2018 MANPOWER SURVEY REPORT

SECURITY SERVICES

2018 年保安服務業
人力調查報告

SECURITY SERVICES TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

保安服務業訓練委員會

CONTENTS

目錄

2018 MANPOWER SURVEY REPORT
OF THE SECURITY SERVICES INDUSTRY

EXECUTIVE SUMMARY

Introduction

1.   The Security Services Training Board (the Training Board) of the Vocational Training Council (VTC) was set up by the HKSAR Government in 1998 to be responsible for determining the manpower situation and training needs in the security services industry (SSI); and for recommending to the VTC, employers and other stakeholders measures to meet the demand for trained personnel in the SSI.   The Training Board conducted its 10th Manpower Survey (the Survey) in May 2018 with reference date on 1 May 2018, covering the 3 branches of the security services industry, namely, the Security Guarding Services, the Armoured Transportation Services and the Security Systems Installation / Maintenance / Repair / Design / Others.

2.   Section I of this report gives an introduction to the Survey including the purpose, scope, methodology, analysis of the response and the manpower assessment procedure.   A summary of the Survey findings is presented in Section II, the conclusions and recommendations of the Training Board are set out in Sections III and IV respectively.

Industry Outlook

3.   The 2018 annual progress report of the Long Term Housing strategy revealed that the long term housing demand for the ten-year period from 2019-20 to 2028-29 was projected to be around 432,400 units.   Adding to a margin for vacancy of private flats, around 450,000 units would be the total housing supply target for the said ten-year period[1].   The increasing number of residential supplies over the coming years will result in the creation of numerous employment opportunities, including security services related jobs.

4.   The Hong Kong Government invests heavily in infrastructure to promote economic and community development such as cross-boundary projects and airport three-runway system; of the HK$557.9 billion in total estimated government expenditure for 2018-19, some HK$85.6 billion (15.34%)[2] was allocated for infrastructure.   It is expected that there will be a high demand in security services to safeguard valuable building equipment at the infrastructural sites during the development stage.   Upon completion of the projects, a substantial number of manpower for protecting critical facilities and safeguarding the public will be required.

5.   Hong Kong is a vibrant, international city, the Events and Culinary Capital of Asia, and a leading global business, transportation and communications hub.   To further promote the city to the world, many world-class trade fairs, expos, international conferences and exhibitions are held in Hong Kong each year.   The continued growth of such promotional activities means event security services should continue to flourish.

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[1] Long Term Housing Strategy Annual Report 2018
[2] Brand Hong Kong Infrastructure Report- July 2018

6.   With reference to "Hong Kong Population Projections 2015-2064", the number of elderly people, those aged 65 or older, in Hong Kong will reach 2.58 million by 2064, around 35.9 per cent of the population.   In light of the ageing population and declining labour force, the government relaxed the age limit for Category B Security Personnel Permit (SPP) from age 65 to 70 to release the workforce of the industry.   As a result, the number of SPP holders[3] with age 65 and above was significantly increased 49.8% from 2015 (26,361 SPP holders) to 2018 (39,489 SPP holders in 2018).   It is forecasted that the SSI will face the challenge of age workforce in the coming years.

7.   Technologies like intrusion alarm systems, CCTV systems, access control systems, smart devices and security robots have been widely used in the industry to prevent unauthorized access and are considered to be crucial to ease the problem of labour shortage of the industry.   The real estate developers have been trying to promote smart building by incorporating new technology at every stage of the process, from architectural design, development and sales, while property management companies have also been attempting to promote new security solutions with advanced technology to their clients.   However, it takes time for the users to buy-in the advantages of new technologies.

8.   In recent years, many security guards preferred to work part-time as they might be able to receive better hourly rate at cash income instantly.   As a result, some people set up agencies to engage many freelancers/part-time security guard personnel and provide manpower services to licensed security companies.   This practice not only helps security companies to hire part-time security guards to fulfill their manpower needs, but also allows more flexibility for security companies to deploy security guards in supporting standalone events.   However, security companies may be required to pay relatively higher salary to part-time security guards which may affect the morale of the full-time security guards.   In addition, part-time security guards may not be familiar with the working environment of different sites that may affect their performance.

Manpower Situation

9.   It is worth noting that the Survey covered full-time[4] security services related technical employees[5] (hereafter referred to employees) only, both part-time and temporary employees including security guards engaged in the Industry were excluded from the Survey.

10.   The Survey revealed that as at 1 May 2018, there were 121,988 employees (hereafter referred to employees) engaged in the SSI, representing a 6.1% increase in employees in security services companies compared with the figures of 2015.   Out of the 121,988 employees, 115,254 employees were employed by licensed security companies, 6,029 and 705 employees by the owners corporations and supplementary sample companies respectively. The data on the manpower, vacancies and forecast growth by job level are summarised as follows:

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[3] The number of SPP holders is retrieved from The Security and Guarding Services Industry Authority.
[4] Full-Time refers to employees working at least consecutive 4 weeks a month, and not less than 18 hours in each week and receiving regular pay from the firm.
[5] Technical employees refer to those security services related personnel employed in the principal jobs at the time of the Survey.

Job Level	No. of Employees in June 2015	No. of Employees in May 2018 (a) (%)#	No. of Vacancies in May 2018 (b)	Employers' Forecast of Manpower Growth (c)	Forecast No. of Posts in May 2019 (d) = (a)+(b)+(c)
Managerial/Professional	2,394	2,788 (+16.5)	62	25	2,875
Supervisory	10,846	10,980 (+1.2)	348	160	11,488
Security Guard/Technician	101,786	108,220 (+6.3)	5,148	1,916	115,284
Total	115,026	121,988 (+6.1)#	5,558	2,101	129,647

As percentage of increase in the number of employees as against 2015

Manpower Projection for 2019 to 2022

11.   The Training Board has adopted the Input-Output model of Labour Market Analysis (LMA) approach to project the manpower of the industry in the next four years as follows:

Year	Actual Manpower	Employers' Forecast (at the time of the Survey)	Projected Manpower	Manpower Growth as compared with previous year
2018	127,546			
2019		129,647 (1.6%)*	129,401	1,855 (1.5%)*
2020			130,657	1,256 (1.0%)**
2021			131,779	1,122 (0.9%)**
2022			132,816	1,037 (0.8%)**

*   As percentage increase of the actual manpower against 2018
**   As percentage increase of the projected manpower against the year before, i.e. 2019, 2020 and 2021 respectively

Turnover in the Past 12 Months

12.   The Training Board observes that there was consistently a high turnover of security services personnel in the past few years, with 38,150 employees leaving in the past 12 months. Of these employees, security guard/technician level had the highest turnover of 35,875 employees (or 33.2% of the number of employees at the same level) leaving and 25,149 joining with security services related experience.   The wastage of the SSI was 11,078 (or 9.1% of the total number of employees).

Additional Manpower Requirements in May 2019

13.   Based on the manpower growth projected by using the LMA approach and the annual wastage, the Training Board anticipates an additional manpower requirement of 12,933 employees in 2019 for the SSI as follows:

Job Level	Annual Wastage	Projected Manpower Growth by Employer for May 2019	Additional Manpower Requirement for May 2019
Managerial/Professional	11	41	52
Supervisory	341	165	506
Security Guard/Technician	10,726	1,649	12,375
Total:	11,078	1,855	12,933

Provision of Training

14.　　The Survey revealed that employers provided 112,352 training places to their employees in the past 12 months and the estimated number of training places offered by employers in the next 12 months would be 75,169.　18.6% of the training places would be on courses related to healthy and safety, while 16.2% training courses would be related to customer services.

Recommendations

Security Training Courses under Quality Assurance System

15.　　The Training Board estimates that a total of 12,933 additional employees will be required in the next 12 months, therefore, a substantial training need for the new entrants (particularly at the Security Guard level) is expected.　The Training Board considers that courses under the Recognition Scheme of Security Training Courses can satisfy the demand for basic security training while the Quality Assurance System introduced in 2004 could help ensure the standard and quality of training courses under the Scheme.　The Training Board will continue to monitor and review the Scheme regularly.

Skills Upgrading Training

16.　　With reference to paragraph 2.21 of Section II, health & safety and customer services are the most popular types of training in the next 12 months.　To this end, training providers are recommended to offer such training courses to meet the needs of the industry.

17.　　In order to upgrade professional skills of in-service practitioners and assist them in keeping pace with the latest information and development, the Training Board will continue to identify emerging skills required by the industry and recommend training providers to develop relevant programmes in the areas of incident management, information management, observation management and security Technology management to meet the training needs.

Security Technology

18.　　Although the SSI is ready to adopt advance technology to assist in security work, there is a need for relevant stakeholders to cope with the development.　The Training Board recommends real estate developers to incorporate more advanced technology in security systems during the development stage.　Employers are also recommended to adopt advance

technologies in their operation to ease the problem of manpower shortage and enhance the efficiency. In addition, there is a need to educate security services personnel at different levels as well as users in the knowledge and benefits of application of new technology in security work. The Training Board recommends security companies, property management companies and technology providers to organise relevant workshops and seminars to promote the benefits of using security technologies.

Seminar and Conference

19. The Training Board will continue to organise seminar, conference and forum from time to time to help practitioners and stakeholders better understand the latest development of the industry.

Qualifications Framework and Continuing Professional Development

20. With the implementation of Qualifications Framework of Security Services Industry, the Training Board considers that it has provided a clear learning pathway for practitioners to draw up their own roadmaps to obtain quality assured qualifications and cultivate an atmosphere of life-long learning in the industry. The Training Board recommends training providers to offer suitable Continuing Professional Development programmes for the in-service practitioners to enhance their competitiveness. Practitioners are also encouraged to equip themselves to cope with the changing needs of the industry.

The Security Services Best Training Award

21. The Training Board, in collaboration with the Hong Kong Police Force (HKPF), have organised Security Services Best Training Award with a view to recognising security companies that have committed to offer quality security services related training programmes of their staff. In view of the great success of the Award over the past years, the Training Board and the HKPF will continue to organise the Award to encourage more employers to provide security services related training to their employees.

Trade Test

22. The Training Board will continue to organise trade tests for security guards to upkeep the professional standard of new entrants.

Manpower Shortage

23. The Training Board considers that the relaxation of age limit from for security guard personnel is only a temporary measure to ease the problem of manpower shortage. The government should address to the aging problem of the workforce and consider formulating suitable policy to meet the acute manpower demand and security services providers are encouraged to redesign job process with the aid of technology, to meet the greater security challenges and maximise productivity.

Remuneration of the industry

24. In order to attract more new blood to the industry, the Training Board recommends the government to review the related labour legislation to avoid abusive application by the employers, for example, the package not truly reflect the reward for security guards during

leave day, and the industry should consider offer a better employment package (including salary and benefits) and make effort to enhance the overall image/social status of security personnel so that the security jobs may become more appealing to the new entrants.

Future Surveys

25.   The Training Board will continue to conduct manpower survey once every four years to assess the manpower demand and supply in this industry.   To better enhance the dynamics of the manpower situation, two update reports will be published in the interim to capture the latest manpower trend of the industry.

SECTION I

INTRODUCTION

The Security Services Training Board

1.1 The Security Services Training Board of the Vocational Training Council (VTC) was set up in 1998 responsible for determining the manpower situation and training needs in the security services industry (SSI); and for recommending to the VTC, employers and other interested parties measures to meet the demand for trained personnel in the SSI. The membership and terms of reference of the Training Board are listed in **Appendices 1** and **2** respectively.

Purpose of the Survey

1.2 The Training Board had conducted 9 manpower surveys in February 1999, May 2001, May 2003, May 2005, May 2007, May 2009, June 2011, July 2013 and June 2015 respectively, and its 10th manpower survey was conducted in May 2018 with the following objectives:

(i) To assess the manpower and training needs in the principal jobs of the SSI;

(ii) To forecast the manpower growth of the SSI; and

(iii) To recommend measures to meet the training needs of and manpower demand for employees at the managerial/ professional, the supervisory and the security guard/technician levels.

Scope of the Survey

1.3 Similar to the scope of survey in 2015, the 2018 Manpower Survey (the Survey) again covered 3 branches of the SSI, namely, the Security Guarding Services, the Armoured Transportation Services and the Security Systems Installation/ Maintenance/ Repair/ Design/ Others. Security Companies were classified by the types of licence they hold, as follows:

Branch Category	Type of licence	Branch of security services work
1	I	Security Guarding Services
2	II	Armoured Transportation Services
3	III	Security Systems Installation/ Maintenance/ Repair/ Design/ Others
4	I and II	Security Guarding Services and Armoured Transportation Services
5	I and III	Security Guarding Services and Security Systems Installation/ Maintenance/Repair/Design/Others
6	I, II and III	Security Guarding Services, Armoured Transportation Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others
7	-	Owners Corporations
8	-	Supplementary Samples

1.4　　As at 1 May 2018, there were 1,128 security services companies listed on the Security and Guarding Services Industry Authority (SGSIA) and 10,629 owners corporations registered in the Land Registry[6].　The Survey was conducted by adopting the stratified random sampling method, in which 431 licensed security Services companies and 106 owners corporations were selected.　A total of 291 security services companies were with an employment size of 50 or above and the remaining 837 security services companies were with the size below 50.

1.5　　In addition to security companies and owners corporations, 10 supplementary samples covering public utility companies, major theme parks and hotels which directly employed security personnel were also selected in the Survey.　Altogether, a total of 547 questionnaires was dispatched.

Method of the Survey

1.6　　The Survey, with the assistance from a survey consultancy firm in the collection of data, was conducted during the period from May to August 2018 with reference date on 1 May 2018.

1.7　　Survey data were collected through telephone or face-to-face interviews with the 547 sampled establishments based on a structured questionnaire which was divided into two Parts.　Part I was collecting manpower information (number of employees, vacancies, etc.) by level by principal job while Part II on supplementary manpower information.　Each of the sampled security companies, owners corporations and supplementary sampled companies were required to complete a questionnaire **(Appendix 5)** in terms of the manpower and training needs for the SSI.　Employers were requested to classify their employees according to the job specifications based on the duties the employees performed.

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[6] Information being used in the Survey was provided by the Home Affairs Department

1.8   Questionnaires collected were checked, coded and if necessary verified with the respondents.   The survey data was statistically grossed up to yield a full-size manpower situation of the security services industry.

Quality Assurance Measures

1.9   Various measures were taken to assure the quality of the survey data collected.   These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry and validation of the collected data.

Analysis of the Response

1.10   Of the 354 valid samples, 220 respondents were successfully enumerated with the required information.   Of the remaining 193 samples were either temporarily ceased operations, moved, not employed any technical manpower, unreachable, not yet start operation, not been contactable through their registered addresses, and not engaged in the specific trade.   The effective response rate is 62%.

Manpower Assessment Procedure

1.11   The assessment procedure consisted essentially of the following three steps:

   (i)   conduct manpower survey of the SSI to collect up-to-date information on manpower situation, in particular its distribution by job level;

   (ii)   analyse the survey data with input from the SSI on manpower plan and training needs; and

   (iii)   assess the manpower supply and demand of the SSI.

Presentation of Findings

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

Definition of Terms

1.13   "Employees" refer to Full-time employees who employed in the principal jobs of SSI at least work consecutive 4 weeks a month in which less than 18 hours in each week and receive regular pay from the firm.

1.14   "Wastage" refers to the difference between number of leavers who left the SSI and number of recruits with Security Services related experience.

1.15   "Technical Certificates" refers to certificates of technical competence.

SECTION II

SUMMARY OF SURVEY FINDINGS

2.1   It is worth noting that the Survey covered full-time security services related employees only, both part-time and temporary employees including security guards engaged in the Industry were excluded from the Survey.

2.2   The following information was collected from the Survey:

(a)   number of employees;
(b)   number of existing vacancies;
(c)   employers' forecast of the manpower demand in May 2019;
(d)   number of employee turnover;
(e)   employers' required education level of employees;
(f)   employers' preferred period of experience of employees; and
(g)   income distribution of employees.

2.3   Employers were further requested to provide information on the number of internal promotion, recruitment difficulties, preferred vocational qualification, and types of training provided to employees in the past 12 months and planned for the next 12 months.   The findings are summarised in the ensuing paragraphs.

Number of Employees

2.4   The Survey revealed that during the survey period, there were 121,988 employees engaged in the industry.   Out of these 121,988 employees, 115,254 were employed by the security companies, 6,029 by the owners corporations and 705 by the supplementary samples. A comparison of the number of employees in 2015 and 2018 is given in **Table A**.   The distribution by job level is shown in **Figure 1**.

Table A: Comparison of the Number of Employees for 2015 and 2018

Branch	Employees		Growth/ Decrease (%)*
	2015	2018	
Type 1- Security Guarding Services	87,557	89,164	1,607 (1.8)
Type III- Security Systems Installation/ Maintenance/Repair/Design/Others	3,365	3,541	176 (5.2)
Type I and II, and Type II only- Security Guarding Services and Armoured Transportation Services, and Armoured Transportation Services only	2,119	2,345	226 (10.7)
Type I and III- Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/Others	13,427	17,940	4,513 (33.6)
Type I, II and III- Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/Repair/Design/Others	2,079	2,264	185 (8.9)
Owners Corporations	5,724	6,029	305 (5.3)
Supplementary Samples	755	705	-50 (-6.6)
Total	**115,026**	**121,988**	**6 ,962 (6.1)****

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

Figure 1: Distribution of Employees by Job Level
Total: 121,988

Security Guard/
Technician Level
108,220 (88.7%)

Managerial/
Professional Level
2,788* (2.3%)**

Supervisory Level
10,980 (9.0%)
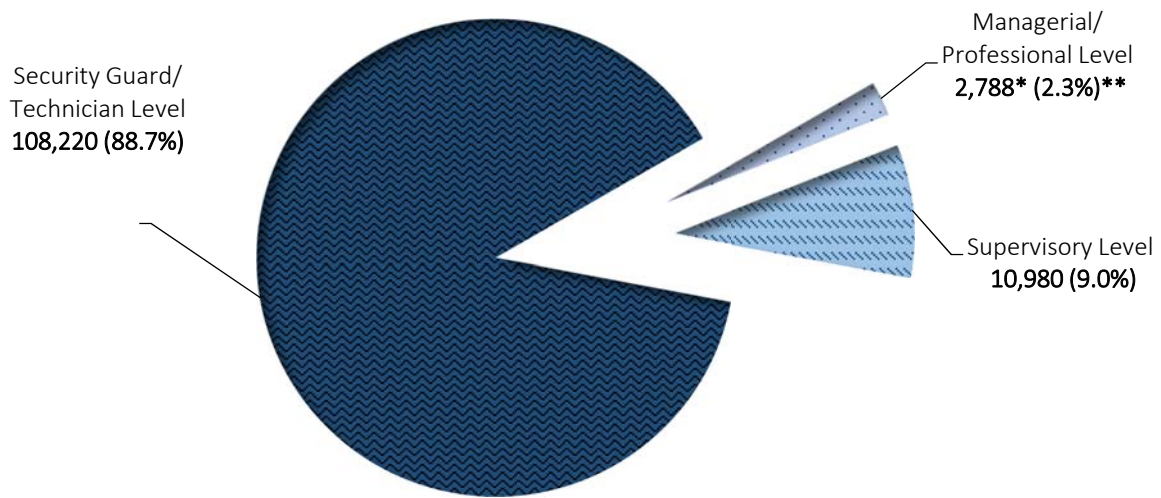
*   Number of employees
**   As percentage of the number of employees in the industry

2.5   The distribution of the total manpower by branch by principal job is shown in **Table B**.

Table B: Number of Employees by Branch by Principal Job

Job Level	Employees of Security Companies (%)*	Employees of Owners Corporations (%)*	Employees of Supplementary Samples (%)*	Total (%)*
MANAGERIAL/PROFESSIONAL LEVEL				
Senior Management Staff	576 (20.7)	-	6 (0.2)	**582 (20.9)**
Security Manager/Operations Manager/Security Centre Controller	1,057 (37.9)	50 (1.8)	28 (1.0)	**1,135 (40.7)**
Security Consultant	96 (3.4)	-	3 (0.1)	**99 (3.6)**
Security System Project Manager	236 (8.5)	-	4 (0.1)	**240 (8.6)**
Security System Design/Installation/ Maintenance Engineer	492 (17.6)	-	5 (0.2)	**497 (17.8)**
Security Training Manager	48 (1.7)	-	-	**48 (1.7)**
Other Security Services Related Manager	187 (6.7)	-	-	**187 (6.7)**
Sub-total:	2,692 (96.5)	50 (1.8)	46 (1.6)	2,788 (100)

Job Level	Employees of Security Companies (%)*	Employees of Owners Corporations (%)*	Employees of Supplementary Samples (%)*	Total (%)*
SUPERVISORY LEVEL				
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	9,648 (87.9)	501 (4.6)	172 (1.6)	10,321 (94.0)
Technical Support Staff	214 (1.9)	-	4 (0.04)	218 (1.9)
Security Training Officer	51 (0.5)	-	-	51 (0.5)
VIP Protection Officer / Private Body Guard	33 (0.3)	-	-	33 (0.3)
Other Security Services Related Supervising Personnel	357 (3.3)	-	-	357 (3.3)
Sub-total:	10,303 (93.8)	501 (4.6)	176 (1.6)	10,980 (100)
SECURITY GUARD/TECHNICIAN LEVEL				
Security Guard (on 3-shift system)	41,820 (38.6)	1,617 (1.5)	366 (0.3)	43,803 (40.5)
Security Guard (on 2-shift system)	55,255 (51.1)	3,861 (3.6)	117 (0.1)	59,233 (54.7%)
Armed Guard	803 (0.7)	-	-	803 (0.7)
Security System Design Technician	182 (0.2)	-	-	182 (0.2)
Security Device Installation, Maintenance and/or Repairing Technician	2,691 (2.5)	-	-	2,691 (2.5)
Other Security Services Related Personnel with valid Security Personnel Permit	1,508 (1.4)	-	-	1,508 (1.4)
Sub-total:	102,259 (94.5)	5,478 (5.1)	483 (0.4)	108,220 (100)
GRAND TOTAL:	115,254 (94.5)**	6,029 (4.9)**	705 (0.6)**	121,988 (100)**

*   As percentage of the total number of employees at the same job level
**   As percentage of the total number of employees in the industry

2.6   The distribution of manpower by branch by job level is shown in **Figures 2**, **3** and **4**. The distribution of employees by types of security company licence is shown in **Appendix 6**.

Figure 2: Distribution of Employees of Security Companies by Job Level
Total: 115,254

Managerial/
Professional Level
2,692 (2.3%)

Security Guard/
Technician Level
102,259* (88.7%)**

Supervisory Level
10,303 (8.9%)
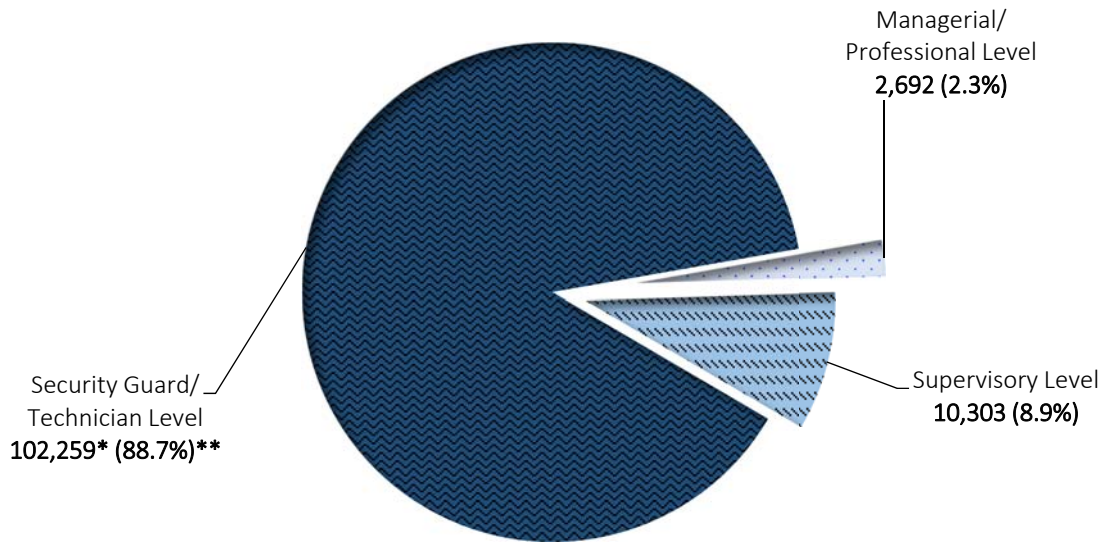
*   Number of employees
**   As percentage of the number of employees in this branch (The percentage may not add up to 100 due to rounding)

Figure 3: Distribution of Employees of Owners Corporations by Job Level
Total: 6,029

Managerial/
Professional Level
50 (0.8%)

Security Guard/
Technician Level
5,478* (90.9%)**

Supervisory Level
501 (8.3%)
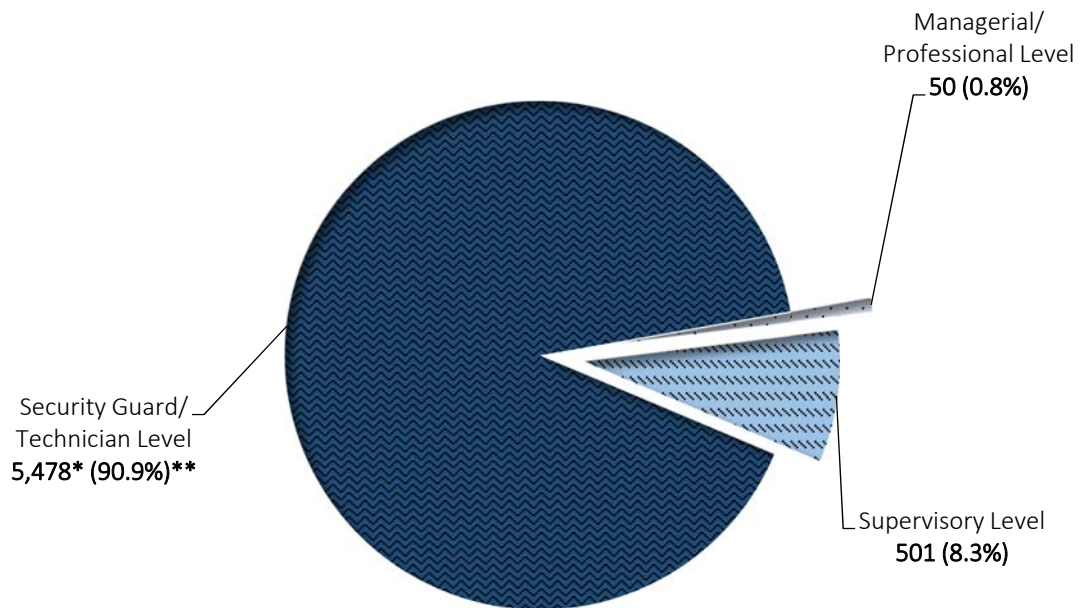
*   Number of employees
**   As percentage of the number of employees in this branch

Figure 4: Distribution of Employees of the Supplementary Samples by Job Level
Total: 705

Security Guard/
Technician Level
483* (68.5%)**

Managerial/
Professional Level
46 (6.5%)

Supervisory Level
176 (25%)
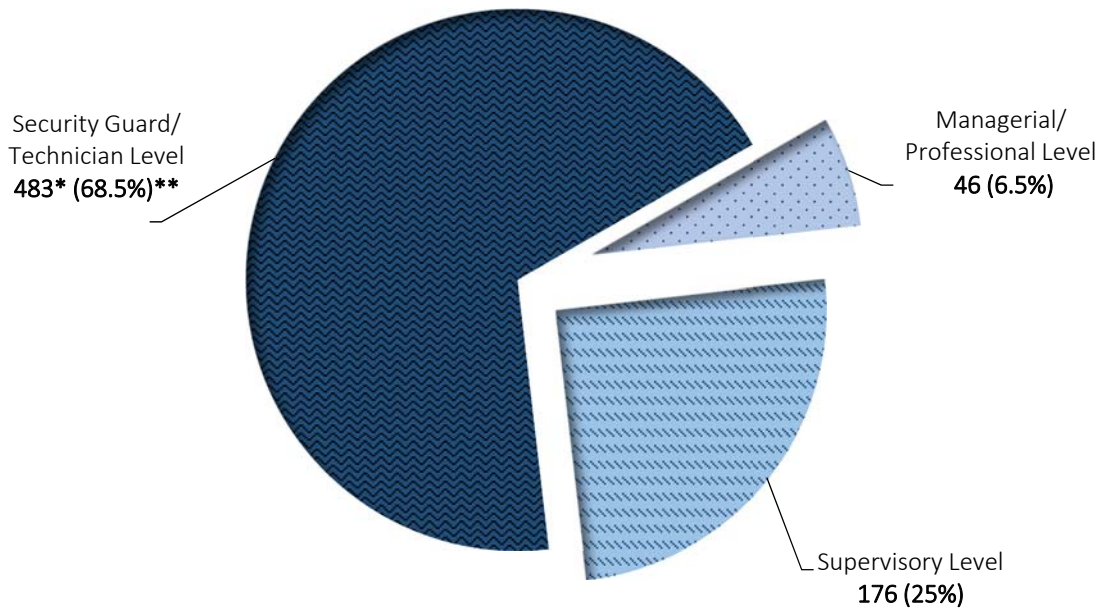
*   Number of employees
**   As percentage of the number of employees in this branch

2.7   A comparison of the number of employees of security companies between 2015 and 2018 by principal job is shown in **Table C**.

Table C: Comparison of Manpower of Security Companies
between 2015 and 2018 by Job Level by Principal Job

Job Level	Manpower in 2015	Manpower in 2018	Growth in Manpower (%)*
MANAGERIAL/PROFESSIONAL LEVEL			
Senior Management Staff	323	576	**253**
Security Manager/Operations Manager/Security Centre Controller	1,029	1,057	**28**
Security Consultant	69	96	**27**
Security System Project Manager	197	236	**39**
Security System Design/Installation/Maintenance Engineer	489	492	**3**
Security Training Manager	23	48	**25**
Other Security Services Related Manager	230	187	**-43**
Sub-total:	**2,360**	**2,692**	**332 (14.1)**
SUPERVISORY LEVEL			
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	9,727	9,648	**-79**

Job Level	Manpower in 2015	Manpower in 2018	Growth in Manpower (%)[*]
Technical Support Staff	153	214	61
Security Training Officer	49	51	2
VIP Protection officer/Private Body Guard	-	33	33
Other Security Services Related Supervising Personnel	359	357	-2
Sub-total:	10,288	10,303	15 (0.1)
SECURITY GUARD/TECHNICIAN LEVEL			
Security Guard (on 3-Shift System)	34,720	41,820	7,100
Security Guard (on 2-Shift System)	55,776	55,255	-521
Armed Guard	673	803	130
Security System Design Technician	214	182	-32
Security Device Installation, Maintenance /or Repairing Technician	2,853	2,691	-162
Other Security Services Related Personnel with valid Security Personnel Permit	1,663	1,508	-155
Sub-total:	95,899	102,259	6,360 (6.6)
GRAND TOTAL	108,547	115,254	6,707 (6.2)

[*] As percentage of the growth in the number of employees of security companies

2.8 The comparison of manpower of security companies by job level between 2015 and 2018 is illustrated in **Figure 5** and **Table D**.

Figure 5: Comparison of Manpower of Security Companies between 2015 and 2018 by Job Level
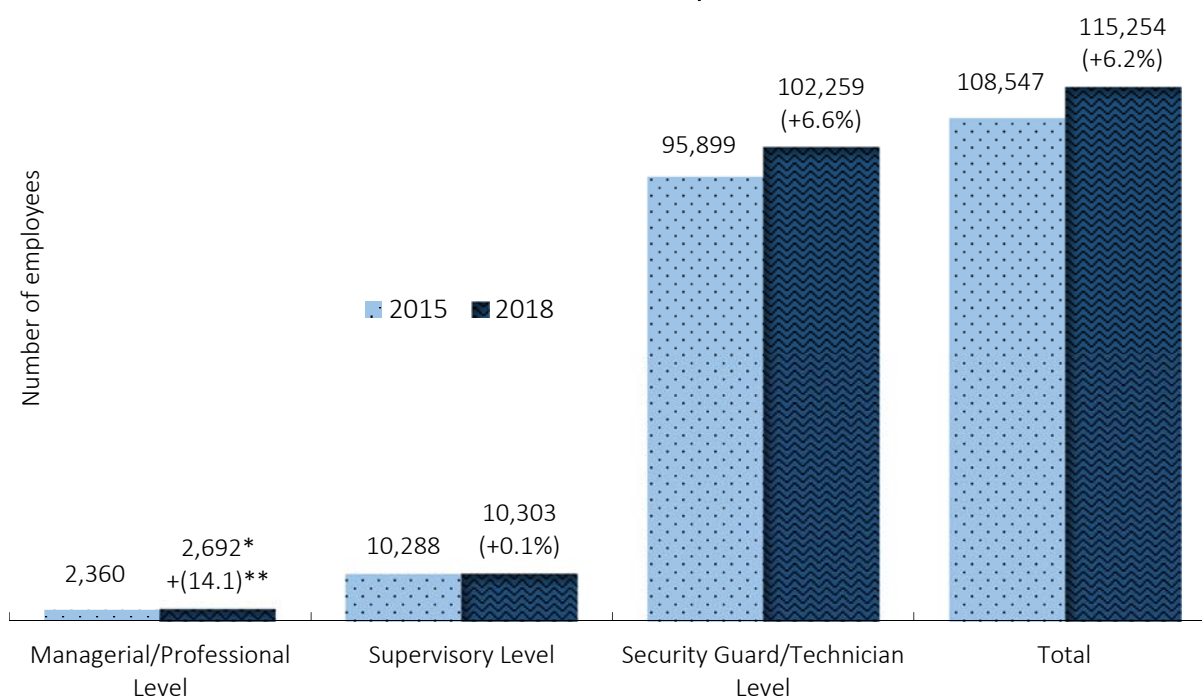
* Number of employees at the job level
** As percentage increase of the number of employees at the job level in 2018 as against 2015

Table D: Manpower Growth of Security Companies in 2018 by Job Level

Job Level	No. of Employees in June 2015	No. of Employees in May 2018	Growth (%)*
Managerial/Professional	2,360	2,692	332 (+14.1)
Supervisory	10,288	10,303	15 (+0.1)
Security Guard/Technician	95,899	102,259	6,360 (+6.6)
Total	108,547	115,254	6,707 (+6.2)**

* As percentage increase of the number of employees at the job level in 2018 as against 2015
** As percentage increase of the number of employees in the industry in 2018 as against 2015

2.9   The comparison of manpower of owners corporations by job level between 2015 and 2018 is illustrated in **Figure 6** and **Table E**.

Figure 6: Comparison of Manpower of Owners Corporations between 2015 and 2018 by Job Level
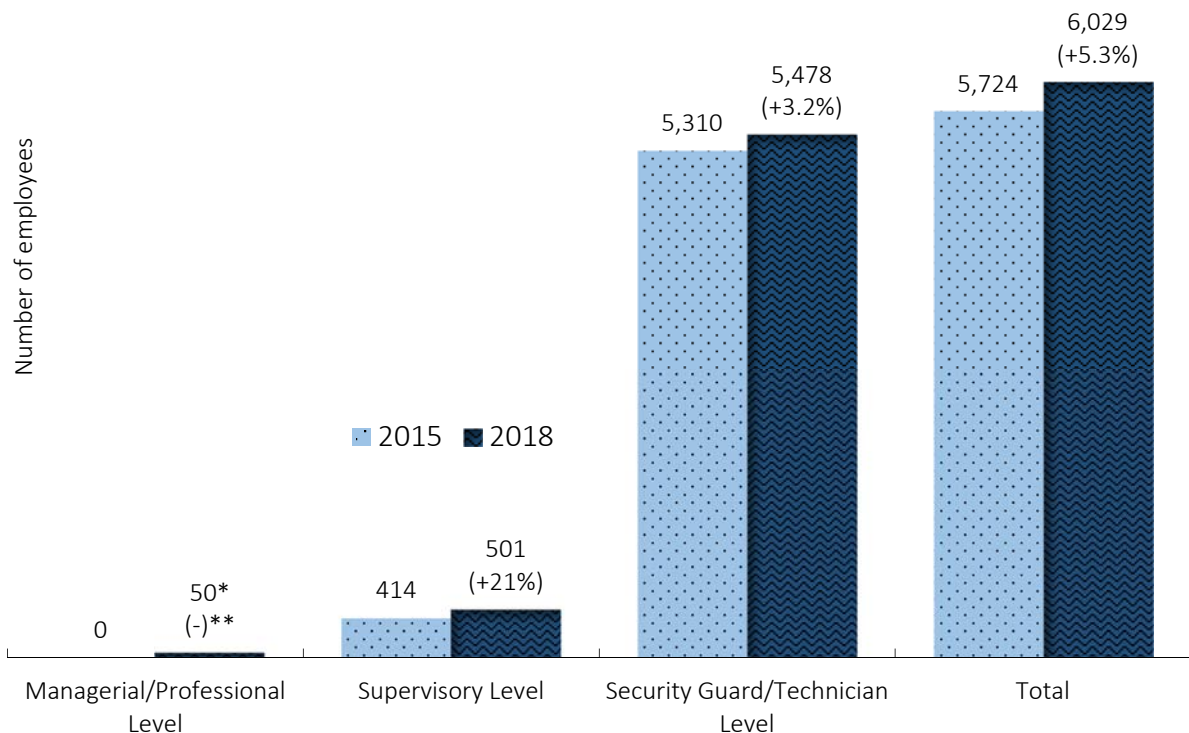
* Number of employees at the job level
** As percentage increase of the number of employees at the job level in 2015 as against 2018

Table E: Manpower Growth of Owners Corporations in 2018 by Job Level

Job Level	No. of Employees in June 2015	No. of Employees in May 2018	Growth (%)*
Managerial/Professional	-	50	50 (-)
Supervisory	414	501	87 (+21.0)
Security Guard/Technician	5,310	5,478	168 (+3.2)
Total	5,724	6,029	305 (+5.3)**

*   As percentage increase of the number of employees at the job level in 2018 as against 2015
**   As percentage increase of the number of employees in the industry in 2018 as against 2015

Number of Vacancies

2.10   At the time of Survey, employers reported 5,558 vacancies, or 4.4% of the existing 127,546 posts (posts = 5,558 vacancies + 121,988 employees).   By job level, the security guard/technician level had the highest number of vacancies of 5,148.   The distribution of vacancies by job level is shown in **Figure 7** and by principal job is shown in **Table F**.

Figure 7: Posts and Vacancies by Job Level
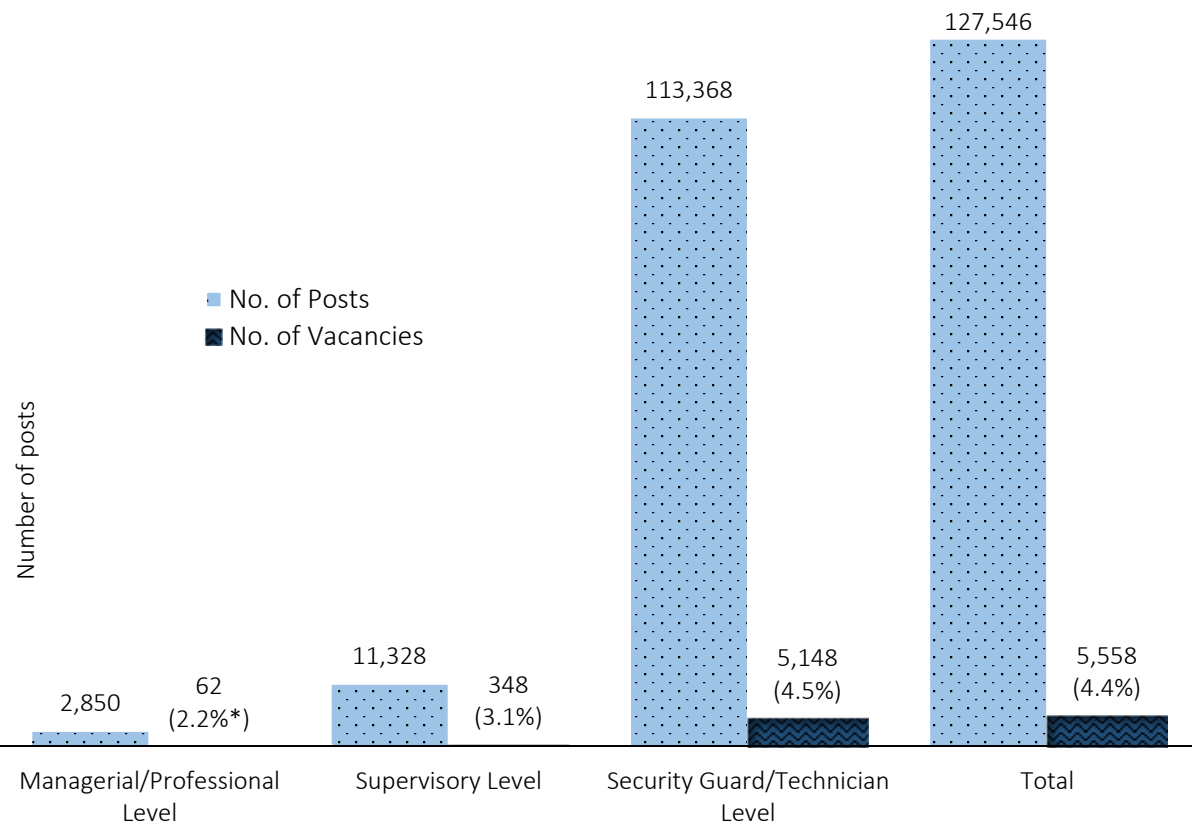
*   As percentage of the number of posts by job level

Table F: Number of Existing Vacancies by Principal Job

Job Level	Number of Employees (a)	Number of Vacancies (b)	Number of Posts (a)+(b)	(%)* (b)/(a)+(b)
MANAGERIAL/PROFESSIONAL LEVEL				
Senior Management Staff	582	10	592	1.7
Security Manager/Operations Manager/Security Centre Controller	1,135	26	1,161	2.2
Security Consultant	99	-	99	-
Security System Project Manager	240	3	243	1.2
Security System Design/Installation/ Maintenance Engineer	497	23	520	4.4
Security Training Manager	48	-	48	-
Other Security Services Related Manager	187	-	187	-
Sub-total:	2,788	62	2,850	2.2
SUPERVISORY LEVEL				
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	10,321	301	10,622	2.8
Technical Support Staff	218	13	231	5.6
Security Training Officer	51	-	51	-
VIP Protection Officer/Private Body Guard	33	-	33	-
Other Security Services Related Supervising Personnel	357	34	391	8.7
Sub-total:	10,980	348	11,328	3.1
SECURITY GUARD/TECHNICIAN LEVEL				
Security Guard (on 3-shift system)	43,803	2,312	46,115	5.0
Security Guard (on 2-shift system)	59,233	2,521	61,754	4.1
Armed Guard	803	27	830	3.3
Security System Design Technician	182	19	201	9.5
Security Device Installation, Maintenance and /or Repairing Technician	2,691	174	2,865	6.1
Other Security Services Personnel	1,508	95	1,603	5.9
Sub-total:	108,220	5,148	113,368	4.5
GRAND TOTAL:	121,988	5,558	127,546	(4.4)**

* As percentage of vacancies at the same job level
** As percentage of vacancies in the industry

2.11   A comparison of the number of vacancies between 2015 and 2018 is shown in **Figure 8**.

Figure 8: Comparison of Vacancies between 2015 and 2018
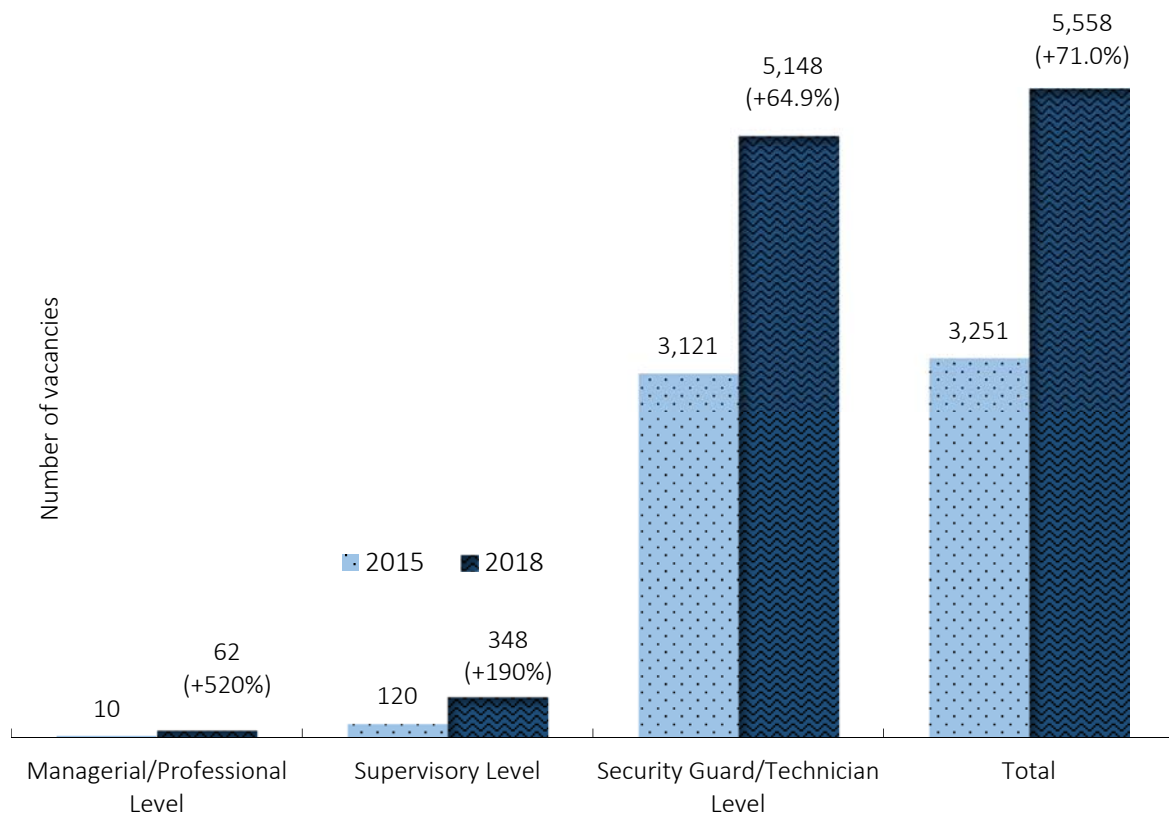
*   Number of vacancies by job level
**   As percentage increase of the number of vacancies at the job level in 2018 as against 2015

Employers' Forecast Manpower Demand by May 2019

2.12   Employers forecasted that there would be 129,647 posts by May 2019, an increase of 1.6% over the number of posts in May 2018.   There were total increase of 2,101 posts. Broken down into three technical job levels, the respective increases were: the managerial level (25 posts, 0.9%), the supervisory level (160 posts, 1.4%), and the security guard/technician level (1,916 posts, 1.7%).   Employers' forecasted manpower growth by May 2019 by job level is presented in **Figure 9** and by principal job in **Table G**.

Figure 9: Employers' Forecast of Security Services Manpower Demand by May 2019 by Job Level
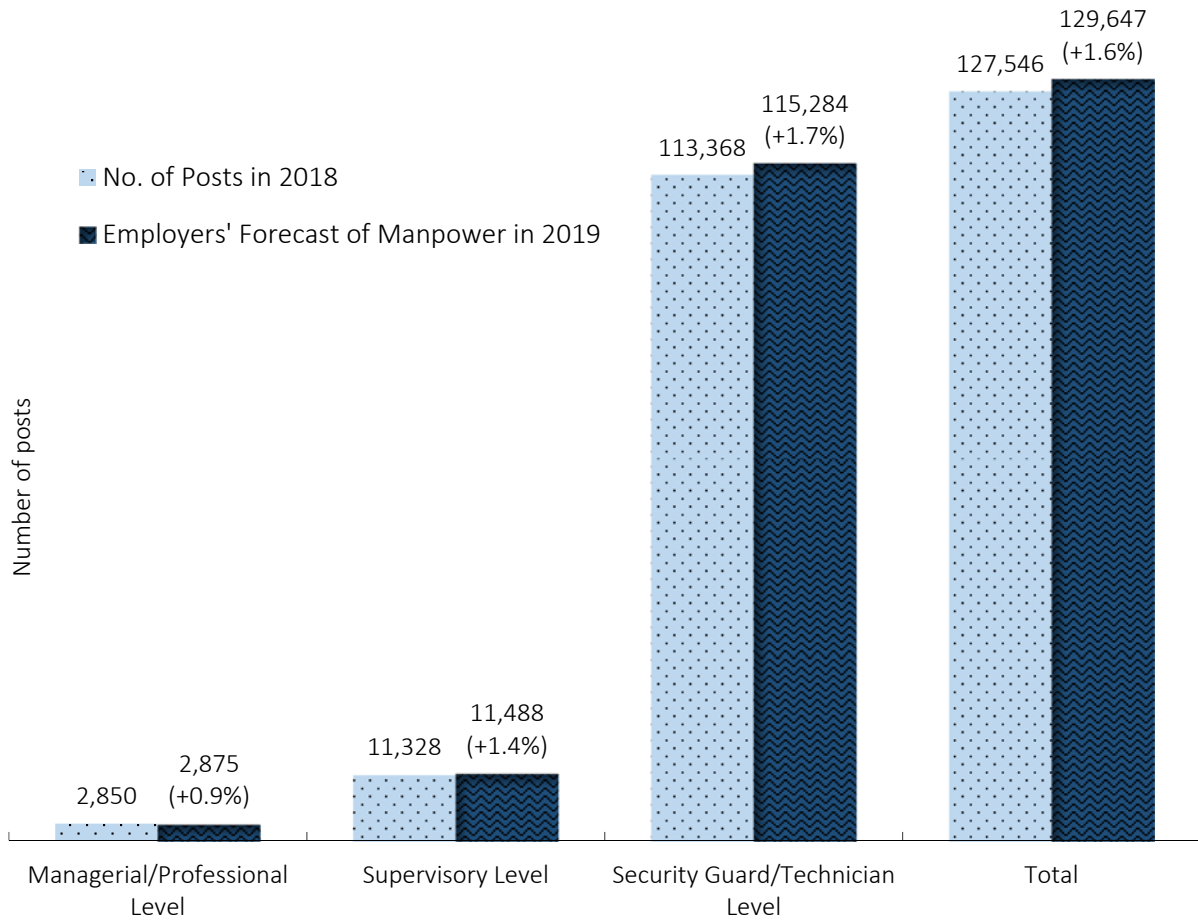
* As percentage increase/decrease in number of posts at the same job level in 2019 as against 2018

Table G: Employers' Forecast of Manpower Growth by Principal Job in 2019

Job Level	Number of Posts in 2018	Forecast of Manpower in 2019	Change (%)*
MANAGERIAL/PROFESSIONAL LEVEL			
Senior Management Staff	592	605	(2.2)
Security Manager/Operations Manager/Security Centre Controller	1,161	1,164	(0.3)
Security Consultant	99	101	(2.0)
Security System Project Manager	243	245	(0.8)
Security System Design/Installation/ Maintenance Engineer	520	524	(0.8)
Security Training Manager	48	49	(2.1)
Other Security Services Related Manager	187	187	(-)
Sub-total:	2,850	2,875	(0.9)**

Job Level	Number of Posts in 2018	Forecast of Manpower in 2019	Change (%)[*]
SUPERVISORY LEVEL			
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	10,622	10,776	(1.4)
Technical Support Staff	231	235	(1.7)
Security Training Officer	51	53	(3.9)
VIP Protection Officer/Private Body Guard	33	33	(-)
Other Security Services Related Supervising Personnel	391	391	(-)
Sub-total:	11,328	11,488	(1.4)[**]
SECURITY GUARD/TECHNICIAN LEVEL			
Security Guard (on 3-shift system)	46,115	46,848	(1.6)
Security Guard (on 2-shift system)	61,754	62,961	(2.0)
Armed Guard	830	842	(1.4)
Security System Design Technician	201	200	(-0.5)
Security Device Installation, Maintenance and /or Repairing Technician	2,865	2,827	(-1.3)
Other Security Services Personnel	1,603	1,606	(0.2)
Sub-total:	113,368	115,284	(1.7)[**]
GRAND TOTAL:	127,546	129,647	(1.6)[#]

*   As percentage increase / decrease of the number of posts at the same principal job level
**   As percentage increase of the number of posts at the same job level
#   As percentage increase / decrease of the total number of posts in the industry in 2019 against 2018

Internal Promotion in the Past 12 Months

2.13   The Survey revealed that 0.9% employees were promoted from within the surveyed sample establishments.   Significant internal promotion could be found at supervisory level in the Security Guarding Services branch.   759 employees from security guard/technician level were promoted to supervisory level.   The main reason for the higher internal promotion rate in this branch was to retain employees in the industry.   A summary of the promotion pattern by branch by job level is shown in **Table H**.

Table H: Number of Internal Promotions by Branch by Job Level

Branch	Managerial/ Professional Level#	Supervisory Level^	Total (%)*
Security Guarding Services	31	759	790 (0.9)
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	15	26	41 (1.2)
Security Guarding and Armoured Transportation Services, and Armoured Transportation Services only	1	9	10 (0.4)
Security Guarding Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others	16	171	187 (1.0)
Security Guarding Services and Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	1	-	1 (0.04)
Owners Corporations	-	1	1 (0.02)
Supplementary Samples	3	18	21 (3.0)
Total:	67	984	1,051 (0.9)**

\# Number of employees promote from supervisory to managerial / professional level
^ Number of employees promote guard/technician to supervisory level
* As percentage of total number of employees by branch
** As percentage of total number of employees in the industry

Turnover in the Past 12 Months

2.14   **Table I** shows that the staff wastage rate in the past 12 months for Security Companies was 9.6%, while the highest wastage was found in security guard/technician level. Such findings were mainly relied on data given by human resources personnel of sampled companies and based on the assumption that the leavers might be recruited by another security services companies.   In this connection, the actual wastage rate is the difference between the number of leavers and the number of recruits with security services related experience.   By job level, the security guard/technician level faced the highest wastage, with 35,875 employees leaving and 25,149 employees joining the industry, representing a 9.9% wastage at the level.   Details of the number of recruits in the past 12 months by branch by job level are shown in **Appendix 8**.

Table I: Wastage for the SSI by Sector by Job Level for the Past 12 Months

(i)   Security Companies

Job Level	No. of posts	No. of Leavers	No. of Recruits with Security Services Related Experience	Wastage (%)
Managerial/Professional	2,692	179	170	9 (0.3)*
Supervisory	10,303	2,081	1,650	431 (4.2)*
Security Guard/Technician	102,259	35,586	24,918	10,668 (10.4)*
Total:	115,254	37,846	26,738	11,108 (9.6)**

(ii)   Owners Corporations

Job Level	No. of Posts	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage (%)
Managerial/Professional	50	-	-	-
Supervisory	501	5	102	-
Security Guard/Technician	5,478	209	214	-
Total:	6,029	214	316	-

(iii)   Supplementary Samples

Job Level	No. of Posts	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage (%)
Managerial/Professional	46	2	-	2 (4.3)*
Supervisory	176	8	1	7 (4.0)*
Security Guard/Technician	483	80	17	63 (13.0)*
Total:	705	90	18	72 (10.2)**

Total

Job Level	No. of Posts	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage (%)
Managerial/Professional	2,788	181	170	11 (0.4)*
Supervisory	10,980	2,094	1,753	341 (3.1)*
Security Guard/Technician	108,220	35,875	25,149	10,726 (9.9)*
Total:	121,988	38,150	27,072	11,078 (9.1)**

*   As percentage of the number of posts at the same job level
**   As percentage of the number of posts in the same sector/industry

Recruitment Difficulties

2.15   The Survey revealed that there were 803 companies having engaged in recruitment exercise in the past 12 months. Among those, 644 companies reported to have encountered recruitment difficulties, particularly security guards.   It was found in the Survey that the percentage recorded in "general labour shortage" was the main reason for recruitment difficulty, accounting for 31.1% in 2015 and 27.1% in 2018.   However, "unsatisfactory working environment" experienced significantly increase from 5.8% in 2015 to 11.5% in 2018, while "unattractive salary in the industry" experienced significantly decrease from 26.2% in 2015 to 20.1% in 2018.   Reasons for recruitment difficulty for each job level are shown in **Table J**.   The type of difficulties encountered in recruitment in the past 12 months is set out in **Appendix 7**.

Table J: Comparison of the Reasons for Recruitment Difficulty by Job Level

Reasons for Recruitment Difficulty [#]	Managerial/ Professional		Supervisory		Security Guard/ Technician		Total	
	2015	2018	2015	2018	2015	2018	2015 (%)*	2018 (%)*
General Labour Shortage	9	40	35	53	307	520	351 (31.1)	613 (27.1)
Long Working Hours	2	9	15	22	232	412	249 (22.0)	443 (19.6)
Shift-work is required in the industry[##]	unavailable	28	unavailable	38	unavailable	145	unavailable	211 (9.3)
Unsatisfactory working environment	-	26	9	33	56	200	65 (5.8)	259 (11.5)
Dangerous work involved in the industry	-	3	-	5	6	16	6 (0.5)	24 (1.1)
Unattractive salary in the industry	5	36	18	78	273	344	296 (26.2)	458 (20.1)
Low status	1	5	1	9	10	74	12 (1.1)	88 (3.9)
Lack of candidates with relevant experience and training	11	26	19	32	75	88	105 (9.3)	146 (6.5)
Other difficulties	0	2	5	1	41	14	46 (4.1)	17 (0.8)
Total	28	175	102	271	1,000	1,813	1,130 (100)	2,259 (100)

[#]   Respondents may choose more than one reason
[##]   "Shift-work is required in the industry" was unavailable in survey of 2015
*   As percentage of recruitment difficulty in the industry

Employers' Required Educational Level of Employees

2.16   The Survey shows that 53.0% employers opined that employees at the managerial/professional level were required to have university degree or above level of

education.   Meanwhile, 54.5% at the supervisory level were required to possess upper secondary level of education whereas 79.4% at the security guard/technician level to have lower secondary level of education.   Comparisons of the required education between 2015 and 2018 surveys by level are shown in **Figures 10 to 12**.   A summary of the required education of employees by principal job is presented in **Table K**.   Details of the employers' required education level of employees by branch by principal job are shown in **Appendix 9**.

Figure 10 (i): Employers' Required Education Level of Employees at the Managerial/Professional Level in 2015

Total: 2,394 employees

Diploma/Certificate
500 (23.4%)

Sub-Degree
222 (10.4%)

Upper Secondary
142 (6.6%)

Lower Secondary
24 (1.1%)

University Degree or Above
1,252* (58.5%)**
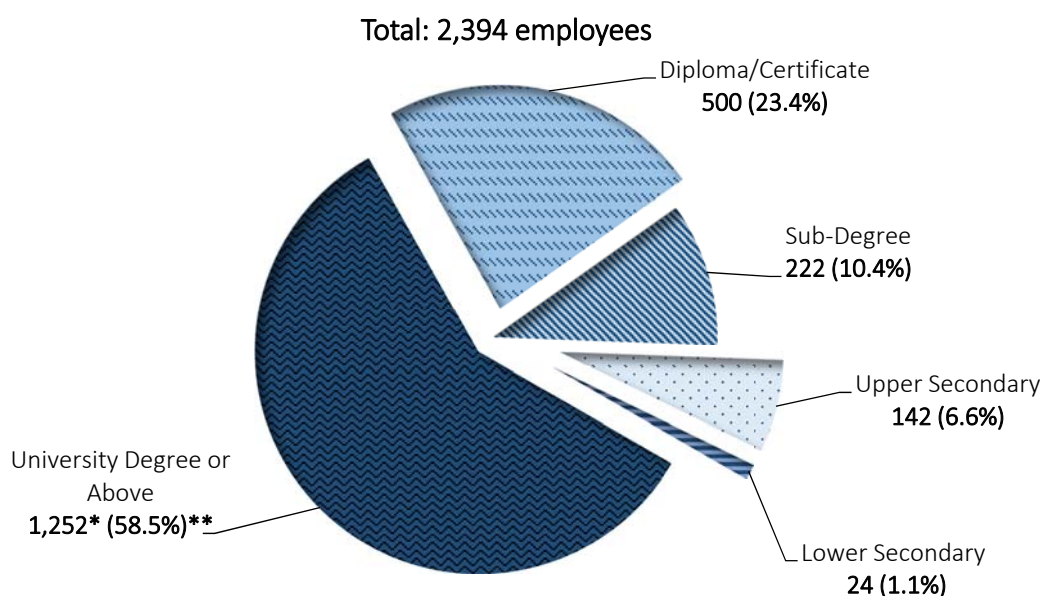
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 10 (ii): Employers' Required Education Level of Employees at the Managerial/Professional Level in 2018

Total: 2,788 employees

Diploma/Certificate
373 (14.5%)

Sub-Degree
272 (10.6%)

Upper Secondary
453 (17.6%)

Lower Secondary
111 (4.3%)

University Degree or Above
1,362* (53.0%)**
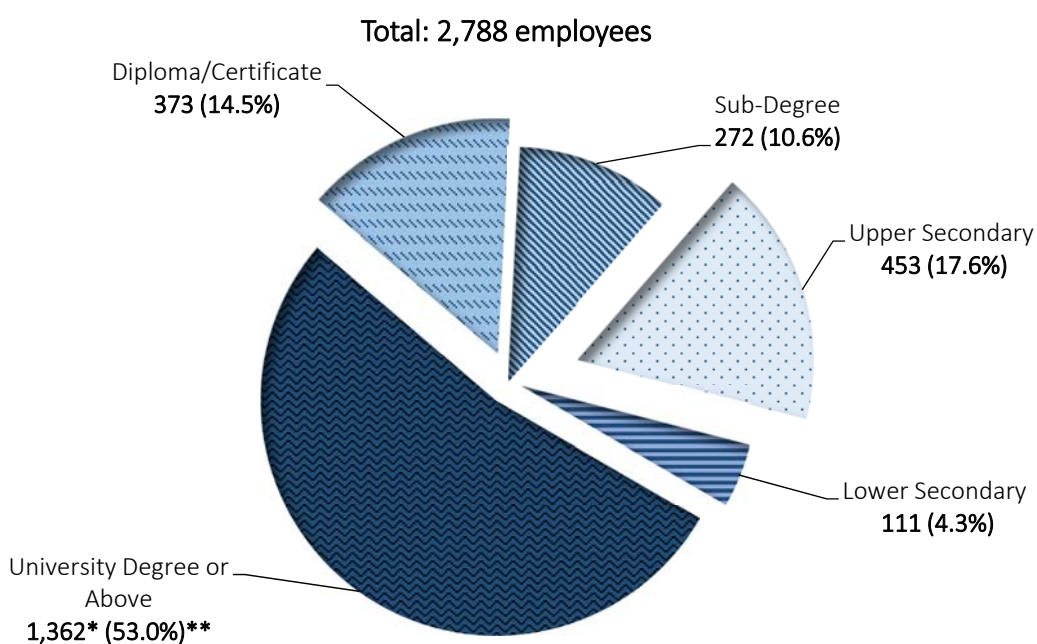
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 11 (i): Employers' Required Education Level of Employees at the Supervisory Level in 2015

Total: 10,846 employees

University Degree or above
96 (1.0%)

Sub-Degree
102 (1.0%)

Upper Secondary
6,656* (67.3%)**

Diploma/Certificate
1,683 (17.0%)

Lower Secondary
1,359 (13.7%)
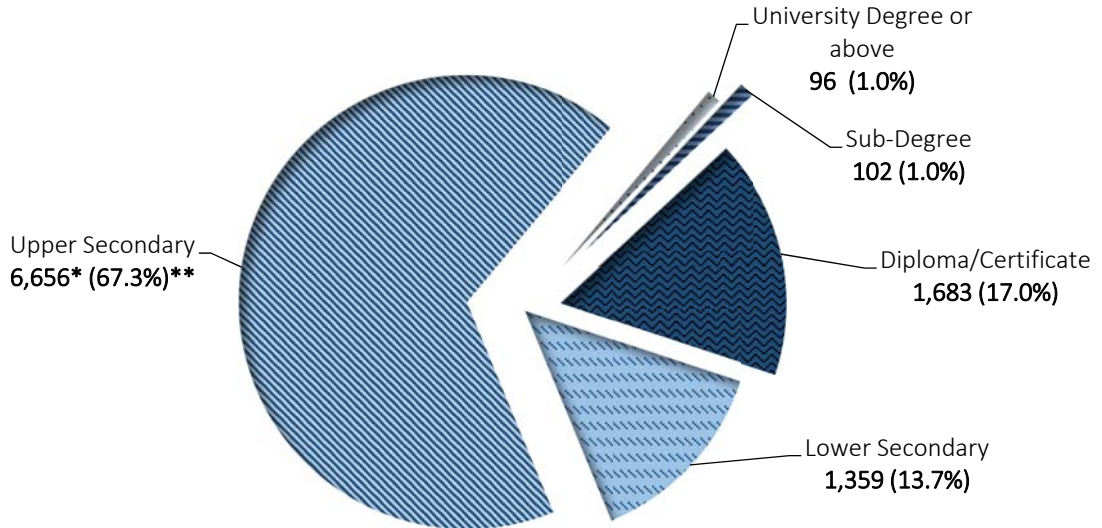
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 11 (ii): Employers' Required Education Level of Employees at the Supervisory Level in 2018

Total: 10,980 employees

University Degree or above
238 (2.4%)

Sub-Degree
85 (0.8%)

Upper Secondary
5,474* (54.5%)**

Diploma/Certificate
3,663 (36.5%)

Lower Secondary
585 (5.8%)
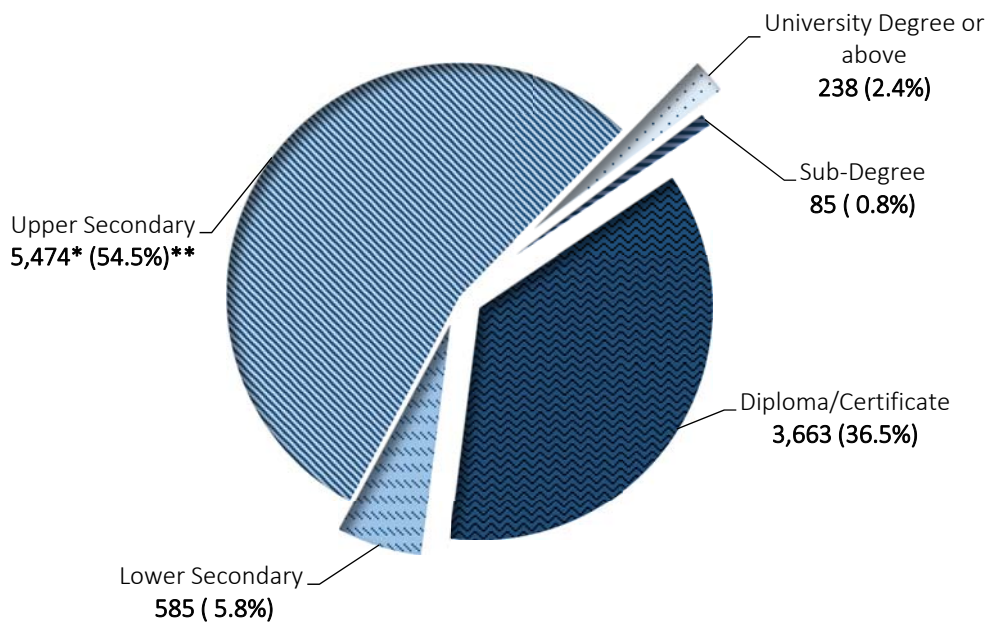
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 12(i): Employers' Required Education Level of Employees at the Security Guard/Technician Level in 2015

Total: 101,786 employees

Lower Secondary
73,578* (86.0%)**

Upper Secondary
10,795 (12.6%)

Diploma/Certificate
1,083 (1.3%)

University Degree or above
3 (0.0%)

Sub-Degree
91 (0.1%)
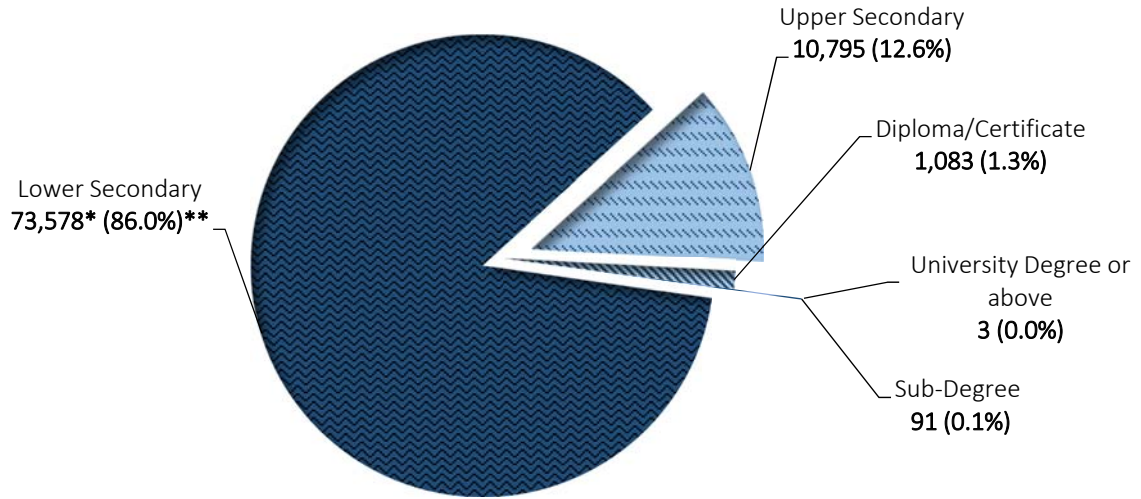
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 12(ii): Employers' Required Education Level of Employees at the Security Guard/Technician Level in 2018

Total: 108,220 employees

Lower Secondary
76,049* (79.4%)**

Upper Secondary
18,599 (19.4%)

Diploma/Certificate
928 (1.0%)

University Degree or above 10 (0.0%)
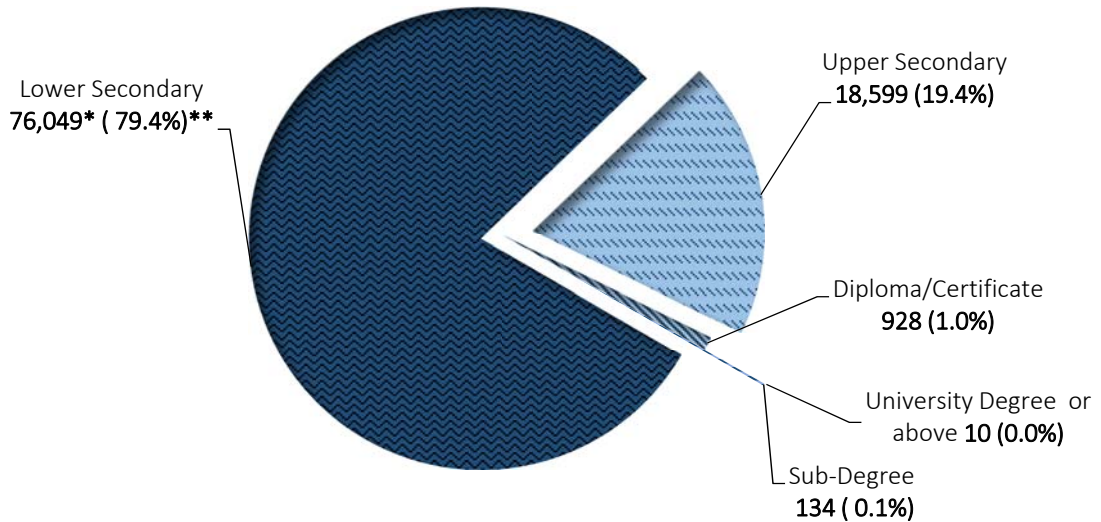
Sub-Degree
134 (0.1%)

*   No. of employees
**   As percentage of the number of employees at the job level

Table K: Employers' Required Education of Employees by Level by Principal Job

Job Level	University Degree or above	Sub-Degree	Diploma/ Certificate	Upper Secondary	Lower Secondary	Total
MANAGERIAL/PROFESSIONAL LEVEL						
Senior Management Staff	330	64	75	62	1	**532**
Security Manager/Operations Manager/Security Centre Controller	564	53	88	170	110	**985**
Security Consultant	25	11	56	6	-	**98**
Security System Project Manager	107	25	48	55	-	**235**
Security System Design/Installation/ Maintenance Engineer	154	105	88	145	-	**492**
Security Training Manager	15	12	5	13	-	**45**
Other Security Services Related Manager	167	2	13	2	-	**184**
Sub-total:	1,362	272	373	453	111	2,571
*(%)**	(53.0)	(10.6)	(14.5)	(17.6)	(4.3)	(100)
SPERVISORY LEVEL						
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	224	31	3,270	5,306	566	**9,397**
Technical Support Staff	3	45	100	56	10	**214**
Security Training Officer	3	9	4	28	6	**50**
VIP Protection Officer/Private Body Guard	-	-	5	25	3	**33**
Other Security Services Related Supervising Personnel	8	-	284	59	-	**351**
Sub-total:	238	85	3,663	5,474	585	10,045
*(%)**	(2.4)	(0.8)	(36.5)	(54.5)	(5.8)	(100)
SECURITY GUARD/TECHNICIAN LEVEL						
Security Guard (on 3-shift system)	-	-	24	6,181	32,221	**38,426**
Security Guard (on 2-shift system)	-	-	-	9,641	43,515	**53,156**
Armed Guard	-	-	-	743	-	**743**
Security System Design Technician	4	4	79	77	3	**167**
Security Device Installation, Maintenance and /or Repairing Technician	6	130	825	693	267	**1,921**
Other Security Services related Personnel with valid Security Personnel Permit	0	-	-	1,264	43	**1,307**
Sub-total:	10	134	928	18,599	76,049	95,720
*(%)**	(-)	(0.1)	(1.0)	(19.4)	(79.4)	(100)#
GRAND Total	1,610	491	4,964	24,526	76,745	108,336
(%)**	(1.5)	(0.5)	(4.6)	(22.6)	(70.8)	(100)

*   As percentage of the number of employees at the same job level
**   As percentage of the total number of employees in the industry
#   The percentage may not add up to 100 due to rounding

Employers' Preferred Period of Experience of Employees

2.17　　　The Survey revealed that 42.1% of the employees at the managerial/professional level were preferred to have over 5 and less than 10 years of experience.　　A total of 55.6% of the employees at the supervisory level were preferred to have over 2 and less than 5 years of experience and 59.3% of the employees at the security guard/technician level were preferred to have less than 1 year of experience.　　Comparisons of the employers' preferred period of experience of employees between 2015 and 2018 by job level are shown in **Figures 13 to 15**. A summary of the employers' preferred experience of employees by principal job is presented in **Table L**.　　Details of the employers' preferred period of experience of employees by branch by principal job are shown in **Appendix 10**.

Figure 13(i): Employers' Preferred Period of Experience of Employees at the Managerial/Professional Level in 2015

Total: 2,394 employees

Over 10 Years
418 (19.8%)

Over 2 years to 5 years
221 (10.5%)

Over 5 years to 10 years
1,465* (69.3%)**

1 to 2 Years
9 (0.4%)
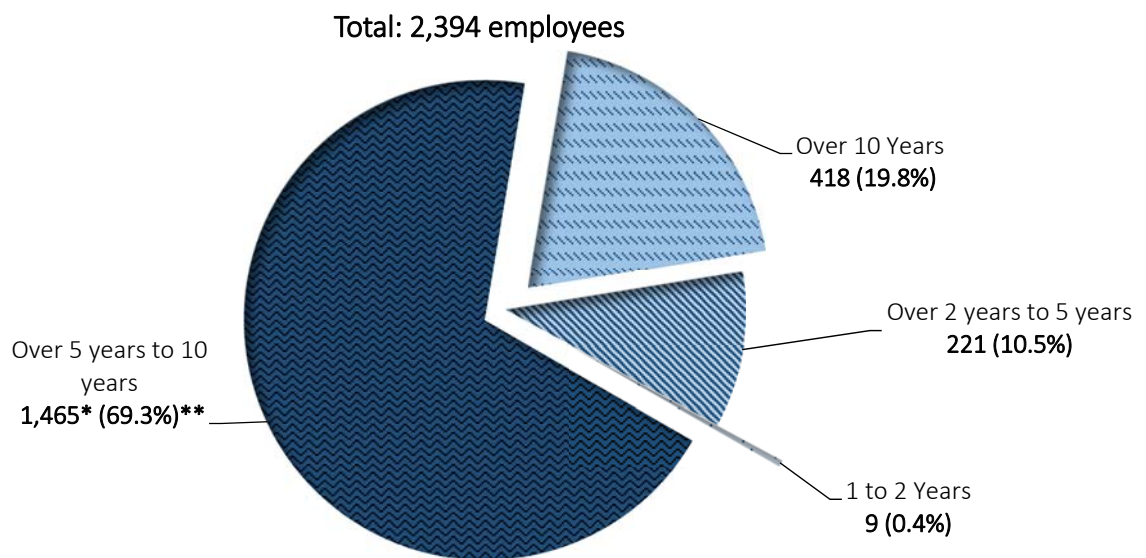
*　　　No. of employees
**　　　As percentage of the number of employees at the job level

Figure 13(ii): Employers' Preferred Period of Experience of Employees at the Managerial/Professional Level in 2018

Total: 2,788 employees

Over 2 years to 5 years
510 (21.0%)

Over 10 Years
760 (31.3%)

1 to 2 Years
136 (5.6%)

Over 5 years to 10 years
1,025* (42.1%)**

less than 1 year
1 (0.0%)
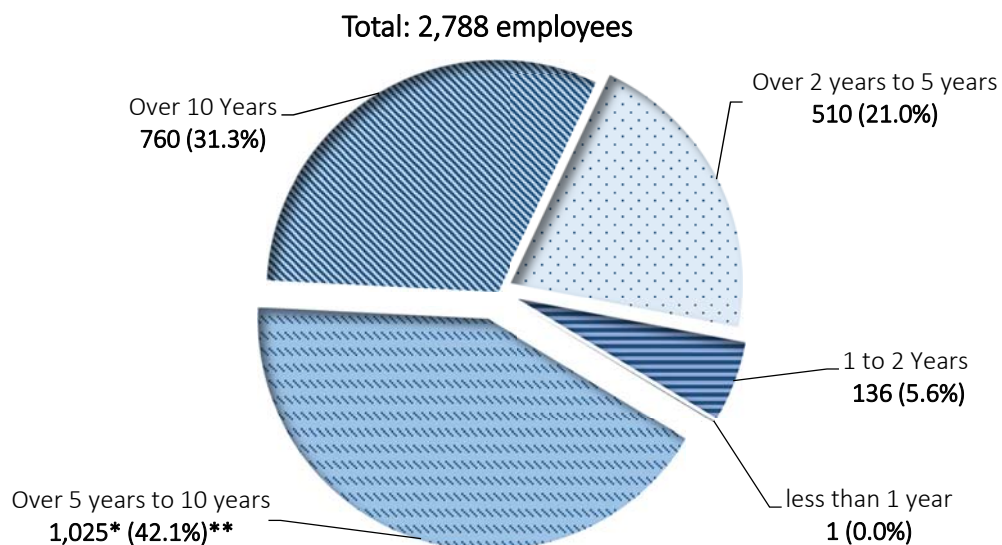
*　　　No. of employees
**　　　As percentage of the number of employees at the job level

Figure 14(i): Employers' Preferred Period of Experience of Employees at the Supervisory Level in 2015

Total: 10,846 employees

Less than 1 year
34 (0.3%)

Over 5 years to 10 years
694 (7.0%)

1 to 2 Years
1,537 (15.5%)

Over 2 years to 5 years
7,585* (76.3%)**

Over 10 years
92 (0.9%)
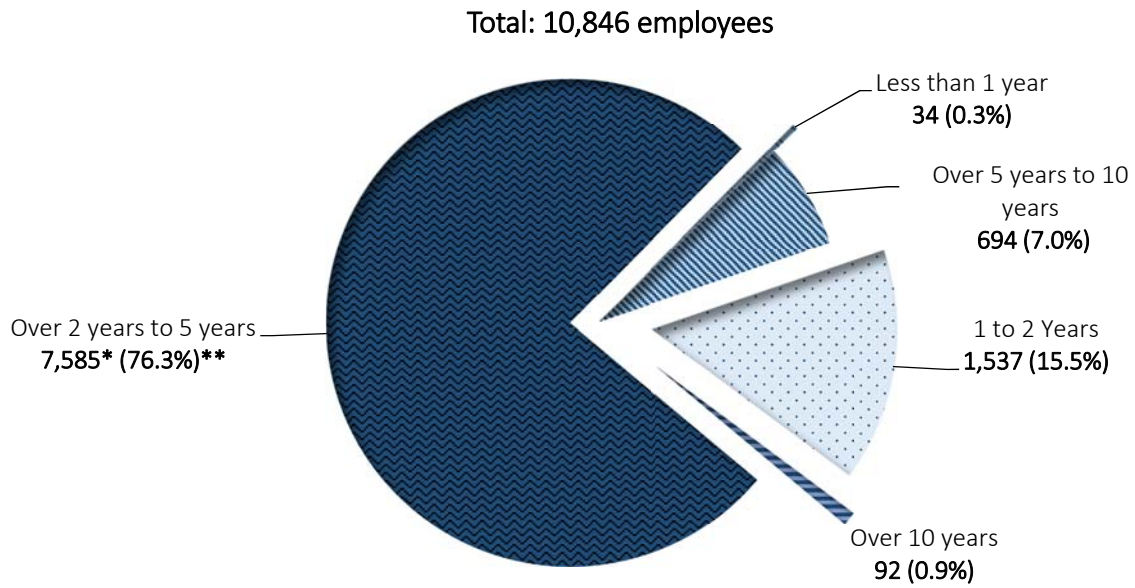
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 14(ii): Employers' Preferred Period of Experience of Employees at the Supervisory Level in 2018

Total: 10,980 employees

Over 5 years to 10 years
1,203 (12.0%)

Less than 1 year
251 (2.5%)

1 to 2 Years
2,961 (29.6%)

Over 2 years to 5 years
5,562* (55.6%)**

Over 10 years
21 (0.2%)
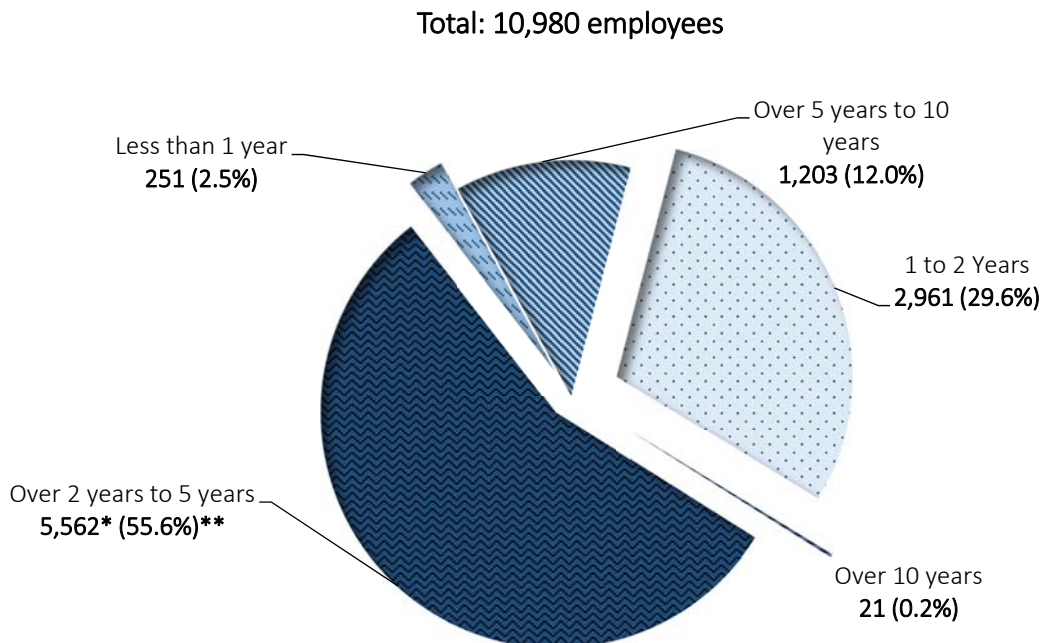
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 15(i): Employers' Preferred Period of Experience of Employees at the Security Guard/Technician Level in 2015

Total: 101,786 employees

Less than 1 Year
54,769 (64.0%)

Over 10 Years
58 (0.1%)

Over 2 Years to 5 Years
2,218 (2.6%)

Over 5 Years to 10 Years
621 (0.7%)

1 to 2 Years
27,878* (32.6%)**
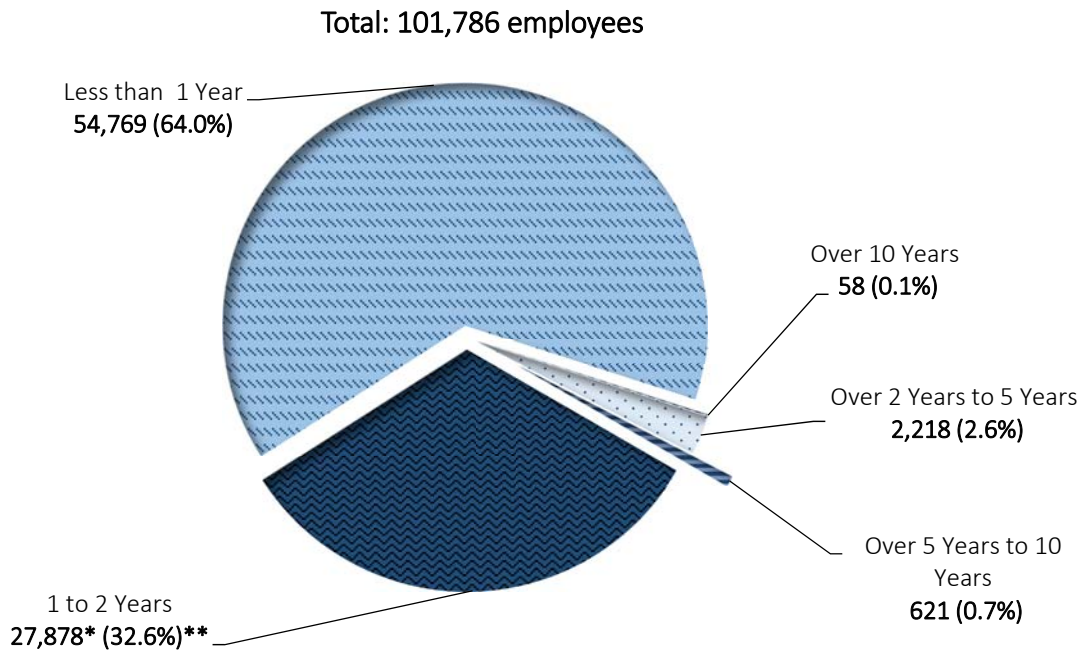
*   No. of employees
**   As percentage of the number of employees at the job level

Figure 15(ii): Employers' Preferred Period of Experience of Employees at the Security Guard/Technician Level in 2018

Total: 108,220 employees

Less than 1 Year
56,720 (59%)

Over 10 Years
117 (0.1%)

Over 2 Years to 5 Years
3,865 (4%)

Over 5 Years to 10 Years
279 (0.3%)

1 to 2 Years
34,706* (36%)**
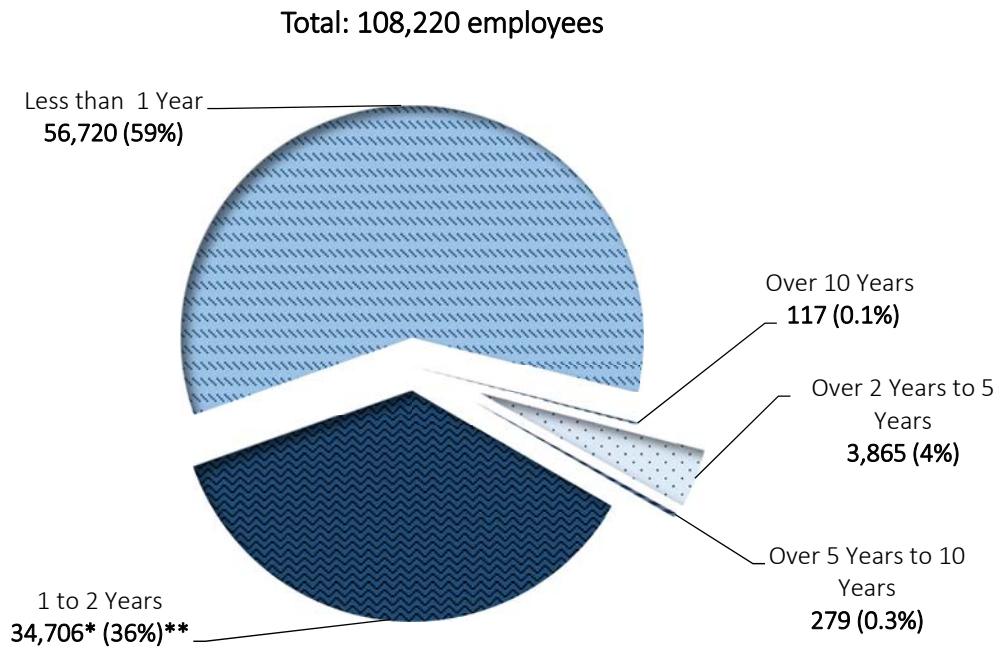
*   No. of employees
**   As percentage of the number of employees at the job level

Table L: Employers' Preferred Period of Experience of Employees by Principal Job

Job Level	Less than 1 year	1-2 years	Over 2- 5 years	Over 5-10 years	Over 10 years	Total
MANAGERIAL/PROFESSIONAL LEVEL						
Senior Management Staff	1	5	51	244	248	**549**
Security Manager/Operations Manager/Security Centre Controller		95	152	438	185	**870**
Security Consultant	-	-	21	27	10	**58**
Security System Project Manager	-	-	48	102	87	**237**
Security System Design/Installation/ Maintenance Engineer	-	31	207	167	84	**489**
Security Training Manager	-	5	16	22	2	**45**
Other Security Services Related Manager	-	-	15	25	144	**184**
Sub-total:	1	136	510	1,025	760	2,432
*(%)**	-	(5.6)	(21.0)	(42.1)	(31.3)	(100)
SUPERVISORY LEVEL						
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	248	2,867	5,105	1,118	12	**9,350**
Technical Support Staff	2	47	108	55	2	**214**
Security Training Officer	1	12	26	11		**50**
VIP Protection Officer/ Private Body Guard	-	-	13	15	5	**33**
Other Security Services Related Supervising Personnel	-	35	310	4	2	**351**
Sub-total:	251	2,961	5,562	1,203	21	9,998
*(%)**	(2.5)	(29.6)	(55.6)	(12.0)	(0.2)	(100)
SECURITY GUARD/TECHNICIAN LEVEL						
Security Guard (on 3-shift system)	27,344	9,493	1,524	-	38	**38,399**
Security Guard (on 2-shift system)	29,029	22,631	1,496	-		**53,156**
Armed Guard	33	529	175	-	6	**743**
Security System Design Technician	33	109	19	6		**167**
Security Device Installation, Maintenance and /or Repairing Technician	175	809	585	273	73	**1,915**
Other Security Services related Personnel with valid Security Personnel Permit	106	1,135	66	-	-	**1,307**
Sub-total:	56,720	34,706	3,865	279	117	95,687
*(%)**	(59.3)	(36.3)	(4.0)	(0.3)	(0.1)	(100)
GRAND Total	56,972	37,803	9,937	2,507	898	108,117
(%)**	(52.7)	(35.0)	(9.2)	(2.3)	(0.8)	(100)

* As percentage of the number of employees at the same job level
** As percentage of the total number of employees in the industry

Employers' Preferred Vocational Qualifications of Employees

2.18   The Survey revealed that most employers preferred their employees including managerial/professional, supervisory and security guard/technician levels employees to have Security Personnel Permit, followed by technical certificates.   **Table M** shows the employers' preferred vocational qualifications of employees by job level.   Details of the employers' preferred vocational qualifications by branch by job level are also presented in **Appendix 11**.

Table M: Employers' Preferred Vocational Qualification of Employees by Job Level

	Managerial/ Professional	Supervisory	Security Guard /Technician	Total
Qualified Member of major Security Institutions/Associations	102	36	-	**138**
Certificate of Security Trainers Courses	129	60	-	**189**
Holder of "Security Personnel Permit"	410	745	3,630	**4,785**
Technical Certificate	178	170	220	**568**
Certificate of Skills Upgrading Scheme	62	70	66	**198**
Others	62	63	14	**139**
Total	**943**	**1,144**	**3,930**	**6,017**

Note: Respondent may choose more than one vocational qualification

Income Distribution

2.19   The Survey figures showed that 726 (or 29.9%) and 632 (or 26.0%) employees at the managerial/professional level were in the income range of $20,001 to $30,000 and $15,001 to $20,000 respectively (as compared with 27.8% in the income range of $20,001 to $30,000 and 36.7% in the income range of $15,001 to $20,000 in 2015).   For supervisory level, 3,707 (or 38.4%) employees were in the income range of $15,001 to $20,000 in 2018 which was a significant increase as compared with 11.6% of the same income range in 2015.   For security guard/technician level, 34,911 employees (or 35.8%) received income in the range of $12,501 to $15,000, an upward trend was recorded as compared with 2015 survey in which 19.9% employees received income in this range.   **Table N** and **Figure 16** show the analysis of income distribution by principal job level.   Since this is not an income survey, the information obtained is for cross-reference only.   Details of the income distribution by principal job are also presented in **Appendix 12**.

Table N: Income Distribution of Employees by Principal Job

Job Level	$10,000 or below	$10,001-$12,500	$12,501 - $15,000	$15,001-$20,000	$20,001-$30,000	$30,001-$40,000	$40,001 - $60,000	Above $60,000	Total
MANAGERIAL/PROFESSIONAL LEVEL									
Senior Management Staff	1	-	9	48	116	144	72	130	**520**
Security Manager/Operations Manager/Security Centre Controller	-	-	23	329	245	350	79	4	**1,030**
Security Consultant	-	-	2	17	54	8	3	5	**89**
Security System Project Manager	-	-		26	102	61	27	9	**225**
Security System Design/Installation/ Maintenance Engineer	-	-	2	202	186	50	31	-	**471**
Security Training Manager	-	-	2	9	10	8	6	-	**35**
Other Security Services Related Manager	-	-	2	1	13	41	-	-	**57**
Sub-total:	1	0	40	632	726	662	218	148	2,427
(%)*	-	-	(1.6)	(26.0)	(29.9)	(27.3)	(9.0)	(6.1)	(100)#
SUPERVISORY LEVEL									
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	396	1,479	2,776	3,527	1,005	29	-	-	**9,212**
Technical Support Staff	-	7	61	77	41	7	-	-	**193**
Security Training Officer	-	-	7	7	28	2	-	-	**44**
VIP Protection Officer/ Private Body Guard	-	-	-	-	30	3	-	-	**33**
Other Security Services Related Supervising Personnel	-	-	80	96	5	-	-	-	**181**
Sub-total:	396	1,486	2,924	3,707	1,109	41	-	-	9,663
(%)*	(4.1)	(15.4)	(30.3)	(38.4)	(11.5)	(0.4)	-	-	(100)#
SECURITY GUARD/TECHNICIAN LEVEL									
Security Guard (on 3-shift system)	21,121	8,762	5,172	3,822	23	-	-	-	**38,900**
Security Guard (on 2-shift system)	3,157	19,932	28,617	2,412	510	-	-	-	**54,628**
Armed Guard	-	-	322	42	159	-	-	-	**523**
Security System Design Technician	-	107	7	32	13	-	-	-	**159**
Security Device Installation, Maintenance and /or Repairing Technician	-	505	604	628	81	196	-	-	**2,014**
Other Security Services related Personnel with valid Security Personnel Permit	12	903	189	56	-	-	-	-	**1,160**
Sub-total:	24,290	30,209	34,911	6,992	786	196	-	-	97,384
(%)*	(24.9)	(31.0)	(35.8)	(7.2)	(0.8)	(0.2)	-	-	(100)#
GRAND Total	24,687	31,695	37,875	11,331	2,621	899	218	148	109,474
(%)**	(22.6)	(29.0)	(34.6)	(10.4)	(2.4)	(0.8)	(0.2)	(0.1)	(100)#

*   As percentage of the total number of employees at the same job level
**   As percentage of the total number of employees in the industry
\#   The percentage may not add up to 100 due to rounding

Figure 16(i): Income Distribution of Employees by Job Level By Income Range in 2018
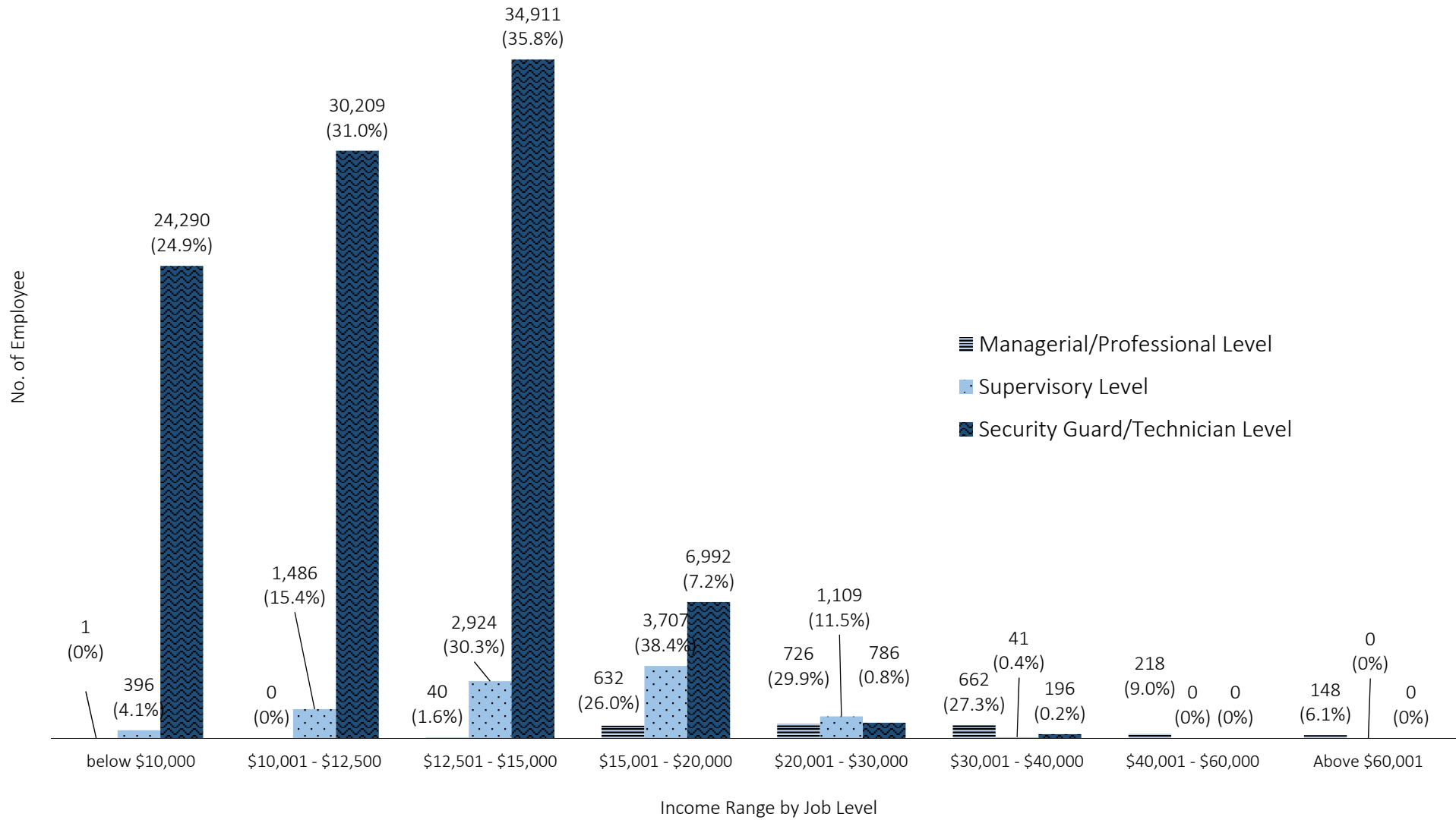
Figure 16(ii): Income Distribution of Employees by Job Level By Income Range in 2015
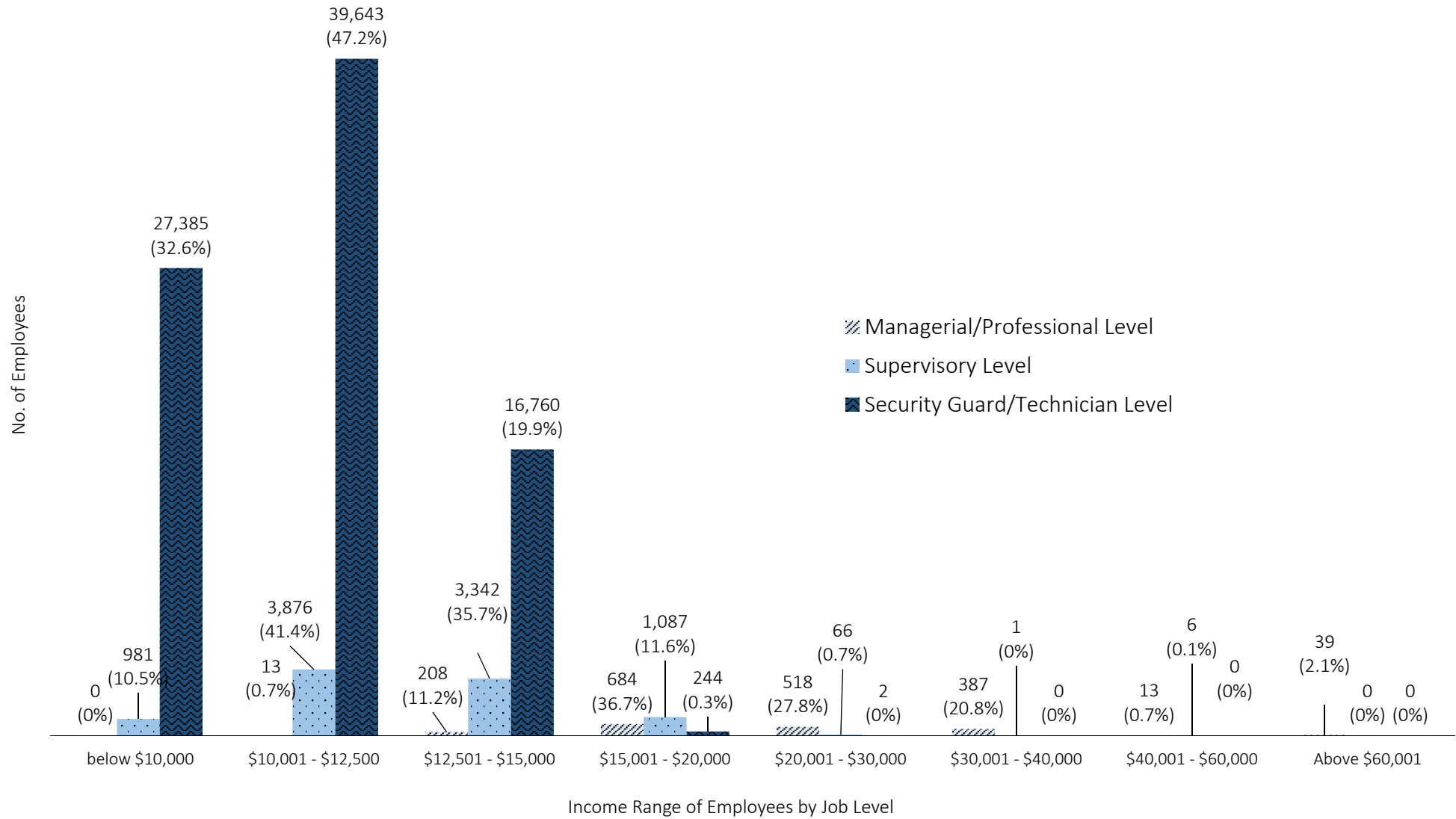
Training Places Provided in the Past and Next 12 months

2.20   The Survey revealed that in the past 12 months, employers provided 112,352 training places to their employees.   In order of popularity, other skills (68,219 training places) was the top of list, followed by security guard training course under Recognition Scheme (18,893 places) and Professional Knowledge (10,193 places).   **Figures 17(i)** shows the number of training places provided in the past 12 months.   The number of training places provided in the past 12 months by type by job level is illustrated in **Table O.**

2.21   As indicated by the Survey, employers would offer 75,169 training places to their employees in the next 12 months.   Among those, health & safety and customer services training were top of the list.   **Figures 17(ii) shows** the number of training places provided in the next 12 months.   The number of training places provided in the next 12 months by type by job level is shown in **Table P**.   Details analysis of training places provided in the past and next 12 months by type by branch by job level are shown in **Appendix 13.**

Figure 17(i): Number of Training Places Provided in the Past 12 Months
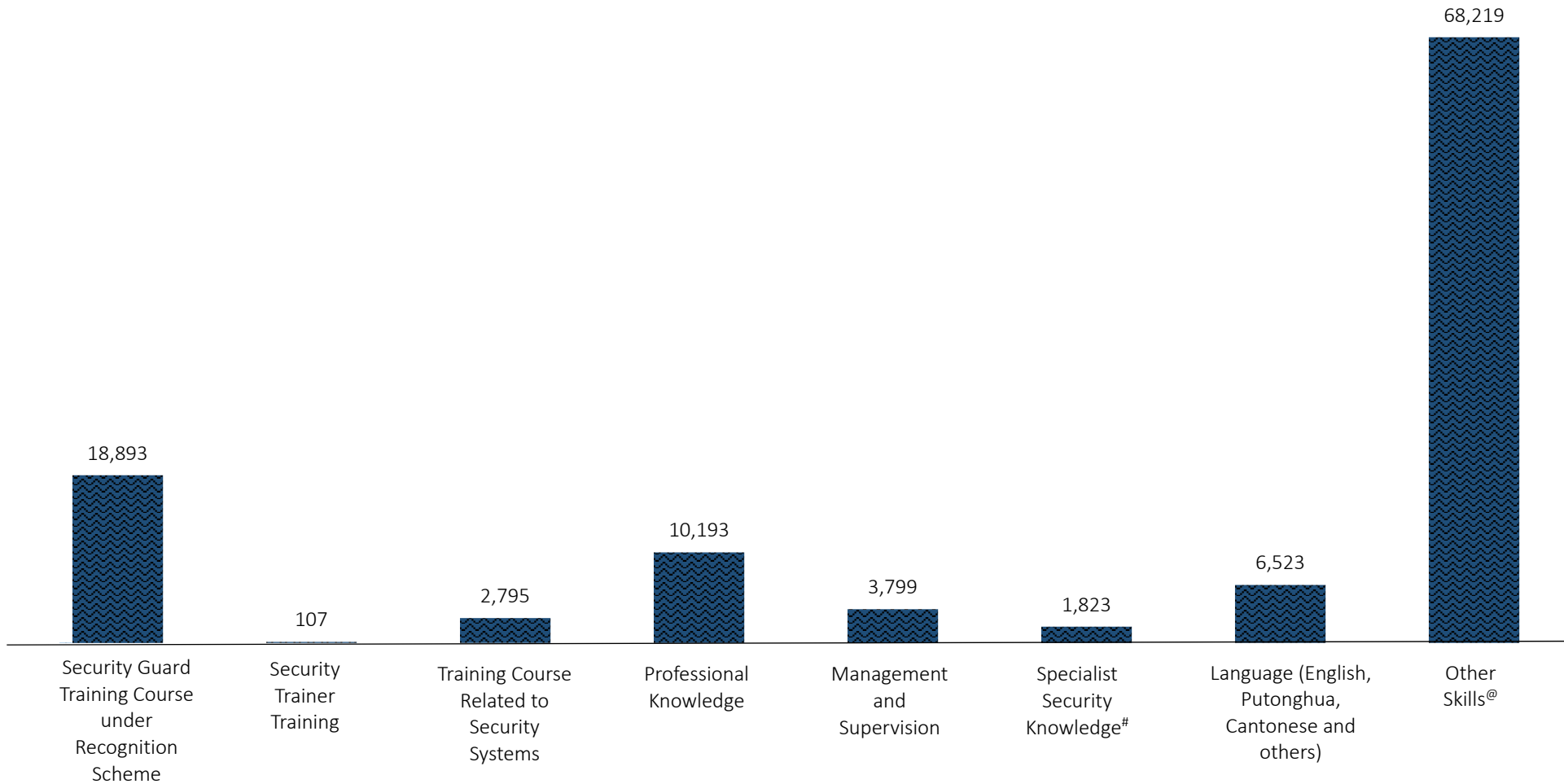
Category	Number
Security Guard Training Course under Recognition Scheme	18,893
Security Trainer Training	107
Training Course Related to Security Systems	2,795
Professional Knowledge	10,193
Management and Supervision	3,799
Specialist Security Knowledge#	1,823
Language (English, Putonghua, Cantonese and others)	6,523
Other Skills@	68,219

\#   Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Specialist Security Knowledge

@   Including Fire Prevention, First Aid, Health & Safety, Customer Services, Soft Skills, Related Skills Upgrading Scheme Courses and Other Skills, etc.

Figure 17(ii): Number of Training Places Provided in the next 12 Months
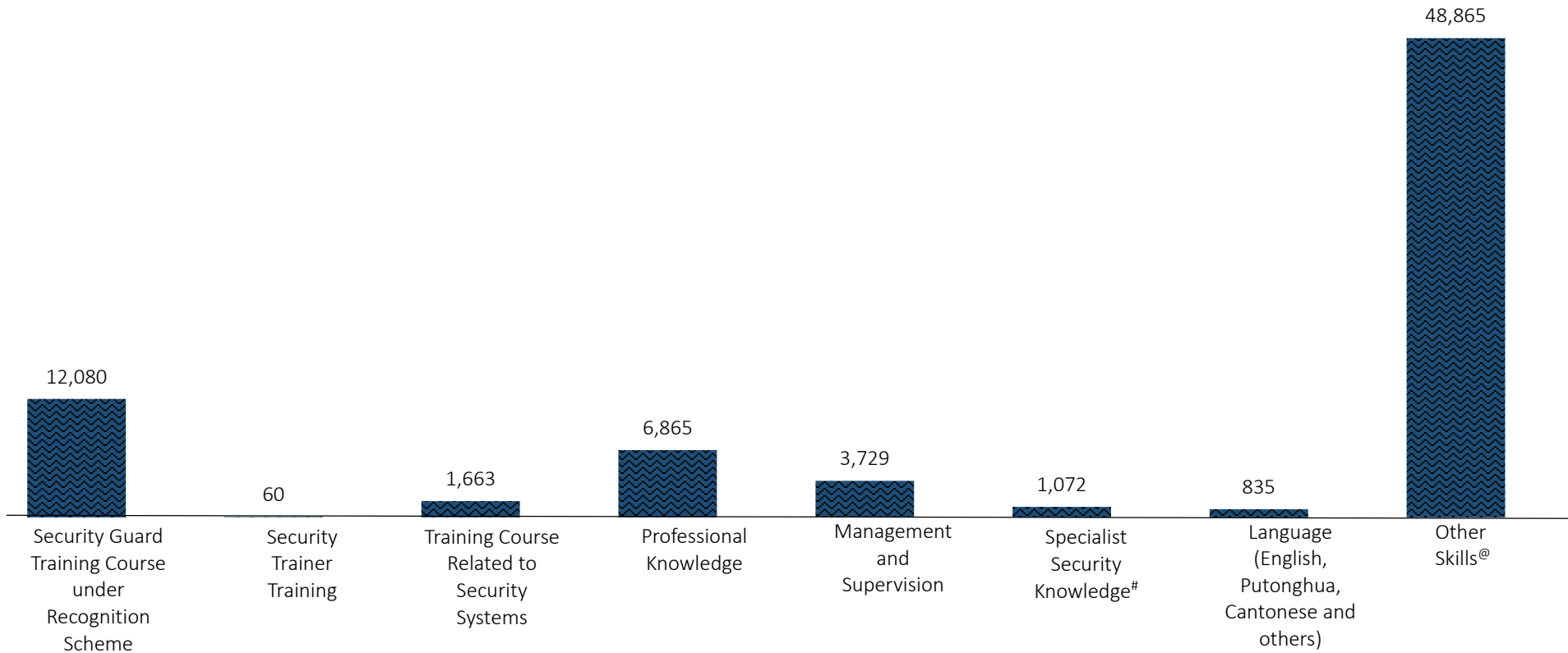
Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Specialist Security Knowledge

@   Including Fire Prevention, First Aid, Health & Safety, Customer Services, Soft Skills, Related Skills Upgrading Scheme Courses and Other Skills, etc.

Table O: Number of Training Places provided in the Past 12 Months by Type by Job Level

Job Level Type of Courses	Managerial/ Professional	Supervisory	Security Guard/Technician	Total
Security Guard Training Course under QAS for Recognition Scheme of Security Training Courses	36	204	5,847	6,087
Scheme for Quality Assured In-house Training	69	508	12,229	12,806
Security Trainer Training	59	48	-	107
Training Courses Related to Security Systems	187	713	1,895	2,795
Professional Knowledge	223	1,336	8,634	10,193
Management and Supervision	413	1,340	2,046	3,799
Specialist Security Knowledge	23	129	1,671	1,823
Language				
English	26	109	1,114	1,249
Putonghua	11	39	611	661
Cantonese	19	295	4,299	4,613
Other Skills				
Fire Prevention	166	859	11,731	12,756
First Aid	121	455	8,091	8,667
Health & Safety	290	1,412	14,135	15,837
Customer Service	120	1,557	12,290	13,967
Soft Skills	163	871	8,979	10,013
Related Skills Upgrading Scheme Courses	58	342	4,685	5,085
Others Skills	121	950	823	1,894
Total	2,105	11,167	99,080	112,352

Table P: Types of courses to be attended by employees in the next 12 months by Type by Job level

Job Level Type of Courses	Managerial/ Professional	Supervisory	Security Guard/ Technician	Total
Security Guard Training Course under QAS for Recognition Scheme of Security Training Courses	35	230	6,342	6,607
Scheme for Quality Assured In-house Training	75	179	5,219	5,473
Security Trainer Training	30	30	0	60
Training Courses Related to Security Systems	136	245	1,282	1,663
Professional Knowledge	217	1,338	5,310	6,865
Management and Supervision	448	1,582	1,699	3,729
Specialist Security Knowledge	30	124	918	1,072
Language				
English	7	49	426	482
Putonghua	4	43	145	192
Cantonese	3	42	116	835
Other Skills				
Fire Prevention	117	557	5,844	6,518
First Aid	98	477	5,280	5,855
Health & Safety	237	1,359	12,360	13,956
Customer Service	138	1,626	10,448	12,212
Soft Skills	197	647	4,220	5,064
Related Skills Upgrading Scheme Courses	34	339	2,312	2,685
Others Skills	120	950	1,505	2,575
Total	**1,926**	**9,817**	**63,426**	**75,169**

SECTION III

CONCLUSIONS

The Survey Findings

3.1   The survey findings were scrutinized by the Training Board.   After its deliberation, the Training Board agreed that it was the fact-finding survey reflecting in general the situation of the SSI at the time of survey.   In May 2018, 121,988 employees were engaged in the SSI, representing 3.1% of the 3.98 million working population in Hong Kong.   There was 6.6% increase in general guarding in security services companies compared to 2015 manpower survey.   The Training Board observes that the increase was mainly due to the increased number of new buildings, infrastructure and exhibition events in the past 3 years, which caused a steady growth in employees.

3.2   The Training Board notes that among the sectors of the industry, i) Security Guarding Services, ii) Security Systems Installation/ Maintenance/ Repair/ Design/ Others, iii) Security Guarding Services and Armoured Transportation Services; Armoured Transportation Services only, iv) Security Guarding Services and Security Systems Installation/ Maintenance/Repair/Design/Others, v) Security Guarding Services, Armoured Transportation Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others, and vi) Owners Corporations have experienced 1.8%, 5.2%, 10.7%, 33.6%, 8.9% and 5.3% increases in employees respectively, while vii) Supplementary Samples had experienced manpower decrease of 6.6%.

Industry Outlook

3.3   The 2018 annual progress report of the Long Term Housing strategy revealed that the long term housing demand for the ten-year period from 2019-20 to 2028-29 was projected to be around 432,400 units.   Adding to a margin for vacancy of private flats, around 450,000 units would be the total housing supply target for the said ten-year period.   The increasing number of residential supplies over the coming years will result in the creation of numerous employment opportunities, including security services related jobs.

3.4   The Hong Kong Government invests heavily in infrastructure to promote economic and community development such as cross-boundary projects and airport three-runway; of the HK$557.9 billion in total estimated government expenditure for 2018-19, some HK$85.6 billion (15.34%) was allocated for infrastructure.   It is expected that there will be a high demand in security services to safeguard valuable building equipment at the infrastructural sites during the development stage.   Upon completion of the projects, a substantial number of manpower for protecting critical facilities and safeguarding the public will be required.

3.5   Hong Kong is a vibrant, international city, the Events and Culinary Capital of Asia, and a leading global business, transportation and communications hub.   To further promote the city to the world, many world-class trade fairs, expos, international conferences and exhibitions are held in Hong Kong each year.   The continued growth of such promotional activities means

event security services should continue to flourish.

3.6   With reference to "Hong Kong Population Projections 2015-2064", the number of elderly people, those aged 65 or older, in Hong Kong will reach 2.58 million by 2064, around 35.9 per cent of the population.   In light of the ageing population and declining labour force, the government relaxed the age limit for Category B Security Personnel Permit (SPP) from age 65 to 70 to release the workforce of the industry.   As a result, the number of SPP holders[3] with age 65 and above was significantly increased 49.8% from 2015 (26,361 SPP holders) to 2018 (39,489 SPP holders in 2018).   It is forecasted that the SSI will face the challenge of age workforce in the coming years.

3.7   Technologies like intrusion alarm systems, CCTV systems, access control systems, smart devices and security robots have been widely used in the industry to prevent unauthorized access and are considered to be crucial to ease the problem of labour shortage of the industry.   The real estate developers have been trying to promote smart building by incorporating new technology at every stage of the process, from architectural design, development and sales, while property management companies have also been attempting to promote new security solutions with advanced technology to their clients.   However, it takes time for the users to buy in the advantages of new technologies.

3.8   In recent years, many security guards preferred to work part-time as they might be able to receive better hourly rate at cash income instantly.   As a result, some people set up agencies to engage many freelancers/part-time security guard personnel and provide manpower services to licensed security companies.   This practice not only helps security companies to hire part-time security guards to fulfill their manpower needs, but also allows more flexibility for security companies to deploy security guards in supporting standalone events.   However, security companies may be required to pay relatively higher salary to part-time security guards which may affect the morale of the full-time security guards.   In addition, part-time security guards may not be familiar with the working environment of different sites that may affect their performance.

Overall Manpower Structure in the SSI

3.9   The Survey revealed that during the survey period, there were 121,988 employees in the SSI, including 115,254 employees employed by licensed security companies, 6,029 by the owners corporations and 705 by the supplementary samples.   The data on the manpower, vacancies and forecast growth by job level are summarized as follows:

Job Level	No. of Employees in June 2015	No. of Employees in May 2018 (a) (%)#	No. of Vacancies in May 2018 (b)	Employers' Forecast of Manpower Growth (c)	Forecast No. of Posts in May 2019 (d) = (a)+(b)+(c)
Managerial/ Professional	2,394	2,788 (+16.5)	62	25	2,875
Supervisory	10,846	10,980 (+1.2)	348	160	11,488
Security Guard/ Technician	101,786	108,220 (+6.3)	5,148	1,916	115,284
Total	115,026	121,988 (+6.1)#	5,558	2,101	129,647

\#   As percentage of increase / decrease in the number of employees in 2018 as against 2015

3.10   The distribution of manpower by branch by job level is illustrated in **Table Q** Details of the number of employees and forecast by branch by principal job are in **Appendix 6**.

Table Q: Distribution of Manpower by Branch by Job Level

Branch	Employees		Growth/ Decrease (%)*
	2015	2018	
Type 1 Security Guarding Services	87,557	89,164	1,607 (1.8)
Type III Security Systems Installation/ Maintenance/Repair/Design/Others	3,365	3,541	179 (5.2)
Type I and II, and Type II only Security Guarding Services and Armoured Transportation Services, and Armoured Transportation Services only	2,119	2,345	226 (10.7)
Type I and III Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/Others	13,427	17,940	4,513 (33.6)
Type I, II and III Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/Repair/Design/Others	2,079	2,264	185 (8.9)
Owners Corporations	5,724	6,029	305 (5.3)
Supplementary Samples	755	705	-50 (-6.6)
Total	115,026	121,988	6,962 (6.1)**

*   As percentage of the total number of employees
\#   The percentage may not add up to 100 due to rounding

Vacancies

3.11   There were 5,558 vacancies (4.4% of the total number of posts) at the time of Survey, higher than the rate of 2.7% in 2015.   Of the 5,558 vacancies, there were 5,148 vacant posts (representing 4.5% of the number of posts at the level) at the security guard/technician level.   348 vacancies (or 3.1%) were at the supervisory level and only 62 vacancies (or 2.2%) were at the managerial/professional level.   The number of vacancies by branch by job level is presented in **Table R**.

Table R: Number of Vacancies by Branch by Job Level

	Job Level			
Branch	Managerial/ Professional	Supervisory	Security Guard/ Technician	Total (%)*
Security Guarding Services	24	278	4,060	4,362 (78.5)
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	22	9	146	177 (3.2)
Security Guarding Services and Armoured Transportation Services, and Armoured Transportation Services only	1	12	256	269 (4.8)
Security Guarding Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others	15	46	607	668 (12.0)
Security Guarding Services, Armoured Transportation Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others	-	2	51	53 (1.0)
Owners Corporations	-	-	-	-
Supplementary Samples	-	1	28	29 (0.5)
Total (%)*	62 (1.1)	348 (6.3)	5,148 (92.6)	5,558 (100)
Number of Vacancies in 2015 (%)*	10 (0.3)	120 (3.7)	3,121 (96.0)	3,251 (100)

*   As percentage of the total number of vacancies

Employers' Forecast of Manpower Growth for May 2019

3.12   Employers forecasted that the total manpower demand would be 129,647 at a very variance of +1.6% by May 2019 and considered as maintaining a steady development in the security services industry.   The view of the employers gathered in the Survey was shared by the Training Board since the employers still has an optimistic attitude towards the industry.

Manpower Projection for 2019 to 2022

3.13   The Training Board has adopted the Labour Market Analysis (LMA) approach to project the manpower of the industry in the next four years.   **Tables S, T and U** illustrate the manpower projection from 2019 to 2022 by job level.   Details of the projection methodology are presented in **Appendix 16**.

Table S: Manpower Projection at the Managerial / Professional Level from 2019 to 2022

Year	Actual No. of posts	Total Projected Manpower	Manpower Growth as compared with previous year
2018	2,850		
2019		2,891	41 (1.5%)[*]
2020		2,920	29 (1.0%)[**]
2021		2,945	25 (0.9%)[**]
2022		2,968	23 (0.8%)[**]

[*]   As percentage increase of the actual manpower against 2018
[**]   As percentage increase of the projected manpower against the year before, i.e. 2019, 2020 and 2021 respectively

Table T: Manpower Projection at the Supervisory Level from 2019 to 2022

Year	Actual No. of Posts	Total Projected Manpower	Manpower Growth as compared with previous year
2018	11,328		
2019		11,493	165 (1.5%)[*]
2020		11,604	111 (1.0%)[**]
2021		11,704	100 (0.9%)[**]
2022		11,796	92 (0.8)[**]

[*]   As percentage increase of the actual manpower against 2018
[**]   As percentage increase of the projected manpower against the year before, i.e. 2019, 2020 and 2021 respectively

Table U: Manpower Projection at the Security Guard/ Technician Level from 2019 to 2022

Year	Actual No. of Posts	Total Projected Manpower	Manpower Growth as compared with previous year
2018	113,368		
2019		115,017	1,649 (1.5%)[*]
2020		116,133	1,116 (1.0%)[**]
2021		117,131	998 (0.9%)[**]
2022		118,052	921 (0.8%)[**]

[*]   As percentage increase of the actual manpower against 2018
[**]   As percentage increase of the projected manpower against the year before, i.e. 2019, 2020 and 2021 respectively

3.14 The total manpower for the whole Security Services Industry is the aggregation of the manpower requirements of the projected manpower for next four years is presented in **Table V**

Table V: Manpower Projection for the whole Security Services Industry from 2019 to 2022

Year	Actual Manpower	Employers' Forecast (at the time of the Survey)	Projected Manpower (LMA Approach)	Manpower Growth as compared with previous year
2018	**127,546**			
2019		129,647(1.6%)*	**129,401**	1,855 (1.5 %)*
2020			**130,657**	1,256 (1.0%)**
2021			**131,779**	1,122 (0.9%)**
2022			**132,816**	1,037 (0.8%)**

*   As percentage increase of the actual manpower against 2018
**   As percentage increase of the projected manpower against the year before, i.e. 2019, 2020 and 2021 respectively

Promotion Pattern

3.15 The Survey revealed that 1,051 employees were filled by internal promotion, with 67 posts to managerial/professional level and 984 posts to supervisory level. The Training Board observed that the main reason for the increased number of internal promotion was to retain staff, and it was evidenced by the high turnover rate of the industry.

Staff Turnover in the Past 12 Months

3.16 The Training Board observes that there was consistently a high turnover of security services personnel in the past few years, with 38,150 employees leaving in the past 12 months (see **Table I**). Of these employees, security guard/technician level had the highest turnover of 35,875 employees (or 31.6% of the number of posts) leaving and 25,149 joining with security services related experience.

Wastage

3.17 During the past 12 months, 38,150 security services personnel were reported to have either left the field, emigrated, retired, started their own business or with unknown reasons. Taking into account the 27,072 recruits with security services related experience, the annual wastage of 11,078 persons represented 9.1% of the total workforce was noted in 2018. The annual wastage by job level is shown as follows:

Job Level	No. of Employees	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage Rate (%)
Managerial/Professional	2,788	181	170	**11 (0.4)***
Supervisory	10,980	2,094	1,753	**341 (3.1)***
Security Guard/Technician	108,220	35,875	25,149	**10,726 (9.9)***
Total: (%)	121,988	38,150	27,072	**11,078 (9.1)****

*   As percentage of the number of employees at the same job level
**   As percentage of the number of employees in the same industry

Employers' Required Educational Level of Employees

3.18　　　The Training Board notes that employers generally required their employees at the Managerial/Professional level to have University Degree or above level of education (1,362 employees or 53.0%).　　For Supervisory level, most employers required their employees to have Upper Secondary level of education (5,474 employees or 54.5%) and for Security Guard/Technician level, the preference was Lower Secondary level of education (76,049 employees or 79.4%) (see **Figures 10-12, Table K** and **Appendix 9**).

Employers' Preferred Period of Experience of Employees

3.19　　　Most employers preferred their employees at the Managerial/Professional level with over 5 years to 10 years of experience (1,025 employees or 42.1%) and the Supervisory level with over 2 years- 5 years of experience (5,562 employees or 55.6%).　　More employers were willing to employ their employees at the Security Guard/Technician level with less than 1 year of experience (56,720 employees or 59.3%).　　It indicated that the industry experienced recruitment difficulties so that employers had to employ less experienced staff in the market instead. (see **Figures 13-15, Table L** and **Appendix 10**).

Employers' Preferred Vocational Qualifications of Employees

3.20　　　The Survey revealed that most employers preferred their employees at the Managerial/Professional, Supervisory and Security levels to have Holder of "Security Personnel Permit" (see **Table M** and **Appendix 11**).

Provision of Training

3.21　　　The Survey revealed that employers had provided 112,352 training places to their employees.　　The estimated number of training places offered by employers in the next 12 months would be dropped of 33.1%.　　It indicated that employers remained conservative to arrange training for their staff under a tight manpower situation.　　Among the 75,169 training places offered by employers in the next 12 months, 13,956 (or 18.6%) would be the courses of Health and Safety, and 12,212 (or 16.2%) would be for customer service.　　(see **Figure 17, Tables O, P** and **Appendix 13**).

SECTION IV

RECOMMENDATIONS

Projected Additional Manpower Requirements for 2019

4.1   Based on the projected manpower growth and the annual wastage, the Training Board considers the additional manpower requirements of the security services industry for 2019 as follows:

Job Level	Annual Wastage	Projected Manpower Growth for May 2019	Additional Manpower Requirement for May 2019
Managerial/Professional	11	41	52
Supervisory	341	165	506
Security Guard/Technician	10,726	1,649	12,375
Total:	11,078	1,855	12,933

Security Training Courses under Quality Assurance System

4.2   The Training Board estimates that a total of 12,933 additional employees will be required in the next 12 months, therefore, a substantial training need for the new entrants (particularly at the Security Guard level) is expected.   The Training Board considers that courses under the Recognition Scheme of Security Training Courses can satisfy the demand for basic security training while the Quality Assurance System introduced in 2004 could help ensure the standard and quality of training courses under the Scheme.   The Training Board will continue to monitor and review the Scheme regularly.

Soft Skill Training Courses

4.3   The Training Board observed that health & safety and customer services would be considered as the most popular training in the next 12 months.   The Training Board is of the view that the Survey indicated employers paid great attention to the health and safety of employees and the security services practitioners are encouraged to equip with relevant knowledge.   In addition, training providers are recommended to offer more customer service related training courses to meet the needs of the industry.   On the other hand, with reference to paragraph 2.21 of Section II, training providers are encouraged to other the following training areas which are the popular types of training from the employers' perspective:

- Professional Knowledge;
- Security Guard Training Course under Recognition Scheme; and
- Fire Prevention.

4.4   In order to upgrade professional skills of in-service practitioners and assist them in keeping pace with the latest information and development, the Training Board will continue to identify emerging skills required by the industry and will recommend training providers to develop relevant programmes in the areas of incident management, information management, observation management and security Technology management to meet the training needs.

Security Technology

4.5   Although the SSI is ready to adopt advance technology to assist in security work, there is a need for relevant stakeholders to cope with the development.   The Training Board recommends real estate developers to incorporate more advanced technology in security systems during the development stage.   Employers are also recommended to adopt advance technologies in their operation to ease the problem of manpower shortage and enhance the efficiency.   In addition, there is a need to educate security manpower at different levels as well as users in the knowledge of application of new technology in security work, to this end, the Training Board recommends security companies, property management companies and technology providers to organise relevant workshops and seminars to promote the benefits of using security technologies.

Seminar and Conference

4.6   The Training Board will continue to organise seminar, conference and forum from time to time to help practitioners and stakeholders better understand the latest development of the industry.

Qualifications Framework and Continuing Professional Development

4.7   With the implementation of Qualifications Framework of Security Services Industry, the Training Board considers that it has provided a clear learning pathway for practitioners to draw up their own roadmaps to obtain quality assured qualifications and cultivate an atmosphere of life-long learning in the industry.   The Training Board recommends training providers to offer suitable Continuing Professional Development programmes for the in-service practitioners to enhance their competitiveness.   Practitioners are also encouraged to equip themselves to cope with the changing needs of the industry.

The Security Services Best Training Award

4.8   The Training Board, in collaboration with the Hong Kong Police Force, have organised Security Services Best Training Award with a view to recognising security companies that have committed to offer quality security services related training programmes of their staff.   In view of the great success of the Award over the past years, the Training Board and the HKPF will continue to organise the Award to encourage more employers to provide security services related training to their employees.

Trade Test

4.9   The Training Board will continue to organise trade tests for security guards to upkeep the professional standard of new entrants.

Manpower Shortage

4.10　　The Training Board considers that the relaxation of age limit for security guard personnel is only a temporary measure to ease the problem of manpower shortage.　The government should address to the aging problem of the workforce and consider formulating suitable policy to meet the acute manpower demand and security services providers are encouraged to redesign job process with the aid of technology, to meet the greater security challenges and maximise productivity.

Remuneration of the industry

4.11　　In order to attract more new blood to the industry, the Training Board recommends the government to review the related labour legislation to avoid abusive application by the employers, for example, the package not truly reflect the reward for security guards during leave day, and the industry should consider offer a better employment package (including salary and benefits) and make effort to enhance the overall image/social status of security personnel so that the security jobs may become more appealing to the new entrants.

Future Surveys

4.12　　The Training Board will continue to conduct manpower survey once every four years to assess the manpower demand and supply in this industry.　To better enhance the dynamics of the manpower situation, two update reports will be published in the interim to capture the latest manpower trend of the industry.

Security Services Training Board
Membership List
(as at 1 May 2018)

Chairlady

Ms Jane Curzon LO, JP

Members

Dr Johnnie CHAN Chi-kau, BBS, JP

Mr FUNG Ping-yan

Mr Jack IP Kin-man

Mr KUNG Ngan-hung

Dr KWONG Tsz-man

Mr Eddie LAM Koon-fu

Mr Simon LEUNG Mok-kwan

Mr John LI Pui-lam

Ms Dennis TANG Ming-tan

Mr Terence YAP Wing-khai

Mr Stephen YIP Chun-nam, BBS, MH, JP

Director of Housing (or his representative)

Commissioner for Labour (or his representative)

Commissioner of Police (or his representative)

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

Secretary

Mr Leslie LEUNG Kim-hang

Security Services Training Boards
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 Council) the development of vocational education and training (VPET) facilities to meet the assessed manpower demand.

4. To advise the Council on the strategic development and quality assurance of its programmes in the relevant disciplines.

5. To prescribe job specifications for the principal jobs in the industry defining the skills and knowledge and advise on relevant training programme specifying the time a trainee needs to spend on each skill elements.

6. 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.

7. To advise on the conduct of skill competitions in key trades in the industry for the promotion of VPET as well as participation in international competitions.

8. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of VPET in the industry.

9. To organise seminars/conferences/symposia on VPET for the industry.

10. To advise on the publicity relating to the activities of the Training Board and relevant VPET programmes of the Council.

11. 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.

12. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Security Services Training Board

Working Party on Manpower Survey
Membership List

Convenor

Mr Bruce LEE Yu-yim

Members

Dr Johnnie CHAN Chi-kau, BBS, JP

Mr FUNG Ping-yan

Dr KWONG Tsz-man

Mr Eddie LAM Koon-fu

Ms Mony LAM So-mui

Mr John LI Pui-lam

Mr SIU Yu-ling

Mr Ben TING Hung-kay

Mr Terence YAP Wing-khai

Secretary

Mr Leslie LEUNG Kim-hang

Security Services Training Board
Working Party on Manpower Survey
Terms of Reference

1. To report to the Security Services Training Board.

2. To conduct periodic information update and manpower survey of the industry.

3. To determine the manpower demand of the industry, including the collection and analyses of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.

4. To assess and review whether the manpower supply for the industry matches with the manpower demand.

5. To review the principal job specifications of the industry.

6. To advise on the Security Services Training Board on manpower and training measures.

Vocational Training Council 職業訓練局

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

Telephone No 電話		Facsimile No 傳真	3748 9400
Our Reference 本局檔號	(1) In SS/4/2 (2018)	Your Reference 來函檔號	

VTC

1st May 2018

Dear Sir/Madam,

**The 2018 Manpower Survey of the
Security Services Industry**

The Security Services Training Board (the Training Board) of the Vocational Training Council (VTC), appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR), is responsible for matters pertaining to manpower training in the industry. In order to collect the latest manpower information for formulating recommendations on future manpower training, the Training Board will conduct the captioned survey from May to June 2018. I am writing to enlist your help by providing the relevant information to the survey and your co-operation would be much appreciated.

I enclose the following documents for your reference and completion:

(a) The Questionnaire;
(b) Explanatory Notes (Appendix A);
(c) Job Descriptions for Principal Jobs (Appendix B)

The VTC has appointed **Consumer Search Group (CSG)** to assist in conducting the above survey. During the survey period, the enumerator of CSG will contact your establishment for the survey and answer the questions you may have. If necessary, visit will be made to your establishment to assist in completing and collecting the questionnaire. Alternatively, you may return the copy of the completed questionnaire to CSG via fax (2833 6771) or email (mps18ss@csg-worldwide.com).

I wish to assure you that the information provided will be handled **in strict confidence** and published on aggregate basis without reference to individual establishments.

The Manpower Survey Report will be uploaded onto the VTC website after completion of the survey. Should you have any queries, please do not hesitate to contact the following hotline during 9:30 a.m. to 6:00 p.m. from Monday to Friday.

✧ For matters regarding completion and return of questionnaire(s), please contact Ms Rebecca WAN of CSG at 2591 3570.

✧ In case you want to approach VTC directly, please contact Mr. Alpha LEE of VTC Manpower Survey (Statistical Team) at 3907 6613.

Yours faithfully,

(Jane Curzon LO)
Chairlady
Security Services Training Board

Encl

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2018 MANPOWER SURVEY OF THE SECURITY SERVICES INDUSTRY
保 安 服 務 業 2018 年 人 力 調 查

The 2018 Manpower Survey of the Security Services (SS) Industry aims at collecting manpower information of the sector concerned for formulating recommendations on future manpower training. Please kindly provide the information of your establishment as at 1st May 2018 by answering the questionnaire. Thank you.

保安服務業 2018 年人力調查旨在蒐集業內人力情況的最新資料,並按此為未來人力訓練制訂適當建議。懇請 貴機構根據 2018 年 5 月 1 日的人力情況填寫此問卷。多謝合作。

Establishment Information
機構資料

TYPE OF SERVICE:
服 務 性 質

☐ Security Services
保安服務
Hold the type of license registered in "Security and Guarding Services Industry Authority" *(You may wish to tick "✓" more than one type)*
持有在保安及護衞業管理委員會註冊的牌照類別 *(可剔"✓"選多個牌照類別)*

☐ Type I ☐ Type II ☐ Type III
第一類別 第二類別 第三類別

☐ In-house Security Services
內部保安服務

☐ Owners Corporations
業主立案法團

(For official use)
Industry Code _____

☐ Others
其他: _____

TOTAL NO. OF PERSONS ENGAGED: _____
僱 員 總 人 數

Detail of Contact Person*
聯絡人資料*

NAME OF PERSON TO CONTACT: _____ POSITION: _____
聯 絡 人 姓 名 職 位

TEL. NO- _____ FAX NO: _____
電 話 圖 文 傳 真

E-MAIL: _____
電 郵

* The information provided will be used for the purpose of this and subsequent manpower surveys.
所提供資料將用作是次及日後人力調查之用。

Part I — Manpower Information
第一部份 － 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄 B 有關各種職務的工作說明來填寫表內各欄 'B' 至 'G'。

(A) Principal Jobs 主要職務

Please refer to Appendix A for column explanations. 請參考附錄 A 內各欄的說明。

Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B)（參閱附錄 B）	(B) No. of Employed as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Forecast of No. of Employed 12 Months from Now 預測十二個月後僱員人數	(E) Average Monthly Income Range 每月平均收入幅度	(F) Required Level of Education 僱員應有教育程度	(G) Preferred Years of Relevant Experience 僱員宜有的相關年資
					Code 編號 1 $10,000 or Below 或以下 2 $10,001 - $12,500 3 $12,501 - $15,000 4 $15,001 - $20,000 5 $20,001 - $30,000 6 $30,001 - $40,000 7 $40,001 - $60,000 8 Above $60,000以上	Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位（例如高級文憑） 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	Code 編號 1 less than 1 yr 少於1年 2 1 to 2 yrs 1至2年 3 over 2 yrs – 5 yrs 多於2年至5年 4 over 5 yrs – 10 yrs 多於5年至10年 5 over 10 yrs 多於10年
		Please enter a zero '0' in the box if no employee/vacancy. 如沒有僱員／空缺，請在方格內填入 '0'。					
e.g: 例子	Job Title A (3 employees and 2 vacancies) 職位甲（3名僱員及2個空缺）	3	2	5	4	3	2
	MANAGERIAL/ PROFESSIONAL LEVEL　經理／專業人員級						
101	Senior Management Staff 高級管理人員						
102	Security Manager/Operations Manager/ Security Centre Controller 保安經理／運作經理／保安中心主管						
103	Security Consultant 保安顧問						
104	Security System Project Manager 保安系統項目經理						
105	Security System Design/Installation/ Maintenance Engineer 保安系統設計／安裝／保養工程師						
106	Security Training Manager 保安培訓經理						
	Other Managerial/ Professional Staff (Please specify): 其他經理／專業人員（請說明）：						
199							
198							
	SUPERVISORY LEVEL　主任級						
201	Security Supervisor/Operations Supervisor/ Security Centre Supervisor/Technical Supervisor 保安主任／運作主任／保安中心主任／技術監督						

Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) （參閱附錄 B）	(B) No. of Employed as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的空缺額	(D) Forecast of No. of Employed 12 Months from Now 預測十二個月後僱員人數	(E) Average Monthly Income Range 每月平均收入幅度 Code 編號 1 $10,000 or Below 或以下 2 $10,001 - $12,500 3 $12,501 - $15,000 4 $15,001 - $20,000 5 $20,001 - $30,000 6 $30,001 - $40,000 7 $40,001 - $60,000 8 Above $60,000以上	(F) Required Level of Education 僱員應有教育程度 Code 編號 1 Postgraduate Degree 研究生學位 2 First Degree 學士學位 3 Sub-degree (e.g. Higher Diploma) 副學位 （例如高級文憑） 4 Diploma/Certificate 文憑/證書 5 Secondary 4 to 7 中四至中七 6 Secondary 3 or below 中三或以下	(G) Preferred Years of Relevant Experience 僱員宜有的相關年資 Code 編號 1 less than 1 yr 少於1年 2 1 to 2 yrs 1至2年 3 over 2 yrs – 5 yrs 多於2年至5年 4 over 5 yrs – 10 yrs 多於5年至10年 5 over 10 yrs 多於10年
				Please enter a zero '0' in the box if no employee/vacancy. 如沒有僱員／空缺，請在方格內填入 '0'。			
202	Technical Support Staff 技術輔助人員						
203	Security Training Officer 保安培訓主任						
204	VIP Protection Officer/ Private Body Guard 要員保護主任／私人保鏢						
	Other Supervisory Staff (Please specify): 其他主任人員（請說明）：						
299							
298							
	SECURITY GUARD/ TECHNICIAN LEVEL　保安護衞員／技術員級						
301	Security Guard (on 3-shift system) 保安護衞員／管理員 (三更制)						
302	Security Guard (on 2-shift system) 保安護衞員／管理員 (兩更制)						
303	Armed Guard 武裝護衞員						
304	Security System Design Technician 保安系統設計技術員						
305	Security Device Installation, Maintenance and/ or Repairing Technician 保安裝置安裝、保養及／或修理技術員						
	Other Security Guard/ Technician Staff (Please specify): 其他保安護衞員／技術人員（請說明）：						
399							
398							

For Official Use			

Preferred Vocational Qualification of Employees
僱員宜有職業資格

1. Please tick the vocational qualification which your organisation prefers an employee in a particular job level to have.
(You may wish to tick "✓" more than one box for each job level.)
請選擇　貴機構認為各職級類別宜有的相關職業資格。（每職級可剔"✓"選多於一項。）

Vocational Qualification 職業資格	Manager/ Professional 經理／專業人員	Supervisor 主任	Security Guard/ Technician 保安護衞員 ／技術員
(a) Qualified member of major security institutions/ associations[1] 主要保安協會合資格會員 [1]	☐	☐	☐
(b) Certificate of Security Trainers Courses[2] 保安業培訓導師證書 [2]	☐	☐	☐
(c) Holder of "Security Personnel Permit" 持有「保安人員許可證」	☐	☐	☐
(d) Technical Certificate 技術證書	☐	☐	☐
(e) Certificate of Skills Upgrading Scheme 技能提升課程證書	☐	☐	☐
(f) Others (please specify) 其他（請列明）_____	☐	☐	☐

Internal Promotion
內部晉升

2. Please state the number of internal promotion of security services employees in the past 12 months.
請列出　貴機構在過去十二個月由內部晉升的保安服務僱員人數。

	From Supervisory to Managerial/Professional Level 由主任級晉升為經理／專業人員級	From Security Guard/Technician to Supervisory Level 由保安護衞員／技術員晉升為主任級
No. of employees 僱員人數		

Employees Left
離職人數

3. Please state the total number of security services employees left in the past 12 months
請列出　貴機構在過去十二個月內離職的保安服務僱員人數。

	Managerial/Professional Level 經理／專業級	Supervisory Level 主任級	Security Guard/Technician 保安護衞員／技術員
No. of employees 僱員人數			

Recruitment
招聘

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[1] e.g. **Certified Protection Professional** (CPP) of ASIS International, Member of International Institute of Security (MII Sec.), International Professional Security Association (IPSA), Asian Professional Security Association (APSA), etc.
例如: ASIS International　合格保護人員、國際保安協會會員、國際專業保安協會會員、亞洲專業保安協會會員等。

[2] e.g.Train the Trainer Certificate of Security Industry Training Organisation (SITO) UK/ Skills for Security/ Hong Kong Security Association, Foundation Certificate for Trainers in Security Services; Certificate Course for Instructors in Security and Property Management; Train the Trainer Certificate of the International Professional Security Association; etc. Other Recognised Security Training Course (e.g. Foundation Certificate for Trainers in Security Services organised by SPACE of HKU)
例如: 英國保安業訓練組織／Skills for Security／香港保安業協會培訓導師證書、保安服務培訓導師基礎證書、保安及物業管理與導師培訓證書、國際專業保安協會保安培訓導師證書課程等。其他認可保安培訓員課程(例如香港大學專業進修學院舉辦之保安業導師培訓基礎證書)

4. Please state the number of recruits of security services employees of your organisation <u>in the past 12 months</u>
請列出　貴機構在<u>過去十二個月內</u>招聘的保安服務僱員人數。

	Managerial/Professional Level 經理／專業級	Supervisory Level 主任級	Security Guard/Technician 保安護衞員／技術員
(a) Total 總人數			
(b) Number of recruits out of total who have performed security services related duties in their last job 當中在上一個工作崗位中，是執行有關保安服務工作的人數			

<u>Recruitment Difficulties</u>
招聘困難

5. Please indicate the difficulties encountered in recruitment of security services employees <u>in past 12 months</u>.
請指出　貴公司在<u>過去十二個月</u>招聘保安服務僱員所遇到的困難。

	Manager/ <u>Professional</u> 經理／專業人員	<u>Supervisor</u> 主任	Security Guard/ <u>Technician</u> 保安護衞員／技術員
(a) No recruitment was taken place 沒有招聘	☐	☐	☐

(b) Recruitment was taken place and the difficulties encountered were: (You may "✓" one or more options.)
有招聘，所遇到的困難是：（可剔"✓"選多於一項。）

(i) General labour shortage 普遍勞工短缺	☐	☐	☐
(ii) Long working hours 工作時間長	☐	☐	☐
(iii) Shift-work is required in the industry 行業要求輪值工作	☐	☐	☐
(iv) Unsatisfactory working environment in the industry 行業的工作環境不理想	☐	☐	☐
(v) Dangerous work involved in the industry 行業涉及危險工作	☐	☐	☐
(vi) Unattractive salary in the industry 行業的薪金不吸引	☐	☐	☐
(vii) Low status 地位低微	☐	☐	☐
(viii) Lack of candidates with relevant experience and training 職位申請人缺乏相關經驗及訓練	☐	☐	☐
(ix) Others (please specify) 其他（請說明）＿＿＿＿＿＿＿＿＿＿＿	☐	☐	☐
(x) Did not encounter difficulties 沒有遇上困難	☐	☐	☐

6. Please fill in **the total number of employees** who had received the following training course(s) (including in-house training) in the past 12 months.
請填寫過去十二個月內曾接受下列培訓課程（包括內部培訓）的**僱員人數**。

	Manager/ Professional 經理／專業人員	Supervisor 主任	Security Guard/ Technician 保安護衛員／ 技術員
(a) Security Guard Training Course under Quality Assurance System for Recognition Scheme of Security Training Courses 保安培訓課程認可計劃質素保證系統下的保安培訓課程			
(b) Scheme for Quality Assured In-house Training 內部培訓質素控制計劃下的保安培訓課程			
(c) Security Trainer Training 保安培訓導師的訓練			
(d) Training Courses related to Security Systems 保安系統的有關課程			
(e) Professional Knowledge (e.g. Crime Prevention, Crowd Control, Event Management) 專業知識 (例如: 防止罪案、人群控制、活動管理)			
(f) Management and Supervision 管理及督導			
(g) Specialist Security Knowledge (e.g. Use of firearms and weapons, Cash-in-transit, VIP protection, Guard dog handler training, Arms instructor training, Central alarm monitoring station, Risk management, Business contingency, etc.) 專門保安知識 (例如：槍械及武器使用、解款、要員保護、護衞犬管理員訓練、槍械教官訓練、中央警報監察站、風險管理、業務緊急應變等)			
(h) Language 語言			
(i) English 英文			
(ii) Putonghua 普通話			
(iii) Cantonese 廣東話			
(iv) Others (Please specify) 其他（請註明 _____）			
(i) Other Skills 其他技巧			
(i) Fire Prevention 防火			
(ii) First Aid 急救			
(iii) Health and Safety 健康及安全			
(iv) Customer Service 顧客服務			
(v) Soft Skills (e.g. Communication Skills, etc.) 軟性技巧 (例如：溝通技巧等)			
(vi) Related Skills Upgrading Scheme Courses 相關技能提升計劃課程			
(vii) Others (please specify) 其他（請註明_____）			

7. Please estimate **the total number of employees** who will receive the following training course(s) (including in-house training) in the next 12 months.
請估計在未來十二個月內將會接受下列培訓課程（包括內部培訓）的**僱員人數**。

	Manager/ Professional 經理／專業人員	Supervisor 主任	Security Guard/ Technician 保安護衛員／ 技術員
(a) Security Guard Training Course under Quality Assurance System for Recognition Scheme of Security Training Courses 保安培訓課程認可計劃質素保證系統下的保安培訓課程			
(b) Scheme for Quality Assured In-house Training 內部培訓質素控制計劃下的保安培訓課程			
(c) Security Trainer Training 保安培訓導師的訓練			
(d) Training Courses related to Security Systems 保安系統的有關課程			
(e) Professional Knowledge (e.g. Crime Prevention, Crowd Control, Event Management) 專業知識 (例如: 防止罪案、人群控制、活動管理)			
(f) Management and Supervision 管理及督導			
(g) Specialist Security Knowledge (e.g. Use of firearms and weapons, Cash-in-transit, VIP protection, Guard dog handler training, Arms instructor training, Central alarm monitoring station, Risk management, Business contingency, etc.) 專門保安知識 (例如：槍械及武器使用、解款、要員保護、護衛犬管理員訓練、槍械教官訓練、中央警報監察站、風險管理、業務緊急應變等)			
(h) Language 語言			
(i) English 英文			
(ii) Putonghua 普通話			
(iii) Cantonese 廣東話			
(iv) Others (Please specify) 其他（請註明）			
(i) Other Skills 其他技巧			
(i) Fire Prevention 防火			
(ii) First Aid 急救			
(iii) Health and Safety 健康及安全			
(iv) Customer Service 顧客服務			
(v) Soft Skills (e.g. Communication Skills, etc.) 軟性技巧 （例如：溝通技巧等）			
(vi) Related Skills Upgrading Scheme Courses 相關技能提升計劃課程			
(vii) Others (please specify) 其他（請註明）			

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

The 2018 Manpower Survey of the Security Services Industry
保安服務業 2018 年人力調查

Explanatory Notes
附 註

1. Principal Jobs- Column 'A'
主要職務'A'欄

   (a) Please go through column 'A' and mark those principal jobs applicable to your establishment. For detailed job descriptions for principal jobs, please refer to Appendix B.
   請瀏覽'A'欄,選取適用於 貴機構的主要職務。有關詳細的工作說明,請參閱附錄 B。

   (b) Please note that some of the job titles may not be the same as those used in your organisation, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.
   調查表內部分職稱可能有別於 貴機構所採用者。不過,若員工職責與表內某職務的職責相近,請視相同職務,並提供所需資料。

   (c) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.
   請根據僱員的主要職務分類,勿以其兼任的其他職務分類。

   (d) Please add in column 'A' titles of any principal jobs not mentioned in job descriptions (Appendix B); briefly describe them in respect of the appropriate job categories.
   如 貴機構另有技術性主要職務未載於工作說明(附錄 B),請一併填入'A'欄內,並簡述其所屬的職務類別及等級。

2. Number of Employees as at Survey Reference Date- Column 'B'
統計日期的僱員人數 'B'欄

   For each principal job, please fill in the total number of employees as at survey reference date.
   請填寫 貴機構於統計日期僱用的每個主要職務的員工總數。

   'Employees' refer to those working full-time (i.e. at least 4 consecutive weeks, and not less than 18 hours in each week) and receiving regular pay from your organisation. These include proprietors and partners working full-time for organisation but exclude those working part-time (i.e. work less than the above defined full-time working hours). This definition also applies to 'employees' appearing in other parts of the questionnaire.
   「僱員」指在 貴機構內全職工作(即最少連續工作四週、每週不少於十八小時),正常支薪的人員,其中包括在 貴機構內全職工作的東主及合夥人,但不包括兼職人員(即工作少於上述全職工作的工時)。調查表他處出現的「僱員」一詞,定義亦同。

3. Number of Vacancies as at Survey Reference Date - Column 'C'
統計日期的空缺額 'C'欄

   Please fill in the number of existing vacancies as at survey reference date. 'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.
   請填上在統計日期每一主要職務的空缺額。「統計日期的空缺額」是指該職位於統計日期仍懸空,須立刻填補,而現正積極招聘人員填補。

4. Forecast of Number Employed 12 Months from Survey Reference Date- Column 'D'
預計統計日期 12 個月後僱員人數 'D'欄

   The forecast of number employed means the number of employees you will be employing 12 months from now. The number given could be less than existing employees if a contraction is expected.
   預計僱員人數指 貴公司在十二個月後的僱員人數。如估計業務可能收縮,此欄所填

人數可能少於現有僱員人數。

5. Average Monthly Income Range of Employees - Column 'E'
   僱員每月平均收入幅度 'E' 欄

   Please enter the code of average monthly income range <u>during the past 12 months</u> for each principal job of employees. This should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF).   If you have more than one employee doing the same job, please enter the average range.
   請 在 'E' 欄 填 入 每 個 主 要 職 務 僱 員 <u>過 去 十 二 個 月</u> 每 月 平 均 收 入 幅 度 的 編 號 ， 這 包 括 底 薪 、 定 期 超 時 工 作 津 貼 、 生 活 津 貼 、 膳 食 津 貼 、 佣 金 及 花 紅 等 （ 扣 除 僱 員 所 支 付 的 強 制 性 公 積 金 供 款 ）。 若 從 事 同 類 工 作 的 僱 員 多 於 一 名 ， 則 請 取 其 平 均 收 入 。

6. Required Level of Education - Column 'F'
   僱員應有教育程度 'F' 欄

   Please enter the code of required level of education for each principal job of employees should have.
   請 在 'F' 欄 填 入 貴 機 構 認 為 每 個 主 要 職 務 僱 員 應 有 的 教 育 程 度 編 號 。

   Definition of Required Level of Education:
   應有教育程度的定義：

   ◆   "Postgraduate Degree" refers to higher degrees (e.g. master degrees) offered by local or non-local education institutions, or equivalent.
   「研究生學位」是指本地或非本地教育機構提供的高等學位（如碩士學位），或同等教育程度。

   ◆   "First Degree" refers to First degrees offered by local or non-local education institutions, or equivalent.
   「學士學位」是指本地或非本地教育機構提供的學士學位，或同等教育程度。

   ◆   "Sub-degree" refers to Associate Degrees, Higher Diplomas, Professional Diplomas, Higher Certificates, Endorsement Certificates, Associateship or equivalent programmes offered by local or non-local education institutions.
   「副學位」 是指本地或非本地教育機構提供的副學士、高級文憑、專業文憑、高級證書、增修證書、院士銜或同等課程。

   ◆   "Diploma/Certificate" refers to technical and vocational education programmes including Diploma/Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level, or equivalent.
   「文憑／證書」是指技術及職業教育課程之文憑／證書、基礎課程文憑、職專文憑及技工程度的課程，或同等教育程度。

   ◆   "Secondary 4 to 7" refers to Secondary 4-7, covering the education programmes in relation to the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Ji, or equivalent.
   「中四至中七」是指中四至中七（包括與香港中學會考、香港中學文憑考試、毅進文憑等相關的教育課程）或同等教育程度。

   ◆   "Secondary 3 or below" refers to Secondary 3 or below, or equivalent.
   「中三或以下」是指中三或以下，或同等教育程度。

7. Preferred Years of Relevant Experience - Column 'G'
   僱員宜有的相關年資 'G' 欄

   Please enter the code of preferred years of relevant experience which your organisation requires each principal job employees to have.
   請 在 'G' 欄 填 入 貴 機 構 認 為 每 個 主 要 職 務 宜 有 的 相 關 年 資 編 號 。

The 2018 Manpower Survey of the Security Services Industry
保 安 服 務 業 2018 年 人 力 調 查

Job Description for
Principal Jobs in the Security Services Industry
保 安 服 務 業 主 要 職 務 工 作 說 明

Code No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL/ PROFESSIONAL LEVEL	**經理／專業人員級**	
101	Senior Management Staff	Assumes management responsibility of the company with other managers/ engineers.　Implements company policies and deals with planning, administration and co-ordination of all types of work. Represents the company in dealing with the government, business concerns and public.
	高級管理人員	負責公司的管理工作，管轄各部門經理／工程師。執行公司政策，策劃、管理及統籌各項工作。代表公司與政府、商業團體及公眾聯絡。
102	Security Manager/ Operations Manager/ Security Centre Controller	Supervises the security management and maintenance of buildings/ premises.　Oversees a team of security supervisors and security guards/ armed guards and allocates their job duties.　Promotes security services and maintains good relationship with owners/ tenants/ customers.
	保安經理／運作經理／ 保安中心主管	監督樓宇的保安管理及保養工作。督導保安主任及保安護衞員／武裝護衞員隊伍，並分派工作。推廣保安服務，並與業主／住客／客戶保持良好關係。
103	Security Consultant	Appraises the security services/ systems.　Initiates and directs studies to compile cost-benefit analysis and advises client on the security measures/ system required.
	保安顧問	評估保安服務／系統。帶領進行成本收益分析，並向客戶提供保安措施／系統意見。
104	Security System Project Manager	Plans, organises and manages security system projects.　Co-ordinates with architects, engineers, surveyors, security managers and contractors on the installation and maintenance of security systems.　Assists in estimation and control of the costing of the system.
	保安系統項目經理	策劃、組織及管理保安系統項目。就保安系統的安裝及保養事宜，與建築師、工程師、測量師、保安經理及承建商聯絡。協助預算及控制系統的成本。
105	Security System Design/ Installation/ Maintenance Engineer	Designs and advises on security equipment and systems; plans and supervises their development, design, installation, operation, maintenance and repair.
	保安系統設計／安裝／ 保養工程師	設計保安設備及系統，並提供意見。策劃及督導有關的發展、設計、安裝、操作、保養及維修工作。

Code No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL/ PROFESSIONAL LEVEL (Cont'd)		**經理／專業人員級（續）**
106	Security Training Manager	Assessment of training needs, preparing annual training plan, training course design, delivery of in-house training or organising outside training courses.
	保安培訓經理	評估訓練需求、預備每年培訓計劃、設計培訓課程、提供內部培訓或安排外間培訓課程等。
SUPERVISORY LEVEL 主任級		
201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	Supervises a team of armed guards/ guards and arranges duty rosters and tele-protection schedule. Inspects the buildings in respect of security and maintenance of facilities/ equipment. Responsible for collection of cash/ valuables. Liaises with owners/ tenants/ clients to upkeep the quality of security services. Supervises and coordinates the works of technicians.
	保安主任／ 運作主任／ 保安中心主任／ 技術監督	監督武裝護衞員／護衞員隊伍，編排值勤表及報更表。視察樓宇的保安情況，檢查是否有設施／裝備需要維修。負責保管現金／貴重物品。與業主／住客／客戶聯絡，維持保安服務質素。監督及協調技術員工作。
202	Technical Support Staff	Performs work on CAD drafting. Maintains and controls the operation of the computerised security system unit. Upkeeps and improves existing computer systems, applications and services to meet requirements of the organisation.
	技術輔助人員	執行繪圖工作。維持及控制電腦保安系統部門的操作。保持及改良現有的電腦系統，應用及服務，以符合機構的需要。
203	Security Training Officer	Conducts training and assists the Security Training Manager in performing training related functions.
	保安培訓主任	提供培訓及協助保安培訓經理執行與訓練相關的工作。
204	VIP Protection Officer/ Private Body Guard	Performs security protection and escorting duties to important persons.
	要員保護主任╱私人保鏢	執行要員保護及護送工作。

Code No. 編號	Job Title 職稱	Job Description 工作說明
	SECURITY GUARD/ TECHNICIAN LEVEL 保安護衞員／技術員級	
301	Security Guard (on 3-shift system) 保安護衞員／管理員 (三更制)	Carries out duties relating to security guarding of commercial or residential premises and property management related functions. 執行商業或住宅類別處所保安護衞及物業管理有關的工作。
302	Security Guard (on 2-shift system) 保安護衞員／管理員 (兩更制)	Carries out duties relating to security guarding of commercial or residential premises and property management related functions. 執行商業或住宅類別處所保安護衞及物業管理有關的工作。
303	Armed Guard 武裝護衞員	Carries out guarding work and the performance of which requires carrying of arms and ammunitions; and in possession of valid arms license issued by the Hong Kong Police Force. 須攜帶槍械彈藥執行護衞工作，並持有由香港警務處發出之有效槍械牌照.
304	Security System Design Technician 保安系統設計技術員	Under the supervision of an engineer, assists in the design of security systems and related requirement in buildings and premises. 在工程師督導下，設計樓宇內的保安系統及有關設備。
305	Security Device Installation, Maintenance and/ or Repairing Technician 保安裝置安裝、保養 及／或修理技術員	Under the supervision of an engineer, assists in the installation, servicing and repair of security systems and related requirement in buildings and premises. 在工程師督導下，安裝、維修及保養樓宇內的保安系統及有關設備。

Number of Employees and Forecast by Branch by Principal Job

Branch	Job Level	Job Code	Job Title	No. of employees	No. of vacancies	Number of Post	Forecast no. of employee in the next 12 months	Forecast of Manpower Growth
Security Guarding Services (Type I)	MANAGERIAL/ PROFESSIONAL LEVEL	101	Senior Management Staff	271	4	275	279	4
		102	Security Manager/Operations Manager/Security Centre Controller	870	20	890	892	2
		103	Security Consultant	13	-	13	13	-
		104	Security System Project Manager	1	-	1	1	-
		105	Security System Design/Installation/ Maintenance Engineer	4	-	4	4	-
		106	Security Training Manager	30	-	30	30	-
		199	Other Security Services Related Manager	44	-	44	44	-
			Sub-total	1,233	24	1,257	1,263	6
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	7,961	247	8,208	8,324	116
		202	Technical Support Staff	32	7	39	41	2
		203	Security Training Officer	40	-	40	42	2
		299	Other Security Services Related Supervising Personnel	132	24	156	156	-
			Sub-total	8,165	278	8,443	8,563	120
	SECURITY GUARD/ TECHNICIAN LEVEL	301	Security Guard (on 3-shift system)	35,262	1,946	37,208	37,843	635
		302	Security Guard (on 2-shift system)	43,537	2,061	45,598	46,618	1,020
		305	Security Device Installation, Maintenance and/or Repairing Technician	31	5	36	36	-
		399	Other Security Services Related Personnel with valid Security Personnel Permit	936	48	984	984	-
			Sub-total	79,766	4,060	83,826	85,481	1,655
	Total			89,164	4,362	93,526	95,307	1,781
	(%)*							1.90%
Security Guarding Services and Armoured Transportation Services (Type I & II), and Armoured Transportation Services (Type II) only	MANAGERIAL/ PROFESSIONAL LEVEL	101	Senior Management Staff	10	-	10	10	-
		102	Security Manager/Operations Manager/Security Centre Controller	10	1	11	11	-
		103	Security Consultant	2	-	2	2	-
		106	Security Training Manager	3	-	3	3	-
		199	Other Security Services Related Manager	4	-	4	4	-
			Sub-total	29	1	30	30	0
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	112	12	124	124	-
		202	Technical Support Staff	5	-	5	5	-
		299	Other Security Services Related Supervising Personnel	5	-	5	5	-
			Sub-total	122	12	134	134	-
	SECURITY GUARD/ TECHNICIAN LEVEL	301	Security Guard (on 3-shift system)	672	96	768	768	-
		302	Security Guard (on 2-shift system)	544	106	650	650	-

Branch	Job Level	Job Code	Job Title	No. of employees	No. of vacancies	Number of Post	Forecast no. of employee in the next 12 months	Forecast of Manpower Growth
		303	Armed Guard	535	12	547	549	2
		305	Security Device Installation, Maintenance and/or Repairing Technician	17	0	17	17	-
		399	Other Security Services Related Personnel with valid Security Personnel Permit	426	42	468	468	-
			Sub-total	2,194	256	2,450	2,452	2
	Total			2,345	269	2,614	2,616	2
	(%)*							0.08%
Security Systems Installation/ Maintenance /Repair/Design/Others (Type III)	MANAGERIAL/ PROFESSIONAL LEVEL	101	Senior Management Staff	202	4	206	210	4
		102	Security Manager/Operations Manager/Security Centre Controller	5	-	5	5	-
		103	Security Consultant	44	-	44	44	-
		104	Security System Project Manager	179	2	181	184	3
		105	Security System Design/Installation/ Maintenance Engineer	337	16	353	355	2
		106	Security Training Manager	4	-	4	5	1
		199	Other Security Services Related Manager	134	-	134	134	-
			Sub-total	905	22	927	937	10
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	211	3	214	214	-
		202	Technical Support Staff	98	6	104	106	2
		203	Security Training Officer	1	-	1	1	-
		299	Other Security Services Related Supervising Personnel	183	-	183	183	-
			Sub-total	493	9	502	504	2
	SECURITY GUARD/ TECHNICIAN LEVEL	304	Security System Design Technician	92	7	99	98	-1
		305	Security Device Installation, Maintenance and/or Repairing Technician	2,014	137	2,151	2,112	-39
		399	Other Security Services Related Personnel with valid Security Personnel Permit	37	2	39	40	1
			Sub-total	2,143	146	2,289	2,250	-39
	Total			3,541	177	3,718	3,691	-27
	(%)*							-0.73%
Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/ Others (Type I & III)	MANAGERIAL/ PROFESSIONAL LEVEL	101	Senior Management Staff	83	2	85	90	5
		102	Security Manager/Operations Manager/Security Centre Controller	157	5	162	163	1
		103	Security Consultant	34	-	34	36	2
		104	Security System Project Manager	53	1	54	54	-
		105	Security System Design/Installation/ Maintenance Engineer	148	7	155	157	2
		106	Security Training Manager	11	-	11	11	-
		199	Other Security Services Related Manager	5	-	5	5	-
			Sub-total	491	15	506	516	10
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/	1,277	36	1,313	1,351	38

Branch	Job Level	Job Code	Job Title	No. of employees	No. of vacancies	Number of Post	Forecast no. of employee in the next 12 months	Forecast of Manpower Growth
			Security Centre Supervisor/ Technical Supervisor					
		202	Technical Support Staff	75	-	75	75	-
		203	Security Training Officer	7	-	7	7	-
		204	VIP Protection Officer/ Private Body Guard	33	-	33	33	-
		299	Other Security Services Related Supervising Personnel	37	10	47	47	-
			Sub-total	1,429	46	1,475	1,513	38
	SECURITY GUARD/ TECHNICIAN LEVEL	301	Security Guard (on 3-shift system)	5,417	227	5,644	5,741	97
		302	Security Guard (on 2-shift system)	9,844	334	10,178	10,366	188
		304	Security System Design Technician	75	12	87	87	-
		305	Security Device Installation, Maintenance and/or Repairing Technician	610	31	641	642	1
		399	Other Security Services Related Personnel with valid Security Personnel Permit	74	3	77	79	2
			Sub-total	16,020	607	16,627	16,915	288
	Total			17,940	668	18,608	18,944	336
	(%)*							1.81%
Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/ Repair/Design/Others (Type I, II & III)	MANAGERIAL/ PROFESSIONAL LEVEL	101	Senior Management Staff	10	-	10	10	-
		102	Security Manager/Operations Manager/Security Centre Controller	15	-	15	15	-
		103	Security Consultant	3	-	3	3	-
		104	Security System Project Manager	3	-	3	3	-
		105	Security System Design/Installation/ Maintenance Engineer	3	-	3	3	-
			Sub-total	34	-	34	34	-
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	87	2	89	89	-
		202	Technical Support Staff	4	-	4	4	-
		203	Security Training Officer	3	-	3	3	-
			Sub-total	94	2	96	96	-
	SECURITY GUARD/ TECHNICIAN LEVEL	301	Security Guard (on 3-shift system)	469	15	484	494	10
		302	Security Guard (on 2-shift system)	1,330	20	1,350	1,350	-
		303	Armed Guard	268	15	283	293	10
		304	Security System Design Technician	15	-	15	15	-
		305	Security Device Installation, Maintenance and/or Repairing Technician	19	1	20	20	-
		399	Other Security Services Related Personnel with valid Security Personnel Permit	35	-	35	35	-
			Sub-total	2,136	51	2,187	2,207	20
	Total			2,264	53	2,317	2,337	20
	(%)*							0.86%
Owners Corporations	MANAGERIAL/ PROFESSIONAL LEVEL	102	Security Manager/Operations Manager/Security Centre Controller	50	-	50	50	-

Branch	Job Level	Job Code	Job Title	No. of employees	No. of vacancies	Number of Post	Forecast no. of employee in the next 12 months	Forecast of Manpower Growth
			Sub-total	50	-	50	50	-
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	501	-	501	501	-
			Sub-total	501	-	501	501	-
	SECURITY GUARD/ TECHNICIAN LEVEL	301	Security Guard (on 3-shift system)	1,617	-	1,617	1,618	1
		302	Security Guard (on 2-shift system)	3,861	-	3,861	3,861	-
			Sub-total	5,478	-	5,478	5,479	1
	Total			6,029	-	6,029	6,030	1
	(%)*							0.02%
Supplementary Samples	MANAGERIAL/ PROFESSIONAL LEVEL	101	Senior Management Staff	6	-	6	6	-
		102	Security Manager/Operations Manager/Security Centre Controller	28	-	28	28	-
		103	Security Consultant	3	-	3	3	-
		104	Security System Project Manager	4	-	4	3	-1
		105	Security System Design/Installation/ Maintenance Engineer	5	-	5	5	-
			Sub-total	46	-	46	45	-1
	SUPERVISORY LEVEL	201	Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	172	1	173	173	-
		202	Technical Support Staff	4	-	4	4	-
			Sub-total	176	1	177	177	-
	SECURITY GUARD/ TECHNICIAN LEVEL	301	Security Guard (on 3-shift system)	366	28	394	384	-10
		302	Security Guard (on 2-shift system)	117	-	117	116	-1
			Sub-total	483	28	511	500	-11
	Total			705	29	734	722	-12
	(%)*							-1.63%
	Grand Total			121,988	5,558	127,546	129,647	2,101
	(%)**							1.65%

* As percentage of the total number of posts in the same branch

** As percentage of the total number of posts in the industry

Reasons for recruitment difficulties in the Past 12 Months by Branch by Job Level

Sector : Security Companies

Job Level	Recruitment Difficulties									Total
	General labour shortage	Long working hours	Shift-work is required in the industry	Unsatisfactory working environment	Dangerous working nature	Unattractive salary	Low status	Lack of candidates with relevant experience and training	Others	
Managerial/Professional Level	40	9	28	26	3	36	5	26	2	**175**
Supervisory Level	49	21	35	33	5	75	7	30	1	**256**
Security Guard/Technician Level	468	363	141	151	14	337	70	84	12	**1,640**
Total	557	393	204	210	22	448	82	140	15	2,071

Sector : Owners Corporations

Job Level	Recruitment Difficulties									Total
	General labour shortage	Long working hours	Shift-work is required in the industry	Unsatisfactory working environment	Dangerous working nature	Unattractive salary	Low status	Lack of candidates with relevant experience and training	Others	
Managerial/Professional Level	-	-	-	-	-	-	-	-	-	**-**
Supervisory Level	1	1	1	-	-	1	1	1	-	**6**
Security Guard/Technician Level	48	48	1	48	2	3	2	2	2	**156**
Total	49	49	2	48	2	4	3	3	2	162

Sector : Supplementary Samples

Job Level	Recruitment Difficulties									Total
	General labour shortage	Long working hours	Shift-work is required in the industry	Unsatisfactory working environment	Dangerous working nature	Unattractive salary	Low status	Lack of candidates with relevant experience and training	Others	
Managerial/Professional Level	-	-	-	-	-	-	-	-	-	**-**
Supervisory Level	3	-	2	-	-	2	1	1	-	**9**
Security Guard/Technician Level	4	1	3	1	-	4	2	2	-	**17**
Total	7	1	5	1	-	6	3	3	-	26

Number of Recruits in the Past 12 Months by Branch by Job Level

Branch	Managerial/ Professional	Supervisory	Security Guard/ Technician	Total
Security Guarding Services (Type I)	130	1,482	30,214	**31,826**
Security Guarding Services and Armoured Transportation Services (Type I & II), and Armoured Transportation Services (Type II) only	2	9	178	**189**
Security Systems Installation/ Maintenance /Repair/Design/Others (Type III)	15	7	217	**239**
Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/ Others (Type I & III)	54	597	9,684	**10,335**
Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/ Repair/Design/Others (Type I, II & III)	-	7	446	**453**
Owners Corporations	-	102	214	**316**
Supplementary Samples	2	4	93	**99**
Total	**203**	**2,208**	**41,046**	**43,457**

Employers' Required Education of Employees by Job Level by Principal Job

Principal Job	Postgraduate	First Degree	Sub-Degree	Diploma / Certificate	Secondary 4 - 7	Secondary 3 or below	Unspecified	Total
Managerial/Professional Level								
Senior Management Staff	28	302	64	75	62	1	50	**582**
Security Manager/Operations Manager/Security Centre Controller	17	547	53	88	170	110	150	**1,135**
Security Consultant	2	23	11	56	6	-	1	**99**
Security System Project Manager	2	105	25	48	55	-	5	**240**
Security System Design/Installation/ Maintenance Engineer	5	149	105	88	145	-	5	**497**
Security Training Manager	1	14	12	5	13	-	3	**48**
Other Security Services Related Manager	-	167	2	13	2	-	3	**187**
Sub-total:	55	1,307	272	373	453	111	217	2,788
(%)*	2.0%	46.9%	9.8%	13.4%	16.2%	4.0%	7.8%	100%
Supervisory Level								
Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	-	224	31	3,270	5,306	566	924	**10,321**
Technical Support Staff	-	3	45	100	56	10	4	**218**
Security Training Officer	-	3	9	4	28	6	1	**51**
VIP Protection Officer/ Private Body Guard	-	-	-	5	25	3	-	**33**
Other Security Services Related Supervising Personnel	-	8	-	284	59	-	6	**357**
Sub-total:	0	238	85	3,663	5,474	585	935	10,980
(%)*	0.0%	2.2%	0.8%	33.4%	49.9%	5.3%	8.5%	100%
Security Guard/Technician Level								
Security Guard (on 3-shift system)	-	-	-	24	6,181	32,221	5,377	43,803
Security Guard (on 2-shift system)	-	-	-	-	9,641	43,515	6,077	59,233
Armed Guard	-	-	-	-	743	-	60	803
Security System Design Technician	-	4	4	79	77	3	15	182
Security Device Installation, Maintenance and/or Repairing Technician	-	6	130	825	693	267	770	2,691
Other Security Services Related Personnel with valid Security Personnel Permit	-	-	-	-	1,264	43	201	1,508
Sub-total:	-	10	134	928	18,599	76,049	12,500	108,220
(%)*	-	0.01%	0.1%	0.9%	17.2%	70.3%	11.6%	100%
GRAND TOTAL:	55	1,555	491	4,964	24,526	76,745	13,652	121,988
(%)**	-	1.3%	0.4%	4.1%	20.1%	62.9%	11.2%	100%

*   As percentage of the number of employees at the same job level
**   As percentage of the total number of employees in the industry

Employers' Preferred Period of Experience of Employees by Job Level by Principal Job

Principal Job	Less than 1 year	1-2 years	over 2 years - 5 years	over 5 years - 10 years	over 10 years	Unspecified	Total
Managerial/Professional Level							
Senior Management Staff	1	5	51	244	248	33	**582**
Security Manager/Operations Manager/Security Centre Controller	-	95	152	438	185	265	**1,135**
Security Consultant	-	-	21	27	10	41	**99**
Security System Project Manager	-	-	48	102	87	3	**240**
Security System Design/Installation/ Maintenance Engineer	-	31	207	167	84	8	**497**
Security Training Manager	-	5	16	22	2	3	**48**
Other Security Services Related Manager	-	-	15	25	144	3	**187**
Sub-total:	1	136	510	1,025	760	356	2,788
(%)*	-	4.9%	18.3%	36.8%	27.3%	12.8%	100%
Supervisory Level							
Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	248	2,867	5,105	1,118	12	971	**10,321**
Technical Support Staff	2	47	108	55	2	4	**218**
Security Training Officer	1	12	26	11	-	1	**51**
VIP Protection Officer/ Private Body Guard	-	-	13	15	5	-	**33**
Other Security Services Related Supervising Personnel	-	35	310	4	2	6	**357**
Sub-total:	251	2,961	5,562	1,203	21	982	10,980
(%)*	2.3%	27.0%	50.7%	11.0%	0.2%	8.9%	100%
Security Guard/Technician Level							
Security Guard (on 3-shift system)	27,344	9,493	1,524	-	38	5,404	43,803
Security Guard (on 2-shift system)	29,029	22,631	1,496	-	-	6,077	59,233
Armed Guard	33	529	175	-	6	60	803
Security System Design Technician	33	109	19	6	-	15	182
Security Device Installation, Maintenance and/or Repairing Technician	175	809	585	273	73	776	2,691
Other Security Services Related Personnel with valid Security Personnel Permit	106	1,135	66	-	-	201	1,508
Sub-total:	56,720	34,706	3,865	279	117	12,533	108,220
(%)*	52.4%	32.07%	3.6%	0.3%	0.1%	11.6%	100%
GRAND TOTAL:	56,972	37,803	9,937	2,507	898	13,871	121,988
(%)**	46.7%	31.0%	8.1%	2.1%	0.7%	11.4%	100%

* As percentage of the number of employees at the same job level

**As percentage of the total number of employees in the industry

Employers' Preferred Vocational Qualifications by Branch by Job Level

Branch	Type of vocational qualification	Manager/ Professional	Supervisory	Security Guard/ Technician
Security Guarding Services (Type I)	(a) Qualified member of major security institutions/associations	54	12	-
	(b) Certificate of Security Trainers Courses	93	40	-
	(c) Holder of "Security Personnel Permit"	155	384	472
	(d) Technical Certificate	33	76	27
	(e) Certificate of Skills Upgrading Scheme	39	42	28
	(f) Others	56	59	4
	ALL	430	613	531
Security Systems Installation/Maintenance /Repair/Design/Others (Type III)	(a) Qualified member of major security institutions/associations	29	19	-
	(b) Certificate of Security Trainers Courses	14	2	-
	(c) Holder of "Security Personnel Permit"	148	44	274
	(d) Technical Certificate	117	65	159
	(e) Certificate of Skills Upgrading Scheme	21	21	29
	(f) Others	1	-	5
	ALL	330	151	467
Security Guarding Services and Armoured Transportation Services (Type I and II), and Armoured Transportation Services (Type II) only	(a) Qualified member of major security institutions/associations	2	-	-
	(b) Certificate of Security Trainers Courses	4	4	-
	(c) Holder of "Security Personnel Permit"	5	6	8
	(d) Technical Certificate	-	1	1
	(e) Certificate of Skills Upgrading Scheme	-	-	-
	(f) Others	2	2	2
	ALL	13	13	11
Security Guarding Services and Security Systems Installation/Maintenance /Repair/Design/Others (Type I and III)	(a) Qualified member of major security institutions/associations	12	4	-
	(b) Certificate of Security Trainers Courses	17	11	-
	(c) Holder of "Security Personnel Permit"	43	47	55
	(d) Technical Certificate	26	26	28
	(e) Certificate of Skills Upgrading Scheme	2	7	9
	(f) Others	3	2	2
	ALL	103	97	94
Security Guarding Services, Armoured Transportation Services only and Security Guarding Services and Security Systems Installation/Maintenance /Repair/Design/Others (Type I, II and III)	(a) Qualified member of major security institutions/associations	3	1	-
	(b) Certificate of Security Trainers Courses	-	3	-
	(c) Holder of "Security Personnel Permit"	3	3	4
	(d) Technical Certificate	1	1	2
	(e) Certificate of Skills Upgrading Scheme	-	-	-
	(f) Others	-	-	-
	ALL	7	8	6

Branch	Type of vocational qualification	Manager/ Professional	Supervisory	Security Guard/ Technician
Owners Corporations	(a) Qualified member of major security institutions/associations	-	-	-
	(b) Certificate of Security Trainers Courses	-	-	-
	(c) Holder of "Security Personnel Permit"	48	252	2,808
	(d) Technical Certificate	0	-	2
	(e) Certificate of Skills Upgrading Scheme	0	-	-
	(f) Others	0	-	-
	ALL	48	252	2,810
Supplementary Samples	(a) Qualified member of major security institutions/associations	2	-	-
	(b) Certificate of Security Trainers Courses	1	-	-
	(c) Holder of "Security Personnel Permit"	8	9	9
	(d) Technical Certificate	1	1	1
	(e) Certificate of Skills Upgrading Scheme	-	-	-
	(f) Others	-	-	1
	ALL	12	10	11
ALL	(a) Qualified member of major security institutions/associations	102	36	-
	(b) Certificate of Security Trainers Courses	129	60	-
	(c) Holder of "Security Personnel Permit"	410	745	3,630
	(d) Technical Certificate	178	170	220
	(e) Certificate of Skills Upgrading Scheme	62	70	66
	(f) Others	62	63	14
	ALL	943	1,144	3,930

Income Distribution of Employees by Principal Job

Principal Job	$10,000 or below	$10,001 - $12,500	$12,501 - $15,000	$15,001 - $20,000	$20,001 - $30,000	$30,001 - $40,000	$40,001 - $60,000	Above $60,000	Unspecified	Total
Managerial/Professional Level										
Senior Management Staff	1	-	9	48	116	144	72	130	62	582
Security Manager/Operations Manager/Security Centre Controller	-	-	23	329	245	350	79	4	105	1,135
Security Consultant	-	-	2	17	54	8	3	5	10	99
Security System Project Manager	-	-	-	26	102	61	27	9	15	240
Security System Design/Installation/ Maintenance Engineer	-	-	2	202	186	50	31	-	26	497
Security Training Manager	-	-	2	9	10	8	6	-	13	48
Other Security Services Related Manager	-	-	2	1	13	41	-	-	130	187
Sub-total:	1	-	40	632	726	662	218	148	361	2,788
(%)*	0.0%	0.0%	1.4%	22.7%	26.0%	23.7%	7.8%	5.3%	12.9%	100%
Supervisory Level										
Security Supervisor/ Operations Supervisor/ Security Centre Supervisor/ Technical Supervisor	396	1,479	2,776	3,527	1,005	29	-	-	1,109	10,321
Technical Support Staff	-	7	61	77	41	7	-	-	25	218
Security Training Officer	-	-	7	7	28	2	-	-	7	51
VIP Protection Officer/ Private Body Guard	-	-	-	-	30	3	-	-	-	33
Other Security Services Related Supervising Personnel	-	-	80	96	5	-	-	-	176	357
Sub-total:	396	1,486	2,924	3,707	1,109	41	0	0	1,317	10,980
(%)*	3.6%	13.5%	26.6%	33.8%	10.1%	0.4%	0.0%	0.0%	12.0%	100%
Security Guard/Technician Level										
Security Guard (on 3-shift system)	21,121	8,762	5,172	3,822	23	-	-	-	4,903	43,803
Security Guard (on 2-shift system)	3,157	19,932	28,617	2,412	510	-	-	-	4,605	59,233
Armed Guard	-	-	322	42	159	-	-	-	280	803
Security System Design Technician	-	107	7	32	13	-	-	-	23	182
Security Device Installation, Maintenance and/or Repairing Technician	-	505	604	628	81	196	-	-	677	2,691
Other Security Services Related Personnel with valid Security Personnel Permit	12	903	189	56	-	-	-	-	348	1,508
Sub-total:	24,290	30,209	34,911	6,992	786	196	-	-	10,836	108,220
(%)*	22.4%	27.91%	32.3%	6.5%	0.7%	0.2%	0.0%	0.0%	10.0%	100%
GRAND TOTAL:	24,687	31,695	37,875	11,331	2,621	899	218	148	12,514	121,988
(%)**	20.2%	26.0%	31.0%	9.3%	2.1%	0.7%	0.2%	0.1%	10.3%	100%

* As percentage of the number of employees at the same job level

**As percentage of the total number of employees in the industry

Number of Training Places Provided in the Past and to be Provided in the Next 12 months

Type of Training	Training in the past 12 months				Training in the next 12 months			
	Managerial/ Professional	Supervisory	Security Guard/ Technician	All Levels	Managerial/ Professional	Supervisory	Security Guard/ Technician	All Levels
(a) Security Guard Training Course under Quality Assurance System for Recognition Scheme of Security Training Courses	36	204	5,847	6,087	35	230	6,342	6,607
(b) Scheme for Quality Assured In-house Training	69	508	12,229	12,806	75	179	5,219	5,473
(c) Security Trainer Training	59	48	-	107	30	30	-	60
(d) Training Courses related to Security Systems	187	713	1,895	2,795	136	245	1,282	1,663
(e) Professional Knowledge (e.g. Crime Prevention, Crowd Control, Event Management)	223	1,336	8,634	10,193	217	1,338	5,310	6,865
(f) Management and Supervision	413	1,340	2,046	3,799	448	1,582	1,699	3,729
(g) Specialist Security Knowledge (e.g. Use of firearms and weapons, Cash-in-transit, VIP protection, Guard dog handler training, Arms instructor training, Central alarm monitoring station, Risk management, Business contingency, etc.)	23	129	1,671	1,823	30	124	918	1072
(h) Language	56	443	6,024	6,523	14	134	687	835
(i) English	26	109	1,114	1,249	7	49	426	482
(ii) Putonghua	11	39	611	661	4	43	145	192
(iii) Cantonese	19	295	4,299	4,613	3	42	116	161
(i) Other Skills	1,039	6,446	60,734	68,219	941	5,955	41,969	48,865
(i) Fire Prevention	166	859	11,731	12,756	117	557	5,844	6,518
(ii) First Aid	121	455	8,091	8,667	98	477	5,280	5,855
(iii) Health and Safety	290	1,412	14,135	15,837	237	1,359	12,360	13,956
(iv) Customer Service	120	1,557	12,290	13,967	138	1,626	10,448	12,212
(v) Soft Skills (e.g. Communication Skills, etc.)	163	871	8,979	10,013	197	647	4,220	5,064
(vi) Related Skills Upgrading Scheme Courses	58	342	4,685	5,085	34	339	2,312	2,685
(vii) Others	121	950	823	1,894	120	950	1,505	2,575
Total	2,105	11,167	99,080	112,352	1,926	9,817	63,426	75,169

Number of Internal Promotion in the Past 12 Months

Branch	No. of Internal Promotion		
	From Supervisory to Managerial/ Professional level	From Security Guard/Technician to Supervisory Level	ALL
Security Guarding Services (Type I)	31	759	790
Security Systems Installation/Maintenance /Repair/Design/Others (Type III)	15	26	41
Security Guarding Services and Armoured Transportation Services (Type I and II), and Armoured Transportation Services (Type II)only	1	9	10
Security Guarding Services and Security Systems Installation/Maintenance /Repair/Design/Others (Type I and III)	16	171	187
Security Guarding Services and Armoured Transportation Services and Security Guarding Services and Security Systems Installation/Maintenance /Repair/Design/Others (Type I, II and III)	1	-	1
Owners Corporations	-	1	1
Supplementary Samples	3	18	21
ALL	67	984	1,051

Number of Employees Left in the Past 12 Months

Branch	Manager/ Professional	Supervisory	Security Guard/ Technician
Security Guarding Services (Type I)	118	1,579	26,992
Security Systems Installation/ Maintenance /Repair/Design/Others (Type III)	30	8	436
Security Guarding Services and Armoured Transportation Services (Type I & II) and Armoured Transportation Services (Type II) only	-	9	295
Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/ Others (Type I & III)	31	481	7,427
Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/ Repair/Design/Others (Type I, II & III)	-	4	436
Owners Corporations	-	5	209
Supplementary Samples	2	8	80
ALL	181	2,094	35,875

Manpower Projection for the Security Services Industry
Using the Labour Market Analysis (LMA) Approach

Methodology

1.   The Labour Market Analysis (LMA) approach has been applied to manpower projection for Security Services Industry (SSI) since 2003.

2.   The manpower projection for SSI is compiled based on the Input-Output (I/O) model which is a labor multiplier approach by deriving the relationship between the production of buildings and the number of workers required. In the I/O model, an industry is assumed to have fixed production coefficients (i.e. constant return to scale) over the short time span under consideration (say six months to under three years). To generate the employment effect, it is necessary to estimate a set of labor input requirements by determining the ratio of the production (or final demand) to the number of employees. The ratio, called employment coefficient, will represent the number of employees needed to produce a single unit of production.

3.   The stocks of private[1] and public[2] residential flats & non-residential flats[3] are taken to be the production. The forecast production of private residential and non-residential flats is provided by the Rating and Valuation Department while the forecast production of public residential flats is provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS).

4.   To generate the employment effect, it is assumed that 51.15% and 48.85% of the total manpower are working for residential flats and non-residential flats respectively. (This assumption is based on the distribution of the completion of the types of building in the period from 2013 to 2017). The manpower projection by job level is presented in Table 1-3 below.

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[1] The stocks of residential flats in the private sector are measured by the number of flats. (Source: Rating & Valuation Department)
[2] The stocks of public residential flats are measured by the number of flats. The stocks comprise:
    (a)   Public rental housing (PRH) flats and interim housing (IH) provided by the Housing Authority (HA),
    (b)   Public rental housing flats and Senior Citizen Residences Scheme (SEN) flats provided by HS,
    (c)   HA subsidized sale flats sold under the Tenants Purchase Scheme (TPS),
    (d)   HA subsidized sale flats under the Home Ownership Scheme (HOS), the Private Sector Participation Scheme (PSPS), the Middle Income Housing Scheme (MIHS), the Buy-or-Rent Option Scheme (BRO), and the Mortgage Subsidy Scheme (MSS),
    (e)   HS subsidized flats under the Flat-for Sales Scheme (FFSS) and the Sandwich Class Housing Scheme (SCHS),
    (f)   HS Urban Improvement Scheme (UIS) flats.
    From Q12002 onwards, HOS/MIHS/PSPS/BRO/MSS/TPS/FFSS/SCHS that can be traded in open market are classified as private permanent housing.
(Sources: HA and HS)
[3] Non-residential flats include private offices, commercial, industrial / offices, flatted factories, specialized factories and storages. Its measure is square m. (Source: Rating & Valuation Department)

Table 1: Manpower Projection for the Managerial / Professional Level

Year	Residential	Non-Residential	TOTAL	Residential	Non-Residential	Total
				Growth Rate		
2018	1,458	1,392	**2,850**			
2019F	1,486	1,405	**2,891**	2.0%	0.9%	**1.5%**
2020F	1,504	1,415	**2,920**	1.2%	0.7%	**1.0%**
2021F	1,521	1,424	**2,945**	1.1%	0.6%	**0.9%**
2022F	1,537	1,431	**2,968**	1.0%	0.5%	**0.8%**

Table 2: Manpower Projection for the Supervisory Level

Year	Residential	Non-Residential	TOTAL	Residential	Non-Residential	Total
				Growth Rate		
2018	5,794	5,534	**11,328**			
2019F	5,908	5,585	**11,493**	2.0%	0.9%	**1.5%**
2020F	5,980	5,625	**11,604**	1.2%	0.7%	**1.0%**
2021F	6,045	5,659	**11,704**	1.1%	0.6%	**0.9%**
2022F	6,108	5,688	**11,796**	1.0%	0.5%	**0.8%**

Table 3: Manpower Projection for the Security Guard / Technician Level

Year	Residential	Non-Residential	TOTAL	Residential	Non-Residential	Total
				Growth Rate		
2018	57,988	55,380	**113,368**			
2019F	59,128	55,889	**115,017**	2.0%	0.9%	**1.5%**
2020F	59,845	56,289	**116,133**	1.2%	0.7%	**1.0%**
2021F	60,497	56,634	**117,131**	1.1%	0.6%	**0.9%**
2022F	61,125	56,927	**118,052**	1.0%	0.5%	**0.8%**

5.   The total manpower demand for the SSI is the aggregation of the projected manpower for the three job levels and presented in Table 4 and Figure 1 below.

Table 4: Manpower Projection for SSI

Year	Actual	Projected	% change	Employers' Forecast	*% change*
2018	127,546				
2019F		129,401	1.5%	129,647	1.6%
2020F		130,657	1.0%		
2021F		131,779	0.9%		
2022F		132,816	0.8%		

Figure 1: Manpower Projection for SSI
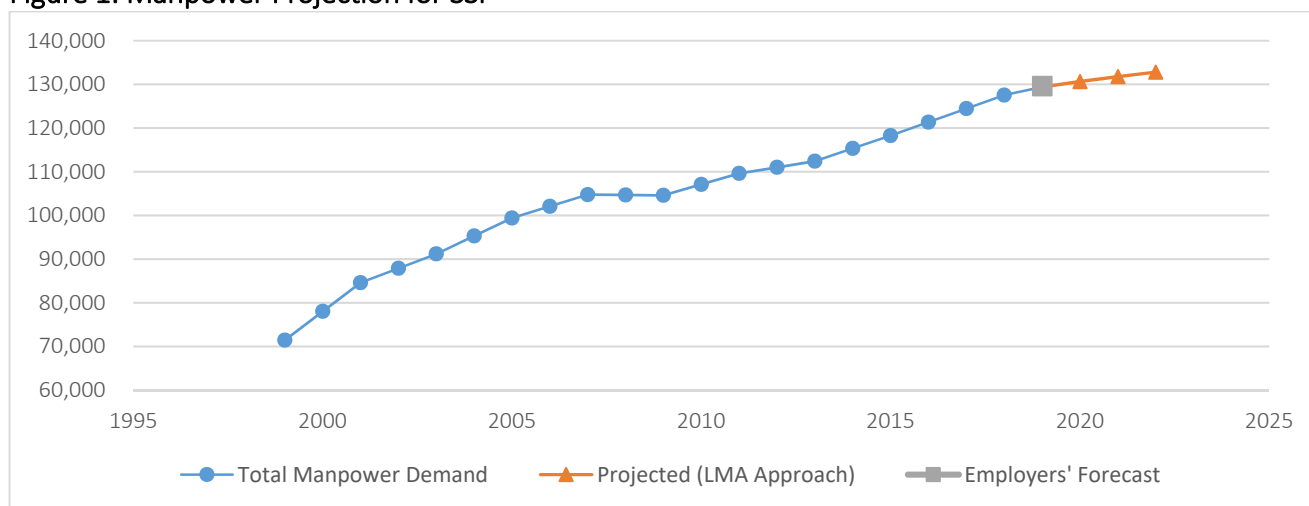
A. The Collect figures on stock of residential and non-residential flats

Year	Residential Stock (no. of flats)	Non-Residential Stock (square m)	Growth Rate Residential	Growth Rate Non-Residential
2018	2,414,358	47,661,800		
2019	2,461,829	48,099,600	2.0%	0.9%
2020	2,491,670	48,443,696	1.2%	0.7%
2021	2,518,830	48,740,491	1.1%	0.6%
2022	2,544,970	48,993,132	1.0%	0.5%

B. Determine the percentages of manpower for residential and non-residential flats

Completion of New Buildings in period	Sum of Residential in usable Floor Area (sq.m)	Sum of Non-Residential in usable Floor Area (sq.m)	% of Residential	% of Non-residential
2013-2017	2,846,500	2,718,500	51.15	48.85

C. Determine the distribution of 2018 Manpower

Job Level	Residential (51.15% of Total)	Non-Residential (48.85% of Total)	TOTAL
Managerial /Professional	1,458	1392	2,850
Supervisory	5,794	5,534	11,328
Security Guard/Technician	57,988	55,380	113,368
Total			127,546

D. Calculate the Productivity ratio (Stock : Manpower) base on 2018 Manpower

Job Level	Productivity Ratio Residential	Productivity Ratio Non-Residential
Managerial /Professional	1,656.19	34,234.30
Supervisory	416.68	8,612.97
Security Guard/Technician	41.64	860.63

保安服務業 2018 年人力調查報告

報告摘要

引言

1.　　　保安服務業訓練委員會（下稱「本會」）由香港特別行政區政府於 1998 年成立，隸屬職業訓練局[職訓局]，負責確定保安服務業的人力情況和訓練需要，並向職訓局、僱主、其他相關人士或機構提出建議措施,應對本業對訓練人力的需求。本會於 2018 年 5 月進行第十次人力調查，範圍涵蓋業內三大類機構，包括「保安護衞服務」、「持槍押運服務」、「保安系統安裝／保養／維修／設計／其他」；統計資料的截算日期為 2018 年 5 月 1 日。

2.　　　本報告第一章簡介是次調查的背景資料，包括目的、範圍、方法、回應分析及人力評估過程。第二章為調查結果概要，第三、四章則分別詳載本會的結論及建議。

行業前景

3.　　　根據《長遠房屋策略》2018 年周年進度報告，2019-20 至 2028-29 年度十年期的長遠房屋需求預計為 432,400 個單位，因應私人住宅單位的空置情況作調整後，十年總房屋供應目標[1]約為 450,000 個單位。住宅供應未來數年持續增加，將創造不少就業機會，包括保安服務相關的職位。

4.　　　香港政府投放大量資源在基建項目上，例如跨境項目及機場三跑道系統，致力促進經濟與社會發展。2018-19 年度，政府總開支預計為 5,579 億港元，其中約 856 億港元（15.34%）[2]投放予基建工程。工程發展階段，為了保護基建地盤的貴重建築設備，預計保安服務的需求甚為殷切。待項目完工後，也需聘用不少人員負責看管關鍵設施及保障公眾安全。

5.　　　香港是充滿活力的國際城市、盛事及美食之都，也是全球首屈一指的商業、運輸與通訊樞紐。每年不少世界一流的貿易展覽會、博覽會、國際會議及展覽均在港舉行，有助宣傳香港的優勢。隨著這類推廣活動持續增加，大型活動保安服務也相應蓬勃。

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[1] 《長遠房屋策略》2018 年周年進度報告
[2] 「香港品牌」《基建工程建設未來》便覽—2018 年 7 月發表

6.　　　參照《香港人口推算 2015-2064》，本港 65 歲及以上長者的數目於 2064 年將達至 258 萬人，佔人口約 35.9%。鑑於人口老化及勞動人口下降，政府把乙類保安人員許可證持有人的年齡上限由 65 歲放寬至 70 歲，從而為業界釋放勞動力。65 歲或以上的乙類保安員數目 [3] 因此由 2015 年 26,361 人，大幅增加至 2018 年 39,489 人，增幅達49.8%。預計未來數年保安服務業將面對勞動人口老化的挑戰。

7.　　　業界已廣泛採用入侵警報系統、閉路電視、門禁監控系統、智能設備和保安機械人，以防擅自闖入，並認為有關科技對於紓緩業內人手短缺的問題作用極大。地產發展商正嘗試於作業流程應用新科技，包括建築設計、開發以至銷售等範疇，藉以推廣智慧樓宇；物業管理公司也嘗試向客戶提倡糅合先進科技的嶄新保安方案。然而，用戶認同新科技的好處尚需時日。

8.　　　近年，不少保安護衞員較喜歡兼職工作，因為可以即時賺得時薪較高的現金收入。有見及此，業內有個別人士成立中介公司，僱用為數不少的兼職保安護衞／散工，向持牌保安公司提供人手。此舉不但有助保安公司聘請兼職保安護衞員以迎合人力需求，也提供更大彈性，可以因應個別活動的需要調配保安護衞員。然而，保安公司可能需要向兼職保安護衞員支付較高的薪酬，或會影響全職保安護衞員的士氣。此外，兼職護衞員對不同地點的工作環境並不熟悉，可能影響工作表現。

人力情況

9.　　　讀者請留意，是次調查僅涵蓋與保安服務相關的全職 [4] 技術僱員 [5]（以下稱「僱員」），並不包括業內兼職及臨時保安等職位。

10.　　　是次調查顯示，在 2018 年 5 月 1 日 (統計資料的截算日期)，業內共有 121,988名僱員，與 2015 年的數字相比，從事保安服務業的僱員人數錄得 6.1%增長。業內 121,988名僱員中，115,254 人受僱於保安公司，6,029 人受僱於業主立案法團，705 受僱於增補樣本機構。各技能等級的人力、空缺數目及人力增長預測摘要如下：

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[3] 保安人員許可證持證人數目來自保安及護衞業管理委員會網頁
[4]「全職」指定期支薪、一個月最少連續工作四週、每週不少於 18 小時的僱員
[5]「技術僱員」泛指調查期間從事保安服務業主要職務的僱員

技能等級	2015 年 6 月 僱員人數	2018 年 5 月 僱員人數 (甲) *(%)*#	2018 年 5 月 空缺數目 (乙)	僱主預測 人力增長 (丙)	2019 年 5 月 預測職位數目 (甲)+(乙)+(丙)
經理／專業人員級	2,394	2,788 (+16.5)	62	25	**2,875**
主任級	10,846	10,980 (+1.2)	348	160	**11,488**
保安護衞員／ 技術員級	101,786	108,220 (+6.3)	5,148	1,916	**115,284**
	115,026	**121,988** **(+6.1)**#	**5,558**	**2,101**	**129,647**

與 2015 年相比，2018 年的人力增／減幅

推算 2019 至 2022 年人力

11.　　本會採用人力市場分析法，推算本業未來三年的人力情況，詳情如下：

年份	實際人力	僱主預測人力 （調查期間）	推算人力	與前一年比較的 人力增長
2018	**127,546**			
2019		129,647 (1.6%)*	**129,401**	1,855 (1.5%)*
2020			**130,657**	1,256 (1.0%)**
2021			**131,779**	1,122 (0.9%)**
2022			**132,816**	1,037 (0.8%)**

*　　與 2018 年實際人力相比的增幅

**　與前一年（2019、2020 及 2021 年）推算人力相比的增幅

過去 12 個月僱員流動情況

12.　　據本會觀察，近幾年保安服務從業員的流動率持續高企。過去 12 個月，共有 38,150 名僱員離職；其中，保安護衞員／技術員級僱員的流動率最高，有 35,875 人離 職，佔該級別僱員總數 33.2%，另有 25,149 名具相關經驗的人士入職。本業淨流失 11,078 人，佔整體人力 9.1%。

2019 年 5 月新增人力需求

13.　　　　根據「人力市場分析法」所推算業界人力增長及填補每年流失所需人手的數字，本會估計保安服務業 2019 年將額外需要 12,933 名僱員，詳情如下：

技能等級	每年 流失率	僱主推算 2019 年 5 月時 增長人數	2019 年 5 月時 額外所需人力
經理／專業人員級	11	41	**52**
主任級	341	165	**506**
保安護衞員／技術員級	10,726	1,649	**12,375**
總數：	**11,078**	**1,855**	**12,933**

僱員訓練

14.　　　　是次調查所見，僱主過去 12 個月為僱員提供 112,352 個訓練名額，預計未來 12 個月將提供 75,169 個訓練名額，當中 18.6%關乎「健康及安全」，16.7%屬「顧客服務」課程。

建議

具質素保證系統的保安培訓課程

15.　　　　本會估計，未來 12 個月保安業將額外需要聘請 12,933 人，因此，預計新入職者對訓練有殷切需求（特別是保安護衞員級別）。本會認為，保安培訓課程認可計劃的課程應能滿足業界的基本培訓需求。此外，本會於 2004 年制訂質素保證制度，應有助確保課程水準及質素；認可計劃亦會受定期監察與檢討。

提升從業員的技能

16.　　　　從第二章 2.21 段可見，健康及安全和顧客服務是未來 12 個月最熱門的訓練課題；本會建議培訓機構提供更多這類培訓課程，滿足業界需求。

17.　　　　本會將繼續辨識業界所需的新技能，協助在職從業員提高專業技巧，緊貼業界資訊與發展。本會並建議培訓機構開展事故管理、資訊管理、監控管理及保安科技管理等範疇的相關課程，滿足業界的培訓需求。

保安科技

18.　　　　儘管保安服務業已準備採用先進科技協助保安工作，仍需要相關持份者配合發展。本會建議地產發展商在項目發展階段，把先進科技引入保安系統；並建議僱主在日常運作使用先進科技，藉以紓緩人手短缺問題，提高工作效率。此外，業界需要向不

同級別的保安人員以至用戶，灌輸保安工作的新科技應用知識。本會建議保安公司、物業管理公司及技術供應商籌辦有關工作坊與研討會，推廣運用保安科技的效益。

研討會及會議

19.　　本會將不時舉辦研討會、會議及論壇，以助從業員和持份者更了解本業的最新發展。

資歷架構及持續專業發展

20.　　本會所見，保安服務業推行資歷架構後，為從業員建立清晰的學習階梯，以便訂立個人發展藍圖，獲取有質素保證的資歷；同時於業內推廣終身學習的風氣。本會建議培訓機構為在職從業員提供合適的持續專業發展計劃，協助提升個人競爭力，也鼓勵從業員自我裝備，配合業界不斷轉變的需求。

保安服務最佳培訓獎

21.　　本會與香港警務處合辦「保安服務最佳培訓獎」選舉，旨在嘉許一直致力向僱員提供優質保安服務培訓的保安公司。有見多年來此項選舉相當成功，本會與警務處將繼續合辦，鼓勵更多僱主為僱員提供保安服務相關培訓。

技能測驗

22.　　本會將繼續為保安護衞員舉辦技能測驗，以助新入職者維持專業水平。

人手短缺

23.　　本會認為放寬保安護衞人員的年齡上限，只能暫時解決人手短缺問題。政府應面對勞動人口老化的挑戰，考慮訂定適當的政策，應付人手嚴重不足的情況；我們亦鼓勵保安服務供應商利用科技輔助，重新設計工作流程，應對保安服務種種挑戰，提高生產力。

業界薪酬

24.　　為吸引更多新血加入本業，本會建議政府檢討相關的勞工法例，防止僱主濫用，例如，未有如實反映保安員在休息日獲得的薪酬福利；業界也應考慮提供更佳的聘用條件（包括薪酬福利），致力提高保安人員的整體形象與社會地位，從而令保安工作對新入職者更具吸引力。

未來人力調查

25.　　本會將繼續每四年進行一次人力調查，以評估業內的人力供求情況。期間，會發表兩份更新報告，探討本業的最新人力變動情況，分析發展趨勢。

第一章

緒 論

保安服務業訓練委員會

1.1　　　保安服務業訓練委員會於 1998 年成立,隸屬職業訓練局[職訓局],負責確定保安服務業的人力情況和訓練需要,並向職訓局、僱主及其他相關人士或機構提出建議措施,配合本業對訓練人力的需求。本會的委員名單及職權範圍分別載於**附錄 1** 及 **2**。

調查目的

1.2　　　本會於 1999 年 2 月進行首次人力調查,其後分別於 2001 年 5 月、2003 年 5 月、2005 年 5 月、2007 年 5 月、2009 年 5 月、2011 年 6 月、2013 年 7 月及 2015 年 6 月進行人力調查,合共九次。第十次人力調查於 2018 年 5 月進行,目的如下:

  (i) 評估保安服務業主要職務的人力及訓練需求;

  (ii) 預測業內人力增長;以及

  (iii) 提出建議措施,配合本業各級僱員的訓練及人力需求,包括經理／專業人員級、主任級,以及保安護衞員／技術員級僱員。

調查範圍

1.3　　　2018 年人力調查涵蓋業內三類主要機構,包括「保安護衞服務」、「持槍押運服務」,以及「保安系統安裝／保養／維修／設計／其他」,與 2015 年的調查範圍相若。各保安公司按所持牌照類別分布如下:

門類	牌照類別	保安服務類別
1	I	保安護衞服務
2	II	持槍押運服務
3	III	保安系統安裝／保養／維修／設計／其他
4	I 及 II	保安護衞服務及持槍押運服務
5	I 及 III	保安護衞服務及保安系統安裝／保養／維修／設計／其他
6	I、II 及 III	保安護衞服務、持槍押運服務及保安系統安裝／保養／維修／設計／其他
7	-	業主立案法團
8	-	增補樣本

1.4 截至 2018 年 5 月 1 日，在保安及護衞業管理委員會(下稱"管理委員會")註冊的持牌保安公司共有 1,128 間，在土地註冊處 [6] 登記的業主立案法團則有 10,629 個。本會採用分層隨機抽樣方法，抽選 431 間持牌保安公司及 106 個業主立案法團作為調查對象。當中，共有 291 間保安公司僱用 50 名或以上員工，其餘 837 間則少於 50 人。

1.5 除了保安公司及業主立案法團，調查還包括 10 間直接僱用保安人員的公用事業公司、大型主題公園及酒店，作為增補樣本。是次調查合共發出了 547 份問卷。

調查方法

1.6 本會在 2018 年 5 月至 8 月期間進行調查，並在調查顧問公司的協助下蒐集數據。人力數據統計日期定為 2018 年 5 月 1 日。

1.7 本會透過電話或面談訪問，向 547 間抽樣機構蒐集調查數據。所採用的問卷分為兩部分，第一部分按職級及主要職務蒐集人力資料（僱員人數及空缺額等），第二部分填寫補充人力資料。本會請每間抽樣保安公司、業主立案法團及增補樣本公司填妥問卷，提供保安服務業的人力及培訓需求等資料（見**附錄 5**）。調查要求僱主參考問卷夾附的工作說明，然後根據僱員執行之職務將僱員分類。

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[6] 本調查採用的資料由民政事務總署提供。

1.8　　　　所有收回的調查表均經過複核和編碼，必要時與填覆機構核實。調查所得的資料用統計方法倍大，以助了解保安服務業的整體人力情況。

質素管理措施

1.9　　　　本會採取各種措施以確保調查蒐集的數據質素，包括調查前的準備、為調查人員提供充足培訓、監察調查進展、竭力提高回應率、核對填妥的問卷、重複輸入資料以求準確、驗證所蒐集的數據等。

分析調查回應

1.10　　　　在 354 間有效的抽樣機構中，本會成功向 220 間機構取得所需資料，其餘 193 間抽樣機構已暫停營業、搬遷、並無聘用技術人員、無法到達／接觸、尚未開始營業或是無法透過其註冊地址取得聯絡及未有提供保安服務。調查的實際回覆率為 62%。

人力評估過程

1.11　　　　評估過程主要有三個步驟：

(i)　　進行人力調查，蒐集業內最新的人力資料，特別是各技能等級的人力分布情況；

(ii)　　根據業界對人力規劃及訓練需求的意見，分析所得資料；以及

(iii)　　評估業內人力供求情況。

調查結果

1.12　　　　調查結果概要載於本報告的**第二章**；本會的結論及建議則分別載於**第三、四章**。

釋義

1.13 「僱員」是指受薪擔任保安服務業主要職務的全職僱員（一個月最少連續工作四週、每週不少於 18 小時）。

1.14 「流失人數」是指本業的離職僱員與新聘具業界經驗僱員相差之人數。

1.15 「技術證書」是指有關技術能力的證明書。

釋義

第二章

調查結果摘要

2.1　　　是次調查僅涵蓋與保安服務相關的全職僱員，並不包括業內兼職及臨時保安等職位，敬請留意。

2.2　　　是次調查所蒐集的資料如下：

　　(i)　　　僱員人數；
　　(ii)　　　調查期間的空缺數目；
　　(iii)　　僱主預測 2019 年 5 月人力需求；
　　(iv)　　僱員流動人數；
　　(v)　　　僱員應有教育程度；
　　(vi)　　僱員宜有年資；以及
　　(vii)　　僱員收入分布情況。

2.3　　　是次調查亦要求僱主提供有關內部晉升人數、招聘困難、僱員宜有職業資格、過去 12 個月及計劃未來 12 個月向僱員提供的培訓種類等資料。調查結果摘要見下列各段。

僱員人數

2.4　　　調查結果顯示，調查期間業內共有 121,988 名僱員，其中 115,254 人受僱於保安公司，6,029 人受僱於業主立案法團，705 受僱於增補樣本機構。2015 年與 2018 年業內的僱員人數比較見**表 1**；各技能等級的僱員分布情況見**圖 1**。

表 1：2015 年與 2018 年僱員人數比較

門類	僱員人數		增／減 (%)*
	2015 年	2018 年	
類別 I－保安護衞服務	87,557	89,164	**1,607 (1.8)**
類別 III－保安系統安裝／保養／維修／設計／其他	3,365	3,541	**176 (5.2)**
類別 I 及 II－保安護衞服務及持槍押運服務；以及單是類別 II－持槍押運服務	2,119	2,345	**226 (10.7)**
類別 I 及 III－保安護衞服務，以及保安系統安裝／保養／維修／設計／其他	13,427	17,940	**4,513 (33.6)**
類別 I、II 及 III－保安護衞服務、持槍押運服務，以及保安系統安裝／保養／維修／設計／其他	2,079	2,264	**185 (8.9)**
業主立案法團	5,724	6,029	**305 (5.3)**
增補樣本機構	755	705	**-50 (-6.6)**
總數	**115,026**	**121,988**	**6,962 (6.1)****

*　　佔所屬門類僱員總數的增減百分比
**　　佔業內僱員總數的增減百分比

圖 1：各技能等級僱員分布情況
僱員總數：121,988 人

保安護衛員／技術員級
108,220 (88.7%)

經理／專業人員級
2,788* (2.3%)**

主任級
10,980 (9.0%)
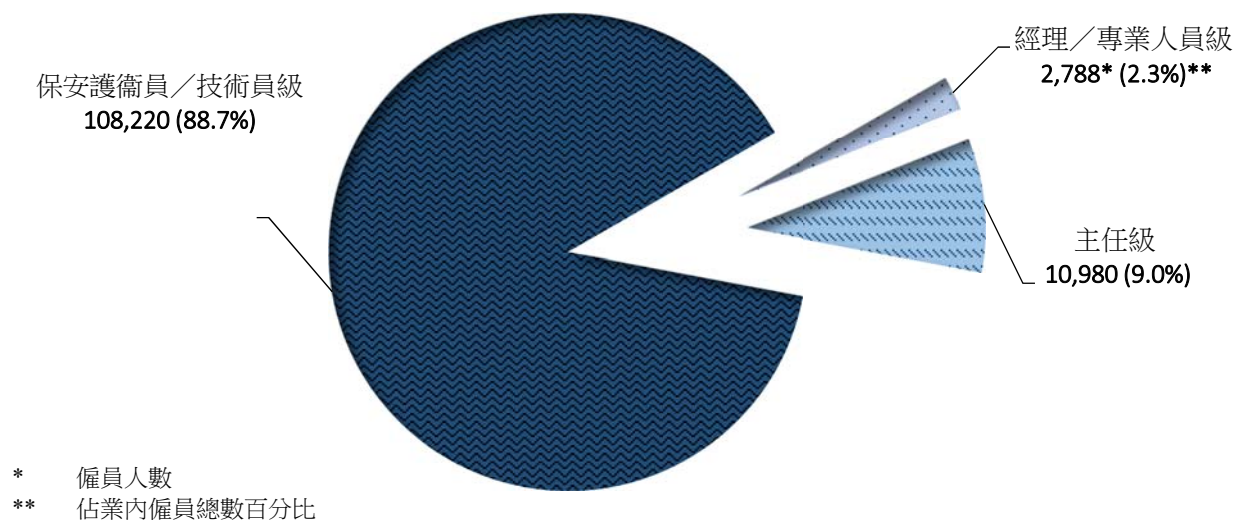
* 僱員人數
** 佔業內僱員總數百分比

2.5　　　各門類主要職務的僱員分布情況見**表 2**。

表 2：各門類主要職務僱員人數

技能等級	保安公司 僱員人數 (%)*	業主立案法團 僱員人數 (%)*	增補樣本機構 僱員人數 (%)*	總數 (%)*
經理／專業人員級				
高級管理人員	576 (20.7)	-	6 (0.2)	**582** **(20.9)**
保安經理／運作經理／保安中心主管	1,057 (37.9)	50 (1.8)	28 (1.0)	**1,135** **(40.7)**
保安顧問	96 (3.4)	-	3 (0.1)	**99** **(3.6)**
保安系統項目經理	236 (8.5)	-	4 (0.1)	**240** **(8.6)**
保安系統設計／安裝／保養工程師	492 (17.6)	-	5 (0.2)	**497** **(17.8)**
保安培訓經理	48 (1.7)	-	-	**48** **(1.7)**
其他相關保安服務業經理級人員	187 (6.7)	-	-	**187** **(6.7)**
小計：	**2,692** **(96.5)**	**50** **(1.8)**	**46** **(1.6)**	**2,788** **(100)**

技能等級	保安公司 僱員人數 (%)*	業主立案法團 僱員人數 (%)*	增補樣本機構 僱員人數 (%)*	總數 (%)*
主任級				
保安主任／運作主任／保安中心主任／技術監督	9,648 (87.9)	501 (4.6)	172 (1.6)	**10,321** **(94.0)**
技術輔助人員	214 (1.9)	-	4 (0.04)	**218** **(1.9)**
保安培訓主任	51 (0.5)	-	-	**51** **(0.5)**
要員保護主任／私人保鏢	33 (0.3)	-	-	**33** **(0.3)**
其他相關保安服務業主任級人員	357 (3.3)	-	-	**357** **(3.3)**
小計：	**10,303** **(93.8)**	**501** **(4.6)**	**176** **(1.6)**	**10,980** **(100)**
保安護衞員／技術員級				
保安護衞員／管理員（三更制）	41,820 (38.6)	1,617 (1.5)	366 (0.3)	**43,803** **(40.5)**
保安護衞員／管理員（兩更制）	55,255 (51.1)	3,861 (3.6)	117 (0.1)	**59,233** **(54.7%)**
武裝護衞員	803 (0.7)	-	-	**803** **(0.7)**
保安系統設計技術員	182 (0.2)	-	-	**182** **(0.2)**
保安裝置安裝、保養及／或修理技術員	2,691 (2.5)	-	-	**2,691** **(2.5)**
其他相關保安服務業人員（持有效保安人員許可證）	1,508 (1.4)	-	-	**1,508** **(1.4)**
小計：	**102,259** **(94.5)**	**5,478** **(5.1)**	**483** **(0.4)**	**108,220** **(100)**
總計：	**115,254** **(94.5)****	**6,029** **(4.9)****	**705** **(0.6)****	**121,988** **(100)****

*   佔同級僱員總數百分比
**   佔業內僱員總數百分比

2.6　　　業內人力在各門類不同技能等級的分布情況見**圖 2** 至 **4**，按保安公司牌照類別劃分的僱員分布則見**附錄 6**。

圖 2：保安公司各技能等級僱員分布情況
僱員總人數：115,254

經理／專業人員級
2,692 (2.3%)

主任級
10,303 (8.9%)

保安護衞員／
技術員級
102,259*(88.7%)**
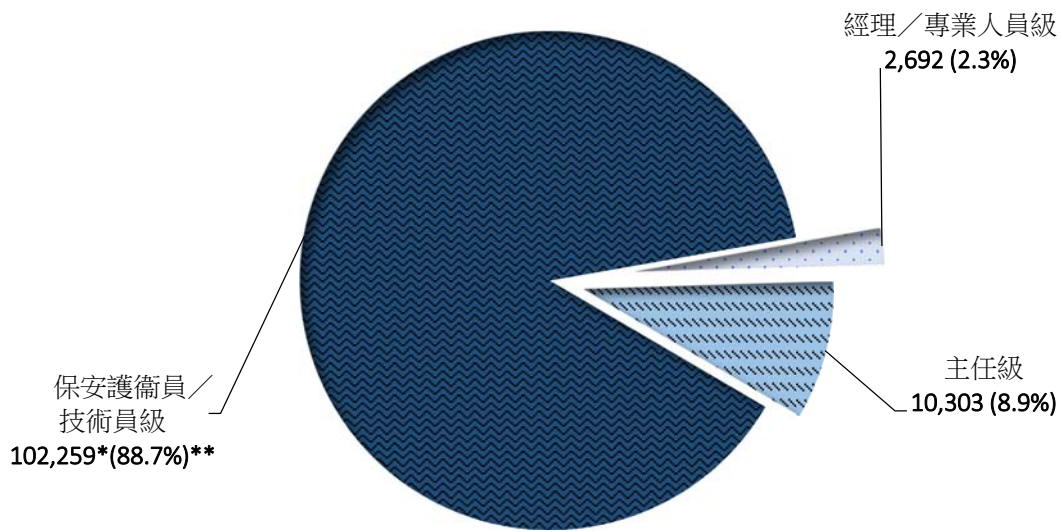
* 僱員人數
** 佔所屬門類僱員人數百分比（因四捨五入關係，總和未必等於 100%）

圖 3：業主立案法團各技能等級僱員分布情況
僱員總人數：6,029

經理／專業人員級
50 (0.8%)

保安護衞員／
技術員級
5,478* (90.9%)**

主任級
501 (8.3%)
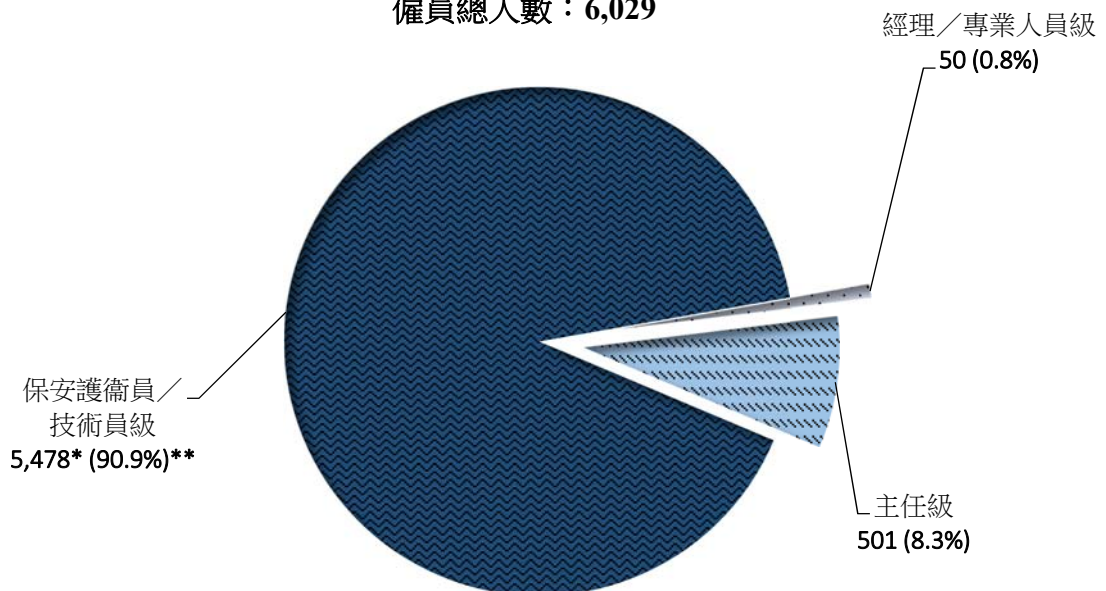
* 僱員人數
** 佔所屬門類僱員人數百分比

圖 4：增補樣本機構各技能等級僱員分布情況
僱員總人數：705

保安護衞員／
技術員級
483*(68.5%)**

經理／
專業人員級
46 (6.5%)

主任級
176 (25%)
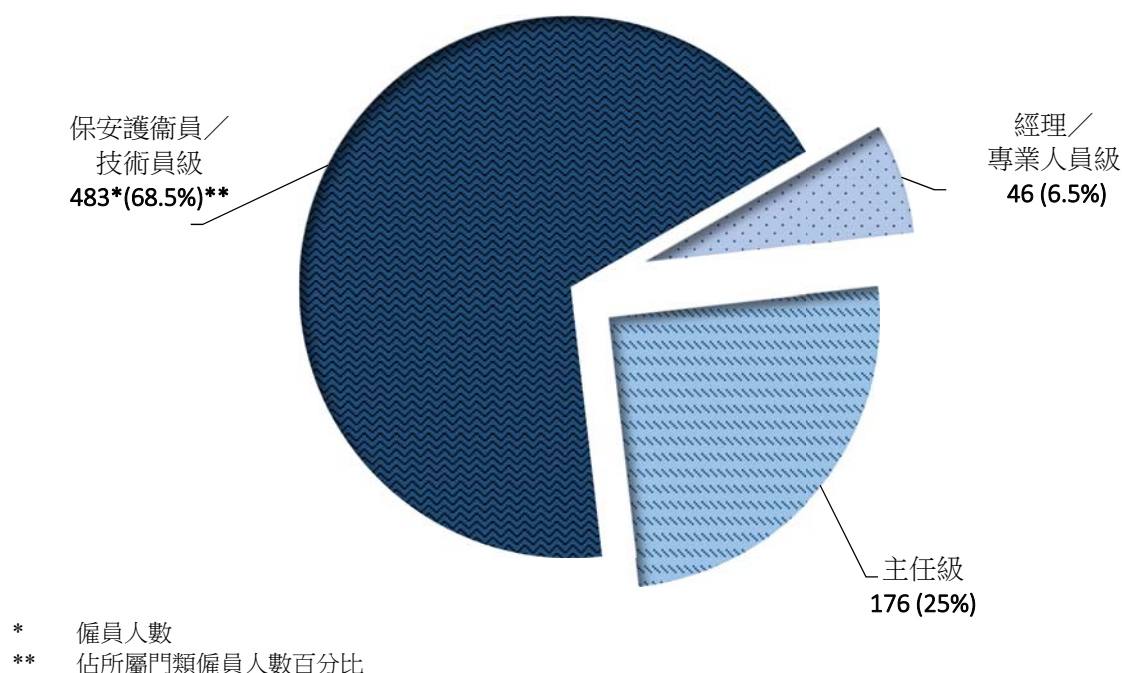
*　僱員人數
**　佔所屬門類僱員人數百分比

2.7　　　　2015 年與 2018 年保安公司各技能等級主要職務的僱員人數比較見**表 3**。

表 3：保安公司各技能等級主要職務人力情況（**2015 年與 2018 年**）

技能等級	2015 年 僱員人數	2018 年 僱員人數	增／減 (%)*
經理／專業人員級			
高級管理人員	323	576	**253**
保安經理／運作經理／保安中心主管	1,029	1,057	**28**
保安顧問	69	96	**27**
保安系統項目經理	197	236	**39**
保安系統設計／安裝／保養工程師	489	492	**3**
保安培訓經理	23	48	**25**
其他相關保安服務業經理級人員	230	187	**-43**
小計：	**2,360**	**2,692**	**332 (14.1)**
主任級			
保安主任／運作主任／保安中心主任／技術監督	9,727	9,648	**-79**
技術輔助人員	153	214	**61**
保安培訓主任	49	51	**2**
要員保護主任／私人保鏢	-	33	**33**
其他相關保安服務業主任級人員	359	357	**-2**
小計：	**10,288**	**10,303**	**15 (0.1)**

技能等級	2015 年僱員人數	2018 年僱員人數	增／減 (%)*
保安護衞員／技術員級			
保安護衞員／管理員（三更制）	34,720	41,820	**7,100**
保安護衞員／管理員（兩更制）	55,776	55,255	**-521**
武裝護衞員	673	803	**130**
保安系統設計技術員	214	182	**-32**
保安裝置安裝、保養及／或修理技術員	2,853	2,691	**-162**
其他相關保安服務業人員（持有效保安人員許可證）	1,663	1,508	**-155**
小計：	**95,899**	**102,259**	**6,360 (6.6)**
總計	**108,547**	**115,254**	**6,707 (6.2)**

*   保安公司僱員人數的增減百分比

2.8　　　　2015 年與 2018 年保安公司各技能等級的人力情況比較見**圖 5** 及**表 4**。

圖 5：保安公司各技能等級人力情況（2015 年與 2018 年）
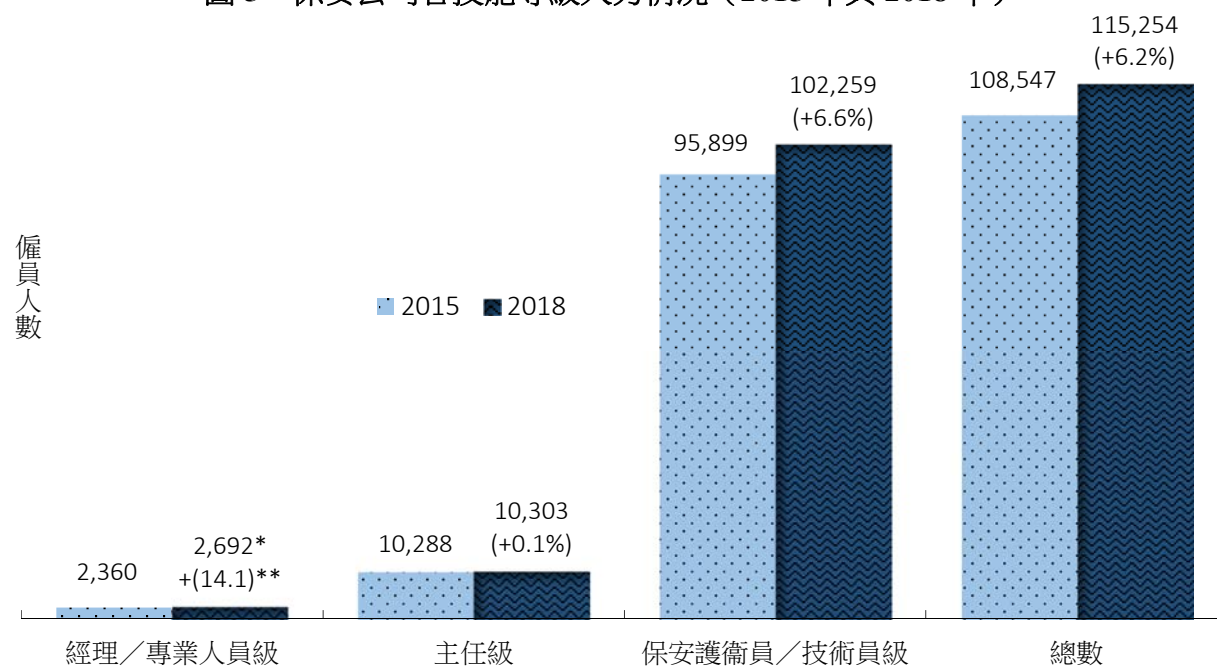
*   該技能等級僱員人數
**   2018 年同級僱員人數的增幅百分比（相對於 2015 年）

表 4：2018 年保安公司各技能等級人力增長

技能等級	2015 年 6 月 僱員人數	2018 年 5 月 僱員人數	增幅 (%)*
經理／專業人員級	2,360	2,692	**332 (+14.1)**
主任級	10,288	10,303	**15 (+0.1)**
保安護衞員／技術員級	95,899	102,259	**6,360 (+6.6)**
總數	**108,547**	**115,254**	**6,707 (+6.2)****

* 2018 年同級僱員人數的增幅百分比（相對於 2015 年）
** 2018 年業內僱員人數的增幅百分比（相對於 2015 年）

2.9 2015 年與 2018 年業主立案法團各技能等級的人力情況比較見**圖 6** 及**表 5**。

圖 6：業主立案法團各技能等級人力情況（2015 年與 2018 年）
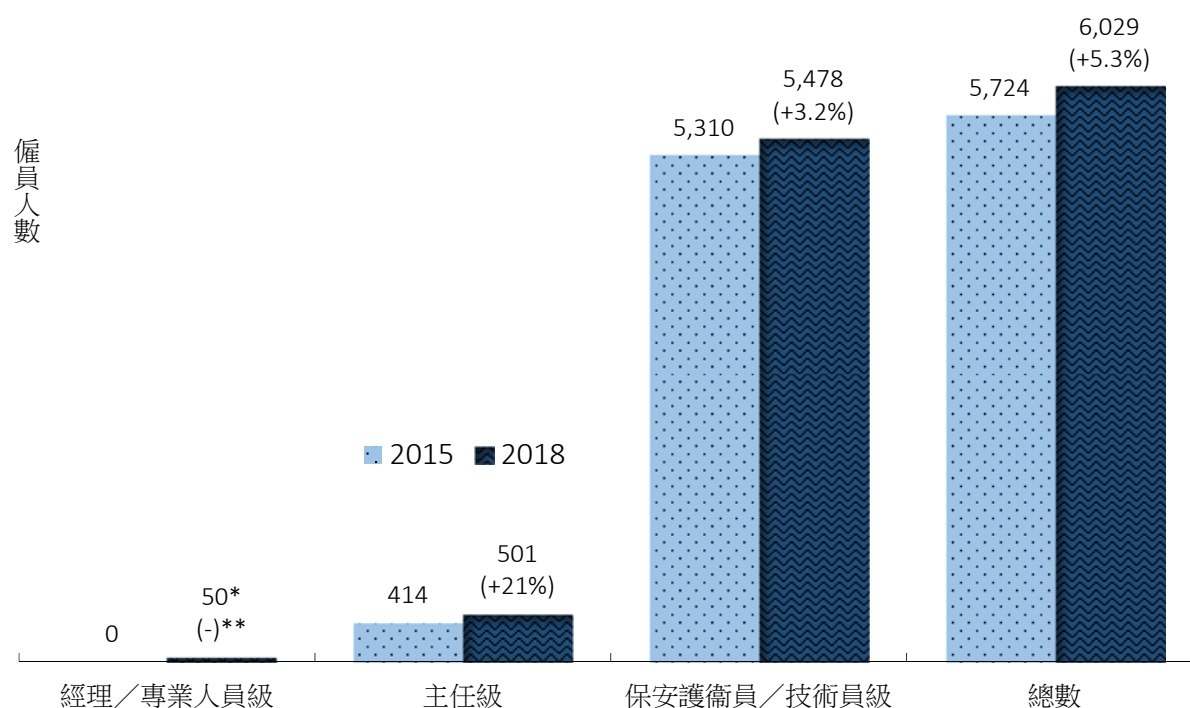
* 該技能等級僱員人數
** 2018 年同級僱員人數的增幅百分比（相對於 2015 年）

表 5：2018 年業主立案法團各技能等級人力增長

技能等級	2015 年 6 月 僱員人數	2018 年 5 月 僱員人數	增幅 (%)[*]
經理／專業人員級	-	50	**50 (-)**
主任級	414	501	**87 (+21.0)**
保安護衞員／技術員級	5,310	5,478	**168 (+3.2)**
總數	**5,724**	**6,029**	**305 (+5.3)[**]**

* 2018 年同級僱員人數的增幅百分比（相對於 2015 年）
** 2018 年業內僱員人數的增幅百分比（相對於 2015 年）

空缺數目

2.10 調查期間，僱主報稱業內共有 5,558 個空缺，佔 127,546 個現有職位總數 (5,558 個空缺 ＋121,988 名僱員）的 4.4%。按技能等級劃分，保安護衞員／技術員級別的空缺最多，有 5,148 個。各技能等級的空缺分布情況見**圖 7**；按主要職務的分析則見**表 6**。

圖 7：各技能等級職位及空缺數目
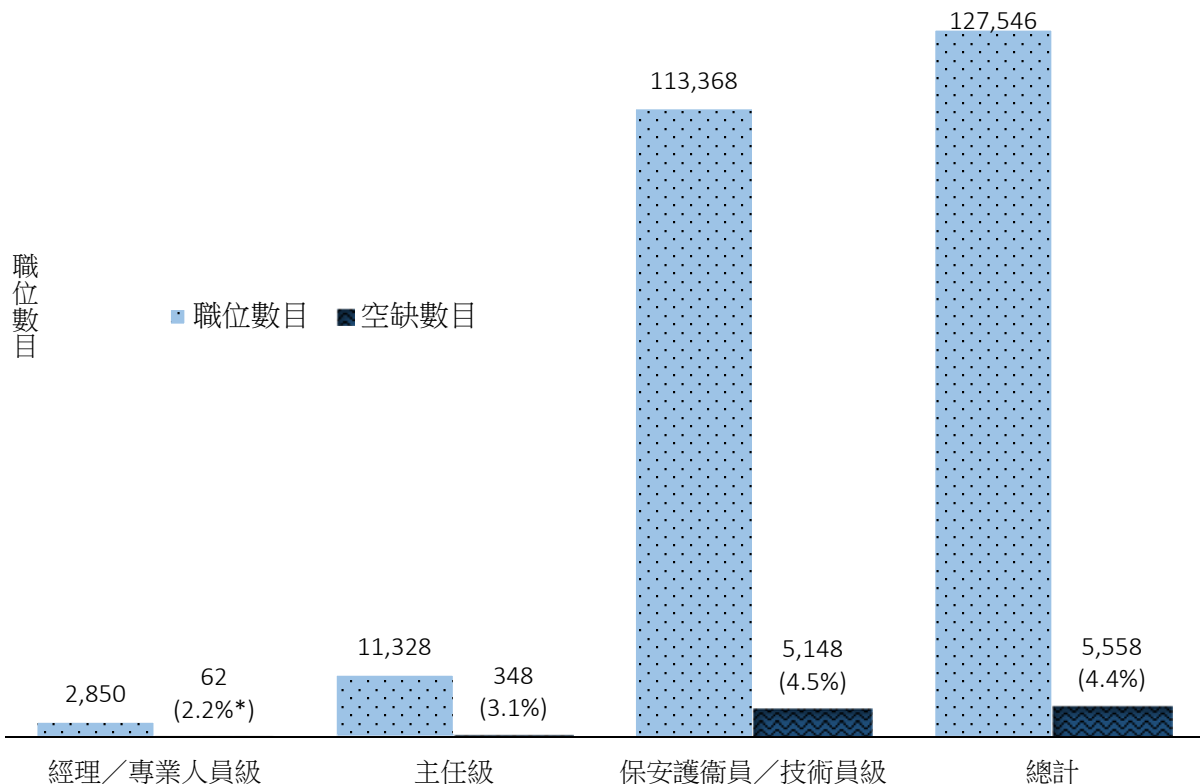
* 佔同級職位數目百分比

表 6： 各主要職務現有空缺數目

技能等級	僱員人數 *(甲)*	空缺數目 *(乙)*	職位數目 *(甲)+(乙)*	(%)* *(乙)/(甲)+(乙)*
經理／專業人員級				
高級管理人員	582	10	592	1.7
保安經理／運作經理／保安中心主管	1,135	26	1,161	2.2
保安顧問	99	-	99	-
保安系統項目經理	240	3	243	1.2
保安系統設計／安裝／保養工程師	497	23	520	4.4
保安培訓經理	48	-	48	-
其他相關保安服務業經理級人員	187	-	187	-
小計：	**2,788**	**62**	**2,850**	**2.2**
主任級				
保安主任／運作主任／保安中心主任／技術監督	10,321	301	10,622	2.8
技術輔助人員	218	13	231	5.6
保安培訓主任	51	-	51	-
要員保護主任／私人保鏢	33	-	33	-
其他相關保安服務業主任級人員	357	34	391	8.7
小計：	**10,980**	**348**	**11,328**	**3.1**
保安護衞員／技術員級				
保安護衞員／管理員（三更制）	43,803	2,312	46,115	5.0
保安護衞員／管理員（兩更制）	59,233	2,521	61,754	4.1
武裝護衞員	803	27	830	3.3
保安系統設計技術員	182	19	201	9.5
保安裝置安裝、保養及／或修理技術員	2,691	174	2,865	6.1
其他相關保安服務業人員	1,508	95	1,603	5.9
小計：	**108,220**	**5,148**	**113,368**	**4.5**
總計：	**121,988**	**5,558**	**127,546**	**(4.4)****

*　　空缺數目佔同級職位數目百分比
**　　空缺數目佔業內職位數目百分比

2.11　　　2015 年與 2018 年職位空缺數目比較見**圖 8**。

圖 8：2015 年與 2018 年職位空缺數目
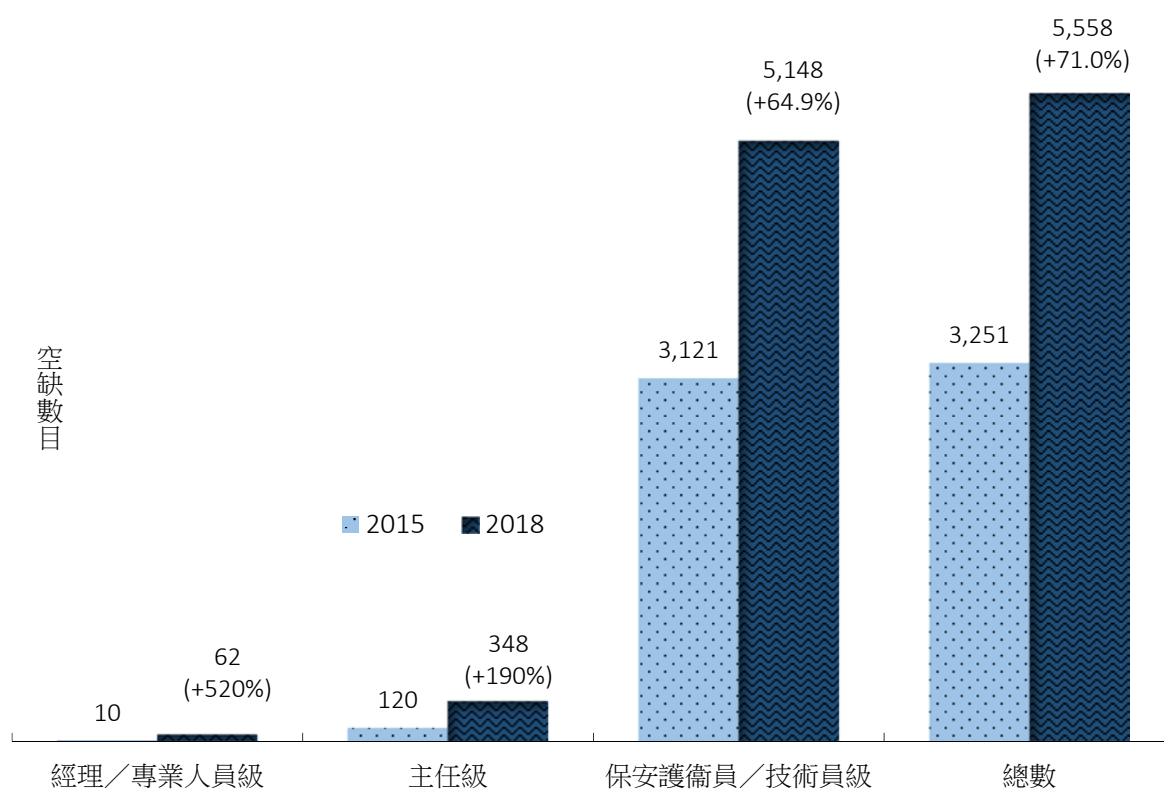
* 該技能等級空缺數目
** 2018 年同級空缺數目的增幅百分比 （相對於 2015 年）

僱主預測 2019 年 5 月人力需求

2.12　　　僱主預測，2019 年 5 月業內將有 129,647 個職位，較 2018 年 5 月增加 2,101 個，增幅為 1.6%。按三個技能等級劃分，經理級職位增加 25 個(0.9%)，主任級增加 160 個(1.4%)，而保安護衞員／技術員級則增加 1,916 個(1.7%)。僱主預測 2019 年 5 月各技能等級及主要職務的人力增長分別載於**圖 9** 及**表 7**。

圖 9：僱主預測 2019 年 5 月保安服務業各技能等級人力需求

- 2018年職位數目
- 2019年僱主預測僱員人數

類別	2018年職位數目	2019年僱主預測僱員人數
經理／專業人員級	2,850	2,875 (+0.9%)
主任級	11,328	11,488 (+1.4%)
保安護衞員／技術員級	113,368	115,284 (+1.7%)
總數	127,546	129,647 (+1.6%)
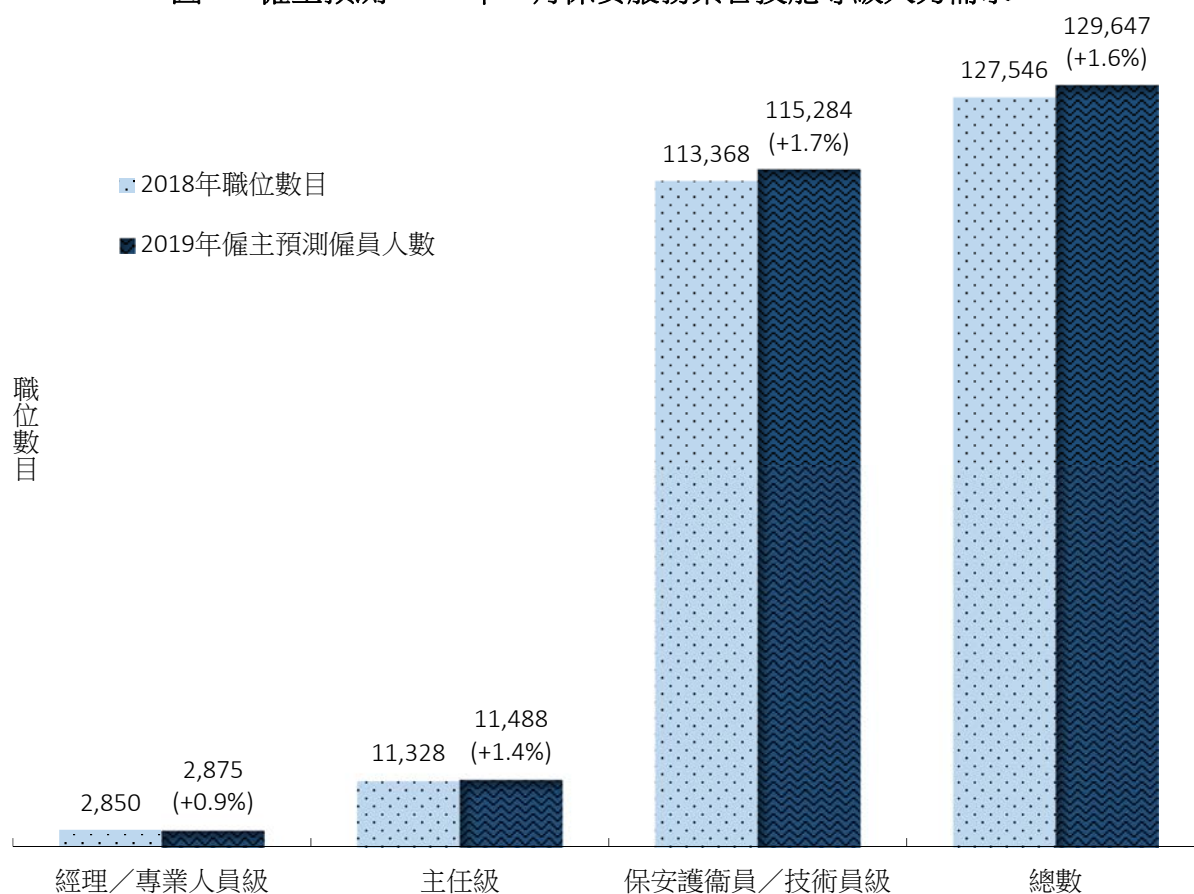
* 2019 年同級職位數目的增減百分比（相對於 2018 年）

表 7：僱主預測 2019 年各主要職務人力需求

技能等級	2018 年職位數目	2019 年預測人力	增／減 (%)*
經理／專業人員級			
高級管理人員	592	605	**(2.2)**
保安經理／運作經理／保安中心主管	1,161	1,164	**(0.3)**
保安顧問	99	101	**(2.0)**
保安系統項目經理	243	245	**(0.8)**
保安系統設計／安裝／保養工程師	520	524	**(0.8)**
保安培訓經理	48	49	**(2.1)**
其他相關保安服務業經理級人員	187	187	**(-)**
小計：	**2,850**	**2,875**	**(0.9)****
主任級			
保安主任／運作主任／保安中心主任／技術監督	10,622	10,776	**(1.4)**
技術輔助人員	231	235	**(1.7)**
保安培訓主任	51	53	**(3.9)**

技能等級	2018 年 職位數目	2019 年 預測人力	增／減 (%)*
要員保護主任／私人保鏢	33	33	(-)
其他相關保安服務業主任級人員	391	391	(-)
小計：	**11,328**	**11,488**	**(1.4)****
保安護衞員／技術員級			
保安護衞員／管理員（三更制）	46,115	46,848	**(1.6)**
保安護衞員／管理員（兩更制）	61,754	62,961	**(2.0)**
武裝護衞員	830	842	**(1.4)**
保安系統設計技術員	201	200	**(-0.5)**
保安裝置安裝、保養及／或修理技術員	2,865	2,827	**(-1.3)**
其他相關保安服務業人員	1,603	1,606	**(0.2)**
小計：	**113,368**	**115,284**	**(1.7)****
總計：	**127,546**	**129,647**	**(1.6)#**

*　　　 佔同一主要職務職位數目的增減百分比
**　　 佔同級職位數目的增減百分比
#　　　 2019 年業內職位數目的增減百分比（相對於 2018 年）

過去 12 個月內部晉升情況

2.13　　調查顯示，受訪抽樣機構內有 0.9%僱員獲內部晉升，其中以保安護衞服務門類主任級的晉升情況最為明顯，共有 759 人由保安護衞員／技術員級晉升至主任級職位。透過晉升挽留人才，是此類機構內部晉升率較高的主要原因。各門類不同技能等級的晉升情況摘要見**表 8**。

表 8：各門類不同技能等級內部晉升人數

門類	經理／專業人員級#	主任級^	總數 (%)*
保安護衛服務	31	759	**790 (0.9)**
保安系統安裝／保養／維修／設計／其他	15	26	**41 (1.2)**
保安護衛服務及持槍押運服務；以及 單是持槍押運服務	1	9	**10 (0.4)**
保安護衛服務，以及保安系統安裝／保養／維修／設計／其他	16	171	**187 (1.0)**
保安護衛服務及持槍押運服務／保安系統安裝／保養／維修／設計／其他	1	-	**1 (0.04)**
業主立案法團	-	1	**1 (0.02)**
增補樣本機構	3	18	**21 (3.0)**
總數：	**67**	**984**	**1,051 (0.9)****

\#　由主任級晉升為經理／專業人員級的僱員人數
^　由保安護衛員／技術員級晉升至主任級的僱員人數
*　佔該門類僱員總數百分比
**　佔業內僱員總數百分比

過去 12 個月僱員流動情況

2.14　　　本會分析抽樣機構人力資源部門所提供的資料，並假設僱員離職後或會受僱於另一間保安公司，發現過去 12 個月保安公司的僱員流失率為 9.6%，而保安護衛員／技術員級的流失率最高，見表 **9**。離職僱員人數減去新聘具保安服務經驗僱員人數所得的數字，即為實際流失率。按技能等級劃分，保安護衛員／技術員級僱員的流失率最高，共有 35,875 人離職，25,149 人入職，流失率佔同級職位數目的 9.9%。過去 12 個月各門類不同技能等級的入職人數詳見**附錄 8**。

表 9： 過去 12 個月保安服務業人員流失情況（按機構類別及技能等級劃分）

(i) 保安公司

技能等級	職位數目	離職人數	新聘僱員人數 （具保安服務經驗）	流失率 (%)
經理／專業人員級	2,692	179	170	**9 (0.3)**[*]
主任級	10,303	2,081	1,650	**431 (4.2)**[*]
保安護衞員／技術員級	102,259	35,586	24,918	**10,668 (10.4)**[*]
總數：	**115,254**	**37,846**	**26,738**	**11,108 (9.6)**[**]

(ii) 業主立案法團

技能等級	職位數目	離職人數	新聘僱員人數 （具保安服務經驗）	流失率 (%)
經理／專業人員級	50	-	-	-
主任級	501	5	102	-
保安護衞員／技術員級	5,478	209	214	-
總數：	**6,029**	**214**	**316**	-

(iii) 增補樣本機構

技能等級	職位數目	離職人數	新聘僱員人數 （具保安服務經驗）	流失率 (%)
經理／專業人員級	46	2	-	**2 (4.3)**[*]
主任級	176	8	1	**7 (4.0)**[*]
保安護衞員／技術員級	483	80	17	**63 (13.0)**[*]
總數：	**705**	**90**	**18**	**72 (10.2)**[**]

總數

技能等級	職位數目	離職人數	新聘僱員人數 （具保安服務經驗）	流失率 (%)
經理／專業人員級	**2,788**	**181**	**170**	**11 (0.4)**[*]
主任級	**10,980**	**2,094**	**1,753**	**341 (3.1)**[*]
保安護衞員／技術員級	**108,220**	**35,875**	**25,149**	**10,726 (9.9)**[*]
總數：	**121,988**	**38,150**	**27,072**	**11,078 (9.1)**[**]

[*] 佔同級職位數目百分比
[**] 佔同一機構類別／業內職位數目百分比

招聘困難

2.15　　　調查結果顯示，過去 12 個月有 803 間機構進行招聘。當中，有 644 間曾遇招聘困難，特別是聘請保安護衞員。最多機構認為「普遍勞工短缺」是引致招聘困難的主要原因，2015 年佔 31.1%，2018 年佔 27.1%。不過，填報「行業的工作環境不理想」的機構則由 2015 年 5.8% 躍升至 2018 年 11.5%；而填報「行業的薪金不吸引」的機構則減少，由 2015 年 26.2% 降至 2018 年 20.1%。各技能等級招聘困難的原因見**表 10**；過去 12 個月業界遇到招聘困難的原因載於**附錄 7**。

表 10：各技能等級招聘困難原因比較

招聘困難原因#	經理／專業人員級		主任級		保安護衞員／技術員級		總數	
	2015 年	2018 年	2015 年	2018 年	2015 年	2018 年	2015 年 (%)*	2018 年 (%)*
普遍勞工短缺	9	40	35	53	307	520	**351 (31.1)**	**613 (27.1)**
工作時間長	2	9	15	22	232	412	**249 (22.0)**	**443 (19.6)**
行業要求輪值工作##	不適用	28	不適用	38	不適用	145	**不適用**	**211 (9.3)**
工作環境不理想	-	26	9	33	56	200	**65 (5.8)**	**259 (11.5)**
行業涉及危險工作	-	3	-	5	6	16	**6 (0.5)**	**24 (1.1)**
行業的薪金不吸引	5	36	18	78	273	344	**296 (26.2)**	**458 (20.1)**
地位低微	1	5	1	9	10	74	**12 (1.1)**	**88 (3.9)**
職位申請人缺乏相關經驗及訓練	11	26	19	32	75	88	**105 (9.3)**	**146 (6.5)**
其他困難	0	2	5	1	41	14	**46 (4.1)**	**17 (0.8)**
總數	**28**	**175**	**102**	**271**	**1,000**	**1,813**	**1,130 (100)**	**2,259 (100)**

#　　填覆機構可選擇多於一項原因
##　　2015 年調查並無「行業要求輪值工作」此選項
*　　佔業內曾遇招聘困難機構數目百分比

僱員應有教育程度

2.16　　　調查顯示，53.0% 僱主認為經理／專業人員級僱員應具備大學學位或以上學歷，54.5% 僱主認為主任級僱員宜具備高中學歷，79.4% 僱主要求保安護衞員／技術員級僱員須具備初中學歷。**圖 10 至圖 12** 比較 2015 年與 2018 年僱主對各技能等級僱員應有教育程度的意見。各主要職務僱員應有教育程度摘要見**表 11**；各門類主要職務僱員的應有教育程度詳見**附錄 9**。

圖10 (i)：經理／專業人員級僱員應有教育程度
（2015 年僱主意見）
僱員總數：2,394 人

文憑／證書
500 (23.4%)

副學位
222 (10.4%)

高中
142 (6.6%)

大學學位或以上
1,252* (58.5%)**

初中
24 (1.1%)
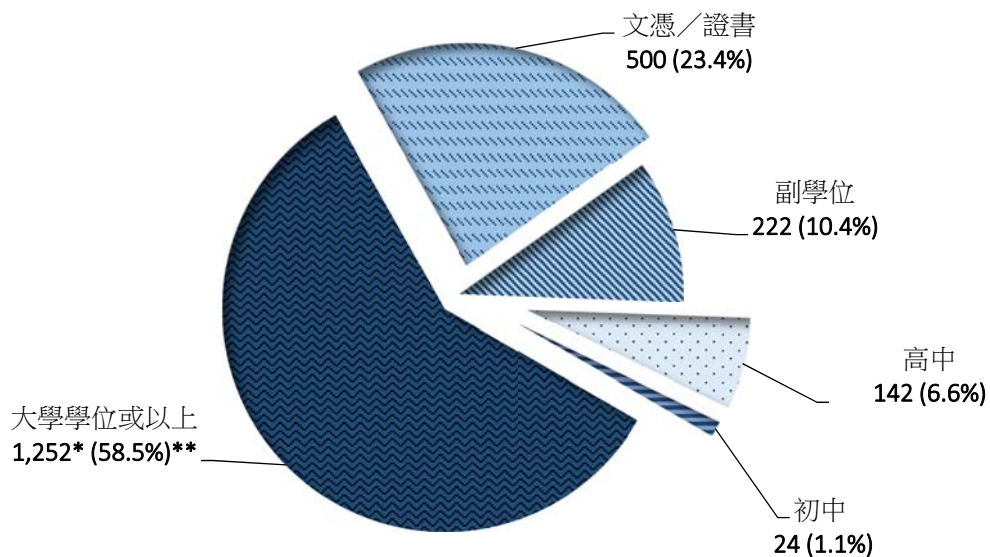
* 僱員人數
** 佔同級僱員人數百分比

圖10 (ii)：經理／專業人員級僱員應有教育程度
（2018年僱主意見）
僱員總數：2,788 人

文憑／證書
373 (14.5%)

副學位
272 (10.6%)

高中
453 (17.6%)

大學學位或以上
1,362* (53.0%)**

初中
111 (4.3%)
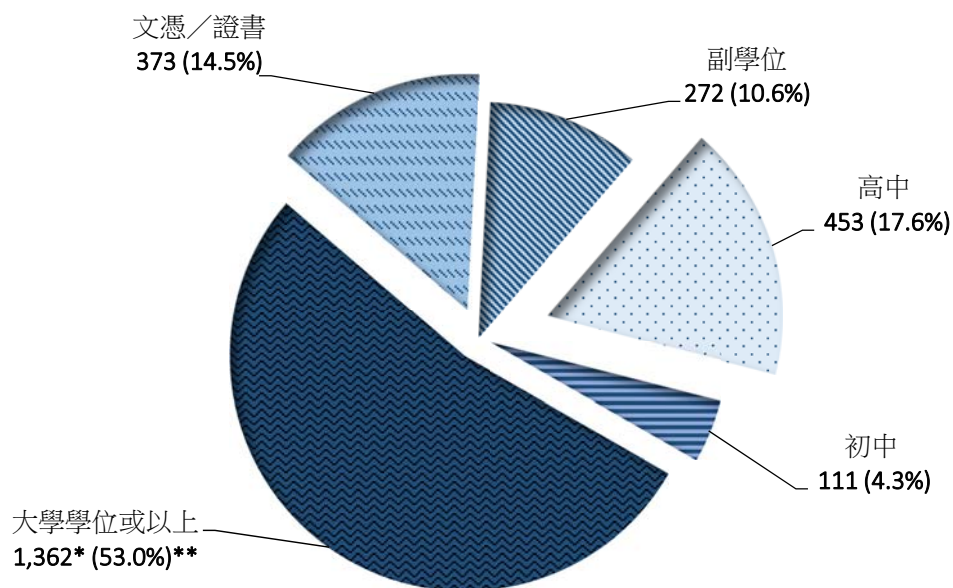
* 僱員人數
** 佔同級僱員人數百分比

**圖11 (i)：主任級僱員應有教育程度
（2015年僱主意見）**

僱員總數：10,846 人

大學學位或以上
96 (1.0%)

副學位
102 (1.0%)

高中
6,656* (67.3%)**

文憑／證書
1,683 (17.0%)

初中
1,359 (13.7%)
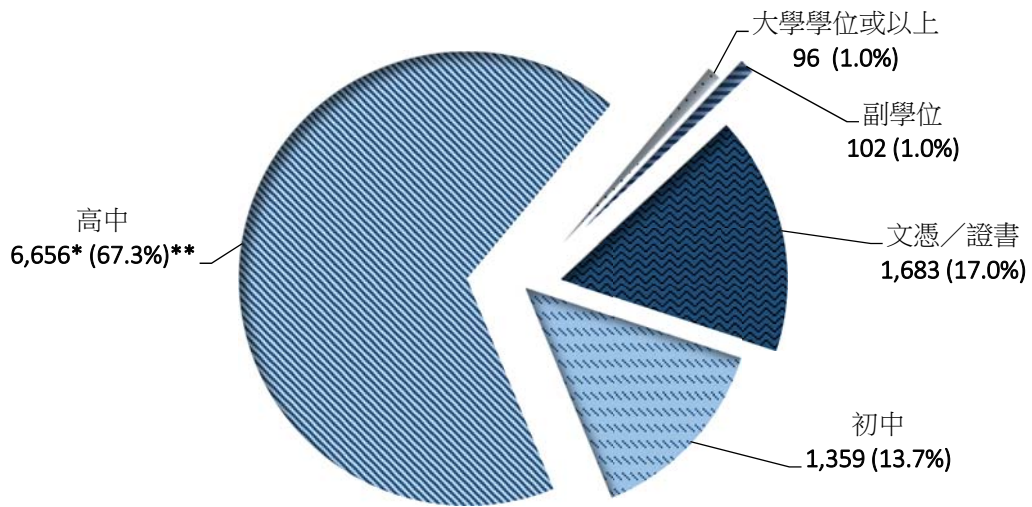
* 僱員人數
** 佔同級僱員人數百分比

**圖11 (ii)：主任級僱員應有教育程度
（2018年僱主意見）**

僱員總數：10,980 人

大學學位或以上
238 (2.4%)

副學位
85 (0.8%)

高中
5,474* (54.5%)**

文憑／證書 3,663
(36.5%)

初中
585 (5.8%)

* 僱員人數
** 佔同級僱員人數百分比

圖12(i)：保安護衞員／技術員級僱員應有教育程度
（2015年僱主意見）

僱員總數：101,786 人

初中
73,578* (86.0%)**

高中
10,795 (12.6%)

文憑／證書
1,083 (1.3%)

大學學位或以上
3 (0.0%)

副學位
91 (0.1%)
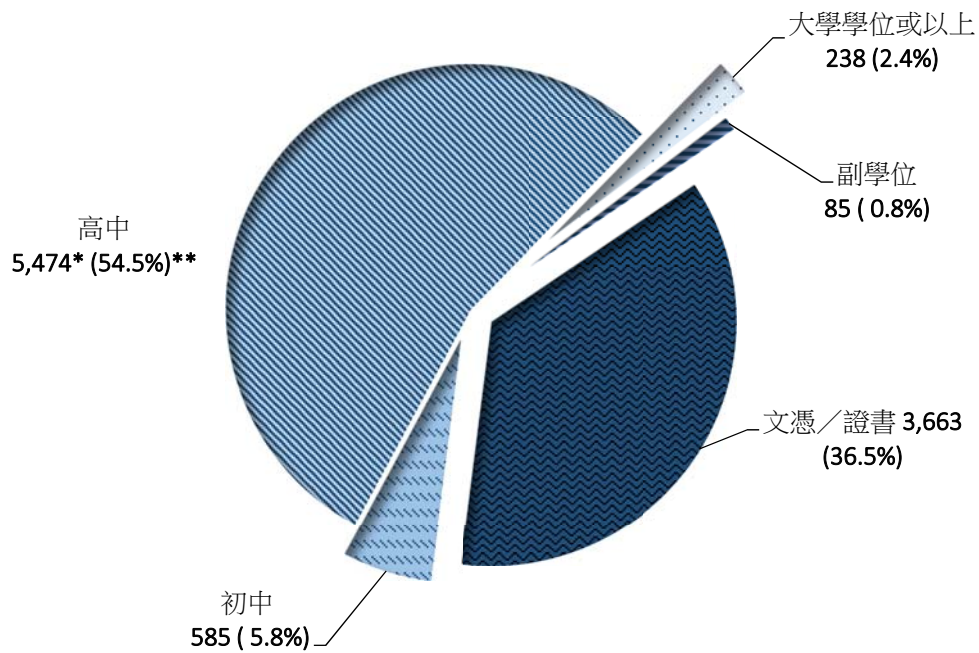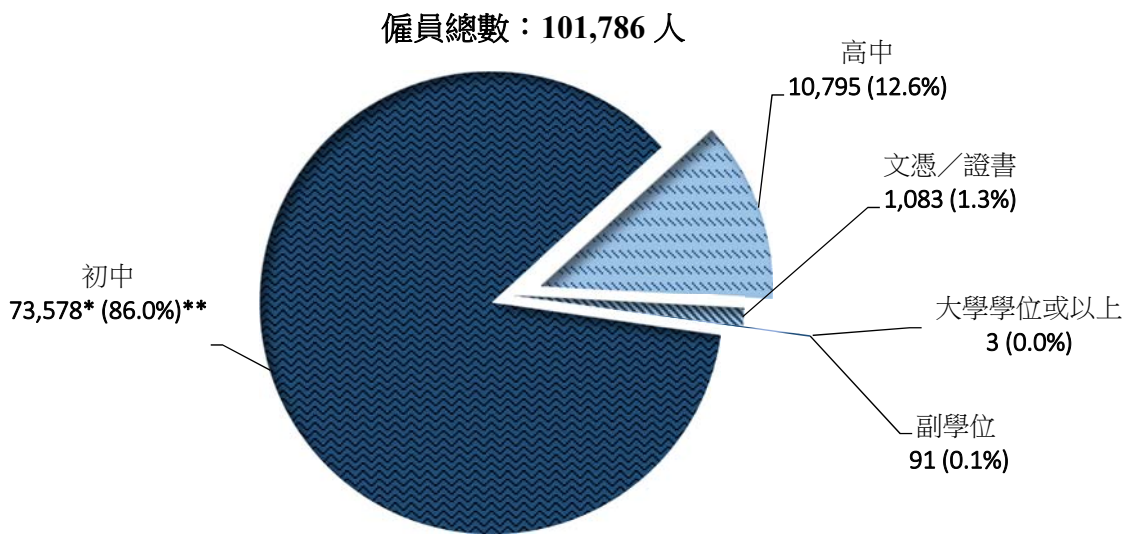
* 僱員人數
** 佔同級僱員人數百分比

圖12(ii)：保安護衞員／技術員級僱員應有教育程度
（2018 年僱主意見）

僱員總數：108,220 人

初中
76,049* (79.4%)**

高中
18,599 (19.4%)

文憑／證書
928 (1.0%)

大學學位或以上
10 (0.0%)

副學位
134 (0.1%)
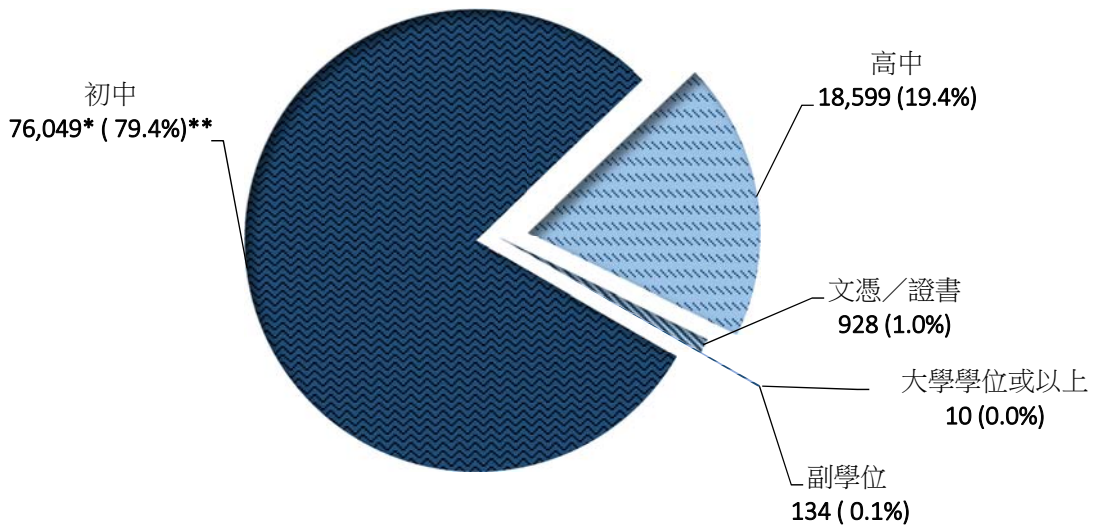
* 僱員人數
** 佔同級僱員人數百分比

表 11：各技能等級主要職務僱員應有教育程度

技能等級	大學學位或以上	副學位	文憑／證書	高中	初中	總數
經理／專業人員級						
高級管理人員	330	64	75	62	1	**532**
保安經理／運作經理／保安中心主管	564	53	88	170	110	**985**
保安顧問	25	11	56	6	-	**98**
保安系統項目經理	107	25	48	55	-	**235**
保安系統設計／安裝／保養工程師	154	105	88	145	-	**492**
保安培訓經理	15	12	5	13	-	**45**
其他相關保安服務業經理級人員	167	2	13	2	-	**184**
小計：	**1,362**	**272**	**373**	**453**	**111**	**2,571**
(%)*	**(53.0)**	**(10.6)**	**(14.5)**	**(17.6)**	**(4.3)**	**(100)**
主任級						
保安主任／運作主任／保安中心主任／技術監督	224	31	3,270	5,306	566	**9,397**
技術輔助人員	3	45	100	56	10	**214**
保安培訓主任	3	9	4	28	6	**50**
要員保護主任／私人保鏢	-	-	5	25	3	**33**
其他相關保安服務業主任級人員	8	-	284	59	-	**351**
小計：	**238**	**85**	**3,663**	**5,474**	**585**	**10,045**
(%)*	**(2.4)**	**(0.8)**	**(36.5)**	**(54.5)**	**(5.8)**	**(100)**
保安護衛員／技術員級						
保安護衛員／管理員（三更制）	-	-	24	6,181	32,221	**38,426**
保安護衛員／管理員（兩更制）	-	-	-	9,641	43,515	**53,156**
武裝護衛員	-	-	-	743	-	**743**
保安系統設計技術員	4	4	79	77	3	**167**
保安裝置安裝、保養及／或修理技術員	6	130	825	693	267	**1,921**
其他相關保安服務業人員（持有效保安人員許可證）	0	-	-	1,264	43	**1,307**
小計：	**10**	**134**	**928**	**18,599**	**76,049**	**95,720**
(%)*	**(-)**	**(0.1)**	**(1.0)**	**(19.4)**	**(79.4)**	**(100)#**
總計	**1,610**	**491**	**4,964**	**24,526**	**76,745**	**108,336**
(%)**	**(1.5)**	**(0.5)**	**(4.6)**	**(22.6)**	**(70.8)**	**(100)**

* 佔同級僱員人數百分比
** 佔業內僱員總數百分比
# 因四捨五入關係，總和未必等於 100%

僱員宜有年資

2.17 　　　調查顯示，42.1%僱主認為經理／專業人員級僱員宜有 5 年以上至 10 年以下相關工作經驗，55.6%僱主認為主任級僱員宜有 2 年以上至 5 年以下工作經驗，59.3%僱主接受保安護衞員／技術員級僱員具備 1 年以下的工作經驗。2015 年與 2018 年僱主對各技能等級僱員宜有年資的意見比較見**圖 13 至圖 15**。各主要職務僱員宜有年資摘要見**表 12**；各門類主要職務僱員的宜有年資詳見**附錄 10**。

圖13(i)：經理／專業人員級僱員宜有年資
（2015 年僱主意見）

僱員總數：2,394 人

10年以上
418 (19.8%)

2年以上至5年
221 (10.5%)

5年以上至10年
1,465* (69.3%)**

1至2年
9 (0.4%)
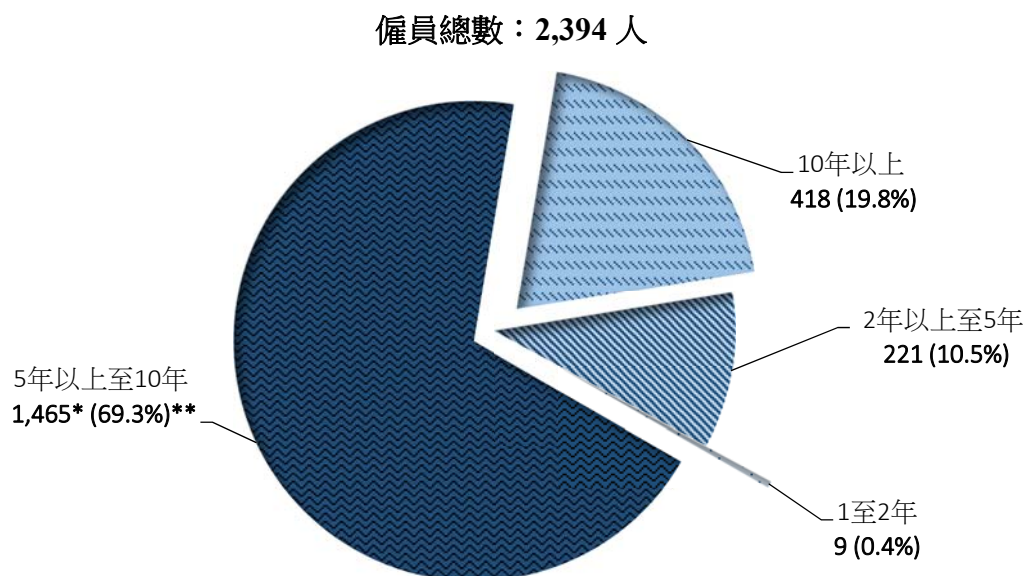
* 　　僱員人數
** 　　佔同級僱員人數百分比

圖13(ii)：經理／專業人員級僱員宜有年資
（2018 年僱主意見）

僱員總數：2,788 人

2年以上至5年,
510 (21.0%)

10年以上
760 (31.3%)

1至2年
136 (5.6%)

5年以上至10年
1,025* (42.1%)**
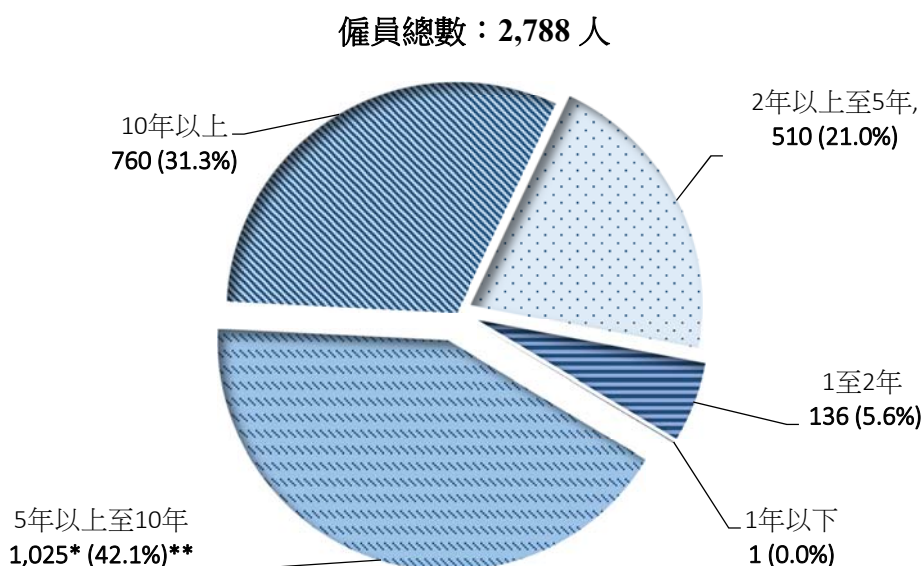
1年以下
1 (0.0%)

* 　　僱員人數
** 　　佔同級僱員人數百分比

圖14(i)：主任級僱員宜有年資
（**2015 年僱主意見**）

僱員總數：**10,846 人**

1年以下
34 (0.3%)

5年以上至10年
694 (7.0%)

2年以上至5年
7,585* (76.3%)**

1至2年
1,537 (15.5%)
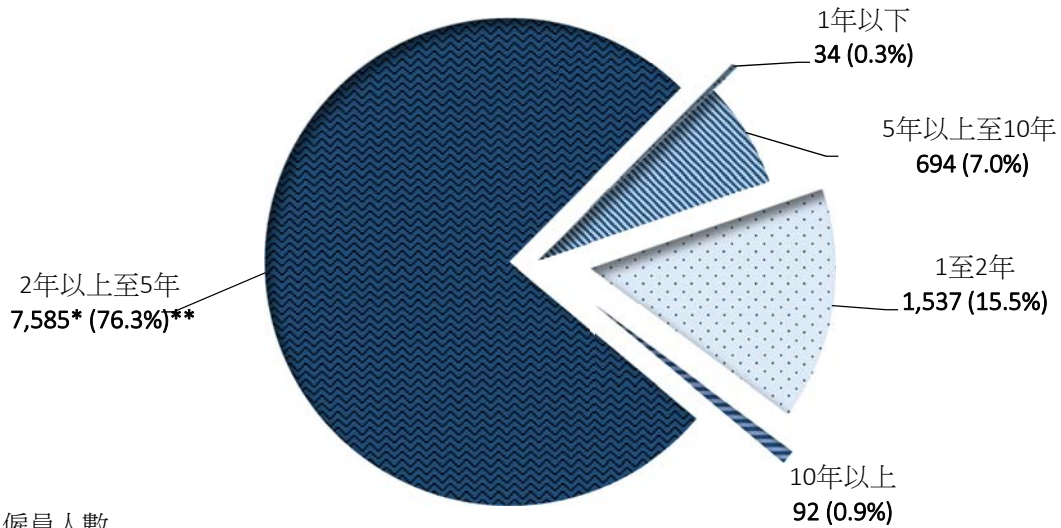
10年以上
92 (0.9%)

* 僱員人數
** 佔同級僱員人數百分比

圖14(ii)：主任級僱員宜有年資
（**2018年僱主意見**）

僱員總數：**10,980 人**

1年以下
251 (2.5%)

5年以上至10年,
1,203 (12.0%)

1至2年
2,961 (29.6%)

2年以上至5年
5,562* (55.6%)**
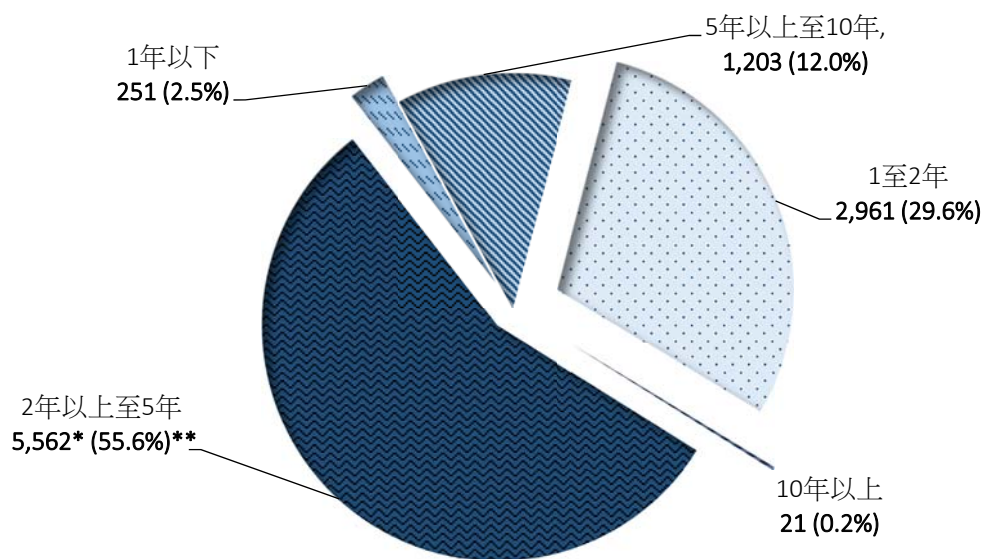
10年以上
21 (0.2%)

* 僱員人數
** 佔同級僱員人數百分比

圖15(i)：保安護衞員／技術員級僱員宜有年資
（2015年僱主意見）

僱員總數：101,786 人

1年以下
54,769 (64.0%)

10年以上
58 (0.1%)

2年以上至5年
2,218 (2.6%)

5年以上至10年
621 (0.7%)

1至2年
27,878* (32.6%)**

*　僱員人數
**　佔同級僱員人數百分比

圖15(ii)：保安護衞員／技術員級僱員宜有年資
（2018 年僱主意見）

僱員總數：108,220 人

1年以下
56,720 (59%)

10年以上
117 (0.1%)

2年以上至5年
3,865 (4%)

5年以上至10年
279 (0.3%)

1至2年
34,706* (36%)**

*　僱員人數
**　佔同級僱員人數百分比
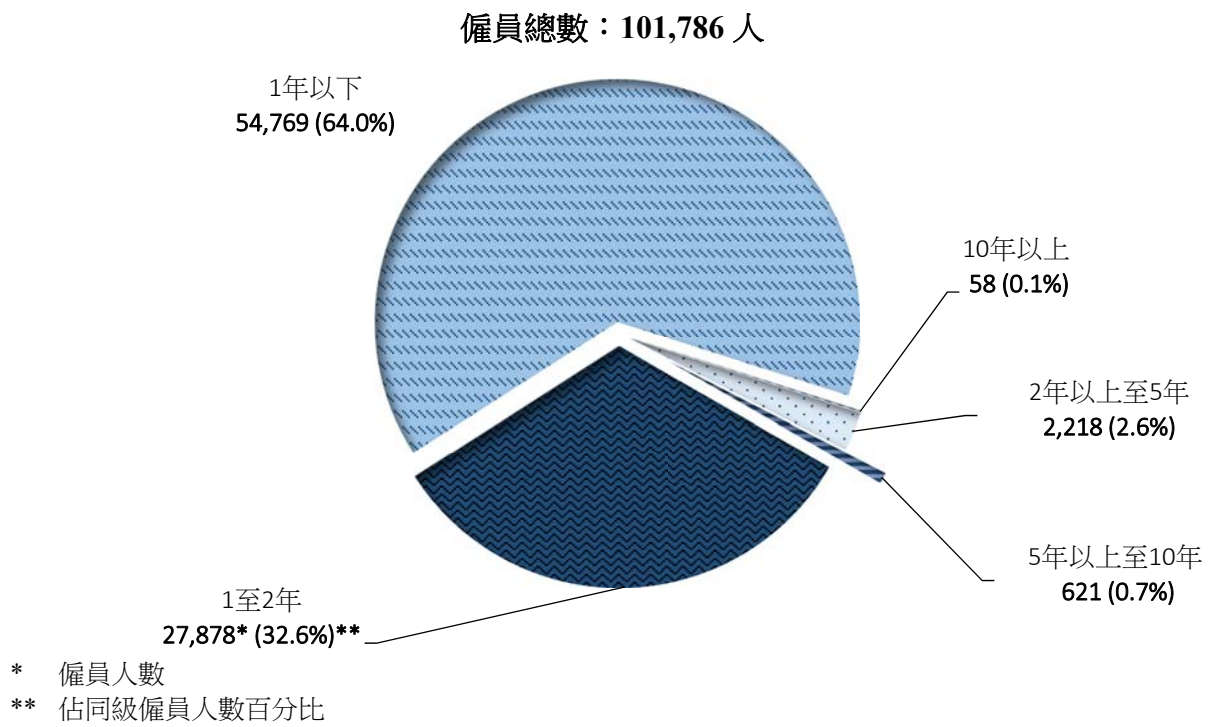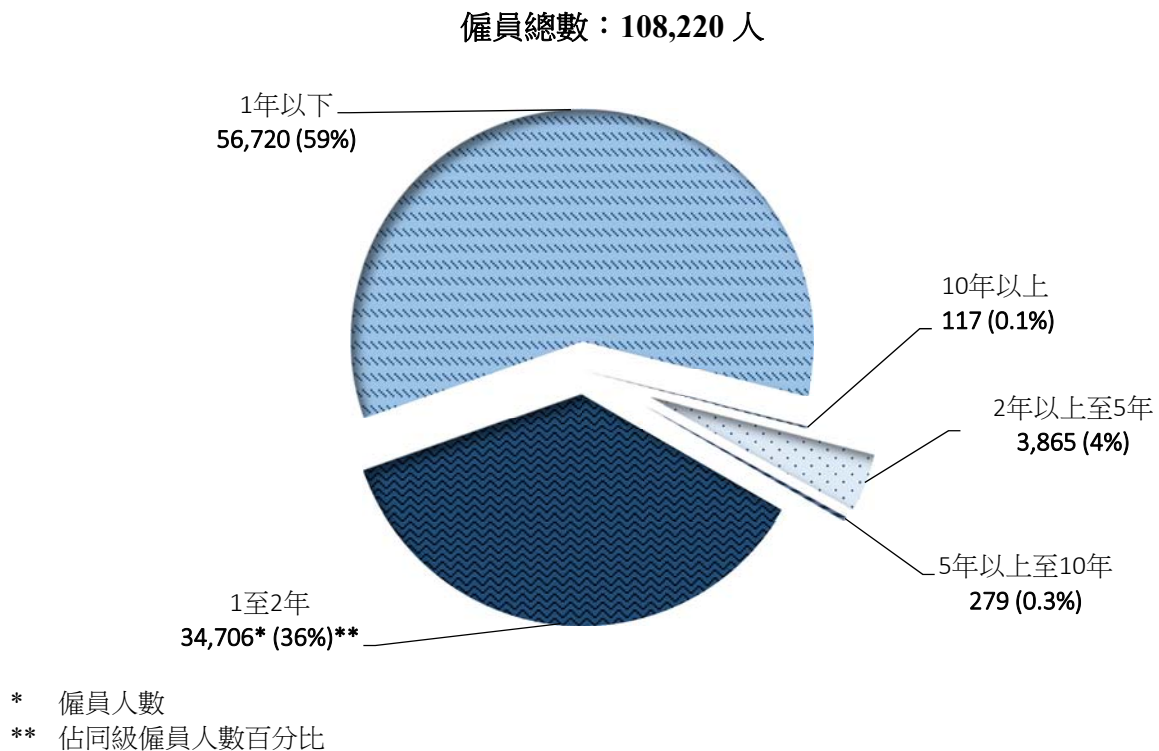
表 12： 各主要職務僱員宜有年資

技能等級	1 年以下	1 至 2 年	2 年以上至 5 年	5 年以上至 10 年	10 年以上	總數
經理／專業人員級						
高級管理人員	1	5	51	244	248	**549**
保安經理／運作經理／保安中心主管		95	152	438	185	**870**
保安顧問	-	-	21	27	10	**58**
保安系統項目經理	-	-	48	102	87	**237**
保安系統設計／安裝／保養工程師	-	31	207	167	84	**489**
保安培訓經理	-	5	16	22	2	**45**
其他相關保安服務業經理級人員	-	-	15	25	144	**184**
小計：	**1**	**136**	**510**	**1,025**	**760**	**2,432**
*(%)**	**-**	**(5.6)**	**(21.0)**	**(42.1)**	**(31.3)**	**(100)**
主任級						
保安主任／運作主任／保安中心主任／技術監督	248	2,867	5,105	1,118	12	**9,350**
技術輔助人員	2	47	108	55	2	**214**
保安培訓主任	1	12	26	11		**50**
要員保護主任／私人保鏢	-	-	13	15	5	**33**
其他相關保安服務業主任級人員	-	35	310	4	2	**351**
小計：	**251**	**2,961**	**5,562**	**1,203**	**21**	**9,998**
*(%)**	**(2.5)**	**(29.6)**	**(55.6)**	**(12.0)**	**(0.2)**	**(100)**
保安護衞員／技術員級						
保安護衞員／管理員（三更制）	27,344	9,493	1,524	-	38	**38,399**
保安護衞員／管理員（兩更制）	29,029	22,631	1,496	-		**53,156**
武裝護衞員	33	529	175	-	6	**743**
保安系統設計技術員	33	109	19	6		**167**
保安裝置安裝、保養及／或修理技術員	175	809	585	273	73	**1,915**
其他相關保安服務業人員（持有效保安人員許可證）	106	1,135	66	-	-	**1,307**
小計：	**56,720**	**34,706**	**3,865**	**279**	**117**	**95,687**
*(%)**	**(59.3)**	**(36.3)**	**(4.0)**	**(0.3)**	**(0.1)**	**(100)**
總計	**56,972**	**37,803**	**9,937**	**2,507**	**898**	**108,117**
(%)*	**(52.7)**	**(35.0)**	**(9.2)**	**(2.3)**	**(0.8)**	**(100)**

* 佔同級僱員人數百分比
** 佔業內僱員總數百分比

僱員宜有職業資格

2.18　　　調查結果顯示，大部分僱主認為經理／專業人員級、主任級、保安護衞員／技術員級僱員宜持有保安人員許可證，其次是持有技術證書。僱主對各技能等級僱員宜有職業資格的意見載於**表 13**；各門類不同技能等級僱員宜有的職業資格詳見**附錄 11**。

表 13：各技能等級僱員宜有職業資格

	經理／ 專業人員級	主任級	保安護衞員／ 技術員級	總數
主要保安協會合資格會員	102	36	-	**138**
保安業培訓導師證書	129	60	-	**189**
持有「保安人員許可證」	410	745	3,630	**4,785**
技術證書	178	170	220	**568**
技能提升計劃課程證書	62	70	66	**198**
其他	62	63	14	**139**
總數	**943**	**1,144**	**3,930**	**6,017**

註：受訪機構可選擇多於一項職業資格

收入分布

2.19　　　調查數字顯示，經理／專業人員級僱員中，有 726 人(29.9%)的收入介乎 20,001 至 30,000 元，632 人(26.0%)的收入為 15,001 至 20,000 元；2015 年，這兩類收入的僱員分別佔 27.8%和 36.7%。至於主任級僱員，有 3,707 人(38.4%)的收入在 15,001 至 20,000 元之間；對比 2015 年這個收入水平的僱員只有 11.6%，2018 年的升幅顯著。保安護衞員／技術員級僱員中，有 34,911 人(35.8%)的收入介乎 12,501 至 15,000 元，高於 2015 年這個收入水平佔 19.9%僱員的比率。**表 14** 及**圖 16** 顯示各主要職務僱員的收入分布情況。由於是次調查並非薪酬研究，故所得資料僅供參考。**附錄 12** 詳列各主要職務僱員的收入分布。

技能等級	$10,000 或以下	$10,001-$12,500	$12,501-$15,000	$15,001-$20,000	$20,001-$30,000	$30,001-$40,000	$40,001-$60,000	$60,000 以上	總數
經理／專業人員級									
高級管理人員	1	-	9	48	116	144	72	130	**520**
保安經理／運作經理／保安中心主管	-	-	23	329	245	350	79	4	**1,030**
保安顧問	-	-	2	17	54	8	3	5	**89**
保安系統項目經理	-	-		26	102	61	27	9	**225**
保安系統設計／安裝／保養工程師	-	-	2	202	186	50	31	-	**471**
保安培訓經理	-	-	2	9	10	8	6	-	**35**
其他相關保安服務業經理級人員	-	-	2	1	13	41	-	-	**57**
小計：	**1**	**0**	**40**	**632**	**726**	**662**	**218**	**148**	**2,427**
(%)*	**-**	**-**	**(1.6)**	**(26.0)**	**(29.9)**	**(27.3)**	**(9.0)**	**(6.1)**	**(100)#**
主任級									
保安主任／運作主任／保安中心主任／技術監督	396	1,479	2,776	3,527	1,005	29	-	-	**9,212**
技術輔助人員	-	7	61	77	41	7	-	-	**193**
保安培訓主任	-	-	7	7	28	2	-	-	**44**
要員保護主任／私人保鏢	-	-	-	-	30	3	-	-	**33**
其他相關保安服務業主任級人員	-	-	80	96	5	-	-	-	**181**
小計：	**396**	**1,486**	**2,924**	**3,707**	**1,109**	**41**	**-**	**-**	**9,663**
(%)*	**(4.1)**	**(15.4)**	**(30.3)**	**(38.4)**	**(11.5)**	**(0.4)**	**-**	**-**	**(100)#**
保安護衞員／技術員級									
保安護衞員／管理員（三更制）	21,121	8,762	5,172	3,822	23	-	-	-	**38,900**
保安護衞員／管理員（兩更制）	3,157	19,932	28,617	2,412	510	-	-	-	**54,628**
武裝護衞員	-	-	322	42	159	-	-	-	**523**
保安系統設計技術員	-	107	7	32	13	-	-	-	**159**
保安裝置安裝、保養及／或修理技術員	-	505	604	628	81	196	-	-	**2,014**
其他相關保安服務業人員（持有效保安人員許可證）	12	903	189	56	-	-	-	-	**1,160**
小計：	**24,290**	**30,209**	**34,911**	**6,992**	**786**	**196**	**-**	**-**	**97,384**
(%)*	**(24.9)**	**(31.0)**	**(35.8)**	**(7.2)**	**(0.8)**	**(0.2)**	**-**	**-**	**(100)#**
總計	**24,687**	**31,695**	**37,875**	**11,331**	**2,621**	**899**	**218**	**148**	**109,474**
(%)**	**(22.6)**	**(29.0)**	**(34.6)**	**(10.4)**	**(2.4)**	**(0.8)**	**(0.2)**	**(0.1)**	**(100)#**

*　　　佔同級僱員人數百分比
**　　佔業內僱員總數百分比
#　　　因四捨五入關係，總和未必等於 100%

圖 16(i)：2018 年各技能等級僱員收入分布情況（按收入幅度劃分）

僱員人數

34,911
(35.8%)

30,209
(31.0%)

24,290
(24.9%)

■ 經理／專業人員級

▪ 主任級

■ 保安護衞員／技術員級

1
(0%)

396
(4.1%)

1,486
(15.4%)

0
(0%)

2,924
(30.3%)

40
(1.6%)

6,992
(7.2%)

3,707
(38.4%)

632
(26.0%)

1,109
(11.5%)

726
(29.9%)

786
(0.8%)

41
(0.4%)

662
(27.3%)

196
(0.2%)

218
(9.0%)

0
(0%)

0
(0%)

0
(0%)

148
(6.1%)

0
(0%)

$10,000以下　$10,001 - $12,500　$12,501 - $15,000　$15,001 - $20,000　$20,001 - $30,000　$30,001 - $40,000　$40,001 - $60,000　$60,001以上

各技能等級收入幅度
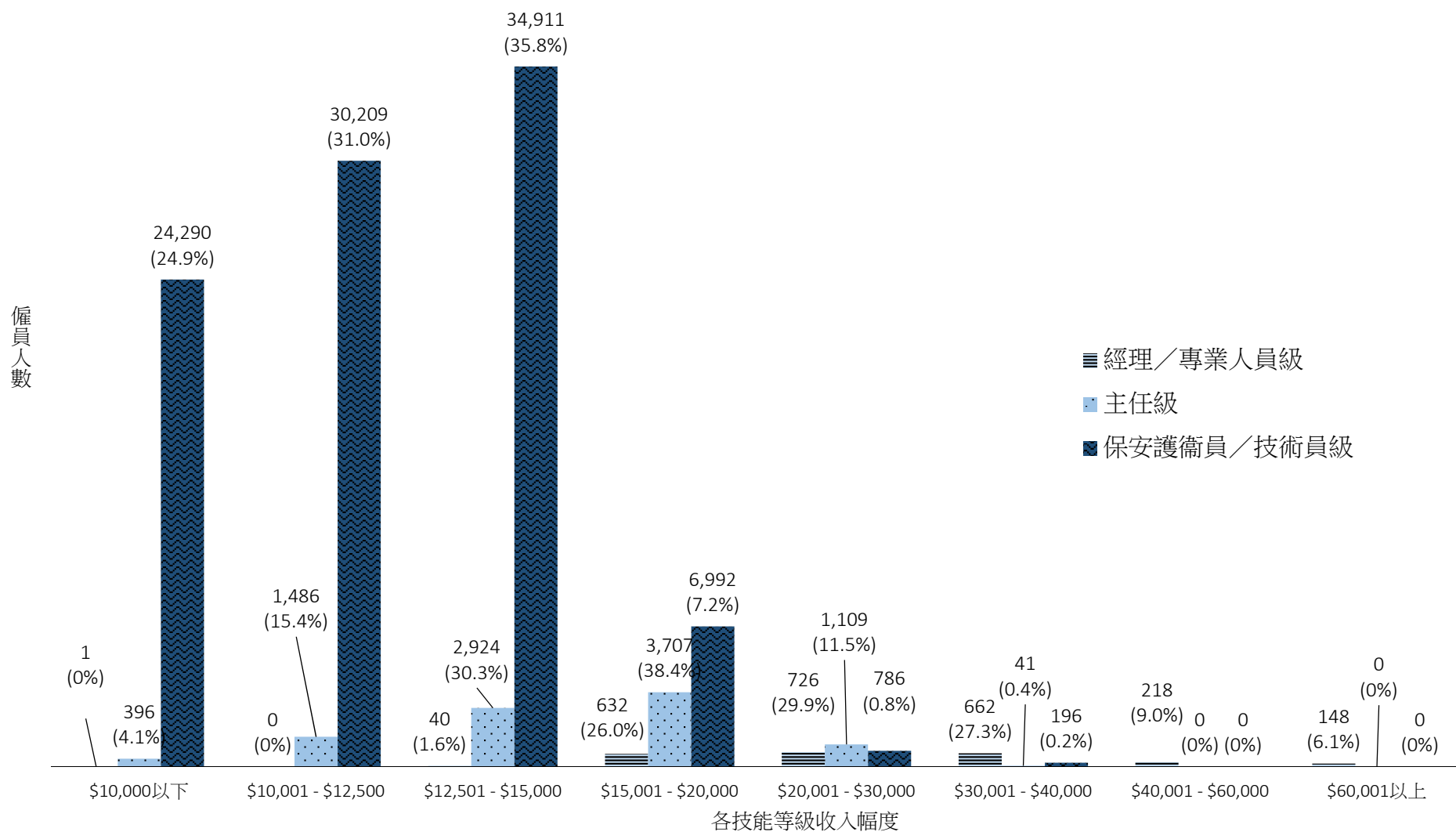
圖16(ii)：2015年各技能等級僱員收入分布情況（按收入幅度劃分）

僱員人數

27,385
(32.6%)

39,643
(47.2%)

16,760
(19.9%)

經理／專業人員級

主任級

保安護衞員／技術員級

981
(10.5%)

0
(0%)

3,876
(41.4%)

13
(0.7%)

3,342
(35.7%)

208
(11.2%)

1,087
11.6%)

684
(36.7%)

244
(0.3%)

66
(0.7%)

518
27.8%)

2
(0%)

1
(0%)

387
(20.8%)

0
(0%)

6
(0.1%)

13
(0.7%)

0
(0%)

39
(2.1%)

0
(0%)

0
(0%)

$10,000以下　　$10,001 - $12,500　　$12,501 - $15,000　　$15,001 - $20,000　　$20,001 - $30,000　　$30,001 - $40,000　　$40,001 - $60,000　　$60,001以上

各技能等級收入幅度
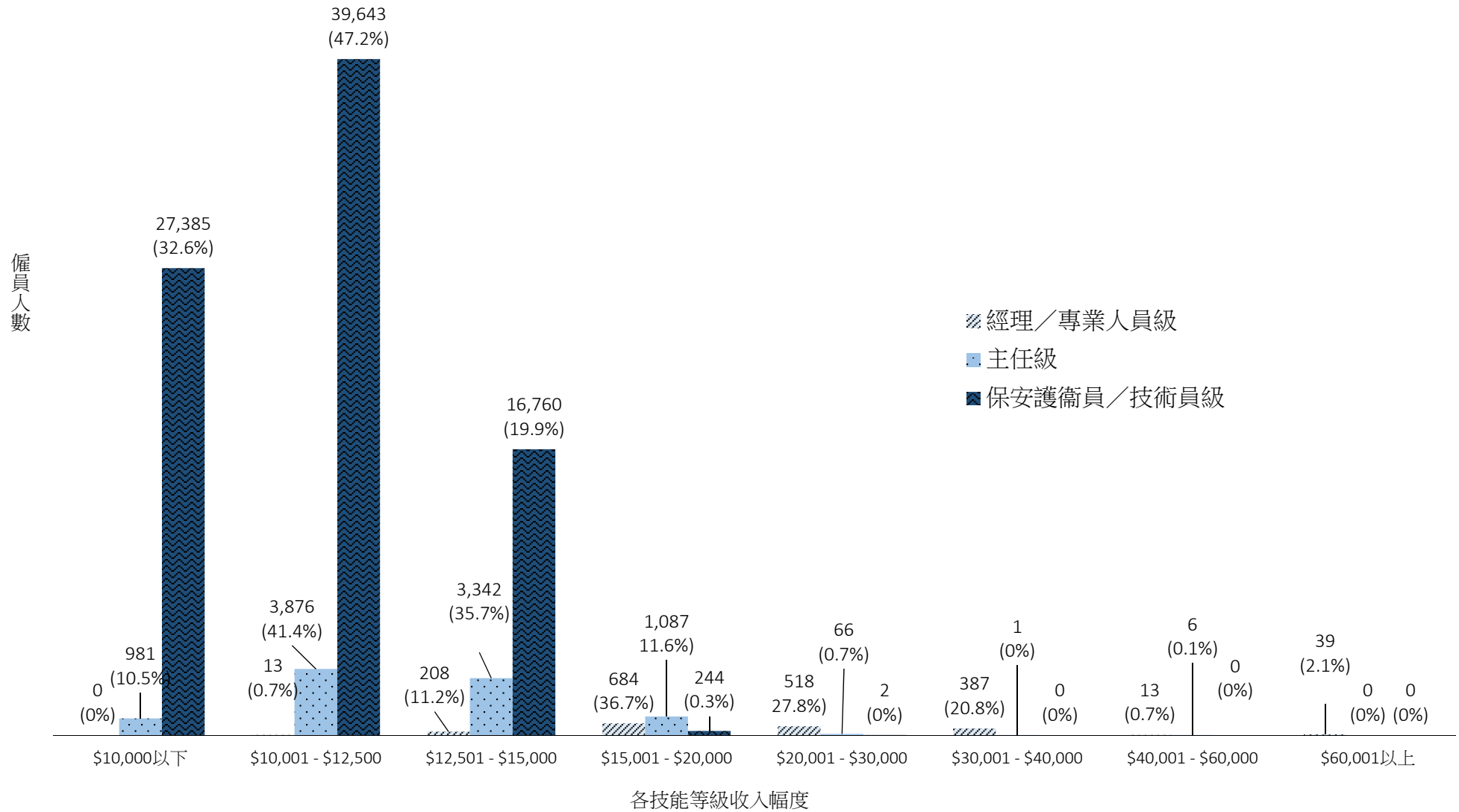
過去及未來 **12** 個月訓練名額

2.20 調查顯示，過去 12 個月僱主提供了 112,352 個訓練名額。在眾多培訓課程中，「其他技巧」最為熱門，共有 68,219 個名額；其次為「認可計劃下保安護衞員培訓課程」和「專業知識」，分別有 18,893 個及 10,193 個名額。**圖 17(i)** 顯示業內過去 12 個月提供的訓練名額；**表 15** 顯示過去 12 個月僱主為不同技能等級提供的課程種類及訓練名額。

2.21 調查顯示，僱主在未來 12 個月將提供 75,169 個訓練名額。在眾多培訓課程中，「健康及安全」和「顧客服務」最為熱門。**圖 17(ii)** 為業內未來 12 個月提供的訓練名額；**表 16** 顯示未來 12 個月僱主為不同技能等級提供的課程種類及訓練名額；**附錄 13** 按課程種類、門類及技能等級詳列過去及未來 12 個月的訓練名額。

圖 17(i)：過去 12 個月訓練名額

認可計劃下保安護衛員培訓課程	18,893
保安培訓導師訓練	107
保安系統相關課程	2,795
專業知識	10,193
管理及督導	3,799
專門保安知識#	1,823
語言（英語、普通話、廣東話及其他）	6,523
其他技巧@	68,219

（其他技巧@欄亦顯示數值 1）
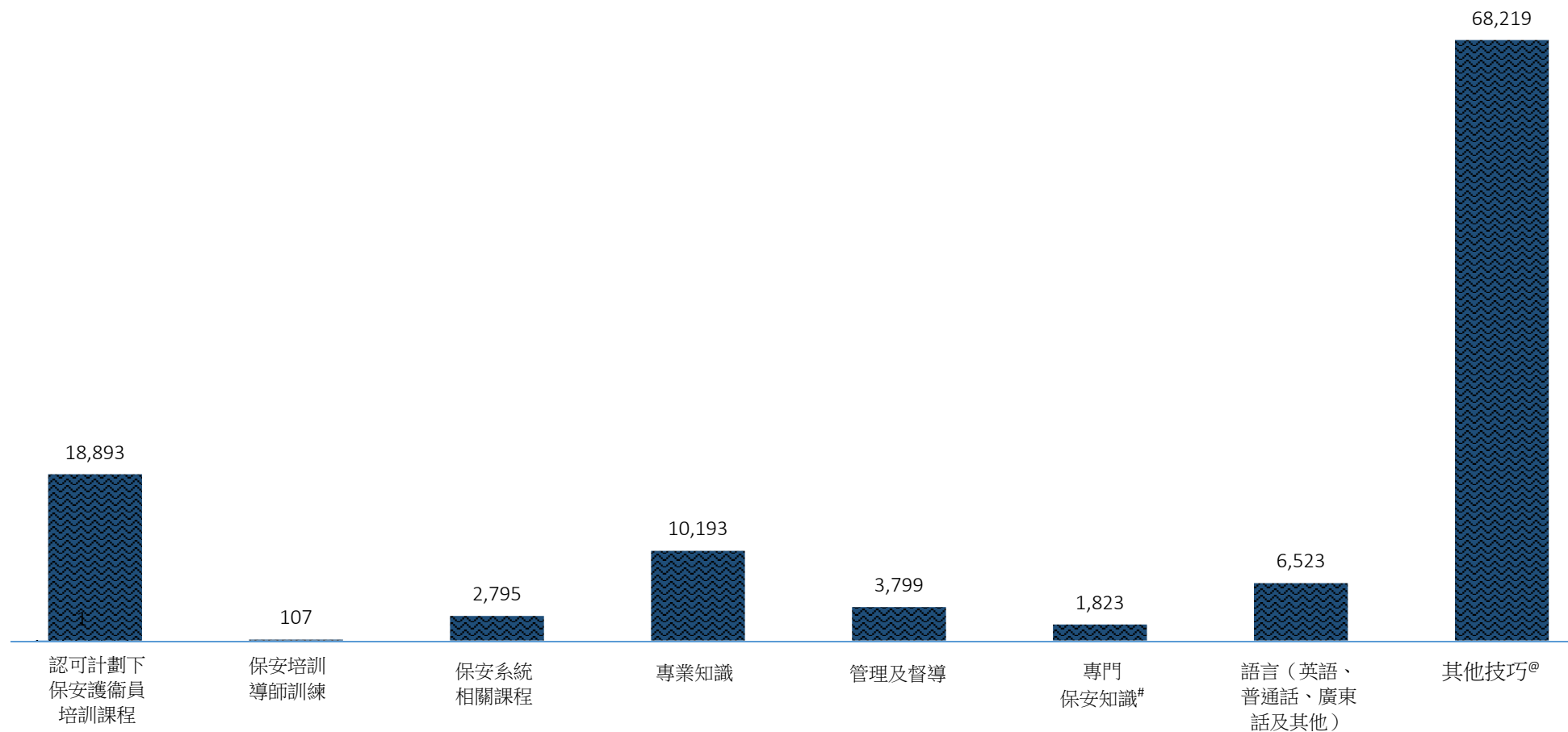
\# 包括槍械及武器使用、解款、要員保護、護衛犬管理員訓練、槍械教官訓練、中央警報監察站及其他專門保安知識

@ 包括防火、急救、健康及安全、顧客服務、軟性技巧、相關技能提升課程及其他技巧訓練

圖 17(ii)：未來 12 個月訓練名額
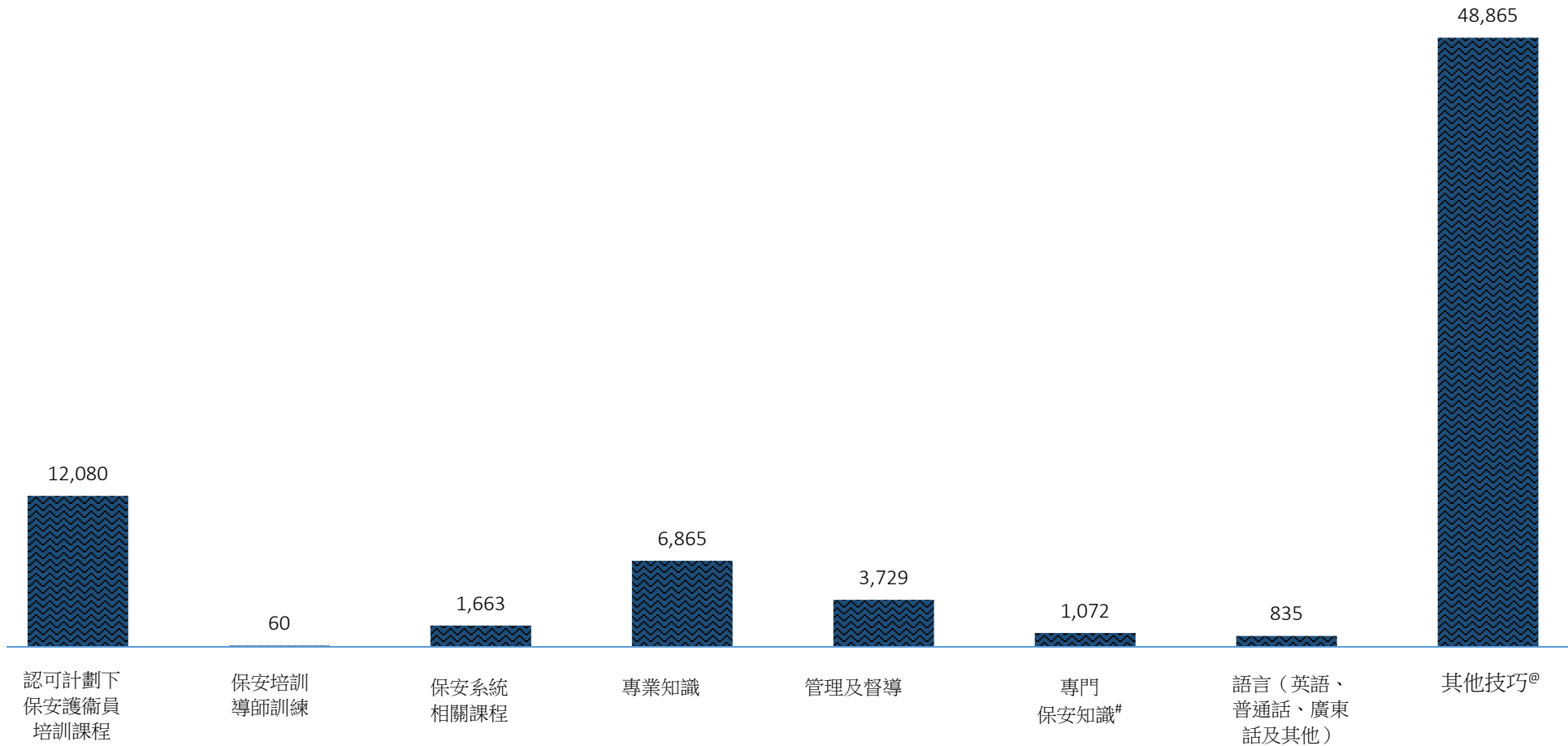
認可計劃下保安護衞員培訓課程: 12,080
保安培訓導師訓練: 60
保安系統相關課程: 1,663
專業知識: 6,865
管理及督導: 3,729
專門保安知識#: 1,072
語言（英語、普通話、廣東話及其他）: 835
其他技巧@: 48,865

\#   包括槍械及武器使用、解款、要員保護、護衞犬管理員訓練、槍械教官訓練、中央警報監察站及其他專門保安知識

@   包括防火、急救、健康及安全、顧客服務、軟性技巧、相關技能提升課程及其他技巧訓練

表 15：過去 12 個月訓練名額（按課程種類及技能等級劃分）

技能等級 課程種類	經理／專業人員級	主任級	保安護衛員／ 技術員級	總數
保安培訓課程認可計劃 質素保證系統下的 保安培訓課程	36	204	5,847	**6,087**
內部培訓質素控制計劃下的 保安培訓課程	69	508	12,229	**12,806**
保安培訓導師訓練	59	48	-	**107**
保安系統相關課程	187	713	1,895	**2,795**
專業知識	223	1,336	8,634	**10,193**
管理及督導	413	1,340	2,046	**3,799**
專門保安知識	23	129	1,671	**1,823**
語言				
英語	26	109	1,114	**1,249**
普通話	11	39	611	**661**
廣東話	19	295	4,299	**4,613**
其他技巧				
防火	166	859	11,731	**12,756**
急救	121	455	8,091	**8,667**
健康及安全	290	1,412	14,135	**15,837**
顧客服務	120	1,557	12,290	**13,967**
軟性技巧	163	871	8,979	**10,013**
相關技能提升計劃課程	58	342	4,685	**5,085**
其他技能	121	950	823	**1,894**
總數	**2,105**	**11,167**	**99,080**	**112,352**

表 16：未來 12 個月僱員宜修讀培訓課程（按課程種類及技能等級劃分）

課程種類	技能等級 經理／專業人員級	主任級	保安護衞員／技術員級	總數
保安培訓課程認可計劃質素保證系統下的保安培訓課程	35	230	6,342	**6,607**
內部培訓質素控制計劃下的保安培訓課程	75	179	5,219	**5,473**
保安培訓導師訓練	30	30	0	**60**
保安系統相關課程	136	245	1,282	**1,663**
專業知識	217	1,338	5,310	**6,865**
管理及督導	448	1,582	1,699	**3,729**
專門保安知識	30	124	918	**1,072**
語言				
英語	7	49	426	**482**
普通話	4	43	145	**192**
廣東話	3	42	116	**835**
其他技巧				
防火	117	557	5,844	**6,518**
急救	98	477	5,280	**5,855**
健康及安全	237	1,359	12,360	**13,956**
顧客服務	138	1,626	10,448	**12,212**
軟性技巧	197	647	4,220	**5,064**
相關技能提升計劃課程	34	339	2,312	**2,685**
其他技能	120	950	1,505	**2,575**
總數	**1,926**	**9,817**	**63,426**	**75,169**

第三章
結論

調查結果

3.1　　　本會分析及討論調查結果後，認為所得資料大致可反映調查期間保安服務業的人力及訓練情況。2018 年 5 月，本業共有 121,988 名僱員，佔本港 398 萬就業人口的 3.1%。與 2015 年的調查相比，從事保安服務公司一般護衛工作的僱員增加了 6.6%。據本會觀察，保安服務業僱員人數錄得增長，主要由於過去三年新建樓宇、基建項目及展覽活動增加所致。

3.2　　　調查結果顯示，業內機構類別中，有六個類別的人力均錄得增長，分別是：i）保安護衛服務、ii）保安系統安裝／保養／維修／設計／其他、iii）保安護衛服務及持槍押運服務；以及單是持槍押運服務、iv）保安護衛服務，以及保安系統安裝／保養／維修／設計／其他、v）保安護衛服務、持槍押運服務，以及保安系統安裝／保養／維修／設計／其他、vi）業主立案法團，人力增長各為 1.8%、5.2%、10.7%、33.6%、8.9%及 5.3%；而 vii）增補樣本類別的人力則減少 6.6%。

行業前景

3.3　　　《長遠房屋策略》2018 年周年進度報告指出，2019-20 至 2028-29 年度十年期的長遠房屋需求預計為 432,400 個單位，因應私人住宅單位的空置情況作調整後，十年總房屋供應目標約為 450,000 個單位。住宅供應未來數年持續增加，將創造不少就業機會，包括保安服務相關的職位。

3.4　　　香港政府投放大量資源在基建項目上，例如跨境項目及機場第三跑道，致力促進經濟與社會發展。2018-19 年度，政府總開支預計為 5,579 億港元，其中約 856 億港元（15.34%）投放予基建工程。工程發展階段，為了保護基建地盤的貴重建築設備，預計保安服務的需求甚為殷切。待項目完工後，也需聘用不少人員負責看管關鍵設施及保障公眾安全。

3.5　　　香港是充滿活力的國際城市、盛事及美食之都，也是全球首屈一指的商業、運輸與通訊樞紐。每年不少世界一流的貿易展覽會、博覽會、國際會議及展覽均在港舉行，有助宣傳香港的優勢。隨著這類推廣活動持續增加，大型活動保安服務也相應蓬勃。

3.6　　　參照《香港人口推算 2015-2064》，本港 65 歲及以上長者的數目於 2064 年將達至 258 萬人，佔人口約 35.9%。鑑於人口老化及勞動人口下降，政府把乙類保安人員許可證持有人的年齡上限由 65 歲放寬至 70 歲，從而為業界釋放勞動力。65 歲或以上的乙類保安員數目因此由 2015 年 26,361 人，大幅增加至 2018 年 39,489 人，增幅達 49.8%。預計未來數年保安服務業將面對勞動人口老化的挑戰。

3.7　　　業界已廣泛採用入侵警報系統、閉路電視、門禁監控系統、智能設備和保安機械人，以防擅自闖入，並認為有關科技對於紓緩業內人手短缺的問題有重要作用。地產發展商正嘗試於作業流程應用新科技，包括建築設計、開發以至銷售等範疇，藉以推廣智慧樓宇；物業管理公司也嘗試向客戶提倡糅合先進科技的嶄新保安方案。然而，讓用

戶認同新科技的好處尚需時日。

3.8　　　近年，不少保安護衛員較喜歡兼職工作，因為可以即時賺得時薪較高的現金收入。有見及此，業內有人成立中介公司，僱用為數不少的兼職保安護衛／散工，向持牌保安公司提供人手。此舉不但有助保安公司聘請兼職保安護衛員以迎合人力需求，也提供更大彈性，可以因應個別活動的需要調配保安護衛員。然而，保安公司可能需要向兼職保安護衛員支付較高的薪酬，或會影響全職保安護衛員的士氣。此外，兼職護衛員對不同地點的工作環境並不熟悉，可能影響工作表現。

保安服務業整體人力結構

3.9　　　調查期間，業內共有僱員 121,988 人，其中 115,254 人受僱於持牌保安公司，6,029 人受僱於業主立案法團，705 人受僱於增補樣本機構。各技能等級的人力情況、空缺數目及預測人力增長摘要如下：

技能等級	2015 年 6 月僱員人數	2018 年 5 月僱員人數(甲)(%)[#]	2018 年 5 月空缺數目(乙)	僱主預測人力增長(丙)	2019 年 5 月預測職位數目(丁) = (甲)+(乙)+(丙)
經理/專業人員級	2,394	2,788(+16.5)	62	25	**2,875**
主任級	10,846	10,980(+1.2)	348	160	**11,488**
保安護衛員／技術員級	101,786	108,220(+6.3)	5,148	1,916	**115,284**
總數	**115,026**	**121,988**(+6.1)[#]	**5,558**	**2,101**	**129,647**

\#　　與 2015 年相比，2018 年的人力增／減幅

3.10　　　至於各門類機構的人力情況，按技能等級劃分見**表 17**，按主要職務劃分及預測人力詳載於**附錄 6**。

表 17： 各門類機構不同技能等級人力分布情況

門類	僱員		增/減
	2015 年	**2018 年**	**(%)***
類別 I 保安護衞服務	87,557	89,164	**1,607 (1.8)**
類別 III 保安系統安裝／ 保養／維修／設計／其他	3,365	3,541	**179 (5.2)**
類別 I 及 II；單是類別 II 保安護衞服務及持槍押運服務；以及 單是持槍押運服務	2,119	2,345	**226 (10.7)**
類別 I 及 III 保安護衞服務，以及保安系統安裝／ 保養／維修／設計／其他	13,427	17,940	**4,513 (33.6)**
類別 I、II 及 III 保安護衞服務、持槍押運服務，以及 保安系統安裝／保養／維修／設計／其他	2,079	2,264	**185 (8.9)**
業主立案法團	5,724	6,029	**305 (5.3)**
增補樣本機構	755	705	**-50 (-6.6)**
總數	**115,026**	**121,988**	**6,962 (6.1)****

*　佔僱員總數百分比
#　因四捨五入關係，總和未必等於 100%

空缺數目

3.11　　調查期間，業內共有 5,558 個空缺，佔職位總數 4.4%，高於 2015 年的 2.7%；其中，保安護衞員／技術員級的空缺有 5,148 個，佔同級職位數目 4.5%；主任級有空缺 348 個，佔 3.1%；經理／專業人員級僅有 62 個空缺，佔 2.2%。各門類不同技能等級的空缺數目見**表 18**。

表 18: 各門類不同技能等級空缺數目

門類	技能等級			
	經理／專業人員級	主任級	保安護衛員／技術員級	總數 (%)*
保安護衛服務	24	278	4,060	**4,362 (78.5)**
保安系統安裝／保養／維修／設計／其他	22	9	146	**177 (3.2)**
保安護衛服務及持槍押運服務；以及單是持槍押運服務	1	12	256	**269 (4.8)**
保安護衛服務，以及保安系統安裝／保養／維修／設計／其他	15	46	607	**668 (12.0)**
保安護衛服務、持槍押運服務，以及保安系統安裝／保養／維修／設計／其他	-	2	51	**53 (1.0)**
業主立案法團	-	-	-	-
增補樣本機構	-	1	28	**29 (0.5)**
總數 **(%)***	**62** **(1.1)**	**348** **(6.3)**	**5,148** **(92.6)**	5,558 (100)
2015 年空缺數目 **(%)***	**10** **(0.3)**	**120** **(3.7)**	**3,121** **(96.0)**	**3,251** **(100)**

*　佔空缺總數百分比

僱主預測2019年5月人力增長

3.12　僱主預測，2019 年 5 月時業內將需要 129,647 人，較調查期間錄得的僱員人數微升 1.6%，反映業內整體人力將維持穩定。本會認為僱主對業界前景仍然抱持樂觀態度。

2019 至 2022 年的推算人力

3.13　本會採用人力市場分析法，推算本業未來四年的人力情況。**表 19、20 及 21**載列 2019 至 2022 年各技能等級的人力推算數字。推算方法的詳細說明見**附錄 16**。

表 19: 2019 至 2022 年經理／專業人員級人力推算

年份	實際職位數目	推算人力	與前一年比較的人力增長
2018	2,850		
2019		2,891	41 (1.5%)*
2020		2,920	29 (1.0%)**
2021		2,945	25 (0.9%)**
2022		2,968	23 (0.8%)**

* 與 2018 年實際人力相比的增幅
** 與前一年（2019、2020 及 2021 年）推算人力相比的增幅

表 20: 2019 至 2022 年主任級人力推算

年份	實際職位數目	推算人力	與前一年比較的人力增長
2018	11,328		
2019		11,493	165 (1.5%)*
2020		11,604	111 (1.0%)**
2021		11,704	100 (0.9%)**
2022		11,796	92 (0.8)**

* 與 2018 年實際人力相比的增幅
** 與前一年（2019、2020 及 2021 年）推算人力相比的增幅

表 21: 2019 至 2022 年保安護衞員／技術員級人力推算

年份	實際職位數目	推算人力	與前一年比較的人力增長
2018	113,368		
2019		115,017	1,649 (1.5%)*
2020		116,133	1,116 (1.0%)**
2021		117,131	998 (0.9%)**
2022		118,052	921 (0.8%)**

* 與 2018 年實際人力相比的增幅
** 與前一年（2019、2020 及 2021 年）推算人力相比的增幅

3.14　　把三個技能等級的推算人力相加，得出保安服務業的整體人力如下**表 22** 所載。

表 22：2019 至 2022 年保安服務業整體人力推算

年份	實際人力	僱主預測人力 （調查期間）	推算人力	與前一年比較的 人力增長
2018	**12, 546**			
2019		129,647(1.6%)*	**129,401**	1,855 (1.5 %)*
2020			**130,657**	1,256 (1.0%)**
2021			**131,779**	1,122 (0.9%)**
2022			**132,816**	1,037 (0.8%)**

* 　與 2018 年實際人力相比的增幅
** 　與前一年（2019、2020 及 2021 年）推算人力相比的增幅

晉升情況

3.15 　調查顯示，業內共有 1,051 名僱員獲內部晉升，其中 67 人晉升至經理／專業人員級，984 人晉升至主任級。據本會觀察，業界的流動率相當高，內部晉升人數增加，主要原因在於挽留員工。

過去 12 個月的僱員流動情況

3.16 　據本會觀察，近幾年保安服務從業員的流動率持續高企。過去 12 個月，共有 38,150 名僱員離職（見**表 9**）；其中，保安護衛員／技術員級僱員的流動率最高，有 35,875 人離職，佔職位總數 31.6%，另有 25,149 名具相關經驗的人士入職。

流失率

3.17 　　　僱主報稱，過去 12 個月共有 38,150 名保安服務從業員因轉行、移民、退休、自行創業或其他原因離職。扣除 27,072 名具本業經驗的入職人士後，2018 年本業淨流失 11,078 人，佔整體人力 9.1%。各技能等級的年度流失情況如下：

技能等級	僱員數目	離職人數	新聘僱員人數 （具保安服務經驗）	流失率 (%)
經理／專業人員級	2,788	181	170	**11 (0.4)***
主任級	10,980	2,094	1,753	**341 (3.1)***
保安護衛員／技術員級	108,220	35,875	25,149	**10,726 (9.9)***
總數: (%)	**121,988**	**38,150**	**27,072**	**11,078 (9.1)****

* 　佔同級職位數目百分比
** 　佔業內職位總數百分比

僱員應有教育程度

3.18 　　　本會發現，僱主一般要求經理／專業人員級僱員具備大學或以上學歷（1,362 名僱員，佔 53.0%）；主任級僱員具備高中教育程度（5,474 名僱員，佔 54.5%）；保安護衛員級僱員則宜有初中教育程度（76,049 名僱員，佔 79.4%）（見**圖 10 至圖 12**、**表 K** 及**附錄 9**）。

僱員宜有年資

3.19　　大部分僱主認為，經理／專業人員級僱員宜有 5 年以上至 10 年經驗（1,025 名僱員，佔 42.1%）；主任級僱員宜有 2 年以上至 5 年經驗（5,562 名僱員，佔 55.6%）。至於保安護衛員／技術員級，愈來愈多僱主接受具備少於 1 年經驗的僱員（56,720 名僱員，佔 59.3%）。這顯示面對招聘困難，僱主願意聘用年資較淺的員工（見**圖 13 至圖 15**、**表 12** 及**附錄 10**）。

僱員宜有職業資格

3.20　調查結果顯示，大部分僱主認為經理／專業人員級、主任級和保安護衛員級僱員宜持有保安人員許可證（見**表 13** 及**附錄 11**）。

提供訓練

3.21　　調查顯示，過去 12 個月，僱主向僱員提供了 112,352 個訓練名額。預計未來 12 個月僱主提供的訓練名額將減少 33.1%。僱主可能因人手緊絀，對於安排員工接受培訓仍抱觀望態度。未來 12 個月，僱主提供的 75,169 個訓練名額中，13,956 個（或 18.6%）屬健康及安全課程，12,212 個（或 16.2%）屬顧客服務課程（見**圖 17**、**表 15**、**表 16** 及**附錄 13**）。

第四章

建議

2019 年所需額外訓練人數

4.1　　本會根據所推算的人力增長及每年流失率，預計保安服務業於2019年額外所需人力如下：

技能等級	每年流失率	推算 2019 年 5 月時增長人數	2019 年 5 月時額外所需人力
經理／專業人員級	11	41	**52**
主任級	341	165	**506**
保安護衛員／技術員級	10,726	1,649	**12,375**
總數：	**11,078**	**1,855**	**12,933**

具質素保證系統的保安培訓課程

4.2　　本會估計未來12個月保安業將額外需要聘請12,933人，因此，預計新入職者對訓練有殷切需求（特別是保安護衛員級別）。本會認為，保安培訓課程認可計劃的課程應能滿足業界的基本培訓需求。此外，本會於2004年制訂質素保證制度，應有助確保課程水準及質素；認可計劃亦會受定期監察與檢討。

軟性技巧訓練

4.3　　據本會觀察，未來 12 個月，健康及安全和顧客服務被視為最熱門的訓練。本會認為，調查顯示僱主重視僱員的健康及安全，因此鼓勵從業員掌握有關知識。本會建議培訓機構提供更多有關顧客服務的培訓課程，滿足業界需求。另一方面，參照第二章2.21 段，亦鼓勵培訓機構提供以下培訓範疇，這些均是從僱主角度視為熱門的培訓類別：

- 專業知識；
- 保安培訓課程認可計劃的課程；以及
- 防火。

4.4　　本會將繼續辨識業界所需的新技能，協助在職從業員提高專業技巧，緊貼業界資訊與發展。本會並建議培訓機構開展事故管理、資訊管理、監控管理及保安科技管理等範疇的相關課程，滿足業界的培訓需求。

保安科技

4.5　　儘管保安服務業已準備採用先進科技協助保安工作，仍需要相關持份者配合發展。本會建議地產發展商在項目發展階段，把先進科技引入保安系統；並建議僱主在日常運作使用先進科技，藉以紓緩人手短缺問題，提高工作效率。此外，業界需要向不

同級別的保安人員以至用戶，灌輸保安工作的新科技應用知識。為此，本會建議保安公司、物業管理公司及技術供應商籌辦有關工作坊與研討會，推廣運用保安科技的效益。

研討會及會議

4.6　　本會將不時舉辦研討會、會議及論壇，以助從業員和持份者更了解本業的最新發展。

資歷架構及持續專業發展

4.7　　本會認為，保安服務業推行資歷架構後，為從業員建立清晰的學習階梯，以便訂立個人發展藍圖，獲取有質素保證的資歷；同時於業內培養終身學習的風氣。本會建議培訓機構為在職從業員提供合適的持續專業發展計劃，協助提升個人競爭力，也鼓勵從業員自我裝備，配合業界不斷轉變的需求。

保安服務最佳培訓獎

4.8　　本會與香港警務處合辦「保安服務最佳培訓獎」選舉，旨在嘉許一直致力向僱員提供優質保安服務培訓的保安公司。有見多年來此項選舉相當成功，本會與警務處將繼續合辦，鼓勵更多僱主為僱員提供保安服務相關培訓。

技能測驗

4.9　　本會將繼續為保安護衛員舉辦技能測驗，以助新入職者維持專業水平。

人手短缺

4.10　　本會認為放寬保安護衛人員的年齡上限，只能暫時解決人手短缺問題。政府應面對勞動人口老化的挑戰，考慮訂定適當的政策，應付人手嚴重不足的情況；我們亦鼓勵保安服務供應商利用科技輔助，重新設計工作流程，應對保安服務種種挑戰，提高生產力。

業界薪酬

4.11　　為吸引更多新血加入本業，本會建議政府檢討相關的勞工法例，防止僱主濫用，例如，未有如實反映保安員在休息日獲得的薪酬福利；而業界也應考慮提供更佳的聘用條件（包括薪酬福利），致力提高保安人員的整體形象與社會地位，從而令保安工作對新入職者更具吸引力。

未來人力調查

4.12　　本會將繼續每四年進行一次人力調查，以評估業內的人力供求情況。期間，會發表兩份更新報告，探討本業的最新人力變動情況，分析發展趨勢。

保安服務業訓練委員會
委員名單
(於 2018 年 5 月 1 日)

主席

羅孔君女士, JP

委員

陳志球博士, BBS, JP

馮炳欣先生

葉建文先生

龔雁雄先生

鄺子文博士

林官富先生

梁牧群先生

李沛霖先生

鄧鳴丹女士

葉永佳先生

葉振南先生, BBS, MH, JP

房屋署署長代表

勞工處處長代表

警務處處長代表

職業訓練局執行幹事代表

秘書

梁劍衡先生

保安服務業訓練委員會
職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生／學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。

2. 評估及研究本業的人力供求是否平衡。

3. 就發展業內職業專才教育及訓練設施應付人力需求，向職業訓練局（下稱「局方」）提供意見。

4. 就相關學科的課程發展策略及質素保證，向局方提出建議。

5. 擬訂本業主要職務的工作範圍，界定所需的技能及知識，審議訓練方案，包括訂定每種技能所需的訓練期。

6. 對技術評估、技能測驗及認證制度提供意見，以確定從業員、學徒及見習員的技能水平。

7. 就本業主要行業舉辦技能比賽提供意見，以推廣職業專才教育和派員參加國際賽事。

8. 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，共商本業職業專才教育的發展與推廣事宜。

9. 為本業舉辦有關職業專才教育的研討會和會議。

10. 就訓練委員會工作和相關職業專才教育課程之推廣宣傳，向局方提供意見。

11. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展策略建議。

12. 根據《職業訓練局條例》第7條，負責局方所委派的其他工作。

保安服務業訓練委員會
人力調查工作小組
委員名單

召集人

李裕炎先生

委員

陳志球博士, BBS, JP

馮炳欣先生

鄺子文博士

林官富先生

林素梅女士

李沛霖先生

蕭如齡先生

丁雄基先生

葉永佳先生

秘書

梁劍衡先生

保安服務業訓練委員會
人力調查工作小組
職權範圍

1. 向保安服務業訓練委員會負責。

2. 定期進行本業的人力更新調查及人力調查。

3. 確定本業的人力需求，包括蒐集、分析相關的人力及學生/學員統計數字，以及社會經濟、科技發展和人力市場動態等資訊。

4. 評估及檢視本業的人力供求是否平衡。

5. 檢討本業主要職務的工作範圍。

6. 向保安服務業訓練委員會提供有關人力及培訓措施的建議。

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
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Telephone No 電話		Facsimile No 傳真	3748 9400
Our Reference 本局檔號	(1) in SS/4/2 (2018)	Your Reference 來函檔號	

執事先生／女士：

<div align="center">

保安服務業
二〇一八年人力調查

</div>

　　職業訓練局(VTC)屬下保安服務業訓練委員會(訓練委員會)由香港特別行政區行政長官委任，負責就業內人力訓練事宜提供意見。本會將於二〇一八年五月至六月期間進行調查，蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。謹代表訓練委員會致函，懇請 貴機構惠予合作提供相關資料，以便進行上述人力調查。

　　茲夾附下述文件，供 貴機構參閱及填寫：

    (1) 調查問卷；
    (2) 附註（附錄 A）；
    (3) 主要職務工作說明（附錄 B)

　　VTC已委託精確市場研究集團（精確市場研究）協助進行是次人力調查。調查期間，精確市場研究的統計員將聯絡 貴機構進行訪問及解答相關問題。如有需要，統計員會造訪 貴機構協助填寫並收回已填妥的問卷。貴機構亦可將完成的問卷，以傳真(2833 6771) 或電郵(mps18ss@csg-worldwide.com) 交回精確市場研究。

　　調查所得的資料將**絕對保密**，局方在發表報告時，只會公布合計數字，不會提及 個別機構情況。

　　人力調查報告將於調查完結後上載本局網頁。如對調查有任何查詢，請於星期一 至五上午九時半至下午六時聯絡以下人士：

    ✧ 如查詢有關填寫及寄回問卷事宜，請與精確市場研究溫頌詩女士聯絡(電話：2591 3570)。
    ✧ 如希望直接與 VTC 聯絡，請致電 VTC 人力調查(統計組) 李漢明先生(電話：3907 6613)。

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保安服務業訓練委員會委員會主席
羅孔君

</div>

二〇一八年五月一日
附件

門類	職級	職位編號	職稱	僱員人數	空缺數目	職位數目	預測未來12個月僱員人數	預測人力增長
保安護衛服務（第一類別）	經理／專業人員級	101	高級管理人員	271	4	275	279	4
		102	保安經理／運作經理／保安中心主管	870	20	890	892	2
		103	保安顧問	13	-	13	13	-
		104	保安系統項目經理	1	-	1	1	-
		105	保安系統設計／安裝／保養工程師	4	-	4	4	-
		106	保安培訓經理	30	-	30	30	-
		199	其他相關保安服務業經理	44	-	44	44	-
			小計：	**1,233**	**24**	**1,257**	**1,263**	**6**
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	7,961	247	8,208	8,324	116
		202	技術輔助人員	32	7	39	41	2
		203	保安培訓主任	40	-	40	42	2
		299	其他相關保安服務業督導人員	132	24	156	156	-
			小計：	**8,165**	**278**	**8,443**	**8,563**	**120**
	保安護衛員／技術員級	301	保安護衛員／管理員(三更制)	35,262	1,946	37,208	37,843	635
		302	保安護衛員／管理員(兩更制)	43,537	2,061	45,598	46,618	1,020
		305	保安裝置安裝、保養及／或修理技術員	31	5	36	36	-
		399	其他持有保安人員許可證的保安相關服務業人士	936	48	984	984	-
			小計：	**79,766**	**4,060**	**83,826**	**85,481**	**1,655**
			總數：	**89,164**	**4,362**	**93,526**	**95,307**	**1,781**
			(%)*					**1.90%**
保安護衛服務及持槍押運服務（第一及第二類別）；及持槍押運服務(第二類別)	經理／專業人員級	101	高級管理人員	10	-	10	10	-
		102	保安經理／運作經理／保安中心主管	10	1	11	11	-
		103	保安顧問	2	-	2	2	-
		106	保安培訓經理	3	-	3	3	-
		199	其他相關保安服務業經理	4	-	4	4	-
			小計：	**29**	**1**	**30**	**30**	**0**
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	112	12	124	124	-
		202	技術輔助人員	5	-	5	5	-
		299	其他相關保安服務業督導人員	5	-	5	5	-
			小計：	**122**	**12**	**134**	**134**	**-**
	保安護衛員／技術員級	301	保安護衛員／管理員(三更制)	672	96	768	768	-
		302	保安護衛員／管理員(兩更制)	544	106	650	650	-
		303	武裝護衛員	535	12	547	549	2
		305	保安裝置安裝、保養及／或修理技術員	17	0	17	17	-
		399	其他持有保安人員許可證的保安相關服務業人士	426	42	468	468	-
			小計：	**2,194**	**256**	**2,450**	**2,452**	**2**
			總計：	**2,345**	**269**	**2,614**	**2,616**	**2**
			(%)*					**0.08%**

門類	職級	職位編號	職稱	僱員人數	空缺數目	職位數目	預測未來12個月僱員人數	預測人力增長
保安系統安裝／保養／維修／設計／其他（第三類別）	經理／專業人員級	101	高級管理人員	202	4	206	210	4
		102	保安經理／運作經理／保安中心主管	5	-	5	5	-
		103	保安顧問	44	-	44	44	-
		104	保安系統項目經理	179	2	181	184	3
		105	保安系統設計／安裝／保養工程師	337	16	353	355	2
		106	保安培訓經理	4	-	4	5	1
		199	其他相關保安服務業經理	134	-	134	134	-
		小計：		905	22	927	937	10
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	211	3	214	214	-
		202	技術輔助人員	98	6	104	106	2
		203	保安培訓主任	1	-	1	1	-
		299	其他相關保安服務業督導人員	183	-	183	183	-
		小計：		493	9	502	504	2
	保安護衞員／技術員級	304	保安系統設計技術員	92	7	99	98	-1
		305	保安裝置安裝、保養及／或修理技術員	2,014	137	2,151	2,112	-39
		399	其他持有保安人員許可證的保安相關服務業人士	37	2	39	40	1
		小計：		2,143	146	2,289	2,250	-39
	總數：			3,541	177	3,718	3,691	-27
	(%)*							-0.73%
保安護衞服務及保安系統安裝／保養／維修／設計／其他（第一及第三類別）	經理／專業人員級	101	高級管理人員	83	2	85	90	5
		102	保安經理／運作經理／保安中心主管	157	5	162	163	1
		103	保安顧問	34	-	34	36	2
		104	保安系統項目經理	53	1	54	54	-
		105	保安系統設計／安裝／保養工程師	148	7	155	157	2
		106	保安培訓經理	11	-	11	11	-
		199	其他相關保安服務業經理	5	-	5	5	-
		小計：		491	15	506	516	10
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	1,277	36	1,313	1,351	38
		202	技術輔助人員	75	-	75	75	-
		203	保安培訓主任	7	-	7	7	-
		204	要員保護主任／私人保鏢	33	-	33	33	-
		299	其他相關保安服務業督導人員	37	10	47	47	-
		小計：		1,429	46	1,475	1,513	38
	保安護衞員／技術員級	301	保安護衞員／管理員(三更制)	5,417	227	5,644	5,741	97
		302	保安護衞員／管理員(兩更制)	9,844	334	10,178	10,366	188
		304	保安系統設計技術員	75	12	87	87	-
		305	保安裝置安裝、保養及／或修理技術員	610	31	641	642	1
		399	其他持有保安人員許可證的保安相關服務業人士	74	3	77	79	2
		小計：		16,020	607	16,627	16,915	288
	總數：			17,940	668	18,608	18,944	336
	(%)*							1.81%

門類	職級	職位編號	職稱	僱員人數	空缺數目	職位數目	預測未來12個月僱員人數	預測人力增長
保安護衞服務、持槍押運服務及保安系統安裝／保養／維修／設計／其他（第一、第二及第三類別）	經理／專業人員級	101	高級管理人員	10	-	10	10	-
		102	保安經理／運作經理／保安中心主管	15	-	15	15	-
		103	保安顧問	3	-	3	3	-
		104	保安系統項目經理	3	-	3	3	-
		105	保安系統設計／安裝／保養工程師	3	-	3	3	-
		小計：		34	-	34	34	-
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	87	2	89	89	-
		202	技術輔助人員	4	-	4	4	-
		203	保安培訓主任	3	-	3	3	-
		小計：		94	2	96	96	-
	保安護衞員／技術員級	301	保安護衞員／管理員(三更制)	469	15	484	494	10
		302	保安護衞員／管理員(兩更制)	1,330	20	1,350	1,350	-
		303	武裝護衞員	268	15	283	293	10
		304	保安系統設計技術員	15	-	15	15	-
		305	保安裝置安裝、保養及／或修理技術員	19	1	20	20	-
		399	其他持有保安人員許可證的保安相關服務業人士	35	-	35	35	-
		小計：		2,136	51	2,187	2,207	20
	總數：			2,264	53	2,317	2,337	20
	(%)*							0.86%
業主立案法團	經理／專業人員級	102	保安經理／運作經理／保安中心主管	50	-	50	50	-
		小計：		50	-	50	50	-
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	501	-	501	501	-
		小計：		501	-	501	501	-
	保安護衞員／技術員級	301	保安護衞員／管理員(三更制)	1,617	-	1,617	1,618	1
		302	保安護衞員／管理員(兩更制)	3,861	-	3,861	3,861	-
		小計：		5,478	-	5,478	5,479	1
	總數：			6,029	-	6,029	6,030	1
	(%)*							0.02%
增補樣本	經理／專業人員級	101	高級管理人員	6	-	6	6	-
		102	保安經理／運作經理／保安中心主管	28	-	28	28	-
		103	保安顧問	3	-	3	3	-
		104	保安系統項目經理	4	-	4	3	-1
		105	保安系統設計／安裝／保養工程師	5	-	5	5	-
		小計：		46	-	46	45	-1
	主任級	201	保安主任／運作主任／保安中心主任／技術監督	172	1	173	173	-
		202	技術輔助人員	4	-	4	4	-
		小計：		176	1	177	177	-
	保安護衞員／技術員級	301	保安護衞員／管理員(三更制)	366	28	394	384	-10
		302	保安護衞員／管理員(兩更制)	117	-	117	116	-1
		小計：		483	28	511	500	-11
	總數：			705	29	734	722	-12
	(%)*							-1.63%

門類		職級	職位編號	職稱	僱員人數	空缺數目	職位數目	預測未來12個月僱員人數	預測人力增長
	總數：				121,988	5,558	127,546	129,647	2,101
	(%)**								1.65%

*   佔該門類職位總數的百分率
**   佔業內職位總數的百分率

過去 12 個月各門類不同技能等級招聘困難的原因

門類：保安公司

技能等級	招聘困難									總數
	普遍勞工短缺	工作時間長	行業要求輪值工作	工作環境不理想	涉及危險工作	薪金不吸引	地位低微	職位申請人缺乏相關經驗及訓練	其他	
經理／專業人員級	40	9	28	26	3	36	5	26	2	175
主任級	49	21	35	33	5	75	7	30	1	256
保安護衛員／技術員	468	363	141	151	14	337	70	84	12	1,640
總數：	557	393	204	210	22	448	82	140	15	2,071

門類：業主立案法團

技能等級	招聘困難									總數
	普遍勞工短缺	工作時間長	行業要求輪值工作	工作環境不理想	涉及危險工作	薪金不吸引	地位低微	職位申請人缺乏相關經驗及訓練	其他	
經理／專業人員級	-	-	-	-	-	-	-	-	-	-
主任級	1	1	1	-	-	1	1	1	-	6
保安護衛員／技術員	48	48	1	48	2	3	2	2	2	156
總數：	49	49	2	48	2	4	3	3	2	162

門類：增補樣本

技能等級	招聘困難									總數
	普遍勞工短缺	工作時間長	行業要求輪值工作	工作環境不理想	涉及危險工作	薪金不吸引	地位低微	職位申請人缺乏相關經驗及訓練	其他	
經理／專業人員級	-	-	-	-	-	-	-	-	-	-
主任級	3	-	2	-	-	2	1	1	-	9
保安護衛員／技術員	4	1	3	1	-	4	2	2	-	17
總數：	7	1	5	1	-	6	3	3	-	26

過去 12 個月各門類不同技能等級入職人數

門類	經理／專業人員級	主任級	保安護衞員／技術員級	總數
保安護衞服務（第一類別）	130	1,482	30,214	31,826
保安護衞服務及持槍押運服務（第一及第二類別）；及持槍押運服務(第二類別)	2	9	178	189
保安系統安裝／保養／維修／設計／其他（第三類別）	15	7	217	239
保安護衞服務及保安系統安裝／保養／維修／設計／其他（第一及第三類別）	54	597	9,684	10,335
保安護衞服務、持槍押運服務及保安系統安裝／保養／維修／設計／其他（第一、第二及第三類別）	-	7	446	453
業主立案法團	-	102	214	316
增補樣本	2	4	93	99
總數：	203	2,208	41,046	43,457

僱主要求僱員應有教育程度（各技能等級主要職務）

主要職務	研究生學位	學士學位	副學位	文憑／證書	中四至中七	中三或以下	未具體說明	總數
經理／專業級								
高級管理人員	28	302	64	75	62	1	50	582
保安經理／運作經理／保安中心主管	17	547	53	88	170	110	150	1,135
保安顧問	2	23	11	56	6	-	1	99
保安系統項目經理	2	105	25	48	55	-	5	240
保安系統設計／安裝／保養工程師	5	149	105	88	145	-	5	497
保安培訓經理	1	14	12	5	13	-	3	48
其他相關保安服務業經理	-	167	2	13	2	-	3	187
小計：	55	1,307	272	373	453	111	217	2,788
(%)*	2.0%	46.9%	9.8%	13.4%	16.2%	4.0%	7.8%	100%
主任級								
保安主任／運作主任／保安中心主任／技術監督	-	224	31	3,270	5,306	566	924	10,321
技術輔助人員	-	3	45	100	56	10	4	218
保安培訓主任	-	3	9	4	28	6	1	51
要員保護主任／私人保鏢	-	-	-	5	25	3	-	33
其他相關保安服務業督導人員	-	8	-	284	59	-	6	357
小計：	0	238	85	3,663	5,474	585	935	10,980
(%)*	0.0%	2.2%	0.8%	33.4%	49.9%	5.3%	8.5%	100%
保安護衛員／技術員級								
保安護衛員／管理員 (三更制)	-	-	-	24	6,181	32,221	5,377	43,803
保安護衛員／管理員 (兩更制)	-	-	-	-	9,641	43,515	6,077	59,233
武裝護衛員	-	-	-	-	743	-	60	803
保安系統設計技術員	-	4	4	79	77	3	15	182
保安裝置安裝、保養及／或修理技術員	-	6	130	825	693	267	770	2,691
其他持有保安人員許可證的保安相關服務業人士	-	-	-	-	1,264	43	201	1,508
小計：	-	10	134	928	18,599	76,049	12,500	108,220
(%)*	-	0.01%	0.1%	0.9%	17.2%	70.3%	11.6%	100%
總數：	55	1,555	491	4,964	24,526	76,745	13,652	121,988
(%)**	-	1.3%	0.4%	4.1%	20.1%	62.9%	11.2%	100%

* 佔同級僱員人數的百分率
** 佔業內僱員總數的百分率

僱主要求僱員宜有年資（各技能等級主要職務）

主要職務	少於 1 年	1 至 2 年	多於 2 年 至 5 年	多於 5 年 至 10 年	多於 10 年	未具體說明	總數
經理／專業級							
高級管理人員	1	5	51	244	248	33	**582**
保安經理／運作經理／保安中心主管	-	95	152	438	185	265	**1,135**
保安顧問	-	-	21	27	10	41	**99**
保安系統項目經理	-	-	48	102	87	3	**240**
保安系統設計／安裝／保養工程師	-	31	207	167	84	8	**497**
保安培訓經理	-	5	16	22	2	3	**48**
其他相關保安服務業經理	-	-	15	25	144	3	**187**
小計：	1	136	510	1,025	760	356	2,788
(%)*	-	4.9%	18.3%	36.8%	27.3%	12.8%	100%
主任級							
保安主任／運作主任／保安中心主任／技術監督	248	2,867	5,105	1,118	12	971	**10,321**
技術輔助人員	2	47	108	55	2	4	**218**
保安培訓主任	1	12	26	11	-	1	**51**
要員保護主任／私人保鑣	-	-	13	15	5	-	**33**
其他相關保安服務業督導人員	-	35	310	4	2	6	**357**
小計：	251	2,961	5,562	1,203	21	982	10,980
(%)*	2.3%	27.0%	50.7%	11.0%	0.2%	8.9%	100%
保安護衛員／技術員級							
保安護衛員／管理員 (三更制)	27,344	9,493	1,524	-	38	5,404	43,803
保安護衛員／管理員 (兩更制)	29,029	22,631	1,496	-	-	6,077	59,233
武裝護衛員	33	529	175	-	6	60	803
保安系統設計技術員	33	109	19	6	-	15	182
保安裝置安裝、保養及／或修理技術員	175	809	585	273	73	776	2,691
其他持有保安人員許可證的保安相關服務業人士	106	1,135	66	-	-	201	1,508
小計：	56,720	34,706	3,865	279	117	12,533	108,220
(%)*	52.4%	32.07%	3.6%	0.3%	0.1%	11.6%	100%
總數：	56,972	37,803	9,937	2,507	898	13,871	121,988
(%)**	46.7%	31.0%	8.1%	2.1%	0.7%	11.4%	100%

* 佔同級僱員人數百分比

**佔業內僱員總數百分比

僱主要求僱員宜有職業資格（各門類不同技能等級）

門類	職業資格類別	經理／專業人員級	主任級	保安護衞員／技術員級
保安護衞服務（第一類別）	(1) 主要保安協會合資格會員	54	12	-
	(2) 保安業培訓導師證書	93	40	-
	(3) 持有「保安人員許可證」	155	384	472
	(4) 技術證書	33	76	27
	(5) 技能提升課程證書	39	42	28
	(6) 其他	56	59	4
	總數：	**430**	**613**	**531**
保安系統安裝／保養／維修／設計／其他（第三類別）	(1) 主要保安協會合資格會員	29	19	-
	(2) 保安業培訓導師證書	14	2	-
	(3) 持有「保安人員許可證」	148	44	274
	(4) 技術證書	117	65	159
	(5) 技能提升課程證書	21	21	29
	(6) 其他	1	-	5
	總數：	**330**	**151**	**467**
保安護衞服務及持槍押運服務（第一及二類別）；及持槍押運服務(第二類別)	(1) 主要保安協會合資格會員	2	-	-
	(2) 保安業培訓導師證書	4	4	-
	(3) 持有「保安人員許可證」	5	6	8
	(4) 技術證書	-	1	1
	(5) 技能提升課程證書	-	-	-
	(6) 其他	2	2	2
	總數：	**13**	**13**	**11**
保安護衞服務及保安系統安裝／保養／維修／設計／其他（第一及第三類別）	(1) 主要保安協會合資格會員	12	4	-
	(2) 保安業培訓導師證書	17	11	-
	(3) 持有「保安人員許可證」	43	47	55
	(4) 技術證書	26	26	28
	(5) 技能提升課程證書	2	7	9
	(6) 其他	3	2	2
	總數：	**103**	**97**	**94**
保安護衞服務、持槍押運服務及保安系統安裝／保養／維修／設計／其他（第一、第二及第三類別）	(1) 主要保安協會合資格會員	3	1	-
	(2) 保安業培訓導師證書	-	3	-
	(3) 持有「保安人員許可證」	3	3	4
	(4) 技術證書	1	1	2
	(5) 技能提升課程證書	-	-	-
	(6) 其他	-	-	-
	總數：	**7**	**8**	**6**

門類	職業資格類別	經理／專業人員級	主任級	保安護衞員／技術員級
業主立案法團	(1) 主要保安協會合資格會員	-	-	-
	(2) 保安業培訓導師證書	-	-	-
	(3) 持有「保安人員許可證」	48	252	2,808
	(4) 技術證書	0	-	2
	(5) 技能提升課程證書	0	-	-
	(6) 其他	0	-	-
	總數：	48	252	2,810
增補樣本	(1) 主要保安協會合資格會員	2	-	-
	(2) 保安業培訓導師證書	1	-	-
	(3) 持有「保安人員許可證」	8	9	9
	(4) 技術證書	1	1	1
	(5) 技能提升課程證書	-	-	-
	(6) 其他	-	-	1
	總數：	12	10	11
所有門類	(1) 主要保安協會合資格會員	102	36	-
	(2) 保安業培訓導師證書	129	60	-
	(3) 持有「保安人員許可證」	410	745	3,630
	(4) 技術證書	178	170	220
	(5) 技能提升課程證書	62	70	66
	(6) 其他	62	63	14
	總數：	943	1,144	3,930

各主要職務僱員收入分布情況

主要職務	$10,000 或以下	$10,001 - $12,500	$12,501 - $15,000	$15,001 - $20,000	$20,001 - $30,000	$30,001 - $40,000	$40,001 - $60,000	$60,000 以上	未具體說明	總數
經理／專業人員級										
高級管理人員	1	-	9	48	116	144	72	130	62	582
保安經理／運作經理／保安中心主管	-	-	23	329	245	350	79	4	105	1,135
保安顧問	-	-	2	17	54	8	3	5	10	99
保安系統項目經理	-	-	-	26	102	61	27	9	15	240
保安系統設計／安裝／保養工程師	-	-	2	202	186	50	31	-	26	497
保安培訓經理	-	-	2	9	10	8	6	-	13	48
其他相關保安服務業經理	-	-	2	1	13	41	-	-	130	187
小計：	1	-	40	632	726	662	218	148	361	2,788
(%)*	0.0%	0.0%	1.4%	22.7%	26.0%	23.7%	7.8%	5.3%	12.9%	100%
主任級										
保安主任／運作主任／保安中心主任／技術監督	396	1,479	2,776	3,527	1,005	29	-	-	1,109	10,321
技術輔助人員	-	7	61	77	41	7	-	-	25	218
保安培訓主任	-	-	7	7	28	2	-	-	7	51
要員保護主任／私人保鏢	-	-	-	-	30	3	-	-	-	33
其他相關保安服務業督導人員	-	-	80	96	5	-	-	-	176	357
小計：	396	1,486	2,924	3,707	1,109	41	0	0	1,317	10,980
(%)*	3.6%	13.5%	26.6%	33.8%	10.1%	0.4%	0.0%	0.0%	12.0%	100%
保安護衛員／技術員級										
保安護衛員／管理員 (三更制)	21,121	8,762	5,172	3,822	23	-	-	-	4,903	43,803
保安護衛員／管理員 (兩更制)	3,157	19,932	28,617	2,412	510	-	-	-	4,605	59,233
武裝護衛員	-	-	322	42	159	-	-	-	280	803
保安系統設計技術員	-	107	7	32	13	-	-	-	23	182
保安裝置安裝、保養及／或修理技術員	-	505	604	628	81	196	-	-	677	2,691
其他持有保安人員許可證的保安相關服務業人士	12	903	189	56	-	-	-	-	348	1,508
小計：	24,290	30,209	34,911	6,992	786	196	-	-	10,836	108,220
(%)*	22.4%	27.91%	32.3%	6.5%	0.7%	0.2%	0.0%	0.0%	10.0%	100%
總數：	24,687	31,695	37,875	11,331	2,621	899	218	148	12,514	121,988
(%)**	20.2%	26.0%	31.0%	9.3%	2.1%	0.7%	0.2%	0.1%	10.3%	100%

* 佔同級僱員人數百分比
**佔業內僱員總數百分比

過去及未來 12 個月提供之訓練名額

訓練種類	過去 12 個月訓練名額				未來 12 個月訓練名額			
	經理／專業人員級	主任級	保安護衞員／技術員級	所有級別	經理／專業人員級	主任級	保安護衞員／技術員級	所有級別
(1) 保安培訓課程認可計劃質素保證系統下的保安培訓課程	36	204	5,847	6,087	35	230	6,342	6,607
(2) 內部培訓質素控制計劃下的保安培訓課程	69	508	12,229	12,806	75	179	5,219	5,473
(3) 保安培訓導師的訓練	59	48	-	107	30	30	-	60
(4) 保安系統的有關課程	187	713	1,895	2,795	136	245	1,282	1,663
(5) 專業知識 (例如: 防止罪案、人群控制、活動管理)	223	1,336	8,634	10,193	217	1,338	5,310	6,865
(6) 管理及督導	413	1,340	2,046	3,799	448	1,582	1,699	3,729
(7) 專門保安知識 (例如：槍械及武器使用、解款、要員保護、護衞犬管理員訓練、槍械教官訓練、中央警報監察站、風險管理、業務緊急應變等)	23	129	1,671	1,823	30	124	918	1072
(8) 語言	56	443	6,024	6,523	14	134	687	835
(i) 英文	26	109	1,114	1,249	7	49	426	482
(ii) 普通話	11	39	611	661	4	43	145	192
(iii) 廣東話	19	295	4,299	4,613	3	42	116	161
(9) 其他技巧	1,039	6,446	60,734	68,219	941	5,955	41,969	48,865
(i) 防火	166	859	11,731	12,756	117	557	5,844	6,518
(ii) 急救	121	455	8,091	8,667	98	477	5,280	5,855
(iii) 健康及安全	290	1,412	14,135	15,837	237	1,359	12,360	13,956
(iv) 顧客服務	120	1,557	12,290	13,967	138	1,626	10,448	12,212
(v) 軟性技巧 (例如：溝通技巧等)	163	871	8,979	10,013	197	647	4,220	5,064
(vi) 相關技能提升計劃課程	58	342	4,685	5,085	34	339	2,312	2,685
(vii) 其他	121	950	823	1,894	120	950	1,505	2,575
總數：	2,105	11,167	99,080	112,352	1,926	9,817	63,426	75,169

過去 12 個月內部晉升人數

門類	內部晉升人數		
	由主任級晉升 為經理/專業人員級	由保安護衞員/ 技術員級晉升為主任級	總數
保安護衞服務（第一類別）	31	759	790
保安系統安裝／保養／維修／設計／其他（第三類別）	15	26	41
保安護衞服務及持槍押運服務（第一及二類別）；及持槍押運服務(第二類別)	1	9	10
保安護衞服務及保安系統安裝／保養／維修／設計／其他（第一及第三類別）	16	171	187
保安護衞服務、持槍押運服務及保安系統安裝／保養／維修／設計／其他（第一、第二及第三類別）	1	-	1
業主立案法團	-	1	1
增補樣本	3	18	21
總數：	67	984	1,051

過去 12 個月離職僱員人數

門類	經理／專業人員級	主任級	保安護衞員／技術員級
保安護衞服務（第一類別）	118	1,579	26,992
保安系統安裝／保養／維修／設計／其他（第三類別）	30	8	436
保安護衞服務及持槍押運服務（第一及第二類別）；及持槍押運服務(第二類別)	-	9	295
保安護衞服務及保安系統安裝／保養／維修／設計／其他（第一及第三類別）	31	481	7,427
保安護衞服務、持槍押運服務及保安系統安裝／保養／維修／設計／其他（第一、第二及第三類別）	-	4	436
業主立案法團	-	5	209
增補樣本	2	8	80
總數：	181	2,094	35,875

採用人力市場分析法
推算保安服務業人力情況

推算方法

1.　　本會自 2003 年開始採用「人力市場分析法」，推算保安服務業的人力需求。

2.　　本會採用投入-產出統計模型，以人力倍大的方式找出樓宇數量與所需人手的關係，然後推算保安服務業的人力需求。該模型假設某一行業在特定的短時間內（六個月至三年以內）的生產系數不變（即規模收益不變），並計算產量（或最終需求）與僱員人數的比率，然後預測所需投放的各項人力。這個比率稱為「就業系數」，代表每個生產單位所需的僱員人數。

3.　　是次調查中，「產量」指私人[1]與公營[2]住宅及非住宅[3]的存量。私人住宅及非住宅的預測存量由差餉物業估價署提供，而公營住宅的預測存量則由香港房屋委員會（下稱「房委會」）及香港房屋協會（下稱「房協」）提供。

4.　　為推算所需投放的人力，本會根據 2013 至 2017 年落成樓宇類別的分布情況，假設住宅及非住宅所僱用的保安服務人員分別佔業內總人力的 51.15%及 48.85%。各技能等級的人力推算詳見表 1 至表 3。

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[1]私人類別住宅存量按<u>單位數目</u>計算。（資料來源：差餉物業估價署）
[2]公營住宅存量按<u>單位數目</u>計算，包括：
　　(a)　房委會提供的公屋單位及中轉房屋單位；
　　(b)　房協提供的公屋單位及「長者安居樂住屋計劃」下的單位；
　　(c)　房委會「租者置其屋計劃」[租置計劃]下資助出售的單位；
　　(d)　房委會「居者有其屋計劃」[居屋]、「私人機構參建居屋計劃」[私人參建居屋]、「中等入息家庭房屋計劃」、「可租可買計劃」及「重建置業計劃」下資助出售的單位；
　　(e)　房協「住宅發售計劃」及「夾心階層住屋計劃」下資助出售的單位；
　　(f)　房協「市區改善計劃」的單位。
　　自 2002 年第一季起，可在公開市場買賣的居屋、中等入息家庭房屋、私人參建居屋、可租可買計劃、重建置業計劃、租置計劃、住宅發售計劃及夾心階層住屋計劃下的資助出售單位，均歸類為私人永久性房屋。
（資料來源：房委會及房協）
[3]非住宅存量包括私人寫字樓、商業樓宇、工貿大廈、分層工廠大廈、特殊廠房及貨倉；按<u>平方米</u>計算。（資料來源：差餉物業估價署）

表 1：經理／專業人員級人力推算

年份	住宅	非住宅	總數	增幅		
				住宅	非住宅	總數
2018	1,458	1,392	**2,850**			
2019(推算)	1,486	1,405	**2,891**	2.0%	0.9%	**1.5%**
2020(推算)	1,504	1,415	**2,920**	1.2%	0.7%	**1.0%**
2021(推算)	1,521	1,424	**2,945**	1.1%	0.6%	**0.9%**
2022(推算)	1,537	1,431	**2,968**	1.0%	0.5%	**0.8%**

表 2：主任級人力推算

年份	住宅	非住宅	總數	增幅		
				住宅	非住宅	總數
2018	5,794	5,534	**11,328**			
2019(推算)	5,908	5,585	**11,493**	2.0%	0.9%	**1.5%**
2020(推算)	5,980	5,625	**11,604**	1.2%	0.7%	**1.0%**
2021(推算)	6,045	5,659	**11,704**	1.1%	0.6%	**0.9%**
2022(推算)	6,108	5,688	**11,796**	1.0%	0.5%	**0.8%**

表 3：保安護衞員／技術員級人力推算

年份	住宅	非住宅	總數	增幅		
				住宅	非住宅	總數
2018	57,988	55,380	**113,368**			
2019(推算)	59,128	55,889	**115,017**	2.0%	0.9%	**1.5%**
2020(推算)	59,845	56,289	**116,133**	1.2%	0.7%	**1.0%**
2021(推算)	60,497	56,634	**117,131**	1.1%	0.6%	**0.9%**
2022(推算)	61,125	56,927	**118,052**	1.0%	0.5%	**0.8%**

5.　　計算三個技能等級推算人力的總和，可得出保安服務業的整體人力需求，詳見表 4 和圖 1。

表 4：保安服務業人力推算

年份	實際人力	推算人力	變動幅度	僱主預測人力	變動幅度
2018	127,546				
2019(推算)		129,401	1.5%	129,647	1.6%
2020(推算)		130,657	1.0%		
2021(推算)		131,779	0.9%		
2022(推算)		132,816	0.8%		

圖 1：保安服務業人力推算
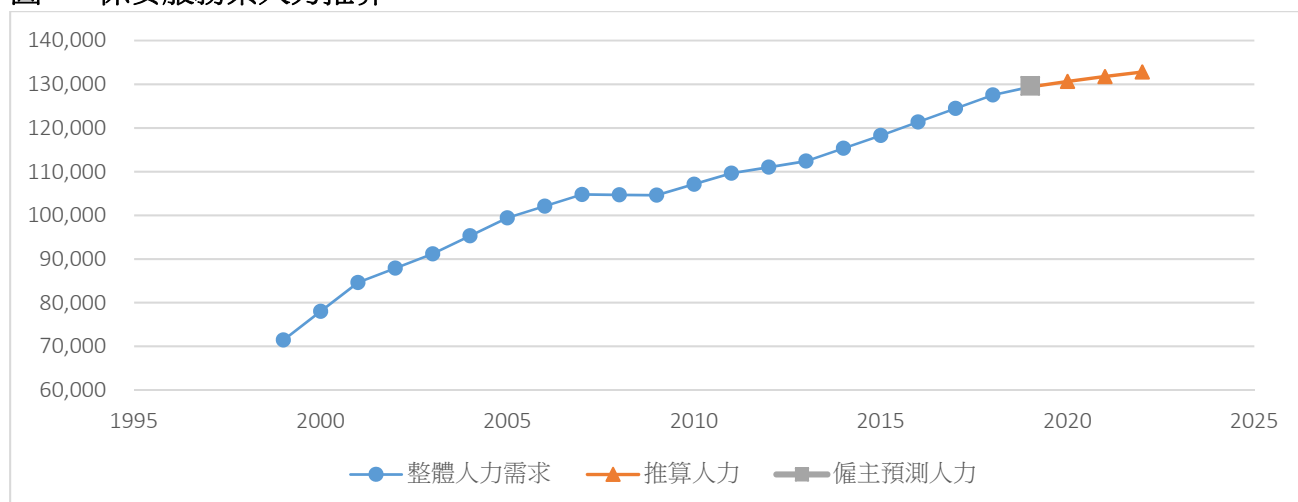
I. 蒐集住宅與非住宅單位存量數據

年份	住宅單位存量 (單位數目)	非住宅單位存量 (平方米)	增幅 住宅	非住宅
2018	2,414,358	47,661,800		
2019	2,461,829	48,099,600	2.0%	0.9%
2020	2,491,670	48,443,696	1.2%	0.7%
2021	2,518,830	48,740,491	1.1%	0.6%
2022	2,544,970	48,993,132	1.0%	0.5%

II. 釐定住宅與非住宅單位所需人力百分比

新落成樓宇年份	住宅實用樓面面積總數 (平方米)	非住宅實用樓面面積總數 (平方米)	住宅 人力百分比	非住宅 人力百分比
2013-2017	2,846,500	2,718,500	51.15	48.85

III. 按比率分配 2018 年人力數字

技能等級	住宅 (佔總數 51.15%)	非住宅 (佔總數 48.85%)	總數
經理／專業人員級	1,458	1392	**2,850**
主任級	5,794	5,534	**11,328**
保安護衛員／技術員級	57,988	55,380	**113,368**
總數			**127,546**

IV. 根據 2018 年人力數字計算產量比率 (單位: 所需人力)

技能等級	產量比率 住宅	非住宅
經理／專業人員級	1,656.19	34,234.30
主任級	416.68	8,612.97
保安護衛員／技術員級	41.64	860.63