

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



2015

Real Estate Services
Manpower Survey Report
房地產服務業 • 人力調查報告書



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**2015 MANPOWER SURVEY REPORT
REAL ESTATE SERVICES INDUSTRY**

房地產服務業
二〇一五年人力調查報告

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

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VOCATIONAL TRAINING COUNCIL

Executive Summary of the Report on the 2015 Manpower Survey of the Real Estate Services Industry

Introduction

1. The Real Estate Services Training Board of the Vocational Training Council was set up by the HKSAR Government in 1998 to review the manpower situation and determine training needs in the real estate services industry. The Training Board conducted its ninth manpower survey in June 2015 covering the following five sectors of the industry:

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

2. Out of the 11 942 establishments registered with the Census and Statistics Department, 1 092 establishments were selected using the stratified random sampling method. The 1 092 samples covered 383 establishments in real estate development, 305 establishments in property management and maintenance, 285 establishments in estate agency, 98 establishments in estate surveying, valuation and consultancy, and, 21 government departments and other public bodies. Of the 1 092 sampled establishments for the survey, 45 establishments declined to respond, 651 (including 33 partial responses) were successfully enumerated with the required information. The remaining 396 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 93.5%.

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

Summary of Survey Findings

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

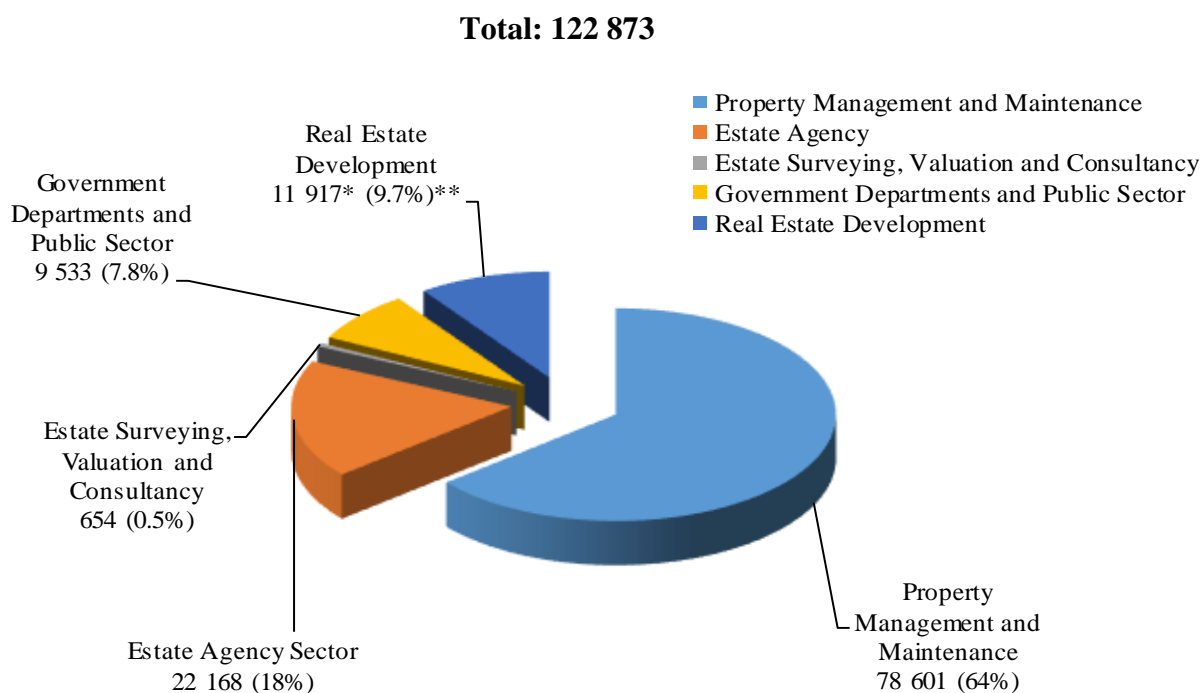
Manpower Situation in 2015

5. The Training Board noted that there were 4.8% and 6.6% increases in technical and non-technical manpower¹ respectively. The Training Board also noted that the increase in manpower in the property management and maintenance was 7%, which was the highest. An average of 4.8% manpower growth was noted within other sectors in the industry.

6. The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Mainland exists, particularly in the real estate development and estate agency sectors. The economic outlook for 2016 remains a steady growth. The Training Board also opines that employers tend to be cautious in forecasting the number of technical employees (“employees”) in 2016.

7. The survey revealed that during the survey period, there were 122 873 employees in the industry. The distribution of manpower by sector is summarized in Figure 1 as follows:

Figure 1: Distribution of Employees by Sector



* Total number of employees in each sector

** As percentage of total employees in the industry

The percentage may not add up to 100 owing to rounding up/down of numbers

¹. Technical manpower refers to employees belonging to one of the principal jobs of the Real Estate Services Industry while non-technical manpower refers to those working administrative, accounting, personnel and supporting areas. For principal jobs, please refer to Appendix 12C.

8. Comparing with the survey in 2013, the property management and maintenance sector had recorded a 7% manpower growth in two years. At the same time, government departments and public sector also recorded a 2.8% growth. A comparison of the manpower by sector between 2013 and 2015 is shown in Figure 2.

Figure 2: Comparison of the Distribution of Employees by Sector between 2013 and 2015

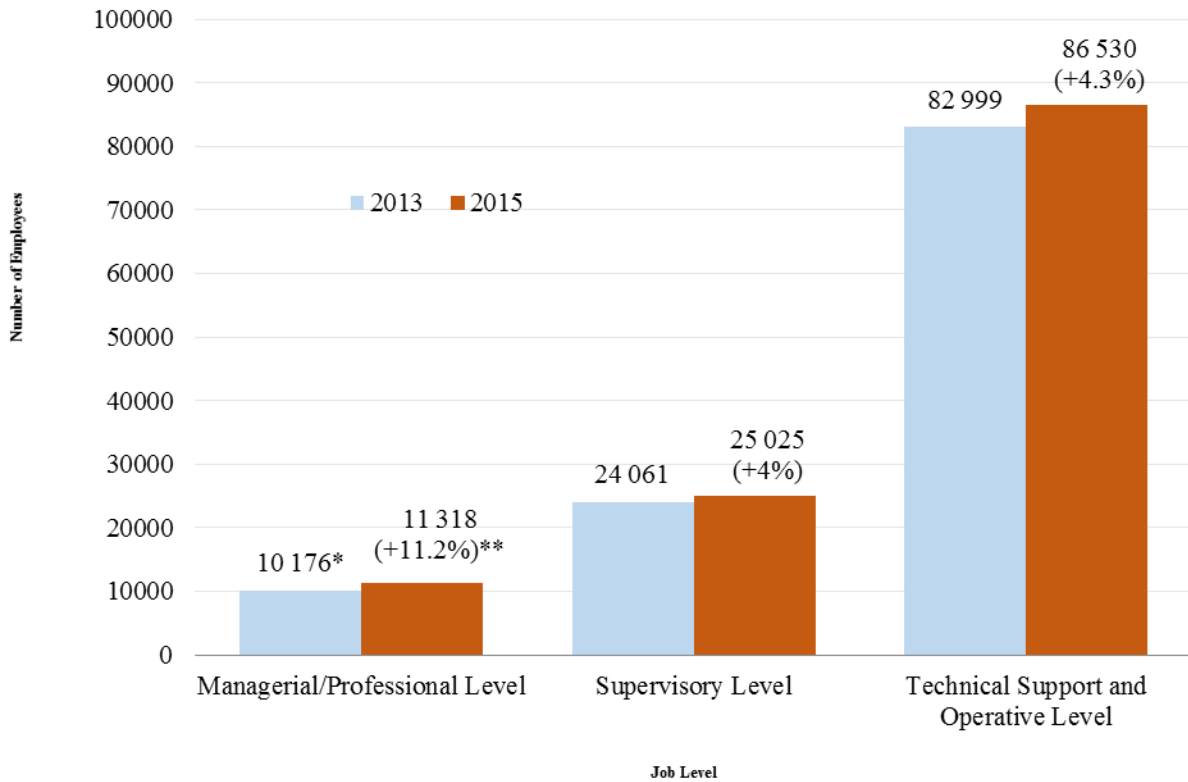


* Total number of employees in each sector

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

9. The survey also revealed that of the 122 873 employees, 86 530 (70.4%) were at the technical support and operative level, 25 025 (20.4%) at the supervisory level and 11 318 (9.2%) at the managerial/professional level. The comparison of manpower structure between 2013 and 2015 by job level is shown in Figure 3.

Figure 3: Manpower Structure of 2013 and 2015 by Job Level



* The total number of employees at each job level

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

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

Table 1: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development	2 940 (24.7)	4 170 (35)	4 807 (40.3)	11 917 (100)	(9.7)
Property Management and Maintenance	4 213 (5.4)	12 829 (16.3)	61 559 (78.3)	78 601 (100)	(64)
Estate Agency	1 422 (6.4)	2 946 (13.3)	17 800 (80.3)	22 168 (100)	(18)
Estate Surveying, Valuation and Consultancy	279 (42.7)	174 (26.6)	201 (30.7)	654 (100)	(0.5)
Government Departments and Public Sector	2 464 (25.8)	4 906 (51.5)	2 163 (22.7)	9 533 (100)	(7.8)
Total (%)**	11 318 (9.2)	25 025 (20.4)	86 530 (70.4)	122 873 (100)	(100)

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

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

The percentage may not add up to 100 owing to rounding

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

11. The survey revealed that 149 employees were stationed in the Mainland or other cities for over 183 days in the past 12 months, representing only 0.1% of the total number of employees. Among the 149 employees, the real estate development sector had recorded 147 employees stationed in the Mainland, or other cities, followed by the property management and maintenance sector with 2 employees. Of the three job levels, managerial/professional and supervisory levels had 103 and 38 employees stationed in Mainland respectively. The number of employees stationed in the Mainland or other cities for over 183 days by sector by job level in the past 12 months is illustrated in Table 2.

Vacancies

12. There were 3 305 vacancies at the time of survey which represents 2.6% of the total 126 178 posts. The property management and maintenance sector had 1 817 vacancies which was the highest of all sectors. The estate agency sector had 707 vacancies which was the next highest. The comparison of the number of vacancies between 2013 and 2015 by sector is shown in Figure 4. The number of existing vacancies by sector by job level is illustrated in Table 3.

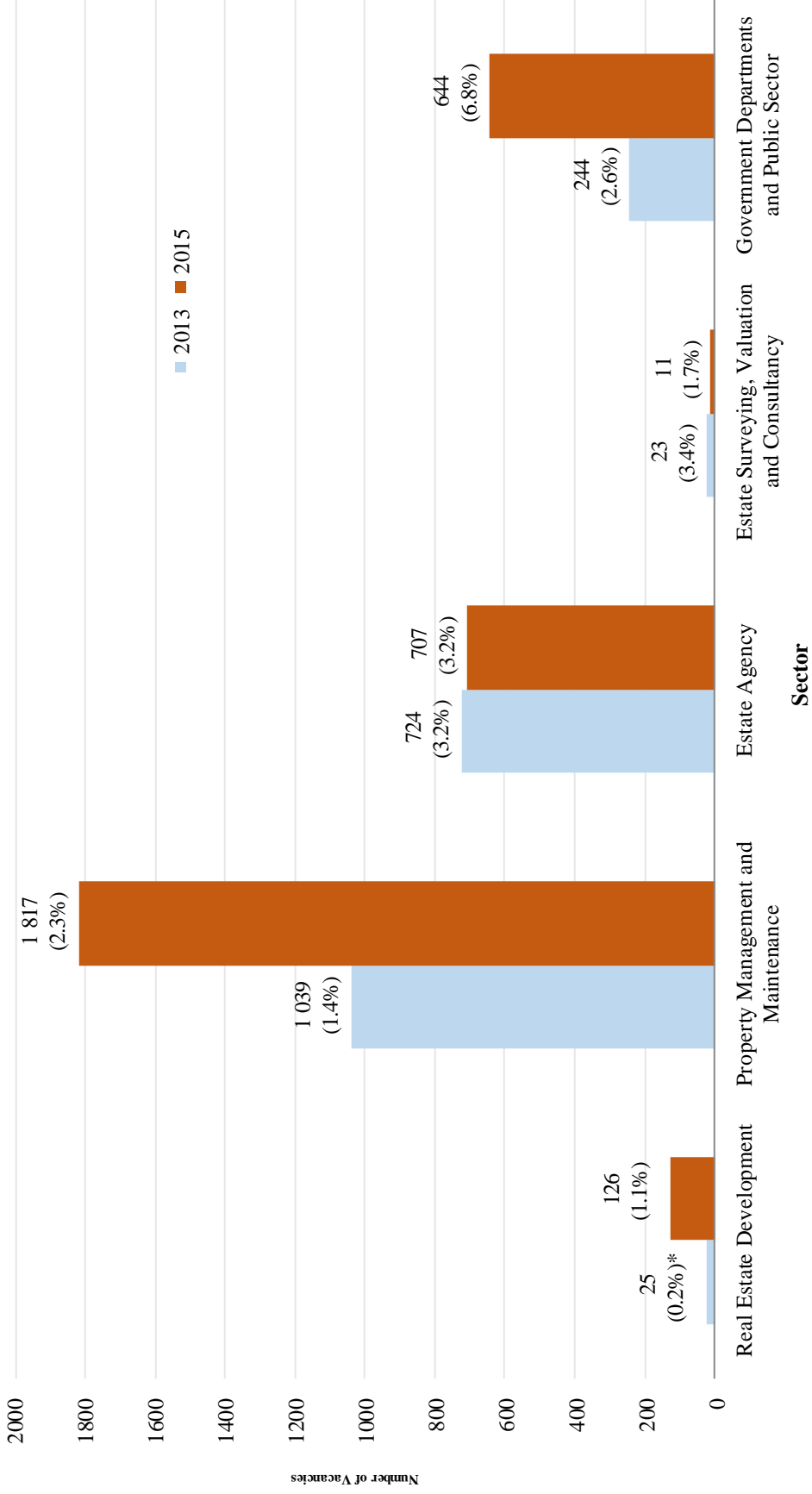
Table 2: Number of Employees Stationed in the Mainland/Other Cities for over 183 Days in the Past 12 Months

<u>Sector</u>	<u>Managerial/ Professional</u>			<u>Supervisory</u>			<u>Technical Support and Operatives</u>			<u>Total</u> (%)*
	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities		
Real Estate Development	101	8	38	-	-	-	-	-	147 (1.2)	
Property Management and Maintenance	2	-	-	-	-	-	-	-	2 (-)	
Estate Agency	-	-	-	-	-	-	-	-	- (-)	
Estate Surveying, Valuation and Consultancy	-	-	-	-	-	-	-	-	- (-)	
Government Departments and Public Sector	-	-	-	-	-	-	-	-	- (-)	
Total	103	8	38	-	-	-	-	-	149 (0.12)**	

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

Figure 4: Vacancies of 2013 and 2015 by Sector

Total: 3 305



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

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

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	28 (0.9)	36 (0.9)	62 (1.3)	126 (1.1)
Property Management and Maintenance	50 (1.2)	236 (1.8)	1 531 (2.4)	1 817 (2.3)
Estate Agency	13 (0.9)	23 (0.8)	671 (3.6)	707 (3.2)
Estate Surveying, Valuation and Consultancy	- (-)	2 (1.1)	9 (4.3)	11 (1.7)
Government Departments and Public Sector	120 (4.6)	329 (6.3)	195 (8.3)	644 (6.8)
Total (%)**	211 (1.8)	626 (2.4)	2 468 (2.8)	3 305 (2.6)@

(%)* As percentage of the total number of posts² by sector by job level

(%)** As percentage of the total number of posts² by job level

(%)# As percentage of the total number of posts² by sector

(%)@ As percentage of the total number of posts² in the industry

Internal Promotion in the Past 12 Months by Job Level

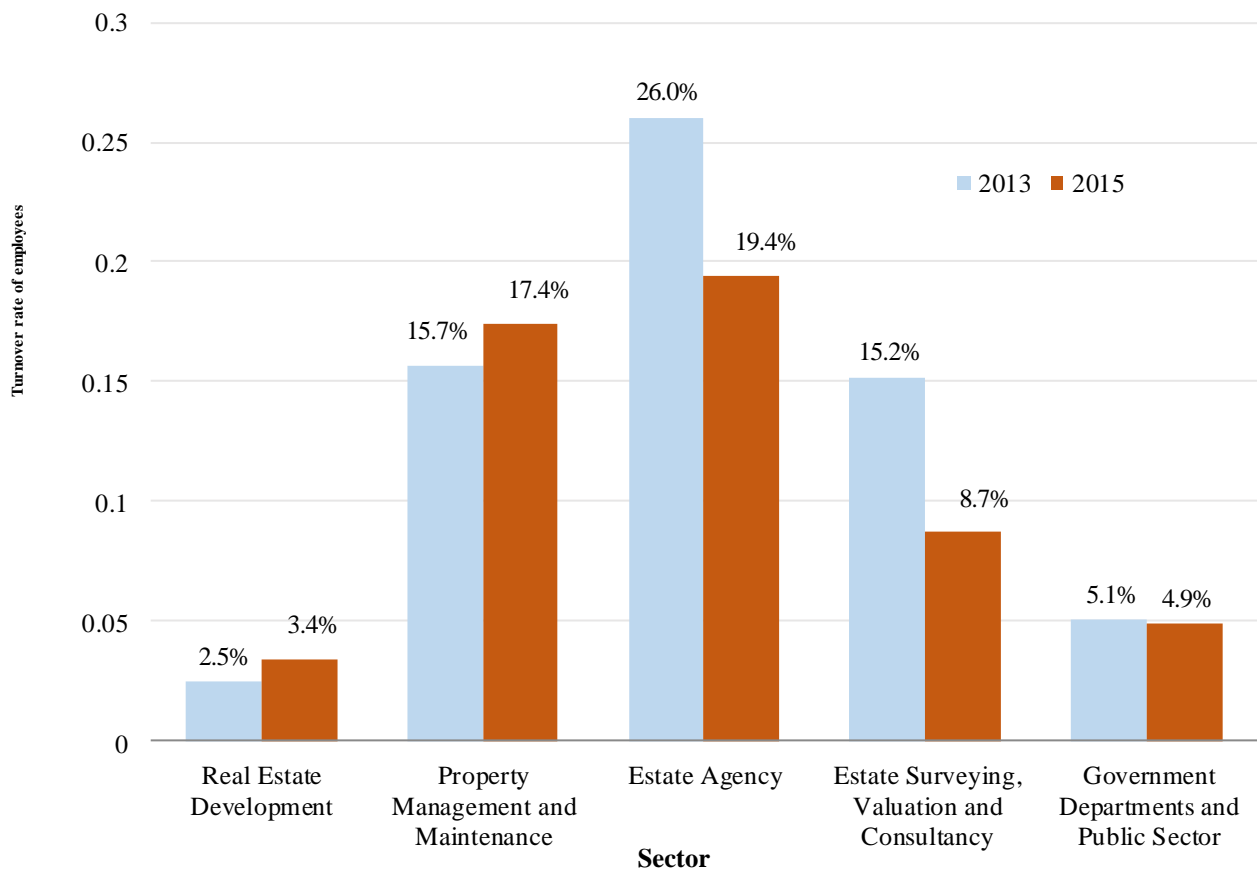
13. The survey revealed that 1 186 employees (or 1% of the total employees) were promoted from within the industry. Among the total number of promotions, 268 were promoted to the managerial/professional level and 918 were promoted to the supervisory level. The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to equip them with the necessary knowledge and skills to perform the jobs of the higher level and facilitate career development.

² Total number of posts = number of employed employees + number of vacancies

Staff Turnover³ in the Past 12 Months

14. Employers reported that 19 410 employees (or 15.4% of the total posts) had left their companies in the past 12 months. Among the total number of leavers, the property management and maintenance sector recorded 14 020 leavers (17.4% of the posts in the sector), which was the highest in number. The estate agency sector showed 4 430 leavers (19.4% of the posts in the sector), which was the highest in percentage. The turnover rate of employees of 2013 and 2015 by sector is shown in Figure 5.

Figure 5: Turnover Rate of Employees of 2013 and 2015 by Sector



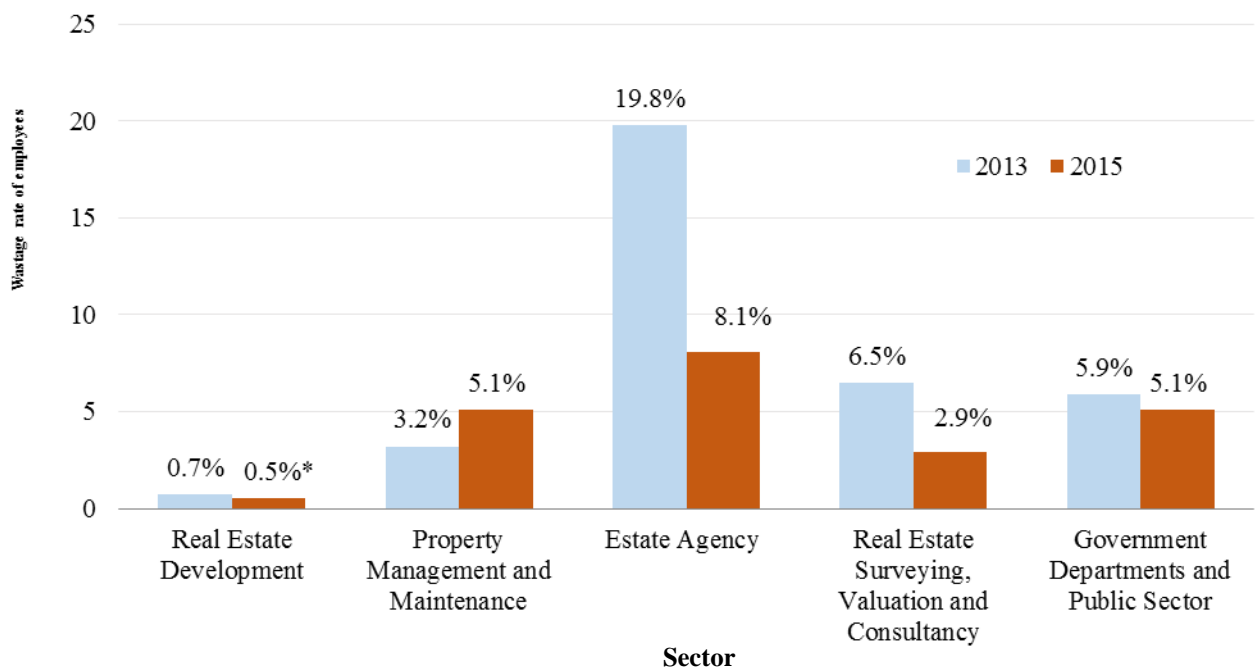
Wastage⁴

15. During the survey period, 19 410 employees had left their companies and 13 119 employees were recruited with real estate services related experience. Thus, the wastage was 6 291, which represented 5.1% of the total employee in 2015. The highest wastage rate was recorded for the estate agency sector which was 1 787 employees (8.1% of the number of employees in the same sector). A comparison of wastage rate of employees by sector between 2013 and 2015 is shown in Figure 6.

³ Staff turnover refers to employees who left their companies

⁴ Wastage refers to number of employees who left the industry

Figure 6: Comparison of Wastage Rate of Employees by Sector between 2013 and 2015



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

Recruitment Difficulties

16. There were 53% employers who planned to recruit employees in the past 12 months reported difficulties in staff recruitment, particularly in the jobs of estate agency and, property management and maintenance sector. The survey revealed that the main reason for the recruitment difficulties was lack of candidates with the relevant experience. The Training Board is of the view that the training demands for estate agency, and, property management and maintenance sectors are substantial.

Preferred Education

17. As revealed by the survey, 65.6% and 83% of the employees were preferred to have university degree qualification for the managerial/professional level in 2013 and 2015 respectively. As for the supervisory level, 66.5% and 67.3% of the employees were preferred to have diploma or certificate or above academic qualification in 2013 and 2015 respectively. As for the technical support and operative level, 49.2% (in 2015) of the employees were preferred to have upper secondary or above academic qualification. The survey revealed that 38.5% and 1.7% employees were preferred to have professional qualification for the managerial/professional and supervisory levels respectively. The Training Board is of the view that the economy thrived during the survey period, employees had better chances to move to other industries. In order to recruit enough manpower, employers need to be more flexible

on entry requirement of academic qualification of the technical support and operative level employees.

Preferred Experience

18. From the analysis, 69.6% and 74.4% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2013 and 2015 respectively. As for the supervisory level, 75.6% and 71.3% of the employees were preferred to have more than 3 years of experience in 2013 and 2015 respectively. As for the technical support and operative level, 64.5% and 57.5% of the employees were preferred to have more than 1 year of experience in 2013 and 2015 respectively. The Training Board observes an upward adjustment of the preferred period of experience for managerial/professional and supervisory levels while a downward adjustment for technical support and operative level employees to cope with their expanding business and the recruitment difficulties.

Income Distribution

19. The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. There were 70.8% and 78.2% of employees in the income range \$10 001 to \$40 000 in 2013 and 2015 respectively, indicating a growth of 7.4%. At the same time, there were 22.4% and 12% of employees in the income range \$8 001 to \$10 000 in 2013 and 2015 respectively, indicating a decrease rate of 10.4%. The Training Board observes that there were general increments in the above income ranges as the economy thrived and the recruitment was difficult during the survey period.

Manpower Projection

Forecast Manpower Demand for 2016 to 2018

20. Employers forecasted that there would be 125 820 posts by May 2016, a decrease of 359 posts or 0.3% of the total number of posts in May 2015. By sector, the estate agency sector would have 21 new posts or 0.2% growth in the number of employees which was the highest in all sectors. The government departments and public sector was expected to have a decrease of 284 posts or 2.9% reduction in the number of employees. The Training Board observes that most employers were cautious in their forecast. The Training Board had therefore adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2016 to 2018 in Table 4.

Table 4: Manpower Projection of the Real Estate Services Industry in 2016 to 2018

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2015	122 873		
2016F		124 588 (1.40)*	125 820 (2.40)*
2017F		125 414 (0.66)**	
2018F		126 344 (0.74)**	

* As percentage increase / decrease of the actual manpower against 2015

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

Projection on Additional Training Requirements

21. Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board projected the additional manpower requirements of the industry for 2016 in Table 5 as follows:

Table 5: Projected Additional Training Requirements of Real Estate Services Industry in May 2016

Job Level	No. of Employees in May 2015	Annual Wastage	Forecast of Manpower Growth in May 2016	Estimated Additional Training Requirements
Managerial/ Professional	11 318	190	155	345
Supervisory	25 025	717	344	1 061
Technical Support & Operative	86 530	5 497	1 216	6 713
Total	122 873	6 404	1715	8 119

Provision of Training by Employers

22. The survey revealed that out of the 79 221 training places in the next 12 months, 27 964 (35.3%) would be for generic skills, 21 845 (27.6%) would be for estate agency and 16 302 (20.6%) would be for property / housing management. The majority of these trainings places would be in-house training (68 626, 86.6%) provided by the employers. As for sponsored training, there would be 10 595 (13.4%) training places. By job level, the technical support and operative level would have 47 543 training places, of which 39 997 were in-house training. The supervisory level would have 20 056 training places while the managerial/ professional level would have 11 622 training places. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

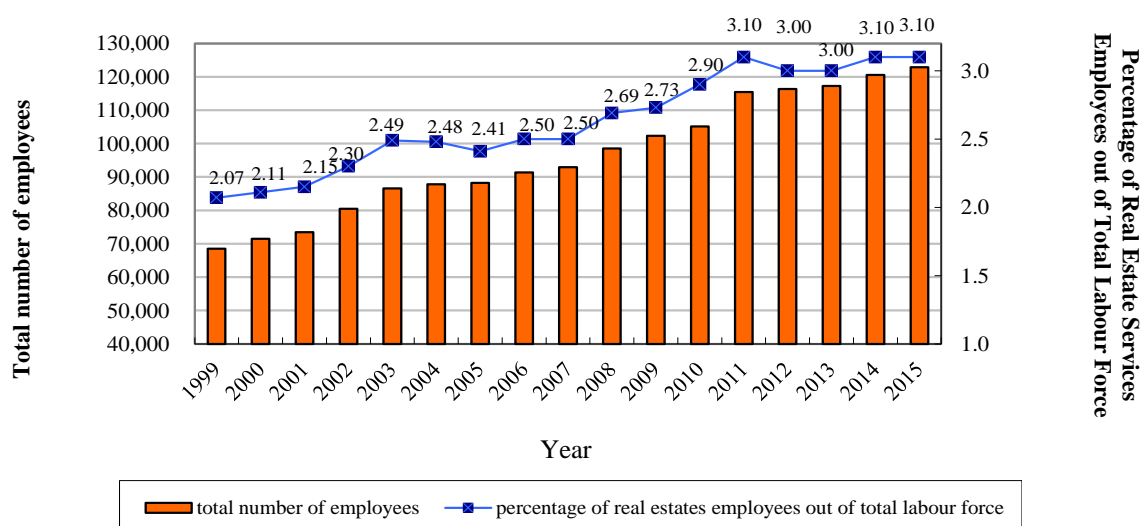
Expectation of Manpower Change due to the Fluctuation of Economy in the Next 12 Months

23. The survey revealed that employers generally expected a mild increase in manpower due to the economy in the next 12 months. Among all sectors, the employers of property management and maintenance expected an increase of 1 525 employees, which was the highest, followed by an expected increase of 787 employees in the estate agency sector. Almost all manpower change was expected within Hong Kong. The manpower change was mainly caused by reason of business expansion / contraction.

Industry Outlook

24. Real Estate Services is one of the major sectors in economy of Hong Kong. Figure 7 shows the percentage of real estate services employees against the total workforce from 1999 to 2015.

Figure 7: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2015



25. The Long Term Housing strategy has set out the direction of Hong Kong's housing policy with a view to addressing housing problems with a multi-pronged approach and the Government has been vigorously speeding up the development of public housing and public rental housing (RPH) production has seen continuous increase. It is estimated that during the five years from 2014-15 to 2018-19, a total of 77 100 RPH units will be completed, among which 23 300 units are scheduled for completed in 2015-2016. On the basis of the latest projection, a total of 460 000 new residential units has been adopted as the long-term housing supply target from 2015-16 to 2024-25, with the 60:40 split between public and private housing maintained.

26. According to the statistics provided by the Transport and Housing Bureau, the number of private residential units which available in the coming three to four years will be 83 000, comprising a total of 5 000 unsold units in completed projects, 54 000 units under construction and 24 000 units from disposed sites where construction may start anytime. It is forecasted that there will be a total of 20 144 private residential units completed in 2016, which is 71.7% higher than the average annual production of 11 728 units between 2005 and 2014, 51.5% higher than the forecast for 2015, and 28% higher than the actual number of completions in 2014.

27. Regarding commercial spaces, the Government plans to converting suitable Government, Institution or Community sites in core business districts into commercial uses, which anticipated 82 400 square metres of commercial floor area. It is projected that the Kowloon East, as an alternative core business district for Hong Kong, has potential to supply an additional commercial/office floor area of about 5 million square metres. In addition, the Lands Department has approved 105 applications for lease modification and special waiver through revitalization measures for industrial buildings and it was anticipated that about 1.24 million square metres of converted or new floor area will be available for commercial or other uses.

28. The increasing number of residential and commercial supplies over the coming years will result in the creation of numerous employment opportunities, especially building and real estate related services employments.

29. In order to assist in organising property owners to discharge their responsibility for building management, improve management and to assist owners in handling the issues of building maintenance, a pilot Building Maintenance Advisory Service Scheme in collaboration with professional institutes to provide professional and tailor-made advisory and support service for owners' corporations to assist them in appointing authorised persons to carry out building maintenance works has been implemented since 2014. The Phase 2 Scheme will be implemented by engaging more property management companies to provide one-stop and tailor-made support and advisory services on building management and maintenance for 1 200 old private buildings (about 18 000 units) without any form of management.

30. For the sake of raising professional standards, increasing public awareness of the importance of engaging a qualified property management company (PMC) and promoting the concept of maintaining building safety, the Chief Executive has announced in Policy Address

2010/2011 that the Government plans to establish a statutory licensing regime for property management industry. In this connection, the Home Affairs Bureau and the Home Affairs Department launched a public consultation exercise during 2010 to 2011 with a view to setting the key parameters of the proposed regulatory framework and addressing the concerns of stakeholders. As a result, the Property Management Services Bill was gazetted on 25 April 2014. The Bill, which is expected to be passed in 2016, seeks to establish the Property Management Services Authority to implement the mandatory licensing regime for property management companies (PMCs) and property management practitioners (PMPs). The Bill provides for a single-tier licensing regime for PMCs but a two-tier licensing regime for PMPs who take up a supervisory or managerial role in the provision of property management services. The PMPs are required to meet with the licensing criteria in terms of academic qualifications, professional qualifications and years of experience. Those experienced PMPs with a lower level of formal qualifications will be granted provisional licenses during the three-year transitional period to meet with the licensing requirements. As a result, the professional status of the sector will be enhanced and there will be an increase in the demand for more training and professional development programs and opportunities.

31. The Home Affairs Department launched a public consultation exercise on the “Review of the Building Management Ordinance” in November 2014 and the consultation ended in the middle of 2015. The consultation document aims to address certain major building management concerns including disputes arising from large-scale maintenance projects, use of proxies at owners’ corporation meetings, appointment and remuneration of Deed of Mutual Covenant (DMC) managers. The Ordinance, once enacted, will make the property management functions more complex and challenging. As a result, there will be greater demand for professionalism for the property management professionals, which will in turn require to seek for more training and professional development so as to keep up with the professional trend.

32. The Bill of relaxing the age limit for holders of the Security Personnel Permit B from 65 to 70 was passed in December 2015. There will be an increase in the supply of manpower for this age group of personnel, which will help to ease the acute manpower shortage in the sector.

33. The Standard Working Hours Committee proposed in its recent report to the Government to regulate working hours by mandatorily requiring employers to enter written employment contract with all employees, of which details on working hours arrangement (i.e. hours of work, overtime arrangement and compensation) should be covered. This amendment will have little impact on the existing demand for manpower but if working hours are eventually regulated to say between 44 to 48 hours per week, it will result in a greater demand for manpower for the industries like property management with workers generally working more than 48 hours per week.

Implications on Manpower

34. As indicated in the preceding paragraphs, employers generally opined that with the anticipated change in Hong Kong’s economy in the coming 12 months, there would be an overall increase in manpower in the real estate services industry. The Training Board was of

the opinion that the manpower situation for most sectors of the industry will maintain a steady but slow-to-moderate growth rate in the near future with the following major observations:

- (i) The manpower growth for the estate agency sector may fluctuate and even slow down due to the downward trend of the economy and interest rate likely to be increased in the coming months, even though the increase is expected to be gradual and mild;
- (ii) The manpower demand in the real estate development sector will likely be high due to the various infrastructure projects being undertaken by the government and public sector;
- (iii) The property management and maintenance sector will have continued demand for manpower vis-a-vis the completion of increasing number of new and rejuvenated premises in response to the strong housing need in local property markets, both in private and public. The increase in manpower demand will not only be in quantity but also quality due to the legislative requirements to upgrade the management quality such as the amendments of the Building Management Ordinance and the introduction of the Property Management Services Ordinance;
- (iv) As the initiation of various large-scale local development project may offset the anticipated stagnant economy in the coming months in both Hong Kong and China, a slight manpower demand in the estate surveying, valuation and consultancy sector may be envisaged; and
- (v) In the short to medium term, the development initiatives in the government and public sector will benefit the industry by generating a moderate demand for manpower for various sectors. However, the manpower need will vary amongst different sectors in both magnitude and depth, as they are subject to influence by their sector-specific factors.

Recommendations

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

- (i) In view of the demand for quality real estate services, the existing 122 873 in-service employees would need upgrading through training and continuous professional development to remain competitive and efficient. It also provides a pathway for career advancement;
- (ii) Of the 8 119 forecasted additional training requirements, 6 713 are at the technical support and operative level, 1 061 at the supervisory level and 345 at managerial/ professional level. The Training Board recommends that suitable training courses should be provided to these employees;
- (iii) The Training Board considers that the need to acquire knowledge in the property management and maintenance sector, to cope with the new Building Management Ordinance that will be implemented in the near future, will create further demand on the continuing professional development of the practitioners;

- (iv) The Training Board considers training for the real estate services industry as an important means of up-keeping and upgrading professional knowledge for existing in-service employees. Without dispute, training is a vital element for job-seekers and job-transferees to tune into the industry quickly;
- (v) In view of the increase in the number of frontline estate agents using information and multimedia technologies for daily operations, the Training Board considers that there is a need for the estate agents to acquire such knowledge;
- (vi) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conferences and experience-sharing seminars for practitioners in the industry;
- (vii) The Training Board will continue to promote the career and training opportunities of the real estate services industry through all available channels including the internet, seminars and talks; and
- (viii) The Training Board supports to conduct its manpower survey once every two years to assess the manpower demand, supply and relevant training needs in this industry.

SECTION I

INTRODUCTION

The Training Board

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

Purpose of the Survey

1.2 The Training Board had conducted eight manpower surveys in 1999, 2001, 2003, 2005, 2007, 2009, 2011 and 2013 respectively and published eight reports. The Training Board also conducted its ninth biennial manpower survey in June 2015 with the following objectives:-

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

Scope of the Survey

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

1.4 Out of the 11 942 establishments registered with the Census and Statistics Department, 1 092 establishments were selected using the stratified random sampling method. The 1 092 samples covered 383 establishments in real estate development; 305 establishments in property management and maintenance; 285 establishments in estate agency; 98 establishments in estate surveying, valuation and consultancy; and 21 government departments and other public bodies. Breakdown of the samples by stratum is shown in **Appendix 3**.

Method of the Survey

1.5 The survey, conducted in June 2015, with data reference to 31 May 2015, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 092 sampled establishments was required to complete a questionnaire on real estate services manpower and training needs (**Appendix 12**). Interviewing officers of the Census and Statistics Department conducted surveying fieldwork and visited these establishments to collect the completed questionnaires.

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

Analysis of the Response

1.7 Of the 1 092 sampled establishments for the survey, 45 establishments declined to respond. 651 (including 33 partial responses) were successfully enumerated with the required information collected. The remaining 396 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 93.5%. Respondents by stratum by sector are shown in **Appendix 3**. A full analysis of the response is in **Appendix 4**.

Manpower Assessment Procedure

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

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

Presentation of Findings

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

Definition of Terms

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

1.11 "A sector" is defined, for the purpose of this survey, as a group of establishments conducting business having the digits (681100, 681200, 681300, 682200, 682100 and 711200) of Hong Kong Standard Industrial Classification (HSIC) code. Other than the above, "sector" also refers to supplementary samples of government departments, and organisations in the public sector.

1.12 "Technical manpower / Technical employees" refers to employees belonging to one of the principal jobs of the Real Estate Services Industry while non-technical manpower refers to those working administrative, accounting, personnel and supporting areas. For principal jobs, please refer to Appendix 12C.

The Survey Data

1.13 The survey data was collected according to the job specifications based on the duties the employee performed in the sector. Some job specifications may appear across different sectors. As a result, the numbers of employees and vacancies of a particular job specification or professional may require to refer to different sectors.

SECTION II

SUMMARY OF SURVEY FINDINGS

Coverage of the Survey

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

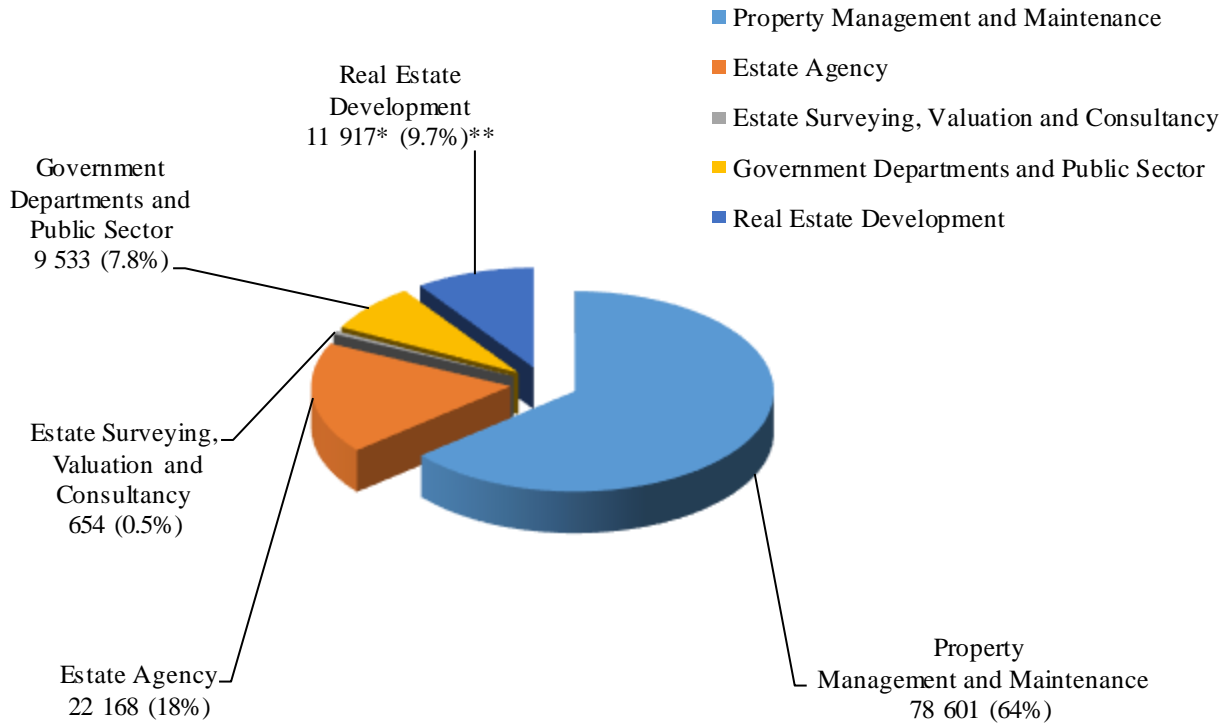
- (a) Real Estate Development;
- (b) Property Management and Maintenance;
- (c) Estate Agency;
- (d) Estate Surveying, Valuation and Consultancy; and
- (e) Government Departments and Public Sector

Number of Persons Employed

2.2 The survey revealed that the five sectors together employed 153 099 people, including 122 873 technical employees and 30 226 non-technical employees. Comparing with the total employees of 145 584 in 2013, there was an increase of 7 515 employees (5.2%) over the two years. An increase of 5 637 (+4.8%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 1 878 non-technical employees (+6.6%) are recorded. Technical employees were those that are vocationally related to real estate services while the non-technical employees referred to those working in administrative, accounting, personnel and supporting areas. As in the previous reports, the non-technical employees have been excluded from all further analysis in this report.

2.3 The property management and maintenance sector employed the most people (78 601 employees, accounting for 64% of the total employees), followed by the estate agency sector (22 168 employees, 18%); the real estate development sector (11 917 employees, 9.7%); the government departments and public sector (9 533 employees, 7.8%); and the estate surveying, valuation and consultancy sector (654 employees, 0.5%). The distribution of employees by sector is shown in Figure 2.1. Detailed analysis of the findings by sector is also presented in **Appendix 5**.

Figure 2.1: Distribution of Employees by Sector
Total: 122 873



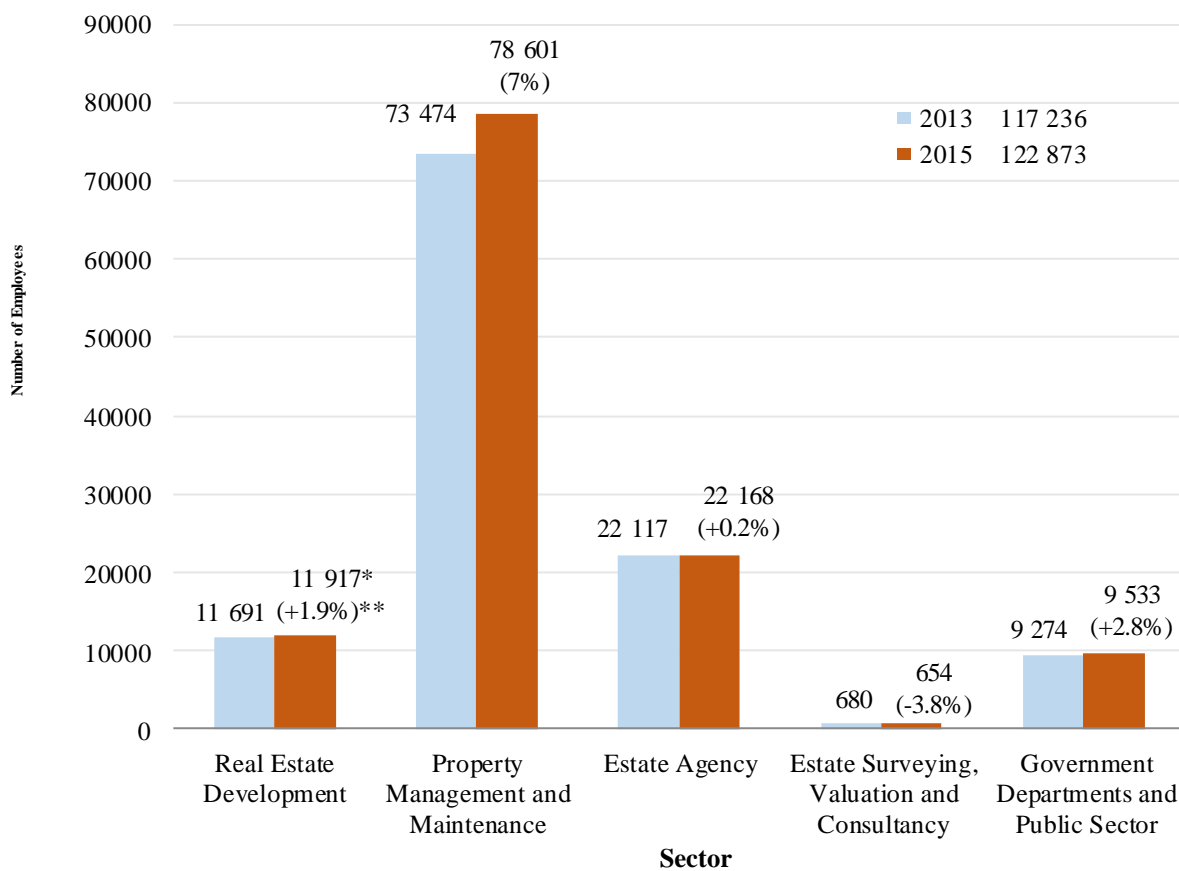
* Total number of employees in each sector

** As percentage of the total employees in the industry

The percentage may not add up to 100 owing to rounding up / down of numbers

2.4 Comparing with the survey in 2013, the property management and maintenance sector recorded a 7% manpower growth in two years. At the same time, government departments and public sector also recorded a 2.8% growth. A comparison of the manpower by sector between 2013 and 2015 is shown in Figure 2.2 and the growth in the number of employees by sector is shown in Table 2.1.

Figure 2.2: Comparison of the Distribution of Employees by Sector between 2013 and 2015



* Total number of employees in each sector

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

Table 2.1: Growth in the Number of Employees by Sector

<u>Sector</u>	<u>No. of Employees in May 2013</u>	<u>No. of Employees in May 2015</u>	<u>Growth/Decrease (%)*</u>
Real Estate Development	11 691	11 917	226 (1.9)
Property Management and Maintenance	73 474	78 601	5 127 (7)
Estate Agency	22 117	22 168	51 (0.2)
Estate Surveying, Valuation and Consultancy	680	654	-26 (-3.8)
Government Departments and Public Sector	9 274	9 533	259 (2.8)
Total	117 236	122 873	5 637 (4.8)**

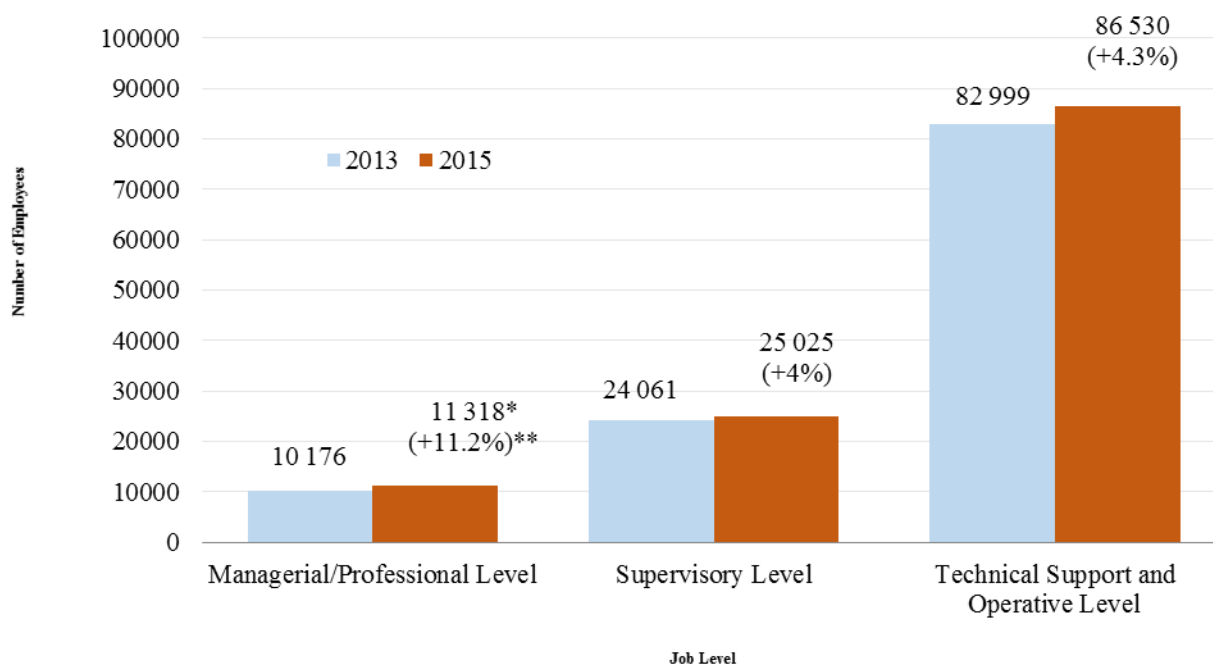
(%)* As percentage increase / decrease in the total number of employees in the same sector

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

2.5 The survey also revealed that of the 122 873 employees, 86 530 (70.4%) were at the technical support and operative level, 25 025 (20.4%) at the supervisory level and 11 318 (9.2%) at the managerial/professional level. The comparison of manpower structure between 2013 and 2015 by job level is shown in Figure 2.3 and the growth in the number of employees by job level is shown in Table 2.2.

2.6 The distribution of employees by sector by job level is given in Table 2.3.

Figure 2.3: Manpower Structure of 2013 and 2015 by Job Level



* The total number of employees at each job level

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

Table 2.2: Growth in the Number of Employees by Job Level

Job Level	No. of Employees in May 2013 (%)*	No. of Employees in May 2015 (%)*	Increase/ Decrease (%)#
Managerial/Professional	10 176 (8.7)	11 318 (9.2)	1 142 (11.2)
Supervisory	24 061 (20.5)	25 025 (20.4)	964 (4)
Technical Support and Operative	82 999 (70.8)	86 530 (70.4)	3 531 (4.3)
Total	117 236	122 873	5 637 (4.8)**

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

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

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

Table 2.3: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development	2 940 (24.7)	4 170 (35)	4 807 (40.3)	11 917 (100)	(9.7)
Property Management and Maintenance	4 213 (5.4)	12 829 (16.3)	61 559 (78.3)	78 601 (100)	(64)
Estate Agency	1 422 (6.4)	2 946 (13.3)	17 800 (80.3)	22 168 (100)	(18)
Estate Surveying, Valuation and Consultancy	279 (42.7)	174 (26.6)	201 (30.7)	654 (100)	(0.5)
Government Departments and Public Sector	2 464 (25.8)	4 906 (51.5)	2 163 (22.7)	9 533 (100)	(7.8)
Total	11 318 (9.2)	25 025 (20.4)	86 530 (70.4)	122 873 (100)	(100)

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

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

The percentage may not add up to 100 owing to rounding up / down of numbers

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

2.7 The survey revealed that 149 employees stationed in the Mainland or other cities for over 183 days in the past 12 months, representing only 0.1% of the total number of employees. Among the 149 employees, the real estate development sector recorded 147 employees stationed in the Mainland, or other cities, followed by the property management and maintenance sector with 2 employees. Of the three job levels, managerial/professional and supervisory recorded 103 and 38 employees stationed in the Mainland respectively. The number of employees stationed in the Mainland or other cities for over 183 days by sector by job level in the past 12 months is illustrated in Table 2.4.

Number of Employees Travelled frequently to the Mainland

2.8 The survey revealed that 943 employees travelled to the Mainland on different real estate assignments in the past 12 months. The real estate development sector reported 461 employees who travelled frequently to the Mainland, followed by the estate agency sector of 321 employees. The number of employees who travelled to the Mainland by sector is illustrated in Table 2.5. Table 2.6 shows that employers expected that 874 employees would be travelling frequently to the Mainland in the next 12 months.

Table 2.4: Number of Employees Stationed in the Mainland/Other Cities for over 183 Days in the Past 12 Months

<u>Sector</u>	<u>Managerial/ Professional</u>			<u>Supervisory</u>			<u>Technical Support and Operatives</u>			<u>Total (%)[*]</u>
	Mainland	Other Cities		Mainland	Other Cities		Mainland	Other Cities		
Real Estate Development	101	8		38	-		-	-		147 (1.2)
Property Management and Maintenance	2	-		-	-		-	-		2 (-)
Estate Agency	-	-		-	-		-	-		- (-)
Estate Surveying, Valuation and Consultancy	-	-		-	-		-	-		- (-)
Government Departments and Public Sector	-	-		-	-		-	-		- (-)
Total	103	8		38	-		-	-		149 (0.12)^{**}

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

Table 2.5: Number of Employees Travelled Frequently to the Mainland in the Past 12 Months by Sector

<u>Sector</u>	<u>On Real Estate Development Assignment</u> (%)*	<u>On Property Management and Maintenance Assignment</u> (%)*	<u>On Estate Agency Assignment</u> (%)*	<u>On Estate Surveying and Consultancy Assignment</u> (%)*	<u>Sub-Total</u> (%)#
Real Estate Development	461 (100)	-	-	-	461 (3.9)
Property Management and Maintenance	-	136 (100)	-	-	136 (0.2)
Estate Agency	-	-	321 (100)	-	321 (1.5)
Estate Surveying, Valuation and Consultancy	-	-	-	25 (100)	25 (3.8)
Government Departments and Public Sector	-	-	-	-	-
Total	461	136	321	25	943 (0.8) ^{***}

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

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

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

Table 2.6: Number of Employees Who Will Travel Frequently to the Mainland in the Next 12 Months by Sector

<u>Sector</u>	<u>On Real Estate Development Assignment</u> (%)*	<u>On Property Management and Maintenance</u> (%)*	<u>On Estate Agency Assignment</u> (%)*	<u>On Estate Surveying and Consultancy Assignment</u> (%)*	<u>Sub-Total</u> (%)#
Real Estate Development	379 (100)	-	-	-	379 (3.2)
Property Management and Maintenance	-	144 (100)	-	-	144 (0.18)
Estate Agency	-	-	327 (100)	-	327 (1.5)
Estate Surveying, Valuation and Consultancy	-	-	-	24 (100)	24 (3.7)
Government Departments and Public Sector	-	-	-	-	-
Total	379	144	327	24	874 (0.7)**

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

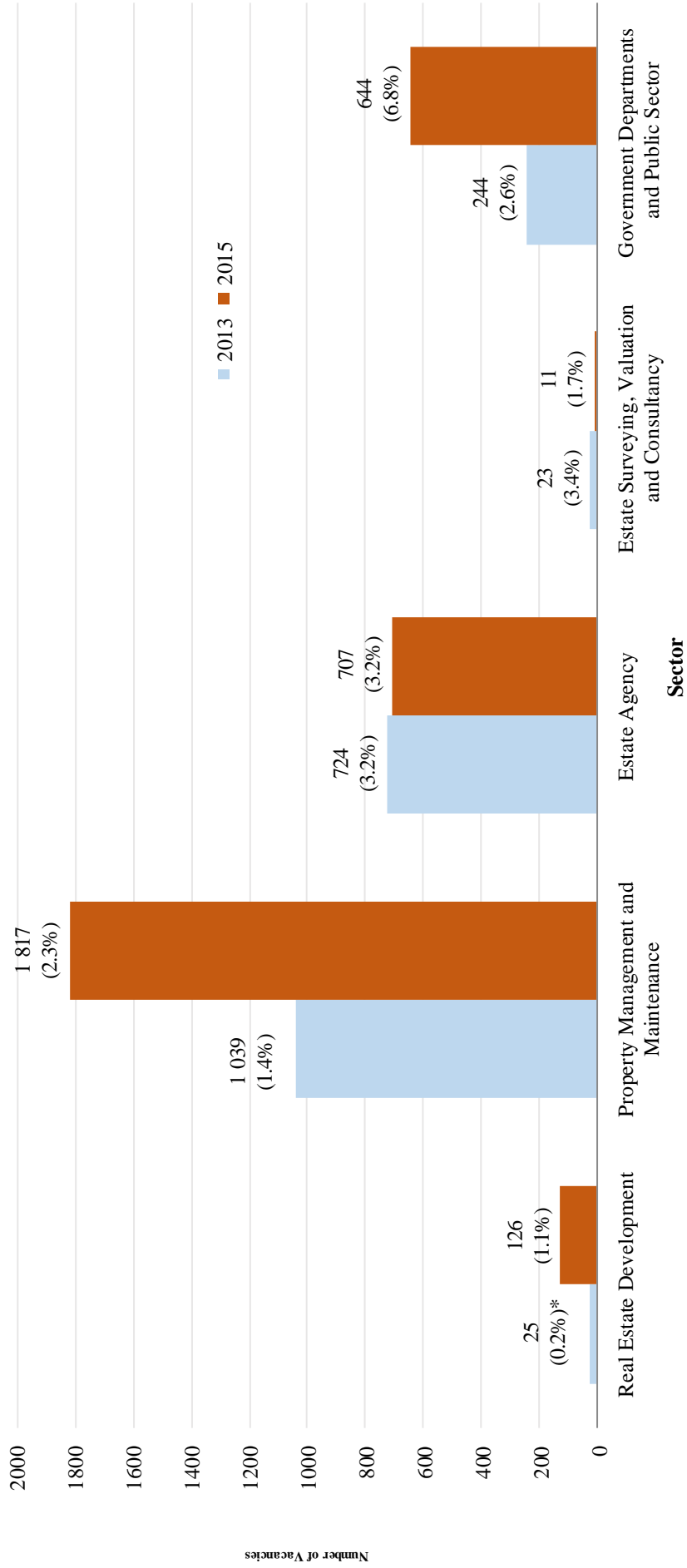
(%)# As percentage of the total number of employees in the same sector

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

Number of Existing Vacancies

2.9 There were 3 305 vacancies at the time of survey which represents 2.6% of the total 126 178 posts. The property management and maintenance sector had 1 817 vacancies which was the highest of all sectors. The estate agency sector had 707 vacancies which was the next highest. The comparison of the number of vacancies between 2013 and 2015 by sector is shown in Figure 2.4. The number of existing vacancies by section by job level is illustrated in Table 2.7.

Figure 2.4: Vacancies of 2013 and 2015 by Sector
Total: 3 305



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

Table 2.7: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	28 (0.9)	36 (0.9)	62 (1.2)	126 (1.1)
Property Management and Maintenance	50 (1.2)	236 (1.8)	1 531 (2.5)	1 817 (2.3)
Estate Agency	13 (0.9)	23 (0.8)	671 (3.8)	707 (3.2)
Estate Surveying, Valuation and Consultancy	- (-)	2 (1.1)	9 (4.5)	11 (1.7)
Government Departments and Public Sector	120 (4.9)	329 (6.7)	195 (9.0)	644 (6.8)
Total (%)**	211 (1.9)	626 (2.5)	2 468 (2.9)	3 305 (2.7)@

(%)* As percentage of the total number of posts⁵ by sector by job level

(%)** As percentage of the total number of posts⁵ by job level

(%)# As percentage of the total number of posts⁵ by sector

(%)@ As percentage of the total number of posts⁵ in the industry

Employers' Forecast of Manpower Demand by May 2016

2.10 With the uncertainty about the global economic outlook, employers generally made a conservative forecast on the manpower demand in 2016. Employers forecasted that there would be 125 820 posts by May 2016, a decrease of 358 posts or 0.3% of the total number of posts in May 2015. By sector, the estate agency sector would have 51 new jobs or 0.2% growth in the number of employees which is the only grow amongst all sectors.

2.11 Employers' forecasted the manpower growth by May 2016 by sector by job level is presented in Tables 2.8(i) to 2.8(v) and Figure 2.5.

⁵ Total number of posts = number of employed employees + number of vacancies

Table 2.8: Employers' Forecast of Real Estate Services Manpower by May 2016 by Sector by Job Level

(i) Real Estate Development

<u>Job Level</u>	(a) No. of Employees in May 2015	(b) No. of Vacancies in May 2015	(a)+(b) Total No. of Posts in May 2015	Employers' Forecast of Manpower in May 2016	<u>Growth</u> (%)*
Managerial/ Professional	2 940	28	2 968	2 963	-5 (-0.04)
Supervisory	4 170	36	4 206	4 206	-
Technical Support and Operative	4 807	62	4 869	4 859	-10 (-0.08)
Sub-total	11 917	126	12 043	12 028	-15 (-0.1)*

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in May 2015	(b) No. of Vacancies in May 2015	(a)+(b) Total No. of Posts in May 2015	Employers' Forecast of Manpower in May 2016	<u>Growth</u> (%)*
Managerial/ Professional	4 213	50	4 263	4 274	11 (0.01)
Supervisory	12 829	236	13 065	13 083	18 (0.02)
Technical Support and Operative	61 559	1 531	63 090	62 965	-125 (-0.2)
Sub-total	78 601	1 817	80 418	80 322	-96 (-0.1)*

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

(iii) Estate Agency

<u>Job Level</u>	(a) No. of Employees in May 2015	(b) No. of Vacancies in May 2015	(a)+(b) Total No. of Posts in May 2015	Employers' Forecast of Manpower in May 2016	<u>Growth (%)*</u>
Managerial/ Professional	1 422	13	1 435	1 425	-10 (-0.04)
Supervisory	2 946	23	2 969	2 941	-28 (-0.1)
Technical Support and Operative	17 800	671	18 471	18 560	89 (0.4)
Sub-total	22 168	707	22 875	22 926	51 (0.2)*

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in May 2015	(b) No. of Vacancies in May 2015	(a)+(b) Total No. of Posts in May 2015	Employers' Forecast of Manpower in May 2016	<u>Growth (%)*</u>
Managerial/ Professional	279	-	279	279	-
Supervisory	174	2	176	176	-
Technical Support and Operative	201	9	210	196	-14 (-2.2)
Sub-total	654	11	665	651	-14 (-2.2)*

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

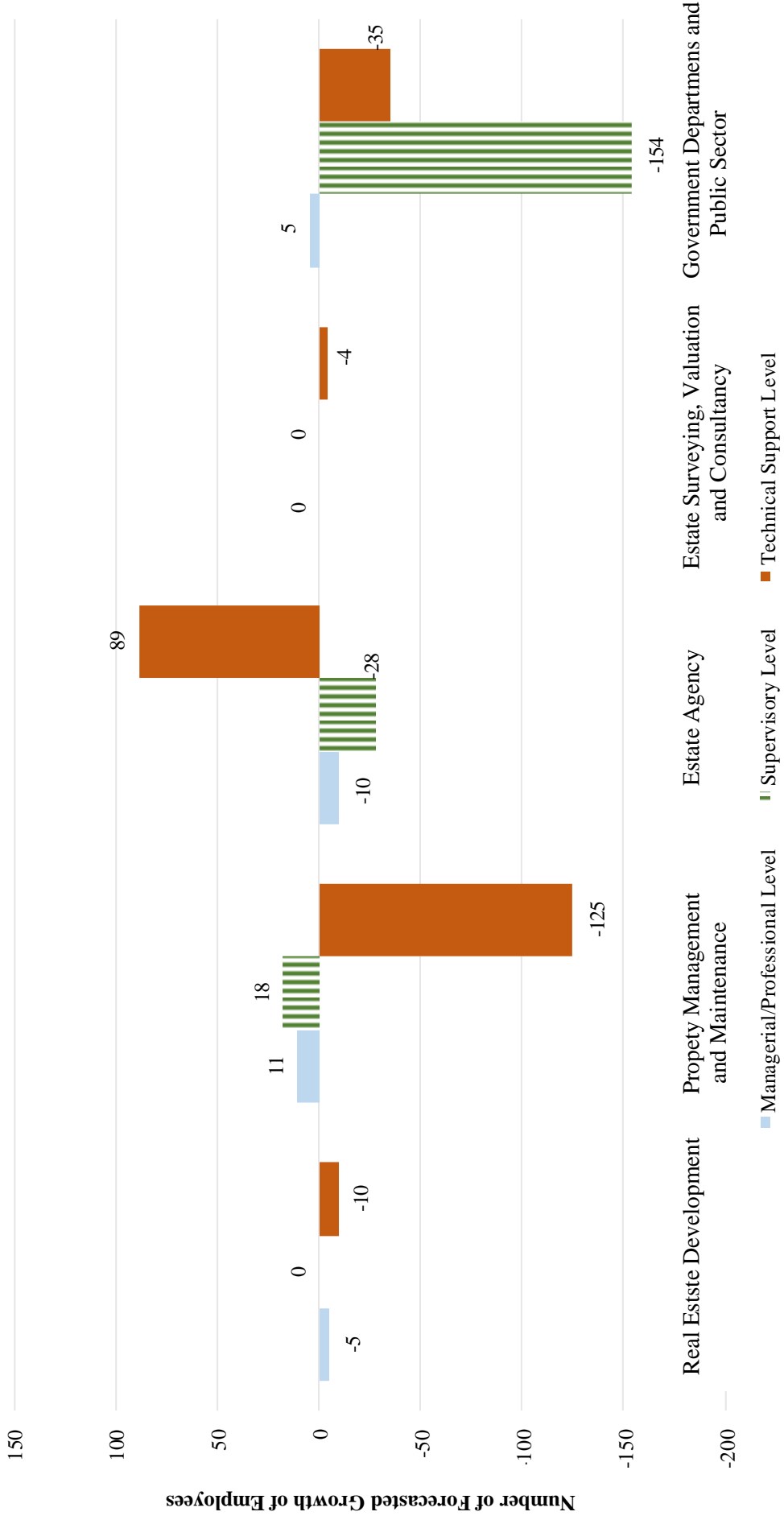
(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in May 2015	(b) No. of Vacancies in May 2015	(a)+(b) Total No. of Posts in May 2015	Employers' Forecast of Manpower in May 2016	<u>Growth</u> (%)*
Managerial/ Professional	2 464	120	2 584	2 489	-95 (-1%)
Supervisory	4 906	329	5 235	5 081	-154 (-1.6)
Technical Support and Operative	2 163	195	2 358	2 323	-35 (-0.4)
Sub-total	9 533	644	10 177	9 893	-284 (-2.9)*
Grand Total	122 873	3 305	126 178	125 820	-358 (-0.3)**

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

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

Figure 2.5: Employers' Forecast of Real Estate Services Manpower Growth by May 2016 by Sector by Job level
Total : -358



Internal Promotion in the Past 12 Months by Job Level

2.12 The survey revealed that 1 186 employees (or 1% of the total employees) were promoted from within the industry. Among the total number of promotions, 268 employees from supervisory level were promoted to the managerial/professional level and 918 employees from were promoted from technical support and operative level to the supervisory level. The promotion pattern by sector by job level for 2013 and 2015 is given in Table 2.9.

Table 2.9: Promotion Pattern by Sector by Job Level for 2013 and 2015

	<u>May 2013</u>			<u>May 2015</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	<u>(%)*</u>	<u>Number Employed</u>	<u>Number of Promotion</u>	<u>(%)*</u>
<u>Real Estate Development</u>						
<u>Job Level</u>						
Managerial/Professional	2 875	23	(0.8)	2 940	8 [#]	(0.3)
Supervisory	3 807	32	(0.8)	4 170	7 ^{##}	(0.2)
<u>Property Management and Maintenance</u>						
<u>Job Level</u>						
Managerial/Professional	3 688	107	(2.9)	4 213	109	(2.6)
Supervisory	12 159	266	(2.2)	12 829	661	(5.2)
<u>Estate Agency</u>						
<u>Job Level</u>						
Managerial/Professional	1 189	12	(1.0)	1 422	43	(3.0)
Supervisory	2 911	68	(2.3)	2 946	202	(6.9)
<u>Estate Surveying, Valuation and Consultancy</u>						
<u>Job Level</u>						
Managerial/Professional	246	7	(2.8)	279	-	(-)
Supervisory	189	10	(5.2)	174	7	(4)
<u>Government Departments and Public Sector</u>						
<u>Job Level</u>						
Managerial/Professional	2 178	148	(6.8)	2 464	108	(4.4)
Supervisory	4 995	97	(1.9)	4 906	41	(0.8)
Total	34 237	770		36 343	1 186	(1.0)**

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

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

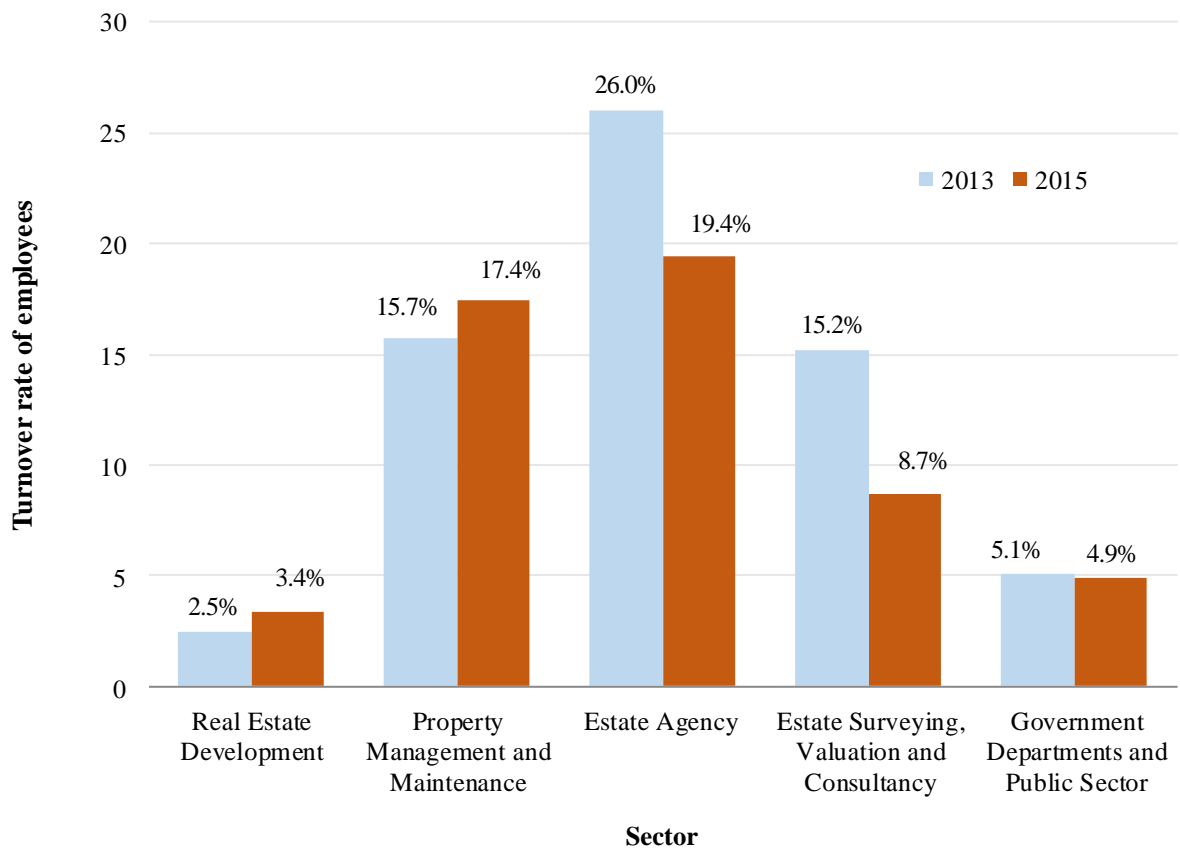
From Supervisory level promoted to Managerial /Professional level

From Technical Support level promoted to Supervisory level

Staff Turnover⁶ in the Past 12 Months

2.13 As shown in Table 2.10, employers reported that 19 410 employees (or 15.4% of the total posts) left their companies in the past 12 months. Among the total number of leavers, the property management and maintenance sector recorded 14 020 leavers (17.4% of the posts in the sector), which was the highest in number. The estate agency sector showed 4 430 leavers (19.4% of the posts in the sector), which was the highest in percentage. Figure 2.6 shows the staff turnover rate of employees in 2013 and 2015 by sector.

Figure 2.6: Staff Turnover Rate of Employees of 2013 and 2015 by Sector



⁶ Staff turnover refers to employees who left their companies

Table 2.10: Real Estate Services Employees Left in the Past 12 Months by Sector

<u>Sector</u>	<u>No. of posts</u>	<u>No. of Leavers</u>	<u>(%)*</u>
Real Estate Development	12 043	404	(3.4)
Property Management and Maintenance	80 418	14 020	(17.4)
Estate Agency	22 875	4 430	(19.4)
Estate Surveying, Valuation and Consultancy	665	58	(8.7)
Government Departments and Public Sector	10 177	498	(4.9)
Total	126 178	19 410	(15.4)**

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

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

Table 2.11: Real Estate Services Employees Left in the Past 12 Months by Job Level

<u>Job Level</u>	<u>No. of posts</u>	<u>No. of Leavers</u>	<u>(%)*</u>
Managerial/Professional Level	11 529	463	(4)
Supervisory Level	25 651	2 022	(7.9)
Technical Support and Operative Level	88 998	16 925	(19)
Total	126 178	19 410	(15.4)**

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

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

2.14 Table 2.11 shows that at the technical support and operative level, 16 925 employees left their companies, representing 13.4% of the number of posts at the same job level. The total number of employees left their companies was 19 410, representing 15.4% of the total number of posts.

Table 2.12 : Wastage for the Real Estate Services Industry by Sector by Job Level for the Past 12 Months

(i) Real Estate Development

<u>Job Level</u>	<u>No. of Leavers</u>	No. of Recruits with Real Estate Services Related <u>Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	42	42	-	(-)
Supervisory	65	129	-	(-)
Technical Support and Operative	297	175	122	(2.5)
Sub-Total	404	346	58[#]	(0.5)**

(ii) Property Management and Maintenance

<u>Job Level</u>	<u>No. of Leavers</u>	No. of Recruits with Real Estate Services Related <u>Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	233	193	40	(0.9)
Supervisory	1 590	1 250	340	(2.7)
Technical Support and Operative	12 197	8 592	3 605	(5.9)
Sub-Total	14 020	10 035	3 985	(5.1)**

(iii) Estate Agency

<u>Job Level</u>	<u>Leavers</u>	No. of Recruits with Real Estate Services Related <u>Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	19	13	6	(0.4)
Supervisory	162	79	83	(2.8)
Technical Support and Operative	4 249	2 551	1 698	(9.5)
Sub-Total	4 430	2 643	1 787	(8.1)**

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

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

Total wastage of supervisory and technical support and operative levels

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	7	-	7	(2.5)
Supervisory	8	6	2	(1.2)
Technical Support and Operative	43	33	10	(5.0)
Sub-Total	58	39	19	(2.9)**

(v) Government Departments and Public Sector

<u>Job Level</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Real Estate Services Related Experience</u>	<u>Wastage</u>	<u>(%)*</u>
Managerial/Professional	162	25	137	(5.6)
Supervisory	197	27	170	(3.5)
Technical Support and Operative	139	4	135	(6.2)
Sub-Total	498	56	442	(4.6)**
Grand Total	19 410	13 119	6 291	(5.1)#

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

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

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

New Recruitment with Real Estate Services Related Experience

2.15 The survey revealed that 17 121 employees were recruited in the past 12 months. Among these recruited employees, 13 119 employees (76.6%) had real estate services related experience. By sector, property management and maintenance had a highest of 10 035 employees recruited with real estate services experience. By job level, technical support and operative recruited 11 355 employees with real estate services experience. An analysis by sector by job level is shown in Table 2.12.

Wastage⁷

2.16 During the survey period, 19 410 employees left and 13 119 employees were recruited with real estate services related experience. Thus, the wastage was 6 291, which represented 5.1% of the total employee in 2015. The highest wastage rate was recorded for the estate agency sector which was 1 787 employees (8.1% of the number of employees in the same sector). The property management and maintenance sector ranked second with 3 985 employees (5.1% of the number of employees in the same sector) leaving permanently. An analysis of the wastage by sector by job level is shown in Table 2.12.

Recruitment Difficulties in the Past 12 Months

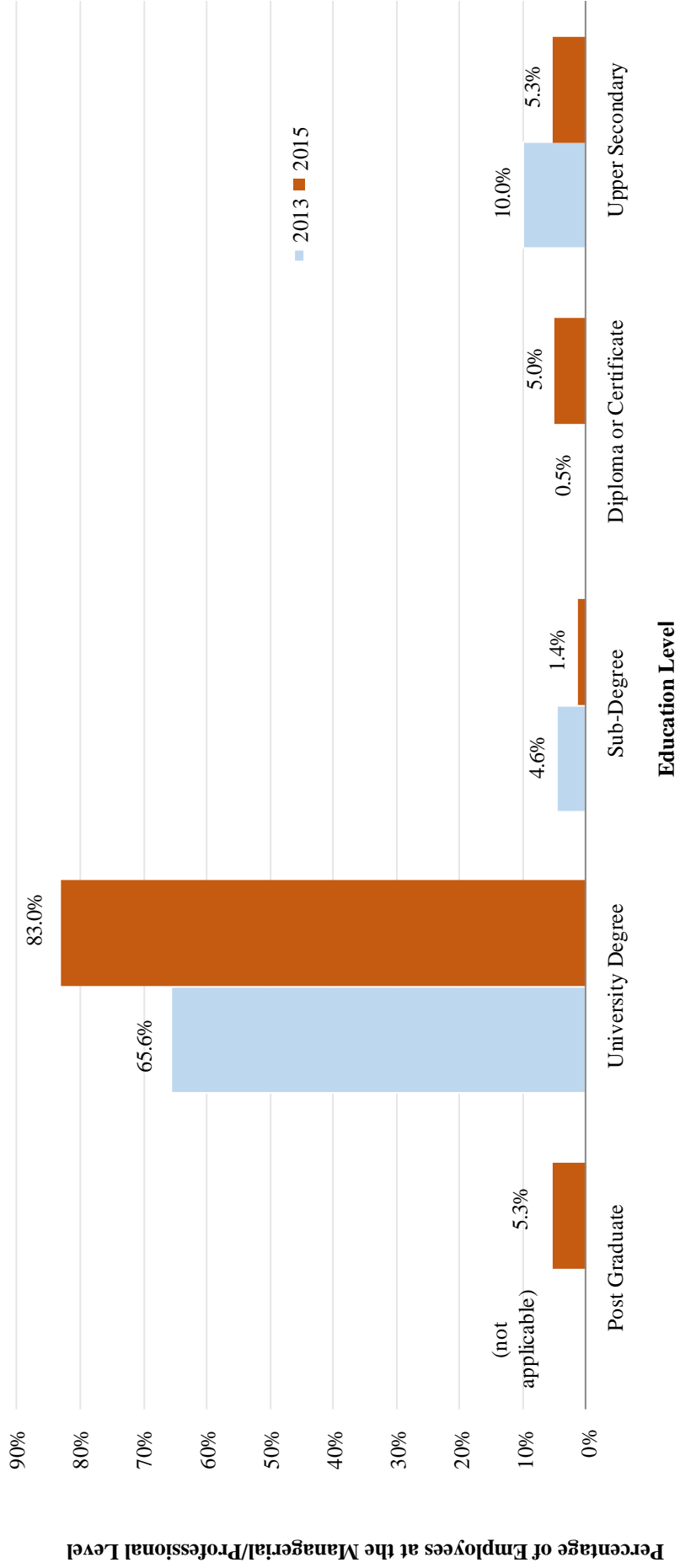
2.17 The survey figures showed that 53% companies who planned to recruit employees in the past 12 months reported difficulties in staff recruitment, particularly in the jobs of estate agency and, property management and maintenance. The survey revealed that the main reason for the recruitment difficulties were the lack of candidates with the relevant experience and unsatisfactory working environment. An analysis by sector by job level is shown in Table 3.6 in **Section III**.

Preferred Education

2.18 Figures 2.7(i) to (iii) show the employers' preferred academic qualifications of their employees in both 2013 and 2015. In this survey, some employers did not specify the preferred academic qualifications for 20 059 employees. For accuracy purpose, only 102 814 employees were analysed. From the analysis, 65.6% and 83% of the employees were preferred to have university degree qualification for the managerial/professional level in 2013 and 2015 respectively. As for the supervisory level, 66.5% and 67.3% of the employees were preferred to have diploma or certificate or above academic qualification in 2013 and 2015 respectively. As for the technical support and operative level, 76.4% and 49.2% of the employees were preferred to have upper Secondary or above academic qualification in 2013 and 2015 respectively. The survey revealed that 38.5% and 1.7% employees were preferred to have professional qualification for the managerial/professional and supervisory levels respectively. A detailed analysis by sector by job level is shown in **Appendix 7**.

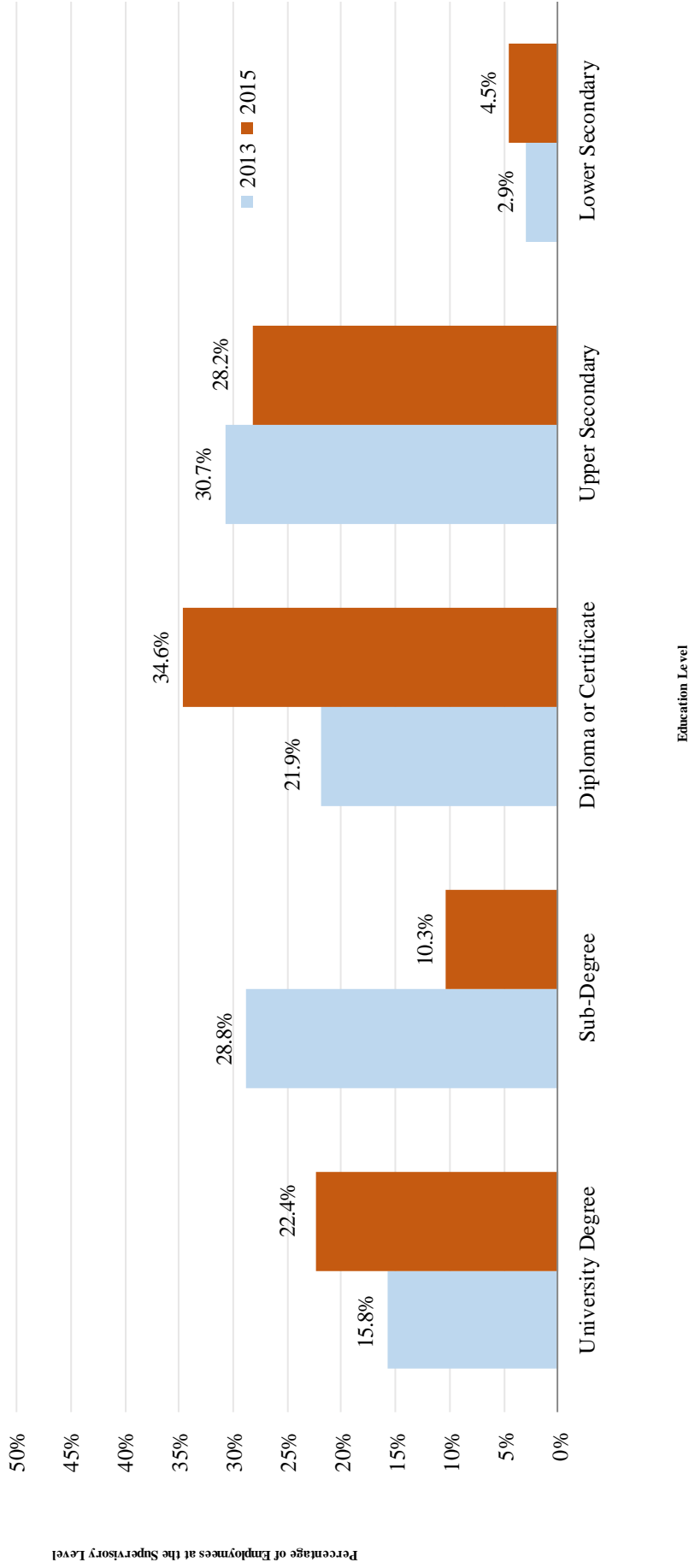
⁷ Wastage refers to number of employees who left the industry

Figure 2.7(i): Preferred Education of Employees at the Managerial/Professional Level in 2013 and 2015



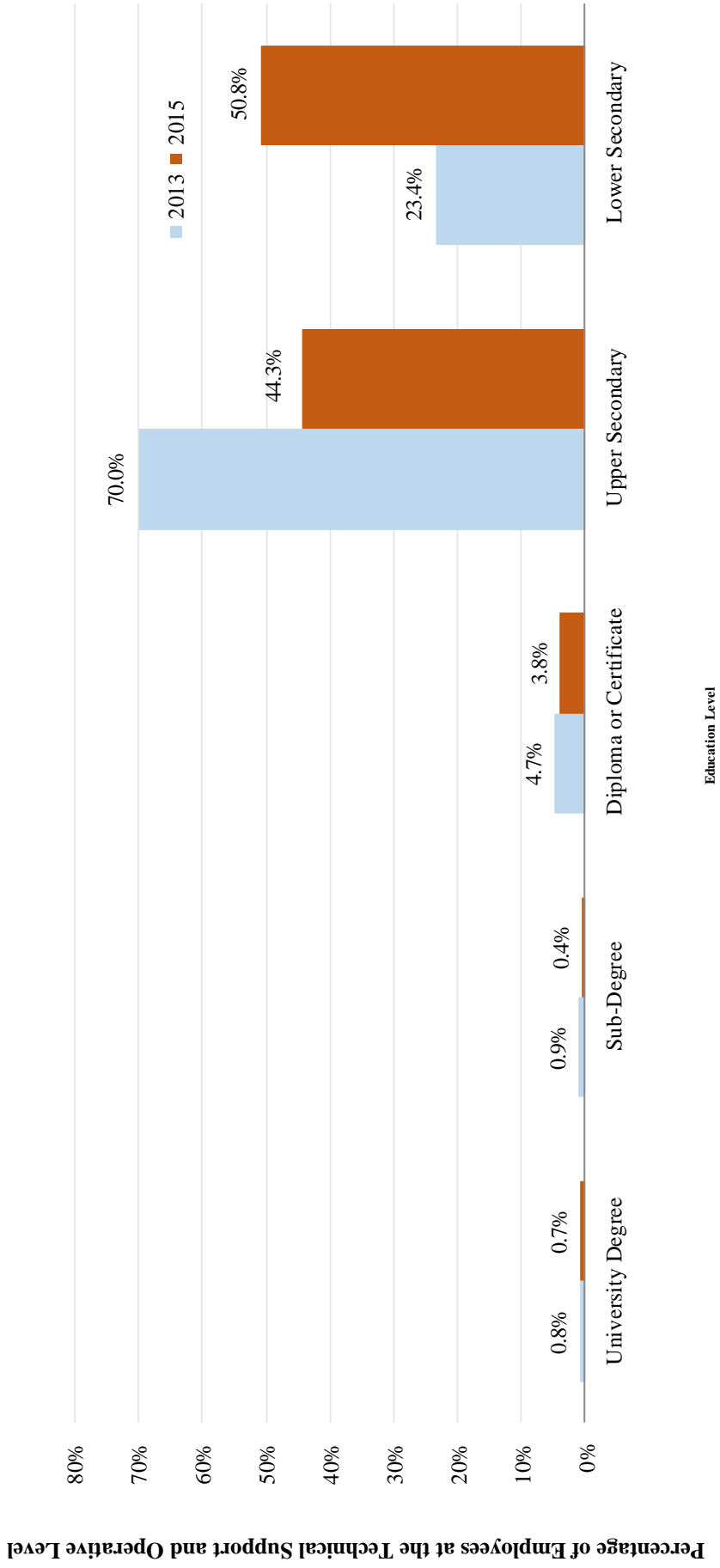
The percentage may not add up to 100 owing to rounding

Figure 2.7(ii): Preferred Education of Employees at the Supervisory Level in 2013 and 2015



The percentage may not add up to 100 owing to rounding

Figure 2.7(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2013 and 2015

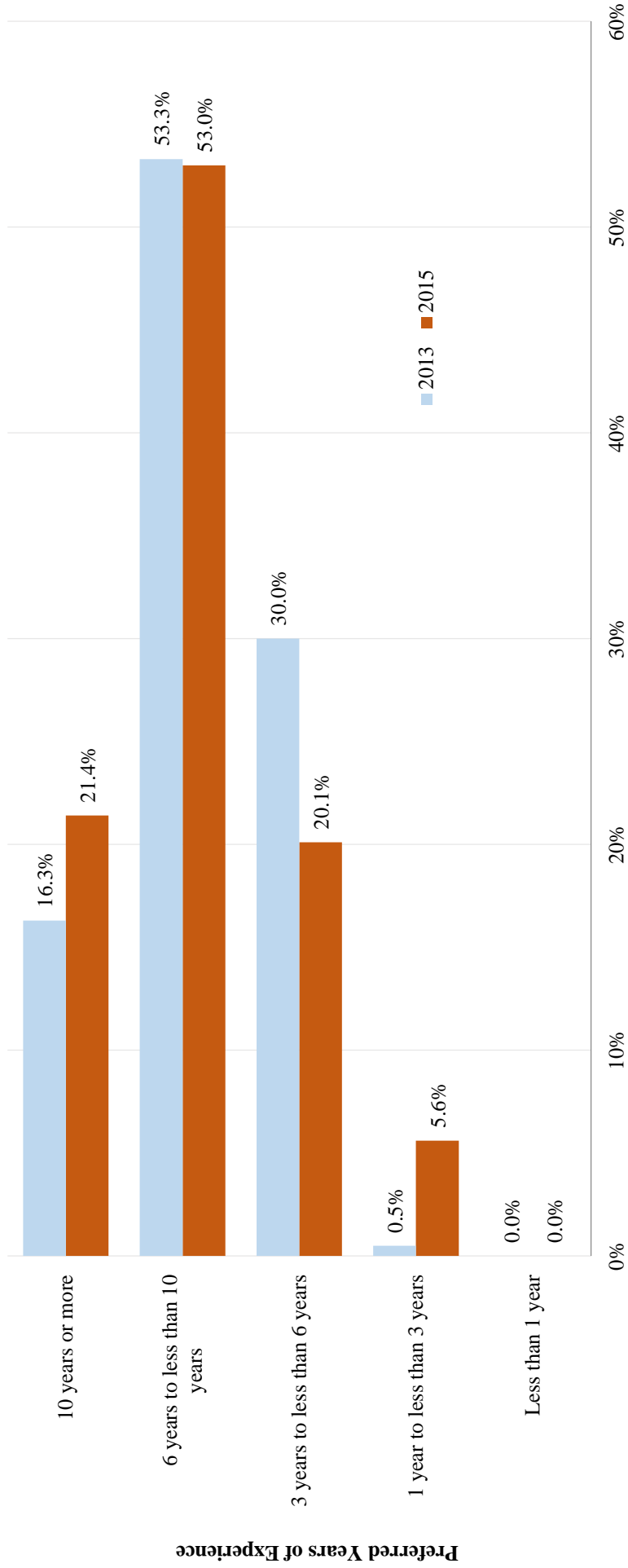


The percentage may not add up to 100 owing to rounding

Preferred Relevant Experience

2.19 Figures 2.8(i) to (iii) show the preferred experience of employees in 2013 and 2015. In this survey, some employers did not specify the preferred relevant experience for 20 919 employees. For accuracy purpose, only 101 954 employees were analysed. From the analysis, 69.6% and 74.4% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2013 and 2015 respectively. As for the supervisory level, 75.6% and 71.2% of the employees were preferred to have more than 3 years of experience in 2013 and 2015 respectively. As for the technical support and operative level, 64.4% and 57.5% of the employees were preferred to have more than 1 year of experience in 2013 and 2015 respectively. A detailed analysis by sector by job level is shown in **Appendix 8**.

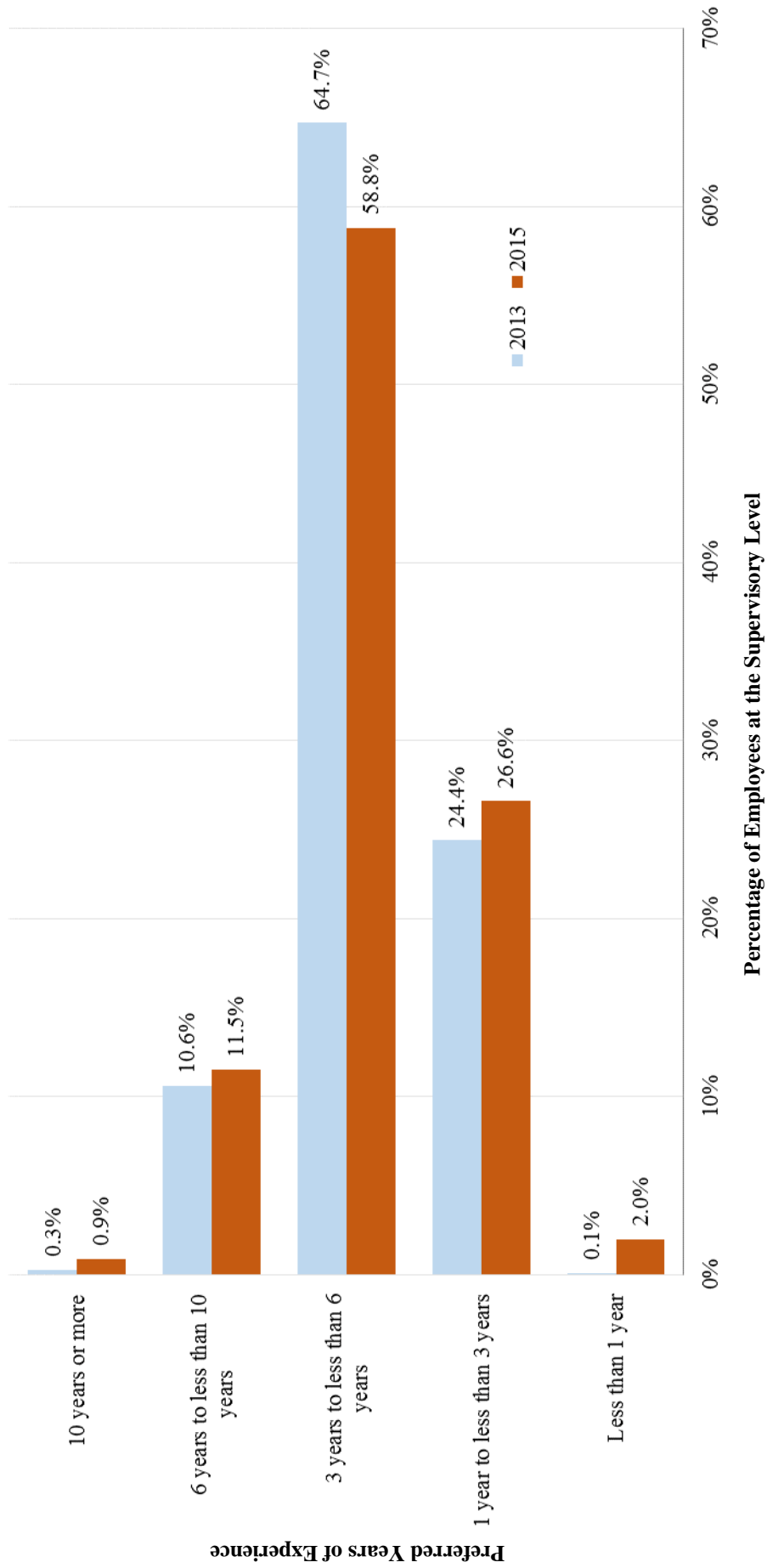
Figure 2.8(i): Preferred Period of Experience of Employees at the Managerial/Professional Level in 2013 and 2015



Percentage of Employees at the Managerial/Professional Level

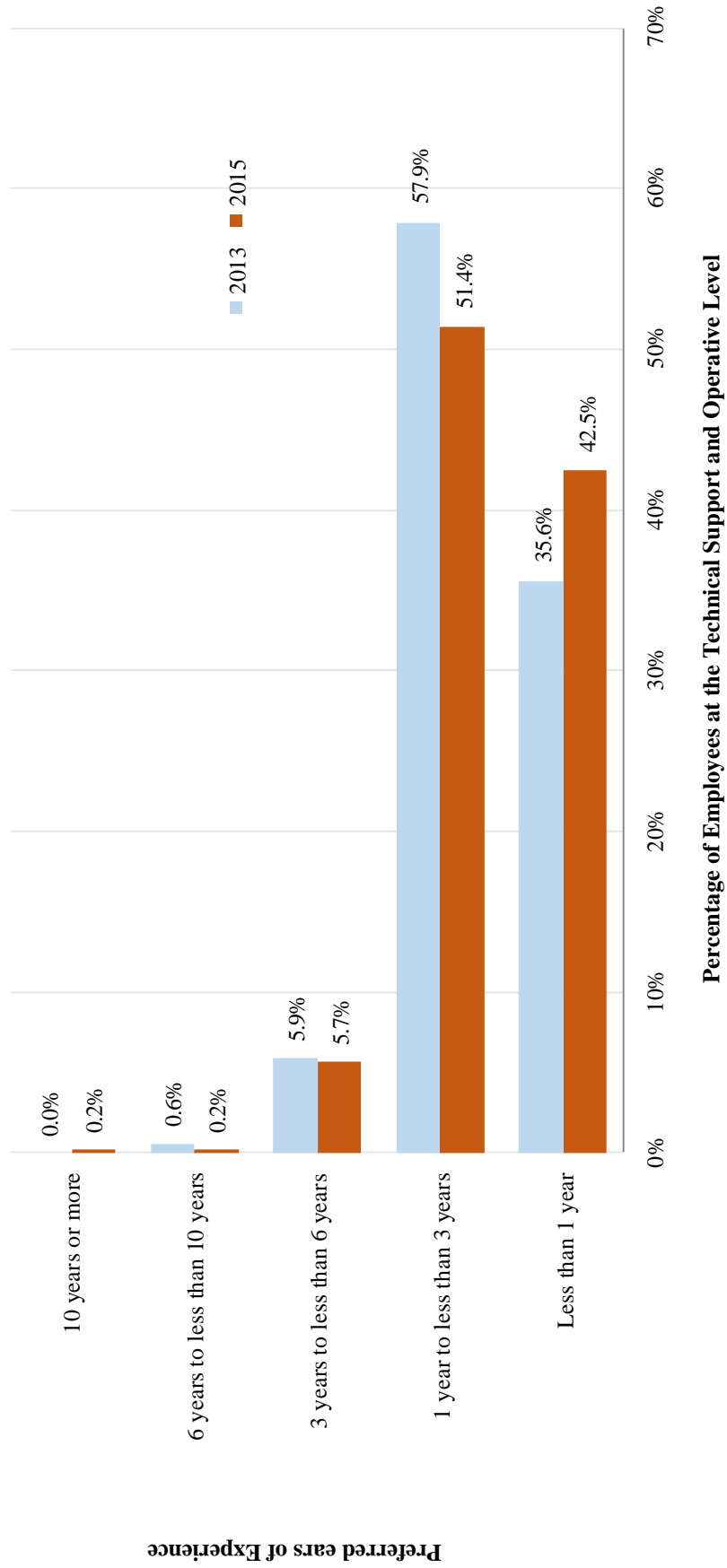
The percentage may not add up to 100 owing to rounding

Figure 2.8(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2013 and 2015



The percentage may not add up to 100 owing to rounding

Figure 2.8(iii): Preferred Period of Experience of Employees at the Technical Support and Operative Level in 2013 and 2015

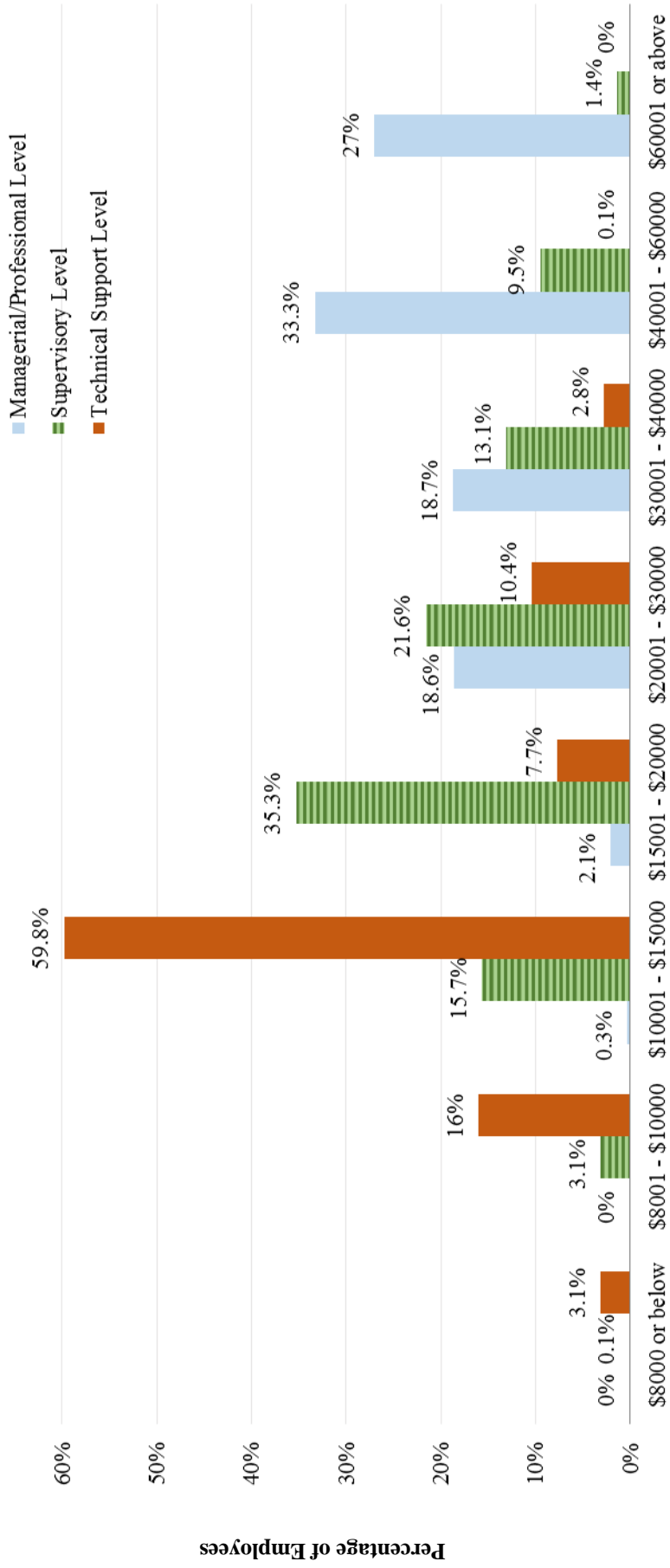


The percentage may not add up to 100 owing to rounding

Income Distribution

2.20 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. In this survey, 27 723 employees’ income distributions were not specified. For accuracy purpose, only 95 150 employees were analysed. Figure 2.9(i) shows the income distribution by job level. The income distribution by sector by job level is shown in Table 2.13. The income distribution by job level for 2013 and 2015 is presented in Table 2.14. Since it is not an income survey, the information obtained is for cross-reference purpose only.

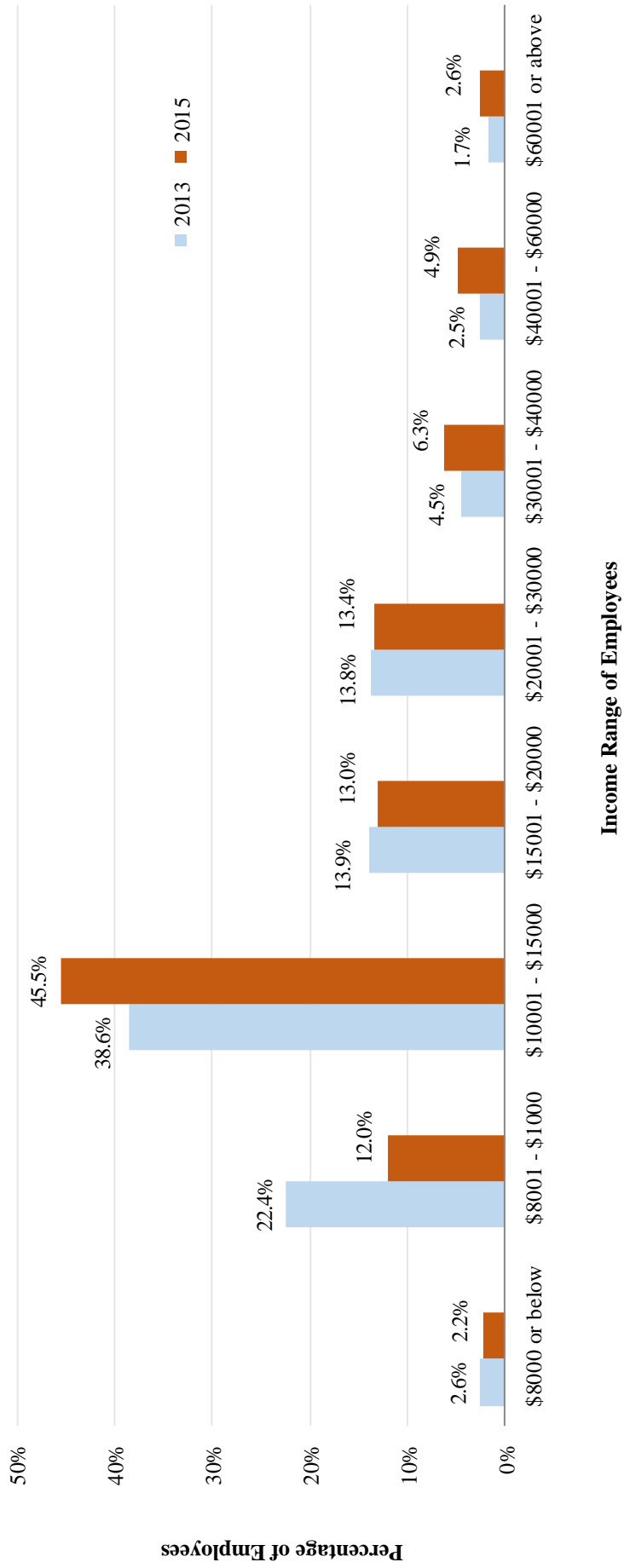
Figure 2.9 (i): Income Distribution of Real Estate Services Employees by Income Range by Job Level



Income Range of Employees by Job Level

The percentage may not add up to 100 owing to rounding

Figure 2.9(ii): Comparison of Income Distribution between 2013 and 2015



The percentage may not add up to 100 owing to rounding

Table 2.13: Income Distribution of Real Estate Services Employees by Sector by Job Level

Real Estate Development Job Level	\$8 000 or below	\$8 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000	\$60 000 or above	Total
Managerial/Professional Supervisory	-	-	-	8	337	456	583	361	1 745
Technical Support and Operative	10	299	1 723	409	116	9	-	-	2 566
Sub-total	10	299	1 890	1 590	1 412	604	633	367	6 805
<u>Property Management and Maintenance</u>									
Managerial/Professional Supervisory	-	-	-	132	820	898	841	274	2 965
Technical Support and Operative	133	10 166	34 948	1 719	1	-	-	-	46 967
Sub-total	133	10 789	37 664	6 945	2 190	1 195	841	274	60 031
<u>Estate Agency</u>									
Managerial/Professional Supervisory	2	-	28	33	268	83	348	245	1 007
Technical Support and Operative	27	-	197	320	609	722	172	273	2 320
Sub-total	1 978	314	2 259	2 929	7 714	2 657	589	518	18 958
<u>Estate Surveying, Valuation & Consultancy</u>									
Managerial/Professional Supervisory	-	-	-	-	56	40	58	35	189
Technical Support and Operative	-	-	-	71	38	3	-	-	112
Sub-total	-	24	93	41	1	-	-	-	159
<u>Government Departments and Public Sector</u>									
Managerial/Professional Supervisory	-	-	-	-	38	49	888	1 282	2 257
Technical Support and Operative	-	-	31	339	1 301	1 445	1 649	-	4 765
Sub-total	-	-	1 441	798	1 344	1 494	2 537	1 282	8 896
Grand Total	2 121	11 426	43 347	12 374	12 755	5 993	4 658	2 476	95 150

Table 2.14: Income Distribution of Real Estate Services Employees in 2013 and 2015 by Job Level

		2013										Total	
<u>Job Level</u>		<u>\$8 000</u> or below	<u>\$8 001 -</u> <u>\$10 000</u>	<u>\$10 001 -</u> <u>\$15 000</u>	<u>\$15 001 -</u> <u>\$20 000</u>	<u>\$20 001 -</u> <u>\$30 000</u>	<u>\$30 001 -</u> <u>\$40 000</u>	<u>\$40 001 -</u> <u>\$60 000</u>	<u>\$60 000</u> or above			Total	
Managerial/Professional Supervisory		-	-	20	113	2 446	2 134	2 129	1401			8 243	
Technical Support and Operative		21	58	4 232	8 464	4 638	2 309	321	248			20 291	
		2 545	22 202	34 086	5 201	6 656	47	20	-			70 757	
Total		2 566 (2.6%)	22 260 (22.4%)	38 338 (38.6%)	13 778 (13.9%)	13 740 (13.8%)	4 490 (4.5%)	2 470 (2.5%)	1 649 (1.7%)			99 291	
		2015										Total	
<u>Job Level</u>		<u>\$8 000</u> or below	<u>\$8 001 -</u> <u>\$10 000</u>	<u>\$10 001 -</u> <u>\$15 000</u>	<u>\$15 001 -</u> <u>\$20 000</u>	<u>\$20 001 -</u> <u>\$30 000</u>	<u>\$30 001 -</u> <u>\$40 000</u>	<u>\$40 001 -</u> <u>\$60 000</u>	<u>\$60 000</u> or above			Total	
Managerial/Professional Supervisory		2	-	28	173	1 519	1 526	2 718	2 197			8 163	
Technical Support and Operative		27	623	3 111	6 997	4 276	2 606	1 871	279			19 790	
		2 092	10 803	40 208	5 204	6 960	1 861	69	-			67 197	
Total		2 121 (2.2%)	11 426 (12%)	43 347 (45.5%)	12 374 (13%)	12 755 (13.4%)	5 993 (6.3%)	4 658 (4.9%)	2 476 (2.6%)			95 150	

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

Training to Employees

2.21 Table 2.15 shows that during the survey period, 87 098 places were provided to employees for different types of training. Among the total number of training received by employees, generic skills training was the most popular followed by specific knowledge/skills of estate agency. Details of training to employees in the past 12 months by type by job level are illustrated in **Appendix 10**.

Table 2.15: Training to Employees in the Past 12 Months by Type by Job Level

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	338	72	76	486
Property/Housing Management	1 699	4 132	9 467	15 298
Estate Agency	918	2 477	24 660	28 055
Estate Surveying, Valuation and Consultancy	1 161	781	154	2 096
Real Estate Services In the Mainland	131	74	40	245
Generic Skills	6 312	8 875	15 286	30 473
Other Types of Training	1 751	4 147	4 547	10 445
Total (%)**	12 310 (14.1)	20 558 (23.6)	54 230 (62.3)	87 098

* *Employee might take up more than one training course*

(%)** *As percentage of the total number of training place*

2.22 Table 2.16 also shows that employers planned to provide 79 221 training places to their employees in the next 12 months. The majority of these trainings places were in-house training (68 626, 86.6%) provided by the employers. As for sponsored training there were 10 595 (13.4%) training places. By job level, the technical support and operative level had 47 543 training places, of which 39 997 is in-house training. The supervisory level had 20 056 training places while the managerial/professional level had 11 622 training places.

Table 2.16: Training to Employees in the Next 12 Months by Type by Job Level
Number of Training Places by Job Level*

<u>Types of Training</u>	<u>Managerial/Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operative</u>		<u>Total</u> (%)**
	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	
Property Development	89	323	99	105	18	10	644 (0.8)
Property/Housing Management	201	1 307	582	3 884	1 157	9 171	16 302 (20.6)
Estate Agency	81	524	605	1 612	3 066	15 957	21 845 (27.6)
Estate Surveying, Valuation and Consultancy	90	1 448	119	754	92	100	2 603 (3.3)
Real Estate Services In the Mainland	57	93	80	101	142	8	481 (0.6)
Generic Skills	166	5 985	543	8 314	2 334	10 622	27 964 (35.3)
Other Types of Training	52	1 206	285	2 973	737	4 129	9 382 (11.8)
Total (%)**	736 (1)	10 886 (13.7)	2 313 (2.9)	17 743 (22.4)	7 546 (9.5)	39 997 (50.5)	79 221

* An employee may take up more than one training course
 As percentage of total training places

Percentage may not add up to 100 owing to rounding

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

2.23 The survey revealed that employers generally expected an increase in manpower due to the fluctuation of economy in the next 12 months. Among all sectors, the employers of property management and maintenance expected an increase of 1 525 employees, which was the highest, followed by an expected increase of 787 employees in the estate agency sector. Almost all sectors expected manpower change within Hong Kong. The expectation of manpower change due to the fluctuation of economy by sector and job level is illustrated in Table 2.17.

Possible Reasons for Manpower Change in the Next 12 Months

2.24 In the survey, the employers also indicated the possible reasons for manpower due to the change of economy in the next 12 months. The employers only indicated 652 manpower change in a total of 2 654 expected manpower change. As shown in Table 2.18, among all the possible reasons, business expansion / contraction was most significant. There was 42.2% of manpower change due to this possible reason. The increase in manpower mainly rest with technical support and operative level employees, which was 78.7%.

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

2.25 In the survey, 18.9% employees indicated that compulsory training would help to maintain their professional competency and enhance their knowledge and skills. The detail of the survey result is presented in Table 2.19.

Table 2.17: Expectation of Manpower Change due to the Fluctuation of Economy in the Next 12 Months

Sector	Managerial/Professional			Supervisory		Technical Support and Operative			Total (%)*
	Hong Kong	Mainland	Other Cities	Hong Kong	Mainland	Hong Kong	Mainland	Other Cities	
Real Estate Development	19	-	-	25	-	-	-	45	89 (3.4)
Property Management and Maintenance	67	-	-	220	-	-	-	1 238	1 525 (57.5)
Estate Agency	-	-	-	23	-	-	-	764	787 (29.7)
Estate Surveying, Valuation and Consultancy	-	-	-	2	-	-	-	-5	-3 (-0.1)
Government Departments and Public Sector	87	-	-	106	-	-	-	63	256 (9.7)
Total	173	0	0	376	0	0	0	2 105	0

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

Table 2.18: Possible Reasons for Manpower Change in the Next 12 Months

	Managerial/ Professional <u>Level</u>	Supervisory <u>Level</u>	Technical Support & Operative <u>Level</u>	Total (%)*
Change of manpower cost	1	3	7	11 (1.7)
Change in economic outlook	3	7	27	37 (5.7)
Reorganization of company	2	4	12	18 (2.8)
Business expansion / contraction	23	30	222	275 (42.2)
Outsourcing / In-sourcing of work	8	8	10	26 (3.9)
Others	15	35	235	285 (43.7)
Total	52 (8)**	87 (13.3)	513 (78.7)	652

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

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

Table 2.19: Compulsory Training will help employees to maintain their professional competency and enhance their knowledge and skills

	Managerial/ Professional <u>Level</u>	Supervisory <u>Level</u>	Technical Support & Operative <u>Level</u>	Total (%)*
Real Estate Development				
Yes	148	130	202	480 (12.6)
No	302	566	439	1 307 (34.4)
No comment	453	618	948	2 019 (53)
Property Management and Maintenance				
Yes	57	118	117	292 (18.5)
No	196	187	298	681 (43)
No comment	166	232	211	609 (38.5)
Estate Agency				
Yes	81	267	823	1 171 (23.1)
No	340	521	1 460	2 321 (45.9)
No comment	154	534	882	1 570 (31)
Estate Surveying, Valuation and Consultancy				
Yes	42	18	24	84 (32.4)
No	38	8	7	53 (20.5)
No comment	47	32	43	122 (47.1)
Government Departments and Public Sector				
Yes	2	2	2	6 (14.6)
No	3	3	1	7 (17.1)
No comment	9	9	10	28 (68.3)
Total	2 038 (18.9)**	3 245 (30.2)	5 467 (50.9)	10 750 (100)

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

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

SECTION III

CONCLUSIONS

The Survey Findings

3.1 The Training Board has examined the survey findings and considers that they generally reflect the manpower situation of the real estate services industry at the time of the survey. There were 4.8% and 6.6% increases in technical and non-technical manpower over two years respectively.

3.2 The Training Board notes that there was a general increase in the manpower of all sectors with property management and maintenance being highest, which was 7%.

3.3 The Training Board also notes an incremental trend from 1999 to 2011, the number of employees of the industry rose steadily from 68 678 to 122 873, despite the economic turmoil in 2001, 2008 and SARS outbreak in 2003.

3.4 During the survey period, the Government of the HKSAR introduced a number of amendments to the stamp duty with the intention of cooling an over-heated property market, the Hong Kong Monetary Authority also introduced a new round of mortgage-tightening measures of increasing the loan-to-value ratio for residential properties under HK\$7 million would be capped at 60 percent. Those measures caused the contraction of second hand properties transaction volumes. However, with the increasing number of first hand properties supply, the estate agency sector still had its manpower rise of 0.2% comparing to 2013.

3.5 The Training Board also observes that the number of training places in the past 12 months tremendously increased from 54 416 to 87 098 within two years, which was 60%. Also the number of training places in the next 12 months would be 79 221, which was 83% higher than the survey of 2013. The Training Board reveals that there will be substantial training needs of the industry.

3.6 Regarding the difficulties in staff recruitment, the main cause of recruitment difficulties was the lack of candidates with relevant experience. As a result, employers preferred employees have lesser period of experience at Management/Professional and technical support and operative levels.

3.7 Employers tended to explore various means to retain their employees in view of the recruitment difficulties. The up-shift of the income range of real estate employees were generally employed as an effective retention strategy. The Training Board believes that this practice will be continued in the coming years.

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

Vacancies

3.9 Table 3.1 shows that there were 3 305 vacancies for all sectors of the real estate services industry at the time of survey, representing 2.6% of the existing posts, 0.8% higher than the vacancy rate of 1.8% as in 2013. The Training Board considers that real estate services trainings for school leavers, job seekers and in-service practitioners will facilitate the filling up of these vacancies.

Manpower Structure

3.10 The survey revealed that during the survey period, there were 122 873 employees in the industry. The data on the manpower, vacancies and employers' forecast growth by job level is summarized in Table 3.1 as follows:

Table 3.1: Manpower Structure of the Real Estate Services Industry by Job Level

<u>Job Level</u>	<u>No. of Employees in May 2015</u>	<u>No. of Vacancies in May 2015</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in May 2016</u> (%)*
Managerial/Professional	11 318	211	-99	11 430 (-0.9)
Supervisory	25 025	626	-164	25 487 (-0.6)
Technical Support & Operative	86 530	2 468	-95	88 903 (-0.1)
Total	122 873	3 305	-358	125 820 (-0.3)**

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

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

Employers' Manpower Forecast for May 2016

3.11 Employers forecasted that the total number of posts would decrease from 126 178 in May 2015 to 125 820 in May 2016, accounting for a decrease of 0.3%. The Training Board observes that the economy and the property market were thriving during the survey period and manpower was drawn to other sectors to cope with its manpower demand. However, with the completion of various development and continuation of existing measures to cool the property market, employers seemed quite cautious in making their future manpower forecast. Moreover, the employer's forecast tended to be conservative. Table 3.2 stipulates the manpower figures derived from the manpower surveys conducted by the Training Board, the projection by Labour Market Analysis (LMA) approach and employer's forecast.

Table 3.2: Comparison of Projected Manpower (LMA) with Employer's Forecast from 2005 to 2016

Year	Actual Manpower acquired by Manpower Survey*	Projected Manpower acquired by LMA	Employer's Forecast (at the time of survey)
2005	89 885	89 965	
2006		90 371	90 015
2007	92 901	91 036	
2008		94 195	92 706
2009	104 157	95 287	
2010		105 122	104 981
2011	118 494	106 031	
2012		110 203	118 331
2013	119 291	121 083	
2014		120 591	119 092
2015	122 873	121 359	
2016		124 588	125 820

**including vacancies*

Manpower Projection for 2016 to 2018 by the Labour Market Analysis (LMA) Approach

3.12 In 2013, the Training Board had projected a manpower of 121 359 for 2015 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model.

3.13 The Training Board applies this I/O model to project the manpower for years up to 2018. Based on the model, the real estate services industry consists of 2 groups. Group A is for private sectors including sectors of real estate development, property management and maintenance, estate agency, and, estate surveying, valuation and consultancy. Group B is for the government departments and public sector. The manpower projection for the 2 groups will be based on deriving the relationship between the production of buildings in the group and the number of workers needed.

3.14 The stocks of private residential flats⁸ and non-residential flats⁹ are defined as the production in Group A. The forecast production of residential and non-residential flats in 2015 and 2016 is provided by the Rating and Valuation Department while the forecast production in 2017 and 2018 is projected by the Adaptive Filtering Method.

3.15 To generate the employment effect, it is assumed that 48.28% and 51.57% of the total manpower belonging to this Group are responsible for residential flats and non-residential flats respectively. This assumption is based on the distribution of the completion of the types of building in the period from 2010 to 2014. Two employment coefficients are then generated. One is used to project the number of employees needed for residential flats and the other is for non-residential flats. The manpower projection in Group A is presented in Table 3.3.

Table 3.3: Projection of Real Estate Services Manpower for the Private Sector from 2016 to 2018

Group A

Year	Actual Manpower		Projected Manpower		Total Projected Manpower	Employers' Forecast (at the time of survey)
	Manpower for residential flats	Manpower for non-residential flats	Manpower for residential flats	Manpower for non-residential flats		
2015	54 721	58 619				
2016F			55 681 (1.75%)*	59 259 (1.09%)*	114 940 (1.41%)*	115 927 (2.28%)*
2017F			56 000 (0.57%)**	59 672 (0.70%)**	115 672 (0.64%)**	
2018F			56 330 (0.59%)**	60 035 (0.61%)**	116 365 (0.60%)**	

* as percentage change vs actual manpower in 2015

** as percentage change vs projected manpower in the previous year

⁸ The stocks of residential flats in the private sector are measured by the number of flats. (Source: Rating & Valuation Department)

⁹ Non-residential flats include private offices, commercial, industrial / offices, flatted factories, specialized factories and storages. Its measure is square meter. (Source: Rating & Valuation Department)

3.16 The stock of public residential flats¹⁰ is defined as the production in Group B. The forecast production of public residential flats in 2016 to 2018 is provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS). The approach to generate employment effect in Group B is the same as in Group A. The employment coefficient is then used to project the number of employees required for public housing. A summary of the manpower projection in Group B is presented in Table 3.4.

Table 3.4: Projection of Real Estate Services Manpower for the Public Sector in 2016 to 2018

Group B

<u>Year</u>	<u>Actual Manpower</u>	<u>Projected Manpower</u>	<u>Employers' Forecast (at the time of survey)</u>
2015	9 533		
2016F		9 648 (1.21%)*	9 893 (3.78%)*
2017F		9 742 (0.97%)**	
2018F		9 979 (2.43%)**	

* as percentage change vs actual manpower in 2015

** as percentage change vs projected manpower in the previous year

3.17 The total manpower for the whole Real Estate Sector is the aggregation of the projected manpower for the two groups, which are presented in Table 3.5 and Figure 3.1 below. Additional information required for LMA projection is given in the **Appendix 11**.

¹⁰ The stocks of public residential flats are measured by the number of flats. The stocks comprise:

- Public rental housing (PRH) flats and interim housing (IH) provided by the Housing Authority (HA),
- Public rental housing flats and Senior Citizen Residences Scheme (SEN) flats provided by HS,
- HA subsidized sale flats sold under the Tenants Purchase Scheme (TPS),
- HA subsidized sale flats under the Home Ownership Scheme (HOS), the Private Sector Participation Scheme (PSPS), the Middle Income Housing Scheme (MIHS), the Buy-or-Rent Option Scheme (BRO), and the Mortgage Subsidy Scheme (MSS),
- HS subsidized flats under the Flat-for Sales Scheme (FFSS) and the Sandwich Class Housing Scheme (SCHS),
- HS Urban Improvement Scheme (UIS) flats.

From Q12002 onwards, HOS/MIHS/PSPS/BRO/MSS/TPS/FFSS/SCHS that can be traded in open market are classified as private permanent housing.

(Sources: HA and HS)

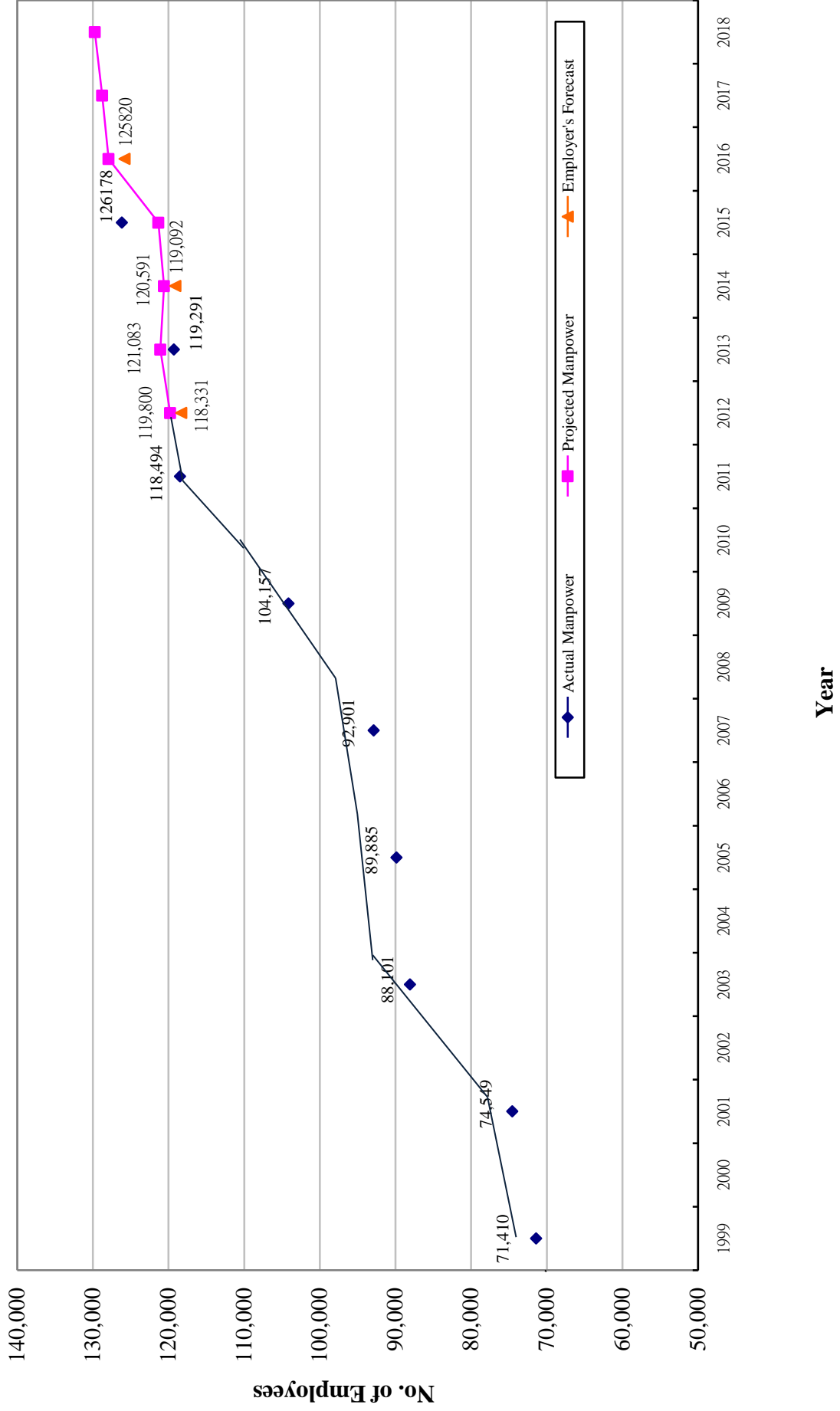
**Table 3.5: Manpower Projection of the Real Estate Services Industry
in 2016 to 2018**

<u>Year</u>	<u>Actual Manpower</u>	<u>Projected Manpower</u>	<u>Employers' Forecast (at the time of survey)</u>
2015	122 873		
2016F		124 588 (1.40%)*	125 820 (2.40%)*
2017F		125 414 (0.66%)**	
2018F		126 344 (0.74%)**	

* as percentage change vs actual manpower in 2015

** as percentage change vs projected manpower in the previous year

Figure 3.1: Manpower Situation and Projection for the Real Estate Services Industry



Employees Travelled to the Mainland

3.18 Table 2.5 shows that 461 and 321 employees in the real estate development and estate agency sectors travelled to the Mainland in the past 12 months respectively. The two numbers represented 82.9% of those who had travelled frequently to the Mainland in the past 12 months. The Training Board is of the view that the increasing number of employees travelled to the Mainland indicates the demand of real estate services experts in the Mainland persisted especially in the real estate development and the estate agency sectors in the Mainland. Appropriate training on the needs of the real estate services industry in the Mainland could be given to employees to further their career development in the Mainland.

Promotion Pattern

3.19 Table 2.9 reveals that 1 186 positions (1% of the total of employees) were filled by internal promotion. Among these promoted employees, 770 (64% of the employees promoted) were in the property management and maintenance sector. There were 918 (or 77.4%) out of 1 186 employees promoted to supervisory level. The Training Board observes that the real estate services industry was gearing towards the provision of quality services. Promotion was an important tactics to retain quality human resource.

Staff Turnover in the Past 12 Months

3.20 As indicated in Figure 2.6, the turnover rates for the real estate services industry in 2013 and 2015 were 15.5% and 15.4% respectively. The Training Board observes that the mobility of employees in the estate agency sector was higher and responded faster to the change of economy.

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

Wastage

3.22 Of the 19 410 employees who left their compaines, 6 291 left permanently as shown in Table 2.12. The wastage rate was 5.1% of the total employees in 2015. The Training Board opines that the wastage rate was indicative of the manpower situation of the industry. More training could be provided to school leavers, job seekers and the new recruits to prepare them for a career in the real estate services industry.

3.23 The technical support and operative level in the property management and maintenance sector recorded the highest wastage of employees, which was 3 605 employees (5.9% of employees in the same sector) leaving permanently. As the unemployment rate of Hong Kong was consistently low, employees in the sector were actively seeking employment opportunities elsewhere. In terms of wastage rate, the technical support and operative level employees in the estate agency sector recorded the highest wastage rate of 9.5% (1 698 employees). Employees in the sector moved into other industries because of the contraction of transaction volumes of properties market. As such, the Training Board opines that the wastage of the employees in this sector highly relies on future Government's housing policy.

Recruitment Difficulties

3.24 The Training Board observes that 53% companies who planned to recruit employees in the past 12 months reported difficulties in the recruitment of staff. As shown in Table 3.6, out of the 986 indicated reasons for recruitment difficulties, 388 (39.4%) were the lack of candidates with the relevant experience. Of the total reasons for recruitment difficulties, 579 and 475 were recorded for the property management and maintenance, and, the estate agency sectors. The Training Board is of the view that the demands for property management and maintenance, and, estate agency training are substantial.

Table 3.6: Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level

(i) Real Estate Development

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	9	11	10	30
Unsatisfactory terms of employment	2	2	7	11
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	1	1
Insufficient trained/qualified manpower in the related disciplines	3	3	5	11
Others	2	2	4	8
Unspecified	58	58	58	174
Sub-Total	74	76	85	235

(ii) Property Management and Maintenance

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	14	30	147	191
Unsatisfactory terms of employment	2	16	125	143
Unsatisfactory working environment	1	11	50	62
Limited career prospects	-	1	24	25
Insufficient trained/qualified manpower in the related disciplines	8	12	18	38
Others	4	5	41	50
Unspecified	24	22	24	70
Sub-Total	53	97	429	579

(iii) Estate Agency

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	4	140	147
Unsatisfactory terms of employment	-	3	148	151
Unsatisfactory working environment	-	-	8	8
Limited career prospects	-	-	3	3
Insufficient trained/qualified manpower in the related disciplines	-	1	2	3
Others	-	2	67	69
Unspecified	18	20	56	94
Sub-Total	21	30	424	475

(iv) Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	-	2	7	9
Unsatisfactory terms of employment	-	-	1	1
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	-	-	-	-
Others	-	-	-	-
Unspecified	1	1	1	3
Sub-Total	1	3	9	13

(v) Government Departments and Public Sector

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	2	4	5	11
Unsatisfactory terms of employment	1	3	3	7
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	2	2	1	5
Others	-	-	2	2
Unspecified	4	4	4	12
Sub-Total	9	13	15	37
Grand Total	158	219	962	1 399

Preferred Education

3.25 Figures 2.7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2013 and 2015. In this survey, some employers did not specify the preferred academic qualifications for 20 059 employees. For accuracy purpose, only 102 814 employees were analysed. From the analysis, 65.6% and 83% of the employees were preferred to have university degree qualification for the managerial/professional level in 2013 and 2015 respectively. As for the supervisory level, 66.5% and 67.3% of the employees were preferred to have diploma or certificate or above academic qualification in 2013 and 2015 respectively. As for the technical support and operative level, 76.4% and 49.2% of the employees were preferred to have Upper Secondary or above academic qualification in 2013 and 2015 respectively. The Training Board is of the view that the high employment rate of industries during the survey period, employees at managerial/professional and supervisory levels had better chances to mobilize to other industries. In order to recruit enough manpower, employers may be more flexible on entry requirement of academic qualification.

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

Preferred Period of Experience

3.27 Figures 2.8(i) to (iii) show the preferred experience for employees in 2013 and 2015. In this survey, some employers did not specify the preferred relevant experience for 20 919 employees. For accuracy purpose, only 101 954 employees were analysed. From the analysis, 69.6% and 74.4% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2013 and 2015 respectively. As for the supervisory level, 75.6% and 71.2% of the employees were preferred to have more than 3 years of experience in 2013 and 2015 respectively. As for the technical support and operative level, 64.4% and 57.5% of the employees were preferred to have more than 1 year of experience in 2013 and 2015 respectively. The Training Board observes an upward adjustment of the preferred period of experience for managerial/professional level and supervisory levels while a downward adjustment for technical support and operative level employees to cope with expanding business and the recruitment difficulties.

Training Need of Employees

3.28 As shown in Table 2.15, among the 87 098 training places, 30 473 (35%) were for generic skills, 28 055 (32.2%) were for estate agents and 15 298 (17.6%) were for property / housing management. Table 2.16 also reveals that out of the 79 221 training places in the next 12 months, 27 964 (35.3%) would be for generic skills, 16 302 (20.6%) would be for property / housing management and 21 845 (27.6%) would be for estate agency. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the supervisory and technical support and operative level to keep their career advancement.

3.29 Table 2.16 also reveals that 68 626 training places (86.6% of the total training places) would be provided in-house. The Training Board observes that the employers were conservative in sponsoring their employees for external training.

Projected Additional Training Requirements for 2016

3.30 Based on the wastage of employees and the projected manpower requirements for the next 12 months, the Training Board recommends additional training requirements of the real estate services industry for May 2016 by private and public sectors by job level are shown in Tables 3.7 (i) to (ii).

Table 3.7: Projected Additional Training Requirements for 2016

(i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2015</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2016</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	8 854	53	125	178
Supervisory	20 119	547	285	832
Technical Support & Operative	84 367	5 362	1 190	6 552
Total	113 340	5 962	1 600	7 562

(ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2015</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2016</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	2 464	137	30	167
Supervisory	4 906	170	59	229
Technical Support & Operative	2 163	135	26	161
Total	9 533	442	115	557

3.31 The additional training requirements of the real estate services industry for May 2016 by job level are shown in Table 3.8.

**Table 3.8: Projected Additional Training Requirements for 2016
for the Real Estate Services Industry**

<u>Job Level</u>	<u>No. of Employees in May 2015</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2016</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	11 318	190	155	345
Supervisory	25 025	717	344	1 061
Technical Support & Operative	<u>86 530</u>	<u>5 497</u>	<u>1 216</u>	<u>6 713</u>
Total	122 873	6 404	1715	8 119

3.32 Different training courses offered to the real estate services industry are in Table 3.9. Other short courses in real estate related training are shown at Table 3.10.

Table 3.9: Training Courses for the Real Estate Services Industry

Tertiary/Vocational Institutions	Course Title	Duration of the Course for 2015 and 2016
City University of Hong Kong	Bachelor of Engineering in Building Services Engineering (FT)	4 years
	Bachelor of Science in Surveying (FT)	4 years
	Associate of Science in Surveying (Building Surveying/ Estate Surveying/ Quantity Surveying) (FT)	2 years
	Associate of Science in Constuction Engineering and Management (FT)	2 years
	Associate of Science in Building Services Engineering (FT)	2 years
The Hong Kong Polytechnic University	Master of Science / Postgraduate Diploma in Construction and Real Estate (FT/PT)	1 year / 2.5 years
	Master of Engineering in Building Services Engineering (PT)	1 year
	Master of Science in Building Services Engineering (FT/PT)	1 year / 2.5 years
	Bachelor of Science (Honours) in Property Management (FT)	4 years
	Bachelor of Engineering (Honours) in Building Services Engineering (FT)	4 years
	Bachelor of Science (Honours) in Building Engineering and Management (FT)	4 years
	Bachelor of Science (Honours) in Surveying (FT)	4 years
	Higher Diploma in Building Services Engineering (FT)	2 years
	Higher Diploma in Building Technology and Management (Surveying) (FT)	2 years

Hong Kong Institute of Vocational Education	Higher Diploma in Building Services Engineering (FT/PT)	2 years / 3 years
	Higher Diploma in Surveying (FT/PT)	2 years / 3 years
	Higher Diploma in Building Studies (FT/PT)	2 years / 3 years
	Higher Diploma in Real Estate Management (FT)	2 years
Technological and Higher Education Institute of Hong Kong	Bachelor of Engineering (Honours) in Building Services Engineering (FT)	2 – 4 years
	Bachelor of Science (Honours) in Surveying (FT)	2 – 4 years
Youth College	Diploma of Vocational Education (Building Services Engineering) (FT)	1 year
School for Higher and Professional Education	Bachelor of Science (Honours) in Quantity Surveying (PT)	1.5 years
	Bachelor of Science (Honours) in Building Surveying (PT)	1.5 years
	Bachelor of Engineering (Honours) in Building Services and Sustainable Engineering (PT)	1.5 years
The Hong Kong Polytechnic University – School of Professional Education and Executive Development	Bachelor of Engineering (Honours) in Building Services Engineering (FT)	2 years
	Bachelor of Science (Honours) in Surveying (PT)	4 years
The University of Hong Kong – School of Professional and Continuing Education	Professional Diploma in Housing Management (PT)	3 years
	Certificate in Property Management (PT)	1 year
	Master of Science in Facilities Management (PT)	2 – 5 years
	Master of Science in Real Estate (PT)	2 – 5 years
	Bachelor of Science (Honours) in Work Based Learning Studies (Real Estate) (PT)	1.5 – 6 years
The University of Hong Kong – SPACE Po Leung Kuk Community College	Higher Diploma in Real Estate Management (FT)	2 – 3 years

* PT – Part-time, FT – Full-time

Table 3.10: Short Courses in Real Estate Related Training

Tertiary/Vocational Institutions	Course Title	Duration of the Course
The University of Hong Kong – School of Professional and Continuing Education	Measurement for Building Services Works (PT)	30 hours
	Short Preparatory Course for Estate Agents Qualifying Examination (PT)	21 hours
	Short Preparatory Course for Estate Salespersons Qualifying Examination (PT)	18 hours
	Becoming a Quantity Surveyor (PT)	30 hours
	Becoming a General Practice Surveyor (PT)	36 hours
	Becoming a Building Surveyor (PT)	36 hours
	Introduction to Building Services Engineering (PT)	42 hours
	Professional Certificate in Heritage Building Management (PT)	9 months
The Institute of Professional Education And Knowledge	Proficiency Certificate in Property Management (PT)	100 hours
	Professional Diploma in Practical Property & Facilities Management (PT)	240 hours
Hong Kong Institute of Vocational Education	Professional Diploma in Property and Facilities Management (Customer Services) (PT)	286 hours
	Professional Diploma in Property and Facilities Management (Facility Services) (PT)	286 hours
	Certificate in Property and Facilities Management (PT)	130 hours

* PT – Part-time, FT – Full-time

3.33 From Table 3.9 to 3.10, the Training Board observes that a wide range of real estate services courses are being offered by tertiary institutions for pre-entry and in-service people at certificate, diploma, higher diploma, degree and master levels. For short courses, a number of real estate and property management courses are offered by different educational institutions.

3.34 The voluntary Continuing Professional Development (CPD) Scheme for estate agents offered by the Estate Agents Authority provides estate agents a means of developing themselves. The Training Board considers that the need to acquire up-to-date knowledge in the estate agency business will create further demand on the CPD. Furthermore, the anticipated licensing of property management companies and practitioners that would be in place in the coming years will create further training demand for the property management and maintenance employees.

3.35 The Training Board considers that some of the courses under the Employees Retraining Board in Table 3.11 and Table 3.12 can generally meet the demand for continuous development of real estate services employees at the supervisory and the technical support and operative levels. The Training Board also recommends employers to sponsor their employees to take training courses that are necessary for upgrading their professionalism.

Table 3.11: Property Management Training Courses under the Employees Retraining Board

Course Title	Duration of the Course
Basic Knowledge in Facility Management	18 hours
Oral English in Customer Service for Property Management I	12 hours
Oral English in Customer Service for Property Management II	25 hours
Chinese Writing Skill for Property Management I	12 hours
Chinese Writing Skill for Property Management II	12 hours
Club House and Recreational Facility Operation and Practical Training	38 hours
Club House Event Planning and Implementation	50 hours
Concierge Service in Property Management	21 hours
Emergency Handling Measures and Knowledge in Insurance in Property Management	20 hours
Putonghua in Customer Service for Property Management	25 hours
Fire Prevention Training	13 hours
Introduction to Property Management	15 hours
Knowledge in Shopping Centre Facility Management	18 hours
Legislation Relating to Property Management	24 hours
Management of the Property Environment	15 hours
Mediation Skill Training for Security and Property Management	40 hours
Principles of Operation and Maintenance of Building Facilities	22 hours
Supervisory Skill in Property Management	21 hours
Foundation Certificate in Property Facility Management	144 hours
Foundation Certificate in Supervisory skill in Property Management	21 hours

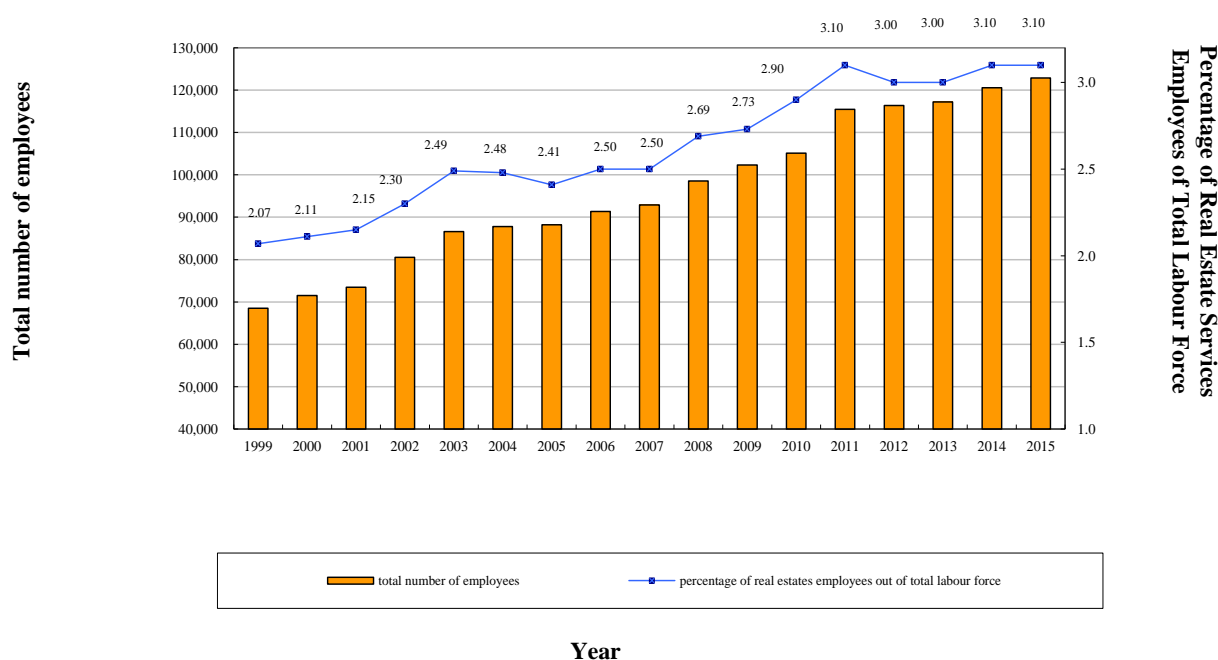
Table 3.12: Estate Agency Training Courses under the Employees Retraining Board

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

Industry Outlook

3.36 Real Estate Services is one of the major sectors in economy of Hong Kong. Figure 3.2 shows the percentage of real estate services employees against the total workforce from 1999 to 2015.

Figure 3.2: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2015



3.37 The Long Term Housing strategy has set out the direction of Hong Kong's housing policy with a view to addressing housing problems with a multi-pronged approach and the Government has been vigorously speeding up the development of public housing and public rental housing (RPH) production has seen continuous increase. It is estimated that during the five years from 2014-15 to 2018-19, a total of 77 100 RPH units will be completed, among which 23 300 units are scheduled for completed in 2015-2016. On the basis of the latest projection, a total of 460 000 new residential units has been adopted as the long-term housing supply target form 2015-16 to 2024-25, with the 60:40 split between public and private housing maintained.

3.38 According to the statistics provided by the Transport and Housing Bureau, the number of private residential units which are available in the coming three to four years will be 83 000, comprising a total of 5 000 unsold units in completed projects, 54 000 units under construction and 24 000 units from disposed sites where construction may start anytime. It is forecasted that there will be a total of 20 144 private residential units completed in 2016, which is 71.7% higher than the average annual production of 11 728 units between 2005 and 2014, 51.5% higher than the forecast for 2015, and 28% higher than the actual number of completions in 2014.

3.39 Regarding commercial spaces, the Government plans to converting suitable Government, Institution or Community sites in core business districts into commercial uses, which anticipates 82 400 square metres of commercial floor area. It is projected that the Kowloon East, as an alternative core business district for Hong Kong, has potential to supply an additional commercial/office floor area of about 5 million square metres. In addition, the Lands Department has approved 105 applications for lease modification and special waiver through revitalization measures for industrial buildings and it is anticipated that about 1.24 million square metres of converted or new floor area will be available for commercial or other uses.

3.40 The increasing number of residential and commercial supplies over the coming years will result in the creation of numerous employment opportunities, especially building and real estate related services employments.

3.41 In order to assist in organising property owners to discharge their responsibility for building management, improve management and to assist owners in handling the issues of building maintenance, a pilot Building Maintenance Advisory Service Scheme in collaboration with professional institutes to provide professional and tailor-made advisory and support service for owners' corporations to assist them in appointing authorised persons to carry out building maintenance works has been implemented since 2014. The Phase 2 Scheme will be implemented by engaging more property management companies to provide one-stop and tailor-made support and advisory services on building management and maintenance for 1 200 old private buildings (about 18 000 units) without any form of management.

3.42 For the sake of raising professional standards, increasing public awareness of the importance of engaging a qualified property management company (PMC) and promoting the concept of maintaining building safety, the Chief Executive has announced in Policy Address 2010 - 2011 that the Government plans to establish a statutory licensing regime for property management industry. In this connection, the Home Affairs Bureau and the Home Affairs Department launched a public consultation exercise during 2010 to 2011 with a view to setting the key parameters of the proposed regulatory framework and addressing the concerns of stakeholders. As a result, the Property Management Services Bill was gazetted on 25 April 2014. The Bill, which is expected to be passed in 2016, seeks to establish the Property Management Services Authority to implement the mandatory licensing regime for property management companies (PMCs) and property management practitioners (PMPs). The Bill provides for a single-tier licensing regime for PMCs but a two-tier licensing regime for PMPs who take up a supervisory or managerial role in the provision of property management services. The PMPs are required to meet with the licensing criteria in terms of academic qualifications, professional qualifications and years of experience. Those experienced PMPs with a lower level of formal qualifications will be granted provisional licenses during the three-year transitional period to meet with the licensing requirements. As a result, the professional status of the sector will be enhanced and there will be an increase in the demand for more training and professional development programs and opportunities.

3.43 The Home Affairs Department launched a public consultation exercise on the “Review of the Building Management Ordinance” in November 2014 and the consultation ended in the middle of 2015. The consultation document aims to address certain major building management concerns including disputes arising from large-scale maintenance projects, use of proxies at owners’ corporation meetings, appointment and remuneration of Deed of Mutual Covenant (DMC) managers. The Ordinance, once enacted, will make the property management functions more complex and challenging. As a result, there will be greater demand for professionalism for the property management professionals (PMPs), which will in turn require to seek for more training and professional development so as to keep up with the professional trend.

3.44 The Bill relaxing the age limit for holders of the Security Personnel Permit B from 65 to 70 was passed before in December 2015. There will be an increase in the supply of manpower for this age group of personnel, which will help to ease the acute manpower shortage in the sector.

3.45 The Standard Working Hours Committee proposed in its recent report to the Government to regulate working hours by mandatorily requiring employers to enter written employment contract with all employees, of which details on working hours arrangement (i.e. hours of work, overtime arrangement and compensation) should be covered. This amendment will have little impact on the existing demand for manpower but if working hours are eventually regulated to say between 44 to 48 hours per week, it will result in a greater demand for manpower for the industries like property management with workers generally working more than 48 hours per week.

Implications on Manpower

3.46 As indicated in the preceding paragraphs, employers generally opined that with the anticipated change in Hong Kong’s economy in the coming 12 months, there would be an overall increase in manpower in the real estate services industry. The Training Board was of the opinion that the manpower situation for most sectors of the industry will maintain a steady but slow-to-moderate growth rate in the near future with the following major observations:

- (i) The manpower growth for the property agency sector may fluctuate and even slow down due to the downward trend of the economy and interest rate likely to increase in the coming months, even though the increase is expected to be gradual and mild;
- (ii) The manpower demand in the real estate development sector will likely be high due largely to the various infrastructure projects being undertaken by the government and public sector;
- (iii) The property management and maintenance sector will have continued demand for manpower vis-a-vis the completion of increasing number of new and rejuvenated premises in response to the strong housing need in local property markets, both in private and public. The increase in manpower demand will not only be in quantity but also quality due to the legislative requirements to upgrade the management quality such as the amendments of the Building Management Ordinance and the introduction of the Property Management Services Ordinance;

- (iv) As the initiation of various large-scale local development project may offset the anticipated stagnant economy in the coming months in both Hong Kong and China, a slight manpower demand in the estate surveying, valuation and consultancy sector may be envisaged; and
- (v) In the short to medium term, the development initiatives in the government and public sector will benefit the industry by generating a moderate demand for manpower for various sectors. However, the manpower need will vary amongst different sectors in both magnitude and depth, as they are subject to influence by their sector-specific factors.

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends additional training requirements of the real estate services industry for 2016 by job level are as follows:

<u>Job Level</u>	<u>No. of Employees in May 2015</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2016</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	11 318	190	155	345
Supervisory	25 025	717	344	1 061
Technical Support & Operative	<u>86 530</u>	<u>5 497</u>	<u>1 216</u>	<u>6 713</u>
Total	122 873	6 404	1715	8 119

4.2 Of the 8 119 forecasted additional training requirements, 6 713 are at the technical support and operative level, 1 061 at the supervisory level and 345 at managerial/ professional level. The Training Board recommends that suitable training courses should be provided to these employees to meet with their respective training needs.

4.3 The demand for quality real estate services is substantial, the Training Board is of the view that the existing 122 873 strong in-service employees would need upgrading training and continuous professional development in order to remain competitive and to enable them to render efficient service.

In-Services Training Programme for Property Management Practitioners

4.4 The Training Board considers that training for property management practitioners is necessary, particularly to cope with the new Building Management Ordinance requirements for property management professionals in near future. The Training Board recommends that suitable training courses should be provided to these employees.

In-Services Training Programme for Estate Agency Practitioners

4.5 In view of the increase in the number of frontline estate agents using information and multimedia technologies for daily operations, the Training Board considers that there is a need for estate agents to acquire such knowledge. The Training Board recommends that suitable training courses should be provided to these practitioners.

Skills Upgrading Scheme Plus

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

Manpower Development Scheme

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

Training on Real Estate Services in the Mainland

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

Qualifications Framework

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

Continuing Education Fund (CEF)

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

Training Conferences / Seminars

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

Promotion of Real Estate Services Career and Training Courses

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

Future Surveys

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

職業訓練局

房地產服務業 2015 年人力調查報告摘要

緒論

1. 職業訓練局房地產服務業訓練委員會於 1998 年由香港特別行政區政府成立，負責確定房地產服務業的人力情況及訓練需求。本會於 2015 年 6 月進行第九次人力調查，範圍涵蓋業內五大機構類別如下：

- (f) 地產發展
- (g) 物業管理及保養
- (h) 地產代理
- (i) 測量、估價及顧問
- (j) 政府部門及公共機構

2. 本會自政府統計處註冊的 11 942 間機構中，以分層隨機抽樣法選出 1 092 間作為調查對象，其中包括 383 間地產發展機構、305 間物業管理及保養機構、285 間地產代理機構、98 間測量、估價及顧問機構，以及 21 個政府部門及公共機構。在 1 092 間抽樣機構中，45 間拒絕填覆調查表，651 間提供所需資料（當中 33 間只提供部分資料），其餘未有填覆的 396 間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效填覆率為 93.5%。

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

調查結果摘要

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

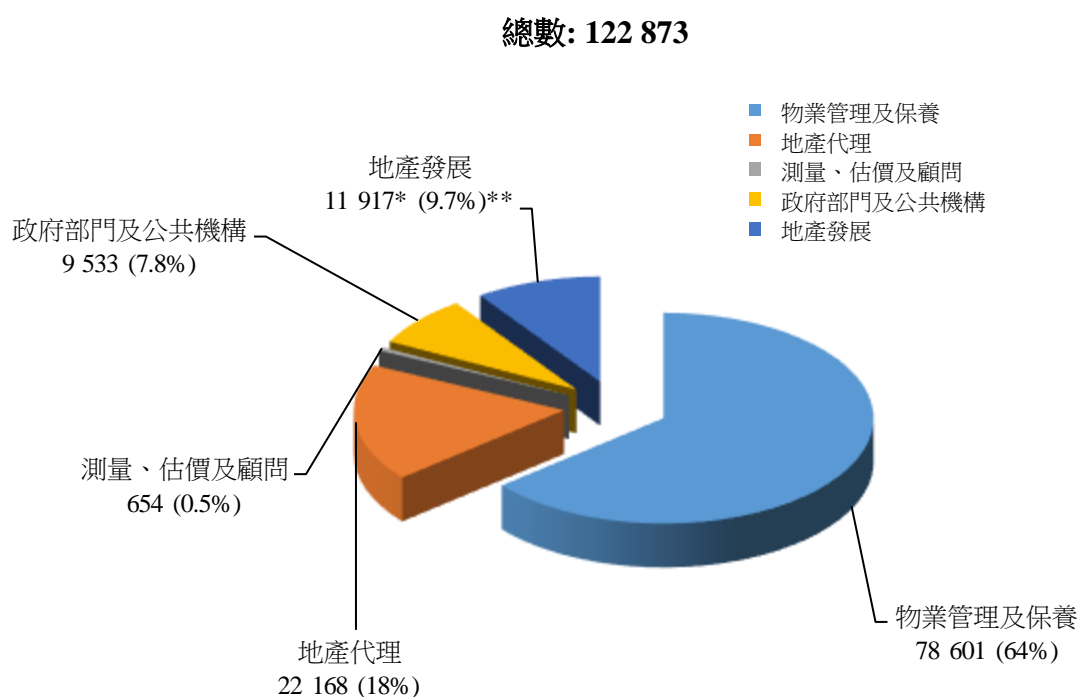
2015 年人力情況

5. 本會注意到業內的技術人力和非技術人力¹分別增加 4.8%及 6.6%。當中，物業管理及保養的人力增幅最大，增長 7%。業內其他機構類別亦錄得平均 4.8%的人力增長。

6. 本會認為本港房地產服務從業員往內地工作的機會仍然存在，當中以地產發展及地產代理機構所提供的機遇較多。預計 2016 年的經濟將維持穩定增長。本會認為本業僱主在預測 2016 年的技術僱員（下稱「僱員」）人數時，態度傾向審慎。

7. 調查顯示，調查期間業內共有 122 873 名從業員。各類機構的人力分布情況摘錄於圖 1：

圖 1: 各類房地產服務機構僱員分布情況



* 各類機構僱員總數

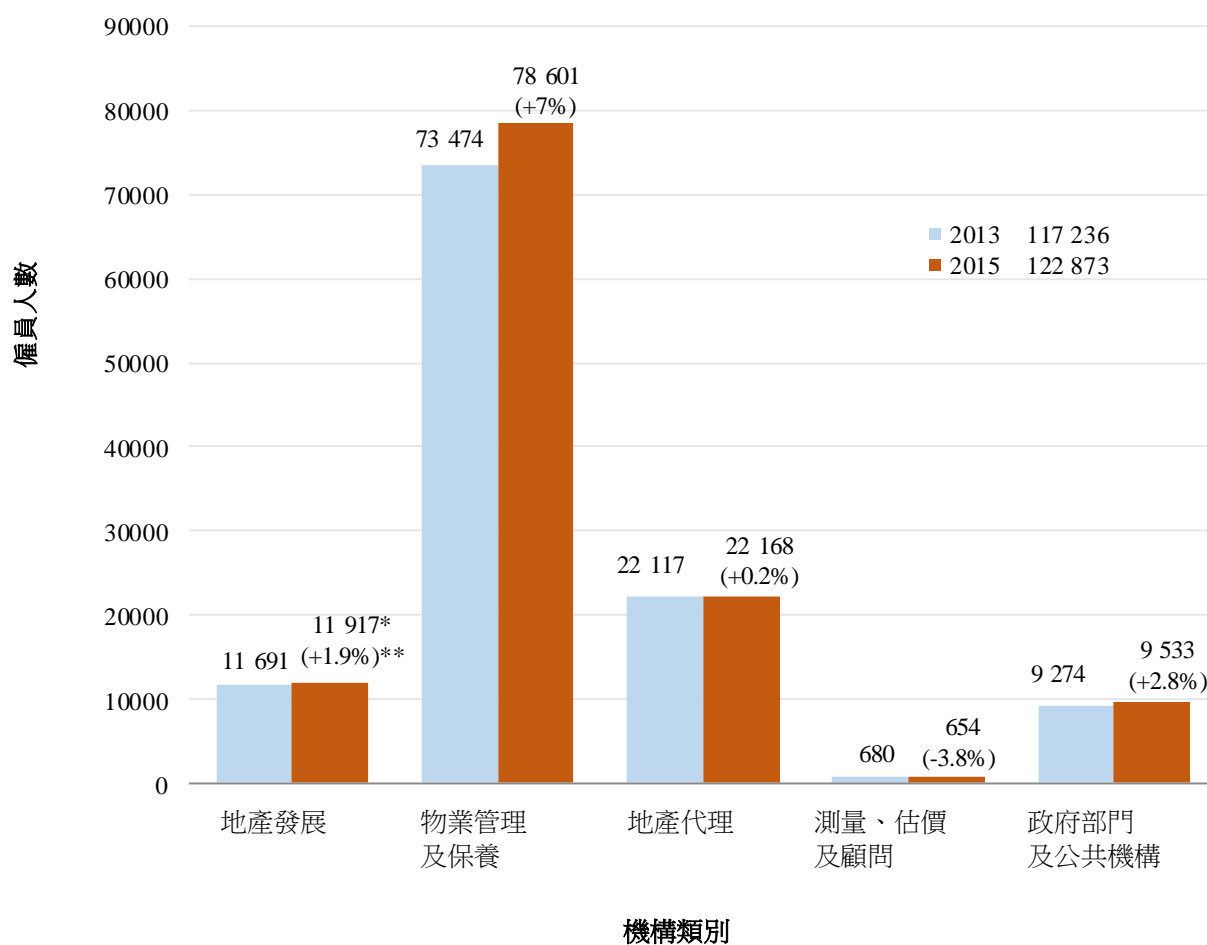
** 佔房地產服務業僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

² 技術人力泛指從事房地產服務業主要職務的僱員；非技術人力則指擔任業內行政、會計、人事及其他輔助工作的人士。主要職務一覽載於附錄 12C。

8. 與 2013 年調查相比，物業管理及保養機構的人力兩年來錄得 7% 的增長；政府部門及公共機構亦錄得 2.8% 的增幅。2013 與 2015 年各機構類別的人力比較見圖 2。

圖 2: 2013 與 2015 年各類房地產服務機構僱員的分布情況

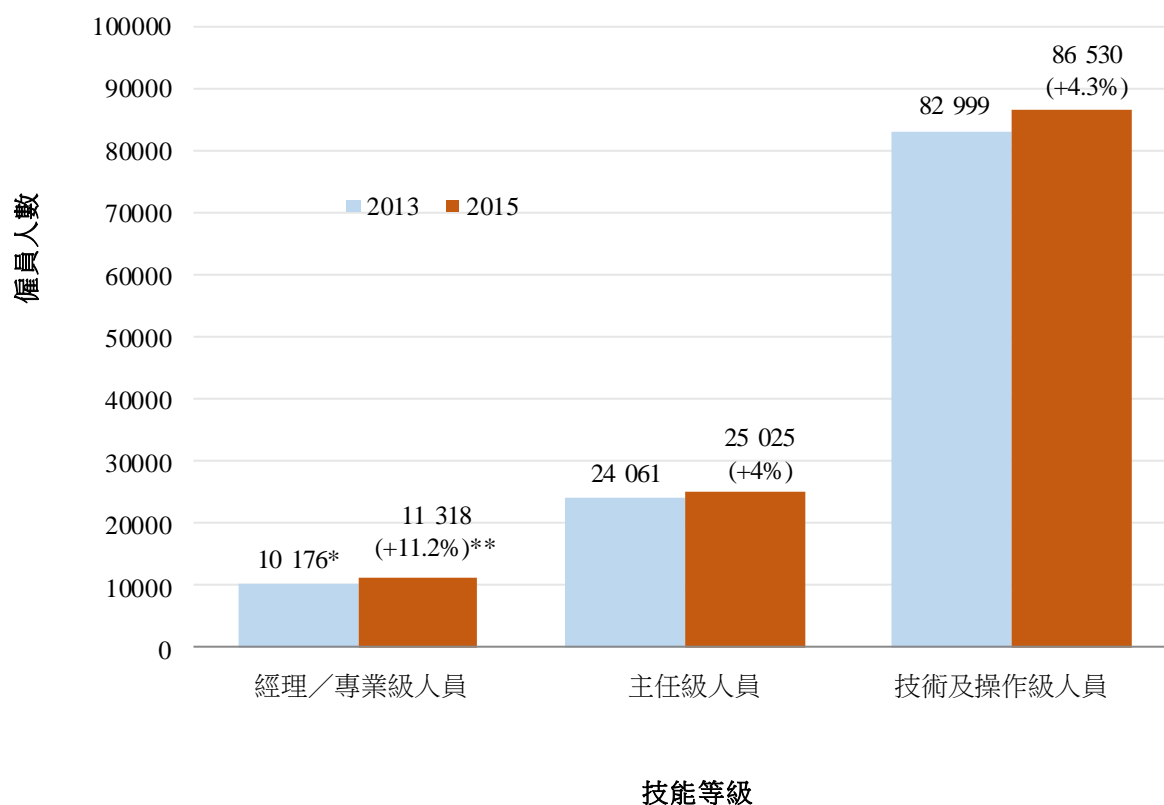


* 各類機構僱員總數

** 該類機構僱員總數的增/減幅

9. 調查亦顯示，122 873 名僱員中，86 530 人 (70.4%) 屬技術及操作級人員；25 025 人 (20.4%) 屬主任級人員；11 318 人 (9.2%) 屬經理／專業級人員。2013 與 2015 年各技能等級的人力結構比較見圖 3。

圖 3: 2013 與 2015 年各技能等級人力結構



* 該技能等級的僱員總數

** 該技能等級僱員總數的增／減幅

10. 各類機構不同技能等級僱員的分布情況見表 1。

表 1: 各類機構不同技能等級僱員人數

機構類別	經理/ 專業級人員 (%)*	主任級人員 (%)*	技術及 操作級人員 (%)*	總數 (%)*	(%)**
地產發展	2 940 (24.7)	4 170 (35)	4 807 (40.3)	11 917 (100)	(9.7)
物業管理及保養	4 213 (5.4)	12 829 (16.3)	61 559 (78.3)	78 601 (100)	(64)
地產代理	1 422 (6.4)	2 946 (13.3)	17 800 (80.3)	22 168 (100)	(18)
測量、估價及顧問	279 (42.7)	174 (26.6)	201 (30.7)	654 (100)	(0.5)
政府部門及公共機構	2 464 (25.8)	4 906 (51.5)	2 163 (22.7)	9 533 (100)	(7.8)
總數 (%)**	11 318 (9.2)	25 025 (20.4)	86 530 (70.4)	122 873 (100)	(100)

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

過去 12 個月長駐內地／其他城市超過 183 日的僱員人數

11. 調查顯示，過去 12 個月，本業有 149 名僱員長駐內地或其他城市超過 183 日，佔僱員總數僅 0.1%。其中，地產發展機構有 147 人；其次是物業管理及保養機構，有 2 人。按三個技能等級而論，分別有 103 名經理／專業級人員及 38 名主任級人員駐守內地。過去 12 個月，各類機構不同技能等級駐守內地或其他城市超過 183 日的僱員分布情況見表 2。

空缺數目

12. 調查期間，僱主報稱業內共有 3 305 個空缺，佔 126 178 個現有職位數目的 2.6%。物業管理及保養機構有 1 817 個空缺，為所有機構類別之冠；其次為地產代理，有 707 個空缺。各類機構於 2013 與 2015 年的空缺數目比較載於圖 4，各類機構不同技能等級的現有空缺數目見表 3。

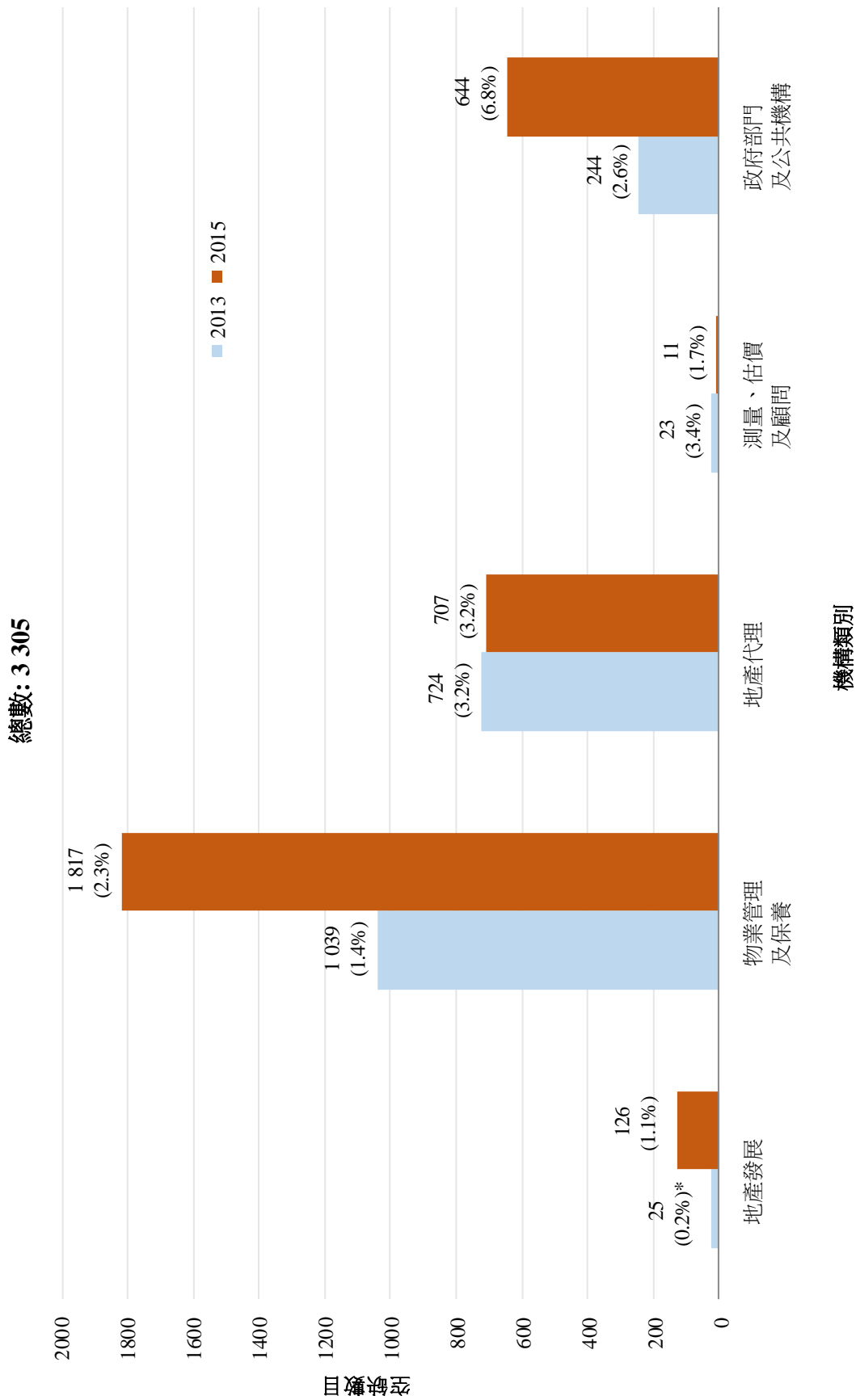
表 2: 過去 12 個月長駐內地／其他城市超過 183 日的僱員人數

機構類別	經理／ 專業級人員		主任級人員		技術及 操作級人員		總數 (%)*
	內地	其他城市	內地	其他城市	內地	其他城市	
地產發展	101	8	38	-	-	-	147 (1.2)
物業管理及保養	2	-	-	-	-	-	2 (-)
地產代理	-	-	-	-	-	-	- (-)
測量、估價及顧問	-	-	-	-	-	-	- (-)
政府部門及公共機構	-	-	-	-	-	-	- (-)
總數	103	8	38	-	-	-	149 (0.12)**

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

圖 4: 2013 與 2015 年各類機構的空缺數目



(%)* 佔該類機構職位總數的百分率

表 3: 各類機構不同技能等級現有空缺數目

機構類別	經理／ 專業級人員 (%)*	主任級人員 (%)*	技術及 操作級人員 (%)*	總數 (%) [#]
地產發展	28 (0.9)	36 (0.9)	62 (1.3)	126 (1.1)
物業管理及保養	50 (1.2)	236 (1.8)	1 531 (2.4)	1 817 (2.3)
地產代理	13 (0.9)	23 (0.8)	671 (3.6)	707 (3.2)
測量、估價及顧問	- (-)	2 (1.1)	9 (4.3)	11 (1.7)
政府部門及公共機構	120 (4.6)	329 (6.3)	195 (8.3)	644 (6.8)
總數 (%)**	211 (1.8)	626 (2.4)	2 468 (2.8)	3 305 (2.6)[@]

(%)* 佔該類機構該技能等級職位總數²的百分率

(%)** 佔該技能等級職位總數²的百分率

(%)[#] 佔該類機構職位總數²的百分率

(%)[@] 佔業內職位總數²的百分率

過去 12 個月各技能等級僱員的內部晉升情況

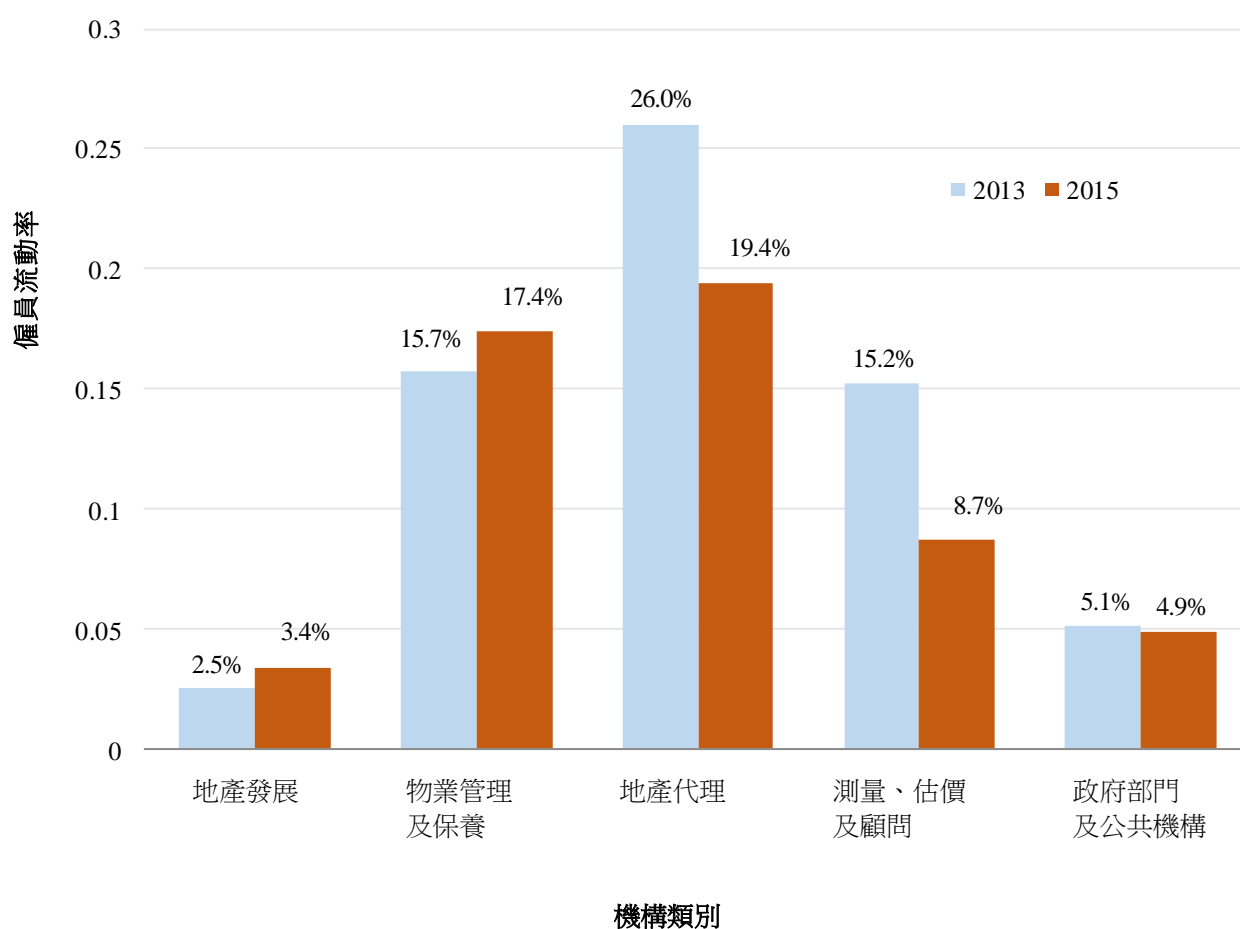
13. 調查顯示，有 1 186 名僱員（佔僱員總數 1%）獲內部晉升；其中，晉升為經理／專業級的有 268 人，晉升為主任級的有 918 人。本會建議教育院校及培訓機構可開辦合適的技能提升訓練課程，協助獲晉升的僱員獲取所需知識及技能，應付較高階的職務，並發展事業。

² 職位總數 = 受僱員工數目 + 空缺數目

過去 12 個月僱員流動情況³

14. 僱主報稱過去 12 個月離職的僱員有 19 410 名（相當於職位總數的 15.4%）；其中，物業管理及保養機構錄得 14 020 人離職，人數最多，佔該類機構職位總數 17.4%；地產代理機構有 4 430 人離職，佔該類機構職位總數 19.4%，所佔百分率最高。圖 5 顯示 2013 與 2015 年各類機構的僱員流動率。

圖 5: 2013 與 2015 年各類機構僱員流動率



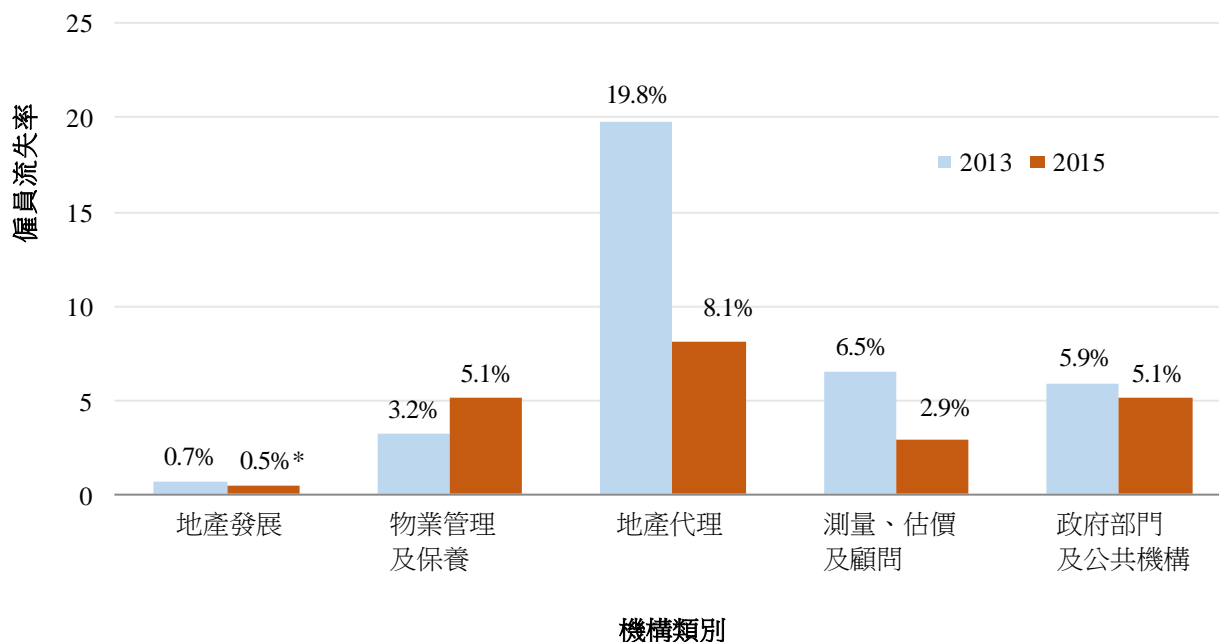
僱員流失情況⁴

15. 調查期間有 19 410 名僱員離職，同時，業界聘用了 13 119 名具備相關經驗的員工，流失人數為 6 291 人，佔 2015 年僱員總數 5.1%。其中，地產代理機構的流失率最高，有 8.1%，共 1 787 人。圖 6 比較 2013 與 2015 年各類機構的僱員流失率。

³ 僱員流動指離職的僱員

⁴ 僱員流失指轉業的僱員

圖 6: 2013 與 2015 年各類機構僱員流失率比較



* 佔該類機構流失僱員總數的百分率

招聘困難

16. 綜合僱主的回覆，過去 12 個月有 53% 計劃招聘人手的公司在招聘方面遇到困難，特別是招聘地產代理人員，以及物業管理及保養人員。調查顯示，招聘困難主要由於缺乏具有相關經驗的人選。本會認為，地產代理機構和物業管理及保養機構的培訓需求殷切。

僱員宜有教育程度

17. 調查顯示，2013 及 2015 年分別有 65.6% 及 83% 僱主屬意經理／專業級人員擁有大學學位。至於主任級人員，分別有 66.5% 及 67.3% 僱主屬意他們具備文憑程度，又或證書或以上程度學歷；技術及操作級人員方面，有 49.2% (在 2015 年) 僱主屬意他們擁有高中或以上程度學歷。此外，分別有 38.5% 及 1.7% 僱主屬意經理／專業級人員及主任級人員具備專業資格。本會認為調查期間本港經濟蓬勃，因此僱員轉職至其他行業的機會較大。為招聘足夠的人手，僱主或須靈活調整技術及操作級人員的入職學歷要求。

僱員宜有年資

18. 分析顯示，2013 及 2015 年分別有 69.6% 及 74.4% 僱主要求經理／專業級人員具備多於六年年資。主任級人員方面，分別有 75.6% 及 71.3% 僱主屬意他們擁有多於三年年資；至於技術及操作級人員，則分別有 64.5% 及 57.5% 僱主要求他們具備多於一年年資。據本會觀察所得，僱主對經理／專業級和主任級的宜有年資要求提高，但對技術及操作級人員的宜有年資要求則下降，以便配合擴充業務所需，並應付招聘困難。

收入分布

19. 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。2013 與 2015 年收入幅度介乎 10 001 元至 40 000 元的僱員分別有 70.8% 及 78.2%，增加 7.4%；而收入幅度介乎 8 001 元至 10 000 元的僱員則分別有 22.4% 及 12%，減少 10.4%。據本會觀察所得，由於調查期間本港經濟暢旺，同時出現招聘困難，是以僱員的收入普遍有所增長。

人力推算

預測 2016 至 2018 年人力需求

20. 僱主預測，至 2016 年 5 月，本業會有 125 820 個職位，較 2015 年 5 月減少 359 個，減幅為 0.3%。按機構類別劃分，地產代理機構會有 21 個新職位，增幅為 0.2%，為所有機構類別之冠。但預期政部門及公共機構的職位將減少 284 個，減幅為 2.9%。依本會觀察，大部分僱主在預測僱員人數時均較為審慎。因此，本會採用人力市場分析法 [Labour Market Analysis (LMA)]，根據投入／產出統計模型的人力倍數概念，推算 2016 至 2018 年業內的人力，詳細數字見表 4。

表 4: 2016 至 2018 年房地產服務業人力推算

年份	實際人力	推算人力	調查期間僱主預測
2015	122 873		
2016F		124 588 (1.40)*	125 820 (2.40)*
2017F		125 414 (0.66)**	
2018F		126 344 (0.74)**	

* 與 2015 年實際人力相比的增／減幅

** 與前一年推算人力相比的增／減幅

額外訓練需求推算

21. 根據LMA的人力增長預測，以及僱員流失情況，本會推算 2016 年業內需額外訓練的人手見表 5。

表 5: 2016 年 5 月時房地產服務業額外訓練需求推算

技能等級	2015 年 5 月 僱員人數	每年流失人數	2016 年 5 月 預測人力增長	預計需額外 訓練人手
經理／專業級人員	11 318	190	155	345
主任級人員	25 025	717	344	1 061
技術及操作級人員	86 530	5 497	1 216	6 713
總數	122 873	6 404	1715	8 119

僱員培訓

22. 調查顯示，未來 12 個月的 79 221 個培訓名額中，27 964 個 (35.3%) 屬通用技巧培訓，21 845 個 (27.6%) 為地產代理而設，16 302 個 (20.6%) 為物業／房屋管理從業員而設；當中主要為內部培訓名額，有 68 626 個，佔總數 86.6%。資助培訓名額則有 10 595 個，佔總數 13.4%。在不同技能等級中，技術及操作級有 47 543 個培訓名額，當中 39 997 個屬內部培訓；主任級有 20 056 個培訓名額；經理／專業級則有 11 622 個培訓名額。本會認為現職僱員（特別是技術及操作級人員）的培訓需求殷切。

僱主對未來 12 個月經濟變動下的人力變化預測

23. 調查顯示，基於對未來 12 個月經濟發展的預測，僱主普遍預期人力將出現溫和增長。當中物業管理及保養機構預期會增加 1 525 名僱員，在所有機構類別中最多；其次是地產代理機構，預期將增加 787 人。預期大部分人力增長均為配合本港業務發展所需，而業務擴展／收縮正是人手變動的主因。

行業前景

24. 房地產服務業是本港的主要行業之一。圖 7 顯示 1999 至 2015 年房地產僱員佔總勞動人口的百分率。

圖 7: 1999 至 2015 年房地產僱員佔總勞動人口的百分率



25. 《長遠房屋策略》為香港房屋政策制定方向，以多管齊下的方式，解決房屋問題；政府亦全力加快興建公營房屋及公共租住房屋，公屋建屋量持續增加，預計在 2014-15 年至 2018-19 年五年間總共有 77 100 個單位落成，當中 23 300 個預料在 2015-16

年落成。根據最新推算，2015-16年至2024-25年長遠房屋供應目標定為460 000個新住宅單位，公私營房屋的比例維持六比四。

26. 根據運輸及房屋局提供的統計資料，未來三至四年可供應83 000個私人住宅單位，當中現樓貨尾單位有5 000個、興建中尚未出售的有54 000個，另外熟地即已批出可隨時動工的項目可提供24 000個單位；估計2016年共有20 144個私人樓宇單位落成，比2005至2014年間平均每年11 728個單位的落成量多71.7%，高於2015年的預測數字51.5%，亦較2014年的實際落成量多28%。

27. 至於商用土地供應，政府計劃將核心商業區內合適的「政府、機構或社區」用地改作商業用途，預期可提供82 400平方米商業樓面面積。九龍東是本港另一個核心商業區，有潛力供應約500萬平方米新增商業／辦公室樓面面積。此外，地政總署透過活化工廈措施共批出105宗土地契約修訂及特別豁免書的申請，預期可提供約124萬平方米改裝或新增樓面面積作商業或其他用途。

28. 住宅及商用土地供應未來數年持續增加，將創造不少就業機會，建築及房地產相關服務業尤其受惠。

29. 政府聯同多個專業學會在2014年推行大廈維修諮詢服務試驗計劃，向業主立案法團提供全面及度身訂造的專業支援及顧問服務，協助他們聘用認可人士進行樓宇維修工程，從而鼓勵業主承擔樓宇管理的責任、改善管理，以及協助業主處理樓宇維修問題。第二階段推行時，將有更多物業管理公司參與，為1 200幢沒有任何管理組織的舊式私人樓宇（約18 000個單位），就樓宇管理及維修，提供一站式及度身訂造的支援及顧問服務。

30. 為配合日益提升的專業標準，加強公眾聘用合格物業管理公司的意識，並推廣樓宇安全，行政長官發表2010至2011年度施政報告時表示，政府計劃成立物業管理業的法定發牌制度；為此，民政事務局及民政事務總署同期進行了公眾諮詢，以制定擬議監管架構的主要指標，並處理持份者關注的問題。《物業管理服務條例草案》已於2014年4月25日刊登憲報，預計2016年通過。草案主要目的是設立物業管理業監管局，負責執行物業管理公司及從業員的強制發牌制度。物業管理公司的發牌制度屬單一級別，而物業管理從業員的發牌則分為兩級，只有擔當督導或管理職務的人員才受發牌制度規管。這類從業員的發牌準則按學歷、專業資格及工作年資而定；具有經驗但正式資歷水平較低的物業管理從業員於三年過渡期間會獲發臨時牌照，期內符合發牌準則才獲正式牌照。此舉有助提升物業管理機構的專業地位，並能刺激培訓及專業發展計劃的需求，帶來機遇。

31. 民政事務總署2014年11月就「《建築物管理條例》檢討」展開公眾諮詢，至2015年中完成。諮詢文件載述多項大眾關注的主要樓宇管理事項，例如大型維修工程所引起的糾紛、在業主立案法團會議上委任代表文書的使用，以及公契經理人的委任和酬金。此項條例一旦實施，物業管理的職責將會變得更加複雜、更具挑戰性，因

此具備專業水平的物業管理人員的需求將會增加；為配合大勢所趨，業界對培訓及專業發展會有殷切需求。

32. 2015年12月，立法會通過將乙類保安人員許可證的年齡上限由65歲提高至70歲，預料可增加此年齡組別的人力供應，有助紓緩相關機構人手嚴重不足的問題。

33. 標準工時委員會近期向政府提出監管工作時間報告，建議立法強制僱傭合約列明僱員的工時、超時工作及補償等工時安排。此項修訂對現時人力需求的影響輕微，但如果最終規定每周工時為44至48小時，從業員每周普遍工作超過48小時的行業（如物業管理）的人力需求將會增加。

對人力的影響

34. 如以上段落所述，僱主普遍認為，香港未來12個月的經濟變動將帶動房地產服務業的整體人力增長。本會預期業內主要機構類別的人力情況短期內維持穩定，並錄得緩慢至溫和的增長。主要觀察所得如下：

- (i) 經濟有下行趨勢，且預期利率未來數月內上升，儘管加息步伐料會循序漸進且溫和，地產代理機構的人力增長也可能出現波動，甚至放緩；
- (ii) 政府及公共機構的多項基建項目正進行得如火如荼，或會刺激地產發展機構的人力需求高企；
- (iii) 觀乎本地公營及私人物業市場的房屋需求殷切，相繼完成的新建及活化用地項目愈來愈多，預期物業管理及保養機構的人力需求或會持續上升。另外，《建築物管理條例》修訂、《物業管理服務條例》實施等法例要求促使業界提升管理水平，不單需要充足的人手，更要提升僱員質素；
- (iv) 多項大型本地發展項目動工，或能抵銷本港及中國未來數月經濟停滯不前所帶來的影響，展望測量、估價及顧問機構的人力需求或輕微上升；以及
- (v) 中短期而言，政府及公共機構的發展措施預期將創造溫和的人力需求，惠及本業多個機構類別。然而，不同機構類別的人力需求會因特定行業情況而各有不同。

建議

35. 本會的建議如下：

- (i) 鑑於社會對優質房地產服務的需求殷切，本會認為業內 122 873 名現職僱員應參與增修訓練課程及持續專業發展課程，以保持競爭力，並提高工作效率。積極進修亦有助加強從業員的晉升機會；
- (ii) 預計需額外訓練的 8 119 名人手中，6 713 名屬技術及操作級人員，1 061 名屬主任級人員，345 名屬經理／專業級人員。本會建議為該些僱員提供合適的訓練課程；
- (iii) 本會相信物業管理及保養機構需要學習新知識，以配合不久將來實施《建築物管理條例》的新規定，預料該類機構從業員對持續專業發展的需求將相應增加；
- (iv) 本會認為對房地產服務業而言，培訓有助現職僱員保持及提升專業知識；而對求職人士及轉職者而言，培訓亦相當重要，可助他們盡快適應行業所需；
- (v) 鑑於運用資訊及多媒體科技進行日常工作的前線地產代理日益增加，本會認為地產代理需要學習相關知識；
- (vi) 因應訓練需求，本會將繼續支持及贊助開辦培訓課程，並為業內從業員舉辦大型會議及研討會，促進經驗分享；
- (vii) 本會將繼續透過各種途徑，包括互聯網、研討會及講座，推廣房地產服務業的就業和培訓機會；以及
- (viii) 本會建議繼續每兩年進行一次人力調查，以評估業內的人力供求情況，以及相關的培訓需求。

第一章

緒論

訓練委員會

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

調查目的

1.2 本會每兩年一次進行業內人力調查，之前於 1999、2001、2003、2005、2007、2009、2011 及 2013 年進行，先後出版共八份調查報告。第九次人力調查於 2015 年 6 月進行，目的如下：

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

調查範圍

1.3 是次調查涵蓋從事業內五個機構類別主要職務的人員；分別為地產發展、物業管理及保養、地產代理、測量、估價及顧問、以及政府部門及公共機構，所包括的僱員有經理及專業級人員、主任級人員、以及技術及操作級人員。調查並不包括保安服務業及建築業僱員，因為這些僱員已納入職業訓練局其他訓練委員會的人力調查範圍。

1.4 本會自政府統計處註冊的 11 942 間機構中，以分層隨機抽樣法選出 1 092 間作為調查對象，其中包括 383 間地產發展機構、305 間物業管理及保養機構、285 間地產代理機構、98 間測量、估價及顧問機構、以及 21 個政府部門及公共機構。調查對象按層面細分的詳情見**附錄 3**。

調查方法

1.5 是次調查於 2015 年 6 月進行，旨在蒐集房地產服務業人力及訓練情況的資料；統計資料的截算日期為 2015 年 5 月 31 日。1 092 間獲選為調查對象的機構，須填寫一份有關本業人力及訓練需求的調查表（**附錄 12**）。受託進行是次調查的政府統計處會派員聯絡各選定機構進行調查，並收集填妥的調查表。

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

調查回應分析

1.7 1 092 間抽樣機構中，45 間拒絕填覆調查表；651 間提供所需資料（當中 33 間只提供部分資料）。其餘未有填覆的 396 間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效填覆率為 93.5%。填覆機構按層面及類別劃分的情況載於**附錄 3**，調查回應的詳盡分析見**附錄 4**。

人力評估程序

1.9 評估方法的主要步驟如下：

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

調查結果

1.9 本報告內**第二章**載有調查結果摘要；**第三、第四章**分別載述本會結論及建議。

釋義

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

1.11 在是次調查中，同一「機構類別」的定義，是指該類機構所經營的業務有相同的香港標準行業分類編碼（即 681100、681200、681300、682200、682100 及 711200）。此外，「機構類別」亦指補充調查對象中的相關政府部門及公共機構。

1.12 「技術人力／技術僱員」泛指從事房地產服務業主要職務的員工；非技術人力則指擔任業內行政、會計、人事及其他輔助工作的人士。主要職務一覽載於**附錄 12C**。

統計數據

1.13 統計數據依照員工在所屬機構類別內負責的工作範疇而收集所得。部分工作範疇可能覆蓋多個機構類別，故要找出特定工作範疇或專業職位的員工及空缺數目，或須參考不同機構類別的資料。

第二章

調查結果摘要

調查範圍

2.1 是次調查涵蓋業內五大類機構的房地產服務業僱員，包括：

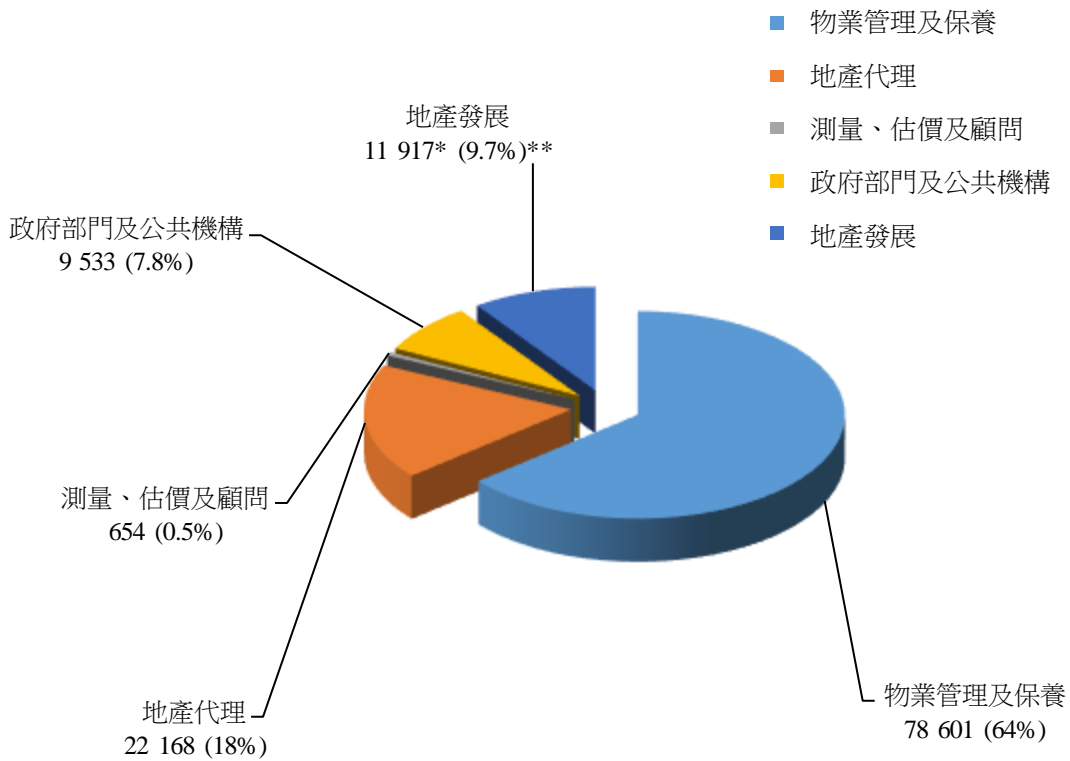
- (a) 地產發展；
- (b) 物業管理及保養；
- (c) 地產代理；
- (d) 測量、估價及顧問；以及
- (e) 政府部門及公共機構

僱員人數

2.2 調查顯示，業內五大類機構共僱用 153 099 人，其中 122 873 人為技術僱員，其餘 30 226 人為非技術僱員。對比 2013 年調查錄得合共 145 584 名僱員，是次調查顯示僱員人數增加了 7 515 人，兩年間增幅為 5.2%。其中，技術僱員總數（下稱「僱員總數」）增加了 5 637 人，增幅為 4.8%，非技術僱員則增加了 1 878 人，增幅為 6.6%。技術僱員泛指從事房地產服務業相關工作的人士，非技術僱員則指擔任業內行政、會計、人事及其他輔助工作的人士。與以往的調查一樣，本報告的分析並不包括非技術僱員。

2.3 調查顯示，物業管理及保養機構的僱員人數最多，有 78 601 人，佔業內僱員總數 64%；其他依次為地產代理（22 168 人，佔 18%）；地產發展（11 917 人，佔 9.7%）；政府部門及公共機構（9 533 人，佔 7.8%）；以及測量、估價及顧問（654 人，佔 0.5%）。各類機構僱員的分布情況見圖 2.1，各類機構的詳細數據分析則載於**附錄 5**。

圖 2.1: 各類房地產服務機構僱員分布情況
 總數: 122 873



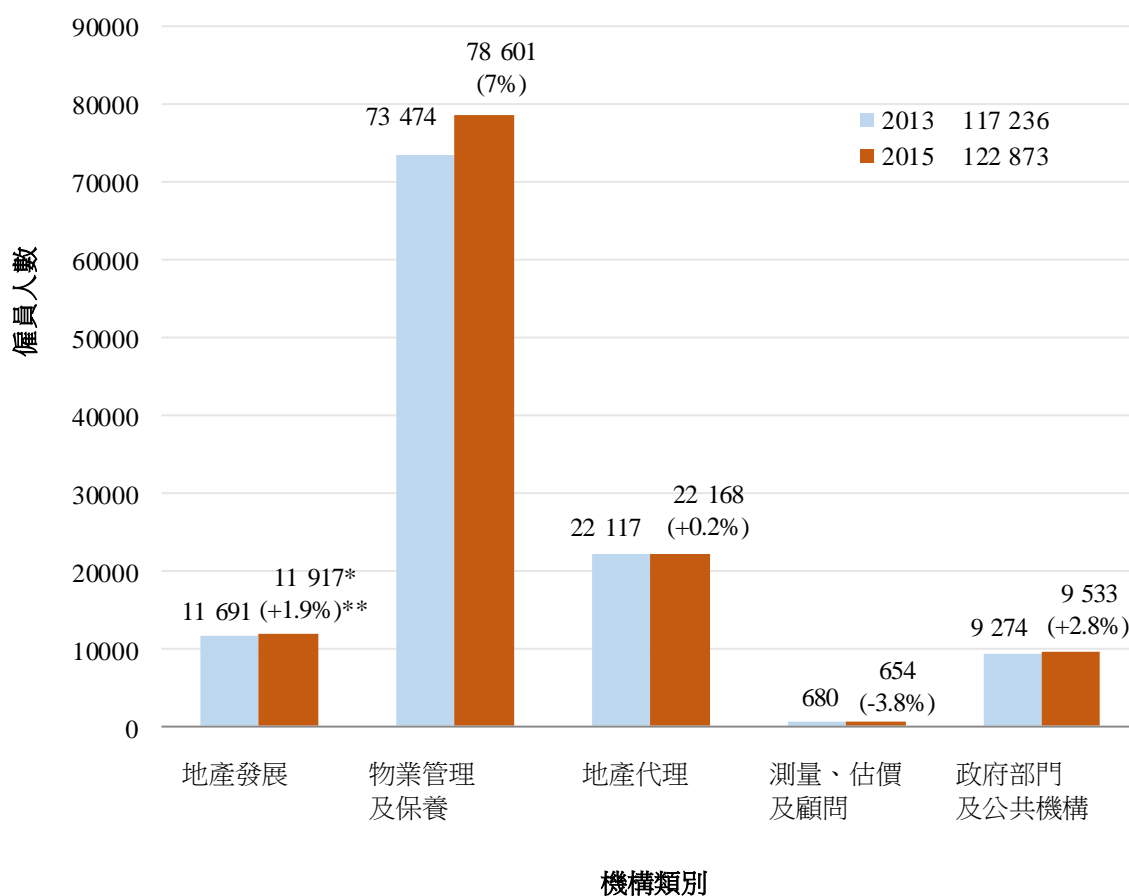
* 各類機構僱員總數

** 佔房地產服務業僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

2.4 與 2013 年調查相比，物業管理及保養機構的人力兩年來錄得 7% 的增長；政府部門及公共機構亦有 2.8% 的增幅。2013 與 2015 年各機構類別的人力比較見圖 2.2，僱員人數增長情況則見表 2.1。

圖 2.2: 2013 與 2015 年各類房地產服務機構
僱員分布情況比較



* 各類機構僱員總數

** 該類機構僱員總數的增/減幅

表 2.1: 各類房地產服務機構僱員人數的增長情況

機構類別	2013年5月 僱員人數	2015年5月 僱員人數	增／減 (%)*
地產發展	11 691	11 917	226 (1.9)
物業管理及保養	73 474	78 601	5 127 (7)
地產代理	22 117	22 168	51 (0.2)
測量、估價及顧問	680	654	-26 (-3.8)
政府部門及公共機構	9 274	9 533	259 (2.8)
總數	117 236	122 873	5 637 (4.8)**

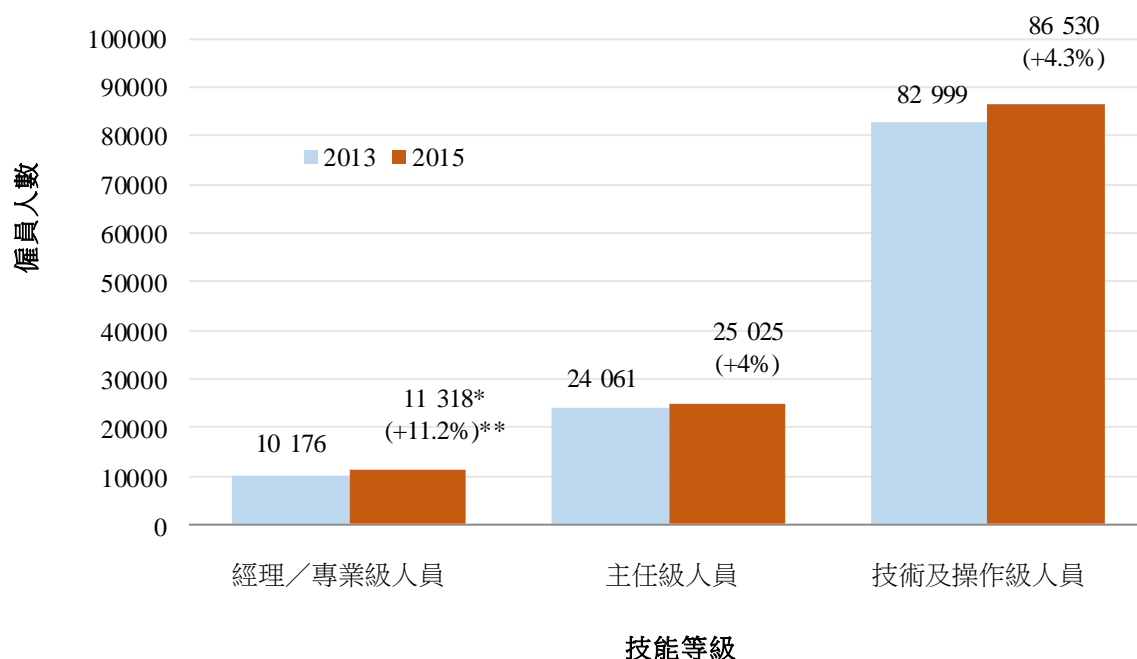
(%)* 該類機構僱員總數的增／減幅

(%)** 業內僱員總數的增／減幅

2.5 調查亦顯示，122 873 名僱員中，86 530 人 (70.4%) 屬技術及操作級人員；25 025 (20.4%) 屬主任級人員；11 318 人 (9.2%) 屬經理／專業級人員。2013 與 2015 年各技能等級的人力結構比較見圖 2.3，僱員人數增長情況則見表 2.2。

2.6 各類機構不同技能等級僱員的分布情況見表 2.3。

圖 2.3: 2013 與 2015 年各技能等級人力結構



* 該技能等級的僱員總數

** 該技能等級僱員總數的增/減幅

表 2.2: 各技能等級僱員人數的增長情況

技能等級	2013 年 5 月 僱員人數 (%)*	2015 年 5 月 僱員人數 (%)*	增/減 (%)#
經理/專業級人員	10 176 (8.7)	11 318 (9.2)	1 142 (11.2)
主任級人員	24 061 (20.5)	25 025 (20.4)	964 (4)
技術及操作級人員	82 999 (70.8)	86 530 (70.4)	3 531 (4.3)
總數	117 236	122 873	5 637 (4.8)**

(%)* 佔該技能等級僱員總數的百分率

(%)# 該技能等級僱員總數的增/減幅

(%)** 業內僱員總數的增/減幅

表 2.3: 各類機構不同技能等級僱員人數

機構類別	經理／ 專業級人員 (%)*	主任級人員 (%)*	技術及 操作級人員 (%)*	總數 (%)*	(%)**
地產發展	2 940 (24.7)	4 170 (35)	4 807 (40.3)	11 917 (100)	(9.7)
物業管理及保養	4 213 (5.4)	12 829 (16.3)	61 559 (78.3)	78 601 (100)	(64)
地產代理	1 422 (6.4)	2 946 (13.3)	17 800 (80.3)	22 168 (100)	(18)
測量、估價及顧問	279 (42.7)	174 (26.6)	201 (30.7)	654 (100)	(0.5)
政府部門及公共機構	2 464 (25.8)	4 906 (51.5)	2 163 (22.7)	9 533 (100)	(7.8)
總數	11 318 (9.2)	25 025 (20.4)	86 530 (70.4)	122 873 (100)	(100)

(%)* 估該類機構僱員總數的百分率

(%)** 估業內僱員總數的百分率

由於四捨五入關係，百分率的總和未必等於 100%

長駐內地／其他城市超過 183 日的僱員人數

2.7 調查顯示，過去 12 個月，本業有 149 名僱員長駐內地或其他城市超過 183 日，佔僱員總數僅 0.1%。其中，地產發展機構有 147 人；其次是物業管理及保養機構，有 2 人。按三個技能等級而論，駐守內地的經理／專業級人員有 103 名、主任級人員有 38 名。過去 12 個月各類機構不同技能等級駐守內地或其他城市超過 183 日的僱員分布情況見表 2.4。

經常往返內地工作的僱員人數

2.8 調查顯示，過去 12 個月，本業有 943 名僱員需往返內地從事各類房地產業工作；其中，地產發展機構有 461 名僱員需經常往返內地工作；其次是地產代理機構，有 321 名。各類機構需往返內地工作的僱員人數見表 2.5。表 2.6 顯示，僱主預期未來 12 個月，需經常往返內地工作的僱員有 874 名。

表 2.4: 過去 12 個月長駐內地／其他城市超過 183 日的僱員人數

機構類別	經理／ 專業級人員			主任級人員			技術及 操作級人員			總數 (%)*
	內地	其他城市	內地	其他城市	內地	其他城市	內地	其他城市		
地產發展	101	8	38	-	-	-	-	-	147 (1.2)	
物業管理及保養	2	-	-	-	-	-	-	-	2 (-)	
地產代理	-	-	-	-	-	-	-	-	- (-)	
測量、估價及顧問	-	-	-	-	-	-	-	-	- (-)	
政府部門及公共機構	-	-	-	-	-	-	-	-	- (-)	
總數	103	8	38	-	-	-	-	-	149 (0.12)**	

(%)* 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

表 2.5: 過去 12 個月各類機構需經常往返內地的僱員人數

機構類別	從事地產 發展工作 (%)*	從事物業管理 及保養工作 (%)*	從事地產 代理工作 (%)*	從事測量、估價 及顧問工作 (%)*	小計 (%)*#
地產發展	461 (100)	-	-	-	461 (3.9)
物業管理及保養	-	136 (100)	-	-	136 (0.2)
地產代理	-	-	321 (100)	-	321 (1.5)
測量、估價及顧問	-	-	-	25 (100)	25 (3.8)
政府部門及公共機構	-	-	-	-	-
總數	461	136	321	25	943 (0.8)**

(%)* 佔該類機構過去 12 個月需經常往返內地僱員總數的百分率

(%)*# 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

表 2.6: 未來 12 個月各類機構需經常往返內地的僱員人數

機構類別	從事地產 發展工作 (%)*	從事物業管理 及保養工作 (%)*	從事地產 代理工作 (%)*	從事測量、估價 及顧問工作 (%)*	小計 (%)#
地產發展	379 (100)	-	-	-	379 (3.2)
物業管理及保養	-	144 (100)	-	-	144 (0.18)
地產代理	-	-	327 (100)	-	327 (1.5)
測量、估價及顧問	-	-	-	24 (100)	24 (3.7)
政府部門及公共機構	-	-	-	-	-
總數	379	144	327	24	874 (0.7)**

(%)* 佔該類機構未來 12 個月需經常往返內地僱員總數的百分率

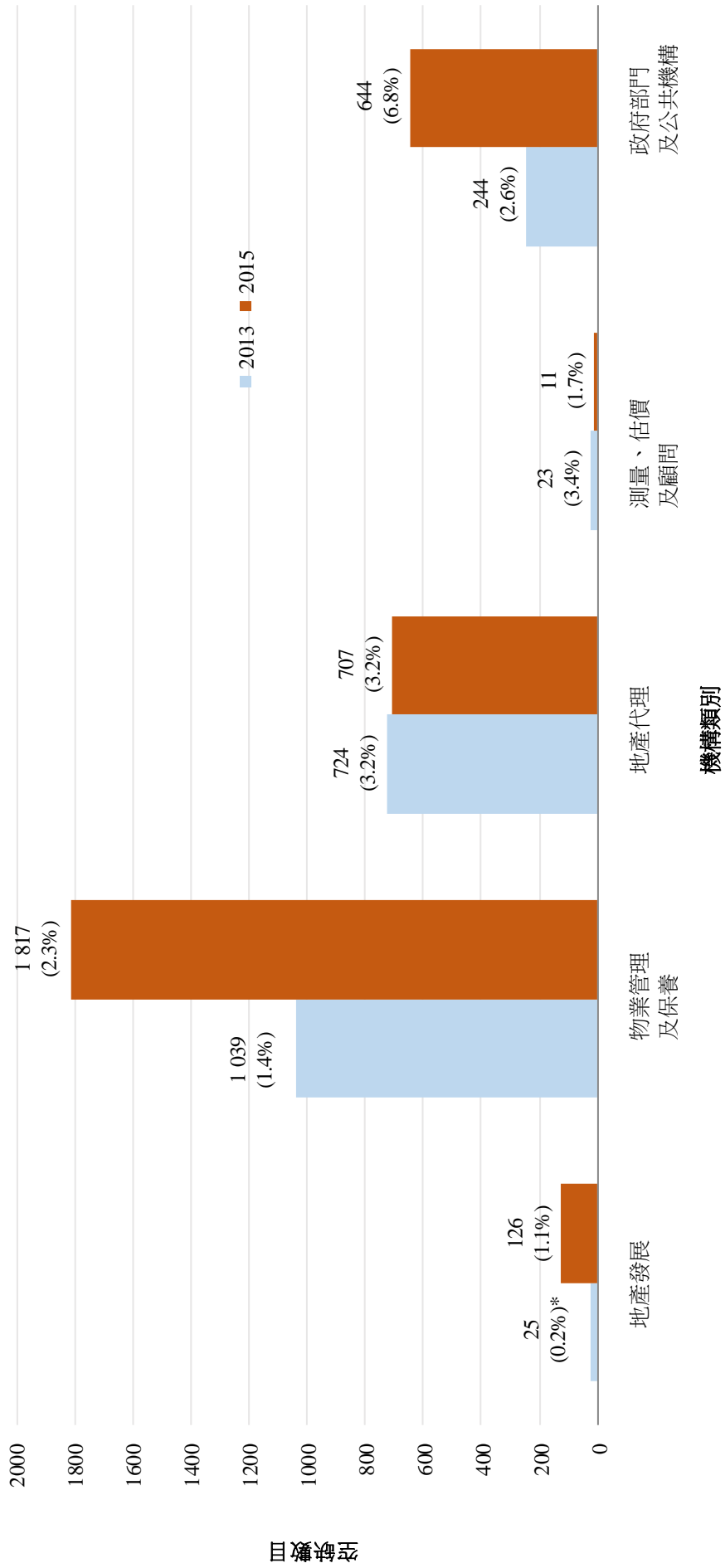
(%)# 佔該類機構僱員總數的百分率

(%)** 佔業內僱員總數的百分率

現有空缺數目

2.9 調查期間，僱主報稱業內共有 3 305 個空缺，佔 126 178 個現有職位數目的 2.6%。物業管理及保養機構的空缺最多，有 1 817 個；其次為地產代理，有 707 個空缺。各類機構於 2013 與 2015 年的空缺數目比較載於圖 2.4，各類機構不同技能等級的現有空缺數目見表 2.7。

圖 2.4: 2013 與 2015 年各類機構的空缺數目
總數: 3 305



(%)* 佔該類機構職位總數的百分率

表 2.7: 各類機構不同技能等級現有空缺數目

機構類別	經理／ 專業級人員 (%)*	主任級人員 (%)*	技術及 操作級人員 (%)*	總數 (%)#
地產發展	28 (0.9)	36 (0.9)	62 (1.2)	126 (1.1)
物業管理及保養	50 (1.2)	236 (1.8)	1 531 (2.5)	1 817 (2.3)
地產代理	13 (0.9)	23 (0.8)	671 (3.8)	707 (3.2)
測量、估價及顧問	- (-)	2 (1.1)	9 (4.5)	11 (1.7)
政府部門及公共機構	120 (4.9)	329 (6.7)	195 (9.0)	644 (6.8)
總數 (%)**	211 (1.9)	626 (2.5)	2 468 (2.9)	3 305 (2.7)@

(%)* 佔該類機構該技能等級職位總數⁵的百分率

(%)** 佔該技能等級職位總數⁵的百分率

(%)# 佔該類機構職位總數⁵的百分率

(%)@ 佔業內職位總數⁵的百分率

僱主預測至 2016 年 5 月的人力需求

2.10 環球經濟前景不明朗，僱主在預測 2016 年僱員人數時普遍較為審慎。僱主預測，至 2016 年 5 月，本業會有 125 820 個職位，較 2015 年 5 月減少 358 個，減幅為 0.3%。按機構類別劃分，地產代理機構會有 51 個新職位，增幅為 0.2%，是唯一錄得增長的機構類別。

2.11 僱主預測至 2016 年 5 月各類機構不同技能等級的人力增長見表 2.8(i)至表 2.8(v)，以及圖 2.5。

⁵職位總數 = 受僱員工數目 + 空缺數目

表 2.8: 僱主預測 2016 年 5 月房地產服務業
各類機構不同技能等級的人力

(i) 地產發展

技能等級	(a) 2015 年 5 月 僱員人數	(b) 2015 年 5 月 空缺數目	(a)+(b) 2015 年 5 月 職位總數	僱主預測 2016 年 5 月 人力	增幅 (%)*
經理／專業級人員	2 940	28	2 968	2 963	-5 (-0.04)
主任級人員	4 170	36	4 206	4 206	-
技術及操作級人員	4 807	62	4 869	4 859	-10 (-0.08)
	——	——	——	——	——
小計	11 917	126	12 043	12 028	-15 (-0.1)*

(ii) 物業管理及保養

技能等級	(a) 2015 年 5 月 僱員人數	(b) 2015 年 5 月 空缺數目	(a)+(b) 2015 年 5 月 職位總數	僱主預測 2016 年 5 月 人力	增幅 (%)*
經理／專業級人員	4 213	50	4 263	4 274	11 (0.01)
主任級人員	12 829	236	13 065	13 083	18 (0.02)
技術及操作級人員	61 559	1 531	63 090	62 965	-125 (-0.2)
	——	——	——	——	——
小計	78 601	1 817	80 418	80 322	-96 (-0.1)*

(%)* 該類機構職位總數的增／減幅

(iii) 地產代理

技能等級	(a) 2015年5月 僱員人數	(b) 2015年5月 空缺數目	(a)+(b) 2015年5月 僱員人數	僱主預測 2016年5月 人力	增幅 (%)*
經理／專業級人員	1 422	13	1 435	1 425	-10 (-0.04)
主任級人員	2 946	23	2 969	2 941	-28 (-0.1)
技術及操作級人員	17 800	671	18 471	18 560	89 (0.4)
小計	22 168	707	22 875	22 926	51 (0.2)*

(iv) 測量、估價及顧問

技能等級	(a) 2015年5月 僱員人數	(b) 2015年5月 空缺數目	(a)+(b) 2015年5月 職位總數	僱主預測 2016年5月 人力	增幅 (%)*
經理／專業級人員	279	-	279	279	-
主任級人員	174	2	176	176	-
技術及操作級人員	201	9	210	196	-14 (-2.2)
小計	654	11	665	651	-14 (-2.2)*

(%)* 該類機構職位總數的增／減幅

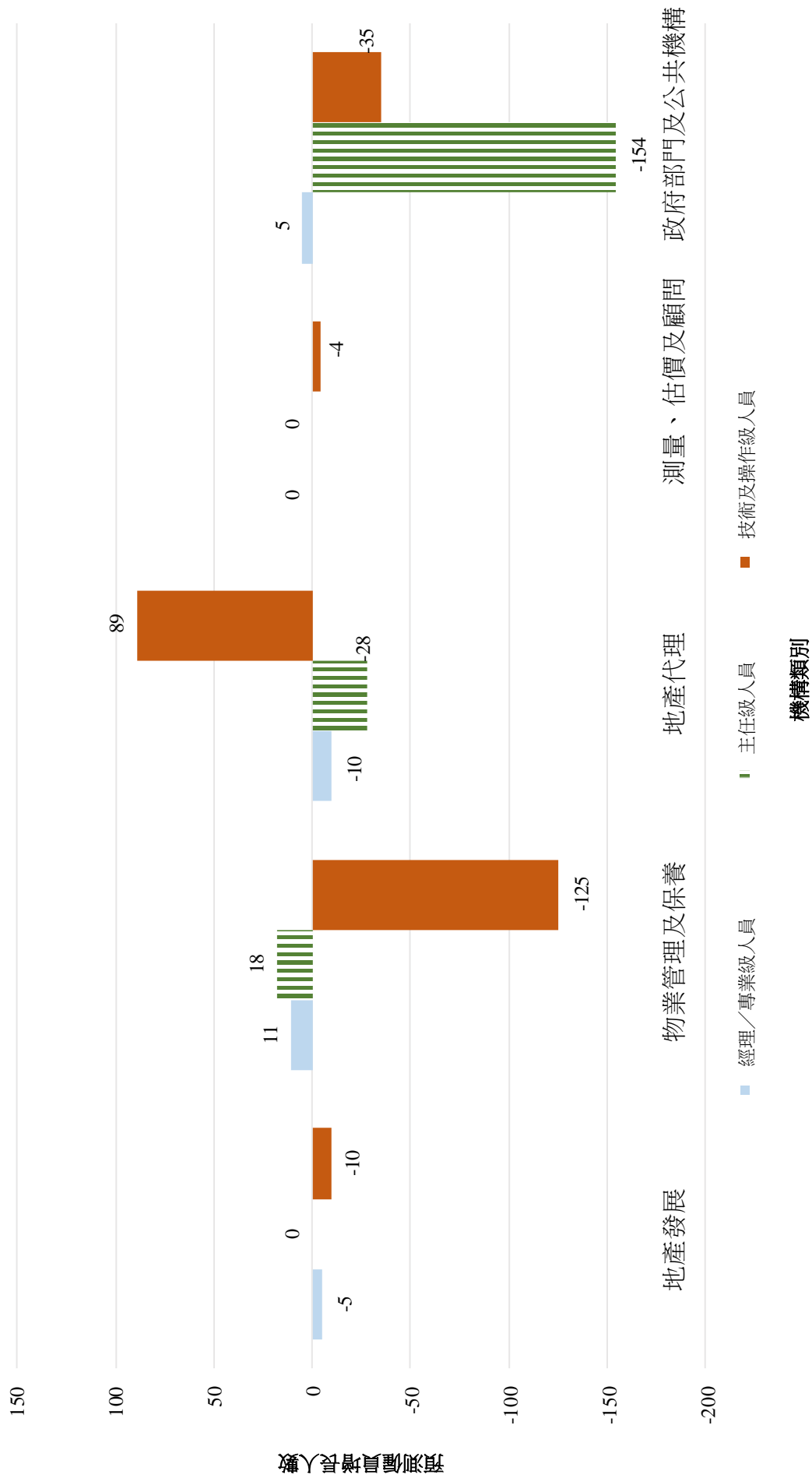
(v) 政府部門及公共機構

技能等級	(a) 2015年5月 僱員人數	(b) 2015年5月 空缺數目	(a)+(b) 2015年5月 職位總數	僱主預測 2016年5月 人力	增幅 (%)*
經理／專業級人員	2 464	120	2 584	2 489	-95 (-1%)
主任級人員	4 906	329	5 235	5 081	-154 (-1.6)
技術及操作級人員	2 163	195	2 358	2 323	-35 (-0.4)
小計	9 533	644	10 177	9 893	-284 (-2.9)*
總計	122 873	3 305	126 178	125 820	-358 (-0.3)**

(%)* 該類機構職位總數的增／減幅

(%)** 業內職位總數的增／減幅

圖 2.5: 僱主預測 2016 年 5 月房地產服務業
各類機構不同技能等級的人力增長
總數: 減少 358 人



預測僱員增長人數

過去 12 個月各技能等級僱員的內部晉升情況

2.12 調查顯示，有 1 186 名僱員（佔僱員總數 1%）獲內部晉升；其中，晉升為經理／專業級的有 268 人，晉升為主任級的有 918 人。2013 與 2015 年各類機構不同技能等級僱員內部晉升情況見表 2.9。

**表 2.9: 2013 與 2015 年各類機構
不同技能等級僱員內部晉升情況**

	2013 年 5 月			2015 年 5 月		
	僱員人數	晉升人數	(%)*	僱員人數	晉升人數	(%)*
地產發展						
<u>技能等級</u>						
經理／專業級人員	2 875	23	(0.8)	2 940	8 [#]	(0.3)
主任級人員	3 807	32	(0.8)	4 170	7 ^{##}	(0.2)
物業管理及保養						
<u>技能等級</u>						
經理／專業級人員	3 688	107	(2.9)	4 213	109	(2.6)
主任級人員	12 159	266	(2.2)	12 829	661	(5.2)
地產代理						
<u>技能等級</u>						
經理／專業級人員	1 189	12	(1.0)	1 422	43	(3.0)
主任級人員	2 911	68	(2.3)	2 946	202	(6.9)
測量、估價及顧問						
<u>技能等級</u>						
經理／專業級人員	246	7	(2.8)	279	-	(-)
主任級人員	189	10	(5.2)	174	7	(4)
政府部門及公共機構						
<u>技能等級</u>						
經理／專業級人員	2 178	148	(6.8)	2 464	108	(4.4)
主任級人員	4 995	97	(1.9)	4 906	41	(0.8)
總數	34 237	770		36 343	1 186	(1.0)**

(%)* 佔該類機構該技能等級僱員總數的百分率

(%)** 佔業內僱員總數的百分率

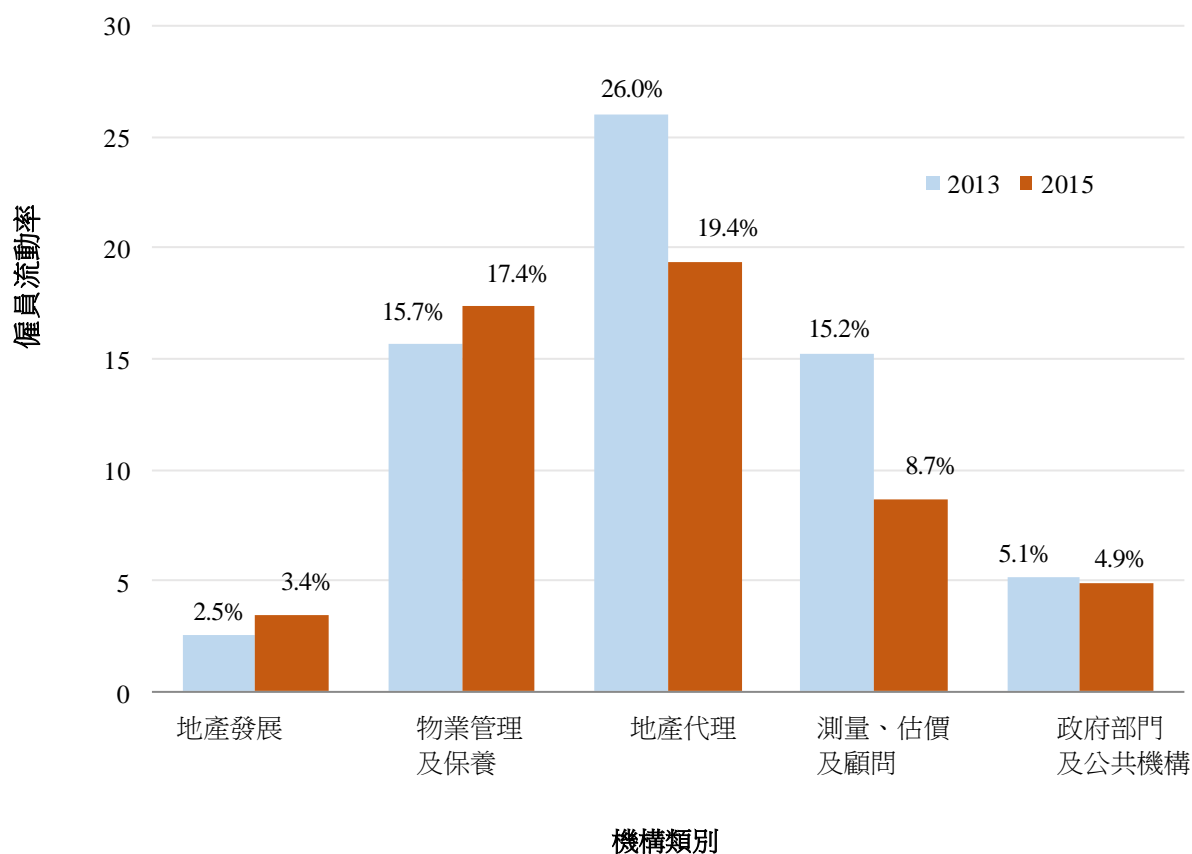
由主任級晉升為經理／專業級

由技術級人員晉升為主任級

過去 12 個月的僱員流動情況⁶

2.13 如表 2.10 所示，僱主報稱過去 12 個月離職的僱員有 19 410 名（相當於職位總數的 15.4%）；其中，物業管理及保養機構錄得 14 020 人離職，人數最多，佔該類機構職位總數 17.4%；地產代理機構有 4 430 人離職，佔該類機構職位總數 19.4%，所佔百分率最高。圖 2.6 顯示 2013 與 2015 年各類機構的僱員流動率。

圖 2.6: 2013 與 2015 年各類機構僱員流動率



⁶僱員流動指離職的僱員

**表 2.10: 過去 12 個月房地產服務業
各類機構離職僱員人數**

<u>機構類別</u>	<u>職位數目</u>	<u>離職人數</u>	<u>(%)*</u>
地產發展	12 043	404	(3.4)
物業管理及保養	80 418	14 020	(17.4)
地產代理	22 875	4 430	(19.4)
測量、估價及顧問	665	58	(8.7)
政府部門及公共機構	10 177	498	(4.9)
總數	126 178	19 410	(15.4)**

(%)* 佔該類機構職位總數的百分率

(%)** 佔業內職位總數的百分率

**表 2.11: 過去 12 個月房地產服務業
各技能等級離職僱員人數**

<u>技能等級</u>	<u>職位數目</u>	<u>離職人數</u>	<u>(%)*</u>
經理／專業級人員	11 529	463	(4)
主任級人員	25 651	2 022	(7.9)
技術及操作級人員	88 998	16 925	(19)
總數	126 178	19 410	(15.4)**

(%)* 佔該類機構職位總數百分率

(%)** 佔業內職位總數的百分率

2.14 表 2.11 顯示技術及操作級共有 16 925 名僱員離職，佔該技能等級職位數目 13.4%。離開本業的僱員共有 19 410 名，佔職位總數 15.4%。

**表 2.12 : 過去 12 個月房地產服務業
各類機構不同技能等級流失人數**

(i) 地產發展

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	42	42	-	(-)
主任級人員	65	129	-	(-)
技術及操作級人員	297	175	122	(2.5)
小計	404	346	58[#]	(0.5)**

(ii) 物業管理及保養

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	233	193	40	(0.9)
主任級人員	1 590	1 250	340	(2.7)
技術及操作級人員	12 197	8 592	3 605	(5.9)
小計	14 020	10 035	3 985	(5.1)**

(iii) 地產代理

技能等級	離職人數	具相關經驗的 新聘僱員人數	流失人數	(%)*
經理／專業級人員	19	13	6	(0.4)
主任級人員	162	79	83	(2.8)
技術及操作級人員	4 249	2 551	1 698	(9.5)
小計	4 430	2 643	1 787	(8.1)**

(%)* 佔該類機構該技能等級流失僱員總數的百分率

(%)** 佔該類機構每月流失僱員總數的百分率

主任級與技術及操作級的總流失人數

(iv) 測量、估價及顧問

技能等級	離職人數	具相關經驗的新聘僱員人數	流失人數	(%)*
經理／專業級人員	7	-	7	(2.5)
主任級人員	8	6	2	(1.2)
技術及操作級人員	43	33	10	(5.0)
小計	58	39	19	(2.9)**

(v) 政府部門及公共機構

技能等級	離職人數	具相關經驗的新聘僱員人數	流失人數	(%)*
經理／專業級人員	162	25	137	(5.6)
主任級人員	197	27	170	(3.5)
技術及操作級人員	139	4	135	(6.2)
小計	498	56	442	(4.6)**
總計	19 410	13 119	6 291	(5.1)#

(%)* 估該類機構該技能等級流失僱員總數的百分率

(%)** 估該類機構僱員總數的百分率

(%)# 估業內僱員總數的百分率

具相關經驗的新聘僱員

2.15 調查顯示，過去 12 個月本業共聘用 17 121 名僱員，其中 13 119 人 (76.6%) 具房地產服務相關經驗。按機構類別劃分，物業管理及保養機構招聘了 10 035 名具經驗的僱員，為所有機構類別之冠。按技能等級而言，技術及操作級僱用了 11 355 名具經驗的員工。各類機構不同技能等級具相關經驗的新聘僱員人數分析見表 2.12。

僱員流失情況⁷

2.16 調查期間有 19 410 名僱員離開本業，同時，業界聘用了 13 119 名具備相關經驗的員工，流失人數為 6 291 人，佔 2015 年僱員總數 5.1%。地產代理機構的僱員流失率最高，達 1 787 人，佔該類別人力 8.1%；其次為物業管理及保養機構，有 3 985 名僱員轉業，佔該類別人力 5.1%。各類機構不同技能等級的僱員流失分析見表 2.12。

過去 12 個月的招聘困難

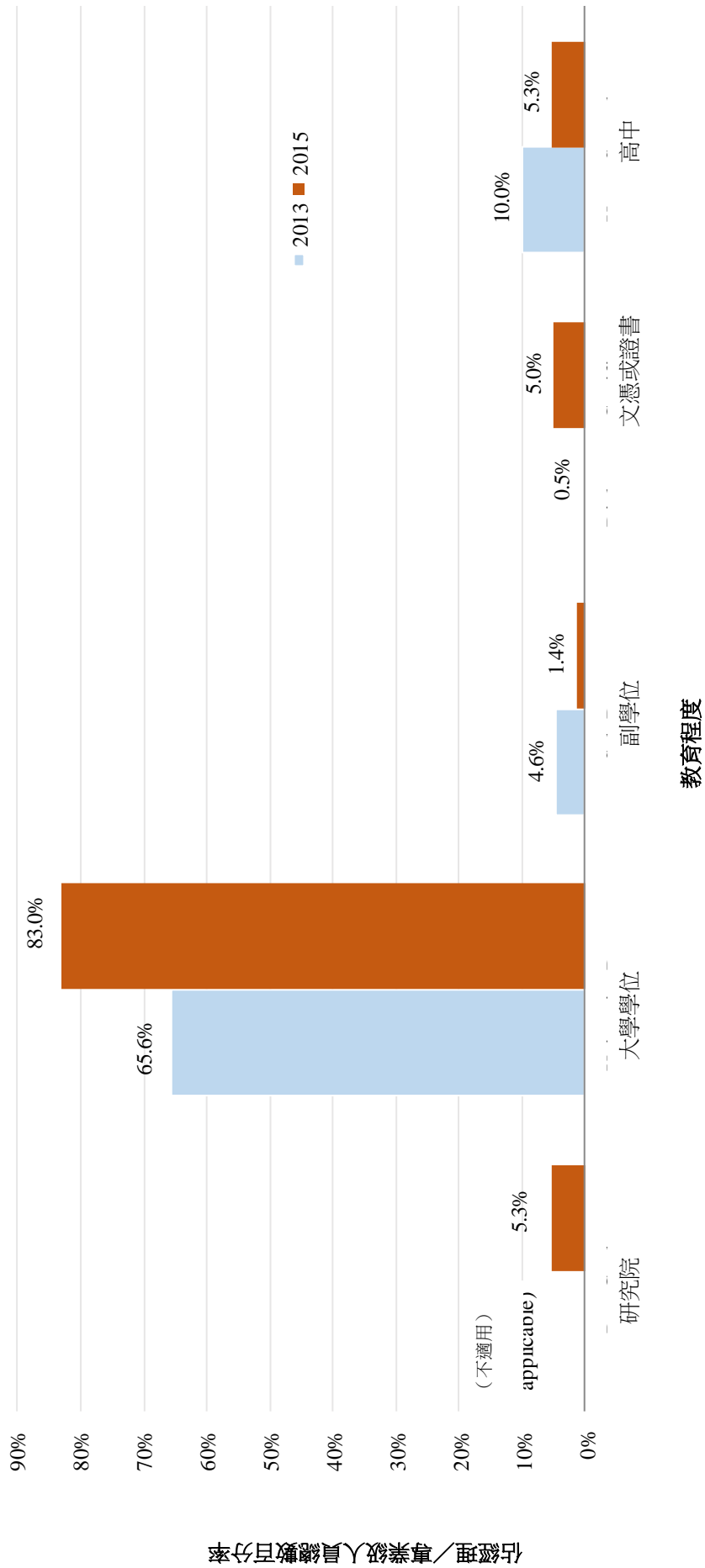
2.17 調查顯示，過去 12 個月有 53% 計劃招聘人手的公司在招聘方面遇到困難，特別是招聘地產代理人員，以及物業管理及保養人員；主要原因是缺乏具有相關經驗的人選，以及工作環境欠佳。各類機構不同技能等級人員的招聘困難分析載於第三章表 3.6。

僱員宜有學歷

2.18 圖 2.7(i)至圖 2.7(iii)顯示僱主於 2013 及 2015 年對僱員宜有學歷的意見。是次調查中，部分僱主並無填報有關資料，涉及 20 059 名僱員。為免影響數據的精確程度，本會僅分析了 102 814 名僱員的資料；結果顯示，2013 及 2015 年分別有 65.6% 及 83% 僱主屬意經理／專業級人員擁有大學學位。至於主任級人員方面，分別有 66.5% 及 67.3% 僱主屬意他們具備文憑程度，又或證書或以上程度學歷；技術及操作級人員方面，分別有 76.4% 及 49.2% 僱主屬意他們擁有高中或以上程度學歷。此外，分別有 38.5% 及 1.7% 僱主屬意經理／專業級人員及主任級人員具備專業資格。各類機構不同技能等級僱員宜有學歷的詳細分析見附錄 7。

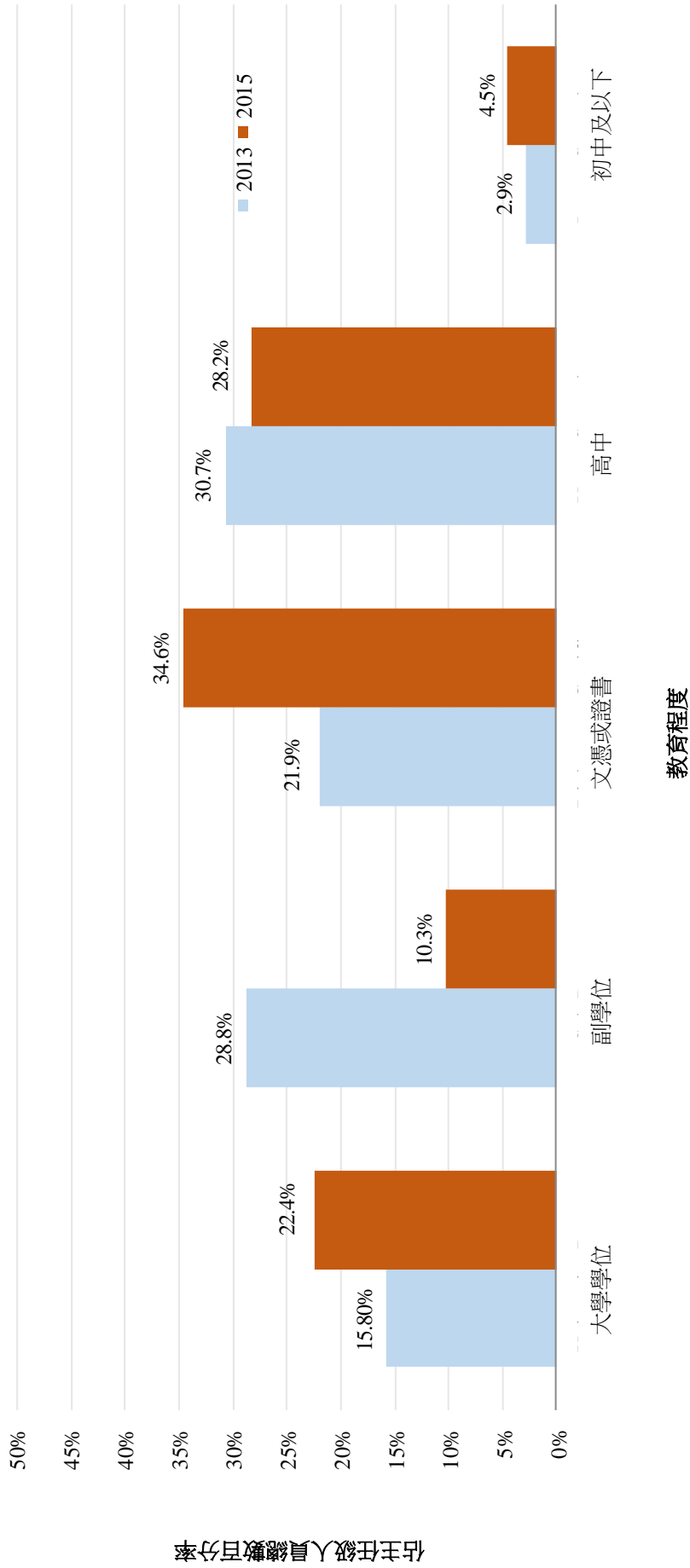
⁷僱員流失指轉業的僱員

圖 2.7(i): 2013 與 2015 年經理／專業級人員宜有教育程度



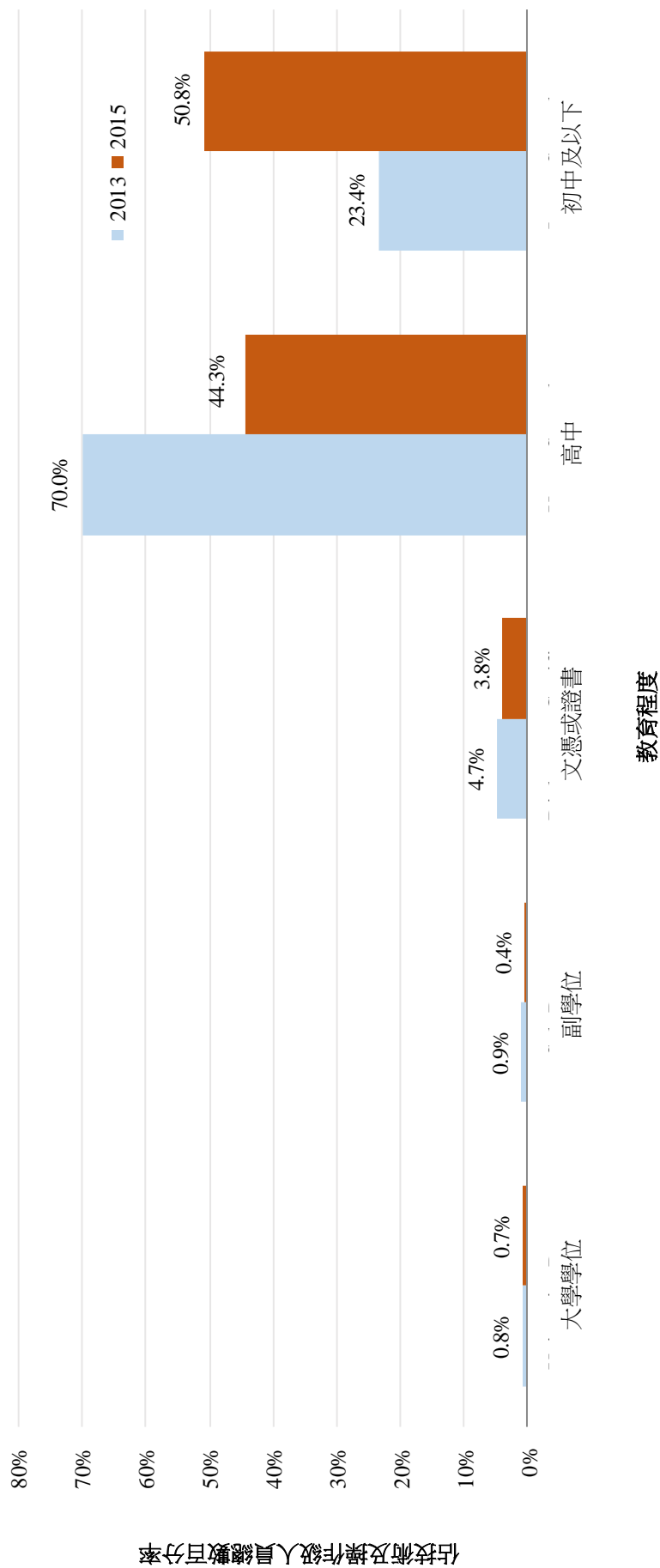
由於四捨五入關係，百分率的總和未必等於 100%

圖 2.7(ii): 2013 與 2015 年主任級人員宜有教育程度



由於四捨五入關係，百分率的總和未必等於 100%

圖 2.7(iii): 2013 與 2015 年技術及操作級人員宜有教育程度

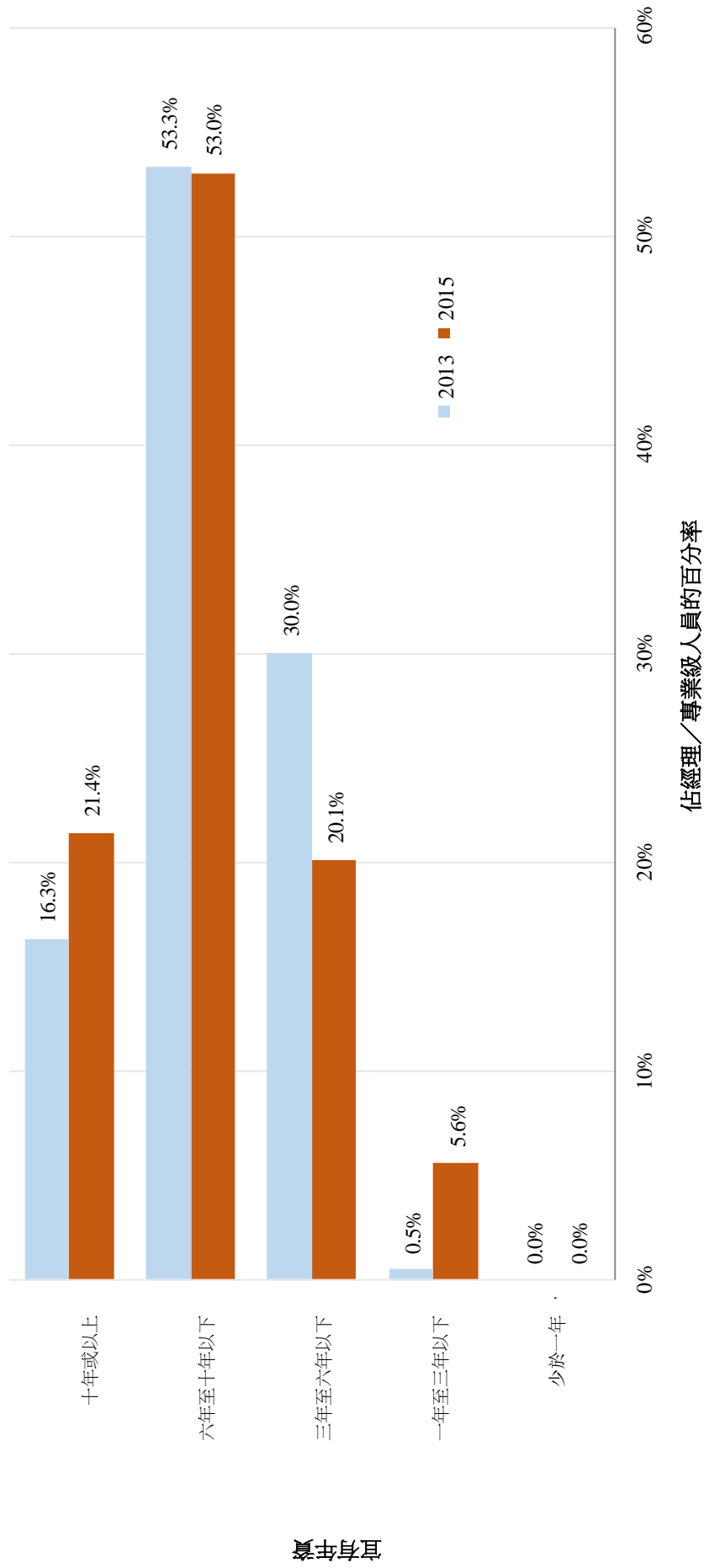


由於四捨五入關係，百分率的總和未必等於 100%

僱員宜有相關年資

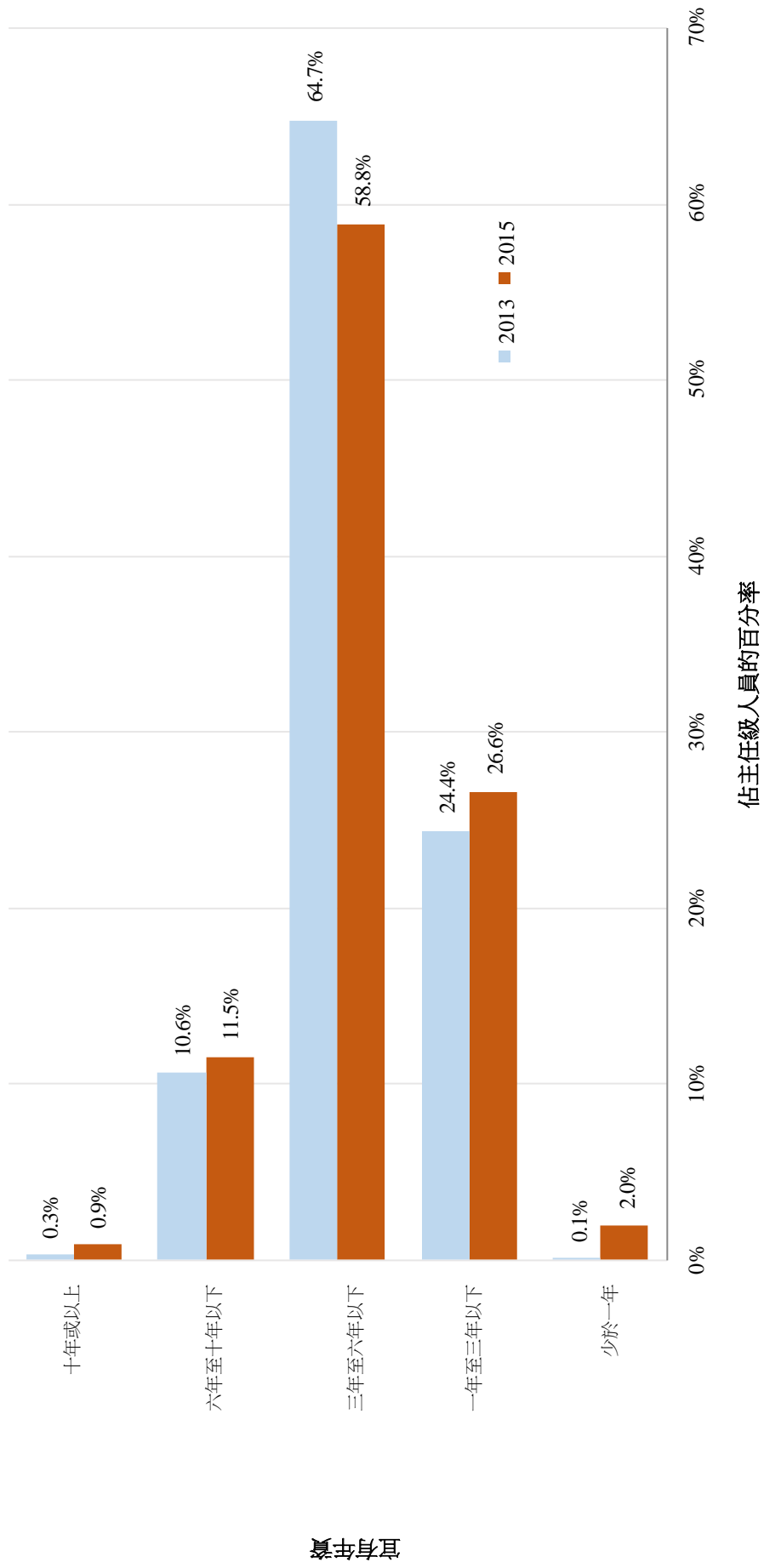
2.19 圖 2.8(i)至圖 2.8(iii)顯示 2013 及 2015 年僱員宜有年資。是次調查中，部分僱主並無填報有關資料，涉及 20 919 名僱員。為免影響數據的精確程度，本會僅分析了 101 954 名僱員的資料；結果顯示，2013 及 2015 年分別有 69.6%及 74.4%僱主要求經理／專業級人員具備多於六年年資。至於主任級人員方面，分別有 75.6%及 71.2%僱主屬意他們擁有多於三年年資；而技術及操作級人員方面，則分別有 64.4%及 57.5%僱主要求他們具備多於一年年資。各類機構不同技能等級僱員宜有年資的詳細分析見**附錄 8**。

圖 2.8(i): 2013 與 2015 年經理／專業級人員宜有年資



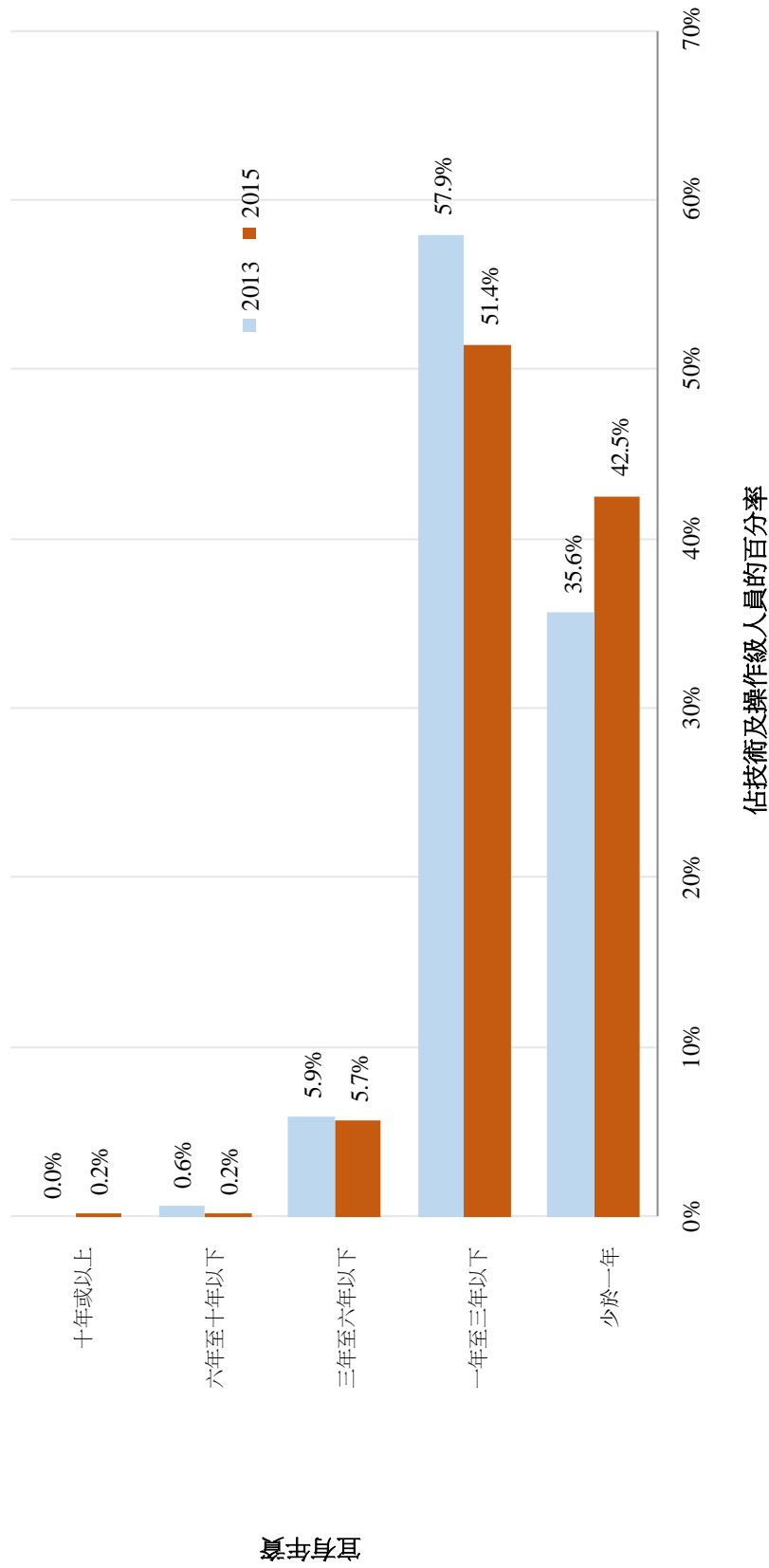
由於四捨五入關係，百分率的總和未必等於 100%

圖 2.8(ii): 2013 與 2015 年主任級人員宜有年資



由於四捨五入關係，百分率的總和未必等於 100%

圖 2.8(iii): 2013 與 2015 年技術及操作級人員宜有年資

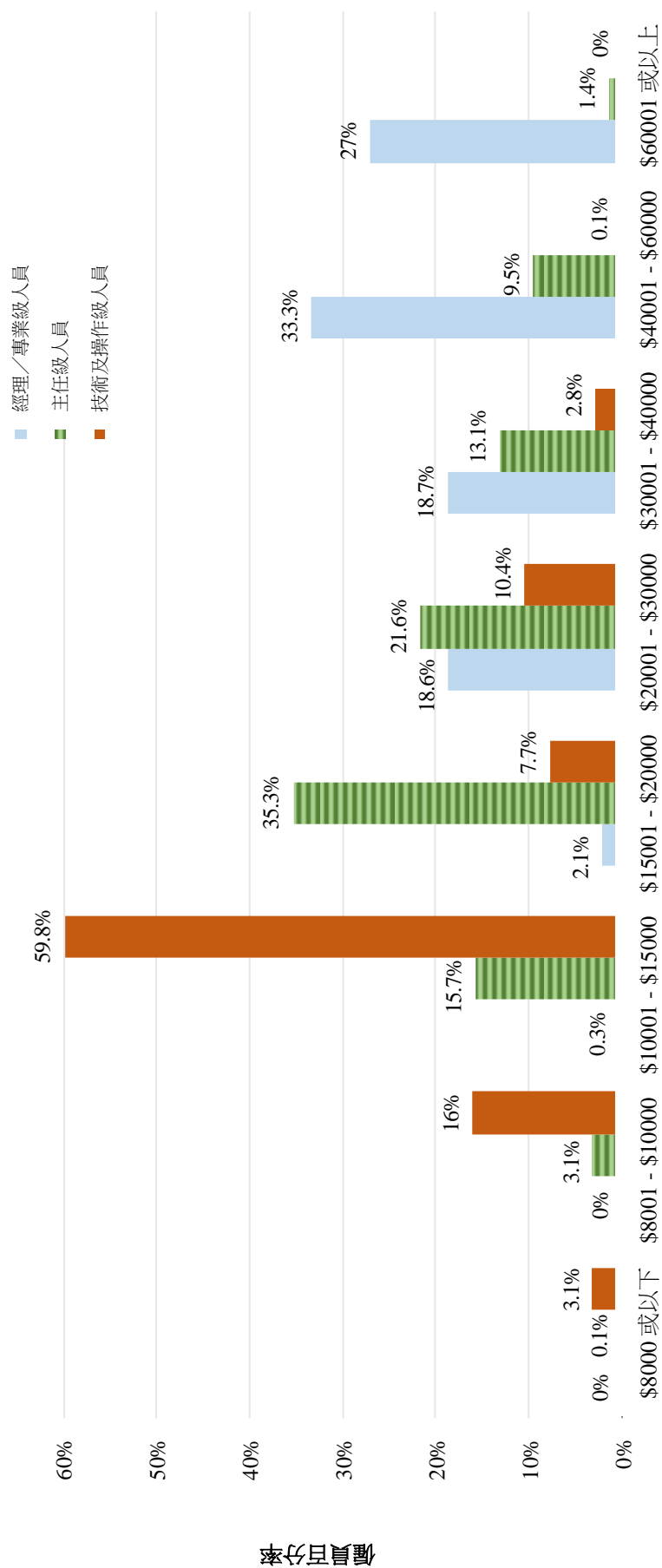


由於四捨五入關係，百分率的總和未必等於 100%

收入分布

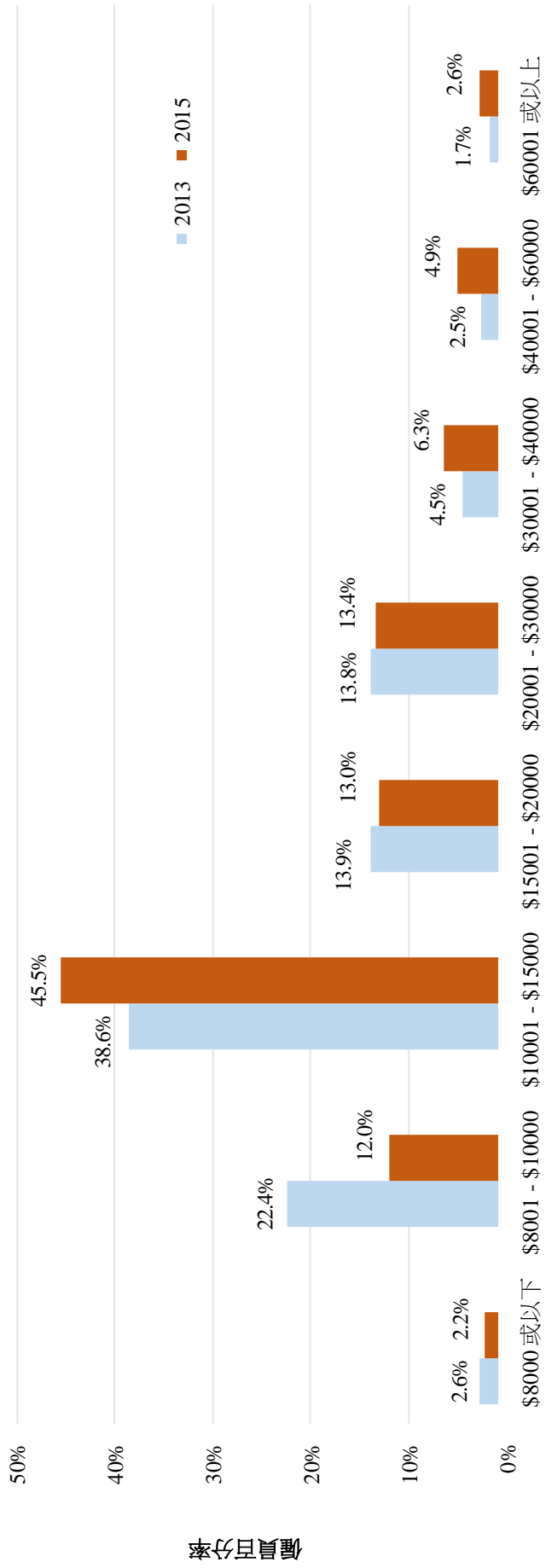
2.20 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。在是次調查中，27 723 名僱員的收入分布未有註明，為免影響數據的精確程度，本會僅分析了 95 150 名僱員的資料。圖 2.9(i)列出各技能等級僱員的收入分布情況；各類機構不同技能等級僱員的收入分布情況見表 2.13；2013 與 2015 年各技能等級僱員的收入分布情況見表 2.14。是次調查並非薪酬研究，所收集的數據僅作複核資料之用。

圖 2.9 (i): 房地產服務業各技能等級僱員的收入幅度分布



各技能等級僱員的收入幅度

由於四捨五入關係，百分率的總和未必等於 100%



各技能等級僱員的收入幅度

由於四捨五入關係，百分率的總和未必等於 100%

表 2.13: 房地產服務業各類機構不同技能等級僱員的收入分布

	\$8 000 或以下	\$8 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000	\$60 000 或以上	總數
地產發展									
技能等級									
經理／專業級人員	-	-	-	8	337	456	583	361	1 745
主任級人員	-	-	167	1 173	959	139	50	6	2 494
技術及操作級人員	10	299	1 723	409	116	9	-	-	2 566
小計	10	299	1 890	1 590	1 412	604	633	367	6 805
物業管理及保養									
技能等級									
經理／專業級人員	-	-	-	132	820	898	841	274	2 965
主任級人員	-	623	2 716	5 094	1 369	297	-	-	10 099
技術及操作級人員	133	10 166	34 948	1 719	1	-	-	-	46 967
小計	133	10 789	37 664	6 945	2 190	1 195	841	274	60 031
地產代理									
技能等級									
經理／專業級人員	2	-	28	33	268	83	348	245	1 007
主任級人員	27	-	197	320	609	722	172	273	2 320
技術及操作級人員	1 949	314	2 034	2 576	6 837	1 852	69	-	15 631
小計	1 978	314	2 259	2 929	7 714	2 657	589	518	18 958
測量、估價及顧問									
技能等級									
經理／專業級人員	-	-	-	-	56	40	58	35	189
主任級人員	-	-	-	71	38	3	-	-	112
技術及操作級人員	-	24	93	41	1	-	-	-	159
小計	-	24	93	112	95	43	58	35	460
政府部門及公共機構									
技能等級									
經理／專業級人員	-	-	-	-	38	49	888	1 282	2 257
主任級人員	-	-	31	339	1 301	1 445	1 649	-	4 765
技術及操作級人員	-	-	1 410	459	5	-	-	-	1 874
小計	-	-	1 441	798	1 344	1 494	2 537	1 282	8 896
總計	2 121	11 426	43 347	12 374	12 755	5 993	4 658	2 476	95 150

表 2.14: 2013 與 2015 年房地產服務業各技能等級僱員的收入分布

技能等級	2013							總數
	\$8 000 或以下	\$8 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000 或以上	
經理／專業級人員	-	-	20	113	2 446	2 134	1 401	8 243
主任級人員	21	58	4 232	8 464	4 638	2 309	248	20 291
技術及操作級人員	2 545	22 202	34 086	5 201	6 656	47	-	70 757
總數	2 566 (2.6%)	22 260 (22.4%)	38 338 (38.6%)	13 778 (13.9%)	13 740 (13.8%)	4 490 (4.5%)	1 649 (1.7%)	99 291
技能等級	2015							總數
	\$8 000 或以下	\$8 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000 或以上	
經理／專業級人員	2	-	28	173	1 519	1 526	2 197	8 163
主任級人員	27	623	3 111	6 997	4 276	2 606	1 871	19 790
技術及操作級人員	2 092	10 803	40 208	5 204	6 960	1 861	69	67 197
總數	2 121 (2.2%)	11 426 (12%)	43 347 (45.5%)	12 374 (13%)	12 755 (13.4%)	5 993 (6.3%)	2 476 (2.6%)	95 150

(%)* 佔所分析僱員總數的百分率

僱員培訓

2.21 表 2.15 顯示，調查期間為僱員提供的各類培訓名額有 87 098 個。在所有僱員培訓當中，通用技巧培訓最受歡迎，其次為地產代理的專門知識／技能訓練。過去 12 個月為各技能等級僱員提供的培訓類別詳情載於附錄 10。

表 2.15: 過去 12 個月為各技能等級僱員提供的培訓類別

培訓類別	各技能等級的培訓名額*			總數
	經理／ 專業級人員	主任級人員	技術及 操作級人員	
地產發展	338	72	76	486
物業管理及保養	1 699	4 132	9 467	15 298
地產代理	918	2 477	24 660	28 055
測量、估價及顧問	1 161	781	154	2 096
內地房地產知識	131	74	40	245
通用技巧	6 312	8 875	15 286	30 473
其他	1 751	4 147	4 547	10 445
總數 (%)**	12 310 (14.1)	20 558 (23.6)	54 230 (62.3)	87 098

* 僱員可修讀多於一項課程
(%)** 佔總培訓名額的百分率

2.22 表 2.16 亦顯示，僱主計劃於未來 12 個月為僱員提供 79 221 個培訓名額，當中主要為內部培訓名額，有 68 626 個，佔總數 86.6%。資助培訓名額有 10 595 個，佔總數 13.4%。在不同技能等級中，技術及操作級有 47 543 個培訓名額，當中 39 997 個屬內部培訓；主任級有 20 056 個培訓名額；經理／專業級有 11 622 個培訓名額。

表 2.16: 未來 12 個月為各技能等級僱員提供的培訓類別
各技能等級的培訓名額*

培訓類別	經理／專業級人員		主任級人員		技術及操作級人員		總數 (%)**
	資助培訓	內部培訓	資助培訓	內部培訓	資助培訓	內部培訓	
地產發展	89	323	99	105	18	10	644 (0.8)
物業管理及保養	201	1 307	582	3 884	1 157	9 171	16 302 (20.6)
地產代理	81	524	605	1 612	3 066	15 957	21 845 (27.6)
測量、估價及顧問	90	1 448	119	754	92	100	2 603 (3.3)
內地房地產知識	57	93	80	101	142	8	481 (0.6)
通用技巧	166	5 985	543	8 314	2 334	10 622	27 964 (35.3)
其他	52	1 206	285	2 973	737	4 129	9 382 (11.8)
總數 (%)**	736 (1)	10 886 (13.7)	2 313 (2.9)	17 743 (22.4)	7 546 (9.5)	39 997 (50.5)	79 221

* 僱員可修讀多於一項課程
佔總培訓名額的百分率

由於四捨五入關係，百分率的總和未必等於 100%

僱主對未來 12 個月經濟變動下的人力變化預測

2.23 調查顯示，因應未來 12 個月經濟的變動情況，僱主普遍預期人力將出現增長。各機構類別當中，物業管理及保養機構預期會增加 1 525 名僱員，在所有機構類別中最多；其次是地產代理機構，預期將增加 787 人。僱主預期人力增長主要為配合本港業務發展所需。各類別機構僱主對經濟變動下不同技能等級的人力變化預測載於表 2.17。

未來 12 個月可能引致人手變動的原因

2.24 是次調查亦請僱主指出，因應未來 12 個月經濟的變動情況可能引致人手變動的原因。僱主預測人手變動將涉及 2 654 名僱員，但僅指出引致 652 名僱員人手變動的原因。表 2.18 顯示，42.2% 人手變動是因業務擴展／收縮所致，是最為重要的原因。人手變動主要見於技術及操作級人員，佔預期增加人手的 78.7%。

維持員工專業能力及提升知識技術的指定培訓

2.25 是次調查中，18.9% 僱員表示指定培訓有助他們保持專業能力水平，並提升知識和技術。詳細調查結果載於表 2.19。

表 2.17: 僱主對未來 12 個月經濟變動下的人力變化預測

機構類別	經理／專業級人員			主任級人員			技術及操作級人員			總數 (%)*
	香港	內地	其他城市	香港	內地	其他城市	香港	內地	其他城市	
地產發展	19	-	-	25	-	-	45	-	-	89 (3.4)
物業管理及保養	67	-	-	220	-	-	1 238	-	-	1 525 (57.5)
地產代理	-	-	-	23	-	-	764	-	-	787 (29.7)
測量、估價及顧問	-	-	-	2	-	-	-5	-	-	-3 (-0.1)
政府部門及公共機構	87	-	-	106	-	-	63	-	-	256 (9.7)
總數	173	0	0	376	0	0	2 105	0	0	2 654

(%)* 佔人力變化預測總數的百分率

表 2.18: 未來 12 個月可能引致人手變動的原因

	經理/ 專業級人員	主任級人員	技術及 操作級人員	總數 (%)*
人力成本調整	1	3	7	11 (1.7)
經濟前景的變化	3	7	27	37 (5.7)
公司架構重組	2	4	12	18 (2.8)
業務擴展/收縮	23	30	222	275 (42.2)
工作外判/從外判取回工作	8	8	10	26 (3.9)
其他	15	35	235	285 (43.7)
總數	52 (8)**	87 (13.3)	513 (78.7)	652

(%)* 該可能原因佔所有原因的百分率

(%)** 佔該技能等級所列人手變動可能原因的百分率

表 2.19: 指定培訓有助員工維持專業能力及提升知識技術

	經理/ 專業級人員	主任級人員	技術及 操作級人員	總數 (%)*
地產發展				
是	148	130	202	480 (12.6)
否	302	566	439	1 307 (34.4)
無意見	453	618	948	2 019 (53)
物業管理及保養				
是	57	118	117	292 (18.5)
否	196	187	298	681 (43)
無意見	166	232	211	609 (38.5)
地產代理				
是	81	267	823	1 171 (23.1)
否	340	521	1 460	2 321 (45.9)
無意見	154	534	882	1 570 (31)
測量、估價及顧問				
是	42	18	24	84 (32.4)
否	38	8	7	53 (20.5)
無意見	47	32	43	122 (47.1)
政府部門及公共機構				
是	2	2	2	6 (14.6)
否	3	3	1	7 (17.1)
無意見	9	9	10	28 (68.3)
總數	2 038 (18.9)**	3 245 (30.2)	5 467 (50.9)	10 750 (100)

(%)* 佔該機構類別回覆人數的百分率

(%** 佔所有機構類別內該技能等級回覆人數的百分率

第三章

結論

調查結果

3.1 本會仔細審閱 2015 年人力調查結果，認為所得資料大致可反映調查期間房地產服務業的人力情況；業內的技術人力與非技術人力兩年間分別增加 4.8% 及 6.6%。

3.2 本會注意到，業內各類機構的人力均有所增長，其中以物業管理及保養機構類別的增幅最大，增加 7%。

3.3 本會亦注意到，本業於 1999 至 2011 年間的人力逐年遞增，僱員人數由 68 678 人穩步增加至 122 873 人，並無受到 2001 及 2008 年經濟低迷，以及 2003 年非典型肺炎事件影響。

3.4 調查期間，特區政府針對過熱樓市，實施多項印花稅修訂；香港金融管理局亦推出新一輪按揭收緊措施，包括將 700 萬港元以下住宅物業的最高按揭成數下調至六成。措施使二手樓的交投量縮減；不過，一手住宅物業供應持續增加，帶動地產代理機構類別的從業員人數與 2013 年相比，仍錄得 0.2% 增幅。

3.5 據本會觀察，過去 12 個月培訓名額於兩年內急升，由 54 416 個增至 87 098 個，增加了 60%；未來 12 個月培訓名額亦將有 79 221 個，比 2013 年調查增加 83%，顯示培訓需求將極為殷切。

3.6 業界在招聘人手方面遇到的困難，主要是缺乏具有相關經驗的人選。為應付這個情況，僱主願意聘用經驗較少的應徵者擔任經理／專業級和技術及操作級職位。

3.7 為應付招聘困難，僱主以各種方式挽留人才；房地產業所有職級的僱員薪酬幅度皆有所上升。本會相信加薪是挽留人才的有效策略之一，僱主未來幾年仍會繼續採用。

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

空缺數目

3.9 表 3.1 顯示，調查期間，本業各類機構共有 3 305 個職位空缺，佔現有職位數目 2.6%，較 2013 年的 1.8% 職位空缺率高 0.9%。本會認為向離校生、求職人士及現職從業員提供房地產服務培訓，將有助填補上述空缺。

人力結構

3.10 調查顯示，本業於調查期間共有 122 873 名僱員。各技能等級的人力情況、空缺數目及僱主預測人力增長摘要見表 3.1：

表 3.1: 房地產服務業各技能等級人力結構

技能等級	2015 年 5 月 僱員人數	2015 年 5 月 空缺數目	僱主預測 人力增長	預計 2016 年 5 月 職位數目
經理／專業級人員	11 318	211	-99	(%)* 11 430 (-0.9)
主任級人員	25 025	626	-164	25 487 (-0.6)
技術及操作級人員	86 530	2 468	-95	88 903 (-0.1)
總數	122 873	3 305	-358	125 820 (-0.3)**

(%)* 該技能等級職位總數的增／減幅

(%)** 業內職位總數的增／減幅

僱主預測 2016 年 5 月的人力

3.11 僱主預測本業的職位總數將由 2015 年 5 月的 126 178 個，降至 2016 年 5 月的 125 820 個，跌幅為 0.3%。據本會觀察所得，調查期間香港經濟發展蓬勃，故吸引不少人投身其他行業以應付人力需求。然而，隨着多個發展項目陸續竣工，加上政府持續推出令樓市降溫的措施，因此僱主在預測本業的未來人力時，似乎變得略為謹慎。從表 3.2 可見，僱主的人力預測傾向保守。表 3.3 所列表載的人力數字是根據本會歷年所進行的人力調查、人力市場分析法[Labour Market Analysis, LMA]，以及僱主的預測而得出。

表 3.2: 2005 至 2016 年LMA推算所得人力與僱主預測人力比較

年份	人力調查 所得實際人力*	LMA 推算所得人力	調查期間 僱主預測
2005	89 885	89 965	
2006		90 371	90 015
2007	92 901	91 036	
2008		94 195	92 706
2009	104 157	95 287	
2010		105 122	104 981
2011	118 494	106 031	
2012		110 203	118 331
2013	119 291	121 083	
2014		120 591	119 092
2015	122 873	121 359	
2016		124 588	125 820

*包括空缺數目

採用LMA推算 2016 至 2018 年的人力

3.12 在 2013 年，本會採用LMA，根據投入／產出統計模型的人力倍數概念，推算出 2015 年本業的僱員人數為 121 359 人。

3.13 本會將繼續採用上述投入／產出模型，推算本業至 2018 年為止的人力。根據該模型，房地產服務業分為兩組。甲組為私營機構，包括地產發展、物業管理及保養、地產代理，以及測量、估價及顧問四類機構；乙組則為政府部門及公共機構。本會將計算甲、乙組的建屋情況與所需人力之關係，並據此推算兩組的人力。

3.14 甲組的建屋情況泛指私營住宅⁸及非住宅⁹建屋量。2015與2016年住宅及非住宅的建屋量，是根據差餉物業估價署的預測而定；而2017至2018年的建屋量，則是採用調節過濾法[Adaptive Filtering Method, AFM]推算得出。

3.15 至於建屋量與僱員人數的關係，本會假設住宅及非住宅分別需要48.28%及51.57%人力。有關假設是根據2010至2014年落成樓宇類別的分布而定，然後產生兩個系數，一個用來推算住宅所需人力，另一個則用來推算非住宅所需人力。甲組的人力推算見表3.3。

表 3.3: 2016 至 2018 年私營類別房地產服務人力推算

甲組

年份	實際人力		推算人力		推算人力 總數	調查期間 僱主預測
	住宅 所佔人力	非住宅 所佔人力	住宅 所佔人力	非住宅 所佔人力		
2015	54 721	58 619				
2016F			55 681 (1.75%)*	59 259 (1.09%)*	114 940 (1.41%)*	115 927 (2.28%)*
2017F			56 000 (0.57%)**	59 672 (0.70%)**	115 672 (0.64%)**	
2018F			56 330 (0.59%)**	60 035 (0.61%)**	116 365 (0.60%)**	

* 與2015年實際人力相比的增／減幅

** 與前一年推算人力相比的增／減幅

⁸ 私營類別住宅建屋量按單位數目計算。(資料來源：差餉物業估價署)

⁹ 非住宅建屋量包括私人寫字樓、商業樓宇、工貿大廈、分層工廠大廈、特殊廠房及貨倉；按平方米計算。(資料來源：差餉物業估價署)

3.16 至於乙組的建屋情況則指公營房屋¹⁰建屋量。2016至2018年的公營建屋預測資料由香港房屋委員會[房委會]及香港房屋協會[房協]提供。乙組的建屋量與僱員人數的關係，則採用與甲組相同的方法推算。公營類別的人力推算見表3.4。

表 3.4: 2016 至 2018 年公營類別房地產服務人力推算

乙組

年份	實際人力	推算人力	調查期間 僱主預測
2015	9 533		
2016F		9 648 (1.21%)*	9 893 (3.78%)*
2017F		9 742 (0.97%)**	
2018F		9 979 (2.43%)**	

* 與 2015 年實際人力相比的增／減幅

** 與前一年推算人力相比的增／減幅

3.17 房地產服務業的推算總人力，是將甲、乙兩組的推算所需人力相加而得出，有關數字見表 3.5 及圖 3.1；採用LMA推算所需人力的詳細分析見附錄 11。

¹⁰公營房屋建屋量按單位數目計算，包括：

- (g) 房委會提供的公屋單位及中轉房屋；
- (h) 房協提供的公屋單位及長者安居樂住屋計劃；
- (i) 房委會租者置其屋計劃[租置計劃]下資助出售的單位；
- (j) 房委會居者有其屋計劃[居屋]、私人機構參建居屋計劃[私人參建居屋]、中等入息家庭房屋計劃、可租可買計劃及重建置業計劃下資助出售的單位；
- (k) 房協住宅發售計劃及夾心階層住屋計劃下資助出售的單位；
- (l) 房協市區改善計劃的單位。

自 2002 年第一季起，可在公開市場買賣的居屋、中等入息家庭房屋、私人參建居屋、可租可買計劃、重建置業計劃、租置計劃、住宅發售計劃及夾心階層住屋計劃下的資助出售單位，均納入為私人永久性房屋。

(資料來源：房委會及房協)

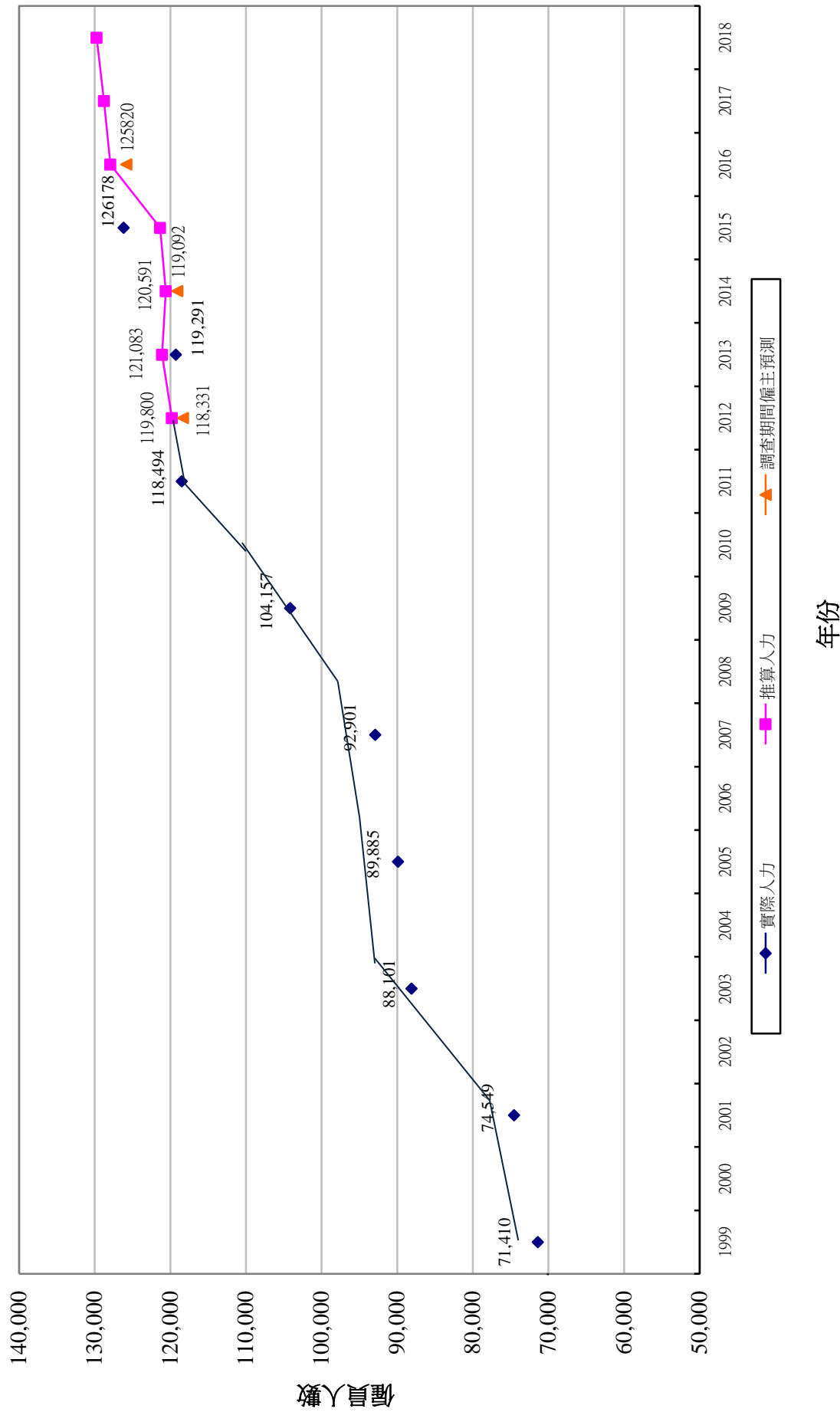
表 3.5: 2016 至 2018 年房地產服務業人力推算

年份	實際人力	推算人力	調查期間 僱主預測
2015	122 873		
2016F		124 588 (1.40%)*	125 820 (2.40%)*
2017F		125 414 (0.66%)**	
2018F		126 344 (0.74%)**	

* 與 2015 年實際人力相比的增／減幅

** 與前一年推算人力相比的增／減幅

圖 3.1: 房地產服務業人力情況及推算



往返內地工作的僱員

3.18 表 2.5 顯示，過去 12 個月，地產發展和地產代理機構類別分別有 461 及 321 名僱員往返內地工作，兩個數字合共佔該段時期經常往返內地工作僱員人數的 82.9%。本會認為，往返內地工作的僱員人數增加，顯示內地對房地產服務專才的需求持續，特別是內地地產發展和地產代理機構對僱員的需求甚殷，為業內從業員提供機遇。僱主或可考慮向僱員提供更多符合內地房地產服務業需要的培訓，協助他們在內地發展事業。

晉升情況

3.19 表 2.9 顯示，業內共有 1 186 個職位（佔僱員總數 1%）透過內部晉升填補，其中 770 人（佔晉升人數 4.5%）來自物業管理及保養機構。在 1 186 名獲內部晉升的員工中，918 人（佔 77.4%）晉升為主任級。據本會觀察所得，業界日益注重提供優質服務，而晉升則是挽留優秀人才的重要策略。

過去 12 個月僱員流動情況

3.20 如圖 2.6 所示，房地產服務業在 2013 與 2015 年的僱員流動率分別為 15.5% 及 15.4%。據本會觀察，地產代理機構的僱員流動性較高，較快受到經濟狀況的影響而改變。

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

流失率

3.22 表 2.12 顯示，在 19 410 名離職僱員當中，6 291 名完全離開本業，流失率佔 2015 年僱員總數的 5.1%。本會認為這個流失率能反映業內的人力情況。有關方面或可考慮提供更多培訓予離校生、求職人士及新入職者，協助他們在房地產服務業發展事業。

3.23 物業管理及保養機構內技術及操作級人員的流失人數最多，共 3 605 人（佔該類別機構 5.9%）完全離開本業。香港失業率持續處於低水平，促使此類機構的僱員積極尋找其他就業機會。就流失率而言，地產代理機構內技術及操作級人員的流失率最高，達 9.5%（1 698 人）。在物業成交量萎縮的情況下，此類機構的僱員開始轉投其他行業。本會認為，地產代理機構的僱員流失率，很大程度受到政府未來房屋政策的影響。

招聘困難

3.24 綜合僱主的回覆，過去 12 個月有 53% 計劃招聘人手的公司在招聘方面遇到困難。如表 3.6 所示，986 宗招聘困難個案當中，388 宗 (39.4%) 是因為市場缺乏具相關經驗的求職者。在所有個案當中，物業管理及保養機構和地產代理機構分別佔 579 宗和 475 宗。本會相信這兩類機構對培訓的需求殷切。

表 3.6: 過去 12 個月各類機構遇到的招聘困難（按技能等級劃分）

(i) 地產發展

	經理／ 專業級人員	主任級人員	技術及 操作級人員	小計
缺乏具相關經驗的求職者	9	11	10	30
聘用條件欠佳	2	2	7	11
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	1	1
缺乏具相關訓練／ 資歷的人力資源	3	3	5	11
其他	2	2	4	8
未有註明	58	58	58	174
小計	74	76	85	235

(ii) 物業管理及保養

	經理/ 專業級人員	主任級人員	技術及 操作級人員	小計
缺乏具相關經驗的求職者	14	30	147	191
聘用條件欠佳	2	16	125	143
工作環境欠佳	1	11	50	62
晉升機會有限	-	1	24	25
缺乏具相關訓練/ 資歷的人力資源	8	12	18	38
其他	4	5	41	50
未有註明	24	22	24	70
小計	53	97	429	579

(iii) 地產代理

	經理/ 專業級人員	主任級人員	技術及 操作級人員	小計
缺乏具相關經驗的求職者	3	4	140	147
聘用條件欠佳	-	3	148	151
工作環境欠佳	-	-	8	8
晉升機會有限	-	-	3	3
缺乏具相關訓練/ 資歷的人力資源	-	1	2	3
其他	-	2	67	69
未有註明	18	20	56	94
小計	21	30	424	475

(iv) 測量、估價及顧問

	經理／ 專業級人員	主任級人員	技術及 操作級人員	小計
缺乏具相關經驗的求職者	-	2	7	9
聘用條件欠佳	-	-	1	1
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	-	-
缺乏具相關訓練／ 資歷的人力資源	-	-	-	-
其他	-	-	-	-
未有註明	1	1	1	3
小計	1	3	9	13

(v) 政府部門及公共機構

	經理／ 專業級人員	主任級人員	技術及 操作級人員	小計
缺乏具相關經驗的求職者	2	4	5	11
聘用條件欠佳	1	3	3	7
工作環境欠佳	-	-	-	-
晉升機會有限	-	-	-	-
缺乏具相關訓練／ 資歷的人力資源	2	2	1	5
其他	-	-	2	2
未有註明	4	4	4	12
小計	9	13	15	37
總計	158	219	962	1 399

僱員宜有學歷

3.25 圖 2.7(i)至圖 2.7(iii)顯示僱主於 2013 及 2015 年對僱員宜有學歷的意見。是次調查中，部分僱主並無填報有關資料，涉及 20 059 名僱員。為免影響數據的精確程度，本會僅分析了 102 814 名僱員的資料；結果顯示，2013 及 2015 年分別有 65.6% 及 83% 僱主屬意經理／專業級人員具備大學學位。主任級人員方面，分別有 66.5% 及 67.3% 僱主屬意他們具備文憑程度，又或證書或以上程度學歷；而技術及操作級人員方面，則分別有 76.4% 及 49.2% 僱主屬意他們擁有高中或以上程度學歷。本會認為調查期間不同行業的就業情況理想，經理／專業級及主任級人員轉職至其他行業的機會較大。為招聘足夠人手，僱主或須靈活調整入職學歷要求。

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

僱員宜有年資

3.27 圖 2.8(i)至圖 2.8(iii)顯示 2013 及 2015 年僱員宜有年資。是次調查中，部分僱主並無填報有關資料，涉及 20 919 名僱員。為免影響數據的精確程度，本會僅分析了 101 954 名僱員的資料；結果顯示，2013 及 2015 年分別有 69.6% 及 74.4% 僱主要求經理／專業級人員具備多於六年年資。主任級人員方面，分別有 75.6% 及 71.2% 僱主屬意他們擁有多於三年年資；而技術及操作級人員方面，則分別有 64.4% 及 57.5% 僱主要求他們具備多於一年年資。據本會觀察所得，僱主對經理／專業級和主任級人員的宜有年資要求提高，但對技術及操作級人員的宜有年資要求則下降，以配合擴充業務所需，以及應付招聘困難的問題。

僱員的訓練需求

3.28 如表 2.15 所示，87 098 個培訓名額中，30 473 個 (35%) 屬通用技巧培訓，28 055 個 (32.2%) 為地產代理而設，15 298 個 (17.6%) 為物業／房屋管理從業員而設。表 2.16 亦顯示，未來 12 個月的 79 221 個培訓名額中，27 964 個 (35.3%) 屬通用技巧培訓，16 302 個 (20.6%) 為物業／房屋管理從業員而設，21 845 個 (27.6%) 為地產代理而設。本會認為培訓有助現職僱員（特別是主任級和技術及操作級人員）發展事業，故他們的培訓需求甚為殷切。

3.29 表 2.16 亦顯示，68 626 個培訓名額會由內部提供（佔總培訓名額 86.6%）。據本會觀察所得，在資助僱員接受外間培訓方面，僱主的取向較為保守。

2016 年額外訓練需求推算

3.30 根據僱員流失情況，以及未來 12 個月的人力需求推算，本會建議 2016 年 5 月時，業內私營及公營機構各技能等級所需額外訓練的人手見表 3.7 (i)至表 3.7 (ii)。

表 3.7: 2016 年額外訓練需求推算

(i) 私營機構

技能等級	2015 年 5 月 僱員人數	每年流失人數	2016 年 5 月 預測人力增長	預計需額外 訓練人手
經理／專業級人員	8 854	53	125	178
主任級人員	20 119	547	285	832
技術及操作級人員	84 367	5 362	1 190	6 552
總數	113 340	5 962	1 600	7 562

(ii) 公營機構

技能等級	2015 年 5 月 僱員人數	每年流失人數	2016 年 5 月 預測人力增長	預計需額外 訓練人手
經理／專業級人員	2 464	137	30	167
主任級人員	4 906	170	59	229
技術及操作級人員	2 163	135	26	161
總數	9 533	442	115	557

3.31 2016年5月房地產服務業各技能等級額外訓練需求見表3.8。

表 3.8: 2016 年房地產服務業額外訓練需求推算

技能等級	2015年5月 僱員人數	每年流失人數	2016年5月 預測人力增長	預計需額外 訓練人手
經理／專業級人員	11 318	190	155	345
主任級人員	25 025	717	344	1 061
技術及操作級人員				
	<u>86 530</u>	<u>5 497</u>	<u>1 216</u>	<u>6 713</u>
總數	122 873	6 404	1715	8 119

3.32 各大院校為房地產服務業提供的培訓課程載於表 3.9，其他與房地產相關的短期培訓課程則載於表 3.10。

表 3.9: 房地產服務業培訓課程

大專院校／ 職業教育院校	課程名稱	修業期 (2015 及 2016 年)
香港城市大學	工學士（屋宇裝備工程）(FT)	四年
	理學士（測量學）(FT)	四年
	測量學副理學士(建築測量／產業測量／工料測量)(FT)	兩年
	建造工程及管理學副理學士 (FT)	兩年
	屋宇裝備工程學副理學士 (FT)	兩年
香港理工大學	建築及房地產學理學碩士學位／深造文憑 (FT/PT)	一年／兩年半
	屋宇設備工程學工學碩士學位 (PT)	一年
	屋宇設備工程學理學碩士學位 (FT/PT)	一年／兩年半
	物業管理學（榮譽）理學士學位 (FT)	四年
	屋宇設備工程學（榮譽）工學士學位 (FT)	四年
	建築工程及管理學（榮譽）理學士學位 (FT)	四年
	地產及建設測量學（榮譽）理學士學位 (FT)	四年
	屋宇設備工程學高級文憑 (FT)	兩年
建築科技及管理學高級文憑（測量）(FT)	兩年	
香港專業教育學院	屋宇裝備工程學高級文憑 (FT/PT)	兩年／三年
	測量學高級文憑 (FT/PT)	兩年／三年
	建築學高級文憑 (FT/PT)	兩年／三年
	產業管理高級文憑 (FT)	兩年

香港高等教育科技學院	屋宇設備工程（榮譽）工學士 (FT)	兩至四年
	測量學（榮譽）理學士 (FT)	兩至四年
青年學院	職專文憑（屋宇設備工程） (FT)	一年
才晉高等教育學院	工料測量（榮譽）理學士學位 (PT)	一年半
	建築測量（榮譽）理學士學位 (PT)	一年半
	屋宇裝備及持續工程（榮譽）理學士學位 (PT)	一年半
香港理工大學 專業進修學院	屋宇設備工程學（榮譽）工學士學位 (FT)	兩年
	地產及建設測量學（榮譽）理學士學位 (PT)	四年
香港大學 專業進修學院	房屋管理專業文憑 (PT)	三年
	物業管理證書 (PT)	一年
	設施管理理學碩士 (PT)	兩至五年
	理科碩士（房地產）(PT)	兩至五年
	工作為本學習榮譽理學士（地產）(PT)	一年半至六年
香港大學專業進修 學院保良局社區書院	房地產管理高級文憑 (FT)	兩至三年

* PT – 兼讀制；FT – 全日制

表 3.10: 房地產相關短期培訓課程

大專院校／ 職業教育院校	課程名稱	修業期
香港大學 專業進修學院	屋宇設備工料測量 (PT)	30 小時
	地產代理資格考試精修課程 (PT)	21 小時
	地產營業員資格考試精修課程 (PT)	18 小時
	成為工料測量師 (PT)	30 小時
	成為產業測量師 (PT)	36 小時
	成為建築測量師 (PT)	36 小時
	屋宇設備工程認識課程 (PT)	42 小時
	文物建築管理專業證書 (PT)	9 個月
高峰進修學院	物業管理專修證書課程 (PT)	100 小時
	實務物業及設施管理專業文憑 (PT)	240 小時
香港專業教育學院	物業及設施管理專業文憑（顧客服務）(PT)	286 小時
	物業及設施管理專業文憑（設施服務）(PT)	286 小時
	物業及設施管理證書 (PT)	130 小時

* PT – 兼讀制；FT – 全日制

3.33 從表 3.9 至表 3.10 可見，各大專院校為職前及在職人士提供多項房地產服務業課程，程度包括證書、文憑、高級文憑、學士及碩士；而不同教育機構亦開辦多項房地產及物業管理短期課程。

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

3.35 本會認為表 3.11 及表 3.12 所列的一些僱員再培訓局課程，大致可應付主任級和技術及操作級人員的持續發展需要。本會亦建議僱主資助僱員參加所需培訓課程，以提升其專業水平。

表 3.11: 僱員再培訓局物業管理培訓課程

課程名稱	修業期
設施管理基本認識	18 小時
物業管理客戶服務英語會話 I	12 小時
物業管理客戶服務英語會話 II	25 小時
物業管理中文書寫技巧 I	12 小時
物業管理中文書寫技巧 II	12 小時
會所及康樂設施運作及實務	38 小時
會所活動籌劃與實務	50 小時
物業管理禮賓服務	21 小時
物業管理緊急事故應變措施及保險知識	20 小時
物業管理普通話客戶服務	25 小時
防火訓練	13 小時
物業管理概論	15 小時
商場物業管理	18 小時
物業管理有關法規認識	24 小時
物業環境管理	15 小時
保安及物業管理調解技巧	40 小時
樓宇設備保養及操作原理	22 小時
物業管理督導技巧	21 小時
物業設施管理基礎證書	144 小時
物業管理督導基礎證書	21 小時

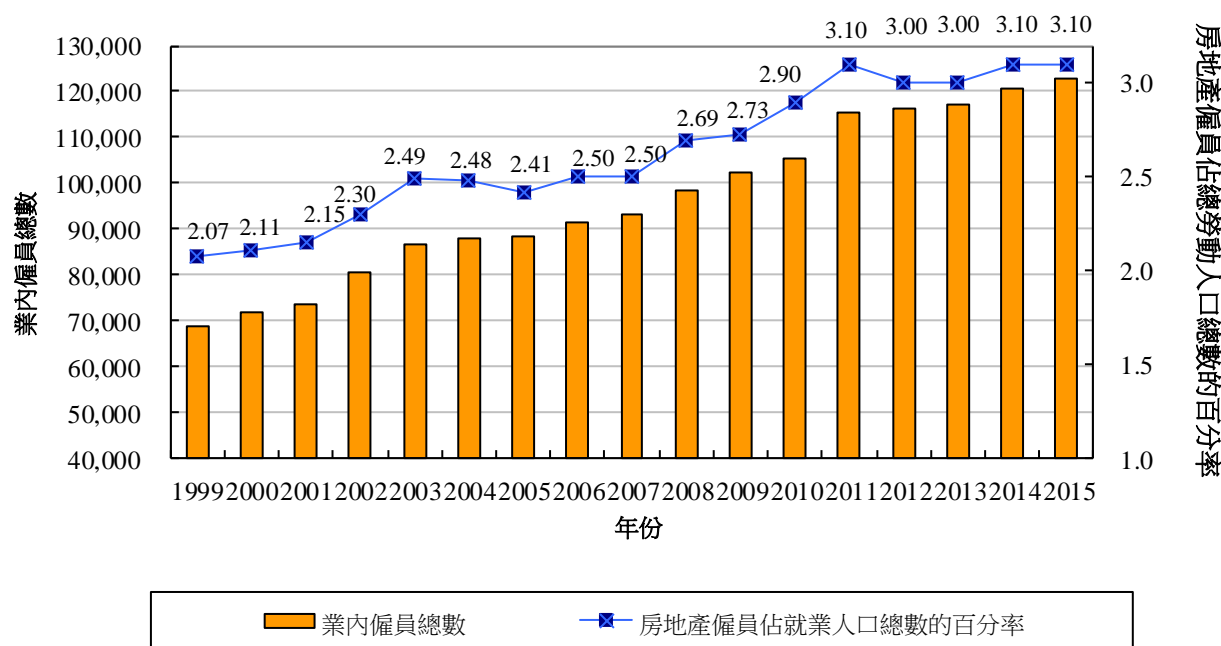
表 3.12: 僱員再培訓局地產代理培訓課程

課程名稱	修業期
<u>地產代理</u>	
地產代理業基礎管理、改革及決策	9 小時
地產代理業樓宇檢測知識	15 小時
建築物及物業管理知識	15 小時
地產代理資格備試	40 小時
地產代理條例及地產代理實務	15 小時
地產代理業室內設計認識（空間運用）	10 小時
<u>土地管理</u>	
地產代理業土地註冊、查冊及相關資料系統	15 小時
地產代理實務相關規管法例	15 小時
地產代理業法律認識（樓宇買賣及業權）	7 小時
地產代理業法律認識（有限公司買賣／業主與租客綜合條例）	7 小時
地產代理業法律認識（法庭命令對物業轉讓之影響）	7 小時
地產代理業批租和租務	12 小時
地產代理業職業英語書寫	24 小時
地產代理（地產代理資格考試）基礎證書	200 小時
地產營業員（地產營業員資格考試）基礎證書	192 小時

業界前景

3.36 房地產服務業是本港的主要行業之一。圖 3.2 顯示 1999 至 2015 年房地產僱員佔總勞動人口的百分率。

圖 3.2: 1999 至 2015 年房地產僱員佔總勞動人口的百分率



3.37 《長遠房屋策略》為香港房屋政策制定方向，以多管齊下的方式，解決房屋問題；政府亦全力加快興建公營房屋及公共租住房屋，公屋建屋量持續增加，預計在 2014-15 年至 2018-19 年五年間總共有 77 100 個單位落成，當中 23 300 個預料在 2015-16 年落成。根據最新推算，2015-16 年至 2024-25 年長遠房屋供應目標定為 460 000 個新住宅單位，公私營房屋的比例維持六比四。

3.38 根據運輸及房屋局提供的統計資料，未來三至四年可供應 83 000 個私人住宅單位，當中現樓貨尾單位有 5 000 個、興建中尚未出售的有 54 000 個，另外熟地即已批出可隨時動工的項目可提供 24 000 個單位；估計 2016 年共有 20 144 個私人樓宇單位落成，比 2005 至 2014 年間平均每年 11 728 個單位的落成量多 71.7%，高於 2015 年的預測數字 51.5%，亦較 2014 年的實際落成量多 28%。

3.39 至於商用土地供應，政府計劃將核心商業區內合適的「政府、機構或社區」用地改作商業用途，預期可提供 82 400 平方米商業樓面面積。九龍東是本港另一個核心商業區，有潛力供應約 500 萬平方米新增商業／辦公室樓面面積。此外，地政總署透過活化工廈措施共批出 105 宗土地契約修訂及特別豁免書的申請，預期可提供約 124 萬平方米改裝或新增樓面面積作商業或其他用途。

3.40 住宅及商用土地供應未來數年持續增加，將創造不少就業機會，建築及房地產相關服務業尤其受惠。

3.41 政府聯同多個專業學會在 2014 年推行大廈維修諮詢服務試驗計劃，向業主立案法團提供全面及度身訂造的專業支援及顧問服務，協助他們聘用認可人士進行樓宇維修工程，從而鼓勵業主承擔樓宇管理的責任、改善管理，以及協助業主處理樓宇維修問題。第二階段推行時，將有更多物業管理公司參與，為 1 200 幢沒有任何管理組織的舊式私人樓宇（約 18 000 個單位），就樓宇管理及維修，提供一站式及度身訂造的支援及顧問服務。

3.42 為配合日益提升的專業標準，加強公眾聘用合格物業管理公司的意識，並推廣樓宇安全，行政長官發表 2010 至 2011 年度施政報告時表示，政府計劃成立物業管理業的法定發牌制度；為此，民政事務局及民政事務總署同期進行了公眾諮詢，以制定擬議監管架構的主要指標，並處理持份者關注的問題。《物業管理服務條例草案》已於 2014 年 4 月 25 日刊登憲報，預計 2016 年通過。草案主要目的是設立物業管理業監管局，負責執行物業管理公司及從業員的強制發牌制度。物業管理公司的發牌制度屬單一級別，而物業管理從業員的發牌則分為兩級，只有擔當督導或管理職務的人員才受發牌制度規管。這類從業員的發牌準則按學歷、專業資格及工作年資而定；具有經驗但正式資歷水平較低的物業管理從業員於三年過渡期間會獲發臨時牌照，期內符合發牌準則才獲正式牌照。此舉有助提升物業管理機構的專業地位，並能刺激培訓及專業發展計劃的需求，帶來機遇。

3.43 民政事務總署 2014 年 11 月就「《建築物管理條例》檢討」展開公眾諮詢，至 2015 年中止。諮詢文件載述多項大眾關注的主要樓宇管理事項，例如大型維修工程所引起的糾紛、在業主立案法團會議上委任代表文書的使用，以及公契經理人的委任和酬金。此項條例一旦實施，物業管理的職責將會變得更為複雜、更具挑戰性，因此具備專業水平的物業管理人員的需求將會增加；為配合大勢所趨，業界對培訓及專業發展會有殷切需求。

3.44 2015 年 12 月前，立法會通過將乙類保安人員許可證的年齡上限由 65 歲提高至 70 歲，預料可增加此年齡組別的人力供應，有助紓緩相關機構人手嚴重不足的問題。

3.45 標準工時委員會近期向政府提出監管工作時間報告，建議立法強制僱傭合約列明僱員的工時、超時工作及補償等工時安排。此項修訂對現時人力需求的影響輕微，但如果最終規定每周工時為 44 至 48 小時，從業員每周普遍工作超過 48 小時的行業（如物業管理）的人力需求將會增加。

對人力的影響

3.46 如以上段落所述，僱主普遍認為，香港未來 12 個月的經濟變動將帶動房地產服務業的整體人力增長。本會預期業內主要機構類別的人力情況短期內維持穩定，並錄得緩慢至溫和的增長。主要觀察所得如下：

- (i) 經濟有下行趨勢，且預期利率未來數月內上升，儘管加息步伐料會循序漸進且溫和，地產代理機構的人力增長也可能出現波動，甚至放緩；
- (ii) 政府及公共機構的多項基建項目正進行得如火如荼，或會刺激地產發展機構的人力需求高企；
- (iii) 觀乎本地公營及私人物業市場的房屋需求殷切，相繼完成的新建及活化用地項目愈來愈多，預期物業管理及保養機構的人力需求或會持續上升。另外，《建築物管理條例》修訂、《物業管理服務條例》實施等法例要求促使業界提升管理水平，不單需要充足的人手，更要提升僱員質素；
- (iv) 多項大型本地發展項目動工，或能抵銷本港及中國未來數月經濟停滯不前所帶來的影響，展望測量、估價及顧問機構的人力需求或輕微上升；以及
- (v) 中短期而言，政府及公共機構的發展措施預期創造溫和的人力需求，惠及本業多個機構類別。然而，不同機構類別的人力需求會因特定行業情況而各有不同。

第四章

建議

建議額外訓練需求

4.2 本會根據所推算的人力需求及流失率，建議 2016 年房地產服務業各技能等級所需額外訓練的人手如下：

技能等級	2015 年 5 月 僱員人數	每年流失人數	2016 年 5 月 預測人力增長	預計需額外 訓練人手
經理／ 專業級人員	11 318	190	155	345
主任級人員	25 025	717	344	1 061
技術及 操作級人員	86 530	5 497	1 216	6 713
總數	122 873	6 404	1715	8 119

4.2 預計需額外訓練的 8 119 名人手中，6 713 名屬技術及操作級人員，1 061 名屬主任級人員，345 名屬經理／專業級人員。本會建議為該些僱員提供合適的訓練課程，以配合他們的培訓需要。

4.3 鑑於社會對優質房地產服務的需求殷切，本會認為業內 122 873 名現職僱員應參與增修訓練課程及持續專業發展課程，以保持競爭力和提供高效率服務。

物業管理從業員在職培訓課程

4.4 物業管理從業員需接受培訓，特別是《建築物管理條例》的新規定不久將實施，從業員須滿足條例的新要求。本會建議為該些僱員提供合適的訓練課程。

地產代理從業員在職培訓課程

4.5 鑑於運用資訊及多媒體科技進行日常工作的前線地產代理日益增加，本會認為地產代理需要學習相關知識，建議為這些從業員提供合適的訓練課程。

新技能提升計劃

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

人才發展計劃

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

內地房地產服務培訓

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

資歷架構

4.9 本會相信，房地產服務業於建立資歷架構後，為業界提供清晰的資歷標準及銜接階梯，有助策劃終身學習路徑，僱主及僱員均會得益。本會觀察到資歷架構獲物業管理及保養機構鼎力支持；建議資歷架構秘書處繼續向持份者推廣相關工作。

持續進修基金

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

大型會議／研討會

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

推廣就業及訓練課程

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

未來人力調查

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

Membership of the Real Estate Services Training Board
(1 April 2015 – 31 March 2016)

Chairman

Ir KWONG Ching-wai, Alkin, JP Ad personam

Vice-Chairman

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

Members

Mr CHAN Sai-lun, Henry Ad personam

Sr Dr CHOY Hung-tat, Lennon UGC tertiary institution (HKPU)

Mr CHUI Wai-lan, Waillen The Hong Kong Institute of Housing

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

Sr HO Chin-choi The Hong Kong Institute of Surveyors

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

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

Ms NG So-fun, Enid UGC tertiary institution (SPACE, HKU)

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

Sr SUNG Shu-hung The Hong Kong Real Property Federation

Sr WONG Ho-ming, Augustine, JP Ad personam

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

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

Ms IP Chai-mi, Florence Representing the Commissioner for Labour

Ms TANG Maggie Representing the Chief Executive Officer
Estate Agents Authority

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

Advisor

Mr WONG Dun-king, Lawrance

Secretary

Mr LEUNG Kim-hang, Leslie Vocational Training Council

房地產服務業訓練委員會
委員名單
(2015年4月1日至2016年3月31日)

主席

鄭正煒太平紳士 獨立人士

副主席

劉光耀博士 香港地產代理聯會

委員

陳世麟先生 獨立人士

蔡鴻達博士、測量師 香港理工大學

崔偉倫先生 香港房屋經理學會

馮國雄博士 香港地產行政師學會

何展才測量師 香港測量師學會

郭昶先生 香港地產代理專業協會

李峻銘先生 香港專業地產顧問商會

吳素芬女士 香港大學專業進修學院

沈錫勝先生 香港物業管理公司協會

宋樹鴻測量師 香港房地產協會

黃浩明太平紳士 獨立人士

楊金蘭博士 香港城市大學

余家旗先生 香港地產代理商總會

葉濟美女士

勞工處處長代表

鄧敏琪女士

地產代理監管局行政總裁代表

梁任城先生

職業訓練局執行幹事代表

顧問

汪敦敬先生

秘書

梁劍衡先生

職業訓練局

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

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and 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 organise 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.

房地產服務業訓練委員會
職權範圍

附錄 2

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，以推廣職業專才教育和派員參加國際賽事。
10. 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，於本業發展和推廣職業專才教育。
11. 為本業舉辦有關職業專才教育的研討會與會議。
12. 就訓練委員會工作和有關VTC職業專才教育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。

Breakdown of Samples by Stratum
調查對象層面細分

	Employment Size 僱員數目	Stratum 層面	Size of Frame 機構數目	Sampling Fraction 抽樣分數	Sample Size 抽樣數目	Establishment No 機構編號
1. Real Estate Development 地產發展 (HSIC 681100) (香港標準行業分類 681100)	1-4	1	411	0.100	41	010001- 010095
	5-9	2	36	0.700	25	
	10-19	3	10	1.000	10	
	20-49	4	6	1.000	6	
	50-99	5	7	1.000	7	
	100-199	6	1	1.000	1	
	200-499	7	2	1.000	2	
	500 & over 或以上	8	1	1.000	1	
Branch Total 類別總數			474		93	
2. Real Estate Leasing 地產租賃 (HSIC 681200) (香港標準行業分類 681200)	1-4	1	5 395	0.020	108	020001- 020187
	5-9	2	356	0.100	36	
	10-19	3	36	0.300	20	
	20-49	4	66	1.000	36	
	50-99	5	6	1.000	6	
	100-199	6	5	1.000	5	
	200-499	7	4	1.000	4	
	500 & over 或以上	8	1	1.000	1	
Branch Total 類別總數			5 869		216	
3. Real Estate Development with Leasing 地產發展兼租賃 (HSIC 681300) (香港標準行業分類 681300)	1-4	1	82	0.400	33	030001- 030060
	5-9	2	14	1.000	14	
	20-49	4	4	1.000	4	
	100-199	6	2	1.000	2	
	200-499	7	1	1.000	1	
	500 & over 或以上	8	4	1.000	4	
Branch Total 類別總數			107		58	
4. Real Estate Maintenance Management 地產保養管理服務 (HSIC 682200) (香港標準行業分類 682200)	1-4	1	538	0.050	27	040001- 040280
	5-9	2	159	0.150	24	
	10-19	3	112	0.400	45	
	20-49	4	109	0.500	55	
	50-99	5	53	1.000	53	
	100-199	6	34	1.000	34	
	200-499	7	34	1.000	34	
	500 & over 或以上	8	30	1.000	30	
Branch Total 類別總數			1 069		302	
5. Real Estate Brokerage and Agency 地產經紀及代理 (HSIC 682100) (香港標準行業分類 682100)	1-4	1	3 440	0.037	127	050001- 050307
	5-9	2	443	0.100	44	
	10-19	3	133	0.200	27	
	20-49	4	61	1.000	61	
	50-99	5	14	1.000	14	
	100-199	6	5	1.000	5	
	200-499	7	1	1.000	1	
	500 & over 或以上	8	6	1.000	6	
Branch Total 類別總數			4 103		285	
6. Real Estate Surveying Valuation and Consultancy 地產測量、估價及顧問服務 (HSIC 711200) (香港標準行業分類 711200) (HSIC 682900 and with the phrase "Real Estate" or "Survey" in any part of the registered name) (香港標準行業分類 682900；機構註冊名稱 須包含「地產」／「測量」字眼)	1-4	1	214	0.150	32	060001- 060075
	5-9	2	29	1.000	29	
	10-19	3	15	1.000	15	
	20-49	4	11	1.000	11	
	50-99	5	4	1.000	4	
	100-199	6	5	1.000	5	
	200-499	7	2	1.000	2	
	Branch Total 類別總數			280		
7. Supplementary Samples 補充樣本			40		40	070001- 070039
Total 總數			11 942		1 092	

Analysis of Response
調查反應分析

	Real Estate Development 地產發展	Property Management and Maintenance 物業管理及保養	Estate Agency 地產代理	Estate Surveying, Valuation and Consultancy 測量、估價及顧問	Government Departments and Public Sector 政府部門及公共機構	Total 總數
Closed 結束營業	5	0	2	2	0	9
Duplication 重複	2	0	0	0	0	2
Merged with other Establishment 合併	4	7	1	0	0	12
Moved, address cannot be located/untraceable 搬遷、地址無法確定/追查	5	5	11	1	0	22
Non-contact 無法取得聯絡	42	36	14	5	4	101
Not engaged in specific trade 並無從事指定業務	21	8	6	8	0	43
No Technical Manpower 並無技術僱員	10	4	1	37	0	52
Not yet start operation 尚未開始營運	9	1	1	0	0	11
Partial Response 回答部分問題	5	12	8	6	2	33
Refusal 拒絕作答	15	11	7	1	3	45
Registered office/Corresponding address 雖已註冊/有通訊地址但並無營業	79	19	6	1	0	97
Response 有回應	162	197	216	31	12	618
Temporary Closed 暫時停業	24	5	12	6	0	47
Total 總數	383	305	285	98	21	1092

Number Employed and Forecast by Sector by Principal Job

各類機構主要職務現有僱員及預測未來人數

<u>Real Estate Development</u> 地產發展	<u>Number of Employees</u> 僱員人數	<u>Vacancies at</u> <u>Date of survey</u> 調查期間 空缺數目	<u>Number of Posts</u> <u>at May 2015</u> 2015年5月 職位數目	<u>Forecast of number of employees</u> <u>in the next 12 months</u> 僱主預測未來12個月 僱員人數
<u>Managerial/Professional</u> 經理／專業人員				
Director/Associate Director/General Manager 董事／副董事／總經理	1 129	0	1 129	1 129
Sales/Marketing Manager 營業／市場經理	204	4	208	208
Regional Manager/Senior Estate Manager/Senior Property Manager 區域經理／高級區域經理／高級物業經理	34	0	34	34
Property Manager/Area Property Manager 物業經理／分區物業經理	382	14	396	391
Estate Manager/Area Manager/Building Manager/Property Manager 屋宇經理／分區經理／大廈經理／物業經理	113	0	113	113
Assistant Estate Manager/Assistant Area Manager/Assistant Building Manager/Assistant Property Manager 助理屋宇經理／助理分區經理／助理大廈經理／助理物業經理	63	0	63	63
Maintenance Manager 保養經理	74	0	74	74
Assistant Maintenance Manager 助理保養經理	107	0	107	107
Project Manager/ Associate Director 項目經理／副董事	435	9	444	444
IT Manager/Computer Services Manager/EDP Manager 資訊科技經理／電腦服務經理／電子資料處理經理	42	0	42	42
Club House/Recreation Manager/Public Relations Manager/Customer Services Manager 會所／康樂經理／公共關係經理／顧客服務經理	10	0	10	10
Property Service Manager 物業服務經理	8	0	8	8
Leasing Manager 租務經理	162	0	162	162
Estate Surveyor/ Associate Director 產業測量師／副董事	29	0	29	29
Valuation Surveyor/Associate Director 物業估價師／副董事	5	0	5	5
Building Surveyor/Maintenance Surveyor 屋宇測量師／屋宇保養測量師	5	0	5	5
Shopping Centre Manager 商場事務經理	5	0	5	5
Development Manager 發展經理	118	1	119	119
Safety Manager/Health and Safety Manager/QA and Safety Manager 安全經理／健康及安全經理／品質保證及安全經理	8	0	8	8
Other Supporting Managers 其他支援服務經理	7	0	7	7
Sub-total: 小計:	2 940	28	2 968	2 963

Number Employed and Forecast by Sector by Principal Job
各類機構主要職務現有僱員及預測未來人數

<u>Real Estate Development</u> 地產發展	<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at May 2015</u> 2015年5月 職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱主預測未來12個月 僱員人數
<u>Supervisory</u> 主任				
Project Officer/ Assistant Project Manager 項目主任／助理項目經理	424	12	436	436
Marketing Officer/ Sales Officer 市場主任／營業主任	377	8	385	385
Property Officer/ Leasing Officer 物業主任／租務主任	2369	11	2380	2380
Property Officer/Assistant/Estate Officer/Administrative Officer 物業主任／助理／屋邨主任／行政主任	158	0	158	158
Club House/Recreation Officer/Public Relations Officer/Customer Service Officer/Estate Officer 會所／康樂主任／公共關係主任／顧客服務主任／屋邨主任	145	0	145	145
Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant 大廈主管／大廈監督／保安主任／主管／屋宇事務助理	228	0	228	228
Rent Officer 租務主任	20	0	20	20
Development Officer/Property Analyst 發展主任／物業分析員	278	1	279	279
Maintenance Officer/Technical Officer/Clerk of Works 保養主任／技術主任／工程監督	151	4	155	155
Other Supporting Supervisors 其他支援服務主任	20	0	20	20
Sub-total: 小計:	4 170	36	4 206	4 206

<u>Real Estate Development</u> 地產發展	<u>Number of Employees</u> 僱員人數	<u>Vacancies at</u> <u>Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at</u> <u>May 2015</u> 2015年5月 職位數目	<u>Forecast of number of employees</u> <u>in the next 12 months</u> 僱主預測未來12個月 僱員人數
<u>Technical Support & Operative</u> 技術及操作人員				
Sales/Marketing/Research Assistant 營業／市場／研究助理	327	10	337	337
Property Clerk 物業文員	298	6	304	304
Technician 技術員	405	3	408	408
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence) 地產代理／營業員／營業主任／物業顧問（持有營業員牌照）	21	1	22	22
Building Attendant/Caretaker/Artisan/Workman 大廈管理員／管理員／技工／工人	755	18	773	773
Leasing Clerk 租務文員	2 376	13	2 389	2 389
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer 助理物業主任／助理屋宇主任／助理行政主任	197	0	197	197
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant 會所／康樂助理／公共關係助理／顧客服務助理	40	0	40	40
Other Supporting Personnel 其他支援服務人員	388	11	399	389
Sub-total: 小計:	4 807	62	4 869	4 859
Total: 總數:	11 917	126	12 043	12 028

Number Employed and Forecast by Sector by Principal Job
各類機構主要職務現有僱員及預測未來人數

<u>Property Management and Maintenance</u> 物業管理及保養		<u>Number of Employees</u> 僱員人數		<u>Vacancies at Date of survey</u> 調查期間 空缺數目		<u>Number of Posts at May 2015</u> 2015年5月 職位數目		<u>Forecast of number of employees in the next 12 months</u> 僱員預測未來12個月 僱員人數	
<u>Job Title</u> 職稱									
Managerial/ Professional 經理/專業人員									
Managing Director/Chief Executive Officer/Executive Director/Director/Partner 常務董事/行政總監/執行董事/董事/合夥人	2	0	2	2	2				
Director/Associate Director/General Manager 董事/副董事/總經理	474	0	474	474	474				
Sales/Marketing Manager 營業/市場經理	66	7	73	73	73				
Assistant Marketing Manager 助理市場經理	34	0	34	34	34				
Regional Manager/Regional Marketing Manager 區域經理/區域市場推廣經理	3	0	3	3	3				
Regional Manager/Senior Estate Manager/Senior Property Manager 區域經理/高級地產經理/高級物業經理	301	2	303	303	304				
Property Manager/Area Property Manager 物業經理/分區物業經理	93	0	93	93	93				
Estate Manager/Area Manager/Building Manager/Property Manager 屋宇經理/分區經理/大廈經理/物業經理	1 201	4	1 205	1 205	1 210				
Assistant Estate/Assistant Area Manager/Assistant Building Manager/Assistant Property Manager 助理屋宇經理/助理分區經理/助理大廈經理/助理物業經理	649	5	654	654	653				
Maintenance Manager 保養經理	318	2	320	320	321				
Assistant Maintenance Manager 助理保養經理	182	1	183	183	187				
Promotion and Public Relations Manager (Commercial and Retail) 推廣及公關經理(商務及零售)	23	2	25	25	25				
Project Manager/Associate Director 項目經理/副董事	151	6	157	157	157				
Assistant Project Manager 助理項目經理	39	0	39	39	39				
IT Manager/Computer Services Manager/EDP Manager 資訊科技經理/電腦服務經理/電子資料處理經理	37	0	37	37	37				
Club House/Recreation Manager/Public Relations Manager/Customer Services Manager 會所/康樂經理/公共關係經理/顧客服務經理	86	0	86	86	86				
Assistant Club House/Recreation/Assistant Public Relations/Assistant Customer Services Manager 助理會所/康樂經理/助理公共關係經理/助理顧客服務經理	59	2	61	61	61				
Facilities Manager 設施經理	44	0	44	44	44				
Assistant Facilities Manager 助理設施經理	21	0	21	21	21				
Leasing Manager 租務經理	119	2	121	121	121				
Valuation Surveyor/Associate Director 物業估價測量師/副董事	38	0	38	38	38				
Shopping Centre Manager 商場專務經理	142	12	154	154	154				
Transport/Car Park Manager 運輸/停車場經理	17	2	19	19	19				
Development Manager 發展經理	12	2	14	14	14				
Banquet Manager/Food and Beverage Manager 宴會經理/餐飲經理	8	0	8	8	8				
Safety Manager/Health and Safety Manager/OA and Safety Manager 安全經理/健康及安全經理/品質問題及安全經理	19	0	19	19	19				
Other Supporting Managers 其他支援服務經理	75	1	76	76	77				
Sub-total:	4 213	50	4 263	4 263	4 274				

Appendix 附錄 5
Table 表 5.2

<u>Property Management and Maintenance</u> 物業管理及保養		<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at May 2015</u> 2015年5月 職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱主預測未來12個月 僱員人數
<u>Job Title</u> 職稱					
Supervisory					
主任					
Project Officer/Assistant Project Manager 項目主任/助理項目經理	81	8	89	89	
Marketing Officer/Sales Officer 市場主任/營業主任	161	7	168	168	
Property Officer/Leasing Officer 物業主任/租賃主任	163	6	169	169	
Supervisor/Ast. Manager/Branch Manager (with estate agent's licence) 主管/主任/副經理/經理/分行經理 (持有地產代理牌照)	3	0	3	3	
Property Officer/Assistant/Estate Officer/Administrative Officer 物業主任/助理/屋邨主任/行政主任	3 333	59	3 392	3 407	
Club House/Recreation Officer/Public Relations Officer/Customer Service Officer/Estate Officer 會所/康樂主任/公共關係主任/顧客服務主任/屋邨主任	974	24	998	996	
Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant 大廈主管/大廈監督/保安主任/主管/屋宇事務助理	5 301	74	5 375	5 365	
Development Officer/Maintenance Officer/Building Supervisor 屋宇發展主任/屋宇保養主任/屋宇監督	1	0	1	1	
Technical Officer 技術主任	49	0	49	49	
Valuation Officer 物業估價主任/員	17	0	17	17	
Shopping Centre Officer/Property Officer 商場事務主任/物業主任	500	27	527	527	
Rent Officer 租務主任	11	0	11	11	
Development Officer/Property Analyst 發展主任/物業分析員	4	0	4	4	
Maintenance Officer/Technical Officer/Clerk of Works 保養主任/技術主任/工程監督	1 489	30	1 519	1 534	
Safety Officer/Safety Supervisor/Registered Safety Officer 安全主任/安全督導員/註冊安全主任	25	0	25	25	
Chief/Head/Chief 王廚/總廚	46	0	46	46	
Security Supervisor 保安主管	486	1	487	487	
Other Supporting Supervisors 其他支援服務主任	185	0	185	185	
Sub-total: 小計:	12 829	236	13 065	13 083	

Appendix 附錄 5
Table 表 5.2

Property Management and Maintenance

物業管理及保養

Job Title

職稱

Number of Employees
僱員人數

Vacancies at Date of survey
調查期間
空缺數目

Number of Posts at May 2015
2015年5月
職位數目

Forecast of number of employees in the next 12 months
僱主預測未來12個月
僱員人數

Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant 營業/市場/研究助理	46	2	48	48
Property Clerk 物業文員	2 030	6	2 036	2 049
Technician/Artisan/Semi-skilled Artisan 技術員/技工/半技術技工	5 347	123	5 470	5 487
Valuation Assistant/Survey Officer (Trainee) 物業估價助理員/見習測量主任/員	17	0	17	17
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence) 地產代理/營業員/營業主任/物業顧問 (持有營業員牌照)	14	0	14	14
Building Attendant/Caretaker/Artisan/Workman 大廈管理員/管理員/技工/工人	46 642	1 121	47 763	47 557
Leasing Clerk 租務文員	37	2	39	39
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer 助理物業主任/助理屋宇主任/助理行政主任	2 639	105	2 744	2 755
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant 會所/康樂助理/公共關係助理/顧客服務助理	2 700	108	2 808	2 848
Cook 廚師	85	3	88	88
Customer Services Assistant 客戶服務助理	117	11	128	128
Security Guard 護衛	1 203	43	1 246	1 246
Other Supporting Personnel 其他支援服務人員	682	7	689	689
Sub-total: 小計:	61 559	1 531	63 090	62 965
Total: 總數	78 601	1 817	80 418	80 322

Number Employed and Forecast by Sector by Principal Job

各類機構主要職務現有僱員及預測未來人數

Estate Agency 地產代理	Number of Employees 僱員人數	Vacancies at Date of survey 調查期間 空缺數目	Number of Posts at May 2015 2015年5月 職位數目	Forecast of number of employees in the next 12 months 僱主預測未來12個月 僱員人數
Managerial/Professional 經理/專業人員				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner 常務董事/行政總監/執行董事/董事/合夥人	154	5	159	154
Director/Associate Director/General Manager 董事/副董事/總經理	516	0	516	516
Sales/Marketing Manager 營業/市場經理	20	0	20	20
Regional Manager/Regional Marketing Manager 區域經理/分區營業經理	473	0	473	473
Property Manager/Area Property Manager 物業經理/分區物業經理	1	0	1	1
Estate Manager/Area Manager/Building Manager/Property Manager 屋地經理/分區經理/大廈經理/物業經理	10	0	10	10
Maintenance Manager 保養經理	1	0	1	1
Promotion and Public Relations Manager (Commercial and Retail) 推廣及公關經理 (商務及零售)	3	0	3	3
Project Manager/Associate Director 項目經理/副董事	84	1	85	85
Assistant Project Manager 助理項目經理	74	0	74	74
IT Manager/Computer Services Manager/EDP Manager 資訊科技經理/電腦服務經理/電子資料處理經理	29	0	29	29
Club House/Recreation Manager/Public Relations Manager/Customer Services Manager 會所/康樂經理/公共關係經理/顧客服務經理	1	0	1	1
Leasing Manager 租務經理	15	0	15	15
Estate Surveyor/Associate Director 產業測量師/副董事	4	0	4	4
Valuation Surveyor/Associate Director 物業估價測量師/副董事	18	2	20	20
Development Manager 發展經理	1	0	1	1
Other Supporting Managers 其他支援服務經理	18	5	23	18
Sub-total: 小計:	1 422	13	1 435	1 425

<u>Estate Agency</u> <u>地產代理</u>	<u>Number of Employees</u> <u>僱員人數</u>	<u>Vacancies at</u> <u>Date of survey</u> <u>調查期間</u> <u>空缺數目</u>	<u>Number of Posts at</u> <u>May 2015</u> <u>2015年5月</u> <u>職位數目</u>	<u>Forecast of number of employees</u> <u>in the next 12 months</u> <u>僱主預測未來12個月</u> <u>僱員人數</u>
<u>Supervisory</u> <u>主任</u>				
Project Officer/Assistant Project Manager 項目主任/助理項目經理	5	0	5	5
Marketing Officer/Sales Officer 市場主任/營業主任	14	0	14	14
Property Officer/Leasing Officer 物業主任/租務主任	28	0	28	28
Supervisor/Asst. Manager/Branch Manager (with estate agent's licence) 主管/主任/副經理/經理/分行經理 (持有地產代理牌照)	2 812	23	2 835	2 807
Valuation Officer 物業估價主任/員	26	0	26	26
Survey Officer/Survey Officer (Esate) 測量主任/員/測量主任 (產業)	4	0	4	4
Development Officer/Property Analyst 發展主任/物業分析員	1	0	1	1
Other Supporting Supervisors 其他支援服務主任	56	0	56	56
Sub-total: 小計:	2 946	23	2 969	2 941
<u>Technical Support & Operative</u> <u>技術及操作人員</u>				
Sales/Marketing/Research Assistant 營業/市場/研究助理	16	0	16	16
Property Clerk 物業文員	1	0	1	1
Technician 技術員	8	0	8	8
Valuation Assistant/Survey Officer (Trainee) 物業估價助理/員/见习測量主任/員	44	0	44	44
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence) 地產代理/營業員/營業主任/物業顧問 (持有營業員牌照)	16 287	661	16 948	17 031
Building Attendant/Caretaker/Artsian/Workman 大廈管理員/管理員/技工/工人	14	0	14	14
Leasing Clerk 租務文員	108	0	108	108
Trainees 見習生/員	961	4	965	971
Cubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant 會所/康樂助理/公共關係助理/顧客服務助理	3	0	3	3
Other Supporting Personnel 其他支援服務人員	358	6	364	364
Sub-total: 小計:	17 800	671	18 471	18 560
Total: 總數:	22 168	707	22 875	22 962

Number Employed and Forecast by Sector by Principal Job

各類機構主要職務現有僱員及預測未來人數

<u>Estate Surveying, Valuation and Consultancy</u> 測量、估價及顧問	<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at May 2015</u> 2015年5月 職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱員預測未來12個月 僱員人數
<u>Job Title</u> 職稱				
Managerial/ Professional 經理/專業人員				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner 管理董事/行政總監/執行董事/董事/合夥人	31	0	31	31
Director/Associate Director/General Manager 董事/副董事/總經理	37	0	37	37
Project Manager/Associate Director 項目經理/副董事	24	0	24	24
Estate Surveyor/Associate Director 產業測量師/副董事	121	0	121	121
Valuation Surveyor/Associate Director 物業估價測量師/副董事	55	0	55	55
Other Supporting Managers 其他支援服務經理	11	0	11	11
Sub-total: 小計:	279	0	279	279
Supervisory 主任				
Supervisor/Asst. Manager/Manager/Branch Manager (with estate agent's licence) 主管/主任/副經理/經理/分行經理 (持有地產代理牌照)	9	0	9	9
Property Officer/Assistant/Estate Officer/Administrative Officer 物業主任/助理/應徵主任/行政主任	7	0	7	7
Valuation Officer 物業估價主任/員	92	2	94	94
Survey Officer/Survey Officer (Estate) 測量主任/員/測量主任 (產業)	52	0	52	52
Other Supporting Supervisors 其他支援服務主任	14	0	14	14
Sub-total: 小計:	174	2	176	176
Technical Support & Operative 技術及操作人員				
Property Clerk 物業文員	5	0	5	5
Valuation Assistant/Survey Officer (Trainee) 物業估價助理/員/见习測量主任/員	165	9	174	174
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence) 地產代理/營業員/營業主任/物業顧問 (持有營業員牌照)	29	0	29	15
Other Supporting Personnel 其他支援服務人員	2	0	2	2
Sub-total: 小計:	201	9	210	196
Total: 總數	654	11	665	651

Number Employed and Forecast by Sector by Principal Job 各類機構主要職務現有僱員及預測未來人數

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

Job Title 職稱	Number of Employees 僱員人數	Vacancies at Date of survey 調查期間 空缺數目	Number of Posts at May 2015 2015年5月 職位數目	Forecast of number of employees in the next 12 months 僱員預測未來12個月 僱員人數
Managerial/ Professional 經理 / 專業人員				
Director/Associate Director/General Manager 董事 / 副董事 / 總經理	48	6	54	50
Regional Manager/Senior Estate Manager/Senior Property Manager 區域經理 / 高級區域經理 / 高級物業經理	5	0	5	5
Property Manager/Area Property Manager 物業經理 / 分區物業經理	1	0	1	1
Estate Manager/Area Manager/Building Manager/Property Manager 屋宇經理 / 分區經理 / 屋宇經理 / 物業經理	14	0	14	14
Assistant Estate Area Manager/Assistant Building Manager/Assistant Property Manager 助理屋宇經理 / 助理分區經理 / 助理屋宇經理 / 助理物業經理	12	0	12	12
Estate Manager/Area Manager/Building Manager/Property Manager 屋宇經理 / 分區經理 / 屋宇經理 / 物業經理	23	3	26	26
Assistant Maintenance Manager 助理物業保養經理	40	2	42	42
Project Manager/Associate Director 項目經理 / 副董事	185	4	189	189
Assistant Project Manager 助理項目經理	16	0	16	16
IT Manager/Computer Services Manager/EDP Manager 資訊科技經理 / 電腦服務經理 / 電子資料處理經理	1	0	1	1
Facilities Manager 設施經理	27	2	29	29
Assistant Facilities Manager 助理設施經理	25	0	25	25
Housing Manager 房屋事務經理	684	24	708	614
Leasing Manager 租賃經理	6	0	6	6
Estate Surveyor/Associate Director 產業測量師 / 副董事	316	47	363	364
Valuation Surveyor/Associate Director 物業估價師 / 副董事	111	0	111	111
Lands Executive 地政主任	398	19	417	417
Building Surveyor/Maintenance Surveyor or 屋宇測量師 / 屋宇保養測量師	536	13	549	551
Safety Manager/Health and Safety Manager/QA and Safety Manager 安全經理 / 健康及安全經理 / 品質保證及安全經理	4	0	4	4
Other Supporting Managers 其他支援服務經理	12	0	12	12
Sub-total: 小計:	2 464	120	2 584	2 489

Appendix 附錄 5
Table 表 5.5

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

Job Title
職稱

Number of Employees
僱員人數

Vacancies at Date of survey
**調查期間
空缺數目**

Number of Posts at May 2015
**2015年5月
職位數目**

Forecast of number of employees in the next 12 months
**僱主預測未來12個月
僱員人數**

Supervisory
主任

Project Officer/Assistant Project Manager 項目主任/助理項目經理	27	0	27	27
Property Officer/Leasing Officer 物業主任/租務主任	1	0	1	1
Property Officer/Assistant Estate Officer/Administrative Officer 物業主任/助理/屋邨主任/行政主任	29	0	29	29
Club House/Recreation Officer/Public Relations Officer/Customer Service Officer/Estate Officer 會所/康樂主任/公共關係主任/顧客服務主任/屋邨主任	3	0	3	3
Housing Officer 房屋事務主任	1 621	90	1 711	1 685
Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant 樓宇監督/屋宇監督/保安主任/主管/屋宇事務助理	238	74	312	199
Development Officer/Maintenance Officer/Building Supervisor 屋宇發展主任/屋宇保養主任/屋宇監督	526	25	551	551
Technical Officer 技術主任	512	18	530	532
Valuation Officer 物業估價員	384	4	388	388
Lands Inspector 地政督察	567	54	621	621
Overseer Foreman 巡察員/管工	114	0	114	114
Rent Officer 租務主任	16	1	17	17
Survey Officer/Survey Officer (Estate) 測量主任/測量主任(產業)	617	42	659	659
Maintenance Officer/Technical Officer/Clerk or Works 保養主任/技術主任/工程監督	128	5	133	133
Safety Officer/Safety Supervisor/Registered Safety Officer 安全主任/安全督察員/註冊安全主任	17	0	17	17
Welfare Worker 福利工作員	48	15	63	46
Security Supervisor 保安主任	2	1	3	3
Other Supporting Supervisors 其他支援服務主任	56	0	56	56
Sub-total: 小計:	4 906	329	5 235	5 081

Appendix 附錄 5
Table 表 5.5

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

Job Title 職稱	Number of Employees 僱員人數	Vacancies at Date of survey 調查期間 空缺數目	Number of Posts at May 2015 2015年5月 職位數目	Forecast of number of employees in the next 12 months 僱主預測未來12個月 僱員人數
Technical Support & Operative 技術及操作人員				
Property Clerk 物業文員	97	0	97	97
Technician 技術員	412	10	422	422
Building Attendant/Caretaker/Artisan/Workman 大廈管理員/管理員/技工/工人	1 194	169	1 363	1 328
Leasing Clerk 租務文員	22	0	22	22
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer 助理物業主任/助理屋宇主任/助理行政主任	5	2	7	7
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant 會所/康樂助理/公共關係助理/顧客服務助理	28	0	28	28
Customer Services Assistant 客戶服務助理	93	2	95	95
Security Guard 護衛	132	4	136	136
Other Supporting Personnel 其他支援服務人員	180	8	188	188
Sub-total: 小計:	2 163	195	2 358	2 323
Total: 總數:	9 533	644	10 177	9 893
Grand Total: 總計:	122 873	3 305	126 178	125 820

Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level
各類機構各技能等級過去12個月招聘困難的原因

(i) **Real Estate Development**
地產發展

	Managerial/ Professional Level 經理／專業級人員	Supervisory Level 主任級人員	Technical Support & Operative 技術及操作級人員	Sub-Total 小計
Lack of candidates with relevant experience 缺乏具相關經驗的求職者	9	11	10	30
Unsatisfactory terms of employment 聘用條件欠佳	2	2	7	11
Unsatisfactory working environment 工作環境欠佳	0	0	0	0
Limited career prospects 晉升機會有限	0	0	1	1
Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力	3	3	5	11
Others 其他	2	2	4	8
Sub-Total 小計	16	18	27	61

(ii) **Property Management and Maintenance**
物業管理及保養

	Managerial/ Professional Level 經理／專業級人員	Supervisory Level 主任級人員	Technical Support & Operative 技術及操作級人員	Sub-Total 小計
Lack of candidates with relevant experience 缺乏具相關經驗的求職者	14	30	147	191
Unsatisfactory terms of employment 聘用條件欠佳	2	16	125	143
Unsatisfactory working environment 工作環境欠佳	1	11	50	62
Limited career prospects 晉升機會有限	0	1	24	25
Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力	8	12	18	38
Others 其他	4	5	41	50
Sub-Total 小計	29	75	405	509

(iii) **Estate Agency**
地產代理

	Managerial/ Professional Level 經理／專業級人員	Supervisory Level 主任級人員	Technical Support & Operative 技術及操作級人員	Sub-Total 小計
Lack of candidates with relevant experience 缺乏具相關經驗的求職者	3	4	140	147
Unsatisfactory terms of employment 聘用條件欠佳	0	3	148	151
Unsatisfactory working environment 工作環境欠佳	0	0	8	8
Limited career prospects 晉升機會有限	0	0	3	3
Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力	0	1	2	3
Others 其他	0	2	67	69
Sub-Total 小計	3	10	368	381

(iv) **Estate Surveying, Valuation and Consultancy****測量、估價及顧問**

	Managerial/ Professional Level 經理／專業級人員	Supervisory Level 主任級人員	Technical Support & Operative Level 技術及操作級人員	Sub-Total 小計
Lack of candidates with relevant experience 缺乏具相關經驗的求職者	0	2	7	9
Unsatisfactory terms of employment 聘用條件欠佳	0	0	1	1
Unsatisfactory working environment 工作環境欠佳	0	0	0	0
Limited career prospects 晉升機會有限	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力	0	0	0	0
Others 其他	0	0	0	0
Sub-Total 小計	0	2	8	10

(v) **Government Departments and Public Sector****政府部門及公共機構**

	Managerial/ Professional Level 經理／專業級人員	Supervisory Level 主任級人員	Technical Support & Operative Level 技術及操作級人員	Sub-Total 小計
Lack of candidates with relevant experience 缺乏具相關經驗的求職者	2	4	5	11
Unsatisfactory terms of employment 聘用條件欠佳	1	3	3	7
Unsatisfactory working environment 工作環境欠佳	0	0	0	0
Limited career prospects 晉升機會有限	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力	2	2	1	5
Others 其他	0	0	2	2
Sub-Total 小計	5	9	11	25
Total 總數	53	114	819	986

Preferred Education of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有學歷

Job Level 技能等級	Postgraduate 研究院		University Degree 大學學位		Sub-Degree 副學位		Diploma/ Certificate 文憑/證書		Upper Secondary 高中		Lower Secondary 初中及以下		Unspecified 未有註明		Total 總數	
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*@
Real Estate Development 地產發展																
Managerial/ Professional 經理/專業級人員	121 (4.1)	2 226 (75.7)	65 (2.2)	16 (0.5)	97 (3.3)	2 (0.1)	413 (14.0)	2 940 (100)								
Supervisory 主任級人員	-	1 323 (31.7)	479 (11.5)	1 631 (39.1)	182 (4.4)	168 (4.0)	387 (9.3)	4 170 (100)								
Technical Support & Operative 技術及操作級人員																
	-	73 (1.5)	53 (1.1)	363 (7.6)	2 738 (57.0)	780 (16.2)	800 (16.6)	4 807 (100)								
Sub-total 小計	121 (1.0)	3 622 (30.4)	597 (5.0)	2 010 (16.9)	3 017 (25.3)	950 (8.0)	1 600 (13.4)	11 917 (100)								

(%)* As percentage of total employees by sector by job level
佔該類機構技能等級僱員總數的百分率
(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分率
(%)*@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分率的總和未必等於100%

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

房地產服務業各類機構各技能等級僱員宜有學歷

Job Level 技能等級	Postgraduate 研究院		University Degree 大學學位		Sub-Degree 副學位		Diploma/ Certificate 文憑/證書		Upper Secondary 高中		Lower Secondary 初中及以下		Unspecified 未有註明		Total 總數	
	(%)*		(%)*		(%)*		(%)*		(%)*		(%)*		(%)*		(%)*@	
Property Management and Maintenance 物業管理及保養																
Managerial/ Professional 經理/專業級人員	19	3 205	57	176	85	3	668									4 213
	(0.5)	(76.1)	(1.4)	(4.2)	(2.0)	(0.1)	(15.9)									(100)
Supervisory 主任級人員	-	2 310	1 002	3 426	4 112	586	1 393									12 829
	-	(18.0)	(7.8)	(26.7)	(32.1)	(4.6)	(10.9)									(100)
Technical Support & Operative 技術及操作級人員																
	-	68	73	1 848	13 887	34 450	11 233									61 559
	-	(0.1)	(0.1)	(3.0)	(22.6)	(56.0)	(18.2)									(100)
Sub-total 小計	19	5 583	1 132	5 450	18 084	35 039	13 294									78 601
(%)***	(0.02)	(7.1)	(1.4)	(6.9)	(23.0)	(44.6)	(16.9)									(100)

(%)* As percentage of total employees by sector by job level
佔該類機構技能等級僱員總數的百分比

(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分比

(%)*@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分比的總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有學歷

Job Level 技能等級	Postgraduate 研究院 (%)*	University Degree 大學學位 (%)*	Sub-Degree 副學位 (%)*	Diploma/ Certificate 文憑/證書 (%)*	Upper Secondary 高中 (%)*	Lower Secondary 初中及以下 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)@
Estate Agency 地產代理								
Managerial/ Professional 經理/專業級人員	20 (1.4)	620 (43.6)	1 (0.1)	201 (14.1)	291 (20.5)	-	289 (20.3)	1 422 (100)
Supervisory 主任級人員	-	314 (10.7)	116 (3.9)	616 (20.9)	1 447 (49.1)	151 (5.1)	302 (10.3)	2 946 (100)
Technical Support & Operative 技術及操作級人員	-	344 (1.9)	92 (0.5)	349 (2.0)	15 246 (85.7)	824 (4.6)	945 (5.3)	17 800 (100)
Sub-total 小計 (%)**	20 (0.1)	1 278 (5.8)	209 (0.9)	1 166 (5.3)	16 984 (76.6)	975 (4.4)	1 536 (6.9)	22 168 (100)

(%)* As percentage of total employees by sector by job level
佔該類機構技能等級僱員總數的百分比

(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分比

(%)@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分比的總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有學歷

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

Job Level 技能等級	Postgraduate 研究院 (%)*	University Degree 大學學位 (%)*	Sub-Degree 副學位 (%)*	Diploma/ Certificate 文憑/證書 (%)*	Upper Secondary 高中 (%)*	Lower Secondary 初中及以下 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)@
Managerial/ Professional 經理/專業級人員	3 (1.1)	215 (77.1)	-	-	-	-	61 (21.9)	279 (100)
Supervisory 主任級人員	-	68 (39.1)	24 (13.8)	37 (21.3)	-	-	45 (25.9)	174 (100)
Technical Support & Operative 技術及操作級人員	-	3 (1.5)	6 (3.0)	43 (21.4)	109 (54.2)	-	40 (19.9)	201 (100)
Sub-total 小計 (%)**	3 (0.5)	286 (43.7)	30 (4.6)	80 (12.2)	109 (16.7)	-	146 (22.3)	654 (100)

(%)* As percentage of total employees by sector by job level
佔該類機構技能等級僱員總數的百分比
(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分比
(%)@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分率的總和未必等於100%

Preferred Education of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員教育學歷

Job Level 技能等級	Postgraduate 研究院 (%)*	University Degree 大學學位 (%)*	Sub-Degree 副學位 (%)*	Diploma/ Certificate 文憑/證書 (%)*	Upper Secondary 高中 (%)*	Lower Secondary 初中及以下 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)@
Government Departments and Public Sector 政府部門及公共機構								
Managerial/ Professional 經理/專業級人員	313 (12.7)	1 162 (47.2)	-	50	-	-	939 (38.1)	2 464 (100)
Supervisory 主任級人員	-	606 (12.4)	505 (10.3)	1 437 (29.3)	72 (1.5)	31 (0.6)	2 255 (46.0)	4 906 (100)
Technical Support & Operative 技術及操作級人員	-	-	79 (3.7)	188 (8.7)	424 (19.6)	1 183 (54.7)	289 (13.4)	2 163 (100)
Sub-total 小計 (%)**	313 (3.3)	1 768 (18.5)	584 (6.1)	1 675 (17.6)	496 (5.2)	1 214 (12.7)	3 483 (36.5)	9 533 (100)

(%)* As percentage of total employees by sector by job level
佔該機構各技能等級僱員總數的百分比

(%)** As percentage of total employees at the same sector
佔該機構僱員總數的百分比

(%)@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分率的總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有年資

	Less than 1 year 少於一年 (%)*	1 year to less than 3 years 一年至三年以下 (%)*	3 years to less than 6 years 三年至六年以下 (%)*	6 years to less than 10 years 六年至十年以下 (%)*	10 years or more 十年或以上 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)*@
Real Estate Development							
地產發展							
Job Level							
技能等級							
Managerial/ Professional 經理/專業級人員	-	50	627	1 006	805	452	2 940
	(1.7)	(21.3)	(34.2)	(27.4)	(15.4)	(100)	
Supervisory 主任級人員	162	1 243	1 498	708	1	558	4 170
	(3.9)	(29.8)	(35.9)	(17.0)	(0.02)	(13.4)	(100)
Technical Support & Operative							
技術及操作級人員							
	934	2 782	36	113	3	939	4 807
	(19.4)	(57.9)	(0.7)	(2.4)	(0.1)	(19.5)	(100)
Sub-total	1 096	4 075	2 161	1 827	809	1 949	11 917
小計	(9.2)	(34.2)	(18.1)	(15.3)	(6.8)	(16.4)	(100)
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*

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

佔該類機構該技能等級僱員總數的百分率

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

佔該類機構僱員總數的百分率

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

由於四捨五入關係，百分率的總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有年資

Job Level 技能等級	Less than 1 year 少於一年 (%)*	1 year to less than 3 years 一年至三年以下 (%)*	3 years to less than 6 years 三年至六年以下 (%)*	6 years to less than 10 years 六年至十年以下 (%)*	10 years or more 十年或以上 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)*@
Property Management and Maintenance							
物業管理及保養							
Job Level							
技能等級							
Managerial/ Professional 經理/專業級人員	-	63	573	2 258	652	667	4 213
	-	(1.5)	(13.6)	(53.6)	(15.5)	(15.8)	(100)
Supervisory 主任級人員	150	2 572	8 106	560	33	1 408	12 829
	(1.2)	(20.0)	(63.2)	(4.4)	(0.26)	(11.0)	(100)
Technical Support & Operative 技術及操作級人員	24 480	23 582	1 731	23	3	11 740	61 559
	(39.8)	(38.3)	(2.8)	(0.0)	(0.0)	(19.1)	(100)
Sub-total	24 630	26 217	10 410	2 841	688	13 815	78 601
小計	(31.3)	(33.4)	(13.2)	(3.6)	(0.9)	(17.6)	(100)

(%)* As percentage of total employees by sector by job level
佔該類機構各技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分率

(%)*@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分率的總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有年資

	Less than 1 year 少於一年 (%)*	1 year to less than 3 years 一至三年 (%)*	3 years to less than 6 years 三至六年 (%)*	6 years to less than 10 years 六至十年 (%)*	10 years or more 十年或以上 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)@
Estate Agency							
地產代理							
Job Level							
技能等級							
Managerial/ Professional 經理/專業級人員	-	35 (2.5)	100 (7.0)	638 (44.9)	359 (25.2)	290 (20.4)	1 422 (100)
Supervisory 主任級人員	91 (3.1)	412 (14.0)	1 222 (41.5)	744 (25.25)	156 (5.30)	321 (10.9)	2 946 (100)
Technical Support & Operative							
技術及操作級人員							
	4 958 (27.9)	9 926 (55.8)	1 841 (10.3)	5 (0.0)	158 (0.9)	912 (5.1)	17 800 (100)
Sub-total 小計	5 049 (22.8)	10 373 (46.8)	3 163 (14.3)	1 387 (6.3)	673 (3.0)	1 523 (6.9)	22 168 (100)

(%)* As a percentage of total employees by sector by Job level
佔該類機構該技能等級僱員總數的百分比
(%)** As a percentage of total employees at the same sector
佔該類機構僱員總數的百分比
(%)@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分比的總和未必等於100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有年資

	Less than 1 year 少於一年 (%)*	1 year to less than 3 years 一年至三年以下 (%)*	3 years to less than 6 years 三年至六年以下 (%)*	6 years to less than 10 years 六年至十年以下 (%)*	10 years or more 十年或以上 (%)*	Unspecified 未有註明 (%)*	Total 總數 (%)*@
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Estate Surveying, Valuation and Consultancy
測量、估價及顧問

Job Level
技能等級

Managerial/ Professional 經理／專業級人員	-	6	23	118	64	68	279
	-	(2.2)	(8.2)	(42.3)	(22.9)	(24.4)	(100)

Supervisory
主任級人員

	6	49	71	3	-	45	174
	(3.4)	(28.2)	(40.8)	(1.72)	-	(25.9)	(100)

Technical Support & Operative
技術及操作級人員

	73	68	20	-	-	40	201
	(36.3)	(33.8)	(10.0)	-	-	(19.9)	(100)

Sub-total
小計
(%)**

	79	123	114	121	64	153	654
	(12.1)	(18.8)	(17.4)	(18.5)	(9.8)	(23.4)	(100)

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

佔各類機構各技能等級僱員總數的百分率

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

佔各類機構僱員總數的百分率

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

由於四捨五入關係，百分率的總和未必等於 100%

Preferred Experience of Real Estate Services Employees by Sector by Job Level
房地產服務業各類機構各技能等級僱員宜有年資

	Less than 1 year 少於一年 (%)**	1 year to less than 3 years 一年至三年以下 (%)**	3 years to less than 6 years 三年至六年以下 (%)**	6 years to less than 10 years 六年至十年以下 (%)**	10 years or more 十年或以上 (%)**	Unspecified 未有註明 (%)*	Total 總數 (%)@
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Government Departments and Public Sector
政府部門及公共機構

Job Level
技能等級

Managerial/ Professional 經理/專業級人員	-	350 (14.2)	485 (19.7)	751 (30.5)	46 (1.9)	832 (33.8)	2 464 (100)
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Supervisory
主任級人員

	3 (0.1)	1 131 (23.1)	1 063 (21.7)	351 (7.15)	-	2 358 (48.1)	4 906 (100)
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Technical Support & Operative
技術及操作級人員

	431 (19.9)	945 (43.7)	498 (23.0)	-	-	289 (13.4)	2 163 (100)
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Sub-total 小計	434	2 426	2 046	1 102	46	3 479	9 533
(%)**	(4.6)	(25.4)	(21.5)	(11.6)	(0.5)	(36.5)	(100)

(%)* As percentage of total employees by sector by job level
佔該類機構技能等級僱員總數的百分率

(%)** As percentage of total employees at the same sector
佔該類機構僱員總數的百分率

(%)@ Percentage may not add up to the total due to rounding
由於四捨五入關係，百分率的總和未必等於100%

**Number of Employees Holding
Estate Agents Licence (Individual) and Salespersons Licence**
持有地產代理（個人）及營業員牌照的僱員人數

	No. of Employees Holding Estate Agents Licence (individual) 持有地產代理 （個人）牌照的 僱員人數	No. of Employees Holding Salespersons Licence 持有營業員牌照的 僱員人數
	(%)*	(%)*
Real Estate Development 地產發展	566 (4.7)	75 (0.6)
Property Management and Maintenance 物業管理及保養	41 (0.05)	163 (0.20)
Estate Agency 地產代理	7 400 (33.4)	13 670 (61.7)
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	57 (8.7)	19 (2.9)
Government Departments and Public Sector 政府部門及公共機構	- -	- -
	Total 總數	8 064 13 927

* As percentage of the number of employees in the same sector
佔該類機構僱員人數的百分率

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

過去 12 個月
為各技能等級僱員提供的各類訓練課程

(i) Property Development
物業發展

Number of Training Places by Job Level*
各技能等級的培訓名額*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理/ 專業級人員	<u>Supervisory</u> 主任級人員	<u>Technical Support and Operative</u> 技術及 操作級人員	<u>Total</u> 總數
Real Estate Administration 地產行政	30	5	0	35
Marketing Techniques 市場推廣技巧	6	20	55	81
Project Management Skills 項目管理技巧	299	45	21	365
Financial Management and Housing Economics 財務管理及房屋經濟學	3	2	0	5
	—	—	—	—
Sub-total 小計	338	72	76	486

* An employee might take up more than one training course
僱員可修讀多於一項課程

(ii) Property/Housing Management
物業/房屋管理

Number of Training Places by Job Level*
各技能等級的培訓名額*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理/ 專業級人員	<u>Supervisory</u> 主任級人員	<u>Technical Support and Operative</u> 技術及 操作級人員	<u>Total</u> 總數
Facilities Management 設施管理	123	283	886	1 292
Building Maintenance Management 樓宇維修管理	338	2 038	3 580	5 965
Property/Housing Management 物業/房屋管理	1 238	1 811	5 001	8 050
	—	—	—	—
Sub-total 小計	1 699	4 132	9 467	15 298

* An employee might take up more than one training course
僱員可修讀多於一項課程

(iii) Estate Agency
地產代理

Number of Training Places by Job Level*
各技能等級的培訓名額*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理/ 專業級人員	<u>Supervisory</u> 主任級人員	<u>Technical Support and Operative</u> 技術及 操作級人員	<u>Total</u> 總數
Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引	118	365	3 941	4 424
Legal and Practical Knowledge to Estate Agency Work 與地產代理工作相關的法律及實務知識	537	1 443	15 798	17 778
Professional Ethics 專業操守	152	348	3 268	3 768
Surveying, Property Facilities Management and Town Planning 測量、物業／設施管理及城市規劃	51	70	599	720
Management, Supervision, Governance and Due Diligence of Estate Agency Business 地產代理業務管理、督導、管治及盡責審查	60	251	1 054	1 365
Sub-total 小計	918	2 477	24 660	28 055

* An employee might take up more than one training course
僱員可修讀多於一項課程

(iv) Estate Surveying, Valuation and Consultancy
地產測量、估值及顧問

Number of Training Places by Job Level*
各技能等級的培訓名額*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理/ 專業級人員	<u>Supervisory</u> 主任級人員	<u>Technical Support and Operative</u> 技術及 操作級人員	<u>Total</u> 總數
Marketing Strategy Planning 市場策略計劃	8	7	24	39
Research Skills 研究技巧	417	39	30	486
Surveying & Valuation Skills 測量及估值技巧	510	594	58	1 162
Planning & Land Development 策劃及土地發展	138	36	21	195
Compensation 賠償	82	93	21	196
Property/Leasing Management 物業／租務管理	6	12	0	18
Sub-total 小計	1 161	781	154	2 096

* An employee might take up more than one training course
僱員可修讀多於一項課程

(v) **Real Estate Services In the Mainland**
內地房地產知識

Number of Training Places by Job Level*
各技能等級的培訓名額*

Types of Training Course 課程種類	Managerial/ Professional 經理/ 專業級人員	Supervisory 主任級人員	Technical Support and Operative 技術及 操作級人員	Total 總數
Real Estate Development 地產發展	50	23	0	73
Property Management and Maintenance 物業管理及保養	80	37	0	117
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	0	10	0	10
Estate Agency 地產代理	1	4	40	45
Sub-total 小計	131	74	40	245

* An employee might take up more than one training course
僱員可修讀多於一項課程

(vi) **Generic Skills**
通用技巧

Number of Training Places by Job Level*
各技能等級的培訓名額*

Types of Training Course 課程種類	Managerial/ Professional 經理/ 專業級人員	Supervisory 主任級人員	Technical Support and Operative 技術及 操作級人員	Total 總數
Computer Applications (including IT) 電腦應用 (包括資訊科技)	926	1 044	950	2 920
Language 語文				
(a) Putonghua 普通話	149	322	859	1 330
(b) English 英文	196	423	835	1 454
Management Skills 管理技巧	2 634	3 321	863	6 818
Supervisory Skills 督導技巧	1 242	1 645	181	3 068
Communication Skills 溝通技巧	948	1 336	3 535	5 819
Customer Services Skills 顧客服務技巧	217	784	8 063	9 064
Sub-total 小計	6 312	8 875	15 286	30 473

* An employee might take up more than one training course
僱員可修讀多於一項課程

(vii) **Other Types of Training**
其他類型的培訓

Number of Training Places by Job Level*
各技能等級的培訓名額*

Types of Training Course 課程種類	Managerial/ Professional 經理/ 專業級人員	Supervisory 主任級人員	Technical Support and Operative 技術及 操作級人員	Total 總數
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme Plus 例如認可計劃下的基本保安培訓或其他培訓課程及／或技能提升計劃下的訓練課程	1 751	4 147	4 547	10 445
Sub-total 小計	1 751	4 147	4 547	10 445
Grand Total 總計	8 063	13 022	19 833	40 918

* An employee might take up more than one training course
僱員可修讀多於一項課程

**DETAILED ANALYSIS OF THE
LABOUR MARKET ANALYSIS (LMA) PROJECTION**

以人力市場分析法[LMA]推算人力的詳細分析

The forecast production of private residential flats and private non-residential flats for 2015 and 2016 is provided by the Rating & Valuation Department. (Source: Hong Kong Property Review 2015)

2015 至 2016 年私營住宅及非住宅的建屋量，是根據差餉物業估價署的預測而定。（資料來源：2015 香港物業報告）

A. The forecast of private residential flats

私人住宅建屋量預測

Year 年份	Completion (<i>no. of flats</i>) 落成 (住宅數目)	Total stock (<i>no. of flats</i>) 總數 (住宅數目)
2014		1 136 430
2015 f	13 286	1 149 716
2016 f	20 144	1 169 860
2017 f [#]	N/A 不適用	1 176 551
2018 f [#]	N/A 不適用	1 183 502

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

私人非住宅建屋量預測 (包括私人寫字樓、商業樓宇、工貿大廈、分層工廠大廈、專業廠房及倉庫)

Year 年份	Completion (<i>square m</i>) 落成 (平方米)	Total stock (<i>square m</i>) 總數 (平方米)
2014		46 256 600
2015 f	413 300	46 669 900
2016 f	509 400	47 179 300
2017 f [#]	N/A 不適用	47 508 069
2018 f [#]	N/A 不適用	47 797 784

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

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

C. The forecast of public residential flats

公營住宅建屋量預測

Year 年份	Completion (no. of flats) 落成（住宅數目）	Total stock (no. of flats) 總數（住宅數目）
2014		1 176 000
2015 f	24 100	1 200 100
2016 f	14 500	1 214 600
2017 f [#]	11 800	1 226 400
2018 f [#]	29 900	1 256 300

[#] The forecast production for 2017 and 2018 is projected using the Adaptive Filtering Method.

[#] 2017 及 2018 年的預測數字，以調節過濾法計算。



2015 Manpower Survey of the Real Estate Services Industry

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

The Training Board will be conducting the 2015 Manpower Survey of the Real Estate Services Industry between **June and July 2015**. A reference date is given as 31st May 2015. The purpose of this survey is to obtain data on the present and future manpower situation and training information so as to enable the Training Board to formulate appropriate training plans to meet the manpower needs of the industry. Your co-operation in supplying the information would be much appreciated.

I enclose the following documents for your reference and completion:

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

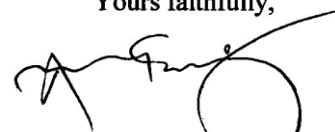
During the survey period, an officer of the Census and Statistics Department will contact your office. The officer will assist in the completion of the questionnaire, if necessary, and collect the questionnaire for processing.

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

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

Should you have any questions regarding the survey, please contact the Census and Statistics Department at 2116 8436.

Yours faithfully,



(Ir Alkin Kwong JP)
Chairman

Real Estate Services Training Board



執事先生/女士：

房地產服務業二〇一五年人力調查

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

為調查房地產服務業目前及未來的人力情況及訓練詳情，以便制定合適的訓練計劃配合業界需要，本訓練委員會將於二〇一五年六月至七月期間進行房地產服務業二〇一五年人力調查，調查參考日期為二〇一五年五月三十一日，懇請貴公司惠予合作，提供有關資料。

---- 茲夾附下述文件，供貴公司參閱及填寫：

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

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

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

如對是次調查有任何疑問，請致電 2116 8436 與政府統計處聯絡。

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

房地產服務業訓練委員會主席
鄺正煒太平紳士

二〇一五年五月十三日

Survey Reference Date: **31 May 2015**
統計日期: **2015年5月31日**

THE 2015 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房地產服務業二〇一五年人力調查

QUESTIONNAIRE
調查表

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

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

A. GENERAL ORGANIZATION INFORMATION

一般機構資料

NAME OF ESTABLISHMENT: _____

機構名稱

ADDRESS: _____

地址

TOTAL NUMBER OF PERSONS ENGAGED: _____

僱員總人數

B. NATURE OF MAJOR BUSINESS:

(please tick only 1 box)

主要行業性質

(只剔一欄)

Real Estate Development
地產發展

Property Management and Maintenance
物業管理及保養

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

Estate Agency
地產代理

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

C. PERSONNEL HOLDING PROFESSIONAL QUALIFICATION

擁有專業資歷人員

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

持有以下牌照的僱員人數:

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

(b) Salesperson's Licence
營業員牌照

36

28

32

40

59

NAME OF PERSON TO CONTACT: _____

聯絡人姓名

POSITION: _____

職位

TEL NO.:

電話

60 67 68 75

FAX NO.:

圖文傳真

E-MAIL:

電郵

110

2015 Manpower Survey of the Real Estate Services Industry

房地產服務業二〇一五年人力調查

PART I 第 I 部份

(A) Job 工作			(B) Average Monthly Income Code 每月平均 月薪編號	(C) Number of Employees As at 31.5.2015 在31.5.2015 之僱員人數	(D) Forecast of No. Employed 12 Months from Now 預測在 十二個月後 的僱員人數	(E) No. of Vacancies as at 31.5.2015 在31.5.2015 的空缺額	(F) Preferred Level of Education 僱員宜有教育程度	(G) Preferred Professional Qualifications (✓ for Yes, ✗ for No) 僱員宜有的專業資格 (✓/否/✗)	(H) Preferred Year of Experience 僱員宜有的相關年資	(I)
Title 職稱	Rec. Type	Code 編號								
		8-10	11	12-15	16-19	20-22	23	24	25	
1.	2									
2.	2									
3.	2									
4.	2									
5.	2									
6.	2									
7.	2									
8.	2									
9.	2									
10.	2									
11.	2									
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26.	2									
27.	2									
28.	2									
29.	2									
30.	2									
31.	2									
32.	2									
33.	2									
34.	2									
35.	2									
36.	2									

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

Code 編號	Average Monthly Income Range 每月平均收入幅度
1	\$8,000 or below 或以下
2	\$8,001 - \$10,000
3	\$10,001 - \$15,000
4	\$15,001 - \$20,000
5	\$20,001 - \$30,000
6	\$30,001 - \$40,000
7	\$40,001 - \$60,000
8	\$60,001 or above 或以上

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

Code 編號	Preferred Education 宜有教育程度
1 Postgraduate 研究院	4 Diploma/Certificate 文憑/證書
2 University Degree 大學學位	5 Upper Secondary 高中
3 Sub-degree 副學位	6 Lower Secondary 初中及以下

(iii) Enter a "✓" in **Column (G)** if any of the following professional qualifications is preferred, else please enter "✗". 如僱員宜有以下其中的專業資格，請在「G」欄內填入"✓"，否則請填入"✗"：

Preferred Professional Qualifications
宜有的專業資格程度

Authorized Person
認可人士

Chartered Institute of Housing
英國特許房屋經理學會

Hong Kong Institute of Housing
香港房屋經理學會會員

HK Institute of Planners
香港規劃師學會

Registered Professional Housing Manager
註冊專業房屋經理

Royal Institute of Chartered Surveyors
英國特許皇家測量師學會

Surveyors Registration Board
測量師註冊管理局

The Hong Kong Institute of Architects
香港建築師學會

The Hong Kong Institute of Engineers
香港工程師學會

The Hong Kong Institute of Surveyors
香港測量師學會

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

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

THE 2015 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇一五年人力調查

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Est. No. _____

Er. No. _____

PART II 第二部份

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

內地及其他城市發展對貴機構人力資源的影響

1. The total number of employees who have stationed in the Mainland or other cities for over 183 days in the past 12 months (1.6.2014 - 31.5.2015) (by type of real estate services).

請填報貴機構於過去十二個月 (1.6.2014 - 31.5.2015) 安排長駐於內地或其他城市工作超過183日之僱員人數 (按房地產服務業類別劃分)。

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

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80 81

2. Please estimate the total number of employees whom your Hong Kong company will arrange to station in the Mainland or other cities for over 183 days in the next 12 months (1.6.2015 - 31.5.2016) (by type of real estate services).

請估計在未來十二個月內 (1.6.2015 - 31.5.2016) 貴機構安排長駐於內地或其他地方工作超過183日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Mainland cities (Please specify) 內地城市 (請列出)			
(i) Real Estate Development 地產發展	_ _ _ 82	_ _ _ 85	_ _ _ 88
(ii) Property Management and Maintenance 物業管理及保養	_ _ _ 91	_ _ _ 94	_ _ _ 97
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _ 100	_ _ _ 103	_ _ _ 106
(iv) Estate Agency 地產代理	_ _ _ 109	_ _ _ 112	_ _ _ 115
(b) Other cities (please specify) 其他城市 (請列出)			
(i) Real Estate Development 地產發展	_ _ _ 118	_ _ _ 121	_ _ _ 124
(ii) Property Management and Maintenance 物業管理及保養	_ _ _ 127	_ _ _ 130	_ _ _ 133
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _ 136	_ _ _ 139	_ _ _ 142
(iv) Estate Agency 地產代理	_ _ _ 145	_ _ _ 148	_ _ _ 151

3. The total number of employees who travelled frequently to the Mainland in the past 12 months (1.6.2014 - 31.5.2015) (by type of real estate services).

請填報貴機構於過去十二個月內 (1.6.2014 - 31.5.2015) 經常往返內地的僱員人數 (按房地產服務業類別劃分)。

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

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4. Please estimate the total number of employees who will travel frequently to the Mainland in the next 12 months (1.6.2015 - 31.5.2016) (by type of real estate services)

請估計在未來十二個月 (1.6.2015 - 31.5.2016) 需經常往返內地的僱員人數 (按房地產服務業類別劃分)。

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

Training

訓練

5. The total number of employees who had received the following training in the past 12 months (1.6.2014 - 31.5.2015) (by type of course)

請填報過去十二個月內 (1.6.2014 - 31.5.2015) 曾接受下列訓練的僱員人數 (按課程種類劃分)

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

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<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(c) Estate Agents 地產代理			
Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 330	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 333	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 336
Legal and practical knowledge relating to estate agency work 與地產代理工作相關的法律及實務知識	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 339	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 342	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 345
Professional ethics 專業操守	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 348	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 351	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 354
Surveying, property / facilities management and town planning 測量、物業 / 設施管理及城市規劃	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 357	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 360	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 363
Management, supervision, governance and due diligence of estate agency business 地產代理業務管理、督導、管治及盡責審查	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 366	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 369	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 372
(d) Property/Housing Management 物業／房屋管理			
Facilities Management 設施管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 375	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 378	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 381
Building Maintenance Management 樓宇維修管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 384	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 387	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 390
Property/Housing Management 物業／房屋管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 393	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 396	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 399
(e) Real Estate Services in the Mainland 內地房地產知識			
Real Estate Development 地產發展	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 402	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 405	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 408
Property Management and Maintenance 物業管理及保養	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 411	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 414	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 417
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 420	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 423	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 426
Estate Agency 地產代理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 429	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 432	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 435
(II) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 438	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 441	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 444
(b) Language : Putonghua 語文 : 普通話	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 447	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 450	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 453
English 英文	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 456	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 459	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 462
(c) Management Skills 管理技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 465	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 468	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 471
(d) Supervisory Skills 督導技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 474	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 477	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 480
(e) Communication Skills 溝通技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 483	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 486	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 489
(f) Customer Services Skills 顧客服務技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 492	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 495	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 498
(g) Others (please specify) 其他（請說明）	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 501	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 504	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 507

6. Please estimate the total number of employees that your company will provide in-house training or sponsor to attend training in the next 12 months (1.6.2015 - 31.5.2016) (by type of course)

請估計在未來十二個月內(1.6.2015 - 31.5.2016)貴機構將提供內部培訓或贊助修讀以下課程的僱員人數 (按課程種類劃分)

Type of Course 課程種類	No. of employees to be provided with in-house training 貴機構將提供內部培訓課程的人數			No. of employees to be sponsored for training 貴機構將贊助修讀培訓課程的人數		
	Managerial/ Professional Level 經理/ 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及 操作人員級	Managerial/ Professional Level 經理/ 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及 操作人員級
(I) Specific Knowledge/Skills 專門知識/技能						
(a) Property Development 物業發展						
Real Estate Administration 地產行政	510	513	516	519	522	525
Marketing Technique 市場推廣技巧	528	531	534	537	540	543
Project Management Skills 項目管理技巧	546	549	552	555	558	561
Financial Management and Housing Economics 財務管理及房屋經濟學	564	567	570	573	576	579
(b) Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問						
Marketing Strategy Planning 市場策略計劃	582	585	588	591	594	597
Research Skills 研究技巧	600	603	606	609	612	615
Surveying & Valuation Skills 測量及估值技巧	618	621	624	627	630	633
Planning and Land Development 策劃及土地發展	636	639	642	645	648	651
Compensation 賠償	654	657	660	663	666	669
Property/Leasing Management 物業/租務管理	672	675	678	681	684	687
(c) Estate Agents 地產代理						
Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引	690	693	696	699	702	705
Legal and practical knowledge relating to estate agency work 與地產代理工作相關的法律 及實務知識	708	711	714	717	720	723
Professional ethics 專業操守	726	729	732	735	738	741
Surveying, property / facilities management and town planning 測量、物業/設施管理及城市規劃	744	747	750	753	756	759
Management, supervision, governance and due diligence of estate agency business 地產代理業務管理、督導、 管治及盡責審查	762	765	768	771	774	777

<u>Type of Course</u> 課程種類	No. of employees to be <u>provided with in-house training</u> 貴機構將提供內部培訓課程的人數			No. of employees to be <u>sponsored for training</u> 貴機構將贊助修讀培訓課程的人數		
	Managerial/ Professional <u>Level</u>	Supervisory <u>Level</u>	Technical Support and <u>Operative Level</u>	Managerial/ Professional <u>Level</u>	Supervisory <u>Level</u>	Technical Support and <u>Operative Level</u>
	經理/ 專業級	主任級	技術及 操作人員級	經理/ 專業級	主任級	技術及 操作人員級
(d) Property/Housing Management 物業/房屋管理						
Facilities Management 設施管理	<input type="text"/> 780	<input type="text"/> 783	<input type="text"/> 786	<input type="text"/> 789	<input type="text"/> 792	<input type="text"/> 795
Building Maintenance Management 樓宇維修管理	<input type="text"/> 798	<input type="text"/> 801	<input type="text"/> 804	<input type="text"/> 807	<input type="text"/> 810	<input type="text"/> 813
Property/Housing Management 物業/房屋管理	<input type="text"/> 816	<input type="text"/> 819	<input type="text"/> 822	<input type="text"/> 825	<input type="text"/> 828	<input type="text"/> 831
(e) Real Estate Services in the Mainland 內地房地產知識						
Real Estate Development 地產發展	<input type="text"/> 834	<input type="text"/> 837	<input type="text"/> 840	<input type="text"/> 843	<input type="text"/> 846	<input type="text"/> 849
Property Management and Maintenance 物業管理及保養	<input type="text"/> 852	<input type="text"/> 855	<input type="text"/> 858	<input type="text"/> 861	<input type="text"/> 864	<input type="text"/> 867
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> 870	<input type="text"/> 873	<input type="text"/> 876	<input type="text"/> 879	<input type="text"/> 882	<input type="text"/> 885
Estate Agency 地產代理	<input type="text"/> 888	<input type="text"/> 891	<input type="text"/> 894	<input type="text"/> 897	<input type="text"/> 900	<input type="text"/> 903
(II) Generic Skills						
(a) 通用技巧						
Computer Application (including IT) (b) 電腦應用 (包括資訊科技)	<input type="text"/> 906	<input type="text"/> 909	<input type="text"/> 912	<input type="text"/> 915	<input type="text"/> 918	<input type="text"/> 921
Language : Putonghua 語文 : 普通話	<input type="text"/> 924	<input type="text"/> 927	<input type="text"/> 930	<input type="text"/> 933	<input type="text"/> 936	<input type="text"/> 939
(c) English 英文	<input type="text"/> 942	<input type="text"/> 945	<input type="text"/> 948	<input type="text"/> 951	<input type="text"/> 954	<input type="text"/> 957
(d) Management Skills 管理技巧	<input type="text"/> 960	<input type="text"/> 963	<input type="text"/> 966	<input type="text"/> 969	<input type="text"/> 972	<input type="text"/> 975
(e) Supervisory Skills 督導技巧	<input type="text"/> 978	<input type="text"/> 981	<input type="text"/> 984	<input type="text"/> 987	<input type="text"/> 990	<input type="text"/> 993
(f) Communication Skills 溝通技巧	<input type="text"/> 996	<input type="text"/> 999	<input type="text"/> 1002	<input type="text"/> 1005	<input type="text"/> 1008	<input type="text"/> 1011
(g) Customer Services Skills 顧客服務技巧	<input type="text"/> 1014	<input type="text"/> 1017	<input type="text"/> 1020	<input type="text"/> 1023	<input type="text"/> 1026	<input type="text"/> 1029
Others (please specify) 其他 (請說明)	<input type="text"/> 1032	<input type="text"/> 1035	<input type="text"/> 1038	<input type="text"/> 1041	<input type="text"/> 1044	<input type="text"/> 1047

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Internal Promotion

內部晉升

7. The total number of internal promotion in the past 12 months (1.6.2014 - 31.5.2015)

過去十二個月內（1.6.2014 - 31.5.2015）內部晉升的僱員人數。

From Supervisory to Managerial/Professional Level

由主任晉升為經理／專業級

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1070

From Technical Support and Operative to Supervisory Level

由技術及操作人員晉升為主任級

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1073

Employees Left

離職人數

8. The total number of employees left in the past 12 months (1.6.2014 - 31.5.2015)

過去十二個月內（1.6.2014 - 31.5.2015）離職的僱員人數。

Managerial/
Professional
Level
經理／專業級

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1076

Supervisory
Level
主任級

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1079

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

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1082

Recruitment

招聘

9. Please state the number of recruits of your company in the past 12 months (1.6.2014 - 31.5.2014)

請列出貴機構在過去十二個月內（1.6.2014 - 31.5.2015）招聘的僱員人數。

Managerial/
Professional
Level
經理／專業級

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1085

Supervisory
Level
主任級

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1088

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

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1091

(a) Total number of recruits
總招聘人數

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

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1094

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Recruitment Problem

招聘問題

10. Did your company encounter any difficulties in the recruitment of real estate services personnel at various job levels in the past 12 months (1.6.2014 - 31.5.2015) ?

貴機構在過去十二個月內（1.6.2014 - 31.5.2015）在招聘房地產服務從業員方面有沒有遇到困難？

- 1107 Yes (Please go to Q11) 有（請答第11題）
 1108 No (Please go to Q12) 沒有（請答第 12 題）
 1109 No recruitment nor tried to recruit (Please go to Q12) 未有／未有嘗試招聘（請答第 12 題）

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 1110	<input type="checkbox"/> 1111	<input type="checkbox"/> 1112
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 1113	<input type="checkbox"/> 1114	<input type="checkbox"/> 1115
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 1116	<input type="checkbox"/> 1117	<input type="checkbox"/> 1118
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 1119	<input type="checkbox"/> 1120	<input type="checkbox"/> 1121
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 1122	<input type="checkbox"/> 1123	<input type="checkbox"/> 1124
(f) Others (Please specify) 其他（請說明） _____	<input type="checkbox"/> 1125	<input type="checkbox"/> 1126	<input type="checkbox"/> 1127

12. Do you expect a manpower change in your company in the next 12 months (1.6.2015 - 31.5.2016) ? If there is no expected manpower change, please go to Q14.

你是否預期貴機構會在未來十二個月(1.6.2015 - 31.5.2016)有人手變動？如預期沒有人手變動，請回答第 14 題。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Hong Kong 香港	+ / - <input type="checkbox"/> 1128 <input type="checkbox"/> 1129 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	+ / - <input type="checkbox"/> 1132 <input type="checkbox"/> 1133 <input type="checkbox"/> <input type="checkbox"/>	+ / - <input type="checkbox"/> 1136 <input type="checkbox"/> 1137 <input type="checkbox"/> <input type="checkbox"/>
Mainland cities 內地城市	<input type="checkbox"/> 1140 <input type="checkbox"/> 1141 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1144 <input type="checkbox"/> 1145 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1148 <input type="checkbox"/> 1149 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other cities 其他城市	<input type="checkbox"/> 1152 <input type="checkbox"/> 1153 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1156 <input type="checkbox"/> 1157 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> 1160 <input type="checkbox"/> 1161 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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 1172

13. Referring to Q12, please choose the possible reasons for manpower change in your company in the next 12 month (1.6.2015 - 31.5.2016).
You may wish to tick more than 1 reason for each job level.

參照第12條問題，請選擇貴機構預期會在未來十二個月(1.6.2015 - 31.5.2016)有人手變動的原因，每職級可選擇多個原因。

<u>Reasons</u> 原因	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Change of manpower cost 人力成本調整	<input type="checkbox"/> 1173	<input type="checkbox"/> 1174	<input type="checkbox"/> 1175
(b) Change in economic outlook 經濟前景的變化	<input type="checkbox"/> 1176	<input type="checkbox"/> 1177	<input type="checkbox"/> 1178
(c) Reorganization of Company 公司架構重組	<input type="checkbox"/> 1179	<input type="checkbox"/> 1180	<input type="checkbox"/> 1181
(d) Business expansion / contraction 業務擴展 / 收縮	<input type="checkbox"/> 1182	<input type="checkbox"/> 1183	<input type="checkbox"/> 1184
(e) Outsourcing / In-sourcing of work 工作外判 / 從外判取回工作	<input type="checkbox"/> 1185	<input type="checkbox"/> 1186	<input type="checkbox"/> 1187
(f) Others (Please specify) 其他 (請說明)	<input type="checkbox"/> 1188	<input type="checkbox"/> 1189	<input type="checkbox"/> 1190

14. Do you agree that attending compulsory training each year will help maintain employees' professional competency and / or enhance their knowledge and skills?

你是否同意每年強制進修，將有助於維持員工的專業能力及/或提升他們的知識和技能？

	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Yes 是	<input type="checkbox"/> 1191	<input type="checkbox"/> 1192	<input type="checkbox"/> 1193
(b) No 否	<input type="checkbox"/> 1194	<input type="checkbox"/> 1195	<input type="checkbox"/> 1196
(c) No comment 沒有意見	<input type="checkbox"/> 1197	<input type="checkbox"/> 1198	<input type="checkbox"/> 1199

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End of Questionnaire

問卷完

The 2015 Manpower Survey of the Real Estate Services Industry
房地產服務業二○一五年人力調查

Explanatory Notes for Part I

附註（第I部份）

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

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

3. Column 'B' - Average Monthly Income Range of Employees
(B) 欄 — 僱員每月平均收入

Please select and enter in this column the appropriate code number showing the average monthly income range for the employee(s) during the past 12 months (June 2014 - May 2015). The monthly income should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average figure.

請根據僱員過去十二個月(指二○一四年六月至二○一五年五月期間)平均每月收入幅度，選出適當編號填入(B)欄。「每月平均收入」包括底薪、定期超時工作津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）。倘貴公司僱用超過一名僱員擔任同一職務，請取其平均數字。

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

4. Column 'C' - Number of Employees

(C) 欄 — 僱員人數

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

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

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

(D) 欄 — 未來十二個月的預計僱員人數

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

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

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

(E) 欄 — 調查期間空缺額

Please fill in the number of existing vacancies you may have. 'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at 31.5.2015.

請填入 貴公司在 31.5.2015 的現有空缺額。「現有空缺額」指該職位懸空，須立刻填補，而現正積極進行招聘。

7. Column 'F' - Preferred Level of Education

(F) 欄 — 僱員宜有的教育程度

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

請按下列類別編號，將僱員宜有的基本教育程度填入(F) 欄內。

<u>Education</u> 教育程度	<u>Coverage</u> 涵蓋範圍	<u>Code</u> 編號
Postgraduate 研究院	Higher degrees (e.g. master's degrees) offered by local or non-local education institutions for the academic programmes which usually require a first degree, or equivalent, as the minimum entrance qualifications. 本地或非本地教育機構提供的高等學位（如碩士學位），而這些課程通常需要學士學位或同等教育程度作為最低入學資格。	1
First Degree 大學學位	First degrees offered by local or non-local education institutions, or equivalent. 本地或非本地教育機構提供的學士學位，或同等教育程度。	2
Sub-degree 副學位	Higher Certificates, Higher Diplomas, Professional Diplomas, Associate Degrees, Endorsement Certificates, Associateship or equivalent courses offered by local and non-local education institutions; 由本地及非本地教育機構所提供的高級證書、高級文憑、專業文憑、副學士、增修證書、院士銜或同等課程。	3
Diploma/Certificate 文憑／證書	Technical and vocational education programmes including Diploma/Certificate courses and Foundation Diploma courses offered by local and non-local education institutions; These diploma programmes usually require the completion of upper secondary education as the minimum entrance qualifications. Also included are technical and vocational education programmes at the craft level, or equivalent. These craft programmes usually require the completion of lower secondary education as the minimum entrance qualifications (including apprenticeship), or equivalent. 由本地及非本地教育機構所提供的技術及職業教育課程（包括文憑／證書課程及基礎文憑課程）。這些文憑課程通常需要完成高中教育作為最低入學資格。 亦包括技工程度的技術及職業教育課程；或同等教育程度。這些技工程度的課程通常需要完成初中課程（包括學徒資格）或同等教育程度作為最低入學資格。	4
Upper Secondary	Secondary 5 – 7, covering the education programmes in	5

高中	relation to the Hong Kong Diploma of Secondary Education (HKDSE) Examination, the then Hong Kong Certificate of Education Examination (HKCEE), the then Hong Kong Higher Level Examination (HKHLE), the then Hong Kong Advanced Level Examination (HKALE), or equivalent. 中五、中六及中七（包括與香港中學文憑考試1、前香港中學會考、前香港高等程度會考及前香港高級程度會考等相關的教育課程）或同等教育程度。	
Lower Secondary and below 初中及以下	Education level below Secondary 5, or equivalent. 中五以下或同等教育程度。	6

8. Column 'G' – Preferred Professional Qualification

(G) 欄 — 僱員宜有的專業資格

Please enter " " in this Column if any of the following professional qualifications is preferred, else please enter "X".

如僱員宜有以下其中的專業資格，請在「G」欄內填入" "，否則請填入"X"：

Preferred Professional Qualifications

宜有的專業資格程度

- Authorized Person 認可人士
- Chartered Institute of Housing 英國特許房屋經理學會
- Hong Kong Institute of Housing 香港房屋經理學會會員
- HK Institute of Planners 香港規劃師學會
- Registered Professional Housing Manager 註冊專業房屋經理
- Royal Institute of Chartered Surveyors 英國特許皇家測量師學會
- Surveyors Registration Board 測量師註冊管理局
- The Hong Kong Institute of Architects 香港建築師學會
- The Hong Kong Institute of Engineers 香港工程師學會
- The Hong Kong Institute of Surveyors 香港測量師學會

9. Column 'H' – Preferred Relevant Years of Experience

(H) 欄 — 僱員宜有的相關年資

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

請按下列類別編號，將僱員宜有的相關年資填入(H) 欄內。

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

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地產發展類別

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

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主要職務工作說明

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Government Departments and Public Sector
政府部門及公共機構類別
主要職務工作說明

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

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

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政府部門及公共機構類別
主要職務工作說明

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

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

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

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

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

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