

2005 MANPOWER SURVEY REPORT
REAL ESTATE SERVICES

房地產服務業
二〇〇五年人力調查報告

職業訓練局
房地產服務業訓練委員會
REAL ESTATE SERVICES TRAINING BOARD
VOCATIONAL TRAINING COUNCIL

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VOCATIONAL TRAINING COUNCIL

Executive Summary of the Report on the 2005 Manpower Survey of the Real Estate Services Industry

Introduction

The Real Estate Services Training Board of the Vocational Training Council was set up by the HKSAR Government in 1998 to be responsible for determining the manpower situation and training needs in the real estate services industry. The Training Board conducted its fourth manpower survey in January 2005 covering the five sectors of real estate development with services; property management and maintenance; estate agency; estate surveying, valuation and consultancy; and government departments and public sector in the real estate services industry.

2. Out of the 8 192 establishments registered with the Census and Statistics Department, 1 044 sampled establishments were selected using the stratified random sampling method. The sample covered 527 establishments in real estate development with services; 228 establishments in property management and maintenance; 106 establishments in estate agency; 141 establishments in estate surveying, valuation and consultancy; and 42 government departments and public sector. Of the 1 044 sampled establishments for the survey, only 20 establishments declined to respond. 525 were successfully enumerated with the required information collected. The remaining 499 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 96.3%.

3. **Section I** of this report will give an introduction to the survey including the purpose, scope, methodology and analysis of the response and the manpower assessment procedure. A summary of the survey findings is presented in **Section II**. The conclusions and recommendations of the Training Board are set out in **Section III** and **Section IV** respectively.

Summary of Survey Findings

4. The Training Board accepts that the findings represent the manpower situation of the real estate services industry at the time of the survey. The Training Board also observes that the manpower situation in general has become stable.

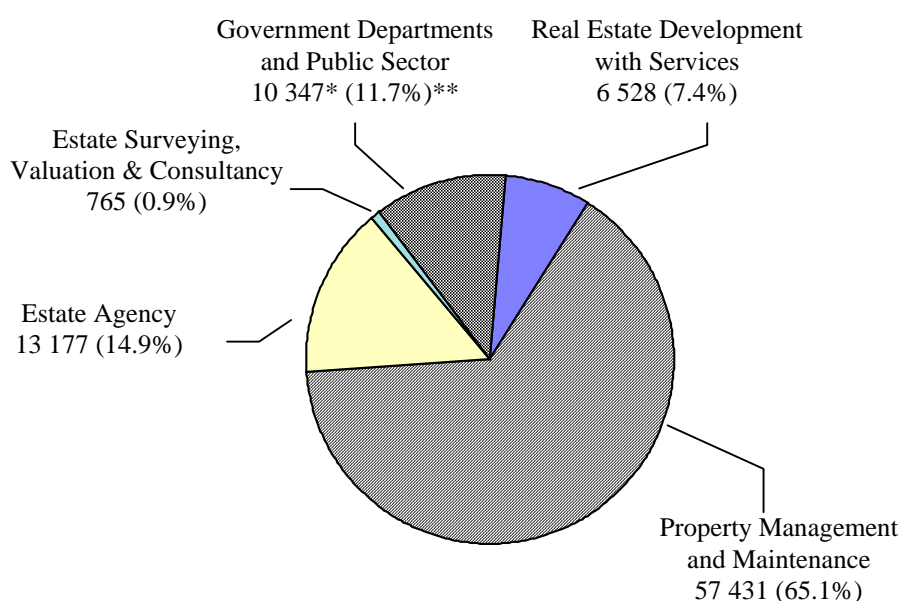
Manpower Situation in 2005

5. The Training Board notes that there were 1.4% and 2.7% increase in technical and non-technical manpower respectively. The Training Board notes that among the five sectors of the industry, only the government department and public sector had experienced a 1.8% decrease in technical manpower, while all other four sectors had experienced manpower growth, ranging from 0.4% in the property management and maintenance sector to 9.3% in the real estate development sector.

6. The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and Macau. The implementation of the Continuing Professional Development Scheme (CPD) for estate agents may also create more training demand. On the other hand, the Training Board believes that the employers tend to be cautious in forecasting the number of employees in 2006.

7. The survey reveals that during the survey period, there were 88 248 employees in the industry. The distribution of manpower by sector is summarized in Figure 1 as follows:-

Figure 1: Distribution of Employees by Sector
Total 88 248

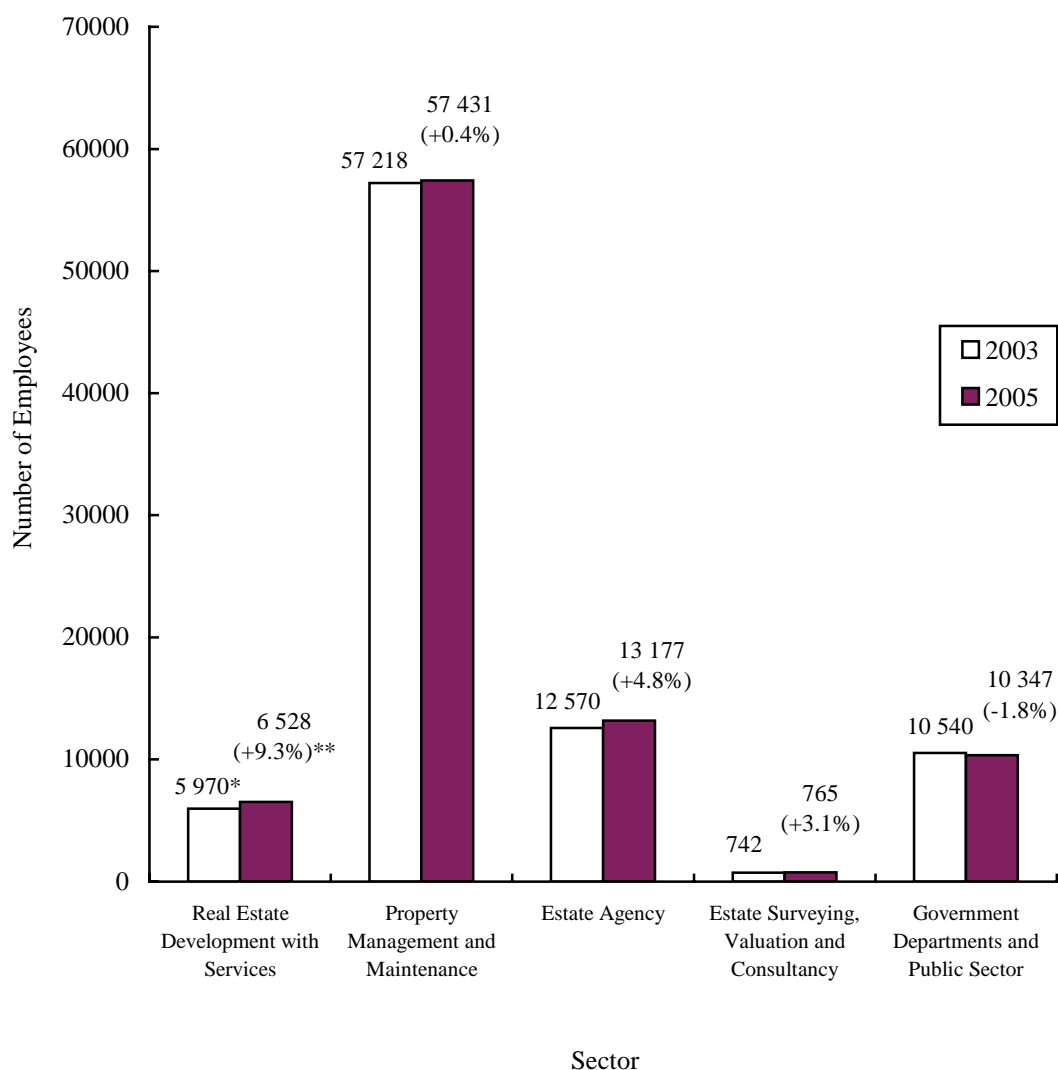


* Number of employees

** As percentage of total employees in the industry
The percentage may not add up to 100 owing to rounding

8. When compared with the survey in 2003, the real estate development with services sector recorded a 9.3% manpower growth in two years. The government departments and public sector had a decrease of 1.8%. A comparison of the manpower by sector between 2003 and 2005 is shown in Figure 2.

Figure 2: Comparison of the Distribution of Employees by Sector between 2003 and 2005

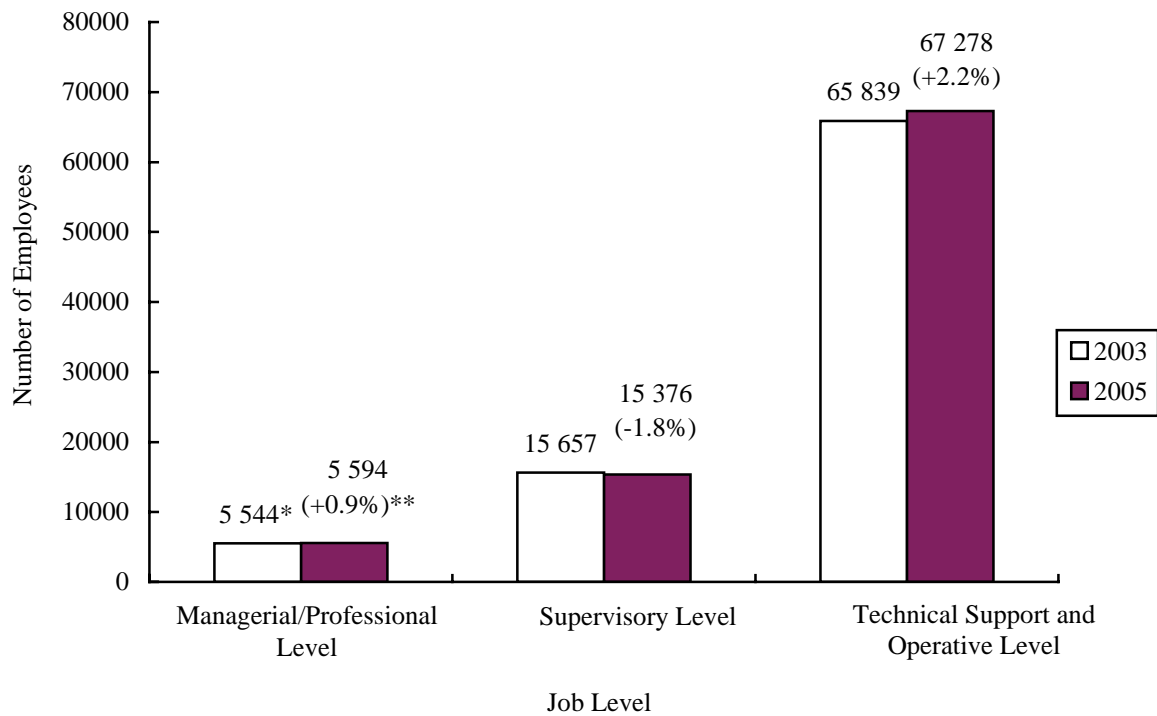


* Number of employees in each sector

** As percentage increase or decrease in the number of employees in each sector

9. The survey also reveals that of the 88 248 employees, 67 278 (76.2%) were at the technical support and operative level, 15 376 (17.4%) were at the supervisory level and 5 594 (6.3%) were at the managerial/professional level. The comparison of manpower structure between 2003 and 2005 by job level is shown in Figure 3.

Figure 3: Manpower Structure of 2003 and 2005 by Job Level



* The number of employees at each job level

** As percentage increase or decrease in the number of employees at each job level

10. The distribution of employees by sector by job level is given in Table 1.

Table 1: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	1 032 (15.8)	1 661 (25.4)	3 835 (58.7)	6 528 (100)	(7.4)
Property Management and Maintenance	2 025 (3.5)	5 597 (9.7)	49 809 (86.7)	57 431 (100)	(65.1)
Estate Agency	486 (3.7)	1 778 (13.5)	10 913 (82.8)	13 177 (100)	(14.9)
Estate Surveying, Valuation & Consultancy	302 (39.5)	293 (38.3)	170 (22.2)	765 (100)	(0.9)
Government Departments and Public Sector	1 749 (16.9)	6 047 (58.4)	2 551 (24.7)	10 347 (100)	(11.7)
Total	5 594 (6.3)**	15 376 (17.4)**	67 278 (76.2)**	88 248 (100)#	

(%)* As percentage of total number of employees in the same sector

(%)** As percentage of total employees in the industry

The percentage may not add up to 100 owing to rounding

Number of Employees involved in the work of Mainland

11. The survey reveals that 679 employees were involved in the work of Mainland, representing 0.8% of the total number of employees. As this survey only covers employees receiving pay in Hong Kong, the actual number of employees involved in the work and receiving remuneration in the Mainland may be much higher. Among the 679 employees, the estate agency sector has recorded 294 employees (or 43.3%) involved in the work of Mainland, followed by the real estate development with services sector with 202 employees (or 29.7%). The number of employees involved in the work of Mainland by sector by job level is illustrated in Table 2.

Table 2: Number of Employees involved in the work of Mainland by Sector by Job Level in the Past 12 Months

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	76 (37.6)	46 (22.8)	80 (39.6)	202 (100)	(29.7)
Property Management and Maintenance	59 (62.1)	24 (25.3)	12 (12.6)	95 (100)	(14.0)
Estate Agency	81 (27.6)	94 (32.0)	119 (40.5)	294 (100)	(43.3)
Estate Surveying, Valuation & Consultancy	50 (61.0)	22 (26.8)	10 (12.2)	82 (100)	(12.1)
Government Departments and Public Sector	2 (33.3)	2 (33.3)	2 (33.3)	6 (100)	(0.9)
Total	268 (39.5)**	188 (27.7) **	223 (32.8) **	679 (100)#	

(%)* As percentage of total number of employees involved in the work of Mainland in the same sector

(%)** As percentage of total employees involved in the work of Mainland

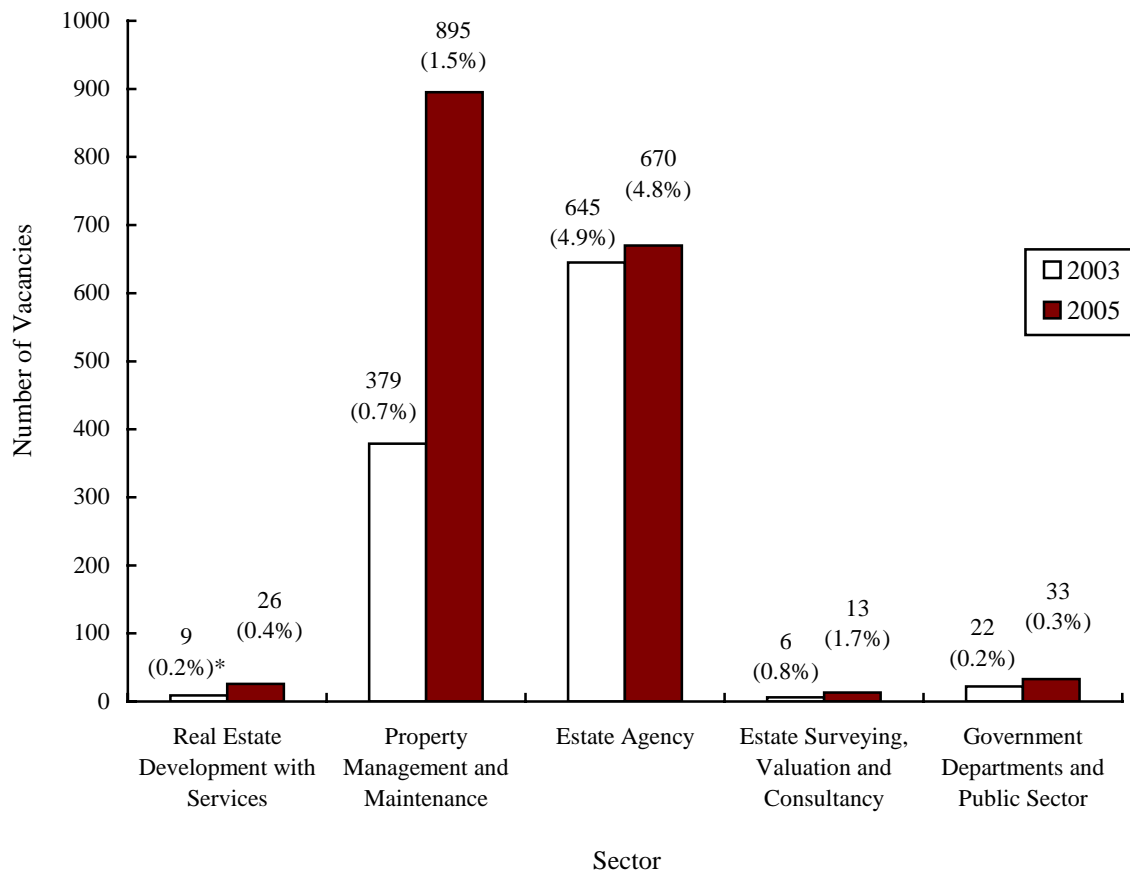
The percentage may not add up to 100 owing to rounding

12. Employers expected that 628 employees would be involved in the work of Mainland in the next 12 months.

Vacancies

13. During the survey period, employers reported 1 637 vacancies, or 1.8% of the existing 89 885 posts. The comparison of the number of vacancies between 2003 and 2005 by sector is shown in Figure 4 and the existing vacancies by sector by job level in Table 3.

Figure 4: Vacancies of 2003 and 2005 by Sector
Total: 1 637



* As percentage of the number of posts by sector

Table 3: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)#
Real Estate Development with Services	- -	8 (0.5)	18 (0.5)	26 (0.4)
Property Management and Maintenance	27 (1.3)	138 (2.4)	730 (1.4)	895 (1.5)
Estate Agency	1 (0.2)	17 (0.9)	652 (5.6)	670 (4.8)
Estate Surveying, Valuation & Consultancy	- -	11 (3.6)	2 (1.2)	13 (1.7)
Government Departments and Public Sector	1 (0.1)	8 (0.1)	24 (0.9)	33 (0.3)
Total	29 (0.5)**	182 (1.2)**	1 426 (2.1)**	1 637 (1.8)@

(%)* As percentage of number of posts by sector by job level

(%)** As percentage of total number of posts by job level

(%)# As percentage of number of posts by sector

(%)@ As percentage of total number of posts in the industry

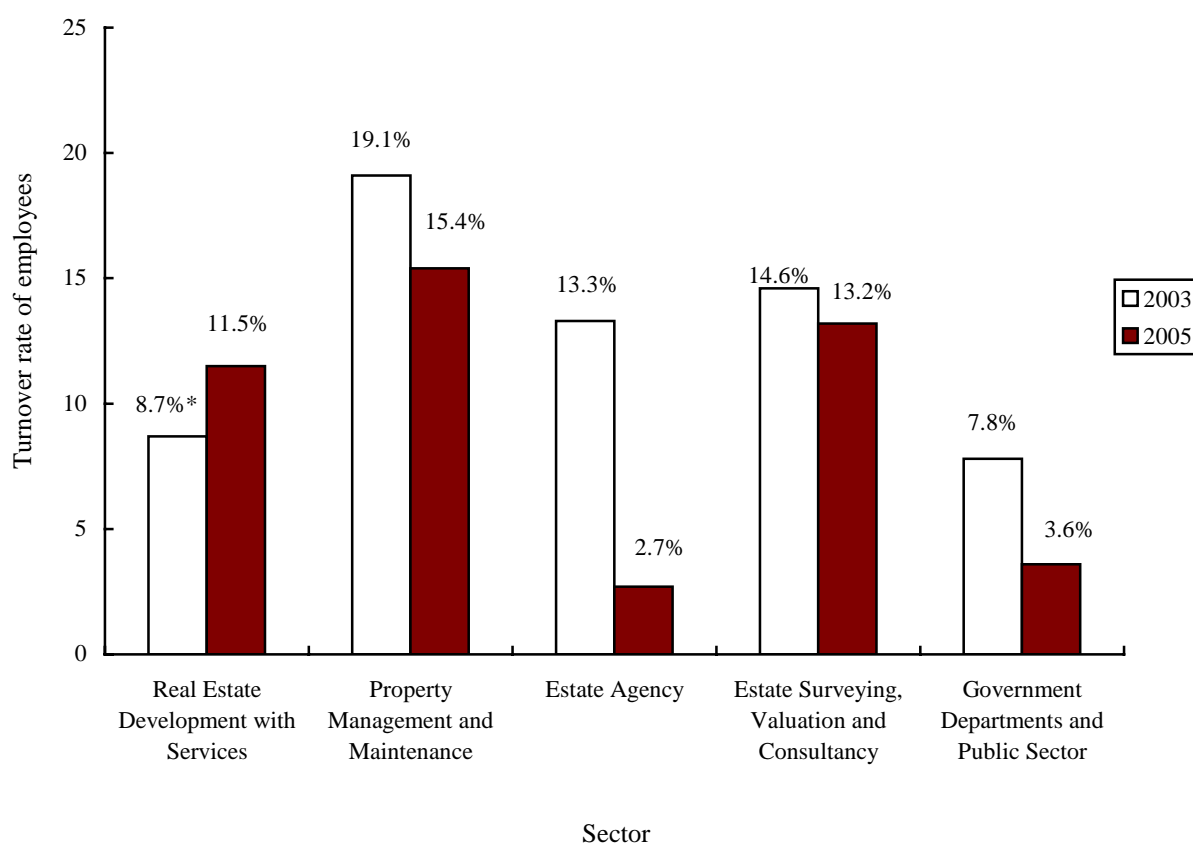
Internal Promotion in the Past 12 Months by Job Level

14. The survey reveals that 402 employees (or 0.5% of the total employees) had been promoted from within the industry. Of the 402 employees promoted, 109 (or 27.1%) were to the managerial/professional level and 293 (or 72.9%) to the supervisory level. The Training Board encourages employers to provide more training and opportunity to their employees to facilitate their career progression.

Turnover Rate

15. Employers reported that 10 567 employees (or 11.8% of the total posts) had left the industry in the past 12 months. Among these employees, 29.9% changed employment within the industry, 3.7% took up employment in other sectors, 14.3% emigrated, started own business or left for other reasons, and 52.2% left for unknown reasons. By sector, the property management and maintenance sector had the highest turnover rate of 84.7% with 8 955 employees having left. Of the 8 955 employees, 2 721 had taken up real estate services related jobs and 5 009 had left for unknown reasons, only 1 225 left the industry permanently. Figure 5 shows the turnover rate of employees of 2003 and 2005 by sector. The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate job transfer.

Figure 5: Turnover Rate of Employees of 2003 and 2005 by Sector



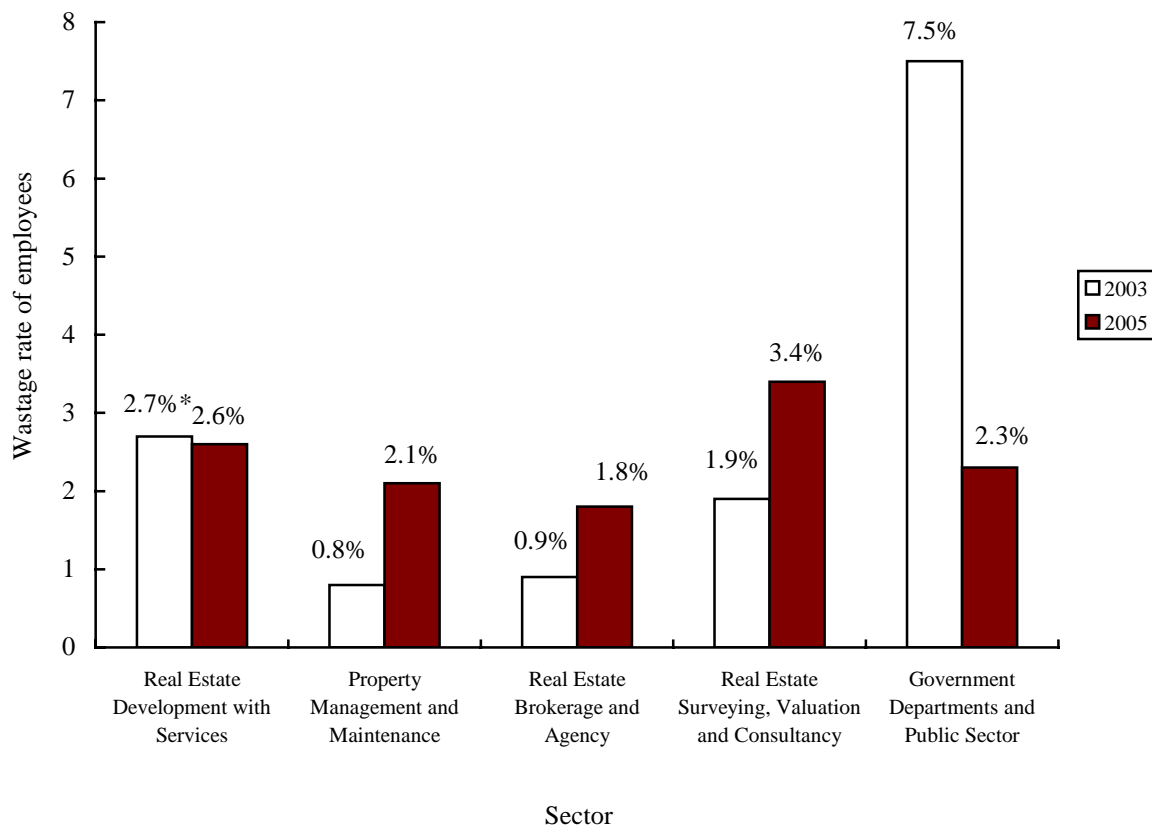
* The turnover rate of employees in each sector

16. By job level, the technical support and operative level has the most number of 8 700 employees left, representing 82.3% of the total turnover.

Wastage

17. During the period of survey, of the 10 567 employees departed, 1 897 left permanently. The wastage of 1 897 represents 2.1% of the total workforce in 2005, higher than the rate of 1.7% in 2003. Figure 6 shows the comparison of wastage rate between 2003 and 2005 by sector.

Figure 6: Wastage Rate of Employees between 2003 and 2005 by Sector



* As percentage of the number of employees left permanently against the number of employees in each sector

Recruitment Difficulties

18. Out of the 625 respondents to the survey, 125 (20%) had reported difficulties in staff recruitment, particularly in the jobs of estate agents. The survey reveals that the main reasons for the recruitment difficulties were owing to the lack of candidates with the relevant experience and insufficient trained/qualified manpower in related discipline. The Training Board is of the view that the demand for estate agency training is substantial and it would further increase with the introduction of the voluntary Continuing Professional Development (CPD) Scheme in May 2005.

Employers' Preferred Education/Training

19. Many employers (50.4%) preferred their employees at the managerial/professional level to have a degree in both 2003 and 2005. The survey reveals that in 2005, more employers preferred a matriculation level of qualification for most of the jobs at the supervisory level. For the technical support and operative level, similar to 2003, most employers preferred their employees to have a secondary 3 educational level.

Employers' Preferred Experience

20. A majority of employers preferred their employees to have 10 years or above of experience for the managerial/professional level, 3 to 6 years of experience for the supervisory level and 1 to 3 years of experience for the technical support and operative level.

Income Distribution

21. The "total monthly income" includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. The survey reveals that the majority of employees at the managerial/professional level earned a total monthly income from HK\$40,001 to HK\$60,000, for the technical support and operative employees from HK\$5,001 to HK\$10,000. For the supervisory level, more employees earned a lower monthly income from \$10,001 to \$15,000 in 2005.

Manpower Projection

Forecast Manpower Demand for 2006 to 2008

22. Employers forecast that there would be 90 015 posts by January 2006, a slight increase of 130 jobs or 0.1% over the number of posts in January 2005. By sector, the estate agency sector would have 239 new jobs or +1.7%, while the government departments and public sector would have 231 jobs less or -2.2%. The Training Board observes that most employers had made a cautious forecast. The Training Board has adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2006 to 2008 in Table 4:

Table 4: Manpower Projection of the Real Estate Services Industry in 2006 to 2008

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2005	89,885		
2006F		90,371 (0.5%)*	90,015 (0.1%)*
2007F		91,036 (0.7%)**	
2008F		91,685 (0.7%)#	

* As percentage increase / decrease of the actual manpower against 2005

** As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

Based on the assumption that adjustment should be made for reduction of staff for HA.

Projection on Additional Training Requirements

23. Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2006 in Table 5 as follows:

Table 5: Projected Additional Training Requirements of Real Estate Services Industry in January 2006

Job Level	No. of Employees in Jan.2005	Annual Wastage	Forecast of Manpower Growth in Jan. 2006	Estimated Additional Training Requirements
Managerial/ Professional	5 594	89	44	133
Supervisory	15 376	347	21	368
Technical Support & Operative Level	67 278	1 461	2 058	3 519
Total	88 248	1 897	2 123	4 020

Provision of Training by Employers

24. The survey reveals that employers estimated that in the next 12 months, 36 928 employees would require training. Out of these 36 928 employees, 18 424 would need training in generic skills, 8 395 in other types of training, 5 746 training in property/housing management and 2 878 training relating to estate agents. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

Expectation of Employers on Hong Kong's Economy in the next 12 Months

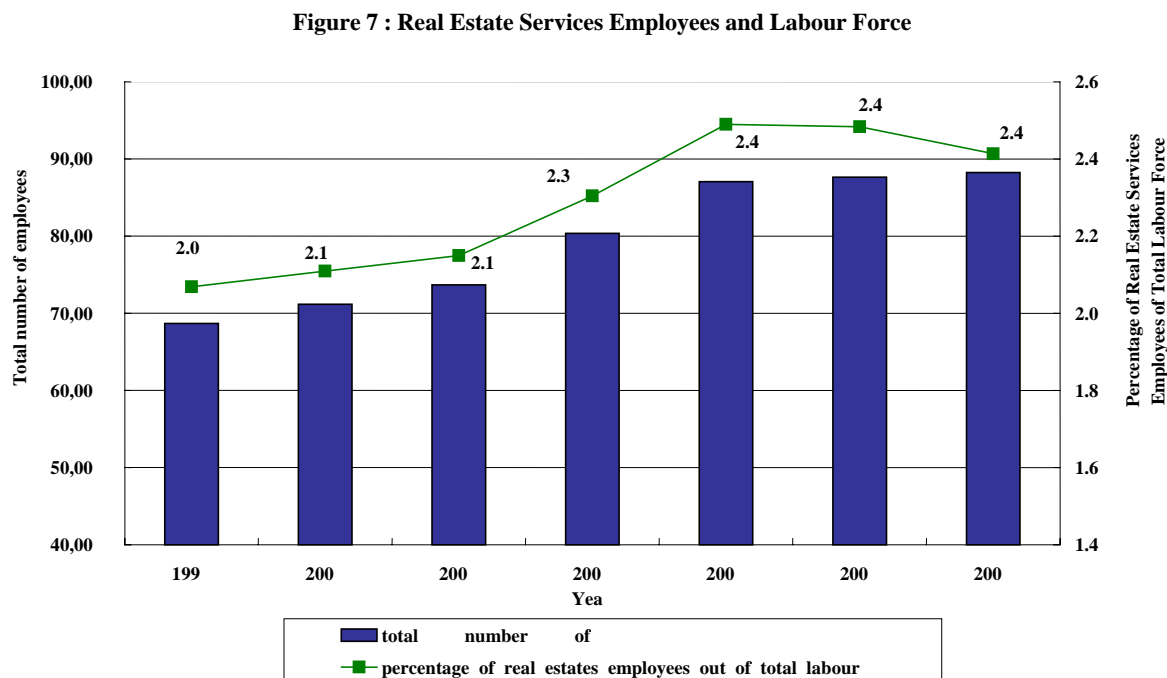
25. The survey reveals that 52.5% respondents expected that the economy of Hong Kong would be better in the next 12 months but 13.62% considered the contrary. 33.9% have made no comment on this.

Expectation of Employers on Manpower Growth in the next 12 Months

26. The survey reveals that only 19.8% of the respondents would expect a manpower growth in the next 12 months while 26.9% would not expect any growth. 53.3% respondents have made no comment on manpower growth.

Industry Outlook

27. Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 7 shows the percentage of real estate services employees against the total workforce from 1999 to 2005.



28. The property market is closely linked to the local economy and people's livelihood. Despite the global trend of increase in interest rates, people are more optimistic about the future. The number of property transactions in the private residential market improved significantly in the first quarter of 2005, as a result, a steady rise in property price has reduced the number of negative equity. The number of overseas and Mainland enterprises setting up business in Hong Kong has been increased continuously, which has boosted up the demand for commercial units. The demand for shops also increased considerably due to the growth in tourism business. All these have brought about a more active property market.

29. Government's measures to relieve the problem of excessive supply of land and housing stock in the private sector have proved to be effective. The pace in the construction of properties has slowed down. The Training Board believes that the property market would remain stable in the years ahead. However, more estate agents and property management employees will turn to work in the Mainland and Macau owing to rapid growth in property markets there.

Implications on Manpower

30. The survey reveals that 52.5% of employers expected that the economy of Hong Kong would be better in the next 12 months, the Training Board estimates that the overall manpower situation for the four private sectors will be fairly stable in the near future:-

- (i) The real estate developers have restored their interests in the development of properties in both Hong Kong and Macau. It may create a demand in manpower.
- (ii) It is expected that the trend of productivity enhancement and management efficiency in the property management and maintenance sector will continue. The manpower would remain stable despite the demand for better quality services. Government's legislation on mandatory maintenance and the rehabilitation of older buildings will create more job opportunities in the sector.
- (iii) In view of the strong revival of the property market in recent months, the number of property agents may increase.
- (iv) There will be no major change in the number of employees in the estate surveying, valuation and consultancy sector in the short term.
- (v) The Government's divestment of retail and public carparking facilities by the end of 2005 would turn its some 230 staff to the private sector. The Voluntary Departure Scheme aiming at further reduction of employees in the Housing Department will last until 2007.

Recommendations

31. The recommendations of the Training Board are as follows:-

- (i) Of the 4 020 forecast additional training requirements, 3 519 are at the technical support and operative level, and 368 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.
- (ii) To cater for the demand in high quality management service, the Training Board is of the view that the existing 88 000 strong in-service employees would need upgrading and updating training to remain competitive and efficient.
- (iii) The Training Board considers that there will be substantial training needs for estate agents, particularly with the implementation of the CPD Scheme. The Training Board recommends training providers to provide suitable training courses to estate agents.

- (iv) The Training Board will continue to support the Skills Upgrading Scheme (SUS) for the real estate services industry. As the public are more aware of the importance of hygiene after the outbreak of SARS and avian flu, there is an increasing need for crisis handling training. The Training Board recommends that practical courses such as facilities management and environmental hygiene training should be included under the SUS.
- (v) The Training Board believes that there will be more career opportunities for the Hong Kong real estate services practitioners in the Mainland, such as estate agents and property management personnel. The Training Board considers that there will be substantial training needs to prepare these practitioners to develop in the Mainland and recommends educational institutions to provide suitable preparatory training courses to them.
- (vi) The Training Board notes that the Government will implement qualifications framework (QF) to some industries including property management. The Training Board recommends training providers to make necessary arrangements to ensure that their courses will meet the requirements of the QF.
- (vii) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conference and experience-sharing seminars for the practitioners in the industry.
- (viii) The Training Board will continue to promote the career and training opportunities of the real estate services industry through the internet, seminars and talks.
- (ix) The Training Board recommends to conduct its manpower survey once every two years to assess the manpower demand and supply in this industry.

SECTION I

INTRODUCTION

The Training Board

1.1 The Real Estate Services Training Board of the Vocational Training Council (VTC) was set up in 1998 to be responsible for determining the manpower situation and training needs in the real estate services industry and to recommend measures to the VTC, employers and education and training institutions for the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board are given in Appendices 1 and 2.

Purpose of the Survey

1.2 The Training Board had conducted three manpower surveys in 1999, 2001 and 2003 and published three reports. The Training Board also conducted its fourth biennial manpower survey in January 2005 with the following objectives:-

- (i) To assess the manpower and training needs of principal jobs of the real estate services industry;
- (ii) To forecast the manpower growth of the real estate services industry; and
- (iii) To recommend measures to meet the training needs of and manpower demand for employees at the managerial and professional, supervisory, and technical support and operative levels.

Scope of the Survey

1.3 The survey covers principal jobs at the managerial and professional, supervisory and technical support and operative levels including the five sectors of real estate development with services; property management and maintenance; estate agency; estate surveying, valuation and consultancy; and government departments and public sector in the real estate services industry. The survey excludes employees of the security services and construction sectors that are covered in other manpower surveys conducted by other Training Boards of the VTC.

1.4 Out of the 8 192 establishments registered with the Census and Statistics Department, 1 044 sampled establishments were selected using the stratified random sampling method. The sample covered 527 establishments in real estate development with services; 228 establishments in property management and maintenance; 106 establishments in estate agency; 141 establishments in estate surveying, valuation and consultancy; and 42 government departments and public sector. Breakdown of the samples by stratum is shown in Appendix 4.

Method of the Survey

1.5 The survey, conducted in January 2005, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 044 sampled establishments was required to complete a questionnaire on real estate services manpower and training needs (Appendix 3). Interviewing officers of the Census and Statistics Department conducted surveying fieldwork and visited these establishments to collect the completed questionnaires.

1.6 Employers were requested to classify their employees according to the job specifications based on the duties the employees performed rather than the job titles held in the organization. Interviewing officers of the survey were also briefed about the nature of the various jobs before they carried out the fieldwork. Questionnaires collected were checked, coded and if necessary verified with the respondents. The survey data obtained were statistically grossed up to yield a full-size manpower situation of the real estate services industry.

Analysis of the Response

1.7 Of the 1 044 sampled establishments for the survey, 20 establishments declined to respond. 525 (including 10 partial responses) were successfully enumerated with the required information collected. The remaining 499 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 96.3%. Respondents by stratum by sector are shown in Appendix 5. A full analysis of the response is in Appendix 6.

Manpower Assessment Procedure

1.8 The method of assessment consists of essentially the following steps:

- (i) conduct manpower survey of the real estate services industry to collect up-to-date information on the manpower situation classified by sector and by job level,
- (ii) analyse the survey data with input from industry on its manpower and training needs, and
- (iii) assess the manpower supply and demand in different sectors of the industry.

Presentation of Findings

1.9 A summary of the survey findings is presented in Section II of the report. The Training Board's conclusions are set out in Section III and its recommendations, in Section IV.

Definition of Terms

1.10 "Employees" refers to all full-time personnel who are directly paid by the company and who are either at work or temporarily absent from work, viz. sick leave, maternity leave, annual vacation, casual leave or on strike.

1.11 "A sector" is defined, for the purpose of this survey, as a group of establishments conducting business having the same digits (831XXX) of HSIC code (i.e. Hong Kong Standard Industrial Category with the same nature of business). Other than the above, "sector" also refers to supplementary samples of government departments, and organisations in the public sector.

SECTION II

SUMMARY OF SURVEY FINDINGS

Coverage of the Survey

2.1 The survey covers real estate services employees in the following five sectors of the industry:

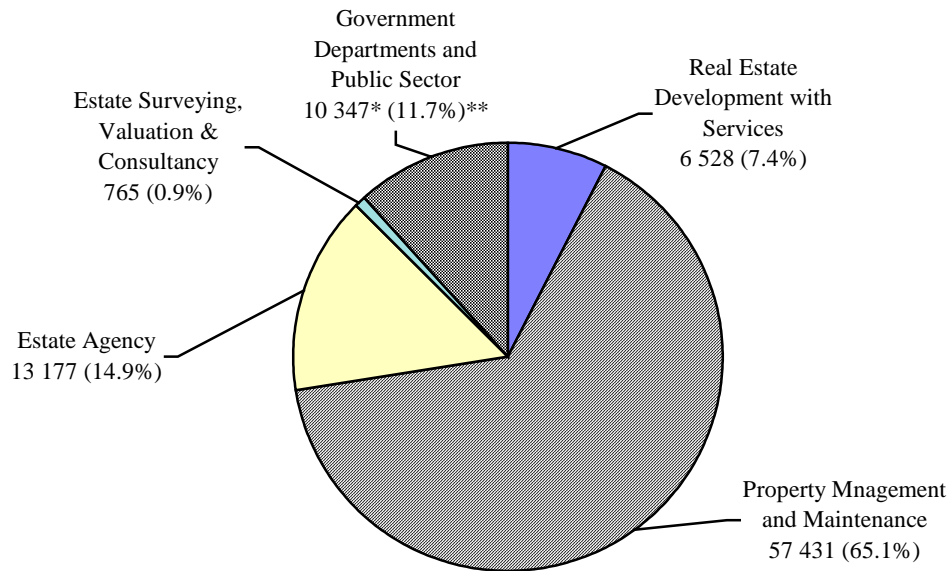
- (a) Real Estate Development with Services;
- (b) Property Management and Maintenance;
- (c) Estate Agency;
- (d) Estate Surveying, Valuation and Consultancy; and
- (e) Government Departments and Public Sector.

Number of Persons Employed

2.2 The survey reveals that the five sectors together employed 112 161 people, including 88 248 technical employees and 23 913 non-technical employees. When compared with the 110 325 employees in 2003, there is an increase of 1 836 employees (1.7%) over the two years. This survey also reveals that there is an increase of 1 208 (+1.4%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 628 non-technical employees (+2.7%). As in the previous reports, the non-technical employees have been excluded from all analysis in this report. They refer to those working in administrative, accounting, personnel and supporting areas.

2.3 The survey shows that the property management and maintenance sector employed 57 431 people, accounting for 65.1% of the total employees, followed by the estate agency sector (13 177 people, 14.9%); government departments and public sector (10 347 people, 11.7%); real estate development with services sector (6 528 people, 7.4%); and estate surveying, valuation and consultancy sector (765 people, 0.9%). The distribution of employees by sector is shown in Figure 1. Detailed analysis of the findings by sector is also presented in Appendix 7.

Figure 1: Distribution of Employees by Sector
Total 88 248

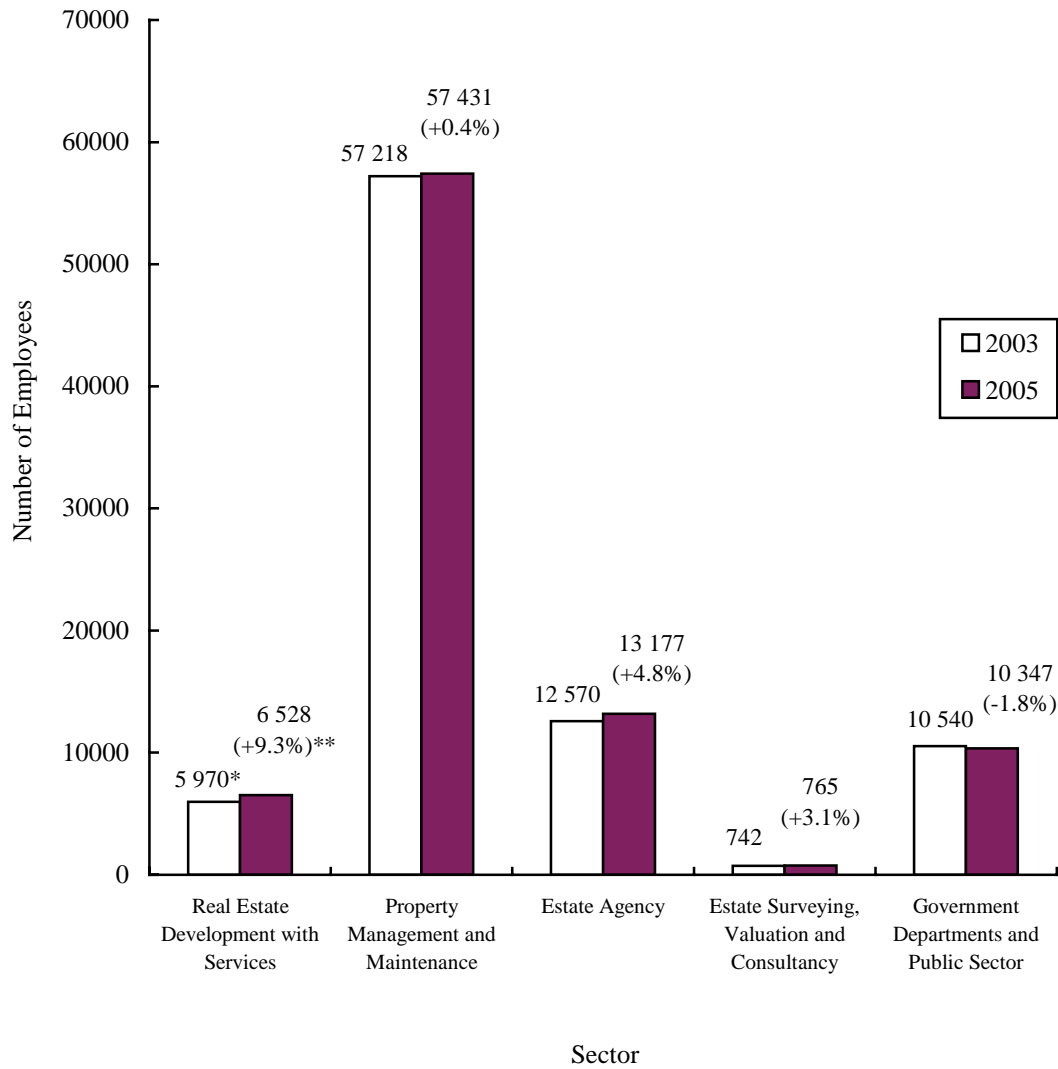


* Number of employees

** As percentage of total employees in the industry
 The percentage may not add up to 100 owing to rounding

2.4 When compared with the survey in 2003, the real estate development with services sector recorded a 9.3% manpower growth in two years. The government departments and public sector had a decrease of 1.8%. A comparison of the manpower by sector between 2003 and 2005 is shown in Figure 2 and the growth in the number of employees by sector is in Table 1.

Figure 2: Comparison of the Distribution of Employees by Sector between 2003 and 2005



* Number of employees in each sector

** As percentage increase or decrease in the number of employees in each sector

Table 1: Growth in the Number of Employees by Sector

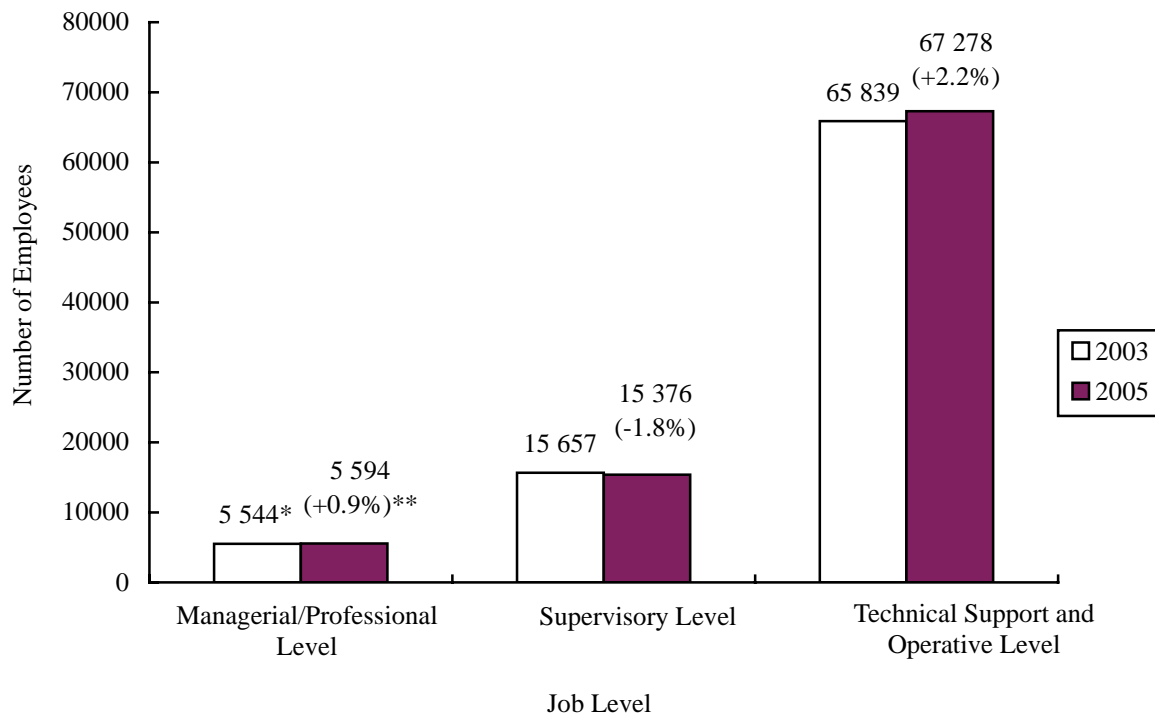
<u>Sector</u>	<u>No. of Employees in Jan. 2003</u>	<u>No. of Employees in Jan. 2005</u>	<u>Growth/Decrease (%)*</u>
Real Estate Development with Services	5 970	6 528	558 (9.3)
Property Management and Maintenance	57 218	57 431	213 (0.4)
Estate Agency	12 570	13 177	607 (4.8)
Estate Surveying, Valuation and Consultancy	742	765	23 (3.1)
Government Departments and Public Sector	10 540	10 347	-193 (-1.8)
Total	87 040	88 248	1 208 (1.4)**

* As percentage increase or decrease in the number of employees in the same sector

** As percentage increase or decrease in the number of employees in the industry

2.5 The survey also reveals that of the 88 248 employees, 67 278 (76.2%) were at the technical support and operative level, 15 376 (17.4%) at the supervisory level and 5 594 (6.3%) at the managerial/professional level. The comparison of manpower structure between 2003 and 2005 by job level is shown in Figure 3 and the growth in the number of employees by job level is shown in Table 2.

Figure 3: Manpower Structure of 2003 and 2005 by Job Level



* The number of employees at each job level

** As percentage increase or decrease in the number of employees at each job level

Table 2: Growth in the Number of Employees by Job Level

<u>Job Level</u>	<u>No. of Employees in Jan. 2003</u> (%)*	<u>No. of Employees in Jan. 2005</u> (%)*	<u>Increase/ Decrease</u> (%)@
Managerial/Professional	5 544 (6.4)	5 594 (6.3)	50 (0.9)
Supervisory	15 657 (18.0)	15 376 (17.4)	-281 (-1.8)
Technical Support and Operative	65 839 (75.6)	67 278 (76.2)	1 439 (2.2)
Total (%)	87 040 (100)	88 248 (100)	1 208 (1.4)**

@ As percentage of increase or decrease in the total employees at each job level

* As percentage of the total employees

** As percentage increase or decrease in the number of employees in the industry

2.6 The distribution of employees by sector by job level is given in Table 3.

Table 3: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	1 032 (15.8)	1 661 (25.4)	3 835 (58.7)	6 528 (100)	(7.4)
Property Management and Maintenance	2 025 (3.5)	5 597 (9.7)	49 809 (86.7)	57 431 (100)	(65.1)
Estate Agency	486 (3.7)	1 778 (13.5)	10 913 (82.8)	13 177 (100)	(14.9)
Estate Surveying, Valuation & Consultancy	302 (39.5)	293 (38.3)	170 (22.2)	765 (100)	(0.9)
Government Departments and Public Sector	1 749 (16.9)	6 047 (58.4)	2 551 (24.7)	10 347 (100)	(11.7)
Total	5 594 (6.3)**	15 376 (17.4)**	67 278 (76.2)**	88 248 (100)#	

(%)* As percentage of total number of employees in the same sector

(%)** As percentage of total employees in the industry

The percentage may not add up to 100 owing to rounding

Number of Employees involved in the work of Mainland

2.7 The survey reveals that 679 employees were involved in the work of Mainland in the past 12 months, representing 0.8% of the total number of employees. As this survey only covers employees receiving pay in Hong Kong, the actual number of employees involved in the work and receiving remuneration in the Mainland may be much higher. Among the 679 employees, the estate agency sector has recorded 294 employees (or 43.3%) involved in the work of Mainland, followed by the real estate development with services sector with 202 employees (or 29.7%). The number of employees involved in the work of Mainland by sector by job level is illustrated in Table 4.

Table 4: Number of Employees involved in the work of Mainland by Sector by Job Level in the Past 12 Months

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	76 (37.6)	46 (22.8)	80 (39.6)	202 (100)	(29.7)
Property Management and Maintenance	59 (62.1)	24 (25.3)	12 (12.6)	95 (100)	(14.0)
Estate Agency	81 (27.6)	94 (32.0)	119 (40.5)	294 (100)	(43.3)
Estate Surveying, Valuation & Consultancy	50 (61.0)	22 (26.8)	10 (12.2)	82 (100)	(12.1)
Government Departments and Public Sector	2 (33.3)	2 (33.3)	2 (33.3)	6 (100)	(0.9)
Total	268 (39.5)**	188 (27.7)**	223 (32.8)**	679 (100)#	(100)#

(%)* As percentage of total number of employees involved in the work of Mainland in the same sector

(%)** As percentage of total employees involved in the work of Mainland

The percentage may not add up to 100 owing to rounding

2.8 Table 5 shows that employers expected that there would be 628 employees to be involved in the work of Mainland in the next 12 months.

Table 5: Number of Employees to be involved in the work of Mainland by Sector by Job Level in the Next 12 Months

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	77 (40.1)	46 (24.0)	69 (35.9)	192 (100)	(30.6)
Property Management and Maintenance	40 (54.8)	22 (30.1)	11 (15.1)	73 (100)	(11.6)
Estate Agency	63 (23.1)	92 (33.7)	118 (43.2)	273 (100)	(43.5)
Estate Surveying, Valuation & Consultancy	45 (52.9)	30 (35.3)	10 (11.8)	85 (100)	(13.5)
Government Departments and Public Sector	2 (40.0)	2 (40.0)	1 (20.0)	5 (100)	(0.8)
Total	227 (36.1) **	192 (30.6) **	209 (33.3) **	628 (100)#	

(%)* As percentage of total number of employees to be involved in the work of Mainland in the same sector

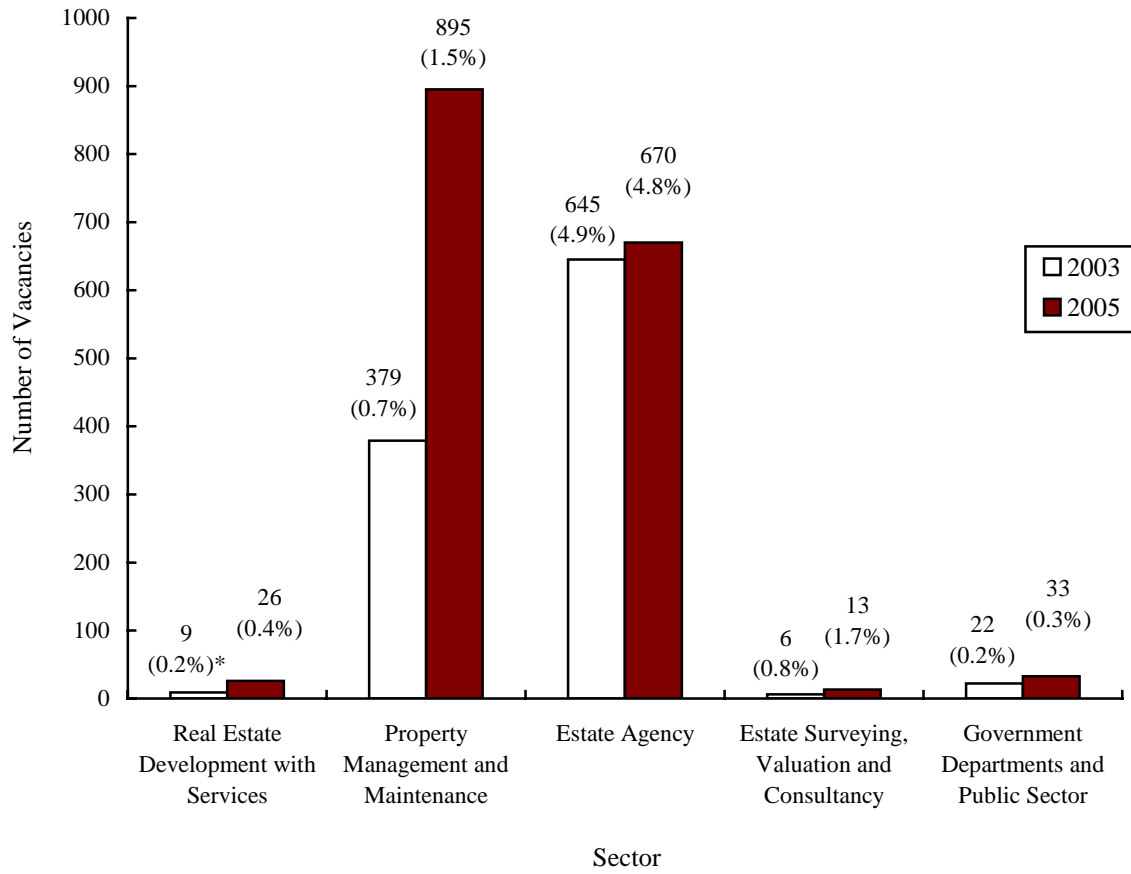
(%)** As percentage of total employees to be involved in the work of Mainland

The percentage may not add up to 100 owing to rounding

Number of Existing Vacancies

2.9 At the time of the survey, employers reported 1 637 vacancies, or 1.8% of the existing 89 885 posts. The property management and maintenance sector had the highest number of 895 vacancies, followed by the estate agency sector with 670 vacancies. The comparison of the number of vacancies between 2003 and 2005 by sector is shown in Figure 4 and the existing vacancies by sector by job level in Table 6.

Figure 4: Vacancies of 2003 and 2005 by Sector
Total: 1 637



* As percentage of the number of posts by sector

Table 6: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)#
Real Estate Development with Services	- -	8 (0.5)	18 (0.5)	26 (0.4)
Property Management and Maintenance	27 (1.3)	138 (2.4)	730 (1.4)	895 (1.5)
Estate Agency	1 (0.2)	17 (0.9)	652 (5.6)	670 (4.8)
Estate Surveying, Valuation & Consultancy	- -	11 (3.6)	2 (1.2)	13 (1.7)
Government Departments and Public Sector	1 (0.1)	8 (0.1)	24 (0.9)	33 (0.3)
Total	29 (0.5)**	182 (1.2)**	1 426 (2.1)**	1 637 (1.8)@

(%)* As percentage of number of posts by sector by job level

(%)** As percentage of total number of posts by job level

(%)# As percentage of number of posts by sector

(%)@ As percentage of total number of posts in the industry

Employers' Forecast Manpower Demand by January 2006

2.10 Employers forecast that there would be 90 015 posts by January 2006, a slight increase of 130 jobs or 0.1% over the number of posts in January 2005. By sector, the estate agency sector would have 239 new jobs or +1.7%, while the government departments and public sector would have 231 jobs less or -2.2%.

2.11 Employers' forecast of manpower growth by January 2006 by sector by job level is presented in Tables 7(i) to 7(v) and Figure 5.

**Table 7: Employers' Forecast of Real Estate Services
Manpower by January 2006 by Sector by Job Level**

(i) Real Estate Development with Services

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	1 032	-	1 032	1 030	-2
Supervisory	1 661	8	1 669	1 670	1
Technical Support and Operative	3 835	18	3 853	3 824	-29
Sub-total	6 528	26	6 554	6 524	-30 (-0.5)*

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	2 025	27	2 052	2 055	3
Supervisory	5 597	138	5 735	5 725	-10
Technical Support and Operative	49 809	730	50 539	50 698	159
Sub-total	57 431	895	58 326	58 478	152 (0.3)*

* As percentage increase/decrease in the number of post in the sector

(iii) Estate Agency

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	486	1	487	473	-14
Supervisory	1 778	17	1 795	1 801	6
Technical Support and Operative	10 913	652	11 565	11 812	247
Sub-total	13 177	670	13 847	14 086	239 (1.7)*

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	302	-	302	302	-
Supervisory	293	11	304	304	-
Technical Support and Operative	170	2	172	172	-
Sub-total	765	13	778	778	- (-)

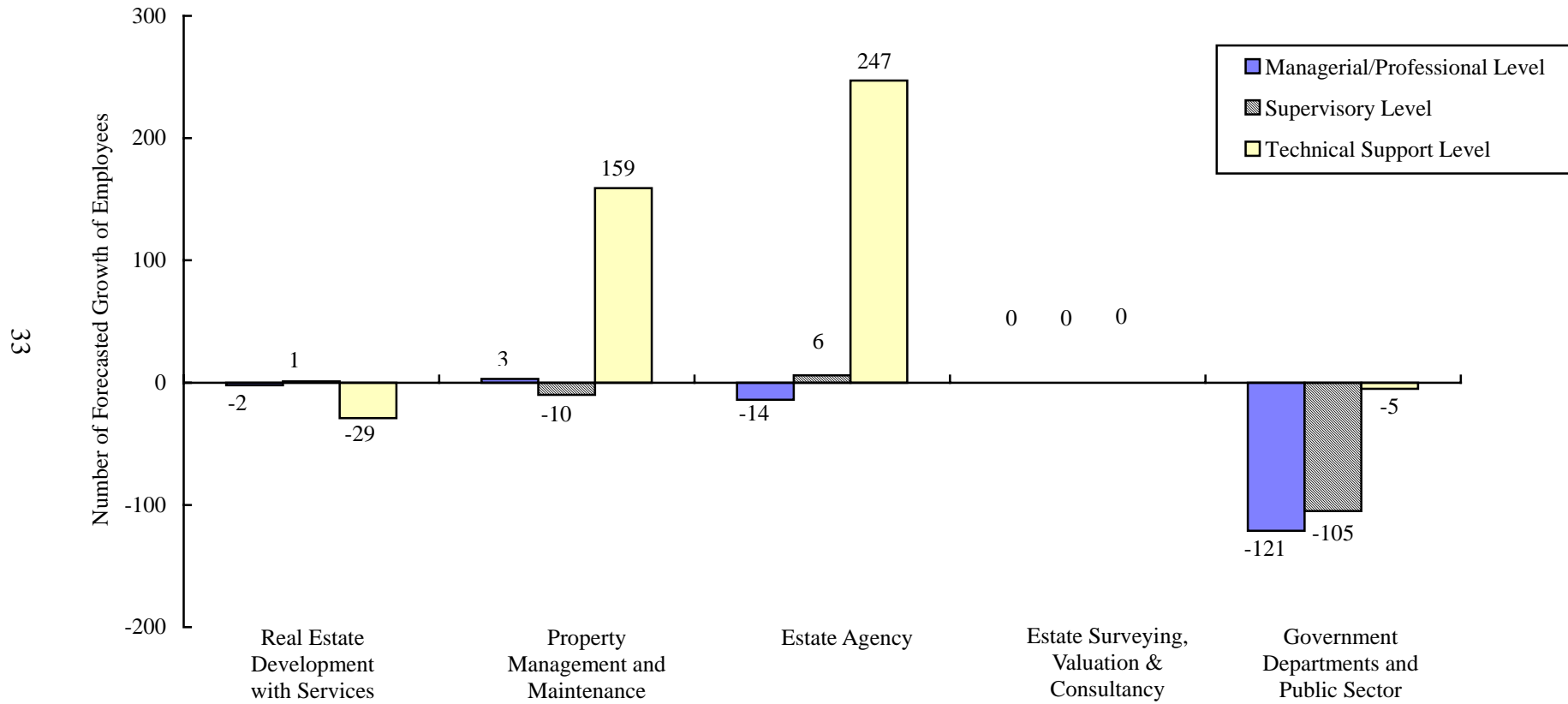
* As percentage increase/decrease in the number of post in the sector

(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	1 749	1	1 750	1 629	-121
Supervisory	6 047	8	6 055	5 950	-105
Technical Support and Operative	2 551	24	2 575	2 570	-5
Sub-total	10 347	33	10 380	10 149	-231 (-2.2)*

* As percentage increase/decrease in the number of post in the sector

Figure 5: Employers' Forecast of Real Estate Services Manpower Growth by January 2006 by Sector by Job level
Total : 130



Internal Promotion in the Past 12 Months by Job Level

2.12 The survey reveals that 402 employees (or 0.5% of the total employees) had been promoted from within the industry. Of the 402 employees promoted, 109 (or 27.1%) were to the managerial/professional level and 293 (or 72.9%) to the supervisory level. The promotion pattern by sector by job level for 2003 and 2005 is given in Table 8.

Table 8: Promotion Pattern of Real Estate Services Employees by Sector by Job Level for 2003 and 2005

	<u>January 2003</u>			<u>January 2005</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*
<u>Real Estate Development with Services</u>						
<u>Job Level</u>						
Managerial/Professional	826	13	(1.6)	1 032	13	(1.3)
Supervisory	1 481	18	(1.2)	1 661	21	(1.3)
<u>Property Management and Maintenance</u>						
<u>Job Level</u>						
Managerial/Professional	2 038	45	(2.2)	2 025	61	(3.0)
Supervisory	6 003	273	(4.5)	5 597	174	(3.1)
<u>Estate Agency</u>						
<u>Job Level</u>						
Managerial/Professional	547	18	(3.3)	486	18	(3.7)
Supervisory	1 390	115	(8.3)	1 778	85	(4.8)
<u>Estate Surveying, Valuation & Consultancy</u>						
<u>Job Level</u>						
Managerial/Professional	292	7	(2.4)	302	17	(5.6)
Supervisory	314	-	-	293	11	(3.8)
<u>Government Departments and Public Sector</u>						
<u>Job Level</u>						
Managerial/Professional	1 841	2	(0.1)	1 749	-	-
Supervisory	6 469	12	(0.2)	6 047	2	-
Grand Total	21 201	503		20 970	402	

* As percentage of number of employees by sector by job level

Staff Turnover in the Past 12 Months

2.13 Employers reported that 10 567 employees (or 11.8% of the total posts) had left the industry in the past 12 months. Among these employees, 29.9% changed employment within the industry (Table 9), 3.7% took up employment in other sectors, 14.3% emigrated, started own business or left for other reasons, and 52.2% left for unknown reasons. By sector, the property management and maintenance sector had the highest turnover rate of 84.7% with 8 955 employees having left. Of the 8 955 employees, 2 721 had taken up real estate services related jobs and 5 009 had left for unknown reasons, only 1 225 left the industry permanently. Figure 6 shows the turnover rate of employees in 2003 and 2005 by sector.

Table 9: Real Estate Services Employees Left in the Past 12 Months by Sector by Reason

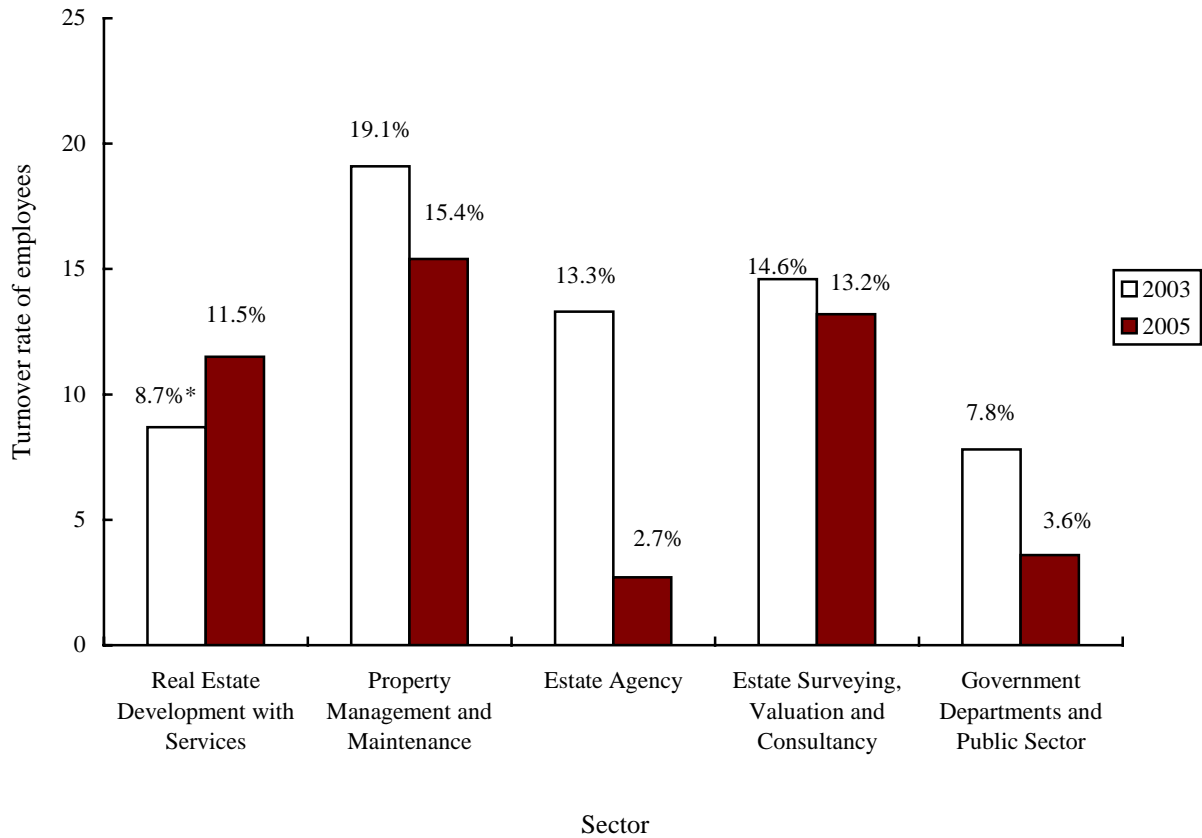
	<u>Sector</u>	<u>Taking Up Real Estate Related Posts</u> (%)*	<u>Taking Up Non Real Estate Related Posts</u> (%)*	<u>Emigration Starting Own Business or Further Studies</u> (%)*	<u>Reasons Not Known</u> (%)*	<u>Total</u> (%)*	(%)#
(a)	Real Estate Development with Services	345 (5.3)	65 (1.0)	107 (1.6)	238 (3.6)	755 (11.5)	(7.1)
(b)	Property Management and Maintenance	2 721 (4.7)	309 (0.5)	916 (1.6)	5 009 (8.6)	8 955 (15.4)	(84.7)
(c)	Estate Agency	12 (0.1)	- -	237 (1.7)	128 (0.9)	377 (2.7)	(3.6)
(d)	Estate Surveying, Valuation & Consultancy	68 (8.7)	13 (1.7)	13 (1.7)	9 (1.2)	103 (13.2)	(1.0)
(e)	Government Departments and Public Sector	12 (0.1)	- -	237 (2.3)	128 (1.2)	377 (3.6)	(3.6)
	Total	3 158	387	1 510	5 512	10 567	(100)[#]
		(29.9)	(3.7)	(14.3)	(52.2)		

* As percentage of number of posts at the same sector

As percentage of number of employees left in the past 12 months

The percentage may not add up to 100 owing to rounding

Figure 6: Turnover Rate of Employees of 2003 and 2005 by Sector



* The turnover rate of employees in each sector

2.14 By job level, Table 10 shows that at the technical support and operative level, 8 700 employees had left, representing 82.3% of the total turnover. Details of the number of employees who left by sector by job level are presented in Appendix 8.

**Table 10: Real Estate Services Employees Left in the Past 12 Months
by Job Level by Reason**

<u>Job Level</u>	<u>Taking Up Real Estate Related Jobs</u> (%)*	<u>Taking Up Non Real Estate Related Jobs</u> (%)*	<u>Emigration Starting Own Business or Further Studies</u> (%)*	<u>Reasons Not Known</u> (%)*	<u>Total</u> (%)*	(%)#
Managerial/Professional Level	132 (2.3)	7 (0.1)	82 (1.5)	219 (3.9)	440 (7.8)	(4.2)
Supervisory Level	462 (3.0)	93 (0.6)	254 (1.6)	618 (3.9)	1 427 (9.2)	(13.5)
Technical Support and Operative Level	2 564 (3.7)	287 (0.4)	1 174 (1.7)	4 675 (6.8)	8 700 (12.7)	(82.3)
Total (%)#	3 158 (29.9)	387 (3.7)	1 510 (14.3)	5 512 (52.2)	10 567 (100)#	

* As percentage of number of posts at the same job level

As percentage of number of employees left in the past 12 months

The percentage may not add up to 100 owing to rounding

Wastage

2.15 During the survey period, of the 10 567 employees departed, 1 897 left permanently. The wastage of 1 897 represents 2.1% of the total workforce in 2005, higher than the rate of 1.7% in 2003.

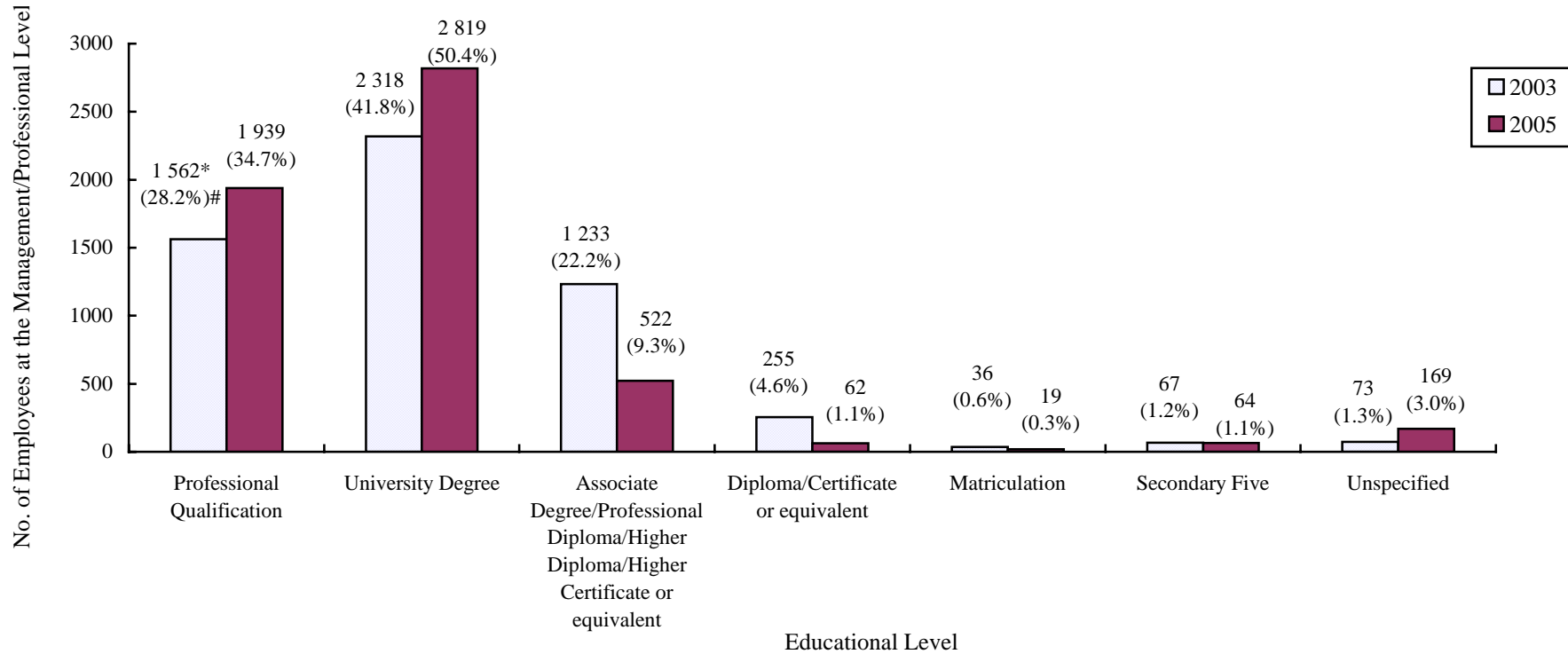
Recruitment Difficulties

2.16 Out of the 625 respondents to the survey, 125 (20%) had reported difficulties in staff recruitment, particularly in the jobs of estate agents. The survey reveals that the main reasons for the recruitment difficulties were the lack of candidates with the relevant experience and insufficient trained/qualified manpower in related disciplines. An analysis by sector by job level is shown in Appendix 9.

Preferred Academic Qualification

2.17 Figures 7(i) to (iii) show the employers' preferred academic qualification of their employees in both 2003 and 2005. Figure 7(i) shows that many employers (50.4%) preferred their employees at the managerial/professional level to have a degree in both 2003 and 2005. Figure 7(ii) reveals that in 2005, more employers preferred a matriculation level of qualification for most of the jobs at the supervisory level. For the technical support and operative level, figure 7(iii) shows that similar to 2003, most employers preferred their employees to have a Secondary 3 educational level. An analysis by sector by job level is shown in Appendix 10.

Figure 7(i): Preferred Education of Employees at the Managerial/Professional Level in 2003 and 2005

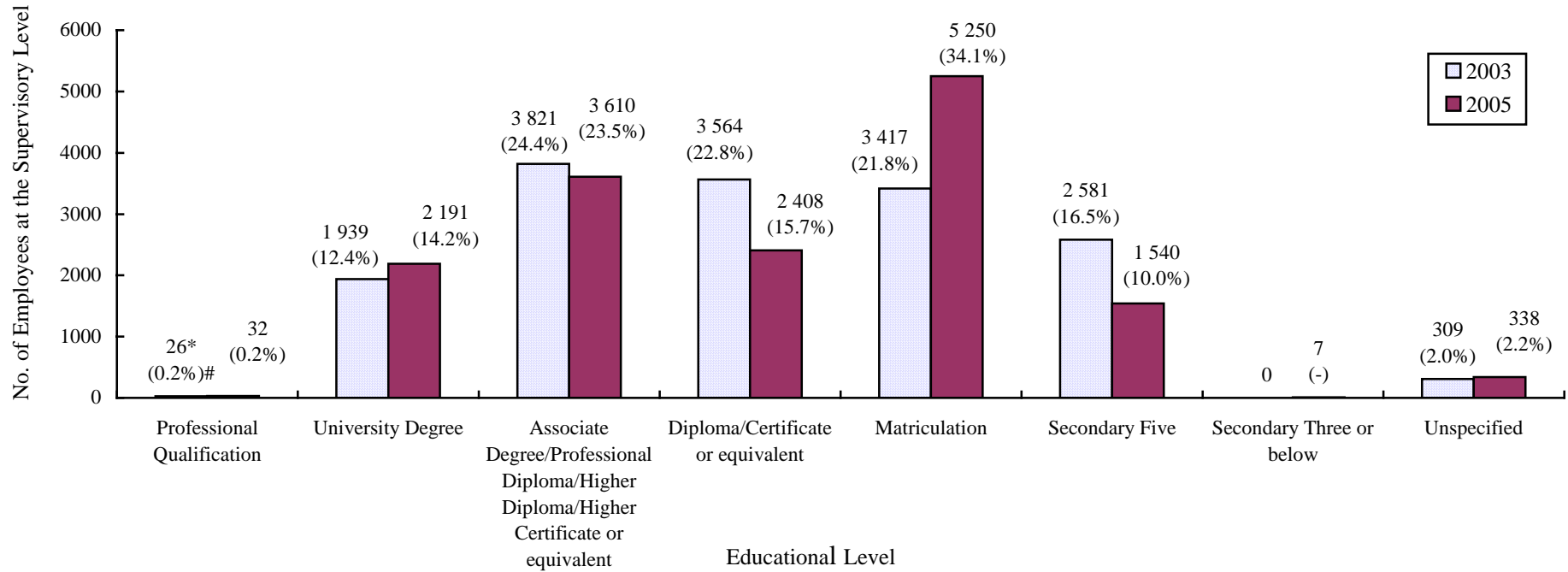


* Number of employees by level of education at the same job level

As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

Figure 7(ii): Preferred Education of Employees at the Supervisory Level in 2003 and 2005

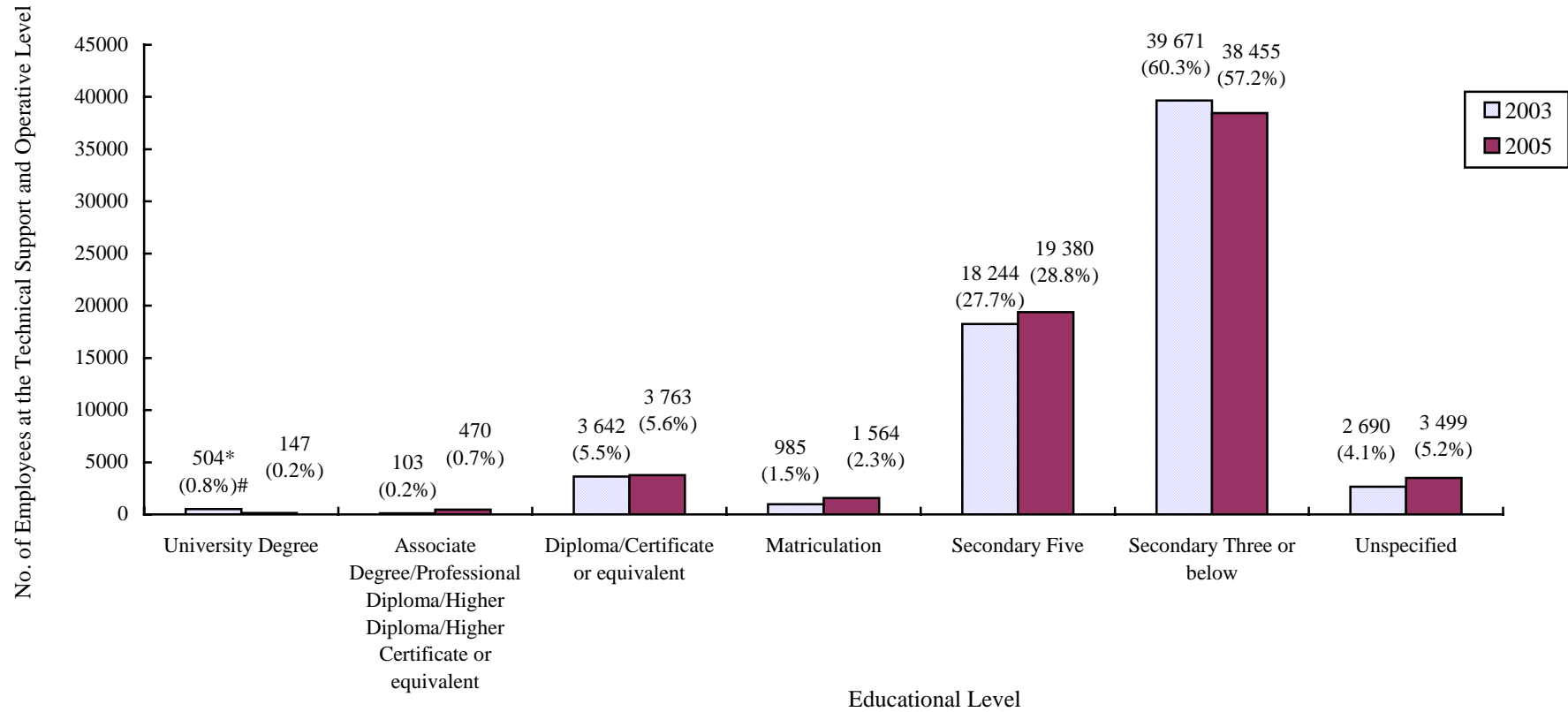


* Number of employees by level of education at the same job level

As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

Figure7(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2003 and 2005



* Number of employees by level of education at the same job level

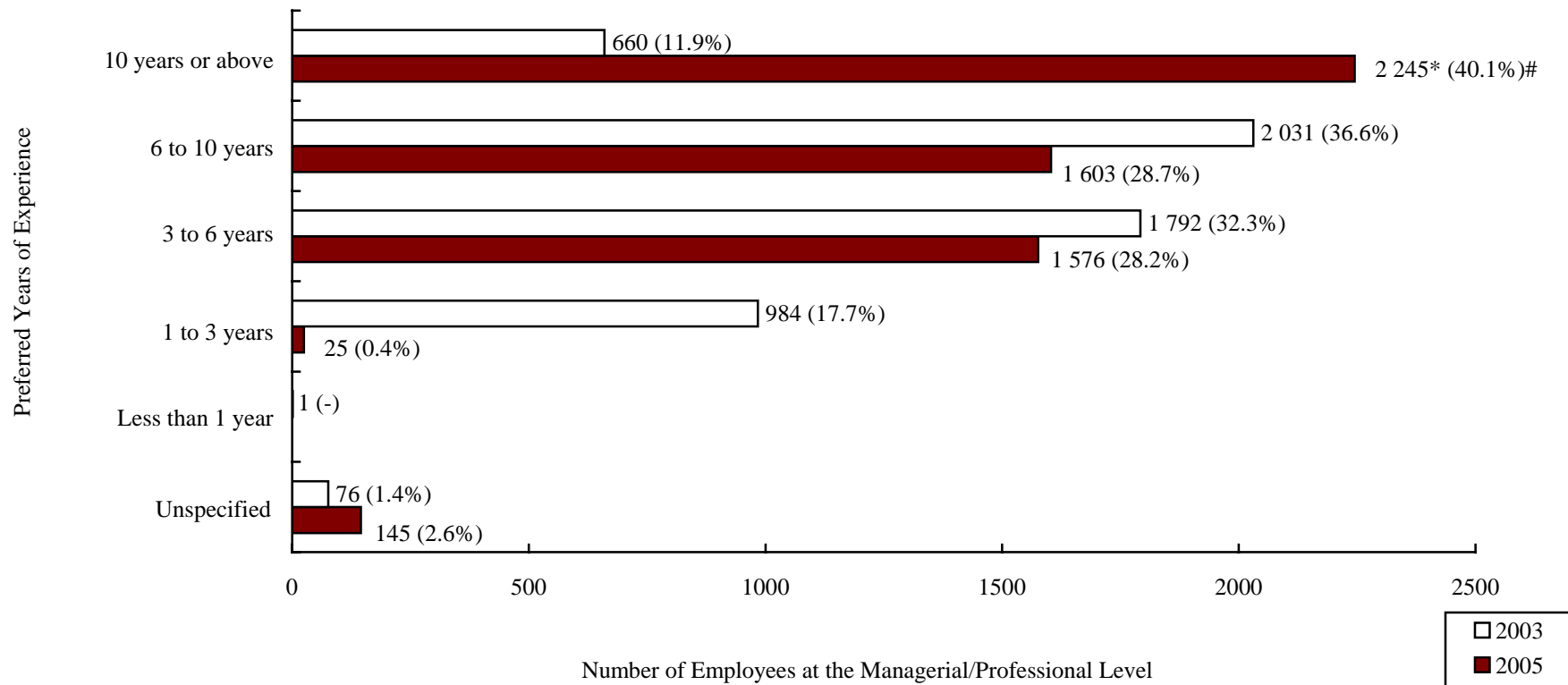
As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

Preferred Relevant Experience

2.18 Figures 8(i) to (iii) show the preferred experience of employees in 2003 and 2005. A majority of employers preferred their employees to have 10 years or above of experience for the managerial/professional level, 3 to 6 years of experience for the supervisory level and 1 year to 3 years of experience for the technical support and operative level in 2005. An analysis by sector by job level is shown in Appendix 11.

Figure 8(i): Preferred Period of Experience of Employees at the Managerial/Professional Level in 2003 and 2005

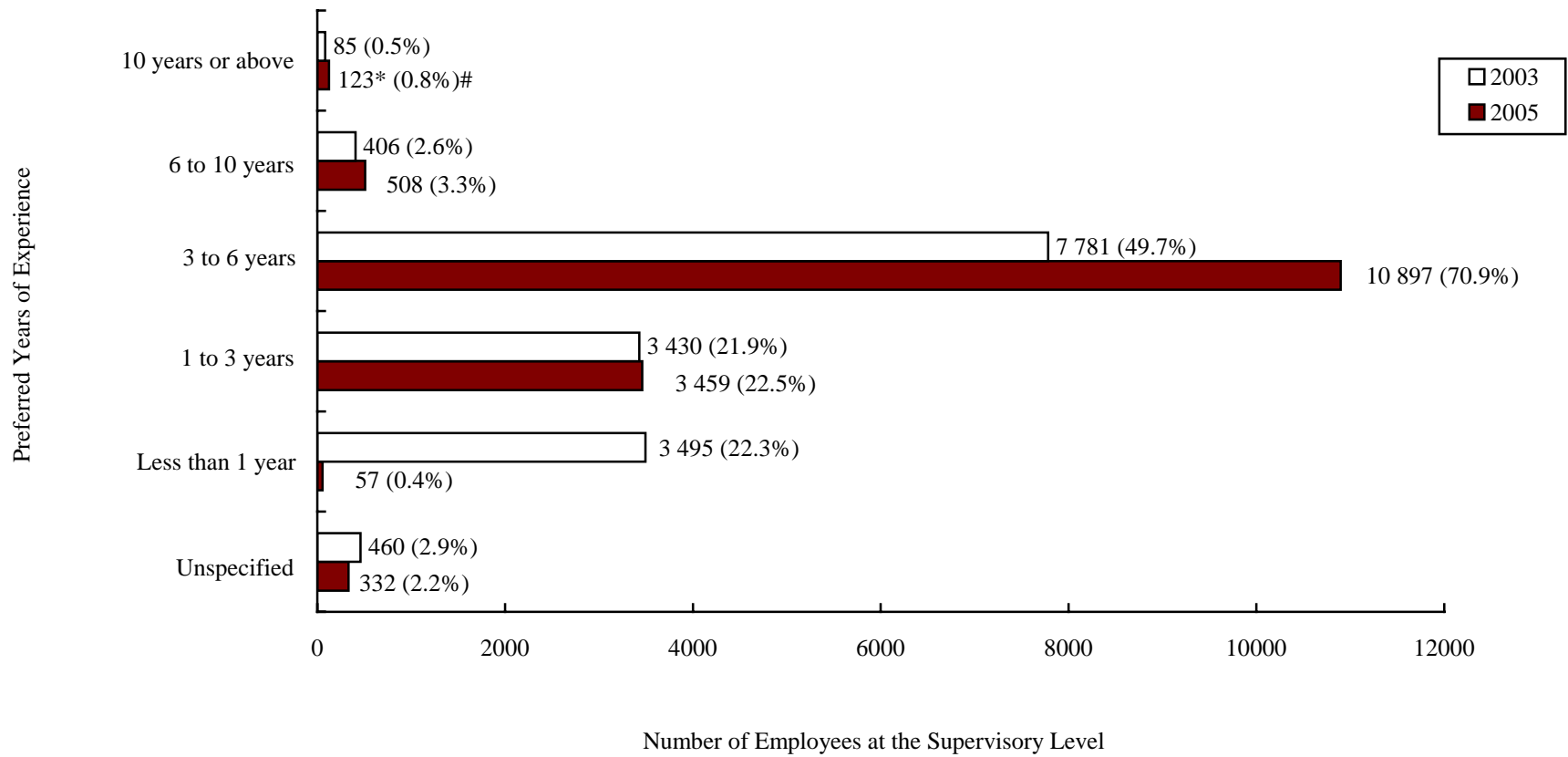


* Number of employees by experience at the same job level

As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

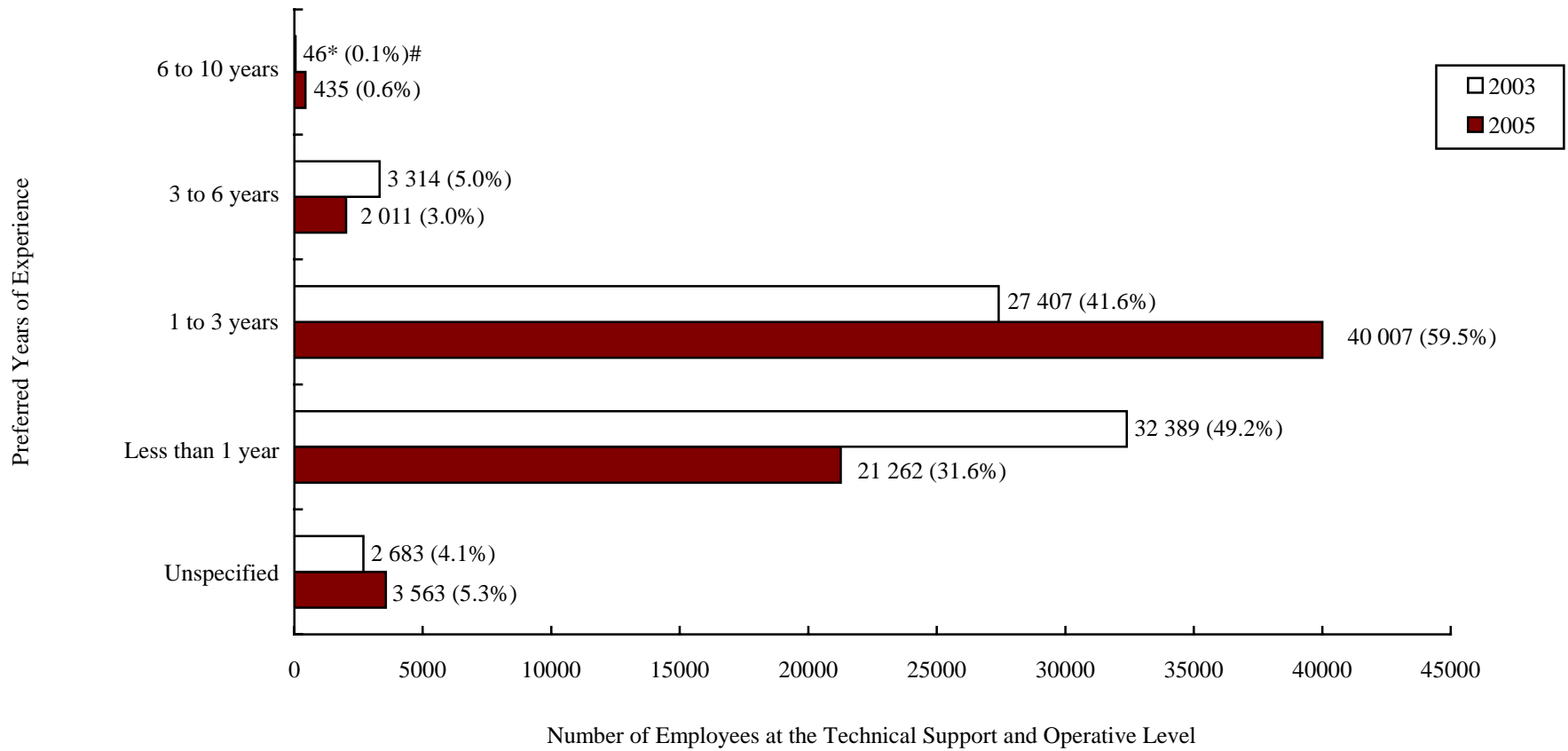
Figure 8(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2003 and 2005



45

* Number of employees by experience at the same job level
 # As percentage of number of employees at the same job level
 The percentage may not add up to 100 owing to rounding

Figure 8(iii): Preferred Period of Experience of Employees at the Technical Support and Operative Level in 2003 and 2005



* Number of employees by experience at the same job level

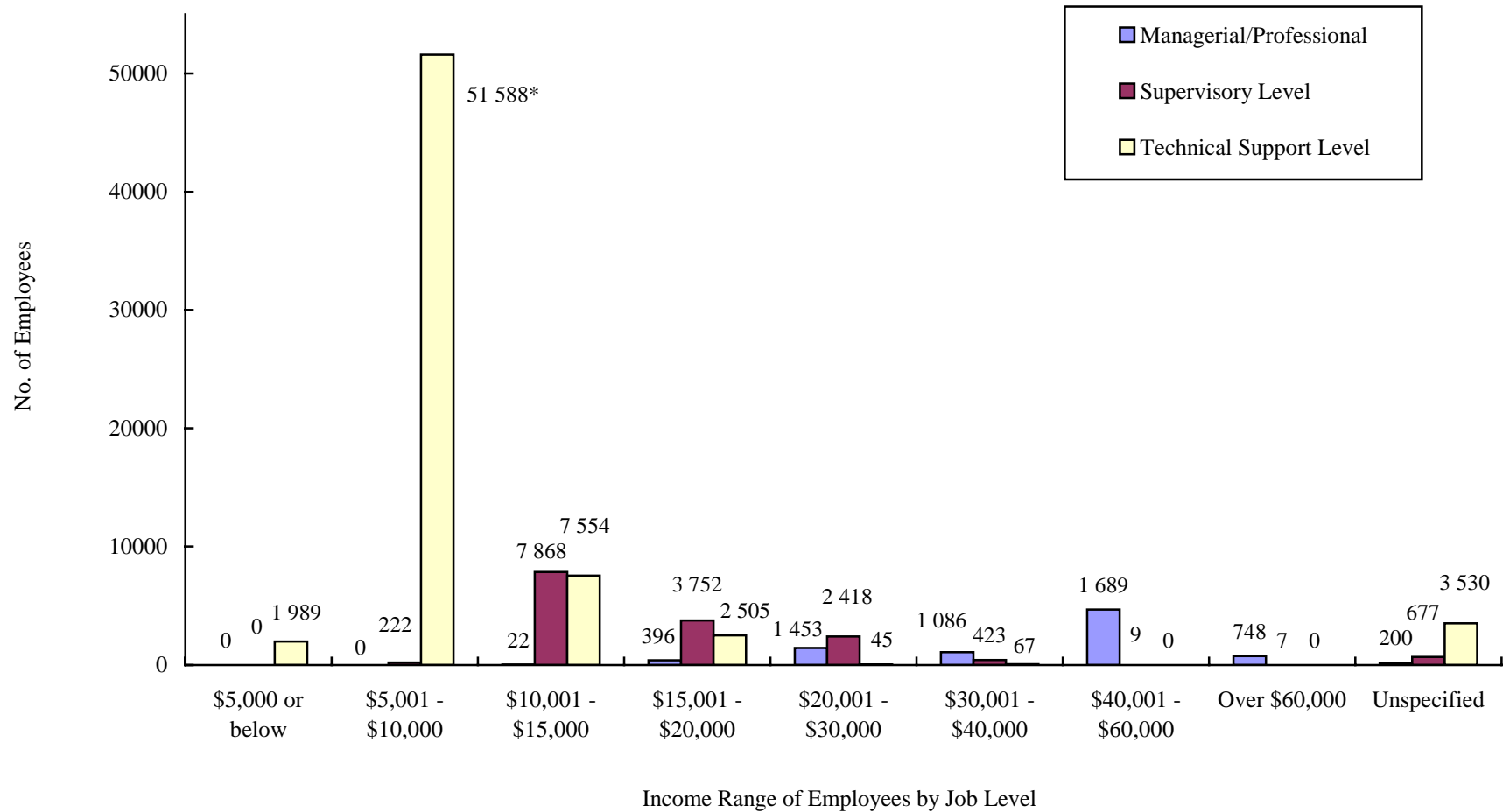
As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

Income Distribution

2.19 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Figure 9 shows the income distribution by job level. The income distribution by sector by job level is shown in Table 11. The income distribution by job level for 2003 and 2005 is presented in Table 12. Similar to the trend of 2003, the majority of employees at the managerial/professional level earned a total monthly income from HK\$40,001 to HK\$60,000, for the technical support and operative employees from HK\$5,001 to HK\$10,000. For the supervisory level, more employees earned a lower monthly income from \$10,001 to \$15,000 in 2005. Since this is not an income survey, the information obtained is for cross-reference purpose only.

Figure 9: Income Distribution of Real Estate Services Employees by Income Range by Job Level
Total 88 248



* Number of employees at particular income range by job level

Table 11: Income Distribution of Real Estate Services Employees by Sector by Job Level

	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001- \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	Over \$60,000	Unspecified	Total
<u>Real Estate Development with Services</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	-	55	373	216	207	149	32	1 032
Supervisory	-	134	482	582	390	25	1	-	47	1 661
Technical Support and Operative	112	2 247	1 247	130	11	-	-	-	88	3 835
Sub-total	112	2381	1729	767	774	241	208	149	167	6 528
<u>Property Management and Maintenance</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	15	261	802	564	251	53	79	2 025
Supervisory	-	69	3 521	1 559	231	2	-	-	215	5 597
Technical Support and Operative	1 146	42 478	3 200	9	-	-	-	-	2 976	49 809
Sub-total	1 146	42 547	6 736	1 829	1 033	566	251	53	3 270	57 431
<u>Estate Agency</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	-	14	186	83	86	65	52	486
Supervisory	-	13	744	170	201	244	-	4	402	1 778
Technical Support and Operative	731	5 394	2 296	2 033	18	67	-	-	374	10 913
Sub-total	731	5 407	3 040	2 217	405	394	86	69	828	13 177
<u>Estate Surveying, Valuation & Consultancy</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	7	66	90	59	63	3	14	302
Supervisory	-	6	101	158	28	-	-	-	-	293
Technical Support and Operative	-	97	65	8	-	-	-	-	-	170
Sub-total	-	103	173	232	118	59	63	3	14	765
<u>Government Departments and Public Sector</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	-	-	2	164	1 082	478	23	1 749
Supervisory	-	-	3 020	1 283	1 568	152	8	3	13	6 047
Technical Support and Operative	-	1 372	746	325	16	-	-	-	92	2 551
Sub-total	-	1 372	3 766	1 608	1 586	316	1 090	481	128	10 347
Grand Total	1 989	51 810	15 444	6 653	3 916	1 576	1 698	755	4 407	88 248

**Table 12: Income Distribution of Real Estate Services Employees
in 2003 and 2005 by Job Level**

<u>Year</u>	<u>\$5,000 or below</u>	<u>\$5,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>\$15,001 - \$20,000</u>	<u>\$20,001- \$30,000</u>	<u>\$30,001 - \$40,000</u>	<u>\$40,001 - \$60,000</u>	<u>Over \$60,000</u>	<u>Unspecified</u>	<u>Total</u>
<u>2003</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	18	361	1 112	1 042	1 926	873	212	5 544
Supervisory	-	102	5 585	6 230	2 406	792	22	-	520	15 657
Technical Support and Operative	2 783	46 589	10 524	2 933	78	25	-	-	2 907	65 839
Sub-total	2 783	46 691	16 127	9 524	3 596	1 859	1 948	873	3 639	87 040
(%)*	(3.2)	(53.6)	(18.5)	(10.9)	(4.1)	(2.1)	(2.2)	(1.0)	(4.2)	(100)#
<u>2005</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	22	396	1 453	1 086	1 689	748	200	5 594
Supervisory	-	222	7 868	3 752	2 418	423	9	7	677	15 376
Technical Support and Operative	1 989	51 588	7 554	2 505	45	67	-	-	3 530	67 278
Sub-total	1 989	51 810	15 444	6 653	3 916	1 576	1 698	755	4 407	88 248
(%)*	(0.5)	(50.6)	(20.3)	(10.0)	(4.8)	(2.0)	(2.9)	(1.2)	(7.7)	(100)#

* As percentage of the total number of employees

The percentage may not add up to 100 owing to rounding

Training to Employees

2.20 Table 13 shows that during the survey period, 50 884 places were provided to employees for different types of training. Details of training to employees in the past 12 months by type by job level are illustrated in Appendix 12.

Table 13: Training to Employees in the Past 12 Months by Type by Job Level

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	233	95	56	384
Property/Housing Management	417	2 060	3 670	6 147
Estate Agents	12	218	2 010	2 240
Estate Surveying, Valuation and Consultancy	431	420	54	905
Real Estate Services In the Mainland	47	19	23	89
Generic Skills	1 597	13 608	10 616	25 821
Other Types of Training	626	3 679	10 993	15 298
Grand Total	3 363	20 099	27 422	50 884

* Number of training places for employees (may take up more than one training course)

2.21 Table 14 also reveals that employers planned to provide 36 928 training places to their employees in the next 12 months. Out of these 36 928 training places, 3 787 or 10.3% would be provided to employees at the professional/managerial level, 9 320 or 25.2% at the supervisory level and 23 821 or 64.5% at the technical support and operative level. Details of training to employees in the next 12 months by type by job level are illustrated in Appendix 13.

Table 14: Training to Employees in the Next 12 Months by Type by Job Level

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	216	63	54	333
Property/Housing Management	384	1 983	3 379	5 746
Estate Agents	22	222	2 634	2 878
Estate Surveying, Valuation and Consultancy	418	440	151	1 009
Real Estate Services In the Mainland	63	62	18	143
Generic Skills	2 559	6 000	9 865	18 424
Other Types of Training	125	550	7 720	8 395
Grand Total	3 787	9 320	23 821	36 928

* Number of training places for employees (may take up more than one training course)

Training Expenses

2.22 Table 15 shows the percentage against the payroll spent by employers on training for their employees by sector. The survey reveals that most employers expected their employees to undertake training at their own expenses or take up courses with government subsidy to save cost.

Table 15: Training Expenses to Employees by Sector by Percentage of Payroll

Training Expenses

Sector	% of training expenses against payroll	% of companies by sector
Real Estate Development with Services	0%	91.9
	≤ 0.0010%	5.5
	0.0011% - 0.0030%	1.3
	0.0031% - 0.0050%	0.4
	0.0051% - 0.1000%	0.3
	more than 0.1000%	0.5
	Unspecified	0.1
	Total percentage	100
Property Management & Maintenance	0%	65.5
	≤ 0.0010%	18.7
	0.0011% - 0.0030%	4.5
	0.0031% - 0.0050%	3.0
	0.0051% - 0.1000%	3.1
	more than 0.1000%	3.6
	Unspecified	1.6
	Total percentage	100
Estate Agency	0%	81.5
	≤ 0.0010%	7.8
	0.0011% - 0.0030%	5.3
	0.0031% - 0.0050%	1.0
	0.0051% - 0.1000%	4.1
	more than 0.1000%	0.2
	Unspecified	0.1
	Total percentage	100
Estate Surveying, Valuation and Consultancy	0%	84.3
	≤ 0.0010%	4.5
	0.0011% - 0.0030%	1.7
	0.0031% - 0.0050%	-
	0.0051% - 0.1000%	3.9
	more than 0.1000%	5.6
	Unspecified	-
	Total percentage	100
Government Departments and Public Sector	0%	38.1
	≤ 0.0010%	9.5
	0.0011% - 0.0030%	4.8
	0.0031% - 0.0050%	4.8
	0.0051% - 0.1000%	14.3
	more than 0.1000%	9.5
	Unspecified	19.0
	Total percentage	100

Expectation of Employers on Hong Kong's Economy in the next 12 Months

2.23 The survey reveals that 52.5% respondents expected that the economy of Hong Kong would be better in the next 12 months but 13.62% considered the contrary. 33.9% have made no comment on this. Employers' expectation of the Hong Kong's economy by sector is illustrated in Table 16.

Table 16: Expectation of Employers on the Economy of Hong Kong in the Next 12 Months

<u>Sector</u>	<u>Employers' Expectation</u>			<u>Total</u>
	<u>The Economy will be better</u>	<u>The Economy will not be better</u>	<u>No comment</u>	
	(%)*	(%)*	(%)*	(%)
Real Estate Development with Services	(54.3)	(21.3)	(24.4)	(100)
Property Management and Maintenance	(45.5)	(20.8)	(33.7)	(100)
Estate Agency	(9.5)	(4.8)	(85.7)	(100)
Estate Surveying, Valuation and Consultancy	(43.3)	(24.7)	(32.1)	(100)
Government Departments and Public Sector	(9.5)	(4.8)	(85.7)	(100)

* As percentage of the number of respondents in the sector

Expectation of Employers on Manpower Growth in the next 12 Months

2.24 The survey reveals that only 19.8% of the respondents would expect a manpower growth in the next 12 months while 26.9% would not expect any growth. 53.3% respondents have made no comment on manpower growth. Employers' expectation on manpower growth by sector is illustrated in Table 17.

Table 17: Expectation of Manpower Growth in the Next 12 Months

<u>Sector</u>	<u>Employers/ Expectation</u>			<u>Total</u>
	<u>There will be Manpower Growth</u>	<u>There will not be Manpower Growth</u>	<u>No comment</u>	
	(%)*	(%)*	(%)*	(%)
Real Estate Development with Services	(7.8)	(87.7)	(4.6)	(100)
Property Management and Maintenance	(29.1)	(58.0)	(12.9)	(100)
Estate Agency	(28.4)	(55.1)	(16.5)	(100)
Estate Surveying, Valuation and Consultancy	(21.8)	(60.3)	(18.0)	(100)
Government Departments and Public Sector	(28.6)	-	(71.4)	(100)

* As percentage of the number of respondents in the sector

SECTION III

CONCLUSIONS

The Survey Findings

3.1 The Training Board has examined the survey findings and is of the opinion that they generally reflect the manpower situation of the real estate services industry at the time of the survey. There were 1.4% and 2.7% increase in technical and non-technical manpower respectively.

3.2 The Training Board notes that among the five sectors of the industry, only the government departments and public sector had experienced a 1.8% decrease in technical manpower, while all other four sectors had experienced manpower growth, ranging from 0.4% in the property management and maintenance sector to 9.3% in the real estate development with services sector.

3.3 The growth in non-technical employees occurred mainly in the real estate development with services sector (30.4%), while there had been a significant decrease of 37.7% in the surveying, valuation and consultancy sector. The reason might be the application of new technologies to the general operations of supportive manpower. In addition, some non-technical staff might become technical through either further education and training or the accumulation of practical experience.

3.4 The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and Macau. The implementation of the Continuing Professional Development Scheme (CPD) for estate agents may also create more training demand. On the other hand, the Training Board believes that the employers tend to be conservative in forecasting the number of employees in 2006.

Vacancies

3.5 Table 18 shows that there were 1 637 vacancies for all sectors of the real estate services industry at the time of survey, representing 1.8% of the existing posts, 0.6% higher than the vacancy rate of 1.2% as in 2003. The property management and maintenance sector has the largest number of 895 vacancies. The Training Board considers that most employers might not find replacement for their employees who had left in order to save operating cost.

Manpower Structure

3.6 The survey reveals that during the survey period, there were 88 248 employees in the industry. The data on the manpower, vacancies and forecast growth by job level is summarized in Table 18 as follows:-

Table 18: Manpower Structure of the Real Estate Services Industry by Job Level

<u>Job Level</u>	<u>No. of Employees in Jan. 2005</u>	<u>No. of Vacancies in Jan. 2005</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in Jan. 2006 (%)*</u>
Managerial/Professional	5 594	29	-134	5 489 (-2.4)
Supervisory	15 376	182	-108	15 450 (-0.7)
Technical Support & Operative	67 278	1 426	372	69 076 (0.5)
Total	88 248	1 637	130	90 015 (0.1)**

* As percentage increase/decrease in the number of posts at the same job level

** As percentage increase/decrease in the number of posts in the industry

Employers' Manpower Forecast for January 2006

3.7 Employers forecast that the total number of posts would increase from 89 885 in January 2005 to 90 015 in January 2006, accounting for a slight increase of 0.1%. The Training Board observes that the Voluntary Retirement Scheme of the Housing Department will further decrease the number of employees in the public sector in the next 2 years. The Government's divestment of retail and public carparking facilities by the end of 2005 will also turn its some 230 staff to the private sector. The Training Board is of the view that employers will remain cautious in making their future manpower forecasting.

Manpower Projection for 2006 to 2008 by the Labour Market Analysis (LMA) Approach

3.8 In 2003, the Training Board has projected a manpower of 89 965 for 2005 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model. When comparing with the survey results of the number of posts of 89 885 as in January 2005, there is only a slight difference of 80 posts. The Training Board considers that the forecast is somewhat accurate.

3.9 The Training Board will apply this model to project the manpower for years up to 2008. Based on the model, the real estate services industry consists of 2 groups. Group A is for private sector including sectors of real estate development with services; property management and maintenance; estate agency; and estate surveying, valuation and consultancy. Group B is for government departments and public sector. The manpower projection for the 2 groups will be based on deriving the relationship between the production of buildings in the group and the number of workers needed.

3.10 The stocks of private residential and non-residential flats are defined as the production in Group A. The forecast of private residential and non-residential flat production for 2006 is based on the estimates of Rating and Valuation Department whereas the forecast productions in 2007 and 2008 are projected by the Adaptive Filtering Method to generate the employment effect. It is assumed that 67.5% and 32.5% of the total manpower for this Group are for residential and non-residential flats respectively. The manpower projection for Group A is presented in Table 19.

Table 19: Projection of Real Estate Services Manpower for the Private Sector in 2006 to 2008

Group A

Year	Actual Manpower		Projected Manpower		Total Projected Manpower	Employers' Forecast (at the time of survey)
	67.5% of manpower for residential flats	32.5% of manpower for non-residential flats	67.5% of manpower for residential flats	32.5% of manpower for non-residential flats		
2005	53,650	25,855				
2006F			54,524 (1.6%)*	26,006 (0.6%)*	80,530 (1.3%) [@]	79,866 (0.5%) [@]
2007F			54,869 (0.6%)**	26,153 (0.6%)**	81,023 (0.6%)**	
2008F			55,220 (0.6%)**	26,287 (0.5%)**	81,507 (0.6%)**	

* As percentage increase / decrease of the actual manpower against 2005

** As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

@ Growth compared with the aggregate manpower of the entire sector, (i.e.79,866) against 2005

3.11 For Group B, the public flat production forecast is provided by the Hong Kong Housing Authority and the Hong Kong Housing Society. Based on the assumption of the same productivity, the manpower projection for the public sector is presented in Table 20.

Table 20: Projection of Real Estate Services Manpower for the Public Sector in 2006 to 2008

Group B

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2005	10,380		
2006F		9841 [^] (-5.2%)*	10,149 (-2.2%)*
2007F		10,014 [^] (1.8%)**	
2008F		10,178 [#] (1.6%)**	

* As percentage increase / decrease of the actual manpower against 2005

** As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

[^]

The HA had announced that a total of 2527 posts (directorate and non-directorate) would be deleted gradually between April 2003 to March 2007. It is assumed that 632 posts will be deleted each year.

[#]

Based on the assumption that adjustment should be made for reduction of staff for HA.

3.12 The total manpower projection for the real estate services industry is the aggregation of the manpower requirements of the projected manpower for the two groups which are presented in Table 21 and Figure 10. Detail analysis of the LMA projection is given in Appendix 14.

Table 21: Manpower Projection of the Real Estate Services Industry in 2006 to 2008

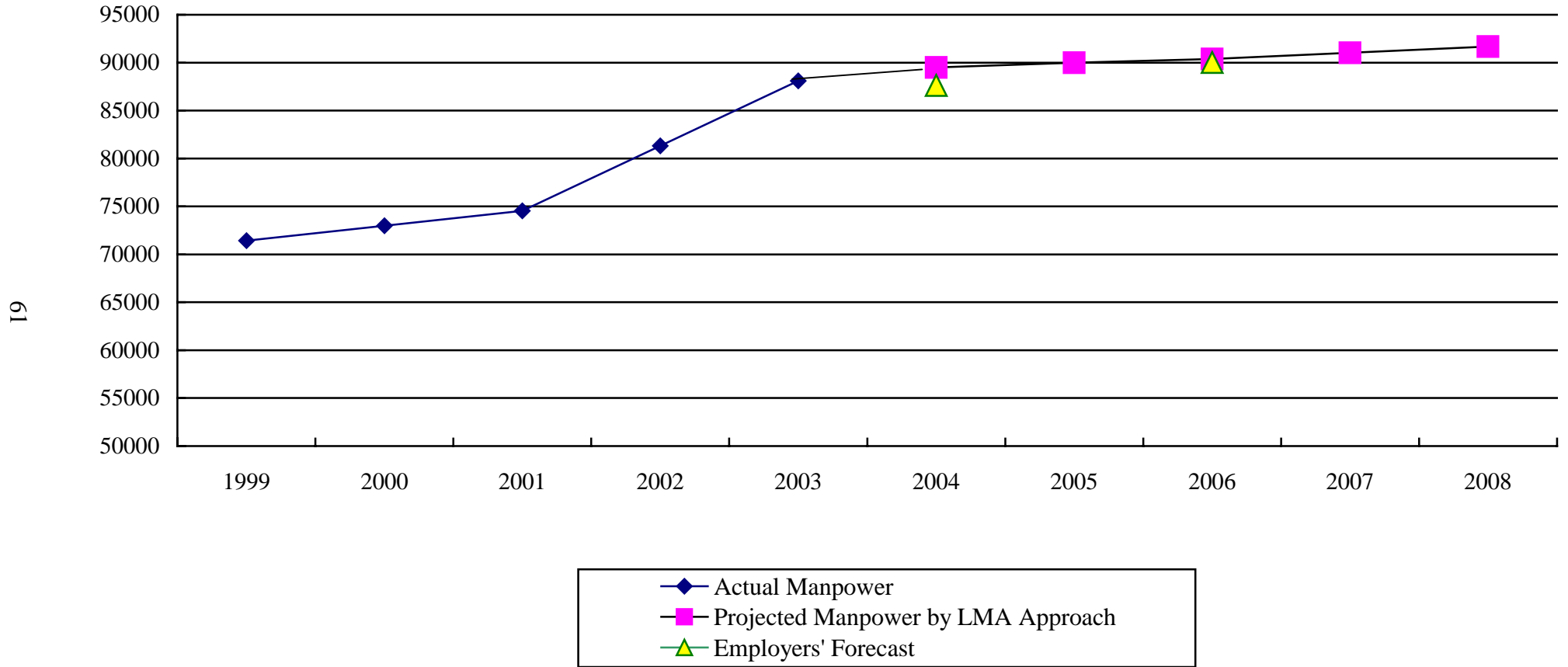
Year	Actual Manpower	Projected Manpower	Employers' Forecast(at the time of survey)
2005	89,885		
2006F		90,371 (0.5%)*	90,015 (0.1%)*
2007F		91,036 (0.7%)**	
2008F		91,685 (0.7%)#	

* As percentage increase / decrease of the actual manpower against 2005

** As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

Based on the assumption that adjustment should be made for reduction of staff for HA.

Figure 10: Manpower Projection for the Real Estate Services Industry for 2006 and 2008



Employees involved in the work of Mainland

3.13 Table 4 shows that 679 employees were involved in the work of Mainland and Table 5 also illustrates that employers expected 628 employees would be involved in the work of Mainland in the next 12 months. The Training Board is of the view that the number of people working in the Mainland should be much higher as some Hong Kong employees receive their remunerations in the Mainland, while many employees were directly recruited by the Mainland enterprises and these people were not covered under the survey.

Promotion Pattern

3.14 Table 8 reveals that 402 positions (or 0.5% of the number of employees in the industry) were filled by internal promotion, less than the 0.6% as in 2003. The Training Board encourages employers to provide more training and opportunity to their employees to facilitate their career progression.

Staff Turnover in the Past 12 Months

3.15 As pointed out in paragraph 2.13 and Table 9, the average staff turnover rate was 11.8% (10 567 employees) in 2005, which is lower than the rate of 16% in 2003. Similar to 2003, the largest number of staff turnover is 7 824 employees in the property management and maintenance sector at the technical support and operative level. The Training Board observes that the manpower situation has become stabilised and more people had changed their jobs within the industry. For the property management and maintenance sector with the most number of staff turnover, the Training Board has the following observations:-

- (i) The high turnover rate might be partly due to the high turnover of building attendants.
- (ii) The property management contracts usually lasted for 2 to 3 years and related employees would have to change their employments when the contract ended.
- (iii) Many employers preferred short-term employment contracts.
- (iv) The remuneration of the property management contract would only be reviewed upon the renewal of the contract. Employees would look for jobs with higher salary when the employment market improved.

3.16 The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate job transfer.

Wastage

3.17 Of the 10 567 leavers, 1 897 left permanently as shown in Table 9. The wastage of 1 897 represents 2.1% of the total workforce in 2005, higher than the rate of 1.7% in 2003. However, it is expected that the wastage rate should be higher if the 5 512 employees who left for unknown reasons were also taken into account. The Training Board agrees to the wastage rates for the five sectors in Tables 22 (i) to 22(v).

Table 22: Wastage Rates for the Real Estate Services Industry

(i) Real Estate Development with Services

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate (%)</u> *
Managerial/Professional	1 032	6	(0.6)
Supervisory	1 661	81	(4.9)
Technical Support & Operative	3 835	85	(2.2)
Sub-Total:	6 528	172	(2.6) **

(ii) Property Management and Maintenance

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate (%)</u> *
Managerial/Professional	2 025	44	(2.2)
Supervisory	5 597	182	(3.3)
Technical Support & Operative	49 809	999	(2.0)
Sub-Total:	57 431	1 225	(2.1) **

* As percentage of the number of employees left permanently against the number of employees in the same job level by sector

** As percentage of the number of employees left permanently against the total number of employees in the same sector

(iii) Estate Agency

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate</u> (%)*
Managerial/Professional	486	18	(3.7)
Supervisory	1 778	32	(1.8)
Technical Support & Operative	<u>10 913</u>	<u>187</u>	(1.7)
Sub-Total:	13 177	237	(1.8)**

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate</u> (%)*
Managerial/Professional	302	3	(1.0)
Supervisory	293	20	(6.8)
Technical Support & Operative	<u>170</u>	<u>3</u>	(1.8)
Sub-Total:	765	26	(3.4)**

(v) Government Departments and Public Sector

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate</u> (%)*
Managerial/Professional	1 749	18	(1.0)
Supervisory	6 047	32	(0.5)
Technical Support & Operative	<u>2 551</u>	<u>187</u>	(7.3)
Sub-Total:	10 347	237	(2.3)**
Grand Total:	88 248	1 897	(2.1)@

* As percentage of the number of employees left permanently against the number of employees in the same job level by sector

** As percentage of the number of employees left permanently against the total number of employees in the same sector

@ As percentage against the total employees in the industry

Recruitment Difficulties

3.18 Referring to paragraph 2.16, the Training Board observes that 125 employers (20%) reported difficulties in the recruitment of staff, particularly for the estate agents. The reasons were the lack of candidates with the relevant experience and the insufficient trained/qualified manpower in the related discipline. The Training Board is of the view that the demand for estate agency training is substantial and it would further increase with the introduction of the voluntary Continuing Professional Development (CPD) Scheme in May 2005.

Preferred Academic Qualifications

3.19 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2003 and 2005. When compared with the survey of 2003, the Training Board notes that employers tended to accept their employees at the supervisory level to possess a matriculation (5 250 or 34.1%) level of qualification. The Training Board considers that employers would prefer their employees at this level to stay in their employments than requiring them to have a higher qualification. The Training Board also recommends employers to provide training for these employees.

Preferred Period of Experience

3.20 Figures 8(i) to 8(iii) show that employers generally preferred their employees at the managerial/professional level to have more than 10 years of experience (2 245 or 40.1%), 3 to 6 years experience (10 897 or 70.9%) at the supervisory level and 1 to 3 years (40 007 or 59.5%) at the technical support and operative level. When compared with the survey findings of 2003, most employers tended to require their employees at the technical support and operative level to have more experience.

Training Need of Employees

3.21 The survey (Table 14) reveals that employers estimated that in the next 12 months, 36 928 employees would require training. Out of these 36 928 employees, 18 424 would need training in generic skills, 8 395 in other types of training, 5 746 training in property/housing management and 2 878 training relating to estate agents. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

Training Expenses to Employees

3.22 Table 15 shows that a majority (72.3%) of the employers would not spend any resources on training their employees while only 3.9% of employers would spend more than 0.1% of their payroll on training of their employees. Same as in 2003, employers in the government departments and public sector would provide more training or sponsor their employees for training, followed by the property management and maintenance sector. The Training Board has the following observations:-

- (i) If the findings were presented by the company size, the distribution would be greatly different as many large and medium companies would devote more than 0.1% of their payroll on training expenses.
- (ii) Some companies would not have a fixed budget for staff training where the actual training expenses depending on company's profit and prevailing economic situation.
- (iii) Some companies might not have a systematic record for training expenses and budget.
- (iv) Some companies might not classify some human and physical resources as training expenses.

Projected Additional Training Requirements for 2006

3.23 Based on the wastage of employees and the projected manpower requirements for the next 12 months, the Training Board recommends the additional training requirements of the real estate services industry for January 2006 by private and public sector by job level in Tables 23 (i) to 23 (ii).

Table 23: Projected Additional Training Requirements for 2006

(i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in Jan.2005</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	3 845	71	130	201
Supervisory	9 329	315	316	631
Technical Support	64 727	1 274	2 183	3 457
Sub-Total	77 901	1 660	2 629	4 289

(ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in Jan. 2005</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	1 749	18	-86	-68
Supervisory	6 047	32	-295	-263
Technical Support	2 551	187	-125	62
Sub-Total	10 347	237	-506	-269

3.24 The additional training requirements of the real estate services industry for January 2006 by job level is shown in Table 24.

Table 24: Projected Additional Training Requirements for 2006 for the Real Estate Services Industry

<u>Job Level</u>	<u>No. of Employees in Jan.2005</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	5 594	89	44	133
Supervisory	15 376	347	21	368
Technical Support	67 278	1 461	2 058	3 519
Total	88 248	1 897	2 123	4 020

3.25 Different training courses offered to the real estate services industry are in Table 25. Other short courses in real estate related training are shown at Table 26.

Table 25: Training Courses for the Real Estate Services Industry

Tertiary/ Vocational Institutions	Course Title	Number of Training Places for 2005/06
City University of Hong Kong	BSc (Hons) in Surveying (FT)	50
	MSc in Surveying (PT)	30-50
City University of Hong Kong – School of Continuing and Professional Education (SCOPE)	Diploma in Facility Management (FT+ PT)	30
	Continuing Education Diploma in Property Management (PT)	60
	Continuing Education Certificate in Property Management Practices (PT)	40
The Chinese University of Hong Kong – School of Continuing Studies	Higher Diploma in Integrated Estates and Facilities Management (FT)	30
The Hong Kong Polytechnic University	BSc (Hons) in Surveying (FT / PT)	60/40
	BSc (Hons) in Property Management (FT)	30
	Higher Diploma in Building Technology and Management (Surveying) (FT)	50
The Hong Kong Polytechnic University – School of Professional Education and Executive Development (SPEED)	Bachelor of Arts in Housing Management (FT)	60
The Open University of Hong Kong - Li Ka Shing Institute of Professional and Continuing Education (LiPACE)	Diploma in Property Management (PT)	240
The University of Hong Kong	BSc in Surveying (FT)	46
	MSc in Real Estate (FT / PT)	15/60

Tertiary/ Vocational Institutions	Course Title	Number of Training Places for 2005/06
The University of Hong Kong – School of Professional and Continuing Education (SPACE)	Professional Diploma in Real Estate Administration (PT)	20
	Professional Diploma in Housing Management (PT)	210
	Certificate in Property Management (PT)	60
	Master of Housing Management (PT)	45
	Bachelor of Housing Management (PT)	15
Vocational Training Council – The Hong Kong Institute of Vocational Education (Morrison Hill)	Higher Diploma in Real Estate Management (FT)	120
	Higher Diploma in Facilities Management (FT)	60
	Higher Certificate in Property Management (PT)	40

* PT – Part-time, FT – Full-time

Table 26: Short Courses in Real Estate Related Training

Tertiary/ Vocational Institutions	Course Title	Duration of the Course
City University of Hong Kong – School of Continuing and Professional Education (SCOPE)	China Property Building Project Management Program	36 hours
The Chinese University of Hong Kong – School of Continuing Studies	Property Management Practice	2.5 months
Hong Kong Baptist University – School of Continuing Education	Facilities and Shopping Centre Management (PT)	30 hours
The University of Hong Kong – School of Professional and Continuing Education (SPACE)	Short Preparatory for Estate Agents Qualifying Examination	30 hours
	Certificate in Shopping Centre Management	6 months
The Institute of Professional Education and Knowledge (PEAK) of the Vocational Training Council	Proficiency Certificate in Property Management	100 hours

3.26 From Table 25 to Table 26, the Training Board observes that a wide range of real estate services course are being offered by tertiary institutions for pre-entry and in-service people at the certificate, the diploma, the degree and the master levels. For short courses, a number of real estate and property management courses are offered by different educational institutions.

3.27 As the Estate Agents Authority has implemented the voluntary Continuing Professional Development (CPD) Scheme for estate agents since 1 May 2005, the Training Board considers that other than the licensing requirements, the need for continuous development is the major reason giving rise to a substantial training demand for real estate agents and salespersons.

3.28 The Training Board considers that the courses under the Skills Upgrading Scheme in Table 27 and Table 28 can generally meet the demand for continuous development of property management and estate agency employees at the supervisory and the technical support and operative levels. The Training Board also recommends employers to sponsor their employees to take these training courses.

Table 27: Property Management Training Courses of the Skills Upgrading Scheme

Course Title	Duration of the Course
<u>Property Management</u>	
Quality Customer Service - Property Management	21 hours
Chinese Report Writing Skills for Property Management	12 hours
Intermediate Chinese Writing Skills for Property Management	12 hours
Introduction to Intelligent Property Management System	14 hours
Principles of Operation and Maintenance of Building Facilities	21 hours
Emergency Handling Measures and Methods	14 hours
Occupational Safety - Property Management	7 hours
Fire Prevention	12 hours
Property Management Insurance	14 hours
Legislation Relating to Property Management (Introduction)	24 hours
Legislation Relating to Property Management (Intermediate)	22 hours
Introduction to Property Management	25 hours
Supervisory Skills	21 hours
Elementary Oral English in Customer Service for Property Management	12 hours
Elementary Putonghua in Customer Service for Property Management	12 hours

Table 28: Estate Agency Training Courses of the Skills Upgrading Scheme

<u>Real Estate Agency</u>	
Vocational Oral English for Real Estate Agents - Handling Enquiries	27 hours
Vocational Oral English for Real Estate Agents - Negotiation for Sales and Purchase	27 hours
Vocational English in Writing for Real Estate Agents	24 hours
Vocational Putonghua for Real Estate Agents - Handling Enquiries	27 hours
Vocational Putonghua for Real Estate Agents - Negotiation for Sales and Purchase	27 hours
Application of IT in Real Estate Agency Industry	35 hours
Customer Service	25 hours
Competitive Edge of Real Estate Agents	16 hours
Legislation Relating to Real Estate Agents and Case Analysis	20 hours
Effective Management for Real Estate Agents	21 hours
Introduction to Real Estate Agency Service in the Mainland	18 hours
Case Study and Understanding on the Change of Property Uses	15 hours
Environmental Analysis (Fengshui and Property)	10 hours
Analysis on Consumer Behaviour of Property Buyers	20 hours
Pitfalls on Conveyancing	22 hours
Pitfalls on Conveyancing (Advanced)	22 hours

Economic Outlook

3.29 Hong Kong's economy has recovered considerably since 2004. Despite adverse factors such as oil price hikes, there is still an economic growth rate of 7.5% in 2004, which is at its best since the Asian financial crisis in 1997.

3.30 Strong external demand and returning local demand are the major factors contributing to our rapid economic recovery. For external demand, the Mainland and other major world economies have achieved fast growth seldom seen in recent years, demand for our products and services has increased drastically. As a result, many of our economic indicators have recorded double-digit growth last year.

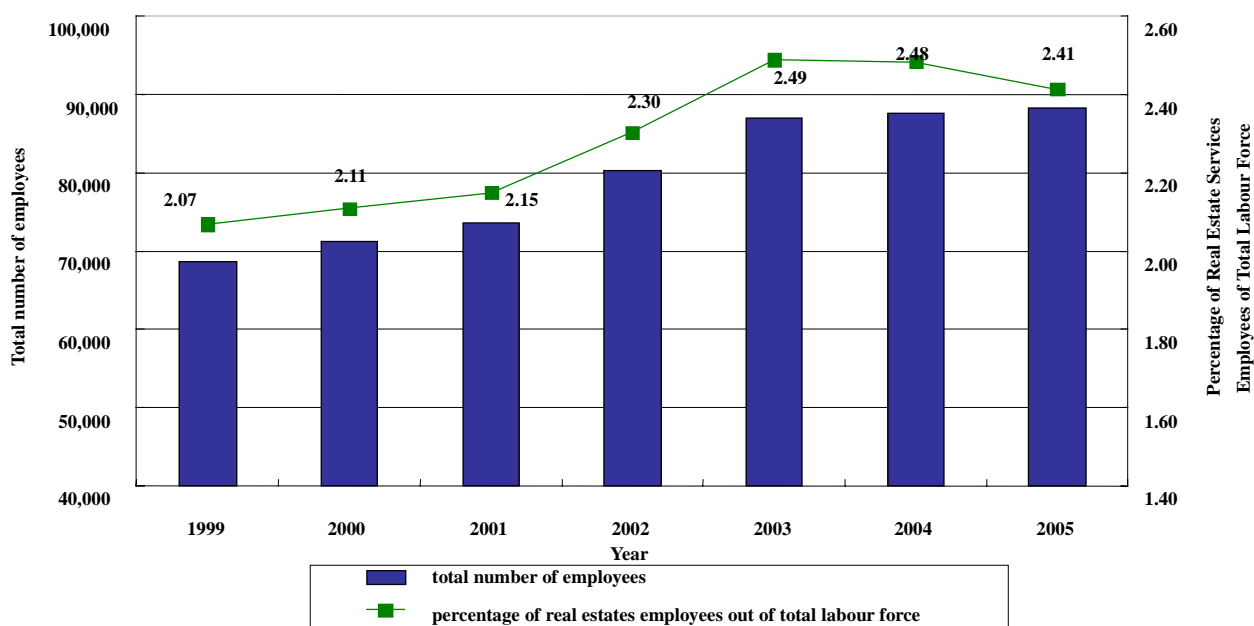
3.31 After the SARS outbreak was over in 2003, the community has quickly regained its confidence especially since the implementation of “individual travel”. Local consumption and investment activities have been picking up, leading to the increase in domestic demand. This has made the current economic recovery more sustainable. The unemployment rate has been reduced from 5.9% to 5.5% in its 3rd quarter of 2005.

3.32 With the opening of Disneyland in September 2005 and a number of major projects such as the development of West Kowloon Cultural District in the near future, there will be increasing demand for manpower. Macro-economic management in the Mainland will also help ensure sustainable and stable growth. All these favourable external factors can reflect a more promising economic outlook.

Industry Outlook

3.33 Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 10 shows the percentage of real estate services employees against the total workforce from 1999 to 2005.

Figure 10 : Real Estate Services Employees and Labour Force



3.34 The property market is closely linked to the local economy and people's livelihood. Despite the global trend of increase in interest rates, people are more optimistic about the future. The number of property transactions in the private residential market had improved significantly in the first quarter of 2005, as a result, a steady rise in property price has reduced the number of negative equity. The number of overseas and Mainland enterprises setting up business in Hong Kong has been increased continuously, which has boosted up the demand for commercial units. The demand for shops also increased considerably due to the growth in tourism business. All these have brought about a more active property market.

3.35 Government's measures to relieve the problem of excessive supply of land and housing stock in the private sector have proved to be effective. The pace in the construction of properties has slowed down. The Training Board believes that the property market would remain stable in the years ahead. However, more estate agents and property management employees will turn to work in the Mainland and Macau owing to rapid growth in property markets there.

Implications on Manpower

3.36 As paragraph 2.23 illustrates that 52.5% of employers expected that the economy of Hong Kong would be better in the next 12 months, the Training Board estimates that the overall manpower situation for the four private sectors will be fairly stable in the near future:-

- (i) The real estate developers have restored their interests in the development of properties in both Hong Kong and Macau. It may create a demand in manpower.
- (ii) It is expected that the trend of productivity enhancement and management efficiency in the property management and maintenance sector will continue. The manpower would remain stable despite the demand for better quality services. Government's legislation on mandatory maintenance and the rehabilitation of older buildings will create more job opportunities in the sector.
- (iii) In view of the strong revival of the property market in recent months, the number of property agents may increase.
- (iv) There will be no major change in the number of employees in the estate surveying, valuation and consultancy sector in the short term.
- (v) The Government's divestment of retail and public carparking facilities by the end of 2005 would turn its some 230 staff to the private sector. The Voluntary Departure Scheme aiming at further reduction of employees in the Housing Department will last until 2007.

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the real estate services industry for 2006 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Jan.2005</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	5 594	89	44	133
Supervisory	15 376	347	21	368
Technical Support & Operative Level	_____	_____	_____	_____
Total	88 248	1 897	2 123	4 020

4.2 Of the 4 020 forecast additional training requirements, 3 519 are at the technical support and operative level, and 368 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.

4.3 To cater for the demand in high quality management service, the Training Board is of the view that the existing 88 000 strong in-service employees would need upgrading and updating training to remain competitive and efficient.

Continuing Professional Development (CPD) Scheme for Estate Agents

4.4 The Training Board considers that there will be substantial training needs for estate agents, particularly with the implementation of the CPD Scheme. The Training Board recommends training providers to provide suitable training courses to estate agents.

Skills Upgrading Scheme

4.5 The Training Board will continue to support the Skills Upgrading Scheme (SUS) for the real estate services industry. As the public are more aware of the importance of hygiene after the outbreak of SARS and avian flu, there is an increasing need for crisis handling training. The Training Board recommends that practical courses such as facilities management and environmental hygiene training should be included under the SUS.

Training in the Mainland Real Estate Services

4.6 The Training Board believes that there will be more career opportunities for the Hong Kong real estate services practitioners in the Mainland, such as estate agents and property management personnel. The Training Board considers that there will be substantial training needs to prepare these practitioners for developing in the Mainland and recommends educational institutions to provide suitable preparatory training courses to them.

Qualifications Framework in Property Management

4.7 The Training Board notes that the Government will implement qualifications framework (QF) to some industries including property management. The Training Board recommends training providers to make necessary arrangements to ensure that their courses will meet the requirements of the QF.

Training Conferences / Seminars

4.8 In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conference and experience-sharing seminars for the practitioners in the industry.

Promotion of Real Estate Services Career and Training Courses

4.9 The Training Board will continue to promote the career and training opportunities of the real estate services industry through the internet, seminars and talks.

Future Surveys

4.10 The Training Board recommends to continue its manpower survey once every two years to assess the manpower demand and supply in this industry.

**Membership of the
Real Estate Services Training Board**
(1 January 2005 – 31 December 2005)

Chairman

Mr. YUEN Ching-bor, Stephen (ad personam)
(from 1 January 2005 to 31 March 2005)

Mr. TSE Wai-chuen, Tony (ad personam)
(from 1 April 2005 onwards)

Vice-Chairman

Mr. CHEUNG Siu-kit, Danny (The Hong Kong Institute of Real Estate
(from 1 January 2005 to 31 March 2005) Administration)

Mr. CHAN Tong-ngok, Tony (The Society of Hong Kong Real Estate
(from 1 April 2005 onwards) Agents Ltd.)

Members

Mr. CHAN King-hoi, Simon (The Hong Kong Real Estate Agencies
General Association Ltd.)

Ms. CHAN Pui-shan, Sandy (The Chief Executive Officer,
Estate Agents Authority)

Mr. CHEUNG Siu-kit, Danny (The Hong Kong Institute of Real Estate
Administration)

Mr. IP Yu-sun, Sunny (representing the Director of Housing)

Dr CHAN Chi-kau, Johnnie (The Hong Kong Association of Property
(from 1 January 2005 to 31 March 2005) Management Companies Ltd.)

Mr. KWONG Ching-wai, Alkin (The Hong Kong Association of Property
(from 1 April 2005 onwards) Management Companies Ltd.)

Mr MAN King-fai (The Hong Kong Polytechnic University)
(from 1 January 2005 to 31 March 2005)

Mr. LAU Chi-hong, Milton (The Hong Kong Polytechnic University)
(from 1 April 2005 onwards)

Dr. LAU Kwong-yiu, Joseph (The Property Agencies Association Ltd.)

Dr FONG Kwok-wing, Peter (from 1 January 2005 to 31 March 2005)	(The Hong Kong Association for the Advancement of Real Estate and Construction Technology Ltd.)
Ms. LAU Sze-wan, Serena (from 1 April 2005 onwards)	(The Hong Kong Association for the Advancement of Real Estate and Construction Technology Ltd.)
Mr. LAU Yan-kuen, Danny	(representing the Commissioner of Labour)
Mr. LEE Chun-lai, Andrew	(The Hong Kong Institute of Housing)
Mrs. LEUNG LEUNG Mee-chee, Mitzi	(representing the Executive Director, Vocational Training Council)
Mr. LO Wing-keung, Vincent	(ad personam)
Dr. SHEN Shir-ming	(The University of Hong Kong)
Mr LEE Chun-ming, Eric (from 1 January 2005 to 31 March 2005)	(The Hong Kong Chamber of Professional Property Consultants Ltd.)
Mr. WONG Dun-king, Lawrance (from 1 April 2005 onwards)	(The Hong Kong Chamber of Professional Property Consultants Ltd.)
Mr CHAN Wai-lun, Anthony (from 1 January 2005 to 31 March 2005)	(The Real Estate Developers Association of Hong Kong)
Mr. WONG Ho-ming, Augustine (from 1 April 2005 onwards)	(The Real Estate Developers Association of Hong Kong)
Mr. WONG Kit-hung, Charles	(The City University of Hong Kong)
Mr. YU Kam-hung	(The Hong Kong Institute of Surveyors)

In Attendance

Mr. PANG Chin-tung, Raymond

(Department of Real Estate & Facilities
Management, Hong Kong Institute of
Vocational Education (Morrison Hill))

Mr. TO Ka-man, Stanley

(Estate Agents Authority)

Secretary

Ms. WONG Kwan-cheung, Soso

(Vocational Training Council)

Terms of Reference of the Real Estate Services Training Board

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the 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 on matters pertaining to the development and promotion of vocational education and training in the industry, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments.
11. To organize seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of the VTC.
13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Vocational Training Council Tower, 27 Wood Road, Wanchai, Hong Kong.

香港灣仔活道二十七號職業訓練局大樓

Our Reference
本局檔號 : RE/4/2 (2005)
Your Reference
來函檔號 :
Telephone No.
電話 : 2836 1703
Facsimile No.
圖文傳真 : 2893 5879

28th December 2004

Dear Sir/Madam,

2005 Manpower Survey of the
Real Estate Services Industry

The Vocational Training Council is a statutory body appointed by the Government to be responsible for manpower training in Hong Kong.

The Real Estate Services Training Board is one of the 18 training boards of the Vocational Training Council. It is established to assess the manpower situation and devise training plans of the real estate services industry.

The Training Board is conducting a manpower survey of the real estate services establishments between 5 January and 5 March 2005. The purpose of this survey is to obtain data on the present and future manpower situation and training information so as to enable the Training Board to formulate appropriate training plans to meet the need of the industry. Your co-operation in supplying the information would be much appreciated.

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

- (a) Part I and Part II of the questionnaire (Appendix A);
- (b) Explanatory notes for Part I (Appendix B); and
- (c) Descriptions of principal jobs in the real estate services industry (Appendix C).

During the period of the survey, an officer of the Census and Statistics Department will call at your office to see you. The interviewing officer will answer any questions you may have, and will collect the completed questionnaire.

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 establishments.

Should you have any question regarding the survey, please contact the Census and Statistics Department by telephoning 2582 5075.

Yours faithfully,



(Stephen Yuen)
Chairman
Real Estate Services Training Board

CONFIDENTIAL
WHEN ENTERED WITH DATA

填入數據後即成
機密文件

Appendix A
附錄 A

THE 2005 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇〇五年人力調查

QUESTIONNAIRE

調查表

(Please read the 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 1	3 5 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: _____ ADDRESS: _____
機構名稱 地址

NATURE OF BUSINESS: (please tick only 1 box)
行業性質 (只剔一欄)

Real Estate Development with Services
地產發展兼服務
 Estate Agency
地產代理
 Property Management and Maintenance
物業管理及保養
 Government Departments and Public Sector
政府部門及公共機構
 Estate Surveying, Valuation and Consultancy
測量、估價及顧問

TOTAL NUMBER OF PERSONS ENGAGED: _____
僱員總人數

NAME OF PERSON TO CONTACT: _____ POSITION: _____
聯絡人姓名 28 47 職位

TEL. NO.: _____ FAX NO.: _____
電話 48 55 56 63 圖文傳真

E-MAIL: _____
電郵 64 98

PART I 第I部份

(A) Job 工作			(B) Monthly Income Code 月薪編號	(C) Number of Employees 僱員人數	(D) Forecast of No. Employed 12 Months from Now 預測在 十二個月後 的僱員人數	(E) No. of Vacancies at Date of Survey 調查期間 的空缺額	(F) Preferred Level of Education 僱員宜有教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的相關年資	(H)
Title 職稱	Rec. Type	Code 編號	11	12-15	16-19	20-22	23	24	(i) Enter in Column (B) employee's monthly income range according to the following codes for each type of employees. This should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employee's contribution to MPF) , if any. 請在此欄內填入每類僱員的每月總收入編號，包括底薪、定期超時工作的津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）在內。
		8-10							
1.	2								<u>Code</u> 編號
2.	2								<u>Monthly Income Range</u> 每月總收入幅度
3.	2								1 \$5,000 or below 或以下
4.	2								2 \$5,001 - \$10,000
5.	2								3 \$10,001 - \$15,000
6.	2								4 \$15,001 - \$20,000
7.	2								5 \$20,001 - \$30,000
8.	2								6 \$30,001 - \$40,000
9.	2								7 \$40,001 - \$60,000
10.	2								8 \$60,001 or above 或以上
11.	2								(ii) Enter in Column (F) the preferred level of education according to the following codes: 請將僱員宜有的教育程度，按下列編號填入「F」欄內：
12.	2								<u>Code</u> 編號
13.	2								<u>Preferred Education</u> 宜有教育程度
									1 Professional Qualification 專業資格
									2 University Degree or above

PART II 第二部份

Perform Work in the Mainland

在內地工作

1. Did your company's employees perform work in the Mainland in the past 12 months?
在過去十二個月內，貴機構有沒有僱員參與內地工作？

Yes (Please go to Q.2)
1 有 (請答第2題)

No (Please go to Q.3)
2 沒有 (請答第3題)

2. Number of employees involved in the work of Mainland in the past 12 months
(by type of real estate services)

過去12個月參與內地工作的僱員人數
(按房地產服務類別劃分)

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Real Estate Development with Services 地產發展兼服務	_ _ _ 3	_ _ _ 6	_ _ _ 9
(b) Property Management and Maintenance 物業管理及保養	_ _ _ 12	_ _ _ 15	_ _ _ 18
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _ 21	_ _ _ 24	_ _ _ 27
(d) Estate Agency 地產代理	_ _ _ 30	_ _ _ 33	_ _ _ 36

3. Estimated number of employees involved in the work of Mainland in the next 12 months (by type of real estate services)
估計未來12個月需參與內地工作的僱員人數 (按房地產服務類別劃分)

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Real Estate Development with Services 地產發展兼服務	_ _ _ 39	_ _ _ 42	_ _ _ 45
(b) Property Management and Maintenance 物業管理及保養	_ _ _ 48	_ _ _ 51	_ _ _ 54
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _ 57	_ _ _ 60	_ _ _ 63
(d) Estate Agency 地產代理	_ _ _ 66	_ _ _ 69	_ _ _ 72

Training
訓練

4. Number of employees who had received the following training in the past 12 months (by type of course)
過去十二個月內曾接受下列訓練的僱員人數（按課程種類劃分）

<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) <u>Specific Knowledge/Skills</u> 專門知識／技能			
(a) <u>Property Development</u> 物業發展			
Real Estate Administration 地產行政	<input type="text" value="75"/>	<input type="text" value="78"/>	<input type="text" value="81"/>
Marketing Technique 市場推廣技巧	<input type="text" value="84"/>	<input type="text" value="87"/>	<input type="text" value="90"/>
Project Management Skills 項目管理技巧	<input type="text" value="93"/>	<input type="text" value="96"/>	<input type="text" value="99"/>
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text" value="102"/>	<input type="text" value="105"/>	<input type="text" value="108"/>
(b) <u>Estate Surveying, Valuation and Consultancy</u> 地產測量、估值及顧問			
Marketing Strategy Planning 市場策略計劃	<input type="text" value="111"/>	<input type="text" value="114"/>	<input type="text" value="117"/>
Research Skills 研究技巧	<input type="text" value="120"/>	<input type="text" value="123"/>	<input type="text" value="126"/>
Surveying & Valuation Skills 測量及估值技巧	<input type="text" value="129"/>	<input type="text" value="132"/>	<input type="text" value="135"/>
Planning and Land Development 策劃及土地發展	<input type="text" value="138"/>	<input type="text" value="141"/>	<input type="text" value="144"/>
Compensation 賠償	<input type="text" value="147"/>	<input type="text" value="150"/>	<input type="text" value="153"/>
Property/Leasing Management 物業／租務管理	<input type="text" value="156"/>	<input type="text" value="159"/>	<input type="text" value="162"/>
(c) <u>Estate Agents</u> 地產代理			
Specified Estate Agents or Salespersons Training 指定地產代理／營業員訓練課程	<input type="text" value="165"/>	<input type="text" value="168"/>	<input type="text" value="171"/>
Effective Estate Agency Management 有效地產代理管理	<input type="text" value="174"/>	<input type="text" value="177"/>	<input type="text" value="180"/>
Sales and Presentation Skills 營銷及表達技巧	<input type="text" value="183"/>	<input type="text" value="186"/>	<input type="text" value="189"/>

Managerial/
Professional
Level
經理／專業級

Supervisory
Level
主任級

Technical
Support and
Operative Level
技術及操作人員級

(d) **Property/Housing Management**
物業／房屋管理

Facilities Management
設施管理

192

195

198

Housing Management
房屋管理

201

204

207

(e) **Real Estate Services in the Mainland**
內地房地產知識

Real Estate Development with
Services
地產發展兼服務

210

213

216

Property Management and
Maintenance
物業管理及保養

219

222

225

Estate Surveying, Valuation
and Consultancy
測量、估價及顧問

228

231

234

Estate Agency
地產代理

237

240

243

(II) **Generic Skills**
通用技巧

(a) **Computer Application (including IT)**
電腦應用（包括資訊科技）

246

249

252

(b) **Language**
語文

Putonghua 普通話

255

258

261

English 英文

264

267

270

(c) **Management Skills**
管理技巧

273

276

279

(d) **Supervisory Skills**
督導技巧

282

285

288

(e) **Communication Skills**
溝通技巧

291

294

297

(f) **Public Relation Skills**
公關技巧

300

303

306

(g) **Others (please specify)**
其他（請說明）

309

312

315

5. Estimated number of employees who need training in the next 12 months (by type of course)

估計在未來十二個月需要接受培訓的僱員人數（按課程種類劃分）

<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) <u>Specific Knowledge/Skills</u> 專門知識/技能			
(a) <i>Property Development</i> 物業發展			
Real Estate Administration 地產行政	<input type="text"/> <input type="text"/> <input type="text"/> 318	<input type="text"/> <input type="text"/> <input type="text"/> 321	<input type="text"/> <input type="text"/> <input type="text"/> 324
Marketing Technique 市場推廣技巧	<input type="text"/> <input type="text"/> <input type="text"/> 327	<input type="text"/> <input type="text"/> <input type="text"/> 330	<input type="text"/> <input type="text"/> <input type="text"/> 333
Project Management Skills 項目管理技巧	<input type="text"/> <input type="text"/> <input type="text"/> 336	<input type="text"/> <input type="text"/> <input type="text"/> 339	<input type="text"/> <input type="text"/> <input type="text"/> 342
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text"/> <input type="text"/> <input type="text"/> 345	<input type="text"/> <input type="text"/> <input type="text"/> 348	<input type="text"/> <input type="text"/> <input type="text"/> 351
(b) <i>Estate Surveying, Valuation and Consultancy</i> 地產測量、估值及顧問			
Marketing Strategy Planning 市場策略計劃	<input type="text"/> <input type="text"/> <input type="text"/> 354	<input type="text"/> <input type="text"/> <input type="text"/> 357	<input type="text"/> <input type="text"/> <input type="text"/> 360
Research Skills 研究技巧	<input type="text"/> <input type="text"/> <input type="text"/> 363	<input type="text"/> <input type="text"/> <input type="text"/> 366	<input type="text"/> <input type="text"/> <input type="text"/> 369
Surveying & Valuation Skills 測量及估值技巧	<input type="text"/> <input type="text"/> <input type="text"/> 372	<input type="text"/> <input type="text"/> <input type="text"/> 375	<input type="text"/> <input type="text"/> <input type="text"/> 378
Planning and Land Development 策劃及土地發展	<input type="text"/> <input type="text"/> <input type="text"/> 381	<input type="text"/> <input type="text"/> <input type="text"/> 384	<input type="text"/> <input type="text"/> <input type="text"/> 387
Compensation 賠償	<input type="text"/> <input type="text"/> <input type="text"/> 390	<input type="text"/> <input type="text"/> <input type="text"/> 393	<input type="text"/> <input type="text"/> <input type="text"/> 396
Property/Leasing Management 物業／租務管理	<input type="text"/> <input type="text"/> <input type="text"/> 399	<input type="text"/> <input type="text"/> <input type="text"/> 402	<input type="text"/> <input type="text"/> <input type="text"/> 405

Managerial/
Professional
Level
經理／專業級

Supervisory
Level
主任級

Technical
Support and
Operative Level
技術及操作人員級

(c) **Estate Agents**
地產代理

Specified Estate Agents or
Salespersons Training
指定地產代理／營業員訓練課程

408

411

414

Effective Estate Agency Management
有效地產代理管理

417

420

423

Sales and Presentation Skills
營銷及表達技巧

426

429

432

(d) **Property/Housing Management**
物業／房屋管理

Facilities Management
設施管理

435

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Housing Management
房屋管理

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(e) **Real Estate Services
in the Mainland**
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456

459

Property Management and Maintenance
物業管理及保養

462

465

468

Estate Surveying, Valuation
and Consultancy
測量、估價及顧問

471

474

477

Estate Agency
地產代理

480

483

486

Managerial/
Professional
Level
經理／專業級

Supervisory
Level
主任級

Technical
Support and
Operative Level
技術及操作人員級

(II) Generic Skills
通用技巧

(a) Computer Application (including IT)
電腦應用（包括資訊科技）

489		

492		

495		

(b) Language
語文

Putonghua 普通話

498		

501		

504		

English 英文

507		

510		

513		

(c) Management Skills
管理技巧

516		

519		

522		

(d) Supervisory Skills
督導技巧

525		

528		

531		

(e) Communication Skills
溝通技巧

534		

537		

540		

(f) Public Relation Skills
公關技巧

543		

546		

549		

(g) Others (please specify)
其他（請說明）

552		

555		

558		

6. Percentage of your company's staff training expenses against payroll.
貴機構員工培訓開支對工資額的比率。

- 0%
561
- $\leq 0.001\%$
562
- 0.0011% - 0.003%
563
- 0.0031% - 0.005%
564
- 0.0051% - 0.1%
565
- more than 0.1% 以上
566

7. Internal Promotion
內部晉升

No. of Internal Promotion
in the Past 12 Months
過去十二個月
由內部晉升人數

- (a) From Supervisory to Managerial/Professional Level
由主任晉升為經理級

567

- (b) From Technical Support and Operative to Supervisory Level
由技術及操作人員晉升為主任級

570

8. No. of Employees Left in the past 12 months and their Career Choice
過去12個月內離職的地產服務從業員的離職人數及就業去向

No. of Employees Left

	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services related jobs (including starting own business in real estate industry) 擔任與地產有關的職位，包括創業（與地產有關）	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 573	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 576	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 579
(b) Taking up non real estate services related jobs, starting own business (non real estate services) 擔任與地產無關的職位，創業（與地產無關）	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 583	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 586	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 589
(c) Emigration, retirement, further studies and others 移民、退休、進修或其他原因	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 593	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 596	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 599
(d) Unknown 不詳	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 603	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 606	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 609

Recruitment Problem

招聘問題

9. Did your company encounter any difficulties in recruitment of real estate services personnel at various job levels in the past 12 months?

貴機構在過去12個月內在招聘房地產服務從業員方面有沒有困難？

Yes (Please go to Q.10)
有 (請答第10題)

613

No
沒有

614

No recruitment nor tried to recruit
未有／未有嘗試招聘

615

10. Please choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 field for each job level.

請選擇遇到招聘困難的原因，每職級可選一項或以上。

<u>Reasons</u> 原因	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 616	<input type="checkbox"/> 617	<input type="checkbox"/> 618
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 619	<input type="checkbox"/> 620	<input type="checkbox"/> 621
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 622	<input type="checkbox"/> 623	<input type="checkbox"/> 624
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 625	<input type="checkbox"/> 626	<input type="checkbox"/> 627
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 628	<input type="checkbox"/> 629	<input type="checkbox"/> 630
(f) Others (Please specify) 其他 (請說明)			
_____	<input type="checkbox"/> 631	<input type="checkbox"/> 632	<input type="checkbox"/> 633
_____	<input type="checkbox"/> 634	<input type="checkbox"/> 635	<input type="checkbox"/> 636

11. Do you expect the Hong Kong economy be better in the next 12 months?
 你是否預期未來十二個月香港的經濟會更好？

Yes (Please go to Q 12)
 637 是 (請答第12題)

No
 638 否

No comment
 639 沒意見

12. Do you expect a manpower growth in your company in the next 12 months as a result of the better economy?
 你是否預期貴機構會因經濟好轉而在未來十二個月增聘人手？

Yes
 640 是

No
 641 否

No comment
 642 沒意見

End of Questionnaire
 問卷完

For official use
 此欄毋需填寫

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
643	644	645	646	647	648	649	650	651
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
652	653	654						

Rec	Type	AC	QC	Chk By	Mode	Date	Date of Visit	Start Time	End Time	Mode	Result
9											
1	2	3	4	6	8	9	13	17	21	25	26

The 2005 Manpower Survey of the Real Estate Services Industry

Explanatory Notes for Part I

1. Please complete all columns ('A' to 'G') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.

2. Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs in the Real Estate Services Industry

(a) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.

(b) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.

(c) Please add in this column titles of employees whose duties demand real estate training (please specify title) and fill in 'B' to 'G' accordingly.

3. Column 'B' - Total Monthly Income Range of Employees

Please select and enter in this column the appropriate code number showing the average monthly income range for the employee(s) during the past 12 months (January - December 2004). The monthly income should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average figure.

<u>Average Monthly Income</u>	<u>Code Number to be Entered into Column 'B'</u>
\$5,000 or below	1
\$5,001 - \$10,000	2
\$10,001 - \$15,000	3
\$15,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$40,000	6
\$40,001 - \$60,000	7
\$60,001 or above	8

4. Column 'C' - Number of Employees

'Employees' refer to those working full-time (i.e. at least consecutive 4 weeks a month, and not less than 18 hours in each week) and receiving regular pay from your firm. These include proprietors and partners working full-time for company but exclude those working part-time. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

5. Column 'D' - Forecast of Number Employed 12 Months from Now

The forecast of number employed means the number of employees you will be employing 12 months from now. The number given could be less than that in column 'C' if a contraction is expected.

6. Column 'E' - Number of Vacancies at Date of Survey

Please fill in the number of existing vacancies you may have. 'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at date of survey.

7. Column 'F' - Preferred Level of Education

Please enter in this column the appropriate code number showing basic education which an employee should have.

<u>Education</u>	<u>Code</u>
Professional Qualification	1
University Degree or above	2
Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent	3
Diploma/Certificate or equivalent	4
Matriculation	5
Secondary 5	6
Secondary 3 or below	7

8. Column 'G' - Preferred Relevant Years of Experience

Please indicate the years of relevant experience which your organization requires an employee in a particular position to have.

<u>Period</u>	<u>Code</u>
Less than 1 year	1
1 year - less than 3 years	2
3 years - less than 6 years	3
6 years - less than 10 years	4
10 years or more	5

Note: The information received will be treated in strict confidence and will be published only in the form of statistical summaries without reference to any individual organization.

Job Descriptions for
Principal Jobs in
Real Estate Development with Services Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/Associate Director/General Manager	Plans and directs the overall operations. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise, plans and controls the allocation of resources.
103.	Sales/Marketing Manager	Plans and manages the sales and marketing activities of the properties under development. Formulates and implements marketing strategies. Takes charge of implementing sales/promotional programmes. Appoints agents and liaises with them.
104.	Property Manager/Area Property Manager	Administers the acquisition, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports.
108.	Project Manager	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
109.	IT Manager	Maintains and supports IT related functions in the company and its investments. Ensures the most cost-effective IT solutions to meet with the company's needs. Provides input to the building automation design of improvements. Administers contracts for building automation system and other on-site computer system as well as interfacing the system with head office.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
122.	Development Manager	Explores and introduces development opportunities. Carries out research and feasibility studies on real estate development potential, and makes recommendations to senior management on land and property acquisitions.
129.	Other Supporting Managers	Engages in other real estate services related duties such as estate management, maintenance and surveying.
Supervisory Level		
201.	Project Officer	Assists the project manager in the planning and managing of building and construction projects.
202.	Marketing Officer	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons.
203.	Property Officer	Assists in administering the sale, leasing and property management services of properties.
215.	Development Assistant/ Property Analyst	Assists in the evaluation and investigation of development potentials.
219.	Other Supporting Supervisors	Assists in the other duties relating to real estate services such as agency work and valuation.
Technical Support and Operative Level		
301.	Sales/Marketing/Research Assistant	Assists and transcribes marketing proposals and prepares statistical reports on marketing situation.
302.	Property Clerk	Assists in the property management services and activities within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Building Attendant/ Caretaker	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property.

Code	Job Title	Brief Job Description
Technical Support and Operative Level (Continued)		
307.	Leasing Clerk	Assists in the leasing activities of the property/estate.
319.	Other Supporting Personnel	Performs other duties relating to real estate services functions.

Job Descriptions for
Principal Jobs in
Property Management and Maintenance Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/General Manager	Plans, directs and controls the overall operations of the company. Formulates and implements business strategies and policies to meet the business/company objectives in the most cost-effective manner.
103.	Marketing Manager	Plans and manages marketing activities in the leasing of the estate. Formulates and implements marketing policies. Takes charge of implementing promotional and public relations programmes.
105.	Estate Manager	Takes charge of the management and maintenance of an estate or building and its related functions. .
106.	Maintenance Manager	Supervises the maintenance of building within the estate/property.
107.	Promotion and Public Relations Manager (Commercial and Retail)	Supervises and oversees the commercial/retail aspects of the estate/property. Promotes and maintains relationship with tenants/owners of the retail/commercial shops. Arranges suitable promotional activities in the commercial shopping arcade for the good of the retail business within the estate.
108.	Project Manager	Plans, organizes and manages building and construction projects within the estate/property. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
109.	IT Manager	Maintains and supports IT related function in management of property. System integration, services delivery and end user training and support.
110.	Club House Manager	Takes charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
111.	Facilities Manager	Plans, organizes and manages facilities including commercial, residential and recreational facilities. Co-ordinates with architects, engineers, surveyors and other professionals and contractors. Introduces measures to maximize cost-effectiveness.
129.	Other Supporting Managers	Engages in other real estate services related duties such as leasing management and surveying.
Supervisory Level		
202.	Marketing Officer	Assists in the marketing and leasing of the estate/property.
203.	Property/Estate Officer	Assists in administering the property management services activities within the estate.
216.	Maintenance Officer	Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/building.
219.	Other Supporting Supervisors	Assists in other duties relating to real estate services such as real estate agent.
Technical Support and Operative Level		
302.	Property Clerk	Provides clerical support services in property management within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Building Attendant/ Caretaker	Participates in simple repairs and maintenance and manning equipment of the building. Performs access control and guarding work. Provides customer service.
319.	Other Supporting Personnel	Performs duties to support other real estate services functions.

Job Descriptions for
Principal Jobs in
Estate Surveying, Valuation and Consultancy Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
101.	Executive Director/ Director/Partner	Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/ the Company.
108.	Project Manager	Manages surveying, development and consultancy works/projects.
115.	Estate Surveyor	Offers professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works. Conducts property market studies.
116.	Valuation Surveyor	Prepares valuations of different types of properties for various purposes, such as sale, purchase, letting, financing, disposal, acquisition and public listing. Conducts feasibility studies on all types of properties. Acts as expert witness, independent valuer or arbitrator in valuation disputes.
129.	Other Supporting Managers	Engages in other real estate services related duties such as estate management and maintenance.
Supervisory Level		
204.	Supervisor/ Assistant Manager (with estate agent's licence)	Collects information about properties to be sold or leased. Surveys the needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains to them terms of sale or lease. Arranges inspections of properties. Prepares and signs estate agency agreements, sale and purchase agreements or lease agreements.
209.	Valuation Officer	Surveys landed properties for rating and other purposes. Prepares plans and reports. Assists in the valuation of properties for rating and other purposes; collects and collates information relating to landed properties.

Code	Job Title	Brief Job Description
Supervisory Level (Continued)		
214.	Survey Officer	Undertakes survey and valuation work. Surveys landed properties for land administration and other purposes. Assists in the valuation of properties for sale, lease modification and other purposes. Collects and collates information relating to landed properties and assists in the preparation of lease conditions and checking of building plans against lease conditions.
219.	Other Supporting Supervisors	Assists in other duties relating to real estate services such as agent and marketing work, etc.
Technical Support and Operative Level		
304.	Valuation Assistant	Assists Valuation Officer in the survey of landed properties for rating and other purposes. Assists in the preparation of plans and reports.
305.	Salesperson (with estate agent's/salesperson's licence)	Conducts the daily agency work. Supervises a small team of estate agents/salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports estate agents/salespersons in their work.
319.	Other Supporting Personnel	Performs duties to support other real estate services functions.

Job Descriptions for
Principal Jobs in
Estate Agency Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
101.	Managing Director/Chief Executive Officer/Sole Proprietor/Partner	Takes full charge of the agency business and heads the management team.
102.	Director/ General Manager	Takes full charge of the sales operations and manages a number of agency firms.
Supervisory Level		
204.	Manager (in charge of an office/branch)	Manages the daily agency work. Supervises a small team of salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports salespersons in their work.
219.	Other Supporting Supervisors	Assists in supervisory duties.
Technical Support and Operative Level		
305.	Salesperson (with estate agent's licence or salesperson's licence)	Carries out duties relating to sales and leasing of properties. Collects information about properties to be sold or leased and needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains terms of sale or lease. Arranges signing of estate agency agreements, sale and purchase agreements or lease agreements. Arranges inspection of properties.
309.	Trainees	Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination.
319.	Other Supporting Personnel	Performs non-estate agency duties to support licensed persons.

Job Descriptions for
Principal Jobs in
Government Departments and Public Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/General Manager	Plans and directs the operations of the organization. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise, plans and controls the allocation of resources.
104.	Property Manager/ Area Property Manager	Administers the acquisition, appraisal, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports.
105.	Estate Manager	Takes charge of the management and maintenance of the buildings within the housing estate. Oversees a team of building attendants and allocates work.
106.	Maintenance Manager	Supervises the management and maintenance of buildings within the estate/property. Oversees a team of technical officers and allocates work.
108.	Project Manager	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
112.	Area Manager	Takes charge of the overall policy and plans of property management activities for their area of control. Establishes and directs operational and administrative procedures. Organizes and co-ordinates activities within their programme. Liaises with local community leaders.
113.	Housing Manager	Takes charge of the overall management activities of an housing estate. Establishes and directs operational and administrative procedures, including rent collection. Attends District Committee, Estate Management Advisory Committee and Mutual Aid Committee meetings as required.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
114.	Leasing Manager	Plans and manages the leasing and marketing activities of the housing estate.
115.	Estate Surveyor	Deals with the public administration, management and leasing of lands and buildings. Values all types of real property for purchase, sale, letting, investment, rating and taxation. Advises client on property valuation, feasibility study and statutory compensation.
116.	Valuation Surveyor	Values landed properties for taxation and other purposes. Advises on rents and on the leasing, acquisition, disposal and management of Government owned or occupied premises. Represents the Government in appeals where expert advice on property valuation is required.
117.	Lands Executive	Assists in land control and lease enforcement in the New Territories. Processes village house land grants, developments/redevelopments. Assists in coordinating clearances. Assists in the assessment of statutory compensation, ex-gratia allowances. Maintains record and statistics on various land matters.
118.	Building Surveyor/ Maintenance Surveyor	Deals with the planning, administration and co-ordination of all types of works (including maintenance) to buildings and land with particular cognizance of public health, planning and building regulations requirements.
119.	Shopping Centre Manager	Takes charge of the management and maintenance of the shopping centre area of the housing estate. Oversees a teams of building attendants and allocates work.
120.	Transport/Car Park Manager	Monitors and controls use of vehicles and transportation equipment within the estate, ensures the smooth traffic flow and efficient handling of passenger traffic. Manages car parks. Supervises the delivery and disposal of vehicles of the estate. Handles outside contractors in supplying transport and labour services.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
121.	Senior Asset Manager	Leads the asset management function with focus on leasing, asset management, marketing and promotions to ensure smooth and efficient operations. Sets performance target and accountable for the profit and loss of the portfolio of properties asset.
129.	Other Supporting Managers	Engages in other real estate services related duties such as IT.
Supervisory Level		
203.	Property Officer/Assistant	Assists the property manager in administering the property management services and activities within the estate.
205.	Housing/Estate Officer	Assists the housing manager/estate manager in discharging his duties in the management and maintenance of the housing estate and other related activities. Promotes and maintains a good relationship with owners and tenants.
206.	Estate Assistant	Oversees a team of building attendants/artisans and allocates works to them. Supervises cleansing, security, simple repairs and maintenance of buildings.
207.	Development Officer/ Maintenance Officer/ Building Supervisor	Assists the building and maintenance surveyor in dealing with the administration and co-ordination of all types of works (including maintenance) to buildings and land within the estate.
208.	Technical Officer	Prepares drawings, carries out and supervises the maintenance and repair work of the building and equipment within the estate.
209.	Valuation Officer	Assists the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties.
210.	Lands Inspector	Assists Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories.

Code	Job Title	Brief Job Description
Supervisory Level (Continued)		
211.	Shopping Centre Officer/ Property Officer	Assists the Shopping Centre Manager in the management and maintenance of the shopping centre area/carpark (for Property Officer) within the estate.
212.	Overseer/Foreman	Supervises staff in cleansing, hawker control, market management, pest control, conservancy, duty room, cemeteries and crematoria work. Carries out relevant law enforcement work under the Public Health and Municipal Services Ordinance.
213.	Rent Officer	Assists in the administration, monitoring and enforcement of the provisions of the Landlord and Tenant Ordinance. Prepares rental valuations and determines the primary user of premises and issues certificates on this user.
214.	Survey Officer (Estate)	Assists in land control and lease enforcement in Urban Area. Assists in acquisition of private land and land clearance. Checks building plans and serves statutory notices. Assists in land sales, land grants and lease extension/renewal, land exchanges and extensions.
217.	Welfare Worker	Manages the housing accommodations for the senior citizens and hostels for the elderly. Organizes social, recreational & other related activities for the occupants of hostels for the elderly.
218.	Customer Services Assistant	Mans the reception/enquiry counter and answers telephone enquiries. receives and records complaints and makes timely referral to responsible officer.
219.	Other Supporting Supervisors	Assists in the duties relating to other real estate services.

Code	Job Title	Brief Job Description
Technical Support and Operative Level		
302.	Property Clerk	Assists in the property management services and activities within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Caretaker/Artisan/ Workman	Participates in simple repairs and maintenance of buildings manning equipment and posts in property. Assists in regulating conduct of users and visitors of the property including noise abatement and vandalism prevention.
319.	Other Supporting Personnel	Performs duties relating to other real estate services functions.

Breakdown of Samples by Stratum

	Employment Size	Stratum	Size of Frame	Sampling Fraction	Sample Size	Establishment No
1. Real Estate Development (HSIC 831100)	1-4	1	225	0.100	22	010001- 010063
	5-9	2	18	1.000	18	
	10-19	3	8	1.000	8	
	20-49	4	3	1.000	3	
	50-99	5	7	1.000	7	
	100-199	6	3	1.000	3	
	200-499	7	2	1.000	2	
	500 & over	8	0	1.000	0	
	Branch Total			266		
2. Real Estate Leasing (HSIC 831200)	1-4	1	3 713	0.085	316	020001- 020436
	5-9	2	301	0.180	54	
	10-19	3	80	0.400	32	
	20-49	4	23	1.000	23	
	50-99	5	6	1.000	6	
	100-199	6	3	1.000	3	
	200-499	7	1	1.000	1	
	500 & over	8	1	1.000	1	
	Branch Total			4 128		
3. Real Estate Development with Leasing (HSIC 831300)	1-4	1	56	0.200	12	030001- 030027
	5-9	2	9	1.000	9	
	10-19	3	0	1.000	0	
	20-49	4	1	1.000	1	
	50-99	5	0	1.000	0	
	100-199	6	3	1.000	3	
	200-499	7	0	1.000	0	
	500 & over	8	2	1.000	2	
	Branch Total			71		
4. Real Estate Maintenance Management (HSIC 831400)	1-4	1	412	0.050	20	040001- 040227
	5-9	2	137	0.200	28	
	10-19	3	107	0.250	26	
	20-49	4	103	0.250	26	
	50-99	5	52	0.800	41	
	100-199	6	39	1.000	39	
	200-499	7	29	1.000	29	
	500 & over	8	18	1.000	18	
	Branch Total			897		
5. Real Estate Brokerage and Agency (HSIC 831500)	1-4	1	1 967	0.015	30	050001- 050106
	5-9	2	227	0.080	18	
	10-19	3	62	0.350	22	
	20-49	4	30	0.500	15	
	50-99	5	10	1.000	10	
	100-199	6	5	1.000	5	
	200-499	7	1	1.000	1	
	500 & over	8	5	1.000	5	
	Branch Total			2 307		
6. Real Estate Surveying Valuation and Consultancy (HSIC 833402)	1-4	1	371	0.180	67	060001- 060141
	5-9	2	42	0.400	17	
	10-19	3	27	1.000	27	
	20-49	4	20	1.000	20	
	50-99	5	3	1.000	3	
	100-199	6	3	1.000	3	
	200-499	7	3	1.000	3	
	500 & over	8	1	1.000	1	
	Branch Total			470		
7. Supplementary Samples			42		42	070001- 070042
Total			8 181		1 042	

Respondents by Stratum by Sector

Sector	Stratum	Employment Size	Result		Total
			Partial Response	Response	
Real Estate Development with Services	1	1-4	2	87	89
	2	5-9	2	51	53
	3	10-19		29	29
	4	20-49		18	18
	5	50-99		9	9
	6	100-199		4	4
	7	200-499		2	2
	8	500 & over		2	2
	Sub-total			4	202
Property Management and Maintenance	1	1-4		14	14
	2	5-9		16	16
	3	10-19		18	18
	4	20-49	1	33	34
	5	50-99		31	31
	6	100-199	2	33	35
	7	200-499		18	18
	8	500 & over	1	16	17
	Sub-total			4	179
Estate Agency	1	1-4		26	26
	2	5-9		15	15
	3	10-19		17	17
	4	20-49		13	13
	5	50-99		4	4
	6	100-199		1	1
	7	200-499			
	8	500 & over		2	2
	Sub-total				78
Estate Surveying, Valuation & Consultancy	1	1-4		20	20
	2	5-9		5	5
	3	10-19		7	7
	4	20-49		5	5
	5	50-99		3	3
	Sub-total				40
Government Departments and Public Sector	1	1-4		1	1
	2	5-9			
	3	10-19		1	1
	4	20-49		1	1
	5	50-99	1	1	2
	6	100-199		3	3
	7	200-499	1	6	7
	8	500 & over		3	3
	Sub-total			2	16

Analysis of Response

調查反應分析

	Real Estate Development with Services 地產發展兼服務	Property Management and Maintenance 物業管理及保養	Real Estate Brokerage & Agency 地產代理	Real Estate Surveying, Valuation & Consultancy 測量、估價及顧問	Government Departments and Public Sector 政府部門及公共機構	Total 總數
Closed 結束營業	8	3	1	2	0	14
Moved, address cannot be located 搬遷、地址無法確定	16	0	2	8	0	26
Not engaged in specific trade 並無從事有關的單一業務	11	0	1	64	0	76
No technical manpower 並無技術僱員	198	9	2	6	5	220
Not yet start operation 尚未開始營業	1	2	1	1	0	5
Partial response 回應部份問題	4	4	0	0	2	10
Registered office/Correspondence address 雖已註冊／有通訊地址但並無營業	25	6	2	5	2	40
Responded 有回應	207	169	76	39	24	515
Temporary ceased 暫時停業	23	4	4	4	1	36
Wrong address 地址錯誤	2	0	0	0	0	2
Non-contact 無法取得聯絡	25	23	16	10	6	80
Refusal 拒絕作答	7	8	1	2	2	20
Total 總數	527	228	106	141	42	1 044

Appendix 7
附錄7
Table 7.1
表7.1

Number Employed and Forecast by Sector by Principal Job
各類別主要職務現有僱員及預測未來人數

Real Estate Development with Services

地產發展兼服務

Job Title

職稱

Number of Employees

僱員人數

Vacancies at

Date of survey

調查期間
空缺數目

Number of Posts at

January 2005

二〇〇五年一月
時職位數目

Forecast of number

of employees

in the next 12 months
僱主預測未來
十二個月的僱員人數

Professional/ Managerial

專業人員／經理

Director/Associate Director/General Manager

董事／副董事／總經理

258

-

258

258

Sales/Marketing Manager

營業／市場經理

82

-

82

82

Property Manager/Area Property Manager

物業經理／分區物業經理

331

-

331

329

Estate Manager

屋邨經理

117

-

117

117

Maintenance Manager

保養經理

55

-

55

55

Promotion and Public Relations Manager (Commercial & Retail)

推廣及公關經理（商務及零售）

14

-

14

14

Project Manager

項目經理

108

-

108

108

IT Manager

資訊科技經理

15

-

15

15

Club House Manager

會所經理

3

-

3

3

Valuation Surveyor

物業估價測量師

2

-

2

2

Development Manager

發展經理

46

-

46

46

Other Supporting Managers

其他支援服務經理

1

-

1

1

Sub-total:

小計

1032

0

1032

1030

Real Estate Development with Services

地產發展兼服務

Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employees
in the next 12 months僱主預測未來
十二個月的僱員人數Supervisory

主任

Project Officer

77

-

77

77

項目主任

Marketing Officer

133

2

135

135

市場主任

Property Officer

1064

6

1070

1071

物業主任

Housing/Estate Officer

54

-

54

54

房屋事務／產業主任

Estate Assistant

66

-

66

66

屋宇事務助理

Development Assistant/Property Analyst

36

-

36

36

發展助理／物業分析員

Maintenance Officer

165

-

165

165

保養主任

Welfare Officer

18

18

18

社工

Customer Services Assistant

12

12

12

客戶服務助理

Other Supporting Supervisors

36

-

36

36

其他支援服務主任

Sub-total:

小計

1 661**8****1 669****1 670**

Real Estate Development with Services

地產發展兼服務

Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employees
in the next 12 months僱主預測未來
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant

營業／市場／研究文員

167

-

167

167

Property Clerk

物業文員

279

1

280

280

Technician

技術員

248

-

248

248

Salesperson (with estate agent's/salesperson's license)

營業員（持有地產代理／地產代理營業員牌照）

72

-

72

72

Building Attendant/Caretaker

大廈管理員／管理員

1 311

16

1 327

1 323

Leasing Clerk

租務文員

1 643

1

1 644

1 619

Other Supporting Personnel

其他支援服務人員

115

-

115

115

Sub-total:

小計

3 835**18****3 853****3 824****Total:****總計****6 528****26****6 554****6 524**

Number Employed and Forecast by Sector by Principal Job

各類別主要職務現有僱員及預測未來人數

Property Management and Maintenance

物業管理及保養

Job Title

職稱

Number of Employees

僱員人數

Vacancies at**Date of survey**

調查期間

空缺數目

Number of Posts at**January 2005**

二〇〇五年一月

時職位數目

**Forecast of number
of employees****in the next 12 months**

僱主預測未來

十二個月的僱員人數

Professional/ Managerial

專業人員／經理

Director/General Manager

195

-

195

195

董事／總經理

Sales/Marketing Manager

66

-

66

66

營業／市場經理

Property Manager/Area Property Manager

6

-

6

6

物業經理／分區物業經理

Estate Manager

1 314

15

1 329

1 330

屋邨經理

Maintenance Manager

279

7

286

288

保養經理

Promotion and Public Relations Manager (Commercial & Retail)

43

2

45

45

推廣及公關經理（商務及零售）

Project Manager

31

-

31

31

項目經理

IT Manager

6

-

6

6

資訊科技經理

Club House Manager

32

2

34

34

會所經理

Facilities Manager

27

-

27

27

設施經理

Leasing Manager

4

-

4

4

租務經理

Estate Surveyor

14

-

14

14

物業測量師

Property Management and Maintenance

物業管理及保養

<u>Job Title</u> 職稱	<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at January 2005</u> 二〇〇五年一月 時職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱主預測未來 十二個月的僱員人數
<u>Professional/ Managerial</u> 專業人員／經理				
發展經理 Development Manager	2	-	2	2
發展經理 Other Supporting Managers	5	-	5	5
其他支援服務經理				
Sub-total: 小計	2 024	26	2 050	2 053
<u>Supervisory</u> 主任				
Project Officer 項目主任	46	11	57	57
Marketing Officer 市場主任	100	7	107	104
Property Officer 物業主任	4 152	96	4248	4 251
Development Assistant/Property Assistant 發展助理／物業分析員	1	1	2	2
Maintenance Officer 保養主任	1228	23	1251	1241
Welfare Officer 社工	15	-	15	15
Other Supporting Supervisors 其他支援服務人員	55	-	55	55
Sub-total: 小計	5 597	138	5735	5 725

Property Management and Maintenance物業管理及保養Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employees
in the next 12 months僱主預測未來
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant

營業／市場／研究文員

3

1

4

4

Property Clerk

物業文員

3119

27

3146

3152

Technician

技術員

4 280

65

4345

4 352

Building Attendant/Caretaker

大廈管理員／管理員

42 107

632

42739

42 885

Leasing Clerk

租務文員

10

-

10

10

Other Supporting Personnel

其他支援服務人員

290

5

295

295

Sub-total:

小計

49 809**730****50 539****50 698****Total:****總計****57 430****894****58 324****58 476**

Number Employed and Forecast by Sector by Principal Job

各類別主要職務現有僱員及預測未來人數

Estate Agency

地產代理

Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employeesin the next 12 months僱主預測未來
十二個月的僱員人數Professional/ Managerial

專業人員／經理

Managing Director/Sole Proprietor/Partner

常務董事／獨資經營者／合伙人

106

1

107

107

Director/General Manager

董事／總經理

258

-

258

244

Sales/Marketing Manager

營業／市場經理

87

-

87

87

Property Manager/Area Property Manager

物業經理／分區物業經理

7

-

7

7

Estate Manager

屋邨經理

2

-

2

2

Promotion and Public Relations Manager (Commercial & Retail)

推廣及公關經理（商務及零售）

1

-

1

1

Project Manager

項目經理

5

-

5

5

IT Manager

資訊科技經理

5

-

5

5

Valuation Surveyor

物業估價測量師

5

-

5

5

Development Manager

發展經理

3

-

3

3

Other Supporting Managers

其他支援服務人員

7

-

7

7

Sub-total:

小計

486**1****487****473**

Estate Agency

地產代理

Job Title

職稱

Number of Employees

僱員人數

Vacancies atDate of survey

調查期間

空缺數目

Number of Posts atJanuary 2005

二〇〇五年一月

時職位數目

Forecast of numberof employees

僱主預測未來

十二個月的僱員人數

Supervisory

主任

Marketing Officer

市場主任

8

-

8

8

Property Officer

物業主任

15

-

15

15

Supervisor/Assistant Manager (with estate agent's licence)

主任／副經理（持有地產代理牌照）

1 733

17

1 750

1 756

Valuation Officer

物業估價主任／員

11

-

11

11

Development Assistant/Property Analyst

發展助理／物業分析員

5

-

5

5

Other Supporting Supervisors

其他支援服務人員

6

-

6

6

Sub-total:

小計

1 778**17****1 795****1 801**

Estate Agency

地產代理

Job Title

職稱

	<u>Number of Employees</u>	<u>Vacancies at</u>	<u>Number of Posts at</u>	<u>Forecast of number</u>
	僱員人數	<u>Date of survey</u>	<u>January 2005</u>	<u>of employees</u>
		調查期間	二〇〇五年一月	<u>in the next 12 months</u>
		空缺數目	時職位數目	僱主預測未來
				十二個月的僱員人數
<u>Technical Support & Operative</u>				
技術及操作人員				
Sales/Marketing/Research Assistant	219	-	219	219
營業／市場／研究文員				
Property Clerk	3	-	3	3
物業文員				
Technician	7	-	7	7
技術員				
Valuation Assistant	9	-	9	10
物業估價助理				
Salesperson (with estate agent's/salesperson's licence)	9 748	591	10 339	10 585
營業員（持有地產代理／地產代理營業員牌照）				
Building Attendant/Caretaker	202	-	202	202
大廈管理員／管理員				
Leasing Clerk	25	-	25	25
租務文員				
Trainees	649	51	700	700
見習生／員				
Other Supporting Personnel	51	10	61	61
其他服務支援人員				
Sub-total:	10 913	652	11 565	11 812
小計				
Total:	13 177	670	13 847	14 086
總計				

Number Employed and Forecast by Sector by Principal Job

各類別主要職務現有僱員及預測未來人數

Estate Surveying, Valuation and Consultancy

測量、估價及僱問

Job Title

職稱

Number of Employees

僱員人數

Vacancies atDate of survey調查期間
空缺數目Number of Posts atJanuary 2005二〇〇五年一月
時職位數目Forecast of number
of employeesin the next 12 months僱主預測未來
十二個月的僱員人數Professional/ Managerial

專業人員／經理

Executive Director/Sole Proprietor/Partner

30

-

30

30

執行董事／獨資經營者／合夥人

Director/General Manager

2

-

2

2

董事／總經理

Property Manager/Area Property Manager

1

-

1

1

物業經理／分區物業經理

Maintenance Manager

1

-

1

1

保養經理

Project Manager

36

-

36

36

項目經理

Estate Surveyor

122

-

122

122

物業測量師

Valuation Surveyor

103

-

103

103

物業估價測量師

Development Manager

3

-

3

3

發展經理

Other Supporting Managers

4

-

4

4

其他支援服務經理

Sub-total:

小計

302**0****302****302**

Estate Surveying, Valuation and Consultancy

測量、估價及僱問

<u>Job Title</u> 職稱	<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at January 2005</u> 二〇〇五年一月 時職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱主預測未來 十二個月的僱員人數
<u>Supervisory</u> 主任				
Marketing Officer 市場主任	1	-	1	1
Supervisor/Assistant Manager (with estate agent's licence) 主任／副經理	22	-	22	22
Valuation Officer 物業估價主任	79	2	81	81
Survey Officer (Estate) 測量主任／員（物業）	183	9	192	192
Development Assistant/Property Assistant 發展助理／物業分析員	6	-	6	6
Other Supporting Supervisors 其他支援服務人員	2	-	2	2
Sub-total: 小計	293	11	304	304

Estate Surveying, Valuation and Consultancy

測量、估價及僱問

Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employees
in the next 12 months僱主預測未來
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Property Clerk

物業文員

2

-

2

2

Valuation Assistant

物業估價助理

99

2

101

101

Salesperson (with estate agent's/salesperson's license)

營業員（持有地產代理／地產代理營業員牌照）

47

-

47

47

Other Supporting Personnel

其他支援服務人員

22

-

22

22

Sub-total:

小計

170**2****172****172****Total:**

總計

765**13****778****778**

Number Employed and Forecast by Sector by Principal Job

各類別主要職務現有僱員及預測未來人數

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies at**Date of survey**

調查期間

空缺數目

Number of Posts at**January 2005**

二〇〇五年一月

時職位數目

Forecast of number**of employees****in the next 12 months**

僱主預測未來

十二個月的僱員人數

Professional/ Managerial

專業人員／經理

Director/General Manager

28

-

28

27

董事／總經理

Property Manager/Area Property Manager

25

-

25

25

物業經理／分區物業經理

Estate Manager

15

-

15

15

屋邨經理

Maintenance Manager

29

-

29

29

保養經理

Promotion and Public Relations Manager (Commercial & Retail)

1

-

1

1

推廣及公關經理（商務及零售）

Project Manager

121

-

121

121

項目經理

Club House Manager

1

1

2

1

會所經理

Area Manager

27

-

27

28

分區經理

Housing Manager

560

-

560

513

房屋事務經理

Leasing Manager

18

-

18

18

租務經理

Estate Surveyor

269

-

269

254

產業測量師

Valuation Surveyor

98

-

98

92

物業估價測量師

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employees
in the next 12 months僱主預測未來
十二個月的僱員人數Professional/ Managerial

專業人員／經理

Lands Executive

389

-

389

338

地政主任

Building Surveyor/Maintenance Surveyor

144

-

144

143

屋宇測量師／屋宇保養測量師

Transport/Car Park Manager

1

-

1

1

運輸／停車場經理

Senior Asset Manager

17

-

17

17

高級資產經理

Development Manager

2

-

2

2

發展經理

Other Supporting Managers

4

-

4

4

其他支援服務人員

Sub-total:**1 749****1****1 750****1 629**

小計

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies atDate of survey調查期間
空缺數目Number of Posts atJanuary 2005二〇〇五年一月
時職位數目Forecast of number
of employeesin the next 12 months
僱主預測未來
十二個月的僱員人數Supervisory

主任

Project Officer

2

-

2

2

項目主任

Marketing Officer

5

-

5

5

市場主任

Property Officer

87

1

88

88

物業主任

Housing /Estate Officer

1 775

-

1 775

1 771

房屋事務／產業主任

Estate Assistant

565

-

565

562

屋宇事務助理

Development Officer/Maintenance Officer/Building Supervisor

1 324

-

1 324

1 294

屋宇發展主任／屋宇保養主任／屋宇監督

Technical Officer

734

2

736

732

技術主任

Valuation Officer

365

5

370

359

物業估價員

Lands Inspector

578

-

578

536

地政督察

Overseer/Foreman

229

-

229

228

巡察員／管工

Rent Officer

34

-

34

34

租務主任

Survey Officer (Estate)

237

-

237

227

測量員（產業）

Development Assistant/Property Analyst

2

-

2

2

發展助理／物業分析員

Customer Services Assistant

9

-

9

9

客戶服務助理

Other Supporting Supervisors

101

-

101

101

其他支援服務人員

Sub-total:**6 047****8****6 055****5 950**

小計

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies at
Date of survey調查期間
空缺數目Number of Posts at
January 2005二〇〇五年一月
時職位數目Forecast of number
of employees
in the next 12 months僱主預測未來
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant

營業／市場／研究文員

3

-

3

3

Property Clerk

物業文員

83

-

83

83

Technician

技術員

335

2

337

337

Building Attendant/Caretaker

大廈管理員／管理員

1 949

22

1 971

1 966

Other Supporting Personnel

其他支援服務人員

181

-

181

181

Sub-total:

小計

2 551**24****2 575****2 570****Total:**

總計

10 347**33****10 380****10 149****Grand Total:**

總數

88 247**1 636****89 883****90 013**

Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level
各類別各技能等級僱員過去十二個月離職人數及原因

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services Related Jobs 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services Related Jobs 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and Other Reasons 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons Unknown 離職原因不詳的僱員人數 (%)*	Total 總數 (%)*
<u>Real Estate Development with Services</u> 地產發展兼服務					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	52 (5.0)	2 (0.2)	4 (0.4)	5 (05.)	63 (6.1)
Supervisory 主任級	124 (7.5)	50 (3.0)	31 (1.9)	33 (2.0)	238 (14.3)
Technical Support & Operative 技術及操作人員級	169 (4.4)	13 (0.3)	72 (1.9)	200 (5.2)	454 (11.8)
<i>Sub-total</i> 小計	<i>345</i>	<i>65</i>	<i>107</i>	<i>238</i>	<i>755</i>
(%)**	(5.3)	(1.0)	(1.6)	(3.6)	(11.6)

(%)* As percentage of total number of employees at the same job level of the sector
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total number of employees at the same sector
 佔該類機構僱員總數的百分率

Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level
各類別各技能等級僱員過去十二個月離職人數及原因

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Property Management and Maintenance</u> 物業管理及保養					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	71 (3.5)	5 (0.2)	39 (1.9)	53 (2.6)	168 (8.3)
Supervisory 主任級	276 (4.9)	33 (0.6)	149 (2.7)	505 (9.0)	963 (17.2)
Technical Support & Operative 技術及操作人員級	2 374 (4.8)	271 (0.5)	728 (1.5)	4 451 (8.9)	7 824 (12.7)
<u>Sub-total</u> 小計	<u>2 721</u>	<u>309</u>	<u>916</u>	<u>5 009</u>	<u>8 955</u>
(%)**	(4.7)	(0.5)	(1.6)	(8.7)	(15.6)

(%)* As percentage of total number of employees at the same job level of the sector
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total number of employees at the same sector
 佔該類機構僱員總數的百分率

Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level
各類別各技能等級僱員過去十二個月離職人數及原因

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Estate Agency</u> 地產代理					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	1 (0.2)	-	18 (3.7)	80 (16.5)	99 (20.4)
Supervisory 主任級	4 (0.2)	-	32 (1.8)	38 (2.1)	74 (4.2)
Technical Support & Operative 技術及操作人員級	7 (0.1)	-	187 (1.7)	10 (0.1)	204 (1.9)
<i>Sub-total</i> 小計	<u>12</u>	<u>-</u>	<u>237</u>	<u>128</u>	<u>377</u>
(%)**	(0.1)	-	(1.8)	(1.0)	(2.9)

(%)* As percentage of total number of employees at the same job level of the sector
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total number of employees at the same sector
 佔該類機構僱員總數的百分率

Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level
各類別各技能等級僱員過去十二個月離職人數及原因

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Estate Surveying, Valuation and Consultancy</u> 測量、估價及顧問					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	7 (2.3)	- -	3 (1.0)	1 (0.3)	11 (3.6)
Supervisory 主任級	54 (18.4)	10 (3.4)	10 (3.4)	4 (1.4)	78 (26.6)
Technical Support & Operative 技術及操作人員級	7 (4.1)	3 (1.8)	- -	4 (2.4)	14 (8.2)
<i>Sub-total</i> 小計 (%)**	<u>68</u> (8.9)	<u>13</u> (1.7)	<u>13</u> (1.7)	<u>9</u> (1.8)	<u>103</u> (13.5)

(%)* As percentage of total number of employees at the same job level of the sector
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total number of employees at the same sector
 佔該類機構僱員總數的百分率

Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level
各類別各技能等級僱員過去十二個月離職人數及原因

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Government Departments and Public Sector</u> 政府部門及公共機構					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	1 (0.1)	- -	18 (1.0)	80 (4.6)	99 (5.7)
Supervisory 主任級	4 (0.1)	- -	32 (0.5)	38 (0.6)	74 (1.2)
Technical Support & Operative 技術及操作人員級	7 (0.3)	- -	187 (7.3)	10 (0.4)	204 (8.0)
<i>Sub-total</i> <i>小計</i>	<i>12</i>	<i>-</i>	<i>237</i>	<i>128</i>	<i>377</i>
(%)**	(0.1)	-	(2.3)	(1.2)	(3.6)
Grand Total 總數	3 158	-	1 510	5 512	10 567
(%)@	(3.6)	(0.4)	(1.7)	(6.2)	(12.0)

(%)* As percentage of total number of employees at the same job level of the sector
佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total number of employees at the same sector
佔該類機構僱員總數的百分率

(%)@ As percentage of total number of employees in the industry
佔地產服務業僱員總數的百分率

Reasons for Recruitment Difficulties by Sector by Job Level
各類別各技能等級僱員招聘困難的原因

Sector 類別	Job Level 技能等級	Reason 原因						Others 其他
		Lack of candidates with relevant experience 缺乏具相關經驗求職者	Unsatisfactory terms of employment 聘用條件欠佳	Unsatisfactory working environment 工作環境欠佳	Limited career prospects 晉升機會有限	Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源		
Real Estate Development with Services 地產發展兼服務	Managerial/Professional 經理／專業人員級	* 5	-	-	-	-	-	
	Supervisory 主任級	12	5	-	3	3	-	
	Technical Support and Operative 技術及操作人員級	32	14	12	-	-	12	
Property Management and Maintenance 物業管理及保養	Managerial/Professional 經理／專業人員級	9	1	-	-	1	-	
	Supervisory 主任級	18	5	-	1	2	-	
	Technical Support and Operative 技術及操作人員級	72	47	33	11	28	3	
Estate Agency 地產代理	Managerial/Professional 經理／專業人員級	5	-	13	-	-	-	
	Supervisory 主任級	14	7	-	-	12	-	
	Technical Support and Operative 技術及操作人員級	276	28	3	80	174	77	

<u>Sector</u> 類別	<u>Job Level</u> 技能等級	<u>Lack of candidates with relevant experience</u> 缺乏具相關經驗求職者	<u>Unsatisfactory terms of employment</u> 聘用條件欠佳	<u>Unsatisfactory working environment</u> 工作環境欠佳	<u>Limited career prospects</u> 晉升機會有限	<u>Insufficient trained/qualified manpower in the related disciplines</u> 缺乏具相關訓練/資歷的人力資源	<u>Others</u> 其他
Estate Surveying, Valuation and Consultant 測量、估價及顧問	Managerial/Professional 經理／專業人員級	-	-	-	-	-	-
	Supervisory 主任級	11	10	-	-	-	-
	Technical Support and Operative 技術及操作人員級	-	-	-	-	-	-
Government Departments and Public Sector 政府部門及公共機構	Managerial/Professional 經理／專業人員級	-	-	-	-	-	-
	Supervisory 主任級	-	-	-	-	-	-
	Technical Support and Operative 技術及操作人員級	-	-	-	-	-	-

* Number of companies may choose more than one reason
機構數目可選擇超過一個原因

Preferred Education of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有學歷

	Professional Qualification 專業資格 (%)*	University Degree or above 大學學位 或以上 (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. 副學士學位/專業文憑 高級文憑/高級證書 (%)*	Diploma/ Certificate 文憑/證書 (%)*	Matriculation 大學預科 (%)*	Secondary 5 中五 (%)*	Secondary 3 or below 中三或以下 (%)*	Unspecified 未有說明 (%)*	Total 總數 (%)*@
<u>Real Estate Development with Services</u> 地產發展兼服務									
<u>Job Level</u> 技能等級									
Managerial/ Professional 經理/專業人員級	84 (8.1)	824 (79.8)	64 (6.2)	16 (1.6)	2 (0.2)	- -	- -	42 (4.1)	1032 (100)
Supervisory 主任級	4 (0.2)	351 (21.1)	511 (30.8)	382 (23.0)	158 (9.5)	194 (11.7)	- -	61 (3.7)	1 661 (100)
Technical Support & Operative 技術及操作人員級	- -	17 (0.4)	85 (2.2)	332 (8.7)	416 (10.8)	1 758 (45.8)	1 192 (31.1)	35 (0.9)	3 835 (100)
Sub-total 小計 (%)**	88 (1.3)	1 192 (18.3)	660 (10.1)	730 (11.2)	576 (8.8)	1 952 (29.9)	1 192 (18.3)	138 (2.1)	6 528 (100)

(%)* As percentage of total employees by sector by job level
佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分率

(%)*@ Percentage may not add up to the total due to rounding
因四捨五入關係，總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有學歷

	<u>Professional Qualification</u> 專業資格	<u>University Degree or above</u> 大學學位或以上	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書	<u>Diploma/ Certificate</u> 文憑／證書	<u>Matriculation</u> 大學預科	<u>Secondary 5</u> 中五	<u>Secondary 3 or below</u> 中三或以下	<u>Unspecified</u> 未有說明	<u>Total</u> 總數
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)@
<u>Property Management and Maintenance</u> 物業管理及保養									
<u>Job Level</u> 技能等級									
235	Managerial/ Professional 經理／專業人員級	310 (15.3)	1 534 (75.8)	52 (2.6)	19 (0.9)	15 (0.7)	- -	95 (4.7)	2 025 (100)
	Supervisory 主任級	- -	1 300 (23.2)	2 644 (47.2)	1 079 (19.3)	213 (3.8)	158 (2.8)	7 (0.1)	5 597 (100)
	Technical Support & Operative 技術及操作人員級	- -	15 -	317 (0.6)	2 885 (5.8)	780 (1.6)	7 590 (15.2)	34 972 (70.2)	49 809 (100)
	Sub-total 小計	310	2 849	3 013	3 983	1 008	7 748	34 979	57 431
	(%)**	(0.5)	(5.0)	(5.2)	(6.9)	(1.8)	(13.5)	(60.9)	(100)

(%)* As percentage of total employees by sector by job level
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
 佔該類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
 因四捨五入關係，總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有學歷

	<u>Professional Qualification</u> 專業資格 (%)*	<u>University Degree or above</u> 大學學位或以上 (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書 (%)*	<u>Diploma/ Certificate</u> 文憑／證書 (%)*	<u>Matriculation</u> 大學預科 (%)*	<u>Secondary 5</u> 中五 (%)*	<u>Secondary 3 or below</u> 中三或以下 (%)*	<u>Unspecified</u> 未有說明	<u>Total</u> 總數 (%)@
<u>Estate Agency</u> 地產代理									
<u>Job Level</u> 技能等級									
236 Managerial/ Professional 經理／專業人員級	53 (10.9)	314 (64.6)	10 (2.1)	23 (4.7)	2 (0.4)	64 (13.2)	- -	20 (4.1)	486 (100)
Supervisory 主任級	17 (1.0)	282 (15.9)	72 (4.0)	83 (4.7)	115 (6.5)	1 128 (63.4)	- -	81 (4.6)	1 778 (100)
Technical Support & Operative 技術及操作人員級	- -	65 (0.6)	41 (0.4)	235 (2.2)	327 (3.0)	9 595 (87.9)	499 (4.6)	151 (1.4)	10 913 (100)
Sub-total 小計	70	661	123	341	444	10 787	499	252	13 177
(%)**	(0.5)	(5.0)	(0.9)	(2.6)	(3.4)	(81.9)	(3.8)	(1.9)	(100)

(%)* As percentage of total employees by sector by job level
佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
因四捨五入關係，總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有學歷

	<u>Professional Qualification</u> 專業資格	<u>University Degree or above</u> 大學學位或以上	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書	<u>Diploma/ Certificate</u> 文憑／證書	<u>Matriculation</u> 大學預科	<u>Secondary 5</u> 中五	<u>Secondary 3 or below</u> 中三或以下	<u>Unspecified</u> 未有說明	<u>Total</u> 總數
Estate Surveying, Valuation and Consultancy 測量、估價及僱問	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*
<u>Job Level</u> 技能等級									
Managerial/ Professional 經理／專業人員級	214 (70.9)	78 (25.8)	6 (2.0)	4 (1.3)	- -	- -	- -	- -	302 (100)
Supervisory 主任級	4 (1.4)	173 (59.0)	42 (14.3)	57 (19.5)	2 (0.7)	15 (5.1)	- -	- -	293 (100)
Technical Support & Operative 技術及操作人員級	- -	48 (28.2)	24 (14.1)	64 (37.6)	7 (4.1)	27 (15.9)	- -	- -	170 (100)
Sub-total 小計	218	299	72	125	9	42	-	-	765
(%)**	(28.5)	(39.1)	(9.4)	(16.3)	(1.2)	(5.5)	-	-	(100)

(%)* As percentage of total employees by sector by job level
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
 佔該類機構僱員總數的百分率

(%)* Percentage may not add up to the total due to rounding
 因四捨五入關係，總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有學歷

	Professional <u>Qualification</u> 專業資格	University Degree or above 大學學位 或以上	Associate Degree/ Professional Diploma/ <u>Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書	Diploma/ <u>Certificate</u> 文憑／證書	<u>Matriculation</u> 大學預科	<u>Secondary 5</u> 中五	Secondary 3 or below 中三或以下	<u>Unspecified</u> 未有說明	<u>Total</u> 總數
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*@
Government Departments and Public Sector 政府部門及公共機構									
Job Level 技能等級									
Managerial/ Professional 經理／專業人員級	1 278 (73.1)	69 (3.9)	390 (22.3)	- -	- -	- -	- -	12 (0.7)	1 749 (100)
Supervisory 主任級	7 (0.1)	85 (1.4)	341 (5.6)	807 (13.3)	4 762 (78.7)	45 (0.7)	- -	- -	6 047 (100)
Technical Support & Operative 技術及操作人員級	- -	2 (0.1)	3 (0.1)	247 (9.7)	34 (1.30)	410 (16.1)	1 792 (70.2)	63 (2.5)	2 551 (100)
Sub-total 小計	1 285	156	734	1 054	4 796	455	1 792	75	10 347
(%)**	(12.4)	(1.5)	(7.1)	(10.2)	(46.4)	(4.4)	(17.3)	(0.7)	(100)
Grand Total 總數	1 971	5 157	4 602	6 233	6 833	20 984	38 462	4 006	88 248
(%)**	(2.2)	(5.8)	(5.2)	(7.1)	(7.7)	(23.8)	(43.6)	(4.5)	(100)

(%)* As percentage of total employees by sector by job level
 佔該類機構同一技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
 佔該類機構僱員總數的百分率

(%)*@ Percentage may not add up to the total due to rounding
 因四捨五入關係，總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Real Estate Development with Services</u> 地產發展兼服務							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	5 (0.5)	200 (19.4)	455 (44.1)	341 (33.0)	31 (3.0)	1032 (100)
Supervisory 主任級	19 (1.1)	412 (24.8)	1 031 (62.1)	76 (4.6)	68 (4.1)	55 (3.3)	1 661 (100)
Technical Support & Operative 技術及操作人員級	1 446 (37.7)	2 104 (54.9)	191 (5.0)	61 (1.6)	- -	33 (0.9)	3 835 (100)
Sub-total 小計 (%)**	1 465 (22.4)	2 521 (38.6)	1 422 (21.8)	592 (9.1)	409 (6.3)	119 (1.8)	6 528 (100)

(%)* As percentage of total employees by sector by job level
 佔該類機構各技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
 佔同類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
 因四捨五入關係，總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Property Management and Maintenance</u> 物業管理及保養							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	11 (0.5)	477 (23.6)	836 (41.3)	606 (29.9)	95 (4.7)	2 025 (100)
Supervisory 主任級	21 (0.4)	1 915 (34.2)	3 435 (61.4)	29 (0.5)	1 -	196 (3.5)	5 597 (100)
Technical Support & Operative 技術及操作人員級	17 345 (34.8)	28 326 (56.9)	867 (1.7)	21 -	- -	3 250 (6.5)	49 809 (100)
Sub-total 小計 (%)**	17 366 (30.2)	30 252 (52.7)	4 779 (8.3)	886 (1.5)	607 (1.1)	3 541 (6.2)	57 431 (100)

(%)* As percentage of total employees by sector by job level
佔該類機構各技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
佔同類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
因四捨五入關係，總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Estate Agency</u> 地產代理							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	- -	107 (22.0)	132 (27.2)	240 (49.4)	7 (1.4)	486 (100)
Supervisory 主任級	13 (0.7)	436 (24.5)	1 065 (59.9)	146 (8.2)	37 (2.1)	81 (4.6)	1 778 (100)
Technical Support & Operative 技術及操作人員級	2 191 (20.1)	7 964 (73.0)	459 (4.2)	82 (0.8)	- -	217 (2.0)	10 913 (100)
Sub-total 小計 (%)**	2 204 (16.7)	8 400 (63.7)	1 631 (12.4)	360 (2.7)	277 (2.1)	305 (2.3)	13 177 (100)

(%)* As percentage of total employees by sector by job level
佔該類機構各技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
佔同類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
因四捨五入關係，總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Estate Surveying, Valuation and Consultancy</u> 測量、估價及僱問							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	5 (1.7)	67 (22.2)	111 (36.8)	119 (39.4)	- -	302 (100)
Supervisory 主任級	4 (1.4)	179 (61.1)	83 (28.3)	19 (6.5)	8 (2.7)	- -	293 (100)
Technical Support & Operative 技術及操作人員級	31 (18.2)	73 (42.9)	66 (38.8)	- -	- -	- -	170 (100)
Sub-total 小計 (%)**	35 (4.6)	257 (33.6)	216 (28.2)	130 (17.0)	127 (16.6)	-	765 (100)

(%)* As percentage of total employees by sector by job level
 佔該類機構各技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
 佔同類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
 因四捨五入關係，總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Government Departments and Public Sector</u> 政府部門及公共機構							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	4 (0.2)	725 (41.5)	69 (3.9)	939 (53.7)	12 (0.7)	1 749 (100)
Supervisory 主任級	- -	517 (8.5)	5 283 (87.4)	238 (4.0)	9 (0.1)	- -	6 047 (100)
Technical Support & Operative 技術及操作人員級	249 (9.8)	1 540 (60.4)	428 (16.8)	271 (10.6)	- -	63 (2.5)	2 551 (100)
Sub-total 小計	249 (2.4)	2 061 (19.9)	6 436 (62.2)	578 (5.6)	948 (9.2)	75 (0.7)	10 347 (100)
(%)**							
Grand Total	21 319	43 491	14 484	2 546	2 368	4 040	88 248
(%)**	(24.2)	(49.3)	(16.4)	(2.9)	(2.7)	(4.6)	(100)

(%)* As percentage of total employees by sector by job level
 佔該類機構各技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
 佔同類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
 因四捨五入關係，總和未必等於100%

**Training to Employees in the Past 12 Months
by Type by Course by Job Level**

過去十二個月為各技能等級僱員
提供的各類課程訓練

(i) Property Development
物業發展

Number of Training Places by Job Level*
各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Administration 地產行政	8	20	-	28
Marketing Techniques 市場推廣技巧	35	18	27	80
Project Management Skills 項目管理技巧	109	44	26	179
Financial Management and Housing Economics 財務管理及房屋經濟學	81	13	3	97
Sub-total 小計	233	95	56	384

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(ii) Property/Housing Management
物業／房屋管理

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Facilities Management 設施管理	89	164	2 185	2 438
Housing Management 房屋管理	328	1 896	1 485	3 709
Sub-total 小計	417	2 060	3 670	6 147

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(iii) Estate Agents
地產代理

Number of Training Places by Job Level*
各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Specified Estate Agency or Salespersons Training 指定地產代理／營業 員訓練課程	3	63	586	652
Effective Estate Agency Management 有效地產代理管理	1	64	286	351
Sales and Presentation Skills 營銷及表達技巧	8	91	1 138	1 237
Sub-total 小計	12	218	2 010	2 240

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(iv) Estate Surveying, Valuation and Consultancy
地產測量、估值及顧問

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Marketing Strategy Planning 市場策略計劃	-	-	-	-
Research Skills 研究技巧	1	10	-	11
Surveying & Valuation Skills 測量及估值技巧	340	364	35	739
Planning & Land Development 策劃及土地發展	73	41	9	123
Compensation 賠償	-	-	-	-
Property/Leasing Management 物業／租務管理	17	5	10	32
Sub-total 小計	431	420	54	905

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(v) Estate Services In the Mainland

內地房地產知識

Number of Training Places by Job Level*

各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Development with Services 地產發展兼服務	12	4	2	18
Property Management and Maintenance 物業管理及保養	-	6	20	26
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	21	4	-	25
Estate Agency 地產代理	14	5	1	20
Sub-total 小計	47	19	23	89

* Number of training places for employees (may take up more than one training course)

為僱員提供的訓練名額（可多於一項訓練課程）

(vi) Generic Skills
通用技巧

Number of Training Places by Job Level*
各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Computer Applications (including IT) 電腦應用（包括資訊科技）	420	5 992	1 078	7 490
Language 語文				
(a) Putonghua 普通話	177	740	988	1 905
(b) English 英文	163	798	611	1 572
Management Skills 管理技巧	585	3 568	2 120	6 273
Supervisory Skills 督導技巧	92	1 153	546	1 791
Communication Skills 溝通技巧	128	1 276	5 072	6 476
Public Relations Skills 公關技巧	32	81	201	314
Sub-total 小計	1 597	13 608	10 616	25 821

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(vii) Other Types of Training
其他訓練

Number of Training Places by Job Level*
 各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme 例如認可計劃下的基本保安 訓練或訓練課程及/或技能 提升計劃下的訓練課程	626	3 679	10 993	15 298
Sub-total 小計	626	3 679	10 993	15 298
Grand Total 總計	3 363	20 099	27 422	50 884

* Number of training places for employees (may take up more than one training course)
 為僱員提供的訓練名額（可多於一項訓練課程）

**Training to Employees in the Next 12 Months
by Type by Course by Job Level**

未來十二個月為各技能等級僱員
提供的各類課程訓練

(i) Property Development
物業發展

Number of Training Places by Job Level*
各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Administration 地產行政	36	28	3	67
Marketing Techniques 市場推廣技巧	5	10	24	39
Project Management Skills 項目管理技巧	109	25	27	161
Financial Management and Housing Economics 財務管理及房屋經濟學	66	-	-	66
Sub-total 小計	216	63	54	333

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(ii) Property/Housing Management
物業／房屋管理

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Facilities Management 設施管理	114	211	1 984	2 309
Housing Management 房屋管理	270	1 772	1 395	3 437
Sub-total 小計	384	1 983	3 379	5 746

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(iii) Estate Agents
地產代理

Number of Training Places by Job Level*
各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Specified Estate Agency or Salespersons Training 指定地產代理／營業 員訓練課程	11	59	855	925
Effective Estate Agency Management 有效地產代理管理	11	81	402	494
Sales and Presentation Skills 營銷及表達技巧	-	82	1 377	1 459
Sub-total 小計	22	222	2 634	2 878

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(iv) Estate Surveying, Valuation and Consultancy
地產測量、估值及顧問

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Marketing Strategy Planning 市場策略計劃	6	16	-	22
Research Skills 研究技巧	-	10	2	12
Surveying & Valuation Skills 測量及估值技巧	356	320	40	716
Planning & Land Development 策劃及土地發展	49	55	9	113
Compensation 賠償	-	2	-	2
Property/Leasing Management 物業／租務管理	7	37	100	144
Sub-total 小計	418	440	151	1 009

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(v) Estate Services In the Mainland

內地房地產知識

Number of Training Places by Job Level*

各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Development with Services 地產發展兼服務	9	1	2	12
Property Management and Maintenance 物業管理及保養	18	51	14	83
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	22	5	1	28
Estate Agency 地產代理	14	5	1	20
Sub-total 小計	63	62	18	143

- * Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(vi) Generic Skills
通用技巧

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Computer Applications (including IT) 電腦應用（包括資訊科技）	763	768	617	2 148
Language 語文				
(a) Putonghua 普通話	299	775	1 473	2 547
(b) English 英文	637	510	1 075	2 222
Management Skills 管理技巧	466	863	1 488	2 817
Supervisory Skills 督導技巧	77	1 776	297	2 150
Communication Skills 溝通技巧	239	1 209	4 813	6 261
Public Relations Skills 公關技巧	78	99	102	279
Sub-total 小計	2 559	6 000	9 865	18 424

* Number of training places for employees (may take up more than one training course)
為僱員提供的訓練名額（可多於一項訓練課程）

(vii) Other Types of Training
其他訓練

Number of Training Places by Job Level*
 各技能等級的訓練名額 *

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme 例如認可計劃下的基本保安 訓練或訓練課程及/或技能 提升計劃下的訓練課程	125	550	7 720	8 395
Sub-total 小計	125	550	7 720	8 395
Grand Total 總計	3 787	9 320	23 821	36 928

* Number of training places for employees (may take up more than one training course)
 為僱員提供的訓練名額（可多於一項訓練課程）

Detail Analysis of the Labour Market Analysis (LMA) Projection

The forecast productions of private residential and non-residential flats for 2005 and 2006 are provided by the Rating & Valuation Department. (Source: Hong Kong Property Review 2004)

The forecast for 2007 and 2008 are projected by the Adaptive Filtering Method.

A. The forecast of private residential flats (Private Domestic)

Year	Completions (<i>no. of flats</i>)	Total stocks (<i>no. of flats</i>)
2004		1,034,971
2005F	21,200	1,056,171
2006F	17,400	1,073,571
2007F#	N/A	1,080,380
2008F#	N/A	1,087,290

B. The forecast of private non-residential flats (including offices, commercial, industrial / offices, flatted factories, specialized factories, and storages)

Year	Completions (<i>square m</i>)	Total stocks (<i>square m</i>)
2004		43,862,300
2005F	197,000	4,4059,300
2006F	257,900	44,317,200
2007F#	N/A	44,567,900
2008F#	N/A	44,794,580

The forecast productions of public residential housing are provided by the Hong Kong Housing Authority (HA) and the Housing Society (HS).
(Sources: HA and HS)

C. The forecast of public residential flats (including (i) public rental flats provided by HA & HS, and (ii) flats under Urban Renewal Development).

Year	Completions (<i>no. of flats</i>)	Total stocks (<i>no. of flats</i>)
2004		1,086,000
2005F	19,975	1,105,975
2006F	9,975*	1,115,950
2007F	18,375	1,134,325
2008F	18,675	1,153,000

* The relatively low production in 2006/07 is due to the deferral of the planned public housing development at South East Kowloon Development Area following Government's decision to review the planning of the area. Nonetheless, some 9 000 Interim Housing flats have been transferred to Public Rental Housing flats.