

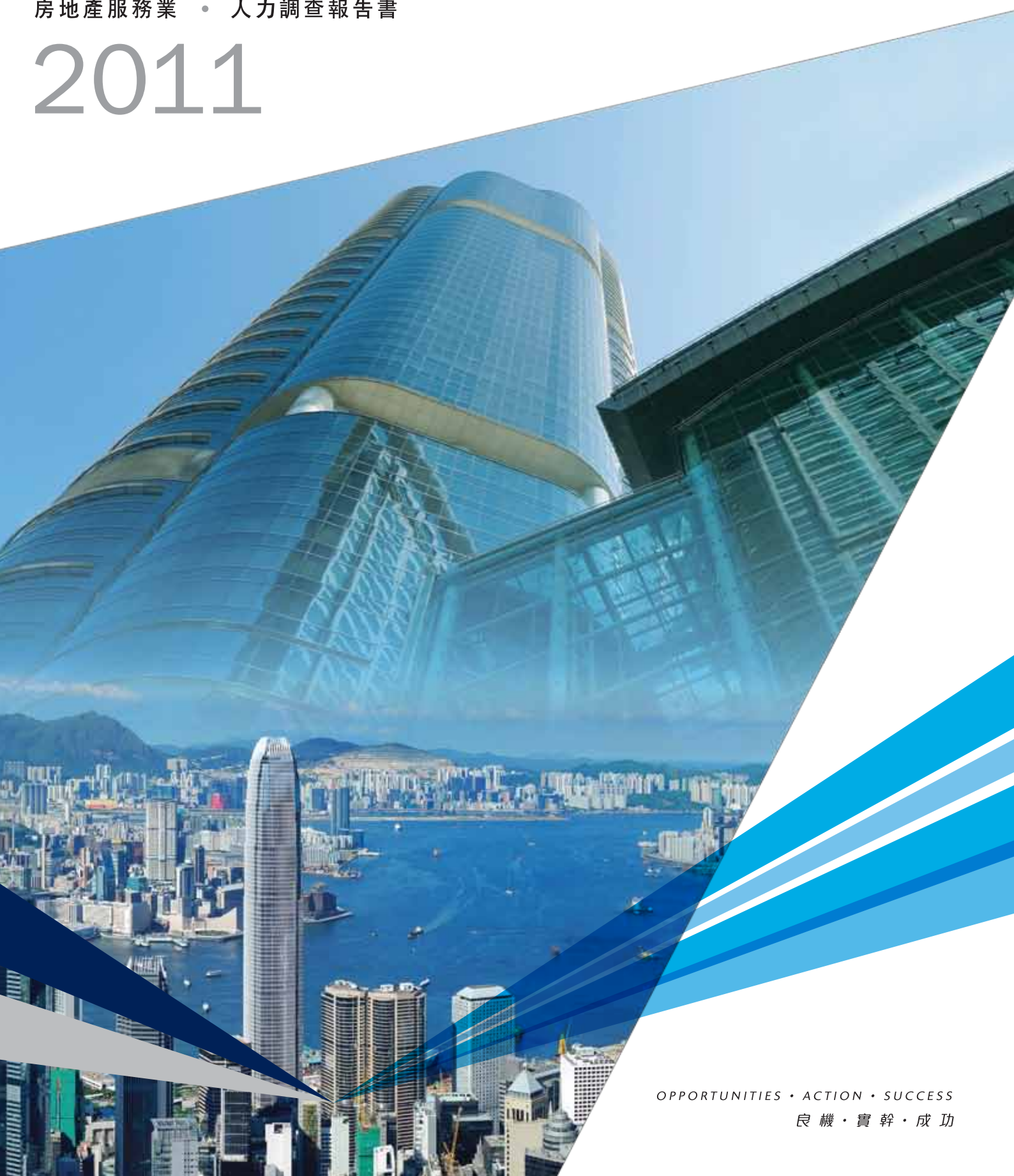
Real Estate Services Training Board  
房地產服務業訓練委員會



REAL ESTATE SERVICES  
MANPOWER SURVEY REPORT

房地產服務業 • 人力調查報告書

# 2011



OPPORTUNITIES • ACTION • SUCCESS

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**2011 MANPOWER SURVEY REPORT**  
**REAL ESTATE SERVICES**

房地產服務業  
二〇一一年人力調查報告

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

## CONTENTS

	<u>Page</u>
Executive Summary	1 - 17
 <u>Section</u>	
I Introduction	18 - 20
II Summary of Survey Findings	21 - 59
III Conclusions	60 - 80
IV Recommendations	81 - 82
 <u>Appendix</u>	
1 Membership List	164 - 165
2 Terms of Reference	168
3 Questionnaires	170 - 182
Explanatory Notes for Part I	183 - 185
Job Descriptions	186 - 207
4 Breakdown of Samples by Stratum	208
5 Analysis of Response	210
6 Number Employed and Forecast by Sector by Principal Job	212 - 223
7 Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level	236 - 237
8 Preferred Education for Real Estate Services Employees by Sector by Job Level	240 - 244
9 Preferred Experience for Real Estate Services Employees by Sector by Job Level	250 - 254
10 Number of Employees Holding Estate Agents Licence (Individual) and Salespersons Licence	260
11 Training to Employees in the Past 12 Months by Type by Course by Job Level	262 - 265
12 Detailed Analysis of the Labour Market Analysis (LMA) Projection	270

# VOCATIONAL TRAINING COUNCIL

## Executive Summary of the Report on the 2011 Manpower Survey of the Real Estate Services Industry

### Introduction

The Real Estate Services Training Board of the Vocational Training Council was set up by the HKSAR Government in 1998 to be responsible for determining the manpower situation and training needs in the real estate services industry. The Training Board conducted its seventh manpower survey from June to November 2011 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 10 212 establishments registered with the Census and Statistics Department, 1 052 establishments were selected using the stratified random sampling method. The 1 052 samples covered 335 establishments in real estate development, 311 establishments in property management and maintenance, 318 establishments in estate agency, 68 establishments in estate surveying, valuation and consultancy, and, 20 government departments and other public bodies. Of the 1 052 sampled establishments for the survey, 51 establishments declined to respond, 648 (including 22 partial responses) were successfully enumerated with the required information collected. The remaining 353 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 92.7%.

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

### Summary of Survey Findings

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

### Manpower Situation in 2011

5. The Training Board notes that there were 12.8% and 2.7% increases in technical and non-technical manpower<sup>1</sup> respectively. The Training Board also notes that the increase in

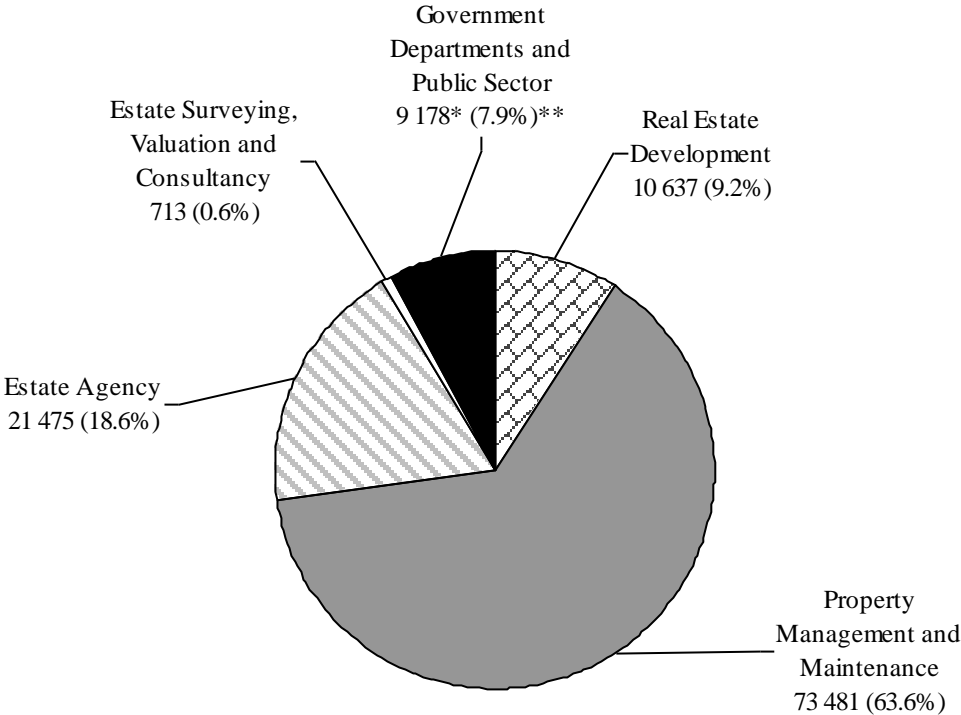
manpower in the estate agency and real estate development sectors were 43% and 37.7% respectively, which were the highest. An average of 4.5% manpower growth was noted within other sectors in the industry.

6. The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Mainland exists, particularly in the real estate development, the property management & maintenance and estate surveying, valuation & consultancy sectors. The economic outlook for 2012 remains murky with the European debt crisis and PRC Government tightening control over economic activities, especially in the property market. The Training Board also opines that employers tend to be cautious in forecasting the number of employees in 2012.

7. The survey reveals that during the survey period, there were 115 484 employees in the industry. The distribution of manpower by sector is summarized in Figure 1 as follows:

**Figure 1: Distribution of Employees by Sector**

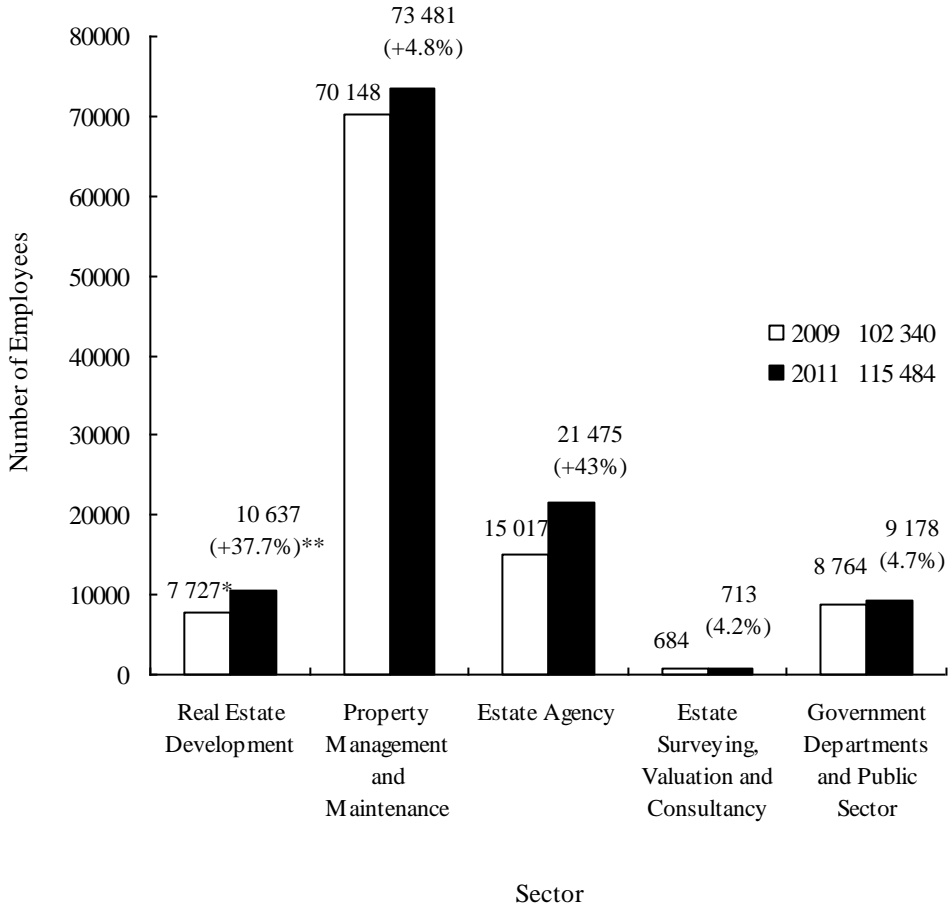
**Total: 115 484**



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

8. Comparing with the survey in 2009, the estate agency sector had recorded a 43% manpower growth in two years. At the same time, real estate development also recorded a 37.7% growth. A comparison of the manpower by sector between 2009 and 2011 is shown in Figure 2.

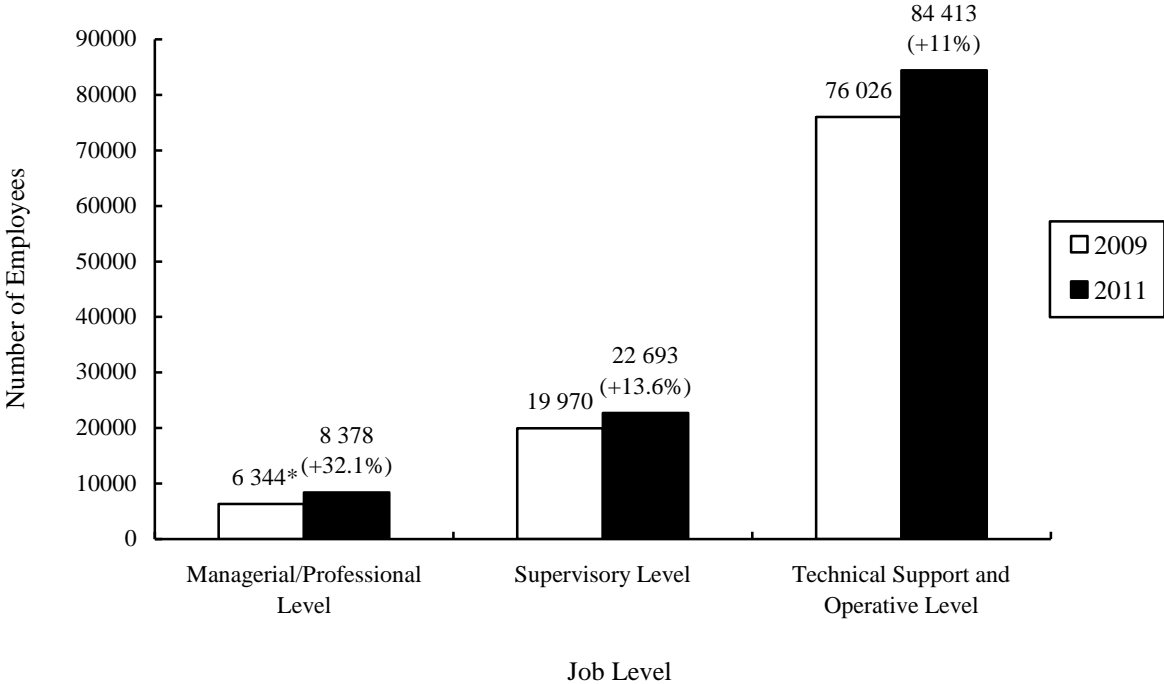
**Figure 2: Comparison of the Distribution of Employees by Sector between 2009 and 2011**



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

9. The survey also reveals that of the 115 484 employees, 84 413 (73%) were at the technical support and operative level, 22 693 (19.7%) at the supervisory level and 8 378 (7.3%) at the managerial/professional level. The comparison of manpower structure between 2009 and 2011 by job level is shown in Figure 3.

**Figure 3: Manpower Structure of 2009 and 2011 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	1 896 (17.8)	3 337 (31.4)	5 404 (50.8)	<b>10 637</b> <b>(100)</b>	<b>(9.2)</b>
Property Management and Maintenance	3 533 (4.8)	11 318 (15.4)	58 630 (79.8)	<b>73 481</b> <b>(100)</b>	<b>(63.6)</b>
Estate Agency	819 (3.8)	2 832 (13.2)	17 824 (83)	<b>21 475</b> <b>(100)</b>	<b>(18.6)</b>
Estate Surveying, Valuation and Consultancy	201 (28.2)	234 (32.8)	278 (39)	<b>713</b> <b>(100)</b>	<b>(0.6)</b>
Government Departments and Public Sector	1 929 (21)	4 972 (54.2)	2 277 (24.8)	<b>9 178</b> <b>(100)</b>	<b>(8)</b>
<b>Total</b> <b>(%)**</b>	<b>8 378</b> <b>(7.3)</b>	<b>22 693</b> <b>(19.7)</b>	<b>84 413</b> <b>(73)</b>	<b>115 484</b> <b>(100)</b>	<b>(100)</b>

(%)\* 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 180 Days in the Past 12 Months

11. The survey reveals that 359 employees were stationed in the Mainland or other cities for over 180 days in the past 12 months, representing only 0.3% of the total number of employees. Among the 359 employees, the real estate development sector had recorded 233 employees stationed in the Mainland, or other cities, followed by the estate surveying, valuation and consultancy sector with 89 employees. Of the three job levels, managerial/professional had recorded 193 employees stationed in the Mainland. The number of employees stationed in the Mainland or other cities for over 180 days by sector by job level in the past 12 months is illustrated in Table 2.



## Vacancies

12. There were 3 010 vacancies at the time of survey which represents 2.5% of the total 118 494 posts. The property management and maintenance sector had 1571 vacancies which was the highest of all sectors. The estate agency sector had 1 041 vacancies which was the next highest. The comparison of the number of vacancies between 2009 and 2011 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 180 Days in the Past 12 Months**

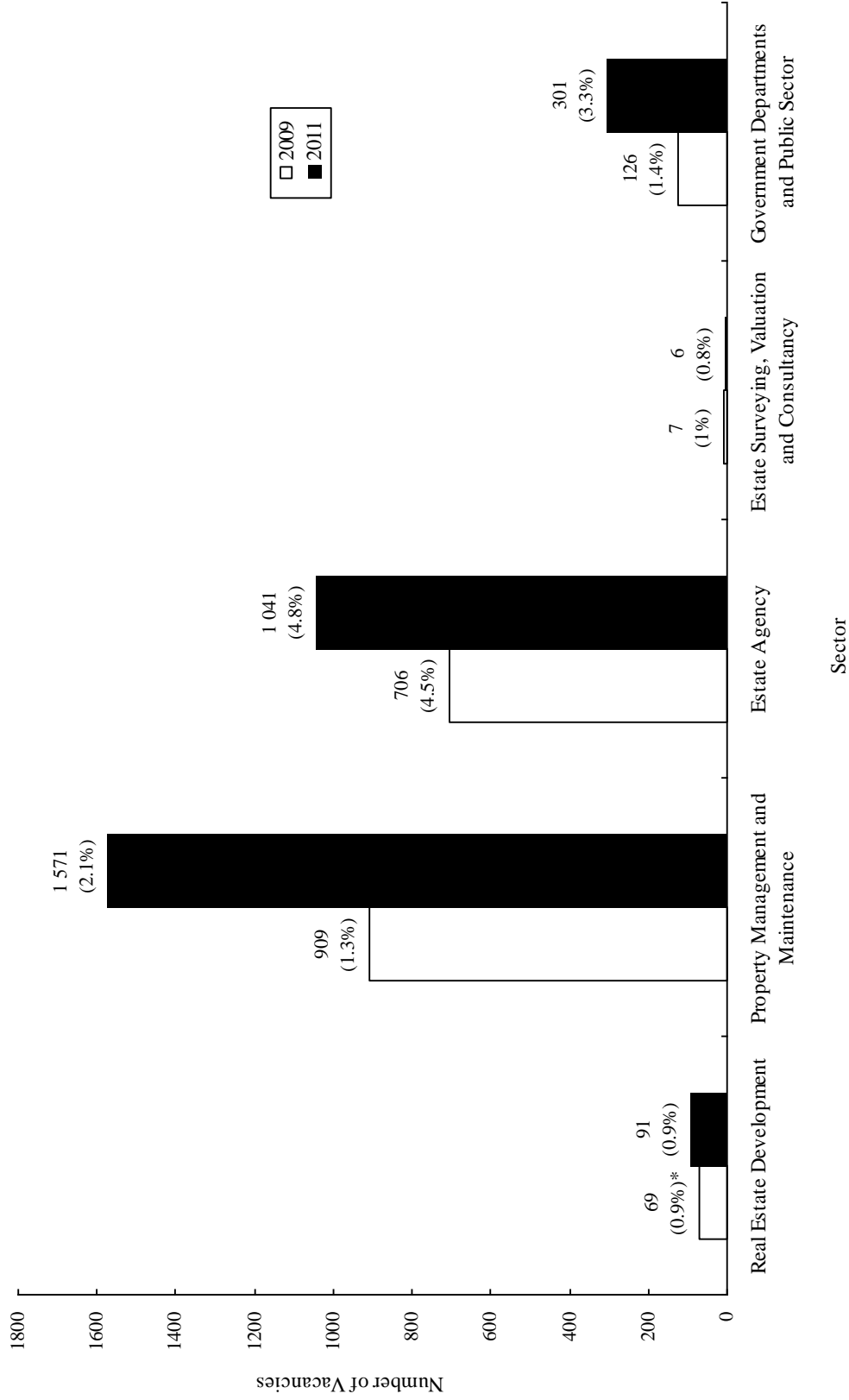
<u>Sector</u>	<u>Managerial/ Professional</u>			<u>Supervisory</u>			<u>Technical Support and Operatives</u>			<u>Total</u> (%)*
	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities	Mainland	Other Cities		
Real Estate Development	147	5	62	0	19	-			<b>233</b> <b>(2.2)</b>	
Property Management and Maintenance	24	7	3	1	-	-			<b>35</b> <b>(0.05)</b>	
Estate Agency	2	-	-	-	-	-			<b>2</b> <b>(0.01)</b>	
Estate Surveying, Valuation and Consultancy	0	8	-	27	-	54			<b>89</b> <b>(12.5)</b>	
Government Departments and Public Sector	-	-	-	-	-	-			<b>-</b> <b>(-)</b>	
<b>Total</b>	<b>173</b>	<b>20</b>	<b>65</b>	<b>28</b>	<b>19</b>	<b>54</b>			<b>359</b> <b>(0.3)**</b>	

(%)\* 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 2009 and 2011 by Sector**

**Total: 3 010**



(%)\* 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	7 (0.4)	8 (0.2)	76 (1.4)	<b>91</b> <b>(0.9)</b>
Property Management and Maintenance	92 (2.6)	301 (2.7)	1 178 (2)	<b>1 571</b> <b>(2.1)</b>
Estate Agency	7 (0.9)	53 (1.9)	981 (5.5)	<b>1 041</b> <b>(4.8)</b>
Estate Surveying, Valuation and Consultancy	1 (0.5)	3 (1.3)	2 (0.7)	<b>6</b> <b>(0.8)</b>
Government Departments and Public Sector	82 (4.3)	118 (2.4)	101 (4.4)	<b>301</b> <b>(3.3)</b>
	—	—	—	—
<b>Total</b> <b>(%)**</b>	<b>189</b> <b>(2.3)</b>	<b>483</b> <b>(2.1)</b>	<b>2 338</b> <b>(2.8)</b>	<b>3 010</b> <b>(2.5)@</b>

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

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

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

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

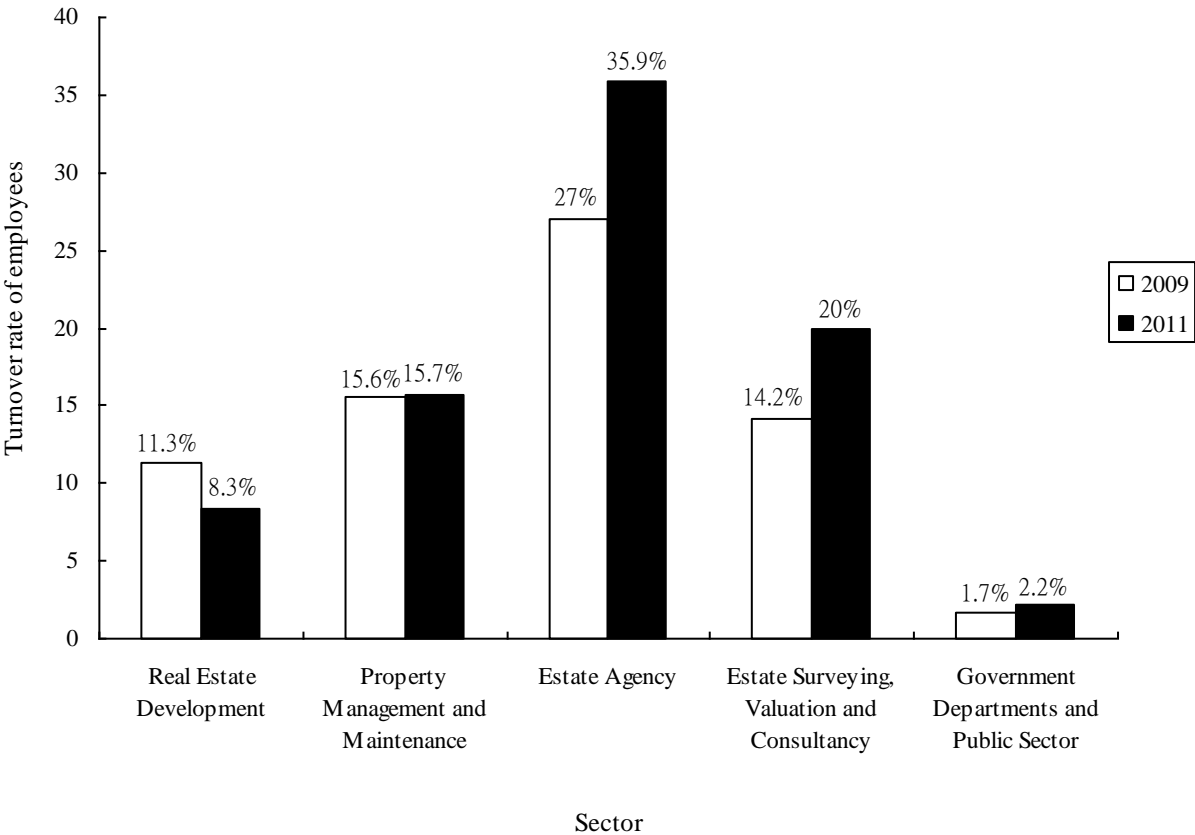
#### Internal Promotion in the Past 12 Months by Job Level

13. The survey reveals that 1 006 employees (or 0.9% of the total employees) had been promoted from within the industry. Among the total number of promotions, 262 were promoted to the managerial/professional level and 744 were promoted to the supervisory level. The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate career development.

Turnover Rate

14. Employers reported that 21 131 employees (or 17.8% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 11 813 leavers (15.7% of the posts in the sector), which was the highest in number. The estate agency sector showed 8 077 leavers (35.9% of the posts in the sector), which was the highest in percentage. The turnover rate of employees of 2009 and 2011 by sector is shown in Figure 5.

**Figure 5: Turnover Rate of Employees of 2009 and 2011 by Sector**

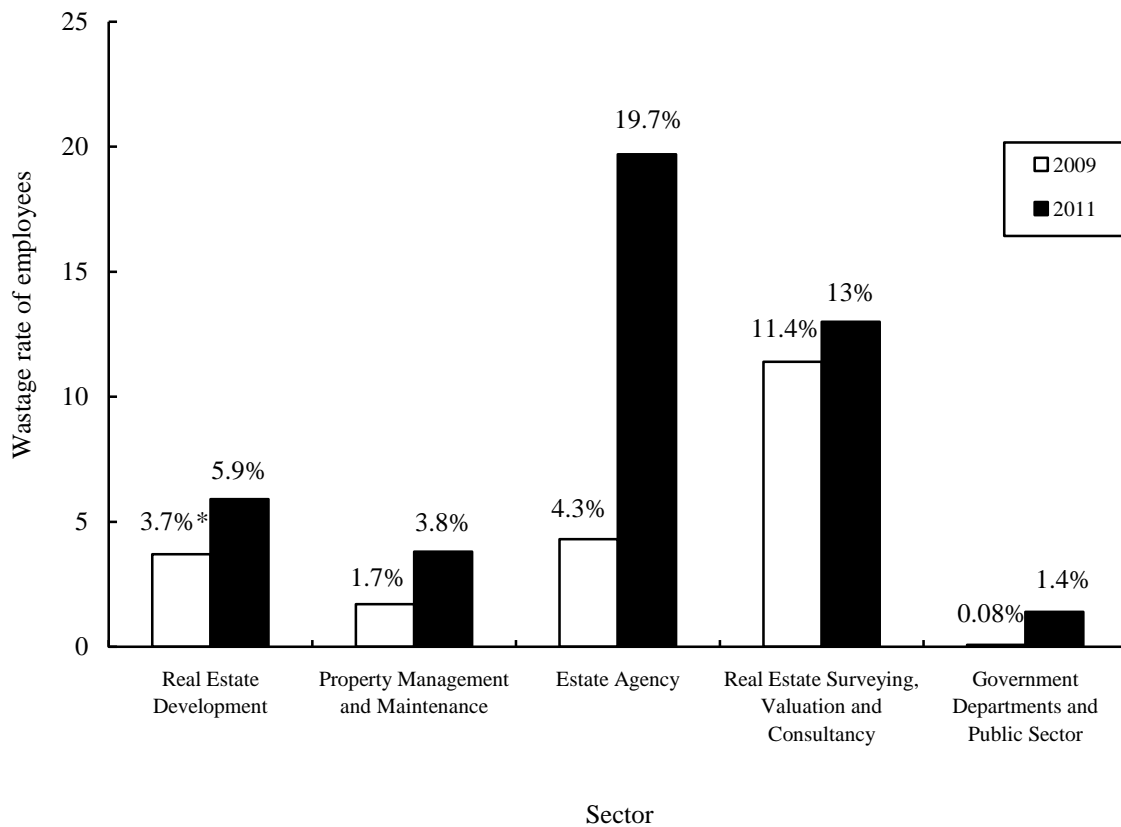


\* The turnover rate of employees in each sector

## Wastage

15. During the survey period, 21 131 employees had left and 13 257 employees were recruited with real estate services related experience. Thus, the wastage was 7 874, which represents 6.8% of the total employee in 2011. The highest wastage rate was recorded for the estate agency sector which was 4 239 employees (19.7% of the number of employees in the same sector). The estate surveying, valuation and consultancy sector ranked second with 93 employees (13% of the number of employees in the same sector) leaving permanently. A comparison of wastage rate of employees by sector between 2009 and 2011 is shown in Figure 6.

**Figure 6: Comparison of Wastage Rate of Employees by Sector between 2009 and 2011**



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

### Recruitment Difficulties

16. Out of the 964 respondents to this question, 358 (37.1%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reasons for the recruitment difficulties were the lack of candidates with the relevant experience and unsatisfactory term of employment. The Training Board is of the view that the training demands for estate agency, and, property management and maintenance are substantial.

### Preferred Education

17. As revealed by the survey, 96.5% and 91.9% of the employees were preferred to have university degree or above or professional qualification for the managerial/professional level in 2009 and 2011 respectively. As for the supervisory level, 80.9% and 71.4% of the employees were preferred to have diploma or certificate or above academic qualification in 2009 and 2011 respectively. As for the technical support and operative level, 77% and 68.7% of the employees were preferred to have Secondary 5 or above academic qualification in 2009 and 2011 respectively. The Training Board is of the view that the economy thrived during the survey period, employees had better chances to mobilize to other industries. In order to recruit enough manpower, employers may be more flexible on entry requirement of academic qualification.

### Preferred Experience

18. From the analysis, 84.5% and 76.8% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2009 and 2011 respectively. As for the supervisory level, 70.4% and 77.1% of the employees were preferred to have more than 3 years of experience in 2009 and 2011 respectively. As for the technical support and operative level, 69.8% and 52.8% of the employees were preferred to have more than 1 year of experience in 2009 and 2011 respectively. The Training Board observes a downward adjustment of the preferred period of experience for managerial/professional level and technical support and operative level employees, but remains optimistic that it was a temporary strategy adopted by employers to recruit enough manpower to cope with their expanding business.

### Income Distribution

19. The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. There were 36.7% and 52.8% of employees in the income range \$10 001 to \$40 000 in 2009 and 2011 respectively, indicating a growth of 16.1%. At the same time, there were 59.5% and 42% of employees in the income range \$6 001 to 10 000 in 2009 and 2011 respectively, indicating a decrease rate of 17.5%. The Training Board observes that there were general increments in the above income ranges as the economy thrived during the survey period.

## Manpower Projection

### Forecast Manpower Demand for 2012 to 2014

20. Employers forecasted that there would be 118 331 posts by June 2012, a decrease of 163 posts or 0.1% of the total number of posts in June 2011. By sector, the property management and maintenance sector would have 95 new posts or 0.1% growth in the number of employees which is the highest in all sectors. The real estate development sector was expected to have a decrease of 210 posts or 2% reduction in the number of employees. The Training Board observes that most employers were cautious in their forecast. The Training Board has therefore adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2012 to 2014 in Table 4:

**Table 4: Manpower Projection of the Real Estate Services Industry  
in 2012 to 2014**

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2011	118 494		
2012F		119 800 (1.1)*	118 331 (-0.14)*
2013F		121 083 (1.07)**	
2014F		122 222 (0.94)**	
	* As percentage increase / decrease of the actual manpower against 2011 ** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2012, 2013 respectively.		

### Projection on Additional Training Requirements

21. Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2012 in Table 5 as follows:



**Table 5: Projected Additional Training Requirements  
of Real Estate Services Industry in June 2012**

<u>Job Level</u>	<u>No. of Employees in June 2011</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in June 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	8 378	182	324	506
Supervisory	22 693	567	877	1 444
Technical Support & Operative	<u>84 413</u>	<u>7 125</u>	<u>3 115</u>	<u>10 240</u>
<b>Total</b>	<b>115 484</b>	<b>7 874</b>	<b>4 316</b>	<b>12 190</b>

Provision of Training by Employers

22. The survey reveals that out of the 68 839 training places in the next 12 months, 27 856 (40.5%) would be for generic skills, 21 606 (31.4%) would be for estate agents and 14 235 (20.7%) would be for property / housing management. The majority of these trainings places would be in-house training (59 054, 85.8%) provided by the employers. As for sponsored training, there would be 9 785 (14.2%) training places. By job level, the technical support and operative level would have 49 939 training places, of which 43 158 are in-house training. The supervisory level would have 13 595 training places while the managerial/ professional level would have 5 305 training places. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

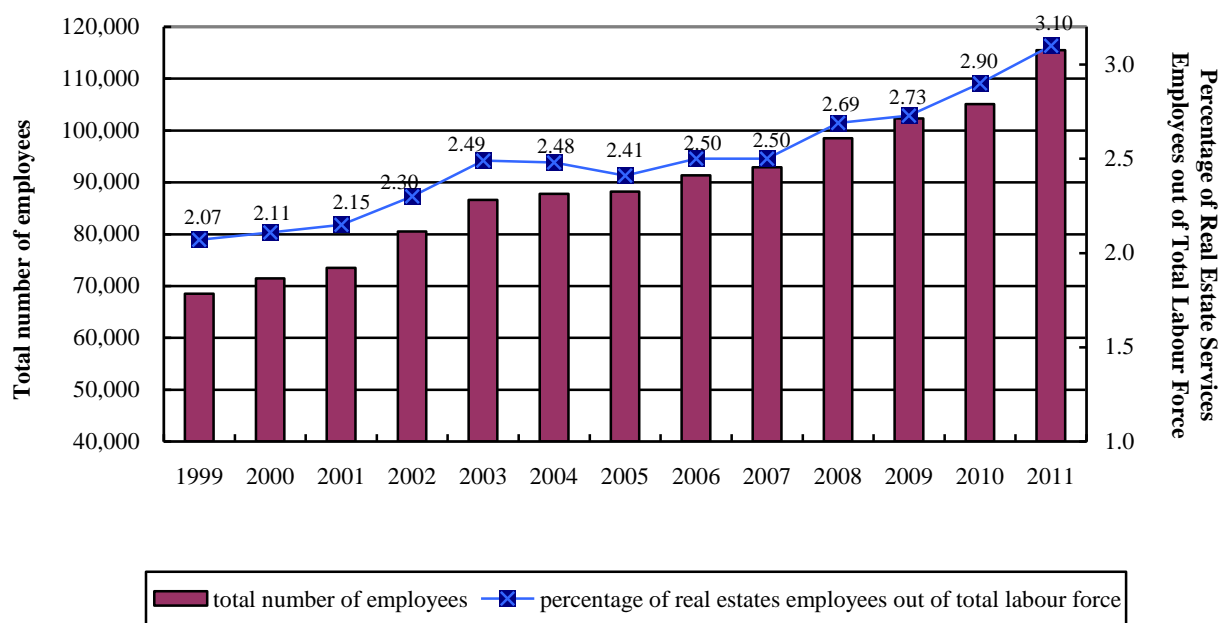
Expectation of Manpower Change due to the Fluctuation of Economy in the Next 12 Months

23. The survey reveals that employers generally expected a mild increase in manpower due to the fluctuation of economy in the next 12 months. Among all sectors, the employers of property management and maintenance expected an increase of 1 580 employees, which is the highest, followed by an expected increase of 994 employees in the estate agency sector. Almost all manpower change is expected within Hong Kong. The manpower change was mainly caused by reason of business expansion / contraction.

Industry Outlook

24. Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 7 shows the percentage of real estate services employees against the total workforce from 1999 to 2011.

**Figure 7: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2011**



25. Prices and demand in Hong Kong’s real estate sector have peaked, particularly in the residential and office sub-sectors. With the Government’s imposition of Special Stamp Duty (SSD) on the disposal of residential properties in November 2010, the residential market has been shadowed. The number of sale and purchase agreements for residential flats dropped from a high of over 10,000 per month in February and March 2011 to 4,600 in October 2011. It is expected that demand and prices will decline steadily over the coming months in response to the government’s residential price cooling measures.

26. The continual influx of tourists from the Mainland caused the retail sales to remain buoyant, even if property prices do not decline. The average rent per square meter for a retail shop rose from \$1,000 in January 2011 to a high of \$1,400 in August 2011. However, Hong Kong’s commercial real estate sector might experience decline as the uncertainty of global economy clouds the economic outlook and more retail owners retreat the soaring rent.

27. There are some key developments in the real estate services and related industry that will be worth noting: first phase of the Kai Tak Development Project will be implemented in 2013; the long hauled construction of the Hong Kong section of the Hong Kong -Zhuhai-Macao Bridge finally began in December 2011; the West Kowloon Cultural District Development Project construction will commence in 2013; the Chief Executive had also announced the resumption of Home Ownership Scheme, more than 17,000 flats will be provided over a period of four years starting 2016; and, the initiative to develop East Kowloon to be another core business district.

## Implications on Manpower

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

- (i) In the short-term, the manpower growth for real estate development sector may fluctuate and slow down. However, a general growth may still be anticipated as a number of major local development projects continue to carry on as planned.
- (ii) The manpower demand in the property management and maintenance sector may continue to increase vis-à-vis the development of local properties.
- (iii) The need for manpower in the estate agency sector may slow down as the downward economy takes effect on sales and purchases of properties.
- (iv) Initiation of local development project may offset the slowing down economy and a slight manpower demand in the estate surveying, valuation and consultancy sector may be expected.
- (v) The housing development initiatives of the government departments and public sector may generate a moderate demand for manpower in short to medium term.

## Recommendations

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

- (i) In view of the demand for quality real estate services, the existing 115 484 strong 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 12 190 forecast additional training requirements, 10 240 are at the technical support and operative level, and 1 444 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees to gear up the professional knowledge of these employees.
- (iii) The Training Board considers that the need to acquire knowledge in the estate agency business of the Mainland and new regulation on the sale of first-hand residential properties will create further demand on the continuing professional development of the practitioners. Furthermore, the anticipated licensing of property management companies and relevant employees that would be in place in the coming years will create further training demand for the property management and maintenance employees.
- (iv) The Training Board considers training for the real estate services industry as an important means of up-keeping and upgrading professional knowledge for existing in-service employees. Without dispute, training is a vital element for job-seekers and job-transferees to tune into the industry quickly.
- (v) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conferences and experience-sharing seminars for practitioners in the industry.
- (vi) The Training Board will continue to promote the career and training opportunities of the real estate services industry through all available channels including the Internet, seminars and talks.
- (vii) The Training Board recommends to continue to conduct its manpower survey once every two years to assess the manpower demand, supply and relevant training needs in this industry.

## 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 responsible for determining the manpower situation and 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 six manpower surveys in 1999, 2001, 2003, 2005, 2007 and 2009 respectively and published six reports. The Training Board also conducted its seventh biennial manpower survey in June 2011 with the following objectives:-

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

#### Scope of the Survey

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

1.4 Out of the 10 212 establishments registered with the Census and Statistics Department, 1 052 establishments were selected using the stratified random sampling method. Breakdown of the samples by stratum is shown in **Appendix 4**. The 1 052 samples covered 335 establishments in real estate development; 311 establishments in property management and maintenance; 318 establishments in estate agency; 68 establishments in estate surveying, valuation and consultancy; and 20 government departments and other public bodies.

## Method of the Survey

1.5 The survey, conducted in June 2011, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 052 sampled establishments was required to complete a questionnaire on real estate services manpower and training needs (**Appendix 3**). Interviewing officers of the Census and Statistics Department conducted surveying fieldwork and visited these establishments to collect the completed questionnaires.

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

## Analysis of the Response

1.7 Of the 1 052 sampled establishments for the survey, 51 establishments declined to respond. 648 (including 22 partial responses) were successfully enumerated with the required information collected. The remaining 353 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 92.7%. Respondents by stratum by sector are shown in **Appendix 4**. A full analysis of the response is in **Appendix 5**.

## Manpower Assessment Procedure

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

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

## Presentation of Findings

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

## Definition of Terms

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

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

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Coverage of the Survey

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

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

#### Number of Persons Employed

2.2 The survey reveals that the five sectors together employed 143 684 people, including 115 484 technical employees<sup>1</sup> and 28 200 non-technical employees. Comparing with the total employees of 129 793 in 2009, there is an increase of 13 891 employees (10.7%) over the two years. An increase of 13 144 (+12.8%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 747 non-technical employees (+2.7%) are recorded. Technical employees are those that are vocationally related to real estate services while the non-technical employees refer to those working in administrative, accounting, personnel and supporting areas. As in the previous reports, the non-technical employees have been excluded from all further analysis in this report.

2.3 The property management and maintenance sector had employed the most people (73 481 employees, accounting for 63.6% of the total employees), followed by the estate agency sector (21 475 employees, 18.6%); the real estate development sector (10 637 employees, 9.2%); the government departments and public sector (9 178 employees, 7.9%); and the estate surveying, valuation and consultancy sector (713 employees, 0.6%). The distribution of employees by sector is shown in Figure 1. Detailed analysis of the findings by sector is also presented in **Appendix 6**.

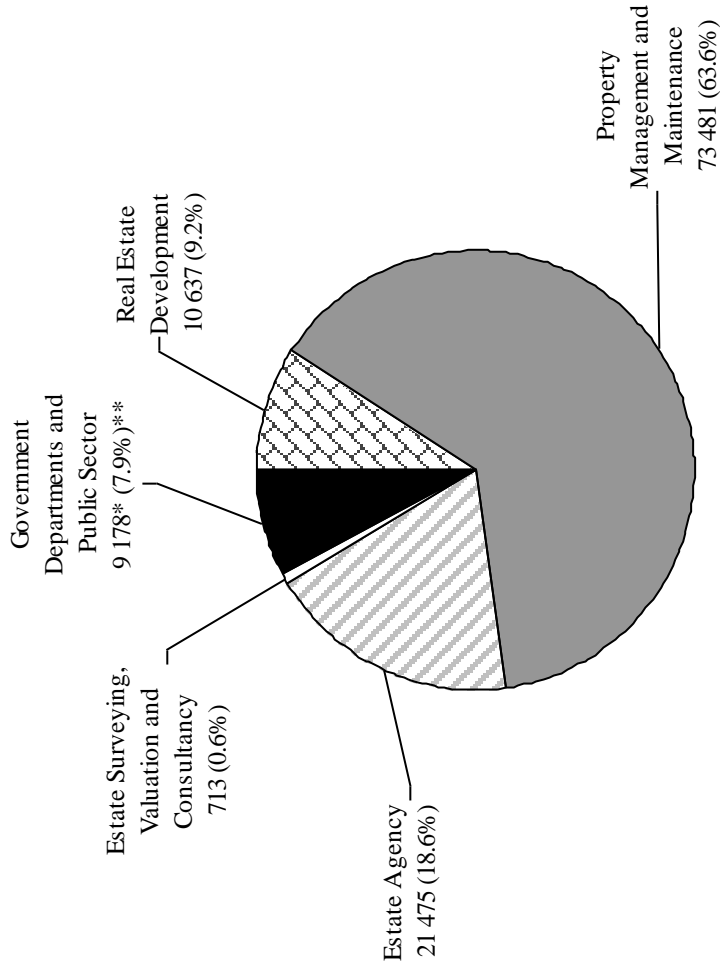
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<sup>1</sup> Technical manpower refers to employees belonging to one of the principal jobs of the Real Estate Services Industry. For the list of the principal jobs, please refer to Appendix C of Appendix 3.



**Figure 1: Distribution of Employees by Sector**

**Total: 115 484**

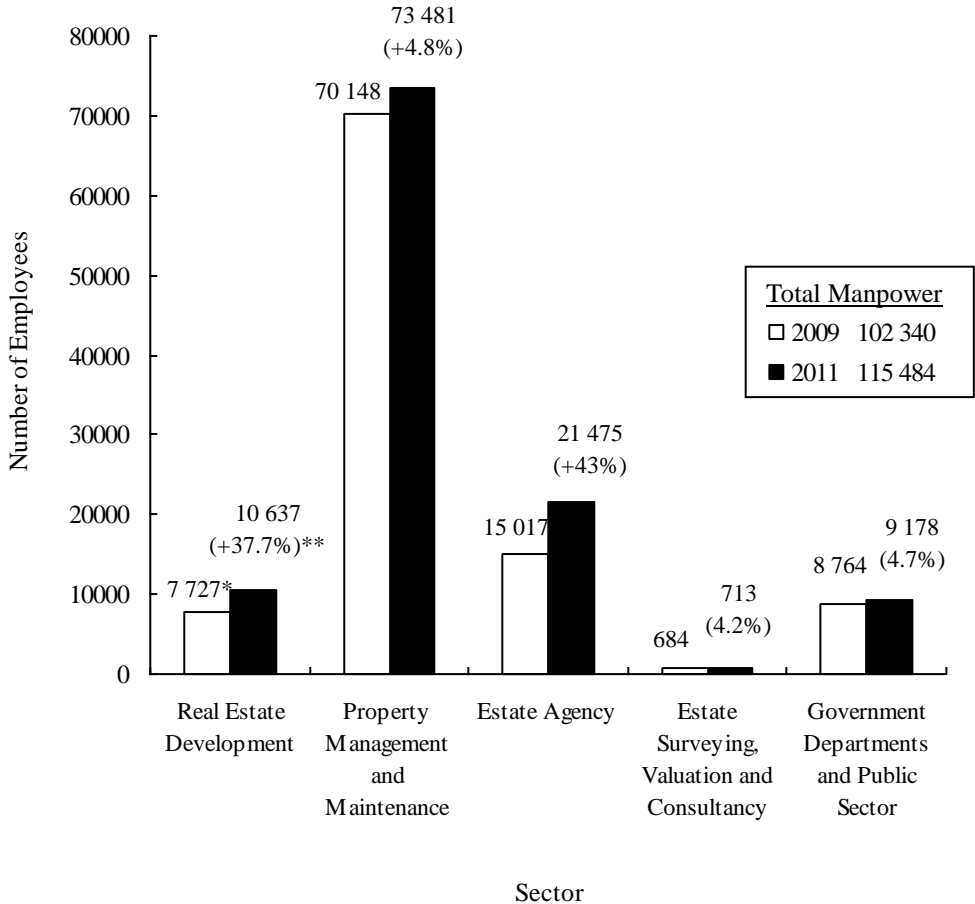


\* Total number of employees in each sector

\*\* As percentage of the total employees in the industry  
The percentage may not add up to 100 owing to rounding

2.4 Comparing with the survey in 2009, the estate agency sector had recorded a 43% manpower growth in two years. At the same time, real estate development also recorded a 37.7% growth. A comparison of the manpower by sector between 2009 and 2011 is shown in Figure 2 and the growth in the number of employees by sector is shown in Table 1.

**Figure 2: Comparison of the Distribution of Employees by Sector between 2009 and 2011**



\* Total number of employees in each sector

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

**Table 1: Growth in the Number of Employees by Sector**

<u>Sector</u>	No. of Employees in May 2009	No. of Employees in June 2011	Growth/Decrease (%)*
Real Estate Development	7 727	10 637	2 910 (37.7)
Property Management and Maintenance	70 148	73 481	3 333 (4.8)
Estate Agency	15 017	21 475	6 458 (43)
Estate Surveying, Valuation and Consultancy	684	713	29 (4.2)
Government Departments and Public Sector	8 764	9 178	414 (4.7)
<b>Total</b>	<b>102 340</b>	<b>115 484</b>	<b>13 144 (12.8)**</b>

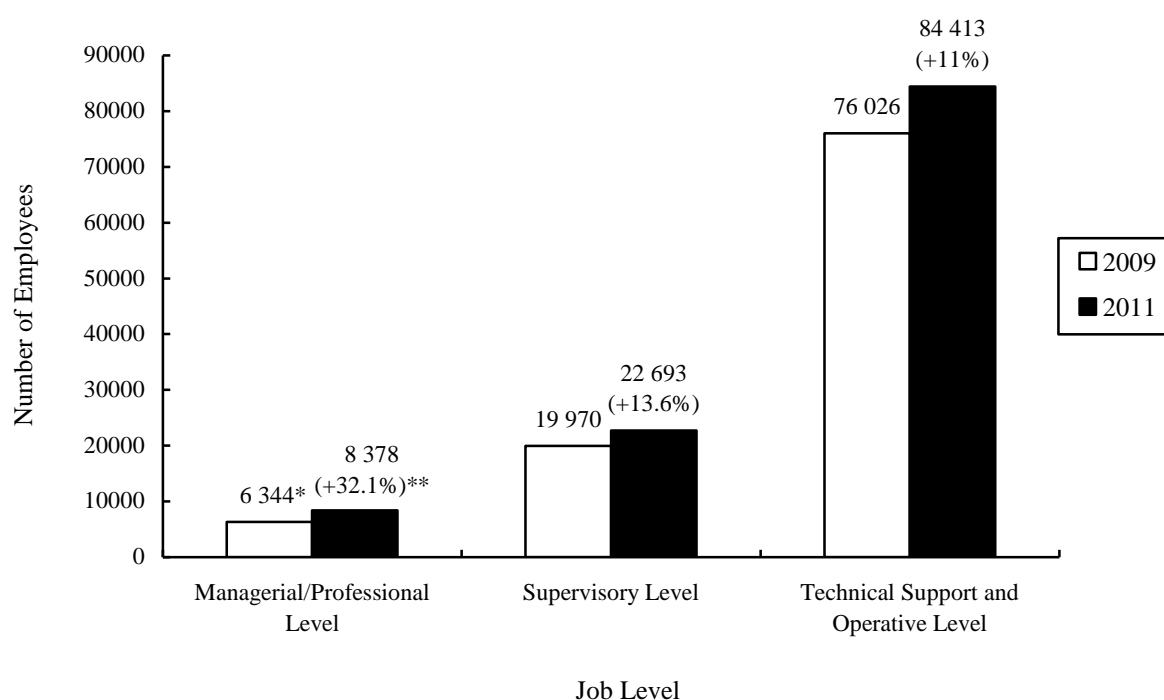
(%)\* As percentage increase or decrease in the total number of employees in the same sector

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

2.5 The survey also reveals that of the 115 484 employees, 84 413 (73%) were at the technical support and operative level, 22 693 (19.7%) at the supervisory level and 8 378 (7.3%) at the managerial/professional level. The comparison of manpower structure between 2009 and 2011 by job level is shown in Figure 3 and the growth in the number of employees by job level is shown in Table 2.

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

**Figure 3: Manpower Structure of 2009 and 2011 by Job Level**



\* The total number of employees at each job level

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

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

<u>Job Level</u>	<u>No. of Employees in May 2009</u> (%)*	<u>No. of Employees in June 2011</u> (%)*	<u>Increase/ Decrease</u> (%)#
<b>Managerial/Professional</b>	6 344 (6.2)	8 378 (7.3)	2 034 (32.1)
<b>Supervisory</b>	19 970 (19.5)	22 693 (19.7)	2 723 (13.6)
<b>Technical Support and Operative</b>	76 026 (74.3)	84 413 (73)	8 387 (11)
<b>Total</b>	<b>102 340</b>	<b>115 484</b>	<b>13 144 (12.8)**</b>

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

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

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

**Table 3: Number of Employees by Sector by Job Level**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development	1 896 (17.8)	3 337 (31.4)	5 404 (50.8)	<b>10 637</b> <b>(100)</b>	<b>(9.2)</b>
Property Management and Maintenance	3 533 (4.8)	11 318 (15.4)	58 630 (79.8)	<b>73 481</b> <b>(100)</b>	<b>(63.6)</b>
Estate Agency	819 (3.8)	2 832 (13.2)	17 824 (83)	<b>21 475</b> <b>(100)</b>	<b>(18.6)</b>
Estate Surveying, Valuation and Consultancy	201 (28.2)	234 (32.8)	278 (39)	<b>713</b> <b>(100)</b>	<b>(0.6)</b>
Government Departments and Public Sector	1 929 (21)	4 972 (54.2)	2 277 (24.8)	<b>9 178</b> <b>(100)</b>	<b>(8)</b>
<b>Total</b> <b>(%)**</b>	<b>8 378</b> <b>(7.3)</b>	<b>22 693</b> <b>(19.7)</b>	<b>84 413</b> <b>(73)</b>	<b>115 484</b> <b>(100)</b>	<b>(100)</b>

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

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

The percentage may not add up to 100 owing to rounding

#### Number of Employees Stationed in the Mainland/Other Cities

2.7 The survey reveals that 359 employees were stationed in the Mainland or other cities for over 180 days in the past 12 months, representing only 0.3% of the total number of employees. Among the 359 employees, the real estate development sector had recorded 233 employees stationed in the Mainland, or other cities, followed by the estate surveying, valuation and consultancy sector with 89 employees. Of the three job levels, managerial/professional had recorded 193 employees stationed in the Mainland. The number of employees stationed in the Mainland or other cities for over 180 days by sector by job level in the past 12 months is illustrated in Table 4.

#### Number of Employees Travelled frequently to the Mainland

2.8 The survey reveals that 381 employees travelled to the Mainland on different real estate assignments. The estate agency sector had reported 173 employees who travelled frequently to the Mainland, followed by the real estate development sector of 133 employees. The number of employees who travelled to the Mainland by sector is illustrated in Table 5. Table 6 shows that employers expected that 344 employees will be travelling frequently to the Mainland in the next 12 months.

**Table 4: Number of Employees Stationed in the Mainland/Other Cities for over 180 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	147	5	62	0	19	-	<b>233</b> <b>(2.2)</b>
Property Management and Maintenance	24	7	3	1	-	-	<b>35</b> <b>(0.05)</b>
Estate Agency	2	-	-	-	-	-	<b>2</b> <b>(0.01)</b>
Estate Surveying, Valuation and Consultancy	0	8	-	27	-	54	<b>89</b> <b>(12.5)</b>
Government Departments and Public Sector	-	-	-	-	-	-	- (-)
<b>Total</b>	<b>173</b>	<b>20</b>	<b>65</b>	<b>28</b>	<b>19</b>	<b>54</b>	<b>359</b> <b>(0.3)**</b>

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

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

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

<u>Sector</u>	<u>On Real Estate Development Assignment (%)*</u>	<u>On Property Management and Maintenance Assignment (%)*</u>	<u>On Estate Agency Assignment (%)*</u>	<u>On Estate Surveying and Consultancy Assignment (%)*</u>	<u>Sub-Total (%)#</u>
Real Estate Development	133 (100)	-	-	-	<b>133</b> <b>(1.3)</b>
Property Management and Maintenance	-	67 (100)	-	-	<b>67</b> <b>(0.09)</b>
Estate Agency	-	-	169 (97.7)	4 (2.3)	<b>173</b> <b>(0.8)</b>
Estate Surveying, Valuation and Consultancy	-	-	-	8 (100)	<b>8</b> <b>(1.1)</b>
Government Departments and Public Sector	-	-	-	-	-
	<b>Sub-Total</b>	<b>67</b>	<b>169</b>	<b>12</b>	<b>381</b> <b>(0.3)**</b>

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

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

<u>Sector</u>	<u>On Real Estate Development Assignment (%)*</u>	<u>On Property Management and Maintenance Assignment (%)*</u>	<u>On Estate Agency Assignment (%)*</u>	<u>On Estate Surveying and Consultancy Assignment (%)*</u>	<u>Sub-Total (%)#</u>
Real Estate Development	134 (100)	-	-	-	134 (1.3)
Property Management and Maintenance	-	67 (100)	-	-	67 (0.09)
Estate Agency	-	-	131 (97)	4 (3)	135 (0.6)
Estate Surveying, Valuation and Consultancy	-	-	-	8 (100)	8 (1.1)
Government Departments and Public Sector	-	-	-	-	-
<b>Sub-Total</b>	<b>134</b>	<b>67</b>	<b>131</b>	<b>12</b>	<b>344 (0.3)**</b>

(%)\* 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

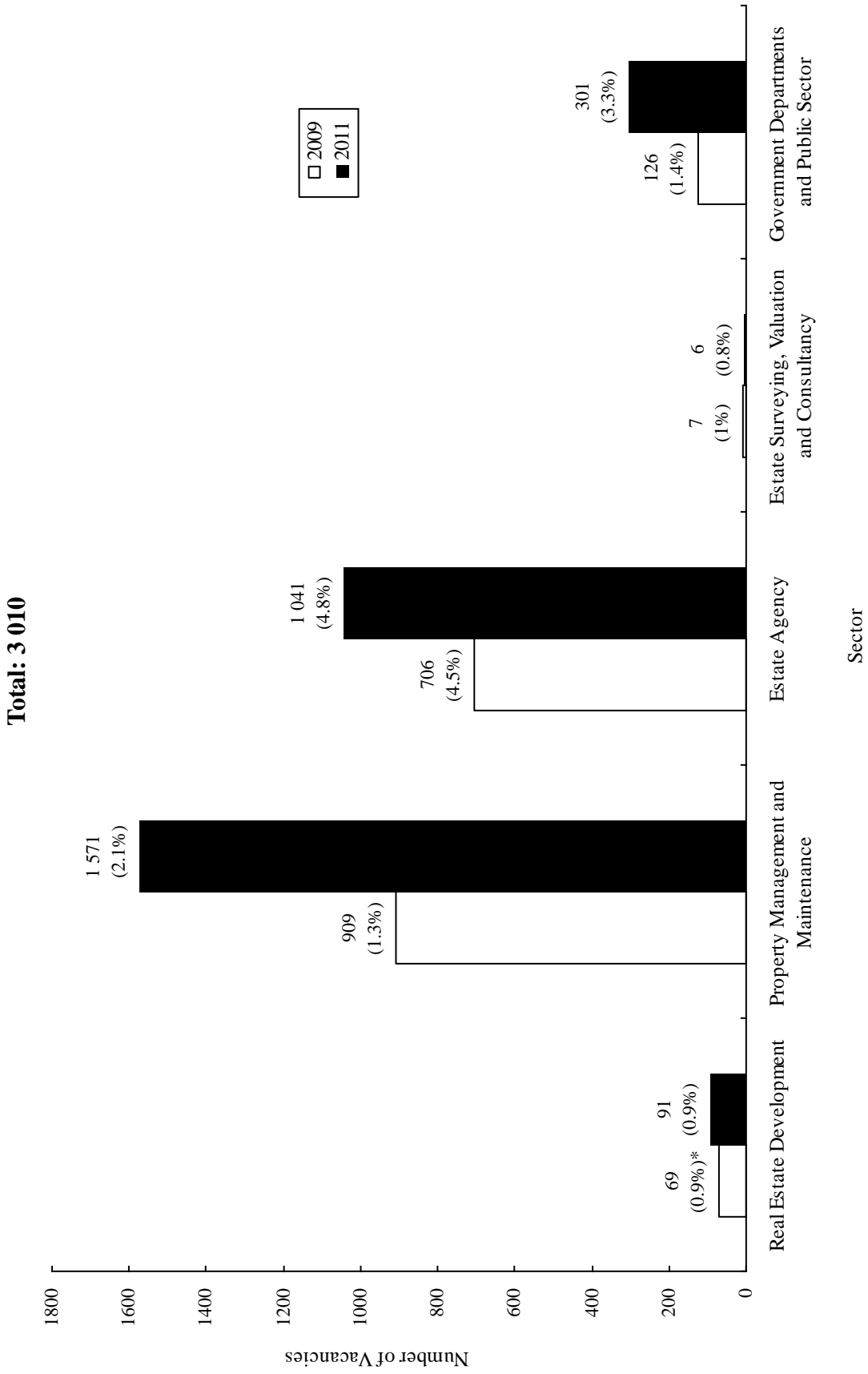
(%)\*\* As percentage of the total employees in the industry



## Number of Existing Vacancies

2.9 There were 3 010 vacancies at the time of survey which represents 2.5% of the total 118 494 posts. The property management and maintenance sector had 1571 vacancies which is the highest of all sectors. The estate agency sector had 1 041 vacancies which was the next highest. The comparison of the number of vacancies between 2009 and 2011 by sector was shown in Figure 4. The number of existing vacancies by section by job level is illustrated in Table 7.

**Figure 4: Vacancies of 2009 and 2011 by Sector**



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

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

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operatives</u> (%)*	<u>Total</u> (%)#
Real Estate Development	7 (0.4)	8 (0.2)	76 (1.4)	<b>91</b> <b>(0.9)</b>
Property Management and Maintenance	92 (2.6)	301 (2.7)	1 178 (2)	<b>1 571</b> <b>(2.1)</b>
Estate Agency	7 (0.9)	53 (1.9)	981 (5.5)	<b>1 041</b> <b>(4.8)</b>
Estate Surveying, Valuation and Consultancy	1 (0.5)	3 (1.3)	2 (0.7)	<b>6</b> <b>(0.8)</b>
Government Departments and Public Sector	82 (4.3)	118 (2.4)	101 (4.4)	<b>301</b> <b>(3.3)</b>
<b>Total</b> <b>(%)**</b>	<b>189</b> <b>(2.3)</b>	<b>483</b> <b>(2.1)</b>	<b>2 338</b> <b>(2.8)</b>	<b>3 010</b> <b>(2.5)<sup>@</sup></b>

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

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

(%)<sup>#</sup> As percentage of the total number of posts by sector

(%)<sup>@</sup> As percentage of the total number of posts in the industry

#### Employers' Forecast of Manpower Demand by June 2012

2.10 Employers forecasted that there would be 118 331 posts by June 2012, an decrease of 163 posts or 0.1% of the total number of posts in June 2011. By sector, the property management sector would have 95 new jobs or 0.1% growth in the number of employees which is the highest in all sectors.

2.11 Employers' forecast manpower growth by June 2012 by sector by job level is presented in Tables 8(i) to 8(v) and Figure 5.

**Table 8: Employers' Forecast of Real Estate Services Manpower  
by June 2012 by Sector by Job Level**

(i) Real Estate Development

<u>Job Level</u>	(a) No. of Employees in June 2011	(b) No. of Vacancies in June 2011	(a)+(b) Total No. of Posts in June 2011	Employers' Forecast of Manpower in June 2012	<u>Growth (%)*</u>
Managerial/ Professional	1 896	7	1 903	1 803	-100
Supervisory	3 337	8	3 345	3 245	-100
Technical Support and Operative	5 404	76	5 480	5 470	-10
<b>Sub-total</b>	<b>10 637</b>	<b>91</b>	<b>10 728</b>	<b>10 518</b>	<b>-210 (-2)*</b>

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in June 2011	(b) No. of Vacancies in June 2011	(a)+(b) Total No. of Posts in June 2012	Employers' Forecast of Manpower in June 2012	<u>Growth (%)*</u>
Managerial/ Professional	3 533	92	3 625	3 625	-
Supervisory	11 318	301	11 619	11 623	4
Technical Support and Operative	58 630	1 178	59 808	59 899	91
<b>Sub-total</b>	<b>73 481</b>	<b>1 571</b>	<b>75 052</b>	<b>75 147</b>	<b>95 (0.1)*</b>

(%) \* 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 June 2011	(b) No. of Vacancies in June 2011	(a)+(b) Total No. of Posts in June 2011	Employers' Forecast of Manpower in June 2012	<u>Growth (%)*</u>
Managerial/ Professional	819	7	826	831	5
Supervisory	2 832	53	2 885	2 899	14
Technical Support and Operative	17 824	981	18 805	18 759	-46
<b>Sub-total</b>	<b>21 475</b>	<b>1 041</b>	<b>22 516</b>	<b>22 489</b>	<b>-27 (-0.1)*</b>

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in June 2011	(b) No. of Vacancies in June 2011	(a)+(b) Total No. of Posts in June 2011	Employers' Forecast of Manpower in June 2012	<u>Growth (%)*</u>
Managerial/ Professional	201	1	202	202	-
Supervisory	234	3	237	237	-
Technical Support and Operative	278	2	280	280	-
<b>Sub-total</b>	<b>713</b>	<b>6</b>	<b>719</b>	<b>719</b>	<b>- (0)*</b>

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

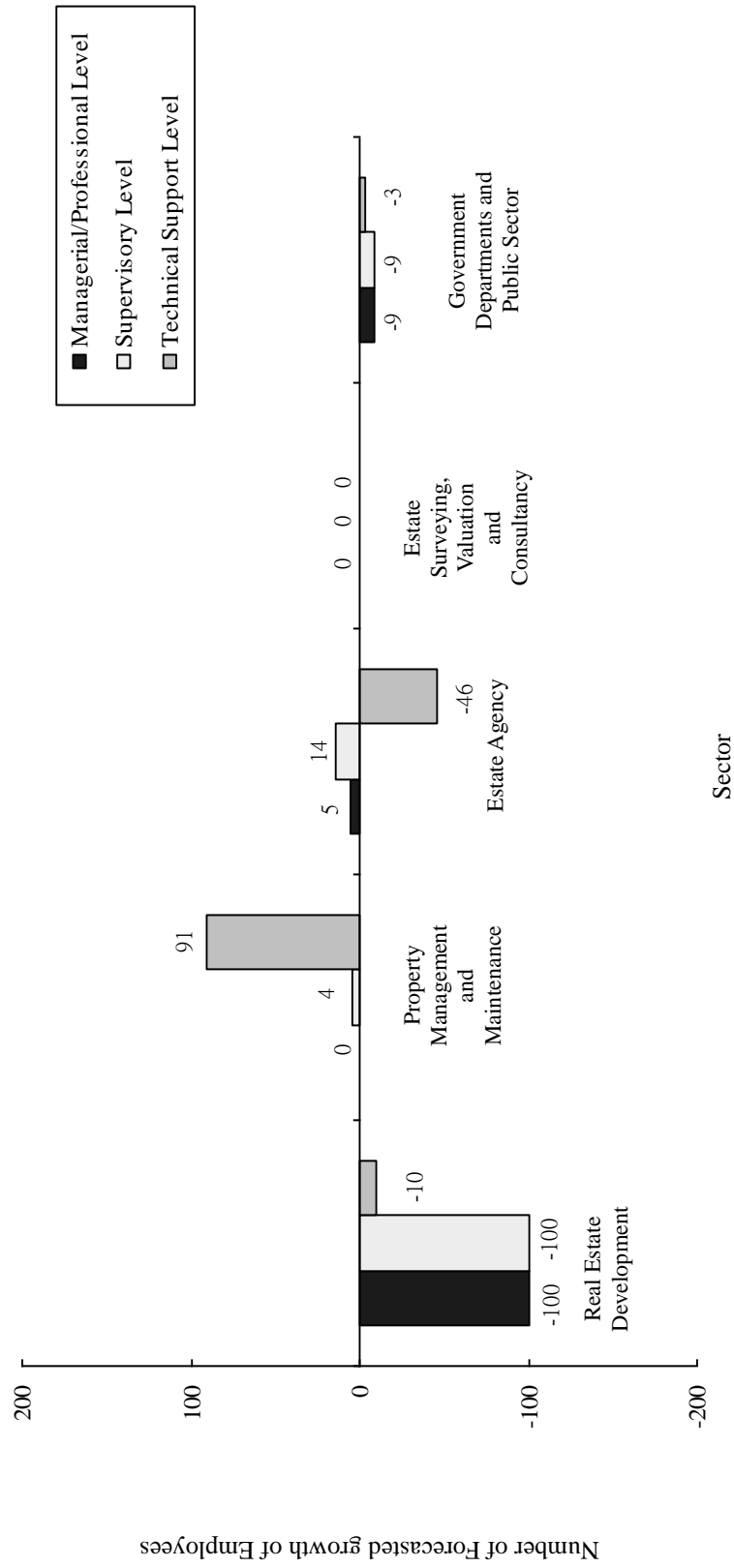
(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in June 2011	(b) No. of Vacancies in June 2011	(a)+(b) Total No. of Posts in June 2011	Employers' Forecast of Manpower in June 2012	<u>Growth (%)*</u>
Managerial/ Professional	1 929	82	2 011	2 002	-9
Supervisory	4 972	118	5 090	5 081	-9
Technical Support and Operative	2 277	101	2 378	2 375	-3
<b>Sub-total</b>	<b>9 178</b>	<b>301</b>	<b>9 479</b>	<b>9 458</b>	<b>-21 (-0.2)*</b>
<b>Total</b>	<b>115 484</b>	<b>3 010</b>	<b>118 494</b>	<b>118 331</b>	<b>-163 (-0.1)**</b>

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

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

**Figure 5: Employers' Forecast of Real Estate Services Manpower Growth by June 2012 by Sector by Job level**  
**Total : -163**



## Internal Promotion in the Past 12 Months by Job Level

2.12 The survey reveals that 1 006 employees (or 0.9% of the total employees) had been promoted from within the industry. Among the total number of promotions, 262 were promoted to the managerial/professional level and 744 were promoted to the supervisory level. The promotion pattern by sector by job level for 2009 and 2011 is given in Table 9.

**Table 9: Promotion Pattern by Sector by Job Level for 2009 and 2011**

	<u>May 2009</u>			<u>June 2011</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*
<b><u>Real Estate Development</u></b>						
<u>Job Level</u>						
Managerial/Professional	1 340	40	(3.0)	1 896	37	(2.0)
Supervisory	2 438	37	(1.5)	3 337	18	(0.5)
<b><u>Property Management and Maintenance</u></b>						
<u>Job Level</u>						
Managerial/Professional	2 491	95	(3.8)	3 533	62	(1.8)
Supervisory	10 745	428	(4.1)	11 318	370	(3.3)
<b><u>Estate Agency</u></b>						
<u>Job Level</u>						
Managerial/Professional	554	19	(3.4)	819	52	(6.3)
Supervisory	1 684	112	(6.7)	2 832	177	(6.2)
<b><u>Estate Surveying, Valuation and Consultancy</u></b>						
<u>Job Level</u>						
Managerial/Professional	175	4	(2.3)	201	16	(8)
Supervisory	180	10	(5.6)	234	16	(6.8)
<b><u>Government Departments and Public Sector</u></b>						
<u>Job Level</u>						
Managerial/Professional	1 784	33	(1.8)	1 929	95	(4.9)
Supervisory	4 923	13	(0.3)	4 972	163	(3.3)
<b>Grand Total</b>	<b>26 314</b>	<b>791</b>		<b>31 071</b>	<b>1 006</b>	<b>(0.9)**</b>

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

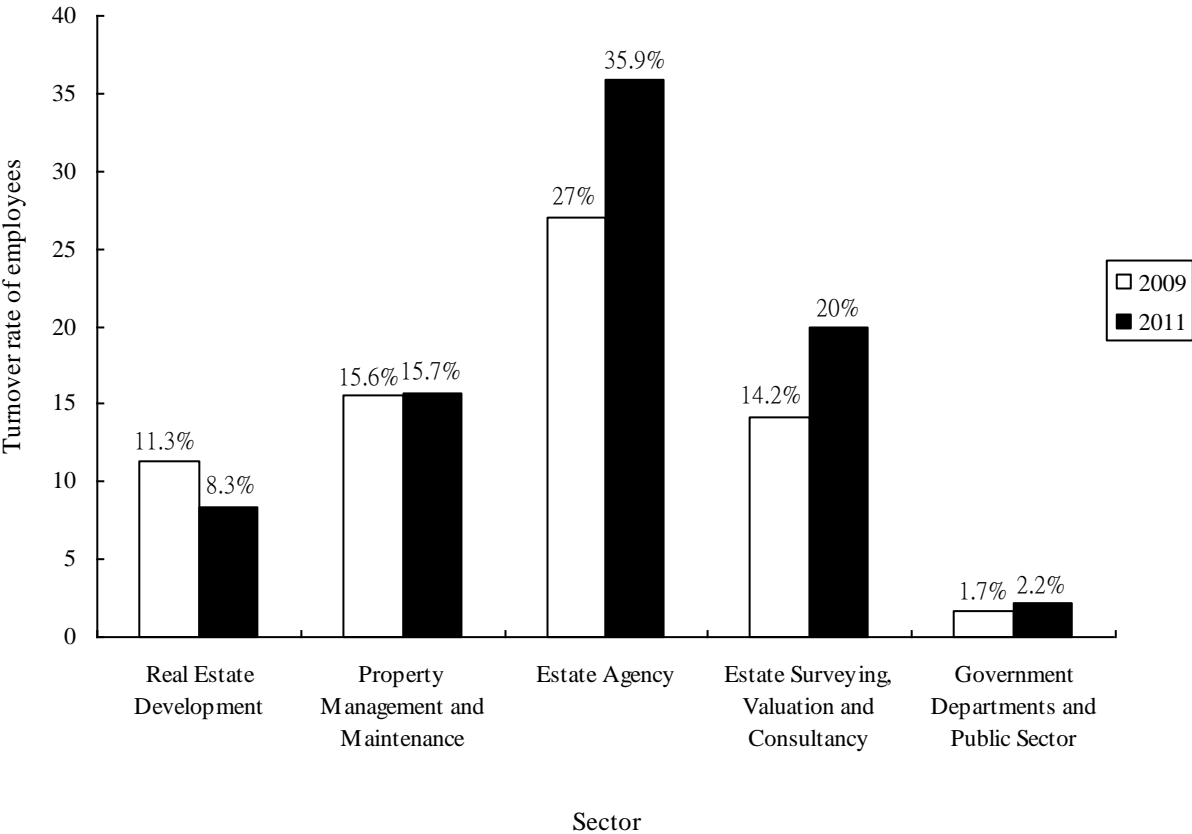
(%)\*\* As percentage of the total employees in the industry



Staff Turnover in the Past 12 Months

2.13 As shown in Table 10, employers reported that 21 131 employees (or 17.8% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 11 813 leavers (15.7% of the posts in the sector), which was the highest in number. The estate agency sector showed 8 077 leavers (35.9% of the posts in the sector), which was the highest in percentage. Figure 6 shows the turnover rate of employees in 2009 and 2011 by sector.

**Figure 6: Turnover Rate of Employees of 2009 and 2011 by Sector**



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

Sector	No. of posts	No. of Leavers	(%)*
Real Estate Development	10 728	889	(8.3)
Property Management and Maintenance	75 052	11 813	(15.7)
Estate Agency	22 516	8 077	(35.9)
Estate Surveying, Valuation and Consultancy	719	144	(20)
Government Departments and Public Sector	9 479	208	(2.2)
	<b>118 494</b>	<b>21 131</b>	<b>(17.8)**</b>

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

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

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

Job Level	No. of posts	No. of Leavers	(%)*
Managerial/Professional Level	8 567	443	(5.2)
Supervisory Level	23 176	1764	(7.6)
Technical Support and Operative Level	86 751	18 924	(21.8)
	<b>118 494</b>	<b>21 131</b>	<b>(17.8)**</b>

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

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

2.14 Table 11 shows that at the technical support and operative level, 18 924 employees had left, representing 21.8% of the number of posts at the same job level. The total number of employees left was 21 131, representing 17.8% of the total number of posts.

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

(i) Real Estate Development

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	78	33	45	(2.4)
Supervisory	119	60	59	(1.8)
Technical Support and Operative	692	172	520	(9.6)
<b>Sub-Total:</b>	<b>889</b>	<b>265</b>	<b>624</b>	<b>(5.9)**</b>

(ii) Property Management and Maintenance

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	258	158	100	(2.8)
Supervisory	1 383	1 069	314	(2.8)
Technical Support and Operative	10 172	7 799	2 373	(4)
<b>Sub-Total:</b>	<b>11 813</b>	<b>9 026</b>	<b>2 787</b>	<b>(3.8)**</b>

(iii) Estate Agency

Job Level	Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	38	19	19	(2.3)
Supervisory	129	28	101	(3.6)
Technical Support and Operative	7 910	3 791	4 119	(23.1)
<b>Sub-Total:</b>	<b>8 077</b>	<b>3 838</b>	<b>4 239</b>	<b>(19.7)**</b>

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

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

(iv) Estate Surveying, Valuation and Consultancy

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	10	10	-	(-)
Supervisory	14	12	2	(0.9)
Technical Support and Operative	120	29	91	(32.7)
<b>Sub-Total:</b>	<b>144</b>	<b>51</b>	<b>93</b>	<b>(13)**</b>

(v) Government Departments and Public Sector

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	59	41	18	(0.9)
Supervisory	119	28	91	(1.8)
Technical Support and Operative	30	8	22	(1)
<b>Sub-Total:</b>	<b>208</b>	<b>77</b>	<b>131</b>	<b>(1.4)**</b>
<b>Grand Total</b>	<b>21 131</b>	<b>13 257</b>	<b>7 874</b>	<b>(6.8)#</b>

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

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

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

### New Recruitment With Real Estate Services Related Experience

2.15 The survey reveals that 22 961 employees were recruited in the past 12 months. Among these recruited employees, 13 257 employees (57.7%) had real estate services related experience. By sector, property management and maintenance had a high of 9 026 employees recruited with real estate services experience. By job level, technical support and operative recruited 11 799 employees with real estate services experience. An analysis by sector by job level is shown in Table 12.

### Wastage

2.16 During the survey period, 21 131 employees had left and 13 257 employees were recruited with real estate services related experience. Thus, the wastage was 7 874, which represents 6.8% of the total employee in 2011. The highest wastage rate was recorded for the estate agency sector which was 4 239 employees (19.7% of the number of employees in the same sector). The estate surveying, valuation and consultancy sector ranked second with 93 employees (13% of the number of employees in the same sector) leaving permanently. An analysis of the wastage by sector by job level is shown in Table 12.

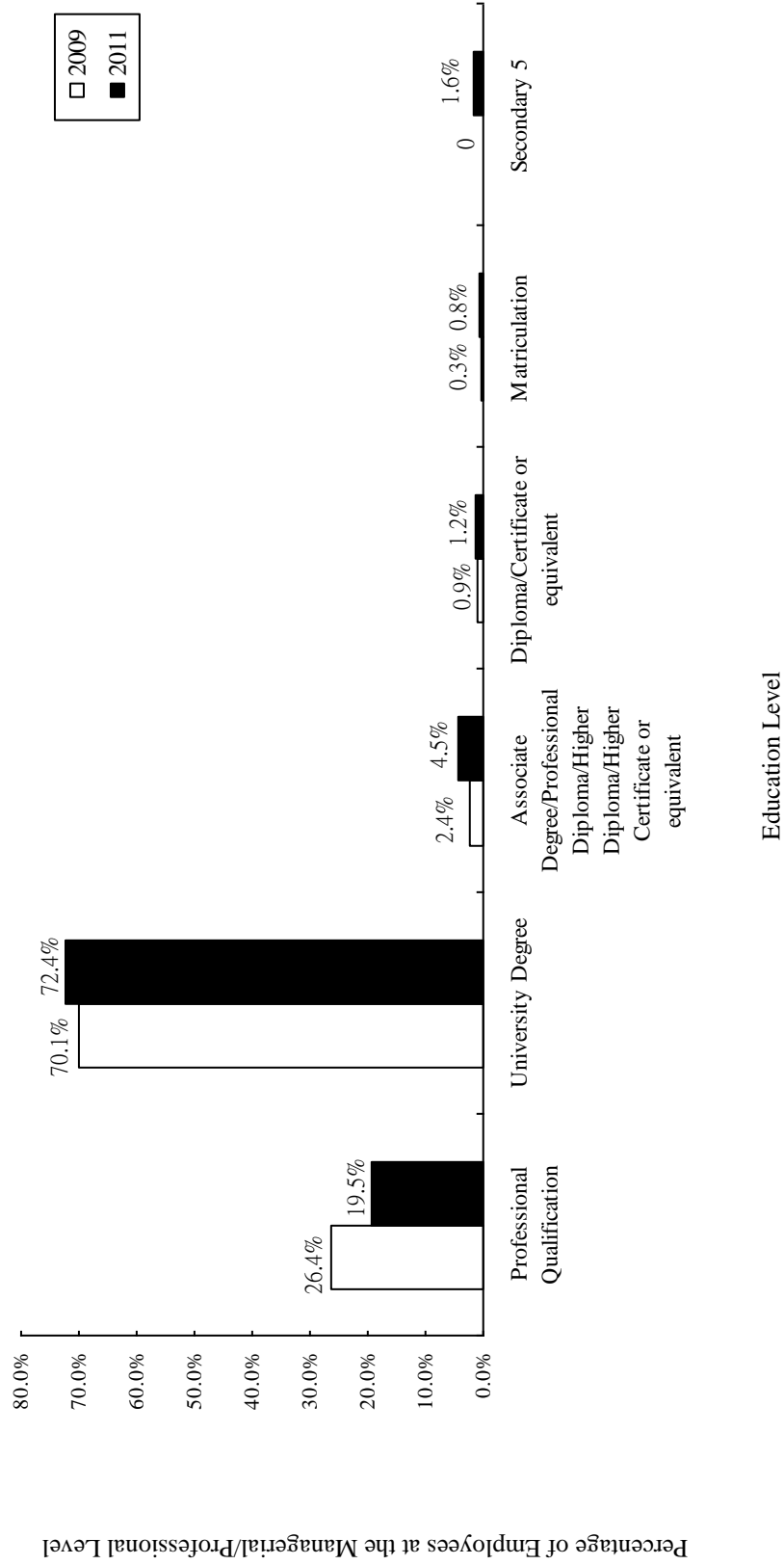
### Recruitment Difficulties

2.17 Out of the 964 respondents to this question, 358 (37.1%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reasons for the recruitment difficulties were the lack of candidates with the relevant experience and unsatisfactory terms of employment. An analysis by sector by job level is shown in Table 24 in **Section III**.

### Preferred Academic Qualification

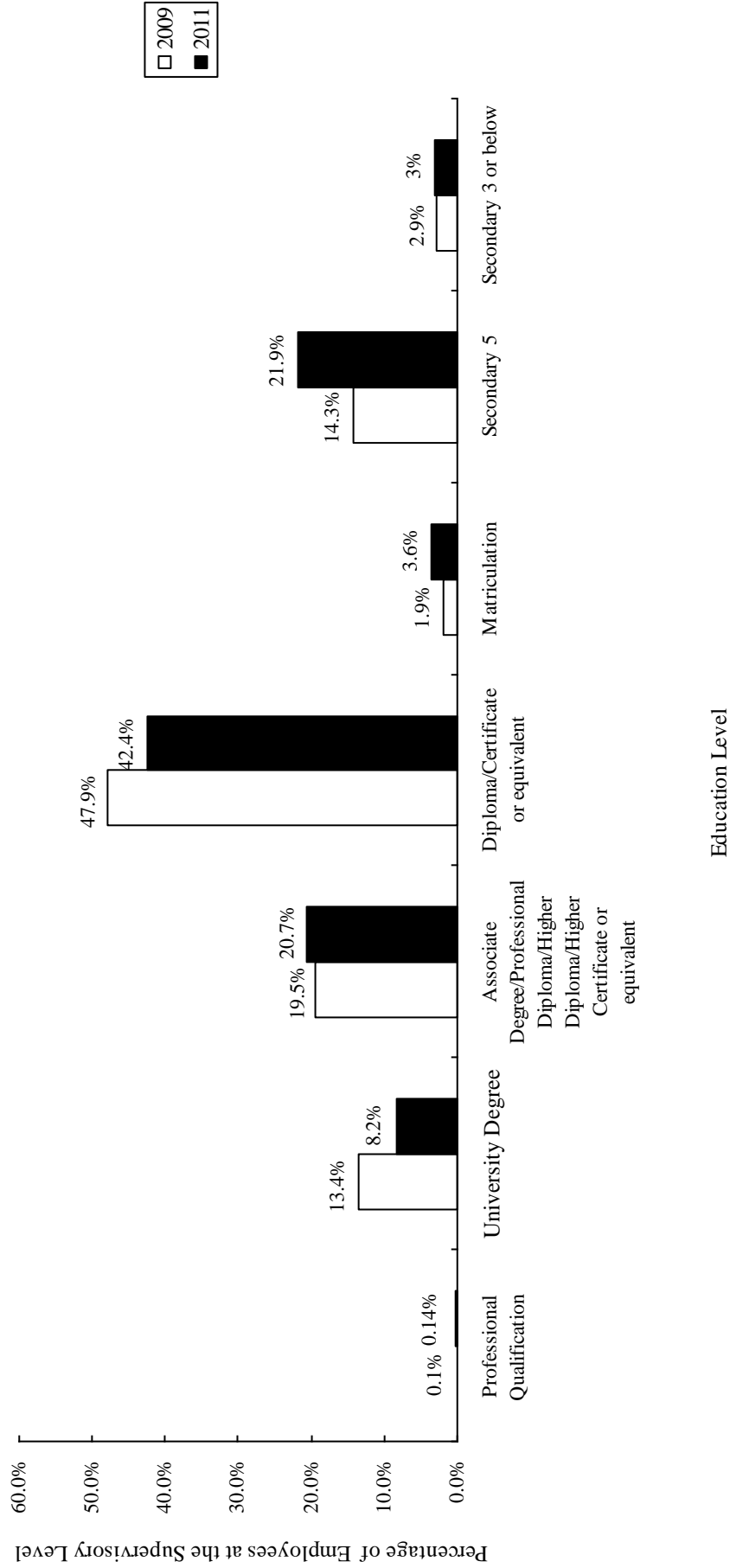
2.18 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2009 and 2011. In this survey, some employers did not specify the preferred academic qualifications for 7 116 employees. For accuracy purpose, only 108 368 employees were analysed. From the analysis, 96.5% and 91.9% of the employees were preferred to have university degree or above or professional qualification for the managerial/professional level in 2009 and 2011 respectively. As for the supervisory level, 80.9% and 71.4% of the employees were preferred to have diploma or certificate or above academic qualification in 2009 and 2011 respectively. As for the technical support and operative level, 77% and 68.7% of the employees were preferred to have Secondary 5 or above academic qualification in 2009 and 2011 respectively. A detailed analysis by sector by job level is shown in **Appendix 8**.

**Figure 7(i): Preferred Education for Employees at the Managerial/Professional Level in 2009 and 2011**



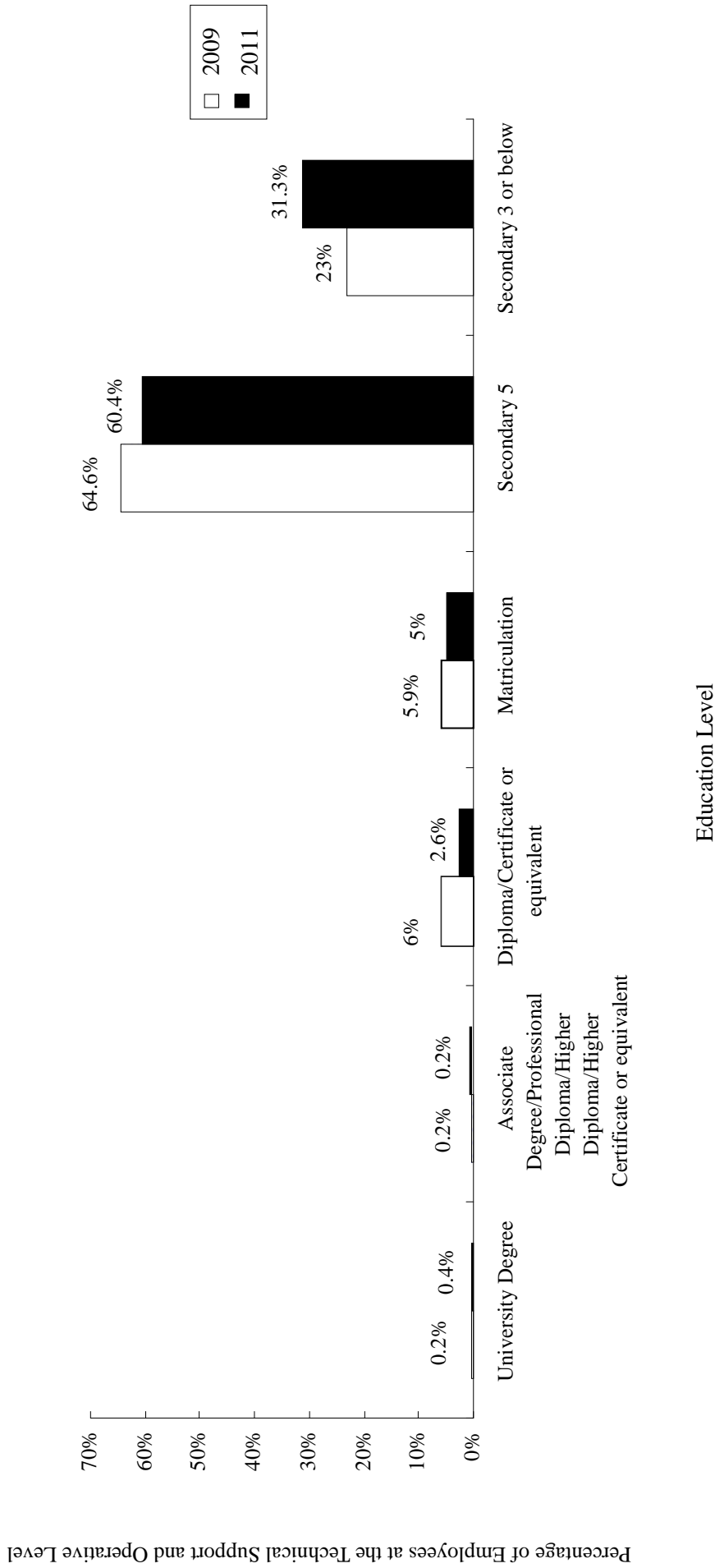
The percentage may not add up to 100 owing to rounding

**Figure 7(ii): Preferred Education for Employees at the Supervisory Level in 2009 and 2011**



The percentage may not add up to 100 owing to rounding

**Figure 7(iii): Preferred Education for Employees at the Technical Support and Operative Level in 2009 and 2011**



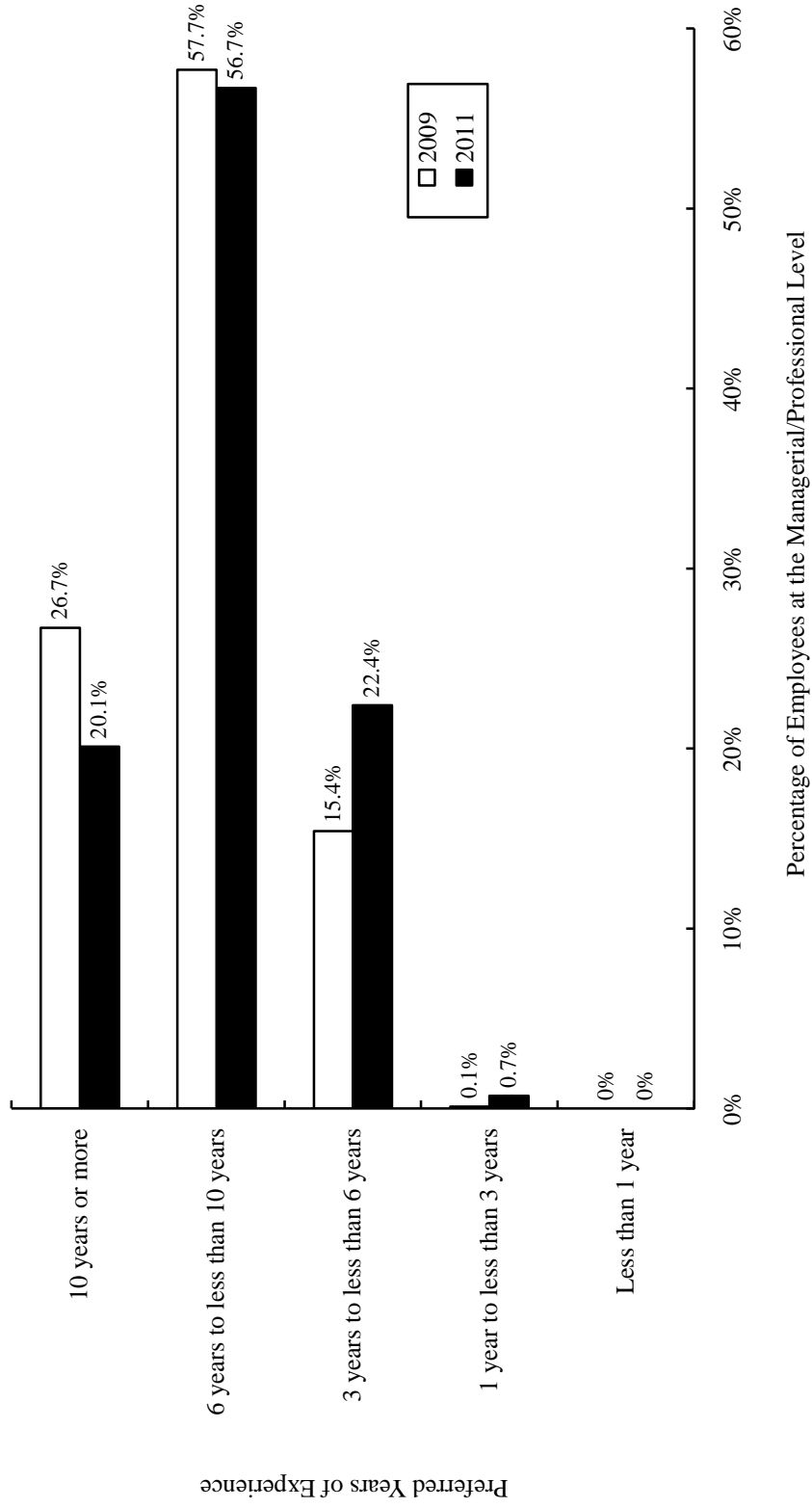
The percentage may not add up to 100 owing to rounding



## Preferred Relevant Experience

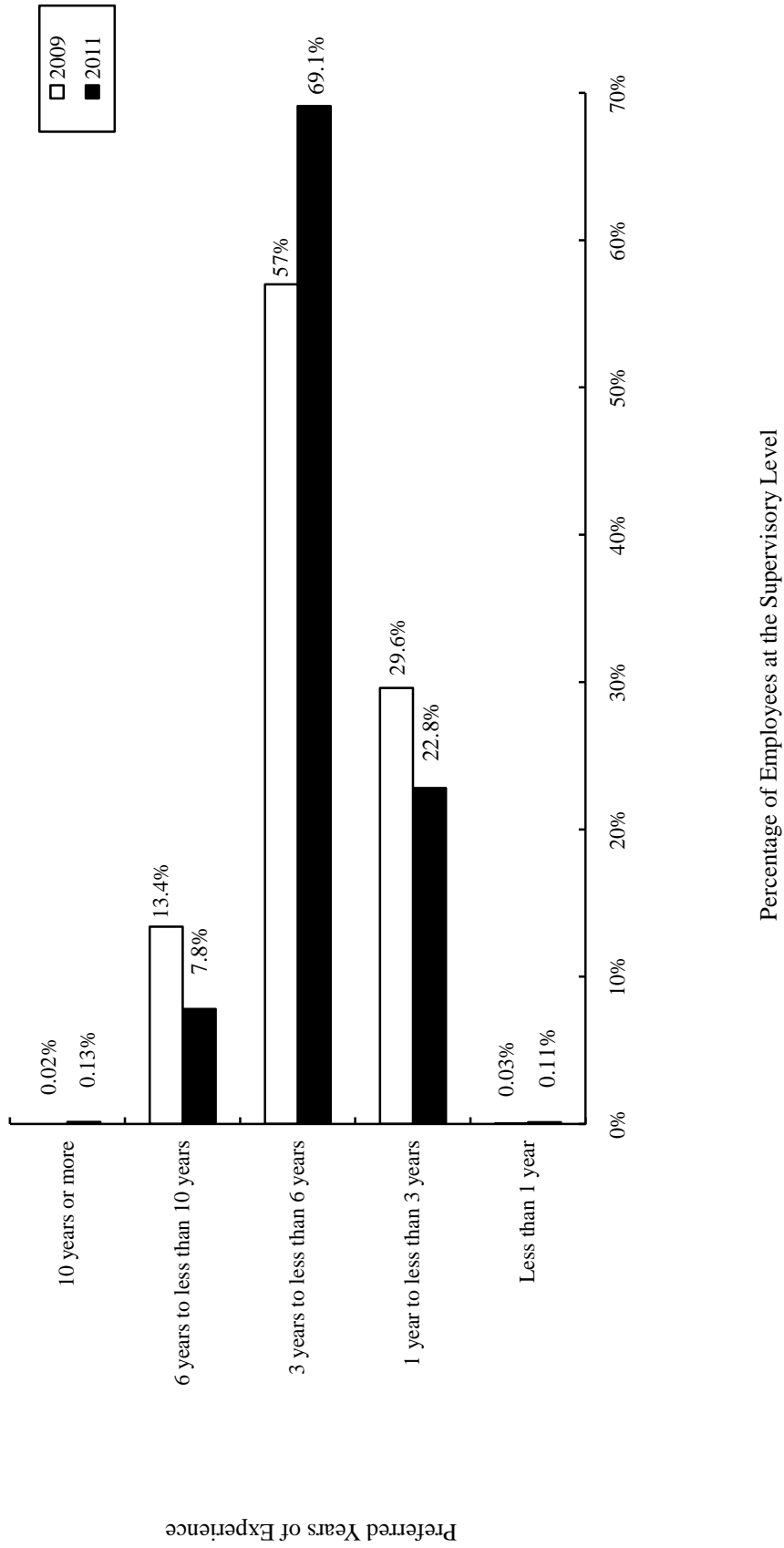
2.19 Figures 8(i) to (iii) show the preferred experience for employees in 2009 and 2011. In this survey, some employers did not specify the preferred relevant experience for 7 158 employees. For accuracy purpose, only 108 326 employees were analysed. From the analysis, 84.5% and 76.8% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2009 and 2011 respectively. As for the supervisory level, 70.4% and 77.1% of the employees were preferred to have more than 3 years of experience in 2009 and 2011 respectively. As for the technical support and operative level, 69.8% and 52.8% of the employees were preferred to have more than 1 year of experience in 2009 and 2011 respectively. A detailed analysis by sector by job level is shown in **Appendix 9**.

**Figure 8(f): Preferred Period of Experience for Employees at the Managerial/Professional Level in 2009 and 2011**



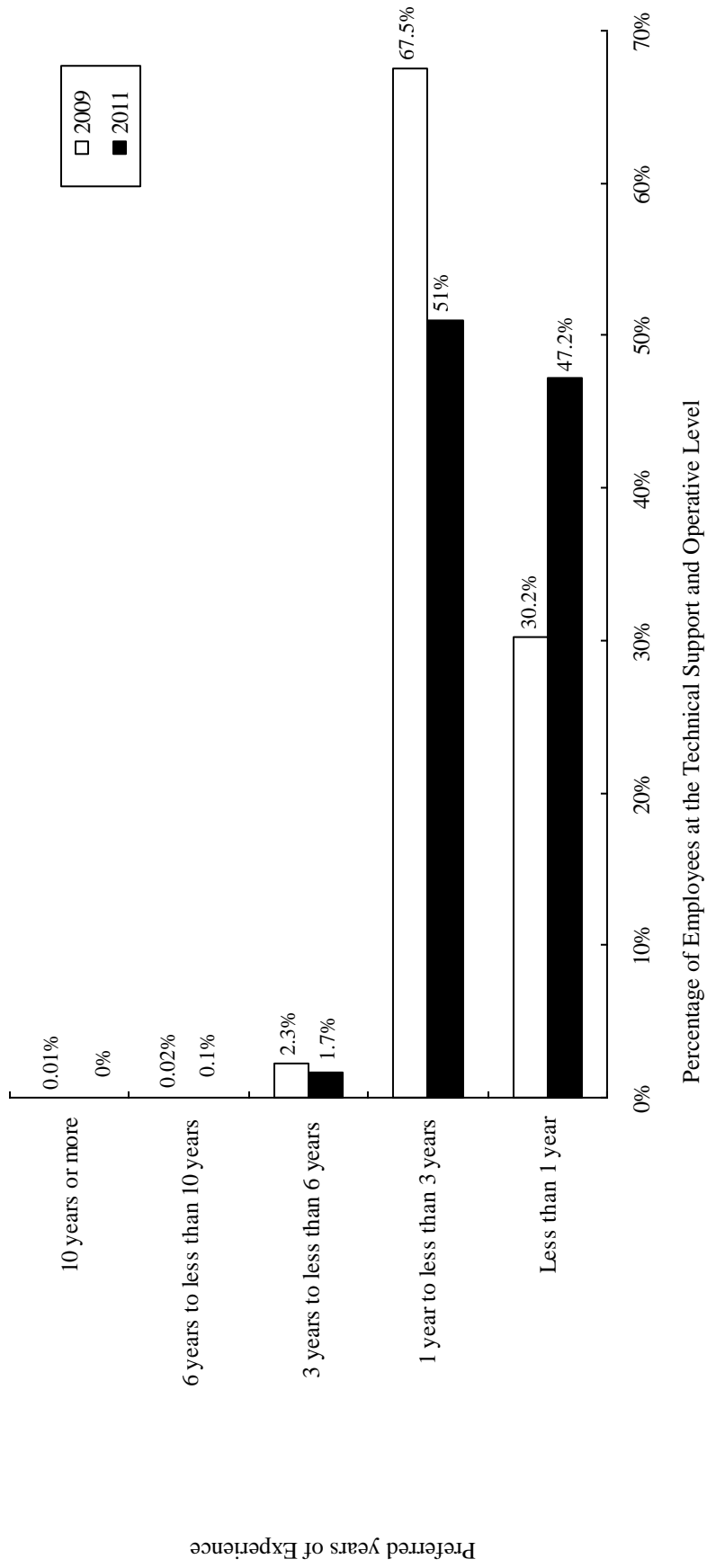
The percentage may not add up to 100 owing to rounding

**Figure 8(ii): Preferred Period of Experience for Employees at the Supervisory Level in 2009 and 2011**



The percentage may not add up to 100 owing to rounding

**Figure 8(iii): Preferred Period of Experience for Employees at the Technical Support and Operative Level in 2009 and 2011**

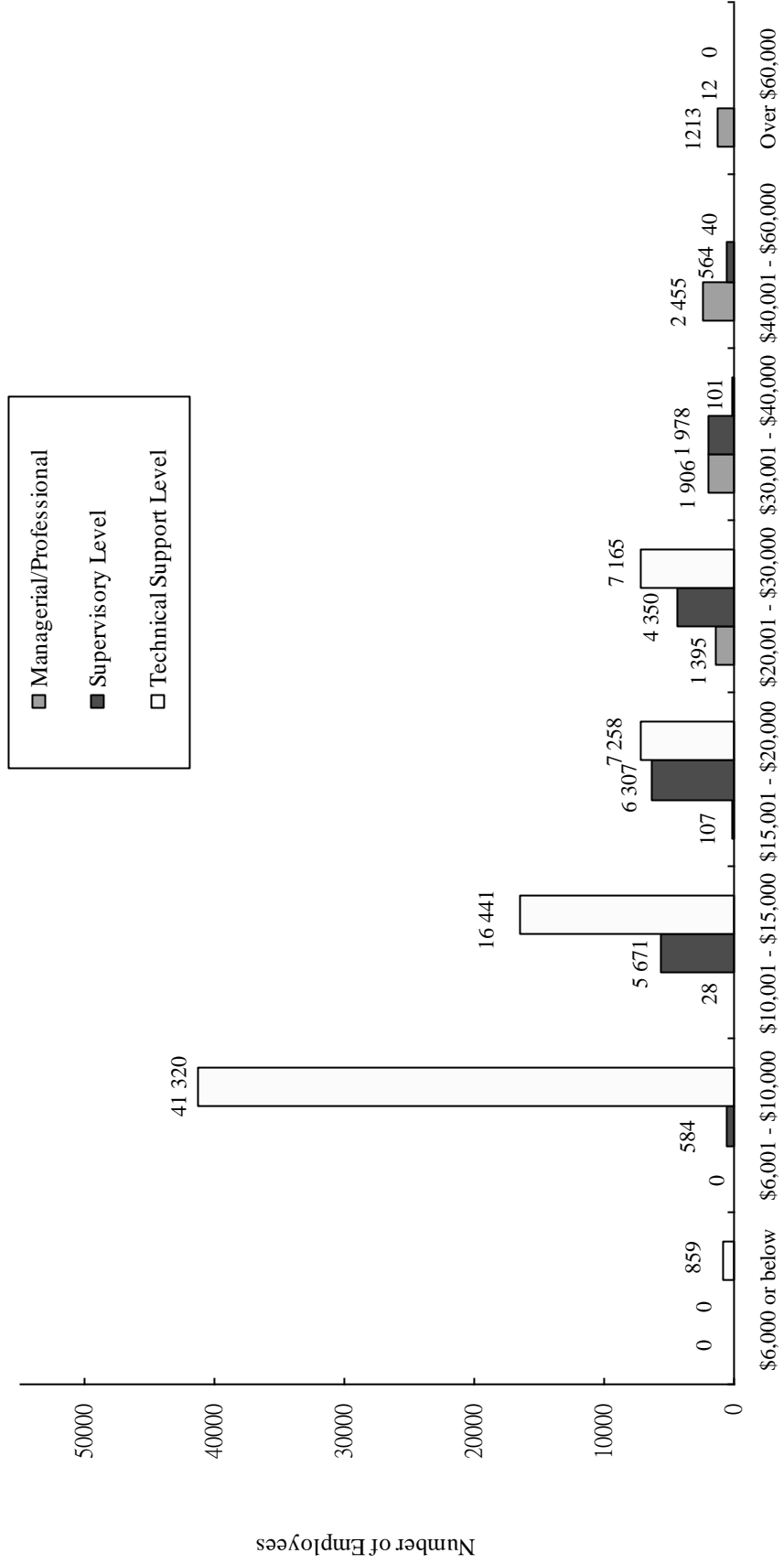


The percentage may not add up to 100 owing to rounding

## Income Distribution

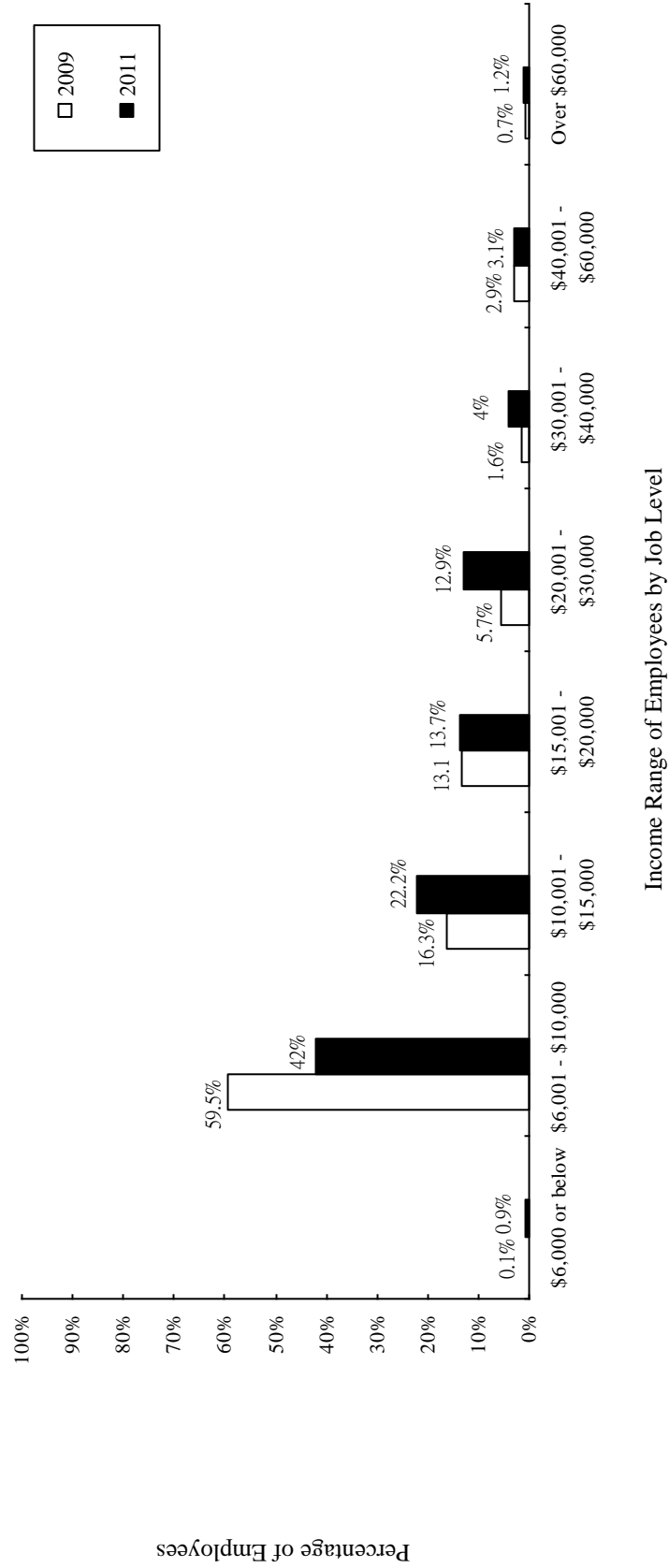
2.20 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. In this survey, 15 730 employees’ income distributions were not specified. For accuracy purpose, only 99 754 employees were analysed. In view of the Minimum Wage Ordinance implemented in May 2011, the income range \$5 001 to \$10 000 was revised to \$6 001 to \$10 000. Figure 9(i) shows the income distribution by job level. The income distribution by sector by job level is shown in Table 13. The income distribution by job level for 2009 and 2011 is presented in Table 14. As shown in Figure 9(ii), for income ranges \$10 001 to \$15 000, \$20 001 to \$30 000 and \$30 001 to \$40 000, growth rates of 5.9%, 7.2% and 2.4% were recorded respectively. For income range \$6 001 to \$10 000, a decrease of 17.5% was noted. Since this is not an income survey, the information obtained is for cross-reference purpose only.

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



**Income Range of Employees by Job Level**

**Figure 9(ii): Comparison of Income Distribution between 2009 and 2011**



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

<u>Real Estate Development</u> <u>Job Level</u>	\$6 000 or below	\$6 001 - \$10 000	\$10 001 - \$15 000	\$15 001 - \$20 000	\$20 001 - \$30 000	\$30 001 - \$40 000	\$40 001 - \$60 000	Over \$60 000	<u>Total</u>
Managerial/Professional Supervisory	-	-	4	3	208	426	356	428	<b>1 425</b>
Technical Support and Operative	37	1 460	1 701	944	9	-	-	-	<b>2 399</b>
<b>Sub-total</b>	<b>37</b>	<b>1 460</b>	<b>2 685</b>	<b>1 572</b>	<b>853</b>	<b>583</b>	<b>357</b>	<b>428</b>	<b>7 975</b>
<u>Property Management and Maintenance</u>									
<u>Job Level</u>									
Managerial/Professional Supervisory	-	-	4	99	1 111	1 155	473	119	<b>2 961</b>
Technical Support and Operative	-	583	4 406	4 072	559	49	-	2	<b>9 671</b>
	178	38 606	10 679	1 660	2	1	-	-	<b>51 126</b>
<b>Sub-total</b>	<b>178</b>	<b>39 189</b>	<b>15 089</b>	<b>5 831</b>	<b>1 672</b>	<b>1 205</b>	<b>473</b>	<b>121</b>	<b>63 758</b>
<u>Estate Agency</u>									
<u>Job Level</u>									
Managerial/Professional Supervisory	-	-	20	5	26	45	279	303	<b>678</b>
Technical Support and Operative	-	-	249	559	459	756	328	10	<b>2 361</b>
	644	935	2 612	4 441	6 791	100	40	-	<b>15 563</b>
<b>Sub-total</b>	<b>644</b>	<b>935</b>	<b>2 881</b>	<b>5 005</b>	<b>7 276</b>	<b>901</b>	<b>647</b>	<b>313</b>	<b>18 602</b>
<u>Estate Surveying, Valuation &amp; Consultancy</u>									
<u>Job Level</u>									
Managerial/Professional Supervisory	-	-	-	-	42	42	44	10	<b>138</b>
Technical Support and Operative	-	1	20	81	42	-	2	-	<b>146</b>
	-	39	217	-	-	-	-	-	<b>256</b>
<b>Sub-total</b>	<b>-</b>	<b>40</b>	<b>237</b>	<b>81</b>	<b>84</b>	<b>42</b>	<b>46</b>	<b>10</b>	<b>540</b>
<u>Government Departments and Public Sector</u>									
<u>Job Level</u>									
Managerial/Professional Supervisory	-	-	-	-	8	238	1 303	353	<b>1 902</b>
Technical Support and Operative	-	-	16	970	2 654	1 016	233	-	<b>4 889</b>
	-	280	1 232	213	363	-	-	-	<b>2 088</b>
<b>Sub-total</b>	<b>-</b>	<b>280</b>	<b>1 248</b>	<b>1 183</b>	<b>3 025</b>	<b>1 254</b>	<b>1 536</b>	<b>353</b>	<b>8 879</b>
<b>Grand Total</b>	<b>859</b>	<b>41 904</b>	<b>22 140</b>	<b>13 672</b>	<b>12 910</b>	<b>3 985</b>	<b>3 059</b>	<b>1 225</b>	<b>99 754</b>



**Table 14: Income Distribution of Real Estate Services Employees in 2009 and 2011 by Job Level**

2009	Job Level	\$5 000	\$5 001 -	\$10 001 -	\$15 001 -	\$20 001 -	\$30 001 -	\$40 001 -	Over	Total
		or below	\$10 000	\$15 000	\$20 000	\$30 000	\$40 000	\$60 000	\$60 000	
	Managerial/Professional	-	-	1	20	1 100	1 035	1 909	547	4 612
	Supervisory	-	900	5 261	3 945	3 060	167	292	7	13 632
	Technical Support and Operative	50	44 677	7 230	6 061	232	40	10	-	58 300
	<b>Sub-total</b>	<b>50</b>	<b>45 577</b>	<b>12 492</b>	<b>10 026</b>	<b>4 392</b>	<b>1 242</b>	<b>2 211</b>	<b>554</b>	<b>76 544</b>
	(%)*	(0.1%)	(59.5%)	(16.3%)	(13.1%)	(5.7%)	(1.6%)	(2.9%)	(0.7%)	
2011	Job Level	\$6 000	\$6 001 -	\$10 001 -	\$15 001 -	\$20 001 -	\$30 001 -	\$40 001 -	Over	Total
		or below	\$10 000	\$15 000	\$20 000	\$30 000	\$40 000	\$60 000	\$60 000	
	Managerial/Professional	-	-	28	107	1 395	1 906	2 455	1 213	7 104
	Supervisory	-	584	6 307	4 350	1 978	564	12	-	19 466
	Technical Support and Operative	859	41 320	16 441	7 258	7 165	101	40	-	73 184
	<b>Sub-total</b>	<b>859</b>	<b>41 904</b>	<b>22 140</b>	<b>13 672</b>	<b>12 910</b>	<b>3 985</b>	<b>3 059</b>	<b>1 225</b>	<b>99 754</b>
	(%)*	(0.9 %)	(42%)	(22.2%)	(13.7%)	(12.9%)	(4%)	(3.1%)	(1.2%)	

(%)\* As percentage of the total number of employees analysed  
The percentage may not add to 100 owing to rounding

## Training to Employees

2.21 Table 15 shows that during the survey period, 80 851 places were provided to employees for different types of training. Employees at managerial/professional level received more training than supervisory, and, technical support and operative levels employees. Details of training to employees in the past 12 months by type by job level are illustrated in **Appendix 11**.

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

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	416	768	278	<b>1 462</b>
Property/Housing Management	1 169	3 027	10 008	<b>14 204</b>
Estate Agents	651	2 095	25 909	<b>28 655</b>
Estate Surveying, Valuation and Consultancy	707	427	470	<b>1 604</b>
Real Estate Services In the Mainland	13	14	23	<b>50</b>
Generic Skills	3 204	7 770	21 206	<b>32 180</b>
Other Types of Training	146	564	1 986	<b>2 696</b>
<b>Grand Total</b>	<b>6 306</b>	<b>14 665</b>	<b>59 880</b>	<b>80 851</b>
(%)**	<b>(75.3)</b>	<b>(64.6)</b>	<b>(70.9)</b>	

\* An employee might take up more than one training course

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

Percentage may not add up to 100 owing to rounding

2.22 Table 16 also reveals that employers planned to provide 68 839 training places to their employees in the next 12 months. The majority of these trainings places are in-house training (59 054, 85.8%) provided by the employers. As for sponsored training there are 9 785 (14.2%) training places. By job level, the technical support and operative level has 49 939 training places, of which 43 158 is in-house training. The supervisory level has 13 595 training places while the managerial/professional level has 5 305 training places.

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

Number of Training Places by Job Level\*

<u>Types of Training</u>	<u>Managerial/Professional</u>			<u>Supervisory</u>			<u>Technical Support and Operative</u>			<u>Total</u> (%)**
	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee	Sponsored Training to Employee	In-house Training to Employee		
Property Development	112	223	121	366	61	261				<b>1 144</b> <b>(1.7)</b>
Property/Housing Management	213	785	714	1 874	1 127	9 522				<b>14 235</b> <b>(20.7)</b>
Estate Agents	72	636	260	1 521	2 671	16 446				<b>21 606</b> <b>(31.4)</b>
Estate Surveying, Valuation and Consultancy	104	245	67	368	24	447				<b>1 255</b> <b>(1.8)</b>
Real Estate Services In the Mainland	12	10	2	13	-	1				<b>38</b> <b>(0.06)</b>
Generic Skills	237	2 465	1 082	6 608	2 827	14 637				<b>27 856</b> <b>(40.5)</b>
Other Types of Training	2	189	6	593	71	1 844				<b>2 705</b> <b>(3.9)</b>
<b>Grand Total</b> <b>(%)**</b>	<b>752</b> <b>(1.1)</b>	<b>4 553</b> <b>(6.6)</b>	<b>2 252</b> <b>(3.3)</b>	<b>11 343</b> <b>(16.5)</b>	<b>6 781</b> <b>(9.9)</b>	<b>43 158</b> <b>(62.7)</b>				<b>68 839</b>

\* An employees may take up more than one training course  
 (%)\*\* As percentage of total training places  
 Percentage may not add up to 100 owing to rounding

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

2.23 The survey reveals that employers generally expected an increase in manpower due to the fluctuation of economy in the next 12 months. Among all sectors, the employers of property management and maintenance expected an increase of 1 580 employees, which is the highest, followed by an expected increase of 994 employees in the estate agency sector. Almost all manpower change is expected within Hong Kong. The expectation of manpower change due to the fluctuation of economy by sector and job level is illustrated in Table 17.

### Possible Reasons for Manpower Change in the Next 12 Months

2.24 In the survey, the employers also indicated the possible reasons for manpower change due to the change of economy in the next 12 months. The employers only indicated 412 possible for manpower change in a total of 2 898 expected manpower change. As shown in Table 18, among all the possible reasons, business expansion / contraction was more significant. There was 47.8% of manpower change due to this possible reason. The next highest possible reason for change in manpower was the change in economic outlook, which occupied 13.9%. The increase in manpower mainly rest with technical support and operative level employees, which was 78.4%.

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

Sector	Managerial/Professional			Supervisory			Technical Support and Operatives			Total (%)*
	Hong Kong	Mainland	Other Cities	Hong Kong	Mainland	Other Cities	Hong Kong	Mainland	Other Cities	
Real Estate Development	5	0	-	2	-	-	31	-	-	<b>38 (1.3)</b>
Property Management and Maintenance	89	1	-	303	-	-	1 187	-	-	<b>1 580 (54.5)</b>
Estate Agency	12	-	-	67	-	-	915	-	-	<b>994 (34.3)</b>
Estate Surveying, Valuation and Consultancy	1	-	-	3	-	-	2	-	-	<b>6 (0.2)</b>
Government Departments and Public Sector	73	-	-	109	-	-	98	-	-	<b>280 (9.7)</b>
<b>Total</b>	<b>180</b>	<b>1</b>	<b>0</b>	<b>484</b>	<b>0</b>	<b>0</b>	<b>2 233</b>	<b>0</b>	<b>0</b>	<b>2 898</b>

(%)\* As percentage of the total number of expected manpower change  
Percentage may not add up to 100 owing to rounding

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

	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative Level	<b>Total (%)*</b>
Change of manpower cost	4	6	15	<b>25 (4.3)</b>
Change in economic outlook	5	8	69	<b>82 (13.9)</b>
Reorganization of company	-	7	11	<b>18 (3.1)</b>
Business expansion / contraction	19	36	226	<b>281 (47.8)</b>
Outsourcing / In-sourcing of work	-	3	3	<b>6 (1)</b>
Others	9	30	137	<b>176 (29.9)</b>
<b>Grand Total (%)**</b>	<b>37 (6.3)</b>	<b>90 (15.3)</b>	<b>461 (78.4)</b>	<b>588</b>

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

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

## 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 12.8% and 2.7% increases in technical and non-technical manpower respectively.

3.2 The Training Board notes that there was a general increase in the manpower of all sectors with estate agency and real estate development being highest, which were 43% and 37.7% respectively.

3.3 The Training Board also notes an incremental trend from 1999 to 2011, the number of employees of the industry rose steadily from 68 678 to 115 484, despite the economic turmoil in 2001, 2008 and SARS outbreak in 2003.

3.4 During the survey period, the economy in Hong Kong was thriving, leading to positive growth in manpower in all sectors of the industry. The Training Board opines that the real estate development projects during the survey period attracted significant manpower in the real estate development and estate agency sectors.

3.5 The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and other cities. The number of employees stationed in the Mainland and other cities were 250 and 359 for 2009 and 2011 respectively.

3.6 The rising needs for professional and quality services in the industry, especially in the property management and maintenance, and, the estate agency sectors also create more training demands. It was noted that the property management companies and relevant employees would be regulated with licensing system in the coming years. Furthermore, the demand for mandatory continuing professional development for estate agents was rising. It was anticipated that the training demands for the two sectors would rise steadily.

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

## Vacancies

3.8 Table 19 shows that there were 3 010 vacancies for all sectors of the real estate services industry at the time of survey, representing 2.5% of the existing posts, 0.8% higher than the vacancy rate of 1.7% as in 2009. The Training Board considers that real estate services trainings for secondary school leavers, job seekers and in-service practitioners will facilitate the filling up of these vacancies.

## Manpower Structure

3.9 The survey reveals that during the survey period, there were 115 484 employees in the industry. The data on the manpower, vacancies and employers' forecast growth by job level is summarized in Table 19 as follows:

**Table 19: Manpower Structure of the Real Estate Services Industry by Job Level**

<u>Job Level</u>	<u>No. of Employees in June 2011</u>	<u>No. of Vacancies in June 2011</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in June 2012 (%)*</u>
Managerial/Professional	8 378	189	-104	8 463 (-1.2)
Supervisory	22 693	483	91	23 085 (-0.4)
Technical Support & Operative	84 413	2 338	32	86 783 (0.04)
<b>Total</b>	<b>115 484</b>	<b>3 010</b>	<b>-163</b>	<b>118 331 (-0.1)**</b>

(%)\* 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 June 2012

3.10 Employers forecasted that the total number of posts would decrease from 118 494 in June 2011 to 118 331 in June 2012, accounting for a decrease of 0.1%. The Training Board observes that the economy was thriving during the survey period and manpower was drawn to the real estate development and estate agency sectors to cope with the development projects at hand. A slight to moderate increase in manpower was also noted in the other three sectors. However, with the completion of these projects and the change of economy at the end of 2011, employers seemed quite cautious in making their future manpower forecast. Moreover, as reflected in Table 20, the employer's forecast tended to be conservative. Table 20 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 20: Comparison of Projected Manpower (LMA) with Employer's Forecast from 2005 to 2012**

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	93 366
2009	104 157	95 287	
2010		105 122	104 981
2011	118 494	106 031	
2012		110 203	118 331

\*including vacancies

Manpower Projection for 2012 to 2014 by the Labour Market Analysis (LMA) Approach

3.11 In 2009, the Training Board had projected a manpower of 106 031 for 2011 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model.

3.12 The Training Board will apply this I/O model to project the manpower for years up to 2014. 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.

3.13 The stocks of private residential flats and non-residential flats are defined as the production in Group A. The forecast production of residential and non-residential flats in 2011 and 2012 is provided by the Rating and Valuation Department while the forecast production in 2013 and 2014 is projected by the Adaptive Filtering Method. To generate the employment effect, it is assumed that 53.93% and 46.07% 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 2003 to 2010. 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 21.

**Table 21: Projection of Real Estate Services Manpower  
for the Private Sector from 2012 to 2014**

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		
2011	58 797	50 218				
2012F			59 531 (1.25)*	50 672 (0.9)*	110 203 (1.09)*	108 873 (-0.13)*
2013F			60 310 (1.31)**	51 057 (0.76)**	111 367 (1.06)**	
2014F			60 886 (0.96)**	51 494 (0.86)**	112 380 (0.91)**	
	* As percentage increase / decrease of the actual manpower against 2011 ** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2012, 2013 respectively.					

3.14 The stock of public residential flats is defined as the production in Group B. The forecast productions of public residential flats in 2010 – 2012 are 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 manpower projection for the public sector is presented in Table 22.

**Table 22: Projection of Real Estate Services Manpower  
for the Public Sector in 2012 to 2014**

Group B

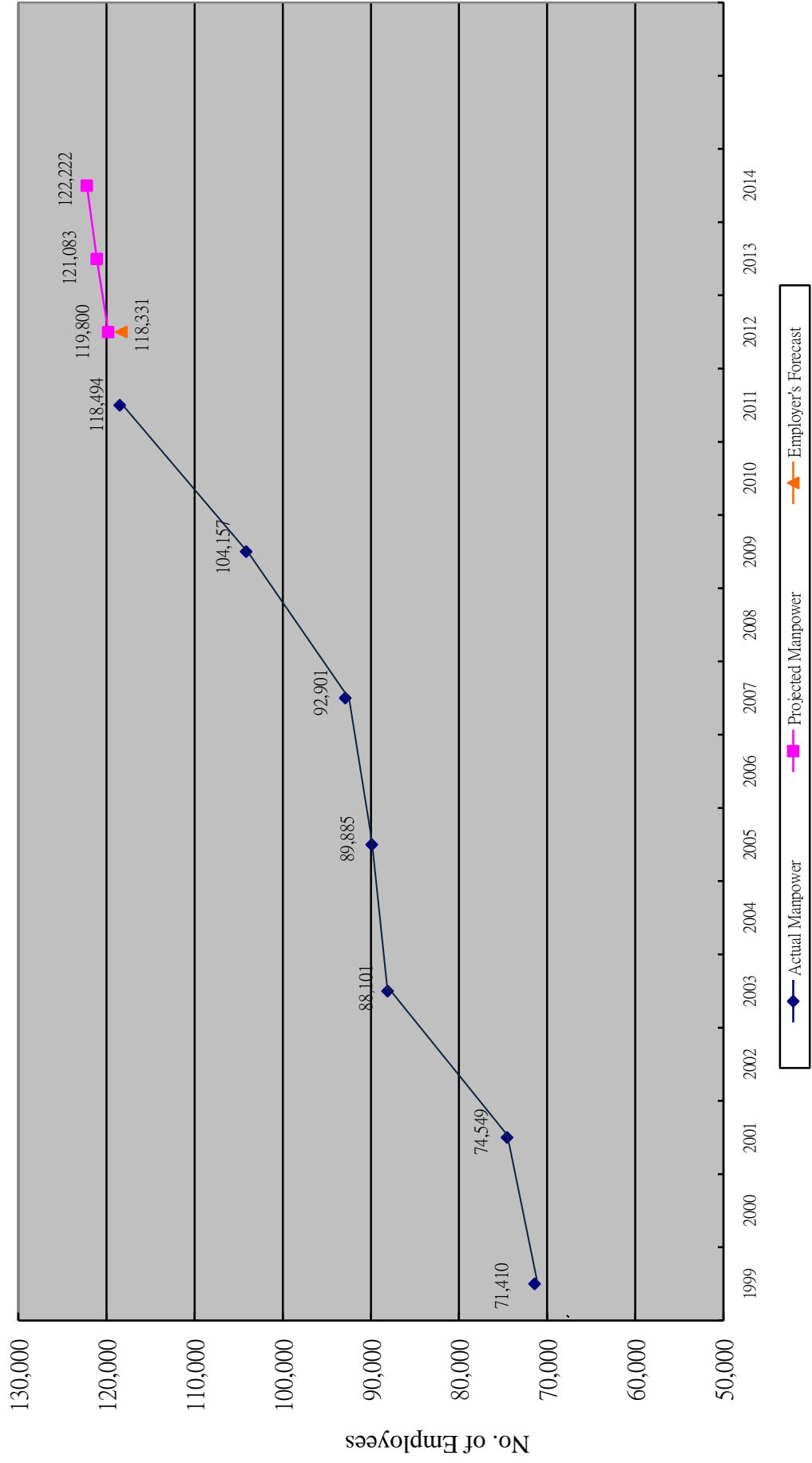
Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2011	9 479		
2012F		9 597 (1.24)*	9 458 (-0.22)*
2013F		9 716 (1.24)**	
2014F		9 842 (1.3)**	
	* As percentage increase / decrease of the actual manpower against 2011 ** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2012, 2013 respectively.		

3.15 The total manpower projection for the real estate services industry is the aggregation of the manpower requirements of the projected manpower for the two groups which are presented in Table 23 and Figure 10. Detailed analysis of the LMA projection is given in **Appendix 12**.

**Table 23: Manpower Projection of the Real Estate Services Industry in 2012 to 2014**

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2011	118 494		
2012F		119 800 (1.1)*	118 331 (-0.14)*
2013F		121 083 (1.07)**	
2014F		122 222 (0.94)**	
	* As percentage increase / decrease of the actual manpower against 2011		
	** As percentage increase / decrease of the projected manpower in the previous year, i.e. 2012, 2013 respectively.		

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



### Employees Travelled to the Mainland

3.16 Table 5 shows that 173 and 133 employees in the estate agency and the real estate development sectors travelled to the Mainland in the past 12 months respectively. The two numbers represented 80.3% of those who had travelled frequently to the Mainland in the past 12 months. The Training Board is of the view that the need of real estate services experts in the Mainland persisted. The demand for employees in the real estate development and the estate agency sectors in the Mainland would provide an opportunity for those working or planning to work in these sectors. Appropriate training on the needs of the real estate services industry in the Mainland could be given to employees to harness their career development in the Mainland.

### Promotion Pattern

3.17 Table 9 reveals that 1 006 positions (0.9% of the total of employees) were filled by internal promotion. Among these promoted employees, 432 (42.9% of the employees promoted) were in the property management and maintenance sector. There were 744 (or 74%) out of 1 006 employees promoted to supervisory level. The Training Board observes that the real estate industry was gearing towards quality services. Promotion was an important tactics to retain quality human resource.

### Staff Turnover in the Past 12 Months

3.18 As indicated in Figure 6, the turnover rates for the real estate industry in 2009 and 2011 were 15.8% and 17.8% respectively. Comparing to the 27% recorded in 2009, the turnover rates of 35.9% was higher in 2011 for the estate agency sector. The Training Board observes that the mobility of employees in the estate agency sector was higher and responded faster to the change of economy.

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

### Wastage

3.20 Of the 21 131 employees who had left, 7 874 left permanently as shown in Table 12. The wastage rate is 6.8% of the total employees in 2011. The Training Board opines that the wastage rate was indicative of the manpower situation of the industry. More training could be provided to secondary school leavers, job seekers and the new recruits to prepare them for a career in the real estate services industry.

3.21 The technical support and operative level in the estate agency sector had recorded a high of 4 119 employees (23.1% of employees in the same sector) leaving permanently. As the economy progressed, employees in the estate agency sector were actively seeking employment opportunities elsewhere. In terms of wastage rate, the technical support and operative level employees in the estate surveying, valuation and consultancy sector recorded a high of 32.7% (91 employees). Employees in the sector had a better chance to mobilize into other industries because of their education and profession. As such, the Training Board opines that the turnover rate and wastage for the sector did not contribute to the downsizing of the industry.

### Recruitment Difficulties

3.22 The Training Board observes that 358 employers reported difficulties in the recruitment of staff. As shown in Table 24, out of the 573 indicated reasons for recruitment difficulties, 208 (36.3%) were the lack of candidates with the relevant experience. Of the total reasons for recruitment difficulties, 226 and 221 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 24: 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 &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	5	8	15	<b>28</b>
Unsatisfactory terms of employment	1	1	14	<b>16</b>
Unsatisfactory working environment	-	-	1	<b>1</b>
Limited career prospects	-	-	3	<b>3</b>
Insufficient trained/qualified manpower in the related disciplines	2	2	1	<b>5</b>
Others	-	-	14	<b>14</b>
<b>Sub-Total</b>	<b>8</b>	<b>11</b>	<b>48</b>	<b>67</b>

(ii) Property Management and Maintenance

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	16	25	45	<b>86</b>
Unsatisfactory terms of employment	7	11	63	<b>81</b>
Unsatisfactory working environment	-	4	9	<b>13</b>
Limited career prospects	-	5	8	<b>13</b>
Insufficient trained/qualified manpower in the related disciplines	9	12	21	<b>42</b>
Others	5	11	15	<b>31</b>
<b>Sub-Total</b>	<b>37</b>	<b>68</b>	<b>161</b>	<b>266</b>

(iii) Estate Agency

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	3	73	<b>79</b>
Unsatisfactory terms of employment	-	-	35	<b>35</b>
Unsatisfactory working environment	-	-	41	<b>41</b>
Limited career prospects	-	-	4	<b>4</b>
Insufficient trained/qualified manpower in the related disciplines	4	4	22	<b>30</b>
Others	-	-	32	<b>32</b>
<b>Sub-Total</b>	<b>7</b>	<b>7</b>	<b>207</b>	<b>221</b>

(iv) Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	2	2	7
Unsatisfactory terms of employment	-	-	-	-
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	1	1	1	3
Others	-	1	-	1
<b>Sub-Total</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>11</b>

(v) Government Departments and Public Sector

	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support &amp; Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	4	-	4	8
Unsatisfactory terms of employment	-	-	-	-
Unsatisfactory working environment	-	-	-	-
Limited career prospects	-	-	-	-
Insufficient trained/qualified manpower in the related disciplines	-	-	-	-
Others	-	-	-	-
<b>Sub-Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>8</b>
<b>Total</b>	<b>60</b>	<b>90</b>	<b>423</b>	<b>573</b>



### Preferred Academic Qualifications

3.23 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2009 and 2011. In this survey, some employers did not specify the preferred academic qualifications for 7 116 employees. For accuracy purpose, only 108 368 employees were analysed. From the analysis, 96.5% and 91.9% of the employees were preferred to have university degree or above or professional qualification for the managerial/professional level in 2009 and 2011 respectively. As for the supervisory level, 80.9% and 71.4% of the employees were preferred to have diploma or certificate or above academic qualification in 2009 and 2011 respectively. As for the technical support and operative level, 77% and 68.7% of the employees were preferred to have Secondary 5 or above academic qualification in 2009 and 2011 respectively. The Training Board is of the view that the economy thrived during the survey period, employees had better chances to mobilize to other industries. In order to recruit enough manpower, employers may be more flexible on entry requirement of academic qualification.

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

### Preferred Period of Experience

3.25 Figures 8(i) to (iii) show the preferred experience for employees in 2009 and 2011. In this survey, some employers did not specify the preferred relevant experience for 7 158 employees. For accuracy purpose, only 108 326 employees were analysed. From the analysis, 84.5% and 76.8% of the employees were preferred to have more than 6 years of experience for the managerial/professional level in 2009 and 2011 respectively. As for the supervisory level, 70.4% and 77.1% of the employees were preferred to have more than 3 years of experience in 2009 and 2011 respectively. As for the technical support and operative level, 69.8% and 52.8% of the employees were preferred to have more than 1 year of experience in 2009 and 2011 respectively. The Training Board observes a downward adjustment of the preferred period of experience for managerial/professional level and technical support and operative level employees, but remains optimistic that it was a temporary measure adopted by employers to recruit enough manpower to cope with their expanding business.

### Training Need of Employees

3.26 As shown in Table 15, among the 80 851 training places, 32 180 (39.8%) were for generic skills, 28 655 (35.4%) were for estate agents and 14 204 (17.6%) were for property / housing management. Table 16 also reveals that out of the 68 839 training places in the next 12 months, 27 856 (40.5%) would be for generic skills, 21 606 (31.4%) would be for estate agents and 14 235 (20.7%) would be for property / housing management. 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.

3.27 Table 16 also reveals that 59 054 training places (85.8% of the total training places) would be provided in-house. The Training Board observes that the employers were being conservative in sponsoring their employees for external training.

## Projected Additional Training Requirements for 2012

3.28 Based on the wastage of employees and the projected manpower requirements for the next 12 months, the Training Board recommends the additional training requirements of the real estate services industry for June 2012 by private and public sectors by job level in Tables 25 (i) to 25 (ii).

**Table 25: Projected Additional Training Requirements for 2012**

### (i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in June 2011</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in June 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 449	164	236	400
Supervisory	17 721	476	650	1 126
Technical Support & Operative	82 136	7 103	3 011	10 114
<b>Sub-Total</b>	<b>106 306</b>	<b>7 743</b>	<b>3 897</b>	<b>11 640</b>

### (ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in June 2011</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in June 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	1 929	18	88	106
Supervisory	4 972	91	227	318
Technical Support & Operative	2 277	22	104	126
<b>Sub-Total</b>	<b>9 178</b>	<b>131</b>	<b>419</b>	<b>550</b>

3.29 The additional training requirements of the real estate services industry for June 2012 by job level is shown in Table 26.

**Table 26: Projected Additional Training Requirements for 2012 for the Real Estate Services Industry**

<u>Job Level</u>	<u>No. of Employees in June 2011</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in June 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	8 378	182	324	506
Supervisory	22 693	567	877	1 444
Technical Support & Operative	<u>84 413</u>	<u>7 125</u>	<u>3 115</u>	<u>10 240</u>
<b>Total</b>	<b>115 484</b>	<b>7 874</b>	<b>4 316</b>	<b>12 190</b>

3.30 Different training courses offered to the real estate services industry are in Table 27. Other short courses in real estate related training are shown at Table 28.

**Table 27: Training Courses for the Real Estate Services Industry**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2011/12</b>
City University of Hong Kong	Associate of Science in Surveying (Building Surveying/ Estate Surveying / Quantity Surveying) (FT)	312
The Hong Kong Polytechnic University	Bachelor of Science (Honours) in Property Management (FT)	36
	Bachelor of Science (Honours) in Surveying (FT)	77
	Bachelor of Science (Honours) in Surveying (PT)	59
	Master of Science / Postgraduate Diploma in Construction and Real Estate (FT/PT)	65
Hong Kong Institute of Vocational Education (Morrison Hill)	Higher Diploma in Real Estate Management (FT)	30
	Higher Diploma in Real Estate Management (PT)	30
The Hong Kong Polytechnic University – School of Professional Education and Executive Development	Bachelor of Arts in Housing Management (FT)	60
The University of Hong Kong – School of Professional and Continuing Education	Professional Diploma in Housing Management (PT)	180
	Master of Science in International Construction Management (PT)	10
	Master of Science in Project Management (PT)	20
	Master of Science in Real Estate (PT)	20
	Master of Science in Facilities Management (PT)	20
	Postgraduate Diploma in Facilities Management (PT)	10

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2011/12</b>
The University of Hong Kong – School of Professional and Continuing Education	Bachelor of Applied Science (Honours) (Construction Management and Economics) (PT)	30
	Bachelor of Science (Honours) in Work Based Learning Studies (Construction Project Management) (PT)	10
	Bachelor of Science (Honours) in Work Based Learning Studies (Facilities Management) (PT)	10
	Bachelor of Science (Honours) in Work Based Learning Studies (Real Estate) (PT)	10
	Professional Diploma in Construction Project Management (PT)	30
	Advanced Diploma / Diploma in Facility and Property Management (PT)	20
	Advanced Diploma in Shopping Centre Management (PT)	20
	Higher Diploma in Real Estate Management (FT)	20
	Advanced Certificate in Property Management (PT)	60
	Advanced Certificate in Property Asset Management (PT)	20
Foundation Certificate for Trainers in Security Services (PT)	20	
The University of Hong Kong – SPACE Po Leung Kuk Community College	Higher Diploma in Real Estate Management (FT)	40
The Institute of Professional Education And Knowledge	Proficiency Certificate in Property Management (PT)	80
	Professional Diploma in Practical Property & Facilities Management	80

\* PT – Part-time, FT – Full-time

**Table 28: Short Courses in Real Estate Related Training**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
The University of Hong Kong – School of Professional and Continuing Education	Building Inspection and Diagnosis - Latest Technology and Regulatory Requirements (PT)	12 weeks
	Measurement for Building Services Works (PT)	10 weeks
	Advanced Courses on Building Contract Management – The New Standard Form (PT)	5 weeks
	Short Preparatory Course for Estate Agents Qualifying Examination (PT)	30 hours
	Short Preparatory Course for Estate Salespersons Qualifying Examination (PT)	24 hours
The Institute of Professional Education And Knowledge	地產代理資格考試精讀班 (PT)	30 hours

\* PT – Part-time, FT – Full-time

3.31 From Table 27 to 28, 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.

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

3.33 The Training Board considers that the courses under the Skills Upgrading Scheme Plus in Table 29 and Table 30 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 29: Property Management Training Courses of the Skills Upgrading Scheme Plus Provided by the Employees Retraining Board**

<b>Course Title</b>	<b>Duration of the Course</b>
Basic Knowledge in Facility Management	18 hours
Basic Oral English in Customer Service for Property Management	12 hours
Chinese Report Writing Skill for Property Management	12 hours
Club House and Recreational Facility Operation and Practical Training	38 hours
Club House Event Planning and Implementation	50 hours
Emergency Handling Measures and Knowledge in Insurance in Property Management	20 hours
Elementary Putonghua Course in Customer Service for Property Management	25 hours
Event Organization and Management	15 hours
Fire Prevention Training	13 hours
Intermediate Course in Chinese Writing Skill for Property Management	12 hours
Intermediate Course in Legislations for Property Management	22 hours
Intermediate Course in Management of the Property Environment	12 hours
Intermediate Oral English Course in Customer Service for Property Management	25 hours
Introduction to Intelligent Property Management System	20 hours
Introduction to Property Management	15 hours
Knowledge in Occupational Safety and Health in Property Management	12 hours
Knowledge in Shopping Centre Facility Management	18 hours
Legislation Relating to Property Management	24 hours
Management of the Property Environment	15 hours
Negotiation Skills for Meeting of Owners	15 hours
Principles of Operation and Maintenance of Building Facilities	22 hours
Quality Customer Service in Property Management	21 hours
Supervisory Skill in Property Management	21 hours

**Table 30: Estate Agency Training Courses of the Skills Upgrading Scheme Plus Provided by the Employees Retraining Board**

<b>Course Title</b>	<b>Duration of the Course</b>
<u>Estate Agency</u>	
Business Administration Part I - Basic Management, Reform and Strategic Decision	6 hours
Business Administration Part II - Business Planning and Customer Relations	6 hours
Interior Design Part I - Space Utilization	7 hours
Interior Design Part II - Material Utilization	7 hours
Land Administration	7 hours
Law Series Part I - Conveyancing and Land Title	7 hours
Law Series Part II - Sale and purchase of a Property in the name of a Limited company/ Landlord and Tenant (Consolidation) Ordinance	7 hours
Law Series Part III - Property Subject to Court Order	7 hours
Vocational Spoken English for Real Estate Agents - Handling Enquiries	21 hours
Vocational Spoken English for Real Estate Agents - Negotiation for Sales and Purchase	24 hours
Vocational English Writing for Real Estate Agents	24 hours

**Table 31: Property Management Training Courses provided by Employees Retraining Board**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
Employees Retraining Board	Certificate in Clubhouse and Recreation Assistant Training	160 hours
	Certificate in Property Facility Management	160 hours
	Certificate in Supervisory Property Management	180 hours



**Table 32: Estate Agency Training Courses provided by Employees Retraining Board**

<b>Tertiary/Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
Employees Retraining Board	Certificate in Estate Agent Training	200 hours
	Certificate in Estate Salesperson Training	192 hours

### Economic Outlook

3.34 The European debt crisis would pose downside risks to the global economy if it continues to deteriorate. Hong Kong has an open economy and will be adversely affected by the European debt crisis. As such, Hong Kong's economy in the coming year will hinge crucially on how the European debt crisis will evolve and impact on the global economy. With the uncertainty in mind, most employers tend to be conservative in their business strategy.

3.35 The appreciation of Renminbi in the past years promoted considerable cross-border purchases, especially in the property market. The PRC Government may continue to moderate economic activities and control inflation that might slacken local economic activities in the next year.

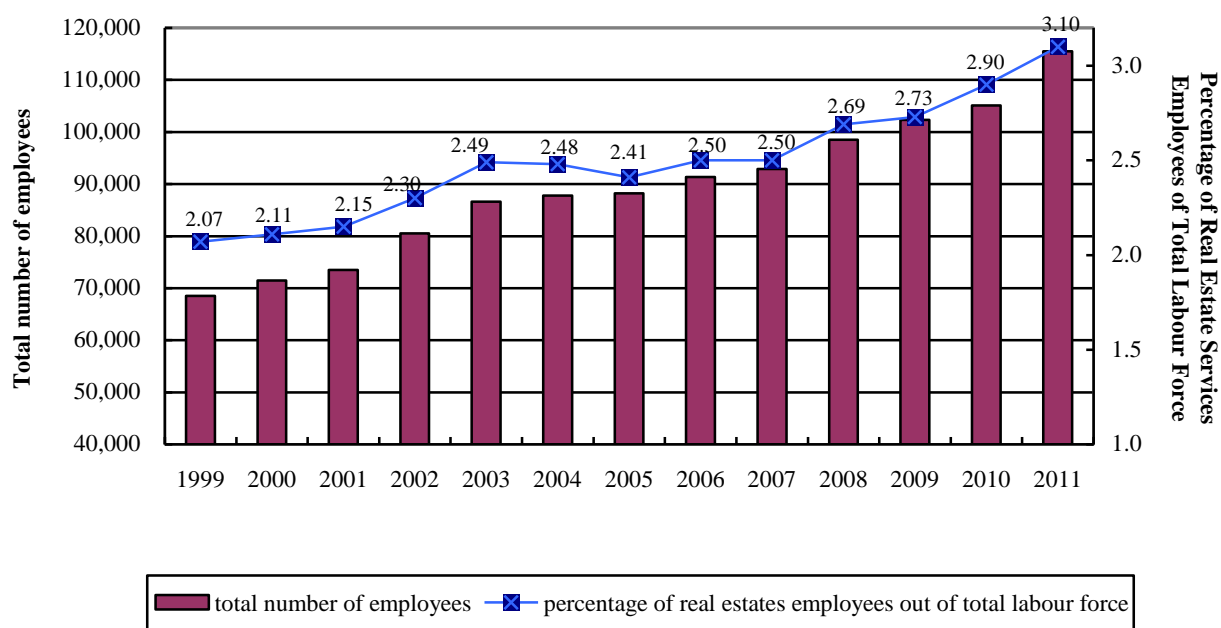
3.36 A moderate slowdown in private consumption and investment growth, stable fiscal outlays from the government, but sharper downturn in net exports is expected for the coming year. The adjustment in the domestic equity and housing markets may put a further drag on local consumption and investment growth.

3.37 The acceleration of China's involvement in the global economy has also given rise to an important change: a new effort to internationalise the RMB. Hong Kong's positioning as a major offshore Renminbi center will continue to benefit local economy.

### Industry Outlook

3.38 Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 11 shows the percentage of real estate services employees against the total workforce from 1999 to 2011.

**Figure 11: Percentage of Real Estate Services Employees against the Total Labour Force from 1999 to 2011**



3.39 Prices and demand in Hong Kong’s real estate sector have peaked, particularly in the residential and office sub-sectors. With the Government’s imposition of Special Stamp Duty (SSD) on the disposal of residential properties in November 2010, the residential market has been shadowed. The number of sale and purchase agreements for residential flats dropped from a high of over 10,000 per month in February and March 2011 to 4,600 in October 2011. It is expected that demand and prices will decline steadily over the coming months in response to the government’s residential price cooling measures.

3.40 The continual influx of tourists from the Mainland caused the retail sales to remain buoyant, even if property prices do not decline. The average rent per square meter for a retail shop rose from \$1,000 in January 2011 to a high of \$1,400 in August 2011. However, Hong Kong’s commercial real estate sector might experience decline as the uncertainty of global economy clouds the economic outlook and more retail owners retreat the soaring rent.

3.41 There are some key developments in the real estate services and related industry that worth noting: first phase of the Kai Tak Development Project will be implemented in 2013; the long hauled construction of the Hong Kong section of the Hong Kong-Zhuhai-Macao Bridge finally began in December 2011; the West Kowloon Cultural District Development Project construction will commence in 2013; the Chief Executive had also announced the resumption of Home Ownership Scheme, more than 17,000 flats will be provided over a period of four years starting 2016; and, the initiative to develop East Kowloon to be another core business district.

### Implications on Manpower

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

- (i) In the short-term, the manpower growth for real estate development sector may fluctuate and slow down. However, a general growth may still be anticipated.
- (ii) The manpower demand in the property management and maintenance sector may continue to increase vis-à-vis the development of local properties.
- (iii) The need for manpower in the estate agency sector may slow down as the downward economy takes effect.
- (iv) Initiation of local development project may offset the slowing down economy and a slight manpower demand in the estate surveying, valuation and consultancy sector may be expected.
- (v) The development initiatives in the government department and public sector may generate a moderate demand for manpower in the short to medium term.

## SECTION IV

### RECOMMENDATIONS

#### Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the real estate services industry for 2012 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in June 2011</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in June 2012</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	8 378	182	324	506
Supervisory	22 693	567	877	1 444
Technical Support & Operative	<u>84 413</u>	<u>7 125</u>	<u>3 115</u>	<u>10 240</u>
<b>Total</b>	<b>115 484</b>	<b>7 874</b>	<b>4 316</b>	<b>12 190</b>

4.2 Of the 12 190 forecasted additional training requirements, 10 240 are at the technical support and operative level, 1 444 at the supervisory level and 506 at managerial/professional level. The Training Board recommends that suitable training courses should be provided to these employees.

4.3 The demand for quality real estate services is substantial, the Training Board is of the view that the existing 115 484 strong in-service employees would need upgrading training and continuous professional development to remain competitive and efficient.

#### Continuing Professional Development (CPD) Scheme for Estate Agents

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

### Skills Upgrading Scheme Plus

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

### Manpower Development Scheme

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

### Training of Real Estate Services in the Mainland

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

### Training Conferences / Seminars

4.8 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

4.9 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

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

**Membership of the Real Estate Services Training Board**  
**(1 April 2011 to 31 March 2013)**

**Chairman**

Ir KWONG Ching-wai, Alkin, JP      Ad personam

**Vice-Chairman**

Dr LAU Kwong-yiu, Joseph      Property Agencies Association

**Members**

Mr CHAN Sai-lun, Henry      Ad personam  
(from 1 September 2011 onwards)

Mr CHOW Chi-bui, William      The Hong Kong Real Estate Association Limited  
(1 October 2010 to 31 March 2012)

Dr WOO Wai-man, BBS      The Hong Kong Real Estate Association Limited  
(from 15 April 2012 onwards)

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

Dr KWONG Tsz-man      UGC tertiary institution (SPACE, HKU)

Ms LAU Sze-wan, Serena      The Hong Kong Institute of Surveyors

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

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

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

Mr SHARE Tai-ki      The Hong Kong Institute of Housing

Mr TSANG Hon-ping, Joseph      Ad personam  
(1 April 2010 to 31 March 2012)

Mr WONG Ho-ming, Augustine, JP      Ad personam  
(from 15 April 2012 onwards)

Ms TSANG Yuk-chun, Clara      Hong Kong Real Estate Agencies General Association  
(1 April 2010 to 31 August 2011)

Mr YU Ka-ki, Alex      Hong Kong Real Estate Agencies General Association  
(from 1 September 2011 onwards)

Mr TSE Kin-wah, David	Hong Kong Institute of Real Estate Administrators
Mr YAU Man-fat, Kelvin	Society of Hong Kong Real Estate Agents Ltd.
Dr YEUNG Kam-lan, Daisy	UGC tertiary institution (City U)
Ms IP Chai-mi, Florence	Representing the Commissioner for Labour
Ms NG Sau-lai, Ingrid	Representing the Chief Executive Officer Estate Agents Authority
Ms WU Long-yee, Ronnie	Representing the Director of Housing
Mr LEUNG Yam-shing	Representing the Executive Director, Vocational Training Council

**Advisor**

Mr WONG Dun-king, Lawrance

**In attendance**

Mr WU Wai-ming	Department of Real Estate & Facilities Management, Hong Kong Institute of Vocational Education (Morrison Hill)
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**Secretary**

Mr TANG Wai-hung, Simon	Vocational Training Council
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**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 training & development centres on the direction and strategic development of their programmes in the relevant disciplines.
5. To advise on the course planning, curriculum development and quality assurance systems of the IVE and training & development centres.
6. To prescribe job specifications for the principal jobs in the industry defining the skills, knowledge and training required.
7. To advise on training programmes for the principal jobs in the industry specifying the time a trainee needs to spend on each skill element.
8. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
9. To advise on the conduct of skill competitions in key trades in the industry for the promotion of vocational education and training as well as participation in international competitions.
10. To liaise with relevant bodies on matters pertaining to the development and promotion of vocational education and training in the industry, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments.
11. To organize seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of the VTC.
13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.



Headquarters Division 2 總辦事處二科  
20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong  
香港九龍九龍灣宏光道39號宏天廣場20樓  
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號 (1) in RE/1/2 (2011)

Your Reference 來函檔號



11 June 2011

Dear Sir/Madam,

2011 Manpower Survey of the  
Real Estate Services Industry

The Vocational Training Council 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 Vocational Training Council. It is established with an aim to assess the manpower situation and devise training plans of the real estate services industry.

The Training Board will conduct a manpower survey of the real estate services establishments between 20 June and 19 July 2011. 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) Part I and Part II of the questionnaire (Appendix A);
- (b) Explanatory notes for Part I (Appendix B); and
- (c) Descriptions of principal jobs in the real estate services industry (Appendix C).

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

All information collected will be kept confidential and will be published only in a form of statistical summaries without reference to individual establishments. The Manpower Survey Report after compilation 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 question regarding the survey, please contact the Census and Statistics Department by telephoning 2116 8534.

Yours faithfully,

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

(Ir Alkin Kwong JP)  
Chairman

Real Estate Services Training Board

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

THE 2011 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇一一年人力調查

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 2 3	4 5 6 7 8 9	10 11 12 13 14 15	16 17	18 19	20 21 22	23 24 25 26 27

**A. GENERAL ORGANIZATION INFORMATION**

一般機構資料  
NAME OF ESTABLISHMENT:  
機構名稱

ADDRESS:  
地址

TOTAL NUMBER OF PERSONS ENGAGED:  
僱員總人數

**B. NATURE OF BUSINESS:**

(please tick only 1 box)

行業性質  
(只剔一欄)

Real Estate Development  
地產發展

Property Management and Maintenance  
物業管理及保養

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

Estate Agency  
地產代理

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

**C. PERSONNEL HOLDING**

PROFESSIONAL QUALIFICATION  
擁有專業資歷人員

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

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

(b) Salesperson's Licence  
營業員牌照

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

36

28

32

NAME OF PERSON TO CONTACT:

聯絡人姓名

40

59

POSITION:  
職位

TEL. NO.:  
電話

60 67 68 75

FAX NO.:  
圖文傳真

E-MAIL:  
電郵

76

110

## 2011 Manpower Survey of the Real Estate Services Industry

房地產服務業二〇一一年人力調查

### PART I 第 I 部份

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

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

Code 編號	Monthly Income Range 每月總收入幅度
1	\$6,000 or below 或以下
2	\$6,001 - \$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	Professional Qualification 專業資格
2	University Degree or above 大學學位或以上
3	Associate Degree/Professional Diploma/ Higher Diploma/Higher Certificate or equivalent 副學士學位／專業文憑／ 高級文憑／高級證書
4	Diploma/Certificate or equivalent 文憑／證書
5	Matriculation 大學預科
6	Secondary 5 中五
7	Secondary 3 or below 中三或以下

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

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 2011 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇一一年人力調查

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此欄毋須填寫

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 180 days in the past 12 months (1.6.2010 - 31.5.2011) (by type of real estate services).

請填報貴機構於過去十二個月 (1.6.2010-31.5.2011) 安排長駐於內地或其他城市工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
<b>(a) Mainland cities (Please specify)</b> <b>內地城市 (請列出)</b>			
(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>(b) Other cities (Please specify)</b> <b>其他城市 (請列出)</b>			
(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 180 days in the next 12 months (1.6.2011 - 31.5.2012) (by type of real estate services).

請估計在未來十二個月內 (1.6.2011 - 31.5.2012) 貴機構安排長駐於內地或其他地方工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
<b>(a) Mainland cities (Please specify)</b> <b>內地城市 (請列出)</b>			
(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 (1.6.2010 - 31.5.2011) (by type of real estate services).

請填報貴機構於過去十二個月內 (1.6.2010 - 31.5.2011) 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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190 191 192

4. Please estimate the total number of employees who will travel frequently to the Mainland in the next 12 months (1.6.2011 - 31.5.2012) (by type of real estate services)

請估計在未來十二個月 (1.6.2011 - 31.5.2012) 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	193	196	199
(b) Property Management and Maintenance 物業管理及保養	202	205	208
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	211	214	217
(d) Estate Agency 地產代理	220	223	226

**Training**

訓練

5. The total number of employees who had received the following training in the past 12 months (1.6.2010 - 31.5.2011) (by type of course)

請填報過去十二個月內 (1.6.2010 - 31.5.2011) 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
<b>(I) Specific Knowledge/Skills</b> 專門知識／技能			
<b>(a) Property Development</b> 物業發展			
Real Estate Administration 地產行政	229	232	235
Marketing Technique 市場推廣技巧	238	241	244
Project Management Skills 項目管理技巧	247	250	253
Financial Management and Housing Economics 財務管理及房屋經濟學	256	259	262
<b>(b) Estate Surveying, Valuation and Consultancy</b> 地產測量、估價及顧問			
Marketing Strategy Planning 市場策略計劃	265	268	271
Research Skills 研究技巧	274	277	280
Surveying & Valuation Skills 測量及估價技巧	283	286	289
Planning and Land Development 策劃及土地發展	292	295	298
Compensation 賠償	301	304	307
Property/Leasing Management 物業／租務管理	310	313	316

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

6. Please estimate the total number of employees that your company will provide in-house training or sponsor to attend training in the next 12 months (1.6.2011 - 31.5.2012) (by type of course)

請估計在未來十二個月內(1.6.2011 - 31.5.2012)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
<b>(I) Specific Knowledge/Skills</b> <b>專門知識/技能</b>						
<b>(a) Property Development</b> <b>物業發展</b>						
Real Estate Administration 地產行政	<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	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 510	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 513	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 516
Marketing Technique 市場推廣技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 519	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 522	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 525	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 528	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 531	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 534
Project Management Skills 項目管理技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 537	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 540	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 543	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 546	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 549	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 552
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 555	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 558	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 561	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 564	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 567	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 570
<b>(b) Estate Surveying, Valuation and Consultancy</b> <b>地產測量、估值及顧問</b>						
Marketing Strategy Planning 市場策略計劃	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 573	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 576	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 579	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 582	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 585	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 588
Research Skills 研究技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 591	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 594	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 597	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 600	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 603	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 606
Surveying & Valuation Skills 測量及估值技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 609	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 612	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 615	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 618	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 621	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 624
Planning and Land Development 策劃及土地發展	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 627	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 630	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 633	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 636	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 639	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 642
Compensation 賠償	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 645	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 648	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 651	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 654	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 657	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 660
Property/Leasing Management 物業/租務管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 663	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 666	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 669	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 672	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 675	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 678
<b>(c) Estate Agents</b> <b>地產代理</b>						
Law Relating to Estate Agency Work 與地產代理工作相關的法例	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 681	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 684	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 687	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 690	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 693	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 696
Compliance Matters 遵從法規事宜	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 699	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 702	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 705	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 708	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 711	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 714
Practice-related Knowledge and Issues 執業知識及應用	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 717	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 720	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 723	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 726	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 729	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 732
Professional Ethics 專業操守	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 735	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 738	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 741	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 744	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 747	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 750
Estate Agency Practice in Other Jurisdiction (Except Mainland) 其他司法管轄區(內地除外) 地產代理業實務	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 753	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 756	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 759	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 762	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 765	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 768



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

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

Type of Course 課程種類	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level
	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
<b>(d) Property/Housing Management 物業/房屋管理</b>						
Facilities Management 設施管理	771	774	777	780	783	786
Property/Housing Management 物業/房屋管理	789	792	795	798	801	804
<b>(e) Real Estate Services in the Mainland 內地房地產知識</b>						
Real Estate Development 地產發展	807	810	813	816	819	822
Property Management and Maintenance 物業管理及保養	825	828	831	834	837	840
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	843	846	849	852	855	858
Estate Agency 地產代理	861	864	867	870	873	876
<b>(II) Generic Skills 通用技巧</b>						
(a) Computer Application (including IT) 電腦應用 (包括資訊科技)	879	882	885	888	891	894
(b) Language : Putonghua 語文 : 普通話	897	900	903	906	909	912
English 英文	915	918	921	924	927	930
(c) Management Skills 管理技巧	933	936	939	942	945	948
(d) Supervisory Skills 督導技巧	951	954	957	960	963	966
(e) Communication Skills 溝通技巧	969	972	975	978	981	984
(f) Customer Services Skills 顧客服務技巧	987	990	993	996	999	1002
(g) Others (please specify) 其他 (請說明)	1005	1008	1011	1014	1017	1020

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Internal Promotion

內部晉升

7. The total number of internal promotion in the past 12 months (1.6.2010 - 31.5.2011)

過去十二個月內 (1.6.2010 - 31.5.2011) 內部晉升的僱員人數。

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

□□□□  
1043

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

□□□□  
1046

Employees Left

離職人數

8. The total number of employees left in the past 12 months (1.6.2010 - 31.5.2011)

過去十二個月內 (1.6.2010 - 31.5.2011) 離職的僱員人數。

Managerial/  
Professional  
Level  
經理/專業級

□□□□  
1049

Supervisory  
Level  
主任級

□□□□  
1052

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

□□□□  
1055

Recruitment

招聘

9. Please state the number of recruits of your company in the past 12 months (1.6.2010 - 31.5.2011)

請列出貴機構在過去十二個月內 (1.6.2010 - 31.5.2011) 招聘的僱員人數。

Managerial/  
Professional  
Level  
經理/專業級

Supervisory  
Level  
主任級

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

(a) Total number of recruits  
總招聘人數

□□□□  
1058

□□□□  
1061

□□□□  
1064

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

□□□□  
1067

□□□□  
1070

□□□□  
1073

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□□  
1076

□□  
1077

□□  
1078

□□  
1079

**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 (1.6.2010 - 31.5.2011) ?

貴機構在過去十二個月內 (1.6.2010 - 31.5.2011) 在招聘房地產服務從業員方面有沒有遇到困難？

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

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

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

12. Do you expect a manpower change in your company in the next 12 months (1.6.2011 - 31.5.2012) ? If there is expected manpower change, please go to Q13.

你是否預期貴機構會在未來十二個月 (1.6.2011 - 31.5.2012) 有人手變動？如預期有人手變動，請回答第 13 題。

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

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1137     1138     1139     1140     1141     1142     1143     1144     1145

13. Referring to Q12, please choose the possible reasons for manpower change in your company in the next 12 month (1.6.2011 - 31.5.2012).  
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(1.6.2011 - 31.5.2012)有人手變動的原因，每職級可選擇多個原因。

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

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End of Questionnaire  
問卷完

The 2011 Manpower Survey of the Real Estate Services Industry

房地產服務業二〇一一年人力調查

Explanatory Notes for Part I

附註（第 I 部份）

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

2. Column 'A' - Job Titles and Brief Job Descriptions of  
Principal Jobs in the Real Estate Services Industry

(A) 欄 — 房地產服務業主要職務的職稱及工作說明

- (a) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.

表內部分職稱可能有別於貴公司所採用者，但若兩者職責相近，可視作相同職務；請在調查表內提供所需資料。

- (b) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.

請根據僱員的主要職務分類（不論其所兼任的次要職務）。

- (c) Please add in this column titles of employees whose duties demand real estate training (please specify title) and fill in 'B' to 'G' accordingly.

倘貴公司有其他人員因職責上需接受房地產服務業訓練，請在此欄加上其職稱，同時填寫(B) 至(G) 欄。

3. Column 'B' - Total Monthly Income Range of Employees

(B) 欄 — 僱員每月總收入

Please select and enter in this column the appropriate code number showing the average monthly income range for the employee(s) during the past 12 months (June 2010 - May 2011). The monthly income should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average figure.

請根據僱員過去十二個月(指二〇一〇年六月至二〇一一年五月期間)平均每月收入幅度，選出適當編號填入(B) 欄。「每月收入」包括底薪、定期超時工作津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）。倘貴公司僱用超過一名僱員擔任同一職務，請取其平均數字。

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

4. Column 'C' - Number of Employees

(C) 欄 — 僱員人數

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

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

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

(D) 欄 — 未來十二個月的預計僱員人數

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

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

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

(E) 欄 — 調查期間空缺額

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

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

7. Column 'F' - Preferred Level of Education

(F) 欄 — 僱員宜有的教育程度

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

請按下列類別編號，將僱員宜有的基本教育程度填入(F) 欄內。

<u>Education</u> 教育程度	<u>Code</u> 編號
Professional Qualification 專業資格	1
University Degree or above 大學學位或以上	2
Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位／專業文憑／ 高級文憑／高級證書	3
Diploma/Certificate or equivalent 文憑／證書	4
Matriculation 大學預科	5
Secondary 5 中五	6
Secondary 3 or below 中三或以下	7

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

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



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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level (Continued) 經理及專業人員級 (續)</b>		
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。
<b>Supervisory Level 主任級</b>		
201.	Project Officer/ Assistant Project Manager 項目主任／ 助理項目經理	Assists the project manager in the planning and managing of building and construction projects.  協助項目經理策劃、管理樓宇及建築項目。
202.	Marketing Officer/ Sales Officer  市場主任／ 營業主任	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons.  協助發展中物業的銷售推廣活動，與地產代理或營業員聯絡。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Supervisory Level (Continued) 主任級 (續)</b>		
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. <sup>3</sup> 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。
<b>Technical Support and Operative Level 技術及操作人員級</b>		
301.	Sales/Marketing/ Research Assistant  營業／市場／研究助理	Assists in market researches and transcribes marketing proposals. Prepares analytical and statistical reports on marketing situation. 協助蒐集市場資料並製備市場推廣建議書。蒐集租售物業及準買家、租客需要的資料。製備統計報告，分析市場需求。
302.	Property Clerk 物業文員	Assists in the property management services and activities within the property/estate. 協助與物業或屋邨管理有關的服務和工作。
303.	Technician 技術員	Carries out and supervises the maintenance and repair work of the estate/building. 進行及監督屋邨／樓宇的維修保養工作。
306.	Building Attendant 大廈管理員／管理員	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property. 維修物業；負責物業內樓宇設備的簡單維修保養工作，看守工具及工作崗位。
307.	Leasing Clerk 租務文員	Assists in the leasing activities of the property/estate. 協助與物業或屋邨租務有關的工作。
399.	Other Supporting Personnel 其他支援服務人員	Performs other duties relating to real estate services functions. 執行與房地產服務相關的職務。

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

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

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

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

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

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

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level (Continued) 經理及專業人員級 (續)</b>		
119.	Assistant Facilities Manager 助理設施經理	Assists the facilities manager in planning and organizing facilities including commercial, residential and recreational facilities. 協助設施經理策劃及組織各項設施，包括商住及康樂設施。
133.	Banquet Manager/ Food and Beverage Manager 宴會經理/ 餐飲經理	Supervises and oversees the banquet functions to ensure prescribed standards be met. Monitors service standard regularly and directs employees to provide quality services for guests. 督導及監察宴會廳所提供的服務，確保其符合要求。定期監察服務水平及指導員工為顧客提供優質服務。
134.	Safety Manager/ Health and Safety Manager/ QA and Safety Manager 安全經理/ 健康及安全經理/ 品質保證及安全經理	Plans and organizes safety policies and procedures to ensure the daily operations of the workplace are compliant with health and safety-related legislations as well as company policies and regulations. 策劃及組織安全政策和程序，確保工作場所的日常運作符合職業健康和安全的法律法規以及公司的政策和規則。
199.	Other Supporting Managers 其他支援服務經理	Engages in other real estate services related duties such as leasing management and surveying. 從事與房地產服務相關的其他職務，包括租務管理及測量。
<b>Supervisory Level 主任級</b>		
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。

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
<b>Supervisory Level (Continued) 主任級 (續)</b>		
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。
<b>Technical Support and Operative Level 技術及操作人員級</b>		
302.	Property Clerk 物業文員	Provides clerical support services in property management within the property/estate. 提供物業／屋邨管理的文書支援服務。
303.	Technician  技術員／技工／ 半技術技工	Carries out the maintenance and repair works of the estate/building, and checks quality of out-sourced works provided by contractors. 執行屋邨／大廈內的保養維修工作。檢測由承辦商提供的外判工作的質素。

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



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

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

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Supervisory Level 主任級</b>		
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。
<b>Technical Support and Operative Level 技術及操作人員級</b>		
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
<b>Technical Support and Operative Level (Continued) 技術及操作人員級 (續)</b>		
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
<b>Managerial and Professional Level 經理及專業人員級</b>		
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，並確保交易附合相關法例。
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
<b>Supervisory Level 主任級</b>		
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>
<b>Technical Support and Operative Level 技術及操作人員級</b>		
305.	<p>Estate Agent/ Salesperson/ Sales Executive/ Property Consultant/ (with estate agent's licence or salesperson's licence)</p> <p>地產代理／ 營業員／ 營業主任／ 物業顧問 (持有地產代理／ 營業員牌照)</p>	<p>Carries out duties relating to sales and leasing of properties. Collects information about properties to be sold or leased and needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains terms of sale or lease. Arranges signing of estate agency agreements, sale and purchase agreements or lease agreements. Arranges inspection of properties.</p> <p>進行有關物業買賣、租賃的工作。蒐集物業租售及準買家／租戶所需資料。向準買家／租客推介樓盤，並解釋租售條款。安排簽署地產代理協議書、買賣或租賃合約及安排視察物業情況。</p>
309.	<p>Trainees</p> <p>見習生／員</p>	<p>Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination.</p> <p>由一持牌上司直接指導工作及準備參加資格考試。</p>
399.	<p>Other Supporting Personnel 其他支援服務人員</p>	<p>Performs non-estate agency duties to support licensed persons.</p> <p>執行非地產代理工作以支援持牌人士。</p>

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

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

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level (Continued) 經理及專業人員級 (續)</b>		
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>

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level (Continued) 經理及專業人員級 (續)</b>		
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。



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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Managerial and Professional Level (Continued) 經理及專業人員級 (續)</b>		
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。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Supervisory Level 主任級</b>		
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。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Supervisory Level (Continued) 主任級 (續)</b>		
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.

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Supervisory Level (Continued) 主任級 (續)</b>		
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  福利工作人員	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。

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

Code 編號	Job Title 職稱	Brief Job Description 工作說明
<b>Technical Support and Operative Level 技術及操作人員級</b>		
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。

**Breakdown of Samples by Stratum**

	Employment Size	Stratum	Size of Frame	Sampling Fraction	Sample Size	Establishment No
1. Real Estate Development (HSIC 681100)	1-4	1	376	0.100	38	010001- 010097
	5-9	2	33	1.000	33	
	10-19	3	8	1.000	8	
	20-49	4	9	1.000	9	
	50-99	5	4	1.000	4	
	100-199	6	2	1.000	2	
	200-499	7	3	1.000	3	
	500 & over	8	0	1.000	0	
Branch Total			435		97	
2. Real Estate Leasing (HSIC 681200)	1-4	1	4 450	0.010	45	020001- 020137
	5-9	2	309	0.100	31	
	10-19	3	62	0.400	25	
	20-49	4	27	1.000	27	
	50-99	5	3	1.000	3	
	100-199	6	4	1.000	4	
	200-499	7	1	1.000	1	
	500 & over	8	1	1.000	1	
Branch Total			4 857		137	
3. Real Estate Development with Leasing (HSIC 681300)	1-4	1	101	0.550	56	030001- 030083
	5-9	2	11	1.000	11	
	10-19	3	5	1.000	5	
	20-49	4	6	1.000	6	
	50-99	5	0	1.000	0	
	100-199	6	3	1.000	3	
	200-499	7	0	1.000	0	
	500 & over	8	2	1.000	2	
Branch Total			128		83	
4. Real Estate Maintenance Management (HSIC 682200)	1-4	1	512	0.050	26	040001- 040307
	5-9	2	164	0.150	25	
	10-19	3	110	0.450	50	
	20-49	4	120	0.600	72	
	50-99	5	39	1.000	39	
	100-199	6	45	1.000	45	
	200-499	7	24	1.000	24	
	500 & over	8	26	1.000	26	
Branch Total			1 040		307	
5. Real Estate Brokerage and Agency (HSIC 682100)	1-4	1	2 825	0.050	141	050001- 050318
	5-9	2	387	0.100	39	
	10-19	3	171	0.300	51	
	20-49	4	62	1.000	62	
	50-99	5	11	1.000	11	
	100-199	6	6	1.000	6	
	200-499	7	2	1.000	2	
	500 & over	8	6	1.000	6	
Branch Total			3 470		318	
6. Real Estate Surveying Valuation and Consultancy (HSIC 711200)	1-4	1	196	0.100	24	060001- 060068
	5-9	2	26	1.000	26	
	10-19	3	9	1.000	9	
	20-49	4	6	1.000	6	
	50-99	5	2	1.000	2	
	100-199	6	1	1.000	1	
	200-499	7	0	1.000	0	
	500 & over	8	0	1.000	0	
Branch Total			240		68	
7. Supplementary Samples			42		42	070001- 070042
Total			10 212		1 052	

Analysis of Response

	Real Estate Development	Property Management and Maintenance	Estate Agency	Estate Surveying, Valuation and Consultancy	Government Departments and Public Sector	Total
Closed	4	2	3	1	0	10
Merged with other Establishment	2	3	11	0	0	16
Moved, address cannot be located/untraceable	10	4	7	1	0	22
Non-contact	27	46	12	5	4	94
Not engaged in specific trade	29	12	16	22	0	79
No Technical Manpower	28	4	4	0	0	36
Not yet start operation	2	0	0	0	0	2
Partial Response	4	10	5	1	2	22
Refusal	11	34	4	1	1	51
Registered office/Corresponding address	29	6	5	2	0	42
Response	170	181	229	33	13	626
Temporary Ceased	19	9	22	2	0	52
Total	335	311	318	68	20	1052

Appendix 6  
Table 6.1

Number Employed and Forecast by Sector by Principal Job

<u>Real Estate Development</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Managerial/ Professional</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner	1	0	1	1
Director/Associate Director/General Manager	728	0	728	728
Sales/Marketing Manager	198	0	198	198
Property Manager/Area Property Manager	413	0	413	313
Estate Manager/Area Manager/Building Manager/Property Manager	18	0	18	18
Assistant Estate Manager/Assistant Area Manager/Assistant Building Manager/Assistant Property Manager	1	0	1	1
Maintenance Manager	20	0	20	20
Promotion and Public Relations Manager (Commercial and Retail)	6	0	6	6
Project Manager/ Associate Director	379	6	385	385
IT Manager/Computer Services Manager/EDP Manager	62	0	62	62
Club House/Recreation Manager/Public Relations Manager/Customer Services Manager	1	0	1	1
Facilities Manager	2	0	2	2
Valuation Surveyor/Associate Director	1	0	1	1
Development Manager	53	1	54	54
Safety Manager/Health and Safety Manager/QA and Safety Manager	2	0	2	2
Other Supporting Managers	11	0	11	11
<b>Sub-total:</b>	<b>1 896</b>	<b>7</b>	<b>1 903</b>	<b>1 803</b>



Appendix 6  
Table 6.1

<u>Real Estate Development</u>	<u>Number of Employees</u>	<u>Vacancies at</u>	<u>Number of Posts at</u>	<u>Forecast of number</u>
<u>Job Title</u>	<u>Date of survey</u>	<u>June 2011</u>	<u>in the next 12 months</u>	
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	310	4	314	314
Marketing Officer/Sales Officer	293	0	293	293
Property Officer/Leasing Officer	2 426	4	2 430	2 330
Supervisor/Asst. Manager/Manager/Branch Manager (with estate agent's licence)	31	0	31	31
Property Officer/Assistant/Estate Officer/Administrative Officer	6	0	6	6
Club House/Recreation Officer/Public Relations Officer/	4	0	4	4
Customer Service Officer/Estate Officer				
Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant	80	0	80	80
Valuation Officer	10	0	10	10
Development Officer/Property Analyst	84	0	84	84
Maintenance Officer/Technical Officer/Clerk of Works	80	0	80	80
Other Supporting Supervisors	13	0	13	13
<b>Sub-total:</b>	<b>3 337</b>	<b>8</b>	<b>3 345</b>	<b>3 245</b>

Appendix 6  
Table 6.1

<u>Real Estate Development</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Technical Support &amp; Operative</u>				
Sales/Marketing/Research Assistant	247	0	247	247
Property Clerk	579	11	590	590
Technician	335	24	359	359
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	62	0	62	62
Building Attendant/Caretaker/Artisan/Workman	1 141	23	1164	1155
Leasing Clerk	2 249	15	2264	2263
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	200	0	200	200
Trainees	1	0	1	1
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant	26	2	28	28
Customer Services Assistant	55	0	55	55
Other Supporting Personnel	509	1	510	510
<b>Sub-total:</b>	<b>5 404</b>	<b>76</b>	<b>5 480</b>	<b>5 470</b>
<b>Total:</b>	<b>10 637</b>	<b>91</b>	<b>10 728</b>	<b>10 518</b>

Appendix 6  
Table 6.2

Number Employed and Forecast by Sector by Principal Job

<u>Property Management and Maintenance</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Managerial/ Professional</u>				
Director/Associate Director/General Manager	387	2	389	389
Sales/Marketing Manager	69	5	74	74
Assistant Marketing Manager	19	3	22	22
Regional Manager/Senior Estate Manager/Senior Property Manager	225	11	236	236
Property Manager/Area Property Manager	19	0	19	19
Estate Manager/Area Manager/Building Manager/Property Manager	1 422	23	1 445	1 445
Assistant Estate/Assistant Area Manager/Assistant Building Manager/Assistant Property Manager	248	12	260	260
Maintenance Manager	375	6	381	381
Assistant Maintenance Manager	108	4	112	112
Promotion and Public Relations Manager (Commercial and Retail)	26	0	26	26
Project Manager/Associate Director	125	2	127	127
Assistant Project Manager	40	0	40	40
IT Manager/Computer Services Manager/EDP Manager	43	0	43	43
Club House/Recreation Manager/Public Relations Manager/Customer Services	41	8	49	49
Assistant Club House/Recreation/Assistant Public Relations/Assistant Customer Services Manager	53	0	53	53
Facilities Manager	31	15	46	46
Assistant Facilities Manager	28	0	28	28
Leasing Manager	71	0	71	71
Shopping Centre Manager	126	0	126	126
Transport/Car Park Manager	14	0	14	14
Development Manager	18	0	18	18
Banquet Manager/Food and Beverage Manager	8	0	8	8
Safety Manager/Health and Safety Manager/QA and Safety Manager	15	1	16	16
Other Supporting Managers	22	0	22	22
<b>Sub-total:</b>	<b>3 533</b>	<b>92</b>	<b>3 625</b>	<b>3 625</b>

Appendix 6  
Table 6.2

<u>Property Management and Maintenance</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	100	10	110	110
Marketing Officer/Sales Officer	197	11	208	208
Property Officer/Leasing Officer	38	0	38	38
Supervisor/Asst. Manager/Branch Manager (with estate agent's licence)	13	0	13	13
Property Officer/Assistant Estate Officer/Administrative Officer	3 654	91	3 745	3 746
Club House/Recreation Officer/Public Relations Officer/Customer Service Officer/ Estate Officer	773	12	785	785
Building Supervisor/Building Superintendent/Security Officer/Supervisor/ Estate Assistant	4 537	86	4 623	4 626
Development Officer/Maintenance Officer/Building Supervisor	1	0	1	1
Valuation Officer	6	0	6	6
Shopping Centre Officer/Property Officer	106	10	116	116
Survey Officer/Survey Officer (Estate)	12	1	13	13
Development Officer/Property Analyst	17	8	25	25
Maintenance Officer/Technical Officer/Clerk of Works	1 640	66	1 706	1 706
Safety Officer/Safety Supervisor/Reistered Safety Officer	34	3	37	37
Chef/Head chef	37	3	40	40
Welfare Worker	3	0	3	3
Other Supporting Supervisors	150	0	150	150
<b>Sub-total:</b>	<b>11 318</b>	<b>301</b>	<b>11 619</b>	<b>11 623</b>

Appendix 6  
Table 6.2

<u>Property Management and Maintenance</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Technical Support &amp; Operative</u>				
Sales/Marketing/Research Assistant	48	0	48	48
Property Clerk	2 539	20	2 559	2 557
Technician	5 743	110	5 853	5 854
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence)	30	0	30	30
Building Attendant/Caretaker/Artisan/Workman	45 394	908	46 302	46 393
Leasing Clerk	32	0	32	32
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	1 663	16	1 679	1 680
Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/Customer Services Assistant	2 429	118	2 547	2 547
Cook	88	6	94	94
Other Supporting Personnel	664	0	664	664
<b>Sub-total:</b>	<b>58 630</b>	<b>1 178</b>	<b>59 808</b>	<b>59 899</b>
<b>Total:</b>	<b>73 481</b>	<b>1 571</b>	<b>75 052</b>	<b>75 147</b>

Appendix 6  
Table 6.3

Number Employed and Forecast by Sector by Principal Job

<u>Estate Agency</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Managerial/ Professional</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner	101	0	101	101
Director/Associate Director/General Manager	257	6	263	263
Sales/Marketing Manager	5	0	5	5
Regional Manager/Regional Marketing Manager	397	0	397	402
Property Manager/Area Property Manager	1	0	1	1
Estate Manager/Area Manager/Building Manager/Property Manager	8	0	8	8
IT Manager/Computer Services Manager/EDP Manager	18	0	18	18
Valuation Surveyor/Associate Director	3	0	3	3
Development Manager	1	0	1	1
Other Supporting Managers	28	1	29	29
<b>Sub-total:</b>	<b>819</b>	<b>7</b>	<b>826</b>	<b>831</b>
<u>Supervisory</u>				
Marketing Officer/Sales Officer	9	0	9	9
Property Officer/Leasing Officer	1	0	1	1
Supervisor/Asst. Manager/Branch Manager (with estate agent's licence)	2 663	47	2 710	2 724
Property Officer/Assistant/Estate Officer/Administrative Officer	5	0	5	5
Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant	23	0	23	23
Valuation Officer	17	0	17	17
Development Officer/Property Analyst	1	0	1	1
Other Supporting Supervisors	113	6	119	119
<b>Sub-total:</b>	<b>2 832</b>	<b>53</b>	<b>2 885</b>	<b>2 899</b>

Appendix 6  
Table 6.3

<u>Estate Agency</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Technical Support &amp; Operative</u>				
Sales/Marketing/Research Assistant	16	0	16	16
Property Clerk	1	0	1	1
Valuation Assistant/Survey Officer(Trainee)	40	0	40	40
Estate Agent/Salesperson/Sales Executive/Property Consultant(with salesperson's licence)	16 135	882	17 017	16 997
Building Attendant/Caretaker/Artisan/Workman	111	0	111	111
Leasing Clerk	140	0	140	140
Trainees	814	78	892	873
Other Supporting Personnel	567	21	588	581
<b>Sub-total:</b>	<b>17 824</b>	<b>981</b>	<b>18 805</b>	<b>18 759</b>
<b>Total:</b>	<b>21 475</b>	<b>1 041</b>	<b>22 516</b>	<b>22 489</b>

Number Employed and Forecast by Sector by Principal Job

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Estate Surveying, Valuation and Consultancy</u>				
<u>Managerial/ Professional</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/Partner	28	1	29	29
Estate Manager/Area Manager/Building Manager/Property Manager	1	0	1	1
Maintenance Manager	3	0	3	3
Project Manager/Associate Director	18	0	18	18
Estate Surveyor/Associate Director	75	0	75	75
Valuation Surveyor/Associate Director	76	0	76	76
<b>Sub-total:</b>	<b>201</b>	<b>1</b>	<b>202</b>	<b>202</b>
<u>Supervisory</u>				
Marketing Officer/Sales Officer	3	0	3	3
Property Officer/Leasing Officer	1	0	1	1
Supervisor/Asst. Manager/Manager/Branch Manager (with estate agent's licence)	6	2	8	8
Property Office /Assistant/Estate Officer/Administrative Officer	4	0	4	4
Technical Officer	5	0	5	5
Valuation Officer	154	0	154	154
Survey Officer/Survey Officer (Estate)	56	1	57	57
Other Supporting Supervisors	5	0	5	5
<b>Sub-total:</b>	<b>234</b>	<b>3</b>	<b>237</b>	<b>237</b>
<u>Technical Support &amp; Operative</u>				
Sales/Marketing/Research Assistant	4	1	5	5
Property Clerk	9	0	9	9
Valuation Assistant/Survey Officer(Trainee)	233	1	234	234
Estate Agent/Salesperson/Sales Executive/Property Consultant (with salesperson's licence)	30	0	30	30
Leasing Clerk	1	0	1	1
Other Supporting Personnel	1	0	1	1
<b>Sub-total:</b>	<b>278</b>	<b>2</b>	<b>280</b>	<b>280</b>
<b>Total:</b>	<b>713</b>	<b>6</b>	<b>719</b>	<b>719</b>



Appendix 6  
Table 6.5

Number Employed and Forecast by Sector by Principal Job

<u>Government Departments and Public Sector</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Managerial/ Professional</u>				
Director/Associate Director/General Manager	40	1	41	39
Regional Manager/Senior Estate Manager/Senior Property Manager	6	0	6	6
Property Manager/Area Property Manager	8	0	8	8
Estate Manager/Area Manager/Building Manager/Property Manager	3	0	3	3
Maintenance Manager	32	0	32	32
Assistant Maintenance Manager	2	4	6	6
Project Manager/Associate Director	67	0	67	67
Facilities Manager	42	0	42	42
Assistant Facilities Manager	22	0	22	22
Area Manager	3	0	3	3
Housing Manager	524	0	524	524
Leasing Manager	8	2	10	10
Estate Surveyor/Associate Director	305	19	324	324
Valuation Surveyor/Associate Director	120	7	127	120
Lands Executive	370	6	376	376
Building Surveyor/Maintenance Surveyor	377	43	420	420
<b>Sub-total:</b>	<b>1 929</b>	<b>82</b>	<b>2 011</b>	<b>2 002</b>

Appendix 6  
Table 6.5

<u>Government Departments and Public Sector</u>		<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>					
<u>Supervisory</u>					
Property Officer/Leasing Officer		2	0	2	2
Property Officer/Assistant/Estate Officer/Administrative Officer		55	0	55	55
Club House/Recreation Officer/Public Relations Officer/		4	0	4	4
Customer Service Officer/Estate Officer					
Housing Officer		1 215	0	1 215	1 215
Building Surveyor/Building Superintendent/Security Officer/Supervisor/		384	0	384	384
Estate Assistant					
Development Officer/Maintenance Officer/Building Supervisor		1 001	6	1 007	1 007
Technical Officer		428	17	445	445
Valuation Officer		385	2	387	384
Lands Inspector		524	43	567	567
Overseer/Foreman		126	1	127	127
Rent Officer		19	4	23	17
Surveyor Officer/Surveyor Officer (Estate)		519	45	564	564
Maintenance Officer/Technical Officer/Clerk of Works		226	0	226	226
Safety Officer/Safety Supervisor/Registered Safety Officer		6	0	6	6
Welfare Officer		58	0	58	58
Other Supporting Supervisors		20	0	20	20
<b>Sub-total:</b>		<b>4 972</b>	<b>118</b>	<b>5 090</b>	<b>5 081</b>

Appendix 6  
Table 6.5

<u>Government Departments and Public Sector</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at June 2011</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Job Title</u>				
<u>Technical Support &amp; Operative</u>				
Property Clerk	131	0	131	131
Technician	978	26	1 004	1 004
Building Attendant/Caretaker/Artisan/Workman	904	60	964	964
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	10	4	14	14
Customer Services Assistant	123	0	123	123
Other Supporting Personnel	131	11	142	139
<b>Sub-total:</b>	<b>2 277</b>	<b>101</b>	<b>2 378</b>	<b>2 375</b>
<b>Total:</b>	<b>9 178</b>	<b>301</b>	<b>9 479</b>	<b>9 458</b>
<b>Grand Total:</b>	<b>115 484</b>	<b>3 010</b>	<b>118 494</b>	<b>118 331</b>

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

<u>Real Estate Development</u>				
	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative Level</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	5	8	15	<b>28</b>
Unsatisfactory terms of employment	1	1	14	<b>16</b>
Unsatisfactory working environment	0	0	1	<b>1</b>
Limited career prospects	0	0	3	<b>3</b>
Insufficient trained/qualified manpower in the related disciplines	2	2	1	<b>5</b>
Others	0	0	14	<b>14</b>
<b>Sub-Total</b>	<b>8</b>	<b>11</b>	<b>48</b>	<b>67</b>
<u>Property Management and Maintenance</u>				
	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative Level</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	16	25	45	<b>86</b>
Unsatisfactory terms of employment	7	11	63	<b>81</b>
Unsatisfactory working environment	0	4	9	<b>13</b>
Limited career prospects	0	5	8	<b>13</b>
Insufficient trained/qualified manpower in the related disciplines	9	12	21	<b>42</b>
Others	5	11	15	<b>31</b>
<b>Sub-Total</b>	<b>37</b>	<b>68</b>	<b>161</b>	<b>266</b>
<u>Estate Agency</u>				
	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative Level</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	3	73	<b>79</b>
Unsatisfactory terms of employment	0	0	35	<b>35</b>
Unsatisfactory working environment	0	0	41	<b>41</b>
Limited career prospects	0	0	4	<b>4</b>
Insufficient trained/qualified manpower in the related disciplines	4	4	22	<b>30</b>
Others	0	0	32	<b>32</b>
<b>Sub-Total</b>	<b>7</b>	<b>7</b>	<b>207</b>	<b>221</b>

Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative Level</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	3	2	2	7
Unsatisfactory terms of employment	0	0	0	0
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	1	0	1
Insufficient trained/qualified manpower in the related disciplines	1	1	1	3
Others	0	0	0	0
<b>Sub-Total</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>11</b>

Government Departments and Public Sector

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support &amp; Operative Level</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	4	0	4	8
Unsatisfactory terms of employment	0	0	0	0
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
<b>Sub-Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>8</b>
<b>Total</b>	<b>60</b>	<b>90</b>	<b>423</b>	<b>573</b>

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

Job Level	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*							Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (%)@
	Professional Qualification (%)*	University Degree or above (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*				
<u>Real Estate Development</u>											
<u>Managerial/ Professional</u>	238 (12.6)	1 168 (61.6)	-	-	42	-	378 (19.9)	1 896 (100)			
Supervisory	-	822 (24.6)	947 (28.4)	49 (1.5)	521 (15.6)	-	501 (15.0)	3 337 (100)			
Technical Support & Operative	-	80 (1.5)	369 (6.8)	713 (13.2)	3 114 (57.6)	395 (7.3)	629 (11.6)	5 404 (100)			
<b>Sub-total (%)**</b>	<b>238 (2.2)</b>	<b>2 070 (19.5)</b>	<b>1 316 (12.4)</b>	<b>762 (7.2)</b>	<b>3 677 (34.6)</b>	<b>395 (3.7)</b>	<b>1 508 (14.2)</b>	<b>10 637 (100)</b>			

(%)\* As percentage of total employees by sector by job level  
 (%)\*\* As percentage of total employees at the same sector  
 (%)@ Percentage may not add up to the total due to rounding

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

Job Level	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*										Unspecified (%)*	Total (%)@
	Professional Qualification (%)*	University Degree or above (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Secondary 3 or below (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*		
<u>Property Management and Maintenance</u>												
<u>Job Level</u>												
Managerial/ Professional	233 (6.6)	2 810 (79.5)	151 (4.3)	79 (2.2)	19 (0.54)	34 (0.96)	-	207 (5.9)	3 533 (100)			
Supervisory	-	615 (5.4)	2 061 (18.2)	4 269 (37.7)	345 (3.05)	2 638 (23.3)	643 (5.7)	747 (6.6)	11 318 (100)			
Technical Support & Operative	-	17 (0.03)	63 (0.11)	1 158 (1.98)	2 563 (4.4)	27 853 (47.5)	24 102 (41.1)	2 874 (4.9)	58 630 (100)			
<b>Sub-total (%)**</b>	<b>233 (0.3)</b>	<b>3 442 (4.7)</b>	<b>2 275 (3.1)</b>	<b>5 506 (7.5)</b>	<b>2 927 (4.0)</b>	<b>30 525 (41.5)</b>	<b>24 745 (33.7)</b>	<b>3 828 (5.2)</b>	<b>73 481 (100)</b>			

(%)\* As percentage of total employees by sector by job level  
 (%)\*\* As percentage of total employees at the same sector  
 (%)@ Percentage may not add up to the total due to rounding

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

<u>Estate Agency</u>	Associate Degree/ Professional							<u>Total (%)@</u>	
	<u>Professional Qualification (%)*</u>	<u>University Degree or above (%)*</u>	<u>Diploma/ Higher Dip./ Higher Cert. (%)*</u>	<u>Diploma/ Certificate (%)*</u>	<u>Matriculation (%)*</u>	<u>Secondary 5 (%)*</u>	<u>Secondary 3 or below (%)**</u>		
<u>Job Level</u>									
Managerial/ Professional	40 (4.9)	495 (60.4)	125 (15.3)	3 (0.37)	45 (5.5)	45 (5.5)	- -	66 (8.1)	819 (100)
Supervisory	7 (0.2)	94 (3.3)	167 (5.9)	509 (18.0)	332 (11.7)	1 455 (51.4)	- -	268 (9.5)	2 832 (100)
Technical Support & Operative	- -	144 (0.8)	4 (0.02)	164 (0.9)	311 (1.7)	15 986 (89.7)	- -	1 215 (6.8)	17 824 (100)
<b>Sub-total (%)**</b>	<b>47 (0.2)</b>	<b>733 (3.4)</b>	<b>296 (1.4)</b>	<b>676 (3.1)</b>	<b>688 (3.2)</b>	<b>17 486 (81.4)</b>	<b>- -</b>	<b>1 549 (7.2)</b>	<b>21 475 (100)</b>

(%)\* As percentage of total employees by sector by job level  
 (%)\*\* As percentage of total employees at the same sector  
 (%)@ Percentage may not add up to the total due to rounding



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

Job Level	Associate Degree/ Professional										Total (%)@
	Professional Qualification (%)*	University Degree or above (%)*	Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*			
Estate Surveying, Valuation and Consultancy											
Managerial/ Professional	120 (59.7)	77 (38.3)	-	-	-	-	-	4 (2.0)			201 (100)
Supervisory	22 (9.4)	81 (34.6)	112 (47.9)	11 (4.7)	6 (2.6)	-	-	2 (0.9)			234 (100)
Technical Support & Operative	-	38 (13.7)	16 (5.8)	38 (13.7)	30 (10.8)	153 (55.0)	-	3 (1.1)			278 (100)
<b>Sub-total (%)**</b>	<b>142 (19.9)</b>	<b>196 (27.5)</b>	<b>128 (18.0)</b>	<b>49 (6.9)</b>	<b>36 (5.0)</b>	<b>153 (21.5)</b>	<b>-</b>	<b>9 (1.3)</b>			<b>713 (100)</b>

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

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

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

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

Government Departments and Public Sector	Professional Qualification (%)*	University Degree or above (%)*	Associate Degree/ Professional			Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (% )@
			Diploma/ Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*				
<u>Job Level</u>									
Managerial/ Professional	874 (45.3)	1 027 (53.2)	- -	8 (0.4)	- -	- -	- -	20 (1.0)	1 929 (100)
Supervisory	- -	120 (2.4)	1 545 (31.1)	3 225 (64.9)	19 (0.4)	16 (0.32)	- -	47 (0.9)	4 972 (100)
Technical Support & Operative	- -	- -	- -	331 (14.5)	353 (15.5)	1 002 (44.0)	436 (19.1)	155 (6.8)	2 277 (100)
<b>Sub-total (%)**</b>	<b>874 (9.5)</b>	<b>1 147 (12.5)</b>	<b>1 545 (16.8)</b>	<b>3 564 (38.8)</b>	<b>372 (4.1)</b>	<b>1 018 (11.1)</b>	<b>436 (4.8)</b>	<b>222 (2.4)</b>	<b>9 178 (100)</b>
<b>Grand Total (%)**</b>	<b>1 534 (1.3)</b>	<b>7 588 (6.6)</b>	<b>4 915 (4.3)</b>	<b>11 111 (9.6)</b>	<b>4 785 (4.1)</b>	<b>52 859 (45.8)</b>	<b>25 576 (22.1)</b>	<b>7 116 (6.2)</b>	<b>115 484 (100)</b>

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

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

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

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

<u>Job Level</u>	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Real Estate Development</u>							
<u>Managerial/ Professional</u>	-	-	543 (28.6)	634 (33.4)	340 (17.9)	379 (20.0)	1 896 (100)
<u>Supervisory</u>	-	1 385 (41.5)	1 023 (30.7)	419 (12.6)	10 (0.30)	500 (15.0)	3 337 (100)
<u>Technical Support &amp; Operative</u>	722 (13.4)	3 890 (72.0)	118 (2.2)	-	-	674 (12.5)	5 404 (100)
<b><u>Sub-total</u></b> <b>(%)**</b>	<b>722</b> <b>(6.8)</b>	<b>5 275</b> <b>(49.6)</b>	<b>1 684</b> <b>(15.8)</b>	<b>1 053</b> <b>(9.9)</b>	<b>350</b> <b>(3.3)</b>	<b>1 553</b> <b>(14.6)</b>	<b>10 637</b> <b>(100)</b>

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

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

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

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

<u>Job Level</u>	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Property Management and Maintenance</u>							
	-	56 (1.6)	819 (23.2)	1 677 (47.5)	774 (21.9)	207 (5.9)	3 533 (100)
Managerial/ Professional							
	5 (0.04)	1 912 (16.9)	7 867 (69.5)	785 (6.9)	4 (0.04)	745 (6.6)	11 318 (100)
Supervisory							
	28 810 (49.1)	25 805 (44.0)	1 071 (1.8)	88 (0.2)	-	2 856 (4.9)	58 630 (100)
Technical Support & Operative							
<b>Sub-total</b> (%)**	<b>28 815</b> <b>(39.2)</b>	<b>27 773</b> <b>(37.8)</b>	<b>9 757</b> <b>(13.3)</b>	<b>2 550</b> <b>(3.5)</b>	<b>778</b> <b>(1.1)</b>	<b>3 808</b> <b>(5.2)</b>	<b>73 481</b> <b>(100)</b>

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

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

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

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

<u>Estate Agency</u>	<u>Job Level</u>	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
	Managerial/ Professional	-	-	103 (12.6)	423 (51.6)	227 (27.7)	66 (8.1)	819 (100)
	Supervisory	-	519 (18.3)	1 780 (62.9)	253 (8.9)	12 (0.4)	268 (9.5)	2 832 (100)
	Technical Support & Operative	7 836 (44.0)	8 626 (48.4)	147 (0.8)	-	-	1 215 (6.8)	17 824 (100)
	<b>Sub-total</b> (%)**	<b>7 836</b> <b>(36.5)</b>	<b>9 145</b> <b>(42.6)</b>	<b>2 030</b> <b>(9.5)</b>	<b>676</b> <b>(3.1)</b>	<b>239</b> <b>(1.1)</b>	<b>1 549</b> <b>(7.2)</b>	<b>21 475</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level  
 (%)\*\* As percentage of total employees at the same sector  
 (%)@ Percentage may not add up to the total due to rounding

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

<u>Job Level</u>	<u>Estate Surveying, Valuation and Consultancy</u>					<u>Unspecified</u> (%)*	<u>Total</u> (%)@
	<u>Less than</u> <u>1 Year</u> (%)*	<u>1 to 3</u> <u>Years</u> (%)*	<u>3 to 6</u> <u>Years</u> (%)*	<u>6 to 10</u> <u>Years</u> (%)*	<u>10 Years</u> <u>or above</u> (%)*		
Managerial/ Professional	-	-	52 (25.9)	108 (53.7)	37 (18.4)	4 (2.0)	201 (100)
Supervisory	18 (7.7)	105 (44.9)	53 (22.6)	55 (23.5)	1 (0.43)	2 (0.9)	234 (100)
Technical Support & Operative	153 (55.0)	105 (37.8)	-	-	-	20 (7.2)	278 (100)
<b>Sub-total</b> (%)**	<b>171</b> <b>(24.0)</b>	<b>210</b> <b>(29.5)</b>	<b>105</b> <b>(14.7)</b>	<b>163</b> <b>(22.9)</b>	<b>38</b> <b>(5.3)</b>	<b>26</b> <b>(3.6)</b>	<b>713</b> <b>(100)</b>

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

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

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

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

<u>Government Departments and Public Sector</u>	<u>Job Level</u>	<u>Less than 1 Year</u> (%)*	<u>1 to 3 Years</u> (%)*	<u>3 to 6 Years</u> (%)*	<u>6 to 10 Years</u> (%)*	<u>10 Years or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
Managerial/ Professional		-	-	212 (11.0)	1524 (79.0)	173 (9.0)	20 (1.0)	1 929 (100)
	Supervisory	-	898 (18.1)	3 887 (78.2)	140 (2.8)	-	47 (0.9)	4 972 (100)
Technical Support & Operative		-	2 122 (93.2)	-	-	-	155 (6.8)	155 (100)
	<b>Sub-total</b> (%)**	<b>0</b> <b>0.1</b>	<b>3 020</b> <b>(32.9)</b>	<b>4 099</b> <b>(44.7)</b>	<b>1 664</b> <b>(18.1)</b>	<b>173</b> <b>(1.9)</b>	<b>222</b> <b>(2.4)</b>	<b>9 178</b> <b>(100)</b>
<b>Grand Total</b> (%)**		<b>37 544</b> <b>(32.5)</b>	<b>45 423</b> <b>(39.3)</b>	<b>17 675</b> <b>(15.3)</b>	<b>6 106</b> <b>(5.3)</b>	<b>1 578</b> <b>(1.4)</b>	<b>7 158</b> <b>(6.2)</b>	<b>115 484</b> <b>(100)</b>

(%)\* As percentage of total employees by sector by job level  
 (%)\*\* As percentage of total employees at the same sector  
 (%)@ Percentage may not add up to the total due to rounding

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

	No. of Employees Holding Estate Agents Licence (individual) <hr/> (%)*	No. of Employees Holding Salespersons Licence <hr/> (%)*
Real Estate Development	50 (0.5)	52 0.5
Property Management and Maintenance	44 (0.1)	29 (0.04)
Estate Agency	9 671 (45.0)	6 264 (29.2)
Estate Surveying, Valuation and Consultancy	13 (1.8)	24 (3.4)
Government Departments and Public Sector	- -	- -
<b>Total</b>	<b>9 778</b>	<b>6 369</b>

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



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

(i) Property DevelopmentNumber of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u><b>Total</b></u>
Real Estate Administration	26	149	9	<b>184</b>
Marketing Techniques	49	201	264	<b>514</b>
Project Management Skills	307	337	4	<b>648</b>
Financial Management and Housing Economics	34	81	1	<b>116</b>
	—	—	—	—
<b>Sub-total</b>	<b>416</b>	<b>768</b>	<b>278</b>	<b>1 462</b>

\* An employee might take up more than one training course

(ii) Property/Housing ManagementNumber of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u><b>Total</b></u>
Facilities Management	299	667	3 197	<b>4 163</b>
Property/Housing Management	870	2 360	6 811	<b>10 041</b>
	—	—	—	—
<b>Sub-total</b>	<b>1 169</b>	<b>3 027</b>	<b>10 008</b>	<b>14 204</b>

\* An employee might take up more than one training course

(iii) Estate Agents

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Law Relating to Estate Agency Work	211	335	3 934	<b>4 480</b>
Compliance Matters	127	754	9 652	<b>10 533</b>
Practice-related Knowledge and Issues	128	548	7 984	<b>8 660</b>
Professional Ethics	133	435	3 419	<b>3 987</b>
Estate Agency Practice in Other Jurisdiction (Except Mainland)	52	23	920	<b>995</b>
	—	—	—	—
<b>Sub-total</b>	<b>651</b>	<b>2 095</b>	<b>25 909</b>	<b>28 655</b>

\* An employee might take up more than one training course

(iv) Estate Surveying, Valuation and Consultancy

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Marketing Strategy Planning	3	0	6	<b>9</b>
Research Skills	14	10	6	<b>30</b>
Surveying & Valuation Skills	125	326	359	<b>810</b>
Planning & Land Development	509	6	9	<b>524</b>
Compensation	9	1	0	<b>10</b>
Property/Leasing Management	47	84	90	<b>221</b>
	—	—	—	—
<b>Sub-total</b>	<b>707</b>	<b>427</b>	<b>470</b>	<b>1 604</b>

\* An employee might take up more than one training course

(v) Estate Services In the Mainland

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Real Estate Development	9	11	8	<b>28</b>
Property Management and Maintenance	0	0	4	<b>4</b>
Estate Surveying, Valuation and Consultancy	1	0	0	<b>1</b>
Estate Agency	3	3	11	<b>17</b>
	—	—	—	—
<b>Sub-total</b>	<b>13</b>	<b>14</b>	<b>23</b>	<b>50</b>

\* An employee might take up more than one training course

(vi) Generic Skills

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Computer Applications (including IT)	713	1 257	1 456	<b>3 426</b>
Language				
(a) Putonghua	412	547	1 931	<b>2 890</b>
(b) English	184	290	1 118	<b>1 592</b>
Management Skills	593	1 463	976	<b>3 032</b>
Supervisory Skills	490	1 323	224	<b>2 037</b>
Communication Skills	312	1 565	4 083	<b>5 960</b>
Customer Services Skills	500	1 325	11 418	<b>13 243</b>
	—	—	—	—
<b>Sub-total</b>	<b>3 204</b>	<b>7 770</b>	<b>21 206</b>	<b>32 180</b>

\* An employee might take up more than one training course

(vii) Other Types of Training

Number of Training Places by Job Level\*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u><b>Total</b></u>
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme	146	564	1 986	<b>2 696</b>
<b>Sub-total</b>	<b>146</b>	<b>564</b>	<b>1 986</b>	<b>2 696</b>
<b>Grand Total</b>	<b>6 306</b>	<b>14 665</b>	<b>59 880</b>	<b>80 851</b>

\* An employee might take up more than one training course

### **Detailed Analysis of the Labour Market Analysis (LMA) Projection**

The forecast production of private residential flats for 2011 and 2012 is provided by the Rating & Valuation Department.

(Source: Hong Kong Property Review 2011)

# The forecast production for 2013 and 2014 is projected using the Adaptive Filtering Method.

#### **A. The forecast of private residential flats**

<b>Year</b>	<b>Completion (<i>no. of flats</i>)</b>	<b>Total stock (<i>no. of flats</i>)</b>
2010		1,102,909
2011 f	10,670	1,113,579
2012 f	13,700	1,127,279
2013 f <sup>#</sup>	N/A	1,132,361
2014 f <sup>#</sup>	N/A	1,137,431

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

<b>Year</b>	<b>Completion (<i>square m</i>)</b>	<b>Total stock (<i>square m</i>)</b>
2010		45,579,900
2011 f	268,500	45,933,100
2012 f	259,000	46,348,600
2013 f <sup>#</sup>	N/A	46,649,822
2014 f <sup>#</sup>	N/A	46,915,853

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

(Sources: HA and HS)

#### **C. The forecast of public residential flats**

<b>Year</b>	<b>Completion (<i>no. of flats</i>)</b>	<b>Total stock (<i>no. of flats</i>)</b>
2010		1,135,000
2011 f	12,188	1,147,188
2012 f	14,088	1,161,276
2013 f <sup>#</sup>	18,089	1,179,365
2014 f <sup>#</sup>	17,089	1,196,454