

2016 MANPOWER SURVEY REPORT
AUTOMOBILE INDUSTRY

汽車業

2016 年人力調查報告

AUTOMOBILE TRAINING BOARD
VOCATIONAL TRAINING COUNCIL

職業訓練局

汽車業訓練委員會

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Executive Summary

Report on the 2016 Manpower Survey of the Automobile Industry

Objective

The survey was conducted between 29th February 2016 and 31st May 2016 to collect the latest manpower information from the automobile industry with a view to assessing the industry's future manpower requirements.

Coverage

2. The scope of the survey covered both the vehicle servicing sector and the vehicle / auto-parts retail sector. The number of establishments surveyed was 522 from 4 102 establishments. By adopting a stratified random sampling method, the sampled establishments accounted for about 55% of the total workforce of the industry. The data collected were statistically scaled up to give the overall manpower picture of the whole automobile industry.

Survey Findings

3. The survey revealed that at the time of field work, the industry employed a total of 16 990 workers in 39 principal jobs. The most populous job was vehicle mechanic which had 5 597 workers, amounting to 33% of the workforce.

4. Employers also reported a total of 1 067 vacancies, representing 6.3% of the total manpower.

5. There were 704 trainees receiving various forms of training. Among them 655 were being trained for craft level jobs, amounting to 8.5% of the working population at that skill level.

6. Employers forecasted that in 12 months' time, the manpower requirement would increase slightly from 18 057 (including both employees and vacancies) to 18 181.

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

Distribution of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees	Percentage of Total Employed
Technologist	313	2.4%
Technician	2 182	17.0%
Craftsman	7 743	60.4%
Specific Services	2 033	15.9%
Unskilled	551	4.3%
Total	12 822	100.0%

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

Job Level	Number of Employees	Percentage of Total Employed
Managerial	385	9.2%
Supervisory	346	8.3%
Operative/Clerical Support	3 437	82.5%
Total	4 168	100.0%

Manpower Changes over the past 2 Years

8. Comparing with the findings of the previous survey carried out in 2014, the overall manpower of the vehicle servicing sector recorded a tiny decrease of 0.5%. The number of workers at technologist and technician levels recorded average annual growth rates of 4.5% and 1.9% respectively. Whereas, the manpower at craftsman and specific services levels declined by 1.3% and 0.8% per annum. The total number of vacancies continued to climb up but decelerated, owing to the increasing number of trainees in recent years.

9. Similar to the vehicle servicing sector, the manpower of the vehicle / auto-parts retail sector also recorded a decrease of 0.5% per annum since the last round of survey. The decline can be attributed to the slowdown of vehicle sales in 2016.

Salary Changes over the past 2 Years

10. Compared with 2 years ago, workers' average monthly salaries in the vehicle servicing sector recorded a noticeable upward trend. An increase of 18% was found in the weighted average values for craftsmen.

Business Outlook

11. The Training Board is optimistic about the future of the automobile industry as the persistent growth of vehicle population in Hong Kong demands sufficient manpower in the vehicle / auto-parts retail sector and the vehicle servicing sector. The Training Board also considers that the demand of higher quality workers through formal training will be growing in order to cope with the adoption of new technologies and sophisticated equipment for maintenance and diagnosis of modern vehicles. On the other hand, the Training Board considers the following as major factors affecting the growth of the industry:

- (a) Following the downturn in the retail sector, a slowdown in the vehicle sales was observed in 2016. Besides, the sky-high prices of car park spaces would, to some extent, deter consumers from owning their cars.
- (b) The advancement in design and quality has substantially improved the reliability of vehicles during the past decades and led to less demand for traditional servicing works. Whereas, low carbon and electronics technologies are now widely used in vehicles which require service workers with specific training and skills on the use of sophisticated equipment for vehicle maintenance and repair. Small and medium scale garages may not be able to provide the full scope of service as they do not have access to manufacturers' proprietary tools.
- (c) During the past few years, we have seen a rapid growth of EVs on streets. Whether the new installation of charging facilities can cope up with the growth is yet to be seen. If the answer is yes, the vehicle servicing sector will face big challenges. Compared to traditional vehicles, EVs have fewer parts to maintain or repair but the service personnel need to be properly trained in other disciplines such as electrical safety and IT technologies. To make the essential training readily available to workers, close co-operations between EV manufacturers and the VTC would be required.
- (d) Because of high rental costs and limited availability of properties suitable for garage operations, some establishments have either closed or merged during the past 2 years. The situation will most likely continue.
- (e) Although many youngsters are interested in vehicle technologies, few are willing to pursue their career in the automobile industry. For those who join the industry, the turnover rate is high as some other industries offer more competitive salaries and promising career prospects. In order to support a healthy growth of the automobile industry, employers should strengthen their manpower investment.

12. With the success of the voluntary registration schemes for vehicle mechanics and vehicle maintenance workshops, the industry is looking forward to the migration to mandatory schemes which the Training Board believes, will help uplifting the image of the industry and hence attract more young people to join.

Forecast Manpower Demand and Supply

13. After considering the data in this and previous rounds of manpower surveys and the business outlook, the Training Board recommends the vehicle servicing sector to train up the following number of additional workers in the next 4 years:

Average Annual Training Requirement
for the Vehicle Servicing Sector from 2017 to 2020

<u>Job level</u>	<u>Annual training requirement</u>
Technologist	17
Technician	102
Craftsman	348

14. In the coming few years, the annual supply of graduates from the full-time Higher Diploma in Automotive Engineering programme meets about 54% of the projected demand for technicians. It is expected that employers will fill up the shortage by means of internal promotion or recruiting graduates from other relevant programmes. On the other hand, the annual supply of Diploma apprentices can meet about 76% of the projected demand for craftsmen. The situation is actually worse, considering that the number of vacancies at the craftsman level has been on an upward trend during the past decade. Unless the growth of trainee numbers can catch up, the industry will inevitably encounter a manpower shrinking which will definitely affect its services.

15. For the vehicle / auto-parts retail sector, employers’ one-year forecast was adopted and the training requirements for 2017 are as below:

Annual Training Requirement for the
Vehicle / Auto-Parts Retail Sector in 2017

<u>Job level</u>	<u>Annual training requirement</u>
Managerial	18
Supervisory	15
Operative/Clerical Support	288

Recommendations

16. The Training Board urges employers to exert further efforts to promote the career prospects of the industry so that more young people are willing to join and stay in the industry. It is recommended that employers continue to support and participate in the Best Apprentice Competition and WorldSkills Competition events to promote the trades to students, parents and the public.

17. The Training Board recommends the Earn and Learn Scheme (ELS) to employers. The Scheme provides clear academic and career pathways for youngsters such that they could earn an attractive salary while concurrently receiving on-the-job training. The effectiveness of the Scheme has been demonstrated by the increasing number of registered apprentices in vehicle servicing trades over the past 2 years.

18. The Training Board also recommends the Engineering Training Subsidy Scheme (ETSS) to in-service workers who would like to upgrade their knowledge and qualifications. The Scheme provides tuition fee subsidy for 3 cohorts of students (starting from the AY 2016/17) enrolled in designated professional part-time programmes offered by VTC.

19. A wide range of full-time, part-time day and part-time evening training programmes relevant to the automobile industry are offered by training institutions including the Hong Kong Institute of Vocational Education and the Pro-Act Training and Development Centre (Automobile) of the Vocational Training Council. The Training Board encourages employers to make full use of the training facilities in these institutions. In addition, various training and trade testing schemes offered by the VTC are recommended to employers for their manpower development.

20. VTC will continue to solicit advice from the Training Board on the direction and strategic development of programmes for the automobile industry. A new stream on automotive business will be introduced in the Higher Diploma in Automotive Engineering programme from AY 2017-18. Employers are encouraged to recruit the students for positions related to automotive business, e.g. Service Advisers, upon their graduation.

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SECTION I

INTRODUCTION

The Automobile Training Board

1.1 The Automobile Training Board of the Vocational Training Council is required by its terms of reference to determine the manpower and training needs of the automobile industry and to make recommendations to the Council for the development of training facilities to meet the needs. Membership of the Automobile Training Board and its Working Party on Manpower Survey is at Appendix 1 and Appendix 2.

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted a survey of the automobile industry during the period from 29th February to 31st May 2016 to collect up-to-date manpower information with a view to assessing the industry's manpower structure and training needs. The survey was carried out with the assistance of the Census and Statistics Department (C&SD).

1.3 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' forecast of the total number of employees in 2017;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees;
- (vi) employers' views on the preferred education, experience, training mode and training period of employees by job level;
- (vii) the turnover rate of employees;
- (viii) estimated number of employees going to retire within the coming 5 years;
- (ix) the training demand on EV maintenance, the number of qualified EV technical workers at the time of survey and in the next 3 years; and
- (x) employers' views on different kinds of training that front-line sales persons should acquire.

Scope of the Survey

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

Branch	Type of Business	Number of Establishments
(i)	Body assembly of motor vehicles (HSIC 290000);	52
(ii)	Servicing and repairing of motor vehicles and motorcycles (HSIC 951000);	2 938
(iii)	Retail sale of motor vehicles (HSIC 477301);	588
(iv)	Retail sale of motorcycles (HSIC 477302);	25
(v)	Retail sale of motor vehicle and motorcycles parts and accessories (HSIC 477303)	438
(vi)	Supplementary samples covered government departments, public utilities, companies maintaining fleet of vehicles and education institutes (HSIC 600000).	59

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

1.5 According to the information provided by C&SD, there were totally 4 041 establishments in Branch 1 to Branch 5 as at the third quarter of 2015. In view of the limited resources available, a stratified random sampling method was adopted to select 461 establishments from these branches. After including 59 establishments from the supplementary list, the total sampling size of the survey was 520. The sampling plan is at Appendix 4. The sample establishments employed about 55% of the workforce of the industry.

Method of the Survey

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

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

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

Response to the Survey

1.9 Of the 522 establishments (including 2 newly discovered cases during field work), 423 (i.e. 81%) supplied the required information. A total of 11 establishments were no longer engaged in the automobile trade or did not have technical manpower. 29 establishments had closed, merged or temporarily ceased operation. 2 establishments had not yet started operation. 28 establishments did not provide suitable persons to complete the questionnaires. 14 establishments could not be contacted due to change in addresses. 8 establishments partially responded. 7 establishments declined to supply any information. The effective response rate was 98.4%¹.

The Report

1.10 This report presents the findings of the survey, the Training Board's analysis of the future manpower demand and supply of the automobile industry and its recommendations on meeting the manpower needs. In the report, the terms 'manpower', 'employees' and 'workers' refer to the total number of persons (excluding trainees and apprentices) employed in the 39 principal jobs of the automobile industry; the term 'trainees' means all persons receiving any form of training including those under a contract of apprenticeship. The list of 39 principal jobs adopted in the survey of the automobile industry and their job descriptions are shown in Appendix 6.

¹ effective response rate = $\frac{\text{completed} + \text{partially completed}}{\text{completed} + \text{partially completed} + \text{refusal}} = \frac{423 + 8}{423 + 8 + 7} = 98.4\%$

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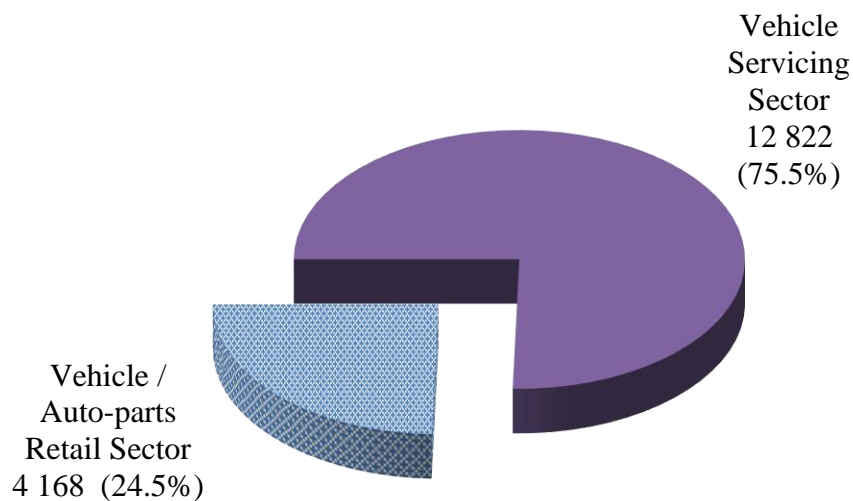
SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Employees Employed

2.1 The survey revealed that at the time of survey, a total of 16 990 employees were employed in the principal jobs of the automobile industry in Hong Kong. Of the 16 990 employees, 12 822 (75.5%) were employed in the vehicle servicing sector, 4 168 (24.5%) in the vehicle / auto-parts retail sector. The distribution of employees by sector is shown in Figure 2.1.

Figure 2.1 Distribution of Automobile Employees by Sector



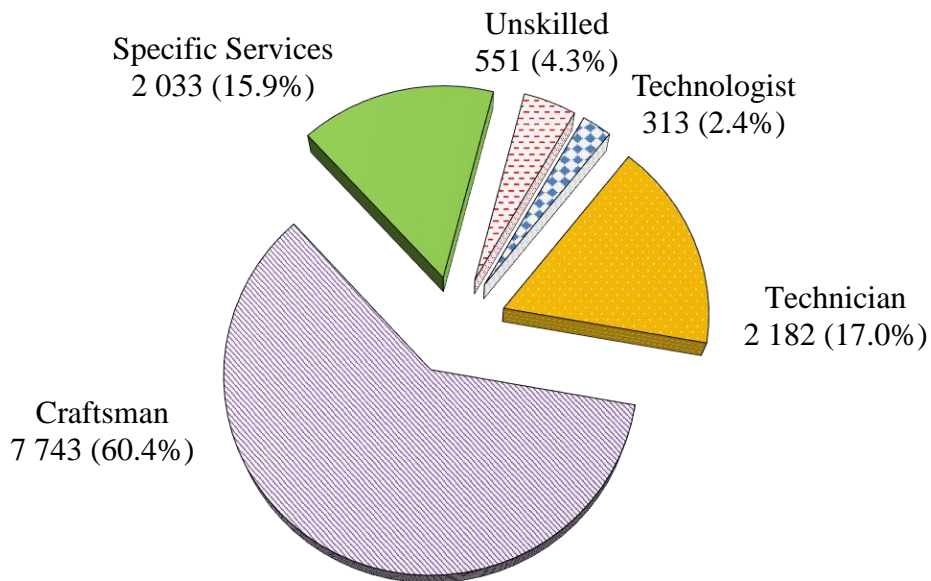
Vehicle Servicing Sector

2.2 The distribution of employees (excluding trainees) by job level of the vehicle servicing sector is given in Table 2.1 and Figure 2.2 below:

Table 2.1 Distribution of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees	Percentage of Total Employed
Technologist	313	2.4%
Technician	2 182	17.0%
Craftsman	7 743	60.4%
Specific Services	2 033	15.9%
Unskilled	551	4.3%
Total	12 822	100.0%

Figure 2.2 Distribution of Employees by Job Level of the Vehicle Servicing Sector



2.3 At the time of the survey, there were 704 trainees in the vehicle servicing sector, amounting to 5.5% of the total employees. Their distribution by job level is given in Table 2.2 below.

Table 2.2 Distribution of Trainees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Trainees	Percentage of Total Employed at the Same Level
Technologist	0	-
Technician	44	2.0%
Craftsman	655	8.5%
Specific Services	5	0.2%
Unskilled	0	-
Total	704	5.5%

2.4 Employers reported a total of 941 vacancies, representing about 7.3% of the total manpower of the vehicle servicing sector at the time of the survey. The distribution of the vacancies by job level is shown in Table 2.3 below.

Table 2.3 Distribution of Vacancies by Job Level of the Vehicle Servicing Sector

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Technologist	4	1.3%
Technician	75	3.4%
Craftsman	659	8.5%
Specific Services	186	9.1%
Unskilled	17	3.1%
Total	941	7.3%

2.5 Employers forecasted a total of 13 820 employees (excluding trainees) in 2017 in the vehicle servicing sector – 0.41% more than the total number of employees and vacancies at the time of field work in 2016. Their distribution by job level is shown in Table 2.4 below:

Table 2.4 Forecasted Number of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees in 2017
Technologist	317	319
Technician	2 257	2 260
Craftsman	8 402	8 454
Specific Services	2 219	2 219
Unskilled	568	568
Total	13 763	13 820

2.6 The distribution of employees by monthly income ranges by job level of the vehicle servicing sector is detailed in Table 2.5 below, and by principal job in Table 3 of Appendix 8.

Table 2.5 Distribution of Employees by Monthly Income Range by Job Level of the Vehicle Servicing Sector

Monthly Income Range	Technologist	Technician	Craftsman	Specific Services	Unskilled	All
Under \$8,001	-	-	-	29	1	30
\$8,001 - \$10,000	-	-	99	22	291	412
\$10,001 - \$15,000	-	185	2 137	1 465	248	4 035
\$15,001 - \$20,000	-	630	4 428	439	6	5 503
\$20,001 - \$25,000	7	926	608	2	-	1 543
\$25,001 - \$35,000	106	226	-	-	-	332
\$35,001 - \$45,000	81	106	-	-	-	187
Over \$45,000	86	-	-	-	-	86
Unspecified	33	109	471	76	5	694
Total	313	2 182	7 743	2 033	551	12 822

2.7 The views of employers on the preferred education, training mode and training period for their employees at the technologist, technician, craftsman and specific services levels are given in Figure 2.3 to Figure 2.5.

Figure 2.3 Employers' Views on Preferred Education by Job Level of the Vehicle Servicing Sector

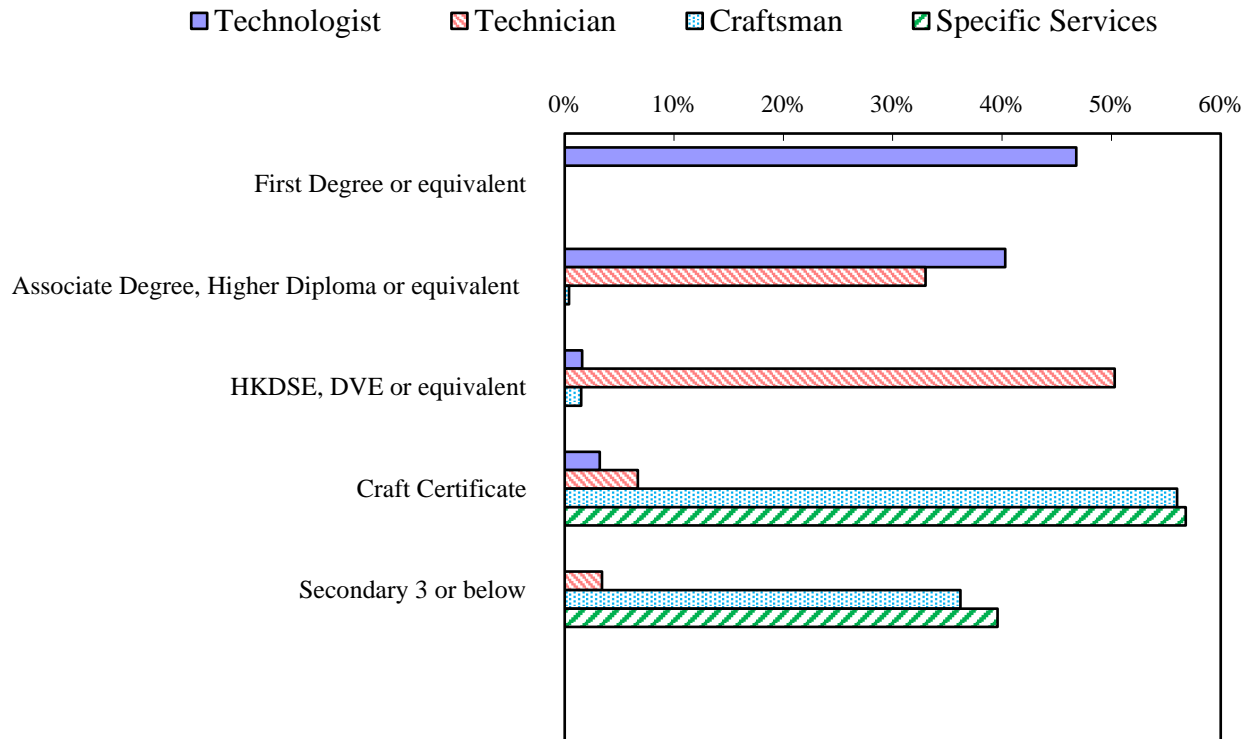


Figure 2.4 Employers' Views on Preferred Training Mode by Job Level of the Vehicle Servicing Sector

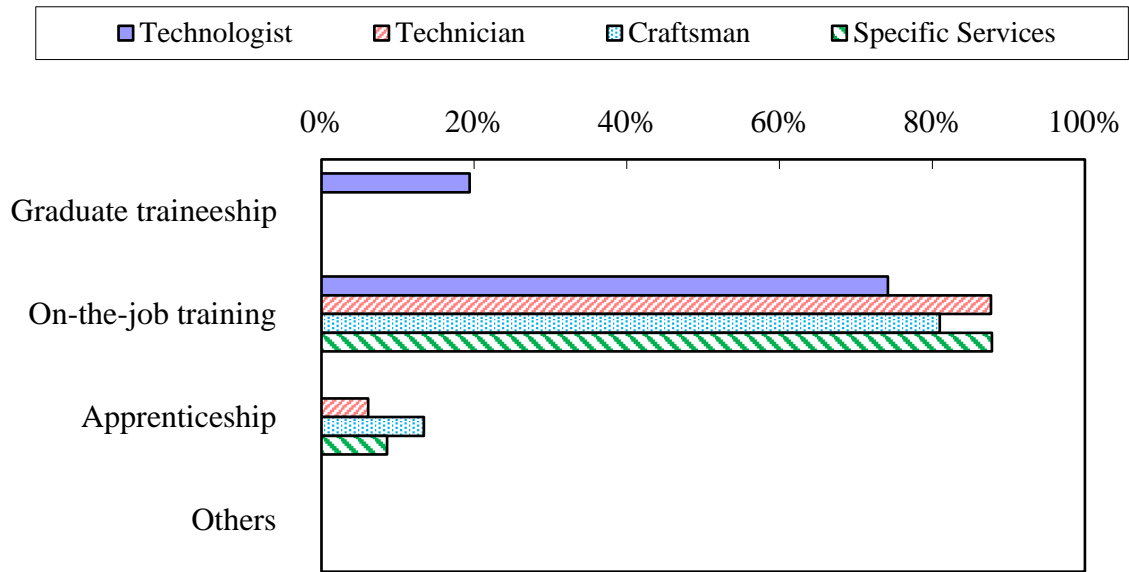
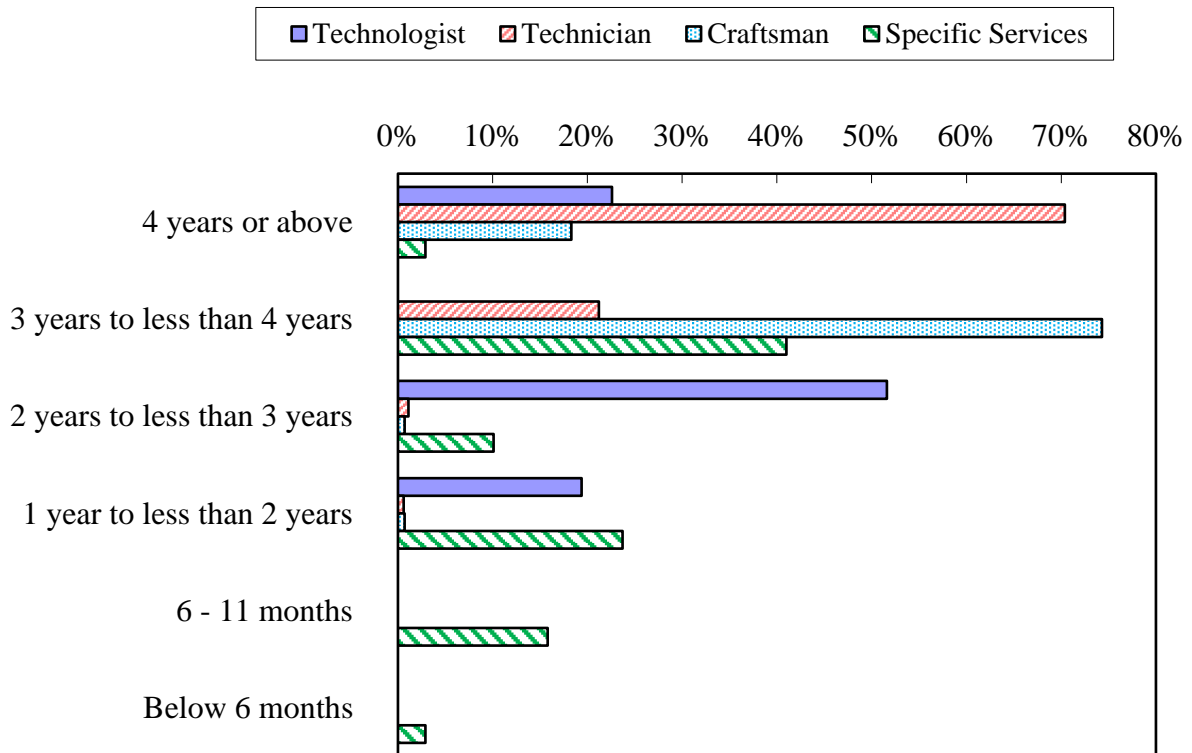
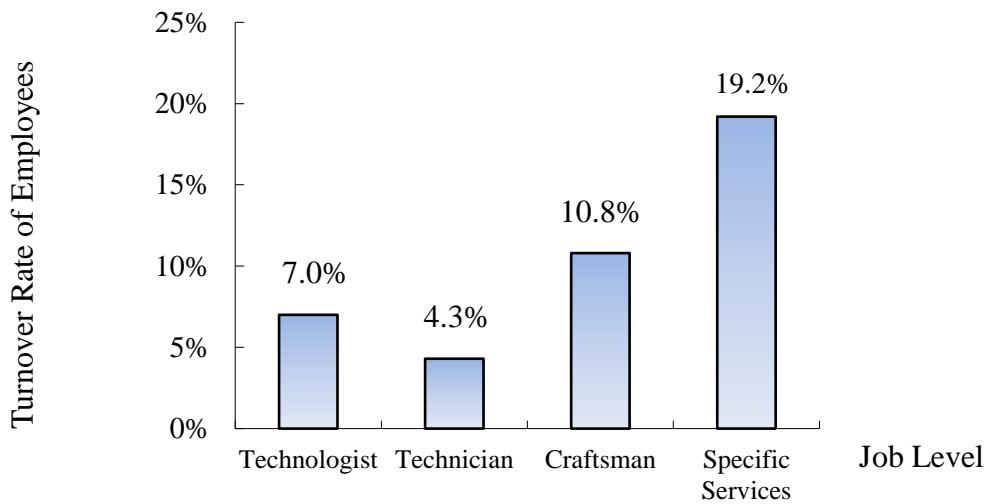


Figure 2.5 Employers' Views on Preferred Training Period by Job Level of the Vehicle Servicing Sector



2.8 Employers reported that 1 343 technologists, technicians, craftsmen and specific services workers (or 10.9% of the total posts in these job levels) had left within 12 months before the survey. Among them, there were 1 227 craftsmen and specific services workers accounting for the largest portion. The turnover rates of employees of the vehicle servicing sector are shown in Figure 2.6.

Figure 2.6 Turnover Rate of Employees of the Vehicle Servicing Sector



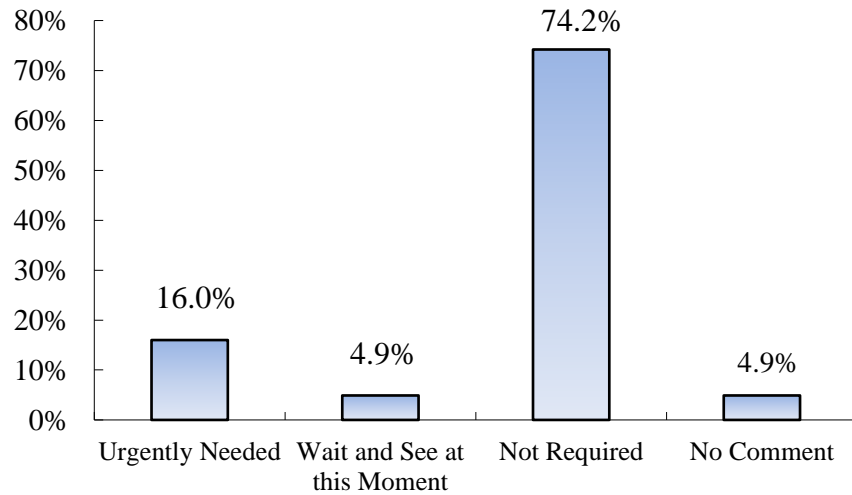
2.9 Employers' forecast on the number of employees going to retire within the coming 5 years of the vehicle servicing sector is shown in Table 2.6 below.

Table 2.6 Estimated number of employees retire within the coming 5 years of the vehicle servicing sector

Job Level	Number of employees at Time of Survey	Employers' forecast on number of employees retire within the coming 5 years	Annual Average Retirement Rate
Technologist	313	27	1.7%
Technician	2 182	176	1.6%
Craftsman	7 743	630	1.6%
Specific Services	2 033	62	0.6%
Total	12 271	895	1.5%

2.10 The views of employers (in branches (ii) and (vi)) on the training demand for EV and Hybrid Vehicle Maintenance workers of the vehicle servicing sector is given in Figure 2.7 below.

Figure 2.7 Training Demand for EV and Hybrid Vehicle Maintenance Workers of the Vehicle Servicing Sector



2.11 At the time of the survey, employers reported that 145 workers were qualified EV and Hybrid Vehicle Maintenance at the technologist, technician, craftsman levels. The distribution of the number of qualified EV and Hybrid Maintenance by job level is shown in Table 2.7 below.

Table 2.7 Distribution of Number of Qualified EV and Hybrid Vehicle Maintenance Workers by Job Level of the Vehicle Servicing Sector

Job Level	Number of qualified EV and Hybrid Vehicle Maintenance Workers	Percentage of Total Employed
Technologist	13	4.2%
Technician	50	2.3%
Craftsman	82	1.1%
Total	145	1.4%

2.12 Employers' forecast on the number of qualified EV and Hybrid Vehicle Maintenance workers in the next 3 years is shown in Table 2.8 below.

Table 2.8 Estimated Number of Qualified EV and Hybrid Vehicle Maintenance Workers in the next 3 years

Job Level	Employers' Forecast on Number of Qualified Hybrid Vehicle Maintenance Workers in the next 3 years	Growth as Compared to the Time of Survey
Technologist	21	+61.5%
Technician	173	+246%
Craftsman	121	+47.6%
Total	315	+117.2%

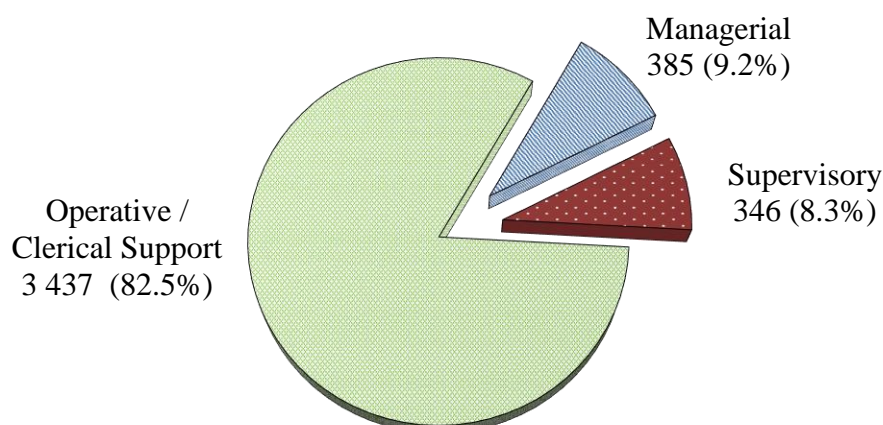
Vehicle / Auto-parts Retail Sector

2.13 The distribution of employees by job level of the vehicle / auto-parts retail sector is given in Table 2.9 and Figure 2.8 below.

Table 2.9 Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Employees	Percentage of Total Employed
Managerial	385	9.2%
Supervisory	346	8.3%
Operative/Clerical Support	3 437	82.5%
Total	4 168	100.0%

Figure 2.8 Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector



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

2.15 Employers reported a total of 126 vacancies, representing about 3% of the total manpower of the vehicle / auto-parts retail sector at the time of the survey. The distribution of the vacancies by job level is shown in Table 2.10 below:

Table 2.10 Distribution of Vacancies by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Managerial	5	1.3%
Supervisory	5	1.4%
Operative/Clerical Support	116	3.4%
Total	126	3.0%

2.16 Employers forecasted a total of 4 361 employees in 2017 in the vehicle / auto-parts retail sector – 1.54% more than the total number of employees and vacancies at the time of field work in 2016. Their distribution by job level is shown in Table 2.11 below.

Table 2.11 Distribution of Forecasted Number of Employees in 2017 by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees in 2017
Managerial	390	391
Supervisory	351	351
Operative/Clerical Support	3 553	3 619
Total	4 294	4 361

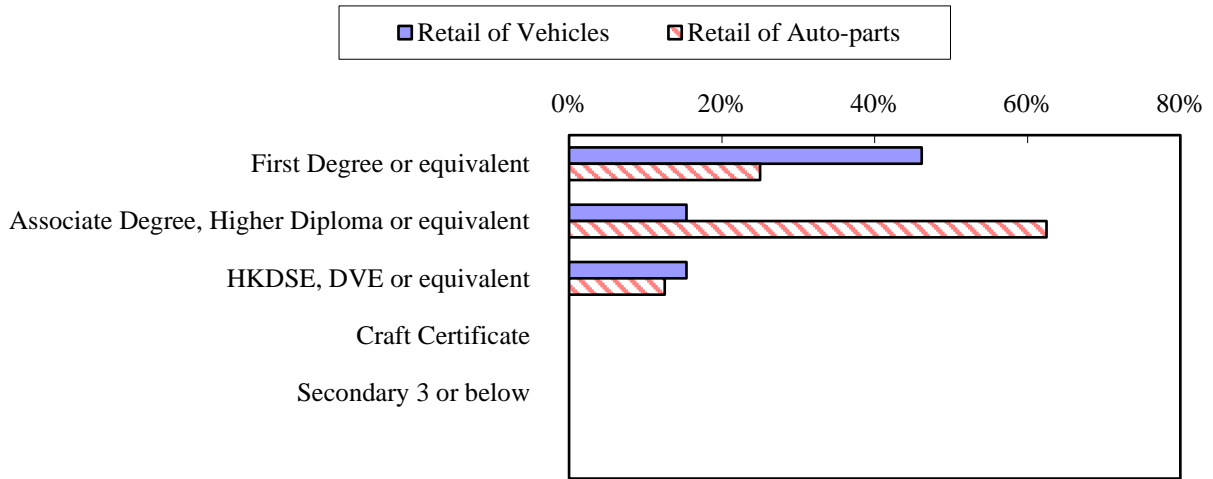
2.17 The distribution of employees by monthly income ranges by job level of the vehicle / auto-parts retail sector is detailed in Table 2.12 below, and by branch by principal job in Table 4 of Appendix 8.

Table 2.12 Distribution of Employees by Monthly Income Range by Job Level of the Vehicle / Auto-parts Retail Sector

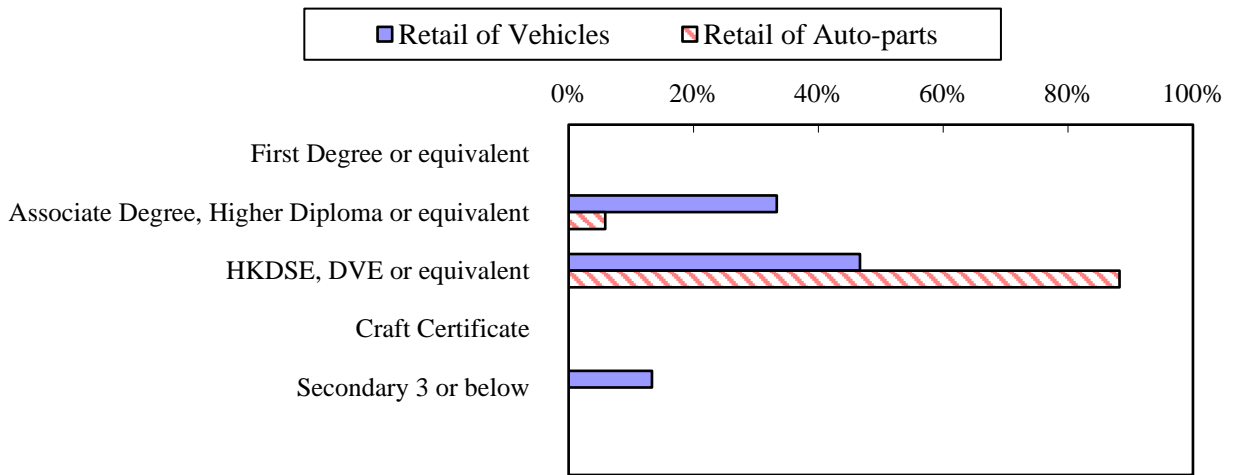
Monthly Income Range	Managerial	Supervisory	Operative/ Clerical Support	All
Under \$8,001	-	-	44	44
\$8,001 - \$10,000	-	-	121	121
\$10,001 - \$15,000	-	9	1 522	1 531
\$15,001 - \$20,000	22	173	713	908
\$20,001 - \$25,000	67	98	214	379
\$25,001 - \$35,000	126	41	101	268
\$35,001 - \$45,000	37	-	43	80
Over \$45,000	75	6	102	183
Unspecified	58	19	577	654
Total	385	346	3 437	4 168

2.18 The views of employers on the preferred education and experience of their employees at the managerial, supervisory and operative/clerical support levels are given in Figure 2.9 and Figure 2.10.

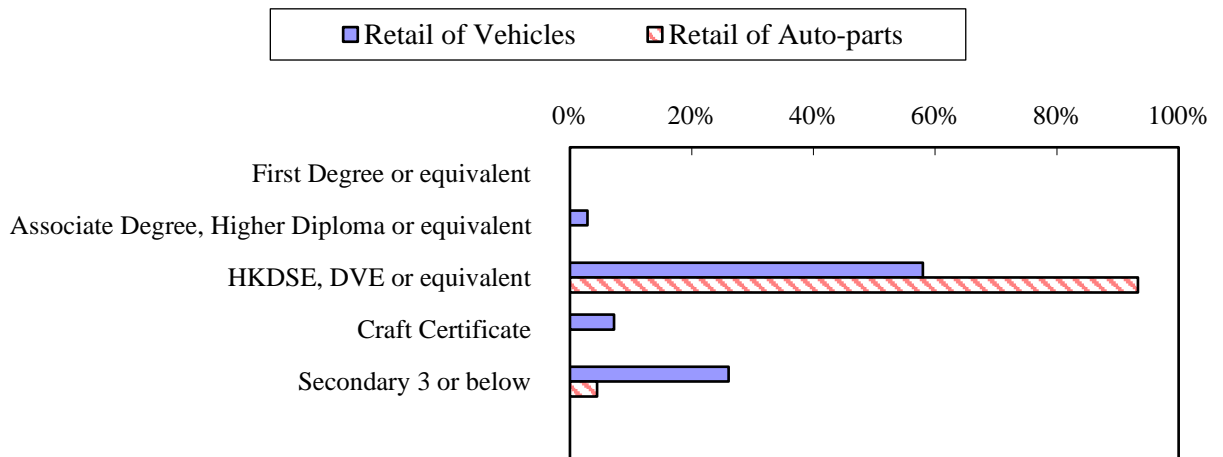
Figure 2.9 Employers' Views on Preferred Education by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Education of Employees at Managerial Level

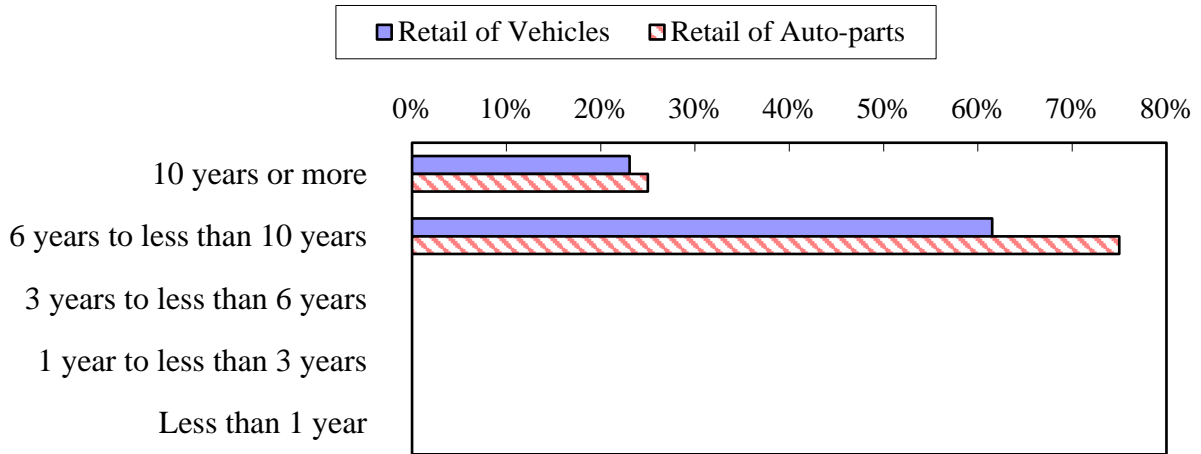


Preferred Education of Employees at Supervisory Level

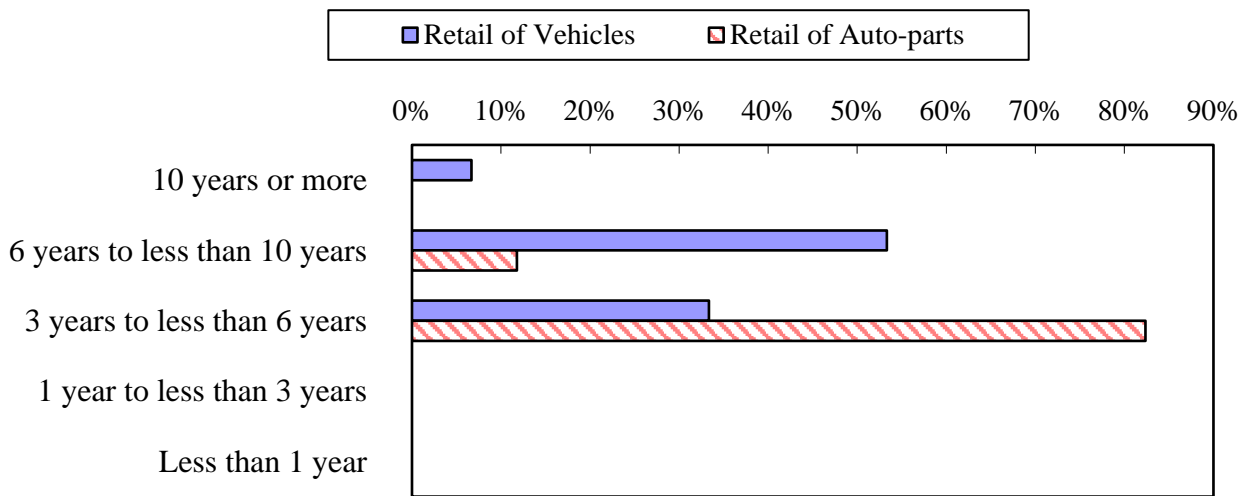


Preferred Education of Employees at Operative / Clerical Support Level

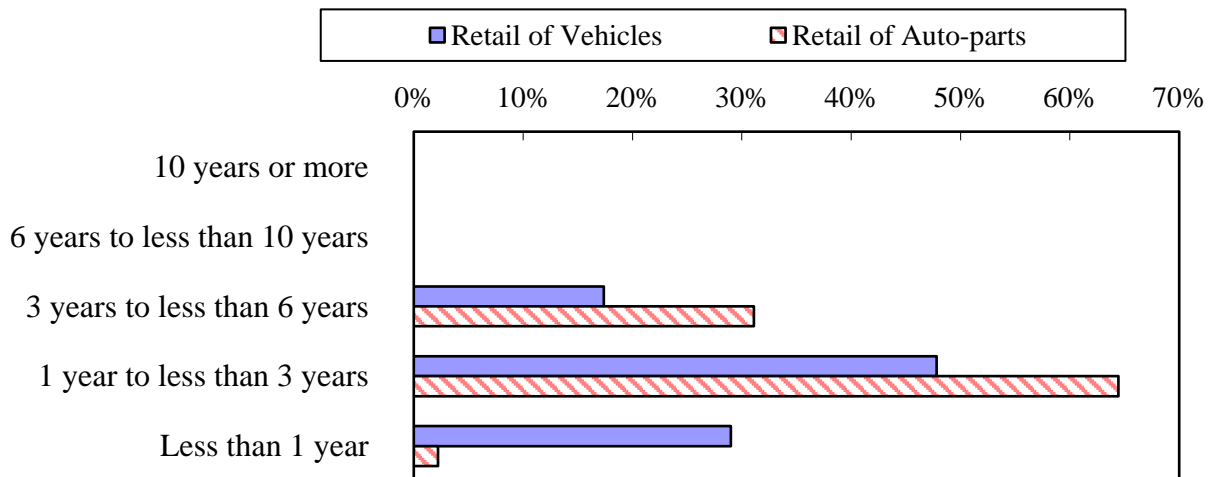
Figure 2.10 Employers' Views on Preferred Experience by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Experience of Employees at Managerial Level



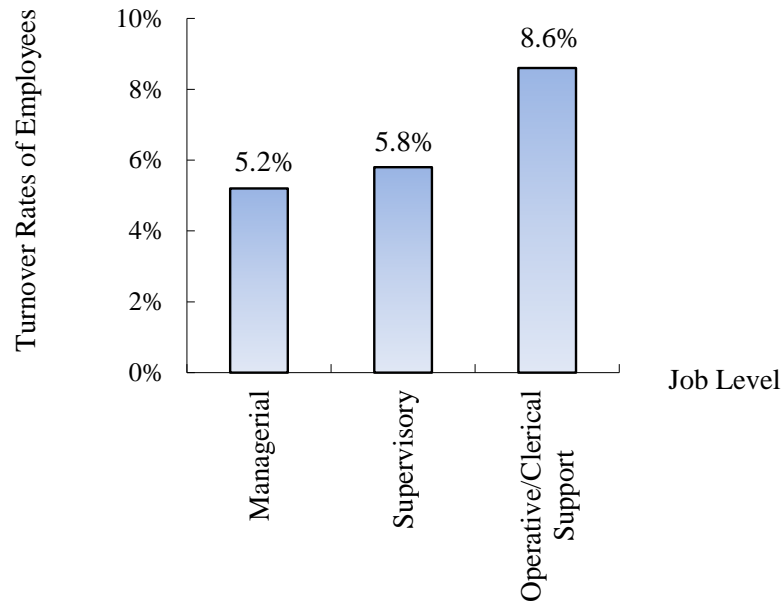
Preferred Experience of Employees at Supervisory Level



Preferred Experience of Employees at Operative/Clerical Support Level

2.19 Employers reported that 335 employees (or 8.0% of the total posts) had left within 12 months before the survey. Among them, there were 295 operative/clerical support staff, accounting for the largest portion. The turnover rates of employees of the vehicle / auto-parts retail sector are shown in Figure 2.11.

Figure 2.11 Turnover Rate of Employees of the Vehicle / Auto-parts Retail Sector



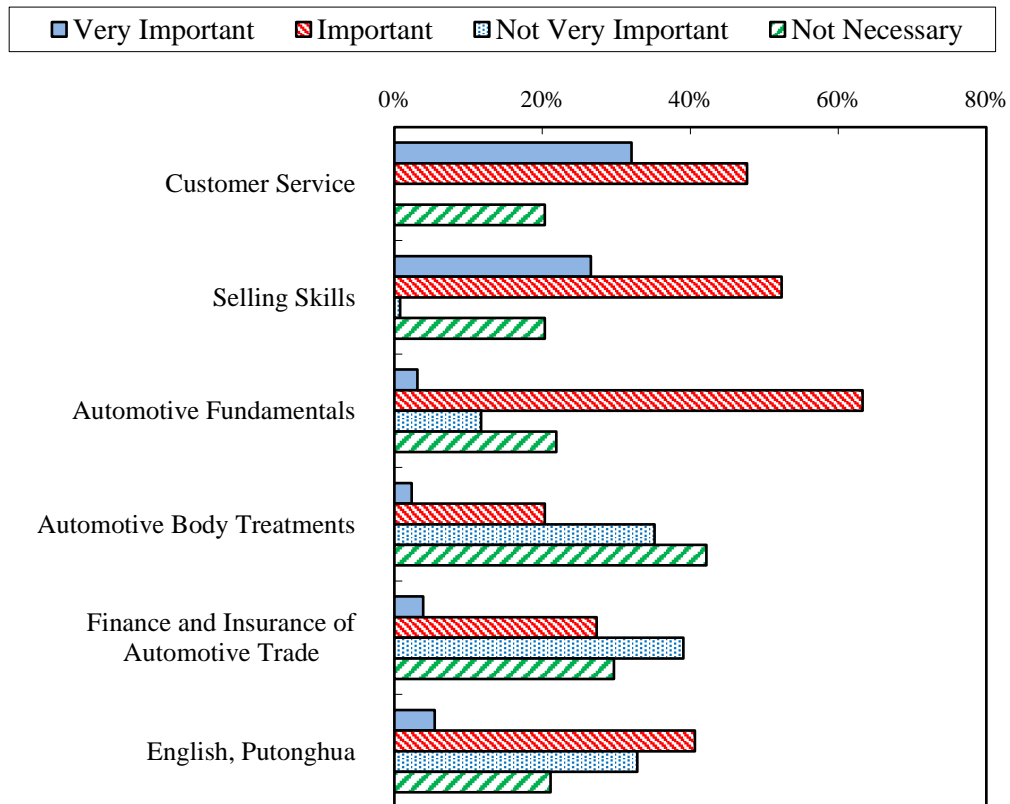
2.20 Employers' forecast on number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector is shown in Table 2.13.

Table 2.13 Estimated number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector

Job Level	Number of employees at Time of Survey	Employers' forecast on number of employees retire within the coming 5 years	Annual Average Retirement Rate
Managerial	385	29	1.5%
Supervisory	346	43	2.5%
Operative / Clerical Support	3 437	96	0.6%
Total	4 168	168	0.8%

2.21 Employers were asked to rate the importance of 6 training areas for front-line sales persons of the vehicle / auto-parts retail sector. Their opinions were shown in Figure 2.12.

Figure 2.12 Training Needs of Front-line Sales Persons of the Vehicle / Auto-parts Retail Sector



Statistical Tables

2.22 The detailed manpower statistics of the automobile industry by sector, by job level and by principal job including number of employees employed, trainees, vacancies and employers' forecast number of employees in 2017 is tabulated in Table 1 and Table 2 of Appendix 8.

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SECTION III

CONCLUSIONS

Manpower Changes

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

3.2 The survey revealed that at the time of fieldwork, 12 822 employees and 704 trainees were engaged in the vehicle servicing sector of the automobile industry. The numbers are very close to the manpower figures recorded in the 2014 survey (12 958 workers and 645 trainees). This reflects that the workforce of the vehicle servicing sector continued to be very steady during the past 2 years. The manpower changes at individual skill levels are listed in Table 3.1.

Table 3.1 Manpower Change of the Vehicle Servicing Sector

Skill Level	No. of Employees in 2014 (a)	No. of Employees in 2016 (b)	Manpower Changes (c = b – a)	Annual Change (d = c/2a)
Technologist	287	313	26	4.5%
Technician	2 103	2 182	79	1.9%
Craftsman	7 952	7 743	-209	-1.3%
Specific Services	2 065	2 033	-32	-0.8%
Unskilled	551	551	0	0%
Total	12 958	12 822	-136	-0.5%

3.3 The vehicle population and total manpower in the vehicle servicing sector are compared in Appendix 9. While the number of licensed vehicles has increased by a factor of 3.4 over the past forty years (from 214 507 in 1978 to 739 304 as at August 2016), the manpower of the vehicle servicing sector increased for about 28% only (from 9 984 in 1978 to 12 822 in 2016). This can be attributed to the ever-improving reliability of modern vehicles.

3.4 The overall technical manpower and the distribution by skill level in this and the last 9 consecutive surveys are shown in Appendix 10. In 2010, the vehicle / auto-parts retail sector was newly covered by the survey scope. A significant number of cleaners and greasers

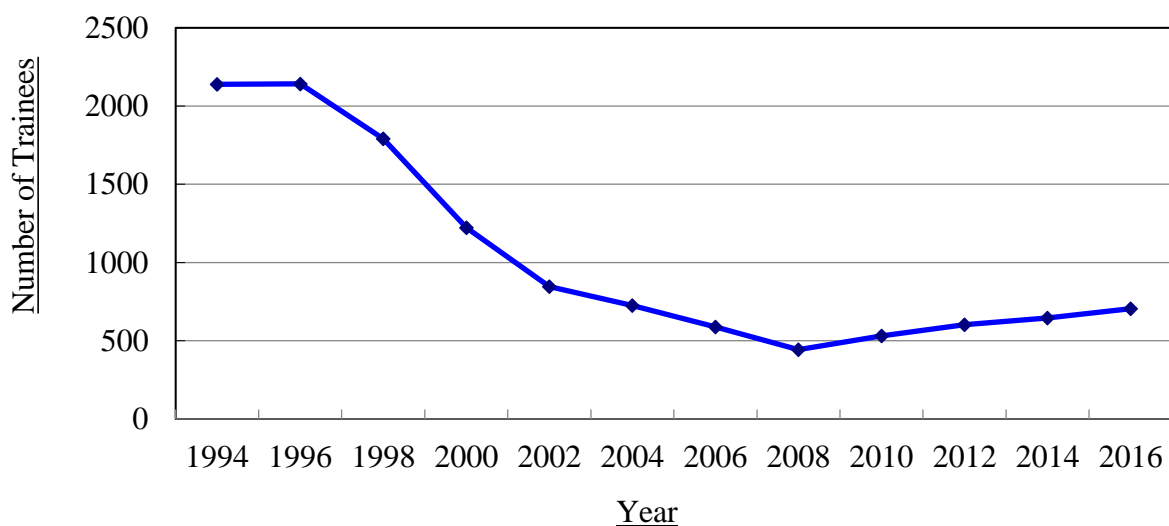
were found in that sector, resulting in the sudden increase of manpower reported in the Unskilled level. In 2012, five principal jobs were newly covered in the survey, resulting in the significant increase of manpower reported at the Specific Services level.

3.5 Table 3.2 and Figure 3.1 indicate that after several years of decline, the number of trainees employed by the vehicle servicing sector gradually rebound since 2008.

Table 3.2 Number of Trainees in the Vehicle Servicing Sector

Year of Survey	Number of Workers Employed	Number of Trainees	Percentage of Workers
1994	11225	2 139	19.1%
1996	13888	2 142	15.4%
1998	13 366	1 791	13.4%
2000	13 044	1 223	9.4%
2002	12 604	846	6.7%
2004	12 508	725	5.8%
2006	12 099	588	4.9%
2008	11 750	443	3.8%
2010	11 827	531	4.5%
2012	12 896	602	4.7%
2014	12 958	645	5.0%
2016	12 822	704	5.5%

Figure 3.1 Number of Trainees in the Vehicle Servicing Sector

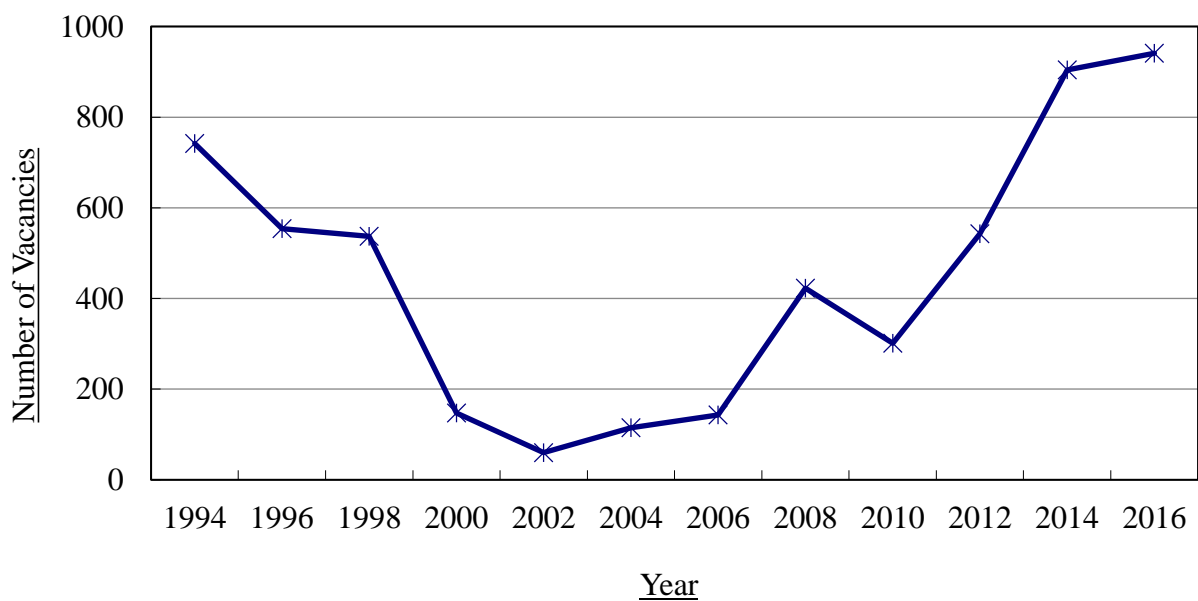


3.6 Table 3.3 and Figure 3.2 revealed that ever since the recovery of the local economy in the mid-2000s, the vacancies in the vehicle servicing sector have been piling up at a speed much higher than the growth rate of trainees.

Table 3.3 Number of Vacancies in the Vehicle Servicing Sector

Year of Survey	Professional/ Technologist	Technician	Tradesman/ Craftsman	Total No. of Vacancies ¹
1994	5	44	672	742
1996	3	39	489	554
1998	6	34	405	537
2000	5	14	94	147
2002	0	7	53	60
2004	0	1	109	115
2006	2	15	119	143
2008	3	7	351	423
2010	1	20	248	301
2012	5	21	355	543
2014	3	77	530	904
2016	4	75	659	941

Figure 3.2 Total Number of Vacancies in the Vehicle Servicing Sector



¹ including Specific Services and Unskilled Workers

3.7 Because of the slowdown of new vehicle sales in 2016, the manpower of the vehicle / auto-parts retail sector recorded a tiny decrease of 0.5% when compared to 2 years ago. The manpower changes at individual skill levels are shown in Table 3.4.

Table 3.4 Manpower Change of the Vehicle / Auto-parts Retail Sector

Skill Level	No. of Employees in 2014 (a)	No. of Employees in 2016 (b)	Manpower Changes (c = b - a)	Annual Change (d = c/2a)
Managerial	296	385	89	15.0%
Supervisory	443	346	-97	-10.9%
Operative/Clerical Support	3 471	3 437	-34	-0.5%
Total	4 210	4 168	-42	-0.5%

Salary Changes

3.8 Figure 3.3 to Figure 3.5 compare the monthly salary distributions in 2014 and 2016, for workers of the vehicle servicing sector. A noticeable upward trend is found, particularly at the craftsman level.

Figure 3.3 Distribution of Monthly Incomes in 2014 and 2016: Technologists

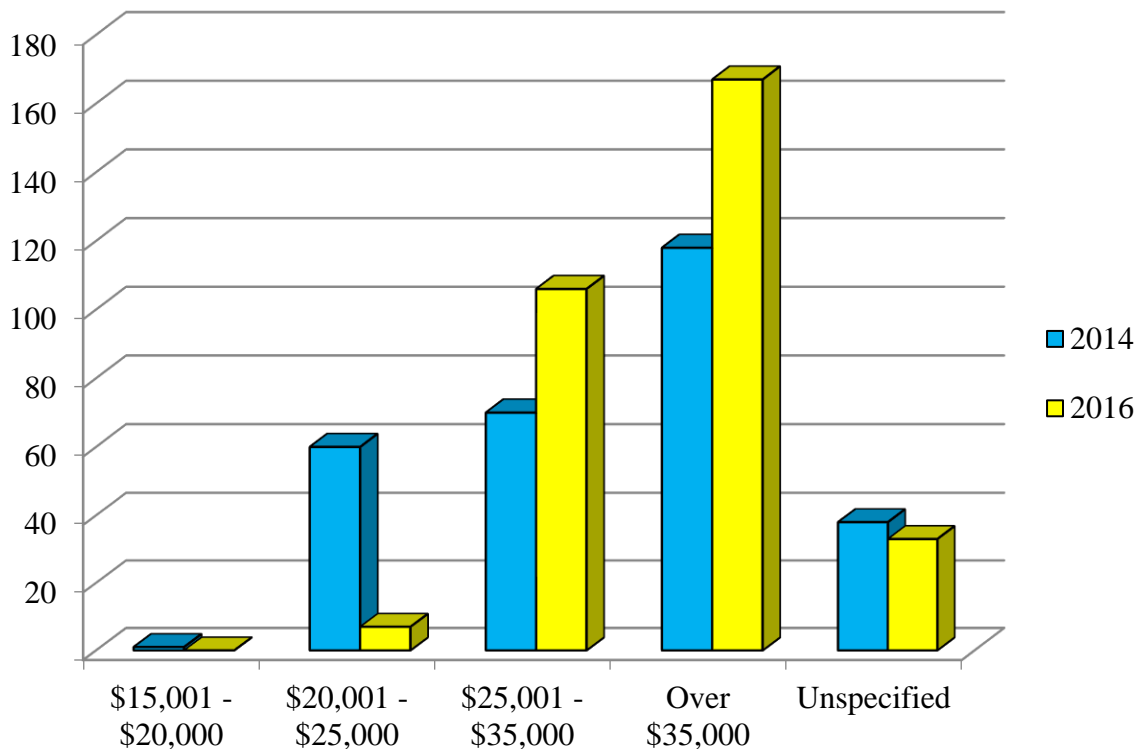


Figure 3.4 Distribution of Monthly Incomes in 2014 and 2016: Technicians

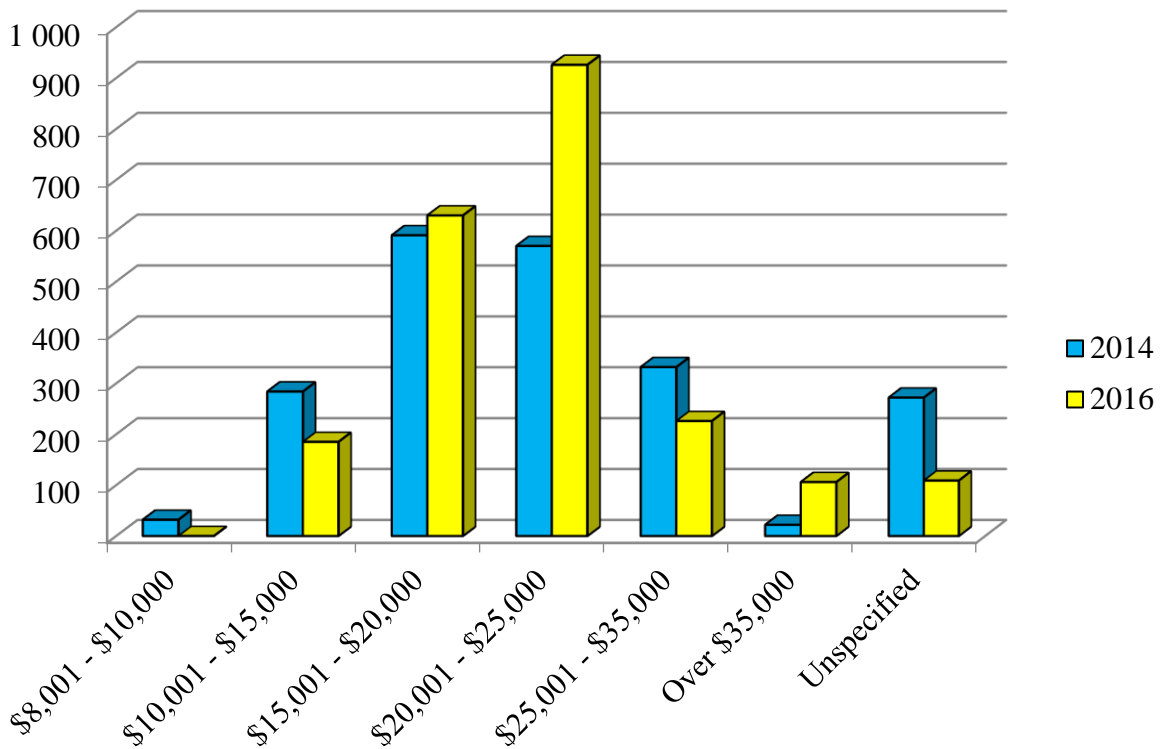
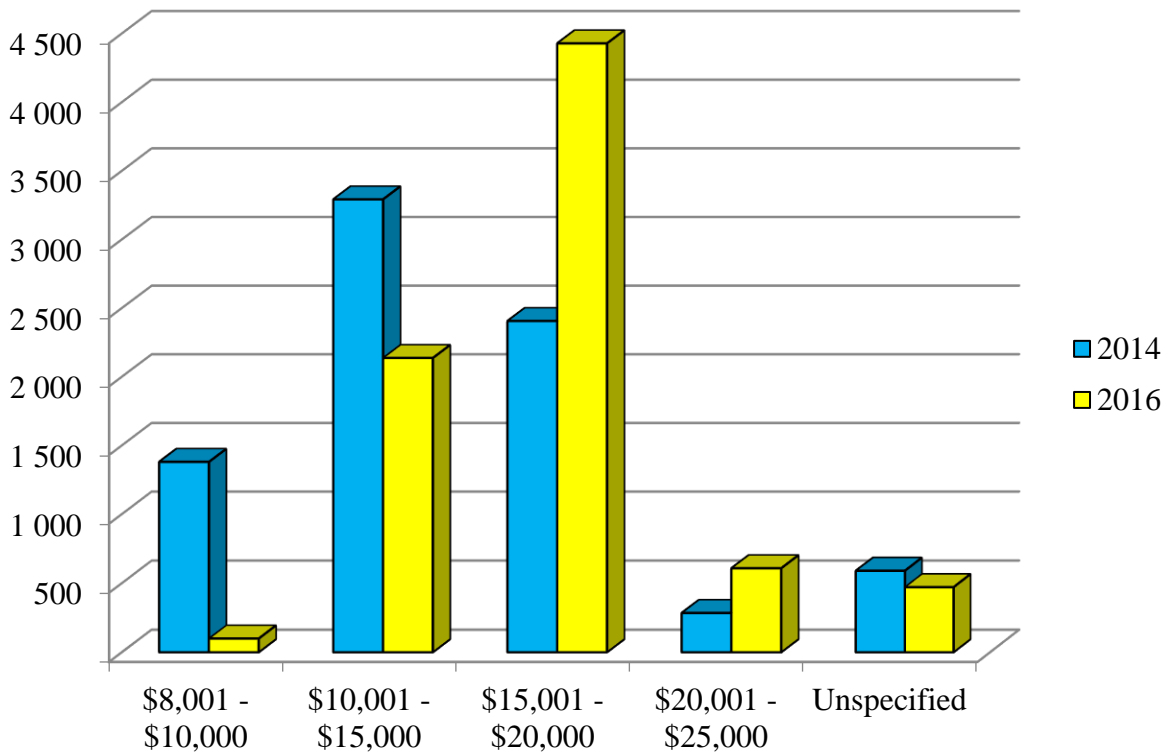


Figure 3.5 Distribution of Monthly Incomes in 2014 and 2016: Craftsmen



Business Outlook

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

- (a) Following the downturn in the retail sector, a slowdown in the vehicle sales was observed in 2016. Besides, the sky-high prices of car park spaces would, to some extent, deter consumers from owning their cars.
- (b) The advancement in design and quality has substantially improved the reliability of vehicles during the past decades and led to less demand for traditional servicing works. Whereas, low carbon and electronics technologies are now widely used in vehicles which require service workers with specific training and skills on the use of sophisticated equipment for vehicle maintenance and repair. Small and medium scale garages may not be able to provide the full scope of service as they do not have access to manufacturers' proprietary tools.
- (c) During the past few years, we have seen a rapid growth of EVs on streets. Whether the new installation of charging facilities can cope up with the growth is yet to be seen. If the answer is yes, the vehicle servicing sector will face big challenges. Compared to traditional vehicles, EVs have fewer parts to maintain or repair but the service personnel need to be properly trained in other disciplines such as electrical safety and IT technologies. To make the essential training readily available to workers, close co-operations between EV manufacturers and the VTC would be required.
- (d) Because of high rental costs and limited availability of properties suitable for garage operations, some establishments have either closed or merged during the past 2 years. The situation will most likely continue.
- (e) Although many youngsters are interested in vehicle technologies, few are willing to pursue their career in the automobile industry. For those who join the industry, the turnover rate is high as some other industries offer more competitive salaries and promising career prospects. In order to support a healthy growth of the automobile industry, employers should strengthen their manpower investment.

3.10 The Voluntary Registration Scheme for Vehicle Mechanics was launched by the Electrical and Mechanical Services Department of the Hong Kong SAR Government in January 2007 for in-service practitioners of the automobile industry. Workers including vehicle mechanics, vehicle electricians, vehicle body repairers, vehicle painters and 7 other

specific service workers in possession of the necessary qualification and/or experience could be registered under the relevant categories of the Scheme on voluntary basis. The Scheme aims to facilitate the public to identify registered vehicle mechanics easily and will uplift the professional image of the vehicle maintenance trade. As at October 2016, there were some 7 700 registered workers in the Scheme, amounting to over 80% of the manpower in the related principal jobs.

3.11 In 2013, one year after the publishing of the Practice Guidelines for Vehicle Maintenance Workshops, EMSD invited local vehicle maintenance workshops which undertook to comply with the Practice Guidelines to subscribe to the Vehicle Maintenance Workshops Charter. To further enhance service standards as well as the professional image and competitiveness of the vehicle maintenance trade, EMSD launched the Voluntary Registration Scheme for Vehicle Maintenance Workshops in July 2015. As at October 2016, over 1,400 workshops which employed about 70% of the registered mechanics, have registered under the Scheme.

3.12 With the success of the voluntary registration schemes, the industry is looking forward to the migration to mandatory schemes which will certainly help to uplift the image of the industry and hence attract more young people to join.

Future Manpower Demand

3.13 At the time of survey, the number of vacancies in the vehicle servicing sector and the vehicle / auto-parts retail sector amounted to 7.3% and 3.0% of the workforce respectively. Employers estimated that in 12 months after the survey, the manpower requirement would grow from 18 057 (existing number of employees plus vacancies) to 18 181, indicating a tiny growth of 0.7%. The details are shown in Table 3.5.

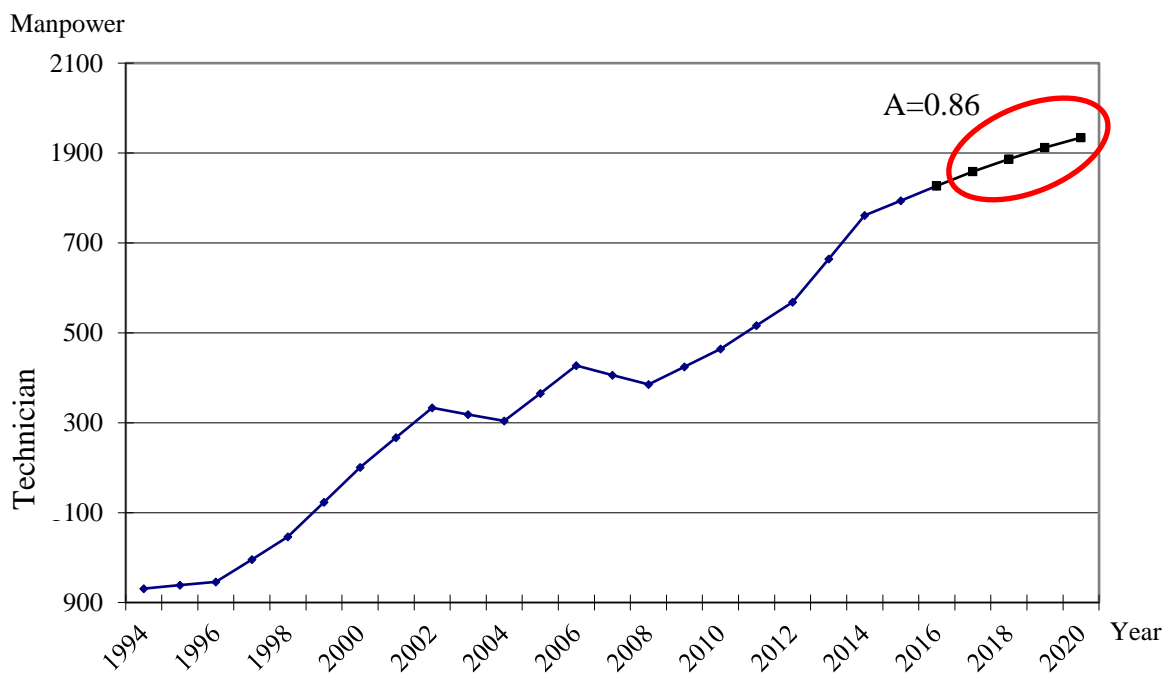
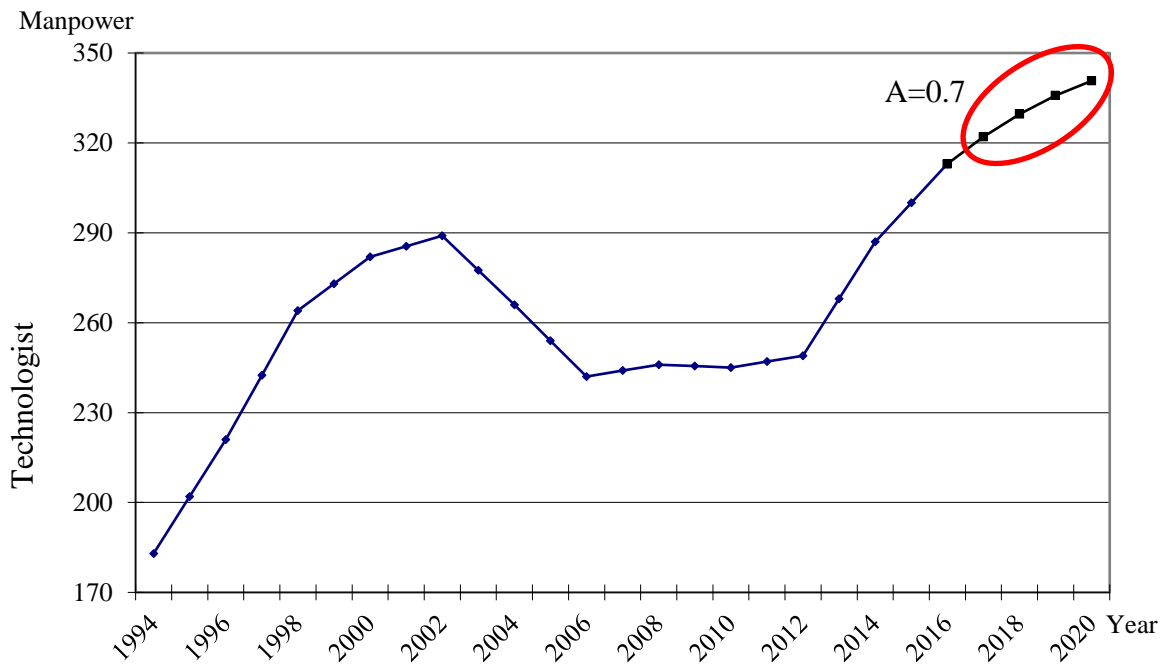
Table 3.5 Employers' One-year Manpower Forecast

Sector	Skill Level	Number of Employees at Time of Survey, i.e. 2016	Number of Vacancies at Time of Survey	Employers' Forecast of Manpower in 12 Months' Time	Employers' Estimated Net Growth in Manpower
Vehicle Servicing	Technologist	313	4	319	0.6%
	Technician	2 182	75	2 260	0.1%
	Craftsman	7 743	659	8 454	0.6%
	Specific Services	2 033	186	2 219	0.0%
	Unskilled	551	17	568	0.0%
	<i>Subtotal</i>	<i>12 822</i>	<i>941</i>	<i>13 820</i>	<i>0.4%</i>
Vehicle / Auto-parts Retail	Managerial	385	5	391	0.3%
	Supervisory	346	5	351	0.0%
	Operative/Clerical Support	3 437	116	3 619	1.9%
	<i>Subtotal</i>	<i>4 168</i>	<i>126</i>	<i>4 361</i>	<i>1.6%</i>
Total		16 990	1 067	18 181	0.7%

3.14 Since Year 2000, the craftsman level principal job “Foreman” had been deleted in the automobile industry manpower survey, aiming to avoid confusion with the technician level principal job “Service Supervisor”. As the result, some workers who actually carried out supervisory duties at the craftsman skill level were inevitably misreported as “Service Supervisor” or other technician level jobs in the surveys conducted in 2000 and thereafter. To ensure a more accurate estimate of manpower and training demands, the Training Board decided in 2000 that 260 (16.28%) workers from technician level be moved to craftsman level when performing the manpower projections. This practice has been followed in subsequent manpower surveys including this round. In other words, $2182 \times (1 - 16.28\%) = 1827$ was actually entered as the number of technicians in 2016, for the sake of manpower projection. Whereas, $7743 + (2182 \times 16.28\%) = 8098$ was entered as the number of craftsmen in 2016, for manpower projection purpose.

3.15 Taking various factors into consideration and using the Adaptive Filtering Method (AFM) described in Appendix 11, the Training Board has projected the manpower of technologists, technicians and craftsmen for 2017 to 2020, as shown in Figure 3.6 and Table 3.6.

Figure 3.6 Manpower Projection of the Vehicle Servicing Sector for 2017 to 2020



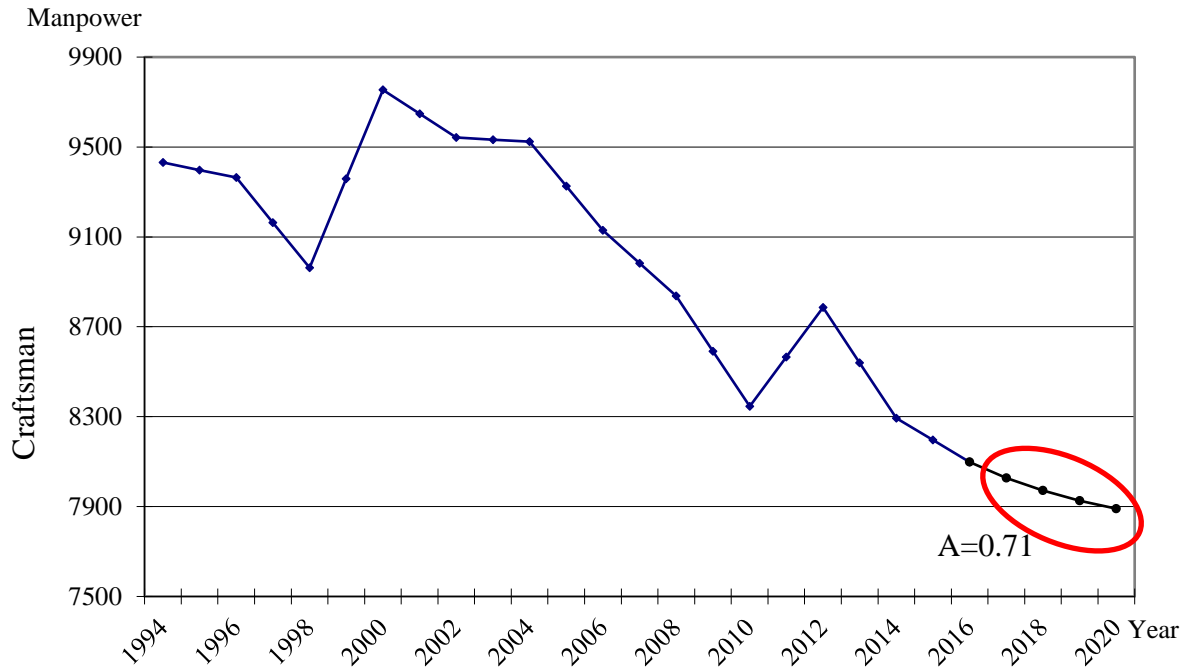


Table 3.6 Manpower Projection of the Vehicle Servicing Sector for 2017 to 2020

Year	Technologist (A = 0.7)	Technician (A = 0.86)	Craftsman (A = 0.71)
2016	313	1 827	8 098
2017	322	1 859	8 028
2018	330	1 887	7 971
2019	336	1 912	7 926
2020	341	1 934	7 891

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

3.17 By adding the manpower growth projected with AFM and the replacement required for wastage, the vehicle servicing sector’s average annual training requirement at each level for the coming 4 years were calculated and shown in Table 3.7.

Table 3.7 Average Annual Training Requirement of the Vehicle Servicing Sector for 2017 to 2020

Job level	Annual training requirement
Technologist	17
Technician	102
Craftsman	348

A breakdown of these figures into various principal jobs is given at Table 1 of Appendix 12.

3.18 Considering that the vehicle / auto-parts retail sector has not been included in the manpower survey before 2010 and there are limited historical data for trend analysis, the Training Board decided to adopt employers’ one-year forecast. Based on the manpower growth and a natural wastage rate of 3%, the training requirements for 2017 were calculated and shown in Table 3.8.

Table 3.8 Annual Training Requirement of the Vehicle / Auto-Parts Retail Sector for 2017

Job level	Annual training requirement
Managerial	18
Supervisory	15
Operative/Clerical Support	288

A breakdown of these figures into various principal jobs is given at Table 2 of Appendix 12.

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SECTION IV

RECOMMENDATIONS

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

4.2 To meet the forecast manpower requirement, the industry should embark on a manpower training programme of a scale set out in paragraphs 3.17 and 3.18.

4.3 For manpower planning of the vehicle servicing sector, employers should note that the scale when expressed in terms of existing manpower, represents an average annual intake of trainees of about 5.4%, 4.7% and 4.5% of their respective workforce at the technologist, technician and craftsman levels. On the other hand, the vehicle/auto-parts retail sector are expected to have an average annual intake of trainees of about 4.7%, 4.3% and 8.4% of the respective workforce at the managerial, supervisory and operative/clerical support levels.

4.4 The Training Board is aware of the operational difficulties experienced by employers in recent years, in particular the high rental cost and manpower shortage. However, unless employers are willing to train up and able to retain a sufficient number of technical people to meet the manpower needs, the development of the automobile industry will be hindered. The Training Board therefore urges employers to exert further efforts to promote the career prospects of the industry so that more young people are willing to join and stay in the industry. The Best Apprentice Competition and the WorldSkills Competition are good platforms to promote the trade to students, parents and the public. The Training Board appeals to employers for continuous support and participation in these publicity events.

4.5 The Training Board was glad to see the noticeable increase of salaries (e.g. 18% at the craftsman level, in term of the weighted average figures) among workers of the vehicle servicing sector during the past 2 years. The automobile industry has to offer competitive remunerations to its workforce in order to compete manpower with other industries.

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

- (i) a minimum monthly salary of \$8,000 (for Diploma apprentices, i.e. Craft apprentices) or \$9,000 (for Higher Diploma apprentices, i.e. Technician apprentices)¹;
- (ii) a total of \$30,800 subsidy from the employer or the industry; and
- (iii) a total of \$72,000 allowance from the Government.

In the beginning of the 2016/17 academic year (i.e. AY 2016/17), 98 Diploma apprentices joined the Scheme after completing one year of full-time study in Diploma of Vocational Education (Automotive Technology). The Training Board recommends the Scheme to employers who would like to recruit and retain more new bloods.

4.7 To encourage continuing education, the Financial Secretary announced in the 2016-17 Budget the implementation of a pilot subsidy scheme known as the Engineering Training Subsidy Scheme (ETSS) which provides tuition fee subsidy for 3 cohorts of students (starting from the AY 2016/17) enrolled in designated professional part-time programmes offered by VTC. Successful applicants will be refunded 60% of the tuition fees of not more than 2 eligible programmes in the areas of construction and engineering, subject to a maximum of \$45,000 per person. In-service workers of the automobile industry can benefit from the Scheme by enrolling in the relevant programmes, such as:

- (i) Diploma / Higher Diploma in Automotive Engineering (QF Level 3/4)
- (ii) Professional Diploma in Automotive Technology and Management (QF Level 4)
- (iii) Professional Certificate in Automotive Technology (QF Level 4)

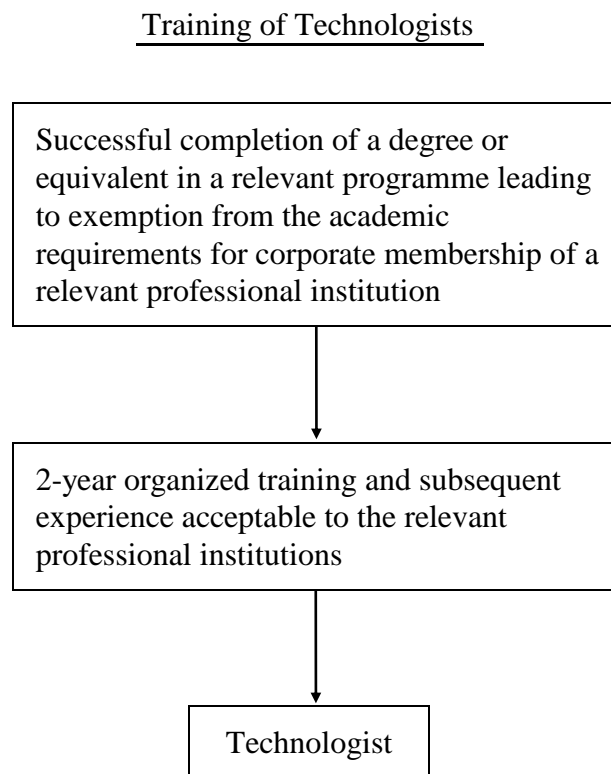
¹ Upon completion of the training, graduates of Diploma apprenticeship and Higher Diploma apprenticeship would receive a salary of not less than \$10,500 and \$12,000 respectively.

Training at Technologist Level

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

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

4.10 The recommended route for training technologists is as follows:



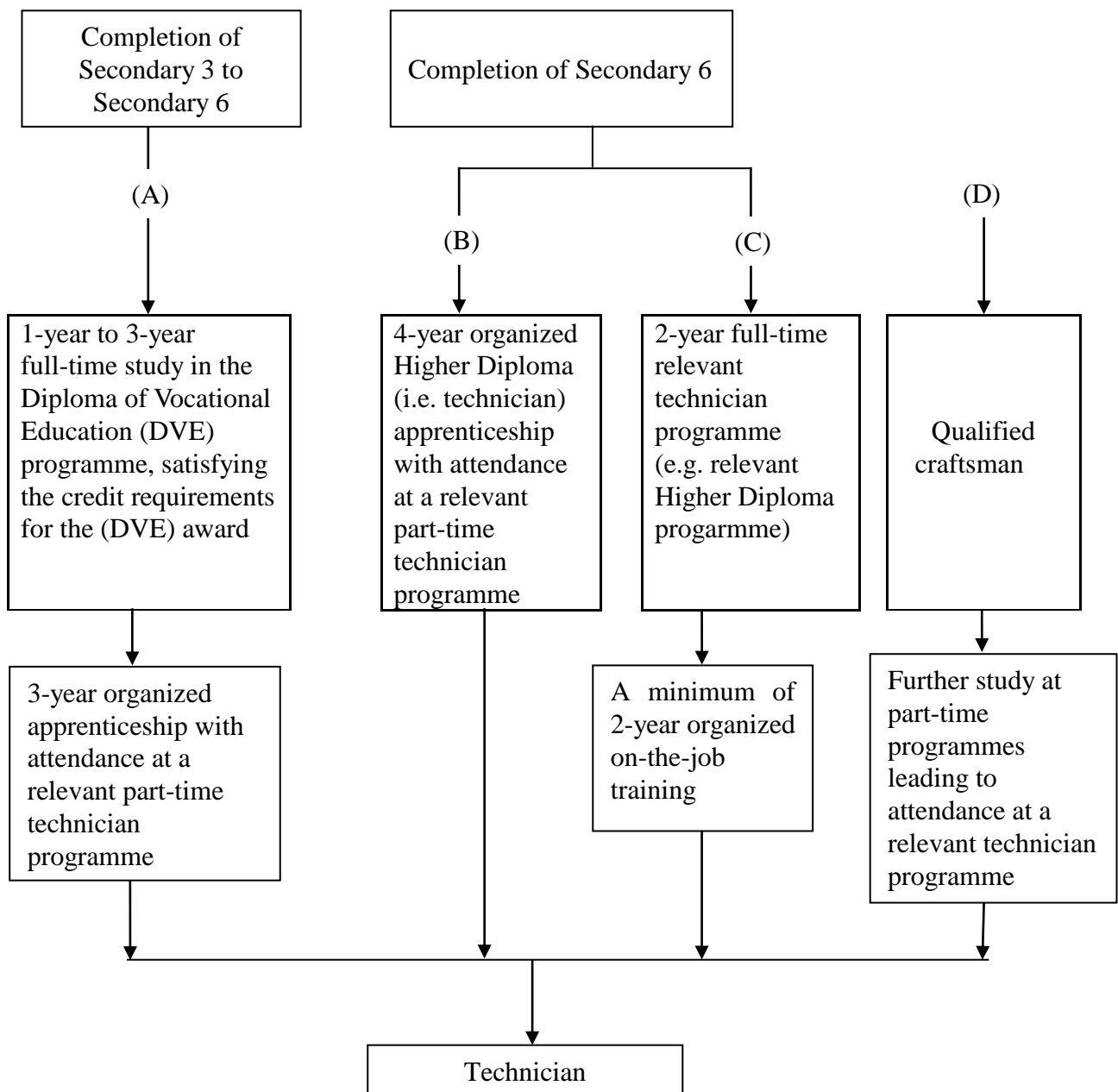
4.11 Local universities do not offer specific Degree programmes on Automotive Engineering but graduates from Bachelor of Engineering (Mechanical Engineering) or related programmes satisfy the academic requirements for working as technologist trainees in the automobile industry. In addition, some employers prefer to fill up the vacancies by internal promotion. Given the small number of annual training requirements mentioned in paragraph 3.17 (17 persons), the manpower supply of technologists is considered as adequate for the coming few years.

Training at Technician Level

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

4.13 The recommended routes for training technicians are shown below:

Training of Technicians



4.14 Most employers prefer their technicians to acquire qualification of Diploma or Higher Diploma as a progression in their career.

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

4.16 The Hong Kong Institute of Vocational Education (IVE) offers full-time Higher Diploma (HD) programme in Automotive Engineering. After considering the enrolment figures, retention rate and further study rate in recent years, it is estimated that for 2017 to 2020, about 55 graduates each year will join the automobile industry.

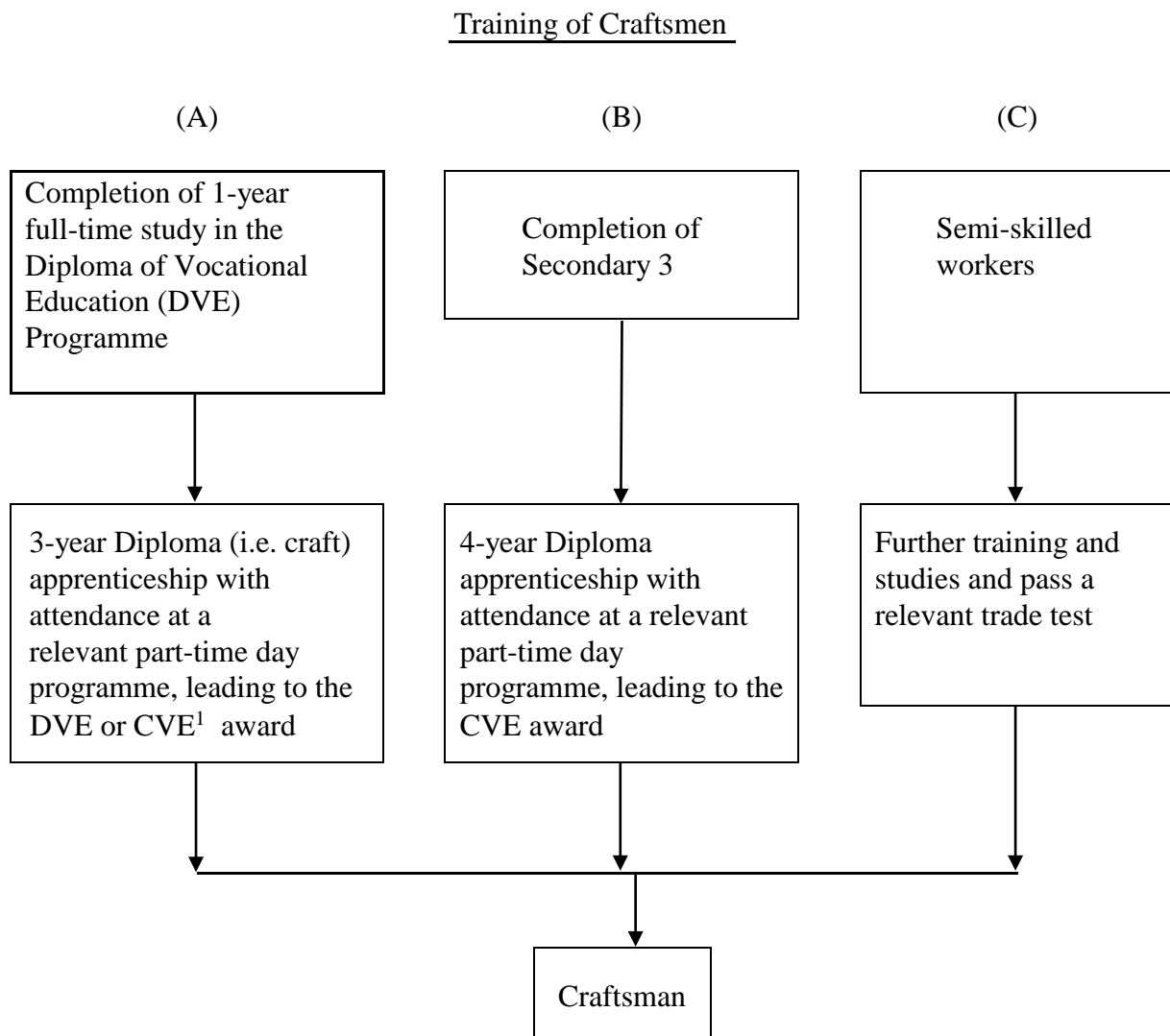
4.17 Compared to the projected annual training requirements mentioned in paragraph 3.17 (102 persons), it is obvious that the supply falls short of the demand. Employers will need to fill up the shortage by means of internal promotion or recruiting graduates from other relevant programmes, e.g. HD in Mechanical Engineering.

4.18 To help craftsmen upgrading to technicians, the Department of Engineering of IVE (Tsing Yi) is considering to offer the HD in Automotive Engineering programme in part-time-evening mode again in the coming few years. In addition, with the advice of the Training Board, the Department will introduce the Business Stream in their HD programme, starting from AY 2017/18. The new stream aims at attracting students who are more inclined to work in positions related to automotive business, such as Service Advisers.

Training at Craftsman Level

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

4.20 The recommended routes for training craftsmen are as follows:



4.21 Of the three routes the Training Board recommends Route (A) because the apprentices already had some basic training prior to commencing apprenticeship and hence are productive workers right from the start of their apprenticeship.

¹ CVE stands for Certificate of Vocational Education which was called Craft Certificate before 2016.

4.22 The Youth College and Pro-Act Training and Development Centre (Automobile) of the Vocational Training Council offer the full-time Diploma of Vocational Education (DVE) programme (Automotive Technology) for both S3 and S6 school leavers. Based on the placement figures of AY 2014/15 and AY 2015/16, it is estimated that for 2017 to 2020, each year about 130 students will join the automobile industry. Among them, the majority (over 80%) will be S3 intakes who have completed Year 1 in the DVE programme.

4.23 Compared to the manpower supply before the launch of the Earn & Learn Scheme (e.g. 80 graduates in 2014), there has been a noticeable improvement during the past 2 years. Nevertheless, the annual supply (130 graduates) is still far below the projected annual training requirements (348 persons) mentioned in paragraph 3.17. In addition to DVE students, employers also recruit youngsters who have never received any formal training in vehicle repairing as 4-year Diploma apprentices. Taking the figures of AY 2016/17 as reference, the total number of newly registered Diploma apprentices (3-year and 4-year apprentices) as at September 2016 was 265, amounting to 76% of the demand (348 persons). Given the ever increasing of vacancies recorded in the surveys of the past decade, it seems that a manpower shrinkage at the craftsman level will be inevitable unless more trainees join the industry.

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

4.25 Among the 4 major trades of vehicle servicing, namely (i) vehicle mechanic, (ii) vehicle electrician, (iii) vehicle body repairer and (iv) vehicle painter, the latter two are less known among youngsters and account for less than 15% of the total number of registered apprentices. The Training Board was aware of the situation and has tried to promote these 2 trades wherever possible. For example, starting from 2014, final year apprentices of the vehicle body repairer and vehicle painter trades have also been invited to join the Best Apprentice Competition.

Vocational Education and Training for the Automobile Industry

4.26 The Training Board has been charged with the responsibility to provide advice on matters relating to the development of training services for the automobile industry, by the Hong Kong Institute of Vocational Education (IVE) and the Pro-Act Training and Development Centre (Automobile).

4.27 In addition to full-time long programmes, IVE and the Pro-Act Training and Development Centre (Automobile) also offer a wide range of full-time short, part-time day and part-time-evening courses for in-service workers of the industry.

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

workshops and seminars for the acquisition of knowledge and skills on advanced technologies.

4.29 The Vocational Training Council offers the following services to help employers organize their training schemes:

- (i) The statutory **Apprenticeship Scheme**, through which technicians and craftsmen are effectively trained to meet the needs of the industry.
- (ii) The **Earn and Learn Scheme**, which aims to attract more youngsters to join the industry as apprentices by providing them with clear academic and career pathways such that they could earn an attractive salary while concurrently receiving on-the-job training.
- (iii) The **Engineering Graduate Training Scheme**, which helps engineering students and graduates complete their professional training as engineers.
- (iv) The voluntary **Trade Testing and Certification Scheme**, which helps to ascertain and recognize the standards of skilled workers. Trade tests on Vehicle Mechanics, Vehicle Electricians, Vehicle Body Repairers, Vehicle Painters and Motorcycle Mechanics are currently offered to the in-service practitioners.
- (v) The **New Technology Training Scheme**, which provides financial assistance to local companies, helping them to send their employees to receive training on new technologies. The maximum subsidy is 50% of the training cost and the modes of training include both local and overseas training courses and work attachments.

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

汽車業 2016 年人力調查報告摘要

目的

本會於 2016 年 2 月 29 日至 5 月 31 日期間進行汽車業人力調查，旨在收集業界最新的人力資料，以評估未來的人力需求。

範圍

2. 是次調查覆蓋汽車維修界別及汽車／零件零售界別。本會採用分層隨機抽樣方法，從 4 102 間業內機構中抽取 522 間進行調查。抽樣機構的僱員人數約佔業內僱員總數的 55%。所得資料其後用統計方法倍大，以反映汽車業整體的人力情況。

調查結果

3. 資料顯示，調查期間汽車業 39 個主要職務共有 16 990 名僱員，最多人從事的職務為汽車機械工，共有 5 597 名僱員，佔總人力的 33%。

4. 僱主亦報稱業內共有 1 067 個空缺，佔僱員總數 6.3%。

5. 業內共有 704 名受訓者接受各種形式的訓練，其中 655 人受訓擔任技工級工作，佔同級僱員總數 8.5%。

6. 僱主預測，在未來 12 個月，以現有僱員人數與空缺數目合計，本業所需的僱員將由 18 057 人微增至 18 181 人。

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

汽車維修界別各級僱員分布情況

技能等級	僱員人數	佔僱員總數百分比
技師	313	2.4%
技術員	2 182	17.0%
技工	7 743	60.4%
專項服務	2 033	15.9%
非技術工人	551	4.3%
總數	12 822	100.0%

汽車／零件零售界別各級僱員分布情況

職級	僱員人數	佔僱員總數百分比
經理	385	9.2%
主任	346	8.3%
技術人員／文員	3 437	82.5%
總數	4 168	100.0%

過去兩年的人力變化

8. 與 2014 年的調查數字比較，汽車維修界別的總人力輕微減少 0.5%。技師和技術員級僱員的平均年增長率分別為 4.5% 和 1.9%，而技工和專項服務級的人數則按年平均減少 1.3% 和 0.8%。因近年受訓者人數持續增加，空缺額總數持續攀升但增速放緩。

9. 與汽車維修界別相似，自上次調查以來，汽車／零件零售界別的人力平均按年減少 0.5%；人力下降是受 2016 年汽車銷售放緩所影響。

過去兩年的薪酬變化

10. 與兩年前相比，汽車維修界別僱員的平均月薪顯著攀升；技工平均月薪的加權平均增幅為 18%。

行業前景

11. 本會對汽車業的前景感樂觀。隨著香港汽車的數量持續上升，汽車／零件零售界別及汽車維修界別需保持足夠的人力應付需求。本會亦認為，由於本業大量採用先進的汽車技術及尖端儀器，需增聘受過正規訓練的高質素技術人員，負責新型汽車的維修及診斷服務。此外，本會認為影響汽車業增長的主因如下：

- (a) 2016年零售業低迷，汽車銷售亦放緩。此外，天價車位在某程度上亦減低消費者成為車主的意欲。
- (b) 過去數十年，汽車的設計及品質愈趨優良，大大改良了車輛性能，導致傳統維修工作需求下降。而現今的車輛廣泛採用各種低碳及電子技術，維修工人必須接受專項訓練，掌握最新技能，學懂使用先進精密的保養維修設備。中小型車房可能因缺乏製造商的專利設備，而無法提供全套服務。
- (c) 過去幾年，在路面行駛的電動車數目急速增長。新安裝的充電設施能否配合增長需求，仍有待觀察。若然數量充足的話，汽車維修界別將面臨重大挑戰。電動車有別於傳統汽車，要保養或維修的零件較少，但維修人員必須接受安全用電及資訊科技等不同學科的合適訓練。電動車廠商及VTC必須緊密合作，安排僱員接受所需的基礎培訓。
- (d) 過去兩年，因租金高企，適合經營車房的物業又不多，部分機構已結業或合併。估計這個情況將會繼續。
- (e) 雖然不少青年人對學習汽車技術感興趣，但願意投身業者卻寥寥可數。由於有其他行業提供更吸引人的薪酬和事業前景，即使有新進加入，汽車業的僱員流動率仍然高企。為了支持汽車業健康發展，僱主應投放更多資源培育人才。

12. 「車輛維修技工自願註冊計劃」及「車輛維修工場自願註冊計劃」已成功推行。業界期望這兩個計劃能轉為強制性計劃，本會相信此舉有助提升業界形象，從而吸引更多青年人入行。

人力供求預測

13. 考慮到行業前景和今次及過往多次人力調查所得的資料，本會建議未來四年內，汽車維修界別應額外培訓以下數目的人手：

2017 至 2020 年 汽車維修界別每年平均訓練需求

<u>技能等級</u>	<u>每年需培訓的人數</u>
技師	17
技術員	102
技工	348

14. 未來幾年，全日制汽車工程高級文憑課程每年的畢業生，只足以填補約 54% 預計需求的技術員人手。預期僱主會透過內部晉升或招聘其他相關課程的畢業生以填補差額。另一方面，文憑學徒每年畢業生，能填補約 76% 預計需求的技工人手。考慮到過往十年技工級空缺數目持續增加，實際情況確實相當嚴峻。除非受訓者人數能夠迎頭趕上，否則業界人手必定會面臨收縮，令服務質素大受影響。

15. 本會採用僱主的一年期預測數字，推算汽車／零件零售界別 2017 年所需培訓的人數如下：

2017 年汽車／零件零售界別每年平均訓練需求

<u>職級</u>	<u>每年需培訓的人數</u>
經理	18
主任	15
技術人員／文員	288

建議

16. 本會促請僱主進一步推廣汽車業的事業前景，吸引更多青年人入行發展。建議僱主繼續支持並參與「最佳汽車學徒比賽」及「世界技能大賽」等活動，向學生、家長及大眾推廣汽車業。

17. 本會向僱主推薦 Earn & Learn 職學計劃。計劃為年輕人豎立清晰的學業、事業發展階梯，既能賺取可觀的薪酬，同時接受職內訓練。過去兩年，汽車維修業的註冊學徒持續增加，可見計劃奏效。

18. 本會亦鼓勵有意增進知識並提升資歷的從業員參加「工程專才進修資助計劃」。計劃由 2016/17 學年起，連續三屆向就讀職業訓練局[VTC]指定兼讀制專業課程的學生提供學費資助。

19. 多間培訓機構，包括 VTC 轄下的香港專業教育學院及卓越培訓發展中心（汽車業），均有開辦多項與汽車業相關的全日制、日間兼讀制及夜間兼讀制課程。本會籲請僱主充分利用這些機構院校的訓練設施，並且善用 VTC 各類訓練及技能測驗計劃，以助人才發展。

20. VTC 將繼續聽取本會的意見，制訂汽車業課程方針及策略發展計劃。2017/18 學年，汽車工程高級文憑課程將引入新的商務學習分流。本會籲請僱主聘請相關畢業生擔任與汽車商務有關的職位，例如：維修服務員。

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第一章

緒論

汽車業訓練委員會

1.1 汽車業訓練委員會（下稱本會）隸屬職業訓練局，須按職權範圍確定汽車業的人力及訓練需求，並向局方提出發展訓練設施的建議，配合行業所需。本會委員名單及屬下人力調查工作小組委員名單分別載於附錄 1 及附錄 2。

人力調查

1.2 本會根據職權，於 2016 年 2 月 29 日至 5 月 31 日期間進行汽車業人力調查，收集業內最新的人力資料，以評估本業的人力結構及未來人力需求，供業界及局方參考。是次調查由政府統計處協助進行。

1.3 調查收集的資料包括：

- (i) 調查期間的僱員人數；
- (ii) 僱主預測 2017 年的僱員總數；
- (iii) 現有空缺數目；
- (iv) 受訓僱員人數；
- (v) 僱員每月平均收入；
- (vi) 僱主對各技能等級僱員宜有教育程度、年資、訓練方式及訓練期的意見；
- (vii) 僱員流動率；
- (viii) 估計將於未來五年內退休的僱員人數；
- (ix) 電動車保養的訓練需求、現時及預計未來三年合資格的電動車技術人員數目；以及
- (x) 僱主對前線銷售人員應有培訓的意見。

調查範圍

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

門類	業務性質	機構數目
(i)	汽車的裝嵌 (HSIC 290000)	52
(ii)	汽車及電單車維修服務 (HSIC 951000)	2 938
(iii)	汽車零售店 (HSIC 477301)	588
(iv)	電單車零售店 (HSIC 477302)	25
(v)	汽車及電單車配件及零件零售店 (HSIC 477303)	438
(vi)	附加調查機構包括政府部門、公共事業公司、擁有車隊的公司及教育機構 (HSIC 600000)	59

(註：HSIC 代表香港標準行業分類)

1.5 根據政府統計處的資料，2015年第三季時，屬門類一至五的機構共有 4 041 間。由於資源有限，本會採用分層隨機抽樣方法，選取了 461 間機構作為調查對象；加上 59 間附加調查機構，抽選的調查機構共有 520 間。調查的抽樣方案載於附錄 4，抽樣機構的僱員數目約佔業內整體人力的 55%。

調查方法

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

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

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

調查回應

1.9 522 間機構中（包括 2 間於調查期間發現的新個案），423 間（81%）提供所需資料；11 間不再從事汽車業務，或沒有僱用技術人力；29 間已結業、合併或暫停營業；2 間仍未開始營業；28 間沒有提供適當人員填寫調查表；14 間已搬遷而無法聯絡；8 間只提供部分資料；7 間不予提供資料。有效填覆率為 98.4%¹。

調查報告

1.10 本報告書列載是次調查結果、本會對汽車業的人力需求預測，以及回應有關需求的建議措施。報告書內，「人力」、「僱員」及「工人」均指所有在調查期間受僱從事業內 39 個主要職務的人員（受訓者及學徒除外）。「受訓者」指正在接受各種形式訓練，包括簽有學徒合約人士。調查所包括的汽車業內 39 個主要職務及工作說明載於附錄 6。

¹ 有效填覆率 = $\frac{\text{完成問卷} + \text{提供部分資料}}{\text{完成問卷} + \text{提供部分資料} + \text{不予提供資料}} = \frac{423 + 8}{423 + 8 + 7} = 98.4\%$

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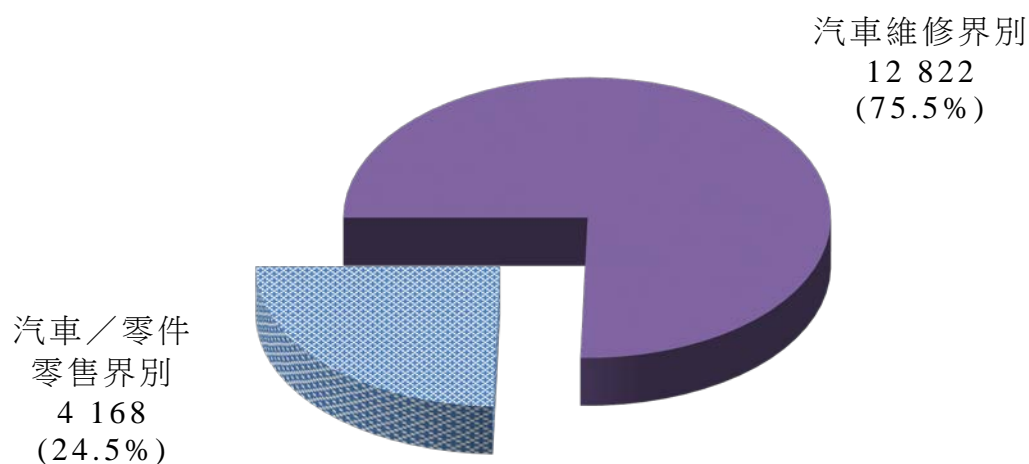
第二章

調查結果摘要

僱員人數

2.1 調查資料顯示，在調查期間本港汽車業各主要職務共僱有 16 990 人，其中 12 822 人(75.5%)受僱於汽車維修界別，4 168 人(24.5%)受僱於汽車／零件零售界別。兩個界別的僱員分布情況見圖 2.1。

圖 2.1 汽車業兩個界別的僱員分布情況



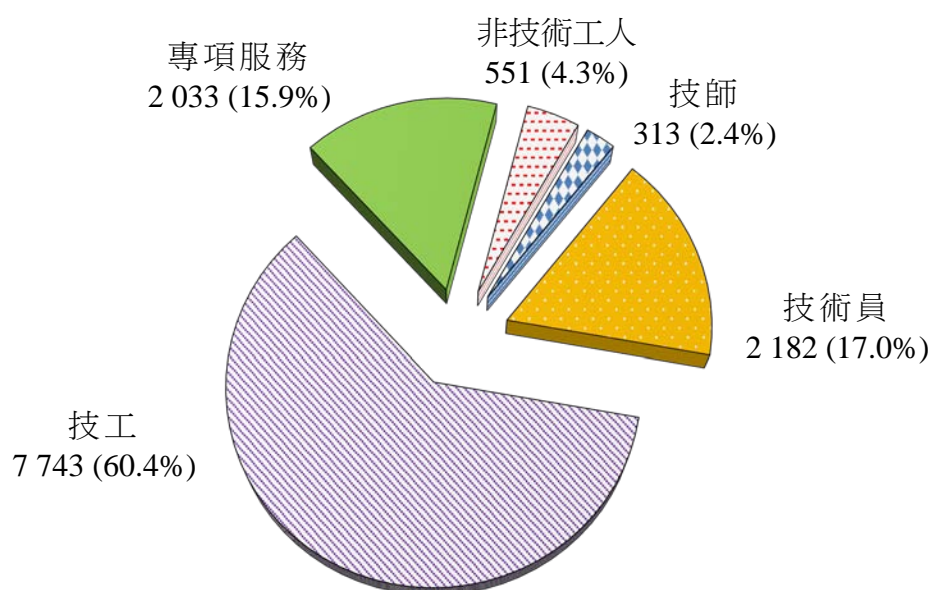
汽車維修界別

2.2 汽車維修界別各技能等級的僱員分布情況（受訓者除外）見表 2.1 及圖 2.2。

表 2.1 汽車維修界別各技能等級的僱員分布情況

技能等級	僱員人數	佔僱員總數百分比
技師	313	2.4%
技術員	2 182	17.0%
技工	7 743	60.4%
專項服務	2 033	15.9%
非技術工人	551	4.3%
總數	12 822	100.0%

圖 2.2 汽車維修界別各技能等級的僱員分布情況



2.3 調查期間，汽車維修界別共有 704 名受訓者，佔其總人力 5.5%。各技能等級受訓者的分布情況見表 2.2。

表 2.2 汽車維修界別各技能等級受訓者的分布情況

技能等級	受訓人數	佔同級僱員總數百分比
技師	0	-
技術員	44	2.0%
技工	655	8.5%
專項服務	5	0.2%
非技術工人	0	-
總數	704	5.5%

2.4 據僱主填報，在調查期間，汽車維修界別的空缺共有 941 個，佔其總人力約 7.3%。各技能等級的空缺分布情況見表 2.3。

表 2.3 汽車維修界別各技能等級的空缺分布情況

技能等級	空缺額	佔同級僱員總數百分比
技師	4	1.3%
技術員	75	3.4%
技工	659	8.5%
專項服務	186	9.1%
非技術工人	17	3.1%
總數	941	7.3%

2.5 僱主預計 2017 年汽車維修界別將有僱員 13 820 人（受訓者除外），較 2016 年調查期間所錄得的僱員及空缺總數增加 0.41%。各技能等級劃分的僱員分布情況見表 2.4。

表 2.4 汽車維修界別各技能等級估計僱員人數

技能等級	調查期間的 僱員及空缺總數	僱主估計 2017 年 僱員人數
技師	317	319
技術員	2 257	2 260
技工	8 402	8 454
專項服務	2 219	2 219
非技術工人	568	568
總數	13 763	13 820

2.6 汽車維修界別各技能等級僱員的每月收入幅度分布情況詳載於表 2.5；各主要職務僱員的月入分布則載於附錄 8 表三。

表 2.5 汽車維修界別各技能等級僱員
每月收入幅度分布情況

每月收入幅度	技師	技術員	技工	專項服務	非技術工人	總數
\$8,001 以下	-	-	-	29	1	30
\$8,001 - \$10,000	-	-	99	22	291	412
\$10,001 - \$15,000	-	185	2 137	1 465	248	4 035
\$15,001 - \$20,000	-	630	4 428	439	6	5 503
\$20,001 - \$25,000	7	926	608	2	-	1 543
\$25,001 - \$35,000	106	226	-	-	-	332
\$35,001 - \$45,000	81	106	-	-	-	187
\$45,000 以上	86	-	-	-	-	86
未列明	33	109	471	76	5	694
總數	313	2 182	7 743	2 033	551	12 822

2.7 僱主對技師、技術員、技工及專項服務級僱員宜有教育程度、訓練方式及訓練期的意見載於圖 2.3 至圖 2.5。

圖 2.3 汽車維修界別僱主意見：
各技能等級僱員宜有教育程度

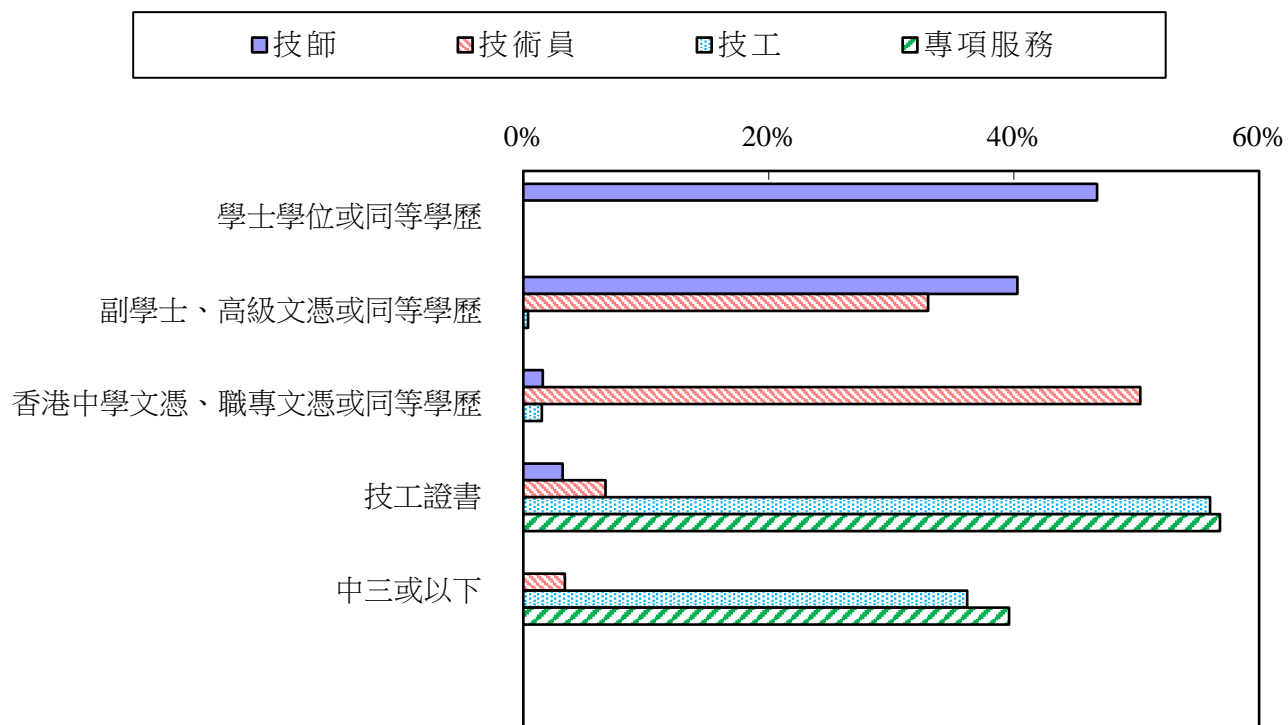


圖 2.4 汽車維修界別僱主意見：
各技能等級僱員宜有訓練方式

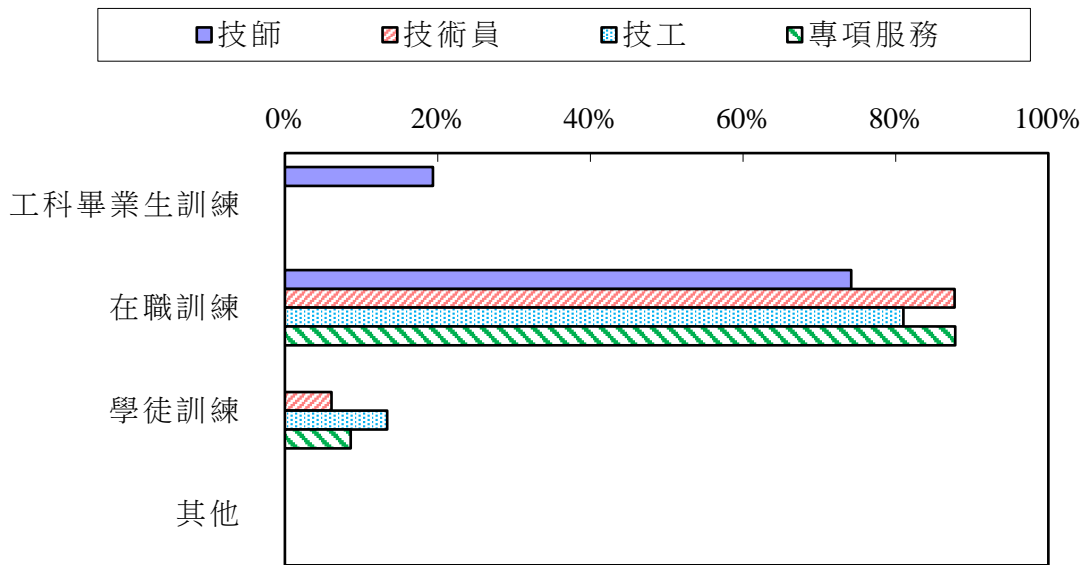
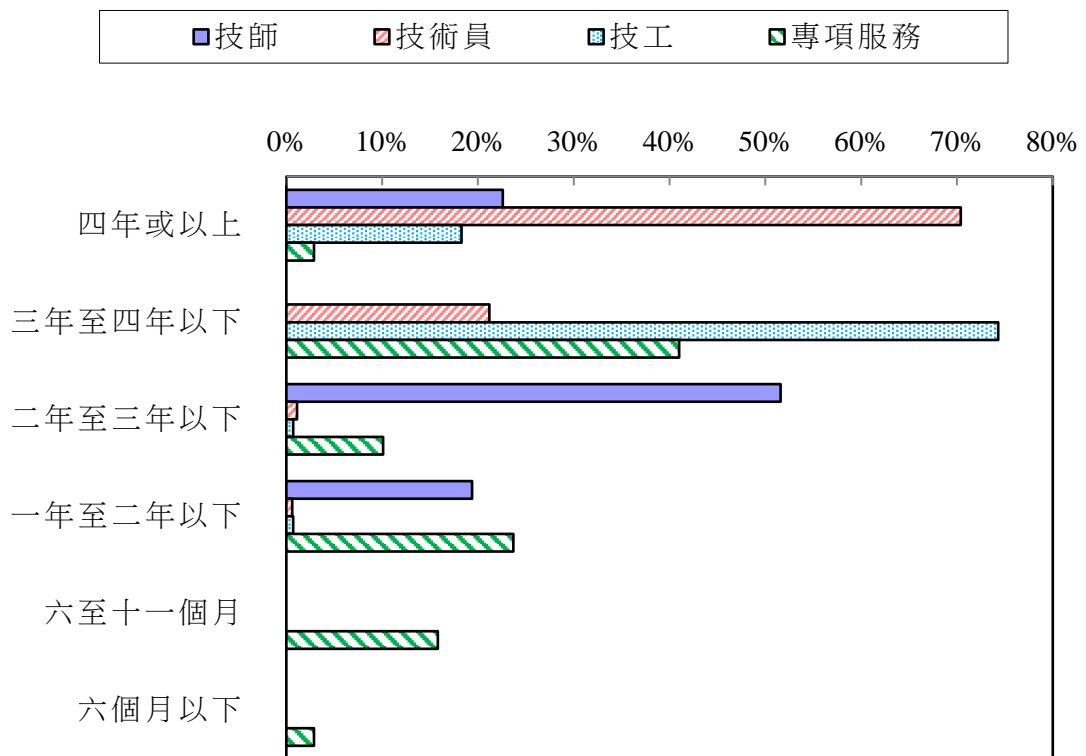
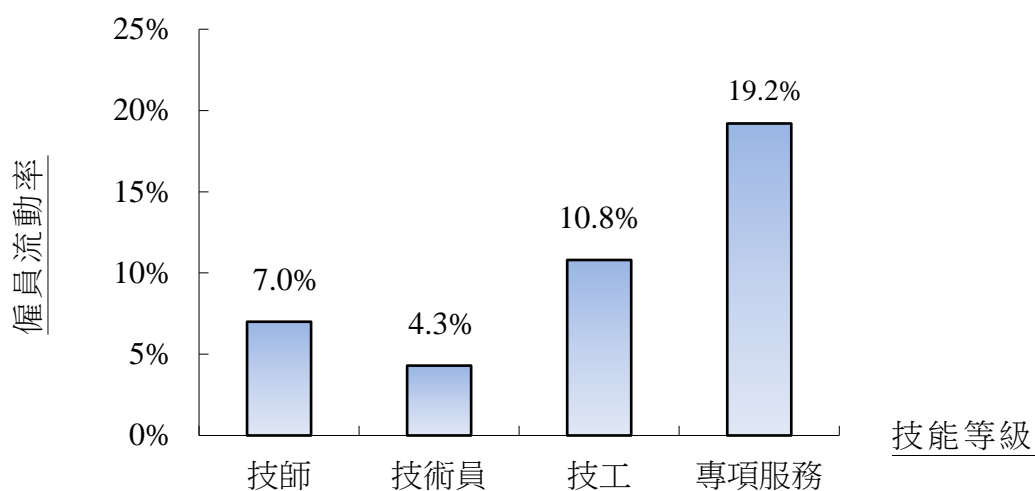


圖 2.5 汽車維修界別僱主意見：
各技能等級僱員宜有訓練期



2.8 僱主填報，調查前 12 個月內汽車維修界別共有 1 343 名技師、技術員、技工及專項服務級僱員離職（相當於這些技能等級職位總數的 10.9%）。其中，技工及專項服務級僱員離職人數最多，共錄得 1 227 人。汽車維修界別的僱員流動率見圖 2.6。

圖 2.6 汽車維修界別僱員流動率



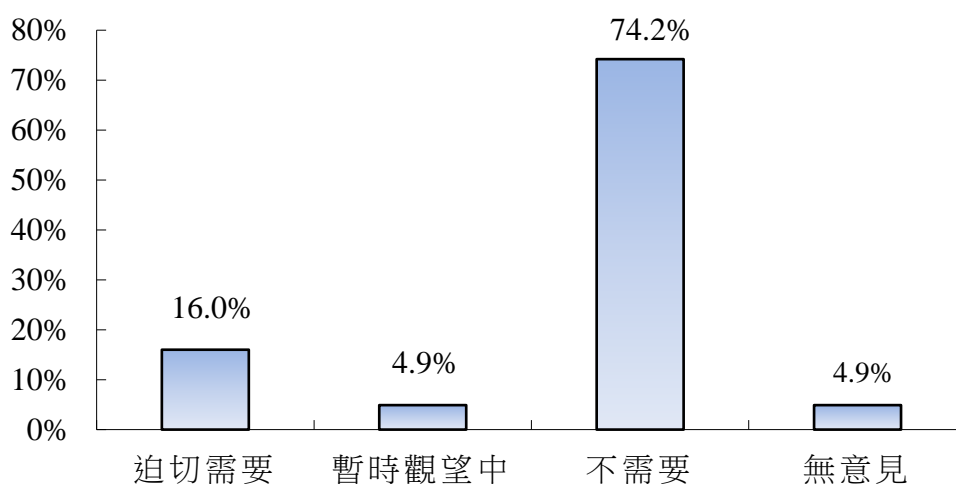
2.9 僱主估計未來五年內汽車維修界別的退休僱員人數見表 2.6。

表 2.6 汽車維修界別估計未來五年內退休僱員人數

技能等級	調查期間僱員人數	僱主估計未來五年內退休僱員人數	平均每年退休比率
技師	313	27	1.7%
技術員	2 182	176	1.6%
技工	7 743	630	1.6%
專項服務	2 033	62	0.6%
總數	12 271	895	1.5%

2.10 門類 (ii) 及 (vi) 的僱主對汽車維修界別電動車及混能車維修人員培訓需求的看法見表 2.7。

圖 2.7 汽車維修界別
對電動車及混能車維修人員培訓需求



2.11 據僱主填報，調查當時，技師、技術員及技工級共有 145 名合資格的電動車及混能車維修人員，按技能等級分布情況見表 2.7。

表 2.7 汽車維修界別各技能等級
合資格電動車及混能車維修僱員人數分布情況

技能等級	合資格電動車及混能車維修僱員人數	佔僱員總數百分比
技師	13	4.2%
技術員	50	2.3%
技工	82	1.1%
總數	145	1.4%

2.12 僱主預測未來三年合資格的電動車及混能車維修僱員人數見表 2.8。

表 2.8 預測未來三年
電動車及混能車合格維修僱員人數

技能等級	僱主預測未來三年 電動車及混能車 合格維修僱員人數	與調查當時人數 相比增幅
技師	21	+61.5%
技術員	173	+246%
技工	121	+47.6%
總數	315	+117.2%

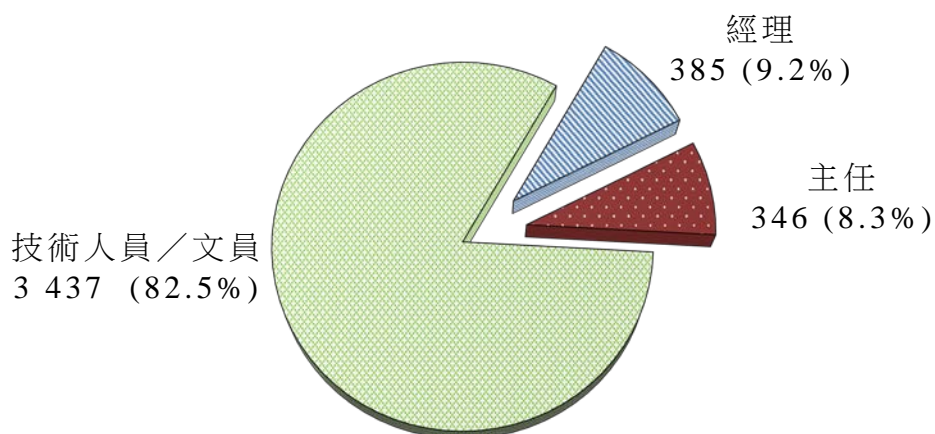
汽車／零件零售界別

2.13 汽車／零件零售界別各技能等級的僱員分布情況見表 2.9 及圖 2.8。

表 2.9 汽車／零件零售界別各職級僱員分布情況

職級	僱員人數	佔僱員總數百分比
經理	385	9.2%
主任	346	8.3%
技術人員／文員	3 437	82.5%
總數	4 168	100.0%

圖 2.8 汽車／零件零售界別各職級僱員分布情況



2.14 調查期間，汽車／零件零售界別並無受訓人員。

2.15 僱主填報，調查期間汽車／零件零售界別的空缺共有 126 個，佔其總人力約 3%。各職級的空缺分布情況見表 2.10。

表 2.10 汽車／零件零售界別各職級空缺分布情況

職級	空缺額	佔同級僱員總數百分比
經理	5	1.3%
主任	5	1.4%
技術人員／文員	116	3.4%
總數	126	3.0%

2.16 僱主預計 2017 年汽車／零件零售界別將有僱員 4 361 人，較 2016 年調查期間所錄得的僱員及空缺總數增加 1.54%。各職級的僱員分布情況見表 2.11。

表 2.11 汽車／零件零售界別估計各職級 2017 年僱員人數

職級	調查期間 僱員及空缺總數	僱主估計 2017 年 僱員人數
經理	390	391
主任	351	351
技術人員／文員	3 553	3 619
總數	4 294	4 361

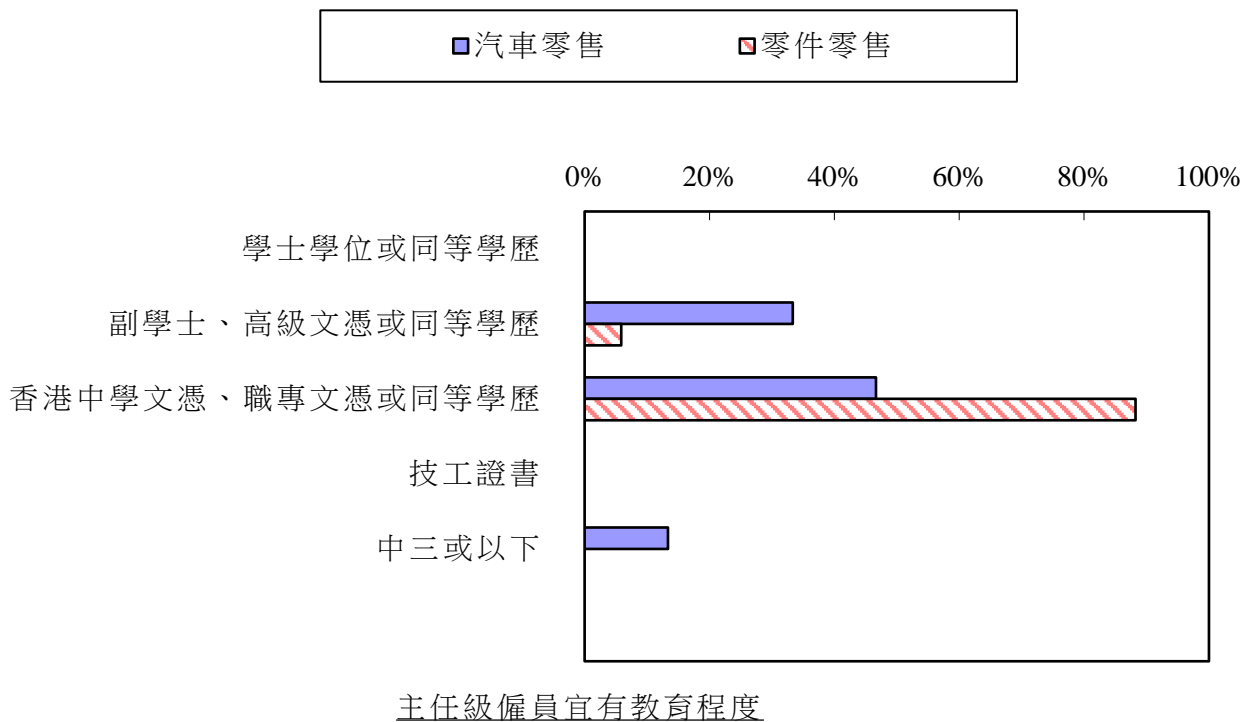
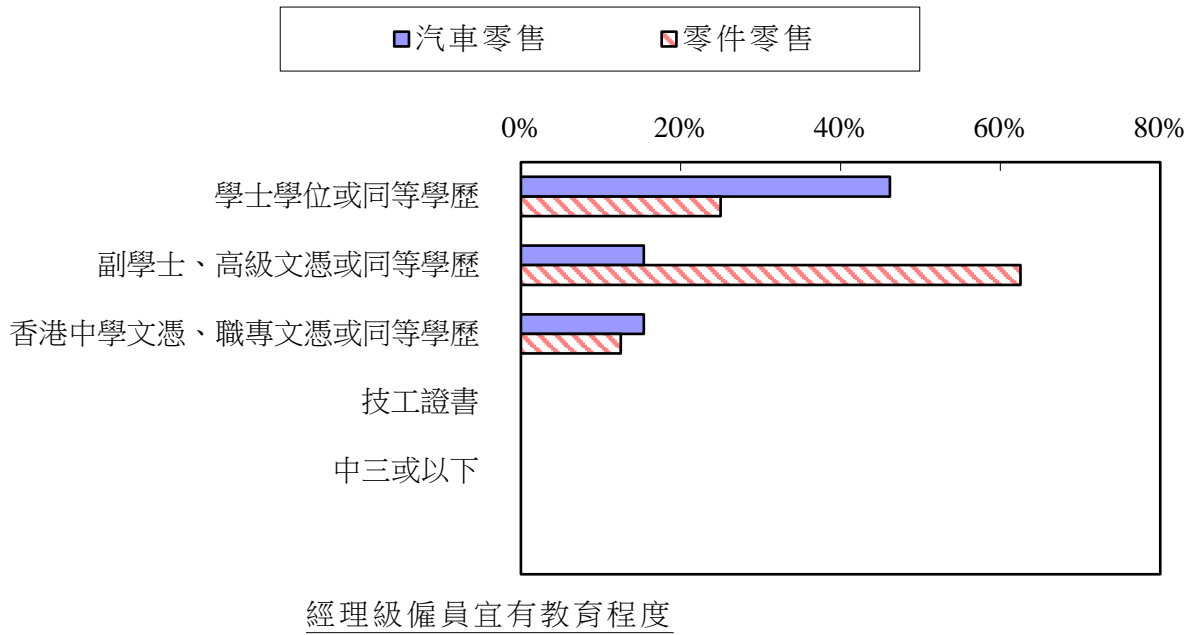
2.17 汽車／零件零售界別各職級僱員的每月收入幅度分布情況詳載於表 2.12；各門類及主要職務僱員的月入分布則載於附錄 8 表四。

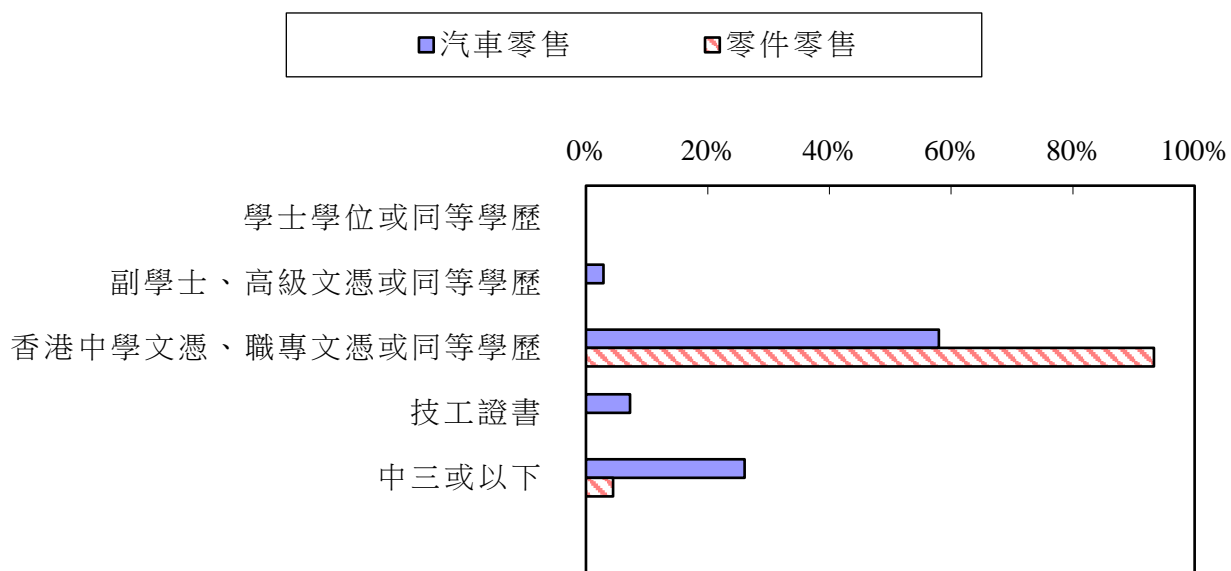
表 2.12 汽車／零件零售界別各職級僱員
每月收入幅度分布情況

每月收入幅度	經理	主任	技術人員／ 文員	總數
\$8,001 以下	-	-	44	44
\$8,001 - \$10,000	-	-	121	121
\$10,001 - \$15,000	-	9	1 522	1 531
\$15,001 - \$20,000	22	173	713	908
\$20,001 - \$25,000	67	98	214	379
\$25,001 - \$35,000	126	41	101	268
\$35,001 - \$45,000	37	-	43	80
\$45,000 以上	75	6	102	183
未列明	58	19	577	654
總數	385	346	3 437	4 168

2.18 僱主對經理、主任及技術人員／文員級僱員宜有教育程度及年資的意見載於圖 2.9 及圖 2.10。

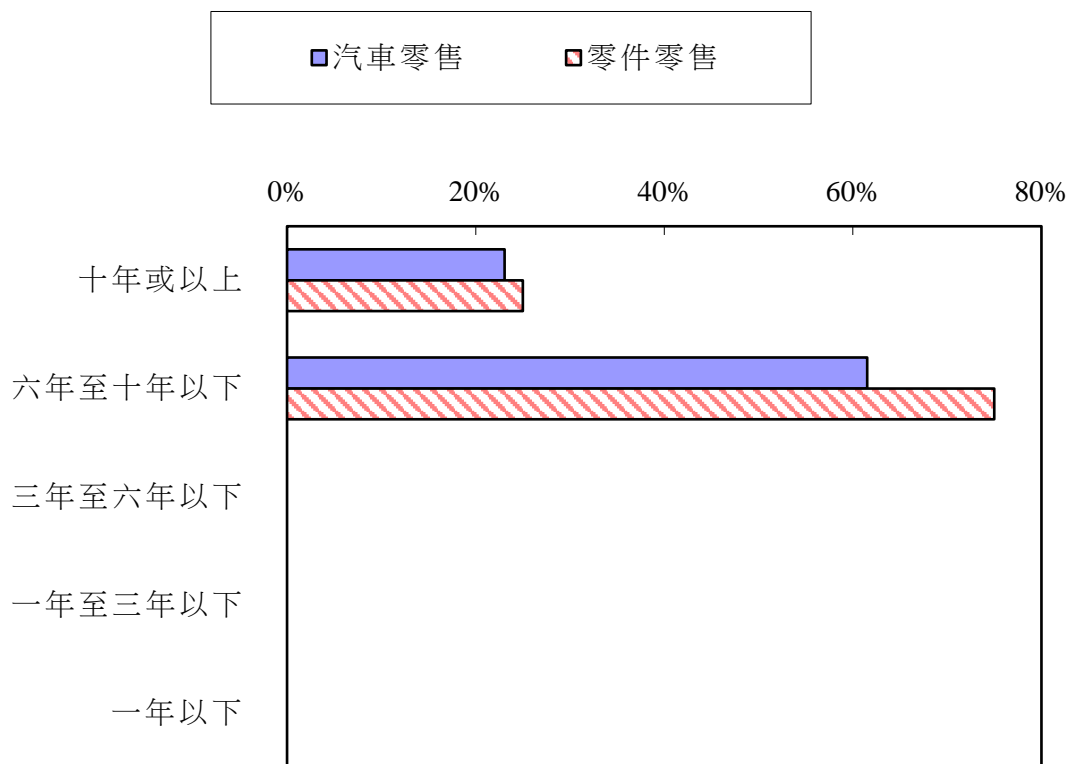
圖 2.9 僱主意見：汽車／零件零售界別
各職級僱員宜有教育程度



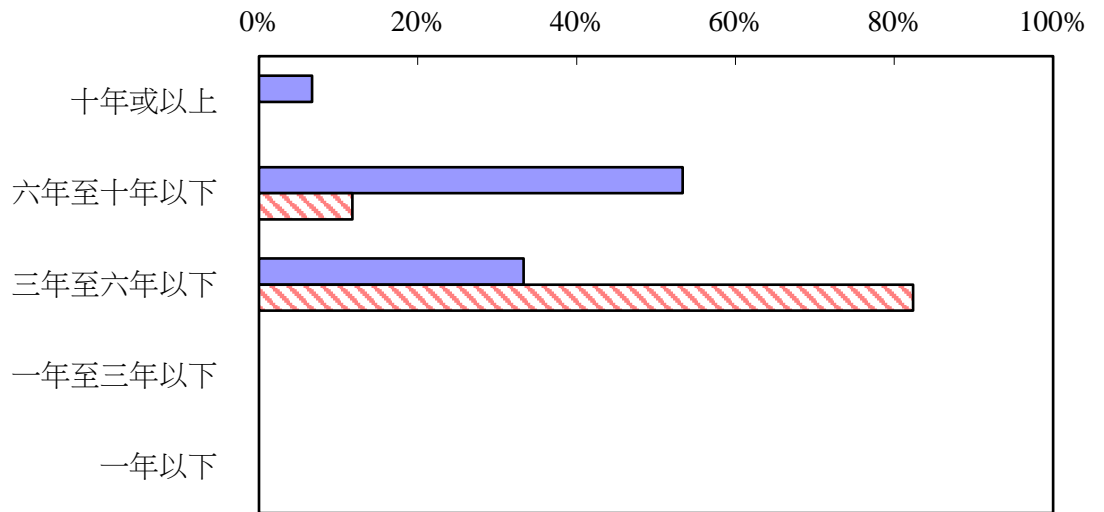
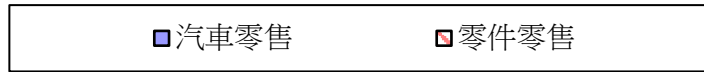


技術人員／文員級僱員宜有教育程度

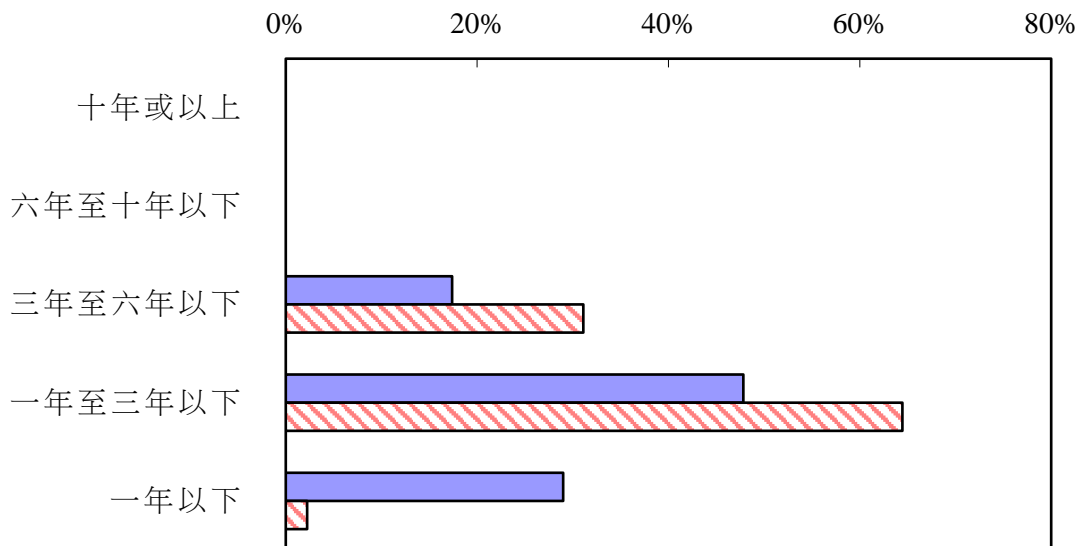
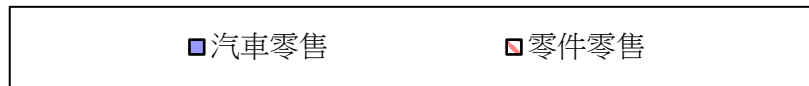
圖 2.10 僱主意見：
汽車／零件零售界別各職級僱員宜有年資



經理級僱員宜有年資



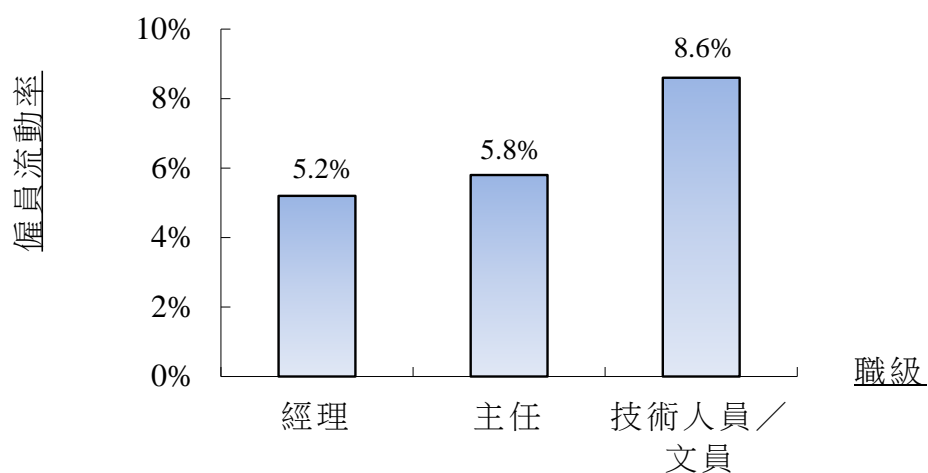
主任級僱員宜有年資



技術人員／文員級僱員宜有年資

2.19 據僱主填報，調查前 12 個月內汽車／零件零售界別共有 335 名僱員離職（相當於職位總數的 8%）。其中，技術人員／文員的離職人數最多，共錄得 295 人。汽車／零件零售界別的僱員流動率見圖 2.11。

圖 2.11 汽車／零件零售界別僱員流動率



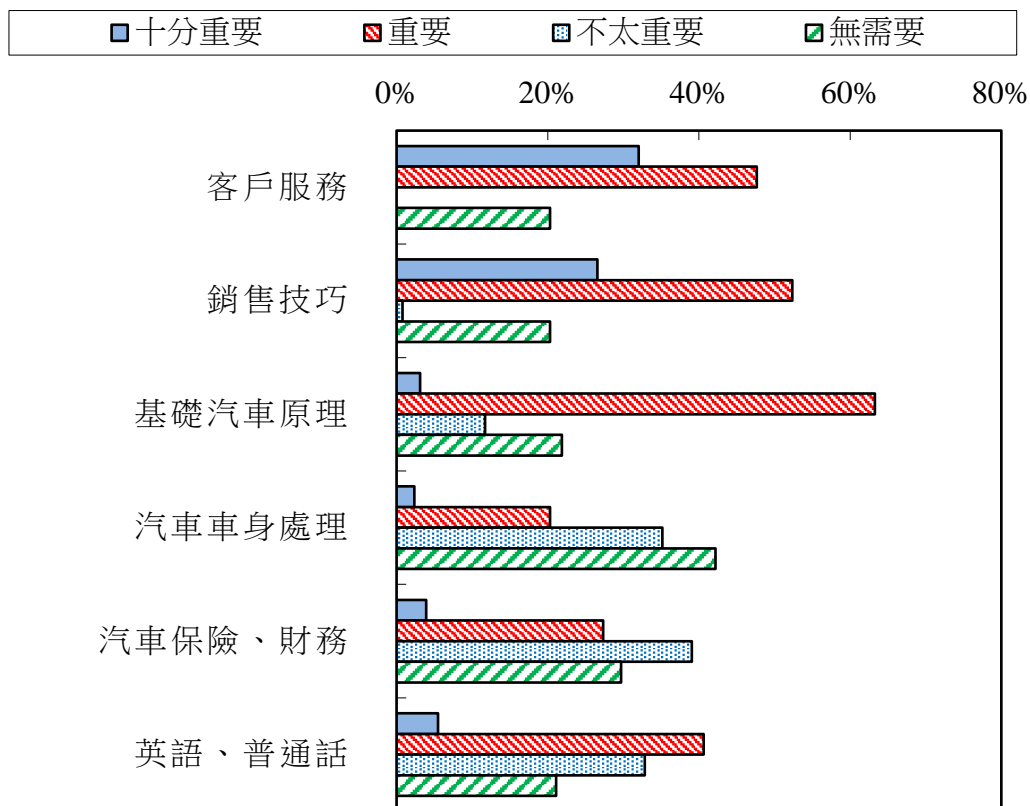
2.20 僱主估計未來五年內汽車／零件零售界別的退休僱員人數見表 2.13。

表 2.13 汽車／零件零售界別未來五年內估計退休僱員人數

職級	調查期間僱員人數	僱主預計未來五年內退休僱員人數	平均每年退休率
經理	385	29	1.5%
主任	346	43	2.5%
技術人員／文員	3 437	96	0.6%
總數	4 168	168	0.8%

2.21 是次調查提出六項訓練範疇，請僱主評估汽車／零件零售界別前線銷售人員的培訓需求。僱主的意見載於圖 2.12。

圖 2.12 汽車／零件零售界別
前線銷售人員培訓需求



統計表

2.22 汽車業各界別、技能等級及主要職務的詳細人力統計數字(包括僱員人數、受訓人數、空缺額，以及僱主估計 2017 年的僱員人數)，分別載於附錄 8 表一及表二。

第三章

結論

人力變化

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

3.2 所得資料顯示，是次調查期間，業內汽車維修界別共有 12 822 名僱員及 704 名受訓者，與 2014 年調查所錄得的數字（12 958 名僱員及 645 名受訓者）相當接近，反映此界別過去兩年的人力保持穩定。各技能等級的人力變化見表 3.1。

表 3.1 汽車維修界別人力變化

技能等級	2014 年 僱員人數 (a)	2016 年 僱員人數 (b)	人力變化 (c = b - a)	每年變化 (d = c/2a)
技師	287	313	26	4.5%
技術員	2 103	2 182	79	1.9%
技工	7 952	7 743	-209	-1.3%
專項服務	2 065	2 033	-32	-0.8%
非技術工人	551	551	0	0%
總數	12 958	12 822	-136	-0.5%

3.3 本港車輛數目與汽車維修界別總人力的比較見附錄 9。雖然過去 40 年間，領牌車輛數目上升 3.4 倍（由 1978 年 214 507 輛增至 2016 年 8 月 739 304 輛），但由於近代汽車的性能大有改善，比以前更為可靠，汽車維修界別的人力僅增約 28%（由 1978 年 9 984 人微增至 2016 年 12 822 人）。

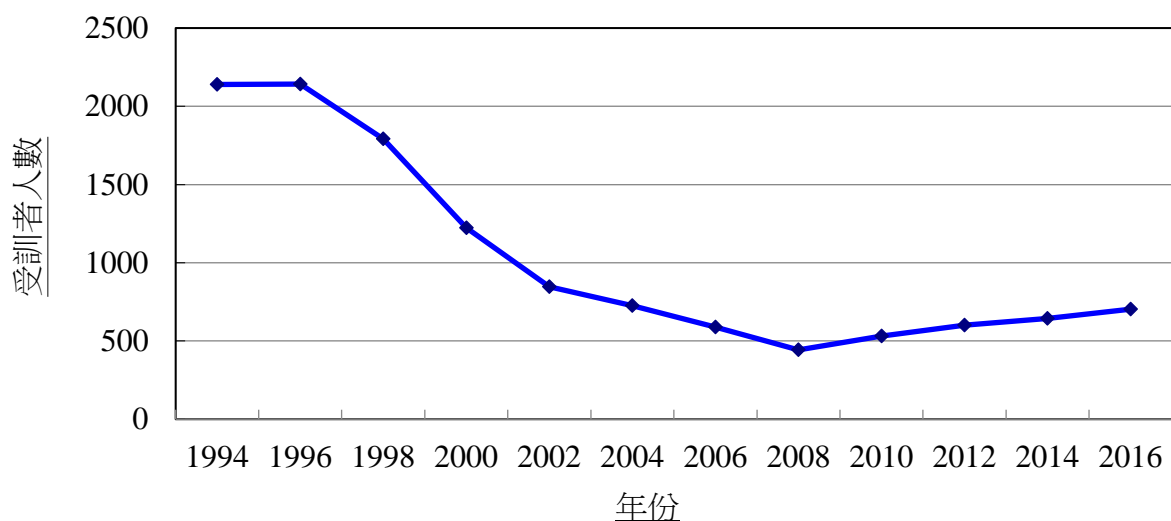
3.4 本會綜合今次及過去九次調查的資料，得出汽車維修界別各技能等級整體技術人力及分布情況（見附錄 10）。2010 年調查範圍擴大至涵蓋「汽車／零件零售界別」。由於該界別聘用大量清潔工及加滑油工，以致所錄得的「非技術工人」級人力突然飆升。在 2012 年調查新增五個主要職務，亦令所錄得的專項服務級人力大幅增加。

3.5 表 3.2 及圖 3.1 顯示，經過多年下滑後，汽車維修界別所聘請的受訓者人數自 2008 年起逐漸回升。

表 3.2 汽車維修界別
受訓者人數

調查年份	僱用人數	受訓者人數	受訓者所佔僱員百分比
1994	11 225	2 139	19.1%
1996	13 888	2 142	15.4%
1998	13 366	1 791	13.4%
2000	13 044	1 223	9.4%
2002	12 604	846	6.7%
2004	12 508	725	5.8%
2006	12 099	588	4.9%
2008	11 750	443	3.8%
2010	11 827	531	4.5%
2012	12 896	602	4.7%
2014	12 958	645	5.0%
2016	12 822	704	5.5%

圖 3.1 汽車維修界別
受訓者人數

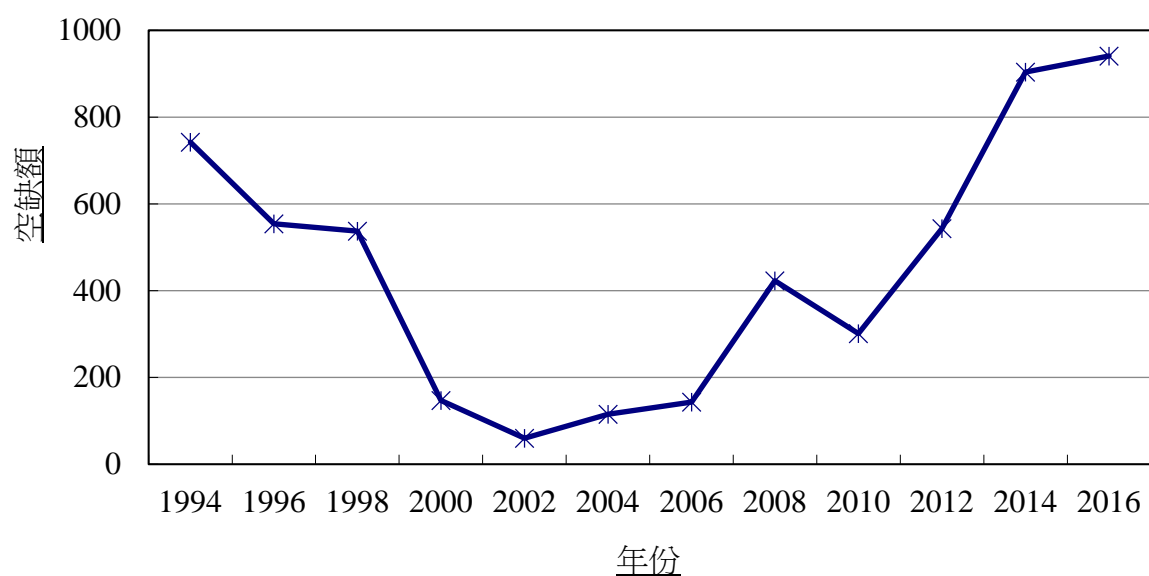


3.6 從表 3.3 及圖 3.2 所見，自從千禧年代中期本地經濟復蘇，汽車維修界別的空缺持續攀升，比受訓者人數的增速快得多。

表 3.3 汽車維修界別空缺額

調查年份	專業人士／技師	技術員	技術人員／技工	空缺總額 ¹
1994	5	44	672	742
1996	3	39	489	554
1998	6	34	405	537
2000	5	14	94	147
2002	0	7	53	60
2004	0	1	109	115
2006	2	15	119	143
2008	3	7	351	423
2010	1	20	248	301
2012	5	21	355	543
2014	3	77	530	904
2016	4	75	659	941

圖 3.2 汽車維修界別空缺總額



¹ 包括專項服務及非技術工人

3.7 受 2016 年新車銷售放緩所影響，汽車／零件零售界別人力比兩年前錄得輕微跌幅 0.5%。各技能等級的人力變化見表 3.4。

表 3.4 汽車／零件零售界別人力變化

技能等級	2014 年 僱員人數 (a)	2016 年 僱員人數 (b)	人力變化 (c = b - a)	每年變化 (d = c/2a)
經理	296	385	89	15.0%
主任	443	346	-97	-10.9%
技術人員／文員	3 471	3 437	-34	-0.5%
總數	4 210	4 168	-42	-0.5%

薪酬變化

3.8 圖 3.3 至圖 3.5 比較 2014 年與 2016 年汽車維修界別的月薪分布情況，可見僱員月薪錄得顯著上升的趨勢，技工級尤其明顯。

圖 3.3 2014 年與 2016 年技師級月薪分布

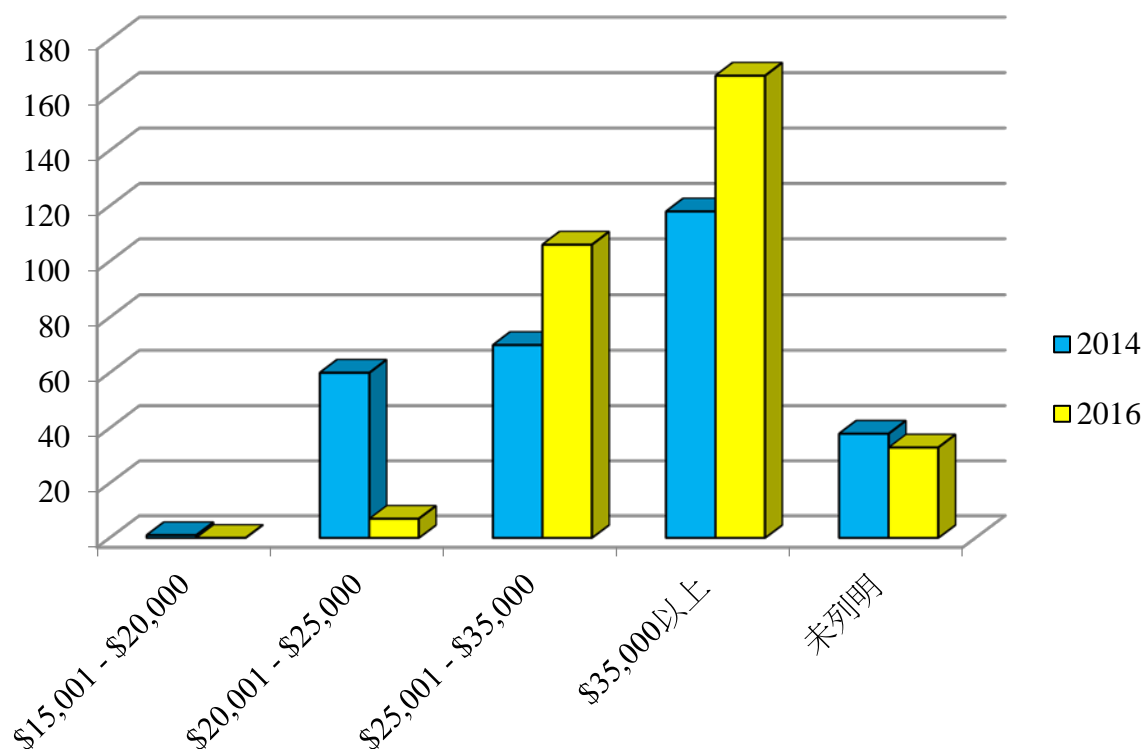


圖 3.4 2014 年與 2016 年技術員級月薪分布

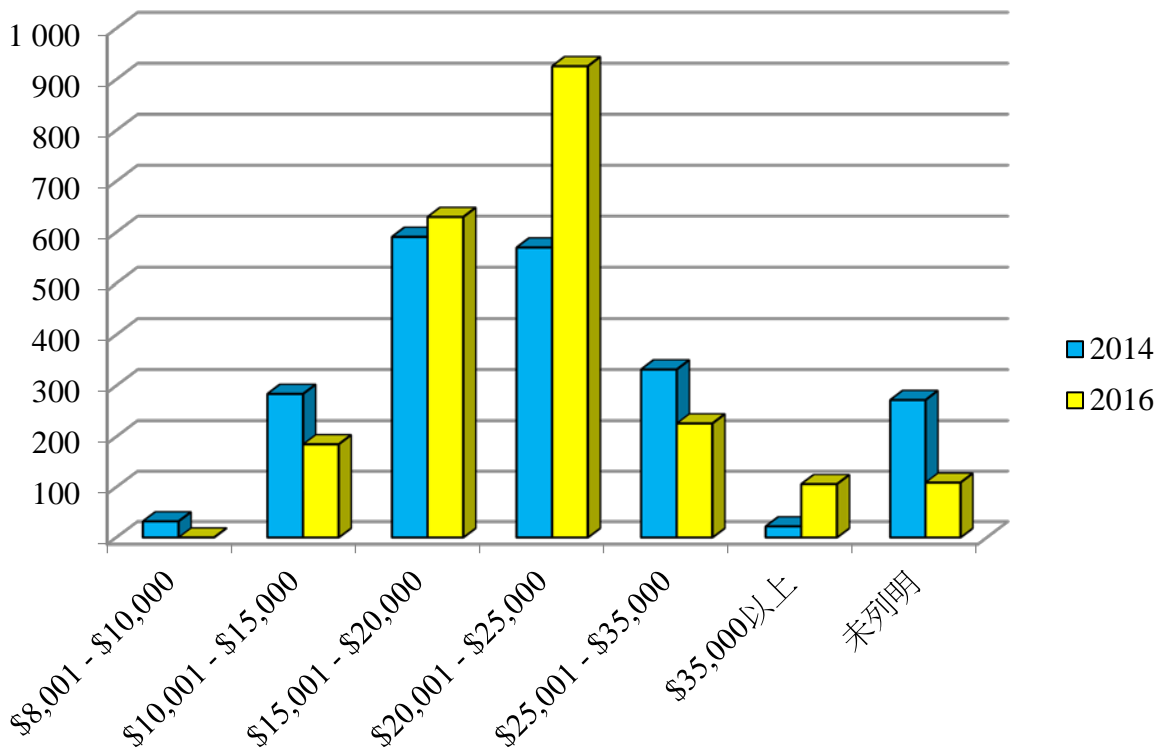
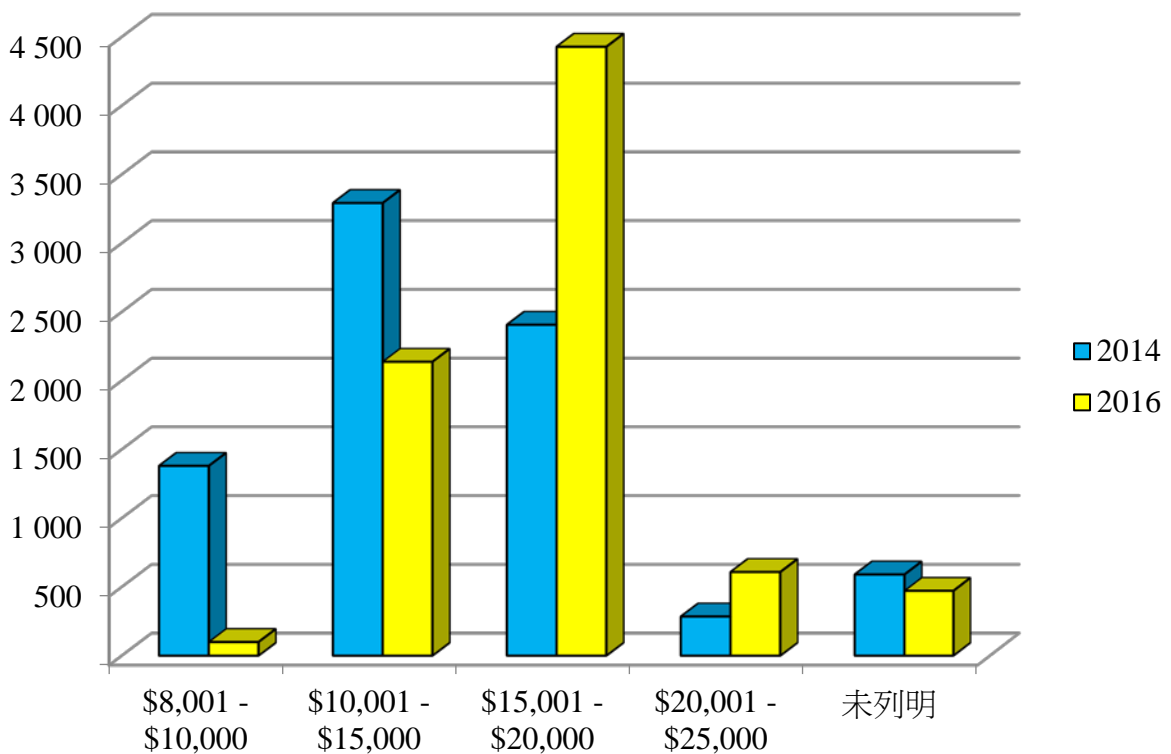


圖 3.5 2014 年與 2016 年技工級月薪分布



行業前景

3.9 本會對汽車業的前景感樂觀。隨著香港汽車的數量持續上升，汽車／零件零售界別及汽車維修界別需保持充足的人力配合服務需求。此外，本會認為影響汽車業增長的主因如下：

- (a) 2016年零售業低迷，汽車銷售亦放緩。此外，天價車位在某程度上亦減低消費者成為車主的意欲。
- (b) 過去數十年，汽車的設計及品質愈趨優良，大大改良了車輛性能，導致傳統維修工作需求下降。而現今的車輛廣泛採用各種低碳及電子技術，維修工人必須接受專項訓練，掌握最新技能，學懂使用先進精密的保養維修設備。中小型車房可能因缺乏製造商的專利設備，而無法提供全套服務。
- (c) 過去幾年，在路面行駛的電動車數目急速增長。新安裝的充電設施能否配合增長需求，仍有待觀察。若然數量充足的話，汽車維修界別將面臨重大挑戰。電動車有別於傳統汽車，要保養或維修的零件較少，但維修人員必須接受安全用電及資訊科技等不同學科的合適訓練。電動車廠商及VTC必須緊密合作，安排僱員接受所需的基礎培訓。
- (d) 過去兩年，因租金高企，適合經營車房的物業又不多，部分機構已結業或合併。估計這個情況將會繼續。
- (e) 雖然不少青年人對學習汽車技術感興趣，但願意投身業者卻寥寥可數。由於有其他行業提供更吸引人的薪酬和事業前景，即使有新進加入，汽車業的僱員流動率仍然高企。為了支持汽車業健康發展，僱主應投放更多資源培育人才。

3.10 香港政府轄下的機電工程署於 2007 年 1 月為汽車業在職技工推行「車輛維修技工自願註冊計劃」。凡具備所需資格及／或經驗的車輛維修技工，包括汽車機械工、汽車電工、車身修理工、汽車噴漆工，以及其他七類專項服務技工，均可按計劃的相關服務類別自願註冊。此計劃有助公眾更容易辨識註冊汽車維修技工，並可提升汽車維修業的專業形象。截至 2016 年 10 月，註冊名單內有 7 700 多名汽車技工，佔人力調查所錄得相關主要職務人力超過 80%。

3.11 機電工程署發布《車輛維修工場實務指引》一年後，於 2013 年邀請同意遵守實務指引的本地汽車維修工場簽署「車輛維修工場約章」。為進一步提升汽車維修行業的服務水平、專業形象及競爭力，機電工程署於 2015 年 7 月推行「車輛維修工場自願註冊計劃」。截至 2016 年 10 月，逾 1,400 間維修工場在計劃下註冊，共僱用註冊維修技工約 70%。

3.12 「車輛維修技工自願註冊計劃」及「車輛維修工場自願註冊計劃」已成功推行。業界期望這兩個計劃能轉為強制性計劃，本會相信此舉有助提升業界形象，從而吸引更多青年人入行。

未來人力需求

3.13 調查期間，汽車維修界別及汽車／零件零售界別的空缺額分別佔人力的 7.3%及 3.0%。僱主預測調查後 12 個月內，本業所需的僱員會由 18 057 人（即現有僱員人數加空缺額）微增至 18 181 人，增幅為 0.7%，見表 3.5。

表 3.5 僱主預測一年後人力數字

界別	技能等級／ 職級	調查期間 僱員人數 (2016 年)	調查 期間 空缺額	僱主預測 12 個月 後人力	僱主預計 人力 淨增長
汽車維修	技師	313	4	319	0.6%
	技術員	2 182	75	2 260	0.1%
	技工	7 743	659	8 454	0.6%
	專項服務	2 033	186	2 219	0.0%
	非技術工人	551	17	568	0.0%
	分類總數	12 822	941	13 820	0.4%
汽車／ 零件零售	經理	385	5	391	0.3%
	主任	346	5	351	0.0%
	技術人員／ 文員	3 437	116	3 619	1.9%
	分類總數	4 168	126	4 361	1.6%
總數		16 990	1 067	18 181	0.7%

3.14 本會自 2000 年調查起，將屬技工級主要職務的「管工」職位刪除，以免與技術員級中的主要職務「維修監督」混淆。此舉難免會將部分實際上負責督導工作的技工級僱員於該年及往後的調查中誤列入為「維修監督」或其他技術員級職務。為更準確估計本業的人力及培訓需求，本會於 2000 年調查進行人力推算時，決定將 260 名(16.28%) 技術員級人員撥入技工級，往後的人力調查（包括是次調查）亦跟隨此做法。換言之，為方便人力推算， $2\,182 \times (1 - 16.28\%) = 1\,827$ 是實際得出的 2016 年技術員人數；而 $7\,743 + (2\,182 \times 16.28\%) = 8\,098$ 就是所得的 2016 年技工人數。

3.15 本會考慮到各種因素，並採用附錄 11 所述的「調節過濾法」[AFM]，推算 2017 年至 2020 年技師、技術員及技工級的人力需求，見圖 3.6 及表 3.6。

圖 3.6 2017 年至 2020 年汽車維修界別人力推算

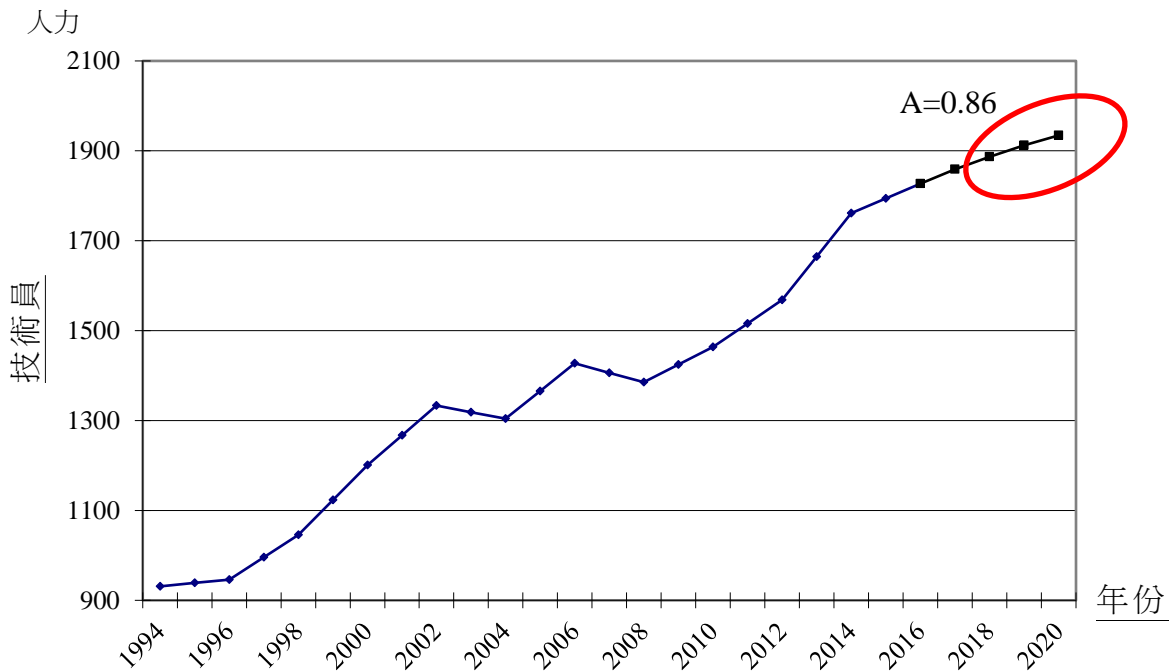
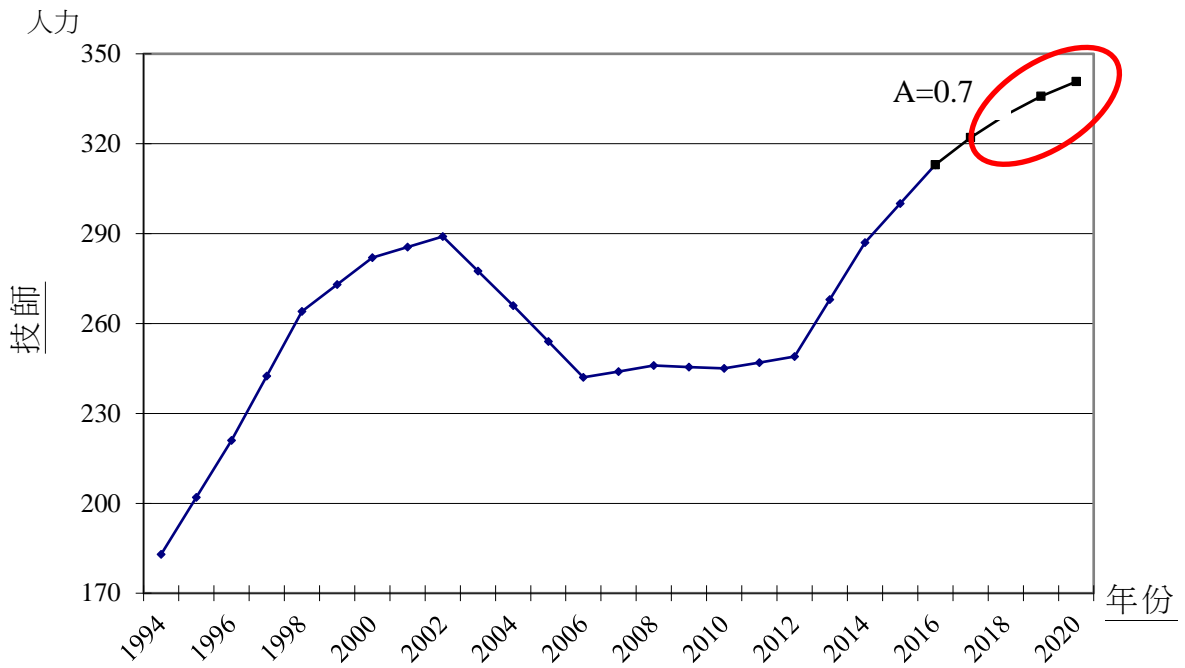




表 3.6 2017 年至 2020 年汽車維修界別人力推算

年份	技師 (A = 0.7)	技術員 (A = 0.86)	技工 (A = 0.71)
2016	313	1 827	8 098
2017	322	1 859	8 028
2018	330	1 887	7 971
2019	336	1 912	7 926
2020	341	1 934	7 891

3.16 在預計汽車維修界別因「僱員流失」而損失的人力（即僱員因各類原因離開本業）方面，本會考慮到汽車科技日新月異、從業員老化等因素後，決定繼續把技師、技術員及技工級的每年流失率分別定為 3%、4% 及 5%。

3.17 本會根據 AFM 推算的人力增長數字，加上補充流失人手所需的人數後，得出未來四年汽車維修界別各技能等級每年平均需培訓的僱員人數，見表 3.7。

表 3.7 2017 年至 2020 年間
汽車維修界別每年平均需培訓僱員人數

技能等級	每年需培訓人數
技師	17
技術員	102
技工	348

各主要職務需培訓的僱員人數見附錄 12 表一。

3.18 由於 2010 年前的人力調查尚未納入汽車／零件零售界別，可供分析趨勢的歷史數據有限，因此本會決定採用僱主的一年期預測數字。根據人力增長及自然流失率(3%)計算，2017 年所需培訓的人數見表 3.8。

表 3.8 2017 年汽車／零件零售界別
每年平均需培訓僱員人數

職級	每年需培訓人數
經理	18
主任	15
技術人員／文員	288

各主要職務需培訓的僱員人數見附錄 12 表二。

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第四章

建議

4.1 本會預計汽車業將持續需求技術人員，特別對較高技能等級的人手更為渴求。

4.2 為配合預計的人力需求，業界應推行如第 3.17 及 3.18 段所述規模的培訓計劃。

4.3 籲請業界僱主規劃人力時留意，汽車維修界別每年平均需招聘的受訓者人數分別約為現時技師、技術員及技工級人數的 5.4%、4.7% 及 4.5%；至於汽車／零件零售界別，每年平均需招聘的受訓者人數分別約為該界別內經理、主任及技術人員／文員級人數的 4.7%、4.3% 及 8.4%。

4.4 本會了解汽車業僱主近年面對租金高企及人手短缺等問題，業務經營困難。然而，僱主須願意並能夠培訓和挽留足夠的技術人才，以應付人力需求，否則本業的發展將會受阻。因此，本會呼籲僱主加大力度推廣汽車業的事業前景，吸引更多青年人入行並且留在汽車業發展。「最佳汽車學徒比賽」及「世界技能大賽」是向學生、家長及公眾推廣汽車業的好平台，鼓勵僱主繼續支持並參與這些推廣活動。

4.5 本會樂見過去兩年汽車維修界別工人的薪酬顯著上升（技工級的薪酬升幅以加權平均值表示為 18%）。汽車業薪酬待遇應具吸引力，有助與其他行業競爭人才。

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

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

2016/17 學年初，98 名完成一年全日制職專文憑課程（汽車科技）的文憑學徒參加有關計劃。本會向僱主推薦這項計劃，期望為業界吸納更多新血及挽留人才。

4.7 為鼓勵持續進修，財政司司長在《二零一六至一七財政年度財政預算案》宣布由 2016/17 學年起推出「工程專才進修資助計劃」；這項試行計劃為期三屆，向指定 VTC 專業課程的兼讀生提供學費資助。獲批資助的申請人可獲退還最多兩個課程 60% 的學費，上限為每人 45,000 元，合資格課程涵蓋建築及工程範疇。汽車從業員只要報讀相關課程便可受惠，例如：

- (i) 汽車工程文憑／高級文憑（資歷架構第三／第四級）
- (ii) 汽車科技及管理專業文憑（資歷架構第四級）
- (iii) 汽車科技專業證書（資歷架構第四級）

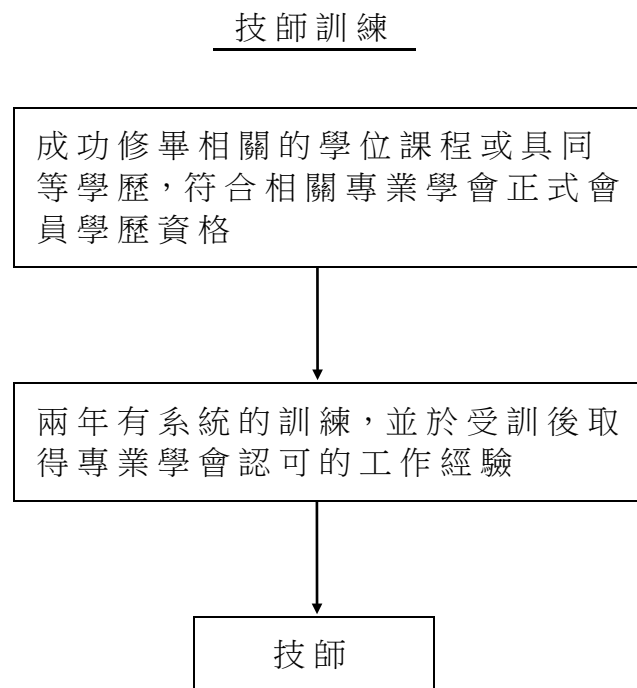
技師級訓練

4.8 本業的技師通常擔任工程師和維修部經理職務，具備機械工程或道路交通工程的專業才幹，獲專業學會認可。

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

¹ 完成培訓後，文憑學徒畢業生起薪點為 10,500 元或以上，高級文憑學徒畢業生起薪點為 12,000 元以上。

4.10 技師的訓練途徑建議如下：



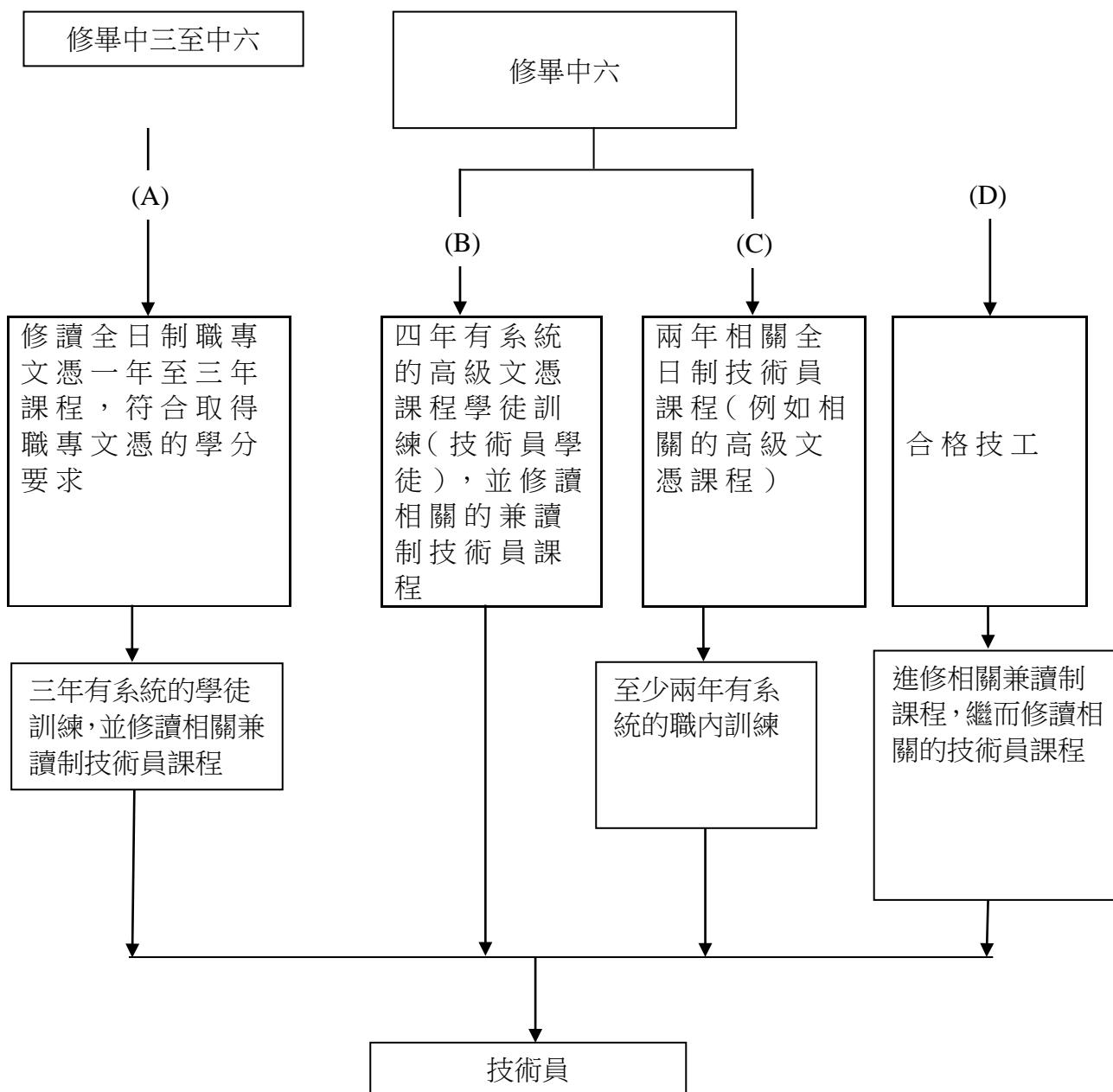
4.11 本地大學並無開辦汽車工程學學位課程，但機械工程學工學士學位或相關課程的畢業生亦符合擔任汽車業見習技師的學歷要求。此外，部分僱主選擇以內部晉升填補空缺。由於第 3.17 段所載每年所需培訓的技師人手不多（17 人），故本會認為未來幾年的人手供應充足。

技術員級訓練

4.12 技術員有一定的教育水平及實務訓練，具備工作經驗，一般能夠在技師督導下，運用已確立的技術及程序執行技術任務。

4.13 訓練技術員的途徑建議如下：

技術員訓練



4.14 大部分僱主均認為技術員宜考獲文憑或高級文憑資歷，作為事業的進階基礎。

4.15 途徑(D)雖可為有志技工提供晉升至技術員的機會，但不宜視之為訓練技術員的常規途徑。

4.16 香港專業教育學院[IVE]開辦全日制汽車工程高級文憑課程。本會考慮過近年的收生數字、留讀及繼續升學比率後，估計 2017 年至 2020 年間每年約有 55 名畢業生投身汽車業。

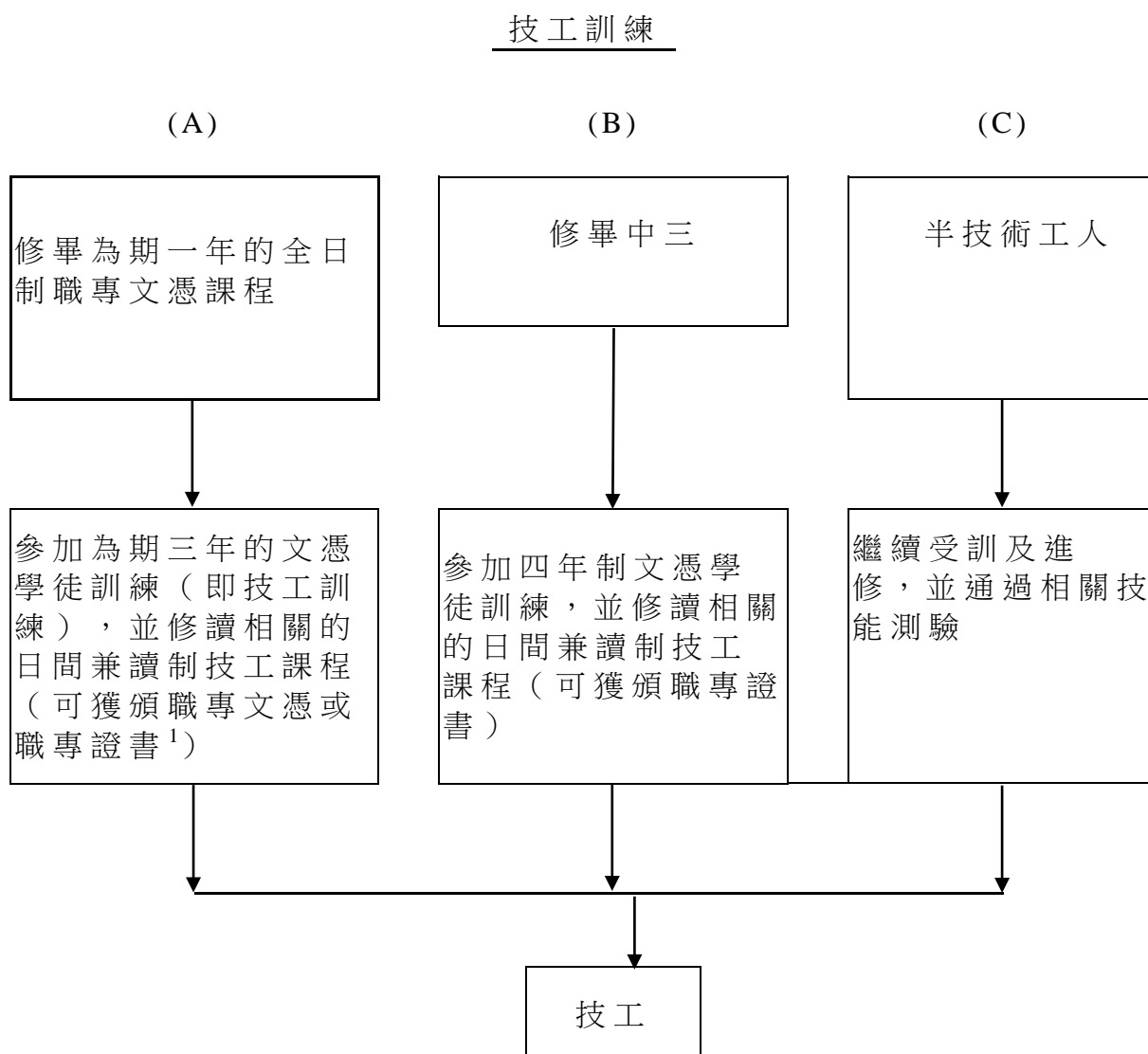
4.17 相對於第 3.17 段推算每年需培訓 102 名技術員，上述畢業生人數明顯不足。僱主需透過內部晉升或招聘其他相關課程（如機械工程高級文憑）的畢業生以填補差額。

4.18 IVE（青衣）工程系正考慮於未來幾年再開辦夜間兼讀制汽車工程高級文憑課程，協助技工晉升為技術員。此外，該校工程系接納本會的建議，由 2017/18 學年起於高級文憑課程開設新的商務學習分流，旨在吸引有意投身汽車商務有關職位（如維修服務員）的學生修讀。

技工級訓練

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

4.20 訓練技工的途徑建議如下：



4.21 三個訓練途徑中，本會推薦途徑(A)，因為參加者已接受過基本訓練，故在學徒訓練開始即能擔任工作。

4.22 轄下的青年學院及卓越培訓發展中心（汽車業）辦有全日制職專文憑（汽車科技）課程，供中三及中六的結業學生修讀。本會參考 2014/15 及 2015/16 學年的就業轉介數目，估計 2017 年至 2020 年間每年約有 130 名學生投身汽車業，當中大部分（超過 80%）將是完成中三並已修畢職專文憑一年級課程的學生。

¹ 2016 年前，職專證書稱為技工證書。

4.23 對比 Earn & Learn 職學計劃推出之前（2014 年有 80 名畢業生），這兩年的人力供應情況已顯著改善。然而，每年 130 名畢業生的供應仍遠低於第 3.17 段推算的每年培訓需求（348 人）。除了職專文憑課程的學生，僱主亦會聘請從未接受過正規汽車維修訓練的青年人，安排他們接受四年制文憑學徒訓練。以 2016/17 學年數字作參考，截至 2016 年 9 月新註冊的文憑學徒（包括三年制及四年制學徒訓練）總共 265 人，佔所需求 348 人的 76%。過去十年，人力調查錄得的空缺額持續攀升，除非有更多受訓者投身汽車業，否則技工級人力收縮勢將難免。

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

4.25 汽車維修界別有四個主要工種：(i) 汽車機械工、(ii) 汽車電工、(iii) 車身修理工及(iv) 汽車噴漆工；後兩者較少青年人認識，僅佔註冊學徒總數不足 15%。本會留意到這個情況，已嘗試盡力宣傳這兩個工種；例如由 2014 年起，車身修理工及汽車噴漆工的畢業班學徒亦獲邀參加最佳汽車學徒比賽。

汽車業職業教育及訓練

4.26 本會須向 IVE 及卓越培訓發展中心（汽車業）提供意見，協助汽車業發展培訓服務。

4.27 除了全日制長期課程外，IVE 及卓越培訓發展中心（汽車業）亦為業內僱員提供各種全日制短期、日間兼讀制及夜間兼讀制課程。

4.28 為適應業界的發展需要，汽車業僱員在整個從業生涯中必須抱持終身學習的精神。同時，僱主亦必須認同僱員在進修上的需要，支持他們修讀增修課程和參加訓練計劃、研習班及研討會，以掌握最先進的行業技術及知識。

4.29 VTC 亦為僱主提供服務，協助籌辦訓練計劃，包括：

- (i) 法定的**學徒訓練計劃**－為技術員及技工提供有效訓練，配合業內需求。
- (ii) **Earn & Learn 職學計劃**－透過提供清晰的升學及事業發展路徑，吸引更多青年人加入成為學徒，讓他們接受職內培訓的同時，亦可賺取可觀的薪酬。
- (iii) **工科畢業生訓練計劃**－協助工科學生及畢業生完成工程師專業訓練。
- (iv) 自願性質的**技能測驗及證書頒發制度**－有助確立及認可技術工人的水平。現時為汽車業在職人士舉辦的技能測驗包括下列工種：汽車機械工、汽車電工、車身修理工、汽車噴漆工及電單車機械工。
- (v) **新科技培訓計劃**－資助本地機構保送僱員學習新科技，資助金額最高可達訓練費用的 50%。計劃涵蓋各類訓練模式，包括本地及海外的訓練課程和工作實習。

4.30 本會向僱主推薦，在擬訂訓練計劃和招聘受訓者時，可聯絡 VTC 提供協助。

Automobile Training Board

Membership
(As at 1st July 2016)

Chairman:

Ir LEUNG Tat-ming

Members:

Mr CHAN Hon-hung

Mr CHEUNG Chun-hung, Frank

Mr FUNG Kwok-chu, Frank

Mr LAM Hing-cheong

Mr LAM Tin-fu

Mr LIU Keung

Mr MOU Yun-nin

Ir TANG Wing-hong, Madison

Ir Dr TONG Kwok-kei

Mr Alen WONG

Director of Electrical and Mechanical Services (or his representative)

Director of Environmental Protection (or his representative)

Commissioner for Labour (or his representative)

Commissioner for Transport (or his representative)

Executive Director of the Vocational Training Council (or her representative)

汽車業訓練委員會

委員名單

(截至 2016 年 7 月 1 日)

主席:

梁達明工程師

委員:

陳漢雄先生

張俊鴻先生

馮國柱先生

林慶昌先生

林天賦先生

廖強先生

繆潤年先生

鄧永漢工程師

湯國基博士、工程師

黃家倫先生

機電工程署署長(或其代表)

環境保護署署長(或其代表)

勞工處處長(或其代表)

運輸署署長(或其代表)

職業訓練局執行幹事(或其代表)

Automobile Training Board

Membership of Working Party on Manpower Survey
(As at 1st July 2016)

Convenor:

Ir Dr TONG Kwok-kei

Members:

Mr Eric CHEUNG

Mr LIU Keung

Mr TAI Tak-chung, Axel

Mr Alen WONG

Mr YEUNG Tat-wing, Jimmy

Ir FUNG Man-keung

Mr YIP Sui-pong, Ponthey

汽車業訓練委員會

人力調查工作小組委員名單

(截至 2016 年 7 月 1 日)

召集人:

湯國基博士、工程師

委員:

張穎眾先生

廖強先生

戴德中先生

黃家倫先生

楊達榮先生

馮敏強工程師

葉穗邦先生

Terms of Reference

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and training & development centres on the direction and strategic development of their programmes in the relevant disciplines.
5. To advise on the course planning, curriculum development and quality assurance systems of the IVE and training & development centres.
6. To prescribe job specifications for the principal jobs in the industry defining the skills, knowledge and training required.
7. To advise on training programmes for the principal jobs in the industry specifying the time a trainee needs to spend on each skill elements.
8. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
9. To advise on the conduct of skill competitions in key trades in the industry for the promotion of vocational education and training as well as participation in international competitions.
10. To liaise with relevant bodies on matters pertaining to the development and promotion of vocational education and training in the industry, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments.
11. To organize seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of the VTC.
13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

職權範圍

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

2016 Manpower Survey of the Automobile Industry
汽車業二〇一六年人力調查

Sampling Plan (Q3/2015)
抽樣方案 (2015年第三季)

HSIC 香港標準 行業分類	Branch 門類	Employment Size 僱員人數	Stratum Code 分層 編碼	No. of Companies 公司數目	Sampling Fraction 樣本 百分比	Sample Size 樣本數目	New Discovery 新增機構
1	290000 Body assembly of motor vehicles 汽車的裝嵌	1-9	1	43	0.5	22	
		10-19	2	6	1	6	
		20 & Above 及以上	3	3	1	3	
		Sub-total 分類總數		52		31	
2	951000 Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維修服務	1-9	1	2836	0.07	199	1
		10-19	2	87	1	87	
		20 & Above 及以上	3	15	1	15	
		Sub-total 分類總數		2938		301	1
3	* Supplementary Samples for Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維修服務附加調查機構	10-19	2	2	1	2	
		20 & Above 及以上	3	18	1	18	
		Sub-total 分類總數		20		20	
4	477301 Retail sale of motor vehicles 汽車零售店	1-9	1	562	0.08	45	
		10-19	2	17	1	17	
		20 & Above 及以上	3	9	1	9	
		Sub-total 分類總數		588		71	
5	477302 Retail sale of motorcycles 電單車零售店	1-9	1	22	0.42	9	
		10-19	2	3	1	3	
		Sub-total 分類總數		25		12	
6	477303 Retail sale of motor vehicle and motorcycle parts and accessories 汽車及電單車配件及零件零售店	1-9	1	422	0.07	30	
		10-19	2	13	1	13	
		20 & Above 及以上	3	3	1	3	
		Sub-total 分類總數		438		46	
7	* Supplementary Samples for Retail sale of motor vehicles and motorcycles, Parts and accessories of motor vehicles and motorcycles 汽車及電單車配件及零件零售店附加調查機構	1-9	1	3	1	3	
		20 & Above 及以上	3	3	1	3	
		Sub-total 分類總數		6		6	
8	* Supplementary Samples 附加調查機構	1-9	1	4	1	4	
		10-19	2	1	1	1	
		20 & Above 及以上	3	28	1	28	1
		Sub-total 分類總數		33		33	1
Total 總數				4100		520	2

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

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

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 AU/4/2 (2016)

Your Reference 來函檔號



22 February 2016

Dear Sir/Madam,

The 2016 Manpower Survey of the Automobile Industry

I am writing to enlist your help in the 2016 Manpower Survey of the Automobile Industry to be conducted by the Automobile Training Board of the Vocational Training Council (VTC).

The Automobile Training Board, appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR), is responsible for matters pertaining to manpower training in the automobile industry. In order to ascertain information on the latest local manpower situation so that meaningful recommendations on manpower training in the coming years can be formulated, the Automobile Training Board will conduct the captioned survey from 29th February 2016 to 31st March 2016.

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

- (a) The questionnaire (Appendix A);
- (b) Explanatory Note (Appendix B); and
- (c) Job Descriptions (Appendix C)

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

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

The Manpower Survey Report compiled afterwards will be uploaded onto the VTC website at <http://autb.vtc.edu.hk> by the fourth quarter of 2016.

Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the C&SD at telephone 2116 8505.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Leung Tat-ming', is written over a white background.

(LEUNG Tat-ming)
Chairman

Automobile Training Board

Encl.

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
香港九龍長沙灣長裕街10號億京廣場2期30樓
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執事先生／女士：

汽車業 2016 年人力調查

謹代表職業訓練局屬下汽車業訓練委員會致函，懇請貴機構提供協助，以便本會進行 2016 年汽車業人力調查。

汽車業訓練委員會由香港特別行政區行政長官委任，負責就業內人力訓練事宜提供意見。本會將於 2016 年 2 月 29 日至 3 月 31 日期間進行調查，蒐集汽車業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。

茲夾附下述文件，供貴公司參閱及填寫：

- (a) 調查表(附錄 A)；
- (b) 附註(附錄 B)；及
- (c) 主要職務工作說明(附錄 C)

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

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

人力調查報告於 2016 年第 4 季完成後會上載本局網頁，歡迎下載。網址為：
<http://autb.vtc.edu.hk>

如對調查有任何疑問，可致電 2116 8505 與政府統計處人力統計組聯絡。

A handwritten signature in black ink, appearing to be '梁達明' (Leung Tat Ming), written in a cursive style.

汽車業訓練委員會主席
梁達明

2016 年 2 月 22 日

附件

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

VOCATIONAL TRAINING COUNCIL
 職業訓練局

THE 2016 MANPOWER SURVEY OF THE AUTOMOBILE INDUSTRY
 汽車業二〇一六年人力調查

QUESTIONNAIRE
 調查表

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

For Official Use Only: 此欄毋須填寫																															
Rec. Type	1	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27		

NAME OF ESTABLISHMENT: _____ ADDRESS: _____
 機構名稱 地址

TOTAL NO. OF PERSONS: _____
 僱員總數

Principal Line of Business: _____
 主要業務性質

Body assembly of motor vehicles 汽車的裝嵌
 Retail sale of motorcycles 電單車零售店
 Servicing and repairing of motor vehicles and motorcycle: 汽車及電單車維修服務
 Retail sale of motor vehicles 汽車零售店
 Retail sale of motor vehicle and motorcycle parts and accessories 汽車及電單車配件及零件零售店
 Others 其他 請註明

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

TEL. NO.: _____ FAX NO.: _____
 電話 圖文傳真

E-MAIL: _____
 電郵

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

(A) Job 工作		(B) Average Monthly Income 每月平均 收入		(C) No. of Employees as at Survey Reference Date (excl. trainees) 統計日期 的僱員人數 (受訓者除外)	(D) Forecast of No. of Employees 12 Months from Survey Reference Date (excl. trainees) 預計 統計日期 12個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies as at Survey Reference Date (excl. trainees) 統計日期 的空缺額 (受訓者 除外)	(F) No. of Trainees as at Survey Reference Date 統計日期 的受訓者 人數	(G) Forecast of No. of Trainees 12 Months from Survey Reference Date 預計 統計日期 12個月後 受訓者 人數	Average Monthly Income 每月平均收入	
Title 職稱		Rec. Type	Code No. 編號	Code 編號					Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： Code 編號	
Please ignore these numbers 請毋須理會欄中 的號碼			8 - 10	11	12 - 15	16 - 19	20 - 22	23 - 25		26 - 28
TECHNOLOGIST LEVEL 技師級										
Mechanical Engineer (Automotive) 汽車機械工程師		2	1 0 1							1 Under \$8,001 以下
Service Manager 維修部經理		2	1 0 2							2 \$8,001 - \$10,000
TECHNICIAN LEVEL 技術員級										
Service Instructor 維修教導員		2	2 0 1							3 \$10,001 - \$15,000
Motor Vehicle Examiner / Tester 汽車檢查員/測試員		2	2 0 2							4 \$15,001 - \$20,000
Service Supervisor 維修監督		2	2 0 3							5 \$20,001 - \$25,000
Service Adviser / Receptionist 維修服務員/款待員		2	2 0 4							6 \$25,001 - \$35,000
Engineering Technician 工程技術員		2	2 0 5							7 \$35,001 - \$45,000
CRAFTSMAN LEVEL 技工級										
Vehicle Mechanic 汽車機械工 (M, M(b))		2	3 0 1							8 Over \$45,000 以上
Vehicle Electrician 汽車電工 (E, E(b))		2	3 0 2							
Vehicle Body Repairer 車身修理工 (B1, B1(b))		2	3 0 3							
Vehicle Painter 汽車噴漆工 (B2, B2(b))		2	3 0 5							
SPECIFIC SERVICES 專項服務										
Vehicle Body Builder 車身建造工 (S7)		2	3 0 4							
Vehicle Air-conditioning Mechanic 汽車冷氣工 (S6)		2	3 0 6							
Vehicle Upholsterer 車內裝飾工		2	3 0 7							
Machinist 機床工		2	3 0 8							
Industrial Vehicle Mechanic 工業機車技工		2	3 0 9							
Motorcycle Mechanic 電單車機械工 (S1)		2	3 1 0							
Tyre Worker 輪胎工 (S2)		2	4 0 1							
Battery Worker 電池工 (S3)		2	4 0 2							
Lubrication Worker 更換機油工 (S4)		2	4 0 3							
Car Accessories Worker 車輛配件工 (S5)		2	4 0 4							
Car Detailing Worker 汽車美容工		2	4 0 5							
UNSKILLED LEVEL 非技術工人級										
General Worker / Cleaner 雜工/清潔工		2	5 0 1							
		2								
		2								
		2								

Remarks
備注

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

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

to be continued ...
續後頁

Rec. Type <input style="width: 20px; height: 15px; border: 1px solid black;" type="text" value="3"/> <input style="width: 20px; height: 15px; border: 1px solid black;" type="text" value="1"/>	For Official Use Only: 此欄毋須填寫 <input style="width: 20px; height: 15px; border: 1px solid black;" type="text" value="8"/>																																																																														
1. Education and Training an Employee Should Have 僱員宜有的教育及訓練																																																																															
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margin-top: 5px;">Please enter in the above boxes the education and training an employee should have according to the following codes: 請將僱員宜有的教育及訓練按照下列類別編號填入上項的格內：</p> <table style="width: 100%; font-size: x-small; border-collapse: collapse;"> <tr> <th style="text-align: left;">Code 編號</th> <th style="text-align: left;">Education 教育</th> <th style="text-align: left;">Code 編號</th> <th style="text-align: left;">Training Mode 訓練方式</th> <th style="text-align: left;">Code 編號</th> <th style="text-align: left;">Training Period 訓練期</th> </tr> <tr> <td>1</td> <td>First Degree or equivalent 學士學位或同等教育程度</td> <td>1</td> <td>Graduate traineeship 工科畢業生訓練</td> <td>1</td> <td>4 years or above 四年或以上</td> </tr> <tr> <td>2</td> <td>Associate Degree, Higher Diploma or equivalent 副學士、高級文憑或同等教育程度</td> <td>2</td> <td>On-the-job training 在職訓練</td> <td>2</td> <td>3 to less than 4 years 三年至四年以下</td> </tr> <tr> <td>3</td> <td>Hong Kong Diploma of Secondary Education, Diploma of Vocational Education (DVE) or equivalent 香港中學文憑考試、職專文憑(前稱「中專教育文憑」)或同等教育程度</td> <td>3</td> <td>Apprenticeship 學徒訓練</td> <td>3</td> <td>2 to less than 3 years 二年至三年以下</td> </tr> <tr> <td>4</td> <td>Craft Certificate 技工證書</td> <td>4</td> <td>Others 其他</td> <td>4</td> <td>1 to less than 2 years 一年至二年以下</td> </tr> <tr> <td>5</td> <td>Secondary 3 or below 中三或以下</td> <td>5</td> <td></td> <td>5</td> <td>6-11 months 六至十一個月</td> </tr> <tr> <td></td> <td></td> <td>6</td> <td></td> <td>6</td> <td>Below 6 months 六個月以下</td> </tr> </table>	Technologist 技師			Technician 技術員			Craftsman 技工			Specific Services 專項服務			Education 教育	Training Mode 訓練方式	Training Period 訓練期	Education 教育	Training Mode 訓練方式	Training Period 訓練期	Education 教育	Training Mode 訓練方式	Training Period 訓練期	Education 教育	Training Mode 訓練方式	Training Period 訓練期	<input style="width: 20px; 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Part I 第一部分 (for Auto / Parts Retailers Sector 汽車 / 零件零售界別)

(A) Job 工作		(B) Average Monthly Income 每月平均 收入		(C) No. of Employees as at Survey Reference Date 統計日期 的僱員人數	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計 統計日期 12個月後 僱員人數	(E) No. of Vacancies as at Survey Reference Date 統計日期 的空缺額	For Official Use Only 此欄 毋須填寫		Average Monthly Income 每月平均收入	
Title 職稱	Rec. Type	Code No. 編號	Code 編號				23 - 25	26 - 28	Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內：	
Please ignore these numbers 請毋須理會欄中 的號碼		8 - 10	11	12 - 15	16 - 19	20 - 22	23 - 25	26 - 28	Monthly Income Range 每月平均收入幅度 1 Under \$8,001 以下 2 \$8,001 - \$10,000 3 \$10,001 - \$15,000 4 \$15,001 - \$20,000 5 \$20,001 - \$25,000 6 \$25,001 - \$35,000 7 \$35,001 - \$45,000 8 Over \$45,000 以上	
MANAGERIAL LEVEL 經理級										
Owner / Sole Proprietor / Working Partner 東主 / 獨資經營者 / 執行合夥董事	2	1 1 1								
General Manager 總經理	2	1 1 2								
Sales Manager 營業經理	2	1 1 3							Remarks 備注	
Marketing Manager 市場推廣經理	2	1 1 4								
Customer Services Manager 客戶服務經理	2	1 1 5								
Merchandising Manager 採購經理	2	1 1 6								
Logistics / Distribution / Warehouse Manager 物流 / 運輸 / 倉庫經理	2	1 1 7								
SUPERVISORY LEVEL 主任級										
Store / Branch Supervisor 店舖 / 分店營業主任	2	2 1 1								
Customer Services Supervisor 客戶服務主任	2	2 1 2								
Merchandiser / Buyer 採購主任	2	2 1 3								
Parts / Logistics / Distribution / Warehouse Supervisor 配件 / 物流 / 運輸 / 倉庫主任	2	2 1 4								
OPERATIVE / CLERICAL SUPPORT LEVEL 技術人員 / 文員級										
Senior Sales Representative / Staff 高級營業員 / 售貨員	2	5 1 1								
Junior Sales Representative / Staff 初級營業員 / 售貨員	2	5 1 2								
Stock Assistant 存貨助理	2	5 1 3								
Part Time Sales / Service Staff 兼職售貨員 / 服務員	2	5 1 4								
Other Clerks / Supportive Staff 其他文員 / 輔助人員 (請說明其職稱)	2	5 1 5								
	2									
	2									
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Note 1 If additional lines are necessary, please tick here and enter on supplementary sheet(s).
附註一 如此頁填滿，請先將 (✓) 號填入此 內，然後在附頁繼續填寫。

to be continued ...
續後頁

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Please enter in the above boxes the education and experience an employee should have according to the following codes: 請將僱員宜有的教育及年資按照下列類別編號填入上項的格內：																													
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Number of employees, including those who had retired, left your organisation in the past 12 months 貴機構過去12個月內離職的僱員人數(包括年屆退休而離職的僱員)：			Number of employees recruited by your organisation in the past 12 months 貴機構過去12個月內招聘的僱員人數：																										
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(a) Total number of recruits 總招聘人數																													
(b) Number of recruits who have performed related duties in their last job from item (a) above 上列(a)項中，入職前是從事相關職務的人數																													
3. Estimated No. of Employees Retire within the coming 5 years 預計未來5年內退休人數																													
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4. Which types of training you think a front-line sales person need to acquire? (Please tick the appropriate box of level of importance.) 你認為前線銷售人員須接受哪些訓練？(請按重要性✓合適方格)																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th></th> <th>Very Important 十分重要</th> <th>Important 重要</th> <th>Not Very Important 不太重要</th> <th>Not Necessary 無需要</th> </tr> </table>							Very Important 十分重要	Important 重要	Not Very Important 不太重要	Not Necessary 無需要																			
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(a) Customer Service 客戶服務	<input type="checkbox"/> 131	<input type="checkbox"/> 132	<input type="checkbox"/> 135	<input type="checkbox"/> 134																									
(b) Selling Skills 銷售技巧	<input type="checkbox"/> 135	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138																									
(c) Automotive Fundamentals 基礎汽車原理	<input type="checkbox"/> 139	<input type="checkbox"/> 140	<input type="checkbox"/> 141	<input type="checkbox"/> 142																									
(d) Automotive Body Treatments 汽車車身處理	<input type="checkbox"/> 143	<input type="checkbox"/> 144	<input type="checkbox"/> 145	<input type="checkbox"/> 146																									
(e) Finance and Insurance of Automotive Trade 汽車保險、財務	<input type="checkbox"/> 147	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150																									
(f) English, Putonghua 英語、普通話	<input type="checkbox"/> 151	<input type="checkbox"/> 152	<input type="checkbox"/> 153	<input type="checkbox"/> 154																									
(g) Others (please specify) 其他(請說明)	<input type="checkbox"/> 155	<input type="checkbox"/> 156	<input type="checkbox"/> 157	<input type="checkbox"/> 158																									
	<input type="checkbox"/> 159	<input type="checkbox"/> 160	<input type="checkbox"/> 161	<input type="checkbox"/> 162																									
For Official Use Only 此欄毋須填寫	<input type="checkbox"/> 163	<input type="checkbox"/> 164	<input type="checkbox"/> 165	<input type="checkbox"/> 166	<input type="checkbox"/> 167																								

The 2016 Manpower Survey of
the Automobile Industry
汽車業二〇一六年人力調查

Explanatory Note
附註

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

2. Before completing the questionnaire, please read carefully the job titles and job descriptions in Appendix C. Some job descriptions are made reference to the Specification of Competency Standards (SCS) for the Automotive Industry under the Hong Kong Qualifications Framework (HKQF). For details, please visit the HKQF website at http://www.hkqf.gov.hk/guie/SCS_consult_automotive_2.asp
填寫調查表前，請先參閱附錄 C 所列的職稱與工作說明。部份主要職務工作說明參照資歷架構汽車行業的能力標準說明，有關內容請瀏覽
http://www.hkqf.gov.hk/guic/SCS_consult_automotive_2.asp

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

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

5. Job Titles - Column 'A'

職稱 — 'A' 欄

- (a) The job titles and code numbers are pre-printed.
職稱及職務編號已代為印上。
- (b) Wherever appropriate, the Service Classes of Voluntary Registration Scheme for Vehicle Mechanics are appended to the job titles, e.g. Vehicle Electrician (E, E(b)).
如有適當配對的話，「車輛維修技工自願註冊計劃」下之服務類別會列在職稱之後，例如：汽車電工 (E, E(b))。
- (c) Please add in column 'A' any other job titles not mentioned in Appendix C, briefly describe the jobs and indicate their skill levels as well.
如貴機構另有職稱未有載於附錄 C，請一併填入 'A' 欄內，並扼要說明其工作性質及技能等級。
- (d) Please classify an employee according to his main duty irrespective of any additional secondary duties he may be required to perform, e.g. a craftsman who works mainly as a vehicle mechanic but is also required to perform the work of a vehicle electrician occasionally should be classified as a vehicle mechanic but not as a vehicle electrician.
請根據僱員的主要職務分類，毋須理會該僱員所兼任的其他職務。例如：一名技工的主要職務為汽車機械工，但有時亦須兼任汽車電工，則應歸類為汽車機械工而非汽車電工。

6. Average Monthly Income - Column 'B'

每月平均收入 — 'B' 欄

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

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

7. Number Employed (excluding trainees) as at Survey Reference Date - Column 'C'

在統計日期之僱員人數（受訓者除外） — 'C' 欄

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

請將在統計日期的僱員總數（受訓者除外）填入此欄。

8. Forecast of Number Employed (excluding trainees) in 12 months from Survey Reference Date - Column 'D'

預計統計日期 12 個月後的僱員總數（受訓者除外） — 'D' 欄

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

預計僱員人數，是指貴機構於統計日期 12 個月後所僱用的人數（受訓者除外）

9. Number of Vacancies (excluding trainees) as at Survey Reference Date - Column 'E'
在統計日期之空缺額（受訓者除外） — 'E' 欄

Please fill in the number of existing vacancies.

請填入貴機構在統計日期的空缺額。

'Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at the Survey Reference Date.

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

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

在統計日期之受訓者人數 — 'F' 欄（只適用於汽車維修界別）

Please fill in the total number of employees undergoing training as at the Survey Reference Date.

請將在統計日期受訓的僱員總數填入此欄。

11. Forecast of Number of Trainees in 12 Months from Survey Reference Date - Column 'G' (Applicable to Vehicle Servicing Sector Only)

預計統計日期 12 個月後之受訓者人數 — 'G' 欄（只適用於汽車維修界別）

Please forecast the total number of trainees in 12 months' time.

請將預計統計日期 12 個月後之受訓僱員總數填入此欄。

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

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

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

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

汽車 / 零件零售界別 - 僱員宜有的教育及年資

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

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

13. Turnover in the past 12 months

過去 12 個月內離職及招聘人數

Please fill in the number of employees left and recruited in the past 12 months.

請列出貴機構在過去 12 個月內離職及招聘的僱員人數。

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

預計未來 5 年內退休人數

Please fill in the estimated number of employees retire within the coming 5 years.

請列出貴機構預計在未來 5 年內退休的僱員人數。

15. Impact of Electric and Hybrid Vehicles (Applicable to Vehicle Servicing Sector Only)

電動車及混能車帶來的影響（只適用於汽車維修界別）

Please indicate the training demand and the number of qualified workers in your organisation, at the Survey Reference Date and in the next 3 years, for EV and Hybrid vehicle maintenance work. “Qualified” means directly or indirectly trained by the manufacturer(s).

請列出貴機構對於電動車及混能車維修的訓練需求，現時及預計 3 年後合資格的電動車及混能車維修人員數目。“合資格”指曾直接或間接接受生產商的訓練。

16. Training for Front-line Sales (Applicable to Auto / Parts Retailers Sector Only)

前線銷售人員須接受的訓練（只適用於汽車 / 零件零售界別）

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

請列出前線銷售人員須接受哪些訓練。

17. Example

例子

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

下列例子，可供填寫時參考。

Example 例子

(A) Job 工作			(B) Average Monthly Income 每月平均 收入	(C) No. of Employees as at Survey Reference Date (excl. trainees) 統計日期 的僱員人數 (受訓者除外)	(D) Forecast of No. of Employees 12 Months from Survey Reference Date (excl. trainees) 預計 統計日期 12個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies as at Survey Reference Date (excl. trainees) 統計日期 的空缺額 (受訓者 除外)	(F) No. of Trainees as at Survey Reference Date 統計日期 的受訓者 人數	(G) Forecast of No. of Trainees 12 Months from Survey Reference Date 預計 統計日期 12個月後 受訓者 人數	Average Monthly Income 每月平均收入
Please ignore these numbers 請毋須理會欄中 的號碼			8 - 10	11	12 - 15	16 - 19	20 - 22	23 - 25	26 - 28
TECHNOLOGIST LEVEL 技師級									
Mechanical Engineer (Automotive) 汽車機械工程師	2	1 0 1							
Service Manager 維修部經理	2	1 0 2							
TECHNICIAN LEVEL 技術員級									
Service Instructor 維修教導員	2	2 0 1							
Motor Vehicle Examiner/Tester 汽車檢查員/測試員	2	2 0 2							
Service Supervisor 維修監督	2	2 0 3	6	1	1	0	0	0	
Service Adviser/Receptionist 維修服務員/款待員	2	2 0 4							
Engineering Technician 工程技術員	2	2 0 5							
CRAFTSMAN LEVEL 技工級									
Vehicle Mechanic 汽車機械工 (M, M(b))	2	3 0 1	5	4	5	1	0	0	
Vehicle Electrician 汽車電工 (E, E(b))	2	3 0 2	5	1	1	0	1	1	
Vehicle Body Repairer 車身修理工 (B1, B1(b))	2	3 0 3							
Vehicle Painter 汽車噴漆工 (B2, B2(b))	2	3 0 5							
SPECIFIC SERVICES 專項服務									
Vehicle Body Builder 車身建造工 (S7)	2	3 0 4							
Vehicle Air-conditioning Mechanic 汽車冷氣工 (S6)	2	3 0 6							
Vehicle Upholsterer 車內裝飾工	2	3 0 7							
Machinist 機床工	2	3 0 8							
Industrial Vehicle Mechanic 工業機車技工	2	3 0 9							
Motorcycle Mechanic 電單車機械工 (S1)	2	3 1 0							
Tyre Worker 輪胎工 (S2)	2	4 0 1							
Battery Worker 電池工 (S3)	2	4 0 2							
Lubrication Worker 更換機油工 (S4)	2	4 0 3							
Car Accessories Worker 車輛配件工 (S5)	2	4 0 4							
Car Detailing Worker 汽車美容工	2	4 0 5							
UNSKILLED LEVEL 非技術工人級									
General Worker/Cleaner 雜工/清潔工	2	5 0 1	1	1	1	0	0	0	
	2								
	2								

Enter in column B employee's average monthly income range according to the following code:
請將僱員每月平均收入幅度按照下列類別編號填入B欄內：

Code 編號	Monthly Income Range 每月平均收入幅度
1	Under \$8,001 以下
2	\$8,001 - \$10,000
3	\$10,001 - \$15,000
4	\$15,001 - \$20,000
5	\$20,001 - \$25,000
6	\$25,001 - \$35,000
7	\$35,001 - \$45,000
8	Over \$45,000 以上

Remarks
備注

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

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

to be continued ...
續後頁

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

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

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

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

B. Retails Sector

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

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

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

Analysis of Result of Enumeration
調查反應分析

Branch 門類	Body assembly of motor vehicles 汽車的裝嵌	Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維 修服務	Supplementary Samples for servicing and repairing of motor vehicles and motorcycles 汽車及電單車維 修服務附加調查 機構	Retail sale of motor vehicles 汽車零售店	Retail sale of motorcycles 電單車零售店	Retail sale of motor vehicle parts and accessories 汽車及電單車配 件及零件零售店	Supplementary Samples for Retail sale of motor vehicles and accessories of motor vehicles and motorcycles 汽車及電單車配 件及零件零售店 附加調查機構	Supplementary Samples 附加調查機構	Total 總數
Closed 關閉	-	7	-	1	-	-	1	-	9
Merged 合併	-	-	-	1	-	1	-	-	2
Moved, address cannot be located/untraceable 搬遷，地址未明	-	11	-	2	1	-	-	-	14
Non-contact 無法取得聯絡	-	19	4	3	-	-	1	1	28
Not engaged in specific trade 沒有從事指定業務	3	2	-	3	-	1	-	-	9
No technical manpower 沒有相關技術僱員	-	-	-	-	-	-	-	2	2
Not yet start operation 尚未開始營運	-	2	-	-	-	-	-	-	2
Partially responded 部分作答	-	3	-	4	-	-	-	1	8
Refusal 拒絕作答	-	3	-	1	-	3	-	-	7
Registered office/ Corresponding address 登記辦事處/郵寄地址	-	4	-	3	-	-	-	-	7
Response 填覆問卷	26	245	16	50	11	41	4	30	423
Temporary ceased 暫停營業	2	6	-	3	-	-	-	-	11
Total 總數	31	302	20	71	12	46	6	34	522

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TABLE 1 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector A: Vehicle Servicing)

表一：汽車業人力統計數字（汽車維修界別）

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2017 預計在 2017 年的 僱員總數
TECHNOLOGIST LEVEL 技師級				
Mechanical Engineer (Automotive) 汽車機械工程師	112	-	1	115
Service Manager 維修部經理	201	-	3	204
Sub-total 分類總數	313	-	4	319
TECHNICIAN LEVEL 技術員級				
Service Instructor 維修教導員	53	-	1	55
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	385	-	1	386
Service Supervisor 維修監督	1 016	8	52	1 067
Services Adviser/Receptionist 維修服務員／款待員	437	9	14	453
Engineering Technician 工程技術員	291	27	7	299
Sub-total 分類總數	2 182	44	75	2 260
CRAFTSMAN LEVEL 技工級				
Vehicle Mechanic 汽車機械工 (M, M(b))	5 597	515	564	6 183
Vehicle Electrician 汽車電工 (E, E(b))	710	75	15	752
Vehicle Body Repairer 車身修理工 (B1, B1(b))	807	53	43	852
Vehicle Painter 汽車噴漆工 (B2, B2(b))	629	12	37	667
Sub-total 分類總數	7 743	655	659	8 454

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2017 預計在 2017 年的 僱員總數
SPECIFIC SERVICES LEVEL 專項服務工級				
Vehicle Body Builder 車身建造工 (S7)	183	-	31	214
Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	113	-	-	113
Vehicle Upholsterer 車內裝飾工	99	-	42	141
Machinist 機床工	30	1	-	30
Industrial Vehicle Mechanic 工業機車技工	58	2	1	59
Motorcycle Mechanic 電單車機械工 (S1)	187	2	7	194
Tyre Worker 輪胎工 (S2)	299	-	37	336
Battery Worker 電池工 (S3)	18	-	-	18
Lubrication Worker 更換機油工 (S4)	83	-	14	97
Car Accessories Worker 車輛配件工 (S5)	193	-	23	216
Car Detailing Worker 汽車美容工	770	-	31	801
Sub-total 分類總數	2 033	5	186	2 219
UNSKILLED LEVEL 非技術工人級				
General Worker/Cleaner 雜工/清潔工	551	-	17	568
Sub-total 分類總數	551	-	17	568
GRAND TOTAL 總數	12 822	704	941	13 820

TABLE 2 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector B : Vehicle / Auto-parts Retail)

表二：汽車業人力統計數字（汽車／零件零售界別）

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2017 預計在 2017 年的 僱員總數
MANAGERIAL LEVEL		經理級		
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事	96	-	-	96
General Manager 總經理	63	-	-	63
Sales Manager 營業經理	130	-	-	130
Marketing Manager 市場推廣經理	55	-	2	57
Customer Services Manager 客戶服務經理	14	-	1	16
Merchandising Manager 採購經理	5	-	1	6
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	22	-	1	23
Sub-total 分類總數	385	-	5	391
SUPERVISORY LEVEL		主任級		
Store / Branch Supervisor 店舖／分店營業主任	193	-	-	193
Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員	33	-	-	33
Merchandiser/Buyer 採購主任	32	-	4	36
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	88	-	1	89
Sub-total 分類總數	346	-	5	351

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2017 預計在 2017 年的 僱員總數
OPERATIVE/CLERICAL SUPPORT LEVEL		技術人員／文員級		
Senior Sales Representative / Staff 高級營業員 / 售貨員	1 982	-	41	2 036
Junior Sales Representative / Staff 初級營業員 / 售貨員	331	-	60	444
Stock Assistant 存貨助理	153	-	9	162
Part Time Sales/Service Staff 兼職售貨員／服務員	57	-	-	57
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	914	-	6	920
Sub-total 分類總數	3 437	-	116	3 619
GRAND TOTAL 總數	4 168	-	126	4 361

TABLE 3: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(Sector A: Vehicle Servicing)

表三：根據每月總收入幅度劃分的僱員分布情況（汽車維修界別）

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
TECHNOLOGIST LEVEL 技師級									
Mechanical Engineer (Automotive) 汽車機械工程師	-	-	-	-	-	31	54	26	1
Service Manager 維修部經理	-	-	-	-	7	75	27	60	32
Sub-total 分類總數	-	-	-	-	7	106	81	86	33
TECHNICIAN LEVEL 技術員級									
Service Instructor 維修教導員	-	-	-	2	17	31	3	-	-
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	-	-	14	56	175	31	103	-	6
Service Supervisor 維修監督	-	-	71	322	488	120	-	-	15
Services Adviser/Receptionist 維修服務員／款待員	-	-	68	164	121	25	-	-	59
Engineering Technician 工程技術員	-	-	32	86	125	19	-	-	29
Sub-total 分類總數	-	-	185	630	926	226	106	-	109

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
CRAFTSMAN LEVEL 技工級									
Vehicle Mechanic 汽車機械工 (M, M (b))	-	84	1 714	3 129	299	-	-	-	371
Vehicle Electrician 汽車電工 (E, E(b))	-	15	103	521	44	-	-	-	27
Vehicle Body Repairer 車身修理工 (B1, B1(b))	-	-	98	578	109	-	-	-	22
Vehicle Painter 汽車噴漆工 (B2, B2(b))	-	-	222	200	156	-	-	-	51
Sub-total 分類總數	-	99	2 137	4 428	608	-	-	-	471
SPECIFIC SERVICES LEVEL 專項服務工級									
Vehicle Body Builder 車身建造工 (S7)	-	-	80	103	-	-	-	-	-
Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	-	-	101	11	1	-	-	-	-
Vehicle Upholsterer 車內裝飾工	-	-	92	7	-	-	-	-	-
Machinist 機床工	-	-	21	9	-	-	-	-	-
Industrial Vehicle Mechanic 工業機車技工	-	-	45	3	-	-	-	-	10
Motorcycle Mechanic 電單車機械工 (S1)	-	-	134	53	-	-	-	-	-
Tyre Worker 輪胎工 (S2)	1	14	154	116	-	-	-	-	14
Battery Worker 電池工 (S3)	-	-	18	-	-	-	-	-	-

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
SPECIFIC SERVICES LEVEL (Continued) 專項服務工級 (續)									
Lubrication Worker 更換機油工 (S4)	-	-	60	23	-	-	-	-	-
Car Accessories Worker 車輛配件工 (S5)	-	-	130	48	1	-	-	-	14
Car Detailing Worker 汽車美容工	28	8	630	66	-	-	-	-	38
Sub-total 分類總數	29	22	1 465	439	2	-	-	-	76
UNSKILLED LEVEL 非技術工人級									
General Worker/Cleaner 雜工/清潔工	1	291	248	6	-	-	-	-	5
Sub-total 分類總數	1	291	248	6	-	-	-	-	5

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

表四：根據每月總收入幅度劃分的僱員分布情況（汽車／零件零售界別）

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

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級									
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／執行合夥董事	-	-	-	-	-	30	12	-	29
General Manager 總經理	-	-	-	-	-	2	4	3	1
Sales Manager 營業經理	-	-	-	4	15	4	2	17	7
Marketing Manager 市場推廣經理	-	-	-	-	1	3	-	1	2
Customer Services Manager 客戶服務經理	-	-	-	-	1	-	-	1	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-	-	-
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	-	-	-	-	1	3	-	-	-
Sub-total 分類總數	-	-	-	4	18	42	18	22	39

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級									
Store / Branch Supervisor 店舖 / 分店營業主任	-	-	-	13	4	-	-	-	11
Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員	-	-	-	1	-	3	-	-	-
Merchandiser/Buyer 採購主任	-	-	3	-	-	1	-	-	-
Parts / Logistics /Distribution/ Warehouse Supervisor 配件 / 物流 / 運輸 / 倉庫主任	-	-	3	4	-	-	-	-	-
Sub-total 分類總數	-	-	6	18	4	4	-	-	11
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員 / 文員級									
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	12	239	218	142	14	3	43	324
Junior Sales Representative / Staff 初級營業員 / 售貨員	-	1	33	72	3	-	-	-	4
Stock Assistant 存貨助理	-	1	3	-	-	-	-	-	-
Part Time Sales/Service Staff 兼職售貨員 / 服務員	16	-	-	-	-	-	-	-	13
Other Clerks/Supportive Staff 其他文員 / 輔助人員 (請說明其職稱)	-	26	223	30	-	-	-	-	88
Sub-total 分類總數	16	40	498	320	145	14	3	43	429

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

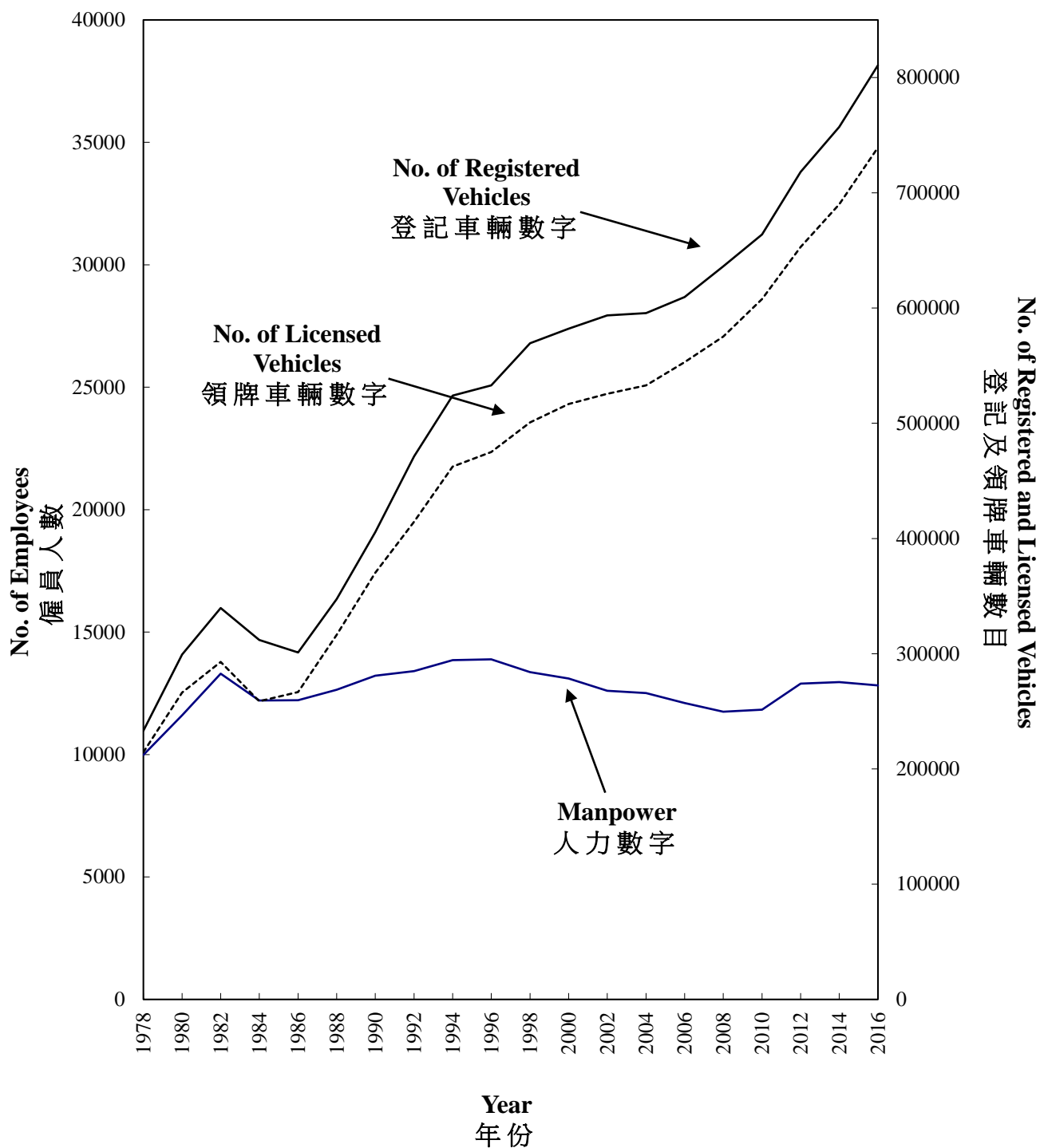
Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級									
Owner/Sole Proprietor/ Working Partner 東主/獨資經營者/執行合夥董事	-	-	-	-	14	1	-	-	-
General Manager 總經理	-	-	14	1	-	-	-	2	-
Sales Manager 營業經理	-	-	-	-	15	2	-	-	-
Marketing Manager 市場推廣經理	-	-	-	-	14	-	-	-	-
Customer Services Manager 客戶服務經理	-	-	-	-	-	-	-	-	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-	-	-
Logistics / Distribution / Warehouse Manager 物流/運輸/倉庫經理	-	-	-	1	2	-	-	-	-
Sub-total 分類總數	-	-	-	15	46	3	-	2	-

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	\$35,001 - \$45,000	Over \$45,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級									
Store / Branch Supervisor 店舖／分店營業主任	-	-	-	63	20	-	-	-	1
Customer Services / Marketing Supervisor 客戶服務/市場主任	-	-	-	14	-	-	-	-	-
Merchandiser/Buyer 採購主任	-	-	-	1	-	-	-	-	1
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	-	-	-	17	-	-	-	-	-
Sub-total 分類總數	-	-	-	95	20	-	-	-	2
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級									
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	28	382	85	28	-	-	-	3
Junior Sales Representative / Staff 初級營業員 / 售貨員	-	30	47	-	-	-	-	-	-
Stock Assistant 存貨助理	-	3	31	-	-	-	-	-	-
Part Time Sales/Service Staff 兼職售貨員／服務員	28	-	-	-	-	-	-	-	-
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	-	18	224	-	-	-	-	-	5
Sub-total 分類總數	28	79	684	85	28	-	-	-	8

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

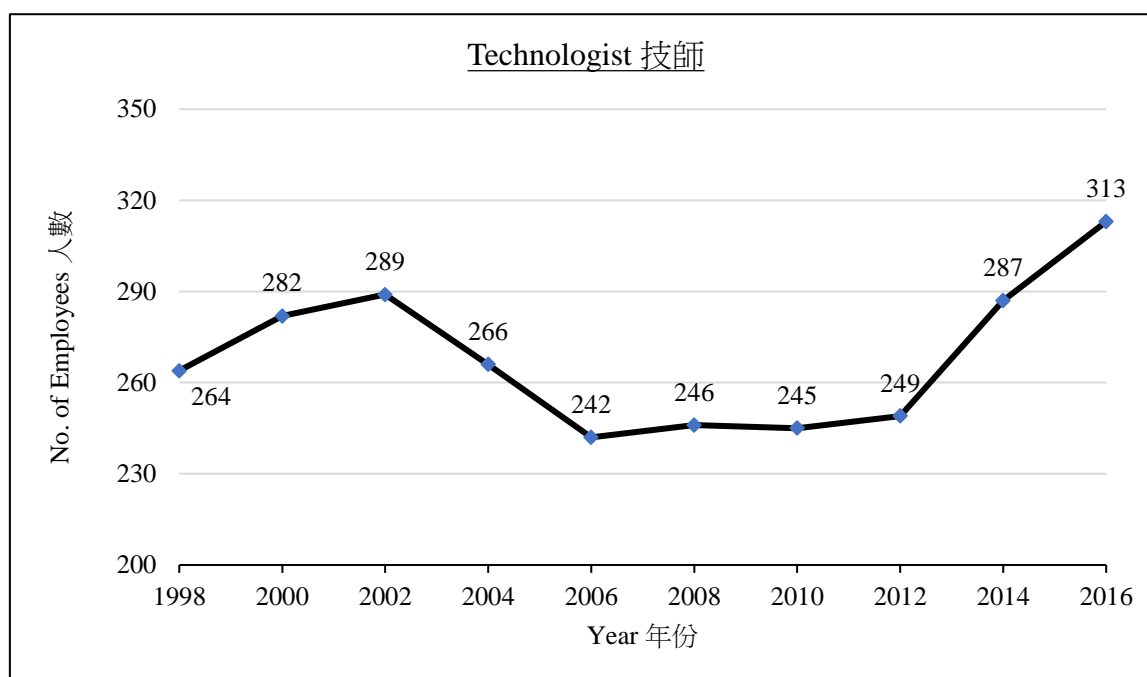
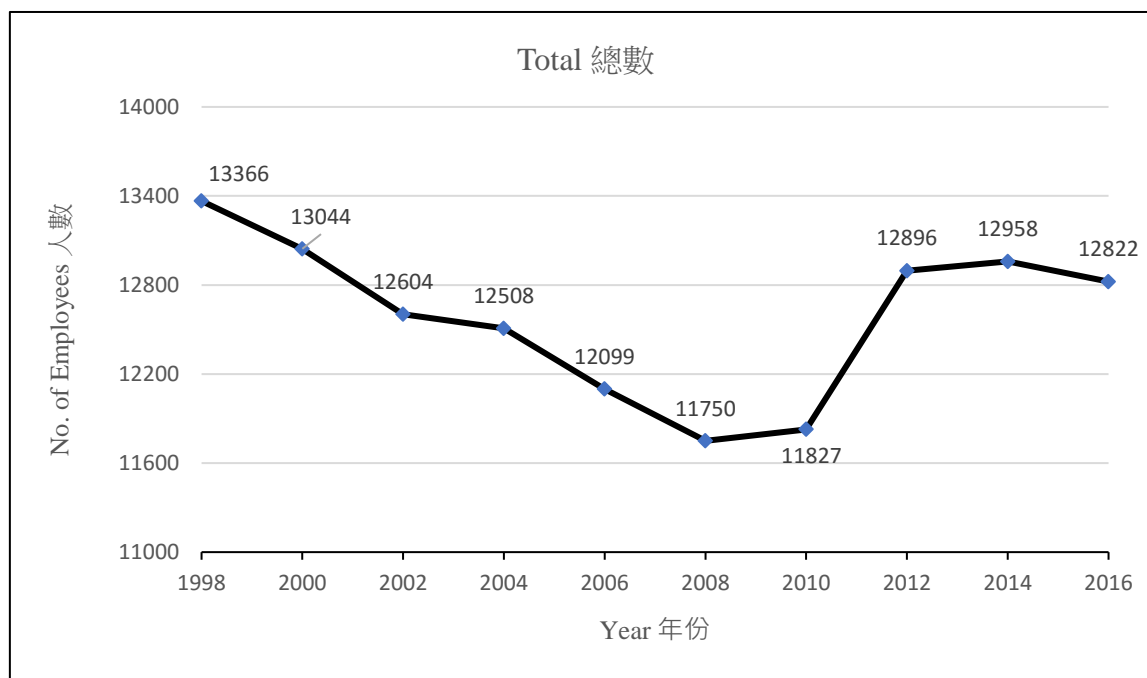
登記及領牌車輛總數
及汽車業維修界別人力數字



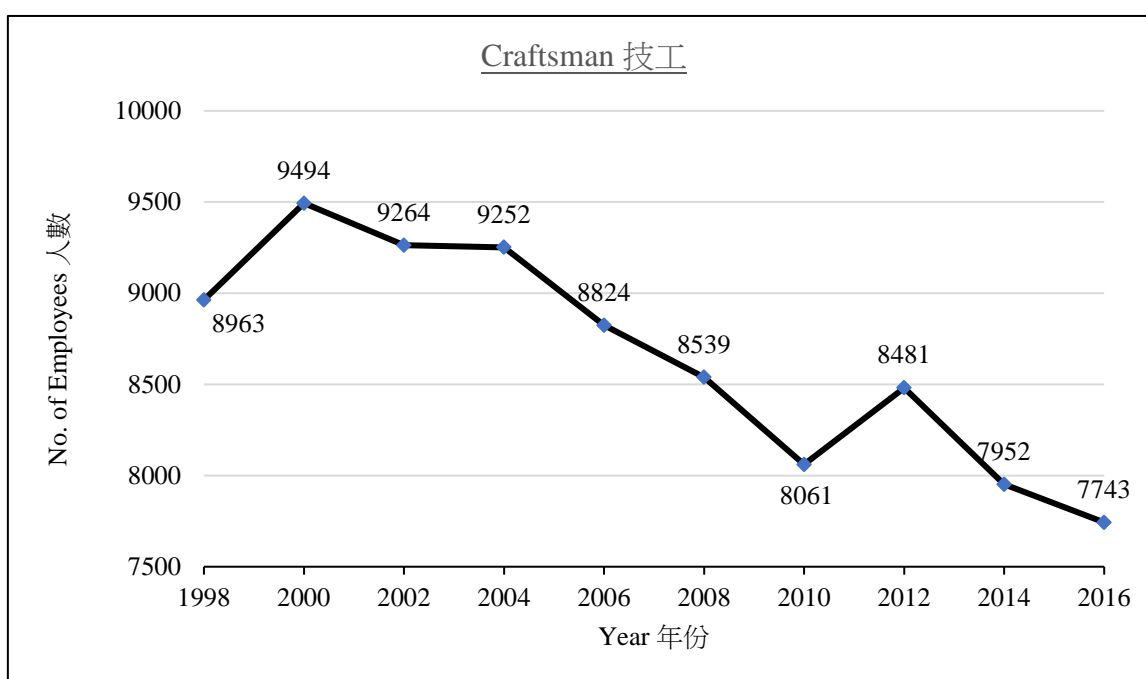
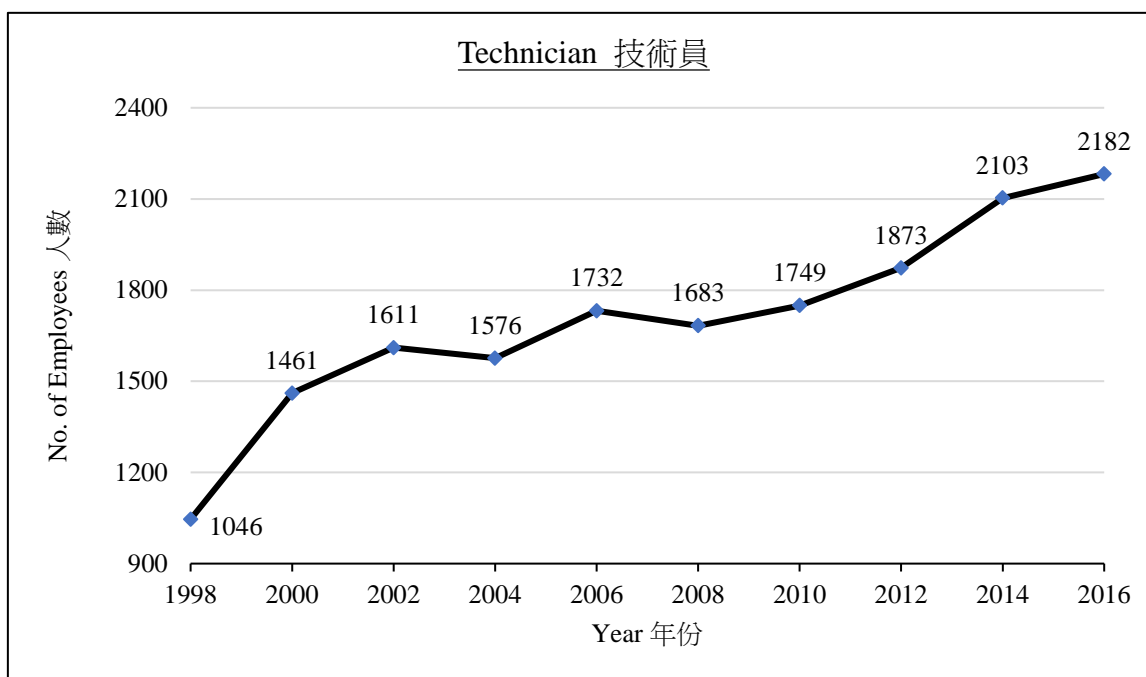
Registration, which is normally a one-off matter, means giving the vehicle a registration mark and putting it into its appropriate class, e.g. private car, light goods vehicle, etc. Licensing, which is annually or four-monthly, conveys the right for a vehicle to be driven on a road.

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

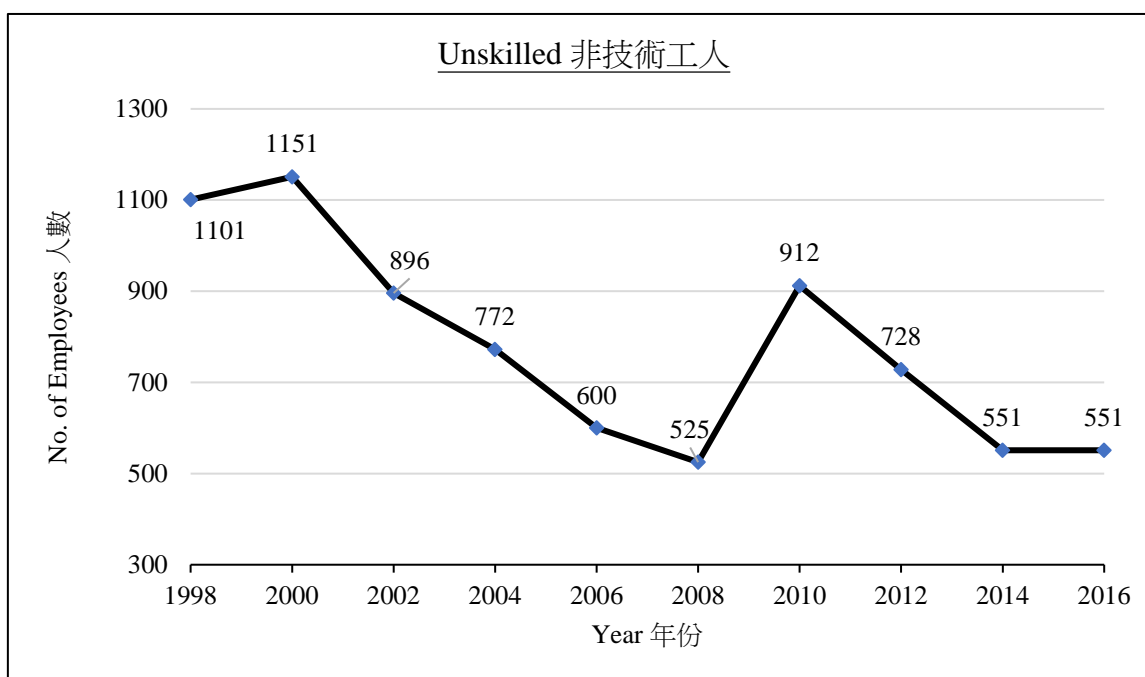
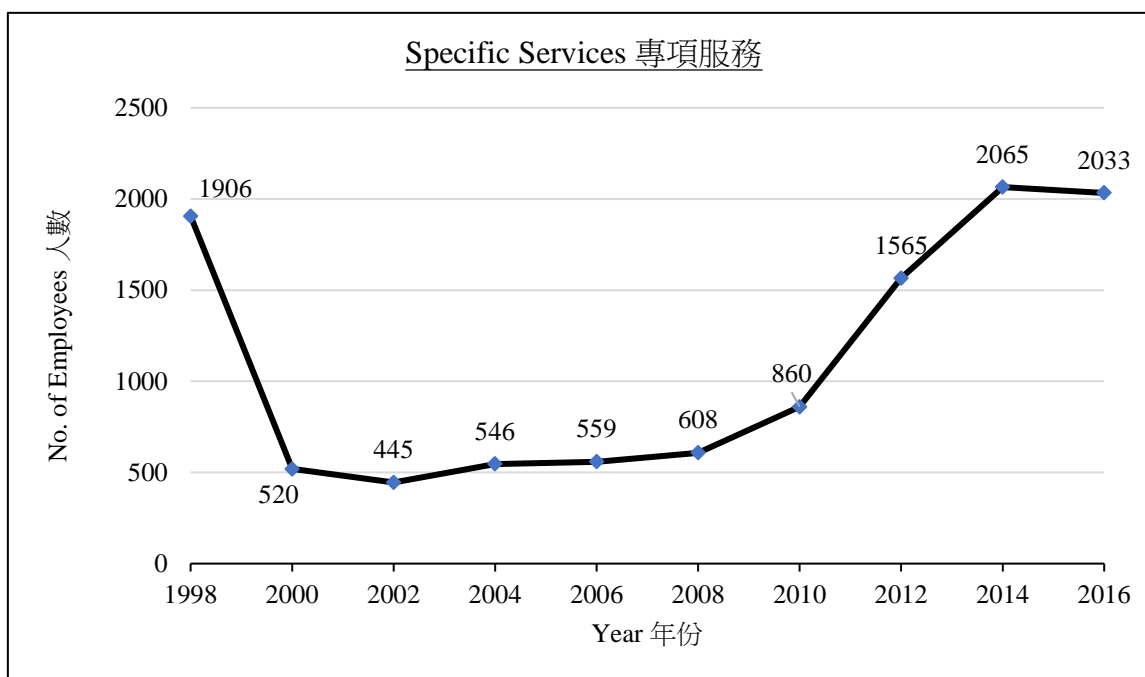
Distribution of Employees by Skill Level – Vehicle Servicing Sector
各級技能等級僱員分布情況 - 汽車維修界別



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



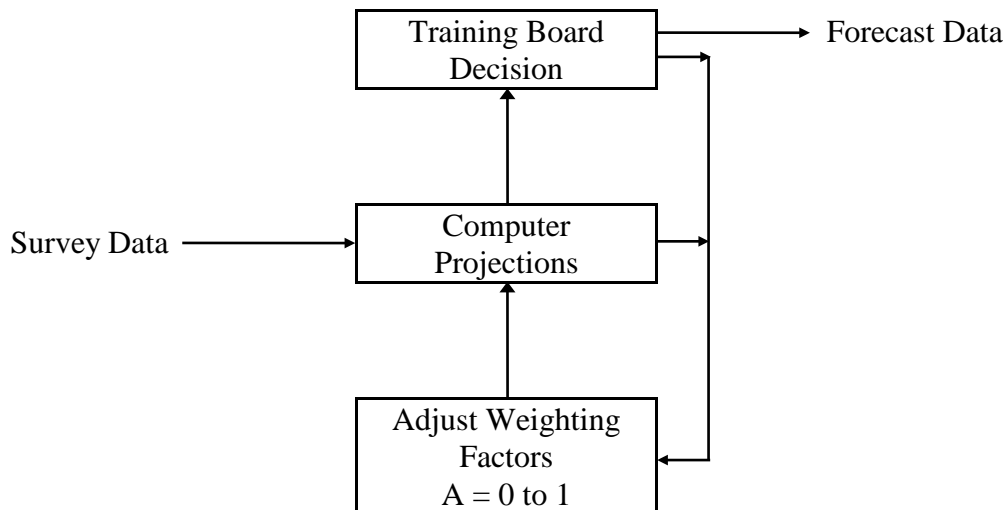
Distribution of Employees by Skill Level – Vehicle Servicing Sector 各級技能等級僱員分布情況 - 汽車維修界別



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Manpower Forecasting Method

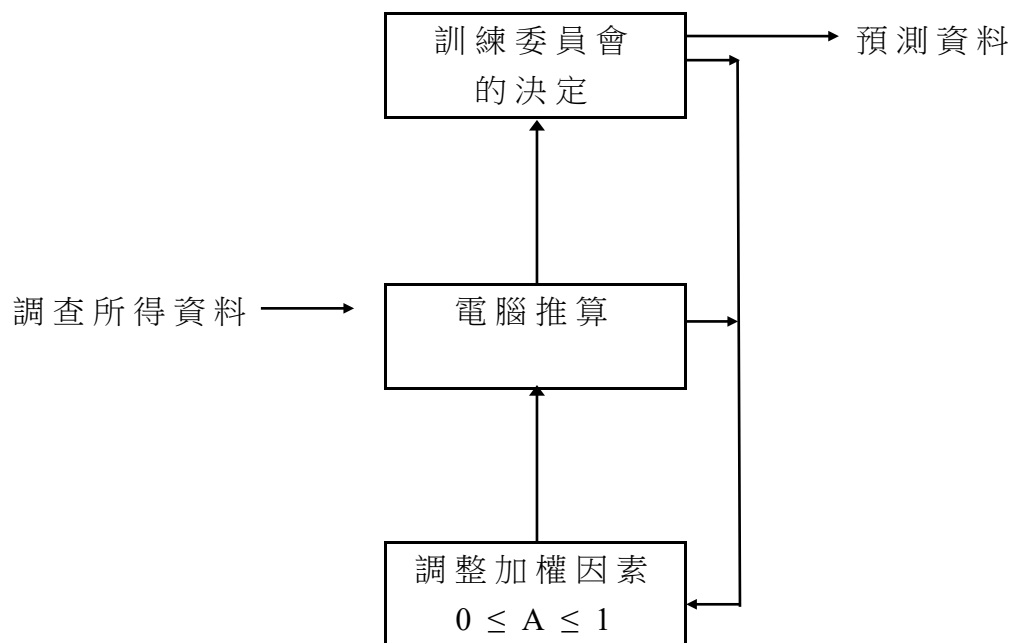
The Industrial Training Division of the Vocational Training Council has developed an “adaptive filtering” forecasting method for determining future manpower requirements of the industry. The method is illustrated diagrammatically below:



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

人力預測法

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



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

TABLE 1 : Recommended Annual Training Requirement
for Workers from 2017 to 2020 (Vehicle Servicing Sector)

表一：2017 年至 2020 年間平均每年建議培訓
的僱員人數（汽車維修界別）

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
TECHNOLOGIST LEVEL 技師級		
Mechanical Engineer (Automotive) 汽車機械工程師	112	5 - 7
Service Manager 維修部經理	201	10 - 12
Sub-total 分類總數	313	15 - 19
TECHNICIAN LEVEL 技術員級		
Service Instructor 維修教導員	53	2 - 3
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	385	16 - 20
Service Supervisor 維修監督	1 016	43 - 52
Service Adviser/Receptionist 維修服務員／款待員	437	19 - 22
Engineering Technician 工程技術員	291	12 - 15
Sub-total 分類總數	2 182	92 - 112
CRAFTSMAN LEVEL 技工級		
Vehicle Mechanic 汽車機械工 (M, M(b))	5 597	226 - 277
Vehicle Electrician 汽車電工 (E, E(b))	710	29 - 35
Vehicle Body Repairer 車身修理工 (B1, B1(b))	807	33 - 40
Vehicle Painter 汽車噴漆工 (B2, B2(b))	629	25 - 31
Sub-total 分類總數	7 743	313 - 383

TABLE 2 : Recommended Training Requirement for Workers
in 2017 (Vehicle / Auto-parts Retail Sector)

表二：2017年建議培訓的僱員人數
(汽車／零件零售界別)

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
MANAGERIAL LEVEL 經理級		
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事	96	4 - 5
General Manager 總經理	63	3
Sales Manager 營業經理	130	5 - 7
Marketing Manager 市場推廣經理	55	2 - 3
Customer Services Manager 客戶服務經理	14	1
Merchandising Manager 採購經理	5	-
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	22	1
Sub-total 分類總數	385	16 - 20
SUPERVISORY LEVEL 主任級		
Store / Branch Supervisor 店舖／分店營業主任	193	8 - 9
Customer Services Supervisor 客戶服務主任	33	1 - 2
Merchandiser/Buyer 採購主任	32	1 - 2
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	88	3 - 4
Sub-total 分類總數	346	13 - 17

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級		
Senior Sales Representative / Staff 高級營業員 / 售貨員	1 982	149 - 183
Junior Sales Representative / Staff 初級營業員 / 售貨員	331	25 - 31
Stock Assistant 存貨助理	153	12 - 14
Part Time Sales/Service Staff 兼職售貨員／服務員	57	4 - 5
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	914	69 - 84
Sub-total 分類總數	3 437	259 - 317