

**2005 MANPOWER SURVEY REPORT**  
**REAL ESTATE SERVICES**

房地產服務業  
二〇〇五年人力調查報告

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

## CONTENTS

		<u>Paragraph</u>	<u>Page</u>
Executive Summary		1 - 31	1 – 16
<u>Section</u>			
I	Introduction	1.1 - 1.11	17– 19
II	Summary of Survey Findings	2.1 - 2.24	20 – 55
III	Conclusions	3.1 - 3.36	56 – 74
IV	Recommendations	4.1 - 4.10	75 – 76
<u>Appendix</u>			
1	Membership List		155 - 157
2	Terms of Reference		160
3	Questionnaires		162 – 175
	Explanatory Notes for Part I		176 - 178
	Job Descriptions		179 - 191
4	Breakdown of Samples by Stratum		206
5	Respondents by Stratum by Sector		208
6	Analysis of Response		210
7	Number Employed and Forecast by Sector by Principal Job		211 – 226
8	Real Estate Services Employees Left in the Past 12 Months by Reason by Sector by Job Level		227 – 231
9	Reasons for Recruitment Difficulties by Sector by Job Level		232 - 233

10	Preferred Education of Real Estate Services Employees by Sector by Job Level	234 – 238
11	Preferred Experience of Real Estate Services Employees by Sector by Job Level	239 - 243
12	Training to Employees in the Past 12 Months by Type by Course by Job Level	244 - 250
13	Training to Employees in the Next 12 Months by Type by Course by Job Level	251 - 257
14	Detail Analysis of the Labour Market Analysis (LMA) Projection	258

## 目 錄

	<u>段 數</u>	<u>頁 數</u>	
報告摘要	1 - 31	77 - 92	
 <u>章 數</u>			
第一章	緒論	1.1 - 1.11	93 - 95
第二章	調查結果摘要	2.1 - 2.24	96 - 131
第三章	結論	3.1 - 3.36	132 - 151
第四章	建議	4.1 - 4.10	152 - 154
 <u>附 錄</u>			
1	委員名單		158 - 159
2	職權範圍		161
3	調查表		162 - 175
	- 附註(第 I 部份)		192 - 194
	- 主要職務工作說明		195 - 205
4	調查對象層面細分		207
5	作覆機構的層面及類別		209
6	調查反應分析		210
7	各類別主要職務現有僱員 及預測未來人數		211 - 226

8	各類別各技能等級僱員過去十二個月 離職人數及原因	227 - 231
9	各類別各技能等級僱員招聘困難的原因	232 - 233
10	各類別各技能等級僱員宜有學歷	234 - 238
11	各類別各技能等級僱員宜有年資	239 - 243
12	過去十二個月為各技能等級僱員提供的 各類課程訓練	244 - 250
13	未來十二個月為各技能等級僱員提供的 各類課程訓練	251 - 257
14	人力市場分析法(LMA)預測人力的 詳細分析	259

## VOCATIONAL TRAINING COUNCIL

### Executive Summary of the Report on the 2005 Manpower Survey of the Real Estate Services Industry

#### Introduction

The Real Estate Services Training Board of the Vocational Training Council was set up by the HKSAR Government in 1998 to be responsible for determining the manpower situation and training needs in the real estate services industry. The Training Board conducted its fourth manpower survey in January 2005 covering the five sectors of real estate development with services; property management and maintenance; estate agency; estate surveying, valuation and consultancy; and government departments and public sector in the real estate services industry.

2. Out of the 8 192 establishments registered with the Census and Statistics Department, 1 044 sampled establishments were selected using the stratified random sampling method. The sample covered 527 establishments in real estate development with services; 228 establishments in property management and maintenance; 106 establishments in estate agency; 141 establishments in estate surveying, valuation and consultancy; and 42 government departments and public sector. Of the 1 044 sampled establishments for the survey, only 20 establishments declined to respond. 525 were successfully enumerated with the required information collected. The remaining 499 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 96.3%.

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

#### Summary of Survey Findings

4. The Training Board accepts that the findings represent the manpower situation of the real estate services industry at the time of the survey. The Training Board also observes that the manpower situation in general has become stable.

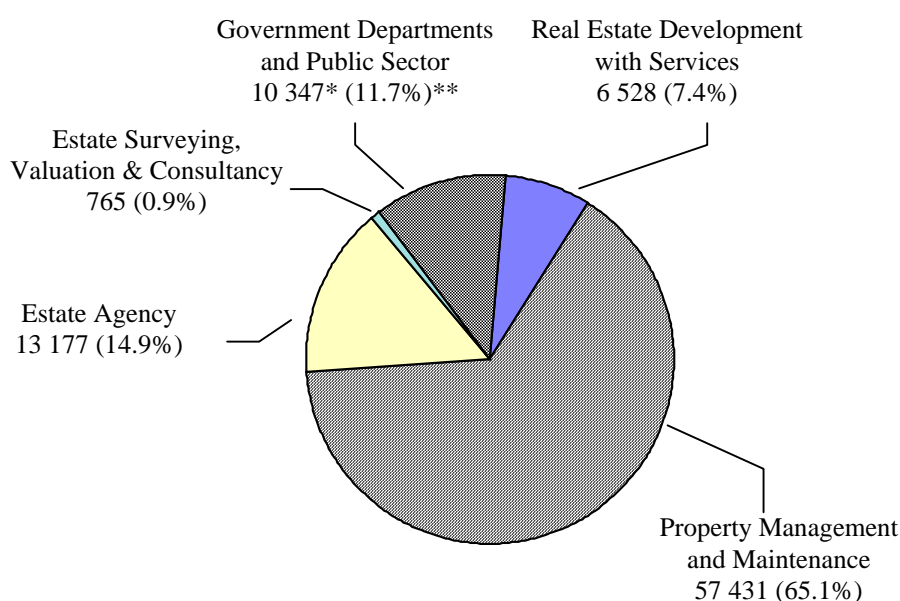
#### Manpower Situation in 2005

5. The Training Board notes that there were 1.4% and 2.7% increase in technical and non-technical manpower respectively. The Training Board notes that among the five sectors of the industry, only the government department and public sector had experienced a 1.8% decrease in technical manpower, while all other four sectors had experienced manpower growth, ranging from 0.4% in the property management and maintenance sector to 9.3% in the real estate development sector.

6. The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and Macau. The implementation of the Continuing Professional Development Scheme (CPD) for estate agents may also create more training demand. On the other hand, the Training Board believes that the employers tend to be cautious in forecasting the number of employees in 2006.

7. The survey reveals that during the survey period, there were 88 248 employees in the industry. The distribution of manpower by sector is summarized in Figure 1 as follows:-

**Figure 1: Distribution of Employees by Sector  
Total 88 248**

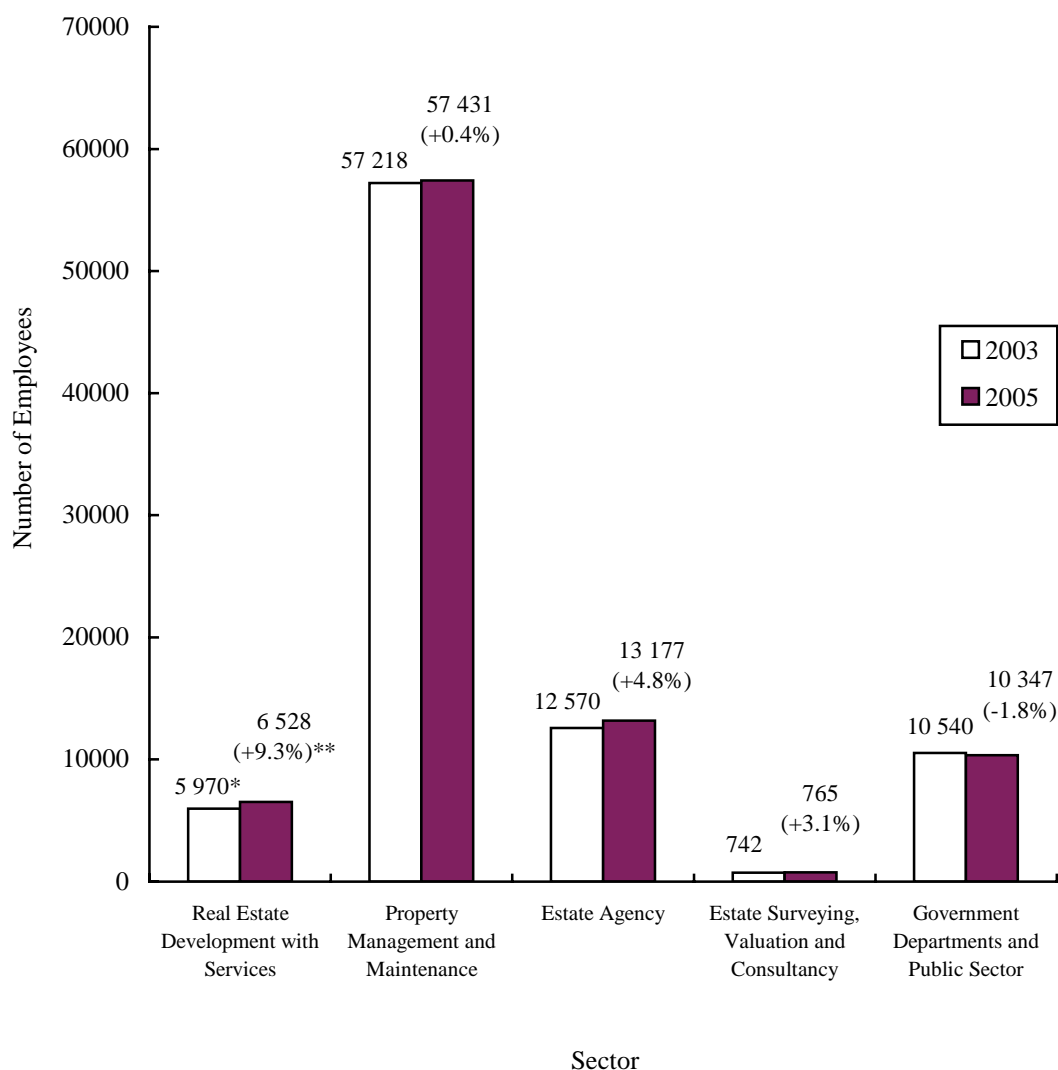


\* Number of employees

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

8. When compared with the survey in 2003, the real estate development with services sector recorded a 9.3% manpower growth in two years. The government departments and public sector had a decrease of 1.8%. A comparison of the manpower by sector between 2003 and 2005 is shown in Figure 2.

**Figure 2: Comparison of the Distribution of Employees by Sector between 2003 and 2005**

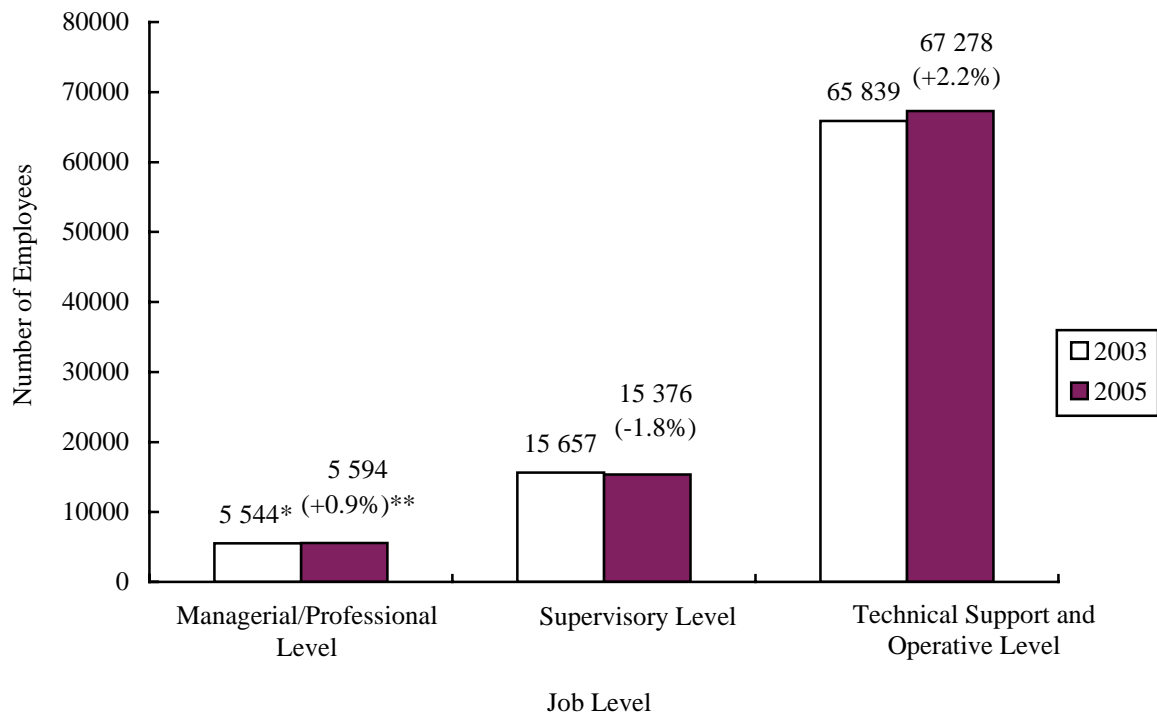


\* Number of employees in each sector

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

9. The survey also reveals that of the 88 248 employees, 67 278 (76.2%) were at the technical support and operative level, 15 376 (17.4%) were at the supervisory level and 5 594 (6.3%) were at the managerial/professional level. The comparison of manpower structure between 2003 and 2005 by job level is shown in Figure 3.

**Figure 3: Manpower Structure of 2003 and 2005 by Job Level**



\* The number of employees at each job level

\*\* As percentage increase or decrease in the number of employees at each job level

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

**Table 1: Number of Employees by Sector by Job Level**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	1 032 (15.8)	1 661 (25.4)	3 835 (58.7)	<b>6 528</b> <b>(100)</b>	<b>(7.4)</b>
Property Management and Maintenance	2 025 (3.5)	5 597 (9.7)	49 809 (86.7)	<b>57 431</b> <b>(100)</b>	<b>(65.1)</b>
Estate Agency	486 (3.7)	1 778 (13.5)	10 913 (82.8)	<b>13 177</b> <b>(100)</b>	<b>(14.9)</b>
Estate Surveying, Valuation & Consultancy	302 (39.5)	293 (38.3)	170 (22.2)	<b>765</b> <b>(100)</b>	<b>(0.9)</b>
Government Departments and Public Sector	1 749 (16.9)	6 047 (58.4)	2 551 (24.7)	<b>10 347</b> <b>(100)</b>	<b>(11.7)</b>
<b>Total</b>	<b>5 594</b> <b>(6.3) **</b>	<b>15 376</b> <b>(17.4) **</b>	<b>67 278</b> <b>(76.2) **</b>	<b>88 248</b> <b>(100)#</b>	

(%)\* As percentage of 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

#### Number of Employees involved in the work of Mainland

11. The survey reveals that 679 employees were involved in the work of Mainland, representing 0.8% of the total number of employees. As this survey only covers employees receiving pay in Hong Kong, the actual number of employees involved in the work and receiving remuneration in the Mainland may be much higher. Among the 679 employees, the estate agency sector has recorded 294 employees (or 43.3%) involved in the work of Mainland, followed by the real estate development with services sector with 202 employees (or 29.7%). The number of employees involved in the work of Mainland by sector by job level is illustrated in Table 2.

**Table 2: Number of Employees involved in the work of Mainland by Sector by Job Level in the Past 12 Months**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	76 (37.6)	46 (22.8)	80 (39.6)	<b>202</b> <b>(100)</b>	<b>(29.7)</b>
Property Management and Maintenance	59 (62.1)	24 (25.3)	12 (12.6)	<b>95</b> <b>(100)</b>	<b>(14.0)</b>
Estate Agency	81 (27.6)	94 (32.0)	119 (40.5)	<b>294</b> <b>(100)</b>	<b>(43.3)</b>
Estate Surveying, Valuation & Consultancy	50 (61.0)	22 (26.8)	10 (12.2)	<b>82</b> <b>(100)</b>	<b>(12.1)</b>
Government Departments and Public Sector	2 (33.3)	2 (33.3)	2 (33.3)	<b>6</b> <b>(100)</b>	<b>(0.9)</b>
<b>Total</b>	<b>268</b> <b>(39.5)**</b>	<b>188</b> <b>(27.7) **</b>	<b>223</b> <b>(32.8) **</b>	<b>679</b> <b>(100)#</b>	

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

(%)\*\* As percentage of total employees involved in the work of Mainland

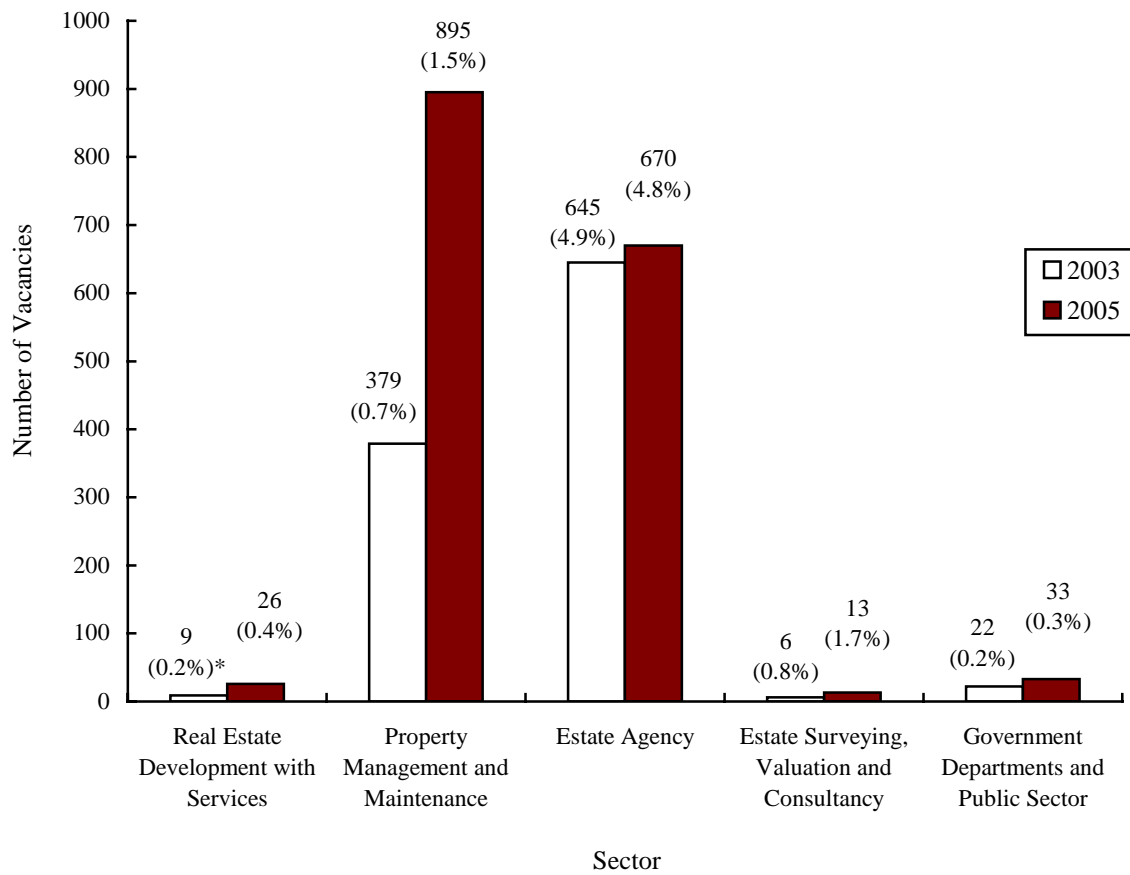
# The percentage may not add up to 100 owing to rounding

12. Employers expected that 628 employees would be involved in the work of Mainland in the next 12 months.

### Vacancies

13. During the survey period, employers reported 1 637 vacancies, or 1.8% of the existing 89 885 posts. The comparison of the number of vacancies between 2003 and 2005 by sector is shown in Figure 4 and the existing vacancies by sector by job level in Table 3.

**Figure 4: Vacancies of 2003 and 2005 by Sector**  
**Total: 1 637**



\* As percentage of the number of posts by sector

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

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)#
Real Estate Development with Services	- -	8 (0.5)	18 (0.5)	<b>26</b> <b>(0.4)</b>
Property Management and Maintenance	27 (1.3)	138 (2.4)	730 (1.4)	<b>895</b> <b>(1.5)</b>
Estate Agency	1 (0.2)	17 (0.9)	652 (5.6)	<b>670</b> <b>(4.8)</b>
Estate Surveying, Valuation & Consultancy	- -	11 (3.6)	2 (1.2)	<b>13</b> <b>(1.7)</b>
Government Departments and Public Sector	1 (0.1)	8 (0.1)	24 (0.9)	<b>33</b> <b>(0.3)</b>
<b>Total</b>	<b>29</b> <b>(0.5)**</b>	<b>182</b> <b>(1.2)**</b>	<b>1 426</b> <b>(2.1)**</b>	<b>1 637</b> <b>(1.8)@</b>

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

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

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

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

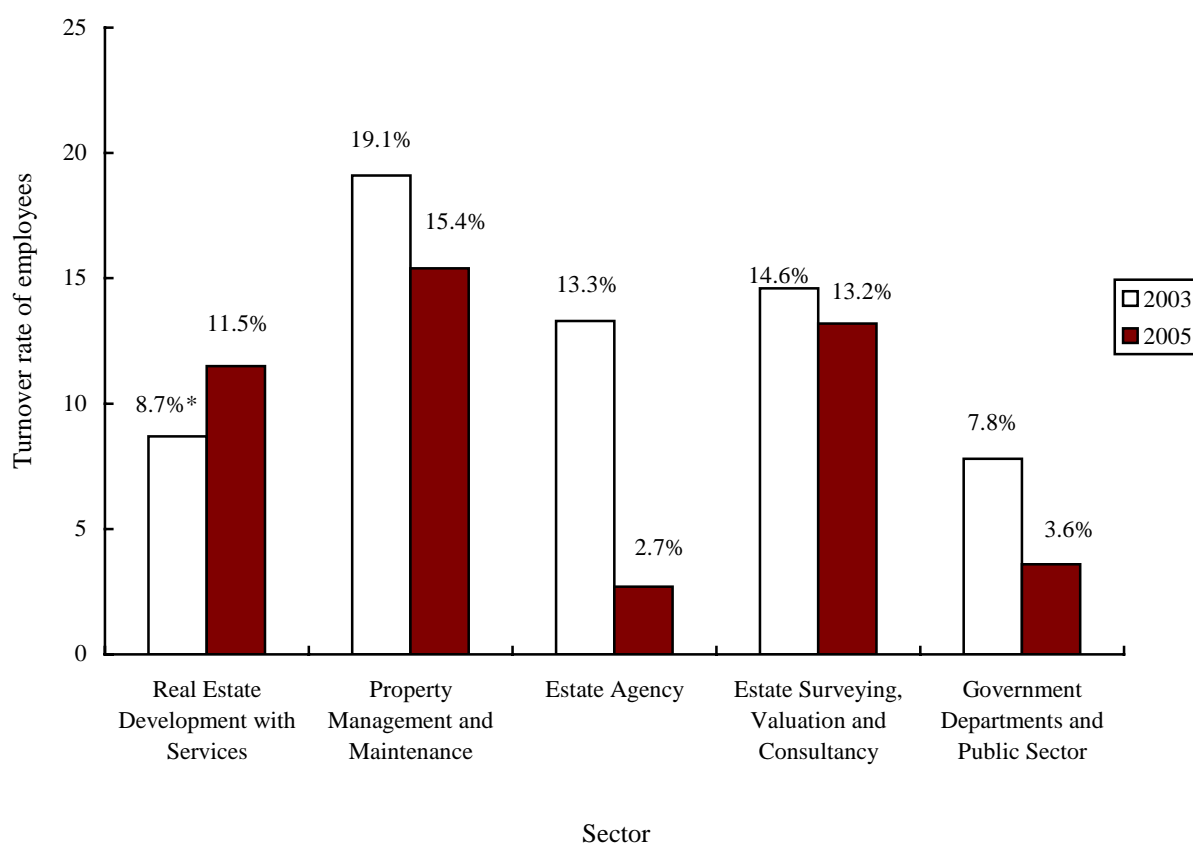
#### Internal Promotion in the Past 12 Months by Job Level

14. The survey reveals that 402 employees (or 0.5% of the total employees) had been promoted from within the industry. Of the 402 employees promoted, 109 (or 27.1%) were to the managerial/professional level and 293 (or 72.9%) to the supervisory level. The Training Board encourages employers to provide more training and opportunity to their employees to facilitate their career progression.

## Turnover Rate

15. Employers reported that 10 567 employees (or 11.8% of the total posts) had left the industry in the past 12 months. Among these employees, 29.9% changed employment within the industry, 3.7% took up employment in other sectors, 14.3% emigrated, started own business or left for other reasons, and 52.2% left for unknown reasons. By sector, the property management and maintenance sector had the highest turnover rate of 84.7% with 8 955 employees having left. Of the 8 955 employees, 2 721 had taken up real estate services related jobs and 5 009 had left for unknown reasons, only 1 225 left the industry permanently. Figure 5 shows the turnover rate of employees of 2003 and 2005 by sector. The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate job transfer.

**Figure 5: Turnover Rate of Employees of 2003 and 2005 by Sector**



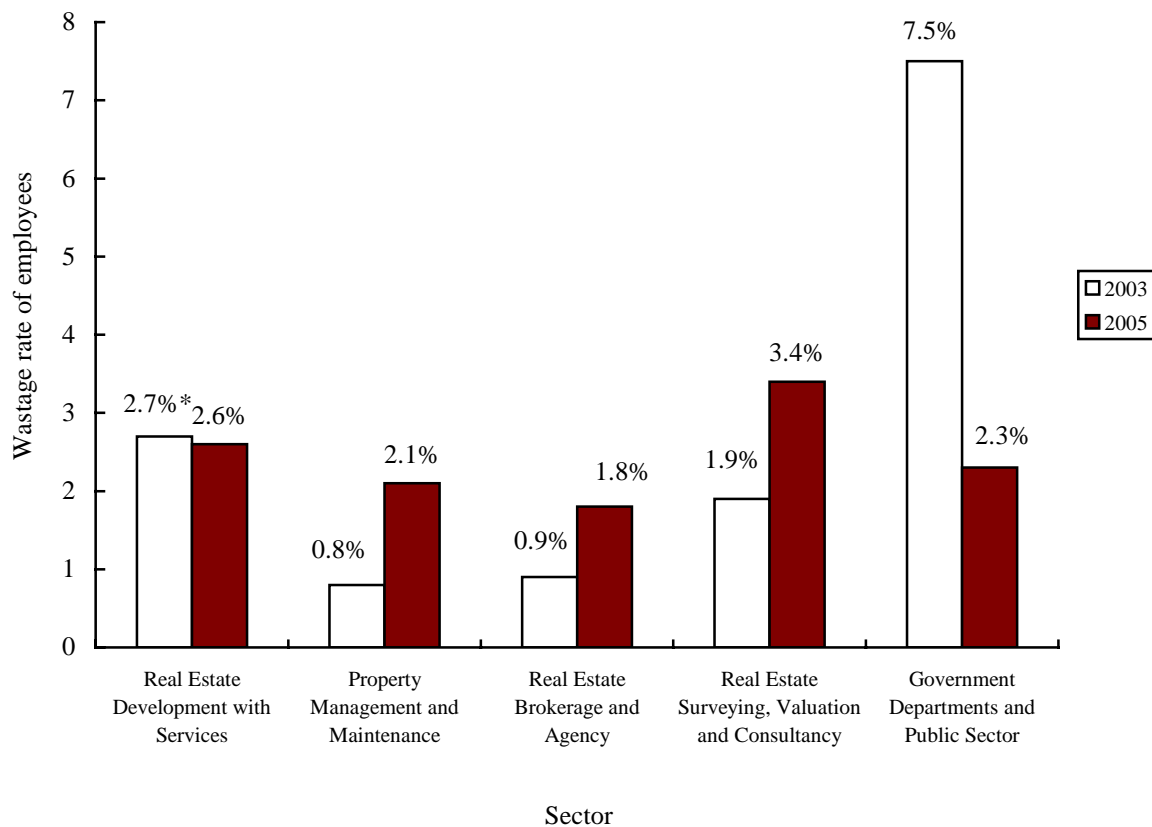
\* The turnover rate of employees in each sector

16. By job level, the technical support and operative level has the most number of 8 700 employees left, representing 82.3% of the total turnover.

Wastage

17. During the period of survey, of the 10 567 employees departed, 1 897 left permanently. The wastage of 1 897 represents 2.1% of the total workforce in 2005, higher than the rate of 1.7% in 2003. Figure 6 shows the comparison of wastage rate between 2003 and 2005 by sector.

**Figure 6: Wastage Rate of Employees between 2003 and 2005 by Sector**



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

### Recruitment Difficulties

18. Out of the 625 respondents to the survey, 125 (20%) had reported difficulties in staff recruitment, particularly in the jobs of estate agents. The survey reveals that the main reasons for the recruitment difficulties were owing to the lack of candidates with the relevant experience and insufficient trained/qualified manpower in related discipline. The Training Board is of the view that the demand for estate agency training is substantial and it would further increase with the introduction of the voluntary Continuing Professional Development (CPD) Scheme in May 2005.

### Employers' Preferred Education/Training

19. Many employers (50.4%) preferred their employees at the managerial/professional level to have a degree in both 2003 and 2005. The survey reveals that in 2005, more employers preferred a matriculation level of qualification for most of the jobs at the supervisory level. For the technical support and operative level, similar to 2003, most employers preferred their employees to have a secondary 3 educational level.

### Employers' Preferred Experience

20. A majority of employers preferred their employees to have 10 years or above of experience for the managerial/professional level, 3 to 6 years of experience for the supervisory level and 1 to 3 years of experience for the technical support and operative level.

### Income Distribution

21. The "total monthly income" includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. The survey reveals that the majority of employees at the managerial/professional level earned a total monthly income from HK\$40,001 to HK\$60,000, for the technical support and operative employees from HK\$5,001 to HK\$10,000. For the supervisory level, more employees earned a lower monthly income from \$10,001 to \$15,000 in 2005.

### Manpower Projection

#### Forecast Manpower Demand for 2006 to 2008

22. Employers forecast that there would be 90 015 posts by January 2006, a slight increase of 130 jobs or 0.1% over the number of posts in January 2005. By sector, the estate agency sector would have 239 new jobs or +1.7%, while the government departments and public sector would have 231 jobs less or -2.2%. The Training Board observes that most employers had made a cautious forecast. The Training Board has adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2006 to 2008 in Table 4:

**Table 4: Manpower Projection of the Real Estate Services Industry in 2006 to 2008**

<b>Year</b>	<b>Actual Manpower</b>	<b>Projected Manpower</b>	<b>Employers' Forecast (at the time of survey)</b>
<b>2005</b>	<b>89,885</b>		
<b>2006F</b>		<b>90,371</b> (0.5%)*	<b>90,015</b> (0.1%)*
<b>2007F</b>		<b>91,036</b> (0.7%)**	
<b>2008F</b>		<b>91,685</b> (0.7%)#	

\* As percentage increase / decrease of the actual manpower against 2005

\*\* As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

# Based on the assumption that adjustment should be made for reduction of staff for HA.

Projection on Additional Training Requirements

23. Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2006 in Table 5 as follows:

**Table 5: Projected Additional Training Requirements of Real Estate Services Industry in January 2006**

Job Level	No. of Employees in Jan.2005	Annual Wastage	Forecast of Manpower Growth in Jan. 2006	Estimated Additional Training Requirements
Managerial/ Professional	5 594	89	44	133
Supervisory	15 376	347	21	368
Technical Support & Operative Level	67 278	1 461	2 058	3 519
<b>Total</b>	<b>88 248</b>	<b>1 897</b>	<b>2 123</b>	<b>4 020</b>

Provision of Training by Employers

24. The survey reveals that employers estimated that in the next 12 months, 36 928 employees would require training. Out of these 36 928 employees, 18 424 would need training in generic skills, 8 395 in other types of training, 5 746 training in property/housing management and 2 878 training relating to estate agents. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

Expectation of Employers on Hong Kong's Economy in the next 12 Months

25. The survey reveals that 52.5% respondents expected that the economy of Hong Kong would be better in the next 12 months but 13.62% considered the contrary. 33.9% have made no comment on this.

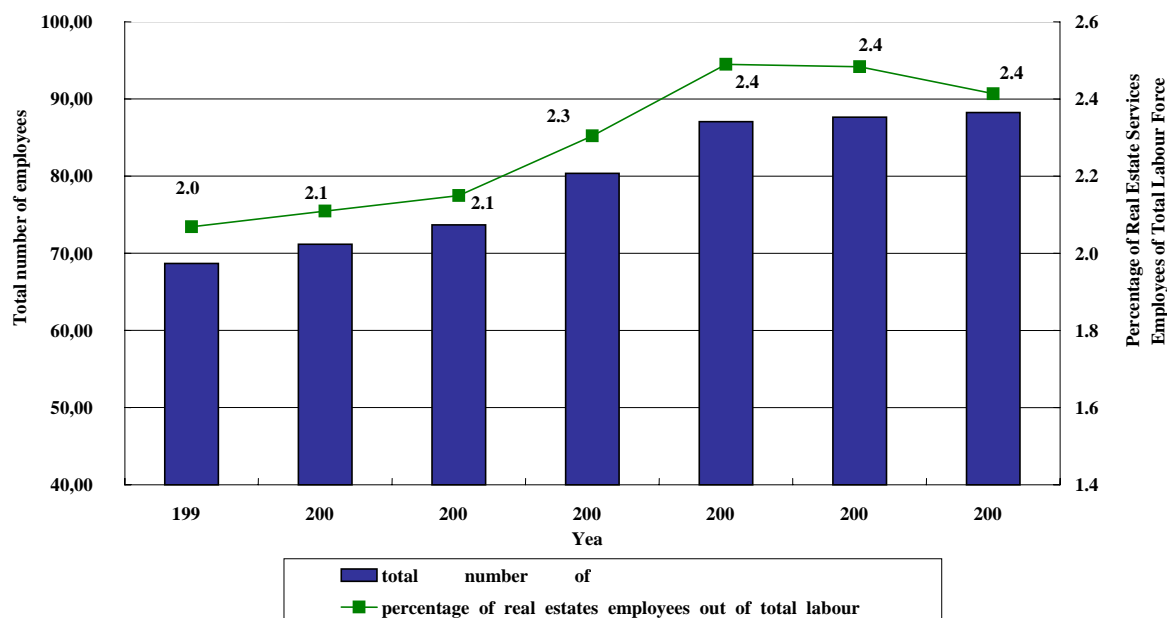
Expectation of Employers on Manpower Growth in the next 12 Months

26. The survey reveals that only 19.8% of the respondents would expect a manpower growth in the next 12 months while 26.9% would not expect any growth. 53.3% respondents have made no comment on manpower growth.

## Industry Outlook

27. Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 7 shows the percentage of real estate services employees against the total workforce from 1999 to 2005.

Figure 7 : Real Estate Services Employees and Labour Force



28. The property market is closely linked to the local economy and people's livelihood. Despite the global trend of increase in interest rates, people are more optimistic about the future. The number of property transactions in the private residential market improved significantly in the first quarter of 2005, as a result, a steady rise in property price has reduced the number of negative equity. The number of overseas and Mainland enterprises setting up business in Hong Kong has been increased continuously, which has boosted up the demand for commercial units. The demand for shops also increased considerably due to the growth in tourism business. All these have brought about a more active property market.

29. Government's measures to relieve the problem of excessive supply of land and housing stock in the private sector have proved to be effective. The pace in the construction of properties has slowed down. The Training Board believes that the property market would remain stable in the years ahead. However, more estate agents and property management employees will turn to work in the Mainland and Macau owing to rapid growth in property markets there.

### Implications on Manpower

30. The survey reveals that 52.5% of employers expected that the economy of Hong Kong would be better in the next 12 months, the Training Board estimates that the overall manpower situation for the four private sectors will be fairly stable in the near future:-

- (i) The real estate developers have restored their interests in the development of properties in both Hong Kong and Macau. It may create a demand in manpower.
- (ii) It is expected that the trend of productivity enhancement and management efficiency in the property management and maintenance sector will continue. The manpower would remain stable despite the demand for better quality services. Government's legislation on mandatory maintenance and the rehabilitation of older buildings will create more job opportunities in the sector.
- (iii) In view of the strong revival of the property market in recent months, the number of property agents may increase.
- (iv) There will be no major change in the number of employees in the estate surveying, valuation and consultancy sector in the short term.
- (v) The Government's divestment of retail and public carparking facilities by the end of 2005 would turn its some 230 staff to the private sector. The Voluntary Departure Scheme aiming at further reduction of employees in the Housing Department will last until 2007.

### Recommendations

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

- (i) Of the 4 020 forecast additional training requirements, 3 519 are at the technical support and operative level, and 368 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.
- (ii) To cater for the demand in high quality management service, the Training Board is of the view that the existing 88 000 strong in-service employees would need upgrading and updating training to remain competitive and efficient.
- (iii) The Training Board considers that there will be substantial training needs for estate agents, particularly with the implementation of the CPD Scheme. The Training Board recommends training providers to provide suitable training courses to estate agents.

- (iv) The Training Board will continue to support the Skills Upgrading Scheme (SUS) for the real estate services industry. As the public are more aware of the importance of hygiene after the outbreak of SARS and avian flu, there is an increasing need for crisis handling training. The Training Board recommends that practical courses such as facilities management and environmental hygiene training should be included under the SUS.
- (v) The Training Board believes that there will be more career opportunities for the Hong Kong real estate services practitioners in the Mainland, such as estate agents and property management personnel. The Training Board considers that there will be substantial training needs to prepare these practitioners to develop in the Mainland and recommends educational institutions to provide suitable preparatory training courses to them.
- (vi) The Training Board notes that the Government will implement qualifications framework (QF) to some industries including property management. The Training Board recommends training providers to make necessary arrangements to ensure that their courses will meet the requirements of the QF.
- (vii) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conference and experience-sharing seminars for the practitioners in the industry.
- (viii) The Training Board will continue to promote the career and training opportunities of the real estate services industry through the internet, seminars and talks.
- (ix) The Training Board recommends to conduct its manpower survey once every two years to assess the manpower demand and supply in this industry.

## SECTION I

### INTRODUCTION

#### The Training Board

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

#### Purpose of the Survey

1.2 The Training Board had conducted three manpower surveys in 1999, 2001 and 2003 and published three reports. The Training Board also conducted its fourth biennial manpower survey in January 2005 with the following objectives:-

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

#### Scope of the Survey

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

1.4 Out of the 8 192 establishments registered with the Census and Statistics Department, 1 044 sampled establishments were selected using the stratified random sampling method. The sample covered 527 establishments in real estate development with services; 228 establishments in property management and maintenance; 106 establishments in estate agency; 141 establishments in estate surveying, valuation and consultancy; and 42 government departments and public sector. Breakdown of the samples by stratum is shown in Appendix 4.

## Method of the Survey

1.5 The survey, conducted in January 2005, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 044 sampled establishments was required to complete a questionnaire on real estate services manpower and training needs (Appendix 3). Interviewing officers of the Census and Statistics Department conducted surveying fieldwork and visited these establishments to collect the completed questionnaires.

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

## Analysis of the Response

1.7 Of the 1 044 sampled establishments for the survey, 20 establishments declined to respond. 525 (including 10 partial responses) were successfully enumerated with the required information collected. The remaining 499 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 96.3%. Respondents by stratum by sector are shown in Appendix 5. A full analysis of the response is in Appendix 6.

## Manpower Assessment Procedure

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

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

## Presentation of Findings

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

## Definition of Terms

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

1.11 "A sector" is defined, for the purpose of this survey, as a group of establishments conducting business having the same digits (831XXX) of HSIC code (i.e. Hong Kong Standard Industrial Category with the same nature of business). Other than the above, "sector" also refers to supplementary samples of government departments, and organisations in the public sector.

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Coverage of the Survey

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

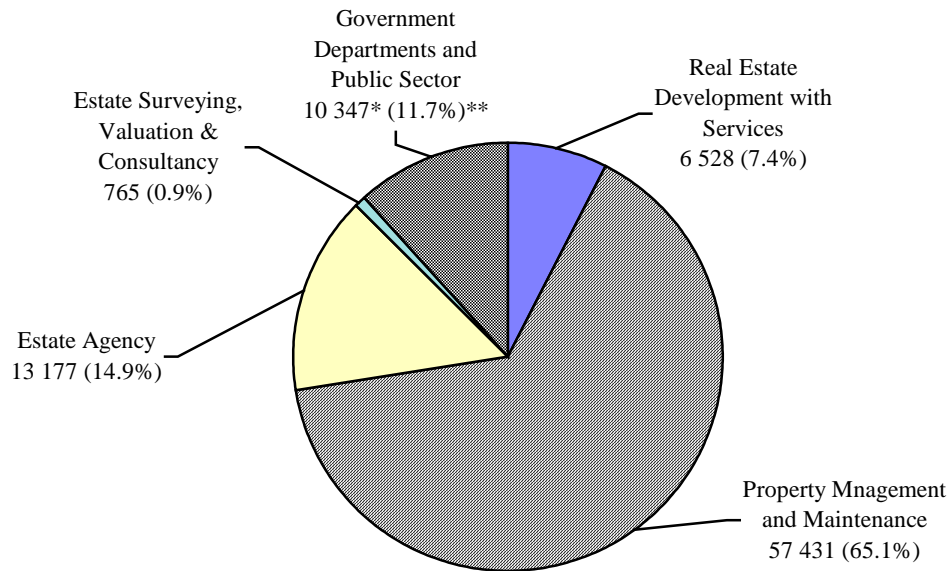
- (a) Real Estate Development with Services;
- (b) Property Management and Maintenance;
- (c) Estate Agency;
- (d) Estate Surveying, Valuation and Consultancy; and
- (e) Government Departments and Public Sector.

#### Number of Persons Employed

2.2 The survey reveals that the five sectors together employed 112 161 people, including 88 248 technical employees and 23 913 non-technical employees. When compared with the 110 325 employees in 2003, there is an increase of 1 836 employees (1.7%) over the two years. This survey also reveals that there is an increase of 1 208 (+1.4%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 628 non-technical employees (+2.7%). As in the previous reports, the non-technical employees have been excluded from all analysis in this report. They refer to those working in administrative, accounting, personnel and supporting areas.

2.3 The survey shows that the property management and maintenance sector employed 57 431 people, accounting for 65.1% of the total employees, followed by the estate agency sector (13 177 people, 14.9%); government departments and public sector (10 347 people, 11.7%); real estate development with services sector (6 528 people, 7.4%); and estate surveying, valuation and consultancy sector (765 people, 0.9%). The distribution of employees by sector is shown in Figure 1. Detailed analysis of the findings by sector is also presented in Appendix 7.

**Figure 1: Distribution of Employees by Sector**  
**Total 88 248**

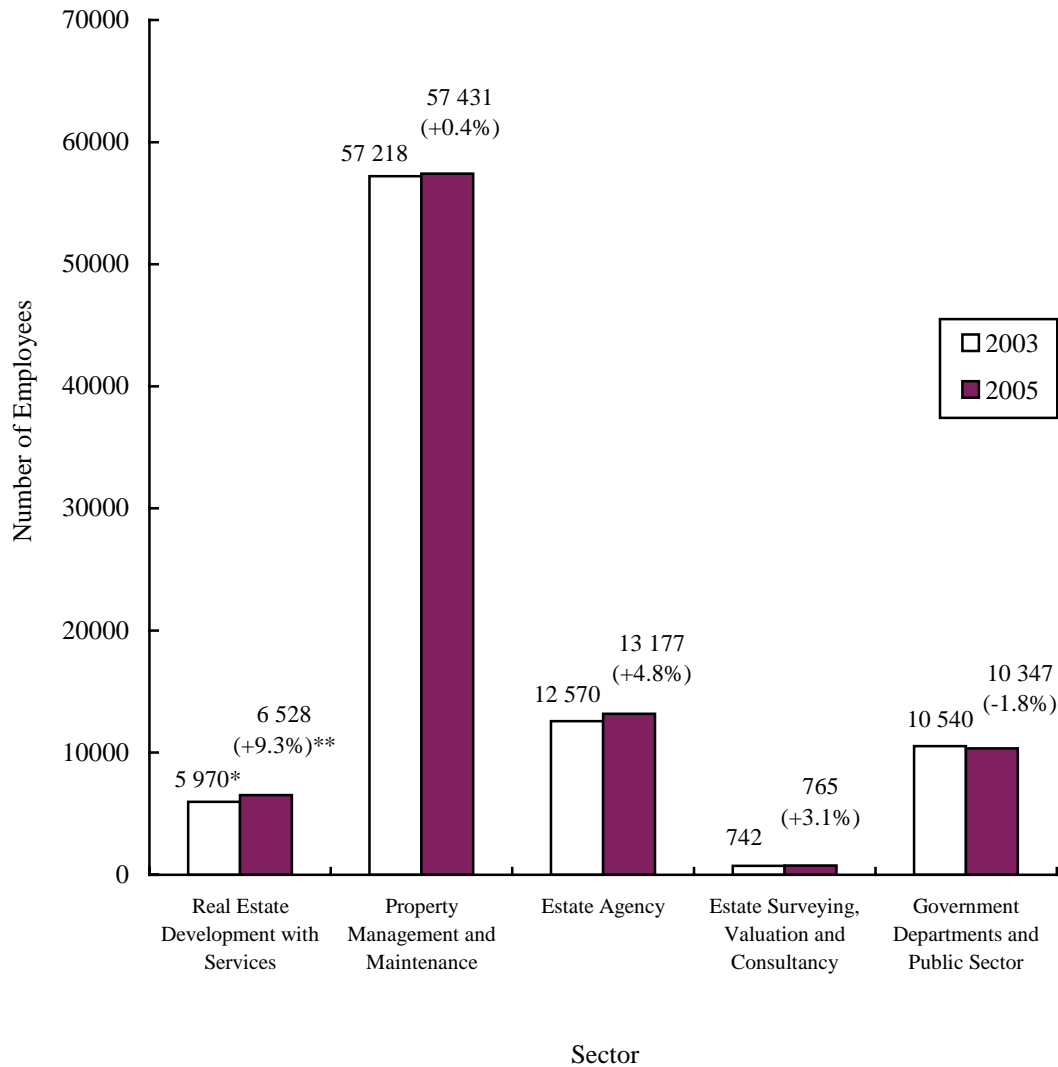


\* Number of employees

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

2.4 When compared with the survey in 2003, the real estate development with services sector recorded a 9.3% manpower growth in two years. The government departments and public sector had a decrease of 1.8%. A comparison of the manpower by sector between 2003 and 2005 is shown in Figure 2 and the growth in the number of employees by sector is in Table 1.

**Figure 2: Comparison of the Distribution of Employees by Sector between 2003 and 2005**



\* Number of employees in each sector

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

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

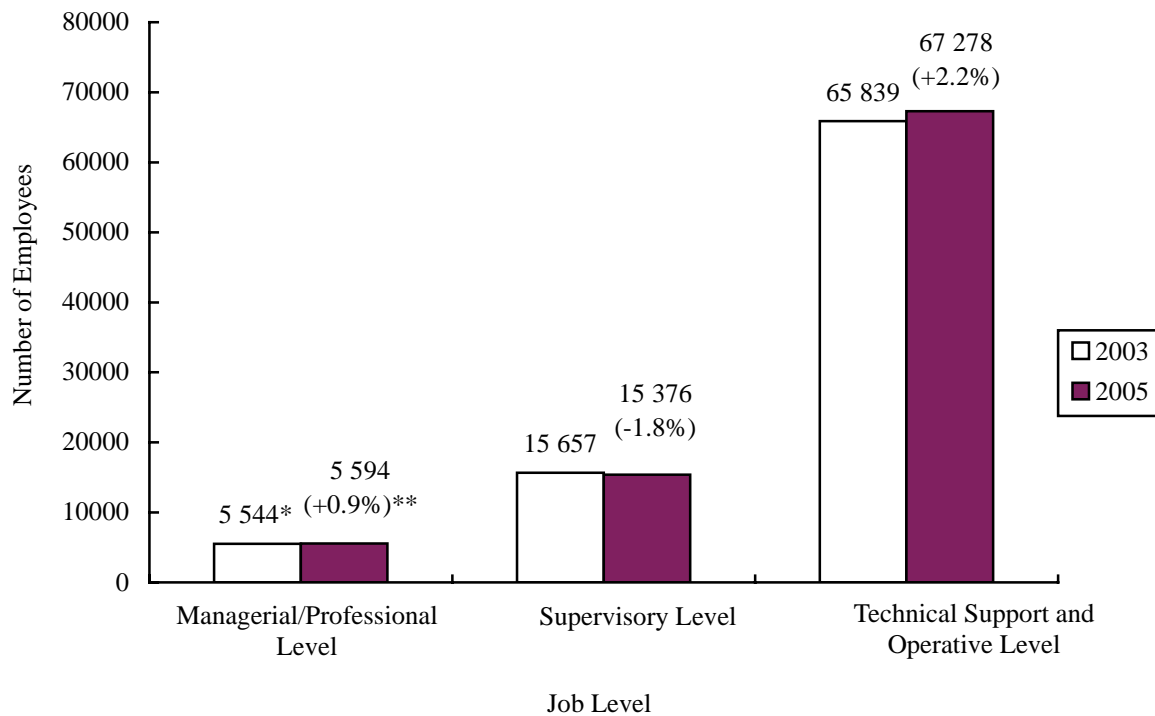
<u>Sector</u>	<u>No. of Employees in Jan. 2003</u>	<u>No. of Employees in Jan. 2005</u>	<u>Growth/Decrease (%)*</u>
Real Estate Development with Services	5 970	6 528	558 (9.3)
Property Management and Maintenance	57 218	57 431	213 (0.4)
Estate Agency	12 570	13 177	607 (4.8)
Estate Surveying, Valuation and Consultancy	742	765	23 (3.1)
Government Departments and Public Sector	10 540	10 347	-193 (-1.8)
<b>Total</b>	<b>87 040</b>	<b>88 248</b>	<b>1 208 (1.4)**</b>

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

\*\* As percentage increase or decrease in the number of employees in the industry

2.5 The survey also reveals that of the 88 248 employees, 67 278 (76.2%) were at the technical support and operative level, 15 376 (17.4%) at the supervisory level and 5 594 (6.3%) at the managerial/professional level. The comparison of manpower structure between 2003 and 2005 by job level is shown in Figure 3 and the growth in the number of employees by job level is shown in Table 2.

**Figure 3: Manpower Structure of 2003 and 2005 by Job Level**



\* The number of employees at each job level

\*\* As percentage increase or decrease in the number of employees at each job level

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

<u>Job Level</u>	<u>No. of Employees in Jan. 2003</u> (%)*	<u>No. of Employees in Jan. 2005</u> (%)*	<u>Increase/ Decrease</u> (%)@
Managerial/Professional	5 544 (6.4)	5 594 (6.3)	50 (0.9)
Supervisory	15 657 (18.0)	15 376 (17.4)	-281 (-1.8)
Technical Support and Operative	65 839 (75.6)	67 278 (76.2)	1 439 (2.2)
<b>Total</b> (%)	<b>87 040</b> <b>(100)</b>	<b>88 248</b> <b>(100)</b>	<b>1 208</b> <b>(1.4)**</b>

@ As percentage of increase or decrease in the total employees at each job level

\* As percentage of the total employees

\*\* As percentage increase or decrease in the number of employees in the industry

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

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

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	1 032 (15.8)	1 661 (25.4)	3 835 (58.7)	<b>6 528</b> <b>(100)</b>	<b>(7.4)</b>
Property Management and Maintenance	2 025 (3.5)	5 597 (9.7)	49 809 (86.7)	<b>57 431</b> <b>(100)</b>	<b>(65.1)</b>
Estate Agency	486 (3.7)	1 778 (13.5)	10 913 (82.8)	<b>13 177</b> <b>(100)</b>	<b>(14.9)</b>
Estate Surveying, Valuation & Consultancy	302 (39.5)	293 (38.3)	170 (22.2)	<b>765</b> <b>(100)</b>	<b>(0.9)</b>
Government Departments and Public Sector	1 749 (16.9)	6 047 (58.4)	2 551 (24.7)	<b>10 347</b> <b>(100)</b>	<b>(11.7)</b>
<b>Total</b>	<b>5 594</b> <b>(6.3)**</b>	<b>15 376</b> <b>(17.4)**</b>	<b>67 278</b> <b>(76.2)**</b>	<b>88 248</b> <b>(100)#</b>	

(%)\* As percentage of 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

#### Number of Employees involved in the work of Mainland

2.7 The survey reveals that 679 employees were involved in the work of Mainland in the past 12 months, representing 0.8% of the total number of employees. As this survey only covers employees receiving pay in Hong Kong, the actual number of employees involved in the work and receiving remuneration in the Mainland may be much higher. Among the 679 employees, the estate agency sector has recorded 294 employees (or 43.3%) involved in the work of Mainland, followed by the real estate development with services sector with 202 employees (or 29.7%). The number of employees involved in the work of Mainland by sector by job level is illustrated in Table 4.

**Table 4: Number of Employees involved in the work of Mainland by Sector by Job Level in the Past 12 Months**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	76 (37.6)	46 (22.8)	80 (39.6)	<b>202</b> <b>(100)</b>	<b>(29.7)</b>
Property Management and Maintenance	59 (62.1)	24 (25.3)	12 (12.6)	<b>95</b> <b>(100)</b>	<b>(14.0)</b>
Estate Agency	81 (27.6)	94 (32.0)	119 (40.5)	<b>294</b> <b>(100)</b>	<b>(43.3)</b>
Estate Surveying, Valuation & Consultancy	50 (61.0)	22 (26.8)	10 (12.2)	<b>82</b> <b>(100)</b>	<b>(12.1)</b>
Government Departments and Public Sector	2 (33.3)	2 (33.3)	2 (33.3)	<b>6</b> <b>(100)</b>	<b>(0.9)</b>
<b>Total</b>	<b>268</b> <b>(39.5)**</b>	<b>188</b> <b>(27.7)**</b>	<b>223</b> <b>(32.8)**</b>	<b>679</b> <b>(100)#</b>	<b>(100)#</b>

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

(%)\*\* As percentage of total employees involved in the work of Mainland

# The percentage may not add up to 100 owing to rounding

2.8 Table 5 shows that employers expected that there would be 628 employees to be involved in the work of Mainland in the next 12 months.

**Table 5: Number of Employees to be involved in the work of Mainland by Sector by Job Level in the Next 12 Months**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development with Services	77 (40.1)	46 (24.0)	69 (35.9)	<b>192</b> <b>(100)</b>	<b>(30.6)</b>
Property Management and Maintenance	40 (54.8)	22 (30.1)	11 (15.1)	<b>73</b> <b>(100)</b>	<b>(11.6)</b>
Estate Agency	63 (23.1)	92 (33.7)	118 (43.2)	<b>273</b> <b>(100)</b>	<b>(43.5)</b>
Estate Surveying, Valuation & Consultancy	45 (52.9)	30 (35.3)	10 (11.8)	<b>85</b> <b>(100)</b>	<b>(13.5)</b>
Government Departments and Public Sector	2 (40.0)	2 (40.0)	1 (20.0)	<b>5</b> <b>(100)</b>	<b>(0.8)</b>
<b>Total</b>	<b>227</b> <b>(36.1) **</b>	<b>192</b> <b>(30.6) **</b>	<b>209</b> <b>(33.3) **</b>	<b>628</b> <b>(100)#</b>	

(%)\* As percentage of total number of employees to be involved in the work of Mainland in the same sector

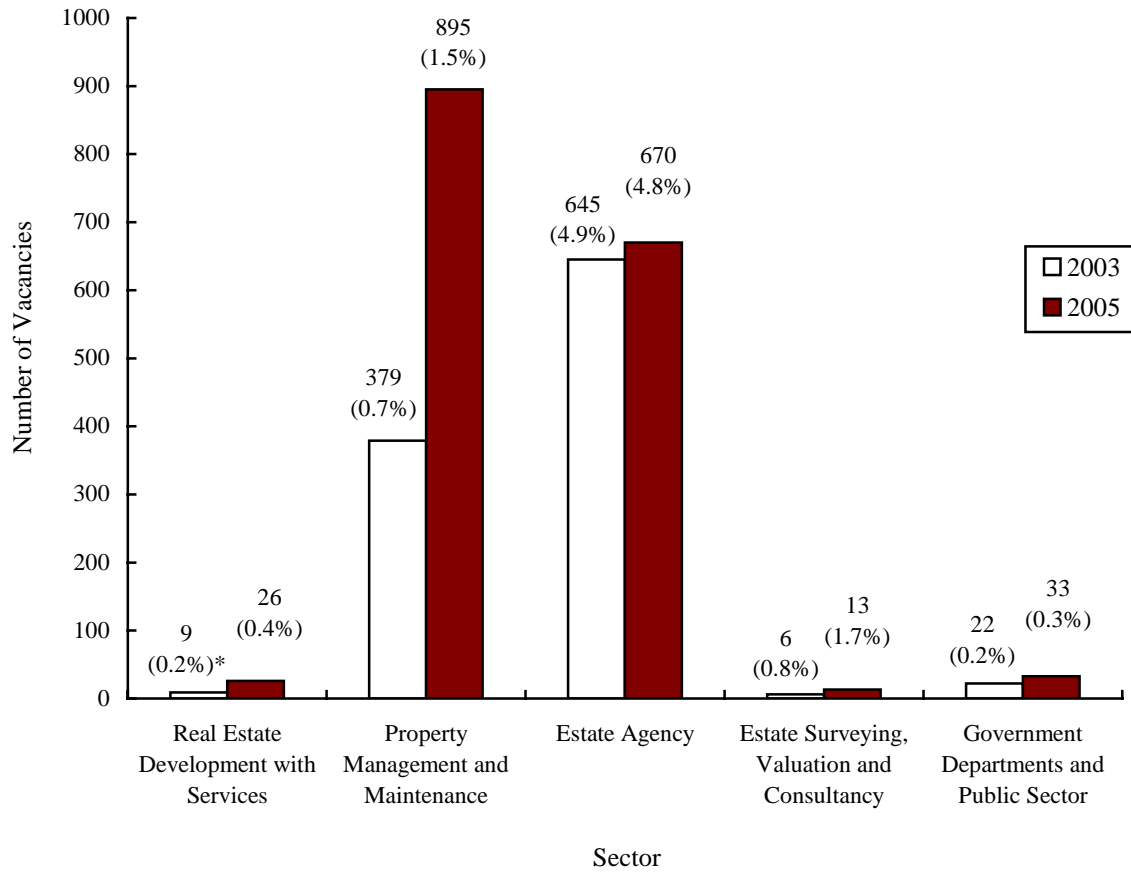
(%)\*\* As percentage of total employees to be involved in the work of Mainland

# The percentage may not add up to 100 owing to rounding

#### Number of Existing Vacancies

2.9 At the time of the survey, employers reported 1 637 vacancies, or 1.8% of the existing 89 885 posts. The property management and maintenance sector had the highest number of 895 vacancies, followed by the estate agency sector with 670 vacancies. The comparison of the number of vacancies between 2003 and 2005 by sector is shown in Figure 4 and the existing vacancies by sector by job level in Table 6.

**Figure 4: Vacancies of 2003 and 2005 by Sector**  
**Total: 1 637**



\* As percentage of the number of posts by sector

**Table 6: Number of Existing Vacancies by Sector by Job Level**

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)#
Real Estate Development with Services	- -	8 (0.5)	18 (0.5)	<b>26</b> <b>(0.4)</b>
Property Management and Maintenance	27 (1.3)	138 (2.4)	730 (1.4)	<b>895</b> <b>(1.5)</b>
Estate Agency	1 (0.2)	17 (0.9)	652 (5.6)	<b>670</b> <b>(4.8)</b>
Estate Surveying, Valuation & Consultancy	- -	11 (3.6)	2 (1.2)	<b>13</b> <b>(1.7)</b>
Government Departments and Public Sector	1 (0.1)	8 (0.1)	24 (0.9)	<b>33</b> <b>(0.3)</b>
<b>Total</b>	<b>29</b> <b>(0.5)**</b>	<b>182</b> <b>(1.2)**</b>	<b>1 426</b> <b>(2.1)**</b>	<b>1 637</b> <b>(1.8)@</b>

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

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

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

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

#### Employers' Forecast Manpower Demand by January 2006

2.10 Employers forecast that there would be 90 015 posts by January 2006, a slight increase of 130 jobs or 0.1% over the number of posts in January 2005. By sector, the estate agency sector would have 239 new jobs or +1.7%, while the government departments and public sector would have 231 jobs less or -2.2%.

2.11 Employers' forecast of manpower growth by January 2006 by sector by job level is presented in Tables 7(i) to 7(v) and Figure 5.

**Table 7: Employers' Forecast of Real Estate Services  
Manpower by January 2006 by Sector by Job Level**

(i) Real Estate Development with Services

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth (%)</u>
Managerial/ Professional	1 032	-	1 032	1 030	-2
Supervisory	1 661	8	1 669	1 670	1
Technical Support and Operative	3 835	18	3 853	3 824	-29
<b>Sub-total</b>	<b>6 528</b>	<b>26</b>	<b>6 554</b>	<b>6 524</b>	<b>-30 (-0.5)*</b>

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth (%)</u>
Managerial/ Professional	2 025	27	2 052	2 055	3
Supervisory	5 597	138	5 735	5 725	-10
Technical Support and Operative	49 809	730	50 539	50 698	159
<b>Sub-total</b>	<b>57 431</b>	<b>895</b>	<b>58 326</b>	<b>58 478</b>	<b>152 (0.3)*</b>

\* As percentage increase/decrease in the number of post in the sector

(iii) Estate Agency

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	486	1	487	473	-14
Supervisory	1 778	17	1 795	1 801	6
Technical Support and Operative	10 913	652	11 565	11 812	247
<b>Sub-total</b>	<b>13 177</b>	<b>670</b>	<b>13 847</b>	<b>14 086</b>	<b>239</b> <b>(1.7)*</b>

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	302	-	302	302	-
Supervisory	293	11	304	304	-
Technical Support and Operative	170	2	172	172	-
<b>Sub-total</b>	<b>765</b>	<b>13</b>	<b>778</b>	<b>778</b>	<b>-</b> <b>(-)</b>

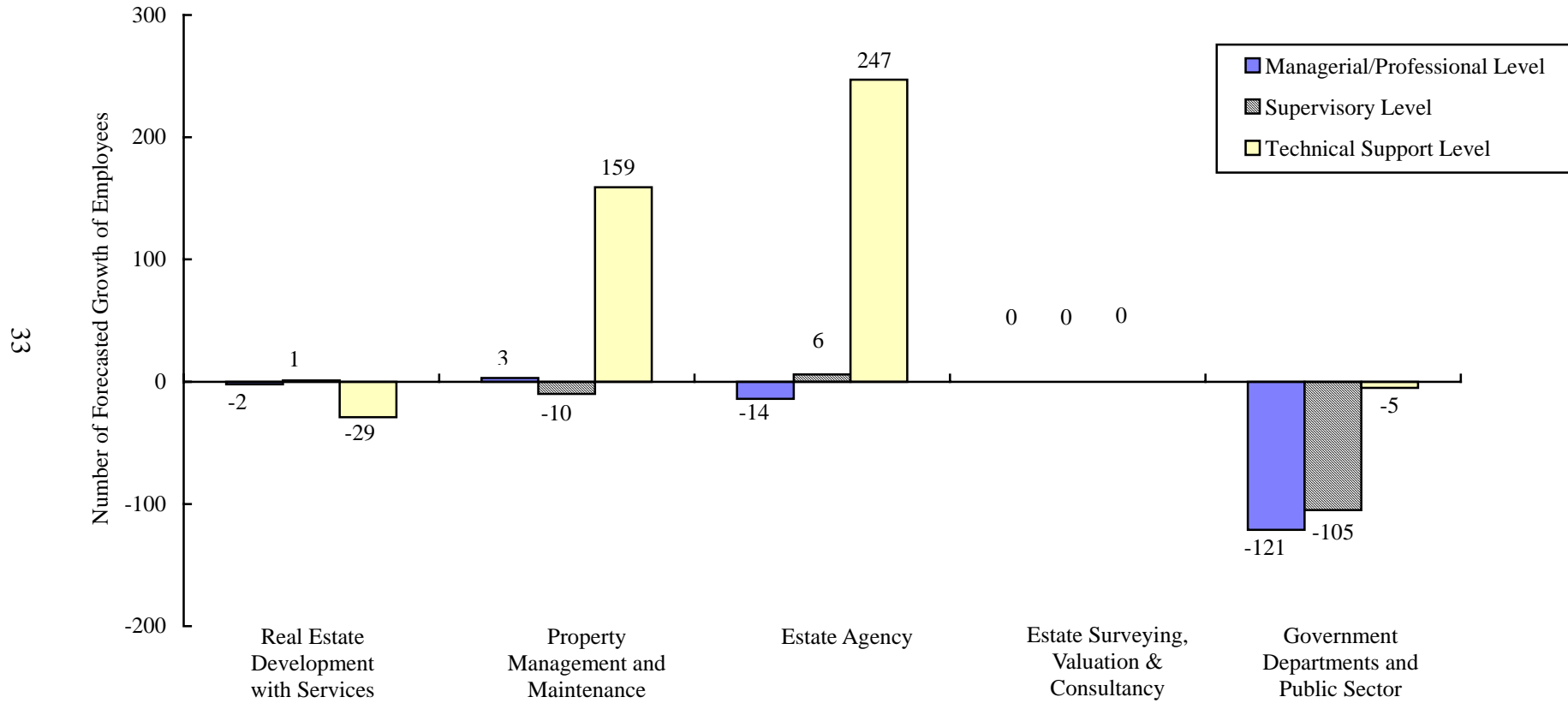
\* As percentage increase/decrease in the number of post in the sector

(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in Jan. 2005	(b) No. of Vacancies in Jan. 2005	(a)+(b) Total No. of Posts in Jan. 2005	Employers' Forecast of Manpower in Jan. 2006	<u>Growth</u> (%)
Managerial/ Professional	1 749	1	1 750	1 629	-121
Supervisory	6 047	8	6 055	5 950	-105
Technical Support and Operative	2 551	24	2 575	2 570	-5
<b>Sub-total</b>	<b>10 347</b>	<b>33</b>	<b>10 380</b>	<b>10 149</b>	<b>-231</b> <b>(-2.2)*</b>

\* As percentage increase/decrease in the number of post in the sector

**Figure 5: Employers' Forecast of Real Estate Services Manpower Growth by January 2006 by Sector by Job level**  
**Total : 130**



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

2.12 The survey reveals that 402 employees (or 0.5% of the total employees) had been promoted from within the industry. Of the 402 employees promoted, 109 (or 27.1%) were to the managerial/professional level and 293 (or 72.9%) to the supervisory level. The promotion pattern by sector by job level for 2003 and 2005 is given in Table 8.

**Table 8: Promotion Pattern of Real Estate Services Employees by Sector by Job Level for 2003 and 2005**

	<u>January 2003</u>			<u>January 2005</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*
<u>Real Estate Development with Services</u>						
<u>Job Level</u>						
Managerial/Professional	826	13	(1.6)	1 032	13	(1.3)
Supervisory	1 481	18	(1.2)	1 661	21	(1.3)
<u>Property Management and Maintenance</u>						
<u>Job Level</u>						
Managerial/Professional	2 038	45	(2.2)	2 025	61	(3.0)
Supervisory	6 003	273	(4.5)	5 597	174	(3.1)
<u>Estate Agency</u>						
<u>Job Level</u>						
Managerial/Professional	547	18	(3.3)	486	18	(3.7)
Supervisory	1 390	115	(8.3)	1 778	85	(4.8)
<u>Estate Surveying, Valuation &amp; Consultancy</u>						
<u>Job Level</u>						
Managerial/Professional	292	7	(2.4)	302	17	(5.6)
Supervisory	314	-	-	293	11	(3.8)
<u>Government Departments and Public Sector</u>						
<u>Job Level</u>						
Managerial/Professional	1 841	2	(0.1)	1 749	-	-
Supervisory	6 469	12	(0.2)	6 047	2	-
<b>Grand Total</b>	<b>21 201</b>	<b>503</b>		<b>20 970</b>	<b>402</b>	

\* As percentage of number of employees by sector by job level

### Staff Turnover in the Past 12 Months

2.13 Employers reported that 10 567 employees (or 11.8% of the total posts) had left the industry in the past 12 months. Among these employees, 29.9% changed employment within the industry (Table 9), 3.7% took up employment in other sectors, 14.3% emigrated, started own business or left for other reasons, and 52.2% left for unknown reasons. By sector, the property management and maintenance sector had the highest turnover rate of 84.7% with 8 955 employees having left. Of the 8 955 employees, 2 721 had taken up real estate services related jobs and 5 009 had left for unknown reasons, only 1 225 left the industry permanently. Figure 6 shows the turnover rate of employees in 2003 and 2005 by sector.

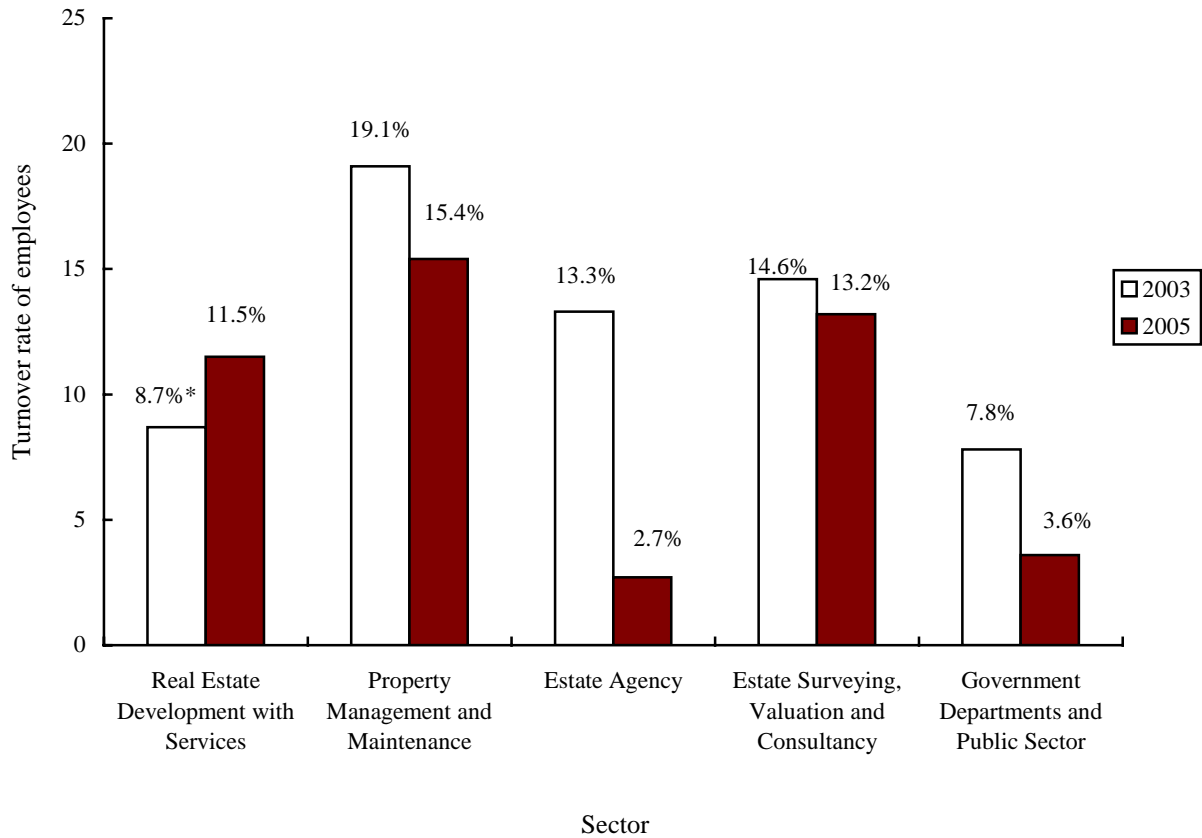
**Table 9: Real Estate Services Employees Left in the Past 12 Months by Sector by Reason**

	<u>Sector</u>	<u>Taking Up Real Estate Related Posts</u> (%)*	<u>Taking Up Non Real Estate Related Posts</u> (%)*	<u>Emigration Starting Own Business or Further Studies</u> (%)*	<u>Reasons Not Known</u> (%)*	<u>Total</u> (%)*	(%)#
(a)	Real Estate Development with Services	345 (5.3)	65 (1.0)	107 (1.6)	238 (3.6)	<b>755</b> <b>(11.5)</b>	<b>(7.1)</b>
(b)	Property Management and Maintenance	2 721 (4.7)	309 (0.5)	916 (1.6)	5 009 (8.6)	<b>8 955</b> <b>(15.4)</b>	<b>(84.7)</b>
(c)	Estate Agency	12 (0.1)	- -	237 (1.7)	128 (0.9)	<b>377</b> <b>(2.7)</b>	<b>(3.6)</b>
(d)	Estate Surveying, Valuation & Consultancy	68 (8.7)	13 (1.7)	13 (1.7)	9 (1.2)	<b>103</b> <b>(13.2)</b>	<b>(1.0)</b>
(e)	Government Departments and Public Sector	12 (0.1)	- -	237 (2.3)	128 (1.2)	<b>377</b> <b>(3.6)</b>	<b>(3.6)</b>
	<b>Total</b> <b>(%)#</b>	<b>3 158</b> <b>(29.9)</b>	<b>387</b> <b>(3.7)</b>	<b>1 510</b> <b>(14.3)</b>	<b>5 512</b> <b>(52.2)</b>	<b>10 567</b> <b>(100)</b> <sup>#</sup>	

\* As percentage of number of posts at the same sector

# As percentage of number of employees left in the past 12 months  
The percentage may not add up to 100 owing to rounding

**Figure 6: Turnover Rate of Employees of 2003 and 2005 by Sector**



\* The turnover rate of employees in each sector

2.14 By job level, Table 10 shows that at the technical support and operative level, 8 700 employees had left, representing 82.3% of the total turnover. Details of the number of employees who left by sector by job level are presented in Appendix 8.

**Table 10: Real Estate Services Employees Left in the Past 12 Months  
by Job Level by Reason**

<u>Job Level</u>	<u>Taking Up Real Estate Related Jobs</u> (%)*	<u>Taking Up Non Real Estate Related Jobs</u> (%)*	<u>Emigration Starting Own Business or Further Studies</u> (%)*	<u>Reasons Not Known</u> (%)*	<u>Total</u> (%)*	(%)#
Managerial/Professional Level	132 (2.3)	7 (0.1)	82 (1.5)	219 (3.9)	<b>440</b> <b>(7.8)</b>	<b>(4.2)</b>
Supervisory Level	462 (3.0)	93 (0.6)	254 (1.6)	618 (3.9)	<b>1 427</b> <b>(9.2)</b>	<b>(13.5)</b>
Technical Support and Operative Level	2 564 (3.7)	287 (0.4)	1 174 (1.7)	4 675 (6.8)	<b>8 700</b> <b>(12.7)</b>	<b>(82.3)</b>
<b>Total</b> (%)#	<b>3 158</b> <b>(29.9)</b>	<b>387</b> <b>(3.7)</b>	<b>1 510</b> <b>(14.3)</b>	<b>5 512</b> <b>(52.2)</b>	<b>10 567</b> <b>(100)#</b>	

\* As percentage of number of posts at the same job level

# As percentage of number of employees left in the past 12 months

The percentage may not add up to 100 owing to rounding

### Wastage

2.15 During the survey period, of the 10 567 employees departed, 1 897 left permanently. The wastage of 1 897 represents 2.1% of the total workforce in 2005, higher than the rate of 1.7% in 2003.

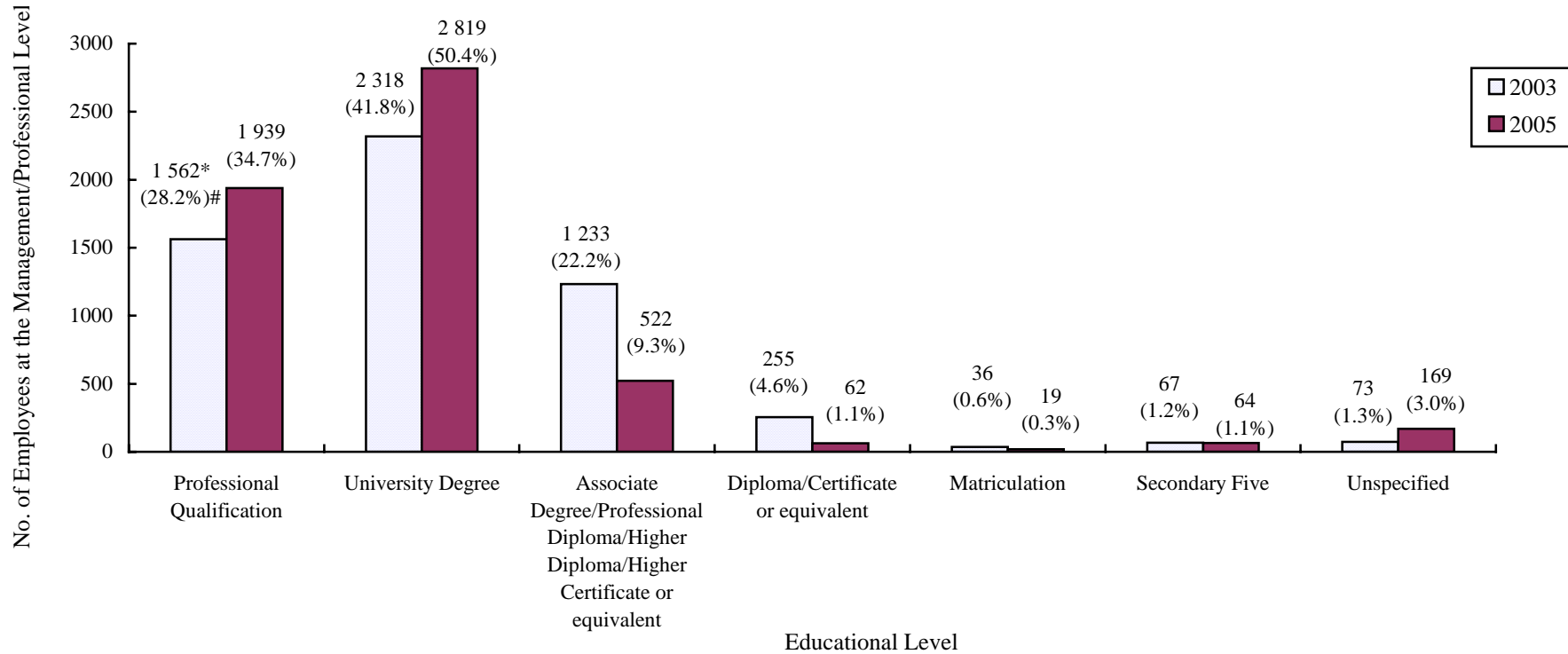
### Recruitment Difficulties

2.16 Out of the 625 respondents to the survey, 125 (20%) had reported difficulties in staff recruitment, particularly in the jobs of estate agents. The survey reveals that the main reasons for the recruitment difficulties were the lack of candidates with the relevant experience and insufficient trained/qualified manpower in related disciplines. An analysis by sector by job level is shown in Appendix 9.

### Preferred Academic Qualification

2.17 Figures 7(i) to (iii) show the employers' preferred academic qualification of their employees in both 2003 and 2005. Figure 7(i) shows that many employers (50.4%) preferred their employees at the managerial/professional level to have a degree in both 2003 and 2005. Figure 7(ii) reveals that in 2005, more employers preferred a matriculation level of qualification for most of the jobs at the supervisory level. For the technical support and operative level, figure 7(iii) shows that similar to 2003, most employers preferred their employees to have a Secondary 3 educational level. An analysis by sector by job level is shown in Appendix 10.

**Figure 7(i): Preferred Education of Employees at the Managerial/Professional Level in 2003 and 2005**

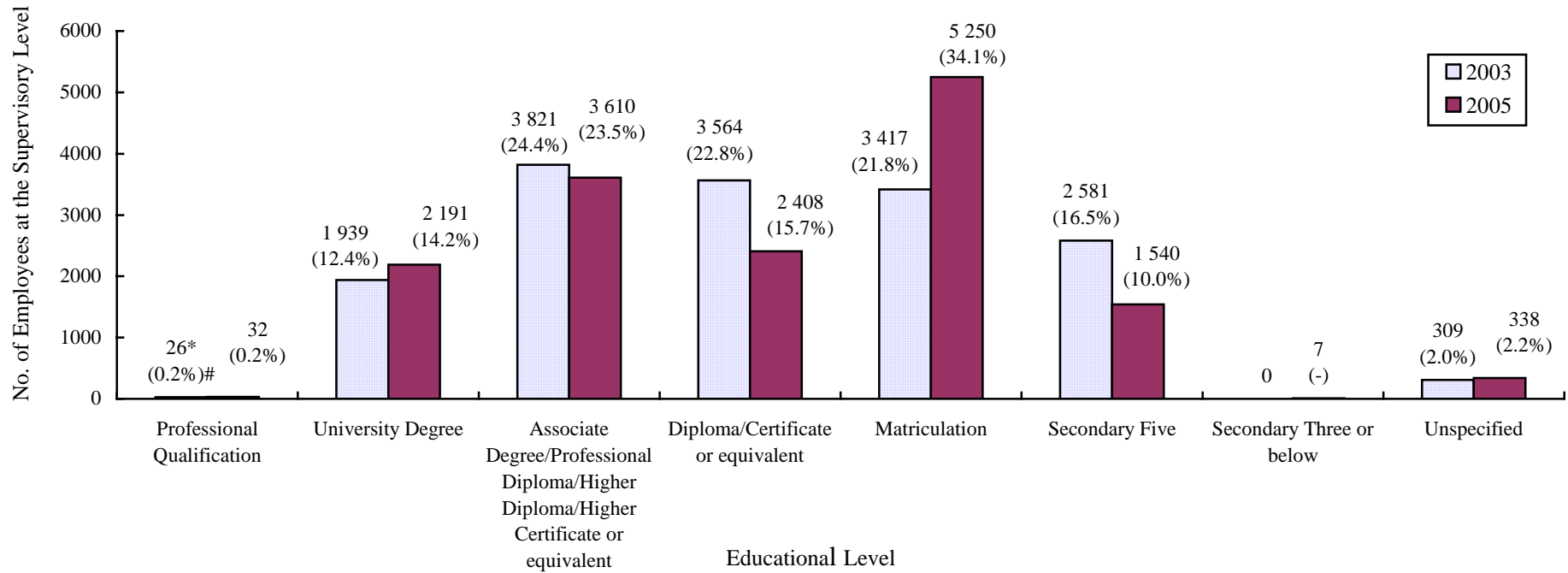


\* Number of employees by level of education at the same job level

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

The percentage may not add up to 100 owing to rounding

**Figure 7(ii): Preferred Education of Employees at the Supervisory Level in 2003 and 2005**

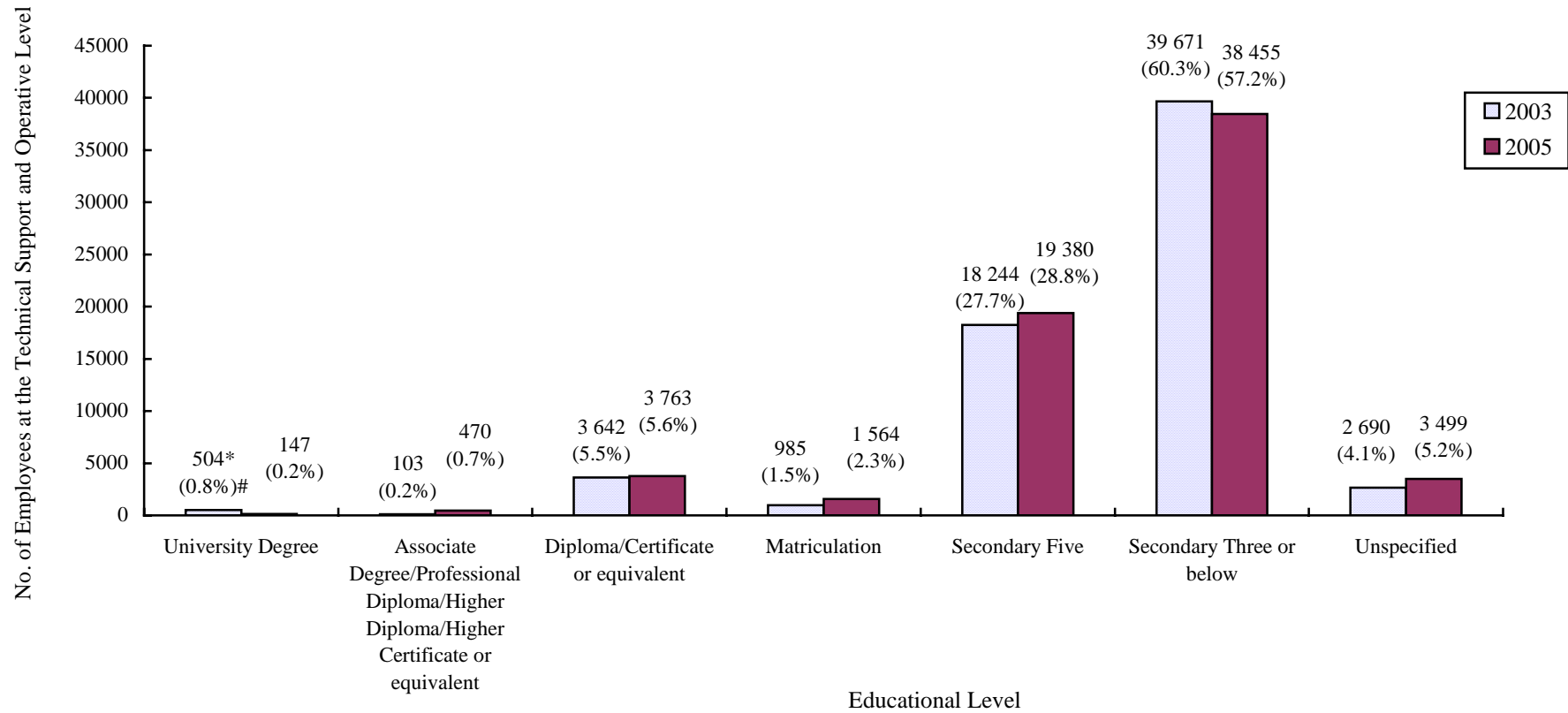


\* Number of employees by level of education at the same job level

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

The percentage may not add up to 100 owing to rounding

**Figure7(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2003 and 2005**



\* Number of employees by level of education at the same job level

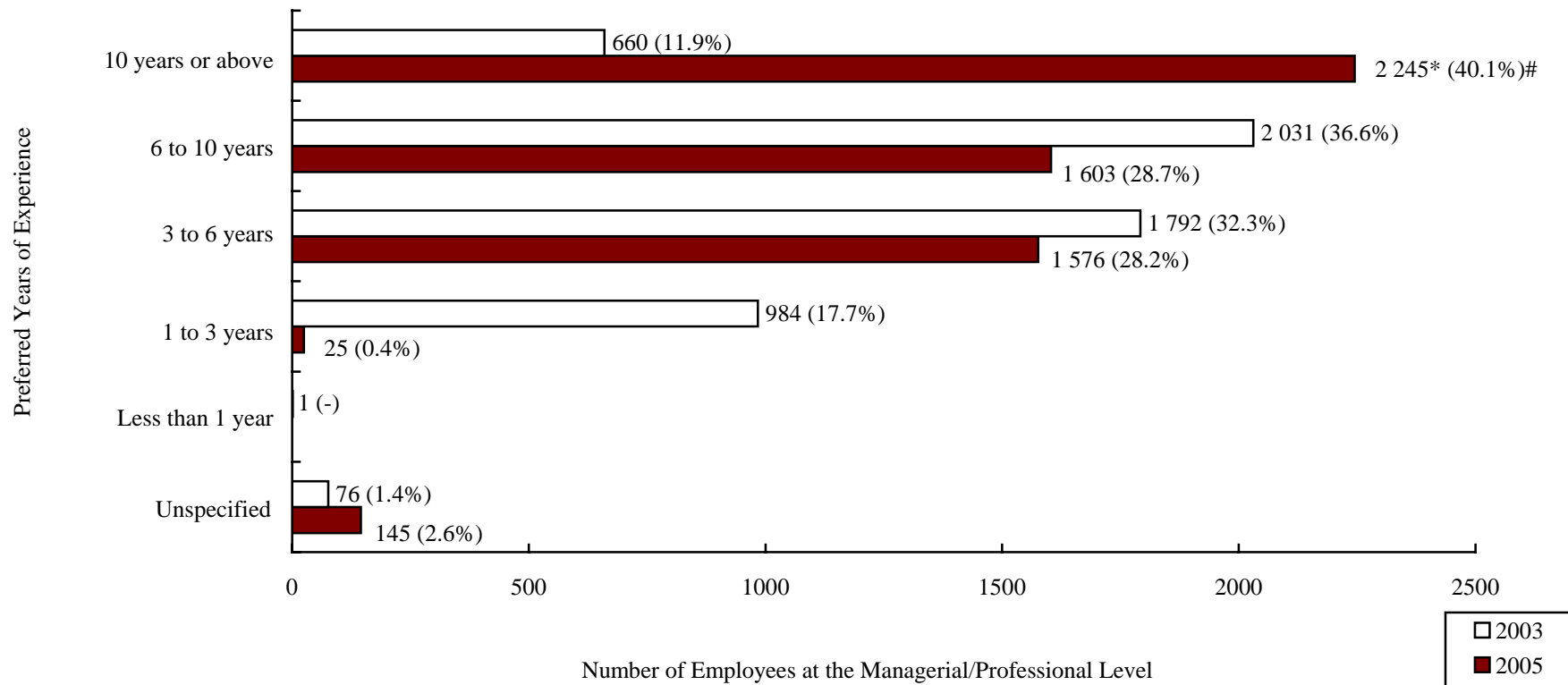
# As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

### Preferred Relevant Experience

2.18 Figures 8(i) to (iii) show the preferred experience of employees in 2003 and 2005. A majority of employers preferred their employees to have 10 years or above of experience for the managerial/professional level, 3 to 6 years of experience for the supervisory level and 1 year to 3 years of experience for the technical support and operative level in 2005. An analysis by sector by job level is shown in Appendix 11.

**Figure 8(i): Preferred Period of Experience of Employees at the Managerial/Professional Level in 2003 and 2005**

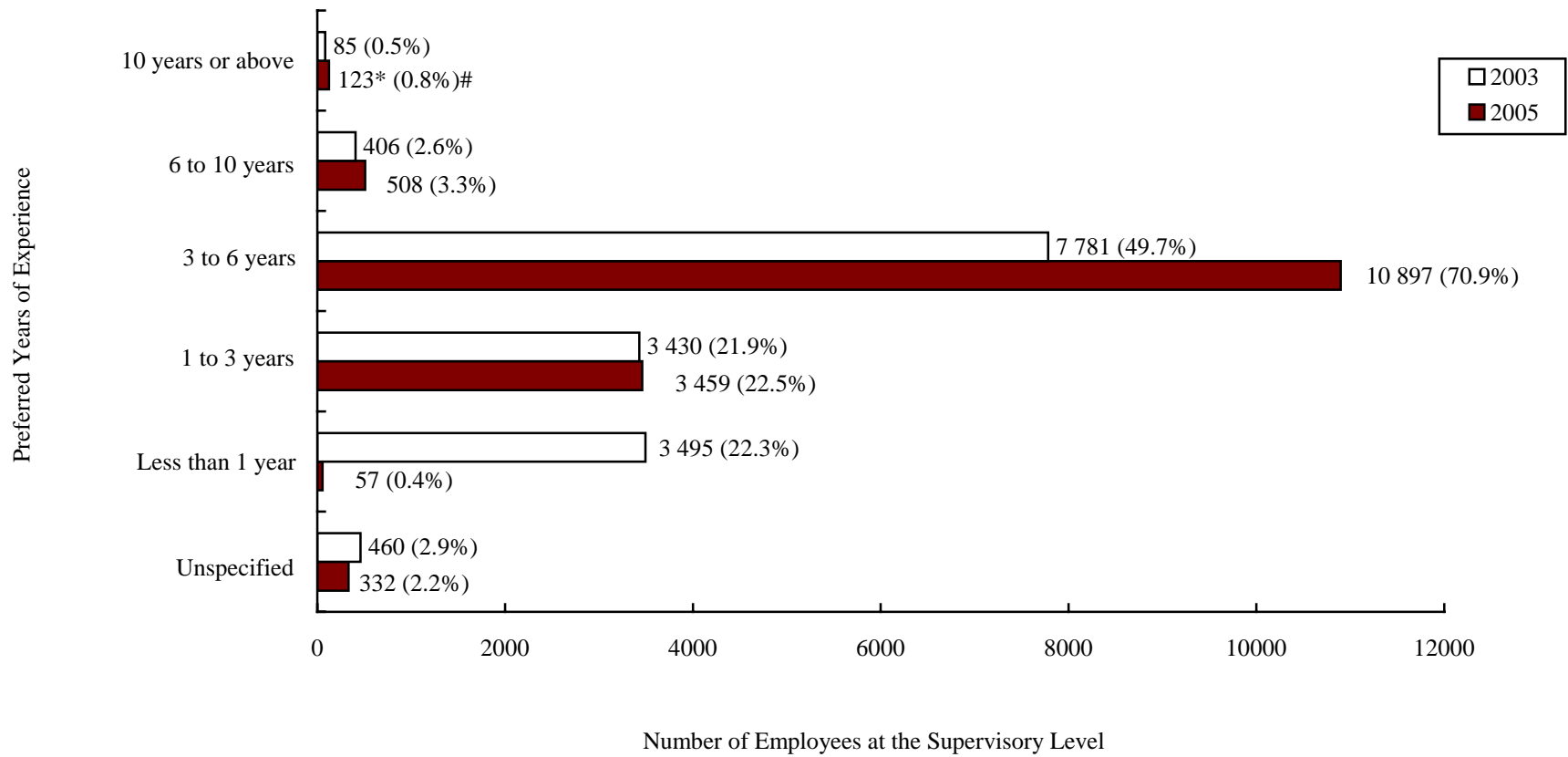


\* Number of employees by experience at the same job level

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

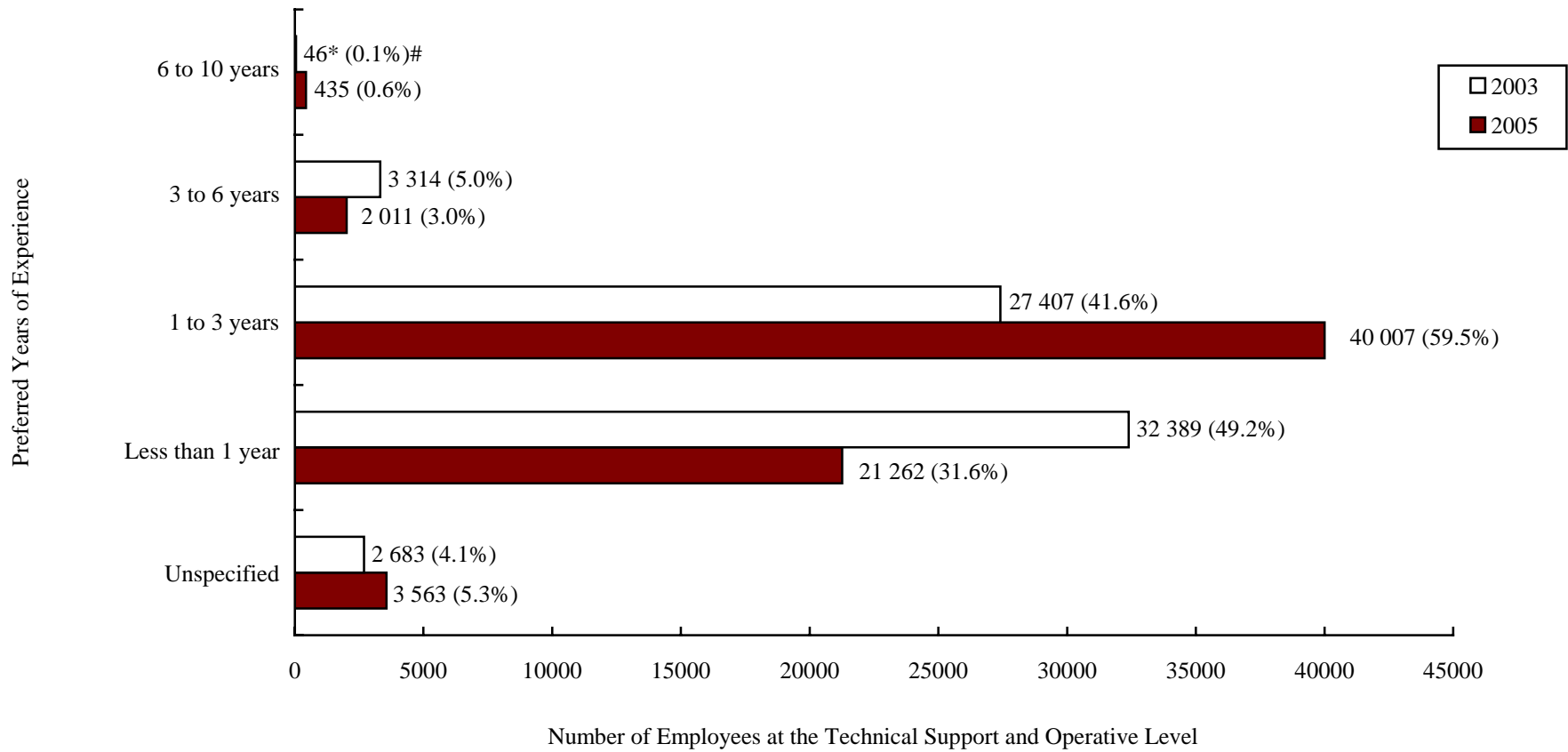
The percentage may not add up to 100 owing to rounding

**Figure 8(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2003 and 2005**



\* Number of employees by experience at the same job level  
 # As percentage of number of employees at the same job level  
 The percentage may not add up to 100 owing to rounding

**Figure 8(iii): Preferred Period of Experience of Employees at the Technical Support and Operative Level in 2003 and 2005**



46

\* Number of employees by experience at the same job level

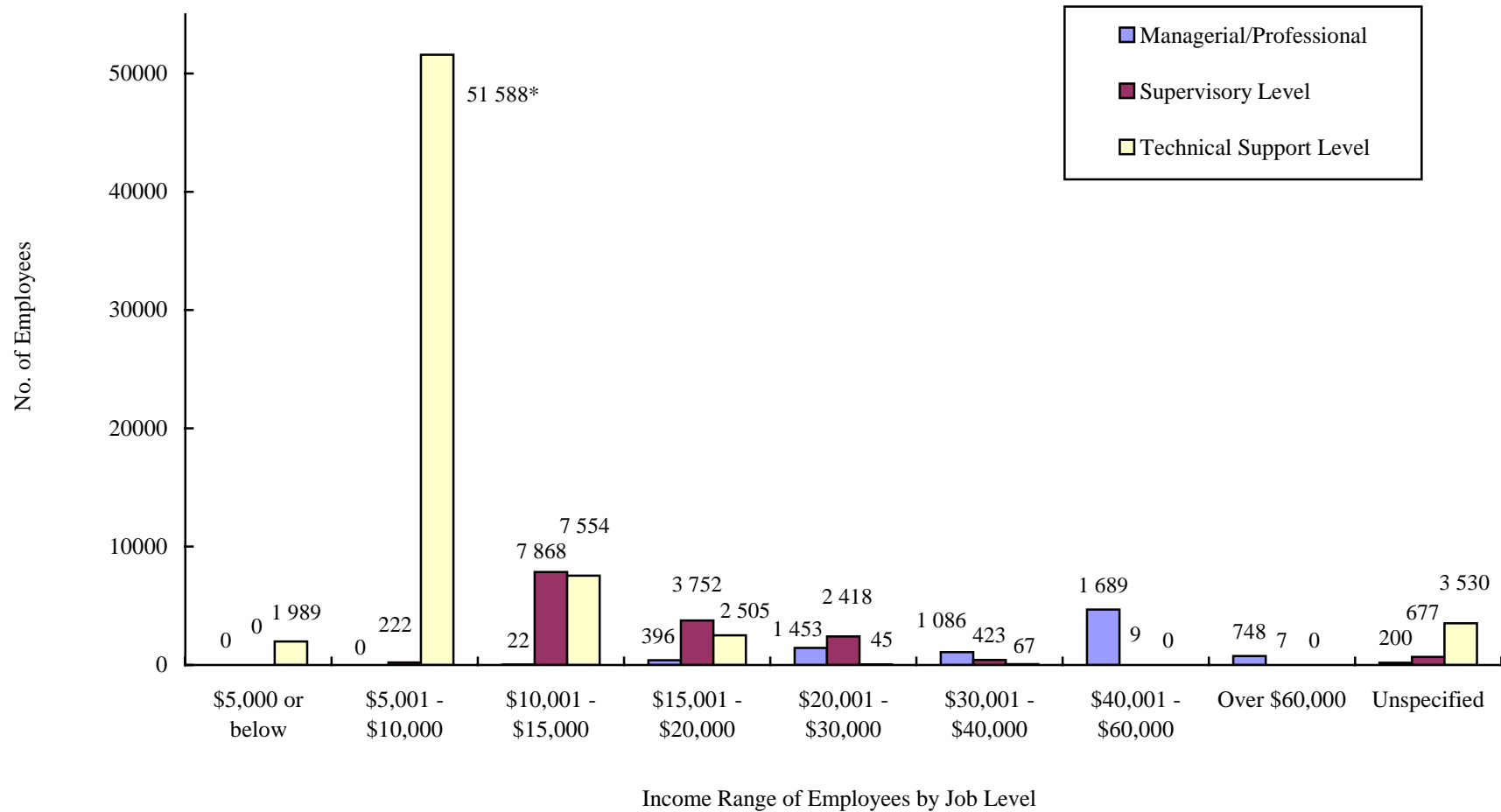
# As percentage of number of employees at the same job level

The percentage may not add up to 100 owing to rounding

## Income Distribution

2.19 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Figure 9 shows the income distribution by job level. The income distribution by sector by job level is shown in Table 11. The income distribution by job level for 2003 and 2005 is presented in Table 12. Similar to the trend of 2003, the majority of employees at the managerial/professional level earned a total monthly income from HK\$40,001 to HK\$60,000, for the technical support and operative employees from HK\$5,001 to HK\$10,000. For the supervisory level, more employees earned a lower monthly income from \$10,001 to \$15,000 in 2005. Since this is not an income survey, the information obtained is for cross-reference purpose only.

**Figure 9: Income Distribution of Real Estate Services Employees by Income Range by Job Level**  
**Total 88 248**



\* Number of employees at particular income range by job level

**Table 11: Income Distribution of Real Estate Services Employees by Sector by Job Level**

	\$5,000 or below	\$5,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001- \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	Over \$60,000	Unspecified	<b>Total</b>
<u>Real Estate Development with Services</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	-	55	373	216	207	149	32	<b>1 032</b>
Supervisory	-	134	482	582	390	25	1	-	47	<b>1 661</b>
Technical Support and Operative	112	2 247	1 247	130	11	-	-	-	88	<b>3 835</b>
<b>Sub-total</b>	<b>112</b>	<b>2381</b>	<b>1729</b>	<b>767</b>	<b>774</b>	<b>241</b>	<b>208</b>	<b>149</b>	<b>167</b>	<b>6 528</b>
<u>Property Management and Maintenance</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	15	261	802	564	251	53	79	<b>2 025</b>
Supervisory	-	69	3 521	1 559	231	2	-	-	215	<b>5 597</b>
Technical Support and Operative	1 146	42 478	3 200	9	-	-	-	-	2 976	<b>49 809</b>
<b>Sub-total</b>	<b>1 146</b>	<b>42 547</b>	<b>6 736</b>	<b>1 829</b>	<b>1 033</b>	<b>566</b>	<b>251</b>	<b>53</b>	<b>3 270</b>	<b>57 431</b>
<u>Estate Agency</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	-	14	186	83	86	65	52	<b>486</b>
Supervisory	-	13	744	170	201	244	-	4	402	<b>1 778</b>
Technical Support and Operative	731	5 394	2 296	2 033	18	67	-	-	374	<b>10 913</b>
<b>Sub-total</b>	<b>731</b>	<b>5 407</b>	<b>3 040</b>	<b>2 217</b>	<b>405</b>	<b>394</b>	<b>86</b>	<b>69</b>	<b>828</b>	<b>13 177</b>
<u>Estate Surveying, Valuation &amp; Consultancy</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	7	66	90	59	63	3	14	<b>302</b>
Supervisory	-	6	101	158	28	-	-	-	-	<b>293</b>
Technical Support and Operative	-	97	65	8	-	-	-	-	-	<b>170</b>
<b>Sub-total</b>	<b>-</b>	<b>103</b>	<b>173</b>	<b>232</b>	<b>118</b>	<b>59</b>	<b>63</b>	<b>3</b>	<b>14</b>	<b>765</b>
<u>Government Departments and Public Sector</u>										
<u>Job Level</u>										
Managerial/Professional	-	-	-	-	2	164	1 082	478	23	<b>1 749</b>
Supervisory	-	-	3 020	1 283	1 568	152	8	3	13	<b>6 047</b>
Technical Support and Operative	-	1 372	746	325	16	-	-	-	92	<b>2 551</b>
<b>Sub-total</b>	<b>-</b>	<b>1 372</b>	<b>3 766</b>	<b>1 608</b>	<b>1 586</b>	<b>316</b>	<b>1 090</b>	<b>481</b>	<b>128</b>	<b>10 347</b>
<b>Grand Total</b>	<b>1 989</b>	<b>51 810</b>	<b>15 444</b>	<b>6 653</b>	<b>3 916</b>	<b>1 576</b>	<b>1 698</b>	<b>755</b>	<b>4 407</b>	<b>88 248</b>

**Table 12: Income Distribution of Real Estate Services Employees  
in 2003 and 2005 by Job Level**

Year

2003	<u>\$5,000 or below</u>	<u>\$5,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>\$15,001 - \$20,000</u>	<u>\$20,001- \$30,000</u>	<u>\$30,001 - \$40,000</u>	<u>\$40,001 - \$60,000</u>	<u>Over \$60,000</u>	<u>Unspecified</u>	<u>Total</u>
<u>Job Level</u>										
Managerial/Professional	-	-	18	361	1 112	1 042	1 926	873	212	<b>5 544</b>
Supervisory	-	102	5 585	6 230	2 406	792	22	-	520	<b>15 657</b>
Technical Support and Operative	2 783	46 589	10 524	2 933	78	25	-	-	2 907	<b>65 839</b>
<b>Sub-total</b>	<b>2 783</b>	<b>46 691</b>	<b>16 127</b>	<b>9 524</b>	<b>3 596</b>	<b>1 859</b>	<b>1 948</b>	<b>873</b>	<b>3 639</b>	<b>87 040</b>
(%)*	<b>(3.2)</b>	<b>(53.6)</b>	<b>(18.5)</b>	<b>(10.9)</b>	<b>(4.1)</b>	<b>(2.1)</b>	<b>(2.2)</b>	<b>(1.0)</b>	<b>(4.2)</b>	<b>(100)#</b>

2005	<u>\$5,000 or below</u>	<u>\$5,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>\$15,001 - \$20,000</u>	<u>\$20,001- \$30,000</u>	<u>\$30,001 - \$40,000</u>	<u>\$40,001 - \$50,000</u>	<u>Over \$50,000</u>	<u>Unspecified</u>	<u>Total</u>
<u>Job Level</u>										
Managerial/Professional	-	-	22	396	1 453	1 086	1 689	748	200	<b>5 594</b>
Supervisory	-	222	7 868	3 752	2 418	423	9	7	677	<b>15 376</b>
Technical Support and Operative	1 989	51 588	7 554	2 505	45	67	-	-	3 530	<b>67 278</b>
<b>Sub-total</b>	<b>1 989</b>	<b>51 810</b>	<b>15 444</b>	<b>6 653</b>	<b>3 916</b>	<b>1 576</b>	<b>1 698</b>	<b>755</b>	<b>4 407</b>	<b>88 248</b>
(%)*	<b>(0.5)</b>	<b>(50.6)</b>	<b>(20.3)</b>	<b>(10.0)</b>	<b>(4.8)</b>	<b>(2.0)</b>	<b>(2.9)</b>	<b>(1.2)</b>	<b>(7.7)</b>	<b>(100)#</b>

\* As percentage of the total number of employees

# The percentage may not add up to 100 owing to rounding

## Training to Employees

2.20 Table 13 shows that during the survey period, 50 884 places were provided to employees for different types of training. Details of training to employees in the past 12 months by type by job level are illustrated in Appendix 12.

**Table 13: Training to Employees in the Past 12 Months by Type by Job Level**

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u><b>Total</b></u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	233	95	56	<b>384</b>
Property/Housing Management	417	2 060	3 670	<b>6 147</b>
Estate Agents	12	218	2 010	<b>2 240</b>
Estate Surveying, Valuation and Consultancy	431	420	54	<b>905</b>
Real Estate Services In the Mainland	47	19	23	<b>89</b>
Generic Skills	1 597	13 608	10 616	<b>25 821</b>
Other Types of Training	626	3 679	10 993	<b>15 298</b>
<b>Grand Total</b>	<b>3 363</b>	<b>20 099</b>	<b>27 422</b>	<b>50 884</b>

\* Number of training places for employees (may take up more than one training course)

2.21 Table 14 also reveals that employers planned to provide 36 928 training places to their employees in the next 12 months. Out of these 36 928 training places, 3 787 or 10.3% would be provided to employees at the professional/managerial level, 9 320 or 25.2% at the supervisory level and 23 821 or 64.5% at the technical support and operative level. Details of training to employees in the next 12 months by type by job level are illustrated in Appendix 13.

**Table 14: Training to Employees in the Next 12 Months by Type by Job Level**

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u><b>Total</b></u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	216	63	54	<b>333</b>
Property/Housing Management	384	1 983	3 379	<b>5 746</b>
Estate Agents	22	222	2 634	<b>2 878</b>
Estate Surveying, Valuation and Consultancy	418	440	151	<b>1 009</b>
Real Estate Services In the Mainland	63	62	18	<b>143</b>
Generic Skills	2 559	6 000	9 865	<b>18 424</b>
Other Types of Training	125	550	7 720	<b>8 395</b>
<b>Grand Total</b>	<b>3 787</b>	<b>9 320</b>	<b>23 821</b>	<b>36 928</b>

\* Number of training places for employees (may take up more than one training course)

#### Training Expenses

2.22 Table 15 shows the percentage against the payroll spent by employers on training for their employees by sector. The survey reveals that most employers expected their employees to undertake training at their own expenses or take up courses with government subsidy to save cost.

**Table 15: Training Expenses to Employees by Sector by Percentage of Payroll**

Training Expenses

Sector	% of training expenses against payroll	% of companies by sector
Real Estate Development with Services	0%	91.9
	≤ 0.0010%	5.5
	0.0011% - 0.0030%	1.3
	0.0031% - 0.0050%	0.4
	0.0051% - 0.1000%	0.3
	more than 0.1000%	0.5
	Unspecified	0.1
	<b>Total percentage</b>	<b>100</b>
Property Management & Maintenance	0%	65.5
	≤ 0.0010%	18.7
	0.0011% - 0.0030%	4.5
	0.0031% - 0.0050%	3.0
	0.0051% - 0.1000%	3.1
	more than 0.1000%	3.6
	Unspecified	1.6
	<b>Total percentage</b>	<b>100</b>
Estate Agency	0%	81.5
	≤ 0.0010%	7.8
	0.0011% - 0.0030%	5.3
	0.0031% - 0.0050%	1.0
	0.0051% - 0.1000%	4.1
	more than 0.1000%	0.2
	Unspecified	0.1
	<b>Total percentage</b>	<b>100</b>
Estate Surveying, Valuation and Consultancy	0%	84.3
	≤ 0.0010%	4.5
	0.0011% - 0.0030%	1.7
	0.0031% - 0.0050%	-
	0.0051% - 0.1000%	3.9
	more than 0.1000%	5.6
	Unspecified	-
	<b>Total percentage</b>	<b>100</b>
Government Departments and Public Sector	0%	38.1
	≤ 0.0010%	9.5
	0.0011% - 0.0030%	4.8
	0.0031% - 0.0050%	4.8
	0.0051% - 0.1000%	14.3
	more than 0.1000%	9.5
	Unspecified	19.0
	<b>Total percentage</b>	<b>100</b>

Expectation of Employers on Hong Kong's Economy in the next 12 Months

2.23 The survey reveals that 52.5% respondents expected that the economy of Hong Kong would be better in the next 12 months but 13.62% considered the contrary. 33.9% have made no comment on this. Employers' expectation of the Hong Kong's economy by sector is illustrated in Table 16.

**Table 16: Expectation of Employers on the Economy of Hong Kong in the Next 12 Months**

<u>Sector</u>	<u>Employers' Expectation</u>			<u>Total</u>
	<u>The Economy will be better</u>	<u>The Economy will not be better</u>	<u>No comment</u>	
	(%)*	(%)*	(%)*	(%)
Real Estate Development with Services	(54.3)	(21.3)	(24.4)	(100)
Property Management and Maintenance	(45.5)	(20.8)	(33.7)	(100)
Estate Agency	(9.5)	(4.8)	(85.7)	(100)
Estate Surveying, Valuation and Consultancy	(43.3)	(24.7)	(32.1)	(100)
Government Departments and Public Sector	(9.5)	(4.8)	(85.7)	(100)

\* As percentage of the number of respondents in the sector

Expectation of Employers on Manpower Growth in the next 12 Months

2.24 The survey reveals that only 19.8% of the respondents would expect a manpower growth in the next 12 months while 26.9% would not expect any growth. 53.3% respondents have made no comment on manpower growth. Employers' expectation on manpower growth by sector is illustrated in Table 17.

**Table 17: Expectation of Manpower Growth in the Next 12 Months**

<u>Sector</u>	<u>Employers/ Expectation</u>			<u>Total</u>
	<u>There will be Manpower Growth</u>	<u>There will not be Manpower Growth</u>	<u>No comment</u>	
	(%)*	(%)*	(%)*	(%)
Real Estate Development with Services	(7.8)	(87.7)	(4.6)	(100)
Property Management and Maintenance	(29.1)	(58.0)	(12.9)	(100)
Estate Agency	(28.4)	(55.1)	(16.5)	(100)
Estate Surveying, Valuation and Consultancy	(21.8)	(60.3)	(18.0)	(100)
Government Departments and Public Sector	(28.6)	-	(71.4)	(100)

\* As percentage of the number of respondents in the sector

## SECTION III

### CONCLUSIONS

#### The Survey Findings

3.1 The Training Board has examined the survey findings and is of the opinion that they generally reflect the manpower situation of the real estate services industry at the time of the survey. There were 1.4% and 2.7% increase in technical and non-technical manpower respectively.

3.2 The Training Board notes that among the five sectors of the industry, only the government departments and public sector had experienced a 1.8% decrease in technical manpower, while all other four sectors had experienced manpower growth, ranging from 0.4% in the property management and maintenance sector to 9.3% in the real estate development with services sector.

3.3 The growth in non-technical employees occurred mainly in the real estate development with services sector (30.4%), while there had been a significant decrease of 37.7% in the surveying, valuation and consultancy sector. The reason might be the application of new technologies to the general operations of supportive manpower. In addition, some non-technical staff might become technical through either further education and training or the accumulation of practical experience.

3.4 The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and Macau. The implementation of the Continuing Professional Development Scheme (CPD) for estate agents may also create more training demand. On the other hand, the Training Board believes that the employers tend to be conservative in forecasting the number of employees in 2006.

#### Vacancies

3.5 Table 18 shows that there were 1 637 vacancies for all sectors of the real estate services industry at the time of survey, representing 1.8% of the existing posts, 0.6% higher than the vacancy rate of 1.2% as in 2003. The property management and maintenance sector has the largest number of 895 vacancies. The Training Board considers that most employers might not find replacement for their employees who had left in order to save operating cost.

#### Manpower Structure

3.6 The survey reveals that during the survey period, there were 88 248 employees in the industry. The data on the manpower, vacancies and forecast growth by job level is summarized in Table 18 as follows:-

**Table 18: Manpower Structure of the Real Estate Services Industry by Job Level**

<u>Job Level</u>	<u>No. of Employees in Jan. 2005</u>	<u>No. of Vacancies in Jan. 2005</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in Jan. 2006 (%)*</u>
Managerial/Professional	5 594	29	-134	5 489 (-2.4)
Supervisory	15 376	182	-108	15 450 (-0.7)
Technical Support & Operative	67 278	1 426	372	69 076 (0.5)
<b>Total</b>	<b>88 248</b>	<b>1 637</b>	<b>130</b>	<b>90 015 (0.1)**</b>

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

\*\* As percentage increase/decrease in the number of posts in the industry

#### Employers' Manpower Forecast for January 2006

3.7 Employers forecast that the total number of posts would increase from 89 885 in January 2005 to 90 015 in January 2006, accounting for a slight increase of 0.1%. The Training Board observes that the Voluntary Retirement Scheme of the Housing Department will further decrease the number of employees in the public sector in the next 2 years. The Government's divestment of retail and public carparking facilities by the end of 2005 will also turn its some 230 staff to the private sector. The Training Board is of the view that employers will remain cautious in making their future manpower forecasting.

#### Manpower Projection for 2006 to 2008 by the Labour Market Analysis (LMA) Approach

3.8 In 2003, the Training Board has projected a manpower of 89 965 for 2005 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model. When comparing with the survey results of the number of posts of 89 885 as in January 2005, there is only a slight difference of 80 posts. The Training Board considers that the forecast is somewhat accurate.

3.9 The Training Board will apply this model to project the manpower for years up to 2008. Based on the model, the real estate services industry consists of 2 groups. Group A is for private sector including sectors of real estate development with services; property management and maintenance; estate agency; and estate surveying, valuation and consultancy. Group B is for government departments and public sector. The manpower projection for the 2 groups will be based on deriving the relationship between the production of buildings in the group and the number of workers needed.

3.10 The stocks of private residential and non-residential flats are defined as the production in Group A. The forecast of private residential and non-residential flat production for 2006 is based on the estimates of Rating and Valuation Department whereas the forecast productions in 2007 and 2008 are projected by the Adaptive Filtering Method to generate the employment effect. It is assumed that 67.5% and 32.5% of the total manpower for this Group are for residential and non-residential flats respectively. The manpower projection for Group A is presented in Table 19.

**Table 19: Projection of Real Estate Services Manpower for the Private Sector in 2006 to 2008**

Group A

Year	Actual Manpower		Projected Manpower		Total Projected Manpower	Employers' Forecast (at the time of survey)
	67.5% of manpower for residential flats	32.5% of manpower for non-residential flats	67.5% of manpower for residential flats	32.5% of manpower for non-residential flats		
2005	53,650	25,855				
2006F			54,524 (1.6%)*	26,006 (0.6%)*	80,530 (1.3%) <sup>@</sup>	79,866 (0.5%) <sup>@</sup>
2007F			54,869 (0.6%)**	26,153 (0.6%)**	81,023 (0.6%)**	
2008F			55,220 (0.6%)**	26,287 (0.5%)**	81,507 (0.6%)**	

\* As percentage increase / decrease of the actual manpower against 2005

\*\* As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

@ Growth compared with the aggregate manpower of the entire sector, (i.e.79,866) against 2005

3.11 For Group B, the public flat production forecast is provided by the Hong Kong Housing Authority and the Hong Kong Housing Society. Based on the assumption of the same productivity, the manpower projection for the public sector is presented in Table 20.

**Table 20: Projection of Real Estate Services Manpower for the Public Sector in 2006 to 2008**

Group B

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2005	10,380		
2006F		9841 <sup>^</sup> (-5.2%)*	10,149 (-2.2%)*
2007F		10,014 <sup>^</sup> (1.8%)**	
2008F		10,178 <sup>#</sup> (1.6%)**	

\* As percentage increase / decrease of the actual manpower against 2005

\*\* As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

<sup>^</sup>

The HA had announced that a total of 2527 posts (directorate and non-directorate) would be deleted gradually between April 2003 to March 2007. It is assumed that 632 posts will be deleted each year.

<sup>#</sup>

Based on the assumption that adjustment should be made for reduction of staff for HA.

3.12 The total manpower projection for the real estate services industry is the aggregation of the manpower requirements of the projected manpower for the two groups which are presented in Table 21 and Figure 10. Detail analysis of the LMA projection is given in Appendix 14.

**Table 21: Manpower Projection of the Real Estate Services Industry in 2006 to 2008**

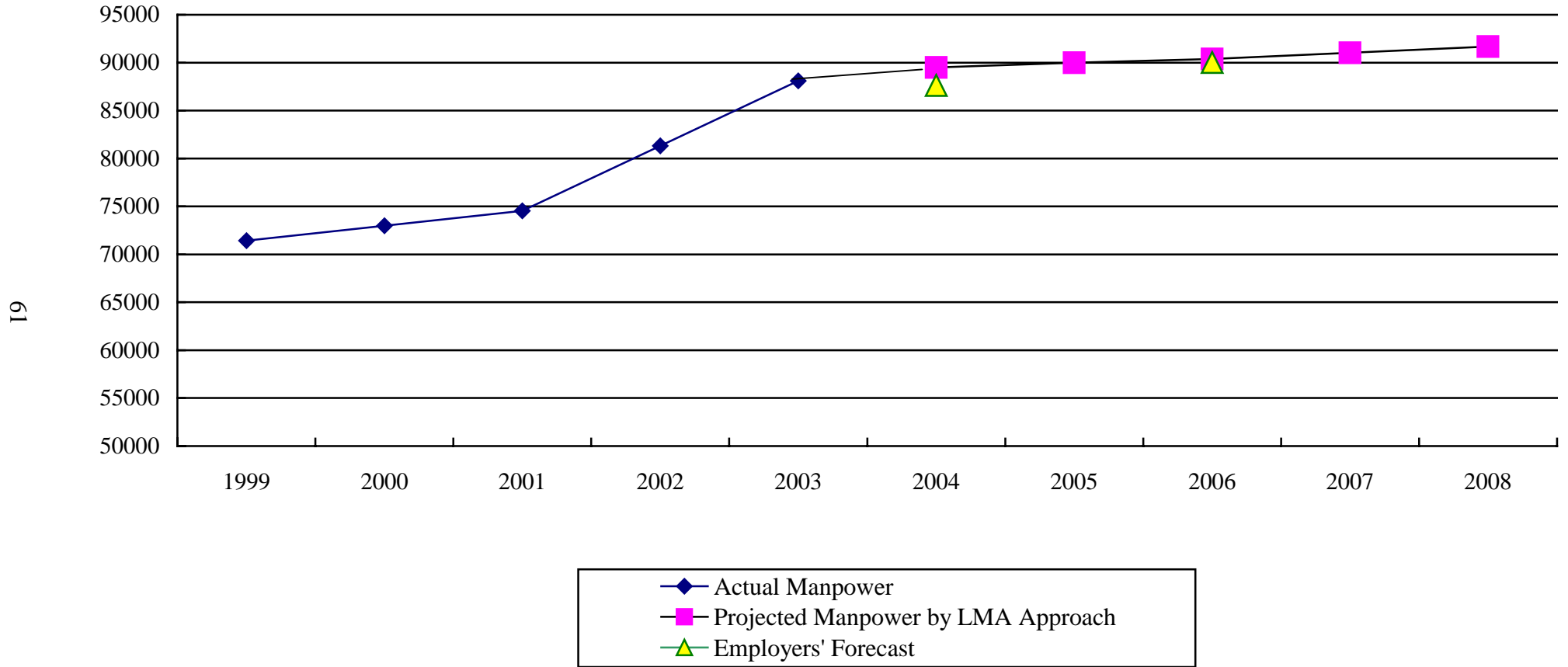
<b>Year</b>	<b>Actual Manpower</b>	<b>Projected Manpower</b>	<b>Employers' Forecast(at the time of survey)</b>
<b>2005</b>	<b>89,885</b>		
<b>2006F</b>		<b>90,371</b> (0.5%)*	<b>90,015</b> (0.1%)*
<b>2007F</b>		<b>91,036</b> (0.7%)**	
<b>2008F</b>		<b>91,685</b> (0.7%)#	

\* As percentage increase / decrease of the actual manpower against 2005

\*\* As percentage increase / decrease of the projected manpower against the year before, i.e. 2006 and 2007 respectively

# Based on the assumption that adjustment should be made for reduction of staff for HA.

**Figure 10: Manpower Projection for the Real Estate Services Industry for 2006 and 2008**



### Employees involved in the work of Mainland

3.13 Table 4 shows that 679 employees were involved in the work of Mainland and Table 5 also illustrates that employers expected 628 employees would be involved in the work of Mainland in the next 12 months. The Training Board is of the view that the number of people working in the Mainland should be much higher as some Hong Kong employees receive their remunerations in the Mainland, while many employees were directly recruited by the Mainland enterprises and these people were not covered under the survey.

### Promotion Pattern

3.14 Table 8 reveals that 402 positions (or 0.5% of the number of employees in the industry) were filled by internal promotion, less than the 0.6% as in 2003. The Training Board encourages employers to provide more training and opportunity to their employees to facilitate their career progression.

### Staff Turnover in the Past 12 Months

3.15 As pointed out in paragraph 2.13 and Table 9, the average staff turnover rate was 11.8% (10 567 employees) in 2005, which is lower than the rate of 16% in 2003. Similar to 2003, the largest number of staff turnover is 7 824 employees in the property management and maintenance sector at the technical support and operative level. The Training Board observes that the manpower situation has become stabilised and more people had changed their jobs within the industry. For the property management and maintenance sector with the most number of staff turnover, the Training Board has the following observations:-

- (i) The high turnover rate might be partly due to the high turnover of building attendants.
- (ii) The property management contracts usually lasted for 2 to 3 years and related employees would have to change their employments when the contract ended.
- (iii) Many employers preferred short-term employment contracts.
- (iv) The remuneration of the property management contract would only be reviewed upon the renewal of the contract. Employees would look for jobs with higher salary when the employment market improved.

3.16 The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate job transfer.

### Wastage

3.17 Of the 10 567 leavers, 1 897 left permanently as shown in Table 9. The wastage of 1 897 represents 2.1% of the total workforce in 2005, higher than the rate of 1.7% in 2003. However, it is expected that the wastage rate should be higher if the 5 512 employees who left for unknown reasons were also taken into account. The Training Board agrees to the wastage rates for the five sectors in Tables 22 (i) to 22(v).

**Table 22: Wastage Rates for the Real Estate Services Industry**

(i) Real Estate Development with Services

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate (%)</u> *
Managerial/Professional	1 032	6	(0.6)
Supervisory	1 661	81	(4.9)
Technical Support & Operative	3 835	85	(2.2)
<b>Sub-Total:</b>	<b>6 528</b>	<b>172</b>	<b>(2.6)</b> **

(ii) Property Management and Maintenance

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate (%)</u> *
Managerial/Professional	2 025	44	(2.2)
Supervisory	5 597	182	(3.3)
Technical Support & Operative	49 809	999	(2.0)
<b>Sub-Total:</b>	<b>57 431</b>	<b>1 225</b>	<b>(2.1)</b> **

\* As percentage of the number of employees left permanently against the number of employees in the same job level by sector

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

(iii) Estate Agency

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate</u> (%)*
Managerial/Professional	486	18	(3.7)
Supervisory	1 778	32	(1.8)
Technical Support & Operative	<u>10 913</u>	<u>187</u>	(1.7)
<b>Sub-Total:</b>	<b>13 177</b>	<b>237</b>	<b>(1.8)**</b>

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate</u> (%)*
Managerial/Professional	302	3	(1.0)
Supervisory	293	20	(6.8)
Technical Support & Operative	<u>170</u>	<u>3</u>	(1.8)
<b>Sub-Total:</b>	<b>765</b>	<b>26</b>	<b>(3.4)**</b>

(v) Government Departments and Public Sector

<u>Job Level</u>	<u>No. of Employees</u>	<u>Annual Wastage</u>	<u>Wastage Rate</u> (%)*
Managerial/Professional	1 749	18	(1.0)
Supervisory	6 047	32	(0.5)
Technical Support & Operative	<u>2 551</u>	<u>187</u>	(7.3)
<b>Sub-Total:</b>	<b>10 347</b>	<b>237</b>	<b>(2.3)**</b>
<b>Grand Total:</b>	<b>88 248</b>	<b>1 897</b>	<b>(2.1)@</b>

\* As percentage of the number of employees left permanently against the number of employees in the same job level by sector

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

@ As percentage against the total employees in the industry

### Recruitment Difficulties

3.18 Referring to paragraph 2.16, the Training Board observes that 125 employers (20%) reported difficulties in the recruitment of staff, particularly for the estate agents. The reasons were the lack of candidates with the relevant experience and the insufficient trained/qualified manpower in the related discipline. The Training Board is of the view that the demand for estate agency training is substantial and it would further increase with the introduction of the voluntary Continuing Professional Development (CPD) Scheme in May 2005.

### Preferred Academic Qualifications

3.19 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2003 and 2005. When compared with the survey of 2003, the Training Board notes that employers tended to accept their employees at the supervisory level to possess a matriculation (5 250 or 34.1%) level of qualification. The Training Board considers that employers would prefer their employees at this level to stay in their employments than requiring them to have a higher qualification. The Training Board also recommends employers to provide training for these employees.

### Preferred Period of Experience

3.20 Figures 8(i) to 8(iii) show that employers generally preferred their employees at the managerial/professional level to have more than 10 years of experience (2 245 or 40.1%), 3 to 6 years experience (10 897 or 70.9%) at the supervisory level and 1 to 3 years (40 007 or 59.5%) at the technical support and operative level. When compared with the survey findings of 2003, most employers tended to require their employees at the technical support and operative level to have more experience.

### Training Need of Employees

3.21 The survey (Table 14) reveals that employers estimated that in the next 12 months, 36 928 employees would require training. Out of these 36 928 employees, 18 424 would need training in generic skills, 8 395 in other types of training, 5 746 training in property/housing management and 2 878 training relating to estate agents. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

### Training Expenses to Employees

3.22 Table 15 shows that a majority (72.3%) of the employers would not spend any resources on training their employees while only 3.9% of employers would spend more than 0.1% of their payroll on training of their employees. Same as in 2003, employers in the government departments and public sector would provide more training or sponsor their employees for training, followed by the property management and maintenance sector. The Training Board has the following observations:-

- (i) If the findings were presented by the company size, the distribution would be greatly different as many large and medium companies would devote more than 0.1% of their payroll on training expenses.
- (ii) Some companies would not have a fixed budget for staff training where the actual training expenses depending on company's profit and prevailing economic situation.
- (iii) Some companies might not have a systematic record for training expenses and budget.
- (iv) Some companies might not classify some human and physical resources as training expenses.

Projected Additional Training Requirements for 2006

3.23 Based on the wastage of employees and the projected manpower requirements for the next 12 months, the Training Board recommends the additional training requirements of the real estate services industry for January 2006 by private and public sector by job level in Tables 23 (i) to 23 (ii).

**Table 23: Projected Additional Training Requirements for 2006**

(i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in Jan.2005</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	3 845	71	130	201
Supervisory	9 329	315	316	631
Technical Support	64 727	1 274	2 183	3 457
<b>Sub-Total</b>	<b>77 901</b>	<b>1 660</b>	<b>2 629</b>	<b>4 289</b>

(ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in Jan. 2005</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	1 749	18	-86	-68
Supervisory	6 047	32	-295	-263
Technical Support	2 551	187	-125	62
<b>Sub-Total</b>	<b>10 347</b>	<b>237</b>	<b>-506</b>	<b>-269</b>

3.24 The additional training requirements of the real estate services industry for January 2006 by job level is shown in Table 24.

**Table 24: Projected Additional Training Requirements for 2006 for the Real Estate Services Industry**

<u>Job Level</u>	<u>No. of Employees in Jan.2005</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	5 594	89	44	133
Supervisory	15 376	347	21	368
Technical Support	67 278	1 461	2 058	3 519
<b>Total</b>	<b>88 248</b>	<b>1 897</b>	<b>2 123</b>	<b>4 020</b>

3.25 Different training courses offered to the real estate services industry are in Table 25. Other short courses in real estate related training are shown at Table 26.

**Table 25: Training Courses for the Real Estate Services Industry**

<b>Tertiary/ Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2005/06</b>
City University of Hong Kong	BSc (Hons) in Surveying (FT)	50
	MSc in Surveying (PT)	30-50
City University of Hong Kong – School of Continuing and Professional Education (SCOPE)	Diploma in Facility Management (FT+ PT)	30
	Continuing Education Diploma in Property Management (PT)	60
	Continuing Education Certificate in Property Management Practices (PT)	40
The Chinese University of Hong Kong – School of Continuing Studies	Higher Diploma in Integrated Estates and Facilities Management (FT)	30
The Hong Kong Polytechnic University	BSc (Hons) in Surveying (FT / PT)	60/40
	BSc (Hons) in Property Management (FT)	30
	Higher Diploma in Building Technology and Management (Surveying) (FT)	50
The Hong Kong Polytechnic University – School of Professional Education and Executive Development (SPEED)	Bachelor of Arts in Housing Management (FT)	60
The Open University of Hong Kong - Li Ka Shing Institute of Professional and Continuing Education (LiPACE)	Diploma in Property Management (PT)	240
The University of Hong Kong	BSc in Surveying (FT)	46
	MSc in Real Estate (FT / PT)	15/60

<b>Tertiary/ Vocational Institutions</b>	<b>Course Title</b>	<b>Number of Training Places for 2005/06</b>
The University of Hong Kong – School of Professional and Continuing Education (SPACE)	Professional Diploma in Real Estate Administration (PT)	20
	Professional Diploma in Housing Management (PT)	210
	Certificate in Property Management (PT)	60
	Master of Housing Management (PT)	45
	Bachelor of Housing Management (PT)	15
Vocational Training Council – The Hong Kong Institute of Vocational Education (Morrison Hill)	Higher Diploma in Real Estate Management (FT)	120
	Higher Diploma in Facilities Management (FT)	60
	Higher Certificate in Property Management (PT)	40

\* PT – Part-time, FT – Full-time

**Table 26: Short Courses in Real Estate Related Training**

<b>Tertiary/ Vocational Institutions</b>	<b>Course Title</b>	<b>Duration of the Course</b>
City University of Hong Kong – School of Continuing and Professional Education (SCOPE)	China Property Building Project Management Program	36 hours
The Chinese University of Hong Kong – School of Continuing Studies	Property Management Practice	2.5 months
Hong Kong Baptist University – School of Continuing Education	Facilities and Shopping Centre Management (PT)	30 hours
The University of Hong Kong – School of Professional and Continuing Education (SPACE)	Short Preparatory for Estate Agents Qualifying Examination	30 hours
	Certificate in Shopping Centre Management	6 months
The Institute of Professional Education and Knowledge (PEAK) of the Vocational Training Council	Proficiency Certificate in Property Management	100 hours

3.26 From Table 25 to Table 26, the Training Board observes that a wide range of real estate services course are being offered by tertiary institutions for pre-entry and in-service people at the certificate, the diploma, the degree and the master levels. For short courses, a number of real estate and property management courses are offered by different educational institutions.

3.27 As the Estate Agents Authority has implemented the voluntary Continuing Professional Development (CPD) Scheme for estate agents since 1 May 2005, the Training Board considers that other than the licensing requirements, the need for continuous development is the major reason giving rise to a substantial training demand for real estate agents and salespersons.

3.28 The Training Board considers that the courses under the Skills Upgrading Scheme in Table 27 and Table 28 can generally meet the demand for continuous development of property management and estate agency employees at the supervisory and the technical support and operative levels. The Training Board also recommends employers to sponsor their employees to take these training courses.

**Table 27: Property Management Training Courses of the Skills Upgrading Scheme**

<b>Course Title</b>	<b>Duration of the Course</b>
<b><u>Property Management</u></b>	
Quality Customer Service - Property Management	21 hours
Chinese Report Writing Skills for Property Management	12 hours
Intermediate Chinese Writing Skills for Property Management	12 hours
Introduction to Intelligent Property Management System	14 hours
Principles of Operation and Maintenance of Building Facilities	21 hours
Emergency Handling Measures and Methods	14 hours
Occupational Safety - Property Management	7 hours
Fire Prevention	12 hours
Property Management Insurance	14 hours
Legislation Relating to Property Management (Introduction)	24 hours
Legislation Relating to Property Management (Intermediate)	22 hours
Introduction to Property Management	25 hours
Supervisory Skills	21 hours
Elementary Oral English in Customer Service for Property Management	12 hours
Elementary Putonghua in Customer Service for Property Management	12 hours

**Table 28: Estate Agency Training Courses of the Skills Upgrading Scheme**

<b><u>Real Estate Agency</u></b>	
Vocational Oral English for Real Estate Agents - Handling Enquiries	27 hours
Vocational Oral English for Real Estate Agents - Negotiation for Sales and Purchase	27 hours
Vocational English in Writing for Real Estate Agents	24 hours
Vocational Putonghua for Real Estate Agents - Handling Enquiries	27 hours
Vocational Putonghua for Real Estate Agents - Negotiation for Sales and Purchase	27 hours
Application of IT in Real Estate Agency Industry	35 hours
Customer Service	25 hours
Competitive Edge of Real Estate Agents	16 hours
Legislation Relating to Real Estate Agents and Case Analysis	20 hours
Effective Management for Real Estate Agents	21 hours
Introduction to Real Estate Agency Service in the Mainland	18 hours
Case Study and Understanding on the Change of Property Uses	15 hours
Environmental Analysis (Fengshui and Property)	10 hours
Analysis on Consumer Behaviour of Property Buyers	20 hours
Pitfalls on Conveyancing	22 hours
Pitfalls on Conveyancing (Advanced)	22 hours

### Economic Outlook

3.29 Hong Kong's economy has recovered considerably since 2004. Despite adverse factors such as oil price hikes, there is still an economic growth rate of 7.5% in 2004, which is at its best since the Asian financial crisis in 1997.

3.30 Strong external demand and returning local demand are the major factors contributing to our rapid economic recovery. For external demand, the Mainland and other major world economies have achieved fast growth seldom seen in recent years, demand for our products and services has increased drastically. As a result, many of our economic indicators have recorded double-digit growth last year.

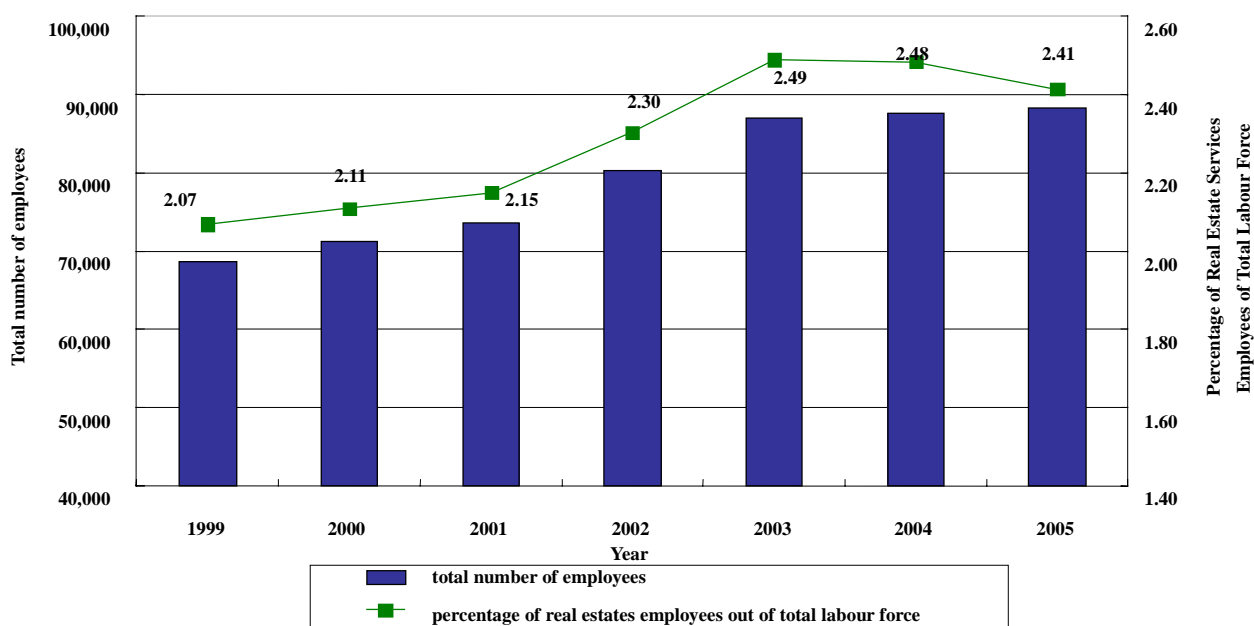
3.31 After the SARS outbreak was over in 2003, the community has quickly regained its confidence especially since the implementation of “individual travel”. Local consumption and investment activities have been picking up, leading to the increase in domestic demand. This has made the current economic recovery more sustainable. The unemployment rate has been reduced from 5.9% to 5.5% in its 3rd quarter of 2005.

3.32 With the opening of Disneyland in September 2005 and a number of major projects such as the development of West Kowloon Cultural District in the near future, there will be increasing demand for manpower. Macro-economic management in the Mainland will also help ensure sustainable and stable growth. All these favourable external factors can reflect a more promising economic outlook.

### Industry Outlook

3.33 Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 10 shows the percentage of real estate services employees against the total workforce from 1999 to 2005.

Figure 10 : Real Estate Services Employees and Labour Force



3.34 The property market is closely linked to the local economy and people's livelihood. Despite the global trend of increase in interest rates, people are more optimistic about the future. The number of property transactions in the private residential market had improved significantly in the first quarter of 2005, as a result, a steady rise in property price has reduced the number of negative equity. The number of overseas and Mainland enterprises setting up business in Hong Kong has been increased continuously, which has boosted up the demand for commercial units. The demand for shops also increased considerably due to the growth in tourism business. All these have brought about a more active property market.

3.35 Government's measures to relieve the problem of excessive supply of land and housing stock in the private sector have proved to be effective. The pace in the construction of properties has slowed down. The Training Board believes that the property market would remain stable in the years ahead. However, more estate agents and property management employees will turn to work in the Mainland and Macau owing to rapid growth in property markets there.

#### Implications on Manpower

3.36 As paragraph 2.23 illustrates that 52.5% of employers expected that the economy of Hong Kong would be better in the next 12 months, the Training Board estimates that the overall manpower situation for the four private sectors will be fairly stable in the near future:-

- (i) The real estate developers have restored their interests in the development of properties in both Hong Kong and Macau. It may create a demand in manpower.
- (ii) It is expected that the trend of productivity enhancement and management efficiency in the property management and maintenance sector will continue. The manpower would remain stable despite the demand for better quality services. Government's legislation on mandatory maintenance and the rehabilitation of older buildings will create more job opportunities in the sector.
- (iii) In view of the strong revival of the property market in recent months, the number of property agents may increase.
- (iv) There will be no major change in the number of employees in the estate surveying, valuation and consultancy sector in the short term.
- (v) The Government's divestment of retail and public carparking facilities by the end of 2005 would turn its some 230 staff to the private sector. The Voluntary Departure Scheme aiming at further reduction of employees in the Housing Department will last until 2007.

## SECTION IV

### RECOMMENDATIONS

#### Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the real estate services industry for 2006 by job level as follows:

<u>Job Level</u>	<u>No. of Employees in Jan.2005</u>	<u>Annual Wastage</u>	<u>Projected Manpower Growth in Jan. 2006</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	5 594	89	44	133
Supervisory	15 376	347	21	368
Technical Support & Operative Level	_____	_____	_____	_____
<b>Total</b>	<b>88 248</b>	<b>1 897</b>	<b>2 123</b>	<b>4 020</b>

4.2 Of the 4 020 forecast additional training requirements, 3 519 are at the technical support and operative level, and 368 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.

4.3 To cater for the demand in high quality management service, the Training Board is of the view that the existing 88 000 strong in-service employees would need upgrading and updating training to remain competitive and efficient.

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

4.4 The Training Board considers that there will be substantial training needs for estate agents, particularly with the implementation of the CPD Scheme. The Training Board recommends training providers to provide suitable training courses to estate agents.

### Skills Upgrading Scheme

4.5 The Training Board will continue to support the Skills Upgrading Scheme (SUS) for the real estate services industry. As the public are more aware of the importance of hygiene after the outbreak of SARS and avian flu, there is an increasing need for crisis handling training. The Training Board recommends that practical courses such as facilities management and environmental hygiene training should be included under the SUS.

### Training in the Mainland Real Estate Services

4.6 The Training Board believes that there will be more career opportunities for the Hong Kong real estate services practitioners in the Mainland, such as estate agents and property management personnel. The Training Board considers that there will be substantial training needs to prepare these practitioners for developing in the Mainland and recommends educational institutions to provide suitable preparatory training courses to them.

### Qualifications Framework in Property Management

4.7 The Training Board notes that the Government will implement qualifications framework (QF) to some industries including property management. The Training Board recommends training providers to make necessary arrangements to ensure that their courses will meet the requirements of the QF.

### Training Conferences / Seminars

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

### Promotion of Real Estate Services Career and Training Courses

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

### Future Surveys

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

## 職業訓練局

房地產服務業二〇〇五年

### 人力調查報告摘要

#### 引言

房地產服務業訓練委員會（本會）隸屬職業訓練局，於一九九八年由政府成立，負責確定業內的人力情況及訓練需求。本會於二〇〇五年一月進行了第四次人力調查，調查範圍包括以下五個類別：地產發展兼服務；物業管理及保養；地產代理；測量、估價及顧問；以及政府部門及公共機構。

2. 本會自政府統計處註冊的 8 192 間機構中，以分層隨機抽樣法選出 1 044 間作為調查對象，其中包括 527 間地產發展兼服務機構；228 間物業管理及保養機構；106 間地產代理機構；141 間測量、估價及顧問機構；及 42 個政府部門及公共機構。在這 1 044 間機構中，只有 20 間拒絕填覆調查表；525 間提供所需資料；其餘未有填覆的 499 間機構或已結業、搬遷、無法聯絡，或不再從事有關行業。有效回應率為 96.3%。

3. 報告第一章載有緒論，當中包括調查目的、範圍、方法、調查反應分析及人力評估程序。第二章列出調查結果摘要，第三、四章分別載述本會結論及建議。

#### 調查結果摘要

4. 調查結果反映該段期間房地產服務業的人力情況。本會亦留意到，本業的人力情況已大致穩定下來。

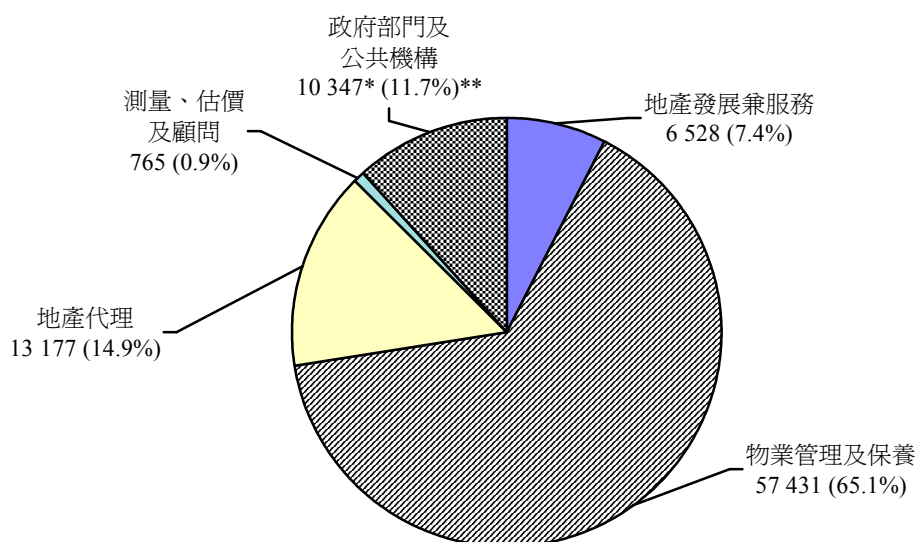
## 二〇〇五年的人力情況

5. 調查顯示，本業技術僱員及非技術僱員人數分別有 1.4% 及 2.7% 的增長。五類機構中，只有政府部門及公共機構的技術僱員減少，其餘四類均有增加，增幅由物業管理及保養的 0.4%，至地產發展兼服務的 9.3% 不等。

6. 本會發現，本港部分房地產從業員會到內地及澳門發展事業，因此對有關訓練需求極為殷切；此外，業內推行地產代理持續專業進修計劃，亦令訓練需求增加。然而，本會認為僱主對二〇〇六年僱員人數的預測仍較為審慎。

7. 結果顯示，調查時本業共有僱員 88 248 人。各類機構僱員的分布情況見圖 1。

圖 1: 各類房地產服務機構僱員分布情況  
總數 88 248 人

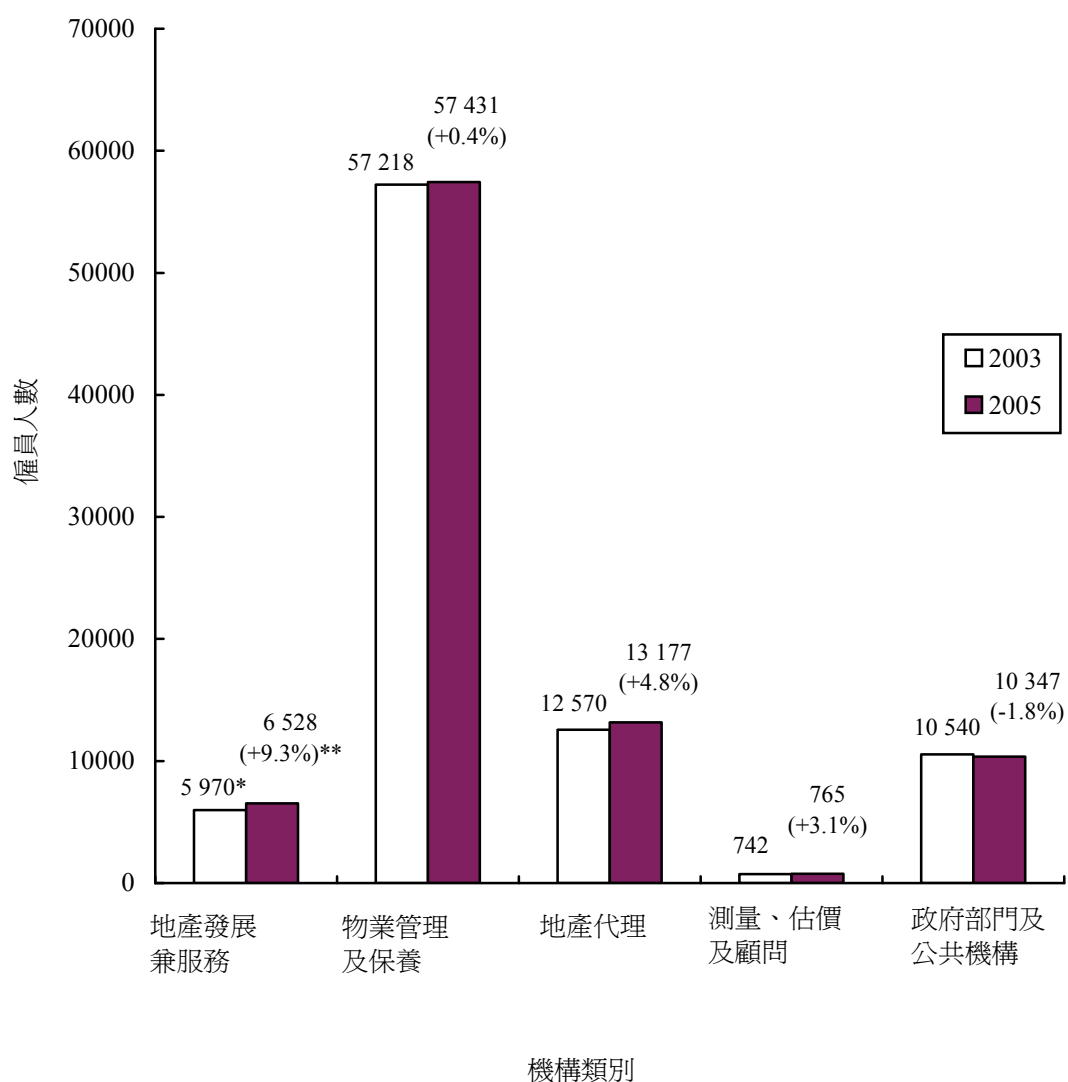


\* 僱員人數

\*\* 佔房地產服務僱員總數的百分率  
因四捨五入關係，總和未必等於 100%

8. 與二〇〇三年調查相比，地產發展兼服務機構的人力兩年來錄得 9.3% 的增長，政府部門及公共機構錄得 1.8% 的減幅。二〇〇三與二〇〇五年各類機構的人力比較見圖 2。

圖 2：二〇〇三及二〇〇五年  
各類房地產服務機構僱員的分布情況

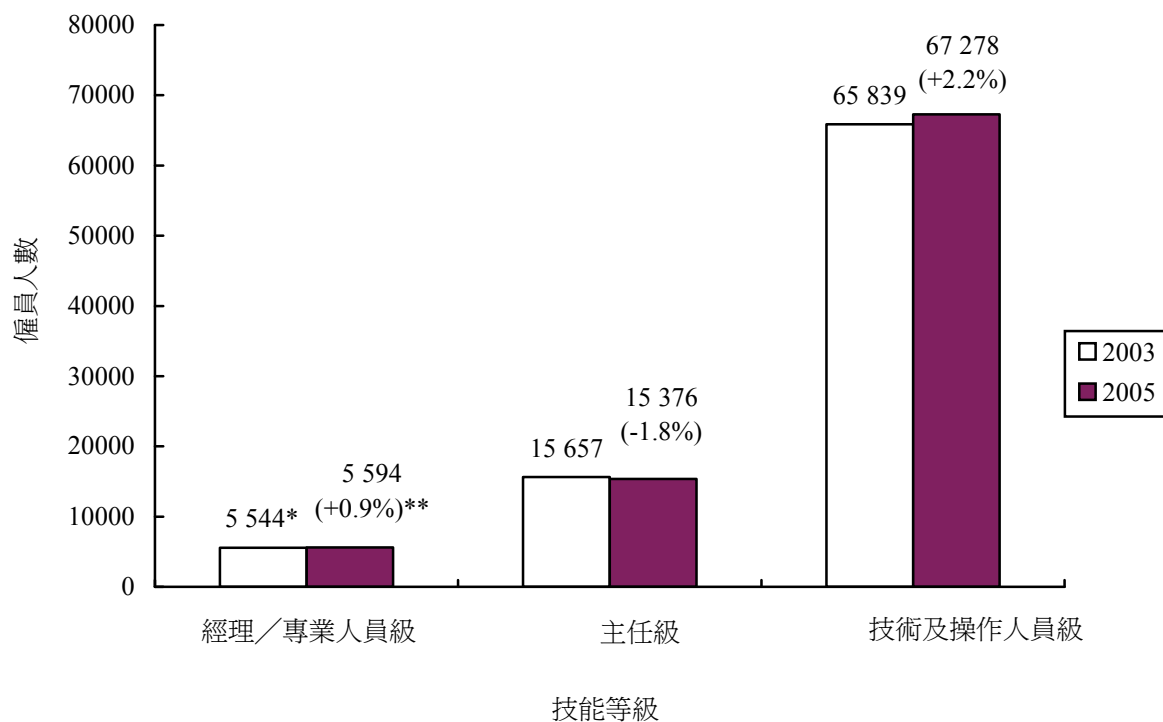


\* 僱員人數

\*\* 該類機構僱員數目的增／減幅

9. 調查亦顯示，88 248 名僱員中，67 278 人（76.2%）屬技術及操作人員級；15 376 人（17.4%）屬主任級，而 5 594 人（6.3%）屬經理及專業人員級。二〇〇三與二〇〇五年各技能等級的人力結構比較見圖 3。

圖 3：二〇〇三及二〇〇五年各技能等級人力結構



\* 該技能等級僱員人數

\*\* 該技能等級僱員人數的增／減幅

10. 各類機構不同技能等級僱員的分布情況見表 1。

表 1：各類機構不同技能等級僱員人數

機構類別	專業人員／ 經理級 (%)*	主任級 (%)*	技術及操作 人員級 (%)*	總數 (%)*	(%)**
地產發展兼服務	1 032 (15.8)	1 661 (25.4)	3 835 (58.7)	6 528 (100)	(7.4)
物業管理及保養	2 025 (3.5)	5 597 (9.7)	49 809 (86.7)	57 431 (100)	(65.1)
地產代理	486 (3.7)	1 778 (13.5)	10 913 (82.8)	13 177 (100)	(14.9)
測量、估價及顧問	302 (39.5)	293 (38.3)	170 (22.2)	765 (100)	(0.9)
政府部門及公共機構	1 749 (16.9)	6 047 (58.4)	2 551 (24.7)	10 347 (100)	(11.7)
<b>總數</b>	<b>5 594 (6.3)**</b>	<b>15 376 (17.4)**</b>	<b>67 278 (76.2)**</b>	<b>88 248 (100)#</b>	

(%)\* 佔同類機構僱員總數的百分率

(%)\*\* 佔業內僱員總數的百分率

# 因四捨五入關係，總和未必等於 100%

## 參與內地工作的僱員人數

11. 調查顯示，過去十二個月，本業有 679 名僱員參與內地工作，佔僱員總數 0.8%。由於調查只包括在港支取薪酬的僱員，參與內地工作並在當地支薪的實際人數可能遠高於該等數字。該 679 人中，地產代理僱員佔 294 人(43.3%)，其次是地產發展兼服務機構僱員，有 202 人(29.7%)。按機構類別及技能等級劃分，僱員分布情況見表 2。

表 2：各類機構過去十二個月參與內地工作的不同技能等級僱員人數

機構類別	專業人員／ 經理級	主任級	技術及操 作人員級	總數	(%)**
	(%)*	(%)*	(%)*	(%)*	
地產發展兼服務	76 (37.6)	46 (22.8)	80 (39.6)	202 (100)	(29.7)
物業管理及保養	59 (62.1)	24 (25.3)	12 (12.6)	95 (100)	(14.0)
地產代理	81 (27.6)	94 (32.0)	119 (40.5)	294 (100)	(43.3)
測量、估價及顧問	50 (61.0)	22 (26.8)	10 (12.2)	82 (100)	(12.1)
政府部門及公共機構	2 (33.3)	2 (33.3)	2 (33.3)	6 (100)	(0.9)
<b>總數</b>	<b>268</b> <b>(39.5)**</b>	<b>188</b> <b>(27.7)**</b>	<b>223</b> <b>(32.8)**</b>	<b>679</b> <b>(100)#</b>	

(%)\* 佔同類機構參與內地工作僱員人數的百分率

(%)\*\* 佔參與內地工作僱員總數的百分率

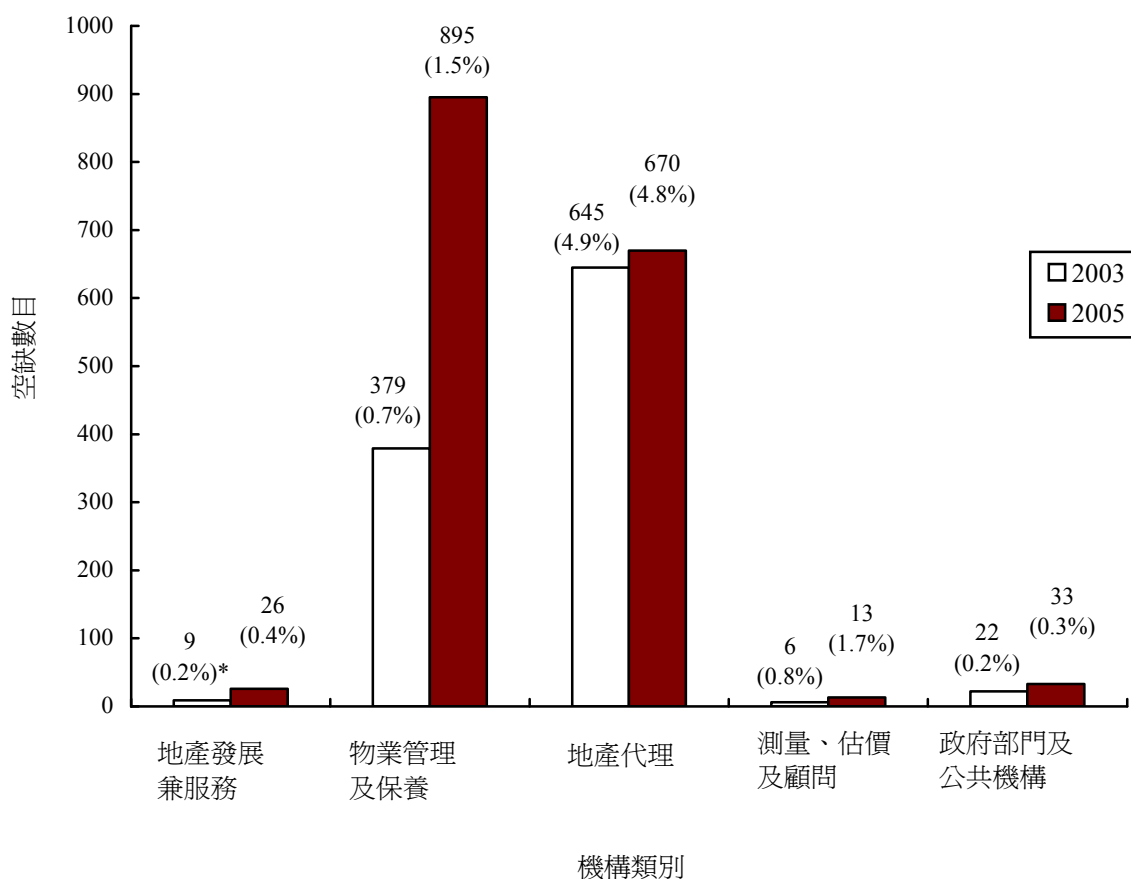
# 因四捨五入關係，總和未必等於 100%

12. 僱主預測，未來十二個月會有 628 名僱員參與內地工作。

### 空缺數目

13. 調查期間，僱主報稱業內共有 1 637 個空缺，佔 89 885 個現有職位數目的 1.8%。二〇〇三與二〇〇五年各類機構的空缺數目比較載於圖 4；各類機構不同技能等級的現有空缺數目則載於表 3。

圖 4：二〇〇三及二〇〇五年各類機構的空缺數目  
總數：1 637 個



\* 佔同類機構職位數目的百分率

表 3：各類機構不同技能等級的現有空缺數目

機構類別	專業人員／ 經理級 (%)*	主任級 (%)*	技術及 操作人員級 (%)*	總數 (%)#
地產發展兼服務	- -	8 (0.5)	18 (0.5)	26 (0.4)
物業管理及保養	27 (1.3)	138 (2.4)	730 (1.4)	895 (1.5)
地產代理	1 (0.2)	17 (0.9)	652 (5.6)	670 (4.8)
測量、估價及顧問	- -	11 (3.6)	2 (1.2)	13 (1.7)
政府部門及公共機構	1 (0.1)	8 (0.1)	24 (0.9)	33 (0.3)
<b>總數</b>	<b>29</b> <b>(0.5)**</b>	<b>182</b> <b>(1.2)**</b>	<b>1 426</b> <b>(2.1)**</b>	<b>1 637</b> <b>(1.8)@</b>

(%)\* 佔該類機構該技能等級職位數目的百分率

(%\*\*)\* 佔該技能等級職位總數的百分率

(%)# 佔該類機構職位數目的百分率

(%)@ 佔業內職位總數的百分率

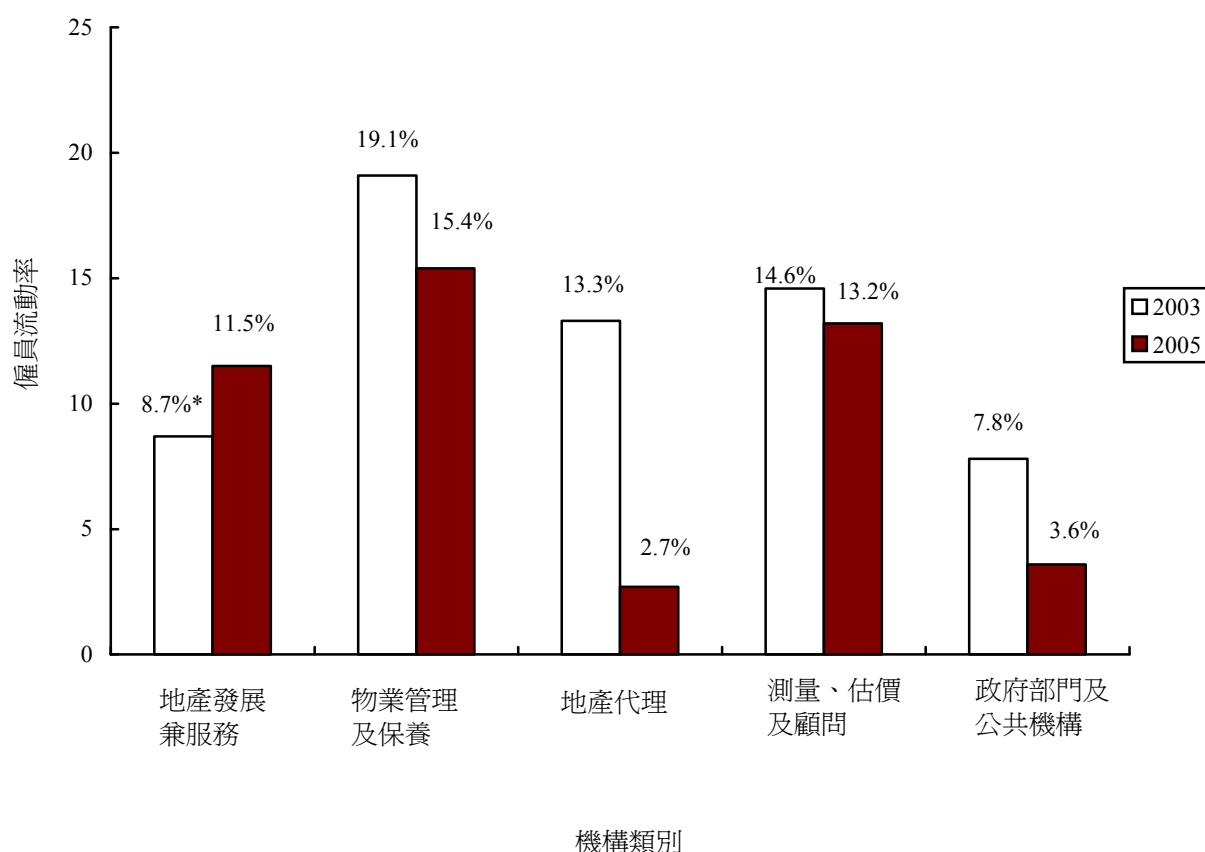
#### 過去十二個月各技能等級僱員的內部晉升情況

14. 調查顯示，有 402 名僱員（佔僱員總數 0.5%）獲內部晉升；其中，晉升至經理及專業人員級的有 109 人(27.1%)，晉升至主任級的有 293 人(72.9%)。本會鼓勵僱主為僱員提供更多培訓及發展機會，讓他們有更佳的事業前景。

## 僱員流動率

15. 僱主報稱，過去十二個月離職的僱員有 10 567 名（相當於職位總數的 11.8%），其中有 29.9% 轉任其他房地產服務職位；3.7% 轉行；14.3% 移民、開業或由於其他原因離職；52.2% 離職原因不詳。各類機構中，以物業管理及保養機構的離職人數最多，有 8 955 人（84.7%），其中 2 721 人轉任與房地產服務有關的工作，5 009 人離職原因不詳，只有 1 225 人完全脫離本業。圖 5 顯示二〇〇三及二〇〇五年各類機構僱員的流動率。本會建議教育院校為這些僱員提供合適的增修訓練，以助他們轉職。

圖 5：二〇〇三及二〇〇五年  
各類機構僱員流動率



\* 各類機構僱員流動率

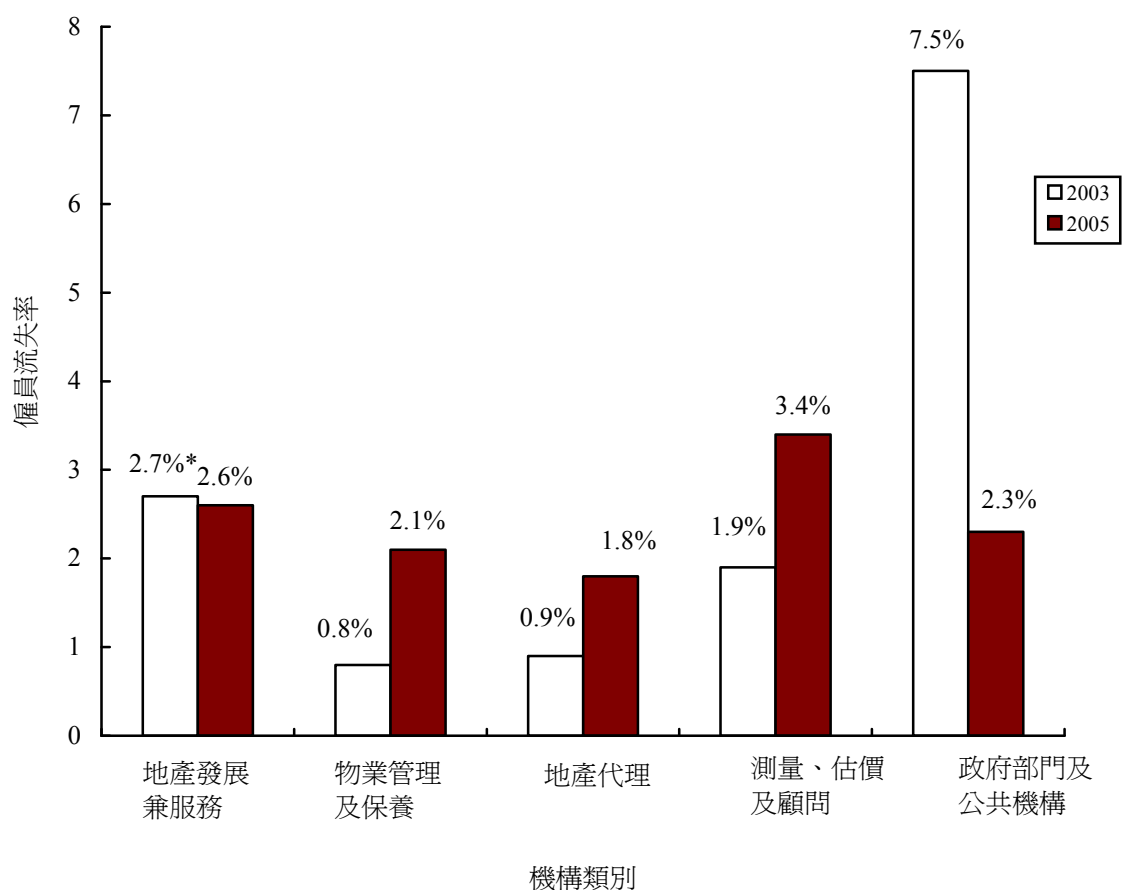
16. 按技能等級劃分，最多人離職的是技術及操作人員級僱員，共 8 700 人，佔總流動人數的 82.3%。

### 僱員流失率

17. 調查期間有 10 567 名僱員離職，其中 1 897 人完全脫離本業，佔二〇〇五年僱員總數的 2.1%，較二〇〇三年的 1.7% 為高。

圖 6 顯示二〇〇三及二〇〇五年各類機構僱員的流失率。

圖 6：二〇〇三及二〇〇五年各類機構的僱員流失率



\* 轉業僱員人數佔該類機構僱員人數的百分率

## 招聘困難

18. 作覆的 625 間公司當中，125 間（20%）表示在招聘人手方面遇到困難，特別是招聘地產代理人員。調查顯示，招聘困難的主要原因，是市場缺乏具有相關經驗及資歷人選。本會認為，地產代理對訓練需求甚大，加上業內於二〇〇五年五月開始推行自願性質的持續專業進修計劃，有關需求將進一步增加。

## 僱員宜有教育／訓練

19. 二〇〇三及二〇〇五年很多僱主（50.4%）均希望經理及專業人員級職位，可由具大學學位或專業資格人士擔任。二〇〇五年較多僱主希望大部分主任級職位，可由具預科程度人士擔任。至於技術及操作人員級職位，僱主多數希望僱員具有中三程度，情況與二〇〇三年相若。

## 僱員宜有工作經驗

20. 大部分僱主認為，經理及專業人員級僱員宜有十年或以上相關工作經驗；主任級宜有三至六年工作經驗。至於技術及操作人員級，則宜有一至三年工作經驗。

## 收入分布

21. 「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。調查顯示，大部分經理及專業人員級僱員的每月總收入介乎港幣 40 001 元至 60 000 元；技術及操作人員級則介乎港幣 5 001 至 10 000 元；至於主任級僱員，二〇〇五年較多人的每月總收入介乎港幣 10 001 元至 15 000 元，入息比以往少。

## 人力預測

### 二〇〇六至二〇〇八年的人力需求預測

22. 僱主預測，二〇〇六年一月時，房地產服務業會有 90 015 個職位，比現時數目微增 130 個，增幅為 0.1%。各類機構中，地產代理會有 239 個新職位，增幅為 1.7%；政府部門及公共機構則會減少 231 個職位，減幅為 2.2%。相信大部分僱主的預測較為審慎。本會採用人力市場分析法，以投入／產出統計模型中的人力倍數概念，推算二〇〇六至二〇〇八年的人力。有關數字見表 4。

表 4：房地產服務業二〇〇六至二〇〇八年的人力推算

年份	實際人力	推算人力	調查期間 僱主所作預測
2005	89,885		
2006		90,371 (0.5%)*	90,015 (0.1%)*
2007		91,036 (0.7%)**	
2008		91,685 (0.7%)#	

\* 與二〇〇五年實際人力相比的增／減幅

\*\* 與之前一年推算數字相比（即比較二〇〇六與二〇〇七年）的人力增／減幅

# 假設因房委會削減人手而調整

## 預測額外訓練需求

23. 根據人力市場分析所推算的人力增長及僱員流失情況，本會預測二〇〇六年本業的額外訓練需求如下：

**表 5：二〇〇六年一月時本業的額外訓練需求預測**

<u>技能等級</u>	<u>二〇〇五年 一月僱員人數</u>	<u>每年 流失人數</u>	<u>二〇〇六年 一月人力增長預測</u>	<u>額外訓練 需求預測</u>
經理／ 專業人員級	5 594	89	44	133
主任級	15 376	347	21	368
技術及操作 人員級	67 278	1 461	2 058	3 519
<b>總數</b>	<b>88 248</b>	<b>1 897</b>	<b>2 123</b>	<b>4 020</b>

## 僱員的訓練需求

24. 調查顯示，未來十二個月，業內有 36 928 名僱員須接受各種培訓，其中 18 424 人須接受通用技巧訓練；8 395 人須接受其他訓練；5 746 人須接受物業／房屋管理訓練；及 2 878 人須接受地產代理訓練。本會認為，現有僱員對訓練需求極大，其中以技術及操作人員級的需求最甚。

## 僱主對未來十二個月本港經濟的預測

25. 調查顯示，52.5% 作覆機構預料本港經濟於未來十二個月轉好，13.62% 的機構則持相反意見，33.9% 的機構並無意見。

## 僱主對未來十二個月人力增長的預測

26. 調查顯示，只有 19.8% 的作覆機構預期未來十二個月人力會出現增長，26.9% 的機構則表示不會有增長，53.3% 的機構則沒有提供資料。

## 本業前景

27. 房地產業是本港主要行業之一。圖 7 顯示，一九九九至二〇〇五年房地產僱員佔總人力的百分率。

圖 7：房地產僱員及總人力



28. 房地產業與本港經濟及民生息息相關。雖然全球利率趨升，但未來前景依然樂觀。私營住宅市場物業交易宗數在二〇〇五年第一季大幅增長，樓價穩定上升，減少了負資產的數目。在港的海外及內地企業對商用單位的需求殷切。此外，舖位的需求亦因旅遊業興旺而大幅增加。這些因素都帶動了物業市場的發展。

29. 政府調節土地及私營房屋供應過多的措施已見成效，建屋速度減慢。本會相信，未來幾年物業市場發展穩定，由於內地及澳門的物業市場快速增長，更多地產代理及物業管理僱員會轉往當地工作。

### 對人力的影響

30. 調查顯示，52.5% 僱主預計本港經濟未來十二個月會有改善，本會預期房地產服務四個私營類別的整體人力情況會頗為穩定：

- (i) 地產發展商重拾在本港及澳門發展物業的信心，這會增加對人力的需求。
- (ii) 預期待物業管理及保養類別將繼續實行資源增值及提升管理效能。雖然對優質服務的需求殷切，但有關人力需求仍然穩定。政府立法強制舊樓進行維修及翻新工程，亦會創造更多職位空缺。
- (iii) 物業市場近月顯著復甦，令地產代理人數增加。
- (iv) 至於測量、估價及顧問類別，預計短期內人力不會有重大改變。
- (v) 政府在二〇〇五年底分拆零售及公眾停車場設施，會令約 230 名僱員轉往私營類別機構工作。此外，房屋署自願離職計劃推行至二〇〇七年，將使僱員人數進一步減少。

### 建議

31. 本會建議如下：

- (i) 預計須額外培訓 4 020 名人手，其中，3 519 名屬技術及操作人員級，368 名屬主任級；建議為這些僱員提供適當訓練；

- (ii) 本會認為，業內為數約 88 000 名僱員應接受增修訓練，學習新知識，以保持競爭力和提高效率，配合公眾對優質管理的需求；
- (iii) 本會認為，地產代理人員對訓練需求殷切，這在推行地產代理持續專業進修計劃後尤為顯著；建議訓練機構為這類僱員開辦合適的課程；
- (iv) 本會繼續支持為房地產服務業推行「技能提升計劃」。隨著「嚴重急性呼吸系統綜合症」（SARS）及禽流感相繼出現，公眾比以往更注重衛生，因而對危機處理方面的訓練需求不斷增加；建議在「技能提升計劃」加入實務課程，如設施管理、環境衛生等；
- (v) 本會相信，本港的房地產從業員，會有更多機會到內地工作，當中包括地產代理、物業管理人員。預料從業員對內地就業發展的訓練需求將非常殷切，本會建議教育院校為他們開辦合適的課程；
- (vi) 政府會為物業管理在內的多個行業，設立資歷架構。本會建議訓練機構作出適當安排，確保所辦課程符合該制度的要求；
- (vii) 因應訓練需求，本會會繼續支持舉辦各項培訓課程，並為從業員舉辦研討會及經驗分享會；
- (viii) 本會會繼續透過互聯網、研討會及講座，推廣業內的就業及培訓機會；
- (ix) 本會建議每兩年進行一次人力調查，評估業內人力供求情況。

## 第一章

### 緒 論

#### 房地產服務業訓練委員會

1.1 房地產服務業訓練委員會隸屬職業訓練局，於一九九八年成立，負責確定本業的人力情況及訓練需求，並就發展訓練設施，向職業訓練局、僱主及教育／訓練機構提供建議，以應付業內的人力需求。本會委員名單及職權範圍見附錄 1、2。

#### 調查目的

1.2 本會曾於一九九九、二〇〇一及二〇〇三年進行人力調查，並先後出版三份調查報告。第四次兩年一度的人力調查於二〇〇五年一月進行，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，以應付業內經理及專業人員、主任、技術及操作人員級僱員的人力及訓練需求。

#### 調查範圍

1.3 是次調查包括業內五個機構類別（地產發展兼服務；物業管理及保養；地產代理；測量、估價及顧問；政府及公共機構）主要職務，分屬經理及專業人員；主任；及技術及操作人員級。調查並不包括保安服務業及建築類別僱員，因為這些僱員已納入職訓局其他訓練委員會的人力調查範圍內。

1.4 政府統計處註冊的業內機構共有 8 192 間，本會採用分層隨機抽樣方法，選出 1 044 間作為調查對象。調查對象中，有 527 間地產發展兼服務機構；228 間物業管理及保養機構；106 間地產代理機構；141 間測量、估價及顧問機構；以及 42 個政府部門及公共機構。調查對象按層面細分的詳情見附錄 4。

### 調查方法

1.5 是次調查於二〇〇五年一月進行，旨在蒐集本業人力及訓練情況的資料。1 044 間選為調查對象的機構，須填寫一份有關本業人力及訓練需求的調查表（附錄 3）。政府統計處其後派員造訪各選定機構，收集填妥的調查表。

1.6 調查要求僱主根據員工實際負責工作，將僱員分類，而非機構所採用的職稱。本會已特別向調查人員講解各種職務的性質。收集的調查表均經複核及編碼，必要時亦會與填覆機構核實。調查所得資料以統計方法倍大，以反映本業的整體人力情況。

### 調查反應分析

1.7 1 044 間抽樣機構中，有 20 間拒絕作答；525 間（當中有 10 間只回答了部分問題）提供了所需資料。其餘 499 間或已結業、搬遷、無法聯絡，或不再從事有關業務；有效填覆率為 96.3%。作覆機構按層面及類別劃分的情況載於附錄 5，調查反應分析詳情見附錄 6。

### 人力評估過程

1.8 整個評估過程的主要步驟如下：

- (i) 進行人力調查，蒐集業內各機構類別不同技能等級僱員的最新人力資料；

- (ii) 根據業內人士對人力及訓練需求的意見，分析所得資料；
- (iii) 評估業內各類機構的人力供求情況。

## 調查結果

1.9 調查報告第二章載有調查結果摘要；第三、第四章分別載有本會結論及建議。

## 釋義

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

1.11 從事同類業務的機構歸入同一「機構類別」，其香港標準行業分類編號頭三個數字（831XXX）均屬相同（表示這些機構從事同一性質的業務）。此外，調查補充樣本中的政府部門及公共機構亦屬一「機構類別」。

## 第二章

### 調查結果摘要

#### 調查對象

2.1 是次調查包括業內五個類別的房地產服務業僱員：

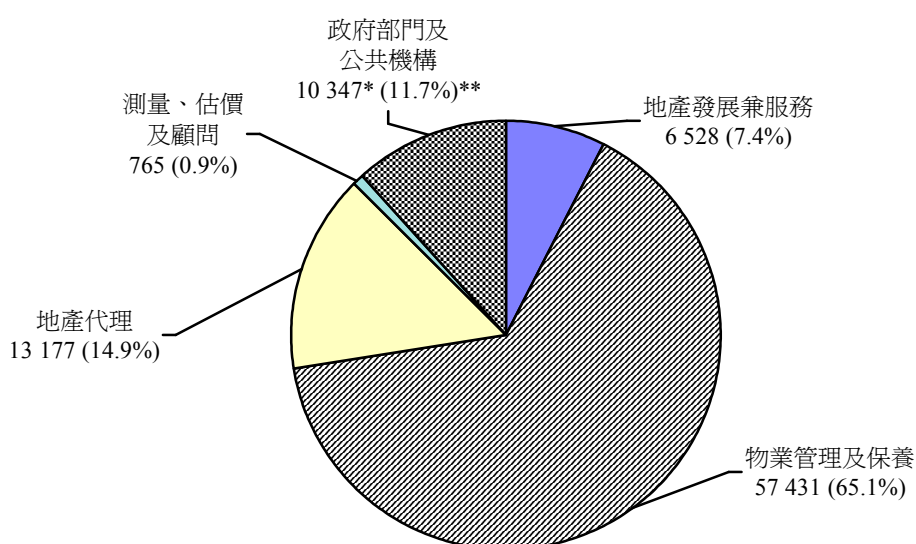
- (a) 地產發展兼服務；
- (b) 物業管理及保養；
- (c) 地產代理；
- (d) 測量、估價及顧問；
- (e) 政府部門及公共機構。

#### 僱員人數

2.2 調查顯示，五個類別的機構共僱有 112 161 人，其中 88 248 人為技術僱員；其餘 23 913 人為非技術僱員。二〇〇三年的僱員總數為 110 325 人，是次調查錄得增加了 1 836 人，兩年之間增幅為 1.7%。調查亦顯示，技術僱員總數（下稱「僱員總數」）增加了 1 208 人（+1.4%），非技術僱員則增加了 628 人（+2.7%）。與上次調查一樣，是次調查內的所有分析，並不涉及非技術僱員；這類僱員擔任一般的行政、會計、人事及其他輔助工作。

2.3 調查顯示，僱員人數最多的機構類別為物業管理及保養，有 57 431 人，佔僱員總數 65.1%；其餘類別依次為地產代理（13 177 人，佔僱員總數 14.9%）；政府部門及公共機構（10 347 人，佔僱員總數 11.7%）；地產發展兼服務（6 528 人，佔僱員總數 7.4%）；以及測量、估價及顧問（765 人，佔僱員總數 0.9%）。各類別僱員的分布情況見圖 1；詳細分析則載於附錄 7。

**圖 1: 各類房地產服務機構僱員分布情況**  
總數 88 248 人



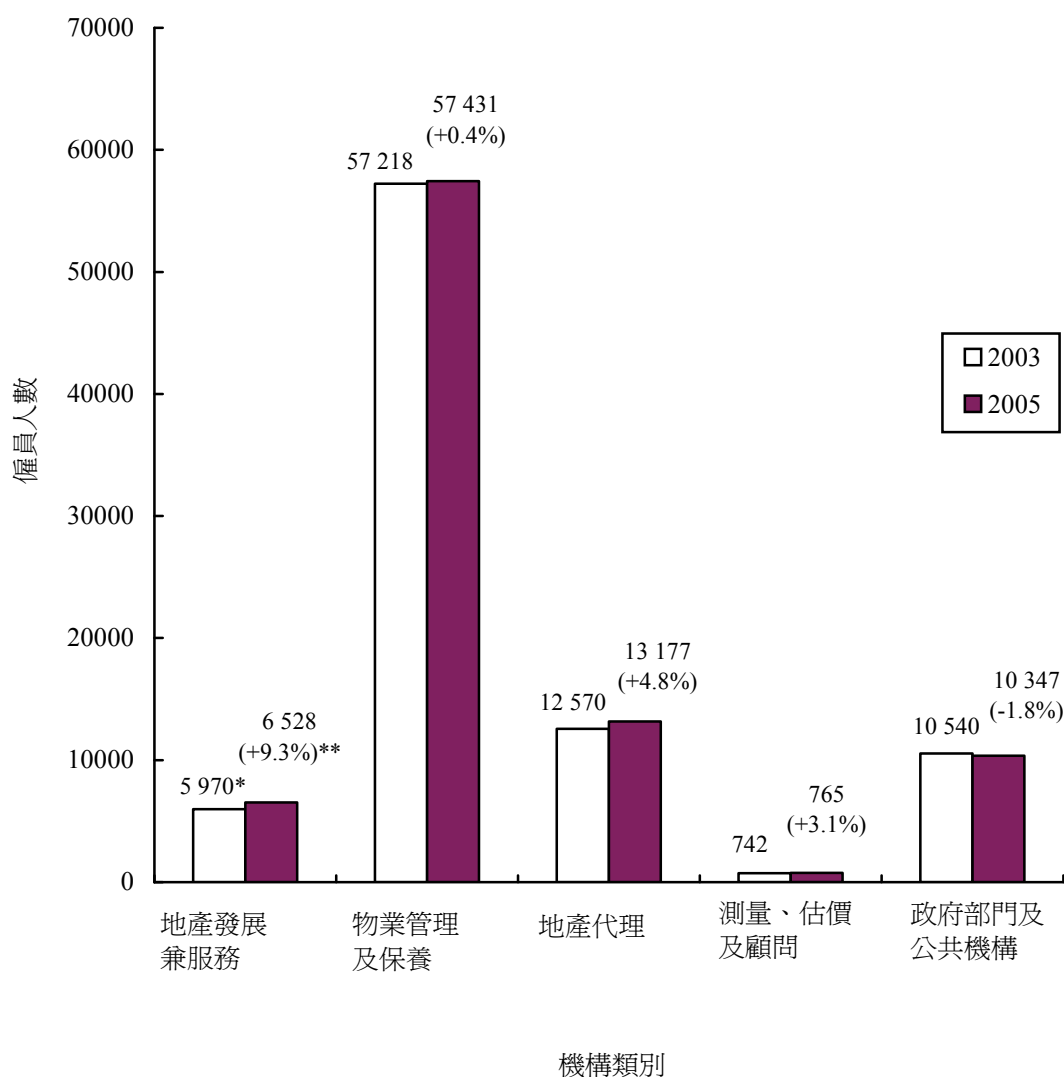
\* 僱員人數

\*\* 佔房地產服務僱員總數的百分率

因四捨五入關係，總和未必等於 100%

2.4 與二〇〇三年調查相比，地產發展兼服務機構的人力兩年來錄得 9.3% 的增長，政府部門及公共機構錄得 1.8% 的減幅。二〇〇三與二〇〇五年各類機構的人力比較見圖 2。各類別僱員人數的增長見表 1。

圖 2：二〇〇三年及二〇〇五年  
各類房地產服務機構僱員的分布情況



\* 該類機構僱員人數

\*\* 該類機構僱員人數的增／減幅

表 1：各類房地產服務機構僱員增長情況

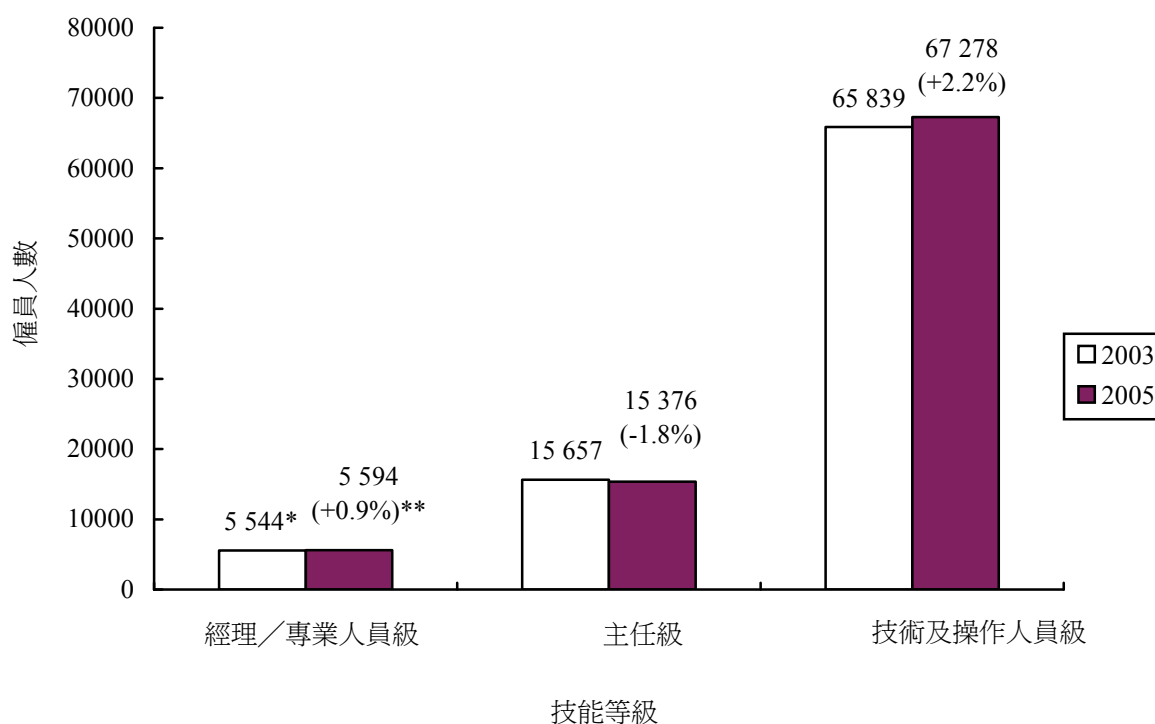
機構類別	二〇〇三年一月時 僱員人數	二〇〇五年一月時 僱員人數	增／減 (%)*
地產發展兼服務	5 970	6 528	558 (9.3)
物業管理及保養	57 218	57 431	213 (0.4)
地產代理	12 570	13 177	607 (4.8)
測量、估價及顧問	742	765	23 (3.1)
政府部門及公共機構	10 540	10 347	-193 (-1.8)
<b>總數</b>	<b>87 040</b>	<b>88 248</b>	<b>1 208 (1.4)**</b>

\* 同類機構僱員人數的增／減幅

\*\* 業內僱員人數的增／減幅

2.5 調查亦顯示，88 248 名僱員中，67 278 人（76.2%）屬技術及操作人員級；15 376 人（17.4%）屬主任級，而 5 594 人（6.3%）屬經理及專業人員級。二〇〇三與二〇〇五年各技能等級的人力結構比較見圖 3，僱員人數增長情況見表 2。

圖 3：二〇〇三及二〇〇五年  
各技能等級人力結構



\* 該技能等級僱員人數

\*\* 該技能等級僱員人數的增／減幅

表 2：各技能等級僱員人數增長情況

技能等級	二〇〇三年一月時	二〇〇五年一月	增/減 (%) @
	僱員人數 (%)*	時僱員人數 (%)*	
經理／專業人員級	5 544 (6.4)	5 594 (6.3)	50 (0.9)
主任級	15 657 (18.0)	15 376 (17.4)	-281 (-1.8)
技術及操作人員級	65 839 (75.6)	67 278 (76.2)	1 439 (2.2)
<b>總數 (%)</b>	<b>87 040 (100)</b>	<b>88 248 (100)</b>	<b>1 208 (1.4)**</b>

@ 該技能等級僱員人數的增／減幅

\* 佔僱員總數百分率

\*\* 業內僱員人數的增／減幅

2.6 各類機構不同技能等級僱員分布情況見表 3。

表 3：各類機構不同技能等級僱員人數

機構類別	專業人員／	主任級	技術及操作	總數	(%)**
	經理級		人員級		
	(%)*	(%)*	(%)*	(%)*	
地產發展兼服務	1 032 (15.8)	1 661 (25.4)	3 835 (58.7)	6 528 (100)	(7.4)
物業管理及保養	2 025 (3.5)	5 597 (9.7)	49 809 (86.7)	57 431 (100)	(65.1)
地產代理	486 (3.7)	1 778 (13.5)	10 913 (82.8)	13 177 (100)	(14.9)
測量、估價及顧問	302 (39.5)	293 (38.3)	170 (22.2)	765 (100)	(0.9)
政府部門及公共機構	1 749 (16.9)	6 047 (58.4)	2 551 (24.7)	10 347 (100)	(11.7)
<b>總數</b>	<b>5 594</b> <b>(6.3)**</b>	<b>15 376</b> <b>(17.4)**</b>	<b>67 278</b> <b>(76.2)**</b>	<b>88 248</b> <b>(100)#</b>	

(%)\* 佔同類機構僱員人數的百分率

(%)\*\* 佔業內僱員總數的百分率

# 因四捨五入關係，總和未必等於 100%

### 參與內地工作的僱員人數

2.7 調查顯示，過去十二個月，本業有 679 名僱員參與內地工作，佔僱員總數 0.8%。由於調查只包括在港支取薪酬的僱員，參與內地工作並在當地支薪的實際人數可能遠高於該等數字。該 679 人中，地產代理僱員佔 294 人(43.3%)，其次是地產發展兼服務機構僱員，有 202 人(29.7%)。按機構類別及技能等級劃分，僱員分布情況見表 4。

表 4：各類機構過去十二個月參與內地工作的不同技能等級僱員人數

機構類別	專業人員／ 經理級	主任級	技術及操 作人員級	總數	(%)**
	(%)*	(%)*	(%)*	(%)*	
地產發展兼服務	76 (37.6)	46 (22.8)	80 (39.6)	202 (100)	(29.7)
物業管理及保養	59 (62.1)	24 (25.3)	12 (12.6)	95 (100)	(14.0)
地產代理	81 (27.6)	94 (32.0)	119 (40.5)	294 (100)	(43.3)
測量、估價及顧問	50 (61.0)	22 (26.8)	10 (12.2)	82 (100)	(12.1)
政府部門及公共機構	2 (33.3)	2 (33.3)	2 (33.3)	6 (100)	(0.9)
<b>總數</b>	<b>268</b> <b>(39.5)**</b>	<b>188</b> <b>(27.7)**</b>	<b>223</b> <b>(32.8)**</b>	<b>679</b> <b>(100)#</b>	

(%)\* 佔同類機構參與內地工作僱員人數的百分率

(%)\*\* 佔參與內地工作僱員總數的百分率

# 因四捨五入關係，總和未必等於 100%

2.8 僱主預測，未來十二個月會有 628 名僱員參與內地工作，詳見表 5。

**表 5：各類機構未來十二個月參與內地工作的不同技能等級僱員人數**

機構類別	專業人員／ 經理級	主任級	技術及 操作人員級	總數	(%)**
	(%)*	(%)*	(%)*	(%)*	
地產發展兼服務	77 (40.1)	46 (24.0)	69 (35.9)	192 (100)	(30.6)
物業管理及保養	40 (54.8)	22 (30.1)	11 (15.1)	73 (100)	(11.6)
地產代理	63 (23.1)	92 (33.7)	118 (43.2)	273 (100)	(43.5)
測量、估價及顧問	45 (52.9)	30 (35.3)	10 (11.8)	85 (100)	(13.5)
政府部門及公共機構	2 (40.0)	2 (40.0)	1 (20.0)	5 (100)	(0.8)
<b>總數</b>	<b>227</b> <b>(36.1)**</b>	<b>192</b> <b>(30.6)**</b>	<b>209</b> <b>(33.3)**</b>	<b>628</b> <b>(100)#</b>	<b>(100)#</b>

(%)\* 佔同類機構將參與內地工作僱員人數的百分率

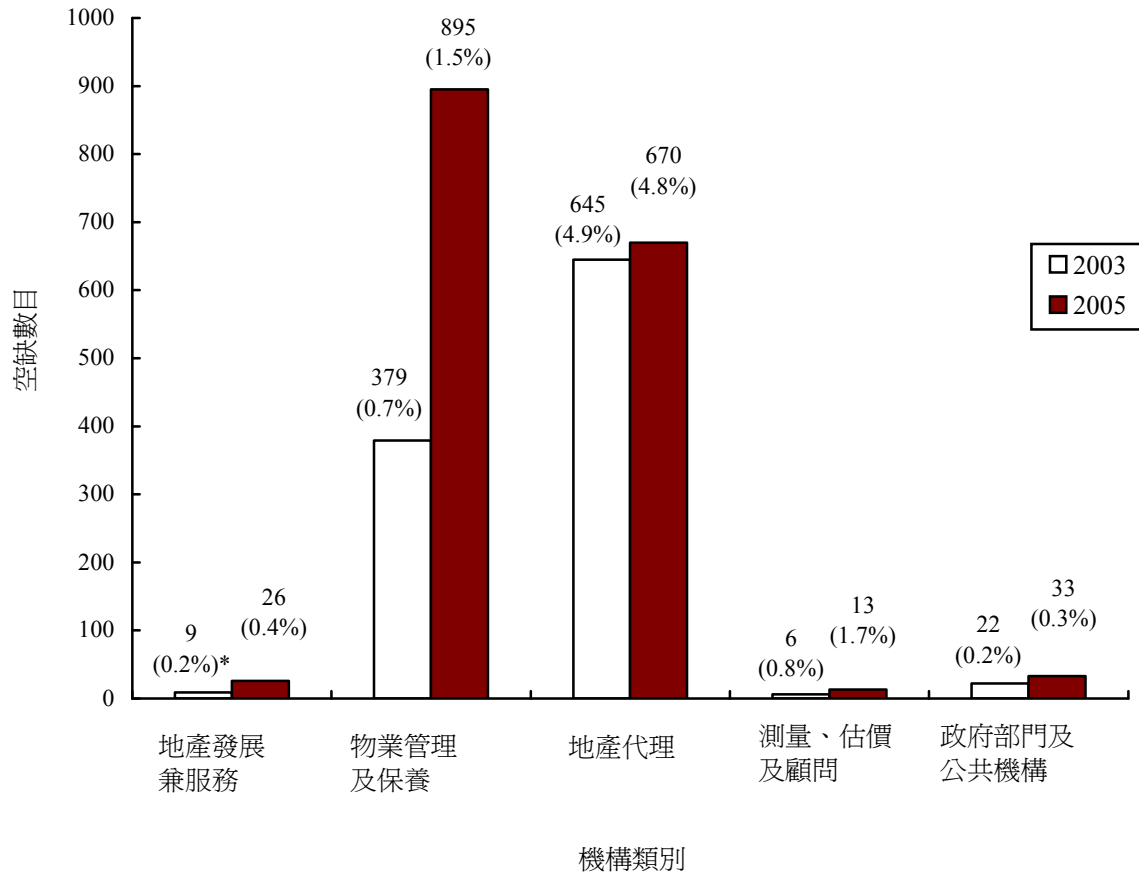
(%)\*\* 佔將參與內地工作僱員總數的百分率

# 因四捨五入關係，總和未必等於 100%

### 現有空缺數目

2.9 調查期間，僱主報稱業內共有 1 637 個空缺，佔 89 885 個現有職位數目的 1.8%。物業管理及保養機構報稱的空缺最多，有 895 個。其次是地產代理，有 670 個。二〇〇三與二〇〇五年各類機構的空缺數目比較載於圖 4；各類機構不同技能等級的現有空缺數目則載於表 6。

圖 4： 二〇〇三及二〇〇五年各類機構的空缺數目  
總數：1 637 個



\* 佔同類機構職位數目的百分率

表 6：各類機構不同技能等級的現有空缺數目

機構類別	專業人員／ 經理級 (%)*	主任級 (%)*	技術及 操作人員級 (%)*	總數 (%)#
地產發展兼服務	- -	8 (0.5)	18 (0.5)	26 (0.4)
物業管理及保養	27 (1.3)	138 (2.4)	730 (1.4)	895 (1.5)
地產代理	1 (0.2)	17 (0.9)	652 (5.6)	670 (4.8)
測量、估價及顧問	- -	11 (3.6)	2 (1.2)	13 (1.7)
政府部門及公共機構	1 (0.1)	8 (0.1)	24 (0.9)	33 (0.3)
<b>總數</b>	<b>29</b> <b>(0.5)**</b>	<b>182</b> <b>(1.2)**</b>	<b>1 426</b> <b>(2.1)**</b>	<b>1 637</b> <b>(1.8)@</b>

(%)\* 佔該類機構該技能等級職位數目的百分率

(%)\*\* 佔該技能等級職位總數的百分率

(%)# 佔該類機構職位數目的百分率

(%)@ 佔業內職位總數的百分率

### 僱主預測二〇〇六年一月時的人力需求

2.10 僱主預測，二〇〇六年一月時，本業會有 90 015 個職位，較二〇〇五年一月時輕微增加 130 個新職位，增幅為 0.1%。各類機構當中，地產代理會有 239 個新職位，增幅為 1.7%；政府部門及公共機構則會減少 231 個職位，減幅為 2.2%。

2.11 僱主預測二〇〇六年一月時各類機構不同技能等級的人力增長，見表 7(i) 至 7(v) 及圖 5。

表 7： 僱主預測二〇〇六年一月時各類機構  
不同技能等級的人力

(i) 地產發展兼服務

技能等級	(a) 二〇〇五年 一月時 僱員人數	(b) 二〇〇五年 一月時 空缺數目	(a)+(b) 二〇〇五年 一月時 職位總數	僱主預測 二〇〇六年 一月時的人力	增幅 (%)
經理／ 專業人員級	1 032	-	1 032	1 030	-2
主任級	1 661	8	1 669	1 670	1
技術及 操作人員級	3 835	18	3 853	3 824	-29
<b>小計</b>	<b>6 528</b>	<b>26</b>	<b>6 554</b>	<b>6 524</b>	<b>-30 (-0.5)*</b>

(ii) 物業管理及保養

技能等級	(a) 二〇〇五年 一月時 僱員人數	(b) 二〇〇五年 一月時 空缺數目	(a)+(b) 二〇〇五年 一月時 職位總數	僱主預測 二〇〇六年 一月時的人力	增幅 (%)
經理／ 專業人員級	2 025	27	2 052	2 055	3
主任級	5 597	138	5 735	5 725	-10
技術及 操作人員級	49 809	730	50 539	50 698	159
<b>小計</b>	<b>57 431</b>	<b>895</b>	<b>58 326</b>	<b>58 478</b>	<b>152 (0.3)*</b>

\* 該類機構職位數目的增／減幅

(iii) 地產代理

技能等級	(a) 二〇〇五年 一月時 僱員人數	(b) 二〇〇五年 一月時 空缺數目	(a)+(b) 二〇〇五年 一月時 職位總數	僱主預測 二〇〇六年 一月時的人力	增幅 (%)
經理／ 專業人員級	486	1	487	473	-14
主任級	1 778	17	1 795	1 801	6
技術及 操作人員級	10 913	652	11 565	11 812	247
<b>小計</b>	<b>13 177</b>	<b>670</b>	<b>13 847</b>	<b>14 086</b>	<b>239 (1.7)*</b>

(iv) 測量、估價及顧問

技能等級	(a) 二〇〇五年 一月時 僱員人數	(b) 二〇〇五年 一月時 空缺數目	(a)+(b) 二〇〇五年 一月時 職位總數	僱主預測 二〇〇六年 一月時的人力	增幅 (%)
經理／ 專業人員級	302	-	302	302	-
主任級	293	11	304	304	-
技術及 操作人員級	170	2	172	172	-
<b>小計</b>	<b>765</b>	<b>13</b>	<b>778</b>	<b>778</b>	<b>- (-)</b>

\* 該類機構職位數目的增／減幅

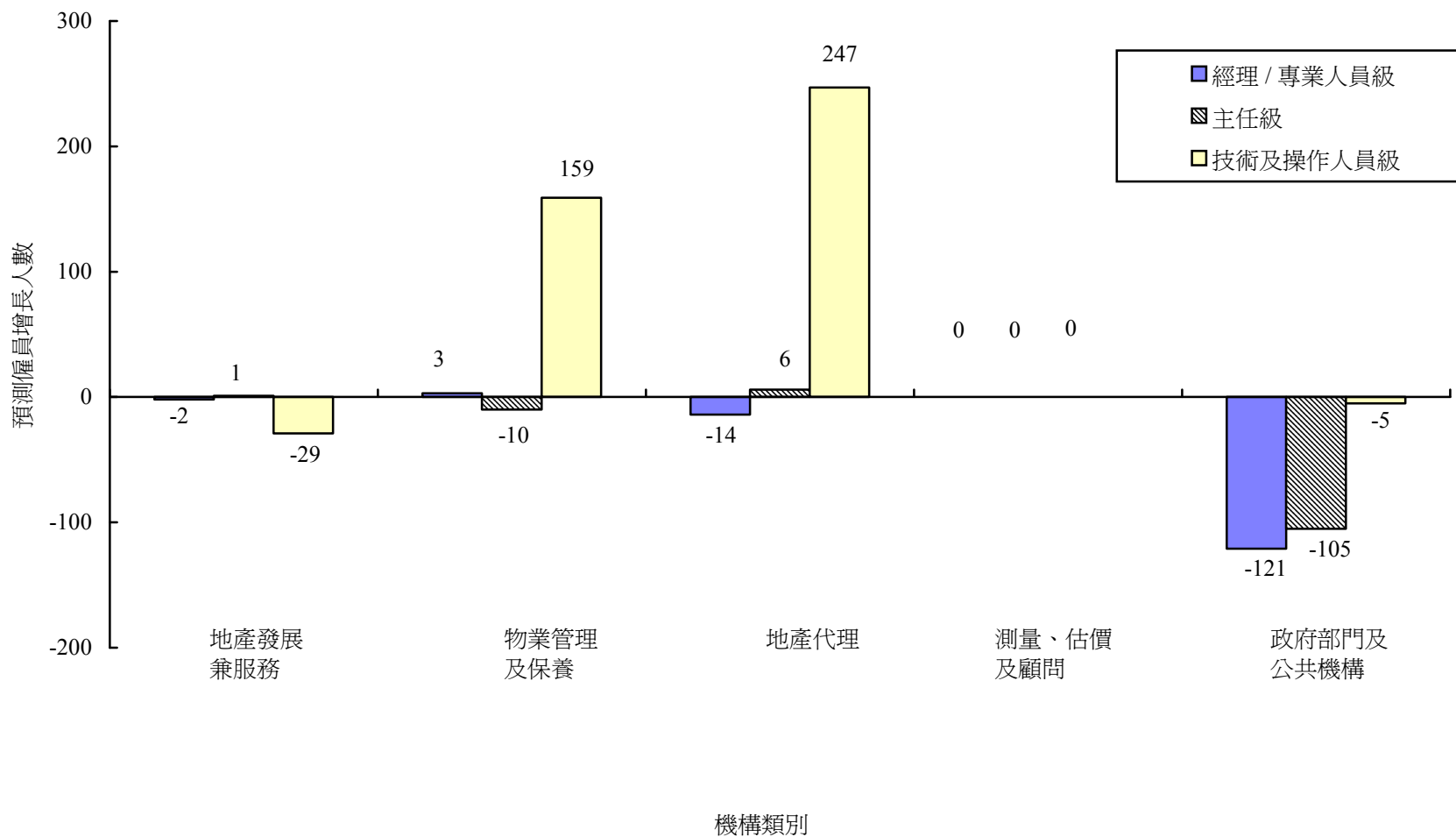
(v) 政府部門及公共機構

技能等級	(a) 二〇〇五年 一月時 僱員人數	(b) 二〇〇五年 一月時 空缺數目	(a)+(b) 二〇〇五年 一月時 職位總數	僱主預測 二〇〇六年 一月時的人力	增幅 (%)
經理/ 專業人員級	1 749	1	1 750	1 629	-121
主任級	6 047	8	6 055	5 950	-105
技術及 操作人員級	2 551	24	2 575	2 570	-5
<b>小計</b>	<b>10 347</b>	<b>33</b>	<b>10 380</b>	<b>10 149</b>	<b>-231 (-2.2)*</b>

\* 該類機構職位數目的增／減幅

圖 5：僱主預測二〇〇六年一月時各類機構不同技能等級的人力增長  
 總數：130 人

109



## 過去十二個月各技能等級僱員的內部晉升情況

2.12 調查顯示，有 402 名僱員（佔僱員總數 0.5%）獲內部晉升；其中，晉升至經理及專業人員級的有 109 人（27.1%），晉升至主任級的有 293 人（72.9%）。二〇〇三及二〇〇五年各類機構不同技能等級僱員內部晉升情況見表 8。

**表 8：二〇〇三及二〇〇五年  
各類機構不同技能等級僱員內部晉升情況**

	<u>二〇〇三年一月</u>			<u>二〇〇五年一月</u>		
	<u>僱員人數</u>	<u>晉升至 該級人數</u>	<u>(%)*</u>	<u>僱員人數</u>	<u>晉升至 該級人數</u>	<u>(%)*</u>
<u>地產發展兼服務</u>						
<u>技能等級</u>						
經理／專業人員級	826	13	(1.6)	1 032	13	(1.3)
主任級	1 481	18	(1.2)	1 661	21	(1.3)
<u>物業管理及保養</u>						
<u>技能等級</u>						
經理／專業人員級	2 038	45	(2.2)	2 025	61	(3.0)
主任級	6 003	273	(4.5)	5 597	174	(3.1)
<u>地產代理</u>						
<u>技能等級</u>						
經理／專業人員級	547	18	(3.3)	486	18	(3.7)
主任級	1 390	115	(8.3)	1 778	85	(4.8)
<u>測量、估價及顧問</u>						
<u>技能等級</u>						
經理／專業人員級	292	7	(2.4)	302	17	(5.6)
主任級	314	-	-	293	11	(3.8)
<u>政府部門及公共機構</u>						
<u>技能等級</u>						
經理／專業人員級	1 841	2	(0.1)	1 749	-	-
主任級	6 469	12	(0.2)	6 047	2	-
<b>總計</b>	<b>21 201</b>	<b>503</b>		<b>20 970</b>	<b>402</b>	

\* 佔該類機構同一技能等級僱員人數的百分率

## 過去十二個月的僱員流動情況

2.13 僱主報稱，過去十二個月離職的僱員有 10 567 名（相當於職位總數的 11.8%），其中有 29.9% 轉任其他房地產服務職位（表 9），3.7% 轉行，14.3% 移民、開業或由於其他原因離職，52.2% 離職原因不詳。各類機構中，以物業管理及保養機構的離職人數最多，有 8 955 人（84.7%），其中 2 721 人轉任與房地產服務有關的工作，5 009 人離職原因不詳，只有 1 225 人完全脫離本業。圖 6 顯示二〇〇三及二〇〇五年各類機構僱員的流動率。

表 9： 過去十二個月各類機構離職人數及原因

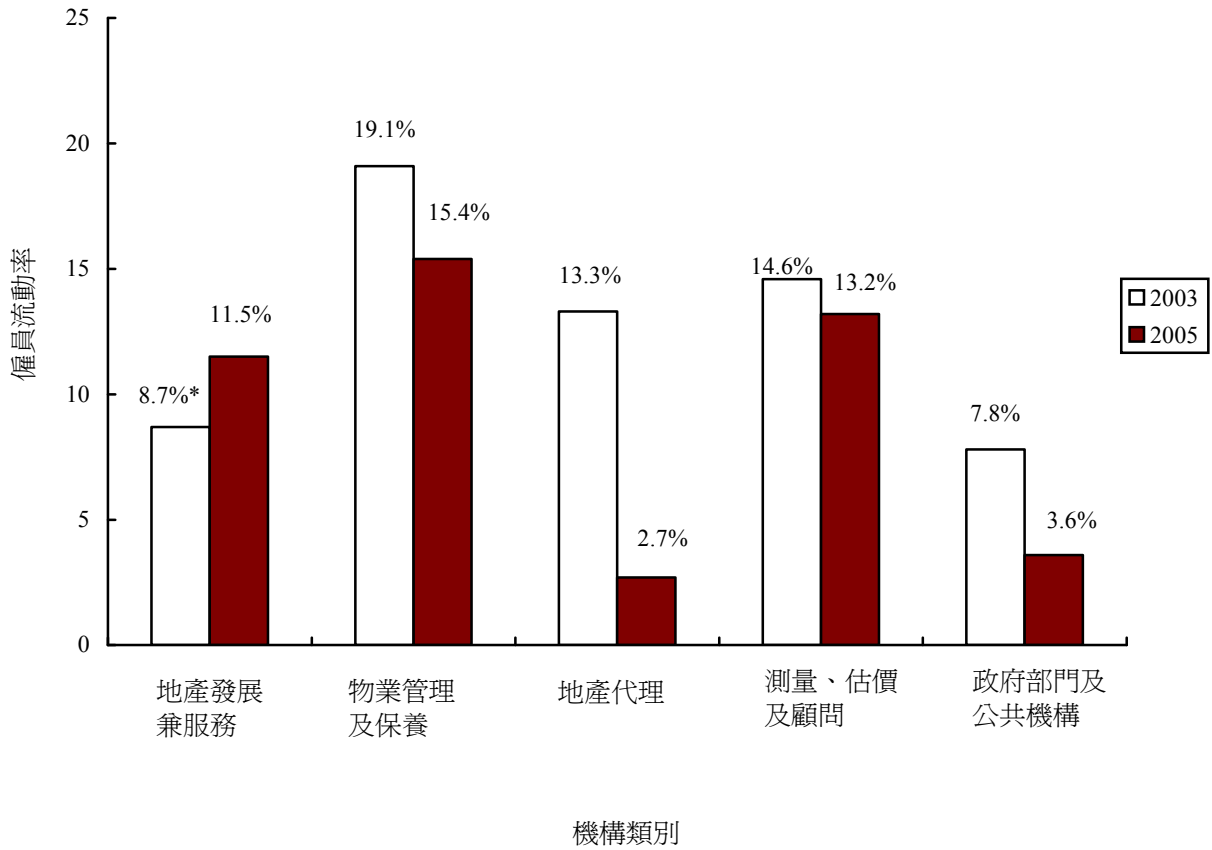
機構類別	轉任其他房地產	轉行	移民、開業或進修	原因不詳	總數	總數 (%)#
	服務職位 (%)*	(%)*	(%)*	(%)*	(%)*	
(a) 地產發展兼服務	345 (5.3)	65 (1.0)	107 (1.6)	238 (3.6)	755 (11.5)	(7.1)
(b) 物業管理及保養	2 721 (4.7)	309 (0.5)	916 (1.6)	5 009 (8.6)	8 955 (15.4)	(84.7)
(c) 地產代理	12 (0.1)	- -	237 (1.7)	128 (0.9)	377 (2.7)	(3.6)
(d) 測量、估價及顧問	68 (8.7)	13 (1.7)	13 (1.7)	9 (1.2)	103 (13.2)	(1.0)
(e) 政府部門及公共機構	12 (0.1)	- -	237 (2.3)	128 (1.2)	377 (3.6)	(3.6)
<b>總數</b> <b>(%)#</b>	<b>3 158</b> <b>(29.9)</b>	<b>387</b> <b>(3.7)</b>	<b>1 510</b> <b>(14.3)</b>	<b>5 512</b> <b>(52.2)</b>	<b>10 567</b> <b>(100)#</b>	

\* 佔同類機構職位數目的百分率

# 佔過去十二個月離職人數的百分率

因四捨五入關係，總和未必等於 100%

圖 6：二〇〇三及二〇〇五年  
各類機構僱員流動率



\* 各類機構僱員流動率

2.14 按技能等級劃分，表 10 顯示技術及操作人員級有 8 700 人離職，佔總流動人數 82.3%。各類機構不同技能等級離職僱員人數詳見附錄 8。

表 10：過去十二個月各技能等級離職人數及原因

技能等級	轉任其他房地產 服務職位 (%)*	轉行 (%)*	移民、開業或進修 (%)*	原因不詳 (%)*	總數 (%)*	(%)#
經理／專業人員級	132 (2.3)	7 (0.1)	82 (1.5)	219 (3.9)	440 (7.8)	(4.2)
主任級	462 (3.0)	93 (0.6)	254 (1.6)	618 (3.9)	1 427 (9.2)	(13.5)
技術及操作人員級	2 564 (3.7)	287 (0.4)	1 174 (1.7)	4 675 (6.8)	8 700 (12.7)	(82.3)
<b>總數(%)#</b>	<b>3 158 (29.9)</b>	<b>387 (3.7)</b>	<b>1 510 (14.3)</b>	<b>5 512 (52.2)</b>	<b>10 567 (100)#</b>	

\* 佔同一技能等級職位數目的百分率

# 佔過去十二個月離職人數的百分率

因四捨五入關係，總和未必等於 100%

## 僱員流失率

2.15 調查期間有 10 567 名僱員離職，其中 1 897 人完全脫離本業，佔二〇〇五年僱員總數的 2.1%，較二〇〇三年時的 1.7% 為高。

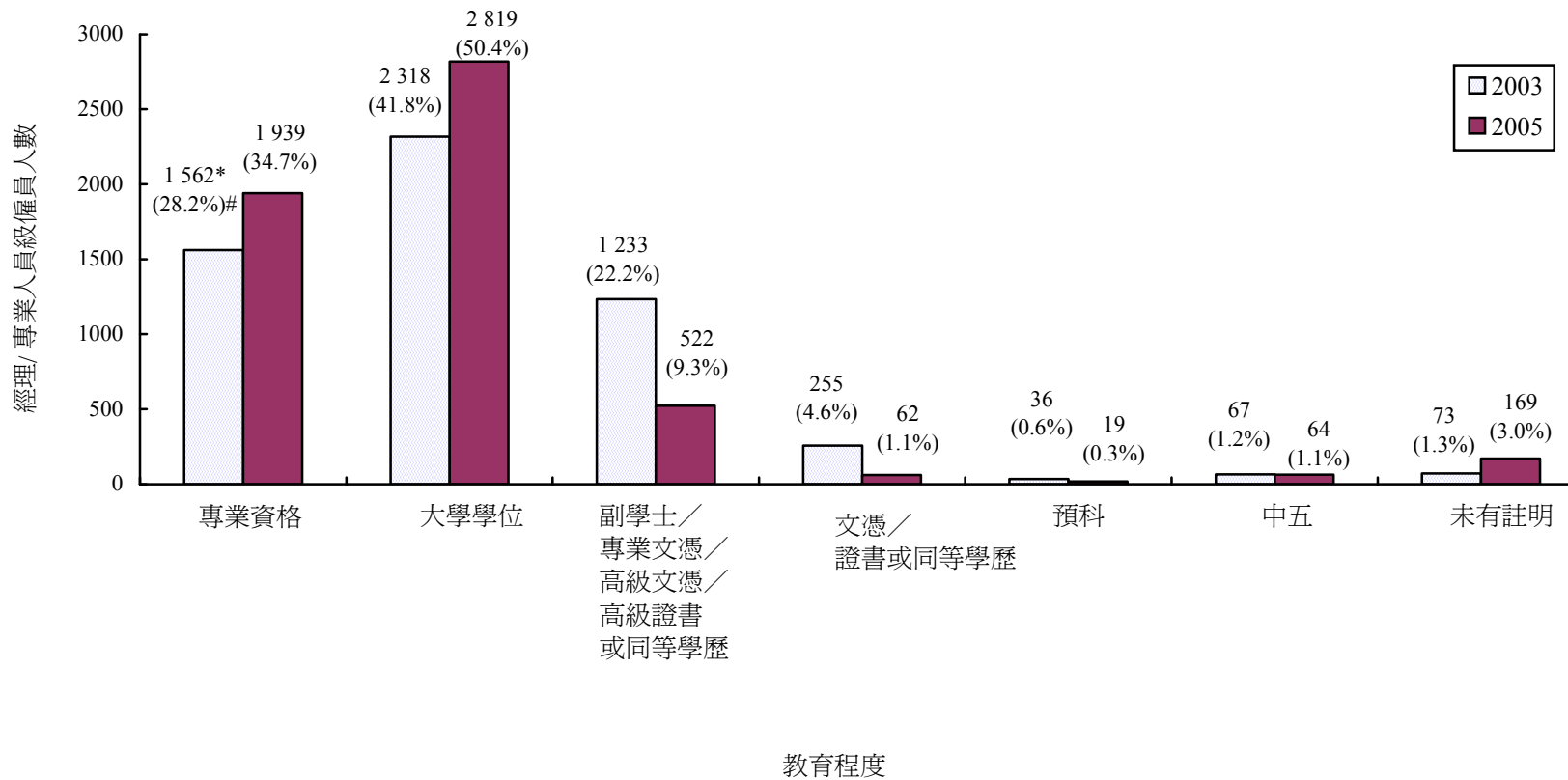
## 招聘困難

2.16 作覆的 625 間公司當中，125 間（20%）表示在招聘人手方面遇到困難，特別是招聘地產代理人員。調查顯示，招聘困難主要是因市場缺乏具有相關經驗及資歷人選。附錄 9 按機構類別及技能等級列載有關情況的分析。

## 宜有學歷

2.17 圖 7(i) 至 (iii) 顯示二〇〇三及二〇〇五年僱主屬意僱員宜有的學歷。圖 7(i) 顯示，二〇〇三及二〇〇五年很多僱主（50.4%）均希望經理及專業人員級職位，可由具大學學位人士擔任。從圖 7(ii) 可見，二〇〇五年較多僱主希望大部分主任級職位，可由具預科程度人士擔任。至於技術及操作人員級職位，圖 7(iii) 顯示，僱主多數希望僱員有中三程度，情況與二〇〇三年相近。各類機構不同技能等級僱員宜有學歷的分析見附錄 10。

圖 7(i)：二〇〇三及二〇〇五年  
經理及專業人員級僱員宜有學歷

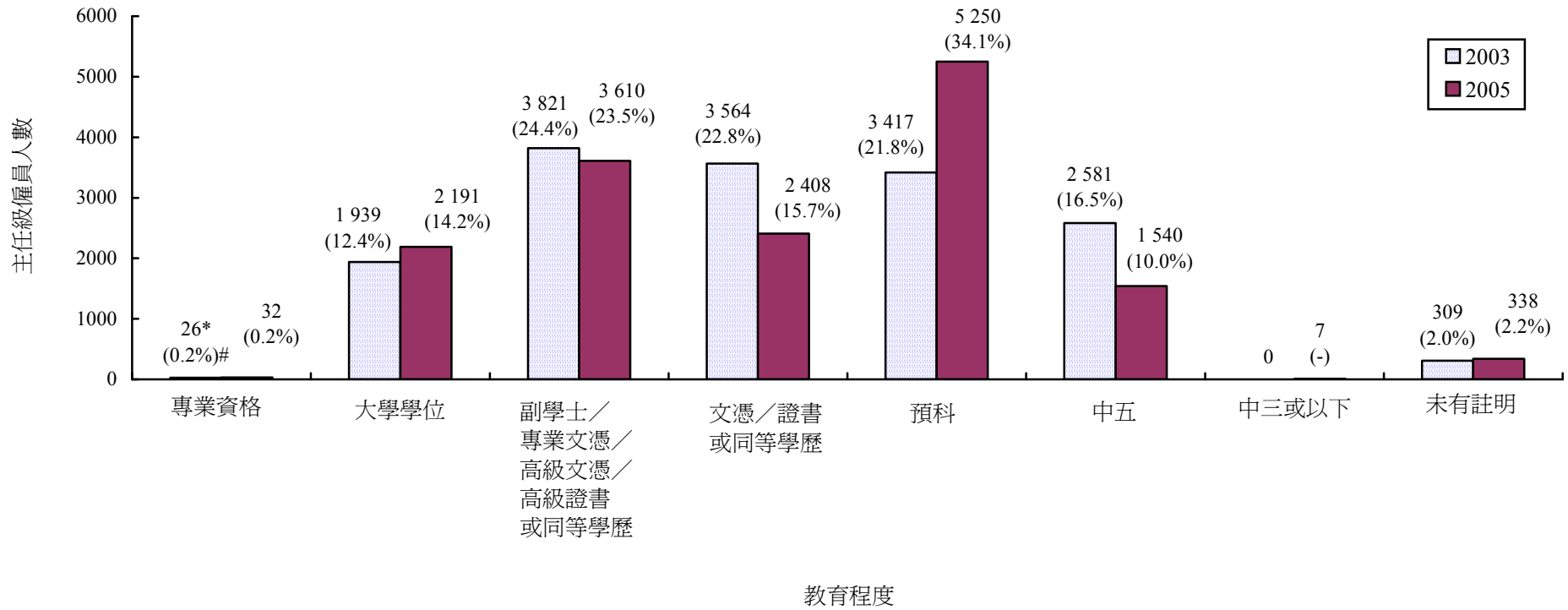


\* 同一技能等級中宜有該教育程度的僱員人數

# 佔同一技能等級僱員人數的百分率

因四捨五入關係，總和未必等於 100%

圖 7(ii)：二〇〇三及二〇〇五年主任級僱員宜有學歷

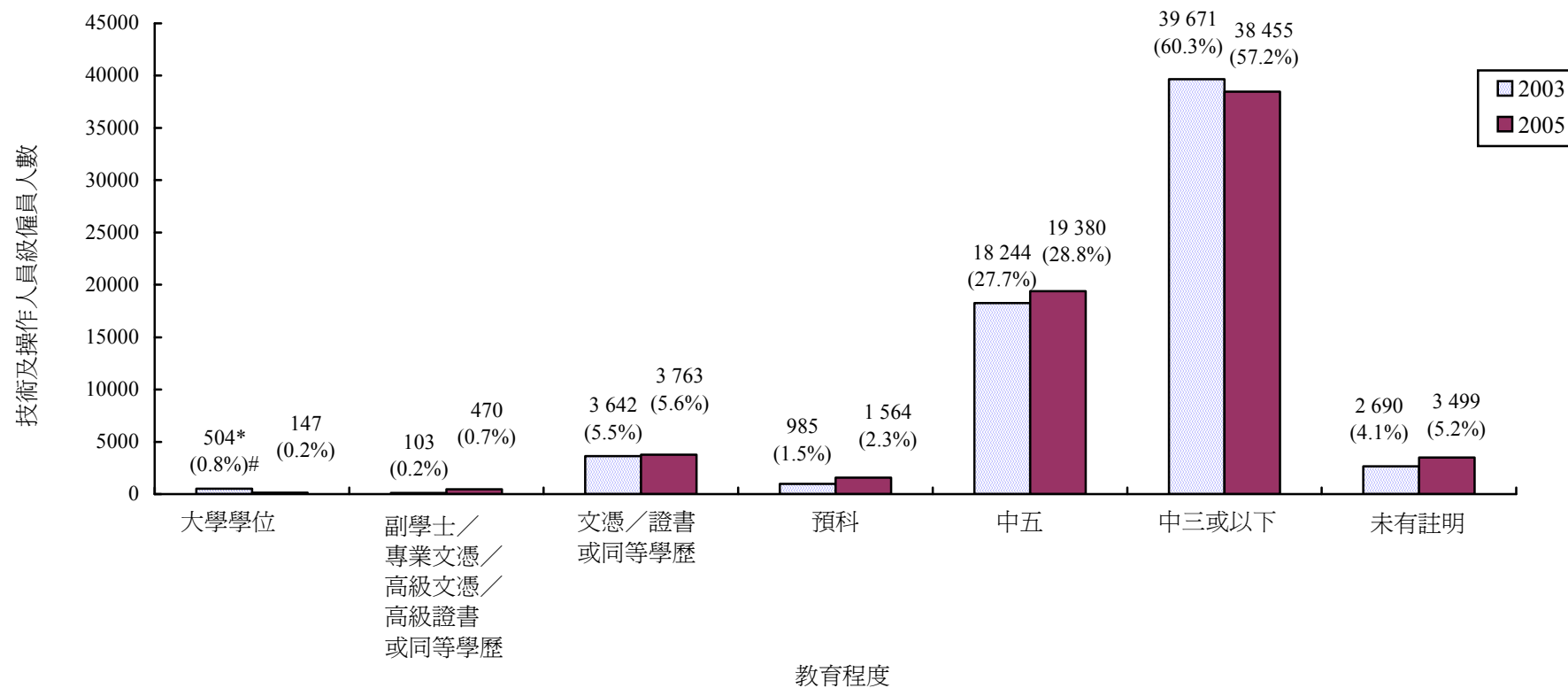


\* 同一技能等級中宜有該教育程度的僱員人數

# 佔同一技能等級僱員人數的百分率

因四捨五入關係，總和未必等於 100%

圖 7(iii)：二〇〇三及二〇〇五年技術及操作人員級僱員宜有學歷



\* 同一技能等級中宜有該教育程度的僱員人數

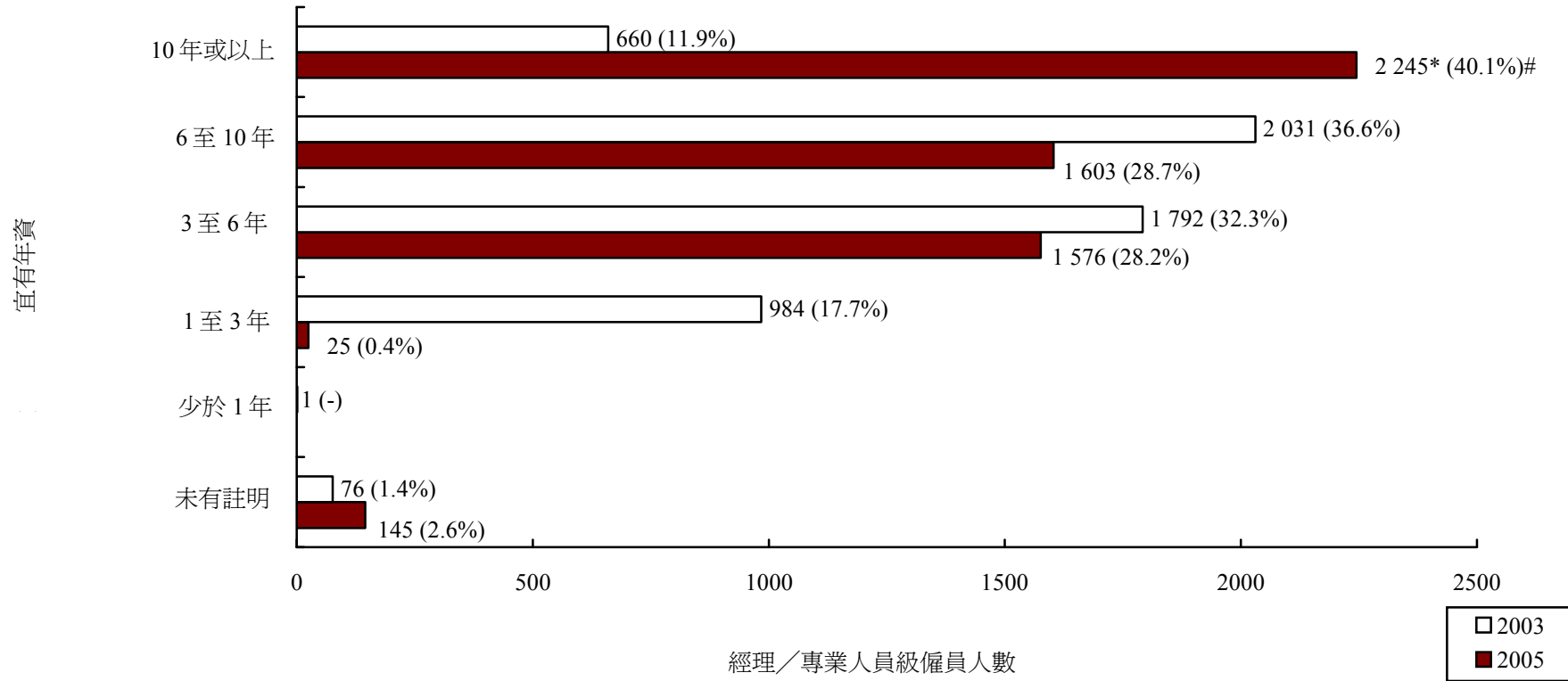
# 佔同一技能等級僱員人數的百分率

因四捨五入關係，總和未必等於 100%

## 宜有相關年資

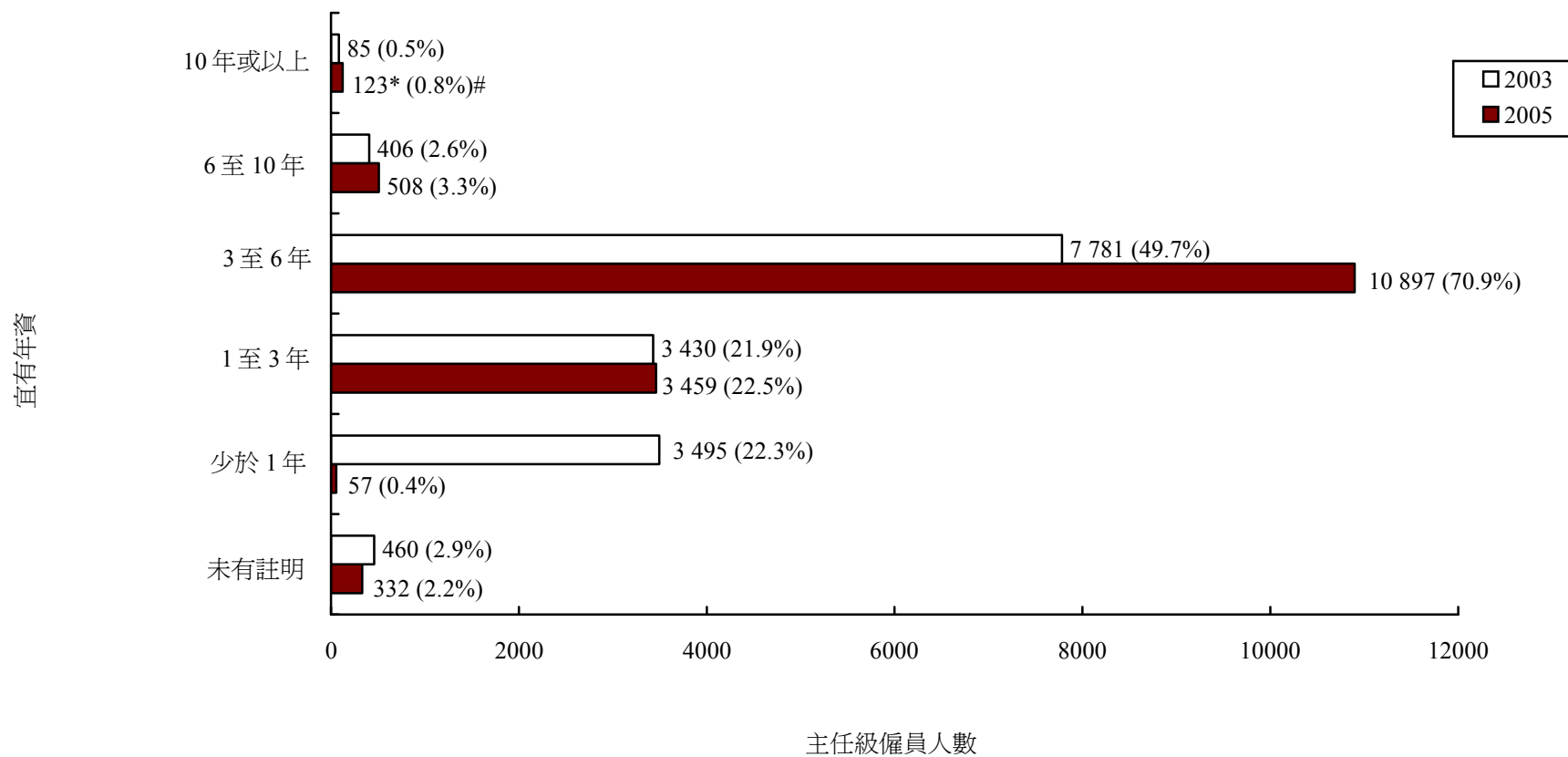
2.18 圖 8(i) 至(iii) 顯示二〇〇三及二〇〇五年僱主認為僱員宜有的相關工作經驗。就二〇〇五年而言，大部分僱主認為經理及專業人員級僱員宜有十年或以上相關工作經驗；主任級僱員宜有三至六年工作經驗；技術及操作人員級僱員宜有一至三年工作經驗。各類機構不同技能等級僱員宜有年資的分析見附錄 11。

圖 8(i)： 二〇〇三及二〇〇五年經理及專業人員級僱員宜有年資



\* 同一技能等級中宜有該年資的僱員人數  
 # 佔同一技能等級僱員人數的百分率  
 因四捨五入關係，總和未必等於 100%

圖 8(ii)： 二〇〇三及二〇〇五年主任級僱員宜有年資

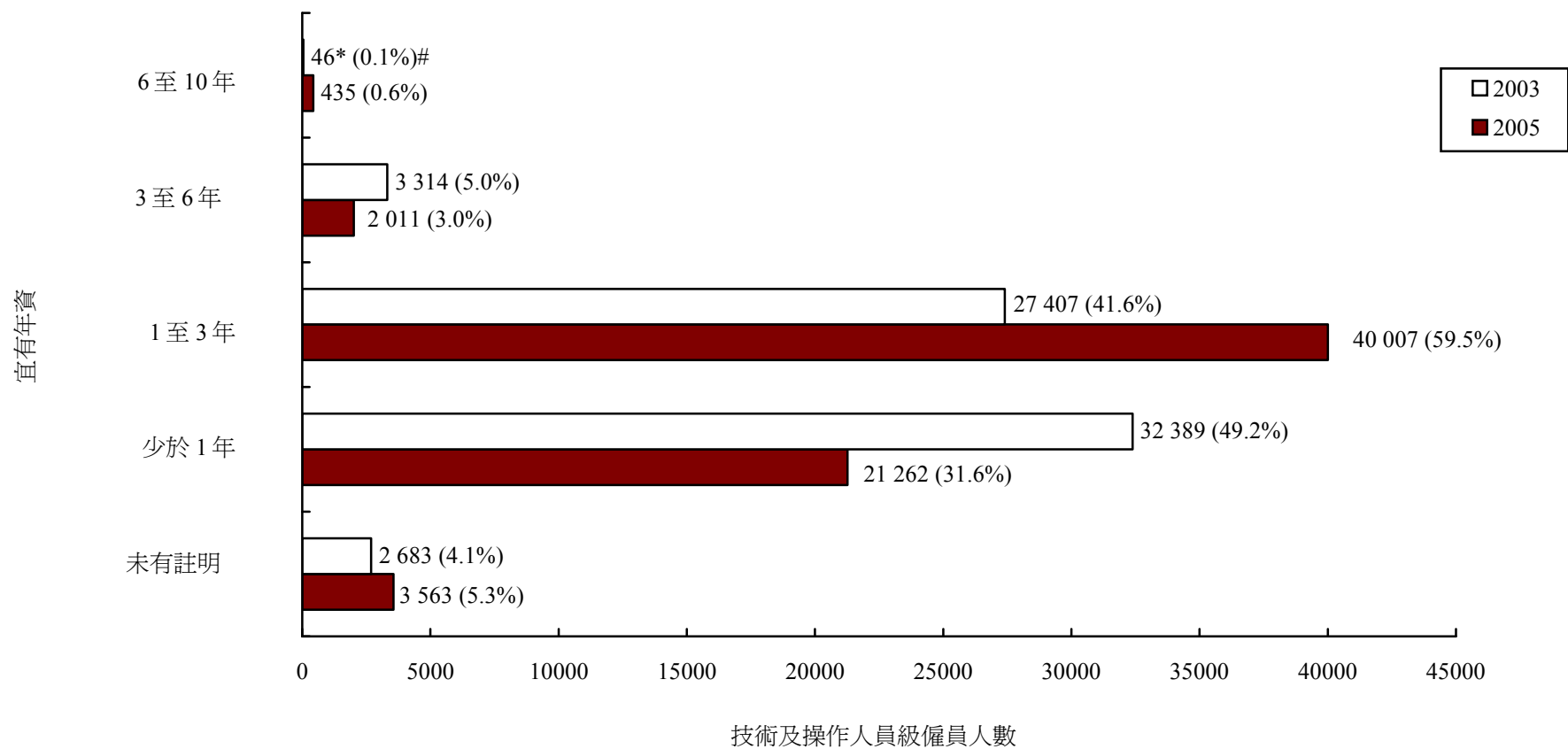


\* 同一技能等級中宜有該年資的僱員人數

# 佔同一技能等級僱員人數的百分率

因四捨五入關係，總和未必等於 100%

圖 8(iii)： 二〇〇三及二〇〇五年技術及操作人員級僱員宜有年資

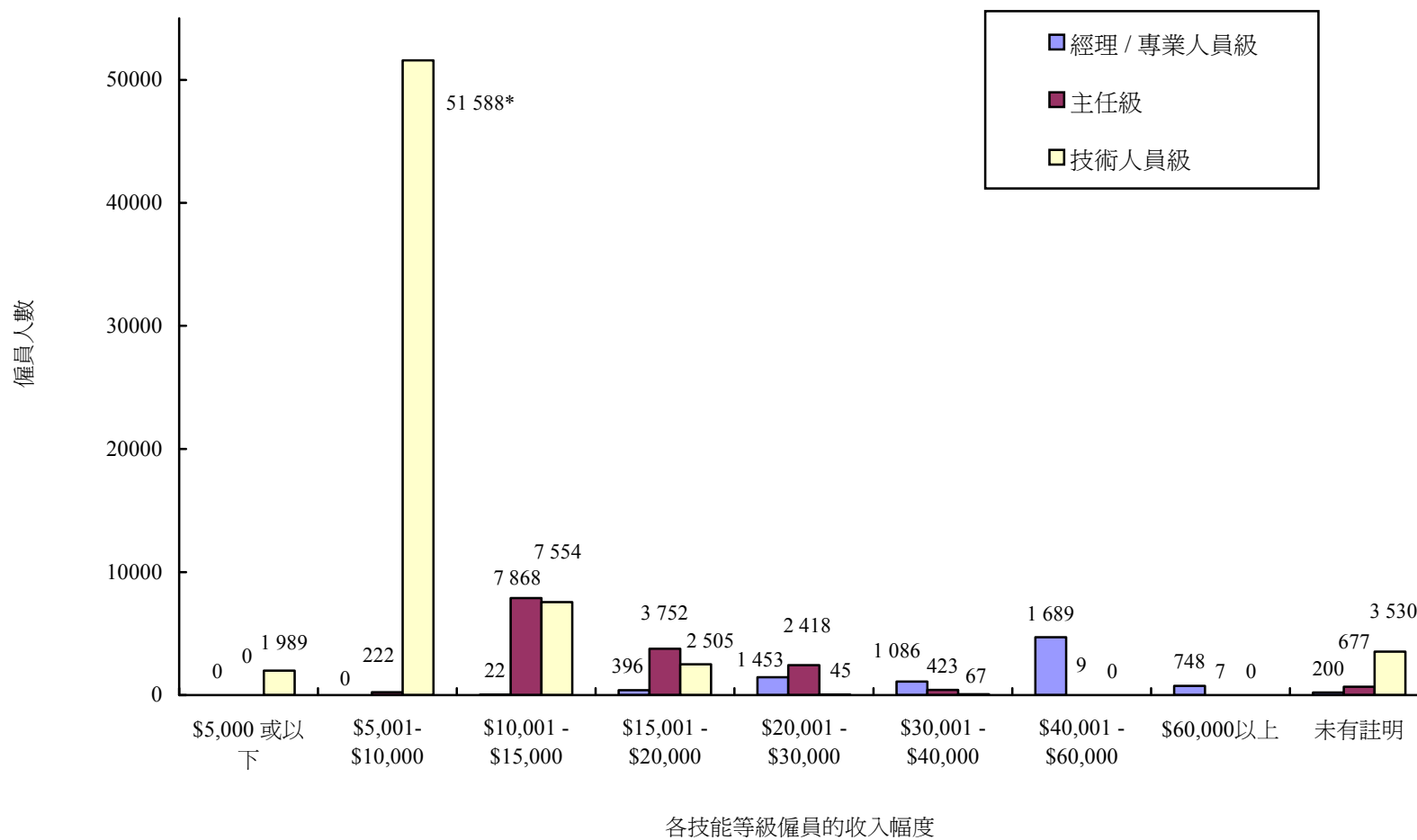


\* 同一技能等級中宜有該年資的僱員人數  
 # 佔同一技能等級僱員人數的百分率  
 因四捨五入關係，總和未必等於 100%

## 收入分布

2.19 「每月總收入」包括底薪、逾時工作津貼、生活津貼、膳食津貼、佣金及花紅。圖 9 列出各技能等級的收入分布情況。各類機構不同技能等級僱員的收入分布情況見表 11。二〇〇三及二〇〇五年各技能等級僱員的收入分布情況見表 12。與二〇〇三年的情況相近，二〇〇五年大部分經理及專業人員級僱員的每月總收入介乎港幣 40 001 元至 60 000 元；技術及操作人員級介乎港幣 5 001 元至 10 000 元。至於主任級僱員，較多人的每月總收入介乎港幣 10 001 元至 15 000 元，入息比以往少。是次調查並非專門研究僱員的薪酬情況，有關數據僅作複核資料之用。

圖 9：各技能等級僱員的收入幅度  
總數 88 248 人



\* 同一技能等級中同一收入幅度的僱員人數

表 11：各類機構不同技能等級僱員收入分布情況

	\$5,000 或以下	\$5,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,000 以上	未有註明	總數
<u>地產發展兼服務</u>										
<u>技能等級</u>										
經理／專業人員級	-	-	-	55	373	216	207	149	32	1 032
主任級	-	134	482	582	390	25	1	-	47	1 661
技術及操作人員級	112	2 247	1 247	130	11	-	-	-	88	3 835
<b>小計</b>	<b>112</b>	<b>2381</b>	<b>1729</b>	<b>767</b>	<b>774</b>	<b>241</b>	<b>208</b>	<b>149</b>	<b>167</b>	<b>6 528</b>
<u>物業管理及保養</u>										
<u>技能等級</u>										
經理／專業人員級	-	-	15	261	802	564	251	53	79	2 025
主任級	-	69	3 521	1 559	231	2	-	-	215	5 597
技術及操作人員級	1 146	42 478	3 200	9	-	-	-	-	2 976	49 809
<b>小計</b>	<b>1 146</b>	<b>42 547</b>	<b>6 736</b>	<b>1 829</b>	<b>1 033</b>	<b>566</b>	<b>251</b>	<b>53</b>	<b>3 270</b>	<b>57 431</b>
<u>地產代理</u>										
<u>技能等級</u>										
經理／專業人員級	-	-	-	14	186	83	86	65	52	486
主任級	-	13	744	170	201	244	-	4	402	1 778
技術及操作人員級	731	5 394	2 296	2 033	18	67	-	-	374	10 913
<b>小計</b>	<b>731</b>	<b>5 407</b>	<b>3 040</b>	<b>2 217</b>	<b>405</b>	<b>394</b>	<b>86</b>	<b>69</b>	<b>828</b>	<b>13 177</b>
<u>測量、估價及顧問</u>										
<u>技能等級</u>										
經理／專業人員級	-	-	7	66	90	59	63	3	14	302
主任級	-	6	101	158	28	-	-	-	-	293
技術及操作人員級	-	97	65	8	-	-	-	-	-	170
<b>小計</b>	<b>-</b>	<b>103</b>	<b>173</b>	<b>232</b>	<b>118</b>	<b>59</b>	<b>63</b>	<b>3</b>	<b>14</b>	<b>765</b>
<u>政府部門及公共機構</u>										
<u>技能等級</u>										
經理／專業人員級	-	-	-	-	2	164	1 082	478	23	1 749
主任級	-	-	3 020	1 283	1 568	152	8	3	13	6 047
技術及操作人員級	-	1 372	746	325	16	-	-	-	92	2 551
<b>小計</b>	<b>-</b>	<b>1 372</b>	<b>3 766</b>	<b>1 608</b>	<b>1 586</b>	<b>316</b>	<b>1 090</b>	<b>481</b>	<b>128</b>	<b>10 347</b>
<b>總計</b>	<b>1 989</b>	<b>51 810</b>	<b>15 444</b>	<b>6 653</b>	<b>3 916</b>	<b>1 576</b>	<b>1 698</b>	<b>755</b>	<b>4 407</b>	<b>88 248</b>

表 12：二〇〇三及二〇〇五年各技能等級僱員收入分布情況

年份

二〇〇三年

	\$5,000 或以下	\$5,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,000 以上	未有註明	總數
技能等級										
經理／專業人員級	-	-	18	361	1 112	1 042	1 926	873	212	5 544
主任級	-	102	5 585	6 230	2 406	792	22	-	520	15 657
技術及操作人員級	2 783	46 589	10 524	2 933	78	25	-	-	2 907	65 839
	—	—	—	—	—	—	—	—	—	—
<b>小計</b>	<b>2 783</b>	<b>46 691</b>	<b>16 127</b>	<b>9 524</b>	<b>3 596</b>	<b>1 859</b>	<b>1 948</b>	<b>873</b>	<b>3 639</b>	<b>87 040</b>
<b>(%)*</b>	<b>(3.2)</b>	<b>(53.6)</b>	<b>(18.5)</b>	<b>(10.9)</b>	<b>(4.1)</b>	<b>(2.1)</b>	<b>(2.2)</b>	<b>(1.0)</b>	<b>(4.2)</b>	<b>(100)#</b>

二〇〇五年

	\$5,000 或以下	\$5,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$50,000	\$50,000 以上	未有註明	總數
技能等級										
經理／專業人員級	-	-	22	396	1 453	1 086	1 689	748	200	5 594
主任級	-	222	7 868	3 752	2 418	423	9	7	677	15 376
技術及操作人員級	1 989	51 588	7 554	2 505	45	67	-	-	3 530	67 278
	—	—	—	—	—	—	—	—	—	—
<b>小計</b>	<b>1 989</b>	<b>51 810</b>	<b>15 444</b>	<b>6 653</b>	<b>3 916</b>	<b>1 576</b>	<b>1 698</b>	<b>755</b>	<b>4 407</b>	<b>88 248</b>
<b>(%)*</b>	<b>(0.5)</b>	<b>(50.6)</b>	<b>(20.3)</b>	<b>(10.0)</b>	<b>(4.8)</b>	<b>(2.0)</b>	<b>(2.9)</b>	<b>(1.2)</b>	<b>(7.7)</b>	<b>(100)#</b>

\* 佔僱員總數的百分率

# 因四捨五入關係，總和未必等於 100%

## 僱員培訓

2.20 表 13 顯示，調查期間為僱員提供的各類訓練名額有 50 884 個。過去十二個月為各技能等級僱員提供訓練的詳情載於附錄 12。

表 13： 過去十二個月為各技能等級僱員提供的訓練

訓練課程類別	各技能等級的訓練名額*			總數
	經理／ 專業人員級	主任級	技術及 操作人員級	
物業發展	233	95	56	384
物業／房屋管理	417	2 060	3 670	6 147
地產代理	12	218	2 010	2 240
測量、估價及顧問	431	420	54	905
內地房地產知識	47	19	23	89
通用技巧	1 597	13 608	10 616	25 821
其他	626	3 679	10 993	15 298
<b>總計</b>	<b>3 363</b>	<b>20 099</b>	<b>27 422</b>	<b>50 884</b>

\* 為僱員提供的訓練名額（可多於一項訓練課程）

2.21 調查亦顯示，僱主擬於未來十二個月為僱員提供 36 928 個訓練名額，其中 3 787 個（10.3%）為專業人員及經理級僱員而設；9 320 個（25.2%）為主任級而設；23 821 個（64.5%）為技術及操作人員級而設。未來十二個月為各技能等級僱員提供訓練的詳情，載於附錄 13。

**表 14：未來十二個月為各技能等級僱員提供的訓練**

訓練課程類別	各技能等級的訓練名額*			總數
	經理／ 專業人員級	主任級	技術及 操作人員級	
物業發展	216	63	54	<b>333</b>
物業／房屋管理	384	1 983	3 379	<b>5 746</b>
地產代理	22	222	2 634	<b>2 878</b>
測量、估價及顧問	418	440	151	<b>1 009</b>
內地房地產知識	63	62	18	<b>143</b>
通用技巧	2 559	6 000	9 865	<b>18 424</b>
其他	125	550	7 720	<b>8 395</b>
<b>總計</b>	<b>3 787</b>	<b>9 320</b>	<b>23 821</b>	<b>36 928</b>

\* 為僱員提供的訓練名額（可多於一項訓練課程）

### 訓練開支

2.22 表 15 顯示各類機構僱員的訓練開支佔薪酬總額的百分率。據調查所得，大部分僱主期望僱員自費受訓，或修讀政府資助課程，以節省開支。

表 15：各類機構僱員受訓開支佔薪酬總額的百分率

訓練開支

機構類別	訓練開支佔薪酬總額的百分率	佔同類機構數目的百分率
地產發展兼服務	0%	91.9
	≤0.0010%	5.5
	0.0011% - 0.0030%	1.3
	0.0031% - 0.0050%	0.4
	0.0051% - 0.1000%	0.3
	高於 0.1000%	0.5
	未有註明	0.1
	<b>百分率總和</b>	<b>100</b>
物業管理及保養	0%	65.5
	≤0.0010%	18.7
	0.0011% - 0.0030%	4.5
	0.0031% - 0.0050%	3.0
	0.0051% - 0.1000%	3.1
	高於0.1000%	3.6
	未有註明	1.6
	<b>百分率總和</b>	<b>100</b>
地產代理	0%	81.5
	≤0.0010%	7.8
	0.0011% - 0.0030%	5.3
	0.0031% - 0.0050%	1.0
	0.0051% - 0.1000%	4.1
	高於0.1000%	0.2
	未有註明	0.1
	<b>百分率總和</b>	<b>100</b>
測量、估價及顧問	0%	84.3
	≤0.0010%	4.5
	0.0011% - 0.0030%	1.7
	0.0031% - 0.0050%	-
	0.0051% - 0.1000%	3.9
	高於0.1000%	5.6
	未有註明	-
	<b>百分率總和</b>	<b>100</b>
政府部門及公共機構	0%	38.1
	≤0.0010%	9.5
	0.0011% - 0.0030%	4.8
	0.0031% - 0.0050%	4.8
	0.0051% - 0.1000%	14.3
	高於0.1000%	9.5
	未有註明	19.0
	<b>百分率總和</b>	<b>100</b>

## 僱主對未來十二個月本港經濟的預測

2.23 調查顯示，52.5% 作覆機構預料本港經濟於未來十二個月轉好，13.62% 的機構則持相反意見，33.9% 的機構沒有提供資料。各類機構對本港經濟的預測載於表 16。

表 16： 各類機構對未來十二個月本港經濟的預測

機構類別	預測			總數
	經濟轉好	經濟不會轉好	無意見	
	(%)*	(%)*	(%)*	(%)
地產發展兼服務	(54.3)	(21.3)	(24.4)	(100)
物業管理及保養	(45.5)	(20.8)	(33.7)	(100)
地產代理	(9.5)	(4.8)	(85.7)	(100)
測量、估價及顧問	(43.3)	(24.7)	(32.1)	(100)
政府部門及公共機構	(9.5)	(4.8)	(85.7)	(100)

\* 佔作覆的同類機構數目的百分率

## 僱主對未來十二個月人力增長的預測

2.24 調查顯示，19.8% 的作覆機構預料未來十二個月人力會出現增長，26.9% 的機構預期不會有增長，53.3% 的機構則沒有提供資料。各類機構對人力增長的預測見表 17。

表 17： 各類機構對未來十二個月人力增長的預測

機構類別	預測			總數
	人力有增長	人力沒有增長	無意見	
	(%)*	(%)*	(%)*	(%)
地產發展兼服務	(7.8)	(87.7)	(4.6)	(100)
物業管理及保養	(29.1)	(58.0)	(12.9)	(100)
地產代理	(28.4)	(55.1)	(16.5)	(100)
測量、估價及顧問	(21.8)	(60.3)	(18.0)	(100)
政府部門及公共機構	(28.6)	-	(71.4)	(100)

\* 佔作覆的同類機構數目的百分率

## 第三章

### 結論

#### 調查結果

3.1 本會分析過調查結果後，認為所得數據大致能反映調查期間房地產服務業的人力情況。技術人員及非技術人員分別增加了 1.4% 及 2.7%。

3.2 本會發現，五個類別中，只有政府部門及公營機構類別減少了 1.8% 技術人員；其他四個類別的人力均有增長，增幅介乎物業管理及保養類別的 0.4%，以至地產發展兼服務類別的 9.3%。

3.3 非技術人員主要在地產發展兼服務類別中有增長（30.4%），但測量、估價及顧問類別的人力則大幅減少 37.7%，原因可能是支援人員在日常工作中應用新技術所致；此外，部分或因繼續進修、受訓或累積實際經驗而轉為技術人員。

3.4 本會亦觀察到，房地產服務業僱員的訓練需求極為殷切，以便在內地及澳門發展事業。為地產代理推行「持續專業進修計劃」亦會增加培訓需求。另一方面，本會相信僱主預測二〇〇六年僱員人數時偏向保守。

#### 空缺數目

3.5 表 18 顯示，調查期間，本業各類別共有 1 637 個職位空缺，佔現有職位數目的 1.8%，比二〇〇三年的 1.2% 高 0.6%。物業管理及保養類別的職位空缺最多，有 895 個。本會認為，大部分僱主或不填補離職人員空缺，以節省成本。

## 人力結構

3.6 調查顯示，調查期間本業的僱員共有 88 248 人。各技能等級的人力情況、空缺數目及人力增長預測摘要見下表 18：

表 18：房地產服務業各技能等級人力結構

技能等級	二〇〇五年 一月時 僱員人數	二〇〇五年 一月時 空缺數目	僱主預測 人力增長	預計二〇〇六年 一月時職位數目 (%)*
經理／專業人員級	5 594	29	-134	5 489 (-2.4)
主任級	15 376	182	-108	15 450 (-0.7)
技術及操作人員級	67 278	1 426	372	69 076 (0.5)
<b>總數</b>	<b>88 248</b>	<b>1 637</b>	<b>130</b>	<b>90 015 (0.1)**</b>

\* 同一技能等級職位數目的增／減幅

\*\* 業內職位數目的增／減幅

## 僱主預測二〇〇六年一月時的人力

3.7 僱主預測，本業職位總數會由二〇〇五年一月的 89 885 個，增至二〇〇六年一月的 90 015 個，微增 0.1%。房屋署推行自願退休計劃，會進一步減少公營機構類別未來兩年的僱員人數。政府於二〇〇五年底將零售及公營車位設施外判，亦令 230 名僱員轉往私營機構工作。本會認為，僱主對未來人力預測仍然審慎。

## 採用人力市場分析法預測二〇〇六至〇八年人力

3.8 本會於二〇〇三年採用人力市場分析法(LMA)，以投入／產出統計模型中的人力倍數概念，預測二〇〇五年業內有 89 965 名僱員。與二〇〇五年一月調查所得的 89 885 人相比，只有 80 人的輕微差別。本會認為上述預測尚算準確。

3.9 本會會採用上述模型，預測至二〇〇八年的人力。根據這個模型，房地產服務業會分為兩組，甲組包括地產發展兼服務；物業管理及保養；地產代理；以及測量、估價及顧問四個私營類別；乙組則包括政府部門及公共機構類別。兩組的人力預測會根據組內建屋情況與所需僱員人數的關係計算。

3.10 甲組的建屋情況指私營住宅及非住宅的建屋量。二〇〇六年私營住宅及非住宅的建屋量，乃根據差餉物業估價署的預測而定；二〇〇七及〇八年的預測，則以調節過濾法計算。假設住宅及非住宅分別佔 67.5% 及 32.5% 人力，甲組的人力預測見表 19。

**表 19： 二〇〇六至〇八年  
私營類別房地產服務人力推算**

### 甲組

年份	實際人力		預測人力		預測總人力	僱主預測人力 (調查期間)
	住宅佔 67.5% 人力	非住宅佔 32.5% 人力	住宅佔 67.5% 人力	非住宅佔 32.5% 人力		
<b>2005</b>	53,650	25,855				
<b>2006F</b>			54,524 (1.6%)*	26,006 (0.6%)*	80,530 (1.3%) <sup>@</sup>	79,866 (0.5%) <sup>@</sup>
<b>2007F</b>			54,869 (0.6%)**	26,153 (0.6%)**	81,023 (0.6%)**	
<b>2008F</b>			55,220 (0.6%)**	26,287 (0.5%)**	81,507 (0.6%)**	

\* 與二〇〇五年實際人力相比的增／減幅

\*\* 與前一年，即二〇〇六及〇七年預測人力相比的增／減幅

@ 與二〇〇五年整個類別總人力相比的增幅

3.11 至於乙組，公營建屋預測的資料由香港房屋委員會及香港房屋協會提供。假設有同一建屋量，公營類別的人力推算載於表 20。

**表 20：二〇〇六至〇八年  
公營類別房地產服務人力推算**

乙組

年份	實際人力	預測人力	僱主預測人力 (調查期間)
<b>2005</b>	<b>10,380</b>		
<b>2006F</b>		<b>9841</b> <sup>^</sup> (-5.2%)*	<b>10,149</b> (-2.2%)*
<b>2007F</b>		<b>10,014</b> <sup>^</sup> (1.8%)**	
<b>2008F</b>		<b>10,178</b> <sup>#</sup> (1.6%)**	

\* 與二〇〇五年實際人力相比的增／減幅

\*\* 與前一年，即二〇〇六及〇七年預測人力相比的增／減幅

<sup>^</sup> 房委會宣布，二〇〇三年四月至〇七年三月期間，會逐步削減 2 527 個職位（首長級及非首長級），即假設每年削減 632 個

<sup>#</sup> 假設因房委會削減人手而調整

3.12 房地產服務業總人力的推算，乃兩組預測人力的總和，有關資料載於表 21 及圖 10。以 LMA 預測人力的詳細分析載於附錄 14。

表 21：房地產服務業二〇〇六至〇八年的人力預測

年份	實際人力	預測人力	僱主預測人力 (調查期間)
<b>2005</b>	<b>89,885</b>		
<b>2006F</b>		<b>90,371</b> (0.5%)*	<b>90,015</b> (0.1%)*
<b>2007F</b>		<b>91,036</b> (0.7%)**	
<b>2008F</b>		<b>91,685</b> (0.7%)#	

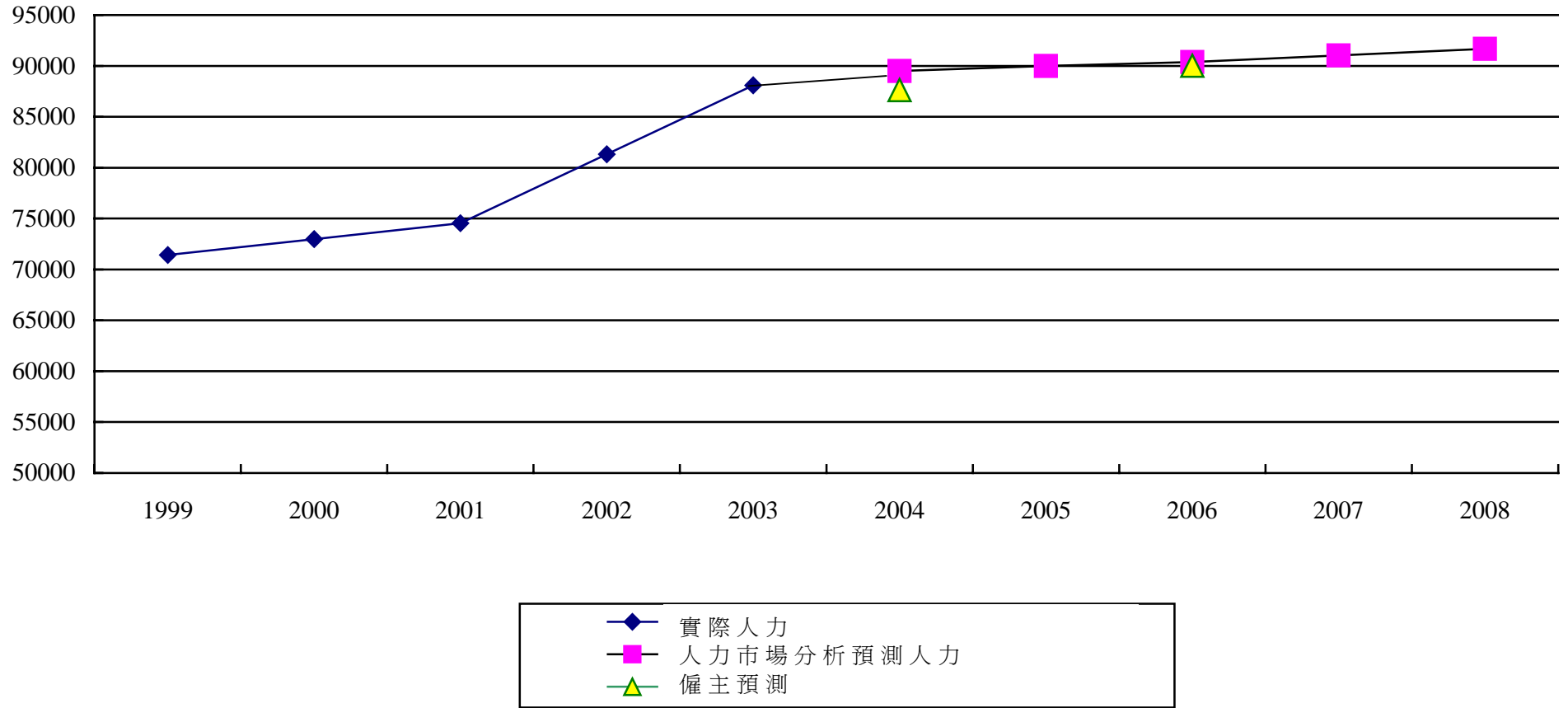
\* 與二〇〇五年實際人力相比的增／減幅

\*\* 與前一年，即二〇〇六及〇七年預測人力相比的增／減幅

# 假設因房委會削減人手而調整

圖 10：二〇〇六至〇八年房地產服務業人力預測

137



## 參與內地工作的僱員

3.13 表 4 顯示，本業有 679 名僱員參與內地工作；表 5 則顯示僱主預計未來十二個月會有 628 名僱員參與內地工作。本會認為，這類僱員人數應較調查為高，因部分在內地支薪，且許多僱員會直接由內地機構聘用，但並不包括在是次調查範圍內。

## 晉升情況

3.14 表 8 顯示，業內共有 402 個職位（佔本業僱員人數 0.5%）透過內部晉升填補，比二〇〇三年減少 0.6%。本會鼓勵僱主提供更多訓練，協助僱員的事業發展。

## 過去十二個月僱員流動情況

3.15 前文第 2.13 段及表 9 指出，二〇〇五年本業僱員流動率平均為 11.8%，有 10 567 名，較二〇〇三年時的 16% 為低。與二〇〇三年相若，物業管理及保養類別技術及操作人員級的僱員流動最多，有 7 824 人，但因已有很多僱員在業內轉職，相信人力情況會趨穩定。物業管理及保養類別僱員流動人數最多，本會有以下觀察：

- (i) 流動率高部分是由於物業管理員職位流動情況嚴重所致。
- (ii) 物業管理合約通常為期二至三年，有關僱員需在約滿時轉職。
- (iii) 許多僱主較喜歡短期合約。
- (iv) 物業管理合約的薪酬只會在續約時檢討，僱員會在勞工市況好轉時尋找薪金較高的職位。

3.16 本會建議，教育機構及其他課程提供機構可提供合適的技能提升訓練，協助這些僱員轉職。

### 流失率

3.17 表 9 顯示，10 567 名離職者中，1 897 人完全離開本業，流失率佔二〇〇五年總人力的 2.1%，比二〇〇三年的 1.7% 為高。然而，若將 5 512 名離職原因不詳的僱員計算在內，流失率則會較高。本會通過五個類別的流失率，詳見表 22(i)至 22(v)：

**表 22：房地產服務業的流失率**

#### (i) 地產發展兼服務

<u>技能等級</u>	<u>僱員人數</u>	<u>每年流失人數</u>	<u>流失率</u> (%)*
經理／專業人員級	1 032	6	(0.6)
主任級	1 661	81	(4.9)
技術及操作人員級	3 835	85	(2.2)
<b>小計：</b>	<b>6 528</b>	<b>172</b>	<b>(2.6)**</b>

#### (ii) 物業管理及保養

<u>技能等級</u>	<u>僱員人數</u>	<u>每年流失人數</u>	<u>流失率</u> (%)*
經理／專業人員級	2 025	44	(2.2)
主任級	5 597	182	(3.3)
技術及操作人員級	49 809	999	(2.0)
<b>小計：</b>	<b>57 431</b>	<b>1 225</b>	<b>(2.1)**</b>

\* 指完全離開本業的僱員佔該類別同一技能等級僱員人數的百分率

\*\* 指完全離開本業的僱員佔該類別僱員總數的百分率

(iii) 地產代理

<u>技能等級</u>	<u>僱員人數</u>	<u>每年流失人數</u>	<u>流失率</u> (%)*
經理／專業人員級	486	18	(3.7)
主任級	1 778	32	(1.8)
技術及操作人員級	<u>10 913</u>	<u>187</u>	(1.7)
小計：	<b>13 177</b>	<b>237</b>	<b>(1.8)**</b>

(iv) 測量、估價及顧問

<u>技能等級</u>	<u>僱員人數</u>	<u>每年流失人數</u>	<u>流失率</u> (%)*
經理／專業人員級	302	3	(1.0)
主任級	293	20	(6.8)
技術及操作人員級	<u>170</u>	<u>3</u>	(1.8)
小計：	<b>765</b>	<b>26</b>	<b>(3.4)**</b>

(v) 政府部門及公共機構

<u>技能等級</u>	<u>僱員人數</u>	<u>每年流失人數</u>	<u>流失率</u> (%)*
經理／專業人員級	1 749	18	(1.0)
主任級	6 047	32	(0.5)
技術及操作人員級	<u>2 551</u>	<u>187</u>	(7.3)
小計：	<b>10 347</b>	<b>237</b>	<b>(2.3)**</b>
總數：	<b>88 248</b>	<b>1 897</b>	<b>(2.1)@</b>

\* 指完全離開本業的僱員佔該類別同一技能等級僱員人數的百分率

\*\* 指完全離開本業的僱員佔該類別僱員總數的百分率

@ 佔房地產服務僱員總數的百分率

## 招聘困難

3.18 回應第 2.16 段所述，有 125 名僱主（20%）報稱在招聘員工時有困難，特別是地產代理，原因是市場缺乏具有相關經驗及資歷人選。本會認為，地產代理的訓練需求相當殷切，二〇〇五年五月推行自願性「持續專業進修計劃」後，有關需求會進一步增加。

## 宜有學歷

3.19 圖 7(i)至 7(iii)顯示僱主於二〇〇三及〇五年對僱員宜有學歷的意見。與二〇〇三年調查相比，大部分僱主屬意主任級僱員需具有預科資格（5 250 人，佔 34.1%）。本會認為，僱主寧可這一技能級別的僱員留任原職，多於要求他們具有較高學歷。本會並建議僱主多為他們提供培訓。

## 宜有年資

3.20 圖 8(i)至(iii)顯示，僱主一般認為經理／專業人員級僱員宜有十年以上相關工作經驗(2 245 名僱員，佔 40.1%)；主任級宜有三至六年工作經驗(10 897 名僱員，佔 70.9%)；以及技術及操作人員級有一至三年工作經驗(40 007 名僱員，佔 59.5%)。與二〇〇三年調查結果比較，許多僱主趨向要求技術及操作人員級僱員具有較多經驗。

## 僱員的訓練需求

3.21 調查（表 14）顯示，未來十二個月，有 36 928 名僱員需接受訓練，其中 18 424 人需接受一般技能訓練；8 395 人需接受其他訓練；5 746 人需接受物業／房屋管理訓練；2 878 人則需接受地產代理訓練。本會認為從業員的培訓需求殷切，特別是技術及操作人員。

## 僱員培訓開支

3.22 表 15 顯示，72.3% 的僱主並無投放資源培訓僱員；只有 3.9% 的僱主，培訓開支多於僱員 0.1% 的工資額。與二〇〇三年相同，政府部門及公共機構僱主會提供較多訓練或資助僱員受訓；其次會提供培訓的為物業管理及保養類別。此外，本會觀察所得如下：

- (i) 若按公司規模劃分，培訓開支的分布情況會大為不同，因許多大型及中型機構會在培訓上投放多於 0.1% 的工資額。
- (ii) 部分機構不會預留固定的培訓額，但會因應機構盈利及當時經濟情況而定出實際培訓開支。
- (iii) 部分機構並未有系統地紀錄培訓開支及預算。
- (iv) 部分機構並無將人力及實際資源歸類為培訓開支。

## 二〇〇六年額外訓練需求預測

3.23 根據僱員流失情況，以及未來十二個月的人力需求預測，本會建議二〇〇六年一月時，本業公、私營類別各技能等級額外訓練需求見表 23(i)及 23(ii)：

表 23：二〇〇六年額外訓練需求預測

(i) 私營類別

技能等級	二〇〇五年 一月時 僱員人數	每年流失人數	二〇〇六年 一月時 預測人力需求	預計額外 訓練需求
經理／專業人員級	3 845	71	130	201
主任級	9 329	315	316	631
技術及操作人員級	64 727	1 274	2 183	3 457
	-----	-----	-----	-----
小計：	<b>77 901</b>	<b>1 660</b>	<b>2 629</b>	<b>4 289</b>

(ii) 公營類別

技能等級	二〇〇五年 一月時 僱員人數	每年流失人數	二〇〇六年 一月時 預測人力需求	預計額外 訓練需求
經理／專業人員級	1 749	18	-86	-68
主任級	6 047	32	-295	-263
技術及操作人員級	2 551	187	-125	62
	-----	-----	-----	-----
小計：	<b>10 347</b>	<b>237</b>	<b>-506</b>	<b>-269</b>

3.24 二〇〇六年一月時本業各技能等級的額外訓練需求預測見表 24：

表 24：二〇〇六年本業額外訓練需求預測

<u>技能等級</u>	<u>二〇〇五年 一月僱員人數</u>	<u>每年 流失人數</u>	<u>預測二〇〇六年 一月人力增長數目</u>	<u>預計額外 訓練需求</u>
經理／ 專業人員級	5 594	89	44	133
主任級	15 376	347	21	368
技術及 操作人員級	67 278	1 461	2 058	3 519
	-----	-----	-----	-----
<b>總數</b>	<b>88 248</b>	<b>1 897</b>	<b>2 123</b>	<b>4 020</b>

3.25 房地產服務業各類訓練課程載於表 25；其他相關短期課程則載於表 26。

表 25： 房地產服務業訓練課程

高等院校／ 職業教育院校	課程名稱	二〇〇五／〇六年度 培訓名額
香港城市大學	測量學榮譽理學士課程(FT)*	50
	測量學理學碩士課程(PT)	30-50
香港城市大學 專業進修學院	設施管理文憑課程(FT + PT)	30
	物業管理持續教育文憑課程 (PT)	60
	物業管理持續教育證書課程 (PT)	40
香港中文大學 專業進修學院	物業及設施綜合管理高級文憑 課程(FT)	30
香港理工大學	測量學（榮譽）理學士課程 (FT/PT)	60/40
	物業管理學（榮譽）理學士課 程(FT)	30
	建築科技及管理學高級文憑 （測量）課程(FT)	50
香港理工大學 專業進修學院	房屋管理學文學士課程(FT)	60
香港公開大學李嘉 誠專業進修學院	物業管理文憑課程(PT)	240
香港大學	測量學理學士課程(FT)	46
	房地產理學碩士課程(FT/PT)	15/60
香港大學 專業進修學院	地產行政專業文憑課程(PT)	20
	房屋管理專業文憑課程(PT)	210
	物業管理證書課程(PT)	60
	房屋管理碩士課程(PT)	45
	房屋管理學士課程(PT)	15
職業訓練局 香港專業教育學院 （摩理臣山分校）	房地產管理高級文憑課程(FT)	120
	設施管理高級文憑課程(FT)	60
	物業管理高級證書課程(PT)	40

\* PT - 部分時間制

FT - 全日制

表 26：與房地產相關的短期課程

高等院校／職業教育院校	課程名稱	修業期
香港城市大學 專業進修學院	中國房地產建築項目 管理課程	36 小時
香港中文大學 校外進修學院	物業管理實務	2.5 個月
香港浸會大學 持續教育學院	設施管理與商場管理(PT)	30 小時
香港大學 專業進修學院	地產代理短期備試	30 小時
	商場管理證書	6 個月
職業訓練局 高峰進修學院	物業管理專業證書	100 小時

3.26 從表 25、26 得知，各高等院校現辦有多項房地產服務業職前及在職課程，程度包括證書、文憑、學士及碩士等。此外，亦有開辦許多房地產及物業管理短期課程。

3.27 地產代理監管局自二〇〇五年五月一日起，為地產代理推行自願性質的「持續專業進修計劃」。本會認為，地產代理的訓練需求殷切，除要考取牌照外，亦具持續發展需要。

3.28 表 27 及表 28 所載的技能提升計劃課程，大致可應付主任、技術及操作人員級物業管理及地產代理僱員的持續發展需要。建議僱主資助僱員修讀這類課程。

表 27：物業管理技能提升課程

課程名稱	修業期
<u>物業管理</u>	
優質客戶服務-物業管理	21 小時
物業管理中文報告書寫技巧	12 小時
物業管理中文書寫技巧進階	12 小時
智能物業管理系統介紹	14 小時
樓宇設備保養及操作原理	21 小時
緊急事故應變措施及處理方法	14 小時
職業安全知識-物業管理	7 小時
防火訓練	12 小時
物業管理保險知識	14 小時
物業管理有關法規認識	24 小時
物業管理法規進階	22 小時
物業管理概論	25 小時
督導技巧	21 小時
物業管理客戶服務基礎英語會話	12 小時
物業管理顧客服務普通話基礎	12 小時

表 28：地產代理技能提升課程

地產代理	
地產代理業職業英語會話－應付查詢	27 小時
地產代理業職業英語會話－買賣或租賃雙方的洽商	27 小時
地產代理業職業英語書寫	24 小時
地產代理業職業普通話－應付查詢	27 小時
地產代理業職業普通話－買賣或租賃雙方的洽商	27 小時
地產代理業網上資源應用	35 小時
客戶服務工作坊	25 小時
提升地產代理的競爭優勢	16 小時
地產代理業相關法規與個案分析	20 小時
地產代理之有效管理	21 小時
內地房地產中介業簡介	18 小時
改變房地產用途個案及須知	15 小時
環境分析（風水與地產）	10 小時
掌握地產客戶消費心理	20 小時
物業轉讓常見陷阱	22 小時
特別情況下物業轉讓須知	22 小時

## 業務前景

3.29 香港經濟自二〇〇四年起已大幅復甦，雖有如石油價格高企等不利因素，但二〇〇四年仍有 7.5% 經濟增長，這是一九九七年亞洲金融風暴之後最大的增幅。

3.30 外在需求殷切，內在需求回升，均是經濟快速復甦的主要原因。外在需求方面，內地及其他主要經濟體系增長迅速，為近年罕見，對本港產品及服務的需求極為殷切，令去年本港多個經濟指標均錄得雙位數字的增幅。

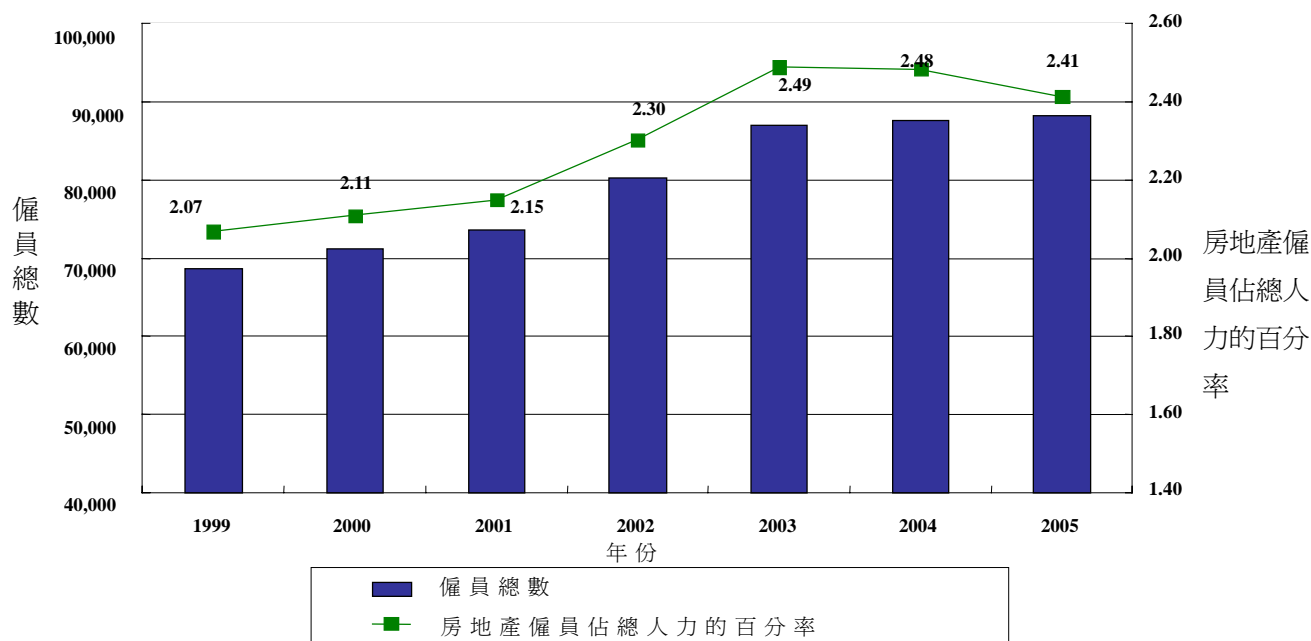
3.31 經過二〇〇三年「沙士」(SARS)爆發，本港已迅速回復信心。特別是「自由行」實施，本地消費及投資活動已漸趨活躍，本地需求有所增長，經濟復甦亦得以持續。二〇〇五年第三季的失業率已由 5.9% 減至 5.5%。

3.32 隨著二〇〇五年九月迪士尼樂園開幕，以及未來多個主要項目（如西九龍文娛區）相繼展開，人力需求會變得殷切。內地的宏觀經濟調控亦有助穩定增長。這些有利的外在因素反映經濟前景樂觀。

## 本業前景

3.33 房地產業是本港主要行業之一。圖 10 顯示一九九九至二〇〇五年房地產僱員佔總人力的百分率。

圖 10：房地產僱員及總人力



3.34 房地產業與本港經濟及民生息息相關。雖然全球利率趨升，但未來前景依然樂觀。私營住宅市場物業交易宗數在二〇〇五年第一季大幅增長，樓價穩定上升，減少了負資產的數目。在港的海外及內地企業對商用單位的需求殷切。此外，舖位的需求亦因旅遊業興旺而大幅增加。這些因素都帶動了物業市場的發展。

3.35 政府調節土地及私營房屋供應過多的措施已見成效，建屋速度減慢。本會相信，未來幾年物業市場發展穩定，由於內地及澳門的物業市場快速增長，更多地產代理及物業管理僱員會轉往當地工作。

#### 對人力的影響

3.36 第 2.23 段所載，52.5% 僱主預計本港經濟未來十二個月會有改善，本會預期房地產服務四個私營類別的整體人力情況會頗為穩定：

- (i) 地產發展商重拾在本港及澳門發展物業的信心，這會增加對人力的需求。
- (ii) 預期物業管理及保養類別將繼續實行資源增值及提升管理效能。雖然對優質服務的需求殷切，但有關人力需求仍然穩定。政府立法強制舊樓進行維修及翻新工程，亦會創造更多職位空缺。
- (iii) 物業市場近月顯著復甦，令地產代理人數增加。
- (iv) 至於測量、估價及顧問類別，預計短期內人力不會有重大改變。
- (v) 政府在二〇〇五年底分拆零售及公眾停車場設施，會令約 230 名僱員轉往私營類別機構工作。此外，房屋署自願離職計劃推行至二〇〇七年，將使僱員人數進一步減少。

## 第四章

### 建議

#### 增加人手及訓練

4.1 本會根據人力需求預測及流失率，建議二〇〇六年各技能等級訓練需求增加如下：

技能等級	二〇〇五年一月 僱員人數	每年流失人數	二〇〇六年一月 人力增長預測	額外訓練 需求預測
經理／專業人員級	5 594	89	44	133
主任級	15 376	347	21	368
技術及操作人員級	67 278	1 461	2 058	3 519
	—————	—————	—————	—————
<b>總數</b>	<b>88 248</b>	<b>1 897</b>	<b>2 123</b>	<b>4 020</b>

4.2 預計須額外培訓的 4 020 名人手中，3 519 名屬技術及操作人員級，368 名屬主任級。本會建議為這些僱員提供合適訓練。

4.3 本會認為，業內為數約 88 000 名僱員應接受增修訓練，學習新知識，以保持競爭力和提高效率，配合公眾對優質管理的需求。

#### 地產代理持續專業進修計劃

4.4 本會認為，地產代理人員對訓練需求殷切，這在推行地產代理持續專業進修計劃後尤為顯著；建議訓練機構為這類僱員開辦合適的課程。

## 技能提升計劃

4.5 本會繼續支持為房地產服務業推行「技能提升計劃」。隨著「嚴重急性呼吸系統綜合症」(SARS)及禽流感相繼出現，公眾比以往更注重衛生，因而對危機處理方面的訓練需求不斷增加；建議在「技能提升計劃」加入實務課程，如設施管理、環境衛生等。

## 內地房地產服務培訓

4.6 本會相信，本港的房地產從業員，會有更多機會到內地工作，當中包括地產代理、物業管理人員。預料從業員對內地就業發展的訓練需求非常殷切，建議院校為他們開辦合適的課程。

## 物業管理資歷架構

4.7 政府會為物業管理在內的多個行業，設立資歷架構。建議訓練機構作適當安排，確保所辦課程符合該制度的要求。

## 培訓講座／研討會

4.8 因應訓練需求，本會會繼續支持舉辦各項培訓課程，並為從業員舉辦研討會及經驗分享會。

## 推廣就業及訓練課程

4.9 本會會繼續透過互聯網、研討會及講座，推廣業內的就業及培訓機會。

## 未來人力調查

4.10 本會認為，現時每兩年進行一次人力調查的做法應該繼續，以評估業內人力供求情況。

**Membership of the  
Real Estate Services Training Board**  
(1 January 2005 – 31 December 2005)

**Chairman**

Mr. YUEN Ching-bor, Stephen (ad personam)  
(from 1 January 2005 to 31 March 2005)

Mr. TSE Wai-chuen, Tony (ad personam)  
(from 1 April 2005 onwards)

**Vice-Chairman**

Mr. CHEUNG Siu-kit, Danny (The Hong Kong Institute of Real Estate  
(from 1 January 2005 to 31 March 2005) Administration)

Mr. CHAN Tong-ngok, Tony (The Society of Hong Kong Real Estate  
(from 1 April 2005 onwards) Agents Ltd.)

**Members**

Mr. CHAN King-hoi, Simon (The Hong Kong Real Estate Agencies  
General Association Ltd.)

Ms. CHAN Pui-shan, Sandy (The Chief Executive Officer,  
Estate Agents Authority)

Mr. CHEUNG Siu-kit, Danny (The Hong Kong Institute of Real Estate  
Administration)

Mr. IP Yu-sun, Sunny (representing the Director of Housing)

Dr CHAN Chi-kau, Johnnie (The Hong Kong Association of Property  
(from 1 January 2005 to 31 March 2005) Management Companies Ltd.)

Mr. KWONG Ching-wai, Alkin (The Hong Kong Association of Property  
(from 1 April 2005 onwards) Management Companies Ltd.)

Mr MAN King-fai (The Hong Kong Polytechnic University)  
(from 1 January 2005 to 31 March 2005)

Mr. LAU Chi-hong, Milton (The Hong Kong Polytechnic University)  
(from 1 April 2005 onwards)

Dr. LAU Kwong-yiu, Joseph (The Property Agencies Association Ltd.)

Dr FONG Kwok-wing, Peter (from 1 January 2005 to 31 March 2005)	(The Hong Kong Association for the Advancement of Real Estate and Construction Technology Ltd.)
Ms. LAU Sze-wan, Serena (from 1 April 2005 onwards)	(The Hong Kong Association for the Advancement of Real Estate and Construction Technology Ltd.)
Mr. LAU Yan-kuen, Danny	(representing the Commissioner of Labour)
Mr. LEE Chun-lai, Andrew	(The Hong Kong Institute of Housing)
Mrs. LEUNG LEUNG Mee-chee, Mitzi	(representing the Executive Director, Vocational Training Council)
Mr. LO Wing-keung, Vincent	(ad personam)
Dr. SHEN Shir-ming	(The University of Hong Kong)
Mr LEE Chun-ming, Eric (from 1 January 2005 to 31 March 2005)	(The Hong Kong Chamber of Professional Property Consultants Ltd.)
Mr. WONG Dun-king, Lawrance (from 1 April 2005 onwards)	(The Hong Kong Chamber of Professional Property Consultants Ltd.)
Mr CHAN Wai-lun, Anthony (from 1 January 2005 to 31 March 2005)	(The Real Estate Developers Association of Hong Kong)
Mr. WONG Ho-ming, Augustine (from 1 April 2005 onwards)	(The Real Estate Developers Association of Hong Kong)
Mr. WONG Kit-hung, Charles	(The City University of Hong Kong)
Mr. YU Kam-hung	(The Hong Kong Institute of Surveyors)

**In Attendance**

Mr. PANG Chin-tung, Raymond

(Department of Real Estate & Facilities  
Management, Hong Kong Institute of  
Vocational Education (Morrison Hill))

Mr. TO Ka-man, Stanley

(Estate Agents Authority)

**Secretary**

Ms. WONG Kwan-cheung, Soso

(Vocational Training Council)

房地產服務業訓練委員會  
委員名單  
(2005 年 1 月 1 日至 2005 年 12 月 31 日)

主席：

袁靖罡先生 (以個人身份獲提名)  
(2005 年 1 月 1 日至 2005 年 3 月 31 日)

謝偉銓先生 (以個人身份獲提名)  
(由 2005 年 4 月 1 日起)

副主席：

張小傑先生 (香港地產行政學會)  
(2005 年 1 月 1 日至 2005 年 3 月 31 日)

陳東岳先生 (香港地產代理專業協會)  
(由 2005 年 4 月 1 日起)

委員：

陳景開先生 (香港地產代理商總會)

陳佩珊女士 (地產代理監管局行政總裁)

張小傑先生 (香港地產行政學會)

葉汝新先生 (房屋署署長代表)

陳志球博士 (香港物業管理公司協會有限公司)  
(2005 年 1 月 1 日至 2005 年 3 月 31 日)

鄭正煒先生 (香港物業管理公司協會有限公司)  
(由 2005 年 4 月 1 日起)

文景輝先生 (香港理工大學)  
(2005 年 1 月 1 日至 2005 年 3 月 31 日)

柳志康先生 (香港理工大學)  
(由 2005 年 4 月 1 日起)

劉光耀博士 (地產代理聯會)

- 方國榮博士  
(2005年1月1日至2005年3月31日) (香港房地產建築業協進會)
- 劉詩韻女士  
(由2005年4月1日起) (香港房地產建築業協進會)
- 劉仁權先生 (勞工處處長代表)
- 李春犁先生 (香港房屋經理學會)
- 梁梁美智女士 (職業訓練局執行幹事代表)
- 勞永強先生 (以個人身份獲提名)
- 沈雪明博士 (香港大學)
- 李峻銘先生  
(2005年1月1日至2005年3月31日) (香港專業地產顧問商會)
- 汪敦敬先生  
(由2005年4月1日起) (香港專業地產顧問商會)
- 陳偉能先生  
(2005年1月1日至2005年3月31日) (香港地產建設商會)
- 黃浩明先生  
(由2005年4月1日起) (香港地產建設商會)
- 黃傑雄先生 (香港城市大學)
- 余錦雄先生 (香港測量師學會)
- 列席：**
- 彭展東先生 (香港專業教育學院(摩利臣山分校)  
房地產及設施管理學系)
- 杜嘉敏先生 (地產代理監管局)
- 秘書：**
- 黃群璋女士 (職業訓練局)

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

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

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. 就發展業內專業教育及訓練設施應付人力需求，向職業訓練局提供意見。
4. 就相關學科的課程發展方向及策略，向香港專業教育學院(IVE)、訓練及發展中心提出建議。
5. 就 IVE、訓練及發展中心的課程策劃、課程發展及質素保證制度提供意見。
6. 擬訂本業主要職務的工作範圍，界定所需的技能、知識及訓練。
7. 建議本業主要職務訓練方案，訂定每種技能所需的訓練期。
8. 對技術評估、技能測驗及證書頒發制度提供意見，以確定從業員、學徒及見習員的技能水平。
9. 就本業主要行業舉辦技能比賽提供意見，以推廣專業教育與訓練和派員參加國際賽事。
10. 就本業專業教育及訓練的發展與推廣事宜，與僱主、僱主聯會、工會、專業團體、訓練及教育機構、政府部門等聯絡。
11. 為本業舉辦有關專業教育及訓練的研討會與會議。
12. 就業內訓練委員會工作、有關職訓局專業教育及訓練課程的宣傳事宜提供意見。
13. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展策略建議。
14. 根據《職業訓練局條例》第 7 條，負責局方所委派的其他工作。

Vocational Training Council Tower, 27 Wood Road, Wanchai, Hong Kong.

香港灣仔活道二十七號職業訓練局大樓

Our Reference  
本局檔號 : RE/4/2 (2005)  
Your Reference  
來函檔號 :  
Telephone No.  
電話 : 2836 1703  
Facsimile No.  
圖文傳真 : 2893 5879

28<sup>th</sup> December 2004

Dear Sir/Madam,

2005 Manpower Survey of the  
Real Estate Services Industry

The Vocational Training Council is a statutory body appointed by the Government to be responsible for manpower training in Hong Kong.

The Real Estate Services Training Board is one of the 18 training boards of the Vocational Training Council. It is established to assess the manpower situation and devise training plans of the real estate services industry.

The Training Board is conducting a manpower survey of the real estate services establishments between 5 January and 5 March 2005. The purpose of this survey is to obtain data on the present and future manpower situation and training information so as to enable the Training Board to formulate appropriate training plans to meet the need of the industry. Your co-operation in supplying the information would be much appreciated.

----

I enclose the following documents for your reference and completion:

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

During the period of the survey, an officer of the Census and Statistics Department will call at your office to see you. The interviewing officer will answer any questions you may have, and will collect the completed questionnaire.

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

Should you have any question regarding the survey, please contact the Census and Statistics Department by telephoning 2582 5075.

Yours faithfully,



(Stephen Yuen)  
Chairman  
Real Estate Services Training Board

Vocational Training Council Tower, 27 Wood Road, Wanchai, Hong Kong.

香港灣仔活道二十七號職業訓練局大樓

Our Reference  
本局檔號 : RE/4/2 (2005)  
Your Reference  
來函檔號 :  
Telephone No.  
電話 : 2836 1703  
Facsimile No.  
圖文傳真 : 2893 5879

執事先生：

房地產服務業二〇〇五年人力調查

職業訓練局乃由政府委任的法定機構，負責本港的人力訓練事宜。

職訓局屬下有十八個訓練委員會，房地產服務業訓練委員會為其中之一，負責評估房地產服務業的人力情況，以及制定訓練計劃。

為調查房地產服務業目前及未來的人力情況及訓練詳情，以便制定合適的訓練計劃配合需要，本訓練委員會將於二〇〇五年一月五日至三月五日期間進行房地產服務機構人力調查，懇請貴號惠予合作，提供有關資料。

…… 茲夾附下述文件，供貴號參閱及填寫：

- (a) 第 I 及第 II 部份調查表（附錄 A）
- (b) 附註（第 I 部份）（附錄 B）
- (c) 房地產服務業主要職務工作說明（附錄 C）

調查期間，政府統計處職員會造訪貴號，解答問題，並收回填妥的調查表。

調查所得資料將絕對保密，只用摘要統計數字發表，並不會提及個別機構。

如對是次調查有任何疑問，請致電 2582 5075 與政府統計處聯絡。



房地產服務業訓練委員會主席  
袁靖波

二〇〇四年十二月二十八日

**CONFIDENTIAL**  
**WHEN ENTERED WITH DATA**

填入數據後即成  
機密文件

Appendix A  
附錄 A

THE 2005 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY  
房地產服務業二〇〇五年人力調查

QUESTIONNAIRE  
調查表

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

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

NAME OF ESTABLISHMENT: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
機構名稱 地址

NATURE OF BUSINESS: (please tick only 1 box)  
行業性質 (只剔一欄)

<input type="checkbox"/> Real Estate Development with Services 地產發展兼服務	<input type="checkbox"/> Estate Agency 地產代理	TOTAL NUMBER OF PERSONS ENGAGED: _____ 僱員總人數
<input type="checkbox"/> Property Management and Maintenance 物業管理及保養	<input type="checkbox"/> Government Departments and Public Sector 政府部門及公共機構	
<input type="checkbox"/> Estate Surveying, Valuation and Consultancy 測量、估價及顧問		

NAME OF PERSON TO CONTACT: \_\_\_\_\_ POSITION: \_\_\_\_\_  
聯絡人姓名 28 47 職位

TEL. NO.: \_\_\_\_\_ FAX NO.: \_\_\_\_\_  
電話 48 55 56 63 圖文傳真

E-MAIL: \_\_\_\_\_  
電郵 64 98

**PART I 第I部份**

(A) Job 工作			(B) Monthly Income Code 月薪編號	(C) Number of Employees 僱員人數	(D) Forecast of No. Employed 12 Months from Now 預測在 十二個月後 的僱員人數	(E) No. of Vacancies at Date of Survey 調查期間 的空缺額	(F) Preferred Level of Education 僱員宜有教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的相關年資	(H)
Title 職稱	Rec. Type	Code 編號	11	12-15	16-19	20-22	23	24	
		8-10							
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
9.	2								
10.	2								
11.	2								
12.	2								
13.	2								

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

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

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

Code 編號	Preferred Education 宜有教育程度
1	Professional Qualification 專業資格
2	University Degree or above



**PART II 第二部份**

Perform Work in the Mainland

在內地工作

1. Did your company's employees perform work in the Mainland in the past 12 months?  
在過去十二個月內，貴機構有沒有僱員參與內地工作？

Yes (Please go to Q.2)  
1 有 (請答第2題)

No (Please go to Q.3)  
2 沒有 (請答第3題)

2. Number of employees involved in the work of Mainland in the past 12 months  
(by type of real estate services)

過去12個月參與內地工作的僱員人數  
(按房地產服務類別劃分)

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Real Estate Development with Services 地產發展兼服務	_ _ _  3	_ _ _  6	_ _ _  9
(b) Property Management and Maintenance 物業管理及保養	_ _ _  12	_ _ _  15	_ _ _  18
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _  21	_ _ _  24	_ _ _  27
(d) Estate Agency 地產代理	_ _ _  30	_ _ _  33	_ _ _  36

3. Estimated number of employees involved in the work of Mainland in the next 12 months (by type of real estate services)  
估計未來12個月需參與內地工作的僱員人數 (按房地產服務類別劃分)

	Managerial/ Professional Level 經理／專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
(a) Real Estate Development with Services 地產發展兼服務	_ _ _  39	_ _ _  42	_ _ _  45
(b) Property Management and Maintenance 物業管理及保養	_ _ _  48	_ _ _  51	_ _ _  54
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	_ _ _  57	_ _ _  60	_ _ _  63
(d) Estate Agency 地產代理	_ _ _  66	_ _ _  69	_ _ _  72

Training  
訓練

4. Number of employees who had received the following training in the past 12 months (by type of course)  
過去十二個月內曾接受下列訓練的僱員人數（按課程種類劃分）

<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
<b>(I) <u>Specific Knowledge/Skills</u></b> <b>專門知識／技能</b>			
<b>(a) <u>Property Development</u></b> <b>物業發展</b>			
Real Estate Administration 地產行政	<input type="text" value="75"/>	<input type="text" value="78"/>	<input type="text" value="81"/>
Marketing Technique 市場推廣技巧	<input type="text" value="84"/>	<input type="text" value="87"/>	<input type="text" value="90"/>
Project Management Skills 項目管理技巧	<input type="text" value="93"/>	<input type="text" value="96"/>	<input type="text" value="99"/>
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text" value="102"/>	<input type="text" value="105"/>	<input type="text" value="108"/>
<b>(b) <u>Estate Surveying, Valuation and Consultancy</u></b> <b>地產測量、估值及顧問</b>			
Marketing Strategy Planning 市場策略計劃	<input type="text" value="111"/>	<input type="text" value="114"/>	<input type="text" value="117"/>
Research Skills 研究技巧	<input type="text" value="120"/>	<input type="text" value="123"/>	<input type="text" value="126"/>
Surveying & Valuation Skills 測量及估值技巧	<input type="text" value="129"/>	<input type="text" value="132"/>	<input type="text" value="135"/>
Planning and Land Development 策劃及土地發展	<input type="text" value="138"/>	<input type="text" value="141"/>	<input type="text" value="144"/>
Compensation 賠償	<input type="text" value="147"/>	<input type="text" value="150"/>	<input type="text" value="153"/>
Property/Leasing Management 物業／租務管理	<input type="text" value="156"/>	<input type="text" value="159"/>	<input type="text" value="162"/>
<b>(c) <u>Estate Agents</u></b> <b>地產代理</b>			
Specified Estate Agents or Salespersons Training 指定地產代理／營業員訓練課程	<input type="text" value="165"/>	<input type="text" value="168"/>	<input type="text" value="171"/>
Effective Estate Agency Management 有效地產代理管理	<input type="text" value="174"/>	<input type="text" value="177"/>	<input type="text" value="180"/>
Sales and Presentation Skills 營銷及表達技巧	<input type="text" value="183"/>	<input type="text" value="186"/>	<input type="text" value="189"/>

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

(d) **Property/Housing Management**  
**物業／房屋管理**

Facilities Management  
設施管理

192

195

198

Housing Management  
房屋管理

201

204

207

(e) **Real Estate Services in the Mainland**  
**內地房地產知識**

Real Estate Development with  
Services  
地產發展兼服務

210

213

216

Property Management and  
Maintenance  
物業管理及保養

219

222

225

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

228

231

234

Estate Agency  
地產代理

237

240

243

(II) **Generic Skills**  
**通用技巧**

(a) **Computer Application (including IT)**  
**電腦應用（包括資訊科技）**

246

249

252

(b) **Language**  
**語文**

Putonghua 普通話

255

258

261

English 英文

264

267

270

(c) **Management Skills**  
**管理技巧**

273

276

279

(d) **Supervisory Skills**  
**督導技巧**

282

285

288

(e) **Communication Skills**  
**溝通技巧**

291

294

297

(f) **Public Relation Skills**  
**公關技巧**

300

303

306

(g) **Others (please specify)**  
**其他（請說明）**

309

312

315

5. Estimated number of employees who need training in the next 12 months (by type of course)

估計在未來十二個月需要接受培訓的僱員人數（按課程種類劃分）

<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
<b>(I) <u>Specific Knowledge/Skills</u></b> 專門知識/技能			
<b>(a) <i>Property Development</i></b> 物業發展			
Real Estate Administration 地產行政	<input type="text"/> <input type="text"/> <input type="text"/> 318	<input type="text"/> <input type="text"/> <input type="text"/> 321	<input type="text"/> <input type="text"/> <input type="text"/> 324
Marketing Technique 市場推廣技巧	<input type="text"/> <input type="text"/> <input type="text"/> 327	<input type="text"/> <input type="text"/> <input type="text"/> 330	<input type="text"/> <input type="text"/> <input type="text"/> 333
Project Management Skills 項目管理技巧	<input type="text"/> <input type="text"/> <input type="text"/> 336	<input type="text"/> <input type="text"/> <input type="text"/> 339	<input type="text"/> <input type="text"/> <input type="text"/> 342
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text"/> <input type="text"/> <input type="text"/> 345	<input type="text"/> <input type="text"/> <input type="text"/> 348	<input type="text"/> <input type="text"/> <input type="text"/> 351
<b>(b) <i>Estate Surveying, Valuation and Consultancy</i></b> 地產測量、估值及顧問			
Marketing Strategy Planning 市場策略計劃	<input type="text"/> <input type="text"/> <input type="text"/> 354	<input type="text"/> <input type="text"/> <input type="text"/> 357	<input type="text"/> <input type="text"/> <input type="text"/> 360
Research Skills 研究技巧	<input type="text"/> <input type="text"/> <input type="text"/> 363	<input type="text"/> <input type="text"/> <input type="text"/> 366	<input type="text"/> <input type="text"/> <input type="text"/> 369
Surveying & Valuation Skills 測量及估值技巧	<input type="text"/> <input type="text"/> <input type="text"/> 372	<input type="text"/> <input type="text"/> <input type="text"/> 375	<input type="text"/> <input type="text"/> <input type="text"/> 378
Planning and Land Development 策劃及土地發展	<input type="text"/> <input type="text"/> <input type="text"/> 381	<input type="text"/> <input type="text"/> <input type="text"/> 384	<input type="text"/> <input type="text"/> <input type="text"/> 387
Compensation 賠償	<input type="text"/> <input type="text"/> <input type="text"/> 390	<input type="text"/> <input type="text"/> <input type="text"/> 393	<input type="text"/> <input type="text"/> <input type="text"/> 396
Property/Leasing Management 物業／租務管理	<input type="text"/> <input type="text"/> <input type="text"/> 399	<input type="text"/> <input type="text"/> <input type="text"/> 402	<input type="text"/> <input type="text"/> <input type="text"/> 405

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

(c) **Estate Agents**  
**地產代理**

Specified Estate Agents or  
Salespersons Training  
指定地產代理／營業員訓練課程

408

411

414

Effective Estate Agency Management  
有效地產代理管理

417

420

423

Sales and Presentation Skills  
營銷及表達技巧

426

429

432

(d) **Property/Housing Management**  
**物業／房屋管理**

Facilities Management  
設施管理

435

438

441

Housing Management  
房屋管理

444

447

450

(e) **Real Estate Services**  
**in the Mainland**  
**內地房地產知識**

Real Estate Development with Services  
地產發展兼服務

453

456

459

Property Management and Maintenance  
物業管理及保養

462

465

468

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

471

474

477

Estate Agency  
地產代理

480

483

486

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

**(II) Generic Skills**  
**通用技巧**

(a) Computer Application (including IT)  
電腦應用 (包括資訊科技)

--	--	--

489

--	--	--

492

--	--	--

495

(b) Language  
語文

Putonghua 普通話

--	--	--

498

--	--	--

501

--	--	--

504

English 英文

--	--	--

507

--	--	--

510

--	--	--

513

(c) Management Skills  
管理技巧

--	--	--

516

--	--	--

519

--	--	--

522

(d) Supervisory Skills  
督導技巧

--	--	--

525

--	--	--

528

--	--	--

531

(e) Communication Skills  
溝通技巧

--	--	--

534

--	--	--

537

--	--	--

540

(f) Public Relation Skills  
公關技巧

--	--	--

543

--	--	--

546

--	--	--

549

(g) Others (please specify)  
其他 (請說明)

--	--	--

552

--	--	--

555

--	--	--

558

---

---

6. Percentage of your company's staff training expenses against payroll.  
貴機構員工培訓開支對工資額的比率。

- 0%  
561
- $\leq 0.001\%$   
562
- 0.0011% - 0.003%  
563
- 0.0031% - 0.005%  
564
- 0.0051% - 0.1%  
565
- more than 0.1% 以上  
566

7. Internal Promotion  
內部晉升

No. of Internal Promotion  
in the Past 12 Months  
過去十二個月  
由內部晉升人數

- (a) From Supervisory to Managerial/Professional Level  
由主任晉升為經理級

567

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

570

8. No. of Employees Left in the past 12 months and their Career Choice  
過去12個月內離職的地產服務從業員的離職人數及就業去向

No. of Employees Left

	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Taking up real estate services related jobs (including starting own business in real estate industry) 擔任與地產有關的職位，包括創業（與地產有關）	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 573	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 576	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 579
(b) Taking up non real estate services related jobs, starting own business (non real estate services) 擔任與地產無關的職位，創業（與地產無關）	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 583	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 586	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 589
(c) Emigration, retirement, further studies and others 移民、退休、進修或其他原因	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 593	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 596	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 599
(d) Unknown 不詳	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 603	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 606	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 609

**Recruitment Problem**

**招聘問題**

9. Did your company encounter any difficulties in recruitment of real estate services personnel at various job levels in the past 12 months?

貴機構在過去12個月內在招聘房地產服務從業員方面有沒有困難？

Yes (Please go to Q.10)  
有 (請答第10題)

613

No  
沒有

614

No recruitment nor tried to recruit  
未有／未有嘗試招聘

615

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

請選擇遇到招聘困難的原因，每職級可選一項或以上。

<u>Reasons</u> 原因	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 616	<input type="checkbox"/> 617	<input type="checkbox"/> 618
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 619	<input type="checkbox"/> 620	<input type="checkbox"/> 621
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 622	<input type="checkbox"/> 623	<input type="checkbox"/> 624
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 625	<input type="checkbox"/> 626	<input type="checkbox"/> 627
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練／資歷的人力資源	<input type="checkbox"/> 628	<input type="checkbox"/> 629	<input type="checkbox"/> 630
(f) Others (Please specify) 其他 (請說明)			
_____	<input type="checkbox"/> 631	<input type="checkbox"/> 632	<input type="checkbox"/> 633
_____	<input type="checkbox"/> 634	<input type="checkbox"/> 635	<input type="checkbox"/> 636

11. Do you expect the Hong Kong economy be better in the next 12 months?  
 你是否預期未來十二個月香港的經濟會更好？

Yes (Please go to Q 12)  
 637 是 (請答第12題)

No  
 638 否

No comment  
 639 沒意見

12. Do you expect a manpower growth in your company in the next 12 months as a result of the better economy?  
 你是否預期貴機構會因經濟好轉而在未來十二個月增聘人手？

Yes  
 640 是

No  
 641 否

No comment  
 642 沒意見

End of Questionnaire  
 問卷完

For official use  
 此欄毋需填寫

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
643	644	645	646	647	648	649	650	651
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
652	653	654						

Rec	Type	AC	QC	Chk By	Mode	Date	Date of Visit	Start Time	End Time	Mode	Result
9											
1	2	3	4	6	8	9	13	17	21	25	26

The 2005 Manpower Survey of the Real Estate Services Industry

Explanatory Notes for Part I

1. Please complete all columns ('A' to 'G') of the questionnaire which are applicable to your business sector and insert a zero ( 0 ) in any column which is not.
  
2. Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs in the Real Estate Services Industry
  - (a) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.
  
  - (b) Please classify an employee according to his major duty irrespective of any additional secondary duties he may be required to perform.
  
  - (c) Please add in this column titles of employees whose duties demand real estate training (please specify title) and fill in 'B' to 'G' accordingly.
  
3. Column 'B' - Total Monthly Income Range of Employees

Please select and enter in this column the appropriate code number showing the average monthly income range for the employee(s) during the past 12 months ( January - December 2004). The monthly income should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average figure.

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

4. Column 'C' - Number of Employees

'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.

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

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

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

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

7. Column 'F' - Preferred Level of Education

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

<u>Education</u>	<u>Code</u>
Professional Qualification	1
University Degree or above	2
Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent	3
Diploma/Certificate or equivalent	4
Matriculation	5
Secondary 5	6
Secondary 3 or below	7

8. Column 'G' - Preferred Relevant Years of Experience

Please indicate the years of relevant experience which your organization requires an employee in a particular position to have.

<u>Period</u>	<u>Code</u>
Less than 1 year	1
1 year - less than 3 years	2
3 years - less than 6 years	3
6 years - less than 10 years	4
10 years or more	5

Note: The information received will be treated in strict confidence and will be published only in the form of statistical summaries without reference to any individual organization.

Job Descriptions for  
Principal Jobs in  
Real Estate Development with Services Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/Associate Director/General Manager	Plans and directs the overall operations. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise, plans and controls the allocation of resources.
103.	Sales/Marketing Manager	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.
104.	Property Manager/Area Property Manager	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.
108.	Project Manager	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
109.	IT Manager	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.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
122.	Development Manager	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.
129.	Other Supporting Managers	Engages in other real estate services related duties such as estate management, maintenance and surveying.
Supervisory Level		
201.	Project Officer	Assists the project manager in the planning and managing of building and construction projects.
202.	Marketing Officer	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons.
203.	Property Officer	Assists in administering the sale, leasing and property management services of properties.
215.	Development Assistant/ Property Analyst	Assists in the evaluation and investigation of development potentials.
219.	Other Supporting Supervisors	Assists in the other duties relating to real estate services such as agency work and valuation.
Technical Support and Operative Level		
301.	Sales/Marketing/Research Assistant	Assists and transcribes marketing proposals and prepares statistical reports on marketing situation.
302.	Property Clerk	Assists in the property management services and activities within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Building Attendant/ Caretaker	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property.

Code	Job Title	Brief Job Description
Technical Support and Operative Level (Continued)		
307.	Leasing Clerk	Assists in the leasing activities of the property/estate.
319.	Other Supporting Personnel	Performs other duties relating to real estate services functions.

Job Descriptions for  
Principal Jobs in  
Property Management and Maintenance Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/General Manager	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.
103.	Marketing Manager	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.
105.	Estate Manager	Takes charge of the management and maintenance of an estate or building and its related functions. .
106.	Maintenance Manager	Supervises the maintenance of building within the estate/property.
107.	Promotion and Public Relations Manager (Commercial and Retail)	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.
108.	Project Manager	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.
109.	IT Manager	Maintains and supports IT related function in management of property. System integration, services delivery and end user training and support.
110.	Club House Manager	Takes charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
111.	Facilities Manager	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.
129.	Other Supporting Managers	Engages in other real estate services related duties such as leasing management and surveying.
Supervisory Level		
202.	Marketing Officer	Assists in the marketing and leasing of the estate/property.
203.	Property/Estate Officer	Assists in administering the property management services activities within the estate.
216.	Maintenance Officer	Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/building.
219.	Other Supporting Supervisors	Assists in other duties relating to real estate services such as real estate agent.
Technical Support and Operative Level		
302.	Property Clerk	Provides clerical support services in property management within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Building Attendant/ Caretaker	Participates in simple repairs and maintenance and manning equipment of the building. Performs access control and guarding work. Provides customer service.
319.	Other Supporting Personnel	Performs duties to support other real estate services functions.

Job Descriptions for  
Principal Jobs in  
Estate Surveying, Valuation and Consultancy Sector

Code	Job Title	Brief Job Description
<b>Managerial and Professional Level</b>		
101.	Executive Director/ Director/Partner	Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/ the Company.
108.	Project Manager	Manages surveying, development and consultancy works/projects.
115.	Estate Surveyor	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.
116.	Valuation Surveyor	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.
129.	Other Supporting Managers	Engages in other real estate services related duties such as estate management and maintenance.
<b>Supervisory Level</b>		
204.	Supervisor/ Assistant Manager (with estate agent's licence)	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.
209.	Valuation Officer	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.

Code	Job Title	Brief Job Description
<b>Supervisory Level (Continued)</b>		
214.	Survey Officer	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.
219.	Other Supporting Supervisors	Assists in other duties relating to real estate services such as agent and marketing work, etc.
<b>Technical Support and Operative Level</b>		
304.	Valuation Assistant	Assists Valuation Officer in the survey of landed properties for rating and other purposes. Assists in the preparation of plans and reports.
305.	Salesperson (with estate agent's/salesperson's licence)	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.
319.	Other Supporting Personnel	Performs duties to support other real estate services functions.

Job Descriptions for  
Principal Jobs in  
Estate Agency Sector

Code	Job Title	Brief Job Description
<b>Managerial and Professional Level</b>		
101.	Managing Director/Chief Executive Officer/Sole Proprietor/Partner	Takes full charge of the agency business and heads the management team.
102.	Director/ General Manager	Takes full charge of the sales operations and manages a number of agency firms.
<b>Supervisory Level</b>		
204.	Manager (in charge of an office/branch)	Manages 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.
219.	Other Supporting Supervisors	Assists in supervisory duties.
<b>Technical Support and Operative Level</b>		
305.	Salesperson (with estate agent's licence or salesperson's licence)	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.
309.	Trainees	Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination.
319.	Other Supporting Personnel	Performs non-estate agency duties to support licensed persons.

Job Descriptions for  
Principal Jobs in  
Government Departments and Public Sector

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/General Manager	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.
104.	Property Manager/ Area Property Manager	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.
105.	Estate Manager	Takes charge of the management and maintenance of the buildings within the housing estate. Oversees a team of building attendants and allocates work.
106.	Maintenance Manager	Supervises the management and maintenance of buildings within the estate/property. Oversees a team of technical officers and allocates work.
108.	Project Manager	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
112.	Area Manager	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.
113.	Housing Manager	Takes charge of the overall management activities of an housing estate. Establishes and directs operational and administrative procedures, including rent collection. Attends District Committee, Estate Management Advisory Committee and Mutual Aid Committee meetings as required.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
114.	Leasing Manager	Plans and manages the leasing and marketing activities of the housing estate.
115.	Estate Surveyor	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.
116.	Valuation Surveyor	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.
117.	Lands Executive	Assists in land control and lease enforcement in the New Territories. Processes village house land grants, developments/redevelopments. Assists in coordinating clearances. Assists in the assessment of statutory compensation, ex-gratia allowances. Maintains record and statistics on various land matters.
118.	Building Surveyor/ Maintenance Surveyor	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.
119.	Shopping Centre Manager	Takes charge of the management and maintenance of the shopping centre area of the housing estate. Oversees a teams of building attendants and allocates work.
120.	Transport/Car Park Manager	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.

Code	Job Title	Brief Job Description
Managerial and Professional Level (Continued)		
121.	Senior Asset Manager	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.
129.	Other Supporting Managers	Engages in other real estate services related duties such as IT.
Supervisory Level		
203.	Property Officer/Assistant	Assists the property manager in administering the property management services and activities within the estate.
205.	Housing/Estate Officer	Assists the housing manager/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.
206.	Estate Assistant	Oversees a team of building attendants/artisans and allocates works to them. Supervises cleansing, security, simple repairs and maintenance of buildings.
207.	Development Officer/ Maintenance Officer/ Building Supervisor	Assists the building 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.
208.	Technical Officer	Prepares drawings, carries out and supervises the maintenance and repair work of the building and equipment within the estate.
209.	Valuation Officer	Assists the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties.
210.	Lands Inspector	Assists Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories.

Code	Job Title	Brief Job Description
Supervisory Level (Continued)		
211.	Shopping Centre Officer/ Property Officer	Assists the Shopping Centre Manager in the management and maintenance of the shopping centre area/carpark (for Property Officer) within the estate.
212.	Overseer/Foreman	Supervises staff in cleansing, hawker control, market management, pest control, conservancy, duty room, cemeteries and crematoria work. Carries out relevant law enforcement work under the Public Health and Municipal Services Ordinance.
213.	Rent Officer	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.
214.	Survey Officer (Estate)	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.
217.	Welfare Worker	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.
218.	Customer Services Assistant	Mans the reception/enquiry counter and answers telephone enquiries. receives and records complaints and makes timely referral to responsible officer.
219.	Other Supporting Supervisors	Assists in the duties relating to other real estate services.

Code	Job Title	Brief Job Description
Technical Support and Operative Level		
302.	Property Clerk	Assists in the property management services and activities within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Caretaker/Artisan/ Workman	Participates in simple repairs and maintenance of buildings manning equipment and posts in property. Assists in regulating conduct of users and visitors of the property including noise abatement and vandalism prevention.
319.	Other Supporting Personnel	Performs duties relating to other real estate services functions.

房地產服務業二〇〇五年人力調查

附註（第I部份）

1. 請填寫表內(A)至(G)欄；如有不適用者，請在該欄填入(0)符號。
2. (A) 欄 — 房地產服務業主要職務的職稱及工作說明
  - (a) 表內部分職稱可能有別於貴公司所採用者，但若兩者職責相近，可視作相同職務；請在調查表內提供所需資料。
  - (b) 請根據僱員的主要職務分類（不論其所兼任的次要職務）。
  - (c) 倘貴公司有其他人員因職責上需接受房地產服務業訓練，請在此欄加上其職稱，同時填寫(B)至(G)欄。

3. (B) 欄 — 僱員每月總收入

請根據僱員過去十二個月(指二〇〇四年一月至十二月期間)平均每月收入幅度，選出適當編號填入(B)欄。「每月收入」包括底薪、定期超時工作津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）。倘貴公司僱用超過一名僱員擔任同一職務，請取其平均數字。

<u>平均每月收入</u>	<u>編號</u>
\$5,000 或以下	1
\$5,001 – \$10,000	2
\$10,001 – \$15,000	3
\$15,001 – \$20,000	4
\$20,001 – \$30,000	5
\$30,001 – \$40,000	6
\$40,001 – \$60,000	7
\$60,001 或以上	8

4. (C) 欄 — 僱員人數

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

5. (D) 欄 — 未來十二個月的預計僱員人數

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

6. (E) 欄 — 調查期間空缺額

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

7. (F) 欄 — 僱員宜有的教育程度

請按下列類別編號，將僱員宜有的基本教育程度填入(F) 欄內。

<u>教育程度</u>	<u>編號</u>
專業資格	1
大學學位或以上	2
副學士學位／專業文憑／高級文憑／高級證書	3
文憑／證書	4
大學預科	5
中五	6
中三或以下	7

8. (G) 欄 — 僱員宜有的相關年資

請按下列類別編號，填寫各職位僱員宜有的相關年資。

<u>年資</u>	<u>編號</u>
一年以下	1
一年至三年以下	2
三年至六年以下	3
六年至十年以下	4
十年或以上	5

註： 調查所得資料絕對保密，只以統計摘要方式發表，並不提及個別機構。

地產發展兼服務類別  
主要職務工作說明

編號	職稱	工作說明
經理及專業人員級		
102.	董事／副董事／總經理	策劃、掌管機構整體運作；制訂、執行業務策略及方針；檢討企業運作及成效，策劃、控制資源分配。
103.	營業／市場經理	策劃、管理發展中物業的銷售及市場推廣工作；制訂、執行市場推廣策略；負責銷售／推廣計劃；挑選、聯絡地產代理。
104.	物業經理／ 分區物業經理	負責物業買賣及管理；洽商或批准物業買賣或出租；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.	項目經理	策劃、組織、管理樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。
109.	資訊科技經理	維修、支援機構及其投資項目內，有關資訊科技的職能；以最具成本效益的方法，達至機構在資訊科技方面的需要；提供建議，改善樓宇自動化設計；監察有關合約，包括屋宇自動化、大廈其他電腦系統，以及電腦系統接連總辦事處等。
122.	發展經理	研究、引進業務發展機會；對房地產發展潛力進行研究分析及可行性研究；向管理高層建議收購土地及物業。
129.	其他支援服務經理	從事與房地產服務相關的其他職務，包括物業管理、保養及測量。

編號	職稱	工作說明
主任級		
201.	項目主任	協助項目經理策劃、管理樓宇及建築項目。
202.	市場主任	協助發展中物業的銷售推廣工作；聯絡地產代理及營業員。
203.	物業主任	協助物業的租售及管理服務工作。
215.	發展助理／物業分析員	協助評估、研究物業發展潛力。
219.	其他支援服務主任	協助執行與房地產服務相關的其他職務，包括代理事務及估價。
技術及操作人員級		
301.	營業／市場／研究助理	協助製訂市場推廣建議書，並擬備市況統計報告。
302.	物業文員	協助與物業或屋邨管理有關的服務和工作。
303.	技術員	進行、監督屋邨／樓宇的維修保養工作。
306.	大廈管理員／管理員	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.	租務文員	協助與物業或屋邨租務有關的工作。
319.	其他支援服務人員	執行與房地產服務相關的職務。

物業管理及保養類別  
主要職務工作說明

編號	職稱	工作說明
經理及專業人員級		
102.	董事／總經理	策劃、掌管、監察機構的整體運作；制定、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.	市場經理	策劃、管理物業出租的推廣工作；制訂、執行市場推廣政策；負責推廣及公關工作。
105.	屋邨經理	負責屋邨／大廈及有關設施的管理及保養工作。
106.	保養經理	監督屋邨／物業範圍內的大廈保養工作。
107.	推廣及公關經理 (商務及零售)	監督、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。
108.	項目經理	策劃、統籌、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。
109.	資訊科技經理	維修、支援物業管理中有關資訊科技的職能；負責系統集成、服務提供、終端用戶培訓及支援等。
110.	會所經理	全面負責屋邨康樂及會所設施和款接設施的日常運作及管理。
111.	設施經理	策劃、組織、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。
129.	其他支援服務經理	從事與房地產服務相關的其他職務，包括租務管理及測量。

編號	職稱	工作說明
主任級		
202.	市場主任	協助屋邨／物業的市場推廣及租務工作。
203.	物業／屋邨主任	協助監督邨內管理服務工作。
216.	保養主任	督導技術員／技工在屋邨／大廈內，進行日常的小型保養維修工作。
219.	其他支援服務主任	協助執行與房地產服務相關的其他職務，如地產代理。
技術及操作人員級		
302.	物業文員	提供物業／屋邨管理的文書支援服務。
303.	技術員	執行、監督屋邨／大廈內的保養維修工作。
306.	大廈管理員／管理員	參與屋宇設備的簡單維修保養；執行出入口控制及保安工作；提供客戶服務。
319.	其他支援服務人員	執行與房地產服務相關的職務。

測量、估價及顧問類別  
主要職務工作說明

編號	職稱	工作說明
經理級		
101.	執行董事／董事／ 合伙人	按董事會／公司決議，全權執行管理測量、估價及顧問業務。
108.	項目經理	管理測量、物業發展及顧問事務。
115.	產業測量師	提供有關物業投資及發展（包括物業發展潛力及收地賠償）的專業意見；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。
116.	物業估價測量師	按業務目的，包括買賣、租賃、融資、上市等。評估各類物業的價值；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。
129.	其他支援服務經理	從事與房地產服務相關的其他職務，包括物業管理及保養。
主任級		
204.	主管／主任／副經理 （持有地產代理牌照）	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。
209.	物業估價主任／員	勘察地產物業作差餉徵收及其他用途；製備圖則及報告；協助進行物業估值作差餉徵收及其他用途；蒐集與整理地產物業資料。
214.	測量主任／員	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、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。
219.	其他支援服務主任	協助執行與房地產服務相關的其他職務，包括地產代理、市場推廣工作等。

編號	職稱	工作說明
技術及操作人員級		
304.	物業估價助理員	協助物業估價主任／員，勘察地產物業作差餉徵收及其他用途；協助製備物業資料圖及報告。
305.	地產代理／營業員（持有地產代理／地產代理營業員牌照）	執行日常的地產代理工作；監督一小組地產代理員／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員／營業員，並支援他們的工作。
319.	其他支援服務人員	執行與房地產服務相關的職務。

地產代理類別  
主要職務工作說明

編號	職稱	工作說明
經理及專業人員級		
101.	常務董事／行政總監、 獨資經營者／合伙人	全權管理地產代理業務，領導管理隊伍。
102.	董事／總經理	全權負責銷售工作，並管理多間代理行業務。
主任級		
204.	(主管一間辦事處／ 分行)	日常的地產代理工作管理；督導一組地產營業員或其他輔助人員；確保組內人員符合《地產代理條例》；負責組內的培訓及發展工作，並支援地產營業員的工作。
219.	其他支援服務主任	協助執行督導職務。
技術及操作人員級		
305.	地產代理／營業員 (持 有地產代理／地產代理 營業員牌照)	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；引領準買家／租戶到樓盤實地視察，解釋租售條款；安排簽署地產代理協議書，買賣或租賃合約；安排視察物業情況。
309.	見習生／員	由一持牌上司直接指導工作及準備參加資格考試。
319.	其他支援服務人員	執行非地產代理工作以支援持牌人仕。

政府部門及公共機構類別  
主要職務工作說明

編號	職稱	工作說明
經理及專業人員級		
102.	董事／總經理	策劃、掌管機構運作；制訂、執行業務策略及方針；檢討企業運作及成效，策劃、控制資源分配。
104.	物業經理／ 分區物業經理	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。
105.	屋邨經理	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。
106.	物業保養經理	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。
108.	項目經理	策劃、組織、管理樓宇及建築項目；聯絡建築師、工程師、測量師、其他專業人員及承辦商；洽商財務安排。
112.	分區經理	負責該分區物業管理的整體政策及計劃；訂立、監督各項運作及行政程序；組織、協調計劃內的工作；聯絡所屬社區領袖。
113.	房屋事務經理	負責屋邨整體管理工作；訂立、監督各項運作及行政程序，包括收租；按需要出席區議會、屋邨管理諮詢委員會、互助委員會會議。
114.	租務經理	策劃、管理屋邨租務及市場推廣工作。
115.	產業測量師	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。

編號	職稱	工作說明
經理及專業人員級（續）		
116.	物業估價測量師	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、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。
117.	地政主任	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；保存各項土地紀錄及統計資料。
118.	屋宇測量師／ 屋宇保養測量師	策劃、管理、協調各屋宇及土地工程（包括保養工程），以符合公共衛生、規劃及建築條例規定。
119.	商場事務經理	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。
120.	運輸／停車場經理	監察、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。
121.	高級資產經理	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。
129.	其他支援服務經理	執行與房地產服務相關的其他職務，包括資訊科技。
主任級		
203.	物業主任／助理	協助物業經理，監督屋邨的管理服務及有關工作。
205.	房屋事務／產業主任	協助房屋事務／產業經理，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。
206.	屋宇事務助理	督導組內大廈管理員／技工，並分配工作；監督大廈的清潔、保安、簡單保養維修等工作。

編號	職稱	工作說明
主任級（續）		
207.	屋宇發展主任／ 屋宇保養主任／ 屋宇監督	協助屋宇測量師及屋宇保養測量師，管理、協調屋邨內各類樓宇及土地工程（包括保養工作）。
208.	技術主任	繪製圖則，進行與監督屋邨內樓宇及設備的維修保養工作。
209.	物業估價員	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。
210.	地政督察	協助地政主任，處理各類有關新界土地管理事宜。
211.	商場事務主任／ 物業主任	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。
212.	巡察員／管工	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《公眾衛生及市政條例》相關的法律工作。
213.	租務主任	協助監察、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。
214.	測量員（產業）	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。
217.	社工	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。
218.	客戶服務助理	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。
219.	其他支援服務主任	協助執行與房地產服務相關的其他職務。

編號	職稱	工作說明
技術及操作人員級		
302.	物業文員	協助與物業／屋邨管理有關的服務和活動。
303.	技術員	進行與監督屋邨／樓宇的維修保養工作。
306.	管理員／技工／工人	參與樓宇設備及工作地方的清潔及簡單維修保養工作；協助勸喻用戶訪客避免發出噪音或損壞公物。
319.	其他支援服務人員	執行與房地產服務相關的職務。

## Breakdown of Samples by Stratum

	Employment Size	Stratum	Size of Frame	Sampling Fraction	Sample Size	Establishment No
1. Real Estate Development (HSIC 831100)	1-4	1	225	0.100	22	010001- 010063
	5-9	2	18	1.000	18	
	10-19	3	8	1.000	8	
	20-49	4	3	1.000	3	
	50-99	5	7	1.000	7	
	100-199	6	3	1.000	3	
	200-499	7	2	1.000	2	
	500 & over	8	0	1.000	0	
	Branch Total			266		
2. Real Estate Leasing (HSIC 831200)	1-4	1	3 713	0.085	316	020001- 020436
	5-9	2	301	0.180	54	
	10-19	3	80	0.400	32	
	20-49	4	23	1.000	23	
	50-99	5	6	1.000	6	
	100-199	6	3	1.000	3	
	200-499	7	1	1.000	1	
	500 & over	8	1	1.000	1	
	Branch Total			4 128		
3. Real Estate Development with Leasing (HSIC 831300)	1-4	1	56	0.200	12	030001- 030027
	5-9	2	9	1.000	9	
	10-19	3	0	1.000	0	
	20-49	4	1	1.000	1	
	50-99	5	0	1.000	0	
	100-199	6	3	1.000	3	
	200-499	7	0	1.000	0	
	500 & over	8	2	1.000	2	
	Branch Total			71		
4. Real Estate Maintenance Management (HSIC 831400)	1-4	1	412	0.050	20	040001- 040227
	5-9	2	137	0.200	28	
	10-19	3	107	0.250	26	
	20-49	4	103	0.250	26	
	50-99	5	52	0.800	41	
	100-199	6	39	1.000	39	
	200-499	7	29	1.000	29	
	500 & over	8	18	1.000	18	
	Branch Total			897		
5. Real Estate Brokerage and Agency (HSIC 831500)	1-4	1	1 967	0.015	30	050001- 050106
	5-9	2	227	0.080	18	
	10-19	3	62	0.350	22	
	20-49	4	30	0.500	15	
	50-99	5	10	1.000	10	
	100-199	6	5	1.000	5	
	200-499	7	1	1.000	1	
	500 & over	8	5	1.000	5	
	Branch Total			2 307		
6. Real Estate Surveying Valuation and Consultancy (HSIC 833402)	1-4	1	371	0.180	67	060001- 060141
	5-9	2	42	0.400	17	
	10-19	3	27	1.000	27	
	20-49	4	20	1.000	20	
	50-99	5	3	1.000	3	
	100-199	6	3	1.000	3	
	200-499	7	3	1.000	3	
	500 & over	8	1	1.000	1	
	Branch Total			470		
7. Supplementary Samples			42		42	070001- 070042
Total			8 181		1 042	

## 調查對象層面細分

	僱員數目	層面	機構數目	抽樣分數	抽樣數目	機構編號
1. 地產發展 (香港標準行業分類 831100)	1-4	1	225	0.100	22	010001- 010063
	5-9	2	18	1.000	18	
	10-19	3	8	1.000	8	
	20-49	4	3	1.000	3	
	50-99	5	7	1.000	7	
	100-199	6	3	1.000	3	
	200-499	7	2	1.000	2	
	500 及以上	8	0	1.000	0	
總計			266		63	
2. 地產租賃 (香港標準行業分類 831200)	1-4	1	3 713	0.085	316	020001- 020436
	5-9	2	301	0.180	54	
	10-19	3	80	0.400	32	
	20-49	4	23	1.000	23	
	50-99	5	6	1.000	6	
	100-199	6	3	1.000	3	
	200-499	7	1	1.000	1	
	500 及以上	8	1	1.000	1	
總計			4 128		436	
3. 地產發展兼租賃 (香港標準行業分類 831300)	1-4	1	56	0.200	12	030001- 030027
	5-9	2	9	1.000	9	
	10-19	3	0	1.000	0	
	20-49	4	1	1.000	1	
	50-99	5	0	1.000	0	
	100-199	6	3	1.000	3	
	200-499	7	0	1.000	0	
	500 及以上	8	2	1.000	2	
總計			71		27	
4. 地產保養管理服務 (香港標準行業分類C 831400)	1-4	1	412	0.050	20	040001- 040227
	5-9	2	137	0.200	28	
	10-19	3	107	0.250	26	
	20-49	4	103	0.250	26	
	50-99	5	52	0.800	41	
	100-199	6	39	1.000	39	
	200-499	7	29	1.000	29	
	500 及以上	8	18	1.000	18	
總計			897		227	
5. 地產經紀及代理 (香港標準行業分類 831500)	1-4	1	1 967	0.015	30	050001- 050106
	5-9	2	227	0.080	18	
	10-19	3	62	0.350	22	
	20-49	4	30	0.500	15	
	50-99	5	10	1.000	10	
	100-199	6	5	1.000	5	
	200-499	7	1	1.000	1	
	500 及以上	8	5	1.000	5	
總計			2 307		106	
6. 地產測量、估值及顧問服務 (香港標準行業分類 833402)	1-4	1	371	0.180	67	060001- 060141
	5-9	2	42	0.400	17	
	10-19	3	27	1.000	27	
	20-49	4	20	1.000	20	
	50-99	5	3	1.000	3	
	100-199	6	3	1.000	3	
	200-499	7	3	1.000	3	
	500 及以上	8	1	1.000	1	
總計			470		141	
7. 補充樣本			42		42	070001- 070042
總數			8 181		1 042	

**Respondents by Stratum by Sector**

Sector	Stratum	Employment Size	Result		Total
			Partial Response	Response	
Real Estate Development with Services	1	1-4	2	87	89
	2	5-9	2	51	53
	3	10-19		29	29
	4	20-49		18	18
	5	50-99		9	9
	6	100-199		4	4
	7	200-499		2	2
	8	500 & over		2	2
	Sub-total			4	202
Property Management and Maintenance	1	1-4		14	14
	2	5-9		16	16
	3	10-19		18	18
	4	20-49	1	33	34
	5	50-99		31	31
	6	100-199	2	33	35
	7	200-499		18	18
	8	500 & over	1	16	17
	Sub-total			4	179
Estate Agency	1	1-4		26	26
	2	5-9		15	15
	3	10-19		17	17
	4	20-49		13	13
	5	50-99		4	4
	6	100-199		1	1
	7	200-499			
	8	500 & over		2	2
	Sub-total				78
Estate Surveying, Valuation & Consultancy	1	1-4		20	20
	2	5-9		5	5
	3	10-19		7	7
	4	20-49		5	5
	5	50-99		3	3
	Sub-total				40
Government Departments and Public Sector	1	1-4		1	1
	2	5-9			
	3	10-19		1	1
	4	20-49		1	1
	5	50-99	1	1	2
	6	100-199		3	3
	7	200-499	1	6	7
	8	500 & over		3	3
	Sub-total			2	16

## 作覆機構的層面及類別

類別	層面	僱員人數	結果		總數
			回應部份問題	有回應	
地產發展兼服務	1	1-4	2	87	89
	2	5-9	2	51	53
	3	10-19		29	29
	4	20-49		18	18
	5	50-99		9	9
	6	100-199		4	4
	7	200-499		2	2
	8	500 及以上		2	2
	小計			4	202
物業管理及保養	1	1-4		14	14
	2	5-9		16	16
	3	10-19		18	18
	4	20-49	1	33	34
	5	50-99		31	31
	6	100-199	2	33	35
	7	200-499		18	18
	8	500 及以上	1	16	17
	小計			4	179
地產代理	1	1-4		26	26
	2	5-9		15	15
	3	10-19		17	17
	4	20-49		13	13
	5	50-99		4	4
	6	100-199		1	1
	7	200-499			
	8	500 及以上		2	2
	小計				78
測量、估價及顧問	1	1-4		20	20
	2	5-9		5	5
	3	10-19		7	7
	4	20-49		5	5
	5	50-99		3	3
	小計				40
政府部門及公共機構	1	1-4		1	1
	2	5-9			
	3	10-19		1	1
	4	20-49		1	1
	5	50-99	1	1	2
	6	100-199		3	3
	7	200-499	1	6	7
	8	500 及以上		3	3
	小計			2	16

**Analysis of Response**

## 調查反應分析

	Real Estate Development with Services 地產發展兼服務	Property Management and Maintenance 物業管理及保養	Real Estate Brokerage & Agency 地產代理	Real Estate Surveying, Valuation & Consultancy 測量、估價及顧問	Government Departments and Public Sector 政府部門及公共機構	Total 總數
Closed 結束營業	8	3	1	2	0	14
Moved, address cannot be located 搬遷、地址無法確定	16	0	2	8	0	26
Not engaged in specific trade 並無從事有關的單一業務	11	0	1	64	0	76
No technical manpower 並無技術僱員	198	9	2	6	5	220
Not yet start operation 尚未開始營業	1	2	1	1	0	5
Partial response 回應部份問題	4	4	0	0	2	10
Registered office/Correspondence address 雖已註冊／有通訊地址但並無營業	25	6	2	5	2	40
Responded 有回應	207	169	76	39	24	515
Temporary ceased 暫時停業	23	4	4	4	1	36
Wrong address 地址錯誤	2	0	0	0	0	2
Non-contact 無法取得聯絡	25	23	16	10	6	80
Refusal 拒絕作答	7	8	1	2	2	20
Total 總數	527	228	106	141	42	1 044

Appendix 7  
附錄7  
Table 7.1  
表7.1

**Number Employed and Forecast by Sector by Principal Job**

各類別主要職務現有僱員及預測未來人數

Real Estate Development with Services

地產發展兼服務

Job Title

職稱

Number of Employees

僱員人數

Vacancies at

Date of survey

調查期間  
空缺數目

Number of Posts at

January 2005

二〇〇五年一月  
時職位數目

Forecast of number

of employees

in the next 12 months  
僱主預測未來  
十二個月的僱員人數

Professional/ Managerial

專業人員／經理

Director/Associate Director/General Manager

董事／副董事／總經理

258

-

258

258

Sales/Marketing Manager

營業／市場經理

82

-

82

82

Property Manager/Area Property Manager

物業經理／分區物業經理

331

-

331

329

Estate Manager

屋邨經理

117

-

117

117

Maintenance Manager

保養經理

55

-

55

55

Promotion and Public Relations Manager (Commercial & Retail)

推廣及公關經理（商務及零售）

14

-

14

14

Project Manager

項目經理

108

-

108

108

IT Manager

資訊科技經理

15

-

15

15

Club House Manager

會所經理

3

-

3

3

Valuation Surveyor

物業估價測量師

2

-

2

2

Development Manager

發展經理

46

-

46

46

Other Supporting Managers

其他支援服務經理

1

-

1

1

**Sub-total:**

小計

**1032**

**0**

**1032**

**1030**

Real Estate Development with Services

地產發展兼服務

Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employees  
in the next 12 months僱主預測未來  
十二個月的僱員人數Supervisory

主任

Project Officer

77

-

77

77

項目主任

Marketing Officer

133

2

135

135

市場主任

Property Officer

1064

6

1070

1071

物業主任

Housing/Estate Officer

54

-

54

54

房屋事務／產業主任

Estate Assistant

66

-

66

66

屋宇事務助理

Development Assistant/Property Analyst

36

-

36

36

發展助理／物業分析員

Maintenance Officer

165

-

165

165

保養主任

Welfare Officer

18

18

18

社工

Customer Services Assistant

12

12

12

客戶服務助理

Other Supporting Supervisors

36

-

36

36

其他支援服務主任

**Sub-total:**

小計

**1 661****8****1 669****1 670**

Real Estate Development with Services

地產發展兼服務

Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employees  
in the next 12 months僱主預測未來  
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant

營業／市場／研究文員

167

-

167

167

Property Clerk

物業文員

279

1

280

280

Technician

技術員

248

-

248

248

Salesperson (with estate agent's/salesperson's license)

營業員（持有地產代理／地產代理營業員牌照）

72

-

72

72

Building Attendant/Caretaker

大廈管理員／管理員

1 311

16

1 327

1 323

Leasing Clerk

租務文員

1 643

1

1 644

1 619

Other Supporting Personnel

其他支援服務人員

115

-

115

115

**Sub-total:**

小計

**3 835****18****3 853****3 824****Total:****總計****6 528****26****6 554****6 524**

**Number Employed and Forecast by Sector by Principal Job**

各類別主要職務現有僱員及預測未來人數

**Property Management and Maintenance**

物業管理及保養

**Job Title**

職稱

**Number of Employees**

僱員人數

**Vacancies at****Date of survey**

調查期間

空缺數目

**Number of Posts at****January 2005**

二〇〇五年一月

時職位數目

**Forecast of number  
of employees****in the next 12 months**

僱主預測未來

十二個月的僱員人數

**Professional/ Managerial**

專業人員／經理

Director/General Manager

195

-

195

195

董事／總經理

Sales/Marketing Manager

66

-

66

66

營業／市場經理

Property Manager/Area Property Manager

6

-

6

6

物業經理／分區物業經理

Estate Manager

1 314

15

1 329

1 330

屋邨經理

Maintenance Manager

279

7

286

288

保養經理

Promotion and Public Relations Manager (Commercial &amp; Retail)

43

2

45

45

推廣及公關經理（商務及零售）

Project Manager

31

-

31

31

項目經理

IT Manager

6

-

6

6

資訊科技經理

Club House Manager

32

2

34

34

會所經理

Facilities Manager

27

-

27

27

設施經理

Leasing Manager

4

-

4

4

租務經理

Estate Surveyor

14

-

14

14

物業測量師

Property Management and Maintenance

物業管理及保養

<u>Job Title</u> 職稱	<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at January 2005</u> 二〇〇五年一月 時職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱主預測未來 十二個月的僱員人數
<u>Professional/ Managerial</u> 專業人員／經理				
發展經理 Development Manager	2	-	2	2
發展經理 Other Supporting Managers	5	-	5	5
其他支援服務經理				
<b>Sub-total:</b> 小計	<b>2 024</b>	<b>26</b>	<b>2 050</b>	<b>2 053</b>
<u>Supervisory</u> 主任				
Project Officer 項目主任	46	11	57	57
Marketing Officer 市場主任	100	7	107	104
Property Officer 物業主任	4 152	96	4248	4 251
Development Assistant/Property Assistant 發展助理／物業分析員	1	1	2	2
Maintenance Officer 保養主任	1228	23	1251	1241
Welfare Officer 社工	15	-	15	15
Other Supporting Supervisors 其他支援服務人員	55	-	55	55
<b>Sub-total:</b> 小計	<b>5 597</b>	<b>138</b>	<b>5735</b>	<b>5 725</b>

Property Management and Maintenance物業管理及保養Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employees  
in the next 12 months僱主預測未來  
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant

營業／市場／研究文員

3

1

4

4

Property Clerk

物業文員

3119

27

3146

3152

Technician

技術員

4 280

65

4345

4 352

Building Attendant/Caretaker

大廈管理員／管理員

42 107

632

42739

42 885

Leasing Clerk

租務文員

10

-

10

10

Other Supporting Personnel

其他支援服務人員

290

5

295

295

**Sub-total:**

小計

**49 809****730****50 539****50 698****Total:****總計****57 430****894****58 324****58 476**

**Number Employed and Forecast by Sector by Principal Job**

各類別主要職務現有僱員及預測未來人數

Estate Agency

地產代理

Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employeesin the next 12 months僱主預測未來  
十二個月的僱員人數Professional/ Managerial

專業人員／經理

Managing Director/Sole Proprietor/Partner

常務董事／獨資經營者／合伙人

106

1

107

107

Director/General Manager

董事／總經理

258

-

258

244

Sales/Marketing Manager

營業／市場經理

87

-

87

87

Property Manager/Area Property Manager

物業經理／分區物業經理

7

-

7

7

Estate Manager

屋邨經理

2

-

2

2

Promotion and Public Relations Manager (Commercial &amp; Retail)

推廣及公關經理（商務及零售）

1

-

1

1

Project Manager

項目經理

5

-

5

5

IT Manager

資訊科技經理

5

-

5

5

Valuation Surveyor

物業估價測量師

5

-

5

5

Development Manager

發展經理

3

-

3

3

Other Supporting Managers

其他支援服務人員

7

-

7

7

**Sub-total:**

小計

**486****1****487****473**

Estate Agency

地產代理

Job Title

職稱

Number of Employees

僱員人數

Vacancies atDate of survey

調查期間

空缺數目

Number of Posts atJanuary 2005

二〇〇五年一月

時職位數目

Forecast of numberof employees

僱主預測未來

十二個月的僱員人數

Supervisory

主任

Marketing Officer

市場主任

8

-

8

8

Property Officer

物業主任

15

-

15

15

Supervisor/Assistant Manager (with estate agent's licence)

主任／副經理（持有地產代理牌照）

1 733

17

1 750

1 756

Valuation Officer

物業估價主任／員

11

-

11

11

Development Assistant/Property Analyst

發展助理／物業分析員

5

-

5

5

Other Supporting Supervisors

其他支援服務人員

6

-

6

6

**Sub-total:**

小計

**1 778****17****1 795****1 801**

Estate Agency

地產代理

Job Title

職稱

	<u>Number of Employees</u>	<u>Vacancies at</u>	<u>Number of Posts at</u>	<u>Forecast of number</u>
	僱員人數	<u>Date of survey</u>	<u>January 2005</u>	<u>of employees</u>
		調查期間	二〇〇五年一月	<u>in the next 12 months</u>
		空缺數目	時職位數目	僱主預測未來
				十二個月的僱員人數
<u>Technical Support &amp; Operative</u>				
技術及操作人員				
Sales/Marketing/Research Assistant	219	-	219	219
營業／市場／研究文員				
Property Clerk	3	-	3	3
物業文員				
Technician	7	-	7	7
技術員				
Valuation Assistant	9	-	9	10
物業估價助理				
Salesperson (with estate agent's/salesperson's licence)	9 748	591	10 339	10 585
營業員（持有地產代理／地產代理營業員牌照）				
Building Attendant/Caretaker	202	-	202	202
大廈管理員／管理員				
Leasing Clerk	25	-	25	25
租務文員				
Trainees	649	51	700	700
見習生／員				
Other Supporting Personnel	51	10	61	61
其他服務支援人員				
<b>Sub-total:</b>	<b>10 913</b>	<b>652</b>	<b>11 565</b>	<b>11 812</b>
小計				
<b>Total:</b>	<b>13 177</b>	<b>670</b>	<b>13 847</b>	<b>14 086</b>
總計				

**Number Employed and Forecast by Sector by Principal Job**

各類別主要職務現有僱員及預測未來人數

Estate Surveying, Valuation and Consultancy

測量、估價及僱問

Job Title

職稱

Number of Employees

僱員人數

Vacancies atDate of survey調查期間  
空缺數目Number of Posts atJanuary 2005二〇〇五年一月  
時職位數目Forecast of number  
of employeesin the next 12 months僱主預測未來  
十二個月的僱員人數Professional/ Managerial

專業人員／經理

Executive Director/Sole Proprietor/Partner

30

-

30

30

執行董事／獨資經營者／合夥人

Director/General Manager

2

-

2

2

董事／總經理

Property Manager/Area Property Manager

1

-

1

1

物業經理／分區物業經理

Maintenance Manager

1

-

1

1

保養經理

Project Manager

36

-

36

36

項目經理

Estate Surveyor

122

-

122

122

物業測量師

Valuation Surveyor

103

-

103

103

物業估價測量師

Development Manager

3

-

3

3

發展經理

Other Supporting Managers

4

-

4

4

其他支援服務經理

**Sub-total:**

小計

**302****0****302****302**

Estate Surveying, Valuation and Consultancy

測量、估價及僱問

<u>Job Title</u> 職稱	<u>Number of Employees</u> 僱員人數	<u>Vacancies at Date of survey</u> 調查期間 空缺數目	<u>Number of Posts at January 2005</u> 二〇〇五年一月 時職位數目	<u>Forecast of number of employees in the next 12 months</u> 僱主預測未來 十二個月的僱員人數
<u>Supervisory</u> 主任				
Marketing Officer 市場主任	1	-	1	1
Supervisor/Assistant Manager (with estate agent's licence) 主任／副經理	22	-	22	22
Valuation Officer 物業估價主任	79	2	81	81
Survey Officer (Estate) 測量主任／員（物業）	183	9	192	192
Development Assistant/Property Assistant 發展助理／物業分析員	6	-	6	6
Other Supporting Supervisors 其他支援服務人員	2	-	2	2
<b>Sub-total:</b> 小計	<b>293</b>	<b>11</b>	<b>304</b>	<b>304</b>

Estate Surveying, Valuation and Consultancy

測量、估價及僱問

Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employees  
in the next 12 months僱主預測未來  
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Property Clerk

物業文員

2

-

2

2

Valuation Assistant

物業估價助理

99

2

101

101

Salesperson (with estate agent's/salesperson's license)

營業員（持有地產代理／地產代理營業員牌照）

47

-

47

47

Other Supporting Personnel

其他支援服務人員

22

-

22

22

**Sub-total:**

小計

**170****2****172****172****Total:****總計****765****13****778****778**

**Number Employed and Forecast by Sector by Principal Job**

各類別主要職務現有僱員及預測未來人數

**Government Departments and Public Sector**

政府部門及公共機構

**Job Title**

職稱

**Number of Employees**

僱員人數

**Vacancies at****Date of survey**

調查期間

空缺數目

**Number of Posts at****January 2005**

二〇〇五年一月

時職位數目

**Forecast of number****of employees****in the next 12 months**

僱主預測未來

十二個月的僱員人數

**Professional/ Managerial**

專業人員／經理

Director/General Manager

28

-

28

27

董事／總經理

Property Manager/Area Property Manager

25

-

25

25

物業經理／分區物業經理

Estate Manager

15

-

15

15

屋邨經理

Maintenance Manager

29

-

29

29

保養經理

Promotion and Public Relations Manager (Commercial &amp; Retail)

1

-

1

1

推廣及公關經理（商務及零售）

Project Manager

121

-

121

121

項目經理

Club House Manager

1

1

2

1

會所經理

Area Manager

27

-

27

28

分區經理

Housing Manager

560

-

560

513

房屋事務經理

Leasing Manager

18

-

18

18

租務經理

Estate Surveyor

269

-

269

254

產業測量師

Valuation Surveyor

98

-

98

92

物業估價測量師

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employees  
in the next 12 months僱主預測未來  
十二個月的僱員人數Professional/ Managerial

專業人員／經理

Lands Executive

389

-

389

338

地政主任

Building Surveyor/Maintenance Surveyor

144

-

144

143

屋宇測量師／屋宇保養測量師

Transport/Car Park Manager

1

-

1

1

運輸／停車場經理

Senior Asset Manager

17

-

17

17

高級資產經理

Development Manager

2

-

2

2

發展經理

Other Supporting Managers

4

-

4

4

其他支援服務人員

**Sub-total:****1 749****1****1 750****1 629**

小計

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies atDate of survey調查期間  
空缺數目Number of Posts atJanuary 2005二〇〇五年一月  
時職位數目Forecast of number  
of employeesin the next 12 months  
僱主預測未來  
十二個月的僱員人數Supervisory

主任

Project Officer

2

-

2

2

項目主任

Marketing Officer

5

-

5

5

市場主任

Property Officer

87

1

88

88

物業主任

Housing /Estate Officer

1 775

-

1 775

1 771

房屋事務／產業主任

Estate Assistant

565

-

565

562

屋宇事務助理

Development Officer/Maintenance Officer/Building Supervisor

1 324

-

1 324

1 294

屋宇發展主任／屋宇保養主任／屋宇監督

Technical Officer

734

2

736

732

技術主任

Valuation Officer

365

5

370

359

物業估價員

Lands Inspector

578

-

578

536

地政督察

Overseer/Foreman

229

-

229

228

巡察員／管工

Rent Officer

34

-

34

34

租務主任

Survey Officer (Estate)

237

-

237

227

測量員（產業）

Development Assistant/Property Analyst

2

-

2

2

發展助理／物業分析員

Customer Services Assistant

9

-

9

9

客戶服務助理

Other Supporting Supervisors

101

-

101

101

其他支援服務人員

**Sub-total:****6 047****8****6 055****5 950**

小計

Government Departments and Public Sector

政府部門及公共機構

Job Title

職稱

Number of Employees

僱員人數

Vacancies at  
Date of survey調查期間  
空缺數目Number of Posts at  
January 2005二〇〇五年一月  
時職位數目Forecast of number  
of employees  
in the next 12 months僱主預測未來  
十二個月的僱員人數Technical Support & Operative

技術及操作人員

Sales/Marketing/Research Assistant

營業／市場／研究文員

3

-

3

3

Property Clerk

物業文員

83

-

83

83

Technician

技術員

335

2

337

337

Building Attendant/Caretaker

大廈管理員／管理員

1 949

22

1 971

1 966

Other Supporting Personnel

其他支援服務人員

181

-

181

181

**Sub-total:**

小計

**2 551****24****2 575****2 570****Total:**

總計

**10 347****33****10 380****10 149****Grand Total:**

總數

**88 247****1 636****89 883****90 013**

**Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level**  
**各類別各技能等級僱員過去十二個月離職人數及原因**

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services Related Jobs 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services Related Jobs 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and Other Reasons 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons Unknown 離職原因不詳的僱員人數 (%)*	Total 總數 (%)*
<u>Real Estate Development with Services</u> 地產發展兼服務					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	52 (5.0)	2 (0.2)	4 (0.4)	5 (05.)	63 (6.1)
Supervisory 主任級	124 (7.5)	50 (3.0)	31 (1.9)	33 (2.0)	238 (14.3)
Technical Support & Operative 技術及操作人員級	169 (4.4)	13 (0.3)	72 (1.9)	200 (5.2)	454 (11.8)
<i>Sub-total</i> 小計 (%)**	<u>345</u> (5.3)	<u>65</u> (1.0)	<u>107</u> (1.6)	<u>238</u> (3.6)	<u>755</u> (11.6)

(%)\* As percentage of total number of employees at the same job level of the sector  
 佔該類機構同一技能等級僱員總數的百分率

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

**Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level**  
**各類別各技能等級僱員過去十二個月離職人數及原因**

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Property Management and Maintenance</u> 物業管理及保養					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	71 (3.5)	5 (0.2)	39 (1.9)	53 (2.6)	168 (8.3)
Supervisory 主任級	276 (4.9)	33 (0.6)	149 (2.7)	505 (9.0)	963 (17.2)
Technical Support & Operative 技術及操作人員級	2 374 (4.8)	271 (0.5)	728 (1.5)	4 451 (8.9)	7 824 (12.7)
<u>Sub-total</u> 小計	<u>2 721</u>	<u>309</u>	<u>916</u>	<u>5 009</u>	<u>8 955</u>
(%)**	(4.7)	(0.5)	(1.6)	(8.7)	(15.6)

(%)\* As percentage of total number of employees at the same job level of the sector  
 佔該類機構同一技能等級僱員總數的百分率

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

**Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level**  
**各類別各技能等級僱員過去十二個月離職人數及原因**

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Estate Agency</u> 地產代理					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	1 (0.2)	-	18 (3.7)	80 (16.5)	99 (20.4)
Supervisory 主任級	4 (0.2)	-	32 (1.8)	38 (2.1)	74 (4.2)
Technical Support & Operative 技術及操作人員級	7 (0.1)	-	187 (1.7)	10 (0.1)	204 (1.9)
<i>Sub-total</i> 小計	<u>12</u>	<u>-</u>	<u>237</u>	<u>128</u>	<u>377</u>
(%)**	(0.1)	-	(1.8)	(1.0)	(2.9)

(%)\* As percentage of total number of employees at the same job level of the sector  
 佔該類機構同一技能等級僱員總數的百分率

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

**Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level**  
**各類別各技能等級僱員過去十二個月離職人數及原因**

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<u>Estate Surveying, Valuation and Consultancy</u> 測量、估價及顧問					
<u>Job Level</u> 技能等級					
Managerial/ Professional 經理／專業人員級	7 (2.3)	- -	3 (1.0)	1 (0.3)	11 (3.6)
Supervisory 主任級	54 (18.4)	10 (3.4)	10 (3.4)	4 (1.4)	78 (26.6)
Technical Support & Operative 技術及操作人員級	7 (4.1)	3 (1.8)	- -	4 (2.4)	14 (8.2)
<i>Sub-total</i> 小計 (%)**	<u>68</u> (8.9)	<u>13</u> (1.7)	<u>13</u> (1.7)	<u>9</u> (1.8)	<u>103</u> (13.5)

(%)\* As percentage of total number of employees at the same job level of the sector  
 佔該類機構同一技能等級僱員總數的百分率

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

**Real Estate Services Employees Left in the Past 12 Months by Reasons by Sector by Job Level**  
**各類別各技能等級僱員過去十二個月離職人數及原因**

	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Real Estate Services <u>Related Jobs</u> 因轉任其他房地產服務職位而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months Who Have Taken Up Non Real Estate Services <u>Related Jobs</u> 因轉行而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months due to Emigration, Starting Own Business, Further Studies and <u>Other Reasons</u> 因移民、開業、進修或其他原因而離職的僱員人數 (%)*	No. of Real Estate Services Staff Left in the Past 12 Months with Reasons <u>Unknown</u> 離職原因不詳的僱員人數 (%)*	<u>Total</u> 總數 (%)*
<b><u>Government Departments and Public Sector</u></b> 政府部門及公共機構					
<b><u>Job Level</u></b> 技能等級					
Managerial/ Professional 經理／專業人員級	1 (0.1)	- -	18 (1.0)	80 (4.6)	99 (5.7)
Supervisory 主任級	4 (0.1)	- -	32 (0.5)	38 (0.6)	74 (1.2)
Technical Support & Operative 技術及操作人員級	7 (0.3)	- -	187 (7.3)	10 (0.4)	204 (8.0)
<i>Sub-total</i> <i>小計</i>	<i>12</i>	<i>-</i>	<i>237</i>	<i>128</i>	<i>377</i>
(%)**	(0.1)	-	(2.3)	(1.2)	(3.6)
<b>Grand Total</b> <b>總數</b>	<b>3 158</b>	<b>-</b>	<b>1 510</b>	<b>5 512</b>	<b>10 567</b>
(%)@	(3.6)	(0.4)	(1.7)	(6.2)	(12.0)

(%)\* As percentage of total number of employees at the same job level of the sector  
佔該類機構同一技能等級僱員總數的百分率

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

(%)@ As percentage of total number of employees in the industry  
佔地產服務業僱員總數的百分率

**Reasons for Recruitment Difficulties by Sector by Job Level**  
**各類別各技能等級僱員招聘困難的原因**

Sector 類別	Job Level 技能等級	Reason 原因						Others 其他
		Lack of candidates with relevant experience 缺乏具相關經驗求職者	Unsatisfactory terms of employment 聘用條件欠佳	Unsatisfactory working environment 工作環境欠佳	Limited career prospects 晉升機會有限	Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源		
Real Estate Development with Services 地產發展兼服務	Managerial/Professional 經理／專業人員級	* 5	-	-	-	-	-	
	Supervisory 主任級	12	5	-	3	3	-	
	Technical Support and Operative 技術及操作人員級	32	14	12	-	-	12	
Property Management and Maintenance 物業管理及保養	Managerial/Professional 經理／專業人員級	9	1	-	-	1	-	
	Supervisory 主任級	18	5	-	1	2	-	
	Technical Support and Operative 技術及操作人員級	72	47	33	11	28	3	
Estate Agency 地產代理	Managerial/Professional 經理／專業人員級	5	-	13	-	-	-	
	Supervisory 主任級	14	7	-	-	12	-	
	Technical Support and Operative 技術及操作人員級	276	28	3	80	174	77	

<u>Sector</u> 類別	<u>Job Level</u> 技能等級	<u>Lack of candidates with relevant experience</u> 缺乏具相關經驗求職者	<u>Unsatisfactory terms of employment</u> 聘用條件欠佳	<u>Unsatisfactory working environment</u> 工作環境欠佳	<u>Limited career prospects</u> 晉升機會有限	<u>Insufficient trained/qualified manpower in the related disciplines</u> 缺乏具相關訓練/資歷的人力資源	<u>Others</u> 其他
Estate Surveying, Valuation and Consultant 測量、估價及顧問	Managerial/Professional 經理／專業人員級	-	-	-	-	-	-
	Supervisory 主任級	11	10	-	-	-	-
	Technical Support and Operative 技術及操作人員級	-	-	-	-	-	-
Government Departments and Public Sector 政府部門及公共機構	Managerial/Professional 經理／專業人員級	-	-	-	-	-	-
	Supervisory 主任級	-	-	-	-	-	-
	Technical Support and Operative 技術及操作人員級	-	-	-	-	-	-

\* Number of companies may choose more than one reason  
機構數目可選擇超過一個原因

Preferred Education of Real Estate Services Employees by Sector by Job Level  
各類別各技能等級僱員宜有學歷

	Professional Qualification 專業資格 (%)*	University Degree or above 大學學位 或以上 (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. 副學士學位/專業文憑 高級文憑/高級證書 (%)*	Diploma/ Certificate 文憑/證書 (%)*	Matriculation 大學預科 (%)*	Secondary 5 中五 (%)*	Secondary 3 or below 中三或以下 (%)*	Unspecified 未有說明 (%)*	Total 總數 (%)*@
<u>Real Estate Development with Services</u> 地產發展兼服務									
<u>Job Level</u> 技能等級									
Managerial/ Professional 經理/專業人員級	84 (8.1)	824 (79.8)	64 (6.2)	16 (1.6)	2 (0.2)	- -	- -	42 (4.1)	1032 (100)
Supervisory 主任級	4 (0.2)	351 (21.1)	511 (30.8)	382 (23.0)	158 (9.5)	194 (11.7)	- -	61 (3.7)	1 661 (100)
Technical Support & Operative 技術及操作人員級	- -	17 (0.4)	85 (2.2)	332 (8.7)	416 (10.8)	1 758 (45.8)	1 192 (31.1)	35 (0.9)	3 835 (100)
Sub-total 小計 (%)**	88 (1.3)	1 192 (18.3)	660 (10.1)	730 (11.2)	576 (8.8)	1 952 (29.9)	1 192 (18.3)	138 (2.1)	6 528 (100)

(%)\* As percentage of total employees by sector by job level  
佔該類機構同一技能等級僱員總數的百分率

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

(%)\*@ Percentage may not add up to the total due to rounding  
因四捨五入關係，總和未必等於100%

**Preferred Education of Real Estate Services Employees by Sector by Job Level**  
**各類別各技能等級僱員宜有學歷**

	<u>Professional Qualification</u> 專業資格	<u>University Degree or above</u> 大學學位或以上	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書	<u>Diploma/ Certificate</u> 文憑／證書	<u>Matriculation</u> 大學預科	<u>Secondary 5</u> 中五	<u>Secondary 3 or below</u> 中三或以下	<u>Unspecified</u> 未有說明	<u>Total</u> 總數
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)@
<u>Property Management and Maintenance</u> 物業管理及保養									
<u>Job Level</u> 技能等級									
235	Managerial/ Professional 經理／專業人員級	310 (15.3)	1 534 (75.8)	52 (2.6)	19 (0.9)	15 (0.7)	- -	95 (4.7)	2 025 (100)
	Supervisory 主任級	- -	1 300 (23.2)	2 644 (47.2)	1 079 (19.3)	213 (3.8)	158 (2.8)	7 (0.1)	5 597 (100)
	Technical Support & Operative 技術及操作人員級	- -	15 -	317 (0.6)	2 885 (5.8)	780 (1.6)	7 590 (15.2)	34 972 (70.2)	49 809 (100)
	Sub-total 小計	310	2 849	3 013	3 983	1 008	7 748	34 979	57 431
	(%)**	(0.5)	(5.0)	(5.2)	(6.9)	(1.8)	(13.5)	(60.9)	(100)

(%)\* As percentage of total employees by sector by job level  
 佔該類機構同一技能等級僱員總數的百分率

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

(%)@ Percentage may not add up to the total due to rounding  
 因四捨五入關係，總和未必等於100%

**Preferred Education of Real Estate Services Employees by Sector by Job Level**  
各類別各技能等級僱員宜有學歷

	<u>Professional Qualification</u> 專業資格 (%)*	<u>University Degree or above</u> 大學學位或以上 (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書 (%)*	<u>Diploma/ Certificate</u> 文憑／證書 (%)*	<u>Matriculation</u> 大學預科 (%)*	<u>Secondary 5</u> 中五 (%)*	<u>Secondary 3 or below</u> 中三或以下 (%)*	<u>Unspecified</u> 未有說明	<u>Total</u> 總數 (%)@
<u>Estate Agency</u> 地產代理									
<u>Job Level</u> 技能等級									
236 Managerial/ Professional 經理／專業人員級	53 (10.9)	314 (64.6)	10 (2.1)	23 (4.7)	2 (0.4)	64 (13.2)	- -	20 (4.1)	486 (100)
Supervisory 主任級	17 (1.0)	282 (15.9)	72 (4.0)	83 (4.7)	115 (6.5)	1 128 (63.4)	- -	81 (4.6)	1 778 (100)
Technical Support & Operative 技術及操作人員級	- -	65 (0.6)	41 (0.4)	235 (2.2)	327 (3.0)	9 595 (87.9)	499 (4.6)	151 (1.4)	10 913 (100)
Sub-total 小計	70	661	123	341	444	10 787	499	252	13 177
(%)**	(0.5)	(5.0)	(0.9)	(2.6)	(3.4)	(81.9)	(3.8)	(1.9)	(100)

(%)\* As percentage of total employees by sector by job level  
佔該類機構同一技能等級僱員總數的百分率

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

(%)@ Percentage may not add up to the total due to rounding  
因四捨五入關係，總和未必等於100%

**Preferred Education of Real Estate Services Employees by Sector by Job Level**  
**各類別各技能等級僱員宜有學歷**

	<u>Professional Qualification</u> 專業資格	<u>University Degree or above</u> 大學學位或以上	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書	<u>Diploma/ Certificate</u> 文憑／證書	<u>Matriculation</u> 大學預科	<u>Secondary 5</u> 中五	<u>Secondary 3 or below</u> 中三或以下	<u>Unspecified</u> 未有說明	<u>Total</u> 總數
Estate Surveying, Valuation and Consultancy 測量、估價及僱問	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*
<u>Job Level</u> 技能等級									
Managerial/ Professional 經理／專業人員級	214 (70.9)	78 (25.8)	6 (2.0)	4 (1.3)	- -	- -	- -	- -	302 (100)
Supervisory 主任級	4 (1.4)	173 (59.0)	42 (14.3)	57 (19.5)	2 (0.7)	15 (5.1)	- -	- -	293 (100)
Technical Support & Operative 技術及操作人員級	- -	48 (28.2)	24 (14.1)	64 (37.6)	7 (4.1)	27 (15.9)	- -	- -	170 (100)
Sub-total 小計	218	299	72	125	9	42	-	-	765
(%)**	(28.5)	(39.1)	(9.4)	(16.3)	(1.2)	(5.5)	-	-	(100)

(%)\* As percentage of total employees by sector by job level  
 佔該類機構同一技能等級僱員總數的百分率

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

(%)\* Percentage may not add up to the total due to rounding  
 因四捨五入關係，總和未必等於100%

**Preferred Education of Real Estate Services Employees by Sector by Job Level**  
**各類別各技能等級僱員宜有學歷**

	Professional <u>Qualification</u> 專業資格	University Degree or above 大學學位 或以上	Associate Degree/ Professional Diploma/ <u>Higher Dip./ Higher Cert.</u> 副學士學位／專業文憑 高級文憑／高級證書	Diploma/ <u>Certificate</u> 文憑／證書	<u>Matriculation</u> 大學預科	<u>Secondary 5</u> 中五	Secondary 3 or below 中三或以下	<u>Unspecified</u> 未有說明	<u>Total</u> 總數
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*@
<b>Government Departments and Public Sector</b> 政府部門及公共機構									
<b>Job Level</b> 技能等級									
Managerial/ Professional 經理／專業人員級	1 278 (73.1)	69 (3.9)	390 (22.3)	- -	- -	- -	- -	12 (0.7)	1 749 (100)
Supervisory 主任級	7 (0.1)	85 (1.4)	341 (5.6)	807 (13.3)	4 762 (78.7)	45 (0.7)	- -	- -	6 047 (100)
Technical Support & Operative 技術及操作人員級	- -	2 (0.1)	3 (0.1)	247 (9.7)	34 (1.30)	410 (16.1)	1 792 (70.2)	63 (2.5)	2 551 (100)
Sub-total 小計	1 285	156	734	1 054	4 796	455	1 792	75	10 347
(%)**	(12.4)	(1.5)	(7.1)	(10.2)	(46.4)	(4.4)	(17.3)	(0.7)	(100)
<b>Grand Total</b> <b>總數</b>	<b>1 971</b>	<b>5 157</b>	<b>4 602</b>	<b>6 233</b>	<b>6 833</b>	<b>20 984</b>	<b>38 462</b>	<b>4 006</b>	<b>88 248</b>
(%)**	<b>(2.2)</b>	<b>(5.8)</b>	<b>(5.2)</b>	<b>(7.1)</b>	<b>(7.7)</b>	<b>(23.8)</b>	<b>(43.6)</b>	<b>(4.5)</b>	<b>(100)</b>

(%)\* As percentage of total employees by sector by job level  
 佔該類機構同一技能等級僱員總數的百分率

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

(%)\*@ Percentage may not add up to the total due to rounding  
 因四捨五入關係，總和未必等於100%

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**  
**各類別各技能等級僱員宜有年資**

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Real Estate Development with Services</u> 地產發展兼服務							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	5 (0.5)	200 (19.4)	455 (44.1)	341 (33.0)	31 (3.0)	1032 (100)
Supervisory 主任級	19 (1.1)	412 (24.8)	1 031 (62.1)	76 (4.6)	68 (4.1)	55 (3.3)	1 661 (100)
Technical Support & Operative 技術及操作人員級	1 446 (37.7)	2 104 (54.9)	191 (5.0)	61 (1.6)	- -	33 (0.9)	3 835 (100)
Sub-total 小計 (%)**	1 465 (22.4)	2 521 (38.6)	1 422 (21.8)	592 (9.1)	409 (6.3)	119 (1.8)	6 528 (100)

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

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

(%)@ Percentage may not add up to the total due to rounding  
 因四捨五入關係，總和未必等於100%

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**  
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<b><u>Property Management and Maintenance</u></b> 物業管理及保養							
<b><u>Job Level</u></b> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	11 (0.5)	477 (23.6)	836 (41.3)	606 (29.9)	95 (4.7)	2 025 (100)
Supervisory 主任級	21 (0.4)	1 915 (34.2)	3 435 (61.4)	29 (0.5)	1 -	196 (3.5)	5 597 (100)
Technical Support & Operative 技術及操作人員級	17 345 (34.8)	28 326 (56.9)	867 (1.7)	21 -	- -	3 250 (6.5)	49 809 (100)
Sub-total 小計 (%)**	17 366 (30.2)	30 252 (52.7)	4 779 (8.3)	886 (1.5)	607 (1.1)	3 541 (6.2)	57 431 (100)

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

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

(%)@ Percentage may not add up to the total due to rounding  
因四捨五入關係，總和未必等於100%

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**  
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Estate Agency</u> 地產代理							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	- -	107 (22.0)	132 (27.2)	240 (49.4)	7 (1.4)	486 (100)
Supervisory 主任級	13 (0.7)	436 (24.5)	1 065 (59.9)	146 (8.2)	37 (2.1)	81 (4.6)	1 778 (100)
Technical Support & Operative 技術及操作人員級	2 191 (20.1)	7 964 (73.0)	459 (4.2)	82 (0.8)	- -	217 (2.0)	10 913 (100)
Sub-total 小計 (%)**	2 204 (16.7)	8 400 (63.7)	1 631 (12.4)	360 (2.7)	277 (2.1)	305 (2.3)	13 177 (100)

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

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

(%)@ Percentage may not add up to the total due to rounding  
因四捨五入關係，總和未必等於100%

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**  
**各類別各技能等級僱員宜有年資**

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<u>Estate Surveying, Valuation and Consultancy</u> 測量、估價及僱問							
<u>Job Level</u> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	5 (1.7)	67 (22.2)	111 (36.8)	119 (39.4)	- -	302 (100)
Supervisory 主任級	4 (1.4)	179 (61.1)	83 (28.3)	19 (6.5)	8 (2.7)	- -	293 (100)
Technical Support & Operative 技術及操作人員級	31 (18.2)	73 (42.9)	66 (38.8)	- -	- -	- -	170 (100)
Sub-total 小計 (%)**	35 (4.6)	257 (33.6)	216 (28.2)	130 (17.0)	127 (16.6)	-	765 (100)

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

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

(%)@ Percentage may not add up to the total due to rounding  
 因四捨五入關係，總和未必等於100%

**Preferred Experience of Real Estate Services Employees by Sector by Job Level**  
各類別各技能等級僱員宜有年資

	Less than <u>1 Year</u> 少於1年 (%)*	1 to 3 <u>Years</u> 1至3年 (%)*	3 to 6 <u>Years</u> 3至6年 (%)*	6 to 10 <u>Years</u> 6至10年 (%)*	10 Years <u>or above</u> 10年或以上 (%)*	<u>Unspecified</u> 未有說明 (%)*	<u>Total</u> 總數 (%)@
<b><u>Government Departments and Public Sector</u></b> 政府部門及公共機構							
<b><u>Job Level</u></b> 技能等級							
Managerial/ Professional 經理／專業人員級	- -	4 (0.2)	725 (41.5)	69 (3.9)	939 (53.7)	12 (0.7)	1 749 (100)
Supervisory 主任級	- -	517 (8.5)	5 283 (87.4)	238 (4.0)	9 (0.1)	- -	6 047 (100)
Technical Support & Operative 技術及操作人員級	249 (9.8)	1 540 (60.4)	428 (16.8)	271 (10.6)	- -	63 (2.5)	2 551 (100)
Sub-total 小計	249 (2.4)	2 061 (19.9)	6 436 (62.2)	578 (5.6)	948 (9.2)	75 (0.7)	10 347 (100)
(%)**							
<b>Grand Total</b>	<b>21 319</b>	<b>43 491</b>	<b>14 484</b>	<b>2 546</b>	<b>2 368</b>	<b>4 040</b>	<b>88 248</b>
(%)**	<b>(24.2)</b>	<b>(49.3)</b>	<b>(16.4)</b>	<b>(2.9)</b>	<b>(2.7)</b>	<b>(4.6)</b>	<b>(100)</b>

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

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

(%)@ Percentage may not add up to the total due to rounding  
因四捨五入關係，總和未必等於100%

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

過去十二個月為各技能等級僱員  
提供的各類課程訓練

(i) Property Development  
物業發展

Number of Training Places by Job Level\*  
各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Administration 地產行政	8	20	-	<b>28</b>
Marketing Techniques 市場推廣技巧	35	18	27	<b>80</b>
Project Management Skills 項目管理技巧	109	44	26	<b>179</b>
Financial Management and Housing Economics 財務管理及房屋經濟學	81	13	3	<b>97</b>
	—	—	—	—
<b>Sub-total</b> 小計	<b>233</b>	<b>95</b>	<b>56</b>	<b>384</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

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

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Facilities Management 設施管理	89	164	2 185	<b>2 438</b>
Housing Management 房屋管理	328	1 896	1 485	<b>3 709</b>
<b>Sub-total</b> 小計	<b>417</b>	<b>2 060</b>	<b>3 670</b>	<b>6 147</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(iii) Estate Agents  
地產代理

Number of Training Places by Job Level\*  
各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Specified Estate Agency or Salespersons Training 指定地產代理／營業 員訓練課程	3	63	586	<b>652</b>
Effective Estate Agency Management 有效地產代理管理	1	64	286	<b>351</b>
Sales and Presentation Skills 營銷及表達技巧	8	91	1 138	<b>1 237</b>
<b>Sub-total</b> 小計	<b>12</b>	<b>218</b>	<b>2 010</b>	<b>2 240</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

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

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Marketing Strategy Planning 市場策略計劃	-	-	-	-
Research Skills 研究技巧	1	10	-	11
Surveying & Valuation Skills 測量及估值技巧	340	364	35	739
Planning & Land Development 策劃及土地發展	73	41	9	123
Compensation 賠償	-	-	-	-
Property/Leasing Management 物業／租務管理	17	5	10	32
<b>Sub-total</b> 小計	<b>431</b>	<b>420</b>	<b>54</b>	<b>905</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(v) Estate Services In the Mainland

內地房地產知識

Number of Training Places by Job Level\*

各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Development with Services 地產發展兼服務	12	4	2	<b>18</b>
Property Management and Maintenance 物業管理及保養	-	6	20	<b>26</b>
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	21	4	-	<b>25</b>
Estate Agency 地產代理	14	5	1	<b>20</b>
<b>Sub-total</b> 小計	<b>47</b>	<b>19</b>	<b>23</b>	<b>89</b>

\* Number of training places for employees (may take up more than one training course)

為僱員提供的訓練名額（可多於一項訓練課程）

(vi) Generic Skills  
通用技巧

Number of Training Places by Job Level\*  
各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Computer Applications (including IT) 電腦應用（包括資訊科技）	420	5 992	1 078	<b>7 490</b>
Language 語文				
(a) Putonghua 普通話	177	740	988	<b>1 905</b>
(b) English 英文	163	798	611	<b>1 572</b>
Management Skills 管理技巧	585	3 568	2 120	<b>6 273</b>
Supervisory Skills 督導技巧	92	1 153	546	<b>1 791</b>
Communication Skills 溝通技巧	128	1 276	5 072	<b>6 476</b>
Public Relations Skills 公關技巧	32	81	201	<b>314</b>
<b>Sub-total</b> 小計	<b>1 597</b>	<b>13 608</b>	<b>10 616</b>	<b>25 821</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(vii) Other Types of Training  
其他訓練

Number of Training Places by Job Level\*  
 各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme 例如認可計劃下的基本保安 訓練或訓練課程及/或技能 提升計劃下的訓練課程	626	3 679	10 993	<b>15 298</b>
<b>Sub-total</b> 小計	<b>626</b>	<b>3 679</b>	<b>10 993</b>	<b>15 298</b>
<b>Grand Total</b> 總計	<b>3 363</b>	<b>20 099</b>	<b>27 422</b>	<b>50 884</b>

\* Number of training places for employees (may take up more than one training course)  
 為僱員提供的訓練名額（可多於一項訓練課程）

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

未來十二個月為各技能等級僱員  
提供的各類課程訓練

(i) Property Development  
物業發展

Number of Training Places by Job Level\*  
各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Administration 地產行政	36	28	3	<b>67</b>
Marketing Techniques 市場推廣技巧	5	10	24	<b>39</b>
Project Management Skills 項目管理技巧	109	25	27	<b>161</b>
Financial Management and Housing Economics 財務管理及房屋經濟學	66	-	-	<b>66</b>
<b>Sub-total</b> 小計	<b>216</b>	<b>63</b>	<b>54</b>	<b>333</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

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

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Facilities Management 設施管理	114	211	1 984	<b>2 309</b>
Housing Management 房屋管理	270	1 772	1 395	<b>3 437</b>
<b>Sub-total</b> 小計	<b>384</b>	<b>1 983</b>	<b>3 379</b>	<b>5 746</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(iii) Estate Agents  
地產代理

Number of Training Places by Job Level\*  
各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Specified Estate Agency or Salespersons Training 指定地產代理／營業 員訓練課程	11	59	855	<b>925</b>
Effective Estate Agency Management 有效地產代理管理	11	81	402	<b>494</b>
Sales and Presentation Skills 營銷及表達技巧	-	82	1 377	<b>1 459</b>
<b>Sub-total</b> 小計	<b>22</b>	<b>222</b>	<b>2 634</b>	<b>2 878</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

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

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Marketing Strategy Planning 市場策略計劃	6	16	-	<b>22</b>
Research Skills 研究技巧	-	10	2	<b>12</b>
Surveying & Valuation Skills 測量及估值技巧	356	320	40	<b>716</b>
Planning & Land Development 策劃及土地發展	49	55	9	<b>113</b>
Compensation 賠償	-	2	-	<b>2</b>
Property/Leasing Management 物業／租務管理	7	37	100	<b>144</b>
<b>Sub-total</b> 小計	<b>418</b>	<b>440</b>	<b>151</b>	<b>1 009</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(v) Estate Services In the Mainland

內地房地產知識

Number of Training Places by Job Level\*

各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
Real Estate Development with Services 地產發展兼服務	9	1	2	<b>12</b>
Property Management and Maintenance 物業管理及保養	18	51	14	<b>83</b>
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	22	5	1	<b>28</b>
Estate Agency 地產代理	14	5	1	<b>20</b>
<b>Sub-total</b> 小計	<b>63</b>	<b>62</b>	<b>18</b>	<b>143</b>

- \* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(vi) Generic Skills  
通用技巧

<u>Types of Training Course</u> 課程種類	<u>Number of Training Places by Job Level*</u> 各技能等級的訓練名額 *			<u>Total</u> 總數
	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作人員級	
Computer Applications (including IT) 電腦應用（包括資訊科技）	763	768	617	<b>2 148</b>
Language 語文				
(a) Putonghua 普通話	299	775	1 473	<b>2 547</b>
(b) English 英文	637	510	1 075	<b>2 222</b>
Management Skills 管理技巧	466	863	1 488	<b>2 817</b>
Supervisory Skills 督導技巧	77	1 776	297	<b>2 150</b>
Communication Skills 溝通技巧	239	1 209	4 813	<b>6 261</b>
Public Relations Skills 公關技巧	78	99	102	<b>279</b>
<b>Sub-total</b> 小計	<b>2 559</b>	<b>6 000</b>	<b>9 865</b>	<b>18 424</b>

\* Number of training places for employees (may take up more than one training course)  
為僱員提供的訓練名額（可多於一項訓練課程）

(vii) Other Types of Training  
其他訓練

Number of Training Places by Job Level\*  
 各技能等級的訓練名額 \*

<u>Types of Training Course</u> 課程種類	<u>Managerial/ Professional</u> 經理／專業級	<u>Supervisory</u> 主任級	<u>Technical Support and Operative</u> 技術及操作 人員級	<u>Total</u> 總數
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme 例如認可計劃下的基本保安 訓練或訓練課程及/或技能 提升計劃下的訓練課程	125	550	7 720	<b>8 395</b>
<b>Sub-total</b> 小計	<b>125</b>	<b>550</b>	<b>7 720</b>	<b>8 395</b>
<b>Grand Total</b> 總計	<b>3 787</b>	<b>9 320</b>	<b>23 821</b>	<b>36 928</b>

\* Number of training places for employees (may take up more than one training course)  
 為僱員提供的訓練名額（可多於一項訓練課程）

**Detail Analysis of the Labour Market Analysis (LMA) Projection**

The forecast productions of private residential and non-residential flats for 2005 and 2006 are provided by the Rating & Valuation Department. (Source: Hong Kong Property Review 2004)

# The forecast for 2007 and 2008 are projected by the Adaptive Filtering Method.

A. The forecast of private residential flats (Private Domestic)

Year	Completions ( <i>no. of flats</i> )	Total stocks ( <i>no. of flats</i> )
2004		1,034,971
2005F	21,200	1,056,171
2006F	17,400	1,073,571
2007F#	N/A	1,080,380
2008F#	N/A	1,087,290

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

Year	Completions ( <i>square m</i> )	Total stocks ( <i>square m</i> )
2004		43,862,300
2005F	197,000	4,4059,300
2006F	257,900	44,317,200
2007F#	N/A	44,567,900
2008F#	N/A	44,794,580

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

C. The forecast of public residential flats (including (i) public rental flats provided by HA & HS, and (ii) flats under Urban Renewal Development).

Year	Completions ( <i>no. of flats</i> )	Total stocks ( <i>no. of flats</i> )
2004		1,086,000
2005F	19,975	1,105,975
2006F	9,975*	1,115,950
2007F	18,375	1,134,325
2008F	18,675	1,153,000

\* The relatively low production in 2006/07 is due to the deferral of the planned public housing development at South East Kowloon Development Area following Government's decision to review the planning of the area. Nonetheless, some 9 000 Interim Housing flats have been transferred to Public Rental Housing flats.

### 人力市場分析法(LMA)預測人力的詳細分析

二〇〇五及〇六年私營住宅及非住宅的建屋量，乃根據差餉物業估價署的預測而定  
〔資料來源：2004 香港物業報告〕

# 二〇〇七及〇八年的預測，以調節過濾法計算。

#### A. 私人住宅量預測 (私人家用住宅)

年份	建屋量 (住宅數目)	總數 (住宅數目)
2004		1,034,971
2005F	21,200	1,056,171
2006F	17,400	1,073,571
2007F#	N/A	1,080,380
2008F#	N/A	1,087,290

#### B. 私人非住宅量預測 (包括私人寫字樓、商業／工業機構寫字樓、分層工廠大廈、專業廠房及倉庫)

年份	建屋量 (平方公尺)	總數 (平方公尺)
2004		43,862,300
2005F	197,000	4,4059,300
2006F	257,900	44,317,200
2007F#	N/A	44,567,900
2008F#	N/A	44,794,580

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

#### C. 公營住宅量預測 (包括(i)香港房屋委員會及香港房屋協會提供的出租公屋單位及(ii)市區重建計劃下的單位)。

年份	建屋量 (住宅數目)	總數 (住宅數目)
2004		1,086,000
2005F	19,975	1,105,975
2006F	9,975*	1,115,950
2007F	18,375	1,134,325
2008F	18,675	1,153,000

\* 2006/07 年的建屋量較為偏低，是由於政府決定就東南九龍發展計劃進行檢討，令該區的公共房屋發展計劃需要延期，但亦有 9,000 間中轉房屋單位會轉為出租公屋單位。