officer/ Managing Director/General Manager 行政總裁／營運總監／常務董事／總經理	1 832	31	1 863	1 839
Chief Representative 首席代表	62	-	62	62
Manager – Administration 經理－行政	1 019	4	1 023	1 023
Zone/District Manager 區域經理	357	-	357	357
Head of Treasury and Capital Markets 庫務及資本市場主管	290	2	292	292
Manager - Foreign Exchange/Money Market/ Interest Rate Products/Debt Market 經理－外匯／拆放市場／利率產品／ 債務市場	944	25	969	977
Manager – Settlement 經理－結算	352	4	356	356
Chief Investment Officer/Manager – Investment 總投資主任／經理－投資	1 101	-	1 101	1 098
Portfolio Manager 投資組合經理	1 587	30	1 617	1 638
Manager - Investment Services 經理－投資服務	1 256	2	1 258	1 268
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	1 322	10	1 332	1 341
Manager – Branch 經理－分行	2 545	-	2 545	2 554
Manager - Insurance Products 經理－保險產品	138	4	142	142
Manager - Mandatory Provident Fund 經理－強制性公積金	111	-	111	111
Manager - Trade Finance Operations 經理－貿易融資運作	428	5	433	433
Manager – Trust 經理－信託	177	-	177	177
Manager – Phone Banking/Call Centre 經理－電話理財/電話服務中心	64	-	64	64
Manager – Credit 經理－信貸	1 446	12	1 458	1 460
Manager - Credit Card 經理－信用卡	195	4	199	199

Job Title 職稱	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>				
Manager - Financial Institutions/Correspondent Banking 經理－財務機構／國外同業部	185	2	187	187
Head of Business / Managing Director 業務總監/董事總經理	1 031	1	1 032	1 032
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理－企業銀行／商業銀行／ 客戶關係管理	1 789	75	1 864	1 864
Manager - Marketing/Product Development 經理－市場推廣／產品開發	1 098	38	1 136	1 143
Manager - Private Banking 經理－私人銀行	611	12	623	634
Manager - Customer Relationship (Personal Banking / Securities) 經理－客戶關係 (個人銀行/證券)	1 303	37	1 340	1 342
Chief Financial Officer/Financial Controller 總財務主任／財務監督	435	31	466	466
Manager - Accounting 經理－會計	1 337	2	1 339	1 345
Chief Information Officer/ Chief Technology Officer/Manager - IT 總資訊主任／總科技主任／ 經理－資訊科技	1 745	10	1 755	1 755
E-Commerce/E-Banking Manager 電子商貿/電子銀行經理	248	-	248	248
Manager - Human Resources 經理－人力資源	1 183	5	1 188	1 188
Manager - Training/Learning and Development 經理－培訓／學習及發展	274	-	274	274
Risk Manager 風險經理	756	11	767	767
Manager - Compliance 經理－合規	838	8	846	846
Company Secretary 公司秘書	164	31	195	195
Economist/Manager - Economic Research 經濟研究員／經理－經濟研究	193	-	193	193
Legal Adviser 法律顧問	317	3	320	320
Manager - Corporate Communications/ Public Relations 經理－企業傳訊／公共關係	264	3	267	267
Manager - Internal Audit 經理－內部稽核	517	8	525	525
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理－組織／質素保證／ 工效優化	361	5	366	366
Manager - Property/Real Estate 經理－產業／房地產	120	2	122	122

Job Title 職稱	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>				
Other Manager 其他經理	4 907	103	5 010	5 012
<b>Sub-total 小計</b>	<b>35 305</b>	<b>520</b>	<b>35 825</b>	<b>35 885</b>
<b>SUPERVISORY/OFFICER LEVEL 主管/主任級</b>				
Administration Officer 行政主任	1 685	78	1 763	1 781
Management Trainee 見習主任	690	10	700	700
Representative 代表	244	-	244	244
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	1 391	46	1 437	1 470
Remittances Officer 匯兌主任	774	-	774	774
Settlement Officer 結算主任	776	-	776	784
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表／個人財務顧問	3 916	5	3 921	3 947
Investment Analyst 投資分析員	3 050	149	3 199	3 249
Investment Officer 投資主任	1 604	8	1 612	1 622
Account Executive / Sales Officer 客戶主任/營業主任	3 588	25	3 613	3 690
Securities Settlement Officer 證券交收結算主任	1 462	11	1 473	1 528
Insurance Products Officer 保險產品主任	182	6	188	188
Mandatory Provident Fund Officer 強制性公積金主任	667	4	671	671
Operations Officer 營運主任	6 156	66	6 222	6 223
Sales Officer - Insurance Products 銷售主任－保險產品	111	-	111	111
Trade Finance Operations Officer 貿易融資營運主任	1 114	8	1 122	1 125
Trust Officer 信託主任	161	-	161	161
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表－電話理財/電話服務中心	489	16	505	508
Moderator 調解員	1	-	1	1
Credit Analyst 信貸分析員	727	1	728	728
Credit Card Officer 信用卡主任	616	6	622	622
Credit Information Officer 信貸資料主任	234	2	236	236

Job Title 職稱	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
<b>SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)</b>				
Credit/Loan Officer 信貸/放款主任	2 488	45	2 533	2 531
Hire Purchase/Leasing Officer 分期付款/租賃主任	376	-	376	376
Business Development Officer 業務發展主任	2 011	18	2 029	2 132
Relationship Officer - Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任－企業銀行/商業銀行/ 客戶關係管理	2 464	10	2 474	2 475
Telemarketing Officer 電話市場推廣主任	500	15	515	515
Relationship Officer - Private Banking 客戶關係主任－私人銀行	215	8	223	223
Customer Services Officer - Personal Banking / Securities 客戶服務主任－個人銀行/證券	1 926	6	1 932	1 940
Accounting Officer 會計主任	2 034	1	2 035	2 044
Computer Operations Officer 電腦運作主任	881	3	884	884
IT Audit Officer 資訊科技稽核主任	505	-	505	507
Programmer/Technology Officer 程式員/科技主任	1 750	44	1 794	1 798
System Analyst 系統分析員	1 316	9	1 325	1 325
Human Resources Officer 人力資源主任	758	1	759	759
Training Officer/Instructor 訓練主任/導師	138	8	146	146
Compliance Officer 合規主任	756	2	758	758
Internal Audit Officer 內部稽核主任	457	4	461	461
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任－組織/生產力/質素/工效優化	232	6	238	238
Other Supervisor/Officer 其他主管/主任	7 674	54	7 728	7 746
<b>Sub-total 小計</b>	<b>56 119</b>	<b>675</b>	<b>56 794</b>	<b>57 221</b>

Job Title 職稱	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
<b>CLERICAL LEVEL 文員級</b>				
Clerk 文員	11 936	70	12 006	12 020
Securities and Futures Assistant 證券及期貨助理	6 082	57	6 139	6 170
Cashier 出納員	987	2	989	989
Receptionist / Greeter 接待員／電話操作員	916	5	921	921
Trade Finance Operations Checker 貿易融資運作核對員	1 019	15	1 034	1 034
Teller 櫃檯員	10 570	94	10 664	10 719
Telemarketing Representative 電話市場推廣代表	1 144	25	1 169	1 169
Accounting Clerk 會計文員	2 763	3	2 766	2 768
Computer Operator 電腦操作員	1 462	15	1 477	1 478
Other Clerk 其他文員	7 808	90	7 898	7 901
<b>Sub-total 小計</b>	<b>44 687</b>	<b>376</b>	<b>45 063</b>	<b>45 169</b>
<b>OTHERS 其他</b>				
Other Supporting Staff 其他輔助員工	9 672	94	9 766	9 768
<b>Sub-total 小計</b>	<b>9 672</b>	<b>94</b>	<b>9 766</b>	<b>9 768</b>
<b>Total 總計</b>	<b>145 783</b>	<b>1 665</b>	<b>147 448</b>	<b>148 043</b>



Table 1.1 : Manpower Statistics  
(Banking and Finance Industry - By Branch)

表 1.1 : 人力資料  
(銀行及金融業 - 按門類劃分)

Branch 門類	Job Level 職 級	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013之 空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限牌 照銀行及外國銀行本 港代表辦事處	Managerial Level 經理級	22 509	297	22 806	22 820
	Supervisory/Officer Level 主管/主任級	35 554	245	35 799	35 925
	Clerical Level 文員級	29 749	174	29 923	29 985
	Other Supporting Staff 其他	6 571	31	6 602	6 601
	<b>Total 總計</b>	<b>94 383</b>	<b>747</b>	<b>95 130</b>	<b>95 331</b>
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	259	1	260	260
	Supervisory/Officer Level 主管/主任級	446	13	459	459
	Clerical Level 文員級	442	11	453	453
	Other Supporting Staff 其他	26	-	26	26
	<b>Total 總計</b>	<b>1 173</b>	<b>25</b>	<b>1 198</b>	<b>1 198</b>
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	931	-	931	916
	Supervisory/Officer Level 主管/主任級	627	15	642	657
	Clerical Level 文員級	692	-	692	692
	Other Supporting Staff 其他	96	-	96	96
	<b>Total 總計</b>	<b>2 346</b>	<b>15</b>	<b>2 361</b>	<b>2 361</b>
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	895	-	895	895
	Supervisory/Officer Level 主管/主任級	1 249	2	1 251	1 249
	Clerical Level 文員級	1 486	5	1 491	1 491
	Other Supporting Staff 其他	214	-	214	214
	<b>Total 總計</b>	<b>3 844</b>	<b>7</b>	<b>3 851</b>	<b>3 849</b>
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1 460	3	1 463	1 471
	Supervisory/Officer Level 主管/主任級	2 961	28	2 989	3 101
	Clerical Level 文員級	3 800	42	3 842	3 844
	Other Supporting Staff 其他	269	1	270	270
	<b>Total 總計</b>	<b>8 490</b>	<b>74</b>	<b>8 564</b>	<b>8 686</b>

Branch 門類	Job Level 職 級	No. of Employees as at 2.1.2013 在2.1.2013之 僱員人數	No. of Vacancies as at 2.1.2013 在2.1.2013之 空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨) 及貴金屬經紀/ 交易商	Managerial Level 經理級	341	-	341	343
	Supervisory/Officer Level 主管/主任級	763	24	787	812
	Clerical Level 文員級	660	25	685	700
	Other Supporting Staff 其他	46	-	46	46
	<b>Total 總計</b>	<b>1 810</b>	<b>49</b>	<b>1 859</b>	<b>1 901</b>
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交 易公司及銀行及金融 業內的法定機構	Managerial Level 經理級	942	21	963	963
	Supervisory/Officer Level 主管/主任級	948	23	971	971
	Clerical Level 文員級	362	4	366	366
	Other Supporting Staff 其他	1 008	-	1 008	1 008
	<b>Total 總計</b>	<b>3 260</b>	<b>48</b>	<b>3 308</b>	<b>3 308</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	259	9	268	276
	Supervisory/Officer Level 主管/主任級	856	33	889	921
	Clerical Level 文員級	1 413	44	1 457	1 433
	Other Supporting Staff 其他	18	-	18	18
	<b>Total 總計</b>	<b>2 546</b>	<b>86</b>	<b>2 632</b>	<b>2 648</b>
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	Managerial Level 經理級	4 191	62	4 253	4 296
	Supervisory/Officer Level 主管/主任級	5 125	144	5 269	5 309
	Clerical Level 文員級	3 438	-	3 438	3 489
	Other Supporting Staff 其他	458	-	458	461
	<b>Total 總計</b>	<b>13 212</b>	<b>206</b>	<b>13 418</b>	<b>13 555</b>
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	3 518	127	3 645	3 645
	Supervisory/Officer Level 主管/主任級	7 590	148	7 738	7 817
	Clerical Level 文員級	2 645	71	2 716	2 716
	Other Supporting Staff 其他	966	62	1 028	1 028
	<b>Total 總計</b>	<b>14 719</b>	<b>408</b>	<b>15 127</b>	<b>15 206</b>
<b>All Branches 全部門類</b>	Managerial Level 經理級	<b>35 305</b>	<b>520</b>	<b>35 825</b>	<b>35 885</b>
	Supervisory/Officer Level 主管/主任級	<b>56 119</b>	<b>675</b>	<b>56 794</b>	<b>57 221</b>
	Clerical Level 文員級	<b>44 687</b>	<b>376</b>	<b>45 063</b>	<b>45 169</b>
	Other Supporting Staff 其他	<b>9 672</b>	<b>94</b>	<b>9 766</b>	<b>9 768</b>
	<b>Total 總計</b>	<b>145 783</b>	<b>1 665</b>	<b>147 448</b>	<b>148 043</b>

Table 2 : Employees' Minimum Education Requirement for the  
Principal Job  
(Banking and Finance Industry)

表 2 : 僱員在各主要職務的基本教育程度要求  
(銀行及金融業)

Job Title 職稱	Number of Employees 僱員人數							Total 總計
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
<b>MANAGERIAL LEVEL 經理級</b>								
Assistant to Chief Executive Officer/Director 行政總裁助理/董事助理	253	56	11	1	-	-	82	<b>403</b>
Chief Executive Officer/Chief Operating Officer/ Managing Director/General Manager 行政總裁/營運總監/常務董事/ 總經理	1 470	64	11	19	-	-	268	<b>1 832</b>
Chief Representative 首席代表	55	-	-	-	-	-	7	<b>62</b>
Manager - Administration 經理—行政	577	102	38	206	9	-	87	<b>1 019</b>
Zone/District Manager 區域經理	330	27	-	-	-	-	-	<b>357</b>
Head of Treasury and Capital Markets 庫務及資本市場主管	261	12	-	-	-	-	17	<b>290</b>
Manager - Foreign Exchange/Money Market/ Interest Rate Products/ Debt Market 經理—外匯/拆放市場/ 利率產品/債務市場	483	384	45	-	-	-	32	<b>944</b>
Manager - Settlement 經理—結算	225	58	4	1	-	-	64	<b>352</b>
Chief Investment Officer/ Manager - Investment 總投資主任/經理—投資	712	28	3	-	-	-	358	<b>1 101</b>
Portfolio Manager 投資組合經理	1 010	456	-	8	-	-	113	<b>1 587</b>
Manager - Investment Services 經理—投資服務	896	199	8	73	-	-	80	<b>1 256</b>
Manager - Securities, Futures and Commodities Trading 經理—證券、期貨及商品交易	877	174	67	76	13	-	115	<b>1 322</b>
Manager - Branch 經理—分行	1 621	549	132	210	-	-	33	<b>2 545</b>
Manager - Insurance Products 經理—保險產品	94	8	-	-	36	-	-	<b>138</b>
Manager - Mandatory Provident Fund 經理—強制性公積金	93	18	-	-	-	-	-	<b>111</b>
Manager - Trade Finance Operations 經理—貿易融資運作	198	120	42	-	-	-	68	<b>428</b>
Manager - Trust 經理—信託	102	66	-	-	-	-	9	<b>177</b>
Manager - Phone Banking/ Call Centre 經理—電話理財/電話服務中心	61	2	-	-	-	-	1	<b>64</b>
Manager - Credit 經理—信貸	1 104	159	31	8	21	-	123	<b>1 446</b>
Manager - Credit Card 經理—信用卡	157	8	30	-	-	-	-	<b>195</b>
Manager - Financial Institutions/Correspondent Banking 經理—財務機構/國外同業部	141	27	9	-	-	-	8	<b>185</b>
Head of Business/ Managing Director 業務總監/董事總經理	548	72	39	-	-	-	372	<b>1 031</b>
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理—企業銀行/商業銀行/ 客戶關係管理	1 627	83	-	-	-	-	79	<b>1 789</b>

Job Title 職稱	Number of Employees 僱員人數							
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
Manager - Marketing/ Product Development 經理—市場推廣/產品開發	727	84	21	-	-	-	266	1 098
Manager - Private Banking 經理—私人銀行	463	98	36	-	-	-	14	611
Manager - Customer Relationship (Personal Banking / Securities) 經理—客戶關係(個人銀行/證券)	1 263	4	-	-	36	-	-	1 303
Chief Financial Officer/ Financial Controller 總財務主任/財務監督	346	10	3	8	-	-	68	435
Manager - Accounting 經理—會計	967	174	103	2	-	-	91	1 337
Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任/總科技主任/ 經理—資訊科技	971	28	1	-	-	-	745	1 745
E-Commerce/E-Banking Manager 電子商貿/電子銀行經理	211	21	-	-	-	-	16	248
Manager - Human Resources 經理—人力資源	1 042	61	1	1	-	-	78	1 183
Manager - Training/ Learning and Development 經理—培訓/學習及發展	247	13	-	-	-	-	14	274
Risk Manager 風險經理	450	275	-	-	-	-	31	756
Manager - Compliance 經理—合規	637	102	1	-	2	-	96	838
Company Secretary 公司秘書	139	9	1	-	-	-	15	164
Economist/ Manager - Economic Research 經濟研究員/經理—經濟研究	148	26	-	-	-	-	19	193
Legal Adviser 法律顧問	257	-	-	-	-	-	60	317
Manager - Corporate Communications/ Public Relations 經理—企業傳訊/公共關係	185	44	-	-	-	-	35	264
Manager - Internal Audit 經理—內部稽核	379	39	63	-	-	-	36	517
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織/ 質素保證/工效優化	277	46	-	-	-	-	38	361
Manager - Property/Real Estate 經理—產業/房地產	71	15	-	-	33	-	1	120
Other Manager 其他經理	3 759	396	-	16	-	-	736	4 907
<b>Sub-total 小計</b>	<b>25 434</b>	<b>4 117</b>	<b>700</b>	<b>629</b>	<b>150</b>	<b>0</b>	<b>4 275</b>	<b>35 305</b>
<b>SUPERVISORY/OFFICER LEVEL 主管/主任級</b>								
Administration Officer 行政主任	744	162	631	13	32	-	103	1 685
Management Trainee 見習主任	307	17	46	-	17	-	303	690
Representative 代表	87	3	-	-	-	-	154	244
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	638	259	199	38	198	-	59	1 391
Remittances Officer 匯兌主任	247	187	40	63	103	8	126	774
Settlement Officer 結算主任	363	82	201	63	20	-	47	776
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表/個人財務顧問	1 266	686	1 133	540	162	-	129	3 916
Investment Analyst 投資分析員	1 555	156	540	73	2	-	724	3 050

Job Title 職稱	Number of Employees 僱員人數							Total 總計
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
<b>SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)</b>								
Investment Officer 投資主任	863	223	344	39	2	-	133	<b>1 604</b>
Account Executive / Sales Officer 客戶主任/營業主任	1 452	142	938	136	661	-	259	<b>3 588</b>
Securities Settlement Officer 證券交收結算主任	496	141	176	62	160	-	427	<b>1 462</b>
Insurance Products Officer 保險產品主任	118	24	13	-	-	-	27	<b>182</b>
Mandatory Provident Fund Officer 強制性公積金主任	618	-	-	40	-	-	9	<b>667</b>
Operations Officer 營運主任	2 356	269	784	2 058	510	-	179	<b>6 156</b>
Sales Officer - Insurance Products 銷售主任—保險產品	69	-	-	-	42	-	-	<b>111</b>
Trade Finance Operations Officer 貿易融資營運主任	411	81	310	33	179	-	100	<b>1 114</b>
Trust Officer 信託主任	77	51	6	-	-	-	27	<b>161</b>
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表—電話理財/ 電話服務中心	179	-	77	1	224	-	8	<b>489</b>
Moderator 調解員	-	-	1	-	-	-	-	<b>1</b>
Credit Analyst 信貸分析員	452	116	106	-	1	-	52	<b>727</b>
Credit Card Officer 信用卡主任	408	-	116	35	57	-	-	<b>616</b>
Credit Information Officer 信貸資料主任	148	51	35	-	-	-	-	<b>234</b>
Credit/Loan Officer 信貸/放款主任	772	182	718	74	390	-	352	<b>2 488</b>
Hire Purchase/Leasing Officer 分期付款/租賃主任	208	77	21	70	-	-	-	<b>376</b>
Business Development Officer 業務發展主任	965	90	260	1	-	-	695	<b>2 011</b>
Relationship Officer - Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任—企業銀行/ 商業銀行/客戶關係管理	1 241	271	792	28	2	-	130	<b>2 464</b>
Telemarketing Officer 電話市場推廣 主任	143	128	193	7	16	-	13	<b>500</b>
Relationship Officer - Private Banking 客戶關係主任—私人銀行	213	2	-	-	-	-	-	<b>215</b>
Customer Services Officer - Personal Banking / Securities 客戶服務主任—個人銀行/證券	1 593	10	66	3	227	-	27	<b>1 926</b>
Accounting Officer 會計主任	932	174	539	12	27	-	350	<b>2 034</b>
Computer Operations Officer 電腦運作主任	494	62	26	131	22	-	146	<b>881</b>
IT Audit Officer 資訊科技稽核主任	66	13	420	-	-	-	6	<b>505</b>
Programmer/Technology Officer 程式員/科技主任	785	78	89	546	-	-	252	<b>1 750</b>
System Analyst 系統分析員	771	114	92	27	-	-	312	<b>1 316</b>
Human Resources Officer 人力資源主任	365	102	152	44	7	-	88	<b>758</b>
Training Officer/Instructor 訓練主任/導師	62	14	25	28	-	-	9	<b>138</b>
Compliance Officer 合規主任	428	79	39	51	-	-	159	<b>756</b>
Internal Audit Officer 內部稽核主任	226	39	137	35	-	-	20	<b>457</b>
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任—組織/生產力/質素/ 工效優化	111	36	1	-	-	-	84	<b>232</b>

Job Title 職稱	Number of Employees 僱員人數							Total 總計
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)								
Other Supervisor/Officer 其他主管/主任	3 163	119	2 618	575	89	-	1 110	7 674
<b>Sub-total 小計</b>	<b>25 392</b>	<b>4 240</b>	<b>11 884</b>	<b>4 826</b>	<b>3 150</b>	<b>8</b>	<b>6 619</b>	<b>56 119</b>
CLERICAL LEVEL 文員級								
Clerk 文員	222	636	205	1 630	7 924	179	1 140	11 936
Securities and Futures Assistant 證券及期貨助理	339	649	599	447	2 599	36	1 413	6 082
Cashier 出納員	2	1	37	47	893	-	7	987
Receptionist / Greeter 接待員/電話操作員	33	15	35	30	729	3	71	916
Trade Finance Operations Checker 貿易融資運作核對員	10	41	12	23	894	-	39	1 019
Teller 櫃檯員	10	3	7	1 608	7 446	-	1 496	10 570
Telemarketing Representative 電話市場推廣代表	42	-	41	80	889	-	92	1 144
Accounting Clerk 會計文員	226	285	240	407	1 391	-	214	2 763
Computer Operator 電腦操作員	115	36	101	337	683	-	190	1 462
Other Clerk 其他文員	319	216	150	740	4 408	16	1 959	7 808
<b>Sub-total 小計</b>	<b>1 318</b>	<b>1 882</b>	<b>1 427</b>	<b>5 349</b>	<b>27 856</b>	<b>234</b>	<b>6 621</b>	<b>44 687</b>
OTHERS 其他								
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	9 672	9 672
<b>Sub-total 小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9 672</b>	<b>9 672</b>
<b>Total 總計</b>	<b>52 144</b>	<b>10 239</b>	<b>14 011</b>	<b>10 804</b>	<b>31 156</b>	<b>242</b>	<b>27 187</b>	<b>145 783</b>

\* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 2.1 : Employees' Minimum Education Requirement for the  
Principal Job  
(Banking and Finance Industry – By Branch)

表 2.1 : 僱員在各主要職務的基本教育程度要求  
(銀行及金融業 – 按門類劃分)

Branch 門類	Job Level 職級	Number of Employees 僱員人數							
		University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限 制牌照銀行及外 國銀行本港代表 辦事處	Managerial Level 經理級	17 203	2 838	520	442	105	-	1 401	22 509
	Supervisory/Officer Level 主管/主任級	15 866	1 542	10 228	4 468	1 542	-	1 908	35 554
	Clerical Level 文員級	131	113	354	3 412	21 947	-	3 792	29 749
	Other Supporting Staff 其他	-	-	-	-	-	-	6 571	6 571
	<b>Total 總計</b>	<b>33 200</b>	<b>4 493</b>	<b>11 102</b>	<b>8 322</b>	<b>23 594</b>	<b>0</b>	<b>13 672</b>	<b>94 383</b>
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	242	2	2	1	-	-	12	259
	Supervisory/Officer Level 主管/主任級	180	62	20	7	177	-	-	446
	Clerical Level 文員級	20	141	5	61	207	8	-	442
	Other Supporting Staff 其他	-	-	-	-	-	-	26	26
	<b>Total 總計</b>	<b>442</b>	<b>205</b>	<b>27</b>	<b>69</b>	<b>384</b>	<b>8</b>	<b>38</b>	<b>1 173</b>
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	852	57	-	-	-	-	22	931
	Supervisory/Officer Level 主管/主任級	484	57	14	-	-	-	72	627
	Clerical Level 文員級	72	87	56	164	273	-	40	692
	Other Supporting Staff 其他	-	-	-	-	-	-	96	96
	<b>Total 總計</b>	<b>1 408</b>	<b>201</b>	<b>70</b>	<b>164</b>	<b>273</b>	<b>0</b>	<b>230</b>	<b>2 346</b>
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial Level 經理級	580	84	39	24	21	-	147	895
	Supervisory/Officer Level 主管/主任級	236	191	173	97	215	-	337	1 249
	Clerical Level 文員級	7	-	168	186	827	-	298	1 486
	Other Supporting Staff 其他	-	-	-	-	-	-	214	214
	<b>Total 總計</b>	<b>823</b>	<b>275</b>	<b>380</b>	<b>307</b>	<b>1 063</b>	<b>0</b>	<b>996</b>	<b>3 844</b>
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	920	89	116	57	18	-	260	1 460
	Supervisory/Officer Level 主管/主任級	1 398	202	457	57	294	-	553	2 961
	Clerical Level 文員級	114	34	323	328	1 727	32	1 242	3 800
	Other Supporting Staff 其他	-	-	-	-	-	-	269	269
	<b>Total 總計</b>	<b>2 432</b>	<b>325</b>	<b>896</b>	<b>442</b>	<b>2 039</b>	<b>32</b>	<b>2 324</b>	<b>8 490</b>

Branch 門類	Job Level 職級	Number of Employees 僱員人數							
		University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	205	31	7	57	6	-	35	341
	Supervisory/Officer Level 主管/主任級	221	52	92	44	267	-	87	763
	Clerical Level 文員級	84	14	78	101	270	14	99	660
	Other Supporting Staff 其他	-	-	-	-	-	-	46	46
	<b>Total 總計</b>	<b>510</b>	<b>97</b>	<b>177</b>	<b>202</b>	<b>543</b>	<b>14</b>	<b>267</b>	<b>1 810</b>
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期 貨交易公司及銀 行及金融業內的 法定機構	Managerial Level 經理級	-	-	-	-	-	-	942	942
	Supervisory/Officer Level 主管/主任級	-	-	-	-	-	-	948	948
	Clerical Level 文員級	-	-	-	-	-	-	362	362
	Other Supporting Staff 其他	-	-	-	-	-	-	1 008	1 008
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3 260</b>	<b>3 260</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經 紀/ 交易商	Managerial Level 經理級	183	60	-	8	-	-	8	259
	Supervisory/Officer Level 主管/主任級	327	8	208	31	251	8	23	856
	Clerical Level 文員級	27	72	47	53	944	180	90	1 413
	Other Supporting Staff 其他	-	-	-	-	-	-	18	18
	<b>Total 總計</b>	<b>537</b>	<b>140</b>	<b>255</b>	<b>92</b>	<b>1 195</b>	<b>188</b>	<b>139</b>	<b>2 546</b>
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	Managerial Level 經理級	2 976	836	10	40	-	-	329	4 191
	Supervisory/Officer Level 主管/主任級	2 426	1 578	545	20	90	-	466	5 125
	Clerical Level 文員級	431	1 124	313	303	694	-	573	3 438
	Other Supporting Staff 其他	-	-	-	-	-	-	458	458
	<b>Total 總計</b>	<b>5 833</b>	<b>3 538</b>	<b>868</b>	<b>363</b>	<b>784</b>	<b>0</b>	<b>1 826</b>	<b>13 212</b>
Other Financial Companies 其他金融有關的 公司	Managerial Level 經理級	2 273	120	6	-	-	-	1 119	3 518
	Supervisory/Officer Level 主管/主任級	4 254	548	147	102	314	-	2 225	7 590
	Clerical Level 文員級	432	297	83	741	967	-	125	2 645
	Other Supporting Staff 其他	-	-	-	-	-	-	966	966
	<b>Total 總計</b>	<b>6 959</b>	<b>965</b>	<b>236</b>	<b>843</b>	<b>1 281</b>	<b>0</b>	<b>4 435</b>	<b>14 719</b>
<b>All Branches 全部門類</b>	Managerial Level 經理級	<b>25 434</b>	<b>4 117</b>	<b>700</b>	<b>629</b>	<b>150</b>	<b>-</b>	<b>4 275</b>	<b>35 305</b>
	Supervisory/Officer Level 主管/主任級	<b>25 392</b>	<b>4 240</b>	<b>11 884</b>	<b>4 826</b>	<b>3 150</b>	<b>8</b>	<b>6 619</b>	<b>56 119</b>
	Clerical Level 文員級	<b>1 318</b>	<b>1 882</b>	<b>1 427</b>	<b>5 349</b>	<b>27 856</b>	<b>234</b>	<b>6 621</b>	<b>44 687</b>
	Other Supporting Staff 其他	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9 672</b>	<b>9 672</b>
	<b>Total 總計</b>	<b>52 144</b>	<b>10 239</b>	<b>14 011</b>	<b>10 804</b>	<b>31 156</b>	<b>242</b>	<b>27 187</b>	<b>145 783</b>

\* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".



Table 3 : Employees' Minimum Requirement on Year(s)  
of Experience in the Industry  
(Banking and Finance Industry)

表 3 : 僱員在此行業的基本年資要求  
(銀行及金融業)

Job Title 職稱	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供資 料	Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
<b>MANAGERIAL LEVEL 經理級</b>								
Assistant to Chief Executive Officer/Director 行政總裁助理/董事助理	-	16	65	129	79	114	<b>403</b>	
Chief Executive Officer/ Chief Operating Officer/ Managing Director/General Manager 行政總裁/營運總監/常務董事/ 總經理	-	-	96	586	830	320	<b>1 832</b>	
Chief Representative 首席代表	-	-	4	20	31	7	<b>62</b>	
Manager – Administration 經理—行政	-	-	177	631	120	91	<b>1 019</b>	
Zone/District Manager 區域經理	-	-	140	178	19	20	<b>357</b>	
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	70	137	53	30	<b>290</b>	
Manager - Foreign Exchange/Money Market/ Interest Rate Products/ Debt Market 經理—外匯/拆放市場/利率產品 /債務市場	-	-	462	369	58	55	<b>944</b>	
Manager - Settlement 經理—結算	-	-	140	106	19	87	<b>352</b>	
Chief Investment Officer/Manager – Investment 總投資主任/經理—投資	-	-	43	361	275	422	<b>1 101</b>	
Portfolio Manager 投資組合經理	-	-	643	646	76	222	<b>1 587</b>	
Manager - Investment Services 經理—投資服務	-	-	108	821	98	229	<b>1 256</b>	
Manager - Securities, Futures and Commodities Trading 經理—證券、期貨及商品交易	-	52	423	571	69	207	<b>1 322</b>	
Manager – Branch 經理—分行	-	-	273	1 577	467	228	<b>2 545</b>	
Manager - Insurance Product s 經理—保險產品	-	-	40	30	49	19	<b>138</b>	
Manager - Mandatory Provident Fund 經理—強制性公積金	-	-	65	40	1	5	<b>111</b>	
Manager - Trade Finance Operations 經理—貿易融資運作	-	-	44	239	72	73	<b>428</b>	
Manager – Trust 經理—信託	-	-	51	8	1	117	<b>177</b>	
Manager – Phone Banking/Call Centre 經理—電話理財/電話服務中心	-	-	9	50	3	2	<b>64</b>	
Manager – Credit 經理—信貸	15	-	335	774	133	189	<b>1 446</b>	
Manager - Credit Card 經理—信用卡	-	-	146	19	30	-	<b>195</b>	
Manager - Financial Institutions/Correspondent Banking 經理—財務機構/國外同業部	-	-	79	98	-	8	<b>185</b>	
Head of Business / Managing Director 業務總監/董事總經理	-	-	90	320	204	417	<b>1 031</b>	

Job Title 職稱	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供資 料	Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>								
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理－企業銀行／商業銀行／ 客戶關係管理	-	-	268	1 234	65	222	<b>1 789</b>	
Manager - Marketing/Product Development 經理－市場推廣／產品開發	-	-	170	514	52	362	<b>1 098</b>	
Manager - Private Banking 經理－私人銀行	-	-	363	172	53	23	<b>611</b>	
Manager - Customer Relationship (Personal Banking / Securities) 經理－客戶關係 (個人銀行/證券)	-	-	285	892	37	89	<b>1 303</b>	
Chief Financial Officer/Financial Controller 總財務主任／財務監督	-	-	22	172	162	79	<b>435</b>	
Manager - Accounting 經理－會計	-	-	282	746	134	175	<b>1 337</b>	
Chief Information Officer/Chief Technology Officer/Manager - IT 總資訊主任／總科技主任／ 經理－資訊科技	-	-	161	606	85	893	<b>1 745</b>	
E-Commerce/E-Banking Manager 電子商貿/電子銀行經理	-	-	137	76	16	19	<b>248</b>	
Manager - Human Resources 經理－人力資源	-	-	679	308	81	115	<b>1 183</b>	
Manager - Training/Learning and Development 經理－培訓／學習及發展	-	-	158	72	17	27	<b>274</b>	
Risk Manager 風險經理	-	-	216	390	34	116	<b>756</b>	
Manager - Compliance 經理－合規	-	-	217	368	87	166	<b>838</b>	
Company Secretary 公司秘書	-	-	22	84	22	36	<b>164</b>	
Economist/ Manager - Economic Research 經濟研究員／經理－經濟研究	-	-	10	127	5	51	<b>193</b>	
Legal Adviser 法律顧問	-	-	37	155	39	86	<b>317</b>	
Manager - Corporate Communications/Public Relations 經理－企業傳訊／公共關係	-	-	50	133	36	45	<b>264</b>	
Manager - Internal Audit 經理－內部稽核	-	-	118	307	19	73	<b>517</b>	
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理－組織／質素保證 ／工效優化	-	-	143	128	-	90	<b>361</b>	
Manager - Property/Real Estate 經理－產業／房地產	-	-	60	53	-	7	<b>120</b>	
Other Manager 其他經理	-	-	2 126	1 132	279	1 370	<b>4 907</b>	
<b>Sub-total 小計</b>	<b>15</b>	<b>68</b>	<b>9 027</b>	<b>15 379</b>	<b>3 910</b>	<b>6 906</b>	<b>35 305</b>	
<b>SUPERVISORY/ OFFICER LEVEL 主管/主任級</b>								
Administration Officer 行政主任	8	611	683	71	18	294	1685	
Management Trainee 見習主任	89	110	43	1	-	447	690	
Representative 代表	-	-	48	36	6	154	244	

Job Title 職稱	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供資 料	Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級(續)								
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	-	184	686	154	70	297	<b>1 391</b>	
Remittances Officer 匯兌主任	8	198	206	53	182	127	<b>774</b>	
Settlement Officer 結算主任	-	224	404	60	8	80	<b>776</b>	
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表/個人財務顧問	-	1 748	1 015	222	124	807	<b>3 916</b>	
Investment Analyst 投資分析員	120	704	1 209	154	10	853	<b>3 050</b>	
Investment Officer 投資主任	20	407	695	167	-	315	<b>1 604</b>	
Account Executive / Sales Officer 客戶主任/營業主任	298	686	1 471	762	-	371	<b>3 588</b>	
Securities Settlement Officer 證券交收結算主任	-	468	339	99	10	546	<b>1 462</b>	
Insurance Products Officer 保險產品主任	-	19	84	-	-	79	<b>182</b>	
Mandatory Provident Fund Officer 強制性公積金主任	-	104	498	1	-	64	<b>667</b>	
Operations Officer 營運主任	-	714	3 366	1 407	17	652	<b>6 156</b>	
Sales Officer - Insurance Products 銷售主任—保險產品	-	2	16	42	-	51	<b>111</b>	
Trade Finance Operations Officer 貿易融資營運主任	-	113	614	79	173	135	<b>1 114</b>	
Trust Officer 信託主任	-	23	7	4	-	127	<b>161</b>	
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表—電話理財/電話服務 中心	-	217	84	42	-	146	<b>489</b>	
Moderator 調解員	-	1	-	-	-	-	<b>1</b>	
Credit Analyst 信貸分析員	-	140	339	129	10	109	<b>727</b>	
Credit Card Officer 信用卡主任	-	334	208	57	-	17	<b>616</b>	
Credit Information Officer 信貸資料主任	-	141	34	12	-	47	<b>234</b>	
Credit/Loan Officer 信貸/放款主任	23	555	1 327	122	8	453	<b>2 488</b>	
Hire Purchase/Leasing Officer 分期付款/租賃主任	-	63	124	7	-	182	<b>376</b>	
Business Development Officer 業務發展主任	-	493	336	276	-	906	<b>2 011</b>	
Relationship Officer - Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任—企業銀行/ 商業銀行/客戶關係管理	-	237	1 904	69	-	254	<b>2 464</b>	
Telemarketing Officer 電話市場推廣主任	38	162	208	2	4	86	<b>500</b>	
Relationship Officer - Private Banking 客戶關係主任—私人銀行	-	45	34	105	-	31	<b>215</b>	
Customer Services Officer - Personal Banking / Securities 客戶服務主任—個人銀行/證券	-	94	1 272	6	-	554	<b>1 926</b>	
Accounting Officer 會計主任	-	255	850	359	2	568	<b>2 034</b>	

Job Title 職稱	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供資 料	Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
<b>SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級 (續)</b>								
Computer Operations Officer 電腦運作主任	-	125	492	50	16	198	<b>881</b>	
IT Audit Officer 資訊科技稽核主任	2	434	25	22	-	22	<b>505</b>	
Programmer/Technology Officer 程式員/科技主任	12	168	1 187	97	-	286	<b>1 750</b>	
System Analyst 系統分析員	14	270	229	117	249	437	<b>1 316</b>	
Human Resources Officer 人力資源主任	-	68	385	124	16	165	<b>758</b>	
Training Officer/Instructor 訓練主任/導師	-	11	103	4	-	20	<b>138</b>	
Compliance Officer 合規主任	-	78	347	108	-	223	<b>756</b>	
Internal Audit Officer 內部稽核主任	-	23	286	105	-	43	<b>457</b>	
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任—組織/生產力/質素/工效 優化	-	21	87	11	-	113	<b>232</b>	
Other Supervisor/Officer 其他主管/主任	-	3 418	1 705	264	15	2 272	<b>7 674</b>	
<b>Sub-total 小計</b>	<b>632</b>	<b>13 668</b>	<b>22 950</b>	<b>5 400</b>	<b>938</b>	<b>12 531</b>	<b>56 119</b>	
<b>CLERICAL LEVEL 文員級</b>								
Clerk 文員	2 220	6 378	1 137	23	-	2 178	<b>11 936</b>	
Securities and Futures Assistant 證券及期貨助理	1 059	2 393	211	240	-	2 179	<b>6 082</b>	
Cashier 出納員	134	760	11	12	-	70	<b>987</b>	
Receptionist / Greeter 接待員/電話操作員	349	324	30	16	-	197	<b>916</b>	
Trade Finance Operations Checker 貿易融資運作核對員	212	584	86	60	-	77	<b>1 019</b>	
Teller 櫃檯員	3 551	4 768	229	-	-	2 022	<b>10 570</b>	
Telemarketing Representative 電話市場推廣代表	615	210	202	15	-	102	<b>1 144</b>	
Accounting Clerk 會計文員	606	1463	346	35	-	313	<b>2 763</b>	
Computer Operator 電腦操作員	379	754	110	20	-	199	<b>1 462</b>	
Other Clerk 其他文員	1 272	3 628	372	2	13	2 521	<b>7 808</b>	
<b>Sub-total 小計</b>	<b>10 397</b>	<b>21 262</b>	<b>2 734</b>	<b>423</b>	<b>13</b>	<b>9 858</b>	<b>44 687</b>	
<b>OTHERS 其他</b>								
OTHER SUPPORTING STAFF 其他 輔助員工	-	-	-	-	-	9 672	<b>9 672</b>	
<b>Sub-total 小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9 672</b>	<b>9 672</b>	
<b>Total 總計</b>	<b>11 044</b>	<b>34 998</b>	<b>34 711</b>	<b>21 202</b>	<b>4 861</b>	<b>38 967</b>	<b>145 783</b>	

\* As the minimum requirement on year(s) of experience in the industry of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 3.1 : Employees' Minimum Requirement on Year(s)  
of Experience in the Industry  
(Banking and Finance Industry – By Branch)

表 3.1 : 僱員在此行業的基本年資要求  
(銀行及金融業 – 按門類劃分)

Branch 門類	Job Level 職級	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供 資料	Total 總計
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有 限制牌照銀行 及外國銀行本 港代表辦事處	Managerial Level 經理級	-	1	7 810	9 973	1 858	2 867	<b>22 509</b>	
	Supervisory/Officer Level 主管/主任級	43	10 898	14 279	4 083	433	5 818	<b>35 554</b>	
	Clerical Level 文員級	7 682	15 224	1 109	105	-	5 629	<b>29 749</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	6 571	<b>6 571</b>	
	<b>Total 總計</b>	<b>7 725</b>	<b>26 123</b>	<b>23 198</b>	<b>14 161</b>	<b>2 291</b>	<b>20 885</b>	<b>94 383</b>	
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	-	-	37	188	22	12	<b>259</b>	
	Supervisory/Officer Level 主管/主任級	-	230	193	23	-	-	<b>446</b>	
	Clerical Level 文員級	174	214	44	10	-	-	<b>442</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	26	<b>26</b>	
	<b>Total 總計</b>	<b>174</b>	<b>444</b>	<b>274</b>	<b>221</b>	<b>22</b>	<b>38</b>	<b>1173</b>	
Investment and Holding Companies 投資及控股公 司	Managerial Level 經理級	-	15	31	507	356	22	<b>931</b>	
	Supervisory/Officer Level 主管/主任級	-	-	342	198	15	72	<b>627</b>	
	Clerical Level 文員級	45	442	151	14	-	40	<b>692</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	96	<b>96</b>	
	<b>Total 總計</b>	<b>45</b>	<b>457</b>	<b>524</b>	<b>719</b>	<b>371</b>	<b>230</b>	<b>2346</b>	
Personal Loans and Related Companies 私人貸款及有 關公司	Managerial Level 經理級	15	-	158	413	92	217	<b>895</b>	
	Supervisory/Officer Level 主管/主任級	29	287	528	54	-	351	<b>1 249</b>	
	Clerical Level 文員級	310	581	283	14	-	298	<b>1 486</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	214	<b>214</b>	
	<b>Total 總計</b>	<b>354</b>	<b>868</b>	<b>969</b>	<b>481</b>	<b>92</b>	<b>1 080</b>	<b>3 844</b>	

Branch 門類	Job Level 職級	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供 資料	Total 總計
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	-	-	231	691	278	260	<b>1 460</b>	
	Supervisory/Officer Level 主管/主任級	136	429	1 570	194	29	603	<b>2 961</b>	
	Clerical Level 文員級	719	1 296	130	-	13	1 642	<b>3 800</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	269	<b>269</b>	
	<b>Total 總計</b>	<b>855</b>	<b>1 725</b>	<b>1 931</b>	<b>885</b>	<b>320</b>	<b>2 774</b>	<b>8 490</b>	
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金 融期貨)及貴 金屬經紀/ 交易商	Managerial Level 經理級	-	52	106	128	14	41	<b>341</b>	
	Supervisory/Officer Level 主管/主任級	172	217	273	6	-	95	<b>763</b>	
	Clerical Level 文員級	226	289	30	-	-	115	<b>660</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	46	<b>46</b>	
	<b>Total 總計</b>	<b>398</b>	<b>558</b>	<b>409</b>	<b>134</b>	<b>14</b>	<b>297</b>	<b>1 810</b>	
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及 期貨交易公司 及銀行及金融 業內的法定機 構	Managerial Level 經理級	-	-	-	-	-	942	<b>942</b>	
	Supervisory/Officer Level 主管/主任級	-	-	-	-	-	948	<b>948</b>	
	Clerical Level 文員級	-	-	-	-	-	362	<b>362</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	1 008	<b>1 008</b>	
	<b>Total 總計</b>	-	-	-	-	-	<b>3 260</b>	<b>3 260</b>	
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯 經紀/ 交易商	Managerial Level 經理級	-	-	95	138	18	8	<b>259</b>	
	Supervisory/Officer Level 主管/主任級	48	108	504	23	-	173	<b>856</b>	
	Clerical Level 文員級	453	728	134	8	-	90	<b>1 413</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	18	<b>18</b>	
	<b>Total 總計</b>	<b>501</b>	<b>836</b>	<b>733</b>	<b>169</b>	<b>18</b>	<b>289</b>	<b>2 546</b>	
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	Managerial Level 經理級	-	-	311	1 840	726	1 314	<b>4 191</b>	
	Supervisory/Officer Level 主管/主任級	204	616	1 824	443	50	1 988	<b>5 125</b>	
	Clerical Level 文員級	391	1 172	380	4	-	1 491	<b>3 438</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	458	<b>458</b>	
	<b>Total 總計</b>	<b>595</b>	<b>1 788</b>	<b>2 515</b>	<b>2 287</b>	<b>776</b>	<b>5 251</b>	<b>13 212</b>	

Branch 門類	Job Level 職級	Number of Employees 僱員人數						Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供 資料	Total 總計
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年			
Other Financial Companies 其他金融有關 的公司	Managerial Level 經理級	-	-	248	1 501	546	1 223	<b>3 518</b>	
	Supervisory/Officer Level 主管/主任級	-	883	3 437	376	411	2 483	<b>7 590</b>	
	Clerical Level 文員級	397	1 316	473	268	-	191	<b>2 645</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	966	<b>966</b>	
	<b>Total 總計</b>	<b>397</b>	<b>2 199</b>	<b>4 158</b>	<b>2 145</b>	<b>957</b>	<b>4 863</b>	<b>14 719</b>	
All Branches 全部門類	Managerial Level 經理級	<b>15</b>	<b>68</b>	<b>9 027</b>	<b>15 379</b>	<b>3 910</b>	<b>6 906</b>	<b>35 305</b>	
	Supervisory/Officer Level 主管/主任級	<b>632</b>	<b>13 668</b>	<b>22 950</b>	<b>5 400</b>	<b>938</b>	<b>12 531</b>	<b>56 119</b>	
	Clerical Level 文員級	<b>10 397</b>	<b>21 262</b>	<b>2 734</b>	<b>423</b>	<b>13</b>	<b>9 858</b>	<b>44 687</b>	
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	<b>9 672</b>	<b>9 672</b>	
	<b>Total 總計</b>	<b>11 044</b>	<b>34 998</b>	<b>34 711</b>	<b>21 202</b>	<b>4 861</b>	<b>38 967</b>	<b>145 783</b>	

\* As the minimum requirement on year(s) of experience in the industry of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 4 : Average Monthly Income Range of Employees  
(Banking and Finance Industry)

表 4 : 僱員平均每月收入的幅度  
(銀行及金融業)

Job Title 職稱	Number of Employees 僱員人數										Total 總計
	Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
<b>MANAGERIAL LEVEL 經理級</b>											
Assistant to Chief Executive Officer/Director 行政總裁助理/ 董事助理	-	-	4	54	25	49	25	5	42	199	<b>403</b>
Chief Executive Officer/Chief Operating Officer/ Managing Director/ General Manager 行政總裁/營運總監/ 常務董事/總經理	-	-	18	62	130	101	169	188	563	601	<b>1 832</b>
Chief Representative 首席代表	-	-	-	2	1	14	3	4	18	20	<b>62</b>
Manager - Administration 經理—行政	-	-	3	319	112	217	80	80	4	204	<b>1 019</b>
Zone/District Manager 區域經理	-	-	-	-	1	142	152	18	8	36	<b>357</b>
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	-	-	5	17	11	70	130	57	<b>290</b>
Manager - Foreign Exchange/Money Market/ Interest Rate Products/Debt Market 經理—外匯/拆放市場/ 利率產品/債務市場	-	-	1	115	44	181	51	151	278	123	<b>944</b>
Manager - Settlement 經理—結算	-	-	-	25	106	81	10	33	5	92	<b>352</b>
Chief Investment Officer/Manager - Investment 總投資主任/經理—投資	-	-	-	14	69	42	118	17	162	679	<b>1 101</b>
Portfolio Manager 投資組合經理	-	-	-	26	-	50	158	674	76	603	<b>1 587</b>
Manager - Investment Services 經理—投資服務	-	-	19	47	157	209	108	17	130	569	<b>1 256</b>
Manager - Securities, Futures and Commodities Trading 經理—證券、期貨及商品交易	-	-	7	212	163	327	62	9	23	519	<b>1 322</b>
Manager - Branch 經理—分行	-	-	5	37	1342	691	84	2	7	377	<b>2 545</b>
Manager - Insurance Products 經理—保險產品	-	-	-	1	72	19	33	-	-	13	<b>138</b>
Manager - Mandatory Provident Fund 經理—強制性公積金	-	-	-	-	69	1	-	2	-	39	<b>111</b>
Manager - Trade Finance Operations 經理—貿易融資運作	-	-	-	3	109	169	13	-	8	126	<b>428</b>



Job Title 職稱	Number of Employees 僱員人數										Total 總計
	Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>											
Manager – Trust 經理—信託	-	-	-	9	1	58	35	7	1	66	<b>177</b>
Manager – Phone Banking/Call Centre 經理—電話理財/ 電話服務中心	-	-	-	-	10	10	3	-	-	41	<b>64</b>
Manager – Credit 經理—信貸	-	-	7	220	603	207	47	63	11	288	<b>1 446</b>
Manager - Credit Card 經理—信用卡	-	-	-	1	107	18	8	-	61	-	<b>195</b>
Manager - Financial Institutions/ Correspondent Banking 經理—財務機構/ 國外同業部	-	-	-	10	5	46	2	36	2	84	<b>185</b>
Head of Business / Managing Director 業務總監/董事總經理	-	-	1	38	53	134	77	50	189	489	<b>1 031</b>
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理—企業銀行/ 商業銀行/ 客戶關係管理	-	-	-	29	817	642	54	101	38	108	<b>1 789</b>
Manager - Marketing/Product Development 經理—市場推廣/ 產品開發	-	-	1	17	215	265	211	1	6	382	<b>1 098</b>
Manager - Private Banking 經理—私人銀行	-	-	-	48	1	24	235	162	112	29	<b>611</b>
Manager – Customer Relationship (Personal Banking / Securities) 經理—客戶關係 (個人銀行/證券)	-	-	3	821	110	109	8	-	219	33	<b>1 303</b>
Chief Financial Officer/Financial Controller 總財務主任/財務監督	-	-	-	12	12	52	97	13	110	139	<b>435</b>
Manager – Accounting 經理—會計	-	-	18	65	432	342	84	64	2	330	<b>1 337</b>
Chief Information Officer/Chief Technology Officer/Manager – IT 總資訊主任/ 總科技主任/ 經理—資訊科技	-	-	2	39	162	355	180	63	7	937	<b>1 745</b>
E-Commerce/E-Banking Manager 電子商貿/ 電子銀行經理	-	-	-	1	95	23	13	-	49	67	<b>248</b>
Manager - Human Resources 經理—人力資源	-	-	1	44	94	141	65	42	558	238	<b>1 183</b>
Manager - Training/Learning and Development 經理—培訓/ 學習及發展	-	-	-	16	23	67	1	11	129	27	<b>274</b>

Job Title 職稱	Number of Employees 僱員人數										Total 總計
	Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>											
Risk Manager 風險經理	-	-	1	1	66	432	27	57	60	112	<b>756</b>
Manager - Compliance 經理—合規	-	-	-	45	58	352	79	13	96	195	<b>838</b>
Company Secretary 公司秘書	-	-	-	4	17	54	14	10	16	49	<b>164</b>
Economist/Manager - Economic Research 經濟研究員/ 經理—經濟研究	-	-	-	1	11	52	6	5	32	86	<b>193</b>
Legal Adviser 法律顧問	-	-	-	-	-	44	28	25	72	148	<b>317</b>
Manager - Corporate Communications/Public Relations 經理—企業傳訊/ 公共關係	-	-	-	26	12	50	41	22	24	89	<b>264</b>
Manager - Internal Audit 經理—內部稽核	-	-	-	4	72	219	44	48	2	128	<b>517</b>
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re- Engineering 商業分析員/經理— 組織/質素保證/ 工效優化	-	-	-	20	18	171	4	55	-	93	<b>361</b>
Manager - Property/ Real Estate 經理—產業/ 房地產	-	-	-	33	52	4	6	13	11	1	<b>120</b>
Other Manager 其他經理	-	-	-	41	11	1 614	339	20	1 325	1 557	<b>4 907</b>
<b>Sub-total 小計</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>2 462</b>	<b>5 462</b>	<b>7 795</b>	<b>2 785</b>	<b>2 151</b>	<b>4 586</b>	<b>9 973</b>	<b>35 305</b>
<b>SUPERVISORY/ OFFICER LEVEL 主管/主任級</b>											
Administration Officer 行政主任	-	-	830	400	60	37	34	-	-	324	<b>1 685</b>
Management Trainee 見習主任	-	-	247	89	17	-	-	-	-	337	<b>690</b>
Representative 代表	-	-	4	4	37	30	-	1	2	166	<b>244</b>
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	-	-	103	397	100	195	86	46	-	464	<b>1391</b>
Remittances Officer 匯兌主任	-	23	112	156	9	-	-	-	-	474	<b>774</b>
Settlement Officer 結算主任	-	-	235	205	157	-	30	-	-	149	<b>776</b>
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表/ 個人財務顧問	-	-	179	820	764	1 036	10	4	-	1 103	<b>3 916</b>
Investment Analyst 投資分析員	-	-	108	287	587	93	1	31	120	1 823	<b>3 050</b>
Investment Officer 投資主任	-	-	181	412	78	134	1	-	-	798	<b>1 604</b>
Account Executive / Sales Officer 客戶主任/營業主任	-	70	944	925	159	70	98	-	-	1 322	<b>3 588</b>
Securities Settlement Officer 證券交收結算主任	-	-	368	348	112	26	-	1	8	599	<b>1 462</b>

Job Title 職稱	Number of Employees 僱員人數										Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
	Below \$6,000 以下	\$6,000 -\$10,000	\$10,001 -\$20,000	\$20,001 -\$30,000	\$30,001 -\$40,000	\$40,001 -\$60,000	\$60,001 -\$80,000	\$80,001 -\$100,000	Above \$100,000 以上			
<b>SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級 (續)</b>												
Insurance Products Officer 保險產品主任	-	-	33	112	7	6	-	-	-	24	<b>182</b>	
Mandatory Provident Fund Officer 強制性公積金主任	-	-	105	69	-	-	-	-	-	493	<b>667</b>	
Operations Officer 營運主任	-	1	704	4 730	18	5	9	-	-	689	<b>6 156</b>	
Sales Officer - Insurance Products 銷售主任—保險產品	-	-	43	66	-	-	-	-	-	2	<b>111</b>	
Trade Finance Operations Officer 貿易融資營運主任	-	-	196	651	113	-	-	-	-	154	<b>1 114</b>	
Trust Officer 信託主任	-	-	33	79	1	-	-	-	-	48	<b>161</b>	
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表—電話理財/電話服務中心	-	-	398	40	37	-	-	-	-	14	<b>489</b>	
Moderator 調解員	-	-	-	-	1	-	-	-	-	-	<b>1</b>	
Credit Analyst 信貸分析員	-	-	140	182	72	1	1	-	-	331	<b>727</b>	
Credit Card Officer 信用卡主任	-	-	182	81	91	107	-	-	-	155	<b>616</b>	
Credit Information Officer 信貸資料主任	-	-	11	38	2	7	2	-	-	174	<b>234</b>	
Credit/Loan Officer 信貸/放款主任	-	-	1172	492	193	-	-	-	-	631	<b>2488</b>	
Hire Purchase/Leasing Officer 分期付款/租賃主任	-	-	212	36	20	-	-	-	-	108	<b>376</b>	
Business Development Officer 業務發展主任	-	-	406	301	70	48	8	1	6	1 171	<b>2 011</b>	
Relationship Officer - Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任—企業銀行/商業銀行/客戶關係管理	-	-	1 188	610	123	54	-	-	-	489	<b>2 464</b>	
Telemarketing Officer 電話市場推廣主任	-	-	140	148	23	-	-	-	-	189	<b>500</b>	
Relationship Officer - Private Banking 客戶關係主任—私人銀行	-	-	3	44	31	137	-	-	-	-	<b>215</b>	
Customer Services Officer - Personal Banking / Securities 客戶服務主任—個人銀行/證券	-	-	1 074	732	6	-	61	-	-	53	<b>1 926</b>	
Accounting Officer 會計主任	-	-	593	696	126	28	4	-	-	587	<b>2 034</b>	
Computer Operations Officer 電腦運作主任	-	1	47	167	200	16	-	15	-	435	<b>881</b>	
IT Audit Officer 資訊科技稽核主任	-	-	30	2	21	437	-	-	-	15	<b>505</b>	

Job Title 職稱	Number of Employees 僱員人數										Total 總計
	Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
<b>SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級 (續)</b>											
Programmer/Technology Officer 程式員/科技主任	-	-	73	550	567	7	1	8	-	544	<b>1 750</b>
System Analyst 系統分析員	-	-	58	135	123	477	-	-	-	523	<b>1 316</b>
Human Resources Officer 人力資源主任	-	3	132	302	41	1	-	-	-	279	<b>758</b>
Training Officer/Instructor 訓練主任/導師	-	-	29	29	20	-	-	-	-	60	<b>138</b>
Compliance Officer 合規主任	-	-	76	243	21	61	2	-	1	352	<b>756</b>
Internal Audit Officer 內部稽核主任	-	-	54	151	98	15	15	-	-	124	<b>457</b>
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任—組織/生產力/ 質素/工效優化	-	-	33	70	13	4	-	-	-	112	<b>232</b>
Other Supervisor/Officer 其他主管/主任	-	-	161	3683	161	68	1 592	-	-	2 009	<b>7 674</b>
<b>Sub-total 小計</b>	<b>0</b>	<b>98</b>	<b>10 637</b>	<b>18 482</b>	<b>4 279</b>	<b>3 100</b>	<b>1 955</b>	<b>107</b>	<b>137</b>	<b>17 324</b>	<b>56 119</b>
<b>CLERICAL LEVEL 文員級</b>											
Clerk 文員	-	1997	6368	73	78	-	-	-	-	3420	<b>11 936</b>
Securities and Futures Assistant 證券及期貨助理	-	649	2 942	24	-	-	4	-	8	2 455	<b>6 082</b>
Cashier 出納員	-	2	184	553	35	-	-	-	-	213	<b>987</b>
Receptionist / Greeter 接待員/電話操作員	50	76	338	132	-	-	-	-	-	320	<b>916</b>
Trade Finance Operations Checker 貿易融資運作核對員	-	-	494	-	178	-	-	-	-	347	<b>1 019</b>
Teller 櫃檯員	-	16	8 575	-	3	-	-	-	-	1 976	<b>10 570</b>
Telemarketing Representative 電話市場推廣代表	-	15	597	36	-	-	-	-	-	496	<b>1 144</b>
Accounting Clerk 會計文員	-	113	1 176	295	5	-	-	-	8	1 166	<b>2 763</b>
Computer Operator 電腦操作員	-	41	867	7	1	-	-	-	-	546	<b>1 462</b>
Other Clerk 其他文員	-	223	4 812	38	101	-	-	-	-	2 634	<b>7 808</b>
<b>Sub-total 小計</b>	<b>50</b>	<b>3 132</b>	<b>26 353</b>	<b>1 158</b>	<b>401</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>16</b>	<b>13 573</b>	<b>44 687</b>
<b>OTHERS 其他</b>											
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	9 672	<b>9 672</b>
<b>Sub-total 小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9 672</b>	<b>9 672</b>
<b>Total 總計</b>	<b>50</b>	<b>3 230</b>	<b>3 7081</b>	<b>22 102</b>	<b>10 142</b>	<b>10 895</b>	<b>4 744</b>	<b>2 258</b>	<b>4 739</b>	<b>50 542</b>	<b>145 783</b>

\* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 4.1 : Average Monthly Income Range of Employees  
(Banking and Finance Industry – By Branch)

表 4.1 : 僱員平均每月收入的幅度  
(銀行及金融業 – 按門類劃分)

Branch 門類	Job Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$6,000 以下	\$6,000 -\$10,000	\$10,001 -\$20,000	\$20,001 -\$30,000	\$30,001 -\$40,000	\$40,001 -\$60,000	\$60,001 -\$80,000	\$80,001 -\$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資 料	
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、 有限牌照 銀行及外國 銀行本港代 表辦事處	Managerial Level 經理級	-	-	11	1 312	4 457	6 407	1 654	1 713	3 514	3 441	<b>22 509</b>
	Supervisory /Officer Level 主管/主任 級	-	-	7 531	15 150	3 428	2 039	1 660	15	2	5 729	<b>35 554</b>
	Clerical Level 文員級	-	986	20 263	993	304	-	-	-	-	7 203	<b>29 749</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	6 571	<b>6 571</b>
	<b>Total 總計</b>	<b>0</b>	<b>986</b>	<b>27 805</b>	<b>17 455</b>	<b>8 189</b>	<b>8 446</b>	<b>3 314</b>	<b>1 728</b>	<b>3 516</b>	<b>22 944</b>	<b>94 383</b>
Deposit- taking Companies 接受存款公 司	Managerial Level 經理級	-	-	2	15	47	48	17	3	2	125	<b>259</b>
	Supervisory /Officer Level 主管/主任 級	-	1	213	90	22	-	-	-	-	120	<b>446</b>
	Clerical Level 文員級	-	3	236	5	-	-	-	-	-	198	<b>442</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	26	<b>26</b>
	<b>Total 總計</b>	<b>0</b>	<b>4</b>	<b>451</b>	<b>110</b>	<b>69</b>	<b>48</b>	<b>17</b>	<b>3</b>	<b>2</b>	<b>469</b>	<b>1 173</b>
Investment and Holding Companies 投資及控股 公司	Managerial Level 經理級	-	-	-	29	125	221	122	50	194	190	<b>931</b>
	Supervisory /Officer Level 主管/主任 級	-	-	81	284	67	104	3	1	1	86	<b>627</b>
	Clerical Level 文員級	-	49	348	23	4	-	4	-	-	264	<b>692</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	96	<b>96</b>
	<b>Total 總計</b>	<b>0</b>	<b>49</b>	<b>429</b>	<b>336</b>	<b>196</b>	<b>325</b>	<b>129</b>	<b>51</b>	<b>195</b>	<b>636</b>	<b>2 346</b>

Branch 門類	Job Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$6,000 以下	\$6,000 -\$10,000	\$10,001 -\$20,000	\$20,001 -\$30,000	\$30,001 -\$40,000	\$40,001 -\$60,000	\$60,001 -\$80,000	\$80,001 -\$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	-	-	15	198	143	34	4	38	12	451	<b>895</b>
	Supervisory /Officer Level 主管/主任級	-	-	541	150	28	-	-	-	-	530	<b>1 249</b>
	Clerical Level 文員級	-	314	731	36	-	-	-	-	-	405	<b>1 486</b>
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	214	<b>214</b>
	<b>Total 總計</b>	<b>0</b>	<b>314</b>	<b>1 287</b>	<b>384</b>	<b>171</b>	<b>34</b>	<b>4</b>	<b>38</b>	<b>12</b>	<b>1 600</b>	<b>3 844</b>
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	-	-	6	289	183	192	92	52	170	476	<b>1 460</b>
	Supervisory /Officer Level 主管/主任級	-	19	700	518	108	253	102	15	14	1 232	<b>2 961</b>
	Clerical Level 文員級	50	834	1 154	17	-	-	-	-	16	1 729	<b>3 800</b>
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	269	<b>269</b>
	<b>Total 總計</b>	<b>50</b>	<b>853</b>	<b>1 860</b>	<b>824</b>	<b>291</b>	<b>445</b>	<b>194</b>	<b>67</b>	<b>200</b>	<b>3 706</b>	<b>8 490</b>
Commodity Futures (including Financial Futures) and Precious Metals Brokers/Dealers 期貨(包括金融期貨)及貴金屬經紀/交易商	Managerial Level 經理級	-	-	22	82	40	31	10	4	1	151	<b>341</b>
	Supervisory /Officer Level 主管/主任級	-	55	261	90	7	23	-	12	-	315	<b>763</b>
	Clerical Level 文員級	-	106	379	8	-	-	-	-	-	167	<b>660</b>
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	46	<b>46</b>
	<b>Total 總計</b>	<b>0</b>	<b>161</b>	<b>662</b>	<b>180</b>	<b>47</b>	<b>54</b>	<b>10</b>	<b>16</b>	<b>1</b>	<b>679</b>	<b>1 810</b>

Branch 門類	Job Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$6,000 以下	\$6,000 -\$10,000	\$10,001 -\$20,000	\$20,001 -\$30,000	\$30,001 -\$40,000	\$40,001 -\$60,000	\$60,001 -\$80,000	\$80,001 -\$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金 及期貨交易 公司及銀行 及金融業內 的法定機構	Managerial Level 經理級	-	-	-	-	-	-	-	-	-	942	<b>942</b>
	Supervisory /Officer Level 主管/主任 級	-	-	-	-	-	-	-	-	-	948	<b>948</b>
	Clerical Level 文員級	-	-	-	-	-	-	-	-	-	362	<b>362</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	1 008	<b>1 008</b>
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3 260</b>	<b>3 260</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外 匯經紀/ 交易商	Managerial Level 經理級	-	-	-	78	10	60	9	48	14	40	<b>259</b>
	Supervisory /Officer Level 主管/主任 級	-	23	251	204	60	28	-	-	-	290	<b>856</b>
	Clerical Level 文員級	-	533	572	46	-	-	-	-	-	262	<b>1 413</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	18	<b>18</b>
	<b>Total 總計</b>	<b>0</b>	<b>556</b>	<b>823</b>	<b>328</b>	<b>70</b>	<b>88</b>	<b>9</b>	<b>48</b>	<b>14</b>	<b>610</b>	<b>2 546</b>
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公 司	Managerial Level 經理級	-	-	35	361	389	463	569	130	527	1 717	<b>4 191</b>
	Supervisory /Officer Level 主管/主任 級	-	-	680	1 069	155	319	102	64	120	2 616	<b>5 125</b>
	Clerical Level 文員級	-	89	1 720	20	-	-	-	-	-	1 609	<b>3 438</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	458	<b>458</b>
	<b>Total 總計</b>	<b>0</b>	<b>89</b>	<b>2 435</b>	<b>1 450</b>	<b>544</b>	<b>782</b>	<b>671</b>	<b>194</b>	<b>647</b>	<b>6 400</b>	<b>13 212</b>

Branch 門類	Job Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$6,000 以下	\$6,000 -\$10,000	\$10,001 -\$20,000	\$20,001 -\$30,000	\$30,001 -\$40,000	\$40,001 -\$60,000	\$60,001 -\$80,000	\$80,001 -\$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資 料	
Other Financial Companies 其他金融有 關的公司	Managerial Level 經理級	-	-	-	98	68	339	308	113	152	2 440	<b>3 518</b>
	Supervisory /Officer Level 主管/主任 級	-	-	379	927	404	334	88	-	-	5 458	<b>7 590</b>
	Clerical Level 文員級	-	218	950	10	93	-	-	-	-	1 374	<b>2 645</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	966	<b>966</b>
	<b>Total 總計</b>	<b>0</b>	<b>218</b>	<b>1 329</b>	<b>1 035</b>	<b>565</b>	<b>673</b>	<b>396</b>	<b>113</b>	<b>152</b>	<b>10 238</b>	<b>14 719</b>
All Branches 全部門類	Managerial Level 經理級	-	-	<b>91</b>	<b>2 462</b>	<b>5 462</b>	<b>7 795</b>	<b>2 785</b>	<b>2 151</b>	<b>4 586</b>	<b>9973</b>	<b>35 305</b>
	Supervisory /Officer Level 主管/主任 級	-	<b>98</b>	<b>10 637</b>	<b>18 482</b>	<b>4 279</b>	<b>3 100</b>	<b>1 955</b>	<b>107</b>	<b>137</b>	<b>17 324</b>	<b>56 119</b>
	Clerical Level 文員級	<b>50</b>	<b>3 132</b>	<b>26 353</b>	<b>1 158</b>	<b>401</b>	-	<b>4</b>	-	<b>16</b>	<b>13 573</b>	<b>44 687</b>
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	<b>9 672</b>	<b>9 672</b>
	<b>Total 總計</b>	<b>50</b>	<b>3 230</b>	<b>37 081</b>	<b>22 102</b>	<b>10 142</b>	<b>10 895</b>	<b>4 744</b>	<b>2 258</b>	<b>4 739</b>	<b>50 542</b>	<b>145 783</b>

\* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".



Table 5 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Banking and Finance Industry)

表 5 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (銀行及金融業)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	707	1 874	2 377	4 958
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	1	2	4	7
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	112	291	545	948
(d)	Emigration 移民	23	31	15	69
(e)	Repatriation 回國	62	26	4	92
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	4	18	-	22
	(ii) To other countries 往其他國家	8	2	6	16
(g)	Retirement 退休	110	91	162	363
(h)	Further studies 繼續進修	2	94	259	355
(i)	Other reasons 其他原因	407	1 213	1 255	2 875
(j)	Reasons unknown 原因不詳	183	719	813	1 715
	<b>Sub-total 小計</b>	<b>1 619</b>	<b>4 361</b>	<b>5 440</b>	<b>11 420</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	176	258	136	570
(b)	Company re-structured/closed 公司改組/結業	42	128	3	173
(c)	Expiry of employment contract 僱傭合約期滿	20	192	280	492
(d)	Poor performance 工作表現欠佳	82	208	258	548
(e)	Other reasons 其他原因	39	117	57	213
(f)	Reasons unknown 原因不詳	-	-	-	-
<b>Sub-total 小計</b>		<b>359</b>	<b>903</b>	<b>734</b>	<b>1 996</b>
<b>Total 總計</b>		<b>1 978</b>	<b>5 264</b>	<b>6 174</b>	<b>13 416</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	1 617	2 821	2 897	7 335
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	18	39	202	259
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	84	331	893	1 308
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	5	463	210	678
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	2	35	68	105
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	40	118	158
(e)	Other sources 其他來源	220	654	1 694	2 568
(f)	Sources unspecified 來源未有說明	314	1 036	1 485	2 835
<b>Total 總計</b>		<b>2 260</b>	<b>5 419</b>	<b>7 567</b>	<b>15 246</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	1 800	4 802	6 827	13 429
(b)	The Mainland of China 中國內地	165	424	513	1 102
(c)	Other places 其他地方	295	189	227	711
(d)	Geographic origins unspecified 地域來源未有說明	-	4	-	4
<b>Total 總計</b>		<b>2 260</b>	<b>5 419</b>	<b>7 567</b>	<b>15 246</b>

Table 5.1 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
(Licensed Banks, Restricted Licence Banks  
and Local Representative Offices of Foreign Banks)

表 5.1 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
(持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	486	1 290	1 948	<b>3 724</b>
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	2	4	<b>6</b>
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	79	273	394	<b>746</b>
(d)	Emigration 移民	22	30	15	<b>67</b>
(e)	Repatriation 回國	42	16	2	<b>60</b>
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	1	18	-	<b>19</b>
	(ii) To other countries 往其他國家	1	2	6	<b>9</b>
(g)	Retirement 退休	108	90	132	<b>330</b>
(h)	Further studies 繼續進修	2	90	244	<b>336</b>
(i)	Other reasons 其他原因	381	1 154	1 112	<b>2 647</b>
(j)	Reasons unknown 原因不詳	140	610	502	<b>1 252</b>
	<b>Sub-total 小計</b>	<b>1 262</b>	<b>3 575</b>	<b>4 359</b>	<b>9 196</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	155	228	117	500
(b)	Company re-structured/closed 公司改組/結業	1	2	3	6
(c)	Expiry of employment contract 僱傭合約期滿	19	177	259	455
(d)	Poor performance 工作表現欠佳	62	179	216	457
(e)	Other reasons 其他原因	39	117	48	204
(f)	Reasons unknown 原因不詳	-	-	-	-
<b>Sub-total 小計</b>		276	703	643	1 622
<b>Total 總計</b>		<b>1 538</b>	<b>4 278</b>	<b>5 002</b>	<b>10 818</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	676	1 746	2 238	4 660
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/ 與保險業務有關的公司	17	38	194	249
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	41	221	689	951
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	1	399	121	521
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級 證書/證書或同等學歷)	0	9	46	55
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業 生或同等學歷/中五以下程度學生	0	24	97	121
(e)	Other sources 其他來源	185	626	1 557	2 368
(f)	Sources unspecified 來源未有說明	296	939	1 400	2 635
<b>Total 總計</b>		<b>1 216</b>	<b>4 002</b>	<b>6 342</b>	<b>11 560</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	1 058	3 710	5 655	10 423
(b)	The Mainland of China 中國內地	115	216	463	794
(c)	Other places 其他地方	43	76	224	343
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>1 216</b>	<b>4 002</b>	<b>6 342</b>	<b>11 560</b>

Table 5.2 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Deposit-taking Companies)

表 5.2 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (接受存款公司)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer/ 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	-	6	4	10
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	1	3	4
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	2	-	-	2
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	7	3	10
(j)	Reasons unknown 原因不詳	2	-	2	4
	<b>Sub-total 小計</b>	<b>4</b>	<b>14</b>	<b>12</b>	<b>30</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	1	1
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		-	-	1	1
<b>Total 總計</b>		<b>4</b>	<b>14</b>	<b>13</b>	<b>31</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	4	12	4	20
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	-	-	4	4
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	4	4
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	2	2
(e)	Other sources 其他來源	2	5	-	7
(f)	Sources unspecified 來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>6</b>	<b>17</b>	<b>14</b>	<b>37</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	3	17	14	34
(b)	The Mainland of China 中國內地	-	-	-	0
(c)	Other places 其他地方	3	-	-	3
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>6</b>	<b>17</b>	<b>14</b>	<b>37</b>

Table 5.3 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Investment and Holding Companies)

表 5.3 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (投資及控股公司)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	27	20	31	78
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	-	30	30
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	15	15
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	30	30
(j)	Reasons unknown 原因不詳	18	27	56	101
	<b>Sub-total 小計</b>	<b>45</b>	<b>47</b>	<b>162</b>	<b>254</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	9	-	15	24
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	1	2	3
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		<b>9</b>	<b>1</b>	<b>17</b>	<b>27</b>
<b>Total 總計</b>		<b>54</b>	<b>48</b>	<b>179</b>	<b>281</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	197	44	33	274
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	1	16	19	36
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	1	1
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	18	27	56	101
<b>Total 總計</b>		<b>216</b>	<b>87</b>	<b>109</b>	<b>412</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	216	77	108	401
(b)	The Mainland of China 中國內地	-	5	1	6
(c)	Other places 其他地方	-	5	-	5
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>216</b>	<b>87</b>	<b>109</b>	<b>412</b>



Table 5.4 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
(Personal Loans and Related Companies)

表 5.4 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
(私人貸款及有關公司)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	20	21	50	91
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	1	-	-	1
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	2	6	8
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	1	1
(h)	Further studies 繼續進修	-	-	9	9
(i)	Other reasons 其他原因	2	1	16	19
(j)	Reasons unknown 原因不詳	-	10	16	26
<b>Sub-total 小計</b>		<b>23</b>	<b>34</b>	<b>98</b>	<b>155</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	1	-	1	2
(d)	Poor performance 工作表現欠佳	-	-	1	1
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		<b>1</b>	<b>-</b>	<b>2</b>	<b>3</b>
<b>Total 總計</b>		<b>24</b>	<b>34</b>	<b>100</b>	<b>158</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	27	29	57	113
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	1	1
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	9	2	16	27
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	3	11	14
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	8	8
(e)	Other sources 其他來源	-	-	14	14
(f)	Sources unspecified 來源未有說明	-	20	5	25
<b>Total 總計</b>		<b>36</b>	<b>54</b>	<b>112</b>	<b>202</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	27	54	112	193
(b)	The Mainland of China 中國內地	8	-	-	8
(c)	Other places 其他地方	1	-	-	1
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>36</b>	<b>54</b>	<b>112</b>	<b>202</b>

Table 5.5 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Securities Brokerage Firms)

表 5.5 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (證券經紀公司)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	35	106	51	192
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	-	29	29
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	2	9	-	11
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	2	-	-	2
(g)	Retirement 退休	-	-	14	14
(h)	Further studies 繼續進修	-	-	3	3
(i)	Other reasons 其他原因	2	9	12	23
(j)	Reasons unknown 原因不詳	6	62	64	132
	<b>Sub-total 小計</b>	<b>47</b>	<b>186</b>	<b>173</b>	<b>406</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	10	20	4	34
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	9	9
(d)	Poor performance 工作表現欠佳	12	8	24	44
(e)	Other reasons 其他原因	-	-	1	1
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		<b>22</b>	<b>28</b>	<b>38</b>	<b>88</b>
<b>Total 總計</b>		<b>69</b>	<b>214</b>	<b>211</b>	<b>494</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	148	172	125	445
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	1	1
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	-	20	56	76
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	12	12
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	3	3
(e)	Other sources 其他來源	-	-	23	23
(f)	Sources unspecified 來源未有說明	-	50	-	50
<b>Total 總計</b>		<b>148</b>	<b>242</b>	<b>220</b>	<b>610</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	88	212	219	519
(b)	The Mainland of China 中國內地	7	12	-	19
(c)	Other places 其他地方	53	18	1	72
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>148</b>	<b>242</b>	<b>220</b>	<b>610</b>

Table 5.6 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
(Commodity Futures (including Financial Futures) and Precious Metals  
Brokers/ Dealers)

表 5.6 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
(期貨(包括金融期貨)及貴金屬經紀 / 交易商)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	13	53	86	152
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	2	5	11	18
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	1	1	2	4
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	4	2	6
(i)	Other reasons 其他原因	4	15	28	47
(j)	Reasons unknown 原因不詳	-	-	3	3
	<b>Sub-total 小計</b>	<b>20</b>	<b>78</b>	<b>132</b>	<b>230</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	4	1	9	14
(e)	Other reasons 其他原因	-	-	8	8
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		4	1	17	22
<b>Total 總計</b>		<b>24</b>	<b>79</b>	<b>149</b>	<b>252</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	24	57	94	175
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/ 與保險業務有關的公司	-	1	6	7
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	2	2	7	11
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	4	10	24	38
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級 證書/證書或同等學歷)	2	26	12	40
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業 生或同等學歷/中五以下程度學生	-	16	8	24
(e)	Other sources 其他來源	2	23	-	25
(f)	Sources unspecified 來源未有說明	-	-	24	24
<b>Total 總計</b>		<b>34</b>	<b>135</b>	<b>175</b>	<b>344</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	31	101	157	289
(b)	The Mainland of China 中國內地	3	28	18	49
(c)	Other places 其他地方	-	2	-	2
(d)	Geographic origins unspecified 地域來源未有說明	-	4	-	4
<b>Total 總計</b>		<b>34</b>	<b>135</b>	<b>175</b>	<b>344</b>

Table 5.7 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Stock, Bullion and Commodity Exchanges and Statutory Bodies in  
 the Banking and Finance Industry)

表 5.7 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (股票、黃金及期貨交易公司及銀行及金融業內的法定機構)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	-	-	-	0
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	-	-	0
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	-	0
(j)	Reasons unknown 原因不詳	-	-	-	0
	<b>Sub-total 小計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		-	-	-	0
<b>Total 總計</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	-	-	-	0
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	-	-	-	0
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	-	0
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	-	-	-	0
(b)	The Mainland of China 中國內地	-	-	-	0
(c)	Other places 其他地方	-	-	-	0
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Table 5.8 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
(Money Changers and Foreign Exchange Brokers/ Dealers)

表 5.8 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
(兌換商及外匯經紀/ 交易商)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	-	-	22	<b>22</b>
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	<b>0</b>
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	-	20	<b>20</b>
(d)	Emigration 移民	1	-	-	<b>1</b>
(e)	Repatriation 回國	-	-	-	<b>0</b>
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	<b>0</b>
	(ii) To other countries 往其他國家	-	-	-	<b>0</b>
(g)	Retirement 退休	-	-	-	<b>0</b>
(h)	Further studies 繼續進修	-	-	1	<b>1</b>
(i)	Other reasons 其他原因	5	27	54	<b>86</b>
(j)	Reasons unknown 原因不詳	-	-	16	<b>16</b>
	<b>Sub-total 小計</b>	<b>6</b>	<b>27</b>	<b>113</b>	<b>146</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		-	-	-	0
<b>Total 總計</b>		<b>6</b>	<b>27</b>	<b>113</b>	<b>146</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	37	52	37	126
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	-	16	36	52
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	-	0
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	-	-	55	55
(f)	Sources unspecified 來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>37</b>	<b>68</b>	<b>128</b>	<b>233</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	32	52	128	212
(b)	The Mainland of China 中國內地	-	1	-	1
(c)	Other places 其他地方	5	15	-	20
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>37</b>	<b>68</b>	<b>128</b>	<b>233</b>

Table 5.9 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Investment Advisory/ Asset Management Companies)

表 5.9 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (投資顧問 / 資產管理公司)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	101	164	58	323
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	-	9	9
(d)	Emigration 移民	-	1	-	1
(e)	Repatriation 回國	15	-	-	15
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	3	-	-	3
	(ii) To other countries 往其他國家	3	-	-	3
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	13	-	-	13
(j)	Reasons unknown 原因不詳	17	10	115	142
	<b>Sub-total 小計</b>	<b>152</b>	<b>175</b>	<b>182</b>	<b>509</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	10	-	10
(b)	Company re-structured/closed 公司改組/結業	41	-	-	41
(c)	Expiry of employment contract 僱傭合約期滿	-	-	4	4
(d)	Poor performance 工作表現欠佳	4	20	4	28
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		<b>45</b>	<b>30</b>	<b>8</b>	<b>83</b>
<b>Total 總計</b>		<b>197</b>	<b>205</b>	<b>190</b>	<b>592</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	184	273	92	549
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	1	-	-	1
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	-	42	12	54
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	20	1	21
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	-	0
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	-	-	45	45
(f)	Sources unspecified 來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>185</b>	<b>335</b>	<b>150</b>	<b>670</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	184	224	148	556
(b)	The Mainland of China 中國內地	1	100	-	101
(c)	Other places 其他地方	-	11	2	13
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>185</b>	<b>335</b>	<b>150</b>	<b>670</b>

Table 5.10 : Staff Turnover in the Past Twelve Months (1.1.2012 to 31.12.2012)  
by Reason, by Source and by Geographic Origin  
 (Other Financial Companies)

表 5.10 : 過去十二個月內 (1.1.2012 至 31.12.2012) 僱員流動情況  
(按離職原因、人力來源及所來自地域分類)  
 (其他與金融有關的公司)

1. The number of employees who left in the past 12 months (1.1.2012 to 31.12.2012) by reason: 按原因劃分，過去十二個月內 (1.1.2012 至 31.12.2012) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	25	214	127	366
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	31	10	43	84
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	2	-	-	2
(g)	Retirement 退休	2	1	-	3
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	-	0
(j)	Reasons unknown 原因不詳	-	-	39	39
	<b>Sub-total 小計</b>	<b>60</b>	<b>225</b>	<b>209</b>	<b>494</b>

(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	2	-	-	2
(b)	Company re-structured/closed 公司改組/結業	-	126	-	126
(c)	Expiry of employment contract 僱傭合約期滿	-	14	4	18
(d)	Poor performance 工作表現欠佳	-	-	4	4
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
<b>Sub-total 小計</b>		<b>2</b>	<b>140</b>	<b>8</b>	<b>150</b>
<b>Total 總計</b>		<b>62</b>	<b>365</b>	<b>217</b>	<b>644</b>
2. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by source: 按來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行/金融機構	320	436	217	973
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行/金融/保險業以外的機構	31	12	54	97
(d)	From a college/school direct 直接來自院校/學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	31	36	67
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	-	-	10	10
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	31	-	-	31
(f)	Sources unspecified 來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>382</b>	<b>479</b>	<b>317</b>	<b>1 178</b>
3. The number of recruits in the past 12 months (1.1.2012 to 31.12.2012) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2012 至 31.12.2012）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	161	355	286	802
(b)	The Mainland of China 中國內地	31	62	31	124
(c)	Other places 其他地方	190	62	-	252
(d)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
<b>Total 總計</b>		<b>382</b>	<b>479</b>	<b>317</b>	<b>1 178</b>

Table 6 : Number of Internal Promotions in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Banking and Finance Industry)

表 6 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
的內部晉升人數  
(銀行及金融業)

Branch 門類	Job Level 職級	No. of Employees at Date of Survey 現有僱員人數 (a)	No. of Internal Promotions in the Past 12 Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past 12 Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past 12 Months 過去十二個月 總招聘的人數 (d) = (b) + (c)	Percentage of No. of Internal Promotions to Total No. of Recruits 內部晉升佔總招聘 人數的百分比 (e) = (b) / (d)
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限牌照銀 行及外國銀行本港代表辦 事處	From Supervisor/ Officer To Manager 由主管/主任至經理	22 509	736	1 216	1 952	37.7
	From Clerk To Supervisor/ Officer 由文員至主管/主任	35 554	1 267	4 002	5 269	24.0
	From Others To Clerk 由其他職級至文員	29 749	78	6 342	6 420	1.2
	<b>Total 總計</b>	<b>87 812</b>	<b>2 081</b>	<b>11 560</b>	<b>13 641</b>	<b>15.3</b>
Deposit-taking Companies 接受存款公司	From Supervisor/ Officer To Manager 由主管/主任至經理	259	-	6	6	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	446	4	17	21	19.0
	From Others To Clerk 由其他職級至文員	442	-	14	14	0.0
	<b>Total 總計</b>	<b>1 147</b>	<b>4</b>	<b>37</b>	<b>41</b>	<b>9.8</b>
Investment and Holding Companies 投資及控股公司	From Supervisor/ Officer To Manager 由主管/主任至經理	931	1	216	217	0.5
	From Clerk To Supervisor/ Officer 由文員至主管/主任	627	16	87	103	15.5
	From Others To Clerk 由其他職級至文員	692	-	109	109	0.0
	<b>Total 總計</b>	<b>2 250</b>	<b>17</b>	<b>412</b>	<b>429</b>	<b>4.0</b>
Personal Loans and Related Companies 私人貸款及有關公司	From Supervisor/ Officer To Manager 由主管/主任至經理	895	8	36	44	18.2
	From Clerk To Supervisor/ Officer 由文員至主管/主任	1 249	43	54	97	44.3
	From Others To Clerk 由其他職級至文員	1 486	-	112	112	0.0
	<b>Total 總計</b>	<b>3 630</b>	<b>51</b>	<b>202</b>	<b>253</b>	<b>20.2</b>
Securities Brokerage Firms 證券經紀公司	From Supervisor/ Officer To Manager 由主管/主任至經理	1 460	6	148	154	3.9
	From Clerk To Supervisor/ Officer 由文員至主管/主任	2 961	3	242	245	1.2
	From Others To Clerk 由其他職級至文員	3 800	-	220	220	0.0
	<b>Total 總計</b>	<b>8 221</b>	<b>9</b>	<b>610</b>	<b>619</b>	<b>1.5</b>
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金 屬經紀 / 交易商	From Supervisor/ Officer To Manager 由主管/主任至經理	341	7	34	41	17.1
	From Clerk To Supervisor/ Officer 由文員至主管/主任	763	15	135	150	10.0
	From Others To Clerk 由其他職級至文員	660	4	175	179	2.2
	<b>Total 總計</b>	<b>1 764</b>	<b>26</b>	<b>344</b>	<b>370</b>	<b>7.0</b>

Branch 門類	Job Level 職級	No. of Employees at Date of Survey 現有僱員人數 (a)	No. of Internal Promotions in the Past 12 Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past 12 Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past 12 Months 過去十二個月 總招聘的人數 (d) = (b) + (c)	Percentage of No. of Internal Promotions to Total No. of Recruits 內部晉升佔總招聘 人數的百分比 (e) = (b) / (d)
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的法 定機構	From Supervisor/ Officer To Manager 由主管/主任至經理	942	-	-	-	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	948	-	-	-	0.0
	From Others To Clerk 由其他職級至文員	362	-	-	-	0.0
	<b>Total 總計</b>	<b>2 252</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	From Supervisor/ Officer To Manager 由主管/主任至經理	259	-	37	37	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	856	7	68	75	9.3
	From Others To Clerk 由其他職級至文員	1 413	-	128	128	0.0
	<b>Total 總計</b>	<b>2 528</b>	<b>7</b>	<b>233</b>	<b>240</b>	<b>2.9</b>
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	From Supervisor/ Officer To Manager 由主管/主任至經理	4 191	115	185	300	38.3
	From Clerk To Supervisor/ Officer 由文員至主管/主任	5 125	55	335	390	14.1
	From Others To Clerk 由其他職級至文員	3 438	-	150	150	0.0
	<b>Total 總計</b>	<b>12 754</b>	<b>170</b>	<b>670</b>	<b>840</b>	<b>20.2</b>
Other Financial Companies 其他與金融有關的公司	From Supervisor/ Officer To Manager 由主管/主任至經理	3 518	23	382	405	5.7
	From Clerk To Supervisor/ Officer 由文員至主管/主任	7 590	18	479	497	3.6
	From Others To Clerk 由其他職級至文員	2 645	-	317	317	0.0
	<b>Total 總計</b>	<b>13 753</b>	<b>41</b>	<b>1 178</b>	<b>1 219</b>	<b>3.4</b>
<b>All Branches 全部門類</b>	From Supervisor/ Officer To Manager 由主管/主任至經理	<b>35 305</b>	<b>896</b>	<b>2 260</b>	<b>3 156</b>	<b>28.4</b>
	From Clerk To Supervisor/ Officer 由文員至主管/主任	<b>56 119</b>	<b>1 428</b>	<b>5 419</b>	<b>6 847</b>	<b>20.9</b>
	From Others To Clerk 由其他職級至文員	<b>44 687</b>	<b>82</b>	<b>7 567</b>	<b>7 649</b>	<b>1.1</b>
	<b>Total 總計</b>	<b>136 111</b>	<b>2 406</b>	<b>15 246</b>	<b>17 652</b>	<b>13.6</b>



Table 7 : Number of Part-time Employees Employed  
(Banking and Finance Industry)

表 7 : 兼職僱員人數  
(銀行及金融業)

Branch 門類	Job Level 職級	Number of Employees 僱員人數	
		Present No. of Full-time Employees 現有全職的僱員人數	No. of Part-time Employees 兼職僱員人數
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行 及外國銀行本港代表辦事處	Managerial 經理級	22 509	18
	Supervisory/ Officer 主管/主任級	35 554	122
	Clerical 文員級	29 749	1 629
	<b>Total 總計</b>	<b>87 812</b>	<b>1 769</b>
Deposit-taking Companies 接受存款公司	Managerial 經理級	259	-
	Supervisory/ Officer 主管/主任級	446	-
	Clerical 文員級	442	40
	<b>Total 總計</b>	<b>1 147</b>	<b>40</b>
Investment and Holding Companies 投資及控股公司	Managerial 經理級	931	3
	Supervisory/ Officer 主管/主任級	627	-
	Clerical 文員級	692	16
	<b>Total 總計</b>	<b>2 250</b>	<b>19</b>
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	895	-
	Supervisory/ Officer 主管/主任級	1 249	-
	Clerical 文員級	1 486	9
	<b>Total 總計</b>	<b>3 630</b>	<b>9</b>
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	1 460	-
	Supervisory/ Officer 主管/主任級	2 961	-
	Clerical 文員級	3 800	20
	<b>Total 總計</b>	<b>8 221</b>	<b>20</b>

Branch 門類	Job Level 職級	Number of Employees 僱員人數	
		Present No. of Full-time Employees 現有全職的僱員人數	No. of Part-time Employees 兼職僱員人數
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬 經紀 / 交易商	Managerial 經理級	341	-
	Supervisory/ Officer 主管/主任級	763	-
	Clerical 文員級	660	-
	<b>Total 總計</b>	<b>1 764</b>	<b>0</b>
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及 銀行及金融業內的法定機構	Managerial 經理級	942	-
	Supervisory/ Officer 主管/主任級	948	-
	Clerical 文員級	362	-
	<b>Total 總計</b>	<b>2 252</b>	<b>0</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Managerial 經理級	259	-
	Supervisory/ Officer 主管/主任級	856	-
	Clerical 文員級	1 413	7
	<b>Total 總計</b>	<b>2 528</b>	<b>7</b>
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	4 191	-
	Supervisory/ Officer 主管/主任級	5 125	3
	Clerical 文員級	3 438	48
	<b>Total 總計</b>	<b>12 754</b>	<b>51</b>
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	3 518	-
	Supervisory/ Officer 主管/主任級	7 590	-
	Clerical 文員級	2 645	-
	<b>Total 總計</b>	<b>13 753</b>	<b>0</b>
<b>All Branches 全部門類</b>	<b>Managerial 經理級</b>	<b>35 305</b>	21
	<b>Supervisory/ Officer 主管/主任級</b>	<b>56 119</b>	125
	<b>Clerical 文員級</b>	<b>44 687</b>	1 769
	<b>Total 總計</b>	<b>136 111</b>	<b>1 915</b>

Table 8 : The Number of Recruits in the Next Twenty Four Months by Type of Educational Level  
(Banking and Finance Industry)

表 8 : 按教育程度劃分，未來24個月內招聘的僱員人數  
(銀行及金融業)

Branch 門類	Job Level 職級	Number of Employees 僱員人數				
		Graduate of University Degree or Above 大學學位或以上畢業生	Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生 (高級文憑/副學士/ 文憑/高級證書/證書或 同等學歷)	Graduate of Hong Kong Diploma of Secondary Education/Matriculant/ Secondary School Leaver or Equivalent/Student Below Secondary 5 香港中學文憑考試畢業 生/預科生/中五畢業生 或同等學歷/中五以下 程度學生	Unspecified 未有說明	Total 總計
Licensed Banks, Restricted Licence Banks and Local Rep. Offices of Foreign Banks 持牌銀行、有限制牌 照銀行及外國銀行 本港代表辦事處	Managerial 經理級	263	-	-	-	263
	Supervisory/Officer 主管/主任級	413	121	4	-	538
	Clerical 文員級	-	12	152	-	164
	<b>Total 總計</b>	<b>676</b>	<b>133</b>	<b>156</b>	<b>0</b>	<b>965</b>
Deposit-taking Companies 接受存款公司	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	1	-	2	-	3
	Clerical 文員級	-	-	3	-	3
	<b>Total 總計</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>6</b>
Investment and Holding Companies 投資及控股公司	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	30	-	-	-	30
	Clerical 文員級	-	-	-	-	0
	<b>Total 總計</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>
Personal Loans and Related Companies 私人貸款及有關公 司	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	-	-	-	-	0
	Clerical 文員級	-	-	1	-	1
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	12	-	-	-	12
	Supervisory/Officer 主管/主任級	29	29	5	-	63
	Clerical 文員級	-	-	42	-	42
	<b>Total 總計</b>	<b>41</b>	<b>29</b>	<b>47</b>	<b>0</b>	<b>117</b>
Commodity Futures (including Financial Futures) and Precious Metals Brokers/Dealers 期貨(包括金融期貨) 及貴金屬經紀 / 交易商	Managerial 經理級	-	-	2	-	2
	Supervisory/Officer 主管/主任級	29	4	6	-	39
	Clerical 文員級	12	4	38	-	54
	<b>Total 總計</b>	<b>41</b>	<b>8</b>	<b>46</b>	<b>0</b>	<b>95</b>
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交 易公司及銀行及金 融業內的法定機構	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	-	-	-	-	0
	Clerical 文員級	-	-	-	-	0
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Branch 門類	Job Level 職級	Number of Employees 僱員人數				
		Graduate of University Degree or Above 大學學位或以上畢業生	Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生 (高級文憑/副學士/ 文憑/高級證書/證書或 同等學歷)	Graduate of Hong Kong Diploma of Secondary Education/Matriculant/ Secondary School Leaver or Equivalent/Student Below Secondary 5 香港中學文憑考試畢業 生/預科生/中五畢業生 或同等學歷/中五以下 程度學生	Unspecified 未有說明	Total 總計
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 /交易商	Managerial 經理級	25	-	-	-	25
	Supervisory/Officer 主管/主任級	51	-	-	-	51
	Clerical 文員級	23	-	11	-	34
	<b>Total 總計</b>	<b>99</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>110</b>
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	66	-	-	-	66
	Supervisory/Officer 主管/主任級	68	-	-	-	68
	Clerical 文員級	41	1	-	-	42
	<b>Total 總計</b>	<b>175</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>176</b>
Other Financial Companies 其他與金融有關的 公司	Managerial 經理級	127	-	-	-	127
	Supervisory/Officer 主管/主任級	336	-	-	-	336
	Clerical 文員級	6	-	65	-	71
	<b>Total 總計</b>	<b>469</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>534</b>
All Branches 全部門類	Managerial 經理級	493	-	2	-	495
	Supervisory/Officer 主管/主任級	957	154	17	-	1 128
	Clerical 文員級	82	17	312	-	411
	<b>Total 總計</b>	<b>1 532</b>	<b>171</b>	<b>331</b>	<b>0</b>	<b>2 034</b>

Table 9 : Number of Establishments Encountered  
Recruitment Difficulties in the Past Twelve Months (1.1.2012 to 31.12.2012)  
 (Banking and Finance Industry)

表 9 : 過去十二個月(1.1.2012至31.12.2012)遇有招聘員工困難的機構數目  
 (銀行及金融業)

Branch 門類	Recruitment Difficulties 招聘困難	Managerial 經理級		Supervisory/Officer Level 主管/主任級		Clerical 文員級	
		No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限牌照 銀行及外國銀行本港代表 辦事處	Yes 有	28	13.5	37	17.9	25	12.1
	No 沒有	51	24.6	59	28.5	69	33.3
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	100	48.3	83	40.1	85	41.1
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	28	13.5	28	13.5	28	13.5
	<b>Total 總計</b>	<b>207</b>	<b>100</b>	<b>207</b>	<b>100</b>	<b>207</b>	<b>100</b>
Deposit-taking Companies 接受存款公司	Yes 有	-	0.0	1	5.0	1	5.0
	No 沒有	3	15.0	5	25.0	5	25.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	13	65.0	10	50.0	10	50.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	4	20.0	4	20.0	4	20.0
	<b>Total 總計</b>	<b>20</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>20</b>	<b>100</b>
Investment and Holding Companies 投資及控股公司	Yes 有	-	0.0	-	0.0	1	0.3
	No 沒有	35	10.8	50	15.5	19	5.9
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	284	87.9	269	83.3	299	92.6
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	4	1.2	4	1.2	4	1.2
	<b>Total 總計</b>	<b>323</b>	<b>100</b>	<b>323</b>	<b>100</b>	<b>323</b>	<b>100</b>
Personal Loans and Related Companies 私人貸款及有關公司	Yes 有	1	0.2	1	0.2	9	1.7
	No 沒有	18	3.4	9	1.7	46	8.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	428	81.5	437	83.2	392	74.7
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	78	14.9	78	14.9	78	14.9
	<b>Total 總計</b>	<b>525</b>	<b>100</b>	<b>525</b>	<b>100</b>	<b>525</b>	<b>100</b>
Securities Brokerage Firms 證券經紀公司	Yes 有	13	2.5	29	5.6	9	1.7
	No 沒有	29	5.6	43	8.3	105	20.2
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	450	86.5	420	80.8	378	72.7
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	28	5.4	28	5.4	28	5.4
	<b>Total 總計</b>	<b>520</b>	<b>100</b>	<b>520</b>	<b>100</b>	<b>520</b>	<b>100</b>

Branch 門類	Recruitment Difficulties 招聘困難	Managerial 經理級		Supervisory/Officer Level 主管/主任級		Clerical 文員級	
		No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴 金屬經紀 / 交易商	Yes 有	4	2.6	9	5.8	9	5.8
	No 沒有	15	9.7	23	14.8	41	26.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	133	85.8	120	77.4	102	65.8
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	3	1.9	3	1.9	3	1.9
	<b>Total 總計</b>	<b>155</b>	<b>100</b>	<b>155</b>	<b>100</b>	<b>155</b>	<b>100</b>
Stock Bullion and Commodity Exchanges and Statutory Bodies in Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的法 定機構	Yes 有	-	0.0	-	0.0	-	0.0
	No 沒有	-	0.0	-	0.0	-	0.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	-	0.0	-	0.0	-	0.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	6	100	6	100	6	100
	<b>Total 總計</b>	<b>6</b>	<b>100</b>	<b>6</b>	<b>100</b>	<b>6</b>	<b>100</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Yes 有	9	1.3	11	1.6	25	3.7
	No 沒有	2	0.3	10	1.5	66	9.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	649	96.0	639	94.5	569	84.2
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	16	2.4	16	2.4	16	2.4
	<b>Total 總計</b>	<b>676</b>	<b>100</b>	<b>676</b>	<b>100</b>	<b>676</b>	<b>100</b>
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Yes 有	24	3.1	41	5.3	1	0.1
	No 沒有	61	7.9	108	13.9	58	7.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	594	76.6	530	68.4	620	80.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	96	12.4	96	12.4	96	12.4
	<b>Total 總計</b>	<b>775</b>	<b>100</b>	<b>775</b>	<b>100</b>	<b>775</b>	<b>100</b>
Other Financial Companies 其他與金融有關的公司	Yes 有	35	2.6	16	1.2	67	4.9
	No 沒有	195	14.4	149	11.0	105	7.7
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	1 025	75.5	1 090	80.3	1 083	79.8
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	102	7.5	102	7.5	102	7.5
	<b>Total 總計</b>	<b>1 357</b>	<b>100</b>	<b>1 357</b>	<b>100</b>	<b>1 357</b>	<b>100</b>
<b>All Branches 全部門類</b>	<b>Yes 有</b>	<b>114</b>	<b>2.5</b>	<b>145</b>	<b>3.2</b>	<b>147</b>	<b>3.2</b>
	<b>No 沒有</b>	<b>409</b>	<b>9.0</b>	<b>456</b>	<b>10.0</b>	<b>514</b>	<b>11.3</b>
	<b>Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工</b>	<b>3 676</b>	<b>80.5</b>	<b>3 598</b>	<b>78.8</b>	<b>3 538</b>	<b>77.5</b>
	<b>Unspecified / Refusal Cases 未有說明 / 未有提供資料</b>	<b>365</b>	<b>8.0</b>	<b>365</b>	<b>8.0</b>	<b>365</b>	<b>8.0</b>
	<b>Total 總計</b>	<b>4 564</b>	<b>100</b>	<b>4 564</b>	<b>100</b>	<b>4 564</b>	<b>100</b>

\* As a percentage of the total number of establishments of a particular branch at the same job level. Total percentage may not equal 100% due to rounding.

Table 10 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Banking and Finance Industry)

表 10 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(銀行及金融業)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	14	19	5	38
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等) 畢業生數目不足	-	1	-	1
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	60	82	118	260
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	66	43	74	183
(e)	Other reasons 其他原因	2	51	4	57
	<b>Total 總計</b>	<b>142</b>	<b>196</b>	<b>201</b>	<b>539</b>

Table 10.1 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Licensed Banks, Restricted Licence Banks  
and Local Representative Offices of Foreign Banks)

表 10.1 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	3	1	4	8
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	23	27	14	64
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	18	29	20	67
(e)	Other reasons 其他原因	1	3	3	7
	<b>Total 總計</b>	<b>45</b>	<b>60</b>	<b>41</b>	<b>146</b>



Table 10.2 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Deposit-taking Companies)

表 10.2 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(接受存款公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	1	1
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	-	1	-	1
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
	<b>Total 總計</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>

Table 10.3 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Investment and Holding Companies)

表 10.3 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(投資及控股公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	-	1	1
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能符合求職者的要求	-	-	1	1
(e)	Other reasons 其他原因	-	-	-	0
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

Table 10.4 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Personal Loans and Related Companies)

表 10.4 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(私人貸款及有關公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及金融等) 畢業生數目不足	-	1	-	1
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	1	1	8	10
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能符合求職者的要求	-	-	1	1
(e)	Other reasons 其他原因	-	-	-	0
	<b>Total 總計</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>12</b>

Table 10.5 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Securities Brokerage Firms)

表 10.5 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(證券經紀公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	<b>0</b>
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及金融等) 畢業生數目不足	-	-	-	<b>0</b>
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	9	21	6	<b>36</b>
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能符合求職者的要求	5	8	3	<b>16</b>
(e)	Other reasons 其他原因	-	8	-	<b>8</b>
	<b>Total 總計</b>	<b>14</b>	<b>37</b>	<b>9</b>	<b>60</b>

Table 10.6 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Commodity Futures (including Financial Futures) and Precious Metals  
Brokers/ Dealers)

表 10.6 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(期貨 (包括金融期貨) 及貴金屬經紀/交易商)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	2	-	2
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	3	4	6	13
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	2	5	8	15
(e)	Other reasons 其他原因	1	1	1	3
	<b>Total 總計</b>	<b>6</b>	<b>12</b>	<b>15</b>	<b>33</b>

Table 10.7 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Stock Bullion and Commodity Exchanges and Statutory Bodies in the  
Banking and Finance Industry)

表 10.7 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(股票、黃金及期貨交易公司及銀行及金融業內的法定機構)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等)畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	-	-	-	0
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 10.8 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Money Changers and Foreign Exchange Brokers/ Dealers)

表 10.8 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(兌換商及外匯經紀/交易商)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	8	8	-	16
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	9	9	16	34
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	-	-	9	9
(e)	Other reasons 其他原因	-	2	-	2
	<b>Total 總計</b>	<b>17</b>	<b>19</b>	<b>25</b>	<b>61</b>

Table 10.9 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2012 to 31.12.2012)  
(Investment Advisory/ Asset Management Companies)

表 10.9 : 過去十二個月內 (1.1.2012 至 31.12.2012)  
招聘員工有困難的原因  
(投資顧問 / 資產管理公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	3	-	-	3
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及 金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	11	11	1	23
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能 符合求職者的要求	10	-	-	10
(e)	Other reasons 其他原因	-	30	-	30
	<b>Total 總計</b>	<b>24</b>	<b>41</b>	<b>1</b>	<b>66</b>



Table 10.10 : Reasons of Recruitment Difficulties in the Past Twelve Months  
(1.1.2010 to 31.12.2010)  
(Other Financial Companies)

表 10.10 : 過去十二個月內 (1.1.2010 至 31.12.2010)  
招聘員工有困難的原因  
(其他與金融有關的公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	8	-	8
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系 (例如工商管理、銀行及金融等) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	4	8	66	78
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件/薪酬未能符合求職者的要求	31	1	32	64
(e)	Other reasons 其他原因	-	7	-	7
	<b>Total 總計</b>	<b>35</b>	<b>24</b>	<b>98</b>	<b>157</b>

Table 11 : Number of Hong Kong Employees  
Required to Work in the Mainland of China  
(Banking and Finance Industry)

表 11 : 需要在中國內地工作的香港僱員人數  
(銀行及金融業)

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2015 2015年1月時
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限牌照銀行及外國銀行本港代表辦事處	Managerial 經理級	Stationed Basis 長駐	355	129
		Travelling Basis 非長駐	265	275
		Sub-total 小計	620	404
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	38	39
		Travelling Basis 非長駐	63	63
		Sub-total 小計	101	102
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	18	18
		Sub-total 小計	18	18
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>383</b>	<b>158</b>
		<b>Travelling Basis 非長駐</b>	<b>346</b>	<b>356</b>
		<b>Total 總計</b>	<b>739</b>	<b>524</b>
Deposit-taking Companies 接受存款公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	2	2
		Sub-total 小計	2	2
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>-</b>	<b>-</b>
		<b>Travelling Basis 非長駐</b>	<b>2</b>	<b>2</b>
		<b>Total 總計</b>	<b>2</b>	<b>2</b>

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2015 2015年1月時
Investment and Holding Companies 投資及控股公司	Managerial 經理級	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	42	42
		Sub-total 小計	43	43
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>1</b>	<b>1</b>
		<b>Travelling Basis 非長駐</b>	<b>42</b>	<b>42</b>
		<b>Total 總計</b>	<b>43</b>	<b>43</b>
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	11	11
		Sub-total 小計	11	11
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	6	6
		Sub-total 小計	6	6
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>-</b>	<b>-</b>
		<b>Travelling Basis 非長駐</b>	<b>17</b>	<b>17</b>
		<b>Total 總計</b>	<b>17</b>	<b>17</b>
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	Stationed Basis 長駐	3	2
		Travelling Basis 非長駐	4	8
		Sub-total 小計	7	10
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>3</b>	<b>2</b>
		<b>Travelling Basis 非長駐</b>	<b>4</b>	<b>8</b>
		<b>Total 總計</b>	<b>7</b>	<b>10</b>

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數		
			At Date of Survey 調查期間	By January 2015 2015年1月時	
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial 經理級	Stationed Basis 長駐	3	5	
		Travelling Basis 非長駐	68	70	
		Sub-total 小計	71	75	
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	168	174	
		Sub-total 小計	168	174	
	Clerical 文員級	Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	4	4	
		Sub-total 小計	4	4	
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>3</b>	<b>5</b>	
		<b>Travelling Basis 非長駐</b>	<b>240</b>	<b>248</b>	
		<b>Total 總計</b>	<b>243</b>	<b>253</b>	
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial 經理級	Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	-	-	
		Sub-total 小計	-	-	
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	-	-	
		Sub-total 小計	-	-	
	Clerical 文員級	Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	-	-	
		Sub-total 小計	-	-	
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>0</b>	<b>0</b>	
		<b>Travelling Basis 非長駐</b>	<b>0</b>	<b>0</b>	
		<b>Total 總計</b>	<b>0</b>	<b>0</b>	
	Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial 經理級	Stationed Basis 長駐	-	-
			Travelling Basis 非長駐	16	16
			Sub-total 小計	16	16
Supervisory/ Officer 主管/主任級		Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	24	40	
		Sub-total 小計	24	40	
Clerical 文員級		Stationed Basis 長駐	-	-	
		Travelling Basis 非長駐	8	24	
		Sub-total 小計	8	24	
<b>Total 總計</b>		<b>Stationed Basis 長駐</b>	<b>0</b>	<b>0</b>	
		<b>Travelling Basis 非長駐</b>	<b>48</b>	<b>80</b>	
		<b>Total 總計</b>	<b>48</b>	<b>80</b>	

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2015 2015年1月時
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	Stationed Basis 長駐	54	53
		Travelling Basis 非長駐	195	165
		Sub-total 小計	249	218
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	130	74
		Travelling Basis 非長駐	171	171
		Sub-total 小計	301	245
	Clerical 文員級	Stationed Basis 長駐	4	8
		Travelling Basis 非長駐	-	-
		Sub-total 小計	4	8
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>188</b>	<b>135</b>
		<b>Travelling Basis 非長駐</b>	<b>366</b>	<b>336</b>
		<b>Total 總計</b>	<b>554</b>	<b>471</b>
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	Stationed Basis 長駐	10	10
		Travelling Basis 非長駐	313	344
		Sub-total 小計	323	354
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	33	33
		Travelling Basis 非長駐	36	67
		Sub-total 小計	69	100
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	<b>Total 總計</b>	<b>Stationed Basis 長駐</b>	<b>43</b>	<b>43</b>
		<b>Travelling Basis 非長駐</b>	<b>349</b>	<b>411</b>
		<b>Total 總計</b>	<b>392</b>	<b>454</b>

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2015 2015年1月時
<b>All Branches</b> <b>全部門類</b>	Managerial 經理級	Stationed Basis 長駐	426	200
		Travelling Basis 非長駐	916	933
		Sub-total 小計	1 342	1 133
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	201	146
		Travelling Basis 非長駐	468	521
		Sub-total 小計	669	667
	Clerical 文員級	Stationed Basis 長駐	4	8
		Travelling Basis 非長駐	30	46
		Sub-total 小計	34	54
	<b>Total</b> <b>總計</b>	<b>Stationed Basis</b> <b>長駐</b>	631	354
		<b>Travelling Basis</b> <b>非長駐</b>	1 414	1 500
		<b>Total</b> <b>總計</b>	2 045	1 854

Note: Stationed basis means 50% or above of the working time that an employee has to stay in the Mainland of China.

註：長駐指一位僱員有百分之五十或以上的工作時間需要在中國內地。

Table 12 : Effects of Mainland Operations on  
Hong Kong Employees  
(Banking and Finance Industry)

表 12 : 內地業務對本地僱員的影響  
(銀行及金融業)

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2013 在2013年1月2日	Projection for January 2015 預測在 2015 年 1 月
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行 及外國銀行本港代表辦事處	Additional employees need to recruit 須增聘的僱員數目	4	8
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	90	94
Deposit-taking Companies 接受存款公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Investment and Holding Companies 投資及控股公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Personal Loans and Related Companies 私人貸款及有關公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Securities Brokerage Firms 證券經紀公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬 經紀 / 交易商	Additional employees need to recruit 須增聘的僱員數目	22	6
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	34	58

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2013 在2013年1月2日	Projection for January 2015 預測在2015年1月
Stock Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司 及銀行及金融業內的法定機 構	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Additional employees need to recruit 須增聘的僱員數目	16	48
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	8
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	Additional employees need to recruit 須增聘的僱員數目	169	82
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	20	40
Other Financial Companies 其他與金融有關的公司	Additional employees need to recruit 須增聘的僱員數目	31	62
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
<b>All Branches 全部門類</b>	<b>Additional employees need to be recruited 須增聘的僱員數目</b>	<b>242</b>	<b>206</b>
	<b>Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目</b>	<b>144</b>	<b>200</b>



Table 13 : Estimated Percentage of Training Provided by  
External Course Providers in the Next Twelve Months  
 (Banking and Finance Industry)

表 13 : 估計未來十二個月訓練由外間培訓機構提供的百分比  
 (銀行及金融業)

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	>0% - 24%	>24% - 49%	>49% - 74%	>74% - <100%	100%
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照 銀行 及外國銀行本港代表辦 事處	Managerial 經理級	9	8	9	26	-	-
	Supervisory/ Officer 主管級/ 主任級	119	116	112	347	-	-
	Clerical 文員級	-	-	-	-	-	-
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Deposit-taking Companies 接受存款公司	Managerial 經理級	8	1	3	3	-	1
	Supervisory/ Officer 主管級/ 主任級	7	1	3	3	-	1
	Clerical 文員級	6	1	2	3	-	1
	<b>Total 總計</b>	<b>21</b>	<b>3</b>	<b>8</b>	<b>9</b>	<b>0</b>	<b>3</b>
Investment and Holding Companies 投資及控股公司	Managerial 經理級	146	43	1	-	-	31
	Supervisory/ Officer 主管級/ 主任級	102	29	1	-	-	31
	Clerical 文員級	103	15	15	-	-	1
	<b>Total 總計</b>	<b>351</b>	<b>87</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>63</b>
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	178	2	23	18	-	22
	Supervisory/ Officer 主管級/ 主任級	287	2	24	10	-	45
	Clerical 文員級	261	2	23	17	-	37
	<b>Total 總計</b>	<b>726</b>	<b>6</b>	<b>70</b>	<b>45</b>	<b>0</b>	<b>104</b>
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	227	30	8	11	11	50
	Supervisory/ Officer 主管級/ 主任級	168	32	16	9	3	133
	Clerical 文員級	202	29	11	-	3	152
	<b>Total 總計</b>	<b>597</b>	<b>91</b>	<b>35</b>	<b>20</b>	<b>17</b>	<b>335</b>
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴 金屬經紀/ 交易商	Managerial 經理級	78	17	3	1	-	13
	Supervisory/ Officer 主管級/ 主任級	83	13	5	1	-	23
	Clerical 文員級	77	3	5	1	-	22
	<b>Total 總計</b>	<b>238</b>	<b>33</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>58</b>

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	>0% - 24%	>24% - 49%	>49% - 74%	>74% - <100%	100%
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易 公司及銀行及金融業內 的法定機構	Managerial 經理級	-	-	-	-	-	0
	Supervisory/ Officer 主管級/ 主任級	-	-	-	-	-	0
	Clerical 文員級	-	-	-	-	-	0
	<b>Total 總計</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易 商	Managerial 經理級	73	-	1	-	-	0
	Supervisory/ Officer 主管級/ 主任級	167	8	30	-	-	29
	Clerical 文員級	430	8	54	-	-	107
	<b>Total 總計</b>	<b>670</b>	<b>16</b>	<b>85</b>	<b>0</b>	<b>0</b>	<b>136</b>
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	266	43	53	31	2	113
	Supervisory/ Officer 主管級/ 主任級	207	13	44	30	2	184
	Clerical 文員級	249	4	12	-	2	90
	<b>Total 總計</b>	<b>722</b>	<b>60</b>	<b>109</b>	<b>61</b>	<b>6</b>	<b>387</b>
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	277	64	-	63	35	93
	Supervisory/ Officer 主管級/ 主任級	372	64	3	63	1	435
	Clerical 文員級	184	33	3	63	1	155
	<b>Total 總計</b>	<b>833</b>	<b>161</b>	<b>6</b>	<b>189</b>	<b>37</b>	<b>683</b>
All Branches 全部門類	Managerial 經理級	1 330	237	108	138	60	338
	Supervisory/ Officer 主管級/ 主任級	1 455	201	148	128	14	895
	Clerical 文員級	1 562	134	133	92	13	579
	<b>Total 總計</b>	<b>4 347</b>	<b>572</b>	<b>389</b>	<b>358</b>	<b>87</b>	<b>1 812</b>

Table 14 : Information on the Training Expenses  
in 2012 Compared with Those in 2011  
(Banking and Finance Industry)

表 14 : 2012年的訓練支出與2011年的訓練支出比較  
(銀行及金融業)

Branch 門類	Training Expenses in 2012 as Compared with Those in 2011 2012年與2011年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制 牌照銀行及外國銀 行本港代表辦事處	No Change 沒有改變		149 (72.0)	136 (65.7)
	Increase by 增加	> 50%	2 (1.0)	3 (1.4)
		> 20%-50%	7 (3.4)	6 (2.9)
		>10% - 20%	6 (2.9)	13 (6.3)
		5% - 10%	- (0.0)	3 (1.4)
		< 5%	1 (0.5)	1 (0.5)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	1 (0.5)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料		42 (20.3)	44 (21.3)	
<b>Total 總計</b>		<b>207 (100)</b>	<b>207 (100)</b>	
Deposit-taking Companies 接受存款公司	No Change 沒有改變		14 (70.0)	11 (55.0)
	Increase by 增加	> 50%	1 (5.0)	1 (5.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	1 (5.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	1 (5.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料		5 (25.0)	6 (30.0)	
<b>Total 總計</b>		<b>20 (100)</b>	<b>20 (100)</b>	
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		305 (94.4)	275 (85.1)
	Increase by 增加	> 50%	- (0.0)	15 (4.6)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	15 (4.6)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料		18 (5.6)	18 (5.6)	
<b>Total 總計</b>		<b>323 (100)</b>	<b>323 (100)</b>	

Branch 門類	Training Expenses in 2012 as Compared with Those in 2011 2012年與2011年訓練支出的比較	No. of Establishments 機構數目 (Percentage) (百分比)		
		In-house Training 內部訓練	External Training 外間訓練	
Personal Loans and Related Companies 私人貸款及有關公司	No Change 沒有改變	441 (84.0)	407 (77.5)	
	Increase by 增加	> 50%	- (0.0)	0 (0.0)
		> 20%-50%	1 (0.2)	1 (0.2)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	1 (0.2)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	- (0.0)	
< 5%		- (0.0)	1 (0.2)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	82 (15.6)	116 (22.1)		
<b>Total 總計</b>	<b>525 (100)</b>	<b>525 (100)</b>		
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變	472 (90.8)	449 (86.3)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	8 (1.5)
		5% - 10%	2 (0.4)	13 (2.5)
		< 5%	8 (1.5)	11 (2.1)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	1 (0.2)	
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	38 (7.3)	38 (7.3)		
<b>Total 總計</b>	<b>520 (100)</b>	<b>520 (100)</b>		
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀/ 交易商	No Change 沒有改變	135 (87.1)	139 (89.7)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	1 (0.6)	- (0.0)
		>10% - 20%	- (0.0)	2 (1.3)
		5% - 10%	2 (1.3)	5 (3.2)
		< 5%	10 (6.5)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	- (0.0)	
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	7 (4.5)	9 (5.8)		
<b>Total 總計</b>	<b>155 (100)</b>	<b>155 (100)</b>		
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨 交易公司及銀行及 金融業內的法定機 構	No Change 沒有改變	- (0.0)	- (0.0)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	- (0.0)	
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	6 (100)	6 (100)		
<b>Total 總計</b>	<b>6 (100)</b>	<b>6 (100)</b>		

Branch 門類	Training Expenses in 2012 as Compared with Those in 2011 2012年與2011年訓練支出的比較	No. of Establishments 機構數目 (Percentage) (百分比)		
		In-house Training 內部訓練	External Training 外間訓練	
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	No Change 沒有改變	622 (92.0)	608 (89.9)	
	Increase by 增加	> 50%	- (0.0)	44 (6.5)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	30 (4.4)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	- (0.0)	
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	24 (3.6)	24 (3.6)		
<b>Total 總計</b>	<b>676 (100)</b>	<b>676 (100)</b>		
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	No Change 沒有改變	636 (82.1)	627 (80.9)	
	Increase by 增加	> 50%	- (0.0)	10 (1.3)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	3 (0.4)	2 (0.3)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	- (0.0)	
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	136 (17.5)	136 (17.5)		
<b>Total 總計</b>	<b>775 (100)</b>	<b>775 (100)</b>		
Other Financial Companies 其他與金融有關的 公司	No Change 沒有改變	1 192 (87.8)	1 161 (85.6)	
	Increase by 增加	> 50%	62 (4.6)	62 (4.6)
		> 20%-50%	- (0.0)	31 (2.3)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
5% - 10%		- (0.0)	- (0.0)	
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	103 (7.6)	103 (7.6)		
<b>Total 總計</b>	<b>1 357 (100)</b>	<b>1 357 (100)</b>		
All Branches 全部門類	No Change 沒有改變	3 966 (86.9)	3 813 (83.5)	
	Increase by 增加	> 50%	65 (1.4)	135 (3.0)
		> 20%-50%	9 (0.2)	38 (0.8)
		>10% - 20%	9 (0.2)	26 (0.6)
		5% - 10%	4 (0.1)	21 (0.5)
		< 5%	50 (1.1)	13 (0.3)
	Decrease by 減少	> 50%	0 (0.0)	0 (0.0)
		> 20%-50%	0 (0.0)	15 (0.3)
		>10% - 20%	0 (0.0)	1 (<0.1)
5% - 10%		0 (0.0)	1 (<0.1)	
< 5%		0 (0.0)	1 (<0.1)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	461 (10.1)	500 (11.0)		
<b>Total 總計</b>	<b>4 564 (100)</b>	<b>4 564 (100)</b>		

Remarks: Total percentage may not equal 100% due to rounding.

Table 15 : Comparison of the Training Budget for 2013  
with Training Expenses in 2012  
(Banking and Finance Industry)

表 15 : 2013年的訓練開支預算與2012年的訓練支出比較  
(銀行及金融業)

Branch 門類	Training Budget for 2013 as Compared with Training Expenses in 2012 2013年的訓練開支預算 與2012年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制 牌照銀行及外國銀 行本港代表辦事處	No Change 沒有改變		143 (69.1)	138 (66.7)
	Increase by 增加	> 50%	1 (0.5)	3 (1.4)
		> 20% - 50%	10 (4.8)	7 (3.4)
		>10% - 20%	8 (3.9)	10 (4.8)
		5% - 10%	0 (0.0)	4 (1.9)
		< 5%	3 (1.4)	1 (0.5)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20% - 50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料		42 (20.3)	44 (21.3)	
<b>Total 總計</b>		<b>207 (100)</b>	<b>207 (100)</b>	
Deposit-taking Companies 接受存款公司	No Change 沒有改變		14 (70.0)	11 (55.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20% - 50%	- (0.0)	1 (5.0)
		>10% - 20%	- (0.0)	1 (5.0)
		5% - 10%	1 (5.0)	1 (5.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20% - 50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料		5 (25.0)	6 (30.0)	
<b>Total 總計</b>		<b>20 (100)</b>	<b>20 (100)</b>	
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		305 (94.4)	290 (89.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20% - 50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	15 (4.6)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20% - 50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料		18 (5.6)	18 (5.6)	
<b>Total 總計</b>		<b>323 (100)</b>	<b>323 (100)</b>	

Branch 門類	Training Budget for 2013 as Compared with Training Expenses in 2012 2013年的訓練開支預算 與2012年的訓練支出比較	No. of Establishments 機構數目 (Percentage) (百分比)		
		In-house Training 內部訓練	External Training 外間訓練	
Personal Loans and Related Companies 私人貸款及有關公 司	No Change 沒有改變	442 (84.2)	407 (77.5)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	1 (0.2)	1 (0.2)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	1 (0.2)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	82 (15.6)	116 (22.1)		
<b>Total 總計</b>	<b>525 (100)</b>	<b>525 (100)</b>		
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變	472 (90.8)	452 (86.9)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	8 (1.5)
		>10% - 20%	- (0.0)	3 (0.6)
		5% - 10%	2 (0.4)	10 (1.9)
		< 5%	8 (1.5)	8 (1.5)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	1 (0.2)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	38 (7.3)	38 (7.3)		
<b>Total 總計</b>	<b>520 (100)</b>	<b>520 (100)</b>		
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀/ 交易商	No Change 沒有改變	139 (89.7)	144 (92.9)	
	Increase by 增加	> 50%	- (0.0)	2 (1.3)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	3 (1.9)	4 (2.6)
		< 5%	10 (6.5)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	3 (1.9)	5 (3.2)		
<b>Total 總計</b>	<b>155 (100)</b>	<b>155 (100)</b>		
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨 交易公司及銀行及 金融業內的法定機 構	No Change 沒有改變	- (0.0)	- (0.0)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	6 (100)	6 (100)		
<b>Total 總計</b>	<b>6 (100)</b>	<b>6 (100)</b>		

Branch 門類	Training Budget for 2013 as Compared with Training Expenses in 2012 2013年的訓練開支預算 與2012年的訓練支出比較	No. of Establishments 機構數目 (Percentage) (百分比)		
		In-house Training 內部訓練	External Training 外間訓練	
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	No Change 沒有改變	622 (92.0)	584 (86.4)	
	Increase by 增加	> 50%	- (0.0)	31 (4.6)
		> 20%-50%	- (0.0)	8 (1.2)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	38 (5.6)	8 (1.2)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	16 (2.4)	45 (6.7)		
<b>Total 總計</b>	<b>676 (100)</b>	<b>676 (100)</b>		
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	No Change 沒有改變	635 (81.9)	586 (75.6)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	2 (0.3)	- (0.0)
		>10% - 20%	1 (0.1)	22 (2.8)
		5% - 10%	- (0.0)	20 (2.6)
		< 5%	- (0.0)	10 (1.3)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	137 (17.7)	137 (17.7)		
<b>Total 總計</b>	<b>775 (100)</b>	<b>775 (100)</b>		
Other Financial Companies 其他與金融有關的 公司	No Change 沒有改變	1 246 (91.8)	1 215 (89.5)	
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	31 (2.3)
		>10% - 20%	1 (0.1)	1 (0.1)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
< 5%		- (0.0)	- (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	110 (8.1)	110 (8.1)		
<b>Total 總計</b>	<b>1 357 (100)</b>	<b>1 357 (100)</b>		
All Branches 全部門類	No Change 沒有改變	4 018 (88.0)	3 827 (83.9)	
	Increase by 增加	> 50%	1 (<0.1)	36 (0.8)
		> 20%-50%	13 (0.3)	56 (1.2)
		>10% - 20%	10 (0.2)	37 (0.8)
		5% - 10%	6 (0.1)	54 (1.2)
		< 5%	59 (1.3)	28 (0.6)
	Decrease by 減少	> 50%	0 (0.0)	0 (0.0)
		> 20%-50%	0 (0.0)	0 (0.0)
		>10% - 20%	0 (0.0)	0 (0.0)
		5% - 10%	0 (0.0)	1 (<0.1)
< 5%		0 (0.0)	0 (0.0)	
Unspecified / Refusal Cases 未有說明 / 未有提供資料	457 (10.0)	525 (11.5)		
<b>Total 總計</b>	<b>4 564 (100)</b>	<b>4 564 (100)</b>		

Remarks: Total percentage may not equal 100% due to rounding.



Table 16 : The Top Five Types/Topics of Training  
Mostly Chosen by Respondents for Manpower Development  
(Banking and Finance Industry)

表 16 : 最多被選擇的五項人力培訓的類別/課題  
(銀行及金融業)

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限牌照銀行 及外國銀行本港代表 辦事處	Managerial Level 經理級	1	Risk Management 風險管理
		2	Compliance of Various Ordinances 不同法規的監管
		3	Crisis Management 危機管理
		4	Anti-Money Laundering Compliance 反洗黑錢法規
		5	Strategic Management 策略管理
		5	Leadership 領導才能
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Enhancing Quality Customer Services 提升顧客服務的質素
		3	Securities & Futures Regulation 證券及期貨條例
		4	Compliance of Various Ordinances 不同法規的監管
		5	Financial Markets Operations 金融市場運作
		5	Anti-Corruption Regulations 反貪污條例
	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Communication Skills 溝通技巧
		3	Information Systems Application Skills 資訊系統應用技巧
4		Interpersonal Skills 人際關係技巧	
5		Putonghua 普通話	
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Compliance of Various Ordinances 不同法規的監管
		4	Strategic Management 策略管理
		4	Crisis Management 危機管理
		4	Human Resources Management 人力資源管理

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Financial Risk Management 財務風險管理
		3	Leadership 領導才能
		3	Compliance of Various Ordinances 不同法規的監管
		3	Financial Statement Analysis 財務報表分析
		3	Securities & Futures Regulation 證券及期貨條例
		3	Communication Skills 溝通技巧
	Clerical Level 文員級	1	Communication Skills 溝通技巧
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		2	English Writing 英文書寫
		2	Spoken English 英語會話
2		Interpersonal Skills 人際關係技巧	
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Problem Solving & Decision Making 解決困難及決策
		2	Fund Management 基金管理
		2	Compliance of Various Ordinances 不同法規的監管
		2	Securities & Futures Regulation 證券及期貨條例
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Putonghua 普通話
		3	Problem Solving & Decision Making 解決困難及決策
		3	Coaching & Counseling 訓練及輔導下屬
		3	Relationship Management 關係管理
		3	Compliance of Various Ordinances 不同法規的監管
		3	Securities & Futures Regulation 證券及期貨條例

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Clerical Level 文員級	1	Putonghua 普通話
		2	Enhancing Quality Customer Services 提升顧客服務的質素
		2	Securities & Futures Regulation 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		2	English Writing 英文書寫
		2	Spoken English 英語會話
		2	Communication Skills 溝通技巧
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial Level 經理級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Human Resources Management 人力資源管理
		3	Marketing Management 營銷管理
		4	Asset Valuation & Portfolio Management 資產估值及組合管理
		4	Anti-Corruption Regulations 反貪污條例
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Financial Risk Management 財務風險管理
		3	Enhancing Quality Customer Services 提升顧客服務的質素
		4	Anti-Corruption Regulations 反貪污條例
		4	Spoken English 英語會話
	Clerical Level 文員級	4	Communication Skills 溝通技巧
		1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Interpersonal Skills 人際關係技巧
		3	Communication Skills 溝通技巧
		4	English Writing 英文書寫
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	5	Anti-Corruption Regulations 反貪污條例
		1	Risk Management 風險管理
		2	Crisis Management 危機管理
		3	Securities & Futures Regulation 證券及期貨條例
		4	Principles & Practice of Management 管理理論與實務
5	Compliance of Various Ordinances 不同法規的監管		

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulation 證券及期貨條例
		2	Securities Analysis 証券分析
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Financial Markets Operations 金融市場運作
		5	Enhancing Quality Customer Services 提升顧客服務的質素
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	English Writing 英文書寫
		3	Putonghua 普通話
		4	Spoken English 英語會話
		5	Chinese Writing 中文書寫
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨) 及貴金屬經紀 / 交易商	Managerial Level 經理級	1	Crisis Management 危機管理
		1	Securities & Futures Regulation 證券及期貨條例
		3	Problem Solving & Decision Making 解決困難及決策
		4	Marketing Management 營銷管理
		5	Leadership 領導才能
		5	Compliance of Various Ordinances 不同法規的監管
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulation 證券及期貨條例
		2	Securities Analysis 証券分析
		2	Financial Markets Operations 金融市場運作
		4	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Communication Skills 溝通技巧
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Communication Skills 溝通技巧
		3	Financial Markets Operations 金融市場運作
		4	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Spoken English 英語會話
		5	Putonghua 普通話

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的 法定機構	Managerial Level 經理級	1	Leadership 領導才能
		1	Coaching & Counseling 訓練及輔導下屬
		3	Principles & Practice of Management 管理理論與實務
		3	Problem Solving & Decision Making 解決困難及決策
		3	Strategic Management 策略管理
		3	Marketing Management 營銷管理
		3	Risk Management 風險管理
		3	Crisis Management 危機管理
		3	Compliance of Various Ordinances 不同法規的監管
		3	Securities & Futures Regulation 證券及期貨條例
		3	Communication Skills 溝通技巧
	Supervisory/ Officer Level 主管/主任級	1	Leadership 領導才能
		2	Problem Solving & Decision Making 解決困難及決策
		2	Information Systems Application Skills 資訊系統應用技巧
		2	Communication Skills 溝通技巧
		5	Risk Management 風險管理
		5	Crisis Management 危機管理
		5	Dealing with Conflict 處理衝突
		5	Talent Management 人才管理
		5	Financial Statement Analysis 財務報表分析
		5	Securities & Futures Regulation 證券及期貨條例
		5	Provident Fund 公積金
		5	Company Law in the Mainland 中國公司法
5	English Writing 英文書寫		
5	Mediation Skills 調解技巧		

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Clerical Level 文員級	1	Time Management 時間管理
		2	Stress Management 壓力處理
		3	Problem Solving & Decision Making 解決困難及決策
		3	Risk Management 風險管理
		3	Enhancing Quality Customer Services 提升顧客服務的質素
		3	Putonghua 普通話
		3	Interpersonal Skills 人際關係技巧
		3	Information Systems Application Skills 資訊系統應用技巧
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Managerial Level 經理級	1	Putonghua 普通話
		2	Spoken English 英語會話
		3	Foreign Exchange 外匯
		4	Crisis Management 危機管理
		5	Risk Management 風險管理
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Anti-Corruption Regulations 反貪污條例
		3	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		4	Foreign Exchange 外匯
		5	Putonghua 普通話
	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		3	Putonghua 普通話
		4	Anti-Corruption Regulations 反貪污條例
		5	Communication Skills 溝通技巧
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Compliance of Various Ordinances 不同法規的監管
		3	Securities & Futures Regulation 證券及期貨條例
		4	Marketing Management 營銷管理
		5	Anti-Money Laundering Compliance 反洗黑錢法規

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulation 證券及期貨條例
		2	Risk Management 風險管理
		3	Securities Analysis 証券分析
		4	Financial Statement Analysis 財務報表分析
		5	Anti-Money Laundering Compliance 反洗黑錢法規
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Communication Skills 溝通技巧
		3	Interpersonal Skills 人際關係技巧
		4	Customer Psychology 顧客心理
		5	Anti-Corruption Regulations 反貪污條例
Other Financial Companies 其他與金融有關的公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Marketing Management 營銷管理
		2	Financial Markets Operations 金融市場運作
		4	Leadership 領導才能
		5	Fund Management 基金管理
	Supervisory/ Officer Level 主管/主任級	1	Securities Analysis 証券分析
		2	Securities & Futures Regulation 證券及期貨條例
		3	Financial Markets Operations 金融市場運作
		4	Financial Statement Analysis 財務報表分析
		4	Anti-Money Laundering Compliance 反洗黑錢法規
	Clerical Level 文員級	1	Information Systems Application Skills 資訊系統應用技巧
		2	English Writing 英文書寫
		3	Putonghua 普通話
		4	Spoken English 英語會話
		5	Securities Analysis 証券分析
		5	Securities & Futures Regulation 證券及期貨條例

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
All Branches 全部門類	Managerial Level 經理級	1	Risk Management 風險管理
		2	Crisis Management 危機管理
		3	Securities & Futures Regulation 證券及期貨條例
		4	Compliance of Various Ordinances 不同法規的監管
		5	Marketing Management 營銷管理
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulation 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Securities Analysis 證券分析
		4	Financial Markets Operations 金融市場運作
		5	Financial Statement Analysis 財務報表分析
	Clerical Level 文員級	1	Communication Skills 溝通技巧
		2	Putonghua 普通話
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Securities & Futures Regulation 證券及期貨條例
		5	Spoken English 英語會話



Table 17 : The Incentives to Encourage Employers to Provide Training to Their Employees (Banking and Finance Industry)

表 17 : 有效鼓勵僱主提供訓練予僱員的方法 (銀行及金融業)

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	Number of Establishments 機構數目	Percentage 百分比
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Reimbursement of course fees to employers 向僱主退還僱員學費	77	26.6
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	100	34.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	39	13.4
	Others 其他	3	1.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	71	24.5
	<b>Total 總計</b>	<b>290</b>	<b>100</b>
Deposit-taking Companies 接受存款公司	Reimbursement of course fees to employers 向僱主退還僱員學費	9	29.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	8	25.8
	Government loan/grant to employers 政府給予僱主貸款/補助金	6	19.4
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	8	25.8
	<b>Total 總計</b>	<b>31</b>	<b>100</b>
Investment and Holding Companies 投資及控股公司	Reimbursement of course fees to employers 向僱主退還僱員學費	117	26.8
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	100	22.9
	Government loan/grant to employers 政府給予僱主貸款/補助金	28	6.4
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	191	43.8
	<b>Total 總計</b>	<b>436</b>	<b>100</b>
Personal Loans and Related Companies 私人貸款及有關公司	Reimbursement of course fees to employers 向僱主退還僱員學費	192	29.6
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	128	19.7
	Government loan/grant to employers 政府給予僱主貸款/補助金	103	15.9
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	226	34.8
	<b>Total 總計</b>	<b>649</b>	<b>100</b>

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	Number of Establishments 機構數目	Percentage 百分比
Securities Brokerage Firms 證券經紀公司	Reimbursement of course fees to employers 向僱主退還僱員學費	180	30.2
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	96	16.1
	Government loan/grant to employers 政府給予僱主貸款/補助金	127	21.3
	Others 其他	9	1.5
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	184	30.9
	<b>Total 總計</b>	<b>596</b>	<b>100</b>
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金 屬經紀 / 交易商	Reimbursement of course fees to employers 向僱主退還僱員學費	50	22.9
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	72	33.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	41	18.8
	Others 其他	5	2.3
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	50	22.9
	<b>Total 總計</b>	<b>218</b>	<b>100</b>
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的法 定機構	Reimbursement of course fees to employers 向僱主退還僱員學費	-	0.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	-	0.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	-	0.0
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	6	100
	<b>Total 總計</b>	<b>6</b>	<b>100</b>
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Reimbursement of course fees to employers 向僱主退還僱員學費	266	27.6
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	257	26.6
	Government loan/grant to employers 政府給予僱主貸款/補助金	185	19.2
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	257	26.6
	<b>Total 總計</b>	<b>965</b>	<b>100</b>
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Reimbursement of course fees to employers 向僱主退還僱員學費	190	19.7
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	381	39.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	153	15.9
	Others 其他	3	0.3
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	237	24.6
	<b>Total 總計</b>	<b>964</b>	<b>100</b>

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	Number of Establishments 機構數目	Percentage 百分比
Other Financial Companies 其他與金融有限公司	Reimbursement of course fees to employers 向僱主退還僱員學費	659	36.8
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	530	29.6
	Government loan/grant to employers 政府給予僱主貸款/補助金	217	12.1
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	387	21.6
	<b>Total 總計</b>	<b>1 793</b>	<b>100</b>
All Branches 全部門類	Reimbursement of course fees to employers 向僱主退還僱員學費	1 740	29.3
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	1 672	28.1
	Government loan/grant to employers 政府給予僱主貸款/補助金	899	15.1
	Others 其他	20	0.3
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	1 617	27.2
	<b>Total 總計</b>	<b>5 948</b>	<b>100</b>

Remarks: Total percentage may not equal 100% due to rounding.

Manpower Changes of the Banking and Finance Industry  
from January 2011 to January 2013

銀行及金融業於二〇一一年一月至二〇一三年一月之人力轉變

Job Title 職稱	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
<b>MANAGERIAL LEVEL 經理級</b>			
Assistant to Chief Executive Officer/Director 行政總裁助理／董事助理	403	319	84 (26.3%)
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／總運作主任／營運總監／ 常務董事／總經理	1 832	1 044	788 (75.5%)
Chief Representative 首席代表	62	89	-27 (-30.3%)
Manager - Administration 經理－行政	1 019	524	495 (94.5%)
Manager - Branch Operations 經理－分行運作	n/a	422	n/a n/a
Zone/District Manager 區域經理	357	268	89 (33.2%)
Head of Treasury and Capital Markets 庫務及資本市場主管	290	220	70 (31.8%)
Manager - Foreign Exchange/Money Market/Interest Rate Products/Debt Market 經理－外匯／拆放市場／利率產品／ 債務市場	944	869	75 (8.6%)
Manager - Settlement 經理－結算	352	263	89 (33.8%)
Risk Manager 風險經理	756	824	-68 (-8.3%)
Chief Investment Officer/ Manager - Investment 總投資主任／經理－投資	1 101	813	288 (35.4%)
Financial Adviser/Portfolio Manager 財務顧問／基金組合經理／投資組合 經理	1 587	1 786	-199 (-11.1%)
Manager - Investment Services 經理－投資服務	1 256	1 385	-129 (-9.3%)
Manager - Private Banking 經理－私人銀行	611	1 313	-702 (-53.5%)
Manager - Securities/Custodian Services 經理－證券／代管人服務	n/a	221	n/a n/a
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	1 322	915	407 (44.5%)

Job Title 職稱	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>			
Manager – Branch 經理 – 分行	2 545	2 180	365 (16.7%)
Manager – Insurance Products 經理 – 保險產品	138	117	21 (17.9%)
Manager-Mandatory Provident Fund 經理 – 強制性公積金	111	136	-25 (-18.4%)
Manager - Trade Finance Operations 經理 – 貿易融資運作	428	696	-268 (-38.5%)
Manager - Trust 經理 – 信託	177	255	-78 (-30.6%)
Manager – Phone Banking/ Call Centre 經理 – 電話理財/電話服務中心	64	n/a	n/a n/a
Manager - Credit 經理 – 授信/信貸	1 446	1 197	249 (20.8%)
Manager - Credit Card 經理 – 信用卡	195	176	19 (10.8%)
Manager - Financial Institutions/ Correspondent Banking 經理 – 財務機構/國外同業部	185	225	-40 (-17.8%)
Head of Business/ Managing Director 業務總監/董事總經理	1 031	883	148 (16.8%)
Manager - Corporate Banking/ Commercial Banking/Relationship Management 經理 – 企業銀行/機構銀行/商業銀 行/關係推廣/客戶關係管理	1 789	1 403	386 (27.5%)
Manager - Liaison 經理 – 聯絡	n/a	44	n/a n/a
Manager - Marketing/Product Development 經理 – 市場推廣/產品開發	1 098	648	450 (69.4%)
Manager – Customer Relationship (Personal Banking/ Securities) 經理 – 客戶關係(個人銀行/證券)	1 303	n/a	n/a n/a
Chief Financial Officer/Financial Controller 總財務主任/財務監督	435	325	110 (33.8%)
Manager - Accounting 經理 – 會計	1 337	757	580 (76.6%)
Chief Information Officer/ Chief Technology Officer/Manager - IT 總資訊主任/總科技主任/ 經理 – 資訊科技	1 745	1 512	233 (15.4%)
E-Commerce/ E-Banking Manager 電子商貿/電子銀行經理	248	275	-27 (-9.8%)
Manager - Human Resources 經理 – 人力資源	1 183	490	693 (141.4%)
Manager - Training/ Learning and Development 經理 – 培訓/訓練/學習及培訓	274	174	100 (57.5%)

Job Title 職稱	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
<b>MANAGERIAL LEVEL (Continued) 經理級 (續)</b>			
Company Secretary 公司秘書	164	93	71 (76.3%)
Economist/Manager - Economic Research 經濟研究員／經理－經濟研究	193	234	-41 (-17.5%)
Legal Adviser 法律顧問	317	311	6 (1.9%)
Manager - Compliance 經理－條例執行／合規	838	490	348 (71.0%)
Manager - Corporate Communications/ Public Relations 經理－企業傳訊／公共關係	264	199	65 (32.7%)
Manager - Internal Audit 經理－內部稽核	517	305	212 (69.5%)
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re- Engineering 商業分析員／經理－組織／質素保證／ 工效優化	361	190	171 (90.0%)
Manager - Property/Real Estate 經理－產業／房地產	120	68	52 (76.5%)
Other Manager 其他經理	4 907	3 464	1 443 (41.7%)
<b>Sub-total 小計</b>	<b>35 305</b>	<b>28 122</b>	<b>7 183 (25.5%)</b>
<b>SUPERVISORY/OFFICER LEVEL 主管/主任級</b>			
Administration Officer 行政主任	1 685	1 413	272 (19.2%)
Management Trainee 見習主任	690	298	392 (131.5%)
Representative 代表	244	78	166 (212.8%)
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	1 391	1 347	44 (3.3%)
Remittances Officer 匯兌主任	774	1 188	-414 (-34.8%)
Settlement Officer 結算主任	776	456	320 (70.2%)
Financial Adviser Representative/ Personal financial Adviser 財務顧問代表／個人財務顧問	3 916	5 369	-1453 (-27.1%)
Investment Analyst 投資分析員	3 050	2 760	290 (10.5%)
Investment Officer 投資主任	1 604	3 033	-1429 (-47.1%)
Account Executive / Sales Officer 客戶主任/ 營業主任	3 588	n/a	n/a n/a
Sales Officer – Investment Products 銷售主任－投資產品	n/a	3 036	n/a n/a

Job Title 職稱	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)	
<b>SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)</b>				
Sales Officer – Securities 銷售主任—證券	n/a	948	n/a	n/a
Securities Settlement Officer 證券交收結算主任	1 462	1 633	-171	(-10.5%)
Insurance Products Officer 保險產品主任	182	153	29	(19.0%)
Mandatory Provident Fund Officer 強制性公積金主任	667	525	142	(27.0%)
Operations Officer 運作主任/ 營運主任	6 156	6 173	-17	(-0.3%)
Sales Officer – Insurance Products 銷售主任—保險產品	111	96	15	(15.6%)
Telecommunications Officer 電訊主任	n/a	96	n/a	n/a
Trade Finance Operations Officer 貿易融資運作主任	1 114	1 129	-15	(-1.3%)
Trust Officer 信託主任	161	153	8	(5.2%)
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財/電話服務中 心	489	n/a	n/a	n/a
Moderator 調解員	1	n/a	n/a	n/a
Credit Analyst 授信分析員	727	690	37	(5.4%)
Credit Card Officer 信用卡主任	616	603	13	(2.2%)
Credit Information Officer 資信調查主任/信貸資料主任	234	168	66	(39.3%)
Credit/Loan Officer 信貸/授信/放款主任	2 488	2 860	-372	(-13.0%)
Hire Purchase/Leasing Officer 分期付款/租賃主任	376	149	227	(152.3%)
Business Development Officer 業務發展主任	2 011	2 442	-431	(-17.6%)
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行/商業銀行 /客戶關係管理	2 464	n/a	n/a	n/a
Liaison Officer 聯絡主任	n/a	248	n/a	n/a
Marketing Officer 市場推廣主任	n/a	2 229	n/a	n/a
Telemarketing Officer 電話市場推廣主任	500	356	144	(40.4%)
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行/證券	1 926	n/a	n/a	n/a

Job Title 職稱	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)	
<b>SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)</b>				
Accounting Officer 會計主任	2 034	1 925	109	(5.7%)
Computer Operations Officer 電腦運作主任	881	794	87	(11.0%)
IT Audit Officer 資訊科技稽核主任	505	80	425	(531.3%)
Programmer/Technology Officer 程式員／科技主任	1 750	2 043	-293	(-14.3%)
Systems Analyst 系統分析員	1 316	1 315	1	(0.1%)
Human Resources Officer 人力資源主任	758	927	-169	(-18.2%)
Training Officer/Instructor 訓練主任／導師	138	154	-16	(-10.4%)
Compliance Officer 條例執行主任/合規主任	756	522	234	(44.8%)
Internal Audit Officer 內部稽核主任	457	458	-1	(-0.2%)
Officer – Organisation/ Productivity/ Quality/ Re-engineering 主任-組織／生產力／質素／工效優 化	232	95	137	(144.2%)
Other Supervisor 其他主管	7 674	3 934	3 740	(95.1%)
<b>Sub-total 小計</b>	<b>56 119</b>	<b>51 876</b>	<b>4 243</b>	<b>(8.2%)</b>
<b>CLERICAL LEVEL 文員級</b>				
Clerk 文員	11 936	n/a	n/a	n/a
Money Changers Clerk 貨幣兌換文員	n/a	1 823	n/a	n/a
Securities and Futures Assistant 證券及期貨助理	6 082	7 036	-954	(-13.6%)
Securities Settlement Clerk 證券交收結算文員	n/a	2 085	n/a	n/a
Cashier 出納員	987	933	54	(5.8%)
General Clerk 一般文員	n/a	9 781	n/a	n/a
Mailing Clerk 郵遞文員	n/a	237	n/a	n/a
Receptionist/ Greeter 接待員／電話操作員	916	606	310	(51.2%)
Trade Finance Operations Checker 貿易融資運作核對員	1 019	836	183	(21.9%)
Trade Finance Operations Clerk 貿易融資運作文員	n/a	1 243	n/a	n/a



Job Title 職稱	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
<b>CLERICAL LEVEL (Continued) 文員級 (續)</b>			
Teller 櫃檯員	10 570	9 924	646 (6.5%)
Credit/Loan Clerk 授信／放款文員	n/a	3 751	n/a n/a
Telemarketing Representative 電話市場推廣代表	1 144	1 317	-173 (-13.1%)
Accounting Clerk 會計文員	2 763	1 923	840 (43.7%)
Computer Operator 電腦操作員	1 462	1 182	280 (23.7%)
Internal Audit Clerk 內部稽核文員	n/a	160	n/a n/a
Other Clerical Staff 其他文員	7 808	n/a	n/a n/a
<b>Sub-total 小計</b>	<b>44 687</b>	<b>42 837</b>	<b>1 850 (4.3%)</b>
<b>OTHERS 其他</b>			
Other Supporting Staff 其他輔助員工	9 672	13 328	-3 656 (-27.4%)
<b>Sub-total 小計</b>	<b>9 672</b>	<b>13 328</b>	<b>-3 656 (-27.4%)</b>
<b>GRAND TOTAL 總計</b>	<b>145 783</b>	<b>136 163</b>	<b>9 620 (7.1%)</b>

## **Labour Market Analysis Method for Manpower Projection**

### Methodology

The Labour Market Analysis (LMA) approach first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA approach has been applied to manpower projection for the banking and finance industry since 2004 (except in 2009 due to uncertainty in financial market's operations after financial tsunami). In this round of survey, statistical modeling is applied to the banking and finance industry for the coming five years.

3. The building of a statistical model comprises two main steps. The first step is called 'diagnostic' when two sets of statistical data are tested to select independent variables as determinants. Set I comprises nine core statistics in the National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about our key economic activities. Set II comprises 42 economic indicators with more disaggregate information about various economic sectors. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two data sets, some determinants can be found. To minimize Types I & II and other errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modeling is called "Prognostic" because the PCs found in the first step are used to build the statistical model for manpower projection.

### Manpower Projection for Banking and Finance Industry

4. For the banking and finance industry, five determinants below have been identified and grouped into PCs.

- 1) Composite Consumer Price Index [CCPI]
- 2) Property Price Index [PPI]
- 3) Re-Export of Goods in Value Index [VREX]
- 4) Retails Sales in Value Index [RSVA]
- 5) Loans and Advance [LA]

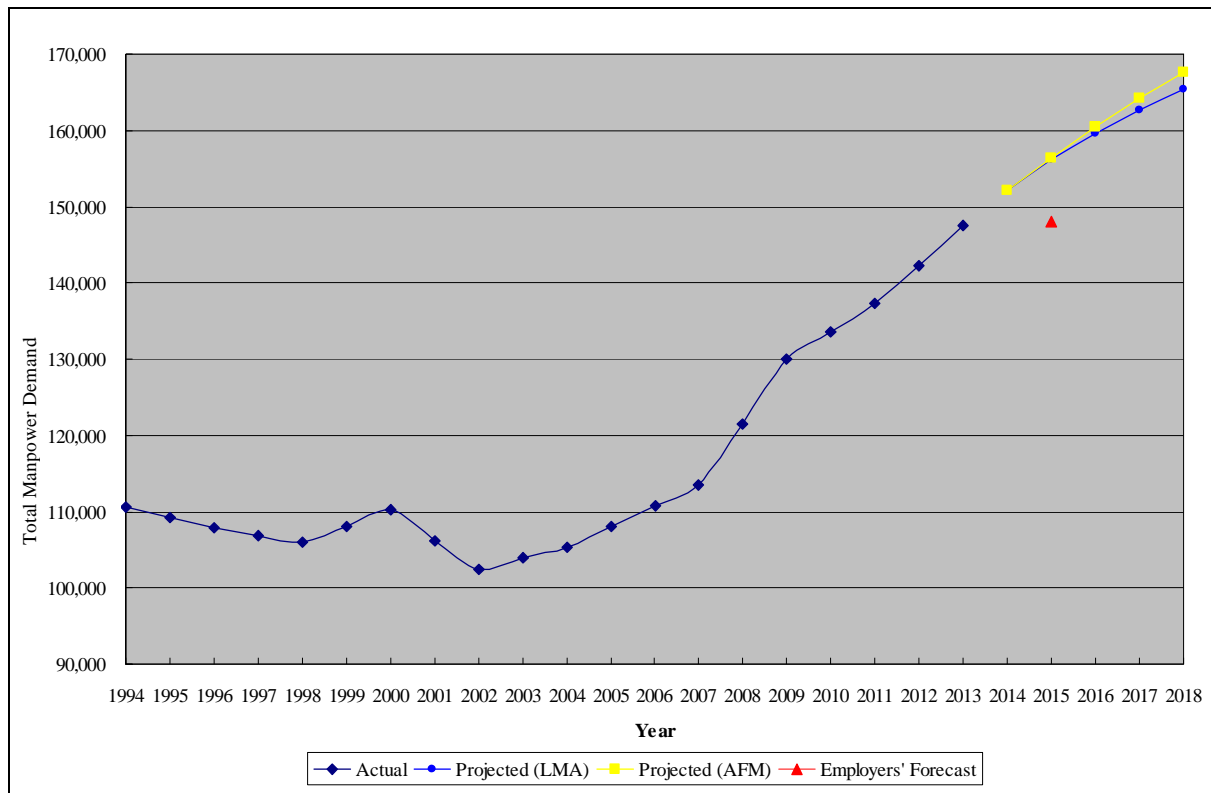
5. At the “diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 93% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. At the second “prognostic” step, Principal Component Regression (PCR) is applied to build the statistical model. The model indicates that there is a strong positive correlation between the actual manpower data and the PCs. The adjusted R-square worked out to be 0.91, indicating that about 91% of the variation of the manpower requirements can be explained by the model.

6. The manpower demand for the banking and finance industry in 2014-2018 is projected using three methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers’ Forecast (EF). A summary is provided as below.

Table 1: Summary of Manpower Projections by LMA, AFM and EF.

Year	Manpower Demand	Projected (LMA)	Projected (AFM)	Projected (EF)
2013	147 448			
2014		152 151 (+3.2%*)	152 105 (+3.2%*)	
2015		156 134 (+2.6%**)	156 448 (+2.9%**)	148 043 (+0.4%*)
2016		159 637 (+2.2%**)	160 479 (+2.6%**)	
2017		162 711 (+1.9%**)	164 208 (+2.3%**)	
2018		165 393 (+1.6%**)	167 650 (+2.1%**)	
* as percentage change vs manpower demand in 2013 ** as percentage change vs projected manpower in previous year  LMA: Labour Market Analysis AFM: Adaptive Filtering Method EF: Employers’ forecast at the date of the survey				

Figure 1: Summary of Manpower Projection by LMA, AFM and EF.



7. Both LMA and AFM methods show an increasing manpower trend for 2014-2018. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available, whereas the AFM approach is based on historical pattern in manpower series to extrapolate the future assuming all other variables remain unchanged. Finally, EF, which is based on personal guess and industry experience of the respondents, predicts a negligible growth in 2015.