

Real Estate Services Training Board
房地產服務業訓練委員會



REAL ESTATE SERVICES
MANPOWER SURVEY REPORT

房地產服務業 • 人力調查報告書

2013



OPPORTUNITIES • ACTION • SUCCESS

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2013 MANPOWER SURVEY REPORT
REAL ESTATE SERVICES

房地產服務業
二〇一三年人力調查報告

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

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VOCATIONAL TRAINING COUNCIL

Executive Summary of the Report on the 2013 Manpower Survey of the Real Estate Services Industry

Introduction

1. The Real Estate Services Training Board of the Vocational Training Council was set up by the HKSAR Government in 1998 to review the manpower situation and determine training needs in the real estate services industry. The Training Board conducted its eighth manpower survey from May to June 2013 covering the following five sectors of the industry:

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

2. Out of the 11 200 establishments registered with the Census and Statistics Department, 1 049 establishments were selected using the stratified random sampling method. The 1 049 samples covered 361 establishments in real estate development, 283 establishments in property management and maintenance, 309 establishments in estate agency, 75 establishments in estate surveying, valuation and consultancy, and, 21 government departments and other public bodies. Of the 1 049 sampled establishments for the survey, 48 establishments declined to respond, 682 (including 20 partial responses) were successfully enumerated with the required information collected. The remaining 319 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 93.4%.

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

Summary of Survey Findings

4. The Training Board accepts that the findings represent the manpower situation of the real estate services industry at the time of the survey. The Training Board also observes that the manpower condition was consistent with the changing economic situations and government policies in Hong Kong, Mainland and other cities.

Manpower Situation in 2013

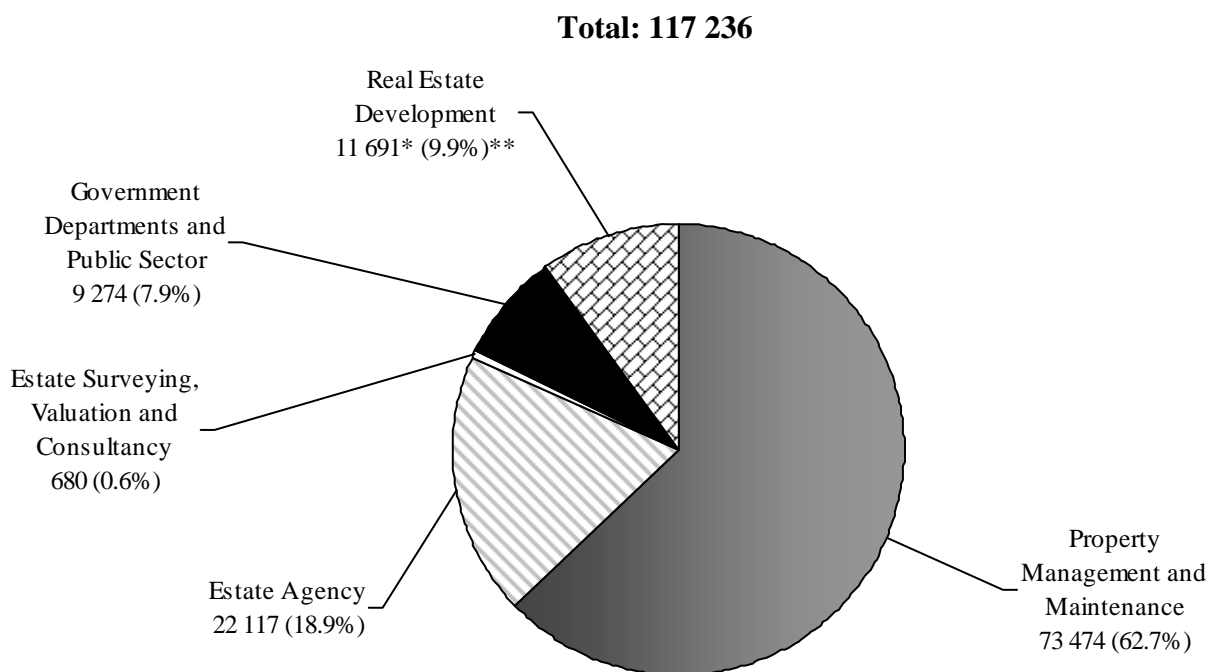
5. The Training Board notes that there were 1.5% and 0.5% increases in technical and

non-technical manpower¹ respectively. The Training Board also notes that the increase in manpower in the real estate development and estate agency sectors were 9.9% and 3% respectively, which were the highest. An average of 1.5% manpower growth was noted within other sectors in the industry.

6. The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Mainland exists, particularly in the real estate development, the property management and maintenance and estate surveying, valuation & consultancy sectors. The economic outlook for 2014 remain a steadily growth. The Training Board also opines that employers tend to be cautious in forecasting the number of employees in 2014.

7. The survey reveals that during the survey period, there were 117 236 employees in the industry. The distribution of manpower by sector is summarized in Figure 1 as follows:

Figure 1: Distribution of Employees by Sector

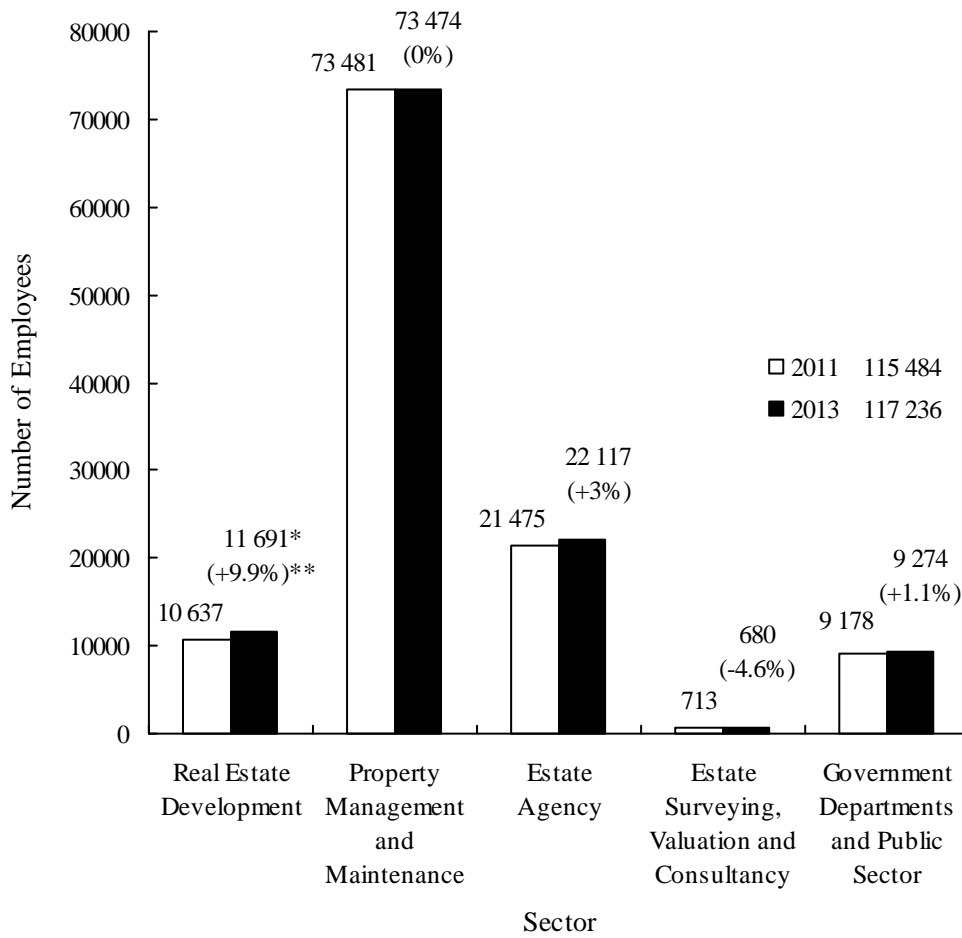


- * Total number of employees in each sector
- ** As percentage of total employees in the industry
The percentage may not add up to 100 owing to rounding

8. Comparing with the survey in 2011, the real estate development sector had recorded a 9.9% manpower growth in two years. At the same time, real estate agency also recorded a 3% growth. A comparison of the manpower by sector between 2011 and 2013 is shown in Figure 2

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

Figure 2: Comparison of the Distribution of Employees by Sector between 2011 and 2013

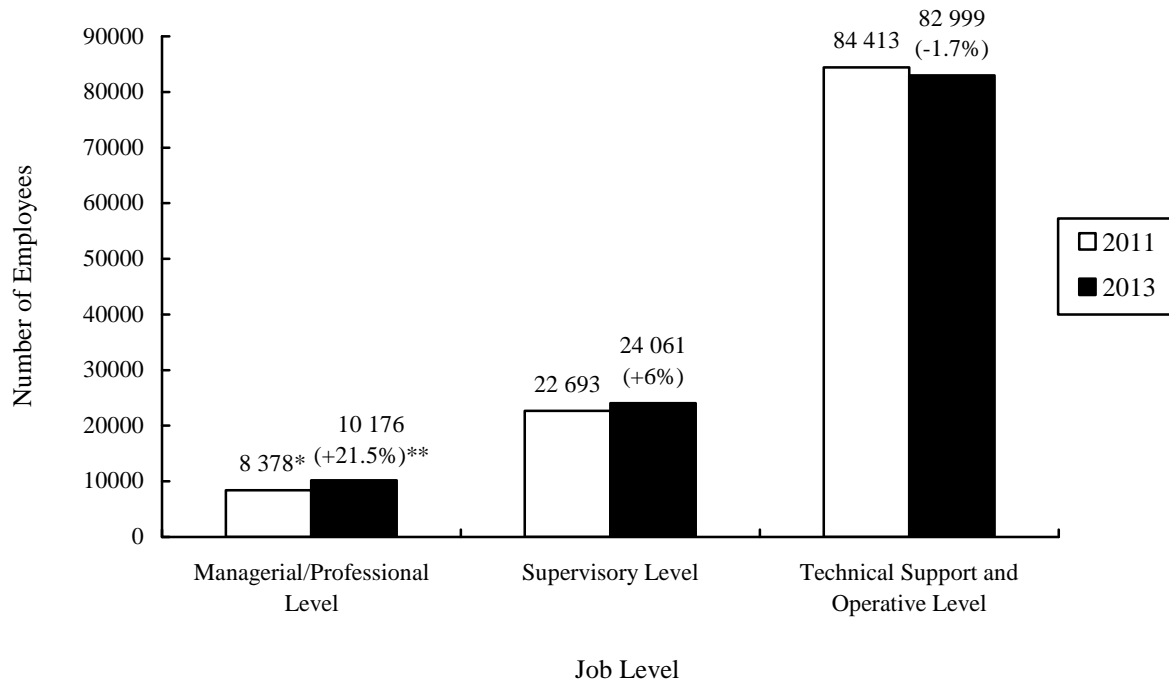


* Total number of employees in each sector

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

9. The survey also reveals that of the 117 236 employees, 82 999 (70.8%) were at the technical support and operative level, 24 061 (20.5%) at the supervisory level and 10 176 (8.7%) at the managerial/professional level. The comparison of manpower structure between 2011 and 2013 by job level is shown in Figure 3.

Figure 3: Manpower Structure of 2011 and 2013 by Job Level



* The total number of employees at each job level

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

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

Table 1: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development	2 875 (24.6)	3 807 (32.6)	5 009 (42.8)	11 691 (100)	(9.9)
Property Management and Maintenance	3 688 (5)	12 159 (16.6)	57 627 (78.4)	73 474 (100)	(62.7)
Estate Agency	1 189 (3.8)	2 911 (13.2)	18 017 (83)	22 117 (100)	(18.9)
Estate Surveying, Valuation and Consultancy	246 (36.2)	189 (27.8)	245 (36)	680 (100)	(0.6)
Government Departments and Public Sector	2 178 (23.5)	4 995 (53.9)	2 101 (22.6)	9 274 (100)	(7.9)
Total (%)**	10 176 (8.7)	24 061 (20.5)	82 999 (70.8)	117 236 (100)	(100)

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

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

The percentage may not add up to 100 owing to rounding

Number of Employees Stationed in the Mainland/Other Cities for Over 183 Days
in the Past 12 Months

11. The survey reveals that 148 employees were stationed in the Mainland or other cities for over 183 days in the past 12 months, representing only 0.1% of the total number of employees. Among the 148 employees, the real estate development sector had recorded 113 employees stationed in the Mainland, or other cities, followed by the property management and maintenance sector with 35 employees. Of the three job levels, managerial/professional had recorded 91 employees stationed in the Mainland. The number of employees stationed in the Mainland or other cities for over 183 days by sector by job level in the past 12 months is illustrated in Table 2.

Vacancies

12. There were 2 055 vacancies at the time of survey which represents 1.7% of the total 119 291 posts. The property management and maintenance sector had 1 039 vacancies which is the highest of all sectors. The estate agency sector had 724 vacancies which is the next highest. The comparison of the number of vacancies between 2011 and 2013 by sector is shown in Figure 4. The number of existing vacancies by section by job level is illustrated in Table 3.

Table 2: Number of Employees Stationed in the Mainland/Other Cities for over 183 Days in the Past 12 Months

<u>Sector</u>	<u>Managerial/ Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operatives</u>		<u>Total</u> (%)*
	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities	
Real Estate Development	64	8	29	-	12	-	113 (0.97)
Property Management and Maintenance	27	8	-	-	-	-	35 (0.05)
Estate Agency	-	-	-	-	-	-	- (-)
Estate Surveying, Valuation and Consultancy	-	-	-	-	-	-	- (-)
Government Departments and Public Sector	-	-	-	-	-	-	- (-)
Total	91	16	29	-	12	-	148 (0.13)**

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

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

Figure 4: Vacancies of 2011 and 2013 by Sector

Total: 2 055

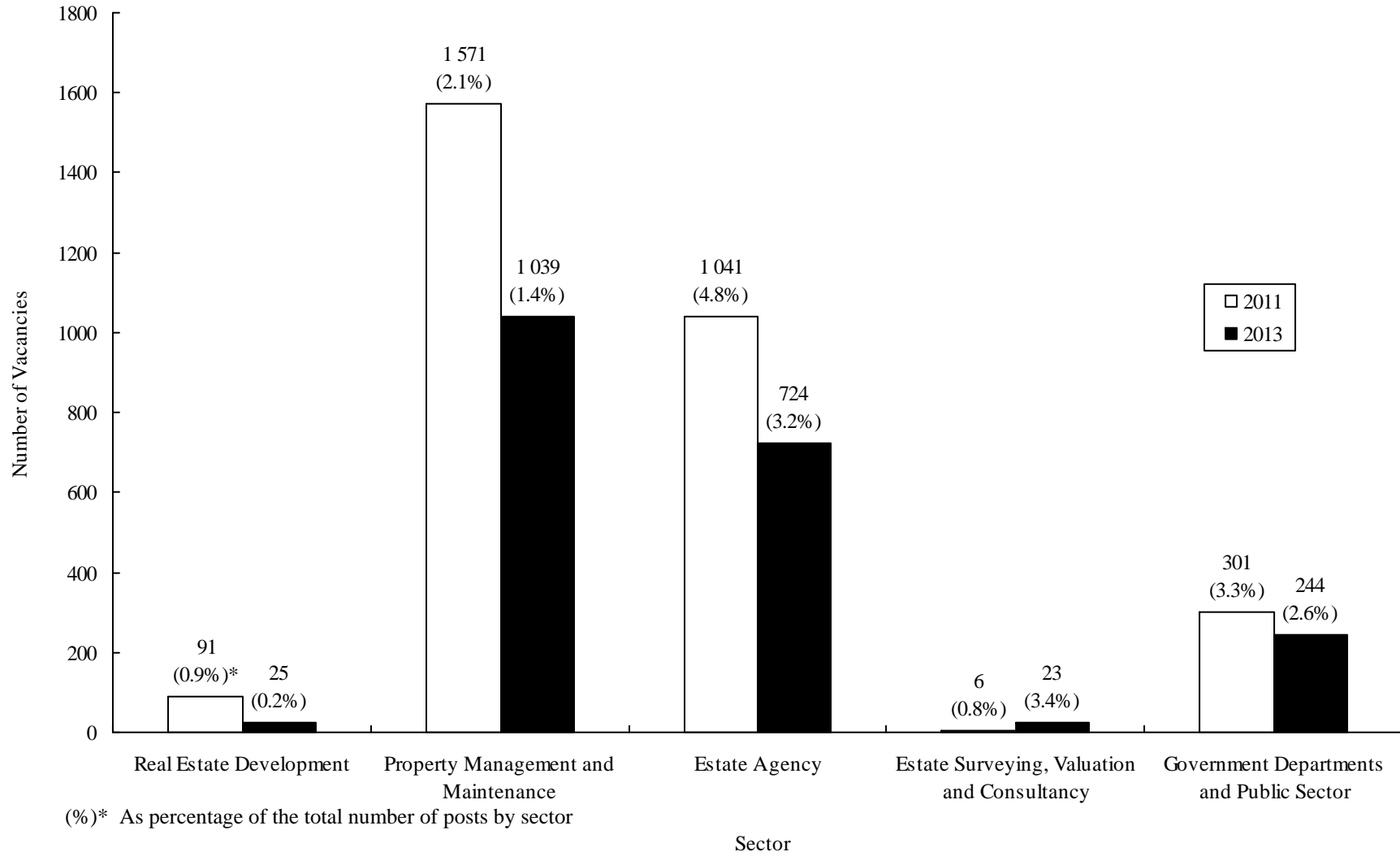


Table 3: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	5 (0.2)	13 (0.3)	7 (0.1)	25 (0.2)
Property Management and Maintenance	44 (1.2)	178 (1.5)	817 (1.4)	1 039 (1.4)
Estate Agency	- (-)	35 (1.2)	689 (3.8)	724 (3.2)
Estate Surveying, Valuation and Consultancy	1 (0.4)	3 (1.6)	19 (7.8)	23 (3.4)
Government Departments and Public Sector	77 (3.5)	75 (0.7)	92 (4.4)	244 (2.6)
	—	—	—	—
Total (%)**	127 (1.2)	304 (1.3)	1 624 (2.0)	2 055 (1.8)[@]

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

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

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

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

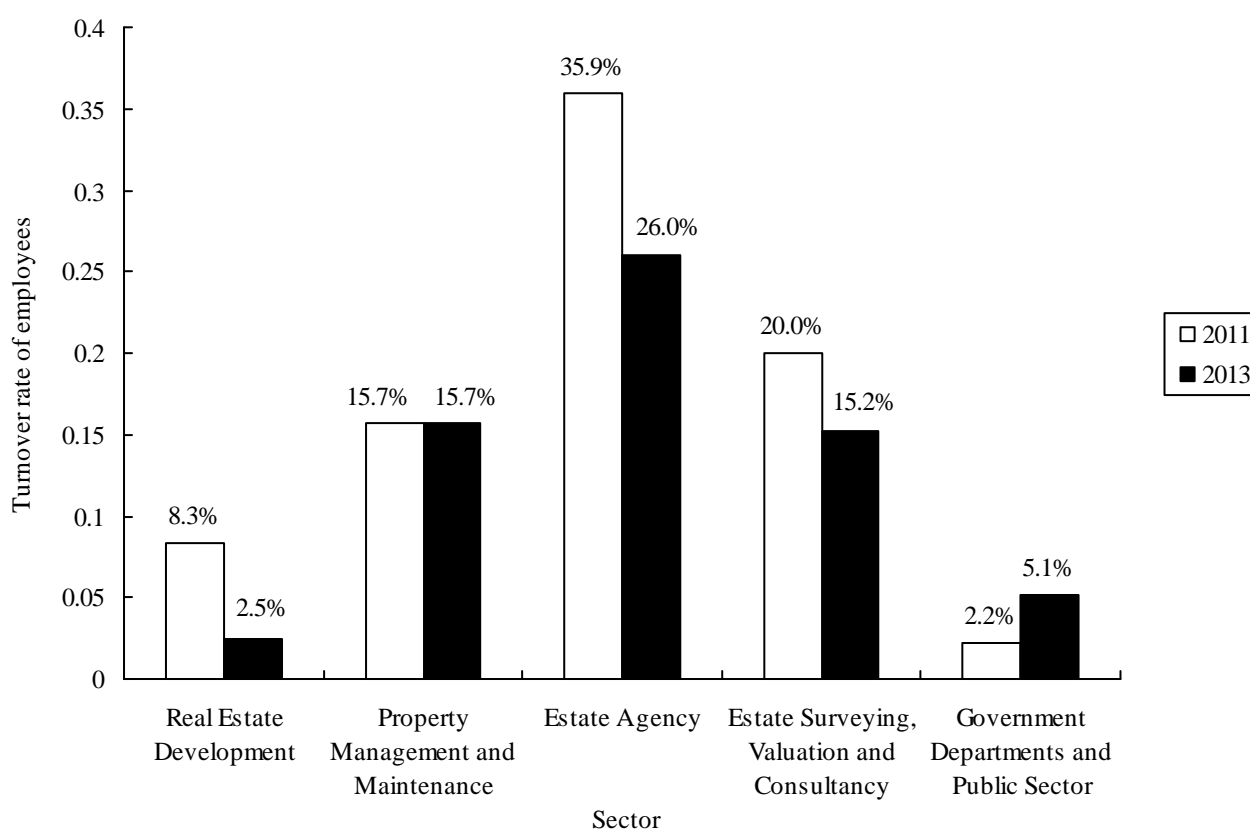
Internal Promotion in the Past 12 Months by Job Level

13. The survey reveals that 770 employees (or 0.7% of the total employees) had been promoted from within the industry. Among the total number of promotions, 297 were promoted to the managerial/professional level and 473 were promoted to the supervisory level. The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate career development.

Turnover Rate

14. Employers reported that 18 486 employees (or 15.5% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 11 671 leavers (15.7% of the posts in the sector), which was the highest in number. The estate agency sector showed 5 929 leavers (26% of the posts in the sector), which was the highest in percentage. The turnover rate of employees of 2011 and 2013 by sector is shown in Figure 5.

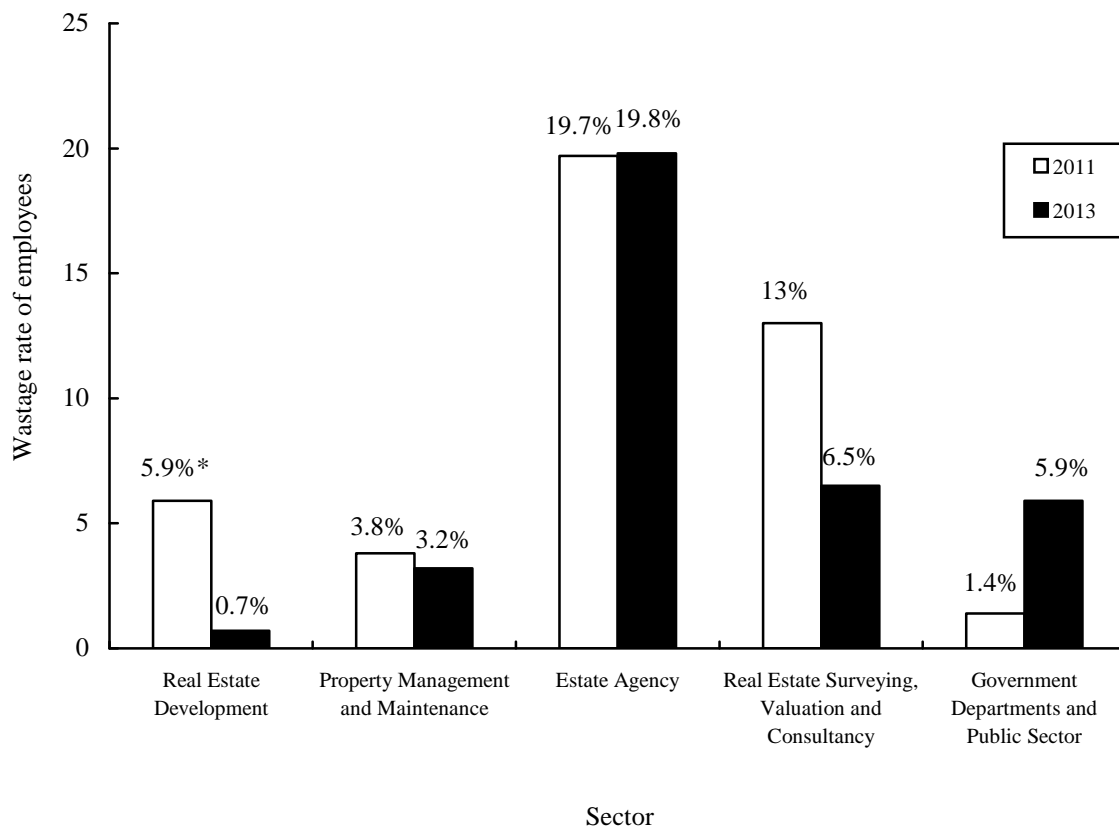
Figure 5: Turnover Rate of Employees of 2011 and 2013 by Sector



Wastage

15. During the survey period, 18 486 employees had left and 11 526 employees were recruited with real estate services related experience. Thus, the wastage was 6 960, which represents 5.9% of the total employee in 2013. The highest wastage rate was recorded for the estate agency sector which was 4 373 employees (19.8% of the number of employees in the same sector). The estate surveying, valuation and consultancy sector ranked second with 44 employees (6.5% of the number of employees in the same sector) leaving permanently. A comparison of wastage rate of employees by sector between 2011 and 2013 is shown in Figure 6.

Figure 6: Comparison of Wastage Rate of Employees by Sector between 2011 and 2013



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

Recruitment Difficulties

16. Out of the 1 049 respondents to this question, 409 (35.9%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reasons for the recruitment difficulties were the lack of candidates with the relevant experience and unsatisfactory terms of employment. The Training Board is of the view that the training demands for estate agency, and, property management and maintenance are substantial.

Preferred Education

17. As revealed by the survey, 91.9% and 84.9% of the employees were preferred to have university degree or above or professional qualification for the managerial/professional level in 2011 and 2013 respectively. As for the supervisory level, 71.4% and 66.5% of the employees were preferred to have diploma or certificate or above academic qualification in 2011 and 2013 respectively. As for the technical support and operative level, 68.7% and 76.6% of the employees were preferred to have Secondary 5 or above academic qualification in 2011 and 2013 respectively. The Training Board is of the view that the economy thrived during the survey period, employees had better chances to mobilize to other industries. In order to recruit enough manpower, employers may be more flexible on entry requirement of academic qualification.

Preferred Experience

18. From the analysis, 76.8% and 69.8% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2011 and 2013 respectively. As for the supervisory level, 77.1% and 75.6% of the employees were preferred to have more than 3 years of experience in 2011 and 2013 respectively. As for the technical support and operative level, 52.8% and 64.5% of the employees were preferred to have more than 1 year of experience in 2011 and 2013 respectively. The Training Board observes a downward adjustment of the preferred period of experience for managerial/professional level and technical support and operative level employees, but remains optimistic that it was a temporary strategy adopted by employers to recruit enough manpower to cope with their expanding business.

Income Distribution

19. The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. There were 52.8% and 73.3% of employees in the income range \$10 001 to \$40 000 in 2011 and 2013 respectively, indicating a growth of 20.5%. At the same time, there were 42% and 22.4 % of employees in the income range \$8 001 to \$10 000 in 2011 and 2013 respectively, indicating a decrease rate of 19.6%. The Training Board observes that there were general increments in the above income ranges as the economy thrived and the implementation of statutory minimum wage during the survey period.

Manpower Projection

Forecast Manpower Demand for 2014 to 2016

20. Employers forecasted that there would be 119 092 posts by May 2014, a decrease of 199 posts or 0.17% of the total number of posts in May 2013. By sector, the property management and maintenance sector would have 39 new posts or 0.05% growth in the number of employees which is the highest in all sectors. The real estate development sector was expected to have a decrease of 222 posts or 1% reduction in the number of employees. The Training Board observes that most employers were cautious in their forecast. The Training Board has therefore adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2014 to 2016 in Table 4:

Table 4: Manpower Projection of the Real Estate Services Industry in 2014 to 2016

Year	<u>Actual Manpower</u>	<u>Projected Manpower</u>	<u>Employers' Forecast (at the time of survey)</u>
2013	119 291		
2014F		120 591 (1.09)*	119 092 (-0.17)*
2015F		121 359 (0.64)**	
2016F		122 100 (0.61)**	

* As percentage increase / decrease of the actual manpower against 2013

** As percentage increase / decrease of the projected manpower in the previous year

Projection on Additional Training Requirements

21. Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2014 in Table 5 as follows:

**Table 5: Projected Additional Training Requirements
of Real Estate Services Industry in May 2014**

<u>Job Level</u>	<u>No. of Employees in May 2013</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2014</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	10 176	100	305	405
Supervisory	24 061	672	720	1 392
Technical Support & Operative	<u>82 999</u>	<u>6542</u>	<u>2 330</u>	<u>8 872</u>
Total	117 236	7 314	3 355	10 669

Provision of Training by Employers

22. The survey reveals that out of the 43 363 training places in the next 12 months, 18 161 (41.9%) would be for generic skills, 11 868 (27.4%) would be for property / housing management and 6 465 (14.9%) would be for estate agents. The majority of these trainings places would be in-house training (34 444, 79.4%) provided by the employers. As for sponsored training, there would be 8 919 (20.6%) training places. By job level, the technical support and operative level would have 25 903 training places, of which 19 473 are in-house training. The supervisory level would have 11 420 training places while the managerial/ professional level would have 6 040 training places. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

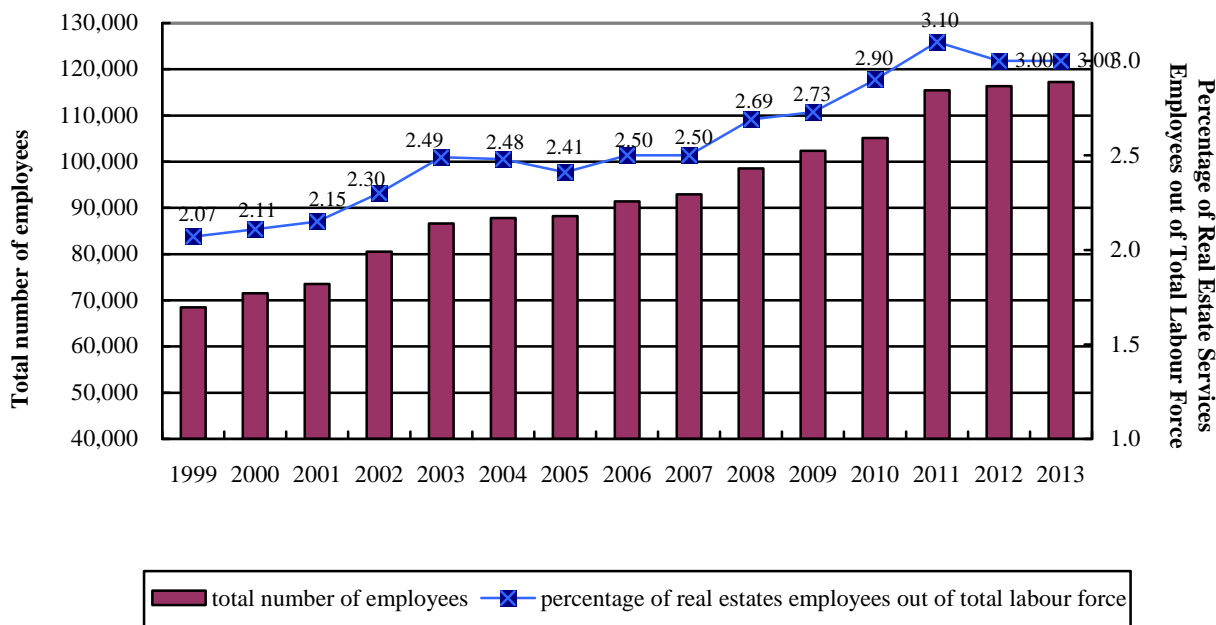
Expectation of Manpower Change due to the Fluctuation of Economy in the Next 12 Months

23. The survey reveals that employers generally expected a mild increase in manpower due to the economy in the next 12 months. Among all sectors, the employers of property management and maintenance expected an increase of 1 118 employees, which is the highest, followed by an expected increase of 502 employees in the estate agency sector. Almost all manpower change is expected within Hong Kong. The manpower change was mainly caused by reason of business expansion / contraction.

Industry Outlook

24. Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 7 shows the percentage of real estate services employees against the total workforce from 1999 to 2013.

**Figure 7: Percentage of Real Estate Services Employees
against the Total Labour Force from 1999 to 2013**



25. With the Government’s imposition of Buyer’s Stamp Duty (BSD) on the disposal of residential properties in October 2012, the residential market has been downturned. The number of sale and purchase agreements for residential flats dropped from 11 581 per month in November 2012 to 5 061 in November 2013.

26. The Chief Executive of HKSAR announced its Policy Address on 15 January 2014 that Government continued to step up its efforts to boost land supply in the short, medium and long terms to address the housing needs. The Government will adopt a total of 470 000 new residential units as the new supply target in the coming ten years, with a 60:40 split between public and private housing. The Government aims to provide an average of about 20 000 public rental housing (PRH) and about 8 000 Home Ownership Scheme (HOS) units per year in the coming ten years that accounted for 36% increase of public housing supply compared to last few years. In addition, it is projected that the private sector will, on average, produce about 13 600 flats each year in the next five years, an increase of about 40% over the past five years in which only produced an average of about 9 680 flat each year.

27. In order to promote the building safety and management, the Government will launch a new phase of the Building Management Professional Advisory Service Scheme by engaging property management companies to provide one-stop and tailor-made support and advisory services on building management and maintenance to 1 200 old building without any form of management.

28. The Government will introduce a Regulatory Framework for Property Management Industry in the near future with the view to ensure that the property management Industry plays an effective role in building management and maintenance. The public consultation exercise on “Putting in place a Regulatory Framework for Property Management Industry” has been launched during December 2010 to March 2011. With the establishment of Regulation of Property Management Industry, the standards and the quality of the industry will be enhanced.²⁹ With the development of the Hong Kong-Zhuhai-Macao (HKZM)

Bridge, the bridge will significantly reduce transportation costs and time for travellers and goods on the road. With the HKZM Bridge, the Western Pearl River Delta (PRD) will fall within a reachable 3-hour commuting radius of Hong Kong. This would enhance the attractiveness of the Western PRD to external investment, which is conducive to the upgrading of its industry structure. Hong Kong will benefit from this new economic hinterland.

30. The 26-km long Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (Express Rail Link, or XRL) runs from West Kowloon in Hong Kong to the boundary of Hong Kong and Shenzhen are in progress with completion targeted for 2015. The Express Rail Link will connect with the 16,000-km National High-speed Railway Network and will enhance Hong Kong's role as the southern gateway to the Mainland. It will significantly reduce the travel time and associated cost between Hong Kong and Mainland cities and more Mainland cities and regions will be included in the daily commutable area of Hong Kong. The Express Rail Link will create approximately 11,000 employment opportunities during the peak of construction. It will also facilitate growth in other industries such as catering and retail, tourism, professional services, and more, generating numerous employment opportunities.

Implications on Manpower

31. Employers generally opined that with the change of Hong Kong's economy in the next 12 months, there would be an increasing demand for manpower. The overall manpower situation for the major sectors will maintain a steady but slow-to-moderate rate in the near future:

- (i) In the short-term, the manpower growth for real estate development sector may fluctuate and slow down. However, a general growth may still be anticipated;
- (ii) The manpower demand in the property management and maintenance sector may continue to increase vis-à-vis the development of local properties;
- (iii) In order to overcome the high estate agency turnover, the need for manpower in the estate agency sector is still strong;
- (iv) Initiation of local development project may increase manpower demand in the estate surveying, valuation and consultancy sector may be expected; and
- (v) The development initiatives and a large number of employees will reach their retirement ages within these few years in the government department and public sectors, these may lead to generate a large demand for manpower.

Recommendations

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

- (i) In view of the demand for quality real estate services, the existing 117 236 in-service employees would need upgrading through training and continuous professional development to remain competitive and efficient. It also provides a pathway for career advancement.
- (ii) Of the 10 669 forecasted additional training requirements, 8 872 are at the technical support and operative level, 1 392 at the supervisory level and 405 at managerial/ professional level. The Training Board recommends that suitable training courses should be provided to these employees.
- (iii) The Training Board considers that the need to acquire knowledge in the estate agency business of the Mainland and new regulation on the sale of first-hand residential properties will create further demand on the continuing professional development of the practitioners. Furthermore, the anticipated licensing of property management companies and relevant employees that would be in place in the coming years will create further training demand for the property management and maintenance employees.
- (iv) The Training Board considers training for the real estate services industry as an important means of up-keeping and upgrading professional knowledge for existing in-service employees. Without dispute, training is a vital element for job-seekers and job-transferees to tune into the industry quickly.
- (v) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conferences and experience-sharing seminars for practitioners in the industry.
- (vi) The Training Board will continue to promote the career and training opportunities of the real estate services industry through all available channels including the Internet, seminars and talks.
- (vii) The Training Board supports to conduct its manpower survey once every two years to assess the manpower demand, supply and relevant training needs in this industry.

SECTION I

INTRODUCTION

The Training Board

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

Purpose of the Survey

1.2 The Training Board had conducted seven manpower surveys in 1999, 2001, 2003, 2005, 2007, 2009 and 2011 respectively and published seven reports. The Training Board also conducted its eighth biennial manpower survey in May 2013 with the following objectives:-

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

Scope of the Survey

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

1.4 Out of the 11 200 establishments registered with the Census and Statistics Department, 1 049 establishments were selected using the stratified random sampling method. The 1 049 samples covered 361 establishments in real estate development; 283 establishments in property management and maintenance; 309 establishments in estate agency; 75 establishments in estate surveying, valuation and consultancy; and 21 government departments and other public bodies. Breakdown of the samples by stratum is shown in **Appendix 4**.

Method of the Survey

1.5 The survey, conducted in May 2013, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 049 sampled establishments was required to complete a questionnaire on real estate services manpower and training needs (**Appendix 3**). Interviewing officers of the Census and Statistics Department conducted surveying fieldwork and visited these establishments to collect the completed questionnaires.

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

Analysis of the Response

1.7 Of the 1 049 sampled establishments for the survey, 48 establishments declined to respond. 682 (including 20 partial responses) were successfully enumerated with the required information collected. The remaining 319 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 93.4%. Respondents by stratum by sector are shown in **Appendix 4**. A full analysis of the response is in **Appendix 5**.

Manpower Assessment Procedure

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

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

Presentation of Findings

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

Definition of Terms

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

1.11 "A sector" is defined, for the purpose of this survey, as a group of establishments conducting business having the digits (68XXXX and 711200) of Hong Kong Standard Industrial Classification (HSIC) code. Other than the above, "sector" also refers to supplementary samples of government departments, and organisations in the public sector.

SECTION II

SUMMARY OF SURVEY FINDINGS

Coverage of the Survey

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

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

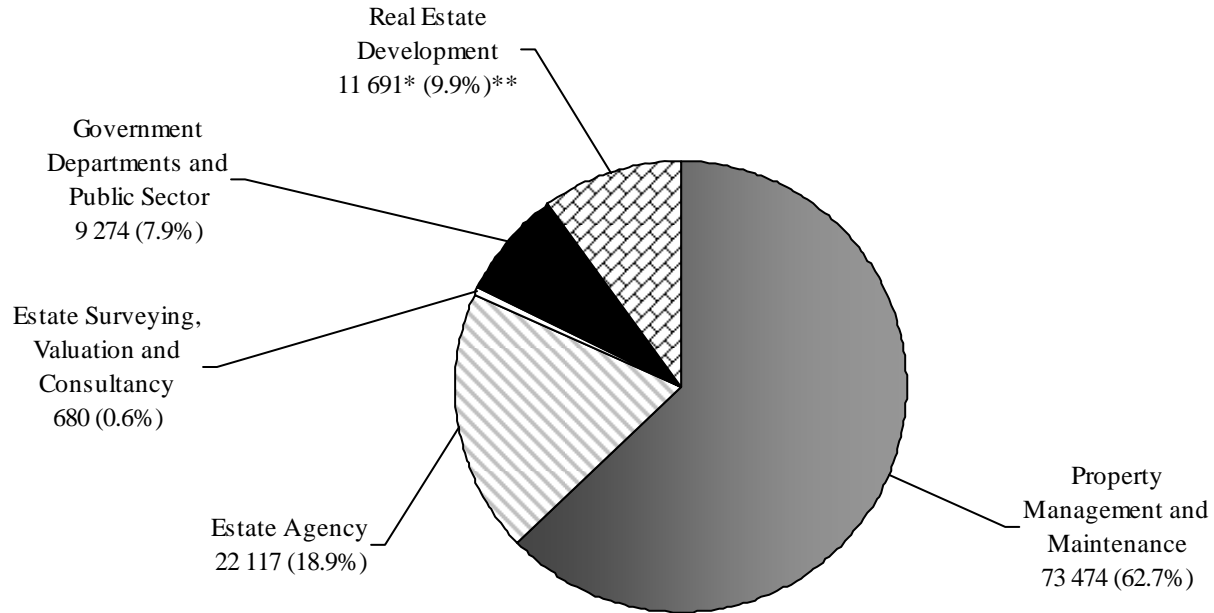
Number of Persons Employed

2.2 The survey reveals that the five sectors together employed 145 584 people, including 117 236 technical employees¹ and 28 348 non-technical employees. Comparing with the total employees of 143 684 in 2011, there is an increase of 1 900 employees (1.3%) over the two years. An increase of 1 752 (+1.5%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 148 non-technical employees (+0.5%) are recorded. Technical employees are those that are vocationally related to real estate services while the non-technical employees refer to those working in administrative, accounting, personnel and supporting areas. As in the previous reports, the non-technical employees have been excluded from all further analysis in this report.

2.3 The property management and maintenance sector had employed the most people (73 474 employees, accounting for 62.7% of the total employees), followed by the estate agency sector (22 117 employees, 18.9%); the real estate development sector (11 691 employees, 9.9%); the government departments and public sector (9 274 employees, 7.9%); and the estate surveying, valuation and consultancy sector (680 employees, 0.6%). The distribution of employees by sector is shown in Figure 1. Detailed analysis of the findings by sector is also presented in **Appendix 6**.

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

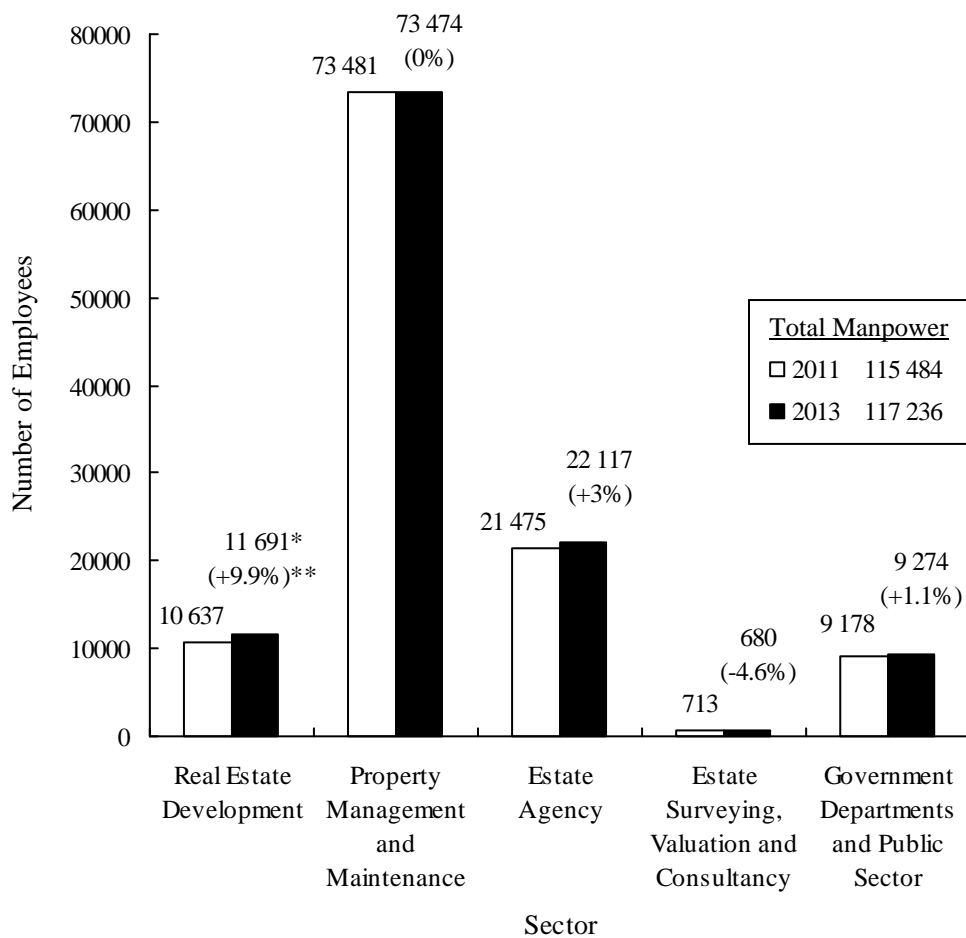
Figure 1: Distribution of Employees by Sector
Total: 117 236



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

2.4 Comparing with the survey in 2011, the real estate development sector had recorded a 9.9% manpower growth in two years. At the same time, real estate agency also recorded a 3% growth. A comparison of the manpower by sector between 2011 and 2013 is shown in Figure 2 and the growth in the number of employees by sector is shown in Table 1.

Figure 2: Comparison of the Distribution of Employees by Sector between 2011 and 2013



* Total number of employees in each sector

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

Table 1: Growth in the Number of Employees by Sector

<u>Sector</u>	No. of Employees in June 2011	No. of Employees in May 2013	Growth/Decrease (%) [*]
Real Estate Development	10 637	11 691	1 054 (9.9)
Property Management and Maintenance	73 481	73 474	-7 (0)
Estate Agency	21 475	22 117	642 (3)
Estate Surveying, Valuation and Consultancy	713	680	-33 (-4.6)
Government Departments and Public Sector	9 178	9 274	96 (1.5)
Total	115 484	117 236	1 752 (1.5)^{**}

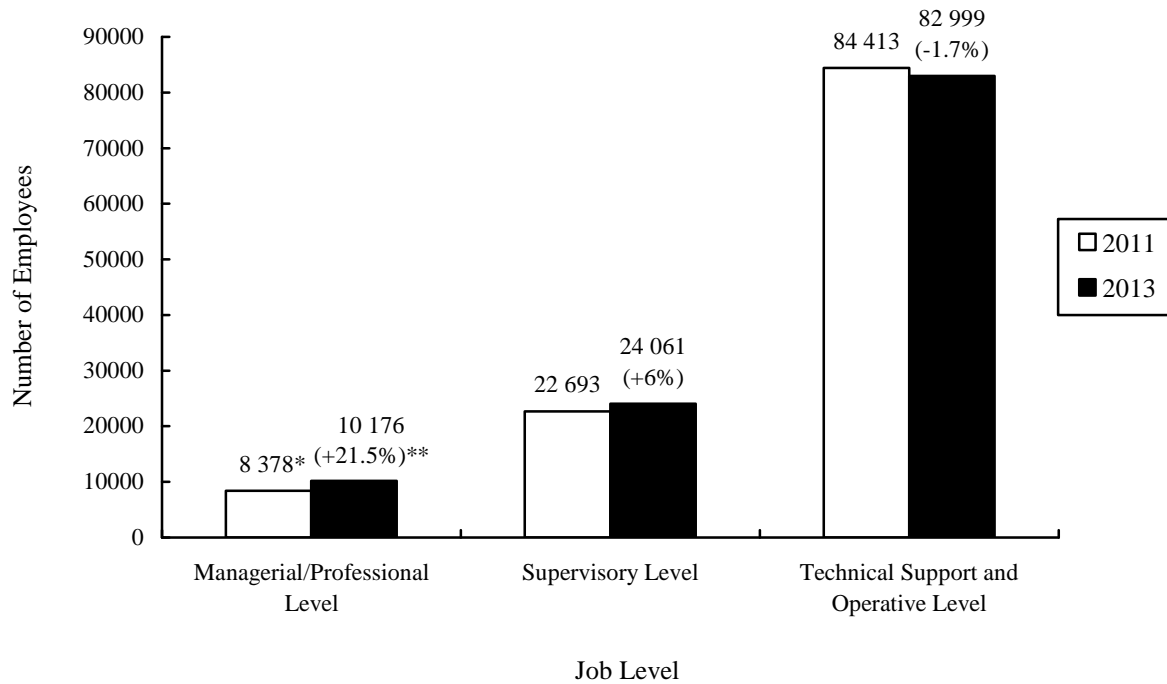
(%)^{*} As percentage increase / decrease in the total number of employees in the same sector

(%)^{**} As percentage increase / decrease in the total employees in the industry

2.5 The survey also reveals that of the 117 236 employees, 82 999 (70.8%) were at the technical support and operative level, 24 061 (20.5%) at the supervisory level and 10 176 (8.7%) at the managerial/professional level. The comparison of manpower structure between 2011 and 2013 by job level is shown in Figure 3 and the growth in the number of employees by job level is shown in Table 2.

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

Figure 3: Manpower Structure of 2011 and 2013 by Job Level



* The total number of employees at each job level

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

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

<u>Job Level</u>	<u>No. of Employees in June 2011</u> (%) [*]	<u>No. of Employees in May 2013</u> (%) [*]	<u>Increase/ Decrease</u> (%) [#]
Managerial/Professional	8 378 (7.3)	10 176 (8.7)	1 798 (21.5)
Supervisory	22 693 (19.7)	24 061 (20.5)	1 368 (6)
Technical Support and Operative	84 413 (73)	82 999 (70.8)	-1 414 (-1.7)
Total	115 484	117 236	1 752 (1.5)**

(%)^{*} As percentage of total number of employees at the same job level

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

(%)^{**} As percentage increase/decrease in the total employees in the industry

Table 3: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development	2 875 (24.6)	3 807 (32.6)	5 009 (42.8)	11 691 (100)	(9.9)
Property Management and Maintenance	3 688 (5)	12 159 (16.6)	57 627 (78.4)	73 474 (100)	(62.7)
Estate Agency	1 189 (3.8)	2 911 (13.2)	18 017 (83)	22 117 (100)	(18.9)
Estate Surveying, Valuation and Consultancy	246 (36.2)	189 (27.8)	245 (36)	680 (100)	(0.6)
Government Departments and Public Sector	2 178 (23.5)	4 995 (53.9)	2 101 (22.6)	9 274 (100)	(7.9)
Total	10 176 (8.7)	24 061 (20.5)	82 999 (70.8)	117 236 (100)	(100)

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

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

The percentage may not add up to 100 owing to rounding

Number of Employees Stationed in the Mainland/Other Cities

2.7 The survey reveals that 148 employees were stationed in the Mainland or other cities for over 183 days in the past 12 months, representing only 0.1% of the total number of employees. Among the 148 employees, the real estate development sector had recorded 113 employees stationed in the Mainland, or other cities, followed by the property management and maintenance sector with 35 employees. Of the three job levels, managerial/professional had recorded 91 employees stationed in the Mainland. The number of employees stationed in the Mainland or other cities for over 183 days by sector by job level in the past 12 months is illustrated in Table 4.

Number of Employees Travelled frequently to the Mainland

2.8 The survey reveals that 568 employees travelled to the Mainland on different real estate assignments in the past 12 months. The real estate agency sector had reported 245 employees who travelled frequently to the Mainland, followed by the real estate development agency sector of 229 employees. The number of employees who travelled to the Mainland by sector is illustrated in Table 5. Table 6 shows that employers expected that 568 employees will be travelling frequently to the Mainland in the next 12 months.

Table 4: Number of Employees Stationed in the Mainland/Other Cities for over 183 Days in the Past 12 Months

<u>Sector</u>	<u>Managerial/ Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operatives</u>		<u>Total</u>
	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities	(%)*
Real Estate Development	64	8	29	-	12	-	113 (0.97)
Property Management and Maintenance	27	8	-	-	-	-	35 (0.05)
Estate Agency	-	-	-	-	-	-	- (-)
Estate Surveying, Valuation and Consultancy	-	-	-	-	-	-	- (-)
Government Departments and Public Sector	-	-	-	-	-	-	- (-)
Total	91	16	29	-	12	-	148 (0.13)**

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

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

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

<u>Sector</u>	<u>On Real Estate Development Assignment</u> (%)*	<u>On Property Management and Maintenance Assignment</u> (%)*	<u>On Estate Agency Assignment</u> (%)*	<u>On Estate Surveying and Consultancy Assignment</u> (%)*	<u>Sub-Total</u> (%)#
Real Estate Development	229 (100)	-	-	-	229 (2)
Property Management and Maintenance	-	30 (100)	-	-	30 (0.04)
Estate Agency	60 (19.7)	-	245 (80.3)	-	305 (1.4)
Estate Surveying, Valuation and Consultancy	-	-	-	4 (100)	4 (0.04)
Government Departments and Public Sector	-	-	-	-	-
Sub-Total	289	30	245	4	568 (0.5)**

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

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

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

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

<u>Sector</u>	<u>On Real Estate Development Assignment</u> (%)*	<u>On Property Management and Maintenance Assignment</u> (%)*	<u>On Estate Agency Assignment</u> (%)*	<u>On Estate Surveying and Consultancy Assignment</u> (%)*	<u>Sub-Total</u> (%)#
Real Estate Development	229 (100)	-	-	-	229 (2)
Property Management and Maintenance	-	29 (100)	-	-	29 (0.04)
Estate Agency	60 (19.7)	-	245 (80.3)	-	305 (1.4)
Estate Surveying, Valuation and Consultancy	-	-	-	4 (100)	4 (0.04)
Government Departments and Public Sector	-	-	-	-	-
Sub-Total	289	29	245	4	567 (0.5)**

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

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

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

Number of Existing Vacancies

2.9 There were 2 055 vacancies at the time of survey which represents 1.7% of the total 119 291 posts. The property management and maintenance sector had 1 039 vacancies which is the highest of all sectors. The estate agency sector had 724 vacancies which is the next highest. The comparison of the number of vacancies between 2011 and 2013 by sector is shown in Figure 4. The number of existing vacancies by section by job level is illustrated in Table 7.

Figure 4: Vacancies of 2011 and 2013 by Sector
Total: 2 055

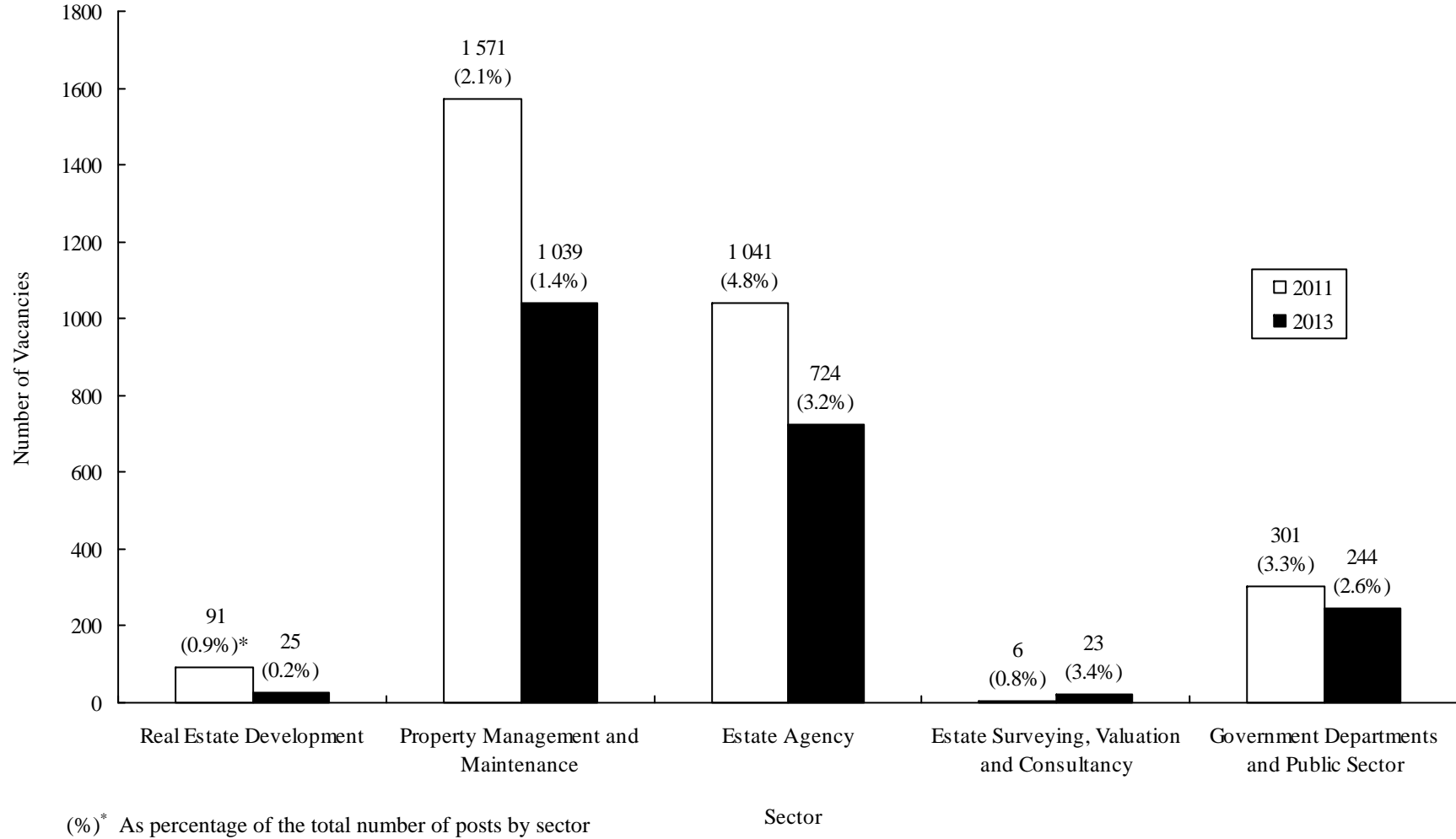


Table 7: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	5 (0.2)	13 (0.3)	7 (0.1)	25 (0.2)
Property Management and Maintenance	44 (1.2)	178 (1.5)	817 (1.4)	1 039 (1.4)
Estate Agency	- (-)	35 (1.2)	689 (3.8)	724 (3.2)
Estate Surveying, Valuation and Consultancy	1 (0.4)	3 (1.6)	19 (7.8)	23 (3.4)
Government Departments and Public Sector	77 (3.5)	75 (1.5)	92 (4.4)	244 (2.6)
	—	—	—	—
Total (%)**	127 (1.2)	304 (1.3)	1 624 (2.0)	2 055 (1.8)@

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

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

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

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

Employers' Forecast of Manpower Demand by May 2014

2.10 Employers forecasted that there would be 119 092 posts by May 2014, a decrease of 199 posts or 0.17% of the total number of posts in May 2013. By sector, the property management sector would have 79 new jobs or 0.1% growth in the number of employees which is the highest in all sectors.

2.11 Employers' forecast manpower growth by May 2014 by sector by job level is presented in Tables 8(i) to 8(v) and Figure 5.

**Table 8: Employers' Forecast of Real Estate Services Manpower
by May 2014 by Sector by Job Level**

(i) Real Estate Development

<u>Job Level</u>	(a) No. of Employees in May 2013	(b) No. of Vacancies in May 2013	(a)+(b) Total No. of Posts in May 2013	Employers' Forecast of Manpower in May 2014	Growth (%)*
Managerial/ Professional	2 875	5	2 880	2 878	-2
Supervisory	3 807	13	3 820	3 820	-
Technical Support and Operative	5 009	7	5 016	4 966	-50
Sub-total	11 691	25	11 716	11 664	-52 (-0.4)*

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in May 2013	(b) No. of Vacancies in May 2013	(a)+(b) Total No. of Posts in May 2013	Employers' Forecast of Manpower in May 2014	Growth (%)*
Managerial/ Professional	3 688	44	3 732	3 735	3
Supervisory	12 159	178	12 337	12 377	40
Technical Support and Operative	57 627	817	58 444	58 480	36
Sub-total	73 474	1 039	74 513	74 592	79 (0.1)*

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

(iii) Estate Agency

<u>Job Level</u>	(a) No. of Employees in May 2013	(b) No. of Vacancies in May 2013	(a)+(b) Total No. of Posts in May 2013	Employers' Forecast of Manpower in May 2014	<u>Growth</u> (%)*
Managerial/ Professional	1 189	0	1 189	1 192	3
Supervisory	2 911	35	2 946	2 925	-21
Technical Support and Operative	18 017	689	18 706	18 502	-204
Sub-total	22 117	724	22 841	22 619	-222 (-1)*

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in May 2013	(b) No. of Vacancies in May 2013	(a)+(b) Total No. of Posts in May 2013	Employers' Forecast of Manpower in May 2014	<u>Growth</u> (%)*
Managerial/ Professional	246	1	247	247	-
Supervisory	189	3	192	191	-1
Technical Support and Operative	245	19	264	263	-1
Sub-total	680	23	703	701	-2 (-0.3)*

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

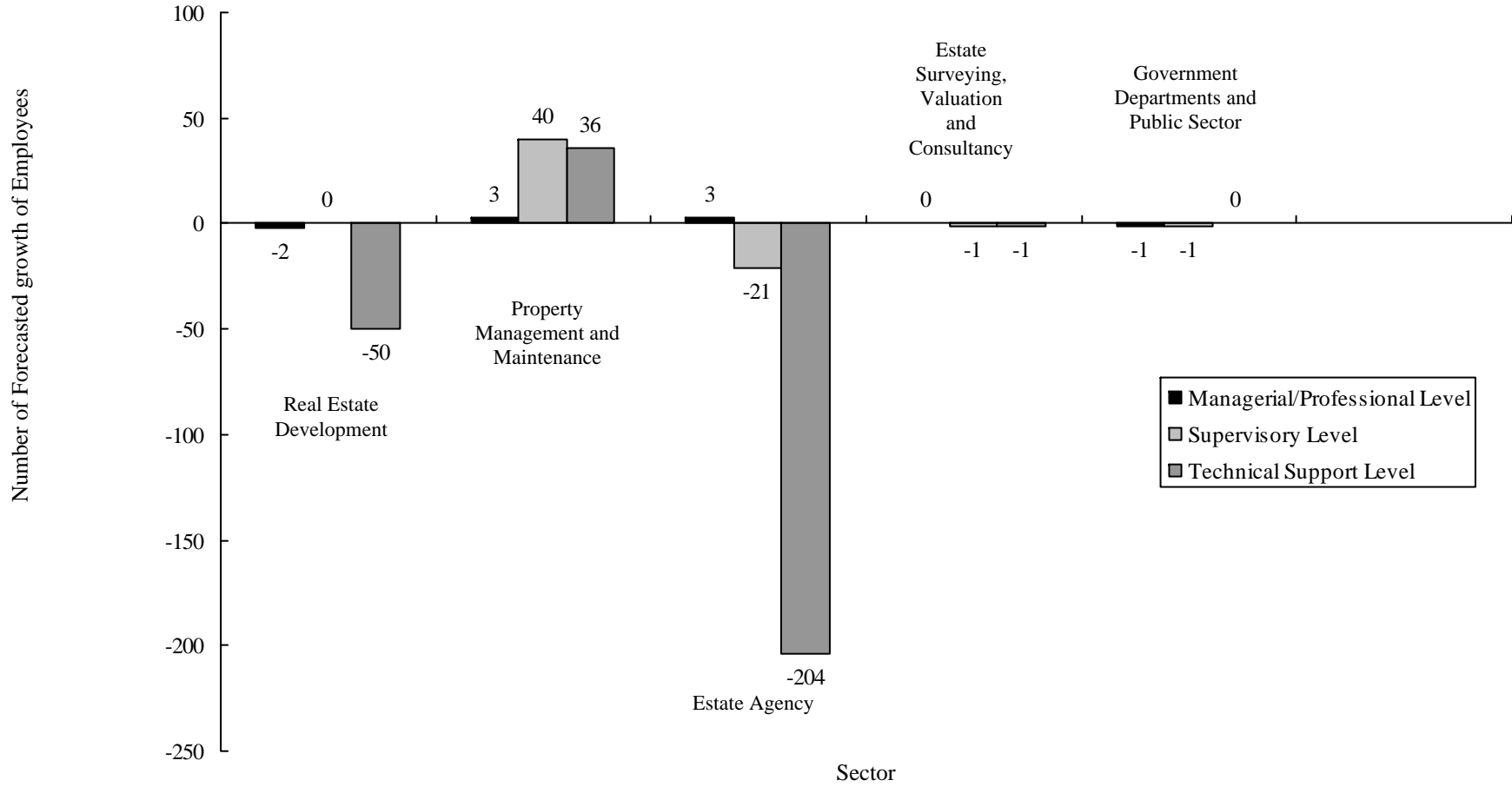
(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in May 2013	(b) No. of Vacancies in May 2013	(a)+(b) Total No. of Posts in May 2013	Employers' Forecast of Manpower in May 2014	<u>Growth</u> (%) [*]
Managerial/ Professional	2 178	77	2 255	2 254	-1
Supervisory	4 995	75	5 070	5 069	-1
Technical Support and Operative	2 101	92	2 193	2 193	-
Sub-total	9 274	244	9 518	9 516	-2 (-0.02)[*]
Total	117 236	2 055	119 291	119 092	-199 (-0.17)^{**}

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

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

Figure 5: Employers' Forecast of Real Estate Services Manpower Growth by May 2014 by Sector by Job level
Total : -199



Internal Promotion in the Past 12 Months by Job Level

2.12 The survey reveals that 770 employees (or 0.7% of the total employees) had been promoted from within the industry. Among the total number of promotions, 297 were promoted to the managerial/professional level and 473 were promoted to the supervisory level. The promotion pattern by sector by job level for 2011 and 2013 is given in Table 9.

Table 9: Promotion Pattern by Sector by Job Level for 2011 and 2013

	<u>June 2011</u>			<u>May 2013</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	<u>(%)*</u>	<u>Number Employed</u>	<u>Number of Promotion</u>	<u>(%)*</u>
<u>Real Estate Development</u>						
<u>Job Level</u>						
Managerial/Professional	1 896	37	(2.0)	2 875	23	(0.8)
Supervisory	3 337	18	(0.5)	3 807	32	(0.8)
<u>Property Management and Maintenance</u>						
<u>Job Level</u>						
Managerial/Professional	3 533	62	(1.8)	3 688	107	(2.9)
Supervisory	11 318	370	(3.3)	12 159	266	(2.2)
<u>Estate Agency</u>						
<u>Job Level</u>						
Managerial/Professional	819	52	(6.3)	1 189	12	(1.0)
Supervisory	2 832	117	(4.1)	2 911	68	(2.3)
<u>Estate Surveying, Valuation and Consultancy</u>						
<u>Job Level</u>						
Managerial/Professional	201	6	(3.0)	246	7	(2.8)
Supervisory	234	16	(6.8)	189	10	(5.2)
<u>Government Departments and Public Sector</u>						
<u>Job Level</u>						
Managerial/Professional	1 929	95	(4.9)	2 178	148	(6.8)
Supervisory	4 972	163	(3.3)	4 995	97	(1.9)
Grand Total	31 071	1 006		34 237	770	(0.7)**

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

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

Staff Turnover in the Past 12 Months

2.13 As shown in Table 10, employers reported that 18 486 employees (or 15.5% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 11 671 leavers (15.7% of the posts in the sector), which was the highest in number. The estate agency sector showed 5 929 leavers (26% of the posts in the sector), which was the highest in percentage. Figure 6 shows the turnover rate of employees in 2011 and 2013 by sector.

Figure 6: Turnover Rate of Employees of 2011 and 2013 by Sector

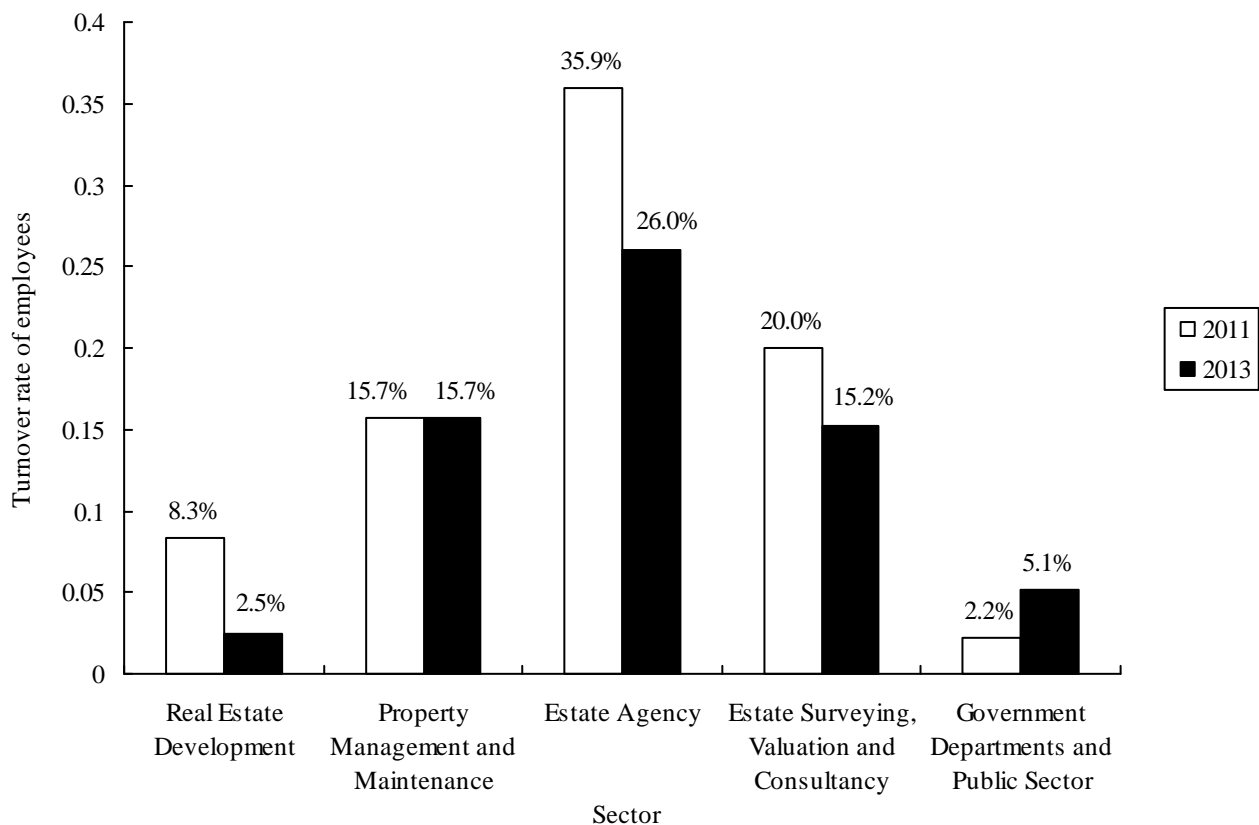


Table 10: Real Estate Services Employees Left in the Past 12 Months by Sector

Sector	No. of posts	No. of Leavers	(%)*
Real Estate Development	11 716	293	2.5
Property Management and Maintenance	74 513	11 671	15.7
Estate Agency	22 841	5 929	26
Estate Surveying, Valuation and Consultancy	703	107	15.2
Government Departments and Public Sector	9 518	486	5.1
	119 291	18 486	(15.5)**

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

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

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

Job Level	No. of posts	No. of Leavers	(%)*
Managerial/Professional Level	10 303	447	4.3
Supervisory Level	24 365	1 898	7.8
Technical Support and Operative Level	84623	16 141	19.1
	119 291	18 486	(15.5)**

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

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

2.14 Table 11 shows that at the technical support and operative level, 16 141 employees had left, representing 19.1% of the number of posts at the same job level. The total number of employees left was 18 486, representing 15.5% of the total number of posts.

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

(i) Real Estate Development

<u>Job Level</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	27	37	-	(-)
Supervisory	60	40	20	(0.5)
Technical Support and Operative	206	142	64	(1.3)
Sub-Total:	293	219	84[#]	(0.7)**

(ii) Property Management and Maintenance

<u>Job Level</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	251	208	43	(1.2)
Supervisory	1 498	985	513	(4.2)
Technical Support and Operative	9 922	8 186	1 736	(3)
Sub-Total:	11 671	9 379	2 292	(3.1)**

(iii) Estate Agency

<u>Job Level</u>	<u>Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	46	41	5	(0.4)
Supervisory	114	87	27	(0.9)
Technical Support and Operative	5 769	1 428	4 341	(24.1)
Sub-Total:	5 929	1 556	4 373	(19.8)**

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

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

Total wastage of supervisory and technical support and operative levels

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	7	7	-	(-)
Supervisory	16	13	3	(1.6)
Technical Support and Operative	84	43	41	(16.7)
Sub-Total:	107	63	44	(6.5)**

(v) Government Departments and Public Sector

<u>Job Level</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	116	67	49	(2.3)
Supervisory	210	139	71	(1.4)
Technical Support and Operative	160	103	57	(2.7)
Sub-Total:	486	309	177	(1.9)**
Grand Total	18 486	11 526	6 960	(5.9)#

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

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

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

New Recruitment With Real Estate Services Related Experience

2.15 The survey reveals that 18 916 employees were recruited in the past 12 months. Among these recruited employees, 11 526 employees (60.9%) had real estate services related experience. By sector, property management and maintenance had a high of 9 379 employees recruited with real estate services experience. By job level, technical support and operative recruited 9 902 employees with real estate services experience. An analysis by sector by job level is shown in Table 12.

Wastage

2.16 During the survey period, 18 486 employees had left and 11 526 employees were recruited with real estate services related experience. Thus, the wastage was 6 960, which represents 5.9% of the total employee in 2013. The highest wastage rate was recorded for the estate agency sector which was 4 373 employees (19.8% of the number of employees in the same sector). The estate surveying, valuation and consultancy sector ranked second with 44 employees (6.5% of the number of employees in the same sector) leaving permanently. An analysis of the wastage by sector by job level is shown in Table 12.

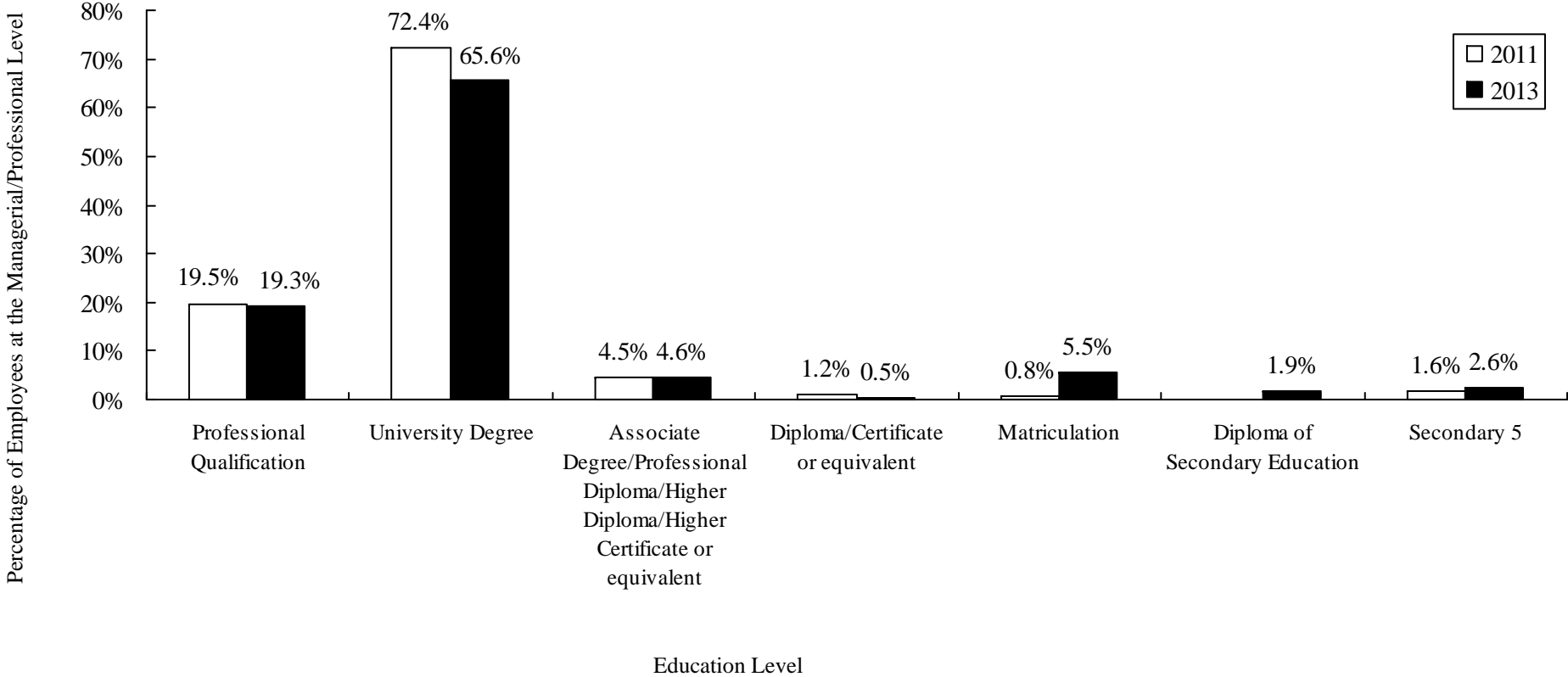
Recruitment Difficulties

2.17 Out of the 1 140 respondents to this question, 409 (35.9%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reasons for the recruitment difficulties were the lack of candidates with the relevant experience and unsatisfactory terms of employment. An analysis by sector by job level is shown in Table 23 in **Section III**.

Preferred Academic Qualification

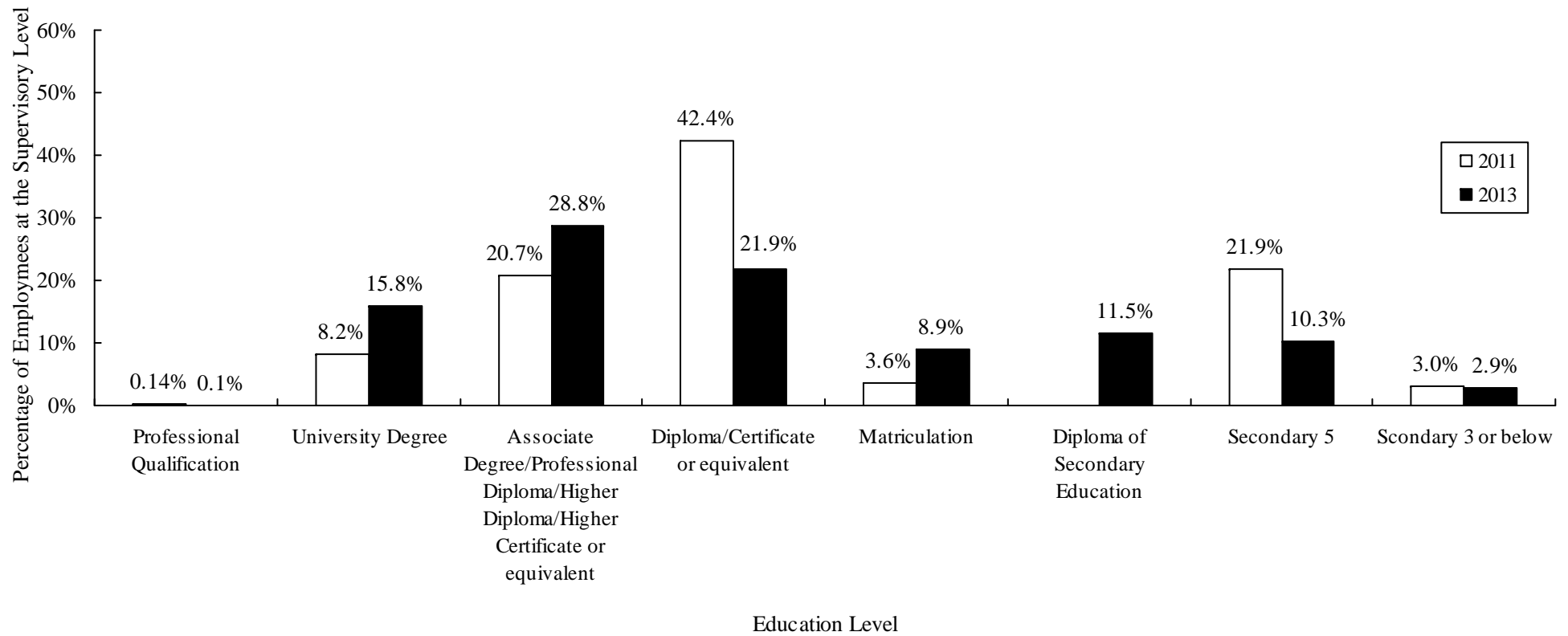
2.18 Figures 7(i) to (iii) show the employers' preferred academic qualifications of their employees in both 2011 and 2013. In this survey, some employers did not specify the preferred academic qualifications for 5 681 employees. For accuracy purpose, only 111 555 employees were analysed. From the analysis, 91.9% and 84.9% of the employees were preferred to have university degree or above or professional qualification for the managerial/professional level in 2011 and 2013 respectively. As for the supervisory level, 71.4% and 66.5% of the employees were preferred to have diploma or certificate or above academic qualification in 2011 and 2013 respectively. As for the technical support and operative level, 68.7% and 76.6% of the employees were preferred to have Secondary 5 or above academic qualification in 2011 and 2013 respectively. A detailed analysis by sector by job level is shown in **Appendix 8**.

Figure 7(i): Preferred Education of Employees at the Managerial/Professional Level in 2011 and 2013



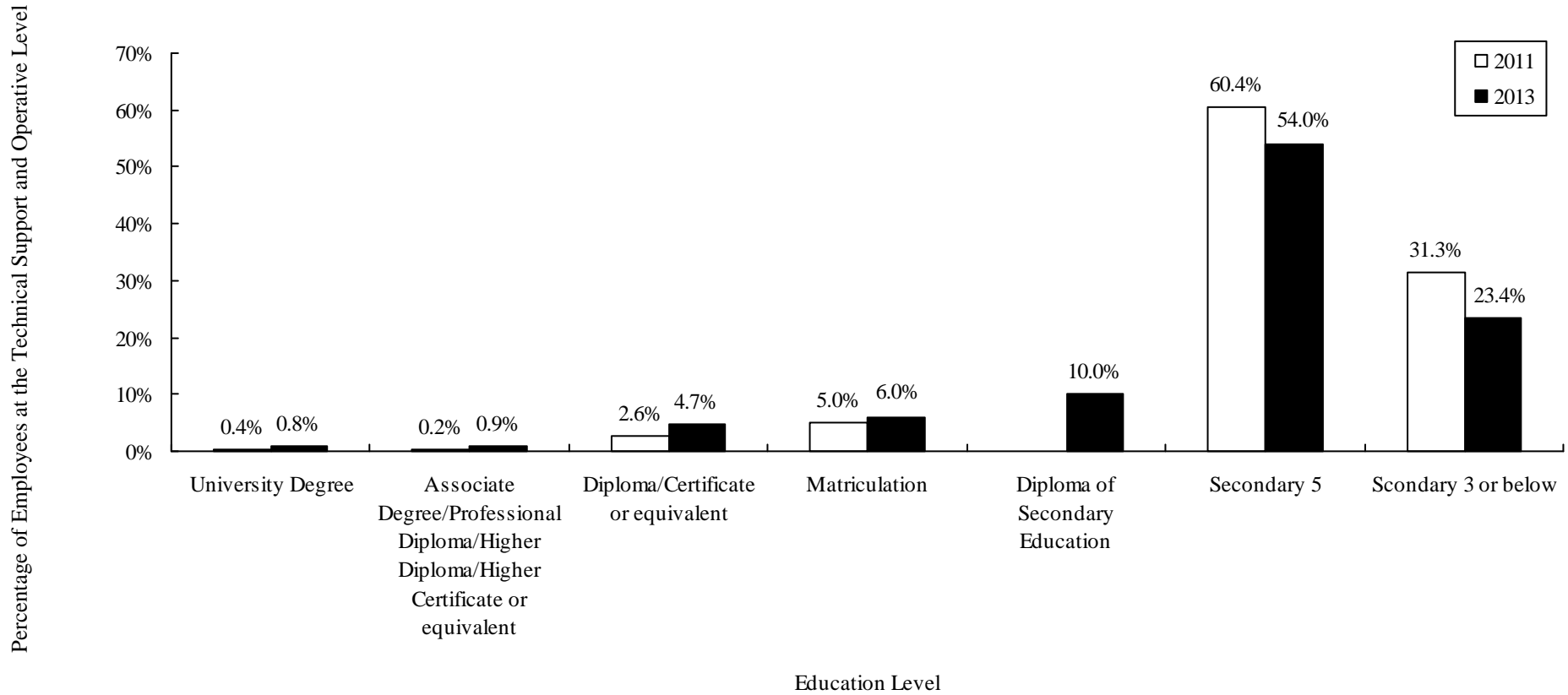
The percentage may not add up to 100 owing to rounding

Figure 7(ii): Preferred Education of Employees at the Supervisory Level in 2011 and 2013



The percentage may not add up to 100 owing to rounding

Figure 7(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2011 and 2013

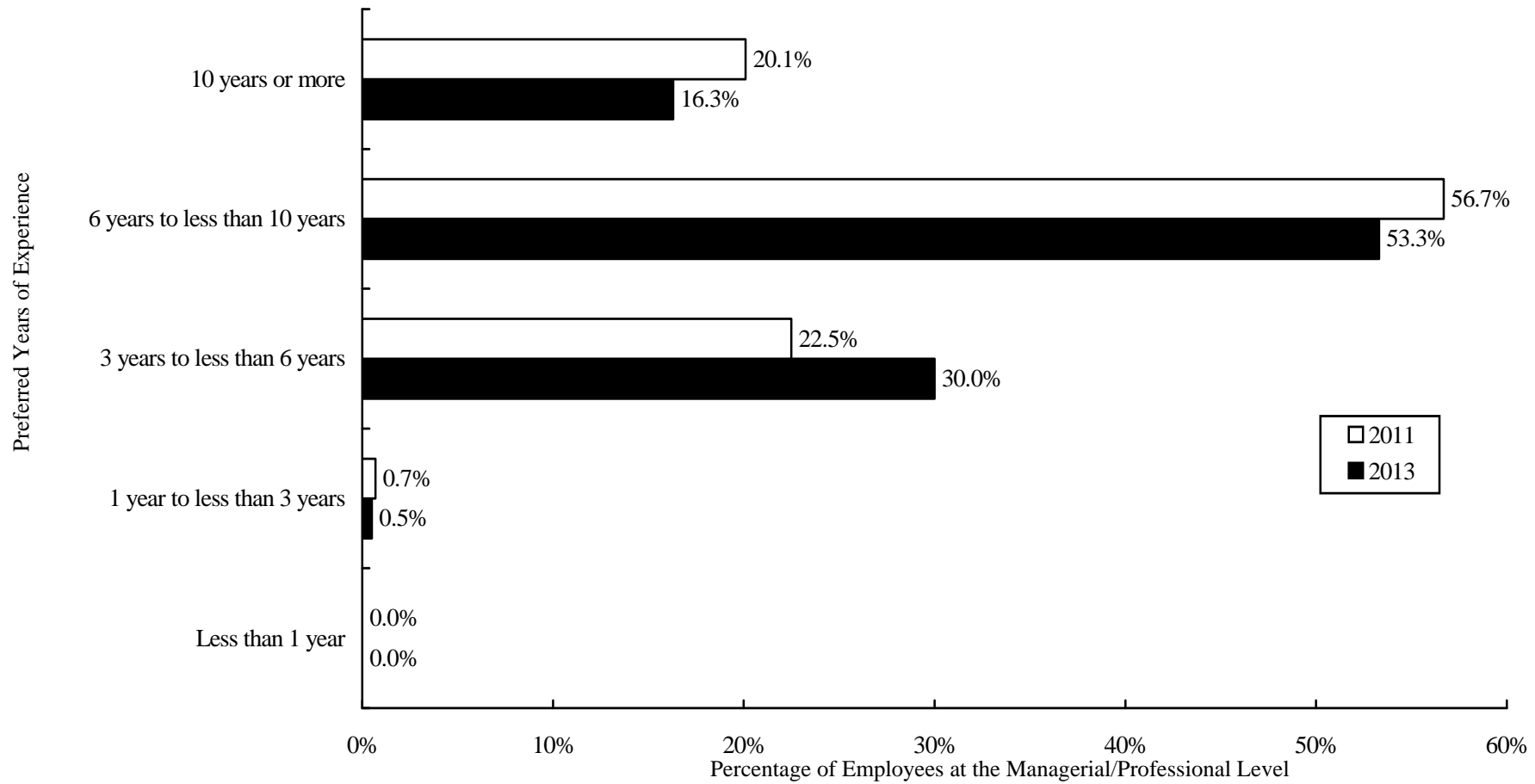


The percentage may not add up to 100 owing to rounding

Preferred Relevant Experience

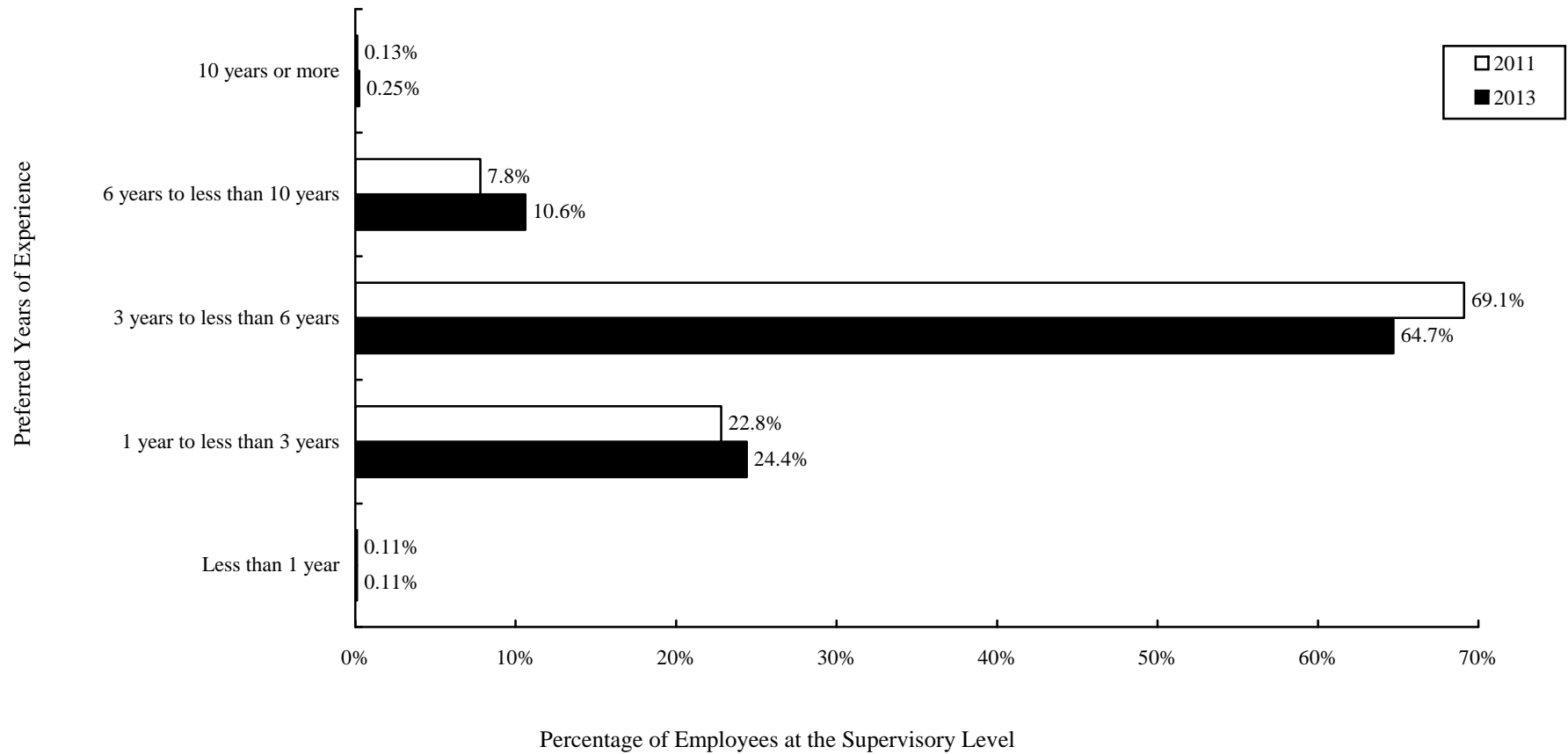
2.19 Figures 8(i) to (iii) show the preferred experience of employees in 2011 and 2013. In this survey, some employers did not specify the preferred relevant experience for 5 784 employees. For accuracy purpose, only 111 452 employees were analysed. From the analysis, 76.8% and 69.5% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2011 and 2013 respectively. As for the supervisory level, 77.1% and 75.6% of the employees were preferred to have more than 3 years of experience in 2011 and 2013 respectively. As for the technical support and operative level, 52.8% and 64.5% of the employees were preferred to have more than 1 year of experience in 2011 and 2013 respectively. A detailed analysis by sector by job level is shown in **Appendix 9**.

Figure 8(i): Preferred Period of Experience of Employees at the Managerial/Professional Level in 2011 and 2013



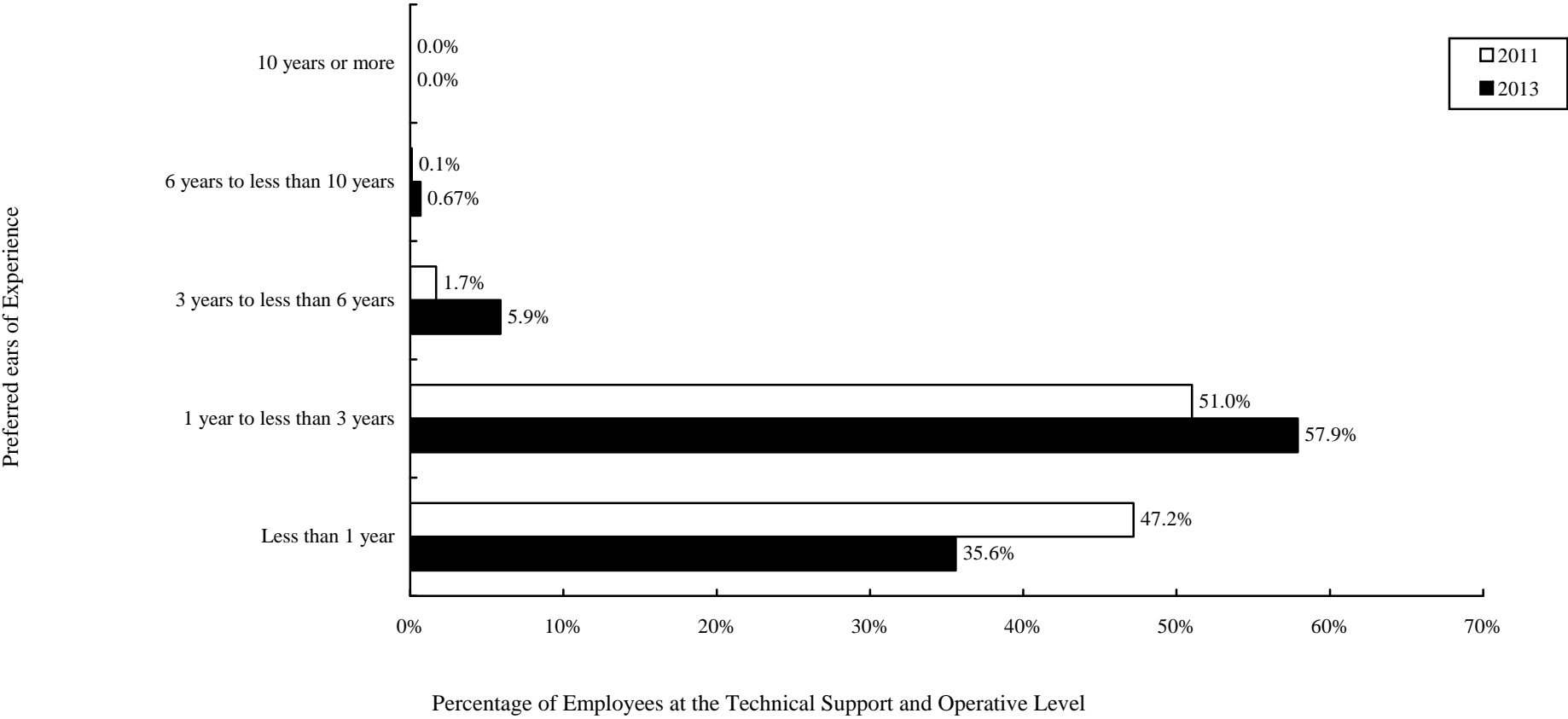
The percentage may not add up to 100 owing to rounding

Figure 8(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2011 and 2013



The percentage may not add up to 100 owing to rounding

Figure 8(iii): Preferred Period of Experience of Employees at the Technical Support and Operative Level in 2011 and 2013



The percentage may not add up to 100 owing to rounding

Income Distribution

2.20 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. In this survey, 17 945 employees’ income distributions were not specified. For accuracy purpose, only 99 291 employees were analysed. In view of the Statutory Minimum Wage Ordinance implemented in May 2013, the income range \$6 001 to \$10 000 was revised to \$8 001 to \$10 000. Figure 9(i) shows the income distribution by job level. The income distribution by sector by job level is shown in Table 13. The income distribution by job level for 2011 and 2013 is presented in Table 14. As shown in Figure 9(ii), for income ranges \$10 001 to \$15 000, \$20 001 to \$30 000 and \$30 001 to \$40 000, growth rates of 16.4%, 0.9% and 0.5% were recorded respectively. Since this is not an income survey, the information obtained is for cross-reference purpose only.

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

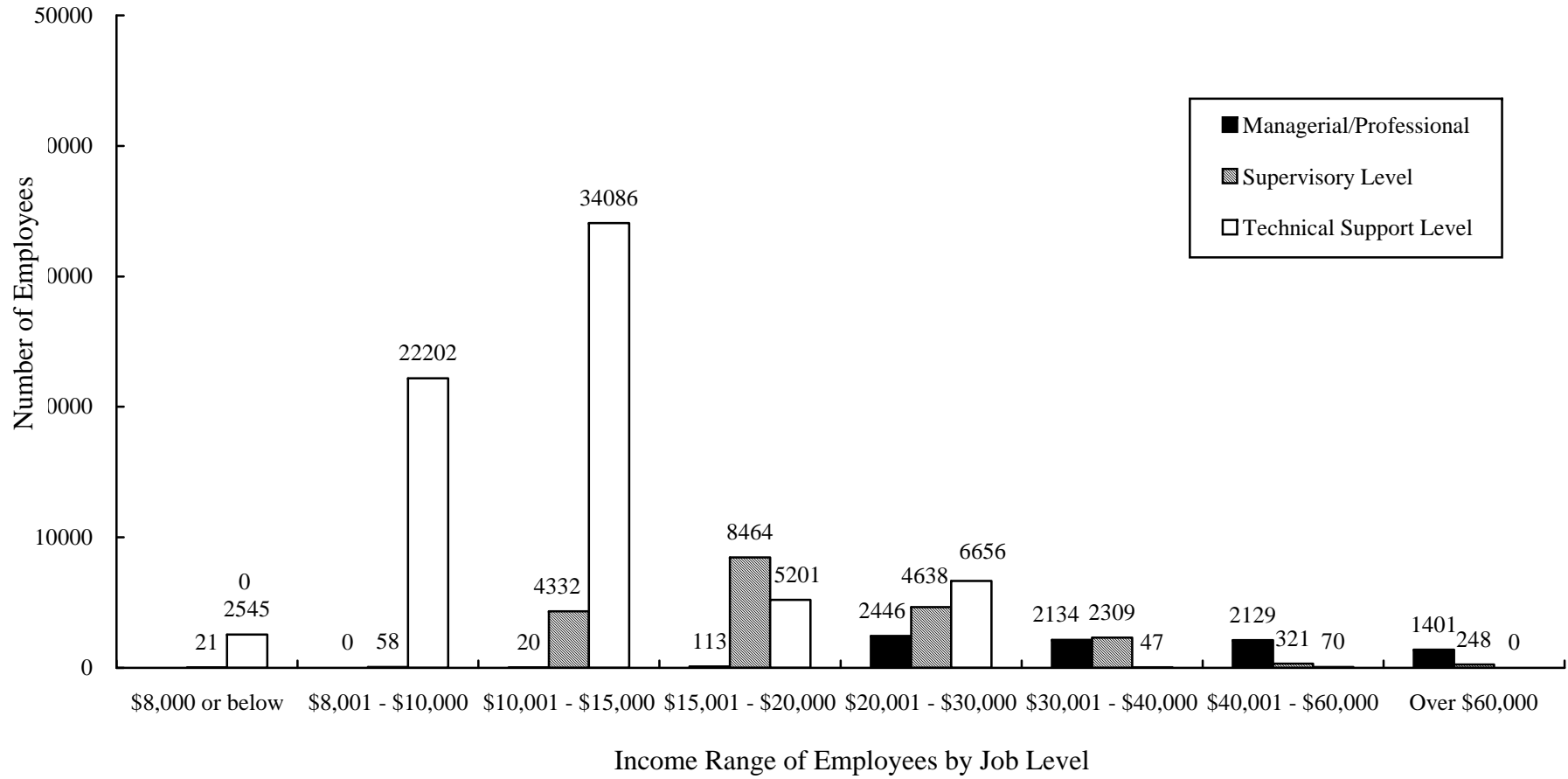


Figure 9(ii): Comparison of Income Distribution between 2011 and 2013

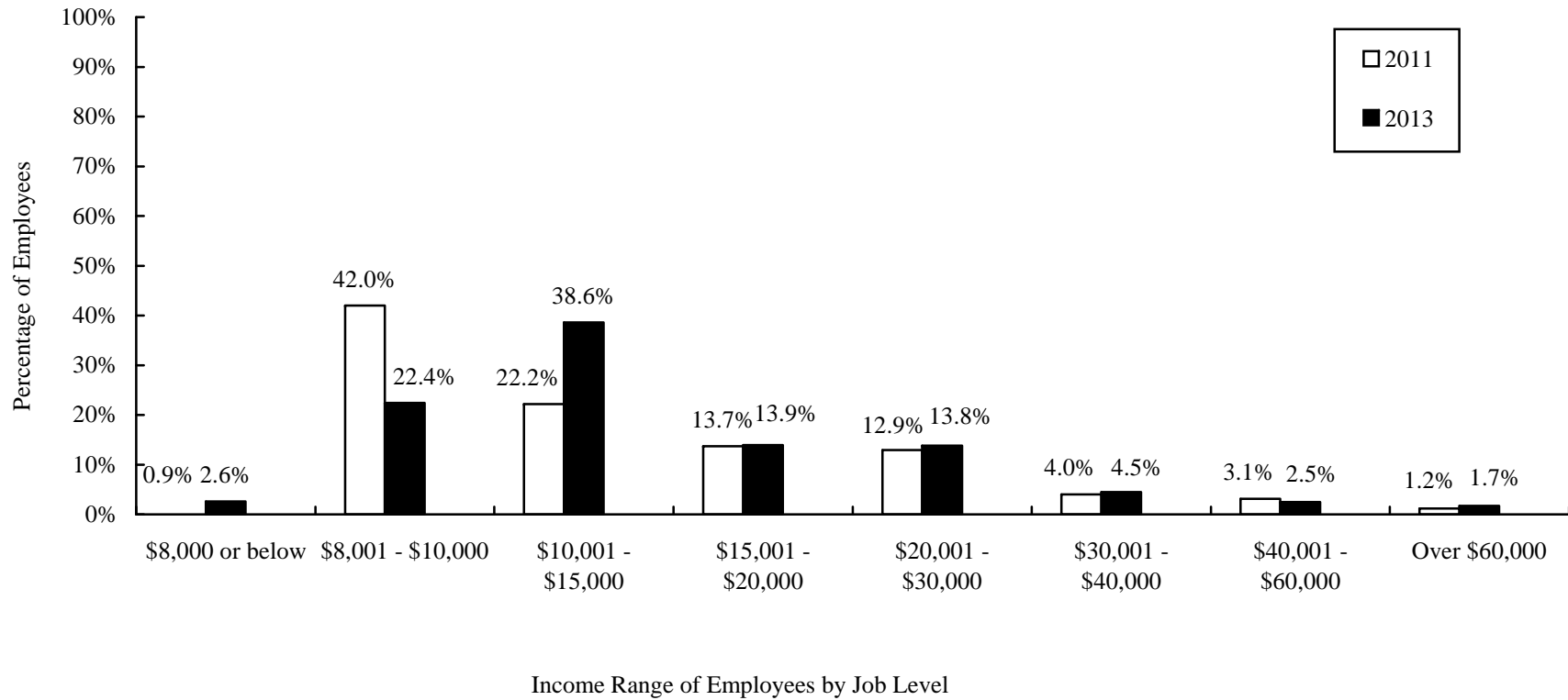


Table 13: Income Distribution of Real Estate Services Employees by Sector by Job Level

	\$8 000 or below	\$8 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001- \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000	Over \$60 000	Total
<u>Real Estate Development with Services</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	-	728	518	541	507	2 294
Supervisory	-	-	705	940	924	365	19	-	2 953
Technical Support and Operative	70	913	2 013	690	-	-	-	-	3 686
Sub-total	70	913	2 718	1 630	1 652	883	560	507	8 933
<u>Property Management and Maintenance</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	20	101	779	985	581	123	2 589
Supervisory	-	58	3 257	4 726	1642	186	18	-	9 887
Technical Support and Operative	1 306	20 084	27 172	1 676	74	-	-	-	50 312
Sub-total	1 306	20 142	30 449	6 503	2 495	1 171	599	123	62 788
<u>Estate Agency</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	10	160	105	520	239	1 034
Supervisory	21	-	207	334	720	606	284	248	2 420
Technical Support and Operative	1 169	1 007	3 367	2 467	6 543	47	20	-	14 620
Sub-total	1 190	1 007	3 574	2 811	7 423	758	824	487	18 074
<u>Estate Surveying, Valuation & Consultancy</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	2	21	84	86	10	203
Supervisory	-	-	9	63	81	1	-	-	154
Technical Support and Operative	-	23	91	112	-	-	-	-	226
Sub-total	-	23	100	177	102	85	86	10	583
<u>Government Departments and Public Sector</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	-	-	758	442	401	522	2 123
Supervisory	-	-	54	2 401	1 271	1 151	-	-	4 877
Technical Support and Operative	-	175	1 443	256	39	-	-	-	1 913
Sub-total	-	175	1 497	2 657	2 068	1 593	401	522	8 913
Grand Total	2 566	22 260	38 338	13 778	13 740	4 490	2 470	1 649	99 291

Table 14: Income Distribution of Real Estate Services Employees in 2011 and 2013 by Job Level

<u>2011</u>	<u>\$6 000 or below</u>	<u>\$6 001 - \$10 000</u>	<u>\$10 001 - \$15 000</u>	<u>\$15 001 - \$20 000</u>	<u>\$20 001- \$30 000</u>	<u>\$30 001 - \$40 000</u>	<u>\$40 001 - \$60 000</u>	<u>Over \$60 000</u>	<u>Total</u>
<u>Job Level</u>									
Managerial/Professional	-	-	28	107	1 395	1 906	2 455	1213	7 104
Supervisory	-	584	5 671	6 307	4 350	1 978	564	12	19 466
Technical Support and Operative	859	41 320	16 441	7 258	7 165	101	40	-	73 184
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Sub-total	859	41 904	22 140	13 672	1 2910	3 985	3 059	1225	99 754
	(0.9%)	(42%)	(22.2%)	(13.7%)	(12.9%)	(4%)	(3.1%)	(1.2%)	
<u>2013</u>	<u>\$8 000 or below</u>	<u>\$8 001 - \$10 000</u>	<u>\$10 001 - \$15 000</u>	<u>\$15 001 - \$20 000</u>	<u>\$20 001- \$30 000</u>	<u>\$30 001 - \$40 000</u>	<u>\$40 001 - \$60 000</u>	<u>Over \$60 000</u>	<u>Total</u>
<u>Job Level</u>									
Managerial/Professional	-	-	20	113	2 446	2 134	2 129	1 401	8 243
Supervisory	21	58	4 232	8 464	4 638	2 309	321	248	20 291
Technical Support and Operative	2 545	22 202	34 086	5 201	6 656	47	20	-	70 757
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Sub-total	2 566	22 260	38 338	13 778	13 740	4 490	2 470	1 649	99 291
	(2.6%)	(22.4%)	(38.6%)	(13.9%)	(13.8%)	(4.5%)	(2.5%)	(1.7%)	

(%)* As percentage of the total number of employees analysed

Training to Employees

2.21 Table 15 shows that during the survey period, 54 416 places were provided to employees for different types of training. Employees at managerial/professional level received more training than supervisory and, technical support and operative levels employees. Details of training to employees in the past 12 months by type by job level are illustrated in **Appendix 11**.

Table 15: Training to Employees in the Past 12 Months by Type by Job Level

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
	(%)**	(%)**	(%)**	
Property Development	499	481	30	1 010
Property/Housing Management	792	1 547	9 268	11 607
Estate Agents	514	1 378	11 030	12 922
Estate Surveying, Valuation and Consultancy	132	440	154	726
Real Estate Services In the Mainland	109	156	27	292
Generic Skills	3 450	7 314	12 144	22 908
Other Types of Training	1 256	1 353	2 342	4 951
	<hr/>	<hr/>	<hr/>	<hr/>
Grand Total	6 752	12 669	34 995	54 416
	(%)**	(23.3)	(64.3)	

* An employee might take up more than one training course
 (%)** As percentage of the total number of employees at the same job level

2.22 Table 16 also reveals that employers planned to provide 43 363 training places to their employees in the next 12 months. The majority of these trainings places are in-house training (34 444, 79.4%) provided by the employers. As for sponsored training there are 8 919 (20.6%) training places. By job level, the technical support and operative level has 25 903 training places, of which 19 473 is in-house training. The supervisory level has 11 420 training places while the managerial/professional level has 6 040 training places.

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

Number of Training Places by Job Level*

<u>Types of Training</u>	<u>Managerial/Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operative</u>		<u>Total</u>
	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	(%)**
Property Development	122	363	195	328	12	-	1 020 (2.4)
Property/Housing Management	149	697	359	1 097	939	8 627	11 868 (27.4)
Estate Agents	186	118	549	411	2 888	2 313	6 465 (14.9)
Estate Surveying, Valuation and Consultancy	59	112	88	407	48	70	784 (1.8)
Real Estate Services In the Mainland	46	103	8	97	-	209	463 (1.1)
Generic Skills	185	2 688	489	6 108	2 355	6 336	18 161 (41.9)
Other Types of Training	3	1 209	51	1 233	188	1 918	4 602 (10.6)
Grand Total	750	5 290	1 739	9 681	6 430	19 473	43 363
(%)**	(1.7)	(12.2)	(4)	(22.3)	(14.8)	(44.9)	

* An employees may take up more than one training course

(%)** As percentage of total training places

Percentage may not add up to 100 owing to rounding

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

2.23 The survey reveals that employers generally expected an increase in manpower due to the fluctuation of economy in the next 12 months. Among all sectors, the employers of property management and maintenance expected an increase of 1 118 employees, which is the highest, followed by an expected increase of 502 employees in the estate agency sector. Almost all manpower change is expected within Hong Kong. The expectation of manpower change due to the economy by sector and job level is illustrated in Table 17.

Possible Reasons for Manpower Change in the Next 12 Months

2.24 In the survey, the employers also indicated the possible reasons for manpower due to the change of economy in the next 12 months. The employers only indicated 630 manpower change in a total of 1 856 expected manpower change. As shown in Table 18, among all the possible reasons, business expansion / contraction was more significant. There was 51% of manpower change due to this possible reason. The next highest possible reason for change in manpower was the change in economic outlook, which occupied 9.5%. The increase in manpower mainly rest with technical support and operative level employees, which was 80%

Compulsory Training for Employees to Maintain their Professional Competency and to Enhance their Knowledge and Skills

2.25 In the survey, 22% employees indicated that compulsory training will help to maintain their professional competency and enhance their knowledge and skills. The detail of the survey result is presented in Table 19.

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

<u>Sector</u>	<u>Managerial/Professional</u>			<u>Supervisory</u>			<u>Technical Support and Operatives</u>			Total (%)*
	<u>Hong Kong</u>	<u>Mainland</u>	<u>Other Cities</u>	<u>Hong Kong</u>	<u>Mainland</u>	<u>Other Cities</u>	<u>Hong Kong</u>	<u>Mainland</u>	<u>Other Cities</u>	
Real Estate Development	3	-	-	13	-	-	-43	-	-	-27 (-1.5)
Property Management and Maintenance	46	1	-	216	2	-	850	3	-	1 118 (60.5)
Estate Agency	3	-	-	14	-	-	485	-	-	502 (27.1)
Estate Surveying, Valuation and Consultancy	1	-	-	2	-	-	18	-	-	21 (1.1)
Government Departments and Public Sector	76	-	-	74	-	-	92	-	-	242 (13)
Total	129	1	0	319	2	0	1 402	3	0	1 856

(%)* As percentage of the total number of expected manpower change

Table 18: Possible Reasons for Manpower Change in the Next 12 Months

	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative Level	Total (%)*
Change of manpower cost	-	1	8	9 (1.4)
Change in economic outlook	4	6	50	60 (9.5)
Reorganization of company	3	1	5	9 (1.4)
Business expansion / contraction	15	57	249	321 (51)
Outsourcing / In-sourcing of work	-	1	1	2 (0.3)
Others	15	23	191	229 (36.4)
Grand Total	37 (5.9)**	89 (14.1)	504 (80)	630

(%)* As percentage of a possible reason for manpower change against all possible reasons

(%)** As percentage of the possible reasons for manpower change at the same job level

Table 19: Compulsory Training will help employees to maintain their professional competency and enhance their knowledge and skills

	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative Level	Total (%)*
Real Estate Development				
Yes	145	221	208	574 (14.8)
No	92	151	269	512 (13.2)
No comment	336	1 093	1 359	2 788 (72)
Property Management and Maintenance				
Yes	86	124	192	402 (25.2)
No	75	90	117	282 (17.7)
No comment	219	359	334	912 (57.1)
Estate Agency				
Yes	108	305	729	1 142 (25.1)
No	94	325	701	1 120 (24.6)
No comment	70	601	1 614	2 285 (50.3)
Estate Surveying, Valuation and Consultancy				
Yes	52	51	37	140 (57.4)
No	12	12	11	35 (14.3)
No comment	58	5	6	69 (28.3)
Government Departments and Public Sector				
Yes	3	3	6	12 (25)
No	2	2	-	4 (8.3)
No comment	12	12	8	32 (66.7)
Total	1 364 (13.2)**	3 354 (32.5)	5 591 (54.2)	10 309 (100)

(%)* As percentage of the replies at the same sector

(%)** As percentage of the replies of same job level across sectors

SECTION III

CONCLUSIONS

The Survey Findings

3.1 The Training Board has examined the survey findings and considers that they generally reflect the manpower situation of the real estate services industry at the time of the survey. There were 1.5% and 0.5% increases in technical and non-technical manpower over two years respectively.

3.2 The Training Board notes that there was a general increase in the manpower of all sectors with real estate development and estate agency being highest, which were 9.9% and 3% respectively.

3.3 The Training Board also notes an incremental trend from 1999 to 2011, the number of employees of the industry rose steadily from 68 678 to 117 236, despite the economic turmoil in 2001, 2008 and SARS outbreak in 2003.

3.4 During the survey period, on top of the Special Stamp Duty (SSD), the Financial Secretary announced that the Government amended the Stamp Duty Ordinance to introduce with effect from 27 October 2012 a Buyer's Stamp Duty (BSD) on residential properties, leading to contraction of manpower in estate agency sector. However, it is noted that the sector still has its manpower rise of 3% comparing to 2011.

3.5 The Training Board also observes that the number of training places of "Real Estate Services in the Mainland" provided to employees increased from 50 to 292 and the employees travelled to the Mainland on different real estate assignments increased from 381 to 568 for 2011 and 2013 respectively. The Training Board reveals that there will be substantial training needs of China related knowledge for the real estate employees to prepare them to develop their careers in the Mainland and other cities.

3.6 Regarding the difficulties in staff recruitment, the recruitment difficulties were the lack of candidates with relevant experience. As a result, employers preferred employees have lesser period of experience at Management/Professional and supervisory levels.

3.7 In view of the Statutory Minimum Wage Ordinance implemented in May 2011 and employers tended to retain their employees to overcome the recruitment difficulties, the income range of real estate employees of all levels were generally up-shifted. The Training Board believes that this practice will be continued in the coming years.

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

Vacancies

3.9 Table 20 shows that there were 2 055 vacancies for all sectors of the real estate services industry at the time of survey, representing 1.8% of the existing posts, 0.7% lower than the vacancy rate of 2.5% as in 2011. The Training Board considers that real estate services trainings for secondary school leavers, job seekers and in-service practitioners will facilitate the filling up of these vacancies.

Manpower Structure

3.10 The survey reveals that during the survey period, there were 117 236 employees in the industry. The data on the manpower, vacancies and employers' forecast growth by job level is summarized in Table 20 as follows:

Table 20: Manpower Structure of the Real Estate Services Industry by Job Level

<u>Job Level</u>	<u>No. of Employees in May 2013</u>	<u>No. of Vacancies in May 2013</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in May 2014 (%)*</u>
Managerial/Professional	10 176	127	3	10 306 (0.03)
Supervisory	24 061	304	17	24 382 (0.07)
Technical Support & Operative	82 999	1 624	-219	84 404 (-0.26)
Total	117 236	2 055	-199	119 092 (-0.17)**

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

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

Employers' Manpower Forecast for May 2013

3.11 Employers forecasted that the total number of posts would decrease from 119 291 in May 2013 to 119 092 in May 2014, accounting for a decrease of 0.17%. The Training Board observes that the economy and the property market were thriving during the survey period and manpower was drawn to the real estate development and estate agency sectors to cope with its manpower demand. However, with the completion of these projects and the measures to cool the property market, employers seemed quite cautious in making their future manpower forecast. Moreover, as reflected in Table 21, the employer's forecast tended to be conservative. Table 22 stipulates the manpower figures derived from the manpower surveys conducted by the Training Board, the projection by Labour Market Analysis (LMA) approach and employer's forecast.

Table 21: Comparison of Projected Manpower (LMA) with Employer's Forecast from 2005 to 2014

Year	Actual Manpower acquired by Manpower Survey*	Projected Manpower acquired by LMA	Employer's Forecast (at the time of survey)
2005	89 885	89 965	
2006		90 371	90 015
2007	92 901	91 036	
2008		94 195	92 706
2009	104 157	95 287	
2010		105 122	104 981
2011	118 494	106 031	
2012		110 203	118 331
2013	119 291	121 083	
2014		121 359	119 092

*including vacancies

Manpower Projection for 2014 to 2015 by the Labour Market Analysis (LMA) Approach

3.12 In 2011, the Training Board had projected a manpower of 121 083 for 2013 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model.

3.13 The Training Board will apply this I/O model to project the manpower for years up to 2015. Based on the model, the real estate services industry consists of 2 groups. Group A is for private sectors including sectors of real estate development, property management and maintenance, estate agency, and, estate surveying, valuation and consultancy. Group B is for the government departments and public sector. The manpower projection for the 2 groups will be based on deriving the relationship between the production of buildings in the group and the number of workers needed.

3.14 The stocks of private residential flats and non-residential flats are defined as the production in Group A. The forecast production of residential and non-residential flats in 2013 and 2014 is provided by the Rating and Valuation Department while the forecast production in 2015 and 2016 is projected by the Adaptive Filtering Method.

3.15 To generate the employment effect, it is assumed that 48.38% and 51.62% of the total manpower belonging to this Group are responsible for residential flats and non-residential flats respectively. This assumption is based on the distribution of the completion of the types of building in the period from 2005 to 2012. Two employment coefficients are then generated. One is used to project the number of employees needed for residential flats and the other is for non-residential flats. The manpower projection in Group A is presented in Table 22.

Table 22: Projection of Real Estate Services Manpower for the Private Sector from 2014 to 2016

Group A

Year	Actual Manpower		Projected Manpower		Total Projected Manpower	Employers' Forecast (at the time of survey)
	Manpower for residential flats	Manpower for non-residential flats	Manpower for residential flats	Manpower for non-residential flats		
2013	53 108	56 665				
2014F			53 839 (1.38%)*	57 124 (0.81%)*	110 963 (1.08%)*	109 576 (-0.18%)*
2015F			54 093 (0.47%)**	57 464 (0.59%)**	111 557 (0.54%)**	
2016F			54 357 (0.49%)**	57 762 (0.52%)**	112 120 (0.50%)**	
* as percentage change vs actual manpower in 2013 ** as percentage change vs projected manpower in the previous year.						

3.16 The stock of public residential flats is defined as the production in Group B. The forecast production of public residential flats in 2014 to 2016 is provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS). The approach to generate employment effect in Group B is the same as in Group A. The employment coefficient is then used to project the number of employees required for public housing. A summary of the manpower projection in Group B is presented in Table 23.

**Table 23: Projection of Real Estate Services Manpower
for the Public Sector in 2014 to 2016**

Group B

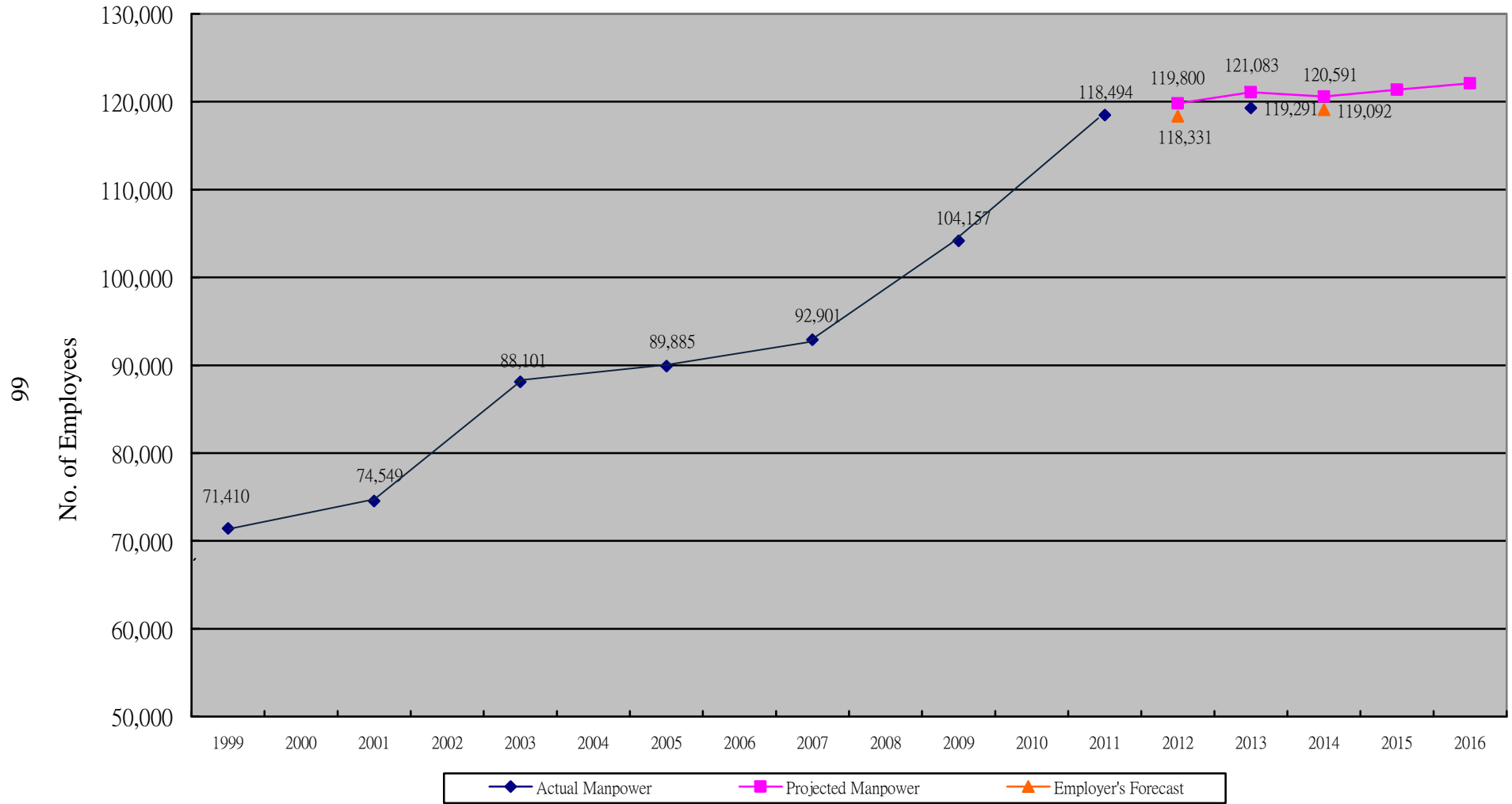
Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2013	9 518		
2014F		9 628 (1.16%)*	9 516 (-0.02%)*
2015F		9 802 (1.81%)**	
2016F		9 980 (1.82%)**	
	* as percentage change vs actual manpower in 2013 ** as percentage change vs projected manpower in the previous year.		

3.17 The total manpower for the whole Real Estate Sector is the aggregation of the projected manpower for the two groups, which are presented in Table 24 and Figure 10 below. Additional information required for LMA projection is given in the **Appendix 12**.

**Table 24: Manpower Projection of the Real Estate Services Industry
in 2014 to 2016**

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2013	119 291		
2014F		120 591 (1.09%)*	119 092 (-0.17%)*
2015F		121 359 (0.64%)**	
2016F		122 100 (0.61%)**	
	* as percentage change vs actual manpower in 2013 ** as percentage change vs projected manpower in the previous year.		

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



Employees Travelled to the Mainland

3.18 Table 5 shows that 305 and 229 employees in the real estate development and estate agency sectors travelled to the Mainland in the past 12 months respectively. The two numbers represented 94% of those who had travelled frequently to the Mainland in the past 12 months. The Training Board is of the view that the increasing number of employees travelled to Mainland indicates the demand of real estate services experts in the Mainland persisted especially in the real estate development and the estate agency sectors in the Mainland. Appropriate training on the needs of the real estate services industry in the Mainland could be given to employees to further their career development in the Mainland.

Promotion Pattern

3.19 Table 9 reveals that 770 positions (0.7% of the total of employees) were filled by internal promotion. Among these promoted employees, 373 (48.4% of the employees promoted) were in the property management and maintenance sector. There were 473 (or 61.4%) out of 770 employees promoted to supervisory level. The Training Board observes that the real estate industry was gearing towards quality services. Promotion was an important tactics to retain quality human resource.

Staff Turnover in the Past 12 Months

3.20 As indicated in Figure 6, the turnover rates for the real estate industry in 2011 and 2013 were 17.8% and 15.5% respectively. Comparing to the 35.9% recorded in 2011, the turnover rates of 26% was lower in 2013 for the estate agency sector. The Training Board observes that the mobility of employees in the estate agency sector was higher and responded faster to the change of economy.

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

Wastage

3.22 Of the 18 486 employees who had left, 6 960 left permanently as shown in Table 12. The wastage rate is 5.9% of the total employees in 2013. The Training Board opines that the wastage rate was indicative of the manpower situation of the industry. More training could be provided to secondary school leavers, job seekers and the new recruits to prepare them for a career in the real estate services industry.

3.23 The technical support and operative level in the estate agency sector had recorded a high of 4 341 employees (19.8% of employees in the same sector) leaving permanently. As the properties market downturn, employees in the estate agency sector were actively seeking employment opportunities elsewhere. In terms of wastage rate, the technical support and operative level employees in the estate agency sector recorded a high of 24.1% (4 341 employees). Employees in the sector mobilized into other industries because of the contraction of transaction volumes of properties market. As such, the Training Board opines that the wastage of the employees in this sector highly relies on future Government's housing policy.

Recruitment Difficulties

3.24 The Training Board observes that 409 employers reported difficulties in the recruitment of staff. As shown in Table 25, out of the 899 indicated reasons for recruitment difficulties, 295 (32.8%) were the lack of candidates with the relevant experience. Of the total reasons for recruitment difficulties, 298 and 520 were recorded for the property management and maintenance, and, the estate agency sectors. The Training Board is of the view that the demands for property management and maintenance, and, estate agency training are substantial.

Table 25: Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level

(i) Real Estate Development

	Managerial/ Professional	Supervisory	Technical Support & Operative	Sub-Total
Lack of candidates with relevant experience	2	4	3	9
Unsatisfactory terms of employment	-	-	10	10
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	1	2	-	3
Others	-	-	-	-
Unspecified	10	10	10	30
Sub-Total	13	16	23	52

(ii) Property Management and Maintenance

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	11	14	55	80
Unsatisfactory terms of employment	4	11	60	75
Unsatisfactory working environment	-	3	37	40
Limited career prospects	-	-	5	5
Insufficient trained/qualified manpower in the related disciplines	3	2	11	16
Others	-	6	19	25
Unspecified	19	19	19	57
Sub-Total	37	55	206	298

(iii) Estate Agency

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	13	14	171	198
Unsatisfactory terms of employment	-	3	51	54
Unsatisfactory working environment	-	-	26	26
Limited career prospects	-	-	1	1
Insufficient trained/qualified manpower in the related disciplines	12	10	41	63
Others	1	-	88	89
Unspecified	7	28	54	89
Sub-Total	33	55	432	520

(iv) Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	1	-	-	1
Unsatisfactory terms of employment	-	-	-	-
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	1	-	-	1
Others	-	-	-	-
Unspecified	2	2	2	6
Sub-Total	4	2	2	8

(v) Government Departments and Public Sector

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	1	3	7
Unsatisfactory terms of employment	1	1	2	4
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	1	1	1	3
Others	-	-	1	1
Unspecified	2	2	2	6
Sub-Total	7	5	9	21
Total	94	133	672	899

Preferred Academic Qualifications

3.25 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2011 and 2013. In this survey, some employers did not specify the preferred academic qualifications for 5 681 employees. For accuracy purpose, only 111 555 employees were analysed. From the analysis, 91.9% and 84.9% of the employees were preferred to have university degree or above or professional qualification for the managerial/professional level in 2011 and 2013 respectively. As for the supervisory level, 71.4% and 66.5% of the employees were preferred to have diploma or certificate or above academic qualification in 2011 and 2013 respectively. As for the technical support and operative level, 68.7% and 76.6% of the employees were preferred to have Secondary 5 or above academic qualification in 2011 and 2013 respectively. The Training Board is of the view that the economy thrived during the survey period, employees at managerial/professional and supervisory levels had better chances to mobilize to other industries. In order to recruit enough manpower, employers may be more flexible on entry requirement of academic qualification.

3.26 The Training Board considers that employers were generally demanding high academic qualifications from their employees especially at the technical support and operative level. Real estate services training at tertiary level would certainly upgrade the quality of employees at all levels.

Preferred Period of Experience

3.27 Figures 8(i) to (iii) show the preferred experience for employees in 2011 and 2013. In this survey, some employers did not specify the preferred relevant experience for 5 784 employees. For accuracy purpose, only 111 452 employees were analysed. From the analysis, 76.8% and 69.5% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2011 and 2013 respectively. As for the supervisory level, 77.1% and 75.6% of the employees were preferred to have more than 3 years of experience in 2011 and 2013 respectively. As for the technical support and operative level, 52.8% and 64.5% of the employees were preferred to have more than 1 year of experience in 2011 and 2013 respectively. The Training Board observes a downward adjustment of the preferred period of experience for managerial/professional level and technical support and operative level employees, but remains optimistic that it was a temporary measure adopted by employers to recruit enough manpower to cope with their expanding business.

Training Need of Employees

3.28 As shown in Table 15, among the 54 616 training places, 22 908 (41.9%) were for generic skills, 12 922(23.7%) were for estate agents and 11 607 (21.2%) were for property / housing management. Table 16 also reveals that out of the 43 363 training places in the next 12 months, 18 161 (41.9%) would be for generic skills, 11 868 (27.4%) would be for property / housing management and 6 465 (14.9%) would be for estate agency. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the supervisory and technical support and operative level to keep their career advancement.

3.29 Table 16 also reveals that 34 444 training places (79.4% of the total training places) would be provided in-house. The Training Board observes that the employers were being conservative in sponsoring their employees for external training.

Projected Additional Training Requirements for 2014

3.30 Based on the wastage of employees and the projected manpower requirements for the next 12 months, the Training Board recommends the additional training requirements of the real estate services industry for May 2014 by private and public sectors by job level in Tables 26 (i) to 26 (ii).

Table 26: Projected Additional Training Requirements for 2014

(i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2013</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2014</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	7 998	51	222	273
Supervisory	19 066	601	530	1 131
Technical Support & Operative	80 898	6 485	2 249	8 734
Sub-Total	107 962	7 137	3 001	10 138

(ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2013</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2014</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	2 178	49	83	132
Supervisory	4 995	71	190	261
Technical Support & Operative	2 101	57	81	138
Sub-Total	9 274	177	354	531

3.31 The additional training requirements of the real estate services industry for May 2014 by job level is shown in Table 27.

**Table 27: Projected Additional Training Requirements for 2014
for the Real Estate Services Industry**

<u>Job Level</u>	<u>No. of Employees in May 2013</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2014</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	10 176	100	305	405
Supervisory	24 061	672	720	1 392
Technical Support & Operative	<u>82 999</u>	<u>6 542</u>	<u>2 330</u>	<u>8 872</u>
Total	117 236	7 314	3 355	10 669

3.32 Different training courses offered to the real estate services industry are in Table 28. Other short courses in real estate related training are shown at Table 29.

Table 28: Training Courses for the Real Estate Services Industry

Tertiary/Vocational Institutions	Course Title	Duration of the Course for 2013 and 2014
City University of Hong Kong	Bachelor of Engineering (Honours) in Building Services Engineering (FT)	4 years
	Bachelor of Science (Honours) in Surveying (FT)	4 years
	Associate of Science in Survey (Building Surveying/ Estate Surveying/ Quantity Surveying) (FT)	2 years
	Associate of Science in Building Services Engineering (FT)	2 years
The Hong Kong Polytechnic University	Bachelor of Science (Honours) in Property Management (FT)	4 years
	Bachelor of Engineering (Honours) in Building Services Engineering (FT)	4 years
	Bachelor of Science (Honours) in Building Engineering and Management (FT)	3 years
	Bachelor of Science (Honours) in Surveying (FT/PT)	3 years/ 4 years
	Master of Science / Postgraduate Diploma in Construction and Real Estate (FT/PT)	1 year/ 2.5 years
	Master of Science in International Real Estate (PT)	2 years
	Higher Diploma in Building Services Engineering (FT)	2 years
	Higher Diploma in Building Technology and Management (Surveying) (FT)	2 years
Hong Kong Institute of Vocational Education (Morrison Hill)	Higher Diploma in Building Services Engineering (FT/PT)	2 years / 1- 4 years
	Higher Diploma in Surveying (FT/PT)	2 years / 5 - 8 years

School for Higher and Professional Education	Bachelor of Science (Honours) in Building Surveying (PT)	1.5 years
	Bachelor of Science (Honours) in in Building Services and Sustainable Engineering (PT)	1.5 years
The Hong Kong Polytechnic University – School of Professional Education and Executive Development	Bachelor of Arts (Honours) in Housing Management (FT)	2 years
The University of Hong Kong – School of Professional and Continuing Education	Professional Diploma in Housing Management (PT)	3 years
	Advanced Certificate in Property Management	1 year
	Master of Science in Facilities Management (PT)	2 – 5 years
	Master of Science in Real Estate (PT)	2- 5 years
The University of Hong Kong – SPACE Po Leung Kuk Community College	Higher Diploma in Real Estate Management (FT)	2 years

* PT – Part-time, FT – Full-time

Table 29: Short Courses in Real Estate Related Training

Tertiary/Vocational Institutions	Course Title	Duration of the Course
The University of Hong Kong – School of Professional and Continuing Education	Measurement for Building Services Works (PT)	10 weeks
	Short Preparatory Course for Estate Agents Qualifying Examination (PT)	30 hours
	<u>Becoming a Building Surveyor</u>	36 hours
The Institute of Professional Education And Knowledge	地產代理資格考試精讀班 (PT)	30 hours
	Proficiency Certificate in Property Management (PT)	100 hours
	Professional Diploma in Practical Property & Facilities Management	240 hours
Caritas Community and Higher Education Services	Estate Salesperson Training (Salespersons Qualifying Examination) (FT)	192 hours

* PT – Part-time, FT – Full-time

3.33 From Table 28 to 29, the Training Board observes that a wide range of real estate services courses are being offered by tertiary institutions for pre-entry and in-service people at certificate, diploma, higher diploma, degree and master levels. For short courses, a number of real estate and property management courses are offered by different educational institutions.

3.34 The voluntary Continuing Professional Development (CPD) Scheme for estate agents offered by the Estate Agents Authority continues to provide estate agents a means of developing themselves. The Training Board considers that the need to acquire knowledge in the estate agency business of the Mainland and new regulation on the sale of first-hand residential properties will create further demand on the CPD. Furthermore, the anticipated licensing of property management companies and relevant employees that would be in place in the coming years will create further training demand for the property management and maintenance employees.

3.35 The Training Board considers that the courses under the Employees Retraining Board in Table 30 and Table 31 can generally meet the demand for continuous development of real estate services employees at the supervisory and the technical support and operative levels. The Training Board also recommends employers to sponsor their employees to take training courses that are necessary for upgrading their professionalism.

Table 30: Property Management Training Courses under the Employees Retraining Board

Course Title	Duration of the Course
Basic Knowledge in Facility Management	18 hours
Basic Oral English in Customer Service for Property Management I	12 hours
Basic Oral English in Customer Service for Property Management II	25 hours
Chinese Report Writing Skill for Property Management	12 hours
Club House and Recreational Facility Operation and Practical Training	38 hours
Club House Event Planning and Implementation	50 hours
Emergency Handling Measures and Knowledge in Insurance in Property Management	20 hours
Elementary Putonghua Course in Customer Service for Property Management	25 hours
Intermediate Course in Chinese Writing Skill for Property Management	12 hours
Intermediate Course in Legislations for Property Management	22 hours
Intermediate Course in Management of the Property Environment	12 hours
Introduction to Property Management	15 hours
Knowledge in Occupational Safety and Health in Property Management	12 hours
Knowledge in Shopping Centre Facility Management	18 hours
Legislation Relating to Property Management	24 hours
Management of the Property Environment	15 hours
Mediation Skill Training for Security and Property Management	40 hours
Negotiation Skills for Meeting of Owners	15 hours
Principles of Operation and Maintenance of Building Facilities	22 hours
Quality Customer Service in Property Management	21 hours
Supervisory Skill in Property Management	21 hours
Certificate in Clubhouse and Recreation Assistant Training	160 hours
Certificate in Property Facility Management	144 hours
Certificate in Supervisory Property Management	168 hours

Table 31: Estate Agency Training Courses under the Employees Retraining Board

Course Title	Duration of the Course
<u>Estate Agency</u>	
Basic Management, Reform and Strategic Decision for Real Estate Agency	9 hours
Basic Knowledge of Property Inspection for Estate Agency	15 hours
Business Planning and Customer Relations for Real Estate Agency	10 hours
Building-related and Property Management Knowledge	15 hours
Estate Agents (Preparatory Course for Qualifying Examination)	40 hours
Estate Agents Ordinance and Estate Agency Practice	15 hours
Interior Design (Space Utilization)	10 hours
Interior Design (Material Utilization)	9 hours
Land Administration	7 hours
Land Registration, Land Search and Property-related Information Systems	15 hours
Law Governing Estate Agency Practice	15 hours
Law Series - Conveyancing and Land Title	7 hours
Law Series - Sale and purchase of a Property in the name of a Limited company/ Landlord and Tenant (Consolidation) Ordinance	7 hours
Law Series - Property Subject to Court Order	7 hours
Leasing and Tenancy Matters for Estate Agency	12 hours
Quality Customer Services for Estate Agency	20 hours
Sales Management for Real Estate Agency	9 hours
Vocational Spoken English for Real Estate Agents - Handling Enquiries	21 hours
Vocational Spoken English for Real Estate Agents - Negotiation for Sales and Purchase	24 hours
Vocational English Writing for Real Estate Agents	24 hours
Certificate in Estate Agent Training (Estate Agents Qualifying Examination)	200 hours
Certificate in Estate Salesperson Training (Salespersons Qualifying Examination)	192 hours

Global Economic Outlook

3.36 The performance of the Hong Kong economy will continue to be susceptible to the changing external economic conditions. The overall economic outlook for the US has improved sharply in the last quarter of 2013 amid a string of surprisingly robust economic data. The year-over-year, industrial production rose 3.2 % and US exports hit a record high as demand has increased domestically and abroad. The US is expected to have somewhat better economy outlook, where growth is expected to increase from a dismal 1.6 % in 2013 to 2.3% in 2014.

3.37 The eurozone economy seems to have entered a phase of modest recovery. Since the second quarter of 2013, the eurozone climbed out of recession, with GDP growth amounting to 0.3% quarter-to-quarter. The Economic Sentiment Indicator (ESI) is slowly heading towards its long-term average and the sub-indices show that sentiment is improving in all sectors especially the level of industrial confidence is encouraging and bodes well for industrial production. All are likely to be influenced by growing demand from the US and the UK as their economic recovery is gathering pace. It is expected that the recent upturn in eurozone GDP growth to continue modestly in 2014, on the back of net exports.

3.38 The economic policies that have been implemented by the Japanese government since Prime Minister Abe came to power in December 2012 which contributed to stronger economic growth. Despite the slated increase in the consumption tax from 5% to 8% in April 2014, it is projected that the Japan economy recovery will remain intact and will continue to grow in 2014 with the continued assistance of extraordinarily expansive policies. The lagged positive effects of easy monetary policy will be felt in steady consumption, higher investment and better net trade contributions in the year ahead. It is expected that Japan will have a growth between 1% to 1.5% in 2014.

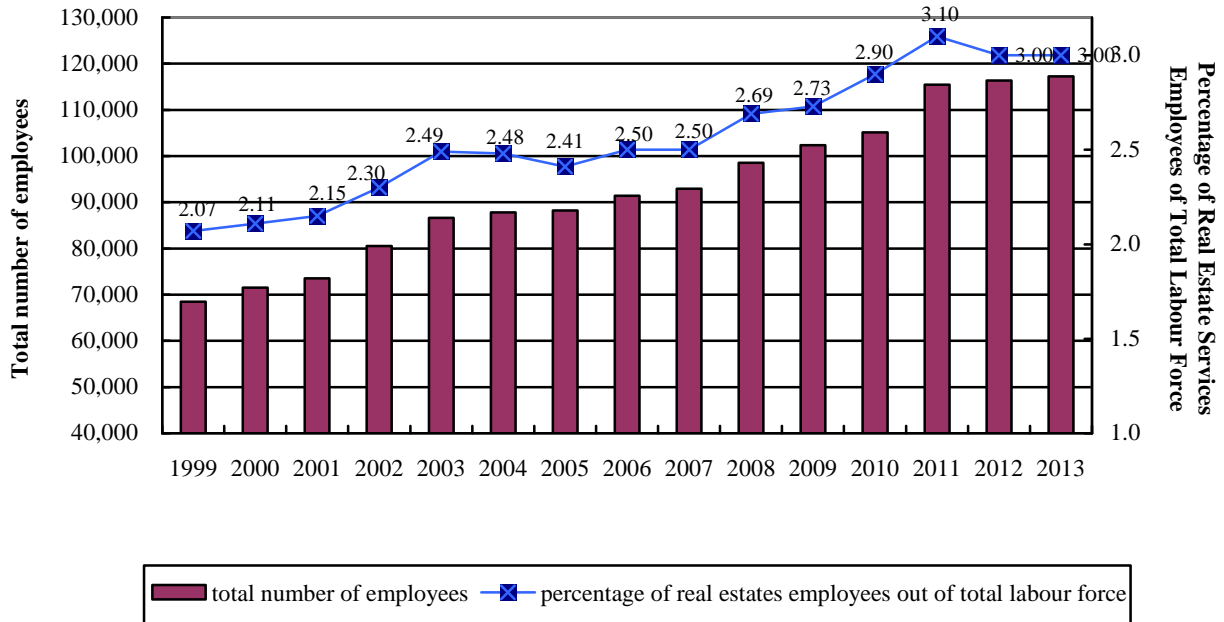
3.39 The China economy will likely expand 7.5% in 2014 from a year earlier, down from an expected 7.7% rise for 2013 as it focuses on deepening reforms and economic restructuring. Uncertainties in the recovery of developed economies, insufficient domestic demand and operational difficulties facing Chinese corporations will all weigh on growth. The investment growth is also likely to ease, to around 18% compared with an increase of 19.9% in 2013. The property investment will also face downward pressure, hit by an oversupply of houses in smaller cities and local governments will likely find it increasingly difficult to fund more infrastructure projects. Exporters will continue to struggle with profits squeezed by rising costs, with exports expected to grow around 9% in 2014 as supported by improving external demand. The top Communist Party leaders unveiled a reform blueprint for the years to come, and the implementation of many of those changes is expected to begin in 2014. As a result, the economic growth of China in 2014 will be slower than 2013.

3.40 It is forecasted that the global growth of Gross Domestic Product (GDP), adjusted for inflation, will only rebound moderately from 2.8% in 2013 to 3.1% in 2014, as the world's major economies still face many structural flaws and policy constraints that hinder more investment and faster productivity growth.

Industry Outlook

3.41 Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 11 shows the percentage of real estate services employees against the total workforce from 1999 to 2013.

Figure 11: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2013



3.42 With the Government’s imposition of Buyer’s Stamp Duty (BSD) on the disposal of residential properties in October 2012, the residential market has been downturned. The number of sale and purchase agreements for residential flats dropped from 11 581 per month in November 2012 to 5 061 in November 2013.

3.43 The Chief Executive of HKSAR announced its Policy Address on 15 January 2014 that Government continued to step up its efforts to boost land supply in the short, medium and long terms to address the housing needs. The Government will adopt a total of 470 000 new residential units as the new supply target in the coming ten years, with a 60:40 split between public and private housing. The Government aims to provide an average of about 20 000 public rental housing (PRH) and about 8 000 Home Ownership Scheme (HOS) units per year in the coming ten years that accounted for 36% increase of public housing supply compared to last few years. In addition, it is projected that the private sector will, on average, produce about 13 600 flats each year in the next five years, an increase of about 40% over the past five years in which only produced an average of about 9 680 flat each year.

3.44 In order to promote the building safety and management, the Government will launch a new phase of the Building Management Professional Advisory Service Scheme by engaging property management companies to provide one-stop and tailor-made support and advisory services on building management and maintenance to 1 200 old building without any form of management.

3.45 The Government will introduce a Regulatory Framework for Property Management Industry in the near future with the view to ensure that the property management Industry plays an effective role in building management and maintenance. The public consultation exercise on “Putting in place a Regulatory Framework for Property Management Industry” has been

launched during December 2010 to March 2011. With the establishment of Regulation of Property Management Industry, the standards and the quality of the industry will be enhanced.

3.46 With the development of the Hong Kong-Zhuhai-Macao (HKZM) Bridge, the bridge will significantly reduce transportation costs and time for travellers and goods on the road. As a result, the Western Pearl River Delta (PRD) will fall within a reachable 3-hour commuting radius of Hong Kong. This would enhance the attractiveness of the Western PRD to external investment, which is conducive to the upgrading of its industry structure. Hong Kong will benefit from this new economic hinterland.

3.47 The 26-km long Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (Express Rail Link, or XRL) runs from West Kowloon in Hong Kong to the boundary of Hong Kong and Shenzhen are in progress with completion targeted for 2015. The Express Rail Link will connect with the 16 000 km National High-speed Railway Network and will enhance Hong Kong's role as the southern gateway to the Mainland. It will significantly reduce the travel time and associated cost between Hong Kong and Mainland cities and more Mainland cities and regions will be included in the daily commutable area of Hong Kong. The Express Rail Link will create approximately 11 000 employment opportunities during the peak of construction. It will also facilitate growth in other industries such as catering and retail, tourism, professional services, and more, generating numerous employment opportunities.

Implications on Manpower

3.48 As indicated in Table 17, employers generally opined that with the change of Hong Kong's economy in the next 12 months, there would be an increase in manpower. The Training Board opines that the overall manpower situation for the most sectors will maintain a steady but slow-to-moderate rate in the near future:

- (i) In the short-term, the manpower growth for real estate development sector may fluctuate and slow down. However, a general growth may still be anticipated;
- (ii) The manpower demand in the property management and maintenance sector may continue to increase vis-à-vis the development of local properties;
- (iii) In order to overcome the high estate agency turnover, the need for manpower in the estate agency sector is still strong;
- (iv) Initiation of local development project may increase manpower demand in the estate surveying, valuation and consultancy sector may be expected; and
- (v) The development initiatives and a large number of employees will reach their retirement ages within these few years in the government department and public sectors, these may lead to generate a large demand for manpower.

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the real estate services industry for 2014 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in May 2013</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2014</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	10 176	100	305	405
Supervisory	24 061	672	720	1 392
Technical Support & Operative	<u>82 999</u>	<u>6 542</u>	<u>2 330</u>	<u>8 872</u>
Total	117 236	7 314	3 355	10 669

4.2 Of the 10 669 forecasted additional training requirements, 8 872 are at the technical support and operative level, 1 392 at the supervisory level and 406 at managerial/ professional level. The Training Board recommends that suitable training courses should be provided to these employees.

4.3 The demand for quality real estate services is substantial, the Training Board is of the view that the existing 117 236 strong in-service employees would need upgrading training and continuous professional development to remain competitive and efficient.

Continuing Professional Development (CPD) Scheme for Estate Agents

4.4 The Training Board maintains that training for estate agents in the Continuing Professional Development (CPD) Scheme is necessary, particularly in estate agency business of the Mainland and new regulation on the sale of first-hand residential properties. The Training Board recommends that suitable training courses should be provided to these employees.

Skills Upgrading Scheme Plus

4.5 The Training Board considers the Skills Upgrading Scheme Plus (SUS Plus) for the real estate services industry an important support in up-keeping and upgrading the quality of the existing in-service employees, especially when the sectors of estate agency, property management and maintenance sectors are gearing towards professional orientation.

Manpower Development Scheme

4.6 The Training Board considers that the courses provided by the Employees Retraining Board under the Manpower Development Scheme sufficient to assist job-transferees to pursue their careers in estate agency and property management & maintenance sectors.

Training on Real Estate Services in the Mainland

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

Qualifications Framework

4.8 With the establishment of Qualifications Framework for the Real Estate Services Trade, the Training Board believes that it will definitely benefit the industry by providing well-defined standards of qualifications and clear indication of the articulation ladders for both employee and employers in order to facilitate learners to map out their own progression pathways for lifelong learning. The Qualifications Framework Secretariat is recommended to continue to promote the Framework to stakeholders.

Continuing Education Fund (CEF)

4.9 According to the survey results, employees received more in-house training than the sponsored training. The Training Board is of the view that training providers can offer more CEF in-service training courses to the in-service practitioners. The Training Board supports the continuation of these financial measures to meet the training needs of the industry and recommends the Government to consider extending the scope and amount of subsidies for employees under the CEF Scheme.

Training Conferences / Seminars

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

Promotion of Real Estate Services Career and Training Courses

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

Future Surveys

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

職業訓練局

房地產服務業 2013年人力調查報告摘要

緒論

1. 職業訓練局房地產服務業訓練委員會於 1998 年由香港特別行政區政府成立，負責確定房地產服務業的人力情況及訓練需求。本會於 2013 年 5 月至 6 月期間進行第八次人力調查，範圍涵蓋業內五大機構類別如下：

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

2. 本會自政府統計處註冊的 11 200 間機構中，以分層隨機抽樣法選出 1 049 間作為調查對象，其中包括 361 間地產發展機構；283 間物業管理及保養機構；309 間地產代理機構；75 間測量、估價及顧問機構；以及 21 個政府部門及公共機構。在 1 049 間抽樣機構中，48 間拒絕填覆填查表；682 間提供所需資料(當中 20 間只提供部分資料)。其餘未有填覆的 319 間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效填覆率為 93.4%。

3. 本報告**第一章**簡述是次人力調查的背景資料，包括調查目的、範圍、方法、機構回應情況和人力評估程序；**第二章**載有調查結果摘要；**第三、四章**則分別載述本會的結論及建議。

調查結果摘要

4. 本會認為是次調查結果可反映調查期間房地產服務業的人力情況。據本會觀察所得，業內的人力狀況與香港、內地及其他城市在經濟環境及政府政策方面的發展吻合。

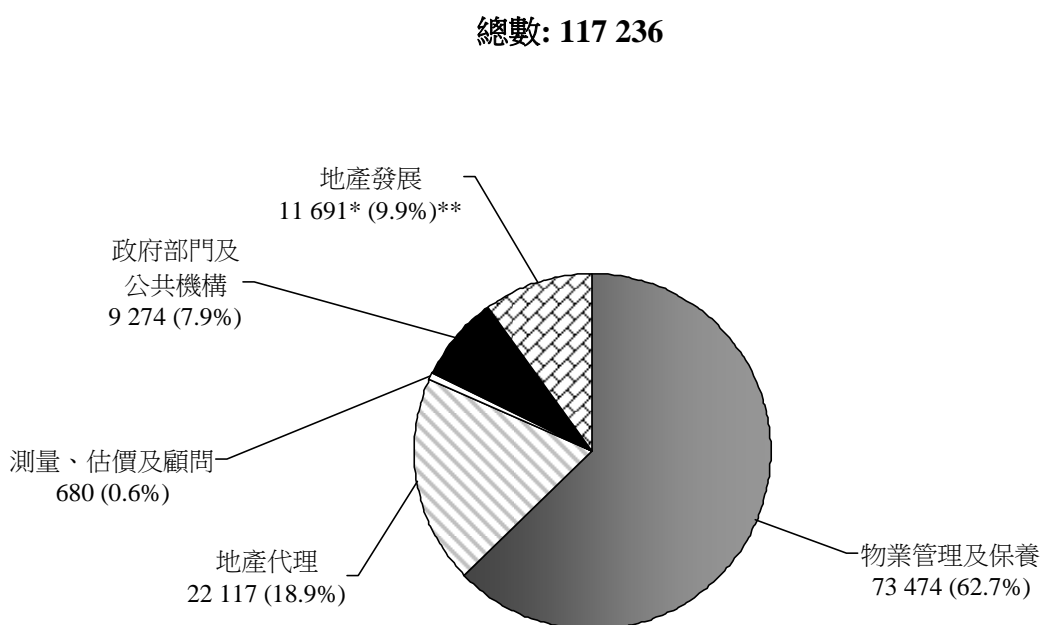
2013 年人力情況

5. 本會注意到業內的技術人力和非技術人力² 分別增加 1.5% 及 0.5%。當中，地產發展及地產代理機構的人力增幅最大，分別增長 9.9% 及 3%。業內其他機構類別亦錄得平均 1.5% 的人力增長。

6. 本會認為本港房地產服務從業員往內地工作的機會仍然存在，當中以地產發展、物業管理及保養，以及測量、估價及顧問機構所提供的機遇較多。預計 2014 年的經濟將維持穩定增長。本會認為本業僱主在預測 2014 年的僱員人數時，態度傾向審慎。

7. 調查顯示，調查期間業內共有 117 236 名從業員。各類機構的人力分布情況摘錄於圖 1：

圖 1: 各類房地產服務機構僱員分布情況



* 各類機構僱員總數

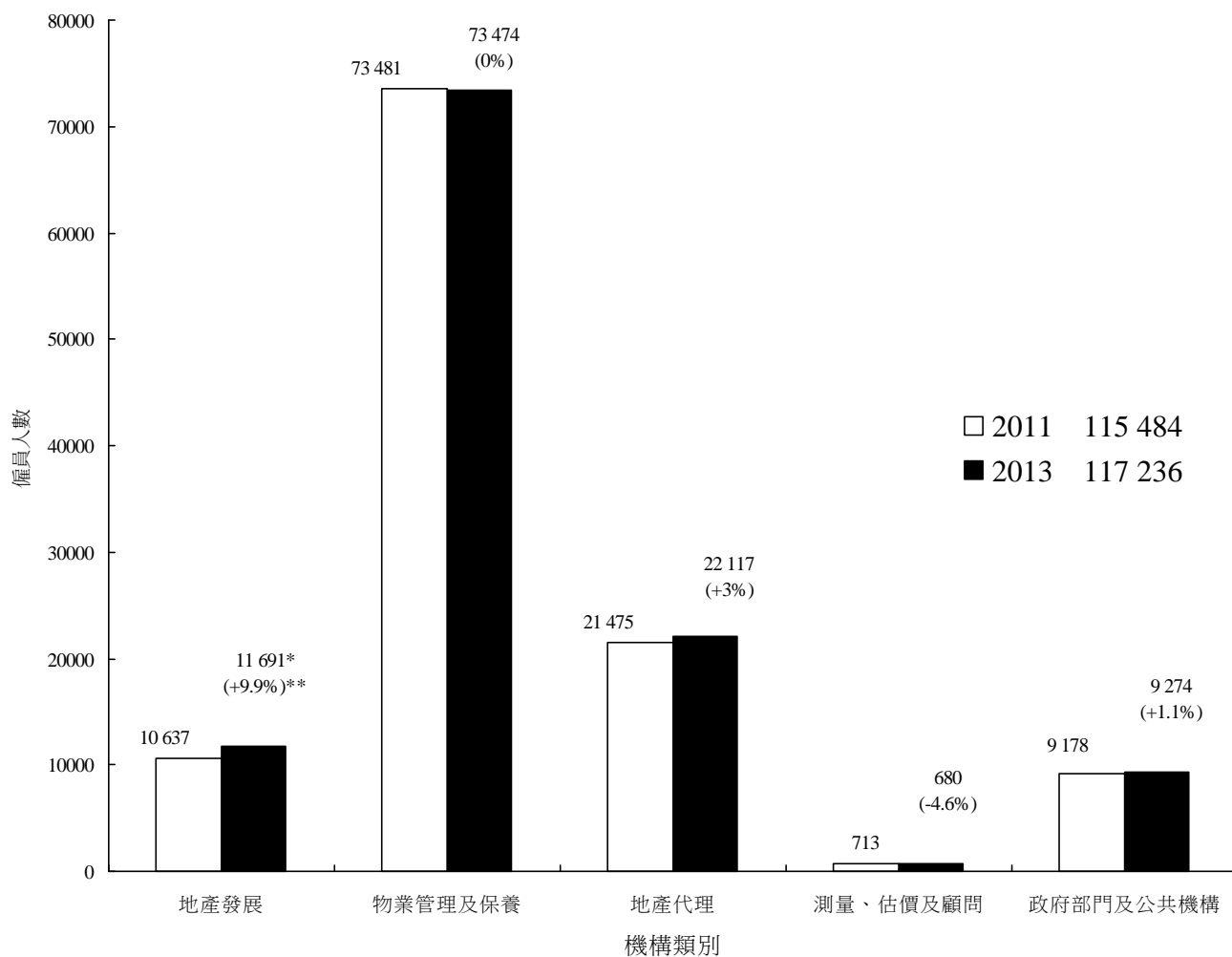
** 佔房地產服務業僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

8. 與 2011 年調查相比，地產發展機構的人力兩年來錄得 9.9% 的增長；地產代理機構亦錄得 3% 的增幅。2011 與 2013 年各機構類別的人力比較見圖 2。

²技術人力泛指從事房地產服務業主要職務的僱員。主要職務一覽載於附錄 3 附錄 C。

圖 2: 2011 與 2013 年各類房地產服務機構僱員的分布情況

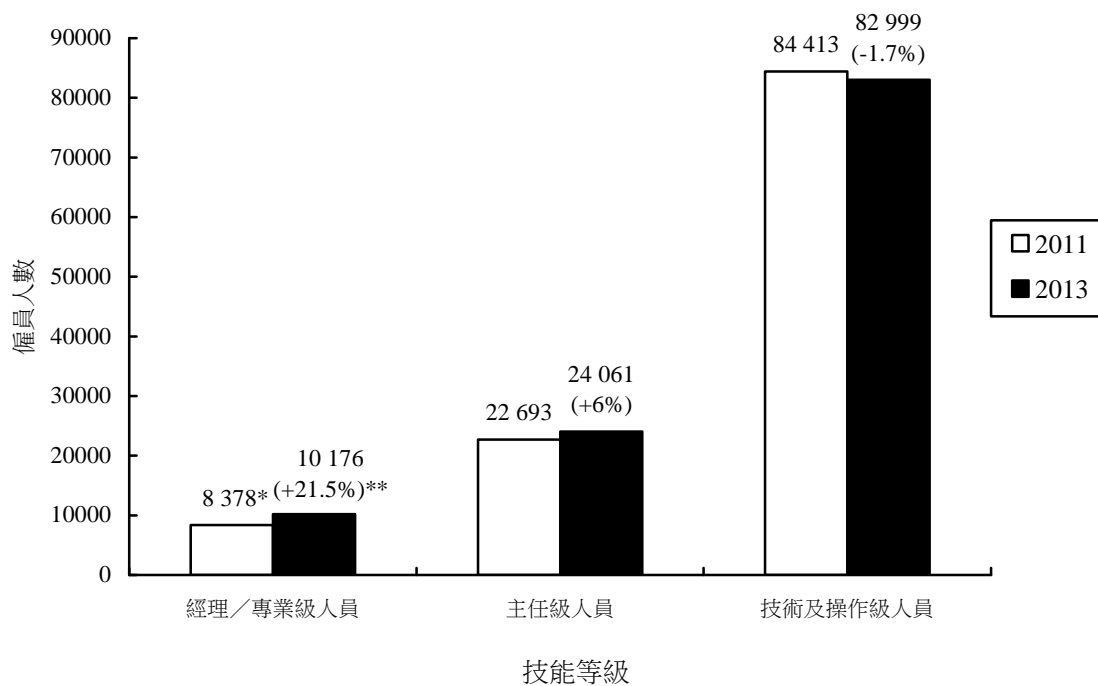


* 各類機構僱員總數

** 該類機構僱員總數的增/減幅

9. 調查亦顯示，117 236 名僱員中，82 999 人 (70.8%) 屬技術及操作級人員；24 061 人 (20.5%) 屬主任級人員；10 176 人 (8.7%) 屬經理／專業級人員。2011 與 2013 年各技能等級的人力結構比較見圖 3。

圖 3: 2011 與 2013 年各技能等級人力結構



* 該技能等級的僱員總數

** 該技能等級僱員總數的增／減幅

10. 各類機構不同技能等級僱員的分布情況見表 1。

表 1: 各類機構不同技能等級僱員人數

機構類別	經理／ 專業級人員	主任級人員	技術及 操作級人員	總數	(%)**
	(%)*	(%)*	(%)*	(%)*	
地產發展	2 875 (24.6)	3 807 (32.6)	5 009 (42.8)	11 691 (100)	(9.9)
物業管理及保養	3 688 (5)	12 159 (16.6)	57 627 (78.4)	73 474 (100)	(62.7)
地產代理	1 189 (3.8)	2 911 (13.2)	18 017 (83)	22 117 (100)	(18.9)
測量、估價及顧問	246 (36.2)	189 (27.8)	245 (36)	680 (100)	(0.6)
政府部門及公共機構	2 178 (23.5)	4 995 (53.9)	2 101 (22.6)	9 274 (100)	(7.9)
總數 (%)**	10 176 (8.7)	24 061 (20.5)	82 999 (70.8)	117 236 (100)	(100)

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

過去 12 個月長駐內地／其他城市超過 183 日的僱員人數

11. 調查顯示，過去 12 個月，本業有 148 名僱員長駐內地或其他城市超過 183 日，佔僱員總數僅 0.1%。其中，地產發展機構有 113 人；其次是物業管理及保養機構，有 35 人。以技能等級而論，有 91 名經理／專業級人員駐守內地。過去 12 個月各類機構不同技能等級駐守內地或其他城市超過 183 日的僱員分布情況見表 2。

空缺數目

12. 調查期間，僱主報稱業內共有 2 055 個空缺，佔 119 291 個現有職位數目的 1.7%。物業管理及保養機構有 1 039 個空缺，為所有機構類別之冠；其次為地產代理，有 724 個空缺。各類機構於 2011 與 2013 年的空缺數目比較載於圖 4，各類機構不同技能等級的現有空缺數目見表 3。

表 2: 過去 12 個月長駐內地／其他城市超過 183 日的僱員人數

機構類別	經理／ 專業級人員		主任級人員		技術及 操作級人員		總數 (%)*
	內地	其他城市	內地	其他城市	內地	其他城市	
地產發展	64	8	29	-	12	-	113 (0.97)
物業管理及保養	27	8	-	-	-	-	35 (0.05)
地產代理	-	-	-	-	-	-	- (-)
測量、估價及顧問	-	-	-	-	-	-	- (-)
政府部門及公共機構	-	-	-	-	-	-	- (-)
總數	91	16	29	-	12	-	148 (0.13)**

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

圖 4: 2011 與 2013 年各類機構的空缺數目

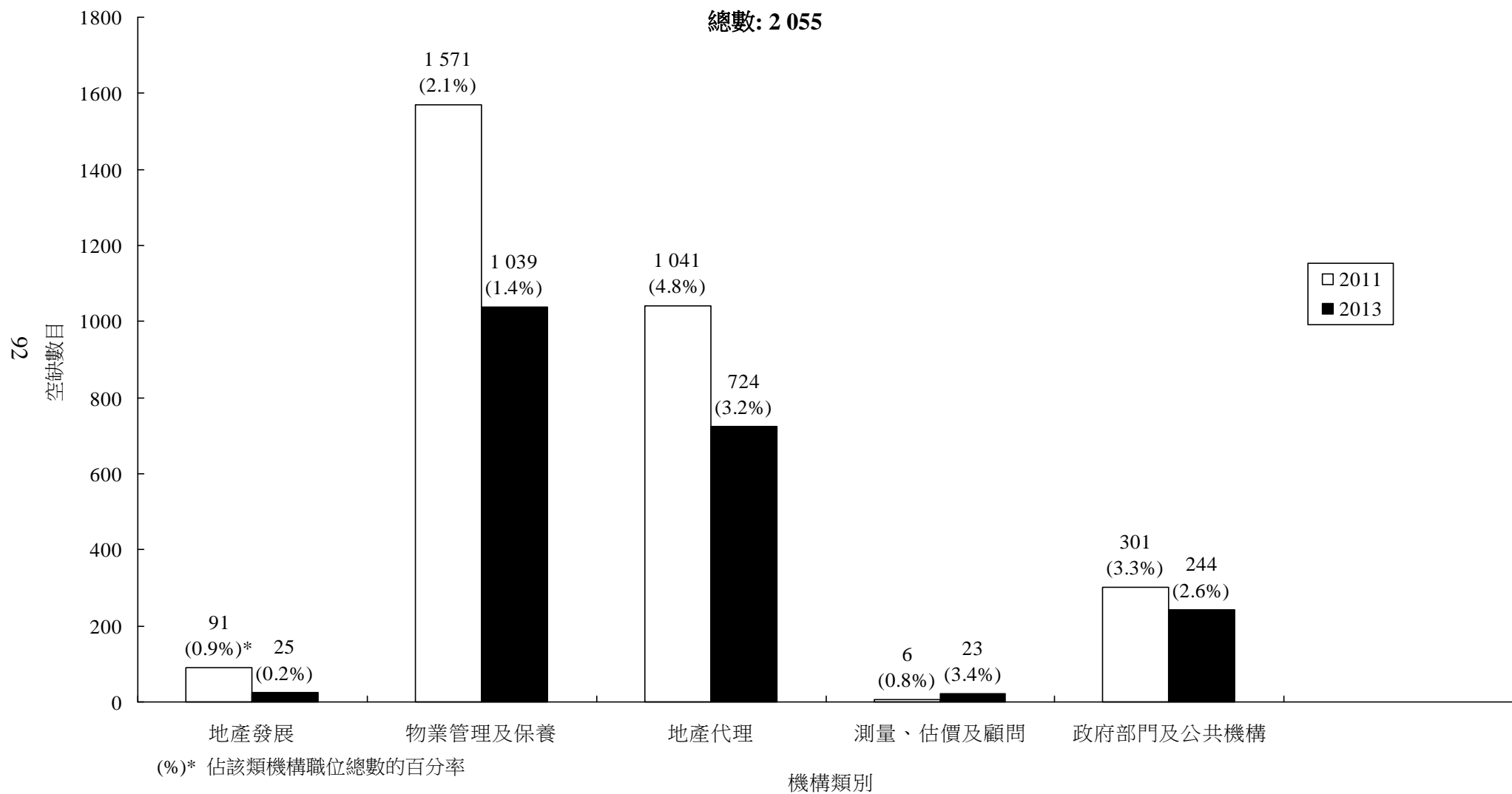


表 3: 各類機構不同技能等級現有空缺數目

機構類別	經理／ 專業級人員 (%)*	主任級人員 (%)*	技術及 操作級人員 (%)*	總數 (%)#
地產發展	5 (0.2)	13 (0.3)	7 (0.1)	25 (0.2)
物業管理及保養	44 (1.2)	178 (1.5)	817 (1.4)	1 039 (1.4)
地產代理	- (-)	35 (1.2)	689 (3.8)	724 (3.2)
測量、估價及顧問	1 (0.4)	3 (1.6)	19 (7.8)	23 (3.4)
政府部門及公共機構	77 (3.5)	75 (0.7)	92 (4.4)	244 (2.6)
總數 (%)**	127 (1.2)	304 (1.3)	1 624 (2.0)	2 055 (1.8)[@]

(%)* 佔該類機構該技能等級職位總數的百分率

(%)** 佔該技能等級職位總數的百分率

(%)[#] 佔該類機構職位總數的百分率

(%)[@] 佔業內職位總數的百分率

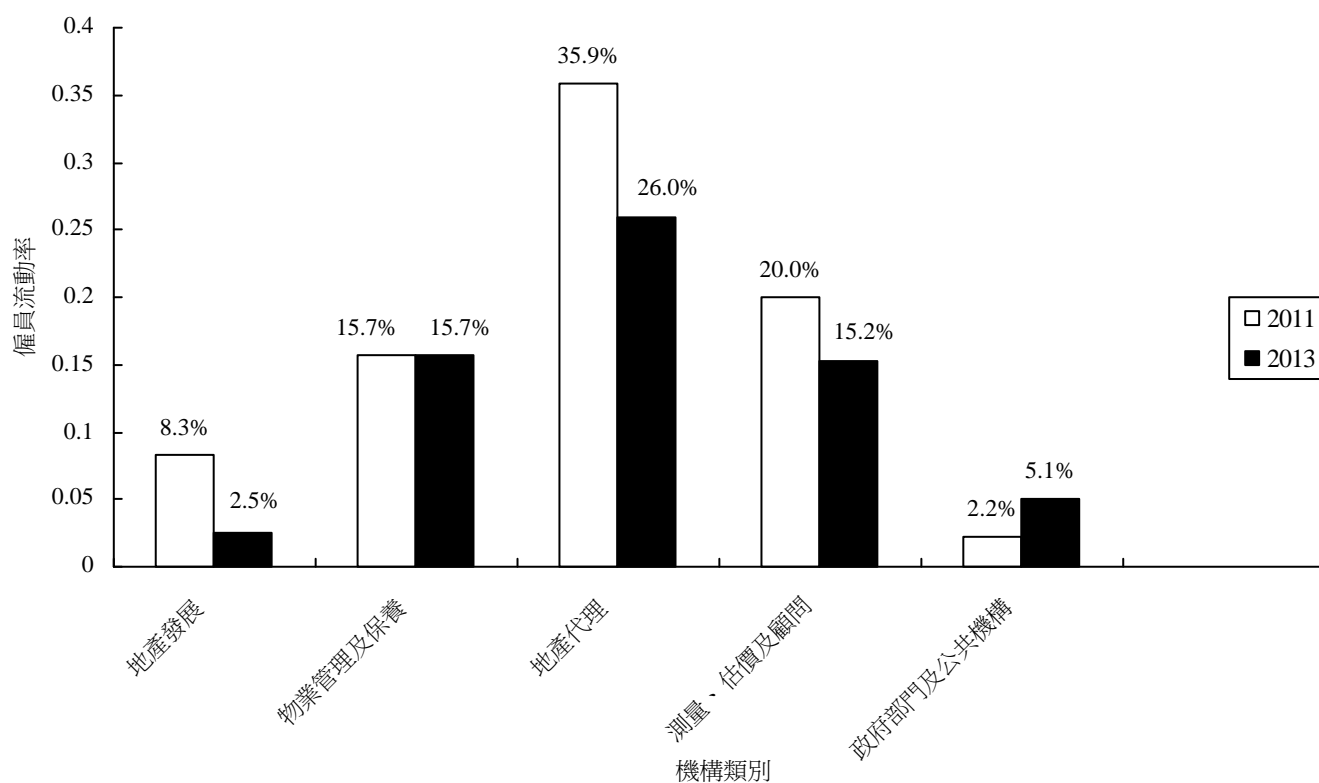
過去 12 個月各技能等級僱員的內部晉升情況

13. 調查顯示，有 770 名僱員（佔僱員總數 0.7%）獲內部晉升；其中，晉升為經理／專業級的有 297 人，晉升為主任級的有 473 人。本會建議教育院校及培訓機構可開辦合適的技能提升訓練課程，協助獲晉升的僱員發展事業。

僱員流動情況

14. 僱主報稱過去 12 個月離職的僱員有 18 486 名（相當於職位總數的 15.5%）；其中，物業管理及保養機構錄得 11 671 人離職，人數最多，佔該類機構職位總數 15.7%；地產代理機構有 5 929 人離職，佔該類機構職位總數 26%，所佔百分率最高。圖 5 顯示 2011 與 2013 年各類機構的僱員流動率。

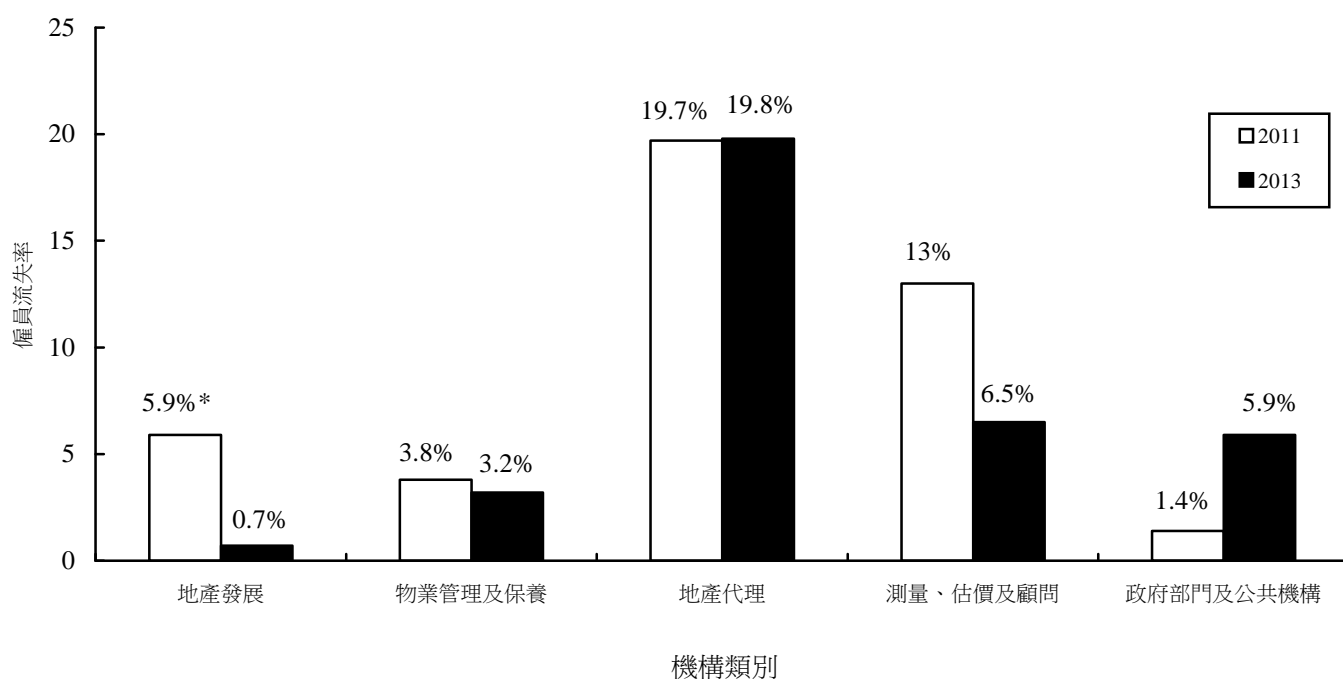
圖 5: 2011 與 2013 年各類機構僱員流動率



僱員流失率

15. 調查期間有 18 486 名僱員離職，同時，業界聘用了 11526 名具備相關經驗的員工，流失人數為 6 960 人，佔 2013 年僱員總數 5.9%。其中以地產代理機構流失的僱員最多，達 4 373 人，佔該類別人力 19.8%；其次為測量、估價及顧問機構，有 44 名僱員轉業，佔該類別僱員人數 6.5%。圖 6 比較 2011 與 2013 年各類機構的僱員流失率。

圖 6: 2011 與 2013 年各類機構僱員流失率比較



* 佔該類機構離職僱員總數的百分率

招聘困難

16. 回覆的 1 049 間公司當中，409 間 (35.9%) 表示在招聘人手方面遇到困難，特別是招聘地產代理人員，以及物業管理及保養人員。調查顯示，主要原因是缺乏具有相關經驗的人選，以及聘用條件欠佳。本會認為，地產代理機構和物業管理及保養機構有殷切的培訓需求。

僱員宜有教育程度

17. 調查顯示，2011 及 2013 年分別有 91.9 % 及 84.9 % 僱主屬意經理／專業級人員具備大學學位或以上程度學歷，又或具備專業資格。至於主任級人員方面，分別有 71.4 % 及 66.5 % 僱主屬意他們具備文憑程度，又或證書或以上程度學歷；而技術及操作級人員方面，則分別有 68.7 % 及 76.6 % 僱主屬意他們擁有中五或以上程度學歷。本會認為調查期間本港經濟蓬勃，因此僱員轉職至其他行業的機會較大。為招聘足夠的人手，僱主或須靈活調整入職學歷要求。

僱員宜有年資

18. 調查結果顯示，2011 及 2013 年分別有 76.8 % 及 69.5 % 僱主要求經理／專業級人員具備多於六年年資。至於主任級人員方面，分別有 77.1 % 及 75.6 % 僱主屬意他們擁有多於三 年年資；而技術及操作級人員方面，則分別有 52.8 % 及 64.5 % 僱主要求他們具備多於一年年資。雖然僱主對經理／專業級和技術及操作級人員的宜有年資要求有所下降，但本會認為這只是僱主採取的臨時措施，以便招聘足夠人手應付擴充業務所需。

收入分布

19. 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。2011 與 2013 年收入幅度介乎 10 001 元至 40 000 元的僱員分別有 52.8 % 及 73.3 %，增加 20.5 %；而收入幅度介乎 8 001 元至 10 000 元的僱員則分別有 42 % 及 22.4 %，下降 19.6 %。據本會觀察所得，由於調查期間本港經濟暢旺，以及實施法定最低工資，是以僱員的收入普遍有所增長。

人力推算

預測 2014 至 2016 年人力需求

20. 僱主預測，於 2014 年 5 月時，本業會有 119 092 個職位，較 2013 年 5 月減少 199 個，減幅為 0.17 %。物業管理及保養機構類別會有 79 個新職位，增幅為 0.1%，為所有機構類別之冠。但預期地產發展機構的職位將減少 222 個，減幅為 1 %。依本會觀察，大部分僱主在預測僱員人數時均較為審慎。因此，本會採用人力市場分析法 [Labour Market Analysis (LMA)]，根據投入／產出統計模型的人力倍數概念，推算 2014 至 2016 年業內的人力，詳細數字見表 4：

表 4: 2014 至 2016 年房地產服務業人力推算

年份	實際人力	推算人力	調查期間 僱主預測
2013	119 291		
2014F		120 591 (1.09)*	119 092 (-0.17)*
2015F		121 359 (0.64)**	
2016F		122 100 (0.61)**	

* 與 2013 年實際人力相比的增／減幅

** 與前一年推算人力相比的增／減幅

額外訓練需求推算

21. 根據 LMA 的人力增長預測，以及僱員流失情況，本會推算 2014 年業內需額外訓練的人手見表 5:

表 5: 2014 年 5 月時房地產服務業額外訓練需求推算

技能等級	2013 年 5 月時 僱員人數	每年流失人數	2014 年 5 月時 預測人力增長	預計需額外 訓練人手
經理／專業級 人員	10 176	100	305	405
主任級人員	24 061	672	720	1 392
技術及操作級 人員	<u>82 999</u>	<u>6542</u>	<u>2 330</u>	<u>8 872</u>
總數	117 236	7 314	3 355	10 669

僱員培訓

22. 調查顯示，未來 12 個月的 43 363 個培訓名額中，18 161 個 (41.9%) 屬通用技巧培訓，11 868 個 (27.4%) 為物業／房屋管理從業員而設，6 465 個 (14.9%) 為地產代理而設；當中主要為內部培訓名額，有 34 444 個，佔總數 79.4%。資助培訓名額則有 8 919 個，佔總數 20.6%。在不同技能等級中，技術及操作級有 25 903 個培訓名額，當中 19 473 個屬內部培訓；主任級有 11 420 個培訓名額；經理／專業級則有 6 040 個培訓名額。本會認為現職僱員(特別是技術及操作級人員)對培訓的需求殷切。

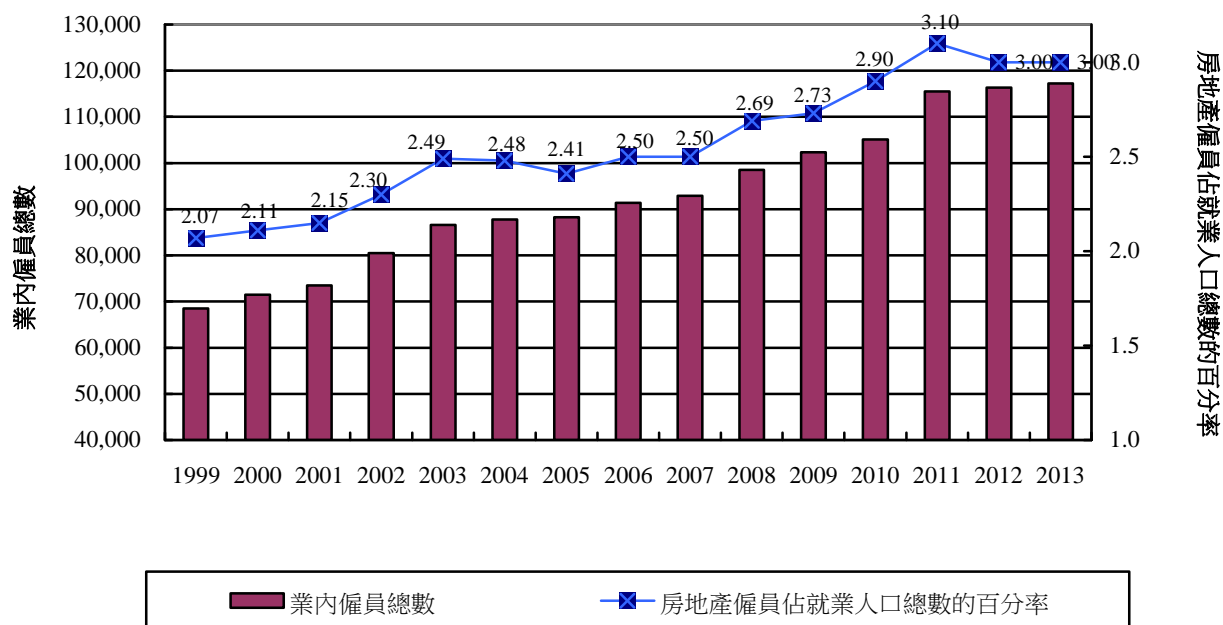
僱主對未來 12 個月經濟變動下的人力變化預測

23. 調查顯示，基於對未來 12 個月經濟發展的預測，僱主普遍預期人力將出現溫和增長。當中物業管理及保養機構預期會增加 1 118 名僱員，在所有機構類別中最多；其次是地產代理機構，預期將增加 502 人。預期大部分人力增長均為配合本港業務發展所需，而業務擴展／收縮正是人手變動的主因。

未來前景

24. 房地產服務業是本港的主要行業之一。圖 7 顯示 1999 至 2013 年房地產僱員佔就業人口總數的百分率。

圖 7: 1999 至 2013 年
房地產僱員佔就業人口總數的百分率



25. 隨著政府於 2012 年 10 月對轉售或轉讓住宅物業加徵「買家印花稅」，住宅物業市場轉趨淡靜。住宅買賣合約的宗數由 2012 年 11 月平均每月 11 581 宗，下跌至 2013 年 11 月平均每月 5 061 宗。

26. 香港特別行政區行政長官在 2014 年 1 月 15 日宣讀的施政報告中，表示會繼續全力增加短、中、長期的土地供應，以解決房屋的需要。政府會增加房屋供應，未來十年供應總量以 47 萬個單位為新目標；公私營房屋的比例為六比四。政府的目標，是於未來十年平均每年提供約 20 000 個公屋單位和 8 000 個居屋單位；公營房屋的供應，將較政府過去數年承諾的供應量增加 36%。此外，過去五年，私營房屋單位平均每年落成量只有約 9 680 個，估計未來五年，平均每年落成量約有 13 600 個，增幅約四成。

27. 為了推廣樓宇安全和管理，政府將推行新一階段的「大廈管理專業顧問服務計劃」，委聘物業管理公司為 1 200 幢沒有任何管理組織的舊樓，就物業的管理及維修，提供一站式和針對需要的支援及顧問服務。

28. 政府快將設立「物業管理行業的規管架構」，以確保行業在物業管理及維修方面發揮有效功能；並於 2010 年 12 月至 2011 年 3 月期間，舉辦「設立物業管理行業的規管架構」公眾諮詢會。規管物業管理行業的機制確立後，有望提升行業的水平及質素。

29. 興建港珠澳大橋，會大幅減省陸路交通客貨運的成本及時間；並把珠三角西岸納入香港方圓三小時車程內可達的範圍，有助提升珠三角西岸對外資的吸引力；從而改善其產業結構。香港亦會受惠於這片新的經濟腹地。

30. 現正興建的廣深港高速鐵路香港段(高鐵香港段)，全長 26 公里，由西九龍直達深圳／香港分界，預計於 2015 年竣工。高鐵香港段連接國內 16 000 公里長的高速鐵路網，可加強香港作為中國南大門的角色；落成後將大幅縮短往來香港及內地主要城市的行車時間，並減低交通開支。此外，更多內地城市及地區可由香港即日到達。高鐵在施工高峰期，可創造大約 11000 個就業機會，同時亦帶動各行業如飲食及零售業、旅遊業及專業服務業等的增長，預計可創造大量就業機會。

對人力的影響

31. 僱主普遍認為，香港未來 12 個月的經濟變動將推高本業人力。預期業內主要機構類別的整體人力情況未來將維持穩定，並錄得緩慢至溫和的增長：

- (vi) 短期而言，地產發展機構的人力增長或會波動及放緩；然而，整體而言，該類機構的人力仍可望錄得增長。
- (vii) 觀乎本地物業市場的發展，預期物業管理及保養機構的人力需求或會繼續上升。
- (viii) 由於地產代理人員流動頻密，地產代理機構對人力的需求仍甚殷切。
- (ix) 多項本地發展項目推出，因此預期測量、估價及顧問機構的人力需求會增加。
- (x) 政府部門及公共機構推出發展項目，加上不少僱員會在未來幾年相繼退休，或會帶動大量的人力需求。

建議

32. 本會的建議如下：

- (i) 鑑於社會對優質房地產服務的需求殷切，本會認為業內 117 236 名現職僱員應參與增修訓練課程及持續專業發展課程，以保持競爭力，並提高工作效率。積極進修亦可加強從業員晉升的機會。
- (ii) 預計需額外訓練的 10 669 名人手中，8 872 名屬技術及操作級人員，1 392 名屬主任級人員，405 名屬經理／專業級人員。本會建議為這些僱員提供合適的訓練課程。
- (iii) 鑑於業界需了解內地地產代理業務，以及一手住宅物業銷售新規例，本會認為從業員對持續專業培訓的需求將進一步上升。此外，政府或於未來數年實施發牌制度，以監管物業管理公司及從業員，因此預期物業管理及保養機構僱員的培訓需求將更為殷切。
- (iv) 本會認為對房地產服務業而言，培訓有助現職僱員保持及提升專業知識；而對求職人士及轉職者而言，培訓亦相當重要，可助他們盡快適應行業所需。
- (v) 因應訓練需求，本會將繼續支持及贊助開辦培訓課程，並為業內從業員舉辦大型會議及研討會，促進經驗分享。
- (vi) 本會將繼續透過各種途徑，包括互聯網、研討會及講座，推廣房地產服務業的就業和培訓機會。
- (vii) 本會建議繼續每兩年進行一次人力調查，以評估業內的人力供求情況，以及相關的培訓需求。

第一章

緒論

訓練委員會

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

調查目的

1.2 本會每兩年一次進行業內人力調查，之前於1999、2001、2003、2005、2007、2009及2011年進行，先後出版七份調查報告。第八次人力調查於2013年5月進行，目的如下：

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

調查範圍

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

1.4 本會自政府統計處註冊的11 200間機構中，以分層隨機抽樣法選出1 049間作為調查對象，其中包括361間地產發展機構；283間物業管理及保養機構；309間地產代理機構；75間測量、估價及顧問機構；以及21個政府部門及公共機構。調查對象按層面細分的詳情見**附錄4**。

調查方法

1.5 是次調查於2013年5月進行，旨在蒐集房地產服務業人力及訓練情況的資料。1 049間獲選為調查對象的機構，須填寫一份有關本業人力及訓練需求的調查表（**附錄3**）。受託進行是次調查的政府統計處會派員造訪各選定機構進行實地調查，並收集填妥的調查表。

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

調查回應分析

1.7 1 049 間抽樣機構中，48間拒絕填覆調查表；682 間提供所需資料（當中20 間只提供部分資料）。其餘未有填覆的319間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效填覆率為93.4%。填覆機構按層面及類別劃分的情況載於**附錄4**，調查回應的詳盡分析見**附錄5**。

人力評估程序

1.9 評估方法的主要步驟如下：

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

調查結果

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

釋義

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

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

第二章

調查結果摘要

調查範圍

2.1 是次調查涵蓋業內五大類機構的房地產服務業僱員，包括：

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

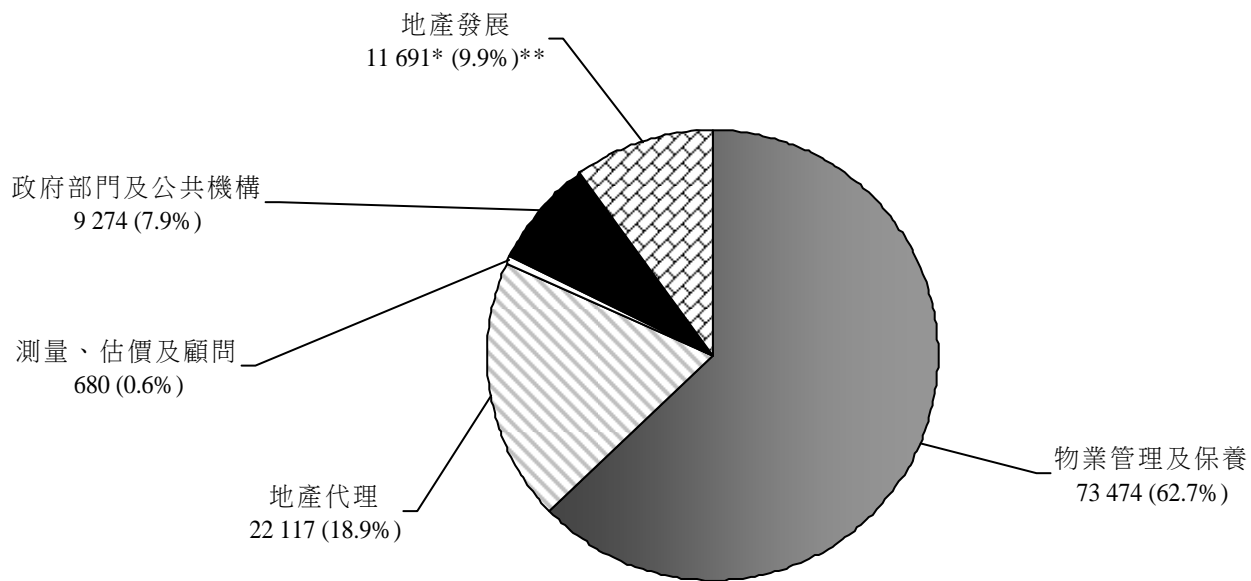
僱員人數

2.2 調查顯示，業內五大類機構共僱有 145 584 人，其中 117 236 人為技術僱員³，其餘 28 348 人為非技術僱員。對比 2011 年調查錄得合共 143 684 名僱員，是次調查顯示僱員人數增加了 1 900 人，兩年間增幅為 1.3%。其中，技術僱員總數（下稱「僱員總數」）增加了 1 752 人，增幅為 1.5%，非技術僱員則增加了 148 人，增幅為 0.5%。技術僱員泛指從事房地產服務業相關工作的人士，非技術僱員則指擔任業內行政、會計、人事及其他輔助工作的人士。與以往的調查一樣，本報告的分析並不包括非技術僱員。

2.3 調查顯示，物業管理及保養機構的僱員人數最多，有 73 474 人，佔業內僱員總數 62.7%；其他依次為地產代理（22 117 人，佔 18.9%）；地產發展（11 691 人，佔 9.9%）；政府部門及公共機構（9 274 人，佔 7.9%）；以及測量、估價及顧問（680 人，佔 0.6%）。各類機構僱員的分布情況見圖 1，詳細數據分析則載於附錄 6。

³ 技術人力泛指從事房地產服務業主要職務的僱員。主要職務一覽載於附錄 3 附錄 C。

圖 1: 各類房地產服務機構僱員分布情況
總數: 117 236



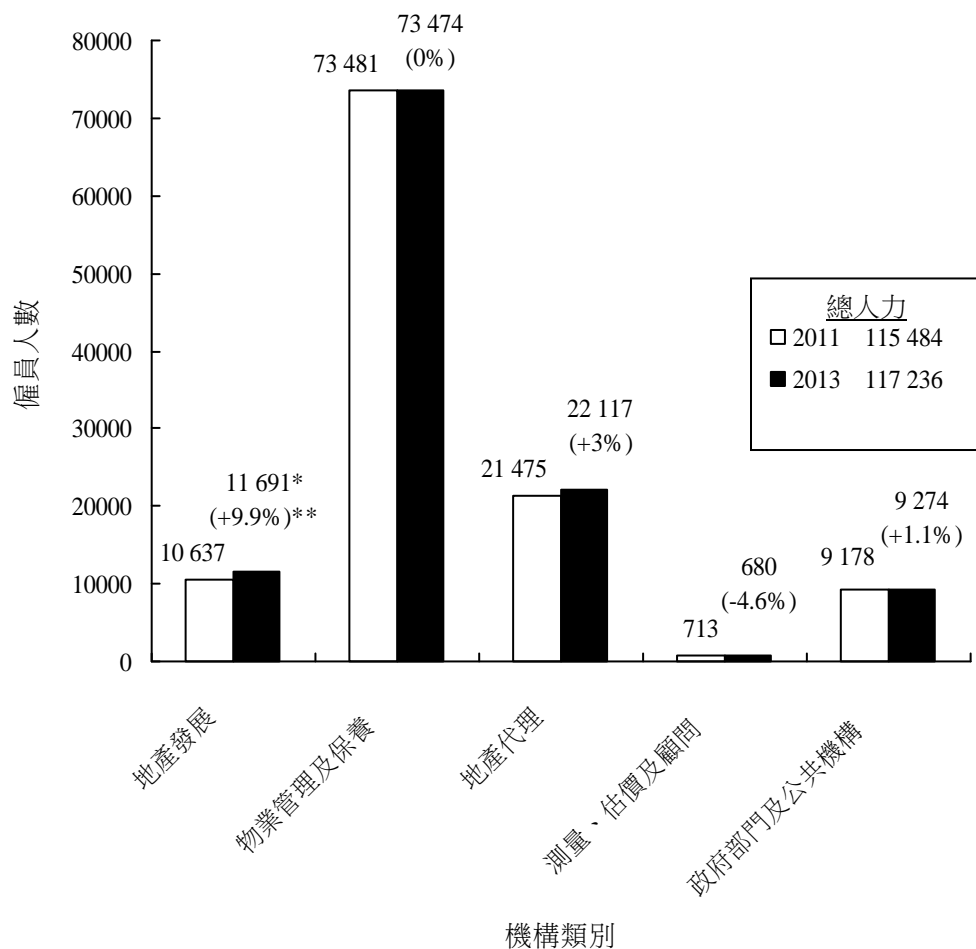
* 各類機構僱員總數

** 佔房地產服務業僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

2.4 與 2011 年調查相比，地產發展機構的人力兩年來錄得 9.9% 的增長；地產代理機構亦錄得 3% 的增幅。2011 與 2013 年各機構類別的人力比較見圖 2，僱員人數增長情況則見表 1。

圖 2: 2011 與 2013 年各類房地產服務機構僱員的分布情況



* 各類機構僱員總數

** 該類機構僱員總數的增/減幅

表 1: 各類房地產服務機構僱員人數的增長情況

機構類別	2011年6月 僱員人數	2013年5月 僱員人數	增／減 (%)*
地產發展	10 637	11 691	1 054 (9.9)
物業管理及保養	73 481	73 474	-7 (0)
地產代理	21 475	22 117	642 (3)
測量、估價及顧問	713	680	-33 (-4.6)
政府部門及公共機構	9 178	9 274	96 (1.5)
總數	115 484	117 236	1 752 (1.5)**

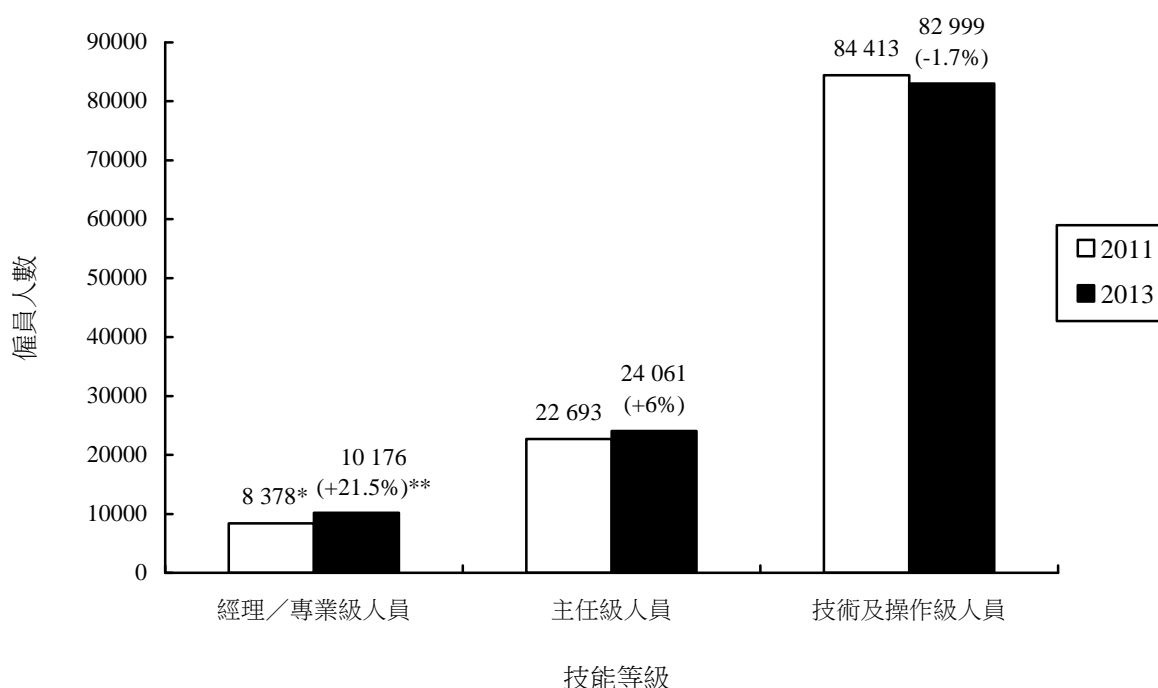
(%)* 該類機構僱員總數的增／減幅

(%)** 業內僱員總數的增／減幅

2.5 調查亦顯示，117 236 名僱員中，82 999 人（70.8%）屬技術及操作級人員；24 061 人（20.5%）屬主任級人員；10 176 人（8.7%）屬經理／專業級人員。2011 與 2013 年各技能等級的人力結構比較見圖 3，僱員人數增長情況則見表 2。

2.6 各類機構不同技能等級僱員的分布情況見表 3。

圖 3: 2011 與 2013 年各技能等級人力結構



* 該技能等級的僱員總數

** 該技能等級僱員總數的增/減幅

表 2: 各技能等級僱員人數的增長情況

技能等級	2011 年 6 月 僱員人數 (%) [*]	2013 年 5 月 僱員人數 (%) [*]	增/減 (%) [#]
經理/專業級人員	8 378 (7.3)	10 176 (8.7)	1 798 (21.5)
主任級人員	22 693 (19.7)	24 061 (20.5)	1 368 (6)
技術及操作級人員	84 413 (73)	82 999 (70.8)	-1 414 (-1.7)
總數	115 484	117 236	1 752 (1.5)^{**}

(%)^{*} 佔該技能等級僱員總數的百分率

(%)[#] 該技能等級僱員總數的增/減幅

(%)^{**} 業內僱員總數的增/減幅

表 3: 各類機構不同技能等級僱員人數

機構類別	經理/ 專業級人員	主任級人員	技術及 操作級人員	總數	(%)**
	(%)*	(%)*	(%)*	(%)*	
地產發展	2 875 (24.6)	3 807 (32.6)	5 009 (42.8)	11 691 (100)	(9.9)
物業管理及保養	3 688 (5)	12 159 (16.6)	57 627 (78.4)	73 474 (100)	(62.7)
地產代理	1 189 (3.8)	2 911 (13.2)	18 017 (83)	22 117 (100)	(18.9)
測量、估價及顧問	246 (36.2)	189 (27.8)	245 (36)	680 (100)	(0.6)
政府部門及公共機構	2 178 (23.5)	4 995 (53.9)	2 101 (22.6)	9 274 (100)	(7.9)
總數 (%)**	10 176 (8.7)	24 061 (20.5)	82 999 (70.8)	117 236 (100)	(100)

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

長駐內地／其他城市的僱員人數

2.7 調查顯示，過去 12 個月，本業有 148 名僱員長駐內地或其他城市超過 183 日，佔僱員總數僅 0.1%。其中，地產發展機構有 113 人；其次是物業管理及保養機構，有 35 人。以技能等級而言，有 91 名經理／專業級人員駐守內地。過去 12 個月各類機構不同技能等級駐守內地或其他城市超過 183 日的僱員分布情況見表 4。

經常往返內地工作的僱員人數

2.8 調查顯示，過去 12 個月，本業有 568 名僱員需往返內地從事各類房地產業工作；其中，地產代理機構有 245 名僱員需經常往返內地工作；其次是地產發展機構，有 229 名。各類機構需往返內地工作的僱員人數見表 5。表 6 顯示，僱主預期未來 12 個月，需經常往返內地工作的僱員有 568 名。

表 4: 過去 12 個月長駐內地／其他城市超過 183 日的僱員人數

機構類別	經理／ 專業級人員		主任級人員		技術及 操作級人員		總數 (%)*
	內地	其他城市	內地	其他城市	內地	其他城市	
地產發展	64	8	29	-	12	-	113 (0.97)
物業管理及保養	27	8	-	-	-	-	35 (0.05)
地產代理	-	-	-	-	-	-	- (-)
測量、估價及顧問	-	-	-	-	-	-	- (-)
政府部門及公共機構	-	-	-	-	-	-	- (-)
總數	91	16	29	-	12	-	148 (0.13)**

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

表 5: 過去 12 個月各類機構需經常往返內地的僱員人數

機構類別	從事地產 發展工作 (%)*	從事物業管理 及保養工作 (%)*	從事地產 代理工作 (%)*	從事測量、估價 及顧問工作 (%)*	小計 (%)#
地產發展	229 (100)	-	-	-	229 (2)
物業管理及保養	-	30 (100)	-	-	30 (0.04)
地產代理	60 (19.7)	-	245 (80.3)	-	305 (1.4)
測量、估價及顧問	-	-	-	4 (100)	4 (0.04)
政府部門及公共機構	-	-	-	-	-
小計	289	30	245	4	568 (0.5)**

(%)* 佔該類機構過去 12 個月需經常往返內地僱員總數的百分率

(%)# 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

表 6: 未來 12 個月各類機構需經常往返內地的僱員人數

機構類別	從事地產 發展工作 (%)*	從事物業管理 及保養工作 (%)*	從事地產 代理工作 (%)*	從事測量、 估價及顧問工作 (%)*	小計 (%)#
地產發展	229 (100)	-	-	-	229 (2)
物業管理及保養	-	29 (100)	-	-	29 (0.04)
地產代理	60 (19.7)	-	245 (80.3)	-	305 (1.4)
測量、估價及顧問	-	-	-	4 (100)	4 (0.04)
政府部門及公共機構	-	-	-	-	-
小計	289	29	245	4	567 (0.5)**

(%)* 佔該類機構未來 12 個月需經常往返內地僱員總數的百分率

(%)# 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

現有空缺數目

2.9 調查期間，僱主報稱業內共有 2 055 個空缺，佔 119 291 個現有職位數目的 1.7%。物業管理及保養機構有 1 039 個空缺，為所有機構類別之冠；其次為地產代理，有 724 個空缺。各類機構於 2011 與 2013 年的空缺數目比較載於圖 4，各類機構不同技能等級的現有空缺數目見表 7。

圖 4: 2011 與 2013 年各類機構的空缺數目

總數: 2 055

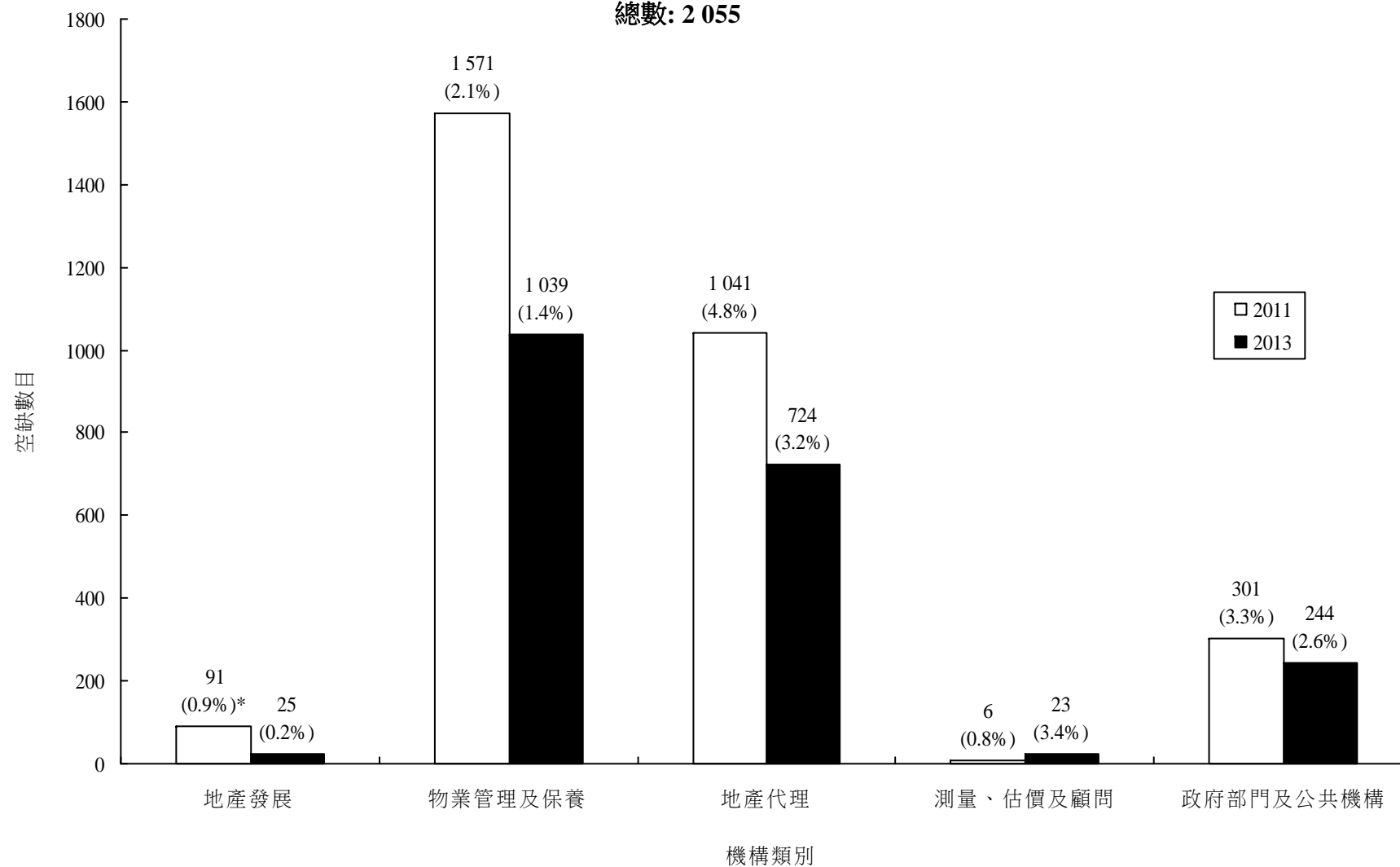


表 7: 各類機構不同技能等級現有空缺數目

機構類別	經理／ 專業級人員 (%)*	主任級人員 (%)*	技術及 操作級人員 (%)*	總數 (%)#
地產發展	5 (0.2)	13 (0.3)	7 (0.1)	25 (0.2)
物業管理及保養	44 (1.2)	178 (1.5)	817 (1.4)	1 039 (1.4)
地產代理	- (-)	35 (1.2)	689 (3.8)	724 (3.2)
測量、估價及顧問	1 (0.4)	3 (1.6)	19 (7.8)	23 (3.4)
政府部門及公共機構	77 (3.5)	75 (1.5)	92 (4.4)	244 (2.6)
總數 (%)**	127 (1.2)	304 (1.3)	1 624 (2.0)	2 055 (1.8)@

(%)* 佔該類機構該技能等級職位總數的百分率

(%)** 佔該技能等級職位總數的百分率

(%)# 佔該類機構職位總數的百分率

(%)@ 佔業內職位總數的百分率

僱主預測 2014 年 5 月時的人力需求

2.10 僱主預測，於 2014 年 5 月時，本業會有 119 092 個職位，較 2013 年 5 月減少 199 個，減幅為 0.17%。物業管理及保養機構類別會有 79 個新職位，增幅為 0.1%，為所有機構類別之冠。

2.11 僱主預測 2014 年 5 月時各類機構不同技能等級的人力增長見表 8(i)至表 8(v)及圖 5。

表 8: 僱主預測 2014 年 5 月時房地產服務業
各類機構不同技能等級的人力

(i) 地產發展

技能等級	(a) 2013 年 5 月 僱員人數	(b) 2013 年 5 月 空缺數目	(a)+(b) 2013 年 5 月 職位總數	僱主預測 2014 年 5 月 人力	增幅 (%)*
經理／專業級人員	2 875	5	2 880	2 878	-2
主任級人員	3 807	13	3 820	3 820	-
技術及操作級人員	5 009	7	5 016	4 966	-50
小計	11 691	25	11 716	11 664	-52 (-0.4)*

(ii) 物業管理及保養

技能等級	(a) 2013 年 5 月 僱員人數	(b) 2013 年 5 月 空缺數目	(a)+(b) 2013 年 5 月 職位總數	僱主預測 2014 年 5 月 人力	增幅 (%)*
經理／專業級人員	3 688	44	3 732	3 735	3
主任級人員	12 159	178	12 337	12 377	40
技術及操作級人員	57 627	817	58 444	58 480	36
小計	73 474	1 039	74 513	74 592	79 (0.1)*

(%)* 該類機構職位總數的增／減幅

(iii) 地產代理

<u>技能等級</u>	(a) 2013年5月 <u>僱員人數</u>	(b) 2013年5月 <u>空缺數目</u>	(a)+(b) 2013年5月 <u>職位總數</u>	僱主預測 2014年5月 <u>人力</u>	增幅 (%)*
經理／專業級人員	1 189	0	1 189	1 192	3
主任級人員	2 911	35	2 946	2 925	-21
技術及操作級人員	18 017	689	18 706	18 502	-204
小計	22 117	724	22 841	22 619	-222 (-1)*

(iv) 測量、估價及顧問

<u>技能等級</u>	(a) 2013年5月 <u>僱員人數</u>	(b) 2013年5月 <u>空缺數目</u>	(a)+(b) 2013年5月 <u>職位總數</u>	僱主預測 2014年5月 <u>人力</u>	增幅 (%)*
經理／專業級人員	246	1	247	247	-
主任級人員	189	3	192	191	-1
技術及操作級人員	245	19	264	263	-1
小計	680	23	703	701	-2 (-0.3)*

(%)*該類機構職位總數的增／減幅

(v) 政府部門及公共機構

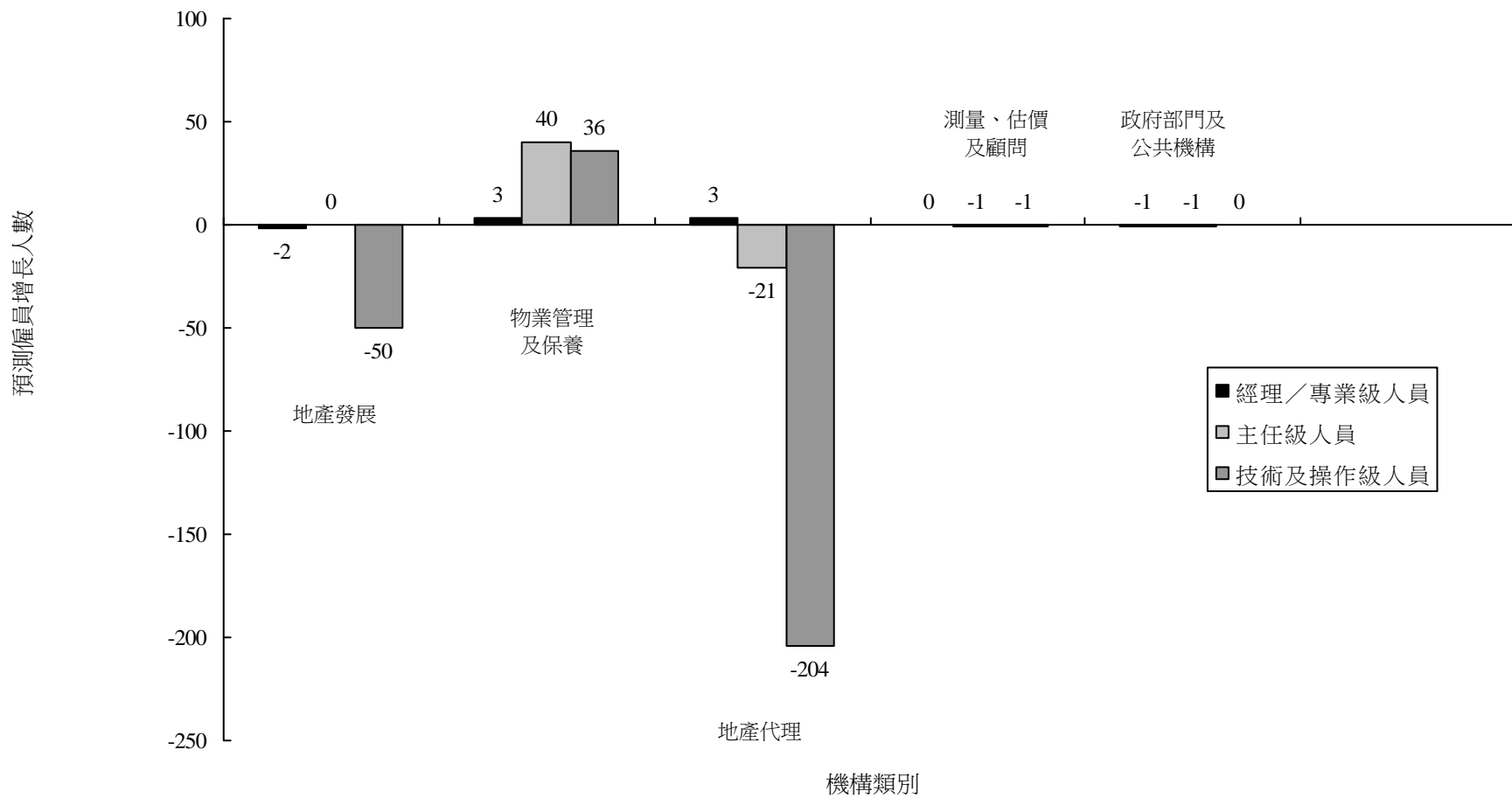
<u>技能等級</u>	(a) 2013年5月 <u>僱員人數</u>	(b) 2013年5月 <u>空缺數目</u>	(a)+(b) 2013年5月 <u>職位總數</u>	僱主預測 2014年5月 <u>人力</u>	<u>增幅</u> (%)*
經理／專業級人員	2 178	77	2 255	2 254	-1
主任級人員	4 995	75	5 070	5 069	-1
技術及操作級人員	2 101	92	2 193	2 193	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
小計	9 274	244	9 518	9 516	-2 (-0.02)*
總數	117 236	2055	119 291	119 092	-199 (-0.17)**

(%)* 該類機構職位總數的增／減幅

(%)** 業內職位總數的增／減幅

圖 5: 僱主預測 2014 年 5 月時房地產服務業
各類機構不同技能等級的人力增長

總數: 減少 199 人



過去 12 個月各技能等級僱員的內部晉升情況

2.12 調查顯示，有770名僱員（佔僱員總數 0.7%）獲內部晉升；其中，晉升為經理／專業級的有297人，晉升為主任級的有473人。2011與2013年各類機構不同技能等級僱員內部晉升情況見表9。

表 9： 2011 與 2013 年各類機構不同技能等級僱員內部晉升情況

	<u>2011 年 6 月</u>			<u>2013 年 5 月</u>		
	<u>僱員人數</u>	<u>晉升人數</u>	(%)*	<u>僱員人數</u>	<u>晉升人數</u>	(%)*
地產發展						
<u>技能等級</u>						
經理／專業級人員	1 896	37	(2.0)	2 875	23	(0.8)
主任級人員	3 337	18	(0.5)	3 807	32	(0.8)
物業管理及保養						
<u>技能等級</u>						
經理／專業級人員	3 533	62	(1.8)	3 688	107	(2.9)
主任級人員	11 318	370	(3.3)	12 159	266	(2.2)
地產代理						
<u>技能等級</u>						
經理／專業級人員	819	52	(6.3)	1 189	12	(1.0)
主任級人員	2 832	117	(4.1)	2 911	68	(2.3)
測量、估價及顧問						
<u>技能等級</u>						
經理／專業級人員	201	6	(3.0)	246	7	(2.8)
主任級人員	234	16	(6.8)	189	10	(5.2)
政府部門及公共機構						
<u>技能等級</u>						
經理／專業級人員	1 929	95	(4.9)	2 178	148	(6.8)
主任級人員	4 972	163	(3.3)	4 995	97	(1.9)
總計	31 071	1 006		34 237	770	(0.7)**

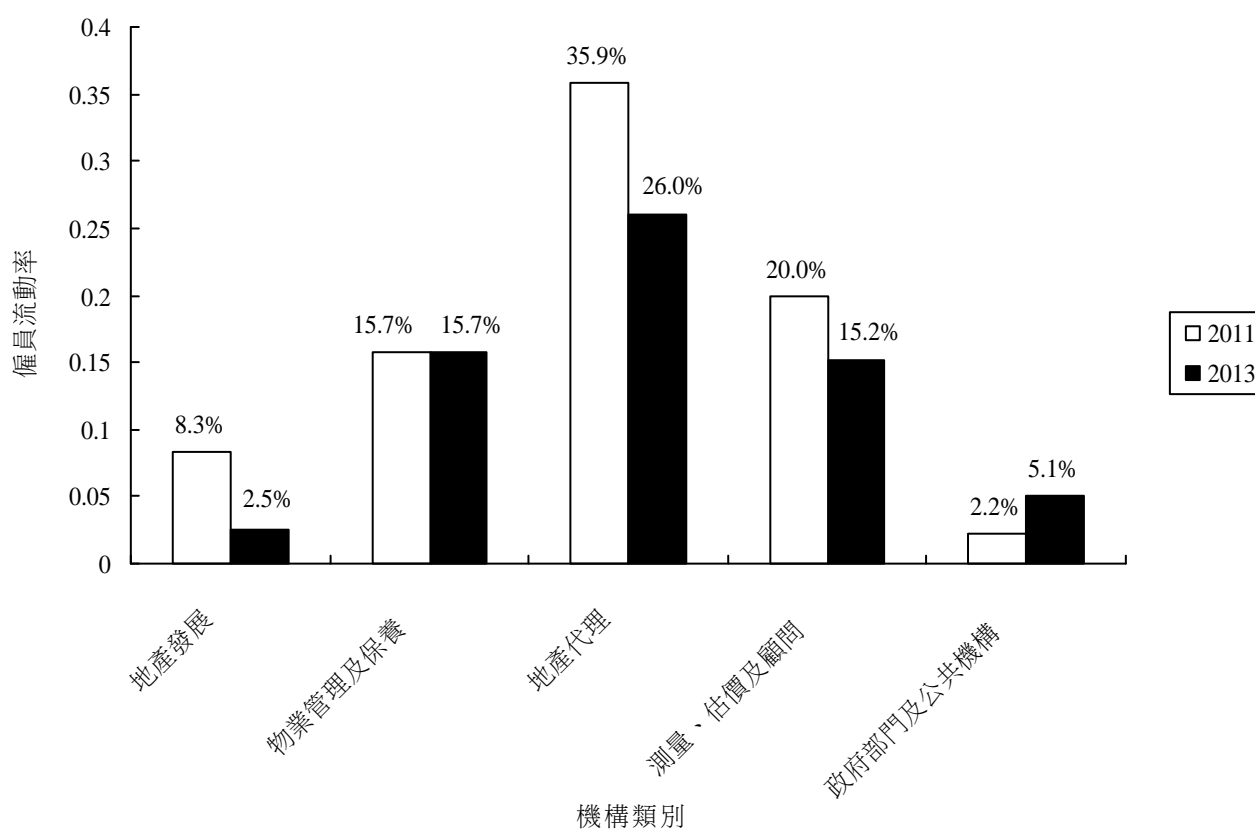
(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔業內僱員總數的百分率

過去 12 個月的僱員流動情況

2.13 如表 10 所示，僱主報稱過去 12 個月有 18 486 名僱員離職（相當於職位總數的 15.5%）；其中，物業管理及保養機構錄得 11 671 人離職，人數最多，佔該類機構職位總數 15.7%；地產代理機構有 5 929 人離職，佔該類機構職位總數 26%，所佔百分率最高。圖 6 顯示 2011 與 2013 年各類機構的僱員流動率。

圖 6: 2011 與 2013 年各類機構僱員流動率



**表 10: 過去 12 個月房地產服務業
各類機構離職僱員人數**

機構類別	職位數目	離職人數	(%)*
地產發展	11 716	293	2.5
物業管理及保養	74 513	11 671	15.7
地產代理	22 841	5 929	26
測量、估價及顧問	703	107	15.2
政府部門及公共機構	9 518	486	5.1
	119 291	18 486	(15.5)**

(%)* 佔該類機構職位總數的百分率

(%)** 佔業內職位總數的百分率

**表 11: 過去 12 個月房地產服務業
各技能等級離職僱員人數**

技能等級	職位數目	離職人數	(%)*
經理／專業級人員	10 303	447	4.3
主任級人員	24 365	1 898	7.8
技術及操作級人員	84623	16 141	19.1
	119 291	18 486	(15.5)**

(%)* 佔該類機構職位總數百分率

(%)** 佔業內職位總數的百分率

2.14 表 11 顯示技術及操作級共有 16 141 名僱員離職，佔該技能等級職位數目 19.1%。離開本業的僱員共有 18 486 名，佔職位總數 15.5%。

**表 12 : 過去 12 個月房地產服務業
各類機構不同技能等級流失人數**

(i) 地產發展

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	27	37	-	(-)
主任級人員	60	40	20	(0.5)
技術及操作級人員	206	142	64	(1.3)
小計:	293	219	84 [#]	(0.7)**

(ii) 物業管理及保養

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	251	208	43	(1.2)
主任級人員	1 498	985	513	(4.2)
技術及操作級人員	9 922	8 186	1 736	(3)
小計:	11 671	9 379	2 292	(3.1)**

(iii) 地產代理

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	46	41	5	(0.4)
主任級人員	114	87	27	(0.9)
技術及操作級人員	5 769	1 428	4 341	(24.1)
小計:	5 929	1 556	4 373	(19.8)**

(%)* 佔該類機構該技能等級流失僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

主任級與技術及操作級的總流失人數

(iv) 測量、估價及顧問

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	7	7	-	(-)
主任級人員	16	13	3	(1.6)
技術及操作級人員	84	43	41	(16.7)
小計:	107	63	44	(6.5)**

(v) 政府部門及公共機構

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	116	67	49	(2.3)
主任級人員	210	139	71	(1.4)
技術及操作級人員	160	103	57	(2.7)
小計:	486	309	177	(1.9)**
總計	18 486	11 526	6 960	(5.9)#

(%)* 佔該類機構該技能等級流失僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)# 佔業內僱員總數的百分率

具相關經驗的新聘僱員

2.15 調查顯示，過去 12 個月本業共聘用 18 916 名僱員，其中 11 526 人（60.9%）具房地產服務相關經驗。按機構類別劃分，物業管理及保養機構招聘了多達 9 379 名具經驗的僱員。按技能等級而言，技術及操作級僱用了 9 902 名具經驗的員工。各類機構不同技能等級具相關經驗的新聘僱員人數分析見表 12。

僱員流失情況

2.16 調查期間有 18 486 名僱員離職，同時，業界聘用了具備相關經驗的員工 11 526 人，流失人數為 6 960 人，佔 2013 年僱員總數 5.9%。其中以地產代理機構流失的僱員最多，達 4 373 人，佔該類別人力 19.8%；其次為測量、估價及顧問機構，有 44 名僱員轉業，佔該類別人力 6.5%。各類機構不同技能等級的僱員流失分析見表 12。

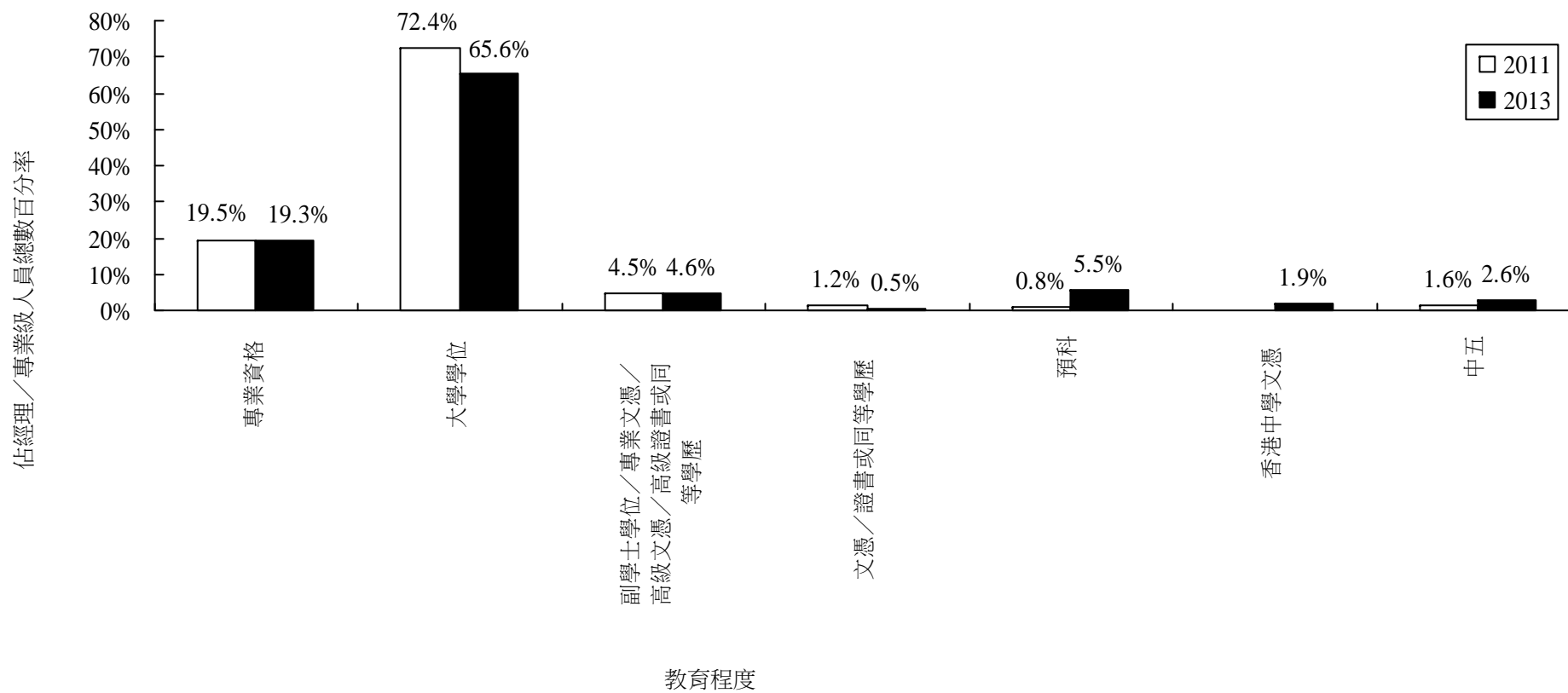
招聘困難

2.17 回覆的 1 140 間公司當中，409 間（35.9%）表示在招聘人手方面遇到困難，特別是招聘地產代理人員，以及物業管理及保養人員。調查顯示，主要原因是缺乏具有相關經驗的人選，以及聘用條件欠佳。各類機構不同技能等級人員的招聘困難分析載於第三章表 23。

僱員宜有學歷

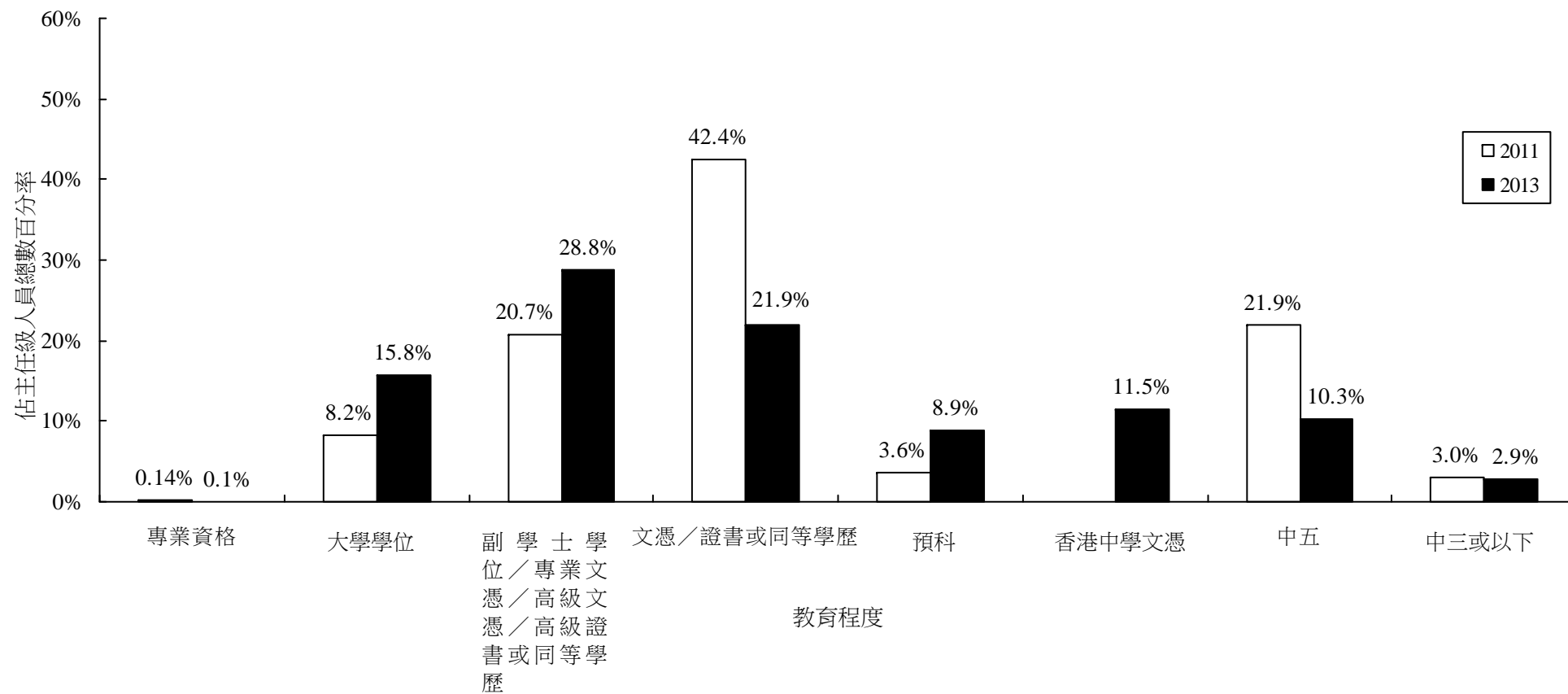
2.18 圖 7(i)至圖 7(iii)顯示僱主於 2011 及 2013 年對僱員宜有學歷的意見。是次調查中，部分僱主並無填報有關資料，涉及 5 681 名僱員。為免影響數據的精確程度，本會僅分析了 111 555 名僱員的資料；結果顯示，2011 及 2013 年分別有 91.9% 及 84.9% 僱主屬意經理／專業級人員具備大學學位或以上程度學歷，又或具備專業資格。至於主任級人員方面，分別有 71.4% 及 66.5% 僱主屬意他們具備文憑程度，又或證書或以上程度學歷；而技術及操作級人員方面，則分別有 68.7% 及 76.6% 僱主屬意他們擁有中五或以上程度學歷。各類機構不同技能等級僱員宜有學歷的詳細分析見附錄 8。

圖 7(i): 2011 與 2013 年經理／專業級人員宜有教育程度



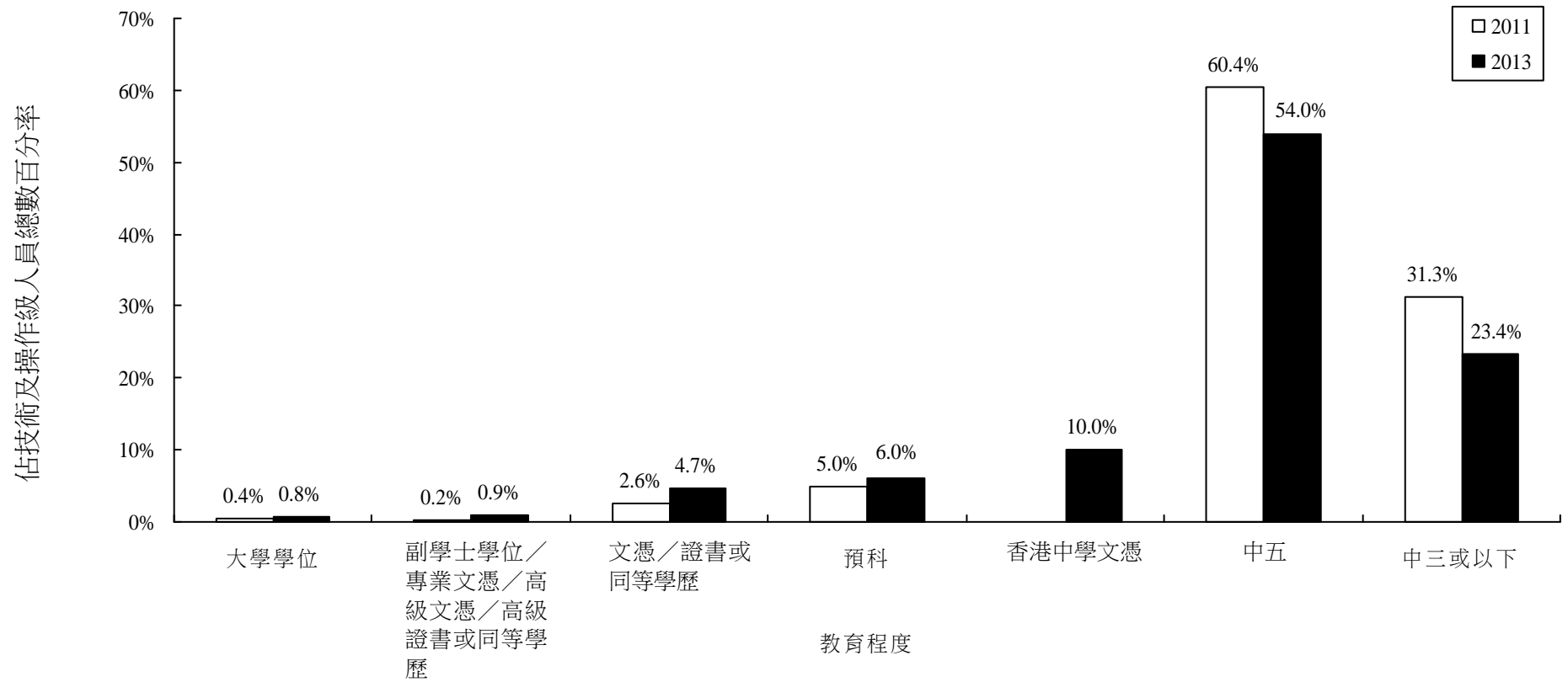
由於四捨五入關係，百分率的總和未必等於 100%

圖 7(ii): 2011 與 2013 年主任級人員宜有教育程度



由於四捨五入關係，百分率的總和未必等於 100%

圖 7(iii): 2011 與 2013 年技術及操作級人員宜有教育程度

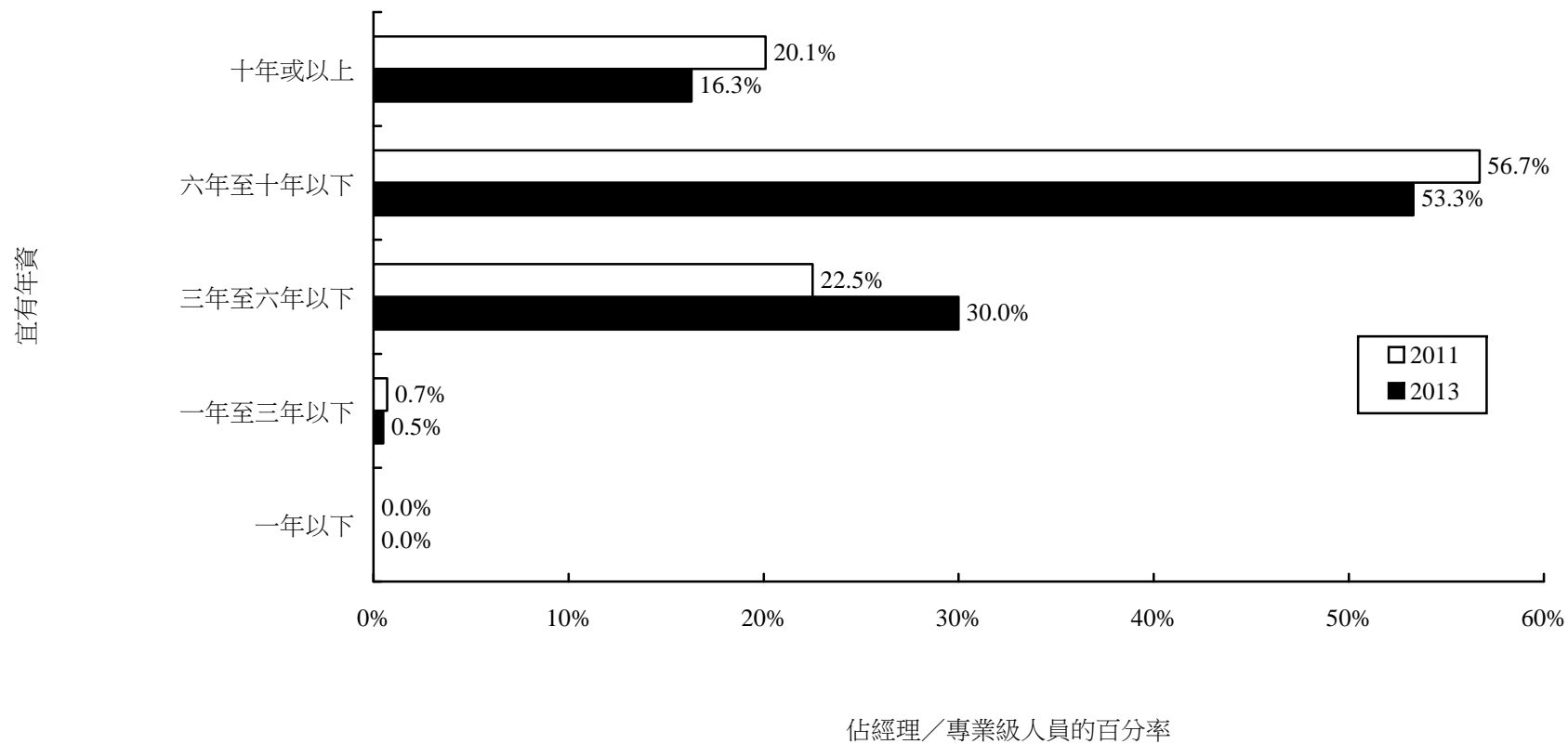


由於四捨五入關係，百分率的總和未必等於 100%

僱員宜有相關年資

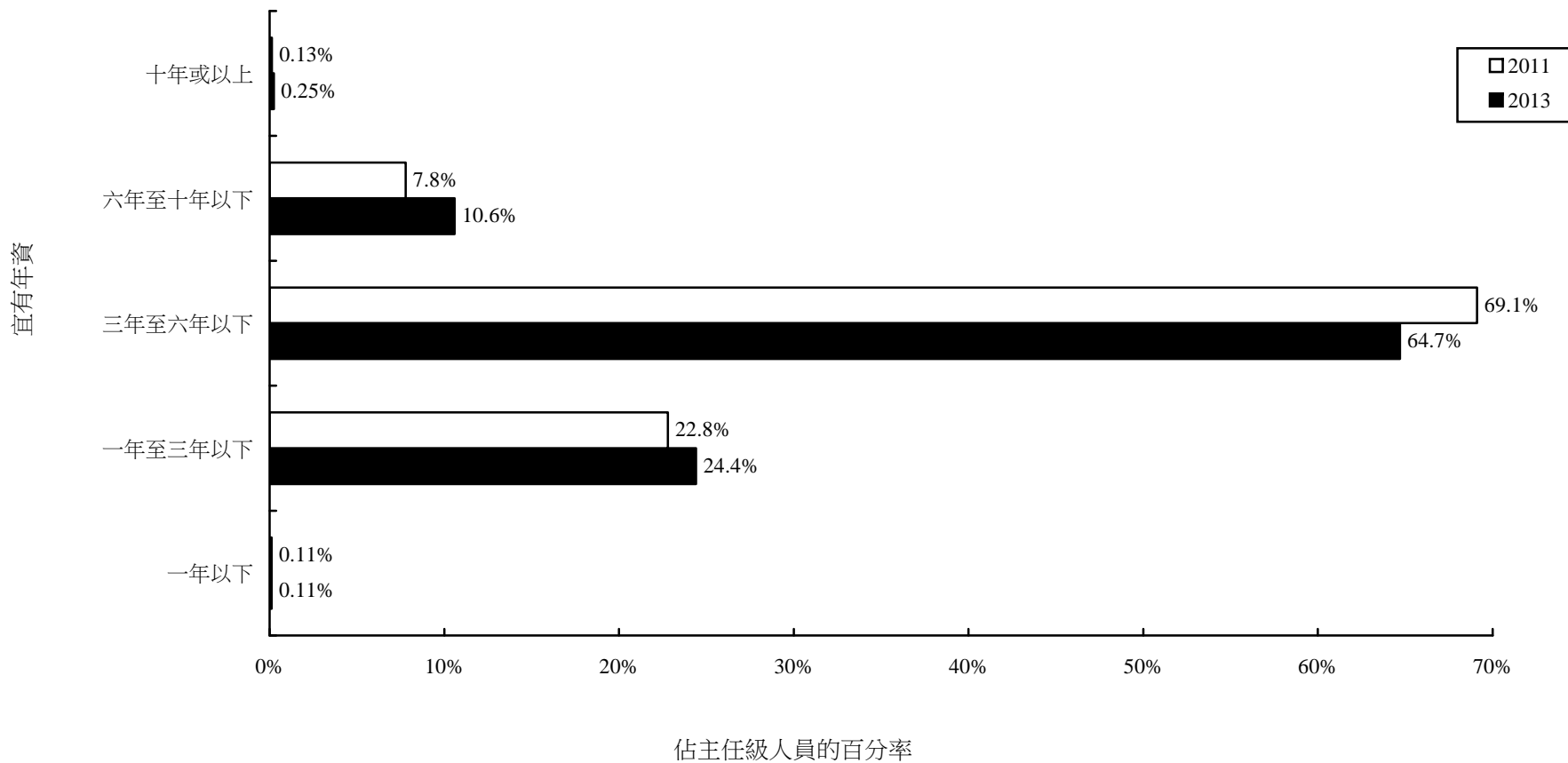
2.19 圖 8(i)至圖 8(iii)顯示 2011 及 2013 年僱員宜有年資。是次調查中，部分僱主並無填報有關資料，涉及 5 784 名僱員。為免影響數據的精確程度，本會僅分析了 111 452 名僱員的資料；結果顯示，2011 及 2013 年分別有 76.8%及 69.5%僱主要求經理／專業級人員具備多於六年年資。至於主任級人員方面，分別有 77.1%及 75.6%僱主屬意他們擁有多於三年年資；而技術及操作級人員方面，則分別有 52.8%及 64.5%僱主要求他們具備多於一年年資。各類機構不同技能等級僱員宜有年資的詳細分析見附錄 9。

圖 8(i): 2011 與 2013 年經理／專業級人員宜有年資



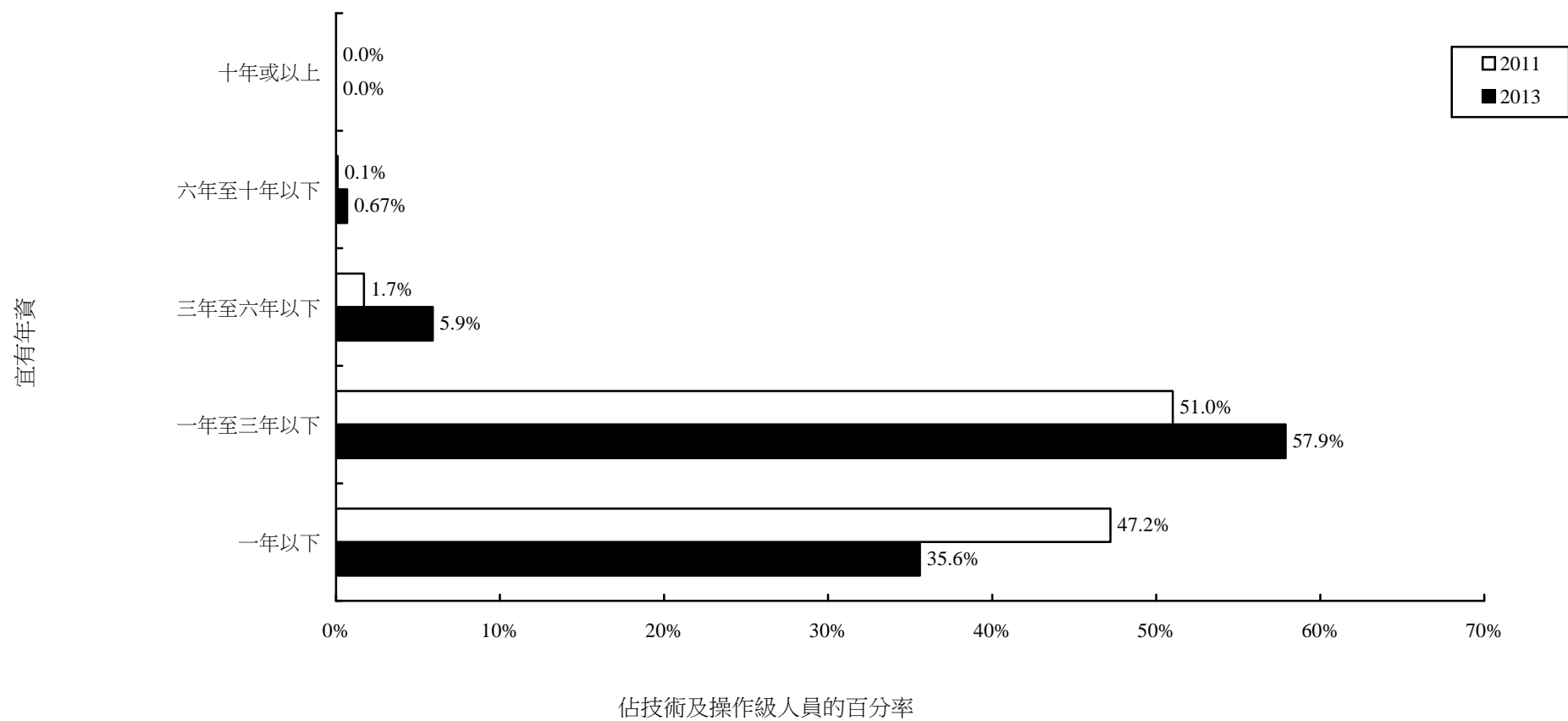
由於四捨五入關係，百分率的總和未必等於 100%

圖 8(ii): 2011 與 2013 年主任級人員宜有年資



由於四捨五入關係，百分率的總和未必等於 100%

圖 8(iii): 2011 與 2013 年技術及操作級人員宜有年資



由於四捨五入關係，百分率的總和未必等於 100%

收入分布

2.20 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。在是次調查中，17 945 名僱員的收入分布未有註明，為免影響數據的精確程度，本會僅分析了 99 291 名僱員的資料。因應最新的法定最低工資水平於 2013 年 5 月生效，6 001 元至 10 000 元的薪酬幅度修訂為 8 001 元至 10 000 元。圖 9(i)列出各技能等級僱員的收入分布情況；各類機構不同技能等級僱員的收入分布情況見表 13；2011 與 2013 年各技能等級僱員的收入分布情況見表 14。圖 9(ii)顯示，收入幅度介乎 10 001 元至 15 000 元、20 001 元至 30 000 元，以及 30 001 元至 40 000 元的人數，分別錄得 16.4%、0.9% 及 0.5% 增長。是次調查並非薪酬研究，所收集的數據僅作複核資料之用。

圖 9 (i): 房地產服務業各技能等級僱員的收入幅度分布

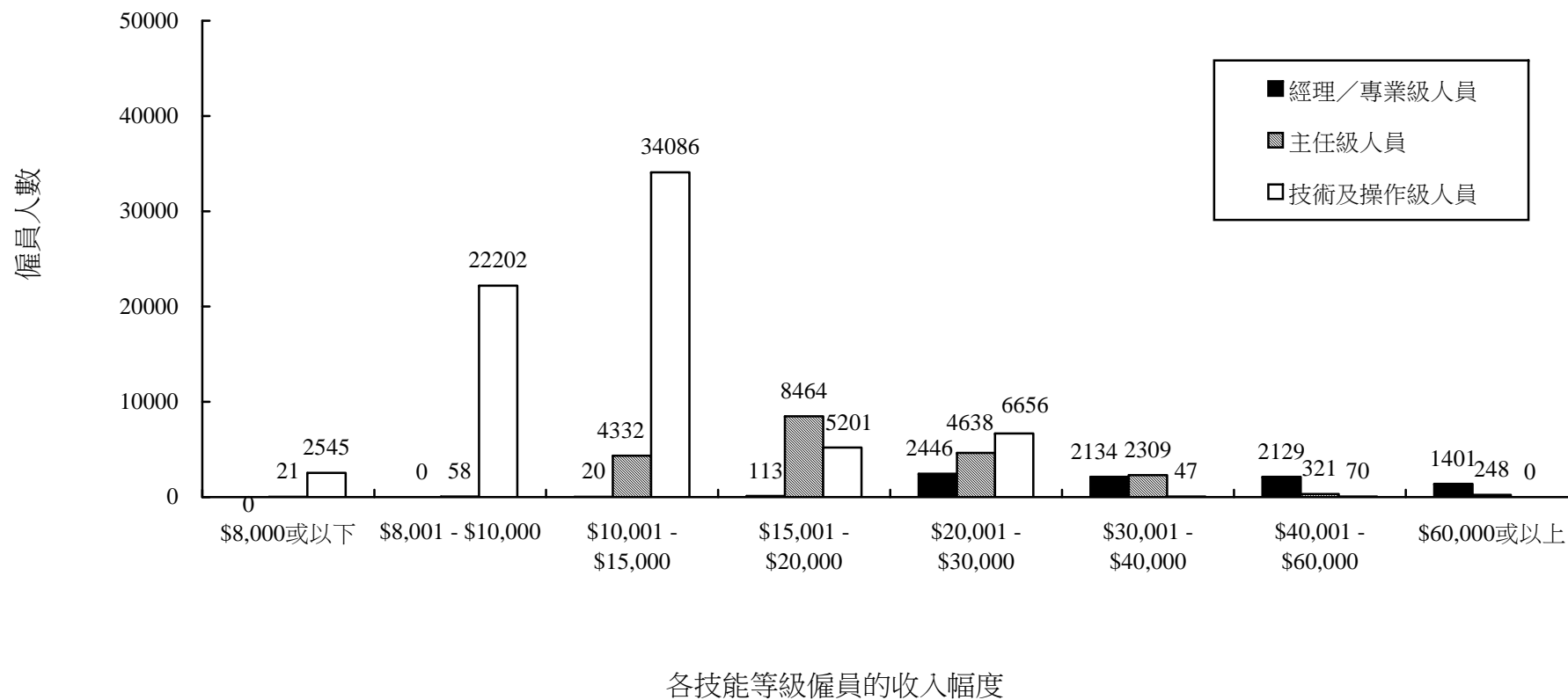


圖 9(ii): 2011 與 2013 年僱員收入分布比較

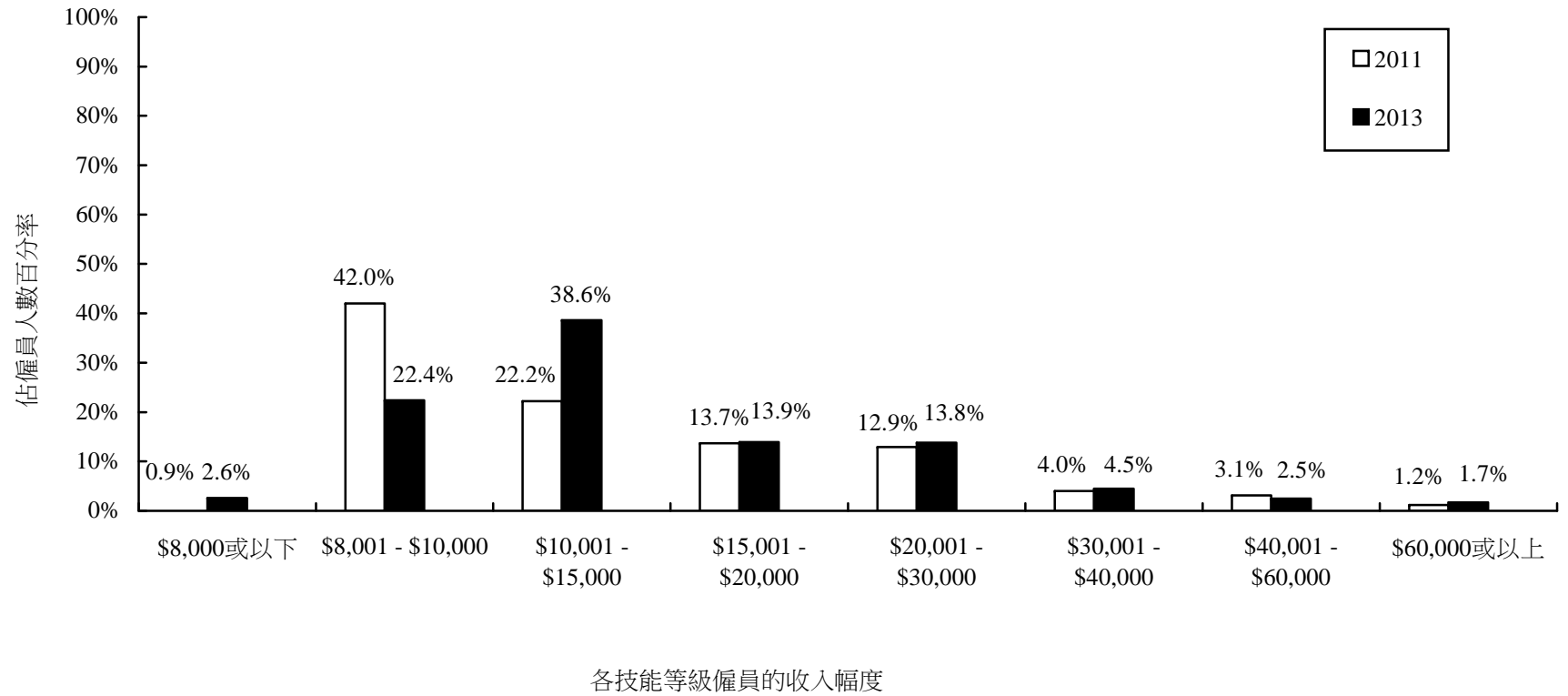


表 13: 房地產服務業各類機構不同技能等級僱員的收入分布

	\$8 000 或以下	\$8 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000	\$60 000 或以上	總數
地產發展									
技能等級									
經理／專業級人員	-	-	-	-	728	518	541	507	2 294
主任級人員	-	-	705	940	924	365	19	-	2 953
技術及操作級人員	70	913	2 013	690	-	-	-	-	3 686
小計	70	913	2 718	1 630	1 652	883	560	507	8 933
物業管理及保養									
技能等級									
經理／專業級人員	-	-	20	101	779	985	581	123	2 589
主任級人員	-	58	3 257	4 726	1642	186	18	-	9 887
技術及操作級人員	1 306	20 084	27 172	1 676	74	-	-	-	50 312
小計	1 306	20 142	30 449	6 503	2 495	1 171	599	123	62 788
地產代理									
技能等級									
經理／專業級人員	-	-	-	10	160	105	520	239	1 034
主任級人員	21	-	207	334	720	606	284	248	2 420
技術及操作級人員	1 169	1 007	3 367	2 467	6 543	47	20	-	14 620
小計	1 190	1 007	3 574	2 811	7 423	758	824	487	18 074
測量、估價及顧問									
技能等級									
經理／專業級人員	-	-	-	2	21	84	86	10	203
主任級人員	-	-	9	63	81	1	-	-	154
技術及操作級人員	-	23	91	112	-	-	-	-	226
小計	-	23	100	177	102	85	86	10	583
政府部門及公共機構									
技能等級									
經理／專業級人員	-	-	-	-	758	442	401	522	2 123
主任級人員	-	-	54	2 401	1 271	1 151	-	-	4 877
技術及操作級人員	-	175	1 443	256	39	-	-	-	1 913
小計	-	175	1 497	2 657	2 068	1 593	401	522	8 913
總計	2 566	22 260	38 338	13 778	13 740	4 490	2 470	1 649	99 291

**表 14: 2011 與 2013 年
房地產服務業各技能等級僱員的收入分布**

	<u>\$6 000 或以下</u>	<u>\$6 001 - \$10 000</u>	<u>\$10 001 - \$15 000</u>	<u>\$15 001 - \$20 000</u>	<u>\$20 001 - \$30 000</u>	<u>\$30 001 - \$40 000</u>	<u>\$40 001 - \$60 000</u>	<u>\$60 000 或以上</u>	<u>總數</u>
<u>2011 年</u>									
技能等級									
經理／專業級人員	-	-	28	107	1 395	1 906	2 455	1 213	7 104
主任級人員	-	584	5 671	6 307	4 350	1 978	564	12	19 466
技術及操作級人員	859	41 320	16 441	7 258	7 165	101	40	-	73 184
小計	859 (0.9%)	41 904 (42%)	22 140 (22.2%)	13 672 (13.7%)	1 2910 (12.9%)	3 985 (4%)	3 059 (3.1%)	1 225 (1.2%)	99 754
<u>2013 年</u>									
技能等級									
經理／專業級人員	-	-	20	113	2 446	2 134	2 129	1 401	8 243
主任級人員	21	58	4 232	8 464	4 638	2 309	321	248	20 291
技術及操作級人員	2 545	22 202	34 086	5 201	6 656	47	20	-	70 757
小計	2 566 (2.6%)	22 260 (22.4%)	38 338 (38.6%)	13 778 (13.9%)	13 740 (13.8%)	4 490 (4.5%)	2 470 (2.5%)	1 649 (1.7%)	99 291

(%)* 佔所分析僱員總數的百分率

僱員培訓

2.21 表 15 顯示，調查期間為僱員提供的各類培訓名額有 54 416 個。經理／專業級人員接受的培訓，較主任級和技術及操作級人員為少過去 12 個月為各技能等級僱員提供訓練類別的詳情載於附錄 11。

表 15: 過去 12 個月為各技能等級僱員提供的培訓類別

培訓類別	各技能等級的培訓名額*			總數	
	經理／ 專業級人員 (%)**	主任級人員 (%)**	技術及 操作級人員 (%)**		
物業發展	499	481	30	1 010	
物業／房屋管理	792	1 547	9 268	11 607	
地產代理	514	1 378	11 030	12 922	
地產測量、估值及顧問	132	440	154	726	
內地房地產知識	109	156	27	292	
通用技巧	3 450	7 314	12 144	22 908	
其他	1 256	1 353	2 342	4 951	
	總計 (%)**	6 752 (12.4)	12 669 (23.3)	34 995 (64.3)	54 416

* 僱員可修讀多於一項課程
(%)** 佔該技能等級僱員總數的百分率

2.22 表 16 亦顯示，僱主計劃於未來 12 個月為僱員提供 43 363 個培訓名額，當中主要為內部培訓名額，有 34 444 個，佔總數 79.4%。資助培訓名額有 8 919 個，佔總數 20.6%。在不同技能等級中，技術及操作級有 25 903 個培訓名額，當中 19 473 個屬內部培訓；主任級有 11 420 個培訓名額；經理／專業級有 6 040 個培訓名額。

表 16: 未來 12 個月為各技能等級僱員提供的培訓類別

培訓類別	各技能等級的培訓名額*						總數
	經理／專業級人員		主任級人員		技術及操作級人員		
	資助培訓	內部培訓	資助培訓	內部培訓	資助培訓	內部培訓	(%)**
物業發展	122	363	195	328	12	-	1 020 (2.4)
物業／房屋管理	149	697	359	1 097	939	8 627	11 868 (27.4)
地產代理	186	118	549	411	2 888	2 313	6 465 (14.9)
地產測量、估值及顧問	59	112	88	407	48	70	784 (1.8)
內地房地產知識	46	103	8	97	-	209	463 (1.1)
通用技巧	185	2 688	489	6 108	2 355	6 336	18 161 (41.9)
其他	3	1 209	51	1 233	188	1 918	4 602 (10.6)
總計	750	5 290	1 739	9 681	6 430	19 473	43 363
(%)**	(1.7)	(12.2)	(4)	(22.3)	(14.8)	(44.9)	

* 僱員可修讀多於一項課程

(%)** 佔總培訓名額的百分率

由於四捨五入關係，百分率的總和未必等於 100%

僱主對未來 12 個月經濟變動下的人力變化預測

2.23 調查顯示，因應未來 12 個月經濟的變動情況，僱主普遍預期人力將出現增長。各機構類別當中，物業管理及保養機構預期會增加 1 118 名僱員，在所有機構類別中最多；其次是地產代理機構，預期將增加 502 人。僱主預期大部分人力增長均為配合本港業務發展所需。各類別機構僱主對經濟變動下不同技能等級的人力變化預測載於表 17。

未來 12 個月可能引致人手變動的原因

2.24 是次調查亦請僱主指出，因應未來 12 個月經濟的變動情況可能引致人手變動的原因。僱主預測人手變動將涉及 1 856 名僱員，但僅指出引致 630 名僱員人手變動的原因。表 18 顯示，51% 人手變動是因業務擴展／收縮所致，是最為重要的原因；其次為經濟前景的變化（佔 9.5%）。人手變動主要見於技術及操作級人員，佔預期增加人手的 80%。

維持員工專業能力及提升知識技術的指定培訓

2.25 是次調查中，22% 僱員表示指定培訓有助他們保持專業能力水平，並提升知識和技術。詳細調查結果載於表 19。

表 17: 僱主對未來 12 個月經濟變動下的人力變化預測

機構類別	經理／專業級人員			主任級人員			技術及操作級人員			總數 (%)*
	香港	內地	其他城市	香港	內地	其他城市	香港	內地	其他城市	
地產發展	3	-	-	13	-	-	-43	-	-	-27 (-1.5)
物業管理及保養	46	1	-	216	2	-	850	3	-	1 118 (60.5)
地產代理	3	-	-	14	-	-	485	-	-	502 (27.1)
測量、估價及顧問	1	-	-	2	-	-	18	-	-	21 (1.1)
政府部門及公共機構	76	-	-	74	-	-	92	-	-	242 (13)
總數	129	1	0	319	2	0	1 402	3	0	1 856

(%)* 佔人力變化預測總數的百分率

表 18: 未來 12 個月可能引致人手變動的原因

	經理／ 專業級人員	主任級人員	技術及 操作級人員	總數 (%)*
人力成本調整	-	1	8	9 (1.4)
經濟前景的變化	4	6	50	60 (9.5)
公司架構重組	3	1	5	9 (1.4)
業務擴展／收縮	15	57	249	321 (51)
工作外判／從外判取回工作	-	1	1	2 (0.3)
其他	15	23	191	229 (36.4)
	總計	89	504	630
	(5.9)**	(14.1)	(80)	

(%)* 該可能原因佔所有原因的百分率

(%)** 佔該技能等級所列人手變動可能原因的百分率

表 19: 指定培訓有助員工維持專業能力及提升知識技術

	經理／ 專業級人員	主任級人員	技術及 操作級人員	總數 (%)*
地產發展				
是	145	221	208	574 (14.8)
否	92	151	269	512 (13.2)
無意見	336	1 093	1 359	2 788 (72)
物業管理及保養				
是				
否	86	124	192	402 (25.2)
無意見	75	90	117	282 (17.7)
	219	359	334	912 (57.1)
地產代理				
是	108	305	729	1 142 (25.1)
否	94	325	701	1 120 (24.6)
無意見	70	601	1 614	2 285 (50.3)
測量、估價及顧問				
是				
否	52	51	37	140 (57.4)
無意見	12	12	11	35 (14.3)
	58	5	6	69 (28.3)
政府部門及公共機構				
是	3	3	6	12 (25)
否	2	2	-	4 (8.3)
無意見	12	12	8	32 (66.7)
總數	1 364	3 354	5 591	10 309
	(13.2)**	(32.5)	(54.2)	(100)

(%)* 佔該機構類別回覆人數的百分率

(%)** 佔所有機構類別內該技能等級回覆人數的百分率

第三章

結論

調查結果

3.1 本會仔細審閱 2013 年人力調查結果，認為所得資料大致可反映調查期間房地產服務業的人力情況；業內的技術人力與非技術人力於兩年間分別增加了 1.5% 及 0.5%。

3.2 本會注意到，業內各類機構的人力均有所增長，其中以地產發展及地產代理機構類別的增幅最大，分別增加 9.9% 及 3%。

3.3 本會亦注意到，本業於 1999 至 2013 年間的人力逐年遞增，僱員人數由 68 678 人穩步增加至 117 236 人，並無受到 2001 及 2008 年經濟低迷，以及 2003 年的非典型肺炎事件影響。

3.4 於調查期間，財政司司長宣布政府修訂《印花稅條例》，除了額外印花稅 [SSD] 外，於 2012 年 10 月 27 日起對住宅物業交易開徵買家印花稅 [BSD]。新措施令物業代理業人力委縮，但與 2011 年相比，從業員人數仍增加了 3%。

3.5 據本會觀察，有關「內地房地產知識」的培訓名額，由 2011 年 50 個增加至 2013 年 292 個；同期，派往內地負責不同房地產項目的僱員由 381 名增至 568 名。為配合業內僱員於內地及其他城市發展事業，業界需要相關的培訓，以協助從業員作好準備。

3.6 業界在招聘人手方面遇到的困難，主要是缺乏具有相關經驗的人選。為應付這一情況，僱主願意聘用具較少經驗的應徵者擔任經理／專業級及主任級職位。

3.7 隨著《最低工資條例》於 2011 年 5 月起實施，加上僱主希望挽留人才以應付招聘困難，所有職級的房地產業僱員的薪酬幅度皆有所上升。本會相信未來幾年薪酬上升趨勢仍會持續。

3.8 過去 12 個月，僱主傾向進行內部培訓，多於資助員工接受外間培訓。本會認為技術及操作級人員和主任級人員應接受更多訓練，以助他們掌握最新的專業知識，提升服務質素。

空缺數目

3.9 表 20 顯示，調查期間，本業各類機構共有 2 055 個職位空缺，佔現有職位數目 1.8%，較 2011 年的 2.5% 低 0.7%。本會認為向中學離校生、求職人士及現職從業員提供房地產服務培訓，將有助填補上述空缺。

人力結構

3.10 調查顯示，本業於調查期間共有 117 236 名僱員。各技能等級的人力情況、空缺數目及僱主預測人力增長摘要見表 20：

表 20： 房地產服務業各技能等級人力結構

技能等級	2013 年 5 月時 僱員人數	2013 年 5 月時 空缺數目	僱主預測 人力增長	預計 2014 年 5 月時 職位數目 (%)*
經理／專業級人員	10 176	127	3	10 306 (0.03)
主任級人員	24 061	304	17	24 382 (0.07)
技術及操作級人員	82 999	1 624	-219	84 404 (-0.26)
總數	117 236	2 055	-199	119 092 (-0.17)**

(%)* 該技能等級職位總數的增／減幅

(%** 業內職位總數的增／減幅

僱主預測 2013 年 5 月時的人力

3.11 僱主預測本業的職位總數將由 2013 年 5 月的 119 291 個，降至 2014 年 5 月的 119 092 個，跌幅為 0.17%。據本會觀察所得，由於調查期間香港經濟發展蓬勃，故吸引不少人投身地產發展及地產代理機構，協助應付當前的發展項目。然而，發展項目將陸續竣工，加上政府推出令樓市降溫的措施，因此僱主在預測本業的未來人力時，似乎變得略為謹慎。從表 21 可見，僱主的人力預測傾向保守。表 22 所列表載的人力數字是根據本會歷年所進行的人力調查、人力市場分析法[Labour Market Analysis, LMA]，以及僱主的預測而得出。

表 21: 2005 至 2014 年LMA推算所得人力與僱主預測人力比較

年份	人力調查 所得實際人力*	LMA 推算所得人力	調查期間 僱主預測
2005	89 885	89 965	
2006		90 371	90 015
2007	92 901	91 036	
2008		94 195	92 706
2009	104 157	95 287	
2010		105 122	104 981
2011	118 494	106 031	
2012		110 203	118 331
2013	119 291	121 083	
2014		121 359	119 092

*包括空缺數目

採用LMA推算 2014 至 2015 年的人力

3.12 在 2011 年，本會採用LMA，根據投入／產出統計模型的人力倍數概念，推算出 2013 年本業的僱員人數為 121 083 人。

3.13 本會將繼續採用上述投入／產出模型，推算本業至 2015 年為止的人力。根據該模型，房地產服務業分為兩組。甲組為私營機構，包括地產發展、物業管理及保養、地產代理，以及測量、估價及顧問四類機構；乙組則為政府部門及公共機構。本會將計算甲、乙組的建屋情況與所需人力之關係，並據此推算兩組的人力。

3.14 甲組的建屋情況泛指私營住宅及非住宅的建屋量。2013 與 2014 年住宅及非住宅的建屋量，是根據差餉物業估價署的預測而定；而 2015 至 2016 年的建屋量，則是採用調節過濾法[Adaptive Filtering Method, AFM]推算得出。

3.15 至於建屋量與僱員人數的關係，本會假設住宅及非住宅分別需要 48.38% 及 51.62% 人力。有關假設是根據 2005 至 2012 年落成樓宇類別的分布而定，然後產生兩個系數，一個用來推算住宅所需人力，另一個則用來推算非住宅所需人力。甲組的人力推算見表 22。

表 22: 2014 至 2016 年私營類別房地產服務人力推算

甲組

年份	實際人力		推算人力		推算人力 總數	調查期間 僱主預測
	住宅 所佔人力	非住宅 所佔人力	住宅 所佔人力	非住宅 所佔人力		
2013	53 108	56 665				
2014F			53 839 (1.38%)*	57 124 (0.81%)*	110 963 (1.08%)*	109 576 (-0.18%)*
2015F			54 093 (0.47%)**	57 464 (0.59%)**	111 557 (0.54%)**	
2016F			54 357 (0.49%)**	57 762 (0.52%)**	112 120 (0.50%)**	
	* 與 2013 年實際人力相比的增／減幅 ** 與前一年推算人力相比的增／減幅					

3.16 至於乙組的建屋情況則指公共房屋建屋量。2014 至 2016 年的公營建屋預測資料由香港房屋委員會及香港房屋協會提供。至於乙組的建屋量與僱員人數關係，則採用與甲組相同的方法推算。公營類別的人力推算見表 23。

表 23: 2014 至 2016 年公營類別房地產服務人力推算

乙組

年份	實際人力	推算人力	調查期間 僱主預測
2013	9 518		
2014F		9 628 (1.16%)*	9 516 (-0.02%)*
2015F		9 802 (1.81%)**	
2016F		9 980 (1.82%)**	
	* 與 2013 年實際人力相比的增／減幅 ** 與前一年推算人力相比的增／減幅		

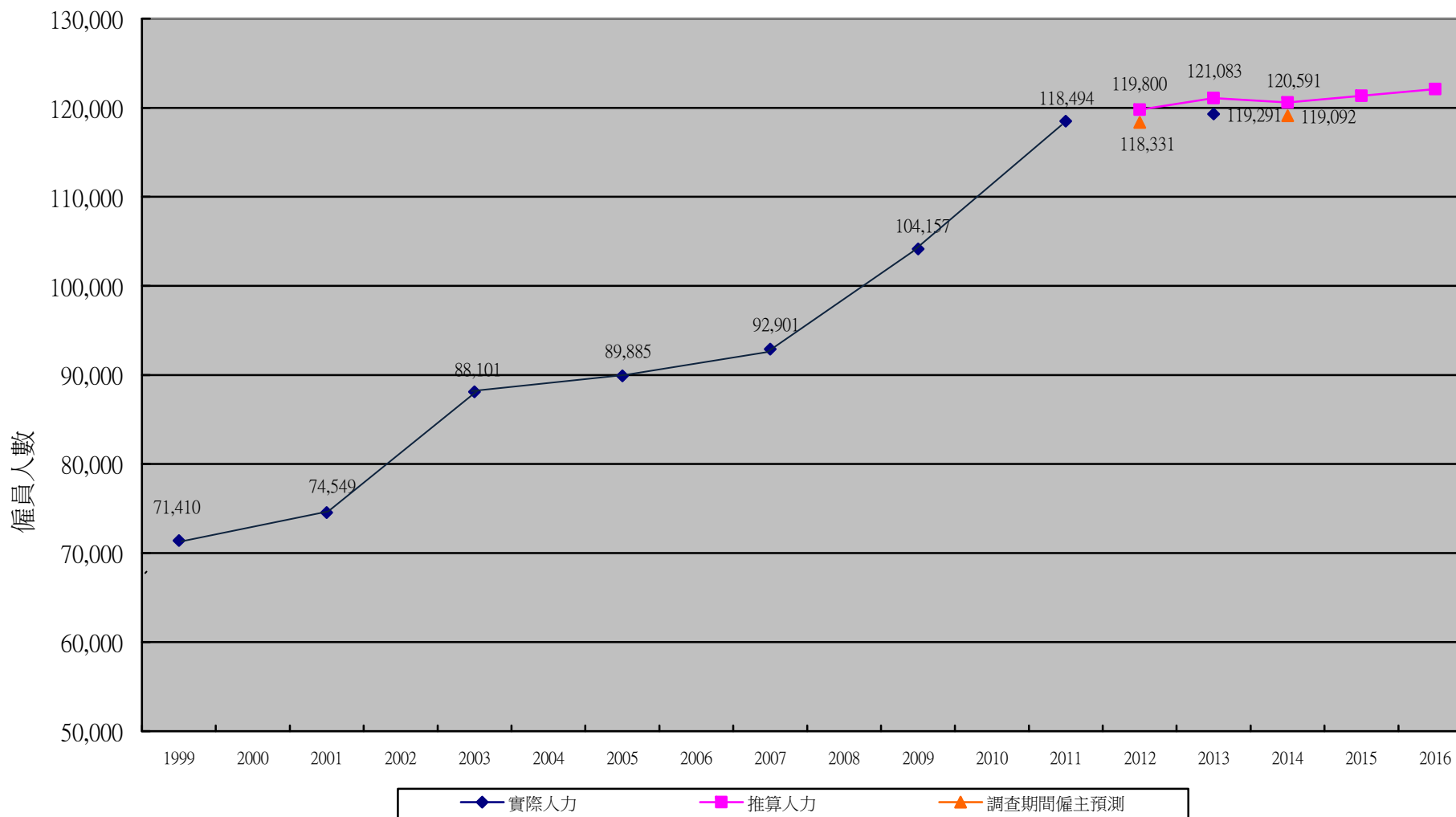
3.17 房地產服務業的推算總人力，是將甲、乙兩組的推算所需人力相加而得出，有關數字見表 24 及圖 10；採用LMA推算所需人力的詳細分析見附錄 12。

表 24: 2014 至 2016 年房地產服務業人力推算

年份	實際人力	推算人力	調查期間 僱主預測
2013	119 291		
2014F		120 591 (1.09%)*	119 092 (-0.17%)*
2015F		121 359 (0.64%)**	
2016F		122 100 (0.61%)**	
	* 與 2013 年實際人力相比的增／減幅 ** 與前一年推算人力相比的增／減幅		

圖 10: 房地產服務業人力情況及推算

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往返內地工作的僱員

3.18 表 5 顯示，過去 12 個月，地產發展和地產代理機構類別分別有 305 及 229 名僱員往返內地工作，兩個數字合共佔該段時期經常往返內地工作僱員人數的 94%。本會認為，往返內地工作的僱員人數增加，顯示內地對房地產服務專才的需求持續，特別是內地地產發展和地產代理機構對僱員的需求甚殷，為業內從業員提供機遇。僱主或可考慮向僱員提供更多符合內地房地產服務業需要的培訓，協助他們在內地發展事業。

晉升情況

3.19 表 9 顯示，業內共有 770 個職位（佔僱員總數 0.7%）透過內部晉升填補，其中 373 人（佔晉升人數 48.4%）來自物業管理及保養機構。在 770 名獲內部晉升的員工中，473 人（佔 61.4%）晉升為主任級。據本會觀察所得，業界日益注重提供優質服務，而晉升則是挽留優秀人才的重要策略。

過去 12 個月僱員流動情況

3.18 如圖 6 所示，房地產服務業 2011 與 2013 年的僱員流動率分別為 17.8% 及 15.5%。其中，地產代理機構 2013 年的僱員流動率錄得 26%，較 2011 年的 35.9% 為低。據本會觀察，地產代理機構的僱員流動性較高，較快受到經濟狀況的影響而改變。

3.21 本會建議教育院校及培訓機構可開辦合適的技能提升訓練課程，協助上述僱員發展事業。

流失率

3.22 表 12 顯示，在 18 486 名離職僱員當中，6 960 名完全離開本業，流失率佔 2013 年僱員總數的 5.9%。本會認為這個流失率能反映業內的人力情況。有關方面或可考慮提供更多培訓予中學離校生、求職人士及新入職者，協助他們在房地產服務業發展事業。

3.23 隨著物業市道下滑，地產代理機構的僱員積極尋找其他就業機會。地產代理機構內技術及操作級人員的流失率高達 24.1%（共 4 341 人離職）。在物業成交量委縮的情況下，此類機構的僱員開始轉投其他行業。本會認為，地產代理機構的僱員流失率，很大程度受到政府未來房屋政策的影響。

招聘困難

3.24 是次調查顯示，409 名僱主報稱在招聘人手方面遇到困難。如表 25 所示，899 宗招聘困難個案當中，295 宗（32.8%）是因為市場缺乏具相關經驗的求職者。在所有個案當中，物業管理及保養機構和地產代理機構分別佔 298 宗和 520 宗。本會認為這兩類機構對培訓的需求殷切。

表 25: 過去 12 個月各類機構遇到的招聘困難
(按技能等級劃分)

(i) 地產發展

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	2	4	3	9
聘用條件欠佳	-	-	10	10
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	-	-
缺乏具相關訓練／資歷的 人力資源	1	2	-	3
其他	-	-	-	-
未有註明	10	10	10	30
小計	13	16	23	52

(ii) 物業管理及保養

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	11	14	55	80
聘用條件欠佳	4	11	60	75
工作環境欠佳	-	3	37	40
晉升機會有限	-	-	5	5
缺乏具相關訓練／資歷的 人力	3	2	11	16
其他	-	6	19	25
未有註明	19	19	19	57
小計	37	55	206	298

(iii) 地產代理

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	13	14	171	198
聘用條件欠佳	-	3	51	54
工作環境欠佳	-	-	26	26
晉升機會有限	-	-	1	1
缺乏具相關訓練／資歷的 人力	12	10	41	63
其他	1	-	88	89
未有註明	7	28	54	89
小計	33	55	432	520

(iv) 測量、估價及顧問

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	1	-	-	1
聘用條件欠佳	-	-	-	-
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	-	-
缺乏具相關訓練／資歷的 人力	1	-	-	1
其他	-	-	-	-
未有註明	2	2	2	6
小計	4	2	2	8

(v) 政府部門及公共機構

	經理／ 專業級人員	主任級 人員	技術及操 作級人員	小計
缺乏具相關經驗的求職者	3	1	3	7
聘用條件欠佳	1	1	2	4
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	-	-
缺乏具相關訓練／資歷的 人力	1	1	1	3
其他	-	-	1	1
未有註明	2	2	2	6
小計	7	5	9	21
總數	94	133	672	899

僱員宜有學歷

3.25 圖 7(i)至圖 7(iii)顯示僱主於 2011 及 2013 年對僱員宜有學歷的意見。是次調查中，部分僱主並無填報有關資料，涉及 5 681 名僱員。為免影響數據的精確程度，本會僅分析了 111 555 名僱員的資料；結果顯示，2011 及 2013 年分別有 91.9%及 84.9%僱主屬意經理／專業級人員具備大學學位或以上程度學歷，又或具備專業資格。至於主任級人員方面，分別有 71.4%及 66.5%僱主屬意他們具備文憑程度，又或證書或以上程度學歷；而技術及操作級人員方面，則分別有 68.7%及 76.6%僱主屬意他們擁有中五或以上程度學歷。本會認為調查期間本港經濟蓬勃，經理／專業級及主任級人員轉職至其他行業的機會較大。為招聘足夠人手，僱主或須靈活調整入職學歷要求。

3.26 本會觀察所得，僱主普遍要求員工具備較高學歷，特別是技術及操作級人員。專上程度的房地產服務培訓應有助提升業內各技能等級僱員的質素。

僱員宜有年資

3.27 圖 8(i)至圖 8(iii)顯示 2011 及 2013 年僱員宜有年資。是次調查中，部分僱主並無填報有關資料，涉及 5 784 名僱員。為免影響數據的精確程度，本會僅分析了 111 452 名僱員的資料；結果顯示，2011 及 2013 年分別有 76.8%及 69.5%僱主要求經理／專業級人員具備多於六年年資。至於主任級人員方面，分別有 77.1%及 75.6%僱主屬意他們擁有多於三年年資；而技術及操作級人員方面，則分別有 52.8%及 64.5%僱主要求他們具備多於一年年資。雖然僱主對經理／專業級和技術及操作級人員的宜有年資要求有所下降，但本會認為這只是僱主採取的臨時措施，以便招聘足夠人手應付擴充業務所需。

僱員的訓練需求

3.28 如表 15 所示，54 616 個培訓名額中，22 908 個（41.9%）屬通用技巧培訓，12 922 個（23.7%）為地產代理而設，11 607 個（21.2%）為物業／房屋管理從業員而設。表 16 亦顯示，未來 12 個月的 43 363 個培訓名額中，18 161 個（41.9%）屬通用技巧培訓，11 868 個（27.4%）為物業／房屋管理從業員而設，6 465 個（14.9%）為地產代理而設。本會認為培訓有助現職僱員（特別是主任級和技術及操作級人員）發展事業，故他們對培訓的需求甚為殷切。

3.29 表 16 亦顯示，34 444 個培訓名額會由內部提供（佔總培訓名額 79.4%）。據本會觀察所得，在資助僱員接受外間培訓方面，僱主的取向較為保守。

2014年額外訓練需求推算

3.30 根據僱員流失情況，以及未來 12 個月的人力需求推算，本會建議 2014 年 5 月時，業內私營及公營機構各技能等級所需額外訓練的人手見表 26 (i)至 26 (ii)。

表 26: 2014 年額外訓練需求推算

(i) 私營機構

技能等級	2013 年 5 月時 僱員人數	每年流失人數	2014 年 5 月時 預測人力增長	預計需額外 訓練人手
經理／專業級人員	7 998	51	222	273
主任級人員	19 066	601	530	1 131
技術及操作級人員	80 898	6 485	2 249	8 734
小計	107 962	7 137	3 001	10 138

(ii) 公營機構

技能等級	2013 年 5 月時 僱員人數	每年流失人數	2014 年 5 月時 預測人力增長	預計需額外 訓練人手
經理／專業級人員	2 178	49	83	132
主任級人員	4 995	71	190	261
技術及操作級人員	2 101	57	81	138
小計	9 274	177	354	531

3.31 2014年5月房地產服務業各技能等級額外訓練需求見表27。

表 27: 2014 年房地產服務業額外訓練需求推算

技能等級	2013年 5月時 僱員人數	每年流失人數	2014年 5月時 預測人力增長	預計需額外 訓練人手
經理／專業級 人員	10 176	100	305	405
主任級人員	24 061	672	720	1 392
技術及操作級 人員	82 999	6 542	2 330	8 872
總數	117 236	7 314	3 355	10 669

3.32 各大院校為房地產服務業提供的培訓課程載於表 28，其他與房地產相關的短期培訓課程則載於表 29。

表 28: 房地產服務業培訓課程

大專院校／ 職業教育院校	課程名稱	修業期 (2013 及 2014 年)
香港城市大學	建築工程學榮譽工學士(屋宇裝備工程)課程(FT)	四年
	測量學榮譽理學士課程(FT)	四年
	測量學副理學士(建築測量／產業測量／工料測量)課程(FT)	兩年
	屋宇裝備工程學副理學士課程(FT)	兩年
香港理工大學	物業管理學(榮譽)理學士學位課程(FT)	四年
	屋宇設備工程學(榮譽)工學士學位課程(FT)	四年
	建築工程及管理學(榮譽)理學士學位課程(FT)	三年
	地產及建設測量學(榮譽)理學士學位課程(FT／PT)	三年／四年
	建築及房地產學理學碩士學位／深造文憑課程(FT／PT)	一年／ 兩年半
	國際房地產理學碩士學位課程(PT)	兩年
	屋宇設備工程學高級文憑課程(FT)	兩年
香港專業教育學院 (摩理臣山)	屋宇裝備工程學高級文憑課程(FT／PT)	兩年／ 一至四年
	測量學高級文憑課程(FT／PT)	兩年／ 五至八年

才晉高等教育學院	工料測量（榮譽）理學士學位課程（PT）	一年半
	屋宇裝備及持續工程（榮譽）工程學士課程（PT）	一年半
香港理工大學 專業進修學院	房屋管理學（榮譽）文學士課程（FT）	兩年
香港大學 專業進修學院	房屋管理專業文憑課程（PT）	三年
	物業管理高級證書課程（PT）	一年
	設施管理理學碩士課程（PT）	兩至五年
	理科碩士（房地產）課程（PT）	兩至五年
香港大學專業進修學 院保良局社區書院	房地產管理高級文憑課程（FT）	兩年

* PT – 兼讀制；FT – 全日制

表 29: 房地產相關短期培訓課程

大專院校／ 職業教育院校	課程名稱	修業期
香港大學 專業進修學院	屋宇設備工料測量課程 (PT)	10 星期
	地產代理資格考試精修課程 (PT)	30 小時
	成為建築測量師課程 (PT)	36 小時
高峰進修學院	地產代理資格考試精讀班 (PT)	30 小時
	物業管理專修證書課程 (PT)	100 小時
	實務物業及設施管理專業文憑課程	240 小時
明愛社區及高等教育服務	地產營業員 (地產營業員資格考試) 基礎課程 (FT)	192 小時

* PT – 兼讀制；FT – 全日制

3.33 從表 28 至表 29 可見，各大專院校為職前及在職人士提供多項房地產服務業課程，程度包括證書、文憑、高級文憑、學士及碩士；而不同教育機構亦開辦多項房地產及物業管理短期課程。

3.34 由地產代理監管局推行的自願性「持續專業進修計劃」[CPD]，為地產代理提供個人發展途徑。鑑於業界需了解內地地產代理業務，以及一手住宅物業銷售新規例，本會認為市場對CPD的需求將進一步上升。此外，政府或於未來數年實施發牌制度，以監管物業管理公司及從業員，因此，預期物業管理及保養機構僱員的培訓需求將更為殷切。

3.35 本會認為表 30 及表 31 所列的僱員再培訓局課程，大致可應付主任級和技術及操作級人員的持續發展需要。本會亦建議僱主資助僱員參加所需培訓課程，以提升其專業水平。

表 30: 僱員再培訓局物業管理培訓課程

課程名稱	修業期
設施管理基本認識	18 小時
物業管理客戶服務英語會話 I	12 小時
物業管理客戶服務英語會話 II	25 小時
物業管理中文書寫技巧 I	12 小時
會所及康樂設施運作及實務	38 小時
會所活動籌劃與實務	50 小時
緊急事故應變措施及保險知識	20 小時
物業管理客戶服務普通話基礎課程	25 小時
物業管理中文書寫技巧 II	12 小時
物業管理法規 II	22 小時
物業環境管理進階	12 小時
物業管理概論	15 小時
物業管理職業安全及健康知識	12 小時
商場物業管理	18 小時
物業管理有關法規認識	24 小時
物業環境管理	15 小時
保安及物業管理調解技巧	40 小時
業主會議談判技巧	15 小時
樓宇設備保養及操作原理	22 小時
物業管理優質客戶服務	21 小時
物業管理督導技巧	21 小時
會所及康樂助理證書課程	160 小時
物業設施管理證書課程	144 小時
物業管理督導證書課程	168 小時

表 31: 僱員再培訓局地產代理培訓課程

課程名稱	修業期
<u>地產代理</u>	
地產代理業基礎管理、改革及決策	9 小時
地產代理業樓宇檢測知識	15 小時
地產代理業商貿計劃及客戶關係	10 小時
建築物及物業管理知識	15 小時
地產代理資格備試	40 小時
地產代理條例及地產代理實務	15 小時
地產代理業室內設計認識（空間運用）	10 小時
地產代理業室內設計認識（裝修物料運用）	9 小時
土地管理	7 小時
地產代理業土地註冊、查冊及相關資料系統	15 小時
地產代理實務相關規管法例	15 小時
地產代理業法律認識（樓宇買賣及業權）	7 小時
地產代理業法律認識（有限公司買賣／業主與租客綜合條例）	7 小時
地產代理業法律認識（法庭命令對物業轉讓之影響）	7 小時
地產代理業批租和租務	12 小時
地產代理業優質顧客服務	20 小時
地產代理業銷售管理	9 小時
地產代理業職業英語會話 – 應付查詢	21 小時
地產代理業職業英語會話 – 買賣雙方的洽商	24 小時
地產代理業職業英語書寫	24 小時
地產代理證書課程（地產代理資格考試）	200 小時
地產營業員（地產營業員資格考試）基礎課程	192 小時

環球經濟前景

3.39 香港的經濟表現將會繼續受外圍經濟情況變化所影響。美國的連串經濟數據出乎意料地好，整體經濟前景於 2013 年最後一季大幅改善。受惠於內需及海外市場需求擴大，美國的工業生產按年增長 3.2%，出口量亦創新高。預期美國經濟前景將會好轉，增長幅度由 2013 年疲軟的 1.6 % 提高至 2014 年的 2.3%。

3.40 歐元區經濟似乎已進入溫和復蘇的階段。自 2013 年第二季起，歐元區逐漸擺脫衰退，國內生產總值[GDP]按季增長達 0.3%。「經濟信心指數」愈來愈接近長期平均值，不同細項指數亦反映各個範疇的經濟狀況正逐步改善，工業生產指數尤其令人鼓舞，預示工業生產將更趨蓬勃。隨著美國及英國的經濟復蘇步伐加快，需求將會有所增加，帶來增長動力。歐元區的 GDP 最近出現起色，相信在淨出口支持下，預計 2014 年區內各國的 GDP 將會繼續溫和增長。

3.41 自首相安倍晉三於 2012 年 12 月上台後，日本政府推出多項經濟政策刺激增長。雖然日本擬於 2014 年 4 月增加消費稅，由 5% 調高至 8%，但受經濟擴張政策的持續支持，相信日本經濟復蘇的勢頭將不會受影響，並會於 2014 年繼續增長。預計於未來一年，寬鬆貨幣政策的滯後正面效應將會陸續浮現，帶來穩定消費和吸引更多投資，淨貿易收入亦會有所提高。估計 2014 年日本經濟會錄得 1% 至 1.5% 的增長。

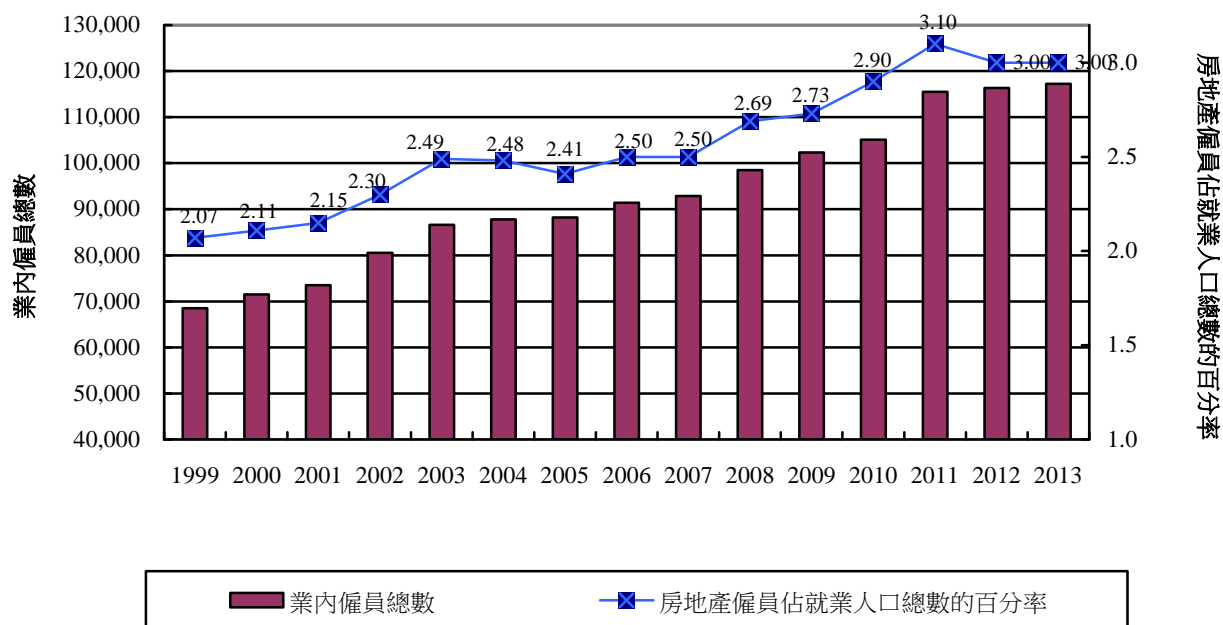
3.41 中國經濟很可能於 2014 年錄得 7.5% 的增長，低於 2013 年預計的 7.7%，主要由於中國聚焦推行深化改革及經濟結構轉型。已發展經濟體的復蘇進程存在不明朗因素，加上內需不足，以及中國企業面對經營困難等都會對整體經濟增長構成影響。投資增長亦很可能放緩至 18% 左右（2013 年為 19.9%）。小城市的房屋供應過剩，令物業投資面臨下行壓力，同時，地方政府愈來愈難以籌集資金開拓更多基建項目。出口商繼續於成本上漲的壓力下爭取利潤，但受外需改善支持，預計出口量會於 2014 年增加約 9%。中共領導層已公布未來幾年的改革藍圖，預計會於 2014 年起陸續推行。受上述因素影響，中國經濟於 2014 年的增長將會較 2013 年稍為放緩。

3.42 預期全球的 GDP（扣除通脹後）僅會由 2013 年的 2.8% 溫和回升至 2014 年的 3.1%，原因為主要經濟體仍然面對很多結構問題和政策限制，窒礙投資增長及生產力提升。

未來前景

3.41 房地產服務業是本港的主要行業之一。圖 11 顯示 1999 至 2013 年房地產僱員佔就業人口總數的百分率。

圖 11: 1999 至 2013 年
房地產僱員佔就業人口總數的百分率



3.42 隨著政府於 2012 年 10 月對轉售或轉讓住宅物業加徵「買家印花稅」，住宅物業市場轉趨淡靜。住宅買賣合約的宗數由 2012 年 11 月平均每月 11 581 宗，下跌至 2013 年 11 月平均每月 5 061 宗。

3.43 香港特別行政區行政長官在 2014 年 1 月 15 日宣讀的施政報告中，表示會繼續全力增加短、中、長期的土地供應，以解決房屋的需要。政府會增加房屋供應，未來十年供應總量以 47 萬個單位為新目標；公私營房屋的比例為六比四。政府的目標，是於未來十年平均每年提供約 20 000 個公屋單位和 8 000 個居屋單位；公營房屋的供應，將較政府過去數年承諾的供應量增加 36%。此外，過去五年，私營房屋單位平均每年落成量只有約 9 680 個，估計未來五年，平均每年落成量約有 13 600 個，增幅約四成。

3.44 為了推廣樓宇安全和管理，政府將推行新一階段的「大廈管理專業顧問服務計劃」，委聘物業管理公司為 1 200 幢沒有任何管理組織的舊樓，就物業的管理及維修，提供一站式和針對需要的支援及顧問服務。

3.45 政府快將設立「物業管理行業的規管架構」，以確保行業在物業管理及維修方面發揮有效功能；並於 2010 年 12 月至 2011 年 3 月期間，舉辦「設立物業管理行業的規管架構」公眾諮詢會。規管物業管理行業的機制確立後，有望提升行業的水平及質素。

3.46 興建港珠澳大橋，會大幅減省陸路交通客貨運的成本及時間；並把珠三角西岸納入香港方圓三小時車程內可達的範圍，有助提升珠三角西岸對外資的吸引力；從而改善其產業結構。香港亦會受惠於這片新的經濟腹地。

3.47 現正興建的廣深港高速鐵路香港段（高鐵香港段），全長 26 公里，由西九龍直達深圳／香港分界，預計於 2015 年竣工。高鐵香港段連接國內 16 000 公里長的高速鐵路網，可加強香港作為中國南大門的角色；落成後將大幅縮短往來香港及內地主要城市的行車時間，並減低交通開支。此外，更多內地城市及地區可由香港即日到達。高鐵在施工高峰期，可創造大約 11 000 個就業機會，同時亦帶動各行業如飲食及零售業、旅遊業及專業服務業等的增長，預計可創造大量就業機會。

對人力的影響

3.48 如表 17 所示，僱主普遍認為，香港未來 12 個月的經濟變動將推高本業人力。本會預期業內主要機構類別的整體人力情況未來將維持穩定，並錄得緩慢至溫和的增長：

- (i) 短期而言，地產發展機構的人力增長或會波動及放緩；然而，整體而言，該類機構的人力仍可錄得增長。
- (ii) 觀乎本地物業市場的發展，預期物業管理及保養機構的人力需求或會繼續上升。
- (iii) 由於地產代理人員流動頻密，地產代理機構對人力的需求仍甚殷切。
- (iv) 多項本地發展項目推出，因此預期測量、估價及顧問機構的人力需求會增加。
- (v) 政府部門及公共機構推出發展項目，加上不少僱員會在未來幾年相繼退休，或會帶動大量的人力需求。

第四章

建議

建議額外訓練需求

4.2 本會根據所推算的人力需求及流失率，建議 2014 年房地產服務業各技能等級所需額外訓練的人手如下：

<u>技能等級</u>	<u>2013 年 5 月時 僱員人數</u>	<u>每年 流失人數</u>	<u>2014 年 5 月時 預測人力增長</u>	<u>預計需額外 訓練人手</u>
經理／ 專業級人員	10 176	100	305	405
主任級人員	24 061	672	720	1 392
技術及 操作級人員	82 999	6 542	2 330	8 872
總數	117 236	7 314	3 355	10 669

4.2 預計需額外訓練的 10 669 名人手中，8 872 名屬技術及操作級人員，1 392 名屬主任級人員，406 名屬經理／專業級人員。本會建議為該些僱員提供合適的訓練課程。

4.3 鑑於社會對優質房地產服務的需求殷切，本會認為 117 236 名現職僱員應參與增修訓練課程及持續專業發展課程，以保持競爭力，並提高工作效率。

地產代理持續專業進修計劃

4.4 本會認為對地產代理而言，參與「持續專業進修計劃」[CPD]培訓課程實有需要，特別是有關內地地產代理業務及一手住宅物業銷售新規例方面的培訓。本會建議為該類僱員提供合適的訓練課程。

新技能提升計劃

4.5 本會認為「新技能提升計劃」[SUS Plus]的房地產服務業課程，對支持本業現職僱員保持及提升自身質素非常重要，尤其是當前地產代理和物業管理及保養機構均日益重視提供專業服務。

人才發展計劃

4.6 本會認為僱員再培訓局「人才發展計劃」下所提供的課程，應足以協助轉職人士在地產代理和物業管理及保養機構中發展事業。

內地房地產服務培訓

4.7 本會認為本港房地產服務從業員要在內地發展事業的機會仍然存在，特別是在地產發展、物業管理及保養，以及測量、估價及顧問等機構內。本會認為有必要替相關從業員籌辦培訓課程，協助他們於內地市場發展事業。本會亦建議教育機構繼續給予支持，為從業員提供合適的訓練課程。

資歷架構

4.8 本會相信，房地產服務業於建立資歷架構後，為業界提供清晰的資歷標準及銜接階梯，有助策劃終身學習路徑，僱主及僱員均會得益。本會建議資歷架構秘書處繼續向持份者推廣相關工作。

持續進修基金

4.9 調查顯示，僱員接受的培訓大多由內部提供，較少獲資助修讀外間課程。本會認為，培訓機構可為現職從業員提供更多持續進修基金[CEF]在職課程。我們亦支持政府繼續提供財政資助以滿足業界的訓練需求，建議政府可考慮擴大CEF的課程範圍及資助額。

大型會議／研討會

4.10 因應訓練需求，本會將繼續支持及贊助開辦培訓課程，並為業內從業員舉辦大型會議及研討會，促進經驗分享。

推廣就業及訓練課程

4.11 本會將繼續透過互聯網、研討會及講座，推廣房地產服務業的就業和培訓機會。

未來人力調查

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

Membership of the Real Estate Services Training Board
(1 April 2013)

Chairman

Ir KWONG Ching-wai, Alkin, JP Ad personam

Vice-Chairman

Dr LAU Kwong-yiu, Joseph Hong Kong Property Agencies Association

Members

Mr CHAN Sai-lun, Henry Ad personam

Mr CHAN Kai-tsun UGC tertiary institution (SPACE, HKU)

Dr FUNG Kwok-hung, Lobo Hong Kong Institute of Real Estate Administrators

Professor HUI Chi-man, Eddie UGC tertiary institution (HKPU)

Mr KWOK Anthony Society of Hong Kong Real Estate Agents Ltd.

Mr LEE Chun-ming, Eric Hong Kong Chamber of Professional Property
Consultants Limited

Mr LEUNG Kam-leung The Real Estate Developers Association of Hong Kong

Sr NG Hang-kwong, Francis The Hong Kong Institute of Surveyors

Mr SHAM Sik-shing, Simon Hong Kong Association of Property Management
Companies Ltd.

Mr SHARE Tai-ki The Hong Kong Institute of Housing

Sr WONG Ho-ming, Augustine, JP Ad personam

Dr WOO Wai-man, BBS The Hong Kong Real Estate Property Federation

Dr YEUNG Kam-lan, Daisy UGC tertiary institution (City U)

Mr YU Ka-ki, Alex Hong Kong Real Estate Agencies General Association

Ms CHENG Mi-yuen, May	Representing the Director of Housing
Ms IP Chai-mi, Florence	Representing the Commissioner for Labour
Ms NG Sau-lai, Ingrid	Representing the Chief Executive Officer Estate Agents Authority
Mr LEUNG Yam-shing	Representing the Executive Director, Vocational Training Council

Advisor

Mr WONG Dun-king, Lawrance

Secretary

Mr LEUNG Kim-hang, Leslie Vocational Training Council

**Terms of Reference of the
Real Estate Services Training Board**

Appendix 2

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

Breakdown of Samples by Stratum

	Employment Size	Stratum	Size of Frame	Sampling Fraction	Sample Size	Establishment No
1. Real Estate Development (HSIC 681100)	1-4	1	401	0.100	40	010001- 010095
	5-9	2	40	0.700	28	
	10-19	3	12	1.000	12	
	20-49	4	5	1.000	5	
	50-99	5	5	1.000	5	
	100-199	6	3	1.000	4	
	200-499	7	2	1.000	2	
	500 & over	8	0	1.000	0	
Branch Total			468		96	
2. Real Estate Leasing (HSIC 681200)	1-4	1	4 952	0.020	99	020001- 020187
	5-9	2	319	0.100	32	
	10-19	3	61	0.300	18	
	20-49	4	29	1.000	29	
	50-99	5	2	1.000	2	
	100-199	6	4	1.000	4	
	200-499	7	2	1.000	3	
	500 & over	8	1	1.000	1	
Branch Total			5 370		188	
3. Real Estate Development with Leasing (HSIC 681300)	1-4	1	91	0.400	36	030001- 030060
	5-9	2	13	1.000	13	
	10-19	3	0	1.000	0	
	20-49	4	4	1.000	4	
	50-99	5	1	1.000	1	
	100-199	6	1	1.000	1	
	200-499	7	1	1.000	3	
	500 & over	8	4	1.000	4	
Branch Total			115		62	
4. Real Estate Maintenance Management (HSIC 682200)	1-4	1	536	0.050	27	040001- 040280
	5-9	2	165	0.150	25	
	10-19	3	109	0.400	44	
	20-49	4	97	0.500	49	
	50-99	5	38	1.000	38	
	100-199	6	46	1.000	46	
	200-499	7	24	1.000	24	
	500 & over	8	27	1.000	27	
Branch Total			1 042		280	
5. Real Estate Brokerage and Agency (HSIC 682100)	1-4	1	3 217	0.040	129	050001- 050307
	5-9	2	445	0.100	45	
	10-19	3	161	0.200	32	
	20-49	4	80	1.000	80	
	50-99	5	7	1.000	7	
	100-199	6	8	1.000	8	
	200-499	7	1	1.000	1	
	500 & over	8	5	1.000	7	
Branch Total			3 924		309	
6. Real Estate Surveying Valuation and Consultancy (HSIC 711200) (HSIC 682900 and with the phrase "Real Estate" or "Survey" in any part of the registered name)	1-4	1	186	0.100	19	060001- 060075
	5-9	2	26	1.000	26	
	10-19	3	13	1.000	13	
	20-49	4	12	1.000	12	
	50-99	5	3	1.000	3	
	100-199	6	2	1.000	2	
	200-499	7	0	1.000	0	
	500 & over	8	0	1.000	0	
Branch Total			242		75	
7. Supplementary Samples			39		39	070001- 070039
Total			11 200		1 049	

Analysis of Response

	Real Estate Development	Property Management and Maintenance	Estate Agency	Estate Surveying, Valuation and Consultancy	Government Departments and Public Sector	Total
Closed	5	2	2	0	0	9
Door-locked	2	0	0	0	0	2
Merged with other Establishment	3	9	13	0	0	25
Moved, address cannot be located/untraceable	1	6	11	2	0	20
Non-contact	23	20	9	3	4	59
Not engaged in specific trade	20	6	5	32	0	63
No Technical Manpower	8	2	3	1	1	15
Not yet start operation	5	0	1	0	0	6
Partial Response	3	6	10	0	1	20
Refusal	12	27	6	2	1	48
Registered office/Corresponding address	68	7	5	1	0	81
Response	193	193	230	32	14	662
Temporary Ceased	18	5	14	2	0	39
Total	361	283	309	75	21	1049

Number Employed and Forecast by Sector by Principal Job

Real Estate Development

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Managerial/ Professional</u>				
Director/Associate Director/General Manager	978	0	978	978
Sales/Marketing Manager	234	0	234	234
Regional Manager/ Senior Estate Manager/ Senior Property Manager	27	0	27	27
Property Manager/Area Property Manager	374	1	375	375
Estate Manager/Area Manager/Building Manager/Property Manager	114	0	114	114
Assistant Estate Manager/Assistant Area Manager/Assistant Building Manager/ Assistant Property Manager	107	0	107	107
Maintenance Manager	81	0	81	81
Assistant Maintenance Manager	111	0	111	111
Promotion and Public Relations Manager (Commercial and Retail)	6	0	6	6
Project Manager/ Associate Director	448	3	451	449
IT Manager/Computer Services Manager/EDP Manager	38	0	38	38
Club House/Recreation Manager/Public Relations Manager/Customer Services Manager	10	0	10	10
Property Service Manager	8	0	8	8
Leasing Manager	169	0	169	169
Estate Surveyor/ Associate Director	40	0	40	40
Valuation Surveyor/Associate Director	5	0	5	5
Building Surveyor/ Maintenance Surveyor	5	0	5	5
Shopping Centre Manager	5	0	5	5
Development Manager	98	1	99	99
Safety Manager/Health and Safety Manager/QA and Safety Manager	5	0	5	5
Other Supporting Managers	12	0	12	12
Sub-total:	2 875	5	2 880	2 878

Appendix 5
Table 5.1

Real Estate Development

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	538	3	541	541
Marketing Officer/Sales Officer	240	5	245	245
Property Officer/Leasing Officer	2 153	4	2 157	2 157
Supervisor/Asst. Manager/Manager/Branch Manager (with estate agent's licence)	12	0	12	12
Property Officer/Assistant/Estate Officer/Administrative Officer	162	1	163	163
Club House/Recreation Officer/Public Relations Officer/Customer Service Officer	146	0	146	146
Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant	219	0	219	219
Technical Officer	10	0	10	10
Valuation Officer	6	0	6	6
Overseer/ Foreman	4	0	4	4
Rent Officer	20	0	20	20
Development Officer/Property Analyst	171	0	171	171
Maintenance Officer/Technical Officer/Clerk of Works	94	0	94	94
Other Supporting Supervisors	32	0	32	32
Sub-total:	3 807	13	3 820	3 820

Appendix 5
Table 5.1

Real Estate Development

Job Title

Number of Employees Vacancies at
Date of survey Number of Posts at
May 2013 Forecast of number
in the next 12 months

Technical Support & Operative

Sales/Marketing/Research Assistant	401	1	402	402
Property Clerk	178	0	178	178
Technician	432	5	437	437
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	11	0	11	11
Building Attendant/Caretaker/Artisan/Workman	799	1	800	780
Leasing Clerk	2 604	0	2 604	2 574
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	200	0	200	200
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant	26	0	26	26
Other Supporting Personnel	358	0	358	358

Sub-total:

5 009 **7** **5 016** **4 966**

Total:

11 691 **25** **11 716** **11 664**

Number Employed and Forecast by Sector by Principal Job

Property Management and Maintenance

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Managerial/ Professional</u>				
Managing Director/ Chief Executive Officer/ Executive Director/ Director/ Partner	4	0	4	4
Director/Associate Director/General Manager	345	2	347	346
Sales/Marketing Manager	73	0	73	73
Assistant Marketing Manager	20	0	20	20
Regional Manager/Senior Estate Manager/Senior Property Manager	246	2	248	248
Property Manager/Area Property Manager	82	0	82	82
Estate Manager/Area Manager/Building Manager/Property Manager	1 092	8	1 100	1 100
Assistant Estate/Assistant Area Manager/Assistant Building Manager/Assistant Property Manager	557	10	567	566
Maintenance Manager	334	8	342	342
Assistant Maintenance Manager	160	2	162	162
Promotion and Public Relations Manager (Commercial and Retail)	19	0	19	19
Project Manager/Associate Director	120	4	124	124
Assistant Project Manager	22	0	22	22
IT Manager/Computer Services Manager/EDP Manager	39	0	39	39
Club House/Recreation Manager/Public Relations Manager/Customer Services Manager	59	3	62	63
Assistant Club House/Recreation/Assistant Public Relations/Assistant Customer Services Manager	37	0	37	38
Facilities Manager	50	1	51	52
Assistant Facilities Manager	26	1	27	27
Leasing Manager	106	2	108	107
Shopping Centre Manager	145	1	146	146
Transport/Car Park Manager	12	0	12	12
Development Manager	16	0	16	16
Banquet Manager/Food and Beverage Manager	9	0	9	9
Safety Manager/Health and Safety Manager/QA and Safety Manager	10	0	10	10
Other Supporting Managers	105	0	105	108
Sub-total:	3 688	44	3 732	3 735

Appendix 5
Table 5.2

Property Management and Maintenance

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	34	0	34	34
Marketing Officer/Sales Officer	136	0	136	136
Property Officer/Leasing Officer	155	0	155	156
Property Officer/Assistant Estate Officer/Administrative Officer	3 637	99	3 736	3 764
Club House/Recreation Officer/Public Relations Officer/Customer Service Officer/ Estate Officer	933	17	950	959
Building Supervisor/Building Superintendent/Security Officer/Supervisor/ Estate Assistant	4 502	33	4 535	4 518
Development Officer/Maintenance Officer/Building Supervisor	1	0	1	1
Technical Officer	55	4	59	59
Shopping Centre Officer/Property Officer	406	7	413	413
Rent Officer	12	0	12	12
Development Officer/Property Analyst	4	0	4	4
Maintenance Officer/Technical Officer/Clerk of Works	1 867	9	1 876	1 895
Safety Officer/Safety Supervisor/Registered Safety Officer	20	0	20	20
Chef/Head chef	43	0	43	43
Security Supervisor	7	1	8	6
Other Supporting Supervisors	347	8	355	357
Sub-total:	12 159	178	12 337	12 377

Appendix 5
Table 5.2

Property Management and Maintenance

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support & Operative</u>				
Sales/Marketing/Research Assistant	10	0	10	10
Property Clerk	2 311	20	2 331	2 329
Technician	5 757	98	5 855	5 827
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence)	3	0	3	3
Building Attendant/Caretaker/Artisan/Workman	43 258	497	43 755	43 801
Leasing Clerk	47	1	48	48
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	2 806	145	2 951	2 962
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/ Customer Services Assistant	2 294	48	2 342	2 336
Cook	111	0	111	111
Customer Services Assistant	134	7	141	141
Club House Attendant	5	0	5	5
Security Guard	4	0	4	4
Other Supporting Personnel	887	1	888	903
Sub-total:	57 627	817	58 444	58 480
Total:	73 474	1 039	74 513	74 592

Number Employed and Forecast by Sector by Principal Job

<u>Estate Agency</u>				
<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Managerial/ Professional</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner	149	0	149	149
Director/Associate Director/General Manager	345	0	345	345
Sales/Marketing Manager	6	0	6	6
Regional Manager/Regional Marketing Manager	451	0	451	454
Property Manager/Area Property Manager	1	0	1	1
Estate Manager/Area Manager/Building Manager/Property Manager	10	0	10	10
Maintenance Manager	1	0	1	1
Project Manager/Associate Director	65	0	65	65
Assistant Project Manager	88	0	88	88
IT Manager/Computer Services Manager/EDP Manager	22	0	22	22
Club House/ recreation Manager/ Public Relations Manager/ Customer Services Manager	1	0	1	1
Estate Surveyor/ Associate Director	3	0	3	3
Valuation Surveyor/Associate Director	16	0	16	16
Development Manager	1	0	1	1
Other Supporting Managers	30	0	30	30
Sub-total:	1189	0	1189	1192
<u>Supervisory</u>				
Project Officer/ Assistant Project Manager	4	0	4	4
Marketing Officer/Sales Officer	6	1	7	7
Property Officer/Leasing Officer	4	0	4	4
Supervisor/Asst. Manager/Branch Manager (with estate agent's licence)	2 794	34	2 828	2 807
Property Officer/Assistant/Estate Officer/Administrative Officer	11	0	11	11
Valuation Officer	29	0	29	29
Survey Officer/ Survey Officer (Estate)	4	0	4	4
Development Officer/Property Analyst	1	0	1	1
Other Supporting Supervisors	58	0	58	58
Sub-total:	2 911	35	2 946	2 925

Appendix 5
Table 5.3

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Estate Agency

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support & Operative</u>				
Sales/Marketing/Research Assistant	13	1	14	13
Property Clerk	10	0	10	10
Technician	2	0	2	2
Valuation Assistant/Survey Officer(Trainee)	42	0	42	42
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	16 744	686	17 430	17 225
Trainees	560	0	560	562
Clubhouse Assistant/ Recreation Assistant/ Public Relations Assistant/ Customer Services Assistant	1	0	1	1
Other Supporting Personnel	645	2	647	647
Sub-total:	18 017	689	18 706	18 502
Total:	22 117	724	22 841	22 619

Number Employed and Forecast by Sector by Principal Job

Estate Surveying, Valuation and Consultancy

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Managerial/ Professional</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner	43	0	43	43
Director/ Associate Director/ General Manager	1	0	1	1
Project Manager/Associate Director	31	0	31	31
Estate Surveyor/Associate Director	129	1	130	130
Valuation Surveyor/Associate Director	40	0	40	40
Other Supporting Managers	2	0	2	2
Sub-total:	246	1	247	247
<u>Supervisory</u>				
Marketing Officer/Sales Officer	2	0	2	2
Supervisor/Asst. Manager/Manager/Branch Manager (with estate agent's licence)	6	1	7	7
Property Officer /Assistant/Estate Officer/Administrative Officer	2	0	2	2
Valuation Officer	106	0	106	105
Survey Officer/Survey Officer (Estate)	69	2	71	71
Other Supporting Supervisors	4	0	4	4
Sub-total:	189	3	192	191
<u>Technical Support & Operative</u>				
Sales/Marketing/Research Assistant	1	0	1	1
Property Clerk	5	0	5	5
Valuation Assistant/Survey Officer(Trainee)	209	19	228	227
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence)	19	0	19	19
Other Supporting Personnel	11	0	11	11
Sub-total:	245	19	264	263
Total:	680	23	703	701

Number Employed and Forecast by Sector by Principal Job

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Managerial/ Professional</u>				
Director/Associate Director/General Manager	45	2	47	46
Regional Manager/Senior Estate Manager/Senior Property Manager	6	0	6	6
Property Manager/Area Property Manager	1	0	1	1
Estate Manager/Area Manager/Building Manager/Property Manager	18	0	18	18
Assistant Estate/ Assistant Area Manager/ Assistant Building Manager/ Assistant Property Manager	8	2	10	10
Maintenance Manager	30	1	31	31
Assistant Maintenance Manager	22	2	24	24
Project Manager/Associate Director	92	4	96	96
Assistant Project Manager	16	0	16	16
IT Manager/ Computer Services Manager/ EDP Manager	1	0	1	1
Facilities Manager	27	2	29	29
Assistant Facilities Manager	21	2	23	23
Area Manager	3	0	3	3
Housing Manager	574	0	574	574
Leasing Manager	3	0	3	3
Estate Surveyor/Associate Director	329	19	348	348
Valuation Surveyor/Associate Director	96	8	104	104
Lands Executive	376	13	389	389
Building Surveyor/Maintenance Surveyor	493	22	515	515
Safety Manager/ Health and Safety Manager/QA and Safety Manager	4	0	4	4
Other Supporting Managers	13	0	13	13
Sub-total:	2 178	77	2 255	2 254

Appendix 5
Table 5.5

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/ Assistant Project Manager	25	0	25	25
Property Officer/Leasing Officer	1	0	1	1
Property Officer/Assistant/Estate Officer/Administrative Officer	38	0	38	38
Club House/Recreation Officer/Public Relations Officer/ Customer Service Officer/Estate Officer	5	0	5	5
Housing Officer	1 512	0	1 512	1 512
Building Surveyor/Building Superintendent/Security Officer/Supervisor/ Estate Assistant	317	2	319	319
Development Officer/Maintenance Officer/Building Supervisor	531	7	538	537
Technical Officer	493	5	498	498
Valuation Officer	384	0	384	384
Lands Inspector	566	29	595	595
Overseer/Foreman	113	0	113	113
Rent Officer	21	3	24	24
Surveyor Officer/Surveyor Officer (Estate)	643	25	668	668
Maintenance Officer/Technical Officer/Clerk of Works	200	4	204	204
Safety Officer/Safety Supervisor/Registered Safety Officer	17	0	17	17
Welfare Officer	55	0	55	55
Security Supervisor	2	0	2	2
Other Supporting Supervisors	72	0	72	72
Sub-total:	4 995	75	5 070	5 069

Appendix 5
Table 5.5

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2013</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support & Operative</u>				
Property Clerk	81	0	81	81
Technician	531	30	561	561
Building Attendant/Caretaker/Artisan/Workman	1 060	47	1 107	1 107
Leasing Clerk	18	0	18	18
Assistant Property Officer/Assistant Estate Officer/ Assistant Administrative Officer	5	2	7	7
Clubhouse Assistant/ Recreation Assistant/ Public Relations Assistant/ Customer Services Assistant	28	0	28	28
Customer Services Assistant	93	0	93	93
Security Guard	124	6	130	130
Other Supporting Personnel	161	7	168	168
Sub-total:	2 101	92	2 193	2 193
Total:	9 274	244	9 518	9 516
Grand Total:	117 236	2 055	119 291	119 092

Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level

(i) <u>Real Estate Development</u>	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative Level	Sub-Total
	Lack of candidates with relevant experience	2	4	3
Unsatisfactory terms of employment	0	0	10	10
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines	1	2	0	3
Others	0	0	0	0
Sub-Total	3	6	13	22
(ii) <u>Property Management and Maintenance</u>	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative Level	Sub-Total
	Lack of candidates with relevant experience	11	14	55
Unsatisfactory terms of employment	4	11	60	75
Unsatisfactory working environment	0	3	37	40
Limited career prospects	0	0	5	5
Insufficient trained/qualified manpower in the related disciplines	3	2	11	16
Others	0	6	19	25
Sub-Total	18	36	187	241
(iii) <u>Estate Agency</u>	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative Level	Sub-Total
	Lack of candidates with relevant experience	13	14	171
Unsatisfactory terms of employment	0	3	51	54
Unsatisfactory working environment	0	0	26	26
Limited career prospects	0	0	1	1
Insufficient trained/qualified manpower in the related disciplines	12	10	41	63
Others	1	0	88	89
Sub-Total	26	27	378	431

(iv) Estate Surveying, Valuation and Consultancy Sector

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

(v) Government Departments and Public Sector

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative Level</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	1	3	7
Unsatisfactory terms of employment	1	1	2	4
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines	1	1	1	3
Others	0	0	1	1
Sub-Total	5	3	7	15
Total	54	72	585	711

Preferred Education for Real Estate Services Employees by Sector by Job Level

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	Professional Qualification (%)*	University Degree or above (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Diploma of Secondary Education (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (%)@
<u>Real Estate Development</u>										
<u>Job Level</u>										
Managerial/ Professional	335 (11.7)	1 799 (62.6)	142 (4.9)	- -	52 (1.8)	10 (0.3)	10 (0.3)	- -	527 (18.3)	2 875 (100)
Supervisory	- -	1 564 (41.1)	744 (19.5)	940 (24.7)	140 (3.7)	54 (1.4)	113 (3.0)	- -	252 (6.6)	3 807 (100)
Technical Support & Operative	- -	208 (4.2)	25 (0.5)	79 (1.6)	1 059 (21.1)	759 (15.2)	1 744 (34.8)	118 (2.4)	1 017 (20.3)	5 009 (100)
Sub-total	335	3 571	911	1 019	1 251	823	1 867	118	1 796	11 691
(%)**	(2.9)	(30.5)	(7.8)	(8.7)	(10.7)	(7.0)	(16.0)	(1.0)	(15.4)	(100)

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

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

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

Preferred Education for Real Estate Services Employees by Sector by Job Level

	<u>Professional Qualification</u> (%)*	<u>University Degree or above</u> (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> (%)*	<u>Diploma/ Certificate</u> (%)*	<u>Matriculation</u> (%)*	<u>Diploma of Secondary Education</u> (%)*	<u>Secondary 5</u> (%)*	<u>Secondary 3 or below</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Property Management and Maintenance</u>										
<u>Job Level</u>										
Managerial/ Professional	421 (11.4)	2 346 (63.6)	213 (5.8)	36 (0.98)	50 (1.4)	1 (0.03)	84 (2.3)	- -	537 (14.6)	3 688 (100)
Supervisory	1 (0.01)	1 006 (8.3)	2 578 (21.2)	2 491 (20.5)	1 372 (11.3)	1 607 (13.2)	1 427 (11.7)	649 (5.3)	1 028 (8.5)	12 159 (100)
Technical Support & Operative	- -	79 (0.14)	461 (0.80)	2 549 (4.4)	3 184 (5.5)	2 017 (3.5)	29 993 (52.0)	18 308 (31.8)	1 036 (1.8)	57 627 (100)
Sub-total	422	3 431	3 252	5 076	4 606	3 625	31 504	18 957	2 601	73 474
(%)**	(0.6)	(4.7)	(4.4)	(6.9)	(6.3)	(4.9)	(42.9)	(25.8)	(3.5)	(100)

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

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

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

Preferred Education for Real Estate Services Employees by Sector by Job Level

<u>Estate Agency</u>	<u>Professional Qualification</u>	<u>University Degree or above</u>	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u>	<u>Diploma/ Certificate</u>	<u>Matriculation</u>	<u>Diploma of Secondary Education</u>	<u>Secondary 5</u>	<u>Secondary 3 or below</u>	<u>Unspecified</u>	<u>Total</u>
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)@
<u>Job Level</u>										
Managerial/ Professional	15 (1.3)	760 (63.9)	40 (3.4)	7 (0.59)	17 (1.4)	158 (13.3)	140 (11.8)	- -	52 (4.4)	1 189 (100)
Supervisory	- -	322 (11.1)	331 (11.4)	606 (20.8)	490 (16.8)	335 (11.5)	732 (25.1)	- -	95 (3.3)	2 911 (100)
Technical Support & Operative	- -	326 (1.8)	191 (1.06)	315 (1.7)	581 (3.2)	5 220 (29.0)	10 674 (59.2)	25 (0.1)	685 (3.8)	18 017 (100)
Sub-total	15	1 408	562	928	1 088	5 713	11 546	25	832	22 117
(%)**	(0.1)	(6.4)	(2.5)	(4.2)	(4.9)	(25.8)	(52.2)	(0.1)	(3.8)	(100)

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

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

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

Preferred Education for Real Estate Services Employees by Sector by Job Level

	<u>Professional Qualification</u> (%)*	<u>University Degree or above</u> (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> (%)*	<u>Diploma/ Certificate</u> (%)*	<u>Matriculation</u> (%)*	<u>Diploma of Secondary Education</u> (%)*	<u>Secondary 5</u> (%)*	<u>Secondary 3 or below</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Estate Surveying, Valuation and Consultancy</u>										
<u>Job Level</u>										
Managerial/ Professional	147 (59.8)	92 (37.4)	3 (1.2)	- -	- -	- -	- -	- -	4 (1.6)	246 (100)
Supervisory	3 (1.6)	93 (49.2)	64 (33.9)	20 (10.6)	4 (2.1)	- -	- -	- -	5 (2.6)	189 (100)
Technical Support & Operative	- -	31 (12.7)	4 (1.6)	168 (68.6)	22 (9.0)	16 (6.5)	- -	- -	4 (1.6)	245 (100)
Sub-total	150	216	71	188	26	16	-	-	13	680
(%)**	(22.1)	(31.8)	(10.4)	(27.6)	(3.8)	(2.4)	-	-	(1.9)	(100)

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

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

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

Preferred Education for Real Estate Services Employees by Sector by Job Level

	Professional Qualification (%)*	University Degree or above (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Diploma of Secondary Education (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (%)@
<u>Government Departments and Public Sector</u>										
<u>Job Level</u>										
Managerial/ Professional	814 (37.4)	888 (40.8)	17 (0.8)	- -	376 (17.3)	- -	- -	- -	83 (3.8)	2 178 (100)
Supervisory	- -	580 (11.6)	2 766 (55.4)	868 (17.4)	- -	591 (11.8)	36 (0.7)	- -	154 (3.1)	4 995 (100)
Technical Support & Operative	- -	- -	76 (3.6)	688 (32.7)	- -	56 (2.7)	829 (39.5)	250 (11.9)	202 (9.6)	2 101 (100)
Sub-total	814	1 468	2 859	1 556	376	647	865	250	439	9 274
(%)**	(8.8)	(15.8)	(30.8)	(16.8)	(4.1)	(7.0)	(9.3)	(2.7)	(4.7)	(100)
Grand Total	1 736	10 094	7 655	8 767	7 347	10 824	45 782	19 350	5 681	117 236
(%)**	(1.5)	(8.6)	(6.5)	(7.5)	(6.3)	(9.2)	(39.1)	(16.5)	(4.8)	(100)

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

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

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

Preferred Experience for Real Estate Services Employees by Sector by Job Level

	Less than <u>1 Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Real Estate Development</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	- -	494 (17.2)	1 410 (49.0)	452 (15.7)	519 (18.1)	2 875 (100)
Supervisory	- -	976 (25.6)	2 145 (56.3)	404 (10.6)	- -	282 (7.4)	3 807 (100)
Technical Support & Operative	716 (14.3)	3 207 (64.0)	47 (0.9)	22 (0.4)	-	1 017 (20.3)	5 009 (100)
Sub-total (%)**	716 (6.1)	4 183 (35.8)	2 686 (23.0)	1 836 (15.7)	452 (3.9)	1 818 (15.6)	11 691 (100)

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

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

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

Preferred Experience for Real Estate Services Employees by Sector by Job Level

	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Property Management and Maintenance</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	38 (1.0)	742 (20.1)	1 673 (45.4)	694 (18.8)	541 (14.7)	3 688 (100)
Supervisory	14 (0.12)	2 110 (17.4)	7 566 (62.2)	1427 (11.7)	21 (0.17)	1 021 (8.4)	12 159 (100)
Technical Support & Operative	24 159 (41.9)	27 934 (48.5)	4 081 (7.1)	463 (0.2)	- -	990 (1.7)	57 627 (100)
Sub-total	24 173	30 082	12 389	3 563	715	2 552	73 474
(%)**	(32.9)	(40.9)	(16.9)	(4.8)	(1.0)	(3.5)	(100)

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

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

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

Preferred Experience for Real Estate Services Employees by Sector by Job Level

	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Estate Agency</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	3 (0.3)	222 (18.7)	748 (62.9)	172 (14.5)	44 (3.7)	1 189 (100)
Supervisory	11 (0.4)	274 (9.4)	2 031 (69.8)	464 (15.9)	36 (1.2)	95 (3.3)	2 911 (100)
Technical Support & Operative	3 295 (18.3)	13 327 (74.0)	595 (3.3)	50 (0.3)	- -	750 (4.2)	18 017 (100)
Sub-total	3 306	13 604	2 848	1 262	208	889	22 117
(%)**	(14.9)	(61.5)	(12.9)	(5.7)	(0.9)	(4.0)	(100)

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

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

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

Preferred Experience for Real Estate Services Employees by Sector by Job Level

	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Estate Surveying, Valuation and Consultancy</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	- -	36 (14.6)	119 (48.4)	87 (35.4)	4 (1.6)	246 (100)
Supervisory	- -	10 (5.3)	139 (73.5)	17 (9.0)	- -	23 (12.2)	189 (100)
Technical Support & Operative	83 (33.9)	157 (64.1)	1 (0.4)	- -	- -	4 (1.6)	245 (100)
Sub-total (%)**	83 (12.2)	167 (24.6)	176 (25.9)	136 (20.0)	87 (12.8)	31 (4.6)	680 (100)

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

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

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

Preferred Experience for Real Estate Services Employees by Sector by Job Level

	Less than <u>1 Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Government Departments and Public Sector</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	- -	1 200 (55.1)	833 (38.2)	54 (2.5)	91 (4.2)	2 178 (100)
Supervisory	- -	2 101 (42.1)	2 641 (52.9)	59 (1.2)	- -	194 (3.9)	4 995 (100)
Technical Support & Operative	198 (9.4)	1 676 (79.8)	18 (0.9)	- -	- -	209 (9.9)	2 101 (100)
Sub-total (%)**	198 (2.1)	3 777 (40.7)	3 859 (41.6)	892 (9.6)	54 (0.6)	494 (5.3)	9 274 (100)
Grand Total (%)**	28 476 (24.3)	51 813 (44.2)	21 958 (18.7)	7 689 (6.6)	1 516 (1.3)	5 784 (4.9)	117 236 (100)

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

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

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

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

	No. of Employees Holding Estate Agents Licence (individual) <hr/> (%)*	No. of Employees Holding Salespersons Licence <hr/> (%)*
Real Estate Development	136 (1.2)	55 (0.47)
Property Management and Maintenance	49 (0.07)	60 (0.08)
Estate Agency	8 167 (36.9)	12 242 (55.4)
Estate Surveying, Valuation and Consultancy	57 (8.4)	8 (1.2)
Government Departments and Public Sector	- -	- -
Total	8 409	12 365

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

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

(i) Property Development

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Real Estate Administration	11	23	0	34
Marketing Techniques	0	19	0	19
Project Management Skills	456	400	2	858
Financial Management and Housing Economics	32	39	28	99
	—	—	—	—
Sub-total	499	481	30	1 010

* An employee might take up more than one training course

(ii) Property/Housing Management

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Facilities Management	250	528	2 628	3 406
Property/Housing Management	542	1 019	6 640	8 201
	—	—	—	—
Sub-total	792	1 547	9 268	11 607

* An employee might take up more than one training course

(iii) Estate Agents

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Law Relating to Estate Agency Work	106	353	2 996	3 455
Compliance Matters	126	364	2 775	3 265
Practice-related Knowledge and Issues	98	363	2 844	3 305
Professional Ethics	111	267	2 308	2 686
Estate Agency Practice in Other Jurisdiction (Except Mainland)	73	31	107	211
	—	—	—	—
Sub-total	514	1 378	11 030	12 922

* An employee might take up more than one training course

(iv) Estate Surveying, Valuation and Consultancy

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Marketing Strategy Planning	0	0	0	0
Research Skills	0	0	0	0
Surveying & Valuation Skills	91	348	73	512
Planning & Land Development	13	35	44	92
Compensation	4	1	0	5
Property/Leasing Management	24	56	37	117
	—	—	—	—
Sub-total	132	440	154	726

* An employee might take up more than one training course

(v) Estate Services In the Mainland

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Real Estate Development	50	50	11	111
Property Management and Maintenance	47	100	0	147
Estate Surveying, Valuation and Consultancy	12	6	16	34
Estate Agency	0	0	0	0
	—	—	—	—
Sub-total	109	156	27	292

* An employee might take up more than one training course

(vi) Generic Skills

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Computer Applications (including IT)	431	1 663	291	2 385
Language				
(a) Putonghua	177	332	779	1 288
(b) English	62	328	745	1 135
Management Skills	941	1 588	150	2 679
Supervisory Skills	993	1 738	591	3 322
Communication Skills	525	808	3 064	4 397
Customer Services Skills	321	857	6 524	7 702
	—	—	—	—
Sub-total	3 450	7 314	12 144	22 908

* An employee might take up more than one training course

(vii) Other Types of Training

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme	1 256	1 353	2 342	4 951
Sub-total	1 256	1 353	2 342	4 951
Grand Total	6 752	12 669	34 995	54 416

* An employee might take up more than one training course

DETAILED ANALYSIS OF THE LABOUR MARKET ANALYSIS (LMA) PROJECTION

The forecast production of private residential flats for 2013 and 2014 is provided by the Rating & Valuation Department. (Source: Hong Kong Property Review 2013)

The forecast production for 2015 and 2016 is projected using the Adaptive Filtering Method.

A. The forecast of private residential flats

Year	Completion (no. of flats)	Total stock (no. of flats)
2012		1 117 932
2013 f	13 550	1 131 482
2014 f	15 820	1 147 302
2015 f [#]	N/A	1 152 728
2016 f [#]	N/A	1 158 354

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

Year	Completion (square m)	Total stock (square m)
2012		45 874 500
2013 f	321 700	46 196 200
2014 f	374 500	46 570 700
2015 f [#]	N/A	46 847 310
2016 f [#]	N/A	47 090 800

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

C. The forecast of public residential flats

Year	Completion (no. of flats)	Total stock (no. of flats)
2012		1 152 000
2013 f	14 927	1 166 927
2014 f	13 527	1 180 454
2015 f [#]	21 328	1 201 782
2016 f [#]	21 827	1 223 609

房地產服務業訓練委員會委員
委員名單
2013年4月1日

主席

鄭正煒太平紳士 獨立人士

副主席

劉光耀博士 地產代理聯會

委員

陳世麟先生 獨立人士

陳家駿先生 香港大學專業進修學院

馮國雄博士 香港地產行政師學會

許智文教授 香港理工大學

郭昶先生 香港地產代理專業協會有限公司

李峻銘先生 香港專業地產顧問商會

梁錦亮先生 香港地產建設商會

吳恒廣測量師 香港測量師學會

沈錫勝先生 香港物業管理公司協會

余泰基先生 香港房屋經理學會

黃浩明太平紳士 獨立人士

胡偉民博士 香港房地產協會有限公司

楊金蘭博士 香港城市大學

余家旗先生 香港地產代理商總會

鄭美元女士 房屋署署長代表

葉濟美女士 勞工處處長代表

伍秀麗女士 地產代理監管局行政總裁代表

梁任城先生

職業訓練局執行幹事代表

顧問

汪敦敬先生

秘書

梁劍衡先生

職業訓練局

房地產服務業訓練委員會 職權範圍

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

調查對象層面細分

	僱員數目	層面	機構數目	抽樣分數	抽樣數目	機構編號
1. 地產發展 (香港標準行業分類 681100)	1-4	1	401	0.100	40	010001- 010095
	5-9	2	40	0.700	28	
	10-19	3	12	1.000	12	
	20-49	4	5	1.000	5	
	50-99	5	5	1.000	5	
	100-199	6	3	1.000	4	
	200-499	7	2	1.000	2	
	500 或以上	8	0	1.000	0	
類別總數			468		96	
2. 地產租賃 (香港標準行業分類 681200)	1-4	1	4 952	0.020	99	020001- 020187
	5-9	2	319	0.100	32	
	10-19	3	61	0.300	18	
	20-49	4	29	1.000	29	
	50-99	5	2	1.000	2	
	100-199	6	4	1.000	4	
	200-499	7	2	1.000	3	
	500 或以上	8	1	1.000	1	
類別總數			5 370		188	
3. 地產發展兼租賃 (香港標準行業分類 681300)	1-4	1	91	0.400	36	030001- 030060
	5-9	2	13	1.000	13	
	10-19	3	0	1.000	0	
	20-49	4	4	1.000	4	
	50-99	5	1	1.000	1	
	100-199	6	1	1.000	1	
	200-499	7	1	1.000	3	
	500 或以上	8	4	1.000	4	
類別總數			115		62	
4. 地產保養管理服務 (香港標準行業分類 682200)	1-4	1	536	0.050	27	040001- 040280
	5-9	2	165	0.150	25	
	10-19	3	109	0.400	44	
	20-49	4	97	0.500	49	
	50-99	5	38	1.000	38	
	100-199	6	46	1.000	46	
	200-499	7	24	1.000	24	
	500 或以上	8	27	1.000	27	
類別總數			1 042		280	
5. 地產經紀及代理 (香港標準行業分類 682100)	1-4	1	3 217	0.040	129	050001- 050307
	5-9	2	445	0.100	45	
	10-19	3	161	0.200	32	
	20-49	4	80	1.000	80	
	50-99	5	7	1.000	7	
	100-199	6	8	1.000	8	
	200-499	7	1	1.000	1	
	500 或以上	8	5	1.000	7	
類別總數			3 924		309	
6. 地產測量、估價及顧問服務 (香港標準行業分類 711200) (香港標準行業分類 682900；機構註冊 名稱須包含「地產」／「測量」字眼)	1-4	1	186	0.100	19	060001- 060075
	5-9	2	26	1.000	26	
	10-19	3	13	1.000	13	
	20-49	4	12	1.000	12	
	50-99	5	3	1.000	3	
	100-199	6	2	1.000	2	
	200-499	7	0	1.000	0	
	500 或以上	8	0	1.000	0	
類別總數			242		75	
7. 補充樣本			39		39	070001- 070039
總數			11 200		1 049	

調查反應分析

	地產發展	物業管理及保養	地產代理	測量、估價及顧問	政府部門及公共機構	總數
結束營業	5	2	2	0	0	9
大門鎖上	2	0	0	0	0	2
合併	3	9	13	0	0	25
搬遷、地址無法確定／追查	1	6	11	2	0	20
無法取得聯絡	23	20	9	3	4	59
並無從事有關的單一業務	20	6	5	32	0	63
並無技術僱員	8	2	3	1	1	15
尚未開始營業	5	0	1	0	0	6
回應部分問題	3	6	10	0	1	20
拒絕作答	12	27	6	2	1	48
雖已註冊／有通訊地址但並無營業	68	7	5	1	0	81
有回應	193	193	230	32	14	662
暫時停業	18	5	14	2	0	39
總數	361	283	309	75	21	1049

各類機構主要職務現有僱員及預測未來人數

地產發展

職稱

僱員人數

調查期間
空缺數目

2013年5月
職位數目

僱主預測
未來12個月的
僱員人數

經理／專業人員

董事／副董事／總經理	978	0	978	978
營業／市場經理	234	0	234	234
區域經理／高級屋邨經理／高級物業經理	27	0	27	27
物業經理／分區物業經理	374	1	375	375
屋邨經理／分區經理／大廈經理／物業經理	114	0	114	114
助理屋邨經理／助理分區經理／助理大廈經理／助理物業經理	107	0	107	107
保養經理	81	0	81	81
助理保養經理	111	0	111	111
推廣及公關經理（商務及零售）	6	0	6	6
項目經理／副董事	448	3	451	449
資訊科技經理／電腦服務經理／電子資料處理經理	38	0	38	38
會所／康樂經理／公共關係經理／顧客服務經理	10	0	10	10
物業服務經理	8	0	8	8
租務經理	169	0	169	169
產業測量師／副董事	40	0	40	40
物業估價測量師／副董事	5	0	5	5
屋宇測量師／屋宇保養測量師	5	0	5	5
商場事務經理	5	0	5	5
發展經理	98	1	99	99
安全經理／健康及安全經理／品質保證及安全經理	5	0	5	5
其他支援服務經理	12	0	12	12

小計：

2 875

5

2 880

2 878

附錄 5
表 5.1

地產發展

職稱

僱員人數

調查期間
空缺數目

2013年5月
職位數目

僱主預測
未來12個月的
僱員人數

主任

項目主任／助理項目經理

538

3

541

541

市場主任／營業主任

240

5

245

245

物業主任／租務主任

2 153

4

2 157

2 157

主管／主任／副經理／經理／分行經理（持有地產代理牌照）

12

0

12

12

物業主任／助理／屋邨主任／行政主任

162

1

163

163

會所／康樂主任／公共關係主任／顧客服務主任

146

0

146

146

大廈主管／大廈監督／保安主任／主管／屋宇事務助理

219

0

219

219

技術主任

10

0

10

10

物業估價主任／員

6

0

6

6

巡察員／管工

4

0

4

4

租務主任

20

0

20

20

發展主任／物業分析員

171

0

171

171

保養主任／技術主任／工程監督

94

0

94

94

其他支援服務主任

32

0

32

32

小計：

3 807

13

3 820

3 820

附錄 5
表 5.1

地產發展

職稱

僱員人數

調查期間
空缺數目

2013年5月
職位數目

僱主預測
未來12個月的
僱員人數

技術及操作人員

營業／市場／研究助理

401

1

402

402

物業文員

178

0

178

178

技術員

432

5

437

437

地產代理／營業員／營業主任／物業顧問（持有營業員牌照）

11

0

11

11

大廈管理員／管理員／技工／工人

799

1

800

780

租務文員

2 604

0

2 604

2 574

助理物業主任／助理屋邨主任／助理行政主任

200

0

200

200

會所／康樂助理／公共關係助理／顧客服務助理

26

0

26

26

其他支援服務人員

358

0

358

358

小計：

5 009

7

5 016

4 966

總數：

11 691

25

11 716

11 664

各類機構主要職務現有僱員及預測未來人數

物業管理及保養

<u>職稱</u>	<u>僱員人數</u>	<u>調查期間 空缺數目</u>	<u>2013年5月 職位數目</u>	<u>僱主預測 未來12個月的 僱員人數</u>
<u>經理／專業人員</u>				
常務董事／行政總監／執行董事／董事／合夥人	4	0	4	4
董事／副董事／總經理	345	2	347	346
營業／市場經理	73	0	73	73
助理市場經理	20	0	20	20
區域經理／高級屋邨經理／高級物業經理	246	2	248	248
物業經理／分區物業經理	82	0	82	82
屋邨經理／分區經理／大廈經理／物業經理	1 092	8	1 100	1 100
助理屋邨經理／助理分區經理／助理大廈經理／助理物業經理	557	10	567	566
保養經理	334	8	342	342
助理保養經理	160	2	162	162
推廣及公關經理（商務及零售）	19	0	19	19
項目經理／副董事	120	4	124	124
助理項目經理	22	0	22	22
資訊科技經理／電腦服務經理／電子資料處理經理	39	0	39	39
會所／康樂經理／公共關係經理／顧客服務經理	59	3	62	63
助理會所／康樂經理／助理公共關係經理／助理顧客服務經理	37	0	37	38
設施經理	50	1	51	52
助理設施經理	26	1	27	27
租務經理	106	2	108	107
商場事務經理	145	1	146	146
運輸／停車場經理	12	0	12	12
發展經理	16	0	16	16
宴會經理／餐飲經理	9	0	9	9
安全經理／健康及安全經理／品質保證及安全經理	10	0	10	10
其他支援服務經理	105	0	105	108
小計:	3 688	44	3 732	3 735

附錄 5
表 5.2

物業管理及保養

職稱	僱員人數	調查期間 空缺數目	2013年5月 職位數目	僱主預測 未來12個月的 僱員人數
主任				
項目主任／助理項目經理	34	0	34	34
市場主任／營業主任	136	0	136	136
物業主任／租務主任	155	0	155	156
物業主任／助理／屋邨主任／行政主任	3 637	99	3 736	3 764
會所／康樂主任／公共關係主任／顧客服務主任／屋邨主任	933	17	950	959
大廈主管／大廈監督／保安主任／主管／屋宇事務助理	4 502	33	4 535	4 518
屋宇發展主任／屋宇保養主任／屋宇監督	1	0	1	1
技術主任	55	4	59	59
商場事務主任／物業主任	406	7	413	413
租務主任	12	0	12	12
發展主任／物業分析員	4	0	4	4
保養主任／技術主任／工程監督	1 867	9	1 876	1 895
安全主任／安全督導員／註冊安全主任	20	0	20	20
主廚／總廚	43	0	43	43
保安主管	7	1	8	6
其他支援服務主任	347	8	355	357
小計:	12 159	178	12 337	12 377

附錄 5
表 5.2

物業管理及保養

職稱

僱員人數

調查期間
空缺數目

2013年5月
職位數目

僱主預測
未來12個月的
僱員人數

技術及操作人員

營業／市場／研究助理

10

0

10

10

物業文員

2 311

20

2 331

2 329

技術員／技工／半技術技工

5 757

98

5 855

5 827

地產代理／營業員／營業主任／物業顧問（持有營業員牌照）

3

0

3

3

大廈管理員／顧客服務助理／保安員／管理員／技工／工人

43 258

497

43 755

43 801

租務文員

47

1

48

48

助理物業主任／助理屋邨主任／助理行政主任

2 806

145

2 951

2 962

會所／康樂助理／公共關係助理／顧客服務助理

2 294

48

2 342

2 336

廚師

111

0

111

111

客戶服務助理

134

7

141

141

會所管理員

5

0

5

5

護衛

4

0

4

4

其他支援服務人員

887

1

888

903

小計:

57 627

817

58 444

58 480

總數:

73 474

1 039

74 513

74 592

各類機構主要職務現有僱員及預測未來人數

地產代理		調查期間	2013年5月	僱主預測
職稱	僱員人數	空缺數目	職位數目	未來12個月的 僱員人數
<u>經理／專業人員</u>				
常務董事／行政總監／執行董事／董事／合夥人	149	0	149	149
董事／副董事／總經理	345	0	345	345
營業／市場經理	6	0	6	6
區域經理／分區營業經理	451	0	451	454
物業經理／分區物業經理	1	0	1	1
屋邨經理／分區經理／大廈經理／物業經理	10	0	10	10
保養經理	1	0	1	1
項目經理／副董事	65	0	65	65
助理項目經理	88	0	88	88
資訊科技經理／電腦服務經理／電子資料處理經理	22	0	22	22
會所／康樂經理／公共關係經理／顧客服務經理	1	0	1	1
產業測量師／副董事	3	0	3	3
物業估價測量師／副董事	16	0	16	16
發展經理	1	0	1	1
其他支援服務經理	30	0	30	30
小計:	1189	0	1189	1192
<u>主任</u>				
項目主任／助理項目經理	4	0	4	4
市場主任／營業主任	6	1	7	7
物業主任／租務主任	4	0	4	4
主管／主任／副經理／經理／分行經理（持有地產代理牌照）	2 794	34	2 828	2 807
物業主任／助理／屋邨主任／行政主任	11	0	11	11
物業估價主任／員	29	0	29	29
測量主任／員／測量主任（產業）	4	0	4	4
發展主任／物業分析員	1	0	1	1
其他支援服務主任	58	0	58	58
小計:	2 911	35	2 946	2 925

附錄 5
表 5.3

<u>地產代理</u>				僱主預測
<u>職稱</u>	<u>僱員人數</u>	<u>調查期間</u> <u>空缺數目</u>	<u>2013年5月</u> <u>職位數目</u>	<u>未來12個月的</u> <u>僱員人數</u>
<u>技術及操作人員</u>				
營業／市場／研究助理	13	1	14	13
物業文員	10	0	10	10
技術員	2	0	2	2
物業估價助理員／見習測量主任／員	42	0	42	42
地產代理／營業員／營業主任／物業顧問（持有營業員牌照）	16 744	686	17 430	17 225
見習生／員	560	0	560	562
會所／康樂助理／公共關係助理／顧客服務助理	1	0	1	1
其他支援服務人員	645	2	647	647
小計:	18 017	689	18 706	18 502
總數:	22 117	724	22 841	22 619

各類機構主要職務現有僱員及預測未來人數

測量、估價及顧問

<u>職稱</u>	<u>僱員人數</u>	<u>調查期間 空缺數目</u>	<u>2013年5月 職位數目</u>	<u>僱主預測 未來12個月的 僱員人數</u>
<u>經理／專業人員</u>				
常務董事／行政總監／執行董事／董事／合夥人	43	0	43	43
董事／副董事／總經理	1	0	1	1
項目經理／副董事	31	0	31	31
產業測量師／副董事	129	1	130	130
物業估價測量師／副董事	40	0	40	40
其他支援服務經理	2	0	2	2
小計:	246	1	247	247
<u>主任</u>				
市場主任／營業主任	2	0	2	2
主管／主任／副經理／經理／分行經理（持有地產代理牌照）	6	1	7	7
物業主任／助理／屋邨主任／行政主任	2	0	2	2
物業估價主任／員	106	0	106	105
測量主任／員／測量主任（產業）	69	2	71	71
其他支援服務主任	4	0	4	4
小計:	189	3	192	191
<u>技術及操作人員</u>				
營業／市場／研究助理	1	0	1	1
物業文員	5	0	5	5
物業估價助理員／見習測量主任／員	209	19	228	227
地產代理／營業員／營業主任／物業顧問（持有營業員牌照）	19	0	19	19
其他支援服務人員	11	0	11	11
小計:	245	19	264	263
總數:	680	23	703	701

各類機構主要職務現有僱員及預測未來人數

政府部門及公共機構

職稱	僱員人數	調查期間 空缺數目	2013年5月 職位數目	僱主預測 未來12個月的 僱員人數
<u>經理／專業人員</u>				
董事／副董事／總經理	45	2	47	46
區域經理／高級屋邨經理／高級物業經理	6	0	6	6
物業經理／分區物業經理	1	0	1	1
屋邨經理／分區經理／大廈經理／物業經理	18	0	18	18
助理屋邨經理／助理分區經理／助理大廈經理／助理物業經理	8	2	10	10
物業保養經理	30	1	31	31
助理物業保養經理	22	2	24	24
項目經理／副董事	92	4	96	96
助理項目經理	16	0	16	16
資訊科技經理／電腦服務經理／電子資料處理經理	1	0	1	1
設施經理	27	2	29	29
助理設施經理	21	2	23	23
分區經理	3	0	3	3
房屋事務經理	574	0	574	574
租務經理	3	0	3	3
產業測量師／副董事	329	19	348	348
物業估價測量師／副董事	96	8	104	104
地政主任	376	13	389	389
屋宇測量師／屋宇保養測量師	493	22	515	515
安全經理／健康及安全經理／品質保證及安全經理	4	0	4	4
其他支援服務經理	13	0	13	13
小計:	2 178	77	2 255	2 254

附錄 5
表 5.5

政府部門及公共機構

職稱	僱員人數	調查期間 空缺數目	2013年5月 職位數目	僱主預測 未來12個月的 僱員人數
<u>主任</u>				
項目主任／助理項目經理	25	0	25	25
物業主任／租務主任	1	0	1	1
物業主任／助理／屋邨主任／行政主任	38	0	38	38
會所／康樂主任／公共關係主任／顧客服務主任／屋邨主任	5	0	5	5
房屋事務主任	1 512	0	1 512	1 512
大廈主管／大廈監督／保安主任／主管／屋宇事務助理	317	2	319	319
屋宇發展主任／屋宇保養主任／屋宇監督	531	7	538	537
技術主任	493	5	498	498
物業估價員	384	0	384	384
地政督察	566	29	595	595
巡察員／管工	113	0	113	113
租務主任	21	3	24	24
測量主任／測量主任（產業）	643	25	668	668
屋宇保養主任／技術主任／工程監督	200	4	204	204
安全主任／安全督導員／註冊安全主任	17	0	17	17
福利工作員	55	0	55	55
保安主任	2	0	2	2
其他支援服務主任	72	0	72	72
小計：	4 995	75	5 070	5 069

附錄 5
表 5.5

政府部門及公共機構

職稱	僱員人數	調查期間 空缺數目	2013年5月 職位數目	僱主預測 未來12個月的 僱員人數
<u>技術及操作人員</u>				
物業文員	81	0	81	81
技術員	531	30	561	561
大廈管理員／管理員／技工／工人	1 060	47	1 107	1 107
租務文員	18	0	18	18
助理物業主任／助理屋邨主任／助理行政主任	5	2	7	7
會所／康樂助理／公共關係助理／顧客服務助理	28	0	28	28
客戶服務助理	93	0	93	93
護衛	124	6	130	130
其他支援服務人員	161	7	168	168
小計:	2 101	92	2 193	2 193
總數:	9 274	244	9 518	9 516
總計:	117 236	2 055	119 291	119 092

各類機構各技能等級過去12個月招聘困難的原因

地產發展

	經理／專業級人員	主任級人員	技術及操作級人員	小計
缺乏具相關經驗的求職者	2	4	3	9
聘用條件欠佳	0	0	10	10
工作環境欠佳	0	0	0	0
晉升機會有限	0	0	0	0
缺乏具相關訓練／資歷的人力	1	2	0	3
其他	0	0	0	0
未有註明	10	10	10	30
小計	13	16	23	52

物業管理及保養

	經理／專業級人員	主任級人員	技術及操作級人員	小計
缺乏具相關經驗的求職者	11	14	55	80
聘用條件欠佳	4	11	60	75
工作環境欠佳	0	3	37	40
晉升機會有限	0	0	5	5
缺乏具相關訓練／資歷的人力	3	2	11	16
其他	0	6	19	25
未有註明	19	19	19	57
小計	37	55	206	298

地產代理

	經理／專業級人員	主任級人員	技術及操作級人員	小計
缺乏具相關經驗的求職者	13	14	171	198
聘用條件欠佳	0	3	51	54
工作環境欠佳	0	0	26	26
晉升機會有限	0	0	1	1
缺乏具相關訓練／資歷的人力	12	10	41	63
其他	1	0	88	89
未有註明	7	28	54	89
小計	33	55	432	520

測量、估價及顧問

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

政府部門及公共機構

	經理／專業級人員	主任級人員	技術及操作級人員	小計
缺乏具相關經驗的求職者	3	1	3	7
聘用條件欠佳	1	1	2	4
工作環境欠佳	0	0	0	0
晉升機會有限	0	0	0	0
缺乏具相關訓練／資歷的人力	1	1	1	3
其他	0	0	1	1
小計	5	3	7	15
總數	54	72	585	711

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學學位 或以上 (%)*	副學士學位/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科 (%)*	香港中學文憑 (%)*	中五 (%)*	中三或以下 (%)*	未有註明 (%)*	總數 (%)@
<u>地產發展</u>										
<u>技能等級</u>										
221 經理/專業級人員	335 (11.7)	1 799 (62.6)	142 (4.9)	- -	52 (1.8)	10 (0.3)	10 (0.3)	- -	527 (18.3)	2 875 (100)
主任級人員	- -	1 564 (41.1)	744 (19.5)	940 (24.7)	140 (3.7)	54 (1.4)	113 (3.0)	- -	252 (6.6)	3 807 (100)
技術及操作級人員	- -	208 (4.2)	25 (0.5)	79 (1.6)	1 059 (21.1)	759 (15.2)	1 744 (34.8)	118 (2.4)	1 017 (20.3)	5 009 (100)
小計 (%)**	335 (2.9)	3 571 (30.5)	911 (7.8)	1 019 (8.7)	1 251 (10.7)	823 (7.0)	1 867 (16.0)	118 (1.0)	1 796 (15.4)	11 691 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學學位 或以上 (%)*	副學士學位/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科 (%)*	香港中學文憑 (%)*	中五 (%)*	中三或以下 (%)*	未有註明 (%)*	總數 (%)@
<u>物業管理及保養</u>										
<u>技能等級</u>										
222 經理/專業級人員	421 (11.4)	2 346 (63.6)	213 (5.8)	36 (0.98)	50 (1.4)	1 (0.03)	84 (2.3)	- -	537 (14.6)	3 688 (100)
主任級人員	1 (0.01)	1 006 (8.3)	2 578 (21.2)	2 491 (20.5)	1 372 (11.3)	1 607 (13.2)	1 427 (11.7)	649 (5.3)	1 028 (8.5)	12 159 (100)
技術及操作級人員	- -	79 (0.14)	461 (0.80)	2 549 (4.4)	3 184 (5.5)	2 017 (3.5)	29 993 (52.0)	18 308 (31.8)	1 036 (1.8)	57 627 (100)
小計 (%)**	422 (0.6)	3 431 (4.7)	3 252 (4.4)	5 076 (6.9)	4 606 (6.3)	3 625 (4.9)	31 504 (42.9)	18 957 (25.8)	2 601 (3.5)	73 474 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學學位 或以上 (%)*	副學士學位/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科 (%)*	香港中學文憑 (%)*	中五 (%)*	中三或以下 (%)*	未有註明 (%)*	總數 (%)@
地產代理										
技能等級										
經理/專業級人員	15 (1.3)	760 (63.9)	40 (3.4)	7 (0.59)	17 (1.4)	158 (13.3)	140 (11.8)	- -	52 (4.4)	1 189 (100)
主任級人員	- -	322 (11.1)	331 (11.4)	606 (20.8)	490 (16.8)	335 (11.5)	732 (25.1)	- -	95 (3.3)	2 911 (100)
技術及操作級人員	- -	326 (1.8)	191 (1.06)	315 (1.7)	581 (3.2)	5 220 (29.0)	10 674 (59.2)	25 (0.1)	685 (3.8)	18 017 (100)
小計	15 (0.1)	1 408 (6.4)	562 (2.5)	928 (4.2)	1 088 (4.9)	5 713 (25.8)	11 546 (52.2)	25 (0.1)	832 (3.8)	22 117 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學學位 或以上 (%)*	副學士學位/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科 (%)*	香港中學文憑 (%)*	中五 (%)*	中三或以下 (%)*	未有註明 (%)*	總數 (%)@
測量、估價及顧問										
技能等級										
經理/專業級人員	147 (59.8)	92 (37.4)	3 (1.2)	- -	- -	- -	- -	- -	4 (1.6)	246 (100)
主任級人員	3 (1.6)	93 (49.2)	64 (33.9)	20 (10.6)	4 (2.1)	- -	- -	- -	5 (2.6)	189 (100)
技術及操作級人員	- -	31 (12.7)	4 (1.6)	168 (68.6)	22 (9.0)	16 (6.5)	- -	- -	4 (1.6)	245 (100)
小計	150 (22.1)	216 (31.8)	71 (10.4)	188 (27.6)	26 (3.8)	16 (2.4)	- -	- -	13 (1.9)	680 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有學歷

	專業資格 (%)*	大學學位 或以上 (%)*	副學士學位/ 專業文憑/ 高級文憑/ 高級證書 (%)*	文憑/證書 (%)*	預科 (%)*	香港中學文憑 (%)*	中五 (%)*	中三或以下 (%)*	未有註明 (%)*	總數 (%)@
<u>政府部門及公共機構</u>										
<u>技能等級</u>										
225 經理/專業級人員	814 (37.4)	888 (40.8)	17 (0.8)	- -	376 (17.3)	- -	- -	- -	83 (3.8)	2 178 (100)
主任級人員	- -	580 (11.6)	2 766 (55.4)	868 (17.4)	- -	591 (11.8)	36 (0.7)	- -	154 (3.1)	4 995 (100)
技術及操作級人員	- -	- -	76 (3.6)	688 (32.7)	- -	56 (2.7)	829 (39.5)	250 (11.9)	202 (9.6)	2 101 (100)
小計 (%)**	814 (8.8)	1 468 (15.8)	2 859 (30.8)	1 556 (16.8)	376 (4.1)	647 (7.0)	865 (9.3)	250 (2.7)	439 (4.7)	9 274 (100)
總計 (%)**	1 736 (1.5)	10 094 (8.6)	7 655 (6.5)	8 767 (7.5)	7 347 (6.3)	10 824 (9.2)	45 782 (39.1)	19 350 (16.5)	5 681 (4.8)	117 236 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有年資

	一年以下 (%)*	一至三年 (%)*	三至六年 (%)*	六至十年 (%)*	十年或以上 (%)*	未有註明 (%)*	總數 (%)@
<u>地產發展</u>							
<u>技能等級</u>							
經理／專業級人員	-	-	494	1 410	452	519	2 875
	-	-	(17.2)	(49.0)	(15.7)	(18.1)	(100)
主任級人員	-	976	2 145	404	-	282	3 807
	-	(25.6)	(56.3)	(10.6)	-	(7.4)	(100)
技術及操作級人員	716	3 207	47	22		1 017	5 009
	(14.3)	(64.0)	(0.9)	(0.4)	-	(20.3)	(100)
小計	716	4 183	2 686	1 836	452	1 818	11 691
(%)**	(6.1)	(35.8)	(23.0)	(15.7)	(3.9)	(15.6)	(100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有年資

	一年以下 (%)*	一至三年 (%)*	三至六年 (%)*	六至十年 (%)*	十年或以上 (%)*	未有註明 (%)*	總數 (%)@
<u>物業管理及保養</u>							
<u>技能等級</u>							
經理／專業級人員	-	38	742	1 673	694	541	3 688
	-	(1.0)	(20.1)	(45.4)	(18.8)	(14.7)	(100)
主任級人員	14	2 110	7 566	1427	21	1 021	12 159
	(0.12)	(17.4)	(62.2)	(11.7)	(0.17)	(8.4)	(100)
技術及操作級人員	24 159	27 934	4 081	463	-	990	57 627
	(41.9)	(48.5)	(7.1)	(0.2)	-	(1.7)	(100)
小計	24 173	30 082	12 389	3 563	715	2 552	73 474
(%)**	(32.9)	(40.9)	(16.9)	(4.8)	(1.0)	(3.5)	(100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有年資

	一年以下 (%)*	一至三年 (%)*	三至六年 (%)*	六至十年 (%)*	十年或以上 (%)*	未有註明 (%)*	總數 (%)@
地產代理							
技能等級							
經理／專業級人員	- -	3 (0.3)	222 (18.7)	748 (62.9)	172 (14.5)	44 (3.7)	1 189 (100)
228 主任級人員	11 (0.4)	274 (9.4)	2 031 (69.8)	464 (15.9)	36 (1.2)	95 (3.3)	2 911 (100)
技術及操作級人員	3 295 (18.3)	13 327 (74.0)	595 (3.3)	50 (0.3)	- -	750 (4.2)	18 017 (100)
小計 (%)**	3 306 (14.9)	13 604 (61.5)	2 848 (12.9)	1 262 (5.7)	208 (0.9)	889 (4.0)	22 117 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有年資

	一年以下 (%)*	一至三年 (%)*	三至六年 (%)*	六至十年 (%)*	十年或以上 (%)*	未有註明 (%)*	總數 (%)@
測量、估價及顧問							
技能等級							
經理／專業級人員	- -	- -	36 (14.6)	119 (48.4)	87 (35.4)	4 (1.6)	246 (100)
主任級人員	- -	10 (5.3)	139 (73.5)	17 (9.0)	- -	23 (12.2)	189 (100)
技術及操作級人員	83 (33.9)	157 (64.1)	1 (0.4)	- -	- -	4 (1.6)	245 (100)
小計 (%)**	83 (12.2)	167 (24.6)	176 (25.9)	136 (20.0)	87 (12.8)	31 (4.6)	680 (100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

房地產服務業各類機構各技能等級僱員宜有年資

		一年以下	一至三年	三至六年	六至十年	十年或以上	未有註明	總數
		(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)@
<u>政府部門及公共機構</u>								
<u>技能等級</u>								
230	經理／專業級人員	-	-	1 200	833	54	91	2 178
		-	-	(55.1)	(38.2)	(2.5)	(4.2)	(100)
	主任級人員	-	2 101	2 641	59	-	194	4 995
		-	(42.1)	(52.9)	(1.2)	-	(3.9)	(100)
	技術及操作級人員	198	1 676	18	-	-	209	2 101
		(9.4)	(79.8)	(0.9)	-	-	(9.9)	(100)
	小計	198	3 777	3 859	892	54	494	9 274
	(%)**	(2.1)	(40.7)	(41.6)	(9.6)	(0.6)	(5.3)	(100)
	總計	28 476	51 813	21 958	7 689	1 516	5 784	117 236
	(%)**	(24.3)	(44.2)	(18.7)	(6.6)	(1.3)	(4.9)	(100)

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔該類機構僱員總數的百分率

(%)@ 由於四捨五入關係，百分率的總和未必等於100%

持有地產代理（個人）及營業員牌照的僱員人數

	持有地產代理 （個人） 牌照的僱員人數 <hr/> (%)*	持有營業員牌照的 僱員人數 <hr/> (%)*
地產發展	136 (1.2)	55 (0.47)
物業管理及保養	49 (0.07)	60 (0.08)
地產代理	8 167 (36.9)	12 242 (55.4)
測量、估價及顧問	57 (8.4)	8 (1.2)
政府部門及公共機構	- -	- -
	<hr/> 總數	<hr/> 12 365
	8 409	

* 佔該類機構僱員人數的百分率

**過去 12 個月
為各技能等級僱員提供的各類訓練課程**

(i) 物業發展

各技能等級的培訓名額*

課程種類	經理／ 專業級人員	主任級人員	技術及 操作級人員	總數
地產行政	11	23	0	34
市場推廣技巧	0	19	0	19
項目管理技巧	456	400	2	858
財務管理及房屋經濟學	32	39	28	99
	—	—	—	—
小計	499	481	30	1 010

* 僱員可修讀多於一項課程

(ii) 物業／房屋管理

各技能等級的培訓名額*

課程種類	經理／ 專業級人員	主任級人員	技術及 操作級人員	總數
設施管理	250	528	2 628	3 406
物業／房屋管理	542	1 019	6 640	8 201
	—	—	—	—
小計	792	1 547	9 268	11 607

* 僱員可修讀多於一項課程

(iii) 地產代理

各技能等級的培訓名額*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
與地產代理工作相關的法例	106	353	2 996	3 455
遵從法規事宜	126	364	2 775	3 265
執業知識及應用	98	363	2 844	3 305
專業操守	111	267	2 308	2 686
其他司法管轄區（內地除外） 地產代理業實務	73	31	107	211
	—	—	—	—
小計	514	1 378	11 030	12 922

* 僱員可修讀多於一項課程

(iv) 地產測量、估值及顧問

各技能等級的培訓名額*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
市場策略計劃	0	0	0	0
研究技巧	0	0	0	0
測量及估值技巧	91	348	73	512
策劃及土地發展	13	35	44	92
賠償	4	1	0	5
物業／租務管理	24	56	37	117
	—	—	—	—
小計	132	440	154	726

* 僱員可修讀多於一項課程

(v) 內地房地產知識

<u>課程種類</u>	<u>各技能等級的培訓名額*</u>			<u>總數</u>
	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	
地產發展	50	50	11	111
物業管理及保養	47	100	0	147
測量、估價及顧問	12	6	16	34
地產代理	0	0	0	0
	—	—	—	—
小計	109	156	27	292

* 僱員可修讀多於一項課程

(vi) 通用技巧

<u>課程種類</u>	<u>各技能等級的培訓名額*</u>			<u>總數</u>
	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	
電腦應用（包括資訊科技）	431	1 663	291	2 385
語文				
(a) 普通話	177	332	779	1 288
(b) 英文	62	328	745	1 135
管理技巧	941	1 588	150	2 679
督導技巧	993	1 738	591	3 322
溝通技巧	525	808	3 064	4 397
顧客服務技巧	321	857	6 524	7 702
	—	—	—	—
小計	3 450	7 314	12 144	22 908

* 僱員可修讀多於一項課程

(vii) 其他類型的培訓

各技能等級的培訓名額*

<u>課程種類</u>	<u>經理／ 專業級人員</u>	<u>主任級人員</u>	<u>技術及 操作級人員</u>	<u>總數</u>
例如認可計劃下的基本保安培訓或其他培訓課程及／或技能提升計劃下的訓練課程	1 256	1 353	2 342	4 951
小計	1 256	1 353	2 342	4 951
總計	6 752	12 669	34 995	54 416

* 僱員可修讀多於一項課程

以人力市場分析法 (LMA) 推算人力的詳細分析

2013 至 2014 年私營住宅及非住宅的建屋量，是根據差餉物業估價署的預測而定。

(資料來源：2013 香港物業報告)

2015 及 2016 年的預測，以調節過濾法計算。

A. 私人住宅建屋量預測 (私人家用住宅)

年份	落成 (住宅數目)	總數 (住宅數目)
2012		1 117 932
2013 f	13 550	1 131 482
2014 f	15 820	1 147 302
2015 f [#]	不適用	1 152 728
2016 f [#]	不適用	1 158 354

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

年份	落成 (平方公尺)	總數 (平方公尺)
2012		45 874 500
2013 f	321 700	46 196 200
2014 f	374 500	46 570 700
2015 f [#]	不適用	46 847 310
2016 f [#]	不適用	47 090 800

公營住宅建屋量的預測資料，由香港房屋委員會及香港房屋協會提供。

(資料來源：香港房屋委員會及香港房屋協會)

C. 公營住宅建屋量預測

年份	落成 (住宅數目)	總數 (住宅數目)
2012		1 152 000
2013 f	14 927	1 166 927
2014 f	13 527	1 180 454
2015 f [#]	21 328	1 201 782
2016 f [#]	21 827	1 223 609



Dear Sir/Madam,

2013 Manpower Survey of the Real Estate Services Industry

The Vocational Training Council (VTC) is a statutory body appointed by the Government with the responsibility for manpower training in Hong Kong. The Real Estate Services Training Board is one of the 21 training boards of the VTC. It is established to assess the manpower situation and devise training plans of the real estate services industry.

The Training Board will be conducting the 2013 Manpower Survey of the Real Estate Services Industry between **22 May and 21 June 2013**. The purpose of this survey is to obtain data on the present and future manpower situation and training information so as to enable the Training Board to formulate appropriate training plans to meet the manpower needs of the industry. Your co-operation in supplying the information would be much appreciated.

I enclose the following documents for your reference and completion:

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

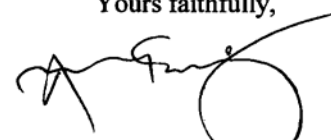
During the survey period, an officer of the Census and Statistics Department will contact your office. The officer will assist in the completion of the questionnaire, if necessary, and collect the questionnaire for processing.

I wish to assure you that the information collected will be handled in strict confidence and will be published only in a form of statistical summaries without reference to individual establishments.

The Manpower Survey Report compiled afterwards will be uploaded onto the VTC website at <http://retb.vtc.edu.hk>. Please kindly provide us with your e-mail address in the enclosed questionnaire and we will notify you of the release of the Survey Report in due course.

Should you have any questions regarding the survey, please contact the Census and Statistics Department at 2116 8172.

Yours faithfully,



(Ir Alkin Kwong JP)
Chairman

Real Estate Services Training Board

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 (1) in RE/1/2 (2013)

Your Reference 來函檔號



執事先生/女士：

房地產服務業二〇一三年人力調查

職業訓練局乃由政府委任的法定機構，負責本港的人力訓練事宜。職訓局屬下有二十一個訓練委員會，房地產服務業訓練委員會為其中之一，負責評估房地產服務業的人力情況，以及制定訓練計劃。

為調查房地產服務業目前及未來的人力情況及訓練詳情，以便制定合適的訓練計劃配合業界需要，本訓練委員會將於二〇一三年五月二十二日至六月二十一日期間進行房地產服務業二〇一三年人力調查，懇請貴公司惠予合作，提供有關資料。

---- 茲夾附下述文件，供貴公司參閱及填寫：

- (a) 調查表（附錄A）；
- (b) 附註（附錄B）；及
- (c) 房地產服務業主要職務工作說明（附錄C）。

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

調查所得資料將絕對保密，僅摘要統計數字發表，並不會提及個別機構。有關之人力調查報告完成後，將會上載至<http://retb.vtc.edu.hk>。請閣下在問卷內提供聯絡電郵地址，以便本委員會屆時通知閣下。

如對是次調查有任何疑問，請致電 2116 8172 與政府統計處聯絡。

A handwritten signature in black ink, appearing to read '鄺正煒' (Ng Zheng-wai), written in a cursive style.

房地產服務業訓練委員會主席
鄺正煒 太平紳士

二〇一三年五月十三日

THE 2013 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房地產服務業二〇一三年人力調查

QUESTIONNAIRE
調查表

(Please read the explanatory notes before completing this questionnaire)
(請於填表前詳閱附註)

For official use only: 此欄毋須填寫		Rec. Type		Survey Code		Industry Code		Establishment No.		Enumerator's No.		Editor's No.		Check Digit		No. of Employees Covered by the Questionnaire
		1		3 5												
		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

A. GENERAL ORGANIZATION INFORMATION

一般機構資料

NAME OF ESTABLISHMENT: _____

機構名稱

ADDRESS: _____

地址

TOTAL NUMBER OF PERSONS ENGAGED: _____

僱員總人數

B. NATURE OF BUSINESS:

(please tick only 1 box)

行業性質

(只剔一欄)

Real Estate Development
地產發展

Property Management and Maintenance
物業管理及保養

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

Estate Agency
地產代理

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

C. PERSONNEL HOLDING PROFESSIONAL QUALIFICATION

擁有專業資歷人員

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

(ii) Number of employees holding surveying qualification :
持有測量資歷的僱員人數 :

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

(b) Salesperson's Licence
營業員牌照

| | | | |
36

| | | | |
28

| | | | |
32

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

FAX NO.: _____
圖文傳真

E-MAIL: _____
電郵

2013 Manpower Survey of the Real Estate Services Industry

房地產服務業二〇一三年人力調查

PART I 第 I 部份

(A) Job 工作			(B) Monthly Income Code 月薪編號	(C) Number of Employees 僱員人數	(D) Forecast of No. Employed 12 Months from Now 預測在 十二個月後 的僱員人數	(E) No. of Vacancies at Date of Survey 調查期間 的空缺額	(F) Preferred Level of Education 僱員宜有教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的相關年資	(H)
Title 職稱	Rec. Type	Code 編號	11	12-15	16-19	20-22	23	24	
		8-10							
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
9.	2								
10.	2								
11.	2								
12.	2								
13.	2								
14.	2								
15.	2								
16.	2								
17.	2								
18.	2								
19.	2								
20.	2								
21.	2								
22.	2								
23.	2								
24.	2								
25.	2								
26.	2								
27.	2								
28.	2								
29.	2								
30.	2								
31.	2								
32.	2								
33.	2								
34.	2								

(i) Enter in **Column (B)** employee's monthly income range according to the following codes for each type of employees. This should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. **(less employee's contribution to MPF)**, if any. 請在欄「B」內填入每類僱員的每月總收入編號，包括底薪、定期超時工作的津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）在內。

<u>Code</u> 編號	<u>Monthly Income Range</u> 每月總收入幅度
1	\$8,000 or below 或以下
2	\$8,001 - \$10,000
3	\$10,001 - \$15,000
4	\$15,001 - \$20,000
5	\$20,001 - \$30,000
6	\$30,001 - \$40,000
7	\$40,001 - \$60,000
8	\$60,001 or above 或以上

(ii) Enter in **Column (F)** the preferred level of education according to the following codes: 請將僱員宜有的教育程度，按下列編號填入「F」欄內：

<u>Code</u> 編號	<u>Preferred Education</u> 宜有教育程度
1	Professional Qualification 專業資格
2	University Degree or above 大學學位或以上
3	Associate Degree/Professional Diploma/ Higher Diploma/Higher Certificate or equivalent 副學士學位／專業文憑／ 高級文憑／高級證書或同等學歷
4	Diploma/Certificate or equivalent 文憑／證書或同等學歷
5	Matriculation 預科
6	Diploma of Secondary Education 香港中學文憑
7	Secondary 4-5 中四至中五
8	Secondary 3 or below 中三或以下

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

<u>Code</u> 編號	<u>Preferred Relevant Years of Experience</u> 宜有的相關年資
1	Less than 1 year 一年以下
2	1 year to less than 3 years 一年至三年以下
3	3 years to less than 6 years 三年至六年以下
4	6 years to less than 10 years 六年至十年以下
5	10 years or more 十年或以上

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PART II 第二部份

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

內地及其他城市發展對貴機構人力資源的影響

1. The total number of employees who have stationed in the Mainland or other cities for over 180 days in the past 12 months (1.6.2012 - 31.5.2013) (by type of real estate services).

請填報貴機構於過去十二個月 (1.6.2012-31.5.2013) 安排長駐於內地或其他城市工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional <u>Level</u> 經理／專業級	Supervisory <u>Level</u> 主任級	Technical Support and <u>Operative Level</u> 技術及操作人員級
(a) Mainland cities (Please specify) 內地城市 (請列出)			
(i) Real Estate Development 地產發展	8	11	14
(ii) Property Management and Maintenance 物業管理及保養	17	20	23
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	26	29	32
(iv) Estate Agency 地產代理	35	38	41
(b) Other cities (Please specify) 其他城市 (請列出)			
(i) Real Estate Development 地產發展	44	47	50
(ii) Property Management and Maintenance 物業管理及保養	53	56	59
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	62	65	68
(iv) Estate Agency 地產代理	71	74	77

2. Please estimate the total number of employees whom your Hong Kong company will arrange to station in the Mainland or other cities for over 180 days in the next 12 months (1.6.2013 - 31.5.2014) (by type of real estate services).

請估計在未來十二個月內 (1.6.2013 - 31.5.2014) 貴機構安排長駐於內地或其他地方工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Mainland cities (Please specify) 內地城市 (請列出)			
(i) Real Estate Development 地產發展	82	85	88
(ii) Property Management and Maintenance 物業管理及保養	91	94	97
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	100	103	106
(iv) Estate Agency 地產代理	109	112	115

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

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

3. The total number of employees who travelled frequently to the Mainland in the past 12 months (1.6.2012 - 31.5.2013) (by type of real estate services).

請填報貴機構於過去十二個月內 (1.6.2012 - 31.5.2013) ，經常往返內地的僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Real Estate Development 地產發展	154	157	160
(b) Property Management and Maintenance 物業管理及保養	163	166	169
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	172	175	178
(d) Estate Agency 地產代理	181	184	187

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4. Please estimate the total number of employees who will travel frequently to the Mainland in the next 12 months (1.6.2013 - 31.5.2014) (by type of real estate services)

請估計在未來十二個月 (1.6.2013 - 31.5.2014) 需經常往返內地的僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Real Estate Development 地產發展	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 193	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 196	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 199
(b) Property Management and Maintenance 物業管理及保養	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 202	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 205	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 208
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 211	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 214	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 217
(d) Estate Agency 地產代理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 220	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 223	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 226

Training

訓練

5. The total number of employees who had received the following training in the past 12 months (1.6.2012 - 31.5.2013) (by type of course)

請填報過去十二個月內 (1.6.2012 - 31.5.2013) 曾接受下列訓練的僱員人數 (按課程種類劃分)

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

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

6. Please estimate the total number of employees that your company will provide in-house training or sponsor to attend training in the next 12 months (1.6.2013 - 31.5.2014) (by type of course)

請估計在未來十二個月內(1.6.2013 - 31.5.2014)貴機構將提供內部培訓或贊助修讀以下課程的僱員人數(按課程種類劃分)

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

No. of employees to be
provided with in-house training
貴機構將提供內部培訓課程的人數

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

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

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Internal Promotion

內部晉升

7. The total number of internal promotion in the past 12 months (1.6.2012 - 31.5.2013)

過去十二個月內（1.6.2012 - 31.5.2013）內部晉升的僱員人數。

From Supervisory to Managerial/Professional Level
由主任晉升為經理／專業級

1043

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

1046

Employees Left

離職人數

8. The total number of employees left in the past 12 months (1.6.2012 - 31.5.2013)

過去十二個月內（1.6.2012 - 31.5.2013）離職的僱員人數。

Managerial/
Professional
Level
經理／專業級

1049

Supervisory
Level
主任級

1052

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

1055

Recruitment

招聘

9. Please state the number of recruits of your company in the past 12 months (1.6.2012 - 31.5.2013)

請列出貴機構在過去十二個月內（1.6.2012 - 31.5.2013）招聘的僱員人數。

Managerial/
Professional
Level
經理／專業級

Supervisory
Level
主任級

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

(a) Total number of recruits
總招聘人數

1058

1061

1064

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

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Recruitment Problem

招聘問題

10. Did your company encounter any difficulties in the recruitment of real estate services personnel at various job levels in the past 12 months (1.6.2012 - 31.5.2013) ?

貴機構在過去十二個月內 (1.6.2012 - 31.5.2013) 在招聘房地產服務從業員方面有沒有遇到困難？

- 1080 Yes (Please go to Q11) 有 (請答第11題)
 1081 No (Please go to Q12) 沒有 (請答第 12 題)
 1082 No recruitment nor tried to recruit (Please go to Q12) 未有 / 未有嘗試招聘 (請答第 12 題)

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional Level 經理 / 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 1083	<input type="checkbox"/> 1084	<input type="checkbox"/> 1085
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 1086	<input type="checkbox"/> 1087	<input type="checkbox"/> 1088
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 1089	<input type="checkbox"/> 1090	<input type="checkbox"/> 1091
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 1092	<input type="checkbox"/> 1093	<input type="checkbox"/> 1094
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練 / 資歷的人力資源	<input type="checkbox"/> 1095	<input type="checkbox"/> 1096	<input type="checkbox"/> 1097
(f) Others (Please specify) 其他 (請說明)	<input type="checkbox"/> 1098	<input type="checkbox"/> 1099	<input type="checkbox"/> 1100

12. Do you expect a manpower change in your company in the next 12 months (1.6.2013 - 31.5.2014) ? If there is expected manpower change, please go to Q13.

你是否預期貴機構會在未來十二個月 (1.6.2013 - 31.5.2014) 有人手變動？如預期有人手變動，請回答第 13 題。

	Managerial/ Professional Level 經理 / 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Hong Kong 香港	+ / - <input type="checkbox"/> 1101 <input type="checkbox"/> 1102 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	+ / - <input type="checkbox"/> 1105 <input type="checkbox"/> 1106 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	+ / - <input type="checkbox"/> 1109 <input type="checkbox"/> 1110 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Mainland cities 內地城市	<input type="checkbox"/> 1113 <input type="checkbox"/> 1114 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1117 <input type="checkbox"/> 1118 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1121 <input type="checkbox"/> 1122 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other cities 其他城市	<input type="checkbox"/> 1125 <input type="checkbox"/> 1126 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1129 <input type="checkbox"/> 1130 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1133 <input type="checkbox"/> 1134 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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 1138
 1139
 1140
 1141
 1142
 1143
 1144
 1145

13. Referring to Q12, please choose the possible reasons for manpower change in your company in the next 12 month (1.6.2013- 31.5.2014).

You may wish to tick more than 1 reason for each job level.

參照第12條問題，請選擇貴機構預期會在未來十二個月(1.6.2013 - 31.5.2014)有人手變動的原因，每職級可選擇多個原因。

<u>Reasons</u> 原因	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Change of manpower cost 人力成本調整	<input type="checkbox"/> 1146	<input type="checkbox"/> 1147	<input type="checkbox"/> 1148
(b) Change in economic outlook 經濟前景的變化	<input type="checkbox"/> 1149	<input type="checkbox"/> 1150	<input type="checkbox"/> 1151
(c) Reorganization of Company 公司架構重組	<input type="checkbox"/> 1152	<input type="checkbox"/> 1153	<input type="checkbox"/> 1154
(d) Business expansion / contraction 業務擴展 / 收縮	<input type="checkbox"/> 1155	<input type="checkbox"/> 1156	<input type="checkbox"/> 1157
(e) Outsourcing / In-sourcing of work 工作外判 / 從外判取回工作	<input type="checkbox"/> 1158	<input type="checkbox"/> 1159	<input type="checkbox"/> 1160
(f) Others (Please specify) 其他 (請說明)	<input type="checkbox"/> 1161	<input type="checkbox"/> 1162	<input type="checkbox"/> 1163

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End of Questionnaire

問卷完

The 2013 Manpower Survey of the Real Estate Services Industry
房地產服務業二〇一三年人力調查

Explanatory Notes for Part I
附註（第I部份）

1. Please complete all columns ('A' to 'G') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.
請填寫表內(A) 至(G) 欄；如有不適用者，請在該欄填入(0) 符號。

2. Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs in the Real Estate Services Industry
(A) 欄 — 房地產服務業主要職務的職稱及工作說明
 - (a) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.
表內部分職稱可能有別於貴公司所採用者，但若兩者職責相近，可視作相同職務；請在調查表內提供所需資料。
 - (b) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.
請根據僱員的主要職務分類（不論其所兼任的次要職務）。
 - (c) Please add in this column titles of employees whose duties demand real estate training (please specify title) and fill in 'B' to 'G' accordingly.
倘貴公司有其他人員因職責上需接受房地產服務業訓練，請在此欄加上其職稱，同時填寫(B) 至(G) 欄。

3. Column 'B' - Total Monthly Income Range of Employees
(B) 欄 — 僱員每月總收入

Please select and enter in this column the appropriate code number showing the average monthly income range for the employee(s) during the past 12 months (June 2012 - May 2013). The monthly income should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average figure.

請根據僱員過去十二個月(指二〇一二年六月至二〇一三年五月期間)平均每月收入幅度，選出適當編號填入(B) 欄。「每月收入」包括底薪、定期超時工作津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）。倘貴公司僱用超過一名僱員擔任同一職務，請取其平均數字。

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

4. Column 'C' - Number of Employees

(C) 欄 — 僱員人數

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

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

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

(D) 欄 — 未來十二個月的預計僱員人數

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

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

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

(E) 欄 — 調查期間空缺額

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

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

7. Column 'F' - Preferred Level of Education

(F) 欄 — 僱員宜有的教育程度

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

請按下列類別編號，將僱員宜有的基本教育程度填入(F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
Professional Qualification 專業資格	1
University Degree or above 大學學位或以上	2
Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位／專業文憑／ 高級文憑／高級證書或同等學歷	3
Diploma/Certificate or equivalent 文憑／證書或同等學歷	4
Matriculation 預科	5
Diploma of Secondary Education 香港中學文憑	6
Secondary 4-5 中四至中五	7
Secondary 3 or below 中三或以下	8

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

(G) 欄 — 僱員宜有的相關年資

Please enter in this column the appropriate code number showing minimum year of relevant experience which an employee should have.

請按下列類別編號，將僱員宜有的相關年資填入(G) 欄內。

<u>Preferred Relevant Years of Experience</u> 宜有的相關年資	<u>Code</u> 編號
Less than 1 year 一年以下	1
1 year to less than 3 years 一年至三年以下	2
3 years to less than 6 years 三年至六年以下	3
6 years to less than 10 years 六年至十年以下	4
10 years or more 十年或以上	5

Job Descriptions for Principal Jobs in
Real Estate Development Sector
地產發展類別
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102.	Director/ Associate Director/ General Manager 董事／ 副董事／ 總經理	Plans and directs the operations of the organization. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise; plans and controls the allocation of resources. 策劃及掌管機構運作；制訂並執行業務策略及方針；檢討企業運作及成效，策劃及控制資源分配。
103.	Sales/Marketing Manager 營業／市場經理	Plans and manages the sales and marketing activities of the properties under development. Formulates and implements marketing strategies. Takes charge of implementing sales/promotional programmes. Appoints agents and liaises with them. 策劃、管理物業的銷售及市場推廣工作。制訂及執行市場推廣策略；負責銷售／推廣計劃。挑選及聯絡地產代理。
107.	Property Manager/ Area Property Manager 物業經理／ 分區物業經理	Administers the acquisition, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports. 負責物業買賣及管理事宜；就物業買賣及出租事宜洽商及提供建議。監管物業租售。領導推行有關租金、樓價及保養費用的研究分析。監督物業收支帳目的保存情況；負責財政預算，並製備有關報告。
113.	Project Manager 項目經理	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors to facilitate the successful completion of a project. Undertakes financial negotiations, claims handling and cost control. 策劃、組織、管理樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承建商，以推展項目及改善工程水平，直至竣工。洽商財務安排，進行索償及成本控制。

Job Descriptions for Principal Jobs in
Real Estate Development Sector
地產發展類別
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
115.	IT Manager/ Computer Services Manager/ EDP Manager 資訊科技經理/ 電腦服務經理/ 電子資料處理經理	Maintains and supports IT related functions in the company and its investments. Ensures the most cost-effective IT solutions to meet with the company's needs. Provides input to the building automation design of improvements. Administers contracts for building automation system and other on-site computer system as well as interfacing the system with head office. 維修及支援機構內有關資訊科技的職務及投資事務。以最具成本效益的方法，應付機構在資訊科技方面的需要。發展項目方面，提供樓宇自動化設計的意見。管理有關合約，包括屋宇自動化、其他電腦系統，以及電腦系統接連總辦事處等。
131.	Development Manager 發展經理	Explores and introduces development opportunities. Carries out research and feasibility studies on real estate development potential, and makes recommendations to senior management on land and property acquisitions. 研究及引進業務發展機會。研究分析房地產發展潛力，作可行性研究；向管理高層提供土地及物業收購的建議。
199.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as estate management, maintenance and surveying. 從事與房地產服務相關的其他職務，包括物業管理、保養及測量。
Supervisory Level 主任級		
201.	Project Officer/ Assistant Project Manager 項目主任/ 助理項目經理	Assists the project manager in the planning and managing of building and construction projects. 協助項目經理策劃、管理樓宇及建築項目。
202.	Marketing Officer/ Sales Officer 市場主任/ 營業主任	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons. 協助發展中物業的銷售推廣活動，與地產代理或營業員聯絡。

Job Descriptions for Principal Jobs in
Real Estate Development Sector
地產發展類別
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
203.	Property Officer/ Leasing Officer 物業主任/ 租務主任	Assists in administering the sale, leasing and property management services of properties. 協助監管物業的租售及管理服務。
217.	Development Officer/ Property Analyst 發展主任/ 物業分析員	Assists the development manager in the evaluation and investigation of development potentials. 協助發展經理評估及調查物業發展潛力。
299.	Other Supporting Supervisors 其他支援服務主任	Assists in the other duties relating to real estate services such as agency work and valuation. 協助執行與房地產服務相關的其他職務，包括代理事務及估價。
Technical Support and Operative Level 技術及操作人員級		
301.	Sales/Marketing/ Research Assistant 營業／市場／研究助理	Assists in market researches and transcribes marketing proposals. Prepares analytical and statistical reports on marketing situation. 協助蒐集市場資料並製備市場推廣建議書。蒐集租售物業及準買家、租客需要的資料。製備統計報告，分析市場需求。
302.	Property Clerk 物業文員	Assists in the property management services and activities within the property/estate. 協助與物業或屋邨管理有關的服務和工作。
303.	Technician 技術員	Carries out and supervises the maintenance and repair work of the estate/building. 進行及監督屋邨／樓宇的維修保養工作。
306.	Building Attendant 大廈管理員／管理員	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property. 維修物業；負責物業內樓宇設備的簡單維修保養工作，看守工具及工作崗位。
307.	Leasing Clerk 租務文員	Assists in the leasing activities of the property/estate. 協助與物業或屋邨租務有關的工作。
399.	Other Supporting Personnel 其他支援服務人員	Performs other duties relating to real estate services functions. 執行與房地產服務相關的職務。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102.	Director/ General Manager 董事／ 總經理	Plans, directs and controls the overall operations of the company. Formulates and implements business strategies and policies to meet the business/company objectives in the most cost-effective manner. 策劃、掌管及監察機構的整體運作。制定並推行業務策略及方針，以最具成本效益的方法，達成業務／機構目標。
103.	Marketing Manager 市場經理	Plans and manages marketing activities in the leasing of the estate. Formulates and implements marketing policies. Takes charge of implementing promotional and public relations programmes. 策劃、管理屋邨／大廈的租務業務市場推廣工作。制定及推行市場政策，負責執行宣傳及公關活動。
104.	Assistant Marketing Manager 助理市場經理	Assists the marketing manager in managing marketing activities in the leasing of the estate, and implementing marketing policies, promotional and public relations programmes. 協助市場經理管理屋邨／大廈的租務業務市場推廣工作、推行市場政策及執行宣傳及公關活動。
106.	Regional Manager/ Senior Estate Manager/ Senior Property Manager 區域經理／ 高級屋邨經理／ 高級物業經理	Plans and supervises a team of management and technical staff for the management and maintenance of a group of portfolio. Implements corporate objectives including business development, provision of quality management and maintenance services, effective financial control, etc. 策劃並督導組內管理及技術人員，負責各類物業管理及保養工作。推行機構方針，包括業務發展、提供優質的管理及保養服務，及有效財務控制等。
108.	Estate Manager/ Area Manager/ Building Manager/ Property Manager 屋邨經理／ 分區經理／ 大廈經理／ 物業經理	Supervises a team of supervisory and technical staff for the management and maintenance of an estate or building and its related functions. 督導組內主任級及技術人員，負責屋邨／大廈及有關物業及設施的管理及保養工作。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
109.	Assistant Estate Manager/ Assistant Area Manager/ Assistant Building Manager/ Assistant Property Manager 助理屋邨經理/ 助理分區經理/ 助理大廈經理/ 助理物業經理	Assists the manager in supervising a team of technical staff for the management and maintenance of an estate or building and its related functions. 協助經理督導組內技術人員，負責屋邨／大廈及有關物業及設施的管理及保養工作。
110.	Maintenance Manager 保養經理	Supervises a team of technical staff for the maintenance of building within the estate/property. 監督組內技術人員，負責屋邨／物業範圍內的大廈保養工作。
111.	Assistant Maintenance Manager 助理保養經理	Assists the maintenance manager in supervising a team of technical staff for the maintenance of building within the estate/property. 協助保養經理監督組內技術人員，負責屋邨／物業範圍內的大廈保養工作。
112.	Promotion and Public Relations Manager (Commercial and Retail) 推廣及公關經理 (商務及零售)	Supervises and oversees the commercial/retail aspects of the estate/property. Promotes and maintains relationship with tenants/owners of the retail/commercial shops. Arranges suitable promotional activities in the commercial shopping arcade for the good of the retail business within the estate. 監督及視察屋邨／物業的商戶／零售店舖情況；與商戶／業主保持良好關係；在屋邨商場籌辦宣傳活動，協助推廣邨內零售業務。
113.	Project Manager 項目經理	Plans, organizes and manages building and construction projects within the estate/property. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations. 策劃、統籌及管理屋邨／物業範圍內的樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
114.	Assistant Project Manager 助理項目經理	Assists the project manager in organizing and managing the building and construction projects within the estate/property. 協助項目經理統籌及管理屋邨／物業範圍內的樓宇及建築項目。
115.	IT Manager/ Computer Services Manager/ EDP Manager 資訊科技經理／ 電腦服務經理／ 電子資料處理經理	Maintains and supports IT related function in management of property. Responsible for system integration, services delivery and end user training and support. 保養及支援與物業管理有關的資訊科技職能。負責系統整合、服務提供、終端用戶培訓及支援工作。
116.	Club House/Recreation Manager/ Public Relations Manager/ Customer Services Manager 會所／康樂經理／ 公共關係經理／ 顧客服務經理	Plans and supervises a team of club house and recreational staff, and takes charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate. 策劃及督導組內會所／康樂人員，負責屋邨內康樂和會所設施及禮賓服務的日常運作及管理工作。
117.	Assistant Club House/ Recreation Manager/ Assistant Public Relations Manager/ Assistant Customer Services Manager 助理會所／康樂經理／ 助理公共關係經理／ 助理顧客服務經理	Assists the manager in supervising a team of club house and recreational staff, as well as the daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate. 協助經理督導組內會所／康樂人員，負責屋邨內會所設施及禮賓服務的日常運作及管理工作。
118.	Facilities Manager 設施經理	Plans, organizes and manages facilities including commercial, residential and recreational facilities. Co-ordinates with architects, engineers, surveyors and other professionals and contractors. Introduces measures to maximize cost-effectiveness. 策劃、組織及管理各項設施，包括商住及康樂設施；聯絡建築師、工程師、測量師、其他專業人員及承辦商；採取措施，加強成本效益。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
119.	Assistant Facilities Manager 助理設施經理	Assists the facilities manager in planning and organizing facilities including commercial, residential and recreational facilities. 協助設施經理策劃及組織各項設施，包括商住及康樂設施。
133.	Banquet Manager/ Food and Beverage Manager 宴會經理/ 餐飲經理	Supervises and oversees the banquet functions to ensure prescribed standards be met. Monitors service standard regularly and directs employees to provide quality services for guests. 督導及監察宴會廳所提供的服務，確保其符合要求。定期監察服務水平及指導員工為顧客提供優質服務。
134.	Safety Manager/ Health and Safety Manager/ QA and Safety Manager 安全經理/ 健康及安全經理/ 品質保證及安全經理	Plans and organizes safety policies and procedures to ensure the daily operations of the workplace are compliant with health and safety-related legislations as well as company policies and regulations. 策劃及組織安全政策和程序，確保工作場所的日常運作符合職業健康和安全的法律法規以及公司的政策和規則。
199.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as leasing management and surveying. 從事與房地產服務相關的其他職務，包括租務管理及測量。
Supervisory Level 主任級		
202.	Marketing Officer 市場主任	Assists in the marketing and leasing of the estate/property. 協助屋邨/物業的市場推廣及租務工作。
205.	Property/Estate Officer/ Administrative Officer 屋邨/物業主任/ 行政主任	Assists estate manager in administering the property management services activities within the estate. 協助屋邨經理管理屋邨物業服務。
206.	Club House/ Recreation Officer/ Public Relations Officer/ Customer Service Officer 會所/康樂主任/ 公共關係主任/ 顧客服務主任	Assists the Club House/Recreation Manger in administering and implementing the club house/recreation activities. 協助會所/康樂經理執行及推行會所/康樂部活動。

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Code 編號	Job Title 職稱	Brief Job Description 工作說明
Supervisory Level (Continued) 主任級 (續)		
208.	Building Supervisor/ Building Superintendent/ Security Officer/Supervisor 大廈主管/ 大廈監督/ 保安主任/主管	Assists in the management/security of buildings. Supervises the work of building attendants in the daily management work to the estate/building. 協助大廈內的管理及保安工作。督導物業管理員在屋邨/大廈內的日常管理工作。
218.	Maintenance Officer/ Technical Officer/ Clerk of Works 保養主任/ 技術主任/ 工程監督	Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/building. 監督技術員/技工在屋邨/大廈內日常的小型保養維修工作。
219.	Safety Officer/ Safety Supervisor/ Registered Safety Officer 安全主任/ 安全督導員/ 註冊安全主任	Identifies and prevents the potential hazards in the workplace. Designs and recommends measures for safety improvement. 識別及防止工作場所的潛在危害情況。設計及建議改善安全措施。
220.	Chef/ Head Chef 主廚/ 總廚	Takes care of menu planning, purchasing and keeping inventory. Maintains high standard of food production and presentation. 負責菜單設計、採購和庫存。保持高標準的食品生產和演示。
299.	Other Supporting Supervisors 其他支援服務主任	Assists in other duties relating to real estate services such as real estate agent. 協助執行與房地產服務相關的其他職務，如地產代理。
Technical Support and Operative Level 技術及操作人員級		
302.	Property Clerk 物業文員	Provides clerical support services in property management within the property/estate. 提供物業/屋邨管理的文書支援服務。
303.	Technician 技術員/技工/ 半技術技工	Carries out the maintenance and repair works of the estate/building, and checks quality of out-sourced works provided by contractors. 執行屋邨/大廈內的保養維修工作。檢測由承辦商提供的外判工作的質素。

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Code 編號	Job Title 職稱	Brief Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
306.	Building Attendant 大廈管理員／ 顧客服務助理／保安員	Participates in simple cleaning, repairs and maintenance works, and manning equipment of the building. Performs access control and guarding work. Provides customer service. 參與簡單之清潔、維修及保養工作，並維持屋宇設備之日常運作。負責大廈保安工作。提供客戶服務。
308.	Assistant Property Officer/ Assistant Estate Officer/ Assistant Administrative Officer 助理物業主任／ 助理屋邨主任／ 助理行政主任	Carries out duties relating to the property management services activities within the estate. 執行所有在屋邨內與物業管理服務相關的職務。
310.	Club House/ Recreation Assistant/ Public Relations Assistant/ Customer Service Assistant 會所／康樂助理／ 公共關係助理／ 顧客服務助理	Carries out the recreational activities and maintenance of the club house. 負責康樂活動及會所保養。
311.	Cook 廚師	Carries out food production duties for both Chinese and Western Cuisine. 負責中及西式食品製作。
399.	Other Supporting Personnel 其他支援服務人員	Performs duties to support other real estate services functions. 執行與房地產服務相關的職務。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
101.	Executive Director/ Director/ Partner 執行董事/ 董事/ 合夥人	Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/the Company. 按董事會／公司決議，全權執行測量、估價及顧問業務。
113.	Project Manager/ Associate Director 項目經理/ 副董事	Manages surveying, development and consultancy works/projects. 管理一系列測量、物業發展及顧問事務。
124.	Estate Surveyor/ Associate Director 產業測量師/ 副董事	Offers professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works. Conducts property market studies. 提供有關物業投資及發展的專業意見，例如向客戶提供物業發展潛力及收地賠償的意見。代表客戶處理契約修訂、換地申請及其他土地行政工作。進行物業市場研究。
125.	Valuation Surveyor/ Associate Director 物業估價測量師/ 副董事	Prepares valuations of different types of properties for various purposes, such as sale, purchase, letting, financing, disposal, acquisition and public listing. Conducts feasibility studies on all types of properties. Acts as expert witness, independent valuer or arbitrator in valuation disputes. 按業務目的評估各類物業的價值。評估物業價值作買賣、租賃、融資、上市等用途。對各類物業進行可行性研究。擔任估值糾紛的專業證人、獨立估價師或仲裁人。
199.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as estate management and maintenance. 從事與房地產服務相關的其他職務，包括物業管理及保養。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Supervisory Level 主任級		
204.	Supervisor/ Assistant Manager (with estate agent's license) 主管／主任／ 副經理 (持有地產代理牌照)	Conducts the daily agency work. Supervises a small team of estate agents/salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports estate agents/salespersons in their work. 執行日常的地產代理工作；監督一小組地產代理／營業員或其他支援服務人員；確保小組遵守《地產代理條例》；培訓發展組內地產代理／營業員，並支援他們的工作。
211.	Valuation Officer 物業估價主任／員	Surveys landed properties for rating and other purposes. Prepares plans and reports. Assists in the valuation of properties for rating and other purposes; collects and collates information relating to landed properties. 勘察物業作估價及其他用途；製備物業資料圖及報告；協助進行物業估值作差餉徵收及其他用途；蒐集、整理地產物業資料。
216.	Survey Officer 測量主任／員	Undertakes survey and valuation work. Surveys landed properties for land administration and other purposes. Assists in the valuation of properties for sale, lease modification and other purposes. Collects and collates information relating to landed properties and assists in the preparation of lease conditions and checking of building plans against lease conditions. 執行測量及物業估價工作。勘察物業作土地行政及其他用途。協助進行物業估值以作出售、契約修訂及其他用途。蒐集及整理物業資料。協助製備契約條件，檢查建築圖則是否符合契約條件。
299.	Other Supporting Supervisors 其他支援主任	Assists in other duties relating to real estate services such as agent and marketing work, etc. 協助執行與房地產服務相關的其他職務，包括地產代理及市場推廣工作等。
Technical Support and Operative Level 技術及操作人員級		
304.	Valuation Assistant/ Survey Officer (Trainee) 物業估價助理員／ 見習測量主任／員	Assists Valuation Officer in the survey of landed properties for rating and other purposes. Assists in the preparation of plans and reports. 協助物業估價主任／員勘察物業作估價及其他用途。協助製備物業資料圖及報告。

Estate Surveying, Valuation and Consultancy Sector
 測量、估價及顧問類別
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Technical Support and Operative Level (Continued) 技術及操作人員級 (續)		
305.	Estate Agent/ Salesperson/ Sales Executive/ Property Consultant (with estate agent's/ salesperson's licence) 地產代理/ 營業員/ 營業主任/ 物業顧問 (持有地產代理/ 營業員牌照)	Collects information about properties to be sold or leased. Surveys the needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains to them terms of sale or lease. Arranges inspections of properties. Prepares and signs estate agency agreements, sale and purchase agreements or lease agreements. 蒐集租售物業資料；了解準買家或租戶需求；向準買家或租戶介紹樓盤，並解釋租售條款；檢查物業情況；擬備並安排簽署地產代理協議、買賣及租賃合約。
399.	Other Supporting Personnel 其他支援人員	Performs duties to support other real estate services functions. 執行與房地產服務相關的職務。

Job Descriptions for Principal Jobs in
Estate Agency Sector
地產代理類別
主要職務工作說明

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

Job Descriptions for Principal Jobs in
Estate Agency Sector
地產代理類別
主要職務工作說明

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Supervisory Level 主任級		
204.	<p>Manager (in charge of an office/ branch)/ Branch Manager</p> <p>主管／主任 副經理 經理／分行經理</p>	<p>Assists the manager in managing the daily agency work. Supervises a small team of salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports salespersons in their work.</p> <p>協助經理處理日常地產代理工作。督導一組地產代理／營業員或其他輔助人員。確保組內工作隊伍符合《地產代理條例》及其他法例要求。負責組內成員的培訓及發展工作。支援地產代理／營業員的工作。</p>
299.	<p>Other Supporting Supervisors 其他支援服務主任</p>	<p>Assists in supervisory duties.</p> <p>協助執行督導職務。</p>
Technical Support and Operative Level 技術及操作人員級		
305.	<p>Estate Agent/ Salesperson/ Sales Executive/ Property Consultant/ (with estate agent's licence or salesperson's licence)</p> <p>地產代理／ 營業員／ 營業主任／ 物業顧問 (持有地產代理／ 營業員牌照)</p>	<p>Carries out duties relating to sales and leasing of properties. Collects information about properties to be sold or leased and needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains terms of sale or lease. Arranges signing of estate agency agreements, sale and purchase agreements or lease agreements. Arranges inspection of properties.</p> <p>進行有關物業買賣、租賃的工作。蒐集物業租售及準買家／租戶所需資料。向準買家／租客推介樓盤，並解釋租售條款。安排簽署地產代理協議書、買賣或租賃合約及安排視察物業情況。</p>
309.	<p>Trainees</p> <p>見習生／員</p>	<p>Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination.</p> <p>由一持牌上司直接指導工作及準備參加資格考試。</p>
399.	<p>Other Supporting Personnel 其他支援服務人員</p>	<p>Performs non-estate agency duties to support licensed persons.</p> <p>執行非地產代理工作以支援持牌人士。</p>

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102.	Director/ General Manager 董事／ 總經理	Plans and directs the operations of the organization. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise; plans and controls the allocation of resources. 策劃及掌管機構運作；制訂並執行業務策略及方針；檢討企業運作及成效，策劃及控制資源分配。
107.	Property Manager/ Area Property Manager 物業經理／ 分區物業經理	Administers the acquisition, appraisal, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports. 負責物業買賣、估價及管理；洽商或批准物業買賣及出租；監管物業出租事宜；領導研究，整理分析有關租金、樓價及保養費用數據；監督物業收支帳目保存情況，負責財政預算，以及製備有關報告。
108.	Estate Manager 屋邨經理	Takes charge of the management and maintenance of the buildings within the housing estate. Oversees a team of building attendants and allocates work. 監督邨內大廈管理及保養；督導組內大廈管理員，並分配工作。
110.	Maintenance Manager 物業保養經理	Supervises the management and maintenance of buildings within the estate/property. Oversees a team of technical officers and allocates work. 監督屋邨／物業範圍內的大廈管理及保養工作；督導組內大廈技術人員，並分配工作。
113.	Project Manager 項目經理	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations. 策劃、組織及管理樓宇和建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級 (續)		
120.	Area Manager 分區經理	<p>Takes charge of the overall policy and plans of property management activities for their area of control. Establishes and directs operational and administrative procedures. Organizes and co-ordinates activities within their programme. Liaises with local community leaders.</p> <p>負責該分區物業管理的整體政策及計劃；訂立並監督各項運作及行政程序；組織及協調計劃內的工作；聯絡所屬社區領袖。</p>
121.	Housing Manager 房屋事務經理	<p>Takes charge of the property and tenancy management of public rental housing estates, shopping centres and interim housing. Establishes and directs operational and administrative procedures, including rent collection; monitoring various service contractors; processing applications for public rental housing; performing government functions and enforcement of housing ordinances, by-laws and policies. Applications of various information technology systems in daily management; liaises with councilors and local community leaders. Attends District Committee, Estate Management Advisory Committee and Area Committee meetings and activities as required.</p> <p>負責公屋、商場及中轉房屋的物業及租約管理工作；訂立及監督各項運作及行政程序，包括收租，監察各服務承辦商的工作表現和處理公屋單位的申請；執行房署條例、附例及房屋政策；應用資訊科技系統於日常管理工作；聯絡議員及所屬社區領袖。按需要出席區議會、屋邨管理諮詢委員會、分區會會議及活動。</p>
122.	Property Service Manager 物業服務經理	<p>Takes charge of a multi-disciplinary team to monitor and facilitate outsourced Property Services Agents (PSA) in their delivery of management and maintenances services in public housing estates; carries out audit control, surprise inspections and checks on service standard of PSAs.</p> <p>帶領一組來自不同職能的團隊監察外判物業服務承辦商在公共屋邨管理及維修的工作表現及就外判物業服務承辦商的表現進行突擊巡查及審計。</p>

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123.	Leasing Manager 租務經理	Plans and manages the leasing and marketing activities of the housing estate. 策劃及管理屋邨租務及市場推廣工作。
124.	Estate Surveyor+ 產業測量師	Deals with the public administration, management and leasing of lands and buildings. Values all types of real property for purchase, sale, letting, investment, rating and taxation. Advises client on property valuation, feasibility study and statutory compensation. 負責公共土地及屋宇的管理及租務事宜；為買賣、出租、投資、差餉及徵稅等事宜評估各類物業的價值；就物業估值、可行性研究及法定賠償向當事人提供意見。
125.	Valuation Surveyor 物業估價測量師	Values landed properties for taxation and other purposes. Advises on rents and on the leasing, acquisition, disposal and management of Government owned or occupied premises. Represents the Government in appeals where expert advice on property valuation is required. 為稅務及其他目的評估物業的價值；為政府的樓宇提供租務、買賣及管理方面的意見；如有需要，代表政府在上訴個案給予物業估值的專業意見。
126.	Lands Executive	Assists in land control and lease enforcement in the New Territories. Processes village house land grants, developments/redevelopments. Assists in coordinating clearances. Assists in the assessment of statutory compensation and ex-gratia allowances. Maintains record and statistics on various land matters. 協助執行新界土地控制及批約條款；處理村屋批地、發展／重建；協助統籌清拆事宜；協助評估法定賠償及特惠津貼；保存各項土地記錄及統計資料。

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127.	Building Surveyor/ Maintenance Surveyor 屋宇測量師／ 屋宇保養測量師	Deals with the planning, administration and co-ordination of all types of works (including maintenance) to buildings and land with particular cognizance of public health, planning and building regulations requirements. 策劃、管理及協調各屋宇及土地工程（包括保養工程），以符合公共衛生、規劃及建築條例規定。
128.	Shopping Centre Manager 商場事務經理	Takes charge of the management and maintenance of the shopping centre area of the housing estate. Oversees a team of building attendants and allocates work. 監督屋邨商場的管理及保養；督導組內大廈管理員，並分配工作。
129.	Transport/Car Park Manager 運輸／停車場經理	Monitors and controls use of vehicles and transportation equipment within the estate; ensures the smooth traffic flow and efficient handling of passenger traffic. Manages car parks. Supervises the delivery and disposal of vehicles of the estate. Handles outside contractors in supplying transport and labour services. 監察及控制屋邨內車輛及運輸設施的使用，確保交通及客運暢順；管理停車場；監管邨內車輛進出及停泊情況；就外判運輸及勞務工作與承辦商接洽。
130.	Senior Asset Manager 高級資產經理	Leads the asset management function with focus on leasing, asset management, marketing and promotions to ensure smooth and efficient operations. Sets performance target and accountable for the profit and loss of the portfolio of properties asset. 帶領有關資產管理的職能並專注於租務、資產管理、市務及推廣以確保運作順暢及奏效。設立工作表現目標並對資產業務之盈虧負責。
199.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as IT. 執行與房地產服務相關的其他職務，包括資訊科技。

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Supervisory Level 主任級		
205.	Property Officer/Assistant 物業主任／助理	Assists the property manager in administering the property management services and activities within the estate. 協助物業經理監督屋邨的管理服務及有關工作。
206.	Estate Officer 屋邨主任	Assists the estate manager in discharging his duties in the management and maintenance of the housing estate and other related activities. Promotes and maintains a good relationship with owners and tenants. 協助屋邨經理，負責屋邨管理、保養及其他有關工作；與業主及租戶保持良好關係。
207.	Housing Officer 房屋事務主任	Assists the housing manager in property and tenancy management and maintenance of public rental housing estates, shopping centres and interim housing and other related activities. Handles complaints, applications and letting of domestic and non-domestic premises. Monitors performance of service contractors; carries out enforcement actions under housing ordinances, by-laws and housing policies and processes daily management work through application of various information technology systems. 協助房屋事務經理，負責公共屋邨、商場及中轉房屋管理、租務、保養及其他有關工作。處理有關住宅／非住宅樓宇的申請、編配及投訴。監察各服務承辦商的工作表現，執行房署條例及應用資料科技系統於日常管理工作。
208.	Estate Assistant/ Building Supervisor 屋宇事務助理／ 樓宇監督	Oversees building attendants/artisans and allocates works to them. Supervises cleansing, security, simple repairs and maintenance of housing estates including patrol of housing of public areas and monitor slopes safety and horticulture. 督導大廈護衛／技工，並分配工作；監督屋邨的清潔、保安、簡單維修及保養，包括巡邏公共屋邨公眾地方，以及監察斜坡、園藝及樹木等工作。

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209.	Development Officer/ Maintenance Officer/ Building Supervisor 屋宇發展主任／ 屋宇保養主任／ 屋宇監督	Assists the building surveyor and maintenance surveyor in dealing with the administration and co-ordination of all types of works (including maintenance) to buildings and land within the estate. 協助屋宇測量師及屋宇保養測量師管理及協調屋邨內各類樓宇及土地工程（包括保養工作）。
210.	Technical Officer 技術主任	Prepares drawings, carries out and supervises the maintenance and repair work of the building and equipment within the estate. Assists in the implementation and tendering exercises details. 繪製圖則，進行與監督屋邨內樓宇及設備的維修保養工作；協助執行有關投標的事宜。
211.	Valuation Officer 物業估價員	Assists the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties. 協助物業估價測量師為地產調查進行租金及資本估價，並協助處理地產的租務及管理事宜。
212.	Lands Inspector 地政督察	Assists Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories. 協助地政主任處理各類有關新界土地管理事宜。
213.	Shopping Centre Officer/ Property Officer 商場事務主任／ 物業主任	Assists the Shopping Centre Manager in the management and maintenance of the shopping centre area/carpark (for Property Officer) within the estate. 協助商場事務經理，負責屋邨商場／停車場（物業主任）的管理及保養。
214.	Overseer/Foreman	Supervises staff in cleansing, hawker control, market management, pest control, conservancy, duty room, cemeteries and crematoria work. Carries out relevant law enforcement work under the Public Health and Municipal Services Ordinance.

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215.	Rent Officer 租務主任	Assists in the administration, monitoring and enforcement of the provisions of the Landlord and Tenant Ordinance. Prepares rental valuations and determines the primary user of premises and issues certificates on this user. 協助監察及執行《業主與租客條例》條文；租金估值，決定樓宇的主要用途，並發出主要用途證明書。
216.	Survey Officer (Estate) 測量主任 (產業)	Conducts field surveys on site for planning purpose. Assists in land control and lease enforcement in Urban Area. Assists in acquisition of private land and land clearance. Checks building plans and serves statutory notices. Assists in land sales, land grants and lease extension/renewal, land exchanges and extensions. 負責進行實地測量，以供規劃之用。協助執行市區土地控制及批約條款；協助徵用私人土地及土地清拆；檢查建築圖則，送達法定通知書；協助售地、批地及續批／續期、換地及擴建。
221.	Welfare Worker 福利工作員	Manages the housing accommodations for the senior citizens and hostels for the elderly. Organizes social, recreational & other related activities for the occupants of hostels for the elderly. 管理長者宿舍及長者住所。為長者宿舍居住者組織社區，康樂及其他相關活動。
222.	Security Supervisor 保安主任	Manages the carparks and control of estate roads; oversees caretaking, cleansing and security duties. 管理停車場及屋邨內道路。監督樓宇管理、清潔和保安。
299.	Other Supporting Supervisors 其他支援服務主任	Assists in the duties relating to other real estate services. 協助執行與房地產服務相關的其他職務。

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Technical Support and Operative Level 技術及操作人員級		
302.	Property Clerk 物業文員	Assists in the property management services and activities within the property/estate. 協助與物業／屋邨管理有關的服務和活動。
303.	Technician 技術員	Carries out the maintenance and repair works of the estate/building, and checks quality of out-sourced works provided by contractors. 執行屋邨／大廈內的保養維修工作。檢測由承辦商提供的外判工作的質素。
306.	Caretaker/ Artisan/ Workman 管理員／ 技工／ 工人	Participates in simple cleaning, repairs and maintenance works, and manning equipment of the building. Assists in regulating conduct of users and visitors of the property including noise abatement and vandalism prevention. 參與簡單之清潔、維修及保養工作，並維持屋宇設備之日常運作。協助勸喻用戶及訪客遵守屋邨用戶守則，如避免發出噪音或損壞公物。
312.	Customer Services Assistant 客戶服務助理	Mans the reception/enquiry counter and answers telephone enquiries. Receives and records complaints and makes timely referral to responsible officer. 駐接待／詢問服務台及接答電話查詢。接受及記錄投訴和盡速轉介給有關主任。
313.	Club House Attendant 會所管理員	Offers booking and reception service and maintains a smooth operation of the club house; arranges indoor or outdoor activities and interest groups; strengthens liaison work with residents and owners. 提供接待及訂場服務，維持會所運作暢順；協助安排及帶領室內或戶外活動及興趣小組，以及加強業主及住客聯繫。
314.	Security Guard 護衛	Carries out daily patrol duties; reports defects, irregularities and minor repairs and maintenance. 執行日常巡視工作，報告有關損毀、違規及小型維修及保養。
399.	Other Supporting Personnel 其他支援服務人員	Performs duties relating to other real estate services functions. 執行與房地產服務相關的職務。