

## SECTION I

### INTRODUCTION

#### The Security Services Training Board

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

#### Purpose of the Survey

1.2 The Training Board conducted three manpower surveys in February 1999, May 2001 and May 2003 respectively, and its fourth survey in May 2005 with the following objectives:-

- (i) To assess the manpower and training needs in principal jobs of the security services industry;
- (ii) To forecast the manpower growth of the security services industry; and
- (iii) To recommend measures to meet the training needs of and manpower demand for employees at the managerial/professional, the supervisory/technician and the security guard levels.

#### Scope of the Survey

1.3 This survey again covers the 3 branches of the security services industry, viz. the Security Guarding Services, the Armoured Transportation Services and the Installation/Maintenance/Repair/Design of Security Systems. Furthermore, security companies will be classified by the types of licence they hold as follows:-

<u>Type of licence</u>	<u>Branch of security services work</u>
I	Security Guarding Services
II	Armoured Transportation Services
III	Security Systems Installation/ Maintenance/ Repair/ Design/ Others
I & II	Security Guarding Services & Armoured Transportation Services
I & III	Security Guarding Services & Security Systems Installation/ Maintenance/ Repair/ Design/ Others
I, II & III	Security Guarding Services, Armoured Transportation Services & Security Systems Installation/ Maintenance/ Repair/ Design/ Others

1.4 In addition to the 865 licensed security companies in the list maintained by the Security and Guarding Services Industry Authority (SGSIA), the survey also covered 6 119 Owners Corporations registered with the Home Affairs Department. 11 supplementary samples covering utility companies, major banks and hotels which directly employs security personnel, were also selected in this survey. By adopting a stratified random sampling method, 266 licensed security companies were selected as samples. Out of these 266 companies, 119 were with an employment size of 50 or above and the remaining 147 with an employment size of below 50. The 194 samples of Owners Corporations were randomly selected by district.

#### Method of the Survey

1.5 The survey, conducted in May 2005, concerned the manpower and training situations of the security services industry. Each of the sampled companies or Owners Corporations was requested to complete a questionnaire on security services manpower and training needs (**Appendix 5**). Interviewing officers of the Census and Statistics Department conducted the survey fieldwork and visited these companies 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 they held in the organization. Interviewing officers were 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 security services industry.

#### Analysis of the Response

1.7 Of the 471 samples, 295 respondents were successfully enumerated with the required information collected (**Appendix 6**). These included 225 security companies and 70 Owners Corporations. However, 41 of the remaining security companies either had temporarily ceased operations, moved, not yet start operation, or could not be contacted through their registered addresses; while 124 Owners Corporations had not employed any technical manpower. Only 11 security companies declined to respond. The effective response rate is 96.4%.

#### Manpower Assessment Procedure

1.8 The assessment procedure consists essentially of the following three steps:-

- (i) conduct manpower survey of the security services industry to collect up-to-date information on manpower situation , in particular its distribution by job level;
- (ii) analyze the survey data with input from the industry on manpower plan and training needs; and
- (iii) assess the manpower supply and demand of the industry.

#### Presentation of Findings

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