

**2009 MANPOWER SURVEY REPORT**  
**REAL ESTATE SERVICES**

房地產服務業  
二〇〇九年人力調查報告

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 2009 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 sixth manpower survey from May to October 2009 covering the following five sectors of the industry:

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

2. Out of the 9 006 establishments registered with the Census and Statistics Department, 1 036 establishments were selected using the stratified random sampling method. The 1 036 samples covered 323 establishments in real estate development, 240 establishments in property management and maintenance, 379 establishments in estate agency, 72 establishments in estate surveying, valuation and consultancy, and, 22 government departments and other public bodies. Of the 1 036 sampled establishments for the survey, 49 establishments declined to respond, 688 (including 35 partial responses) were successfully enumerated with the required information collected. The remaining 348 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 94.9%.

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 with healthy increase.

### Manpower Situation in 2009

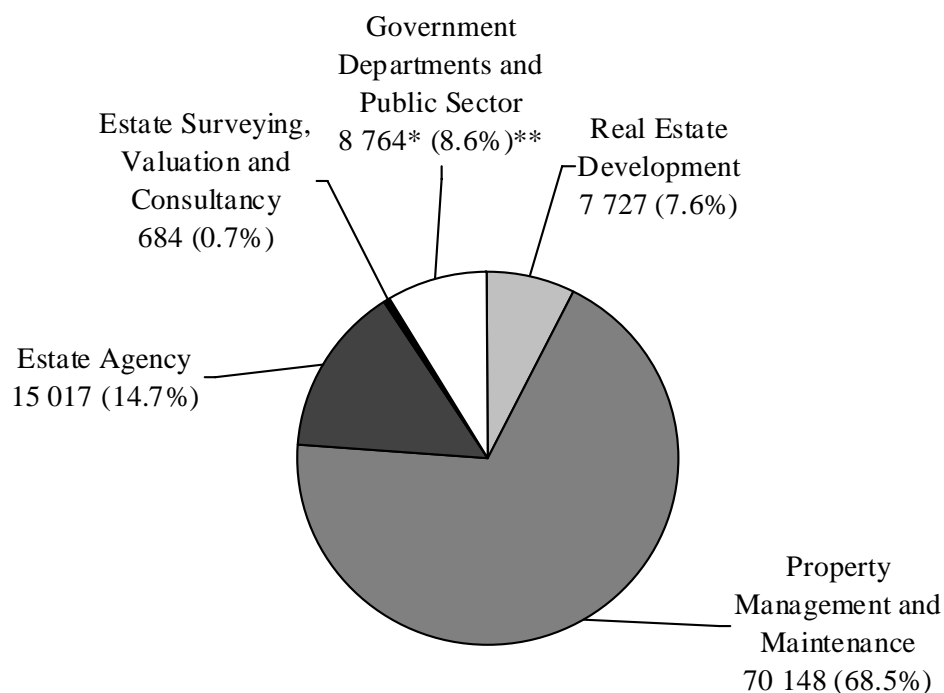
5. The Training Board notes that there were 12.3% and 1% increases in technical and

non-technical manpower<sup>1</sup> respectively. The Training Board also notes that there were increase in manpower in the real estate development, estate agency, and, property and management and maintenance sectors, ranging from 7.5% to 17.8%. The estate surveying, valuation and consultancy and the government department and public sectors had experienced 8.7% and 0.8% decrease in technical manpower respectively.

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 upgrade their professional knowledge vis-à-vis the rising demand for professional and quality services. In addition, as the economy picked up its momentum after the financial crisis in September 2008, the demand for manpower in the industry was steadily increasing. Government’s initiatives in infrastructures and development projects will further boost the demand for manpower. The Training Board is of the view that employers tend to be cautious in forecasting the number of employees in 2010.

7. The survey reveals that during the survey period, there were 102 340 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: 102 340**

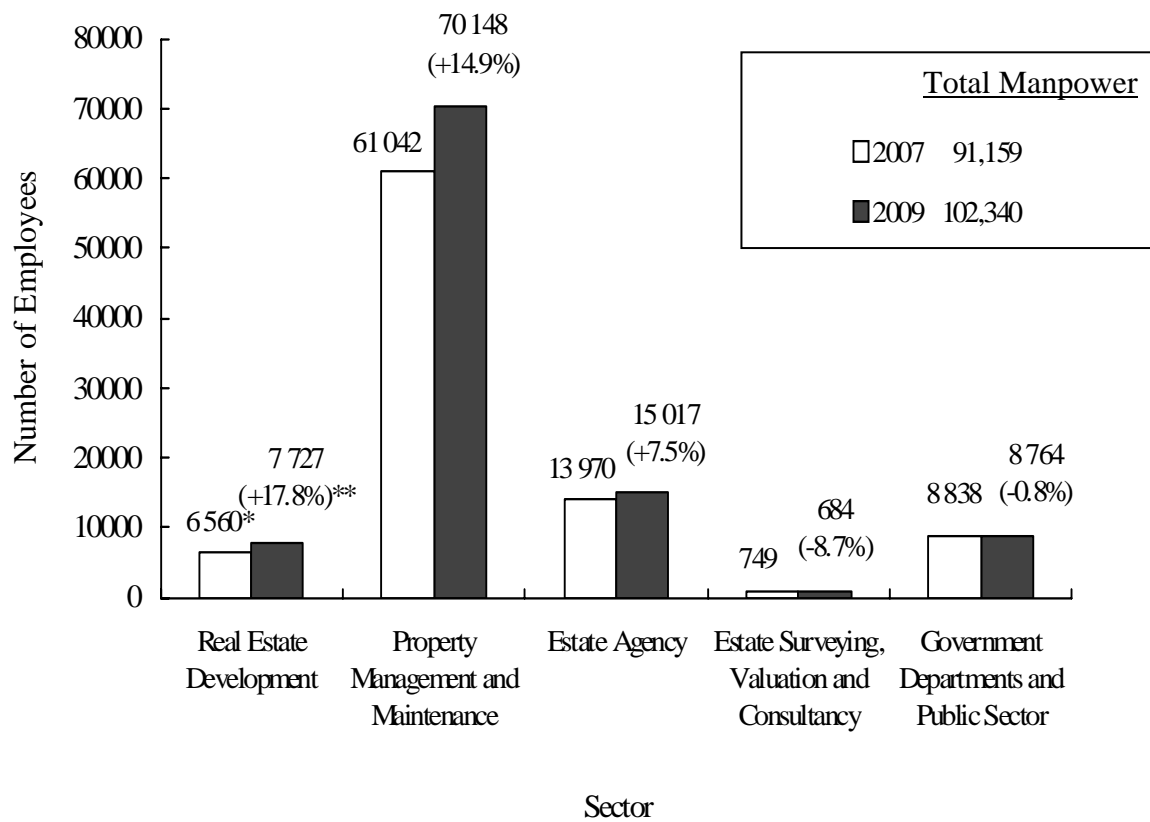


\* Total number of employees in each sector  
 \*\* As percentage of total employees in the industry  
 The percentage may not add up to 100 owing to rounding

<sup>1</sup> Technical manpower refers to employees belonging to one of the principal jobs of the Real Estate Services Industry. For the list of the principal jobs, please refer to Appendix C of Appendix 3.

8. When compared with the survey in 2007, the real estate development sector had recorded a 17.8% manpower growth in two years. The estate surveying, valuation and consultancy sector had a decrease of 8.7%. A comparison of the manpower by sector between 2007 and 2009 is shown in Figure 2.

**Figure 2: Comparison of the Distribution of Employees by Sector between 2007 and 2009**

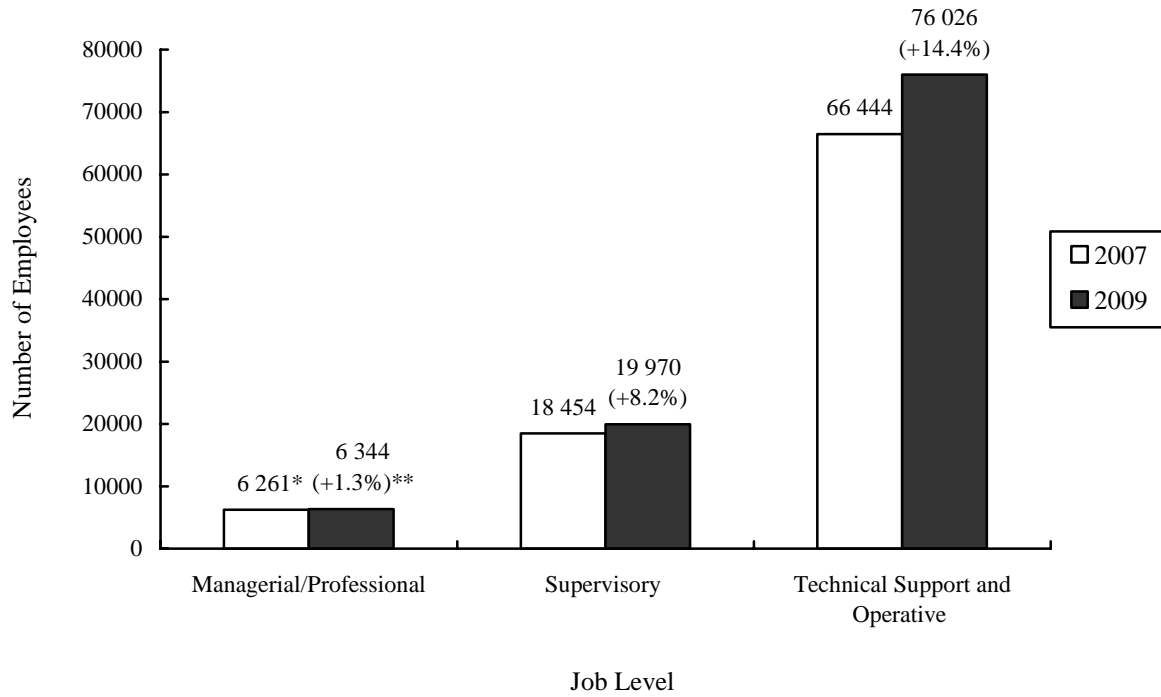


\* Total number of employees in each sector

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

9. The survey also reveals that of the 102 340 employees, 76 026 (74.3%) were at the technical support and operative level, 19 970 (19.5%) at the supervisory level and 6 344 (6.2%) at the managerial/professional level. The comparison of manpower structure between 2007 and 2009 by job level is shown in Figure 3.

**Figure 3: Manpower Structure of 2007 and 2009 by Job Level**



\* Total number of employees at each job level

\*\* As percentage increase or decrease in the total number of employees at the same 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	1 340 (17.3)	2 438 (31.6)	3 949 (51.1)	<b>7 727</b>	<b>(7.6)</b>
Property Management and Maintenance	2 491 (3.6)	10 745 (15.3)	56 912 (81.1)	<b>70 148</b>	<b>(68.5)</b>
Estate Agency	554 (3.7)	1 684 (11.2)	12 779 (85.1)	<b>15 017</b>	<b>(14.7)</b>
Estate Surveying, Valuation and Consultancy	175 (25.6)	180 (26.3)	329 (48.1)	<b>684</b>	<b>(0.7)</b>
Government Departments and Public Sector	1 784 (20.4)	4 923 (56.2)	2 057 (23.5)	<b>8 764</b>	<b>(8.6)</b>
<b>Total</b>	<b>6 344</b> <b>(6.2)**</b>	<b>19 970</b> <b>(19.5)**</b>	<b>76 026</b> <b>(74.3)**</b>	<b>102 340</b>	

(%)\* As percentage of the 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 Stationed in the Mainland/Other Cities for Over 180 Days in the Past 12 Months

11. The survey reveals that 250 employees were stationed in the Mainland or other cities for over 180 days in the past 12 months, representing 0.2% of the total employees in the industry. However, comparing to the finding in 2007, only 93 employees were stationed in the Mainland, Macao or other cities, an increase of 169% was recorded. Among the 250 employees, the real estate development sector had recorded 115 employees stationed in the Mainland, or other cities, followed by the property management and maintenance sector with 72 employees. Of the three job levels, managerial/professional had recorded 159 employees stationed in the Mainland. The number of employees stationed in the Mainland or other cities for over 180 days by sector by job level in the past 12 months is illustrated in Table 2.

Vacancies

12. There were 1 817 vacancies at the time of survey which represents 1.7% of the total 104 157 posts. The property management and maintenance sector had 909 vacancies which is the highest of all sectors. The estate agency sector had 706 vacancies which is the next highest. The comparison of the number of vacancies between 2007 and 2009 by sector is shown in Figure 4 and the existing vacancies by sector by job level in Table 3.



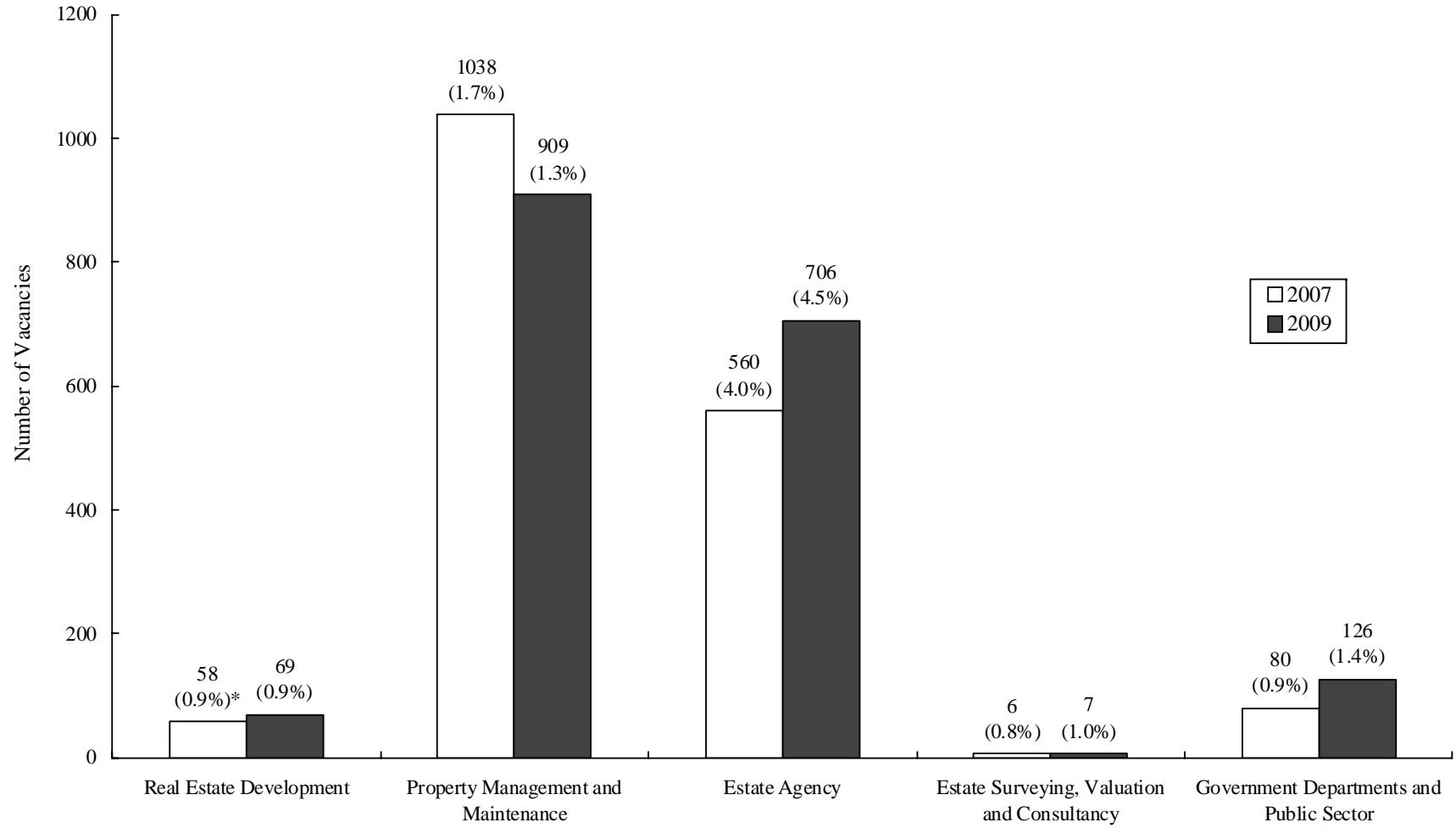
**Table 2: Number of Employees Stationed in the Mainland/Other Cities for Over 180 Days in the Past 12 Months**

<u>Sector</u>	<u>Managerial/ Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operatives</u>		<u>Total</u> (%)*
	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities	
Real Estate Development	71	4	39	1	-	-	<b>115</b> <b>(1.5)</b>
Property Management and Maintenance	58	9	4	1	-	-	<b>72</b> <b>(0.1)</b>
Estate Agency	14	-	1	-	-	-	<b>15</b> <b>(0.09)</b>
Estate Surveying, Valuation and Consultancy	3	-	-	15	-	30	<b>48</b> <b>(7)</b>
Government Departments and Public Sector	-	-	-	-	-	-	<b>-</b> <b>(-)</b>
<b>Total</b>	<b>146</b>	<b>13</b>	<b>44</b>	<b>17</b>	<b>-</b>	<b>30</b>	<b>250</b> <b>(0.2)**</b>

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

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

**Figure 4: Vacancies of 2007 and 2009 by Sector**  
**Total: 1 817**



\* As percentage of the total number of posts by sector

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 Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	7 (0.5)	13 (0.5)	49 (1.2)	<b>69</b> <b>(0.9)</b>
Property Management and Maintenance	17 (0.7)	129 (1.2)	763 (1.3)	<b>909</b> <b>(1.3)</b>
Estate Agency	-	9 (0.5)	697 (5.2)	<b>706</b> <b>(4.5)</b>
Estate Surveying, Valuation and Consultancy	1 (0.6)	4 (2.2)	2 (0.6)	<b>7</b> <b>(1.0)</b>
Government Departments and Public Sector	56 (3.0)	65 (1.3)	5 (0.2)	<b>126</b> <b>(1.4)</b>
<b>Total</b>	<b>81</b> <b>(1.3)**</b>	<b>220</b> <b>(1.1)**</b>	<b>1516</b> <b>(1.9)**</b>	<b>1817</b> <b>(1.7)@</b>

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

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

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

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

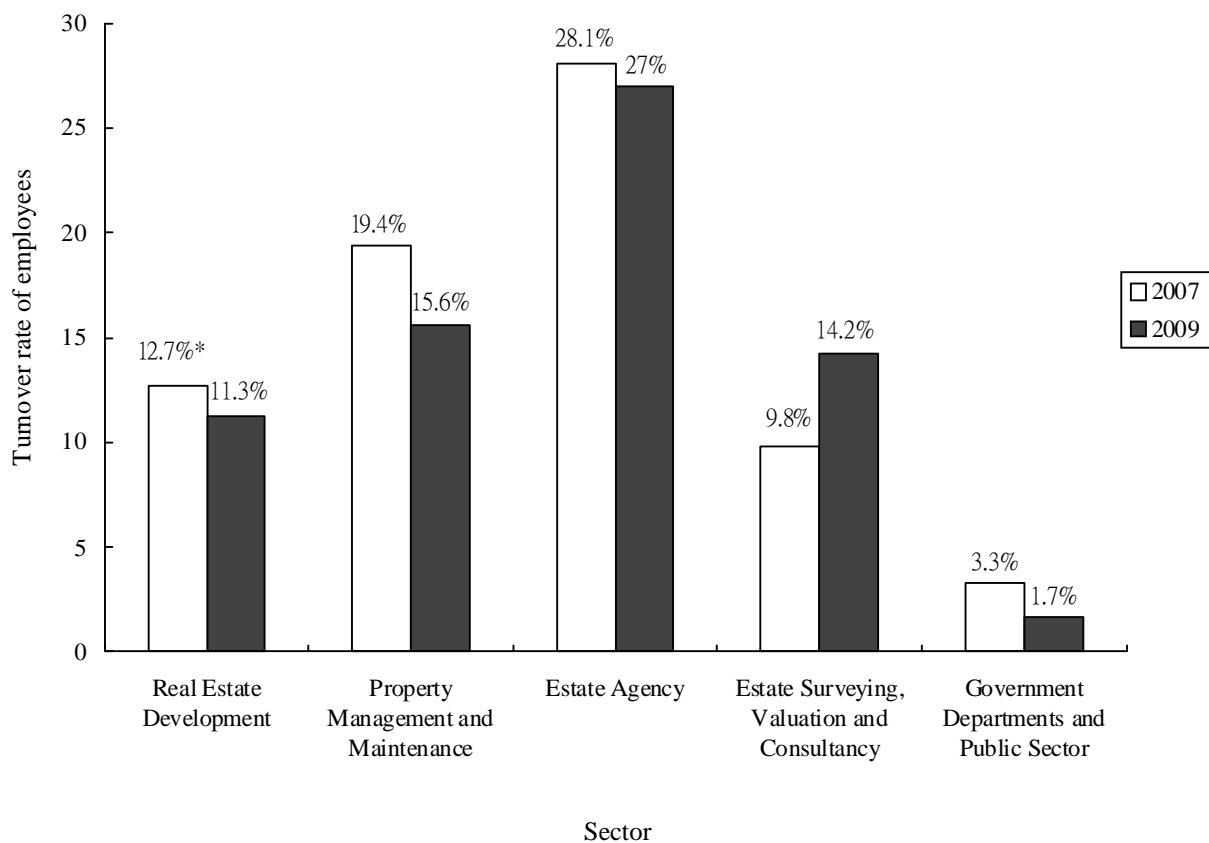
Internal Promotion in the Past 12 Months by Job Level

13. The survey reveals that 791 employees (or 0.8% of the total employees) had been promoted from within the industry. Of the 791 employees promoted, 191 (or 24.1%) were to the managerial/professional level and 600 (or 75.9%) 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

14. Employers reported that 16 472 employees (or 15.8% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 11 103 leavers (15.6% of the posts in the sector), which was the highest in number. The estate agency sector showed 4 241 leavers (27% of the posts in the sector), which was the highest in percentage. The turnover rate of employees of 2007 and 2009 by sector is shown in Figure 5.

**Figure 5: Turnover Rate of Employees of 2007 and 2009 by Sector**

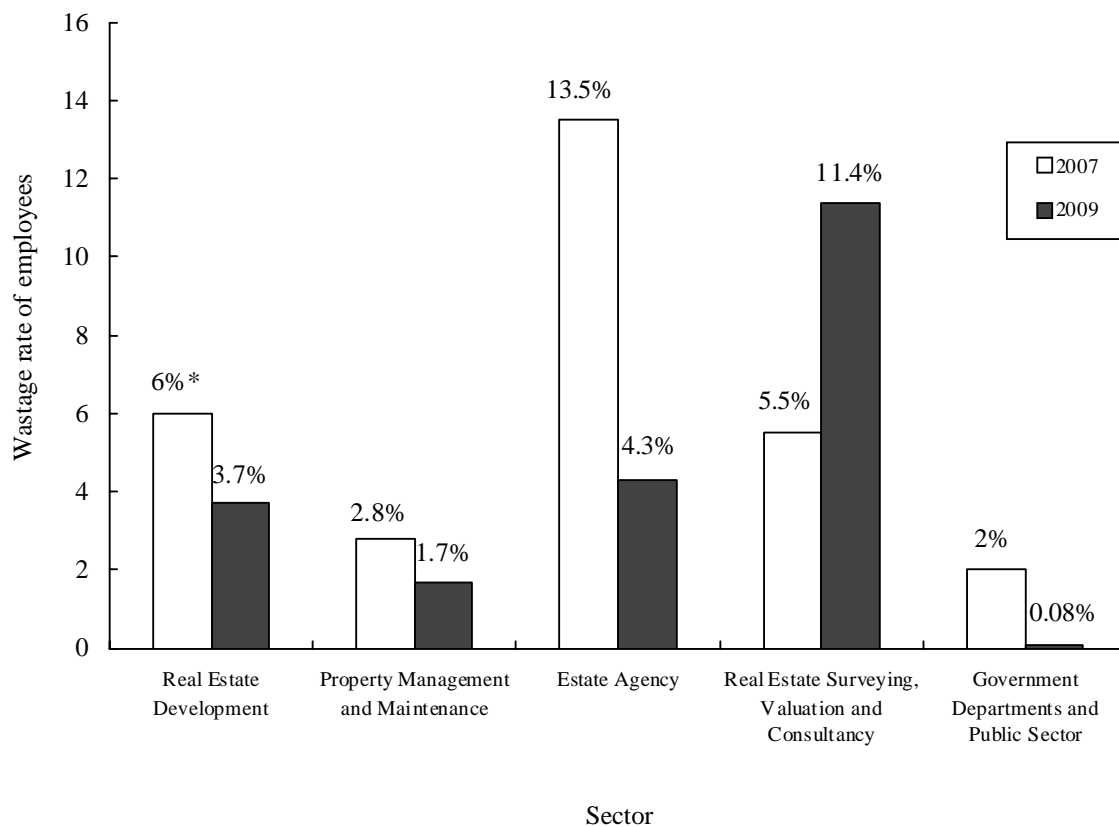


\* The turnover rate of employees in each sector

## Wastage

15. During the survey period, 16 472 employees had left and 14 276 employees were recruited with real estate services related experience. Thus, the wastage was 2 196, which represents 2.1% of the total employee in 2009. The highest wastage rate was recorded for the estate surveying, valuation and consultancy sector which was 78 employees (11.4% of the number of employees in the same sector). The estate agency sector ranked second with 642 employees (4.3% of the number of employees in the same sector) leaving permanently. A comparison of wastage rate of employees by sector between 2007 and 2009 is shown in Figure 6.

**Figure 6: Comparison of Wastage Rate of Employees by Sector between 2007 and 2009**



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

## Recruitment Difficulties

16. Out of the 950 respondents to this question, 342 (36%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency, and property management and maintenance. The survey reveals that the main reason for the recruitment difficulties was the lack of candidates with the relevant experience. The Training Board is of the view that the training demands for estate agency, and, property management and maintenance are substantial.

## Preferred Education

17. As revealed by the survey, employers were generally expecting better educated or trained employees comparing to the survey result of 2007. From the analysis, 86.8% and 96.5% of the employers preferred their employees to have university degree or above or professional qualification for the managerial/professional level in 2007 and 2009 respectively. As for the supervisory level, 69.1% and 80.9% of the employers preferred their employees to have diploma or certificate or above academic qualification in 2007 and 2009 respectively. As for the technical support and operative level, 44.1% and 77% of the employers preferred their employees to have Secondary 5 or above academic qualification in 2007 and 2009 respectively.

## Preferred Experience

18. Besides heightened expectation of education or training, the Training Board also noted a rising trend of preferred experience. For the managerial/professional level employees, 68.9% and 84.5% of the employers preferred them to have more than 6 years of experience in 2007 and 2009 respectively. As for the supervisory level, 70.6% and 70.4% of the employers preferred their employees to have more than 3 years of experience in 2007 and 2009 respectively. As for the technical support and operative level, 52% and 69.8% of the employers preferred their employees to have more than 1 year of experience in 2007 and 2009 respectively.

## Income Distribution

19. The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. The survey indicates that there was a growth of 3.2% employees receiving the income range \$15,001 to \$20,000. At the same time, the number of employees whose income ranges was below \$15,000 showed an aggregated decrease of 3.2%. The Training Board observes that under improved economy, technical support and operative, and, supervisory levels employees generally received better income.

## Manpower Projection

### Forecast Manpower Demand for 2010 to 2012

20. Employers forecasted that there would be 104 981 posts by May 2010, an increase of 824 posts or 0.8% of the total number of posts in May 2009. By sector, the estate agency sector would have 609 new posts or 3.9% growth in the number of employees which is the highest in all sectors. The government and public sector would have a slight increase of 4 posts. The Training Board observes that most employers were cautious in their forecast. The Training Board has therefore adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2010 to 2012 in Table 4:

**Table 4: Manpower Projection of the Real Estate Services Industry in 2010 to 2012**

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2009	104 157		
2010F		105 122 (0.93)*	104 981 (0.79)*
2011F		106 031 (0.87)**	
2012F		106 906 (0.82)**	
	* As percentage increase / decrease of the actual manpower against 2009 ** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2010, 2011 respectively.		

### Projection on Additional Training Requirements

21. 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 2010 in Table 5 as follows:

**Table 5: Projected Additional Training Requirements  
of Real Estate Services Industry in May 2010**

<u>Job Level</u>	<u>No. of Employees in May 2009</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2010</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 344	73	172	245
Supervisory	19 970	172	542	714
Technical Support & Operative	<u>76 026</u>	<u>1 951</u>	<u>2 068</u>	<u>4 019</u>
<b>Total</b>	<b>102 340</b>	<b>2 196</b>	<b>2 782</b>	<b>4 978</b>

Provision of Training by Employers

22. The survey reveals that out of the 56 673 training places in the next 12 months, 30 194 (53.3%) would be for generic skills, 14 438 (25.5%) would be for estate agents and 6 934 (12.2%) would be for property / housing management. The majority of these trainings places would be in-house training (44 212, 78%) provided by the employers. As for sponsored training, there would be 12 461 (22%) training places. By job level, the technical support and operative level would have 37 933 training places, of which 29 986 are in-house training. The supervisory level would have 13 748 training places while the managerial/professional level would have 4 992 training places. 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 Manpower Change due to the Fluctuation of Economy in the Next 12 Months

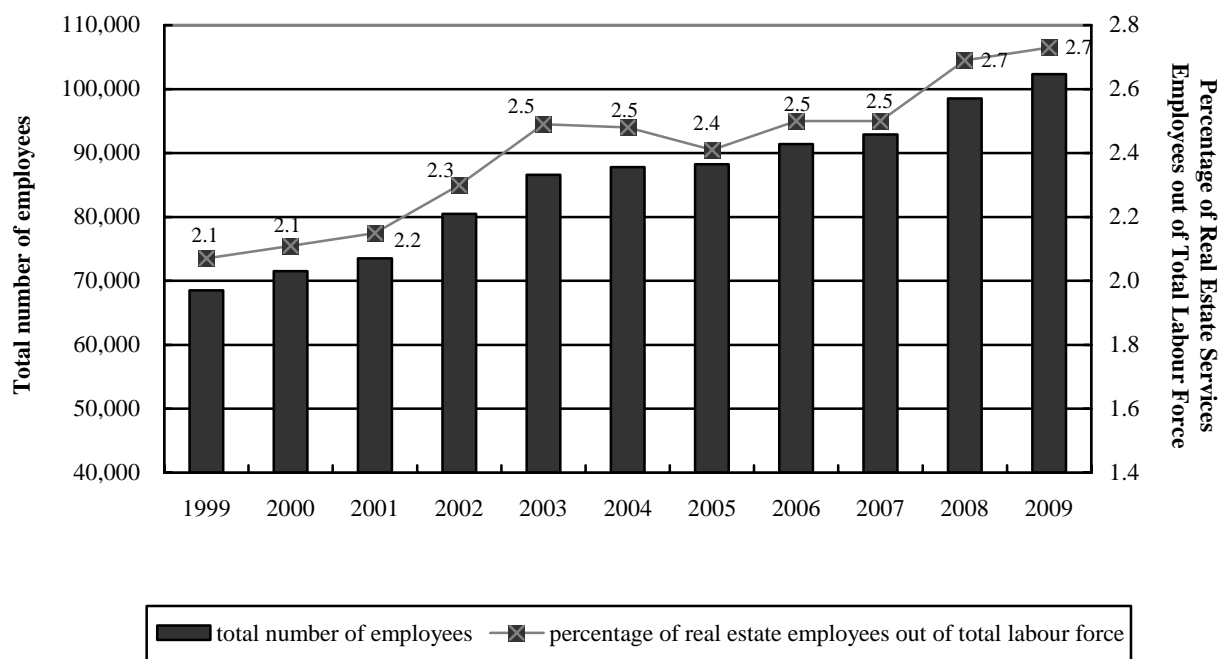
23. The survey reveals that employers generally expected an increase in manpower due to the fluctuation of economy in the next 12 months. Among all sectors, the employers of estate agents expected an increase of 847 employees, which is the highest, followed by an expected increase of 296 employees in the property management and maintenance sector.

Industry Outlook

24. 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 2009.



**Figure 7: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2009**



25. As the economy picked up its momentum after the global financial crisis in September 2008, trading activities of both residential and non-residential properties continued to increase. The Land Registry received 35 558 agreements on Sales & Purchase in a year's time up to the third quarter of 2009, representing a 89% increase. Price of the residential property in the third quarter of 2009 rose 23% comparing to that of December 2008, especially in the trading of the luxurious flats that portrayed a notable jump in property price. For commercial and industrial properties, the prices for both Grade A and B offices increased 8% between June and September in 2009 while Grade C office recorded an increase of 7%.

26. Local on-going infrastructure projects, such as the Ten Major Infrastructure Projects, construction works of the Central Government Complex, Legislative Council Complex and open space development at the Tamar site, the development of West Kowloon Cultural District, and, the North East New Territories New Development Area Planning and Engineering Study, would mean further opportunities for the development of the real estate services industry. Atop these on-going projects, new initiative in redeveloping local private industrial buildings would create further impetus to the development of the industry.

## Implications on Manpower

27. Employers generally opined that with the change of Hong Kong's economy in the next 12 months, there would be an increase of manpower. The Training Board is of the view that the overall manpower situation for the four private sectors will expand healthily in the near future:

- (i) The economies in Hong Kong, the Mainland and nearby regions would continue to thrive and create favourable environment for real estate development. It may generate a demand for manpower in real estate development sector.
- (ii) The demand of the manpower requirement in the property management and maintenance sector may continue to increase vis-à-vis the development of local properties.
- (iii) The revived local economy and influx of Mainland funds may boost property transactions. In addition, the recruitment difficulties of the sector may further create demand for estate agents.
- (iv) The mobility of employees to other sectors and onset of infrastructure projects may create demand of manpower in the estate surveying, valuation and consultancy sector in the near future.
- (v) The retirement and mobility of employees to other sectors due to enhanced economy may create a manpower demand for the government departments and public sector. There may be a moderate increase in the manpower in the short term.

## Recommendations

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

- (i) In view of the demand for quality real estate services, the Training Board is of the view that the existing 102 340 strong in-service employees would need upgrading training and continuous professional development to remain competitive and efficient.
- (ii) Of the 4 978 forecast additional training requirements, 4 019 are at the technical support and operative level, and 714 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.
- (iii) The Training Board maintains that the training needs for estate agents in the Continuing Professional Development (CPD) Scheme are substantial particularly with the growing opportunities under strong economy. The Training Board recommends that suitable training courses should be provided to these employees.
- (iv) The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Mainland are growing, particularly in the real estate development, the estate agency and the property management & maintenance sectors. The Training Board considers that training programmes to prepare these practitioners to develop in the Mainland markets are necessary and recommends continuous supports from educational institutions to provide suitable preparatory training courses to them.
- (v) The Training Board considers the Skills Upgrading Scheme (SUS) for the real estate services industry an important support in up-keeping and upgrading the quality of the existing in-service employees, especially when the demand for new recruits for the estate agency, property management and maintenance sectors is high.
- (vi) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conferences and experience-sharing seminars for practitioners in the industry.
- (vii) The Training Board will continue to promote the career and training opportunities of the real estate services industry through the Internet, seminars and talks.
- (viii) The Training Board recommends to continue to conduct its manpower survey once every two years to assess the manpower demand, supply and relevant training needs 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 five manpower surveys in 1999, 2001, 2003, 2005 and 2007 respectively and published five reports. The Training Board also conducted its sixth biennial manpower survey from May to October 2009 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, the supervisory, and the technical support and operative levels.

#### Scope of the Survey

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

1.4 Out of the 9 006 establishments registered with the Census and Statistics Department, 1 036 establishments were selected using the stratified random sampling method. The 1 036 samples covered 323 establishments in real estate development; 240 establishments in property management and maintenance; 379 establishments in estate agency; 72 establishments in estate surveying, valuation and consultancy; and 22 government departments and other public bodies. Breakdown of the samples by stratum is shown in **Appendix 4**.

### Method of the Survey

1.5 The survey, conducted from May to October 2009, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 036 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 1 036 sampled establishments for the survey, 49 establishments declined to respond. 688 (including 35 partial responses) were successfully enumerated with the required information collected. The remaining 348 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 94.9%. Respondents by stratum by sector are shown in **Appendix 4**. A full analysis of the response is in **Appendix 5**.

### 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 digits (68XXXX and 711200) of Hong Kong Standard Industrial Classification (HSIC) code. 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;
- (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

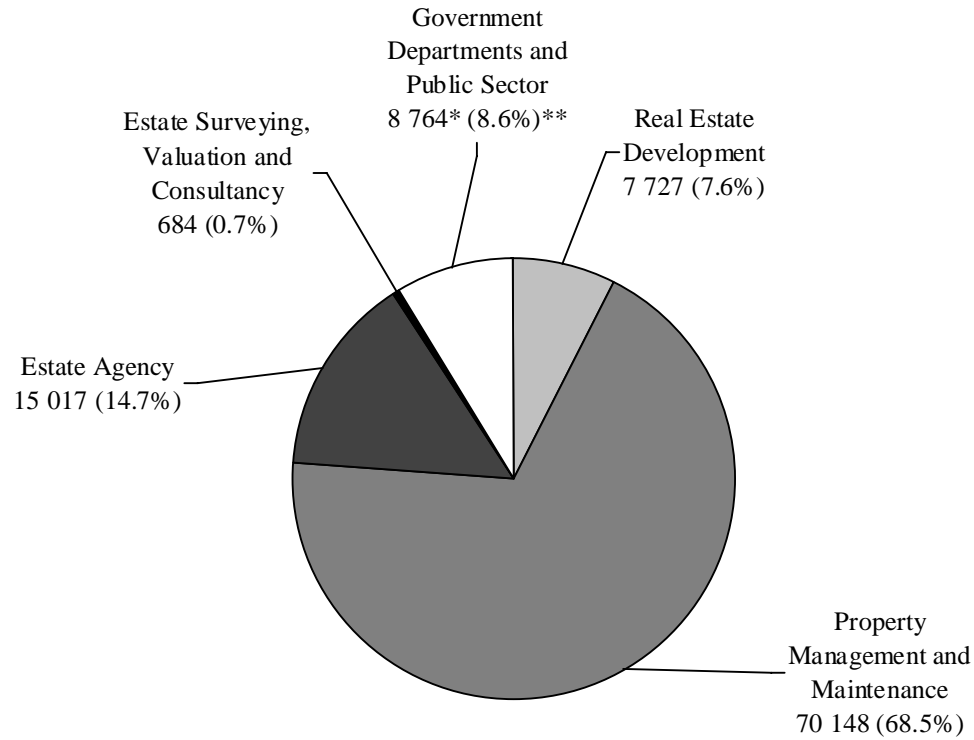
2.2 The survey reveals that the five sectors together employed 129 793 people, including 102 340 technical employees<sup>1</sup> and 27 453 non-technical employees. Comparing with the total employees of 118 331 in 2007, there is an increase of 11 462 employees (9.7%) over the two years. An increase of 11 181 (+12.3%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 281 non-technical employees (+1%) are recorded. Technical employees are those that are vocationally related to real estate services while the non-technical employees refer to those working in administrative, accounting, personnel and supporting areas. As in the previous reports, the non-technical employees have been excluded from all further analysis in this report.

2.3 The property management and maintenance sector had employed the most people (70 148 employees, accounting for 68.5% of the total employees), followed by the estate agency sector (15 017 employees, 14.7%); the government departments and public sector (8 764 employees, 8.6%); the real estate development sector (7 727 employees, 7.6%); and the estate surveying, valuation and consultancy sector (684 employees, 0.7%). The distribution of employees by sector is shown in Figure 1. Detailed analysis of the findings by sector is also presented in **Appendix 6**.

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<sup>1</sup> Technical manpower refers to employees belonging to one of the principal jobs of the Real Estate Services Industry. For the list of the principal jobs, please refer to Appendix C of Appendix 3.

**Figure 1: Distribution of Employees by Sector**  
**Total: 102 340**



\* Total number of employees in each sector

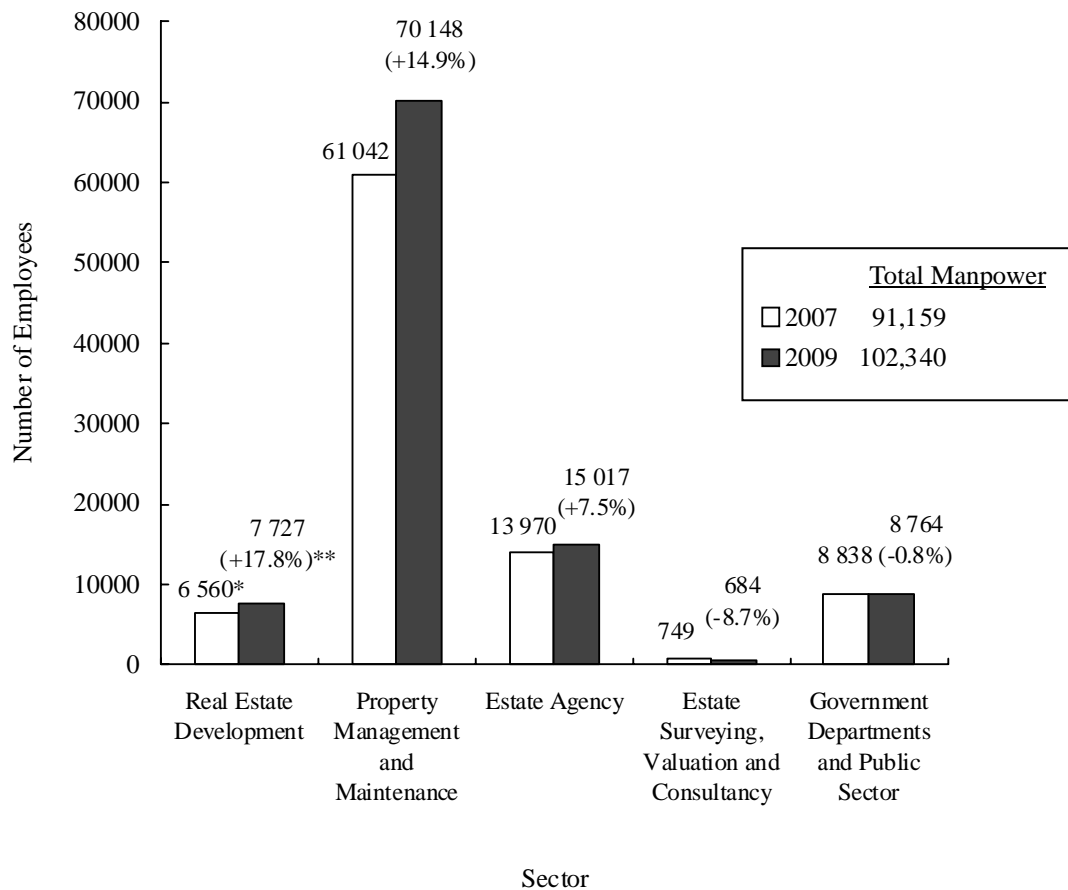
\*\* As percentage of the total employees in the industry

The percentage may not add up to 100 owing to rounding



2.4 Comparing with the survey in 2007, the property management and maintenance sector had recorded a 14.9% manpower growth in two years. The estate surveying, valuation and consultancy had a decrease of 8.7%. A comparison of the manpower by sector between 2007 and 2009 is shown in Figure 2 and the growth in the number of employees by sector is shown in Table 1.

**Figure 2: Comparison of the Distribution of Employees by Sector between 2007 and 2009**



\* Total number of employees in each sector

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

**Table 1: Growth in the Number of Employees by Sector**

<u>Sector</u>	No. of Employees in May 2007	No. of Employees in May 2009	Growth/Decrease (%)*
Real Estate Development	6 560	7 727	1 167 (17.8)
Property Management and Maintenance	61 042	70 148	9 106 (14.9)
Estate Agency	13 970	15 017	1 047 (7.5)
Estate Surveying, Valuation and Consultancy	749	684	-65 (-8.7)
Government Departments and Public Sector	8 838	8 764	-74 (-0.8)
<b>Total</b>	<b>91 159</b>	<b>102 340</b>	<b>11 181</b> <b>(12.3)**</b>

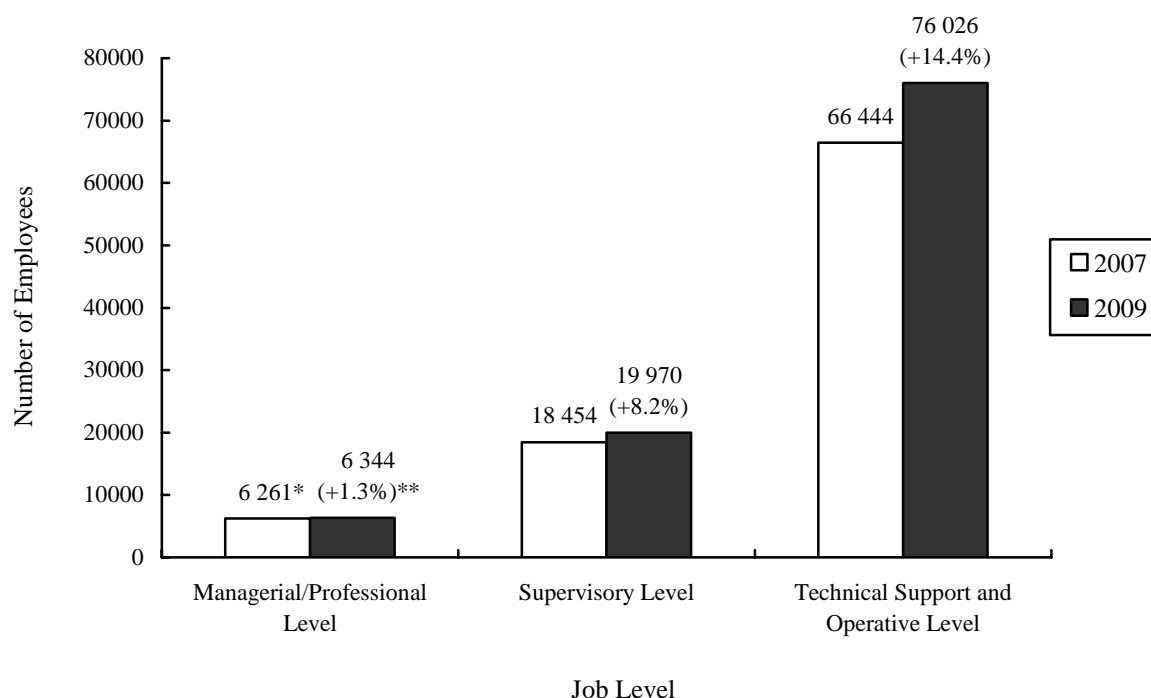
(%)\* As percentage increase or decrease in the total number of employees in the same sector

(%)\*\* As percentage increase or decrease in the total employees in the industry

2.5 The survey also reveals that of the 102 340 employees, 76 026 (74.3%) were at the technical support and operative level, 19 970 (19.5%) at the supervisory level and 6 344 (6.2%) at the managerial/professional level. The comparison of manpower structure between 2007 and 2009 by job level is shown in Figure 3 and the growth in the number of employees by job level is shown in Table 2.

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

**Figure 3: Manpower Structure of 2007 and 2009 by Job Level**



\* The total number of employees at each job level

\*\* As percentage increase/decrease in the total number of employees at the same job level

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

Job Level	No. of Employees in May 2007	No. of Employees in May 2009	Increase/ Decrease
	(%)*	(%)*	(%)#
<b>Managerial/Professional</b>	6 261 (6.9)	6 344 (6.2)	83 (1.3)
<b>Supervisory</b>	18 454 (20.2)	19 970 (19.5)	1 516 (8.2)
<b>Technical Support and Operative</b>	66 444 (72.9)	76 026 (74.3)	9 582 (14.4)
<b>Total</b>	<b>91 159</b>	<b>102 340</b>	<b>11 181 (12.3)**</b>

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

(%)# As percentage of total number of employees increase/decrease at the same job level

(%)\*\* As percentage increase/decrease in the total employees in the industry

**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	1 340 (17.3)	2 438 (31.6)	3 949 (51.1)	<b>7 727</b> <b>(100)</b>	<b>(7.6)</b>
Property Management and Maintenance	2 491 (3.6)	10 745 (15.3)	56 912 (81.1)	<b>70 148</b> <b>(100)</b>	<b>(68.5)</b>
Estate Agency	554 (3.7)	1 684 (11.2)	12 779 (85.1)	<b>15 017</b> <b>(100)</b>	<b>(14.7)</b>
Estate Surveying, Valuation and Consultancy	175 (25.6)	180 (26.3)	329 (48.1)	<b>684</b> <b>(100)</b>	<b>(0.7)</b>
Government Departments and Public Sector	1 784 (20.4)	4 923 (56.2)	2 057 (23.5)	<b>8 764</b> <b>(100)</b>	<b>(8.6)</b>
<b>Total</b>	<b>6 344</b> <b>(6.2)**</b>	<b>19 970</b> <b>(19.5)**</b>	<b>76 026</b> <b>(74.3)**</b>	<b>102 340</b> <b>(100)</b>	<b>(100)</b>

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

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

The percentage may not add up to 100 owing to rounding

#### Number of Employees Stationed in the Mainland/Other Cities

2.7 The survey reveals that 250 employees were stationed in the Mainland or other cities for over 180 days in the past 12 months, representing only 0.2% of the total number of employees. Among the 250 employees, the real estate development sector had recorded 115 employees stationed in the Mainland, or other cities, followed by the property management and maintenance sector with 72 employees. Of the three job levels, managerial/professional had recorded 159 employees stationed in the Mainland. The number of employees stationed in the Mainland or other cities for over 180 days by sector by job level in the past 12 months is illustrated in Table 4.

#### Number of Employees Travelled frequently to the Mainland

2.8 The survey reveals that 365 employees travelled to the Mainland on different real estate assignments. The real estate development sector had reported 224 employees who travelled frequently to the Mainland, followed by the estate agency sector of 68 employees. The number of employees who travelled to the Mainland by sector is illustrated in Table 5. Table 6 shows that employers expected that 386 employees will be travelling frequently to the Mainland in the next 12 months.

**Table 4: Number of Employees Stationed in the Mainland/Other Cities for over 180 Days in the Past 12 Months**

<u>Sector</u>	<u>Managerial/ Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operatives</u>		<u>Total</u>
	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities	(%)*
Real Estate Development	71	4	39	1	-	-	<b>115</b> <b>(1.5)</b>
Property Management and Maintenance	58	9	4	1	-	-	<b>72</b> <b>(0.1)</b>
Estate Agency	14	-	1	-	-	-	<b>15</b> <b>(0.09)</b>
Estate Surveying, Valuation and Consultancy	3	-	-	15	-	30	<b>48</b> <b>(7)</b>
Government Departments and Public Sector	-	-	-	-	-	-	<b>-</b> <b>(-)</b>
<b>Total</b>	<b>146</b>	<b>13</b>	<b>44</b>	<b>17</b>	<b>-</b>	<b>30</b>	<b>250</b> <b>(0.2)**</b>

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

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

**Table 5: Number of Employees Travelled Frequently to the Mainland in the Past 12 Months by Sector**

<u>Sector</u>	<u>On Real Estate Development Assignment</u> (%)*	<u>On Property Management and Maintenance Assignment</u> (%)*	<u>On Estate Agency Assignment</u> (%)*	<u>On Estate Surveying and Consultancy Assignment</u> (%)*	<u>Sub-Total</u> (%)#
Real Estate Development	224 (100)	-	-	-	<b>224</b> <b>(2.9)</b>
Property Management and Maintenance	-	39 (100)	-	-	<b>39</b> <b>(0.06)</b>
Estate Agency	-	-	60 (88.2)	8 (11.8)	<b>68</b> <b>(0.5)</b>
Estate Surveying, Valuation and Consultancy	-	-	-	34 (100)	<b>34</b> <b>(5.0)</b>
Government Departments and Public Sector	-	-	-	-	-
<b>Sub-Total</b>	<b>224</b>	<b>39</b>	<b>60</b>	<b>42</b>	<b>365</b> <b>(0.4)**</b>

(%)\* As percentage of the total number of employees travelled frequently to the Mainland in the past 12 months in the same sector

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

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

**Table 6: Number of Employees Who Will Travel Frequently to the Mainland in the Next 12 Months by Sector**

<u>Sector</u>	<u>On Real Estate Development Assignment</u> (%)*	<u>On Property Management and Maintenance Assignment</u> (%)*	<u>On Estate Agency Assignment</u> (%)*	<u>On Estate Surveying and Consultancy Assignment</u> (%)*	<u>Sub-Total</u> (%)#
Real Estate Development	226 (100)	-	-	-	<b>226</b> <b>(2.9)</b>
Property Management and Maintenance	-	39 (100)	-	-	<b>39</b> <b>(0.06)</b>
Estate Agency	-	-	60 (88.2)	8 (11.8)	<b>68</b> <b>(0.5)</b>
Estate Surveying, Valuation and Consultancy	-	-	-	53 (100)	<b>53</b> <b>(7.7)</b>
Government Departments and Public Sector	-	-	-	-	-
<b>Sub-Total</b>	<b>226</b>	<b>39</b>	<b>60</b>	<b>61</b>	<b>386</b> <b>(0.4)**</b>

(%)\* As percentage of the total number of employees who will travel frequently to the Mainland in the next 12 months in the same sector

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

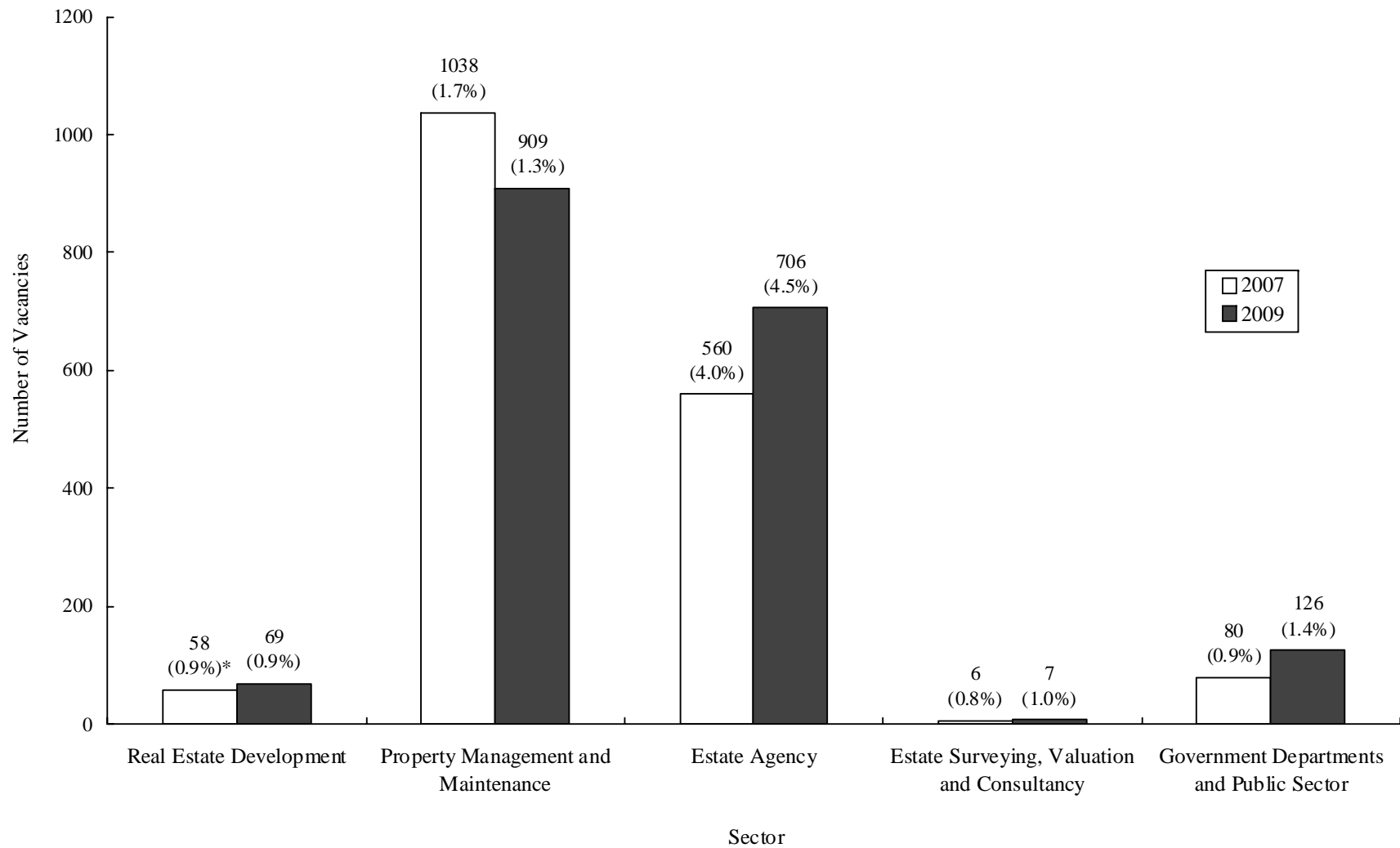
(%)\*\* As percentage of the total employees in the industry

### Number of Existing Vacancies

2.9 There were 1 817 vacancies at the time of survey which represents 1.7% of the total 104 157 posts. The property management and maintenance sector had 909 vacancies which is the highest of all sectors. The estate agency sector had 706 vacancies which is the next highest. The comparison of the number of vacancies between 2007 and 2009 by sector is shown in Figure 4. The number of existing vacancies by section by job level is illustrated in Table 7.



**Figure 4: Vacancies of 2007 and 2009 by Sector**  
**Total: 1 817**



(%)\* As percentage of the total number of posts by sector

**Table 7: Number of Existing Vacancies by Sector by Job Level**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	7 (0.5)	13 (0.5)	49 (1.2)	<b>69</b> <b>(0.9)</b>
Property Management and Maintenance	17 (0.7)	129 (1.2)	763 (1.3)	<b>909</b> <b>(1.3)</b>
Estate Agency	-	9 (0.5)	697 (5.2)	<b>706</b> <b>(4.5)</b>
Estate Surveying, Valuation and Consultancy	1 (0.6)	4 (2.2)	2 (0.6)	<b>7</b> <b>(1.0)</b>
Government Departments and Public Sector	56 (3.0)	65 (1.3)	5 (0.2)	<b>126</b> <b>(1.4)</b>
<b>Total</b>	<b>81</b> <b>(1.3)**</b>	<b>220</b> <b>(1.1)**</b>	<b>1516</b> <b>(1.9)**</b>	<b>1817</b> <b>(1.7)@</b>

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

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

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

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

#### Employers' Forecast of Manpower Demand by May 2010

2.10 Employers forecasted that there would be 104 981 posts by May 2010, an increase of 824 posts or 0.8% of the total number of posts in May 2009. By sector, the estate agency sector would have 609 new jobs or 3.9% growth in the number of employees which is the highest in all sectors.

2.11 Employers' forecast manpower growth by May 2010 by sector by job level is presented in Tables 8(i) to 8(v) and Figure 5.

**Table 8: Employers' Forecast of Real Estate Services Manpower  
by May 2010 by Sector by Job Level**

(i) Real Estate Development

<u>Job Level</u>	(a) No. of Employees in May 2009	(b) No. of Vacancies in May 2009	(a)+(b) Total No. of Posts in May 2009	Employers' Forecast of Manpower in May 2010	<u>Growth (%)*</u>
Managerial/ Professional	1 340	7	1 347	1 351	4
Supervisory	2 438	13	2 451	2 470	19
Technical Support and Operative	3 949	49	3 998	3 995	-3
<b>Sub-total</b>	<b>7727</b>	<b>69</b>	<b>7 796</b>	<b>7 816</b>	<b>20 (0.3)*</b>

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in May 2009	(b) No. of Vacancies in May 2009	(a)+(b) Total No. of Posts in May 2009	Employers' Forecast of Manpower in May 2010	<u>Growth (%)*</u>
Managerial/ Professional	2 491	17	2 508	2 508	-
Supervisory	10 745	129	10 874	10 885	11
Technical Support and Operative	56 912	763	57 675	57 845	170
<b>Sub-total</b>	<b>70 148</b>	<b>909</b>	<b>71 057</b>	<b>71 238</b>	<b>181 (0.3)*</b>

(%) \* As percentage increase/decrease in the total number of posts in the same sector

(iii) Estate Agency

<u>Job Level</u>	(a) No. of Employees in May 2009	(b) No. of Vacancies in May 2009	(a)+(b) Total No. of Posts in May 2009	Employers' Forecast of Manpower in May 2010	<u>Growth (%)*</u>
Managerial/ Professional	554	-	554	564	10
Supervisory	1 684	9	1 693	1 703	10
Technical Support and Operative	12 779	697	13 476	14 065	589
<b>Sub-total</b>	<b>15 017</b>	<b>706</b>	<b>15 723</b>	<b>16 332</b>	<b>609 (3.9)*</b>

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in May 2009	(b) No. of Vacancies in May 2009	(a)+(b) Total No. of Posts in May 2009	Employers' Forecast of Manpower in May 2010	<u>Growth (%)*</u>
Managerial/ Professional	175	1	176	186	10
Supervisory	180	4	184	184	-
Technical Support and Operative	329	2	331	331	-
<b>Sub-total</b>	<b>684</b>	<b>7</b>	<b>691</b>	<b>701</b>	<b>10 (1.4)*</b>

(%)\* As percentage increase/decrease in the total number of posts in the same sector

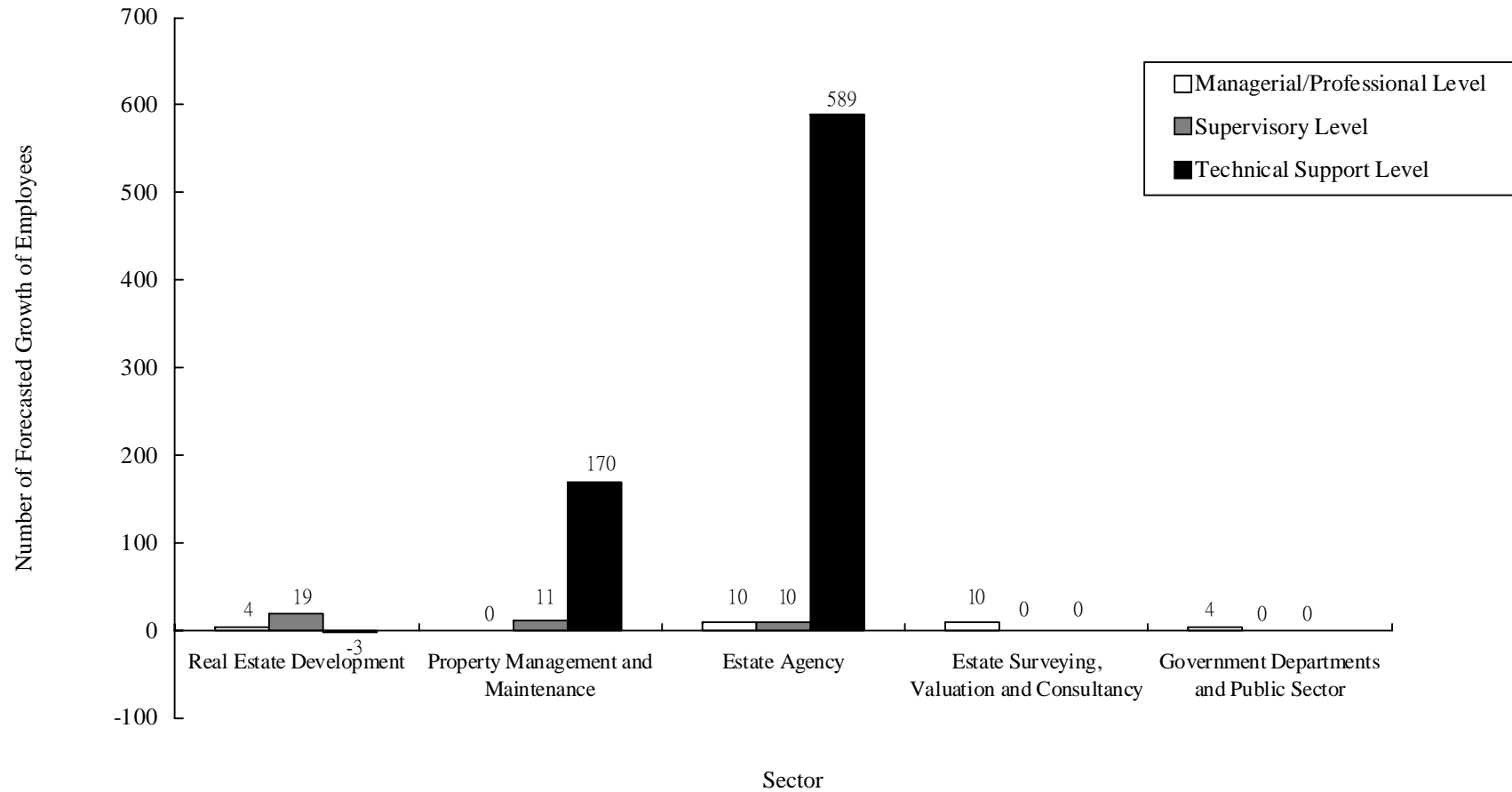
(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in May 2009	(b) No. of Vacancies in May 2009	(a)+(b) Total No. of Posts in May 2009	Employers' Forecast of Manpower in May 2010	<u>Growth (%)*</u>
Managerial/ Professional	1 784	56	1 840	1 844	4
Supervisory	4 923	65	4 988	4 988	-
Technical Support and Operative	2 057	5	2 062	2 062	-
<b>Sub-total</b>	<b>8 764</b>	<b>126</b>	<b>8 890</b>	<b>8 894</b>	<b>4 (0.04)*</b>
<b>Total</b>	<b>102 340</b>	<b>1 817</b>	<b>104 157</b>	<b>104 981</b>	<b>824 (0.8)**</b>

(%)\* As percentage increase/decrease in the total number of posts in the same sector

(%)\*\* As percentage increase/decrease in the total number of posts in the industry

**Figure 5: Employers' Forecast of Real Estate Services Manpower Growth by May 2010 by Sector by Job level**  
**Total : 824**



## Internal Promotion in the Past 12 Months by Job Level

2.12 The survey reveals that 791 employees (or 0.8% of the total employees) had been promoted from within the industry. Among the total number of promotions, 191 were promoted to the managerial/professional level and 600 were promoted to the supervisory level. The promotion pattern by sector by job level for 2007 and 2009 is given in Table 9.

**Table 9: Promotion Pattern by Sector by Job Level for 2007 and 2009**

	<u>May 2007</u>			<u>May 2009</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*
<b><u>Real Estate Development</u></b>						
<u>Job Level</u>						
Managerial/Professional	1 195	17	(1.4)	1 340	40	(3.0)
Supervisory	2 131	47	(2.2)	2 438	37	(1.5)
<b><u>Property Management and Maintenance</u></b>						
<u>Job Level</u>						
Managerial/Professional	2 306	82	(3.6)	2 491	95	(3.8)
Supervisory	9 359	400	(4.3)	10 745	428	(4.1)
<b><u>Estate Agency</u></b>						
<u>Job Level</u>						
Managerial/Professional	605	8	(1.3)	554	19	(3.4)
Supervisory	1 769	23	(1.3)	1 684	112	(6.7)
<b><u>Estate Surveying, Valuation and Consultancy</u></b>						
<u>Job Level</u>						
Managerial/Professional	297	14	(4.7)	175	4	(2.3)
Supervisory	299	2	(0.7)	180	10	(5.6)
<b><u>Government Departments and Public Sector</u></b>						
<u>Job Level</u>						
Managerial/Professional	1 858	69	(3.7)	1 784	33	(1.8)
Supervisory	4 896	35	(0.7)	4 923	13	(0.3)
<b>Grand Total</b>	<b>24 715</b>	<b>697</b>		<b>26 314</b>	<b>791</b>	<b>(0.8)**</b>

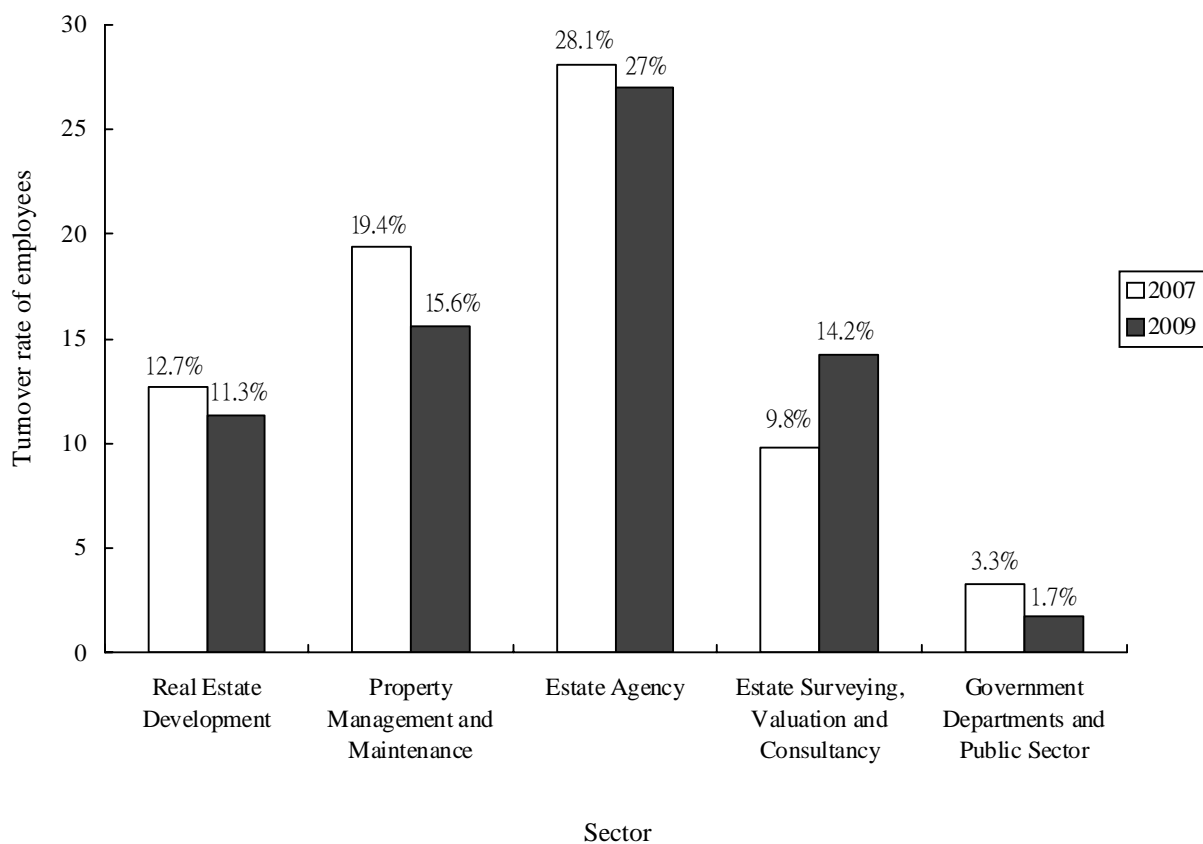
(%)\* As percentage of the total number of employees by sector by job level

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

## Staff Turnover in the Past 12 Months

2.13 As shown in Table 10, employers reported that 16 472 employees (or 15.8% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 11 103 leavers (15.6% of the posts in the sector), which was the highest in number. The estate agency sector showed 4 241 leavers (27% of the posts in the sector), which was the highest in percentage. Figure 6 shows the turnover rate of employees in 2007 and 2009 by sector.

**Figure 6: Turnover Rate of Employees of 2007 and 2009 by Sector**





**Table 10: Real Estate Services Employees Left in the Past 12 Months by Sector**

Sector	No. of posts	No. of Leavers	(%)*
Real Estate Development	7 796	881	11.3
Property Management and Maintenance	71 057	11 103	15.6
Estate Agency	15 723	4 241	27
Estate Surveying, Valuation and Consultancy	691	98	14.2
Government Departments and Public Sector	8 890	149	1.7
	<b>104 157</b>	<b>16 472</b>	<b>(15.8)**</b>

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

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

**Table 11: Real Estate Services Employees Left in the Past 12 Months by Job Level**

Job Level	No. of posts	No. of Leavers	(%)*
Managerial/Professional Level	6 425	423	6.6
Supervisory Level	20 190	1 631	8
Technical Support and Operative Level	77 542	14 418	18.6
	<b>104 157</b>	<b>16 472</b>	<b>(15.8)**</b>

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

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

2.14 Table 11 shows that at the technical support and operative level, 14 418 employees had left, representing 18.6% of the number of posts at the same job level. The total number of employees left was 16 472, representing 15.8% of the total number of posts.

**Table 12 : Wastage for the Real Estate Services Industry by Sector by Job Level for the Past 12 Months**

(i) Real Estate Development

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	94	50	44	(3.3)
Supervisory	287	179	108	(4.4)
Technical Support and Operative	500	369	131	(3.3)
<b>Sub-Total:</b>	<b>881</b>	<b>598</b>	<b>283</b>	<b>(3.7)**</b>

(ii) Property Management and Maintenance

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	211	219	-8	(-0.3)
Supervisory	1 188	1 160	28	(0.2)
Technical Support and Operative	9 704	8 538	1 166	(2)
<b>Sub-Total:</b>	<b>11 103</b>	<b>9 917</b>	<b>1 186</b>	<b>(1.7)**</b>

(iii) Estate Agency

Job Level	Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	54	46	8	(1.4)
Supervisory	112	50	62	(3.7)
Technical Support and Operative	4075	3 503	572	(4.5)
<b>Sub-Total:</b>	<b>4 241</b>	<b>3 599</b>	<b>642</b>	<b>(4.3)**</b>

(%)\* As percentage of the total number of employees who left permanently at the same job level by sector

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

(iv) Estate Surveying, Valuation and Consultancy

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	15	3	12	(6.9)
Supervisory	15	6	9	(0.05)
Technical Support and Operative	68	11	57	(17.3)
<b>Sub-Total:</b>	<b>98</b>	<b>20</b>	<b>78</b>	<b>(11.4)**</b>

(v) Government Departments and Public Sector

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	49	32	17	(1)
Supervisory	29	64	-35	(-0.7)
Technical Support and Operative	71	46	25	(1.2)
<b>Sub-Total:</b>	<b>149</b>	<b>142</b>	<b>7</b>	<b>(0.08)**</b>
<b>Grand Total</b>	<b>16 472</b>	<b>14 276</b>	<b>2 196</b>	<b>(2.1)#</b>

(%)\* As percentage of the total number of employees who left permanently at the same job level by sector

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

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

### New Recruitment With Real Estate Services Related Experience

2.15 The survey reveals that 33 183 employees were recruited in the past 12 months. Among these recruited employees, 14 276 employees (43%) had real estate services related experience. By sector, property management and maintenance had a high of 9 917 employees (77% of the same sector) recruited with real estate services experience. By job level, technical support and operative recruited 11 742 employees (73.9% of the same job level) with real estate services experience.

### Wastage

2.16 During the survey period, 16 472 employees had left and 14 276 employees were recruited with real estate services related experience. Thus, the wastage was 2 196, which represents 2.1% of the total employee in 2009. The highest wastage rate was recorded for the estate surveying, valuation and consultancy sector which was 78 employees (11.4% of the number of employees in the same sector). The estate agency sector ranked second with 642 employees (4.3% of the number of employees in the same sector) leaving permanently. An analysis of the wastage by sector by job level is shown in Table 12.

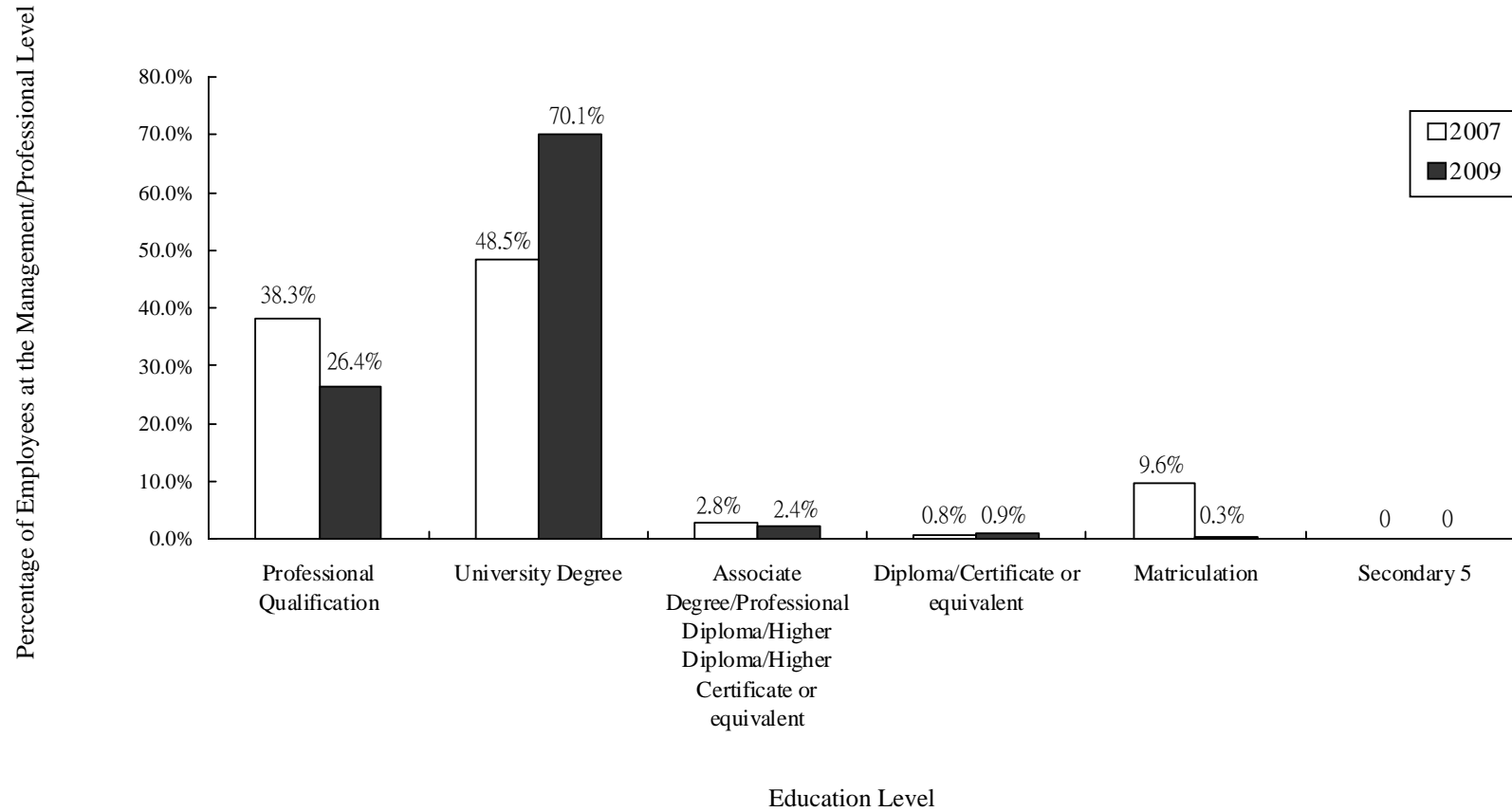
### Recruitment Difficulties

2.17 Out of the 950 respondents to this question, 342 (36%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reason for the recruitment difficulties was the lack of candidates with the relevant experience. An analysis by sector by job level is shown in Table 23 in **Section III**.

### Preferred Academic Qualification

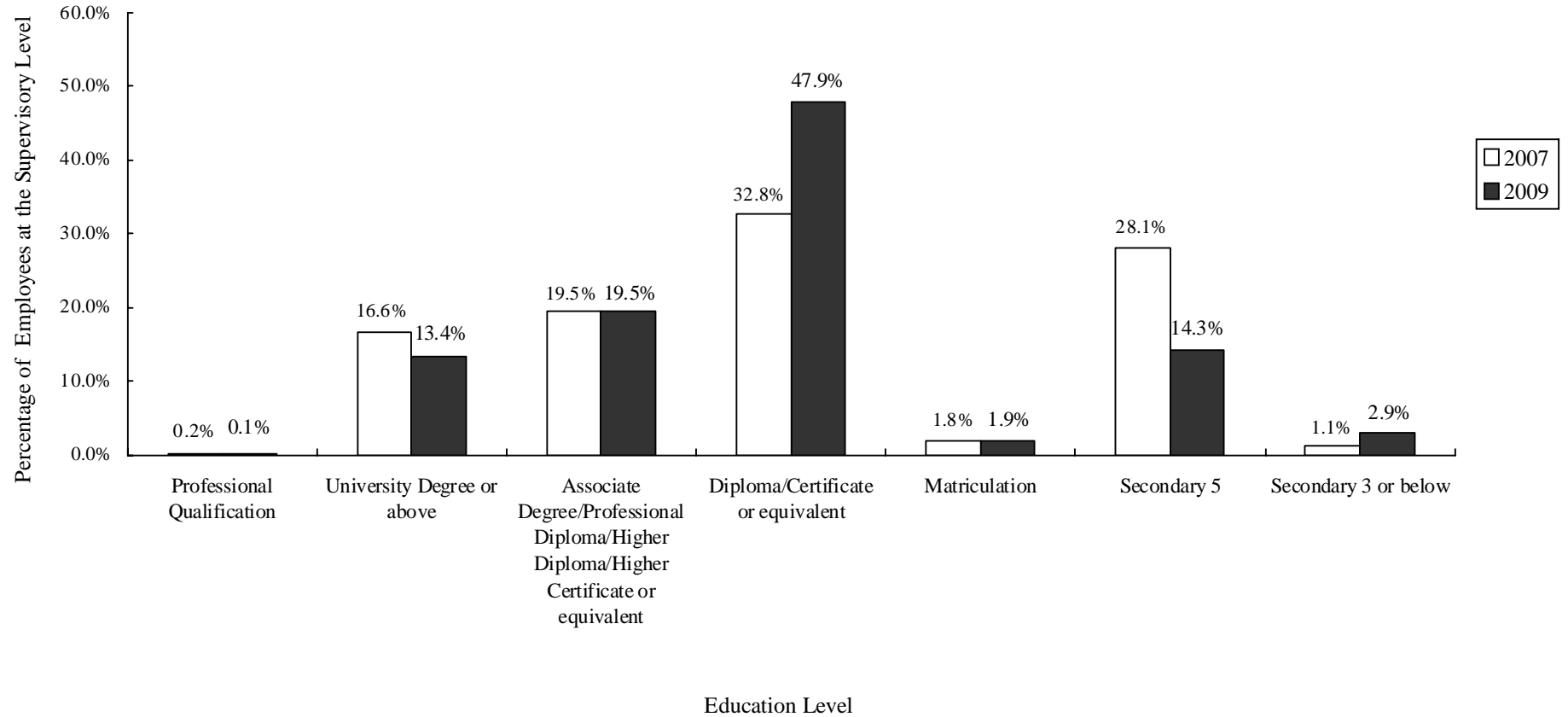
2.18 Figures 7(i) to (iii) show the employers' preferred academic qualifications of their employees in both 2007 and 2009. In this survey, some employers did not specify the preferred academic qualifications for 11 728 employees. For accuracy purpose, only 90 612 employees were analysed. From the analysis, 86.8% and 96.5% of the employers preferred their employees to have university degree or above or professional qualification for the managerial/professional level in 2007 and 2009 respectively. As for the supervisory level, 69.1% and 80.9% of the employers preferred their employees to have diploma or certificate or above academic qualification in 2007 and 2009 respectively. As for the technical support and operative level, 44.1% and 77% of the employers preferred their employees to have Secondary 5 or above academic qualification in 2007 and 2009 respectively. A detailed analysis by sector by job level is shown in **Appendix 8**.

**Figure 7(i): Preferred Education of Employees at the Managerial/Professional Level in 2007 and 2009**



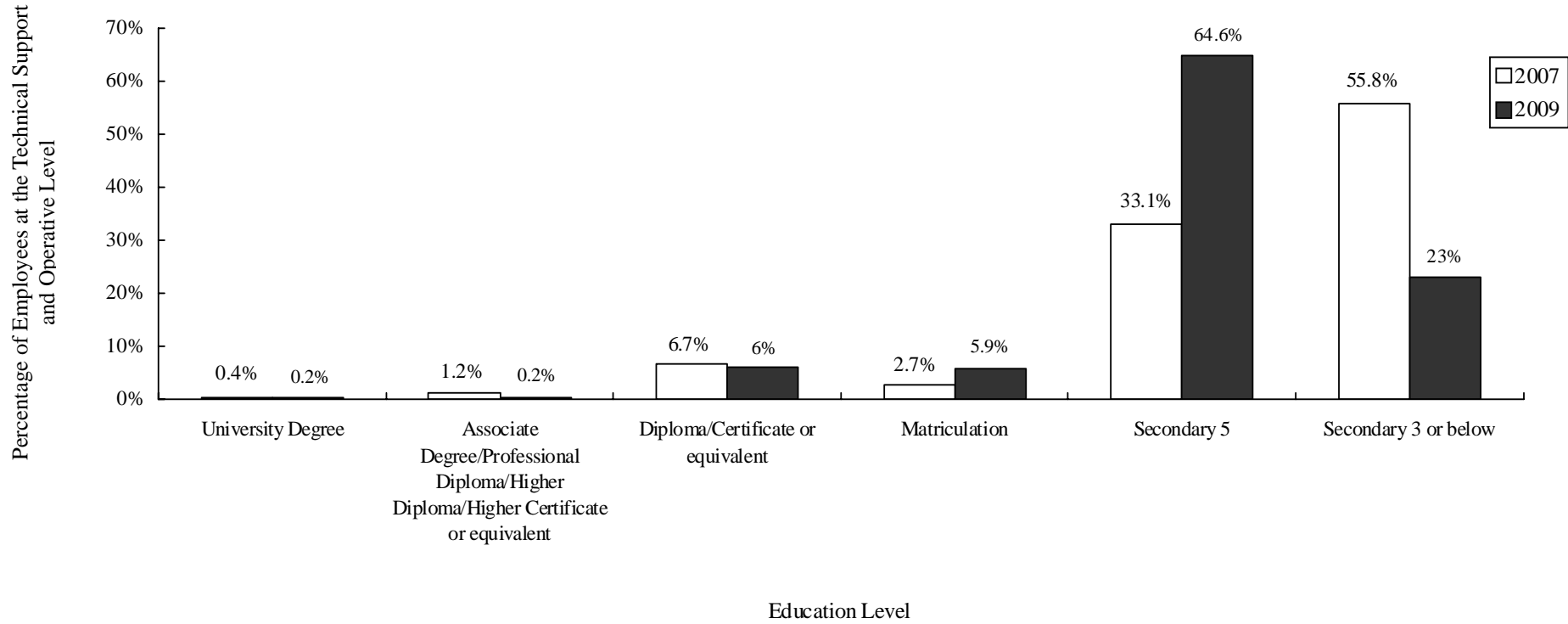
The percentage may not add up to 100 owing to rounding

**Figure 7(ii): Preferred Education of Employees at the Supervisory Level in 2007 and 2009**



The percentage may not add up to 100 owing to rounding

**Figure 7(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2007 and 2009**



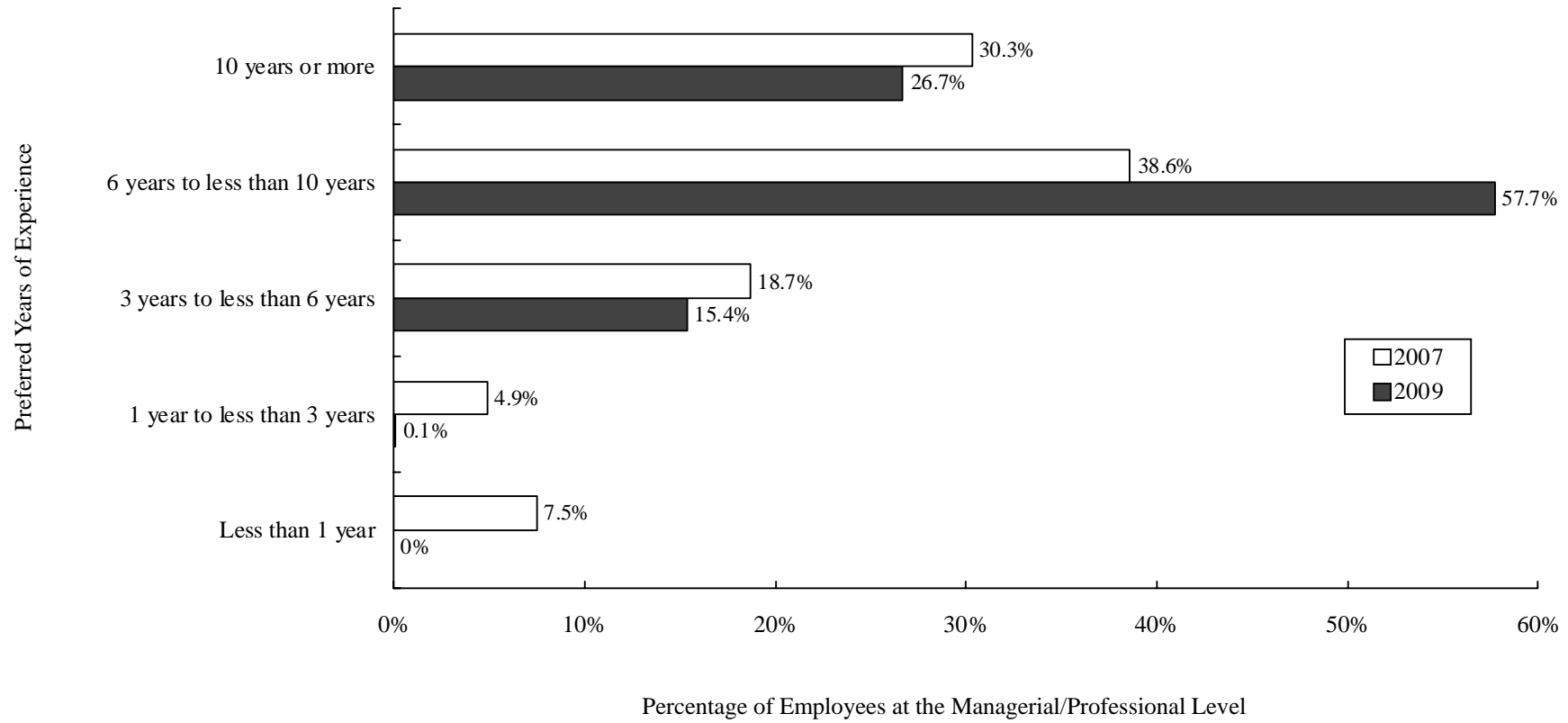
The percentage may not add up to 100 owing to rounding

## Preferred Relevant Experience

2.19 Figures 8(i) to (iii) show the preferred experience of employees in 2007 and 2009. In this survey, some employers did not specify the preferred relevant experience for 12 941 employees. For accuracy purpose, only 89 399 employees were analysed. From the analysis, 68.9% and 84.5% of the employers preferred their employees to have more than 6 years of experience for the managerial/professional level in 2007 and 2009 respectively. As for the supervisory level, 70.6% and 70.4% of the employers preferred their employees to have more than 3 years of experience in 2007 and 2009 respectively. As for the technical support and operative level, 52% and 69.8% of the employers preferred their employees to have more than 1 year of experience in 2007 and 2009 respectively. A detailed analysis by sector by job level is shown in **Appendix 9**.

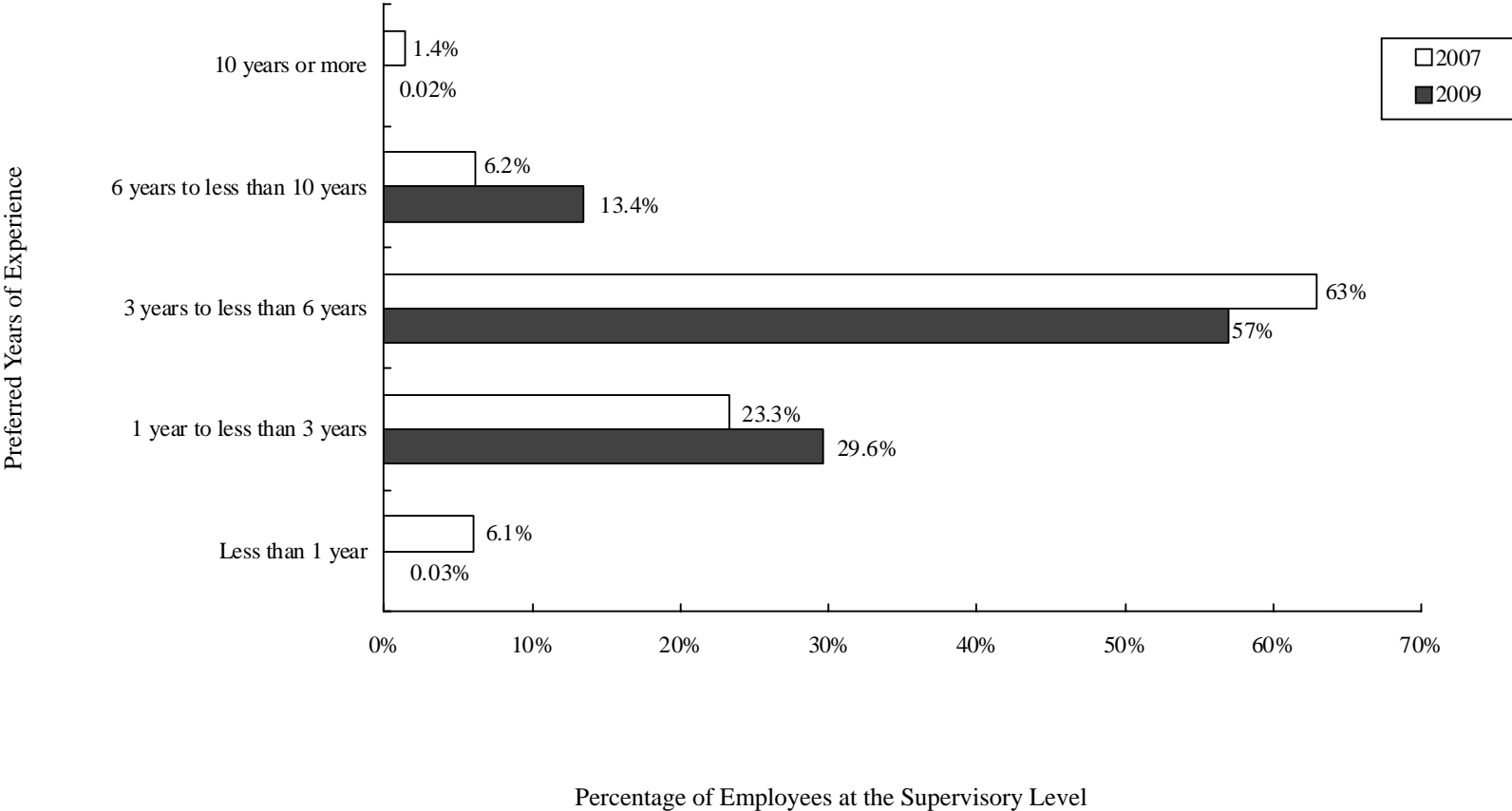


**Figure 8(i): Preferred Period of Experience of Employees at the Managerial/Professional Level in 2007 and 2009**



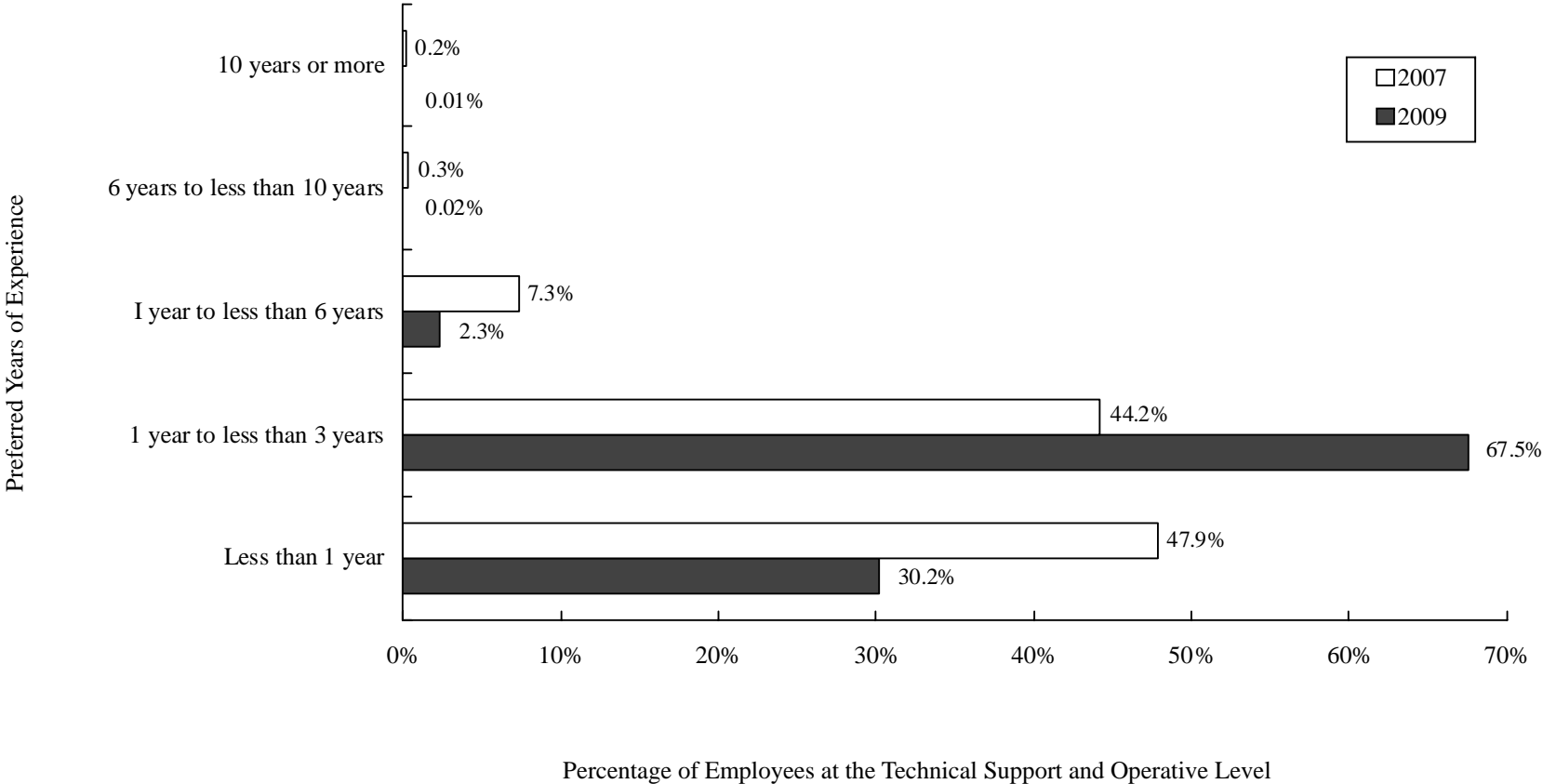
The percentage may not add up to 100 owing to rounding

**Figure 8(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2007 and 2009**



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 2007 and 2009**



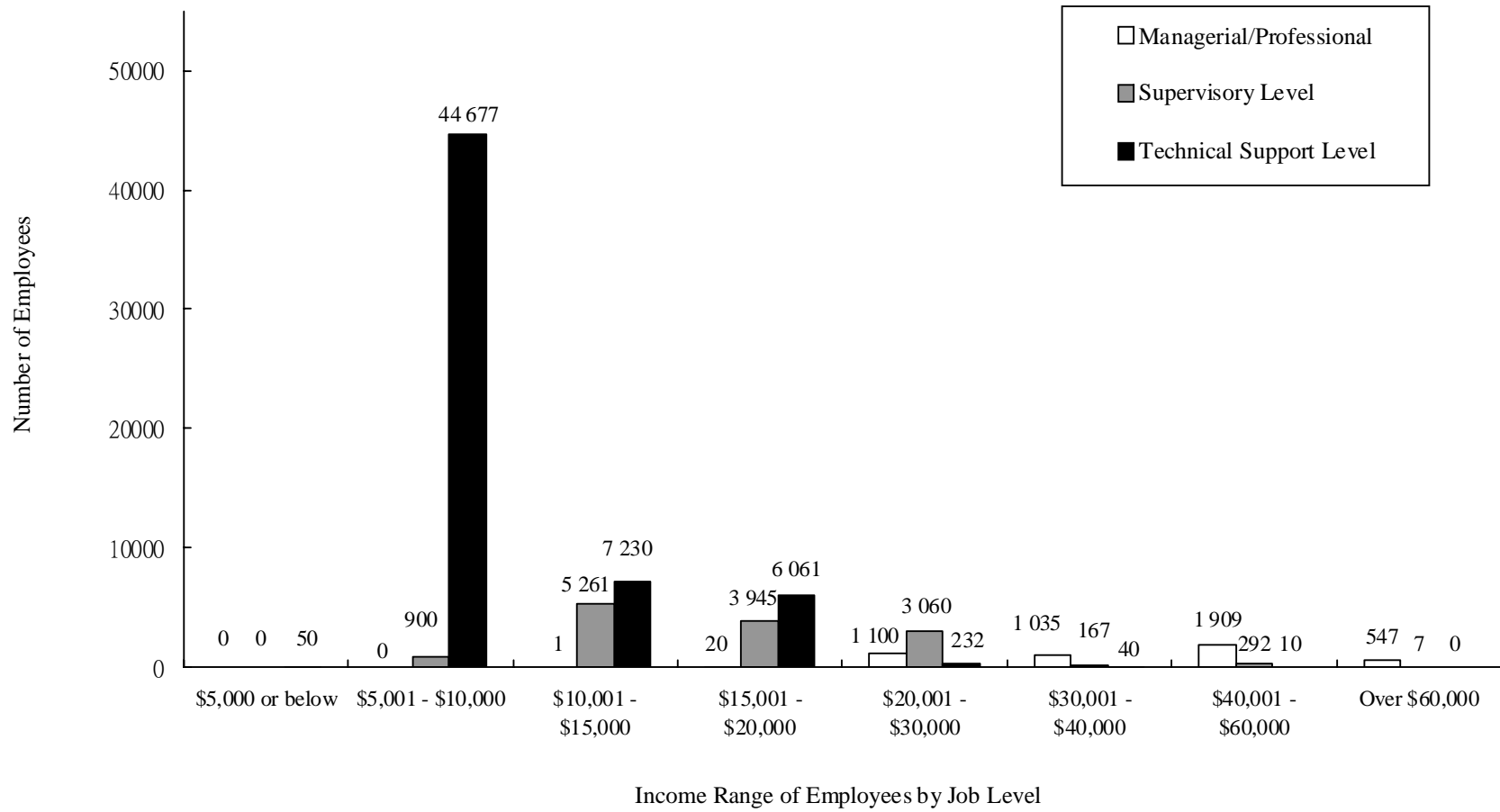
48

The percentage may not add up to 100 owing to rounding

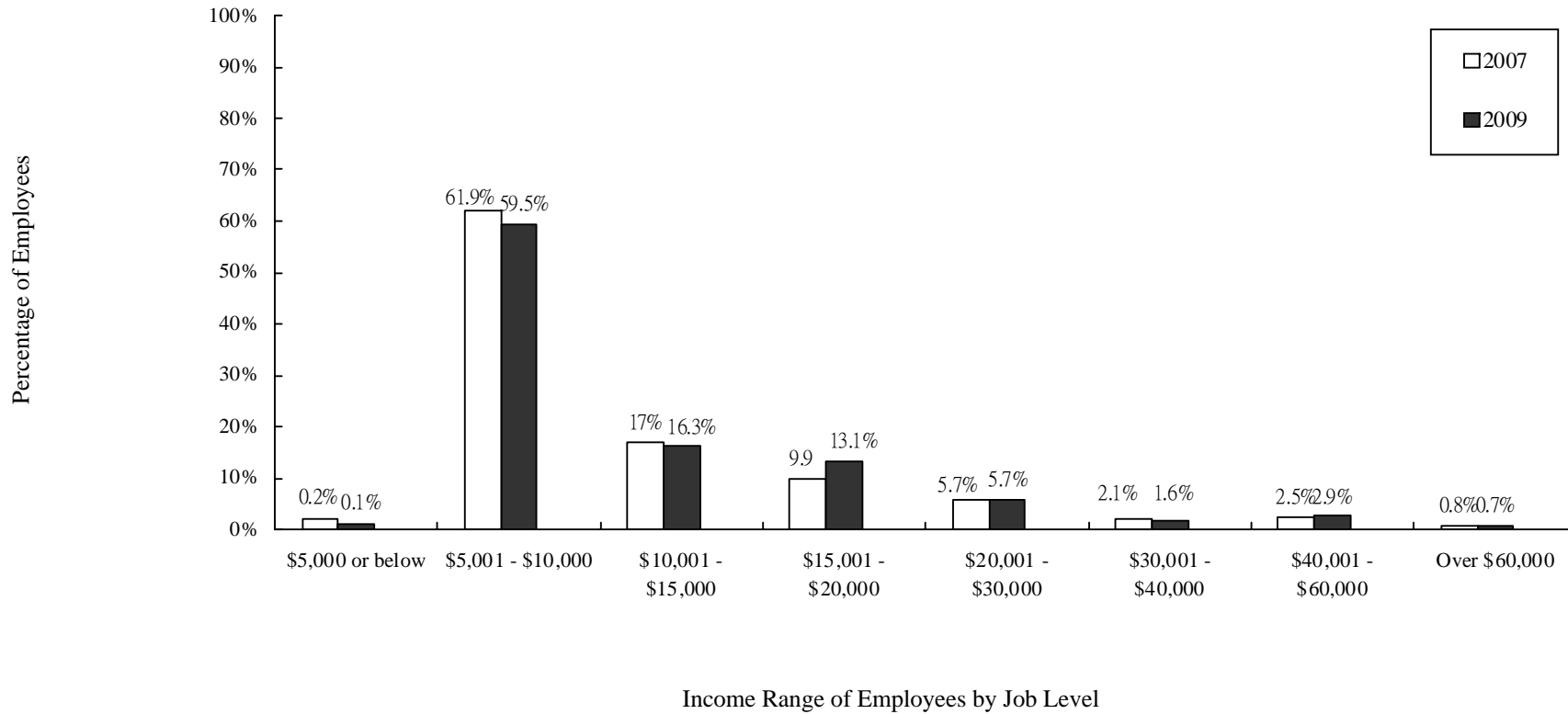
## Income Distribution

2.20 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. In this survey, 25 796 employees’ income distributions were not specified. For accuracy purpose, only 76 544 employees were analysed. Figure 9(i) shows the income distribution by job level. The income distribution by sector by job level is shown in Table 13. The income distribution by job level for 2007 and 2009 is presented in Table 14. As shown in Figure 9(ii), the income range \$15 001 to \$20 000 recorded a growth of 3.2% growth. For income ranges below \$15 000, an aggregated decrease of 3.2% was noted. Since this is not an income survey, the information obtained is for cross-reference purpose only.

**Figure 9 (i): Income Distribution of Real Estate Services Employees by Income Range by Job Level**



**Figure 9(ii): Comparison of Income Distribution between 2007 and 2009**



**Table 13: 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	<b>Total</b>
<u>Real Estate Development with Services</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	1	204	191	263	282	<b>941</b>
Supervisory	-	42	442	856	549	73	7	-	<b>1 969</b>
Technical Support and Operative	10	1 711	1 411	338	12	-	-	-	<b>3 482</b>
<b>Sub-total</b>	<b>10</b>	<b>1 753</b>	<b>1 853</b>	<b>1 195</b>	<b>765</b>	<b>264</b>	<b>270</b>	<b>282</b>	<b>6 392</b>
<u>Property Management and Maintenance</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	1	19	769	720	386	35	<b>1 930</b>
Supervisory	-	857	4 480	2 521	254	-	-	-	<b>8 112</b>
Technical Support and Operative	-	40 529	2 557	50	-	-	-	-	<b>43 136</b>
<b>Sub-total</b>	<b>-</b>	<b>41 386</b>	<b>7 038</b>	<b>2 590</b>	<b>1 023</b>	<b>720</b>	<b>386</b>	<b>35</b>	<b>53 178</b>
<u>Estate Agency</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	-	68	49	270	37	<b>424</b>
Supervisory	-	-	219	357	661	50	73	4	<b>1 364</b>
Technical Support and Operative	40	1 982	2 581	5 236	217	40	10	-	<b>10 106</b>
<b>Sub-total</b>	<b>40</b>	<b>1 982</b>	<b>2 800</b>	<b>5 593</b>	<b>946</b>	<b>139</b>	<b>353</b>	<b>41</b>	<b>11 894</b>
<u>Estate Surveying, Valuation &amp; Consultancy</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	-	58	42	33	4	<b>137</b>
Supervisory	-	1	71	47	30	1	-	-	<b>150</b>
Technical Support and Operative	-	88	133	37	-	-	-	-	<b>258</b>
<b>Sub-total</b>	<b>-</b>	<b>89</b>	<b>204</b>	<b>84</b>	<b>88</b>	<b>43</b>	<b>33</b>	<b>4</b>	<b>545</b>
<u>Government Departments and Public Sector</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	-	1	33	957	189	<b>1 180</b>
Supervisory	-	-	49	164	1 566	43	212	3	<b>2 037</b>
Technical Support and Operative	-	367	548	400	3	-	-	-	<b>1 318</b>
<b>Sub-total</b>	<b>-</b>	<b>367</b>	<b>597</b>	<b>564</b>	<b>1 570</b>	<b>76</b>	<b>1 169</b>	<b>192</b>	<b>4 535</b>
<b>Grand Total</b>	<b>50</b>	<b>45 577</b>	<b>12 492</b>	<b>10 026</b>	<b>4 392</b>	<b>1 242</b>	<b>2 211</b>	<b>554</b>	<b>76 544</b>

**Table 14: Income Distribution of Real Estate Services Employees in 2007 and 2009 by Job Level**

<u>2007</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 - \$50 000</u>	<u>Over \$50 000</u>	<u><b>Total</b></u>
<u>Job Level</u>									
Managerial/Professional	-	3	18	160	975	1 065	1 575	580	<b>4 304</b>
Supervisory	2	1 391	4 811	3 011	2 756	263	70	3	<b>12 307</b>
Technical Support and Operative	116	40 263	6 617	3 462	99	59	24	-	<b>50 640</b>
<b><i>Sub-total</i></b>	<b><i>118</i></b>	<b><i>41 657</i></b>	<b><i>11 446</i></b>	<b><i>6 633</i></b>	<b><i>3 830</i></b>	<b><i>1 387</i></b>	<b><i>1 669</i></b>	<b><i>511</i></b>	<b><i>67 251</i></b>
<b>(%)*</b>	<b>(0.2%)</b>	<b>(61.9%)</b>	<b>(17.0%)</b>	<b>(9.9%)</b>	<b>(5.7%)</b>	<b>(2.1%)</b>	<b>(2.5%)</b>	<b>(0.8%)</b>	
<u>2009</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 - \$50 000</u>	<u>Over \$50 000</u>	<u><b>Total</b></u>
<u>Job Level</u>									
Managerial/Professional	-	-	1	20	1 100	1 035	1 909	547	<b>4 612</b>
Supervisory	-	900	5 261	3 945	3 060	167	292	7	<b>13 632</b>
Technical Support and Operative	50	44 677	7 230	6 061	232	40	10	-	<b>58 300</b>
<b><i>Sub-total</i></b>	<b><i>50</i></b>	<b><i>45 577</i></b>	<b><i>12 492</i></b>	<b><i>10 026</i></b>	<b><i>4 392</i></b>	<b><i>1 242</i></b>	<b><i>2 211</i></b>	<b><i>554</i></b>	<b><i>76 544</i></b>
<b>(%)*</b>	<b>(0.1%)</b>	<b>(59.5%)</b>	<b>(16.3%)</b>	<b>(13.1%)</b>	<b>(5.7%)</b>	<b>(1.6%)</b>	<b>(2.9%)</b>	<b>(0.7%)</b>	

(%)\* As percentage of the total number of employees analysed  
The percentage may not add to 100 owing to rounding



## Training to Employees

2.21 Table 15 shows that during the survey period, 49 743 places were provided to employees for different types of training. Employees at managerial/professional level received more training than supervisory, and, technical support and operative levels employees. Details of training to employees in the past 12 months by type by job level are illustrated in **Appendix 11**.

**Table 15: 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	209	246	74	<b>529</b>
Property/Housing Management	500	1 474	4 526	<b>6 500</b>
Estate Agents	1 089	1 198	11 330	<b>13 617</b>
Estate Surveying, Valuation and Consultancy	314	680	224	<b>1 218</b>
Real Estate Services In the Mainland	180	281	76	<b>537</b>
Generic Skills	2 446	7 722	15 255	<b>25 423</b>
Other Types of Training	89	506	1 324	<b>1 919</b>
<b>Grand Total</b>	<b>4 827</b> <b>(76.1)**</b>	<b>12 107</b> <b>(60.6)**</b>	<b>32 809</b> <b>(43.2)**</b>	<b>49 743</b>

\* An employee might take up more than one training course

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

Percentage may not add up to 100 owing to rounding

2.22 Table 16 also reveals that employers planned to provide 56 673 training places to their employees in the next 12 months. The majority of these trainings places are in-house training (44 212, 78%) provided by the employers. As for sponsored training there are 12 461 (22%) training places. By job level, the technical support and operative level has 37 933 training places, of which 29 986 is in-house training. The supervisory level has 13 748 training places while the managerial/professional level has 4 992 training places.

**Table 16: Training to Employees in the Next 12 Months by Type by Job Level**

Number of Training Places by Job Level\*

<u>Types of Training</u>	<u>Managerial/Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operative</u>		<u>Total</u>
	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	
	(%)**	(%)**	(%)**	(%)**	(%)**	(%)**	(%)**
Property Development	75	291	237	174	17	54	<b>848</b> <b>(1.5)</b>
Property/Housing Management	240	280	587	1 156	707	3 964	<b>6 934</b> <b>(12.2)</b>
Estate Agents	24	921	524	704	2 931	9 334	<b>14 438</b> <b>(25.5)</b>
Estate Surveying, Valuation and Consultancy	45	348	64	672	60	99	<b>1 288</b> <b>(2.3)</b>
Real Estate Services In the Mainland	11	166	8	253	14	53	<b>505</b> <b>(0.9)</b>
Generic Skills	524	1 855	2 128	6 592	4 118	14 977	<b>30 194</b> <b>(53.3)</b>
Other Types of Training	0	212	47	602	100	1505	<b>2 466</b> <b>(4.4)</b>
<b>Grand Total (%)</b>	<b>919</b> <b>(1.6)</b>	<b>4 073</b> <b>(7.2)</b>	<b>3 595</b> <b>(6.3)</b>	<b>10 153</b> <b>(18)</b>	<b>7 947</b> <b>(14)</b>	<b>29 986</b> <b>(53)</b>	<b>56 673</b>

\* An employees may take up more than one training course

(%)\*\* As percentage of total training places

Percentage may not add up to 100 owing to rounding

## Expectation of Manpower Change due to the Fluctuation of Economy in the Next 12 Months

2.23 The survey reveals that employers generally expected an increase in manpower due to the fluctuation of economy in the next 12 months. Among all sectors, the employers of estate agents expected an increase of 847 employees, which is the highest, followed by an expected increase of 296 employees in the property management and maintenance sector. Almost all manpower change is expected within Hong Kong. The expectation of manpower change due to the fluctuation of economy by sector and job level is illustrated in Table 17.

**Table 17: Expectation of Manpower Change due to the Fluctuation of Economy in the Next 12 Months**

Sector	Managerial/Professional			Supervisory			Technical Support and Operatives			Total (%)*
	Hong Kong	Mainland	Other Cities	Hong Kong	Mainland	Other Cities	Hong Kong	Mainland	Other Cities	
Real Estate Development	3	1	-	17	2	-	-3	-	-	<b>20</b> <b>(1.7)</b>
Property Management and Maintenance	2	-	-	14	-	-	280	-	-	<b>296</b> <b>(25.1)</b>
Estate Agency	10	-	-	10	-	-	827	-	-	<b>847</b> <b>(72)</b>
Estate Surveying, Valuation and Consultancy	10	-	-	-	-	-	-	-	-	<b>10</b> <b>(0.8)</b>
Government Departments and Public Sector	4	-	-	-	-	-	-	-	-	<b>4</b> <b>(0.3)</b>
<b>Total</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>41</b>	<b>2</b>	<b>0</b>	<b>1 104</b>	<b>0</b>	<b>0</b>	<b>1 177</b>

(%)\* As percentage of the total number of expected manpower change  
Percentage may not add up to 100 owing to rounding

## SECTION III

### CONCLUSIONS

#### The Survey Findings

3.1 The Training Board has examined the survey findings and considers that they generally reflect the manpower situation of the real estate services industry at the time of the survey. There were 12.3% and 1% increases in technical and non-technical manpower respectively.

3.2 The Training Board notes that among the five sectors of the industry, the estate surveying, valuation and consultancy, and, the government departments and public sectors had experienced a 8.7% and a 0.8% decreases in technical manpower respectively, while the other three sectors had experienced manpower growth, ranging from 7.5% in the estate agency sector to 17.8% in the real estate development sector.

3.3 The decrease in the estate surveying, valuation and consultancy sector might have been caused by the shifting of manpower to other sectors in the industry. The Training Board notes that there were demands for estate surveying, valuation and consultancy employees in other sectors. The manpower condition in the government departments and public sectors has stabilized with only a minimal decrease of 0.8%.

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 other cities. The number of employees stationed in the Mainland and other cities were 93 and 250 for 2007 and 2009 respectively.

3.5 The rising needs for professional and quality services in the industry, especially in the property management and maintenance, and, the estate agency sectors also create more training demands. Customer services and communication skills will be vital elements of in-service training. The Training Board considers that these elements could become fundamentals in vocational training.

3.6 Employers tended to train their staff internally rather than sponsoring them to external trainings in the past 12 months. The Training Board opines that the technical support and operative, and, supervisory level employees could receive more training to upkeep their professional knowledge and enhance the quality of service.

## Vacancies

3.7 Table 18 shows that there were 1 817 vacancies for all sectors of the real estate services industry at the time of survey, representing 1.7% of the existing posts, 0.2% lower than the vacancy rate of 1.9% as in 2007. The Training Board considers that real estate services trainings for both secondary school leavers and in-service practitioners will facilitate the filling up of these vacancies.

## Manpower Structure

3.8 The survey reveals that during the survey period, there were 102 340 employees in the industry. The data on the manpower, vacancies and employers' 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 May 2009</u>	<u>No. of Vacancies in May 2009</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in May 2010 (%)*</u>
Managerial/Professional	6 344	81	28	6 453 (0.4)
Supervisory	19 970	220	40	20 230 (0.2)
Technical Support & Operative	76 026	1 516	756	78 298 (1)
<b>Total</b>	<b>102 340</b>	<b>1 817</b>	<b>824</b>	<b>104 981 (0.8)**</b>

(%)\* As percentage increase/decrease in the total number of posts at the same job level

(%)\*\* As percentage increase/decrease in the total number of posts in the industry

## Employers' Manpower Forecast for May 2010

3.9 Employers forecasted that the total number of posts would increase from 104 157 in May 2009 to 104 981 in May 2010, accounting for an increase of 0.8%. The Training Board observes that the manpower condition in the government departments and public sectors had stabilized in 2009. Employers in estate agency sector expected an increase of 609 employees in 2010, indicating their confidence in local economic growth. The Training Board is of the view that employers will remain cautious in making their future manpower forecast.

## Manpower Projection for 2010 to 2012 by the Labour Market Analysis (LMA) Approach

3.10 In 2007, the Training Board had projected a manpower of 91 036 for 2009 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model.

3.11 The Training Board will apply this I/O model to project the manpower for years up to 2012. Based on the model, the real estate services industry consists of 2 groups. Group A is for private sectors including sectors of real estate development, property management and maintenance, estate agency, and, estate surveying, valuation and consultancy. Group B is for the 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.

3.12 The stocks of private residential flats and non-residential flats are defined as the production in Group A. The forecast production of residential and non-residential flats in 2009 and 2010 is provided by the Rating and Valuation Department while the forecast production in 2011 and 2012 is projected by the Adaptive Filtering Method. To generate the employment effect, it is assumed that 52.75% and 42.75% of the total manpower belonging to this Group are responsible for residential flats and non-residential flats respectively. This assumption is based on the distribution of the completion of the types of building in the period from 2002 to 2008. Two employment coefficients are then generated. One is used to project the number of employees needed for residential flats and the other is for non-residential flats. The manpower projection in Group A is presented in Table 19.

**Table 19: Projection of Real Estate Services Manpower  
for the Private Sector from 2010 to 2012**

### Group A

Year	Actual Manpower		Projected Manpower		Total Projected Manpower	Employers' Forecast (at the time of survey)
	Manpower for residential flats	Manpower for non-residential flats	Manpower for residential flats	Manpower for non-residential flats		
2009	54 544	40 723				
2010F			55 169 (1.14)*	40 954 (0.57)*	96 123 (0.9)*	96 087 (0.86)*
2011F			55 741 (1.04)**	41 181 (0.56)**	96 922 (0.83)**	
2012F			56 274 (0.95)**	41 406 (0.54)**	97 680 (0.78)**	
	* As percentage increase / decrease of the actual manpower against 2009					
	** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2010, 2011 respectively.					

3.13 The stock of public residential flats is defined as the production in Group B. The forecast productions of public residential flats in 2010 – 2012 are provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS). The approach to generate employment effect in Group B is the same as in Group A. 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 2010 to 2012**

Group B

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2009	8 890		
2010F		8 999 (1.22)*	8 894 (0.04)*
2011F		9 109 (1.22)**	
2012F		9 226 (1.29)**	
	* As percentage increase / decrease of the actual manpower against 2009 ** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2010, 2011 respectively.		

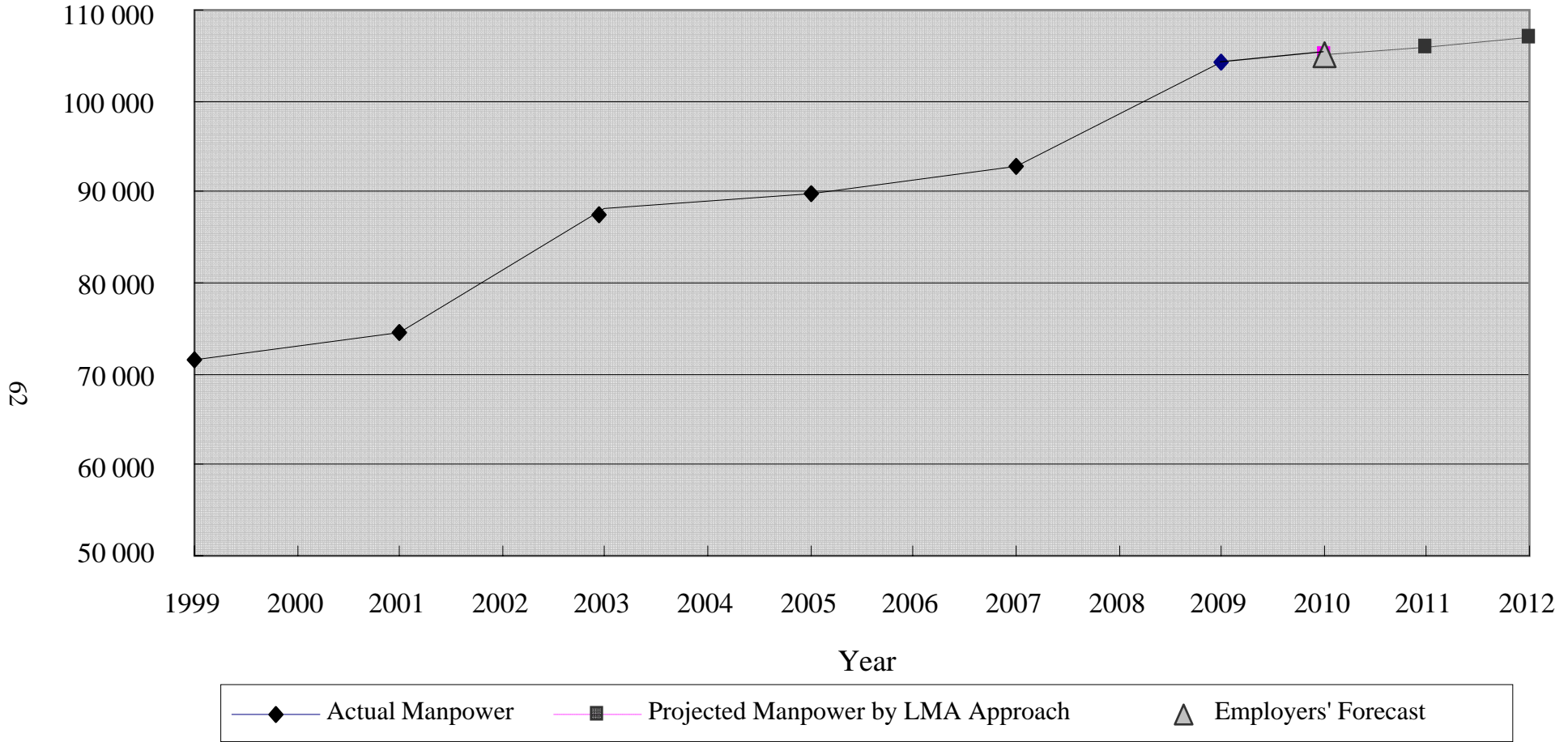
3.14 The total manpower projection for the real estate services industry is the aggregation of the manpower requirements of the projected manpower for the two groups which are presented in Table 21 and Figure 10. Detailed analysis of the LMA projection is given in **Appendix 12**.

**Table 21: Manpower Projection of the Real Estate Services Industry  
in 2010 to 2012**

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2009	104 157		
2010F		105 122 (0.93)*	104 981 (0.79)*
2011F		106 031 (0.87)**	
2012F		106 906 (0.82)**	
	* As percentage increase / decrease of the actual manpower against 2009 ** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2010, 2011 respectively.		



Figure 10: Manpower Projection for the Real Estate Services Industry from 2010 to 2012



### Employees Travelled to the Mainland

3.15 Table 5 shows that 224 and 68 employees in the real estate development and the estate agency sectors travelled to the Mainland in the past 12 months respectively. The number of real estate development employees in this analysis represented 61.4% of those who had travelled frequently to the Mainland in the past 12 months. The Training Board is of the view that the rising trend of the real estate services industry in the Mainland persisted. The demand for employees in the real estate development and the estate agency sectors in the Mainland would provide an opportunity for those working or planning to work in these sectors. Appropriate training on the needs of the real estate services industry in the Mainland could be given to employees to harness their career development in the Mainland.

### Promotion Pattern

3.16 Table 9 reveals that 791 positions (0.8% of the total of employees) were filled by internal promotion. Among these promoted employees, 523 (66.1% of the employees promoted) were from the property management and maintenance sector. There were 600 (or 75.9%) out of 791 employees promoted to supervisory level. The Training Board observes that the real estate industry was gearing towards quality services. Promotion was an important tactic to retain quality human resource.

### Staff Turnover in the Past 12 Months

3.17 As indicated in Figure 6, the turnover rates for the real estate industry in 2007 and 2009 were 18.7% and 15.8% respectively. All sectors recorded a decrease in the turnover rate, indicating a more stabilized workforce in 2009, except in the estate surveying, valuation and consultancy sector. The turnover rates for the sector were 9.8% and 14.2% in 2007 and 2009 respectively. The Training Board observes that as the economy in Hong Kong, the Mainland and other cities continued to thrive, there were more employment opportunities for employees locally or elsewhere. Another contributing factor is the shifting of manpower from the estate surveying, valuation and consultancy sector to other sectors as the industry developed.

3.18 The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate career development.

### Wastage

3.19 Of the 16 472 employees who had left, 2 196 left permanently as shown in Table 10. The wastage rate is 2.1% of the total employees in 2009, lower than the 4.6% in 2007. The Training Board opines that the wastage rate was indicative of the manpower situation of the industry. More training could be provided to secondary school leavers, job transferees and the new recruits to prepare them for a career in the real estate services industry.

3.20 The technical support and operative level in the estate surveying, valuation and consultancy sector had recorded a high of 57 employees (17.3%) leaving permanently. The analysis aligns with that of the turnover rate (14.2% of the employees in the same sector). Employees in estate surveying, valuation and consultancy sector had a better chance to mobilize into other sectors in the industry because of their professionalism. As such, the Training Board opines that the turnover rate and wastage for the sector did not contribute to the downsizing of the profession, rather, an indication of horizontal mobility in the industry.

### Recruitment Difficulties

3.21 The Training Board observes that 342 employers reported difficulties in the recruitment of staff. As shown in Table 22, out of the 560 indicated reasons for recruitment difficulties, 194 (34.6%) were the lack of candidates with the relevant experience. Of the total reasons for recruitment difficulties, 206 and 306 were recorded for the property management and maintenance, and, the estate agency sectors. The Training Board is of the view that the training demands for property management and maintenance, and, estate agency are substantial.

**Table 22: Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level**

#### (i) Real Estate Development

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	5	7	14	<b>26</b>
Unsatisfactory terms of employment	-	-	-	-
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	2	<b>2</b>
Insufficient trained/qualified manpower in the related disciplines	1	2	-	<b>3</b>
Others	-	-	-	-
<b>Sub-Total</b>	<b>6</b>	<b>9</b>	<b>14</b>	<b>31</b>

(ii) Property Management and Maintenance

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	4	31	27	<b>62</b>
Unsatisfactory terms of employment	1	8	62	<b>71</b>
Unsatisfactory working environment	-	2	14	<b>16</b>
Limited career prospects	2	-	7	<b>9</b>
Insufficient trained/qualified manpower in the related disciplines	1	23	11	<b>35</b>
Others	1	3	9	<b>13</b>
<b>Sub-Total</b>	<b>9</b>	<b>67</b>	<b>130</b>	<b>206</b>

(iii) Estate Agency

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	-	2	95	<b>97</b>
Unsatisfactory terms of employment	-	-	88	<b>88</b>
Unsatisfactory working environment	-	-	33	<b>33</b>
Limited career prospects	-	-	31	<b>31</b>
Insufficient trained/qualified manpower in the related disciplines	-	-	41	<b>41</b>
Others	-	-	16	<b>16</b>
<b>Sub-Total</b>	<b>-</b>	<b>2</b>	<b>304</b>	<b>306</b>

(iv) Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	1	-	1	2
Unsatisfactory terms of employment	-	-	-	-
Unsatisfactory working environment	-	-	1	1
Limited career prospects	-	1	1	2
Insufficient trained/qualified manpower in the related disciplines	-	-	-	-
Others	-	-	-	-
<b>Sub-Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>

(v) Government Departments and Public Sector

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	3	1	7
Unsatisfactory terms of employment	1	1	2	4
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	1	1
Insufficient trained/qualified manpower in the related disciplines	-	-	-	-
Others	-	-	-	-
<b>Sub-Total</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>12</b>
<b>Total</b>	<b>20</b>	<b>83</b>	<b>457</b>	<b>560</b>

### Preferred Academic Qualifications

3.22 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2007 and 2009. The Training Board notes that majority of the employers tended to expect managerial / professional level employees to possess university degree or above academic qualifications (96.5%). For supervisory level employees, 80.9% were expected to possess a diploma, certificate or above. Comparing with the analysis of 2007, only 86.8% and 69.1% of managerial / professional level and supervisory level employees were expected to possess the same academic qualifications. As for the technical support and operative level, 44.1% and 77% of the employers preferred their employees to have Secondary 5 or above academic qualification in 2007 and 2009 respectively. The Training Board is of the view that the employers were asking for higher academic qualifications at all job levels as the industry and society developed.

3.23 The Training Board considers that employers were generally demanding higher academic qualifications from their employees. The launch of Qualification Frameworks might begin to show some effects as the majority of local industries benchmarked against it. In these respects, more training could be given to employees at the all levels to enhance their promotion prospects and sustainability in the industry.

### Preferred Period of Experience

3.24 According to Figures 8(i) to (iii), the Training Board notes that 84.5% of employers were expecting more employees at the managerial/professional level to have more than 6 years of experience. Comparing with the result of 2007, 68.9% of the employers were asking for the same period of experience. For the supervisory level, 70.6% and 70.4% of the employees were required to have more than 3 of experience for 2007 and 2009 respectively. As for the technical support and operative level, 52% and 69.8% of the employees were required to have more than 1 year of experience for 2007 and 2009 respectively. The Training Board observes an increasing demand for the preferred period of experience for both managerial / professional, and, technical support and operative level employees.

### Training Need of Employees

3.25 As shown in Table 15, among the 49 743 training places, 25 423 (51.1%) were for generic skills, 13 617 (27.4%) were for estate agents and 6 500 (13.1%) were for property / housing management. Table 16 also reveals that out of the 56 673 training places in the next 12 months, 30 194 (53.3%) would be for generic skills, 14 438 (25.5%) would be for estate agents and 6 934 (12.2%) would be for property / housing management. 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.

3.26 Table 16 also reveals that 44 212 training places (78% of the total training places) would be provided in-house. The Training Board observes that the employers were being conservative in sponsoring their employees for external training.

## Projected Additional Training Requirements for 2010

3.27 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 May 2010 by private and public sectors by job level in Tables 23 (i) to 23 (ii).

**Table 23: Projected Additional Training Requirements for 2010**

### (i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2009</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2010</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	4 560	56	124	180
Supervisory	15 047	207	410	617
Technical Support & Operative	73 969	1926	2 013	3 939
<b>Sub-Total</b>	<b>93 576</b>	<b>2 189</b>	<b>2 547</b>	<b>4 736</b>

### (ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2009</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2010</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	1 784	17	48	65
Supervisory	4 923	-35	132	97
Technical Support & Operative	2 057	25	55	80
<b>Sub-Total</b>	<b>8 764</b>	<b>7</b>	<b>235</b>	<b>242</b>

3.28 The additional training requirements of the real estate services industry for May 2010 by job level is shown in Table 24.

**Table 24: Projected Additional Training Requirements for 2010 for the Real Estate Services Industry**

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2010</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 344	73	172	245
Supervisory	19 970	172	542	714
Technical Support & Operative	<u>76 026</u>	<u>1 951</u>	<u>2 068</u>	<u>4 019</u>
<b>Total</b>	<b>102 340</b>	<b>2 196</b>	<b>2 782</b>	<b>4 978</b>

3.29 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**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2009/10</b>
City University of Hong Kong	Master of Science in Construction Management (Construction Project Management / Real Estate Project Management) (FT&PT)	50
	Bachelor of Science (Honours) in Surveying (FT)	35
	Associate of Science in Surveying (Building Surveying/ Estate Surveying / Quantity Surveying) (FT)	156
City University of Hong Kong – School of Continuing and Professional Education	Continuing Education Diploma in Property Management (PT)	60
	Continuing Education Certificate in Property Management Practices (PT)	60



<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2009/10</b>
The Chinese University of Hong Kong – School of Continuing & Professional Studies	Professional Diploma in Club Management (PT)	30
	Higher Diploma in Integrated Property & Facilities Management (FT)	20
The Hong Kong Polytechnic University	Master of Engineering in Building Services Engineering (FT)	32
	Bachelor of Engineering (Honours) in Building Services Engineering (FT)	104
	Bachelor of Engineering (Honours) in Building Services Engineering (PT)	60
	Higher Diploma in Building Services Engineering (FT)	85
	Bachelor of Science (Honours) in Property Management (FT)	30
	Bachelor of Science (Honours) in Surveying (FT)	60
	Bachelor of Science (Honours) in Surveying (PT)	60
	Master of Science/ Postgraduate Diploma in Building Services Engineering (FT/PT)	40
	Master of Science/Postgraduate Diploma in Construction and Real Estate (PT)	20
	Master of Science/Postgraduate Diploma in Facility Management (FT/PT)	40
Master of Science / Postgraduate Diploma in Fire and Safety Engineering (FT/PT)	40	

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2009/10</b>
The Hong Kong Polytechnic University – School of Professional Education and Executive Development	Bachelor of Arts in Housing Management (FT)	109
The Open University of Hong Kong – Li Ka Shing Institute of Professional and Continuing Education	Diploma in Property Management (PT)	30
The University of Hong Kong	Master of Science in Real Estate (FT/PT)	60
	Bachelor of Science in Surveying (FT)	44
The University of Hong Kong – School of Professional and Continuing Education	Master of Housing Management (PT)	35
	Bachelor of Housing Management (PT)	40
	Professional Diploma in Housing Management (PT)	180
	Master of Science in International Construction Management (PT)	10
	Master of Science in Project Management (PT)	20
	Master of Science in Real Estate (PT)	20
	Master of Science in Facilities Management (PT)	20
	Postgraduate Diploma in Facilities Management (PT)	30
	Bachelor of Applied Science (Honours)/ Bachelor of Applied Science (Construction Management and Economics) (PT)	30
Bachelor of Science (Honours) in Work Based Learning Studies (Construction Project Management) (PT)	20	

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2009/10</b>
	Bachelor of Science (Honours) in Work Based Learning Studies (Facilities Management) (PT)	20
	Bachelor of Science (Honours) in Work Based Learning Studies (Real Estate) (PT)	20
	Professional Diploma in Construction Project Management (PT)	30
	Advanced Certificate in Construction Project Management (PT)	20
	Advanced Diploma /Diploma in Facility and Property Management (PT)	20
	Advanced Diploma in Shopping Centre Management (PT)	20
	Higher Diploma in Real Estate Management (FT)	20
	Certificate in Property Management (PT)	60
	Foundation Certificate for Trainers in Security Services (PT)	30
The University of Hong Kong – SPACE Po Leung Kuk Community College	Higher Diploma in Real Estate Management (FT)	20
Vocational Training Council – Hong Kong Institute of Vocational Education (Morrison Hill)	Higher Diploma in Real Estate Management (FT)	299
	Higher Diploma in Real Estate Management (PT)	215
Vocational Training Council – The Institute of Professional Education And Knowledge	Proficiency Certificate in Property Management (PT)	80

\* PT – Part-time, FT – Full-time

**Table 26: Short Courses in Real Estate Related Training**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
The Chinese University of Hong Kong – School of Continuing & Professional Studies	Conveyancing and Tenancy Law in Hong Kong (PT)	3 months
	Marketing for Club Management (PT)	3 months
The University of Hong Kong – School of Professional and Continuing Education	Building Inspection and Diagnosis - Latest Technology and Regulatory Requirements (PT)	12 weeks
	Measurement for Building Services Works (PT)	10 weeks
	Advanced Courses on Building Contract Management – The New Standard Form (PT)	5 weeks
	Short Preparatory Course for Estate Agents Qualifying Examination (PT)	30 hours
	Short Preparatory Course for Estate Salespersons Qualifying Examination (PT)	24 hours

\* PT – Part-time, FT – Full-time

3.30 From Table 25 to 26 and 29 to 30, the Training Board observes that a wide range of real estate services courses are being offered by tertiary institutions for pre-entry and in-service people at the certificate, diploma, higher diploma, degree and master levels. For short courses, a number of real estate and property management courses are offered by different educational institutions.

3.31 The voluntary Continuing Professional Development (CPD) Scheme for estate agents offered by the Estate Agents Authority continues to provide estate agents a mean of developing themselves, the Training Board considers that the need to acquire knowledge in the estate agency business of the Mainland will create further demand on the CPD.

3.32 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 real estate services 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**

<b>Course Title</b>	<b>Duration of the Course</b>
<u>Property Management</u>	
Quality Customer Service	21 hours
Introduction to Intelligent Property Management System	20 hours
Principles of Operation and Maintenance of Building Facilities	22 hours
Knowledge in Occupational Safety	12 hours
Fire Prevention Training	13 hours
Legislation Relating to Property Management	24 hours
Intermediate Course in Legislations for Property Management	22 hours
Introduction to Property Management	15 hours
Supervisory Skill	21 hours
Intermediate Oral English Course in Customer Service for Property Management	25 hours
Elementary Putonghua Course in Customer Service for Property Management	25 hours
Chinese Report Writing Skill for Property Management	12 hours
Intermediate Course in Chinese Writing Skill for Property Management	12 hours
Management of the Property Environment	15 hours
Intermediate Course in Management of the Property Environment	12 hours
Basic Knowledge in Facility Management	18 hours
Basic Oral English in Customer Service for Property Management	12 hours
Event Management	15 hours
Communication in meetings with Property Owners	15 hours
Emergency Handling Measures and Knowledge in Insurance	20 hours

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

<b>Course Title</b>	<b>Duration of the Course</b>
<u>Estate Agency</u>	
Vocational Spoken English for Real Estate Agents - Handling Enquiries	21 hours
Vocational Spoken English for Real Estate Agents - Negotiation for Sales and Purchase	24 hours
Vocational English Writing for Real Estate Agents	24 hours
Land Administration	7 hours
Environmental Analysis I	9 hours
Law Series Part I - Conveyancing and Land Title	7 hours
Law Series Part II - Sale and purchase of a Property in the name of a Limited company/ Landlord and Tenant (Consolidation) Ordinance	7 hours
Law Series Part III - Property Subject to Court Order	7 hours
Business Administration Part I - Basic Management, Reform and Strategic Decision	6 hours
Business Administration Part II - Business Planning and Customer Relations	6 hours
Environmental Analysis II	9 hours
Interior Design Part I - Space Utilization	7 hours
Interior Design Part II - Material Utilization	7 hours
Business Administration Part III – Sales Management	9 hours

**Table 29: Property Management Training Courses of Employees Retraining Board**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
Employees Retraining Board	Certificate in Supervisory Property Management	192 hours
	Certificate in Clubhouse and Recreation Assistant Training	160 hours
	Certificate in Property Facility Management	160 hours

**Table 30: Estate Agency Training Courses of Employees Retraining Board**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
Employees Retraining Board	Certificate in Estate Salesperson Training	192 hours
	Certificate in Estate Agent	200 hours

### Economic Outlook

3.33 Hong Kong's economy rebound after the global financial crisis in September 2008. The domestic sector improved notably, the stabilized labour market, Government's relief measures and the stronger asset market situation underpinned local consumer confidence. The unemployment rate fell slightly to 5.3% in the third quarter of 2009, staging the first decline since September 2008. Business sentiments also turned more positive, fixed investment reverted to an increase at the same time.

3.34 The global economy saw its expanding trend again, as governments and central banks took measures to stimulate demand and stabilize the financial markets. Among the emerging economies in Asian regions, the Mainland economy would continue to take the lead and returned to a faster growth pace.

3.35 As the Ten Major Infrastructure Projects, namely the construction work of early development of Kai Tak , the site formation work of the new cruise terminal, the construction of both the Hong Kong section of Guangzhou-Shenzhen-Hong Kong Express Rail Link and the Hong Kong-Zhuhai-Macao Bridge, are being implemented, further impetus is expected for the local economy.

3.36 Net output of financing and insurance, real estate, and business services is expected to be stable and continue to be important to the economy of Hong Kong. The Closer Economic Partnership Arrangement between the Mainland and Hong Kong, and, the expansion of Renminbi business in Hong Kong, would bring Mainland funds, investors and financial institutions to Hong Kong.

### Industry Outlook

3.37 Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 11 shows the percentage of real estate services employees against the total workforce from 1999 to 2009.

**Figure 11: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2009**



3.38 As the economy picked up its momentum after the global financial crisis in September 2008, trading activities of both residential and non-residential properties continued to increase. The Land Registry received 35 558 agreements on Sales & Purchase in a year's time up to the third quarter of 2009, representing a 89% increase. Price of the residential property in the third quarter of 2009 rose 23% comparing to that of December 2008, especially in the trading of the luxurious flats that portrayed a notable jump in property price. For commercial and industrial properties, the prices for both Grade A and B offices increased 8% between June and September in 2009 while Grade C office recorded an increase of 7%.

3.39 Local on-going infrastructure projects, such as the Ten Major Infrastructure Projects, construction works of the Central Government Complex, Legislative Council Complex and open space development at the Tamar site, the development of West Kowloon Cultural District, and, the North East New Territories New Development Area Planning and Engineering Study, would mean further opportunities for the development of the real estate services industry. Atop these on-going projects, new initiative in redeveloping local private industrial buildings would create further impetus to the development of the industry.



### Implications on Manpower

3.40 As indicated in Table 17, employers generally opined that with the change of Hong Kong's economy in the next 12 months, there would be an increase of manpower. The Training Board is of the view that the overall manpower situation for the four private sectors will expand healthily in the near future:

- (i) The economies in Hong Kong, the Mainland and nearby regions would continue to thrive and create favourable environment for real estate development. It may generate a demand for manpower in real estate development sector.
- (ii) The demand of the manpower requirement in the property management and maintenance sector may continue to increase vis-à-vis the development of local properties.
- (iii) The revived local economy and influx of Mainland funds may boost property transactions. In addition, the recruitment difficulties of the sector may further create further demand for estate agents.
- (iv) The mobility of employees to other sectors and onset of infrastructure projects may create demand of manpower in the estate surveying, valuation and consultancy sector in the near future.
- (v) The retirement and mobility of employees to other sectors due to enhanced economy may create a manpower demand for the government departments and public sector. There may be a moderate increase in the manpower in the short term.

## 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 2010 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in May 2009</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2010</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 344	73	172	245
Supervisory	19 970	172	542	714
Technical Support & Operative Level	76 026	1 951	2 068	4 019
<b>Total</b>	<b>102 340</b>	<b>2 196</b>	<b>2 782</b>	<b>4 978</b>

4.2 Of the 4 978 forecast additional training requirements, 4 019 are at the technical support and operative level, and 714 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.

4.3 In view of the demand for quality real estate services, the Training Board is of the view that the existing 10 2340 strong in-service employees would need upgrading training and continuous professional development to remain competitive and efficient.

#### Continuing Professional Development (CPD) Scheme for Estate Agents

4.4 The Training Board maintains that the training needs for estate agents in the Continuing Professional Development (CPD) Scheme are substantial, particularly with the growing opportunities under a reviving economy. The Training Board recommends that suitable training courses should be provided to these employees.

### Skills Upgrading Scheme

4.5 The Training Board considers the Skills Upgrading Scheme (SUS) for the real estate services industry an important support in up-keeping and upgrading the quality of the existing in-service employees, especially when the demand for new recruits for the estate agency, property management and maintenance sectors is high.

### Training of Real Estate Services in the Mainland

4.6 The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Mainland are growing, particularly in the real estate development, the estate agency and the property management & maintenance sectors. The Training Board considers that training programmes to prepare these practitioners to develop in the Mainland markets are necessary and recommends continuous supports from educational institutions to provide suitable preparatory training courses to them.

### Training Conferences / Seminars

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

### Promotion of Real Estate Services Career and Training Courses

4.8 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

4.9 The Training Board recommends to continue to conduct its manpower survey once every two years to assess the manpower demand, supply and relevant training needs in this industry.

## 職業訓練局

### 房地產服務業2009年 人力調查報告摘要

#### 緒論

房地產服務業訓練委員會（下稱「本會」）隸屬職業訓練局，1998年由香港特區政府成立，負責確定業內的人力情況及訓練需求。本會於2009年5月至10月期間進行第六次人力調查，調查範圍包括以下五個類別：

- (a) 地產發展
- (b) 物業管理及保養
- (c) 地產代理
- (d) 測量、估價及顧問
- (e) 政府部門及公共機構

2. 本會自政府統計處註冊的9 006間機構中，以分層隨機抽樣法選出1 036間作為調查對象，其中包括323間地產發展機構；240間物業管理及保養機構；379間地產代理機構；72間測量、估價及顧問機構；22個政府部門及公共機構。在這1 036間機構中，49間拒絕填覆調查表；688間提供所需資料（當中35間只提供部分所需資料）；其餘未有填覆的348間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效填覆率為94.9%。

3. 報告**第一章**載有緒論，當中包括調查目的、範圍、方法、回應分析及人力評估程序。**第二章**列出調查結果摘要，**第三、四章**分別載述本會結論及建議。

#### 調查結果摘要

4. 本會認為調查結果反映該段期間房地產服務業的人力情況，亦留意到本業的人力情況已大致穩定下來，並有穩健增長。

#### 2009年的人力情況

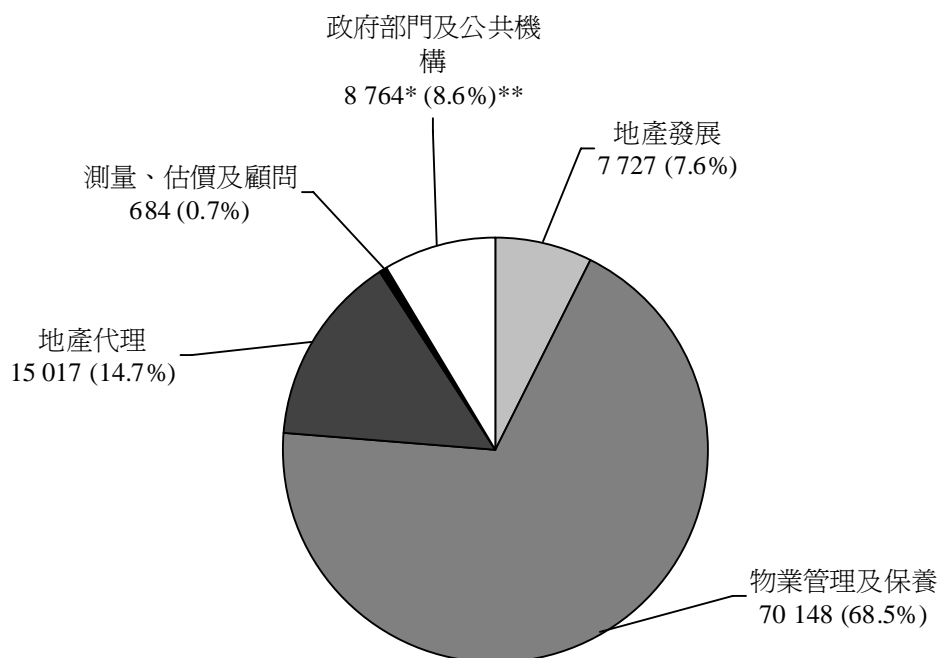
5. 調查顯示，本業技術僱員及非技術僱員人數<sup>1</sup>分別有12.3%及1%的增長。在五類機構中，地產發展、地產代理，以及物業管理及保養機構的技術人力分別出現7.5%至17.8%的增幅，測量、估價及顧問，以及政府部門及公共機構的技術人力則分別出現8.7%及0.8%的減幅。

<sup>1</sup>「技術僱員」泛指從事房地產服務業主要職務的僱員。主要職務一覽載於附錄3附件C。

6. 本會亦觀察到房地產僱員將需要大量培訓，以備他們於內地發展事業，並提升專業知識，滿足市場上對專業與優質服務愈來愈大的需求。此外，隨著金融危機過去，經濟於 2008 年 9 月重拾動力，業內的人力需求亦穩步上升。政府倡議的基建與發展項目將進一步刺激人力需求。本會認為僱主在預測 2010 年的僱員數目時較為審慎。

7. 結果顯示，調查時本業共有僱員 102 340 人。各類機構僱員的分布情況見圖 1：

圖 1：各類房地產服務機構僱員分布情況  
總數：102 340

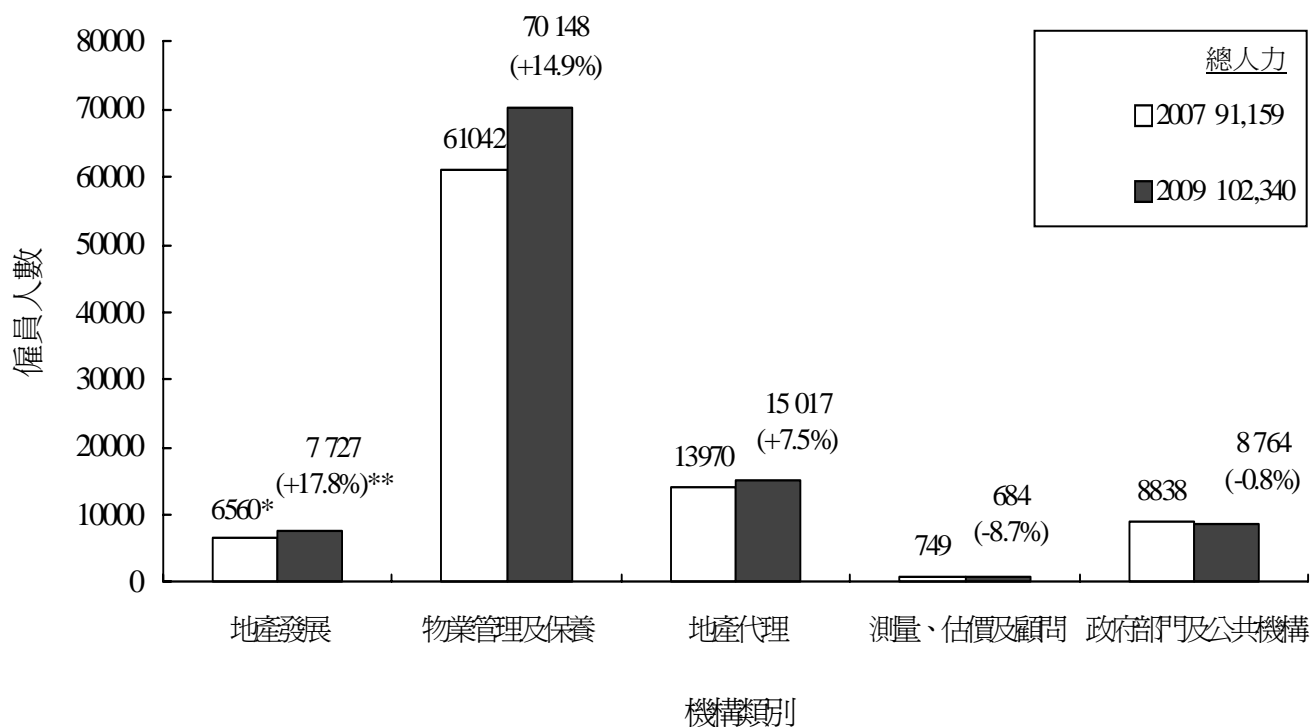


\* 各類機構僱員總數

\*\* 佔房地產服務業僱員總數的百分率  
因四捨五入關係，總和未必等於 100%

8. 與 2007 年調查相比，地產發展機構的人力兩年來錄得 17.8% 的增長，測量、估價及顧問機構則錄得 8.7% 的減幅。2007 與 2009 年各類機構的人力比較見圖 2。

圖 2：2007 與 2009 年  
各類房地產服務機構僱員的分布情況

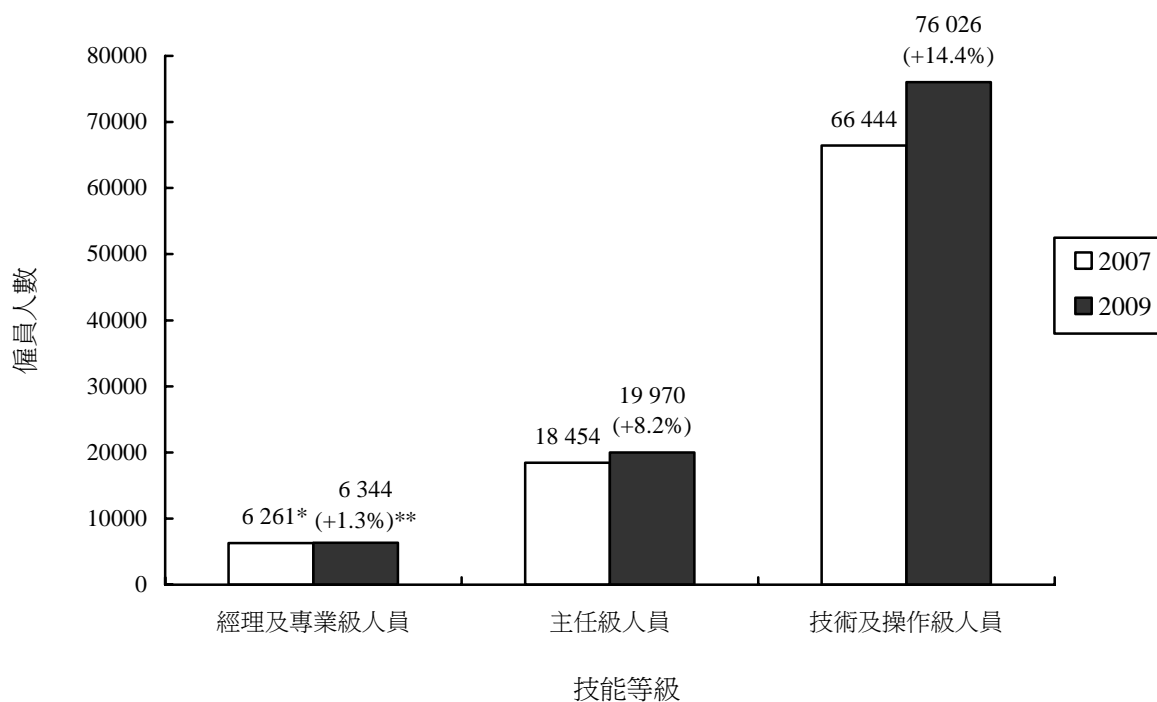


\* 各類機構僱員總數

\*\* 該類機構僱員數目的增/減幅

9. 調查亦顯示，102 340 名僱員中，76 026 人（74.3%）屬技術及操作級人員；19 970 人（19.5%）屬主任級人員，而 6 344 人（6.2%）屬經理及專業級人員。2007 與 2009 年各技能等級的人力結構比較見圖 3。

圖 3：2007 與 2009 年  
各技能等級人力結構



\* 各技能等級僱員總數

\*\* 該技能等級僱員數目的增／減幅

10. 各類機構不同技能等級僱員的分布情況見表 1。

表 1: 各類機構不同技能等級僱員人數

機構類別	經理／ 專業級人員 (%)*	主任級 人員 (%)*	技術 及操作級 人員 (%)*	總數	(%)**
地產發展	1 340 (17.3)	2 438 (31.6)	3 949 (51.1)	7 727	(7.6)
物業管理及保養	2 491 (3.6)	10 745 (15.3)	56 912 (81.1)	70 148	(68.5)
地產代理	554 (3.7)	1 684 (11.2)	12 779 (85.1)	15 017	(14.7)
測量、估價及顧問	175 (25.6)	180 (26.3)	329 (48.1)	684	(0.7)
政府部門及公共機構	1 784 (20.4)	4 923 (56.2)	2 057 (23.5)	8 764	(8.6)
<b>總數</b>	<b>6 344 (6.2)**</b>	<b>19 970 (19.5)**</b>	<b>76 026 (74.3)**</b>	<b>102 340</b>	

(%)\* 佔同類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率  
因四捨五入關係，總和未必等於 100%

#### 過去 12 個月長駐內地／其他城市超過 180 日的僱員人數

11. 調查顯示，過去 12 個月有 250 名僱員長駐內地或其他城市，且為期超過 180 日，佔業內僱員總數 0.2%。然而，對比 2007 年只有 93 名僱員需要長駐內地、澳門或其他城市，是次調查錄得 169% 增幅。這 250 名長駐內地或其他城市的僱員中，地產發展類別有 115 名僱員，其次是物業管理及保養類別，有 72 名僱員。在三個技能等級中，159 名經理／專業級人員駐守內地。本段所述的僱員人數分析見表 2。

#### 空缺數目

12. 調查期間，僱主報稱業內共有 1 817 個空缺，佔 104 157 個現有職位數目的 1.7%。物業管理及保養類別出現 909 個空缺，為所有機構類別之冠，其次為地產代理，出現 706 個空缺。2007 與 2009 年各類機構的空缺數目比較載於圖 4；各類機構不同技能等級的現有空缺數目則載於表 3。



表 2：過去 12 個月長駐內地／其他城市超過 180 日的僱員人數

機構類別	經理／ 專業級人員		主任級人員		技術 及操作級 人員		總數 (%)*
	內地	其他城市	內地	其他城市	內地	其他城市	
地產發展	71	4	39	1	-	-	<b>115</b> <b>(1.5)</b>
物業管理及保養	58	9	4	1	-	-	<b>72</b> <b>(0.1)</b>
地產代理	14	-	1	-	-	-	<b>15</b> <b>(0.09)</b>
測量、估價及顧問	3	-	-	15	-	30	<b>48</b> <b>(7)</b>
政府部門及公共機構	-	-	-	-	-	-	- <b>(-)</b>
<b>總數</b>	<b>146</b>	<b>13</b>	<b>44</b>	<b>17</b>	<b>-</b>	<b>30</b>	<b>250</b> <b>(0.2)**</b>

(%)\* 佔同類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

圖 4: 2007 及 2009 年各類機構職位空缺  
總數：1 817

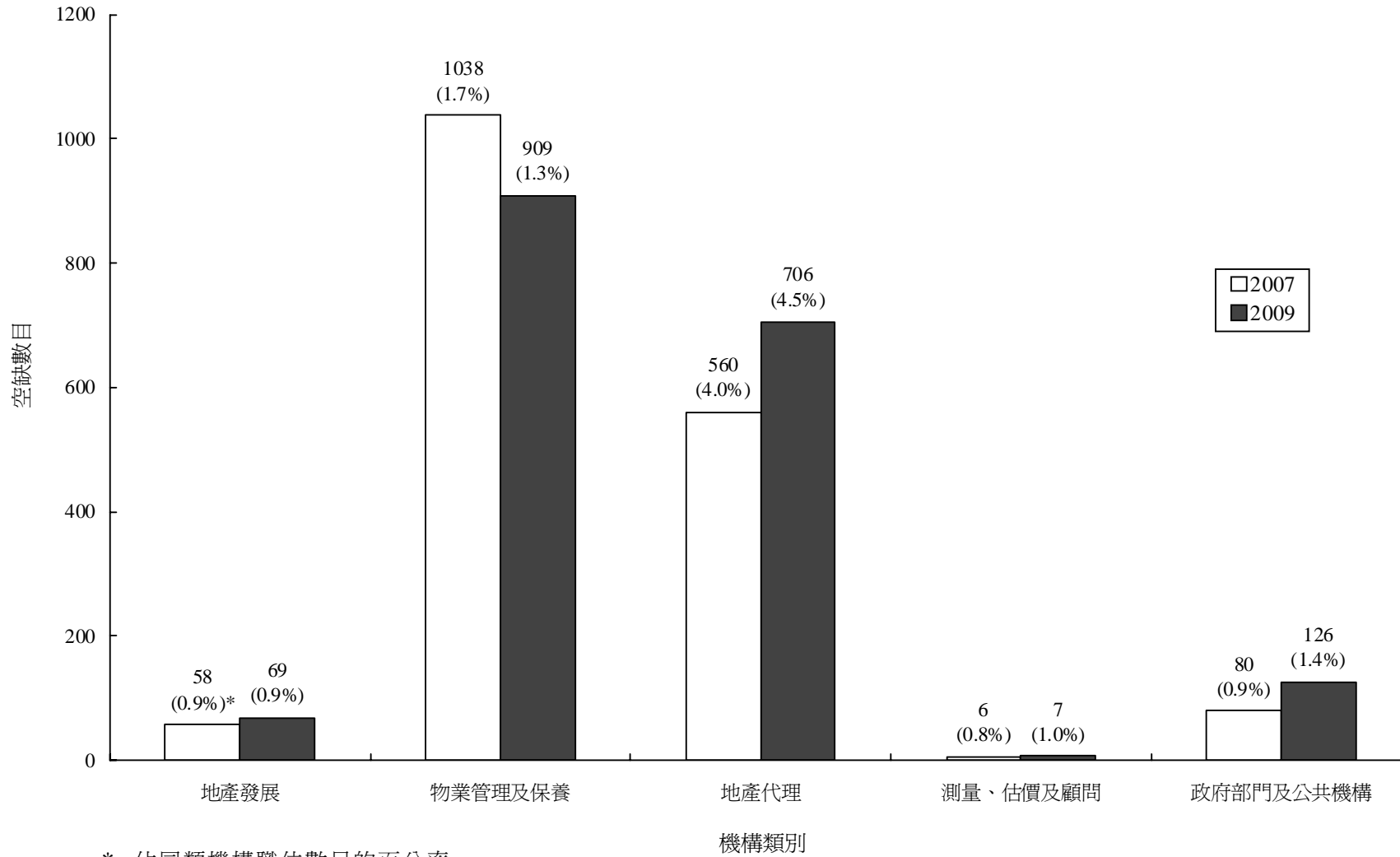


表 3：各類機構不同技能等級職位的現有空缺數目

機構類別	經理／ 專業級人員 (%)*	主任級人員 (%)*	技術 及操作級 人員 (%)*	總數 (%)#
地產發展	7 (0.5)	13 (0.5)	49 (1.2)	<b>69</b> <b>(0.9)</b>
物業管理及保養	17 (0.7)	129 (1.2)	763 (1.3)	<b>909</b> <b>(1.3)</b>
地產代理	-	9 (0.5)	697 (5.2)	<b>706</b> <b>(4.5)</b>
測量、估價及顧問	1 (0.6)	4 (2.2)	2 (0.6)	<b>7</b> <b>(1.0)</b>
政府部門及公共機構	56 (3.0)	65 (1.3)	5 (0.2)	<b>126</b> <b>(1.4)</b>
<b>總數</b>	<b>81</b> <b>(1.3)**</b>	<b>220</b> <b>(1.1)**</b>	<b>1516</b> <b>(1.9)**</b>	<b>1817</b> <b>(1.7)@</b>

(%)\* 佔該類機構該技能等級職位總數的百分率

(%)\*\* 佔該技能等級職位總數的百分率

(%)# 佔該類機構職位總數的百分率

(%)@ 佔業內職位總數的百分率

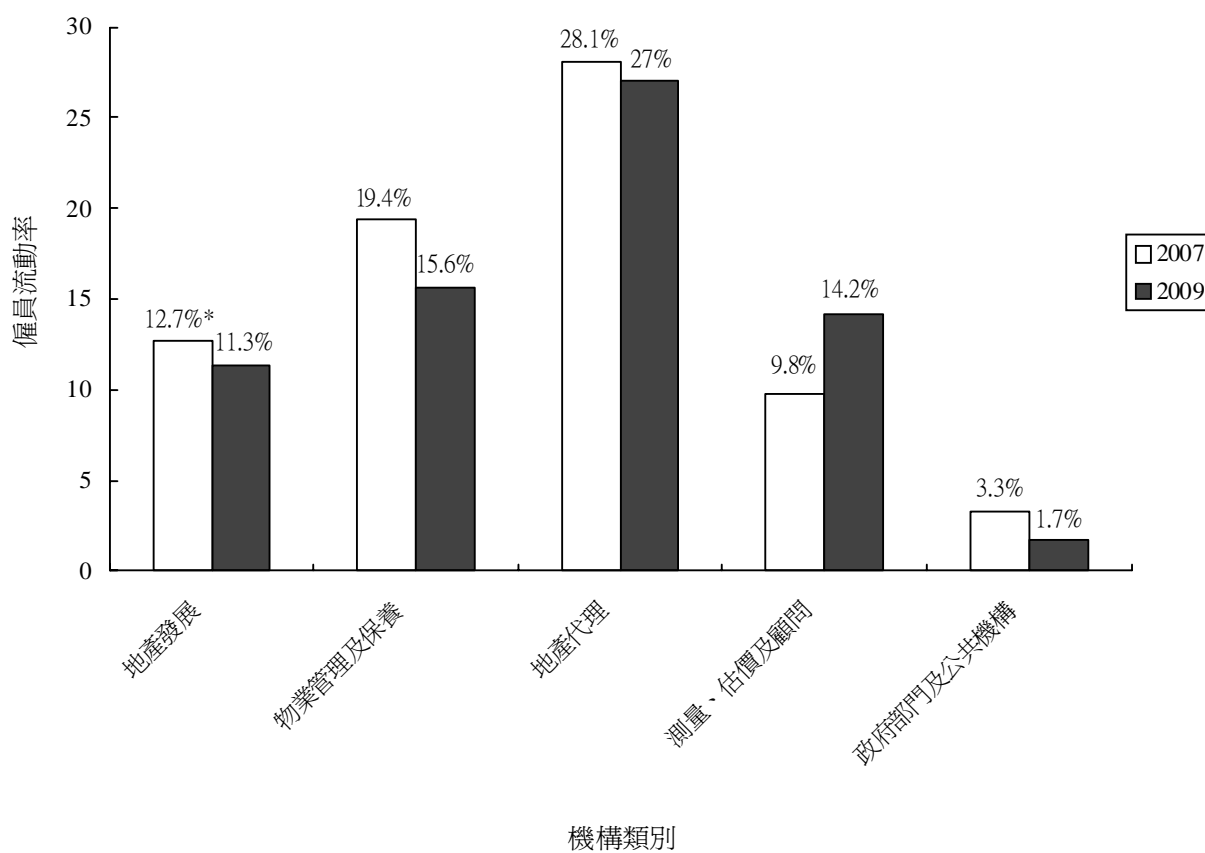
#### 過去 12 個月各技能等級僱員的內部晉升情況

13. 調查顯示，有791名僱員獲內部晉升（佔僱員總數0.8%）；其中，晉升為經理及專業級的有191人(24.1%)，晉升為主任級的有600人(75.9%)。本會鼓勵僱主提供更多培訓機會，讓僱員有更佳的事業發展。

## 僱員流動率

14. 僱主報稱，過去12個月離職的僱員有16 472名（相當於職位總數的15.8%），其中，物業管理及保養機構錄得11 103人離職，人數最多，佔該類機構職位的15.6%；地產代理機構有4 241人離職，佔該類機構職位的27%，所佔百分率最高。2007與2009年各類機構僱員流動率見圖5。

圖 5：2007 與 2009 年各類機構僱員流動率

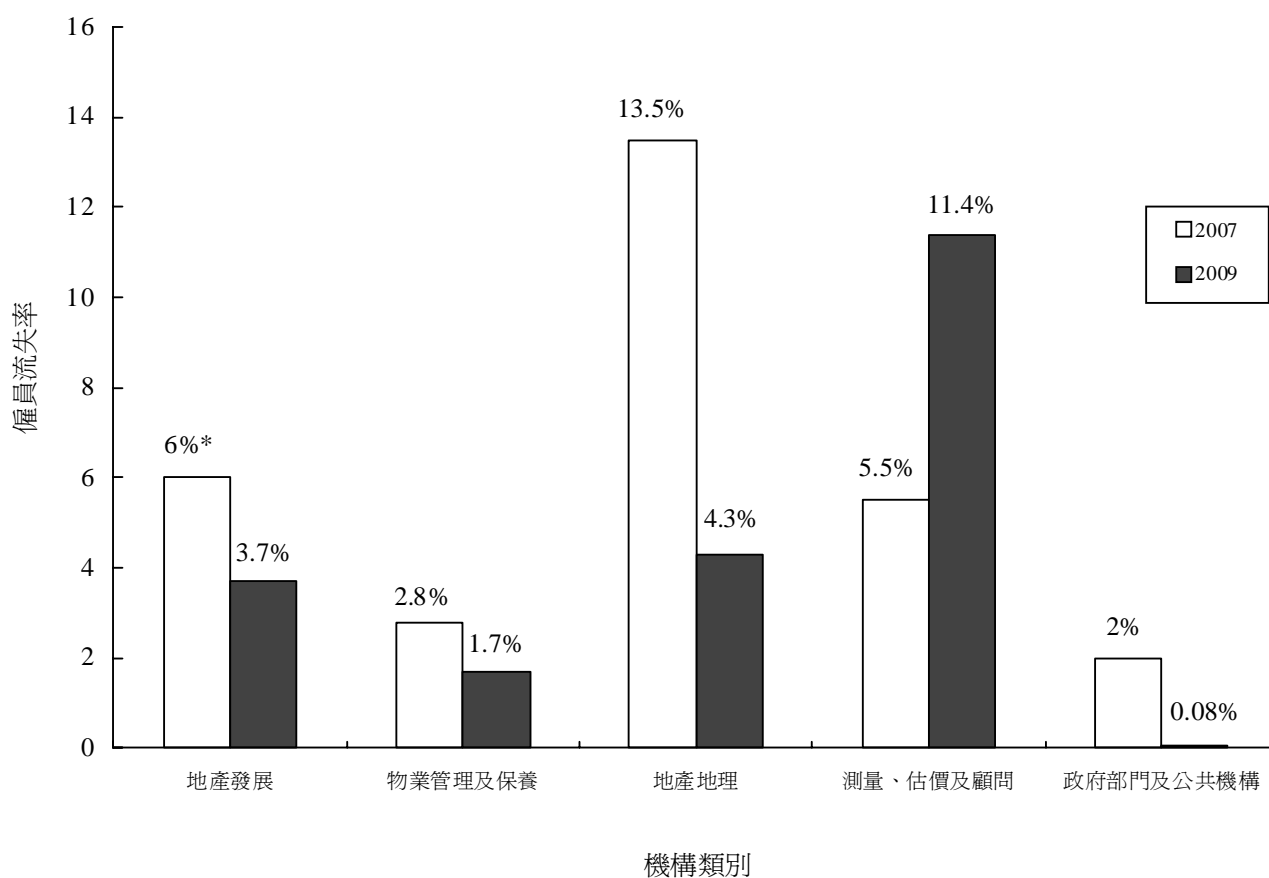


\* 各類機構僱員流動率

## 僱員流失率

15. 調查期間有16 472 名僱員離職，其中14 276人轉任其他房地產服務業職位，流失2 196人，佔2009年人力總數2.1%。其中以測量、估價及顧問機構流失的僱員最多，達78人，佔該類別人力11.4%；其次為地產代理機構，共有642 名僱員轉業，佔該類別人力4.3%。圖6顯示2007及2009年各類機構僱員的流失率。

圖 6: 2007 及 2009 年各類機構僱員流失率



\* 轉業僱員人數佔該類機構僱員總數的百分率

## 招聘困難

16. 回覆的950間公司當中，342間(36%)表示在招聘人手方面遇到困難，特別是招聘地產代理，以及物業管理及保養人員。調查顯示，主要原因是缺乏具有相關經驗的人選。本會認為市場對地產代理和物業管理及保養方面的訓練需求甚大。

## 僱員宜有教育／訓練

17. 相比於2007年，2009年調查顯示，僱主普遍期望僱員接受較佳教育或培訓。調查顯示，以這兩個年度作比較，分別有86.8%及96.5%的僱主，希望具大學學位人士出任經理及專業級職位；69.1%與80.9%的僱主希望具文憑或證書或以上程度人士擔任主任級職務；44.1%及77%的僱主希望具中五或以上程度人士擔任技術及操作級職務。

## 僱員宜有工作經驗

18. 除了對教育及培訓要求提高，本會亦察覺僱主要求僱員具備更多相關工作經驗。在2007年及2009年，分別有68.9%及84.5%的僱主認為，經理及專業級僱員宜有多於6年相關工作經驗；70.6%及70.4%的僱主認為，主任級僱員宜有超過3年工作經驗；52%與69.8%僱主認為，技術及操作級僱員宜有多於1年工作經驗。

## 收入分布

19. 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。調查顯示月入15 001元至20 000元的人數增幅達3.2%。與此同時，收入少於15 000元的人數共下降3.2%。本會觀察到隨著經濟環境改善，技術及操作級，以及主任級僱員的收入普遍有所改善。

## 人力預測

### 2010 至 2012 年的人力需求預測

20. 僱主預測，2010年5月時，房地產服務業的整體職位數目將有104 981個，較2009年5月時增加824個，增幅為0.8%。各類機構的新增職位中，地產代理機構有609個，增幅在所有類別中最高，達3.9%；政府部門及公共機構則僅輕微增加4個。本會發現大部分僱主的預測較為審慎，因此採用人力市場分析法(LMA)中的投入／產出統計模型，根據人力倍數概念預測2010至2012年的人力，有關數字見表4。

表 4：房地產服務業 2010 至 2012 年的人力推算

年份	實際人力	推算人力	調查期間僱主推算
2009	104 157		
2010F		105 122 (0.93)*	104 981 (0.79)*
2011F		106 031 (0.87)**	
2012F		106 906 (0.82)**	
	* 與 2009 年實際人力相比的增／減幅 ** 與之前一年，即 2010 及 2011 年預測人力相比的增／減幅。		

### 推算需額外訓練人數

21. 根據人力市場分析所推算的人力增長及僱員流失情況，本會推算2010年本業的額外訓練需求如表5所示：

表 5：推算本業需額外訓練人數（至 2010 年 5 月時）

技能等級	2009 年 5 月 僱員人數	每年 流失人數	2010 年 5 月 人力增長預測	預測所需額外 訓練人數
經理／ 專業級人員	6 344	73	172	245
主任級人員	19 970	172	542	714
技術及 操作級人員	76 026	1 951	2 068	4 019
<b>總數</b>	<b>102 340</b>	<b>2 196</b>	<b>2 782</b>	<b>4 978</b>

## 僱主提供的培訓

22. 調查顯示，僱主計劃於未來12個月內向僱員提供56 673個培訓名額，30 194個（53.3%）屬通用技能，14 438個（25.5%）與地產代理有關，6 934個（12.2%）與物業管理有關。這些名額主要是由僱主提供的內部培訓（44 212個，佔78%），資助培訓名額則有12 461個，佔22%。按不同技能級別分類，技術及操作級有37 933個培訓名額，當中29 986個屬內部培訓；主任級有13 748個培訓名額，經理／專業級有4 992個培訓名額。本會認為現職僱員，特別是技術及操作級人員的培訓需求極大。

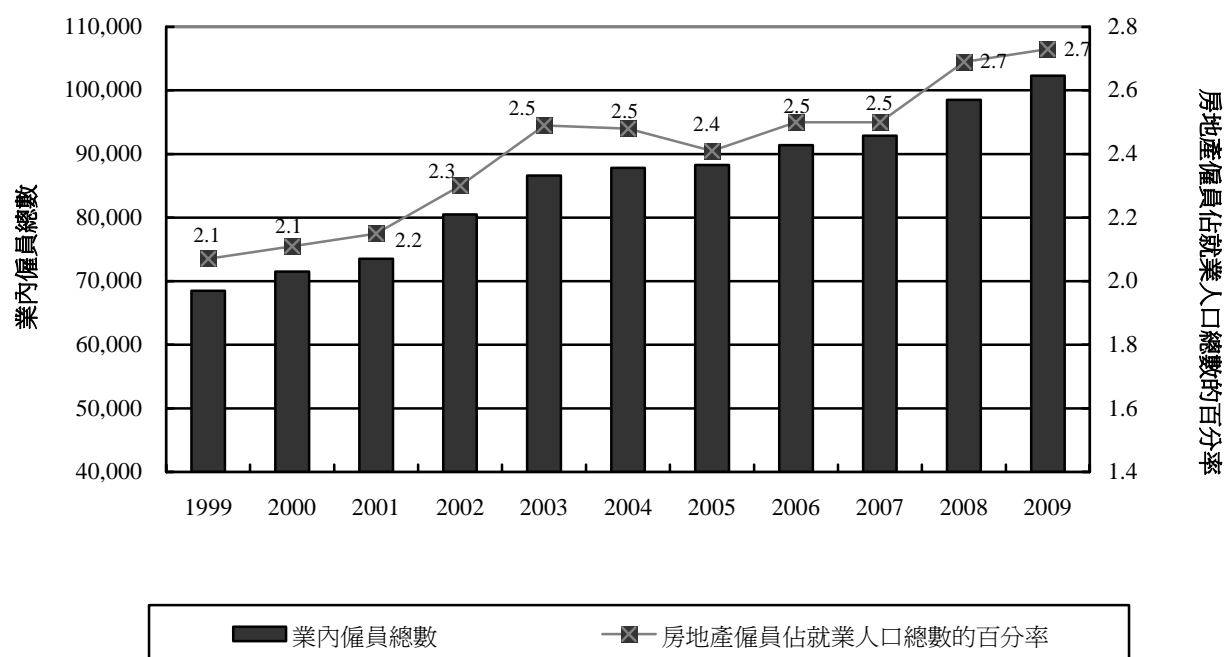
## 僱主對未來12個月經濟變動下的人力增長預測

23. 調查顯示，僱主普遍預期在未來12個月經濟變動情況下，人力將出現增長。當中地產代理類機構預期會增加847名僱員，在所有類別中最多，其次是物業管理及保養，預期將增加296人。

## 本業前景

24. 房地產服務業是本港主要行業之一。圖7顯示1999至2009年房地產僱員佔就業人口總數的百分率。

圖 7: 1999 至 2009 年  
房地產僱員佔總人力的百分率





25. 經歷全球金融危機後，經濟已於 2008 年 9 月重拾升軌，住宅與非住宅物業的買賣活動持續增加。截至 2009 年第三季的一年期間，土地註冊處錄得 35 558 份買賣合約，增幅達 89%。比較 2008 年 12 月，2009 年第三季的樓價上升 23%，特別在豪宅買賣中，豪宅物業價格明顯跳升。商業與工業物業方面，甲級與乙級寫字樓的價格在 2009 年 6 月至 9 月期間上升 8%，丙級寫字樓亦錄得 7% 升幅。

26. 各項進行中的本地基建工程，如十大基建項目、新政府總部、新立法會大樓以及添馬艦空地發展項目、西九龍文化區發展項目，以及新界東北新發展區規劃及工程研究等，為房地產服務業帶來更多發展機遇。除了這些項目外，重新發展本地私人工業大廈的新倡議，亦會進一步推動業界發展。

### 對人力的影響

27 僱主普遍認為，香港未來 12 個月的經濟變動將會推高本業人力。本會認為，四個私人機構類別的整體人力狀況，未來將有穩健增長：

- (i) 香港、內地和鄰近地區的經濟發展持續蓬勃，為房地產發展創造有利環境，或會促進對地產發展機構的人力需求。
- (ii) 面對本地物業市場發展，物業管理及保養機構的人力需求或繼續上升。
- (iii) 本地經濟復甦，加上內地資金流入，或進一步刺激物業成交，以及對地產代理業僱員的需求。
- (iv) 僱員轉投其他行業以及基建項目的展開，或會導致對測量、估價及顧問機構的僱員需求於短期內增加。
- (v) 隨著僱員退休，以及因經濟增長而轉投其他行業，或導致政府部門及公共機構的人力需求在短期內會有溫和增幅。

## 建議

28. 本會建議如下：

- (i) 業內為數約102 340名僱員應接受技能提升和持續專業發展訓練，以保持競爭力和提高工作效率，配合公眾對優質房地產服務的需求。
- (ii) 預計須額外培訓4 978名人手，其中，4 019個屬技術及操作級人員，714任級人員；建議為這些僱員提供適當訓練。
- (iii) 鑑於目前經濟強勁，有更多業務機會，地產代理人員對訓練需求殷切，這在推行地產代理持續專業進修計劃後尤為顯著；建議訓練機構為這類僱員開辦合適的課程。
- (iv) 房地產從業員在內地的事業發展機會日增，特別是地產發展、地產代理和物業管理及保養從業員，有必要向他們提供培訓課程，協助他們發展內地市場，並建議教育院校繼續為他們開辦合適的課程。
- (v) 技能提升計劃有助維持和提升現職房地產業僱員的質素，對於地產代理、物業管理及保養這些需要大量新人入職的類別，尤為重要。
- (vi) 因應訓練需求，本會會繼續資助開辦各項培訓課程，並為從業員舉辦研討會及講座，促進經驗分享。
- (vii) 本會會繼續透過互聯網、研討會及講座，推廣業內的就業及培訓機會。
- (viii) 本會建議繼續每兩年進行一次人力調查，評估業內人力供求情況。

## 第一章

### 緒論

#### 訓練委員會

1.1 職業訓練局房地產服務業訓練委員會於1998年成立，負責確定本業的人力情況及訓練需求，並就發展訓練設施，向職業訓練局、僱主及教育／培訓機構提供建議，以應付業界對幹練人力的需求。本會委員名單及職權範圍見**附錄1及2**。

#### 調查目的

1.2 本會每兩年一次進行業內人力調查，之前於1999、2001、2003、2005及2007年的人力調查，先後出版五份調查報告。第六次人力調查於2009年5月至10月間進行，目的如下：

- (i) 評估房地產服務業主要職務的人力及訓練需求；
- (ii) 預測業內人力增長；以及
- (iii) 建議措施，以應付業界對各級僱員（包括經理及專業級、主任級、技術及操作級）的人力及訓練需求。

#### 調查範圍

1.3 是次調查包括業內五個機構類別（地產發展；物業管理及保養；地產代理；測量、估價及顧問；以及政府部門及公共機構）的主要職務，分屬經理及專業級人員、主任級人員，以及技術及操作級人員。調查並不包括保安服務業及建築類別僱員，因為這些僱員已納入職業訓練局其他訓練委員會的人力調查範圍內。

1.4 本會自政府統計處註冊的9 006間機構中，以分層隨機抽樣法選出1 036間作為調查對象，其中包括323間地產發展機構；240間物業管理及保養機構；379間地產代理機構；72間測量、估價及顧問機構；以及22個政府部門及公共機構。調查對象按層面細分的詳情見**附錄4**。

## 調查方法

1.5 是次調查於2009年5月至10月間進行，旨在蒐集本業人力及訓練情況的資料。1 036 間獲選為調查對象的機構，須填寫一份有關本業人力及訓練需求的調查表（**附錄3**）。政府統計處其後派員造訪各選定機構進行實地調查，並收集填妥的調查表。

1.6 調查要求僱主根據員工負責的工作範疇，而非按機構所採用的職稱將僱員分類。本會亦在調查人員展開實地工作前，向他們講解各種職務的性質。收集得的調查表均經複核及編碼，必要時亦會與填覆機構核實。調查所得資料其後以統計方法倍大，以反映本業的整體人力情況。

## 調查回應分析

1.7 1 036 間抽樣機構中，49間拒絕填覆調查表；688 間提供所需資料（當中35 間只提供部分資料）。其餘未有填覆的348間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效填覆率為93.4%。填覆機構按層面及類別劃分的情況載於**附錄4**，調查回應的詳盡分析見**附錄5**。

## 人力評估程序

1.8 評估方法的主要步驟如下：

- (i) 進行人力調查，蒐集業內各機構類別不同技能等級僱員的最新人力資料；
- (ii) 根據業內人士對人力及訓練需求的意見，分析所得資料；以及
- (iii) 評估業內各類機構的人力供求情況。

## 調查結果

1.9 **第二章**載有調查結果摘要；**第三、四章**分別載述本會結論及建議。

## 釋義

1.10 「僱員」指所有由機構直接支付薪金的全職員工，包括現時在職，或因放取病假、產假、年假、事假、罷工而暫停工作的員工。

1.11 在是次調查中，同一「機構類別」的定義，是指該類機構所經營的業務有相同的香港標準行業分類編碼（即68XXXX 及 711200）。此外，「機構類別」亦指補充調查對象中的有關政府部門及公共機構。

## 第二章

### 調查結果摘要

#### 調查範圍

2.1 是次調查包括業內五個類別的房地產服務業僱員：

- (a) 地產發展；
- (b) 物業管理及保養；
- (c) 地產代理；
- (d) 測量、估價及顧問；以及
- (e) 政府部門及公共機構

#### 僱員人數

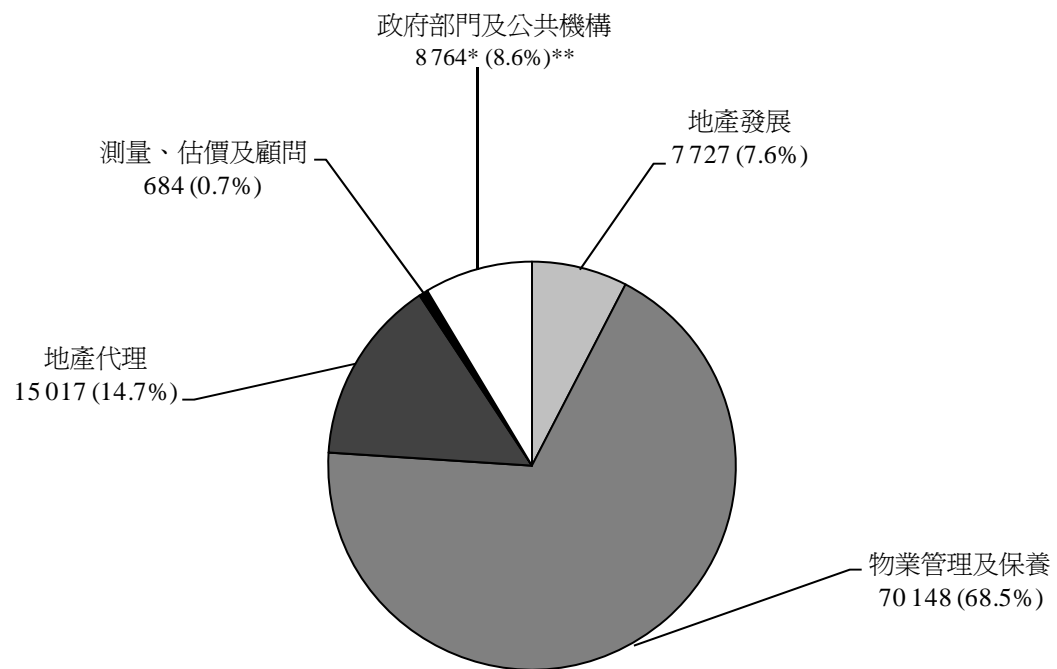
2.2 調查顯示，五個類別的機構共僱有129 793人，其中102 340人為技術僱員<sup>1</sup>；其餘 27 453人為非技術僱員。2007年的僱員總共有 118 331人，是次調查錄得增加了11 462人，兩年間增幅為9.7%。調查亦顯示，技術僱員總數（下稱「僱員總數」）增加了11 181人（+12.3%），非技術僱員則增加了281人（+1%）。技術僱員泛指從事與房地產服務業有關的人士，而非技術僱員則指擔任業內行政、會計、人事及其他輔助工作的人士。與過往調查一樣，是次調查內的往後分析並不涉及非技術僱員。

2.3 調查顯示，僱員人數最多的機構類別為物業管理及保養，有70 148人，佔僱員總數68.5%；其餘類別依次為地產代理（15 017人，佔僱員總數14.7%）；政府部門及公共機構（8 764人，佔僱員總數8.6%）；地產發展（7 727人，佔僱員總數7.6%）；以及測量、估價及顧問（684人，佔僱員總數0.7%）。各類機構僱員的分布情況見圖1，詳細分析則載於**附錄6**。

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<sup>1</sup> 技術僱員泛指從事房地產服務業主要職務的僱員。主要職務一覽載於附錄3附件C。

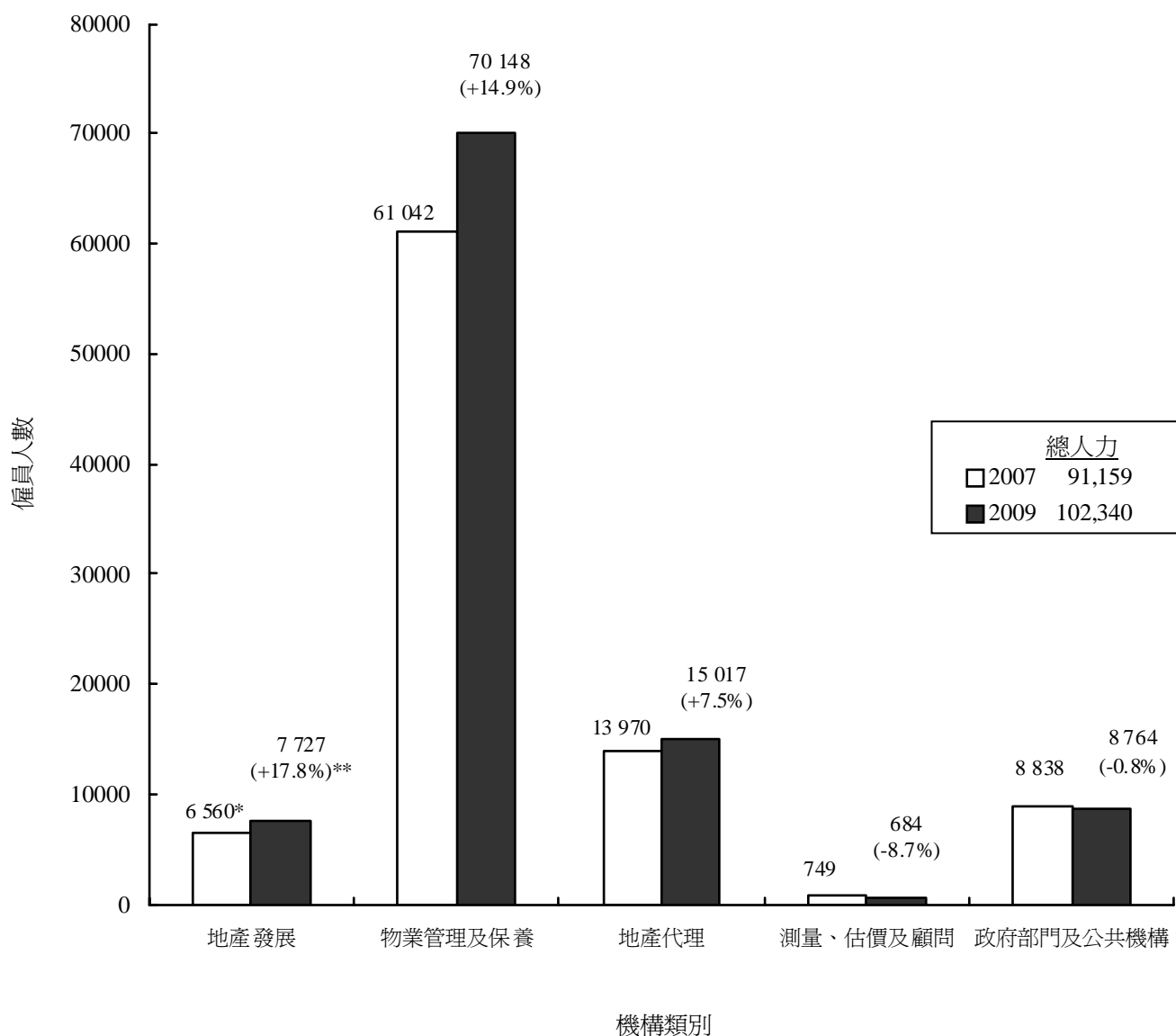
圖 1: 各類房地產服務機構僱員分布情況  
總數: 102 340 人



\* 各類機構僱員總數  
\*\* 佔房地產服務業僱員總數的百分率  
因四捨五入關係，總和未必等於 100%

2.4 與2007年調查相比，物業管理及保養機構的人力兩年來錄得14.9%的增長；測量、估價及顧問機構則錄得8.7%的減幅。2007與2009年各類機構的人力比較見圖2；各類別僱員人數的增長見表1。

圖 2: 2007 與 2009 年各類房地產服務機構僱員的分布情況



\* 各類機構僱員總數

\*\* 該類機構僱員總數的增／減幅

表 1：各類房地產服務機構僱員增長情況

<u>機構類別</u>	2007年5月時 僱員人數	2009年5月時 僱員人數	增／減 (%)*
地產發展	6 560	7 727	1 167 (17.8)
物業管理及保養	61 042	70 148	9 106 (14.9)
地產代理	13 970	15 017	1 047 (7.5)
測量、估價及顧問	749	684	-65 (-8.7)
政府部門及公共機構	8 838	8 764	-74 (-0.8)
<b>總數</b>	<b>91 159</b>	<b>102 340</b>	<b>11 181</b> <b>(12.3)**</b>

(%)\* 該類機構僱員總數的增／減幅

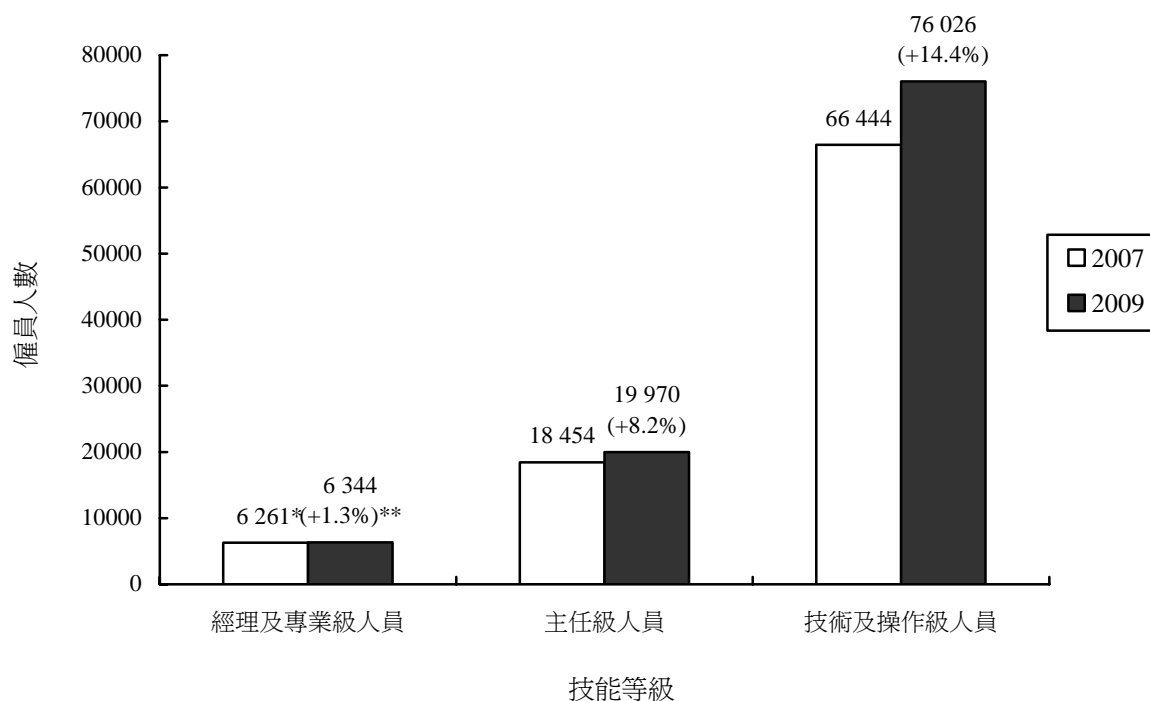
(%)\*\* 業內僱員總數的增／減幅

2.5 調查亦顯示，102 340名僱員中，76 026人（74.3%）屬技術及操作級人員；19 970人（19.5%）屬主任級人員；6 344人（6.2%）屬經理／專業級人員。2007與2009年各技能等級的人力結構比較見圖3，僱員人數增長情況見表2。

2.6 各類機構不同技能等級僱員的分布情況見表3。



圖 3: 2007 與 2009 年各技能等級人力結構



\* 各技能等級僱員總數

\*\* 該技能等級僱員總數的增/減幅

表 2: 各技能等級僱員人數的增長情況

技能等級	2007 年 5 月時	2009 年 5 月時	增/減
	僱員人數 (%)*	僱員人數 (%)*	
經理/專業級人員	6 261 (6.9)	6 344 (6.2)	83 (1.3)
主任級人員	18 454 (20.2)	19 970 (19.5)	1 516 (8.2)
技術及操作級人員	66 444 (72.9)	76 026 (74.3)	9 582 (14.4)
<b>總數</b>	<b>91 159</b>	<b>102 340</b>	<b>11 181 (12.3)**</b>

(%)\* 佔該技能等級僱員總數的百分率

(%)# 該技能等級僱員總數的增/減幅

(%)\*\* 業內僱員總數的增/減幅

表 3: 各類機構不同技能等級僱員人數

機構類別	經理／ 專業級	主任級	技術及 操作級	總數	
	人員 (%)*	人員 (%)*	人員 (%)*	人員 (%)*	人員 (%)**
地產發展	1 340 (17.3)	2 438 (31.6)	3 949 (51.1)	7 727 (100)	(7.6)
物業管理及保養	2 491 (3.6)	10 745 (15.3)	56 912 (81.1)	70 148 (100)	(68.5)
地產代理	554 (3.7)	1 684 (11.2)	12 779 (85.1)	15 017 (100)	(14.7)
測量、估價及顧問	175 (25.6)	180 (26.3)	329 (48.1)	684 (100)	(0.7)
政府部門及公共機構	1 784 (20.4)	4 923 (56.2)	2 057 (23.5)	8 764 (100)	(8.6)
<b>總數</b>	<b>6 344</b> <b>(6.2)**</b>	<b>19 970</b> <b>(19.5)**</b>	<b>76 026</b> <b>(74.3)**</b>	<b>102 340</b> <b>(100)</b>	<b>(100)</b>

(%)\* 佔同類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

因四捨五入關係，總和未必等於 100%

### 長駐內地／其他城市的僱員人數

2.7 調查顯示，過去12個月，本業有250名僱員長駐內地或其他城市超過180日，佔僱員總數僅0.2%。其中，地產發展類別有115人；其次是物業管理及保養類別，有72人。以三個技能等級而論，有159名經理／專業級人員駐守內地。過去12個月各類機構及不同技能等級駐守內地或其他城市超過180日的僱員分布情況見表4。

### 經常往返內地工作的僱員人數

2.8 調查顯示，有365名僱員往返內地從事各級房地產業工作；其中，地產發展類別有224名僱員；其次是地產代理類別，有68名僱員。各類機構往返內地工作的僱員人數見表5。表6顯示，僱主預期未來12個月將有386名僱員經常往返內地。

表 4: 過去 12 個月長駐內地／其他城市超過 180 日的僱員人數

機構類別	經理／ 專業級人員		主任級人員		技術及 操作級人員		總數 (%)*
	內地	其他城市	內地	其他城市	內地	其他城市	
地產發展	71	4	39	1	-	-	<b>115</b> <b>(1.5)</b>
物業管理及保養	58	9	4	1	-	-	<b>72</b> <b>(0.1)</b>
地產代理	14	-	1	-	-	-	<b>15</b> <b>(0.09)</b>
測量、估價及顧問	3	-	-	15	-	30	<b>48</b> <b>(7)</b>
政府部門及公共機構	-	-	-	-	-	-	<b>-</b> <b>(-)</b>
<b>總數</b>	<b>146</b>	<b>13</b>	<b>44</b>	<b>17</b>	<b>-</b>	<b>30</b>	<b>250</b> <b>(0.2)**</b>

(%)\* 佔該類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

表 5: 過去 12 個月各類機構經常往返內地的僱員人數

機構類別	地產發展 工作 (%)*	物業管理及 保養工作 (%)*	地產代理 工作 (%)*	測量、估價及 顧問工作 (%)*	小計 (%)#
地產發展	224 (100)	-	-	-	<b>224</b> <b>(2.9)</b>
物業管理及保養	-	39 (100)	-	-	<b>39</b> <b>(0.06)</b>
地產代理	-	-	60 (88.2)	8 (11.8)	<b>68</b> <b>(0.5)</b>
測量、估價及顧問	-	-	-	34 (100)	<b>34</b> <b>(5.0)</b>
政府部門及公共機構	-	-	-	-	-
小計	<b>224</b>	<b>39</b>	<b>60</b>	<b>42</b>	<b>365</b> <b>(0.4)**</b>

(%)\* 佔同類機構過去 12 個月經常往返內地僱員總數的百分率

(%)# 佔同類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

表 6: 未來 12 個月各類機構經常往返內地的僱員人數

機構類別	地產發展 工作 (%)*	物業管理及 保養工作 (%)*	地產代理 工作 (%)*	測量、估價 及顧問工作 (%)*	小計 (%)#
地產發展	226 (100)	-	-	-	226 (2.9)
物業管理及保養	-	39 (100)	-	-	39 (0.06)
地產代理	-	-	60 (88.2)	8 (11.8)	68 (0.5)
測量、估價及顧問	-	-	-	53 (100)	53 (7.7)
政府部門及公共機構	-	-	-	-	-
小計	<b>226</b>	<b>39</b>	<b>60</b>	<b>61</b>	<b>386 (0.4)**</b>

(%)\* 佔同類機構未來 12 個月經常往返內地僱員總數的百分率

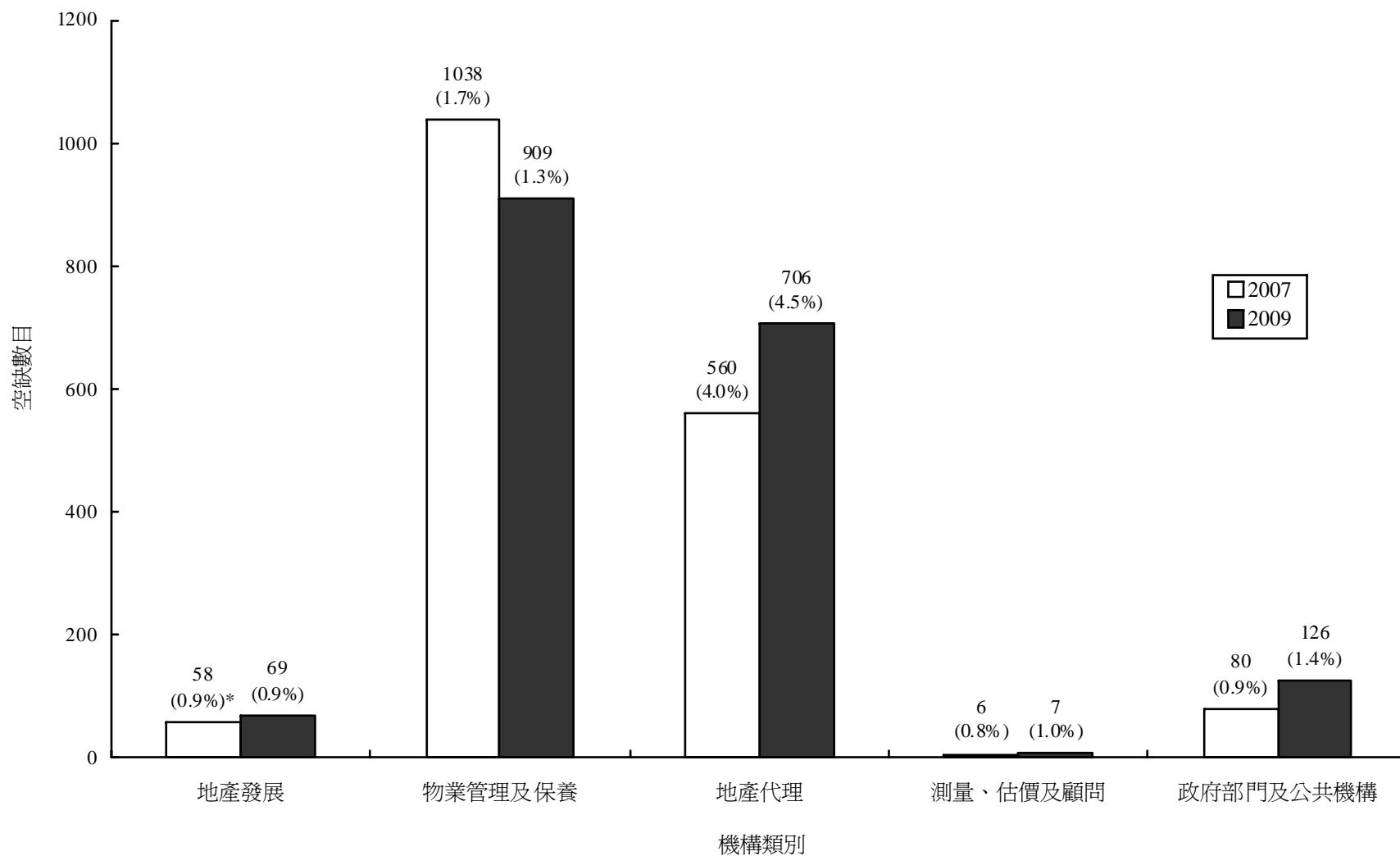
(%)# 佔同類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

## 現有空缺數目

2.9 調查期間，僱主報稱業內共有1 817個空缺，佔104 157個現有職位數目的1.7%。物業管理及保養類別有909個空缺，為所有機構類別之冠；其次為地產代理，有706個空缺。2007與2009年各類機構的空缺數目比較載於圖4，各類機構不同技能等級的現有空缺數目見表7。

圖 4: 2007 與 2009 年各類機構的空缺數目  
總數: 1 817



(%)\* 佔同類機構職位總數的百分率

表 7:各類機構不同技能等級現有空缺數目

機構類別	經理／ 專業級	主任級人員	技術及 操作級	總數
	人員 (%)*		人員 (%)*	
地產發展	7 (0.5)	13 (0.5)	49 (1.2)	<b>69</b> <b>(0.9)</b>
物業管理及保養	17 (0.7)	129 (1.2)	763 (1.3)	<b>909</b> <b>(1.3)</b>
地產代理	-	9 (0.5)	697 (5.2)	<b>706</b> <b>(4.5)</b>
測量、估價及顧問	1 (0.6)	4 (2.2)	2 (0.6)	<b>7</b> <b>(1.0)</b>
政府部門及公共機構	56 (3.0)	65 (1.3)	5 (0.2)	<b>126</b> <b>(1.4)</b>
<b>總數</b>	<b>81</b> <b>(1.3)**</b>	<b>220</b> <b>(1.1)**</b>	<b>1516</b> <b>(1.9)**</b>	<b>1817</b> <b>(1.7)<sup>@</sup></b>

(%)\* 佔同類機構該技能等級職位總數的百分率

(%)\*\* 佔該技能等級職位總數的百分率

(%)<sup>#</sup> 佔該類機構職位總數的百分率

(%)<sup>@</sup> 佔業內職位總數的百分率

#### 僱主預測 2010 年 5 月時的人力需求

2.10 僱主預測，至2010年5月，本業會有104 981個職位，較2009年5月增加824個，增幅為0.8%。其中，地產代理會有609個新職位，增幅為3.9%，為所有機構類別之冠。

2.11 僱主預測2010年5月時各類機構不同技能等級的人力增長見表8(i)至8(v)及圖5。



表 8：僱主預測2010年5月時房地產服務業各類機構  
不同技能等級的人力

(i) 地產發展

<u>技能等級</u>	(a) 2009年 5月時 <u>僱員人數</u>	(b) 2009年 5月時 <u>空缺數目</u>	(a)+(b) 2009年 5月時 <u>職位總數</u>	僱主預測 2010年 5月時人力	<u>增幅</u> (%)*
經理／ 專業級人員	1 340	7	1 347	1 351	4
主任級人員	2 438	13	2 451	2 470	19
技術及 操作級人員	3 949	49	3 998	3 995	-3
	-----	---	-----	-----	-----
<b>小計</b>	<b>7727</b>	<b>69</b>	<b>7 796</b>	<b>7 816</b>	<b>20</b> <b>(0.3)*</b>

(ii) 物業管理及保養

<u>技能等級</u>	(a) 2009年 5月時 <u>僱員人數</u>	(b) 2009年 5月時 <u>空缺數目</u>	(a)+(b) 2009年 5月時 <u>職位總數</u>	僱主預測 2010年 5月時人力	<u>增幅</u> (%)*
經理／ 專業級人員	2 491	17	2 508	2 508	-
主任級人員	10 745	129	10 874	10 885	11
技術及 操作級人員	56 912	763	57 675	57 845	170
	-----	-----	-----	-----	-----
<b>小計</b>	<b>70 148</b>	<b>909</b>	<b>71 057</b>	<b>71 238</b>	<b>181</b> <b>(0.3)*</b>

(%)\* 該類機構職位總數的增／減幅

(iii) 地產代理

<u>技能等級</u>	(a) 2009年 5月時 <u>僱員人數</u>	(b) 2009年 5月時 <u>空缺數目</u>	(a)+(b) 2009年 5月時 <u>職位總數</u>	僱主預測 2010年 <u>5月時人力</u>	<u>增幅</u> (%)*
經理／ 專業級人員	554	-	554	564	10
主任級人員	1 684	9	1 693	1 703	10
技術及 操作級人員	12 779	697	13 476	14 065	589
	-----	-----	-----	-----	-----
<b>小計</b>	<b>15 017</b>	<b>706</b>	<b>15 723</b>	<b>16 332</b>	<b>609</b> <b>(3.9)*</b>

(iv) 測量、估價及顧問

<u>技能等級</u>	(a) 2009年 5月時 <u>僱員人數</u>	(b) 2009年 5月時 <u>空缺數目</u>	(a)+(b) 2009年 5月時 <u>職位總數</u>	僱主預測 2010年 <u>5月時人力</u>	<u>增幅</u> (%)*
經理／專業級 人員	175	1	176	186	10
主任級人員	180	4	184	184	-
技術及操作級 人員	329	2	331	331	-
	-----	-----	-----	-----	-----
<b>小計</b>	<b>684</b>	<b>7</b>	<b>691</b>	<b>701</b>	<b>10</b> <b>(1.4)*</b>

(%)\* 該類機構職位總數的增／減幅

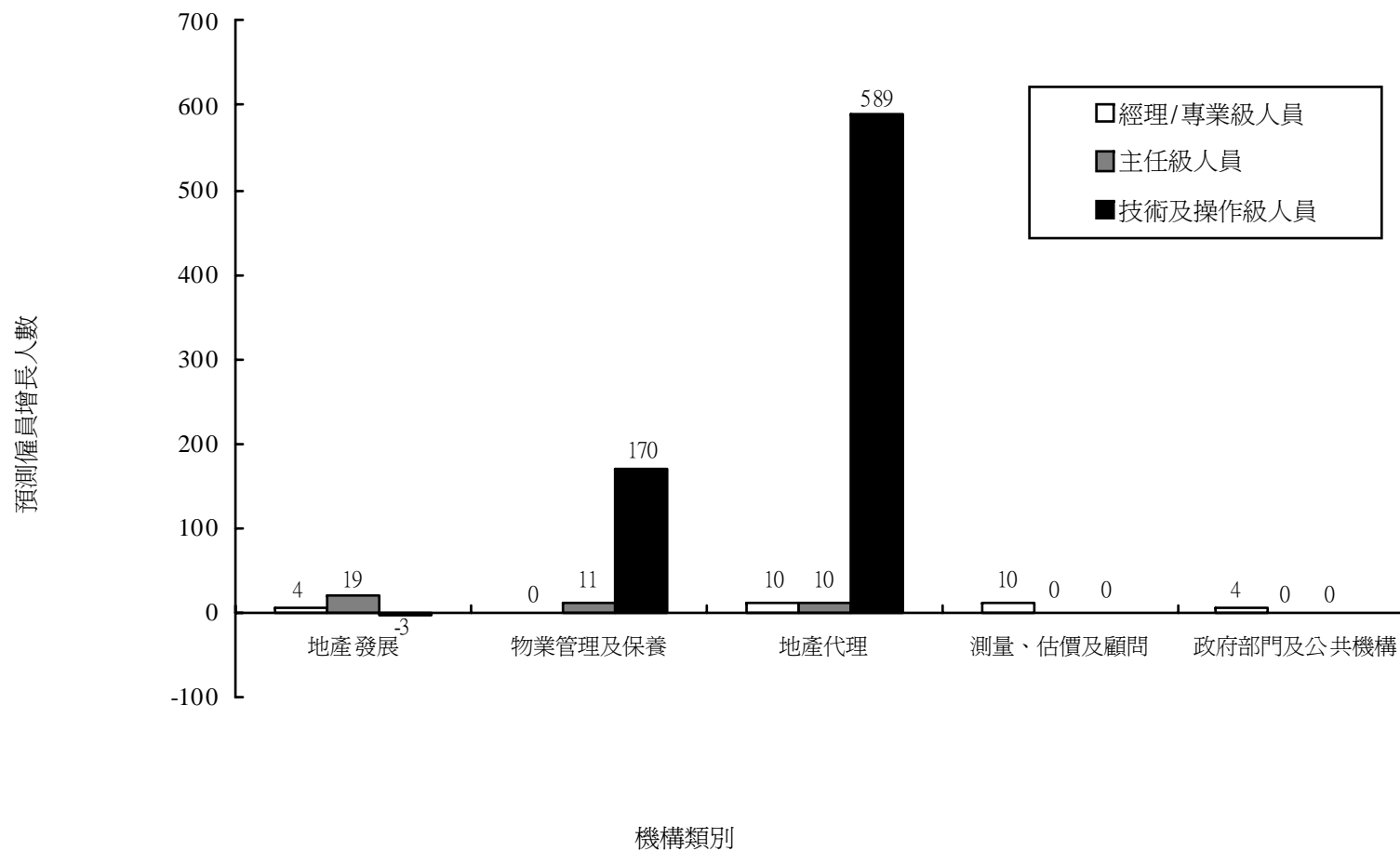
(v) 政府部門及公共機構

<u>技能等級</u>	(a) 2009年 5月時 <u>僱員人數</u>	(b) 2009年 5月時 <u>空缺數目</u>	(a)+(b) 2009年 5月時 <u>職位總數</u>	僱主預測 2010年 5月時人力	<u>增幅</u> (%)*
經理／專業級 人員	1 784	56	1 840	1 844	4
主任級人員	4 923	65	4 988	4 988	-
技術及操作級 人員	2 057	5	2 062	2 062	-
<b>小計</b>	<b>8 764</b>	<b>126</b>	<b>8 890</b>	<b>8 894</b>	<b>4</b> <b>(0.04)*</b>
<b>總數</b>	<b>102 340</b>	<b>1 817</b>	<b>104 157</b>	<b>104 981</b>	<b>824</b> <b>(0.8)**</b>

(%)\* 該類機構職位總數的增／減幅

(%)\*\* 業內職位總數的增／減幅

圖 5: 僱主預測 2009 年 5 月時各類機構不同技能等級的人力增長  
 總數 : 824 人



過去 12 個月各技能等級僱員的內部晉升情況

2.12 調查顯示，有791名僱員（佔僱員總數0.8%）獲內部晉升；其中，晉升為經理／專業級的有191人，晉升為主任級的有600人。2007與2009年各類機構不同技能等級僱員內部晉升情況見表9。

**表 9: 2007 與 2009 年各類機構不同技能等級  
僱員內部晉升情況**

	<u>2007 年 5 月</u>			<u>2009 年 5 月</u>		
	<u>僱員人數</u>	<u>晉升至 該級人數</u>	<u>(%)*</u>	<u>僱員人數</u>	<u>晉升至 該級人數</u>	<u>(%)*</u>
<b>地產發展</b>						
<b>技能等級</b>						
經理／專業級人員	1 195	17	(1.4)	1 340	40	(3.0)
主任級人員	2 131	47	(2.2)	2 438	37	(1.5)
<b>物業管理及保養</b>						
<b>技能等級</b>						
經理／專業級人員	2 306	82	(3.6)	2 491	95	(3.8)
主任級人員	9 359	400	(4.3)	10 745	428	(4.1)
<b>地產代理</b>						
<b>技能等級</b>						
經理／專業級人員	605	8	(1.3)	554	19	(3.4)
主任級人員	1 769	23	(1.3)	1 684	112	(6.7)
<b>測量、估價及顧問</b>						
<b>技能等級</b>						
經理／專業級人員	297	14	(4.7)	175	4	(2.3)
主任級人員	299	2	(0.7)	180	10	(5.6)
<b>政府部門及公共機構</b>						
<b>技能等級</b>						
經理／專業級人員	1 858	69	(3.7)	1 784	33	(1.8)
主任級人員	4 896	35	(0.7)	4 923	13	(0.3)
<b>總計</b>	<b>24 715</b>	<b>697</b>		<b>26 314</b>	<b>791</b>	<b>(0.8)**</b>

(%)\* 佔同類機構該技能等級僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

## 過去 12 個月的僱員流動情況

2.13 如表10顯示，僱主報稱過去12個月離職的僱員有16 472名（相當於職位總數15.8%）；其中，以物業管理及保養機構錄得11 103人離職，人數最多，佔該類機構職位總數15.6%；地產代理機構有4 241人離職，佔該類機構職位總數27%，所佔百分率最高。圖6顯示2007與2009年各類機構僱員流動率。

圖 6: 2007 與 2009 年各類機構僱員流動率

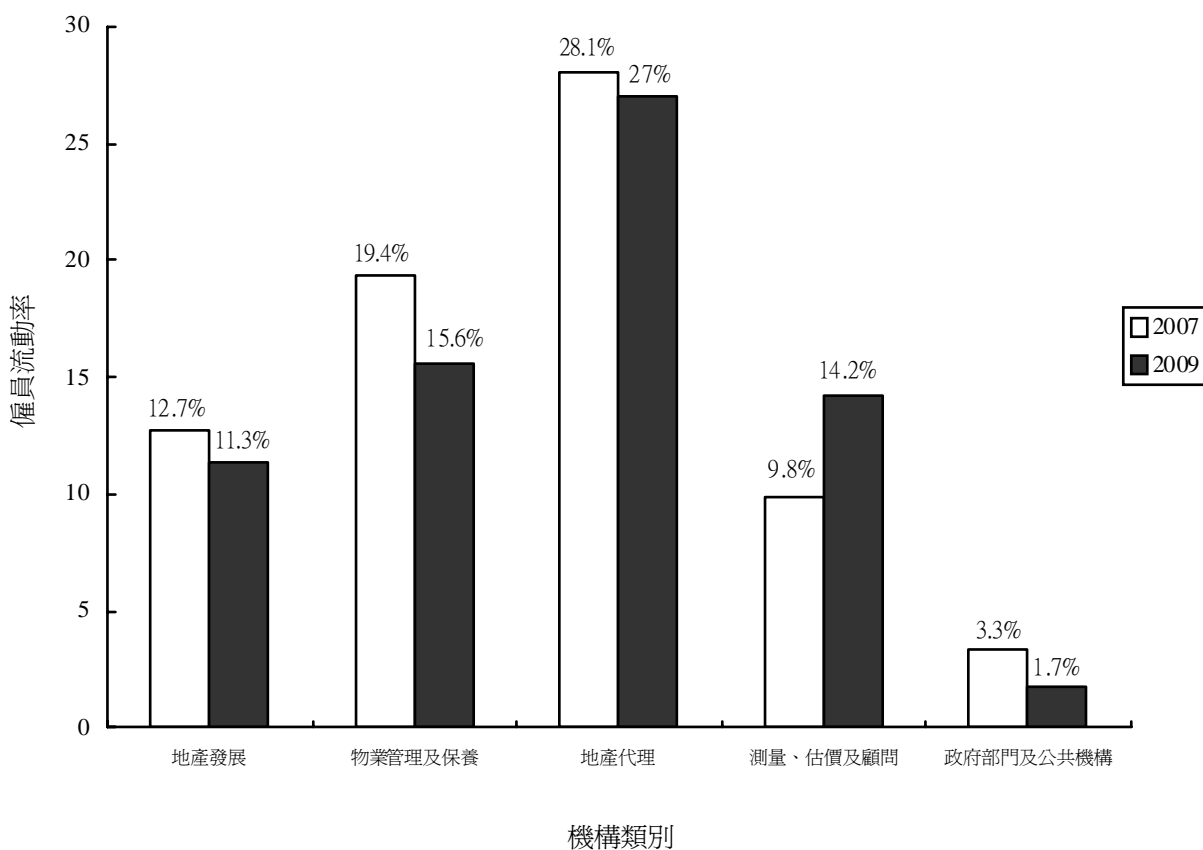


表 10：過去 12 個月房地產服務業各類機構離職人數

機構類別	職位數目	離職人數	(%)*
地產發展	7 796	881	11.3
物業管理及保養	71 057	11 103	15.6
地產代理	15 723	4 241	27
測量、估價及顧問	691	98	14.2
政府部門及公共機構	8 890	149	1.7
	<b>104 157</b>	<b>16 472</b>	<b>(15.8)**</b>

(%)\* 佔該類機構僱員總數的百分率

(%)\*\* 佔業內職位總數的百分率

表 11：過去 12 個月房地產服務業各技能等級離職人數

技能等級	職位數目	離職人數	(%)*
經理／專業級人員	6 425	423	6.6
主任級人員	20 190	1 631	8
技術及操作級人員	77 542	14 418	18.6
	<b>104 157</b>	<b>16 472</b>	<b>(15.8)**</b>

(%)\* 佔該技能等級僱員總數的百分率

(%)\*\* 佔業內職位總數的百分率

2.14 表11顯示技術和操作級共有14 418名僱員離職，佔該技能等級職位數目18.6%。離開本業的僱員總數有16 472名，佔職位總數15.8%。

**表 12：過去 12 個月房地產服務業各類機構不同技能等級流失人數**

(i) 地產發展

技能等級	離職人數	具相關經驗 的新聘 僱員人數	流失 人數	(%)*
經理／專業級人員	94	50	<b>44</b>	<b>(3.3)</b>
主任級人員	287	179	<b>108</b>	<b>(4.4)</b>
技術及操作級人員	500	369	<b>131</b>	<b>(3.3)</b>
<b>小計：</b>	<b>881</b>	<b>598</b>	<b>283</b>	<b>(3.7)**</b>

(ii) 物業管理及保養

技能等級	離職人數	具相關經驗 的新聘 僱員人數	流失 人數	(%)*
經理／專業級人員	211	219	<b>-8</b>	<b>(-0.3)</b>
主任級人員	1 188	1 160	<b>28</b>	<b>(0.2)</b>
技術及操作級人員	9 704	8 538	<b>1 166</b>	<b>(2)</b>
<b>小計：</b>	<b>11 103</b>	<b>9 917</b>	<b>1 186</b>	<b>(1.7)**</b>

(iii) 地產代理

技能等級	離職人數	具相關經驗 的新聘 僱員人數	流失 人數	(%)*
經理／專業級人員	54	46	<b>8</b>	<b>(1.4)</b>
主任級人員	112	50	<b>62</b>	<b>(3.7)</b>
技術及操作級人員	4075	3 503	<b>572</b>	<b>(4.5)</b>
<b>小計：</b>	<b>4 241</b>	<b>3 599</b>	<b>642</b>	<b>(4.3)**</b>

(%)\* 佔該機構類別及技能等級轉業的僱員總數百分率

(%)\*\* 佔該機構類別僱員總數的百分率



(iv) 測量、估價及顧問

技能等級	離職人數	具相關經驗 的新聘 僱員人數	流失 人數	(%)*
經理／專業級人員	15	3	12	(6.9)
主任級人員	15	6	9	(0.05)
技術及操作級人員	68	11	57	(17.3)
小計:	98	20	78	(11.4)**

(v) 政府部門及公共機構

技能等級	離職人數	具相關經驗 的新聘 僱員人數	流失 人數	(%)*
經理／專業級人員	49	32	17	(1)
主任級人員	29	64	-35	(-0.7)
技術及操作級人員	71	46	25	(1.2)
小計:	149	142	7	(0.08)**
總計	16 472	14 276	2 196	(2.1)#

(%)\* 佔該機構類別及技能等級轉業的僱員總數百分率

(%)\*\* 佔該機構類別僱員總數的百分率

(%)# 佔業內僱員總數的百分率

## 具相關經驗的新聘僱員

2.15 調查顯示，過去12個月本業共聘用33 183名僱員，當中14 276人，即43%具相關經驗。按機構類別劃分，物業管理及保養機構招聘了多達9 917名具經驗的僱員，佔該類機構招聘總數的77%。按技能等級而言，技術及操作級僱用了11 742名具經驗的員工，佔該技能等級招聘總數的73.9%。

## 僱員流失率

2.16 調查期間有16 472名僱員離職，另外，聘用了其備相關經驗的14 276人，流失2 196人，佔2009年的僱員總數2.1%。其中以測量、估價及顧問機構流失的僱員最多，達78人，佔該類別人力11.4%；其次為地產代理機構，有642名僱員轉業，佔該類別僱員人數4.3%。各機構不同技能等級的僱員流失率分析見表12。

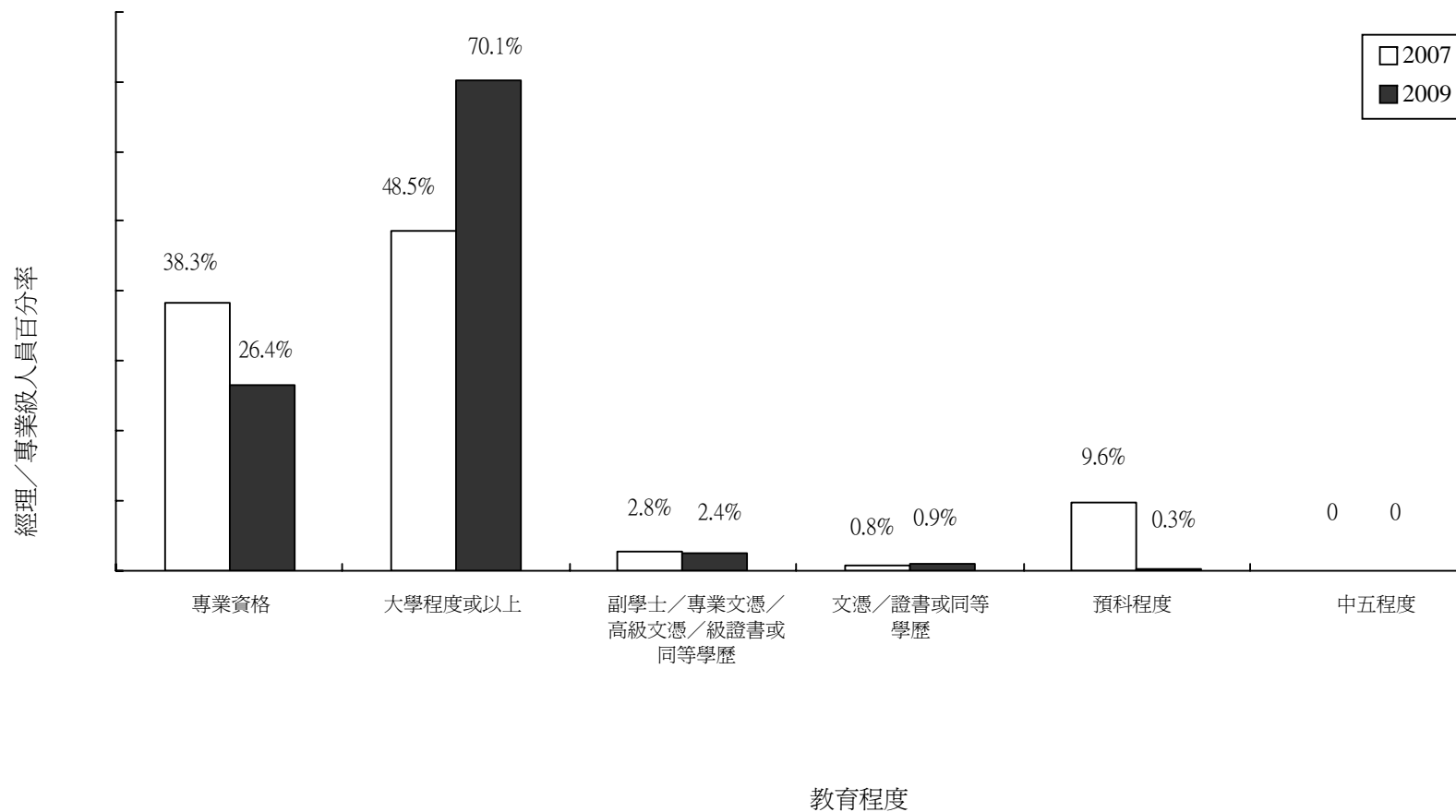
## 招聘困難

2.17 回覆的950間公司當中，342間（36%）表示在招聘人手方面遇到困難，特別是招聘地產代理人員，以及物業管理及保養人員。調查顯示，主要原因是缺乏具有相關經驗的人選。有關各類機構及不同技能等級的招聘困難分析載於**第三章表23**。

## 僱員宜有學歷

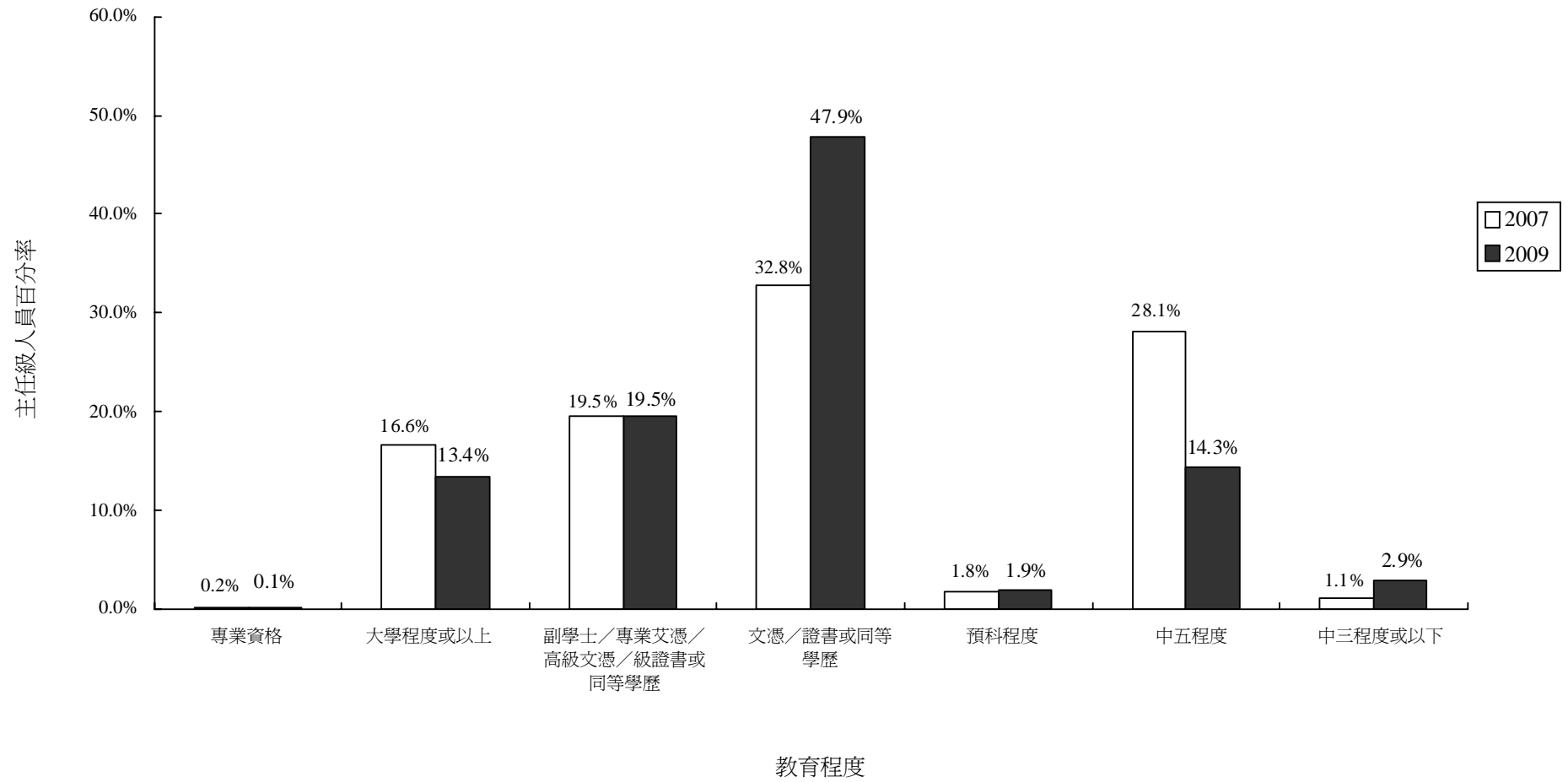
2.18 圖7(i)至(iii)顯示2007與2009年僱主對僱員宜有學歷的意見。在是次調查中，11 728名僱員的僱主並沒列明僱員宜有的學歷，為求準確，是次調查只分析90 612名僱員的資料。根據分析，以2007及2009年作比較，分別有86.8%和96.5%的僱主希望具大學學位或以上學歷，或具備專業資格的人士擔任經理／專業級職位；69.1%和80.9%的僱主希望具文憑／證書或以上程度的人士擔任主任級職位；44.1%和77%的僱主希望具中五或以上程度的人士擔任技術及操作級職位。各類機構不同技能等級僱員宜有學歷的詳細分析見**附錄8**。

圖 7(i): 2007 與 2009 年經理／專業級人員宜有學歷



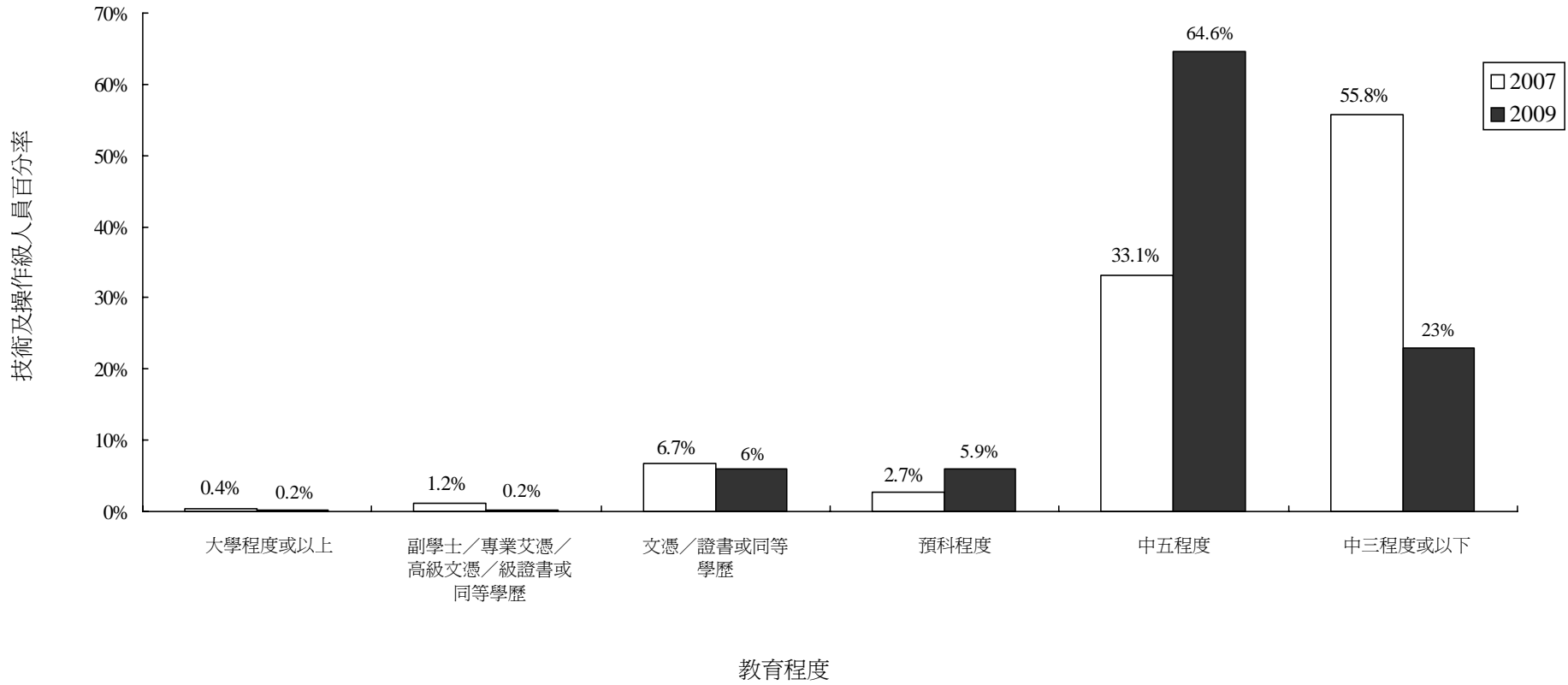
因四捨五入關係，總和未必等於 100%

圖 7(ii): 2007 與 2009 年主任級人員百分率



因四捨五入關係，總和未必等於 100%

圖 7(iii): 2007 與 2009 年技術及操作級人員宜有學歷

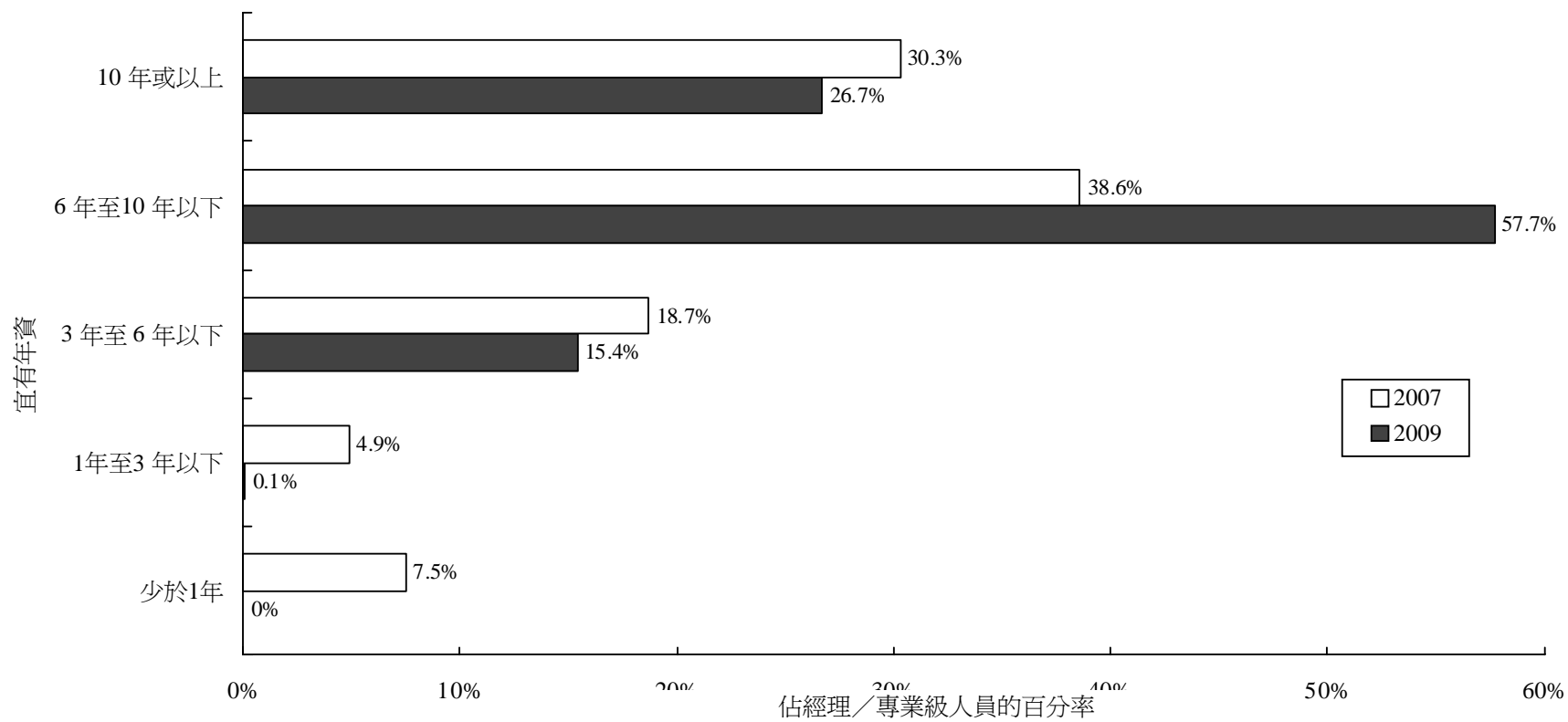


因四捨五入關係，總和未必等於 100%

## 僱員宜有相關年資

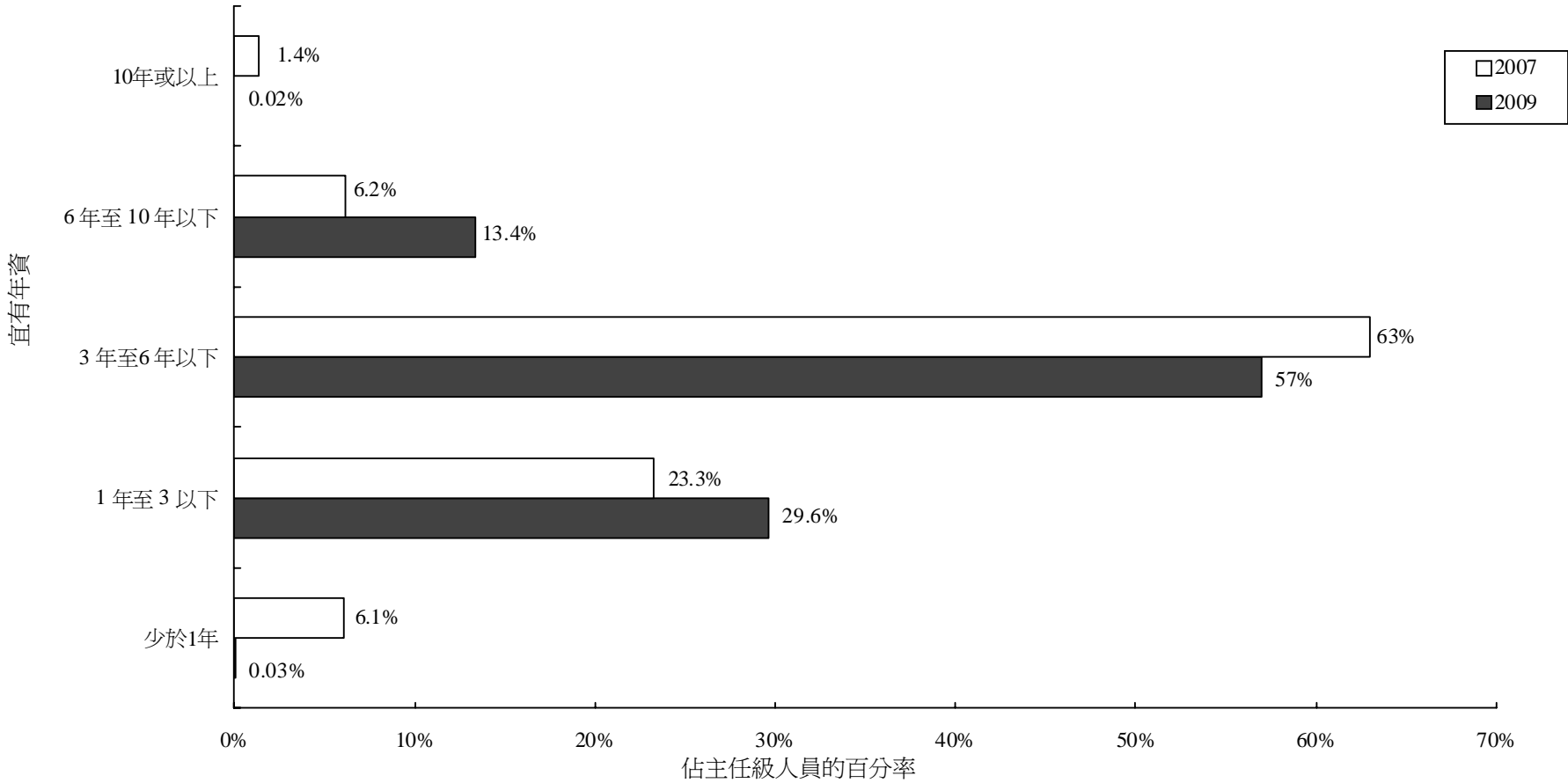
2.19 圖8(i)至(iii)顯示2007與2009年僱主對僱員宜有相關工作經驗的意見。在是次調查中，12 941名僱員的僱主並沒列明僱員宜有的工作經驗，為求準確，是次調查只分析89 669名僱員的資料。調查顯示，在2007與2009年，分別有68.9%和84.5%僱主認為，經理／專業級人員宜有6年以上相關工作經驗；70.6%和70.4%的僱主認為，主任級人員宜有3年以上的工作經驗；52%和69.8%的僱主認為，技術及操作級人員宜有1年以上的工作經驗。各類機構不同技能等級僱員宜有年資的詳細分析見**附錄9**。

圖 8(i)：2007 與 2009 年經理／專業級人員宜有年資



因四捨五入關係，總和未必等於 100%

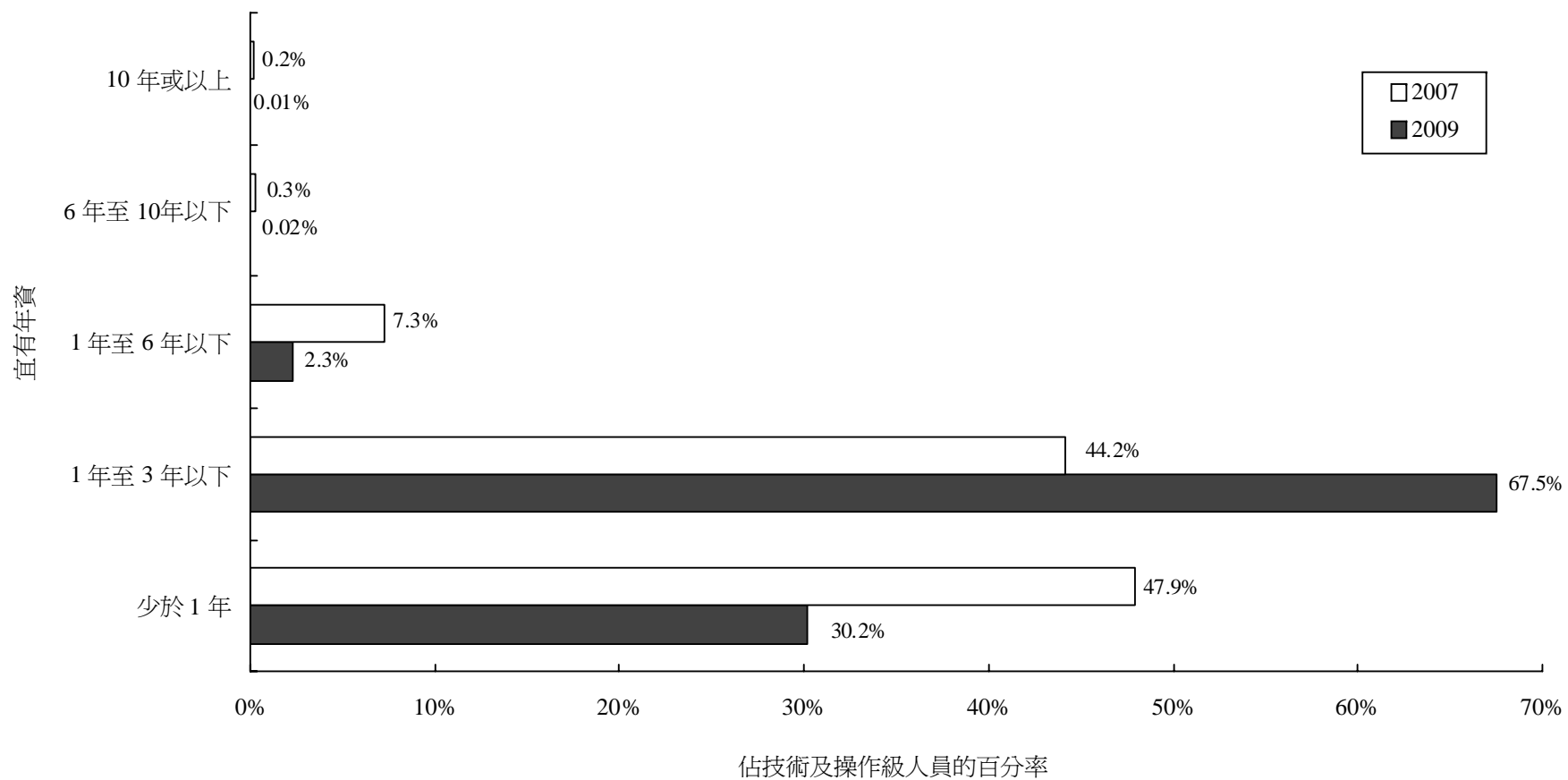
圖 8(ii)：2007 與 2009 年主任級人員宜有年資



因四捨五入關係，總和未必等於 100%



圖 8(iii)：2007 與 2009 年技術及操作級人員宜有年資



因四捨五入關係，總和未必等於 100%

## 收入分布

2.20 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。在是次調查中，25 796名僱員的收入分布未有註明，為求準確，是次調查只分析76 544名僱員的資料。圖9 (i)列出各技能等級僱員的收入分布情況；各類機構不同技能等級僱員的收入分布情況見表13；2007與2009年各技能等級僱員的收入分布情況見表14。圖9 (ii)顯示，月入介乎15 001元至20 000元的人數錄得3.2%增長；月入少於15 000元的人數則合共下降3.2%。是次調查並非專門研究僱員的薪酬情況，有關數據僅作參考之用。

圖 9 (i): 房地產服務業各技能等級僱員的收入分布

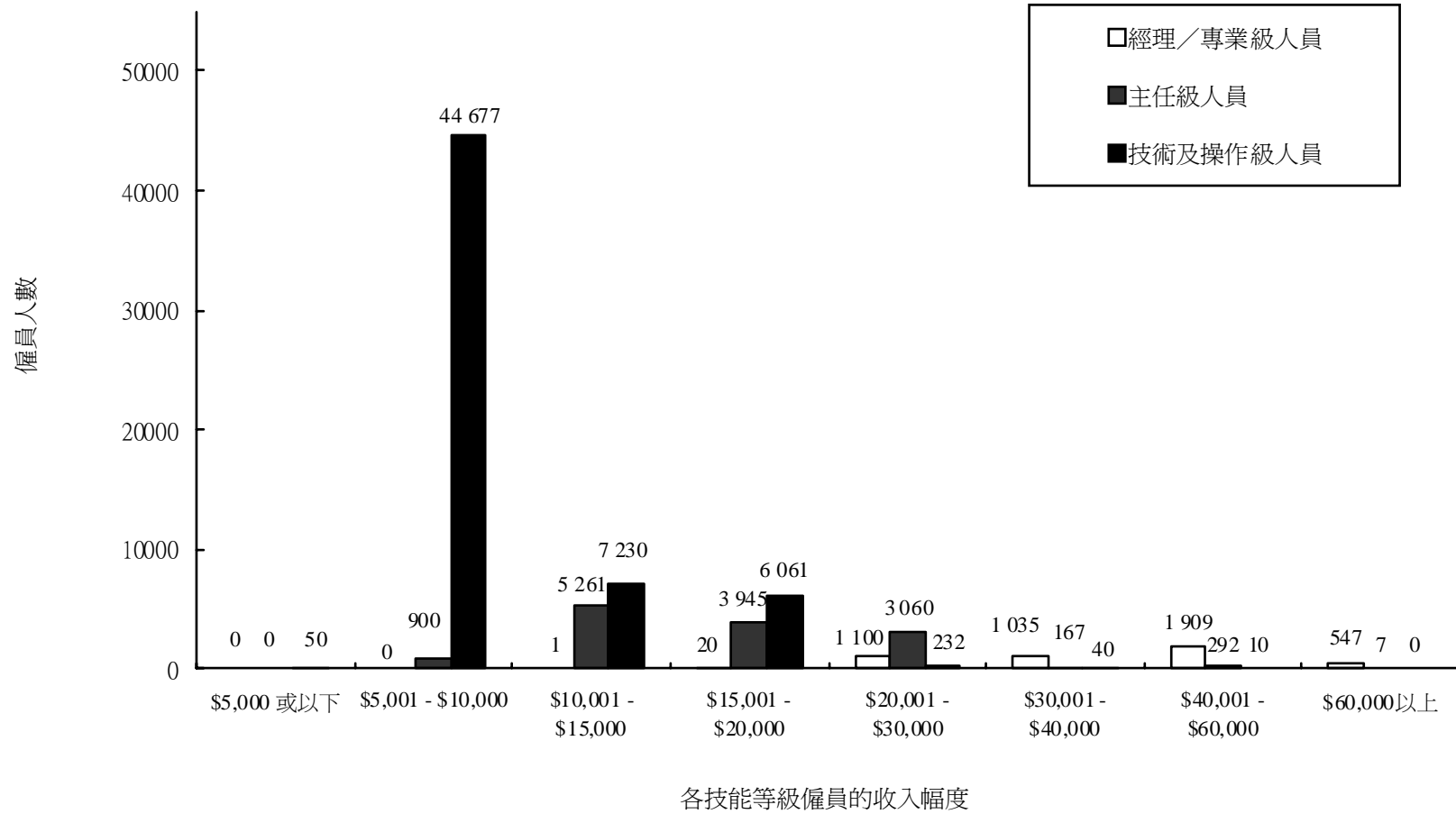


圖 9(ii): 2007 與 2009 年僱員收入分布比較

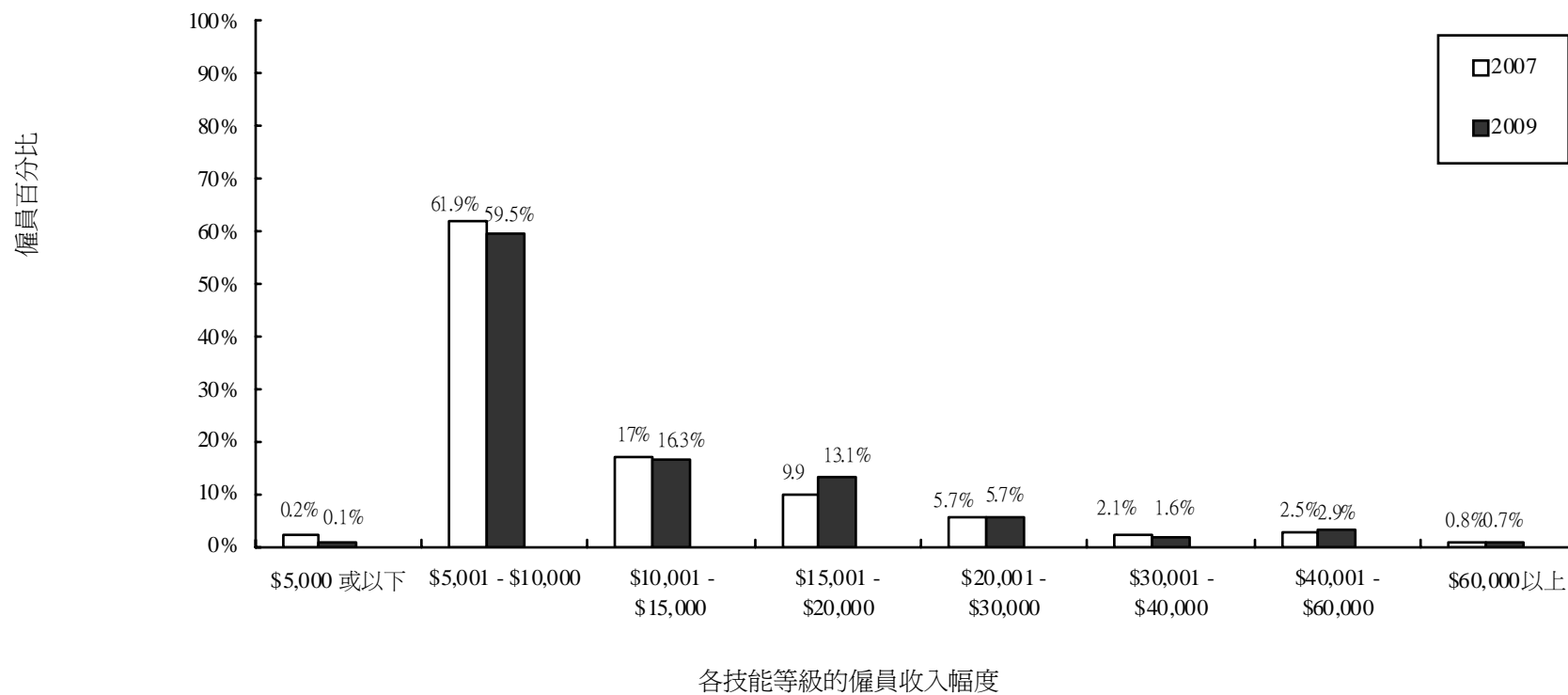


表 13: 房地產服務業各類機構不同技能等級僱員的收入分布

	\$5 000 或以下	\$5 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000	\$60 000 以上	總數
<u>地產發展</u>									
<u>技能等級</u>									
經理／專業級人員	-	-	-	1	204	191	263	282	<b>941</b>
主任級人員	-	42	442	856	549	73	7	-	<b>1 969</b>
技術及操作級人員	10	1 711	1 411	338	12	-	-	-	<b>3 482</b>
<b>小計</b>	<b>10</b>	<b>1 753</b>	<b>1 853</b>	<b>1 195</b>	<b>765</b>	<b>264</b>	<b>270</b>	<b>282</b>	<b>6 392</b>
<u>物業管理及保養</u>									
<u>技能等級</u>									
經理／專業級人員	-	-	1	19	769	720	386	35	<b>1 930</b>
主任級人員	-	857	4 480	2 521	254	-	-	-	<b>8 112</b>
技術及操作級人員	-	40 529	2 557	50	-	-	-	-	<b>43 136</b>
<b>小計</b>	<b>-</b>	<b>41 386</b>	<b>7 038</b>	<b>2 590</b>	<b>1 023</b>	<b>720</b>	<b>386</b>	<b>35</b>	<b>53 178</b>
<u>地產代理</u>									
<u>技能等級</u>									
經理／專業級人員	-	-	-	-	68	49	270	37	<b>424</b>
主任級人員	-	-	219	357	661	50	73	4	<b>1 364</b>
技術及操作級人員	40	1 982	2 581	5 236	217	40	10	-	<b>10 106</b>
<b>小計</b>	<b>40</b>	<b>1 982</b>	<b>2 800</b>	<b>5 593</b>	<b>946</b>	<b>139</b>	<b>353</b>	<b>41</b>	<b>11 894</b>
<u>測量、估價及顧問</u>									
<u>技能等級</u>									
經理／專業級人員	-	-	-	-	58	42	33	4	<b>137</b>
主任級人員	-	1	71	47	30	1	-	-	<b>150</b>
技術及操作級人員	-	88	133	37	-	-	-	-	<b>258</b>
<b>小計</b>	<b>-</b>	<b>89</b>	<b>204</b>	<b>84</b>	<b>88</b>	<b>43</b>	<b>33</b>	<b>4</b>	<b>545</b>
<u>政府部門及公共機構</u>									
<u>技能等級</u>									
經理／專業級人員	-	-	-	-	1	33	957	189	<b>1 180</b>
主任級人員	-	-	49	164	1 566	43	212	3	<b>2 037</b>
技術及操作級人員	-	367	548	400	3	-	-	-	<b>1 318</b>
<b>小計</b>	<b>-</b>	<b>367</b>	<b>597</b>	<b>564</b>	<b>1 570</b>	<b>76</b>	<b>1 169</b>	<b>192</b>	<b>4 535</b>
<b>總計</b>	<b>50</b>	<b>45 577</b>	<b>12 492</b>	<b>10 026</b>	<b>4 392</b>	<b>1 242</b>	<b>2 211</b>	<b>554</b>	<b>76 544</b>

表 14: 房地產服務業 2007 與 2009 年不同技能等級僱員的收入分布

<u>2007 年</u>	<u>\$5 000</u> <u>或以下</u>	<u>\$5 001 -</u> <u>\$10 000</u>	<u>\$10 001 -</u> <u>\$15 000</u>	<u>\$15 001 -</u> <u>\$20 000</u>	<u>\$20 001 -</u> <u>\$30 000</u>	<u>\$30 001 -</u> <u>\$40 000</u>	<u>\$40 001 -</u> <u>\$50 000</u>	<u>\$50 000</u> <u>以上</u>	<u>總數</u>
<u>技能等級</u>									
經理／專業級人員	-	3	18	160	975	1 065	1 575	580	<b>4 304</b>
主任級人員	2	1 391	4 811	3 011	2 756	263	70	3	<b>12 307</b>
技術及操作級人員	116	40 263	6 617	3 462	99	59	24	-	<b>50 640</b>
<b>小計</b>	<b>118</b>	<b>41 657</b>	<b>11 446</b>	<b>6 633</b>	<b>3 830</b>	<b>1 387</b>	<b>1 669</b>	<b>511</b>	<b>67 251</b>
<b>(%)*</b>	<b>(0.2%)</b>	<b>(61.9%)</b>	<b>(17.0%)</b>	<b>(9.9%)</b>	<b>(5.7%)</b>	<b>(2.1%)</b>	<b>(2.5%)</b>	<b>(0.8%)</b>	
<u>2009 年</u>	<u>\$5 000</u> <u>或以下</u>	<u>\$5 001 -</u> <u>\$10 000</u>	<u>\$10 001 -</u> <u>\$15 000</u>	<u>\$15 001 -</u> <u>\$20 000</u>	<u>\$20 001 -</u> <u>\$30 000</u>	<u>\$30 001 -</u> <u>\$40 000</u>	<u>\$40 001 -</u> <u>\$50 000</u>	<u>\$50 000</u> <u>以上</u>	<u>總數</u>
<u>技能等級</u>									
經理／專業級人員	-	-	1	20	1 100	1 035	1 909	547	<b>4 612</b>
主任級人員	-	900	5 261	3 945	3 060	167	292	7	<b>13 632</b>
技術及操作級人員	50	44 677	7 230	6 061	232	40	10	-	<b>58 300</b>
<b>小計</b>	<b>50</b>	<b>45 577</b>	<b>12 492</b>	<b>10 026</b>	<b>4 392</b>	<b>1 242</b>	<b>2 211</b>	<b>554</b>	<b>76 544</b>
<b>(%)*</b>	<b>(0.1%)</b>	<b>(59.5%)</b>	<b>(16.3%)</b>	<b>(13.1%)</b>	<b>(5.7%)</b>	<b>(1.6%)</b>	<b>(2.9%)</b>	<b>(0.7%)</b>	

(%)\* 佔所分析僱員總數的百分率  
因四捨五入關係，總和未必等於 100%

## 僱員培訓

2.21 表15顯示，調查期間為僱員提供的各類培訓名額有49 743個。經理／專業級人員接受的培訓，較主任級和技術及操作級人員多。過去12個月為各技能等級僱員提供訓練的詳情載於附錄11。

表 15: 過去 12 個月為各技能等級僱員提供的訓練

課程類別	各技能等級的培訓名額*			總數
	經理／ 專業級人員 (%)**	主任級人員 (%)**	技術及 操作級人員 (%)**	
物業發展	209	246	74	529
物業／房屋管理	500	1 474	4 526	6 500
地產代理	1 089	1 198	11 330	13 617
測量、估價及顧問	314	680	224	1 218
內地房地產知識	180	281	76	537
通用技能	2 446	7 722	15 255	25 423
其他	89	506	1 324	1 919
	-----	-----	-----	-----
	總計	4 827	12 107	32 809
		(76.1)**	(60.6)**	(43.2)**

\* 僱員可修讀多於一項課程  
 (%)\*\* 佔該技能等級僱員總數的百分率  
 因四捨五入關係，總和未必等於 100%

2.22 表16亦顯示，僱主計劃於未來12個月為僱員提供56 673個培訓名額，當中主要為內部培訓名額，有44 212個，佔總數78%。資助培訓名額有12 461個，佔總數22%。在不同技能等級中，技術及操作級有 37 933個培訓名額，當中29 986個屬內部培訓；主任級有13 748個培訓名額；經理／專業級有4 992個培訓名額。

表 16：未來 12 個月為各技能等級僱員提供的培訓類別  
各技能等級的培訓名額\*

課程類別	經理／專業級人員		主任級人員		技術及操作級人員		總數
	資助培訓	內部培訓	資助培訓	內部培訓	資助培訓	內部培訓	
	(%)**	(%)**	(%)**	(%)**	(%)**	(%)**	
物業發展	75	291	237	174	17	54	<b>848</b> <b>(1.5)</b>
物業／房屋管理	240	280	587	1 156	707	3 964	<b>6 934</b> <b>(12.2)</b>
地產代理	24	921	524	704	2 931	9 334	<b>14 438</b> <b>(25.5)</b>
測量、估價及顧問	45	348	64	672	60	99	<b>1 288</b> <b>(2.3)</b>
內地房地產知識	11	166	8	253	14	53	<b>505</b> <b>(0.9)</b>
通用技能	524	1 855	2 128	6 592	4 118	14 977	<b>30 194</b> <b>(53.3)</b>
其他	0	212	47	602	100	1505	<b>2 466</b> <b>(4.4)</b>
<b>總計 (%)</b>	<b>919</b> <b>(1.6)</b>	<b>4 073</b> <b>(7.2)</b>	<b>3 595</b> <b>(6.3)</b>	<b>10 153</b> <b>(18)</b>	<b>7 947</b> <b>(14)</b>	<b>29 986</b> <b>(53)</b>	<b>56 673</b>

\* 僱員可修讀多於一項課程  
(%)\*\* 佔總培訓名額的百分率  
因四捨五入關係，總和未必等於 100%



## 僱主對未來 12 個月經濟變動下的人力變化預測

2.23 調查顯示，僱主普遍預期在未來 12 個月經濟變動情況下，人力將出現增長。當中地產代理機構預期會增加 847 名僱員，在所有類別中最多；其次是物業管理及保養機構，預期將增加 296 人。僱主預期所有人力增長均於香港出現。僱主對經濟變動下各類機構不同技能等級的人力變化預測載於表 17。

表 17: 僱主對未來 12 個月經濟變動下的人力變化預測

機構類別	經理／專業級人員			主任級人員			技術及操作級人員			總數 (%)*
	香港	內地	其他城市	香港	內地	其他城市	香港	內地	其他城市	
地產發展	3	1	-	17	2	-	-3	-	-	<b>20</b> <b>(1.7)</b>
物業管理及保養	2	-	-	14	-	-	280	-	-	<b>296</b> <b>(25.1)</b>
地產代理	10	-	-	10	-	-	827	-	-	<b>847</b> <b>(72)</b>
測量、估價及顧問	10	-	-	-	-	-	-	-	-	<b>10</b> <b>(0.8)</b>
政府部門及公共機構	4	-	-	-	-	-	-	-	-	<b>4</b> <b>(0.3)</b>
<b>總數</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>41</b>	<b>2</b>	<b>0</b>	<b>1 104</b>	<b>0</b>	<b>0</b>	<b>1 177</b>

(%)\* 佔人力變化預測總數的百分率  
因四捨五入關係，總和未必等於 100%

## 第三章

### 結論

#### 調查結果

3.1 本會分析過調查結果後，認為所得數據大致能反映調查期間房地產服務業的人力情況。業內技術人力與非技術人力分別增加了12.3%及1%。

3.2 本會發現，五個類別中，測量、估價及顧問機構，以及政府部門和公共機構的技術人力分別減少了8.7%和0.8%，其餘三個類別的人力則有所增長，增幅介乎7.5%（地產代理機構）至17.8%（地產發展機構）。

3.3 測量、估價及顧問機構的人力減少，或由於人手轉投業內其他機構所致，本會注意到其他類別的業內機構對這類人才有所需求。政府部門及公共機構的人力情況穩定，減幅僅為0.8%。

3.4 本會亦觀察到，業內僱員為了在內地及其他城市發展事業，對訓練需求極為殷切。2007年與2009年分別有93名與250名僱員長駐內地及其他城市。

3.5 業內對專業和優質服務的需求愈來愈高，尤其見於物業管理及保養機構和地產代理機構，因此帶動訓練需求上升。各類在職培訓項目中，顧客服務與溝通技巧最為重要；本會認為，這些項目將會是職業培訓的基本內容。

3.6 過去12個月，僱主傾向採用內部培訓，多於資助員工接受外間培訓。本會認為技術及操作級以及主任級僱員可接受更多訓練，以掌握最新專業知識，提升服務質素。

#### 空缺數目

3.7 表18顯示，調查期間，本業各類機構共有1 817個職位空缺，佔現有職位數目1.7%，比2007年的1.9%少0.2%。本會認為，向中學畢業生及現職從業員提供房地產服務培訓，有助填補這些空缺。

#### 人力結構

3.8 調查顯示，調查期間本業的僱員共有102 340人，各技能等級的人力情況、空缺數目及人力增長預測摘要見下表18：

表 18：房地產服務業各技能等級人力結構

技能等級	2009 年 5 月時 僱員人數	2009 年 5 月時 空缺數目	僱主預測 人力增長	預計 2010 年 5 月時 職位數目 (%)*
經理／專業級人員	6 344	81	28	6 453 (0.4)
主任級人員	19 970	220	40	20 230 (0.2)
技術及操作級人員	76 026	1 516	756	78 298 (1)
<b>總數</b>	<b>102 340</b>	<b>1 817</b>	<b>824</b>	<b>104 981 (0.8)**</b>

(%)\* 同一技能等級職位數目的增／減幅

(%)\*\* 業內職位總數的增／減幅

#### 僱主預測 2010 年 5 月時的人力

3.9 僱主預測本業職位總數將由2009年5月的104 157個，增至2010年5月的104 981個，微增0.8%。政府部門及公共機構的人力情況已於2009年穩定下來。地產代理機構的僱主預期於2010年增加609名僱員，顯示對本地經濟增長的信心。而對於未來人力預測，本會認為僱主則仍然審慎。

#### 採用人力市場分析法(LMA)推算 2010 至 2012 年的人力

3.10 本會採用人力市場分析法(LMA)，根據投入／產出統計模型中的人力倍數概念，推算2009年業內有91 036名僱員。

3.11 本會將用上述模型預測至2012年的人力。根據這個模型，將房地產服務業分為兩組。甲組包括地產發展；物業管理及保養；地產代理；以及測量、估價及顧問四類私營機構；乙組則包括政府部門及公共機構。兩組人力推算將根據組內建屋情況與所需僱員人數的關係計算。

3.12 甲組的建屋情況泛指私營住宅及非住宅的建屋量。2009及2010年私營住宅及非住宅的建屋量，是根據差餉物業估價署的預測而定；2011及2012年的建屋量則以調節過濾法推算。至於建屋量與僱員人數的關係，則假設住宅及非住宅分別需52.7%和42.75%人力。有關假設是根據2002至2008年落成建築類別的分布而定，然後產生兩個系數，一個用來推算住宅所需人力，另一個則用來推算非住宅所需人力。甲組的人力預測見表19。

**表19： 2010至2012年  
私營類別房地產服務人力推算**

甲組

年份	實際人力		推算人力		推算 人力總數	調查期間 僱主預測
	住宅 所佔人 力	非住宅 所佔人力	住宅 所佔人力	非住宅 所佔人力		
2009	54 544	40 723				
2010F			55 169 (1.14)*	40 954 (0.57)*	96 123 (0.9)*	96 087 (0.86)*
2011F			55 741 (1.04)**	41 181 (0.56)**	96 922 (0.83)**	
2012F			56 274 (0.95)**	41 406 (0.54)**	97 680 (0.78)**	
	* 與 2009 年實際人力相比的增／減幅 ** 與之前一年，即 2010 及 2011 年推算人力相比的增／減幅					

3.13 至於乙組的建屋情況則指公共房屋建屋量。2010至2012年的公營建屋預測資料由香港房屋委員會及香港房屋協會提供。至於建屋量與僱員人數的關係，則採用與甲組相同的假設，公營類別的人力推算載於表20。

**表 20： 2010至2012年  
公營類別房地產服務人力推算**

乙組

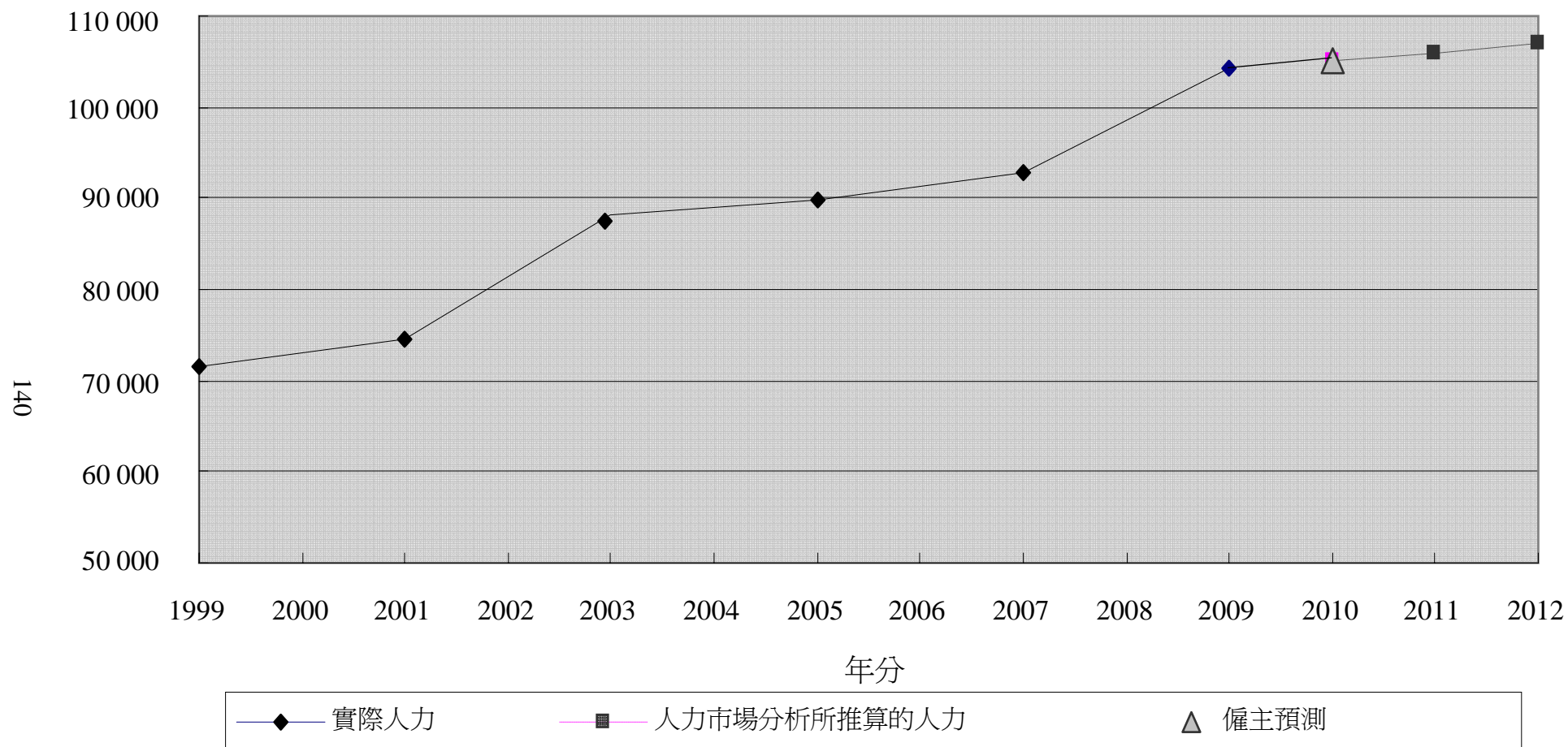
年份	實際人力	推算人力	調查期間 僱主預測
2009	8 890		
2010F		8 999 (1.22)*	8 894 (0.04)*
2011F		9 109 (1.22)**	
2012F		9 226 (1.29)**	
	* 與 2009 年實際人力相比的增／減幅 ** 與之前一年，即 2010 及 2011 年推算人力相比的增／減幅		

3.14 房地產服務業的推算總人力是兩組數字的總和，有關資料載於表21及圖10。以LMA推算人力的詳細分析載於附錄12。

表 21：房地產服務業 2010 至 2012 年的人力推算

年份	實際人力	推算人力	調查期間 僱主預測
2009	104 157		
2010F		105 122 (0.93)*	104 981 (0.79)*
2011F		106 031 (0.87)**	
2012F		106 906 (0.82)**	
	* 與 2009 年實際人力相比的增／減幅 ** 與之前一年，即 2010 及 2011 年推算人力相比的增／減幅		

圖 10：2010 至 2012 年房地產服務業人力推算



## 往返內地工作的僱員

3.15 表5 顯示，地產發展機構和地產代理機構分別有224名和68名僱員在過去12個月往返內地工作，地產發展機構僱員所佔比率為61.4%。本會認為內地的房地產業正在興起，內地地產發展和地產代理機構對僱員的需求殷切，為從業員或有意投身房地產業的人士提供機遇。僱主應向僱員提供更多符合內地業務需要的培訓，協助他們在內地發展事業。

## 晉升情況

3.16 表9 顯示，業內共有791 個職位（佔本業僱員人數0.8%）透過內部晉升填補，當中523 個職位（佔晉升總數66.1%）來自物業管理及保養機構。在791 名晉升人士當中，600 人（佔75.9%）晉升至主任級。本會認為，業內日益注重提供優質服務，而晉升則是挽留優秀人才的重要策略。

## 過去 12 個月僱員流動情況

3.17 如圖6 所示，房地產服務業的2007年與2009年的僱員流動率，分別為18.7%及15.8%。測量、估價及顧問機構的流動率於2007及2009年分別為9.8%和14.2%，此外，其餘類別的流動率均告下降，顯示2009年的人力更呈穩定。據本會觀察所得，隨著本港、內地和其他城市的經濟持續蓬勃發展，本地及外地的就業機會均有所增加。隨著本業繼續發展，另一個人力流動因素為測量、估價及顧問類別的人力逐漸流向其他類別。

3.18 本會建議教育院校及課程機構可開辦合適的技能提升課程，協助這些僱員發展事業。

## 流失率

3.19 表10 顯示，16 472名離職者當中，2 196 人完全離開本業，流失率佔2009 年僱員總數的2.1%，較2007 年的4.6%為低。本會認為這個流失率能反映現實情況。有關方面可以提供更多培訓課程，以訓練畢業生、轉職人士以及新入職者，以備他們在房地產服務的事業發展。

3.20 測量、估價及顧問機構內有57名技術及操作級人員完全離開本業，佔該類機構僱員總數11.4%。分析結果與流動率一致（佔該類機構僱員人數14.2%）。由於該類機構的僱員具備專業知識，故更有機會轉職至業內其他類別的機構。因此本會認為，該類別的流動率與流失率並不表示這個專業出現萎縮，相反，顯示了業內「橫向流動」的情況。



## 招聘困難

3.21 342 名僱主報稱在招聘僱員方面出現困難。如表22所示，在560宗招聘困難的個案中，194宗（34.6%）是因市場缺乏具相關經驗的求職者。在所有招聘困難的個案中，物業管理及保養機構和地產代理機構分別佔206宗和306宗。本會認為，這兩類機構對培訓的需求極為殷切。

**表 22： 過去 12 個月各機構類別不同技能等級  
遇到的招聘困難**

### (i) 地產發展

	經理／ 專業級人員	主任級 人員	技術及 操作級人員	小計
缺乏具相關經驗的求職者	5	7	14	<b>26</b>
聘用條件欠佳	-	-	-	-
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	2	<b>2</b>
缺乏具相關訓練／資歷 的人力	1	2	-	<b>3</b>
其他	-	-	-	-
小計	<b>6</b>	<b>9</b>	<b>14</b>	<b>31</b>

(ii) 物業管理及保養

	<u>經理／ 專業級人員</u>	<u>主任級 人員</u>	<u>技術及操 作級人員</u>	<u>小計</u>
缺乏具相關經驗的求職者	4	31	27	<b>62</b>
聘用條件欠佳	1	8	62	<b>71</b>
工作環境欠佳	-	2	14	<b>16</b>
晉升機會有限	2	-	7	<b>9</b>
缺乏具相關訓練／資歷 的人力	1	23	11	<b>35</b>
其他	1	3	9	<b>13</b>
<b>小計</b>	<b>9</b>	<b>67</b>	<b>130</b>	<b>206</b>

(iii) 地產代理

	<u>經理／ 專業級人員</u>	<u>主任級 人員</u>	<u>技術及操 作級人員</u>	<u>小計</u>
缺乏具相關經驗的求職者	-	2	95	<b>97</b>
聘用條件欠佳	-	-	88	<b>88</b>
工作環境欠佳	-	-	33	<b>33</b>
晉升機會有限	-	-	31	<b>31</b>
缺乏具相關訓練／資歷 的人力	-	-	41	<b>41</b>
其他	-	-	16	<b>16</b>
<b>小計</b>	<b>-</b>	<b>2</b>	<b>304</b>	<b>306</b>

(iv) 測量、估價及顧問

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	1	-	1	2
聘用條件欠佳	-	-	-	-
工作環境欠佳	-	-	1	1
晉升機會有限	-	1	1	2
缺乏具相關訓練／資歷 的人力	-	-	-	-
其他	-	-	-	-
小計	1	1	3	5

(v) 政府門及公共機構

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	3	3	1	7
聘用條件欠佳	1	1	2	4
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	1	1
缺乏具相關訓練／資歷 的人力	-	-	-	-
其他	-	-	-	-
小計	4	4	4	12
總計	20	83	457	560

## 宜有學歷

3.22 圖7(i)至(iii)顯示僱主於2007及2009年對僱員宜有學歷的意見。本會發現僱主屬意經理／專業級僱員具備大學學位或以上學歷(96.5%)，主任級僱員應擁有文憑、證書或以上的學歷(80.9%)。而於2007年屬意這兩個技能級別僱員擁有上述學歷的僱主，分別僅為86.8%和69.1%。在技術及操作級僱員方面，屬意僱員具備中五或以上程度學歷的僱主，在2007年與2009年，分別為44.1%及77%。本會認為，隨著本業和社會發展，僱主對各級僱員的學歷要求有所提高。

3.23 考慮到僱主對僱員的學歷要求普遍提高，而政府所推行的資歷架構，開始產生影響，大部分本地行業均按資歷架構制定基準，因此，本會認為應加強對各級人員的培訓，以增加他們的晉升機會和持續發展的能力。

## 宜有年資

3.24 圖8(i)至(iii)顯示，84.5%僱主要求經理／專業級僱員擁有超過6年以上工作經驗。相對於2007年，當時68.9%僱主要求僱員擁有相同年資。在主任級僱員方面，2007及2009年分別有70.6%和70.4%僱主要求該級僱員擁有3年以上工作經驗。在技術及操作級僱員方面，分別有52%和69.8%僱主要求該級僱員擁有1年以上工作經驗。對於經理／專業級以及技術及操作級人員，本會觀察到愈來愈多僱主對他們有一定的年資要求。

## 僱員的訓練需求

3.25 表15顯示，49 743個培訓名額中，25 423個(51.1%)屬通用技能，13 617個(27.4%)屬地產代理，6 500個(13.1%)屬物業／房屋管理。表16亦顯示，在未來12個月的56 673個培訓名額中，30 194個(53.3%)屬通用技能，14 438個(25.5%)屬地產代理，6 934個(12.2%)屬物業／房屋管理。本會認為現職僱員，特別是技術及操作級人員，對培訓的需求極為殷切。

3.26 圖16亦顯示，44 212個名額屬公司內部培訓(佔總培訓名額78%)。據本會觀察，在資助僱員接受外間培訓方面，僱主的取向較為保守。

## 2010年額外訓練需求預測

3.27 根據僱員流失情況，以及未來12個月的人力需求預測，本會建議2010年5月時，各類公、私營機構各技能等級需額外訓練的人手見表23(i)及23(ii)。

表 23: 2010 年額外訓練需求推算

(i) 私營機構

技能等級	2009 年 5 月時 僱員人數	每年流失人數	2010 年 5 月時 預測人力增長	預計需額外 訓練人手
經理／ 專業級人員	4 560	56	124	180
主任級人員	15 047	207	410	617
技術及 操作級人員	73 969	1926	2 013	3 939
	-----	-----	-----	-----
	-			
<b>小計</b>	<b>93 576</b>	<b>2 189</b>	<b>2 547</b>	<b>4 736</b>

(ii) 公營機構

技能等級	2009 年 5 月時 僱員人數	每年流失人數	2010 年 5 月時 預測人力增長	預計需額外 訓練人手
經理／ 專業級人員	1 784	17	48	65
主任級人員	4 923	-35	132	97
技術及 操作級人員	2 057	25	55	80
	-----	-----	-----	-----
	-		-	-
<b>小計</b>	<b>8 764</b>	<b>7</b>	<b>235</b>	<b>242</b>

3.28 2010年5月房地產服務業各技能等級額外訓練需求見表24：

表 24：2010年房地產服務業額外訓練需求推算

技能等級	2009年 5月時 僱員人數	每年流失人數	2010年 5月時 預測人力增長	預計需額外 訓練人手
經理／ 專業級人員	6 344	73	172	245
主任級人員	19 970	172	542	714
技術及 操作級人員	76 026	1 951	2 068	4 019
<b>總計</b>	<b>102 340</b>	<b>2 196</b>	<b>2 782</b>	<b>4 978</b>

3.29 向房地產服務業提供的各類培訓課程見表25，其他相關短期課程則載於表26。

表 25：房地產服務業培訓課程

大專院校／ 職業教育院校	課程名稱	2009/10 年度 培訓名額
香港城市大學	建造管理理學碩士（建造項目管理／ 房地產項目管理）課程 (FT&PT)	50
	測量學（榮譽）理學士課程 (FT)	35
	測量學副理學士(建築測量/產業測量/ 工料測量) 課程 (FT)	156
香港城市大學 專業進修學院	物業管理持續教育文憑課程 (PT)	60
	物業管理實務持續教育證書課程 (PT)	60
香港中文大學 專業進修學院	會所管理專業文憑課程 (PT)	30
	物業及設施綜合管理高級文憑課程 (FT)	20

大專院校／ 職業教育院校	課程名稱	2009/10 年度 培訓名額
香港理工大學	屋宇設備工程學工學碩士課程 (FT) 屋宇設備工程學 (榮譽) 工學士課程 (FT) 屋宇設備工程學 (榮譽) 工學士課程 (PT) 屋宇設備工程學高級文憑課程 (FT) 物業管理學 (榮譽) 理學士課程 (FT) 測量學 (榮譽) 理學士課程 (FT) 測量學 (榮譽) 理學士課程 (PT) 屋宇設備工程學理學碩士/ 深造文憑課程 (FT/ PT) 建築及房地產學理學碩士/ 深造文憑課程 (PT) 設施管理理學碩士課程/ 深造文憑課程 (FT/ PT) 消防及安全工程學理學碩士/ 深造文憑課程 (FT/ PT)	32 104 60 85 30 60 60 40 20 40 40
香港理工大學 專業進修學院	房屋管理學文學士課程 (FT)	109
香港公開大學 李嘉誠專業進修學院	物業管理文憑課程 (PT)	30
香港大學	房地產理學碩士課程 (FT/PT) 測量學理學士課程 (FT)	60 44
香港大學 專業進修學院	房屋管理碩士課程 (PT) 房屋管理學士課程 (PT) 房屋管理專業文憑課程 (PT) 國際建築管理理學碩士課程 (PT) 項目策劃管理學理科碩士課程 (PT)	35 40 180 10 20

大專院校／ 職業教育院校	課程名稱	2009/10 年度 培訓名額
	理科碩士（房地產）課程 (PT)	20
	設施管理理學碩士課程 (PT)	20
	設施管理深造文憑課程 (PT)	30
	應用科學(榮譽)學士/學士 (建築管理及 經濟學) 課程 (PT)	30
	工作為本學習(榮譽)理學士(建築規劃管理) 課程 (PT)	20
	工作為本學習(榮譽)理學士(設施管理) 課程 (PT)	20
	工作為本學習(榮譽)理學士(地產) 課程 (PT)	20
	建築規劃管理專業文憑課程 (PT)	30
	建築規劃管理高級證書課程 (PT)	20
	設施及物業管理高級文憑/文憑課程 (PT)	20
	商場管理高級文憑課程 (PT)	20
	房地產管理高級文憑課程 (FT)	20
	物業管理證書課程 (PT)	60
	保安業導師培訓基礎證書課程 (PT)	30
香港大學 專業進修學院 保良局社區書院	房地產管理高級文憑課程 (FT)	20
職業訓練局 香港專業教育學院 (摩理臣山)	產業管理高級文憑課程 (FT)	299
	產業管理高級文憑課程 (PT)	215
職業訓練局 高峰進修學院	物業管理專修證書課程 (PT)	80

\* PT – 兼讀制 FT – 全日制



表 26: 房地產服務業培訓短期課程

大專院校／ 職業教育院校	課程名稱	修業期
中文大學 專業進修學院	香港樓宇轉讓及租務法例課程 (PT)	3 個月
	會所營銷策略實務課程 (PT)	3 個月
香港大學 專業進修學院	樓宇維修檢測課程 (PT)	12 星期
	屋宇設備及工料測量課程 (PT)	10 星期
	新版標準建築合約深造課程 (PT)	5 星期
	地產代理資格考試精修課程 (PT)	30 小時
	地產營業員資格考試精修課程 (PT)	24 小時

\* PT – 兼讀制 FT – 全日制

3.30 從表25、26、29及30得知，各大專院校為職前及在職人士提供多項房地產服務業課程，程度包括證書、文憑、高級文憑、學士及碩士等。此外，不同教育機構亦開辦許多房地產及物業管理短期課程。

3.31 地產代理監管局推行自願性質的「持續專業進修計劃」（CPD），為地產代理提供個人發展途徑。鑑於業界需了解內地房地產業情況，本會認為市場對CPD的需求會進一步上升。

3.32 本會認為表27及28列載的技能提升計劃課程，大致可應付主任級與技術及操作級房地產服務業僱員的持續發展需要，並建議僱主資助僱員修讀這類課程。

表 27：物業管理技能提升課程

課程名稱	修業期
物業管理	
優質客戶服務	21 小時
智能物業管理系統介紹	20 小時
樓宇設備保養及操作原理	22 小時
職業安全知識	12 小時
防火訓練	13 小時
物業管理有關法規認識	24 小時
物業管理法規進階課程	22 小時
物業管理概論	15 小時
督導技巧	21 小時
物業管理客戶服務英語會話進階	25 小時
物業管理客戶服務普通話基礎課程	25 小時
物業管理中文報告書寫技巧	12 小時
物業管理中文書寫技巧進階	12 小時
物業環境管理	15 小時
物業環境管理進階	12 小時
設施管理基本認識	18 小時
物業管理客戶服務初階英語會話	12 小時
活動籌辦及管理	15 小時
業主會議協商技巧	15 小時
緊急事故應變措施及保險知識	20 小時

表 28：地產代理技能提升課程

課程名稱	修業期
地產代理	
地產代理業職業英語會話 – 應付查詢	21 小時
地產代理業職業英語會話 – 買賣雙方的洽商	24 小時
地產代理業職業英語書寫	24 小時
土地管理	7 小時
環境分析系列一	9 小時
地產代理業法律系列 – 樓宇買賣及業權	7 小時
地產代理業法律系列 – 有限公司買賣／業主與租客（綜合）條例	7 小時
地產代理業法律系列 – 法庭命令對物業轉讓之影響	7 小時
地產代理業之工商管理系列 – 基礎管理、改革及決策	6 小時
地產代理業之工商管理系列 – 商貿計劃及客戶關係	6 小時
環境分析系列二	9 小時
室內設計系列 – 空間運用	7 小時
室內設計系列 – 裝修物料	7 小時
地產代理業之工商管理系列 – 銷售管理	9 小時

表 29：僱員再培訓局物業管理培訓課程

大專院校／ 職業教育院校	課程名稱	修業期
僱員再培訓局	物業管理督導證書課程	192 小時
	會所及康樂助理證書課程	160 小時
	物業設施管理證書課程	160 小時

表 30: 僱員再培訓局地產代理培訓課程

大專院校／ 職業教育院校	課程名稱	修業期
僱員再培訓局	地產代理營業員培訓證書課程	192 小時
	地產代理證書課程	200 小時

### 經濟前景

3.33 香港經濟自 2008 年 9 月爆發全球金融危機後復蘇。內需顯著改善、就業市場穩定、政府的紓緩措施，加上更強勁的物業市場情況，突顯本地消費者的信心。失業率於 2009 年第三季度輕微下降至 5.3%，是自 2008 年 9 月以來首次下降。營商氣氛亦轉趨正面，同時固定投資亦回復至增長水平。

3.34 各國政府與中央銀行採取多項措施刺激內需及穩定金融市場，全球經濟再現擴張勢頭。在亞洲地區的新興經濟體系中，內地經濟將繼續處於領導地位，增長步伐較快。

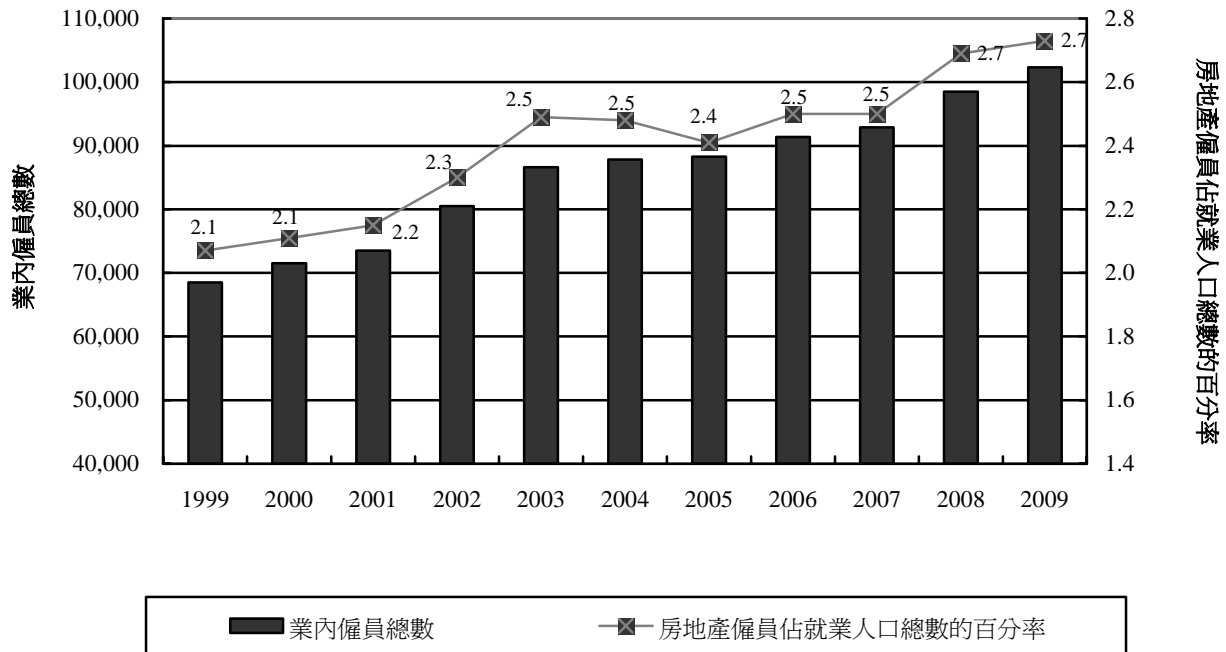
3.35 十大基建項目，包括啓德早期發展的建築工程、新郵輪碼頭地盤平整工程，廣深港高速鐵路以及港珠澳大橋香港段的建築工程落實，預期將進一步刺激本地經濟。

3.36 預期金融與保險、房地產與商業服務的淨產值保持穩定，並繼續對本港經濟發揮重要影響力。內地與香港的更緊密經貿關係安排，以及在本港擴充人民幣業務，均會將內地的資金、投資者與金融機構引進香港。

### 本業前景

3.37 房地產服務業是本港主要行業之一。圖 11 顯示 1999 至 2009 年房地產僱員佔就業人口總數的百分率。

圖 11： 1999 至 2009 年  
房地產僱員佔就業人口總數的百分率



3.38 經歷全球金融危機後，經濟已於 2008 年 9 月重拾升軌，住宅與非住宅物業的買賣活動持續增加。截至 2009 年第三季的一年期間，土地註冊處錄得 35 558 份買賣合約，增幅達 89%。比較 2008 年 12 月，2009 年第三季的住宅樓價上升 23%，特別是豪宅物業價格明顯跳升。工商物業方面，甲級與乙級寫字樓的價格在 2009 年 6 月至 9 月期間上升 8%，丙級寫字樓亦錄得 7% 升幅。

3.39 各項進行中的本地基建工程，如十大基建項目、新政府總部、新立法會大樓以及添馬艦空地發展項目、西九龍文化區發展項目，以及新界東北新發展區規劃及工程研究等，為房地產服務業帶來更多發展機遇。除了這些項目外，重新發展本地私人工業大廈的新倡議，亦會進一步推動業界發展。

### 對人力的影響

3.40 如表 17 所示，僱主普遍認為，香港未來 12 個月的經濟變動將會推高本業人力。本會認為，四個私人機構類別的整體人力狀況，未來將有穩健增長：

- (i) 香港、內地和鄰近地區的經濟發展持續蓬勃，為房地產發展創造有利環境，可能會促進對地產發展方面的人力需求。

- (ii) 面對本地物業市場發展，物業管理及保養機構的人力需求或繼續上升。
- (iii) 本地經濟復甦，加上內地資金流入，或進一步刺激物業成交，以及對地產代理業僱員的需求。
- (iv) 測量、估價及顧問機構的僱員轉投業內其他類別的機構，以及基建項目的展開，不久將來或會帶動這方面的人手需求。
- (v) 政府部門及公共機構中，僱員退休，又或因經濟轉佳而轉投其他行業，短期內或會帶動人力有溫和的增幅。

## 第四章

### 建議

#### 建議額外培訓需求

4.1 本會根據所推算的人力需求及流失率，建議2010年房地產服務業各技能等級額外訓練人手如下： -

<u>技能等級</u>	<u>2009年 5月時 僱員人數</u>	<u>每年 流失人數</u>	<u>2010年 5月 人力增長預測</u>	<u>預計需額外 訓練人手</u>
經理／ 專業級人員	6 344	73	172	245
主任級人員	19 970	172	542	714
技術及 操作級人員	76 026	1 951	2 068	4 019
<b>總數</b>	<b>102 340</b>	<b>2 196</b>	<b>2 782</b>	<b>4 978</b>

4.2 預計額外培訓的4 978名人手中，4 019名屬技術及操作級人員，714名屬主任級人員。本會建議為這些僱員提供合適訓練。

4.3 鑑於社會對優質房地產服務的需求，業內為數約102 340名僱員應接受增修訓練以及持續專業發展，以保持競爭力，提高效率。

#### 地產代理持續專業進修計劃

4.4 經濟復甦，機會增加，地產代理對持續專業進修計劃的訓練需求將保持殷切，建議應為業內僱員提供合適的培訓課程。

## 技能提升計劃

4.5 業內對新入職的地產代理、物業管理及保養從業員需求殷切，為房地產服務業提供的「技能提升計劃」對支持業內僱員保持和提升質素而言十分重要。

## 內地房地產服務培訓

4.6 本港房地產服務從業員在內地的事業發展機會愈來愈多，特別是地產發展、地產代理和物業管理及保養類別方面。有必要替從業員制訂有助於內地發展的培訓項目，並建議教育機構繼續給予支持，為他們提供合適的培訓課程作為裝備。

## 培訓研討會／講座

4.7 因應訓練需求，本會將繼續資助開辦培訓課程，並為業界人士舉辦研討會和講座，促進經驗分享。

## 推廣就業及訓練課程

4.8 本會將繼續透過互聯網、研討會及講座，推廣業內的就業和培訓機會。

## 未來人力調查

4.9 本會建議繼續每兩年進行一次人力調查，以評估業內人力供求情況，以及相關的培訓需求。



**Membership of the Real Estate Services Training Board**

**(1 April 2009 to 31 March 2011)**

**Chairman**

Mr TSE Wai-chuen, Tony                      Ad personam

**Vice-Chairman**

Mr WONG Dun-king, Lawrance              Hong Kong Chamber of Professional Property  
Consultants Ltd.

**Members**

Miss HO Kit-chi, Rosanna                      Hong Kong Real Estate Agencies General Association  
(1 April 2008 to 31 March 2010)

Prof HUI Chi-man                                  UGC tertiary institution (HKPU)

Mr KWOK Tak-leung, Tony                      Property Agencies Association Ltd.  
(1 April 2008 to 31 March 2010)

Ir KWONG Ching-wai, Alkin                      Hong Kong Association of Property Management  
Companies Ltd.

Dr KWONG Tsz-man                                UGC tertiary institution (SPACE, HKU)

Mr LAM Ka-fai, Francis                          Ad personam

Mr LEE Chun-lai, Andrew                      The Hong Kong Institute of Housing

Mr LI King-hang, Richard                      Hong Kong Association for the Advancement of Real  
Estate and Construction Technology Ltd.

Dr POON Wing-cheung, Lawrence              The Hong Kong Institute of Surveyors

Mr TSANG Hon-ping, Joseph                      Ad personam  
(1 April 2008 to 31 March 2010)

Mr TSE Kin-wah, David                          Hong Kong Institute of Real Estate Administrators

Mr WONG Ho-ming, Augustine, JP              The Real Estate Developers Association of Hong Kong

Ms YAU Hung-yi, Eliza                          UGC tertiary institution (City U)  
(1 April 2008 to 31 March 2010)

Mr YAU Man-fat, Kelvin                          Society of Hong Kong Real Estate Agents Ltd.

Mr LIANG Lok-man, Raymond      Representing the Commissioner for Labour

Ms WONG Wai-mun, Sue      Representing the Chief Executive Officer  
Estate Agents Authority

Ms WU Long-yee, Ronnie      Representing the Director of Housing

Mr LEUNG Yam-shing      Representing the Executive Director,  
Vocational Training Council

**Advisor**

Ms Lau Sze-wan, Serena

**In attendance**

Dr LAU Wing-nin, Joe      Department of Real Estate & Facilities Management,  
Hong Kong Institute of Vocational Education  
(Morrison Hill)

**Secretary**

Mr TANG Wai-hung, Simon      Vocational Training Council

房地產服務業訓練委員會委員  
委員名單  
(2009年4月1日至2011年3月31日)

**主席**

謝偉銓先生 獨立人士

**副主席**

汪敦敬先生 香港專業地產顧問商會

**委員**

何潔芝小姐 香港地產代理商總會  
(2008年4月1日至2010年3月31日)

許智文教授 香港理工大學

郭德亮先生 地產代理聯會  
(2008年4月1日至2010年3月31日)

鄭正煒先生 香港物業管理公司協會有限公司

鄺子文博士 香港大學專業進修學院

林家輝先生 獨立人士

李春犁先生 香港房屋經理學會

李景衡先生 香港房地產建築業協進會

潘永祥博士 香港測量師學會

曾煥平先生 獨立人士  
(2008年4月1日至2010年3月31日)

謝建華先生 香港地產行政師學會

黃浩明太平紳士 香港地產建設商會

邱虹誼女士 香港城市大學專業進修學院  
(2008年4月1日至2010年3月31日)

邱萬發先生 香港地產代理專業協會有限公司

梁樂文先生

勞工處處長代表

黃慧敏女士

地產代理監管局行政總裁代表

鄔朗怡女士

房屋署署長代表

梁任城先生

職業訓練局執行幹事代表

### 顧問

劉詩韻女士

### 列席

劉永年博士

香港專業教育學院（摩理臣山）  
產業及設施管理系

### 秘書

鄧偉雄先生

職業訓練局

**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.

房地產服務業訓練委員會  
職權範圍

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

## Vocational Training Council 職業訓練局

Headquarters Division 2 總辦事處二科  
 20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong  
 香港九龍九龍灣宏光道39號宏天廣場20樓  
 www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 RE/1/2 (2009)

Your Reference 來函檔號



11 May 2009

Dear Sir/Madam,

2009 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 21 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 18 May and 17 June 2009. 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 a 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 2116 8301.

Yours faithfully,

(Mr Tony TSE)  
 Chairman

Real Estate Services Training Board

## Vocational Training Council 職業訓練局

Headquarters Division 2 總辦事處二科  
 20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong  
 香港九龍九龍灣宏光道39號宏天廣場20樓  
 www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



執事先生：

房地產服務業二〇〇九年人力調查

職業訓練局乃由政府委任的法定機構，負責本港的人力訓練事宜。

職訓局屬下有二十一個訓練委員會，房地產服務業訓練委員會為其中之一，負責評估房地產服務業的人力情況，以及制定訓練計劃。

為調查房地產服務業目前及未來的人力情況及訓練詳情，以便制定合適的訓練計劃配合需要，本訓練委員會將於二〇〇九年五月十八日至六月十七日期間進行房地產服務機構人力調查，懇請貴號惠予合作，提供有關資料。

…… 茲夾附下述文件，供貴號參閱及填寫：

- (a) 第 I 及第 II 部份調查表（附錄 A）
- (b) 附註（第 I 部份）（附錄 B）
- (c) 房地產服務業主要職務工作說明（附錄 C）

調查期間，政府統計處職員會造訪貴號，解答問題，並收回填妥的調查表。

調查所得資料將絕對保密，只用摘要統計數字發表，並不會提及個別機構。

如對是次調查有任何疑問，請致電 2116 8301 與政府統計處聯絡。

A handwritten signature in black ink, reading '謝偉銓' (Siu Wai Sun).

房地產服務業訓練委員會主席  
謝偉銓

二〇〇九年五月十一日



**CONFIDENTIAL**  
**WHEN ENTERED WITH DATA**

填入數據後即成  
機密文件

Appendix A  
附錄A

THE 2009 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇〇九年人力調查

QUESTIONNAIRE

調查表

(Please read the explanatory notes before completing this questionnaire)

(請於填表前詳閱附註)

<u>For official use only:</u> 此欄毋須填寫	<u>Rec. Type</u>	<u>Survey Code</u>	<u>Industry Code</u>	<u>Establishment No.</u>	<u>Enumerator's No.</u>	<u>Editor's No.</u>	<u>Check Digit</u>	<u>No. of Employees Covered by the Questionnaire</u>
	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: \_\_\_\_\_  
機構名稱

ADDRESS: \_\_\_\_\_  
地址

TOTAL NUMBER OF PERSONS ENGAGED: \_\_\_\_\_  
僱員總人數

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

Real Estate Development  
地產發展

Property Management and Maintenance  
物業管理及保養

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

Estate Agency  
地產代理

Government Departments and Public Sector  
政府部門及公共機構

Number of employees holding :  
持有以下牌照的僱員人數：

(i) Estate Agent's Licence (Individual)  
地產代理(個人)牌照

(ii) Salesperson's Licence  
營業員牌照

|\_|\_|\_|\_|\_|\_|\_|\_|\_|  
28

|\_|\_|\_|\_|\_|\_|\_|\_|\_|  
31

NAME OF PERSON TO CONTACT: \_\_\_\_\_  
聯絡人姓名

POSITION: \_\_\_\_\_  
職位

TEL. NO.: \_\_\_\_\_ - \_\_\_\_\_  
電話

FAX NO.: \_\_\_\_\_  
圖文傳真

E-MAIL: \_\_\_\_\_  
電郵

**2009 Manpower Survey of the Real Estate Services Industry**  
房地產服務業二〇〇九年人力調查

**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	
		8-10							
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
9.	2								
10.	2								
11.	2								
12.	2								
13.	2								
14.	2								
15.	2								
16.	2								
17.	2								
18.	2								
19.	2								
20.	2								

(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.**

請在欄「B」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。

Code      Monthly Income Range  
編號      每月總收入幅度

- 1      \$5,000 or below 或以下
- 2      \$5,001 - \$10,000
- 3      \$10,001 - \$15,000
- 4      \$15,001 - \$20,000
- 5      \$20,001 - \$30,000
- 6      \$30,001 - \$40,000
- 7      \$40,001 - \$60,000
- 8      \$60,001 or above 或以上

(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：

Code      Preferred Education  
編號      宜有教育程度

- 1      Professional Qualification  
專業資格
- 2      University Degree or above  
大學學位或以上
- 3      Associate Degree/Professional Diploma/  
Higher Diploma/Higher Certificate  
or equivalent  
副學士學位／專業文憑／  
高級文憑／高級證書
- 4      Diploma/Certificate or equivalent  
文憑／證書
- 5      Matriculation  
大學預科
- 6      Secondary 5  
中五
- 7      Secondary 3 or below  
中三或以下

21.	2													
22.	2													
23.	2													
24.	2													
25.	2													
26.	2													
27.	2													
28.	2													
29.	2													
30.	2													
31.	2													
32.	2													
33.	2													
34.	2													
35.	2													

(iii) Enter in **Column (G)** the preferred relevant years of experience according to the following codes:  
 請將僱員宜有的相關年資，按下列編號填入「G」欄內：

**Preferred Relevant Code Years of Experience**

編號 宜有的相關年資

- 1 Less than 1 year  
一年以下
- 2 1 year to less than 3 years  
一年至三年以下
- 3 3 years to less than 6 years  
三年至六年以下
- 4 6 years to less than 10 years  
六年至十年以下
- 5 10 years or more  
十年或以上

<b>FOR OFFICIAL USE ONLY</b>	
此欄毋須填寫	
Est. No.	_____
Er. No.	_____

**PART II 第二部份**

**Impact on human resources of your organization due to the development of the Mainland and Other cities**

內地及其他城市發展對貴機構人力資源的影響

1. The total number of employees who have stationed in the Mainland or Other cities for over 180 days in the past 12 months (1.5.2008 - 30.4.2009) (by type of real estate services).

請填報貴機構於過去十二個月(1.5.2008-30.4.2009)安排長駐於內地或其他城市工作超過180日之僱員人數(按房地產服務業類別劃分)。

	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
<b>(a) Mainland cities (Please specify)</b> <b>內地城市 (請列出)</b>			
(i) Real Estate Development 地產發展	_ _ _  8	_ _ _  11	_ _ _  14
(ii) Property Management and Maintenance 物業管理及保養	_ _ _  17	_ _ _  20	_ _ _  23
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _  26	_ _ _  29	_ _ _  32
(iv) Estate Agency 地產代理	_ _ _  35	_ _ _  38	_ _ _  41
<b>(b) Others cities (Please specify)</b> <b>其他城市 (請列出)</b>			
(i) Real Estate Development 地產發展	_ _ _  44	_ _ _  47	_ _ _  50
(ii) Property Management and Maintenance 物業管理及保養	_ _ _  53	_ _ _  56	_ _ _  59
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _  62	_ _ _  65	_ _ _  68
(iv) Estate Agency 地產代理	_ _ _  71	_ _ _  74	_ _ _  77

For official use  
此欄毋須填寫

_ _  80	_ _  81
------------	------------

2. Please estimate the total number of employees whom your Hong Kong company will arrange to station in the Mainland or Other cities for over 180 days in the next 12 months (1.5.2009 - 30.4.2010) (by type of real estate services).

請估計在未來十二個月內 (1.5.2009 - 30.4.2010) 貴機構安排長駐於內地或其他地方工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	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
<b>(a) Mainland cities (Please specify)</b> <b>內地城市 (請列出)</b>			
(i) Real Estate Development 地產發展	82	85	88
(ii) Property Management and Maintenance 物業管理及保養	91	94	97
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	100	103	106
(iv) Estate Agency 地產代理	109	112	115

**(b) Others cities (please specify)**  
**其他城市 (請列出)**

(i) Real Estate Development 地產發展	118	121	124
(ii) Property Management and Maintenance 物業管理及保養	127	130	133
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	136	139	142
(iv) Estate Agency 地產代理	145	148	151

3. The total number of employees who travelled frequently to the Mainland in the past 12 months (1.5.2008 - 30.4.2009) (by type of real estate services).

請填報貴機構於過去十二個月內 (1.5.2008 - 30.4.2009) 經常往返內地的僱員人數 (按房地產服務業類別劃分)。

	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 地產發展	154	157	160
(b) Property Management and Maintenance 物業管理及保養	163	166	169
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	172	175	178
(d) Estate Agency 地產代理	181	184	187

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190 191 192

4. Please estimate the total number of employees who will travel frequently to the Mainland in the next 12 months (1.5.2009 - 30.4.2010) (by type of real estate services)

請估計在未來十二個月(1.5.2009 - 30.4.2010) 需經常往返內地的僱員人數 (按房地產服務業類別劃分)。

	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 地產發展	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 193	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 196	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 199
(b) Property Management and Maintenance 物業管理及保養	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 202	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 205	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 208
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 211	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 214	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 217
(d) Estate Agency 地產代理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 220	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 223	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 226

**Training**  
訓練

5. The total number of employees who had received the following training in the past 12 months (1.5.2008 - 30.4.2009) (by type of course)

請填報過去十二個月內(1.5.2008 - 30.4.2009) 曾接受下列訓練的僱員人數 (按課程種類劃分)

Type of Course 課程種類	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
<b>(I) Specific Knowledge/Skills</b> <b>專門知識/技能</b>			
<b>(a) Property Development</b> <b>物業發展</b>			
Real Estate Administration 地產行政	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 229	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 232	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 235
Marketing Technique 市場推廣技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 238	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 241	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 244
Project Management Skills 項目管理技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 247	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 250	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 253
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 256	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 259	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 262
<b>(b) Estate Surveying, Valuation and Consultancy</b> <b>地產測量、估價及顧問</b>			
Marketing Strategy Planning 市場策略計劃	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 265	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 268	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 271
Research Skills 研究技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 274	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 277	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 280
Surveying & Valuation Skills 測量及估價技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 283	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 286	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 289
Planning and Land Development 策劃及土地發展	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 292	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 295	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 298
Compensation 賠償	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 301	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 304	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 307
Property/Leasing Management 物業/租務管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 310	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 313	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 316

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<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
<b>(c) Estate Agents</b> <b>地產代理</b>			
Law Relating to Estate Agency Work 與地產代理工作相關的法例	<input type="text"/> 330	<input type="text"/> 333	<input type="text"/> 336
Compliance Matters 遵從法規事宜	<input type="text"/> 339	<input type="text"/> 342	<input type="text"/> 345
Practice-related Knowledge and Issues 執業知識及應用	<input type="text"/> 348	<input type="text"/> 351	<input type="text"/> 354
Professional Ethics 專業操守	<input type="text"/> 357	<input type="text"/> 360	<input type="text"/> 363
Estate Agency Practice in Other Jurisdiction (Except Mainland) 其他司法管轄區（內地除外）地產代理業實務	<input type="text"/> 366	<input type="text"/> 369	<input type="text"/> 372
<b>(d) Property/Housing Management</b> <b>物業／房屋管理</b>			
Facilities Management 設施管理	<input type="text"/> 375	<input type="text"/> 378	<input type="text"/> 381
Property/Housing Management 物業／房屋管理	<input type="text"/> 384	<input type="text"/> 387	<input type="text"/> 390
<b>(e) Real Estate Services in the Mainland</b> <b>內地房地產知識</b>			
Real Estate Development 地產發展	<input type="text"/> 393	<input type="text"/> 396	<input type="text"/> 399
Property Management and Maintenance 物業管理及保養	<input type="text"/> 402	<input type="text"/> 405	<input type="text"/> 408
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> 411	<input type="text"/> 414	<input type="text"/> 417
Estate Agency 地產代理	<input type="text"/> 420	<input type="text"/> 423	<input type="text"/> 426
<b>(II) Generic Skills</b> <b>通用技巧</b>			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）	<input type="text"/> 429	<input type="text"/> 432	<input type="text"/> 435
(b) Language : Putonghua 語文 : 普通話	<input type="text"/> 438	<input type="text"/> 441	<input type="text"/> 444
English 英文	<input type="text"/> 447	<input type="text"/> 450	<input type="text"/> 453
(c) Management Skills 管理技巧	<input type="text"/> 456	<input type="text"/> 459	<input type="text"/> 462
(d) Supervisory Skills 督導技巧	<input type="text"/> 465	<input type="text"/> 468	<input type="text"/> 471
(e) Communication Skills 溝通技巧	<input type="text"/> 474	<input type="text"/> 477	<input type="text"/> 480
(f) Customer Services Skills 顧客服務技巧	<input type="text"/> 483	<input type="text"/> 486	<input type="text"/> 489
(g) Others (please specify) 其他（請說明）	<input type="text"/> 492	<input type="text"/> 495	<input type="text"/> 498

6. Please estimate the total number of employees that your company will provide in-house training or sponsor to attend training in the next 12 months (1.5.2009 - 30.4.2010) (by type of course)

請估計在未來十二個月內(1.5.2009 - 30.4.2010)貴機構將提供內部培訓或贊助修讀以下課程的僱員人數(按課程種類劃分)

Type of Course 課程種類	No. of employees to be provided with in-house training 貴機構將提供的內部培訓課程人數			No. of employees to be sponsored for training 貴機構將贊助修讀培訓課程的人數		
	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	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
<b>(I) Specific Knowledge/Skills 專門知識/技能</b>						
<b>(a) Property Development 物業發展</b>						
Real Estate Administration 地產行政	<input type="text"/> 501	<input type="text"/> 504	<input type="text"/> 507	<input type="text"/> 510	<input type="text"/> 513	<input type="text"/> 516
Marketing Technique 市場推廣技巧	<input type="text"/> 519	<input type="text"/> 522	<input type="text"/> 525	<input type="text"/> 528	<input type="text"/> 531	<input type="text"/> 534
Project Management Skills 項目管理技巧	<input type="text"/> 537	<input type="text"/> 540	<input type="text"/> 543	<input type="text"/> 546	<input type="text"/> 549	<input type="text"/> 552
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text"/> 555	<input type="text"/> 558	<input type="text"/> 561	<input type="text"/> 564	<input type="text"/> 567	<input type="text"/> 570
<b>(b) Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問</b>						
Marketing Strategy Planning 市場策略計劃	<input type="text"/> 573	<input type="text"/> 576	<input type="text"/> 579	<input type="text"/> 582	<input type="text"/> 585	<input type="text"/> 588
Research Skills 研究技巧	<input type="text"/> 591	<input type="text"/> 594	<input type="text"/> 597	<input type="text"/> 600	<input type="text"/> 603	<input type="text"/> 606
Surveying & Valuation Skills 測量及估值技巧	<input type="text"/> 609	<input type="text"/> 612	<input type="text"/> 615	<input type="text"/> 618	<input type="text"/> 621	<input type="text"/> 624
Planning and Land Development 策劃及土地發展	<input type="text"/> 627	<input type="text"/> 630	<input type="text"/> 633	<input type="text"/> 636	<input type="text"/> 639	<input type="text"/> 642
Compensation 賠償	<input type="text"/> 645	<input type="text"/> 648	<input type="text"/> 651	<input type="text"/> 654	<input type="text"/> 657	<input type="text"/> 660
Property/Leasing Management 物業/租務管理	<input type="text"/> 663	<input type="text"/> 666	<input type="text"/> 669	<input type="text"/> 672	<input type="text"/> 675	<input type="text"/> 678
<b>(c) Estate Agents 地產代理</b>						
Law Relating to Estate Agency Work 與地產代理工作相關的法例	<input type="text"/> 681	<input type="text"/> 684	<input type="text"/> 687	<input type="text"/> 690	<input type="text"/> 693	<input type="text"/> 696
Compliance Matters 遵從法規事宜	<input type="text"/> 699	<input type="text"/> 702	<input type="text"/> 705	<input type="text"/> 708	<input type="text"/> 711	<input type="text"/> 714
Practice-related Knowledge and Issues 執業知識及應用	<input type="text"/> 717	<input type="text"/> 720	<input type="text"/> 723	<input type="text"/> 726	<input type="text"/> 729	<input type="text"/> 732
Professional Ethics 專業操守	<input type="text"/> 735	<input type="text"/> 738	<input type="text"/> 741	<input type="text"/> 744	<input type="text"/> 747	<input type="text"/> 750
Estate Agency Practice in Other Jurisdiction (Except Mainland) 其他司法管轄區(內地除外) 地產代理業實務	<input type="text"/> 753	<input type="text"/> 756	<input type="text"/> 759	<input type="text"/> 762	<input type="text"/> 765	<input type="text"/> 768



No. of employees to be  
provided with in-house training  
貴機構將提供的內部培訓課程人數

No. of employees to be  
sponsored for training  
貴機構將贊助修讀培訓課程的人數

Type of Course 課程種類	No. of employees to be provided with in-house training			No. of employees to be sponsored for training		
	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	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
<b>(d) Property/Housing Management</b> <b>物業/房屋管理</b>						
Facilities Management 設施管理	<input type="text"/> 771	<input type="text"/> 774	<input type="text"/> 777	<input type="text"/> 780	<input type="text"/> 783	<input type="text"/> 786
Property/Housing Management 物業/房屋管理	<input type="text"/> 789	<input type="text"/> 792	<input type="text"/> 795	<input type="text"/> 798	<input type="text"/> 801	<input type="text"/> 804
<b>(e) Real Estate Services in the Mainland</b> <b>內地房地產知識</b>						
Real Estate Development 地產發展	<input type="text"/> 807	<input type="text"/> 810	<input type="text"/> 813	<input type="text"/> 816	<input type="text"/> 819	<input type="text"/> 822
Property Management and Maintenance 物業管理及保養	<input type="text"/> 825	<input type="text"/> 828	<input type="text"/> 831	<input type="text"/> 834	<input type="text"/> 837	<input type="text"/> 840
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> 843	<input type="text"/> 846	<input type="text"/> 849	<input type="text"/> 852	<input type="text"/> 855	<input type="text"/> 858
Estate Agency 地產代理	<input type="text"/> 861	<input type="text"/> 864	<input type="text"/> 867	<input type="text"/> 870	<input type="text"/> 873	<input type="text"/> 876
<b>(II) Generic Skills</b> <b>通用技巧</b>						
(a) Computer Application (including IT) 電腦應用 (包括資訊科技)	<input type="text"/> 879	<input type="text"/> 882	<input type="text"/> 885	<input type="text"/> 888	<input type="text"/> 891	<input type="text"/> 894
(b) Language : Putonghua 語文 : 普通話	<input type="text"/> 897	<input type="text"/> 900	<input type="text"/> 903	<input type="text"/> 906	<input type="text"/> 909	<input type="text"/> 912
English 英文	<input type="text"/> 915	<input type="text"/> 918	<input type="text"/> 921	<input type="text"/> 924	<input type="text"/> 927	<input type="text"/> 930
(c) Management Skills 管理技巧	<input type="text"/> 933	<input type="text"/> 936	<input type="text"/> 939	<input type="text"/> 942	<input type="text"/> 945	<input type="text"/> 948
(d) Supervisory Skills 督導技巧	<input type="text"/> 951	<input type="text"/> 954	<input type="text"/> 957	<input type="text"/> 960	<input type="text"/> 963	<input type="text"/> 966
(e) Communication Skills 溝通技巧	<input type="text"/> 969	<input type="text"/> 972	<input type="text"/> 975	<input type="text"/> 978	<input type="text"/> 981	<input type="text"/> 984
(f) Customer Services Skills 顧客服務技巧	<input type="text"/> 987	<input type="text"/> 990	<input type="text"/> 993	<input type="text"/> 996	<input type="text"/> 999	<input type="text"/> 1002
(g) Others (please specify) 其他 (請說明)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/> 1005	<input type="text"/> 1008	<input type="text"/> 1011	<input type="text"/> 1014	<input type="text"/> 1017	<input type="text"/> 1020

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1023 1026 1029 1032 1033 1036 1039 1042

Internal Promotion

內部晉升

7. The total number of internal promotion in the past 12 months (1.5.2008 - 30.4.2009)

過去十二個月內 (1.5.2008 - 30.4.2009) 內部晉升的僱員人數。

From Supervisory to Managerial/Professional Level

由主任晉升為經理／專業級

□ □ □ □  
1043

From Technical Support and Operative to Supervisory Level

由技術及操作人員晉升為主任級

□ □ □ □  
1046

Employees Left

離職人數

8. The total number of employees left in the past 12 months (1.5.2008 - 30.4.2009)

過去十二個月內 (1.5.2008 - 30.4.2009) 離職的僱員人數。

Managerial/  
Professional  
Level  
經理／專業級

□ □ □ □  
1049

Supervisory  
Level  
主任級

□ □ □ □  
1052

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

□ □ □ □  
1055

Recruitment

招聘

9. Please state the number of recruits of your company in the past 12 months (1.5.2008 - 30.4.2009)

請列出貴機構在過去十二個月內 (1.5.2008 - 30.4.2009) 招聘的僱員人數。

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) Total number of recruits  
總招聘人數

□ □ □ □  
1058

□ □ □ □  
1061

□ □ □ □  
1064

(b) Number of recruits having real estate services  
related experience from item 9(a) above  
上列9(a)項中，具備房地產服務業相關  
經驗的人數

□ □ □ □  
1067

□ □ □ □  
1070

□ □ □ □  
1073

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1076

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1077

□ □ □ □  
1078

□ □ □ □  
1079

10. Did your company encounter any difficulties in recruitment of real estate services personnel at various job levels in the past 12 months (1.5.2008 - 30.4.2009) ?

貴機構在過去十二個月內 (1.5.2008 - 30.4.2009) 在招聘房地產服務從業員方面有沒有困難？

- 1080 Yes (Please go to Q.11) 有 (請答第11題)       1081 No (Please go to Q12) 沒有 (請答第 12 題)       1082 No recruitment nor tried to recruit (Please go to Q12) 未有/未有嘗試招聘 (請答第 12 題)

11. 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。

Reasons 原因	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) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 1083	<input type="checkbox"/> 1084	<input type="checkbox"/> 1085
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 1086	<input type="checkbox"/> 1087	<input type="checkbox"/> 1088
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 1089	<input type="checkbox"/> 1090	<input type="checkbox"/> 1091
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 1092	<input type="checkbox"/> 1093	<input type="checkbox"/> 1094
(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"/> 1095	<input type="checkbox"/> 1096	<input type="checkbox"/> 1097
(f) Others (Please specify) 其他 (請說明)	<input type="checkbox"/> 1098	<input type="checkbox"/> 1099	<input type="checkbox"/> 1100

12. Do you expect a manpower change in your company in the next 12 months due to the fluctuation of economy (1.5.2009 - 30.4.2010) ?

你是否預期貴機構會因經濟轉變而在未來十二個月 (1.5.2009 - 30.4.2010) 有所變動人手？

	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
<b>Hong Kong</b> 香港	+ / - <input type="checkbox"/> 1101 <input type="checkbox"/> 1102 <input type="checkbox"/> 1103 <input type="checkbox"/> 1104	+ / - <input type="checkbox"/> 1105 <input type="checkbox"/> 1106 <input type="checkbox"/> 1107 <input type="checkbox"/> 1108	+ / - <input type="checkbox"/> 1109 <input type="checkbox"/> 1110 <input type="checkbox"/> 1111 <input type="checkbox"/> 1112
<b>Mainland cities</b> 內地城市	<input type="checkbox"/> 1113 <input type="checkbox"/> 1114 <input type="checkbox"/> 1115 <input type="checkbox"/> 1116	<input type="checkbox"/> 1117 <input type="checkbox"/> 1118 <input type="checkbox"/> 1119 <input type="checkbox"/> 1120	<input type="checkbox"/> 1121 <input type="checkbox"/> 1122 <input type="checkbox"/> 1123 <input type="checkbox"/> 1124
<b>Other cities</b> 其他城市	<input type="checkbox"/> 1125 <input type="checkbox"/> 1126 <input type="checkbox"/> 1127 <input type="checkbox"/> 1128	<input type="checkbox"/> 1129 <input type="checkbox"/> 1130 <input type="checkbox"/> 1131 <input type="checkbox"/> 1132	<input type="checkbox"/> 1133 <input type="checkbox"/> 1134 <input type="checkbox"/> 1135 <input type="checkbox"/> 1136

End of Questionnaire

問卷完

For official use     1137     1138     1139     1140     1141     1142     1143     1144     1145  
此欄毋需填寫

The 2009 Manpower Survey of the Real Estate Services Industry  
房地產服務業二〇〇九年人力調查

Explanatory Notes for Part I  
附註（第 I 部份）

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.  
請填寫表內(A) 至(G) 欄；如有不適用者，請在該欄填入(0) 符號。
  
2. Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs in the Real Estate Services Industry  
(A) 欄 — 房地產服務業主要職務的職稱及工作說明
  - (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.  
表內部分職稱可能有別於貴公司所採用者，但若兩者職責相近，可視作相同職務；請在調查表內提供所需資料。
  - (b) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.  
請根據僱員的主要職務分類（不論其所兼任的次要職務）。
  - (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.  
倘貴公司有其他人員因職責上需接受房地產服務業訓練，請在此欄加上其職稱，同時填寫(B) 至(G) 欄。

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

(B) 欄 — 僱員每月總收入

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 ( May 2008 - April 2009). 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.

請根據僱員過去十二個月(指二〇〇八年五月至二〇〇九年四月期間)平均每月收入幅度，選出適當編號填入(B)欄。「每月收入」包括底薪、定期超時工作津貼、生活津貼、膳食津貼、佣金及花紅等(扣除僱員所支付的強制性公積金供款)。倘貴公司僱用超過一名僱員擔任同一職務，請取其平均數字。

<u>Average Monthly Income</u> 平均每月收入	<u>Code Number to be Entered into Column 'B'</u> 編號
\$5,000 or below 或以下	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 或以上	8

4. Column 'C' - Number of Employees

(C) 欄 — 僱員人數

'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.

「僱員」指於貴公司內全職工作(即每月工作最少連續四週、每週不少於十八小時)及定期支取薪金的人士，其中包括在公司內全職工作的東主及合夥人，但不包括兼職僱員。調查表他處出現的「僱員」一詞，定義亦同。

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

(D) 欄 — 未來十二個月的預計僱員人數

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.

預計僱員人數指貴公司在十二個月後的僱員人數。如估計業務可能收縮，此欄所填人數可能少於(C) 欄。

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

(E) 欄 — 調查期間空缺額

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.

請填入貴公司現有空缺額。「現有空缺額」指該職位懸空，須立刻填補，而現正積極進行招聘。

7. Column 'F' - Preferred Level of Education

(F) 欄 — 僱員宜有的教育程度

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

請按下列類別編號，將僱員宜有的基本教育程度填入(F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
Professional Qualification 專業資格	1
University Degree or above 大學學位或以上	2
Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位／專業文憑／ 高級文憑／高級證書	3
Diploma/Certificate or equivalent 文憑／證書	4
Matriculation 大學預科	5
Secondary 5 中五	6
Secondary 3 or below 中三或以下	7

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

(G) 欄 — 僱員宜有的相關年資

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

請按下列類別編號，填寫各職位僱員宜有的相關年資。

<u>Period</u> 年資	<u>Code</u> 編號
Less than 1 year 一年以下	1
1 year - less than 3 years 一年至三年以下	2
3 years - less than 6 years 三年至六年以下	3
6 years - less than 10 years 六年至十年以下	4
10 years or more 十年或以上	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.

註：調查所得資料絕對保密，只以統計摘要方式發表，並不提及個別機構。

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

地產發展類別

主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102.	Director/ Associate Director/ General Manager  董事／副董事／總經理	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.  策劃、掌管機構整體運作；制訂、執行業務策略及方針；檢討企業運作及成效；策劃、控制資源分配。
103.	Sales/Marketing Manager  營業經理／市場經理	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.  策劃、管理物業的銷售及市場推廣工作。制訂及執行市場推廣策略；負責銷售／推廣計劃。挑選、聯絡地產代理
104.	Property Manager/ Area Property Manager  物業經理／ 分區物業經理	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.  負責物業買賣及管理事宜；就物業買賣及出租事宜洽商及提供建議。監管物業租售。領導推行有關租金、樓價及保養費用的研究分析。監督物業收支帳目的保存情況；負責財政預算，並製備有關報告。



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

地產發展類別

主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
108.	Project Manager  項目經理	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.  策劃、組織、管理樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承建商，以推展項目及改善工程水平，直至竣工。洽商財務安排，進行索償及成本控制。
109.	IT Manager/ Computer Services Manager/ EDP Manager  資訊科技經理／ 電腦服務經理／ 電子資料處理經理	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.  維修、支援機構內有關資訊科技的職務及投資事務。以最具成本效益的方法，應付機構在資訊科技方面的需要。發展項目方面，提供樓宇自動化設計的意見。管理有關合約，包括屋宇自動化、其他電腦系統，以及電腦系統接連總辦事處等。
122.	Development Manager  發展經理	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.  研究、引進業務發展機會。研究分析房地產發展潛力，作可行性研究；向管理高層提供土地及物業收購的建議。
129.	Other Supporting Managers  其他支援服務經理	Engages in other real estate services related duties such as estate management, maintenance and surveying.  從事與房地產服務相關的其他職務，包括物業管理、保養及測量。

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

地產發展類別

主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Supervisory Level 主任級</b>		
201.	Project Officer/ Assistant Project Manager 項目主任／助理項目經理	Assists the project manager in the planning and managing of building and construction projects. 協助項目經理策劃、管理樓宇及建築項目。
202.	Marketing Officer/ Sales Officer 市場主任／營業主任	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons. 協助發展中物業的銷售推廣活動，與地產代理或營業員聯絡。
203.	Property Officer/ Leasing Officer 物業主任／租務主任	Assists in administering the sale, leasing and property management services of properties. 協助監管物業的租售及管理服務。
215.	Development Officer/ Property Analyst 發展主任／物業分析員	Assists in the evaluation and investigation of development potentials. 協助發展經理評估及調查物業發展潛力。
219.	Other Supporting Supervisors 其他支援服務主任	Assists in the other duties relating to real estate services such as agency work and valuation. 協助執行與房地產服務相關的其他職務，包括代理事務及估價。
<b>Technical Support and Operative Level 技術及操作人員級</b>		
301.	Sales/Marketing/ Research Assistant 營業／市場／研究助理	Assists and transcribes marketing proposals and prepares statistical reports on marketing situation. 協助蒐集市場資料，評估市場潛力。蒐集租售物業及準買家、租客需要的資料。製備統計報告，分析市場需求。協助製備市場推廣建議書。
302.	Property Clerk 物業文員	Assists in the property management services and activities within the property/estate. 協助與物業或屋邨管理有關的服務和工作。
303.	Technician 技術員	Carries out and supervises the maintenance and repair work of the estate/building. 進行、監督屋邨／樓宇的維修保養工作。

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

地產發展類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
306.	Building Attendant  大廈管理員／管理員	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property. 維修物業；負責物業內樓宇設備的簡單維修保養工作，看守工具及工作崗位。
307.	Leasing Clerk  租務文員	Assists in the leasing activities of the property/estate. 協助與物業或屋邨租務有關的工作。
319.	Other Supporting Personnel  其他支援服務人員	Performs other duties relating to real estate services functions. 執行與房地產服務相關的職務。

Job Descriptions for Principal Jobs in  
Property Management and Maintenance Sector  
物業管理及保養類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102.	Director/General Manager  董事／總經理	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.  策劃、掌管、監察機構的整體運作；制定、推行業務策略及方針，以最具成本效益的方法，達成業務／機構目標。
103.	Marketing Manager  市場經理	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.  負責屋邨／大廈及有關設施的管理及保養工作。
125.	Regional Manager/ Senior Estate Manager/ Senior Property Manager  區域經理／ 高級屋邨經理／ 高級物業經理	Plans and supervises a team of management and technical staff for the management and maintenance of a group of portfolio.  策劃、督導組內管理及技術人員，負責各類物業管理及保養工作。推行機構方針，包括業務發展、提供優質的管理及保養服務、有效財務控制等。
105.	Estate Manager/ Area Manager/ Building Manager/ Property Manager  屋邨經理／分區經理／ 大廈經理／物業經理	Takes charge of the management and maintenance of an estate or building and its related functions. .  督導組內管理及技術人員，負責屋邨／大廈及有關設施的管理及保養工作。
106.	Maintenance Manager  保養經理	Supervises the maintenance of building within the estate/property.  監督屋邨／物業範圍內的大廈保養工作。

Job Descriptions for Principal Jobs in  
Property Management and Maintenance Sector  
物業管理及保養類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
107.	Promotion and Public Relations Manager (Commercial and Retail)  推廣及公關經理 (商務及零售)	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.  監督、視察屋邨／物業的商戶／零售店舖情況；與商戶／業主保持良好關係；在屋邨商場籌辦宣傳活動，協助推廣邨內零售業務。
108.	Project Manager  項目經理	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.  策劃、統籌、管理屋邨／物業範圍內的樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。
109.	IT Manager/ Computer Services Manager/ EDP Manager  資訊科技經理／ 電腦服務經理／ 電子資料處理經理	Maintains and supports IT related function in management of property. System integration, services delivery and end user training and support.  保養、支援與物業管理有關的資訊科技職能。負責系統整合、服務提供、終端用戶培訓及支援工作。
110.	Club House Manager/ Public Relations Manager/ Customer Services Manager  會所／康樂經理／ 公共關係經理／ 顧客服務經理	Takes charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate.  策劃及督導組內會所／康樂人員，負責會所及其有關活動的管理及保養工作。負責會所的日常運作、保養及管理。

Job Descriptions for Principal Jobs in  
Property Management and Maintenance Sector  
物業管理及保養類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level (Continued) 經理及專業人員級 (續)</b>		
111.	Facilities Manager  設施經理	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.  策劃、組織、管理各項設施，包括商住及康樂設施；聯絡建築師、測量師、其他專業人員及承辦商；採取措施，加強成本效益。
129.	Other Supporting Managers  其他支援服務經理	Engages in other real estate services related duties such as leasing management and surveying.  從事與房地產服務相關的其他職務，包括租務管理及測量。
<b>Supervisory Level 主任級</b>		
202.	Marketing Officer  市場主任	Assists in the marketing and leasing of the estate/property.  協助屋邨／物業的市場推廣及租務工作。
218.	Property/Estate Officer/ Administrative Officer 屋邨主任／物業主任／ 行政主任	Assists in administering the property management services activities within the estate.  協助屋邨經理管理屋邨物業服務。
205.	Clubhouse/ Recreation Officer/ Public Relations Officer/ Customer Service Officer 會所／康樂主任／ 公共關係主任／ 顧客服務主任	Assists the Clubhouse / Recreation Manger in administering and implementing the clubhouse/recreation activities.  協助會所／康樂經理執行及推行會所／康樂部活動。
206.	Building Supervisor/ Building Superintendent/ Security Officer/Supervisor 大廈主管／大廈監督／ 保安主任／主管	Assists in the management/security of buildings. Supervises the work of building attendants in the daily management work to the estate/building.  協助大廈內的管理及保安工作。督導物業管理員在屋邨／大廈內的日常管理工作。

Job Descriptions for Principal Jobs in  
Property Management and Maintenance Sector  
物業管理及保養類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
216.	Maintenance Officer/ Technical Officer/ Clerk of Works 保養主任／技術主任／ 工程監督	Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/building. 監督技術員／技工在屋邨／大廈內日常的小型保養維修工作。
219.	Other Supporting Supervisors 其他支援服務主任	Assists in other duties relating to real estate services such as real estate agent. 協助執行與房地產服務相關的其他職務，如地產代理。
Technical Support and Operative Level 技術及操作人員級		
302.	Property Clerk 物業文員	Provides clerical support services in property management within the property/estate. 提供物業／屋邨管理的文書支援服務。
303.	Technician 技術員／技工／ 半技術技工	Carries out the maintenance and repair works of the estate/building, and, checks quality of out-sourced works provided by contractors. 執行屋邨／大廈內的保養維修工作。檢測服務及保養承辦商的工作質素。
306.	Building Attendant 大廈管理員／ 顧客服務助理／保安員	Participates in simple cleaning, repairs and maintenance works, and, manning equipments of the building. Performs access control and guarding work. Provides customer service. 參與簡單之清潔、維修及保養工作，並維持屋宇設備之日常運作。負責大廈保安工作。提供客戶服務如處理租戶或業主的查詢及投訴。
308.	Assistant Property Officer/ Assistant Estate Officer/ Assistant Administrative Officer 助理物業主任／ 助理屋邨主任／ 助理行政主任	Carries out duties relating to the property management services activities within the estate. 執行所有在屋邨內與物業管理服務相關的職務。協助屋邨／商場的日常行政及管理工作。

Job Descriptions for Principal Jobs in  
Property Management and Maintenance Sector  
物業管理及保養類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
310.	Clubhouse/ Recreation Assistant/ Public Relations Assistant/ Customer Service Assistant 會所／康樂助理／ 公共關係助理／ 顧客服務助理	Carries out the recreational activities and maintenance of the clubhouse.  負責康樂活動及會所保養。負責康樂及相關活動。處理業主／租客的查詢及投訴。負責一般會所設施簡單維修及保養工作。
319.	Other Supporting Personnel 其他支援服務人員	Performs duties to support other real estate services functions.  執行與房地產服務相關的職務。



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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level 經理及專業人員級</b>		
101.	Executive Director/ Director/Partner  執行董事／董事／ 合伙人	Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/ the Company.  按董事會／公司決議，全權執行測量、估價及顧問業務。
108.	Project Manager/ Associate Director  項目經理／副董事	Manages surveying, development and consultancy works/projects.  管理一系列測量、物業發展及顧問事務。
115.	Estate Surveyor/ Associate Director  產業測量師／副董事	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.  提供有關物業投資及發展的專業意見。向客戶提供物業發展潛力的意見。代表客戶處理契約修訂、換地申請及其他土地行政工作。向客戶提供收地賠償的意見。進行物業市場研究。
116.	Valuation Surveyor/ Associate Director  物業估價測量師／副董事	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.  按業務目的評估各類物業的價值。評估物業價值作買賣、租賃、融資、上市等用途。對各類物業進行可行性研究。擔任估值糾紛的專業證人、獨立估價師或仲裁人。
129.	Other Supporting Managers  其他支援服務經理	Engages in other real estate services related duties such as estate management and maintenance.  從事與房地產服務相關的其他職務，包括物業管理及保養。

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<b>Supervisory Level 主任級</b>		
204.	Supervisor/ Assistant Manager (with estate agent's licence)  主管／主任／副經理 (持有地產代理牌照)	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.  執行日常的地產代理工作；監督一小組地產代理／營業員或其他支援服務人員；確保小組遵守《地產代理條例》；培訓發展組內地產代理／營業員，並支援他們的工作。
209.	Valuation Officer  物業估價主任／員	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.  勘察物業作估價及其他用途；製備物業資料圖及報告；協助進行物業估值作差餉徵收及其他用途；蒐集、整理地產物業資料。
214.	Survey Officer  測量主任／員	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.  執行測量及物業估價工作。勘察物業作土地行政及其他用途。製備物業資料圖及報告。協助進行物業估值以作出售、契約修訂及其他用途。蒐集、整理物業資料。協助製備契約條件，檢查建築圖則是否符合契約條件。
219.	Other Supporting Supervisors  其他支援主任	Assists in other duties relating to real estate services such as agent and marketing work, etc.  協助執行與房地產服務相關的其他職務，包括地產代理、市場推廣工作等。

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<b>Technical Support and Operative Level 技術及操作人員級</b>		
304.	Valuation Assistant/ Survey Officer (Trainee)  物業估價助理員/ 見習測量主任/員	Assists Valuation Officer in the survey of landed properties for rating and other purposes. Assists in the preparation of plans and reports.  協助物業估價員勘察物業作估價及其他用途。蒐集市場資料及物業成交資料。協助製備物業資料圖及報告。
305.	Estate Agent/Salesperson/ Sales Executive/ Property Consultant (with estate agent's/ salesperson's licence)  地產代理/營業員/ 營業主任/物業顧問 (持有地產代理/ 營業員牌照)	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.  蒐集租售物業資料；了解準買家或租戶需求；向準買家或租戶介紹樓盤，並解釋租售條款；檢查物業情況；擬備並安排簽署地產代理協議、買賣及租賃合約。
319.	Other Supporting Personnel  其他支援人員	Performs duties to support other real estate services functions.  執行與房地產服務相關的職務。

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<b>Managerial and Professional Level 經理及專業人員級</b>		
101.	Managing Director/ Chief Executive Officer/ Partner 常務董事／行政總監／ 合伙人	Takes full charge of the agency business and heads the management team. 全權管理地產代理業務，領導管理隊伍。
102.	Director/ General Manager 董事／總經理	Takes full charge of the sales operations and manages a number of agency firms. 全權負責銷售工作，並管理多間代理行業務。
124.	Regional Manager/ Regional Marketing Manager 區域經理／分區營業經理	Looks after the sales operations, administration and compliance matters of all branches within a region or an area. 監管分區內各分行的業務及行政運作，確保符合有關法例。
109.	IT Manager/ Computer Services Manager 資訊科技經理／ 電腦服務經理	Manages overall IT functions. Maintains the IT support for all operating units. Designs and develops IT applications and systems to meet automation objective. Implements system integration, services delivery and end user training and support. 管理資訊科技整體工作；為所有部門提供資訊科技支援；設計及發展應用程式及系統，以實行自動化；執行系統集成、提供相關服務、終端用戶培訓及支援。因應公司需要供最佳資訊科技服務。負責系統集成、按指定規格製造及設置、提供相關服務、終端用戶培訓及支援。
123.	Land Executive 土地／地產行政員	Handles and supervises all lands transaction in proper manner and in compliance with legal regulations. 處理及監管所有與土地交易有關事宜，並確保交易附合相關法例。
129.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as estate management and maintenance. 從事與房地產服務相關的其他職務，包括物業管理及保養。

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<b>Supervisory Level 主任級</b>		
204.	Manager (in charge of an office/ branch)/ Branch Manager  主管／主任 副經理 經理／分行經理	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.  協助經理處理日常地產代理工作。協助經理督導工作人員隊伍。督導一組地產代理／營業員或其他輔助人員。確保組內工作隊伍符合《地產代理條例》及其他法例要求。負責組內成員的培訓及發展工作。支援地產代理／營業員的工作(例如協商及完成交易)。
219.	Other Supporting Supervisors  其他支援服務主任	Assists in supervisory duties.  協助執行督導職務。
<b>Technical Support and Operative Level 技術及操作人員級</b>		
305.	Estate Agent/Salesperson/ Sales Executive/ Property Consultant/ (with estate agent's licence or salesperson's licence)  地產代理／營業員／ 營業主任／物業顧問 (持有地產代理／ 營業員牌照)	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.  進行有關物業買賣、租賃的工作。蒐集物業租售及準買家／租戶所需資料。向準買家／租客推介樓盤，並引領準買家／租戶到樓盤實地視察。解釋地產代理協議書、買賣或租賃合約及安排視察物業情況。

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Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
309.	Trainees  見習生／員	Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination.  由一持牌上司直接指導工作及準備參加資格考試。
319.	Other Supporting Personnel  其他支援服務人員	Performs non-estate agency duties to support licensed persons.  執行非地產代理工作以支援持牌人士。

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Managerial and Professional Level 經理及專業人員級		
102.	Director/General Manager  董事／總經理	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.  策劃、掌管機構運作；制訂、執行業務策略及方針；檢討企業運作及成效，策劃、控制資源分配。
104.	Property Manager/ Area Property Manager  物業經理／分區物業經理	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.  負責物業買賣、估價及管理；洽商或批准物業買賣及出租；監管物業出租事宜；領導研究，整理分析有關租金、樓價及保養費用數據；監督物業收支帳目保存情況，負責財政預算，以及製備有關報告。
105.	Estate Manager  屋邨經理	Takes charge of the management and maintenance of the buildings within the housing estate. Oversees a team of building attendants and allocates work.  監督邨內大廈管理及保養；督導組內大廈管理員，並分配工作。
106.	Maintenance Manager  物業保養經理	Supervises the management and maintenance of buildings within the estate/property. Oversees a team of technical officers and allocates work.  監督屋邨／物業範圍內的大廈管理及保養工作；督導組內大廈技術人員，並分配工作。

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108.	Project Manager  項目經理	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations. 策劃、組織、管理樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。
112.	Area Manager  分區經理	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. 負責該分區物業管理的整體政策及計劃；訂立、監督各項運作及行政程序；組織、協調計劃內的工作；聯絡所屬社區領袖。
113.	Housing Manager  房屋事務經理	Takes charge of the property and tenancy management activities of housing estates. Establishes and directs operational and administrative procedures, including rent collection. Attends District Committee, Estate Management Advisory Committee and Area Committee meetings and activities as required. 負責屋邨物業及租約管理工作；訂立、監督各項運作及行政程序，包括收租；按需要出席區議會、屋邨管理諮詢委員會、分區會會議及活動。
114.	Leasing Manager  租務經理	Plans and manages the leasing and marketing activities of the housing estate. 策劃、管理屋邨租務及市場推廣工作。



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Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
115.	Estate Surveyor  產業測量師	<p>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.</p> <p>負責公共土地及屋宇的管理及租務事宜；為買賣、出租、投資、差餉及徵稅等事宜評估各類物業的價值；就物業估值、可行性研究及法定賠償向當事人提供意見。</p>
116.	Valuation Surveyor  物業估價測量師	<p>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.</p> <p>為稅務及其他目的評估物業的價值；為政府的樓宇提供租務、買賣、管理方面的意見；如有需要，代表政府在上訴個案給予物業估值的專業意見。</p>
117.	Lands Executive  地政主任	<p>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.</p> <p>協助執行新界土地控制及批約條款；處理村屋批地、發展／重建；協助統籌清拆事宜；協助評估法定賠償及特惠津貼；保存各項土地紀錄及統計資料。</p>

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118.	Building Surveyor/ Maintenance Surveyor  屋宇測量師／ 屋宇保養測量師	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.  策劃、管理、協調各屋宇及土地工程（包括保養工程），以符合公共衛生、規劃及建築條例規定。
119.	Shopping Centre Manager  商場事務經理	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.  監督屋邨商場的管理及保養；督導組內大廈管理員，並分配工作。
120.	Transport/Car Park Manager  運輸／停車場經理	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.  監察、控制屋邨內車輛及運輸設施的使用，確保交通及客運暢順；管理停車場；監管邨內車輛進出及停泊情況；就外判運輸及勞務工作與承辦商接洽。
121.	Senior Asset Manager  高級資產經理	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.  帶領有關資產管理的職能並專注於租務、資產管理、市務及推廣以確保運作順暢及奏效。設立工作表現目標並對資產業務之盈虧負責。

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129.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as IT. 執行與房地產服務相關的其他職務，包括資訊科技。
Supervisory Level 主任級		
218.	Property Officer/Assistant 物業主任／助理	Assists the property manager in administering the property management services and activities within the estate. 協助物業經理，監督屋邨的管理服務及有關工作。
205.	Housing/Estate Officer 房屋事務／產業主任	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. 協助房屋事務／產業經理，負責屋邨管理、保養及其他有關工作；與業主及租戶保持良好關係。
206.	Estate Assistant 屋宇事務助理	Oversees building attendants/artisans and allocates works to them. Supervises cleansing, security, simple repairs and maintenance of housing estates. 督導大廈護衛／技工，並分配工作；監督屋邨的清潔、保安、簡單維修和保養等工作。
207.	Development Officer/ Maintenance Officer/ Building Supervisor 屋宇發展主任／ 屋宇保養主任／屋宇監督	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. 協助屋宇測量師及屋宇保養測量師，管理、協調屋邨內各類樓宇及土地工程（包括保養工作）。
208.	Technical Officer 技術主任	Prepares drawings, carries out and supervises the maintenance and repair work of the building and equipment within the estate. 繪製圖則，進行與監督屋邨內樓宇及設備的維修保養工作。

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Supervisory Level (Continued) 主任級 (續)		
209.	Valuation Officer  物業估價員	Assists the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties. 協助物業估價測量師，為地產調查進行租金及資本估價，並協助處理地產的租務及管理事宜。
210.	Lands Inspector  地政督察	Assists Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories. 協助地政主任，處理各類有關新界土地管理事宜。
211.	Shopping Centre Officer/ Property Officer  商場事務主任／物業主任	Assists the Shopping Centre Manager in the management and maintenance of the shopping centre area/carpark (for Property Officer) within the estate. 協助商場事務經理，負責屋邨商場／停車場（物業主任）的管理及保養。
212.	Overseer/Foreman  巡察員／管工	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. 監管從事有關清潔、小販及街市管理、防治蟲鼠、環境保護、值班室、墓地及火葬場工作的員工；執行與《公眾衛生及市政條例》相關的法律工作。
213.	Rent Officer  租務主任	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. 協助監察、執行《業主與租客條例》條文；租金估值，決定樓字的主要用途，並發出主要用途證明書。

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<b>Supervisory Level (Continued) 主任級 (續)</b>		
214.	Survey Officer (Estate)  測量員 (產業)	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.  協助執行市區土地控制及批約條款；協助徵用私人土地及土地清拆；檢查建築圖則，送達法定通知書；協助售地、批地及續批／續期、換地及擴建。
217.	Welfare Worker  社工	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.  管理長者宿舍及長者住所。為長者宿舍居住者組織社區，康樂及其他相關活動。
219.	Other Supporting Supervisors 其他支援服務主任	Assists in the duties relating to other real estate services.  協助執行與房地產服務相關的其他職務。
<b>Technical Support and Operative Level 技術及操作人員級</b>		
302.	Property Clerk  物業文員	Assists in the property management services and activities within the property/estate.  協助與物業／屋邨管理有關的服務和活動。
303.	Technician  技術員	Carries out the maintenance and repair works of the estate/building, and, checks quality of out-sourced works provided by contractors.  執行屋邨／大廈內的保養維修工作。檢測服務及保養承辦商的工作質素。

Job Descriptions for Principal Jobs in  
Government Departments and Public Sector  
 政府部門及公共機構類別  
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
306.	Caretaker/Artisan/Workman  管理員／技工／工人	Participates in simple cleaning, repairs and maintenance works, and, manning equipments of the building. Assists in regulating conduct of users and visitors of the property including noise abatement and vandalism prevention.  參與簡單之清潔、維修及保養工作，並維持屋宇設備之日常運作。協助勸喻用戶及訪客遵守屋邨用戶守則，如避免發出噪音或損壞公物。
318.	Customer Services Assistant  客戶服務助理	Mans the reception/enquiry counter and answers telephone enquiries. Receives and records complaints and makes timely referral to responsible officer.  駐接待／詢問服務台及接答電話查詢。接受及記錄投訴和盡速轉介給有關主任。
319.	Other Supporting Personnel  其他支援服務人員	Performs duties relating to other real estate services functions.  執行與房地產服務相關的職務。

**Breakdown of Samples by Stratum**

	Employment Size	Stratum	Size of Frame	Sampling Fraction	Sample Size	Establishment No
1. Real Estate Development (HSIC 681100)	1-4	1	368	0.100	37	010001- 010099
	5-9	2	41	1.000	41	
	10-19	3	5	1.000	5	
	20-49	4	7	1.000	7	
	50-99	5	3	1.000	3	
	100-199	6	4	1.000	4	
	200-499	7	2	1.000	2	
	500 & over	8	0	1.000	0	
	Branch Total			430		
2. Real Estate Leasing (HSIC 681200)	1-4	1	3 875	0.010	39	020001- 020132
	5-9	2	291	0.100	29	
	10-19	3	65	0.400	26	
	20-49	4	27	1.000	27	
	50-99	5	4	1.000	4	
	100-199	6	5	1.000	5	
	200-499	7	1	1.000	1	
	500 & over	8	1	1.000	1	
	Branch Total			4 269		
3. Real Estate Development with Leasing (HSIC 681300)	1-4	1	106	0.550	58	030001- 030081
	5-9	2	13	1.000	13	
	10-19	3	2	1.000	2	
	20-49	4	3	1.000	3	
	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			129		
4. Real Estate Maintenance Management (HSIC 682200)	1-4	1	500	0.050	25	040001- 040221
	5-9	2	161	0.150	24	
	10-19	3	106	0.200	21	
	20-49	4	123	0.200	25	
	50-99	5	46	0.600	28	
	100-199	6	44	1.000	44	
	200-499	7	28	1.000	28	
	500 & over	8	25	1.000	25	
	Branch Total			1 033		
5. Real Estate Brokerage and Agency (HSIC 682100)	1-4	1	2 328	0.100	233	050001- 050380
	5-9	2	314	0.100	31	
	10-19	3	121	0.300	36	
	20-49	4	57	1.000	57	
	50-99	5	10	1.000	10	
	100-199	6	4	1.000	4	
	200-499	7	2	1.000	2	
	500 & over	8	6	1.000	6	
	Branch Total			2 842		
6. Real Estate Surveying Valuation and Consultancy (HSIC 711200)	1-4	1	208	0.100	21	060001- 060078
	5-9	2	31	1.000	31	
	10-19	3	8	1.000	8	
	20-49	4	11	1.000	11	
	50-99	5	1	1.000	1	
	100-199	6	0	1.000	0	
	200-499	7	0	1.000	0	
	500 & over	8	0	1.000	0	
	Branch Total			259		
7. Supplementary Samples			53		53	070001- 070045
Total			9 015		1 036	

## 調查對象層面細分

	僱員數目	層面	機構數目	抽樣分數	抽樣數目	機構編號
1. 地產發展 (香港標準行業分類 681100)	1-4	1	368	0.100	37	010001- 010099
	5-9	2	41	1.000	41	
	10-19	3	5	1.000	5	
	20-49	4	7	1.000	7	
	50-99	5	3	1.000	3	
	100-199	6	4	1.000	4	
	200-499	7	2	1.000	2	
	500 & over	8	0	1.000	0	
類別總數		430		99		
2. 地產租賃 (香港標準行業分類 681200)	1-4	1	3 875	0.010	39	020001- 020132
	5-9	2	291	0.100	29	
	10-19	3	65	0.400	26	
	20-49	4	27	1.000	27	
	50-99	5	4	1.000	4	
	100-199	6	5	1.000	5	
	200-499	7	1	1.000	1	
	500 & over	8	1	1.000	1	
類別總數		4 269		132		
3. 地產發展兼租賃 (香港標準行業分類 681300)	1-4	1	106	0.550	58	030001- 030081
	5-9	2	13	1.000	13	
	10-19	3	2	1.000	2	
	20-49	4	3	1.000	3	
	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	
類別總數		129		81		
4. 地產保養管理服務 (香港標準行業分類 682200)	1-4	1	500	0.050	25	040001- 040221
	5-9	2	161	0.150	24	
	10-19	3	106	0.200	21	
	20-49	4	123	0.200	25	
	50-99	5	46	0.600	28	
	100-199	6	44	1.000	44	
	200-499	7	28	1.000	28	
	500 & over	8	25	1.000	25	
類別總數		1 033		220		
5. 地產經紀及代理 (香港標準行業分類 682100)	1-4	1	2 328	0.100	233	050001- 050380
	5-9	2	314	0.100	31	
	10-19	3	121	0.300	36	
	20-49	4	57	1.000	57	
	50-99	5	10	1.000	10	
	100-199	6	4	1.000	4	
	200-499	7	2	1.000	2	
	500 & over	8	6	1.000	6	
類別總數		2 842		379		
6. 地產測量、估值及顧問服務 (香港標準行業分類 711200)	1-4	1	208	0.100	21	060001- 060078
	5-9	2	31	1.000	31	
	10-19	3	8	1.000	8	
	20-49	4	11	1.000	11	
	50-99	5	1	1.000	1	
	100-199	6	0	1.000	0	
	200-499	7	0	1.000	0	
	500 & over	8	0	1.000	0	
類別總數		259		72		
7. 補充樣本			53		53	070001- 070045
總數			9 015		1 036	



**Analysis of Response**

	Real Estate Development	Property Management and Maintenance	Estate Agency	Estate Surveying, Valuation and Consultancy	Government Departments and Public Sector	Total
Closed	5	-	6	2	-	13
Door-locked	1	-	-	-	-	1
Duplication	2	1	-	-	-	3
Merged with other Establishment	1	-	7	-	-	8
Moved, address cannot be located/untraceable	9	4	11	-	-	24
Non-contact	14	14	5	8	1	42
Not engaged in specific trade	28	7	9	30	-	74
No Technical Manpower	45	5	7	1	-	58
Not yet start operation	4	1	2	-	-	7
Partial Response	8	19	4	1	3	35
Refusal	14	25	10	-	-	49
Registered office/Corresponding address	13	6	2	-	-	21
Response	174	138	292	33	16	653
Temporary Ceased	15	5	25	3	-	48
<b>Total</b>	<b>333</b>	<b>225</b>	<b>380</b>	<b>78</b>	<b>20</b>	<b>1 036</b>

## 調查反應分析

	地產發展	物業管理及保養	地產代理	測量、估價及顧問	政府部門及公共機構	總數
結束營業	5	-	6	2	-	13
無法接觸	1	-	-	-	-	1
重複	2	1	-	-	-	3
合併	1	-	7	-	-	8
搬遷、地址無法確定／追查	9	4	11	-	-	24
無法取得聯絡	14	14	5	8	1	42
並無從事有關的單一業務	28	7	9	30	-	74
並無技術僱員	45	5	7	1	-	58
尚未開始營業	4	1	2	-	-	7
回應部分問題	8	19	4	1	3	35
拒絕作答	14	25	10	-	-	49
雖已註冊／有通訊地址但並無營業	13	6	2	-	-	21
有回應	174	138	292	33	16	653
暫時停業	15	5	25	3	-	48
總數	333	225	380	78	20	1 036

Appendix 6  
Table 6.1

**Number Employed and Forecast by Sector by Principal Job**

Real Estate Development

Job Title

Number of Employees      Vacancies at      Number of Posts at      Forecast of number  
Date of survey      May 2009      of employees  
in the next 12 months

Professional/ Managerial

Director/Associate Director/General Manager	264	0	264	265
Sales/Marketing Manager	150	1	151	152
Property Manager/Area Property Manager	333	1	334	334
Estate Manager/Area Manager/Building Manager/Property Manager	102	1	103	103
Maintenance Manager	52	0	52	52
Promotion and Public Relations Manager (Commercial and Retail)	12	0	12	12
Project Manager/Associate Director	233	2	235	237
IT Manager/Computer Services Manager/EDP Manager	51	0	51	51
Club House Manager/Public Relations Manager/Customer Services Manager	6	0	6	6
Leasing Manager	1	0	1	1
Valuation Surveyor/Associate Director	1	0	1	1
Development Manager	131	2	133	133
Regional Manager/Senior Estate Manager/Senior Property Manager	1	0	1	1
Other Supporting Managers	3	0	3	3
<b>Sub-total:</b>	<b>1 340</b>	<b>7</b>	<b>1 347</b>	<b>1 351</b>

Appendix 6  
Table 6.1

Real Estate Development

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	317	4	321	337
Marketing Officer/Sales Officer	334	2	336	339
Property Officer/Leasing Officer	1150	5	1155	1155
Housing/Estate/Clubhouse/Recreation/Public Relations/Customer Services Officer	39	1	40	40
Estate Assistant/Building Supervisor/Building Superintendent/Security Officer/Supervisor	131	1	132	132
Valuation Officer	10	0	10	10
Development Officer/Property Analyst	185	0	185	185
Maintenance Officer/Technical Officer/Clerk of Works	129	0	129	129
Welfare Officer	22	0	22	22
Property Officer/Assistant/Estate Officer/Administrative Officer	108	0	108	108
Other Supporting Supervisors	13	0	13	13
<b>Sub-total:</b>	<b>2 438</b>	<b>13</b>	<b>2 451</b>	<b>2 470</b>

Appendix 6  
Table 6.1

Real Estate Development

Job Title

Number of Employees

Vacancies at  
Date of survey

Number of Posts at  
May 2009

Forecast of number  
of employees  
in the next 12 months

Technical Support & Operative

Sales/Marketing/Research Assistant	206	1	207	199
Property Clerk	554	14	568	571
Technician	343	18	361	361
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	23	0	23	23
Building Attendant/Caretaker/Artisan/Workman	969	7	976	976
Leasing Clerk	1526	9	1535	1537
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	219	0	219	219
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant	29	0	29	29
Customer Services Assistant	54	0	54	54
Other Supporting Personnel	26	0	26	26
<b>Sub-total:</b>	<b>3 949</b>	<b>49</b>	<b>3 998</b>	<b>3 995</b>
<b>Total:</b>	<b>7 727</b>	<b>69</b>	<b>7 796</b>	<b>7 816</b>

Appendix 6  
Table 6.2

**Number Employed and Forecast by Sector by Principal Job**

Property Management and Maintenance

Job Title

Number of Employees

Vacancies at  
Date of survey

Number of Posts at  
May 2009

Forecast of number  
of employees  
in the next 12 months

Professional/ Managerial

Director/Associate Director/General Manager	208	0	208	208
Sales/Marketing Manager	62	0	62	62
Property Manager/Area Property Manager	45	0	45	45
Estate Manager/Area Manager/Building Manager/Property Manager	1413	6	1419	1419
Maintenance Manager	321	6	327	327
Promotion and Public Relations Manager (Commercial and Retail)	35	0	35	35
Project Manager/Associate Director	63	3	66	66
IT Manager/Computer Services Manager/EDP Manager	19	0	19	19
Club House Manager/Public Relations Manager/Customer Services Manager	52	1	53	53
Facilities Manager	32	0	32	32
Leasing Manager	34	0	34	34
Valuation Surveyor/Associate Director	10	0	10	10
Development Manager	39	0	39	39
Regional Manager/Senior Estate Manager/Senior Property Manager	135	1	136	136
Other Supporting Managers	23	0	23	23

**Sub-total:**

**2 491**

**17**

**2 508**

**2 508**

Appendix 6  
Table 6.2

Property Management and Maintenance

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	16	0	16	16
Marketing Officer/Sales Officer	176	0	176	176
Property Officer/Leasing Officer	99	1	100	100
Supervisor/Asst. Manager (with estate agent's licence)/Manager (in charge of an office/branch)	5	0	5	5
Housing/Estate/Clubhouse/Recreation/Public Relations/Customer Services Officer	649	19	668	668
Estate Assistant/Building Supervisor/Building Superintendent/Security Officer/Supervisor	4669	57	4726	4736
Development Officer/Maintenance Officer/Building Supervisor	1	0	1	1
Valuation Officer	30	0	30	30
Development Officer/Property Analyst	4	0	4	4
Maintenance Officer/Technical Officer/Clerk of Works	1742	22	1764	1764
Welfare Officer	3	0	3	3
Property Officer/Assistant/Estate Officer/Administrative Officer	3345	29	3374	3375
Other Supporting Supervisors	6	1	7	7
<b>Sub-total:</b>	<b>10 745</b>	<b>129</b>	<b>10 874</b>	<b>10 885</b>

Appendix 6  
Table 6.2

Property Management and Maintenance

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support &amp; Operative</u>				
Sales/Marketing/Research Assistant	1	0	1	1
Property Clerk	2330	18	2348	2348
Technician	5659	55	5714	5719
Valuation Assistant/Survey Officer(Trainee)	35	0	35	35
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	30	0	30	30
Building Attendant/Caretaker/Artisan/Workman	44631	652	45283	45448
Leasing Clerk	46	0	46	46
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	1773	9	1782	1782
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant	2062	29	2091	2091
Customer Services Assistant	50	0	50	50
Other Supporting Personnel	295	0	295	295
<b>Sub-total:</b>	<b>56 912</b>	<b>763</b>	<b>57 675</b>	<b>57 845</b>
<b>Total:</b>	<b>70 148</b>	<b>909</b>	<b>71 057</b>	<b>71 238</b>



Appendix 6  
Table 6.3

**Number Employed and Forecast by Sector by Principal Job**

Estate Agency

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
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Professional/ Managerial

Managing Director/Chief Executive Officer/Executive Director/Director/Partner	32	0	32	32
Director/Associate Director/General Manager	140	0	140	140
Sales/Marketing Manager	6	0	6	6
Estate Manager/Area Manager/Building Manager/Property Manager	12	0	12	12
IT Manager/Computer Services Manager/EDP Manager	13	0	13	16
Valuation Surveyor/Associate Director	6	0	6	6
Regional Manager/Regional Marketing Manager	344	0	344	351
Other Supporting Managers	1	0	1	1
<b>Sub-total:</b>	<b>554</b>	<b>0</b>	<b>554</b>	<b>564</b>

Supervisory

Marketing Officer/Sales Officer	15	0	15	15
Supervisor/Asst. Manager (with estate agent's licence)/Manager (in charge of an office/branch)	1595	8	1603	1613
Housing/Estate/Clubhouse/Recreation/Public Relations/Customer Services Officer	2	0	2	2
Estate Assistant/Building Supervisor/Building Superintendent/Security Officer/Supervisor	31	1	32	32
Valuation Officer	26	0	26	26
Property Officer/Assistant/Estate Officer/Administrative Officer	15	0	15	15
<b>Sub-total:</b>	<b>1684</b>	<b>9</b>	<b>1693</b>	<b>1703</b>

Appendix 6  
Table 6.3

Estate Agency

Job Title

<u>Number of Employees</u>	<u>Vacancies at</u> <u>Date of survey</u>	<u>Number of Posts at</u> <u>May 2009</u>	<u>Forecast of number</u> <u>of employees</u> <u>in the next 12 months</u>
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Technical Support & Operative

Valuation Assistant/Survey Officer(Trainee)	45	0	45	45
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	12289	666	12955	13544
Building Attendant/Caretaker/Artisan/Workman	151	5	156	156
Leasing Clerk	1	0	1	1
Trainees	284	26	310	310
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant	5	0	5	5
Other Supporting Personnel	4	0	4	4
<b>Sub-total:</b>	<b>12 779</b>	<b>697</b>	<b>13 476</b>	<b>14 065</b>
<b>Total:</b>	<b>15 017</b>	<b>706</b>	<b>15 723</b>	<b>16 332</b>

Appendix 6  
Table 6.4

**Number Employed and Forecast by Sector by Principal Job**

Estate Surveying, Valuation and Consultancy

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner	22	0	22	22
Maintenance Manager	3	0	3	3
Project Manager/Associate Director	7	0	7	7
Estate Surveyor/Associate Director	70	0	70	70
Valuation Surveyor/Associate Director	73	1	74	84
<b>Sub-total:</b>	<b>175</b>	<b>1</b>	<b>176</b>	<b>186</b>
<u>Supervisory</u>				
Supervisor/Asst. Manager (with estate agent's licence)/Manager (in charge of an office/branch)	8	1	9	9
Technical Officer	5	0	5	5
Valuation Officer	116	3	119	119
Survey Officer (Estate)	51	0	51	51
<b>Sub-total:</b>	<b>180</b>	<b>4</b>	<b>184</b>	<b>184</b>
<u>Technical Support &amp; Operative</u>				
Property Clerk	15	0	15	15
Valuation Assistant/Survey Officer(Trainee)	243	1	244	244
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	53	1	54	54
Other Supporting Personnel	18	0	18	18
<b>Sub-total:</b>	<b>329</b>	<b>2</b>	<b>331</b>	<b>331</b>
<b>Total:</b>	<b>684</b>	<b>7</b>	<b>691</b>	<b>701</b>

Appendix 6  
Table 6.5

**Number Employed and Forecast by Sector by Principal Job**

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Director/Associate Director/General Manager	27	1	28	28
Property Manager/Area Property Manager	3	0	3	3
Estate Manager/Area Manager/Building Manager/Property Manager	21	1	22	22
Maintenance Manager	33	0	33	34
Project Manager/Associate Director	91	1	92	95
Facilities Manager	14	1	15	15
Area Manager	14	0	14	14
Housing Manager	394	0	394	394
Estate Surveyor/Associate Director	257	42	299	299
Valuation Surveyor/Associate Director	122	0	122	122
Lands Executive	362	8	370	370
Building Surveyor/Maintenance Surveyor	444	2	446	446
Transport/Car Park Manager	2	0	2	2
<b>Sub-total:</b>	<b>1 784</b>	<b>56</b>	<b>1 840</b>	<b>1 844</b>

Appendix 6  
Table 6.5

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Housing/Estate/Clubhouse/Recreation/Public Relations/Customer Services	1220	0	1220	1220
Estate Assistant/Building Supervisor/Building Superintendent/Security	627	2	629	629
Development Officer/Maintenance Officer/Building Supervisor	759	2	761	761
Technical Officer	796	2	798	798
Valuation Officer	413	8	421	421
Lands Inspector	550	15	565	565
Overseer/Foreman	120	0	120	120
Rent Officer	21	0	21	21
Survey Officer (Estate)	304	35	339	339
Maintenance Officer/Technical Officer/Clerk of Works	20	0	20	20
Welfare Officer	60	0	60	60
Property Officer/Assistant/Estate Officer/Administrative Officer	4	0	4	4
Other Supporting Supervisors	29	1	30	30
<b>Sub-total:</b>	<b>4 923</b>	<b>65</b>	<b>4 988</b>	<b>4 988</b>

Appendix 6  
Table 6.5

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2009</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support &amp; Operative</u>				
Property Clerk	33	1	34	34
Technician	245	2	247	247
Building Attendant/Caretaker/Artisan/Workman	1525	2	1527	1527
Customer Services Assistant	132	0	132	132
Other Supporting Personnel	122	0	122	122
<b>Sub-total:</b>	<b>2 057</b>	<b>5</b>	<b>2 062</b>	<b>2 062</b>
<b>Total:</b>	<b>8 764</b>	<b>126</b>	<b>8 890</b>	<b>8 894</b>
<b>Grand Total:</b>	<b>102 340</b>	<b>1 817</b>	<b>104 157</b>	<b>104 981</b>

附錄6  
表6.1

各類機構主要職務現有僱員及預測未來人數

地產發展

職稱	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	僱主預測 未來12個月的 僱員人數
<u>專業人員／經理</u>				
董事／副董事／總經理	256	-	256	256
營業經理／市場經理	120	3	123	123
物業／分區物業／區域／高級屋邨／高級物業／區域市場推廣經理	240	2	242	242
屋邨經理／分區經理／建築經理／物業經理	128	1	129	129
保養經理	67	-	67	67
推廣及公關經理（商務及零售）	13	-	13	13
項目經理／副董事	203	1	204	220
資訊科技經理／電腦服務經理／電子資料處理經理	33	-	33	33
會所經理／公關經理／客戶服務經理	4	-	4	4
設施經理	1	-	1	1
租賃經理	1	-	1	1
物業估價測量師／副董事	1	-	1	1
發展經理	90	2	92	92
其他支援服務經理	38	1	39	39
<b>小計</b>	<b>1 195</b>	<b>10</b>	<b>1 205</b>	<b>1 221</b>

附錄6  
表6.1

地產發展

職稱

主任

項目主任／助理項目經理

市場主任／營業主任

物業主任／物業助理／租務主任／屋邨主任／行政主任

主任／助理經理（持地產代理執照）／分行經理

房屋／屋邨／會所／康樂／公關／客戶服務主任

屋邨助理／大廈主管／大廈監督／保安主任／主管

發展主任／保養主任／大廈主管

發展主任／物業分析員

保養主任／技術主任／工程監督

社工

屋邨主任

其他支援服務主任

僱員人數

調查期間  
空缺數目

2007年5月時  
職位數目

僱主預測  
未來12個月的  
僱員人數

193

10

203

203

303

4

307

293

1 009

13

1 022

1 022

8

-

8

8

60

2

62

62

86

1

87

87

1

-

1

1

77

1

78

78

114

1

115

115

12

-

12

12

96

-

96

96

172

7

179

179

小計：

**2 131**

**39**

**2 170**

**2 156**



附錄6  
表6.1

地產發展

職稱

僱員人數

調查期間  
空缺數目

2007年5月時  
職位數目

僱主預測  
未來12個月的  
僱員人數

技術及操作人員

營業／市場推廣／研究文員	146	1	147	147
物業文員	320	1	321	321
技術員	211	-	211	211
地產代理／營業員／營業代表／物業顧問	120	-	120	120
大廈管理員／雜務工／技工／工人	1 158	4	1 162	1 226
租務文員	1 002	2	1 004	990
助理物業主任／助理屋邨主任／助理行政主任	46	-	46	46
會所／康樂／公關／客戶服務員	29	-	29	29
客戶服務助理	8	-	8	8
其他支援服務人員	194	1	195	195
<b>小計：</b>	<b>3 234</b>	<b>9</b>	<b>3 243</b>	<b>3 293</b>
<b>總數：</b>	<b>6 560</b>	<b>58</b>	<b>6 618</b>	<b>6 670</b>

各類機構主要職務現有僱員及預測未來人數

物業管理及保養

職稱	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	僱主預測 未來12個月的 僱員人數
<u>專業人員／經理</u>				
董事／副董事／總經理	247	2	249	249
銷售／市場經理	93	1	94	94
物業／分區物業／區域／高級屋邨／高級物業／區域市場經理	55	-	55	55
屋邨經理／分區經理／建築經理／物業經理	1 331	17	1 348	1 354
保養經理	240	-	240	240
推廣及公關經理（商務及零售）	38	-	38	38
項目經理／副董事	45	2	47	48
資訊科技經理／電腦服務經理／電子資料處理經理	14	-	14	14
會所經理／公關經理／客戶服務經理	57	2	59	61
設施經理	36	-	36	36
分區經理	1	-	1	1
租務經理	5	-	5	5
發展經理	116	-	116	116
其他支援服務經理	28	-	28	28
<b>小計：</b>	<b>2 306</b>	<b>24</b>	<b>2 330</b>	<b>2 339</b>
<u>主任</u>				
項目主任／助理項目經理	15	-	15	15
市場主任／營業主任	212	7	219	219
物業主任／物業助理／租務主任／行政主任	476	-	476	476
房屋／屋邨／會所／康樂／公關／客戶服務主任	678	17	695	702
屋邨助理／大廈主管／大廈監督／保安主任／主管	3 541	48	3 589	3 610
保養主任／技術主任／工程監督	1 379	30	1 409	1 422
屋邨主任	3 005	42	3 047	3 061
其他支援服務主任	53	1	54	54
<b>小計：</b>	<b>9 359</b>	<b>145</b>	<b>9 504</b>	<b>9 559</b>

附錄6  
表6.2

物業管理及保養

職稱

技術及操作人員

物業文員

技術員

物業管理員／雜務工／技工／工人

租務文員

助理物業主任／助理屋邨主任／助理行政主任

會所／康樂／公關／客戶服務員

其他支援服務人員

小計

總數：

	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	僱主預測 未來12個月的 僱員人數
物業文員	1 865	31	1 896	1 905
技術員	4 800	107	4 907	4 902
物業管理員／雜務工／技工／工人	38 176	681	38 857	39 062
租務文員	16	-	16	16
助理物業主任／助理屋邨主任／助理行政主任	916	31	947	947
會所／康樂／公關／客戶服務員	3 400	19	3 419	3 446
其他支援服務人員	204	-	204	204
<b>小計</b>	<b>49 377</b>	<b>869</b>	<b>50 246</b>	<b>50 482</b>
<b>總數：</b>	<b>61 042</b>	<b>1 038</b>	<b>62 080</b>	<b>62 380</b>

附錄6  
表6.3

各類機構主要職務現有僱員及預測未來人數

地產代理	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	僱主預測 未來12個月的 僱員人數
職稱				
<u>專業人員／經理</u>				
常務董事／行政總裁／總裁／獨資經營者／合伙人	45	-	45	45
董事／副董事／總經理	130	-	130	130
營業／市場經理	10	-	10	10
屋邨經理／分區經理／建築經理／物業經理	7	-	7	7
項目經理／副董事	5	-	5	5
資訊科技經理／電腦服務經理／電子資料處理經理	15	-	15	15
物業估價測量師／副董事	6	-	6	6
發展經理	2	-	2	2
區域經理	378	-	378	378
其他支援服務經理	7	-	7	7
<b>小計</b>	<b>605</b>	<b>0</b>	<b>605</b>	<b>605</b>
<u>主任</u>				
市場主任／營業主任	6	-	6	6
物業主任／物業助理／租賃主任／行政主任	2	-	2	2
主任／助理經理（持地產代理執照）／辦公室或分行經理	1 591	21	1 612	1 615
房屋／屋邨／會所／休憩／公關／客戶服務主任	5	-	5	5
物業估價主任	21	-	21	21
屋邨主任	6	-	6	6
其他支援服務主任	138	-	138	138
<b>小計</b>	<b>1 769</b>	<b>21</b>	<b>1 790</b>	<b>1 793</b>

附錄6  
表6.3

地產代理	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	僱主預測 未來12個月的 僱員人數
職稱				
<u>技術及操作人員</u>				
營業／市場／研究文員	3	-	3	3
物業文員	9	-	9	9
物業估價助理／測量員（見習）	22	-	22	22
地產代理／營業員／營業代表／物業顧問	10 505	431	10 936	11 064
見習生／見習員	395	107	502	497
會所／康樂／公關／客戶服務員	12	-	12	12
其他支援服務人員	650	1	651	651
<b>小計</b>	<b>11 596</b>	<b>539</b>	<b>12 135</b>	<b>12 258</b>
<b>總數：</b>	<b>13 970</b>	<b>560</b>	<b>14 530</b>	<b>14 656</b>

附錄6  
表6.4

各類機構主要職務現有僱員及預測未來人數

測量、估價及顧問				
職稱	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	僱主預測 未來12個月的 僱員人數
<u>專業人員／經理</u>				
常務董事／行政總裁／總裁／獨資經營者／合伙人	31	-	31	31
項目經理／副董事	26	-	26	26
產業測量師／副董事	122	-	122	122
估價測量師／副董事	118	-	118	118
<b>小計：</b>	<b>297</b>	<b>0</b>	<b>297</b>	<b>297</b>
<u>主任</u>				
主任／助理經理（持地產代理執照）／分行經理	6	-	6	6
估價主任	133	6	139	139
測量主任（產業）	156	-	156	156
其他支援服務主任	4	-	4	4
<b>小計：</b>	<b>299</b>	<b>6</b>	<b>305</b>	<b>305</b>
<u>技術及操作人員</u>				
估價助理／測量主任（見習）	98	-	98	98
地產代理／營業員／營業代表／物業顧問	37	-	37	37
其他支援服務人員	18	-	18	18
<b>小計：</b>	<b>153</b>	<b>0</b>	<b>153</b>	<b>153</b>
<b>總數：</b>	<b>749</b>	<b>6</b>	<b>755</b>	<b>755</b>

附錄6  
表6.5

各類機構主要職務現有僱員及預測未來人數

<u>政府部門及公共機構</u>				
<u>職稱</u>	<u>僱員人數</u>	<u>調查期間 空缺數目</u>	<u>2007年5月時 職位數目</u>	<u>僱主預測 未來12個月的 僱員人數</u>
<u>專業人員／經理</u>				
署長／助理署長／總經理	27	-	27	27
物業／分區物業／區域／高級產業／高級物業／區域市場經理	9	-	9	9
屋邨經理／分區經理／建築經理／物業經理	17	-	17	17
保養經理	35	-	35	35
項目經理／助理署長	147	3	150	150
設施經理	1	-	1	1
分區經理	20	-	20	20
房屋經理	389	-	389	389
租務經理	12	-	12	12
產業測量師／助理署長	243	19	262	260
估價測量師／助理署長	96	1	97	97
地政主任	348	14	362	360
建築測量師／保養測量師	505	8	513	513
交通／停車場經理	1	-	1	1
高級資產經理	1	-	1	1
發展經理	2	-	2	2
其他支援服務經理	5	-	5	5
<b>小計：</b>	<b>1 858</b>	<b>45</b>	<b>1 903</b>	<b>1 899</b>

附錄6  
表6.5

政府部門及公共機構				僱主預測 未來12個月的 僱員人數
職稱	僱員人數	調查期間 空缺數目	2007年5月時 職位數目	
主任				
項目主任／助理項目經理	2	-	2	2
市場推廣主任／營業主任	4	-	4	4
物業主任／物業助理／租務主任／屋邨主任／行政主任	19	-	19	19
房屋／屋邨／會所／康樂／公關／客戶服務	1 227	-	1 227	1 228
屋邨助理／建築督導員／建築監督／保安主任／監督	565	-	565	565
發展主任／保養主任／建築督導員	677	1	678	678
技術主任	873	3	876	876
估價主任	407	-	407	402
地政督察	520	7	527	527
購物中心主任／物業主任	2	-	2	2
工頭／領班	108	-	108	108
租務主任	33	-	33	33
測量主任（產業）	278	15	293	288
發展主任／物業分析員	2	-	2	2
社工	42	-	42	42
其他支援服務主任	137	-	137	137
<b>小計：</b>	<b>4 896</b>	<b>26</b>	<b>4 922</b>	<b>4 913</b>



附錄6  
表6.5

<u>政府部門及公共機構</u>				
<u>職稱</u>	<u>僱員人數</u>	<u>調查期間 空缺數目</u>	<u>2007年5月時 職位數目</u>	<u>僱主預測 未來12個月的 僱員人數</u>
<u>技術及操作人員</u>				
營業／市場推廣／研究助理	3	-	3	3
物業文員	60	2	62	62
技術員	203	2	205	205
大廈管理員／雜務工／技工／工人	1 655	5	1 660	1 660
客戶服務助理	4	-	4	4
其他支援服務人員	159	-	159	159
<b>小計：</b>	<b>2 084</b>	<b>9</b>	<b>2 093</b>	<b>2 093</b>
<b>總數：</b>	<b>8 838</b>	<b>80</b>	<b>8 918</b>	<b>8 905</b>
<b>總計：</b>	<b>91 159</b>	<b>1 742</b>	<b>92 901</b>	<b>93 366</b>

**Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level**Real Estate Development

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	5	7	14	<b>26</b>
Unsatisfactory terms of employment	0	0	0	<b>0</b>
Unsatisfactory working environment	0	0	0	<b>0</b>
Limited career prospects	0	0	2	<b>2</b>
Insufficient trained/qualified manpower in the related disciplines	1	2	0	<b>3</b>
Others	0	0	0	<b>0</b>
<b>Sub-Total</b>	<b>6</b>	<b>9</b>	<b>16</b>	<b>31</b>

Property Management and Maintenance

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	4	31	27	<b>62</b>
Unsatisfactory terms of employment	1	8	62	<b>71</b>
Unsatisfactory working environment	0	2	14	<b>16</b>
Limited career prospects	2	0	7	<b>9</b>
Insufficient trained/qualified manpower in the related disciplines	1	23	11	<b>35</b>
Others	1	3	9	<b>13</b>
<b>Sub-Total</b>	<b>9</b>	<b>67</b>	<b>130</b>	<b>206</b>

Estate Agency

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	0	2	95	<b>97</b>
Unsatisfactory terms of employment	0	0	88	<b>88</b>
Unsatisfactory working environment	0	0	33	<b>33</b>
Limited career prospects	0	0	31	<b>31</b>
Insufficient trained/qualified manpower in the related disciplines	0	0	41	<b>41</b>
Others	0	0	16	<b>16</b>
<b>Sub-Total</b>	<b>0</b>	<b>2</b>	<b>304</b>	<b>306</b>

Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	1	0	1	2
Unsatisfactory terms of employment	0	0	0	0
Unsatisfactory working environment	0	0	1	1
Limited career prospects	0	1	1	2
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
<b>Sub-Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>

Government Departments and Public Sector

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	3	1	7
Unsatisfactory terms of employment	1	1	2	4
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	0	1	1
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
<b>Sub-Total</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>12</b>
<b>Total</b>	<b>20</b>	<b>83</b>	<b>457</b>	<b>560</b>

## 各類別各技能等級過去12個月招聘困難的原因

地產發展

	經理／專業級人員	主任級人員	技術及操作級 人員	小計
缺乏具相關經驗的求職者	5	8	5	18
聘用條件欠佳	2	1	8	11
工作環境欠佳	0	0	0	0
晉升機會有限	0	0	0	0
缺乏具相關訓練／資歷的人力	1	1	0	2
其他	1	0	8	9
<b>小計</b>	<b>9</b>	<b>10</b>	<b>21</b>	<b>40</b>

物業管理及保養

	經理／專業級人員	主任級人員	技術及操作級 人員	小計
缺乏具相關經驗的求職者	19	22	28	69
聘用條件欠佳	2	9	40	51
工作環境欠佳	8	2	17	27
晉升機會有限	0	2	8	10
缺乏具相關訓練／資歷的人力	8	6	10	24
其他	3	3	11	17
<b>小計</b>	<b>40</b>	<b>44</b>	<b>114</b>	<b>198</b>

地產代理

	經理／專業級人員	主任級人員	技術及操作級 人員	小計
缺乏具相關經驗的求職者	8	4	140	152
聘用條件欠佳	1	1	29	31
工作環境欠佳	0	1	32	33
晉升機會有限	0	0	21	21
缺乏具相關訓練／資歷的人力	0	1	37	38
其他	0	0	3	3
<b>小計</b>	<b>9</b>	<b>7</b>	<b>262</b>	<b>278</b>

測量、估價及顧問

	經理／專業級人員	主任級人員	技術及操作級 人員	小計
缺乏具相關經驗的求職者	0	0	2	2
聘用條件欠佳	0	0	1	1
工作環境欠佳	0	0	0	0
晉升機會有限	0	1	1	2
缺乏具相關訓練／資歷的人力	0	0	0	0
其他	0	0	0	0
<b>小計</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>5</b>

政府部門及公共機構

	經理／專業級人員	主任級人員	技術及操作級 人員	小計
缺乏具相關經驗的求職者	2	1	1	4
聘用條件欠佳	3	1	2	6
工作環境欠佳	0	0	0	0
晉升機會有限	1	0	1	2
缺乏具相關訓練／資歷的人力	0	0	0	0
其他	0	0	0	0
<b>小計</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>12</b>
<b>總數</b>	<b>64</b>	<b>64</b>	<b>405</b>	<b>533</b>

**Preferred Education of Real Estate Services Employees by Sector by Job Level**

	<u>Professional Qualification</u> (%)*	<u>University Degree or above</u> (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> (%)*	<u>Diploma/ Certificate</u> (%)*	<u>Matriculation</u> (%)*	<u>Secondary 5</u> (%)*	<u>Secondary 3 or below</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<b><u>Real Estate Development</u></b>									
<b><u>Job Level</u></b>									
Managerial/ Professional	189 (14.1)	946 (70.6)	- -	- -	- -	- -	- -	205 (15.3)	1 340 (100)
Supervisory	1 (0.04)	1025 (42.0)	308 (12.6)	745 (30.6)	36 (1.5)	20 (0.8)	- -	303 (12.4)	2 438 (100)
Technical Support & Operative	- -	19 (0.5)	56 (1.4)	388 (9.8)	729 (18.5)	2 613 (66.2)	59 (1.5)	85 (2.2)	3 949 (100)
<b>Sub-total</b> (%)**	<b>190</b> <b>(2.5)</b>	<b>1 990</b> <b>(25.8)</b>	<b>364</b> <b>(4.7)</b>	<b>1 133</b> <b>(14.7)</b>	<b>765</b> <b>(9.9)</b>	<b>2 633</b> <b>(34.1)</b>	<b>59</b> <b>(0.8)</b>	<b>593</b> <b>(7.7)</b>	<b>7 727</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Preferred Education of Real Estate Services Employees by Sector by Job Level**

	Professional Qualification (%)*	University Degree or above (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (%)@
<b><u>Property Management and Maintenance</u></b>									
<b><u>Job Level</u></b>									
Managerial/ Professional	530 (21.3)	1 544 (62.0)	127 (5.1)	45 (1.8)	14 (0.6)	- -	- -	231 (9.3)	2 491 (100)
Supervisory	- -	743 (6.9)	1 492 (13.9)	5 225 (48.6)	112 (1.0)	1 793 (16.7)	458 (4.3)	922 (8.6)	10 745 (100)
Technical Support & Operative	- -	- -	54 (0.1)	3 236 (5.7)	792 (1.4)	31 828 (55.9)	15 489 (27.2)	5 513 (9.7)	56 912 (100)
<b>Sub-total</b>	<b>530</b>	<b>2 287</b>	<b>1 673</b>	<b>8 506</b>	<b>918</b>	<b>33 621</b>	<b>15 947</b>	<b>6 666</b>	<b>70 148</b>
<b>(%)**</b>	<b>(0.8)</b>	<b>(3.3)</b>	<b>(2.4)</b>	<b>(12.1)</b>	<b>(1.3)</b>	<b>(47.9)</b>	<b>(22.7)</b>	<b>(9.5)</b>	<b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Preferred Education of Real Estate Services Employees by Sector by Job Level**

<u>Estate Agency</u>	<u>Professional Qualification</u>	<u>University Degree or above</u>	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u>	<u>Diploma/ Certificate</u>	<u>Matriculation</u>	<u>Secondary 5</u>	<u>Secondary 3 or below</u>	<u>Unspecified</u>	<u>Total</u>
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)@
<u>Job Level</u>									
Managerial/ Professional	34 (6.1)	506 (91.3)	- -	- -	1 (0.2)	- -	- -	13 (2.3)	554 (100)
Supervisory	16 (1.0)	145 (8.6)	163 (9.7)	723 (42.9)	155 (9.2)	454 (27.0)	- -	28 (1.7)	1 684 (100)
Technical Support & Operative	- -	110 (0.9)	30 (0.2)	186 (1.5)	2548 (19.9)	9 678 (75.7)	- -	227 (1.8)	12 779 (100)
<b>Sub-total</b>	<b>50</b>	<b>761</b>	<b>193</b>	<b>909</b>	<b>2 704</b>	<b>10 132</b>	<b>-</b>	<b>268</b>	<b>15 017</b>
<b>(%)**</b>	<b>(0.3)</b>	<b>(5.1)</b>	<b>(1.3)</b>	<b>(6.1)</b>	<b>(18.0)</b>	<b>(67.5)</b>	<b>-</b>	<b>(1.8)</b>	<b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding



**Preferred Education of Real Estate Services Employees by Sector by Job Level**

<u>Estate Surveying, Valuation and Consultancy</u>	<u>Professional Qualification</u> (%)*	<u>University Degree or above</u> (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> (%)*	<u>Diploma/ Certificate</u> (%)*	<u>Matriculation</u> (%)*	<u>Secondary 5</u> (%)*	<u>Secondary 3 or below</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Job Level</u>									
Managerial/ Professional	115 (65.7)	50 (28.6)	- -	- -	- -	- -	- -	10 (5.7)	175 (100)
Supervisory	1 (0.6)	60 (33.3)	61 (33.9)	40 (22.2)	- -	- -	- -	18 (10.0)	180 (100)
Technical Support & Operative	- -	2 (0.6)	- -	163 (49.5)	59 (17.9)	79 (24.0)	- -	26 (7.9)	329 (100)
<b>Sub-total</b> (%)**	<b>116</b> <b>(17.0)</b>	<b>112</b> <b>(16.4)</b>	<b>61</b> <b>(8.9)</b>	<b>203</b> <b>(29.7)</b>	<b>59</b> <b>(8.6)</b>	<b>79</b> <b>(11.5)</b>	- -	<b>54</b> <b>(7.9)</b>	<b>684</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Preferred Education of Real Estate Services Employees by Sector by Job Level**

	Professional	University	Associate	Degree/	Professional	Secondary 3			Total
	Qualification	Degree or above	Diploma/ Higher Dip./ Higher Cert.	Diploma/ Certificate	Matriculation	Secondary 5	or below	Unspecified	
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)@
<u>Government Departments and Public Sector</u>									
<u>Job Level</u>									
Managerial/ Professional	527 (29.5)	665 (37.3)	- -	- -	- -	- -	- -	592 (33.2)	1 784 (100)
Supervisory	1 (0.02)	149 (3.0)	1065 (21.6)	857 (17.4)	- -	1 (0.02)	- -	2 850 (57.9)	4 923 (100)
Technical Support & Operative	- -	- -	- -	169 (8.2)	5 (0.2)	660 (32.1)	518 (25.2)	705 (34.3)	2 057 (100)
<b>Sub-total</b>	<b>528</b>	<b>814</b>	<b>1 065</b>	<b>1 026</b>	<b>5</b>	<b>661</b>	<b>518</b>	<b>4 147</b>	<b>8 764</b>
<b>(%)**</b>	<b>(6.0)</b>	<b>(9.3)</b>	<b>(12.2)</b>	<b>(11.7)</b>	<b>(0.1)</b>	<b>(7.5)</b>	<b>(5.9)</b>	<b>(47.3)</b>	<b>(100)</b>
<b>Grand Total</b>	<b>1 414</b>	<b>5 964</b>	<b>3 356</b>	<b>11 777</b>	<b>4 451</b>	<b>47 126</b>	<b>16 524</b>	<b>11 728</b>	<b>102 340</b>
<b>(%)**</b>	<b>(1.4)</b>	<b>(5.8)</b>	<b>(3.3)</b>	<b>(11.5)</b>	<b>(4.3)</b>	<b>(46.0)</b>	<b>(16.1)</b>	<b>(11.5)</b>	<b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學程度 或以上 (%)*	副學士/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科程度 (%)*	中五程度 (%)*	中三程度 或以下 (%)*	未有註明 (%)*	總數 (%)@
<u>地產發展</u>									
<u>技能等級</u>									
經理/專業級人員	283 (23.7)	598 (50.0)	55 (4.6)	1 (0.1)	13 (1.1)	- -	- -	245 (20.5)	1 195 (100)
主任級人員	27 (1.3)	701 (32.9)	275 (12.9)	495 (23.2)	118 (5.5)	143 (6.7)	- -	372 (17.5)	2 131 (100)
技術及操作級人員	- -	4 (0.1)	8 (0.2)	356 (11.0)	211 (6.5)	1 763 (54.5)	769 (23.8)	123 (3.8)	3 234 (100)
小計	310 (4.7)	1 303 (19.9)	338 (5.2)	852 (13.0)	342 (5.2)	1 906 (29.1)	769 (11.7)	740 (11.3)	6 560 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學程度 或以上 (%)*	副學士/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科程度 (%)*	中五程度 (%)*	中三程度 或以下 (%)*	未有註明 (%)*	總數 (%)@
<b>物業管理及保養</b>									
<b>技能等級</b>									
經理/專業級人員	396 (17.2)	1 385 (60.1)	43 (1.9)	33 (1.4)	- -	- -	- -	449 (19.5)	2 306 (100)
主任級人員	- -	884 (9.4)	1 710 (18.3)	2 712 (29.0)	54 (0.6)	2 413 (25.8)	139 (1.5)	1 447 (15.5)	9 359 (100)
技術及操作級人員	- -	37 (0.1)	368 (0.7)	3 206 (6.5)	513 (1.0)	10 640 (21.5)	29 618 (60.0)	4 995 (10.1)	49 377 (100)
小計	396 (0.6)	2 306 (3.8)	2 121 (3.5)	5 951 (9.7)	567 (0.9)	13 053 (21.4)	29 757 (48.7)	6 891 (11.3)	61 042 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學程度 或以上 (%)*	副學士/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科程度 (%)*	中五程度 (%)*	中三程度 或以下 (%)*	未有註明	總數 (%)@
地產代理									
技能等級									
經理/專業級人員	79 (13.1)	125 (20.7)	8 (1.3)	2 (0.3)	77 (12.7)	1 (0.2)	- -	313 (51.7)	605 (100)
主任級人員	- -	238 (13.5)	193 (10.9)	111 (6.3)	59 (3.3)	514 (29.1)	- -	654 (37.0)	1 769 (100)
技術及操作級人員	- -	192 (1.7)	289 (2.5)	86 (0.7)	708 (6.1)	5 721 (49.3)	- -	4 600 (39.7)	11 596 (100)
小計 (%)**	79 (0.6)	555 (4.0)	490 (3.5)	199 (1.4)	844 (6.0)	6 236 (44.6)	- -	5 567 (39.8)	13 970 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學程度 或以上 (%)*	副學士/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科程度 (%)*	中五程度 (%)*	中三程度 或以下 (%)*	未有註明 (%)*	總數 (%)@
<u>測量、估價及顧問</u>									
<u>技能等級</u>									
經理/專業級人員	162 (54.5)	67 (22.6)	4 (1.3)	- -	- -	- -	- -	64 (21.5)	297 (100)
主任級人員	- -	223 (74.6)	23 (7.7)	19 (6.4)	- -	- -	- -	34 (11.4)	299 (100)
技術及操作級人員	- -	15 (9.8)	- -	46 (30.1)	30 (19.6)	36 (23.5)	- -	26 (17.0)	153 (100)
小計	162 (21.6)	305 (40.7)	27 (3.6)	65 (8.7)	30 (4.0)	36 (4.8)	- -	124 (16.6)	749 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學程度 或以上 (%)*	副學士/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科程度 (%)*	中五程度 (%)*	中三程度 或以下 (%)*	未有註明 (%)*	總數 (%)@
<u>政府部門及公營機構</u>									
<u>技能等級</u>									
經理/專業級人員	835 (44.9)	50 (2.7)	19 (1.0)	- -	348 (18.7)	- -	- -	606 (32.6)	1 858 (100)
主任級人員	- -	100 (2.0)	323 (6.6)	907 (18.5)	7 (0.1)	564 (11.5)	- -	2 995 (61.2)	4 896 (100)
技術及操作級人員	- -	- -	14 (0.7)	80 (3.8)	32 (1.5)	393 (18.9)	867 (41.6)	698 (33.5)	2 084 (100)
小計 (%)**	835 (9.4)	150 (1.7)	356 (4.0)	987 (11.2)	387 (4.4)	957 (10.8)	867 (9.8)	4 299 (48.6)	8 838 (100)
<b>總計 (%)**</b>	<b>1 782 (2.0)</b>	<b>4 619 (5.1)</b>	<b>3 332 (3.7)</b>	<b>8 054 (8.8)</b>	<b>2 170 (2.4)</b>	<b>22 188 (24.3)</b>	<b>31 393 (34.4)</b>	<b>17 621 (19.3)</b>	<b>91 159 (100)</b>

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 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**

	<u>Less than</u> <u>1 Year</u> (%)*	<u>1 to 3</u> <u>Years</u> (%)*	<u>3 to 6</u> <u>Years</u> (%)*	<u>6 to 10</u> <u>Years</u> (%)*	<u>10 Years</u> <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Real Estate Development</u>							
<u>Job Level</u>							
Managerial/ Professional	-	-	108 (8.1)	554 (41.3)	483 (36.0)	195 (14.6)	1 340 (100)
Supervisory	-	412 (16.9)	1 244 (51.0)	480 (19.7)	-	302 (12.4)	2 438 (100)
Technical Support & Operative	890 (22.5)	2 918 (73.9)	59 (1.5)	-	-	82 (2.1)	3 949 (100)
<b>Sub-total</b> <b>(%)**</b>	<b>890</b> <b>(11.5)</b>	<b>3 330</b> <b>(43.1)</b>	<b>1 411</b> <b>(18.3)</b>	<b>1 034</b> <b>(13.4)</b>	<b>483</b> <b>(6.3)</b>	<b>579</b> <b>(7.5)</b>	<b>7 727</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding



**Preferred Experience of Real Estate Services Employees by Sector by Job Level**

<u>Property Management and Maintenance</u>	<u>Less than</u> <u>1 Year</u> (%)*	<u>1 to 3</u> <u>Years</u> (%)*	<u>3 to 6</u> <u>Years</u> (%)*	<u>6 to 10</u> <u>Years</u> (%)*	<u>10 Years</u> <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Job Level</u>							
Managerial/ Professional	-	4	401	1366	489	231	2 491
	-	(0.2)	(16.1)	(54.8)	(19.6)	(9.3)	(100)
Supervisory	5	3 352	5 797	637	-	954	10 745
	(0.05)	(31.2)	(54.0)	(5.9)	-	(8.9)	(100)
Technical Support & Operative	16 175	32 686	1 243	-	-	6 808	56 912
	(28.4)	(57.4)	(2.2)	-	-	(12.0)	(100)
<b>Sub-total</b>	<b>16 180</b>	<b>36 042</b>	<b>7 441</b>	<b>2 003</b>	<b>489</b>	<b>7 993</b>	<b>70 148</b>
<b>(%)**</b>	<b>(23.1)</b>	<b>(51.4)</b>	<b>(10.6)</b>	<b>(2.9)</b>	<b>(0.7)</b>	<b>(11.4)</b>	<b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**

<u>Estate Agency</u>	<u>Less than</u> <u>1 Year</u> (%)*	<u>1 to 3</u> <u>Years</u> (%)*	<u>3 to 6</u> <u>Years</u> (%)*	<u>6 to 10</u> <u>Years</u> (%)*	<u>10 Years</u> <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Job Level</u>							
Managerial/ Professional	-	-	18 (3.2)	219 (39.5)	304 (54.9)	13 (2.3)	554 (100)
Supervisory	-	260 (15.4)	740 (43.9)	653 (38.8)	3 (0.2)	28 (1.7)	1 684 (100)
Technical Support & Operative	3 446 (27.0)	9 039 (70.7)	157 (1.2)	- (-)	10 (0.08)	127 (1.0)	12 779 (100)
<b>Sub-total</b> <b>(%)**</b>	<b>3 446</b> <b>(22.9)</b>	<b>9 299</b> <b>(61.9)</b>	<b>915</b> <b>(6.1)</b>	<b>872</b> <b>(5.8)</b>	<b>317</b> <b>(2.1)</b>	<b>168</b> <b>(1.1)</b>	<b>15 017</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**

<u>Estate Surveying, Valuation and Consultancy</u>	<u>Less than</u> <u>1 Year</u> (%)*	<u>1 to 3</u> <u>Years</u> (%)*	<u>3 to 6</u> <u>Years</u> (%)*	<u>6 to 10</u> <u>Years</u> (%)*	<u>10 Years</u> <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Job Level</u>							
Managerial/ Professional	-	-	36 (20.6)	85 (48.6)	44 (25.1)	10 (5.7)	175 (100)
Supervisory	-	61 (33.9)	71 (39.4)	30 (16.7)	-	18 (10.0)	180 (100)
Technical Support & Operative	38 (11.6)	224 (68.1)	27 (8.2)	14 (4.3)	-	26 (7.9)	329 (100)
<b>Sub-total</b> (%)**	<b>38</b> <b>(5.6)</b>	<b>285</b> <b>(41.7)</b>	<b>134</b> <b>(19.6)</b>	<b>129</b> <b>(18.9)</b>	<b>44</b> <b>(6.4)</b>	<b>54</b> <b>(7.9)</b>	<b>684</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**

<u>Government Departments and Public Sector</u>	<u>Less than</u> <u>1 Year</u> (%)*	<u>1 to 3</u> <u>Years</u> (%)*	<u>3 to 6</u> <u>Years</u> (%)*	<u>6 to 10</u> <u>Years</u> (%)*	<u>10 Years</u> <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Job Level</u>							
Managerial/ Professional	-	-	256 (14.3)	838 (47.0)	98 (5.5)	592 (33.2)	1 784 (100)
Supervisory	-	591 (12.0)	1165 (23.7)	317 (6.4)	-	2 850 (57.9)	4 923 (100)
Technical Support & Operative	79 (3.8)	1 188 (57.8)	85 (4.1)	- -	-	705 (34.3)	2 057 (100)
<b>Sub-total</b> (%)**	<b>79</b> <b>(0.9)</b>	<b>1 779</b> <b>(20.3)</b>	<b>1 506</b> <b>(17.2)</b>	<b>1 155</b> <b>(13.2)</b>	<b>98</b> <b>(1.1)</b>	<b>4 147</b> <b>(47.3)</b>	<b>8 764</b> <b>(100)</b>
<b>Grand Total</b> (%)**	<b>20 633</b> <b>(20.2)</b>	<b>50 735</b> <b>(49.6)</b>	<b>11 407</b> <b>(11.1)</b>	<b>5 193</b> <b>(5.1)</b>	<b>1 431</b> <b>(1.4)</b>	<b>12 941</b> <b>(12.6)</b>	<b>102 340</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level

(%)\*\* As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

附錄9  
表 9.1

房地產服務業各類機構各技能等級僱員有年資

	少於1年 (%)*	1至3年 (%)*	3至6年 (%)*	6至10年 (%)*	10年以上 (%)*	未有註明 (%)*	總數 (%)@
<u>地產發展</u>							
<u>技能等級</u>							
經理／專業級人員	- -	16 (1.3)	101 (8.5)	413 (34.6)	446 (37.3)	219 (18.3)	1 195 (100)
主任級人員	- -	463 (21.7)	1 152 (54.1)	114 (5.3)	75 (3.5)	327 (15.3)	2 131 (100)
技術及操作級人員	1 107 (34.2)	1 856 (57.4)	106 (3.3)	22 (0.7)	1 -	142 (4.4)	3 234 (100)
小計 (%)**	1 107 (16.9)	2 335 (35.6)	1 359 (20.7)	549 (8.4)	522 (8.0)	688 (10.5)	6 560 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

附錄9  
表 9.2

房地產服務業各類機構各技能等級僱員官有年資

	<u>少於1年</u> (%)*	<u>1至3年</u> (%)*	<u>3至6年</u> (%)*	<u>6至10年</u> (%)*	<u>10年以上</u> (%)*	<u>未有註明</u> (%)*	<u>總數</u> (%)@
<u>物業管理及保養</u>							
<u>技能等級</u>							
經理／專業級人員	- -	- -	463 (20.1)	806 (35.0)	588 (25.5)	449 (19.5)	2 306 (100)
主任級人員	6 (0.1)	2 216 (23.7)	5 142 (54.9)	545 (5.8)	3 -	1 447 (15.5)	9 359 (100)
技術及操作級人員	24 423 (49.5)	16 822 (34.1)	3 000 (6.1)	- -	117 (0.2)	5 015 (10.2)	49 377 (100)
小計 (%)**	24 429 (40.0)	19 038 (31.2)	8 605 (14.1)	1 351 (2.2)	708 (1.2)	6 911 (11.3)	61 042 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

附錄9  
表 9.3

房地產服務業各類機構各技能等級僱員官有年資

	<u>少於1年</u> (%)*	<u>1至3年</u> (%)*	<u>3至6年</u> (%)*	<u>6至10年</u> (%)*	<u>10年以上</u> (%)*	<u>未有註明</u> (%)*	<u>總數</u> (%)@
<u>地產代理</u>							
<u>技能等級</u>							
經理／專業級人員	- -	- -	136 (22.5)	93 (15.4)	63 (10.4)	313 (51.7)	605 (100)
主任級人員	- -	107 (6.0)	898 (50.8)	28 (1.6)	82 (4.6)	654 (37.0)	1 769 (100)
技術及操作級人員	1 145 (9.9)	5 231 (45.1)	616 (5.3)	3 -	1 -	4 600 (39.7)	11 596 (100)
小計 (%)**	1 145 (8.2)	5 338 (38.2)	1 650 (11.8)	124 (0.9)	146 (1.0)	5 567 (39.8)	13 970 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

房地產服務業各類機構各技能等級僱員官有年資

<u>測量、估價及顧問</u>	<u>少於1年</u> (%)*	<u>1至3年</u> (%)*	<u>3至6年</u> (%)*	<u>6至10年</u> (%)*	<u>10年以上</u> (%)*	<u>未有註明</u> (%)*	<u>總數</u> (%)@
<u>技能等級</u>							
經理／專業級人員	- -	- -	51 (17.2)	60 (20.2)	122 (41.1)	64 (21.5)	297 (100)
主任級人員	- -	174 (58.2)	88 (29.4)	3 (1.0)	- -	34 (11.4)	299 (100)
技術及操作級人員	38 (24.8)	70 (45.8)	19 (12.4)	- -	- -	26 (17.0)	153 (100)
小計 (%)**	38 (5.1)	244 (32.6)	158 (21.1)	63 (8.4)	122 (16.3)	124 (16.6)	749 (100)

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%



房地產服務業各類機構各技能等級僱員官有年資

	<u>少於1年</u> (%)*	<u>1至3年</u> (%)*	<u>3至6年</u> (%)*	<u>6至10年</u> (%)*	<u>10年以上</u> (%)*	<u>未有註明</u> (%)*	<u>總數</u> (%)@
<u>政府部門及公共機構</u>							
<u>技能等級</u>							
經理／專業級人員	348 (18.7)	211 (11.4)	110 (5.9)	406 (21.9)	177 (9.5)	606 (32.6)	1 858 (100)
主任級人員	789 (16.1)	72 (1.5)	910 (18.6)	114 (2.3)	16 (0.3)	2 995 (61.2)	4 896 (100)
技術及操作級人員	121 (5.8)	778 (37.3)	354 (17.0)	133 (6.4)	- -	698 (33.5)	2 084 (100)
小計 (%)**	1 258 (14.2)	1 061 (12.0)	1 374 (15.5)	653 (7.4)	193 (2.2)	4 299 (48.6)	8 838 (100)
<b>總計 (%)**</b>	<b>27 977 (30.7)</b>	<b>28 016 (30.7)</b>	<b>13 146 (14.4)</b>	<b>2 740 (3.0)</b>	<b>1 691 (1.9)</b>	<b>17 589 (19.3)</b>	<b>91 159 (100)</b>

(%)\* 佔該類機構同一技能等級僱員總數的百分率

(%)\*\* 佔該類機構僱員總數的百分率

(%)@ 因四捨五入關係，總和未必等於100%

**Number of Employees Holding  
Estate Agents Licence (Individual) and Salespersons Licence**

	No. of Employees Holding Estate Agents Licence (individual) <hr/> (%)*	No. of Employees Holding Salespersons Licence <hr/> (%)*
Real Estate Development	-	-
Property Management and Maintenance	5 (0.01)	30 (0.04)
Estate Agency	6 615 (44.1)	7 653 (51.0)
Estate Surveying, Valuation and Consultancy	4 (0.6)	12 (1.75)
Government Departments and Public Sector	-	-
	<hr/>	<hr/>
<b>Total</b>	<b>6 624</b>	<b>7 695</b>

\* As percentage of the number of employees in the same sector

## 持有地產代理（個人）及營業員牌照的僱員人數

	持有地產代理（個人） 營業牌照的僱員人數 <hr/> (%)*	持有營業牌照的 僱員人數 <hr/> (%)*
地產發展	-	-
	-	-
物業管理及保養	5 (0.01)	30 (0.04)
地產代理	6 615 (44.1)	7 653 (51.0)
測量、估價及顧問	4 (0.6)	12 (1.75)
政府部門及公共機構	-	-
	-	-
	<hr/>	<hr/>
<b>總數</b>	<b>6 624</b>	<b>7 695</b>

\* 佔該類別僱員人數百分率

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

(i) Property Development

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u><b>Total</b></u>
Real Estate Administration	59	20	2	<b>81</b>
Marketing Techniques	50	145	54	<b>249</b>
Project Management Skills	42	64	14	<b>120</b>
Financial Management and Housing Economics	58	17	4	<b>79</b>
	—	—	—	—
<b>Sub-total</b>	<b>209</b>	<b>246</b>	<b>74</b>	<b>529</b>

\* An employee might take up more than one training course

(ii) Property/Housing Management

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u><b>Total</b></u>
Facilities Management	179	510	1 780	<b>2 469</b>
Property/Housing Management	321	964	2 746	<b>4 031</b>
	—	—	—	—
<b>Sub-total</b>	<b>500</b>	<b>1 474</b>	<b>4 526</b>	<b>6 500</b>

\* An employee might take up more than one training course

(iii) Estate Agents

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Law Relating to Estate Agency Work	233	285	3 169	<b>3 687</b>
Compliance Matters	265	270	2 106	<b>2 641</b>
Practice-related Knowledge and Issues	225	303	2 858	<b>3 386</b>
Professional Ethics	209	269	2 988	<b>3 466</b>
Estate Agency Practice in Other Jurisdiction (Except Mainland)	157	71	209	<b>437</b>
	—	—	—	—
<b>Sub-total</b>	<b>1 089</b>	<b>1 198</b>	<b>11 330</b>	<b>13 617</b>

\* An employee might take up more than one training course

(iv) Estate Surveying, Valuation and Consultancy

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Marketing Strategy Planning	11	34	22	<b>67</b>
Research Skills	7	2	14	<b>23</b>
Surveying & Valuation Skills	217	455	79	<b>751</b>
Planning & Land Development	55	113	52	<b>220</b>
Compensation	0	5	7	<b>12</b>
Property/Leasing Management	24	71	50	<b>145</b>
	—	—	—	—
<b>Sub-total</b>	<b>314</b>	<b>680</b>	<b>224</b>	<b>1 218</b>

\* An employee might take up more than one training course

(v) Estate Services In the Mainland

<u>Types of Training Course</u>	<u>Number of Training Places by Job Level*</u>			<u><b>Total</b></u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Real Estate Development	150	268	25	<b>443</b>
Property Management and Maintenance	20	-	9	<b>29</b>
Estate Surveying, Valuation and Consultancy	7	6	18	<b>31</b>
Estate Agency	3	7	24	<b>34</b>
<b>Sub-total</b>	<b>180</b>	<b>281</b>	<b>76</b>	<b>537</b>

\* An employee might take up more than one training course

(vi) Generic Skills

<u>Types of Training Course</u>	<u>Number of Training Places by Job Level*</u>			<u><b>Total</b></u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Computer Applications (including IT)	236	1 395	1 249	<b>2 880</b>
Language				
(a) Putonghua	112	315	948	<b>1 375</b>
(b) English	190	745	1 634	<b>2 569</b>
Management Skills	863	1 446	34	<b>2 343</b>
Supervisory Skills	356	1 325	134	<b>1 815</b>
Communication Skills	421	1 301	3 424	<b>5 146</b>
Customer Services Skills	268	1 195	7 832	<b>9 295</b>
<b>Sub-total</b>	<b>2 446</b>	<b>7 722</b>	<b>15 255</b>	<b>25 423</b>

\* An employee might take up more than one training course

(vii) Other Types of Training

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u><b>Total</b></u>
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme	89	506	1 324	<b>1 919</b>
<b>Sub-total</b>	<b>89</b>	<b>506</b>	<b>1 324</b>	<b>1 919</b>
<b>Grand Total</b>	<b>4 827</b>	<b>12 107</b>	<b>32 809</b>	<b>49 743</b>

\* An employee might take up more than one training course

**過去 12 個月  
為各技能等級僱員提供的各類訓練課程**

(i) 物業發展

## 各技能等級的培訓名額\*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
地產行政	59	20	2	<b>81</b>
市場推廣技巧	50	145	54	<b>249</b>
項目管理技巧	42	64	14	<b>120</b>
財務管理及房屋經濟	58	17	4	<b>79</b>
	—	—	—	—
<b>小計</b>	<b>209</b>	<b>246</b>	<b>74</b>	<b>529</b>

\* 僱員可修讀多於一項課程

(ii) 物業／房屋管理

## 各技能等級的培訓名額\*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
設施管理	179	510	1 780	<b>2 469</b>
物業／房屋管理	321	964	2 746	<b>4 031</b>
	—	—	—	—
<b>小計</b>	<b>500</b>	<b>1 474</b>	<b>4 526</b>	<b>6 500</b>

\* 僱員可修讀多於一項課程



(iii) 地產代理

各技能等級的培訓名額\*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
與地產代理工作相關的法例	233	285	3 169	<b>3 687</b>
遵從法規事宜	265	270	2 106	<b>2 641</b>
執業知識及應用	225	303	2 858	<b>3 386</b>
專業操守	209	269	2 988	<b>3 466</b>
其他司法管轄區(內地除外)地 產代理業實務	157	71	209	<b>437</b>
	—	—	—	—
<b>小計</b>	<b>1 089</b>	<b>1 198</b>	<b>11 330</b>	<b>13 617</b>

\* 僱員可修讀多於一項課程

(iv) 產業測量、估價及顧問

各技能等級的培訓名額\*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
市場策略計劃	11	34	22	<b>67</b>
研究技巧	7	2	14	<b>23</b>
測量及估值技巧	217	455	79	<b>751</b>
策劃及土地發展	55	113	52	<b>220</b>
賠償	0	5	7	<b>12</b>
物業／租務管理	24	71	50	<b>145</b>
	—	—	—	—
<b>小計</b>	<b>314</b>	<b>680</b>	<b>224</b>	<b>1 218</b>

\* 僱員可修讀多於一項課程

(v) 內地房地產服務

<u>課程種類</u>	<u>各技能等級的培訓名額*</u>			<u>總數</u>
	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	
地產發展兼服務	150	268	25	<b>443</b>
物業管理及保養	20	-	9	<b>29</b>
測量、估價及顧問	7	6	18	<b>31</b>
地產代理	3	7	24	<b>34</b>
	—	—	—	—
<b>小計</b>	<b>180</b>	<b>281</b>	<b>76</b>	<b>537</b>

\* 僱員可修讀多於一項課程

(vi) 通用技能

<u>課程種類</u>	<u>各技能等級的培訓名額*</u>			<u>總數</u>
	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	
電腦應用(包括資訊科技)	236	1 395	1 249	<b>2 880</b>
語言				
(a) 普通話	112	315	948	<b>1 375</b>
(b) 英語	190	745	1 634	<b>2 569</b>
管理技巧	863	1 446	34	<b>2 343</b>
督導技巧	356	1 325	134	<b>1 815</b>
溝通技巧	421	1 301	3 424	<b>5 146</b>
顧客服務技巧	268	1 195	7 832	<b>9 295</b>
	—	—	—	—
<b>小計</b>	<b>2 446</b>	<b>7 722</b>	<b>15 255</b>	<b>25 423</b>

\* 僱員可修讀多於一項課程

(vii) 其他類型的培訓

<u>課程種類</u>	<u>各技能等級的培訓名額*</u>			<u>總數</u>
	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	
例如認可計劃下的基本保安培訓或其他培訓課程及／或技能提升計劃下的訓練課程	89	506	1 324	<b>1 919</b>
<b>小計</b>	<b>89</b>	<b>506</b>	<b>1 324</b>	<b>1 919</b>
<b>總計</b>	<b>4 827</b>	<b>12 107</b>	<b>32 809</b>	<b>49 743</b>

\* 僱員可修讀多於一項課程

### **Detailed Analysis of the Labour Market Analysis (LMA) Projection**

The forecast production of private residential flats for 2009 and 2010 is provided by the Rating & Valuation Department.

(Source: Hong Kong Property Review 2009)

# The forecast production for 2011 and 2012 is projected using the Adaptive Filtering Method.

#### **A. The forecast of private residential flats**

<b>Year</b>	<b>Completion (<i>no. of flats</i>)</b>	<b>Total stock (<i>no. of flats</i>)</b>
2008		1 085 922
2009 f	14 738	1 100 660
2010 f	12 599	1 113 259
2011 f <sup>#</sup>	N/A	1 124 820
2012 f <sup>#</sup>	N/A	1 135 560

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

<b>Year</b>	<b>Completion (<i>square m</i>)</b>	<b>Total stock (<i>square m</i>)</b>
2008		45 415 500
2009 f	268 500	45 684 000
2010 f	259 000	45 943 000
2011 f <sup>#</sup>	N/A	46 198 280
2012 f <sup>#</sup>	N/A	46 449 950

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

(Sources: HA and HS)

#### **C. The forecast of public residential flats**

<b>Year</b>	<b>Completion (<i>no. of flats</i>)</b>	<b>Total stock (<i>no. of flats</i>)</b>
2008		1 134 620
2009 f	15 754	1 150 374
2010 f	14 054	1 164 428
2011 f <sup>#</sup>	14 254	1 178 682
2012 f <sup>#</sup>	15 154	1 193 836

### 人力市場分析法(LMA)預測人力的詳細分析

2009 至 2010 年私營住宅及非住宅的建屋量，是根據差餉物業估價署的預測而定。  
(資料來源：2009 香港物業報告)

#: 2011 及 2012 年的預測，以調節過濾法計算。

#### A. 私人住宅建屋量預測 (私人家用住宅)

年份	落成 (住宅數目)	總數 (住宅數目)
2008		1 085 922
2009 f	14 738	1 100 660
2010 f	12 599	1 113 259
2011 f <sup>#</sup>	N/A	1 124 820
2012 f <sup>#</sup>	N/A	1 135 560

#### B. 私人非住宅建屋量預測 (包括私人寫字樓、商業／工業機構寫字樓、分層工廠大廈、專業廠房及倉庫)

年份	落成 (平方公尺)	總數 (平方公尺)
2008		45 415 500
2009 f	268 500	45 684 000
2010 f	259 000	45 943 000
2011 f <sup>#</sup>	N/A	46 198 280
2012 f <sup>#</sup>	N/A	46 449 950

公營住宅建屋量的預測資料，由香港房屋委員會及香港房屋協會提供。  
(資料來源：香港房屋委員會及香港房屋協會)

#### C. 公營住宅建屋量預測 (包括(i)香港房屋委員會及香港房屋協會提供的出租公屋單位及(ii)市區重建計劃下的單位)。

年份	落成 (住宅數目)	總數 (住宅數目)
2008		1 134 620
2009 f	15 754	1 150 374
2010 f	14 054	1 164 428
2011 f <sup>#</sup>	14 254	1 178 682
2012 f <sup>#</sup>	15 154	1 193 836