2018 MANPOWER SURVEY REPORT

REAL ESTATE SERVICES INDUSTRY

房地產服務業

2018 年人力調查報告書

職業訓練局

房地產服務業訓練委員會

REAL ESTATE SERVICES TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

TABLE OF CONTENTS

		Page
Executive Summary		1-14
Section		
I	Introduction	15 - 17
II	Summary of Survey Findings	18 – 40
III	Conclusions	41 – 56
IV	Recommendations	57 – 60
Appendix		
1	Membership List of the Real Estate Services Training Board	61
2	Terms of Reference of the Real Estate Services Training Board	62
3	Number of Employed, No. of Vacancies, Manpower Demand and Forecasted	63 – 67
4	Employers' Preferred Education Level of Employees	68
5	Employers' Preferred Period of Experience of Employees	69
6	Employers' Preferred Professional Qualification of Employees	70
7	Income Distribution of Employees	71
8	Number of Employees Received Training in the Past 12 Months	72 – 74
9	Number of Employees to be Received Training in the Next 12 Months	75 – 77
10	Number of Internal Promotion in the Past 12 Months	78
11	Number of Employees Left in the Past 12 Months	79
12	Number of Recruits in the Past 12 Months	80
13	The Possible Reasons for Encountering Recruitment Difficulties	81
14	The Possible Reasons for Manpower Change in the Next 12 Months	82
15	Employers' View on Compulsory Training	83
16	Detailed Analysis of the Labour Market Analysis (LMA) Projection	84 – 85
17A	Questionnaires	86 – 125
17B	Explanatory Notes for Part I	126 – 127
17C	Job Descriptions of Principal Jobs	128 – 139

目錄

		頁數
報告摘要		140 –151
章數		
第一章	緒論	152 – 154
第二章	調查結果概要	155 – 177
第三章	結論	178 – 193
第四章	建議	194 – 196
附錄		
1	房地產服務業訓練委員會委員名單	197
2	房地產服務業訓練委員會職權範圍	198
3	現有僱員人數、空缺數目、 人力需求及預測未來人數	199 – 203
4	僱主要求僱員宜有的教育程度	204
5	僱主要求僱員宜有的相關年資	205
6	僱主要求僱員宜有的專業資格	206
7	各職級僱員收入分布情況	207
8	過去十二個月內曾接受培訓的僱員人數	208 – 210
9	未來十二個月內將接受培訓的僱員人數	211 – 213
10	過去十二個月內內部晉升的僱員人數	214
11	過去十二個月內離職的僱員人數	215
12	在過去十二個月內招聘的僱員人數	216
13	遇到招聘困難的原因	217 –218
14	預期會在未來十二個月有人手變動的原因	219 – 220
15	僱主對強制進修的意見	221
16	人力市場分析法推算人力情況	222 – 223
17	調查文件 (問卷請參考英文版第 87 頁)	224

2018 MANPOWER SURVEY REPORT
OF THE REAL ESTATE SERVICES INDUSTRY

EXECUTIVE SUMMARY

Introduction

1. The Real Estate Services Training Board (Training Board) of the Vocational Training Council (VTC) was set up by the HKSAR Government in 1998 to review the manpower situation and determine training needs in the Real Estate Services Industry. The Training Board conducted its tenth manpower survey in May 2018 covering the five sectors of the industry: (a) Real Estate Development; (b) Property Management and Maintenance; (c) Estate Agency; (d) Estate Surveying, Valuation and Consultancy; and (e) Government Departments and Public Sector. Out of 13,362 establishments registered with the Census and Statistics Department, 1,090 establishments were selected by using the stratified random sampling method.

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.

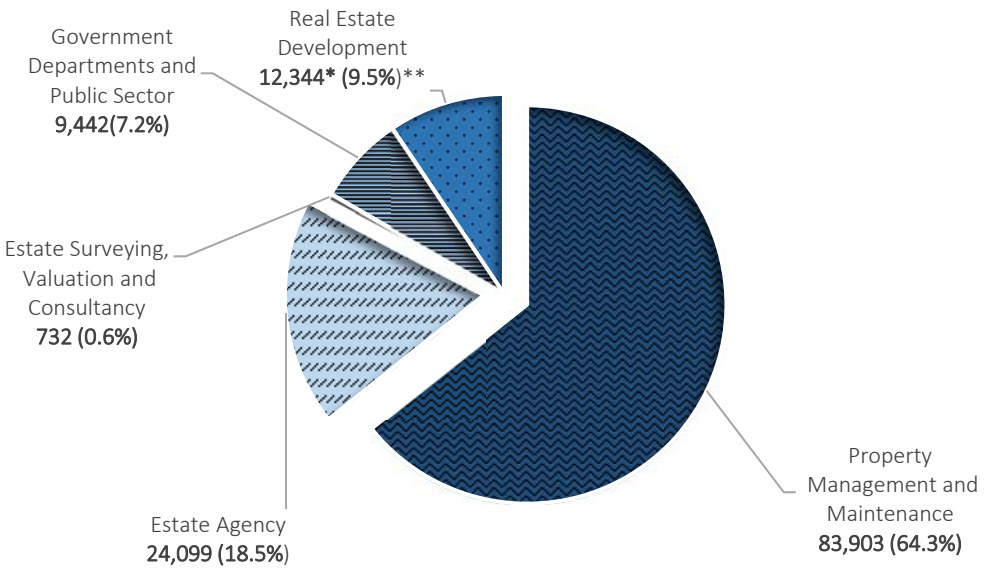
Manpower Situation

3. The survey revealed that the five sectors employed 130,520 employees[1] in 2018. The property management and maintenance sector had employed the most personnel (83,903 employees, 64.3%), followed by a decreasing order of the estate agency (24,099 employees, 18.5%), the real estate development sector (12,344 employees, 9.5%), the government departments and public sector (9,442 employees, 7.2%), and the estate surveying, valuation and consultancy sector (732 employees, 0.6%). The distribution of employees in 2018 by sector is shown in Chart 1.

4. It is worth noting that some of the principal jobs may appear in different sectors and/or industries, for example, Building surveyors appear in sectors of Estate Surveying, Valuation and Consultancy, Government Departments and Public Sector, and Building, Civil Engineering and Built Environment industry. In this connection, reference has to be made to different sectors on the manpower figures of a particular principal job such as surveyors in the appendices of this report.

[1] "Employees" refers to all full-time personnel who are directly paid by the company and who are either at work or temporarily absent from work, viz. sick leave, maternity leave, annual vacation, casual leave or on strike. They also refer to those real estate services related personnel employed in principal jobs at the time of the Survey.

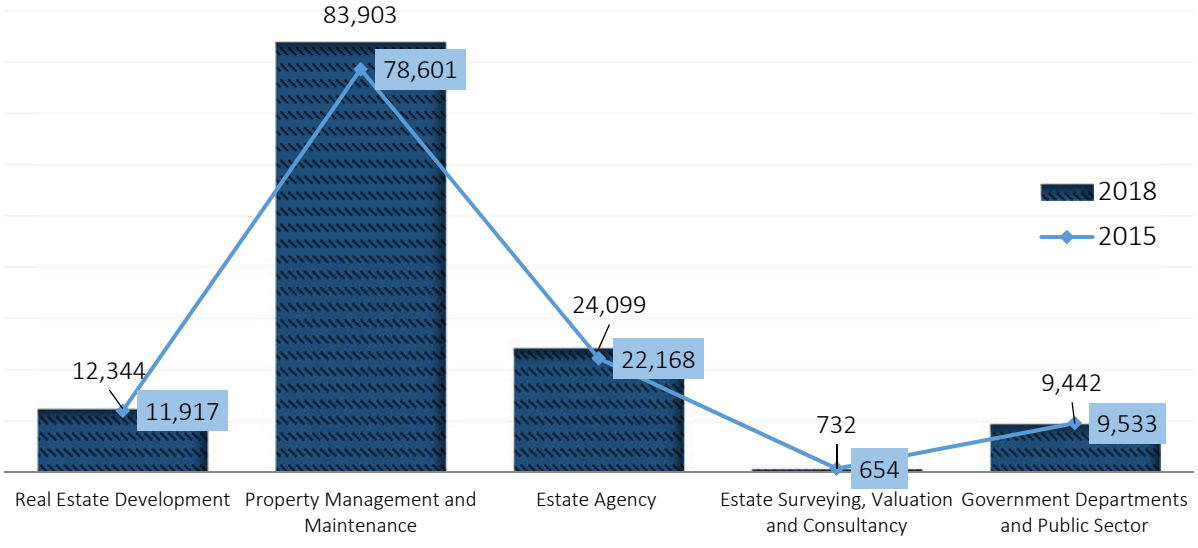
Chart.1: Distribution of Employees by Sector
Total: 130,520



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

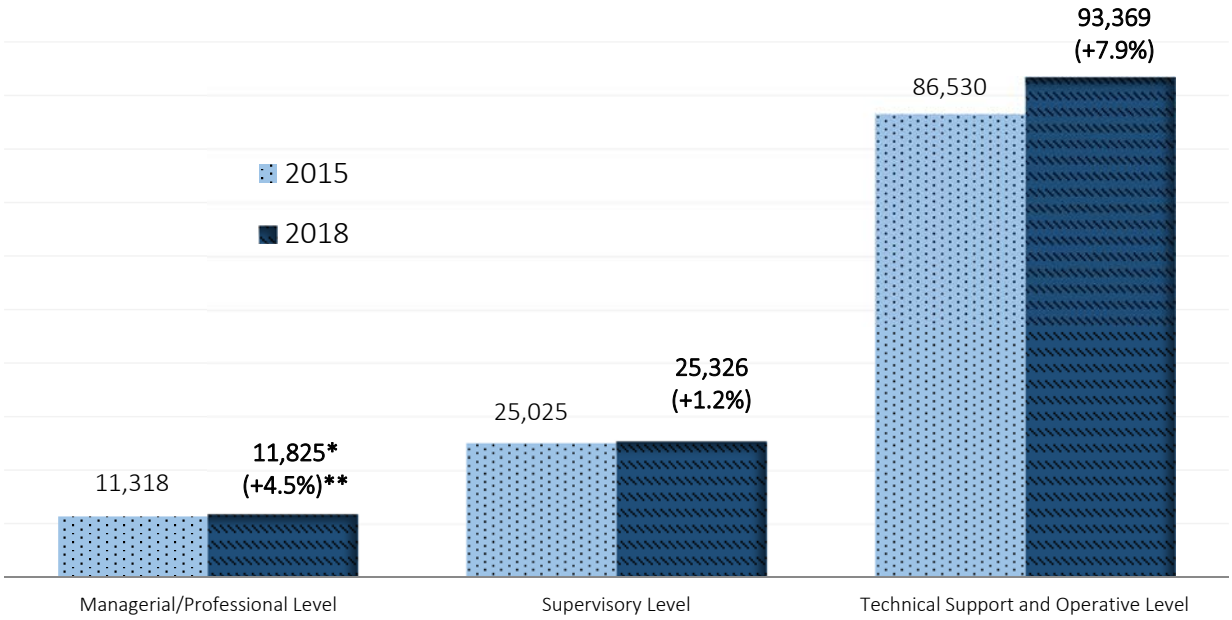
5. When compared with the survey in 2015, there was an overall increase of 6.2% of employees in the industry in three years. The estate surveying, valuation and consultancy sector had recorded 11.9% manpower growth. Concurrently, the estate agency sector as well as the property management and maintenance sector also recorded 8.7% and 6.7% manpower growth respectively. For the real estate development sector, a 3.6% increase was noted whereas the government departments and public sector recorded a manpower decrease of 1.0%. The comparison of the total employees for 2015 and 2018 is given in **Chart 2**.

Chart 2: Comparison of the Distribution of Employees by Sector between 2015 and 2018



6. With comparison by job level, there was a manpower increase of 7.9% at the technical support and operative level, followed by 4.5% growth at the managerial/professional level, and 1.2% increase at the supervisory level. The comparison of manpower structure between 2015 and 2018 by job level is shown in **Chart 3**.

Chart 3: Manpower Structure of 2015 and 2018 by Job Level



* Total number of employees in job level

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

7. The distribution of employees by sector by job level is given in **Table A**.

Table A: Number of Employees by Sector by Job Level

Sector	Professional/ Managerial (%)*	Supervisory (%)*	Technical Support and Operative (%)*	Total (%)*	(%)**
Real Estate Development	3,068 (24.9)	4,174 (33.8)	5,102 (41.3)	**12,344 (100)**	(9.5)
Property Management and Maintenance	4,428 (5.3)	12,890 (15.4)	66,585 (79.4)	**83,903 (100)**	(64.3)
Estate Agency	1,529 (6.3)	3,077 (12.8)	19,493 (80.9)	**24,099 (100)**	(18.5)
Estate Surveying, Valuation and Consultancy	347 (47.4)	172 (23.5)	213 (29.1)	**732 (100)**	(0.6)
Government Departments and Public Sector	2,453 (26.0)	5,013 (53.1)	1,976 (20.9)	**9,442 (100)**	(7.2)
Total (%)**	**11,825 (9.1)**	**25,326 (19.4)**	**93,369 (71.5)**	130,520 (100)	**(100)**

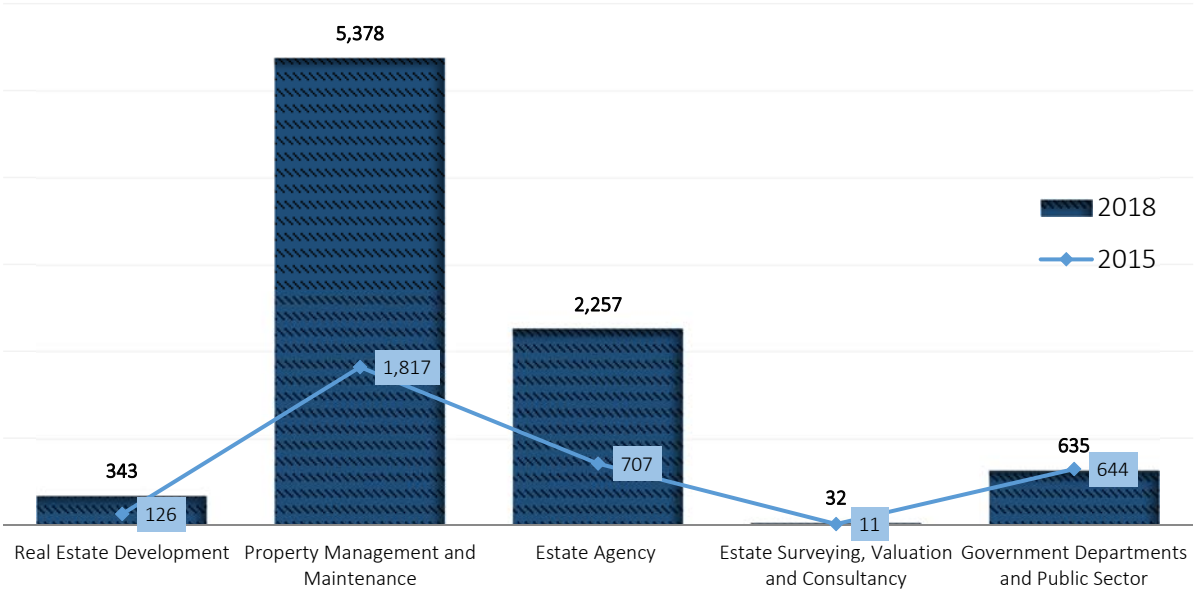
* Total number of employees in the same sector

** As percentage of total employees in the industry; the percentage may not add up to 100 owing to rounding off numbers.

Number of Existing Vacancies

8. There were 8,645 vacancies at the time of the survey, which represented 6.2% of the total 139,165 posts. The property management and maintenance sector had 5,378 vacancies, which was the highest of all sectors, followed by the estate agency with 2,257 vacancies. Higher vacancy rate was observed at the technical support and operative level (3.9%-10.3%). By sector, higher vacancy rate was found in the estate agency sector (8.6% in average). The comparison of vacancies between 2015 and 2018 by job level is shown in **Chart 4**.

Chart 4: Vacancies of 2015 and 2018 by Sector



Employers' Forecast of Manpower Demand by May 2019

9. With the uncertainty about the global economic conditions and the US-China trade tensions, employers generally made a conservative forecast on the manpower demand in 2019. Employers predicted that there would be 139,359 posts by May 2019, an increase of 194 posts or 0.1% of the total number of posts in May 2018. By sector, the estate agency sector would anticipate to have 201 new posts or 0.8% growth in the number of employees, whereas the property management and maintenance sector would expect 301 new jobs or 0.3% increase in the manpower demand. For the other sectors, they forecasted neither any growth nor even decline in the manpower demand. It is worth noting that the manpower forecast was undertaken in May 2018 during which the economy was still promising. However, after October 2018, there appeared economic downswing due to uncertainties arising from trading conflicts among countries, which leading to a negative economic sentiment. In view of this, the Training Board considers that some discount factors have to be taken into account in the overall manpower forecast of 2019.

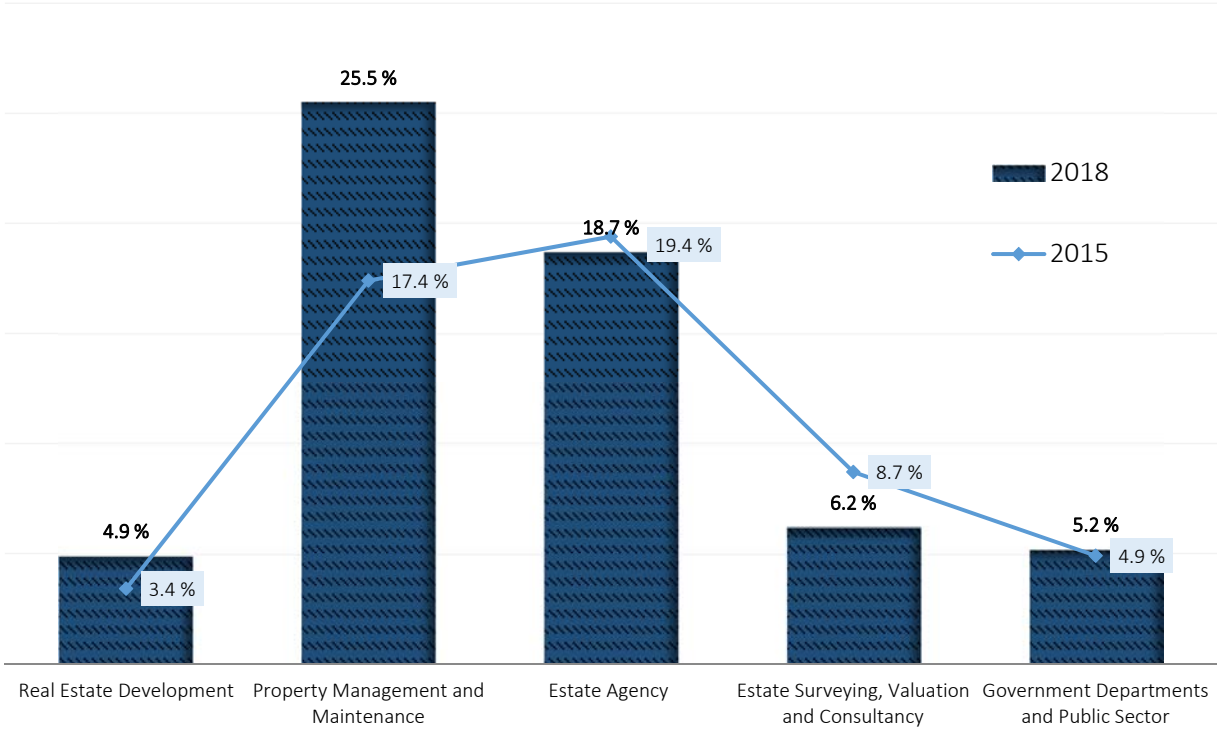
Internal Promotion in the Past 12 Months by Job Level

10. The survey revealed that 903 employees or 0.7% of the total employees had been promoted from within the industry. Among the total number of promotions, 334 were promoted to the managerial / professional level and 569 were promoted to the supervisory level.

Staff Turnover in the Past 12 Months

11. Employers reported that 28,896 employees or 20.8% of the total posts had left their companies in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 22,778 leavers (25.5% of the posts in the sector), which was the highest in number. The estate agency sector ranked the second highest of 4,935 leavers (18.7% of the posts in the sector). At the technical support and operative level, 25,056 employees had left their companies, representing the highest percentage of 25.0% of the number of posts at the same job level. **Chart 5** shows the staff turnover rate of employees in 2015 and 2018 by sector.

Chart 5: Staff Turnover Rate of Employees of 2015 and 2018 by Sector



Wastage

12. During the survey period, 28,896 employees had left whereas 21,505 employees were recruited with related experience, representing a wastage of 7,391 employees or 5.7% of the total employees in 2018. The highest wastage rate of 7.9% (representing 1,901

employees) was recorded in the estate agency sector. The property management and maintenance sector ranked the second with 5,191 employees (6.2% of the number of employees in the same sector) leaving permanently. An analysis of the wastage by sector by job level is shown in **Table B**.

Table B: An analysis of the wastage by sector by job level

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Real Estate Development				
Managerial/Professional	272	249	**23**	**(0.7)**
Supervisory	112	321	**-**	**(-)**
Technical Support and Operative	233	186	**47**	**(0.9)**
Sub-Total	**617**	**756**	**-#**	**(-)****
Property Management and Maintenance				
Managerial/Professional	486	282	**204**	**(4.6)**
Supervisory	2,398	1,745	**653**	**(5.1)**
Technical Support and Operative	19,894	15,560	**4,334**	**(6.5)**
Sub-Total	**22,778**	**17,587**	**5,191**	**(6.2)****
Estate Agency				
Managerial/Professional	42	47	**-**	**(-)**
Supervisory	110	98	**12**	**(0.4)**
Technical Support and Operative	4,783	2,889	**1,894**	**(9.7)**
Sub-Total	**4,935**	**3,034**	**1,901**	**(7.9)****
Estate Surveying, Valuation and Consultancy				
Managerial/Professional	3	4	**-**	**(-)**
Supervisory	22	11	**11**	**(6.4)**
Technical Support and Operative	22	25	**-**	**(-)**
Sub-Total	**47**	**40**	**7**	**(1.0)****
Government Departments and Public Sector				
Managerial/Professional	141	23	**118**	**(4.8)**
Supervisory	254	65	**189**	**(3.8)**
Technical Support and Operative	124	-	**124**	**(6.3)**
Sub-Total	**519**	**88**	**431**	**(4.6)****
Grand Total	**28,896**	**21,505**	**7,391**	**(5.7)#**

* As percentage of the total number of employees who left permanently in the same job level by sector
** As percentage of the total number of employees in the same sector
# As percentage of the total employees in the industry

Recruitment Difficulties Encountered by Employers

13. Of the 2,833 employers who had indicated reasons for recruitment difficulties, 872 (30.8%) considered that there was lack of candidates with the relevant experience, 754 (26.6%) were due to unsatisfactory terms of employment, and 659 (23.3%) were with insufficient trained/qualified manpower in the related disciplines.

Employers' Preferred Educational Level of Employees

14. For employers' preferred academic qualifications of their employees, 74.3% employees at managerial /professional level were preferred to have university degree qualification, while 62.7% employees at supervisory level were preferred to have diploma / certificate or above academic qualification. The Survey also revealed that employers preferred 47.2% employees at technical support and operative level to have upper secondary or above academic qualification.

Employers' Preferred Period of Experience of Employees

15. At the time of Survey, 68.2% of the employees at managerial / professional level to have at least 6 years of experience. As for the supervisory level, 64.6% employees were preferred to have no less than 3 years of experience, while 58.6% employees at technical support and operative level were preferred to have at least 1 year of experience.

Income Distribution

16. As revealed in this Survey, 63.1% of the employees at the managerial / professional level was at a monthly income above $40,000, whereas 80.8% of the employees at the supervisory level earned a monthly income within the range of $15,001 - 40,000. A majority of employees (71.0%) at the technical support and operative level earned a monthly income no more than $15,000.

17. Analysis by sector shows that a high proportion of employees (64.6%) at the government departments and public sector was earning monthly income above $30,000, followed by 60.6% of the employees at the estate surveying, valuation and consultancy sector earning a monthly income with the range of $20,001 - 60,000. As for the estate agency sector, 70.9% of the employees was in the income range of $15,001 - 30,000 per month. Most employees working at the sectors of real estate development, and property management and maintenance earned a monthly income not greater than $20,000.

Training Provided in the Past 12 Months and to be Provided in the Next 12 Months

18. During the survey period, 111,353 places were provided to employees for different types of training. Among the total number of training places, training of generic skills was the most popular (45,950), followed by specific knowledge / skills of estate agency (27,161) and of property / housing management (22,718).

19. Employers also indicated their plan to provide 98,288 training places to their employees in the next 12 months. By job level, the technical support and operative level has 51,000 training places, which constitutes 51.9% of the total training places. The supervisory level has 32,380 training places (32.9%) while the managerial / professional level has 14,908 training places (15.2%).

20. In general, the survey reflected that there was increase in the number of training places at different job levels in 2018 when compared with figures in 2015. By sector, all sectors recorded an increase in the number of training places, except the estate agency sector.

Possible Reasons for Manpower Change in the Next 12 Months

21. In the survey, among all the possible reasons, 65.1% of manpower change in the next 12 months was resulted from business expansion / contraction. By job level, the change in manpower mainly rest with technical support and operative level of employees, representing 71.0% of the total manpower change.

Training Needs

22. In the survey, 38.2% of the employers indicated that compulsory training would help in maintaining their employees' professional competency and enhancing their knowledge and skills. Employers in the real estate development sector showed the highest support (44.9%), followed by estate agency sector (38.2%), and estate surveying, valuation and consultancy sector (26.9%).

Manpower Projection for 2019 to 2022

23. Employers forecasted that there would be 139,359 posts by May 2019, an increase of 194 posts or 0.1% of the total number of posts in May 2018. By sector, the property management and maintenance sector would have 301 new posts or 0.3% growth in the number of employees which was the highest in all sectors. The government departments and public sector was expected to have a decrease of 208 posts or 2.1% reduction in the number of employees. The Training Board observes that most employers were conservative in their forecast. In this connection, the Training Board adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2019 to 2022 in **Table C**.

Table C: Manpower Projection of the Real Estate Services Industry in 2019 to 2022

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2018	139,165		
2019F		141,096 (1.4)*	139,359 (0.1%)
2020F		142,222 (0. 8)**	
2021F		143,238 (0.7)**	
2022F		144,100 (0.6%)**	

* As percentage increase / decrease of the actual manpower against 2018

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

Projection on Additional Training Requirements

24. Based on the Employers' forecast of manpower growth and the wastage of employees, the Training Board projected the additional manpower requirements of the industry for 2019 in **Table D** as follows:

Table D: Projected Additional Training Requirements of Real Estate Services Industry in May 2019

Job Level	No. of Employees in May 2018	Annual Wastage	Forecast of Manpower Growth in May 2019	Estimated Additional Training Requirements
Managerial/Professional	12,238	339	187	526
Supervisory	26,579	656	399	1,055
Technical Support & Operative	100,348	6,396	1,345	7,741
Total	**139,165**	**7,391**	**1,931**	**9,322**

Industry Outlook

25. The real estate services industry has been a driving force in the economy growth of Hong Kong for years. The industry development is affected by various factors such as the global economy, government policies, and the growth of real estate and infrastructure projects.

Government's Long Term Housing Strategy and Infrastructural Projects

26. The 2018 annual progress report of the Long Term Housing strategy revealed that the total housing supply target for the period from 2019-20 to 2028-29 would be around 450,000 units , the increasing number of residential supplies results in the creation of numerous employment opportunities, including real estate services related jobs.

27. The Hong Kong Government invests heavily in infrastructure to promote economic and community development such as cross-boundary projects and airport three-runway system. The infrastructure projects support the continuous increase of manpower demand in the engineering, construction and surveying sectors.

Legislations

28. The Property Management Services Ordinance (Cap.626) was enacted in 2016 and the proposals of its licensing regime have been under pubic consultation. It is expected that the professional status of the industry will be enhanced and there will be an increase in the demand for high calibre practitioners.

Advanced Technology

29. The Smart City Blueprint for Hong Kong proposed measures to promote the development of Hong Kong into a smart city. The smart concept will be incorporated in future buildings, and the industry is expected to be in demand of personnel with relevant technological skills.

Global Factors

30. The Central Government has promulgated the "Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area". The plan will release a promising prospect of the RESI of Hong Kong due to the developments of residential, offices, industrial and logistics, retail and investment property markets in the area.

Implications on Manpower

31. Employers generally opined that with the continuous growth in Hong Kong's economy, there would be an overall increase in manpower in the real estate services industry. The Training Board is of the opinion that the manpower situation for most sectors of the industry will maintain a steady growth in the near future with the following major observations:

Real Estate Development Sector

(i) The manpower demand in the real estate development sector is expected to be substantial due to the increasing number of residential supplies and various infrastructural projects being undertaken;

Estate Agency Sector

(ii) In the short term, there may be decline in manpower growth for the estate agency sector due to the recent slowdown in residential property sales. However, the increasing number in the completion of properties may result in a corresponding increase in the manpower demand of the sector;

(iii) Although the applications of Augmented Reality (AR) and Virtual Reality (VR) technologies can help streamline the process in exploring properties, manpower is still needed to bring clients for physical visit to properties and handle the transaction procedures;

Property Management and Maintenance Sector

(iv) The property management and maintenance sector will have continuous demand for manpower due to the completion of new and revitalised premises;

(v) The regulatory regime for property management services helps promote the professional image of the in-service practitioners. As a result, more youngsters may find the industry more appealing for them to start their careers;

Estate Surveying, Valuation and Consultancy Sector

(vi) The Greater Bay Area initiatives will create more business opportunities for the real estate surveying, valuation and consultancy sector due to the credibility developed by the sector in the past; and

(vii) The career prospect of graduates from estate surveying is promising as the government and private surveying sectors employ a large number of surveying posts every year to cope with the high manpower demand of the sector.

Recommendations

32. Based on the findings of the Survey, the manpower projection and the industry outlook, the Training Board makes the following recommendation:

For Educational / Vocational and Professional Education Training Institutions

(i) With the enactment of the Property Management Services Ordinance and the new requirements for property management professionals, more practical knowledge and skills training programmes, as well as bridging courses for new entrants and in-service practitioners should be provided to cope with the changing demand;

(ii) In view of the rapid development of new technologies such as data, information and communications technologies applicable to the Industry, education providers should review and update relevant training courses to enhance the knowledge and skills of in-service practitioners for them to meet the challenge;

(iii) The Greater Bay Area has provided many career opportunities for the Hong Kong real estate services employees. Suitable preparatory training courses should be provided to equip in-service practitioners with knowledge in Mainland markets, including legislation, taxation law, trade practice, etc.;

(iv) More training in Building Information Modelling (BIM) should be provided as the BIM will be a future trend which can enhance the efficiency of architecture, engineering, and construction professionals in the whole process of planning, design, construction, and management of buildings and infrastructure;

For Employers and Employees

(v) Employers are encouraged to motivate and sponsor their employees to pursue lifelong learning. Employees are recommended to attend more in-service training programmes to equip themselves so as to enhance their competitiveness in the market, in particular programmes under Skills Upgrading Scheme Plus (SUS Plus), Manpower Development Scheme (MDS), Continuing Education Fund (CEF) and Reindustrialisation and Technology Training Programme (RTTP);

For Government

(vi) The Qualifications Framework (QF) for the RESI provides well-defined standards of qualifications and clear indication of the articulation ladders for both employee and employers. The QF Secretariat is recommended to continue to promote the Framework to stakeholders for their buy-in;

(vii) The Manpower Development Scheme (MDS) under the Employees Retraining Board (ERB) is considered useful in assisting individual to re-enter the employment market upon completion of training. The ERB is recommended to offer more relevant training programmes for property management and maintenance sector to help ease the manpower shortage of the industry;

(viii) The Earn and Learn Scheme not only provides student-workers with an opportunity to "earn and learn" as well as a well-defined progression pathway, but also attracts talents to join the workforce. It is recommended to extend the Scheme to this industry, in particular, property management and maintenance sector with acute manpower demand; and

(ix) The Continuing Education Fund (CEF) subsidises adults with learning aspirations to pursue continuing education and training courses. The government is recommended to consider extending the scope of subsidies under the Fund.

(x) In general, the industry has encountered challenges not only in retaining of employees, but also in recruiting young talents and attracting experienced professionals. In facing with these challenges, the Government is recommended to take the initiative to review the manpower policy with a view to addressing to the talent and human capital needs of the industry.

<u>For industry</u>

(xi) The emerging technologies such as big data, machine learning, VR, AR, internet of things (IoT) technologies can help improve the productivity and efficiency, ease the problem of manpower shortage and enhance competitiveness of the industry. The industry is recommended to make use of the following new technologies to enhance the effectiveness of their business:

(a) Real estate developers are recommended to incorporate more smart building solutions during the design and development stage. This can add value to the property and in the end, help save the manpower in the subsequent management work.

(b) To facilitate strategic planning and design, real estate developers and estate agency can adopt big data technology to assess the needs of potential clients;

(c) For marketing and sales of property, viewing of model flats with AR and VR technologies can enable prospective buyers to visualize and experience the future property during its development stage;

(d) The property management and maintenance sector is encouraged to adopt more security technologies to streamline the work process and reduce the use of manpower in the management and security work, such as to make use of the IoT to help reduce waiting time for property maintenance, save energy of the building, minimise the expenses for tenants and residents, and identify performance trends; and

(e) The Estate Surveying, Valuation and Consultancy Sector can make use of big data and machine learning technologies in valuation service.

For the Training Board

(xii) The Training Board will

(a) organise seminar, conference and forum from time to time to help practitioners and stakeholders better understand the latest development of the industry;

(b) promote the career and training opportunities of the real estate services industry through different channels such as Internet, seminars and school talks; and

(c) conduct manpower survey once every four years to assess the manpower demand and relevant training needs in this industry.

SECTION I

INTRODUCTION

The Real Estate Services Training Board

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

Purpose of the Survey

1.2 The Training Board had conducted nine manpower surveys in 1999, 2001, 2003, 2005, 2007, 2009, 2011, 2013, and 2015 respectively and published nine reports. The Training Board also conducted its tenth manpower survey in May 2018 with the following objectives:

(i) To assess the manpower and training needs of principal jobs of the real estate services industry;

(ii) To forecast the manpower growth of the real estate services industry; and

(iii) To recommend measures to meet the training needs and manpower demand for employees at the managerial and professional, the supervisory, and the technical support and operative levels.

Scope of the Survey

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

1.4 Out of the 13,362 establishments registered with the Census and Statistics Department, 1,090 establishments were selected using the stratified random sampling method. The 1,090 samples covered 403 establishments in real estate development; 305 establishments in property management and maintenance; 265 establishments in estate

agency; 101 establishments in estate surveying, valuation and consultancy; and 16 government departments and other public bodies.

Method of the Survey

1.5 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.

1.6 Survey data were collected through telephone or face-to-face interviews with the 1,090 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 1,090 sampled companies were required to complete a questionnaire (Appendix 17A) in terms of the manpower and training needs for the RESI. Employers were requested to classify their employees according to the job specifications based on the duties the employees performed.

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

Quality Assurance Measures

1.8 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

1.9 The data collection was carried out between May and August 2018. Among the 1,090 sampled establishments, 430 companies were invalid cases. A total of 397 companies were successfully enumerated, giving an effective response rate of 60.2%. Taking into account (i) the satisfactory response rate of individual branches, (ii) the fact that majority of prominent and sizeable establishments had responded to the survey, and (iii) the grossing-up of sample results basing on statistically grounded method, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the industry. The response rate achieved for individual sector / branch was also adequate to produce meaningful breakdown by sector. The Analysis of the response by sector by job level is shown in Table 1.1.

Table 1.1: Number of Establishments Successfully Enumerated by Sector

Sector	No. of establishments sampled	No. of valid cases	No. of establishments successfully enumerated	Response rate
Real Estate Development	403	204	117	**57.4%**
Property Management and Maintenance	305	212	128	**60.4%**
Estate Agency	265	172	106	**61.6%**
Estate Surveying, Valuation and Consultancy	101	59	37	**62.7%**
Government Departments and Public Sector	16	13	9	**69.2%**
Overall	**1,090**	**660**	**397**	**60.2%**

Definition of Terms

1.10 "Employees" refers to all full-time personnel who are directly paid by the company and who are either at work or temporarily absent from work, viz. sick leave, maternity leave, annual vacation, casual leave or on strike; it also refers to employees belonging to one of the principal jobs **(Appendix 17C)** of the Real Estate Services Industry.

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

1.12 "Vacancy rate" is defined as the percentage of vacancies out of the total number of posts of real estate services employees.

1.13 "Turnover rate" is defined as the percentage of employees leaving their current jobs out of the total number of posts of real estate services employees.

The Survey Data

1.14 The survey data was collected according to the job specifications based on the duties the employee performed in the sector. Some of the principal jobs may appear in different sectors and/or industries, For example, Building surveyors appear in sectors of Estate Surveying, Valuation and Consultancy, Government Departments and Public Sector, and building, civil engineering and Built Environment industry.

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SECTION II

SUMMARY OF SURVEY FINDINGS

Coverage of the Survey

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

(a) Real Estate Development;

(b) Property Management and Maintenance;

(c) Estate Agency;

(d) Estate Surveying, Valuation and Consultancy; and

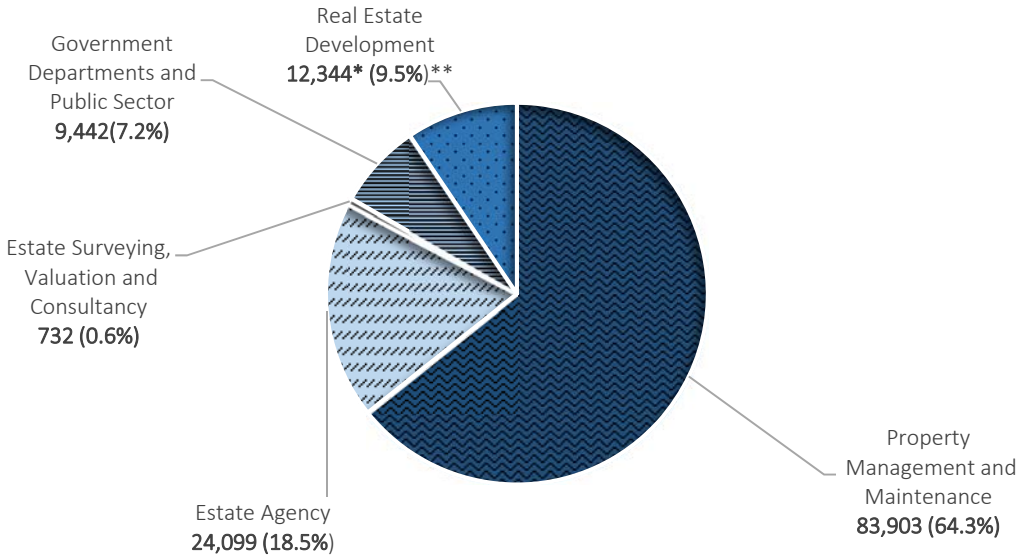
(e) Government Departments and Public Sector

Number of Employees

2.2 The survey revealed that the five sectors employed 130,520 employees in 2018. As shown in Figure 2.1, the property management and maintenance sector had employed the most people (83,903 employees, 64.3%), followed by a decreasing order of the estate agency (24,099 employees, 18.5%), the real estate development sector (12,344 employees, 9.5%), the government departments and public sector (9,442 employees, 7.2%), and the estate surveying, valuation and consultancy sector (732 employees, 0.6%).

2.3 When compared with the survey in 2015, there was an overall increase of 6.2% of employees in the industry in three years, as revealed in Figure 2.2 and Table 2.1. The estate surveying, valuation and consultancy sector had recorded 11.9% manpower growth. Concurrently, the estate agency sector also recorded 8.7% growth whereas the property management and maintenance sector got 6.7% manpower growth. While the real estate development sector showed only 3.6% increase, the government departments and public sector recorded a manpower decrease of 1.0%.

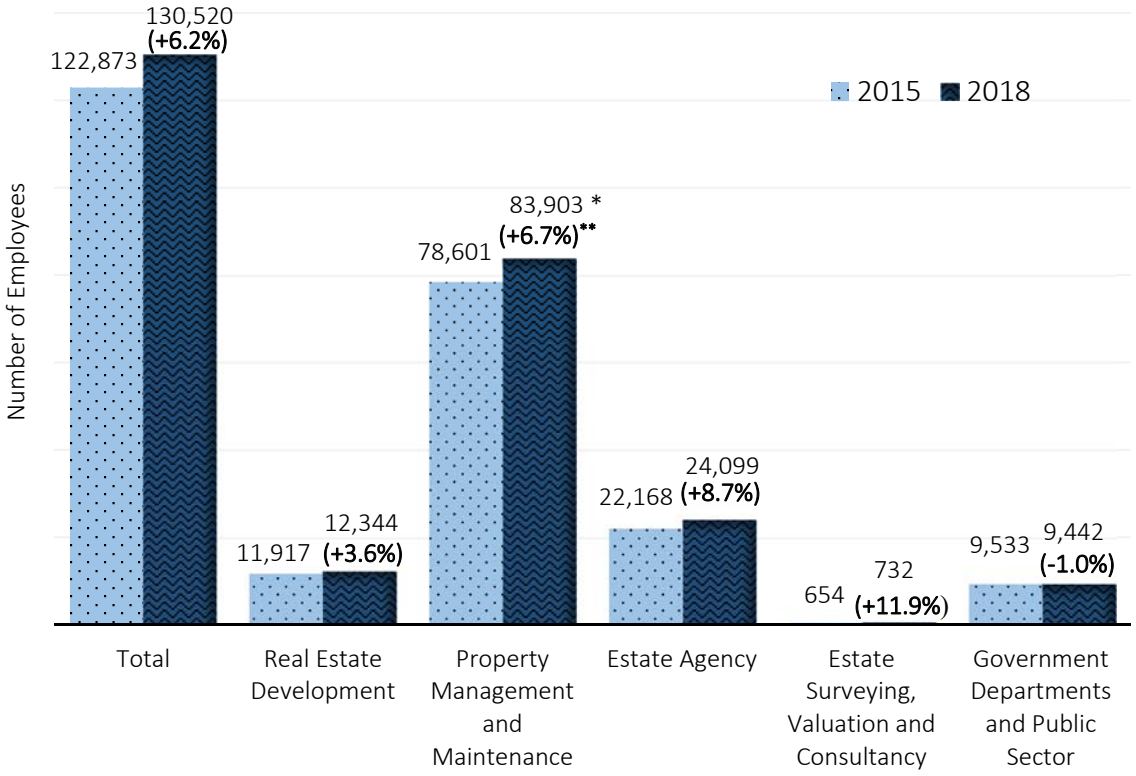
Figure 2.1: Distribution of Employees by Sector
(Total number of employees in the real estate services industry in 2018: 130,520)



* Total number of employees in each sector

** As percentage of the total employees in the industry; the percentage may not add up to 100 owing to rounding off numbers

Figure 2.2: Comparison of the Distribution of Employees by Sector between 2015 and 2018



* Total number of employees in each sector

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

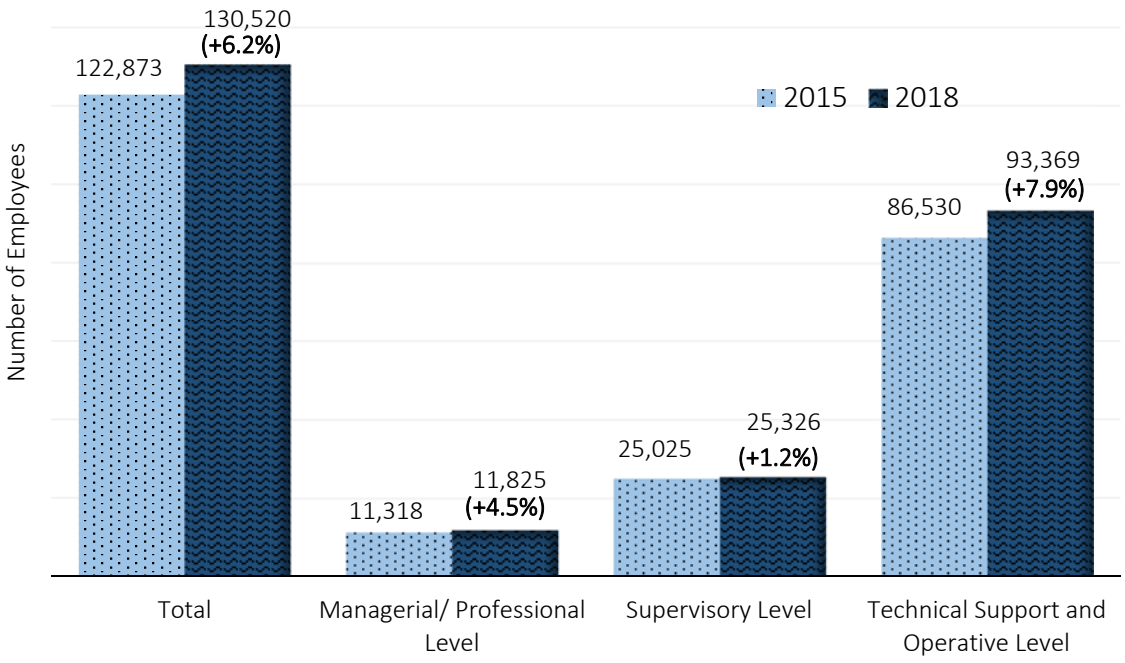
Table 2.1: Growth in the Number of Employees by Sector

Sector	No. of Employees in May 2015	No. of Employees in May 2018	Growth / Decrease (%)*
Real Estate Development	11,917	12,344	427 (3.6)
Property Management and Maintenance	78,601	83,903	5,302 (6.7)
Estate Agency	22,168	24,099	1,931 (8.7)
Estate Surveying, Valuation and Consultancy	654	732	78 (11.9)
Government Departments and Public Sector	9,533	9,442	-91 (-1.0)
Total	**122,873**	**130,520**	**7,647 (6.2)****

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

2.4 With comparison by job level, the data reveals that there was a manpower increase of 7.9% at the technical support and operative level, followed by 4.5% growth at the managerial/ professional level, and 1.2% increase at the supervisory level, as shown in **Figure 2.3.**

Figure 2.3: Manpower Structure of 2015 and 2018 by Job Level



2.5 The distribution of employees by sector by job level is given in **Table 2.2**.

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

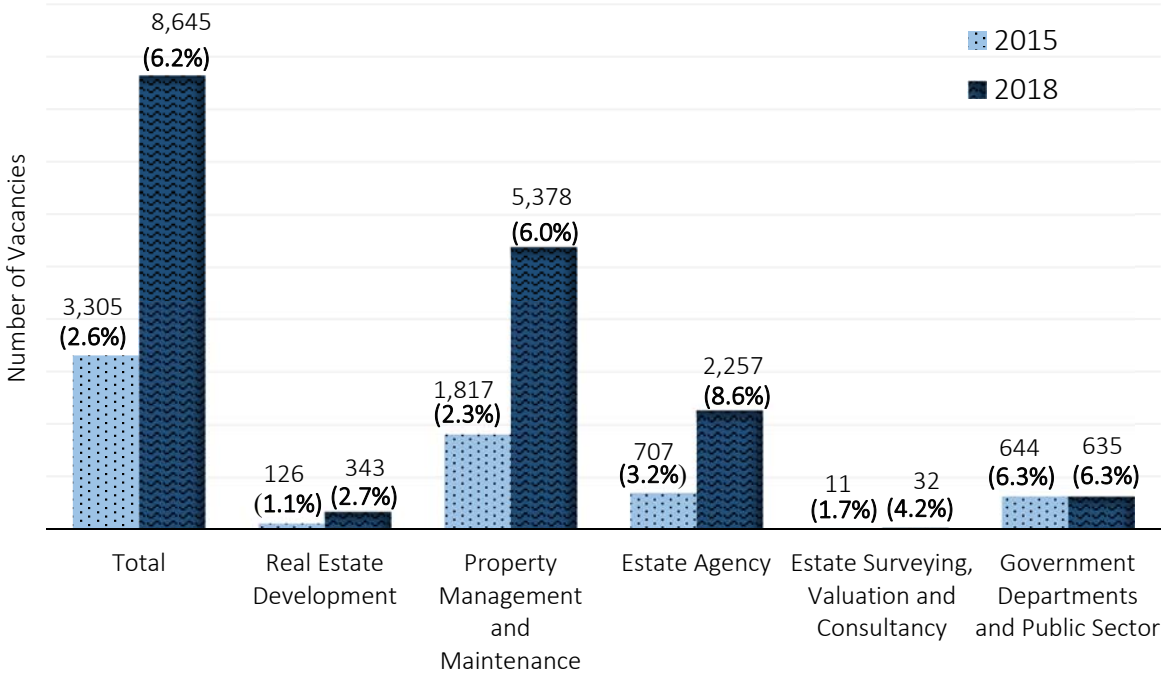
Sector	Managerial and Professional	Supervisory	Technical Support and Operative	Total	
	(%)*	(%)*	(%)*	**(%)***	**(%)****
Real Estate Development	3,068 24.9%	4,174 33.8%	5,102 41.3%	**12,344 100%**	**9.5%**
Property Management and Maintenance	4,428 5.3%	12,890 15.4%	66,585 79.4%	**83,903 100%**	**64.3%**
Estate Agency	1,529 6.3%	3,077 12.8%	19,493 80.9%	**24,099 100%**	**18.5%**
Estate Surveying, Valuation and Consultancy	347 47.4%	172 23.5%	213 29.1%	**732 100%**	**0.6%**
Government Departments and Public Sector	2,453 26.0%	5,013 53.1%	1,976 20.9%	**9,442 100%**	**7.2%**
Total	**11,825 9.1%**	**25,326 19.4%**	**93,369 71.5%**	130,520 100%	100%

(%)* As percentage of the total number of employees in the same sector
(%)** As percentage of the total employees in the industry; the percentage may not add up to 100 owing to rounding off numbers

Number of Existing Vacancies

2.6 There were 8,645 vacancies at the time of the survey which represented 6.2% of the total 139,165 posts. The property management and maintenance sector had 5,378 vacancies which was the highest of all sectors. The estate agency had 2,257 vacancies which was the next highest. Also, higher vacancy rates were observed at the technical support and operative level (3.9%-10.3%). By sector, higher vacancy rates were found in the estate agency sector (8.6% in average). The comparison of the number of vacancies between 2015 and 2018 by sector was shown in **Figure 2.4**. The number of existing vacancies by sector by job level was illustrated in **Table 2.3**.

Figure 2.4: Vacancies of 2015 and 2018 by Sector



Note: Figures in brackets indicate the Vacancy rate = No. of vacancies ÷ (No. of employees + No. of vacancies)

Table 2.3: Number of Existing Vacancies by Sector by Job Level

Sector	Managerial and Professional	Supervisory	Technical Support and Operative	Total
	(%)*	(%)*	(%)*	(%)#
Real Estate Development	44 1.4%	90 2.1%	209 3.9%	343 2.7%
Property Management and Maintenance	133 2.9%	835 6.1%	4,410 6.2%	5,378 6.0%
Estate Agency	11 0.7%	14 0.5%	2,232 10.3%	2,257 8.6%
Estate Surveying, Valuation and Consultancy	1 0.3%	11 6.0%	20 8.6%	32 4.2%
Government Departments and Public Sector	224 8.4%	303 5.7%	108 5.2%	635 6.3%
Total (%)**	**413 3.4%**	**1,253 4.7%**	**6,979 7.0%**	**8,645 6.2%@**

(%)* As percentage of the total number of posts[2] by sector by job level

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

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

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

[2] Total number of posts = number of employees + number of vacancies

Employers' Forecast of Manpower Demand by May 2019

2.7 With the uncertainty about the global economic conditions and the US-China trade tensions, employers generally made a conservative forecast on the manpower demand in 2019, as revealed in Table 2.4. Employers predicted that there would be 139,359 posts by May 2019, an increase of 194 posts or 0.1% of the total number of posts in May 2018. By sector, the estate agency sector would have 201 new posts or 0.8% growth in the number of employees, whereas the property management and maintenance sector would show 301 new jobs or 0.3% increase in the manpower demand. For the other sectors, they showed either no growth or even decrease in the manpower demand.

2.8 It is worth noting that the 2019 manpower forecast was undertaken in May 2018 during which the economy was still on the rise. However, after October 2018, there appeared economic downswing due to trading conflicts among countries and lack of confidence in investment. Owing to these factors, the overall manpower forecast of 0.1% increase by 2019 will probably be needed to be adjusted.

Table 2.4: Employers' Forecast of Real Estate Services Manpower by May 2019 by Sector by Job Level

Job Level	No. of Employees in May 2018	No. of Vacancies in May 2018	Total No. of Posts in May 2018	Employers' Forecast of Manpower in May 2019	Growth	(%) *
(i) Real Estate Development						
Managerial/Professional Level	3,068	44	3,112	3,108	-4	-0.03%
Supervisory Level	4,174	90	4,264	4,246	-18	-0.1%
Technical Support and Operative Level	5,102	209	5,311	5,233	-78	-0.6%
Sub-total	**12,344**	**343**	**12,687**	**12,587**	-100	-0.8%
(ii) Property Management and Maintenance						
Managerial/Professional Level	4,428	133	4,561	4,576	15	0.02%
Supervisory Level	12,890	835	13,725	13,807	82	0.09%
Technical Support and Operative Level	66,585	4,410	70,995	71,199	204	0.2%
Sub-total	**83,903**	**5,378**	**89,281**	**89,582**	301	0.3%
(iii) Estate Agency						
Managerial/Professional Level	1,529	11	1,540	1,573	33	0.1%
Supervisory Level	3,077	14	3,091	3,103	12	0.05%
Technical Support and Operative Level	19,493	2,232	21,725	21,881	156	0.6%
Sub-total	**24,099**	**2,257**	**26,356**	**26,557**	201	0.8%
(iv) Estate Surveying, Valuation and Consultancy						
Managerial/Professional Level	347	1	348	350	2	0.3%
Supervisory Level	172	11	183	183	0	0.0%
Technical Support and Operative Level	213	20	233	231	-2	-0.3%
Sub-total	**732**	**32**	**764**	**764**	0	0.0%
(v) Government Departments and Public Sector						
Managerial/Professional Level	2,453	224	2,677	2,563	-114	-1.1%
Supervisory Level	5,013	303	5,316	5,249	-67	-0.7%
Technical Support and Operative Level	1,976	108	2,084	2,057	-27	-0.3%
Sub-total	**9,442**	**635**	**10,077**	**9,869**	-208	-2.1%
Grand Total	**130,520**	**8,645**	**139,165**	**139,359**	194	0.1%

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

Internal Promotion in the Past 12 Months by Job Level

2.9 The survey revealed that 903 employees or 0.7% of the total employees had been promoted from within the industry. Among the total number of promotions, 334 were promoted to the managerial / professional level and 569 were promoted to the supervisory level. The promotion pattern by sector by job level for 2015 and 2018 is shown in **Table 2.5**.

Table 2.5: Promotion Pattern by Sector by Job Level for 2015 and 2018

Job Level	May 2015			May 2018		
	Number Employed	Number of Promotion	(%) *	Number Employed	Number of Promotion	(%) *
Real Estate Development						
Managerial/Professional Level	2,940	8	0.3%	3,068	33	1.1%
Supervisory Level	4,170	7	0.2%	4,174	37	0.9%
Property Management and Maintenance						
Managerial/Professional Level	4,213	109	2.6%	4,428	143	3.2%
Supervisory Level	12,829	661	5.2%	12,890	355	2.8%
Estate Agency						
Managerial/Professional Level	1,422	43	3.0%	1,529	39	2.6%
Supervisory Level	2,946	202	6.9%	3,077	140	4.5%
Estate Surveying, Valuation and Consultancy						
Managerial/Professional Level	279	-	-	347	4	1.2%
Supervisory Level	174	7	4.0%	172	5	2.9%
Government Departments and Public Sector						
Managerial/Professional Level	2,464	108	4.4%	2,453	115	4.7%
Supervisory Level	4,906	41	0.8%	5,013	32	0.6%
Total	**36,343**	**1,186**	**1.0%****	**37,151**	**903**	**0.7%****

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

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

Staff Turnover in the Past 12 Months

2.10 As shown in **Table 2.6**, employers reported that 28,896 employees or 20.8% of the total posts had left their companies in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 22,778 leavers (25.5% of the posts in the sector), which was the highest in number. It was followed by the estate agency sector showing 4,935 leavers (18.7% of the posts in the sector). **Figure 2.5** shows the staff turnover rate of employees in 2015 and 2018 by sector.

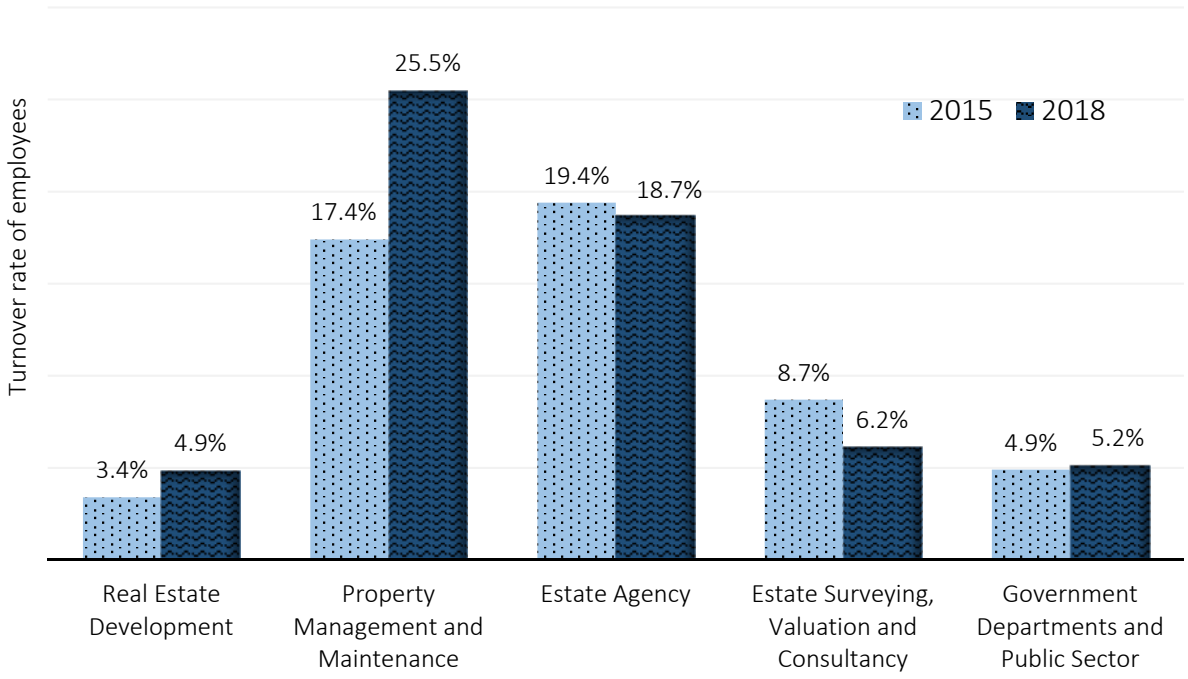
Table 2.6: Real Estate Services Employees Left in the Past 12 Months by Sector

Sector	No. of posts	No. of Leavers	(%) *
Real Estate Development	12,687	617	**4.9%**
Property Management and Maintenance	89,281	22,778	**25.5%**
Estate Agency	26,356	4,935	**18.7%**
Estate Surveying, Valuation and Consultancy	764	47	**6.2%**
Government Departments and Public Sector	10,077	519	**5.2%**
Total	**139,165**	**28,896**	**20.8%****

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

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

Figure 2.5: Staff Turnover Rate of Employees of 2015 and 2018 by Sector



2.11 **Table 2.7** shows that at the technical support and operative level, 25,056 employees had left their companies, representing the highest percentage of 25.0% of the number of posts at the same job level. The total number of leavers was 28,896, representing 20.8% of the total number of posts.

Table 2.7: Real Estate Services Employees Left in the Past 12 Months by Job Level

Job Level	No. of posts	No. of Leavers	(%) *
Managerial/Professional Level	12,238	944	**7.7%**
Supervisory Level	26,579	2,896	**10.9%**
Technical Support and Operative Level	100,348	25,056	**25.0%**
Total	**139,165**	**28,896**	**20.8%****

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

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

Wastage

2.12 During the survey period, 28,896 employees had left and 21,505 employees were recruited with real estate services related experience. Therefore, the wastage was 7,391 employees, which represented 5.7% of the total employees in 2018. The highest wastage rate of 7.9% (representing 1,901 employees) was recorded for the estate agency sector. The property management and maintenance sector ranked the second with 5,191 employees (6.2% of the number of employees in the same sector) leaving permanently. An analysis of the wastage by sector by job level is shown in **Table 2.8**.

Table 2.8: Wastage for the Real Estate Services Industry by Sector by Job Level for the Past 12 Months

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%) *
(i) Real Estate Development				
Managerial/Professional Level	272	249	**23**	**0.7%**
Supervisory Level	112	321	-	-
Technical Support and Operative Level	233	186	**47**	**0.9%**
Sub-total	**617**	**756**	-	-
(ii) Property Management and Maintenance				
Managerial/Professional Level	486	282	**204**	**4.6%**
Supervisory Level	2,398	1,745	**653**	**5.1%**
Technical Support and Operative Level	19,894	15,560	**4,334**	**6.5%**
Sub-total	**22,778**	**17,587**	**5,191**	**6.2%**
(iii) Estate Agency				
Managerial/Professional Level	42	47	-	-
Supervisory Level	110	98	**12**	**0.4%**
Technical Support and Operative Level	4,783	2,889	**1,894**	**9.7%**
Sub-total	**4,935**	**3,034**	**1,901**	**7.9%**
(iv) Estate Surveying, Valuation and Consultancy				
Managerial/Professional Level	3	4	-	-
Supervisory Level	22	11	**11**	**6.4%**
Technical Support and Operative Level	22	25	-	-
Sub-total	**47**	**40**	**7**	**1.0%**
(v) Government Departments and Public Sector				
Managerial/Professional Level	141	23	**118**	**4.8%**
Supervisory Level	254	65	**189**	**3.8%**
Technical Support and Operative Level	124	-	**124**	**6.3%**
Sub-total	**519**	**88**	**431**	**4.6%**
Grand Total	**28,896**	**21,505**	**7,391**	**5.7%****

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

Recruitment Difficulties Encountered by Employers

2.13 As shown in **Table 2.9**, out of the 2,833 indicated reasons for recruitment difficulties, 872 (30.8%) were the lack of candidates with the relevant experience. Of the total reasons for recruitment difficulties, 1,415 were recorded for the real estate development sector, whereas respective 676 and 697 were recorded for the property management and maintenance, and the estate agency sectors.

Table 2.9: Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level

	Managerial and Professional	Supervisory	Technical Support and Operative	Sub-Total
(i) Real Estate Development				
Lack of candidates with relevant experience	210	239	55	**504**
Unsatisfactory terms of employment	201	201	30	**432**
Unsatisfactory working environment	-	4	21	**25**
Limited career prospects	-	-	2	**2**
Insufficient trained/qualified manpower in the related disciplines	203	221	24	**448**
Others	1	-	3	**4**
Sub-Total	**615**	**665**	**135**	**1,415**
ii) Property Management and Maintenance				
Lack of candidates with relevant experience	70	49	102	**221**
Unsatisfactory terms of employment	18	30	154	**202**
Unsatisfactory working environment	5	22	92	**119**
Limited career prospects	2	2	18	**22**
Insufficient trained/qualified manpower in the related disciplines	10	25	44	**79**
Others	4	6	23	**33**
Sub-Total	**109**	**134**	**433**	**676**
(iii) Estate Agency				
Lack of candidates with relevant experience	7	8	115	**130**
Unsatisfactory terms of employment	3	2	108	**113**
Unsatisfactory working environment	2	2	12	**16**
Limited career prospects	1	-	4	**5**
Insufficient trained/qualified manpower in the related disciplines	1	-	115	**116**

	Managerial and Professional	Supervisory	Technical Support and Operative	Sub-Total
Others	1	6	310	**317**
Sub-Total	**15**	**18**	**664**	**697**
(iv) Estate Surveying, Valuation and Consultancy				
Lack of candidates with relevant experience	1	-	3	**4**
Unsatisfactory terms of employment	1	-	1	**2**
Unsatisfactory working environment	1	-	2	**3**
Limited career prospects	-	-	-	**-**
Insufficient trained/qualified manpower in the related disciplines	-	4	6	**10**
Others	-	-	1	**1**
Sub-Total	**3**	**4**	**13**	**20**
(v) Government Departments and Public Sector				
Lack of candidates with relevant experience	3	4	6	**13**
Unsatisfactory terms of employment	-	2	3	**5**
Unsatisfactory working environment	-	-	-	**-**
Limited career prospects	-	-	-	**-**
Insufficient trained/qualified manpower in the related disciplines	2	3	1	**6**
Others	-	-	1	**1**
Sub-Total	**5**	**9**	**11**	**25**
Grand Total	**747**	**830**	**1,256**	**2,833**

Employers' Preferred Educational Level of Employees

2.14 **Figures 2.6 (i) to (iii)** show the employers' preferred academic qualifications of their employees in both 2015 and 2018. From the analysis, 83.0% and 74.3% of the employees were preferred to have university degree qualification for the managerial / professional level in 2015 and 2018 respectively. As for the supervisory level, respective 67.3% and 62.7% of the employees were preferred to have diploma / certificate or above academic qualification in 2015 and 2018. As for the technical support and operative level, 49.1% and 47.2% of the employees were preferred to have upper secondary or above academic qualification in 2015 and 2018 respectively.

Figure 2.6(i): Preferred Education of Employees at the Managerial / Professional Level in 2015 and 2018

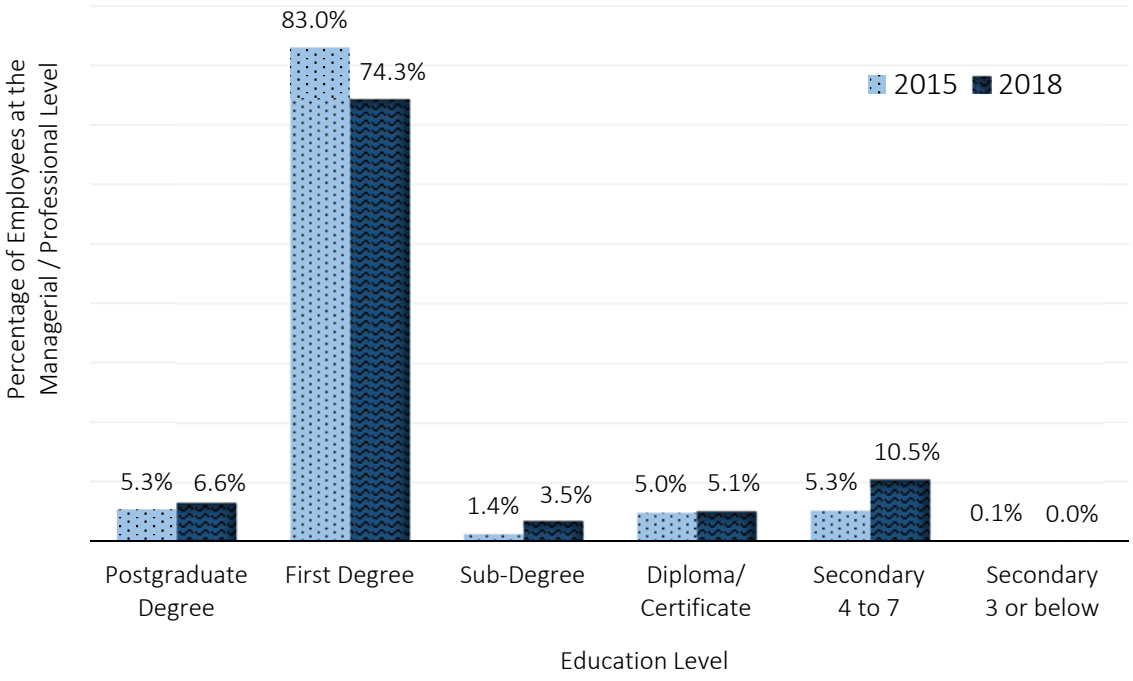


Figure 2.6(ii): Preferred Education of Employees at the Supervisory Level in 2015 and 2018

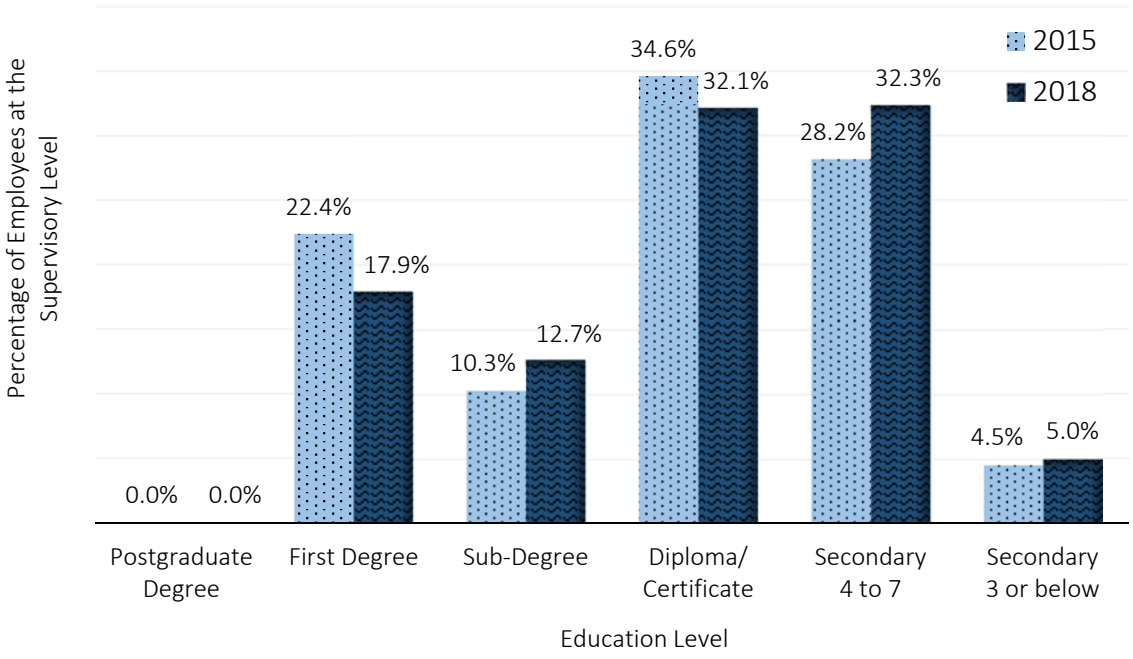
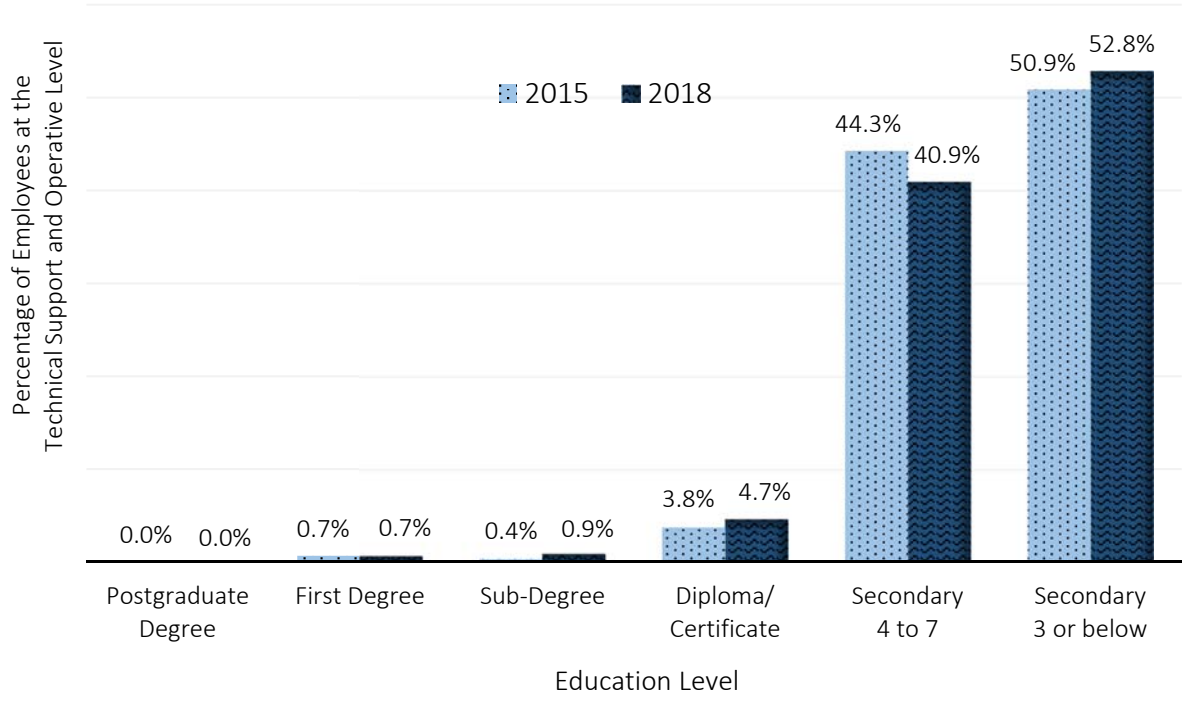


Figure 2.6(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2015 and 2018



Employers' Preferred Period of Experience of Employees

2.15 **Figures 2.7(i) to (iii)** show the preferred experience of employees in 2015 and 2018. From the analysis, 74.3% and 68.2% of the employees were preferred to have at least 6 years of experience for the managerial / professional level in 2015 and 2018 respectively. As for the supervisory level, 71.4% and 64.6% of the employees were preferred to have no less than 3 years of experience in 2015 and 2018 respectively. As for the technical support and operative level, 57.5% and 58.6% of the employees were preferred to have at least 1 year of experience in 2015 and 2018 respectively.

Figure 2.7(i): Preferred Period of Experience of Employees at the Managerial / Professional Level in 2015 and 2018

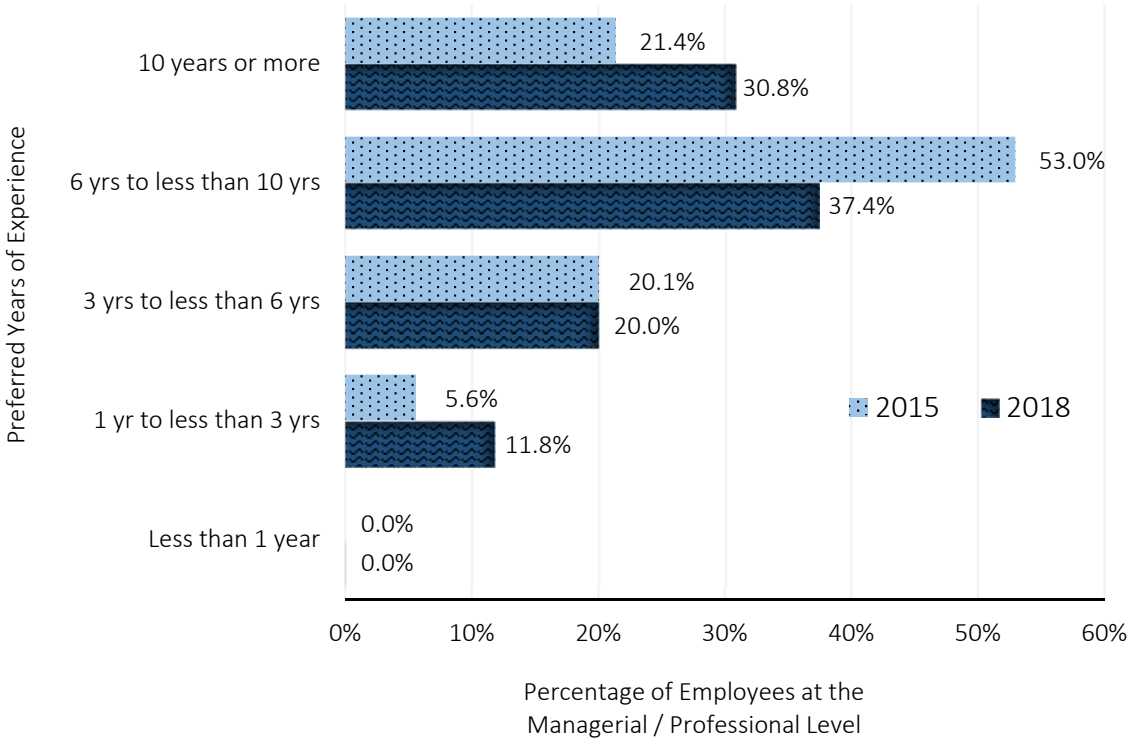


Figure 2.7(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2015 and 2018

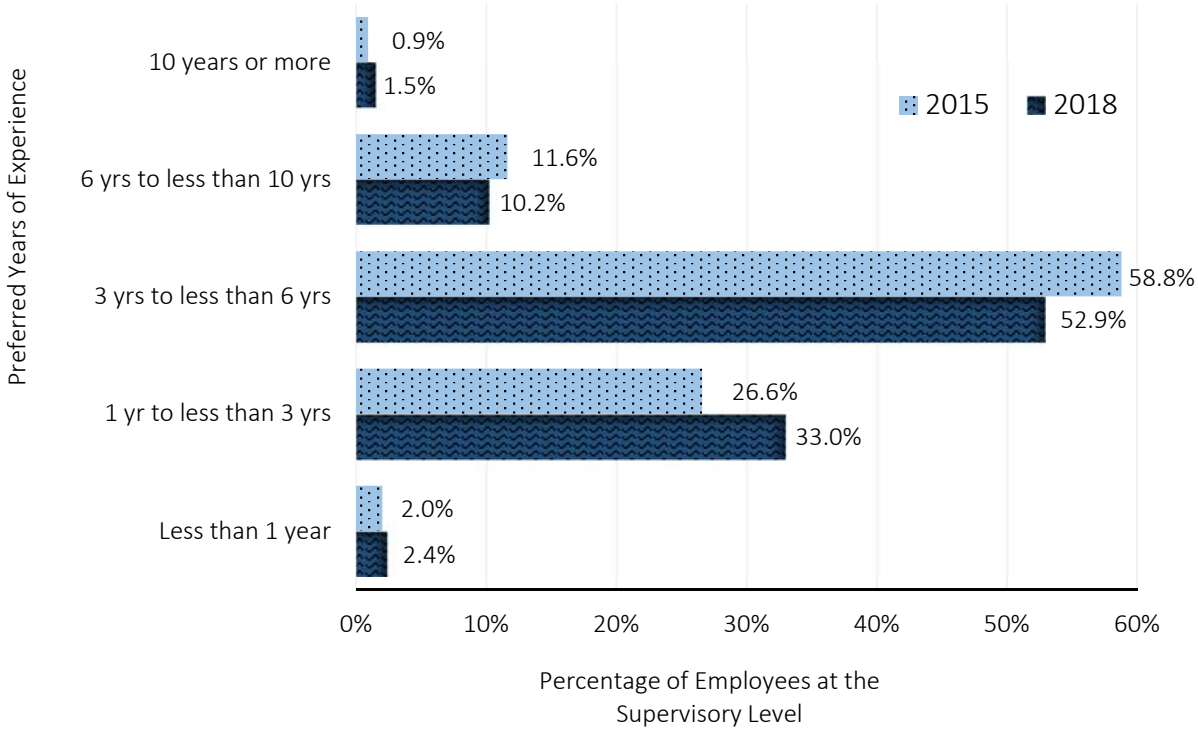
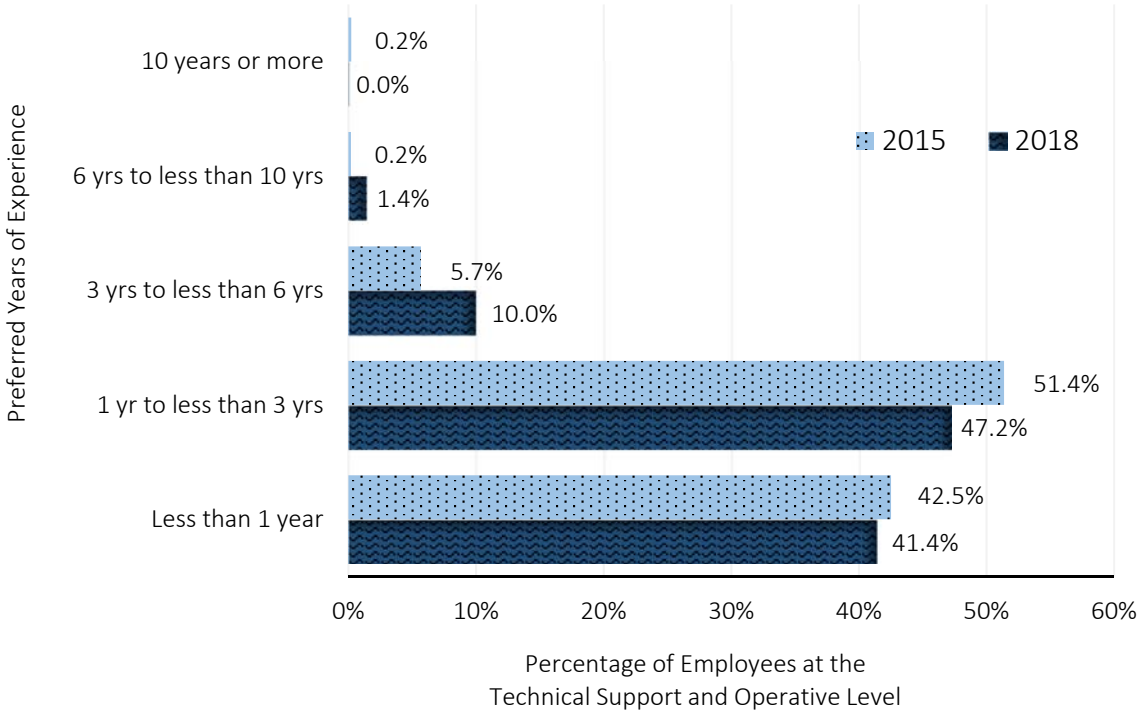


Figure 2.7(iii): Preferred Period of Experience of Employees at the Technical Support and Operative Level in 2015 and 2018



Income Distribution

2.16 The "total monthly income" includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. **Figure 2.8 (i)** shows the income distribution by job level for 2018, whereas **Figure 2.8 (ii)** reveals the income distribution by job level for 2015. The income distribution by sector by job level is presented in **Table 2.10.**

2.17 For this survey, most of the employees' monthly income at the managerial / professional level was above $40,000 (63.1%), whereas 80.8% of the employees at the supervisory level earned a monthly income within the range of $15,001 - 40,000. A majority of employees at the technical support and operative level (71.0%) earned a monthly income no more than $15,000.

2.18 Analysis by sector shows that employees at the government departments and public sector had a high proportion (64.6%) earning a monthly income above $30,000, followed by 60.6% of the employees at the estate surveying, valuation and consultancy sector earning a monthly income with the range of $20,001 - 60,000. As for the estate agency sector, 70.9% of the employees earned the range of $15,001 - 30,000 per month. Most employees working at the sectors of real estate development, and property management and maintenance earned a monthly income no greater than $20,000.

Figure 2.8 (i): Income Distribution of Real Estate Services Employees by Income Range by Job Level of 2018

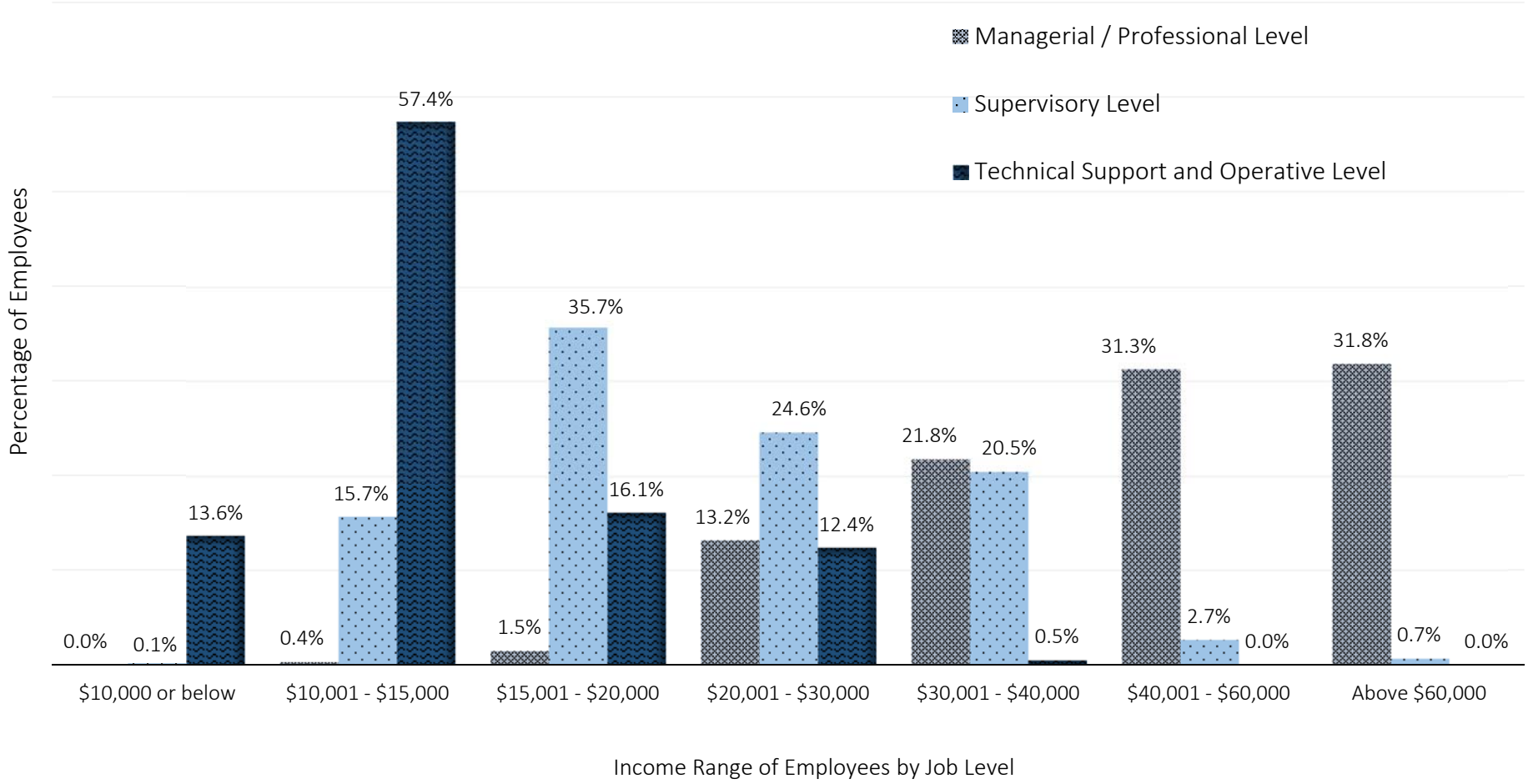


Figure 2.8 (ii): Income Distribution of Real Estate Services Employees by Income Range by Job Level of 2015

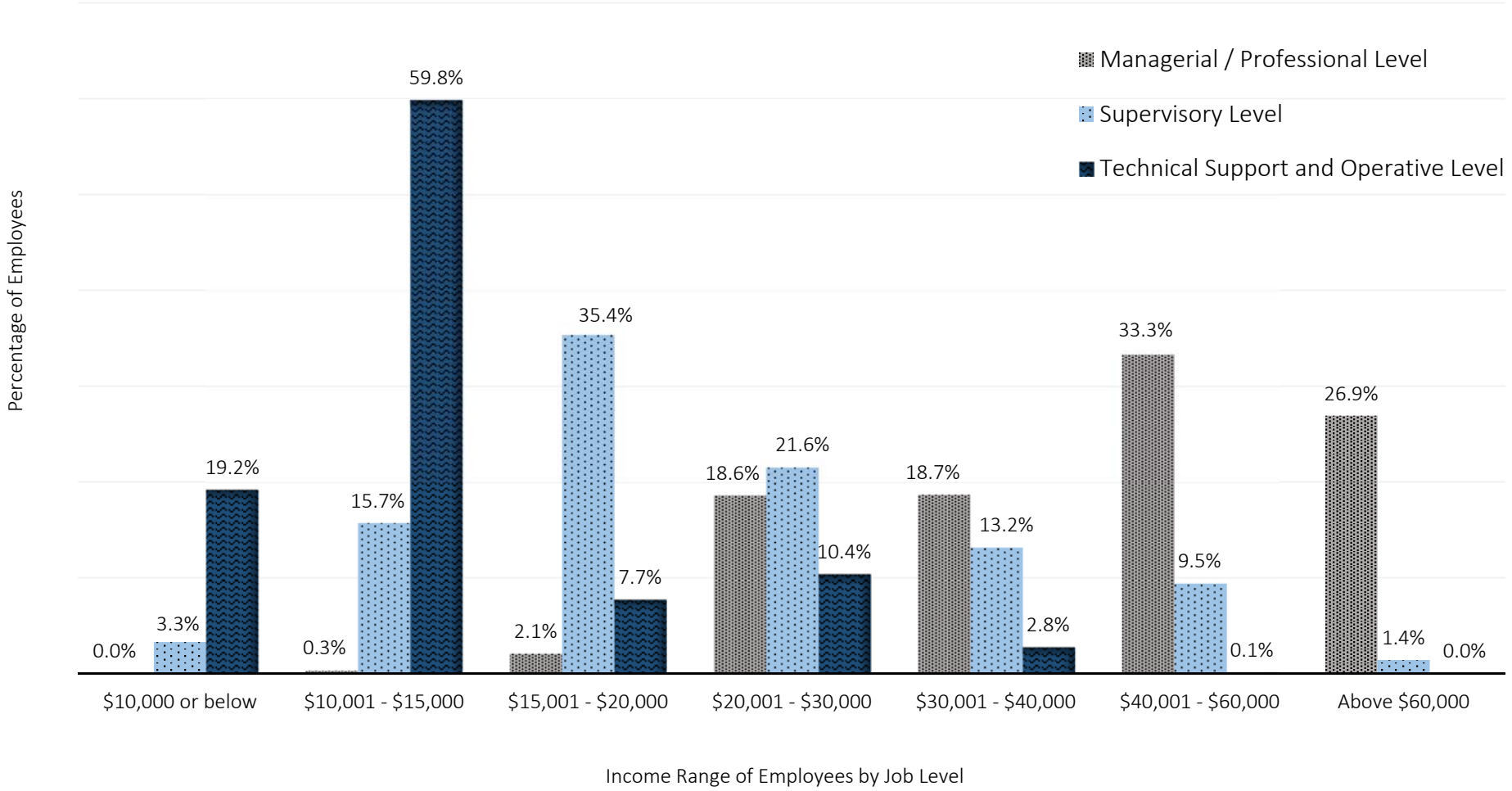


Table 2.10: Income Distribution of Real Estate Services Employees by Sector by Job Level

Sector / Job Level	Monthly Income							Total
	$10,000 or below	$10,001-$15,000	$15,001-$20,000	$20,001-$30,000	$30,001-$40,000	$40,001-$60,000	Above $60,000	
Real Estate Development								
Managerial/Professional Level	0.0%	0.1%	2.2%	4.2%	34.0%	28.6%	30.9%	**100.0%**
Supervisory Level	0.0%	50.9%	19.0%	23.6%	2.7%	3.7%	0.1%	**100.0%**
Technical Support and Operative Level	3.8%	69.3%	24.3%	2.5%	0.0%	0.0%	0.0%	**100.0%**
Overall	**1.6%**	**46.1%**	**17.1%**	**10.4%**	**9.2%**	**8.2%**	**7.5%**	100.0%
Property Management and Maintenance								
Managerial/Professional Level	0.0%	0.0%	2.1%	26.3%	29.4%	28.8%	13.4%	**100.0%**
Supervisory Level	0.2%	13.4%	58.9%	26.7%	0.6%	0.1%	0.0%	**100.0%**
Technical Support and Operative Level	15.5%	72.3%	11.1%	1.1%	0.0%	0.0%	0.0%	**100.0%**
Overall	**12.4%**	**59.6%**	**18.0%**	**6.3%**	**1.6%**	**1.5%**	**0.7%**	100.0%
Estate Agency								
Managerial/Professional Level	0.0%	3.4%	1.6%	11.4%	13.7%	35.6%	34.3%	**100.0%**
Supervisory Level	0.0%	5.0%	1.5%	13.5%	58.5%	15.3%	6.2%	**100.0%**
Technical Support and Operative Level	10.8%	5.0%	30.4%	51.3%	2.4%	0.1%	0.1%	**100.0%**
Overall	**9.0%**	**4.9%**	**25.8%**	**45.1%**	**9.4%**	**3.4%**	**2.3%**	100.0%
Estate Surveying, Valuation and Consultancy								
Managerial/Professional Level	0.4%	0.0%	0.7%	16.9%	10.1%	53.9%	18.0%	**100.0%**
Supervisory Level	0.0%	2.6%	45.1%	27.5%	22.2%	2.6%	0.0%	**100.0%**
Technical Support and Operative Level	0.0%	37.9%	23.1%	32.8%	6.2%	0.0%	0.0%	**100.0%**
Overall	**0.2%**	**12.7%**	**18.9%**	**24.6%**	**11.9%**	**24.1%**	**7.8%**	100.0%
Government Departments and Public Sector								
Managerial/Professional Level	0.0%	0.0%	0.0%	1.6%	1.9%	33.7%	62.8%	**100.0%**
Supervisory Level	0.0%	0.3%	7.9%	26.4%	63.9%	1.5%	0.0%	**100.0%**
Technical Support and Operative Level	0.0%	70.0%	15.1%	14.8%	0.0%	0.0%	0.0%	**100.0%**
Overall	**0.0%**	**11.4%**	**6.8%**	**17.3%**	**35.7%**	**10.6%**	**18.3%**	100.0%
All Sectors								
Managerial/Professional Level	0.0%	0.4%	1.5%	13.2%	21.8%	31.3%	31.8%	**100.0%**
Supervisory Level	0.1%	15.7%	35.7%	24.6%	20.5%	2.7%	0.7%	**100.0%**
Technical Support and Operative Level	13.6%	57.4%	16.1%	12.4%	0.5%	0.0%	0.0%	**100.0%**
Overall	**9.9%**	**44.5%**	**18.6%**	**14.8%**	**6.2%**	**3.2%**	**2.8%**	100.0%

- The percentage may not add up to 100 owing to rounding off numbers

Training Provided in the Past 12 Months and to be Provided in the Next 12 Months

2.19 **Table 2.11** shows that during the survey period, 111,353 places were provided to employees for different types of training. Among the total number of training received by the employees, training of generic skills was the most popular (45,950), followed by specific knowledge / skills of estate agency (27,161) and of property / housing management (22,718).

Table 2.11: Training to Employees in the past 12 Months by Type by Job Level

Types of Training	Managerial and Professional	Supervisory	Technical Support and Operative	Total
Property Development / Leasing	415	602	38	1,055
Property/Housing Management	3,559	8,506	10,653	22,718
Estate Agency	601	3,686	22,874	27,161
Estate Surveying, Valuation and Consultancy	1,269	1,444	209	2,922
Real Estate Services in the Mainland	557	315	2,813	3,685
Generic Skills	6,766	15,962	23,222	45,950
Other Types of Training	1,859	3,825	2,178	7,862
Total	**15,026**	**34,340**	**61,987**	**111,353**
(%) *	**13.5%**	**30.8%**	**55.7%**	**100%**

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

Notes: Employee might take up more than one training course

2.20 **Table 2.12** also reveals that employers planned to provide 98,288 training places to their employees in the next 12 months. By job level, the technical support and operative level has 51,000 training places, which constitutes 51.9% of the total training places. The supervisory level has 32,380 training places (32.9%) while the managerial / professional level has 14,908 training places (15.2%).

Table 2.12: Training to Employees in the Next 12 Months by Type by Job Level

Types of Training	Managerial and Professional	Supervisory	Technical Support and Operative	Total
Property Development / Leasing	300	715	28	**1,043**
Property/Housing Management	3,868	7,680	11,057	**22,605**
Estate Agency	458	3,215	16,849	**20,522**
Estate Surveying, Valuation and Consultancy	1,623	1,588	159	**3,370**
Real Estate Services in the Mainland	287	242	1,580	**2,109**
Generic Skills	7,137	15,987	20,162	**43,286**
Other Types of Training	1,235	2,953	1,165	**5,353**
Total	**14,908**	**32,380**	**51,000**	**98,288**
(%) *	**15.2%**	**32.9%**	**51.9%**	**100%**

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

Notes: Employee might take up more than one training course

Possible Reasons for Manpower Change in the Next 12 Months

2.21 In the survey and shown in **Table 2.13**, among all the possible reasons, business expansion / contraction was the most significant factor for manpower change in the next 12 months. There was 65.1% of manpower change due to this possible reason. The change in manpower mainly rest with technical support and operative level employees, which constituted 71.0%.

Table 2.13: Possible Reasons for Manpower Change in the Next 12 Months

Possible Reasons	Managerial and Professional	Supervisory	Technical Support and Operative	Total	(%) *
Business expansion / contraction	58	93	557	**708**	**65.1%**
Change in economic outlook	12	51	76	**139**	**12.8%**
Outsourcing / In-sourcing of work	0	36	42	**78**	**7.2%**
Change of manpower cost	8	14	42	**64**	**5.9%**
Reorganization of Company	9	8	14	**31**	**2.9%**
Others	11	15	41	**67**	**6.2%**
Total	**98**	**217**	**772**	**1,087**	
(%) **	**9.0%**	**20.0%**	**71.0%**	**100%**	

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

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

Training Needs

2.22 In the Survey, 38.2% of the respondents indicated that compulsory training would help to maintain employees' professional competency and enhance their knowledge and skills. The employees in the real estate development sector showed the highest support (44.9%), followed by estate agency sector (38.2%), and estate surveying, valuation and consultancy sector (26.9%). The detailed survey results are presented in **Table 2.14**.

Table 2.14: Compulsory Training will Help Employees to Maintain Their Professional Competency and Enhance Their Knowledge and Skills

		Managerial / Professional Level	Supervisor Level	Technical Support and Operative Level	Total	(%) *
Real Estate Development	Yes	243	373	1,613	**2,229**	**(44.9%)**
	No	170	62	69	**301**	**(6.1%)**
	No comment	377	1,816	241	**2,434**	**(49.0%)**
Property Management and Maintenance	Yes	114	119	80	**313**	**(19.5%)**
	No	145	107	202	**454**	**(28.3%)**
	No comment	182	203	455	**840**	**(52.3%)**
Estate Agency	Yes	366	326	1,209	**1,901**	**(38.2%)**
	No	69	33	577	**679**	**(13.6%)**
	No comment	117	1,083	1,199	**2,399**	**(48.2%)**
Estate Surveying, Valuation and Consultancy	Yes	34	15	19	**68**	**(26.9%)**
	No	16	11	14	**41**	**(16.2%)**
	No comment	133	8	3	**144**	**(56.9%)**
Government Departments and Public Sector	Yes	3	3	1	**7**	**(19.4%)**
	No	3	2	2	**7**	**(19.4%)**
	No comment	7	8	7	**22**	**(61.1%)**
All Sectors	Yes	760	836	2,922	**4,518**	**(38.2%)**
	No	403	215	864	**1,482**	**(12.5%)**
	No comment	816	3,118	1,905	**5,839**	**(49.3%)**
Total		**1,979**	**4,169**	**5,691**	11,839	

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

SECTION III

CONCLUSIONS

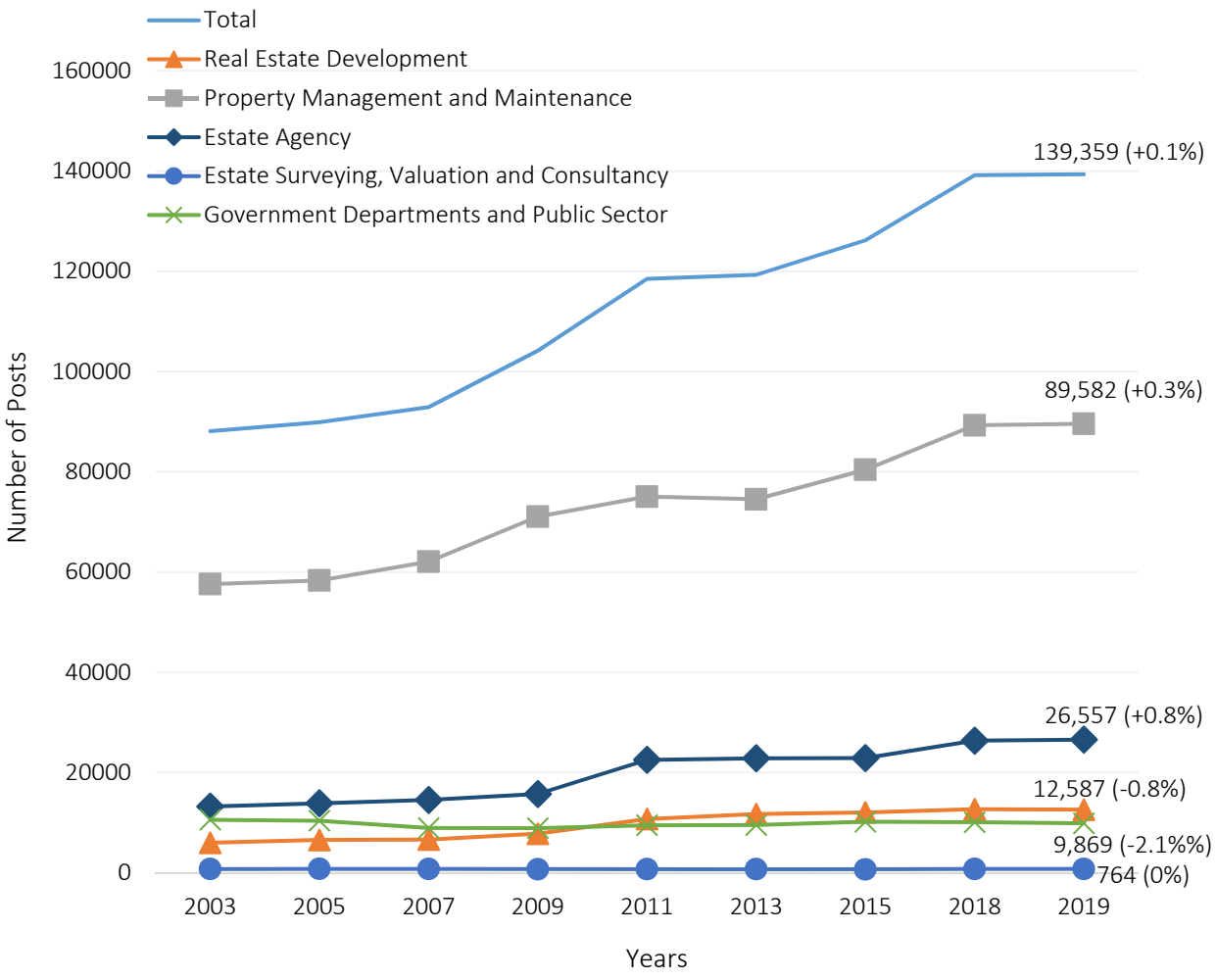
3.1 The Training Board has carefully examined the survey findings and is of the view that the data collected generally reflect the employment situation of the Real Estate Development sector, Property Management and Maintenance sector, Estate Agency sector, Estate Surveying, Valuation and Consultancy sector, and Government Departments and Public sector of the real estate services industry at the time of the survey.

Manpower Change

3.2 As shown in Figure 3.1, the manpower changes by sector are illustrated from 2003 to 2019. With the upturn of the economy starting from 2003, the overall manpower demand of the real estate services industry has been on a rising trend. This rising trend is obviously observed in the property management and maintenance sector, followed by the estate agency sector. The high increase in manpower demand in the property management and maintenance sector might attribute to the rapid growth in the completion rate of properties in the past years and the subsequent demand for frontline staff such as security personnel and customer service representatives. As for the estate agency sector, although the applications of augmented reality (AR) and virtual reality (VR) technologies can help streamline the process in exploring properties, manpower is still needed to bring clients for physical visit to properties and handle the subsequent transaction procedures.

3.3 The 2019 manpower forecast was undertaken in May 2018 during which the economy was still on the rise. However, after October 2018, there appeared economic downswing due to trading conflicts among countries and lack of confidence in investment. Owing to these factors, the overall manpower forecast of 0.1% increase by 2019 will probably be needed to be interpreted with cautions.

Figure 3.1: Manpower Trend by Sector



Notes:

- Manpower refer to No. of real estate services posts = No. of technical employees + No. of existing vacancies
- Figures and percentages in brackets indicate manpower change in 2019 forecast by employers as compared to corresponding total no. of real estate services posts in 2018

Number of Vacancies by Sector by Job Level

3.4 **Table 3.1** shows that higher vacancy rates were observed at the technical support and operative level (3.9%-10.3%). By sector, higher vacancy rates were found in the estate agency sector (8.6% in average).

Table 3.1: Number of Vacancies by Sector by Job Level

Sector	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Total
Real Estate Development	44 (1.4%)	90 (2.1%)	209 (3.9%)	**343 (2.7%)**
Property Management and Maintenance	133 (2.9%)	835 (6.1%)	4 410 (6.2%)	**5,378 (6.0%)**
Estate Agency	11 (0.7%)	14 (0.5%)	2 232 (10.3%)*	**2,257 (8.6%)***
Estate Surveying, Valuation and Consultancy	1 (0.3%)	11 (6.0%)	20 (8.6%)*	**32 (4.2%)**
Government Departments and Public Sector	224 (8.4%)*	303 (5.7%)	108 (5.2%)	**635 (6.3%)**
Total	**413 (3.4%)**	**1,253 (4.7%)**	**6,979 (7.0%)***	**8,645 (6.2%)**

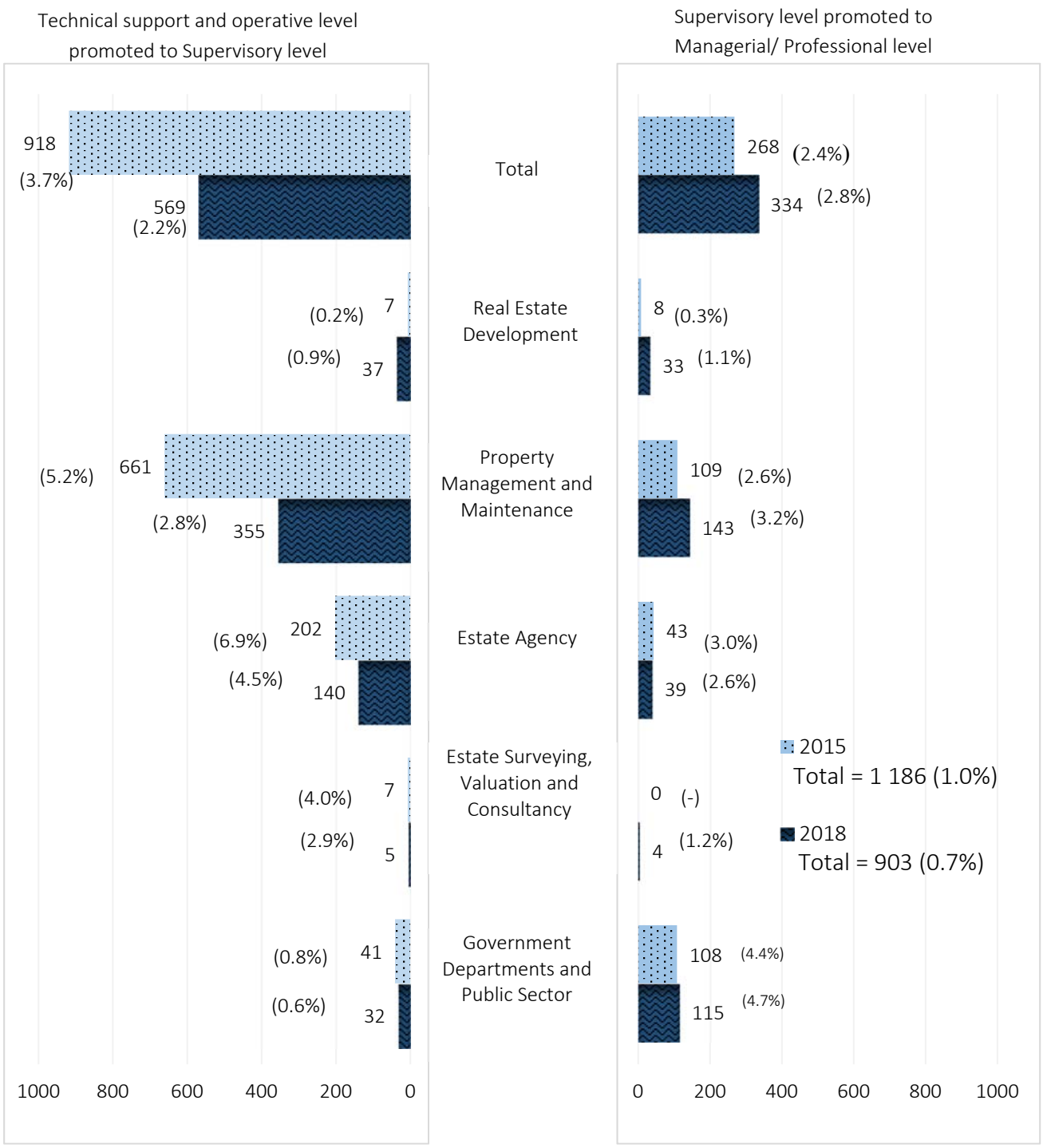
Notes:

- Figures in brackets indicate the vacancy rate of corresponding sub-group.
- Figures marked with the symbol "*" refer to sector-level(s) with relatively higher vacancy rates than the overall rate.

Internal Promotion in the Past 12 Months

3.5 In the past 12 months, there was 2.8% promotion from supervisory level to managerial / professional level, a slight increase when compared to 2.4% in 2015. As for technical support and operative level promoted to supervisory level, it was 2.2% that dropped a little bit when compared to 3.7% in 2015 **(Figure 3.2)**.

Figure 3.2: Internal Promotion in the Past 12 Month



Staff Turnover in Past 12 Months by Sector by Job Level

3.6 In the survey, as revealed in **Table 3.2**, there was a higher average staff turnover rate of 25.0% in the technical support and operative level. By sector, the property management and maintenance sector and the estate agency sector indicated higher average staff turnover rates of 25.5% and 18.7% respectively.

Table 3.2: Staff Turnover in Past 12 Months by Sector by Job Level

Sector	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Total
Real Estate Development	272 (8.7%)	112 (2.6%)	233 (4.4%)	**617 (4.9%)**
Property Management and Maintenance	486 (10.7%)	2,398 (17.5%)	19,894 (28.0%)*	**22,778 (25.5%) ***
Estate Agency	42 (2.7%)	110 (3.6%)	4,783 (22.0%)*	**4,935 (18.7%)**
Estate Surveying, Valuation and Consultancy	3 (0.9%)	22 (12.0%)	22 (9.4%)	**47 (6.2%)**
Government Departments and Public Sector	141 (5.3%)	254 (4.8%)	124 (6.0%)	**519 (5.2%)**
Total	**944 (7.7%)**	**2,896 (10.9%)**	**25,056 (25.0%)***	**28,896 (20.8%)**

Notes:

- Figures in brackets indicate the turnover rate in the corresponding sub-group.
- Figures marked with the symbol "*" refer to the level- or sector-level(s) with relatively higher turnover rates than the overall rate.

Wastage Rate by Sector by Job Level

3.7 As revealed in **Table 3.3**, a higher wastage rate of 6.9% was observed in the technical support and operative level. In respect of sectors, the property management and maintenance sector and estate agency sector showed higher wastage rates of 6.2% and 7.9% respectively.

Table 3.3: Wastage Rate by Sector by Job Level

Sector	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Total
Real Estate Development	0.7% (-)	- (-)	0.9% (2.5%)	**-** **(0.5%)**
Property Management and Maintenance	4.6% (0.9%)	5.1% (2.7%)	6.5% (5.9%)	**6.2%** **(5.1%)**
Estate Agency	- (0.4%)	0.4% (2.8%)	9.7% (9.5%)	**7.9%** **(8.1%)**
Estate Surveying, Valuation and Consultancy	- (2.5%)	6.4% (1.1%)	- (5.0%)	**1.0%** **(2.9%)**
Government Departments and Public Sector	4.8% (5.6%)	3.8% (3.5%)	6.3% (6.2%)	**4.6%** **(4.6%)**
Total	**2.9%** **(1.7%)**	**2.6%** **(2.1%)**	**6.9%** **(6.4%)**	5.7% (5.1%)

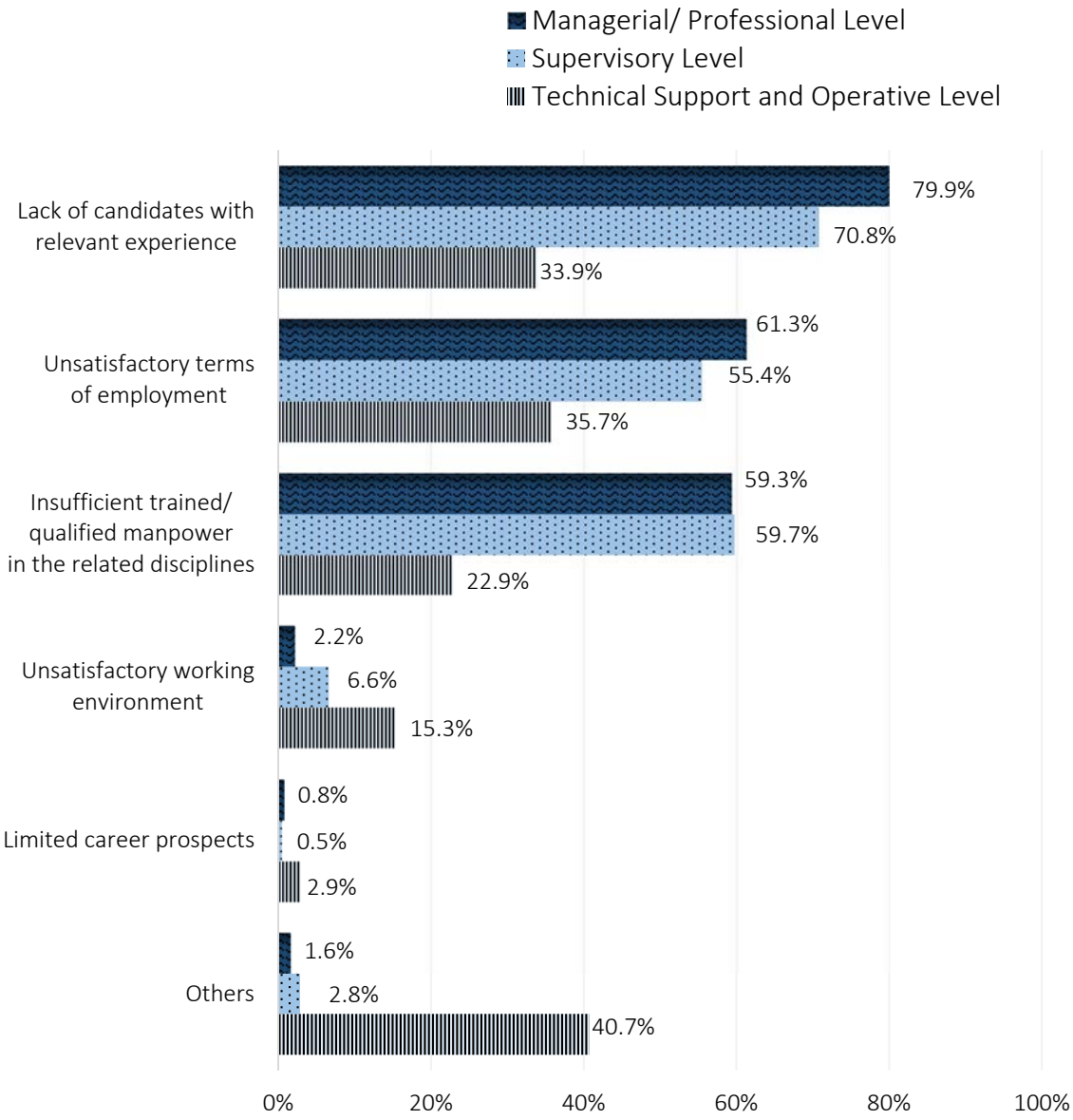
Notes:

- Figures in brackets indicate wastage rate in 2015.
- Wastage rate = (No. of employees left in past 12 months - No. of experienced new recruit in past 12 months) ÷No. of employees

Recruitment Difficulties Encountered by Job Level

3.8 As shown in **Figure 3.3**, most employers attributed recruitment difficulties encountered to "lack of candidates with relevant experience" (33.9% - 79.9%), "unsatisfactory terms of employment" (35.7% - 61.3%) and "insufficient trained / qualified manpower in the related disciplines" (22.9% - 59.3%). As expected, the percentages of difficulties varied at different job levels and it appeared that more recruitment difficulties were encountered at the managerial / professional level than the other two job levels.

Figure 3.3: Recruitment Difficulties Encountered by Job Level



Notes:

- Figures refer to the companies with recruitment difficulties as proportion of companies having engaged in recruitment exercise in the past 12 months.
- Some companies encountered multiple recruitment difficulties at multiple job levels.

Preferred Education Level of Employees by Sector by Job Level

3.9 In the survey, as revealed in **Table 3.4**, degree or above was the preferred education level of employees at the managerial / professional level for all the four sectors (80.4%-97.2%), with the exception of estate agency sector (38.0%). Sub-degree / diploma / certificate was the preferred education level of employees at the supervisory level and it was within the range of 42.6% - 57.3% for the real estate development sector, property management and maintenance sector, and government departments and public sector. At the supervisory level, while the estate agency sector (63.8%) indicated to have secondary level as the preferred education level, the estate surveying, valuation and consultancy sector demanded to have degree or above (71.2%) as the preferred education level. As for the technical support and operative level, the secondary level was found as the preferred education level of employees for all the four sectors (83.6% - 97.9%), except that a certain proportion of employers in the estate surveying, valuation and consultancy sector (44.2%) demanded the sub-degree / diploma/ certificate as the preferred education level.

Table 3.4: Preferred Education Level of Employees by Sector by Job Level

Sector	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level
Real Estate Development	Degree or above (80.4%)	Sub-degree/ Diploma/Certificate (57.3%)	Secondary or below (83.6%)
Property Management and Maintenance	Degree or above (87.6%)	Sub-degree/ Diploma/Certificate (42.6%)	Secondary or below (93.7%)
Estate Agency	Degree or above (38.0%)	Secondary or below (63.8%)	Secondary or below (97.9%)
Estate Surveying, Valuation and Consultancy	Degree or above (94.0%)	Degree or above (71.2%)	Sub-degree/ Diploma/Certificate (44.2%)
Government Departments and Public Sector	Degree or above (97.2%)	Sub-degree/ Diploma/Certificate (48.0%)	Secondary or below (84.0%)
Total	**Degree or above (80.8%)**	**Sub-degree/ Diploma/Certificate (44.8%)**	**Secondary or below (93.7%)**

Preferred Years of Experience by Sector by Job Level

3.10 As for the government departments and public sector, less than 3 years was set as basic requirement for the preferred years of experience in all the job levels. With regard to other sectors, it appeared as a norm that 6 years or more were requested as the preferred years of experience in the managerial / professional level, whereas 3 years to less than 6 years were demanded for that of the supervisory level. As for technical support and operative level, less than 3 years were requested by employers as the preferred years of experience **(Table 3.5)**.

Table 3.5: Preferred Years of Experience by Sector by Job Level

Sector	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level
Real Estate Development	6 years or more (72.3%)	Less than 3 years (70.0%)	Less than 3 years (61.7%)
Property Management and Maintenance	6 years or more (73.8%)	3 years to < 6 years (64.6%)	Less than 3 years (92.9%)
Estate Agency	6 years or more (79.2%)	3 years to < 6 years (47.0%)	Less than 3 years (81.4%)
Estate Surveying, Valuation and Consultancy	6 years or more (52.4%)	3 years to < 6 years (55.1%)	3 years to < 6 years (49.2%)
Government Departments and Public Sector	Less than 3 years (49.5%)	Less than 3 years (48.2%)	Less than 3 years (98.0%)
Total	**6 years or more (68.2%) ***	**3 years to < 6 years (52.9%)**	**Less than 3 years (88.6%) #**

Notes:

* Particularly an increase of 9.4% points of employees at Managerial/ Professional level were preferred to have more than 10 years of experience as compared with 2015.

\# An increase of 5.3% of employees at Technical Support and Operative level were preferred to have at least 3 years of experience as compared with 2015.

Income Distribution

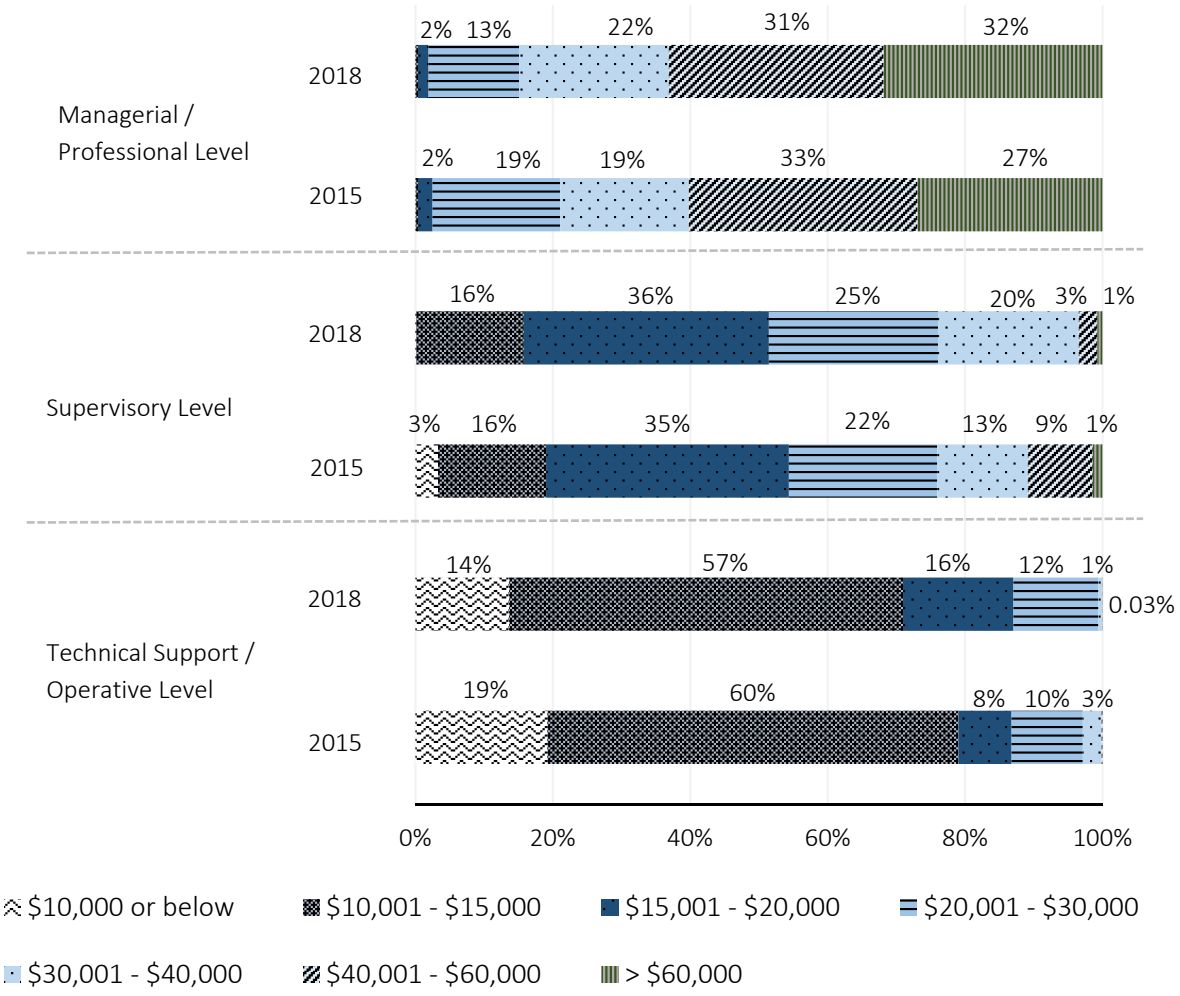
3.11 Based on **Table 3.6**, different sectors showed different monthly income ranges, with the highest one in the government departments and public sector. The summary of average monthly income by sector is shown in **Table 3.6**.

Table 3.6: Average Monthly Income by Sector by Job Level

Sector	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Total
Real Estate Development	$30,001 - $40,000 (34.0%)	$10,001 - $15,000 (50.9%)	$10,001 - $15,000 (69.3%)	**$10,001 - $15,000 (46.1%)**
Property Management and Maintenance	$30,001 - $40,000 (29.4%)	$15,001 - $20,000 (58.9%)	$10,001 - $15,000 (72.3%)	**$10,001 - $15,000 (59.6%)**
Estate Agency	$40,001 - $60,000 (35.6%)	$30,001 - $40,000 (58.5%)	$20,001 - $30,000 (51.3%)	**$20,001 - $30,000 (45.1%)**
Estate Surveying, Valuation and Consultancy	$40,001 - $60,000 (53.9%)	$15,001 - $20,000 (45.1%)	$10,001 - $15,000 (37.9%)	**$20,001 - $30,000 (24.6%)**
Government Departments and Public Sector	$60,001 or above (62.8%)	$30,001 - $40,000 (63.9%)	$10,001 - $15,000 (70.0%)	**$30,001 - $40,000 (35.7%)**
Total	**$60,001 or above (31.8%)**	**$15,001 - $20,000 (35.7%)**	**$10,001 - $15,000 (57.4%)**	**$10,001 - $15,000 (44.5%)**

3.12 As revealed in **Figure 3.4**, when compared to the 2015 data, there was a slightly upward shift of monthly income at the managerial / professional level as well as the technical support and operative level. As for the supervisory level, the average monthly income appeared to the centralized to the middle range.

Figure 3.4: Comparison of Average Monthly Income by Job Level



Types of Training by Sector by Job Level

3.13 In general, as shown in **Table 3.7**, there were training needs at different job levels and employers provided increments in training places in 2018 when compared with data in 2015. By type of training, with the exception of the estate agency showing a decrement in training places, all the other types of training revealed increments.

3.14 In view of the continuous increase in the future housing supply and property investment by Mainland property developers, there is an increasing demand of practitioners in the industry. When compared with 2015 data, the multiple folds of increment in 2018 training places about real estate services in the Mainland was perfectly in alignment with the market requests.

3.15 The employers were expected to offer 98,288 training places in the coming 12 months, which was a great decrement from 111,353 training places in the past 12 months. The decrement was mainly in the training places about estate agency and generic skills.

Table 3.7: Types of Training Provided for Employees by Sector by Job Level in the past 12 Months (Comparison between 2015 and 2018)

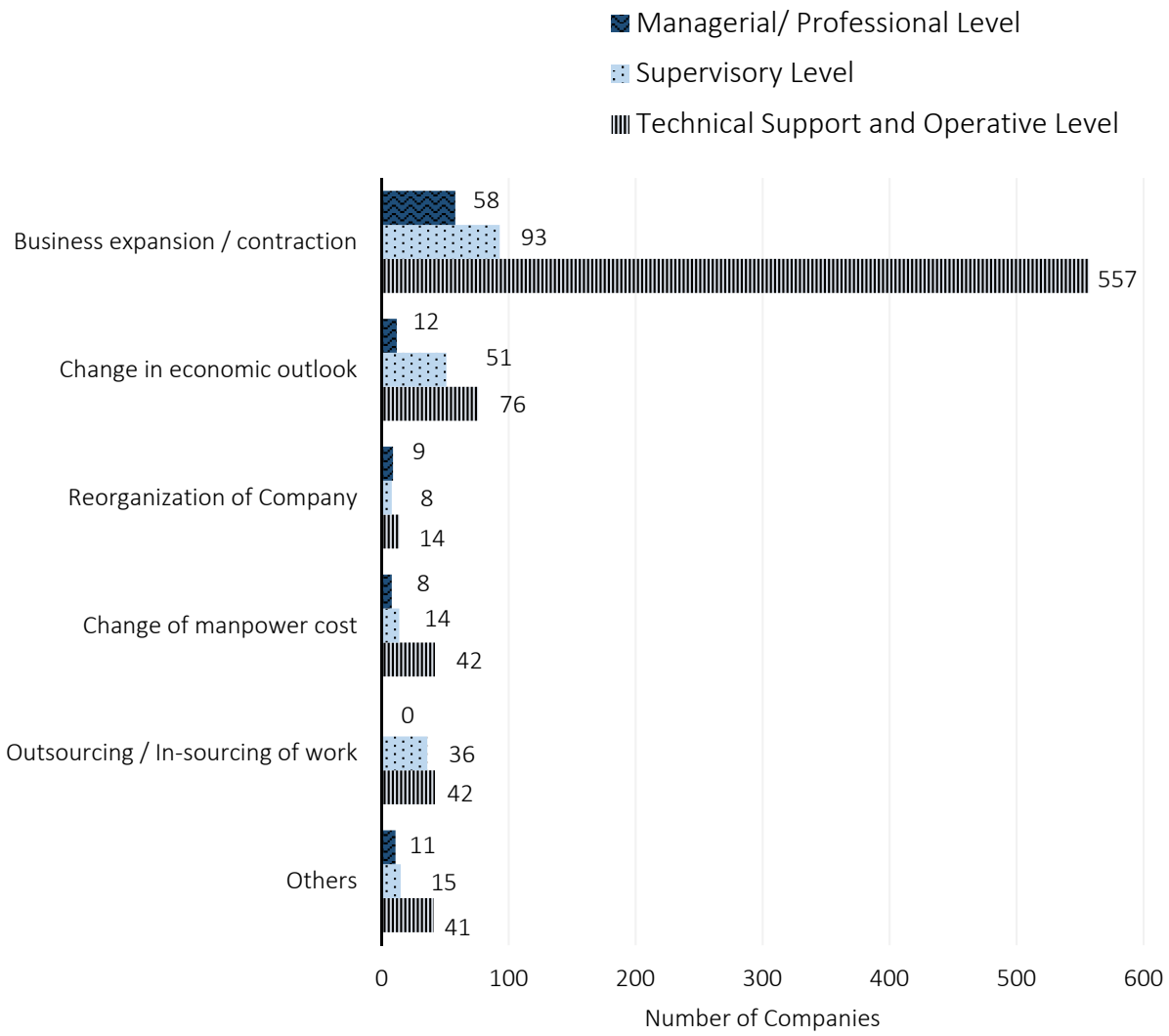
Type of Training	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Total
Property/Housing Management	3,559↑ (1,699)	8,506↑ (4,132)	10,653↑ (9,467)	22,718↑ (15,298)
Estate Agency	601↓ (918)	3,686↑ (2,477)	22,874↓ (24,660)	27,161↓ (28,055)
Estate Surveying, Valuation and Consultancy	1,269↑ (1,161)	1,444↑ (781)	209↑ (154)	2,922↑ (2,096)
Real Estate Services in the Mainland	557↑ (131)	315↑ (74)	2 813↑ (40)	3,685↑ (245)
Property Development	415↑ (338)	602↑ (72)	38↓ (76)	1,055↑ (486)
Generic Skills	8,625↑ (8,063)	19,787↑ (13,022)	25 400↑ (19,833)	53,812↑ (40,918)
Total	**15,026↑ (12,310)**	**34,340↑ (20,558)**	**61,987↑ (54,230)**	**111,353↑ (87,098)**

Notes:
- Training needs were measured by the no. of training places (including in-house training) for the past 12 months.
- Figures in the brackets refer to the situation corresponding to 2015.
- Arrows indicate the increment / decrement of 2018 over 2015.

Possible Reasons for Manpower Change in Next 12 Months

3.16 Due to fluctuation in economy and changes in public policy, the key reason for manpower change in the next 12 month proposed by real estate services industry was business expansion or contraction **(Figure 3.5)**. Among different job levels, the technical support and operative level was deemed to be greatly impacted since it involved a lot of frontline staff carrying out day-to-day tasks.

Figure 3.5: Possible Reasons for Manpower Change in the Next 12 Months



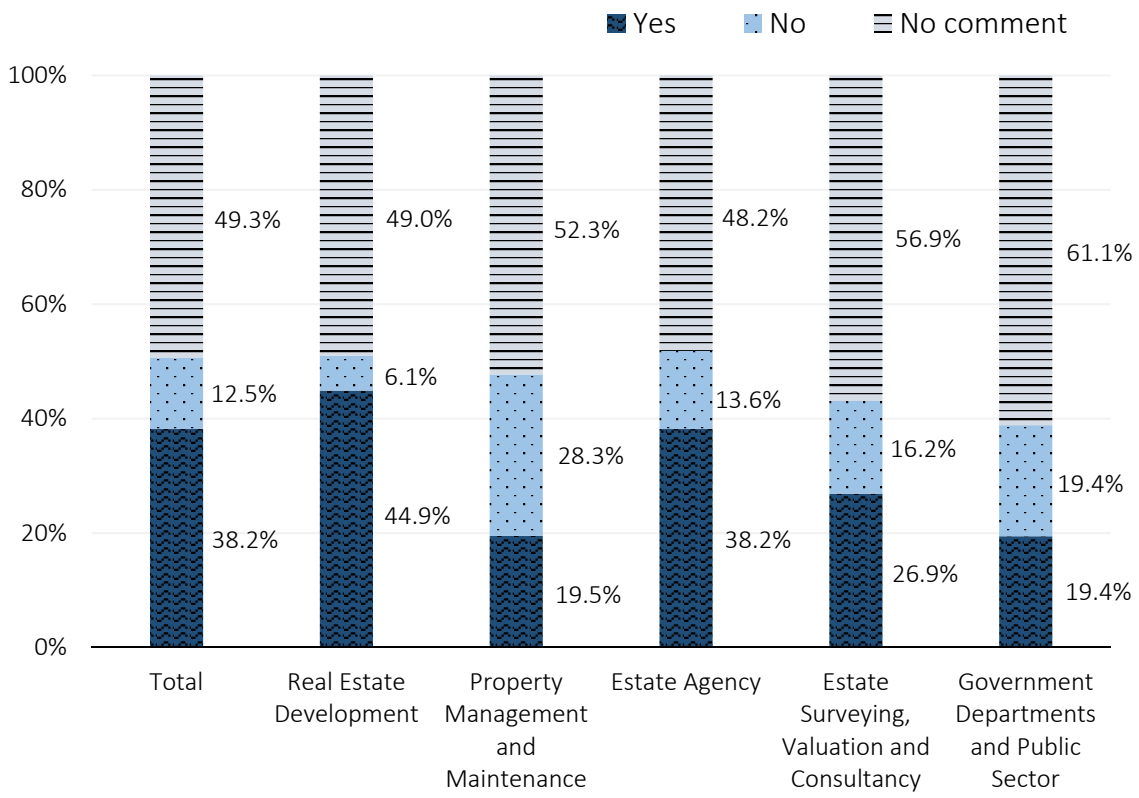
Notes:

- 660 companies anticipated to have manpower change in the next 12 months.
- Some companies indicated multiple reasons of manpower change at multiple job levels.

Training Needs

3.17 When employers were asked about compulsory training, 38.2% showed support whereas 12.5% disagreed and 49.3% had no comment **(Figure 3.6)**. The greatest support was obtained from the real estate development sector (44.9%), followed by estate agency sector (38.2%) and estate surveying, valuation and consultancy sector (26.9%).

Figure 3.6: Views on Compulsory Training by Sector



Industry Outlook

3.18. The RESI has been a driving force in the economy growth of Hong Kong for years. The industry development is affected by various factors such as the global economy, government policies, and the growth of real estate and infrastructure projects.

Government's Long Term Housing Strategy and Infrastructural Projects

3.19. 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 results in the creation of numerous employment opportunities, including real estate services related jobs.

3.20. The Hong Kong Government invests heavily in infrastructure to promote economic and community development such as cross-boundary projects and airport three-runway system; 15.34% of the estimated government expenditure for 2018-19 was allocated for

infrastructure. The infrastructure projects support the continuous increase of manpower demand in the engineering, construction and surveying sectors.

Legislations

3.21. The Property Management Services Ordinance (Cap.626) was enacted in 2016 and the Property Management Services Authority (PMSA) is established with aims to promote competence and professionalism of practitioners. The PMSA launched a public consultation in November 2018 on proposals regarding the licensing regime for property management companies and property management practitioners under the Ordinance. It is expected that the professional status of the industry will be enhanced and there will be an increase in the demand for high calibre practitioners.

Advanced Technology

3.22. The Smart City Blueprint for Hong Kong, released in December 2017 by the Government, has proposed measures to promote the development of Hong Kong into a smart city. To cope with the Blueprint, real estate developers and the Urban Renewal Authority advocate the smart concept in the design, environment information, management and convenience aspects in order to create smart living environment. The future building developments is expected to be constructed in compliance with the provisions in respect of home energy and water consumption system, home health and wellness system, smart display, home waste management system, building information modelling, and building management system. To this end, the industry is expected to be in demand of personnel with relevant technological skills.

Global Factors

3.23. The Central Government promulgated the "Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area" in February 2019. The plan not only supports Hong Kong in consolidating and enhancing its status as international financial, transportation and trade centres as well as an international aviation hub, but also underpins the development of residential, offices, industrial and logistics, retail and investment property markets in the area. It is expected that the plan will release a promising prospect of the real estate services industry of Hong Kong.

Implications on Manpower

3.24. As indicated in the preceding paragraphs, employers generally opined that with the continuous growth in Hong Kong's economy, there would be an overall increase in manpower in the real estate services industry. The Training Board is of the opinion that the manpower situation for most sectors of the industry will maintain a steady growth in the near future with the following major observations:

Real Estate Development Sector

(i) The manpower demand in the real estate development sector is expected to be substantial due to the increasing number of residential supplies and various infrastructural projects being undertaken;

Estate Agency Sector

(ii) In the short term, there may be decline in the manpower growth for the estate agency sector due to the slowdown in residential property sales recently. For mid and long terms, with the increasing number in the completion of properties, it is expected that there will be a corresponding increase in the manpower demand of the estate agency sector;

(iii) Although the applications of Augmented Reality (AR) and Virtual Reality (VR) technologies can help streamline the process in exploring properties, manpower is still needed to bring clients for physical visit to properties and handle the subsequent transaction procedures;

Property Management and Maintenance Sector

(iv) The property management and maintenance sector will have continuous demand for manpower vis-a-vis the completion of new and revitalised premises in response to the strong housing need in local property markets, both in private and public sectors;

(v) With the implementation of the regulatory regime for property management services, it is expected that the professional image of in-service practitioners will be enhanced and more youngsters may find the industry more appealing for them to start their careers;

Estate Surveying, Valuation and Consultancy Sector

(vi) The Greater Bay Area initiatives will create more business opportunities for the real estate surveying, valuation and consultancy sector due to the credibility developed by the sector in the past; and

(vii) The career prospect of graduates from estate surveying is promising as the government and private surveying sectors employed a large number of surveying posts every year to cope with the high manpower demand of the sector.

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends additional training requirements of the real estate services industry for 2019 by job level are as follows:

Projected Additional Training Requirements
of Real Estate Services Industry in May 2019

Job Level	No. of Employees in May 2018	Annual Wastage	Forecast of Manpower Growth in May 2019	Estimated Additional Training Requirements
Managerial/Professional	12,238	339	187	526
Supervisory	26,579	656	399	1,055
Technical Support & Operative	100,348	6,396	1,345	7,741
Total	**139,165**	**7,391**	**1,931**	**9,322**

4.2 Of the 9,322 forecasted additional training requirements, 7,741 are at the technical support and operative level, 1,055 at the supervisory level and 526 at managerial/ professional level. The Training Board recommends that suitable training courses should be provided to these employees to meet with their respective training needs.

4.3 The demand for quality real estate services is substantial, the Training Board is of the view that the existing 130,520 strong in-service employees would need upgrading training and continuous professional development in order to remain competitive and to enable them to render efficient service.

Educational / Vocational and Professional Education and Training Institutions

4.4 With the enactment of the Property Management Services Ordinance and the new requirements for property management professionals, training for property management practitioners is necessary. It is recommended that more practical knowledge and skills training programmes, as well as bridging courses for new entrants and in-service practitioners should be provided to cope with the changing demand.

4.5 In view of the rapid development of new technologies such as data, information and communications technologies applicable in the industry, education providers are recommended training to review and update relevant training courses to enhance the knowledge and skills of in-service practitioners for them to meet the challenge.

4.6 The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Greater Bay Area exist, particularly employees in the real estate development, the property management & maintenance and estate surveying, valuation & consultancy sectors. In this connection, suitable preparatory training courses should be provided to equip employees with knowledge in Mainland markets, including legislation, taxation law, trade practice, etc.

4.7 The Building Information Modelling (BIM) is considered to be the future trend for giving architecture, engineering, and construction professionals the insight and tools to more efficiently plan, design, construct, and manage buildings and infrastructure. More training programmes should be offered in this area.

Employers and employees

4.8 The Training Board is of the view that the Skills Upgrading Scheme Plus (SUS Plus), Continuing Education Fund (CEF) and Manpower Development Scheme (MDS) provide an important support in up-keeping and upgrading the quality of the existing RESI's practitioners, while the Reindustrialisation and Technology Training Programme (RTTP) can help employers to train their staff to apply advanced technology for adding value to their businesses. In this connection, employers are encouraged to motivate their employees to attend relevant training programmes under these Schemes and offer various incentives such as training fee and time subsidies to their employees. Employees should also take the initiative to attend more training programmes to equip themselves to face the future challenge.

The Government

4.9 With the implementation of Qualifications Framework (QF) for the property management and maintenance sector, the Training Board believes that the QF will definitely benefit the industry by providing well-defined standards of qualifications and clear indication of the articulation ladders for both employee and employers in order to facilitate learners to map out their own progression pathways for lifelong learning. The QF Secretariat should continue to promote the Framework to stakeholders.

4.10 The Manpower Development Scheme (MDS) under the Employees Retraining Board (ERB) is considered useful in assisting individual to re-enter the employment market upon completion of training. It helps ease the manpower shortage of the industry, particular in the property management and maintenance sector. The ERB should offer more relevant training programmes for the sector.

4.11 The Continuing Education Fund (CEF) subsidises adults with learning aspirations to pursue continuing education and training courses. The government is recommended to consider extending the scope of subsidies under the Fund.

4.12 The Earn and Learn Scheme integrates structured classroom learning with on-the-job training, providing young people with a clear career progression pathway and preparing them to join those trades and industries. The Scheme not only provides student-workers with an opportunity to "earn and learn" as well as a well-defined progression pathway, but also attracts talents to join the workforce. The government is recommended to extend the Scheme to cover the RESI, especially to alleviate the manpower tightening problems of the property management sector.

4.13 In general, the industry has encountered challenges not only in retaining of employees, but also in recruiting young talents and attracting experienced professionals. In facing with these challenges, the Government is recommended to take the initiative to review the manpower policy with a view to addressing to the talent and human capital needs of the industry.

Industry

4.14 The Training Board observes that emerging technologies such as big data, machine learning, virtual reality (VR), augmented reality (AR), internet of things (IoT) technologies could help improve the productivity and efficiency, ease the problem of manpower shortage and enhance competitiveness of the industry. The industry is recommended to make use of the following new technologies to enhance their business:

(i) To cope with the government's initiative on building Hong Kong into a world class smart city, real estate developers are recommended to incorporate more smart building solutions during the design and development stage. This can add value to the property in the end and have save the manpower in the subsequent management work;

(ii) To facilitate the strategic planning of the industry, big data technology can be adopted to assess the needs of potential clients. For example, the technology enhances real estate developer to understand the market needs and implement those requirements in developing properties that satisfy the demands, and estate agency can leverage the technology to predict the market trend;

(iii) For marketing and sales of property, viewing of model flats with VR and AR technologies can enable prospective buyers to visualize and experience the future property during its development stage. Also, the technologies can help potential buyers to visualize multiples properties before deciding which on is worth to visit in person;

(iv) The property management and maintenance sector is encouraged to adopted more security technologies to streamline the work process and reduce the use of manpower in the management and security works, such as to make us of IoT to help reduce waiting time for property maintenance, save energy of the building, minimise the expenses of tenants and residents, and identify performance trends; and

(v) The Estate Surveying, Valuation and Consultancy sector can make use of big data and machine learning technologies in valuation services.

The Training Board

4.15 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.

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

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

APPENDIX 1

Membership of the Real Estate Services Training Board (as at 1 May 2018)

Chairman

Sr WONG Ho-ming, Augustine, JP

Members

Dr CHENG Kam-wah, Edmond
Sr Dr CHOY Hung-tat, Lennon
Mr CHUI Wai-lan, Waillen
Dr FUNG Kwok-hung, Lobo
Sr Professor HO Chi-wing, Daniel
Mr IP Chi-ming, Ellis
Mr KWOK Chong, Anthony
Mr KWONG Chi-fai, Gorman
Sr LAM Tsan-wing, Alexander
Sr LEE Chun-lai, Andrew
Sr LOU Kuong-fai
Mr POON Tat-hang, Jacob
Sr SUNG Shu-hung
Mr TIN Sio-un, Victor
Director of Buildings (or his representative)
Chief Executive Officer of the Estate Agents Authority (or her representative)
Director of Housing (or his representative)
Commissioner for Labour (or his representative)
Executive Director of Vocational Training Council (or her representative)

Advisor

Ir KWONG Ching-wai, Alkin, JP

Secretary

Mr LEUNG Kim-hang, Leslie

APPENDIX 2

Terms of Reference of the Real Estate Services Training Board

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

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

3. To recommend to the Vocational Training Council (the Council) the development of vocational and professional 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.

APPENDIX 3

Number of Employed, No. of Vacancies, Manpower Demand and Forecasted

Sector	Job Level	Job Code	Job Title	No. of employees as at 1.5.2018 (A)	No. of vacancies as at 1.5.2018 (B)	Manpower Demand (A+B)	Forecast of no. employed 12 months from now
Real Estate Development	Managerial/ Professional	102	Director/ Associate Director/ General Manager	1,225	2	1,227	**1,226**
		103	Sales/Marketing Manager	279	15	294	**296**
		107	Property Manager/ Area Property Manager	423	11	434	**429**
		113	Project Manager	496	14	510	**510**
		115	IT Manager/ Computer Services Manager/ EDP Manager	70	-	70	**70**
		131	Development Manager	118	1	119	**119**
		199	Other Supporting Managers	457	1	458	**458**
		All Managerial/ Professional Level		**3,068**	**44**	**3,112**	3,108
	Supervisory	201	Project Officer/ Assistant Project Manager	519	11	530	**529**
		202	Marketing Officer/ Sales Officer	505	12	517	**521**
		203	Property Officer/ Leasing Officer	2,647	50	2,697	**2,676**
		217	Development Officer/ Property Analyst	115	12	127	**127**
		299	Other Supporting Supervisors	388	5	393	**393**
		All Supervisory Level		**4,174**	**90**	**4,264**	4,246
	Technical Support & Operative	301	Sales/Marketing/Research Assistant	142	6	148	**148**
		302	Property Clerk	467	11	478	**472**
		303	Technician	694	65	759	**734**
		306	Building Attendant	1,042	120	1,162	**1,116**
		307	Leasing Clerk	2,326	2	2,328	**2,327**
		399	Other Supporting Personnel	431	5	436	**436**
		All Technical Support & Operative Level		**5,102**	**209**	**5,311**	5,233
	All Levels			**12,344**	**343**	**12,687**	12,587
Property Management and Maintenance	Managerial/ Professional	102	Director/ General Manager	588	2	590	**590**
		103	Marketing Manager	59	2	61	**61**
		104	Assistant Marketing Manager	26	1	27	**27**
		106	Regional Manager/ Senior Estate Manager/ Senior Property Manager	552	12	564	**565**
		108	Estate Manager/ Area Manager/ Building Manager/ Property Manager	1,168	57	1,225	**1,230**
		109	Assistant Estate Manager/ Assistant Area Manager/ Assistant Building Manager/ Assistant Property Manager	785	22	807	**811**
		110	Maintenance Manager/ Technical Manager/ Building Services Manager/ Maintenance Surveyor	406	8	414	**416**
		111	Assistant Maintenance Manager	243	9	252	**257**
		112	Promotion and Public Relations Manager (Commercial and Retail)	20	4	24	**24**
		113	Project Manager	97	4	101	**101**
		114	Assistant Project Manager	110	4	114	**114**
		115	IT Manager/ Computer Services Manager/ EDP Manager	39	-	39	**39**
		116	Club House/Recreation Manager/ Public Relations Manager/ Customer Services Manager	89	1	90	**88**
		117	Assistant Club House/Recreation Manager/ Assistant Public Relations Manager/ Assistant Customer Services Manager	54	1	55	**54**
		118	Facilities Manager	65	4	69	**69**
		119	Assistant Facilities Manager	52	1	53	**53**
		133	Banquet Manager/ Food and Beverage Manager	19	-	19	**19**
		134	Safety Manager/ Health and Safety Manager/ QA and Safety Manager	17	-	17	**17**
		199	Other Supporting Managers	39	1	40	**41**

Sector	Job Level	Job Code	Job Title	No. of employees as at 1.5.2018 (A)	No. of vacancies as at 1.5.2018 (B)	Manpower Demand (A+B)	Forecast of no. employed 12 months from now
		All Managerial/ Professional Level		**4,428**	**133**	**4,561**	**4,576**
	Supervisory	202	Marketing Officer	105	3	108	**108**
		205	Property/Estate Officer/ Administrative Officer	4,327	234	4,561	**4,616**
		206	Club House/Recreation Officer/ Public Relations Officer/ Customer Service Officer	1,148	91	1,239	**1,237**
		208	Building Supervisor/ Building Superintendent/ Security Officer/Supervisor	5,281	274	5,555	**5,569**
		218	Maintenance Officer/ Technical Officer/ Clerk of Works	1,751	178	1,929	**1,945**
		219	Safety Officer/ Safety Supervisor/ Registered Safety Officer	27	1	28	**28**
		220	Chef/ Head Chef	75	52	127	**127**
		299	Other Supporting Supervisors	176	2	178	**177**
		All Supervisory Level		**12,890**	**835**	**13,725**	**13,807**
	Technical Support & Operative	302	Property Clerk	1,437	55	1,492	**1,500**
		303	Technician/ Artisan/ Semi-skilled Artisan/ Workman	5,539	295	5,834	**5,931**
		306	Building Attendant/ Customer Services Assistant/ Security Guard	52,561	3,429	55,990	**56,073**
		308	Assistant Property Officer/ Assistant Estate Officer/ Assistant Administrative Officer	3,333	236	3,569	**3,585**
		310	Club House/Recreation Assistant/ Public Relations Assistant/ Customer Service Assistant	2,957	361	3,318	**3,317**
		311	Cook	102	1	103	**103**
		399	Other Supporting Personnel	656	33	689	**690**
		All Technical Support & Operative Level		**66,585**	**4,410**	**70,995**	**71,199**
	All Levels			**83,903**	**5,378**	**89,281**	**89,582**
Estate Agency	Managerial/ Professional	101	Managing Director/ Chief Executive Officer/ Partner	157	-	157	**182**
		102	Director/ General Manager	552	-	552	**553**
		105	Regional Manager/ Regional Marketing Manager	626	5	631	**634**
		115	IT Manager/ Computer Services Manager	50	3	53	**55**
		132	Land Executive	1	-	1	**3**
		199	Other Supporting Managers	143	3	146	**146**
		All Managerial/ Professional Level		**1,529**	**11**	**1,540**	**1,573**
	Supervisory	204	Manager (in charge of an office/branch)/ Branch Manager	2,985	14	2,999	**3,011**
		299	Other Supporting Supervisors	92	-	92	**92**
		All Supervisory Level		**3,077**	**14**	**3,091**	**3,103**
	Technical Support & Operative	305	Estate Agent/ Salesperson/ Sales Executive/ Property Consultant (with estate agent's license or salesperson's license)	18,425	1,714	20,139	**20,236**
		309	Trainees	800	510	1,310	**1,369**
		399	Other Supporting Personnel	268	8	276	**276**
		All Technical Support & Operative Level		**19,493**	**2,232**	**21,725**	**21,881**
	All Levels			**24,099**	**2,257**	**26,356**	**26,557**
Estate Surveying, Valuation and Consultancy	Managerial/ Professional	101	Executive Director/ Partner	66	-	66	**66**
		102	Senior Director/ Director	54	-	54	**54**
		113	Project Manager/ Associate Director	36	1	37	**37**
		124	Estate Surveyor/ Associate Director	130	-	130	**132**
		125	Valuation Surveyor/ Associate Director	60	-	60	**60**
		199	Other Supporting Managers	1	-	1	**1**
		All Managerial/ Professional Level		**347**	**1**	**348**	**350**
	Supervisory	204	Supervisor/ Assistant Manager (with estate agent's license)	16	-	16	**16**
		211	Valuation Officer	63	2	65	**65**
		216	Survey Officer	72	9	81	**81**
		299	Other Supporting Supervisors	21	-	21	**21**
		All Supervisory Level		**172**	**11**	**183**	**183**

Sector	Job Level	Job Code	Job Title	No. of employees as at 1.5.2018 (A)	No. of vacancies as at 1.5.2018 (B)	Manpower Demand (A+B)	Forecast of no. employed 12 months from now
	Technical Support & Operative	304	Valuation Assistant/ Assistant Valuation Surveyor/ Assistant Valuer/ Valuer Survey Officer (Trainee)	186	14	200	**200**
		305	Estate Agent/ Salesperson/ Sales Executive/ Property Consultant (with estate agent's license or salesperson's license)	11	6	17	**15**
		399	Other Supporting Personnel	16	-	16	**16**
		All Technical Support & Operative Level		**213**	**20**	**233**	**231**
	All Levels			**732**	**32**	**764**	**764**
Government Departments and Public Sector	Managerial/ Professional	102	Director/ General Manager	38	4	42	**39**
		107	Property Manager/Area Property Manager	3	-	3	**3**
		108	Estate Manager	25	-	25	**25**
		110	Maintenance Manager	61	3	64	**64**
		113	Project Manager	229	4	233	**233**
		120	Area Manager	1	-	1	1
		121	Housing Manager	626	105	731	**621**
		122	Property Service Manager	1	-	1	**1**
		123	Leasing Manager	6	-	6	**6**
		124	Estate Surveyor	325	58	383	**379**
		125	Valuation Surveyor	125	8	133	**133**
		126	Lands Executive	398	19	417	**417**
		127	Building Surveyor/Maintenance Surveyor	548	21	569	**572**
		199	Other Supporting Managers	67	2	69	**69**
		All Managerial/ Professional Level		**2,453**	**224**	**2,677**	**2,563**
	Supervisory	205	Property Officer/Assistant	25	-	25	**25**
		206	Estate Officer	3	-	3	**3**
		207	Housing Officer	1,643	17	1,660	**1,748**
		208	Estate Assistant/ Building Supervisor	134	98	232	**115**
		209	Development Officer/ Maintenance Officer/ Building Supervisor	541	30	571	**563**
		210	Technical Officer	781	14	795	**795**
		211	Valuation Officer	412	21	433	**433**
		212	Lands Inspector	567	54	621	**621**
		214	Overseer/Foreman	114	4	118	**118**
		215	Rent Officer	21	-	21	**21**
		216	Survey Officer (Estate)	618	42	660	**660**
		221	Welfare Worker	40	23	63	**33**
		222	Security Supervisor	21	-	21	**21**
		299	Other Supporting Supervisors	93	-	93	**93**
		All Supervisory Level		**5,013**	**303**	**5,316**	**5,249**
	Technical Support & Operative	302	Property Clerk	119	2	121	**121**
		303	Technician	433	4	437	**437**
		306	Caretaker/ Artisan/ Workman	1,203	87	1,290	**1,263**
		312	Customer Services Assistant	94	3	97	**97**
		314	Security Guard	101	12	113	**113**
		399	Other Supporting Personnel	26	-	26	**26**
		All Technical Support & Operative Level		**1,976**	**108**	**2,084**	**2,057**
	All Levels			**9,442**	**635**	**10,077**	**9,869**
ALL	Managerial/ Professional	101	Managing Director/Chief Executive Officer/Executive Director/Partner	223	-	223	**248**
		102	Director/Senior Director/Associate Director/General Manager	2,457	8	2,465	**2,462**
		103	Sales/Marketing Manager	338	17	355	**357**
		104	Assistant Marketing Manager	26	1	27	**27**
		105	Regional Manager/Regional Marketing Manager	626	5	631	**634**
		106	Regional Manager/Senior Estate Manager/Senior Property Manager	552	12	564	**565**

Sector	Job Level	Job Code	Job Title	No. of employees as at 1.5.2018 (A)	No. of vacancies as at 1.5.2018 (B)	Manpower Demand (A+B)	Forecast of no. employed 12 months from now
		107	Property Manager/Area Property Manager	426	11	437	**432**
		108	Estate Manager/Area Manager/Building Manager/Property Manager	1,193	57	1,250	**1,255**
		109	Assistant Estate Manager/Assistant Area Manager/Assistant Building Manager/Assistant Property Manager	785	22	807	**811**
		110	Maintenance Manager/ Technical Manager/ Building Services Manager/ Maintenance Surveyor	467	11	478	**480**
		111	Assistant Maintenance Manager	243	9	252	**257**
		112	Promotion and Public Relations Manager (Commercial and Retail)	20	4	24	**24**
		113	Project Manager/Associate Director	858	23	881	**881**
		114	Assistant Project Manager	110	4	114	**114**
		115	IT Manager/Computer Services Manager/EDP Manager	159	3	162	**164**
		116	Club House/Recreation Manager/Public Relations Manager/Customer Services Manager	89	1	90	**88**
		117	Assistant Club House/Recreation/Assistant Public Relations/Assistant Customer Services Manager	54	1	55	**54**
		118	Facilities Manager	65	4	69	**69**
		119	Assistant Facilities Manager	52	1	53	**53**
		120	Area Manager	1	-	1	**1**
		121	Housing Manager	626	105	731	**621**
		122	Property Service Manager	1	-	1	**1**
		123	Leasing Manager	6	-	6	**6**
		124	Estate Surveyor/Associate Director	455	58	513	**511**
		125	Valuation Surveyor/Associate Director	185	8	193	**193**
		126	Lands Executive	398	19	417	**417**
		127	Building Surveyor/ Maintenance Surveyor	548	21	569	**572**
		131	Development Manager	118	1	119	**119**
		132	Land Executive	1	-	1	**3**
		133	Banquet Manager/Food and Beverage Manager	19	-	19	**19**
		134	Safety Manager/Health and Safety Manager/QA and Safety Manager	17	-	17	**17**
		199	Other Supporting Managers	707	7	714	**715**
		All Managerial/ Professional Level		**11,825**	**413**	**12,238**	**12,170**
	Supervisory	201	Project Officer/Assistant Project Manager	519	11	530	**529**
		202	Marketing Officer/Sales Officer	610	15	625	**629**
		203	Property Officer/Leasing Officer	2,647	50	2,697	**2,676**
		204	Supervisor/Asst. Manager (with estate agent's license)/Manager (in charge of an office/ branch)/Branch Manager	3,001	14	3,015	**3,027**
		205	Property Officer/Assistant/Estate Officer/Administrative Officer	4,352	234	4,586	**4,641**
		206	Club House/Recreation Officer/Public Relations Officer/Customer Service Officer/Estate Officer	1,151	91	1,242	**1,240**
		207	Housing Officer	1,643	17	1,660	**1,748**
		208	Building Supervisor/Building Superintendent/Security Officer/Supervisor/Estate Assistant	5,415	372	5,787	**5,684**

Sector	Job Level	Job Code	Job Title	No. of employees as at 1.5.2018 (A)	No. of vacancies as at 1.5.2018 (B)	Manpower Demand (A+B)	Forecast of no. employed 12 months from now
		209	Development Officer/Maintenance Officer/Building Supervisor	541	30	571	**563**
		210	Technical Officer	781	14	795	**795**
		211	Valuation Officer	475	23	498	**498**
		212	Lands Inspector	567	54	621	**621**
		214	Overseer/Foreman	114	4	118	**118**
		215	Rent Officer	21	-	21	**21**
		216	Survey Officer/Survey Officer (Estate)	690	51	741	**741**
		217	Development Officer/Property Analyst	115	12	127	**127**
		218	Maintenance Officer/Technical Officer/Clerk of Works	1,751	178	1,929	**1,945**
		219	Safety Officer/Safety Supervisor/Registered Safety Officer	27	1	28	**28**
		220	Chef/Head Chef	75	52	127	**127**
		221	Welfare Worker	40	23	63	**33**
		222	Security Supervisor	21	-	21	**21**
		299	Other Supporting Supervisors	770	7	777	**776**
		All Supervisory Level		**25,326**	**1,253**	**26,579**	**26,588**
	Technical Support & Operative	301	Sales/Marketing/Research Assistant	142	6	148	**148**
		302	Property Clerk	2,023	68	2,091	**2,093**
		303	Technician/Artisan/ Semi-skilled Artisan/ Workman	6,666	364	7,030	**7,102**
		304	Valuation Assistant/ Assistant Valuation Surveyor/ Assistant Valuer/ Valuer Survey Officer (Trainee)	186	14	200	**200**
		305	Estate Agent/ Salesperson/ Sales Executive/ Property Consultant(with estate agent's license or salesperson's license)	18,436	1,720	20,156	**20,251**
		306	Building Attendant/Customer Services Assistant/ Security Guard/Caretaker/ Artisan/Workman	54,806	3,636	58,442	**58,452**
		307	Leasing Clerk	2,326	2	2,328	**2,327**
		308	Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	3,333	236	3,569	**3,585**
		309	Trainees	800	510	1,310	**1,369**
		310	Clubhouse Assistant/Recreation Assistant/Public Relations Assistant/ Customer Services Assistant	2,957	361	3,318	**3,317**
		311	Cook	102	1	103	**103**
		312	Customer Services Assistant	94	3	97	**97**
		314	Security Guard	101	12	113	**113**
		399	Other Supporting Personnel	1,397	46	1,443	**1,444**
		All Technical Support & Operative Level		**93,369**	**6,979**	**100,348**	**100,601**
	All Levels			**130,520**	**8,645**	**139,165**	**139,359**

Employers' Preferred Education Level of Employees

Sector	Job Level	No. of Employees as at 1.5.2018 by Preferred Level of Education							
		Postgraduate	First Degree	Sub-Degree	Diploma/ Certificate	Secondary 4 - 7	Secondary 3 or below	Unspecified	ALL
Real Estate Development	Managerial/ Professional	229	1,870	8	17	483	4	457	**3,068**
	Supervisory	-	1,585	251	2,063	140	-	135	**4,174**
	Technical Support & Operative	-	463	105	207	3,523	420	384	**5,102**
	All Levels	**229**	**3,918**	**364**	**2,287**	**4,146**	**424**	**976**	**12,344**
Property Management and Maintenance	Managerial/ Professional	42	3,382	203	187	95	-	519	**4,428**
	Supervisory	-	1,871	1,928	3,162	3,899	1,102	928	**12,890**
	Technical Support & Operative	-	49	537	3,290	13,438	44,494	4,777	**66,585**
	All Levels	**42**	**5,302**	**2,668**	**6,639**	**17,432**	**45,596**	**6,224**	**83,903**
Estate Agency	Managerial/ Professional	9	501	125	253	453	-	188	**1,529**
	Supervisory	-	110	305	645	1,867	-	150	**3,077**
	Technical Support & Operative	-	16	51	329	18,610	213	274	**19,493**
	All Levels	**9**	**627**	**481**	**1,227**	**20,930**	**213**	**612**	**24,099**
Estate Surveying, Valuation and Consultancy	Managerial/ Professional	16	203	11	-	3	-	114	**347**
	Supervisory	-	111	31	3	11	-	16	**172**
	Technical Support & Operative	-	81	38	49	29	-	16	**213**
	All Levels	**16**	**395**	**80**	**52**	**43**	**-**	**146**	**732**
Government Departments and Public Sector	Managerial/ Professional	350	1,364	-	50	-	-	689	**2,453**
	Supervisory	-	615	524	1,822	1,833	92	127	**5,013**
	Technical Support & Operative	-	-	87	212	318	1,253	106	**1,976**
	All Levels	**350**	**1,979**	**611**	**2,084**	**2,151**	**1,345**	**922**	**9,442**
ALL	Managerial/ Professional	646	7,320	347	507	1,034	4	1,967	**11,825**
	Supervisory	-	4,292	3,039	7,695	7,750	1,194	1,356	**25,326**
	Technical Support & Operative	-	609	818	4,087	35,918	46,380	5,557	**93,369**
	All Levels	**646**	**12,221**	**4,204**	**12,289**	**44,702**	**47,578**	**8,880**	**130,520**

Employers' Preferred Period of Experience of Employees

Sector	Job Level	Number of Employees as at 1.5.2018 by Preferred Years of Relevant Experience						
		Less than 1 yr	1 yr to less than 3 yrs	3 yrs to less than 6 yrs	6 yrs to less than 10 yrs	10 yrs or more	Unspecified	ALL
Real Estate Development	Managerial/ Professional	-	15	722	686	1,238	407	**3,068**
	Supervisory	5	2,783	973	205	17	191	**4,174**
	Technical Support & Operative	860	2,013	1,762	13	5	449	**5,102**
	All Levels	**865**	**4,811**	**3,457**	**904**	**1,260**	**1,047**	**12,344**
Property Management and Maintenance	Managerial/ Professional	-	234	862	1,656	1,428	248	**4,428**
	Supervisory	32	2,545	8,014	1,676	131	492	**12,890**
	Technical Support & Operative	29,596	25,905	3,094	1,151	18	6,821	**66,585**
	All Levels	**29,628**	**28,684**	**11,970**	**4,483**	**1,577**	**7,561**	**83,903**
Estate Agency	Managerial/ Professional	1	32	174	556	233	533	**1,529**
	Supervisory	80	1,069	1,358	203	178	189	**3,077**
	Technical Support & Operative	4,118	11,283	3,472	36	1	583	**19,493**
	All Levels	**4,199**	**12,384**	**5,004**	**795**	**412**	**1,305**	**24,099**
Estate Surveying, Valuation and Consultancy	Managerial/ Professional	-	16	134	54	111	32	**347**
	Supervisory	8	55	86	4	3	16	**172**
	Technical Support & Operative	61	21	92	3	10	26	**213**
	All Levels	**69**	**92**	**312**	**61**	**124**	**74**	**732**
Government Departments and Public Sector	Managerial/ Professional	-	874	90	755	45	689	**2,453**
	Supervisory	394	707	1,053	131	-	2,728	**5,013**
	Technical Support & Operative	424	781	25	-	-	746	**1,976**
	All Levels	**818**	**2,362**	**1,168**	**886**	**45**	**4,163**	**9,442**
ALL	Managerial/ Professional	1	1,171	1,982	3,707	3,055	1,909	**11,825**
	Supervisory	519	7,159	11,484	2,219	329	3,616	**25,326**
	Technical Support & Operative	35,059	40,003	8,445	1,203	34	8,625	**93,369**
	All Levels	**35,579**	**48,333**	**21,911**	**7,129**	**3,418**	**14,150**	**130,520**

APPENDIX 6

Employers' Preferred Professional Qualifications of Employees

Number of Employees as at 1.5.2018 by Preferred Professional Qualifications

Sector	Job Level	Professional Qualifications Not Required	Preferred Professional Qualifications Required	Unspecified	ALL
Real Estate Development	Managerial/ Professional	2,221	631	216	**3,068**
	Supervisory	3,927	219	28	**4,174**
	Technical Support & Operative	4,773	2	327	**5,102**
	All Levels	**10,921**	**852**	**571**	**12,344**
Property Management and Maintenance	Managerial/ Professional	1,824	2,402	202	**4,428**
	Supervisory	12,175	240	475	**12,890**
	Technical Support & Operative	65,261	323	1,001	**66,585**
	All Levels	**79,260**	**2,965**	**1,678**	**83,903**
Estate Agency	Managerial/ Professional	1,231	182	116	**1,529**
	Supervisory	2,941	51	85	**3,077**
	Technical Support & Operative	19,417	-	76	**19,493**
	All Levels	**23,589**	**233**	**277**	**24,099**
Estate Surveying, Valuation and Consultancy	Managerial/ Professional	16	331	-	**347**
	Supervisory	108	64	-	**172**
	Technical Support & Operative	210	3	-	**213**
	All Levels	**334**	**398**	**-**	**732**
Government Departments and Public Sector	Managerial/ Professional	519	1,883	51	**2,453**
	Supervisory	4,898	10	105	**5,013**
	Technical Support & Operative	1,911	-	65	**1,976**
	All Levels	**7,328**	**1,893**	**221**	**9,442**
ALL	Managerial/ Professional	5,811	5,429	585	**11,825**
	Supervisory	24,049	584	693	**25,326**
	Technical Support & Operative	91,572	328	1,469	**93,369**
	All Levels	**121,432**	**6,341**	**2,747**	**130,520**

APPENDIX 7

Income Distribution of Employees

Sector	Job Level	No. of Employees as at 1.5.2018 by Monthly Income								
		$10,000 or below	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $30,000	$30,001 - $40,000	$40,001 - $60,000	$60,001 or above	Unspecified	ALL
Real Estate Development	Managerial/ Professional	-	3	54	102	826	695	751	637	3,068
	Supervisory	-	1,802	671	835	94	132	5	635	4,174
	Technical Support & Operative	156	2,822	992	103	1	-	-	1,028	5,102
	All Levels	**156**	**4,627**	**1,717**	**1,040**	**921**	**827**	**756**	**2,300**	**12,344**
Property Management and Maintenance	Managerial/ Professional	-	-	81	1,005	1,120	1,098	512	612	4,428
	Supervisory	27	1,561	6,859	3,110	73	14	-	1,246	12,890
	Technical Support & Operative	9,386	43,777	6,751	643	-	-	-	6,028	66,585
	All Levels	**9,413**	**45,338**	**13,691**	**4,758**	**1,193**	**1,112**	**512**	**7,886**	**83,903**
Estate Agency	Managerial/ Professional	-	32	15	109	131	340	327	575	1,529
	Supervisory	-	128	39	346	1,503	393	159	509	3,077
	Technical Support & Operative	1,983	914	5,604	9,454	438	19	24	1,057	19,493
	All Levels	**1,983**	**1,074**	**5,658**	**9,909**	**2,072**	**752**	**510**	**2,141**	**24,099**
Estate Surveying, Valuation and Consultancy	Managerial/ Professional	1	-	2	45	27	144	48	80	347
	Supervisory	-	4	69	42	34	4	-	19	172
	Technical Support & Operative	-	74	45	64	12	-	-	18	213
	All Levels	**1**	**78**	**116**	**151**	**73**	**148**	**48**	**117**	**732**
Government Departments and Public Sector	Managerial/ Professional	-	-	-	38	46	807	1,502	60	2,453
	Supervisory	-	15	357	1,191	2,886	67	-	497	5,013
	Technical Support & Operative	-	920	199	195	-	-	-	662	1,976
	All Levels	**-**	**935**	**556**	**1,424**	**2,932**	**874**	**1,502**	**1,219**	**9,442**
ALL	Managerial/ Professional	1	35	152	1,299	2,150	3,084	3,140	1,964	11,825
	Supervisory	27	3,510	7,995	5,524	4,590	610	164	2,906	25,326
	Technical Support & Operative	11,525	48,507	13,591	10,459	451	19	24	8,793	93,369
	All Levels	**11,553**	**52,052**	**21,738**	**17,282**	**7,191**	**3,713**	**3,328**	**13,663**	**130,520**

APPENDIX 8

Number of Employees Received Training in the Past 12 Months

Sector	Types of training	Type of Courses	Managerial/ Professional	Supervisory	Technical Support & Operative
Real Estate Development	Specific Knowledge/Skills (Property Development/ Leasing)	Real Estate Administration	128	129	13
		Marketing Technique	23	6	5
		Project Management Skills	158	26	3
		Financial Management and Housing Economics	39	3	9
		ALL	**348**	**164**	**30**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	67	2	2
		Property Management and Maintenance	-	-	45
		Estate Surveying, Valuation and Consultancy	10	-	-
		Estate Agency	-	-	-
		ALL	**77**	**2**	**47**
	Generic Skills	Computer Application (including IT)	3	-	-
		Putonghua	8	7	4
		English	-	20	-
		Management Skills	4	32	2
		Supervisory Skills	27	32	-
		Communication Skills	23	49	72
		Customer Services Skills	19	38	100
		Others	64	27	29
		ALL	**148**	**205**	**207**
	ALL		**573**	**371**	**284**
Property Management and Maintenance	Specific Knowledge/Skills (Property/Housing Management)	Facilities Management	238	781	2,065
		Building Maintenance Management	476	1,568	2,787
		Property/Housing Management	1,281	3,794	5,458
		ALL	**1,995**	**6,143**	**10,310**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	79	-	-
		Property Management and Maintenance	137	70	484
		Estate Surveying, Valuation and Consultancy	-	-	-
		Estate Agency	2	-	-
		ALL	**218**	**70**	**484**
	Generic Skills	Computer Application (including IT)	214	1,594	598
		Putonghua	8	26	235
		English	25	281	451
		Management Skills	676	1,196	93
		Supervisory Skills	458	988	526
		Communication Skills	433	1,488	3,974
		Customer Services Skills	555	2,430	8,845
		Others	161	402	1,723
		ALL	**2,530**	**8,405**	**16,445**
	ALL		**4,743**	**14,618**	**27,239**
Estate Agency	Specific Knowledge/Skills (Estate Agency)	Estate Agents Ordinance and EAA guidelines	145	914	7,331
		Legal and practical knowledge to estate agency work	143	995	8,258
		Professional Ethics	99	445	5,115
		Surveying, property/facilities management and town planning	5	75	1,229
		Management , supervision, governance and due diligence of estate agency business	199	1,257	941
		ALL	**591**	**3,686**	**22,874**
	Specific Knowledge/Skill (Real Estate Services in the Mainland)	Real Estate Development	77	122	45
		Property Management and Maintenance	-	1	15
		Estate Surveying, Valuation and Consultancy	2	1	15
		Estate Agency	46	68	2,167
		ALL	**125**	**192**	**2,242**
	Generic Skills	Computer Application (including IT)	7	242	1,092
		Putonghua	57	131	1,022
		English	3	71	780
		Management Skills	143	174	41

Sector	Types of training	Type of Courses	Managerial/ Professional	Supervisory	Technical Support & Operative
		Supervisory Skills	94	375	181
		Communication Skills	73	191	2,236
		Customer Services Skills	70	197	2,362
		Others	-	-	-
		ALL	**447**	**1,381**	**7,714**
	ALL		**1,163**	**5,259**	**32,830**
Estate Surveying, Valuation and Consultancy	Specific Knowledge/Skills (Estate Surveying, Valuation and Consultancy)	Marketing Strategy Planning	5	1	-
		Research Skills	16	3	12
		Surveying & Valuation Skills	41	18	52
		Planning and Land Development	36	6	17
		Compensation	22	-	36
		Property/Leasing Management	10	-	12
		ALL	**130**	**28**	**129**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	1	-	12
		Property Management and Maintenance	1	-	-
		Estate Surveying, Valuation and Consultancy	21	4	28
		Estate Agency	-	-	-
		ALL	**23**	**4**	**40**
	Generic Skills	Computer Application (including IT)	6	2	15
		Putonghua	6	-	12
		English	6	-	12
		Management Skills	9	-	12
		Supervisory Skills	16	2	12
		Communication Skills	16	-	12
		Customer Services Skills	6	-	12
		Others	2	-	2
		ALL	**67**	**4**	**89**
	ALL		**220**	**36**	**258**
Government Departments and Public Sector	Specific Knowledge/Skills (Property Development/Leasing)	Real Estate Administration	5	-	-
		Marketing Technique	-	-	-
		Project Management Skills	58	438	8
		Financial Management and Housing Economics	4	-	-
		ALL	**67**	**438**	**8**
	Specific Knowledge/Skills (Estate Surveying, Valuation and Consultancy)	Marketing Strategy Planning	2	4	-
		Research Skills	-	-	-
		Surveying & Valuation Skills	575	740	-
		Planning and Land Development	445	514	-
		Compensation	70	76	-
		Property/Leasing Management	47	82	80
		ALL	**1,139**	**1,416**	**80**
	Specific Knowledge/Skills (Estate Agency)	Estate Agents Ordinance and EAA guidelines	-	-	-
		Legal and practical knowledge to estate agency work	-	-	-
		Professional Ethics	-	-	-
		Surveying, property/facilities management and town planning	10	-	-
		Management , supervision, governance and due diligence of estate agency business	-	-	-
		ALL	**10**	**-**	**-**
	Specific Knowledge/Skills (Property/Housing Management)	Facilities Management	11	555	120
		Building Maintenance Management	91	124	6
		Property/Housing Management	1,462	1,684	217
		ALL	**1,564**	**2,363**	**343**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	-	-	-
		Property Management and Maintenance	114	47	-
		Estate Surveying, Valuation and Consultancy	-	-	-
		Estate Agency	-	-	-
		ALL	**114**	**47**	**-**
	Generic Skills	Computer Application (including IT)	369	1,717	43
		Putonghua	103	173	58
		English	262	577	9
		Management Skills	1,037	544	174
		Supervisory Skills	1,076	1,714	2

Sector	Types of training	Type of Courses	Managerial/ Professional	Supervisory	Technical Support & Operative
		Communication Skills	857	1,311	114
		Customer Services Skills	97	360	121
		Others	1,632	3,396	424
		ALL	**5,433**	**9,792**	**945**
	ALL		**8,327**	**14,056**	**1,376**
ALL	Specific Knowledge/Skills (Property Development)	Real Estate Administration	133	129	13
		Marketing Technique	23	6	5
		Project Management Skills	216	464	11
		Financial Management and Housing Economics	43	3	9
		ALL	**415**	**602**	**38**
	Specific Knowledge/Skills (Estate Surveying, Valuation and Consultancy)	Marketing Strategy Planning	7	5	-
		Research Skills	16	3	12
		Surveying & Valuation Skills	616	758	52
		Planning and Land Development	481	520	17
		Compensation	92	76	36
		Property/Leasing Management	57	82	92
		ALL	**1,269**	**1,444**	**209**
	Specific Knowledge/Skills (Estate Agency)	Estate Agents Ordinance and EAA guidelines	145	914	7,331
		Legal and practical knowledge to estate agency work	143	995	8,258
		Professional Ethics	99	445	5,115
		Surveying, property/facilities management and town planning	15	75	1,229
		Management , supervision, governance and due diligence of estate agency business	199	1,257	941
		ALL	**601**	**3,686**	**22,874**
	Specific Knowledge/Skills (Property/Housing Management)	Facilities Management	249	1,336	2,185
		Building Maintenance Management	567	1,692	2,793
		Property/Housing Management	2,743	5,478	5,675
		ALL	3,559	8,506	10,653
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	224	124	59
		Property Management and Maintenance	252	118	544
		Estate Surveying, Valuation and Consultancy	33	5	43
		Estate Agency	48	68	2,167
		ALL	**557**	**315**	**2,813**
	Generic Skills	Computer Application (including IT)	599	3,555	1,748
		Putonghua	182	337	1,331
		English	296	949	1,252
		Management Skills	1,869	1,946	322
		Supervisory Skills	1,671	3,111	721
		Communication Skills	1,402	3,039	6,408
		Customer Services Skills	747	3,025	11,440
		Others	1,859	3,825	2,178
		ALL	**8,625**	**19,787**	**25,400**
	ALL		**15,026**	**34,340**	**61,987**

APPENDIX 9

Number of Employees to be Received Training in the Next 12 Months

Sector	Types of training	Type of Courses	Managerial/ Professional	Supervisory	Technical Support & Operative
Real Estate Development	Specific Knowledge/Skills (Property Development)	Real Estate Administration	80	119	12
		Marketing Technique	4	6	13
		Project Management Skills	133	148	3
		Financial Management and Housing Economics	13	2	-
		ALL	230	275	28
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	68	2	-
		Property Management and Maintenance	-	-	19
		Estate Surveying, Valuation and Consultancy	10	-	-
		Estate Agency	-	-	-
		ALL	78	2	19
	Generic Skills	Computer Application (including IT)	-	-	-
		Putonghua	6	4	-
		English	6	23	-
		Management Skills	6	33	2
		Supervisory Skills	29	33	-
		Communication Skills	25	50	27
		Customer Services Skills	19	38	83
		Others	29	27	10
		ALL	**120**	**208**	**122**
	ALL		**428**	**485**	**169**
Property Management and Maintenance	Specific Knowledge/Skills (Property/Housing Management)	Facilities Management	345	772	2,290
		Building Maintenance Management	520	1,378	2,659
		Property/Housing Management	1,423	3,180	5,851
		ALL	**2,288**	**5,330**	**10,800**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	3	3	30
		Property Management and Maintenance	49	56	255
		Estate Surveying, Valuation and Consultancy	2	-	-
		Estate Agency	3	3	30
		ALL	**57**	**62**	**315**
	Generic Skills	Computer Application (including IT)	162	1,202	702
		Putonghua	101	171	148
		English	113	249	148
		Management Skills	1,038	1,726	987
		Supervisory Skills	507	1,292	1,319
		Communication Skills	392	1,174	4,242
		Customer Services Skills	508	2,239	7,832
		Others	68	186	725
		ALL	**2,889**	**8,239**	**16,103**
	ALL		**5,234**	**13,631**	**27,218**
Estate Agency	Specific Knowledge/Skills (Estate Agency)	Estate Agents Ordinance and EAA guidelines	63	654	4,469
		Legal and practical knowledge to estate agency work	107	941	5,678
		Professional Ethics	49	341	3,632
		Surveying, property/facilities management and town planning	17	72	2,170
		Management , supervision, governance and due diligence of estate agency business	212	1,207	900
		ALL	**448**	**3,215**	**16,849**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	7	105	43
		Property Management and Maintenance	-	1	10
		Estate Surveying, Valuation and Consultancy	2	1	16
		Estate Agency	10	24	1,163
		ALL	**19**	**131**	**1,232**
	Generic Skills	Computer Application (including IT)	-	252	1,089
		Putonghua	61	103	623
		English	3	16	410
		Management Skills	127	97	42
		Supervisory Skills	70	297	195
		Communication Skills	40	147	785
		Customer Services Skills	37	147	798
		Others	16	-	-
		ALL	**354**	**1,059**	**3,942**
	ALL		**821**	**4,405**	**22,023**

Sector	Types of training	Type of Courses	Managerial/ Professional	Supervisory	Technical Support & Operative
Estate Surveying, Valuation and Consultancy	Specific Knowledge/Skills (Estate Surveying, Valuation and Consultancy)	Marketing Strategy Planning	5	2	-
		Research Skills	6	13	22
		Surveying & Valuation Skills	35	23	16
		Planning and Land Development	19	13	27
		Compensation	12	-	7
		Property/Leasing Management	10	-	2
		ALL	**87**	**51**	**74**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	1	-	3
		Property Management and Maintenance	1	-	-
		Estate Surveying, Valuation and Consultancy	20	3	5
		Estate Agency	1	4	6
		ALL	**23**	**7**	**14**
	Generic Skills	Computer Application (including IT)	6	2	5
		Putonghua	7	-	2
		English	6	-	14
		Management Skills	6	-	3
		Supervisory Skills	6	2	3
		Communication Skills	6	-	2
		Customer Services Skills	6	-	2
		Others	-	-	-
		ALL	**43**	**4**	**31**
	ALL		**153**	**62**	**119**
Government Departments and Public Sector	Specific Knowledge/Skills (Property Development/Leasing)	Real Estate Administration	-	-	-
		Marketing Technique	-	-	-
		Project Management Skills	60	440	-
		Financial Management and Housing Economics	10	-	-
		ALL	**70**	**440**	**-**
	Specific Knowledge/Skills (Estate Surveying, Valuation and Consultancy)	Marketing Strategy Planning	10	10	-
		Research Skills	-	-	-
		Surveying & Valuation Skills	570	799	-
		Planning and Land Development	850	560	-
		Compensation	50	80	-
		Property/Leasing Management	56	88	85
		ALL	**1,536**	**1,537**	**85**
	Specific Knowledge/Skills (Estate Agency)	Estate Agents Ordinance and EAA guidelines	-	-	-
		Legal and practical knowledge to estate agency work	-	-	-
		Professional Ethics	-	-	-
		Surveying, property/facilities management and town planning	10	-	-
		Management , supervision, governance and due diligence of estate agency business	-	-	-
		ALL	**10**	**-**	**-**
	Specific Knowledge/Skills (Property/Housing Management)	Facilities Management	22	552	109
		Building Maintenance Management	94	114	4
		Property/Housing Management	1,464	1,684	144
		ALL	**1,580**	**2,350**	**257**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	-	-	-
		Property Management and Maintenance	110	40	-
		Estate Surveying, Valuation and Consultancy	-	-	-
		Estate Agency	-	-	-
		ALL	**110**	**40**	**-**
	Generic Skills	Computer Application (including IT)	341	1,611	50
		Putonghua	105	180	80
		English	290	740	30
		Management Skills	1,072	724	211
		Supervisory Skills	1,032	1,708	36
		Communication Skills	862	1,313	141
		Customer Services Skills	142	414	151
		Others	1,122	2,740	430
		ALL	**4,966**	**9,430**	**1,129**
	ALL		**8,272**	**13,797**	**1,471**
ALL	Specific Knowledge/Skills (Property Development/Leasing)	Real Estate Administration	80	119	12
		Marketing Technique	4	6	13
		Project Management Skills	193	588	3
		Financial Management and Housing Economics	23	2	-
		ALL	**300**	**715**	**28**

Sector	Types of training	Type of Courses	Managerial/ Professional	Supervisory	Technical Support & Operative
	Specific Knowledge/Skills (Estate Surveying, Valuation and Consultancy)	Marketing Strategy Planning	15	12	-
		Research Skills	6	13	22
		Surveying & Valuation Skills	605	822	16
		Planning and Land Development	869	573	27
		Compensation	62	80	7
		Property/Leasing Management	66	88	87
		ALL	**1,623**	**1,588**	**159**
	Specific Knowledge/Skills (Estate Agency)	Estate Agents Ordinance and EAA guidelines	63	654	4,469
		Legal and practical knowledge to estate agency work	107	941	5,678
		Professional Ethics	49	341	3,632
		Surveying, property/facilities management and town planning	27	72	2,170
		Management , supervision, governance and due diligence of estate agency business	212	1,207	900
		ALL	**458**	**3,215**	**16,849**
	Specific Knowledge/Skills (Property/Housing Management)	Facilities Management	367	1,324	2,399
		Building Maintenance Management	614	1,492	2,663
		Property/Housing Management	2,887	4,864	5,995
		ALL	**3,868**	**7,680**	**11,057**
	Specific Knowledge/Skills (Real Estate Services in the Mainland)	Real Estate Development	79	110	76
		Property Management and Maintenance	160	97	284
		Estate Surveying, Valuation and Consultancy	34	4	21
		Estate Agency	14	31	1,199
		ALL	**287**	**242**	**1,580**
	Generic Skills	Computer Application (including IT)	509	3,067	1,846
		Putonghua	280	458	853
		English	418	1,028	602
		Management Skills	2,249	2,580	1,245
		Supervisory Skills	1,644	3,332	1,553
		Communication Skills	1,325	2,684	5,197
		Customer Services Skills	712	2,838	8,866
		Others	1,235	2,953	1,165
		ALL	**8,372**	**18,940**	**21,327**
ALL			**14,908**	**32,380**	**51,000**

APPENDIX 10

Number of Internal Promotion in the Past 12 Months

Sector	No. of Employees Promoted		
	From Supervisory to Managerial/ Professional level	From Technical Support & Operative to Supervisory Level	ALL
Real Estate Development	33	37	**70**
Property Management and Maintenance	143	355	**498**
Estate Agency	39	140	**179**
Estate Surveying, Valuation and Consultancy	4	5	**9**
Government Departments and Public Sector	115	32	**147**
ALL	**334**	**569**	**903**

APPENDIX 11

Number of Employees Left in the Past 12 Months

Sector	No. of Employees Left			
	Managerial/ Professional	Supervisory	Technical Support & Operative	ALL
Real Estate Development	272	112	233	**617**
Property Management and Maintenance	486	2,398	19,894	**22,778**
Estate Agency	42	110	4,783	**4,935**
Estate Surveying, Valuation and Consultancy	3	22	22	**47**
Government Departments and Public Sector	141	254	124	**519**
ALL	**944**	**2,896**	**25,056**	**28,896**

Number of Recruits in the Past 12 Months

Sector	Recruitment	Managerial/ Professional	Supervisory	Technical Support & Operative
Real Estate Development	Total no. of recruits	254	348	234
	No. of recruits with real estate services related experience	249	321	186
Property Management and Maintenance	Total no. of recruits	379	2,081	19,510
	No. of recruits with real estate services related experience	282	1,745	15,560
Estate Agency	Total no. of recruits	49	102	4,371
	No. of recruits with real estate services related experience	47	98	2,889
Estate Surveying, Valuation and Consultancy	Total no. of recruits	4	16	40
	No. of recruits with real estate services related experience	4	11	25
Government Departments and Public Sector	Total no. of recruits	80	332	216
	No. of recruits with real estate services related experience	23	65	-
ALL	**Total no. of recruits**	**766**	**2,879**	**24,371**
	No. of recruits with real estate services related experience	**605**	**2,240**	**18,660**

APPENDIX 13

The Possible Reasons for Encountering Recruitment Difficulties

Sector	Recruitment Situation	Reasons for recruitment difficulties	Managerial/ Professional	Supervisory	Technical Support & Operative
Real Estate Development	No recruitment was taken place		3,931	3,902	4,066
	Recruitment was taken place	Lack of candidates with relevant experience	210	239	55
		Unsatisfactory terms of employment	201	201	30
		Unsatisfactory working environment	0	4	21
		Limited career prospects	0	0	2
		Insufficient trained/qualified manpower in the related disciplines	203	221	24
		Others	1	0	3
		Did not encounter difficulties	16	16	28
Property Management and Maintenance	No recruitment was taken place		653	622	523
	Recruitment was taken place	Lack of candidates with relevant experience	70	49	102
		Unsatisfactory terms of employment	18	30	154
		Unsatisfactory working environment	5	22	92
		Limited career prospects	2	2	18
		Insufficient trained/qualified manpower in the related disciplines	10	25	44
		Others	4	6	23
		Did not encounter difficulties	18	58	31
Estate Agency	No recruitment was taken place		2,982	2,991	2,404
	Recruitment was taken place	Lack of candidates with relevant experience	7	8	115
		Unsatisfactory terms of employment	3	2	108
		Unsatisfactory working environment	2	2	12
		Limited career prospects	1	0	4
		Insufficient trained/qualified manpower in the related disciplines	1	0	115
		Others	1	6	310
		Did not encounter difficulties	15	0	17
Estate Surveying, Valuation and Consultancy	No recruitment was taken place		190	181	174
	Recruitment was taken place	Lack of candidates with relevant experience	1	0	3
		Unsatisfactory terms of employment	1	0	1
		Unsatisfactory working environment	1	0	2
		Limited career prospects	0	0	0
		Insufficient trained/qualified manpower in the related disciplines	0	4	6
		Others	0	0	1
		Did not encounter difficulties	2	8	10
Government Departments and Public Sector	No recruitment was taken place		5	3	5
	Recruitment was taken place	Lack of candidates with relevant experience	3	4	6
		Unsatisfactory terms of employment	0	2	3
		Unsatisfactory working environment	0	0	0
		Limited career prospects	0	0	0
		Insufficient trained/qualified manpower in the related disciplines	2	3	1
		Others	0	0	1
		Did not encounter difficulties	6	5	3
ALL	No recruitment was taken place		7,761	7,699	7,172
	Recruitment was taken place	Lack of candidates with relevant experience	291	300	281
		Unsatisfactory terms of employment	223	235	296
		Unsatisfactory working environment	8	28	127
		Limited career prospects	3	2	24
		Insufficient trained/qualified manpower in the related disciplines	216	253	190
		Others	6	12	338
		Did not encounter difficulties	57	87	89

APPENDIX 14

The Possible Reasons for Manpower Change in the Next 12 Months

Sector	Expectation on Manpower Change	Reasons for manpower change	Managerial/ Professional	Supervisory	Technical Support & Operative
Real Estate Development	Expect no manpower change		4,153	4,145	4,153
	Expect manpower change	Change of manpower cost	1	1	1
		Change in economic outlook	-	-	-
		Reorganization of Company	3	3	3
		Business expansion / contraction	9	15	8
		Outsourcing / In-sourcing of work	-	-	-
		Others	1	2	1
Property Management and Maintenance	Expect no manpower change		748	684	626
	Expect manpower change	Change of manpower cost	6	12	37
		Change in economic outlook	2	41	61
		Reorganization of Company	6	5	9
		Business expansion / contraction	11	63	72
		Outsourcing / In-sourcing of work	-	36	41
		Others	3	9	29
Estate Agency	Expect no manpower change		2,973	2,996	2,528
	Expect manpower change	Change of manpower cost	1	1	4
		Change in economic outlook	7	7	12
		Reorganization of Company	-	-	2
		Business expansion / contraction	33	9	468
		Outsourcing / In-sourcing of work	-	-	-
		Others	-	1	9
Estate Surveying, Valuation and Consultancy	Expect no manpower change		187	191	188
	Expect manpower change	Change of manpower cost	-	-	-
		Change in economic outlook	1	1	1
		Reorganization of Company	-	-	-
		Business expansion / contraction	2	3	6
		Outsourcing / In-sourcing of work	-	-	1
		Others	4	-	-
Government Departments and Public Sector	Expect no manpower change		11	11	12
	Expect manpower change	Change of manpower cost	-	-	-
		Change in economic outlook	2	2	2
		Reorganization of Company	-	-	-
		Business expansion / contraction	3	3	3
		Outsourcing / In-sourcing of work	-	-	-
		Others	3	3	2
ALL	Expect no manpower change		8,072	8,027	7,507
	Expect manpower change	Change of manpower cost	8	14	42
		Change in economic outlook	12	51	76
		Reorganization of Company	9	8	14
		Business expansion / contraction	58	93	557
		Outsourcing / In-sourcing of work	-	36	42
		Others	11	15	41

APPENDIX 15

Employers' View on Compulsory Training

Sector	Compulsory training will help maintain professional competency or enhance knowledge and skills	Managerial/ Professional	Supervisory	Technical Support & Operative
Real Estate Development	Yes	243	373	1,613
	No	170	62	69
	No comment	377	1,816	241
	No employees in particular job level	3,363	1,904	2,233
	Unspecified / Refusal	15	13	12
	ALL	**4,168**	**4,168**	**4,168**
Property Management and Maintenance	Yes	114	119	80
	No	145	107	202
	No comment	182	203	455
	No employees in particular job level	314	328	20
	Unspecified / Refusal	23	21	21
	ALL	**778**	**778**	**778**
Estate Agency	Yes	366	326	1,209
	No	69	33	577
	No comment	117	1,083	1,199
	No employees in particular job level	2,456	1,565	22
	Unspecified / Refusal	8	9	9
	ALL	**3,016**	**3,016**	**3,016**
Estate Surveying, Valuation and Consultancy	Yes	34	15	19
	No	16	11	14
	No comment	133	8	3
	No employees in particular job level	7	157	155
	Unspecified / Refusal	4	3	3
	ALL	**194**	**194**	**194**
Government Departments and Public Sector	Yes	3	3	1
	No	3	2	2
	No comment	7	8	7
	No employees in particular job level	-	-	3
	Unspecified / Refusal	8	8	8
	ALL	**21**	**21**	**21**
ALL	Yes	760	836	2,922
	No	403	215	864
	No comment	816	3,118	1,905
	No employees in particular job level	6,140	3,954	2,433
	Unspecified / Refusal	58	54	53
	ALL	**8,177**	**8,177**	**8,177**

Detailed Analysis of the Labour Market Analysis (LMA) Projection

The forecast production of private residential flats between 2019 and 2022 is provided by the Rating & Valuation Department.
(Source: Hong Kong Property Review 2018 - Rating and Valuation Department, Flat Production Programme – Hong Kong Housing Society, The Housing Authority's Public Housing Construction Programme – Hong Kong Housing Authority and Hong Kong Monthly Digest of Statistics- Census and Statistics Department)

I. Collect figures on stock of residential (Public & Private) and non-residential flats

	Public Residential Stock* (no. of flats)	Private Residential Stock (no. of flats)	Private Non-Residential Stock# (square m)
2018	1,221,600	1,192,758	47,661,800
2019	1,248,700	1,213,129	48,099,600
2020	1,269,506	1,222,164**	48,443,696**
2021	1,288,206	1,230,624**	48,740,491**
2022	1,307,715	1,237,255**	48,993,132**

Note:
Private Non-residential included Office, Commercial, Flatted Factories, Industrial/Office, Specialised Factories, and Storage Source of Information (i)
* Figures of Public residential sourced from The Hong Kong Housing Authority (HA) and The Hong Kong Housing Society (HS) Source of Information (ii)
** Projected by Adaptive Filtering Method

(i)- Figures from HS included Rental Estate, Senior Citizen Residences Scheme, and Subsidised Sale Flats
(ii)- Figures from HA included Public Rental Housing / Green Form Subsidised Home Ownership Scheme and Other Subsidised Sale Flats

II. 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)
2013-2017	2,846,500 (51.15%)	2,718,500 (48.85%)

III. Determine the distribution of 2018 Manpower (no. of employees + no. of vacancies)

TOTAL Manpower of 2018 *	Manpower of Public Residential (Sector 5, Government & Public Sector) *	Manpower of Private Residential (51.15% of Sector 1-4)	Manpower of Non-Residential (48.85% of Sector 1-4)	Manpower of Sector 1-4 *
139,165	10,077	66,029	63,059	129,088

*Figure collected from MPS of RE, 2018

IV. Calculate the Productivity ratio (Stock : Manpower)

Productivity ratio		
Public Residential	Private Residential	Non-Residential
121.23 flat/person	18.06 flat/person	755.82 sq. m/person

V. Forecast of Manpower (no. of employees + no. of vacancies)

	Public Residential	Private Residential	Non-Residential	Actual Manpower	Projected Manpower	Growth rate
2018	10,077	66,029	63,059	139,165		
2019F	10,301	67,156	63,639		141,096	1.4%
2020F	10,472	67,656	64,094		142,222	0.8%
2021F	10,626	68,125	64,487		143,238	0.7%
2022F	10,787	68,492	64,821		144,100	0.6%

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 3748 9400 Facsimile No 傳真

Our Reference 本局檔號 (1) in RE/4/2 (2018) Your Reference 來函檔號

APPENDIX 17A

1st May 2018

Dear Sir/Madam,

The 2018 Manpower Survey of the
Real Estate Services Industry

The Real Estate 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 **Customer 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 (mps18re@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,

(Sr Augustine WONG Ho-ming)
Chairman
Real Estate Services Training Board

Encl.

Serial No. (PRE -PRINTED)

CONFIDENTIAL WHEN ENTERED WITH DATA	填 入 數 據 後 即 成 機 密 文 件

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2018 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房 地 產 服 務 業 2018 年 人 力 調 查

The 2018 Manpower Survey of the Real Estate Services (RE) 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.

房地產服務業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

NATURE OF BUSINESS:
業務性質

- ☐ Real Estate Development 地產發展
- ☐ Real Estate Leasing 地產租賃
- ☐ Real Estate Development with Leasing 地產發展兼租賃
- ☐ Others 其他 : _____

(For official use)
Industry Code _____

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

R

Serial No. (PRE -PRINTED)

Survey Reference Date : 1st May 2018
統計日期 ：2018年5月1日

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

Please complete columns 'B' to 'H' 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 'H'。

(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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號: 1 $10,000 or below 或以下; 2 $10,001 - $15,000; 3 $15,001 - $20,000; 4 $20,001 - $30,000; 5 $30,001 - $40,000; 6 $40,001 - $60,000; 7 $60,001 or above 或以上	(F) Preferred Level of Education 僱員宜有教育程度 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 Year of Experience 僱員宜有的相關年資 Code 編號: 1 Less than 1 yr 一年以下; 2 1 yr to less than 3 yrs 一年至三年以下; 3 3 yrs to less than 6 yrs 三年至六年以下; 4 6 yrs to less than 10 yrs 六年至十年以下; 5 10 yrs or more 十年或以上	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X") Authorized Person 認可人士; Chartered Institute of Housing 英國特許房屋經理學會; Hong Kong Institute of Housing 香港房屋經理學會會員; HK Institute of Planners 香港規劃師學會; Registered Professional Housing Manager 註冊專業房屋經理; Royal Institute of Chartered Surveyors 英國特許皇家測量師學會; Surveyors Registration Board 測量師註冊管理局; The Hong Kong Institute of Architects 香港建築師學會; The Hong Kong Institute of Engineers 香港工程師學會; The Hong Kong Institute of Surveyors 香港測量師學會
		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 and Professional Level 經理及專業人員級							
102	Director/Associate Director/General Manager 董事／副董事／總經理							
103	Sales/Marketing Manager 營業 ／市場經理							
107	Property Manager/Area Property Manager 物業經理／分區物業經理							
113	Project Manager 項目經理							
115	IT Manager/Computer Services Manager/ EDP Manager 資訊科技經理／電腦服務經理／ 電子資料處理經理							
131	Development Manager 發展經理							
	Other Managerial and Professional Staff (Please specify): 其他經理及專業人員（請說明）：							
199								
198								
	Supervisory Level 主任級							
201	Project Officer/Assistant Project Manager 項目主任／助理項目經理							
202	Marketing Officer/Sales Officer 市場主任／營業主任							

Serial No. (PRE -PRINTED)

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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
203	Property Officer/Leasing Officer 物業主任／租務主任							
217	Development Officer/Property Analyst 發展主任／物業分析員							
	Other Supervisory Staff (Please specify): 其他主任人員（請說明）：							
299								
298								
	Technical Support and Operative Level 技術及操作人員級							
301	Sales/Marketing/Research Assistant 營業／市場／研究助理							
302	Property Clerk 物業文員							
303	Technician 技術員							
306	Building Attendant 大廈管理員／管理員							
307	Leasing Clerk 租務文員							
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員（請說明）：							
399								
398								
	For Official Use							

(B) Number of non-RE related staff
從事非房地產服務相關的工作人員人數 **000**

(C)

(i) Number of employees holding Estate Agent's License (Individual)
持有地產代理（個人）牌照的僱員人數 **C01**

(ii) Number of employees holding Salesperson's License
持有營業員牌照的僱員人數 **C02**

Serial No.	(PRE -PRINTED)

PART II
第二部份

Internal Promotion
內部晉升

1. The total number of internal promotion of real estate services personnel in the past 12 months
過去十二個月內內部晉升的房地產服務僱員人數。

	From Supervisory to Managerial/Professional Level 由主任晉升為經理／專業級	From Technical Support and Operative to Supervisory Level 由技術及操作人員晉升為主任級
No. of employees 僱員人數		

Employees Left
離職人數

2. The total number of real estate services personnel left in the past 12 months
過去十二個月內離職的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
No. of employees 僱員人數			

Recruitment
招聘

3. Please state the number of recruits of real estate services personnel of your company in the past 12 months
請列出　貴機構在過去十二個月內招聘的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Total 總人數			
(b) Number of recruits out of total having real estate services related experience 當中具備房地產服務相關經驗的人數			

Serial No. (PRE -PRINTED)

Recruitment Difficulties

招聘困難

4. Please indicate the difficulties encountered in recruitment of real estate services personnel in past 12 months.
請指出 貴公司在過去十二個月招聘房地產服務僱員所遇到的困難。

Difficulties 困難	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) 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) Lack of candidates with relevant experience 缺乏具相關經驗求職者	☐	☐	☐
(ii) Unsatisfactory terms of employment in the industry 行業的聘用條件不理想	☐	☐	☐
(iii) Unsatisfactory working environment in the industry 行業的工作環境不理想	☐	☐	☐
(iv) Limited career prospects in the industry 行業的晉升機會有限	☐	☐	☐
(v) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐
(vii) Did not encounter difficulties 沒有遇上困難	☐	☐	☐

5. Please indicate the possible reasons for manpower change of real estate services personnel in your company in the next 12 months.
請選擇 貴機構預期會在未來十二個月房地產服務有人手變動的原因。

Reasons 原因	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Expect no manpower change 預期沒有人手變動	☐	☐	☐
(b) Expect manpower change and the reasons are: (You may "✓" one or more options.) 預期有人手變動，原因是：（可剔"✓"選多於一項。）			
(i) Change of manpower cost 人力成本調整	☐	☐	☐
(ii) Change in economic outlook 經濟前景的變化	☐	☐	☐
(iii) Reorganization of Company 公司架構重組	☐	☐	☐
(iv) Business expansion / contraction 業務擴展／收縮	☐	☐	☐
(v) Outsourcing / In-sourcing of work 工作外判／從外判取回工作	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐

Training

訓練

6. Do you agree that attending compulsory training each year will help maintain employees' professional competency and / or enhance their knowledge and skills?
你是否同意每年強制進修，將有助於維持員工的專業能力及／或提升他們的知識和技能?

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Yes 是	☐	☐	☐
No 否	☐	☐	☐
No comment 沒有意見	☐	☐	☐
No Such Employees 沒有此職級的員工	☐	☐	☐

Serial No.	(PRE -PRINTED)

7. 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 (by type of course).
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**（按課程種類劃分）。

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Property Development / Leasing 地產發展／租賃)			
(a) Real Estate Administration 地產行政			
(b) Marketing Technique 市場推廣技巧			
(c) Project Management Skills 項目管理技巧			
(d) Financial Management and Housing Economics 財務管理及房屋經濟學			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

Serial No.	(PRE -PRINTED)

8. Please estimate **the total number of employees** who will receive the following training course(s) (including in-house training) in the next 12 months (by type of course).
請估計未來十二個月內將接受下列培訓課程（包括內部培訓）的**僱員人數**（按課程種類劃分）

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Property Development 物業發展)			
(a) Real Estate Administration 地產行政			
(b) Marketing Technique 市場推廣技巧			
(c) Project Management Skills 項目管理技巧			
(d) Financial Management and Housing Economics 財務管理及房屋經濟學			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

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

Serial No. (PRE -PRINTED)

CONFIDENTIAL WHEN ENTERED WITH DATA	填 入 數 據 後 即 成 機 密 文 件

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2018 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房 地 產 服 務 業 2018 年 人 力 調 查

The 2018 Manpower Survey of the Real Estate Services (RE) 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.

房地產服務業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

NATURE OF BUSINESS:
業 務 性 質

☐ Property Management and Maintenance 物業管理及保養

☐ Others 其他 : _____

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

(For official use)
Industry Code _____

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

M

Serial No. (PRE -PRINTED)

Survey Reference Date : 1st May 2018
統計日期 ：2018年5月1日

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

Please complete columns 'B' to 'H' 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 'H'。

(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 **Employees** as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
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 and Professional Level 經理及專業人員級							
102	Director/General Manager 董事／總經理							
103	Marketing Manager 市場經理							
104	Assistant Marketing Manager 助理市場經理							
106	Regional Manager/Senior Estate Manager/ Senior Property Manager 區域經理／高級屋邨經理／高級物業經理							
108	Estate Manager/Area Manager/ Building Manager/Property Manager 屋邨經理 ／分區經理 ／大廈經理 ／物業經理							
109	Assistant Estate Manager/Assistant Area Manager/ Assistant Building Manager/Assistant Property Manager 助理屋邨經理／助理分區經理 助理大廈經理／助理物業經理							
110	Maintenance Manager/Technical Manager/ Building Services Manager/Maintenance Surveyor 保養經理／技術經理／屋宇裝備經理／保養測量師							
111	Assistant Maintenance Manager 助理保養經理							
112	Promotion and Public Relations Manager (Commercial and Retail) 推廣及公關經理（商務及零售）							
113	Project Manager 項目經理							
114	Assistant Project Manager 助理項目經理							

Serial No. (PRE -PRINTED)

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 **Employees** as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12 個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
115	IT Manager/Computer Services Manager/ EDP Manager 資訊科技經理／電腦服務經理／電子資料處理經理							
116	Club House/Recreation Manager/Public Relations Manager/ Customer Services Manager 會所／康樂經理 ／公共關係經理／顧客服務經理							
117	Assistant Club House/ Recreation Manager/ Assistant Public Relations Manager/ Assistant Customer Services Manage 助理會所／康樂經理／助理公共關係經理／助理顧客服務經理							
118	Facilities Manager 設施經理							
119	Assistant Facilities Manager 助理設施經理							
133	Banquet Manager/Food and Beverage Manager 宴會經理／餐飲經理							
134	Safety Manager/Health and Safety Manager/ QA and Safety Manager 安全經理／健康及安全經理／品質保證及安全經理							
	Other Managerial and Professional Staff (Please specify): 其他經理及專業人員（請說明）：							
199								
198								
	Supervisory Level 主任級							
202	Marketing Officer 市場主任							
205	Property/Estate Officer/Administrative Officer 屋邨／物業主任／行政主任							
206	Club House/Recreation Officer/Public Relations Officer/ Customer Service Officer 會所／康樂主任／公共關係主任／顧客服務主任							
208	Building Supervisor/Building Superintendent/Security Officer/Supervisor 大廈主管／大廈監督／保安主任／主管							
218	Maintenance Officer/Technical Officer/ Clerk of Works 保養主任／技術主任／工程監督							
219	Safety Officer/Safety Supervisor/ Registered Safety Officer 安全主任／安全督導員／註冊安全主任							
220	Chef/Head Chef 主廚／總廚							

Serial No. (PRE -PRINTED)

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 **Employees** as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12 個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號 1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	(F) Preferred Level of Education 僱員宜有教育程度 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 Year of Experience 僱員宜有的相關年資 Code 編號 1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X") Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
		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'。						
	Other Supervisory Staff (Please specify): 其他主任人員（請說明）：							
299								
298								
	Technical Support and Operative Level 技術及操作人員級							
302	Property Clerk 物業文員							
303	Technician/ Artisan/Semi-skilled Artisan/Workman 技術員／技工／半技術技工							
306	Building Attendant/Customer Services Assistant/Security Guard 大廈管理員／顧客服務助理／保安員							
308	Assistant Property Officer/Assistant Estate Officer/ Assistant Administrative Officer 助理物業主任／助理屋邨主任／助理行政主任							
310	Club House/Recreation Assistant/Public Relations Assistant/ Customer Service Assistant 會所／康樂助理／公共關係助理／顧客服務助理							
311	Cook 廚師							
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員（請說明）：							
399								
398								
	For Official Use							

(B) Number of non-RE related staff
從事非房地產服務相關的工作人員人數 **000**

(C)

(i) Number of employees holding Estate Agent's License (Individual)
持有地產代理（個人）牌照的僱員人數 **C01**

(ii) Number of employees holding Salesperson's License
持有營業員牌照的僱員人數 **C02**

Serial No.	(PRE -PRINTED)

PART II
第二部份

Internal Promotion
內部晉升

1. The total number of internal promotion of real estate services personnel in the past 12 months
過去十二個月內內部晉升的房地產服務僱員人數。

	From Supervisory to Managerial/Professional Level 由主任晉升為經理／專業級	From Technical Support and Operative to Supervisory Level 由技術及操作人員晉升為主任級
No. of employees 僱員人數		

Employees Left
離職人數

2. The total number of real estate services personnel left in the past 12 months
過去十二個月內離職的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
No. of employees 僱員人數			

Recruitment
招聘

3. Please state the number of recruits of real estate services personnel of your company in the past 12 months
請列出　貴機構在過去十二個月內招聘的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Total 總人數			
(b) Number of recruits out of total having real estate services related experience 當中具備房地產服務相關經驗的人數			

Serial No. (PRE -PRINTED)

Recruitment Difficulties

招聘困難

4. Please indicate the difficulties encountered in recruitment of real estate services personnel in past 12 months.
請指出 貴公司在過去十二個月招聘房地產服務僱員所遇到的困難。

Difficulties 困難	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) 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) Lack of candidates with relevant experience 缺乏具相關經驗求職者	☐	☐	☐
(ii) Unsatisfactory terms of employment in the industry 行業的聘用條件不理想	☐	☐	☐
(iii) Unsatisfactory working environment in the industry 行業的工作環境不理想	☐	☐	☐
(iv) Limited career prospects in the industry 行業的晉升機會有限	☐	☐	☐
(v) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐
(vii) Did not encounter difficulties 沒有遇上困難	☐	☐	☐

5. Please indicate the possible reasons for manpower change of real estate services personnel in your company in the next 12 months.
請選擇 貴機構預期會在未來十二個月房地產服務有人手變動的原因。

Reasons 原因	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Expect no manpower change 預期沒有人手變動	☐	☐	☐
(b) Expect manpower change and the reasons are: (You may "✓" one or more options.) 預期有人手變動，原因是：（可剔"✓"選多於一項。）			
(i) Change of manpower cost 人力成本調整	☐	☐	☐
(ii) Change in economic outlook 經濟前景的變化	☐	☐	☐
(iii) Reorganization of Company 公司架構重組	☐	☐	☐
(iv) Business expansion / contraction 業務擴展／收縮	☐	☐	☐
(v) Outsourcing / In-sourcing of work 工作外判／從外判取回工作	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐

Training

訓練

6. Do you agree that attending compulsory training each year will help maintain employees' professional competency and / or enhance their knowledge and skills?
你是否同意每年強制進修，將有助於維持員工的專業能力及／或提升他們的知識和技能?

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Yes 是	☐	☐	☐
No 否	☐	☐	☐
No comment 沒有意見	☐	☐	☐
No Such Employees 沒有此職級的員工	☐	☐	☐

Serial No.	(PRE -PRINTED)

7. 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 (by type of course).
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**（按課程種類劃分）。

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Property/Housing Management 物業／房屋管理)			
(a) Facilities Management 設施管理			
(b) Building Maintenance Management 樓宇維修管理			
(c) Property/Housing Management 物業／房屋管理			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

Serial No.	(PRE -PRINTED)

8. Please estimate **the total number of employees** who will receive the following training course(s) (including in-house training) in the next 12 months (by type of course).
請估計未來十二個月內將接受下列培訓課程（包括內部培訓）的**僱員人數**（按課程種類劃分）

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Property/Housing Management 物業／房屋管理)			
(a) Facilities Management 設施管理			
(b) Building Maintenance Management 樓宇維修管理			
(c) Property/Housing Management 物業／房屋管理			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

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

Serial No.	(PRE -PRINTED)

CONFIDENTIAL WHEN ENTERED WITH DATA	填 入 數 據 後 即 成 機 密 文 件

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2018 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房 地 產 服 務 業 2018 年 人 力 調 查

The 2018 Manpower Survey of the Real Estate Services (RE) 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.

房地產服務業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

NATURE OF BUSINESS:
業 務 性 質

☐ Estate Agency 地產代理

☐ Others 其他 : _____

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

(For official use)
Industry Code _____

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

A

Serial No. (PRE -PRINTED)

Survey Reference Date: 1st May 2018
統計日期 ：2018 年 5 月 1 日

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

Please complete columns 'B' to 'H' 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 'H'。

(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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12 個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
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 and Professional Level 經理及專業人員級							
101	Managing Director/Chief Executive Officer/ Partner 常務董事／行政總監／合夥人							
102	Director/General Manager 董事／總經理							
105	Regional Manager/Regional Marketing Manager 區域經理／分區營業經理							
115	IT Manager/Computer Services Manager 資訊科技經理／電腦服務經理							
132	Land Executive 土地／地產行政員							
	Other Managerial and Professional Staff (Please specify): 其他經理及專業人員（請說明）：							
199								
198								
	Supervisory Level 主任級							
204	Manager(in charge of an office/branch)/Branch Manager 主管／主任／副經理／經理／分行經理							
	Other Supervisory Staff (Please specify): 其他主任人員（請說明）：							
299								
298								

Serial No. (PRE -PRINTED)

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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
	Technical Support and Operative Level 技術及操作人員級							
305	Estate Agent/Salesperson/Sales Executive/ Property Consultant (with estate agent's licence or salesperson's licence) 地產代理／營業員／營業主任／物業顧問 (持有地產代理／營業員牌照)							
309	Trainees 見習生／員							
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員（請說明）：							
399								
398								
	For Official Use							

(B) Number of non-RE related staff
從事非房地產服務相關的工作人員人數 **000**

(C)

(i) Number of employees holding Estate Agent's License (Individual)
持有地產代理（個人）牌照的僱員人數 **C01**

(ii) Number of employees holding Salesperson's License
持有營業員牌照的僱員人數 **C02**

Serial No.	(PRE -PRINTED)

PART II
第二部份

Internal Promotion
內部晉升

1. The total number of internal promotion of real estate services personnel in the past 12 months
過去十二個月內內部晉升的房地產服務僱員人數。

	From Supervisory to Managerial/Professional Level 由主任晉升為經理／專業級	From Technical Support and Operative to Supervisory Level 由技術及操作人員晉升為主任級
No. of employees 僱員人數		

Employees Left
離職人數

2. The total number of real estate services personnel left in the past 12 months
過去十二個月內離職的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
No. of employees 僱員人數			

Recruitment
招聘

3. Please state the number of recruits of real estate services personnel of your company in the past 12 months
請列出　貴機構在過去十二個月內招聘的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Total 總人數			
(b) Number of recruits out of total having real estate services related experience 當中具備房地產服務相關經驗的人數			

Serial No.	(PRE -PRINTED)

Recruitment Difficulties

招聘困難

4. Please indicate the difficulties encountered in recruitment of real estate services personnel in past 12 months.
請指出　貴公司在過去十二個月招聘房地產服務僱員所遇到的困難。

Difficulties 困難	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) 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) Lack of candidates with relevant experience 缺乏具相關經驗求職者	☐	☐	☐
(ii) Unsatisfactory terms of employment in the industry 行業的聘用條件不理想	☐	☐	☐
(iii) Unsatisfactory working environment in the industry 行業的工作環境不理想	☐	☐	☐
(iv) Limited career prospects in the industry 行業的晉升機會有限	☐	☐	☐
(v) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐
(vii) Did not encounter difficulties 沒有遇上困難	☐	☐	☐

5. Please indicate the possible reasons for manpower change of real estate services personnel in your company in the next 12 months.
請選擇　貴機構預期會在未來十二個月房地產服務有人手變動的原因。

Reasons 原因	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Expect no manpower change 預期沒有人手變動	☐	☐	☐
(b) Expect manpower change and the reasons are: (You may "✓" one or more options.) 預期有人手變動，原因是：（可剔"✓"選多於一項。）			
(i) Change of manpower cost 人力成本調整	☐	☐	☐
(ii) Change in economic outlook 經濟前景的變化	☐	☐	☐
(iii) Reorganization of Company 公司架構重組	☐	☐	☐
(iv) Business expansion / contraction 業務擴展／收縮	☐	☐	☐
(v) Outsourcing / In-sourcing of work 工作外判／從外判取回工作	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐

Training

訓練

6. Do you agree that attending compulsory training each year will help maintain employees' professional competency and / or enhance their knowledge and skills?
你是否同意每年強制進修，將有助於維持員工的專業能力及／或提升他們的知識和技能?

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Yes 是	☐	☐	☐
No 否	☐	☐	☐
No comment 沒有意見	☐	☐	☐
No Such Employees 沒有此職級的員工	☐	☐	☐

Serial No.	(PRE -PRINTED)

7. 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 (by type of course).
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**（按課程種類劃分）。

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Estate Agents 地產代理)			
(a) Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引			
(b) Legal and practical knowledge relating to estate agency work 與地產代理工作相關的法律及實務知識			
(c) Professional ethics 專業操守			
(d) Surveying, property / facilities management and town planning 測量，物業 / 設施管理及城市規劃			
(e) Management, supervision, governance and due diligence of estate agency business 地產代理業務管理、督導、管治及盡責審查			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

Serial No.	(PRE -PRINTED)

8. Please estimate **the total number of employees** who will receive the following training course(s) (including in-house training) in the next 12 months (by type of course).
請估計未來十二個月內將接受下列培訓課程（包括內部培訓）的**僱員人數**（按課程種類劃分）

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Estate Agents 地產代理)			
(a) Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引			
(b) Legal and practical knowledge relating to estate agency work 與地產代理工作相關的法律及實務知識			
(c) Professional ethics 專業操守			
(d) Surveying, property / facilities management and town planning 測量、物業／設施管理及城市規劃			
(e) Management, supervision, governance and due diligence of estate agency business 地產代理業務管理、督導、管治及盡責審查			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

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

Serial No.	(PRE -PRINTED)

CONFIDENTIAL WHEN ENTERED WITH DATA	填 入 數 據 後 即 成 機 密 文 件

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2018 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房 地 產 服 務 業 2018 年 人 力 調 查

The 2018 Manpower Survey of the Real Estate Services (RE) 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.

房地產服務業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

NATURE OF BUSINESS:
業 務 性 質

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

☐ Others 其他 : _____

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

(For official use)
Industry Code _____

Detail of Contact Person
聯絡人資料

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

POSITION: _____
職 位

TEL. NO.:_____-_____
電 話

FAX NO.: _____
圖 文 傳 真

E-MAIL: _____
電 郵

S

Serial No. (PRE -PRINTED)

Survey Reference Date : 1st May 2018
統計日期 ：2018年5月1日

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

Please complete columns 'B' to 'H' 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 'H'。

(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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
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 and Professional Level 經理及專業人員級							
101	Executive Director/Partner 執行董事／合夥人							
102	Senior Director/Director 高級董事／董事							
113	Project Manager/Associate Director 項目經理／副董事							
124	Estate Surveyor/Associate Director 產業測量師／副董事							
125	Valuation Surveyor/Associate Director 物業估價測量師／副董事							
	Other Managerial and Professional Staff (Please specify): 其他經理及專業人員（請說明）：							
199								
198								
	Supervisory Level 主任級							
204	Supervisor/Assistant Manager (with estate agent's license) 主管／主任／副經理（持有地產代理牌照）							
211	Valuation Officer 物業估價主任／員							
216	Survey Officer 測量主任／員							
	Other Supervisory Staff (Please specify): 其他主任人員（請說明）：							
299								

Serial No. (PRE -PRINTED)

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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
298								
	Technical Support and Operative Level 技術及操作人員級							
304	Valuation Assistant/Assistant Valuation Surveyor/Assistant Valuer/Valuer Survey Officer (Trainee) 物業估價測量師助理／物業估價助理員／物業估價員／見習測量主任／員							
305	Estate Agent/Salesperson/Sales Executive/ Property Consultant(with estate agent's/salesperson's licence) 地產代理／營業員／營業主任／物業顧問(持有地產代理／營業員牌照)							
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員（請說明）：							
399								
398								
	For Official Use							

(B) Number of non-RE related staff
從事非房地產服務相關的工作人員人數 **000**

(C)

(i) Number of employees holding Estate Agent's License (Individual)
持有地產代理（個人）牌照的僱員人數 **C01**

(ii) Number of employees holding Salesperson's License
持有營業員牌照的僱員人數 **C02**

Serial No.	(PRE -PRINTED)

PART II
第二部份

Internal Promotion
內部晉升

1. The total number of internal promotion of real estate services personnel in the past 12 months
過去十二個月內內部晉升的房地產服務僱員人數。

	From Supervisory to Managerial/Professional Level 由主任晉升為經理／專業級	From Technical Support and Operative to Supervisory Level 由技術及操作人員晉升為主任級
No. of employees 僱員人數		

Employees Left
離職人數

2. The total number of real estate services personnel left in the past 12 months
過去十二個月內離職的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
No. of employees 僱員人數			

Recruitment
招聘

3. Please state the number of recruits of real estate services personnel of your company in the past 12 months
請列出　貴機構在過去十二個月內招聘的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Total 總人數			
(b) Number of recruits out of total having real estate services related experience 當中具備房地產服務相關經驗的人數			

Serial No.	(PRE -PRINTED)

Recruitment Difficulties

招聘困難

4. Please indicate the difficulties encountered in recruitment of real estate services personnel in past 12 months.
請指出　貴公司在過去十二個月招聘房地產服務僱員所遇到的困難。

Difficulties 困難	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) 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) Lack of candidates with relevant experience 缺乏具相關經驗求職者	☐	☐	☐
(ii) Unsatisfactory terms of employment in the industry 行業的聘用條件不理想	☐	☐	☐
(iii) Unsatisfactory working environment in the industry 行業的工作環境不理想	☐	☐	☐
(iv) Limited career prospects in the industry 行業的晉升機會有限	☐	☐	☐
(v) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐
(vii) Did not encounter difficulties 沒有遇上困難	☐	☐	☐

5. Please indicate the possible reasons for manpower change of real estate services personnel in your company in the next 12 months.
請選擇　貴機構預期會在未來十二個月房地產服務有人手變動的原因。

Reasons 原因	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Expect no manpower change 預期沒有人手變動	☐	☐	☐
(b) Expect manpower change and the reasons are: (You may "✓" one or more options.) 預期有人手變動，原因是：（可剔"✓"選多於一項。）			
(i) Change of manpower cost 人力成本調整	☐	☐	☐
(ii) Change in economic outlook 經濟前景的變化	☐	☐	☐
(iii) Reorganization of Company 公司架構重組	☐	☐	☐
(iv) Business expansion / contraction 業務擴展／收縮	☐	☐	☐
(v) Outsourcing / In-sourcing of work 工作外判／從外判取回工作	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐

Training

訓練

6. Do you agree that attending compulsory training each year will help maintain employees' professional competency and / or enhance their knowledge and skills?
你是否同意每年強制進修，將有助於維持員工的專業能力及／或提升他們的知識和技能?

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Yes 是	☐	☐	☐
No 否	☐	☐	☐
No comment 沒有意見	☐	☐	☐
No Such Employees 沒有此職級的員工	☐	☐	☐

Serial No.	(PRE -PRINTED)

7. 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 (by type of course).
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**（按課程種類劃分）。

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問)			
(a) Marketing Strategy Planning 市場策略計劃			
(b) Research Skills 研究技巧			
(c) Surveying & Valuation Skills 測量及估值技巧			
(d) Planning and Land Development 策劃及土地發展			
(e) Compensation 賠償			
(f) Property/Leasing Management 物業／租務管理			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

Serial No.	(PRE -PRINTED)

8. Please estimate **the total number of employees** who will receive the following training course(s) (including in-house training) in the next 12 months (by type of course).
請估計未來十二個月內將接受下列培訓課程（包括內部培訓）的**僱員人數**（按課程種類劃分）

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問)			
(a) Marketing Strategy Planning 市場策略計劃			
(b) Research Skills 研究技巧			
(c) Surveying & Valuation Skills 測量及估值技巧			
(d) Planning and Land Development 策劃及土地發展			
(e) Compensation 賠償			
(f) Property/Leasing Management 物業／租務管理			
(II) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			
(III) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

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

Serial No.	(PRE -PRINTED)

CONFIDENTIAL WHEN ENTERED WITH DATA	填 入 數 據 後 即 成 機 密 文 件

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2018 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY
房 地 產 服 務 業 2018 年 人 力 調 查

The 2018 Manpower Survey of the Real Estate Services (RE) 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.

房地產服務業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

NATURE OF BUSINESS: ☐ Government Departments and Public Sector 政府部門及公共機構
業 務 性 質 ☐ Others 其他 : _____

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

(For official use)
Industry Code _____

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

G

Serial No. (PRE -PRINTED)

Survey Reference Date : 1st May 2018
統計日期 ：2018年5月1日

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

Please complete columns 'B' to 'H' 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 'H'。

(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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號: 1 $10,000 or below 或以下; 2 $10,001 - $15,000; 3 $15,001 - $20,000; 4 $20,001 - $30,000; 5 $30,001 - $40,000; 6 $40,001 - $60,000; 7 $60,001 or above 或以上	(F) Preferred Level of Education 僱員宜有教育程度 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 Year of Experience 僱員宜有的相關年資 Code 編號: 1 Less than 1 yr 一年以下; 2 1 yr to less than 3 yrs 一年至三年以下; 3 3 yrs to less than 6 yrs 三年至六年以下; 4 6 yrs to less than 10 yrs 六年至十年以下; 5 10 yrs or more 十年或以上	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X"): Authorized Person 認可人士; Chartered Institute of Housing 英國特許房屋經理學會; Hong Kong Institute of Housing 香港房屋經理學會會員; HK Institute of Planners 香港規劃師學會; Registered Professional Housing Manager 註冊專業房屋經理; Royal Institute of Chartered Surveyors 英國特許皇家測量師學會; Surveyors Registration Board 測量師註冊管理局; The Hong Kong Institute of Architects 香港建築師學會; The Hong Kong Institute of Engineers 香港工程師學會; The Hong Kong Institute of Surveyors 香港測量師學會
		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 and Professional Level 經理及專業人員級							
102	Director/General Manager 董事／總經理							
107	Property Manager/Area Property Manager 物業經理／分區物業經理							
108	Estate Manager 屋邨經理							
110	Maintenance Manager 物業保養經理							
113	Project Manager 項目經理							
120	Area Manager 分區經理							
121	Housing Manager 房屋事務經理							
122	Property Service Manager 物業服務經理							
123	Leasing Manager 租務經理							
124	Estate Surveyor 產業測量師							
125	Valuation Surveyor 物業估價測量師							
126	Lands Executive 地政主任							
127	Building Surveyor/Maintenance Surveyor 屋宇測量師／屋宇保養測量師							
128	Shopping Centre Manager 商場事務經理							
129	Transport/Car Park Manager 運輸／停車場經理							

Serial No. (PRE -PRINTED)

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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
130	Senior Asset Manager 高級資產經理							
	Other Managerial and Professional Staff (Please specify): 其他經理及專業人員（請說明）：							
199								
198								
	Supervisory Level 主任級							
205	Property Officer/Assistant 物業主任／助理							
206	Estate Officer 屋邨主任							
207	Housing Officer 房屋事務主任							
208	Estate Assistant/Building Supervisor 屋宇事務助理／樓宇監督							
209	Development Officer/Maintenance Officer/Building Supervisor 屋宇發展主任／屋宇保養主任／屋宇監督							
210	Technical Officer 技術主任							
211	Valuation Officer 物業估價員							
212	Lands Inspector 地政督察							
213	Shopping Centre Officer/Property Officer 商場事務主任／物業主任							
214	Overseer/Foreman 巡察員／管工							
215	Rent Officer 租務主任							
216	Survey Officer (Estate) 測量主任 (產業)							
221	Welfare Worker 福利工作員							
222	Security Supervisor 保安主任							
	Other Supervisory Staff (Please specify): 其他主任人員（請說明）：							
299								
298								

Serial No. (PRE -PRINTED)

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 Employees as at Survey Reference Date 在統計日期的僱員人數	(C) No. of Vacancies as at Survey Reference Date 統計日期的空缺額	(D) Forecast of No. of Employees 12 Months from Survey Reference Date 預計在統計日期12個月後的僱員人數	(E) Average Monthly Income Range 每月平均月薪編號 Code 編號	(F) Preferred Level of Education 僱員宜有教育程度 Code 編號	(G) Preferred Year of Experience 僱員宜有的相關年資 Code 編號	(H) Preferred Professional Qualifications (Please enter "✓" if any of the following qualifications is preferred, else please enter "X".) 僱員宜有的專業資格 (如僱員宜有以下資格，請填入"✓"，否則X")
		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'。			1 $10,000 or below 或以下 2 $10,001 - $15,000 3 $15,001 - $20,000 4 $20,001 - $30,000 5 $30,001 - $40,000 6 $40,001 - $60,000 7 $60,001 or above 或以上	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	1 Less than 1 yr 一年以下 2 1 yr to less than 3 yrs 一年至三年以下 3 3 yrs to less than 6 yrs 三年至六年以下 4 6 yrs to less than 10 yrs 六年至十年以下 5 10 yrs or more 十年或以上	Authorized Person 認可人士 Chartered Institute of Housing 英國特許房屋經理學會 Hong Kong Institute of Housing 香港房屋經理學會會員 HK Institute of Planners 香港規劃師學會 Registered Professional Housing Manager 註冊專業房屋經理 Royal Institute of Chartered Surveyors 英國特許皇家測量師學會 Surveyors Registration Board 測量師註冊管理局 The Hong Kong Institute of Architects 香港建築師學會 The Hong Kong Institute of Engineers 香港工程師學會 The Hong Kong Institute of Surveyors 香港測量師學會
	Technical Support and Operative Level 技術及操作人員級							
302	Property Clerk 物業文員							
303	Technician 技術員							
306	Caretaker/Artisan/Workman 管理員／技工／工人							
312	Customer Services Assistant 客戶服務助理							
313	Club House Attendant 會所管理員							
314	Security Guard 護衛							
	Other Technical Support and Operative Staff (Please specify): 其他技術及操作人員（請說明）：							
399								
398								
	For Official Use							

(B) Number of non-RE related staff
從事非房地產服務相關的工作人員人數 **000**

(C)

(i) Number of employees holding Estate Agent's License (Individual)
持有地產代理（個人）牌照的僱員人數 **C01**

(ii) Number of employees holding Salesperson's License
持有營業員牌照的僱員人數 **C02**

Serial No.	(PRE -PRINTED)

PART II
第二部份

Internal Promotion
內部晉升

1. The total number of internal promotion of real estate services personnel in the past 12 months
過去十二個月內內部晉升的房地產服務僱員人數。

	From Supervisory to Managerial/Professional Level 由主任晉升為經理／專業級	From Technical Support and Operative to Supervisory Level 由技術及操作人員晉升為主任級
No. of employees 僱員人數		

Employees Left
離職人數

2. The total number of real estate services personnel left in the past 12 months
過去十二個月內離職的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
No. of employees 僱員人數			

Recruitment
招聘

3. Please state the number of recruits of real estate services personnel of your company in the past 12 months
請列出　貴機構在過去十二個月內招聘的房地產服務僱員人數。

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Total 總人數			
(b) Number of recruits out of total having real estate services related experience 當中具備房地產服務相關經驗的人數			

Serial No.	(PRE -PRINTED)

Recruitment Difficulties

招聘困難

4. Please indicate the difficulties encountered in recruitment of real estate services personnel in past 12 months.
請指出　貴公司在過去十二個月招聘房地產服務僱員所遇到的困難。

Difficulties 困難	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) 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) Lack of candidates with relevant experience 缺乏具相關經驗求職者	☐	☐	☐
(ii) Unsatisfactory terms of employment in the industry 行業的聘用條件不理想	☐	☐	☐
(iii) Unsatisfactory working environment in the industry 行業的工作環境不理想	☐	☐	☐
(iv) Limited career prospects in the industry 行業的晉升機會有限	☐	☐	☐
(v) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐
(vii) Did not encounter difficulties 沒有遇上困難	☐	☐	☐

5. Please indicate the possible reasons for manpower change of real estate services personnel in your company in the next 12 months.
請選擇　貴機構預期會在未來十二個月房地產服務有人手變動的原因。

Reasons 原因	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Expect no manpower change 預期沒有人手變動	☐	☐	☐
(b) Expect manpower change and the reasons are: (You may "✓" one or more options.) 預期有人手變動，原因是：（可剔"✓"選多於一項。）			
(i) Change of manpower cost 人力成本調整	☐	☐	☐
(ii) Change in economic outlook 經濟前景的變化	☐	☐	☐
(iii) Reorganization of Company 公司架構重組	☐	☐	☐
(iv) Business expansion / contraction 業務擴展／收縮	☐	☐	☐
(v) Outsourcing / In-sourcing of work 工作外判／從外判取回工作	☐	☐	☐
(vi) Others (Please specify) 其他（請說明）_____	☐	☐	☐

Training

訓練

6. Do you agree that attending compulsory training each year will help maintain employees' professional competency and / or enhance their knowledge and skills?
你是否同意每年強制進修，將有助於維持員工的專業能力及／或提升他們的知識和技能?

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
Yes 是	☐	☐	☐
No 否	☐	☐	☐
No comment 沒有意見	☐	☐	☐
No Such Employees 沒有此職級的員工	☐	☐	☐

Serial No.	(PRE -PRINTED)

7. 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 (by type of course).
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**（按課程種類劃分）。

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Property Development / Leasing 地產發展 / 租賃)			
(a) Real Estate Administration 地產行政			
(b) Marketing Technique 市場推廣技巧			
(c) Project Management Skills 項目管理技巧			
(d) Financial Management and Housing Economics 財務管理及房屋經濟學			
(II) Specific Knowledge/Skills 專門知識／技能 (Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問)			
(a) Marketing Strategy Planning 市場策略計劃			
(b) Research Skills 研究技巧			
(c) Surveying & Valuation Skills 測量及估值技巧			
(d) Planning and Land Development 策劃及土地發展			
(e) Compensation 賠償			
(f) Property/Leasing Management 物業／租務管理			
(III) Specific Knowledge/Skills 專門知識／技能 (Estate Agents 地產代理)			
(a) Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引			
(b) Legal and practical knowledge relating to estate agency work 與地產代理工作相關的法律及實務知識			
(c) Professional ethics 專業操守			
(d) Surveying, property / facilities management and town planning 測量，物業 / 設施管理及城市規劃			
(e) Management, supervision, governance and due diligence of estate agency business 地產代理業務管理、督導、管治及盡責審查			
(IV) Specific Knowledge/Skills 專門知識／技能 (Property/Housing Management 物業／房屋管理)			
(a) Facilities Management 設施管理			
(b) Building Maintenance Management 樓宇維修管理			
(c) Property/Housing Management 物業／房屋管理			
(V) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency			

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
地產代理			
(VI) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language : Putonghua 語文 ： 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

8. Please estimate **the total number of employees** who will receive the following training course(s) (including in-house training) in the next 12 months (by type of course).
請估計未來十二個月內將接受下列培訓課程（包括內部培訓）的**僱員人數**（按課程種類劃分）

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(I) Specific Knowledge/Skills 專門知識／技能 (Property Development / Leasing 地產發展 / 租賃)			
(a) Real Estate Administration 地產行政			
(b) Marketing Technique 市場推廣技巧			
(c) Project Management Skills 項目管理技巧			
(d) Financial Management and Housing Economics 財務管理及房屋經濟學			
(II) Specific Knowledge/Skills 專門知識／技能 (Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問)			
(a) Marketing Strategy Planning 市場策略計劃			
(b) Research Skills 研究技巧			
(c) Surveying & Valuation Skills 測量及估值技巧			
(d) Planning and Land Development 策劃及土地發展			
(e) Compensation 賠償			
(f) Property/Leasing Management 物業／租務管理			
(III) Specific Knowledge/Skills 專門知識／技能 (Estate Agents 地產代理)			
(a) Estate Agents Ordinance and EAA guidelines 地產代理條例及地產代理監管局指引			
(b) Legal and practical knowledge relating to estate agency work 與地產代理工作相關的法律及實務知識			
(c) Professional ethics 專業操守			
(d) Surveying, property / facilities management and town planning 測量、物業 / 設施管理及城市規劃			
(e) Management, supervision, governance and due diligence of estate agency business 地產代理業務管理、督導、管治及盡責審查			
(IV) Specific Knowledge/Skills 專門知識／技能 (Property/Housing Management 物業／房屋管理)			
(a) Facilities Management 設施管理			
(b) Building Maintenance Management 樓宇維修管理			
(c) Property/Housing Management 物業／房屋管理			
(V) Specific Knowledge/Skills 專門知識／技能 (Real Estate Services in the Mainland 內地房地產知識)			
(a) Real Estate Development 地產發展			
(b) Property Management and Maintenance 物業管理及保養			
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問			
(d) Estate Agency 地產代理			

Serial No.	(PRE -PRINTED)

Type of Course 課程種類	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(VI) Generic Skills 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）			
(b) Language :語文： Putonghua 普通話			
English 英文			
(c) Management Skills 管理技巧			
(d) Supervisory Skills 督導技巧			
(e) Communication Skills 溝通技巧			
(f) Customer Services Skills 顧客服務技巧			
(g) Others (please specify) 其他（請說明）_____			

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

Appendix A
附錄 A

The 2018 Manpower Survey of the Real Estate Services Industry
房地產服務業 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 firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.
調查表內部分職稱可能有別於 貴公司所採用者，但若兩者職責相近，可視作相同職務；請在調查表內提供所需資料。

(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（不論其所兼任的次要職務）。

(d) Please add in column 'A' titles of employees whose duties demand real estate training (please specify title), briefly describe them in respect of the appropriate job categories and fill in 'B' to 'H' accordingly.
倘 貴公司有其他人員因職責上需接受房地產服務業訓練，請一併填入 'A' 欄內，並簡述其所屬的職務類別及等級，同時填寫'B' 至'H' 欄。

2. Number of Employees as at Survey Reference Date - Column 'B'
在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僱員總數。

'Employees' refer to those working full-time (i.e. at least consecutive 4 weeks a month, and not less than 18 hours in each week) and receiving regular pay from your firm. These include proprietors and partners working full-time for company but exclude those working part-time. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.
「僱員」指於 貴機構內全職工作（即每月工作最少連續四週、每週不少於十八小時）及定期支取薪金的人士，其中包括在公司內全職工作的東主及合夥人，但不包括兼職僱員。調查表他處出現的「僱員」一詞，定義亦同。

3. Number of Vacancies at Survey Reference Date - Column 'C'
在統計日期的空缺額 ——— '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'
預計未來十二個月的預計僱員人數 ——— '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——'E' 欄

Please enter the code of average monthly income range during the past 12 months 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過去十二個月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. Preferred Level of Education - Column 'F'
僱員宜有的教育程度 ——'F' 欄

Please enter the code of preferred 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宜有的教育程度編號。

Definition of Preferred Level of Education:
宜有的教育程度的定義：

- "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 Relevant Years of 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。

8. Preferred Professional Qualification - Column 'H'
僱員宜有的專業資格 ——'H' 欄

Please enter "✓" in this Column if any of the following professional qualifications is preferred, else please enter "X".
如僱員宜有以下其中的專業資格，請在 'H' 欄內填入"✓"，否則請填入"X"。

Appendix B
附錄 B

The 2018 Manpower Survey of the Real Estate Service Industry
地產服務業 2018 人力調查

Job Descriptions of Principal Jobs in **Real Estate Development with Leasing** Sector
地產發展兼租賃類別主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102	Director/Associate Director/ General Manager 董事／副董事／總經理	Plans and directs the operations of the organization. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise; plans and controls the allocation of resources. 策劃及掌管機構運作；制訂並執行業務策略及方針；檢討企業運作及成效，策劃及控制資源分配。
103	Sales/Marketing Manager 營業／市場經理	Plans and manages the sales and marketing activities of the properties under development. Formulates and implements marketing strategies. Takes charge of implementing sales/promotional programmes. Appoints agents and liaises with them. 策劃、管理物業的銷售及市場推廣工作。制訂及執行市場推廣策略；負責銷售／推廣計劃。挑選及聯絡地產代理。
107	Property Manager/ Area Property Manager 物業經理／分區物業經理	Administers the acquisition, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports. 負責物業買賣及管理事宜；就物業買賣及出租事宜洽商及提供建議。監管物業租售。領導推行有關租金、樓價及保養費用的研究分析。監督物業收支帳目的保存情況；負責財政預算，並製備有關報告。
113	Project Manager 項目經理	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors to facilitate the successful completion of a project. Undertakes financial negotiations, claims handling and cost control. 策劃、組織、管理樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承建商，以推展項目及改善工程水平，直至竣工。洽商財務安排，進行索償及成本控制。
115	IT Manager/ Computer Services Manager/ EDP Manager 資訊科技經理／電腦服務經理／電子資料處理經理	Maintains and supports IT related functions in the company and its investments. Ensures the most cost-effective IT solutions to meet with the company's needs. Provides input to the building automation design of improvements. Administers contracts for building automation system and other on-site computer system as well as interfacing the system with head office. 維修及支援機構內有關資訊科技的職務及投資事務。以最具成本效益的方法，應付機構在資訊科技方面的需要。發展項目方面，提供樓宇自動化設計的意見。管理有關合約，包括屋宇自動化、其他電腦系統，以及電腦系統接連總辦事處等。
131	Development Manager 發展經理	Explores and introduces development opportunities. Carries out research and feasibility studies on real estate development potential, and makes recommendations to senior management on land and property acquisitions. 研究及引進業務發展機會。研究分析房地產發展潛力，作可行性研究；向管理高層提供土地及物業收購的建議。

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Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level 主任級		
201	Project Officer/ Assistant Project Manager 項目主任／助理項目經理	Assists the project manager in the planning and managing of building and construction projects. 協助項目經理策劃、管理樓宇及建築項目。
202	Marketing Officer/Sales Officer 市場主任／營業主任	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons. 協助發展中物業的銷售推廣活動，與地產代理或營業員聯絡。
203	Property Officer/Leasing Officer 物業主任／租務主任	Assists in administering the sale, leasing and property management services of properties. 協助監管物業的租售及管理服務。
217	Development Officer/ Property Analyst 發展主任／物業分析員	Assists the development manager in the evaluation and investigation of development potentials. 協助發展經理評估及調查物業發展潛力。
Technical Support and Operative Level 技術及操作人員級		
301	Sales/Marketing/ Research Assistant 營業／市場／研究助理	Assists in market researches and transcribes marketing proposals. Prepares analytical and statistical reports on marketing situation. 協助蒐集市場資料並製備市場推廣建議書。蒐集租售物業及準買家、租客需要的資料。製備統計報告，分析市場需求。
302	Property Clerk 物業文員	Assists in the property management services and activities within the property/estate. 協助與物業或屋邨管理有關的服務和工作。
303	Technician 技術員	Carries out and supervises the maintenance and repair work of the estate/building. 進行及監督屋邨／樓宇的維修保養工作。
306	Building Attendant 大廈管理員／管理員	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property. 維修物業；負責物業內樓宇設備的簡單維修保養工作，看守工具及工作崗位。
307	Leasing Clerk 租務文員	Assists in the leasing activities of the property/estate. 協助與物業或屋邨租務有關的工作。

The 2018 Manpower Survey of the Real Estate Service Industry
地產服務業 2018 人力調查

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

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

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級(續)		
112	Promotion and Public Relations Manager (Commercial and Retail) 推廣及公關經理（商務及零售）	Supervises and oversees the commercial/retail aspects of the estate/property. Promotes and maintains relationship with tenants/owners of the retail/commercial shops. Arranges suitable promotional activities in the commercial shopping arcade for the good of the retail business within the estate. 監督及視察屋邨／物業的商戶／零售店舖情況；與商戶／業主保持良好關係；在屋邨商場籌辦宣傳活動，協助推廣邨內零售業務。
113	Project Manager 項目經理	Plans, organizes and manages building and construction projects within the estate/property. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations. 策劃、統籌及管理屋邨／物業範圍內的樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。
114	Assistant Project Manager 助理項目經理	Assists the project manager in organizing and managing the building and construction projects within the estate/property. 協助項目經理統籌及管理屋邨／物業範圍內的樓宇及建築項目。
115	IT Manager/Computer Services Manager/EDP Manager 資訊科技經理／電腦服務經理／電子資料處理經理	Maintains and supports IT related function in management of property. Responsible for system integration, services delivery and end user training and support. 保養及支援與物業管理有關的資訊科技職能。負責系統整合、服務提供、終端用戶培訓及支援工作。
116	Club House/Recreation Manager/ Public Relations Manager/ Customer Services Manager 會所／康樂經理／公共關係經理／顧客服務經理	Plans and supervises a team of club house and recreational staff, and takes charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate. 策劃及督導組內會所／康樂人員，負責屋邨內康樂和會所設施及禮賓服務的日常運作及管理工作。
117	Assistant Club House/ Recreation Manager/ Assistant Public Relations Manager/ Assistant Customer Services Manager 助理會所／康樂經理／助理公共關係經理／助理顧客服務經理	Assists the manager in supervising a team of club house and recreational staff, as well as the daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate. 協助經理督導組內會所／康樂人員，負責屋邨內會所設施及禮賓服務的日常運作及管理工作。
118	Facilities Manager 設施經理	Plans, organizes and manages facilities including commercial, residential and recreational facilities. Co-ordinates with architects, engineers, surveyors and other professionals and contractors. Introduces measures to maximize cost-effectiveness. 策劃、組織及管理各項設施，包括商住及康樂設施；聯絡建築師、工程師、測量師、其他專業人員及承辦商；採取措施，加強成本效益。
119	Assistant Facilities Manager 助理設施經理	Assists the facilities manager in planning and organizing facilities including commercial, residential and recreational facilities. 協助設施經理策劃及組織各項設施，包括商住及康樂設施。
133	Banquet Manager/ Food and Beverage Manager 宴會經理／餐飲經理	Supervises and oversees the banquet functions to ensure prescribed standards be met. Monitors service standard regularly and directs employees to provide quality services for guests. 督導及監察宴會廳所提供的服務，確保其符合要求。定期監察服務水平及指導員工為顧客提供優質服務。
134	Safety Manager/ Health and Safety Manager/ QA and Safety Manager 安全經理／健康及安全經理／品質保證及安全經理	Plans and organizes safety policies and procedures to ensure the daily operations of the workplace are compliant with health and safety-related legislations as well as company policies and regulations. 策劃及組織安全政策和程序，確保工作場所的日常運作符合職業健康和安全相關的法律法規以及公司的政策和規則。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level 主任級		
202	Marketing Officer 市場主任	Assists in the marketing and leasing of the estate/property. 協助屋邨 / 物業的市場推廣及租務工作。
205	Property/Estate Officer/ Administrative Officer 屋邨／物業主任／行政主任	Assists estate manager in administering the property management services activities within the estate. 協助屋邨經理管理屋邨物業服務。
206	Club House/Recreation Officer/ Public Relations Officer/ Customer Service Officer 會所／康樂主任／ 公共關係主任／顧客服務主任	Assists the Club House/Recreation Manger in administering and implementing the club house/recreation activities. 協助會所／康樂經理執行及推行會所／康樂部活動。
208	Building Supervisor/ Building Superintendent/ Security Officer/Supervisor 大廈主管／大廈監督／ 保安主任／主管	Assists in the management/security of buildings. Supervises the work of building attendants in the daily management work to the estate/building. 協助大廈內的管理及保安工作。督導物業管理員在屋邨／大廈內的日常管理工作。
218	Maintenance Officer/ Technical Officer/Clerk of Works 保養主任／技術主任／工程監督	Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/building. 監督技術員／技工在屋邨／大廈內日常的小型保養維修工作。
219	Safety Officer/ Safety Supervisor/ Registered Safety Officer 安全主任／安全督導員／ 註冊安全主任	Identifies and prevents the potential hazards in the workplace. Designs and recommends measures for safety improvement. 識別及防止工作場所的潛在危害情況。設計及建議改善安全措施。
220	Chef/Head Chef 主廚／總廚	Takes care of menu planning, purchasing and keeping inventory. Maintains high standard of food production and presentation. 負責菜單設計、採購和庫存。保持高標準的食品生產和演示。
Technical Support and Operative Level 技術及操作人員級		
302	Property Clerk 物業文員	Provides clerical support services in property management within the property/estate. 提供物業／屋邨管理的文書支援服務。
303	Technician/Artisan/ Semi-skilled Artisan/Workman 技術員／技工／半技術技工	Carries out the maintenance and repair works of the estate/building, and checks quality of out-sourced works provided by contractors. 執行屋邨／大廈內的保養維修工作。檢測由承辦商提供的外判工作的質素。
306	Building Attendant/ Customer Services Assistant/ Security Guard 大廈管理員／ 顧客服務助理／保安員	Participates in simple cleaning, repairs and maintenance works, and manning equipment of the building. Performs access control and guarding work. Provides customer service. 參與簡單之清潔、維修及保養工作，並維持屋宇設備之日常運作。負責大廈保安工作。提供客戶服務。
308	Assistant Property Officer/ Assistant Estate Officer/ Assistant Administrative Officer 助理物業主任／助理屋邨主任／ 助理行政主任	Carries out duties relating to the property management services activities within the estate. 執行所有在屋邨內與物業管理服務相關的職務。
310	Club House/Recreation Assistant/ Public Relations Assistant/ Customer Service Assistant 會所／康樂助理／ 公共關係助理／顧客服務助理	Carries out the recreational activities and maintenance of the club house. 負責康樂活動及會所保養。
311	Cook 廚師	Carries out food production duties for both Chinese and Western Cuisine. 負責中及西式食品製作。

The 2018 Manpower Survey of the Real Estate Service Industry
地產服務業 2018 人力調查

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

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
101	Managing Director/ Chief Executive Officer/Partner 常務董事／ 行政總監／合夥人	Takes full charge of the agency business and heads the management team. 全權管理地產代理業務，領導管理隊伍。
102	Director/General Manager 董事／總經理	Takes full charge of the sales operations and manages a number of agency firms. 全權負責銷售工作，並管理多間代理行業務。
105	Regional Manager/ 區域經理／分區營業經理	Looks after the sales operations, administration and compliance matters of all branches within a region or an area. 監管分區內各分行的業務及行政運作，確保符合有關法例。
115	IT Manager/ Computer Services Manager 資訊科技經理／電腦服務經理	Manages overall IT functions. Maintains the IT support for all operating units. Designs and develops IT applications and systems to meet automation objective. Implements system integration, services delivery and end user training and support. 管理資訊科技整體工作；為所有部門提供資訊科技支援；設計及發展應用程式及系統，以實行自動化；執行系統集成，並提供相關服務、終端用戶培訓及支援。
132	Land Executive 土地／地產行政員	Handles and supervises all lands transaction in proper manner and in compliance with legal regulations. 處理及監管所有與土地交易有關事宜，並確保交易附合相關法例。
Supervisory Level 主任級		
204	Manager (in charge of an office/branch)/ Branch Manager 主管／主任 副經理 經理／分行經理	Assists the manager in managing the daily agency work. Supervises a small team of salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports salespersons in their work. 協助經理處理日常地產代理工作。督導一組地產代理／營業員或其他輔助人員。確保組內工作隊伍符合《地產代理條例》及其他法例要求。負責組內成員的培訓及發展工作。支援地產代理／營業員的工作。
Technical Support and Operative Level 技術及操作人員級		
305	Estate Agent/Salesperson/ Sales Executive/ Property Consultant/ (with estate agent's licence or salesperson's licence) 地產代理／營業員／營業主任／物業顧問（持有地產代理／營業員牌照）	Carries out duties relating to sales and leasing of properties. Collects information about properties to be sold or leased and needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains terms of sale or lease. Arranges signing of estate agency agreements, sale and purchase agreements or lease agreements. Arranges inspection of properties. 進行有關物業買賣、租賃的工作。蒐集物業租售及準買家／租戶所需資料。向準買家／租客推介樓盤，並解釋租售條款。安排簽署地產代理協議書、買賣或租賃合約及安排視察物業情況。
309	Trainees 見習生／員	Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination. 由一持牌上司直接指導工作及準備參加資格考試。

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The 2018 Manpower Survey of the Real Estate Service Industry
地產服務業 2018 人力調查

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

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
101.	Executive Director/Partner 執行董事／合夥人	Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/the Company. 按董事會／公司決議，全權執行測量、估價及顧問業務。
102	Senior Director/Director 高級董事／董事	As department or section head to manages a number of surveying, developing and consultancy work project 管理整個部門的測量、物業發展及顧問事務。
113	Project Manager/Associate Director 項目經理／副董事	Manages surveying, development and consultancy works/projects. 管理一系列測量、物業發展及顧問事務。
124	Estate Surveyor/Associate Director 產業測量師／副董事	Offers professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works. Conducts property market studies. 提供有關物業投資及發展的專業意見，例如向客戶提供物業發展潛力及收地賠償的意見。代表客戶處理契約修訂、換地申請及其他土地行政工作。進行物業市場研究。
125	Valuation Surveyor/ Associate Director 物業估價測量師／副董事	Prepares valuations of different types of properties for various purposes, such as sale, purchase, letting, financing, disposal, acquisition and public listing. Conducts feasibility studies on all types of properties. Acts as expert witness, independent valuer or arbitrator in valuation disputes. 按業務目的評估各類物業的價值。評估物業價值作買賣、租賃、融資、上市等用途。對各類物業進行可行性研究。擔任估值糾紛的專業證人、獨立估價師或仲裁人。
Supervisory Level 主任級		
204	Supervisor/ Assistant Manager (with estate agent's license) 主管／主任副經理 （持有地產代理牌照）	Conducts the daily agency work. Supervises a small team of estate agents/salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports estate agents/salespersons in their work. 執行日常的地產代理工作；監督一小組地產代理／營業員或其他支援服務人員；確保小組遵守《地產代理條例》；培訓發展組內地產代理營業員，並支援他們的工作。
211	Valuation Officer 物業估價主任／員	Surveys landed properties for rating and other purposes. Prepares plans and reports. Assists in the valuation of properties for rating and other purposes; collects and collates information relating to landed properties. 勘察物業作估價及其他用途；製備物業資料圖及報告；協助進行物業估值作差餉徵收及其他用途；蒐集、整理地產物業資料。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級(續)		
216	Survey Officer 測量主任／員	Undertakes survey and valuation work. Surveys landed properties for land administration and other purposes. Assists in the valuation of properties for sale, lease modification and other purposes. Collects and collates information relating to landed properties and assists in the preparation of lease conditions and checking of building plans against lease conditions. 執行測量及物業估價工作。勘察物業作土地行政及其他用途。協助進行物業估值以作出售、契約修訂及其他用途。蒐集及整理物業資料。協助製備契約條件，檢查建築圖則是否符合契約條件。
Technical Support and Operative Level 技術及操作人員級		
304	Valuation Assistant/ Assistant Valuation Surveyor/ Assistant Valuer/ Valuer Survey Officer (Trainee) 物業估價測量師助理／ 物業估價助理員／物業估價員／ 見習測量主任／員	Assists Valuation Officer in the survey of landed properties for rating and other purposes. Assists in the preparation of plans and reports. 協助物業估價主任／員勘察物業作估價及其他用途。協助製備物業資料圖及報告。
305	Estate Agent/Salesperson/ Sales Executive/ Property Consultant (with estate agent's/salesperson's licence) 地產代理／營業員／ 營業主任／物業顧問 (持有地產代理／營業員牌照)	Collects information about properties to be sold or leased. Surveys the needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains to them terms of sale or lease. Arranges inspections of properties. Prepares and signs estate agency agreements, sale and purchase agreements or lease agreements. 蒐集租售物業資料；了解準買家或租戶需求；向準買家或租戶介紹樓盤，並解釋租售條款；檢查物業情況；擬備並安排簽署地產代理協議、買賣及租賃合約。

The 2018 Manpower Survey of the Real Estate Service Industry
地產服務業 2018 人力調查
Job Descriptions for Principal Jobs in **Government Departments and Public** Sector
政府部門及公共機構類別主要職務工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level 經理及專業人員級		
102	Director/General Manager 董事／總經理	Plans and directs the operations of the organization. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise; plans and controls the allocation of resources. 策劃及掌管機構運作；制訂並執行業務策略及方針；檢討企業運作及成效，策劃及控制資源分配。
107	Property Manager/ Area Property Manager 物業經理／分區物業經理	Administers the acquisition, appraisal, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports. 負責物業買賣、估價及管理；洽商或批准物業買賣及出租；監管物業出租事宜；領導研究，整理分析有關租金、樓價及保養費用數據；監督物業收支帳目保存情況，負責財政預算，以及製備有關報告。
108	Estate Manager 屋邨經理	Takes charge of the management and maintenance of the buildings within the housing estate. Oversees a team of building attendants and allocates work. 監督邨內大廈管理及保養；督導組內大廈管理員，並分配工作。
110	Maintenance Manager 物業保養經理	Supervises the management and maintenance of buildings within the estate/property. Oversees a team of technical officers and allocates work. 監督屋邨／物業範圍內的大廈管理及保養工作；督導組內大廈技術人員，並分配工作。
113	Project Manager 項目經理	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations. 策劃、組織及管理樓宇和建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。
120	Area Manager 分區經理	Takes charge of the overall policy and plans of property management activities for their area of control. Establishes and directs operational and administrative procedures. Organizes and co-ordinates activities within their programme. Liaises with local community leaders. 負責該分區物業管理的整體政策及計劃；訂立並監督各項運作及行政程序；組織及協調計劃內的工作；聯絡所屬社區領袖。
121	Housing Manager 房屋事務經理	Takes charge of the property and tenancy management of public rental housing estates, shopping centres and interim housing. Establishes and directs operational and administrative procedures, including rent collection; monitoring various service contractors; processing applications for public rental housing; performing government functions and enforcement of housing ordinances, by-laws and policies. Applications of various information technology systems in daily management; liaises with councilors and local community leaders. Attends District Committee, Estate Management Advisory Committee and Area Committee meetings and activities as required. 負責公屋、商場及中轉房屋的物業及租約管理工作；訂立及監督各項運作及行政程序，包括收租，監察各服務承辦商的工作表現和處理公屋單位的申請；執行房署條例、附例及房屋政策；應用資訊科技系統於日常管理工作；聯絡議員及所屬社區領袖。按需要出席區議會、屋邨管理諮詢委員會、分區會會議及活動。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Managerial and Professional Level (Continued) 經理及專業人員級(續)		
122	Property Service Manager 物業服務經理	Takes charge of a multi-disciplinary team to monitor and facilitate outsourced Property Services Agents (PSA) in their delivery of management and maintenances services in public housing estates; carries out audit control, surprise inspections and checks on service standard of PSAs. 帶領一組來自不同職能的團隊監察外判物業服務承辦商在公共屋邨管理及維修的工作表現及就外判物業服務承辦商的表現進行突擊巡查及審計。
123	Leasing Manager 租務經理	Plans and manages the leasing and marketing activities of the housing estate. 策劃及管理屋邨租務及市場推廣工作。
124	Estate Surveyor 產業測量師	Deals with the public administration, management and leasing of lands and buildings. Values all types of real property for purchase, sale, letting, investment, rating and taxation. Advises client on property valuation, feasibility study and statutory compensation. 負責公共土地及屋宇的管理及租務事宜；為買賣、出租、投資、差餉及徵稅等事宜評估各類物業的價值；就物業估值、可行性研究及法定賠償向當事人提供意見。
125	Valuation Surveyor 物業估價測量師	Values landed properties for taxation and other purposes. Advises on rents and on the leasing, acquisition, disposal and management of Government owned or occupied premises. Represents the Government in appeals where expert advice on property valuation is required. 為稅務及其他目的評估物業的價值；為政府的樓宇提供租務、買賣及管理方面的意見；如有需要，代表政府在上訴個案給予物業估值的專業意見。
126	Lands Executive 地政主任	Assists in land control and lease enforcement in the New Territories. Processes village house land grants, developments/redevelopments. Assists in coordinating clearances. Assists in the assessment of statutory compensation and ex-gratia allowances. Maintains record and statistics on various land matters. 協助執行新界土地控制及批約條款；處理村屋批地、發展／重建；協助統籌清拆事宜；協助評估法定賠償及特惠津貼；保存各項土地記錄及統計資料。
127	Building Surveyor/ Maintenance Surveyor 屋宇測量師／屋宇保養測量師	Deals with the planning, administration and co-ordination of all types of works (including maintenance) to buildings and land with particular cognizance of public health, planning and building regulations requirements. 策劃、管理及協調各屋宇及土地工程（包括保養工程），以符合公共衞生、規劃及建築條例規定。
128	Shopping Centre Manager 商場事務經理	Takes charge of the management and maintenance of the shopping centre area of the housing estate. Oversees a team of building attendants and allocates work. 監督屋邨商場的管理及保養；督導組內大廈管理員，並分配工作。
129	Transport/Car Park Manager 運輸／停車場經理	Monitors and controls use of vehicles and transportation equipment within the estate; ensures the smooth traffic flow and efficient handling of passenger traffic. Manages car parks. Supervises the delivery and disposal of vehicles of the estate. Handles outside contractors in supplying transport and labour services. 監察及控制屋邨內車輛及運輸設施的使用，確保交通及客運暢順；管理停車場；監管邨內車輛進出及停泊情況；就外判運輸及勞務工作與承辦商接洽。
130	Senior Asset Manager 高級資產經理	Leads the asset management function with focus on leasing, asset management, marketing and promotions to ensure smooth and efficient operations. Sets performance target and accountable for the profit and loss of the portfolio of properties asset. 帶領有關資產管理的職能並專注於租務、資產管理、市務及推廣以確保運作順暢及奏效。設立工作表現目標並對資產業務之盈虧負責。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level 主任級		
205	Property Officer/Assistant 物業主任／助理	Assists the property manager in administering the property management services and activities within the estate. 協助物業經理監督屋邨的管理服務及有關工作。
206	Estate Officer 屋邨主任	Assists the estate manager in discharging his duties in the management and maintenance of the housing estate and other related activities. Promotes and maintains a good relationship with owners and tenants. 協助屋邨經理，負責屋邨管理、保養及其他有關工作；與業主及租戶保持良好關係。
207	Housing Officer 房屋事務主任	Assists the housing manager in property and tenancy management and maintenance of public rental housing estates, shopping centres and interim housing and other related activities. Handles complaints, applications and letting of domestic and non-domestic premises. Monitors performance of service contractors; carries out enforcement actions under housing ordinances, by-laws and housing policies and processes daily management work through application of various information technology systems. 協助房屋事務經理，負責公共屋邨、商場及中轉房屋管理、租務、保養及其他有關工作。處理有關住宅／非住宅樓宇的申請、編配及投訴。監察各服務承辦商的工作表現，執行房署條例及應用資料科技系統於日常管理工作。
208	Estate Assistant/ Building Supervisor 屋宇事務助理／樓宇監督	Oversees building attendants/artisans and allocates works to them. Supervises cleansing, security, simple repairs and maintenance of housing estates including patrol of housing of public areas and monitor slopes safety and horticulture. 督導大廈護衞／技工，並分配工作；監督屋邨的清潔、保安、簡單維修及保養，包括巡邏公共屋邨公眾地方，以及監察斜坡、園藝及樹木等工作。
209	Development Officer/ Maintenance Officer/ Building Supervisor 屋宇發展主任／ 屋宇保養主任／屋宇監督	Assists the building surveyor and maintenance surveyor in dealing with the administration and co-ordination of all types of works (including maintenance) to buildings and land within the estate. 協助屋宇測量師及屋宇保養測量師管理及協調屋邨內各類樓宇及土地工程（包括保養工作）。
210	Technical Officer 技術主任	Prepares drawings, carries out and supervises the maintenance and repair work of the building and equipment within the estate. Assists in the implementation and tendering exercises details. 繪製圖則，進行與監督屋邨內樓宇及設備的維修保養工作；協助執行有關投標的事宜。
211	Valuation Officer 物業估價員	Assists the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties. 協助物業估價測量師為地產調查進行租金及資本估價，並協助處理地產的租務及管理事宜。
212	Lands Inspector 地政督察	Assists Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories. 協助地政主任處理各類有關新界土地管理事宜。
213	Shopping Centre Officer/ Property Officer 商場事務主任／ 物業主任	Assists the Shopping Centre Manager in the management and maintenance of the shopping centre area/carpark (for Property Officer) within the estate. 協助商場事務經理，負責屋邨商場／停車場（物業主任）的管理及保養。
214	Overseer/Foreman 巡察員／管工	Supervises staff in cleansing, hawker control, market management, pest control, conservancy, duty room, cemeteries and crematoria work. Carries out relevant law enforcement work under the Public Health and Municipal Services Ordinance. 監管從事有關清潔、小販及街市管理、防治蟲鼠、環境保護、值班室、墓地及火葬場工作的員工；執行與《公眾衞生及市政條例》相關的法律工作。

Code 編號	Principal Job 主要職務	Job Description 工作說明
Supervisory Level (Continued) 主任級(續)		
215	Rent Officer 租務主任	Assists in the administration, monitoring and enforcement of the provisions of the Landlord and Tenant Ordinance. Prepares rental valuations and determines the primary user of premises and issues certificates on this user. 協助監察及執行《業主與租客條例》條文；租金估值，決定樓宇的主要用途，並發出主要用途證明書。
216	Survey Officer (Estate) 測量主任 (產業)	Conducts field surveys on site for planning purpose. Assists in land control and lease enforcement in Urban Area. Assists in acquisition of private land and land clearance. Checks building plans and serves statutory notices. Assists in land sales, land grants and lease extension/renewal, land exchanges and extensions. 負責進行實地測量，以供策劃之用。協助執行市區土地控制及批約條款；協助徵用私人土地及土地清拆；檢查建築圖則，送達法定通知書；協助售地、批地及續批／續期、換地及擴建。
221	Welfare Worker 福利工作員	Manages the housing accommodations for the senior citizens and hostels for the elderly. Organizes social, recreational & other related activities for the occupants of hostels for the elderly. 管理長者宿舍及長者住所。為長者宿舍居住者組織社區，康樂及其他相關活動。
222	Security Supervisor 保安主任	Manages the carparks and control of estate roads; oversees caretaking, cleansing and security duties. 管理停車場及屋邨內道路。監督樓宇管理、清潔和保安。
Technical Support and Operative Level 技術及操作人員級		
302	Property Clerk 物業文員	Assists in the property management services and activities within the property/estate. 協助與物業／屋邨管理有關的服務和活動。
303	Technician 技術員	Carries out the maintenance and repair works of the estate/building, and checks quality of out-sourced works provided by contractors. 執行屋邨／大廈內的保養維修工作。檢測由承辦商提供的外判工作的質素。
306	Caretaker/Artisan/Workman 管理員／技工／工人	Participates in simple cleaning, repairs and maintenance works, and manning equipment of the building. Assists in regulating conduct of users and visitors of the property including noise abatement and vandalism prevention. 參與簡單之清潔、維修及保養工作，並維持屋宇設備之日常運作。協助勸喻用戶及訪客遵守屋邨用戶守則，如避免發出噪音或損壞公物。
312	Customer Services Assistant 客戶服務助理	Mans the reception/enquiry counter and answers telephone enquiries. Receives and records complaints and makes timely referral to responsible officer. 駐接待／詢問服務台及接答電話查詢。接受及記錄投訴和盡速轉介給有關主任。
313	Club House Attendant 會所管理員	Offers booking and reception service and maintains a smooth operation of the club house; arranges indoor or outdoor activities and interest groups; strengthens liaison work with residents and owners. 提供接待及訂場服務，維持會所運作暢順；協助安排及帶領室內或戶外活動及興趣小組，以及加強業主及住客聯繫。
314	Security Guard 護衛	Carries out daily patrol duties; reports defects, irregularities and minor repairs and maintenance. 執行日常巡視工作，報告有關損毀、違規及小型維修及保養。

房地產服務業
2018 年人力調查報告

報告摘要

簡介

1. 房地產服務業訓練委員會〔本會〕為香港特區政府於 1998 年所成立，隸屬職業訓練局，負責確定業界的人力情況及訓練需求。本會於 2018 年 5 月為業界進行第十次人力調查，涵蓋以下機構：(i) 地產發展；(ii) 物業管理及保養；(iii) 地產代理；(iv) 測量、估價及顧問；(v) 政府部門及公共機構。本會自政府統計處註冊的 13,362 間機構中，以分層隨機抽樣方式選出 1,090 間作為調查對象。

2. 本報告的第一章為人力調查緒論，概述人力調查目的、範圍、方法、回應分析、人力評估程序；第二章為調查結果概要；第三章為結論；第四章為建議。

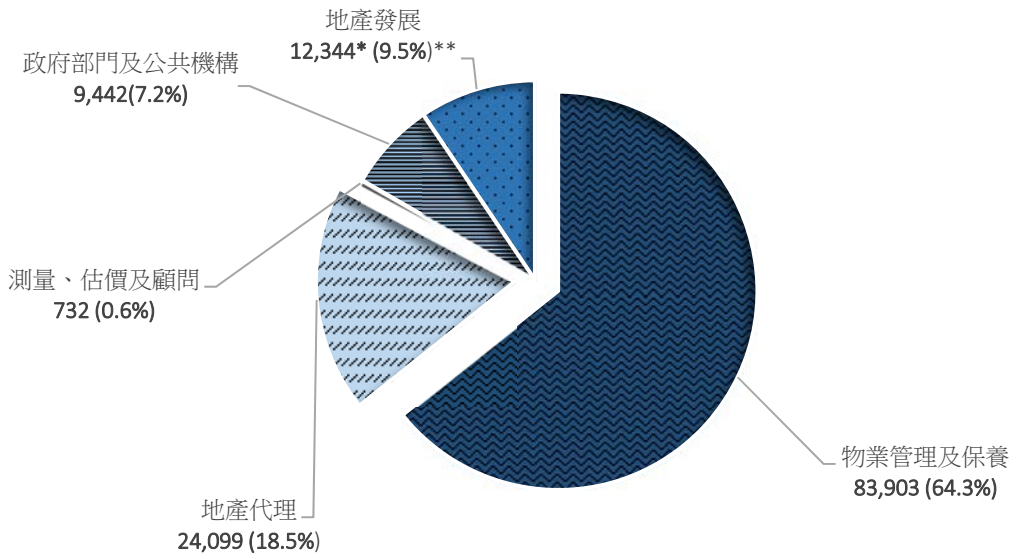
人力情況

3. 調查顯示，2018年業內五大類機構共僱用130,520人[1]。物業管理及保養機構的僱員最多，有83,903人，佔業內僱員總數64.3%；其他依次為地產代理(24,099人，佔18.5%)；地產發展（12,344人，佔9.5%）；政府部門及公共機構（9,442人，佔7.2%）；以及測量、估價及顧問（732人， 佔0.6%）。2018年業內僱員的分布情況見**圖 1**。

4. 有些主要職務可能同時出現於不同的行業及／或機構類別之中。以屋宇測量師這個職務為例，同時出現於業內的測量、估價及顧問機構和政府部門及公共機構，以及建築、土木工程及建設環境行業。因此，閱讀本報告時，需要參考該職務在有關機構及行業的人力數字才可作準，有關測量師職務，可參考本報告的附錄。

[1]「僱員」指所有由機構直接支付薪金的全職員工，包括現時上班，或因放取病假、產假、年假、事假、罷工而暫停工作的員工；亦指在人力調查期間受僱擔任房地產服務業主要職務的員工。

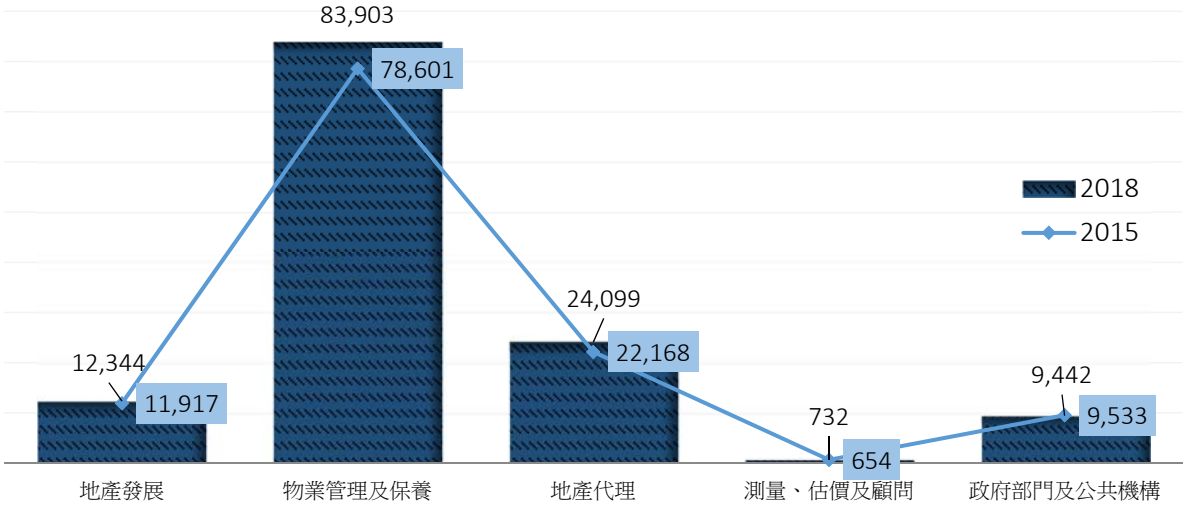
圖 1：各類機構僱員分布情況
僱員總數： 130,520 人



* 各類機構業內僱員總數
** 佔房地產服務業僱員總數百分比；由於四捨五入關係，百分比總和未必等於100%

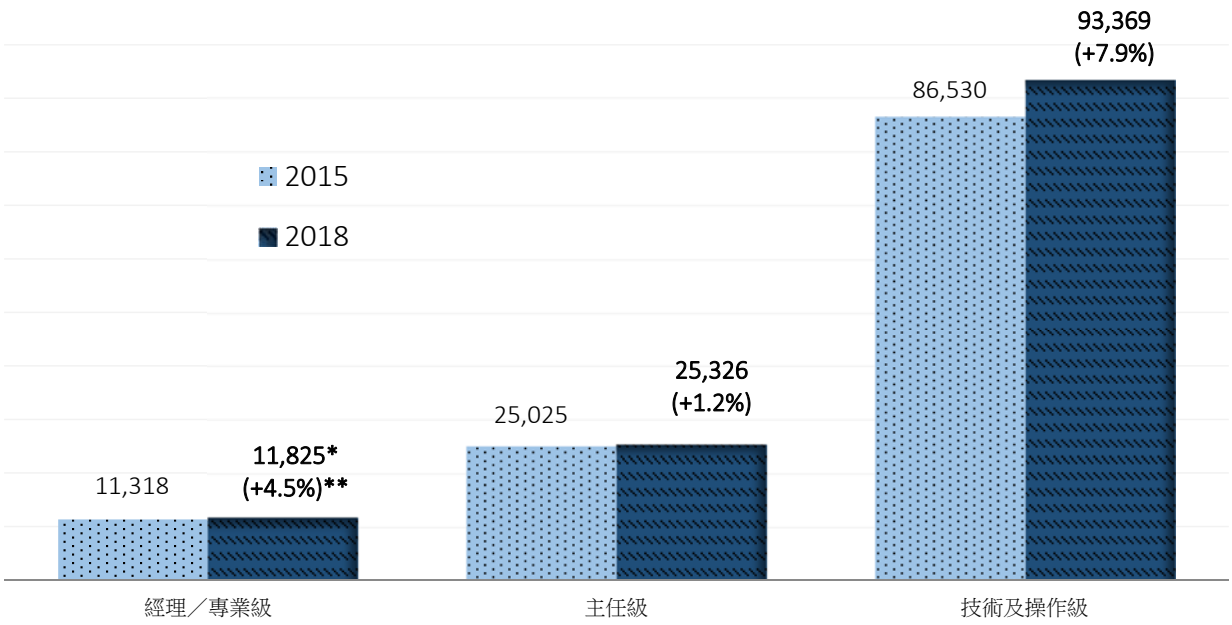
5. 對比 2015 年調查結果，是次調查顯示業內過去三年整體人力增長 6.2%。其中，測量、估價及顧問人力增幅達 11.9%；地產代理人力增加 8.7%；物業管理及保養人力錄得 6.7%增幅；地產發展人力僅增 3.6%，而政府部門及公共機構人力則略減 1.0%。2015 年與 2018 年業內僱員總數的比較見**圖 2**。

圖 2：比較2015年與2018年各類機構
僱員分布情況



6. 對比各技能等級，數據顯示技術及操作級人力增加 7.9%；經理／專業級人力錄得 4.5%增幅；主任級人力則略增 1.2%。各技能等級的人力結構比較見**圖 3**。

圖 3： 2015 年與 2018 年各技能等級人力結構



* 同一技能等級僱員總數

** 2018年同一技能等級僱員總數的增／減百分比（與2015年比較）

7. 各類機構不同技能等級的僱員分布情況見**表 1**。

表 1：各類機構不同技能等級僱員人數增長情況

機構類別	經理／專業級 (%)*	主任級 (%)*	技術及操作級 (%)*	總數 (%)*	(%)**
地產發展	3,068 (24.9)	4,174 (33.8)	5,102 (41.3)	**12,344** **(100)**	(9.5)
物業管理及保養	4,428 (5.3)	12,890 (15.4)	66,585 (79.4)	**83,903** **(100)**	(64.3)
地產代理	1,529 (6.3)	3,077 (12.8)	19,493 (80.9)	**24,099** **(100)**	(18.5)
測量、估價及顧問	347 (47.4)	172 (23.5)	213 (29.1)	**732** **(100)**	(0.6)
政府部門及公共機構	2,453 (26.0)	5,013 (53.1)	1,976 (20.9)	**9,442** **(100)**	(7.2)
總數 (%)**	**11,825** **(9.1)**	**25,326** **(19.4)**	**93,369** **(71.5)**	**130,520** **(100)**	**(100)**

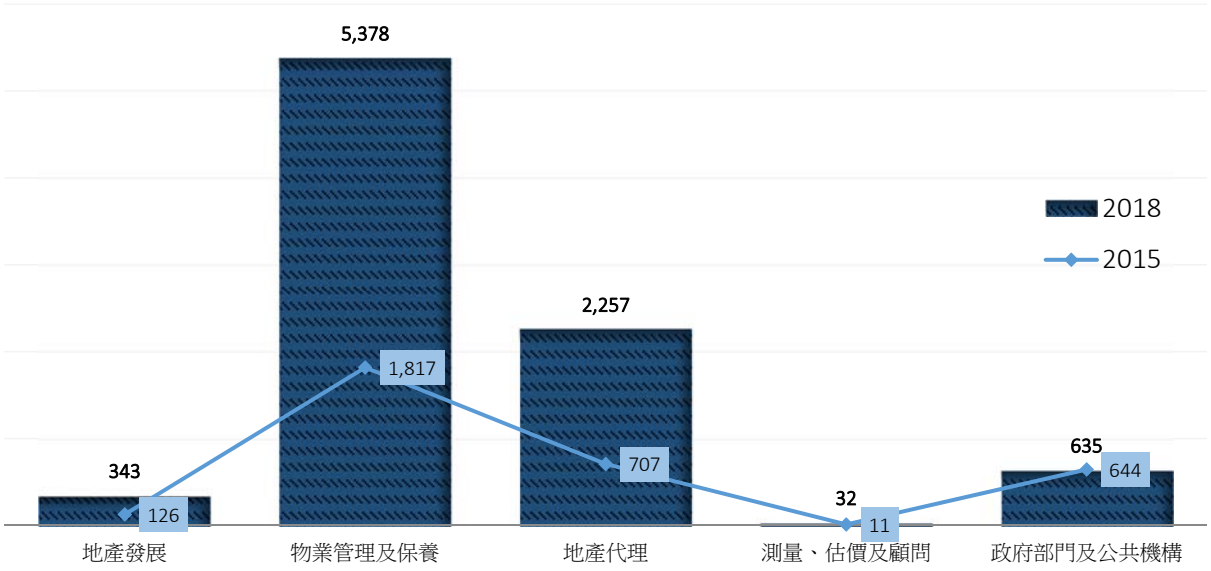
* 佔該類機構僱員總數百分比

** 由於四捨五入關係，業內僱員總數的百分比總和未必等於100%

現有空缺數目

8. 調查期間，業內共有8,645個空缺，佔139,165個現有職位總數的6.2%。物業管理及保養機構的空缺最多，有5,378個；其次為地產代理， 有2,257個空缺。另外，技術及操作級亦錄得高空缺率，達3.9%至10.3%。按機構類別劃分，地產代理的空缺率較高，平均達8.6%。2015年與2018年各類機構的空缺數目比較載於**圖 4**。

圖 4：2015 年與 2018 年各類機構空缺數目



僱主預測2019年5月時人力需求

9. 受環球經濟前景不明朗，加上中美貿易關係緊張因素，僱主預測2019年人力需求時普遍較為審慎。至2019年5月，本業料有139,359個職位，較2018年5月增加194個，增幅為0.1%。按機構類別劃分，地產代理機構將有201個新職位，增幅為0.8%，而物業管理及保養機構會有301個新職位，增幅為0.3%。其他機構則沒有增減。值得注意的是，2019年的人力需求預測於2018年5月進行，此時的經濟仍然走好。然而，2018年10月之後，各國之間發生貿易衝突，經濟出現負面情緒，開始下滑。有鑑於此，本會認為2019年整體人力需求的預測，可能需要相應下調。

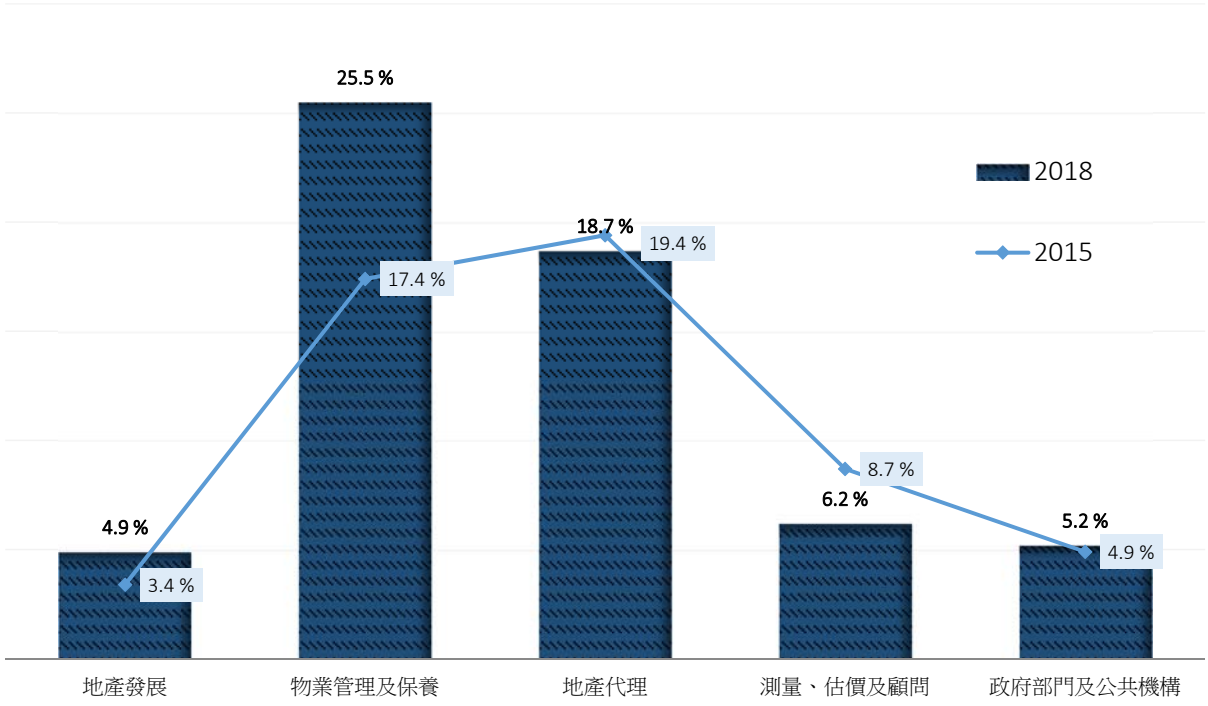
過去12個月各技能等級僱員內部晉升情況

10. 調查顯示，業內有903名僱員（佔僱員總數0.7%）獲內部晉升；其中，晉升至經理／專業級的有334人，晉升至主任級的有569人。

過去12個月僱員流動情況

11. 僱主報稱過去 12 個月有 28,896 名僱員離職（佔職位總數 20.8%）；其中，物業管理及保養機構有 22,778 人離職，人數最多，佔該類別職位總數 25.5%；其次地產代理機構有 4,935 人離職，佔該類別職位總數 18.7%。技術及操作級共有 25,056 名僱員離職，佔該技能等級職位數目 25.0%，所佔百分比最高。**圖 5** 比較 2015 年及 2018 年各業內機構僱員的流動率。

圖 5：2015年與2018年各類機構僱員流動率



僱員流失情況

12. 調查期間有28,896名僱員離開本業，同時，業界聘請了21,505名具備相關經驗的員工，流失7,391人，佔2018年僱員總數5.7%。地產代理機構的僱員流失率最高，達1,901人，佔該類別人力7.9%；其次為物業管理及保養機構，有5,191人，佔該類別人力6.2%。各類機構不同技能等級的僱員流失分析見**表 2**。

表 2：各類機構不同技能等級人力流失情況

技能等級	離職人數	新聘人數（具備房地產相關經驗）	流失人數	(%)*
地產發展				
經理／專業級	272	249	**23**	**(0.7)**
主任級	112	321	**-**	**(-)**
技術及操作級	233	186	**47**	**(0.9)**
整體	**617**	**756**	**-#**	**(-)****
物業管理及保養				
經理／專業級	486	282	**204**	**(4.6)**
主任級	2,398	1,745	**653**	**(5.1)**
技術及操作級	19,894	15,560	**4,334**	**(6.5)**
整體	**22,778**	**17,587**	**5,191**	**(6.2)****
地產代理				
經理／專業級	42	47	**-**	**(-)**
主任級	110	98	**12**	**(0.4)**
技術及操作級	4,783	2,889	**1,894**	**(9.7)**
整體	**4,935**	**3,034**	**1,901**	**(7.9)****
測量、估價及顧問				
經理／專業級	3	4	**-**	**(-)**
主任級	22	11	**11**	**(6.4)**
技術及操作級	22	25	**-**	**(-)**
整體	**47**	**40**	**7**	**(1.0)****
政府部門及公共機構				
經理／專業級	141	23	**118**	**(4.8)**
主任級	254	65	**189**	**(3.8)**
技術及操作級	124	-	**124**	**(6.3)**
整體	**519**	**88**	**431**	**(4.6)****
總計	**28,896**	**21,505**	**7,391**	**(5.7)#**

* 佔各類機構相關技能等級離開本業僱員總數的百分比
** 佔同類機構僱員總數的百分比
# 佔業內僱員總數的百分比

僱主所遇招聘困難

13. 是次調查要求僱主填報招聘困難的原因。所填報的原因共2,833項次，「缺乏具相關經驗求職者」佔872 項次 (30.8%) ，「招聘條件不理想」佔754項次 (26.6%)，「缺乏相關訓練／資歷的人力資源」佔659 項次 (23.3%)。

僱員宜有學歷

14. 關於僱員宜有的學歷，74.3%僱主屬意經理／專業級僱員擁有大學學位。至於主任級，62.7%僱主屬意他們具備文憑／證書或以上程度學歷；技術及操作級方面，47.2%僱主屬意他們具備高中或以上程度學歷。

僱員宜有相關年資

15. 僱員宜有年資方面，68.2%僱主屬意經理／專業級僱員具備至少六年年資。至於主任級，64.6%僱主屬意他們至少有三年工作經驗。技術及操作級方面，58.6%僱主屬意他們至少有一年年資。

收入分布

16. 是次調查中，大多數經理／專業級僱員的月薪超過港幣40,000元，佔63.1%；80.8%的主任級僱員每月收入介乎15,001至40,000元；71.0%技術及操作級僱員的月薪不超過15,000元。

17. 按機構類別劃分，月薪超過30,000元的政府部門和公共機構僱員比例頗高，佔64.6%，其次是測量、估價和顧問類別，有60.6%僱員每月收入介乎20,001至60,000元。至於地產代理類別，有70.9%僱員的每月收入介乎15,001至30,000元，而地產發展、物業管理和保養機構大多數僱員的月薪均不超過20,000元。

過去及未來**12**個月提供的培訓

18. 調查期間為僱員提供的各類培訓名額有111,353個。各類培訓名額中，通用技巧培訓最受歡迎（45,950個），其次為地產代理的專門知識／技能訓練（27,161個），再者為物業管理及房屋管理（22,718個）方面的培訓。

19. 僱主亦表示計劃於未來12個月為僱員提供98,288個培訓名額。按技能等級劃分，技術及操作級有51,000個，佔51.9%；主任級有32,380個，佔32.9%；經理／專業級有14,908個，佔15.2%。

20. 調查顯示，2018年整體的培訓名額較2015年時增多；除地產代理外，業內各類機構的培訓名額亦有增加。

未來12個月可能引致人手變動的原因

21. 是次調查中，業務擴展／收縮是引致人手變動的主因，佔65.1%。技術及操作級僱員的人手變化最大，佔71.0%。

培訓需求

22. 是次調查中，38.2%僱主表示強制進修有助僱員保持專業能力水平，並能提升知識和技能。地產發展機構僱主最支持強制進修，佔44.9%，其次是地產代理機構，佔38.2%，測量、估價及顧問的支持比率為26.9%。

推算 2019 年至 2022 年人力

23. 據僱主預測，2019 年 5 月時本業料有 139,359 個職位，較 2018 年 5 月增加 194 個，增幅為 0.1%。按機構類別劃分，物業管理及保養機構會有 301 個新職位，增幅為 0.3%，為業內各機構之冠。政府部門及公共機構將減少 208 個職位，減幅為 2.1%。本會注意到，大部分僱主預測人力時都比較保守。基於這情況，本會採用人力市場分析法其中的投入／產出分析統計模型，推算 2019 年至 2022 年的人力，見表 3。

表 3： 房地產服務業人力推算
（2019 年至 2022 年）

年度	實際人力	推算人力	僱主預測人力 （調查期間預測）
2018	139,165		
2019 推算		141,096 (1.4)*	139,359 (0.1%)
2020 推算		142,222 (0. 8)**	
2021 推算		143,238 (0.7)**	
2022 推算		144,100 (0.6%)**	

* 人力增／減百分比（與 2018 年實際人力比較）
** 人力增／減百分比（與上一年推算人力比較）

推算額外培訓需求

24. 本會根據僱主預測的人力增長及僱員流失情況，推算 2019 年房地產服務業需培訓更多人手， 建議數目見表 4：

表 4： 增加培訓房地產服務從業員（推算 2019 年 5 月）

技能等級	僱員人數（2018 年 5 月時）	每年流失人數	預測增長人數（2019 年 5 月時）	預計額外培訓人數
經理／專業級	12,238	339	187	526
主任級	26,579	656	399	1,055
技術及操作級	100,348	6,396	1,345	7,741
總數	**139,165**	**7,391**	**1,931**	**9,322**

業界前景

25. 房地產服務業多年來一直推動香港經濟發展。全球經濟、政府政策、房地產項目、基建設施等的增長，亦是影響業界發展的因素。

政府的長遠房屋策略及基建項目

26. 《長遠房屋策略》2018 年周年進度報告顯示，2019- 20 年至 2028-29 年十年期的房屋供應目標總共約為 450,000 個單位。增加住宅供應有助創造大量就業機會，包括房地產服務相關的工作。

27. 香港政府大力投資基礎建設，例如跨境工程和機場三跑道系統，以促進經濟和社區發展。這些舉措亦持續推高工程、建築和測量界的人力需求。

法例

28. 政府於 2016 年頒布《物業管理服務條例》（第 626 章），亦為擬議的發牌制度諮詢公眾意見。預計這會有助提升業界的專業地位，對高質素從業者的需求亦會增加。

先進科技

29. 香港政府公布「香港智慧城市藍圖」，推出多項構建香港成為智慧城市的措施。預期未來的建屋項目將會糅合智能概念，業界將會渴求這方面的科技人才。

環球因素

30. 中央政府頒布《粵港澳大灣區發展規劃綱要》。這項規劃預計將為香港房地產服務業帶來理想的前景，能促進灣區住宅、寫字樓、工商物流、零售和房地產市場投資的發展。

對人力的影響

31. 僱主普遍認為，香港經濟的持續增長可帶動房地產服務業整體人力上升。本會預計短期內，業內大部分機構的人力增長將維持穩定。主要觀察如下：

地產發展機構類別

(i) 由於住宅供應增加，各種基礎建設項目陸續展開，預計這類別機構的人力需求將會很高。

地產代理機構類別

(ii) 由於近期住宅物業銷售放緩，短期內地產代理的人力增長可能會下調。不過。隨著物業落成數目一直增加，預計地產代理的人力需求亦會回升。

(iii) 雖然擴增實境和虛擬實境技術有助簡化揀樓過程，但是仍然需要從業員帶領客戶實地參觀，並處理隨後的交易程序。

物業管理及保養機構類別

(iv) 新建及活化樓宇工程完竣，物業管理及保養機構的人力需求將會持續。

(v) 政府實施物業管理服務監管制度，將有助提升從業員的專業形象，使物管行業對年輕人更有吸引力，令他們對投身這個行業產生興趣。

測量、估價及顧問類別

(vi) 憑藉測量、估價和顧問機構一向的信譽，相信大灣區規劃項目將可為業界創造更多商機 。

(vii) 政府及私人測量機構每年開設大量職位，應對業界對人才的渴求，因此物業測量畢業生的事業前景樂觀。

建議

32. 本會參照調查結果、人力推算和業界的前景，現提出以下建議：

教育機構／職業專才教育機構

(i) 隨著政府頒布《物業管理服務條例》及物業管理人的新規定，院校應提供更多實用知識和技能培訓計劃，以及為新入行及現職從業員提供銜接課程，以應對最新的需求；

(ii) 新科技發展迅速，包括適用於房地產行業的數據、訊息和通信科技應用等，為此院校應檢視相關的課程和更新內容，提升從業員的知識和技能，助他們迎接挑戰；

(iii) 大灣區的發展已為香港房地產服務僱員提供許多就業機會，為此，業界應提供合適的預修課程，讓僱員掌握內地市場的知識，包括法例、稅務、貿易常規等；

(iv) 建築信息模擬技術能為建築、工程和營造專業人員提升在規劃、設計、構建及管理物業和基建方面的效率，將成為未來趨勢，業界應該在這個領域提供更多培訓。

<u>僱主及僱員</u>

(v) 僱主應鼓勵僱員終身學習，並保送僱員參加進修計劃。僱員亦應主動參加更多在職培訓計劃，裝備自己，提升在市場上的競爭力。特別是報讀新技能提升計劃、人才發展計劃、持續進修基金、再工業化及科技培訓計劃等的課程。

<u>政府</u>

(vi) 資歷架構可以為僱主及僱員訂定清晰的資歷標準，並有明確的銜接階梯，方便進修人士規劃終身學習的途徑。資歷架構秘書處應繼續向持份者推廣，爭取他們支持；

(vii) 修畢僱員再培訓局的人才發展計劃對於重投就業市場甚有幫助。僱員再培訓局應為物業管理及保養機構提供更多相關的課程，可有助紓緩業界人手短缺；

(viii) 「VTC Earn & Learn 職學計劃」為學員提供一邊學習、一邊賺取收入的機會，裝備他們投身相關行業，有清晰的就業進階途徑，而且還可吸引人才入行。建議政府將這項計劃擴展至房地產服務業，特別是面對人力緊縮的物業管理及保養機構；及

(ix) 持續進修基金為有志進修的成年人士提供津貼，鼓勵他們繼續修讀教育和培訓課程。本會建議政府考慮擴大基金的津貼範圍。

(x) 整體而言，業界在挽留僱員、招聘年輕人才和吸引富經驗的專業人員方面均遇上挑戰。本會建議政府主動檢討人力政策，正視業界的人才需求。

業界

(xi) 大數據、機器學習、虛擬實境、擴增實境、物聯網等新興技術可提高生產力和效率，緩解人力短缺問題，並提升行業競爭力。建議業界採用以下新技術，提升營運成效：

甲、 房地產發展商在設計及發展階段可加入更多智能建築解決方案。這可為物業增值，並節省後續管理工作的人力；

乙、 為促進行業的策略規劃，房地產發展商及地產代理可採用大數據技術，評估潛在客戶的需求；

丙、 至於市場推廣和銷售方面，使用虛擬實境和擴增實境技術呈現示範單位，可讓潛在買家於物業發展階段已能預覽和體驗未來的物業；

丁、 物業管理及保養機構應採用更多保安技術，以簡化工作程序，減少管理及保安工作的人力，例如使用物聯網縮短樓宇維修的輪候時間，提升樓宇的能源效益，盡量減省租戶和居民的開支，同時辨識樓宇表現趨勢；

戊、 測量、估價和顧問機構可以在估價服務中利用大數據和機器學習技術。

房地產服務業訓練委員會

(xii) 本會將繼續展開以下工作：

甲、 不時舉辦研討會、會議和論壇，協助從業人員和持分者加深了解業界的最新發展；

乙、 透過互聯網、研討會及學校講座等不同途徑，宣傳房地產服務業的就業和培訓機會；

丙、 每四年進行一次人力調查，以評估行業的人力供求情況及相關培訓需求。

第一章

緒論

房地產服務業訓練委員會

1.1 職業訓練局房地產服務業訓練委員會於 1998 年成立，負責確定業界的人力情況及訓練需求，並向職業訓練局、僱主及教育／培訓機構提供發展訓練的建議，以配合業界對幹練人力的需求。本會委員名單及職權範圍分別載於**附錄 1 及 2**。

調查目的

1.2 本會曾於 1999、2001、2003、2005、2007、 2009、2011、2013 及 2015 年展開人力調查，出版共九份調查報告。第十次人力調查於 2018 年 5 月進行，目的如下：

(i) 評估房地產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) 建議措施，以配合業界對各級僱員（包括經理及專業級、主任級、技術及操作級）的人力及訓練需求。

調查範圍

1.3 是次調查涵蓋業內五個機構類別中的主要職務，分別為地產發展；物業管理及保養；地產代理；測量、估價及顧問；政府部門及公共機構，所包括的有經理／專業級、主任級、技術及操作級僱員。由於保安服務業及建築業已納入職業訓練局其他訓練委員會的人力調查範圍內，所以這項調查並不包括該兩個行業。

1.4 本會自政府統計處註冊的 13,362 間機構中，以分層隨機抽樣方式選出 1,090 間作為調查對象，包括： 403 間地產發展機構，305 間物業管理及保養機構，265 間地產代理機構，101 間測量、估價及顧問機構，以及 16 個政府部門及其他公共機構。

調查方法

1.5 本會在 2018 年 5 月至 8 月期間進行調查，並由調查顧問公司協助蒐集數據。人力數據統計日期定為 2018 年 5 月 1 日。

1.6　　本會透過電話或面談訪問，向 1,090 間抽樣機構蒐集人力數據。所採用的問卷分為兩部分，第一部分為按職級及主要職務分類的人力資料（僱員人數及空缺額等），第二部分為補充資料。本會請每間抽樣機構填妥問卷（見**附錄 17**），提供房地產服務業的人力及培訓需求等資料。僱主需參考問卷夾附的工作說明，根據僱員執行之職務將僱員分類。

1.7　　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，以助了解房地產服務業的整體人力情況。

質素保證措施

1.8　　本會採取各種措施以確保調查蒐集數據的質素，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、提高回應率、核對填妥的問卷、錄入雙數據以求準確、驗證所蒐集的數據等。

分析調查回應

1.9　　本會於 2018 年 5 月至 8 月期間蒐集數據。在 1,090 間抽樣機構中，430 間機構屬無效個案，成功蒐集資料的有 397 間；調查的實際回應率為 60.2%。本會考慮到以下因素：(i)個別門類錄得滿意回應率、(ii)大部分主要以及具有規模的機構已填覆問卷，以及(iii)運用統計方法倍大抽樣結果，總結認為報告所列載的調查結果能充分代表本業，而個別機構類別／門類所得的回應率，亦足以用作分類分析。按機構類別及技能等級分析的回應率載於**表 1.1**。

表 1.1：成功蒐集資料的機構數目（按機構類別劃分）

機構類別	抽樣機構數目	有效個案數目	成功蒐集資料之機構數目	回應率
地產發展	403	204	117	**57.4%**
物業管理及保養	305	212	128	**60.4%**
地產代理	265	172	106	**61.6%**
測量、估價及顧問	101	59	37	**62.7%**
政府部門及公共機構	16	13	9	**69.2%**
整體	**1,090**	**660**	**397**	**60.2%**

釋義

1.10　「僱員」指所有由機構直接支付薪金的全職員工，包括現時上班，或因放取病假、產假、年假、事假、罷工而暫停工作的員工；亦指受僱擔任房地產服務業主要職務（**附錄 17**）的員工。

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

1.12　「空缺率」指空缺職位佔房地產服務業僱員職位總數的百分比。

1.13　「流動率」指離職僱員佔房地產服務業僱員職位總數的百分比。

調查數據

1.14　本會按照業內工作說明所述僱員執行之職務蒐集人力數據。部分主要職務或會同時出現在其他機構類別及／或行業；舉例說：建築測量師這一職務既屬測量、估價及顧問，以及政府部門及公共機構類別，亦隸屬建築、土木工程及建設環境業。

第二章

調查結果摘要

調查範圍

2.1 是次調查涵蓋房地產服務業中五大類機構的僱員，包括：

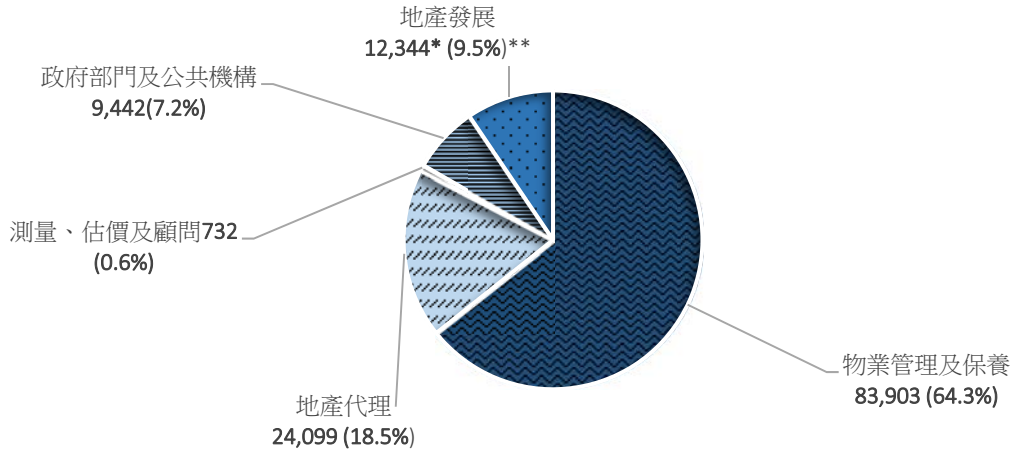
(i) 地產發展；
(ii) 物業管理及保養；
(iii) 地產代理；
(iv) 測量、估價及顧問；以及
(v) 政府部門及公共機構

僱員人數

2.2 調查顯示，2018年業內五大類機構共僱用130,520人。從**圖2.1**可見，物業管理及保養機構的僱員人數最多，有83,903人，佔業內僱員總數64.3%；其他依次為地產代理（24,099人，佔18.5%）；地產發展（12,344人，佔9.5%）；政府部門及公共機構（9,442人，佔7.2%）；以及測量、估價及顧問（732人， 佔0.6%）。

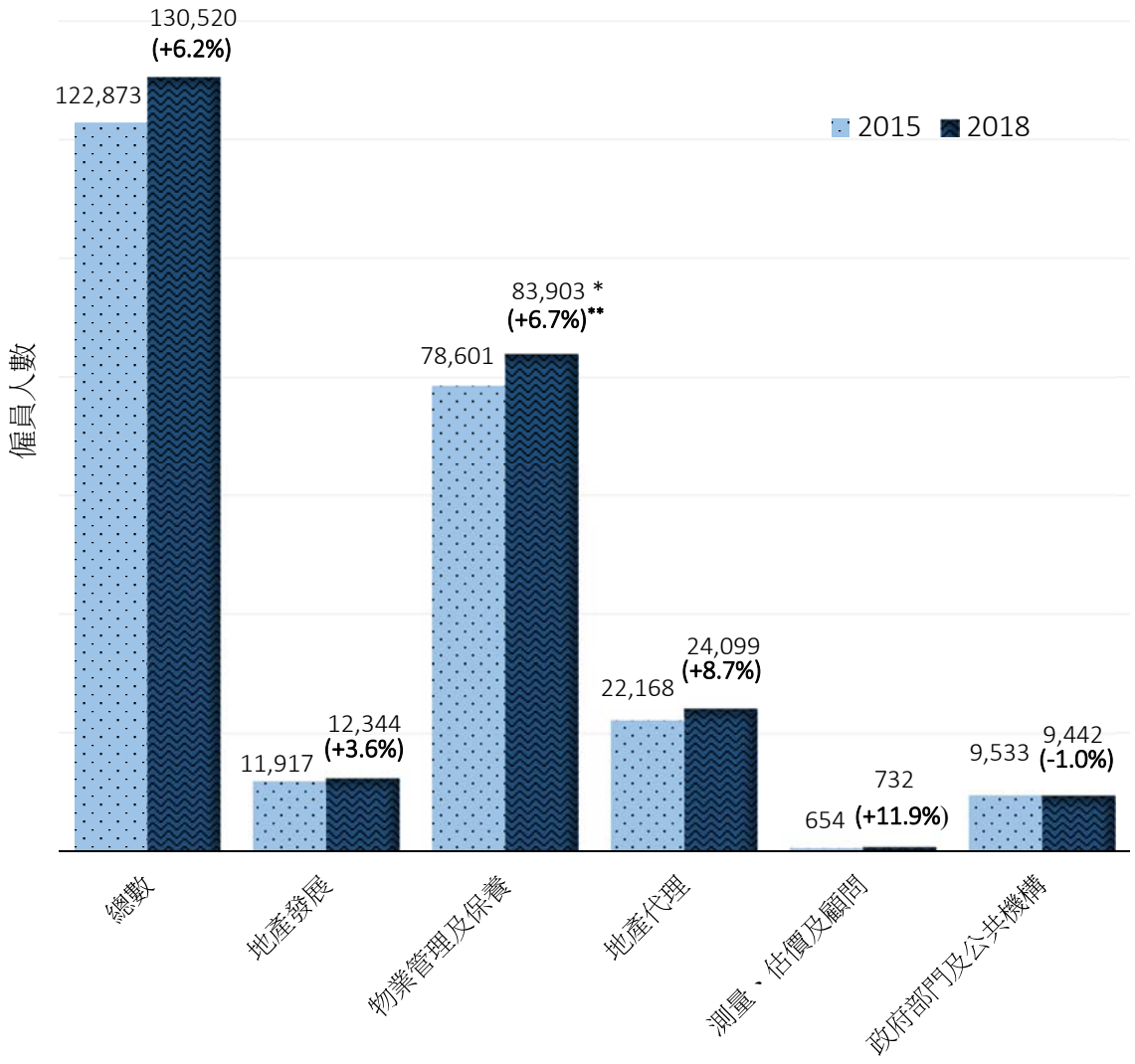
2.3 對比2015年調查結果，是次調查顯示業內過去三年整體人力增長6.2%，詳情見**圖2.2**及**表2.1**。其中，測量、估價及顧問業人力增幅達11.9%，；地產代理業人力增加8.7%；物業管理及保養技術人力錄得6.7%增幅；地產發展業人力僅增3.6%，而政府部門及公共機構人力則略減1.0%。

圖 2.1：各類機構僱員分布情況
（2018 年房地產服務業僱員總數：130,520 人）



* 各類機構僱員總數
** 佔房地產服務業僱員總數百分比；由於四捨五入關係，百分比總和未必等於 100%

圖2.2：比較2015與2018年各類機構僱員分布情況



*　各類機構僱員總數

**　該類機構僱員總數的百分比增／減幅

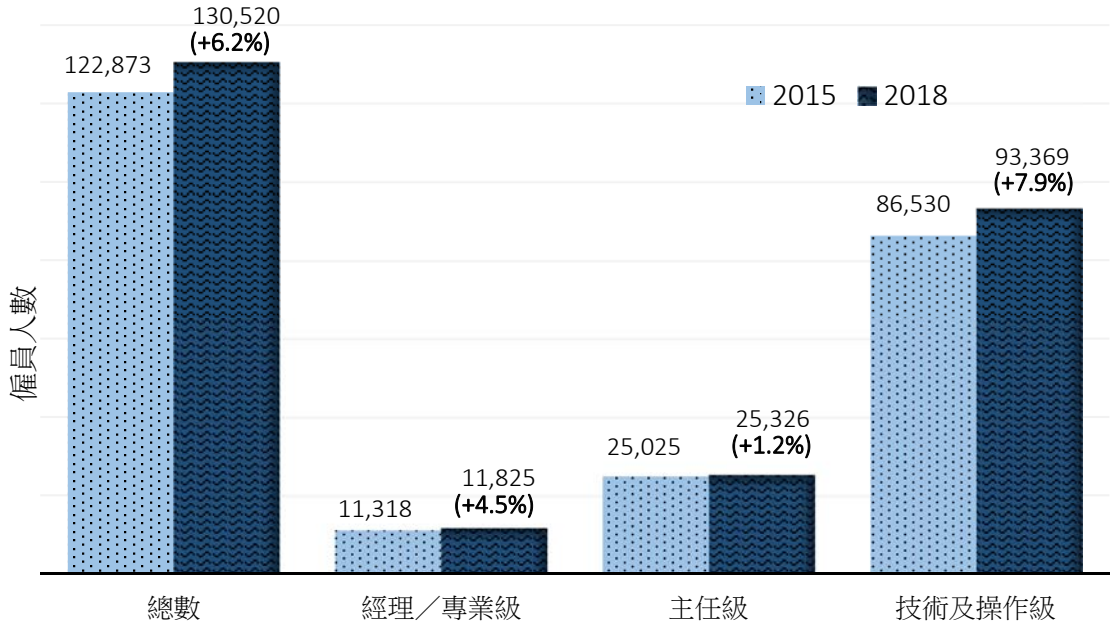
表 2.1：各類機構僱員人數增長情況

機構類別	2015年5月 僱員人數	2018年5月 僱員人數	增／減 (%)*
地產發展	11,917	12,344	427 (3.6)
物業管理及保養	78,601	83,903	5,302 (6.7)
地產代理	22,168	24,099	1,931 (8.7)
測量、估價及顧問	654	732	78 (11.9)
政府部門及公共機構	9,533	9,442	-91 (-1.0)
總數	**122,873**	**130,520**	**7,647 (6.2)****

(%)*　該類機構僱員總數的百分比增／減幅
(%)**　業內僱員總數的百分比增／減幅

2.4　對比各技能等級，數據顯示技術及操作級人力增加7.9%；經理／專業級人力錄得4.5%增幅；主任級人力則略增1.2%。各技能等級的人力結構比較見**圖2.3**。

圖2.3：2015與2018年各技能等級人力結構



2.5 各機構類別不同技能等級的僱員分布情況載於**表2.2**。

表2.2: 各類機構不同技能等級僱員人數增長情況

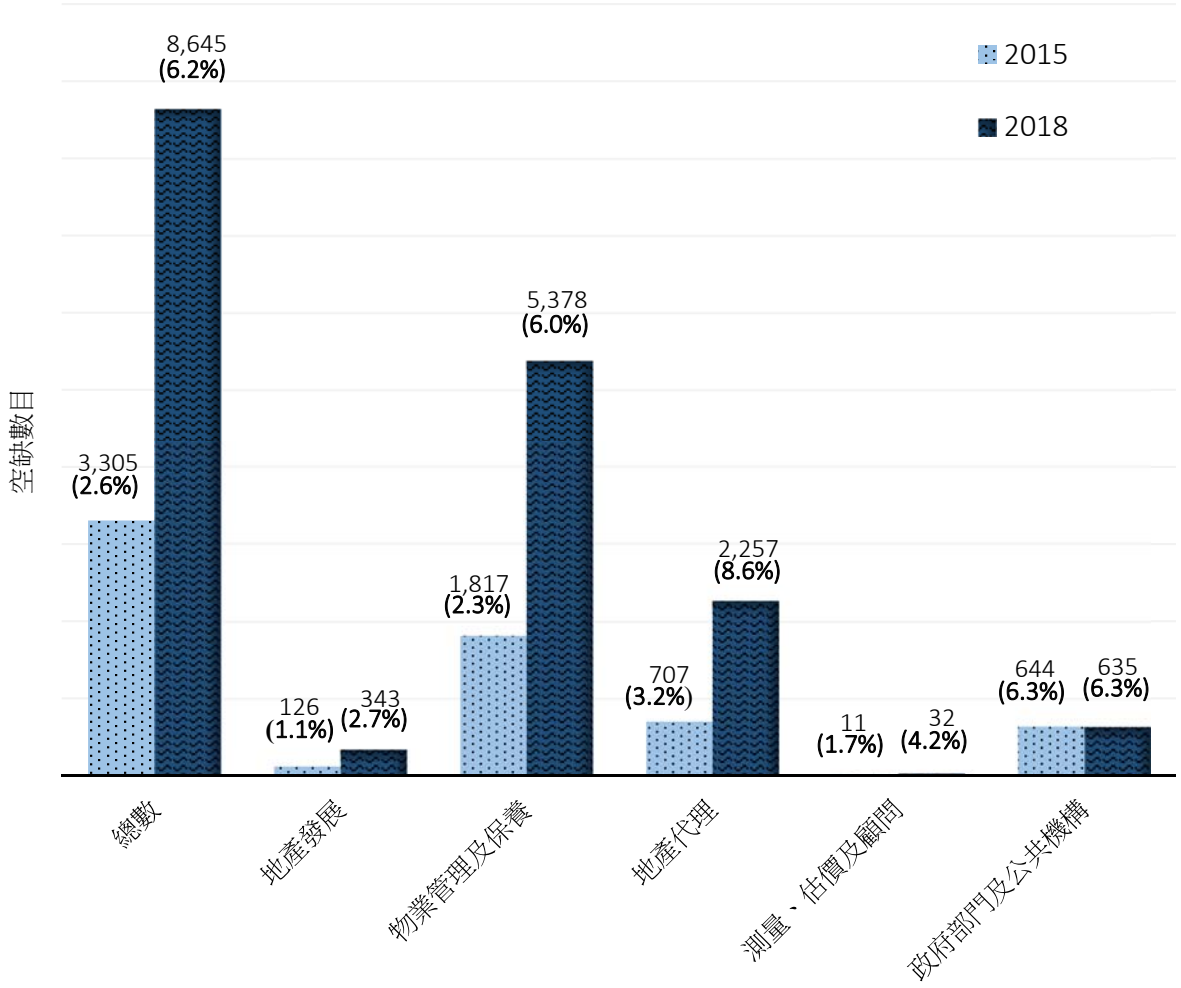
機構類別	經理／專業級	主任級	技術及操作級	總數	
	(%)*	(%)*	(%)*	**(%)***	**(%)****
地產發展	3,068 24.9%	4,174 33.8%	5,102 41.3%	**12,344** **100%**	**9.5%**
物業管理及保養	4,428 5.3%	12,890 15.4%	66,585 79.4%	**83,903** **100%**	**64.3%**
地產代理	1,529 6.3%	3,077 12.8%	19,493 80.9%	**24,099** **100%**	**18.5%**
測量、估價及顧問	347 47.4%	172 23.5%	213 29.1%	**732** **100%**	**0.6%**
政府部門及公共機構	2,453 26.0%	5,013 53.1%	1,976 20.9%	**9,442** **100%**	**7.2%**
總數	**11,825** **9.1%**	**25,326** **19.4%**	**93,369** **71.5%**	**130,520** **100%**	**100%**

(%)* 佔該類機構僱員總數百分比
(%)** 由於四捨五入關係，業內僱員總數的百分比總和未必等於 100%

現有空缺數目

2.6 調查期間，僱主報稱業內共有8,645個空缺，佔139,165個現有職位總數的6.2%。物業管理及保養機構的空缺最多，有5,378個；其次為地產代理，有2,257個空缺。另外，技術及操作級亦錄得空缺率最高，達3.9%至10.3%。按機構類別劃分，地產代理的空缺率較高，平均達8.6%。2015與2018年各類機構的空缺數目比較載於**圖2.4**，各類機構不同技能等級的現有空缺數目見**表2.3**。

圖2.4：2015與2018年各類機構空缺數目



註：括號內數字為空缺率；空缺率＝空缺數目÷（僱員數目+空缺數目）

表2.3：各類機構不同技能等級現有空缺數目

機構類別	經理／專業級	主任級	技術及操作級	總數
	(%)*	(%)*	(%)*	(%)#
地產發展	44 1.4%	90 2.1%	209 3.9%	343 2.7%
物業管理及保養	133 2.9%	835 6.1%	4,410 6.2%	5,378 6.0%
地產代理	11 0.7%	14 0.5%	2,232 10.3%	2,257 8.6%
測量、估價及顧問	1 0.3%	11 6.0%	20 8.6%	32 4.2%
政府部門及公共機構	224 8.4%	303 5.7%	108 5.2%	635 6.3%
總數 (%)**	**413 3.4%**	**1,253 4.7%**	**6,979 7.0%**	**8,645 6.2%@**

(%)* 佔該類機構該技能等級職位總數[2]百分比

(%)** 佔該技能等級職位總數百分比

(%)# 佔該類機構職位總數百分比

(%)@ 佔業內職位總數百分比

僱主預測2019年5月時人力需求

2.7 環球經濟前景不明朗，加上中美貿易關係緊張，僱主預測2019年人力需求時普遍較為審慎，詳見表2.4。至2019年5月，本業料有139,359個職位，較2018年5月增加194個，增幅為0.1%。按機構類別劃分，地產代理機構將有201個新職位，增幅為0.8%，而物業管理及保養機構會有301個新職位，增幅為0.3%。其他機構類別則沒有增減。

2.8 值得注意的是，2019 年的人力需求預測於 2018 年 5 月進行，此時的經濟仍然走好。然而，2018 年 10 月之後，各國之間發生貿易衝突，外界缺乏投資信心，開始拖累經濟下滑。有鑑於此，2019 年整體人力需求錄得 0.1%增幅的預測，可能需要相應調整。

[2] 職位總數＝僱員數目＋空缺數目

表2.4：僱主預測2019年5月房地產服務業
各類機構不同技能等級人力情況

技能等級	2018年5月僱員人數	2018年5月空缺數目	2018年5月職位總數	僱主預測2019年5月人力	增幅	(%) *
(i) 地產發展						
經理／專業級	3,068	44	3,112	3,108	**-4**	**-0.03%**
主任級	4,174	90	4,264	4,246	**-18**	**-0.1%**
技術及操作級	5,102	209	5,311	5,233	**-78**	**-0.6%**
小計	**12,344**	**343**	**12,687**	**12,587**	**-100**	**-0.8%**
(ii) 物業管理及保養						
經理／專業級	4,428	133	4,561	4,576	**15**	**0.02%**
主任級	12,890	835	13,725	13,807	**82**	**0.09%**
技術及操作級	66,585	4,410	70,995	71,199	**204**	**0.2%**
小計	**83,903**	**5,378**	**89,281**	**89,582**	**301**	**0.3%**
(iii) 地產代理						
經理／專業級	1,529	11	1,540	1,573	**33**	**0.1%**
主任級	3,077	14	3,091	3,103	**12**	**0.05%**
技術及操作級	19,493	2,232	21,725	21,881	**156**	**0.6%**
小計	**24,099**	**2,257**	**26,356**	**26,557**	**201**	**0.8%**
(iv) 測量、估價及顧問						
經理／專業級	347	1	348	350	**2**	**0.3%**
主任級	172	11	183	183	**0**	**0.0%**
技術及操作級	213	20	233	231	**-2**	**-0.3%**
小計	**732**	**32**	**764**	**764**	**0**	**0.0%**
(v) 政府部門及公共機構						
經理／專業級	2,453	224	2,677	2,563	**-114**	**-1.1%**
主任級	5,013	303	5,316	5,249	**-67**	**-0.7%**
技術及操作級	1,976	108	2,084	2,057	**-27**	**-0.3%**
小計	**9,442**	**635**	**10,077**	**9,869**	**-208**	**-2.1%**
總計	**130,520**	**8,645**	**139,165**	**139,359**	**194**	**0.1%**

(%)* 該類機構職位總數的百分比增／減幅

過去12個月各技能等級僱員內部晉升情況

2.9 調查顯示，業內有903名僱員（佔僱員總數0.7%）獲內部晉升；其中，晉升至經理／專業級的有334人，晉升至主任級的有569人。2015與2018年各類機構不同技能等級僱員的內部晉升情況見**表2.5**。

表 2.5：2015 與 2018 年各類機構
不同技能等級僱員內部晉升情況

技能等級	2015年5月			2018年5月		
	僱員人數	晉升人數	(%) *	僱員人數	晉升人數	(%) *
地產發展						
經理／專業級	2,940	8	0.3%	3,068	33	1.1%
主任級	4,170	7	0.2%	4,174	37	0.9%
物業管理及保養						
經理／專業級	4,213	109	2.6%	4,428	143	3.2%
主任級	12,829	661	5.2%	12,890	355	2.8%
地產代理						
經理／專業級	1,422	43	3.0%	1,529	39	2.6%
主任級	2,946	202	6.9%	3,077	140	4.5%
測量、估價及顧問						
經理／專業級	279	-	-	347	4	1.2%
主任級	174	7	4.0%	172	5	2.9%
政府部門及公共機構						
經理／專業級	2,464	108	4.4%	2,453	115	4.7%
主任級	4,906	41	0.8%	5,013	32	0.6%
總數	**36,343**	**1,186**	**1.0%****	**37,151**	**903**	**0.7%****

(%)* 佔該類機構該技能等級僱員總數百分比

(%)** 佔業內僱員總數百分比

過去12個月僱員流動情況

2.10 **表2.6**顯示，僱主報稱過去12個月有28,896名僱員離職（佔職位總數20.8%）；其中，物業管理及保養機構有22,778人離職，人數最多，佔該類別職位總數25.5%；地產代理機構有4,935人離職，佔該類別職位總數18.7%。**圖2.5**顯示2015與2018年各類機構的僱員流動率。

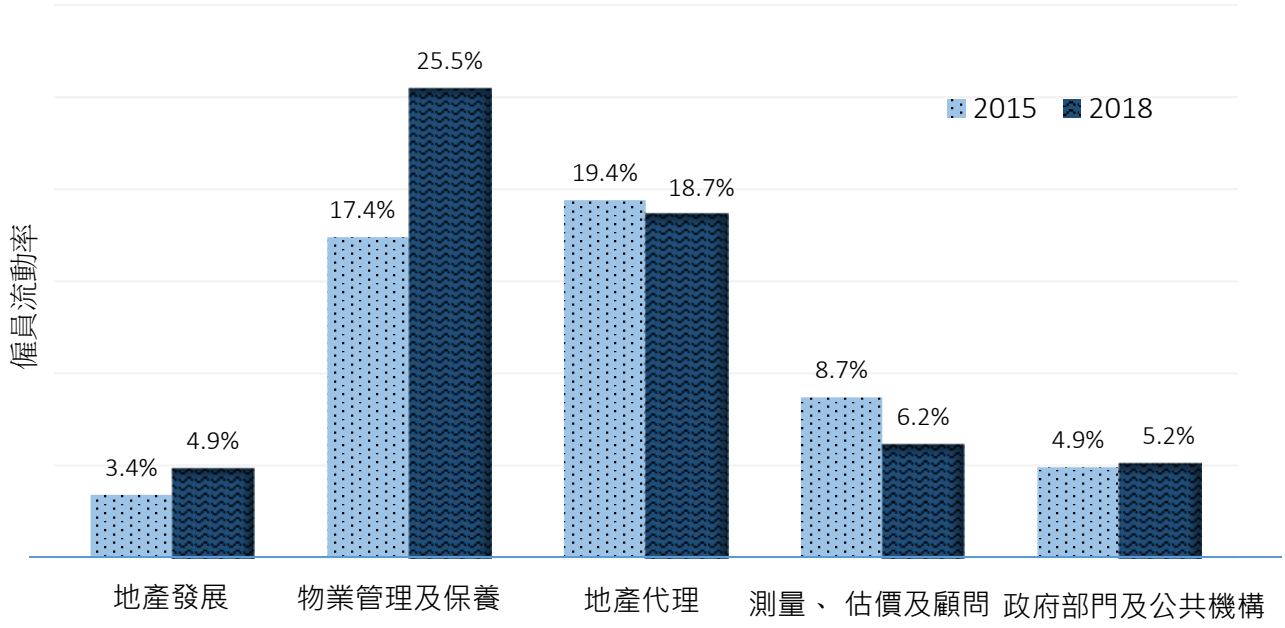
表2.6：過去12個月房地產服務業各類機構離職僱員人數

機構類別	職位數目	離職人數	(%) *
地產發展	12,687	617	**4.9%**
物業管理及保養	89,281	22,778	**25.5%**
地產代理	26,356	4,935	**18.7%**
測量、估價及顧問	764	47	**6.2%**
政府部門及公共機構	10,077	519	**5.2%**
總數	**139,165**	**28,896**	**20.8%****

(%)* 佔該類機構職位總數百分比

(%)** 佔業內職位總數百分比

圖2.5：2015年與2018年各類機構僱員流動率



2.11 **表2.7** 顯示技術及操作級共有25,056名僱員離職，佔該技能等級職位數目25.0%，所佔百分比最高。離職的僱員共有28,896人，佔職位總數20.8%。

表2.7：過去12個月房地產服務業
各類機構不同技能等級離職人數

技能等級	職位數目	離職人數	(%) *
經理／專業級	12,238	944	**7.7%**
主任級	26,579	2,896	**10.9%**
技術及操作級	100,348	25,056	**25.0%**
總數	**139,165**	**28,896**	**20.8%****

(%)* *佔該類機構職位總數百分比*
(%)** *佔業內職位總數百分率*

僱員流失情況

2.12 調查期間有28,896名僱員離開本業，同時，業界聘請了21,505名具備相關經驗的員工，流失7,391人，佔2018年僱員總數5.7%。地產代理機構的僱員流失率最高，達1,901人，佔該類別人力7.9%；其次為物業管理及保養機構，有5,191人，佔該類別人力6.2%。各類機構不同技能等級的僱員流失分析見**表2.8**。

表2.8：過去12個月房地產服務業
各類機構不同技能等級人力流失情況

技能等級	離職人數	具相關經驗的新聘僱員人數	流失人數	(%) *
(viii) 地產發展				
經理／專業級	272	249	**23**	**0.7%**
主任級	112	321	**-**	**-**
技術及操作級	233	186	**47**	**0.9%**
小計	**617**	**756**	**-**	**-**
(ix)物業管理及保養				
經理／專業級	486	282	**204**	**4.6%**
主任級	2,398	1,745	**653**	**5.1%**
技術及操作級	19,894	15,560	**4,334**	**6.5%**
小計	**22,778**	**17,587**	**5,191**	**6.2%**
(x) 地產代理				
經理／專業級	42	47	**-**	**-**
主任級	110	98	**12**	**0.4%**
技術及操作級	4,783	2,889	**1,894**	**9.7%**
小計	**4,935**	**3,034**	**1,901**	**7.9%**
(xi)測量、估價及顧問				
經理／專業級	3	4	**-**	**-**
主任級	22	11	**11**	**6.4%**
技術及操作級	22	25	**-**	**-**
小計	**47**	**40**	**7**	**1.0%**
政府部門及公共機構				
經理／專業級	141	23	**118**	**4.8%**
主任級	254	65	**189**	**3.8%**
技術及操作級	124	-	**124**	**6.3%**
小計	**519**	**88**	**431**	**4.6%**
總計	**28,896**	**21,505**	**7,391**	**5.7%****

(%)* 佔該類機構該技能等級流失僱員總數百分比
(%)** 佔業內僱員總數百分比

僱主所遇招聘困難

2.13 本會問及僱主招聘不同技能等級員工所遇到的困難，共錄得 2,833 項次，詳見**表 2.9**。選擇「缺乏具相關經驗求職者」為原因的有 872 項次，佔 30.8%。各類機構所填選的招聘困難中，地產發展機構錄得 1,415 項次，而物業管理和保養及地產代理機構則分別錄得 676 和 697 項次。

表2.9：過去12個月房地產服務業
各類機構不同技能等級所遇之招聘困難

	經理／專業級	主任級	技術及操作級	小計
(i) 地產發展				
缺乏具相關經驗求職者	210	239	55	**504**
聘用條件不理想	201	201	30	**432**
工作環境不理想	-	4	21	**25**
晉升機會有限	-	-	2	**2**
缺乏相關訓練／資歷的人力資源	203	221	24	**448**
其他	1	-	3	**4**
小計	**615**	**665**	**135**	**1,415**
ii) 物業管理及保養				
缺乏具相關經驗求職者	70	49	102	**221**
招聘條件不理想	18	30	154	**202**
工作環境不理想	5	22	92	**119**
晉升機會有限	2	2	18	**22**
缺乏相關訓練／資歷的人力資源	10	25	44	**79**
其他	4	6	23	**33**
小計	**109**	**134**	**433**	**676**
(iii) 地產代理				
缺乏具相關經驗求職者	7	8	115	**130**
招聘條件不理想	3	2	108	**113**
工作環境不理想	2	2	12	**16**
晉升機會有限	1	-	4	**5**
缺乏相關訓練／資歷的人力資源	1	-	115	**116**
其他	1	6	310	**317**
小計	**15**	**18**	**664**	**697**

	經理／專業級	主任級	技術及操作級	小計
(iv) 測量、估價及顧問				
缺乏具相關經驗求職者	1	-	3	**4**
招聘條件不理想	1	-	1	**2**
工作環境不理想	1	-	2	**3**
晉升機會有限	-	-	-	**-**
缺乏相關訓練／資歷的人力資源	-	4	6	**10**
其他	-	-	1	**1**
小計	**3**	**4**	**13**	**20**
(v) 政府部門及公共機構				
缺乏具相關經驗求職者	3	4	6	**13**
招聘條件不理想	-	2	3	**5**
工作環境不理想	-	-	-	**-**
晉升機會有限	-	-	-	**-**
缺乏相關訓練／資歷的人力資源	2	3	1	**6**
其他	-	-	1	**1**
小計	**5**	**9**	**11**	**25**
總計	**747**	**830**	**1,256**	**2,833**

僱員宜有學歷

2.14 **圖2.6(i)至(iii)**顯示僱主於2015與2018年對僱員宜有學歷的意見。結果顯示，2015與2018年分別有83.0%及74.3%僱主屬意經理／專業級僱員擁有大學學位。至於主任級，分別有67.3%及62.7%僱主屬意他們具備文憑／證書或以上程度學歷；技術及操作級方面，2015與2018年分別有49.1%及47.2%僱主屬意他們具備高中或以上程度學歷。

圖2.6(i)：2015年與2018年經理／專業級僱員宜有教育程度

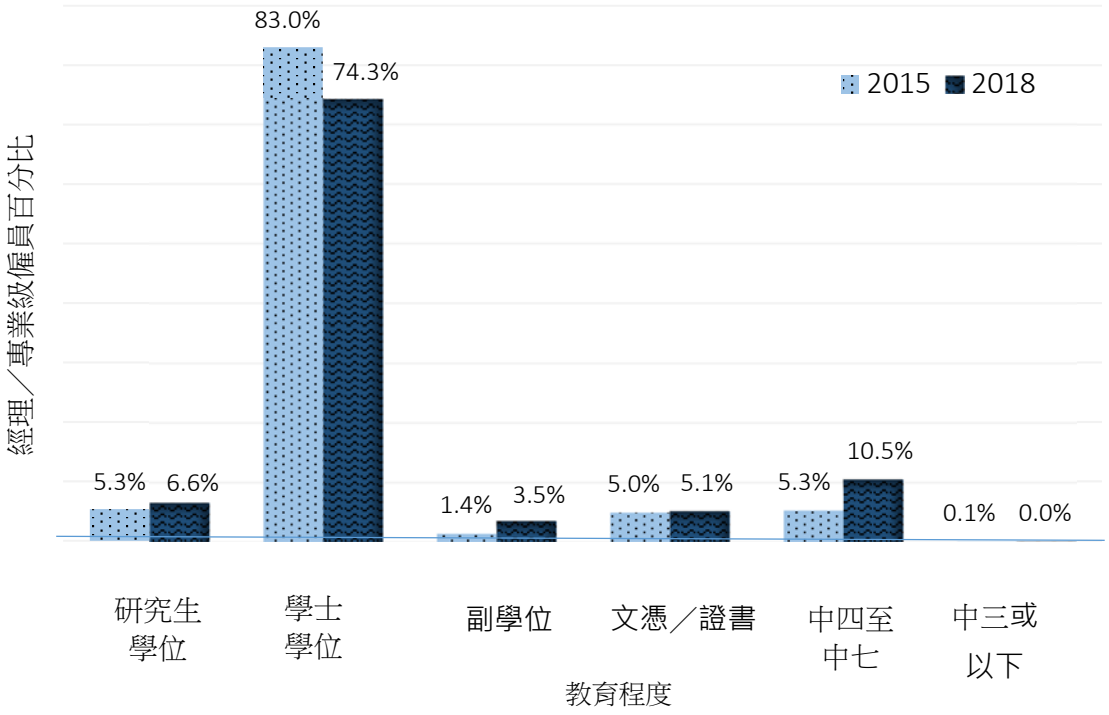


圖2.6(ii)：2015年與2018年主任級僱員宜有教育程度

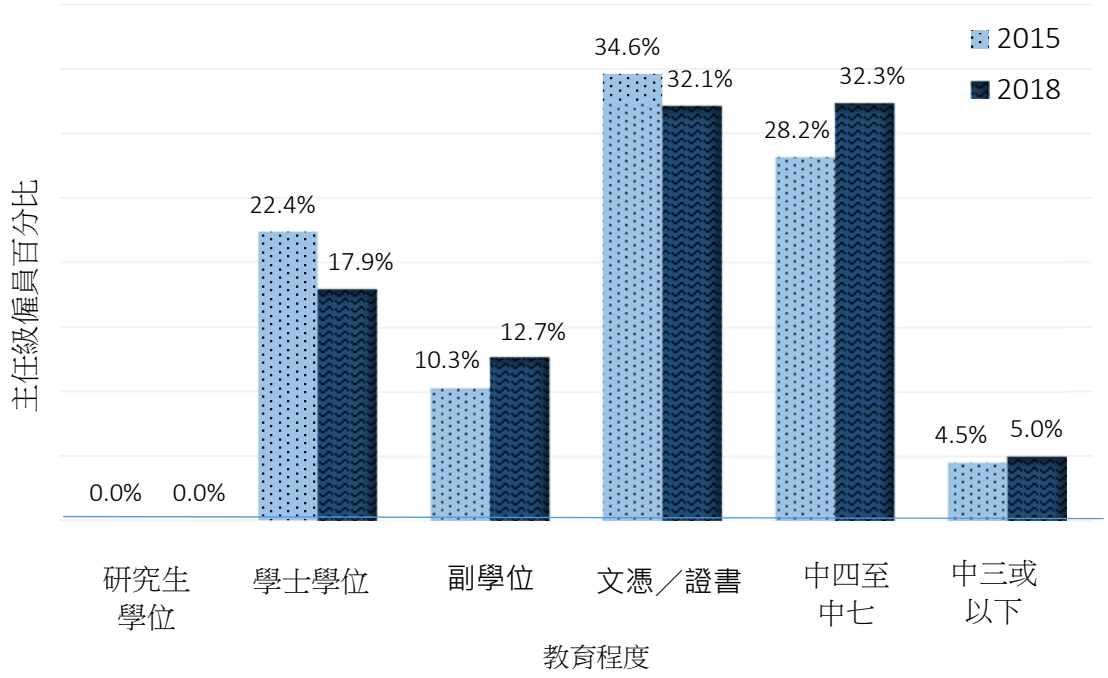
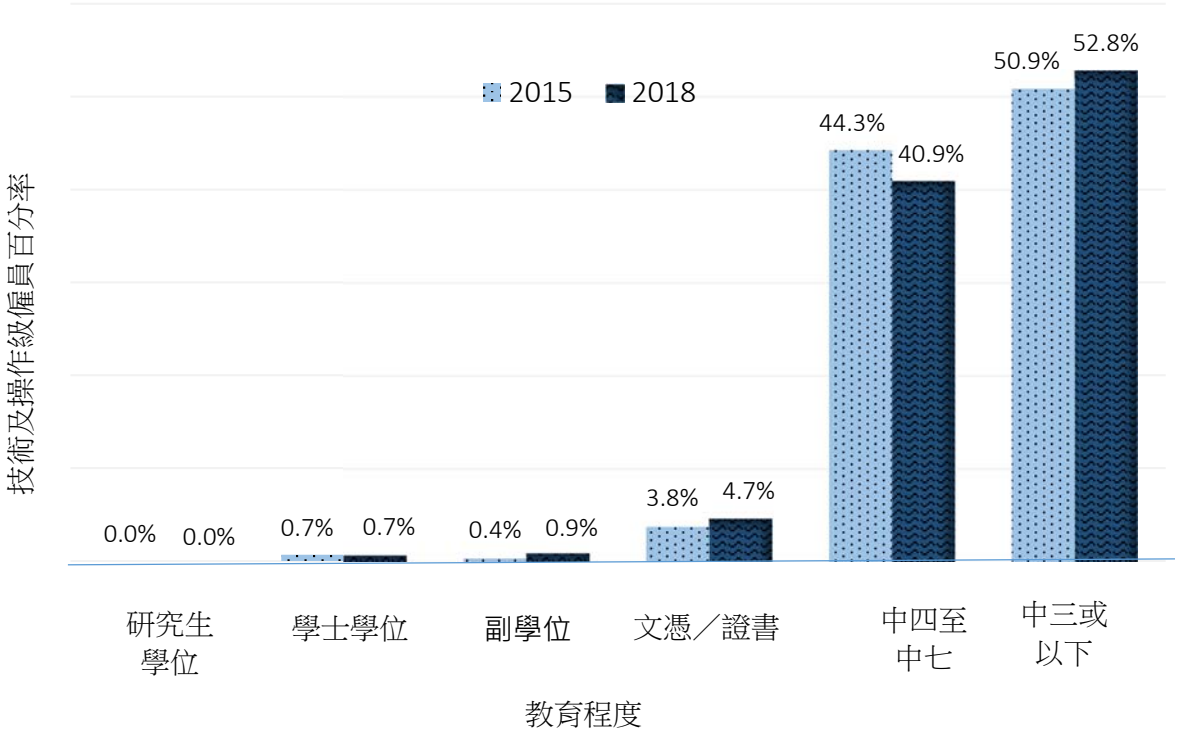


圖2.6(iii)：2015年與2018年技術及操作級僱員宜有教育程度



僱員宜有相關年資

2.15 **圖2.7(i)至(iii)**顯示2015年與2018年僱員宜有年資。結果顯示，兩個年度分別有74.3%及68.2%僱主屬意經理／專業級僱員具備至少六年年資。至於主任級，分別有71.4%及64.6%僱主屬意他們至少有三年工作經驗。技術及操作級方面，分別有57.5%及58.6%僱主屬意他們至少有一年年資。

圖2.7(i)：2015年與2018年經理／專業級僱員宜有年資

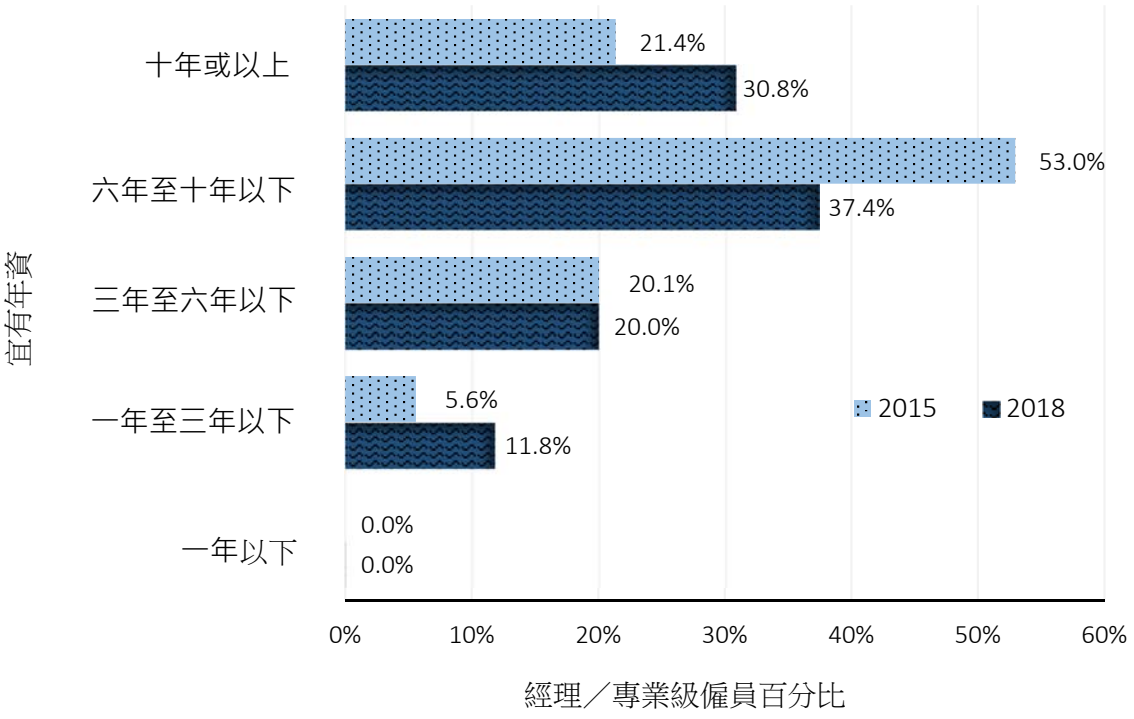


圖2.7(ii)：2015年與2018年主任級僱員宜有年資

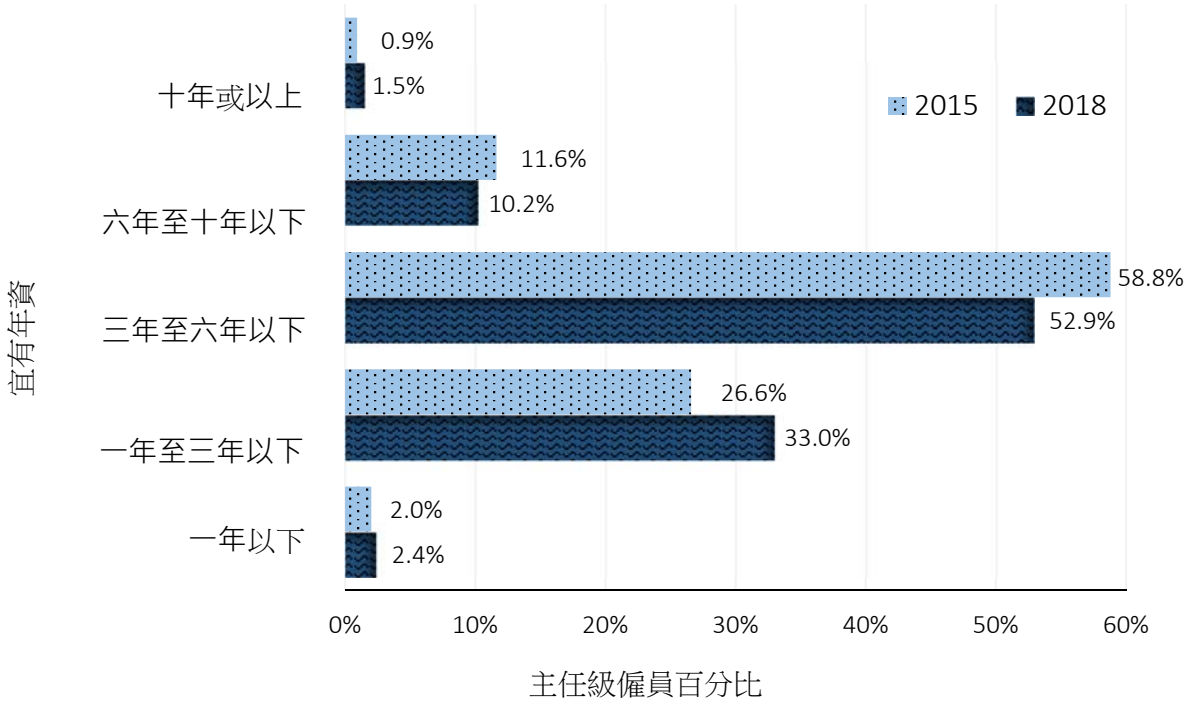
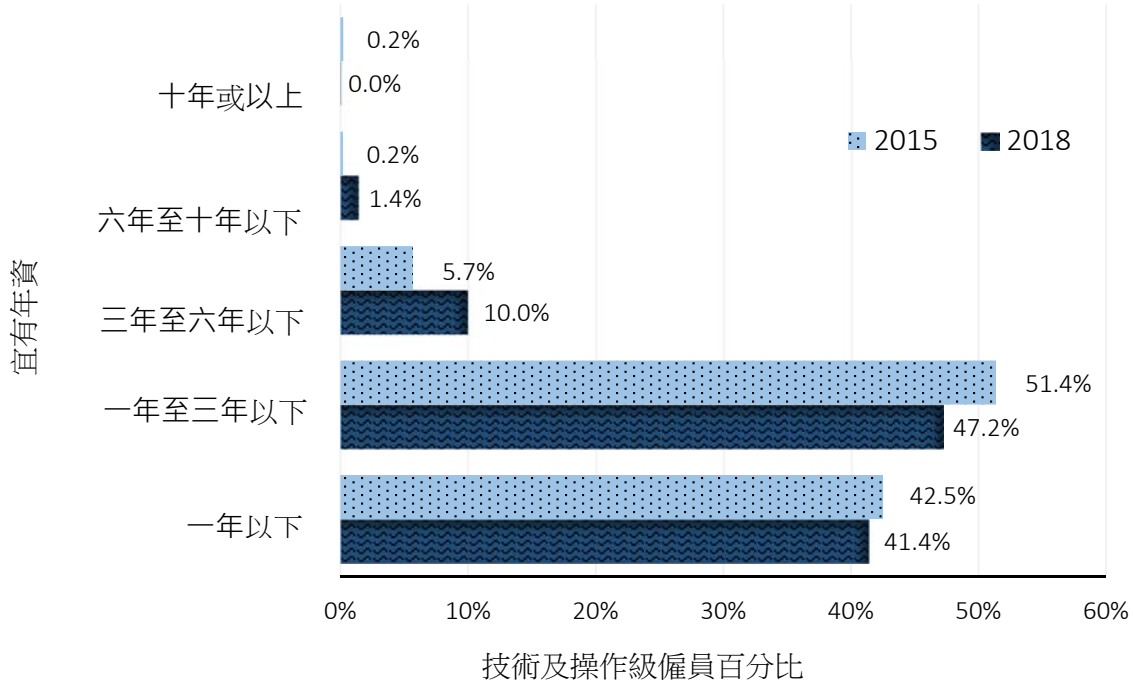


圖2.7(iii)：2015年與2018年技術及操作級僱員宜有年資



收入分布

2.16 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。**圖2.8(i)**及**2.8(ii)**分別列出2018年與2015年各技能等級僱員的收入分布情況；各類機構不同技能等級僱員的收入分布情況見**表2.10**。

2.17 是次調查中，大多數經理／專業級僱員的月薪超過港幣 40,000 元，佔 63.1%；80.8%的主任級僱員每月收入介乎 15,001 至 40,000 元；71.0%技術及操作級僱員的月薪不超過 15,000 元。

2.18 按機構類別劃分，月薪超過港幣 30,000 元的政府部門和公共機構僱員比例頗高，佔 64.6%，其次是測量、估價和顧問類別，有 60.6%僱員每月收入介乎 20,001 至 60,000 元。至於地產代理類別，有 70.9%僱員的每月收入介乎 15,001 至 30,000 元，而地產發展、物業管理和保養機構大多數僱員的月薪均不超過 20,000 元。

圖2.8 (i)：2018年房地產服務業
各技能等級僱員收入幅度分布

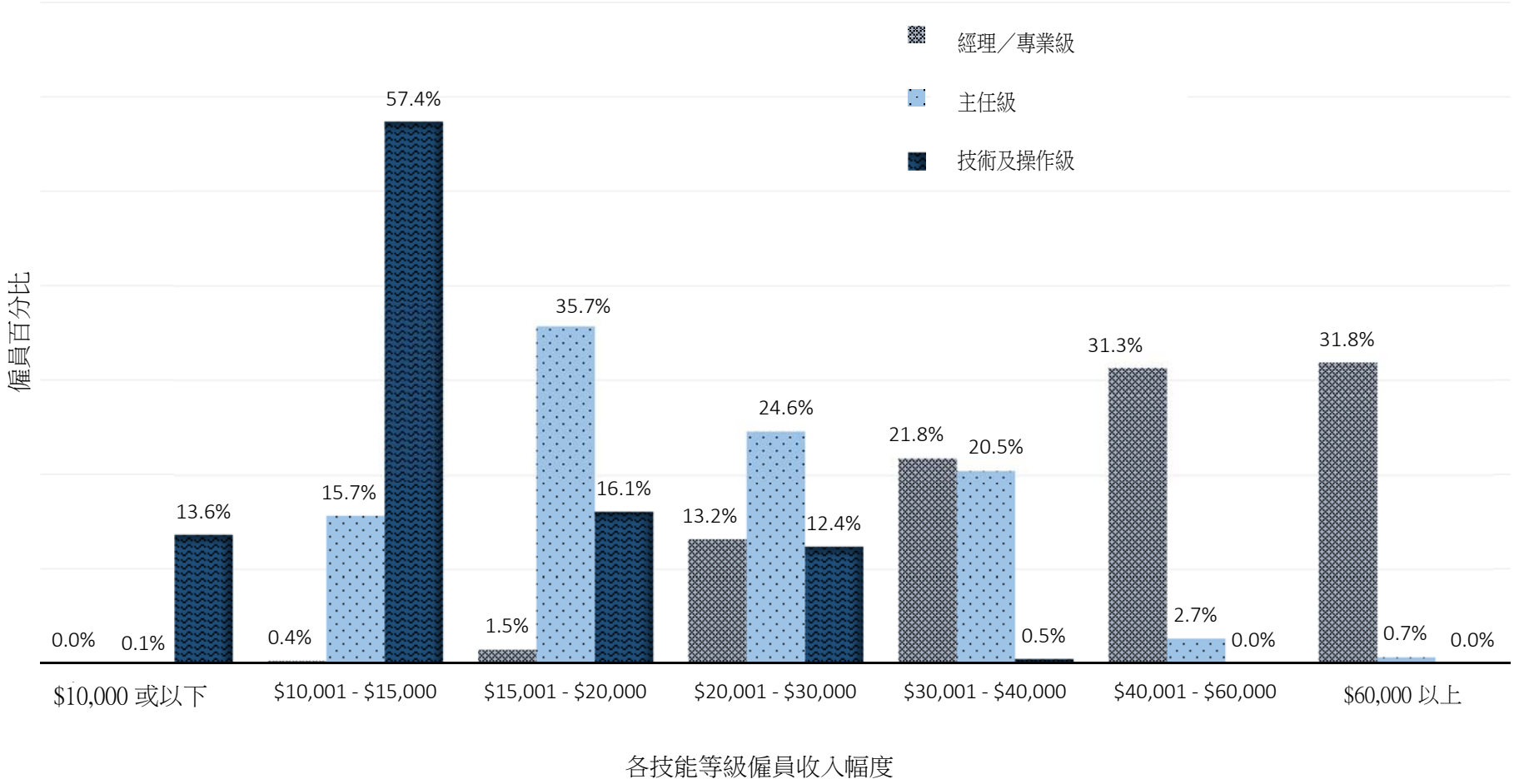


圖 2.8 (ii)：2015年房地產服務業
各技能等級僱員收入幅度分布

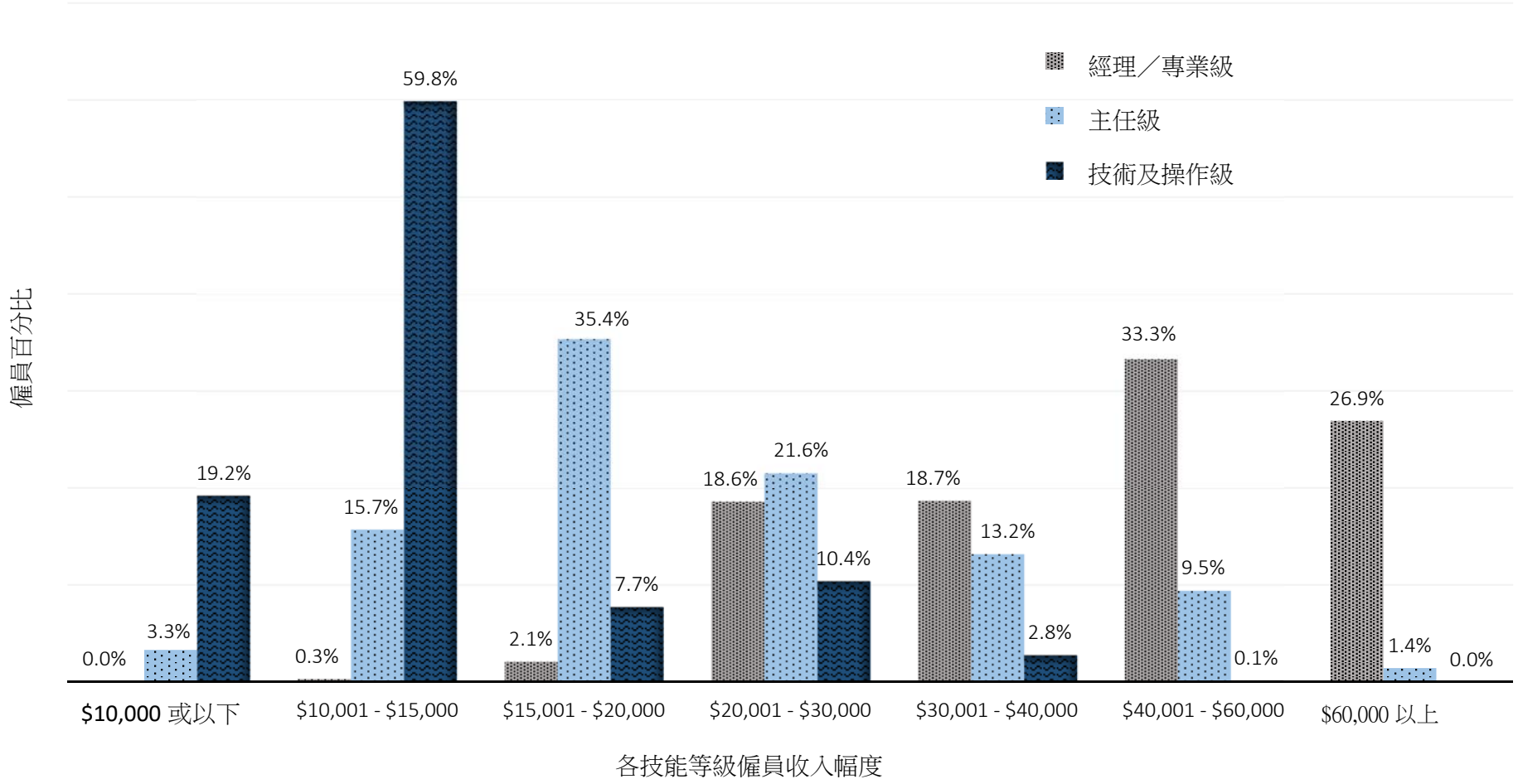


表2.10：房地產服務業各類機構
不同技能等級僱員收入分布

機構類別／技能等級	每月收入							總數
	$10,000 或以下	$10,001 - $15,000	$15,001 - $20,000	$20,001 - $30,000	$30,001 - $40,000	$40,001 - $60,000	$60,000 以上	
地產發展								
經理／專業級	0.0%	0.1%	2.2%	4.2%	34.0%	28.6%	30.9%	**100.0%**
主任級	0.0%	50.9%	19.0%	23.6%	2.7%	3.7%	0.1%	**100.0%**
技術及操作級	3.8%	69.3%	24.3%	2.5%	0.0%	0.0%	0.0%	**100.0%**
整體	**1.6%**	**46.1%**	**17.1%**	**10.4%**	**9.2%**	**8.2%**	**7.5%**	**100.0%**
物業管理及保養								
經理／專業級	0.0%	0.0%	2.1%	26.3%	29.4%	28.8%	13.4%	**100.0%**
主任級	0.2%	13.4%	58.9%	26.7%	0.6%	0.1%	0.0%	**100.0%**
技術及操作級	15.5%	72.3%	11.1%	1.1%	0.0%	0.0%	0.0%	**100.0%**
整體	**12.4%**	**59.6%**	**18.0%**	**6.3%**	**1.6%**	**1.5%**	**0.7%**	**100.0%**
地產代理								
經理／專業級	0.0%	3.4%	1.6%	11.4%	13.7%	35.6%	34.3%	**100.0%**
主任級	0.0%	5.0%	1.5%	13.5%	58.5%	15.3%	6.2%	**100.0%**
技術及操作級	10.8%	5.0%	30.4%	51.3%	2.4%	0.1%	0.1%	**100.0%**
整體	**9.0%**	**4.9%**	**25.8%**	**45.1%**	**9.4%**	**3.4%**	**2.3%**	**100.0%**
測量、估價及顧問								
經理／專業級	0.4%	0.0%	0.7%	16.9%	10.1%	53.9%	18.0%	**100.0%**
主任級	0.0%	2.6%	45.1%	27.5%	22.2%	2.6%	0.0%	**100.0%**
技術及操作級	0.0%	37.9%	23.1%	32.8%	6.2%	0.0%	0.0%	**100.0%**
整體	**0.2%**	**12.7%**	**18.9%**	**24.6%**	**11.9%**	**24.1%**	**7.8%**	**100.0%**
政府部門及公共機構								
經理／專業級	0.0%	0.0%	0.0%	1.6%	1.9%	33.7%	62.8%	**100.0%**
主任級	0.0%	0.3%	7.9%	26.4%	63.9%	1.5%	0.0%	**100.0%**
技術及操作級	0.0%	70.0%	15.1%	14.8%	0.0%	0.0%	0.0%	**100.0%**
整體	**0.0%**	**11.4%**	**6.8%**	**17.3%**	**35.7%**	**10.6%**	**18.3%**	**100.0%**
所有機構類別								
經理／專業級	0.0%	0.4%	1.5%	13.2%	21.8%	31.3%	31.8%	**100.0%**
主任級	0.1%	15.7%	35.7%	24.6%	20.5%	2.7%	0.7%	**100.0%**
技術及操作級	13.6%	57.4%	16.1%	12.4%	0.5%	0.0%	0.0%	**100.0%**
整體	**9.9%**	**44.5%**	**18.6%**	**14.8%**	**6.2%**	**3.2%**	**2.8%**	**100.0%**

- 由於四捨五入關係，百分比總和未必等於 100%

過去及未來12個月提供的培訓

2.19 **表2.11**顯示，調查期間為僱員提供的各類培訓名額有111,353個。各類培訓名額中，通用技巧培訓最受歡迎（45,950個），其次為地產代理的專門知識／技能訓練（27,161個），再者為物業管理及保養（22,718個）方面的培訓。

表 2.11：過去12個月為各技能等級僱員提供的培訓類別

培訓類別	經理／專業級	主任級	技術及操作級	總數
地產發展／租賃	415	602	38	1,055
物業管理及房屋管理	3,559	8,506	10,653	22,718
地產代理	601	3,686	22,874	27,161
測量、估價及顧問	1,269	1,444	209	2,922
內地房地產知識	557	315	2,813	3,685
通用技巧	6,766	15,962	23,222	45,950
其他	1,859	3,825	2,178	7,862
總數	**15,026**	**34,340**	**61,987**	**111,353**
(%) *	**13.5%**	**30.8%**	**55.7%**	**100%**

(%)* 佔總培訓名額百分比

註：僱員可修讀多於一項培訓課程

2.20 **表2.12**亦顯示，僱主計劃於未來12個月為僱員提供98,288個培訓名額。按技能等級劃分，技術及操作級有51,000個培訓名額，佔51.9%；主任級有32,380個培訓名額，佔32.9%；經理／專業級有14,908個培訓名額，佔15.2%。

表2.12：未來12個月為各技能等級僱員提供的培訓類別

培訓類別	經理／專業級	主任級	技術及操作級	總數
地產發展／租賃	300	715	28	**1,043**
物業管理及保養	3,868	7,680	11,057	**22,605**
地產代理	458	3,215	16,849	**20,522**
測量、估價及顧問	1,623	1,588	159	**3,370**
內地房地產知識	287	242	1,580	**2,109**
通用技巧	7,137	15,987	20,162	**43,286**
其他	1,235	2,953	1,165	**5,353**
總數	**14,908**	**32,380**	**51,000**	**98,288**
(%) *	**15.2%**	**32.9%**	**51.9%**	**100%**

(%) * 佔總培訓名額百分比

註：僱員可修讀多於一項培訓課程

未來12個月可能引致人手變動的原因

2.21 表2.13顯示，業務擴展／收縮是引致未來12個月人手變動的主因，佔65.1%。技術及操作級僱員的人手變化最大，佔71.0%。

表 2.13：未來 12 個月可能引致人手變動的原因

可能引致人手變動的原因	經理／專業級	主任級	技術及操作級	總數	(%) *
業務擴展／收縮	58	93	557	**708**	**65.1%**
經濟前景的變化	12	51	76	**139**	**12.8%**
工作外判／從外判取回工作	0	36	42	**78**	**7.2%**
人力成本調整	8	14	42	**64**	**5.9%**
公司架構重組	9	8	14	**31**	**2.9%**
其他	11	15	41	**67**	**6.2%**
總數	**98**	**217**	**772**	**1,087**	
(%) **	**9.0%**	**20.0%**	**71.0%**	**100%**	

(%)* 該可能引致人手變動原因佔所有原因的百分比

(%)** 佔該技能等級所列可能引致人手變動原因的百分比

培訓需求

2.22　　是次調查中，38.2%回覆機構表示強制進修有助僱員保持專業能力水平，並能提升知識和技能。地產發展人員最支持接受強制進修，佔 44.9%，其次是地產代理人員，佔 38.2%，測量、估價及顧問的支持比率為 26.9%。詳細調查結果載於**表 2.14**。

表 2.14：強制進修有助員工維持專業能力、提升知識和技能

		經理／專業級	主任級	技術及操作級	總數	(%) *
地產發展	是	243	373	1,613	**2,229**	**(44.9%)**
	否	170	62	69	**301**	**(6.1%)**
	無意見	377	1,816	241	**2,434**	**(49.0%)**
物業管理及保養	是	114	119	80	**313**	**(19.5%)**
	否	145	107	202	**454**	**(28.3%)**
	無意見	182	203	455	**840**	**(52.3%)**
地產代理	是	366	326	1,209	**1,901**	**(38.2%)**
	否	69	33	577	**679**	**(13.6%)**
	無意見	117	1,083	1,199	**2,399**	**(48.2%)**
測量、估價及顧問	是	34	15	19	**68**	**(26.9%)**
	否	16	11	14	**41**	**(16.2%)**
	無意見	133	8	3	**144**	**(56.9%)**
政府部門及公共機構	是	3	3	1	**7**	**(19.4%)**
	否	3	2	2	**7**	**(19.4%)**
	無意見	7	8	7	**22**	**(61.1%)**
所有類別	是	760	836	2,922	**4,518**	**(38.2%)**
	否	403	215	864	**1,482**	**(12.5%)**
	無意見	816	3,118	1,905	**5,839**	**(49.3%)**
總數		**1,979**	**4,169**	**5,691**	**11,839**	

(%)* 佔該類機構類別回覆人數的百分比

第三章

結 論

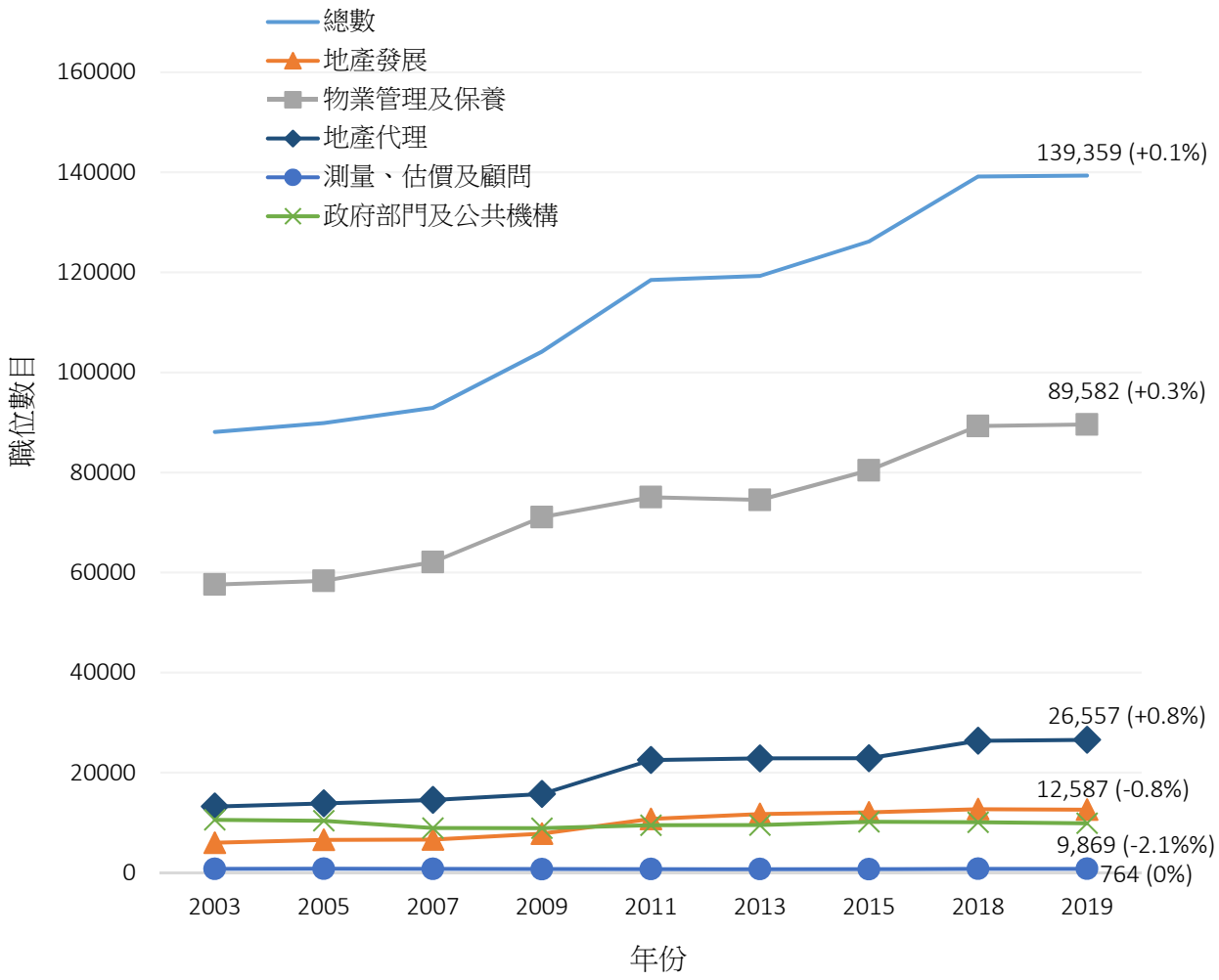
3.1 本會細閱 2018年人力調查結果，認為所得資料大致可反映調查期間房地產服務業內的人力情況，包括以下機構界別：地產發展；物業管理及保養；地產代理；測量、估價及顧問；政府部門及公共機構。

人力轉變

3.2 **圖 3.1** 顯示 2003 至 2019 年各類機構的人力變化。隨著經濟於 2003 年開始復蘇，房地產服務業的整體人力需求出現上升趨勢。物業管理及保養機構的人力需求升勢明顯，其次是地產代理。物業管理及保養機構對於人力需求的大幅增加，可能是由過去數年物業落成比率急升，帶動隨後對保安人員及客戶服務代表等前線員工的需求所致。至於地產代理，雖然擴增實境和虛擬實境技術可以幫助簡化揀樓過程，但仍然需要人手帶客戶親身參觀物業，並處理隨後的交易程序。

3.3 本會於 2018 年 5 月間預測 2019 年的人力，在此期間經濟仍然處於增長。然而，在 2018 年 10 月後，由於各國之間的貿易衝突，投資者缺乏信心，經濟開始下滑。基於這些因素，可能需要謹慎詮釋 2019 年總人力增長 0.1%的預測。

圖3.1: 房地產服務業各類機構人力趨勢



備註：

- 「人力」指房地產服務業職位數目 ＝技術僱員職位＋現時空缺數目
- 數字和括號內的百分率為僱主所預測的2019年人力數字和人力變幅，與2018年業內職位數目比較。

各類機構各技能等級空缺數目

3.4 **表 3.1** 顯示，技術和操作級人員的空缺率較高，達 3.9%-10.3%。按機構類別劃分，地產代理的空缺率較高，平均為 8.6%。

表3.1: 房地產服務業各類機構各技能等級空缺數目

機構類別	經理／專業級	主任級	技術及操作級	總數
地產發展	44 (1.4%)	90 (2.1%)	209 (3.9%)	**343 (2.7%)**
物業管理及保養	133 (2.9%)	835 (6.1%)	4 410 (6.2%)	**5,378 (6.0%)**
地產代理	11 (0.7%)	14 (0.5%)	2 232 (10.3%)*	**2,257 (8.6%)***
測量、估價及顧問	1 (0.3%)	11 (6.0%)	20 (8.6%)*	**32 (4.2%)**
政府部門及公共機構	224 (8.4%)*	303 (5.7%)	108 (5.2%)	**635 (6.3%)**
總數	**413 (3.4%)**	**1,253 (4.7%)**	**6,979 (7.0%)***	**8,645 (6.2%)**

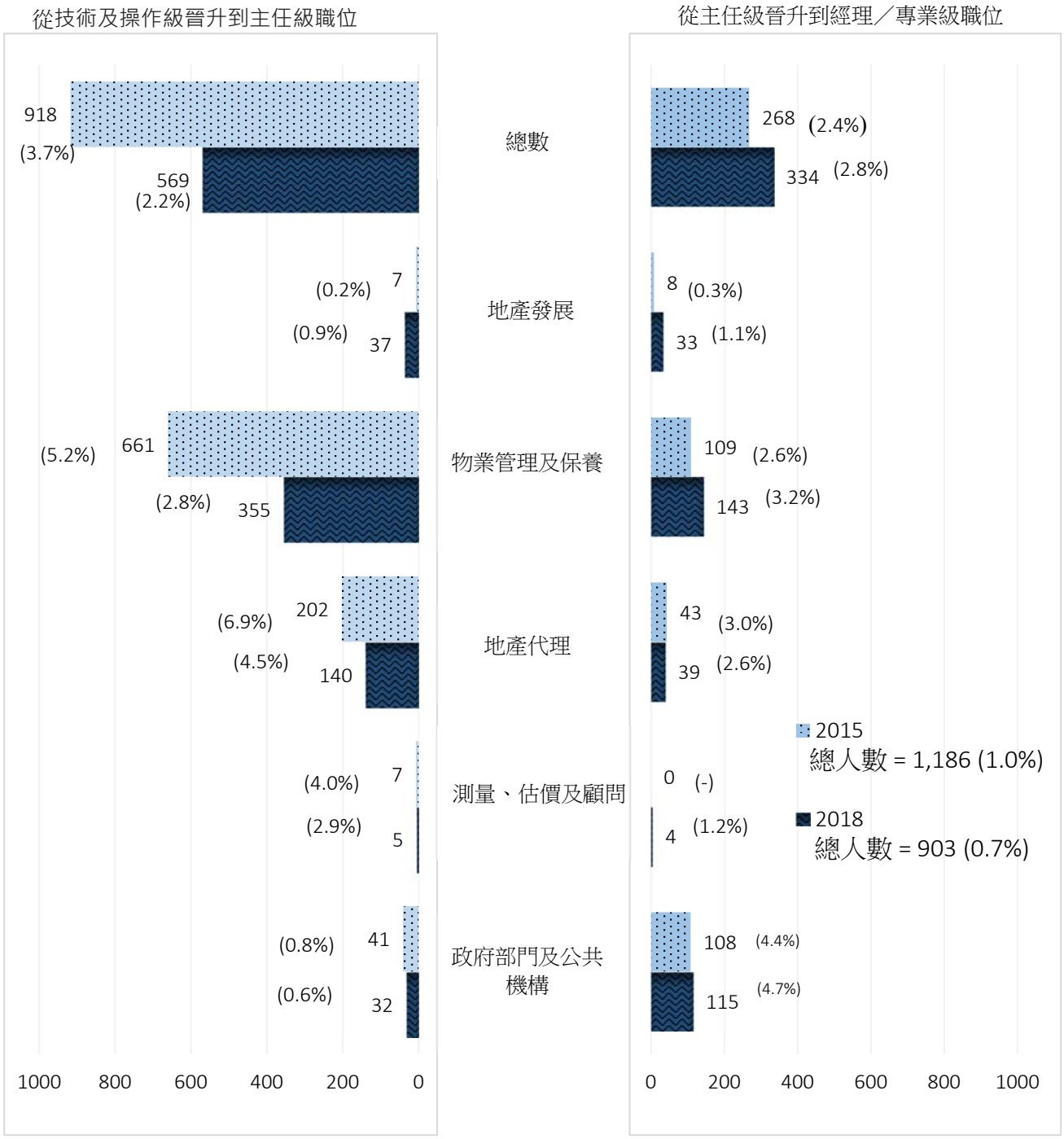
備註：

- 括號內的數字表示該類機構的空缺率。
- 個別機構類別和技能等級的空缺率較整體比率為高，以 "*"標示。

過去12個月內部晉升情況

3.5 過去的12個月內，從主任級晉升到經理／專業級職位的僱員比率為2.8%，與2015年的2.4%相比略有增長。至於從技術及操作級級晉升到主任級職位人員的比率則為2.2%，與2015年的3.7%相比略有下降，詳見**圖3.2**。

圖 3.2: 過去 12 個月內部晉升情況



過去 12 個月各類機構各技能等級僱員流動情況

3.6 調查結果顯示，技術及操作級僱員的平均流動率較高，為 25.0%。按機構類別劃分，物業管理及保養、地產代理僱員的流動率亦較高，分別為 25.5%及 18.7%。見表 3.2。

表 3.2: 過去 12 個月各類機構各技能等級僱員流動情況

機構類別	經理／專業級	主任級	技術及操作級	總數
地產發展	272 (8.7%)	112 (2.6%)	233 (4.4%)	**617** **(4.9%)**
物業管理及保養	486 (10.7%)	2,398 (17.5%)	19,894 (28.0%)*	**22,778** **(25.5%) ***
地產代理	42 (2.7%)	110 (3.6%)	4,783 (22.0%)*	**4,935** **(18.7%)**
測量、估價及顧問	3 (0.9%)	22 (12.0%)	22 (9.4%)	**47** **(6.2%)**
政府部門及公共機構	141 (5.3%)	254 (4.8%)	124 (6.0%)	**519** **(5.2%)**
總數	**944** **(7.7%)**	**2,896** **(10.9%)**	**25,056** **(25.0%)***	**28,896** **(20.8%)**

備註：

- 括號內的數字表示該類機構的僱員流動率。
- 個別機構類別和技能等級的僱員流動率較整體比率為高，以 "*"標示。

各類機構各技能等級人力流失率

3.7　　如表 3.3 所示，技術及操作級人員的流失率較高，達 6.9%。按機構類別劃分，物業管理及保養、地產代理人力的流失率亦較高，分別為 6.2%及 7.9%。

表 3.3 各類機構各技能等級人力流失率

機構類別	經理／專業級	主任級	技術及操作級	總數
地產發展	0.7% (-)	- (-)	0.9% (2.5%)	**-** **(0.5%)**
物業管理及保養	4.6%* (0.9%)	5.1% (2.7%)	6.5% (5.9%)	**6.2%*** **(5.1%)**
地產代理	- (0.4%)	0.4% (2.8%)	9.7% (9.5%)	**7.9%** **(8.1%)**
測量、估價及顧問	- (2.5%)	6.4% (1.1%)	- (5.0%)	**1.0%** **(2.9%)**
政府部門及公共機構	4.8% (5.6%)	3.8% (3.5%)	6.3% (6.2%)	**4.6%** **(4.6%)**
總數	**2.9%** **(1.7%)**	**2.6%** **(2.1%)**	**6.9%** **(6.4%)**	**5.7%** **(5.1%)**

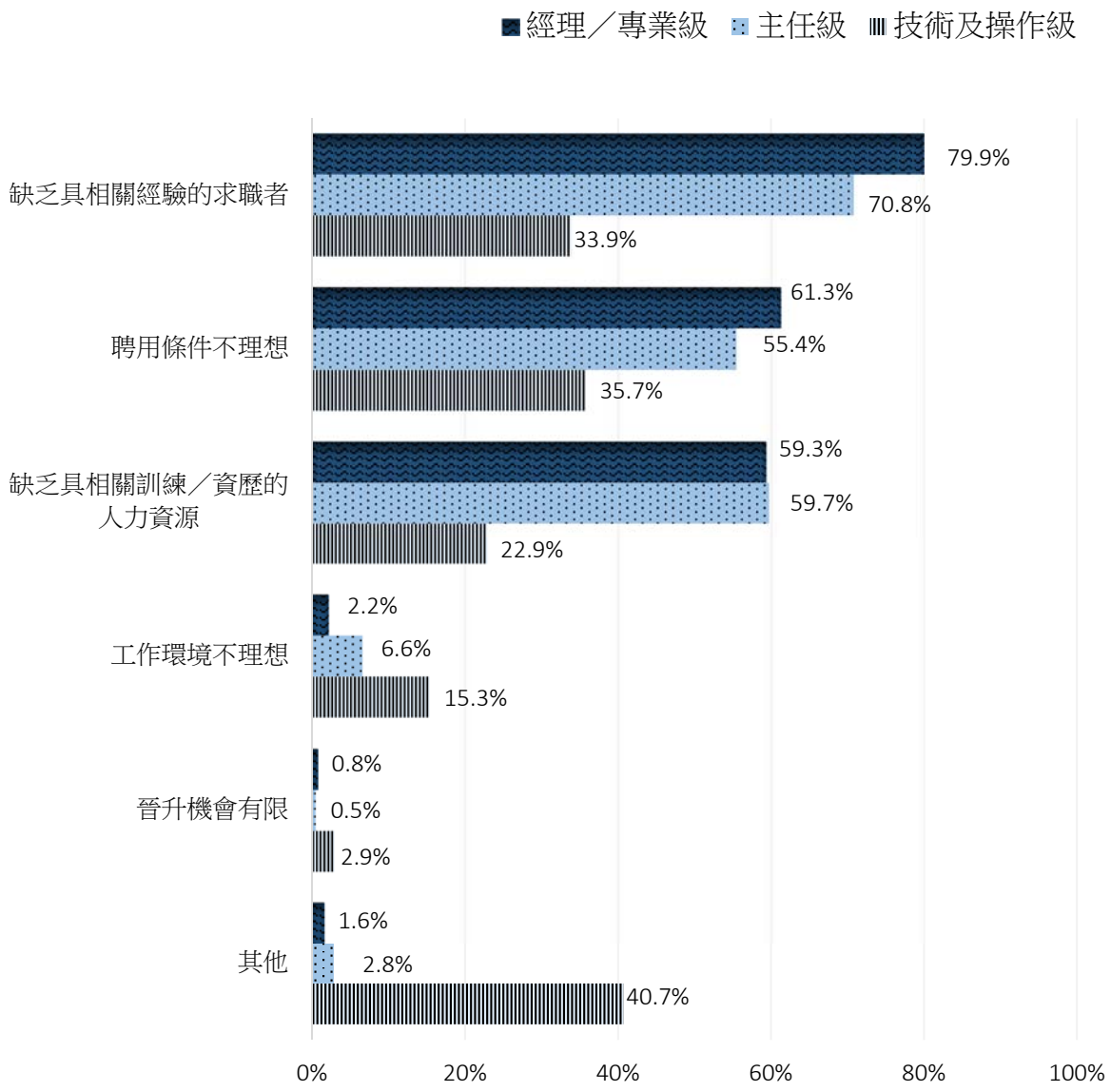
備註：

- 括號內的數字為 2015 年的流失率。
- 流失率=（過去 12 個月內離職的僱員數目 - 過去 12 個月內新聘具經驗的僱員數目）÷僱員總數
-個別機構類別和技能等級的人力流失率較 2015 年為高，以 “*” 標示。

各技能等級招聘困難情況

3.8 如**圖 3.3** 所示，大多數僱主認為招聘困難在於「缺乏具相關經驗的求職者」（33.9% - 79.9%），「聘用條件欠佳」（35.7% - 61.3%）和「缺乏具有相關訓練/資歷的人力資源」（22.9 % - 59.3%）。正如預期一樣，招聘困難率按各級技能有所不同。招聘經理／專業級人員時，似乎比其他兩個技能級別遇到更大困難。

圖 3.3: 各技能等級招聘困難情況



備註：

- 數字為過去 12 個月內公司招聘人手時所遇困難的百分率。
- 部分公司在多個技能等級遇到多方面招聘困難。

各類機構各技能等級僱員宜有學歷

3.9 如表 3.4 所示，在是次調查中，對於經理／專業級人員，四類機構的僱主均屬意他們持有大學學位，達 80.4%-97.2%，地產代理機構的僱主除外（38.0%）。對於主任級人員，地產發展、物業管理及保養、政府部門及公共機構僱主均認為他們宜持有副學位／文憑或證書，達 42.6%-57.3%；地產代理機構的僱主（63.8%）接受中學學歷，但測量、估價及顧問機構（71.2%）要求他們持有大學學位或以上。至於技術及操作及人員，四類機構僱主均認為僱員宜有中學程度（83.6% - 97.9%），但部分測量、估價和顧問機構的僱主（44.2%）則要求僱員持有副學位／文憑／證書。

表 3.4: 各類機構各技能等級僱員宜有學歷

機構類別	經理／專業級	主任級	技術及操作級
地產發展	大學學位或以上 (80.4%)	副學位／文憑／證書 (57.3%)	中學學歷或以下 (83.6%)
物業管理及保養	大學學位或以上 (87.6%)	副學位／文憑／證書 (42.6%)	中學學歷或以下 (93.7%)
地產代理	大學學位或以上 (38.0%)	中學學歷或以下 (63.8%)	中學學歷或以下 (97.9%)
測量、估價及顧問	大學學位或以上 (94.0%)	大學學位或以上 (71.2%)	副學位／文憑／證書 (44.2%)
政府部門及公共機構	大學學位或以上 (97.2%)	副學位／文憑／證書 (48.0%)	中學學歷或以下 (84.0%)
總數	**大學學位或以上 (80.8%)**	**副學位／文憑／證書 (44.8%)**	**中學學歷或以下 (93.7%)**

各類機構各技能等級僱員宜有年資

3.10 政府部門及公共機構以3年以下為各級人員的基本年資要求。其他機構要求經理／專業級人員有6年或以上年資，而主任級則為3年至6年以下。對於技術及操作級人員，僱主認為他們宜有3年以下年資（表3.5）。

表 3.5: 各類機構各技能等級僱員宜有年資

機構類別	經理／專業級	主任級	技術及操作級
地產發展	六年或以上 (72.3%)	三年以下 (70.0%)	三年以下 (61.7%)
物業管理及保養	六年或以上 (73.8%)	三年至六年以下 (64.6%)	三年以下 (92.9%)
地產代理	六年或以上 (79.2%)	三年至六年以下 (47.0%)	三年以下 (81.4%)
測量、估價及顧問	六年或以上 (52.4%)	三年至六年以下 (55.1%)	三年至六年以下 (49.2%)
政府部門及公共機構	三年以下 (49.5%)	三年以下 (48.2%)	三年以下 (98.0%)
總數	**六年或以上 (68.2%) ***	**三年至六年以下 (52.9%)**	**三年以下 (88.6%) #**

備註：

* 部分僱主屬意經理／專業級人員有十年以上年資，較2015年上升9.4%。

\# 部分僱主屬意技術及操作級人員有三年或以上年資，較2015年上升5.3%。

僱員收入分布

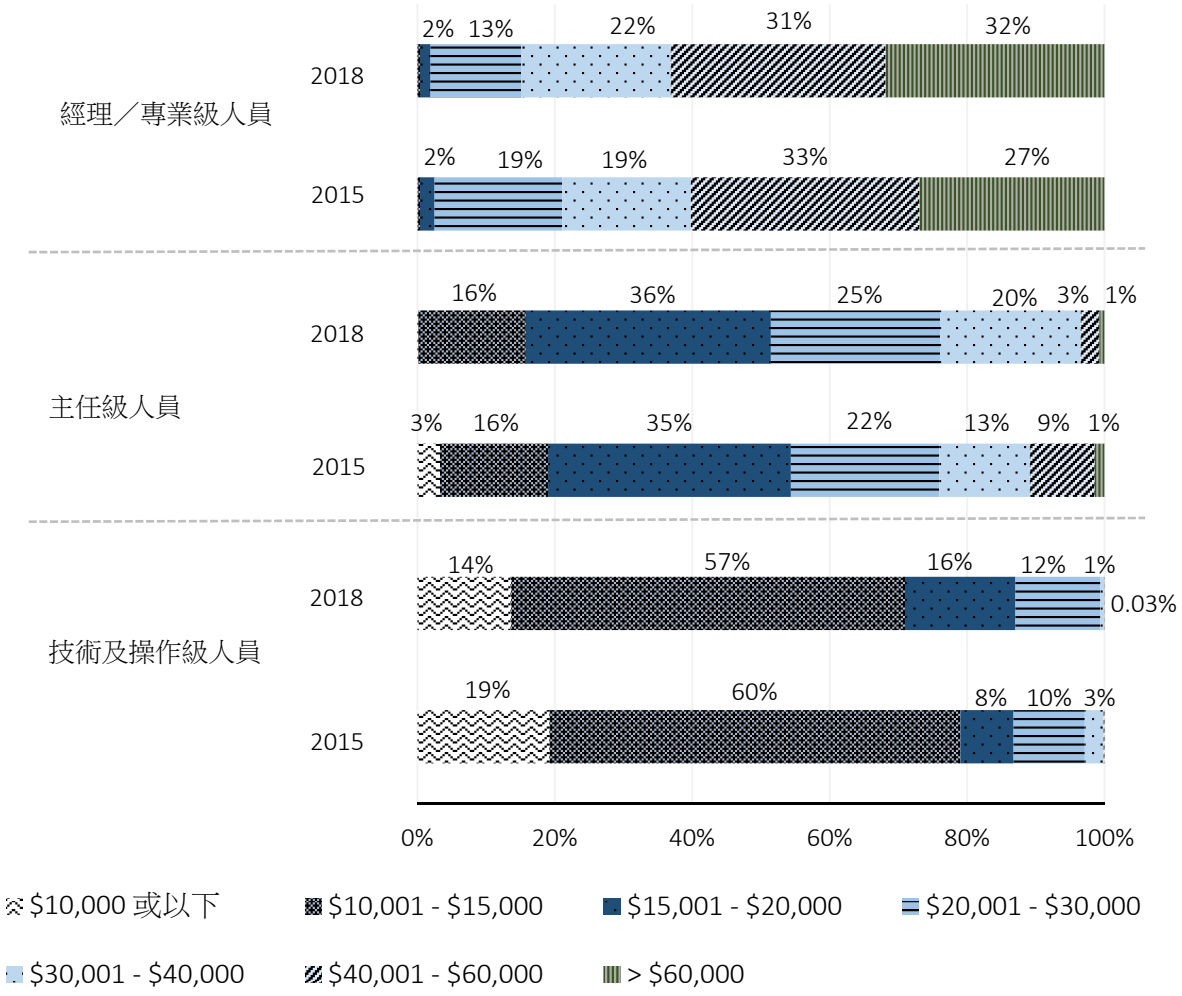
3.11 表3.6顯示，不同機構僱員的每月收入幅度不同，政府部門及公共機構僱員的月入最高。按機構類別劃分的僱員平均月入摘要見表3.6。

表 3.6: 各類機構各技能等級
僱員平均月入

機構類別	經理／ 專業級	主任級	技術及操作級	總數
地產發展	$30,001 - $40,000 (34.0%)	$10,001 - $15,000 (50.9%)	$10,001 - $15,000 (69.3%)	**$10,001 - $15,000 (46.1%)**
物業管理及保養	$30,001 - $40,000 (29.4%)	$15,001 - $20,000 (58.9%)	$10,001 - $15,000 (72.3%)	**$10,001 - $15,000 (59.6%)**
地產代理	$40,001 - $60,000 (35.6%)	$30,001 - $40,000 (58.5%)	$20,001 - $30,000 (51.3%)	**$20,001 - $30,000 (45.1%)**
測量、估價及顧問	$40,001 - $60,000 (53.9%)	$15,001 - $20,000 (45.1%)	$10,001 - $15,000 (37.9%)	**$20,001 - $30,000 (24.6%)**
政府部門及公共機構	$60,001 或以上 (62.8%)	$30,001 - $40,000 (63.9%)	$10,001 - $15,000 (70.0%)	**$30,001 - $40,000 (35.7%)**
總數	**$60,001或以上 (31.8%)**	**$15,001 - $20,000 (35.7%)**	**$10,001 - $15,000 (57.4%)**	**$10,001 - $15,000 (44.5%)**

3.12 如**圖 3.4** 所示，與 2015 年的月入數據相比，經理／專業級人員、技術及操作級人員的每月收入水平略為上升。主任級人員的平均月入幅度則似乎徘徊在中游位置。

圖 3.4: 各技能等級僱員平均月入



各類機構各技能等級培訓類別

3.13 如**表 3.7** 顯示，整體而言各技能等級均有培訓需要，僱主於 2018 年提供的培訓名額亦比 2015 年有所增加。各類培訓類別之下，除了地產代理機構提供的培訓名額有所減少外，所有其他機構的培訓名額均有增加。

3.14 鑑於未來房屋供應以及內地發展商的房地產投資均會一直增加，業界的人手需求亦會上升。2018年，「內地房地產知識」這個類別的培訓名額較2015年劇增多倍，完全配合市場需求。

3.15 僱主預計在未來12個月內提供98,288個培訓名額，與過去12個月提供的111,353個培訓名額相比大幅減少，主要是在「地產代理」和「通用技巧」方面。

表 3.7: 各類機構各技能等級過去 12 個月
僱員培訓類別（比較 2015 及 2018 年）

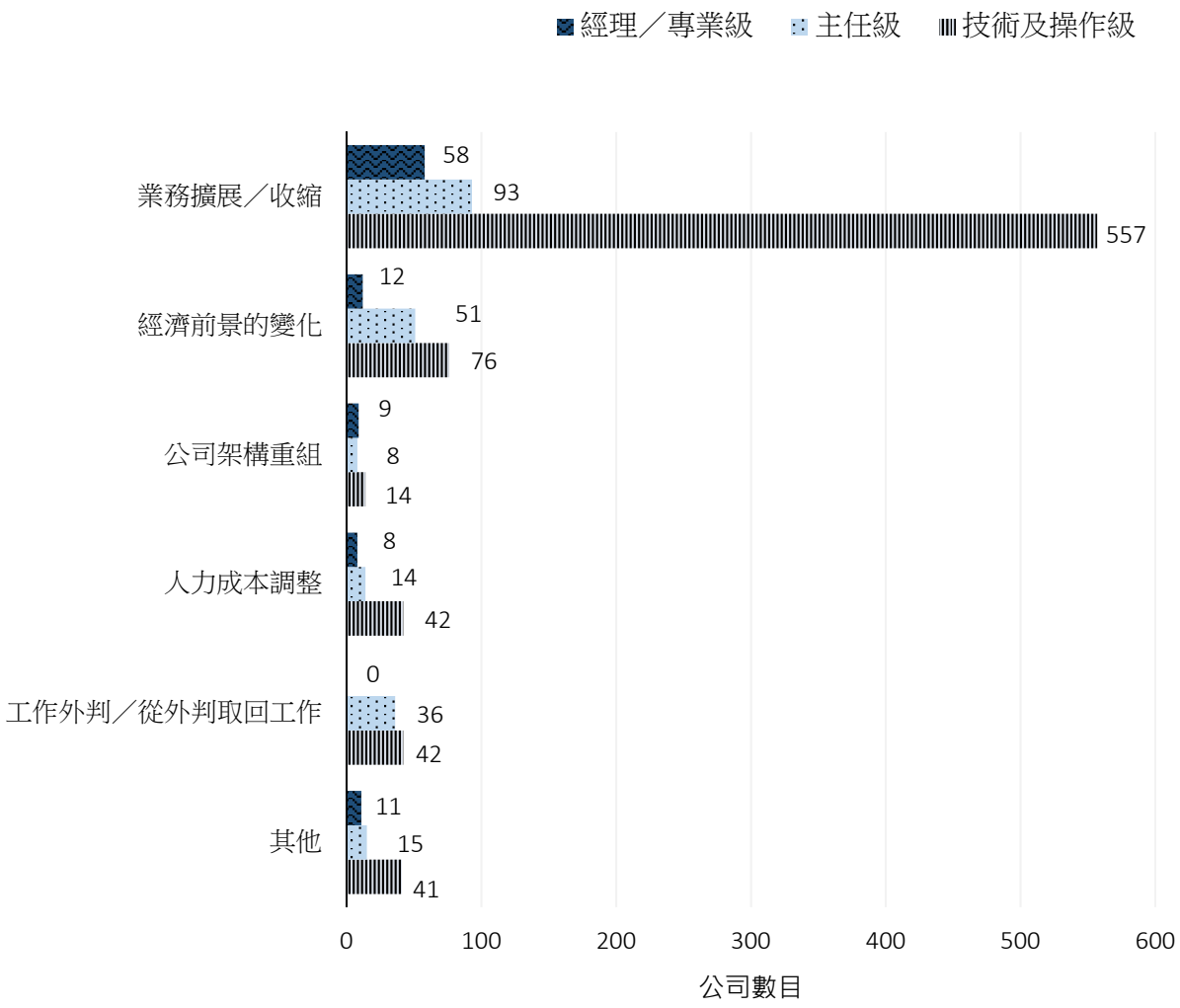
培訓類別	經理／專業級	主任級	技術及操作級	總數
物業／地產發展	3,559↑ (1,699)	8,506↑ (4,132)	10,653↑ (9,467)	22,718↑ (15,298)
地產代理	601↓ (918)	3,686↑ (2,477)	22,874↓ (24,660)	27,161↓ (28,055)
測量、估價及顧問	1,269↑ (1,161)	1,444↑ (781)	209↑ (154)	2,922↑ (2,096)
內地房地產知識	557↑ (131)	315↑ (74)	2 813↑ (40)	3,685↑ (245)
地產發展	415↑ (338)	602↑ (72)	38↓ (76)	1,055↑ (486)
通用技巧	8,625↑ (8,063)	19,787↑ (13,022)	25 400↑ (19,833)	53,812↑ (40,918)
總數	**15,026↑ (12,310)**	**34,340↑ (20,558)**	**61,987↑ (54,230)**	**111,353↑ (87,098)**

備註：
- 培訓需求按過去 12 個月的培訓名額（包括內部培訓）計算。
- 括號內的數字為 2015 年的情況。
- 箭號表示 2018 年的增／減（相對於 2015 年）。

未來 12 個月人手變動及可能原因

3.16　　經濟波動和公共政策的轉變，導致房地產業務擴展／收縮，是未來 12 個月人手變動的主要原因（**圖 3.5**）。許多執行日常職務的前線人員都是屬於技術及操作級，他們受較大影響。

圖 3.5: 未來 12 個月人手變動及可能原因



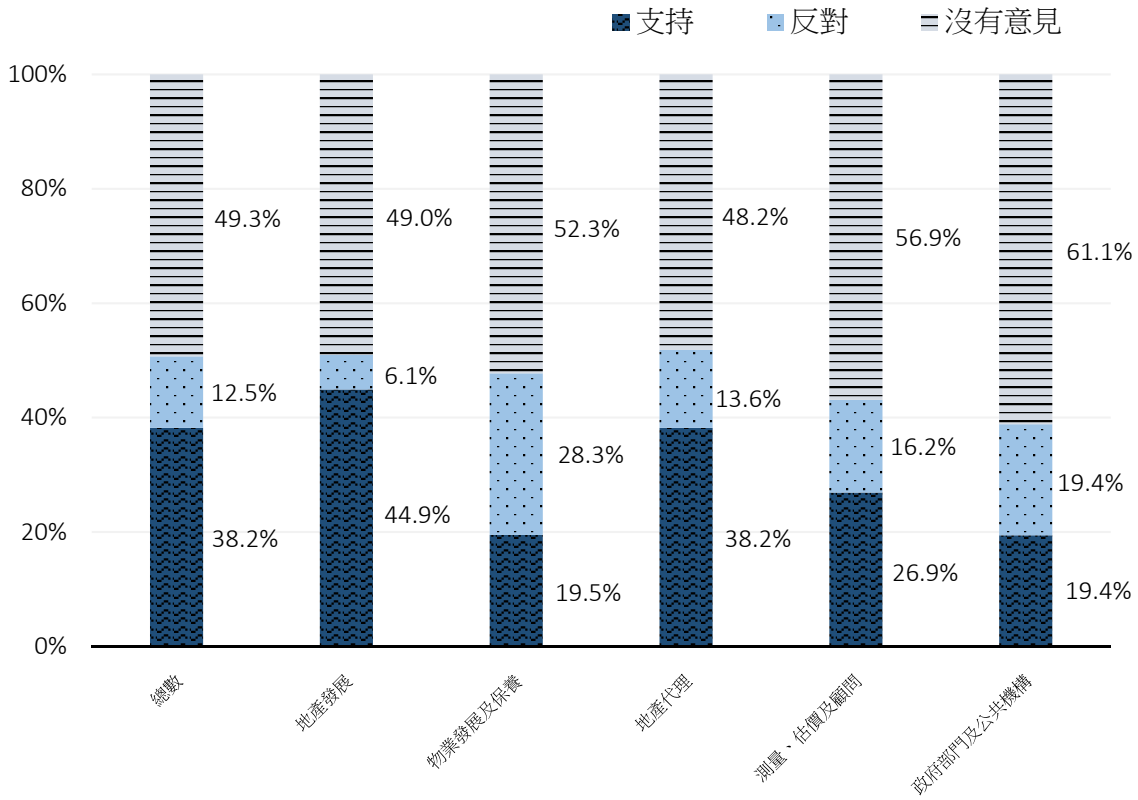
備註：

- 660 家公司預計未來 12 個月將有人手變動。
- 部分公司表示，各個技能等級人手變動的原因各有不同。

培訓需要

3.17　　38.2%僱主支持強制僱員進修，12.5%反對，49.3%沒有意見（圖3.6）。最大的支持來自地產發展機構（44.9%），其次為地產代理（38.2%）及測量、估價及顧問（26.9%）。

圖 3.6: 各類機構對強制僱員進修之意見



業界前景

3.18. 房地產服務業多年來一直推動香港經濟發展。全球經濟、政府政策、房地產項目、基建設施等的增長，亦是影響業界發展的因素。

政府的長遠房屋策略及基建項目

3.19. 《長遠房屋策略》2018 年周年進度報告顯示，2019- 20 年至 2028-29 年十年期的長期住屋需求預計約為 432,400 個單位。加上空置的私人樓宇，上述十年期的房屋供應目標總共約為 450,000 個單位。增加住宅供應有助創造大量就業機會，包括房地產服務相關的工作。

3.20. 香港政府大力投資基礎建設，例如跨境工程和機場三跑道系統，以促進經濟和社區發展 2018-19 年度政府將 15.34%的預算開支用於基礎建設上，這些舉措亦持續推高工程、建築和測量界的人力需求。

法例

3.21. 政府於 2016 年頒布《物業管理服務條例》（第 626 章），另外亦成立物業管理業監管局（監管局），提升從業人員的能力和專業水平。監管局於 2018 年 11 月就此條例下的物業管理公司及物業管理人的發牌制度提出公眾諮詢。預計這會有助提升業界的專業地位，對高質素從業者的需求亦會增加。

先進科技

3.22. 香港政府於 2017 年 12 月公布「香港智慧城市藍圖」，推出多項構建香港成為智慧城市的措施。為響應政府措施，地產發展商和市區重建局從樓宇設計、環境資訊、管理和利民方面均以智能概念出發，以創造智能生活環境。預計未來的建屋項目均會按照法例規定，多採用智能科技，包括家居能源效益和耗水系統、家居健康和保健系統、智能顯示器、家居廢物管理系統、建築信息模型和建築管理系統。因此，業界將渴求這方面的科技人才。

環球因素

3.23. 中央政府於 2019 年 2 月頒布《粵港澳大灣區發展規劃綱要》。這項規劃不僅能鞏固和提升香港的國際金融、運輸和貿易中心地位，同時亦促進本港國際航空樞紐、灣區住宅、寫字樓、工商物流、零售和投資房地產市場發展。預計將為香港房地產服務業帶來理想的前景。

對人力的影響

3.24. 如以上段落所述，僱主普遍認為，香港未來 12 個月的經濟增長將帶動房地產服務業的整體人力上升。本會預計短期內，業內大部分機構的人力增長將維持穩定。主要觀察如下：

地產發展機構

(i) 由於住宅供應增加，各種基礎建設項目陸續展開，預計這類機構的人力需求將會很高。

地產代理機構

(ii) 由於近期住宅物業銷售放緩，短期內地產代理的人力增長可能會下調。中長期而言，隨著物業落成數目增加，預計地產代理的人力需求亦會回升；

(iii) 雖然擴增實境和虛擬實境技術有助簡化揀樓過程，但是仍然需要從業員帶領客戶實地參觀，並處理隨後的交易程序;

物業管理及保養機構

(iv) 新建及活化樓宇工程完竣，與此同時，本地物業市場（私營及公營）面對公眾對住屋的強烈需求，物業管理及保養機構的人力需求將會持續;

(v) 政府實施物業管理服務監管制度，將有助提升從業員的專業形象，使更多年輕人對投身物管行業產生興趣；

測量、估價及顧問

(vi) 憑藉測量、估價和顧問機構一向的信譽，相信大灣區規劃項目將可為業界創造更多商機；

(vii) 政府及私人測量機構每年開設大量職位，應對業界對人才的渴求，因此物業測量畢業生的事業前景樂觀。

第四章

建議

培訓更多從業員

4.1 本會根據所推算的人力需求及流失率，建議2019年房地產服務業各技能等級需培訓更多人手，數目如下：

增加培訓房地產服務從業員（推算 2019 年 5 月）

技能等級	2019 年 5 月 僱員人數	每年流失人數	預測 2019 年 5 月 增長人數	預計額外 培訓人數
經理／專業級	12,238	339	187	526
主任級	26,579	656	399	1,055
技術及操作級	100,348	6,396	1,345	7,741
總數	**139,165**	**7,391**	**1,931**	**9,322**

4.2 預計需額外訓練 9,322 名僱員，其中 7,741 名屬技術及操作級，1,055 名屬主任級，526 名屬經理／專業級。建議可配合他們的需要安排合適的訓練課程。

4.3 因應社會殷切需求高質素的房地產服務，本會認為業內 130,520 名現職僱員應參與增修訓練課程及持續專業發展課程，以保持競爭力和提升服務效率。

教育機構／職業專才教育機構

4.4 隨著政府頒布《物業管理服務條例》及物業管理人員的新規定，從業員接受培訓已是必需。本會建議提供更多實用知識和技能培訓計劃，以及為新入行及現職從業員提供銜接課程，以應對最新的需求。

4.5 適用於房地產行業的數據、訊息和通信科技發展迅速，本會建議教育及培訓機構檢視相關的課程和更新內容，提升從業員的知識和技能，助他們迎接挑戰。

4.6 本會認為，大灣區能為香港房地產服務僱員提供就業機會，尤其是地產發展、物業管理及保養，以及測量、估值及顧問機構。因此，本會建議業界提供合適的預修課程，讓僱員掌握內地市場的知識，包括法例、稅務、貿易常規等。

4.7 建築信息模擬技術能為建築、工程和營造專業人員提供更深入的分析及更有效的工具，提升他們在規劃、設計、構建及管理物業和基建方面的效率，將成為未來趨勢。本會認為業界應該在這個領域提供更多培訓計劃。

僱主及僱員

4.8 本會認為，新技能提升計劃、持續進修基金及人才發展計劃能支持房地產服務從業員進修，維持並提升人才質素。再工業化及科技培訓計劃可協助僱主培訓員工使用先進技術，為業務增值。因此，建議僱主鼓勵僱員參加這些計劃所津貼的相關培訓課程，並向僱員提供各種鼓勵，例如補貼學費和給予假期進修。僱員亦應主動參加更多的培訓計劃，裝備自己面對未來挑戰。

政府

4.9 本會認為，資歷架構可以為僱主及僱員訂定清晰的資歷標準，並有明確的銜接階梯，方便進修人士規劃終身學習的途徑。資歷架構秘書處應繼續向持份者推廣。

4.10 對於有意重投就業市場的人士，參加僱員再培訓局的人才發展計劃甚有幫助。這項計劃有助緩解業內的人力短缺，特別是在物業管理及保養機構。僱員再培訓局應為業界提供更多相關的課程。

4.11 持續進修基金為成年人士提供津貼，鼓勵他們繼續修讀教育和培訓課程。本會建議政府考慮擴大基金的津貼範圍。

4.12 「VTC Earn & Learn 職學計劃」結合有系統的課堂及在職訓練，為年輕人提供清晰的就業進階途徑，並裝備他們投身相關行業。這項計劃不僅為學員提供一邊學習、一邊賺取收入的機會，而且還可吸引人才入行。本會建議政府將這項計劃擴展至房地產服務業，特別是面對人力緊縮的物業管理機構。

4.13 整體而言，業界在挽留僱員、招聘年輕人才和吸引富經驗的專業人員方面均遇上挑戰。本會建議政府主動檢討人力政策，正視業界的人才需求。

業界

4.14 本會觀察到，大數據、機器學習、虛擬實境、擴增實境、物聯網等新興技術可提高生產力和效率，緩解人力短缺問題，並提升行業競爭力。建議業界採用以下新技術：

(i) 配合政府構建香港為世界級智慧城市的舉措，房地產發展商在設計及發展階段可加入更多智能建築解決方案。這可為物業增值，並節省後續管理工作的人力；

(ii) 為促進行業的策略規劃，業界可採用大數據技術，評估潛在客戶的需求。例如，房地產發展商可更為了解市場需求，在物業發展階段實現並滿足有關需求；地產代理機構亦可預測市場趨勢；

(iii) 至於市場推廣和銷售方面，使用虛擬實境和擴增實境技術呈現示範單位，可讓潛在買家於物業發展階段已經預覽未來的物業，亦可方便他們預覽不同物業，然後才決定是否親身參觀；

(iv) 物業管理及保養機構應採用更多保安技術，以簡化工作程序，減少管理及保安工作的人力，例如使用物聯網縮短樓宇維修的輪候時間，提升樓宇的能源效益，盡量減省租戶和居民的開支，同時辨識樓宇表現趨勢；及

(v) 測量、估價和顧問機構可以在估價服務中利用大數據和機器學習技術。

本會

4.15 本會將繼續舉辦研討會、會議和論壇，協助從業人員和持份者了解業界的最新發展。

4.16 本會會繼續透過互聯網、研討會及講座宣傳關於房地產服務業的就業和培訓機會。

4.17 本會建議繼續每四年進行一次人力調查，以評估行業的人力供求情況及相關培訓需求。

房地產服務業訓練委員會
委員名單
(於 2018 年 5 月 1 日)

主席

黃浩明測量師，太平紳士

委員

鄭錦華博士
蔡鴻達博士測量師
崔偉倫先生
馮國雄博士
何志榮教授測量師
葉志明先生
郭昶先生
鄺志輝先生
林增榮測量師
李春犁測量師
盧光輝測量師
潘達恒先生
宋樹鴻測量師
田兆源先生
屋宇署署長代表
地產代理監管局行政總裁代表
房屋署處長代表
勞工處處長代表
職業訓練局執行幹事代表

秘書

梁劍衡先生

房地產服務業訓練委員會
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。

附錄 3

現有僱員人數、空缺數目、 人力需求及預測未來人數

機構類別	職級	職位編號	職稱	在 1.5.2018 之僱員人數 (甲)	在 1.5.2018 之空缺數目 (乙)	人力需求 (甲+乙)	預測在 12 個月後之僱員人數
地產發展	經理／專業人員	102	董事／副董事／總經理	1,225	2	1,227	**1,226**
		103	營業／市場經理	279	15	294	**296**
		107	物業經理／分區物業經理	423	11	434	**429**
		113	項目經理	496	14	510	**510**
		115	資訊科技經理／電腦服務經理／電子資料處理經理	70	-	70	**70**
		131	發展經理	118	1	119	**119**
		199	其他支援服務經理	457	1	458	**458**
		所有經理／專業人員級		**3,068**	**44**	**3,112**	**3,108**
	主任	201	項目主任／助理項目經理	519	11	530	**529**
		202	市場主任／營業主任	505	12	517	**521**
		203	物業主任／租務主任	2,647	50	2,697	**2,676**
		217	發展主任／物業分析員	115	12	127	**127**
		299	其他支援服務主任	388	5	393	**393**
		所有主任級		**4,174**	**90**	**4,264**	**4,246**
	技術及操作人員	301	營業／市場／研究助理	142	6	148	**148**
		302	物業文員	467	11	478	**472**
		303	技術員	694	65	759	**734**
		306	大廈管理員／管理員	1,042	120	1,162	**1,116**
		307	租務文員	2,326	2	2,328	**2,327**
		399	其他支援服務人員	431	5	436	**436**
		所有技術及操作人員級		**5,102**	**209**	**5,311**	**5,233**
	所有級別			**12,344**	**343**	**12,687**	**12,587**
物業管理及保養	經理／專業人員	102	董事／總經理	588	2	590	**590**
		103	市場經理	59	2	61	**61**
		104	助理市場經理	26	1	27	**27**
		106	區域經理／高級屋邨經理／高級物業經理	552	12	564	**565**
		108	屋邨經理／分區經理／大廈經理／物業經理	1,168	57	1,225	**1,230**
		109	助理屋邨經理／助理分區經理／助理大廈經理／助理物業經理	785	22	807	**811**
		110	保養經理／技術經理／屋宇裝備經理／保養測量師	406	8	414	**416**
		111	助理保養經理	243	9	252	**257**
		112	推廣及公關經理（商務及零售）	20	4	24	**24**
		113	項目經理	97	4	101	**101**
		114	助理項目經理	110	4	114	**114**
		115	資訊科技經理／電腦服務經理／電子資料處理經理	39	-	39	**39**
		116	會所／康樂經理／公共關係經理／顧客服務經理	89	1	90	**88**
		117	助理會所／康樂經理／助理公共關係經理／助理顧客服務經理	54	1	55	**54**
		118	設施經理	65	4	69	**69**
		119	助理設施經理	52	1	53	**53**
		133	宴會經理／餐飲經理	19	-	19	**19**
		134	安全經理／健康及安全經理／品質保證及安全經理	17	-	17	**17**
		199	其他支援服務經理	39	1	40	**41**
		所有經理／專業人員級		**4,428**	**133**	**4,561**	**4,576**
	主任	202	市場主任	105	3	108	**108**
		205	屋邨／物業主任／行政主任	4,327	234	4,561	**4,616**
		206	會所／康樂主任／公共關係主任／顧客服務主任	1,148	91	1,239	**1,237**
		208	大廈主管／大廈監督／保安主任／主管	5,281	274	5,555	**5,569**

機構類別	職級	職位編號	職稱	在 1.5.2018 之僱員人數 (甲)	在 1.5.2018 之空缺數目 (乙)	人力需求 (甲+乙)	預測在 12 個月後之僱員人數
		218	保養主任／技術主任／工程監督	1,751	178	1,929	**1,945**
		219	安全主任／安全督導員／註冊安全主任	27	1	28	**28**
		220	主廚／總廚	75	52	127	**127**
		299	其他支援服務主任	176	2	178	**177**
		所有主任級		**12,890**	**835**	**13,725**	**13,807**
	技術及操作人員	302	物業文員	1,437	55	1,492	**1,500**
		303	技術員／技工／半技術技工	5,539	295	5,834	**5,931**
		306	大廈管理員／顧客服務助理／保安員	52,561	3,429	55,990	**56,073**
		308	助理物業主任／助理屋邨主任／助理行政主任	3,333	236	3,569	**3,585**
		310	會所／康樂助理／公共關係助理／顧客服務助理	2,957	361	3,318	**3,317**
		311	廚師	102	1	103	**103**
		399	其他支援服務人員	656	33	689	**690**
		所有技術及操作人員級		**66,585**	**4,410**	**70,995**	**71,199**
	所有級別			**83,903**	**5,378**	**89,281**	**89,582**
地產代理	經理／專業人員	101	常務董事／行政總監／合夥人	157	-	157	**182**
		102	董事／總經理	552	-	552	**553**
		105	區域經理／分區營業經理	626	5	631	**634**
		115	資訊科技經理／電腦服務經理	50	3	53	**55**
		132	土地／地產行政員	1	-	1	**3**
		199	其他支援服務經理	143	3	146	**146**
		所有經理／專業人員級		**1,529**	**11**	**1,540**	**1,573**
	主任	204	主管／主任 副經理 經理／分行經理	2,985	14	2,999	**3,011**
		299	其他支援服務主任	92	-	92	**92**
		所有主任級		**3,077**	**14**	**3,091**	**3,103**
	技術及操作人員	305	地產代理／營業員／營業主任／物業顧問（持有地產代理／營業員牌照）	18,425	1,714	20,139	**20,236**
		309	見習生／員	800	510	1,310	**1,369**
		399	其他支援服務人員	268	8	276	**276**
		所有技術及操作人員級		**19,493**	**2,232**	**21,725**	**21,881**
	所有級別			**24,099**	**2,257**	**26,356**	**26,557**
測量、估價及顧問	經理／專業人員	101	執行董事／合夥人	66	-	66	**66**
		102	高級董事／董事	54	-	54	**54**
		113	項目經理／副董事	36	1	37	**37**
		124	產業測量師／副董事	130	-	130	**132**
		125	物業估價測量師／副董事	60	-	60	**60**
		199	其他支援服務經理	1	-	1	**1**
		所有經理／專業人員級		**347**	**1**	**348**	**350**
	主任	204	主管／主任副經理（持有地產代理牌照）	16	-	16	**16**
		211	物業估價主任／員	63	2	65	**65**
		216	測量主任／員	72	9	81	**81**
		299	其他支援服務主任	21	-	21	**21**
		所有主任級		**172**	**11**	**183**	**183**
	技術及操作人員	304	物業估價測量師助理／物業估價助理員／物業估價員／見習測量主任／員	186	14	200	**200**
		305	地產代理／營業員／營業主任／物業顧問(持有地產代理／營業員牌照)	11	6	17	**15**
		399	其他支援服務人員	16	-	16	**16**
		所有技術及操作人員級		**213**	**20**	**233**	**231**

機構類別	職級	職位編號	職稱	在 1.5.2018 之僱員人數 (甲)	在 1.5.2018 之空缺數目 (乙)	人力需求 (甲+乙)	預測在 12 個月後之僱員人數
	所有級別			**732**	**32**	**764**	**764**
政府部門及公共機構	經理／專業人員	102	董事／總經理	38	4	42	**39**
		107	物業經理／分區物業經理	3	-	3	**3**
		108	屋邨經理	25	-	25	**25**
		110	物業保養經理	61	3	64	**64**
		113	項目經理	229	4	233	**233**
		120	分區經理	1	-	1	1
		121	房屋事務經理	626	105	731	**621**
		122	物業服務經理	1	-	1	**1**
		123	租務經理	6	-	6	**6**
		124	產業測量師	325	58	383	**379**
		125	物業估價測量師	125	8	133	**133**
		126	地政主任	398	19	417	**417**
		127	屋宇測量師／屋宇保養測量師	548	21	569	**572**
		199	其他支援服務經理	67	2	69	**69**
		所有經理／專業人員級		**2,453**	**224**	**2,677**	**2,563**
	主任	205	物業主任／助理	25	-	25	**25**
		206	屋邨主任	3	-	3	**3**
		207	房屋事務主任	1,643	17	1,660	**1,748**
		208	屋宇事務助理／樓宇監督	134	98	232	**115**
		209	屋宇發展主任／屋宇保養主任／屋宇監督	541	30	571	**563**
		210	技術主任	781	14	795	**795**
		211	物業估價員	412	21	433	**433**
		212	地政督察	567	54	621	**621**
		214	巡察員／管工	114	4	118	**118**
		215	租務主任	21	-	21	**21**
		216	測量主任 (產業)	618	42	660	**660**
		221	福利工作員	40	23	63	**33**
		222	保安主任	21	-	21	**21**
		299	其他支援服務主任	93	-	93	**93**
		所有主任級		**5,013**	**303**	**5,316**	**5,249**
	技術及操作人員	302	物業文員	119	2	121	**121**
		303	技術員	433	4	437	**437**
		306	管理員／技工／工人	1,203	87	1,290	**1,263**
		312	客戶服務助理	94	3	97	**97**
		314	護衛	101	12	113	**113**
		399	其他支援服務人員	26	-	26	**26**
		所有技術及操作人員級		**1,976**	**108**	**2,084**	**2,057**
	所有級別			**9,442**	**635**	**10,077**	**9,869**
總數	經理／專業人員	101	常務董事／行政總監／執行董事／合夥人	223	-	223	**248**
		102	董事／總經理／高級董事／副董事	2,457	8	2,465	**2,462**
		103	營業／市場經理	338	17	355	**357**
		104	助理市場經理	26	1	27	**27**
		105	區域經理／分區營業經理	626	5	631	**634**
		106	區域經理／高級屋邨經理／高級物業經理	552	12	564	**565**
		107	物業經理／分區物業經理	426	11	437	**432**
		108	屋邨經理／分區經理／大廈經理／物業經理	1,193	57	1,250	**1,255**
		109	助理屋邨經理／助理分區經理／助理大廈經理／助理物業經理	785	22	807	**811**
		110	保養經理／技術經理／屋宇裝備經理／保養測量師	467	11	478	**480**
		111	助理保養經理	243	9	252	**257**
		112	推廣及公關經理（商務及零售）	20	4	24	**24**
		113	項目經理／副董事	858	23	881	**881**
		114	助理項目經理	110	4	114	**114**

機構類別	職級	職位編號	職稱	在 1.5.2018 之僱員人數 (甲)	在 1.5.2018 之空缺數目 (乙)	人力需求 (甲+乙)	預測在 12 個月後之僱員人數
		115	資訊科技經理／電腦服務經理／電子資料處理經理	159	3	162	**164**
		116	會所／康樂經理／公共關係經理／顧客服務經理	89	1	90	**88**
		117	助理會所／康樂經理／助理公共關係經理／助理顧客服務經理	54	1	55	**54**
		118	設施經理	65	4	69	**69**
		119	助理設施經理	52	1	53	**53**
		120	分區經理	1	-	1	**1**
		121	房屋事務經理	626	105	731	**621**
		122	物業服務經理	1	-	1	**1**
		123	租務經理	6	-	6	**6**
		124	產業測量師／副董事	455	58	513	**511**
		125	物業估價測量師／副董事	185	8	193	**193**
		126	地政主任	398	19	417	**417**
		127	屋宇測量師／屋宇保養測量師	548	21	569	**572**
		131	發展經理	118	1	119	**119**
		132	土地／地產行政員	1	-	1	**3**
		133	宴會經理／餐飲經理	19	-	19	**19**
		134	安全經理／健康及安全經理／品質保證及安全經理	17	-	17	**17**
		199	其他支援服務經理	707	7	714	**715**
		所有經理／專業人員級		**11,825**	**413**	**12,238**	**12,170**
	主任	201	項目主任／助理項目經理	519	11	530	**529**
		202	市場主任／營業主任	610	15	625	**629**
		203	物業主任／租務主任	2,647	50	2,697	**2,676**
		204	主管／主任／副經理(持有地產代理牌照) ／經理／分行經理	3,001	14	3,015	**3,027**
		205	屋邨／物業主任／助理／行政主任	4,352	234	4,586	**4,641**
		206	會所／康樂主任／公共關係主任／顧客服務主任／屋邨主任	1,151	91	1,242	**1,240**
		207	房屋事務主任	1,643	17	1,660	**1,748**
		208	大廈主管／大廈監督／保安主任／主管／屋宇事務助理	5,415	372	5,787	**5,684**
		209	屋宇發展主任／屋宇保養主任／屋宇監督	541	30	571	**563**
		210	技術主任	781	14	795	**795**
		211	物業估價主任／員	475	23	498	**498**
		212	地政督察	567	54	621	**621**
		214	巡察員／管工	114	4	118	**118**
		215	租務主任	21	-	21	**21**
		216	測量主任／員／測量主任(產業)	690	51	741	**741**
		217	發展主任／物業分析員	115	12	127	**127**
		218	保養主任／技術主任／工程監督	1,751	178	1,929	**1,945**
		219	安全主任／安全督導員／註冊安全主任	27	1	28	**28**
		220	主廚／總廚	75	52	127	**127**
		221	福利工作員	40	23	63	**33**
		222	保安主任	21	-	21	**21**
		299	其他支援服務主任	770	7	777	**776**
		所有主任級.		**25,326**	**1,253**	**26,579**	**26,588**
		301	營業／市場／研究助理	142	6	148	**148**
		302	物業文員	2,023	68	2,091	**2,093**
		303	技術員／技工／半技術技工	6,666	364	7,030	**7,102**
		304	物業估價測量師助理／物業估價助理員／物業估價員／見習測量主任／員	186	14	200	**200**
		305	地產代理／營業員／營業主任／物業顧問 (持有地產代理／營業員牌照)	18,436	1,720	20,156	**20,251**

機構類別	職級	職位編號	職稱	在 1.5.2018 之僱員人數 (甲)	在 1.5.2018 之空缺數目 (乙)	人力需求 (甲+乙)	預測在 12 個月後之僱員人數
		306	大廈管理員／顧客服務助理／保安員／管理員／技工／工人	54,806	3,636	58,442	**58,452**
		307	租務文員	2,326	2	2,328	**2,327**
		308	助理物業主任／助理屋邨主任／助理行政主任	3,333	236	3,569	**3,585**
		309	見習生／員	800	510	1,310	**1,369**
		310	會所／康樂助理／公共關係助理／顧客服務助理	2,957	361	3,318	**3,317**
		311	廚師	102	1	103	**103**
		312	客戶服務助理	94	3	97	**97**
		314	護衛	101	12	113	**113**
		399	其他支援服務人員	1,397	46	1,443	**1,444**
		所有技術及操作人員級		**93,369**	**6,979**	**100,348**	**100,601**
	所有級別			**130,520**	**8,645**	**139,165**	**139,359**

僱主要求僱員宜有的教育程度

機構類別	職級	在 1.5.2018 之僱員人數（按宜有教育程度劃分）							
		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
地產發展	經理／專業人員	229	1,870	8	17	483	4	457	**3,068**
	主任	-	1,585	251	2,063	140	-	135	**4,174**
	技術及操作人員	-	463	105	207	3,523	420	384	**5,102**
	所有級別	**229**	**3,918**	**364**	**2,287**	**4,146**	**424**	**976**	**12,344**
物業管理及保養	經理／專業人員	42	3,382	203	187	95	-	519	**4,428**
	主任	-	1,871	1,928	3,162	3,899	1,102	928	**12,890**
	技術及操作人員	-	49	537	3,290	13,438	44,494	4,777	**66,585**
	所有級別	**42**	**5,302**	**2,668**	**6,639**	**17,432**	**45,596**	**6,224**	**83,903**
地產代理	經理／專業人員	9	501	125	253	453	-	188	**1,529**
	主任	-	110	305	645	1,867	-	150	**3,077**
	技術及操作人員	-	16	51	329	18,610	213	274	**19,493**
	所有級別	**9**	**627**	**481**	**1,227**	**20,930**	**213**	**612**	**24,099**
測量、估價及顧問	經理／專業人員	16	203	11	-	3	-	114	**347**
	主任	-	111	31	3	11	-	16	**172**
	技術及操作人員	-	81	38	49	29	-	16	**213**
	所有級別	**16**	**395**	**80**	**52**	**43**	**-**	**146**	**732**
政府部門及公共機構	經理／專業人員	350	1,364	-	50	-	-	689	**2,453**
	主任	-	615	524	1,822	1,833	92	127	**5,013**
	技術及操作人員	-	-	87	212	318	1,253	106	**1,976**
	所有級別	**350**	**1,979**	**611**	**2,084**	**2,151**	**1,345**	**922**	**9,442**
總數	經理／專業人員	646	7,320	347	507	1,034	4	1,967	**11,825**
	主任	-	4,292	3,039	7,695	7,750	1,194	1,356	**25,326**
	技術及操作人員	-	609	818	4,087	35,918	46,380	5,557	**93,369**
	所有級別	**646**	**12,221**	**4,204**	**12,289**	**44,702**	**47,578**	**8,880**	**130,520**

附錄 5

僱主要求僱員宜有的相關年資

機構類別	職級	在 1.5.2018 之僱員人數（按宜有相關年資劃分）						
		一年以下	一年至三年以下	三年至六年以下	六年至十年以下	十年或以上	未具體說明	總數
地產發展	經理／專業人員	-	15	722	686	1,238	407	**3,068**
	主任	5	2,783	973	205	17	191	**4,174**
	技術及操作人員	860	2,013	1,762	13	5	449	**5,102**
	所有級別	**865**	**4,811**	**3,457**	**904**	**1,260**	**1,047**	**12,344**
物業管理及保養	經理／專業人員	-	234	862	1,656	1,428	248	**4,428**
	主任	32	2,545	8,014	1,676	131	492	**12,890**
	技術及操作人員	29,596	25,905	3,094	1,151	18	6,821	**66,585**
	所有級別	**29,628**	**28,684**	**11,970**	**4,483**	**1,577**	**7,561**	**83,903**
地產代理	經理／專業人員	1	32	174	556	233	533	**1,529**
	主任	80	1,069	1,358	203	178	189	**3,077**
	技術及操作人員	4,118	11,283	3,472	36	1	583	**19,493**
	所有級別	**4,199**	**12,384**	**5,004**	**795**	**412**	**1,305**	**24,099**
測量、估價及顧問	經理／專業人員	-	16	134	54	111	32	**347**
	主任	8	55	86	4	3	16	**172**
	技術及操作人員	61	21	92	3	10	26	**213**
	所有級別	**69**	**92**	**312**	**61**	**124**	**74**	**732**
政府部門及公共機構	經理／專業人員	-	874	90	755	45	689	**2,453**
	主任	394	707	1,053	131	-	2,728	**5,013**
	技術及操作人員	424	781	25	-	-	746	**1,976**
	所有級別	**818**	**2,362**	**1,168**	**886**	**45**	**4,163**	**9,442**
總數	經理／專業人員	1	1,171	1,982	3,707	3,055	1,909	**11,825**
	主任	519	7,159	11,484	2,219	329	3,616	**25,326**
	技術及操作人員	35,059	40,003	8,445	1,203	34	8,625	**93,369**
	所有級別	**35,579**	**48,333**	**21,911**	**7,129**	**3,418**	**14,150**	**130,520**

僱主要求僱員宜有的專業資格

機構類別	職級	在 1.5.2018 之僱員人數（按宜有相關年資劃分）			
		不需具備專業資格	需具備專業資格	未具體說明	總數
地產發展	經理／專業人員	2,221	631	216	**3,068**
	主任	3,927	219	28	**4,174**
	技術及操作人員	4,773	2	327	**5,102**
	所有級別	**10,921**	**852**	**571**	**12,344**
物業管理及保養	經理／專業人員	1,824	2,402	202	**4,428**
	主任	12,175	240	475	**12,890**
	技術及操作人員	65,261	323	1,001	**66,585**
	所有級別	**79,260**	**2,965**	**1,678**	**83,903**
地產代理	經理／專業人員	1,231	182	116	**1,529**
	主任	2,941	51	85	**3,077**
	技術及操作人員	19,417	-	76	**19,493**
	所有級別	**23,589**	**233**	**277**	**24,099**
測量、估價及顧問	經理／專業人員	16	331	-	**347**
	主任	108	64	-	**172**
	技術及操作人員	210	3	-	**213**
	所有級別	**334**	**398**	**-**	**732**
政府部門及公共機構	經理／專業人員	519	1,883	51	**2,453**
	主任	4,898	10	105	**5,013**
	技術及操作人員	1,911	-	65	**1,976**
	所有級別	**7,328**	**1,893**	**221**	**9,442**
總數	經理／專業人員	5,811	5,429	585	**11,825**
	主任	24,049	584	693	**25,326**
	技術及操作人員	91,572	328	1,469	**93,369**
	所有級別	**121,432**	**6,341**	**2,747**	**130,520**

附錄 7

各職級僱員收入分布情況

機構類別	職級	在 1.5.2018 之僱員人數（按月薪劃分）								
		$10,000 或以下	**$10,001 - $15,000**	**$15,001 - $20,000**	**$20,001 - $30,000**	**$30,001 - $40,000**	**$40,001 - $60,000**	**$60,001 或以上**	**未有具體說明**	**總數**
地產發展	經理／專業人員	-	3	54	102	826	695	751	637	3,068
	主任	-	1,802	671	835	94	132	5	635	4,174
	技術及操作人員	156	2,822	992	103	1	-	-	1,028	5,102
	所有級別	**156**	**4,627**	**1,717**	**1,040**	**921**	**827**	**756**	**2,300**	**12,344**
物業管理及保養	經理／專業人員	-	-	81	1,005	1,120	1,098	512	612	4,428
	主任	27	1,561	6,859	3,110	73	14	-	1,246	12,890
	技術及操作人員	9,386	43,777	6,751	643	-	-	-	6,028	66,585
	所有級別	**9,413**	**45,338**	**13,691**	**4,758**	**1,193**	**1,112**	**512**	**7,886**	**83,903**
地產代理	經理／專業人員	-	32	15	109	131	340	327	575	1,529
	主任	-	128	39	346	1,503	393	159	509	3,077
	技術及操作人員	1,983	914	5,604	9,454	438	19	24	1,057	19,493
	所有級別	**1,983**	**1,074**	**5,658**	**9,909**	**2,072**	**752**	**510**	**2,141**	**24,099**
測量、估價及顧問	經理／專業人員	1	-	2	45	27	144	48	80	347
	主任	-	4	69	42	34	4	-	19	172
	技術及操作人員	-	74	45	64	12	-	-	18	213
	所有級別	**1**	**78**	**116**	**151**	**73**	**148**	**48**	**117**	**732**
政府部門及公共機構	經理／專業人員	-	-	-	38	46	807	1,502	60	2,453
	主任	-	15	357	1,191	2,886	67	-	497	5,013
	技術及操作人員	-	920	199	195	-	-	-	662	1,976
	所有級別	**-**	**935**	**556**	**1,424**	**2,932**	**874**	**1,502**	**1,219**	**9,442**
總數	經理／專業人員	1	35	152	1,299	2,150	3,084	3,140	1,964	11,825
	主任	27	3,510	7,995	5,524	4,590	610	164	2,906	25,326
	技術及操作人員	11,525	48,507	13,591	10,459	451	19	24	8,793	93,369
	所有級別	**11,553**	**52,052**	**21,738**	**17,282**	**7,191**	**3,713**	**3,328**	**13,663**	**130,520**

附錄 8

過去十二個月內曾接受培訓的僱員人數

機構類別	訓練種類	課程種類	經理／專業人員	主任	技術及操作人員
地產發展	專門知識／技能 (地產發展/租賃)	地產行政	128	129	13
		市場推廣技巧	23	6	5
		項目管理技巧	158	26	3
		財務管理及房屋經濟學	39	3	9
		總數	**348**	**164**	**30**
	專門知識／技能 (內地房地產知識)	地產發展	67	2	2
		物業管理及保養	-	-	45
		測量、估價及顧問	10	-	-
		地產代理	-	-	-
		總數	**77**	**2**	**47**
	通用技巧	電腦應用（包括資訊科技）	3	-	-
		普通話	8	7	4
		英文	-	20	-
		管理技巧	4	32	2
		督導技巧	27	32	-
		溝通技巧	23	49	72
		顧客服務技巧	19	38	100
		其他	64	27	29
		總數	**148**	**205**	**207**
	總數		**573**	**371**	**284**
物業管理及保養	專門知識／技能 (物業／房屋管理)	設施管理	238	781	2,065
		樓宇維修管理	476	1,568	2,787
		物業／房屋管理	1,281	3,794	5,458
		總數	**1,995**	**6,143**	**10,310**
	專門知識／技能 (內地房地產知識)	地產發展	79	-	-
		物業管理及保養	137	70	484
		測量、估價及顧問	-	-	-
		地產代理	2	-	-
		總數	**218**	**70**	**484**
	通用技巧	電腦應用（包括資訊科技）	214	1,594	598
		普通話	8	26	235
		英文	25	281	451
		管理技巧	676	1,196	93
		督導技巧	458	988	526
		溝通技巧	433	1,488	3,974
		顧客服務技巧	555	2,430	8,845
		其他	161	402	1,723
		總數	**2,530**	**8,405**	**16,445**
	總數		**4,743**	**14,618**	**27,239**
地產代理	專門知識／技能 (地產代理)	地產代理條例及地產代理監管局指引	145	914	7,331
		與地產代理工作相關的法律及實務知識	143	995	8,258
		專業操守	99	445	5,115
		測量，物業 / 設施管理及城市規劃	5	75	1,229
		地產代理業務管理、督導、管治及盡責審查	199	1,257	941
		總數	**591**	**3,686**	**22,874**
	專門知識／技能 (內地房地產知識)	地產發展	77	122	45
		物業管理及保養	-	1	15
		測量、估價及顧問	2	1	15
		地產代理	46	68	2,167
		總數	**125**	**192**	**2,242**
	通用技巧	電腦應用（包括資訊科技）	7	242	1,092
		普通話	57	131	1,022
		英文	3	71	780
		管理技巧	143	174	41

機構類別	訓練種類	課程種類	經理／專業人員	主任	技術及操作人員
		督導技巧	94	375	181
		溝通技巧	73	191	2,236
		顧客服務技巧	70	197	2,362
		其他	-	-	-
		總數	**447**	**1,381**	**7,714**
	總數		**1,163**	**5,259**	**32,830**
測量、估價及顧問	專門知識／技能 (地產測量、估值及顧問)	市場策略計劃	5	1	-
		研究技巧	16	3	12
		測量及估值技巧	41	18	52
		策劃及土地發展	36	6	17
		賠償	22	-	36
		物業／租務管理	10	-	12
		總數	**130**	**28**	**129**
	專門知識／技能 (內地房地產知識)	地產發展	1	-	12
		物業管理及保養	1	-	-
		測量、估價及顧問	21	4	28
		地產代理	-	-	-
		總數	**23**	**4**	**40**
	通用技巧	電腦應用（包括資訊科技）	6	2	15
		普通話	6	-	12
		英文	6	-	12
		管理技巧	9	-	12
		督導技巧	16	2	12
		溝通技巧	16	-	12
		顧客服務技巧	6	-	12
		其他	2	-	2
		總數	**67**	**4**	**89**
	總數		**220**	**36**	**258**
政府部門及公共機構	專門知識／技能 (地產發展/租賃)	地產行政	5	-	-
		市場推廣技巧	-	-	-
		項目管理技巧	58	438	8
		財務管理及房屋經濟學	4	-	-
		總數	**67**	**438**	**8**
	專門知識／技能 (地產測量、估值及顧問)	市場策略計劃	2	4	-
		研究技巧	-	-	-
		測量及估值技巧	575	740	-
		策劃及土地發展	445	514	-
		賠償	70	76	-
		物業／租務管理	47	82	80
		總數	**1,139**	**1,416**	**80**
	專門知識／技能 (地產代理)	地產代理條例及地產代理監管局指引	-	-	-
		與地產代理工作相關的法律及實務知識	-	-	-
		專業操守	-	-	-
		測量、物業 / 設施管理及城市規劃	10	-	-
		地產代理業務管理、督導、管治及盡責審查	-	-	-
		總數	**10**	**-**	**-**
	專門知識／技能 (物業／房屋管理)	設施管理	11	555	120
		樓宇維修管理	91	124	6
		物業／房屋管理	1,462	1,684	217
		總數	**1,564**	**2,363**	**343**
	專門知識／技能 (內地房地產知識)	地產發展	-	-	-
		物業管理及保養	114	47	-
		測量、估價及顧問	-	-	-
		地產代理	-	-	-
		總數	**114**	**47**	**-**
	通用技巧	電腦應用（包括資訊科技）	369	1,717	43
		普通話	103	173	58

機構類別	訓練種類	課程種類	經理／專業人員	主任	技術及操作人員
		英文	262	577	9
		管理技巧	1,037	544	174
		督導技巧	1,076	1,714	2
		溝通技巧	857	1,311	114
		顧客服務技巧	97	360	121
		其他	1,632	3,396	424
		總數	**5,433**	**9,792**	**945**
	總數		**8,327**	**14,056**	**1,376**
總數	專門知識／技能 (地產發展/租賃)	地產行政	133	129	13
		市場推廣技巧	23	6	5
		項目管理技巧	216	464	11
		財務管理及房屋經濟學	43	3	9
		總數	**415**	**602**	**38**
	專門知識／技能 (地產測量、估值及顧問)	市場策略計劃	7	5	-
		研究技巧	16	3	12
		測量及估值技巧	616	758	52
		策劃及土地發展	481	520	17
		賠償	92	76	36
		物業／租務管理	57	82	92
		總數	**1,269**	**1,444**	**209**
	專門知識／技能 (地產代理)	地產代理條例及地產代理監管局指引	145	914	7,331
		與地產代理工作相關的法律及實務知識	143	995	8,258
		專業操守	99	445	5,115
		測量，物業 / 設施管理及城市規劃	15	75	1,229
		地產代理業務管理、督導、管治及盡責審查	199	1,257	941
		總數	**601**	**3,686**	**22,874**
	專門知識／技能 (物業／房屋管理)	設施管理	249	1,336	2,185
		樓宇維修管理	567	1,692	2,793
		物業／房屋管理	2,743	5,478	5,675
		總數	3,559	8,506	10,653
	專門知識／技能 (內地房地產知識)	地產發展	224	124	59
		物業管理及保養	252	118	544
		測量、估價及顧問	33	5	43
		地產代理	48	68	2,167
		總數	**557**	**315**	**2,813**
	通用技巧	電腦應用（包括資訊科技）	599	3,555	1,748
		普通話	182	337	1,331
		英文	296	949	1,252
		管理技巧	1,869	1,946	322
		督導技巧	1,671	3,111	721
		溝通技巧	1,402	3,039	6,408
		顧客服務技巧	747	3,025	11,440
		其他	1,859	3,825	2,178
		總數	**8,625**	**19,787**	**25,400**
	總數		**15,026**	**34,340**	**61,987**

附錄 9

未來十二個月內將接受培訓的僱員人數

機構類別	訓練類別	課程種類	經理／專業人員	主任	技術及操作人員
地產發展	專門知識／技能 (地產發展/租賃)	地產行政	80	119	12
		市場推廣技巧	4	6	13
		項目管理技巧	133	148	3
		財務管理及房屋經濟學	13	2	-
		總數	230	275	28
	專門知識／技能 (內地房地產知識)	地產發展	68	2	-
		物業管理及保養	-	-	19
		測量、估價及顧問	10	-	-
		地產代理	-	-	-
		總數	78	2	19
	通用技巧	電腦應用（包括資訊科技）	-	-	-
		普通話	6	4	-
		英文	6	23	-
		管理技巧	6	33	2
		督導技巧	29	33	-
		溝通技巧	25	50	27
		顧客服務技巧	19	38	83
		其他	29	27	10
		總數	**120**	**208**	**122**
	總數		**428**	**485**	**169**
物業管理及保養	專門知識／技能 (物業／房屋管理)	設施管理	345	772	2,290
		樓宇維修管理	520	1,378	2,659
		物業／房屋管理	1,423	3,180	5,851
		總數	**2,288**	**5,330**	**10,800**
	專門知識／技能 (內地房地產知識)	地產發展	3	3	30
		物業管理及保養	49	56	255
		測量、估價及顧問	2	-	-
		地產代理	3	3	30
		總數	**57**	**62**	**315**
	通用技巧	電腦應用（包括資訊科技）	162	1,202	702
		普通話	101	171	148
		英文	113	249	148
		管理技巧	1,038	1,726	987
		督導技巧	507	1,292	1,319
		溝通技巧	392	1,174	4,242
		顧客服務技巧	508	2,239	7,832
		其他	68	186	725
		總數	**2,889**	**8,239**	**16,103**
	總數		**5,234**	**13,631**	**27,218**
地產代理	專門知識／技能 (地產代理)	地產代理條例及地產代理監管局指引	63	654	4,469
		與地產代理工作相關的法律及實務知識	107	941	5,678
		專業操守	49	341	3,632
		測量，物業 / 設施管理及城市規劃	17	72	2,170
		地產代理業務管理、督導、管治及盡責審查	212	1,207	900
		總數	**448**	**3,215**	**16,849**
	專門知識／技能 (內地房地產知識)	地產發展	7	105	43
		物業管理及保養	-	1	10
		測量、估價及顧問	2	1	16
		地產代理	10	24	1,163
		總數	**19**	**131**	**1,232**
	通用技巧	電腦應用（包括資訊科技）	-	252	1,089
		普通話	61	103	623
		英文	3	16	410
		管理技巧	127	97	42

機構類別	訓練類別	課程種類	經理／專業人員	主任	技術及操作人員
		督導技巧	70	297	195
		溝通技巧	40	147	785
		顧客服務技巧	37	147	798
		其他	16	-	-
		總數	**354**	**1,059**	**3,942**
	總數		**821**	**4,405**	**22,023**
測量、估價及顧問	專門知識／技能 (地產測量、估值及顧問)	市場策略計劃	5	2	-
		研究技巧	6	13	22
		測量及估值技巧	35	23	16
		策劃及土地發展	19	13	27
		賠償	12	-	7
		物業／租務管理	10	-	2
		總數	**87**	**51**	**74**
	專門知識／技能 (內地房地產知識)	地產發展	1	-	3
		物業管理及保養	1	-	-
		測量、估價及顧問	20	3	5
		地產代理	1	4	6
		總數	**23**	**7**	**14**
	通用技巧	電腦應用（包括資訊科技）	6	2	5
		普通話	7	-	2
		英文`	6	-	14
		管理技巧	6	-	3
		督導技巧	6	2	3
		溝通技巧	6	-	2
		顧客服務技巧	6	-	2
		其他	-	-	-
		總數	**43**	**4**	**31**
	總數		**153**	**62**	**119**
政府部門及公共機構	專門知識／技能 (地產發展/租賃)	地產行政	-	-	-
		市場推廣技巧	-	-	-
		項目管理技巧	60	440	-
		財務管理及房屋經濟學	10	-	-
		總數	**70**	**440**	**-**
	專門知識／技能 (地產測量、估值及顧問)	市場策略計劃	10	10	-
		研究技巧	-	-	-
		測量及估值技巧	570	799	-
		策劃及土地發展	850	560	-
		賠償	50	80	-
		物業／租務管理	56	88	85
		總數	**1,536**	**1,537**	**85**
	專門知識／技能 (地產代理)	地產代理條例及地產代理監管局指引	-	-	-
		與地產代理工作相關的法律及實務知識	-	-	-
		專業操守	-	-	-
		測量，物業 / 設施管理及城市規劃	10	-	-
		地產代理業務管理、督導、管治及盡責審查	-	-	-
		總數	**10**	**-**	**-**
	專門知識／技能 (物業／房屋管理)	設施管理	22	552	109
		樓宇維修管理	94	114	4
		物業／房屋管理	1,464	1,684	144
		總數	**1,580**	**2,350**	**257**
	專門知識／技能 (內地房地產知識)	地產發展	-	-	-
		物業管理及保養	110	40	-
		測量、估價及顧問	-	-	-
		地產代理	-	-	-
		總數	**110**	**40**	**-**
	通用技巧	電腦應用（包括資訊科技）	341	1,611	50

機構類別	訓練類別	課程種類	經理／專業人員	主任	技術及操作人員
		普通話	105	180	80
		英文	290	740	30
		管理技巧	1,072	724	211
		督導技巧	1,032	1,708	36
		溝通技巧	862	1,313	141
		顧客服務技巧	142	414	151
		其他	1,122	2,740	430
		總數	**4,966**	**9,430**	**1,129**
	總數		**8,272**	**13,797**	**1,471**
總數	專門知識／技能 (地產發展/租賃)	地產行政	80	119	12
		市場推廣技巧	4	6	13
		項目管理技巧	193	588	3
		財務管理及房屋經濟學	23	2	-
		總數	**300**	**715**	**28**
	專門知識／技能 (地產測量、估值及顧問)	市場策略計劃	15	12	-
		研究技巧	6	13	22
		測量及估值技巧	605	822	16
		策劃及土地發展	869	573	27
		賠償	62	80	7
		物業／租務管理	66	88	87
		總數	**1,623**	**1,588**	**159**
	專門知識／技能 (地產代理)	地產代理條例及地產代理監管局指引	63	654	4,469
		與地產代理工作相關的法律及實務知識	107	941	5,678
		專業操守	49	341	3,632
		測量、物業 / 設施管理及城市規劃	27	72	2,170
		地產代理業務管理、督導、管治及盡責審查	212	1,207	900
		總數	**458**	**3,215**	**16,849**
	專門知識／技能 (物業／房屋管理)	設施管理	367	1,324	2,399
		樓宇維修管理	614	1,492	2,663
		物業／房屋管理	2,887	4,864	5,995
		總數	**3,868**	**7,680**	**11,057**
	專門知識／技能 (內地房地產知識)	地產發展	79	110	76
		物業管理及保養	160	97	284
		測量、估價及顧問	34	4	21
		地產代理	14	31	1,199
		總數	**287**	**242**	**1,580**
	通用技巧	電腦應用（包括資訊科技）	509	3,067	1,846
		普通話	280	458	853
		英文	418	1,028	602
		管理技巧	2,249	2,580	1,245
		督導技巧	1,644	3,332	1,553
		溝通技巧	1,325	2,684	5,197
		顧客服務技巧	712	2,838	8,866
		其他	1,235	2,953	1,165
		總數	**8,372**	**18,940**	**21,327**
	總數		**14,908**	**32,380**	**51,000**

附錄 10

過去十二個月內內部晉升的僱員人數

機構類別	晉升的僱員人數		
	由主任晉升為經理／專業人員級	由技術及操作人員晉升為主任級	總數
地產發展	33	37	**70**
物業管理及保養	143	355	**498**
地產代理	39	140	**179**
測量、估價及顧問	4	5	**9**
政府部門及公共機構	115	32	**147**
總數	**334**	**569**	**903**

附錄 11

過去十二個月內離職的僱員人數

機構類別	離職的僱員人數			
	經理／專業人員	主任	技術及操作人員	總數
地產發展	272	112	233	**617**
物業管理及保養	486	2,398	19,894	**22,778**
地產代理	42	110	4,783	**4,935**
測量、估價及顧問	3	22	22	**47**
政府部門及公共機構	141	254	124	**519**
總數	**944**	**2,896**	**25,056**	**28,896**

在過去十二個月內招聘的僱員人數

機構類別	招聘	經理／專業人員	主任	技術及操作人員
地產發展	總招聘人數	254	348	234
	具備房地產服務相關經驗的人數	249	321	186
物業管理及保養	總招聘人數	379	2,081	19,510
	具備房地產服務相關經驗的人數	282	1,745	15,560
地產代理	總招聘人數	49	102	4,371
	具備房地產服務相關經驗的人數	47	98	2,889
測量、估價及顧問	總招聘人數	4	16	40
	具備房地產服務相關經驗的人數	4	11	25
政府部門及公共機構	總招聘人數	80	332	216
	具備房地產服務相關經驗的人數	23	65	-
總數	**總招聘人數**	**766**	**2,879**	**24,371**
	具備房地產服務相關經驗的人數	**605**	**2,240**	**18,660**

附錄 13

遇到招聘困難的原因

機構類別	招聘情況	招聘困難的原因	經理／專業人員	主任	技術及操作人員
地產發展	沒有招聘		3,931	3,902	4,066
	有招聘	缺乏具相關經驗求職者	210	239	55
		行業的聘用條件不理想	201	201	30
		行業的工作環境不理想	0	4	21
		行業的晉升機會有限	0	0	2
		缺乏具相關訓練／資歷的人力資源	203	221	24
		其他	1	0	3
		沒有遇上困難	16	16	28
物業管理及保養	沒有招聘		653	622	523
	有招聘	缺乏具相關經驗求職者	70	49	102
		行業的聘用條件不理想	18	30	154
		行業的工作環境不理想	5	22	92
		行業的晉升機會有限	2	2	18
		缺乏具相關訓練／資歷的人力資源	10	25	44
		其他	4	6	23
		沒有遇上困難	18	58	31
地產代理	沒有招聘		2,982	2,991	2,404
	有招聘	缺乏具相關經驗求職者	7	8	115
		行業的聘用條件不理想	3	2	108
		行業的工作環境不理想	2	2	12
		行業的晉升機會有限	1	0	4
		缺乏具相關訓練／資歷的人力資源	1	0	115
		其他	1	6	310
		沒有遇上困難	15	0	17
測量、估價及顧問	沒有招聘		190	181	174
	有招聘	缺乏具相關經驗求職者	1	0	3
		行業的聘用條件不理想	1	0	1
		行業的工作環境不理想	1	0	2
		行業的晉升機會有限	0	0	0
		缺乏具相關訓練／資歷的人力資源	0	4	6
		其他	0	0	1
		沒有遇上困難	2	8	10
政府部門及公共機構	沒有招聘		5	3	5
	有招聘	缺乏具相關經驗求職者	3	4	6
		行業的聘用條件不理想	0	2	3
		行業的工作環境不理想	0	0	0
		行業的晉升機會有限	0	0	0
		缺乏具相關訓練／資歷的人力資源	2	3	1
		其他	0	0	1
		沒有遇上困難	6	5	3

構類別	招聘情況	招聘困難的原因	經理／專業人員	主任	技術及操作人員
總數	沒有招聘		7,761	7,699	7,172
	有招聘	缺乏具相關經驗求職者	291	300	281
		行業的聘用條件不理想	223	235	296
		行業的工作環境不理想	8	28	127
		行業的晉升機會有限	3	2	24
		缺乏具相關訓練／資歷的人力資源	216	253	190
		其他	6	12	338
		沒有遇上困難	57	87	89

附錄 14

預期會在未來十二個月有人手變動的原因

機構類別	預期人手變動	人手變動的原因	經理／專業人員	主任	技術及操作人員
地產發展	預期沒有人手變動		4,153	4,145	4,153
	預期有人手變動	人力成本調整	1	1	1
		經濟前景的變化	-	-	-
		公司架構重組	3	3	3
		業務擴展／收縮	9	15	8
		工作外判／從外判取回工作	-	-	-
		其他	1	2	1
物業管理及保養	預期沒有人手變動		748	684	626
	預期有人手變動	人力成本調整	6	12	37
		經濟前景的變化	2	41	61
		公司架構重組	6	5	9
		業務擴展／收縮	11	63	72
		工作外判／從外判取回工作	-	36	41
		其他	3	9	29
地產代理	預期沒有人手變動		2,973	2,996	2,528
	預期有人手變動	人力成本調整	1	1	4
		經濟前景的變化	7	7	12
		公司架構重組	-	-	2
		業務擴展／收縮	33	9	468
		工作外判／從外判取回工作	-	-	-
		其他	-	1	9
測量、估價及顧問	預期沒有人手變動		187	191	188
	預期有人手變動	人力成本調整	-	-	-
		經濟前景的變化	1	1	1
		公司架構重組	-	-	-
		業務擴展／收縮	2	3	6
		工作外判／從外判取回工作	-	-	1
		其他	4	-	-
政府部門及公共機構	預期沒有人手變動		11	11	12
	預期有人手變動	人力成本調整	-	-	-
		經濟前景的變化	2	2	2
		公司架構重組	-	-	-
		業務擴展／收縮	3	3	3
		工作外判／從外判取回工作	-	-	-
		其他	3	3	2

機構類別	預期人手變動	人手變動的原因	經理／專業人員	主任	技術及操作人員
總數	預期沒有人手變動		8,072	8,027	7,507
	預期有人手變動	人力成本調整	8	14	42
		經濟前景的變化	12	51	76
		公司架構重組	9	8	14
		業務擴展／收縮	58	93	557
		工作外判／從外判取回工作	-	36	42
		其他	11	15	41

僱主對強制進修的意見

機構類別	強制進修將有助於維持員工的專業能力及／或提升他們的知識和技能	經理／專業人員	主任	技術及操作人員
地產發展	是	243	373	1,613
	否	170	62	69
	無意見	377	1,816	241
	沒有此職級的員工	3,363	1,904	2,233
	未有具體說明／拒絕	15	13	12
	總數	**4,168**	**4,168**	**4,168**
物業管理及保養	是	114	119	80
	否	145	107	202
	無意見	182	203	455
	沒有此職級的員工	314	328	20
	未有具體說明／拒絕	23	21	21
	總數	**778**	**778**	**778**
地產代理	是	366	326	1,209
	否	69	33	577
	無意見	117	1,083	1,199
	沒有此職級的員工	2,456	1,565	22
	未有具體說明／拒絕	8	9	9
	總數	**3,016**	**3,016**	**3,016**
測量、估價及顧問	是	34	15	19
	否	16	11	14
	無意見	133	8	3
	沒有此職級的員工	7	157	155
	未有具體說明／拒絕	4	3	3
	總數	**194**	**194**	**194**
政府部門及公共機構	是	3	3	1
	否	3	2	2
	無意見	7	8	7
	沒有此職級的員工	-	-	3
	未有具體說明／拒絕	8	8	8
	總數	**21**	**21**	**21**
總數	是	760	836	2,922
	否	403	215	864
	無意見	816	3,118	1,905
	沒有此職級的員工	6,140	3,954	2,433
	未有具體說明／拒絕	58	54	53
	總數	**8,177**	**8,177**	**8,177**

人力市場分析法推算人力情況

2019 至 2022 年私人住宅的預測落成量，是由差餉物業估價署提供。

（資料來源：《香港物業報告 2018》－差餉物業估價署；住宅單位供應計劃－香港房屋協會；房屋委員會公營房屋建設計劃－房屋委員會；《香港統計月刊》－政府統計處）

I. 住宅（公營及私人）與非住宅單位存量數據

	公營住宅單位存量*（單位數目）	私人住宅單位存量（單位數目）	私人非住宅單位存量#（平方米）
2018	1,221,600	1,192,758	47,661,800
2019	1,248,700	1,213,129	48,099,600
2020	1,269,506	1,222,164**	48,443,696**
2021	1,288,206	1,230,624**	48,740,491**
2022	1,307,715	1,237,255**	48,993,132**

註：
私人非住宅包括：寫字樓、商業樓宇、分層工廠大廈、工貿大廈、特殊廠房及貨倉。資料來源(i)
* 公營住宅數據來源：香港房屋協會及香港房屋委員會。資料來源(ii)
** 以調節過濾法推算

(i)- 香港房屋協會數據包括：出租屋邨、「長者安居樂住屋計劃」及資助出售房屋。
(ii)-香港房屋委員會數據包括：公共租住房屋／「綠表置居計劃」及其他資助出售房屋。

II. 釐定住宅與非住宅單位所需人力（百分比）

期內新落成樓宇	住宅總實用樓面面積（平方米）	非住宅總實用樓面面積（平方米）
2013-2017	2,846,500 (51.15%)	2,718,500 (48.85%)

III. 按比率分配 2018 年人力數字（僱員人數 + 空缺數目）

2018 年總人力*	公營住宅人力（第 5 機構類別政府及公營機構）*	私人住宅人力（佔第 1-4 機構類別 51.15%）	非住宅人力（佔第 1-4 機構類別 48.85%）	第 1-4 機構類別人力*
139,165	10,077	66,029	63,059	129,088

*取自 2018 年房地產服務業人力調查的數據

IV. 計算生產力比率（單位存量：人力）

生產力比率		
公營住宅	私人住宅	非住宅
121.23 單位/每人	18.06 單位/每人	755.82 平方米/每人

V. 人力預測（僱員人數 + 空缺數目）

	公營住宅	私人住宅	非住宅	實際人力	推算人力	增幅
2018	10,077	66,029	63,059	139,165		
2019(推算)	10,301	67,156	63,639		141,096	1.4%
2020(推算)	10,472	67,656	64,094		142,222	0.8%
2021(推算)	10,626	68,125	64,487		143,238	0.7%
2022(推算)	10,787	68,492	64,821		144,100	0.6%

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
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Telephone No 電話 Facsimile No 傳真 3748 9400

Our Reference 本局檔號 (1) in RE/4/2 (2018) Your Reference 來函檔號

執事先生／女士：

房地產服務業
二〇一八年人力調查

職業訓練局(VTC)屬下房地產服務業訓練委員會(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(mps18re@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，請與精確市場研究温頌詩女士聯絡(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)。

房地產服務業訓練委員會委員會主席
黃浩明太平紳士

二〇一八年五月一日
附件