

2016 Manpower Survey Report
Import / Export / Wholesale Trades

出入口及批發業
二零一六年人力調查報告

Import / Export / Wholesale Trades Training Board
Vocational Training Council

職業訓練局
出入口及批發業訓練委員會

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EXECUTIVE SUMMARY

1. Introduction

1.1 The Import / Export / Wholesale Trades Training Board, with the assistance of the Census and Statistics Department (C&SD), conducted a manpower survey from 17 October 2016 to 16 November 2016. It aims at providing users with information on the manpower situation and identifying the training needs of personnel in the Import / Export / Wholesale trades. The Survey covered 670 companies from the Import / Export trades (IE trades) and 327 companies from the Wholesale trade. The effective response rate were 91.91% and 96.69% for the IE trades and Wholesale trade respectively.

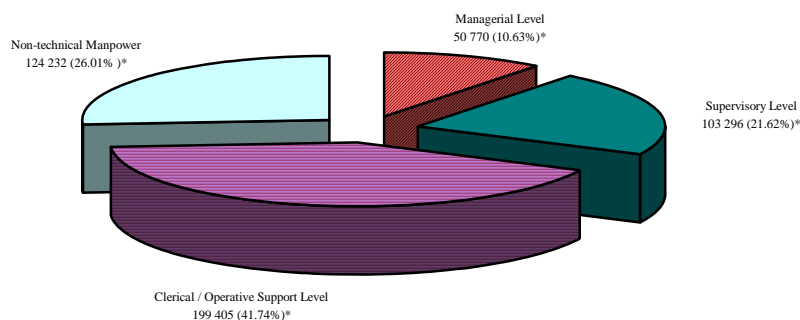
2. Number of Employees in 2016

IE Trades

2.1 The Survey revealed that as at 17 October 2016, 477 703 persons were engaged in the Import / Export trades (IE trades), in which 353 471 (73.99%) were technical manpower and 124 232 (26.01%) were non-technical manpower.

2.2 The total number of employees decreased by 13 173 (-2.68%) when compares with 490 876 in the 2014 Survey. Both technical manpower and non-technical manpower registered a drop by 9 400 (-2.59%) and 3 773 (-2.95%) respectively over the 2014 Survey. The distribution of IE trades employees by job level is shown in **Figure 1**.

IE Trades
Figure 1 Distribution of Employees by Job Level in October 2016
(Total : 477 703)



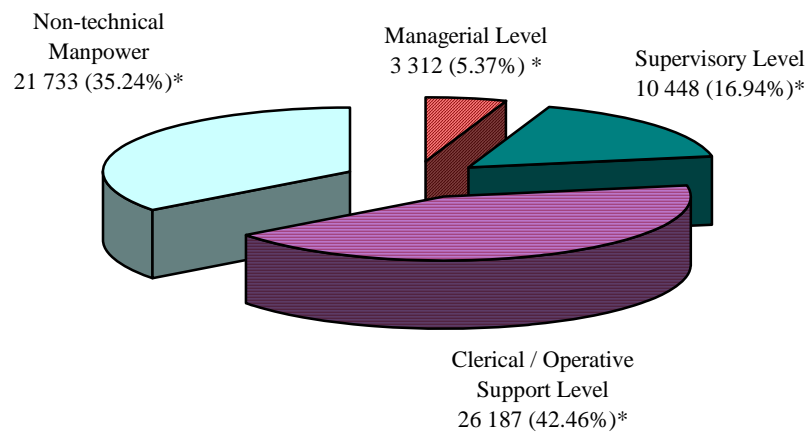
* Percentage of employees in brackets.

Wholesale Trade

2.3 The Survey revealed that as at 17 October 2016, 61 680 persons were engaged in the wholesale trade, in which 39 947 (64.76%) were technical manpower and 21 733 (35.24%) were non-technical manpower.

2.4 The total number of employees decreased by 859 (-1.37%) when compares with 62 539 in the 2014 Survey. Both technical manpower and non-technical manpower registered a drop by 635 (-1.56%) and 224 (-1.02%) respectively over the 2014 Survey. The distribution of wholesale trade employees by job level is shown in **Figure 2**.

Wholesale Trade
Figure 2 Distribution of Employees by Job Level in October 2016
(Total : 61 680)



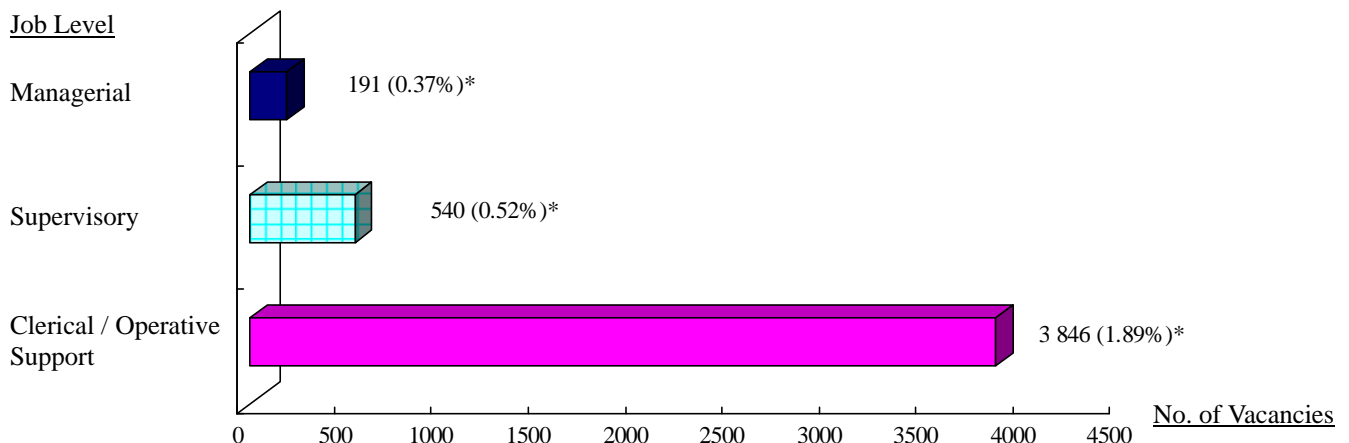
* Percentage of employees in brackets.

3. Number of Vacancies in 2016

IE Trades

3.1 The Survey revealed that as at 17 October 2016, the total number of vacancies for the technical manpower was 4 577, down by 344 when compares with 4 921 in the 2014 Survey. The distribution of the number of vacancies in October 2016 is shown in **Figure 3**

IE Trades
Figure 3 Distribution of the Number of Vacancies in October 2016

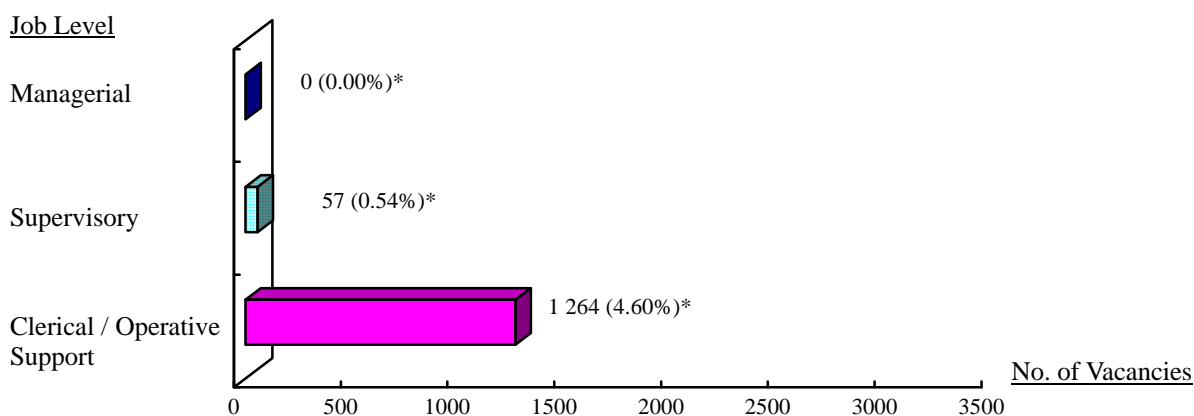


* As percentage of the total manpower demand at each job level

Wholesale Trade

3.2 The Survey revealed that as at 17 October 2016, the total number of vacancies for the technical manpower was 1 321, down by 53 when compares with 1 374 in the 2014 Survey. The distribution of the number of vacancies in October 2016 is shown in **Figure 4**.

**Figure 4 Wholesale Trade
Distribution of the Number of Vacancies in October 2016**



* As percentage of the total manpower demand at each job level

4. Employers' Forecast of Manpower Demand in October 2017

IE Trades

4.1 Employers projected that there would be a total of 358 118 employees in October 2017, representing a modest growth of 70 (+0.02%) employees when compares with 358 048 in October 2016. The employers' forecast of manpower demand in October 2017 by job level is shown in **Table 1**:

**Table 1 IE Trades
Employers' Forecast of Manpower Demand by Job Level
(in October 2017)**

Job level	(a) No. of Employees in October 2016	(b) No. of Vacancies in October 2016	(a) + (b) Total Manpower Demand in October 2016	Employers' Forecast of Manpower Demand in October 2017	Growth	(%)*
Managerial	50 770	191	50 961	50 986	+25	+0.05
Supervisory	103 296	540	103 836	103 875	+39	+0.04
Clerical / Operative Support	199 405	3 846	203 251	203 257	+6	+0.003
Total	353 471	4 577	358 048	358 118	+70	+0.02**

* As percentage of the total manpower demand at each job level

** As percentage of the total manpower demand in the IE trades

Wholesale Trade

4.2 Employers projected that there would be no manpower growth in October 2017, the number of employees would remain unchanged at 41 268. The employers' forecast of manpower demand by job level in October 2017 is shown in **Table 2**:

**Table 2 Wholesale Trade
Employers' Forecast of Manpower Demand by Job Level in October 2017**

Job level	(a) No. of Employees in October 2016	(b) No. of Vacancies in October 2016	(a) + (b) Total Manpower Demand in October 2016	Employers' Forecast of Manpower Demand in October 2017	Growth	(%)*
Managerial	3 312	0	3 312	3 308	-4	-0.12
Supervisory	10 448	57	10 505	10 505	0	0.00
Clerical / Operative Support	26 187	1 264	27 451	27 455	+4	+0.01
Total	39 947	1 321	41 268	41 268	0	0.00

* As percentage of the total manpower demand at each job level

** As percentage of the total manpower demand in the wholesale trade

5. Staff Turnover in the Past 12 Months

IE Trades

5.1 Employers reported that 28 510 employees, representing 7.96% of the total number of employees in the IE trades, had left in the past 12 months. By job level, the number of employees left in the past 12 months at the managerial level, supervisory level and clerical / operative support level were 2 394, 6 366, 19 750 respectively.

Wholesale Trade

5.2 Employers reported that 3 236 employees, representing 7.84% of the total number of employees in the wholesale trade, had left in the past 12 months. By job level, the number of employees left in the past 12 months at the managerial level, supervisory level and clerical / operative support level were 14, 198, 3 024 respectively.

6. Future Development of IE Companies in the Next Three Years

6.1 As revealed in the Survey, most of the IE companies would transform their business to on-line sales, followed by original brand manufacturing, original design manufacturing, original design manufacturing and original equipment manufacturing in the next three years. It reflected the growing importance of running e-commerce business, having own brand name in order to add value and having a good design to promote business.

7. Training Places

IE Trades

7.1 The Survey revealed that a total of 26 096 training places were offered in the past 12 months and the essential skills and knowledge were mainly Managerial / Supervisory / Coaching Skills / Strategic Management, Product Knowledge, Sales and Marketing, E-commerce / Media Knowledge, Product Development / Product Design, Quality Control, Logistic / Inventory Management / Supply Chain Management.

7.2 The employers also indicated that the popular training needs in next three years would be Managerial / Supervisory / Coaching Skills / Strategic Management, Sales and Marketing, Product Knowledge, Product Development / Product Design, E-commerce / Media Knowledge, Customer Relationship / Complaint Handling, Domestic Sales / Taxation / Laws in China and Merchandising and Purchasing.

7.3 The reasons for having no training requirements in the next 3 years are mainly due to the preference for on-the-job training, limited training resources and no time.

Wholesale Trade

7.4 The Survey revealed that a total of 4 644 training places were offered in the past 12 months and the essential skills and knowledge were mainly Product Knowledge, Managerial / Supervisory / Coaching Skills / Strategic Management, Sales and Marketing, Quality Control, Risk Management, Merchandising and Purchasing, Logistics / Inventory Management / Supply Chain Management.

7.5 The employers also indicated that the popular training needs in next three years would be Sales and Marketing, Customer Relationship / Complaints Handling, Product Knowledge, Quality Control, Risk Management, Managerial / Supervisory / Coaching Skills / Strategic Management, Sales and Marketing, Product Knowledge, E-commerce / Media Knowledge, Merchandising and Purchasing, Logistics / Inventory Management / Supply Chain Management, Visual Merchandising.

7.6 The reasons for having no training requirements in the next 3 years are mainly due to limited training resources, preference for on-the-job training and no time.

8. Wastage

8.1 Wastage rate refers to those leaving the Import / Export / Wholesale trades because of change of jobs to non-IEW trades, emigration retirement, further studies and other causes. As revealed in the Survey, the total number of wastage for the IE trades and Wholesale trade were 20 377 and 2 561 respectively, they are assumed to be fully replenished.

9. Additional Training Requirements

9.1 Based on the employers' forecast of manpower growth and the number of wastage, the total projected additional training requirements in 2017 would be 23 008, in which 20 447 for the IEW trades and 2 561 for the Wholesale Trade.

10. Manpower Projection from 2017 to 2021

IE trades

10.1 Besides employers' forecast, the Labour Market Analysis Method is also used to project the manpower of the IE trades from 2017 to 2021 in **Table 3**:

Table 3 **IE Trades**
Manpower Projection from 2017 to 2021
by Labour Market Analysis Method

Year	Total Manpower Demand	Projected by LMA	Employers' Forecast
2016	358 048	-	-
2017	-	358 297 (+0.07%*)	358 118 (+0.02%*)
2018	-	358 535 (+0.07%**)	-
2019	-	358 744 (+0.06%**)	-
2020	-	358 934 (+0.05%**)	-
2021	-	359 107 (+0.05%**)	-

All figures include technical manpower only

* As percentage change vs total manpower demand in 2016

** As percentage change vs projected manpower in previous year

Wholesale Trade

10.2 The Adaptive Filtering Method (AFM) is used to project the manpower of the Wholesale trade from 2017 to 2021 in **Table 4**:

Table 4 **Wholesale Trade**
Manpower Projection from 2017 to 2021
by Adaptive Filtering Method

Year	Total Manpower Demand	Projected by AFM	Employers' Forecast
2016	41 268		
2017		41 628 (+0.87%*)	41 268 (0.00%*)
2018		41 643 (+0.04%**)	
2019		41 654 (+0.03%**)	
2020		41 662 (+0.02%**)	
2021		41 669 (+0.02%**)	

All figures include technical manpower only

* As percentage change vs total manpower demand in 2016

** As percentage change vs projected manpower in previous year

11. Business Outlook

Economic Performance in 2016

11.1 The Hong Kong economy grew modestly in 2016 by 2.0%, down from 2.4% in 2015. Nevertheless, the economy of 2016 ended on a solid footing with its GDP expanded 3.2% in the fourth quarter over the same quarter of the previous year, which was also above the 2.0% increase in the third quarter.

11.2 Suffering from the global economic slowdown, the total merchandise trade (imports, domestic exports and re-exports) decreased by 0.7% in 2016, after contracting by 3.0% in 2015. Meanwhile, Hong Kong's merchandise exports (domestic exports plus re-exports) saw a year-on-year drop of 0.5%, after decreasing by 1.8% in the previous year. The trade figures of the Hong Kong's imports, domestic exports and re-exports for the years from 2006 to 2016 are shown in **Table 1**.

Table 1 External Merchandise Trade Figures

Year	Imports		Domestic Exports		Re-exports	
	HK\$ Million	Year-on-Year % Change	HK\$ Million	Year-on-Year % Change	HK\$ Million	Year-on-Year % Change
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6.0
2009	2 692 356	-11.0	15 574	-36.4	2 411 347	-11.8
2010	3 364 840	25.0	69 512	20.4	2 961 507	22.8
2011	3 764 596	11.9	65 662	-5.5	3 271 592	10.5
2012	3 912 163	3.9	58 830	-10.4	3 375 516	3.2
2013	4 060 717	3.8	54 364	-7.6	3 505 322	3.8
2014	4 219 046	3.9	55 283	1.7	3 617 468	3.2
2015	4 046 420	-4.1	46 861	-15.2	3 558 418	-1.6
2016	4 008 384	-0.9	42 875	-8.5	3 545 372	-0.4

Source: External Merchandise Trade Figures, Census and Statistics Department

11.3 In 2016, Hong Kong's major export markets were the Mainland (54%), followed by the EU (9%) and the US (9%). The trend showing the share of the Mainland in Hong Kong's Global Trade is shown in **Table 2**.

Table 2 Share of the Mainland in Hong Kong's Global Trade

Year	Imports as Main Supplier		Domestic Exports as Main Destination		Re-exports as Main Destination	
	HK\$ Million	Year-on-Year % Change	HK\$ Million	Year-on-Year % Change	HK\$ Million	Year-on-Year % Change
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	20.4	1 566 999	22.8
2011	1 696 807	10.9	30 699	-1.7	1 716 056	9.6
2012	1 840 862	8.5	26 026	-15.2	1 831 732	6.7
2013	1 942 131	5.5	24 784	-4.8	1 924 463	5.1
2014	1 986 964	2.3	23 195	-6.4	1 955 821	1.6
2015	1 984 049	-0.1	20 433	-11.9	1 916 082	-2.0
2016	1 916 831	-3.4	18 563.3	-9.2	1 924 906	-10.5

Source: Statistical Digest of the Services Sector, Census and Statistics Department

Economic Performance Entering 2017

11.4 With the acceleration of domestic demand supported by favorable job and income conditions and strengthening of external demand, the Hong Kong economy grew notably by 4.3% in the first quarter of 2017 over a year earlier, far exceeding market expectation of 3.7% and the previous quarter's growth rate of 3.2%. The recovery of the global economy seen in the latter part of 2016 extended well into the first quarter of 2017.

11.5 Hong Kong's merchandise exports showed a notable growth by 10.3% year-on-year in the first quarter of 2017, up from 5.5% in the preceding quarter. It also increased by 8.2% year-on-year in January-May in 2017, after a marginal decrease of 0.5% in 2016. In January-May 2017, Hong Kong's major export markets were the Mainland, the EU, the US, ASEAN, India and Japan which respectively made up 53.1%, 8.9%, 8.6%, 7.8%, 4.7% and 3.3%.

11.6 Underpinned by solid expansion in domestic demand, amid the favorable employment conditions and stronger economic sentiment, imports of goods grew remarkably further by 10.7% year-on-year in the first quarter, up from 5.6% growth in the preceding quarter. It also jumped 9.1% year-on-year in January-May 2017, after dropping by 0.9% in 2016.

Economy in the Mainland and Advanced Markets

11.7 The growth of the Mainland economy is increasingly driven by domestic demand and the service sector. It is moving towards a pattern of sustainable development. The Mainland economy should be able to maintain a medium-high pace of growth as the main support to the global economic growth.

11.8 The US economy has continued to improve in the recent period but the economic policy agenda of the new administration has remained ambiguous. Though there might be the introduction of fiscal stimulus measures conducive to global economic growth, there is increasing market concern over whether the US will roll out in phases, a number of trade protection measures, which may disrupt the improving growth momentum in global trade. The Brexit developments also add uncertainties to the political and economic outlook for Europe.

Government Support

11.9 As set out in the 2017-18 budget, the government would continue to provide support measures for local SMEs by extending the application periods for difference supporting programs such as the “Dedicated Fund on Branding, Upgrading and Domestic Sales” and “Special Concessionary Measures under the SME Financing Guarantee Scheme”.

11.10 Innovation and Technology (I&T) is a new engine to power the sustainable and diversified economic development. The government injected funding of 8.2 billion for the Hong Kong Science and Technology Parks Corporation to build an Advanced Manufacturing Centre and a Data Technology Hub in Tseung Kwan O Industrial Estate. In addition, a \$2 billion Innovation and Technology Venture Fund would be set up to encourage private investment in local I&T start-ups.

National Strategic Plans

11.11 The visionary initiative of the Mainland's “Belt and Road” is an ambitious plan aimed at promoting economic and social cooperation among more than 60 countries along the proposed Belt and Road corridors. This development will certainly lead to an expansion in the volume of international trade and create fresh demand and business opportunities for Hong Kong trade sector.

11.12 The Guangdong-Hong Kong-Macau Bay Area is part of China’s national strategic plan. The proposed link involves 11 cities with a combined GDP that is near two times that of San Francisco’s Big Bay and close to that of New York’s Big Bay. It is envisioned that this project will become one of world’s major city clusters and definitely bring golden opportunities and prospects for Guangdong, Hong Kong and Macao. It will also create a win-win situation in terms of financial benefits for the three places and drive the economic growth at national and international level by giving the full play of their unique advantages to deepen the collaborative relationship.

Closer Economic Partnership Arrangement

11.13 The Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) opens up huge markets for Hong Kong goods and services, greatly enhancing the already close economic cooperation and integration between the Mainland and Hong Kong. For Hong Kong, CEPA provides a window of opportunity for Hong Kong businesses to gain greater access to the

Mainland market. CEPA also benefits the Mainland as Hong Kong serves as a perfect “springboard” for Mainland enterprises to reach out to the global market and accelerating the Mainland's full integration with the world economy. Foreign investors are also welcome to establish businesses in Hong Kong to leverage on the CEPA benefits and join hands in tapping the vast opportunities of the Mainland market. With basic liberalisation of trade in service between the Mainland and Hong Kong now achieved, Hong Kong’s status as an international trade hub as well as the gateway to the mainland is set to strengthen.

ASEAN Free Agreement

11.14 ASEAN as a group is the fourth largest export market and second largest trading partner of Hong Kong, with Vietnam having surpassed Singapore to become Hong Kong’s largest export market in ASEAN since 2013. To further capitalise on expanding bilateral trade, Hong Kong and ASEAN began formal negotiations on a Hong Kong-ASEAN Free Trade Agreement (FTA) in July 2014. In addition to the reduction and/or elimination of import tariffs, other key elements covered by the FTA include, rules of origin, liberalisation of trade in services, promotion and protection of investment, as well as intellectual property co-operation. The HK-ASEAN FTA, expected to be completed in 2017 to foster stronger economic ties between Hong Kong and ASEAN and enhance Hong Kong’s role as a regional trading hub.

Conclusion

11.15 Looking ahead, the slightly improved global economy will lend support to Hong Kong’s trade performance. If the recent growth momentum continues, it will see a stronger performance in 2017. Nevertheless, the new uncertainties brought about by political changes in many parts of the world and rising protectionist sentiments, will further complicate the situation and render the global economic outlook volatile.

Sources:

1. Hong Kong Census and Statistics Department
2. Hong Kong Trade Development Council
3. Economic Analysis Division, HKSAR
4. China Daily
5. Closer Economic Partnership Arrangement
6. ASEAN Free Trade Agreement
7. 2017-18 Budget

12. Recommendations

Employers

12.1 To stay ahead in the industry, employers are advised to provide training to their staff for upgrading their trade knowledge / skill. In addition, it is also important to develop employees at all levels for maintaining a consistent level of customer satisfaction over time and prepares a succession manpower pool.

12.2 Apart from a competitive remuneration package, a caring and positive working environment are crucial for attracting and retaining talents. In view of the changing context of work, employers could also consider offering flexible working arrangements as it allows companies to meet present and future challenges by creating choice, accommodating generations, enabling complexity and creating agility.

12.3 Employers are advised to enhance the risk management skills for achieving optimum results and provide more value-added services amid the growing trend toward direct dealing between customers and manufactures. For instance, to help their clients to inspect the goods produced by the manufacturers to ensure they meet the procurement standard and monitor production schedules to meet delivery.

Employees

12.4 The mind sets of the employees are equally important. They should strive to develop a vision and be aware of the importance of life-long learning and exercise prudence to select quality course providers in the markets.

12.5 In the era of big data, employees are encouraged to learn more about the analytical skills on how to transform data into insights and intelligence and upgrade their e-commerce knowledge.

12.6 Other than technical knowledge and skills, employees are also encouraged to enhance their interpersonal communication skills for building good relationship and working more effectively in groups and teams.

Training Services Providers

12.7 The training services providers are advised to keep reviewing the training curriculum and syllabus in order to keep abreast of the latest trends and development of the industry.

12.8 With the full support from government to the “Belt and Road” initiative and the vision, mission and goals laid out in the Manifesto of the Chief Executive (WeConnect), training providers are advised to provide more diversified opportunities to youngsters for widening the pool of talents. For instance, to offer more training programmes in foreign languages, arrange more mainland exchange programmes along the “Belt and Road”, strengthen their ethnic and integrity for forging tighter bonds with people in different organisations etc.

12.9 Apart from in-service training, pre-employment training including internship and placement opportunities could help students to acquire the essential knowledge and skills for easier adaptation to the job after graduation.

Government Support

12.10 For those companies with little and no resources for training, the Skills Upgrading Scheme Plus (SUS Plus) and Continuing Education Fund (CEF) funded by the HKSAR Government provide financial assistance for in-services training to meet the skills requirement of the industry. Hence, the Training Board supports the continuation of these financial measures to help the trade.

Nurturing a Pool of Creative Talents

12.11 In order to cultivate innovative talents, the industry have to keep nurturing a pool of creative human capital, facilitating start-ups and the development of creative establishments, generating demand for innovation and creativity and expanding local market size for creative industries, promoting creative industries to the Mainland and overseas to help exploring outside markets and fostering a creative atmosphere within the community.

Release of Potential Manpower from the Existing Population

12.12 Faced with an ageing population and a shrinking labor force, it is advised to tap the potential of the existing population including mature workers, ethnic minorities, promote work-life balance for female population, and some family members with caring responsibilities. The training capacities and facilities of the industry course providers also need to be expanded and upgraded for furthering the manpower training, re-training and development purposes.

Qualifications Framework

12.13 The qualifications framework for the import / export industry provides a set of comprehensive and systematic benchmarks for the skills, knowledge and attributes required for properly performing the duties of various positions. Training providers are encouraged to develop QF accredited training programmes. Employers should also encourage their employees to apply for the Recognition of Prior Learning (RPL) to receive formal recognition of their knowledge, skills and experience already acquired. Employers could consider offering opportunities for career advancement to those employees who had obtained a specific QF level under the RPL mechanism.

Publicity and Manpower Surveys

12.14 The Training Board will continue to support the experience-sharing seminars / workshops for the employees in the industry and conduct the manpower survey with a view to bringing stakeholders to a better understanding of the manpower situation in the import / export / wholesale trades and be proactive in taking appropriate actions in anticipation of forthcoming changes.

SECTION I

INTRODUCTION

The Training Board

1.1 The Import / Export / Wholesale Trades Training Board (“the Training Board”) of the Vocational Training Council is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs in the import/export trades (IE trades) wholesale trades and recommending to the Vocational Training Council the development of training facilities to meet the demand for trained manpower. The terms of reference of the Training Board are shown in Appendix 1 (Page 106). The Membership of the Training Board is shown in Appendix 2 (Page 108) and the Membership of the Working Party on the 2016 Manpower Survey of the Import / Export / Wholesale Trades is shown in Appendix 3 (Page 110).

Purpose of the Manpower Survey

1.2 With the assistance of the Census and Statistics Department (C&SD), the Training Board conducted the 2016 Manpower Survey from 17 October 2016 to 16 November 2016 with follow-up actions taken in subsequent months to collect the manpower information on the principal jobs. The objectives of the Survey were listed below:

- (i) To assess the manpower and training needs of the principle jobs for the IE trades and Wholesale trade;
- (ii) To forecast the manpower growth for the IE trades and Wholesale trade;
- (iii) To recommend measures to meet the training needs and manpower demand for the IE trades and Wholesale trade.

In-Depth Interviews

1.3 For the sake of enhancing the survey analysis, some in-depth interviews had been conducted to collect views on the outlook of the economic and manpower perspective of the IE trades and Wholesale trade. The list of participants is shown in Appendix 4 (Page 112).

Improvement Made on Survey Questionnaires

1.4 It was suggested that the contents of the survey questionnaires be improved on the following aspects:

- (a) To subdivide the average monthly salary income range of \$10,001 - \$20,000 into two levels (i.e. \$10,001 – \$15,000 and \$15,001 – \$20,000);
(for both IE trades and Wholesale trade)

- (b) To classify the preferred level of education into “Junior Secondary”, “Senior Secondary”, “Sub-degree”, “First Degree” and “Postgraduate”;
(for both IE trades and Wholesale trade)
- (c) To re-group the training aspects;
(for both IE trades and Wholesale trade)
- (d) To add a question on “Recruitment Difficulties”; and
(for both IE trades and Wholesale trade)
- (e) To revise the question on the “Future Development of the Companies”
(for IE trades only)

Scope of the Survey

1.5 Using the stratified random sampling method, a sample of 670 IE companies and 327 Wholesale companies in the specified frames was selected from the central register of establishments, which is maintained by the C&SD.

1.6 The sampling frames of the IE trades and Wholesale trade in the Survey covered the following companies selected from the Central Register of Establishments maintained by the C&SD.

a. IE trades

those engaged in:

- the import of goods for wholesaling and/or export of goods (except mail-order houses and those companies engaged in sales of goods via Internet);
- or buying agents or commission agents arranging for import or export of goods.

b. Wholesale trade

those engaged in:

the resale (sale without transformation) of new and used goods to

- retailers;
- the industrial, commercial, institutional or professional users;
- other wholesalers.

or those acting as agents or brokers in buying merchandise for, or selling merchandise to, such persons or companies.

1.7 The Industry Codes of the IE trades and wholesale trade based on the Hong Kong Standard Industrial Classification (“HSIC”) (Version 2.0) covered in the Survey are:

<u>Industry Code under the HSIC</u>	<u>Descriptions</u>
451	A fee or contract basis; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; transport equipment; durable goods. (Export trade)
452	A fee or contract basis; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; transport equipment; durable goods. (Import trade)
460	Brokers and agents for wholesale; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; machinery, equipment and parts; transport equipment; durable goods. (wholesale trade)

Procedures of the Survey

1.8 The fieldwork of the manpower survey commenced on 17 October 2016. One week before the survey, a copy of the printed questionnaire together with the explanatory notes given in Appendices 5 - 6 (Pages 114 - 162) was sent to each sampled company. The reference date of the manpower data was 17 October 2016. During the survey period, fieldwork officers of the C&SD visited each sampled company to collect the questionnaire and, where necessary, to assist the completion. The follow-up fieldworks were done in subsequent months with a view to improving the response rate and in turn enhancing the reliability of the survey findings. Completed questionnaires were scrutinised and re-checked with respondents in case of doubts. The data collected was processed by the C&SD.

1.9 After the cut-off date, data obtained from the sampled companies were grossed up statistically by the C&SD to obtain a full picture of the IE trades and Wholesale trade personnel.

Limitation

1.10 The statistics contained in this report were based on the information obtained during the Survey period and follow-up action taken with the sampled companies for data collection in subsequent months. In consideration of the duration of the survey period and also the time gap between the carrying out of the Survey and the publication of this report, there could be changes in the growing economy of Hong Kong and cyclical fluctuations in

the trades, rendering deviations of the findings from actual scenarios at the time the report is released.

1.11 As the Survey is conducted by drawing a sample of companies in the relevant trades using scientific sampling method for data collection, the statistics derived from the Survey are also subject to sampling error.

Response Rate

1.12 For IE trades, out of the 670 selected companies, 387 completed and responded fully to the questionnaires, 45 companies responded partially, and 38 companies declined to answer the questionnaires, and the effective response rate of the survey is 91.91%. For the rest of the companies were either non-contactable, were not engaged in specific trade or moved, ceased operation or closed down.

1.13 For Wholesale trade, out of the 327 selected companies, 217 completed and responded fully to the questionnaires, 17 companies responded partially, and 8 companies declined to answer the questionnaires, and the effective response rate of the survey is 96.69%. For the rest of the companies were either non-contactable, were not engaged in specific trade or moved, ceased operation or closed down.

Presentation of Survey Findings

1.14 Survey findings for both IE trades and Wholesale trade are shown in Section II, and the recommendations are shown in Section III.

1.15 Starting from the 2006 Survey, “Owner / Sole Proprietor / Working Partner” were included in the category of “Managerial Level” to avoid uncertainty in classification as their functions sometimes overlapped and distinction blurred; revising some job descriptions for clarity and ease of matching; re-grouping of the places in respect of the destinations of relocation; introducing new trade specific skills to cater for the change in manpower development in the trades.

Acknowledgement

1.16 The Training Board wishes to thank the C&SD for supervising the fieldwork and processing the survey data.

SECTION II

SURVEY FINDINGS

Number of Companies in 2016

2.1 As revealed in the Survey, the number of IE companies was 97 476, decreased by 2 525 (or - 2.53%) when compared with 100 001 in 2014. Whereas, the number of Wholesale companies was 12 766, decreased by 450, (or - 3.41%) when compares with 13 216 in the 2014 survey.

Number of Employees in 2016

2.2 As revealed in the 2016 Survey, for **IE trades**, the technical manpower was 353 471 and the non-technical manpower was 124 232. For **Wholesale trade**, the technical manpower was 39 947 and non-technical manpower was 21 733. The employee distribution by job level for both trades are shown in **Table 1** and **Table 2** respectively.

Table 1 **IE Trades**
Distribution of Employees by Job Level

Job Level	Distribution of Employees	
	No.	%
Managerial	50 770	10.63
Supervisory	103 296	21.62
Clerical / Operative Support	199 405	41.74
Technical Manpower	353 471	73.99
Non-technical Manpower	124 232	26.01
Total	477 703	100

Table 2 **Wholesale Trade**
Distribution of Employees by Job Level

Job Level	Distribution of Employees	
	No.	%
Managerial	3 312	5.37
Supervisory	10 448	16.94
Clerical / Operative Support	26 187	42.46
Technical Manpower	39 947	64.76
Non-technical Manpower	21 733	35.24
Total	61 680	100

Comparison on the Number of Employees

2.3 For **IE trades**, the comparison on the number of employees by job level between 2014 and 2016 is shown in **Table 3**.

IE Trades
Table 3 Comparison on the Number of Employees by Job Level
between 2014 and 2016

Job Level	October 2014	October 2016	Change	
			No.	%
Managerial	51 351	50 770	-581	-1.13
Supervisory	105 486	103 296	-2 190	-2.08
Clerical / Operative Support	206 034	199 405	-6 629	-3.22
Technical Manpower	362 871	353 471	-9 400	-2.59
Non-technical Manpower	128 005	124 232	-3 773	-2.95
Total	490 876	477 703	-13 173	-2.68

2.4 For **Wholesale trade**, the comparison on the number of employees by job level between 2014 and 2016 is shown in **Table 4**.

Wholesale Trade
Table 4 Comparison on the Number of Employees by Job Level
between 2014 and 2016

Job Level	October 2014	October 2016	Change	
			No.	%
Managerial	3 307	3 312	+5	+0.15
Supervisory	10 692	10 448	-244	-2.28
Clerical / Operative Support	26 583	26 187	-396	-1.49
Technical Manpower	40 582	39 947	-635	-1.56
Non-technical Manpower	21 957	21 733	-224	-1.02
Total	62 539	61 680	-859	-1.37

Number of Existing Vacancies

2.5 For **IE trades**, the total number of vacancies was 4 577, representing 1.28% of the total manpower demand of 358 048. The comparison on the number of vacancies between 2014 and 2016 is shown in **Table 5**.

Table 5
IE Trades
Comparison on the Number of Vacancies
between 2014 and 2016

Job Level	2014				2016			
	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**
Managerial	51 351	197 (4.00%)	51 548	0.38	50 770	191 (4.17%)	50 961	0.37
Supervisory	105 486	562 (11.42%)	106 048	0.53	103 296	540 (11.80%)	103 836	0.52
Clerical/ Operative Support	206 034	4 162 (84.58%)	210 196	1.98	199 405	3 846 (84.03%)	203 251	1.89
Total	362 871	4 921 (100%)*	367 792	1.34	353 471	4 577 (100%)*	358 048	1.28

* As percentage of the total number of vacancies

** As percentage of the total manpower demand at each job level

2.6 For **Wholesale trade**, the total number of vacancies was 1 321, representing 3.20% of the total manpower demand of 41 268. The comparison of the number of vacancies between 2014 and 2016 is shown in **Table 6**.

Table 6
Wholesale Trade
Comparison on the Number of Vacancies
between 2014 and 2016

Job Level	2014				2016			
	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**
Managerial	3 307	5 (0.36%)	3 312	0.15	3 312	0 (0.00%)	3 312	0.00
Supervisory	10 692	67 (4.88%)	10 759	0.62	10 448	57 (4.31%)	10 505	0.54
Clerical / Operative Support	26 583	1 302 (94.76%)	27 885	4.67	26 187	1 264 (95.69%)	27 451	4.60
Total	40 582	1 374 (100%)*	41 956	3.27	39 947	1 321 (100%)*	41 268	3.20

* As percentage of the total number of vacancies

** As percentage of the total manpower demand at each job level

Number of Total Manpower Demand

2.7 Total manpower demand is defined as the *existing manpower plus vacancies*. For **IE trades**, the total manpower demand was 358 048. The comparison on the total manpower demand between 2014 and 2016 is shown in **Table 7**.

IE Trades
Table 7 Comparison on the Total Manpower Demand
between 2014 and 2016

Job Level	Total Manpower Demand		Change	
	2014	2016	No.	%
Managerial	51 548	50 961	-587	-1.14
Supervisory	106 048	103 836	-2 212	-2.09
Clerical / Operative Support	210 196	203 251	-6 945	-3.30
Total	367 792	358 048	-9 744	-2.65

2.8 For **Wholesale trade**, the total manpower demand was 41 268. The comparison on the total manpower demand between 2014 and 2016 is shown in **Table 8**.

Wholesale Trade
Table 8 Comparison on the Total Manpower Demand
between 2014 and 2016

Job Level	Total Manpower Demand		Change	
	2014	2016	No.	%
Managerial	3 312	3 312	0	0.00
Supervisory	10 759	10 505	-254	-2.36
Clerical / Operative Support	27 885	27 451	-434	-1.56
Total	41 956	41 268	-688	-1.64

Employers' Forecast of Manpower Demand in October 2017

2.9 Employers' forecast of manpower demand for the principle jobs for both **IE and Wholesale trades** in October 2017 by job level are shown in **Table 9** and **Table 10**.

IE Trades

Table 9 Employers' Forecast of Manpower Demand by Job Level
(in October 2017)

Job Level	(a) No. of Employees in October 2016	(b) No. of Vacancies in October 2016	(a) + (b) Total Manpower Demand in October 2016	Employers' Forecast of Manpower Demand in October 2017	Growth	
					No.	%
Managerial	50 770	191	50 961	50 986	+25	+0.05
Supervisory	103 296	540	103 836	103 875	+39	+0.04
Clerical / Operative Support	199 405	3 846	203 251	203 257	+6	+0.003
Total	353 471	4 577	358 048	358 118	+70	+0.02

Table 10

Wholesale Trade

Employers' Forecast of Manpower Demand by Job Level
(in October 2017)

Job Level	(a) No. of Employees in October 2016	(b) No. of Vacancies in October 2016	(a) + (b) Total Manpower Demand in October 2016	Employers' Forecast of Manpower Demand in October 2017	Growth	
					No.	%
Managerial	3 312	0	3 312	3 308	-4	-0.12
Supervisory	10 448	57	10 505	10 505	0	0.00
Clerical / Operative Support	26 187	1 264	27 451	27 455	+4	+0.01
Total	39 947	1 321	41 268	41 268	0	0.00

Internal Promotion in the Past 12 Months

2.10 For **IE trades**, 1 047 internal promotions were reported. The comparison on the number of internal promotions by job level between 2014 and 2016 is shown in **Table 11**.

IE Trades
Table 11 Comparison on the Number of Internal Promotion between 2014 and 2016

Job Level	2014			2016		
	No. of Employees in October 2014	No. of Internal Promotions	Percentage to Total No. of Employees (%)*	No. of Employees in October 2016	No. of Internal Promotions	Percentage to Total No. of Employees (%)*
From Supervisory Level to Managerial Level	51 351	574	1.12	50 770	543	1.07
From Clerical / Operative Support Level to Supervisory Level	105 486	411	0.39	103 296	496	0.48
From Others to Clerical / Operative Support Level	206 034	53	0.03	199 405	8	0.004
Total	362 871	1 038	0.29	353 471	1 047	0.30

* As percentage of the total number of employees at each job level

2.11 For **Wholesale trade**, 41 internal promotions were reported. The comparison on the number of internal promotions by job level between 2014 and 2016 is shown in **Table 12**.

Wholesale Trade
Table 12 **Comparison on the Number of Internal Promotions**
between 2014 and 2016

Job Level	2014			2016		
	No. of Employees in October 2014	No. of Internal Promotions	Percentage to Total No. of Employees (%)*	No. of Employees in October 2016	No. of Internal Promotions	Percentage to Total No. of Employees (%)*
From Supervisory Level to Managerial Level	3 307	40	1.21	3 312	27	0.82
From Clerical / Operative Support Level to Supervisory Level	10 692	33	0.31	10 448	14	0.13
From Others to Clerical / Operative Support Level	26 583	0	0.00	26 187	0	0.00
Total	40 582	73	0.18	39 947	41	0.10

* As percentage of the total number of employees at each job level

Staff Turnover in the Past 12 Months

2.12 For **IE trades**, employers reported that 28 510 employees, represents 7.96% of total manpower demand, had left in the past 12 months. A summary is shown in **Table 13** and the percentage change of the staff turnover over the 2014 Survey is shown in **Table 14**.

IE Trades
Table 13 **Number of Employees Who Left in the Past 12 Months**
by Whereabouts by Job Level

Job Level	Employees' Whereabouts After Departure						
	Taking up IE trades related jobs	Taking up non-IE trades related jobs	Emigration, Retirement, Further Studies	Unknown	Others	Total	(%)*
Managerial	587	118	144	1 545	0	2 394	4.70*
Supervisory	2 775	570	161	2 860	0	6 366	6.13*
Clerical / Operative Support	4 771	721	337	12 919	1 002	19 750	9.72*
Total	8 133	1 409	642	17 324	1 002	28 510	7.96**

* As percentage of the total manpower demand at each job level

** As percentage of total manpower demand in IE trades

IE Trades
Table 14 **Comparison on the Staff Turnover**
between 2014 and 2016

Job Level	October 2014 No. / (%)*	October 2016 No. / (%)*	% Change (%) **
Managerial	1 063 (2.06)	2 394 (4.70)	+125.21
Supervisory	3 879 (3.66)	6 366 (6.13)	+64.11
Clerical / Operative Support	24 344 (11.58)	19 750 (9.72)	-18.87
Total	29 286 (7.96)	28 510 (7.96)	-2.65

* As percentage of the total manpower demand at each job level

** As percentage change of the staff turnover over the 2014 survey

2.13 For **Wholesale trade**, employers reported that 3 236 employees, represents 7.84% of the total manpower demand, had left in the past 12 months. A summary of the findings is given in **Table 15** and the percentage change of the staff turnover over the 2014 Survey is shown in **Table 16**.

Wholesale Trade
Table 15 **Number of Employees Who Left in the Past 12 Months**
by Whereabouts by Job Level

Job Level	Employees' Whereabouts After Departure						
	Taking up wholesale trade related jobs	Taking up non-wholesale trade related jobs	Emigration, Retirement, Further Studies	Unknown	Others	Total	(%)*
Managerial	5	0	1	8	0	14	0.42
Supervisory	61	30	0	107	0	198	1.88
Clerical / Operative Support	609	164	47	2 130	74	3 024	11.02
Total	675	194	48	2 245	74	3 236	7.84**

* As percentage of the total manpower demand at each job level

** As percentage of total manpower demand in the wholesale trade

Wholesale Trade
Table 16 **Comparison on the Staff Turnover**
between 2014 and 2016

Job Level	October 2014 No. / (%)*	October 2016 No. / (%)*	% Change (%) **
Managerial	84 (2.54)	14 (0.42)	-83.33
Supervisory	158 (1.47)	198 (1.88)	+25.32
Clerical / Operative Support	3 637 (13.04)	3 024 (11.02)	-16.85
Total	3 879 (9.25)	3 236 (7.84)	-16.58

* As percentage of the total manpower demand at each job level

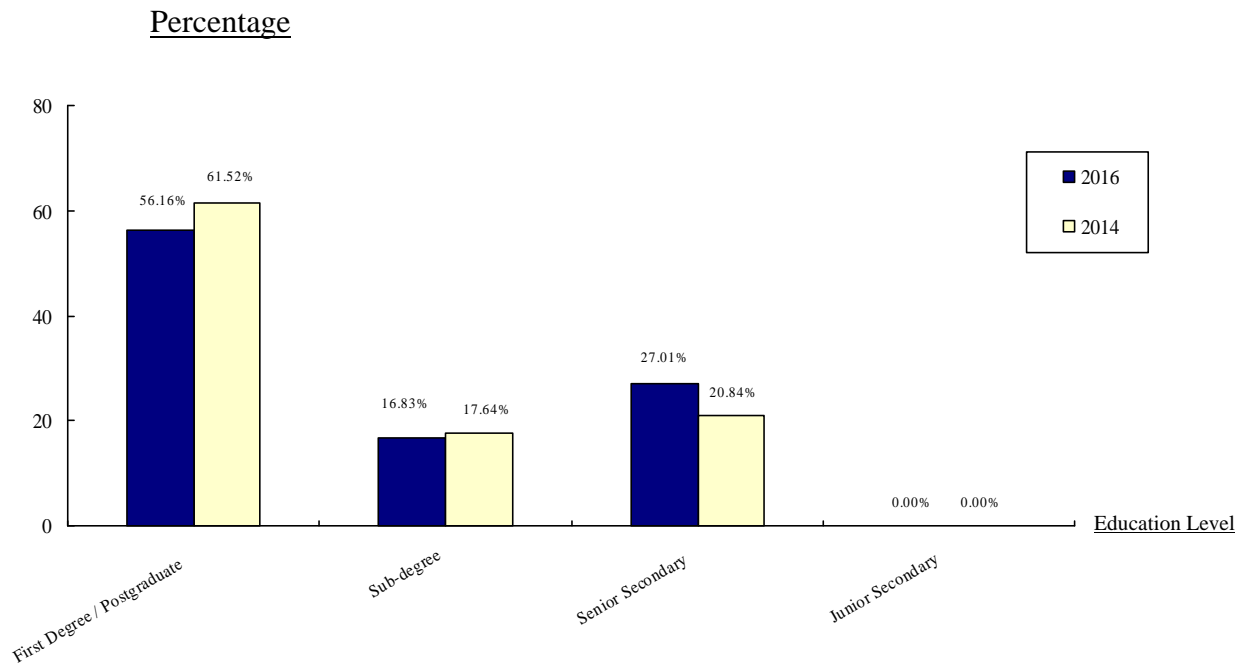
** As percentage change of the staff turnover over the 2014 survey

Preferred Level of Education

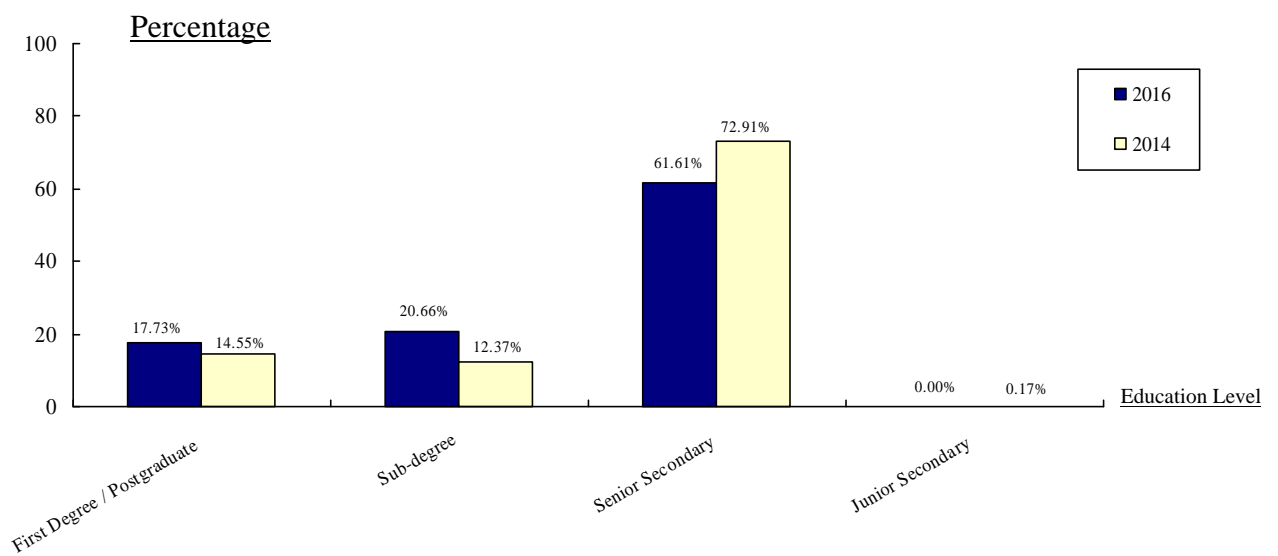
2.14 For **IE trades**, the distribution of the preferred level of education by employers in 2014 and 2016 is shown in **Figure 1** and the comparison of the preferred level of education by employers are shown in **Table 17**.

Figure 1 **IE Trades**
Preferred Level of Education by Job Level
between 2014 and 2016

(a) Managerial Level



(b) Supervisory Level



(c) Clerical / Operative Support Level

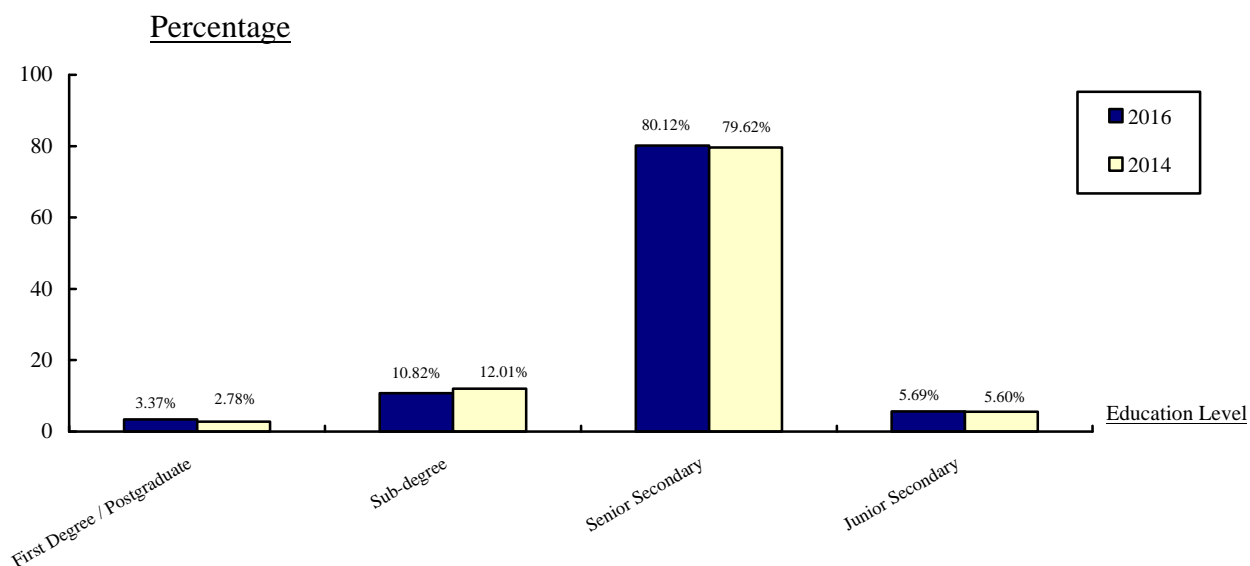


Table 17 **IE Trades**
Comparison on the Preferred Level of Education
between 2014 and 2016

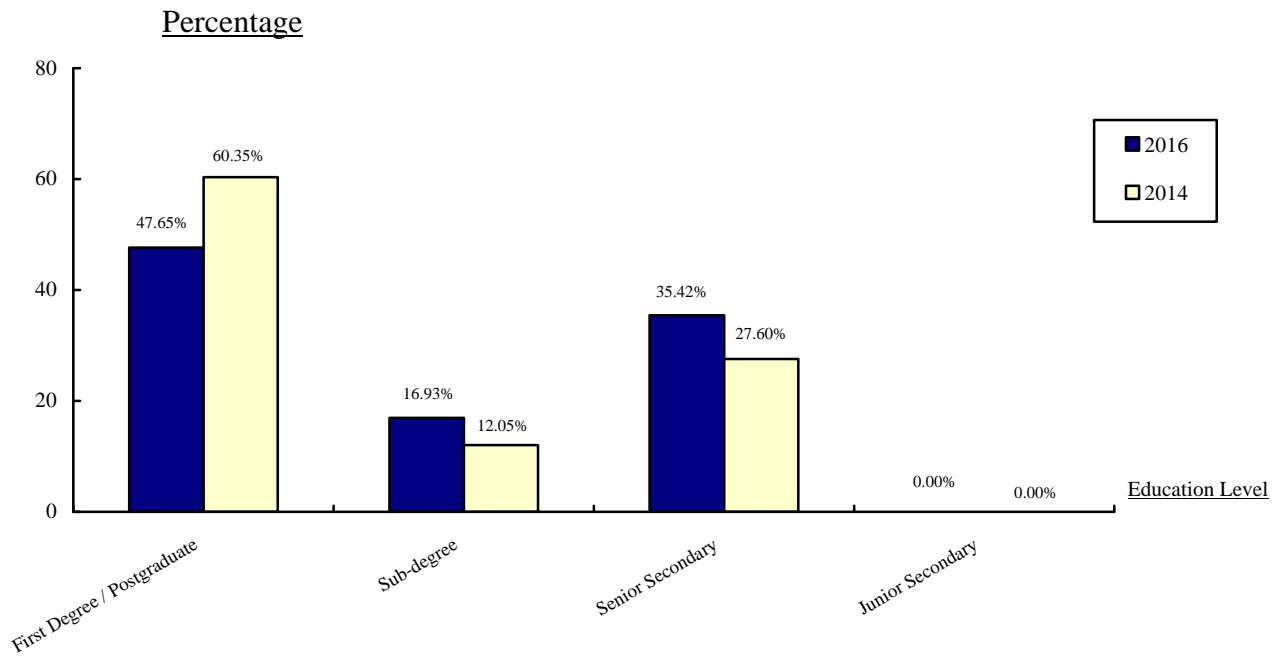
Job Level	2014			2016		
		Preferred Level of Education (No. of Responses)	% of Total*		Preferred Level of Education (No. of Responses)	% of Total *
Managerial	1.	First Degree / Postgraduate (30 949)	61.52	1.	First Degree / Postgraduate (25 308)	56.16
	2.	Senior Secondary (10 482)	20.84	2.	Senior Secondary (12 173)	27.01
	3.	Sub-degree (8 873)	17.64	3.	Sub-degree (7 584)	16.83
	4.	Junior Secondary (0)	0.00	4.	Junior Secondary (0)	0.00
Supervisory	1.	Senior Secondary (76 191)	72.91	1.	Senior Secondary (55 815)	61.61
	2.	First Degree / Postgraduate (15 206)	14.55	2.	Sub-degree (18 714)	20.66
	3.	Sub-degree (12 932)	12.37	3.	First Degree / Postgraduate (16 063)	17.73
	4.	Junior Secondary (174)	0.17	4.	Junior Secondary (0)	0.00
Clerical / Operative Support	1.	Senior Secondary (159 742)	79.62	1.	Senior Secondary (148 632)	80.12
	2.	Sub-degree (24 090)	12.01	2.	Sub-degree (20 074)	10.82
	3.	Junior Secondary (11 228)	5.60	3.	Junior Secondary (10 547)	5.69
	4.	First Degree / Postgraduate (5 576)	2.78	4.	First Degree / Postgraduate (6 262)	3.37

* As percentage of the number of IE employees at each job level

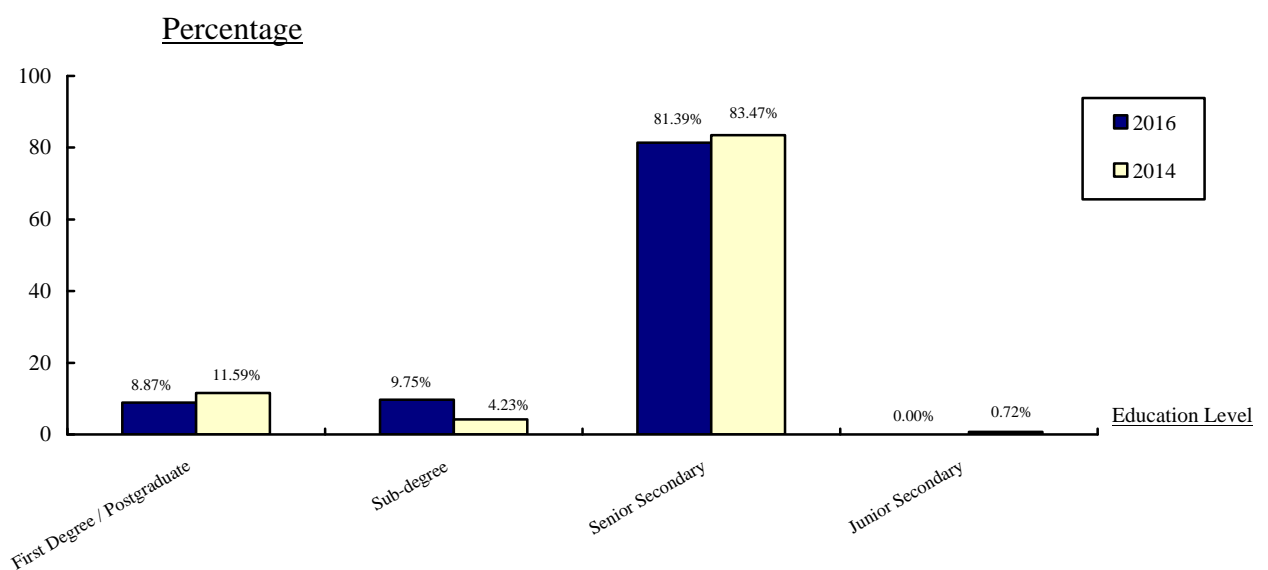
2.15 For **Wholesale trade**, the distribution of the preferred level of education by employers between 2014 and 2016 is shown in **Figure 2** and the preferred level of education by employers are shown in **Table 18**.

Figure 2 Wholesale Trade Preferred Level of Education by Job Level between 2014 and 2016

(a) Managerial Level



(b) Supervisory Level



(c) Clerical / Operative Support Level

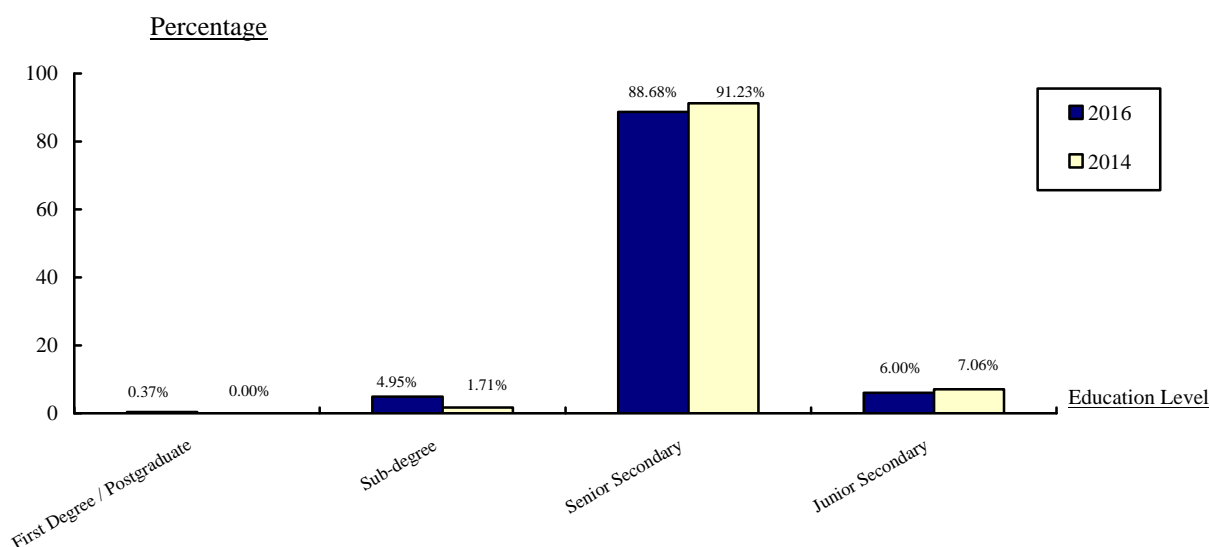


Table 18 Wholesale Trade
Comparison on the Preferred Level of Education
between 2014 and 2016

Job Level	2014		2016	
	Preferred Level of Education (No. of Responses)	% of Total*	Preferred Level of Education (No. of Responses)	% of Total*
Managerial	1. First Degree / Postgraduate (1 994)	60.35	1. First Degree / Postgraduate (1 438)	47.65
	2. Senior Secondary (912)	27.60	2. Senior Secondary (1 069)	35.42
	3. Sub-degree (398)	12.05	3. Sub-degree (511)	16.93
	4. Junior Secondary (0)	0.00	4. Junior Secondary (0)	0.00
Supervisory	1. Senior Secondary (8 743)	83.47	1. Senior Secondary (7 848)	81.39
	2. First Degree / Postgraduate (1 214)	11.59	2. Sub-degree (940)	9.75
	3. Sub-degree (443)	4.23	3. First Degree / Postgraduate (855)	8.87
	4. Junior Secondary (75)	0.72	4. Junior Secondary (0)	0.00
Clerical / Operative Support	1. Senior Secondary (24 252)	91.23	1. Senior Secondary (21 537)	88.68
	2. Junior Secondary (1 876)	7.06	2. Junior Secondary (1 456)	6.00
	3. Sub-degree (455)	1.71	3. Sub-degree (1 201)	4.95
	4. First Degree / Postgraduate (0)	0.00	4. First Degree / Postgraduate (91)	0.37

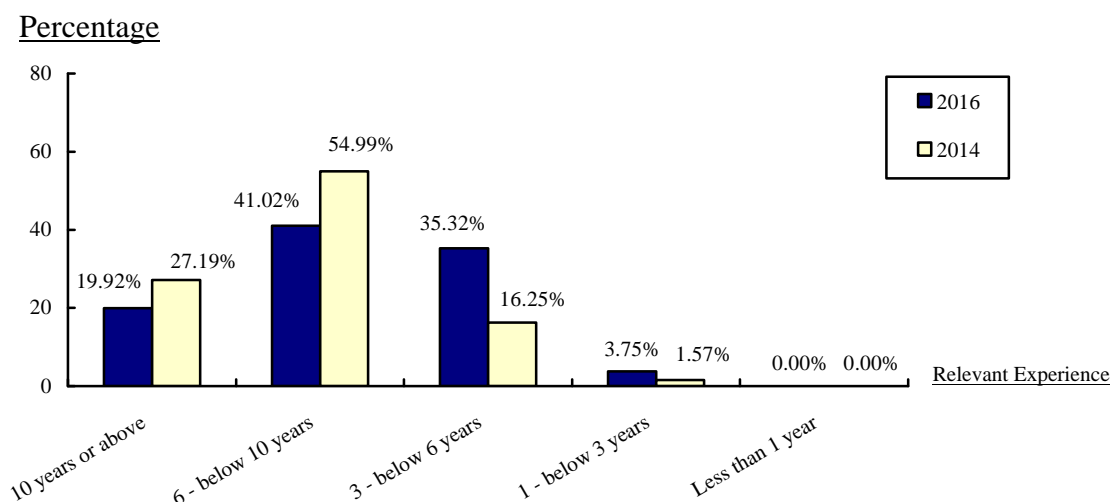
* As percentage of the number of wholesale employees at each job level

Preferred Years of Relevant Experience

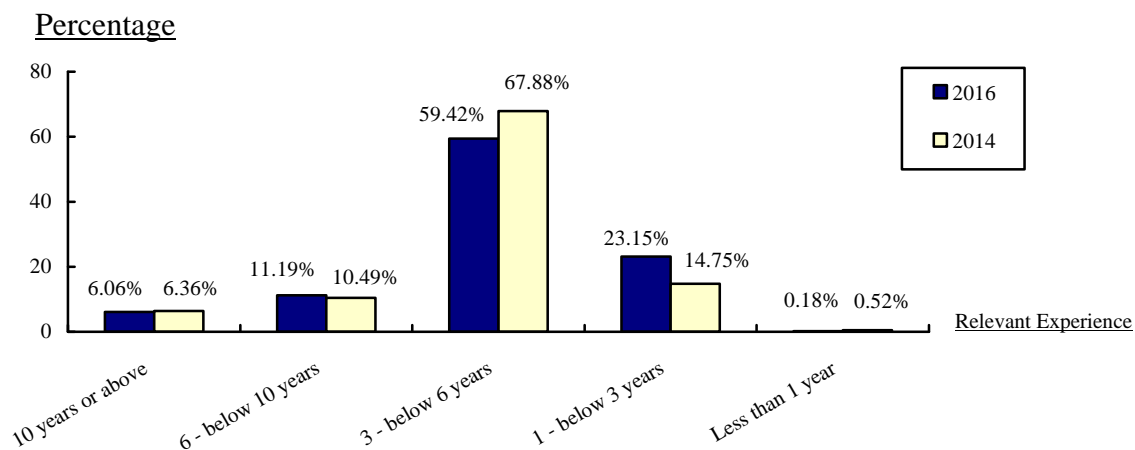
2.16 For **IE trades**, the distribution of the preferred years of relevant experience by employers in 2014 and 2016 is shown in **Figure 3** and the comparison of the three most preferred years of relevant experience by employers between 2014 and 2016 are shown in **Table 19**.

IE Trades
Figure 3 Preferred Years of Relevant Experience by Job Level
between 2014 and 2016

(a) Managerial Level



(b) Supervisory Level



c) Clerical / Operative Support Level

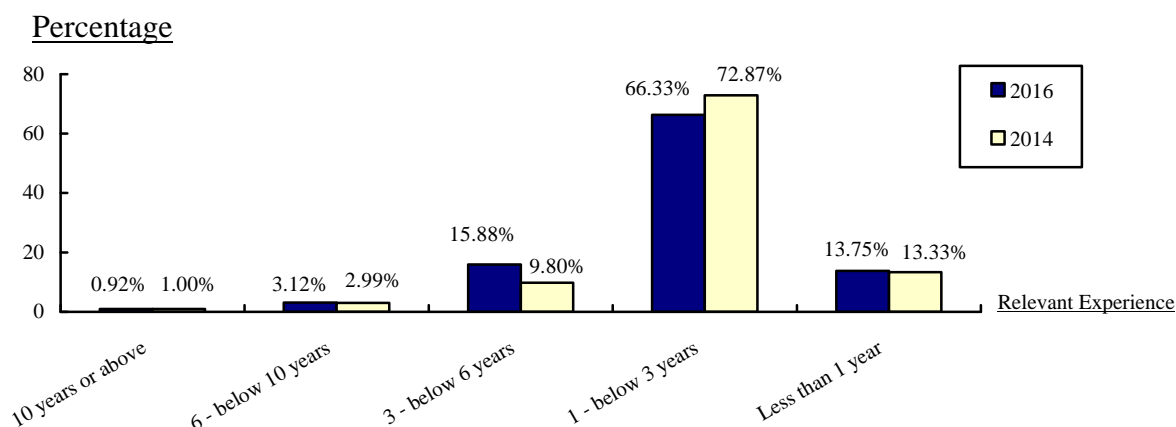


Table 19
IE Trades
Comparison on the Three Most Preferred Years of Relevant Experience by Job Level between 2014 and 2016

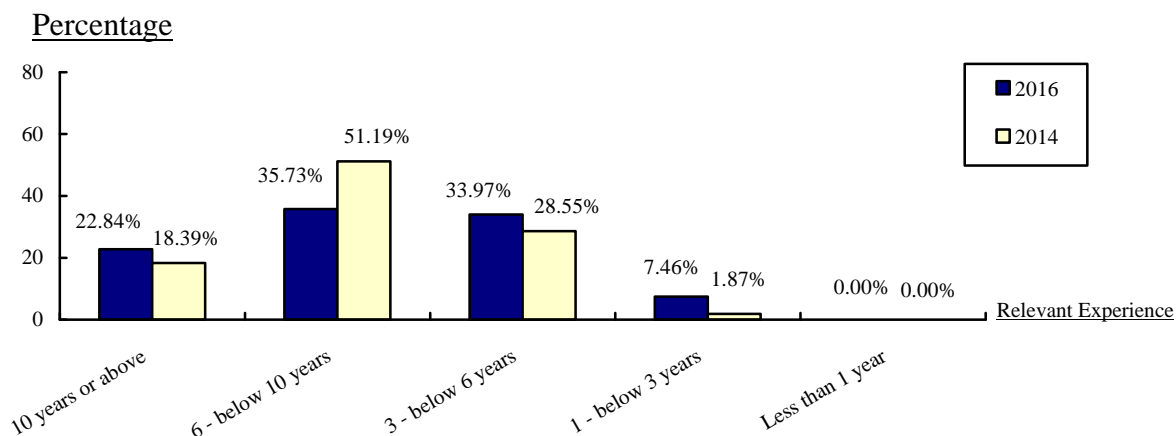
Job Level	2014			2016		
	Three Most Preferred Years of Relevant Experiences (No. of Responses)	% of Total*	Three Most Preferred Years of Relevant Experience (No. of Responses)	% of Total*		
Managerial	1. 6 - 10 years (27 696)	54.99	1. 6 - 10 years (18 437)	41.02		
	2. 10 years or more (13 694)	27.19	2. 3 - 6 years (15 874)	35.52		
	3. 3 - 6 years (8 182)	16.25	3. 10 years or more (8 954)	19.92		
Supervisory	1. 3 - 6 years (70 927)	67.88	1. 3 - 6 years (53 597)	59.42		
	2. 1 - 3 years (15 407)	14.75	2. 1 - 3 years (20 882)	23.15		
	3. 6 - 10 years (10 959)	10.49	3. 6 - 10 years (10 090)	11.19		
Clerical / Operative Support	1. 1 - 3 years (146 132)	72.87	1. 1 - 3 years (122 745)	66.33		
	2. < 1 year (26 740)	13.33	2. 3 - 6 years (29 379)	15.88		
	3. 3 - 6 years (19 660)	9.80	3. < 1 year (25 447)	13.75		

* As percentage of the number of IE employees at each job level

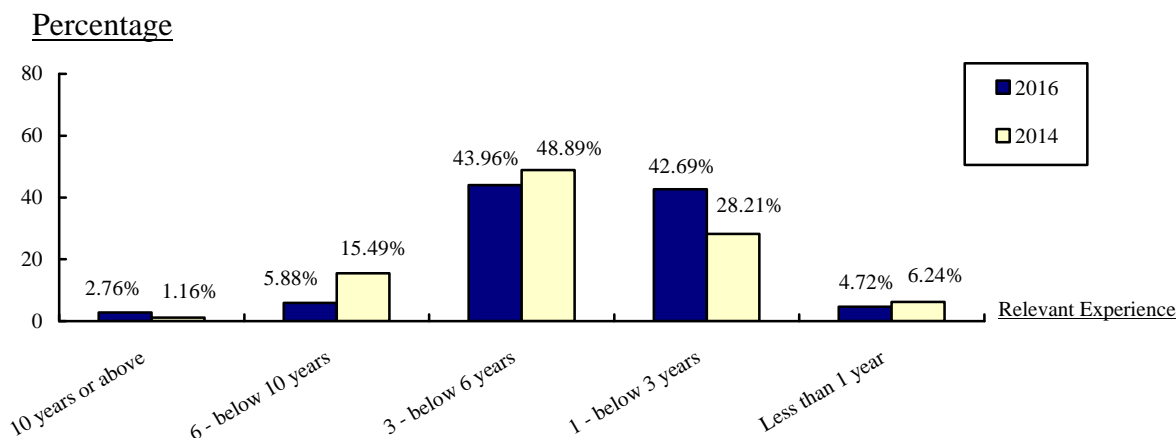
2.17 For **Wholesale trade**, the distribution of the preferred years of relevant experience by employers between 2014 and 2016 is shown in **Figure 4** and the comparison of the three most preferred years of relevant experience by employers between 2014 and 2016 are shown in **Table 20**.

Wholesale Trade
Figure 4 Preferred Relevant Years of Experience by Job Level
between 2014 and 2016

(a) **Managerial Level**



(b) **Supervisory Level**



(c) Clerical / Operative Support Level

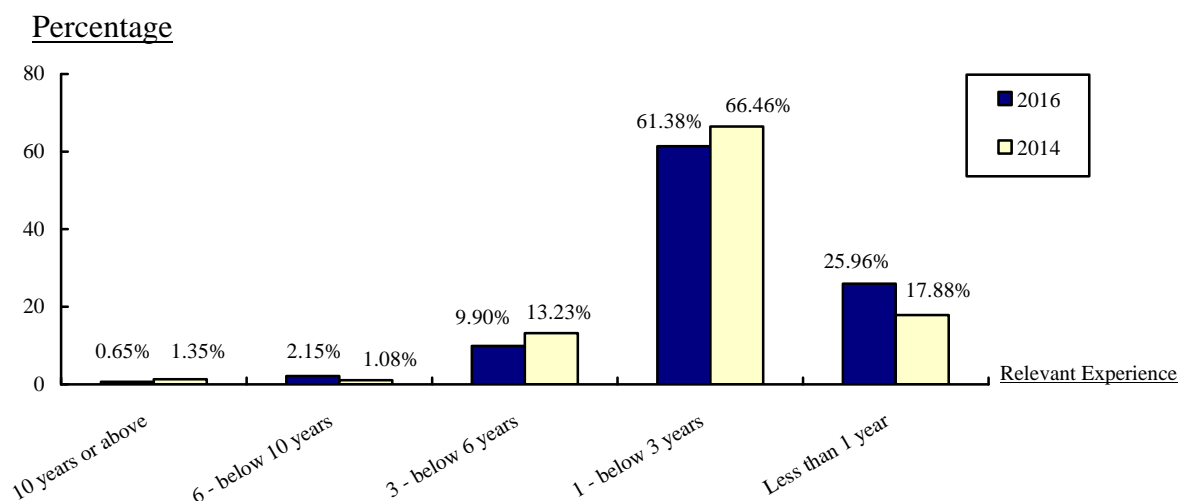


Table 20 Wholesale Trade
Comparison on the Three Most Preferred Years of Relevant Experience by Job Level between 2014 and 2016

Job Level	2014			2016		
		Three Most Preferred Years of Relevant Experiences (No. of Responses)	% of Total*		Three Most Preferred Years of Relevant Experiences (No. of Responses)	% of Total*
Managerial	1.	6 - 10 years (1 693)	51.19	1.	6 - 10 years (1 078)	35.73
	2.	3 - 6 years (944)	28.55	2.	3 - 6 years (1 025)	33.97
	3.	10 years or more (608)	18.39	3.	10 years or more (689)	22.84
Supervisory	1.	3 - 6 years (5 121)	48.89	1.	3 - 6 years (4 334)	43.96
	2.	1 - 3 years (2 955)	28.21	2.	1 - 3 years (4 209)	42.69
	3.	6 - 10 years (1 623)	15.49	3.	6 - 10 years (580)	5.88
Clerical / Operative Support	1.	1- 3 years (17 667)	66.46	1.	1- 3 years (15 315)	61.38
	2.	< 1 year (4 753)	17.88	2.	< 1 year (6 477)	25.96
	3.	3 - 6 years (3 517)	13.23	3.	3 - 6 years (2 459)	9.90

* As percentage of the number of wholesale employees at each job level

Average Monthly Income Range

2.18 For **IE trades**, the distribution of average monthly income range by job level is shown in **Table 21** and the comparison on three most average monthly income ranges between 2014 and 2016 are shown in **Table 22**.

IE Trades
Table 21 Average Monthly Income Range by Job Level

Average Monthly Income Range	Number of Employees			
	Managerial (%) [*]	Supervisory (%) [*]	Clerical / Operative Support (%) [*]	Total (%) ^{**}
\$10,000 or below	0 (0.00)	549 (0.53)	17 051 (8.55)	17 600 (4.98)
\$10,001 - \$15,000	933 (1.84)	8 131 (7.87)	78 390 (39.31)	87 454 (24.74)
\$15,001 - \$20,000	1 473 (2.90)	27 856 (26.97)	47 559 (23.85)	76 888 (21.75)
\$20,001 - \$30,000	15 593 (30.71)	37 739 (36.53)	21 909 (10.99)	75 241 (21.29)
\$30,001 - \$50,000	15 466 (30.42)	5 285 (5.12)	3 485 (1.75)	24 236 (6.86)
\$50,001 - \$70,000	4 164 (8.20)	1 (0.001)	0 (0.00)	4 165 (1.18)
Over \$70,000	1 663 (3.28)	0 (0.00)	0 (0.00)	1 663 (0.47)
Unspecified	11 478 (22.61)	23 735 (22.98)	31 011 (15.55)	66 224 (18.74)
Total	50 770 (100.00)	103 296 (100.00)	199 405 (100.00)	353 471 (100.00)

* As percentage of the number of IE employees at each job level

** As percentage of the total number of IE employees

IE Trades
Comparison on the Three Most
Average Monthly Income Range by Job Level
between 2014 and 2016

Table 22

Job Level	2014			2016		
		The Three Most Average Monthly Income Range (No. of Responses)	% of Total*		The Three Most Average Monthly Income Range (No. of Responses)	% of Total*
Managerial	1.	\$30,001 - \$50,000 (26 125)	50.88	1.	\$20,001 - \$30,000 (15 593)	30.17
	2.	\$20,001 - \$30,000 (11 814)	23.01	2.	\$30,001 - \$50,000 (15 466)	30.42
	3.	\$50,001 - \$70,000 (4 372)	8.51	3.	\$50,001 - \$70,000 (4 164)	8.20
Supervisory	1.	\$20,001 - \$30,000 (53 632)	50.84	1.	\$20,001 - \$30,000 (37 739)	36.53
	2.	\$10,001 - \$20,000 (35 993)	34.12	2.	\$15,001 - \$20,000 (27 856)	26.97
	3.	\$30,001 - \$50,000 (2 207)	2.09	3.	\$10,001 - \$15,000 (8 131)	7.87
Clerical / Operative Support	1.	\$10,001 - \$20,000 (125 799)	61.06	1.	\$10,001 - \$15,000 (78 390)	39.31
	2.	\$8,001 - \$10,000 (21 285)	10.33	2.	\$15,001 - \$20,000 (47 559)	23.85
	3.	\$20,001 - \$30,000 (8 742)	4.24	3.	\$20,001 - \$30,000 (21 909)	10.99

* As percentage of the number of IE employees at each job level

2.19 For **Wholesale trade**, the distribution of average monthly income range by job level is shown in **Table 23** and the comparison on the three most average monthly income ranges between 2014 and 2016 are shown in **Table 24**.

Wholesale Trade
Table 23 Average Monthly Income Range by Job Level

Average Monthly Income Range	Number of Employees			
	Managerial (%) [*]	Supervisory (%) [*]	Clerical / Operative Support (%) [*]	Total (%) ^{**}
\$10,000 or below	0 (0.00)	0 (0.00)	3 496 (13.35)	3 496 (8.75)
\$10,001 - \$15,000	7 (0.21)	1 254 (12.00)	11 079 (42.31)	12 340 (30.89)
\$15,001 - \$20,000	265 (8.00)	1 494 (14.30)	5 659 (21.61)	7 418 (18.57)
\$20,001 - \$30,000	1 076 (32.49)	5 591 (53.51)	1 970 (7.52)	8 637 (21.62)
\$30,001 - \$50,000	809 (24.43)	302 (2.89)	14 (0.05)	1 125 (2.82)
\$50,001 - \$70,000	172 (5.19)	0 (0.00)	0 (0.00)	172 (0.43)
Over \$70,000	29 (0.88)	0 (0.00)	0 (0.00)	29 (0.07)
Unspecified	954 (28.80)	1 807 (17.30)	3 969 (15.16)	6 730 (16.85)
Total	3 312 (100.00)	10 448 (100.00)	26 187 (100.00)	39 947 (100.00)

* As percentage of the number of wholesale employees at each job level

** As percentage of the total number of wholesale employees

Table 24

**Wholesale Trade
Comparison on the Three Most
Average Monthly Income Range by Job Level
between 2014 and 2016**

Job Level	2014		2016	
	The Three Most Average Monthly Income Range (No. of Responses)	% of Total*	The Three Most Average Monthly Income Range (No. of Responses)	% of Total*
Managerial	1. \$20,001 - \$30,000 (1 450)	43.85	1. \$20,001 - \$30,000 (1 076)	32.49
	2. \$30,001 - \$50,000 (1 094)	33.08	2. \$30,001 - \$50,000 (809)	24.43
	3. \$50,001 - \$70,000 (220)	6.65	3. \$15,001 - \$20,000 (265)	8.00
Supervisory	1. \$20,001 - \$30,000 (6 201)	58.00	1. \$20,001 - \$30,000 (5 591)	53.51
	2. \$10,001 - \$20,000 (2 315)	21.65	2. \$15,001 - \$20,000 (1 494)	14.30
	3. \$30,001 - \$50,000 (415)	3.88	3. \$10,001 - \$15,000 (1 254)	12.00
Clerical / Operative Support	1. \$10,001 - \$20,000 (15 947)	59.99	1. \$10,001 - \$15,000 (11 079)	42.31
	2. \$8,001 - \$10,000 (4 857)	18.27	2. \$15,001 - \$20,000 (5 659)	21.61
	3. \$20,001 - \$30,000 (2 446)	9.20	3. \$10,000 or below (3 496)	13.35

* As percentage of the number of wholesale employees at each job level

Employees Having to Work in the Mainland

2.20 For **IE trades**, the Survey revealed that 92 213 employees had to work in the Mainland. Of the 92 213 employees, 8 465 (9.18%) were on a stationed basis and 83 748 (90.82%) were on a travelling basis. Details are shown in **Table 25** and the comparison on the working mode between 2014 and 2016 is shown in **Table 26**.

Table 25 **IE Trades**
Number of Employees Having to Work in the Mainland

Job Level	Managerial	Supervisory	Clerical / Operative Support	Total
Stationed Basis				
No. of Employees	3 417	1 459	3 589	8 465
Travelling Basis				
No. of Employees	20 989	28 327	34 432	83 748
Total	24 406	29 786	38 021	92 213

Table 26 **IE Trades**
Comparison on the Working Mode
between 2014 and 2016

Working Mode	2014	2016	Change	
			No.	%
Stationed Basis	6 927 (7.30%)	8 465 (9.18%)	+1 538	+22.20
Travelling Basis	87 985 (92.70%)	83 748 (90.82%)	-4 237	-4.82
Total	94 912 (100 %)	92 213 (100%)	-2 699	-2.84

2.21 For **Wholesale trade**, the Survey revealed that 3 011 employees had to work in the Mainland. Of the 3 011 employees, 238 (7.90%) were on a stationed basis and 2 773 (92.10%) were on a travelling basis. Details are shown in **Table 27** and the comparison between 2014 and 2016 is shown in **Table 28**.

Table 27 **Wholesale Trade**
Number of Employees Having to Work in Mainland

Job Level	Managerial	Supervisory	Clerical / Operative Support	Total
Stationed Basis				
No. of Employees	3	221	14	238
Travelling Basis				
No. of Employees	373	684	1 716	2 773
Total	376	905	1 730	3 011

Table 28 **Wholesale Trade**
Comparison on the Working Mode
between 2014 and 2016

Working Mode	2014	2016	Change	
			No.	%
Stationed Basis	25 (1.00%)	238 (7.90%)	+213	+852.00
Travelling Basis	2 467 (99.00%)	2 773 (92.10%)	+306	+12.40
Total	2 492 (100%)	3 011 (100%)	+519	+20.83

Future Development of Companies in the Next Three Years (For IE trades only)

2.22 As revealed in the Survey, most of the companies would change their business nature to on-line sales, followed by original brand manufacturing, original design manufacturing and original equipment manufacturing in the next three years. It reflected the growing importance of running e-commerce business, having own brand name in order to add value and having a good design to promote business.

2.23 A total of 692 companies had indicated that they would relocate their functions to Pearl River Delta and other regions of Mainland China in the next three years. No companies would relocate their functions back to Hong Kong in the next three years.

2.24 The most preferred functions to be moved in the next three years would be “merchandising”, “sales and customer services” and “accounting”.

Manpower Involvement in Various Functions (For Wholesale trade only)

2.25 The wholesale operations in Hong Kong need to integrate with other related functions in order to survive and to remain competitive.

2.26 The Survey revealed that the forecast growth in manpower involvement in next 12 months was noted in the functions of “Retail” (+1.66%), “Technical Support” (+1.38%), “Procurement” (+0.53%), “Others” (Shipping / Graphic Design / Delivery / Tally / Management / Maintenance (+0.46%) and “Brand Development” (+0.43%). Other functions in “Manufacturing” (-19.53%) and “Sales and Marketing” (-0.26%) recorded a drop in growth.

Training Places

2.27 For **IE trades**, the total number of training places offered in the past 12 months was 26 096. The top five trade specific subject areas by job level are shown in **Table 29**:

IE Trades
**Table 29 Top Five Trade Specific Subject Areas by Job Level
in the Past 12 Months**

Job Level	Rank	Types	No. of Places
Managerial	1	Managerial / Supervisory / Coaching Skills / Strategic Management	2 217
	2	Product Knowledge	1 268
	3	Sales and Marketing	1 014
	4	Product Development / Product Design	566
	5	Quality Control	447
Supervisory	1	Product Knowledge	1 447
	2	E-commerce / Media Knowledge	1 086
	3	Sales and Marketing	894
	4	Managerial / Supervisory / Coaching Skills / Strategic Management	726
	5	Logistic / Inventory Management / Supply Chain Management	442
Clerical / Operative Support	1	Product Knowledge	3 227
	2	Sales and Marketing	596
	3	E-commerce / Media Knowledge	554
	4	Managerial / Supervisory / Coaching Skills / Strategic Management	384
	5	Financing and Accounting	349

2.28 The number of companies offering training places in the next 3 years with top five trade specific subject areas by job level are summarised in **Table 30**:

IE Trades
Table 30 Top Five Trade Specific Subject Areas by Job Level in the Next 3 Years

Job Level	Rank	Types	No. of Companies
Managerial	1	Managerial / Supervisory / Coaching Skills / Strategic Management	783
	2	Sales and Marketing	632
	3	Product Knowledge	540
	4	Product Development / Product Design	228
	5	Financing and Accounting	198
Supervisory	1	Sales and Marketing	1 624
	2	Merchandising and Purchasing	629
	3	E-commerce / Media Knowledge	574
	4	Domestic Sales / Taxation / Laws in China	502
	5	Product Knowledge	290
Clerical / Operative Support	1	Product Knowledge	780
	2	Sales and Marketing	732
	3	Customer Relationship / Complaints Handling	576
	4	E-commerce / Media Knowledge	562
	5	Merchandising and Purchasing	511

2.29 The reasons for having no training requirements in the next 3 years are shown in **Table 31**.

IE Trades
Table 31 Reasons for Having No Training Requirements in the Next 3 Years

Reasons	Limited Resources	No Time	Prefer On-the-job Training	Others
Total	35 858	9 361	38 926	26 330

* Respondents can select more than one reason

Training Places

2.30 For **Wholesale trade**, the total number of training places offered in the past 12 months was 4 644. The top five trade specific subject areas by job level are shown in **Table 32**:

Wholesale Trade
Table 32 Top Five Trade Specific Subject Areas by Job Level
in the Past 12 months

Job Level	Rank	Types	No. of Places
Managerial	1	Product Knowledge	125
	2	Managerial / Supervisory / Coaching Skills / Strategic Management	86
	3	Sales and Marketing	78
	4	Quality Control	62
	5	Risk Management	60
Supervisory	1	Sales and Marketing	366
	2	Product Knowledge	319
	3	Merchandising and Purchasing	220
	4	Managerial / Supervisory / Coaching Skills / Strategic Management	35
	5	Quality Control	2
Clerical / Operative Support	1	Product Knowledge	1 202
	2	Sales and Marketing	984
	3	Merchandising and Purchasing	868
	4	Managerial / Supervisory / Coaching Skills / Strategic Management	8
	5	Logistic / Inventory Management / Supply Chain Management	4

2.31 The number of companies offering training places in the next 3 years with top five trade specific subject areas by job level are shown in **Table 33**:

Wholesale Trade
Table 33 **Top Five Trade Specific Subject Areas**
in the next 3 Years by Job Level

Job Level	Rank	Types	No. of Companies
Managerial	1	Sales and Marketing	63
	2	Customer Relationship / Complaints Handling	42
	3	Product Knowledge	40
		Risk Management	40
	4	Managerial / Supervisory / Coaching Skills / Strategic Management	31
	5	E-commerce / Media Knowledge	1
		Merchandising and Purchasing	1
		Logistic / Inventory Management / Supply Chain Management	1
Visual Merchandising		1	
Supervisory	1	Logistic / Inventory Management / Supply Chain Management	62
	2	Quality Control	59
		Risk Management	59
	3	Customer Relationship / Complaints Handling;	39
	4	Sales and Marketing	37
5	Product Knowledge	32	
Clerical / Operative Support	1	Product Knowledge	91
	2	Managerial / Supervisory / Coaching Skills / Strategic Management	39
		Customer Relationship / Complaints Handling	39
		Merchandising and Purchasing	39
	3	Quality Control	20
		Logistic / Inventory Management / Supply Chain Management	20
	4	Sales and Marketing	4
5	N/A	N/A	

2.32 The reasons for having no training requirements in the next 3 years are shown in **Table 34**.

Wholesale Trade
Table 34 **Reasons for Having No Training Requirements**
in the Next 3 Years

Reasons	Limited Resources	No Time	Prefer On-the-job Training	Others
Total	5 646	1 239	4 683	2 936

* Respondents can select more than one reason

Wastage

2.33 Wastage rate refers to those leaving the Import / Export / Wholesale (IEW) trades because of change of jobs to non-IEW trades, emigration, retirement, further studies and other causes. As revealed in the Survey, the total number of wastage for the IEW trades is 22 938 in which 20 377 for the IE trades and 2 561 for the wholesale trade. They are assumed to be fully replenished.

Additional Training Requirements

2.34 Based on the employers' forecast of manpower growth and the number of wastage, the additional training requirements of the IEW trades for 2017 would be 23 008. Details are shown in **Table 35**.

Table 35 **Import/Export/Wholesale Trades**
Additional Training Requirements for 2017

Job Level	No. of Employees (2016)	(A) Employers' Forecast of Manpower Growth (2017)	(B) Wastage Replacement		(A) + (B) Additional Training Requirements (2017)
			No.	(%)	
Import / Export Trades					
Managerial	50 770	+25	1 807	3.56	1 832
Supervisory	103 296	+39	3 591	3.48	3 630
Clerical / Operative Support	199 405	+6	14 979	7.51	14 985
Sub-Total	353 471	+70	20 377	5.76	20 447
Wholesale Trade					
Managerial	3 312	-4	9	0.27	5
Supervisory	10 448	0	137	1.31	137
Clerical / Operative Support	26 187	4	2 415	9.22	2 419
Sub-Total	39 947	0	2 561	6.41	2 561
Total	393 418	+70	22 938	5.83	23 008

Recruitment Difficulties

2.35 For **IE trades**, 13 906 companies had indicated whether they had encountered recruitment difficulties or not. Of the 13 906 companies, 10 999 (79.10%) reported that they had not encountered recruitment difficulties and 2 907 (20.90%) had encountered recruitment difficulties. The reasons for recruitment difficulties by job level in the past 12 months are shown in **Table 36** and the top three reasons are shown in **Table 37**.

Table 36
IE Trades
Reasons for Recruitment Difficulties
By Job Level in Past 12 Months

No.	Reasons	Managerial	Supervisory	Clerical / Operative Support
1.	Candidates had more choices in the market	211	283	821
2.	Candidates lacked the relevant skills / expertise	188	177	361
3.	Candidates lacked the relevant experience	324	289	323
4.	Candidates lacked the relevant academic qualification	3	73	220
5.	Candidates found the remuneration package and fringe benefit not attractive	128	1 244	582
6.	Candidates were lack of awareness of career opportunities available and the career prospects	0	1 001	87
7.	Others (e.g. unable to work in the Mainland, not enough applicants, pressure to meet sales target)	57	28	396
Total		911	3 095	2 790

IE Trades
Table 37 **Top Three Reasons for Recruitment Difficulties**
by Job Level

Job Level	Top Three Reasons		
	1	2	3
Managerial	Candidates lacked the relevant experience	Candidates had more choices in the market	Candidates lacked the relevant skills / expertise
Supervisory	Candidates found the remuneration package and fringe benefit not attractive	Candidates were lack of awareness of career opportunities available and the career prospects	Candidates lacked the relevant experience
Clerical / Operative Support	Candidates had more choices in the market	Candidates found the remuneration package and fringe benefit not attractive	Others (e.g. unable to work in the Mainland, not enough applicants, pressure to meet sales target)

2.36 For **Wholesale trade**, 2 347 companies had indicated whether they had encountered recruitment difficulties or not. Of the 2 347 companies, 2 026 (86.32%) reported that they had not encountered recruitment difficulties and 321 (13.68%) had encountered recruitment difficulties. The reasons for recruitment difficulties by job level in the past 12 months are shown in **Table 38** and the top three reasons are shown in **Table 39**.

Wholesale Trade
Table 38 **Reasons for Recruitment Difficulties**
By Job Level in Past 12 Months

No.	Reasons	Managerial	Supervisory	Clerical / Operative Support
1.	Candidates had more choices in the market	2	4	194
2.	Candidates lacked the relevant skills / expertise	2	6	24
3.	Candidates lacked the relevant experience	0	4	129
4.	Candidates lacked the relevant academic qualification	0	4	4
5.	Candidates found the remuneration package and fringe benefit not attractive	9	2	153
6.	Candidates were lack of awareness of career opportunities available and the career prospects	0	2	91
7.	Others (e.g. have concerns over the working time and working environment)	0	0	57
Total		13	22	652

Wholesale Trade
Table 39 **Top Three Reasons for Recruitment Difficulties**
by Job Level

Job Level	Top Three Reasons		
	1	2	3
Managerial	Candidates found the remuneration package and fringe benefit not attractive	Candidates had more choices in the market; Candidates lacked the relevant skills / expertise	N/A
Supervisory	Candidates lacked the relevant skills / expertise	Candidates had more choices in the market Candidates lacked the relevant experience Candidates lacked the relevant academic qualification	Candidates found the remuneration package and fringe benefit not attractive Candidates were lack of awareness of career opportunities available and the career prospects
Clerical / Operative Support	Candidates had more choices in the market	Candidates found the remuneration package and fringe benefit not attractive	Candidates lacked the relevant experience

SECTION III

RECOMMENDATIONS

Employers

3.1 To stay ahead in the industry, the Training Board is of the view that staff training is essential for providing more effective and efficient service delivery and production methods result in higher customer satisfaction as well as costs and time savings.

3.2 Developing employees at all levels is essential to maintain a consistent level of customer satisfaction over time. Top performers and potential employees should take part in advanced training that may be associated with career advancement. The offering of progressive employee advancement demonstrates confidence in staff and prepares the succession manpower pool.

3.3 The Training Board recommends that other than a competitive remuneration package, a positive, caring and friendly working environment are crucial for attracting staff to join the industry and for retaining them. Personal coaching and positive reinforcement will also enhance communication, trust and confidence between employers and employees. In view of the changing context of work, employers could also consider offering flexible working arrangements as it allows companies to meet present and future challenges by creating choice, accommodating generations, enabling complexity and creating agility.

3.4 The business environment for Hong Kong's trading firms is becoming more challenging. Employers were advised to develop strategies to reduce the risk potential for achieving optimum results and provide more value-added services in addition to finding more competitive sources of supplies. For instance, to help their clients to inspect the goods produced by the manufacturers to ensure they meet the procurement standard and monitor production schedules to meet delivery.

Employees

3.5 To capitalise on the efforts and resource pooled by the other stakeholders most effectively, the mind sets of the employees are equally important. They should strive to develop a vision and be aware of the importance of life-long learning. Employees have to face the changing needs of the trade in order to stay ahead in the competitive business environment.

3.6 With the abundant choices of courses providers in the market, the Training Board advises that employees should exercise prudence when selecting course providers for ensuring quality training.

3.7 In the era of big data, social media information and other data sets from the Internet have become more accessible such as the details of consumers' profiles, purchase history and internet browsing habits etc. It is undeniable that the need for big data analytics and e-commerce business can be seen in various industries. Hence, employees are encouraged to learn more about the analytical skills on how to transform data into insights and intelligence.

3.8 As communications through technology is speedy and highly interactive, frequent users may gradually have lower attention span and become impatient when handling real-life people's relationship. Other than technical knowledge and skills, employees are also encouraged to enhance their interpersonal communication skills for building good relationship and working more effectively in groups and teams.

Training Services Providers

3.9 The Training Board acknowledges the need to keep track of the changing technology and customer demands locally, and internationally. The training curriculum and syllabus of training providers should then be reviewed and updated to keep abreast of the latest trends and development.

3.10 With the full support from government to the "Belt and Road" initiative and the vision, mission and goals laid out in the Manifesto of the Chief Executive (We-connect), training providers are advised to provide more diversified opportunities to youngsters for widening the pool of talents. For instance, to offer more training programmes in foreign languages, arrange more mainland exchange programmes along the "Belt and Road", strengthen their ethnic and integrity for forging tighter bonds with people in different organisations etc.

3.11 Apart from in-service training, pre-employment training including internship and placement opportunities could help students to acquire the essential knowledge and skills for easier adaptation to the job after graduation.

Government Support

3.12 For those companies with little and no resources for training, the Skills Upgrading Scheme Plus (SUS Plus) and Continuing Education Fund (CEF) funded by the HKSAR Government provide financial assistance for in-services training to meet the skills requirement of the industry. Hence, the Training Board supports the continuation of these financial measures to help the trade.

Nurturing a Pool of Creative Talents

3.13 According to the Global Competitiveness Report published by the World Economic Forum, the overall ranking of Hong Kong was 9th among 136 economies. It also rated Hong Kong as being the top among all places when it came to infrastructure projects, but the report ranked Hong Kong at 27th place when it came to the pillar of innovation. In order to cultivate innovative talents, the Training Board believes that the industry have to keep nurturing a pool of creative human capital, facilitating start-ups and the development of creative establishments, generating demand for innovation and creativity and expanding local market size for creative industries, promoting creative industries to the Mainland and overseas to help exploring outside markets and fostering a creative atmosphere within the community.

Release of Potential Manpower from the Existing Population

3.14 Hong Kong's population has been ageing as a result of low fertility rate and extended life expectancy in recent years. Faced with an ageing population and a shrinking labour force, the Training Board recommends that the HKSAR Government to join hands with the industry and training providers to tap the potential of the existing population including mature workers, ethnic minorities, promote work-life balance for female population, and some family members to help them to balance work and caring responsibilities. The training capacities and facilities of the industry course providers also need to be expanded and upgraded for furthering the manpower training, re-training and development purposes.

Qualifications Framework

3.15 The qualifications framework for the import / export industry provides a set of comprehensive and systematic benchmarks for the skills, knowledge and attributes required for properly performing the duties of various positions. Training providers are encouraged to develop QF accredited training programmes. Employers should also encourage their employees to apply for the Recognition of Prior Learning (RPL) to receive formal recognition of their knowledge, skills and experience already acquired. Employers could consider offering opportunities for career advancement to those employees who had obtained a specific QF level under the RPL mechanism.

Publicity and Manpower Surveys

3.16 The Training Board will continue to support the experience-sharing seminars / workshops for the employees in the industry and conduct the manpower survey with a view to bringing stakeholders to a better understanding of the manpower situation in the import / export / wholesale trades and be proactive in taking appropriate actions in anticipation of forthcoming changes.

報告摘要

1. 引言

1.1 在政府統計處協助下，出入口及批發業訓練委員會於 2016 年 10 月 17 日至 11 月 16 日進行人力調查，蒐集業內人力及訓練需求的資料。是次調查選出 670 間出入口業公司及 327 間批發業公司為調查樣本，整體有效回應率分別為 91.91%（出入口業）和 96.69%（批發業）。

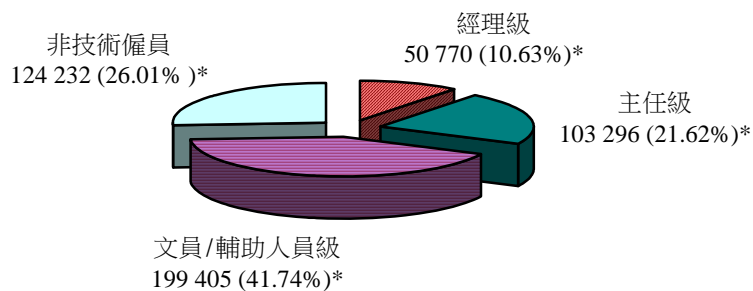
2. 2016 年僱員人數

出入口業

2.1 調查顯示，2016 年 10 月 17 日有 477 703 人從事出入口業，當中 353 471 人(73.99%) 屬技術僱員，124 232 人(26.01%)屬非技術僱員。

2.2 相對於 2014 年的 490 876 人，調查期間所錄得的出入口業僱員減少了 13 173 人(-2.68%)，技術僱員減少了 9 400 人 (-2.59%)，非技術僱員減少了 3 773 人(-2.95%)。出入口業各職級僱員的分布情況見圖 1。

圖 1 出入口業
各職級僱員分布情況 (2016 年 10 月)
(總數：477 703 人)



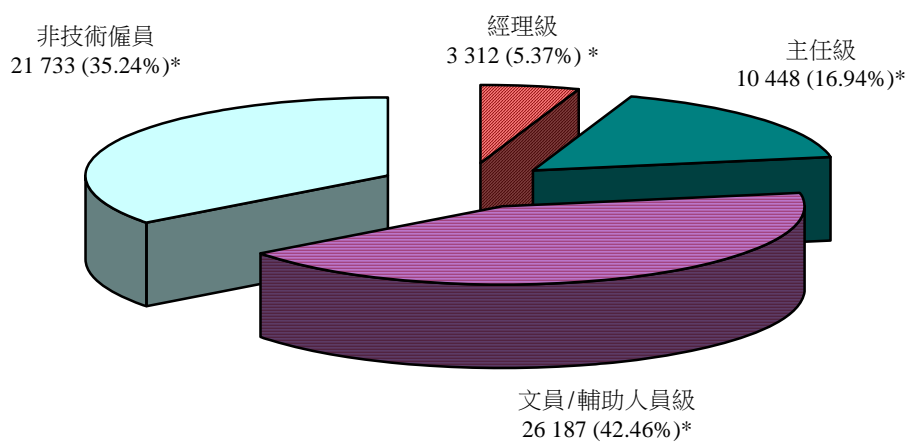
* 括號內為僱員百份率

批發業

2.3 調查顯示，2016年10月17日有61 680人從事批發業，當中39 947人(64.76%)屬技術僱員，21 733(35.24%)屬非技術僱員。

2.4 相對於2014年的62 539人，調查期間所錄得的批發業僱員減少了859人(-1.37%)，技術僱員減少了635人(-1.56%)，非技術僱員減少了224人(-1.02%)。批發業各職級僱員的分布情況見圖2。

圖 2 批發業
各職級僱員分布情況 (2016年10月)
(總數: 61 680)



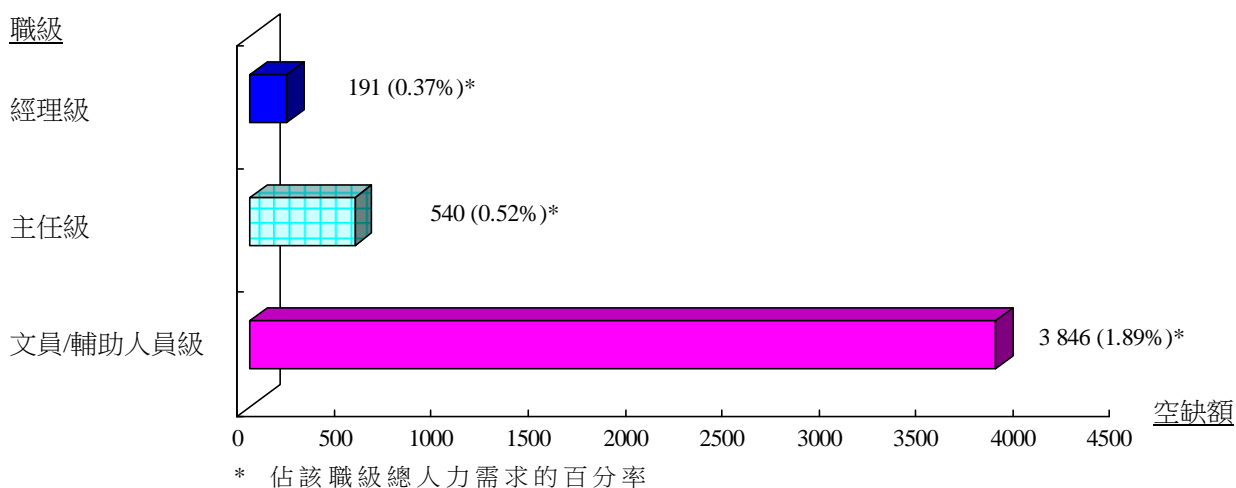
* 括號內為僱員百分率

3. 2016年空缺額

出入口業

3.1 調查顯示，2016年10月17日總共有4 577個技術僱員職位空缺，較2014年的4 921個減少344個。2016年10月空缺額的分布情況見圖3

圖 3 出入口業
2016年10月空缺額分布情況

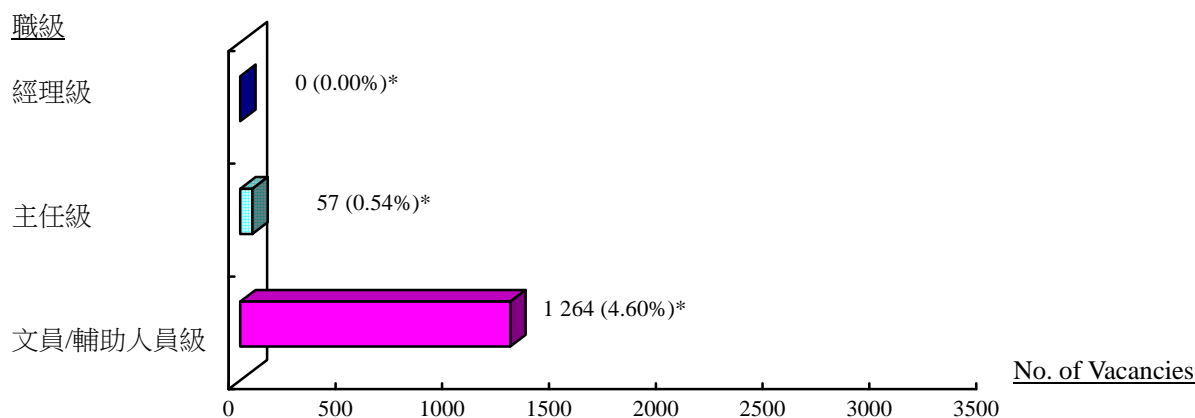


* 佔該職級總人力需求的百分率

批發業

3.2 調查顯示，2016年10月17日總共有1 321個技術僱員職位空缺，較2014年的1 374個減少53個。2016年10月空缺額的分布情況見圖4。

圖 4 批發業
2016年10月空缺額分布情況



* 佔該職級總人力需求的百分率

4. 僱主預測 2017年10月人力需求

出入口業

4.1 僱主預測，至2017年10月時，出入口業人力會較2016年10月時稍微上升，由358 048名增至358 118名僱員，增加70名(+0.02%)。僱主預測2017年10月各職級的人力需求見表1：

表 1 出入口業
僱主預測各職級人力需求 (2017年10月)

職級	(a) 2016年10月 僱員人數	(b) 2016年10月 空缺額	(a) + (b) 2016年10月 總人力需求	僱主預測 2017年10月 人力需求	增長	(%)*
經理級	50 770	191	50 961	50 986	+25	+0.05
主任級	103 296	540	103 836	103 875	+39	+0.04
文員/ 輔助人員級	199 405	3 846	203 251	203 257	+6	+0.003
總數	353 471	4 577	358 048	358 118	+70	+0.02**

* 佔該職級總人力需求的百分率

** 佔出入口業總人力需求的百分率

批發業

4.2 僱主預測，2017 年 10 月將不會有人力增長，僱員會維持在 41 268 人，僱主預測 2017 年 10 月各職級的人力需求見表 2:

表 2 批發業
僱主預測各職級人力需求 (2017 年 10 月)

職級	(a) 2016年10月 僱員人數	(b) 2016年10月 空缺額	(a) + (b) 2016年10月 總人力需求	僱主預測 2017年10月 人力需求	增長	(%)*
經理級	3 312	0	3 312	3 308	-4	-0.12
主任級	10 448	57	10 505	10 505	0	0.00
文員/ 輔助人員級	26 187	1 264	27 451	27 455	+4	+0.01
總數	39 947	1 321	41 268	41 268	0	0.00

* 佔該職級總人力需求的百分率

** 佔批發業總人力需求的百分率

5. 過去 12 個月僱員流動情況

出入口業

5.1 僱主報稱，出入口業在過去 12 個月內共有 28 510 名僱員離職，佔業內僱員總數的 7.96%；以職級計，經理級、主任級、文員/輔助人員級的離職僱員分別是 2 394 人、6 366 人、19 750 人。

批發業

5.2 僱主報稱，批發業在過去 12 個月內共有 3 236 名僱員離職，佔業內僱員總數的 7.84%；以職級計，經理級、主任級、文員/輔助人員級的離職僱員分別是 14 人、198 人、3 024 人。

6. 出入口公司未來三年發展

6.1 調查顯示，大部分出入口公司在未來三年，會將業務轉型為網上銷售，其次是原品牌製造、原設計製造，以及原設備製造；反映經營電子商貿愈來愈重要，擁有自家品牌才可以為業務增值，並要以優質的設計推廣業務。

7. 培訓名額

出入口業

7.1 調查顯示，出入口業過去 12 個月內共提供 26 096 個培訓名額。培訓範疇主要為以下的基本技術和知識：管理 / 督導 / 訓練技巧 / 策略管理、產品知識、銷售及市務推廣、電子商貿 / 媒體知識、產品開發 / 產品設計、品質控制、物流 / 倉儲管理 / 供應鏈管理。

7.2 僱主認為未來三年熱門的培訓範疇分別是：管理 / 督導 / 訓練技巧 / 策略管理、銷售及市務推廣、產品知識、產品開發 / 產品設計、電子商貿 / 媒體知識、客戶關係 / 投訴處理、中國國內銷售 / 稅務 / 法律、採購。

7.3 出入口業僱主對未來三年並無填報任何培訓需求，主要原因是寧選擇在職訓練、資源有限，以及沒有時間等。

批發業

7.4 調查顯示，批發業過去 12 個月內共提供 4 644 個培訓名額。培訓範疇主要為以下的基本技術和知識：產品知識、管理 / 督導 / 訓練技巧 / 策略管理、銷售及市務推廣、品質控制、危機管理、採購、物流 / 倉儲管理 / 供應鏈管理。

7.5 僱主又指出未來三年熱門的培訓範疇分別是：銷售及市務推廣、客戶關係 / 投訴處理、產品知識、品質控制、危機管理、管理 / 督導 / 訓練技巧 / 策略管理、銷售及市務推廣、產品知識、電子商貿 / 媒體知識、採購、物流 / 倉儲管理 / 供應鏈管理、商品視覺展示。

7.6 批發業僱主對未來三年並無填報任何培訓需求，資源有限、寧選擇在職訓練、沒有時間等是主要原因。

8. 流失人手情況

8.1 「流失率」指因轉行、退休移民、進修或其他原因離開出入口業或批發業的員工比率。調查顯示，出入口業及批發業流失的僱員分別為 20 377 名及 2 561 名，並假設業內會全數補充這些流失人手。

9. 額外培訓需求

9.1 本會根據僱主預測的人力增長及現有流失率，推算 2017 年出入口業及批發業需額外培訓合共 23 008 人；其中，出入口業佔 20 447 人，批發業佔 2 561 人。

10. 2017 年至 2021 年人力推算

出入口業

10.1 除了根據僱主的預測，本會亦採用了人力市場分析法（LMA）推算出入口業 2017 年至 2021 年的人力需求，見表 3：

表 3 出入口業
2017 年至 2021 年人力需求推算（採用人力市場分析法）

年份	需求人手總數	LMA 推算	僱主預測
2016	358 048	-	-
2017	-	358 297 (+0.07%*)	358 118 (+0.02%*)
2018	-	358 535 (+0.07%**)	-
2019	-	358 744 (+0.06%**)	-
2020	-	358 934 (+0.05%**)	-
2021	-	359 107 (+0.05%**)	-

所有數字只包括技術僱員

* 與 2016 年總人力需求比較的百分率變動

** 與上一年推算人力比較的百分率變動

批發業

10.2 本會採用調節過濾法（AFM）推算批發業 2017 年至 2021 年的人力需求（見表 4）：

表 4 批發業
2017 年至 2021 年人力需求推算（採用調節過濾法）

年份	需求人手總數	AFM 推算	僱主預測
2016	41 268		
2017		41 628 (+0.87%*)	41 268 (0.00%*)
2018		41 643 (+0.04%**)	
2019		41 654 (+0.03%**)	
2020		41 662 (+0.02%**)	
2021		41 669 (+0.02%**)	

所有數字只包括技術僱員

* 與 2016 年總人力需求比較的百分率變動

** 與上一年推算人力比較的百分率變動

11. 業務展望

2016 年經濟表現

11.1 2016 年香港經濟錄得 2.0% 溫和增長，較 2015 年的 2.4% 為低。不過，2016 年年底的經濟表現堅穩，第四季的本地生產總值較上一年同季度增長 3.2%，亦較第三季的 2.0% 增幅為高。

11.2 受全球經濟放緩拖累，2015 年商品貿易總額（入口、港產品出口及轉口）下跌 3.0%，2016 年再收縮 0.7%。同時，香港的商品出口總額（港產品出口加轉口）2015 年下跌 1.8%，2016 年再按年下跌 0.5%。2006 至 2016 年香港的入口、港產品出口及轉口貿易數字見表 1。

表 1 香港對外商品貿易數字

年份	進口		港產品出口		轉口	
	港元 (以百萬計)	年度增減 百分比	港元 (以百萬計)	年度增減 百分比	港元 (以百萬計)	年度增減 百分比 e
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6.0
2009	2 692 356	-11.0	15 574	-36.4	2 411 347	-11.8
2010	3 364 840	25.0	69 512	20.4	2 961 507	22.8
2011	3 764 596	11.9	65 662	-5.5	3 271 592	10.5
2012	3 912 163	3.9	58 830	-10.4	3 375 516	3.2
2013	4 060 717	3.8	54 364	-7.6	3 505 322	3.8
2014	4 219 046	3.9	55 283	1.7	3 617 468	3.2
2015	4 046 420	-4.1	46 861	-15.2	3 558 418	-1.6
2016	4 008 384	-0.9	42 875	-8.5	3 545 372	-0.4

資料來源：政府統計處：香港對外商品貿易數字

11.3 2016 年香港主要的出口市場為中國內地(54%)、歐盟(9%)及美國(9%)。內地市場在香港全球貿易所佔比率的趨勢見表 2。

表 2 內地佔香港全球貿易比率

年份	內地貨品進口		港產品出口內地		港產品經內地轉口	
	港元 (以百萬計)	年度增減 百分比	港元 (以百萬計)	年度增減 百分比	港元 (以百萬計)	年度增減 百分比
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	20.4	1 566 999	22.8
2011	1 696 807	10.9	30 699	-1.7	1 716 056	9.6
2012	1 840 862	8.5	26 026	-15.2	1 831 732	6.7
2013	1 942 131	5.5	24 784	-4.8	1 924 463	5.1
2014	1 986 964	2.3	23 195	-6.4	1 955 821	1.6
2015	1 984 049	-0.1	20 433	-11.9	1 916 082	-2.0
2016	1 916 831	-3.4	18 563.3	-9.2	1 924 906	-10.5

資料來源：政府統計處《服務業統計摘要》

踏入 2017 年經濟表現

11.4 就業環境和工資收入理想，加上外需轉強，帶動內需急升，2017 年第一季香港的經濟較前一年顯著增長 4.3%，遠超市場預期的 3.7%，同時亦超過對上一季的 3.2% 增幅。全球經濟在 2016 年下半年展現復甦，勢頭延續至 2017 年第一季。

11.5 香港的商品出口在 2017 年第一季按年顯著增長 10.3%，較對上一季的 5.5% 為高。商品出口在 2016 年錄得 0.5% 輕微跌幅，2017 年 1 至 5 月按年上升 8.2%，主要出口市場為中國內地、歐盟、美國、東盟、印度及日本，分別佔本港總出口的 53.1%、8.9%、8.6%、7.8%、4.7% 及 3.3%。

11.6 內部需求穩健增長，就業情況理想及經濟氣氛轉強，帶動進口貨品在第一季按年再顯著增長 10.7%，較對上一季的 5.6% 增幅為高。進口貨品在 2016 年錄得 0.9% 跌幅，2017 年 1 至 5 月按年跳升 9.1%。

中國內地及先進市場經濟

11.7 內地經濟漸多由內需和服務業帶動，朝着可持續發展方向增長，估計能夠保持中高速增長，是環球經濟增長的重要支柱。

11.8 美國經濟近期續有改善，但新政府的經濟政策仍未清晰；儘管或會推出對環球經濟增長有利的財政刺激措施，但現時市場更關注美國的貿易保護措施會否陸續出籠，以致窒礙現時全球貿易改善中的增長勢頭。此外，英國「脫歐」的發展，亦令歐洲政經局勢變幻莫測。

政府支援措施

11.9 政府於 2017-18 財政年度的財政預算案提出會延長「發展品牌、升級轉型及拓展內銷市場的專項基金」及「中小企融資擔保計劃下特別優惠措施」的申請期，繼續為香港的中小企提供支援。

11.10 創新及科技是推動香港經濟持續和多元化發展的新引擎。政府注資 82 億元，讓香港科技園公司在將軍澳工業邨興建先進製造業中心及數據技術中心。此外，政府將推出 20 億元的「創科創投基金」，以鼓勵更多私營公司投放資金於本地的創科初創企業。

國家策略計劃

11.11 中國提出具宏大建設願景的「一帶一路」倡議，旨在促進「一帶一路」沿線 60 多個國家之間的經濟及社會合作。同時，這項發展計劃定能帶動國際商貿的增長，為香港商界創造新的需求和契機。

11.12 「粵港澳大灣區」是中國國家戰略規劃的一部分。這項規劃包含 11 個城市，本地生產總值的總和約為三藩市大灣區本地生產總值的兩倍，並與紐約大灣區的相近。預計「粵港澳大灣區」會成為全球主要的城市群，必定能為廣州、香港和澳門帶來黃金機遇和前景。這項計劃同時為三地在金融收益開創共贏局面，鼓勵三地發揮獨特優勢，深化合作關係，從而帶動國家及國際級水平的經濟增長。

《內地與香港關於建立更緊密經貿關係的安排》(CEPA)

11.13 《內地與香港關於建立更緊密經貿關係的安排》(CEPA)這項協議簽定，可為香港產品及服務開拓龐大市場，令內地與香港之間已建立的經濟合作和融合更為加強。CEPA 協助香港商界開拓內地市場的龐大商機，也為內地帶來不少益處；內地企業可以藉香港這塊最佳跳板「走出去」，加速與世界經濟接軌。我們同樣歡迎外國投資者在香港設立公司，充分把握 CEPA 的便利，共同開拓內地市場的龐大商機。基本的貿易開放措施已在推行，香港作為國際貿易中心及通往內地門口的地位亦更為鞏固。

《東盟自由貿易協定》（自貿協定）

11.14 東盟整體是香港第四大的出口市場及第二大貿易伙伴；其中越南自 2013 年起已超越新加坡，成為本港最大的東盟成員國出口市場。為把握擴大雙邊貿易的機會，本港與東盟於 2014 年 7 月開始為締結《香港－東盟自由貿易協定》正式磋商。除了減少及／或撤銷關稅，自貿協定涉及的主要範疇有產地來源規則、開放服務貿易、促進和保障投資，以及知識產權合作，預計將於 2017 年商定；屆時，將可促進香港與東盟之間的經濟聯繫，亦加強本港擔當區內貿易樞紐的角色。

總結

11.15 環球經濟稍有改善，可望支持香港未來的貿易表現。假如近期的增長步伐持續，2017 年經濟表現應會較佳。不過，全球不少地方因政局變遷，新一輪不明朗因素浮現，保護主義情緒升溫，均讓情況更趨複雜，令全球經濟前景出現波動。

資料來源：

1. 香港政府統計處
2. 香港貿易發展局
3. 香港特區政府經濟分析部
4. 《中國日報》
5. 《內地與香港關於建立更緊密經貿關係的安排》
6. 《東盟自由貿易協定》
7. 《2017 至 18 財政年度政府財政預算案》

12. 建議

僱主

12.1 企業如要保持領先地位，宜安排僱員接受培訓，提升他們的行業知識和技能。此外，必須注重各個職級的員工發展，才能持續提供優質的顧客服務；同時，亦可為培養接班人作好準備。

12.2 為吸引和挽留人才，業界機構除了提供良好的薪酬條件，正面、關懷的工作環境亦十分重要。由於工作情況不斷轉變，僱主亦可考慮增加工作彈性，給予員工選擇，融和跨世代的員工共事合作，容納多元的工作方式、靈活變通，以應對目前和未來的挑戰。

12.3 企業應加強風險管理技巧，謀求最大的業務效益。由於客戶與廠家之間直接交易的情況漸趨普遍，企業宜提供更多增值服務，例如：協助客戶查驗廠家生產的貨品，確保符合採購規格，並監控生產日期以便準時付貨。

從業員

12.4 從業員的心態同樣重要。他們應有遠大目光，了解終身學習的重要，並慎選擇市場上有信譽的培訓機構報讀課程。

12.5 在海量數據充斥的年代，從業員宜更多學習數據分析技術，將數據轉化成專業識見和市場情報，對電子商貿的知識亦需提升。

12.6 除了具備技術知識和技能，從業員亦應提升溝通技巧，建立良好的人際關係，在小組和團隊中發揮工作成效。

培訓機構

12.7 本會建議培訓機構應經常檢視本身的課程設計和課程範圍，以回應行業的最新發展趨勢。

12.8 因應政府全力支持“一帶一路”倡議，以及行政長官的競選政綱（見《WeConnect 同行》網頁）所設想的願景、使命和目標，培訓機構應為青少年提供更多元化的機會，廣納人才。例如，提供更多以外語教授的培訓課程，在“一帶一路”倡議下安排更多內地交流活動，加深青少年對族裔的認識和融和，與不同團體的人士和洽共處。

12.9 對於剛離開校園的畢業生，除了在職培訓，設有工作實習及就業輔導的職前培訓亦有助他們掌握出入口及批發行業的基本知識和技能，更快投入工作。

政府支援措施

12.10 培訓資源匱乏的公司僱主及僱員，應善用政府資助的「新技能提升計劃」(SUS Plus) 和「持續進修基金」(CEF)，安排在職培訓，配合業界要求。所以，本會支持繼續在業內推行這些財政資助措施。

孕育創意人才

12.11 要培育創新人才，業界須維持一個孕育創意的人力資本庫，促進初創企業與創新業務發展，製造需求；更要擴大本地創意行業的市場規模，開拓內地和海外市場；同時，社會上亦要營造創意氛圍。

釋放勞動力

12.12 面對人口老化和勞動力萎縮，本會建議設法釋放現有人口的潛在勞動力，例如鼓勵年長人士、少數族裔就業，幫助在職婦女在工作與生活之間取得平衡，能兼顧工作與照顧家庭責任。業內訓練機構亦須增添培訓名額，提升培訓設施，以加強人力訓練、再培訓與發展服務。

資歷架構

12.13 政府已為出入口及批發業制訂資歷架構，提供一套詳盡而有系統的基準，訂定不同職務所需的技能、知識和經驗。本會鼓勵培訓機構按資歷架構認可而設計課程；僱主亦應鼓勵僱員申請「過往資歷認可」，為累積所得的技能、知識或經驗後取得正式的資歷證明。對於持有「過往資歷認可」相關資歷水平的從業員，僱主可考慮提供晉升機會。

宣傳及人力調查

12.14 本會繼續支持為業內從業員舉辦經驗交流研討會／工作坊；並繼續進行人力調查，讓持份各方更了解出入口業及批發業的人力情況，積極配合未來轉變。

第一章

緒論

出入口及批發業訓練委員會

1.1 出入口及批發業訓練委員會（下稱「本會」）隸屬職業訓練局，成員由香港特區政府委任，職責包括評估出入口業及批發業的人力情況和培訓需要，並向職業訓練局提供發展培訓設施的建議，配合業界對幹練人才的需求。本會的職權範圍載於附錄 1（第 107 頁）。本會及 2016 年人力調查工作小組的委員名單分別載於附錄 2（第 109 頁）及附錄 3（第 111 頁）。

人力調查目的

1.2 本會在政府統計處（下稱「統計處」）協助下，於 2016 年 10 月 17 日至 11 月 16 日進行出入口及批發業人力調查，蒐集業內各主要職務的最新人力資料，並於其後數月完成跟進工作。2016 年調查目的如下：

- (i) 評估出入口及批發業主要職務的人力及訓練需要；
- (ii) 推算出入口及批發業人力增長情況；
- (iii) 建議措施，以配合出入口及批發業的訓練需要及人力需求。

深入訪談

1.3 為了更準確分析調查數據，本會亦進行了深入訪談，以蒐集兩大行業受訪機構對經濟前景及人力發展的意見。受訪公司名單載於附錄 4（第 113 頁）。

改進調查表內容

1.4 是次調查表的內容有以下改進：

- (a) 平均月薪幅度 \$10,001-\$20,000 的組別分拆為兩組：
\$10,001 - 15,000 和 \$15,001 - \$20,000；
（出入口及批發業）
- (b) 僱員「宜有教育程度」的分類，改為「初中」、「高中」、「副學位」、「學士學位」及「研究院」；
（出入口及批發業）
- (c) 重組訓練範疇；
（出入口及批發業）

- (d) 新增一項「招聘困難」；以及
（出入口及批發業）
- (e) 修訂「貴公司未來的發展」提問的內容。
（僅限出入口業）

調查範圍

1.5 本會採用分層隨機抽樣方法，從統計處機構單位記錄庫內，抽選出 670 間出入口公司及 327 間批發公司為調查對象。

1.6 是次抽樣調查的對象，涵蓋下列政府統計處機構單位記錄庫內所載的出入口及批發公司：

a. 出入口業

包括從事：

- 將進口貨品用作批發及／或將貨品出口的公司（郵購商行及經互聯網出售貨物的公司除外）；或
- 安排貨品進出口的購貨代理人或代辦商。

b. 批發業

包括從事：

向下列人士／公司轉賣（不經改造過程的銷售）新貨品和使用過貨品的公司：

- 零售商；
- 工業、商業、機構、專業使用者；
- 其他批發商；或

在商品買賣過程中充當代理或經紀的公司。

1.7 是次調查所涵蓋的出入口及批發業機構根據《香港標準行業分類 2.0 版》[HSIC]的行業編碼如下：

HSIC 行業編碼

詳細說明

451	按收費或以合約形式；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；運輸設備；耐用品。 (出口業)
452	按收費或以合約形式；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；運輸設備；耐用品。 (入口業)
460	批發經紀及代理；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；機械、設備及零件；運輸設備；耐用品。 (批發業)

調查過程

1.8 實地調查工作於 2016 年 10 月 17 日展開。調查前一星期，本會將調查表連同附註（見附錄 5 至 6）（第 114 - 162 頁）寄予各選定公司；人力調查數據以 2016 年 10 月 17 日作參考日。調查期間，政府統計處職員前往各選定公司收回調查表，並於有需要時協助填報資料；本會亦於隨後數個月進行跟進調查，以提升回應率，增加調查結果的可靠程度。所有收回的調查表均經過複核，有疑問時會與填覆公司核實，再交由統計處作數據處理。

1.9 調查截止後，統計處以統計方法倍大蒐集所得的收據，從而反映出口入及批發業內各類別公司的整體人力情況。

調查局限

1.10 本報告所載的統計數據，是根據調查期間及其後數月與抽樣公司跟進蒐集而得出。考慮到進行調查與出版報告相隔一段時日，期間香港經濟情況或已有轉變，行業亦可能經歷周期變動；受此影響，調查結果與報告發布時的實際情況或會有差異。

1.11 本調查採用科學抽樣方法從蒐集業內公司的樣本數據；因此，調查所得的統計數字亦可能會受抽樣誤差所影響。

調查回應率

1.12 在 670 間選定的出入口公司中，387 間填覆調查表並回答所有問題，45 間回覆部分問題，38 間拒絕回應，整體有效回應率為 91.91%；其餘則或未能聯絡、不再從事出入口業、已搬遷、暫停營業或結業。

1.13 在 327 間選定的批發公司中，217 間填覆調查表並回答所有問題，17 間回覆部分問題，8 間拒絕回應，整體有效回應率為 96.69%；其餘則或未能聯絡、不再從事批發業、已搬遷、暫停營業或結業。

匯報調查結果

1.14 本報告第二章列載出入口及批發業的人力調查結果；建議則載於第三章。

1.15 「東主／獨資經營者／執行合夥董事」的職責時有重疊，界限並不分明，為避免分類上的模糊，本會自 2006 年的調查開始，將之歸類為「經理級」；另外，為求清晰及方便配對，本會亦修訂了部分職務說明，並將工種按搬遷目的地重新分類，以及加入新的專業技能，配合業內人力發展的轉變。

鳴謝

1.16 承蒙統計處督導是次人力調查工作並處理調查數據，出入口及批發業訓練委員會特此鳴謝。

第二章

調查結果概要

2016 年業內公司數目

2.1 調查顯示，2016 年出入口業公司有 97 476 間，相對於 2014 年的 100 001 間減少了 2 525 間 (- 2.53%)；2016 年批發業公司有 12 766 間，相對於 2014 年的 13 216 間減少了 450 間 (-3.41%)。

2016 年業內僱員數目

2.2 調查顯示，2016 年出入口業的技術僱員有 353 471 人，非技術僱員有 124 232 人；批發業的技術僱員有 39 947 人，非技術僱員有 21 733 人。按職級分布的兩個行業僱員人數見表 1 及表 2。

表 1 出入口業
各職級僱員分布情況

職級	僱員分布	
	人數	%
經理級	50 770	10.63
主任級	103 296	21.62
文員／輔助人員級	199 405	41.74
技術僱員	353 471	73.99
非技術僱員	124 232	26.01
總計	477 703	100

表 2 批發業
各職級僱員分布情況

職級	僱員分布	
	人數	%
經理級	3 312	5.37
主任級	10 448	16.94
文員／輔助人員級	26 187	42.46
技術僱員	39 947	64.76
非技術僱員	21 733	35.24
總計	61 680	100

僱員數目比較

2.3 2014年及2016年出入口業各職級僱員數目比較見表3。

表 3
出入口業
各職級僱員數目
(2014年及2016年比較)

職級	2014年 10月	2016年 10月	變幅	
			人數	%
經理級	51 351	50 770	-581	-1.13
主任級	105 486	103 296	-2 190	-2.08
文員／輔助人員級	206 034	199 405	-6 629	-3.22
技術僱員	362 871	353 471	-9 400	-2.59
非技術僱員	128 005	124 232	-3 773	-2.95
總計	490 876	477 703	-13 173	-2.68

2.4 2014年及2016年批發業各職級僱員數目比較見表4。

表 4
批發業
各職級僱員數目
(2014年及2016年比較)

職級	2014年 10月	2016年 10月	變幅	
			人數	%
經理級	3 307	3 312	+5	+0.15
主任級	10 692	10 448	-244	-2.28
文員／輔助人員級	26 583	26 187	-396	-1.49
技術僱員	40 582	39 947	-635	-1.56
非技術僱員	21 957	21 733	-224	-1.02
總計	62 539	61 680	-859	-1.37

現有空缺額

2.5 出入口業總共有 4 577 個職位空缺，佔人力需求總數 358 048 的 1.28%，2014 年及 2016 年空缺數目比較見表 5。

表 5
出入口業
職位空缺數目
(2014 年及 2016 年比較)

職級	2014 年				2016 年			
	僱員數目	空缺數目	人力需求總數	空缺佔人力需求總數百分率**	僱員數目	空缺數目	人力需求總數	空缺佔人力需求總數百分率**
經理級	51 351	197 (4.00%)	51 548	0.38	50 770	191 (4.17%)	50 961	0.37
主任級	105 486	562 (11.42%)	106 048	0.53	103 296	540 (11.80%)	103 836	0.52
文員／輔助人員級	206 034	4 162 (84.58%)	210 196	1.98	199 405	3 846 (84.03%)	203 251	1.89
總計	362 871	4 921 (100%)*	367 792	1.34	353 471	4 577 (100%)*	358 048	1.28

* 佔空缺總數百分率

** 佔每職級人力需求總數百分率

2.6 批發業總共有 1 321 個職位空缺，佔人力需求總數 41 268 的 3.20%，2014 年及 2016 年職位空缺數目比較見表 6。

表 6
批發業
職位空缺數目
(2014 年及 2016 年比較)

職級	2014				2016			
	僱員數目	空缺數目	人力需求總數	空缺佔人力需求總數百分率**	僱員數目	空缺數目	人力需求總數	空缺佔人力需求總數百分率**
經理級	3 307	5 (0.36%)	3 312	0.15	3 312	0 (0.00%)	3 312	0.00
主任級	10 692	67 (4.88%)	10 759	0.62	10 448	57 (4.31%)	10 505	0.54
文員／輔助人員級	26 583	1 302 (94.76%)	27 885	4.67	26 187	1 264 (95.69%)	27 451	4.60
總計	40 582	1 374 (100%)*	41 956	3.27	39 947	1 321 (100%)*	41 268	3.20

* 佔空缺總數百分率

** 佔每職級人力需求總數百分率

人力需求總數

2.7 人力需求總數的定義為現有人力加空缺額。出入口業的人力需求總數為 358 048，2014 年及 2016 年人力需求總數的比較見表 7。

表 7
出入口業
人力需求總數
(2014 年及 2016 年比較)

職級	人力需求總數		變幅	
	2014 年	2016 年	人數	%
經理級	51 548	50 961	-587	-1.14
主任級	106 048	103 836	-2 212	-2.09
文員／輔助人員級	210 196	203 251	-6 945	-3.30
總計	367 792	358 048	-9 744	-2.65

2.8 批發業的人力需求總數為 41 268，2014 年及 2016 年人力需求總數的比較見表 8。

表 8
批發業
人力需求總數
(2014 年及 2016 年比較)

職級	人力需求總數		變幅	
	2014 年	2016 年	人數	%
經理級	3 312	3 312	0	0.00
主任級	10 759	10 505	-254	-2.36
文員／輔助人員級	27 885	27 451	-434	-1.56
總計	41 956	41 268	-688	-1.64

僱主預測 2017 年 10 月人力需求

2.9 僱主預測出入口業及批發業 2017 年 10 月各主要職務的人力需求，按職級列於表 9 及 10。

表 9 出入口業
僱主預測各職級人力需求
(2017 年 10 月)

職級	(a) 2016 年 10 月 僱員人數	(b) 2016 年 10 月 空缺數目	(a) + (b) 2016 年 10 月 人力需求 總數	僱主預測 2017 年 10 月 所需人力	增長	
					人數	%
經理級	50 770	191	50 961	50 986	+25	+0.05
主任級	103 296	540	103 836	103 875	+39	+0.04
文員／輔助人員級	199 405	3 846	203 251	203 257	+6	+0.003
總計	353 471	4 577	358 048	358 118	+70	+0.02

表 10 批發業
僱主預測各職級人力需求
(2017 年 10 月)

職級	(a) 2016 年 10 月 僱員人數	(b) 2016 年 10 月 空缺數目	(a) + (b) 2016 年 10 月 人力需求 總數	僱主預測 2017 年 10 月 所需人力	增長	
					人數	%
經理級	3 312	0	3 312	3 308	-4	-0.12
主任級	10 448	57	10 505	10 505	0	0.00
文員／輔助人員級	26 187	1 264	27 451	27 455	+4	+0.01
總計	39 947	1 321	41 268	41 268	0	0.00

過去 12 個月內部晉升情況

2.10 出入口業有 1 047 名僱員是由業內晉升。2014 年及 2016 年各職級的內部晉升情況比較見表 11。

表 11
出入口業
內部晉升情況
(2014 年及 2016 年比較)

職級	2014 年			2016 年		
	2014 年 10 月 僱員人數	內部晉升 數目	佔僱員總 數百分率 (%)*	2016 年 10 月 僱員人數	內部晉升 數目	佔僱員總 數百分率 (%)*
由主任晉升 經理	51 351	574	1.12	50 770	543	1.07
由文員／ 輔助人員 晉升主任	105 486	411	0.39	103 296	496	0.48
由其他職級 晉升文員／ 輔助人員	206 034	53	0.03	199 405	8	0.004
總計	362 871	1 038	0.29	353 471	1 047	0.30

*佔每職級僱員總數百分率

2.11 批發業有 41 名僱員是由業內晉升。2014 年及 2016 年各職級的內部晉升情況比較見表 12。

批發業
內部晉升情況
(2014 年及 2016 年比較)

表 12

職級	2014 年			2016 年		
	2014 年 10 月 僱員人數	內部晉升 數目	佔僱員總 數百分率 (%)*	2016 年 10 月 僱員人數	內部晉升 數目	佔僱員總 數百分率 (%)*
由主任晉升 經理	3 307	40	1.21	3 312	27	0.82
由文員／ 輔助人員 晉升主任	10 692	33	0.31	10 448	14	0.13
由其他職級 晉升文員／ 輔助人員	26 583	0	0.00	26 187	0	0.00
總計	40 582	73	0.18	39 947	41	0.10

*佔每職級僱員總數百分率

過去 12 個月人手流動情況

2.12 僱主報稱出入口業過往 12 個月有 28 510 名僱員離職，佔所需求人力總數的 7.96%，摘要見表 13。相對於 2014 年調查時人手流動的百分率變幅見表 14。

表 13 出入口業
過去 12 個月離職僱員人數
(按職級及去向劃分)

職級	離職僱員去向						
	從事與 出入口業 有關工作	從事與 出入口業 無關工作	移民、 退休、進修	未知情況	其他	整體	(%)*
經理級	587	118	144	1 545	0	2 394	4.70*
主任級	2 775	570	161	2 860	0	6 366	6.13*
文員/ 輔助人員級	4 771	721	337	12 919	1 002	19 750	9.72*
總計	8 133	1 409	642	17 324	1 002	28 510	7.96**

* 佔每職級人力需求總數百分率
** 佔出入口業人力需求總數百分率

表 14 出入口業
人手流動情況
(2014 年及 2016 年比較)

職級	2014 年 10 月 人數 / (%)*	2016 年 10 月 人數 / (%)*	% 變幅 (%)**
經理級	1 063 (2.06)	2 394 (4.70)	+125.21
主任級	3 879 (3.66)	6 366 (6.13)	+64.11
文員/ 輔助人員級	24 344 (11.58)	19 750 (9.72)	-18.87
總計	29 286 (7.96)	28 510 (7.96)	-2.65

* 佔每職級人力需求總數百分率
** 相對於 2014 年調查人手流動的百分率變幅

2.13 至於批發業，僱主報稱過去 12 個月有 3 236 名僱員離職，佔所需求人力總數的 7.84%，摘要見表 15。相對於 2014 年調查時人手流動的百分率變幅見表 16。

批發業
表 15 過去 12 個月離職僱員人數
(按職級及去向劃分)

職級	離職僱員去向						
	從事與批發業有關工作	從事與批發業無關工作	移民、退休、進修	未知情況	其他	整體	(%)*
經理級	5	0	1	8	0	14	0.42
主任級	61	30	0	107	0	198	1.88
文員 / 輔助人員級	609	164	47	2 130	74	3 024	11.02
總計	675	194	48	2 245	74	3 236	7.84**

* 佔每職級人力需求總數百分率
** 佔批發業人力需求總數百分率

批發業
表 16 人手流動情況
(2014 年及 2016 年比較)

職級	2014 年 10 月 人數 / (%)*	2016 年 10 月 人數 / (%)*	% 變幅 (%)**
經理級	84 (2.54)	14 (0.42)	-83.33
主任級	158 (1.47)	198 (1.88)	+25.32
文員 / 輔助人員級	3 637 (13.04)	3 024 (11.02)	-16.85
總計	3 879 (9.25)	3 236 (7.84)	-16.58

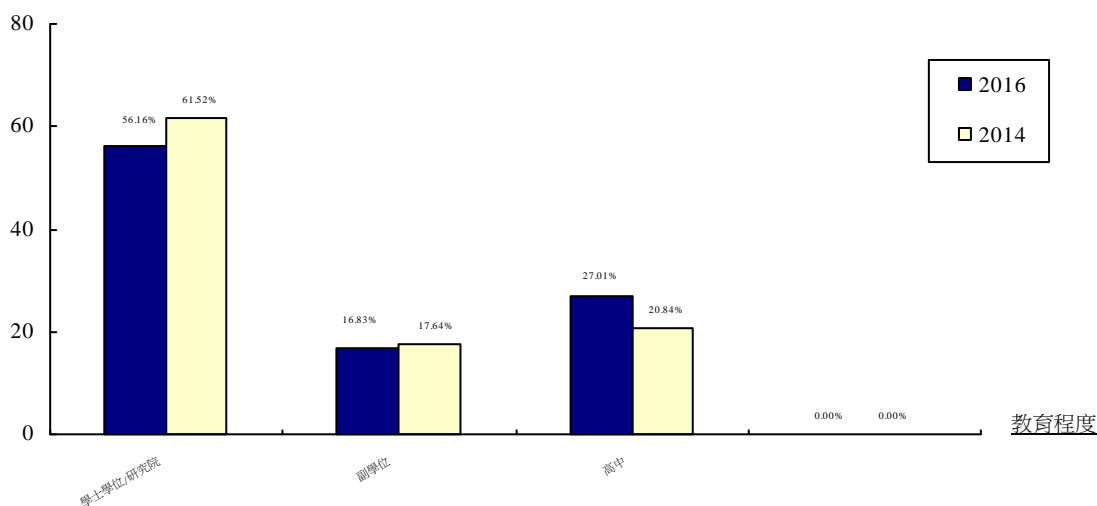
* 佔每職級人力需求總數百分率
** 相對於 2014 年調查人手流動的百分率變幅

僱員宜有教育程度

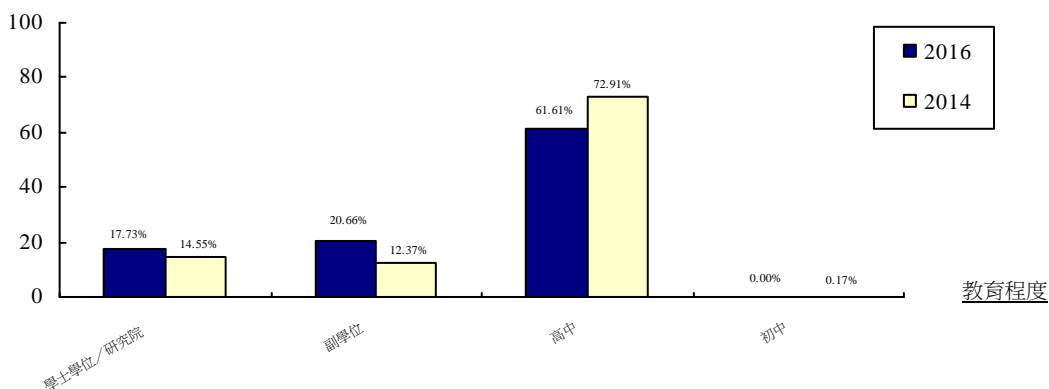
2.14 圖 1 顯示 2014 年及 2016 年僱主對出入口業僱員宜有教育程度的意見，而僱員宜有教育程度的比較見表 17。

圖 1
出入口業
僱員宜有教育程度
(2014 年及 2016 年比較)

(a) 經理級
百分率



(b) 主任級
百分率



(c) 文員／輔助人員級

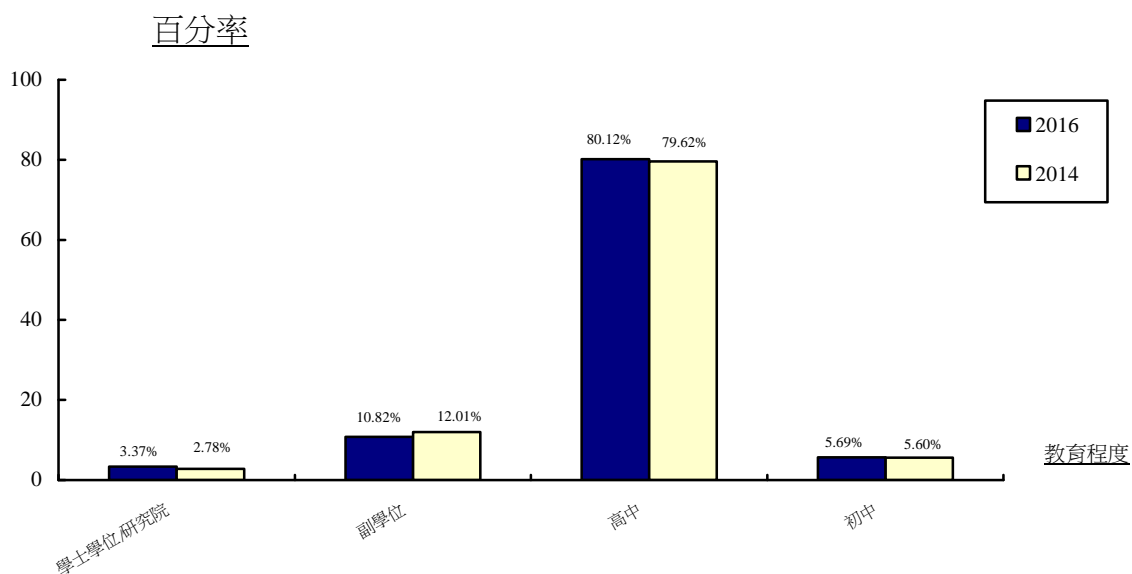


表 17

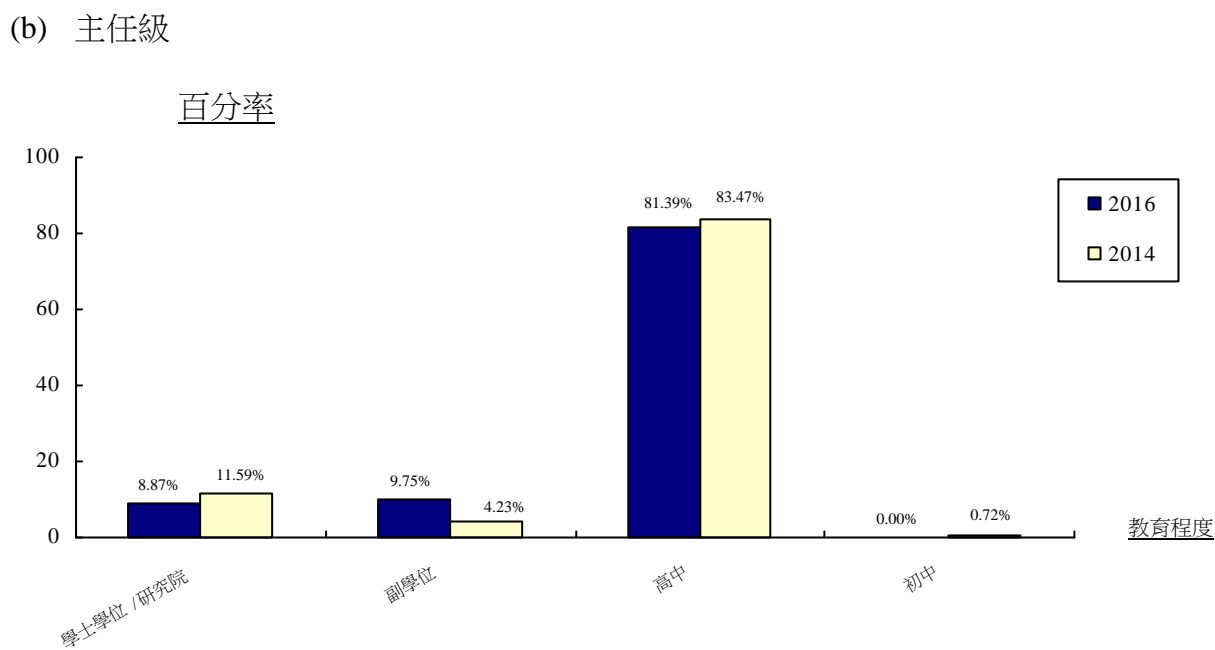
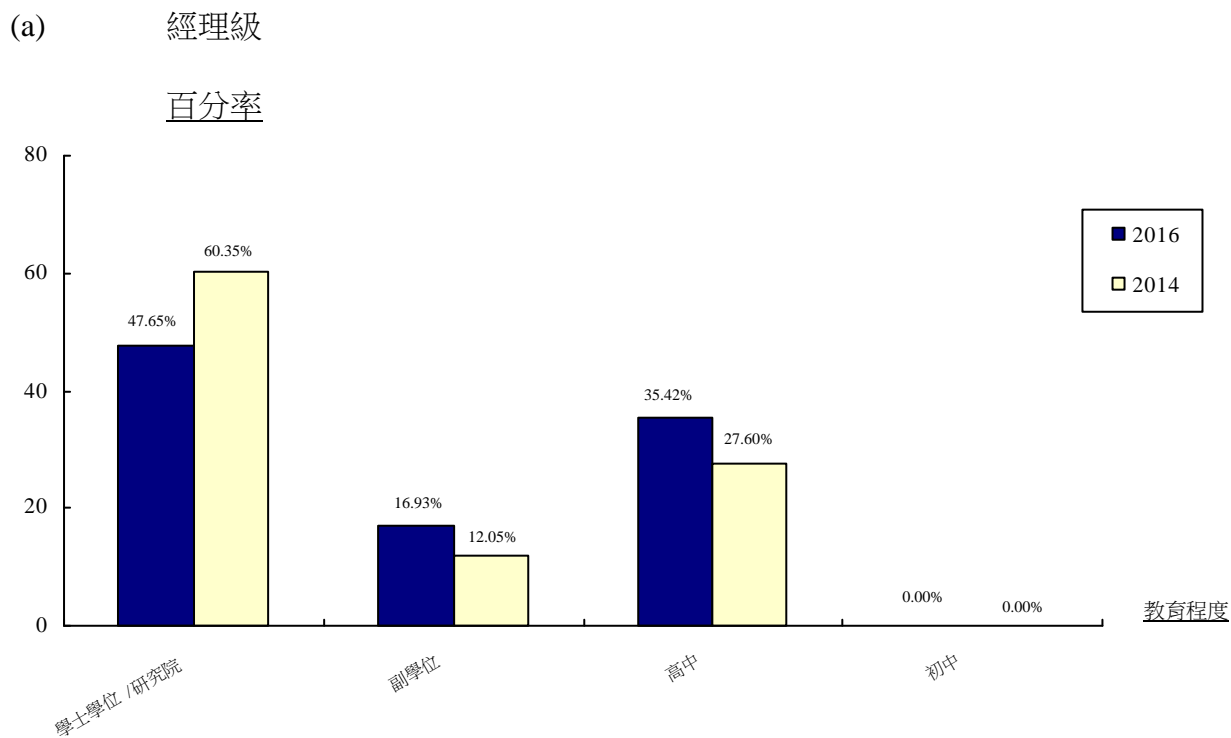
出入口業
僱員宜有教育程度
(2014年及2016年比較)

職級	2014年		2016年	
	宜有教育程度 (填覆數目)	所佔 百分率*	宜有教育程度 (填覆數目)	所佔 百分率*
經理級	1. 學士學位／研究院 (30 949)	61.52	1. 學士學位／研究院 (25 308)	56.16
	2. 高中 (10 482)	20.84	2. 高中 (12 173)	27.01
	3. 副學位 (8 873)	17.64	3. 副學位 (7 584)	16.83
	4. 初中 (0)	0.00	4. 初中 (0)	0.00
主任級	1. 高中 (76 191)	72.91	1. 高中 (55 815)	61.61
	2. 學士學位／研究院 (15 206)	14.55	2. 副學位 (18 714)	20.66
	3. 副學位 (12 932)	12.37	3. 學士學位／研究院 (16 063)	17.73
	4. 初中 (174)	0.17	4. 初中 (0)	0.00
文員／ 輔助文員級	1. 高中 (159 742)	79.62	1. 高中 (148 632)	80.12
	2. 副學位 (24 090)	12.01	2. 副學位 (20 074)	10.82
	3. 初中 (11 228)	5.60	3. 初中 (10 547)	5.69
	4. 學士學位／研究院 (5 576)	2.78	4. 學士學位／研究院 (6 262)	3.37

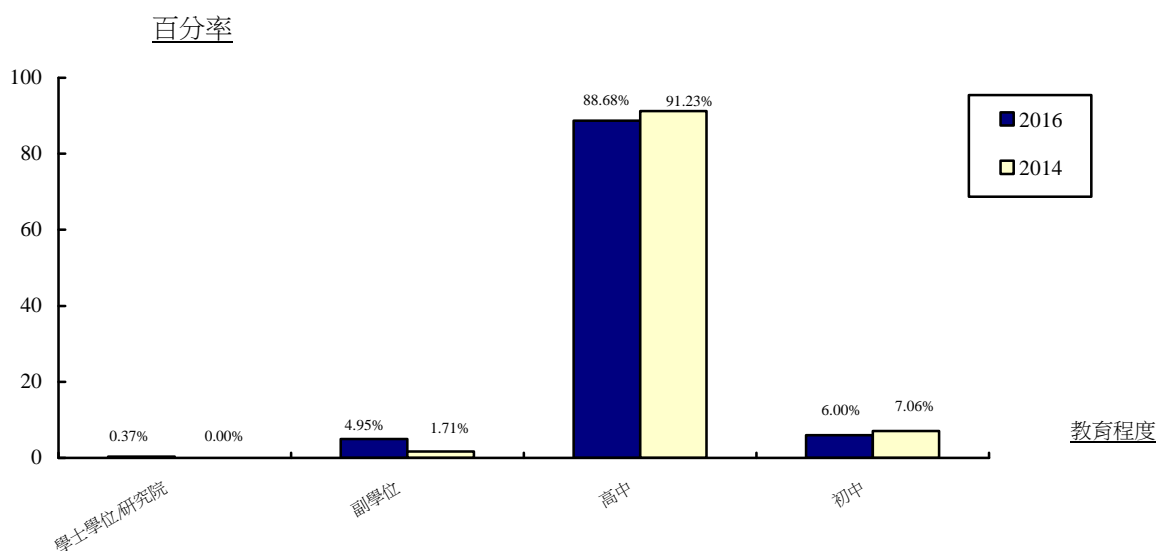
* 佔每職級出入口業僱員人數百分率

2.15 圖 2 顯示 2014 年及 2016 年批發業僱主對僱員宜有教育程度的意見，而僱員宜有教育程度的比較見表 18。

圖 2 批發業
僱員宜有教育程度
(2014 年及 2016 年比較)



(c) 文員／輔助人員級



批發業
 表 18 僱員宜有教育程度
 (2014 年及 2016 年比較)

職級	2014 年		2016 年	
	宜有教育程度 (填覆數目)	所佔 百分率*	宜有教育程度 (填覆數目)	所佔 百分率 *
經理級	1. 學士學位／研究院 (1 994)	60.35	1. 學士學位／研究院 (1 438)	47.65
	2. 高中 (912)	27.60	2. 高中 (1 069)	35.42
	3. 副學位 (398)	12.05	3. 副學位 (511)	16.93
	4. 初中 (0)	0.00	4. 初中 (0)	0.00
主任級	1. 高中 (8 743)	83.47	1. 高中 (7 848)	81.39
	2. 學士學位／研究院 (1 214)	11.59	2. 副學位 (940)	9.75
	3. 副學位 (443)	4.23	3. 學士學位／研究院 (855)	8.87
	4. 初中 (75)	0.72	4. 初中 (0)	0.00
文員／ 輔助人員級	1. 高中 (24 252)	91.23	1. 高中 (21 537)	88.68
	2. 初中 (1 876)	7.06	2. 初中 (1 456)	6.00
	3. 副學位 (455)	1.71	3. 副學位 (1 201)	4.95
	4. 學士學位／研究院 (0)	0.00	4. 學士學位／研究院 (91)	0.37

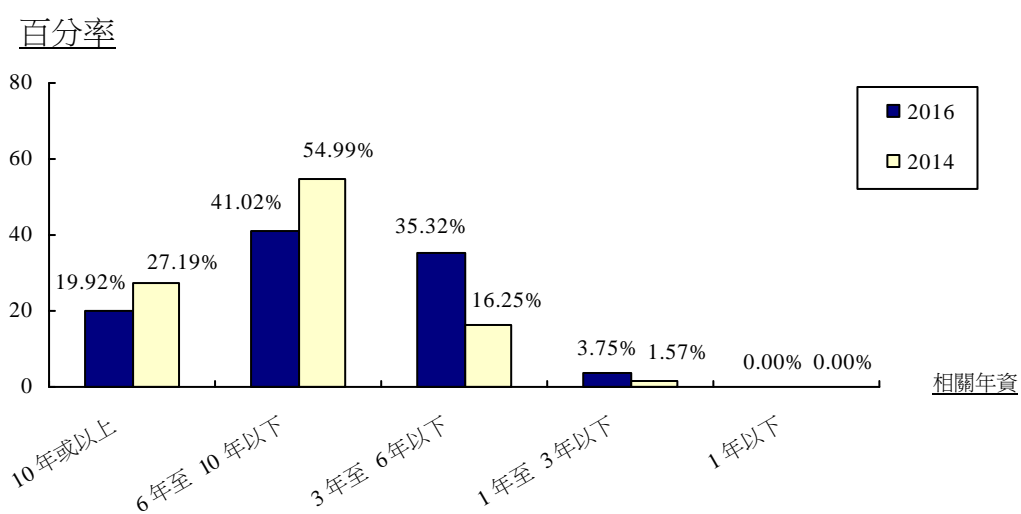
* 佔每職級批發業僱員人數百分率

僱員宜有相關年資

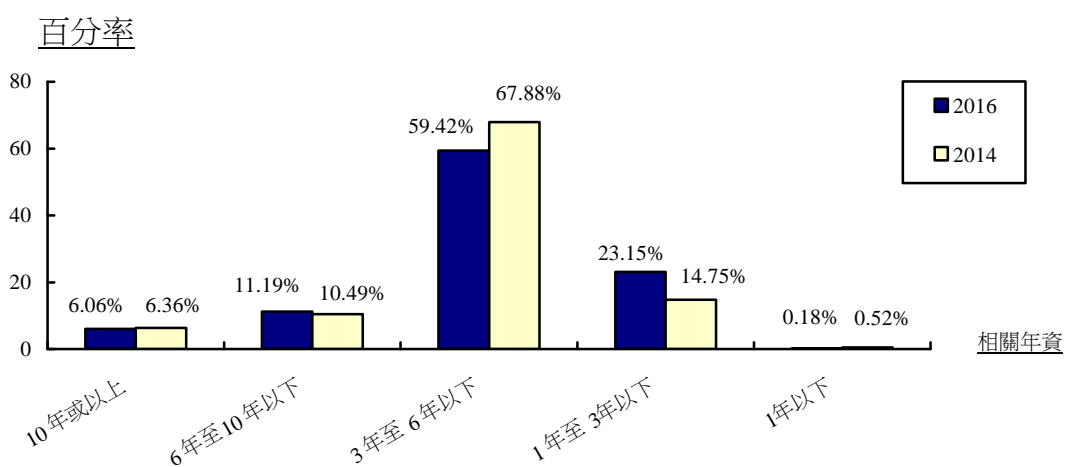
2.16 圖 3 列出出入口業僱主對僱員宜有相關年資的意見，2014 年及 2016 年僱主最屬意的三類年資見表 19。

圖 3
出入口業
各職級僱員宜有相關年資
(2014 年及 2016 年比較)

(a) 經理級



(b) 主任級



c) 文員 / 輔助人員級

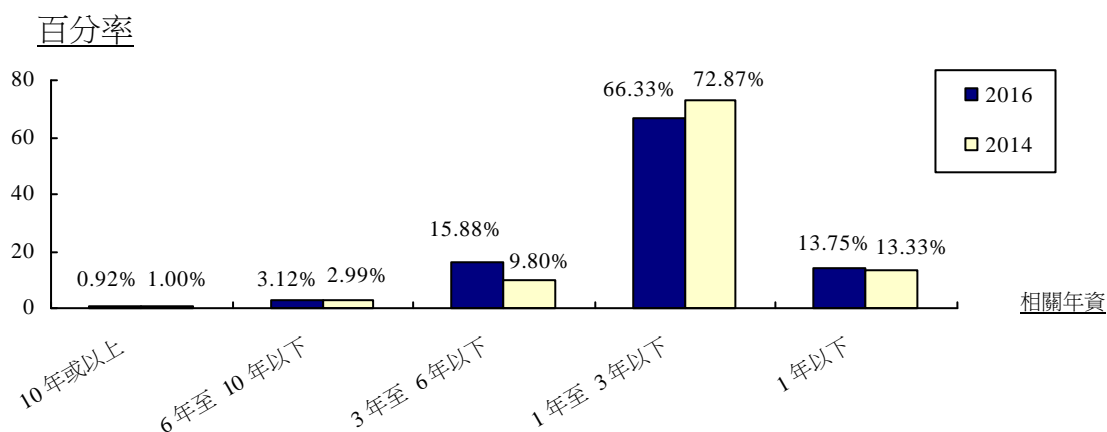


表 19

出入口業
各職級僱員宜有相關年資
(2014年及2016年首三項比較)

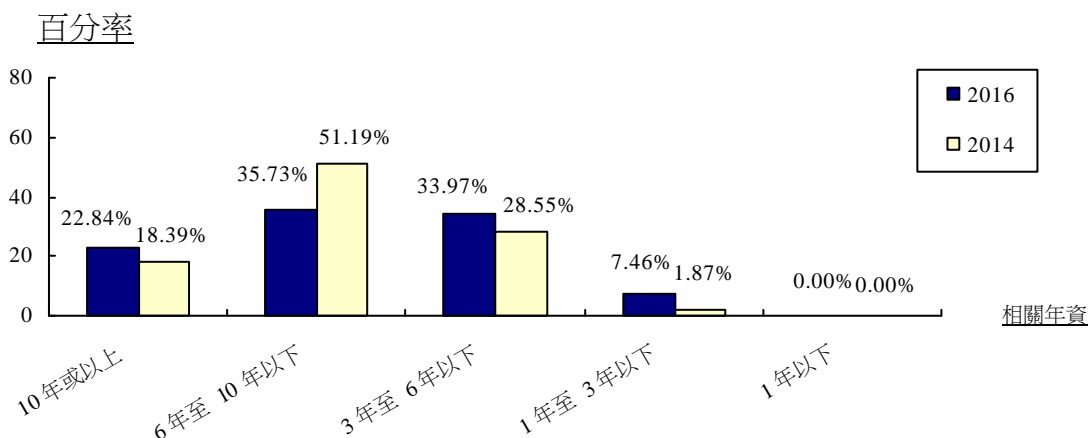
職級	2014年			2016年		
	首選三類年資 (填覆數目)	所佔 百分率*		首選三類年資 (填覆數目)	所佔 百分率*	
經理級	1. 6年至10年 (27 696)	54.99		1. 6年至10年 (18 437)	41.02	
	2. 10年或以上 (13 694)	27.19		2. 3年至6年 (15 874)	35.52	
	3. 3年至6年 (8 182)	16.25		3. 10年或以上 (8 954)	19.92	
主任級	1. 3年至6年 (70 927)	67.88		1. 3年至6年 (53 597)	59.42	
	2. 1年至3年 (15 407)	14.75		2. 1年至3年 (20 882)	23.15	
	3. 6年至10年 (10 959)	10.49		3. 6年至10年 (10 090)	11.19	
文員/ 輔助人員 級	1. 1年至3年 (146 132)	72.87		1. 1年至3年 (122 745)	66.33	
	2. 1年以下 (26 740)	13.33		2. 3年至6年 (29 379)	15.88	
	3. 3年至6年 (19 660)	9.80		3. 1年以下 (25 447)	13.75	

* 佔每職級出入口業僱員人數百分率

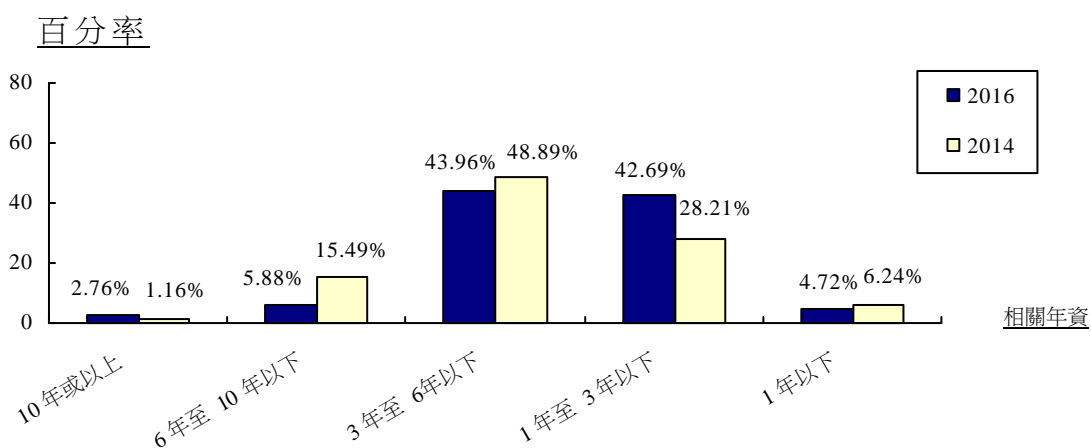
2.17 圖 3 列出 2014 年及 2016 年批發業僱主對僱員宜有相關年資的意見，2014 年及 2016 年僱主最屬意的三類年資的比較見表 20。

圖 4 批發業
各職級僱員宜有相關年資
(2014 年及 2016 年比較)

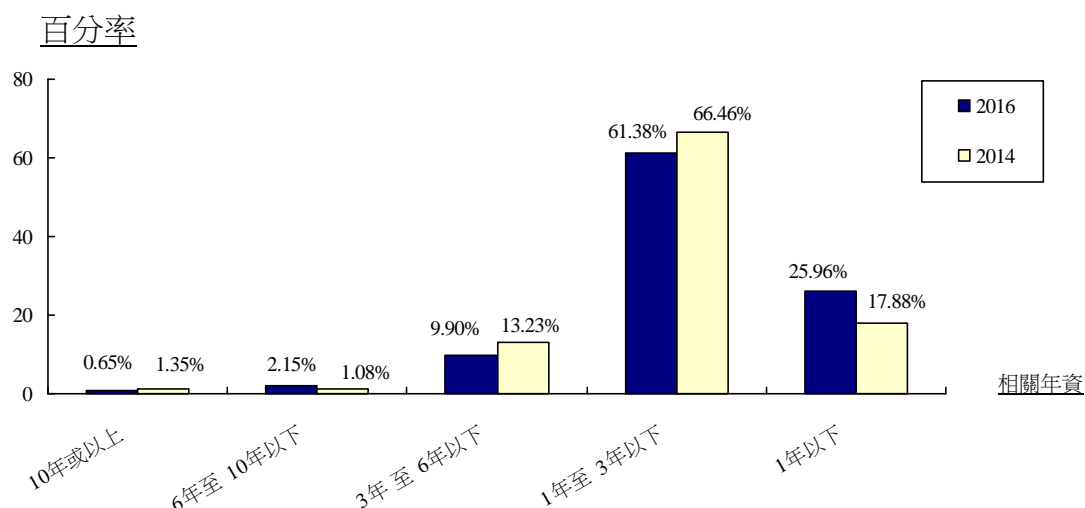
(a) 經理級



(b) 主任級



(c) 文員／輔助人員級



批發業
表 20 各職級僱員宜有相關年資
(2014年及2016年首三類比較)

職級	2014年		2016年	
	首選三類年資 (填覆數目)	所佔 百分率*	首選三類年資 (填覆數目)	所佔 百分率*
經理級	1. 6年至10年 (1 693)	51.19	1. 6年至10年 (1 078)	35.73
	2. 3年至6年 (944)	28.55	2. 3年至6年 (1 025)	33.97
	3. 10年或以上 (608)	18.39	3. 10年或以上 (689)	22.84
主任級	1. 3年至6年 (5 121)	48.89	1. 3年至6年 (4 334)	43.96
	2. 1年至3年 (2 955)	28.21	2. 1年至3年 (4 209)	42.69
	3. 6年至10年 (1 623)	15.49	3. 6年至10年 (580)	5.88
文員／ 輔助人員級	1. 1年至3年 (17 667)	66.46	1. 1年至3年 (15 315)	61.38
	2. 1年以下 (4 753)	17.88	2. 1年以下 (6 477)	25.96
	3. 3年至6年 (3 517)	13.23	3. 3年至6年 (2 459)	9.90

* 佔每職級批發業僱員人數百分率

每月平均收入幅度

2.18 出入口業各職級僱員平均月入幅度的劃分情況見表 21，2014 年及 2016 年最普遍的三類平均月入幅度比較見表 22。

表 21 出入口業
各職級僱員平均月入幅度

平均月入幅度	僱員人數			
	經理級 (%)*	主任級 (%)*	文員 / 輔助人員級 (%)*	總計 (%)**
\$10,000 或以下	0 (0.00)	549 (0.53)	17 051 (8.55)	17 600 (4.98)
\$10,001 - \$15,000	933 (1.84)	8 131 (7.87)	78 390 (39.31)	87 454 (24.74)
\$15,001 - \$20,000	1 473 (2.90)	27 856 (26.97)	47 559 (23.85)	76 888 (21.75)
\$20,001 - \$30,000	15 593 (30.71)	37 739 (36.53)	21 909 (10.99)	75 241 (21.29)
\$30,001 - \$50,000	15 466 (30.42)	5 285 (5.12)	3 485 (1.75)	24 236 (6.86)
\$50,001 - \$70,000	4 164 (8.20)	1 (0.001)	0 (0.00)	4 165 (1.18)
\$70,000 以上	1 663 (3.28)	0 (0.00)	0 (0.00)	1 663 (0.47)
沒有註明	11 478 (22.61)	23 735 (22.98)	31 011 (15.55)	66 224 (18.74)
總計	50 770 (100.00)	103 296 (100.00)	199 405 (100.00)	353 471 (100.00)

* 佔每職級出入口業僱員人數百分率
** 佔出入口業僱員總數百分率

表 22

出入口業
各職級僱員平均月入幅度
(2014 年及 2016 年首三項比較)

職級	2014 年			2016 年		
		最普遍三項 平均月入幅度 (填覆數目)	所佔 百分率*		最普遍三項 平均月入幅度 (填覆數目)	所佔 百分率*
經理級	1.	\$30,001 - \$50,000 (26 125)	50.88	1.	\$20,001 - \$30,000 (15 593)	30.17
	2.	\$20,001 - \$30,000 (11 814)	23.01	2.	\$30,001 - \$50,000 (15 466)	30.42
	3.	\$50,001 - \$70,000 (4 372)	8.51	3.	\$50,001 - \$70,000 (4 164)	8.20
主任級	1.	\$20,001 - \$30,000 (53 632)	50.84	1.	\$20,001 - \$30,000 (37 739)	36.53
	2.	\$10,001 - \$20,000 (35 993)	34.12	2.	\$15,001 - \$20,000 (27 856)	26.97
	3.	\$30,001 - \$50,000 (2 207)	2.09	3.	\$10,001 - \$15,000 (8 131)	7.87
文員／ 輔助人員級	1.	\$10,001 - \$20,000 (125 799)	61.06	1.	\$10,001 - \$15,000 (78 390)	39.31
	2.	\$8,001 - \$10,000 (21 285)	10.33	2.	\$15,001 - \$20,000 (47 559)	23.85
	3.	\$20,001 - \$30,000 (8 742)	4.24	3.	\$20,001 - \$30,000 (21 909)	10.99

* 佔每職級出入口業僱員人數百分率

2.19 批發業各職級僱員按平均月入幅度的劃分情況見表 23，2014 年及 2016 年最普遍三類平均月入幅度的比較見表 24。

表 23 批發業
各職級僱員平均月入幅度

平均月入幅度	僱員人數			
	經理級 (%) [*]	主任級 (%) [*]	文員 / 輔助人員級 (%) [*]	總計 (%) ^{**}
\$10,000 或以下	0 (0.00)	0 (0.00)	3 496 (13.35)	3 496 (8.75)
\$10,001 - \$15,000	7 (0.21)	1 254 (12.00)	11 079 (42.31)	12 340 (30.89)
\$15,001 - \$20,000	265 (8.00)	1 494 (14.30)	5 659 (21.61)	7 418 (18.57)
\$20,001 - \$30,000	1 076 (32.49)	5 591 (53.51)	1 970 (7.52)	8 637 (21.62)
\$30,001 - \$50,000	809 (24.43)	302 (2.89)	14 (0.05)	1 125 (2.82)
\$50,001 - \$70,000	172 (5.19)	0 (0.00)	0 (0.00)	172 (0.43)
\$70,000 以上	29 (0.88)	0 (0.00)	0 (0.00)	29 (0.07)
沒有註明	954 (28.80)	1 807 (17.30)	3 969 (15.16)	6 730 (16.85)
總計	3 312 (100.00)	10 448 (100.00)	26 187 (100.00)	39 947 (100.00)

* 佔每職級批發業僱員人數百分率

** 佔批發業僱員總數百分率

表 24

批發業
各職級僱員平均月入幅度
(2014 年及 2016 年首三項比較)

職級	2014 年			2016 年		
		最普遍三項 平均月入幅度 (填覆數目)	所佔 百分率 *		最普遍三項 平均月入幅度 (填覆數目)	所佔 百分率*
經理級	1.	\$20,001 - \$30,000 (1 450)	43.85	1.	\$20,001 - \$30,000 (1 076)	32.49
	2.	\$30,001 - \$50,000 (1 094)	33.08	2.	\$30,001 - \$50,000 (809)	24.43
	3.	\$50,001 - \$70,000 (220)	6.65	3.	\$15,001 - \$20,000 (265)	8.00
主任級	1.	\$20,001 - \$30,000 (6 201)	58.00	1.	\$20,001 - \$30,000 (5 591)	53.51
	2.	\$10,001 - \$20,000 (2 315)	21.65	2.	\$15,001 - \$20,000 (1 494)	14.30
	3.	\$30,001 - \$50,000 (415)	3.88	3.	\$10,001 - \$15,000 (1 254)	12.00
文員 / 輔助人員級	1.	\$10,001 - \$20,000 (15 947)	59.99	1.	\$10,001 - \$15,000 (11 079)	42.31
	2.	\$8,001 - \$10,000 (4 857)	18.27	2.	\$15,001 - \$20,000 (5 659)	21.61
	3.	\$20,001 - \$30,000 (2 446)	9.20	3.	\$10,000 或以下 (3 496)	13.35

* 佔每職級批發業僱員人數百分率

往中國內地工作僱員

2.20 調查顯示，出入口業有 92 213 名僱員須往中國內地工作；其中 8 465 人 (9.18%)長駐內地，83 748 人 (90.82%)要往返內地公幹，詳情見表 25。2014 年及 2016 年的工作模式比較見表 26。

表 25 出入口業
往中國內地工作僱員人數

職級	經理級	主任級	文員 / 輔助人員 級	總計
長駐內地				
僱員人數	3 417	1 459	3 589	8 465
往返內地				
僱員人數	20 989	28 327	34 432	83 748
總計	24 406	29 786	38 021	92 213

表 26 出入口業
工作模式
(2014 年及 2016 年比較)

工作模式	2014 年	2016 年	變幅	
			人數	%
長駐內地	6 927 (7.30%)	8 465 (9.18%)	+1 538	+22.20
往返內地	87 985 (92.70%)	83 748 (90.82%)	-4 237	-4.82
總計	94 912 (100 %)	92 213 (100%)	-2 699	-2.84

2.21 調查顯示，批發業有 3 011 名僱員須往中國內地工作；其中 238 名 (7.90%) 長駐內地，2 773 名 (92.10%) 要往返內地公幹，詳情見表 27。2014 年及 2016 年的比較見表 28。

表 27 批發業
往中國內地工作僱員人數

職級	經理級	主任級	文員 / 輔助人員級	總計
長駐內地				
僱員人數	3	221	14	238
往返內地				
僱員人數	373	684	1 716	2 773
總計	376	905	1 730	3 011

表 28 批發業
工作模式
(2014 年及 2016 年比較)

工作模式	2014 年	2016 年	變幅	
			人數	%
長駐內地	25 (1.00%)	238 (7.90%)	+213	+852.00
往返內地	2 467 (99.00%)	2 773 (92.10%)	+306	+12.40
總計	2 492 (100%)	3 011 (100%)	+519	+20.83

未來三年公司業務發展 (只適用於出入口業)

2.22 調查顯示，大部分出入口公司在未來三年會將業務轉型為網上銷售，其次是原品牌製造、原設計製造，以及原設備製造；反映經營電子商貿愈來愈重要，擁有自家品牌才可以為業務增值，並要以優質的設計推廣業務。

2.23 未來三年有 692 間公司表示會將工種遷往中國內地的珠三角或其他地區，並無公司打算把工種遷回香港。

2.24 出入口業公司未來三年最想遷移的工種為：「採購」、「銷售及客戶服務」及「會計」。

擔任其他業務工作情況 (只適用於批發業)

2.25 為維持日後發展，香港的批發業須結合其他相關的業務，保持營運的競爭力。

2.26 調查估計未來 12 個月兼任以下業務工作的人力會有所增長：「零售」(+1.66%)、「技術支援」(+1.38%)、「採購」(+0.53%)、「其他」(船務 / 平面設計 / 付貨 / 點貨 / 管理 / 維修)(+0.46%) 及「品牌發展」(+0.43%)。兼任其他業務如「生產」及「銷售及市場推廣」的人力則錄得跌幅。

培訓名額

2.27 調查顯示，過去 12 個月內出入口業向僱員提供共 26 096 個培訓名額。各職級僱員接受的首五項技能培訓見表 29：

出入口業
各職級僱員
首五項專業技能培訓（過去 12 個月）

表 29

職級	排序	技能類別	培訓名額
經理級	1	管理 / 督導 / 訓練技巧 / 策略管理	2 217
	2	產品知識	1 268
	3	銷售及市務推廣	1 014
	4	產品開發 / 產品設計	566
	5	品質控制	447
主任級	1	產品知識	1 447
	2	電子商貿 / 媒體知識	1 086
	3	銷售及市務推廣	894
	4	管理 / 督導 / 訓練技巧 / 策略管理	726
	5	物流 / 倉儲管理 / 供應鏈管理	442
文員 / 輔助人員級	1	產品知識	3 227
	2	銷售及市務推廣	596
	3	電子商貿 / 媒體知識	554
	4	管理 / 督導 / 訓練技巧 / 策略管理	384
	5	財務及會計	349

2.28 出入口業公司亦填報未來三年向僱員提供培訓的情況。提供培訓名額的公司數目、各職級僱員接受的首五項專業技能培訓摘要見表 30:

表 30
出入口業
各職級僱員
首五項專業技能培訓（未來三年）

職級	排序	技能類別	公司數目
經理級	1	管理 / 督導 / 訓練技巧 / 策略管理	783
	2	銷售及市務推廣	632
	3	產品知識	540
	4	產品開發 / 產品設計	228
	5	財務及會計	198
主任級	1	銷售及市務推廣	1 624
	2	採購	629
	3	電子商貿 / 媒體知識	574
	4	中國國內銷售 / 稅務 / 法律	502
	5	產品知識	290
文員 / 輔助人員級	1	產品知識	780
	2	銷售及市務推廣	732
	3	客戶關係 / 投訴處理	576
	4	電子商貿 / 媒體知識	562
	5	採購	511

2.29 出入口業公司未來三年並無培訓需求的原因見表 31。

表 31
出入口業
未來三年並無培訓需求之原因

原因	資源有限	沒有時間	寧選擇 在職訓練	其他
總計	35 858	9 361	38 926	26 330

* 可填選多於一項

培訓名額

2.30 批發業過去 12 個月內向僱員提供共 4 644 個培訓名額。各職級僱員接受的首五項專業技能培訓見表 32：

批發業
各職級僱員
首五項專業技能培訓（過去 12 個月）

表 32

職級	排序	技能類別	培訓名額
經理級	1	產品知識	125
	2	管理 / 督導 / 訓練技巧 / 策略管理	86
	3	銷售及市務推廣	78
	4	品質控制	62
	5	危機管理	60
主任級	1	銷售及市務推廣	366
	2	產品知識	319
	3	採購	220
	4	管理 / 督導 / 訓練技巧 / 策略管理	35
	5	品質控制	2
文員 / 輔助人員級	1	產品知識	1 202
	2	銷售及市務推廣	984
	3	採購	868
	4	管理 / 督導 / 訓練技巧 / 策略管理	8
	5	物流 / 倉儲管理 / 供應鏈管理	4

2.31 批發業公司亦填報未來三年向僱員提供培訓的情況。提供培訓名額的公司數目、各職級僱員接受的首五項專業技能培訓見表 33：

**批發業
各職級僱員
首五項專業技能培訓（未來三年）**

表 33

職級	排序	技能類別	公司數目
經理級	1	銷售及市務推廣	63
	2	客戶關係 / 投訴處理	42
	3	產品知識	40
		危機管理	40
	4	管理 / 督導 / 訓練技巧 / 策略管理	31
	5	電子商貿 / 媒體知識	1
		採購	1
		物流 / 倉儲管理 / 供應鏈管理	1
		商品視覺展示	1
主任級	1	物流 / 倉儲管理 / 供應鏈管理	62
	2	品質控制	59
		危機管理	59
	3	客戶關係 / 投訴處理	39
	4	銷售及市務推廣	37
5	產品知識	32	
文員 / 輔助人員級	1	產品知識	91
	2	管理 / 督導 / 訓練技巧 / 策略管理	39
		客戶關係 / 投訴處理	39
		採購	39
	3	品質控制	20
		物流 / 倉儲管理 / 供應鏈管理	20
	4	銷售及市務推廣	4
	5	不適用	不適用

2.32 批發業公司未來三年並無培訓需求的原因見表 34。

**批發業
未來三年並無培訓需求之原因**

表 34

原因	資源有限	沒有時間	寧選擇 在職訓練	其他
總數	5 646	1 239	4 683	2 936

* 可填選多於一項

人力流失

2.33 「人力流失率」是指因為轉職其他行業、移民、退休、進修或其他原因而離開出入口業及批發業的員工比率。調查顯示兩個行業共流失 22 938 人，出入口業佔 20 377 人，批發業佔 2 561 人，估計流失的人手會全數填補。

額外培訓需求

2.34 按照僱主所預測的人力增長和流失人手，預計 2017 年出入口業及批發業需增加培訓 23 008 人，詳見表 35。

表 35 出入口業及批發業
2017 年額外培訓需求

職級	僱員人數 (2016)	(A) 僱主預測 增長人數 (2017)	(B) 填補流失人手		(A) + (B) 需額外培訓人數 (2017)
			人數	(%)	
出入口業					
經理級	50 770	+25	1 807	3.56	1 832
主任級	103 296	+39	3 591	3.48	3 630
文員／輔助人員級	199 405	+6	14 979	7.51	14 985
小計	353 471	+70	20 377	5.76	20 447
批發業					
經理級	3 312	-4	9	0.27	5
主任級	10 448	0	137	1.31	137
文員／輔助人員級	26 187	4	2 415	9.22	2 419
小計	39 947	0	2 561	6.41	2 561
總數	393 418	+70	22 938	5.83	23 008

招聘困難

2.35 調查問及出入口業公司有否遇到招聘困難，有13 906間公司填覆；當中有10 999間(79.10%)表示未曾遇到招聘困難，2 907間(20.90%)則有遇到招聘困難。過去12個月各職級招聘困難原因見表36，招聘困難三大原因則見表37。

表 36 出入口業
過去 12 個月招聘困難原因（按職級劃分）

項目	原因	經理級	主任級	文員/ 輔助人員級
1.	應徵者在市場上有很多選擇	211	283	821
2.	應徵者並無相關技能／知識	188	177	361
3.	應徵者缺乏相關經驗	324	289	323
4.	應徵者未具相關學歷	3	73	220
5.	應徵者認為薪酬及附帶福利欠吸引	128	1 244	582
6.	應徵者缺乏在出入口業就業機會及前景的意識	0	1 001	87
7.	其他 (例如不能到內地工作；申請人數不足； 銷售目標的壓力)	57	28	396
總數		911	3 095	2 790

表 37

出入口業
招聘困難三大原因（按職級劃分）

職級	三大原因		
	1	2	3
經理級	應徵者缺乏相關經驗	應徵者在市場上有很多選擇	應徵者並無相關技能／知識
主任級	應徵者認為薪酬及附帶福利欠吸引	應徵者缺乏在出入口業就業機會及前景的意識	應徵者缺乏相關經驗
文員／ 輔助人員級	應徵者在市場上有很多選擇	應徵者認為薪酬及附帶福利欠吸引	其他（例如不能到內地工作；申請人數不足；銷售目標的壓力）

2.36 調查問及批發業公司有否遇到招聘困難，有2 347間公司填覆；當中2 026間(86.32%)表示未曾遇到招聘困難，321間(13.68%)則有遇到招聘困難。過去12個月各職級招聘困難原因見表38，招聘困難三大原因則見表39。

批發業
表 38 過去 12 個月招聘困難原因（按職級劃分）

項目	原因	經理級	主任級	文員／ 輔助人員級
1.	應徵者在市場上有很多選擇	2	4	194
2.	應徵者並無相關技能／知識	2	6	24
3.	應徵者缺乏相關經驗	0	4	129
4.	應徵者未具相關學歷	0	4	4
5.	應徵者認為薪酬及附帶福利欠吸引	9	2	153
6.	應徵者缺乏在批發業就業機會及前景的意識	0	2	91
7.	其他 (例如擔心工作時間及工作環境)	0	0	57
總數		13	22	652

表 39

批發業
招聘困難三大原因（按職級劃分）

職級	三大原因		
	1	2	3
經理級	應徵者認為薪酬及附帶福利欠吸引	應徵者在市場上有很多選擇 應徵者並無相關技能／知識	不適用
主任級	應徵者並無相關技能／知識	應徵者在市場上有很多選擇 應徵者缺乏相關經驗 應徵者未具相關學歷	應徵者認為薪酬及附帶福利欠吸引 應徵者缺乏在批發業就業機會及前景的意識
文員／ 輔助人員級	應徵者在市場上有很多選擇	應徵者認為薪酬及附帶福利欠吸引	應徵者缺乏相關經驗

第三章

建議

僱主

3.1 本會認為，培訓員工，提升服務和生產效益，能令顧客更稱心滿意，又能節省成本和時間，是保持業務領先的要訣。

3.2 發展各級員工是必要的，長遠而言能穩定維持顧客的滿意程度。應讓表現出色和有潛質的僱員參加有助事業發展的高層次培訓。能為員工提供循序漸進的培訓，亦顯示僱主對員工的信心，並可為業務栽培接班人。

3.3 除了薪酬條件的吸引，本會建議為僱員提供正面、關懷、友善的工作環境，因為這些條件對吸引和挽留人才都是關鍵。個人輔導和正面鼓勵會有助僱主僱員改善溝通、建立信任和自信。就業環境變遷之下，僱主亦可以考慮增加工作彈性，給予員工選擇，融合跨世代員工共事合作，容納多元的工作方式，靈活變通，應對目前和未來的挑戰。

3.4 香港貿易公司面對的業務挑戰愈來愈大，除了物色價錢具競爭力的貨源供應商，亦須制訂策略減少潛在風險，謀求最大的業務效益，提供更多增值服務。例如：協助客戶查驗廠家生產的貨品，確保符合採購規格，並監控生產日期以便準時付貨。

從業員

3.5 從業員的心態同樣重要。他們須善用其他持份者的貢獻和提供的資源，亦應有遠大目光，了解終身學習的重要，面對業界需求的轉變，在競爭激烈的業務環境中迎難而上。

3.6 市場上不乏課程選擇，本會建議從業員進修時慎選辦學機構，確保培訓質素。

3.7 在海量數據充斥的年代，由社交媒體、互聯網取得消費者的個人資料、過往購物歷史、瀏覽互聯網的習慣等變得更為容易。各行各業對於海量數據分析技術和電子商貿的需求毋容置疑；因此，從業員宜更多學習數據分析技術，將數據轉化成專業識見和市場情報。

3.8 現代科技令溝通非常便捷，互動程度亦高；不過，經常以此種方式溝通可能會令專注力下降，實際生活中處理人際關係時亦會缺乏耐性。因此，從業員除了具備技術知識和技能，亦應提升溝通技巧，建立良好的人際關係，在小組和團隊中發揮工作成效。

培訓機構

3.9 本會認同有需要留意本地以至國際間科技發展和顧客需求上的轉變。為此，培訓機構應檢視本身的課程設計和課程範圍，配合行業的最新發展趨勢。

3.10 因應政府全力支持“一帶一路”倡議，以及行政長官的競選政綱（見《WeConnect 同行》網頁）所設想的願景、使命和目標，培訓機構應為青少年提供更多元化的機會，廣納人才。例如，提供更多以外語教授的培訓課程，在“一帶一路”倡議下安排更多內地交流活動，加深青少年對族裔的認識和融和，與不同團體的人士和洽共處。

3.11 對於剛離開校園的畢業生，除了在職培訓，設有工作實習及就業輔導的職前培訓亦有助他們掌握出入口及批發行業的基本知識和技能，更快投入工作。

政府支援措施

3.12 培訓資源匱乏的公司僱主及僱員，應善用政府資助的「新技能提升計劃」（SUS Plus）和「持續進修基金」（CEF），安排在職培訓，配合業界要求。所以，本會支持繼續在業內推行這些財政資助措施。

孕育創意人才

3.13 世界經濟論壇所出版的全球競爭力報告指出，在 36 個經濟體中，香港的整體競爭力排名第九，香港的基建在各個城市中排於榜首；然而，在創新方面，香港只排第廿七位。本會認為，如要培育創新人才，業界須維持一個孕育創意的人力資本庫，促進初創企業與創新業務發展，製造需求；更要擴大本地創意行業的市場規模，開拓內地和海外市場；同時，社會上亦要營造創意氛圍。

釋放勞動力

3.14 近年因為出生率低，壽命延長，香港人口正逐漸老化。面對人口老化和勞動力萎縮，本會建議政府、業界及培訓機構聯手釋放現有人口的潛在勞動力，例如鼓勵年長人士、少數族裔就業，幫助在職婦女在工作與生活之間取得平衡，能兼顧工作與照顧家庭責任。業內訓練機構亦須增添培訓名額，提升培訓設施，以加強人力訓練、再培訓與發展服務。

資歷架構

3.15 政府已為出入口及批發業制訂資歷架構，提供一套詳盡而有系統的基準，訂定不同職務所需的技能、知識和經驗。本會鼓勵培訓機構按資歷架構認可而設計課程；僱主亦應鼓勵僱員申請「過往資歷認可」，為累積所得的技能、知識或經驗取得正式的資歷證明。對於持有「過往資歷認可」相關資歷水平的從業員，僱主可考慮提供晉升機會。

宣傳及人力調查

3.16 本會繼續支持為從業員舉辦經驗交流研討會／工作坊；並繼續進行人力調查，讓持份各方更了解出入口業及批發業的人力情況，積極配合未來轉變。

Appendices

附錄

Import / Export / Wholesale Trades Training Board

Terms of Reference

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and Pro-Act 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 IVE and Pro-Act 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, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.
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 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.

出入口及批發業訓練委員會

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)、卓越培訓發展中心提出建議。
5. 就 IVE、卓越培訓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。

Import / Export / Wholesale Trades Training Board

Membership List

Chairman

Mr PAU Kit-kwan, Benson

Vice-Chairman

Mr CHAU Kwok-ming, Joe

Members

Mr CHAN Lap-tak

Mr CHEUNG Ching-fung

Dr Dominic CHU Chun-ho

Ms CHUNG Yuk-wah, Debbie

Mr Raymond GOH

Mr Wilson LEE

Mr LI Kin-man, Will

Mr LO Kai-sing, Paul

Mr MA Wai-hung, Vincent

Mr PAK Kwok-ming

Mr WONG Tsz-wan, Byron

Mr Desmond YAU

Professor YU Wai-mui, Christina

Director-General of Trade and Industry (or his representative)

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

Secretary

Ms WONG Szee-ving, Venus

出入口及批發業訓練委員會

委員名單

主席

鮑潔鈞先生

副主席

巢國明先生

委員

陳立德先生

張呈峰先生

朱俊豪博士

鍾玉華女士

吳禮文先生

李光正先生

李鍵文先生

羅啟勝先生

馬偉雄先生

白國明先生

王紫雲先生

丘文興先生

姚偉梅教授

工業貿易署署長(或其代表)

職業訓練局執行幹事(或其代表)

秘書

黃思穎女士

**Working Party on the 2016 Manpower Survey of the
Import / Export / Wholesale Trades**

Membership List

Convener

Dr LAU Kin-wah, Kevin, JP (Hanville Co. Ltd.)

Members

Mr CHAU Kwok-ming, Joe (Hong Kong General Chamber of Small and Medium Business)

Dr CHU Chun-ho, Dominic (S. Culture International Holdings Limited)

Ms FUNG Ka-pik, Florence (Li & Fung (Trading) Limited)

Mr Vincent MA (Soma International Limited)

Mr WONG Tsz-wan, Byron (Hong Kong Chinese Importers' & Exporters' Association)

Mr WONG Siu-kan, Ken (Vocational Training Council)

Ms TSANG Sau-ping, Grace (Hong Kong Institute of Vocational Education)

In Attendance

Mr FUNG Yan-kin, Kenneth (Census and Statistics Department)

Mr KWOK Ming-lok, Eddie (Census and Statistics Department)

Secretary

Ms WONG Szee-ving, Venus (Vocational Training Council)

2016 年出入口及批發業人力調查工作小組

委員名單

召集人

劉健華博士, JP (敘資有限公司)

委員

巢國明先生 (香港中小型企業總商會)
朱俊豪博士 (港大零售國際控股有限公司)
馮家碧女士 (利豐(貿易)有限公司)
馬偉雄先生 (栢基有限公司)
王紫雲先生 (香港中華出入口商會)
黃少勤先生 (職業訓練局)
曾秀萍女士 (香港專業教育學院)

列席者

郭銘樂先生 (政府統計處)
馮恩健先生 (政府統計處)

秘書

黃思穎女士 (職業訓練局)

**In-depth Interviews
2016 Manpower Survey of the
Import / Export / Wholesale Trades**

List of Participants

Mr Ron CHAN	(Hong Kong Shippers' Council)
Mr CHAU Kwok-ming, Joe	(Hong Kong General Chamber of Small and Medium Business)
Mr Adrian CHOU	(Hong Kong Exporters' Association)
Mr Michael HUI, MH JP	(Hong Kong Chinese Importers' and Exporters' Association)
Mr Joe LAM	(Federation of Hong Kong Industries)
Mr LEUNG Siu-yin, Jackson	(Chinese Manufacturers' Association of Hong Kong)

2016 年出入口及批發業人力調查深入訪談人士名單

陳永亮先生	(香港付貨人委員會)
巢國明先生	(香港中小型企業總商會)
周德基先生	(香港出口商會)
許華傑先生, MH JP	(香港中華出入口商會)
林新鴻先生	(香港工業總會)
梁兆賢先生	(香港中華廠商聯合會)

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

Telephone No 電話

Facsimile No 傳真

(852) 2904 7843

Our Reference 本局檔號 IEW/4/2 (2016)

Your Reference 來函檔號



3 October 2016

Dear Sir/Madam,

2016 Manpower Survey of the Import/Export Trades

I am writing to solicit your cooperation in the 2016 Manpower Survey conducted by the Import/Export and Wholesale Trades Training Board of the Vocational Training Council (VTC).

The Import/Export and Wholesale Trades Training Board is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to advise on the matters pertaining to manpower training of the import/export and wholesale trades. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the Import/Export Trade, the Training Board will conduct the Import/Export Trades Survey from **17 October 2016 to 16 November 2016**.

Over the past years, the Manpower Survey findings were widely used by employers and training institutions as reference materials for formulating their manpower, business and training plans. Your participation in the Survey is important to its success and I sincerely hope that the Survey will provide you with the relevant manpower statistics to assist in the formulation of your company's human resources development plans and strategies.

I enclose one copy of the Survey Questionnaire (**Appendix A**), the Explanatory Notes (**Appendix B**) and the Descriptions of Principal Jobs (**Appendix C**) for your reference and completion. During the survey period, an officer from the Census and Statistics Department (C&SD) will contact you and your authorised representative to answer any questions, assist in the completion of the questionnaire and collect the completed questionnaire for data processing. I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organisations.

You are welcome to download the previous Manpower Survey Reports of the Import/Export and Wholesale Trades from the VTC website at <http://iewtb.vtc.edu.hk>. Upon completion of the 2016 Manpower Survey, the Manpower Survey Report will be uploaded to the VTC website.

Thank you for your kind participation and contribution to the sector. Should you have any questions in connection with the Survey, please contact the Manpower Statistics Section of the C&SD at 2116 8534.

Yours faithfully,

A handwritten signature in black ink that reads 'Benson PAU'. The signature is written in a cursive, flowing style.

(Benson PAU)
Chairman

Import/Export and Wholesale Trades Training Board

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
香港九龍長沙灣長裕街10號億京廣場2期30樓
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Telephone No 電話

Facsimile No 傳真

(852) 2904 7843

Our Reference 本局檔號 IEW/4/2 (2016)

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執事先生／女士：

2016 年出入口業人力調查

本人謹代表職業訓練局屬下出入口及批發業訓練委員會致函，懇請 貴機構提供協助，以便本會進行 2016 年人力調查。

出入口及批發業訓練委員是由香港特別行政區政府行政長官委任，負責就業內的人力訓練事宜提供意見。本會將於2016年10月17日至2016年11月16日期間進行2016年出入口業人力調查，蒐集業內最新的人力情況及訓練需要，就人力訓練制定適當的建議。

過往人力調查收集所得的數據均被僱主及培訓機構廣泛應用於制訂人力、商業及培訓計劃上，而 貴機構的參與實在是人力調查取得成功的關鍵。本會期望是次人力調查能為 貴機構提供相關的人力數據，以便制訂人力資源發展計劃和策略。

現隨函附上調查表(附錄 A)、調查表附註(附錄 B)及主要職務的工作說明(附錄 C)，以供參閱。在調查期間，政府統計處職員將聯絡 貴機構負責人或其授權代表，解答有關問題及協助填寫調查表，同時收回填妥的調查表，作資料處理。調查所得資料絕對保密，只以摘要形式發表統計數字，並不會提及個別機構。

歷屆出入口及批發業人力調查報告書已上載於本局網頁，網址為 <http://iewtb.vtc.edu.hk>，歡迎下載。是次人力調查工作完成後之相關報告書，日後亦會上載上述網址。

如對是次調查有任何查詢，請致電 2116 8534 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

A handwritten signature in black ink, appearing to read '鮑潔鈞' (Pao Jie-ko).

出入口及批發業訓練委員會主席
鮑潔鈞

2016 年 10 月 3 日

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

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2016 MANPOWER SURVEY OF THE IMPORT/EXPORT TRADES
二零一六年出入口業人力調查

QUESTIONNAIRE
調查表

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

For Official Use Only 此欄毋須填寫	Rec. Type	Survey Code	Industry Code	Establishment No.	Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire
	1	2 9 2 3	4 5 6 7 8 9	10 11 12 13 14 15	16 17	18 19	20 21 22	23 24 25 26 27

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

TYPE OF PRODUCTS/SERVICES: _____
產品 / 服務種類

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

TEL. NO.: _____
電話

E-MAIL: _____
電郵

TOTAL NUMBER OF PERSONS ENGAGED: _____
僱員總人數

POSITION: _____
職位

FAX NO.: _____
圖文傳真

Please tick the appropriate box if your company wants a complimentary copy of the 2016 Manpower Survey Report of the Import/Export Trades.
如貴公司欲收到二零一六年出入口業人力調查報告贈閱版，請於適當的方格內加上✓號。

CD-ROM 光碟	<input type="checkbox"/>	99	Booklet 小冊子	<input type="checkbox"/>	100	Email 電郵	<input type="checkbox"/>	101
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PART I 第一部份

(A) Job 職務 (See Appendix C) (參閱附錄C)			(B) Average Monthly Income Range 每月平均 收入幅度	(C) Number of Employees as at 17.10.2016 在2016年 10月17日的 僱員人數	(D) No. of Vacancies as at 17.10.2016 在2016年 10月17日的 空缺額	(E) Forecast No. of Employees as at October 2017 預計 在2017年10月的 僱員人數	(F) Preferred Level of Education 僱員宜有的 教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的 相關年資	Coding Descriptions for Part I 第一部份編號說明
Title 職稱	Rec. Type	Job Code 職務編號 8-10	Code ⁽ⁱ⁾ 編號 ⁽ⁱ⁾ 11	12-15	16-18	19-22	Code ⁽ⁱⁱ⁾ 編號 ⁽ⁱⁱ⁾ 23	Code ⁽ⁱⁱⁱ⁾ 編號 ⁽ⁱⁱⁱ⁾ 24	(i) Enter in Column (B) the employee's average monthly income range according to the following codes: 請將僱員的每月平均收入幅度，按下列編號填入(B)欄內：
									Code 編號
1.	2								1 Over \$70,000 以上
2.	2								2 \$50,001 - \$70,000
3.	2								3 \$30,001 - \$50,000
4.	2								4 \$20,001 - \$30,000
5.	2								5 \$15,001 - \$20,000
6.	2								6 \$10,001 - \$15,000
7.	2								7 \$10,000 or below 以下
8.	2								(ii) Enter in Column (F) the preferred level of education which an employee should have 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：
9.	2								Code Preferred Level of Education 編號 宜有的教育程度
10.	2								1 Postgraduate 研究院 (Higher degrees (e.g. master degrees) or equivalent) (高等學位 (如碩士學位) 或同等教育程度)
11.	2								2 First Degree 學士學位 (First degree or equivalent) (學士學位, 或同等教育程度)
12.	2								3 Sub-degree 副學位 (Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate or equivalent) (副學士, 高級文憑, 專業文憑, 高級證書, 或同等教育程度)
13.	2								4 Senior Secondary 高中 (Secondary 4-6, Diploma, Hong Kong Diploma of Secondary Education or equivalent) (中四至中六, 文憑, 香港中學文憑, 或同等教育程度)
14.	2								5 Junior Secondary 初中 (Secondary 1-3 or equivalent) (中一至中三, 或同等教育程度)
15.	2								(iii) Enter in Column (G) the preferred relevant years of experience which an employee should have 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：
16.	2								Code Preferred Relevant Years of Experience 編號 宜有的相關年資
17.	2								1 10 years or more 十年或以上
18.	2								2 6 years to less than 10 years 六年至十年以下
19.	2								3 3 years to less than 6 years 三年至六年以下
20.	2								4 1 year to less than 3 years 一年至三年以下
21.	2								5 Less than 1 year 一年以下
22.	2								
23.	2								
24.	2								
25.	2								
26.	2								
27.	2								
28.	2								
29.	2								
30.	2								
31.	2								
32.	2								
33.	2								
34.	2								
35.	2								

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

PART II
第二部份

For Official Use Only
此欄毋須填寫

Est. No. _____

ER No. _____

Internal Promotion
內部晉升

Q.1 Number of import/export trades employees internally promoted during the past 12 months:
過去十二個月內內部晉升的出入口業僱員人數：

- | | | | | |
|---|---|--|--|--|
| (a) From Supervisory Level to Managerial Level
由主任級晉升為經理級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>
8 | | | |
| | | | | |
| (b) From Clerical and Operative Support Level to Supervisory Level
由文員／輔助人員級晉升為主任級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>
11 | | | |
| | | | | |
| (c) From Others to Clerical and Operative Support Level
由其他職位晉升為文員／輔助人員級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>
14 | | | |
| | | | | |

Employees' Whereabouts After Leaving the Company
離職僱員去向

Q.2 Number of import/export trades employees leaving your company during the past 12 months by whereabouts:
過去十二個月內離職的出入口業僱員人數（按去向分類）：

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級									
(a) Taking up import/export trades related jobs (Including starting own business in related trades) 從事與出入口業有關的工作（包括創業）	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 17				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 20				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 23			
(b) Taking up non-import/export trades related jobs (Including starting own business in non-import/export trade) 從事與出入口業無關的工作（包括創業）	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 26				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 29				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 32			
(c) Emigration, retirement or further studies 移民、退休或進修	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 35				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 38				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 41			
(d) Unknown 不知道	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 44				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 47				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 50			
(e) Others (Please specify) 其他（請註明） _____	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 53				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 56				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 59			

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Q2	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td></tr> </table> 62		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td></tr> </table> 63		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td></tr> </table> 64	
	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td></tr> </table> 65					

Local Import/Export Trades Employees Deployed to Work in the mainland of China
本港出入口業僱員被派遣往中國內地工作的情況

Q.3 (a) Does your company deploy any local import/export trades employees to work in the Mainland?
 貴公司是否有派遣本港出入口業僱員前往內地工作?

- Yes Please go to Q3(b)
 有 請答第3(b)題
- No Please go to Q4
 沒有 請答第4題

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(b) If yes, please give the number of local employees deployed to work in the Mainland.
 如有，請說明被派遣前往內地工作的本港僱員人數。

Local Employees Deployed to Work in the Mainland
 (As in October 2016)
 二零一六年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> ^{*(1)} 長駐 ^{*(1)}	<u>Travelling Basis</u> ^{*(2)} 非長駐 ^{*(2)}
(i) Managerial Level 經理級	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 67	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 70
(ii) Supervisory Level 主任級	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 73	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 76
(iii) Clerical and Operative Support Level 文員及輔助人員級	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 79	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 82

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* (1) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

* (2) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

Future Development of Your Company

貴公司未來的發展

Q.4 Please indicate the current business nature and the future direction of your company in the next 3 years.
(May tick more than one option)

請說明貴公司現時的行業性質及未來三年的發展方向。(可選多於一項)

(a) Current Business Nature

現時的行業性質

- 87 General Trade
一般貿易
- 89 Original Equipment Manufacture (OEM)
原設備製造
- 91 Original Design Manufacture (ODM)
原設計製造
- 93 Original Brand Manufacture (OBM)
原品牌製造
- 95 On-line Sales (Business to Customers)
網上銷售(企業對消費者的電子商務)
- 97 Others (Please specify)
其他(請註明)

(b) Future direction in the next 3 years

未來三年的發展方向

- 88 General Trade
一般貿易
- 90 Original Equipment Manufacture (OEM)
原設備製造
- 92 Original Design Manufacture (ODM)
原設計製造
- 94 Original Brand Manufacture (OBM)
原品牌製造
- 96 On-line Sales (Business to Customers)
網上銷售(企業對消費者的電子商務)
- 98 Others (Please specify)
其他(請註明)

If the future direction in the next 3 years in Q.4(b) is the same as the current business nature in Q.4(a), please go to Q.5.
如未來三年的發展方向(第4(b)題)與現時的行業性質相同(第4(a)題),請答第5題。

Q.5 Please give reasons for NOT upgrading / transforming or expanding business of your company
in the next 3 years. (May tick more than one option)

請說明貴公司沒有在未來三年升級/轉型或擴充業務的原因。(可選多於一項)

- 99 Lack of Resources
缺乏資源
- 100 Lack of Capabilities
缺乏人才
- 101 Uncertain Economics
不明朗經濟
- 102 No such need
沒有需要
- 103 Others (please specify)
其他(請註明)

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Q4(a)-(b)
104

Q5
106

Q.6 In the next 3 years, will your company (including operations relating to your company outside Hong Kong) relocate any functions, wholly or partially? (Please tick as appropriate)
 貴公司（包括香港境外有關的營運機構）在未來三年內會否搬遷全部或部分工種？
 （請在適當的格內填上✓號）

- Yes
 有 Please answer Q6(a) and (b)
 請答第6(a)及(b)題
- No
 沒有 If choose “No” or “Not Applicable”, please go to Q7
 如選擇“沒有”或“不適用”，請答第7題
- Not Applicable
 不適用

(a) Type(s) of function(s) that will be moved (may tick more than one option)
 搬遷工種的類別（可選多於一項）

- | | |
|---|--|
| <input type="checkbox"/> 108 Quality Control
品質控制 | <input type="checkbox"/> 109 Merchandising
採購 |
| <input type="checkbox"/> 110 Warehousing
倉務 | <input type="checkbox"/> 111 Shipping
船務 |
| <input type="checkbox"/> 112 Accounting
會計 | <input type="checkbox"/> 113 Research and Development
研究及發展 |
| <input type="checkbox"/> 114 Export and Marketing
出口及市場推廣 | <input type="checkbox"/> 115 Computer Data Entry
電腦資料輸入 |
| <input type="checkbox"/> 116 Sales and Customer Services
銷售及客戶服務 | <input type="checkbox"/> 117 Logistics
物流 |
| <input type="checkbox"/> 118 Others (Please specify)
其他（請註明） | |

(b) Where will your functions be relocated to? (May tick more than one option)
 貴公司的工種將會搬遷往哪裏？（可選多於一項）

- 120 The Pearl River Delta, Mainland China
 中國大陸珠三角地區
- 121 Other Regions of Mainland China (other than the Pearl River Delta)
 中國大陸其他地區（珠三角地區以外）
- 122 Southeast Asian Countries
 東南亞國家
- 123 Hong Kong
 香港
- 124 Others (Please specify)
 其他（請註明）

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119

125

Manpower Training and Development Plan
人力培訓及發展計劃

Q.7 (i) Please fill in the number of training (either internal or external) places having been offered/sponsored to full-time import/export trades employees in the past 12 months (May choose more than one type of skills)

請填上在過去十二個月內，已提供／資助給全職出入口業僱員的培訓（包括內部及外間）名額（可選多於一種技能類別）

(ii) Please tick the skills/knowledges training required to full-time import/export trades employees in the next 3 years

(May choose more than one type of skills)

請在適當的格內填上✓號以表示有關技能在未來三年對全職出入口業僱員有培訓需要（可選多於一種技能類別）

Trade Specific Skills 業內專業技能	(i) Past 12 Months 過去十二個月			(ii) Next 3 Years 未來三年		
	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級
(a) Managerial / Supervisory / Coaching Skills / Strategic Management 管理／督導／訓練技巧／策略管理	126	129	132	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Customer Relationship / Complaints Handling 客戶關係／投訴處理	138	141	144	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Sales and Marketing 銷售及市務推廣	150	153	156	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Product knowledge 產品知識	162	165	168	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Product Development / Product Design 產品開發／產品設計	174	177	180	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) E-Commerce / Media Knowledge 電子商貿／媒體知識	186	189	192	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Merchandising and Purchasing 採購	198	201	204	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Logistics / Inventory Management / Supply Chain Management 物流／倉儲管理／供應鏈管理	210	213	216	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Visual Merchandising 商品視覺展示	222	225	228	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Risk Management 危機管理	234	237	240	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Quality Control 品質控制	246	249	252	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Financing and Accounting 財務及會計	258	261	264	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) International Trade and Practices 國際貿易實務	270	273	276	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Domestic Sales / Taxation / Laws in China 中國國內銷售／稅務／法律	282	285	288	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>Generic & Other Skills</u> 一般及其他技巧	(i) Past 12 Months 過去十二個月			(ii) Next 3 Years 未來三年		
	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級
(o) English (Spoken / Written) 英語 (會話 / 書寫)	<input type="text"/> 294	<input type="text"/> 297	<input type="text"/> 300	<input type="checkbox"/> 303	<input type="checkbox"/> 304	<input type="checkbox"/> 305
(p) Putonghua (Spoken / Written) 普通話 (會話 / 書寫)	<input type="text"/> 306	<input type="text"/> 309	<input type="text"/> 312	<input type="checkbox"/> 315	<input type="checkbox"/> 316	<input type="checkbox"/> 317
(q) Occupational Health and Safety 職業健康及安全	<input type="text"/> 318	<input type="text"/> 321	<input type="text"/> 324	<input type="checkbox"/> 327	<input type="checkbox"/> 328	<input type="checkbox"/> 329
(r) Personal Soft Skills Development (please specify) 個人軟技能培訓發展 (請註明)	<input type="text"/> 330	<input type="text"/> 333	<input type="text"/> 336	<input type="checkbox"/> 339	<input type="checkbox"/> 340	<input type="checkbox"/> 341
(s) Others (please specify) 其他 (請註明)	<input type="text"/> 342	<input type="text"/> 345	<input type="text"/> 348	<input type="checkbox"/> 351	<input type="checkbox"/> 352	<input type="checkbox"/> 353

If **no** training is required to full-time import/export trades employees **in the next 3 years** in Q.7(ii), please go to Q.8.
如在未來三年，全職出入口業僱員**沒有**任何培訓需要 (第7(ii)題)，請答第8題。

Q.8 Reasons for no training required to full-time import/export trades employees **in the next 3 years** : (May tick more than one reason)
在未來三年，全職出入口業僱員**沒有**任何培訓需要的原因：(可選多於一項)

- 354 Limited resources
資源有限
- 355 No time
沒有時間
- 356 Prefer offering on-the job training
寧選擇在職培訓
- 357 Others (Please specify)
其他 (請註明) _____

<u>For Official Use Only</u> 此欄毋須填寫	<input type="text"/> 358	<input type="text"/> 359	<input type="text"/> 360	<input type="text"/> 361	<input type="text"/> 362	<input type="text"/> 363
	Q7(i) <input type="text"/> 364			Q7(ii) <input type="text"/> 365		Q7 <input type="text"/> 366
	Q8 <input type="text"/> 367					

Difficulties Encountered in Recruitment**招聘困難****For Official Use Only**

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Q.9 Did your company encounter any difficulties in recruitment of import/export trades employees in the past 12 months? (Please tick as appropriate)

過去十二個月，貴公司在招聘出入口業僱員過程中有沒有遇到困難？
(請在適當的格內填上✓號)

368

 Yes (please go to Q.10)
有 (請答第10題)

 No
(End of questionnaire. Thank you.)
沒有 (問卷完，多謝合作。)

 No recruitment need
(End of questionnaire. Thank you.)
沒有招聘需要 (問卷完，多謝合作。)
Major Difficulties Encountered in Recruitment**主要招聘困難**

Q.10 Please give the three most difficulties in recruitment your company encountered in the past 12 months.

請說明貴公司在過去十二個月所遇到最主要的三項招聘困難。

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
(a) Candidates had more choices in the market 應徵者在市場上有很多選擇	<input type="checkbox"/> 369	<input type="checkbox"/> 370	<input type="checkbox"/> 371
(b) Candidates lacked the relevant skills / expertise 應徵者並無相關技能/知識	<input type="checkbox"/> 372	<input type="checkbox"/> 373	<input type="checkbox"/> 374
(c) Candidates lacked the relevant experience 應徵者缺乏相關經驗	<input type="checkbox"/> 375	<input type="checkbox"/> 376	<input type="checkbox"/> 377
(d) Candidates lacked the relevant academic qualification 應徵者未具相關學歷	<input type="checkbox"/> 378	<input type="checkbox"/> 379	<input type="checkbox"/> 380
(e) Candidates found the remuneration package and fringe benefit not attractive 應徵者認為薪酬及附帶福利欠吸引	<input type="checkbox"/> 381	<input type="checkbox"/> 382	<input type="checkbox"/> 383
(f) Candidates were lack of awareness of career opportunities available and the career prospect in import/ export trades 應徵者缺乏在出入口業就業機會及前景的意識	<input type="checkbox"/> 384	<input type="checkbox"/> 385	<input type="checkbox"/> 386
(g) Others (Please specify) 其他 (請註明) _____	<input type="checkbox"/> 387	<input type="checkbox"/> 388	<input type="checkbox"/> 389
(h) Others (Please specify) 其他 (請註明) _____	<input type="checkbox"/> 390	<input type="checkbox"/> 391	<input type="checkbox"/> 392

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End of questionnaire. Thank you for your co-operation.
問卷完，多謝合作

2016 Manpower Survey of the Import/Export Trades
二零一六年出入口業人力調查

Explanatory Notes
附註

Part I

第一部份

1. Please complete the columns ('A' to 'G') of the questionnaire and insert a zero (0) for any column not applicable to your company.
請填寫表內 (A) 至 (G) 欄，並在貴公司不適用的各欄內填入符號 (0)。

2. **Column 'A' - Job Titles**
(A) 欄 – 職稱
 - (a) Please refer to Appendix C "The Descriptions of Principal Jobs for the Import/Export Trades". Please note that some of the job titles may not be the same as those used in your company, but if the jobs have similar or related functions, please treat them as the same and provide the required information in the questionnaire.
請參閱附錄 C 「出入口業主要職務的工作說明」。表內部分職稱可能與貴公司所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。
 - (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.
請根據僱員的主要職務分類，而不以其兼任的其他職務分類。
 - (c) Please add titles of employees which are not mentioned in Appendix C but their duties require import/export trades training, and briefly describe them in respect of the appropriate job levels.
如貴公司有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受出入口業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column 'B' - Average Monthly Income Range

(B) 欄 – 每月平均收入幅度

Refer to “Coding Descriptions for Part I (i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明(i)」的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column 'C' - Number of Employees as at 17.10.2016

(C) 欄 – 在2016年10月17日的僱員人數

Please fill in the total number of employees against each principal job as at 17.10.2016. The permanent employees include all those under the company's payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

請填入每一主要職務在2016年10月17日的僱員人數。長期僱員包括在貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column 'D' - Number of Vacancies as at 17.10.2016

(D) 欄 – 在2016年10月17日的空缺額

Please fill in the number of existing vacancies against each principal job as at 17.10.2016. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit.

請填入每一主要職務在2016年10月17日的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

6. Column 'E' - Forecast Number of Employees as at October 2017

(E) 欄 – 預計在2017年10月的僱員人數

The forecast number of employees means the number of employees your company will be employing as at October 2017. The number given could be more/less than that in column 'C' if an expansion/contraction is expected.

預計僱員人數指貴公司預計在2017年10月聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於(C)欄。

7. Column ‘F’ - Preferred Level of Education

(F) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I (ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(ii)」的編號，填入貴公司認為各類別職位的僱員宜有的教育程度。

8. Column ‘G’ - Preferred Relevant Years of Experience

(G) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I (iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(iii)」的編號，填入貴公司認為各類別職位的僱員宜有的相關工作年資。

Part II

第二部份

9. Q.1 - Internal Promotion

第1題 – 內部晉升

An internal promotion is the promotion of an employee to a higher job level by virtue of his/her performance or abilities. In Q.1, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the company during the past 12 months, only the last one should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於第1題填寫過去十二個月內，公司內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於貴公司晉升多過一次，只需計算最後一次晉升在調查表內。

10. Q.2 - Employees’ Whereabouts After Leaving the Company

第2題 – 離職僱員去向

Please fill in the number of import/export trades employees who had left your company during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的出入口業僱員人數。

11. Q.3 - Local Import/Export Trades Employees Deployed to Work in the mainland of China

第3題－本港出入口業僱員被派遣往中國內地工作的情況

- (a) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (b) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

12. Q.4 to Q.6 - Future Development of Your Company

第4至6題－貴公司在未來的發展

Please indicate the current business nature and the future direction of your company in the next 3 years.

請說明貴公司現時的行業性質及未來三年的發展方向。

If the future direction in the next 3 years is the same as the current business nature, please give reasons for NOT upgrading / transforming or expanding business.

如未來三年的發展方向與現時的行業性質相同，請說明貴公司沒有升級／轉型或擴充業務的原因。

In the next 3 years, please indicate if there are any types of functions (wholly or partially) to be relocated. If yes, please indicate types of functions to be relocated and the places where functions will be moved to.

在未來三年內，請填寫貴公司會否搬遷全部或部分工種，如會，請填寫將會搬遷的工種以及遷往何地。

13. Q.7 to Q.8 - Manpower Training and Development Plan

第7至8題－人力培訓及發展計劃

Please fill in the number of training (either internal or external) places have been offered / sponsored to full-time import/export trades employees in the past 12 months.

請填寫在過去十二個月內，已提供／資助給全職出入口業僱員的培訓（包括內部及外間）名額。

Please select the skills / knowledge training required to full-time import/export trades employees in the next 3 years.

請選取在未來三年對全職出入口業僱員有培訓需要的有關技能。

If no training is required to full-time import/export trades employees in the next 3 years, please provide reasons.

如在未來三年，全職出入口業僱員沒有任何培訓需要，請說明原因。

14. Q.9 - Difficulties Encountered in Recruitment

第9題－招聘困難

Please indicate whether your company encountered any difficulties in recruitment of import/export employees in the past 12 months.

請填寫貴公司在過去十二個月在招聘出入口業僱員過程中有否遇到困難。

15. Q.10 - Major Difficulties Encountered in Recruitment

第10題－主要招聘困難

Please select the three most difficulties in recruitment your company encountered in the past 12 months.

請選取貴公司在過去十二個月所遇到最主要的三項招聘困難。

The Descriptions of Principal Jobs for the Import/Export Trades

出入口業主要職務的工作說明

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) 經理級(包括高級及助理經理)		
101	General Manager 總經理	Assumes total responsibility of a company and has other managers/executives as direct subordinates. 承擔公司的全部責任，直接管理其他經理及行政人員。
102	Research and Development Manager/ Product Development Manager/ Design Manager/ Chief Designer/ Engineering Manager/ Application Manager 研究及開發經理／ 產品開發經理／ 設計經理／ 首席設計師／ 工程經理／ 應用經理	Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customers. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, Quality Assurance (QA) personnel and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design concepts with subordinates and inspires their creativity. 負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和公司內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就產品、生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
103	Shipping Manager 出入口／船務經理	Takes charge of the operation of logistics, import and/or export division/section. Liaises with customers, agents, distributors, and insurance, shipping and other companies. Ensures proper preparation and submission of import/export, shipping and relevant documents on time. 掌管物流、出口及／或入口部門的業務。與顧客、經銷代理商、批發商以及保險、船務及其他公司保持聯絡。確保出入口、船務及其他有關文件編製妥當及準時呈交。
104	Technical Manager 技術經理	Works with vendors to resolve technical issue at product development stage. Provides technical advice to vendors upon request and liaises with corporate technical team on methods of quality improvement and production. Works in the development of up-to-date technical policies on product standards and safety, testing procedures, colour quality, etc. Oversees the performance of the testing and laboratory process and operation. 與供應商合作，解決產品開發階段的技術問題。按要求向供應商提供技術意見，與公司技術人員聯絡，研究質素提升及生產方法。參與制訂各範疇的最新技術政策，包括產品標準及安全、測試程序、顏色質素等。監督測試及化驗工作。
105	Merchandising Manager 商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analysis to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders. 策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及／或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
106	Quality Control Manager 品質管制經理	Plans, organises, directs and controls QA procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications. 策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。
107	Compliance Manager 準則審核經理	Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices. 掌管公司產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、品質檢查人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。
111	Sales Manager 銷售經理	Plans, directs and manages sales-related activities, aiming at maximising sales. Directly contacts clients to promote sales. 策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
112	Marketing Manager 市務經理	Implements and coordinates marketing activities and launches promotion campaigns. Conducts market research. Liaises with advertising agencies for the preparation of promotion kits. Provides services to sales force. 執行及協調市場推廣工作，並舉辦推銷活動。進行市場研究。與廣告公司聯絡，製備宣傳套件。為營業人員提供服務。
109	Warehouse and Distribution Manager 倉務及收發經理	Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations. 管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。
110	Purchasing Manager 採購經理	Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures. 管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。
199	Other Managers (please specify titles) 其他經理級人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administrative work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) 主任級(包括高級和助理主任)		
201	Compliance Officer 準則審核主任	<p>Ensures vendor understands and completes compliance with the company's code of vendor conduct and all local laws and regulations. Regularly visits the factories to inspect for compliance to ensure that they have developed, implemented and maintained proper personnel policies, procedures and factory condition. Establishes system/procedure to elicit honest feedback about factory condition from workers and other non-management groups. Establishes and maintains positive relationships with appropriate local religious, labour, political and business leaders through sharing information and giving advice. Provides assessments, analysis and forecasts of local political, cultural and economic conditions.</p> <p>確保供應商了解並採取符合公司的採購準則和本地法規的做法。定期到工廠巡查，確保廠方在符合準則方面制訂、推行和維持適當的人事政策、程序及工作環境。訂立制度／程序，收集員工及非管理層人士對工作環境的意見。透過資訊及意見交流，與本地有關宗教、勞工、政治及商界領袖建立並維持良好關係。就本地政治、文化、經濟情況進行評估、分析和預測。</p>
202	Shipping Supervisor 船務主任	<p>Checks shipping documents and monitors the transport of raw material and cargo.</p> <p>查核船務文件，督導原料及貨品的運送。</p>
203	Research and Development Officer/ Product Development Officer 研究及開發主任／ 產品開發主任	<p>Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meets the expectation of the customers.</p> <p>協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。</p>

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
204	Product Designer 產品設計師	Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly designed products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy. 創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。
205	Merchandiser/Buyer 商品／採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed. 負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。
206	Quality Inspector 品質檢查員	Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products. 查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。
207	Sales Supervisor 營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise. 監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
208	Warehouse and Distribution Supervisor 倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit. 策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。
209	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
210	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in implementing purchasing functions. Supervises Stock/Purchasing Clerk. 協助採購經理進行採購工作。監督貨倉／採購文員。
211	Sales Engineer 銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet customers' needs and close the deal. Works with colleagues in product design, production, engineering and Research and Development teams on product features and recommends changes where necessary to meet market demand and market trends. 負責銷售工作及向現有或有潛質之顧客推廣公司的產品／服務。以良好的產品／服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
212	Technician 技術員	Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation. 為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
213	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
299	Other Supervisors (please specify titles) 其他主任級人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administrative work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL 文員／輔助人員級		
301	Assistant Merchandiser 助理商品員	Assists the merchandisers in executing orders placed by buyers. Liaises with buyers on requirements of merchandise. 協助商品主任完成交易，並就貨品規格與買家聯絡。
302	Documentation/Shipping Clerk 文件處理／船務文員	Prepares shipping documents for import/export or other related purposes. Keeps records of shipment. 處理出入口或其他有關業務的文件，保存付運記錄。
303	Salesman; Sales Representative 營業代表	Solicits orders for the wholesale provision or for the import/export of merchandise. Gives explanation and advice to customers or potential customers on the product(s). 招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。
304	Stock/Purchasing Clerk 貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
305	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
306	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
399	Other Clerical and Operative Support Staff (please specify titles) 其他文員／輔助人員 (請註明其職稱)	Clerical and Operative Support Staff involve in secretarial, personnel, accounting, finance, IT or other administrative work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。

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

Telephone No 電話

Facsimile No 傳真

(852) 2904 7843

Our Reference 本局檔號 IEW/4/2 (2016)

Your Reference 來函檔號



3 October 2016

Dear Sir/Madam,

2016 Manpower Survey of the Wholesale Trade

I am writing to solicit your cooperation in the 2016 Manpower Survey conducted by the Import/Export and Wholesale Trades Training Board of the Vocational Training Council (VTC).

The Import/Export and Wholesale Trades Training Board is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to advise on the matters pertaining to manpower training of the import/export and wholesale trades. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the Wholesale Trade, the Training Board will conduct the Wholesale Trade Survey from 17 October 2016 to 16 November 2016.

Over the past years, the Manpower Survey findings were widely used by employers and training institutions as reference materials for formulating their manpower, business and training plans. Your participation in the Survey is important to its success and I sincerely hope that the Survey will provide you with the relevant manpower statistics to assist in the formulation of your company's human resources development plans and strategies.

 I enclose one copy of the Survey Questionnaire (**Appendix A**), the Explanatory Notes (**Appendix B**) and the Descriptions of Principal Jobs (**Appendix C**) for your reference and completion. During the survey period, an officer from the Census and Statistics Department (C&SD) will contact you and your authorised representative to answer any questions, assist in the completion of the questionnaire and collect the completed questionnaire for data processing. I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organisations.

You are welcome to download the previous Manpower Survey Reports of the Import/Export and Wholesale Trades from the VTC website at <http://iewtb.vtc.edu.hk>. Upon completion of the 2016 Manpower Survey, the Manpower Survey Report will be uploaded to the VTC website.

Thank you for your kind participation and contribution to the sector. Should you have any questions in connection with the Survey, please contact the Manpower Statistics Section of the C&SD at 2116 8534.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Benson PAU', written in a cursive style.

(Benson PAU)
 Chairman

Import/Export and Wholesale Trades Training Board

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
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執事先生／女士：

2016年批發業人力調查

本人謹代表職業訓練局屬下出入口及批發業訓練委員會致函，懇請 貴機構提供協助，以便本會進行 2016 年人力調查。

出入口及批發業訓練委員是由香港特別行政區政府行政長官委任，負責就業內的人力訓練事宜提供意見。本會將於2016年10月17日至2016年11月16日期間進行2016年批發業人力調查，蒐集業內最新的人力情況及訓練需要，就人力訓練制定適當的建議。

過往人力調查收集所得的數據均被僱主及培訓機構廣泛應用於制訂人力、商業及培訓計劃上，而 貴機構的參與實在是人力調查取得成功的關鍵。本會期望是次人力調查能為 貴機構提供相關的人力數據，以便制訂人力資源發展計劃和策略。

現隨函附上調查表(附錄 A)、調查表附註(附錄 B)及主要職務的工作說明(附錄 C)，以供參閱。在調查期間，政府統計處職員將聯絡 貴機構負責人或其授權代表，解答有關問題及協助填寫調查表，同時收回填妥的調查表，作資料處理。調查所得資料絕對保密，只以摘要形式發表統計數字，並不會提及個別機構。

歷屆出入口及批發業人力調查報告書已上載於本局網頁，網址為 <http://iewtb.vtc.edu.hk>，歡迎下載。是次人力調查工作完成後之相關報告書，日後亦會上載上述網址。

如對是次調查有任何查詢，請致電 2116 8534 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

A handwritten signature in black ink, appearing to read '鮑潔鈞' (Pao Jie-keung), written in a cursive style.

出入口及批發業訓練委員會主席
鮑潔鈞

2016年10月3日

CONFIDENTIAL填入數據後即成
機密文件

WHEN ENTERED WITH DATA

VOCATIONAL TRAINING COUNCIL
職業訓練局**THE 2016 MANPOWER SURVEY OF THE WHOLESALE TRADE**

二零一六年批發業人力調查

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

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

NAME OF COMPANY:

公司名稱

ADDRESS:

地址

TYPE OF PRODUCTS/SERVICES:

產品 / 服務種類

NAME OF PERSON TO CONTACT:

聯絡人姓名

TEL. NO.:

電話

E-MAIL:

電郵

TOTAL NUMBER OF PERSONS ENGAGED:

僱員總人數

POSITION:

職位

FAX NO.:

圖文傳真

Please tick the appropriate box if your company wants a complimentary copy of the 2016 Manpower Survey Report of the Wholesale Trade.

如貴公司欲收到二零一六年批發業人力調查報告贈閱版，請於適當的方格內加上✓號。

CD-ROM

光碟

99

Booklet

小冊子

100

Email

電郵

101

PART I 第一部份

(A) Job 職務 (See Appendix C) (參閱附錄C)			(B) Average Monthly Income Range 每月平均 收入幅度	(C) Number of Employees as at 17.10.2016 在2016年 10月17日的 僱員人數	(D) No. of Vacancies as at 17.10.2016 在2016年 10月17日的 空缺額	(E) Forecast No. of Employees as at October 2017 預計 在2017年10月的 僱員人數	(F) Preferred Level of Education 僱員宜有的 教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的 相關年資
Title 職稱	Rec. Type	Job Code 職務編號 8-10	Code ⁽ⁱ⁾ 編號 ⁽ⁱ⁾ 11	12-15	16-18	19-22	Code ⁽ⁱⁱ⁾ 編號 ⁽ⁱⁱ⁾ 23	Code ⁽ⁱⁱⁱ⁾ 編號 ⁽ⁱⁱⁱ⁾ 24
1.	2							
2.	2							
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35.	2							

Coding Descriptions for Part I
第一部份編號說明

(i) Enter in Column (B) the employee's average monthly income range according to the following codes:
請將僱員的每月平均收入幅度，按下列編號填入(B)欄內：

Code 編號	Average Monthly Income Range 每月平均收入幅度
1	Over \$70,000 以上
2	\$50,001 - \$70,000
3	\$30,001 - \$50,000
4	\$20,001 - \$30,000
5	\$15,001 - \$20,000
6	\$10,001 - \$15,000
7	\$10,000 or below 以下

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

Code 編號	Preferred Level of Education 宜有的教育程度
1	Postgraduate 研究院 (Higher degrees (e.g. master degrees) or equivalent) (高等學位(如碩士學位)或同等教育程度)
2	First Degree 學士學位 (First degree or equivalent) (學士學位, 或同等教育程度)
3	Sub-degree 副學位 (Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate or equivalent) (副學士、高級文憑、專業文憑、高級證書, 或同等教育程度)
4	Senior Secondary 高中 (Secondary 4-6, Diploma, Hong Kong Diploma of Secondary Education or equivalent) (中四至中六、文憑、香港中學文憑, 或同等教育程度)
5	Junior Secondary 初中 (Secondary 1-3 or equivalent) (中一至中三, 或同等教育程度)

(iii) Enter in Column (G) the preferred relevant years of experience which an employee should have 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：

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

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

PART II
第二部份

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Est. No. _____

ER No. _____

Internal Promotion
內部晉升

Q.1 Number of wholesale trade employees internally promoted during the past 12 months:
過去十二個月內內部晉升的批發業僱員人數：

- | | | | | |
|---|---|--|--|--|
| (a) From Supervisory Level to Managerial Level
由主任級晉升為經理級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>
8 | | | |
| | | | | |
| (b) From Clerical and Operative Support Level to Supervisory Level
由文員／輔助人員級晉升為主任級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>
11 | | | |
| | | | | |
| (c) From Others to Clerical and Operative Support Level
由其他職位晉升為文員／輔助人員級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>
14 | | | |
| | | | | |

Employees' Whereabouts After Leaving the Company
離職僱員去向

Q.2 Number of wholesale trade employees leaving your company during the past 12 months by whereabouts:
過去十二個月內離職的批發業僱員人數（按去向分類）：

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級									
(a) Taking up wholesale trade related jobs (Including starting own business in related trade) 從事與批發業有關的工作（包括創業）	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 17				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 20				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 23			
(b) Taking up non-wholesale trade related jobs (Including starting own business in non-wholesale trade) 從事與批發業無關的工作（包括創業）	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 26				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 29				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 32			
(c) Emigration, retirement or further studies 移民、退休或進修	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 35				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 38				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 41			
(d) Unknown 不知道	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 44				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 47				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 50			
(e) Others (Please specify) 其他（請註明） _____	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 53				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 56				<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 59			

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Q2

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Local Wholesale Trade Employees Deployed to Work in the mainland of China
本港批發業僱員被派遣往中國內地工作的情況

Q.3 (a) Does your company deploy any local wholesale trade employees to work in the Mainland?
 貴公司是否有派遣本港批發業僱員前往內地工作？

- Yes Please go to Q3(b)
 有 請答第3(b)題
- No Please go to Q4
 沒有 請答第4題

<p>For Official Use Only 此欄毋須填寫</p> <p style="margin-left: 100px;"><input type="checkbox"/></p> <p style="text-align: center;">66</p>

(b) If yes, please give the number of local employees deployed to work in the Mainland.
 如有，請說明被派遣前往內地工作的本港僱員人數。

Local Employees Deployed to Work in the Mainland
 (As in October 2016)
 二零一六年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> ^{*(1)} 長駐 ^{*(1)}	<u>Travelling Basis</u> ^{*(2)} 非長駐 ^{*(2)}
(i) Managerial Level 經理級	<input type="text" value="67"/>	<input type="text" value="70"/>
(ii) Supervisory Level 主任級	<input type="text" value="73"/>	<input type="text" value="76"/>
(iii) Clerical and Operative Support Level 文員及輔助人員級	<input type="text" value="79"/>	<input type="text" value="82"/>

<p>For Official Use Only 此欄毋須填寫</p> <p style="margin-left: 100px;"><input type="text" value="85"/></p> <p style="margin-left: 200px;"><input type="text" value="86"/></p>

* (1) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

* (2) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

Involvement/Expansion of Other Wholesale Trade-related Services**其他與批發業相關服務的參與／擴展**

Q.4 Number of wholesale trade employees involved in the following functions/activities and the forecast number of employees involved in the next 12 months:

貴公司現時及未來十二個月內參與下列工作／業務的批發業僱員人數：

Functions / Activities 工作／業務	<u>No. of Employees Involved</u> (October 2016)	<u>Forecast No. of Employees Involved</u> (November 2016 - October 2017)
	參與僱員人數 (二零一六年十月)	預計參與僱員人數 (二零一六年十一月至 二零一七年十月)
(a) Import/Export 出入口	11111 87	11111 90
(b) Retail 零售	11111 93	11111 96
(c) Brand Development 品牌發展	11111 99	11111 102
(d) Sales and Marketing 銷售及市場推廣	11111 105	11111 108
(e) Distribution 分銷	11111 111	11111 114
(f) Manufacturing 生產	11111 117	11111 120
(g) Procurement 採購	11111 123	11111 126
(h) Warehousing 倉務	11111 129	11111 132
(i) Quality Control 品質控制	11111 135	11111 138
(j) Product Design 產品設計	11111 141	11111 144
(k) Technical Support 技術支援	11111 147	11111 150
(l) Others (Please specify) 其他（請註明）	11111 153	11111 156

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159

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Manpower Training and Development Plan
人力培訓及發展計劃

- Q.5 (i) Please fill in the number of training (either internal or external) places having been offered/sponsored to full-time wholesale trade employees in the past 12 months (May choose more than one type of skills)
 請填上在過去十二個月內，已提供／資助給全職批發業僱員的培訓（包括內部及外間）名額（可選多於一種技能類別）
- (ii) Please tick the skills/knowledges training required to full-time wholesale trade employees in the next 3 years (May choose more than one type of skills)
 請在適當的格內填上✓號以表示有關技能在未來三年對全職批發業僱員有培訓需要（可選多於一種技能類別）

Trade Specific Skills 業內專業技能	(i) Past 12 Months 過去十二個月			(ii) Next 3 Years 未來三年		
	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級
(a) Managerial / Supervisory / Coaching Skills / Strategic Management 管理／督導／訓練技巧／策略管理	<input type="text" value="161"/>	<input type="text" value="164"/>	<input type="text" value="167"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Customer Relationship / Complaints Handling 客戶關係／投訴處理	<input type="text" value="173"/>	<input type="text" value="176"/>	<input type="text" value="179"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Sales and Marketing 銷售及市務推廣	<input type="text" value="185"/>	<input type="text" value="188"/>	<input type="text" value="191"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Product knowledge 產品知識	<input type="text" value="197"/>	<input type="text" value="200"/>	<input type="text" value="203"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Product Development / Product Design 產品開發／產品設計	<input type="text" value="209"/>	<input type="text" value="212"/>	<input type="text" value="215"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) E-Commerce / Media Knowledge 電子商貿／媒體知識	<input type="text" value="221"/>	<input type="text" value="224"/>	<input type="text" value="227"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Merchandising and Purchasing 採購	<input type="text" value="233"/>	<input type="text" value="236"/>	<input type="text" value="239"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Logistics / Inventory Management / Supply Chain Management 物流／倉儲管理／供應鏈管理	<input type="text" value="245"/>	<input type="text" value="248"/>	<input type="text" value="251"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Visual Merchandising 商品視覺展示	<input type="text" value="257"/>	<input type="text" value="260"/>	<input type="text" value="263"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Risk Management 危機管理	<input type="text" value="269"/>	<input type="text" value="272"/>	<input type="text" value="275"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Quality Control 品質控制	<input type="text" value="281"/>	<input type="text" value="284"/>	<input type="text" value="287"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Financing and Accounting 財務及會計	<input type="text" value="293"/>	<input type="text" value="296"/>	<input type="text" value="299"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) International Trade and Practices 國際貿易實務	<input type="text" value="305"/>	<input type="text" value="308"/>	<input type="text" value="311"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Domestic Sales / Taxation / Laws in China 中國國內銷售／稅務／法律	<input type="text" value="317"/>	<input type="text" value="320"/>	<input type="text" value="323"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Generic & Other Skills 一般及其他技巧	(i) Past 12 Months 過去十二個月			(ii) Next 3 Years 未來三年		
	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級	Managerial Level 經理級	Supervisory Level 主任級	Clerical and Operative Support Level 文員及輔助人員級
(o) English (Spoken / Written) 英語 (會話/書寫)	<input type="text"/> 329	<input type="text"/> 332	<input type="text"/> 335	<input type="checkbox"/> 338	<input type="checkbox"/> 339	<input type="checkbox"/> 340
(p) Putonghua (Spoken / Written) 普通話 (會話/書寫)	<input type="text"/> 341	<input type="text"/> 344	<input type="text"/> 347	<input type="checkbox"/> 350	<input type="checkbox"/> 351	<input type="checkbox"/> 352
(q) Occupational Health and Safety 職業健康及安全	<input type="text"/> 353	<input type="text"/> 356	<input type="text"/> 359	<input type="checkbox"/> 362	<input type="checkbox"/> 363	<input type="checkbox"/> 364
(r) Personal Soft Skills Development (please specify) 個人軟技能培訓發展 (請註明)	<input type="text"/> 365	<input type="text"/> 368	<input type="text"/> 371	<input type="checkbox"/> 374	<input type="checkbox"/> 375	<input type="checkbox"/> 376
(s) Others (please specify) 其他 (請註明)	<input type="text"/> 377	<input type="text"/> 380	<input type="text"/> 383	<input type="checkbox"/> 386	<input type="checkbox"/> 387	<input type="checkbox"/> 388

If **no** training is required to full-time wholesale trade employees in the next 3 years in Q.5(ii), please go to Q.6
如在未來三年，全職批發業僱員沒有任何培訓需要（第5(ii)題），請答第6題。

Q.6 Reasons for no training required to full-time wholesale trade employees in the next 3 years : (May tick more than one reason)
在未來三年，全職批發業僱員沒有任何培訓需要的原因：（可選多於一項）

- 389 Limited resources
資源有限
- 390 No time
沒有時間
- 391 Prefer offering on-the job training
寧選擇在職培訓
- 392 Others (Please specify)
其他 (請註明) _____

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	Q5(i) <input type="text"/> 399			Q5(ii) <input type="text"/> 400		Q5 <input type="text"/> 401
	Q6 <input type="text"/> 402					

Difficulties Encountered in Recruitment
招聘困難

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403

Q.7 Did your company encounter any difficulties in recruitment of wholesale trade employees in the past 12 months? (Please tick as appropriate)

過去十二個月，貴公司在招聘批發業僱員過程中有沒有遇到困難？
 (請在適當的格內填上✓號)

Yes (please go to Q.8)
 有 (請答第8題)

No
 (End of questionnaire. Thank you.)
 沒有 (問卷完，多謝合作。)

No recruitment need
 (End of questionnaire. Thank you.)
 沒有招聘需要 (問卷完，多謝合作。)

Major Difficulties Encountered in Recruitment
主要招聘困難

Q.8 Please give the three most difficulties in recruitment your company encountered in the past 12 months.
 請說明貴公司在過去十二個月所遇到最主要的三項招聘困難。

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級
(a) Candidates had more choices in the market 應徵者在市場上有很多選擇	<input type="checkbox"/> 404	<input type="checkbox"/> 405	<input type="checkbox"/> 406
(b) Candidates lacked the relevant skills / expertise 應徵者並無相關技能／知識	<input type="checkbox"/> 407	<input type="checkbox"/> 408	<input type="checkbox"/> 409
(c) Candidates lacked the relevant experience 應徵者缺乏相關經驗	<input type="checkbox"/> 410	<input type="checkbox"/> 411	<input type="checkbox"/> 412
(d) Candidates lacked the relevant academic qualification 應徵者未具相關學歷	<input type="checkbox"/> 413	<input type="checkbox"/> 414	<input type="checkbox"/> 415
(e) Candidates found the remuneration package and fringe benefit not attractive 應徵者認為薪酬及附帶福利欠吸引	<input type="checkbox"/> 416	<input type="checkbox"/> 417	<input type="checkbox"/> 418
(f) Candidates were lack of awareness of career opportunities available and the career prospect in wholesale trade 應徵者缺乏在批發業就業機會及前景的意識	<input type="checkbox"/> 419	<input type="checkbox"/> 420	<input type="checkbox"/> 421
(g) Others (Please specify) 其他 (請註明) _____	<input type="checkbox"/> 422	<input type="checkbox"/> 423	<input type="checkbox"/> 424
(h) Others (Please specify) 其他 (請註明) _____	<input type="checkbox"/> 425	<input type="checkbox"/> 426	<input type="checkbox"/> 427

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End of questionnaire. Thank you for your co-operation.
 問卷完，多謝合作

2016 Manpower Survey of the Wholesale Trade
二零一六年批發業人力調查

Explanatory Notes
附註

Part I

第一部份

1. Please complete the columns ('A' to 'G') of the questionnaire and insert a zero (0) for any column not applicable to your company.
請填寫表內 (A) 至 (G) 欄，並在貴公司不適用的各欄內填入符號 (0) 。

2. **Column 'A' - Job Titles**
(A) 欄 – 職稱
 - (a) Please refer to Appendix C "The Descriptions of Principal Jobs for the Wholesale Trade". Please note that some of the job titles may not be the same as those used in your company, but if the jobs have similar or related functions, please treat them as the same and provide the required information in the questionnaire.
請參閱附錄C「批發業主要職務的工作說明」。表內部分職稱可能與貴公司所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。
 - (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.
請根據僱員的主要職務分類，而不以其兼任的其他職務分類。
 - (c) Please add titles of employees which are not mentioned in Appendix C but their duties require wholesale trade training, and briefly describe them in respect of the appropriate job levels.
如貴公司有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受批發業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column ‘B’ - Average Monthly Income Range

(B) 欄 – 每月平均收入幅度

Refer to “Coding Descriptions for Part I (i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明(i)」的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column ‘C’ - Number of Employees as at 17.10.2016

(C) 欄 – 在2016年10月17日的僱員人數

Please fill in the total number of employees against each principal job as at 17.10.2016. The permanent employees include all those under the company’s payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

請填入每一主要職務在2016年10月17日的僱員人數。長期僱員包括在貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column ‘D’ - Number of Vacancies as at 17.10.2016

(D) 欄 – 在2016年10月17日的空缺額

Please fill in the number of existing vacancies against each principal job as at 17.10.2016. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit.

請填入每一主要職務在2016年10月17日的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

6. Column ‘E’ - Forecast Number of Employees as at October 2017

(E) 欄 – 預計在2017年10月的僱員人數

The forecast number of employees means the number of employees your company will be employing as at October 2017. The number given could be more/less than that in column ‘C’ if an expansion/contraction is expected.

預計僱員人數指貴公司預計在2017年10月聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於 (C) 欄。

7. Column ‘F’ - Preferred Level of Education

(F) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I (ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(ii)」的編號，填入貴公司認為個別職位的僱員宜有的教育程度。

8. Column ‘G’ - Preferred Relevant Years of Experience

(G) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I (iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(iii)」的編號，填入貴公司認為各類別職位僱員宜有的相關工作年資。

Part II

第二部份

9. Q.1 – Internal Promotion

第1題 – 內部晉升

An internal promotion is the promotion of an employee to a higher job level by virtue of his/her performance or abilities. In Q1, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the company during the past 12 months, only the last one should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於第1題填寫過去十二個月內，公司內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於貴公司晉升多過一次，只需計算最後一次晉升在調查表內。

10. Q.2 - Employees’ Whereabouts After Leaving the Company

第2題 – 離職僱員去向

Please fill in the number of wholesale trade employees who had left your company during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的批發業僱員人數。

11. Q.3 - Local Wholesale Trade Employees Deployed to Work in the mainland of China

第3題－本港批發業僱員被派遣往中國內地工作的情況

- (a) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (b) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

12. Q.4 - Involvement/Expansion of Other Wholesale Trade-related Services

第4題－其他與批發業相關服務的參與／擴展

Please fill in the number of employees against each type of functions/activities of the other wholesale trade-related services that the employees are/will be involved at the date of survey and in the next 12 months.

請填寫現時及未來十二個月內，參與其他與批發業相關服務的僱員人數。

13. Q.5 to Q.6 - Manpower Training and Development Plan

第5至6題－人力培訓及發展計劃

Please fill in the number of training (either internal or external) places have been offered / sponsored to full-time wholesale trade employees in the past 12 months.

請填寫在過去十二個月內，已提供／資助給全職批發業僱員的培訓（包括內部及外間）名額。

Please select the skills / knowledge training required to full-time wholesale trade employees in the next 3 years.

請選取在未來三年對全職批發業僱員有培訓需要的有關技能。

If no training is required to full-time wholesale trade employees in the next 3 years, please provide reasons.

如在未來三年，全職批發業僱員沒有任何培訓需要，請說明原因。

14. Q.7 - Difficulties Encountered in Recruitment

第7題－招聘困難

Please indicate whether your company encountered any difficulties in recruitment of wholesale trade employees in the past 12 months.

請填寫貴公司在過去十二個月在招聘批發業僱員過程中有否遇到困難。

15. Q.8 – Major Difficulties Encountered in Recruitment

第8題－主要招聘困難

Please select the three most difficulties in recruitment your company encountered in the past 12 months.

請選取貴公司在過去十二個月所遇到最主要的三項招聘困難。

The Descriptions of Principal Jobs for the Wholesale Trade

批發業主要職務的工作說明

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) 經理級(包括高級及助理經理)		
121	General Manager 總經理	Assumes total responsibility of a company and has other managers/executives as direct subordinates. 承擔公司的全部責任，直接管理其他經理及行政人員。
122	Merchandising Manager 商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analysis to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders. 策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及／或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。
123	Quality Control Manager 品質管制經理	Plans, organises, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications. 策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
124	Research and Development Manager/ Design Manager/ Chief Designer/ Product Development Manager/ Engineering Manager/ Application Manager/ Technology Manager 研究及開發經理／ 設計經理／ 首席設計師／ 產品開發經理／ 工程經理／ 應用經理／ 技術經理	<p>Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customers. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, Quality Assurance (QA) personnel and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design concepts with subordinates and inspires their creativity.</p> <p>負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和公司內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就產品、生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。</p>
129	Sales Manager 銷售經理	<p>Plans, directs and manages sales-related activities, aiming at maximising sales. Directly contacts clients to promote sales.</p> <p>策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。</p>

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
130	Marketing Manager 市務經理	<p>Implements and coordinates marketing activities and launches promotion campaigns. Conducts market research. Liaises with advertising agencies for the preparation of promotion kits. Provides services to sales force.</p> <p>執行及協調市場推廣工作，並舉辦推銷活動。進行市場研究。與廣告公司聯絡，製備宣傳套件。為營業人員提供服務。</p>
126	Warehouse and Distribution Manager 倉務及收發經理	<p>Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations.</p> <p>管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。</p>
127	Compliance Manager 準則審核經理	<p>Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices.</p> <p>掌管公司產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、品質檢查人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。</p>

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
128	Purchasing Manager 採購經理	Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures. 管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。
199	Other Managers (please specify titles) 其他經理級人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administrative work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) 主任級(包括高級和助理主任)		
221	Shipping Supervisor 船務主任	Checks shipping documents and monitors the transport of raw material and cargo. 查核船務文件，督導原料及貨品的運送。
222	Research and Development Officer/ Product Development Officer 研究及開發主任／ 產品開發主任	Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meet the expectation of the customers. 協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。
223	Product Designer 產品設計師	Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly designed products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy. 創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。
224	Merchandiser/Buyer 商品／採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed. 負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
225	Quality Inspector 品質檢查員	Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products. 查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。
226	Technician 技術員	Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation. 為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
227	Sales Supervisor 營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise. 監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。
228	Warehouse and Distribution Supervisor 倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit. 策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
229	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
230	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in the purchasing activities. Supervises wholesale buyers to purchase goods from manufacturers for resale, based on the established company policies and procedures. 根據公司的政策及程序協助採購經理監督採購文員從生產商採購貨物以作轉售。
231	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
232	Sales Engineer 銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet customers' needs and close the deal. Works with colleagues in product design, production, engineering and Research and Development teams on product features and recommends changes where necessary to meet market demand and market trends. 負責銷售工作及向現有或有潛質之顧客推廣公司的產品／服務。以良好的產品／服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
299	Other Supervisors (please specify titles) 其他主任級人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administrative work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL 文員／輔助人員級		
321	Salesman; Sales Representative 營業代表	Solicits orders for the wholesale provision or for the import/export of merchandise. Gives explanation and advice to customers or potential customers on the product(s). 招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。
322	Stock/Purchasing Clerk 貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
323	Documentation/Shipping Clerk 文件處理／船務文員	Prepares shipping documents for wholesale or other related purposes. Keeps records of shipment. 處理批發或其他有關業務的文件，保存付運記錄。
324	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
325	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
399	Other Clerical and Operative Support Staff (please specify titles) 其他文員／輔助人員 (請註明其職稱)	Clerical and Operative Support Staff involve in secretarial, personnel, accounting, finance, IT or other administrative work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。

出入口業人力統計資料
Manpower Statistics for the Import / Export Trades

職稱 Job Title	2016 年 10 月的 僱員人數 No. of Employees in October 2016	2016 年 10 月的 空缺數目 No. of Vacancies in October 2016	預測 2017 年 10 月的 人力需求 Forecast Manpower Demand in October 2017
經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)			
總經理 General Manager	10 097	-	10 097
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	3 188	18	3 213
出入口／船務經理 Shipping Manager	1 211	2	1 217
技術經理 Technical Manager	2 104	8	2 113
商品採購經理 Merchandising Manager	9 596	47	9 642
品質管制經理 Quality Control Manager	1 448	6	1 454
準則審核經理 Compliance Manager	176	6	182
倉務及收發經理 Warehouse and Distribution Manager	778	-	778
採購經理 Purchasing Manager	2 159	3	2 166

職稱 Job Title	2016年 10月的 僱員人數 No. of Employees in October 2016	2016年 10月的 空缺數目 No. of Vacancies in October 2016	預測 2017年 10月的 人力需求 Forecast Manpower Demand in October 2017
經理級（包括高級及助理經理）（續） MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued)			
銷售經理 Sales Manager	16 363	64	16 431
市務經理 Marketing Manager	3 650	37	3 693
小計 Sub-total	50 770	191	50 986
主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)			
準則審核主任 Compliance Officer	173	-	175
船務主任 Shipping Supervisor	3 798	7	3 809
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	2 216	31	2 249
產品設計師 Product Designer	5 741	153	5 894
商品／採購主任 Merchandiser / Buyer	39 879	188	40 067
品質檢查員 Quality Inspector	3 705	32	3 744
營業主任 Sales Supervisor	34 037	96	34 139
倉務及收發主任 Warehouse and Distribution Supervisor	1 391	-	1 392
運輸主任 Transportation Supervisor	232	-	232
採購主任 Purchasing Supervisor	2 376	-	2 388
銷售工程師 Sales Engineer	1 250	7	1 257
技術員 Technician	8 409	26	8 440

職稱 Job Title	2016年 10月的 僱員人數 No. of Employees in October 2016	2016年 10月的 空缺數目 No. of Vacancies in October 2016	預測 2017年 10月的 人力需求 Forecast Manpower Demand in October 2017
主任級（包括高級和助理主任）（續） SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)			
推銷主任 Promoter Supervisor	89	-	89
小計 Sub-total	103 296	540	103 875
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL			
助理商品員 Assistant Merchandiser	19 593	120	19 713
文件處理／船務文員 Documentation / Shipping Clerk	50 986	272	51 260
營業代表 Salesman / Sales Representative	99 870	3 340	103 211
貨倉／採購文員 Stock / Purchasing Clerk	25 228	28	25 255
推銷員 Promoter	1 750	50	1 804
兼職推銷員 Part-time Promoter	1 978	36	2 014
小計 Sub-total	199 405	3 846	203 257
總計 Grand Total	353 471	4 577	358 118

其他經理級支援人員 Other Supporting Managers	13 021
其他主任級支援人員 Other Supporting Supervisors	18 596
其他文員／輔助人員 Other Clerks / Supportive Staff	82 184
其他支援人員 Other Supportive Staff	10 431
總計 Total	124 232

批發業人力統計資料
Manpower Statistics for the Wholesale Trade

職稱 Job Title	2016年 10月的 僱員人數 No. of Employees in October 2016	2016年 10月的 空缺數目 No. of Vacancies in October 2016	預測 2017年 10月的 人力需求 Forecast Manpower Demand in October 2017
經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)			
總經理 General Manager	865	-	865
商品採購經理 Merchandising Manager	174	-	174
品質管制經理 Quality Control Manager	14	-	14
研究及開發經理／設計經理／ 首席設計師／產品開發經理／ 工程經理／應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	112	-	112
倉務及收發經理 Warehouse and Distribution Manager	132	-	132
準則審核經理 Compliance Manager	1	-	1
採購經理 Purchasing Manager	343	-	343
銷售經理 Sales Manager	1 499	-	1 495
市務經理 Marketing Manager	172	-	172
小計 Sub-total	3 312	-	3 308

職稱 Job Title	2016年 10月的 僱員人數 No. of Employees in October 2016	2016年 10月的 空缺數目 No. of Vacancies in October 2016	預測 2017年 10月的 人力需求 Forecast Manpower Demand in October 2017
主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)			
船務主任 Shipping Supervisor	119	-	119
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	51	-	51
產品設計師 Product Designer	148	-	148
商品／採購主任 Merchandiser / Buyer	1 207	-	1 209
品質檢查員 Quality Inspector	79	-	79
技術員 Technician	884	36	920
營業主任 Sales Supervisor	5 986	16	6 000
倉務及收發主任 Warehouse and Distribution Supervisor	239	2	241
運輸主任 Transportation Supervisor	71	-	71
採購主任 Purchasing Supervisor	1 242	3	1 245
推銷主任 Promoter Supervisor	222	-	222
銷售工程師 Sales Engineer	200	-	200
小計 Sub-total	10 448	57	10 505

職稱 Job Title	2016年 10月的 僱員人數 No. of Employees in October 2016	2016年 10月的 空缺數目 No. of Vacancies in October 2016	預測 2017年 10月的 人力需求 Forecast Manpower Demand in October 2017
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL			
營業代表 Salesman / Sales Representative	18 508	1 166	19 672
貨倉／採購文員 Stock / Purchasing Clerk	2 907	29	2 936
文件處理／船務文員 Documentation / Shipping Clerk	3 925	69	4 000
推銷員 Promoter	537	-	537
兼職推銷員 Part-time Promoter	310	-	310
小計 Sub-total	26 187	1 264	27 455
總計 Grand Total	39 947	1 321	41 268

其他經理級支援人員 Other Supporting Managers	755
其他主任級支援人員 Other Supporting Supervisors	1 499
其他文員／輔助人員 Other Clerks / Supportive Staff	14 034
其他支援人員 Other Supportive Staff	5 445
總計 Total	21 733

出入口業僱員宜有的教育程度
Preferred Level of Education for Import / Export Trades Employees
by Job Title

出入口業僱員人數
No. of Import / Export Employees

職稱 Job Title	研究院 (高等學位(如碩士學位)或同等教育程度) Postgraduate (Higher degrees (e.g. master degrees) or equivalent)	學士學位 (學士學位,或同等教育程度) First Degree (First degree or equivalent)	副學位 (副學士、高級文憑、專業文憑、高級證書,或同等教育程度) Sub-degree (Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate or equivalent)	高中 (中四至中六、文憑、香港中學文憑,或同等教育程度) Senior Secondary (Secondary 4-6, Diploma, Hong Kong Diploma of Secondary Education or equivalent)	初中 (中一至中三,或同等教育程度) Junior Secondary (Secondary 1-3 or equivalent)	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	480	4 879	1 427	1 719	-	1 592
研究及開發經理/ 設計經理/首席設計師/ 產品開發經理/工程經理/應用經理/ 技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	157	2 387	166	120	-	358
出入口/船務經理 Shipping Manager	-	679	136	293	-	103
技術經理 Technical Manager	125	458	602	598	-	321
商品採購經理 Merchandising Manager	125	3 928	2 282	2 607	-	654
品質管制經理 Quality Control Manager	-	846	409	37	-	156
準則審核經理 Compliance Manager	-	88	60	-	-	28
倉務及收發經理 Warehouse and Distribution Manager	-	333	215	112	-	118
採購經理 Purchasing Manager	-	1 314	566	26	-	253
銷售經理 Sales Manager	210	7 277	1 536	5 521	-	1 819
市務經理 Marketing Manager	62	1 960	185	1 140	-	303
小計 Sub-Total	1 159	24 149	7 584	12 173	-	5 705
<i>主任級 SUPERVISORY LEVEL</i>						
準則審核主任 Compliance Officer	-	130	23	-	-	20
船務主任 Shipping Supervisor	-	478	649	2 528	-	143

職稱 Job Title	研究院 (高等學位(如碩士學位)或同等教育程度) Postgraduate (Higher degrees (e.g. master degrees) or equivalent)	學士學位 (學士學位,或同等教育程度) First Degree (First degree or equivalent)	副學位 (副學士、高級文憑、專業文憑、高級證書,或同等教育程度) Sub-degree (Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate or equivalent)	高中 (中四至中六、文憑、香港中學文憑,或同等教育程度) Senior Secondary (Secondary 4-6, Diploma, Hong Kong Diploma of Secondary Education or equivalent)	初中 (中一至中三,或同等教育程度) Junior Secondary (Secondary 1-3 or equivalent)	未有說明 Unspecified
主任級 SUPERVISORY LEVEL (Continued)						
研究及開發主任/ 產品開發主任 Research and Development Officer / Product Development Officer	-	792	522	479	-	423
產品設計師 Product Designer	-	1 856	1 402	2 048	-	435
商品/採購主任 Merchandiser/Buyer	-	5 627	6 191	21 543	-	6 518
品質檢查員 Quality Inspector	-	322	695	2 225	-	463
營業主任 Sales Supervisor	-	4 490	3 208	22 989	-	3 350
倉務及收發主任 Warehouse and Distribution Supervisor	-	207	193	804	-	187
運輸主任 Transportation Supervisor	-	68	10	121	-	33
採購主任 Purchasing Supervisor	-	938	658	613	-	167
銷售工程師 Sales Engineer	-	384	681	63	-	122
技術員 Technician	-	745	4 469	2 355	-	840
推銷主任 Promoter Supervisor	-	26	13	47	-	3
小計 Sub-Total	-	16 063	18 714	55 815	-	12 704
文員/輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL						
助理商品員 Assistant Merchandiser	-	345	2 853	14 543	1 353	499
文件處理/船務文員 Documentation/Shipping Clerk	-	606	2 756	44 130	1 031	2 463
營業代表 Salesman/Sales Representative	-	4 688	13 071	67 807	4 853	9 451
貨倉/採購文員 Stock/Purchasing Clerk	-	455	1 333	21 053	1 048	1 339
推銷員 Promoter	-	168	61	423	996	102
兼職推銷員 Part-time Promoter	-	-	-	676	1 266	36
小計 Sub-Total	-	6 262	20 074	148 632	10 547	13 890
總計 Grand Total	1 159	46 474	46 372	216 620	10 547	32 299

批發業僱員宜有的教育程度
Preferred Level of Education of Wholesale Employees by Job Title

批發業僱員人數
No. of Wholesale Employees

職稱 Job Title	研究院 (高等學位(如碩士學位)或同等教育程度) Postgraduate (Higher degrees (e.g. master degrees) or equivalent)	學士學位 (學士學位, 或同等教育程度) First Degree (First degree or equivalent)	副學位 (副學士、高級文憑、專業文憑、高級證書, 或同等教育程度) Sub-degree (Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate or equivalent)	高中 (中四至中六、文憑、香港中學文憑, 或同等教育程度) Senior Secondary (Secondary 4-6, Diploma, Hong Kong Diploma of Secondary Education or equivalent)	初中 (中一至中三, 或同等教育程度) Junior Secondary (Secondary 1-3 or equivalent)	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	40	264	251	149	-	161
商品採購經理 Merchandising Manager	-	94	51	23	-	6
品質管制經理 Quality Control Manager	1	9	2	-	-	2
研究及開發經理/ 設計經理/首席設計師/ 產品開發經理/ 工程經理/ 應用經理/技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	61	37	-	-	14
倉務及收發經理 Warehouse and Distribution Manager	1	71	8	45	-	7
準則審核經理 Compliance Manager	-	-	1	-	-	-
採購經理 Purchasing Manager	-	34	74	233	-	2
銷售經理 Sales Manager	3	712	76	611	-	97
市務經理 Marketing Manager	2	146	11	8	-	5
小計 Sub-Total	47	1 391	511	1 069	-	294
<i>主任級 SUPERVISORY LEVEL</i>						
船務主任 Shipping Supervisor	-	18	28	45	-	28
研究及開發主任/ 產品開發主任 Research and Development Officer / Product Development Officer	-	28	-	19	-	4
產品設計師 Product Designer	-	40	33	7	-	68

職稱 Job Title	研究院 (高等學位(如碩士學位)或同等教育程度) Postgraduate (Higher degrees (e.g. master degrees) or equivalent)	學士學位 (學士學位, 或同等教育程度) First Degree (First degree or equivalent)	副學位 (副學士、高級文憑、專業文憑、高級證書, 或同等教育程度) Sub-degree (Associate Degree, Higher Diploma, Professional Certificate or equivalent)	高中 (中四至中六、文憑、香港中學文憑, 或同等教育程度) Senior Secondary (Secondary 4-6, Diploma, Hong Kong Diploma of Secondary Education or equivalent)	初中 (中一至中三, 或同等教育程度) Junior Secondary (Secondary 1-3 or equivalent)	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>						
商品/採購主任 Merchandiser / Buyer	-	52	112	744	-	299
品質檢查員 Quality Inspector	-	9	24	42	-	4
技術員 Technician	-	54	8	570	-	252
營業主任 Sales Supervisor	-	506	281	5 074	-	125
倉務及收發主任 Warehouse and Distribution Supervisor	-	3	37	188	-	11
運輸主任 Transportation Supervisor	-	12	6	45	-	8
採購主任 Purchasing Supervisor	-	27	295	914	-	6
推銷主任 Promoter Supervisor	-	14	56	152	-	-
銷售工程師 Sales Engineer	-	92	60	48	-	-
小計 Sub-Total	-	855	940	7 848	-	805
<i>文員/輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
營業代表 Salesman / Sales Representative	-	49	991	15 025	842	1 601
貨倉/採購文員 Stock / Purchasing Clerk	-	-	88	2 215	432	172
文件處理/船務文員 Documentation / Shipping Clerk	-	42	90	3 657	7	129
推銷員 Promoter	-	-	32	419	86	-
兼職推銷員 Part-time Promoter	-	-	-	221	89	-
小計 Sub-Total	-	91	1 201	21 537	1 456	1 902
總計 Grand Total	47	2 337	2 652	30 454	1 456	3 001

出入口業僱員宜有的相關年資
Preferred Relevant Years of Experience of Import / Export Trades Employees
by Job Title

出入口業僱員人數
No. of Import / Export Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	-	180	2 599	2 880	2 897	1 541
研究及開發經理／設計經理／ 首席設計師／產品開發經理／ 工程經理／應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	42	735	1 130	923	358
出入口／船務經理 Shipping Manager	-	12	380	501	204	114
技術經理 Technical Manager	-	125	635	404	619	321
商品採購經理 Merchandising Manager	-	108	2 848	4 685	1 179	776
品質管制經理 Quality Control Manager	-	-	197	813	282	156
準則審核經理 Compliance Manager	-	-	20	80	42	34
倉務及收發經理 Warehouse and Distribution Manager	-	-	230	397	33	118
採購經理 Purchasing Manager	-	-	353	1 372	157	277
銷售經理 Sales Manager	-	1 156	6 369	5 039	1 976	1 823
市務經理 Marketing Manager	-	61	1 508	1 136	642	303
<i>小計 Sub-Total</i>	-	<i>1 684</i>	<i>15 874</i>	<i>18 437</i>	<i>8 954</i>	<i>5 821</i>
<i>主任級 SUPERVISORY LEVEL</i>						
準則審核主任 Compliance Officer	-	11	80	50	-	32
船務主任 Shipping Supervisor	-	1 854	996	578	203	167

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>						
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	-	203	1 359	231	-	423
產品設計師 Product Designer	-	925	2 941	1 178	12	685
商品／採購主任 Merchandiser / Buyer	-	10 005	18 114	3 216	2 018	6 526
品質檢查員 Quality Inspector	-	414	2 236	467	125	463
營業主任 Sales Supervisor	-	4 322	19 393	3 801	3 080	3 441
倉務及收發主任 Warehouse and Distribution Supervisor	-	258	745	199	6	183
運輸主任 Transportation Supervisor	-	30	137	54	1	10
採購主任 Purchasing Supervisor	-	719	1 316	128	-	213
銷售工程師 Sales Engineer	-	475	537	116	-	122
技術員 Technician	160	1 661	5 670	64	24	830
推銷主任 Promoter Supervisor	-	5	73	8	-	3
<i>小計 Sub-Total</i>	160	20 882	53 597	10 090	5 469	13 098
<i>文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
助理商品員 Assistant Merchandiser	3 814	9 734	5 046	500	-	499
文件處理／船務文員 Documentation / Shipping Clerk	4 655	36 063	5 395	2 120	181	2 572
營業代表 Salesman / Sales Representative	9 549	60 905	15 586	2 864	1 310	9 656
貨倉／採購文員 Stock / Purchasing Clerk	6 195	14 687	2 352	292	219	1 483
推銷員 Promoter	903	745	-	-	-	102
兼職推銷員 Part-time Promoter	331	611	1 000	-	-	36
<i>小計 Sub-Total</i>	25 447	122 745	29 379	5 776	1 710	14 348
總計 Grand Total	25 607	145 311	98 850	34 303	16 133	33 267

批發業僱員宜有的相關年資
Preferred Relevant Years of Experience of Wholesale Employees by Job Title

批發業僱員人數
No. of Wholesale Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	-	72	208	241	183	161
商品採購經理 Merchandising Manager	-	-	116	46	6	6
品質管制經理 Quality Control Manager	-	-	2	10	-	2
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	-	51	46	1	14
倉務及收發經理 Warehouse and Distribution Manager	-	-	24	93	8	7
準則審核經理 Compliance Manager	-	-	1	-	-	-
採購經理 Purchasing Manager	-	2	221	77	41	2
銷售經理 Sales Manager	-	131	379	471	420	98
市務經理 Marketing Manager	-	20	23	94	30	5
小計 Sub-Total	-	225	1 025	1 078	689	295

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>主任級 SUPERVISORY LEVEL</i>						
船務主任 Shipping Supervisor	-	35	55	1	-	28
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	-	16	31	-	-	4
產品設計師 Product Designer	-	20	59	40	-	29
商品／採購主任 Merchandiser / Buyer	142	334	481	31	36	183
品質檢查員 Quality Inspector	-	10	60	7	-	2
技術員 Technician	28	454	180	-	-	222
營業主任 Sales Supervisor	7	2 681	2 570	421	216	91
倉務及收發主任 Warehouse and Distribution Supervisor	-	65	104	37	20	13
運輸主任 Transportation Supervisor	-	18	3	40	-	10
採購主任 Purchasing Supervisor	288	370	575	3	-	6
推銷員主任 Promoter Supervisor	-	146	76	-	-	-
銷售工程師 Sales Engineer	-	60	140	-	-	-
<i>小計 Sub-Total</i>	465	4 209	4 334	580	272	588
<i>文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
營業代表 Salesman / Sales Representative	4 873	10 338	1 663	537	163	934
貨倉／採購文員 Stock / Purchasing Clerk	512	1 896	343	-	-	156
文件處理／船務文員 Documentation / Shipping Clerk	621	2 898	276	-	-	130
推銷員 Promoter	178	166	177	-	-	16
兼職推銷員 Part-time Promoter	293	17	-	-	-	-
<i>小計 Sub-Total</i>	6 477	15 315	2 459	537	163	1 236
總計 Grand Total	6 942	19 749	7 818	2 195	1 124	2 119

按每月平均收入幅度劃分的出入口業僱員人數
Distribution of Import / Export Trades Employees
by Average Monthly Income Range

職稱 Job Title	\$10,000 以下 Under \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	-	1	177	1 841	2 147	1 227	1 246	3 458
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	62	55	233	1 495	775	36	532
出入口／船務經理 Shipping Manager	-	-	113	316	321	145	-	316
技術經理 Technical Manager	-	-	-	604	504	76	6	914
商品採購經理 Merchandising Manager	-	252	125	3 639	3 965	398	56	1 161
品質管制經理 Quality Control Manager	-	-	1	425	673	4	6	339
準則審核經理 Compliance Manager	-	-	-	6	98	30	2	40
倉務及收發經理 Warehouse and Distribution Manager	-	-	115	281	192	27	-	163
採購經理 Purchasing Manager	-	-	-	1 041	486	146	4	482
銷售經理 Sales Manager	-	618	416	6 658	4 128	922	119	3 502
市務經理 Marketing Manager	-	-	471	549	1 457	414	188	571
小計 Sub-Total	-	933	1 473	15 593	15 466	4 164	1 663	11 478
<i>主任級 SUPERVISORY LEVEL</i>								
準則審核主任 Compliance Officer	-	-	68	52	13	-	-	40
船務主任 Shipping Supervisor	-	111	514	1 199	70	-	-	1 904
研究及開發主任／ 產品開發主任 Research and Development Officer / Product Development Officer	-	-	83	1 226	133	-	-	774
產品設計師 Product Designer	-	22	1 496	2 784	366	-	-	1 073
商品／採購主任 Merchandiser / Buyer	549	3 678	12 336	11 388	1 645	-	-	10 283
品質檢查員 Quality Inspector	-	26	1 384	986	93	-	-	1 216

職稱 Job Title	\$10,000 以下 Under \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								
營業主任 Sales Supervisor	-	2 500	7 659	16 556	2 519	-	-	4 803
倉務及收發主任 Warehouse and Distribution Supervisor	-	8	692	328	16	-	-	347
運輸主任 Transportation Supervisor	-	28	52	104	31	1	-	16
採購主任 Purchasing Supervisor	-	225	914	905	24	-	-	308
銷售工程師 Sales Engineer	-	-	586	381	78	-	-	205
技術員 Technician	-	1 532	2 011	1 816	291	-	-	2759
推銷主任 Promoter Supervisor	-	1	61	14	6	-	-	7
小計 Sub-Total	549	8 131	27 856	37 739	5 285	1	-	23 735
<i>文員/輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
助理商品員 Assistant Merchandiser	4 265	6 875	4 551	2 000	-	-	-	1 902
文件處理/船務文員 Documentation / Shipping Clerk	3 467	24 832	15 029	1 513	143	-	-	6 002
營業代表 Salesman / Sales Representative	5 418	32 211	23 583	17 847	3 342	-	-	17 469
貨倉/採購文員 Stock / Purchasing Clerk	2 538	13 117	3 589	519	-	-	-	5 465
推銷員 Promoter	786	416	381	30	-	-	-	137
兼職推銷員 Part-time Promoter	577	939	426	-	-	-	-	36
小計 Sub-Total	17 051	78 390	47 559	21 909	3 485	-	-	31 011
總計 Grand Total	17 600	87 454	76 888	75 241	24 236	4 165	1 663	66 224

按每月平均收入幅度劃分的批發業僱員人數
Distribution of Wholesale Employees by Average Monthly Income Range

職稱 Job Title	\$10,000 以下 Under \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	-	-	37	200	294	51	29	254
商品採購經理 Merchandising Manager	-	-	-	60	59	11	-	44
品質管制經理 Quality Control Manager	-	-	-	-	10	2	-	2
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	-	-	34	55	4	-	19
倉務及收發經理 Warehouse and Distribution Manager	-	-	7	42	63	1	-	19
準則審核經理 Compliance Manager	-	-	-	-	-	-	-	1
採購經理 Purchasing Manager	-	-	144	179	12	-	-	8
銷售經理 Sales Manager	-	7	77	512	281	70	-	552
市務經理 Marketing Manager	-	-	-	49	35	33	-	55
小計 Sub-Total	-	7	265	1 076	809	172	29	954
<i>主任級 SUPERVISORY LEVEL</i>								
船務主任 Shipping Supervisor	-	26	44	38	10	-	-	1
研究及開發主任／ 產品開發主任 Research and Development Officer / Product Development Officer	-	-	8	31	-	-	-	12
產品設計師 Product Designer	-	7	91	40	-	-	-	10
商品／採購主任 Merchandiser / Buyer	-	302	310	140	19	-	-	436
品質檢查員 Quality Inspector	-	32	7	35	-	-	-	5
技術員 Technician	-	124	55	348	-	-	-	357
營業主任 Sales Supervisor	-	720	722	3 523	223	-	-	798

職稱 Job Title	\$10,000 以下 Under \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								
倉務及收發主任 Warehouse and Distribution Supervisor	-	1	134	44	24	-	-	36
運輸主任 Transportation Supervisor	-	42	14	7	-	-	-	8
採購主任 Purchasing Supervisor	-	-	35	1 143	2	-	-	62
推銷員主任 Promoter Supervisor	-	-	14	208	-	-	-	-
銷售工程師 Sales Engineer	-	-	60	34	24	-	-	82
小計 Sub-Total	-	1 254	1 494	5 591	302	-	-	1 807
<i>文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
營業代表 Salesman / Sales Representative	2 300	6 909	4 476	1 438	14	-	-	3 371
貨倉／採購文員 Stock / Purchasing Clerk	427	1 080	664	455	-	-	-	281
文件處理／船務文員 Documentation / Shipping Clerk	633	2 696	214	77	-	-	-	305
推銷員 Promoter	40	192	305	-	-	-	-	-
兼職推銷員 Part-time Promoter	96	202	-	-	-	-	-	12
小計 Sub-Total	3 496	11 079	5 659	1 970	14	-	-	3 969
總計 Grand Total	3 496	12 340	7 418	8 637	1 125	172	29	6 730

參與其他與批發業相關的工作／業務的批發業僱員人數

**Manpower Involvement / Expansion
of the Wholesale Trade-related Functions /Activities**

工作 / 業務 Functions / Activities	參與僱員人數 (人次) (2016年10月) No. of Wholesale Employees (in terms of man-times) (in October 2016)	參與僱員人數 (人次) (2017年10月) No. of Wholesale Employees (in terms of man-times) (in October 2017)	預測人力增減百份比 (2016年10月與 2017年10月相比) Change in Manpower Growth (October 2016 vs. October 2017)
出入口 Import / Export	831	831	-
零售 Retail	3 673	3 734	+1.66%
品牌發展 Brand Name Development	231	232	+0.43%
銷售及市場推廣 Sales and Marketing	25 504	25 437	-0.26%
分銷 Distribution	6 891	6 906	+0.22%
生產 Manufacturing	512	412	-19.53%
採購 Procurement	8 226	8 270	+0.53%
倉務 Warehousing	6 399	6 412	+0.20%
品質控制 Quality Control	110	110	-
產品設計 Product Design	571	571	-
技術支援 Technical Support	870	882	+1.38%
其他 Others	872	876	+0.46%
總計 Total	54 690	54 673	-0.03%

Manpower Projection from 2017 to 2021

Import / Export Trades

Methodology

The Labour Market Analysis (LMA) Method first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA Method has been applied to project the manpower demand for the Import and Export trade since 2004.

3. The building of a statistical model comprises two main steps. The first step is called ‘Diagnostic’ when two sets of statistical data are tested to select independent variables as determinants. Set I comprises 9 core statistics in the National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about our key economic activities. Set II comprises 42 economic indicators with more disaggregate information about various economic sectors. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two data sets, some determinants can be found. To minimize Types I & II and other errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modeling is called “Prognostic” because the PCs found in the first step are used to build the statistical model for manpower projection.

4. For the Import / Export trades, seven determinants below have been identified and grouped into PCs.

- 1) Gross Domestic Fixed Capital Formation [GDFCF]
- 2) Composite Consumer Price Index [CCPI]
- 3) Import of Goods in Value Index [VM]
- 4) Loans and Advance [LA]
- 5) Private Consumption Expenditure [PCE]
- 6) Re-export of Goods in Value Index [VREX]
- 7) Retails Sales in Value Index [RSVA]

5. At the “Diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 96.4% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. At the second “Prognostic” step, Principal Component Regression (PCR) is applied to build the statistical model. The model indicates that there is a strong positive correlation between the actual manpower data and the PCs. The adjusted R-square worked out to be 0.89, indicating that about 89% of the variation of the manpower requirements can be explained by the model.

6. Based on the statistical model of the Labor Market Analysis (LMA) Method, the total manpower demand of the import / export trades from 2017 to 2021 is projected as below:

Year	Manpower Demand	Projected by LMA	Employers' Forecast
2016	358 048		
2017		358 297 (+0.07%*)	358 118 (+0.02%*)
2018		358 535 (+0.07%**)	
2019		358 744 (+0.06%**)	
2020		358 934 (+0.05%**)	
2021		359 107 (+0.05%**)	

Note: All figures include technical manpower only
 * As percentage change vs actual manpower in 2016
 ** As percentage change vs projected manpower in previous year

Wholesale Trade

7. Owing to fluctuations of historical data in the past years and no economic indicators could be identified to project manpower demand, the LMA Method cannot be applied for the wholesale trade. Another methodology known as the Adaptive Filtering Method (AFM) is used to project the manpower demand for the wholesale trade.

8. Based on the statistical methodology of the Adaptive Filtering Method (AFM), the total manpower demand of the wholesale trade from 2017 to 2021 is projected as below:

Year	Manpower Demand	Projected by AFM	Employers' Forecast
2016	41 268		
2017		41 628 (+0.87%*)	41 268 (0.00%*)
2018		41 643 (+0.04%**)	
2019		41 654 (+0.03%**)	
2020		41 662 (+0.02%**)	
2021		41 669 (+0.02%**)	

Note: All figures include technical manpower only
 * As percentage change vs actual manpower in 2016
 ** As percentage change vs projected manpower in previous year

2017 年至 2021 年人力推算

出入口業

推算方法

根據「人力市場分析法」[Labour Market Analysis, 簡稱LMA], 調查員首先研究由可靠的獨立機構所收集的一套主要統計數據。這些數據能反映本地經濟、人口分布和人力市場的狀況, 部分數據經分析後選為獨立變數, 用以建立統計模型, 推算所研究經濟範疇的人力需求。換言之, LMA運用一些相關並可靠的經濟指標建立統計模型, 推算中短期的人力需求。

2. 本會自 2004 年起採用 LMA 推算出入口業的人力情況。
3. 建立統計模型包括兩個步驟。第一個步驟稱為「審斷」, 透過測試兩組統計數據, 挑選出獨立變數作為決定因子。第一組是國民經濟核算中九個核心統計數據, 例如本地生產總值及其組成數據, 能提供有關香港主要經濟活動的資料; 第二組是取自不同經濟界別的42個經濟指標, 包括消費、投資、貿易、旅遊、房地產及相關活動、勞動市場等, 提供更多分散式的資料。從這兩組數據中, 可找出一些決定因子。為減少誤差, 兩組數據的決定因子會經過統計測試, 找出它們之間的多重共線性, 再歸類為不同的「主成分」[Principal Components, 簡稱PCs]。第二個步驟稱為「預斷」, 利用第一個步驟的PCs建立統計模型, 以推算人力。
4. 本會將出入口業以下七個決定因子歸類為 PCs :
 - 1) 本地固定資本形成總額[GDFCF];
 - 2) 綜合消費物價指數[CCPI];
 - 3) 商品進口貨值指數[VM];
 - 4) 貸款及墊款[LA];
 - 5) 私人消費開支[PCE];
 - 6) 商品轉口貨值指數[VREX];
 - 7) 零售價值指數[RSVA]。
5. 在「診斷」階段, 採用「主成分分析法」[Principal Component Analysis, 簡稱PCA], 將上述決定因子歸類為不同的PCs。分析發現, 這些PCs能解釋到大約96.4%的人力需求差異, 故適用於推算未來數年的人力需求。在「預斷」階段, 使用「主成分迴歸法」[Principal Component Regression]建立統計模型。結果顯示, 實際人力數字和PCs之間存在明顯的「正向相關」關係。調整過後的R-平方值是0.89, 顯示這個統計模型可以解釋約89%的人力需求變化。

6. 本會採用 LMA 推算出入口業 2017 年至 2021 年的人力需求，結果見下表。

年份	人力需求數字	LMA 推算數字	僱主預測數字
2016	358 048		
2017		358 297 (+0.07%*)	358 118 (+0.02%*)
2018		358 535 (+0.07%**)	
2019		358 744 (+0.06%**)	
2020		358 934 (+0.05%**)	
2021		359 107 (+0.05%**)	

註： 上表數字只計算出入口業技術僱員
 * 相對於 2016 年實際人力的百分比變化
 ** 相對於前一年推算人力的百分比變化

批發業

7. 由於過去幾年歷史數據波動，並無經濟指標可供推算人力需求，批發業未能採用 LMA，改為採用調節過濾法 [AFM]。

8. 根據 AFM 所推算的批發業 2017 年至 2021 年人力需求如下：

年份	人力需求數字	AFM 推算數字	僱主預測數字
2016	41 268		
2017		41 628 (+0.87%*)	41 268 (0.00%*)
2018		41 643 (+0.04%**)	
2019		41 654 (+0.03%**)	
2020		41 662 (+0.02%**)	
2021		41 669 (+0.02%**)	

註： 上表數字只計算批發業技術僱員
 * 相對於 2016 年實際人力的百分比變化
 ** 相對於前一年推算人力的百分比變化

Glossary

Employees refer 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.

Import / export / wholesale employees (Technical Manpower) refer to all full-time personnel who are engaged in principal jobs related to the import / export / wholesale trade (IEW trades).

A company is defined, for the purpose of this survey, as a business undertaking including companies having the same first 8 digits of business registration number (i.e. under a single ownership or control) with the same nature of business (i.e. in the import/export or wholesale trade).

Employees working in the Mainland on a stationed basis refers to those full-time staff members who had worked in the Mainland with permanent post and job title.

Employees working in the Mainland on a travelling basis refers to those full-time staff members who went to the Mainland only conducting business negotiations and inspection of business, and / or attending trade fairs, meetings and business-related entertainment. Transport workers commuting between Hong Kong and the Mainland are excluded.

IEW posts refers to the principal jobs related to the IEW trades actually taken up by employees, and include both the number of existing employees and vacancies.

Manpower demand refers to the aggregate of existing employees employed in the trade plus vacancies not yet filled.

Monthly income includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus.

Wastage rate is defined as the percentage of IEW employees leaving their current jobs and taking up non-IEW positions, emigrating, or for other reasons, out of the total number import / export / wholesale employees. The formula for calculating the annual wastage rate at each job level is shown as follows:

$$\frac{\begin{array}{l} \text{No. of IEW employees} \\ \text{Taking Up} \\ \text{Non-IEW Positions} \end{array} + \text{No. of Emigrants + Other Wastages}}{\text{No. of IEW Employees at the Job Level}} \times 100\%$$

釋義

「僱員」指所有全職受薪人士，包括正為公司工作，或因病假、產假、年假、事假或罷工而臨時缺勤的人士。

「出入口或批發業技術僱員」指所有全職從事出入口業或批發業相關主要職務的人士。

「公司」就是次調查而言，指商業登記號碼首八個數字相同（即屬於同一擁有權或控制權），以及業務性質相同（即從事出入口業或批發業）的從業機構。

「派駐內地工作的僱員」指於內地工作、有固定職位及職稱的全職員工。

「往返內地工作的僱員」指只到內地進行業務磋商、視察業務及／或出席貿易展覽會、會議、業務相關款待活動的全職員工。穿梭中港兩地執行運輸工作的僱員則不包括在內。

「出入口或批發業職位」指實任的出入口業或批發業相關主要職位，包括現職僱員及空缺。

「人力需求」指業內現職僱員及尚待填補空缺的總數。

「每月收入」指基本薪金、超時工作補薪、生活津貼、膳食津貼、佣金及花紅。

「流失率」指因轉行、移居外地或其他原因離職者佔出入口業或批發業僱員總數的百分率。計算每年流失率（按職級劃分）的方程式如下：

$$\frac{\text{轉行僱員人數} + \text{移居外地人數} + \text{其他流失人數}}{\text{該職級的出入口業或批發業僱員人數}} \times 100\%$$