

2012 MANPOWER SURVEY REPORT

AUTOMOBILE INDUSTRY

汽車業

2012 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 2012 Manpower Survey of the Automobile Industry

Objective

The survey was conducted between 22nd February 2012 and 8th June 2012 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 524 from some 4 073 establishments. 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 16 789 workers in 39 principal jobs. The most populous job was vehicle mechanic which had 6 275 workers, amounting to 37.4% of the total manpower.

4. Employers also reported a total of 633 vacancies, representing 3.8% of the total manpower.

5. There were 602 trainees receiving various forms of training. Among them 572 were being trained for craft level jobs, amounting to 6.7% of the working population at that job level.

6. Employers forecasted that by April 2013, the manpower requirement would increase very slightly from 17 422 (including both employees and vacancies) to 17 534.

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 of the Report.

Distribution of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees	Percentage of Total Employed in that Sector
Technologist	249	1.9%
Technician	1 873	14.5%
Craftsman	8 481	65.8%
Specific Services	1 565	12.1%
Unskilled	728	5.7%
Total	12 896	100.0%

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

Job Level	Number of Employees	Percentage of Total Employed in that Sector
Managerial	236	6.1%
Supervisory	521	13.4%
Operative/Clerical Support	3 136	80.5%
Total	3 893	100.0%

Manpower Changes in the Vehicle Servicing Sector

8. Comparing with the findings of the previous survey carried out in 2010, the overall manpower of the vehicle servicing sector (excluding the 5 newly added principal jobs) was found to be very steady, with an average annual growth rate of 0.4%. The number of workers at technologist, technician and craftsman levels recorded average annual growth rates of 0.8%, 3.5% and 2.6% respectively. On the other hand, the manpower at specific services and unskilled levels declined by 15.9% and 10.1% per annum.

Future Manpower Requirements

9. The Training Board is optimistic about the future of the automobile industry. The Training Board considers the followings are major factors affecting the changes in the manpower of the automobile industry:

- (a) The persistent growth of the vehicle population in Hong Kong demands a sufficient supply of manpower in the vehicle/auto-parts retail sector and the vehicle servicing sector.
- (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. On the other hand, various low carbon and electronics technologies are now widely used in modern vehicles which require the service workers to acquire updated knowledge and diagnosis skills on the use of sophisticated equipment for vehicle maintenance and repair.

- (c) With the public awareness on environmental issues and the strong support from the HKSAR Government, the number of electric vehicles is expected to grow tremendously in future. There will be strong demand for in-service workers to acquire the new technologies to cope with the development trend of the industry.
- (d) During the past few years, employers of the vehicle servicing sector, especially small and medium scale garages, faced difficulties in recruiting craftsmen and trainees. Youngsters have more choices today. The relatively harsh working environment and the need of continuously upgrading with the technology advancement have more or less deterred people from joining the industry. In addition, the fierce competition among garages also adversely affects the healthy growth of the industry.

10. The Training Board considers that the overall demand of maintenance and repair services will likely remain steady in the near future. The Training Board also considers that the demand of higher quality workers through formal training will be growing in order to cope with the adoption of new technologies and sophisticated equipment for maintenance and diagnosis of modern vehicles. With the Voluntary Registration Scheme for Vehicle Mechanics introduced in 2007 and the coming Voluntary Registration Scheme for Vehicle Maintenance Workshops planned to be launched in 2013, the Training Board envisages that the demand for qualified craftsmen will become strong in the coming years. The Training Board recommends the industry to train up the following number of additional workers in the next four years:

Average Annual Training Requirement
for the Vehicle Servicing Sector from 2013 to 2016

<u>Job level</u>	<u>Annual training requirement</u>
Technologist	7 - 9
Technician	79 - 96
Craftsman	500 - 612

11. For the vehicle/auto-parts retail sector, employers' one year forecast indicates that there will be no growth in manpower. Nevertheless, an annual training demand of 3% of the workforce is required to compensate for the natural wastage.

Annual Training Requirement for the
Vehicle/Auto-Parts Retail Sector in 2013

<u>Job level</u>	<u>Annual training requirement</u>
Managerial	5 - 7
Supervisory	14 - 18
Operative/Clerical Support	94 – 114

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

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

SECTION I

INTRODUCTION

The Automobile Training Board

1.1 The Automobile Training Board of the Vocational Training Council is required by its terms of reference to determine the manpower and training needs of the automobile industry and to make recommendations to the Council for the development of training facilities to meet the needs. The Automobile Training Board comprises members nominated by major trade associations, trade unions, professional bodies, education/training institutions and government departments. The membership and terms of reference of the Automobile Training Board are given respectively in Appendices 1 and 2.

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted a manpower survey from 22nd February to 8th June 2012 to collect up-to-date manpower information of the automobile industry with a view to determining the current and future manpower requirements of the industry and making recommendations to the industry and the Council to meet these requirements. 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 by April 2013;
- (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 retire in the coming 5 years for the vehicle servicing sector; and
- (ix) employers' views on different kinds of training that front-line sales persons should acquire.

Scope of the Survey

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

<u>Branch</u>	<u>Type of Business</u>	<u>Number of Establishments</u>
(i)	Body assembly of motor vehicles (HSIC 290000);	70
(ii)	Servicing and repairing of motor vehicles and motorcycles (HSIC 951000);	2 813
(iii)	Retail sale of motor vehicles (HSIC 477301);	646
(iv)	Retail sale of motorcycles (HSIC 477302);	33
(v)	Retail sale of motor vehicle and motorcycles parts and accessories (HSIC 477303)	464
(vi)	Supplementary samples covered government departments, public utilities, companies maintaining fleet of vehicles and education institutes (HSIC 600000).	47

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

1.5 According to the information provided by C&SD, there were totally 4 026 establishments in Branch 1 to Branch 5 as at the third quarter of 2011. In view of the limited resources available, a stratified random sampling method was adopted to select 477 establishments from these branches. After including 47 establishments from the supplementary list, the total sampling size of the survey was 524.

Method of the Survey

1.6 Two weeks before the survey, the survey questionnaires and supporting documents (Appendix 3) 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 524 establishments, 420 supplied the required information. A total of 20 establishments were no longer engaged in the automobile trade or did not have technical manpower. 44 establishments had closed, merged or temporarily ceased operation. 16 establishments did not provide suitable persons to complete the questionnaires. 17 establishments could not be contacted due to change in addresses. 5 establishments partially responded. 2 establishments declined to supply any information. The effective response rate was 99.5%.

The Report

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

1.11 The list of 39 principal jobs covered in the survey and their job descriptions are shown in Appendix 4. As to be in line with the Electrical and Mechanical Services Department's Voluntary Registration Scheme for Vehicle Mechanics, the specific services job level was introduced in this round of manpower survey. It comprises of 11 principal jobs – 6 of them (Body Builder, Vehicle Air-conditioning Mechanic, Vehicle Upholsterer, Machinist, Industry Vehicle Mechanic and Motorcycle Mechanic) were previously classified as craftsman level and 5 others (Tyre Worker, Battery Worker, Lubrication Worker, Car Accessories Worker and Car Detailing Worker) are newly added. In this report, unless specified otherwise, the craftsman job level refers to the following 4 principal jobs only: Vehicle Mechanic, Vehicle Electrician, Vehicle Body Repairer and Vehicle Painter.

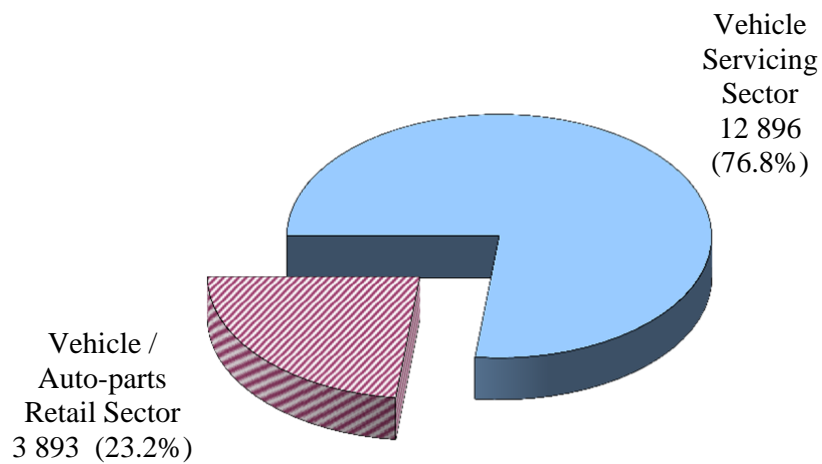
SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Employees Employed

2.1 The survey revealed that at the time of survey, a total of 16 789 employees were employed in the principal jobs of the automobile industry in Hong Kong. Of the 16 789 employees, 12 896 (76.8%) were employed in the vehicle servicing sector, 3 893 (23.2%) in the vehicle / auto-parts retail sector. The distribution of employees by sector is shown in Figure 1.

Figure 1 Distribution of Automobile Employees by Sector



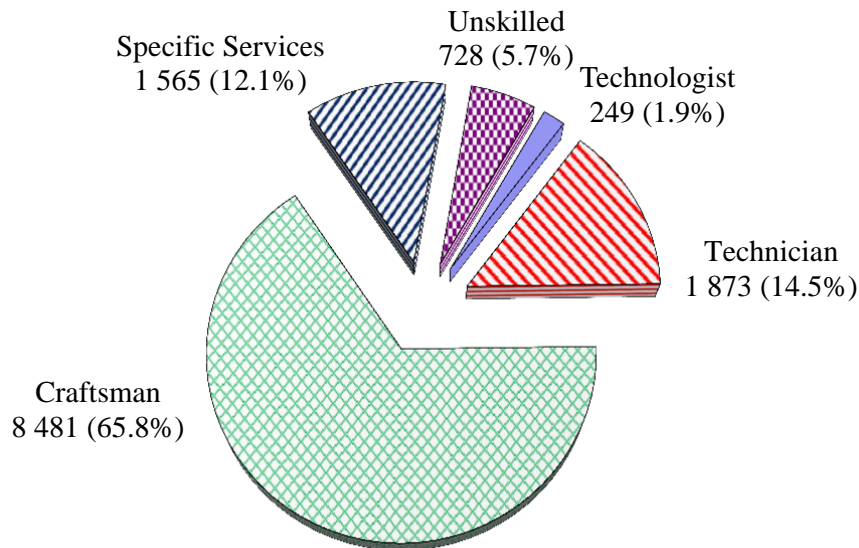
Vehicle Servicing Sector

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

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

Job Level	Number of Employees	Percentage of Total Employed in that Sector
Technologist	249	1.9%
Technician	1 873	14.5%
Craftsman	8 481	65.8%
Specific Services	1 565	12.1%
Unskilled	728	5.7%
Total	12 896	100.0%

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



2.3 At the time of the survey, there were 602 trainees in the vehicle servicing sector, amounting to 4.7% of the total employees. Their distribution by job level is given in Table B below.

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

Job Level	Number of Trainees	Percentage of Total Employed at the Same Level
Technologist	4	1.6%
Technician	7 (19)	0.4%
Craftsman	572 (547)	6.7%
Specific Services	19 (31)	1.2%
Unskilled	0	0%
Total	602	4.7%

Note:

- (a) Typically, it takes 3 years for a craftsman trainee to complete the apprenticeship training.
- (b) The numbers in brackets are employers' estimate on the number of apprentices to be recruited in the coming 12 months.

2.4 Employers reported a total of 543 vacancies, representing about 4.2% of the total manpower of the vehicle servicing sector at the time of the survey. The distribution of the vacancies by job level is shown in Table C below.

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

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Technologist	5	2.0%
Technician	21	1.1%
Craftsman	355	4.2%
Specific Services	124	7.9%
Unskilled	38	5.2%
Total	543	4.2%

2.5 Employers forecasted a total of 13 632 employees (excluding trainees) by April 2013 in the vehicle servicing sector, indicating a view of a marginal increase of 1.44%. Their distribution by job level is shown in Table D below:

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

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees by April 2013
Technologist	254	252
Technician	1 894	1 886
Craftsman	8 836	9 042
Specific Services	1 689	1 701
Unskilled	766	751
Total	13 439	13 632

2.6 The distribution of employees by monthly income ranges by job level of the vehicle servicing sector is detailed in Table E below, and by principal job in Table 3 of Appendix 5.

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

Monthly Income Range	Technologist	Technician	Craftsman	Specific Services	Unskilled	All
Under \$8,001	0	0	29	1	222	252
\$8,001 - \$10,000	0	3	611	421	460	1 495
\$10,001 - \$15,000	0	370	5 159	863	30	6 422
\$15,001 - \$20,000	5	854	2 143	167	0	3 169
\$20,001 - \$25,000	13	474	259	1	0	747
Over \$25,000	210	104	0	0	0	314
Unspecified	21	68	280	112	16	497
Total	249	1 873	8 481	1 565	728	12 896

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

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

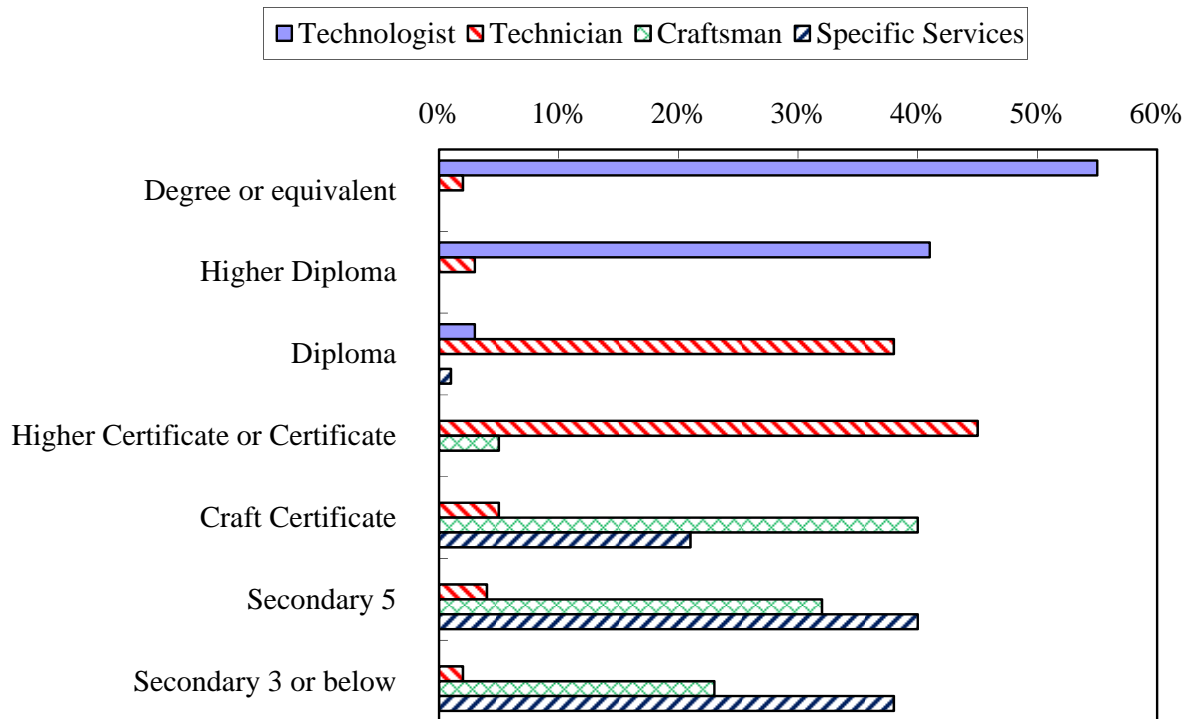


Figure 4 Employers' Views on Preferred Training Mode by Job Level of the Vehicle Servicing Sector

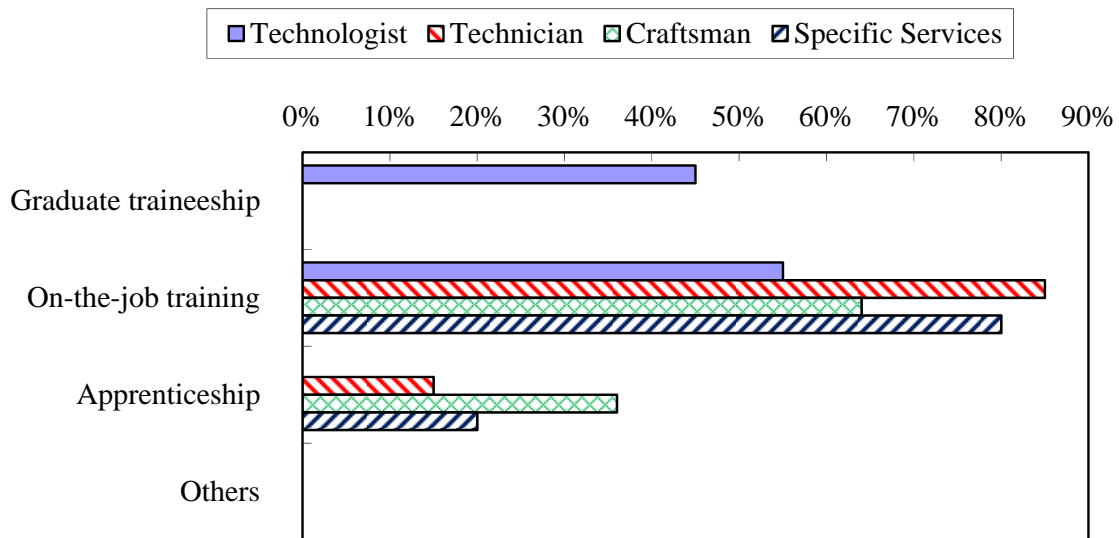
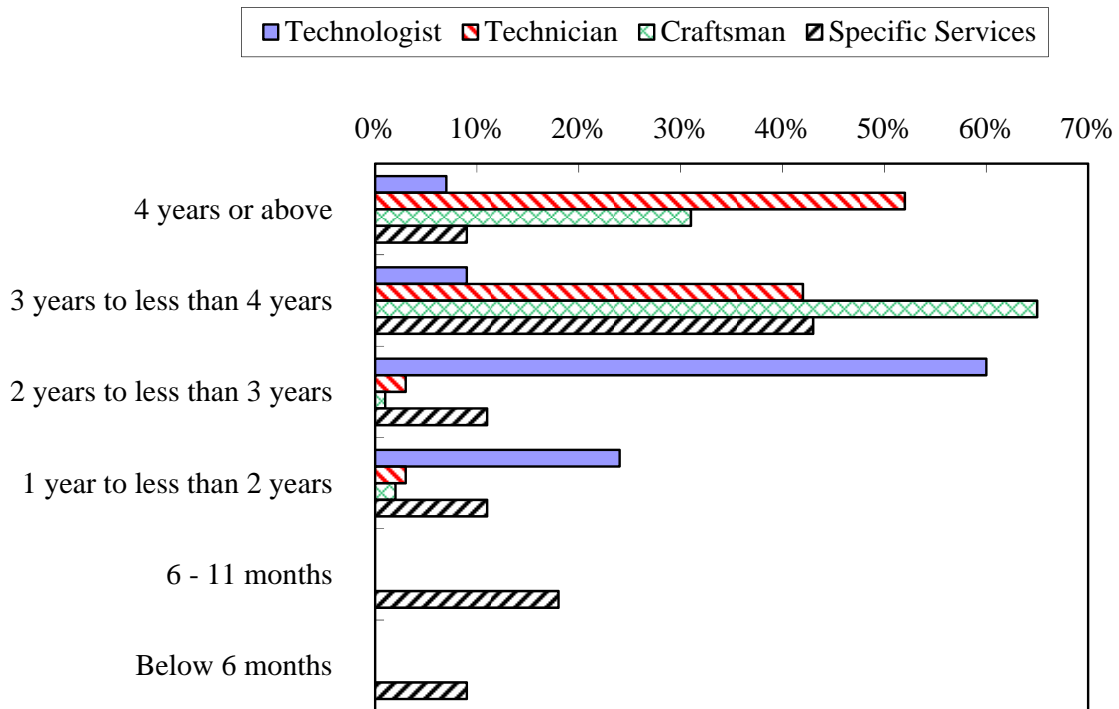
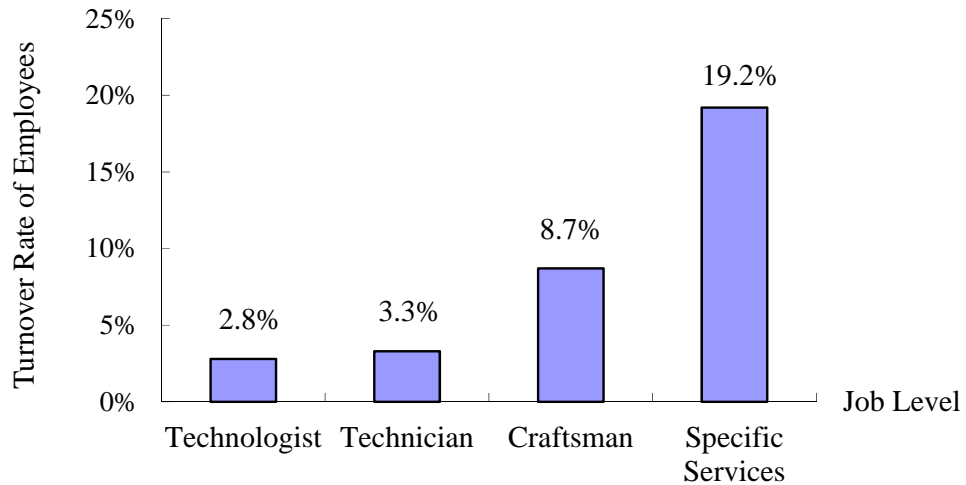


Figure 5 Employers' Views on Preferred Training Period by Job Level of the Vehicle Servicing Sector



2.8 Employers reported that 1 106 technologists, technicians, craftsmen and specific services workers (or 9.1% of the total posts in these job levels) had left within 12 months before the survey. Among them, there were 1 038 craftsmen and specific services workers accounting for the largest portion. The turnover rates of employees of the vehicle servicing sector are shown in Figure 6.

Figure 6 Turnover Rate of Employees of the Vehicle Servicing Sector



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

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

Job Level	Number of employees at Time of Survey	Employers' forecast on number of employees retire within the coming 5 years	Annual Average Retirement Rate
Technologist	249	32	2.6%
Technician	1 873	197	2.1%
Craftsman	8 481	655	1.5%
Specific Services	1 565	57	0.7%
Total	12 168	941	1.5%

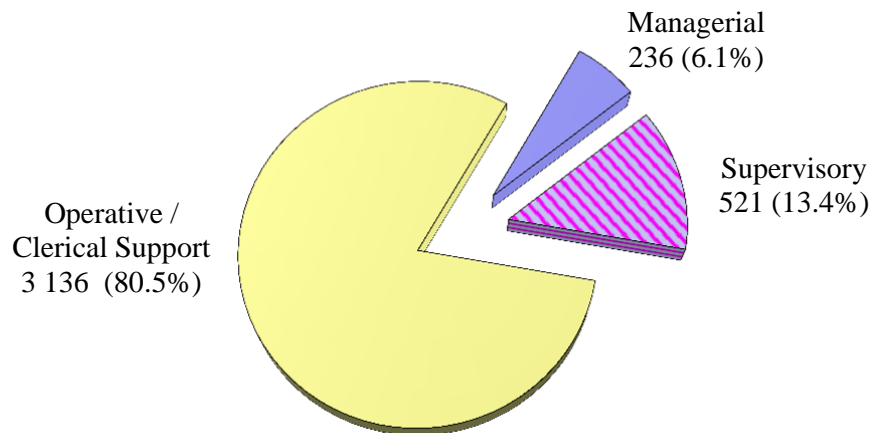
Vehicle / Auto-parts Retail Sector

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

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

Job Level	Number of Employees	Percentage of Total Employed in that Sector
Managerial	236	6.1 %
Supervisory	521	13.4 %
Operative/Clerical Support	3 136	80.5 %
Total	3 893	100.0%

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



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

2.12 Employers reported a total of 90 vacancies, representing about 2.3% 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 H below:

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

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Managerial	1	0.4%
Supervisory	2	0.4%
Operative/Clerical Support	87	2.8%
Total	90	2.3%

2.13 Employers forecasted a total of 3 902 employees by April 2013 in the vehicle / auto-parts retail sector, indicating a view of a marginal drop of 2.03%. Their distribution by job level is shown in Table I below:

Table I Distribution of Forecasted Number of Employees in April 2013 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 by April 2013
Managerial	237	235
Supervisory	523	521
Operative/Clerical Support	3 223	3 146
Total	3 983	3 902

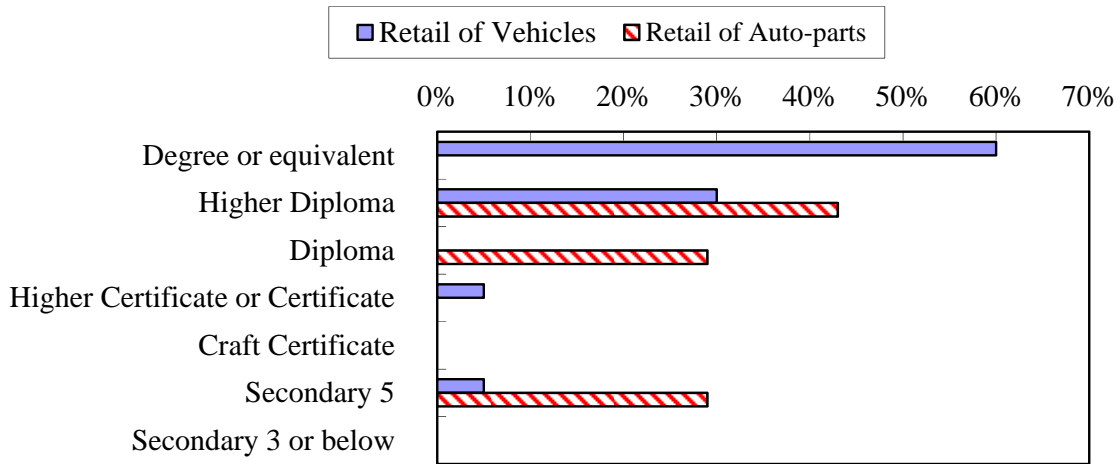
2.14 The distribution of employees by monthly income ranges by job level of the vehicle / auto-parts retail sector is detailed in Table J below, and by branch by principal job in Table 4 of Appendix 5.

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

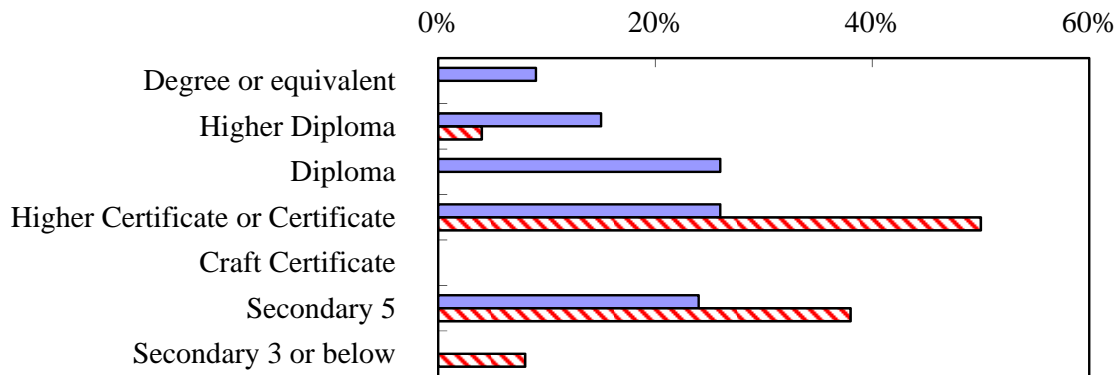
Monthly Income Range	Managerial	Supervisory	Operative/ Clerical Support	All
Under \$8,001	0	0	109	109
\$8,001 - \$10,000	0	0	519	519
\$10,001 - \$15,000	2	107	1 110	1 219
\$15,001 - \$20,000	5	135	725	865
\$20,001 - \$25,000	5	135	64	204
Over \$25,000	139	16	73	228
Unspecified	85	128	536	749
Total	236	521	3 136	3 893

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

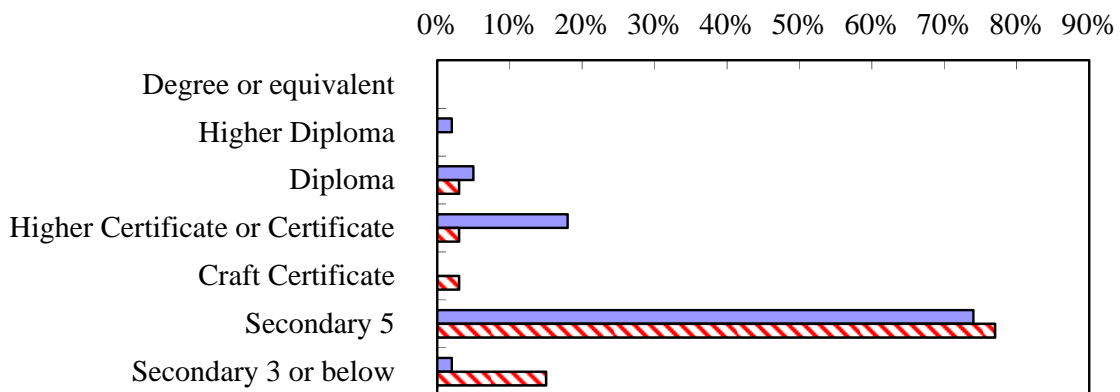
Figure 8 Employers' Views on Preferred Education
by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Education of Employees at Managerial Level

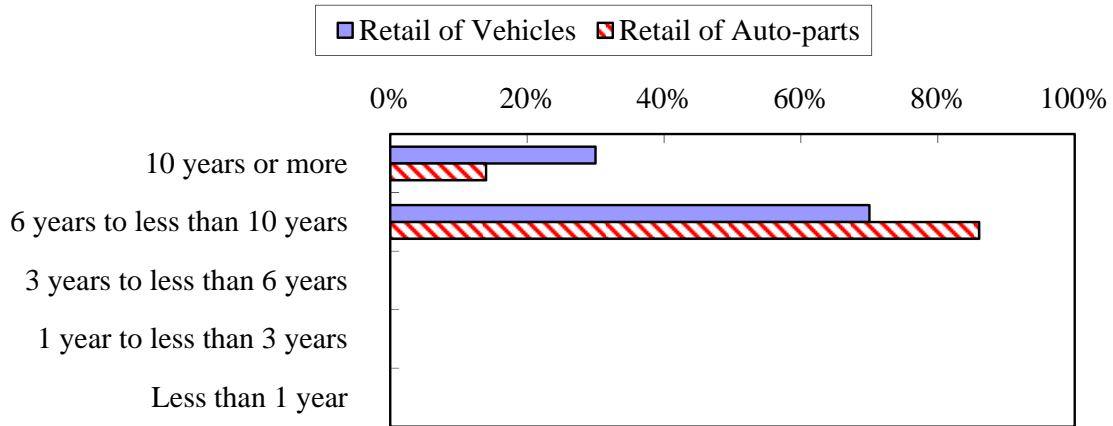


Preferred Education of Employees at Supervisory Level

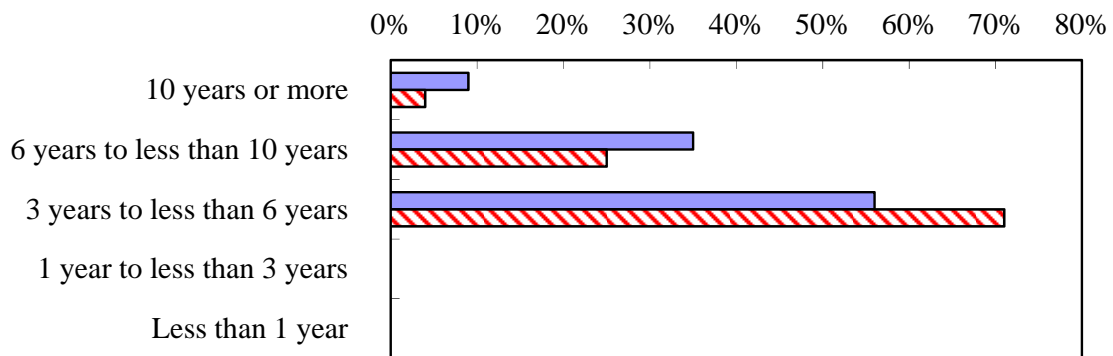


Preferred Education of Employees at Operative / Clerical Support Level

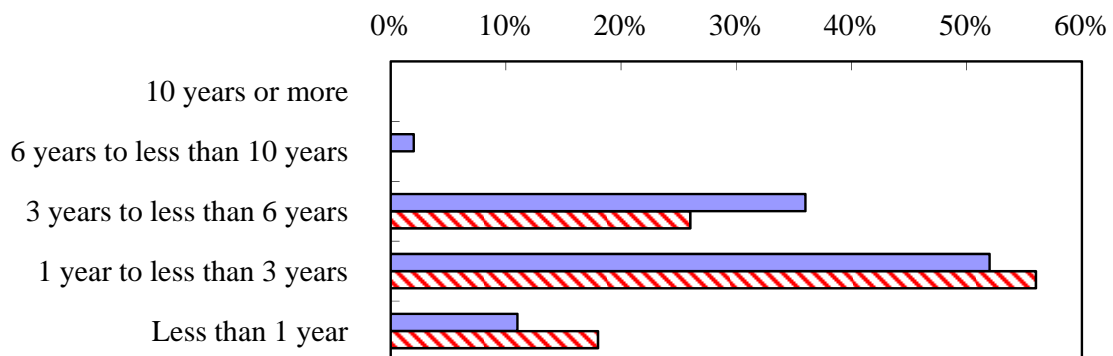
Figure 9 Employers' Views on Preferred Experience by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Experience of Employees at Managerial Level



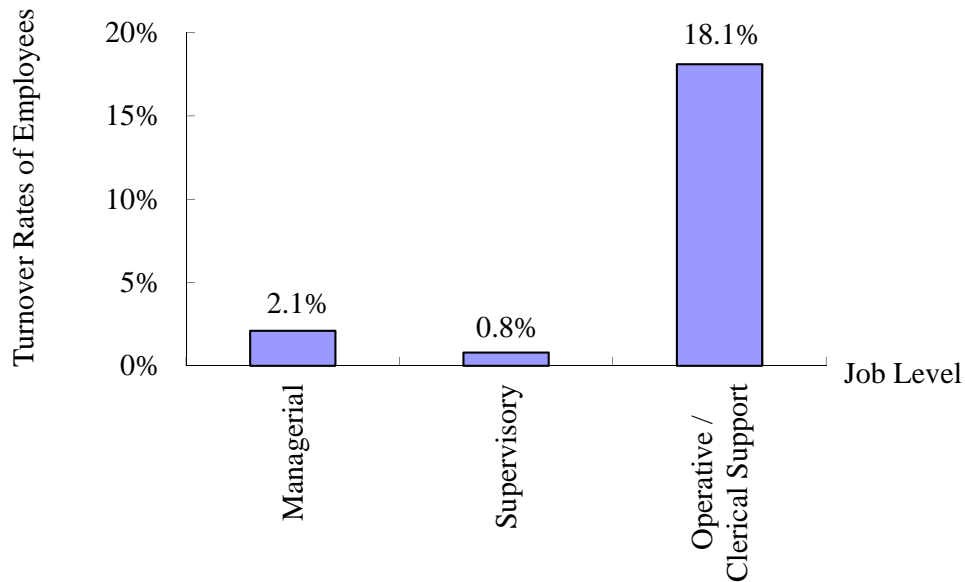
Preferred Experience of Employees at Supervisory Level



Preferred Experience of Employees at Operative/Clerical Support Level

2.16 Employers reported that 577 employees (or 14.8% of the total posts) had left within 12 months before the survey. Among them, there were 568 operative/clerical staff, accounting for the largest portion. The turnover rates of employees of the vehicle / auto-parts retail sector are shown in Figure 10.

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



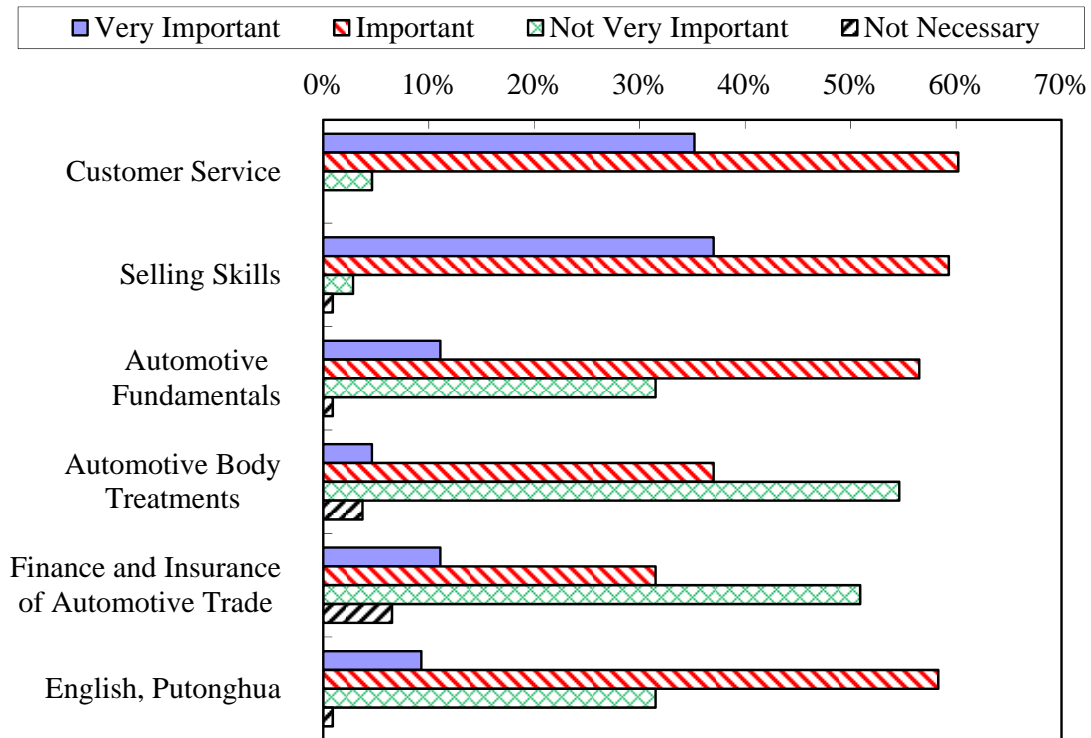
2.17 Employers' forecast on number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector is shown in Table K.

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

Job Level	Number of employees at Time of Survey	Employers' forecast on number of employees retire within the coming 5 years	Annual Average Retirement Rate
Managerial	236	6	0.5%
Supervisory	521	13	0.5%
Operative / Clerical Support	3 136	155	1.0%
Total	3 893	174	0.9%

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

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



Statistical Tables

2.19 The detailed manpower statistics of the automobile industry by sector, by job level and by principal job including number of employees employed, trainees, vacancies and employers' forecast number of employees by April 2013 are tabulated in Table 1 and Table 2 of Appendix 5.

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, 12 896 employees (excluding 602 trainees) were engaged in the vehicle servicing sector of the automobile industry. After deducting the manpower of the 5 newly added principal jobs mentioned in para. 1.11, the result (12 896 – 978 = 11 918) is very close to the total manpower figure recorded in the 2010 survey (11 827). This reflects that the workforce of the vehicle servicing sector continued to be very steady during the past 2 years. The manpower changes by job level are shown below.

Job Level	No. of Employees in 2010 (a)	No. of Employees in 2012 (b)	Manpower Changes (c = b – a)	Annual Change (d = c/2a)
Technologist	245	249	4	0.8%
Technician	1 749	1 873	124	3.5%
Craftsman	8 061	8 481	420	2.6%
Specific Services	860	1 565	705	41%
		(587)	(-273)	(-15.9%)
Unskilled	912	728	-184	-10.1%
Total	11 827	12 896 (11 918)	1 069 (91)	4.5% (0.4%)

Note: The numbers in brackets were calculated by deducting the 978 workers of the 5 newly added principal jobs.

3.3 The survey also found that the manpower change in the vehicle/auto-parts retail sector is minimal during the past two years and a trend of manpower shifted from managerial level to front line is observed. The manpower changes by job level are shown below.

Job Level	No. of Employees in 2010 (a)	No. of Employees in 2012 (b)	Manpower Changes (c = b – a)	Annual Change (d = c/2a)
Managerial	276	236	-40	-7.2%
Supervisory	546	521	-25	-2.3%
Operative/Clerical Support	3 026	3 136	110	1.8%
Total	3 848	3 893	45	0.6%

3.4 The distribution of technical manpower by job level based on data from the last 10 consecutive surveys is at Appendix 6. In 2010, the vehicle/auto-parts retail sector was newly added in the survey scope and a significant number of cleaners and greasers were counted, resulting in a sudden increase of manpower reported in the unskilled level. In 2012, five principal jobs were newly covered in the survey, resulting in a significant increment of manpower reported at the specific services level.

Business Outlook

3.5 The total vehicle population and the manpower of the vehicle servicing sector are compared in Appendix 7. While the number of vehicle registrations has doubled over the past thirty years (from 339 567 in 1982 to 702 411 as at June 2012), the manpower of the vehicle servicing sector remained relatively steady.

3.6 The Voluntary Registration Scheme for Vehicle Mechanics was launched by the Electrical and Mechanical Services Department of the Hong Kong SAR Government in January 2007 for in-service practitioners of the automobile industry. Workers including vehicle mechanics, vehicle electricians, vehicle body repairers and builders, vehicle painters and 7 other specific service workers in possession of the necessary qualification and/or experience could be registered under the relevant categories of the scheme on voluntary basis. The scheme aims to facilitate the public to identify registered vehicle mechanics easily and will uplift the professional image of the vehicle maintenance trade. As at 31st August 2012, there were 7 532 registered workers in the scheme.

3.7 In 2012, EMSD published the Practice Guidelines for Vehicle Maintenance Workshops and invited local vehicle maintenance workshops to subscribe to the Vehicle Maintenance Workshops Charter, with a view to introducing the Voluntary Registration Scheme for Vehicle Maintenance Workshops in 2013. The practice guidelines and the charter programme stress the importance of employing registered vehicle mechanics and providing appropriate training to the staff so as to improve the quality of service.

3.8 The Training Board is optimistic about the future of the automobile industry. The Training Board considers the followings are major factors affecting the changes in the manpower of the automobile industry:

- (a) The persistent growth of the vehicle population in Hong Kong demands a sufficient supply of manpower in the vehicle/auto-parts retail sector and the vehicle servicing sector.
- (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. On the other hand, various low carbon and electronics technologies are now widely used in modern vehicles which require the service workers to acquire updated knowledge and diagnosis skills on the use of sophisticated equipment for vehicle maintenance and repair.
- (c) With the public awareness on environmental issues and the strong support from the HKSAR Government, the number of electric vehicles is expected to grow tremendously in future. There will be strong demand for in-service workers to acquire the new technologies to cope with the development trend of the industry.
- (d) During the past few years, employers of the vehicle servicing sector, especially small and medium scale garages, faced difficulties in recruiting craftsmen and trainees. Youngsters have more choices today. The relatively harsh working environment and the need of continuously upgrading with the technology advancement have more or less deterred people from joining the industry. In addition, the fierce competition among garages also adversely affects the healthy growth of the industry.

Future Manpower Demand

3.9 Employers estimated that in the 12 months following the survey, the manpower requirement would grow from 17 422 (existing number of employees plus vacancies) to 17 534, i.e. a marginal increase of 0.6%, indicating that the demand for workforce in the industry will likely stabilize at the present level.

Sector	Job Level	Number of Employees Plus Vacancies at Time of Survey, i.e. 2012	Employers' Forecast on Number of Employees by April 2013	Employers' Estimated Net Growth in Manpower
Vehicle Servicing	Technologist	254	252	-0.8%
	Technician	1 894	1 886	-0.4%
	Craftsman	8 836	9 042	2.3%
	Specific Services	1 689	1 701	0.7%
	Unskilled	766	751	-2.0%
	<i>Subtotal</i>	<i>13 439</i>	<i>13 632</i>	<i>1.4%</i>
Vehicle / Auto-parts Retail	Managerial	237	235	-0.8%
	Supervisory	523	521	-0.4%
	Operative/Clerical Support	3 223	3 146	-2.4%
	<i>Subtotal</i>	<i>3 983</i>	<i>3 902</i>	<i>-2.0%</i>
Total		17 422	17 534	0.6%

3.10 Taking various factors into consideration and using the Adaptive Filtering Method (AFM) described in Appendix 8, the Training Board has assessed the industry's annual requirement for technologists, technicians, and craftsmen for the years from 2013 to 2016, as shown in Appendix 9. Similar to the previous two rounds of manpower surveys (i.e. 2008 and 2010), the Training Board chose 0.7 as the value of parameter 'A' for manpower forecast of technologists and technicians. Meanwhile, 'A'=0.8 was adopted for the manpower projection of craftsmen – ensuring that the latest growth trend at that job level could be adequately weighted.

3.11 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 job 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 (16.3%) workers from technician level be moved to craftsman level when performing the manpower projections. This practice has been followed in subsequent manpower surveys including this round.

3.12 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.

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

Average Annual Training Requirement
for the Vehicle Servicing Sector from 2013 to 2016

<u>Job level</u>	<u>Annual training requirement</u>
Technologist	7 - 9
Technician	79 - 96
Craftsman	500 - 612

A breakdown of these figures into various principal jobs is given at Table 1 of Appendix 10.

3.14 For the vehicle/auto-parts retail sector, employers’ one-year forecast was adopted as this was only the second time that the retail sector was covered in the automobile industry manpower survey. Two rounds of data are considered as insufficient for trend analysis. Although employers estimated virtually no manpower growth in that sector, manpower training is still required in order to cover the natural wastage which was assumed to be 3% for all three job levels.

Annual Training Requirement for the
Vehicle/Auto-Parts Retail Sector in 2013

<u>Job level</u>	<u>Annual training requirement</u>
Managerial	5 - 7
Supervisory	14 - 18
Operative/Clerical Support	94 - 114

A breakdown of these figures into various principal jobs is given at Table 2 of Appendix 10.

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 paragraph 3.13 and 3.14.

4.3 For manpower planning of the vehicle servicing sector, employers are requested to note that the scale when expressed in terms of existing manpower, represents an average annual intake of trainees of about 3.2%, 4.6% and 6.6% of their respective workforce at the technologist, technician and craftsman levels. On the other hand, the vehicle/auto-parts retail sector are expected to have an average annual intake of trainees of about 2.5%, 3.1% and 3.3% 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. However, unless employers are willing and able to train up a sufficient number of technical people to meet their manpower needs, the development of the automobile industry will be hindered. The Training Board therefore urges employers to maintain their efforts to recruit young people to join the industry.

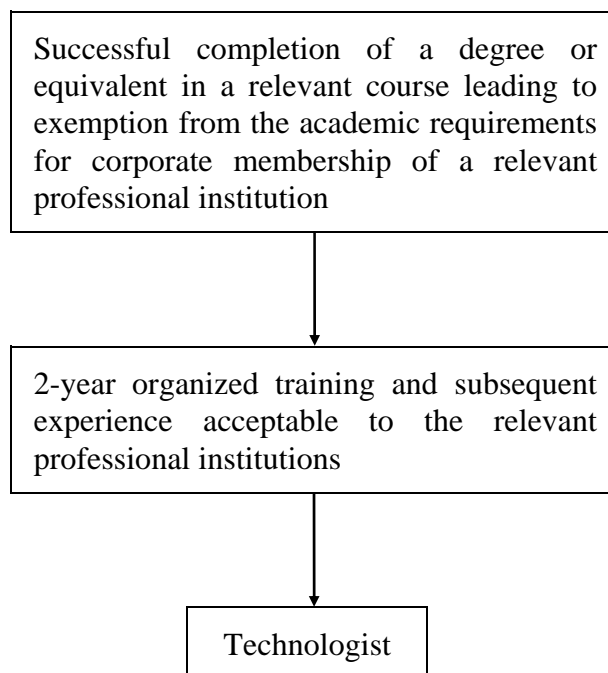
Training at Technologist Level

4.5 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.

4.6 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.

4.7 The recommended route for training technologists is as follows:

Training of Technologists

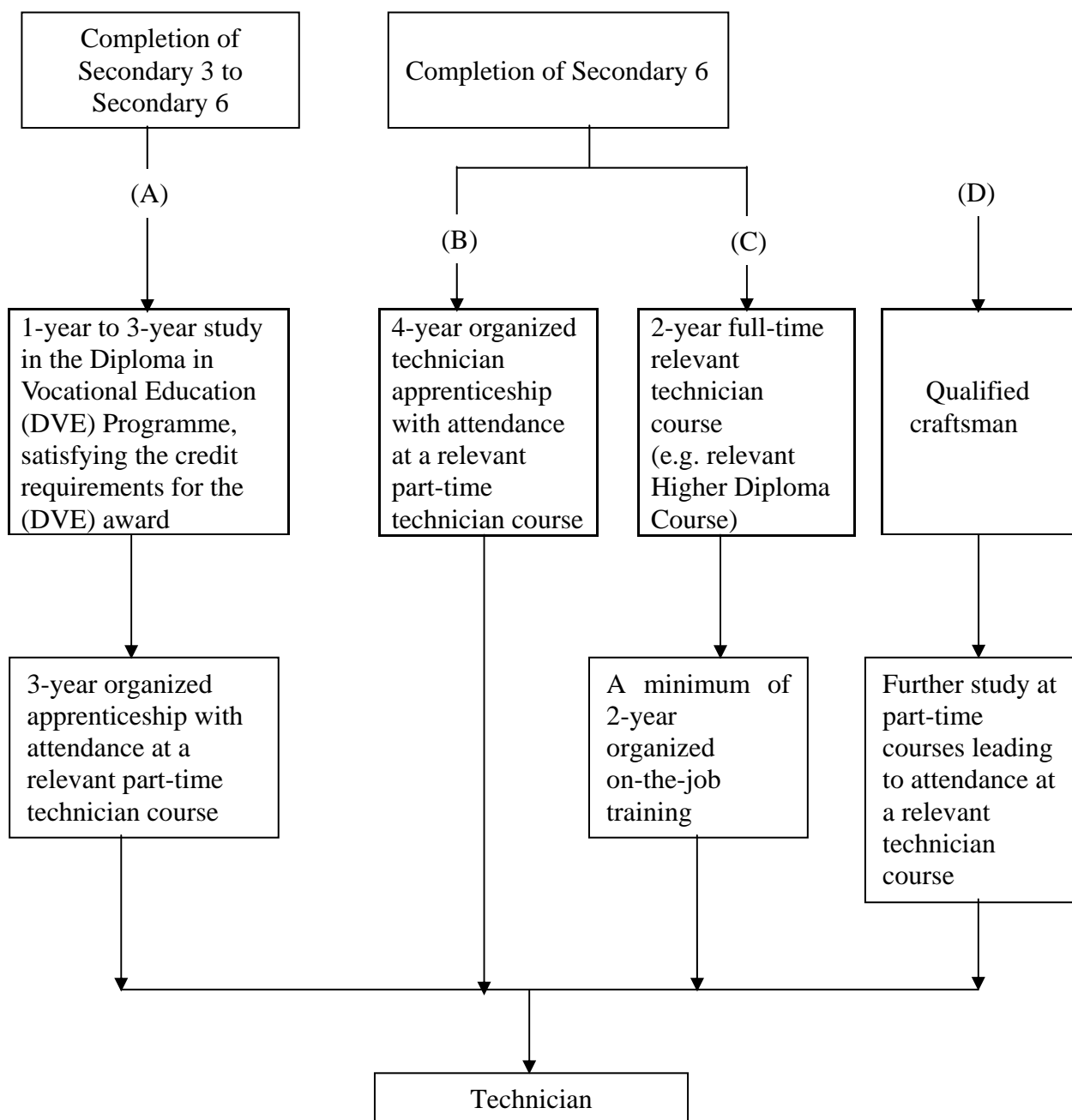


Training at Technician Level

4.8 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.

4.9 The recommended routes for training technicians are shown below:

Training of Technicians



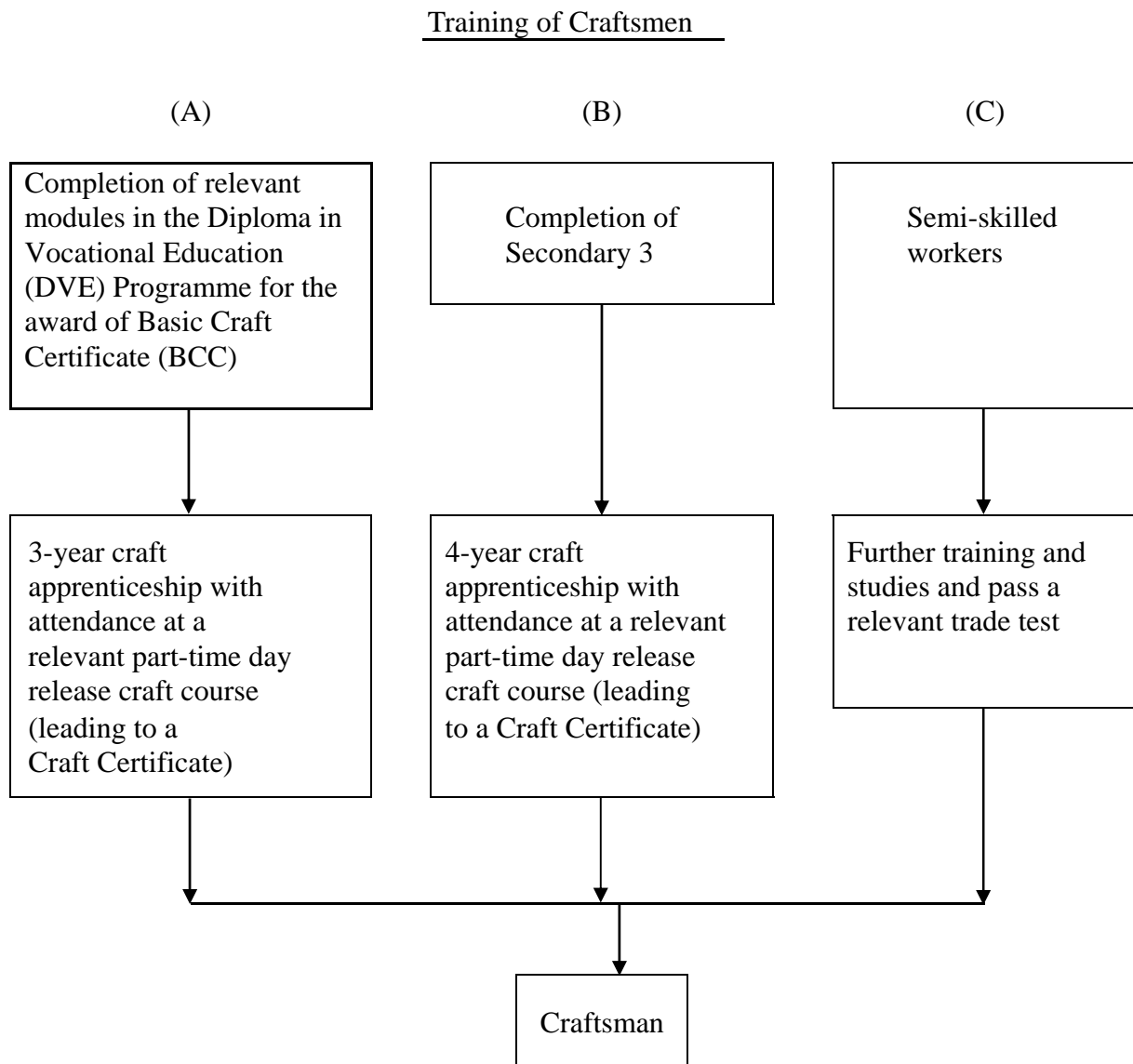
4.10 Most employers prefer their technicians to acquire qualification of Higher Certificate or above as a progression in their career.

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

Training at Craftsman Level

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

4.13 The recommended routes for training craftsmen are as follows:



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

Technical Education and Training Institutions

4.15 A wide range of full-time, part-time day-release and part-time evening training courses relevant to the automobile industry are being 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. Employers are encouraged to make full use of the training facilities in these institutions and sponsor their employees to attend relevant courses for upgrading their technical knowledge and skills.

4.16 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 up-grading courses, training programmes, workshops and seminars for the acquisition of advanced technologies.

4.17 The Training Board has been charged with the responsibility to provide advice on matters relating to the development of training services of the Department of Automotive Engineering of the Hong Kong Institute of Vocational Education, and the Pro-Act Training and Development Centre (Automobile). The following full-time long courses are offered by the Department of Automotive Engineering and the Pro-Act Training and Development Centre (Automobile) for generating new-entrants for the industry:

Full-time Long Course offered by the Department of Automotive Engineering of the Hong Kong Institute of Vocational Education

<u>Course Title</u>	<u>Level</u>	<u>Duration</u>
Higher Diploma in Automotive Engineering	Technician	2 years

Full-time Long Course offered by the Pro-Act Training and Development Centre (Automobile)

<u>Course Title</u>	<u>Level</u>	<u>Duration</u>
Diploma in Vocational Education Programme - Automotive Technology Stream #	Craftsman / Technician	Credit-based, 1 to 3 years

(Upon satisfying the credit requirements for a specific award, trainees will be awarded with the Basic Craft Certificate (BCC), Technician Foundation Certificate (TFC) or Diploma in Vocational Education (DVE) award for employment or further studies)

4.18 Apart from the above full-time courses, the Department of Automotive Engineering of the Hong Kong Institute of Vocational Education, and the Pro-Act Training and Development Centre (Automobile) also offer a wide range of full-time short, part-time day-release and part-time-evening courses for in-service workers of the industry with the

purpose of developing the local workforce to cope with the development needs of the automobile industry in Hong Kong. The Training Board strongly urges employers to give full support to the training services offered by Department of Automotive Engineering of the Hong Kong Institute of Vocational Education and the Pro-Act Training and Development Centre (Automobile) by recruiting their graduates and sending their in-service workers to attend the relevant up-grading courses for enhancing their technical competence in their work.

Related Training Services of the Vocational Training Council

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

- (i) The statutory **Apprenticeship Scheme**, through which technicians and craftsmen are effectively trained to meet the needs of the industry.
- (ii) The **Engineering Graduate Training Scheme**, which helps engineering students and graduates complete their professional training as engineers.
- (iii) The voluntary **Trade Testing and Certification Scheme**, which is for the purpose of ascertaining and recognizing the standards of skilled workers. Trade tests on Vehicle Mechanics, Vehicle Electricians, Vehicle Body Repairers, Vehicle Painters and Motorcycle Mechanics are offered to the industry in recent years.
- (iv) The **New Technology Training Scheme** provides financial assistance to local companies up to a maximum of 50% of the training cost for their employees to be trained in new technologies. The Scheme covers various types of training mode including overseas training courses or working attachment; local training courses; and tailor-made local training courses/working attachments for individual companies.

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

汽車業 2012 年人力調查 報告摘要

目的

是次調查於 2012 年 2 月 22 日至 6 月 8 日期間進行，旨在蒐集汽車業最新的人力資料，以評估未來的人力需求。

範圍

2. 是次調查覆蓋汽車維修類別及汽車／零件零售類別。本會從約 4 073 間業內機構中，抽取 524 間進行調查；所得資料其後用統計方法倍大，以反映汽車業整體的人力情況。

調查結果

3. 調查顯示，實地調查工作進行期間，汽車業 39 個主要職務共有 16 789 名僱員，最多人從事的職務為汽車機械工，共有 6 275 名僱員，佔總人力的 37.4% 。

4. 僱主亦報稱業內共有 633 個空缺，佔僱員總數 3.8% 。

5. 業內共有 602 名受訓者接受各種形式的訓練，其中 572 人受訓擔任技工級工作，佔同級僱員總數 6.7% 。

6. 僱主預測，至 2013 年 4 月時，本業所需的僱員將由 17 422 人（現有僱員人數加空缺數目），輕微上升至 17 534 人。

7. 各技能等級的人力分布情況如下；有關主要職務的人力統計數字則見載於附錄。

汽車維修類別各級僱員分布情況

技能等級	僱員人數	佔本類別總人力百分率
技師	249	1.9%
技術員	1 873	14.5%
技工	8 481	65.8%
專項服務工	1 565	12.1%
非技術工人	728	5.7%
總數	12 896	100.0%

汽車／零件零售類別各級僱員分布情況

技能等級	僱員人數	佔本類別總人力百分率
經理	236	6.1%
主任	521	13.4%
技術人員／文員	3 136	80.5%
總數	3 893	100.0%

汽車維修類別的人力變化

8. 與 2010 年的調查數字比較，結果顯示汽車維修類別的總人力非常穩定，平均年增長 0.4%（並不包括 5 個新增主要職務）。技師、技術員和技工的平均年增長率分別為 0.8%、3.5% 和 2.6%。另一方面，專項服務工及非技術工人的人數則每年平均減少 15.9% 和 10.1%。

未來人力需求

9. 本會對汽車業的前景感樂觀，並認為影響汽車業人力變化的主要原因如下：

- (a) 香港汽車的數量持續上升，故汽車／零件零售類別及汽車維修類別需保持足夠的人力供應以提供服務。
- (b) 過去數十年，汽車的設計和質素越趨優良，大大改善了車輛的穩定性，導致傳統維修工作需求下降。另一方面，現代化汽車現時廣泛採用各種低

碳及電子技術，本業員工必須掌握最新知識及檢查技術，能夠使用先進的維修及檢測設備。

- (c) 隨著市民的環保意識提高，以及特區政府大力支持，預期未來電動汽車的使用率會大增，故在職僱員必須學習相關新技術，以配合行業發展趨勢。
- (d) 過去數年，汽車維修類別的僱主，尤其是經營中小型車房者，大多表示難以招聘技工及學徒。現時年輕人的選擇眾多，本行的工作環境相對刻苦，而且僱員必須隨著科技發展不斷進修，這或多或少打擊新人加入本行的意欲。此外，車房之間競爭激烈，亦窒礙本業的健康發展。

10. 本會認為汽車維修保養的需求於未來數年將維持穩定，而且，由於本業大量採用先進的汽車維修技術及檢測儀器，將需增聘曾受正規訓練的高質素技術人員。而為應付 2007 年實施的「車輛維修技工自願註冊計劃」，以及將於 2013 年推出的「車輛維修工場自願註冊計劃」，本會預計未來數年業內對合資格的技工需求強勁。本會建議未來四年內，業界每年應額外培訓如下數目的人手：

2013 年至 2016 年
汽車維修類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	7 - 9
技術員	79 - 96
技工	500 - 612

11. 汽車／零件零售類別的僱主預期未來一年將無人力增長；然而，為彌補自然流失，每年的培訓需求將達整體人力 3%。

於 2013 年汽車／零件零售類別
每年需培訓的僱員人數

<u>技能等級</u>	<u>每年需培訓的人數</u>
經理	5 - 7
主任	14 - 18
技術人員／文員	94 - 114

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

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

第一章

緒 論

汽車業訓練委員會

1.1 汽車業訓練委員會隸屬職業訓練局，按職權範圍，須確定汽車業的人力及訓練需求，並就發展訓練設施向局方提出建議，以應付行業所需。汽車業訓練委員會(下稱本會)委員均由主要商會、工會、專業團體、教育／訓練機構及政府部門提名；委員名單及職權範圍載於附錄 1 及附錄 2。

人力調查

1.2 本會根據職權，於 2012 年 2 月 22 日至 6 月 8 日期間，進行汽車業人力調查，收集業內最新的人力資料，以評估本業當前及未來的人力需求，並建議回應有關需求的措施，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 2013 年 4 月時的僱員總數；
- (iii) 現有空缺數目；
- (iv) 受訓僱員人數；
- (v) 僱員每月平均收入；
- (vi) 僱主認為各職級僱員宜有的教育程度、年資、訓練方式及訓練期；

- (vii) 僱員流動率；
- (viii) 估計將於未來五年退休的汽車維修類別僱員人數；以及
- (ix) 僱主認為前線銷售人員應有的培訓。

調查範圍

1.4 是次調查覆蓋汽車維修類別及汽車／零件零售類別；調查的機構分為六個門類，名單是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選出。

<u>門類</u>	<u>業務性質</u>	<u>機構數目</u>
(i)	汽車的裝嵌（HSIC 290000）；	70
(ii)	汽車及電單車維修服務 （HSIC 951000）；	2 813
(iii)	汽車零售店（HSIC 477301）；	646
(iv)	電單車零售店（HSIC 477302）；	33
(v)	汽車及電單車配件及零件零售店 （HSIC 477303）；	464
(vi)	附加調查機構包括政府部門、公共事業、擁有車隊的公司及教育機構 （HSIC 600000）；	47

（註：HSIC 代表香港標準行業分類）

1.5 根據政府統計處的資料，2011 年第三季屬門類一至五的機構共有 4 026 間。由於資源有限，本會採用分層隨機抽樣方法，選取了 477 間機構作為調查對象，加上 47 間附加調查機構，共有 524 間機構為調查對象。

調查方法

1.6 調查表連同有關文件(載於附錄 3)於調查前兩星期寄予選定機構。調查期內，政府統計處職員到訪各機構，收取填妥的表格，並於需要時協助僱主填表。

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

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

調查回應

1.9 524 間機構中，420 間提供所需資料；20 間不再從事本業，或沒有僱用技術人力；44 間已結業、合併或暫停營業；16 間沒有提供適當人員填寫調查表，17 間已搬遷及無法聯絡；5 間只提供部份資料；2 間拒絕提供資料。有效填覆率為 99.5%。

調查報告

1.10 本報告書列載是次調查結果、預測汽車業的人力需求，並就有關需求建議適當措施。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。

1.11 調查包括的業內 39 個主要職務及工作說明載於附錄 4。為配合機電工程署的「車輛維修技工自願註冊計劃」，是次人力調查增

設「專項服務工」級，共有 11 個主要職務，其中 6 個(車身建造工、汽車冷氣工、車內裝飾工、機床工、工業機車技工及電單車機械工)於過往的調查被列為技工級，其餘 5 個(輪胎工、電池工、更換機油工、車輛配件工及汽車美容工)為新增職務。在本報告書內，除另有註明外，技工級職務只包括下列 4 個:汽車機械工、汽車電工、車身修理工及汽車噴漆工。

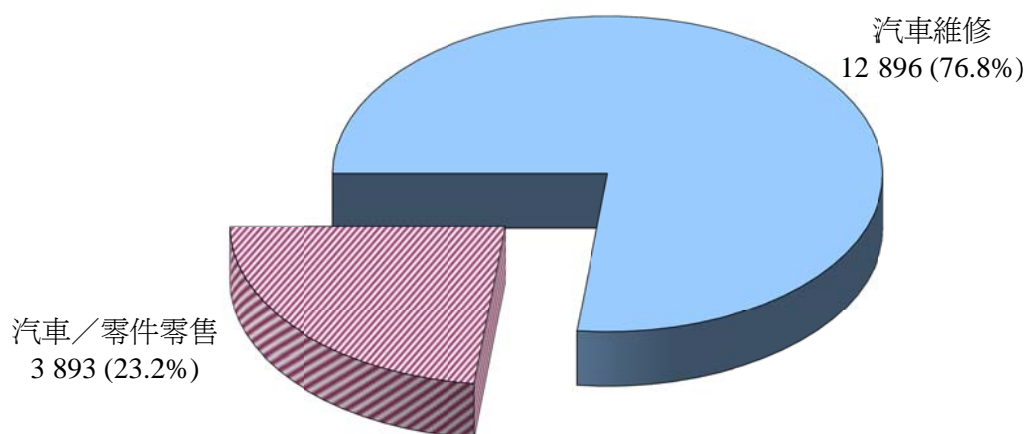
第二章

調查結果摘要

僱員人數

2.1 是次調查顯示，在調查期間，汽車業內各主要職務共有僱員 16 789 人，其中 12 896 人（76.8%）屬汽車維修類別，3 893 人（23.2%）屬汽車／零件零售類別。各類別的僱員分布如下：

圖 1：各類別的僱員分布情況



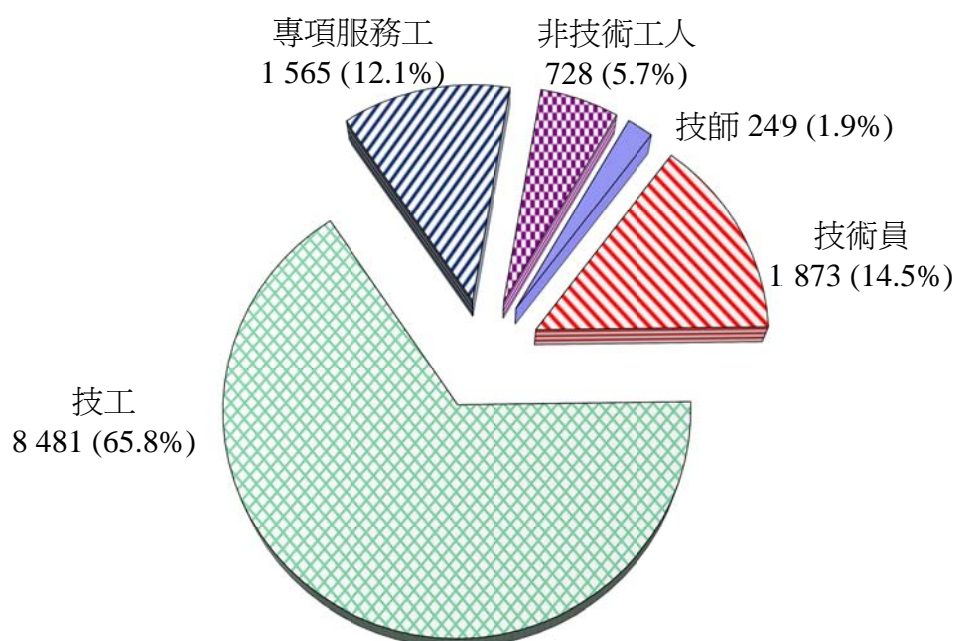
汽車維修類別

2.2 汽車維修類別各技能等級的僱員(受訓者除外)分布情況見下表 A 及圖 2：

表 A：汽車維修類別各技能等級的僱員分布情況

技能等級	僱員人數	佔該類別總人力百分率
技師	249	1.9%
技術員	1 873	14.5%
技工	8 481	65.8%
專項服務工	1 565	12.1%
非技術工人	728	5.7%
總數	12 896	100.0%

圖 2：汽車維修類別各技能等級的僱員分布情況



2.3 調查期間，汽車維修類別有 602 人接受訓練，佔其總人力的 4.7%，各技能等級的分布情況見下表 B：

表 B：汽車維修類別各技能等級的受訓人數

技能等級	調查期間受訓人數	佔同級僱員總數的百分率
技師	4	1.6%
技術員	7 (19)	0.4%
技工	572 (547)	6.7%
專項服務工	19 (31)	1.2%
非技術工人	0	0%
總數	602	4.7%

註：

- (a) 技工受訓者一般需時三年才能完成學徒訓練
- (b) 括弧內的數字為僱主預計於未來 12 個月內新招聘的學徒數目

2.4 僱主填報汽車維修類別的空缺有 543 個，佔其總人力的 4.2%，各技能等級的分布情況見下表 C：

表 C：汽車維修類別各技能等級的空缺數目

技能等級	空缺數目	佔同級僱員總數的百分率
技師	5	2%
技術員	21	1.1%
技工	355	4.2%
專項服務工	124	7.9%
非技術工人	38	5.2%
總數	543	4.2%

2.5 僱主預測至 2013 年 4 月時，汽車維修類別將有僱員 13 632 人(受訓者除外)，按年微增 1.44%，各技能等級的分布情況見下表 D：

表 D：汽車維修類別預測僱員人數（按技能等級劃分）

技能等級	調查期間 僱員人數 加空缺數目	僱主預測至 2013 年 4 月時 僱員人數
技師	254	252
技術員	1 894	1 886
技工	8 836	9 042
專項服務工	1 689	1 701
非技術工人	766	751
總數	13 439	13 632

2.6 汽車維修類別各技能等級僱員的每月收入幅度分布情況載於下表 E；各主要職務的情況則見附錄 5 表三。

表 E：汽車維修類別各技能等級僱員
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 服務工	非技術 工人	總數
\$8,001 以下	0	0	29	1	222	252
\$8,001 - \$10,000	0	3	611	421	460	1 495
\$10,001 - \$15,000	0	370	5 159	863	30	6 422
\$15,001 - \$20,000	5	854	2 143	167	0	3 169
\$20,001 - \$25,000	13	474	259	1	0	747
\$25,000 以上	210	104	0	0	0	314

每月收入幅度	技師	技術員	技工	專項服務工	非技術工人	總數
未有註明	21	68	280	112	16	497
總數	249	1 873	8 481	1 565	728	12 896

2.7 僱主認為技師、技術員、技工及專項服務工級僱員宜有的教育程度、訓練方式及訓練期見下圖 3 至 5。

圖 3 僱主認為僱員宜有的教育程度
(按汽車維修類別各技能等級)

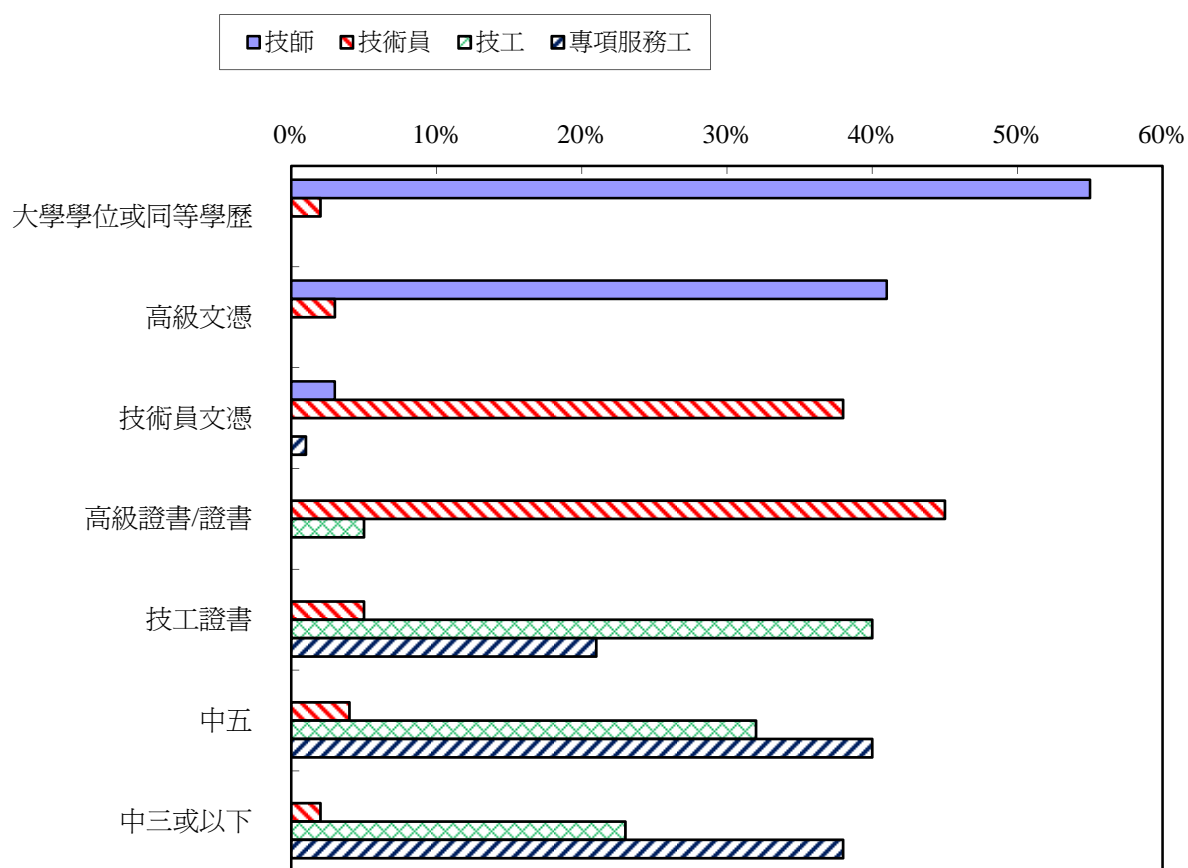


圖 4 僱主認為僱員宜有的訓練方式
(按汽車維修類別各技能等級)

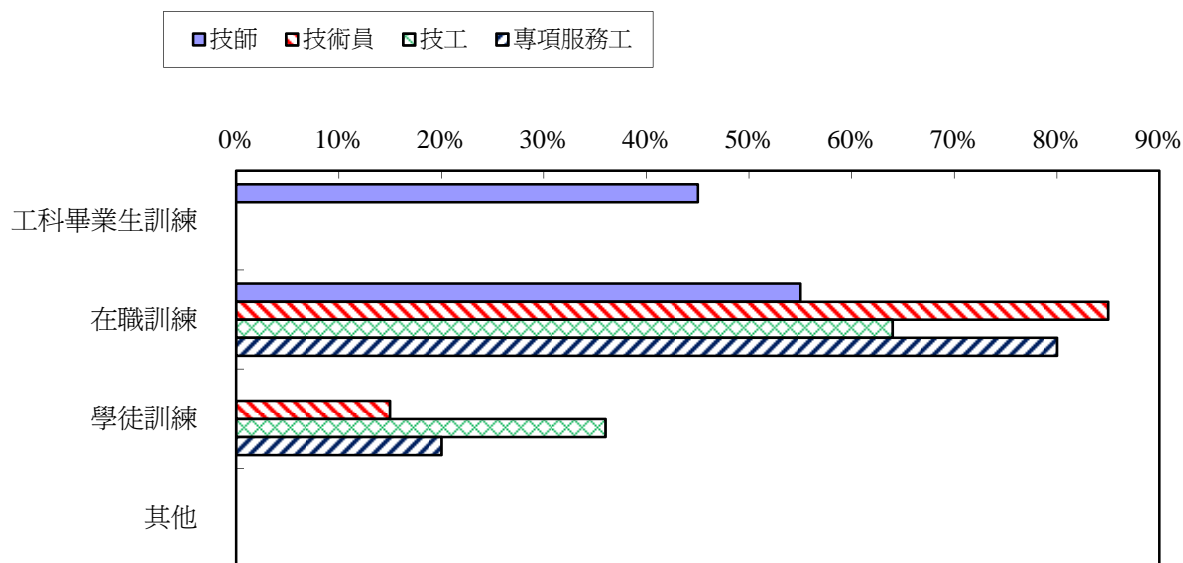
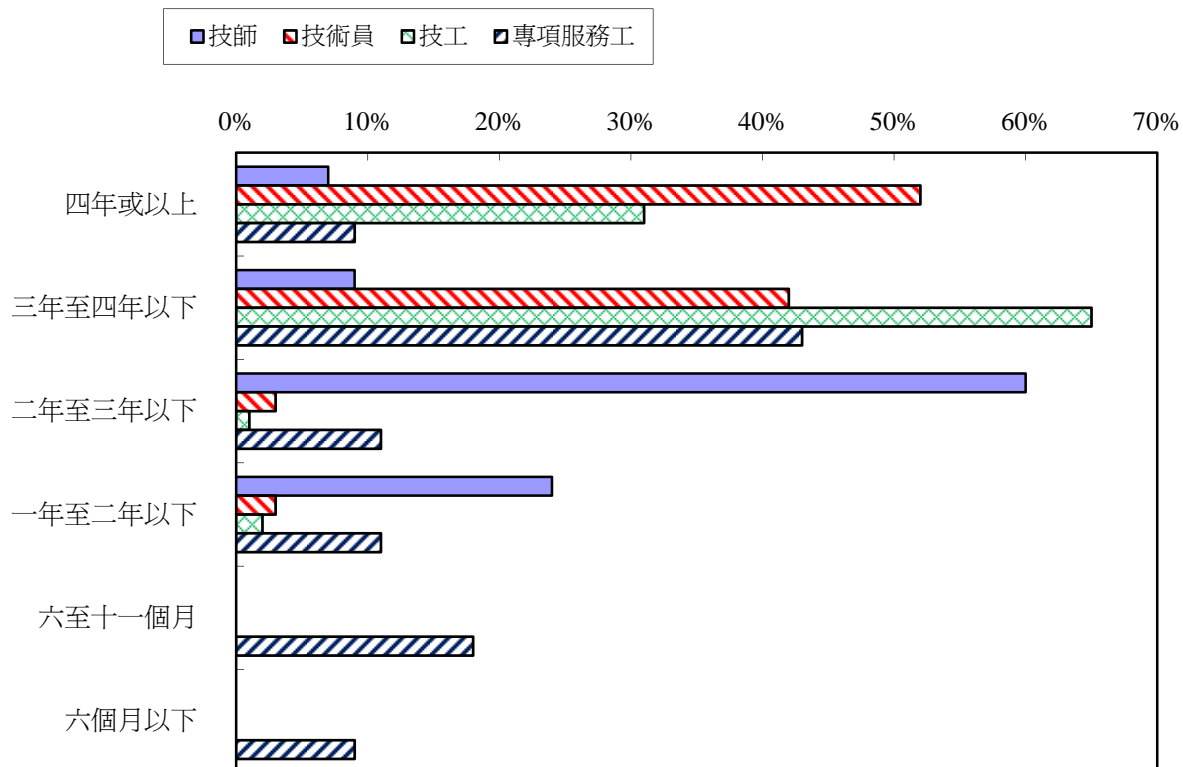
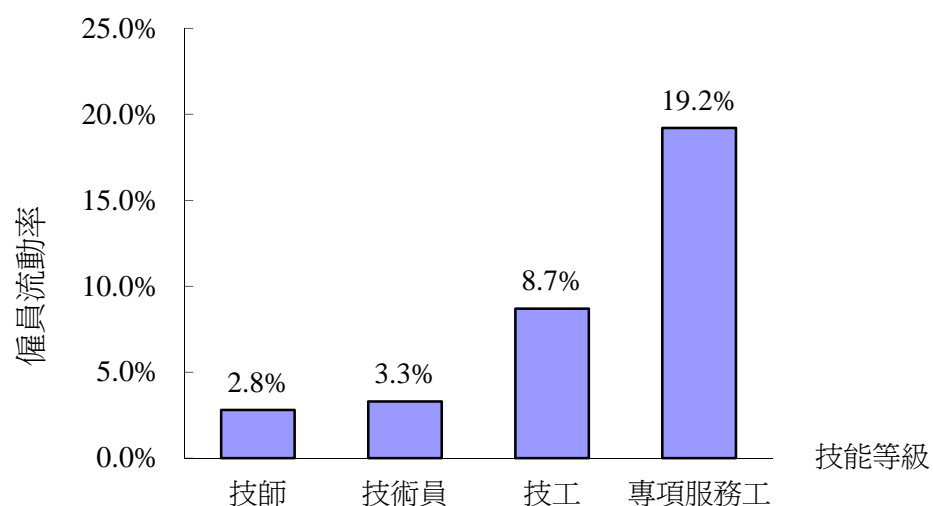


圖 5 僱主認為僱員宜有的訓練期
(按汽車維修類別各技能等級)



2.8 僱主報稱，撇除非技術工人，過去 12 個月離職的汽車維修類別僱員有 1 106 名（相當於有關職位總數的 9.1%），其中，技工及專項服務工離職人數最多，共錄得 1 038 人。各技能等級僱員流動率見下圖 6：

圖 6：汽車維修類別各技能等級僱員流動率



2.9 僱主預計未來五年內，汽車維修類別退休人數如表 F 所示：

表 F：汽車維修類別未來五年預計退休人數

技能等級	調查期間僱員人數	僱主預計未來五年內退休人數	平均每年退休率
技師	249	32	2.6%
技術員	1 873	197	2.1%
技工	8 481	655	1.5%
專項服務工	1 565	57	0.7%
總數	12 168	941	1.5%

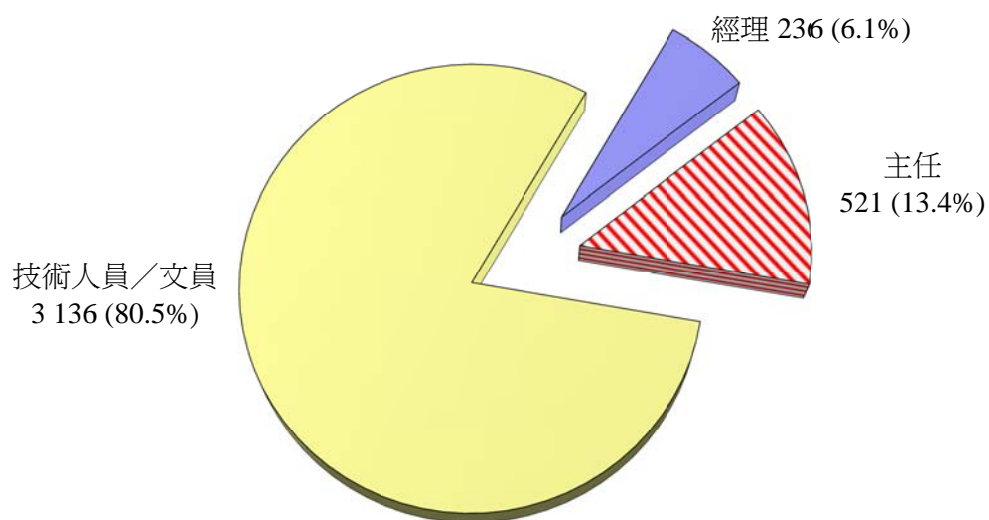
汽車／零件零售類別

2.10 汽車／零件零售類別各技能等級的僱員分布情況見下表 G 及圖 7：

表 G：汽車／零件零售類別各技能等級的僱員分布情況

技能等級	僱員人數	佔該類別總人力百分率
經理	236	6.1%
主任	521	13.4%
技術人員／文員	3 136	80.5%
總數	3 893	100.0%

圖 7：汽車／零件零售類別各技能等級的僱員分布情況



2.11 調查期間，汽車／零件零售類別未有僱用受訓員工。

2.12 僱主填報汽車／零件零售類別的空缺有 90 個，佔其總人力的 2.3%，各技能等級的分布情況見下表 H：

表 H：汽車／零件零售類別各技能等級的空缺數目

技能等級	空缺數目	佔同級僱員總數的百分率
經理	1	0.4%
主任	2	0.4%
技術人員／文員	87	2.8%
總數	90	2.3%

2.13 僱主預測至 2013 年 4 月時，汽車／零件零售類別將有僱員 3 902 人，按年微降 2.03%，各技能等級的分布情況見下表 I：

表 I：汽車／零件零售類別預測僱員人數（按技能等級劃分）

技能等級	調查期間 僱員人數 加空缺數目	僱主預測至 2013 年 4 月時 僱員人數
經理	237	235
主任	523	521
技術人員／文員	3 223	3 146
總數	3 983	3 902

2.14 汽車／零件零售類別各技能等級僱員的每月收入幅度分布情況載於下表 J；各主要職務的情況則見附錄 5 表四。

表 J：汽車／零件零售類別各技能等級僱員

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	0	0	109	109
\$8,001 - \$10,000	0	0	519	519
\$10,001 - \$15,000	2	107	1 110	1 219
\$15,001 - \$20,000	5	135	725	865
\$20,001 - \$25,000	5	135	64	204
\$25,000 以上	139	16	73	228
未有註明	85	128	536	749
總數	236	521	3 136	3 893

2.15 僱主認為經理、主任及技術人員／文員級僱員宜有的教育程度及年資見下圖 8 至 9。

圖 8 僱主認為僱員宜有的教育程度
(按汽車／零件零售類別各技能等級)

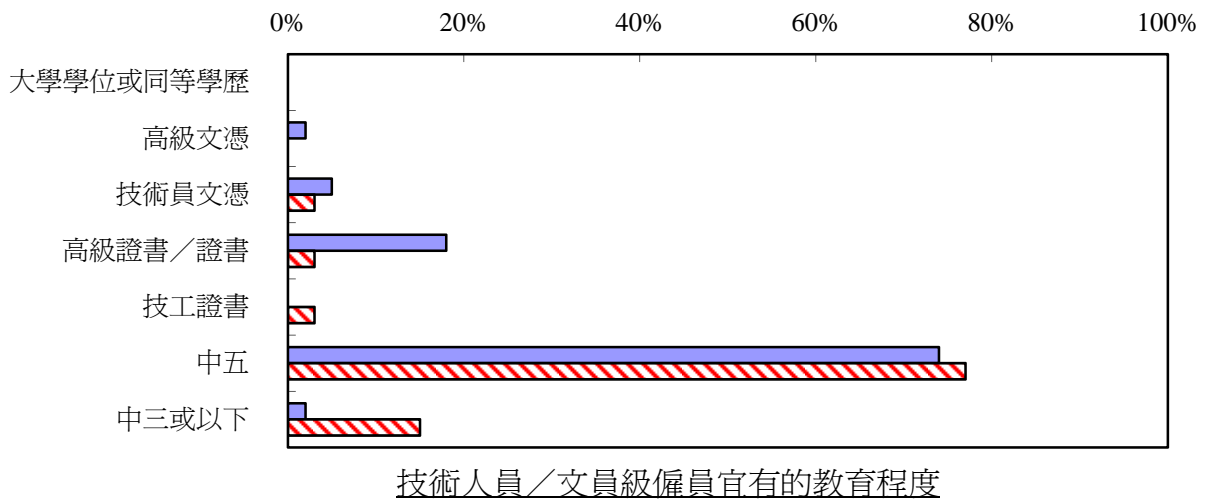
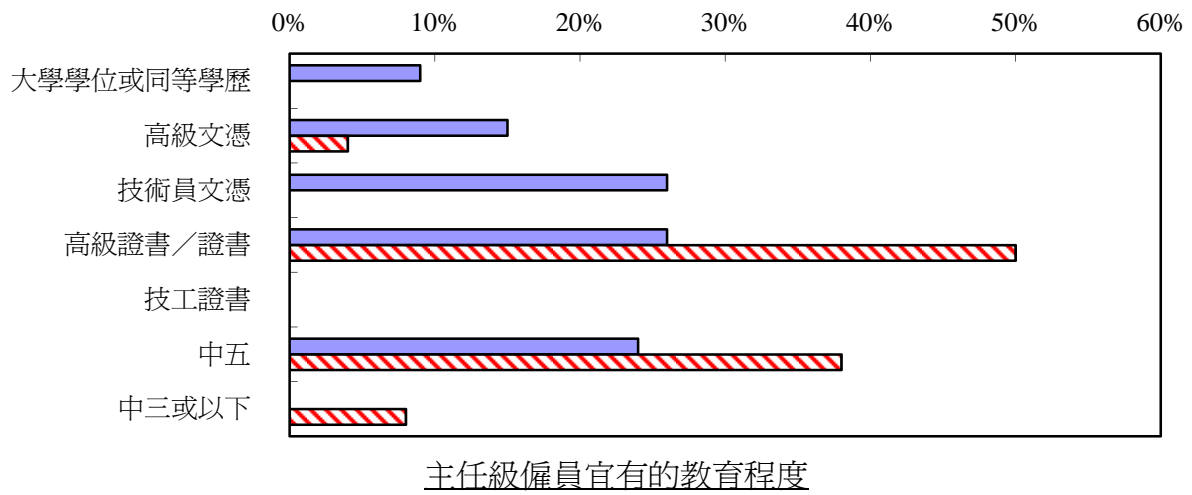
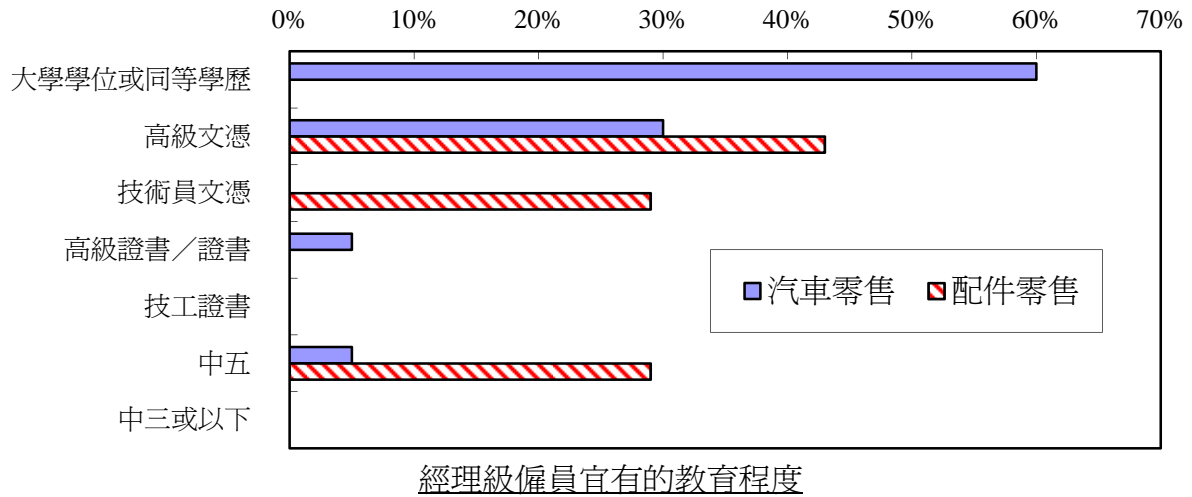
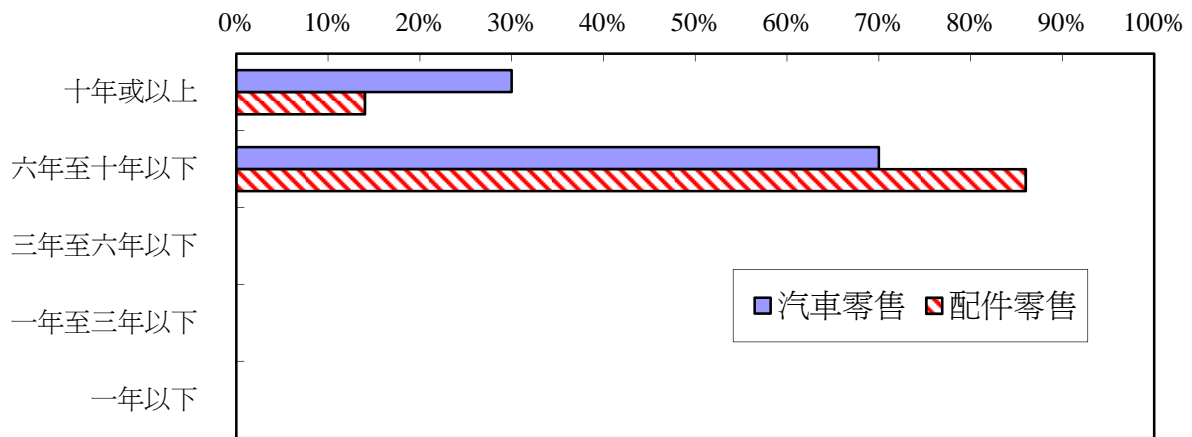
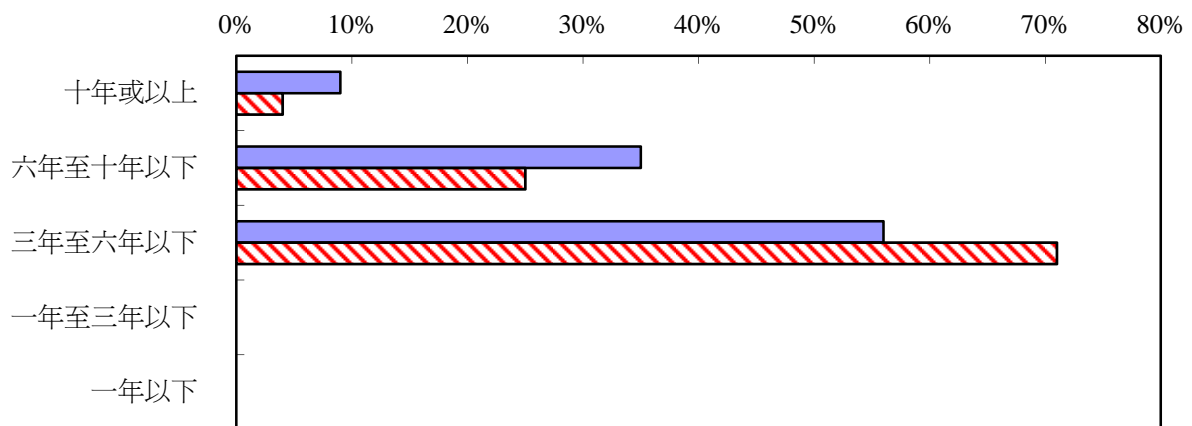


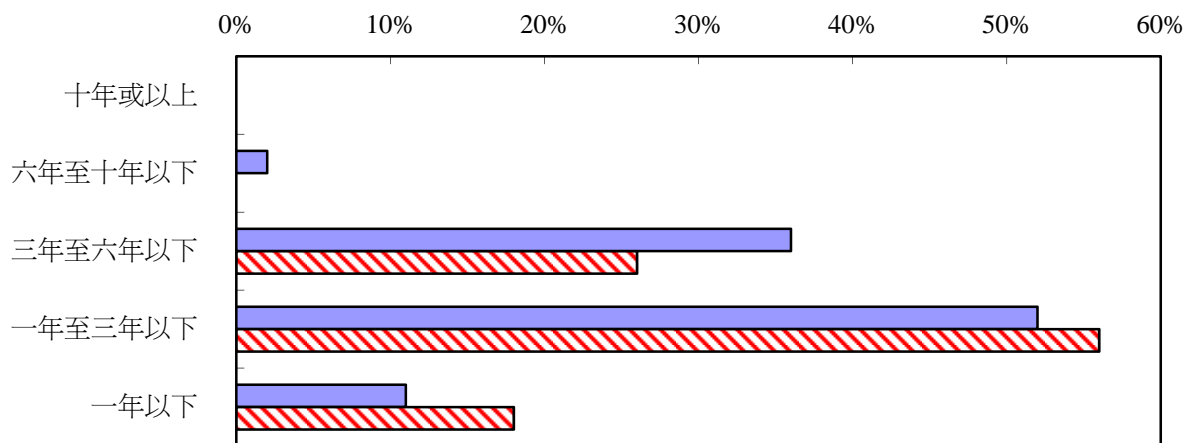
圖 9 僱主認為僱員宜有的年資
 (按汽車／零件零售類別各技能等級)



經理級僱員宜有的年資



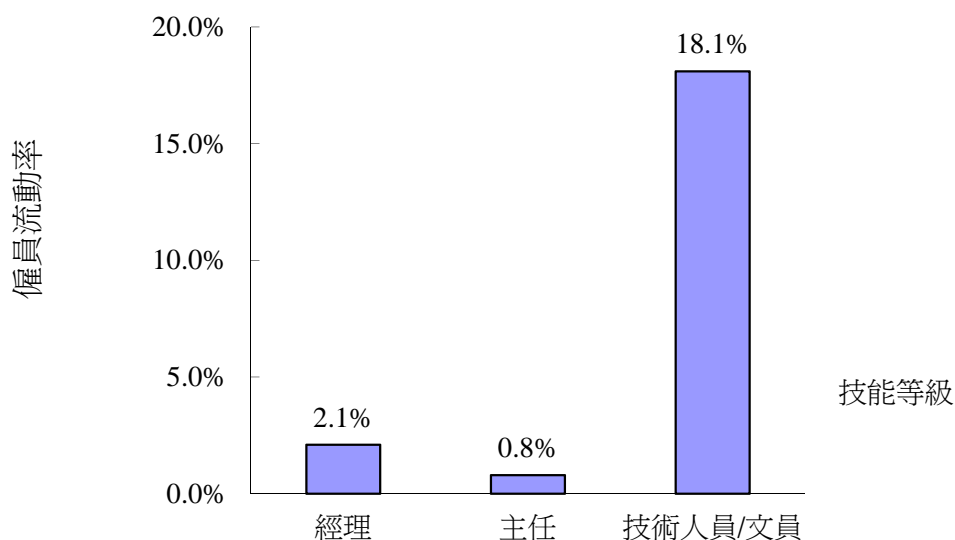
主任級僱員宜有的年資



技術人員／文員級僱員宜有的年資

2.16 僱主報稱，過去 12 個月離職的汽車／零件零售類別僱員有 577 名（相當於職位總數的 14.8%），其中，技術人員／文員錄得 568 人離職，人數最多，各技能等級僱員流動率見下圖 10：

圖 10：汽車／零件零售類別各技能等級僱員流動率



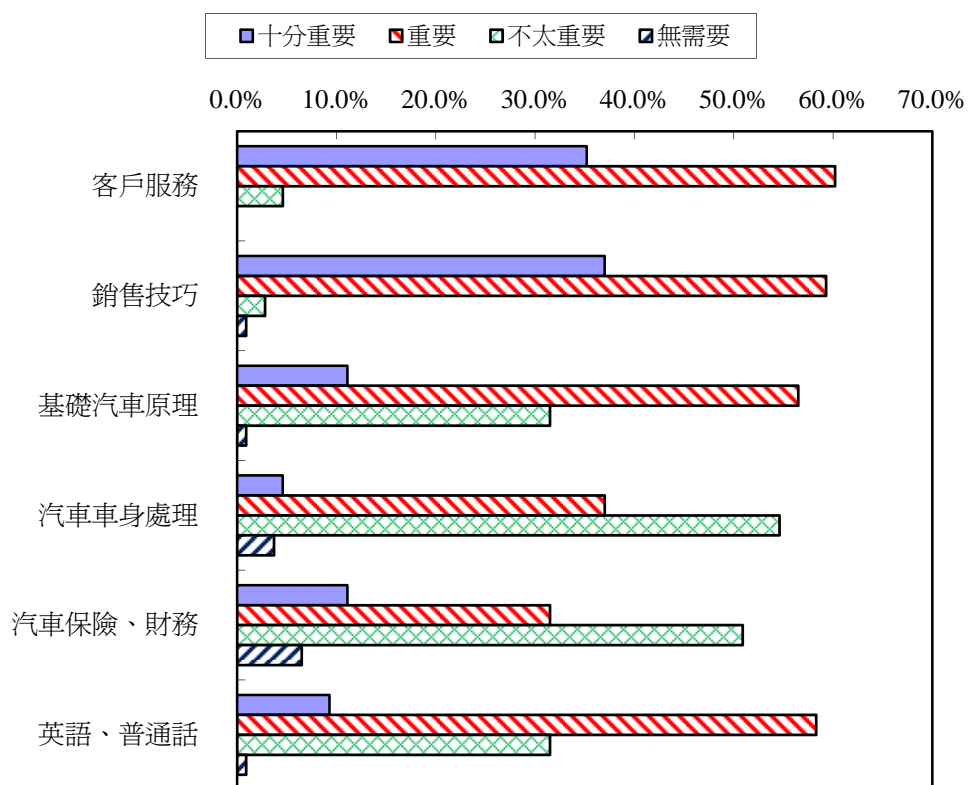
2.17 僱主預計未來五年內，汽車／零件零售類別退休人數如表 K 所示：

表 K：汽車／零件零售類別未來五年預計退休人數

技能等級	調查期間僱員人數	僱主預計未來五年內退休人數	平均每年退休率
經理	236	6	0.5%
主任	521	13	0.5%
技術人員／文員	3 136	155	1.0%
總數	3 893	174	0.9%

2.18 調查亦請僱主評估汽車／零件零售類別前線銷售人員在六項訓練範疇的培訓需求，圖 11 為僱主的意見：

圖 11： 汽車／零件零售類別前線銷售人員的培訓需求



統計表

2.19 汽車業各類別各級主要職務的人力統計數據詳情（包括僱員人數、受訓者人數、空缺數目，以及僱主預測 2013 年 4 月時的僱員人數），分別載於附錄 5 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 調查結果顯示，實地調查期間，汽車業內的汽車維修類別共有 12 896 名僱員（不包括 602 名受訓者）。扣除第一章第 1.11 段提及的 5 個新增主要職務的人力後，所得數字（即 12 896 人 - 978 人 = 11 918 人）與 2010 年調查所得的人力總數（11 827 人）相當接近。這反映此類別過去兩年的人力保持穩定。各技能等級的人力變化情況如下：

技能等級	2010 年 僱員人數 (a)	2012 年 僱員人數 (b)	人力變化 (c = b - a)	每年變化 (d = c/2a)
技師	245	249	4	0.8%
技術員	1 749	1 873	124	3.5%
技工	8 061	8 481	420	2.6%
專項服務工	860	1 565	705	41%
		(587)	(-273)	(-15.9%)
非技術工人	912	728	-184	-10.1%
總數	11 827	12 896 (11 918)	1 069 (91)	4.5% (0.4%)

註：括弧內的數字已減除 5 個新增主要職務共 978 名工人。

3.3 調查亦發現，汽車／零件零售類別過去兩年的人力變化不大。據觀察，由經理級職位轉至前線工作的人員有上升趨勢。各技能等級的人力變化情況如下：

技能等級	2010年 僱員人數 (a)	2012年 僱員人數 (b)	人力變化 (c = b - a)	每年變化 (d = c/2a)
經理	276	236	-40	-7.2%
主任	546	521	-25	-2.3%
技術人員／文員	3 026	3 136	110	1.8%
總數	3 848	3 893	45	0.6%

3.4 本會根據過去 10 次調查所得的資料，整理出汽車維修類別各技能等級技術僱員的分布情況（見附錄 6）。在 2010 年調查中，本會擴大調查範圍至涵蓋「汽車／零件零售類別」，大量清潔工及加滑油工被納入調查中，以致非技術工人級的人力突然飆升。於 2012 年調查，本會新增 5 個主要職務，令專項服務工級的人力大幅增加。

行業前景

3.5 本港的車輛數目與汽車業維修類別人力的比較見附錄 7。雖然過去 30 年，登記車輛數目上升一倍（由 1982 年的 339 567 輛增至 2012 年 6 月的 702 411 輛），但汽車維修類別的人力卻相對穩定。

3.6 香港特區政府轄下的機電工程署於 2007 年 1 月為汽車業在職技工推行「車輛維修技工自願註冊計劃」。具備所需資格和經驗的技工，包括汽車機械工、汽車電工、車身修理工、車身建造工、汽車噴漆工，以及其他七類專項服務工，可按計劃的相關類別自願註冊。此計劃有助公眾更容易辨識已註冊的車輛維修技工，並可提升汽車維修業的專業形象。截至 2012 年 8 月 31 日，註冊名單內共有 7 532 名汽車維修從業員。

3.7 為配合 2013 年推出「車輛維修工場自願註冊計劃」，機電工程署於 2012 年發布《車輛維修工場實務指引》，並邀請本地汽車維修工場簽署「車輛維修工場約章」。該實務指引及約章計劃強調聘用已註冊的汽車維修技工，以及為員工提供適當培訓以改善服務質素的重要性。

3.8 本會對汽車業的前景感樂觀，並認為影響汽車業人力變化的主因如下：

- (a) 香港汽車的數量持續上升，故汽車／零件零售類別及汽車維修類別需保持足夠的人力供應以提供服務。
- (b) 過去數十年，汽車的設計和質素越趨優良，大大改善了車輛的穩定性，導致傳統維修工作需求下降。另一方面，現代化汽車現時廣泛採用各種低碳及電子技術，本業員工必

須掌握最新知識及檢查技術，學懂使用先進的維修及檢測設備。

- (c) 隨著市民的環保意識提高，以及特區政府大力支持，預期未來電動汽車的使用率會大增，故在職僱員必須學習相關新技術，以配合行業發展趨勢。
- (d) 過去數年，汽車維修類別的僱主，尤其是經營中小型車房者，大多表示難以招聘技工及學徒。現時年輕人的選擇眾多，本行的工作環境相對刻苦，而且僱員必須隨著科技發展不斷進修，這或多或少打擊新人加入本行的意欲。此外，車房之間競爭激烈，亦窒礙本業的健康發展。

未來人力需求

3.9 僱主預測，調查後 12 個月內，本業所需的僱員會由 17 422 人（包括現有僱員人數及空缺數目）微增至 17 534 人，增幅為 0.6%。這反映業內的人力需求將大致維持於現有水平。

類別	技能等級	調查期間（2012 年） 僱員人數 加空缺數目	僱主預測至 2013年4月時 僱員人數	僱主預測 人力淨增長
汽車維修	技師	254	252	-0.8%
	技術員	1 894	1 886	-0.4%
	技工	8 836	9 042	2.3%
	專項服務工	1 689	1 701	0.7%
	非技術工人	766	751	-2.0%
	分類總數	13 439	13 632	1.4%
汽車／零件 零售	經理	237	235	-0.8%
	主任	523	521	-0.4%
	技術人員／文 員	3 223	3 146	-2.4%
	分類總數	3 983	3 902	-2.0%
總數		17 422	17 534	0.6%

3.10 本會考慮各種因素，並採用「調節過濾」預測法(Adaptive Filtering Method, AFM)，推算出 2013 年至 2016 年間汽車維修類別每年所需的技師、技術員及技工數目，有關分析法的說明載於附錄 8，而推算所得的人力數據則載於附錄 9。與 2008 及 2010 年兩次人力調查的情況相若，本會將技師及技術員級的參數「A」的數值定為 0.7，而技工級的參數「A」值則定為 0.8，以充分反映該級別的最新人力增長趨勢。

3.11 為免與技術員級中的「維修監督」混淆，本會自 2000 年調查起，將技工級中的「管工」一職刪除，此舉可能令部分實際上負責督導工作的技工於該年及往後的調查中，被誤列入為「維修監督」或其他技術員級職務。為更準確估計本業的人力及培訓需求，本會於 2000 年調查中，決定將 260 名（16.3%）技術員級人員撥入技工級。往後的人力調查（包括是次調查）亦跟隨此做法。

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

3.13 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類別各技能等級每年平均需培訓的僱員人數如下：

2013 年至 2016 年間
汽車維修類別每年平均需培訓的僱員人數

<u>技能等級</u>	<u>每年需培訓的人數</u>
技師	7 – 9
技術員	79 – 96
技工	500 – 612

各主要職務需培訓的僱員人數見附錄 10 表一。

3.14 本會於上次調查始包括「汽車／零件零售類別」。由於僅兩輪調查的數據仍不足以用作趨勢分析，故本會在推算此類別的人力增長時，選擇採用僱主的一年期預測數字。雖然僱主預計此類別的人力將不會有任何實際增長，但本業仍需培訓新人，以填補自然流失的人手（本會假設三個技能等級的流失率皆為 3%）：

於2013年汽車／零件零售類別
每年需培訓的僱員人數

<u>技能等級</u>	<u>每年需培訓的人數</u>
經理	5 – 7
主任	14 – 18
技術人員／文員	94 – 114

各主要職務需培訓的僱員人數見附錄 10 表二。

第四章

建議

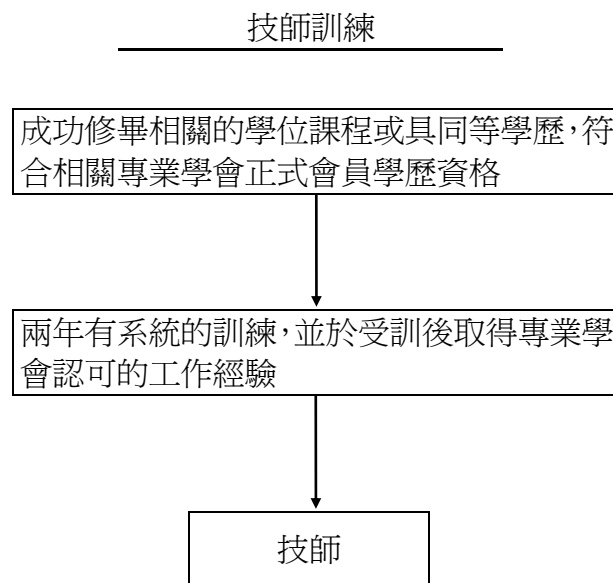
- 4.1 本會預計業內對技術人員，特別是較高技能等級者會續有需求。
- 4.2 為應付預計的人力需求，本業應推行培訓計劃，規模如第三章第3.13及3.14段所述。
- 4.3 就汽車維修類別而言，僱主進行人力策劃時，應注意每年平均需招聘的受訓者人數，分別約為現時技師、技術員及技工級人數的3.2%、4.6%及6.6%。至於汽車／零件零售類別，每年平均需招聘的受訓者人數，分別約為該類別內經理、主任及技術人員／文員級人數的2.5%、3.1%及3.3%。
- 4.4 本會了解僱主近年在業務運作上所遇到的困難；然而，除非僱主願意及能夠培訓足夠的技術人才以應付人力需求，否則本業發展將會受到限制。因此本會呼籲僱主繼續僱用青年人投身本業。

技師級訓練

4.5 本業的技師，通常擔任工程師和維修部經理職務。他們在機械工程或道路運輸工程方面的專業知識，應達專業學會認可的水平。

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

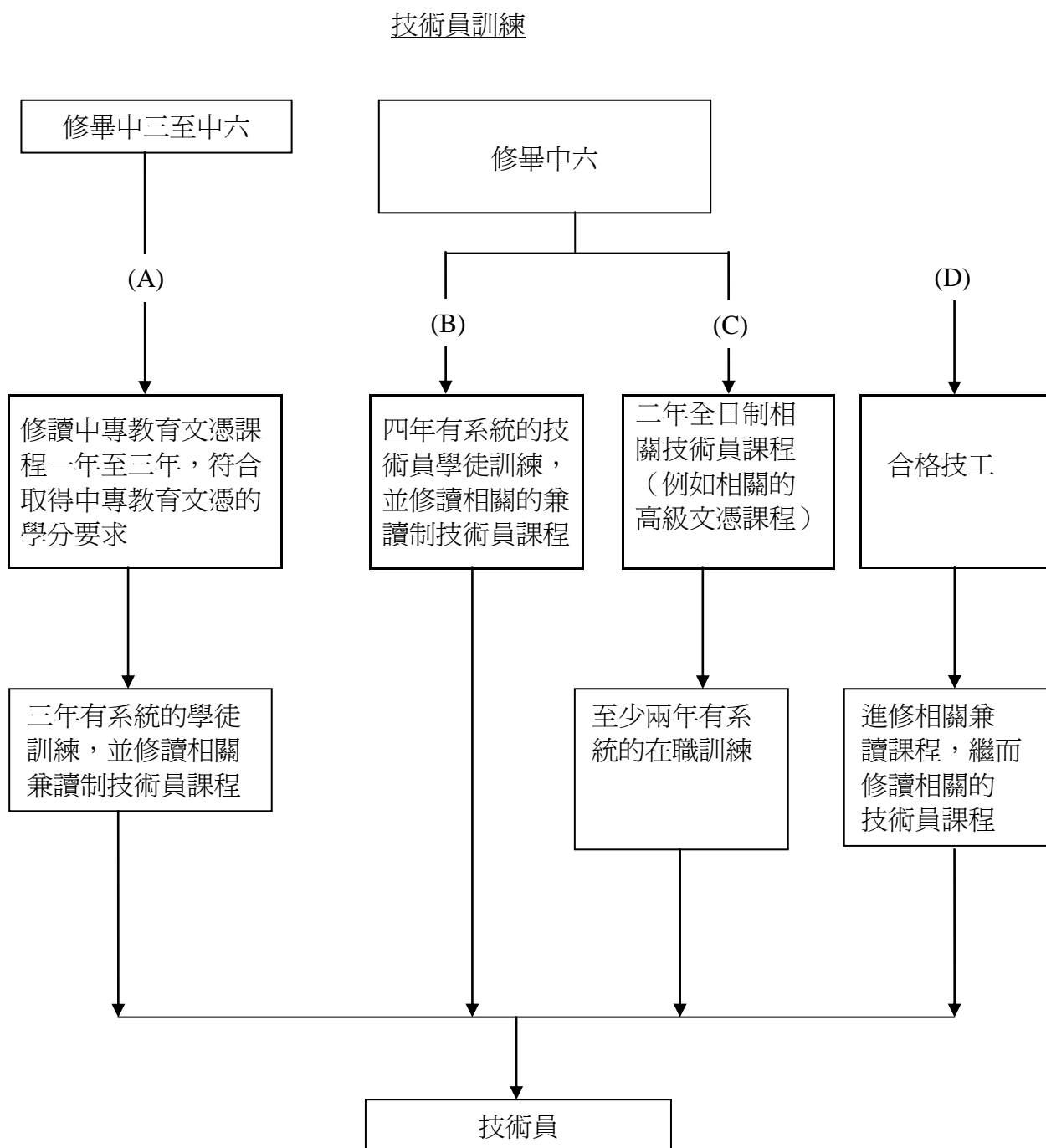
4.7 建議訓練技師的途徑如下：



技術員級訓練

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

4.9 建議訓練技術員的途徑如下：



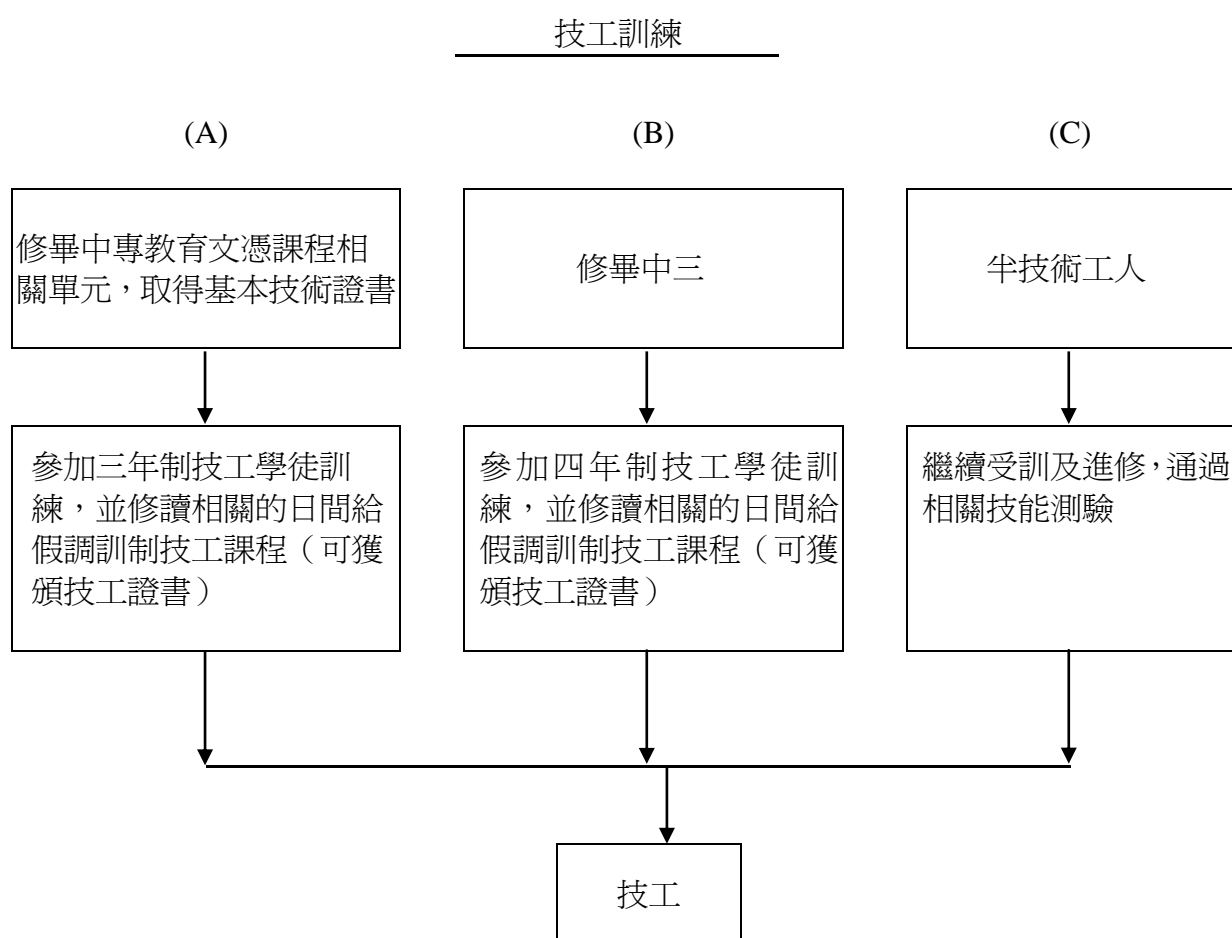
4.10 大部分僱主均認為技術員宜考獲高級證書或更高資格，作為其事業的進階基礎。

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

技工級訓練

4.12 技工須精於實務，並具備相當的技術知識，方可配合最新的科技發展。技工大致需具中三或以上程度。

4.13 建議訓練技工的途徑如下：



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

工業教育及訓練機構

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

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

4.17 本會向IVE汽車工程系及Pro-Act（汽車業）提供意見，協助發展培訓服務。IVE汽車工程系及Pro-Act（汽車業）提供下列全日制長期課程，為本業培訓新人：

IVE 汽車工程系提供的全日制長期課程

<u>課程名稱</u>	<u>程度</u>	<u>訓練期</u>
汽車工程高級文憑課程	技術員	兩年

Pro-Act（汽車業）提供的全日制長期課程

<u>課程名稱</u>	<u>程度</u>	<u>訓練期</u>
中專教育文憑課程－汽車科技分流#	技工／ 技術員	一至三年(學 分制)

#（學員修滿指定學歷的要求學分後，可獲頒發基本技術證書、技術員基礎證書或中專教育文憑，以便就業或繼續進修。）

4.18 除上述全日制課程外，IVE汽車工程系，以及Pro-Act（汽車業）亦為業內僱員提供各種全日制短期、日間給假調訓制及夜間兼讀制課程，協助培訓本地從業員以配合香港汽車業的發展所需。本會籲請業內僱主全力支持上述兩間教育機構所提供的培訓課程，僱用修畢課程的學員，並保送員工修讀有關增修課程，以提升員工的專業知識及技能。

職業訓練局的相關培訓服務

4.19 職業訓練局為僱主提供服務，協助籌辦訓練計劃，包括：

- (i) 法定的**學徒訓練計劃** — 為技術員及技工提供完善訓練，應付業內需求；
- (ii) **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；
- (iii) 自願性質的**技能測驗及證書頒發制度** — 旨在確立及認可技術工人的水平。局方近年亦舉辦汽車機械工、汽車電工、車身修理工、汽車噴漆工及電單車機械工等各種技能測驗；
- (iv) **新科技培訓計劃** — 資助本地機構保送僱員學習新科技，資助金額可達訓練費用的 50%。計劃涵蓋各類訓練模式，包括海外訓練課程或工作實習、本地訓練課程，以及專為個別機構而設的本地訓練課程／工作實習。

4.20 本會建議僱主在擬訂訓練計劃和招聘受訓者時可與職業訓練局聯絡。

Membership of the Automobile Training Board
(as at 1st October 2012)

Chairman:

Dr LEE Yiu-pui, Ringo (Ad Personam)

Members:

Mr CHAN Yan-ting, Gordon	(nominated by the Hong Kong Auto Parts Industry Association)
Mr FUNG Kwok-chu, Frank	(nominated by a bus company)
Mr LAM Hing-cheong	(nominated by a motor vehicle servicing establishment other than vehicle distributors)
Mr LAM Yat-nam, Marcus	(nominated by a key vehicle components manufacturer)
Mr LAU Hoi-wing	(nominated by the Service Managers Association)
Mr LEUNG Tat-ming	(nominated by a motor vehicle distributor)
Mr TANG Ka-piu	(nominated by the Motor Transport Workers General Union)
Ir TONG Kwok-kei	(nominated by a motor vehicle distributor)
Mr WONG Kin-fai, Jones	(nominated by a motor vehicle distributor)
Mr WONG Yiu-kwong	(nominated by the Hong Kong Vehicle Repair Merchants Association Limited)
Mr YAU Kwok-keung	(nominated by a motor vehicle distributor)
Dr FUNG Kin-keung, Michael	(representative of the Executive Director of the Vocational Training Council)
Mr CHAN Ka-lai	(representative of the Commissioner for Labour)
Mr PANG Yiu-hung, Eric	(representative of the Director of Electrical and Mechanical Services)
Mr YAM Yat-shing	(representative of the Director of Environmental Protection)
Mr YEUNG Tat-wing, Jimmy	(representative of the Commissioner for Transport)

In-attendance:

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

Mr YUEN Wai-ming (Pro-Act Training and Development Centre
(Automobile))

Secretary:

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

汽車業訓練委員會
委員名單
(截至 2012 年 10 月 1 日)

主席：

李耀培博士 (獨立人士)

委員：

陳仁錠先生 (香港汽車零部件工業協會提名)
馮國柱先生 (某巴士公司提名)
林慶昌先生 (某汽車分銷商以外的汽車維修機構提名)
林日南先生 (某主要汽車組件生產商提名)
劉海榮先生 (汽車維修管理協會提名)
梁達明先生 (某汽車分銷商提名)
鄧家彪先生 (汽車交通運輸業總工會提名)
湯國基工程師 (某汽車分銷商提名)
黃健輝先生 (某汽車分銷商提名)
王耀光先生 (香港汽車修理同業商會有限公司提名)
邱國強先生 (某汽車分銷商提名)
馮建強博士 (職業訓練局執行幹事代表)
陳家禮先生 (勞工處處長代表)
彭耀雄先生 (機電工程署署長代表)
任日成先生 (環境保護署署長代表)
楊達榮先生 (運輸署署長代表)

列席者：

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

秘書：

馮明港先生 (職業訓練局)

Terms of Reference

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

職權範圍

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

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機密文件

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2012 MANPOWER SURVEY OF THE AUTOMOBILE INDUSTRY
汽車業二〇一二年人力調查

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	Survey Code	Industry Code	Establishment No.	Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire
1 1	0 1 2 3	4 5 6 7 8 9 	10 11 12 13 14 15 	16 17 	18 19 	20 21 22 	23 24 25 26 27

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

TYPE OF PRODUCTS/SERVICE: _____ TOTAL NO. OF PERSONS: _____
產品種類/服務性質 僱員總數

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

TEL. NO.: _____ - _____ FAX NO.: _____
電話 48 55 57 圖文傳真

E-MAIL: _____ 99
電郵

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

(A) Job 工作		(B) Average Monthly Income 每月平均 收入		(C) No. Employed (excl. trainees) 僱員人數 (受訓者除外)	(D) Forecast of No. Employed 12 Months from Now (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies at Date of Survey (excl. trainees) 現有 空缺額 (受訓者 除外)	(F) No. of Trainees at Date of Survey 現有 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	12 - 15	16 - 19	20 - 22	23 - 25
		8 - 10						
Please ignore these numbers 請毋須理會欄中 的號碼								
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					
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					
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						

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	Over \$25,000 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

1. Professional Qualification
專業資格

For establishments which employ mechanical engineers (automotive). Please indicate how many of them are professional mechanical engineers such as corporate members of the Hong Kong Institution of Engineers, or Institution of Mechanical Engineers, i.e. MHKIE, FHKIE, MIMechE or FIMechE.
備有汽車機械工程師的機構，請在此處說明具備專業學院正式會員資格(如香港工程師學會或機械工程師學會會員或院士)的工程師人數

Rec. Type

3		
1	8	9

For Official Use Only:
此欄毋須填寫

10

2. Education and Training an Employee Should Have
僱員宜有的教育及訓練

Technologist 技師			Technician 技術員			Craftsman 技工			Specific Services 專項服務		
Education 教育	Training Mode 訓練方式	Training Period 訓練時間	Education 教育	Training Mode 訓練方式	Training Period 訓練時間	Education 教育	Training Mode 訓練方式	Training Period 訓練時間	Education 教育	Training Mode 訓練方式	Training Period 訓練時間
11	12	13	14	15	16	17	18	19	20	21	22

Please enter in the above boxes the education and training an employee should have according to the following codes:
請將僱員宜有的教育及訓練按照下列類別編號填入上項的格內：

<table border="0"> <tr> <th>Code 編號</th> <th>Education 教育</th> </tr> <tr> <td>1</td> <td>Degree or equivalent 大學學位或同等學歷</td> </tr> <tr> <td>2</td> <td>Higher Diploma 高級文憑</td> </tr> <tr> <td>3</td> <td>Diploma 技術員文憑</td> </tr> <tr> <td>4</td> <td>Higher Certificate/Certificate 高級證書/證書</td> </tr> <tr> <td>5</td> <td>Craft Certificate 技工證書</td> </tr> <tr> <td>6</td> <td>Secondary 5 中五</td> </tr> <tr> <td>7</td> <td>Secondary 3 or below 中三或以下</td> </tr> </table>	Code 編號	Education 教育	1	Degree or equivalent 大學學位或同等學歷	2	Higher Diploma 高級文憑	3	Diploma 技術員文憑	4	Higher Certificate/Certificate 高級證書/證書	5	Craft Certificate 技工證書	6	Secondary 5 中五	7	Secondary 3 or below 中三或以下	<table border="0"> <tr> <th>Code 編號</th> <th>Training Mode 訓練方式</th> </tr> <tr> <td>1</td> <td>Graduate traineeship 工科畢業生訓練</td> </tr> <tr> <td>2</td> <td>On-the-job training 在職訓練</td> </tr> <tr> <td>3</td> <td>Apprenticeship 學徒訓練</td> </tr> <tr> <td>4</td> <td>Others 其他</td> </tr> </table>	Code 編號	Training Mode 訓練方式	1	Graduate traineeship 工科畢業生訓練	2	On-the-job training 在職訓練	3	Apprenticeship 學徒訓練	4	Others 其他	<table border="0"> <tr> <th>Code 編號</th> <th>Training Period 訓練時間</th> </tr> <tr> <td>1</td> <td>4 years or above 四年或以上</td> </tr> <tr> <td>2</td> <td>3 to less than 4 years 三年至四年以下</td> </tr> <tr> <td>3</td> <td>2 to less than 3 years 二年至三年以下</td> </tr> <tr> <td>4</td> <td>1 to less than 2 years 一年至二年以下</td> </tr> <tr> <td>5</td> <td>6-11 months 六至十一個月</td> </tr> <tr> <td>6</td> <td>Below 6 months 六個月以下</td> </tr> </table>	Code 編號	Training Period 訓練時間	1	4 years or above 四年或以上	2	3 to less than 4 years 三年至四年以下	3	2 to less than 3 years 二年至三年以下	4	1 to less than 2 years 一年至二年以下	5	6-11 months 六至十一個月	6	Below 6 months 六個月以下
Code 編號	Education 教育																																									
1	Degree or equivalent 大學學位或同等學歷																																									
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3	Diploma 技術員文憑																																									
4	Higher Certificate/Certificate 高級證書/證書																																									
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6	Below 6 months 六個月以下																																									

3. Turnover in the past 12 months
過去12個月內離職及招聘人數

No. of Employees Left in the past 12 months 過去12個月內離職的僱員人數				No. of Employees recruited in the past 12 months 過去12個月內招聘的僱員人數				
Technologist 技師	Technician 技術員	Craftsman 技工	Specific Services 專項服務	Technologist 技師	Technician 技術員	Craftsman 技工	Specific Services 專項服務	
23	26	29	32	(a) Total number of recruits 總招聘人數	35	38	41	44
				(b) Number of recruits who have performed related duties in their last job from item (a) above 上列 (a) 項中，入職前是從事相關職務的人數	47	50	53	56

4. Estimated No. of Employees Retire within the coming 5 years
預計未來5年內退休人數

Technologist 技師	Technician 技術員	Craftsman 技工	Specific Services 專項服務
59	62	65	68

5. Estimated No. of Apprentices to be Recruited within the coming 12 months
預計未來12個月內招聘的學徒人數

Technician 技術員	Craftsman 技工	Specific Services 專項服務
71	74	77

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

(A) Job 工作			(B) Average Monthly Income 每月平均 收入	(C) No. Employed (excl. trainees) 僱員人數 (受訓者除外)	(D) Forecast of No. Employed 12 Months from Now (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies at Date of Survey (excl. trainees) 現有 空缺額 (受訓者 除外)	(F) No. of Trainees at Date of Survey 現有 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	
		8 - 10	11	12 - 15	16 - 19	20 - 22	23 - 25		Monthly Income Range 每月平均收入幅度
Please ignore these numbers 請毋須理會欄中 的號碼								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 Over \$25,000 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						Remarks 備注	
General Manager 總經理	2	1 1 2							
Sales Manager 營業經理	2	1 1 3							
Marketing Manager 市場推廣經理	2	1 1 4							
Customer Services Manager 客戶服務經理	2	1 1 5							
Merchandising Manager 採購經理	2	1 1 6							
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	2	1 1 7							
SUPERVISORY LEVEL 主任級									
Store / Branch Supervisor 店舖／分店營業主任	2	2 1 1							
Customer Services Supervisor 客戶服務主任	2	2 1 2							
Merchandiser / Buyer 採購主任	2	2 1 3							
Parts / Logistics / Distribution / Warehouse Supervisor 配件／物流／運輸／倉庫主任	2	2 1 4							
OPERATIVE / CLERICAL SUPPORT LEVEL 技術人員／文員級									
Senior Sales Representative / Staff 高級營業員／售貨員	2	5 1 1							
Junior Sales Representative / Staff 初級營業員／售貨員	2	5 1 2							
Stock Assistant 存貨助理	2	5 1 3							
Part Time Sales / Service Staff 兼職售貨員／服務員	2	5 1 4							
Other Clerks / Supportive Staff 其他文員／輔助人員 (請說明其職稱)	2	5 1 5							
	2								
	2								
	2								

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

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

The 2012 Manpower Survey of
the Automobile Industry
汽車業二〇一二年人力調查

Explanatory Note

附註

1. When filling the questionnaire, please ignore the numbers in the row immediately beneath the headings. They are purely column numbers for data processing.
填寫調查表時，請毋須理會標題下的編號；這些編號是分欄編號，只供資料處理時使用。
2. Before completing the questionnaire, please read carefully the job titles and job descriptions in Appendix C.
填寫調查表前，請先參閱附錄 C 所列的職稱與工作說明。
3. Please complete all columns of the questionnaire from 'A' to 'F' (column 'A' to 'E' for Auto / Parts Retail Sector) which are applicable and insert a zero (0) for any column not applicable to your establishment.
請填寫'A'至'F'各欄（如為汽車 / 零件零售界，則填寫'A'至'E'欄），並在不適用於貴機構的各欄內填入(0)符號。
4. Please fill in information as accurate as possible because the information collected from this survey is vital for determining the training needs of the industry in order that the Automobile Training Board can make meaningful recommendations to Government on how to meet these training needs.
請填入準確資料，因這些資料對於確定本業的訓練需求極為重要，而汽車業訓練委員會，亦會就應付這些訓練需求，向政府提出建議。
5. Job Titles - Column 'A'
職稱 — 'A' 欄
 - (a) The job titles and code numbers are pre-printed.
職稱及職務編號已代為印上。
 - (b) Wherever appropriate, the Service Classes of Voluntary Registration Scheme for Vehicle Mechanics are appended to the job titles, e.g. Vehicle Electrician (E, E(b)).
如有適當配對的話，「車輛維修技工自願註冊計劃」下之服務類別會列在職稱之後，例如：汽車電工 (E, E(b)) 。
 - (c) Please add in column 'A' any other job titles not mentioned in Appendix C, briefly describe the jobs and indicate their skill levels as well.
如貴機構另有職稱未有載於附錄 C，請一併填入'A'欄內，並扼要說明其工作性質及技能等級。

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

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

6. Average Monthly Income - Column 'B'

每月平均收入 — 'B' 欄

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

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

7. Number Employed (excluding trainees) - Column 'C'

現有僱員人數（受訓者除外） — 'C' 欄

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

請將現時的僱員總數（受訓者除外）填入此欄。

8. Forecast of Number Employed 12 Months from Now (excluding trainees) - Column 'D'

預計十二個月後的僱員總數（受訓者除外） — 'D' 欄

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

預計僱員人數，是指貴機構於十二個月後所雇用的人數（受訓者除外）

9. Number of Vacancies at Date of Survey (excluding trainees) - Column 'E'

現有空缺額（受訓者除外） — 'E' 欄

Please fill in the number of existing vacancies.

請填入貴機構現有的空缺額。

'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at date of survey.

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

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

現有受訓者人數 — 'F' 欄 (只適用於汽車維修界)

Please fill in the total number of employees undergoing training.
請將正在受訓的僱員總數填入此欄。

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

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

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

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

汽車 / 零件零售界 - 僱員宜有的教育及年資

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

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

12. Turnover in the past 12 months

過去 12 個月內離職及招聘人數

Please fill in the number of employees left and recruited in the past 12 months.
請列出貴機構在過去十二個月內離職及招聘的僱員人數。

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

預計未來 5 年內退休人數

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

14. Estimated Number of Apprentices to be Recruited within the coming 12 months

預計未來 12 個月內招聘的學徒人數

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

請列出貴機構預計在未來 12 個月內招聘的學徒人數。

15. Training for Front-line Sales (Applicable to Auto / Parts 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)

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

請列出前線銷售人員須接受哪些訓練。

16. Example

例子

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

下列例子，可供填寫時參考。

Example 例子

(A) Job 工作		(B) Average Monthly Income 每月平均 收入		(C) No. Employed (excl. trainees) 僱員人數 (受訓者除外)	(D) Forecast of No. Employed 12 Months from Now (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies at Date of Survey (excl. trainees) 現有 空缺額 (受訓者 除外)	(F) No. of Trainees at Date of Survey 現有 受訓者 人數	Average Monthly Income 每月平均收入
Title 職稱		Rec. Type	Code No. 編號	Code 編號				Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內：
Please ignore these numbers 請毋須理會欄中 的號碼			8 - 10	11	12 - 15	16 - 19	20 - 22	23 - 25
TECHNOLOGIST LEVEL 技師級								Monthly Income Range 每月平均收入幅度
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								3 \$10,001 - \$15,000
Service Instructor 維修教導員	2	2	0	1				4 \$15,001 - \$20,000
Motor Vehicle Examiner/Tester 汽車檢查員/測試員	2	2	0	2				5 \$20,001 - \$25,000
Service Supervisor 維修監督	2	2	0	3	6		1	6 Over \$25,000 以上
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								Remarks 備注
Vehicle Mechanic 汽車機械工 (M, M(b))	2	3	0	1	5		4	
Vehicle Electrician 汽車電工 (E, E(b))	2	3	0	2	5		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	0
	2							
	2							

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

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

to be continued ...
續後頁

JOB DESCRIPTIONS FOR PRINCIPAL JOBS
IN THE AUTOMOBILE INDUSTRY
汽車業主要職務的工作說明

A. Servicing Sector 汽車維修類別

Code No. 編號	Job Title 職稱	Job Description 工作說明
TECHNOLOGIST LEVEL		技師級
101	Mechanical Engineer (Automotive) 汽車機械工程師	<p>Engages in one or more of the following activities:</p> <ul style="list-style-type: none"> (i) Carrying out feasibility studies. (ii) Procurement of vehicles and workshop equipment, including devising of technical specifications, tender assessment and commissioning. (iii) Making modification or improvement on vehicles and auxiliary equipment. (iv) Investigating, analysing and compiling reports on vehicle failures. (v) Undertaking inspections and tests, assessing equipment performance and giving technical advice. (vi) Devising preventive maintenance programme for large fleet of vehicles. (vii) Managing engineering activities of an organization engaged in motor vehicle repairs and servicing, including safety and health matters. <p>從事下列一項或多項工作：</p> <ul style="list-style-type: none"> (i) 進行可行性研究； (ii) 負責購置汽車及工場設備，並製訂技術規格、評估標書及驗收； (iii) 為汽車及輔助設備進行改裝或改良； (iv) 調查與分析汽車故障，並編製報告；

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律的規定。</p>
203	Service Supervisor	<p>Performs supervisory duties contributory to:</p> <p>(i) the planning and allocation of tasks to foremen and other employees,</p> <p>(ii) the inspection, servicing and repairs of motor vehicles, and</p> <p>(iii) the installation and maintenance of workshop equipment.</p>

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

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

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

B. Retails Sector 汽車／零件零售類別

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

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

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

TABLE 1 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector A: Vehicle Servicing)

表一：汽車業人力統計數字（汽車維修類別）

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 by April 2013 預計在 2013年 4月時的 僱員總數
TECHNOLOGIST LEVEL 技師級				
Mechanical Engineer (Automotive) 汽車機械工程師	99	4	2	99
Service Manager 維修部經理	150	0	3	153
Sub-total 分類總數	249	4	5	252
TECHNICIAN LEVEL 技術員級				
Service Instructor 維修教導員	111	0	0	110
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	403	0	0	403
Service Supervisor 維修監督	581	1	0	581
Services Adviser/Receptionist 維修服務員／款待員	475	0	20	490
Engineering Technician 工程技術員	303	6	1	302
Sub-total 分類總數	1 873	7	21	1 886
CRAFTSMAN LEVEL 技工級				
Vehicle Mechanic 汽車機械工 (M, M(b))	6 275	455	315	6 711
Vehicle Electrician 汽車電工 (E, E(b))	721	65	7	777
Vehicle Body Repairer 車身修理工 (B1, B1(b))	907	42	13	955
Vehicle Painter 汽車噴漆工 (B2, B2(b))	578	10	20	599
Sub-total 分類總數	8 481	572	355	9 042

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 by April 2013 預計在 2013 年 4 月時的 僱員總數
SPECIFIC SERVICES LEVEL 專項服務工級				
Vehicle Body Builder 車身建造工 (S7)	216	0	16	232
Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	70	0	14	84
Vehicle Upholsterer 車內裝飾工	62	12	2	71
Machinist 機床工	40	5	0	45
Industrial Vehicle Mechanic 工業機車技工	46	0	0	46
Motorcycle Mechanic 電單車機械工 (S1)	153	2	32	185
Tyre Worker 輪胎工 (S2)	342	0	0	342
Battery Worker 電池工 (S3)	31	0	1	32
Lubrication Worker 更換機油工 (S4)	93	0	0	93
Car Accessories Worker 車輛配件工 (S5)	34	0	0	34
Car Detailing Worker 汽車美容工	478	0	59	537
Sub-total 分類總數	1 565	19	124	1 701
UNSKILLED LEVEL 非技術工人級				
General Worker/Cleaner 雜工/清潔工	728	0	38	751
Sub-total 分類總數	728	0	38	751
GRAND TOTAL 總數	12 896	602	543	13 632

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／零件零售類別）

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 by April 2013 預計在 2013年 4月時的 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	63	0	0	63
General Manager 總經理	36	0	0	36
Sales Manager 營業經理	83	0	0	82
Marketing Manager 市場推廣經理	26	0	1	27
Customer Services Manager 客戶服務經理	7	0	0	7
Merchandising Manager 採購經理	8	0	0	7
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	13	0	0	13
Sub-total 分類總數	236	0	1	235
SUPERVISORY LEVEL 主任級				
Store / Branch Supervisor 店舖／分店營業主任	289	0	1	288
Customer Services Supervisor 客戶服務主任	73	0	0	73
Merchandiser/Buyer 採購主任	75	0	0	75
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	84	0	1	85
Sub-total 分類總數	521	0	2	521

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 by April 2013 預計在 2013年 4月時的 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	1 713	0	28	1 699
Junior Sales Representative / Staff 初級營業員 / 售貨員	418	0	53	437
Stock Assistant 存貨助理	141	0	2	143
Part Time Sales/Service Staff 兼職售貨員／服務員	47	0	3	50
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	817	0	1	817
Sub-total 分類總數	3 136	0	87	3 146
GRAND TOTAL 總數	3 893	0	90	3 902

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（汽車維修類別）

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	Over \$25,000 以上	Unspecified 未列明
TECHNOLOGIST LEVEL 技師級							
Mechanical Engineer (Automotive) 汽車機械工程師	-	-	-	3	2	85	9
Service Manager 維修部經理	-	-	-	2	11	125	12
Sub-total 分類總數	-	-	-	5	13	210	21
TECHNICIAN LEVEL 技術員級							
Service Instructor 維修教導員	-	-	1	20	59	30	1
Motor Vehicle Examiner/Tester 汽車檢查員/測試員	-	-	92	97	189	25	-
Service Supervisor 維修監督	-	-	18	344	155	46	18
Services Adviser/Receptionist 維修服務員/款待員	-	3	208	188	47	-	29
Engineering Technician 工程技術員	-	-	51	205	24	3	20
Sub-total 分類總數	-	3	370	854	474	104	68

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	Over \$25,000 以上	Unspecified 未列明
CRAFTSMAN LEVEL 技工級							
Vehicle Mechanic 汽車機械工 (M, M (b))	14	547	3 921	1 307	241	-	245
Vehicle Electrician 汽車電工 (E, E(b))	-	29	457	220	11	-	4
Vehicle Body Repairer 車身修理工 (B1, B1(b))	15	18	466	384	7	-	17
Vehicle Painter 汽車噴漆工 (B2, B2(b))	-	17	315	232	-	-	14
Sub-total 分類總數	29	611	5 159	2 143	259	-	280
SPECIFIC SERVICES LEVEL 專項服務工級							
Vehicle Body Builder 車身建造工 (S7)	-	-	103	113	-	-	-
Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	-	15	49	5	-	-	1
Vehicle Upholsterer 車內裝飾工	-	6	33	23	-	-	-
Machinist 機床工	-	-	29	11	-	-	-
Industrial Vehicle Mechanic 工業機車技工	-	2	44	-	-	-	-
Motorcycle Mechanic 電單車機械工 (S1)	-	5	95	14	-	-	39
Tyre Worker 輪胎工 (S2)	-	15	269	1	1	-	56

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	Over \$25,000 以上	Unspecified 未列明
SPECIFIC SERVICES LEVEL (Continued) 專項服務工級 (續)							
Battery Worker 電池工 (S3)	-	14	17	-	-	-	-
Lubrication Worker 更換機油工 (S4)	-	43	50	-	-	-	-
Car Accessories Worker 車輛配件工 (S5)	-	-	34	-	-	-	-
Car Detailing Worker 汽車美容工	1	321	140	-	-	-	16
Sub-total 分類總數	1	421	863	167	1	-	112
UNSKILLED LEVEL 非技術工人級							
General Worker/Cleaner 雜工/清潔工	222	460	30	-	-	-	16
Sub-total 分類總數	222	460	30	-	-	-	16

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／零件零售類別）

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	Over \$25,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級							
Owner/Sole Proprietor / Working Partner 東主／獨資經營者／執行合夥董事	-	-	-	-	1	4	21
General Manager 總經理	-	-	-	-	-	15	3
Sales Manager 營業經理	-	-	-	2	1	51	25
Marketing Manager 市場推廣經理	-	-	-	1	-	15	10
Customer Services Manager 客戶服務經理	-	-	-	-	2	4	1
Merchandising Manager 採購經理	-	-	-	-	-	5	3
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	-	-	-	-	-	9	3
Sub-total 分類總數	-	-	-	3	4	103	66

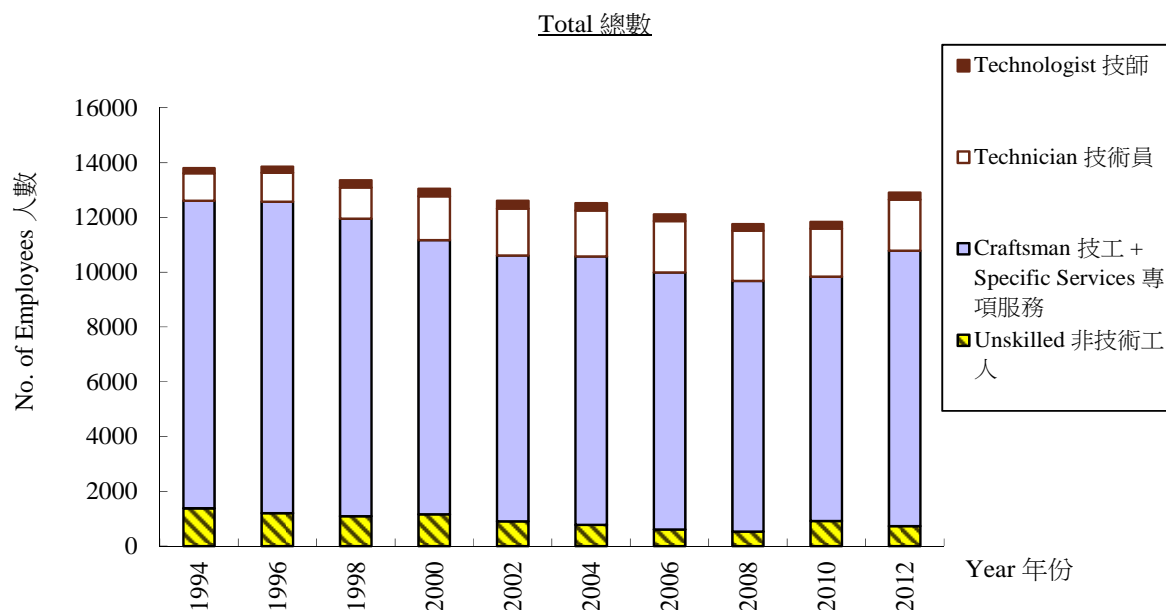
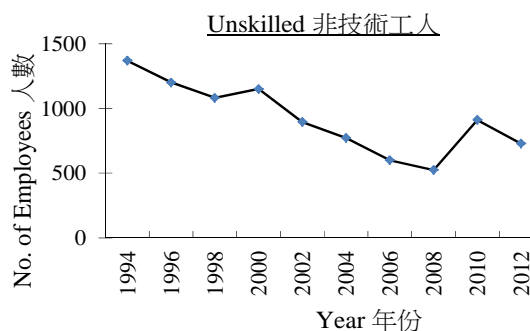
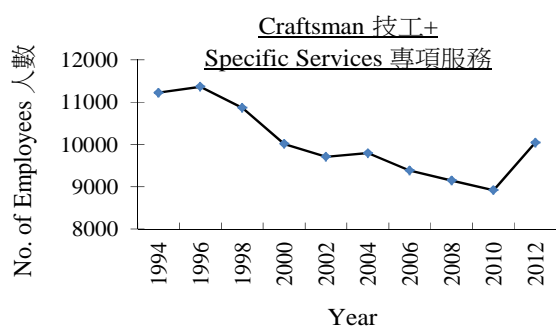
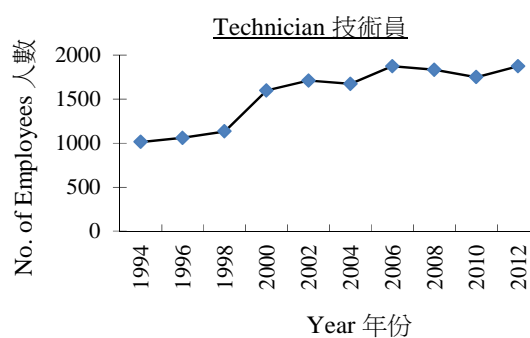
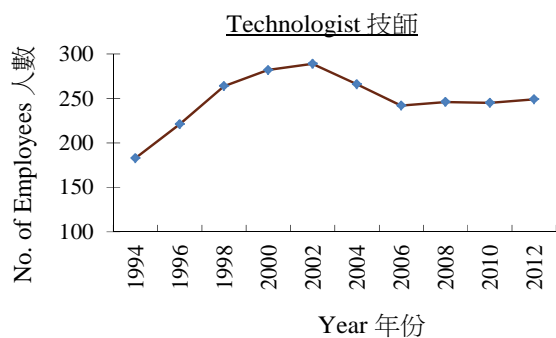
Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級							
Store / Branch Supervisor 店舖／分店營業主任	-	-	17	63	62	15	36
Customer Services Supervisor 客戶服務主任	-	-	6	10	3	1	50
Merchandiser/Buyer 採購主任	-	-	12	4	5	-	16
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	-	-	1	16	29	-	17
Sub-total 分類總數	-	-	36	93	99	16	119
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級							
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	32	208	556	64	57	217
Junior Sales Representative / Staff 初級營業員 / 售貨員	14	18	90	28	-	-	79
Stock Assistant 存貨助理	1	3	64	-	-	-	13
Part Time Sales/Service Staff 兼職售貨員／服務員	30	-	15	-	-	-	2
Other Clerks/Supportive Staff 其他文員／輔助人員（請說明其職稱）	-	119	324	38	-	-	96
Sub-total 分類總數	45	172	701	622	64	57	407

(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)

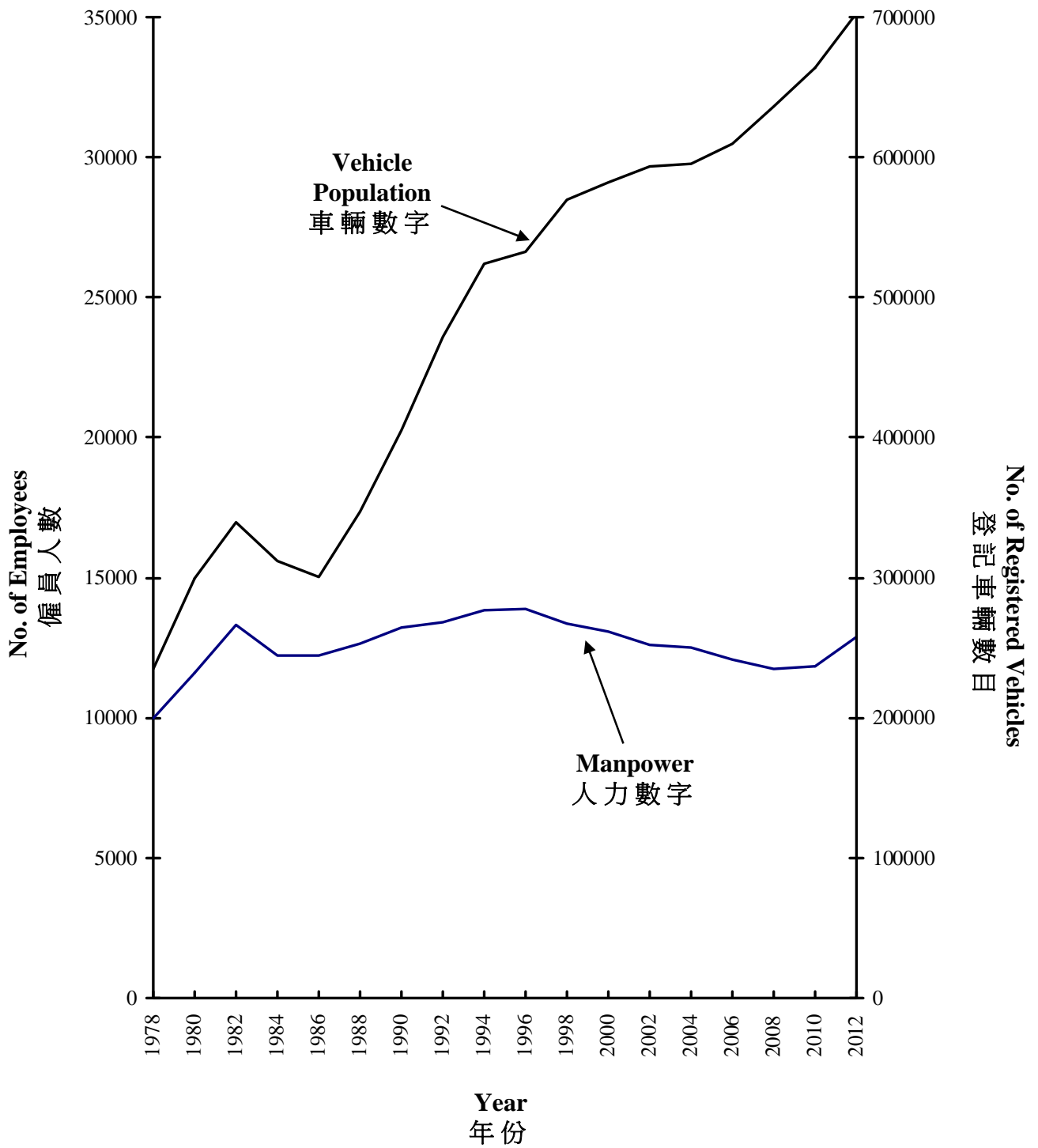
Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級							
Owner/Sole Proprietor/ Working Partner 東主/獨資經營者/執行合夥董事	-	-	-	1	-	20	16
General Manager 總經理	-	-	-	-	-	16	2
Sales Manager 營業經理	-	-	2	-	1	-	1
Marketing Manager 市場推廣經理	-	-	-	-	-	-	-
Customer Services Manager 客戶服務經理	-	-	-	-	-	-	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-
Logistics / Distribution / Warehouse Manager 物流/運輸/倉庫經理	-	-	-	1	-	-	-
Sub-total 分類總數	-	-	2	2	1	36	19

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	Over \$25,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級							
Store / Branch Supervisor 店舖 / 分店營業主任	-	-	50	7	34	-	5
Customer Services Supervisor 客戶服務主任	-	-	1	1	1	-	-
Merchandiser/Buyer 採購主任	-	-	2	34	1	-	1
Parts / Logistics /Distribution/ Warehouse Supervisor 配件 / 物流 / 運輸 / 倉庫主任	-	-	18	-	-	-	3
Sub-total 分類總數	-	-	71	42	36	-	9
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員 / 文員級							
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	192	231	70	-	16	70
Junior Sales Representative / Staff 初級營業員 / 售貨員	64	29	40	32	-	-	24
Stock Assistant 存貨助理	-	29	-	1	-	-	30
Part Time Sales/Service Staff 兼職售貨員 / 服務員	-	-	-	-	-	-	-
Other Clerks/Supportive Staff 其他文員 / 輔助人員 (請說明其職稱)	-	97	138	-	-	-	5
Sub-total 分類總數	64	347	409	103	-	16	129

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

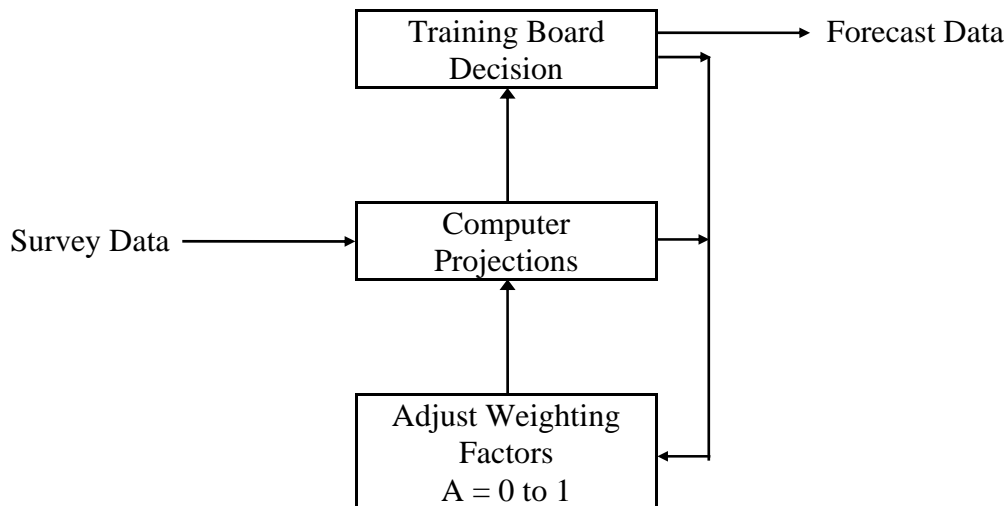


**Total Registered Vehicle Population and
Manpower in the Servicing Sector of the Automobile Industry**
已登記車輛總數
及汽車業維修界別人力數字



Manpower Forecasting Method

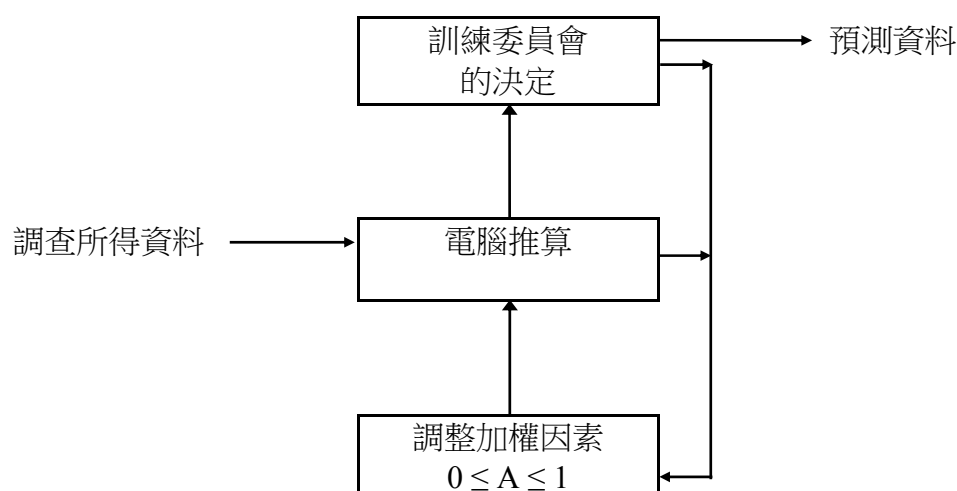
The Automobile Training Board has adopted the “adaptive filtering” forecasting method for determining future manpower requirements of the industry. The method is illustrated diagrammatically below:



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

人力預測法

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



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

Manpower Projections for the Vehicle Servicing Sector from 2013 to 2016 2013 年至 2016 年間汽車維修界別僱員人數的推算

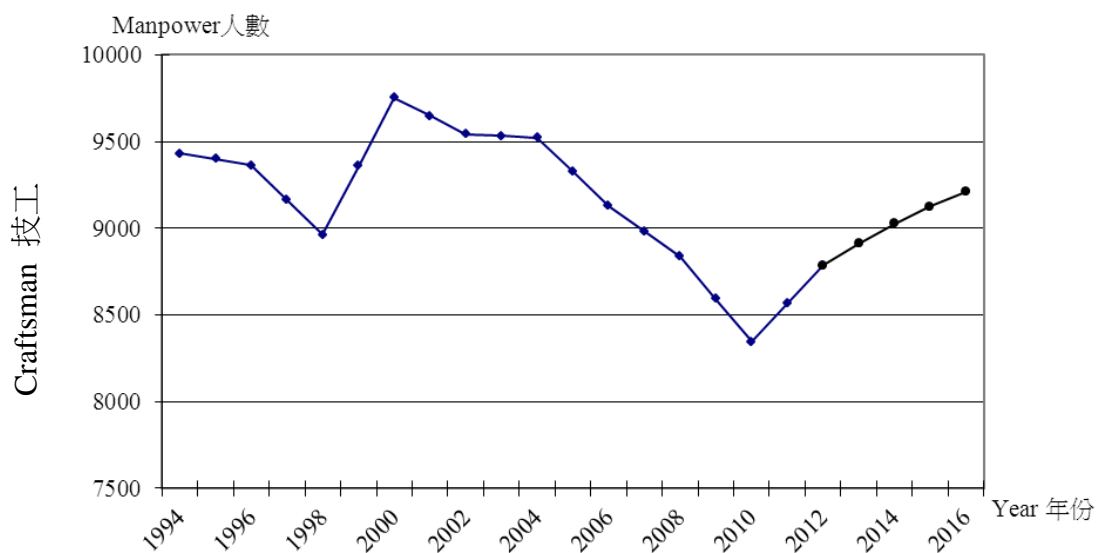
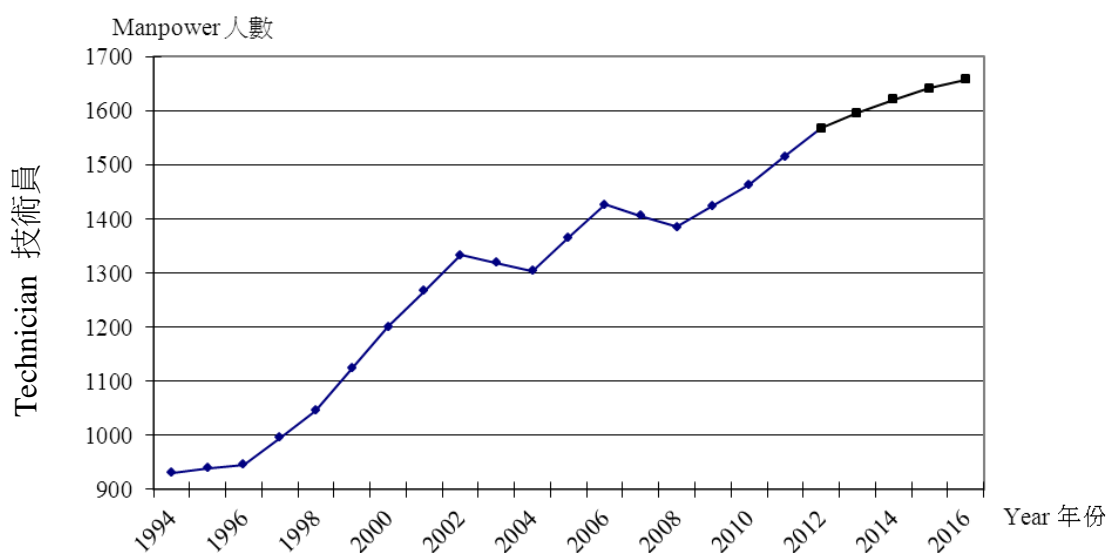
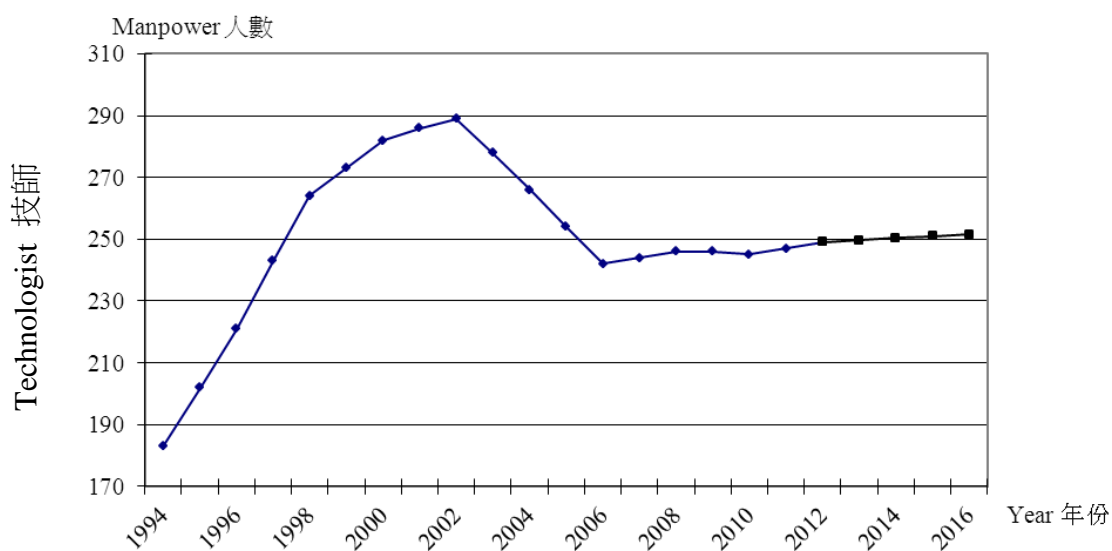


TABLE 1 : Recommended Annual Training Requirement
for Workers from 2013 to 2016 (Vehicle Servicing Sector)

表一：2013年至2016年間平均每年建議培訓
的僱員人數（汽車維修類別）

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
TECHNOLOGIST LEVEL 技師級		
Mechanical Engineer (Automotive) 汽車機械工程師	99	3 - 4
Service Manager 維修部經理	150	4 - 5
Sub-total 分類總數	249	7 - 9
TECHNICIAN LEVEL 技術員級		
Service Instructor 維修教導員	111	5 - 6
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	403	17 - 21
Service Supervisor 維修監督	581	24 - 30
Service Adviser/Receptionist 維修服務員／款待員	475	20 - 24
Engineering Technician 工程技術員	303	13 - 15
Sub-total 分類總數	1 873	79 - 96
CRAFTSMAN LEVEL 技工級		
Vehicle Mechanic 汽車機械工 (M, M(b))	6 275	370 - 453
Vehicle Electrician 汽車電工 (E, E(b))	721	43 - 52
Vehicle Body Repairer 車身修理工 (B1, B1(b))	907	53 - 65
Vehicle Painter 汽車噴漆工 (B2, B2(b))	578	34 - 42
Sub-total 分類總數	8 481	500 - 612

TABLE 2 : Recommended Training Requirement for Workers
in 2013 (Vehicle / Auto-parts Retail Sector)

表二：2013 年度建議培訓的僱員人數
(汽車／零件零售類別)

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	63	1 - 2
General Manager 總經理	36	1
Sales Manager 營業經理	83	2
Marketing Manager 市場推廣經理	26	1 - 2
Customer Services Manager 客戶服務經理	7	0
Merchandising Manager 採購經理	8	0
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	13	0
Sub-total 分類總數	236	5 - 7
SUPERVISORY LEVEL 主任級		
Store / Branch Supervisor 店舖／分店營業主任	289	8 - 10
Customer Services Supervisor 客戶服務主任	73	2
Merchandiser/Buyer 採購主任	75	2 - 3
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	84	2 - 3
Sub-total 分類總數	521	14 - 18

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級		
Senior Sales Representative / Staff 高級營業員 / 售貨員	1 713	51 - 62
Junior Sales Representative / Staff 初級營業員 / 售貨員	418	13 - 15
Stock Assistant 存貨助理	141	4 - 5
Part Time Sales/Service Staff 兼職售貨員／服務員	47	2
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	817	24 - 30
Sub-total 分類總數	3 136	94 - 114