

2010 MANPOWER SURVEY REPORT

AUTOMOBILE INDUSTRY

汽車業

2010 年人力調查報告

AUTOMOBILE TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

汽車業訓練委員會

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Executive Summary

Report on the 2010 Manpower Survey of the Automobile Industry

Objective

The survey was conducted between 22nd February 2010 and 11th June 2010 to collect the latest manpower information from the automobile industry with a view to assessing the industry's future manpower requirements.

Coverage

2. The scope of the survey was expanded to cover both the vehicle servicing sector and the vehicle / auto-parts retail sector. The number of establishments surveyed was 548 from some 3 820 establishments. The data collected were statistically scaled up to give the overall manpower picture of the whole automobile industry.

Survey Findings

3. The survey revealed that at the time of field work, the industry employed a total of 15 675 workers in 34 principal jobs. The most populous job was vehicle mechanic which had 5 901 workers, amounting to 37.6% of the total manpower.

4. Employers also reported a total of 357 vacancies, representing 2.3% of the total manpower.

5. There were 548 trainees receiving various forms of training. Among them 494 were being trained for craft level jobs, amounting to 5.5% of the working population at that skill level.

6. Employers forecasted that by April 2011, the manpower requirement would increase very slightly from 16 032 (including both employees and vacancies) to 16 058.

7. The distribution of the workforce by job level is summarized as below. Manpower statistics relating to the various principal jobs are given in the Appendices of the Report.

Distribution of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees	Percentage of Total Employed
Technologist	245	2.1 %
Technician	1 749	14.8 %
Craftsman	8 921	75.4 %
Unskilled	912	7.7 %
Total	11 827	100.0%

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

Job Level	Number of Employees	Percentage of Total Employed
Managerial	276	7.2 %
Supervisory	546	14.2 %
Operative/Clerical Support	3 026	78.6 %
Total	3 848	100.0%

Manpower Changes in the Vehicle Servicing Sector

8. Comparing with the findings of the previous survey carried out in 2008, the manpower of the vehicle servicing sector was found to be very steady, with an average annual growth rate of 1%. The number of technologists and craftsmen had decreased from 246 to 245 and from 9 147 to 8 921, representing an average annual decline rate of 0.2% and 1.2% respectively. On the other hand, the number of technicians had increased from 1 683 to 1 749, representing an average annual growth rate of 1.9%.

Future Manpower Requirements

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

- (a) The growth of the vehicle population in Hong Kong, although slowed down, still recorded a positive figure in recent years. There is a continuous demand of manpower in the vehicle/auto-parts retail sector and the vehicle servicing sector.
- (b) The growth of technical manpower in the vehicle servicing sector has been somewhat constrained by the improvement in vehicle design and quality.

- (c) The adoption of new technologies and equipment in the maintenance and repair of vehicles resulted in less demand for traditional servicing works, but more on the use of sophisticated equipment for maintenance and diagnosis which demands higher skill level personnel.
- (d) With the public awareness on environmental issues and the strong support from the HKSAR Government, the number of electric vehicles is expected to grow tremendously in the coming few years. There will be strong demand for in-service workers to acquire the new technologies to cope with the development trend of the industry.
- (e) During the past few years, employers of the vehicle servicing sector, especially small and medium scale garages, faced difficulties in recruiting craftsmen and technicians. Youngsters have more choices today. The harsh working environment and the need of continuously upgrading with the technology advancement have more or less deterred people from joining the industry. In addition, the fierce competition among garages also adversely affects the healthy growth of the industry.

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

Average Annual Training Requirement
for the Vehicle Servicing Sector from 2011 to 2014

<u>Job level</u>	<u>Annual training requirement</u>
Technologist	6 - 8
Technician	64 - 78
Craftsman	365 – 446

11. For the vehicle/auto-parts retail sector, employers' one year forecast indicates that there will be no growth in manpower. Nevertheless, an annual training demand of 2.8% of the workforce is required to compensate for the natural wastage.

Annual Training Requirement for the
Vehicle/Auto-Parts Retail Sector in 2010/2011

<u>Job level</u>	<u>Annual training requirement</u>
Managerial	6 - 8
Supervisory	14 - 17
Operative/Clerical Support	63 - 77

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

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

SECTION I

INTRODUCTION

The Automobile Training Board

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

The Manpower Survey

1.2 In fulfilling its terms of reference, the Training Board conducted a manpower survey from 22nd February 2010 to 11th June 2010 to collect the latest manpower information with a view to determining the current and future manpower requirements of the industry and making recommendations to the industry and the Council to meet these requirements. The survey was carried out with the assistance of the Census and Statistics Department (C&SD).

1.3 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' forecast of the total number of employees by April 2011;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees;
- (vi) employers' views on the preferred education, experience, training mode and training period of employees by job level; and
- (vii) the turnover rate and wastage rate of employees; and
- (viii) employers' views on different kinds of training that front-line sales persons should acquire.

Scope of the Survey

1.4 In this round of survey, the Training Board decided to expand the survey scope to cover both the vehicle servicing and the vehicle/auto-parts retail sectors of the automobile industry.

1.5 Establishments covered by the survey were divided into 6 branches. Their lists were extracted from C&SD's HSIC database as well as the supplementary samples provided by the Training Board.

<u>Branch</u>	<u>Type of Business</u>	<u>Number of Establishments</u>
(i)	Body assembly of motor vehicles (HSIC 290000);	80
(ii)	Servicing and repairing of motor vehicles and motorcycles (HSIC 951000);	2 705
(iii)	Retail sale of motor vehicles (HSIC 477301);	526
(iv)	Retail sale of motorcycles (HSIC 477302);	32
(v)	Retail sale of motor vehicle and motorcycles parts and accessories (HSIC 477303)	436
(vi)	Supplementary samples covered government departments, public utilities, companies maintaining fleet of vehicles and education institutes.	41

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

1.6 According to the information provided by C&SD, there were totally 3 779 establishments in Branch 1 to Branch 5 as at the third quarter of 2009. In view of the limited resources available, a stratified random sampling method was adopted to select 507 establishments from these branches. After including 41 establishments from the supplementary list, the total sampling size of the survey was 548.

Method of the Survey

1.7 Two weeks before the survey, the survey questionnaires and supporting documents (Appendix 3) were sent to the selected establishments. During the fieldwork period, interviewers from the C&SD visited the selected establishments to collect the completed questionnaires and, where necessary, assist the employers in completing them.

1.8 Each establishment received two questionnaires – one for the vehicle servicing sector; another for the vehicle/auto-parts retail sector. Depending on the business nature, an employer might fill in either one or both of these two questionnaires.

1.9 After the survey, the completed questionnaires were checked and, where necessary, verified with the respondents before being processed by the C&SD. The survey data were statistically grossed up to give the overall picture of the manpower situation of the automobile industry at the time of the survey.

Response to the Survey

1.10 Of the 548 establishments, 430 supplied the required information. A total of 39 establishments were no longer engaged in the automobile trade or did not have technical manpower. 32 establishments had closed, merged or temporarily ceased operation. 23 establishments did not provide suitable persons to complete the questionnaires. 8 establishments could not be contacted due to change in addresses. 5 establishments partially responded. 11 establishments declined to supply any information. The effective response rate was 97.5%.

The Report

1.11 This report presents the findings of the survey, the Training Board's forecast of the manpower needs of the automobile industry and its recommendations on measures to meet these needs. In the report, the terms 'manpower', 'employees' and 'workers' refer to the total number of persons (excluding trainees and apprentices) employed in the 34 principal jobs of the automobile industry; the term 'trainees' means all persons receiving any form of training including those under a contract of apprenticeship. The list of 34 principal jobs adopted in the survey and their job descriptions are shown in Appendix 4.

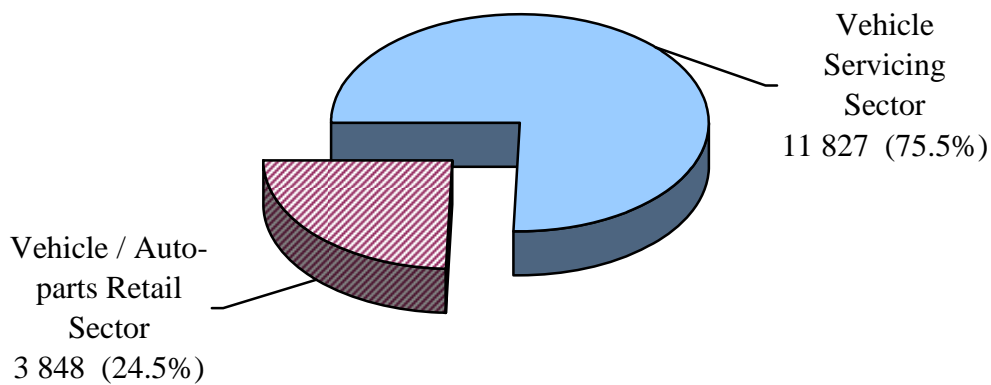
SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Employees Employed

2.1 The survey revealed that at the time of survey, a total of 15 675 employees were employed in the principal jobs of the automobile industry in Hong Kong. Of the 15 675 employees, 11 827 (75.5%) were employed in the vehicle servicing sector, 3 848 (24.5%) in the vehicle / auto-parts retail sector. The distribution of employees by sector is shown in Figure 1.

Figure 1 Distribution of Automobile Employees by Sector



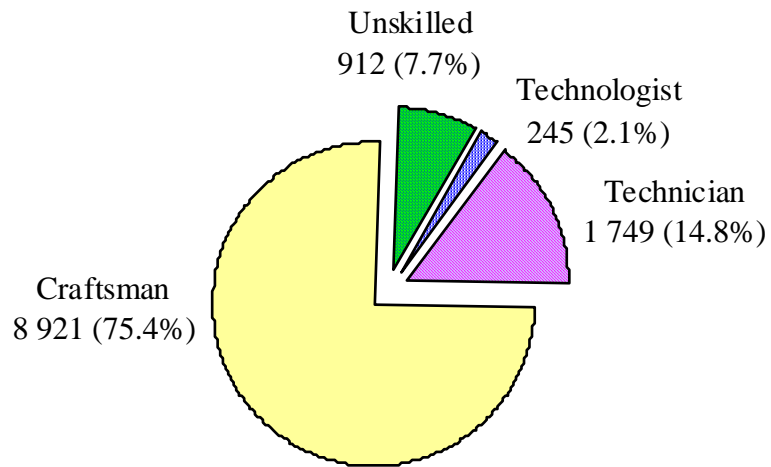
Vehicle Servicing Sector

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

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

Job Level	Number of Employees	Percentage of Total Employed
Technologist	245	2.1 %
Technician	1 749	14.8 %
Craftsman	8 921	75.4 %
Unskilled	912	7.7 %
Total	11 827	100.0%

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



2.3 At the time of the survey, there were 531 trainees in the vehicle servicing sector, amounting to 4.5% of the total employees. Their distribution by job level is given in Table B below.

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

Job Level	Number of Trainees	Percentage of Total Employed at the Same Level
Technologist	7	2.9 %
Technician	24	1.4 %
Craftsman	494	5.5 %
Unskilled	6	0.7 %
Total	531	4.5 %

2.4 Employers reported a total of 301 vacancies, representing about 2.5% of the total manpower of the vehicle servicing sector at the time of the survey. The distribution of the vacancies by job level is shown in Table C below.

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

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Technologist	1	0.4 %
Technician	20	1.1 %
Craftsman	262	2.9 %
Unskilled	18	2 %
Total	301	2.5 %

2.5 Employers forecasted a total of 12 171 employees (excluding trainees) by April 2011 in the vehicle servicing sector, indicating a view of a marginal increase of 0.35%. Their distribution by job level is shown in Table D below:

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

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees by April 2011
Technologist	246	247
Technician	1 769	1 772
Craftsman	9 183	9 246
Unskilled	930	906
Total	12 128	12 171

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

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

Monthly Income Range	Technologist	Technician	Craftsman	Unskilled	All
Under \$5,001	0	0	45	13	58
\$5,001 - \$6,000	0	0	60	20	80
\$6,001 - \$8,000	0	0	174	241	415
\$8,001 - \$10,000	0	18	2 993	551	3 562
\$10,001 - \$15,000	3	599	4 661	62	5 325
\$15,001 - \$20,000	13	704	498	12	1 227
\$20,001 - \$25,000	73	269	15	0	357
Over \$25,000	135	44	5	0	184
Unspecified	21	115	470	13	619
Total	245	1 749	8 921	912	11 827

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

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

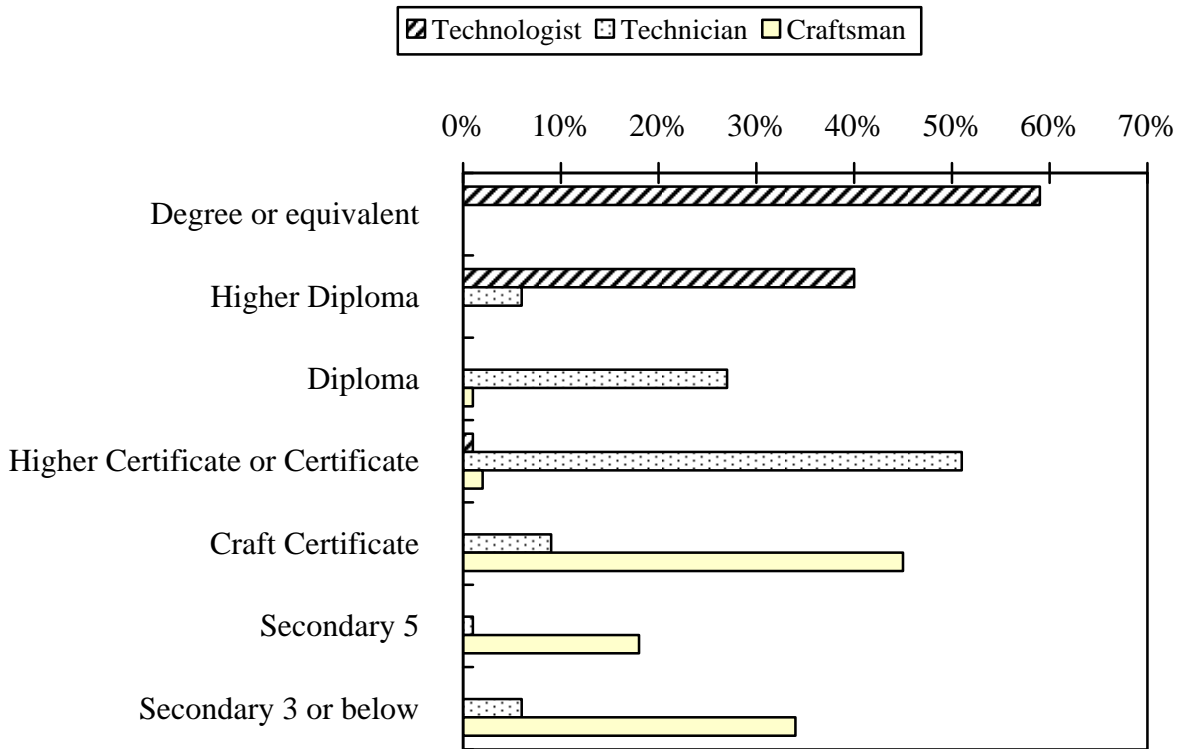


Figure 4 Employers' Views on Preferred Training Mode by Job Level of the Vehicle Servicing Sector

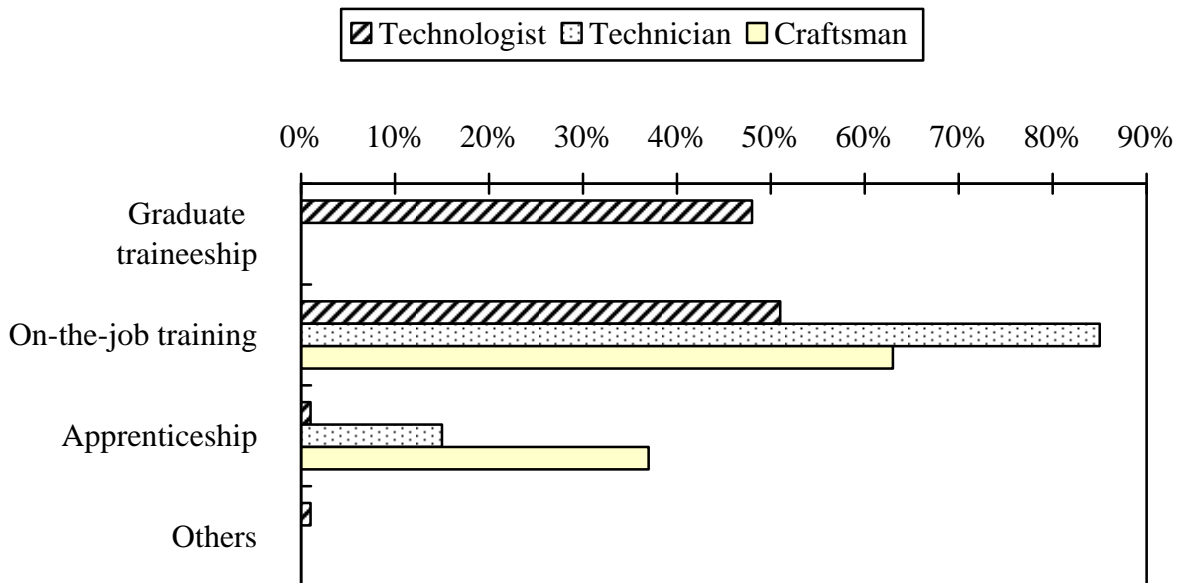
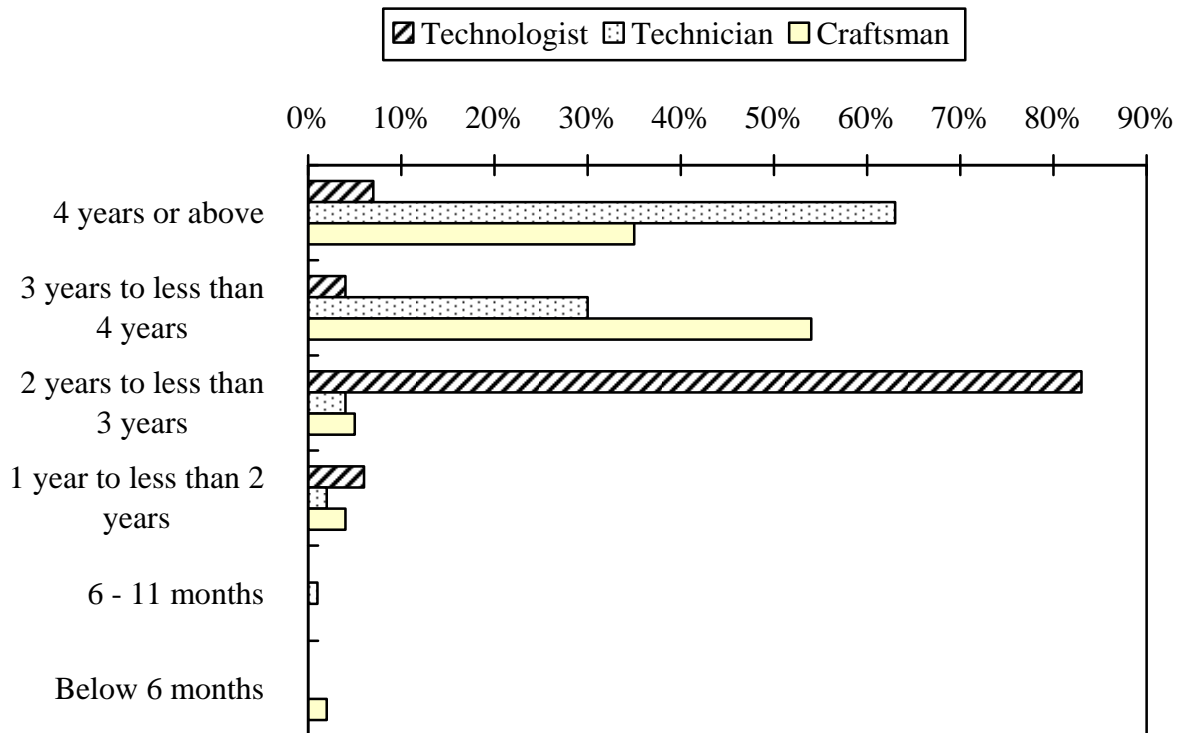
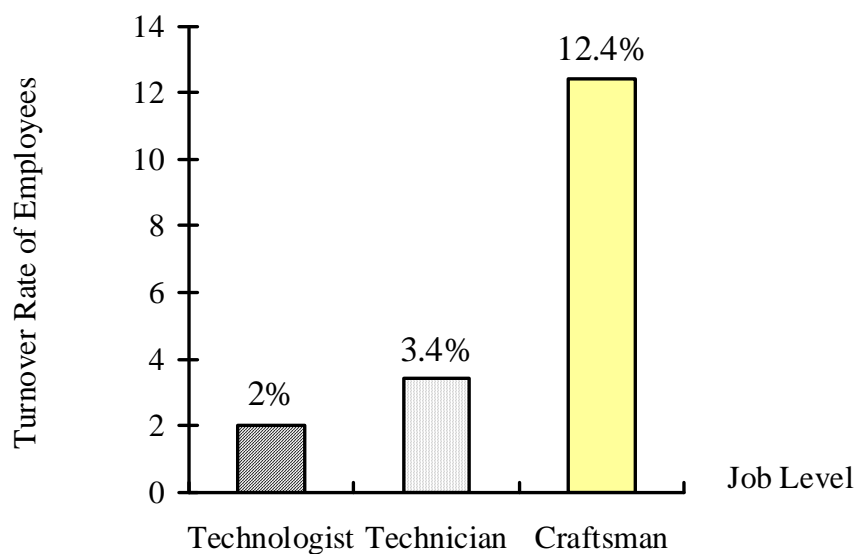


Figure 5 Employers' Views on Preferred Training Period by Job Level of the Vehicle Servicing Sector



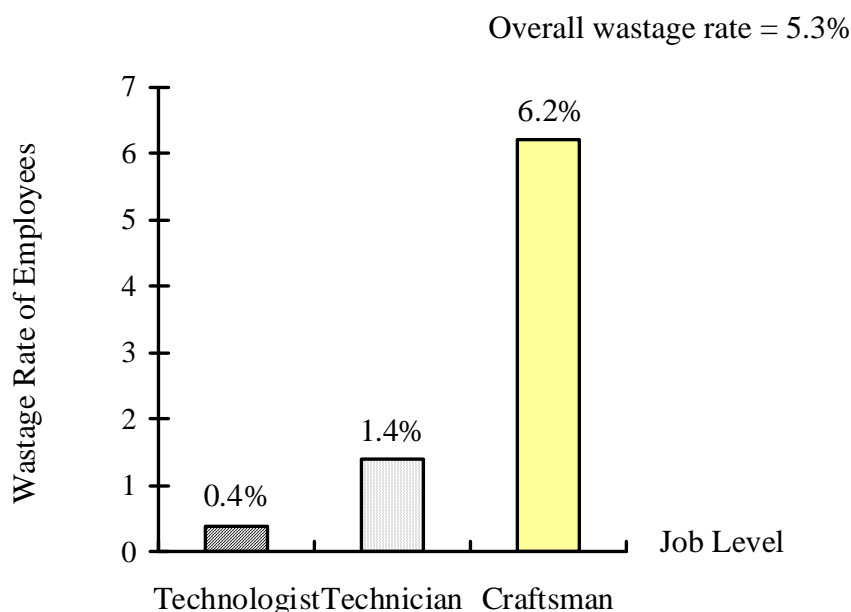
2.8 Employers reported that 1 167 technologists, technicians and craftsmen (or 10.7% of the total posts in these job levels) had left within 12 months before the survey. Among them, there were 1 103 craftsmen, accounting for the largest portion. The turnover rates of employees of the vehicle servicing sector are shown in Figure 6.

Figure 6 Turnover Rate of Employees of the Vehicle Servicing Sector



2.9 Within 12 months before the survey, 1 167 technologists, technicians and craftsmen had left and 585 employees were recruited with relevant experience in the vehicle servicing sector. Thus, the wastage was 582, which represented 5.3% of the total workforce in these job levels. The highest wastage, i.e. 557, was recorded in the craftsman job level which accounted for 6.2% of the number of employees in that job level. The wastage rates of employees of the vehicle servicing sector are shown in Figure 7.

Figure 7 Wastage Rate of Employees of the Vehicle Servicing Sector



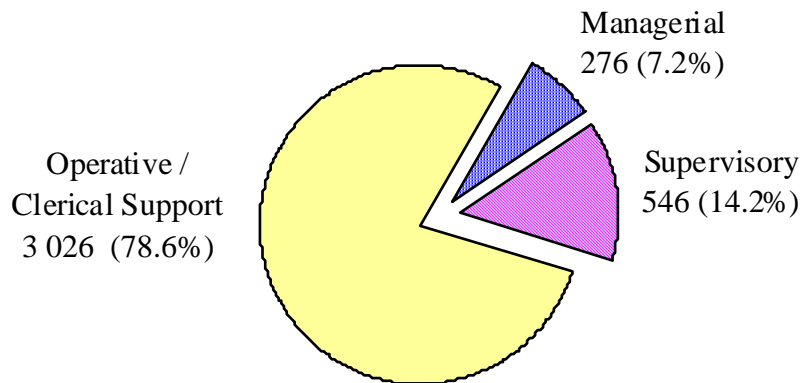
Vehicle / Auto-parts Retail Sector

2.10 The distribution of employees by job level of the vehicle / auto-parts retail sector is given in Table F and Figure 8 below:

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

Job Level	Number of Employees	Percentage of Total Employed
Managerial	276	7.2 %
Supervisory	546	14.2 %
Operative/Clerical Support	3 026	78.6 %
Total	3 848	100.0%

Figure 8 Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector



2.11 At the time of the survey, there were 17 trainees in the vehicle / auto-parts retail sector, amounting to 0.4% of the total employees. Their distribution by job level is given in Table G below.

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

Job Level	Number of Trainees	Percentage of Total Employed at the Same Level
Managerial	0	0 %
Supervisory	0	0 %
Operative/Clerical Support	17	0.6 %
Total	17	0.4 %

2.12 Employers reported a total of 56 vacancies, representing about 1.5% of the total manpower of the vehicle / auto-parts retail sector at the time of the survey. The distribution of the vacancies by job level is shown in Table H below:

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

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Managerial	0	0 %
Supervisory	0	0 %
Operative/Clerical Support	56	1.9 %
Total	56	1.5 %

2.13 Employers forecasted a total of 3 887 employees by April 2011 in the vehicle / auto-parts retail sector, indicating a view of a marginal drop of 0.4%. Their distribution by job level is shown in Table I below:

Table I Distribution of Forecasted Number of Employees in April 2011 by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees by April 2011
Managerial	276	275
Supervisory	546	546
Operative/Clerical Support	3 082	3 066
Total	3 904	3 887

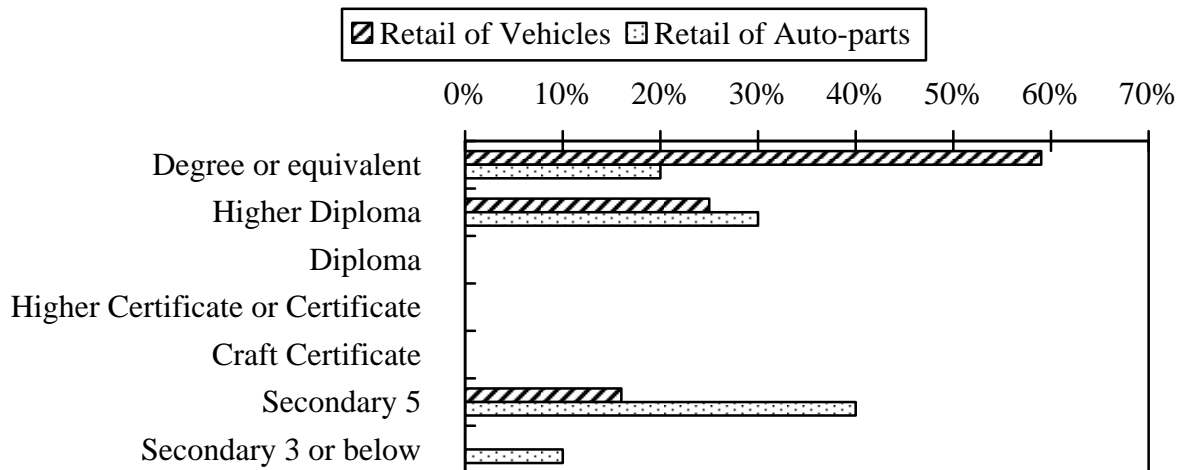
2.14 The distribution of employees by monthly income ranges by job level of the vehicle / auto-parts retail sector is detailed in Table J below, and by branch by principal job in Table 4 of Appendix 5.

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

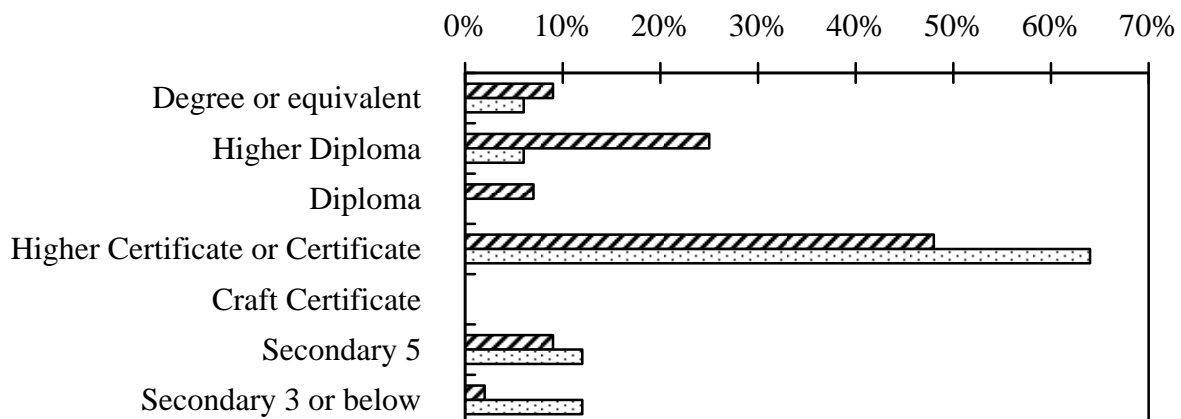
Monthly Income Range	Managerial	Supervisory	Operative/ Clerical Support	All
Under \$5,001	0	0	15	15
\$5,001 - \$6,000	0	0	26	26
\$6,001 - \$8,000	0	0	317	317
\$8,001 - \$10,000	0	0	1 089	1 089
\$10,001 - \$15,000	0	375	837	1 212
\$15,001 - \$20,000	60	60	144	264
\$20,001 - \$25,000	57	20	134	211
Over \$25,000	134	53	157	344
Unspecified	25	38	307	370
Total	276	546	3 026	3 848

2.15 The views of employers on the preferred education and experience of their employees at the managerial, supervisory and operative/clerical support levels are given in Figure 9 and Figure 10.

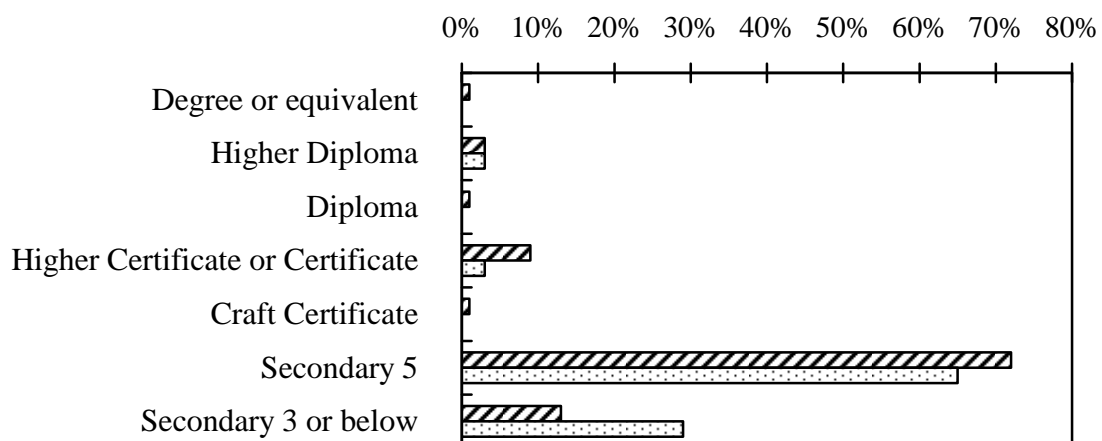
Figure 9 Employers' Views on Preferred Education by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Education of Employees at Managerial Level

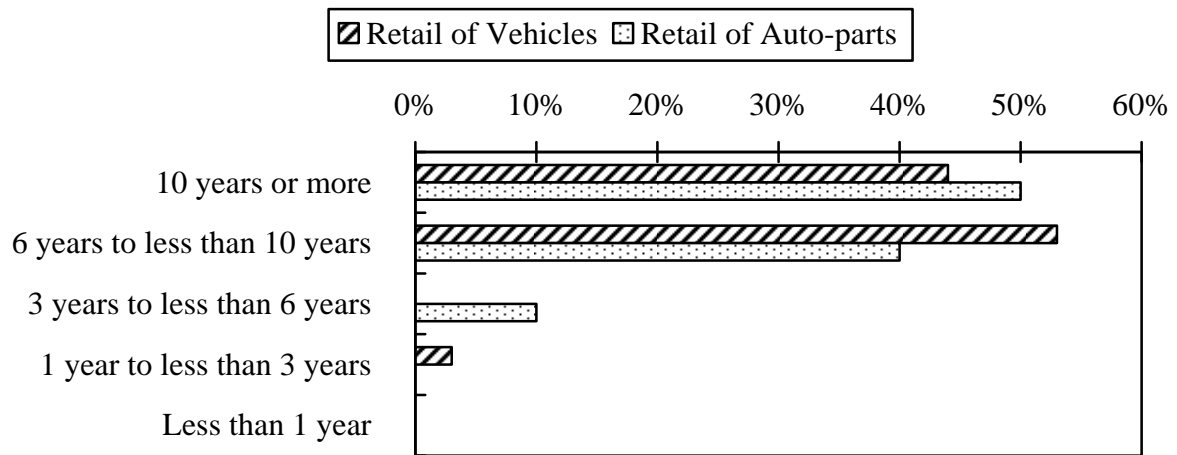


Preferred Education of Employees at Supervisory Level

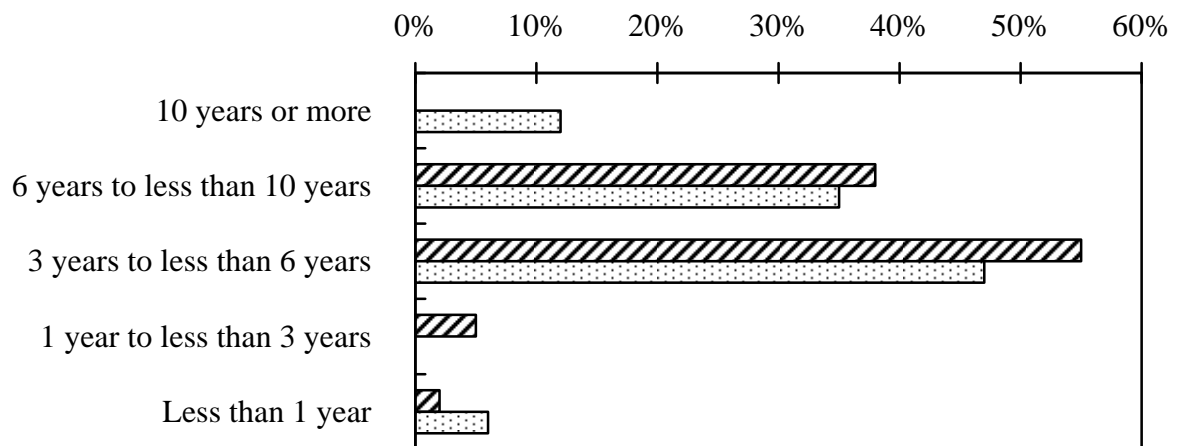


Preferred Education of Employees at Operative/Clerical Support Level

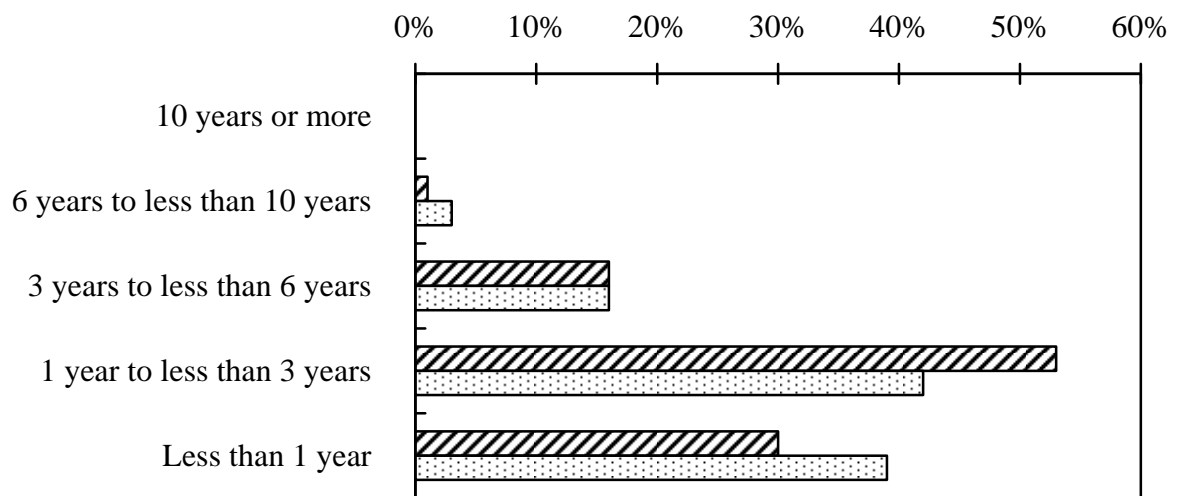
Figure 10 Employers' Views on Preferred Experience by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Experience of Employees at Managerial Level



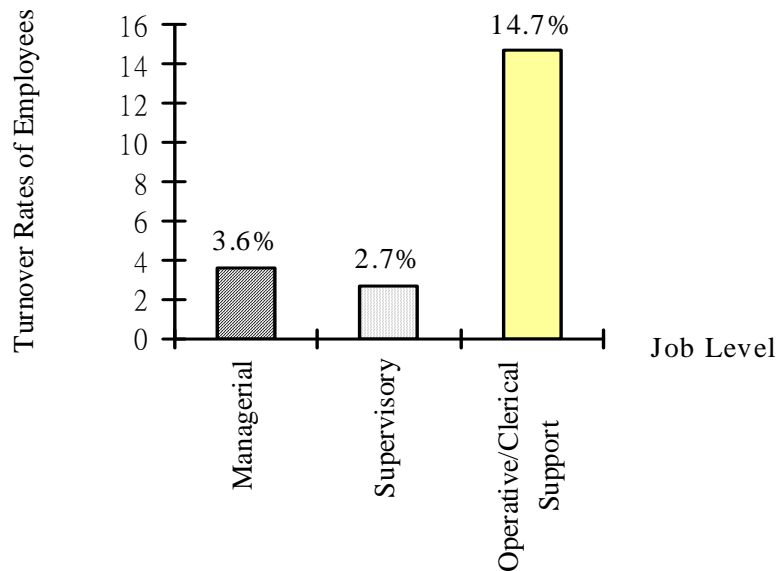
Preferred Experience of Employees at Supervisory Level



Preferred Experience of Employees at Operative/Clerical Support Level

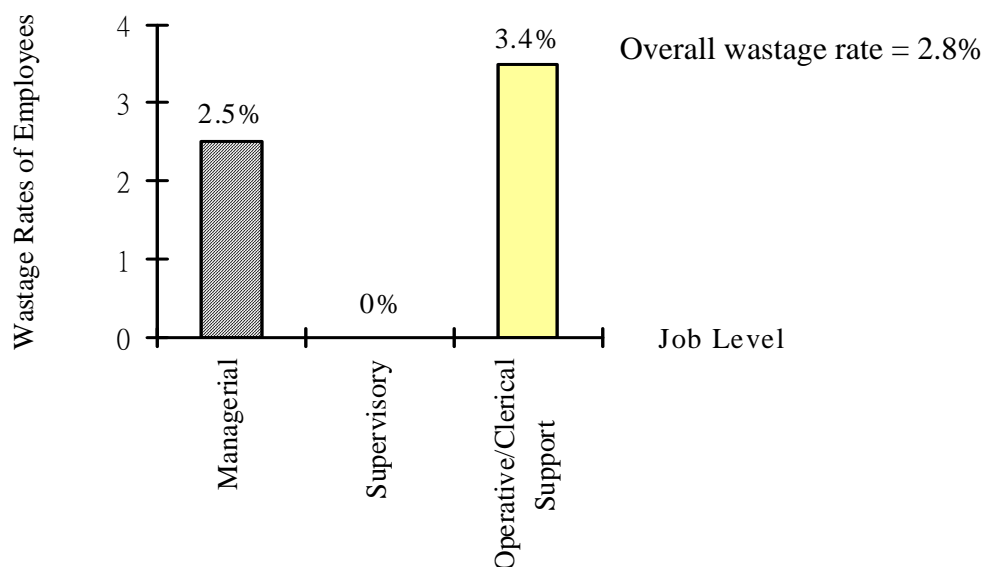
2.16 Employers reported that 470 employees (or 12.2% of the total posts) had left within 12 months before the survey. Among them, there were 445 operative/clerical staff, accounting for the largest portion. The turnover rates of employees of the vehicle / auto-parts retail sector are shown in Figure 11.

Figure 11 Turnover Rate of Employees of the Vehicle / Auto-parts Retail Sector



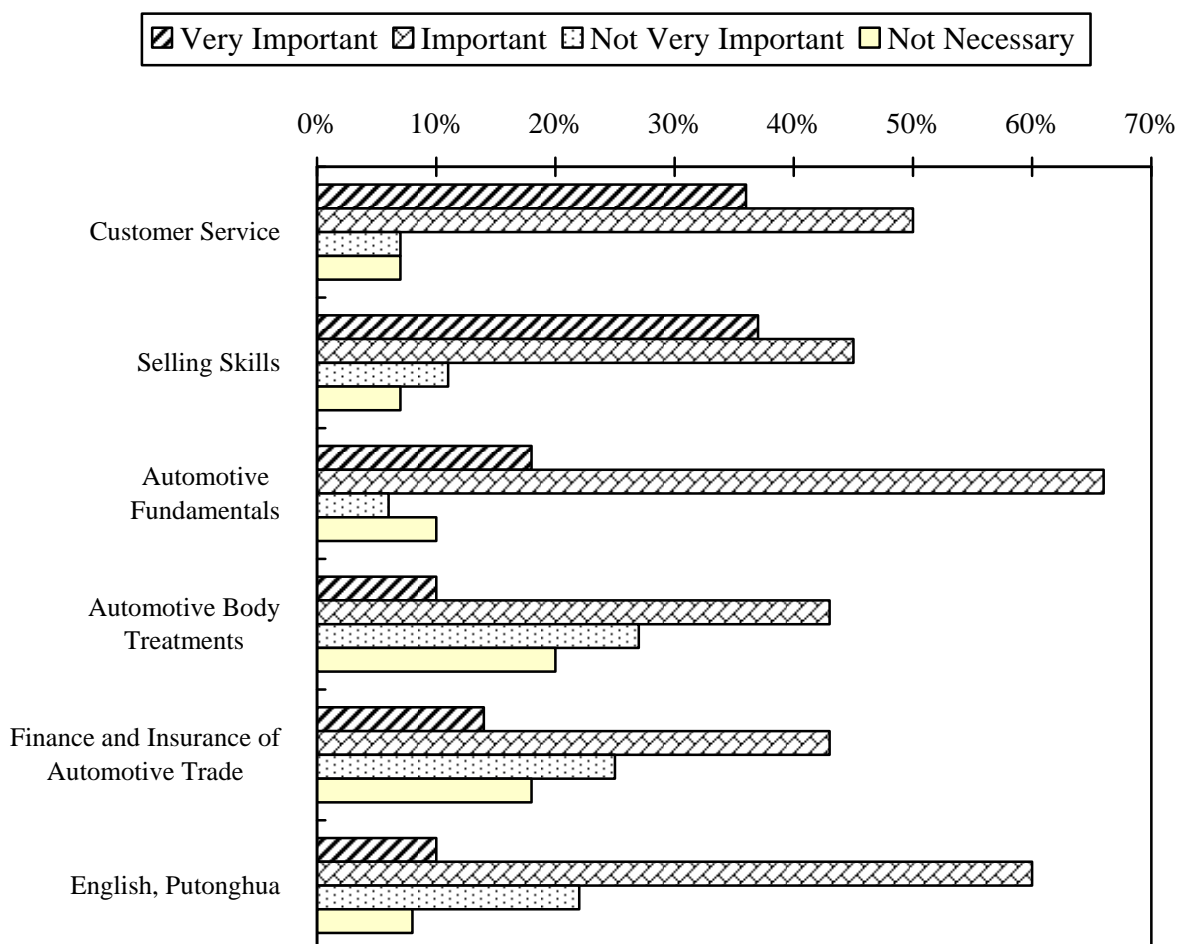
2.17 Within 12 months before the survey, 470 employees had left and 363 employees were recruited with relevant experience in the vehicle / auto-parts retail sector. Thus, the wastage was 107, which represented 2.8% of the total number of employees. The highest wastage, i.e. 103, was recorded in the operative/clerical support job level which accounted for 3.4% of the number of employees in that job level. The wastage rates of employees of the vehicle / auto-parts retail sector are shown in Figure 12.

Figure 12 Wastage Rate of Employees of the Vehicle / Auto-parts Retail Sector



2.18 Employers were asked to rate the importance of 6 training areas for front-line sales persons of the vehicle / auto-parts retail sector. Their opinions were shown in Figure 13.

Figure 13 Training Needs of Front-line Sales Persons of the Vehicle / Auto-parts Retail Sector



Statistical Tables

2.19 The detailed manpower statistics of the automobile industry by sector, by job level and by principal job including number of employees employed, trainees, vacancies and employers' forecast number of employees by April 2011 are tabulated in Table 1 and Table 2 of Appendix 5.

SECTION III

CONCLUSIONS

Manpower Changes

3.1 The Training Board has carefully examined the survey findings and considers that they generally reflect the employment situation of the automobile industry at the time of survey.

3.2 The survey revealed that at the time of fieldwork, 11 827 employees (excluding 531 trainees) were engaged in the vehicle servicing sector of the automobile industry. Compared with 11 601 employees in the 2008 survey, the total workforce of that sector remained very steady. The manpower changes by skill level are shown below.

Skill Level	No. of Employees in 2008	No. of Employees in 2010	Manpower Changes	Annual Change
Technologist	246	245	-1	-0.2%
Technician	1 683*	1 749	66	1.9%
Craftsman	9 147	8 921	-226	-1.2%
Operative and Unskilled	525	912	387	not applicable
Total	11 601	11 827	226	1%

* excluding 'Parts Supervisor'

3.3 The distribution of employees by skill level based on data from the last 10 consecutive surveys is at Appendix 6.

3.4 In this round of survey, the Training Board decided to add "Motorcycle Mechanic" as a new principal job and move "Parts Supervisor" from the vehicle servicing sector to the vehicle/auto-parts retail sector. As the scope of survey had been expanded, a significant number of cleaners and greasers working in vehicle, tyre and battery retail shops were newly counted in this round of survey. A direct comparison between the number of employees in 2008 and 2010 for the operative and unskilled level is inappropriate.

3.5 Starting from the 2000 survey, the craftsman level principal job "Foreman" had been deleted. The Training Board estimated that some 260 craftsman level workers who carried out supervisory duties were mistakenly reported as 'Service Supervisor' or other technician level workers since the 2000 survey.

Business Outlook

3.6 Between 1986 and 1994, the vehicle population in Hong Kong recorded a double digit growth annually. Starting from 1995, the growth has slowed down to around 2%. As at the time of the survey, i.e. March 2010, the total number of registered vehicles in Hong Kong was 645 787. A graph showing the vehicle population and the manpower of the vehicle servicing sector between 1978 and 2010 is at Appendix 7. It can be seen that while the number of registered vehicles has increased nearly 3 times throughout these years, the manpower of the vehicle servicing sector remained relatively steady.

3.7 The Voluntary Registration Scheme for Vehicle Mechanics was launched by the Electrical and Mechanical Services Department of the Hong Kong SAR Government in January 2007 for in-service workers of the automobile industry. Workers including vehicle mechanics, vehicle electricians, vehicle body repairers, builders and vehicle painters in possession of the necessary qualification and/or experience could be registered under the relevant categories of the scheme on voluntary basis. The scheme aims to facilitate the public to identify registered vehicle mechanics easily and will uplift the professional image of the vehicle maintenance trade. As in March of 2010, about 10 230 applications have been received and over 9 800 applicants have successfully registered in the scheme.

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

- (a) The growth of the vehicle population in Hong Kong, although slowed down, still recorded a positive figure in recent years. There is a continuous demand of manpower in the vehicle/auto-parts retail sector and the vehicle servicing sector.
- (b) The growth of technical manpower in the vehicle servicing sector has been somewhat constrained by the improvement in vehicle design and quality.
- (c) The adoption of new technologies and equipment in the maintenance and repair of vehicles resulted in less demand for traditional servicing works, but more on the use of sophisticated equipment for maintenance and diagnosis which demands higher skill level personnel.
- (d) With the public awareness on environmental issues and the strong support from the HKSAR Government, the number of electric vehicles is expected to grow tremendously in the coming few years. There will be strong demand for in-service workers to acquire the new technologies to cope with the development trend of the industry.
- (e) During the past few years, employers of the vehicle servicing sector, especially small and medium scale garages, faced

difficulties in recruiting craftsmen and technicians. Youngsters have more choices today. The harsh working environment and the need of continuously upgrading with the technology advancement have more or less deterred people from joining the industry. In addition, the fierce competition among garages also adversely affects the healthy growth of the industry.

Future Manpower Demand

3.9 Employers estimated that in the 12 months following the survey, the manpower requirement would grow from 16 032 (existing number of employees plus vacancies) to 16 058, i.e. an increase of 0.2%, indicating that the demand for workforce in the industry will likely stabilize at the present level.

Sector	Skill Level	Number of Employees Plus Vacancies at Time of Survey, i.e. 2010	Employers' Forecast on Number of Employees by April 2011	Employers' Estimated Net Growth in Manpower
Vehicle Servicing	Technologist	246	247	0.4%
	Technician	1 769	1 772	0.2%
	Craftsman	9 183	9 246	0.7%
	Unskilled	930	906	-2.6%
	<i>Subtotal</i>	<i>12 128</i>	<i>12 171</i>	<i>0.4%</i>
Vehicle / Auto-parts Retail	Managerial	276	275	-0.4%
	Supervisory	546	546	0.0%
	Operative/Clerical Support	3 082	3 066	-0.5%
	<i>Subtotal</i>	<i>3 904</i>	<i>3 887</i>	<i>-0.4%</i>
Total		16 032	16 058	0.2%

3.10 Taking various factors into consideration and using the Adaptive Filtering Method (AFM) described in Appendix 8, the Training Board has assessed the industry's annual requirement for technologists, technicians, and craftsmen for the years from 2011 to 2014, as shown in Appendix 9. The value of the parameter 'A' was chosen as 0.7 for all three job levels so as to adopt a medium term trend. Following the practice adopted since 2000, 260 people were shifted from technician level to craftsman level in the forecast, due to the reason as described in paragraph 3.5.

3.11 The Training Board also considered that in the past two years, there had been no substantial change affecting workers retiring or leaving the industry. Similar to the last

round of survey, the Training Board adopted 3%, 4% and 5% as the wastage rates for technologists, technicians and craftsmen respectively and estimated the number of additional training demands to cover workers retiring or leaving the industry for whatever reasons.

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

Average Annual Training Requirement
for the Vehicle Servicing Sector from 2011 to 2014

<u>Job level</u>	<u>Annual training requirement</u>
Technologist	6 - 8
Technician	64 - 78
Craftsman	365 - 446

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

3.13 At the technologist level, the average training demand is about 7 each year. This figure will cover the natural wastage. At the technician level, the forecast annual training demand of technicians is about 71. This figure caters for natural wastage as well as continual average growth of some 10 new posts per year. At the craftsman level, the forecast annual training demand would be about 405. This figure will cover the natural wastage.

3.14 For the vehicle/auto-parts retail sector, employers’ one year forecast indicates that there will be no growth in manpower. The annual training requirement covers the natural wastage which is estimated to be 2.8% for all three skill levels.

Annual Training Requirement for the
Vehicle/Auto-Parts Retail Sector in 2010/2011

<u>Job level</u>	<u>Annual training requirement</u>
Managerial	6 - 8
Supervisory	14 - 17
Operative/Clerical Support	63 - 77

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

SECTION IV

RECOMMENDATIONS

4.1 The Training Board anticipates a persistent demand for technical manpower particularly at the higher skill levels.

4.2 To meet the forecast manpower requirement the industry should embark on a manpower training programme of a scale set out in paragraph 3.12 and 3.14.

4.3 For manpower planning of the vehicle servicing sector, employers are requested to note that the scale when expressed in terms of existing manpower, represents an average annual intake of trainees of about 2.9%, 4.1% and 4.5% of their respective workforce at the technologist, technician and craftsman levels. On the other hand, the vehicle/auto-parts retail sector are expected to have an average annual intake of trainees of about 2.5%, 2.8% and 2.3% of the respective workforce at the managerial, supervisory and operative/clerical support levels.

4.4 The Training Board is aware of the operational difficulties experienced by employers in recent years. However, unless employers are willing and able to train up a sufficient number of technical people to meet their manpower needs, the development of the automobile industry will be hindered. The Training Board therefore urges employers to maintain their efforts to recruit young people to join the industry.

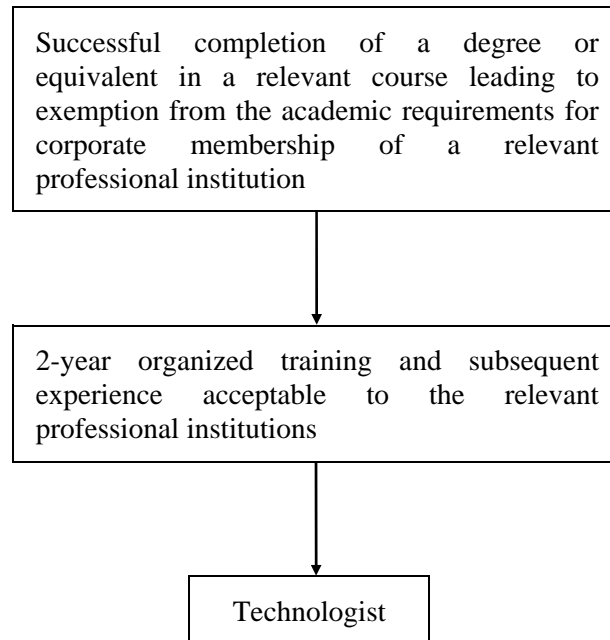
Training at Technologist Level

4.5 Technologists in the automobile industry are mostly engineers and service managers who have reached a level of professional competence in the discipline of mechanical or road transport engineering recognized by the appropriate professional institutions.

4.6 Technologists should be competent in analyzing and solving a wide range of technical problems. They should also be able to assume personal responsibility for the development and application of engineering principles, exercise original thinking and judgement, apply the latest techniques, and manage all commercial and technical activities.

4.7 The recommended route for training technologists is as follows:

Training of Technologists

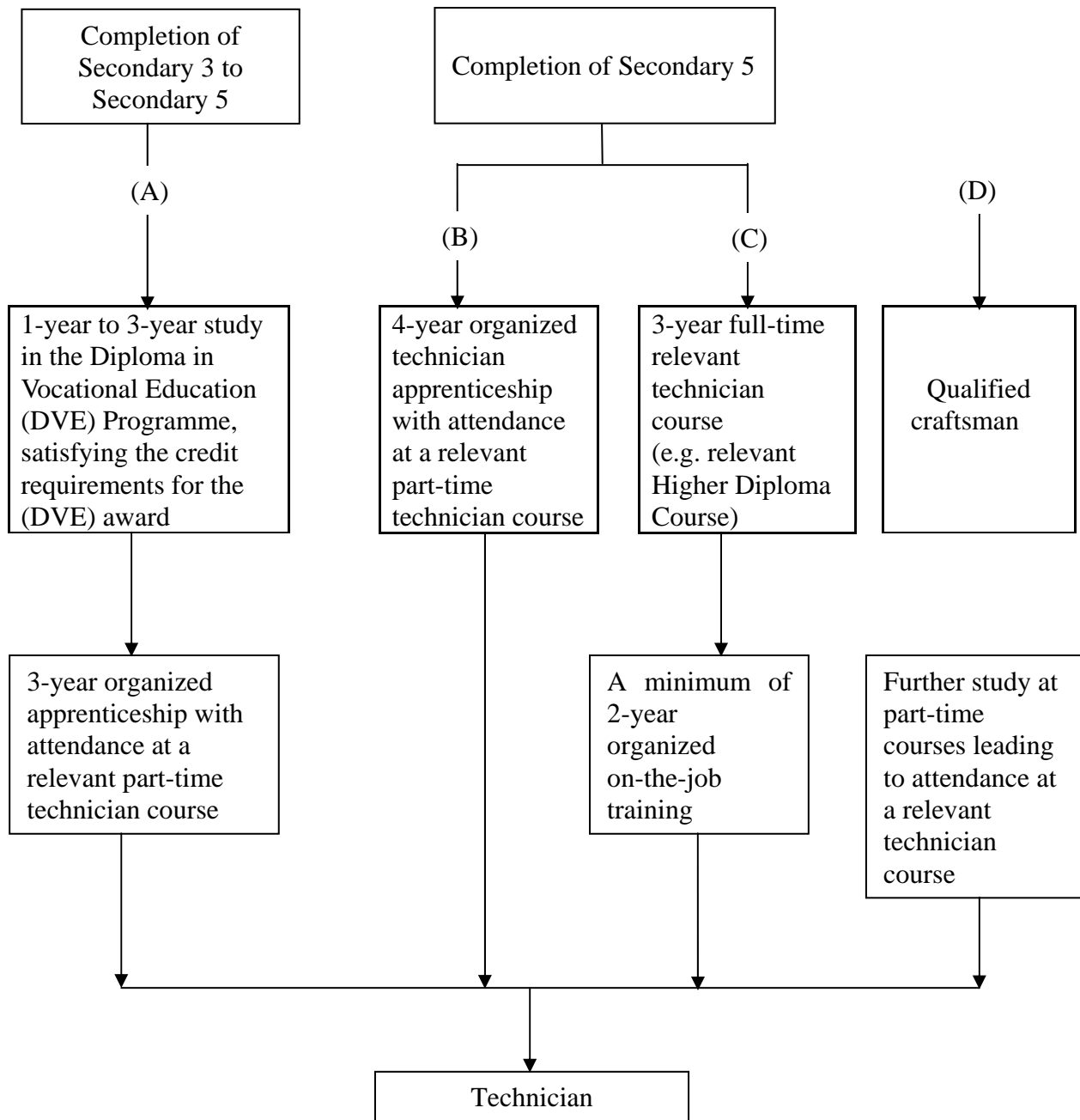


Training at Technician Level

4.8 Technicians are persons whose education, practical training and experience enable them to apply proven techniques and procedures and to carry a measure of technical responsibility, normally under the supervision of a technologist.

4.9 The recommended routes for training technicians are shown below:

Training of Technicians



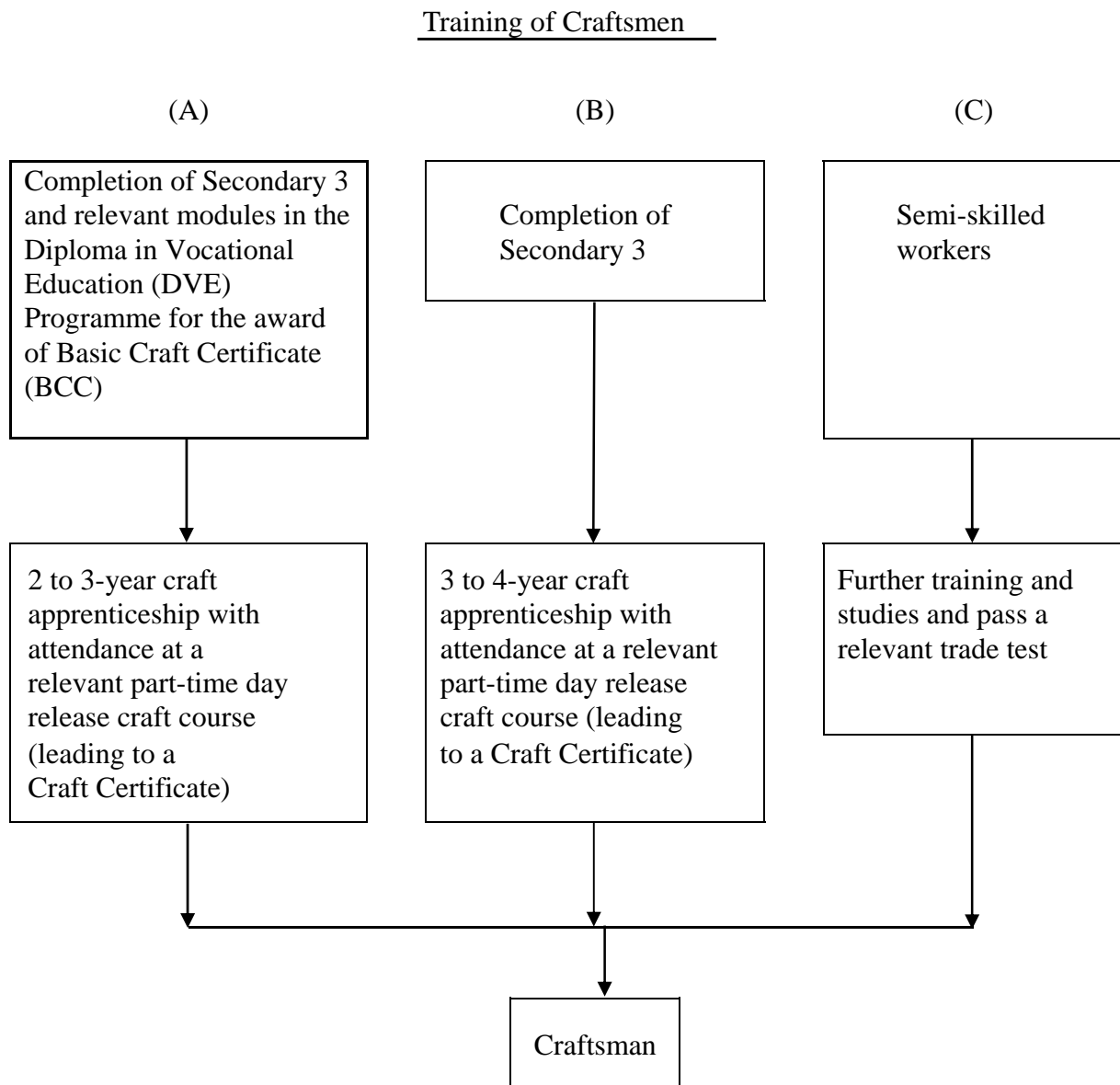
4.10 Most employers prefer their technicians to acquire qualification of Higher Certificate or above as a progression in their career.

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

Training at Craftsman Level

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

4.13 The recommended routes for training craftsmen are as follows:



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

Technical Education and Training Institutions

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

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

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

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

	<u>Course Title</u>	<u>Level</u>	<u>Duration</u>
(a)	Higher Diploma in Automotive Engineering	Technician	3 year
(b)	Higher Diploma in Automotive Technology & Systems Design	Technician	3 years
(c)	Higher Diploma in Automotive Business and Management	Technician	3-4 years*

* (The duration of study varies according to the entrance qualification of trainees.)

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

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

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

4.18 Apart from the above full-time courses, the Department of Automotive Engineering of the Hong Kong Institute of Vocational Education, and the Pro-Act Training and Development Centre (Automobile) also offer a wide range of full-time short, part-time day-release and part-time-evening courses for in-service workers of the industry with the purpose of developing the local workforce to cope with the development needs of the automobile industry in Hong Kong. The Training Board strongly urges employers to give full support to the training services offered by Department of Automotive Engineering of the Hong Kong Institute of Vocational Education and the Pro-Act Training and Development Centre (Automobile) by recruiting their graduates and sending their in-service workers to attend the relevant up-grading courses for enhancing their technical competence in their work.

Related Training Services of the Vocational Training Council

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

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

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

汽車業 2010 年人力調查 報告摘要

目的

是次調查於 2010 年 2 月 22 日至 6 月 11 日期間進行，旨在蒐集汽車業最新的人力資料，以評估未來的人力需求。

範圍

2. 是次調查擴大範圍，除汽車維修類別外，亦包括汽車／零件零售類別。本會從約 3 820 間業內機構中，抽取 548 間進行調查；所得資料其後用統計方法倍大，以反映汽車業整體的人力情況。

調查結果

3. 調查顯示，實地調查工作進行期間，汽車業 34 個主要職務共有 15 675 名僱員，最多人從事的職務為汽車機械工，共有 5 901 名僱員，佔總人力的 37.6% 。

4. 僱主亦報稱業內共有 357 個空缺，佔僱員總數 2.3% 。

5. 業內共有 548 名受訓者接受各種形式的訓練，其中 494 人受訓擔任技工級工作，佔同級僱員總數 5.5% 。

6. 僱主預測，至 2011 年 4 月時，本業所需的僱員將由 16 032 人（現有僱員人數加空缺數目），輕微上升至 16 058 人。

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

汽車維修類別各級僱員分布情況

技能等級	僱員人數	佔總人力百分率
技師	245	2.1 %
技術員	1 749	14.8 %
技工	8 921	75.4 %
非技術工人	912	7.7 %
總數	11 827	100.0%

汽車／零件零售類別各級僱員分布情況

技能等級	僱員人數	佔總人力百分率
經理	276	7.2 %
主任	546	14.2 %
技術人員／文員	3 026	78.6 %
總數	3 848	100.0%

汽車維修類別的人力轉變

8. 比較 2008 年進行的調查結果顯示，汽車維修類別的人力情況非常穩定，每年平均增長 1%。技師和技工人數分別由 246 人和 9 147 人，下降至 245 人和 8 921 人，每年平均減幅分別為 0.2%和 1.2%。另一方面，技術員的人數則由 1 683 人上升至 1 749 人，每年平均增幅為 1.9%。

未來人力需求

9. 本會對汽車業的前景感樂觀，並認為影響汽車業人力變化的主要原因如下：

- (a) 近年香港汽車數量上升速度雖然放緩，惟仍錄得正數增長，因此，汽車／零件零售類別和汽車維修類別的人力需求將維持穩定。
- (b) 隨著車輛的設計及質素提升，汽車維修工作的技術人力增長亦受到影響。

- (c) 維修和保養的工作採用新技術和設備，導致傳統維修工作需求下降。由於業界使用更多先進的維修和檢測設備，因此，對高技術水平員工的需求將上升。
- (d) 隨著市民的環保意識提高，以及特區政府大力支持，預期未來數年市場對電動汽車會有強勁需求，故在職僱員必須學習新技術，以配合行業發展趨勢。
- (e) 過去數年，汽車維修類別的僱主，尤其是經營中小型車房的，大多表示難以招聘技工和技術員。現時年輕人的選擇眾多，本行的工作環境刻苦，僱員亦必須隨著科技發展不斷進修，或多或少打擊新人加入本行的意欲。此外車房間競爭激烈，亦窒礙本業的健康發展。

10. 本會認為汽車維修保養的需求於未來數年將維持穩定，並察覺由於本業大量採用先進的汽車維修技術及檢測儀器，將需增聘高質素的技術員級人員。為應付 2007 年實施的「車輛維修技工自願註冊計劃」，本會預計未來數年業內對合資格的技工需求強勁。本會建議未來四年內，行業每年應額外培訓如下數目的人手：

2011 年至 2014 年
汽車維修類別每年平均訓練需求

<u>技能等級</u>	<u>每年需培訓的人數</u>
技師	6 - 8
技術員	64 - 78
技工	365 - 446

11. 汽車／零件零售類別的僱主預期未來一年將無人力增長；然而，為彌補自然流失，每年的培訓需求將達整體人力 2.8%。

2011 年至 2014 年
汽車／零件零售類別
每年平均訓練需求

<u>技能等級</u>	<u>每年需培訓的人數</u>
經理	6 - 8
主任	14 - 17
技術人員／文員	63 - 77

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

13. 職業訓練局轄下的香港專業教育學院及卓越培訓發展中心（汽車業）為業內僱員提供全日制、日間給假調訓制及夜間兼讀制課程。本會籲請業內僱主充分使用這些教育機構所提供的培訓課程，並保送員工修讀有關的增修課程，以提升員工的專業知識及技能。

第一章

緒 論

汽車業訓練委員會

1.1 職業訓練局屬下汽車業訓練委員會須根據職權範圍，確定汽車業的人力及訓練需求，並就發展訓練設施向局方提出建議，以應付行業所需。汽車業訓練委員會委員由主要商會、工會、專業團體、教育／訓練機構及政府部門提名；委員名單及職權範圍分別載於附錄 1 及 2。

人力調查

1.2 汽車業訓練委員會(下稱本會)根據職權範圍，於 2010 年 2 月 22 日至 6 月 11 日期間進行人力調查，蒐集最新的人力資料，以便確定汽車業目前及未來的人力需求，並向業界及職業訓練局提供建議，以滿足相關需求。是次調查在政府統計處協助下進行。

1.3 調查蒐集以下資料：

- (i) 調查期間僱員人數；
- (ii) 僱主預測 2011 年 4 月時整體僱員人數；
- (iii) 現有職位空缺數目；
- (iv) 受訓僱員人數；
- (v) 僱員平均月薪；
- (vi) 各級僱員宜有學歷、年資、訓練方式和訓練期；
- (vii) 僱員流動率與流失率；以及
- (viii) 前線銷售僱員宜接受的訓練種類。

調查範圍

1.4 本會擴大是次調查範圍，以涵蓋業內的汽車維修類別和汽車／零件零售類別。

1.5 是次調查涵蓋機構共分六大門類，名單摘取自政府統計處的 HSIC 資料庫，以及本會提供的附加樣本。

<u>門類</u>	<u>機構類別</u>	<u>數目</u>
(i)	汽車的裝嵌 (HSIC 290000);	80
(ii)	汽車及電單車維修服務 (HSIC 951000);	2 705
(iii)	汽車零售店 (HSIC 477301);	526
(iv)	電單車零售店 (HSIC 477302);	32
(v)	汽車及電單車配件及零件零售店 (HSIC 477303)	436
(vi)	附加樣本，包括政府部門、公用事業、 擁有車隊的公司和教育機構。	41

(註： HSIC 即「香港標準行業分類」)

1.6 政府統計處提供的資料顯示，2009 年第三季，門類一至五共有 3 779 間機構。囿於資源所限，調查採用分層隨機抽樣法，從該五個門類中選出 507 間機構，加上附加樣本名單中的 41 間機構，是次調查共抽取 548 間樣本機構。

調查方法

1.7 調查展開前兩週，本會將調查表和其他輔助文件（見附錄 3）寄送各選定機構。調查工作進行期間，政府統計處派出調查員探訪選定機構，以收回填妥的調查表，並在有需要時協助僱主填寫。

1.8 各機構均收到兩份調查表，分別屬於汽車維修類別和汽車／零件零售類別。僱主根據業務性質，需填寫一份或兩份調查表。

1.9 交回的調查表均經詳細審核，並於有需要時，與填覆機構核對，然後交由政府統計處處理。所得資料其後經統計方式倍大，以反映調查期間業內整體人力情況。

調查回覆

1.10 548 間機構中，430 間提供所需資料；39 間不再從事本業，或沒有僱用技術人力；32 間已結業、合併或暫停營業；23 間沒有提供適當人員填寫調查表；8 間搬遷及無法聯絡；5 間只提供部份資料；11 間拒絕提供資料。有效填覆率為 97.5%。

調查報告

1.11 本報告書列載是次調查結果、預測汽車業的人力需求，並就有關需求建議適當措施。報告書內，「人力」、「僱員」及「工人」均指所有在調查期間受僱從事業內 34 個主要職務的人員(受訓者及學徒除外)。「受訓者」指正在接受各種形式訓練，包括簽有學徒合約人士。是次人力調查所包括的 34 個主要職務，以及這些職務的工作說明，載於附錄 4。

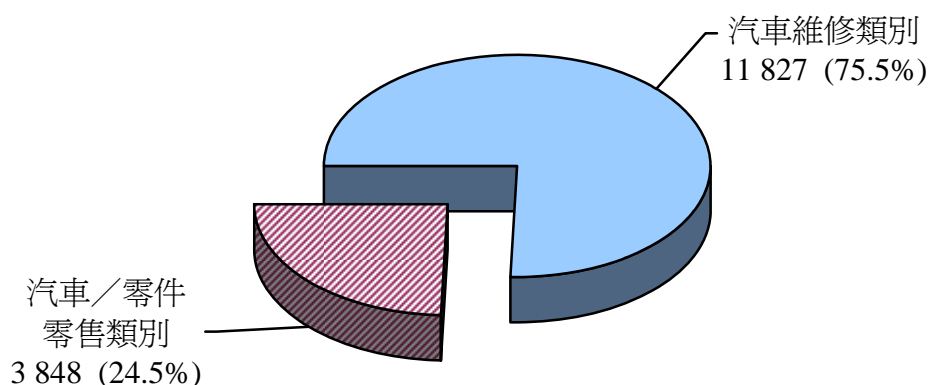
第二章

調查結果摘要

現有僱員人數

2.1 調查顯示是次調查工作進行期間，共有 15 675 名僱員從事汽車業主要職務。當中，11 827 名(75.5%)受僱於汽車維修類別，3 848 名(24.5%)受僱於汽車／零件零售類別。各技能等級僱員分布情況見圖 1：

圖 1 汽車業僱員分布情況



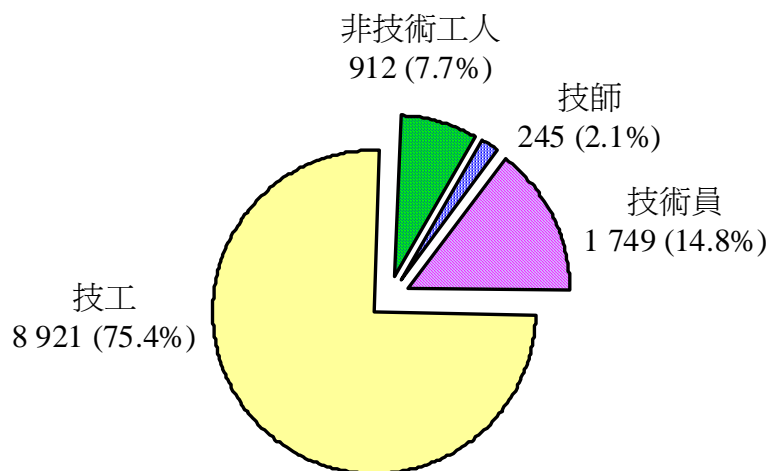
汽車維修類別

2.2 汽車維修類別各級僱員（受訓者除外）分布情況見表 A 和圖 2：

表 A 汽車維修類別各級僱員分布情況

技能等級	僱員人數	佔僱員總數百分率
技師	245	2.1 %
技術員	1 749	14.8 %
技工	8 921	75.4 %
非技術工人	912	7.7 %
總數	11 827	100.0%

圖 2 汽車維修類別各級僱員分布情況



2.3 調查期間，汽車維修類別共有 531 名受訓者，佔總僱員人數 4.5%，按技能等級分布見下表 B：

表 B 汽車維修類別各級受訓者分布情況

技能等級	僱員人數	佔同級僱員總數百分率
技師	7	2.9 %
技術員	24	1.4 %
技工	494	5.5 %
非技術工人	6	0.7 %
總數	531	4.5 %

2.4 僱主表示，調查期間共有 301 個空缺，佔汽車維修類別整體人力約 2.5%。各級空缺分布情況見下表 C。

表 C 汽車維修類別各級空缺分布情況

技能等級	空缺數目	佔同級僱員總數百分率
技師	1	0.4 %
技術員	20	1.1 %
技工	262	2.9 %
非技術工人	18	2 %
總數	301	2.5 %

2.5 僱主預測，至 2011 年 4 月，汽車維修類別將有 12 171 名僱員（受訓者除外），輕微上升 0.35%。各技能等級所需僱員人數見下表 D：

表 D 預測各級汽車維修類別僱員人數

技能等級	調查期間僱員人數與 空缺數目的總和	僱主預測 2011 年 4 月時僱員人數
技師	246	247
技術員	1 769	1 772
技工	9 183	9 246
非技術工人	930	906
總數	12 128	12 171

2.6 汽車維修類別按收入幅度與技能等級劃分的僱員分布情況見下表 E，按主要職務劃分的分布情況見附錄 5 表三。

表 E 汽車維修類別按收入幅度與技能等級劃分的僱員分布情況

收入幅度	技師	技術員	技工	非技術工人	總數
\$5,001 以下	0	0	45	13	58
\$5,001 - \$6,000	0	0	60	20	80
\$6,001 - \$8,000	0	0	174	241	415
\$8,001 - \$10,000	0	18	2 993	551	3 562
\$10,001 - \$15,000	3	599	4 661	62	5 325
\$15,001 - \$20,000	13	704	498	12	1 227
\$20,001 - \$25,000	73	269	15	0	357
\$25,000 以上	135	44	5	0	184
未有說明	21	115	470	13	619
總數	245	1 749	8 921	912	11 827

2.7 僱主認為技師、技術員和技工級僱員宜有學歷、訓練方式和訓練期見圖 3 至圖 5。

圖 3 汽車維修類別各級僱員宜有的教育程度

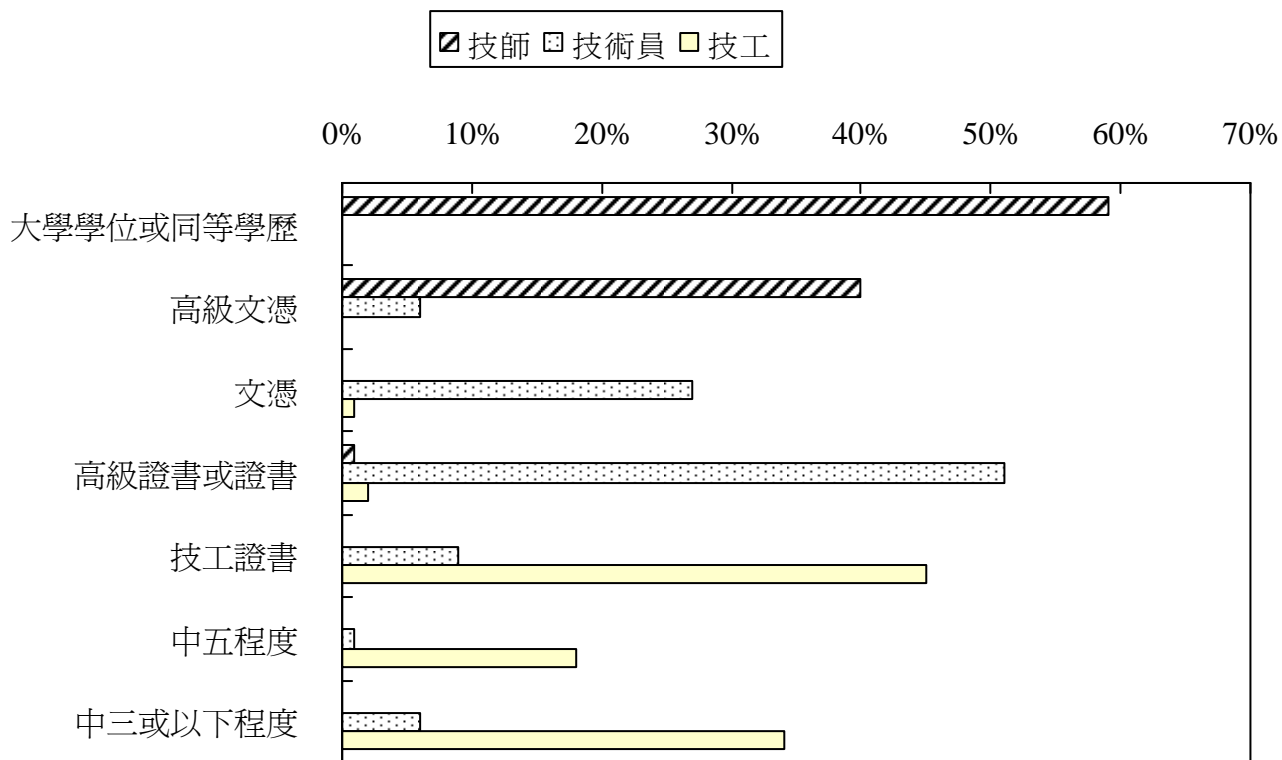


圖 4 汽車維修類別各級僱員宜有的訓練方式

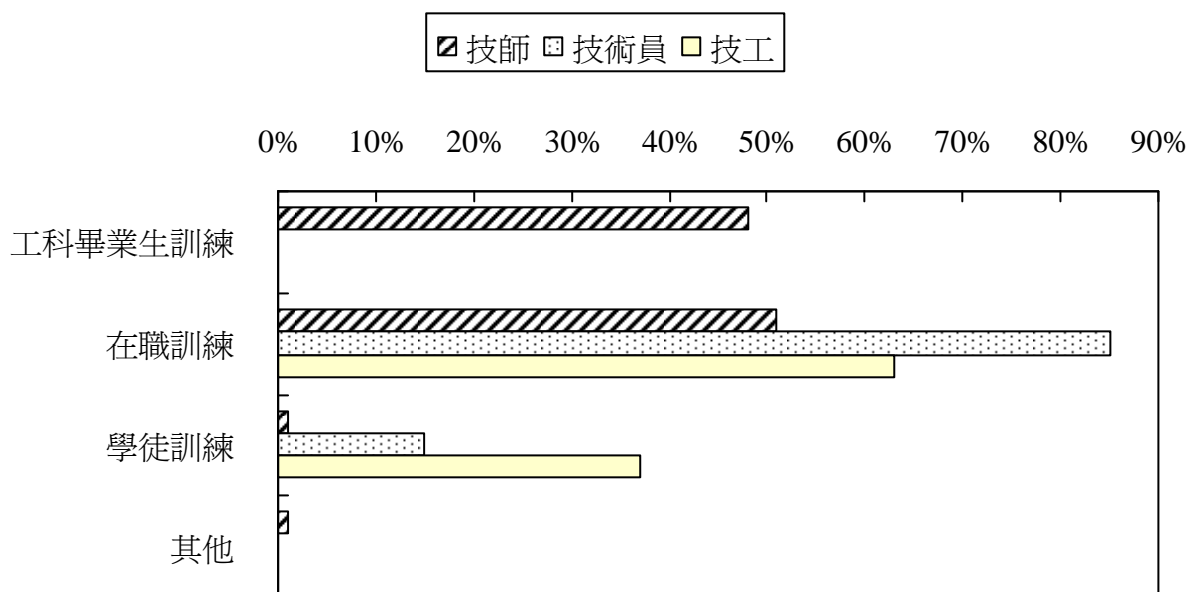
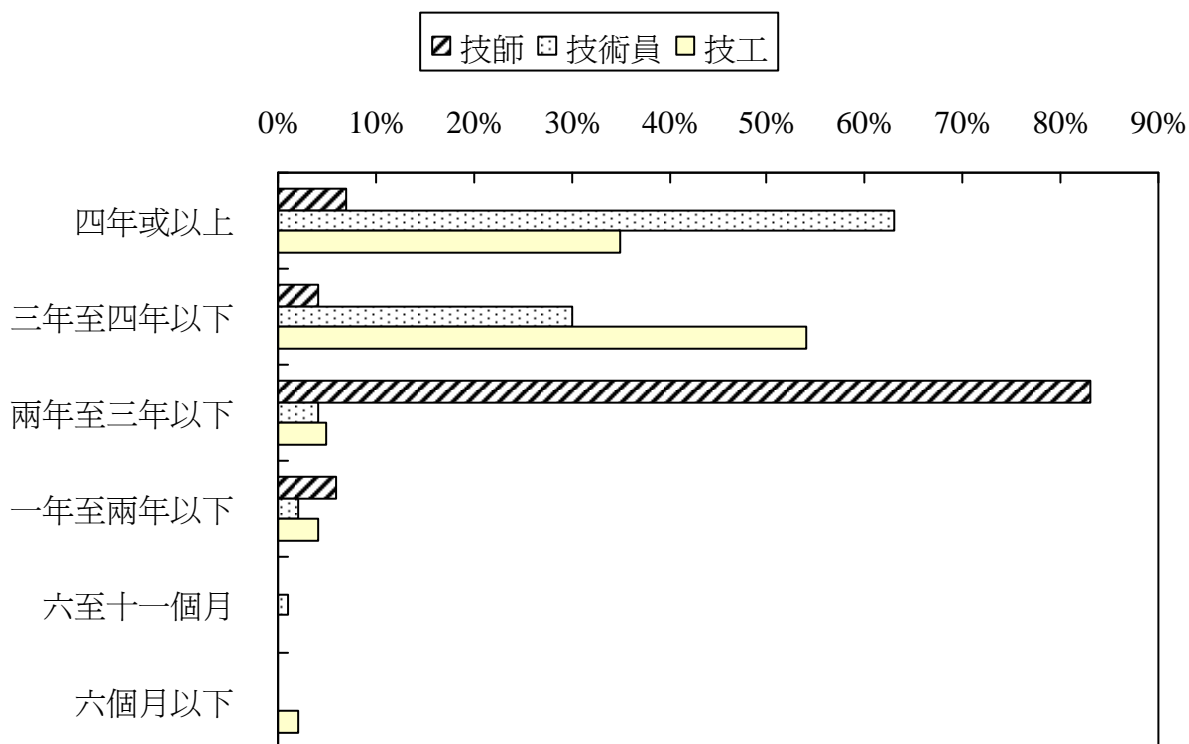
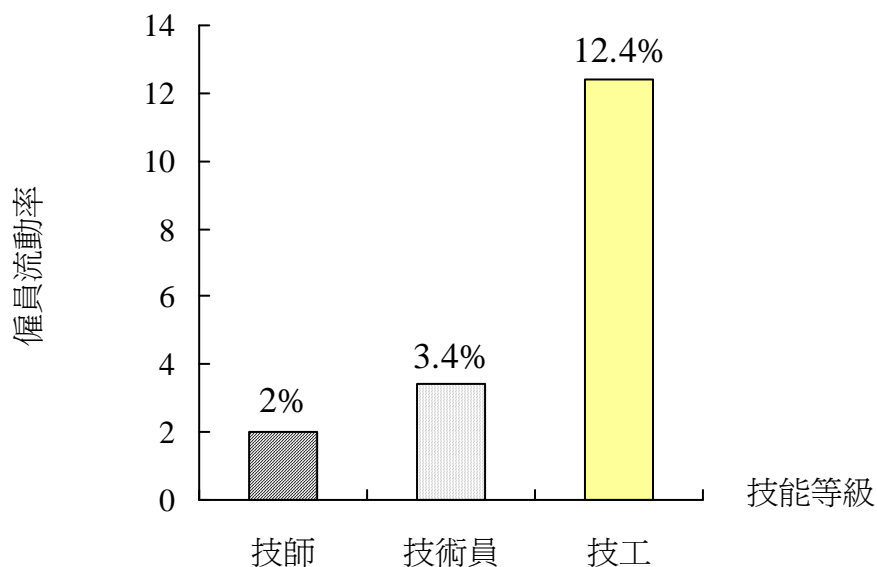


圖 5 汽車維修類別各級僱員宜有的訓練期



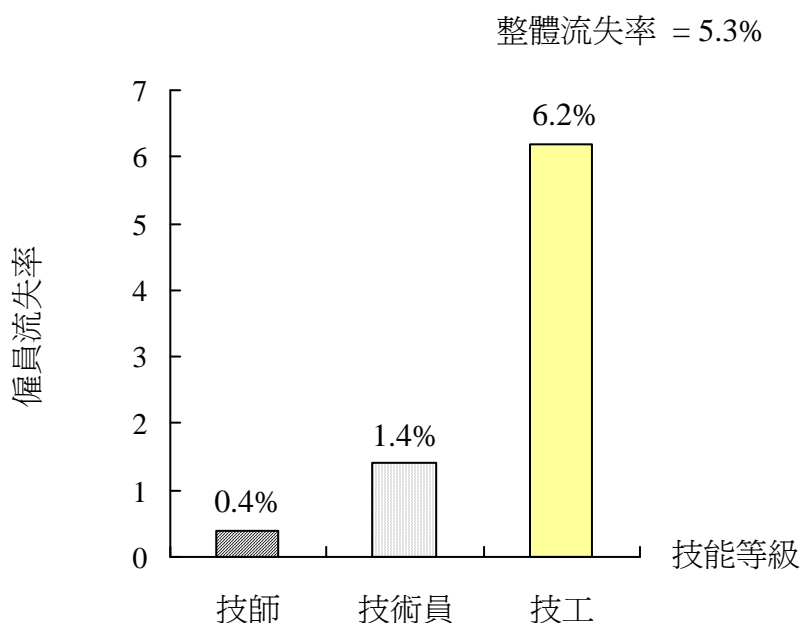
2.8 僱主報告，調查進行前十二個月內，共有 1 167 名技師、技術員和技工（佔各級職位總數 10.7%）離職。當中以技工離職人數最多，共有 1 103 人。汽車維修類別僱員流動率見圖 6。

圖 6 汽車維修類別僱員流動率



2.9 調查前十二個月內，汽車維修類別共有 1 167 名技師、技術員和技工離職，而新聘請的具相關經驗僱員有 585 名，故此流失人數為 582 人，佔整體僱員人數 5.3%。其中流失人數最多的職級為技工級，共 557 人，佔該職級僱員人數 6.2%。汽車維修類別僱員流失率見圖 7。

圖 7 汽車維修類別僱員流失率



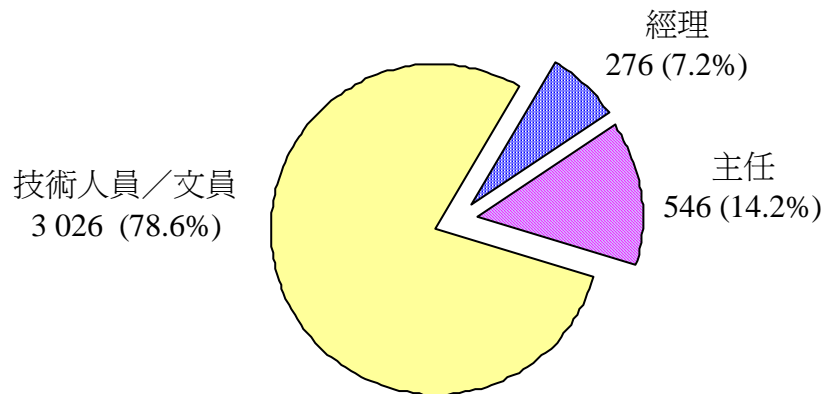
汽車／零件零售類別

2.10 汽車／零件零售類別各級僱員分布情況見表 F 和圖 8：

表 F 汽車／零件零售類別各級僱員分布情況

技能等級	僱員人數	佔僱員總數百分率
經理	276	7.2 %
主任	546	14.2 %
技術人員／文員	3 026	78.6 %
總數	3 848	100.0%

圖 8 汽車／零件零售類別各級僱員分布情況



2.11 調查期間，汽車／零件零售類別共有 17 名受訓者，佔總僱員人數 0.4%，按技能等級分布見下表 G：

表 G 汽車／零件零售類別各級受訓者分布情況

技能等級	受訓者數目	佔同級僱員總數百分率
經理	0	0 %
主任	0	0 %
技術人員／文員	17	0.6 %
總數	17	0.4 %

2.12 僱主表示，調查期間共有 56 個空缺，佔汽車／零件零售類別整體人力約 1.5%。各級空缺分布情況見下表 H。

表 H 汽車／零件零售類別各級空缺分布情況

技能等級	空缺數目	佔同級僱員總數百分率
經理	0	0 %
主任	0	0 %
技術人員／文員	56	1.9 %
總數	56	1.5 %

2.13 僱主預測，至 2011 年 4 月，汽車／零件零售類別將有 3 887 名僱員，微跌 0.4%。各技能等級所需僱員人數見下表 I：

表 I 預測 2011 年 4 月時汽車／零件零售類別各級僱員人數

技能等級	調查期間僱員人數 與空缺數目總和	僱主預測 2011 年 4 月時僱員人數
經理	276	275
主任	546	546
技術人員／文員	3 082	3 066
總數	3 904	3 887

2.14 汽車／零件零售類別按收入幅度與技能等級劃分的僱員分布情況見下表 J，按門類和主要職務劃分的分布情況見附錄 5 表四。

表 J 汽車／零件零售類別按收入幅度與技能等級劃分的僱員分布情況

收入幅度	經理	主任	技術人員／ 文員	總數
\$5,001 以下	0	0	15	15
\$5,001 - \$6,000	0	0	26	26
\$6,001 - \$8,000	0	0	317	317
\$8,001 - \$10,000	0	0	1 089	1 089
\$10,001 - \$15,000	0	375	837	1 212
\$15,001 - \$20,000	60	60	144	264
\$20,001 - \$25,000	57	20	134	211
\$25,000 以上	134	53	157	344
未有說明	25	38	307	370
總數	276	546	3 026	3 848

2.15 僱主認為經理、主任和技術人員／文員級僱員宜有學歷和年資見圖 9 與圖 10。

圖 9 汽車／零件零售類別各級僱員宜有的教育程度

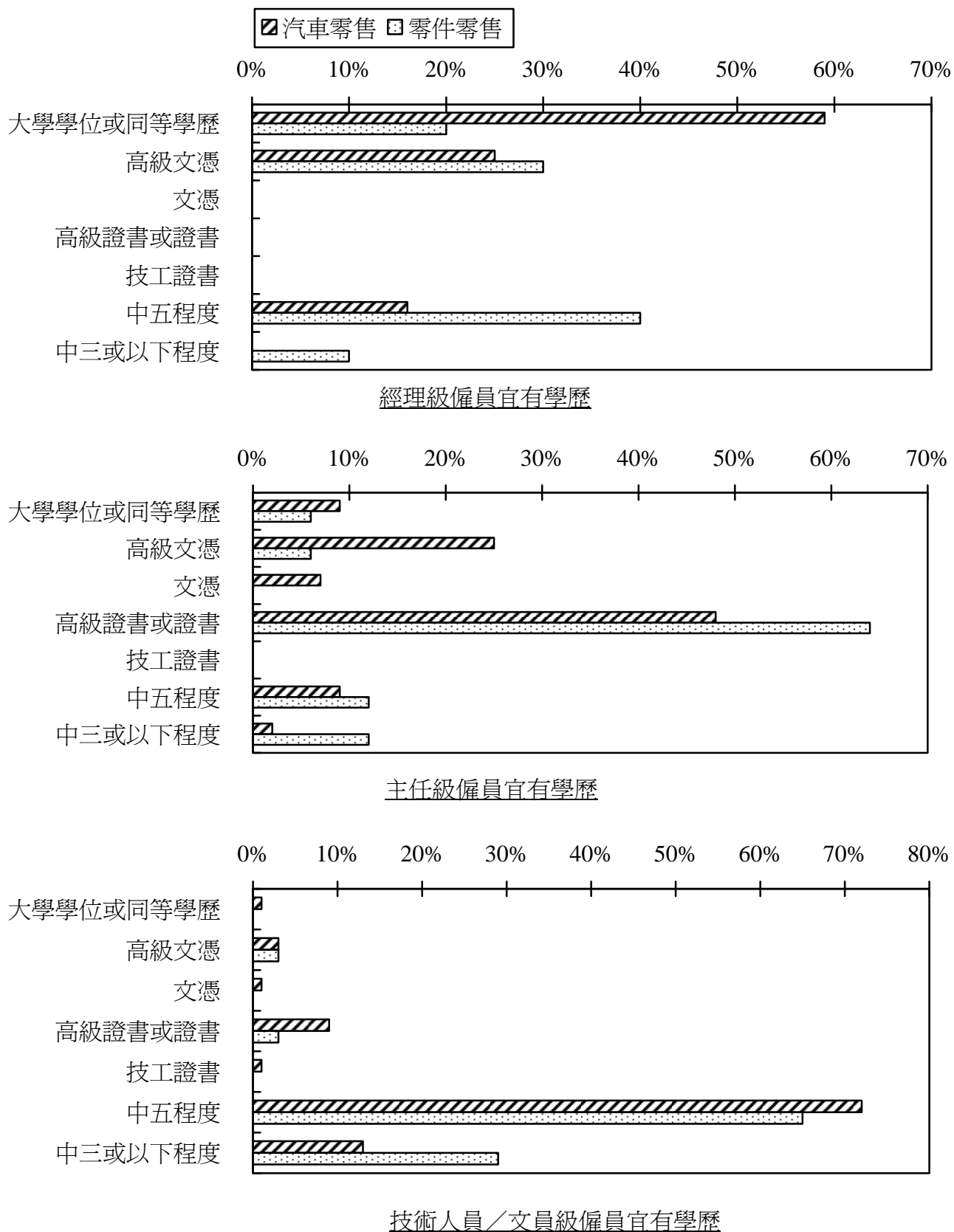
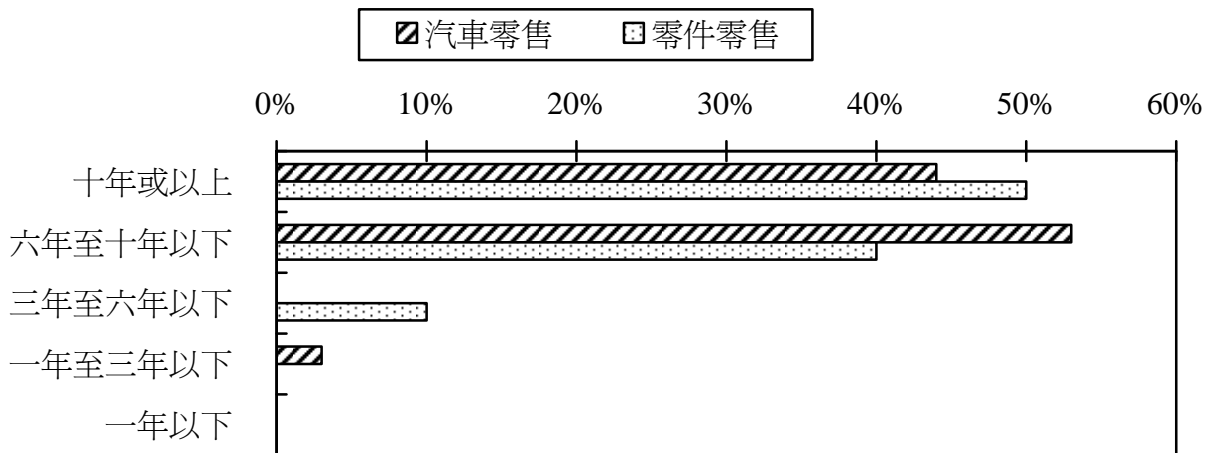
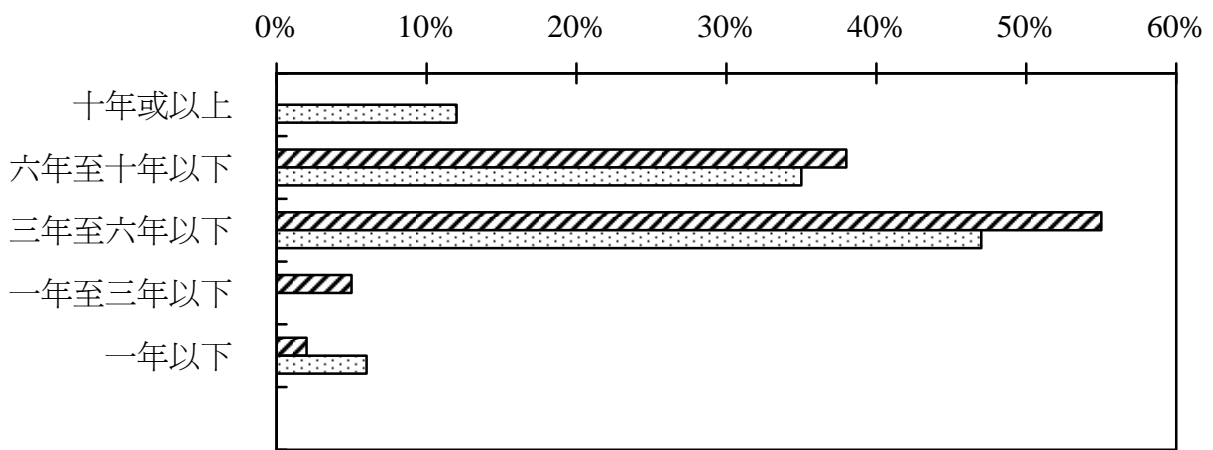


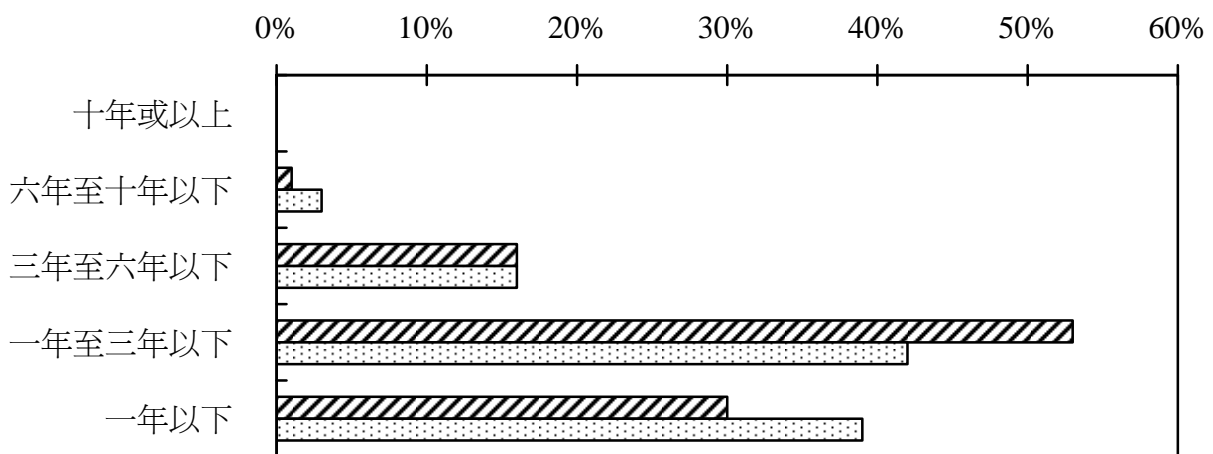
圖 10 汽車／零件零售類別各級僱員宜有年資



經理級僱員宜有年資



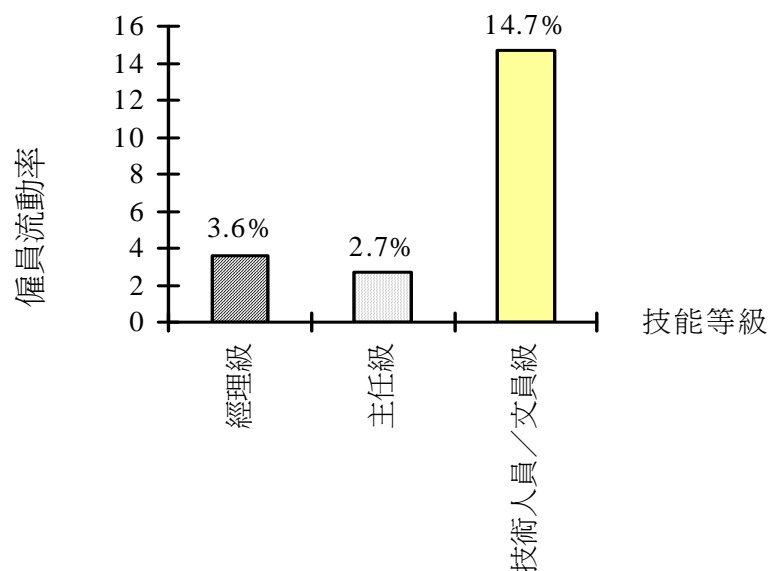
主任級僱員宜有年資



技術人員／文員級僱員宜有年資

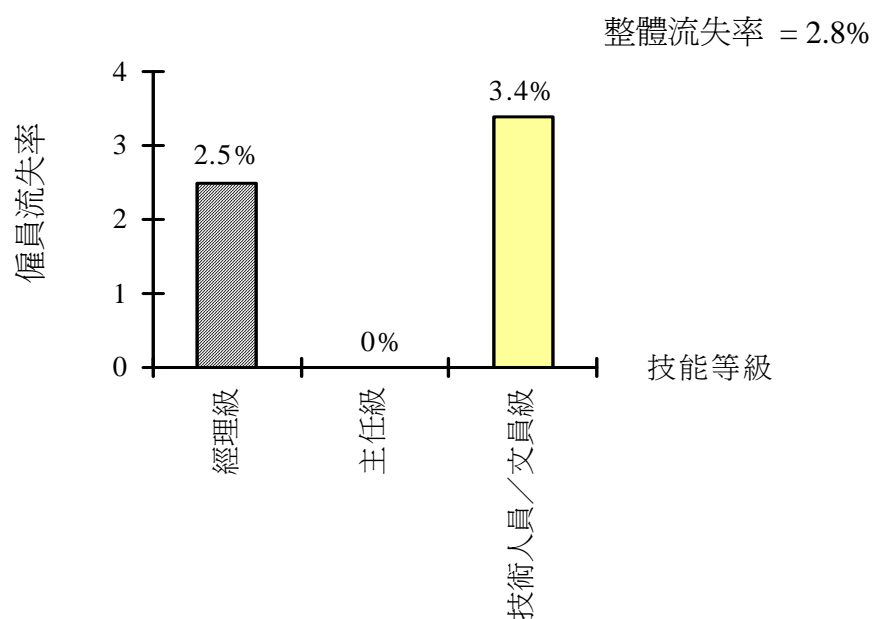
2.16 調查前十二個月，本類別共有 470 名僱員離職（佔職位總數 12.2%），當中以技術人員／文員級最多，共 445 人。汽車／零件零售類別僱員流動率見圖 11。

圖 11 汽車／零件零售類別僱員流動率



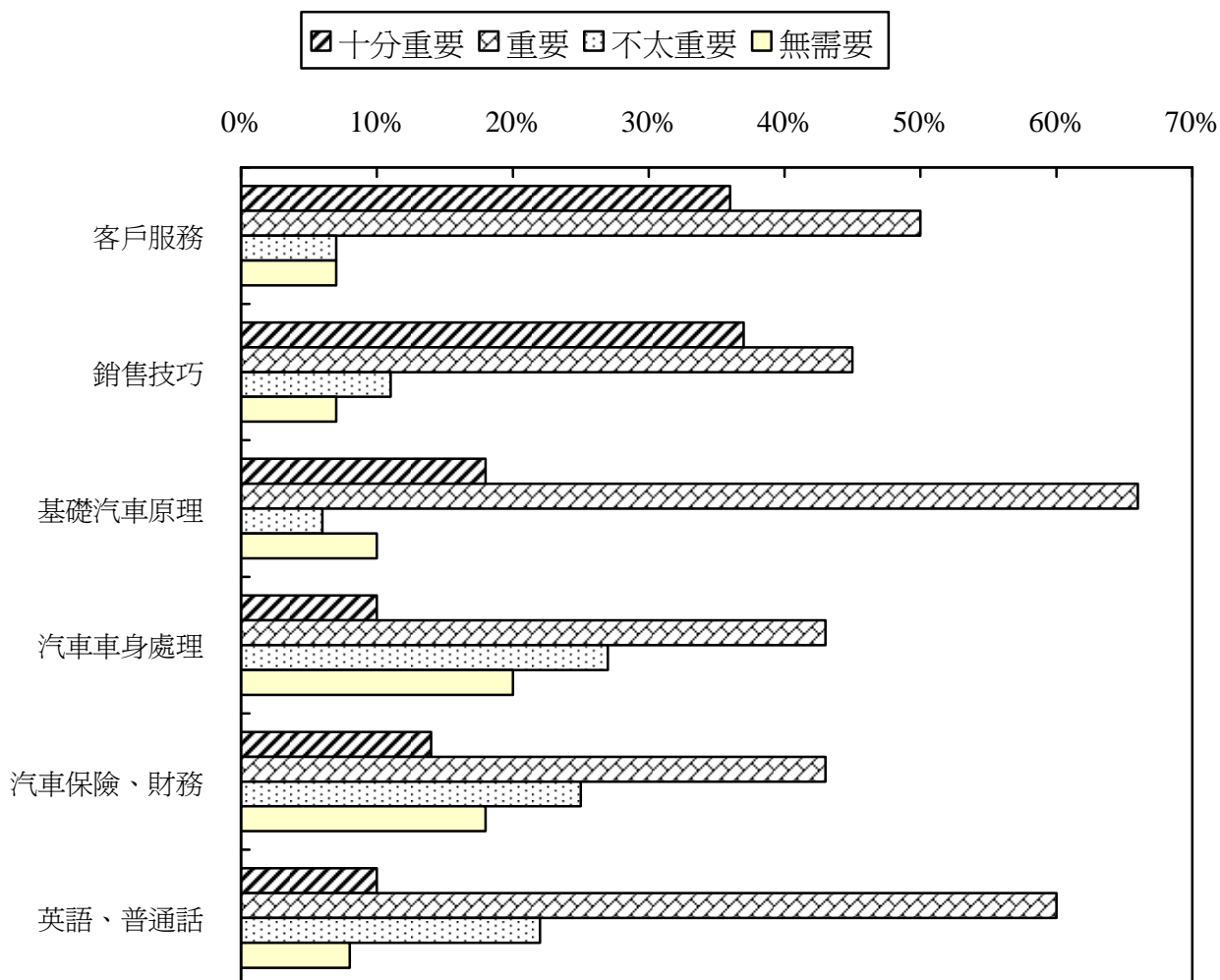
2.17 前十二個月，汽車／零件零售類別共有 470 名僱員離職，而新聘請的具相關經驗僱員有 363 名，故此流失人數為 107 人，佔整體僱員人數 2.8%。其中流失人數最多的職級為技術人員／文員級，共 103 人，佔該職級僱員人數 3.4%。汽車／零件零售類別僱員流失率見圖 12。

圖 12 汽車／零件零售類別僱員流失率



2.18 調查請僱主定出汽車／零件零售類別前線人員六個訓練範圍的重要程度，各項選擇見圖 13。

圖 13 汽車／零件零售類別前線銷售人員所需培訓



人力統計表

2.19 按業務類別、技能等級和主要職務劃分的汽車業詳細人力統計，包括僱員人數、受訓者人數、空缺數目，以及僱主預測 2011 年 4 月時僱員人數等資料，見附錄 5 表一及二。

第三章

結 論

人力變化

3.1 本會詳細分析調查結果後，認為所得資料大致能反映調查期間汽車業的就業情況。

3.2 調查期間，汽車業中的汽車維修類別共有 11 827 名僱員（不包括 531 名受訓者），與 2008 年調查時的 11 601 人比較，僱員總數非常穩定。各技能等級的人力變化情況如下：

技能等級	2008 年 僱員人數	2010 年 僱員人數	人力變化	每年變化
技師	246	245	-1	-0.2%
技術員	1 683*	1 749	66	1.9%
技工	9 147	8 921	-226	-1.2%
操作工及 非技術工人	525	912	387	不適用
總數	11 601	11 827	226	1%

* 扣除「配件監督」一職

3.3 根據過去 10 次調查所得的資料，得出各技能等級僱員的分布情況見附錄 6。

3.4 是次調查新增「電單車機械工」為主要職務，並將「配件監督」移至「汽車／零件零售類別」。擴大調查範圍後，不少在汽車、輪胎和電池零售店工作的清潔工和加滑油工亦納入調查中。因此，2008 年和 2010 年的操作工及非技術工人人數不宜直接比較。

3.5 自 2000 年進行的調查起，技工級中的「管工」職務已刪除。估計約有 260 名負責督導工作的技工於該年及以後的調查中，被誤列入為技術員級的「維修監督」或其他職務。

行業前景

3.6 本港車輛數目在 1986 年至 1994 年之間維持雙位數的年增長。自 1995 年起增長放緩至約 2%。調查期間，即 2010 年 3 月，本港的總註冊車輛數目為 645 787 輛。有關 1978 至 2010 年間車輛數量和汽車維修類別人力的圖表見附錄 7。雖然這段期間的註冊車輛數目上升幾近三倍，但汽車維修行業的人力卻相對穩定。

3.7 香港特別行政區政府轄下機電工程署於 2007 年 1 月為在職車輛維修技工推行「車輛維修技工自願註冊計劃」。擁有所需資格和經驗的技工，包括汽車機械工、汽車電工、車身修理工、車身建造工和汽車噴漆工，可按該計劃的相關類別自願註冊。此計劃有助公眾更容易辨識註冊的汽車技工，並可提升汽車維修行業的專業形像。截至 2010 年 3 月，約收到 10 230 份申請，超過 9 800 名申請人成功註冊。

3.8 本會對汽車業的前景感樂觀，並認為影響汽車業人力變化的主要原因如下：

- (a) 近年香港汽車數量上升速度雖然放緩，惟仍錄得正數增長，因此，汽車／零件零售類別和汽車維修類別的人力需求將維持穩定。
- (b) 隨著車輛的設計及質素提升，汽車維修工作的技術人力增長亦受到影響。
- (c) 維修和保養的工作採用新技術和設備，導致傳統維修工作需求下降。由於業界使用更多先進的維修和檢測設備，因此，對高技術水平員工的需求將上升。
- (d) 隨著市民的環保意識提高，以及特區政府大力支持，預期未來數年市場對電動汽車會有強勁需求，故在職僱員必須學習新技術，以配合行業發展趨勢。
- (e) 過去數年，汽車維修類別的僱主，尤其是經營中小型車房的，大多表示難以招聘技工和技術員。現時年輕人的選擇眾多，本行的工作環境刻苦，僱員亦必須隨著科技發展不斷進修，或多或少打擊新人加入本行的意欲。此外車房間競爭激烈，亦窒礙本業的健康發展。

未來人力需求

3.9 僱主預測，調查後的十二個月內，所需的僱員會由 16 032 人（包括現有僱員人數及空缺數目）增至 16 058 人，增幅為 0.2%。這反映業內的人力需求應會維持現有水平。

類別	技能等級	調查期間，即 2010 年的僱員 人數及空缺數 目	僱主預測 2011 年 4 月時 僱員人數	僱主預測 人力淨增長
汽車維修 類別	技師	246	247	0.4%
	技術員	1 769	1 772	0.2%
	技工	9 183	9 246	0.7%
	非技術工人	930	906	-2.6%
	小計	12 128	12 171	0.4%
汽車／ 零件零售 類別	經理	276	275	-0.4%
	主任	546	546	0.0%
	技術人員／ 文員	3 082	3 066	-0.5%
	小計	3 904	3 887	-0.4%
總數		16 032	16 058	0.2%

3.10 本會考慮各種因素，並採用附錄 8 所載的「調節過濾」人力預測方法（下稱「AFM」）後，推算出 2011 至 2014 年間本業每年所需的技師、技術員及技工級僱員數目，詳細資料見附錄 9。三個技能等級的參數(A)值均為 0.7，以計算中期趨勢。因應自 2000 年起採用的歸類方法，是次推算將 260 人由技術員級轉移至技工級，原因見第 3.5 段。

3.11 考慮到過去兩年本業發展穩定，沒有大量員工退休或離職，故與上次調查一樣，本會把技師、技術員及技工的流失率分別定為 3%、4% 及 5%，據此計算本業需額外培訓的人力，以填補僱員因退休或其他原因離職所造成的人力流失。

3.12 根據以 AFM 推算的人力預測，加上補充流失人手的人數後得出的人力增長，未來四年汽車業每年平均需培訓的僱員人數如下：

2011 至 2014 年間
汽車維修類別每年平均需培訓的僱員人數

<u>技能等級</u>	<u>每年需培訓的人數</u>
技師	6 - 8
技術員	64 - 78
技工	365 - 446

各主要職務需培訓的僱員人數見附錄 10 表一。

3.13 就技師級而言，每年平均需培訓約 7 人；數字剛好填補人力自然流失。技術員級方面，預計每年需培訓約 71 人，數字包括填補人力自然流失及平均每年增加的約 10 個職位。至於技工級，預計業內每年需培訓約 405 人，以填補自然流失的人數。

3.14 在汽車／零件零售類別，僱主預期未來一年的人力沒有增長。三個技能等級每年需培訓的人數約佔整體僱員人數 2.8%，以填補人力自然流失。

2010/11 年間
汽車／零件零售類別
每年平均需培訓的僱員人數

<u>技能等級</u>	<u>每年需培訓的人數</u>
經理	6 - 8
主任	14 - 17
技術人員／文員	63 - 77

各主要職務需培訓的僱員人數見附錄 10 表二。

第四章

建 議

4.1 本會預計業內對技術人員，特別是較高技能等級者會續有需求。

4.2 為應付預計的人力需求，本業應推行培訓計劃，規模如第 3.12 及 3.14 段所述。

4.3 就汽車維修類別而言，僱主進行人力策劃時，應注意每年平均需招聘的受訓者人數，分別約為現時技師、技術員及技工級人數的 2.9%、4.1% 及 4.5%。至於汽車／零件零售類別，每年平均需招聘的受訓者人數，分別約為該類別內經理、主任及技術人員／文員級人數的 2.5%、2.8% 及 2.3%。

4.4 本會了解僱主近年在業務運作上所遇到的困難。然而，除非僱主願意及能夠培訓足夠的技術人才以應付人力需求，否則本業發展將受限制。因此本會呼籲僱主繼續僱用青年人投身本業。

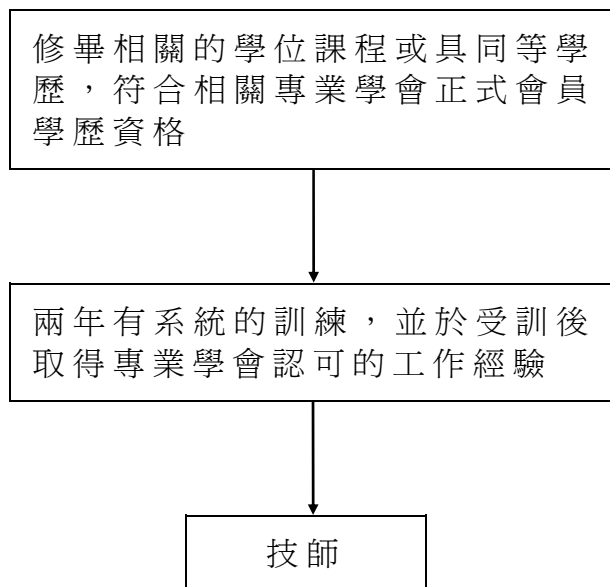
技師級訓練

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

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

4.7 建議訓練技師的途徑如下：

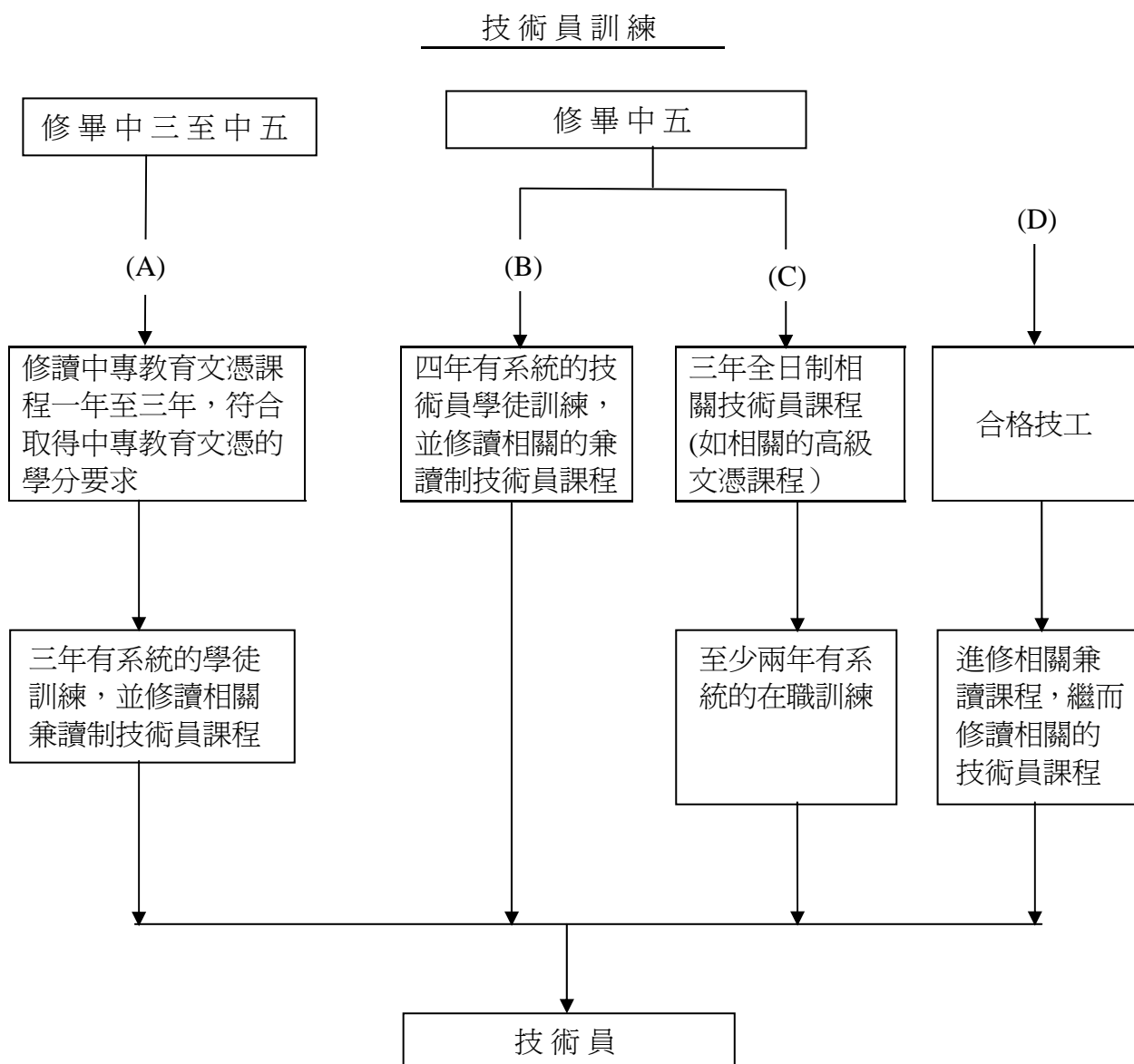
技師訓練



技術員級訓練

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

4.9 建議訓練技術員的途徑如下：



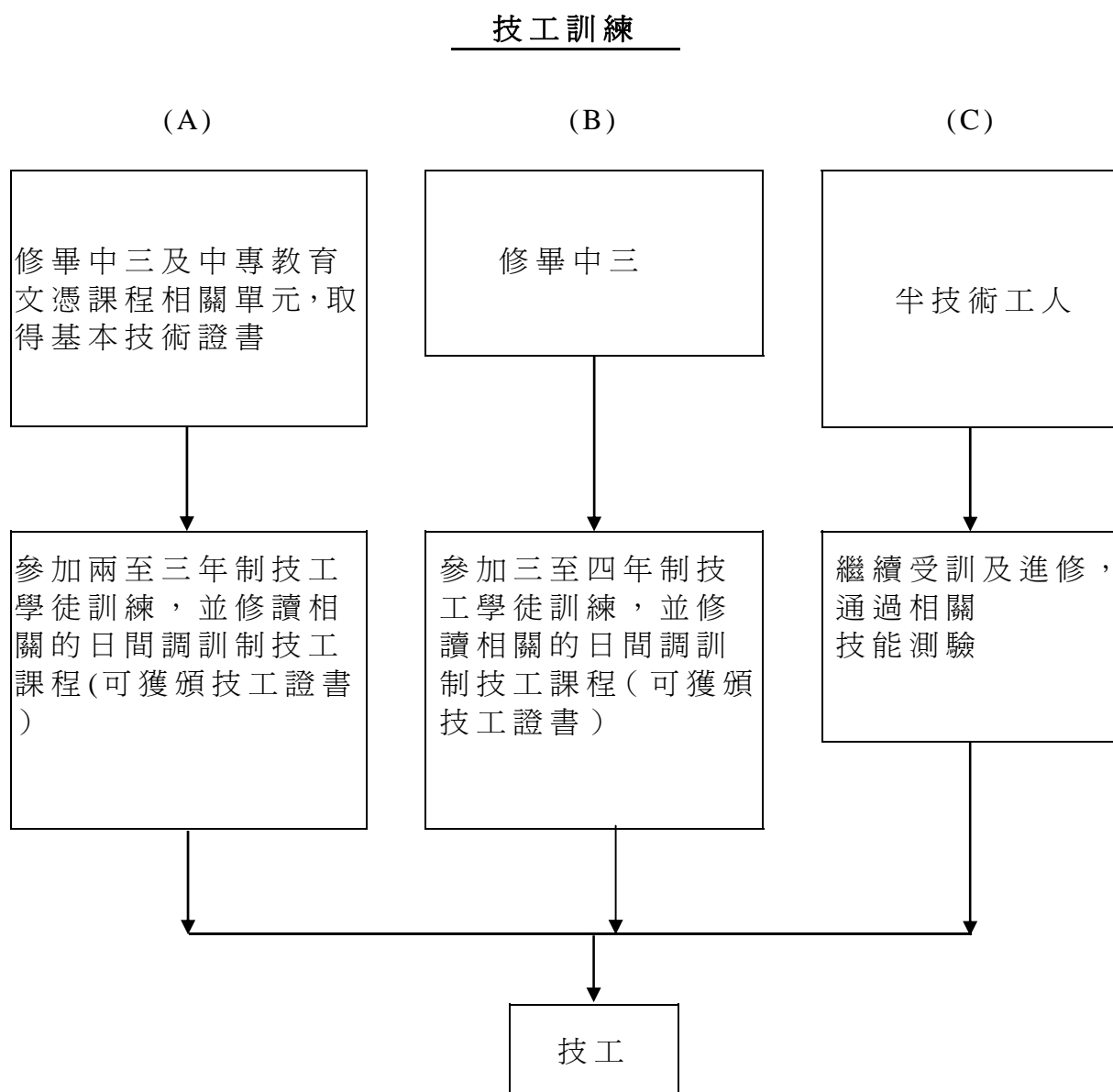
4.10 大部分僱主均認為技術員宜考獲高級證書或更高資格，作為其事業的進階基礎。

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

技工級訓練

4.12 技工須精於實務，並具相當的技術知識，方可配合最新的科技發展。技工大致需具中三程度。

4.13 建議訓練技工的途徑如下：



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

工業教育及訓練機構

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

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

4.17 本會負責就發展培訓服務，向香港專業教育學院汽車工程系及卓越培訓發展中心(汽車業)提供意見。汽車工程系及卓越培訓發展中心(汽車業)提供下列全日制課程，為本業培訓新血：

香港專業教育學院汽車工程系提供的全日制長期課程：

	<u>課程名稱</u>	<u>程度</u>	<u>訓練期</u>
(a)	汽車工程高級文憑課程	技術員	三年
(b)	汽車科技及系統設計 高級文憑課程	技術員	三年
(c)	汽車商務及管理 高級文憑課程	技術員	三至四年*

* (修讀年期視乎學員入學學歷而定。)

卓越培訓發展中心(汽車業)提供的全日制長期課程：

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

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

4.18 除上述全日制課程外，香港專業教育學院汽車工程系，以及卓越培訓發展中心(汽車業)亦為業內僱員提供各種全日制短期、日間給假調訓制及夜間兼讀制課程，目的是培訓本地從業員以配合香港汽車業發展所需。本會籲請業內僱主充分使用這些教育機構所提供的培訓課程，僱用修畢課程的學員，並保送員工修讀有關的增修課程，以提升員工的專業知識及技能。

職業訓練局的相關培訓服務

4.19 職業訓練局為僱主提供服務，協助籌辦訓練計劃，包括：

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

4.20 建議僱主在擬定訓練計劃和僱用受訓者時與職業訓練局聯絡。

Membership of the Automobile Training Board
(as at 1st April 2010)

Chairman:

Mr LEE Yiu-pui, Ringo (nominated by the Hong Kong Vehicle Repair Merchants Association Ltd.)

Members:

Mr CHAN Yan-ting, Gordon (nominated by the Hong Kong Auto Parts Industry Association)

Mr CHENG Chung-yan, Ramuel (nominated by a bus company)

Mr LAM Hing-cheong (nominated by a motor vehicle servicing establishment other than vehicle distributors)

Mr LEUNG Tat-ming (nominated by a motor vehicle distributor)

Ir Kenny PAK (nominated by the Service Managers Association)

Mr TANG Kwok-fai, Paul (nominated by the Motor Transport Workers General Union)

Mr TONG Kwok-kei (nominated by a motor vehicle distributor)

Mr WONG Kin-fai, Jones (nominated by a motor vehicle distributor)

Mr YAU Kwok-keung (nominated by a motor vehicle distributor)

Dr CHAN Wan-ching, Lawrence (representative of the Executive Director of the Vocational Training Council)

Mr LI Ying-ming (representative of the Director of Electrical and Mechanical Services)

Mr Tang Man-chiu (representative of the Commissioner for Labour)

Mr TSANG Man-wai, David (representative of the Commissioner for Transport)

Mr YAM Yat-shing (representative of the Director of Environmental Protection)

In-attendance:

Mr WONG Yiu-kwong (Hong Kong Vehicle Repair Merchants Association Ltd.)

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

Mr WONG Chun-keung (Centre Manager, Pro-Act Training and Development Centre (Automobile))

Secretary:

Mr FUNG Ming-kong, Steve

(Vocational Training Council)

汽車業訓練委員會
委員名單
(截至 2010 年 4 月 1 日)

主席：

李耀培先生 (香港汽車修理同業商會有限公司提名)

委員：

陳仁錠先生 (香港汽車零部件工業協會提名)
鄭中仁先生 (某巴士公司提名)
林慶昌先生 (某汽車分銷商以外的汽車維修機構提名)
梁達明先生 (某汽車分銷商提名)
白正曦工程師 (汽車維修管理協會提名)
鄧國輝先生 (汽車交通運輸業總工會提名)
湯國基先生 (某汽車分銷商提名)
黃健輝先生 (某汽車分銷商提名)
邱國強先生 (某汽車分銷商提名)
陳雲青博士 (職業訓練局執行幹事代表)
李英明先生 (機電工程署署長代表)
鄧文釗先生 (勞工處處長代表)
曾文瑋先生 (運輸署署長代表)
任日成先生 (環境保護署署長代表)

列席者：

王耀光先生 (香港汽車修理同業商會有限公司)
鄧崇智博士 (香港專業教育學院代表)
黃振強先生 (卓越培訓發展中心(汽車業)主任)

秘書：

馮明港先生 (職業訓練局)

Terms of Reference

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

職權範圍

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

CONFIDENTIAL
WHEN ENTERED WITH DATA

填入數據後即成
機密文件

VOCATIONAL TRAINING COUNCIL

職業訓練局

THE 2010 MANPOWER SURVEY OF THE AUTOMOBILE INDUSTRY

汽車業二〇一〇年人力調查

QUESTIONNAIRE

調查表

PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE

填表前，請參閱附註

99

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

NAME OF ESTABLISHMENT: _____
機構名稱

ADDRESS: _____
地址

TYPE OF PRODUCTS/SERVICE: _____
產品種類／服務性質

TOTAL NO. OF PERSONS: _____
僱員總數

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

FAX NO.: _____
圖文傳真

E-MAIL: _____
電郵

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

(A) Job 工作			(B) Average Monthly Income 每月平均 收入	(C) No. Employed (excl. trainees) 僱員人數 (受訓者除外)	(D) Forecast of No. Employed 12 Months from Now (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies at Date of Survey (excl. trainees) 現有 空缺額 (受訓者 除外)	(F) No. of Trainees at Date of Survey 現有 受訓者 人數	Average Monthly Income 每月平均收入
Please ignore these numbers 請毋須理會欄中 的號碼			Code 編號	12 - 15	16 - 19	20 - 22	23 - 25	Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： Code 編號 Monthly Income Range 每月平均收入幅度 1 Under \$5,001 以下 2 \$5,001 - \$6,000 3 \$6,001 - \$8,000 4 \$8,001 - \$10,000 5 \$10,001 - \$15,000 6 \$15,001 - \$20,000 7 \$20,001 - \$25,000 8 Over \$25,000 以上
Title 職稱	Rec. Type	Code No. 編號	Code 編號					
TECHNOLOGIST LEVEL 技師級								Remarks 備注
Mechanical Engineer (Automotive) 汽車機械工程師	2	1 0 1						
Service Manager 維修部經理	2	1 0 2						
TECHNICIAN LEVEL 技術員級								
Service Instructor 維修教導員	2	2 0 1						
Motor Vehicle Examiner / Tester 汽車檢查員/測試員	2	2 0 2						
Service Supervisor 維修監督	2	2 0 3						
Service Adviser / Receptionist 維修服務員/款待員	2	2 0 4						
Engineering Technician 工程技術員	2	2 0 5						
CRAFTSMAN LEVEL 技工級								
Vehicle Mechanic 汽車機械工	2	3 0 1						
Vehicle Electrician 汽車電工	2	3 0 2						
Vehicle Body Repairer 車身修理工	2	3 0 3						
Vehicle Body Builder 車身建造工	2	3 0 4						
Vehicle Painter 汽車噴漆工	2	3 0 5						
Vehicle Air-conditioning Mechanic 汽車冷氣工	2	3 0 6						
Vehicle Upholsterer 車內裝飾工	2	3 0 7						
Machinist 機床工	2	3 0 8						
Industrial Vehicle Mechanic 工業機車技工	2	3 0 9						
Motorcycle Mechanic 電單車機械工	2	3 1 0						
UNSKILLED LEVEL 非技術工人級								
General Worker / Cleaner / Greaser 雜工/清潔工/加滑油工	2	4 0 1						
	2							
	2							
	2							

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

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

to be continued ...
續後頁

1. Professional Qualification 專業資格										
For establishments which employ mechanical engineers (automotive). Please indicate how many of them are professional mechanical engineers such as corporate members of the Hong Kong Institution of Engineers, or Institution of Mechanical Engineers, i.e. MHKIE, FHKIE, MIMechE or FIMechE. 僱有汽車機械工程師的機構，請在此處說明具備專業學院正式會員資格(如香港工程師學會或機械工程師學會會員或院士)的工程師人數										
Rec. Type <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="text-align: center;"> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text" value="3"/> 1 </div> <div style="text-align: center;"> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text" value=""/> 8 </div> <div style="text-align: center;"> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text" value=""/> 9 </div> </div>										
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> For Official Use Only: 此欄毋須填寫 <input style="width: 20px; height: 20px; border: 1px solid black;" type="text" value=""/> 10 </div>										
2. Education and Training an Employee Should Have 僱員宜有的教育及訓練										
Technologist 技師			Technician 技術員			Craftsman 技工				
Education 教育	Training Mode 訓練方式	Training Period 訓練時間	Education 教育	Training Mode 訓練方式	Training Period 訓練時間	Education 教育	Training Mode 訓練方式	Training Period 訓練時間		
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 11	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 12	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 13	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 14	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 15	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 16	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 17	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 18	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 19		
Please enter in the above boxes the education and training an employee should have according to the following codes: 請將僱員宜有的教育及訓練按照下列類別編號填入上項的格內：										
Code 編號	Education 教育	Code 編號	Training Mode 訓練方式	Code 編號	Training Period 訓練時間					
1	Degree or equivalent 大學學位或同等學歷	1	Graduate traineeship 工科畢業生訓練	1	4 years or above 四年或以上					
2	Higher Diploma 高級文憑	2	On-the-job training 在職訓練	2	3 to less than 4 years 三年至四年以下					
3	Diploma 技術員文憑	3	Apprenticeship 學徒訓練	3	2 to less than 3 years 二年至三年以下					
4	Higher Certificate/Certificate 高級證書/證書	4	Others 其他	4	1 to less than 2 years 一年至二年以下					
5	Craft Certificate 技工證書	5		5	6-11 months 六至十一個月					
6	Secondary 5 中五	6		6	Below 6 months 六個月以下					
7	Secondary 3 or below 中三或以下									
3 Turnover in the past 12 months 過去12個月內離職及招聘人數										
No. of Employees Left in the past 12 months 過去12個月內離職的僱員人數					No. of Employees recruited in the past 12 months 過去12個月內招聘的僱員人數					
Technologist 技師	Technician 技術員	Craftsman 技工				Technologist 技師	Technician 技術員	Craftsman 技工		
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 20	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 23	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 26				<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 29	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 32	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 35		
(a) Total number of recruits 總招聘人數					(b) Number of recruits who have performed related duties in their last job from item (a) above 上列 (a) 項中，入職前是從事相關職務的人數					
					<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 38	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 41	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> 44			

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

(A) Job 工作			(B) Average Monthly Income 每月平均 收入	(C) No. Employed (excl. trainees) 僱員人數 (受訓者除外)	(D) Forecast of No. Employed 12 Months from Now (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies at Date of Survey (excl. trainees) 現有 空缺額 (受訓者 除外)	(F) No. of Trainees at Date of Survey 現有 受訓者 人數	Average Monthly Income 每月平均收入
Title 職稱	Rec. Type	Code No. 編號	Code 編號					Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： Code 編號
		8 - 10	11	12 - 15	16 - 19	20 - 22	23 - 25	
Please ignore these numbers 請毋須理會欄中 的號碼								1 Under \$5,001 以下
MANAGERIAL LEVEL 經理級								2 \$5,001 - \$6,000
Owner / Sole Proprietor / Working Partner 東主 / 獨資經營者 / 執行合夥董事	2	1 1 1						3 \$6,001 - \$8,000
General Manager 總經理	2	1 1 2						4 \$8,001 - \$10,000
Sales Manager 營業經理	2	1 1 3						5 \$10,001 - \$15,000
Marketing Manager 市場推廣經理	2	1 1 4						6 \$15,001 - \$20,000
Customer Services Manager 客戶服務經理	2	1 1 5						7 \$20,001 - \$25,000
Merchandising Manager 採購經理	2	1 1 6						8 Over \$25,000 以上
Logistics / Distribution / Warehouse Manager 物流 / 運輸 / 倉庫經理	2	1 1 7						Remarks 備注
SUPERVISORY LEVEL 主任級								
Store / Branch Supervisor 店舖 / 分店營業主任	2	2 1 1						
Customer Services Supervisor 客戶服務主任	2	2 1 2						
Merchandiser / Buyer 採購主任	2	2 1 3						
Parts / Logistics / Distribution / Warehouse Supervisor 配件 / 物流 / 運輸 / 倉庫主任	2	2 1 4						
OPERATIVE / CLERICAL SUPPORT LEVEL 技術人員 / 文員級								
Senior Sales Representative / Staff 高級營業員 / 售貨員	2	5 1 1						
Junior Sales Representative / Staff 初級營業員 / 售貨員	2	5 1 2						
Stock Assistant 存貨助理	2	5 1 3						
Part Time Sales / Service Staff 兼職售貨員 / 服務員	2	5 1 4						
Other Clerks / Supportive Staff 其他文員 / 輔助人員 (請說明其職稱)	2	5 1 5						
	2							
	2							
	2							

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

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

to be continued ...
續後頁

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47

Rec. Type

1

1. Preferred Education and Experience for Employee
僱員宜有的教育及年資

Managerial Level
經理級

Supervisory Level
主任級

Operative / Clerical Support Level
技術人員/文員級

Education
教育

48

Years of Experience
年資

49

Education
教育

50

Years of Experience
年資

51

Education
教育

52

Years of Experience
年資

53

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

Code 編號	Education 教育
1	Degree or equivalent 大學學位或同等學歷
2	Higher Diploma 高級文憑
3	Diploma 技術員文憑
4	Higher Certificate/Certificate 高級證書/證書
5	Craft Certificate 技工證書
6	Secondary 5 中五
7	Secondary 3 or below 中三或以下

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

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

No. of Employees Left in the past 12 months
過去12個月內離職的僱員人數

Manager
經理

54

Supervisor
主任

57

Operative/
Clerical Support
技術人員/文員

60

No. of Employees recruited in the past 12 months
過去12個月內招聘的僱員人數

(a) Total number of recruits
總招聘人數

Manager
經理

63

Supervisor
主任

66

Operative/
Clerical Support
技術人員/文員

69

(b) Number of recruits who have performed related duties in their last job from item (a) above
上列 (a) 項中，入職前是從事相關職務的人數

72

75

78

3. Which types of training you think a front-line sales person need to acquire?
(Please tick the appropriate box of level of importance.)
你認為前線銷售人員須接受哪些訓練？(請按重要性✓合適方格)

	Very Important 十分重要	Important 重要	Not Very Important 不太重要	Not Necessary 無需要
(a) Customer Service 客戶服務	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84
(b) Selling Skills 銷售技巧	<input type="checkbox"/> 85	<input type="checkbox"/> 86	<input type="checkbox"/> 87	<input type="checkbox"/> 88
(c) Automotive Fundamentals 基礎汽車原理	<input type="checkbox"/> 89	<input type="checkbox"/> 90	<input type="checkbox"/> 91	<input type="checkbox"/> 92
(d) Automotive Body Treatments 汽車車身處理	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96
(e) Finance and Insurance of Automotive Trade 汽車保險、財務	<input type="checkbox"/> 97	<input type="checkbox"/> 98	<input type="checkbox"/> 99	<input type="checkbox"/> 100
(f) English, Putonghua 英語、普通話	<input type="checkbox"/> 101	<input type="checkbox"/> 102	<input type="checkbox"/> 103	<input type="checkbox"/> 104
(g) Others (please specify) 其他(請說明)	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107	<input type="checkbox"/> 108
<hr/>	<input type="checkbox"/> 109	<input type="checkbox"/> 110	<input type="checkbox"/> 111	<input type="checkbox"/> 112

The 2010 Manpower Survey of
the Automobile Industry
汽車業二〇一〇年人力調查

Explanatory Note
附註

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

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

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

6. Average Monthly Income - Column 'B'

每月平均收入 — 'B' 欄

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

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

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

現有僱員人數（受訓者除外） — 'C' 欄

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

請將現時的僱員總數（受訓者除外）填入此欄。

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

預計十二個月後的僱員總數（受訓者除外） — 'D' 欄

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

預計僱員人數，是指貴機構於十二個月後所雇用的人數（受訓者除外）

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

現有空缺額（受訓者除外） — 'E' 欄

Please fill in the number of existing vacancies.

請填入貴機構現有的空缺額。

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

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

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

現有受訓者人數 — ‘F’ 欄 (只適用於汽車維修界)

Please fill in the total number of employees undergoing training.

請將正在受訓的僱員總數填入此欄。

11. (i) Vehicle Servicing Sector - Education and Training an Employee Should Have

汽車維修界 - 僱員宜有的教育及訓練

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

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

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

汽車 / 零件零售界 - 僱員宜有的教育及年資

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

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

12. Turnover in the past 12 months

過去 12 個月內離職及招聘人數

Please fill in the number of employees left and recruited in the past 12 months.

請列出貴機構在過去十二個月內離職及招聘的僱員人數。

13. Training for Front-line Sales (Applicable to Auto / Parts Retailers Sector Only)

前線銷售人員須接受的訓練 (只適用於汽車 / 零件零售界)

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

請列出前線銷售人員須接受哪些訓練。

14. Example
例子

To facilitate proper completion, an example is given below for your reference.
下列例子，可供填寫時參考。

Example 例子

(A) Job 工作		(B) Average Monthly Income 每月平均 收入		(C) No. Employed (excl. trainees) 僱員人數 (受訓者除外)	(D) Forecast of No. Employed 12 Months from Now (excl. trainees) 預計 十二個月後 僱員人數 (受訓者除外)	(E) No. of Vacancies at Date of Survey (excl. trainees) 現有 空缺額 (受訓者 除外)	(F) No. of Trainees at Date of Survey 現有 受訓者 人數	Average Monthly Income 每月平均收入
Title 職稱		Rec. Type	Code No. 編號	Code 編號				Enter in column B employee's average monthly income range according to the following code: 請將僱員每月平均收入幅度 按照下列類別編號填入B欄內： Monthly Income Range 每月平均收入幅度 1 Under \$5,001 以下 2 \$5,001 - \$6,000 3 \$6,001 - \$8,000 4 \$8,001 - \$10,000 5 \$10,001 - \$15,000 6 \$15,001 - \$20,000 7 \$20,001 - \$25,000 8 Over \$25,000 以上
Please ignore these numbers 請毋須理會欄中 的號碼			8 - 10	11	12 - 15	16 - 19	20 - 22	
TECHNOLOGIST LEVEL 技師級								
Mechanical Engineer (Automotive) 汽車機械工程師	2	1 0 1						
Service Manager 維修部經理	2	1 0 2						
TECHNICIAN LEVEL 技術員級								
Service Instructor 維修教導員	2	2 0 1						
Motor Vehicle Examiner/Tester 汽車檢查員/測試員	2	2 0 2						
Service Supervisor 維修監督	2	2 0 3	6		1	1	0	0
Service Adviser/Receptionist 維修服務員/款待員	2	2 0 4						
Engineering Technician 工程技術員	2	2 0 5						
CRAFTSMAN LEVEL 技工級								
Vehicle Mechanic 汽車機械工	2	3 0 1	5		4	5	1	0
Vehicle Electrician 汽車電工	2	3 0 2	5		1	1	0	1
Vehicle Body Repairer 車身修理工	2	3 0 3						
Vehicle Body Builder 車身建造工	2	3 0 4						
Vehicle Painter 汽車噴漆工	2	3 0 5						
Vehicle Air-conditioning Mechanic 汽車冷氣工	2	3 0 6						
Vehicle Upholsterer 車內裝飾工	2	3 0 7						
Machinist 機床工	2	3 0 8						
Industrial Vehicle Mechanic 工業機車技工	2	3 0 9						
Motorcycle Mechanic 電單車機械工	2	3 1 0						
UNSKILLED LEVEL 非技術工人級								
General Worker/Cleaner/Greaser 雜工/清潔工/加滑油工	2	4 0 1	1		1	1	0	0
	2							
	2							

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

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

to be continued ...
續後頁

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

Sector A: Vehicle Servicing Sector 汽車維修類別

Code No. 編號	Job Title 職稱	Job Description 工作說明
TECHNOLOGIST LEVEL		技師級
101	Mechanical Engineer (Automotive) 汽車機械工程師	Engages in one or more of the following activities: (i) Carrying out feasibility studies. (ii) Procurement of vehicles and workshop equipment, including devising of technical specifications, tender assessment and commissioning. (iii) Making modification or improvement on vehicles and auxiliary equipment. (iv) Investigating, analysing and compiling reports on vehicle failures. (v) Undertaking inspections and tests, assessing equipment performance and giving technical advice. (vi) Devising preventive maintenance programme for large fleet of vehicles. (vii) Managing engineering activities of an organization engaged in motor vehicle repairs and servicing, including safety and health matters. 從事下列一項或多項工作： (i) 進行可行性研究； (ii) 負責購置汽車及工場設備，並製訂技術規格、評估標書及驗收； (iii) 為汽車及輔助設備進行改裝或改良； (iv) 調查與分析汽車故障，並編製報告；

Code No. 編號	Job Title 職稱	Job Description 工作說明
TECHNOLOGIST LEVEL (Continued) 技師級 (續)		
		<p>(v) 進行檢查及測試，評估設備性能以及提供技術方面的意見；</p> <p>(vi) 為大型車隊訂定預防性維修計劃；</p> <p>(vii) 負責管理汽車維修機構內一切工程及有關事宜，包括工作安全及員工健康。</p>
102	<p>Service Manager</p> <p>維修部經理</p>	<p>Manages all commercial and technical activities of an organization engaged in motor vehicle repairs and servicing, including safety and health matters.</p> <p>負責管理汽車維修機構內一切業務及技術方面的工作，包括工作安全及員工健康。</p>
TECHNICIAN LEVEL 技術員級		
201	<p>Service Instructor</p> <p>維修教導員</p>	<p>Instructs apprentices, trainees and other employees in motor vehicle servicing and repairs.</p> <p>教導學徒、受訓者及其他僱員有關汽車維修的知識及技能。</p>
202	<p>Motor Vehicle Examiner/Tester</p> <p>汽車檢查員／測試員</p>	<p>Inspects and tests motor vehicles for their conditions and road-worthiness compliance, including inspection before and after repairs, as well as testing in compliance with legal requirements.</p> <p>檢查及測試汽車的狀況和路面行駛性能，包括維修前或維修後檢查或測試有關車輛是否符合法例的規定。</p>
203	Service Supervisor	<p>Performs supervisory duties contributory to:</p> <p>(i) the planning and allocation of tasks to foremen and other employees,</p> <p>(ii) the inspection, servicing and repairs of motor vehicles, and</p> <p>(iii) the installation and maintenance of workshop equipment.</p>

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

Code No. 編號	Job Title 職稱	Job Description 工作說明
CRAFTSMAN LEVEL (Continued) 技工級 (續)		
305	Vehicle Painter 汽車噴漆工	Prepares and paints vehicle bodies. 負責噴漆前的準備工作以及噴塗車身。
306	Vehicle Air-Conditioning Mechanic 汽車冷氣工	Installs, services and repairs vehicle air-conditioners. 安裝與維修汽車冷氣機。
307	Vehicle Upholsterer 車內裝飾工	Provides seats, seat covers, floor covers and interior trim in vehicles. 製造及裝設車椅、車椅面、車地板面及車內一切裝飾。
308	Machinist 機床工	Produces and reconditions vehicle components by the use of common or special purpose machine tools. 使用一般或專門的機床生產與整修汽車零件。
309	Industrial Vehicle Mechanic 工業機車技工	Services and repairs all types of industrial vehicles (e.g. fork lift truck, straddle carrier, shovel loader, etc.). 維修各類型工業機車（例如：叉式鏟車、貨櫃搬機車及鏟斗式裝載車等）。
310	Motorcycle Mechanic 電單車機械工	Services and repairs motorcycles. 維修電單車。
UNSKILLED LEVEL 非技術工人級		
401	General Worker/ Cleaner/Greaser 雜工／清潔工／ 加滑油工	Performs duties of a general nature not requiring any training or skill, such as cleaning, greasing, lubricating and polishing of motor vehicles after repairs and servicing, and tidying up garage. 擔任不需專門訓練或技能的一般性質工作，例如汽車維修後的清抹、加偈油與滑油，以及車房的清潔工作。

Sector B: Vehicle / Auto-parts Retail 汽車／零件零售類別

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

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

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

TABLE 1 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector A: Vehicle Servicing)

表一：汽車業人力統計數字（汽車維修類別）

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed by April 2011 預計在 2011年 4月時的 僱員總數
TECHNOLOGIST LEVEL 技師級				
Mechanical Engineer (Automotive) 汽車機械工程師	86	7	0	87
Service Manager 維修部經理	159	0	1	160
Sub-total 分類總數	245	7	1	247
TECHNICIAN LEVEL 技術員級				
Service Instructor 維修教導員	83	2	0	82
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	376	0	2	380
Service Supervisor 維修監督	596	0	5	599
Services Adviser/Receptionist 維修服務員／款待員	319	1	11	333
Engineering Technician 工程技術員	375	21	2	378
Sub-total 分類總數	1 749	24	20	1 772
CRAFTSMAN LEVEL 技工級				
Vehicle Mechanic 汽車機械工	5 901	287	198	6 139
Vehicle Electrician 汽車電工	705	122	8	745
Vehicle Body Repairer 車身修理工	885	52	16	878
Vehicle Body Builder 車身建造工	271	0	2	273
Vehicle Painter 汽車噴漆工	570	14	26	609

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed by April 2011 預計在 2011年 4月時的 僱員總數
CRAFTSMAN LEVEL (Continued) 技工級 (續)				
Vehicle Air-Conditioning Mechanic 汽車冷氣工	187	12	2	189
Vehicle Upholsterer 車內裝飾工	86	2	3	89
Machinist 機床工	56	3	0	56
Industrial Vehicle Mechanic 工業機車技工	43	1	0	44
Motorcycle Mechanic 電單車機械工	217	1	7	224
Sub-total 分類總數	8 921	494	262	9 246
UNSKILLED LEVEL 非技術工人級				
General Worker/Cleaner/Greaser 雜工/清潔工/加滑油工	912	6	18	906
Sub-total 分類總數	912	6	18	906
GRAND TOTAL 總數	11 827	531	301	12 171

TABLE 2 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector B : Vehicle / Auto-parts Retail)

表二：汽車業人力統計數字（汽車／零件零售類別）

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed by April 2011 預計在 2011 年 4 月時的 僱員總數
MANAGERIAL LEVEL 經理級				
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事	100	0	0	100
General Manager 總經理	14	0	0	14
Sales Manager 營業經理	123	0	0	123
Marketing Manager 市場推廣經理	20	0	0	20
Customer Services Manager 客戶服務經理	4	0	0	4
Merchandising Manager 採購經理	5	0	0	5
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	10	0	0	9
Sub-total 分類總數	276	0	0	275
SUPERVISORY LEVEL 主任級				
Store / Branch Supervisor 店舖／分店營業主任	330	0	0	330
Customer Services Supervisor 客戶服務主任	99	0	0	99
Merchandiser/Buyer 採購主任	32	0	0	32
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	85	0	0	85
Sub-total 分類總數	546	0	0	546

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed by April 2011 預計在 2011年 4月時的 僱員總數
OPERATIVE/CLERICAL SUPPORT LEVEL		技術人員／文員級		
Senior Sales Representative / Staff 高級營業員 / 售貨員	1 299	0	21	1 321
Junior Sales Representative / Staff 初級營業員 / 售貨員	748	17	33	781
Stock Assistant 存貨助理	163	0	2	166
Part Time Sales/Service Staff 兼職售貨員／服務員	9	0	0	9
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	807	0	0	789
Sub-total 分類總數	3 026	17	56	3 066
GRAND TOTAL 總數	3 848	17	56	3 887

TABLE 3: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(Sector A: Vehicle Servicing)

表三：根據每月總收入幅度劃分的僱員分布情況（汽車維修類別）

Job Title 職稱	Under \$5,001 以下	\$5,001 - \$6,000	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
TECHNOLOGIST LEVEL 技師級									
Mechanical Engineer (Automotive) 汽車機械工程師	-	-	-	-	1	6	36	43	-
Service Manager 維修部經理	-	-	-	-	2	7	37	92	21
Sub-total 分類總數	-	-	-	-	3	13	73	135	21
TECHNICIAN LEVEL 技術員級									
Service Instructor 維修教導員	-	-	-	-	3	15	4	35	26
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	-	-	-	-	94	169	113	-	-
Service Supervisor 維修監督	-	-	-	1	104	332	127	7	25
Services Adviser/Receptionist 維修服務員／款待員	-	-	-	13	154	110	12	-	30
Engineering Technician 工程技術員	-	-	-	4	244	78	13	2	34
Sub-total 分類總數	-	-	-	18	599	704	269	44	115

Job Title 職稱	Under \$5,001 以下	\$5,001 - \$6,000	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
CRAFTSMAN LEVEL 技工級									
Vehicle Mechanic 汽車機械工	45	48	115	1 986	3 186	263	-	-	258
Vehicle Electrician 汽車電工	-	-	-	390	215	51	2	-	47
Vehicle Body Repairer 車身修理工	-	-	11	370	381	76	-	-	47
Vehicle Body Builder 車身建造工	-	-	-	29	217	20	2	-	3
Vehicle Painter 汽車噴漆工	-	-	-	25	387	74	11	-	73
Vehicle Air-Conditioning Mechanic 汽車冷氣工	-	12	-	66	102	5	-	2	-
Vehicle Upholsterer 車內裝飾工	-	-	-	14	70	-	-	-	2
Machinist 機床工	-	-	-	36	11	9	-	-	-
Industrial Vehicle Mechanic 工業機車技工	-	-	2	-	1	-	-	-	40
Motorcycle Mechanic 電單車機械工	-	-	46	77	91	-	-	3	-
Sub-total 分類總數	45	60	174	2 993	4 661	498	15	5	470
UNSKILLED LEVEL 非技術工人級									
General Worker/Cleaner/Greaser 雜工／清潔工／加滑油工	13	20	241	551	62	12	-	-	13
Sub-total 分類總數	13	20	241	551	62	12	-	-	13

TABLE 4: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(Sector B : Vehicle / Auto-parts Retail)

表四：根據每月總收入幅度劃分的僱員分布情況（汽車／零件零售類別）

(a) Retail Sale of Motor Vehicles and Motorcycles 汽車／電單車零售 (HSIC 477301 and 477302)

Job Title 職稱	Under \$5,001 以下	\$5,001 - \$6,000	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級									
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／執行合夥董事	-	-	-	-	-	16	14	26	2
General Manager 總經理	-	-	-	-	-	-	-	7	4
Sales Manager 營業經理	-	-	-	-	-	16	-	52	18
Marketing Manager 市場推廣經理	-	-	-	-	-	2	3	12	-
Customer Services Manager 客戶服務經理	-	-	-	-	-	-	1	3	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-	5	-
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	-	-	-	-	-	2	-	2	-
Sub-total 分類總數	-	-	-	-	-	36	18	107	24

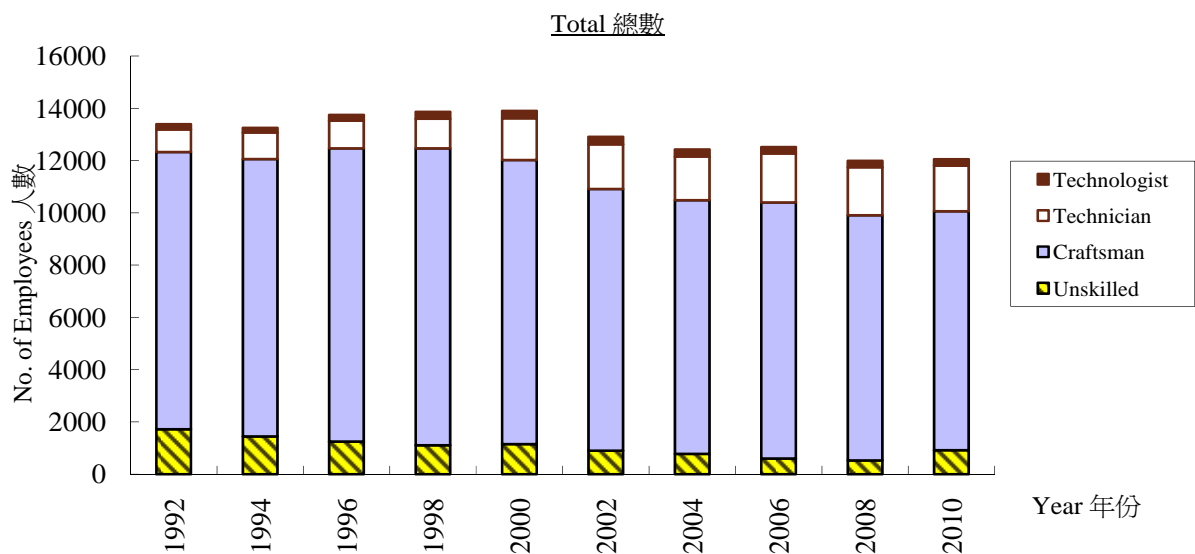
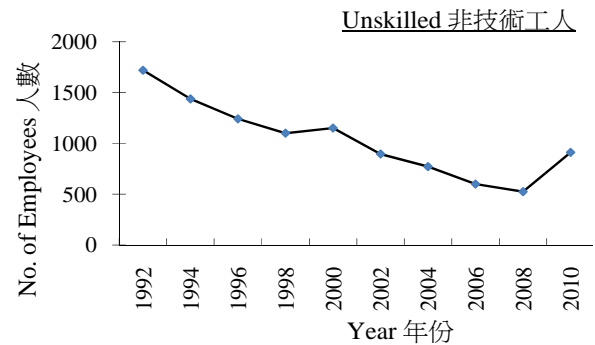
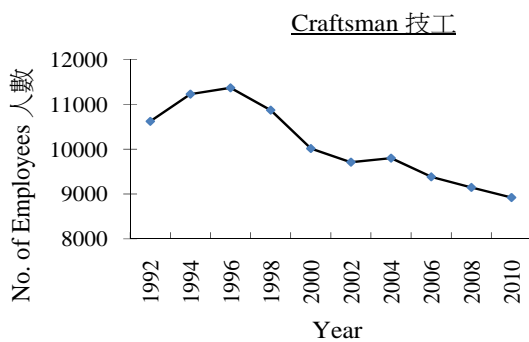
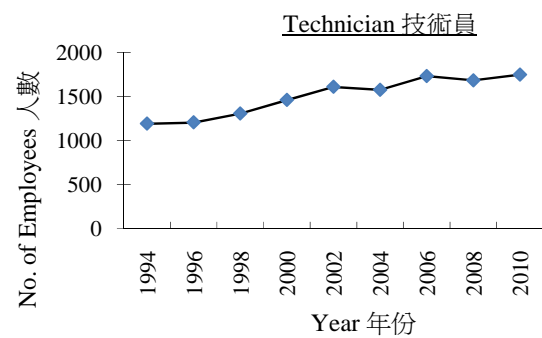
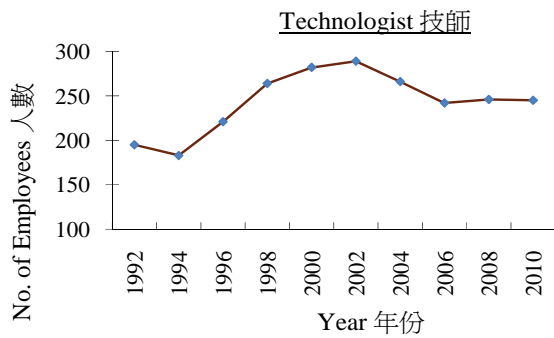
Job Title 職稱	Under \$5,001 以下	\$5,001 - \$6,000	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級									
Store / Branch Supervisor 店舖／分店營業主任	-	-	-	-	148	1	11	52	3
Customer Services Supervisor 客戶服務主任	-	-	-	-	60	-	1	-	-
Merchandiser/Buyer 採購主任	-	-	-	-	24	-	-	-	-
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	-	-	-	-	3	25	-	-	30
Sub-total 分類總數	-	-	-	-	235	26	12	52	33
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級									
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	-	28	133	261	97	90	118	253
Junior Sales Representative / Staff 初級營業員 / 售貨員	15	-	63	159	117	4	32	1	3
Stock Assistant 存貨助理	-	-	-	29	27	-	-	-	-
Part Time Sales/Service Staff 兼職售貨員／服務員	-	-	-	9	-	-	-	-	-
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	-	9	91	320	136	-	-	-	45
Sub-total 分類總數	15	9	182	650	541	101	122	119	301

(b) Retail Sale of Motor Vehicles and Motorcycles Parts and Accessories 汽車及電單車配件及零件零售 (HSIC 477303)

Job Title 職稱	Under \$5,001 以下	\$5,001 - \$6,000	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級									
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／執行合夥董事	-	-	-	-	-	19	17	6	-
General Manager 總經理	-	-	-	-	-	-	-	-	-
Sales Manager 營業經理	-	-	-	-	-	2	22	-	-
Marketing Manager 市場推廣經理	-	-	-	-	-	-	-	-	-
Customer Services Manager 客戶服務經理	-	-	-	-	-	-	-	-	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-	-	-
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	-	-	-	-	-	1	-	-	-
Sub-total 分類總數	-	-	-	-	-	22	39	6	-

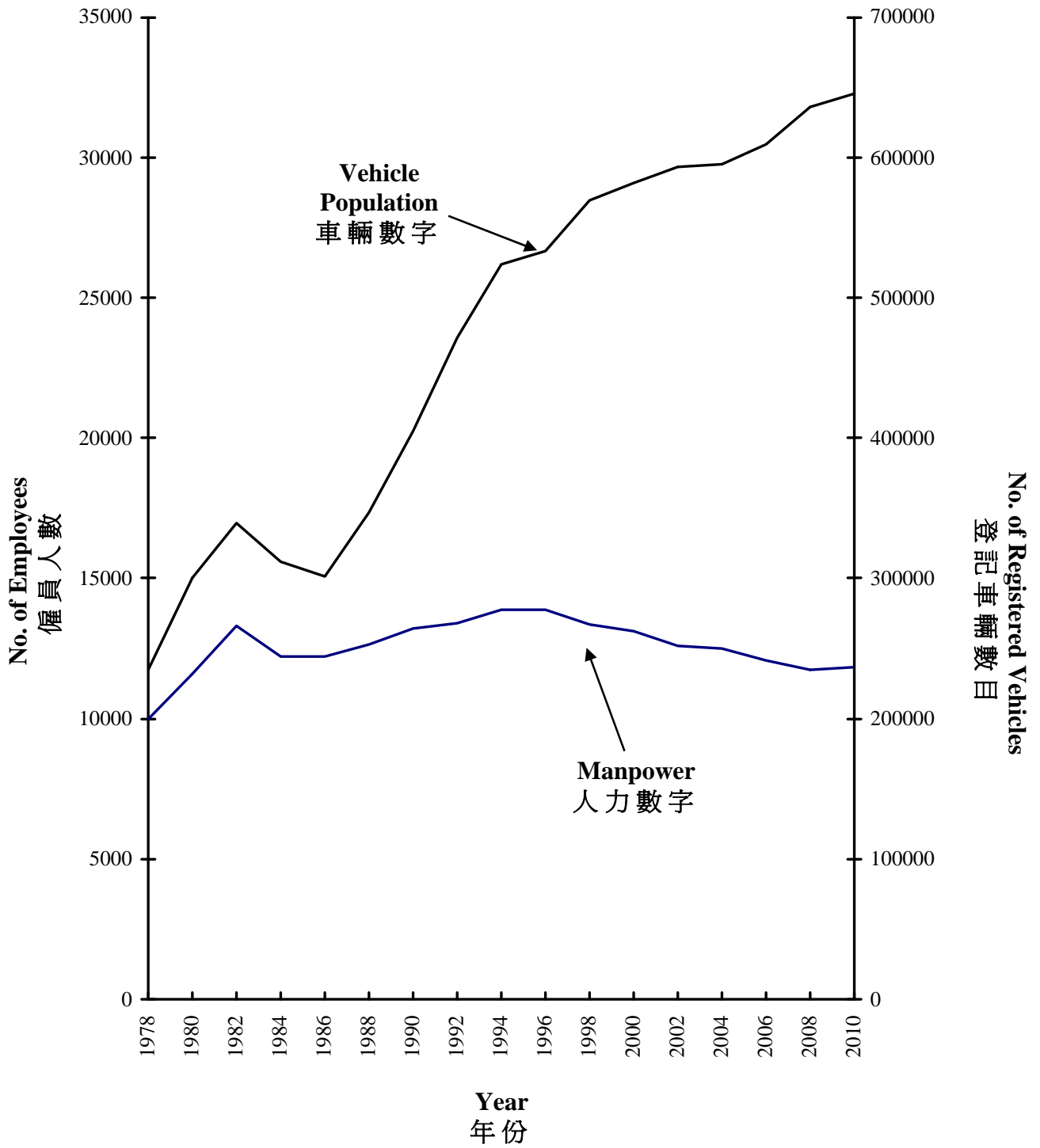
Job Title 職稱	Under \$5,001 以下	\$5,001 - \$6,000	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Over \$25,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級									
Store / Branch Supervisor 店舖／分店營業主任	-	-	-	-	92	3	-	-	-
Customer Services Supervisor 客戶服務主任	-	-	-	-	37	-	-	-	-
Merchandiser/Buyer 採購主任	-	-	-	-	3	-	-	-	-
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	-	-	-	-	4	-	-	-	-
Sub-total 分類總數	-	-	-	-	136	3	-	-	-
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級									
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	-	-	124	128	7	-	33	-
Junior Sales Representative / Staff 初級營業員 / 售貨員	-	17	54	170	87	23	-	-	-
Stock Assistant 存貨助理	-	-	76	4	8	-	-	-	-
Part Time Sales/Service Staff 兼職售貨員／服務員	-	-	-	-	-	-	-	-	-
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	-	-	3	133	2	-	-	-	-
Sub-total 分類總數	-	17	133	431	225	30	-	33	-

Distribution of Employees by Skill Level – Vehicle Servicing Sector
各級技能等級僱員分布情況 - 汽車維修類別



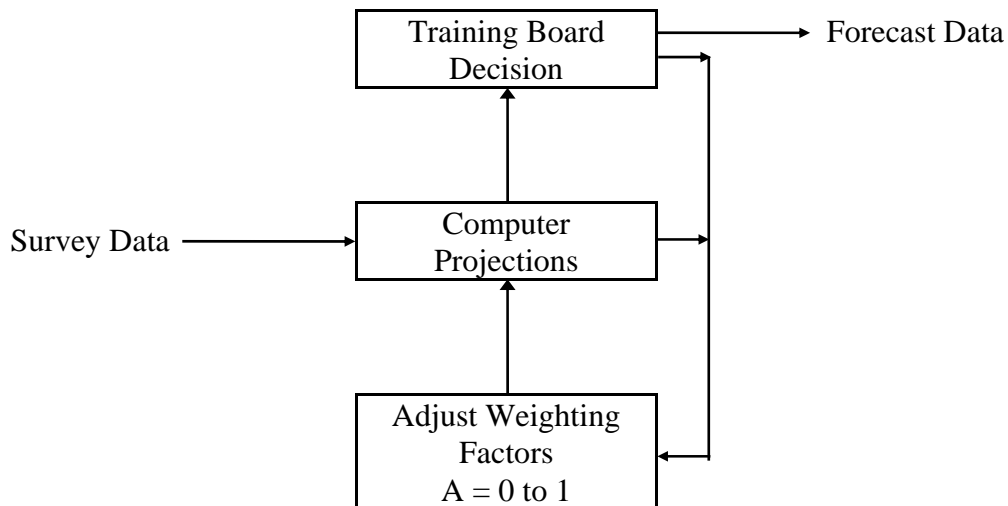
**Total Registered Vehicle Population and
Manpower in the Automobile Industry**

已登記車輛總數
及汽車業人力數字



Manpower Forecasting Method

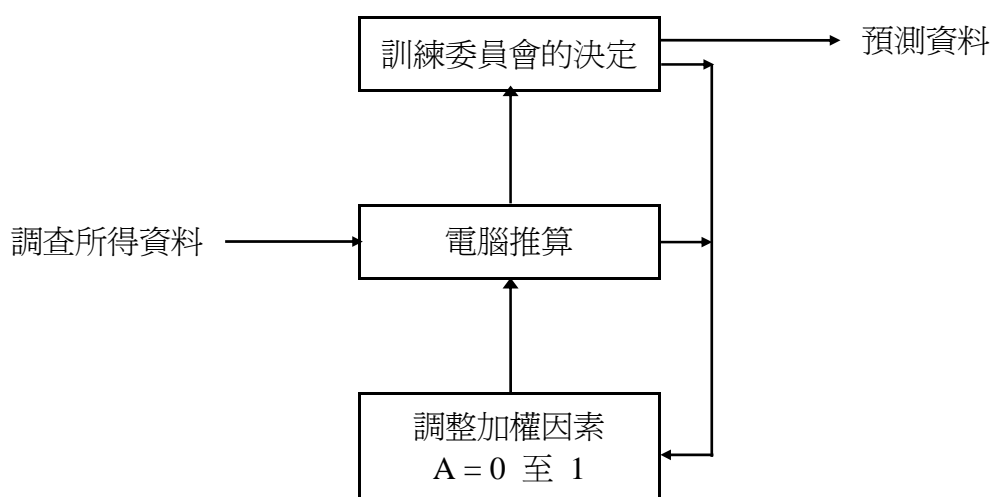
The Industrial Training Division of the Vocational Training Council has developed an “adaptive filtering” forecasting method for determining future manpower requirements of the industry. The method is illustrated diagrammatically below:



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

人力預測法

職業訓練局工業訓練科所制訂的「調節過濾」預測法，可用以確定汽車業未來的人力需求。現將該項方法以圖解方式說明如下：



該方法將過去調查所得資料權重，而所用加權輕重率乃屬幾何級數，資料愈新，所得的權重亦愈大。因此，推算結果大半基於較新資料，而與以往資料關連較少。新資料的權重程度可由加權因數(A)控制。委員會利用電腦分析增長率，並將調查所得資料以不同數值的加權因數(A)進行預測，即估計若干「可能性」。委員會會考慮下列可能引致人力變動的因素，例如未來汽車的數量、運輸形式的演變、本地經濟復蘇情況等，從而作出適當的預測。預測數字會與調查結果作比較，以了解其準確程度；若有任何誤差，將於下次預測時加以調整。

Manpower Projections for the Vehicle Servicing Sector from 2011 to 2014 2011 年至 2014 年間汽車維修類別僱員人數的推算

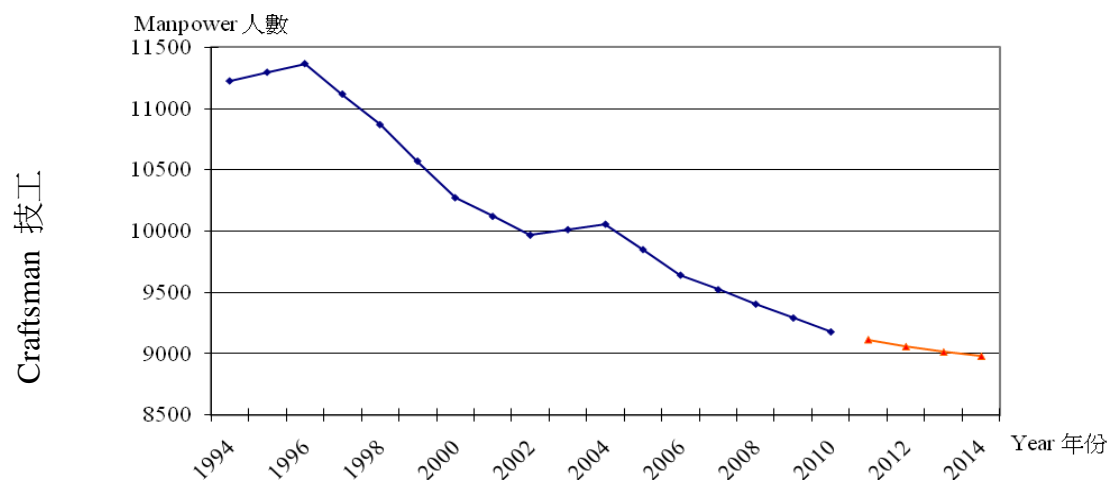
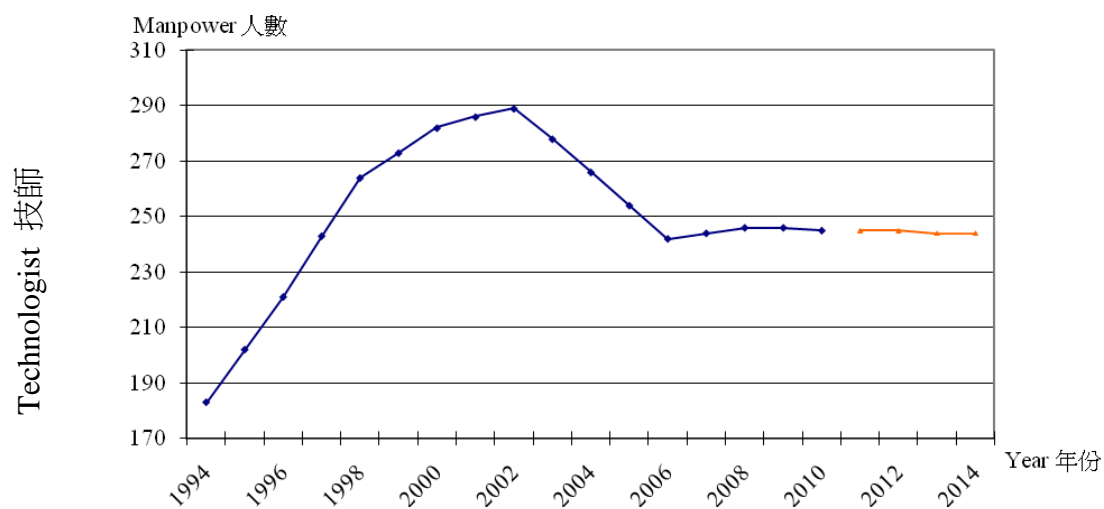


TABLE 1 : Recommended Annual Training Requirement
for Workers from 2011 to 2014 (Vehicle Servicing Sector)

表一：2011年至2014年間建議平均每年培訓
的僱員人數（汽車維修類別）

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
TECHNOLOGIST LEVEL 技師級		
Mechanical Engineer (Automotive) 汽車機械工程師	86	2 – 3
Service Manager 維修部經理	159	4 – 5
Sub-total 分類總數	245	6 – 8
TECHNICIAN LEVEL 技術員級		
Service Instructor 維修教導員	83	3 – 4
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	376	14 – 17
Service Supervisor 維修監督	596	21 – 26
Service Adviser/Receptionist 維修服務員／款待員	319	12 – 14
Engineering Technician 工程技術員	375	14 – 17
Sub-total 分類總數	1 749	64 – 78
CRAFTSMAN LEVEL 技工級		
Vehicle Mechanic 汽車機械工	5 901	241 – 296
Vehicle Electrician 汽車電工	705	29 – 35
Vehicle Body Repairer 車身修理工	885	36 – 44
Vehicle Body Builder 車身建造工	271	11 – 14
Vehicle Painter 汽車噴漆工	570	23 – 28

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
CRAFTSMAN LEVEL (Continued) 技工級 (續)		
Vehicle Air-conditioning Mechanic 汽車冷氣工	187	8 – 9
Vehicle Upholsterer 車內裝飾工	86	4
Machinist 機床工	56	2 – 3
Industrial Vehicle Mechanic 工業機車技工	43	2
Motorcycle Mechanic 電單車機械工	217	9 – 11
Sub-total 分類總數	8 921	365 – 446

TABLE 2 : Recommended Training Requirement for Workers
in 2010/2011 (Vehicle / Auto-parts Retail Sector)

表二：2010/2011 年度建議培訓的僱員人數
(汽車／零件零售類別)

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
MANAGERIAL LEVEL 經理級		
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事	100	2 – 3
General Manager 總經理	14	0
Sales Manager 營業經理	123	3
Marketing Manager 市場推廣經理	20	1 – 2
Customer Services Manager 客戶服務經理	4	0
Merchandising Manager 採購經理	5	0
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	10	0
Sub-total 分類總數	276	6 – 8
SUPERVISORY LEVEL 主任級		
Store / Branch Supervisor 店舖／分店營業主任	330	8 – 10
Customer Services Supervisor 客戶服務主任	99	3
Merchandiser/Buyer 採購主任	32	1
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	85	2 – 3
Sub-total 分類總數	546	14 – 17

Job Title 職稱	No. of Workers Employed (Excluding Trainees) 現有僱員人數 (受訓者除外)	Annual Training Requirement 每年建議培訓的 僱員人數
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級		
Senior Sales Representative / Staff 高級營業員 / 售貨員	1 299	27 – 33
Junior Sales Representative / Staff 初級營業員 / 售貨員	748	16 – 19
Stock Assistant 存貨助理	163	3 – 4
Part Time Sales/Service Staff 兼職售貨員／服務員	9	0
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	807	17 – 21
Sub-total 分類總數	3 026	63 – 77