

SECTION I

INTRODUCTION

The Security Services Training Board

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

Purpose of the Survey

1.2 The Training Board had conducted 5 manpower surveys in February 1999, May 2001, May 2003, May 2005 and May 2007 respectively, and its 6th survey in May 2009 with the following objectives:

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

Scope of the Survey

1.3 Similar to 2007, the 2009 Manpower Survey (the Survey) again covers the 3 branches of the SSI, namely, the Security Guarding Services, the Armoured Transportation Services and the Installation/Maintenance/Repair/Design of Security Systems. Security Companies will be classified by the types of licence they hold, as follows:

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

1.4 There are currently 854 Security Companies listed with the Security and Guarding Services Industry Authority (SGSIA) and 8 433 Owners Corporations registered with the Land Registry¹. The Survey was conducted by adopting the stratified random sampling method, in which 254 licensed Security Companies and 247 Owners Corporations were selected. 173 out of the 254 Security Companies were with an employment size of 50 or above and the remaining 81 Security Companies were with the size below 50.

1.5 In addition to Security Companies and Owners Corporations, 12 supplementary samples covering public utility companies, major banks and hotels which directly employed security personnel were also selected in this Survey. Altogether, a total of 513 questionnaires were collected and analyzed.

Method of the Survey

1.6 With the support of the Census and Statistics Department (C&SD) in providing survey fieldwork and technical support, the Survey for the SSI was successfully conducted in May 2009. The Survey was tasked with the review of current situation in manpower and training in the SSI. Each of the sampled Security Companies or Owners Corporations would be required to complete a questionnaire (**Appendix 5**) in terms of the manpower and training needs for the SSI.

¹ Information being used in this Survey was collected from the Home Affairs Department.

1.7 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. Before fieldwork was carried out, a briefing session about the nature of different jobs and the structure of the questionnaire was held for interviewing officers from the C&SD.

Analysis of the Response

1.8 Of the 513 samples, 252 respondents were successfully enumerated with the required information collected (**Appendix 6**). These included 193 Security Companies, 48 Owners Corporations and 11 Supplementary Samples. The survey data obtained were statistically grossed up to yield a full-size manpower situation of the SSI. Of the remaining 261 samples, 46 Security Companies had either temporarily ceased operations, moved, duplicated, not employed any technical manpower, or not been contactable through their registered addresses; while 199 Owners Corporations had temporarily ceased operations, not engaged in the specific trade, not employed any technical manpower or could not be contacted. Only 15 Security Companies and 1 Supplementary Samples had declined to respond. The effective response rate is 94.0%.

Manpower Assessment Procedure

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

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

Presentation of Findings

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

Definition of Terms

1.11 "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, namely, sick leave, maternity leave, annual leave, casual leave or on strike.

SECTION II

SUMMARY OF SURVEY FINDINGS

2.1 The following information was collected from the Survey:

- (a) number of employees,
- (b) number of existing vacancies,
- (c) employers' forecast of the manpower demand in May 2010,
- (d) number of employee turnover,
- (e) employers' preferred education of employees,
- (f) employers' preferred period of experience of employees, and
- (g) income distribution of employees.

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

Number of Employees

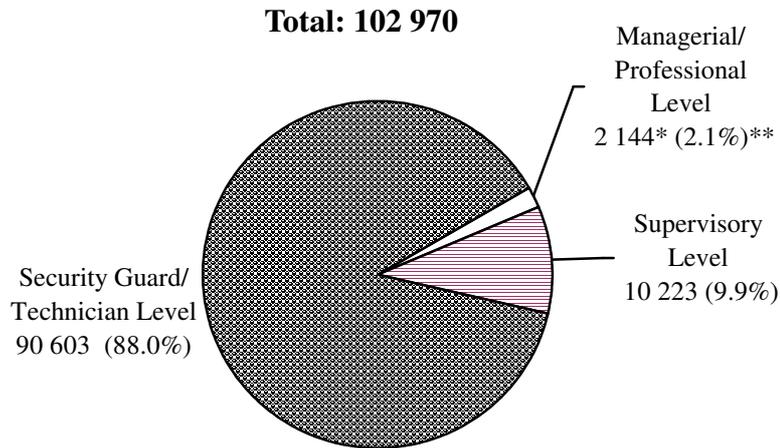
2.3 The Survey reveals that during the survey period, there were 127 765 employees, including 102 970 technical employees² and 24 795 non-technical employees. Out of these 102 970 technical employees, 96 196 were employed by the Security Companies, 5 986 by the Owners Corporations and 788 by the Supplementary Samples. A comparison of the number of technical employees in 2007 and 2009 is given in **Table A**. The distribution by job level is shown in **Figure 1**. The term "technical employees" (hereinafter called "employees") refers to those security services related personnel employed in the principal jobs at the time of survey. As in the previous reports, the non-technical employees have been excluded from all further analysis in this report. They refer to those working in administrative, accounting, personnel and supporting areas.

² Technical employees refer to those security services related personnel employed in the principal jobs at the time of the survey.

Table A: Comparison of the Number of Technical Staff For 2007 and 2009

Branch	Technical staff		ALL	
	2007	2009	2007	2009
Security Guarding Services	74 258	76 192	96 649	94 138
Armoured Transportation Services	760	795	803	817
Security Systems Installation/ Maintenance/Repair/ Design/Others	3 300	2 794	6 467	5 640
Security Guarding Services and Armoured Transportation Services	714	812	829	920
Security Guarding Services and Security Systems Installation/Maintenance/ Repair/Design/Others	11 919	12 002	19 598	15 730
Security Guarding Services, Armoured Transportation Services and Security Systems Installation/Maintenance/ Repair/Design/Others	3 610	3 601	3 664	3 631
Owners Corporations	6 927	5 986	7 890	6 091
Supplementary Samples	485	788	488	798
Total (%)	101 973	102 970 (1.0)	136 388	127 765 (-6.3)

Figure 1: Distribution of Technical Employees[#] by Job Level



* Number of employees

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

Technical employees refer to those security services related personnel employed in the principal jobs at the time of the survey

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

Table B: Number of Employees by Principal Job Level

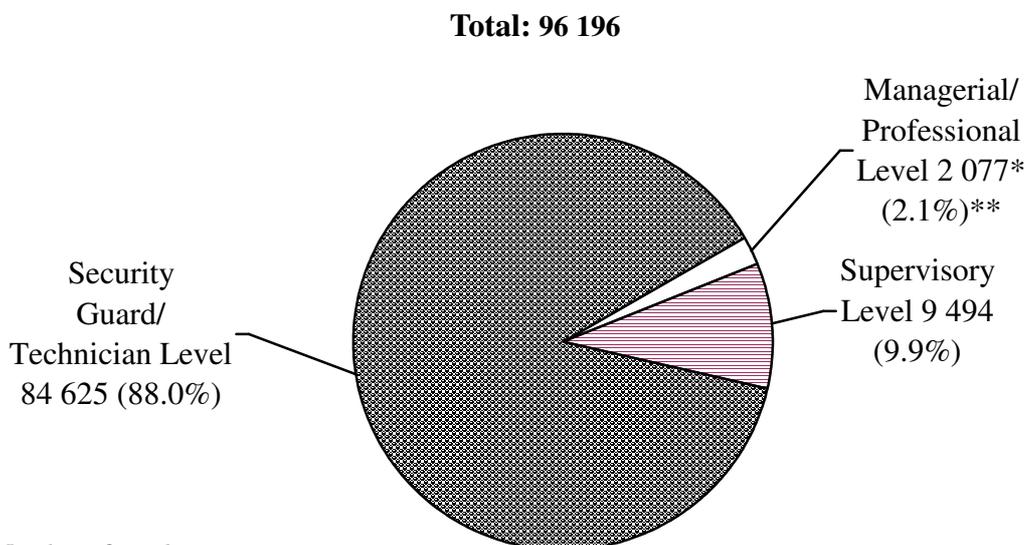
<u>Job Level</u>	<u>Employees of Security Companies</u> (%)*	<u>Employees of Owners Corporations</u> (%)*	<u>Employees of Supplementary Samples</u> (%)*	<u>Total</u> (%)*
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>				
Senior Management Staff	354 16.5%	-	2 0.1%	356 16.6%
Security Manager/Operations Manager/Security Centre Controller	858 40.0%	35 1.6%	27 1.3%	920 42.9%
Security Consultant	56 2.6%	-	-	56 2.6%
Security System Project Manager	221 10.3%	-	-	221 10.3%
Security System Design/Installation/ Maintenance Engineer	499 23.3%	-	1 -	500 23.3%
Security Training Manager	23 1.1%	-	-	23 1.1%
Other Security Services Related Manager	66 3.1%	-	2 0.1%	68 3.2%
Sub-total:	2 077 96.9%	35 1.6%	32 1.5%	2 144 100%#
<u>SUPERVISORY LEVEL</u>				
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	8 942 87.5%	595 5.8%	105 1.0%	9 642 94.3%
Technical Support Staff	283 2.8%	-	2 -	285 2.8%
Security Training Officer	71 0.7%	-	-	71 0.7%
Other Security Services Related Supervising Personnel	198 1.9%	-	27 0.3%	225 2.2%
Sub-total:	9 494 92.9%	595 5.8%	134 1.3%	10 223 100%#

<u>Job Level</u>	<u>Employees of Security Companies</u> (%)*	<u>Employees of Owners Corporations</u> (%)*	<u>Employees of Supplementary Samples</u> (%)*	<u>Total</u> (%)*
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>				
Security Guard	80 776 89.2%	5 356 5.9%	619 0.7%	86 751 95.7%
Armed Guard	1 162 1.3%	-	-	1 162 1.3%
Security System Design Technician	132 0.1%		3 -	135 0.1%
Security Device Installation, Maintenance and /or Repairing Technician	1 976 2.2%			1 976 2.2%
Other Security Services Personnel	579 0.6%			579 0.6%
Sub-total:	84 625 93.4%	5 356 5.9%	622 0.7%	90 603 100%#
GRAND TOTAL:	96 196 93.4%**	5 986 5.8%**	788 0.8%**	102 970 100%#

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

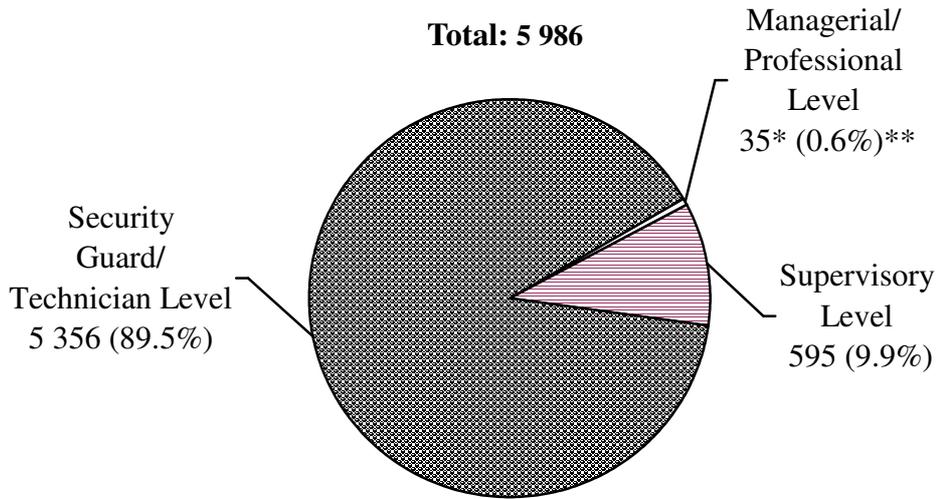
2.5 The distribution of manpower by branch by job level is shown in **Figures 2, 3 and 4**. The distribution of employees by types of security company licence is shown in **Appendix 7**.

Figure 2: Distribution of Employees of Security Companies by Job Level



- * Number of employees
- ** As percentage of the number of employees in this branch

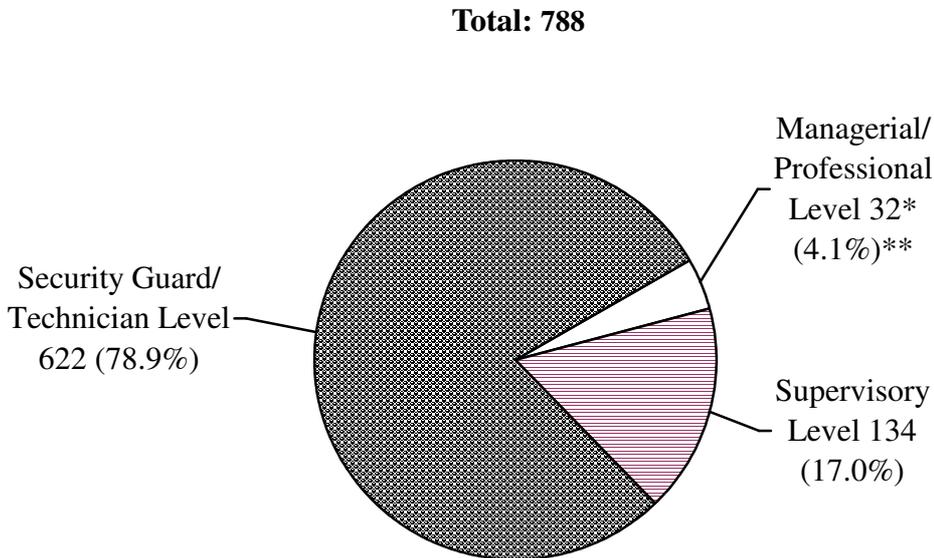
Figure 3: Distribution of Employees of Owners Corporations by Job Level



* Number of employees

** As percentage of the number of employees in this branch

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



* Number of employees

** As percentage of the number of employees in this branch

2.6 A comparison of the number of employees of Security Companies between 2007 and 2009 by principal job is shown in **Table C**.

Table C: Comparison of Manpower of Security Companies between 2007 and 2009 by Job Level by Principal Job

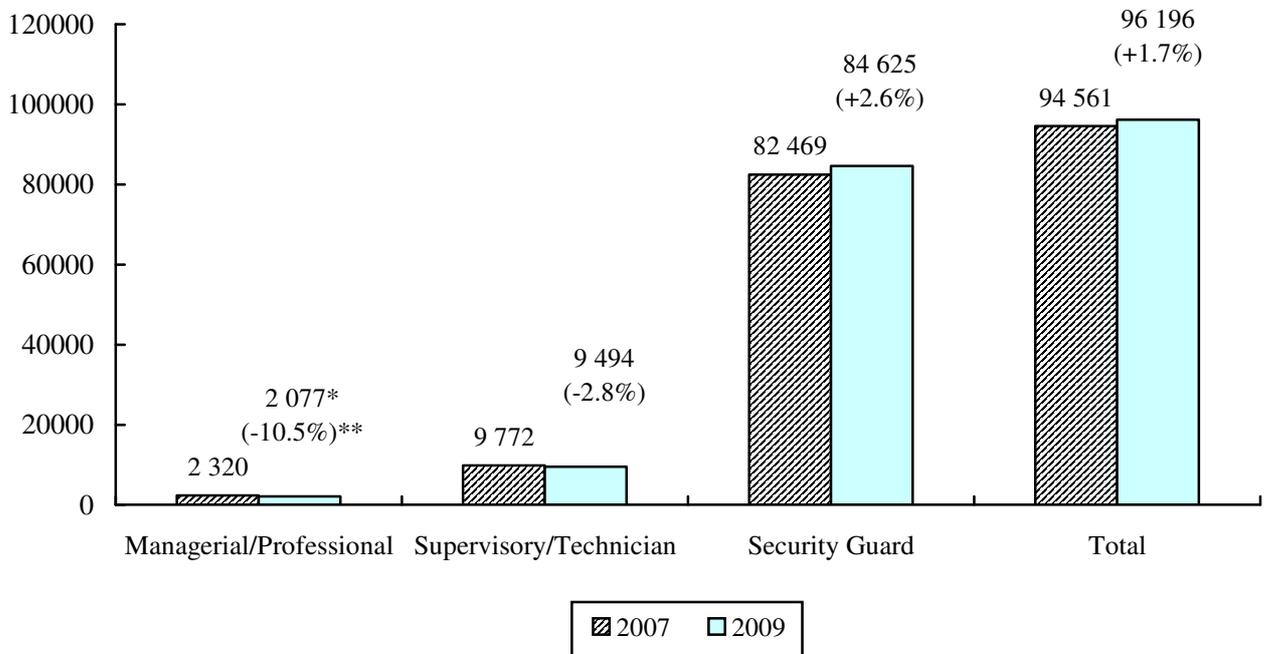
<u>Job Level</u>	<u>Manpower in 2007</u>	<u>Manpower in 2009</u>	<u>Growth in Manpower</u> (%)*
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>			
Senior Management Staff	387	354	-33
Security Manager/Operations Manager/Security Centre Controller	814	858	44
Security Consultant	64	56	-8
Security System Project Manager	263	221	-42
Security System Design/Installation/Maintenance Engineer	661	499	-162
Security Training Manager	29	23	-6
Other Security Services Related Manager	102	66	-36
Sub-total:	2 320	2 077	-243 (-10.5)
<u>SUPERVISORY LEVEL</u>			
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	8 673	8 942	269
Technical Support Staff	537	283	-254
Security Training Officer	44	71	27
VIP Protection Officer/Private Body Guard	12	0	-12
Other Security Services Related Supervising Personnel	506	198	-308
Sub-total:	9 772	9 494	-278 (-2.8)
<u>SECURITY GUARD/TECHNICIAN LEVEL#</u>			
Security Guard	78 857	80 776	1 919
Armed Guard	1 205	1 162	-43
Security System Design Technician	-	132	132
Security System Installation/Maintenance Technician	1 870	1 976	106
Other Security Services Related Personnel	537	579	42
Sub-total:	82 469	84 625	2 156 (2.6)
GRAND TOTAL	94 561	96 196	1 635 (1.7)

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

The principal jobs of “Technicians” were grouped together with the security guard level instead of the supervisory level as compared with 2007 survey report.

2.7 The comparison of manpower of Security Companies by job level between 2007 and 2009 is illustrated in **Figure 5** and **Table D**.

Figure 5: Comparison of Manpower of Security Companies between 2007 and 2009 by Job Level



* Number of employees at the job level

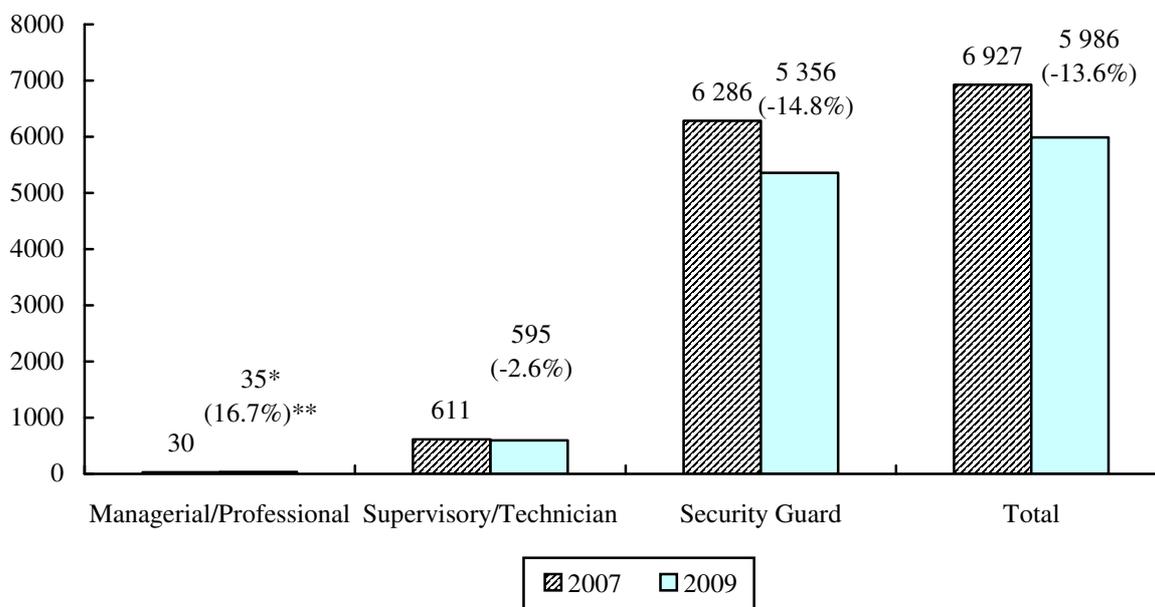
** As percentage increase/decrease of the number of employees at the job level in 2007

Table D: Manpower Growth of Security Companies in 2009 by Job Level

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>No. of Employees in May 2009</u>	<u>Growth (%)</u>
Managerial/Professional	2 320	2 077	-243 (-10.5)
Supervisory	9 772	9 494	-278 (-2.8)
Security Guard/Technician	82 469	84 625	2 156 (2.6)
Total	94 561	96 196	1 635 (1.7)

2.8 The comparison of manpower of Owners Corporations by job level between 2007 and 2009 is illustrated in **Figure 6** and **Table E**.

Figure 6: Comparison of Manpower of Owners Corporations between 2007 and 2009 by Job Level



* Number of employees at the job level

** As percentage increase/decrease of the number of employees at the job level in 2007

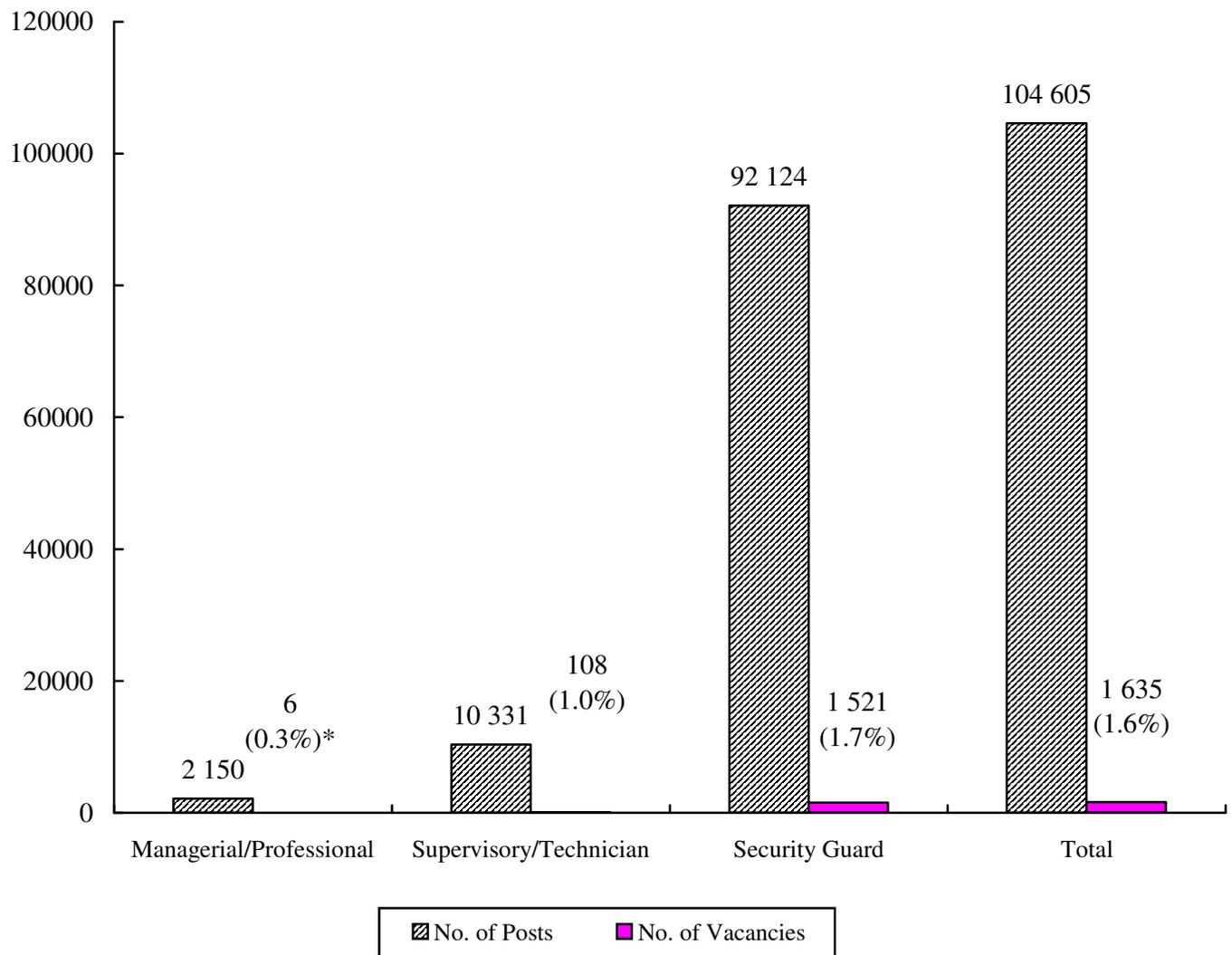
Table E: Manpower Growth of Owners Corporations in 2009 by Job Level

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>No. of Employees in May 2009</u>	<u>Growth (%)</u>
Managerial/Professional	30	35	5 (16.7)
Supervisory	611	595	-16 (-2.6)
Security Guard/Technician	6 286	5 356	-930 (-14.8)
Total	6 927	5 986	-941 (-13.6)

Number of Vacancies

2.9 At the time of survey, employers reported 1 635 vacancies, or 1.6% of the existing 104 605 posts (posts = 1 635 vacancies + 102 970 employees). By job level, the security guard level has the highest number of vacancies of 1 521. The distribution of vacancies by job level is shown in **Figure 7** and by principal job in **Table F**.

Figure 7: Posts and Vacancies by Job Level



* As percentage of the number of posts by job level

Table F: Number of Existing Vacancies by Principal Job

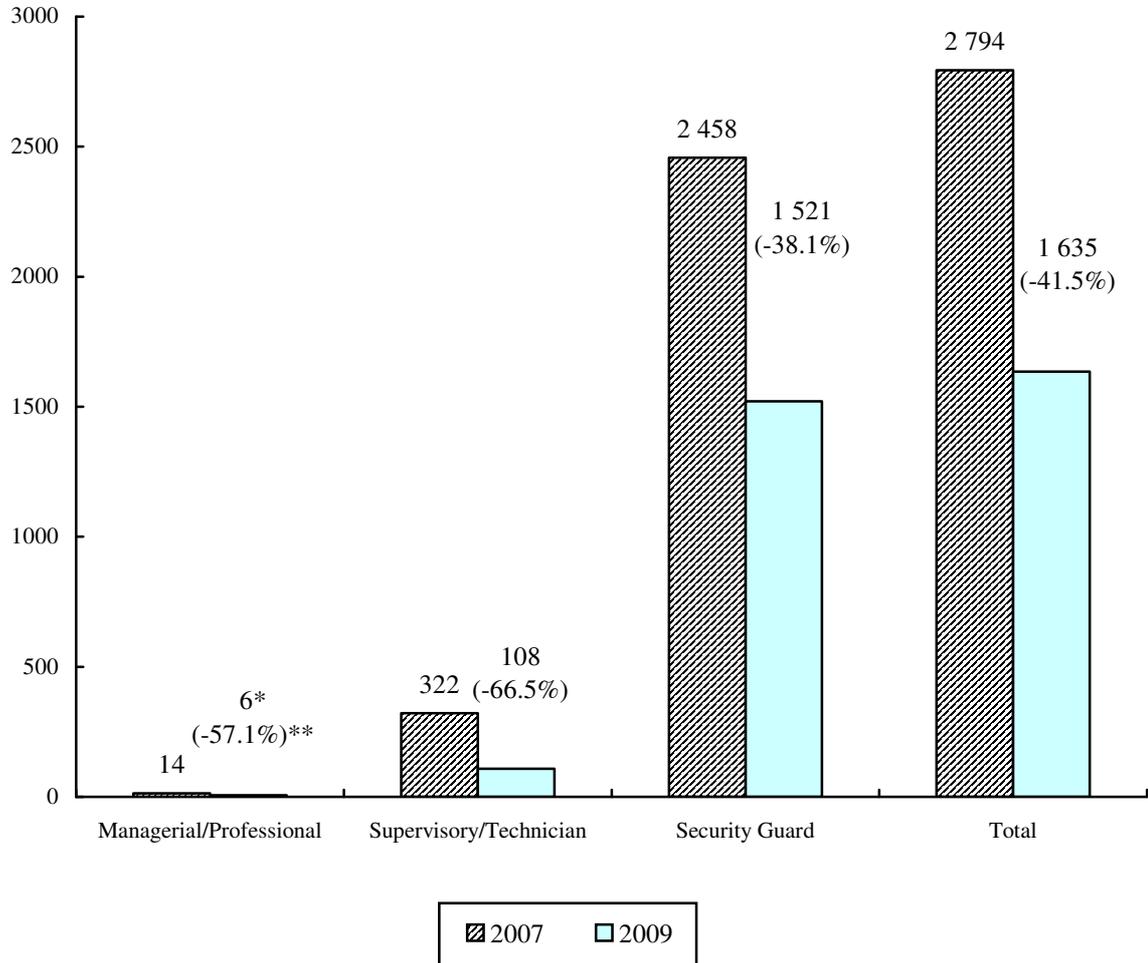
<u>Job Level</u>	<u>Number of Employees</u>	<u>Number of Vacancies</u>	<u>Number of Posts</u>	<u>(%)*</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>				
Senior Management Staff	356	3	359	(0.8)
Security Manager/Operations Manager/Security Centre Controller	920	-	920	-
Security Consultant	56	-	56	-
Security System Project Manager	221	-	221	-
Security System Design/Installation/ Maintenance Engineer	500	3	503	(0.6)
Security Training Manager	23	-	23	-
Other Security Services Related Manager	68	-	68	-
Sub-total:	2 144	6	2 150	(0.3)
				- **
<u>SUPERVISORY LEVEL</u>				
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	9 642	82	9 724	0.8
Technical Support Staff	285	22	307	7.2
Security Training Officer	71	2	73	2.7
Other Security Services Related Supervising Personnel	225	2	227	0.9
Sub-total:	10 223	108	10 331	(1.0)
				(0.1) **
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>				
Security Guard	86 751	1 466	88 217	1.7
Armed Guard	1 162	2	1 164	0.2
Security System Design Technician	135	-	135	-
Security Device Installation, Maintenance and /or Repairing Technician	1 976	53	2 029	2.6
Other Security Services Personnel	579	-	579	-
Sub-total:	90 603	1 521	92 124	(1.7)
				(1.5) **
GRAND TOTAL:	102 970	1 635	104 605	(1.6) **

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

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

2.10 A comparison of the number of vacancies between 2007 and 2009 is shown in **Figure 8**.

Figure 8: Comparison of Vacancies between 2007 and 2009



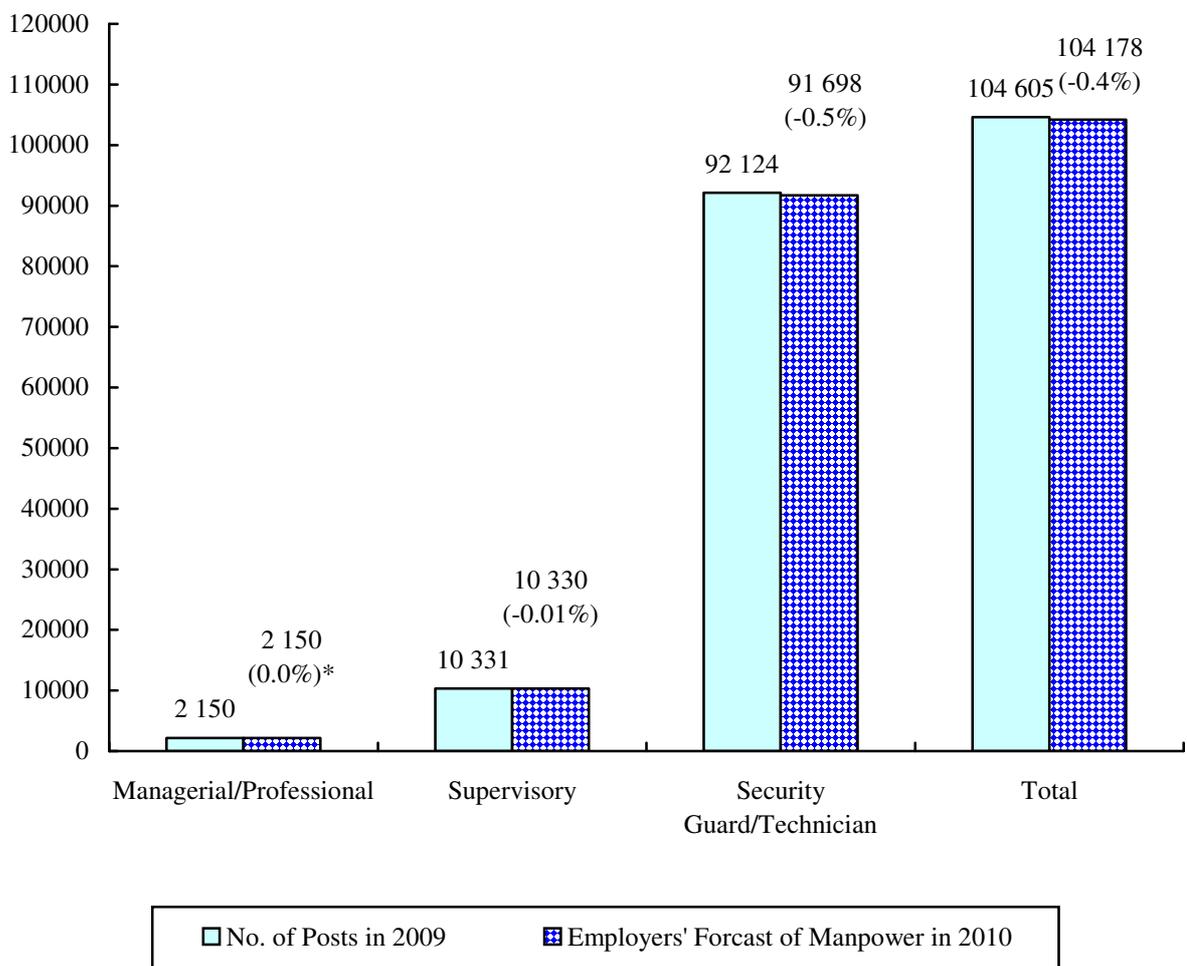
* Number of vacancies by job level

** As percentage increase/decrease of the number of vacancies at the job level in 2007

Employers' Forecast Manpower Demand by May 2010

2.11 Employers forecast that there would be 104 178 posts by May 2010, a decrease of 0.4% over the number of posts in May 2009 (as compared with +2.4% in May 2007). There are a total decrease of 427 posts ranging from 1 and 426 posts (or -0.01% and -0.5%) for the Supervisory level and the Security Guard/Technician level respectively. Employers' forecast manpower growth by May 2010 by job level is presented in **Figure 9** and by principal job in **Table G**.

Figure 9: Employers' Forecast of Security Services Manpower Demand by May 2010 by Job Level



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

Table G: Employers' Forecast of Manpower Growth by Principal Job in 2010

<u>Job Level</u>	<u>Number of Posts in 2009</u>	<u>Forecast of Manpower in 2010</u>	<u>Change (%)*</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>			
Senior Management Staff	359	359	-
Security Manager/Operations Manager/Security Centre Controller	920	920	-
Security Consultant	56	56	-
Security System Project Manager	221	221	-
Security System Design/Installation/ Maintenance Engineer	503	503	-
Security Training Manager	23	23	-
Other Security Services Related Manager	68	68	-
Sub-total:	2 150	2 150	-.**
<u>SUPERVISORY LEVEL</u>			
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	9 724	9 723	-0.01
Technical Support Staff	307	307	-
Security Training Officer	73	73	-
Other Security Services Related Supervising Personnel	227	227	-
Sub-total:	10 331	10 330	-0.01**
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>			
Security Guard	88 217	87 748	-0.5
Armed Guard	1 164	1 164	-
Security System Design Technician	135	145	7.4
Security Device Installation, Maintenance and /or Repairing Technician	2 029	2 062	1.6
Other Security Services Personnel	579	579	-
Sub-total:	92 124	91 698	-0.5**
GRAND TOTAL:	104 605	104 178	-0.4@

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

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

@ As percentage of the total number of posts in the industry in 2009

Internal Promotion in the Past 12 Months

2.12 The survey reveals that 675 employees (or 5.5%) were promoted from within the surveyed sample establishments (as compared with 899 employees being promoted in year 2007). Out of the 675 employees promoted, 633 were promoted to the Supervisory level and 42 to the Managerial/Professional level. A summary of the promotion pattern by branch by job level is shown in **Table H**.

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

Branch	Managerial/ Professional Level		Supervisory Level	
	No. Employed	No. of Internal Promotion [#]	No. Employed	No. of Internal Promotion [^]
Security Guarding Services	912	27	7 748	422
Armoured Transportation Services	11	-	21	2
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	793	1	395	33
Security Guarding/ Armoured Transportation Services	22	-	39	1
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	303	11	1 018	62
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	36	-	273	-
Owners Corporations	35	-	595	105
Supplementary Samples	32	3	134	8
Total:	2 144	42	10 223	633

From Supervisory to Managerial / Professional Level

^ From Guard/Technician to Supervisory Level

Turnover in the Past 12 Months

2.13 **Table I** shows that the staff wastage rates in the past 12 months for Security Companies, Owners Corporations and Supplementary Samples were **4.8 %**, **3.7%** and **2.6%** respectively. Such findings were based on the assumption that the leavers might be recruited by another security services companies. In this connection, the actual wastage rate would be the difference between the number of leavers and the number of recruits with security services related experience, (i.e. Wastage = No. of leavers – No. of Recruits with Security Services related experience). By job level, the security guard/technician level faced the highest wastage, with 15 765 employees leaving and 20 358 employees joining the industry, representing a 5.0% of wastage at the same job level. Details of the number of recruits in the past 12 months by branch by job level are shown in **Appendix 9**.

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

(i) Security Companies

<u>Job Level</u>	<u>No. of Posts</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Security Services Related experience</u>	<u>Wastage (%)</u>
Managerial/Professional	2 083	145	88	57 (2.7)*
Supervisory	9 599	881	615	266 (2.8)*
Security Guard/Technician	85 328	19 595	15 228	4 367 (5.1)*
Total: (%)	97 010	20 621	15 931	4 690 (4.8)**

(ii) Owners Corporations

<u>Job Level</u>	<u>No. of Posts</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Security Services Related experience</u>	<u>Wastage (%)</u>
Managerial/Professional	35	-	-	- -
Supervisory	595	35	-	35 (5.9)*
Security Guard/Technician	5 986	698	489	209 (3.5)*
Total: (%)	6 616	733	489	244 (3.7)**

(iii) Supplementary Samples

<u>Job Level</u>	<u>No. of Posts</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Security Services Related experience</u>	<u>Wastage (%)</u>
Managerial/Professional	32	4	1	3 (9.4)*
Supervisory	137	11	6	5 (3.6)*
Security Guard/Technician	810	65	48	17 (2.1)*
Total: (%)	979	80	55	25 (2.6)**

(iv) Total

<u>Job Level</u>	<u>No. of Posts</u>	<u>No. of Leavers</u>	<u>No. of Recruits with Security Services Related experience</u>	<u>Wastage (%)</u>
Managerial/Professional	2 150	149	89	60 (2.8)*
Supervisory	10 331	927	621	306 (3.0)*
Security Guard/Technician	92 124	20 358	15 765	4 593 (5.0)*
Total: (%)	104 605	21 434	16 475	4 959 (4.7)**

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

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

Recruitment Difficulties

2.14 384 respondents (or 15.8%) reported that they had come across difficulty in the recruitment of staff, particularly security guards. Same as in 2007, the main reasons for the recruitment difficulty at this job level were unattractive salary and long working hours. However, the percentage indicated for reason of general labour shortage has dramatically decreased from 18.5% in 2007 to 2.6% in 2009. Reasons for recruitment difficulty for each job level are shown in **Table J**. The type of difficulties encountered in recruitment in the past 12 months is set out in **Appendix 8**.

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

Reasons for Recruitment Difficulty#	Managerial/ Professional*		Supervisory*		Technician*		Security Guard*		Total	
	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
General Labour Shortage	0.5	-	1.1	0.2	3.1	-	13.8	2.4	18.5	2.6
Long Working Hours	0.2	-	3.2	1.4	-	1.3	18.0	21.9	21.4	24.6
Dangerous Working Environment	-	-	-	0.1	-	-	2.5	4.6	2.5	4.7
Unattractive Salary	0.3	0.7	3.6	1.5	2.1	2.4	20.5	33.0	26.5	37.6
Low Status	-	-	-	0.2	1.1	1.3	1.8	4.0	2.9	5.5
Lack of Candidates with Relevant Experience and Training	1.1	0.2	5.2	0.7	5.5	1.5	9.8	8.1	21.6	10.5
Others	0.1	-	2.2	0.5	1.0	-	3.3	2.8	6.6	3.3

Respondents may choose more than one reason

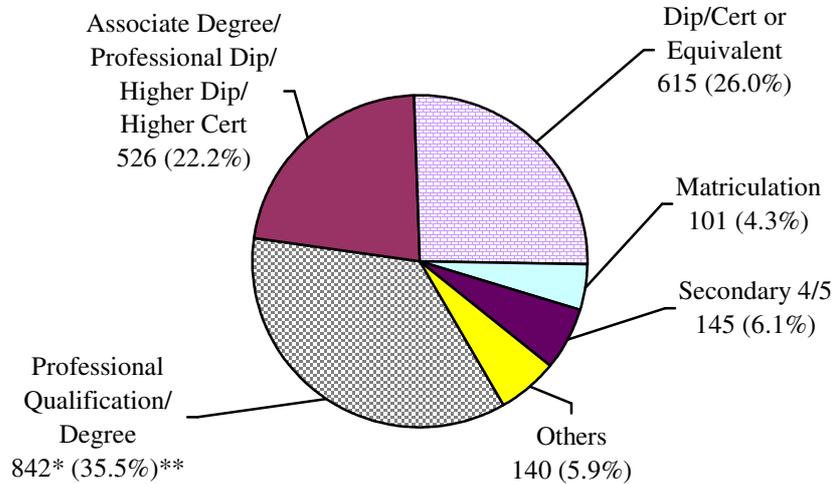
* As percentage of the number of respondents with recruitment difficulty

Employers' Required Educational Level of Employees

2.15 The Survey shows that 39.6% employees at the Managerial/Professional level were required to have Diploma/Higher Cert/Certificate or equivalent level of education. Meanwhile, 38.4% at the Supervisory level were required to possess Secondary 5 or equivalent level of education, whereas 65.6% at the Security Guard/Technician level to have below Secondary 5 level. Comparisons of the required education between 2007 and 2009 Surveys by level are shown in **Figures 10 to 12**. A summary of the required education of employees by principal job is presented in **Table K**. Details of the employers' required education level of employees by branch by principal job are shown in **Appendix 10**.

Figure 10 (i): Employers' Required Education Level of Employees at the Managerial/Professional Level in 2007

Total: 2 369 employees

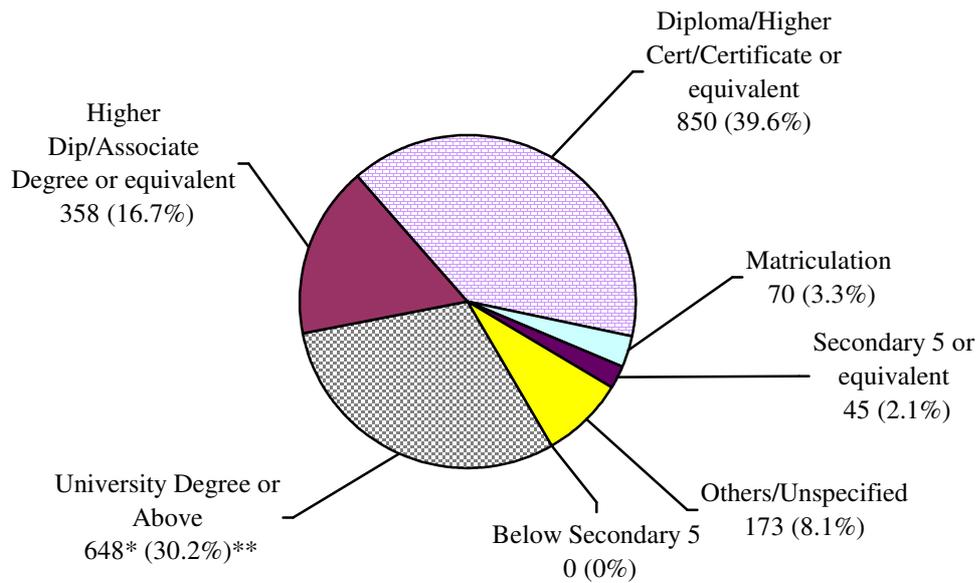


* No. of employees

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

Figure 10 (ii): Employers' Required Education Level of Employees at the Managerial/Professional Level in 2009

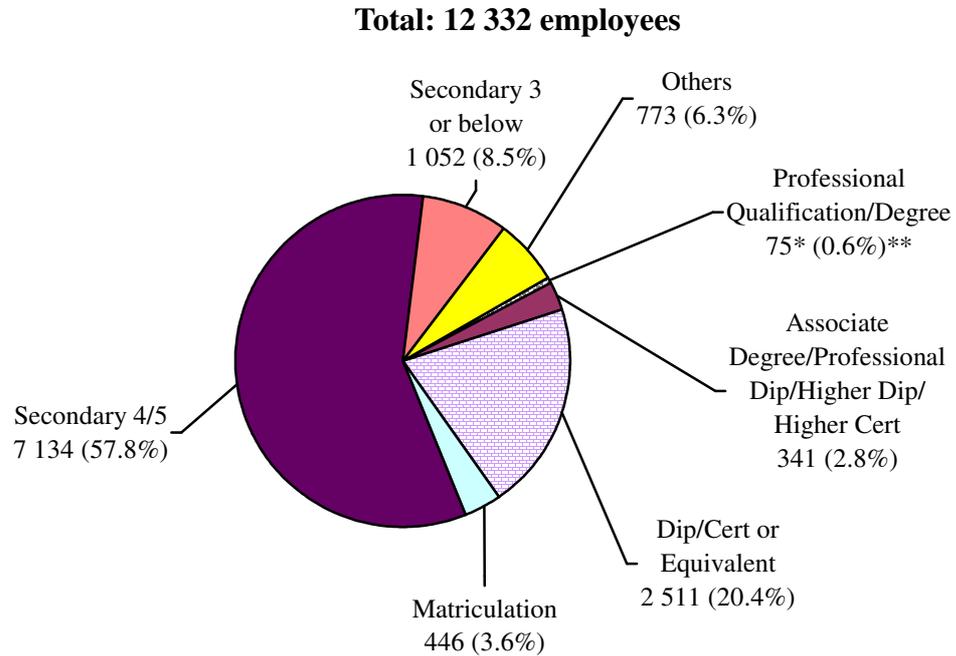
Total: 2 144 employees



* No. of employees

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

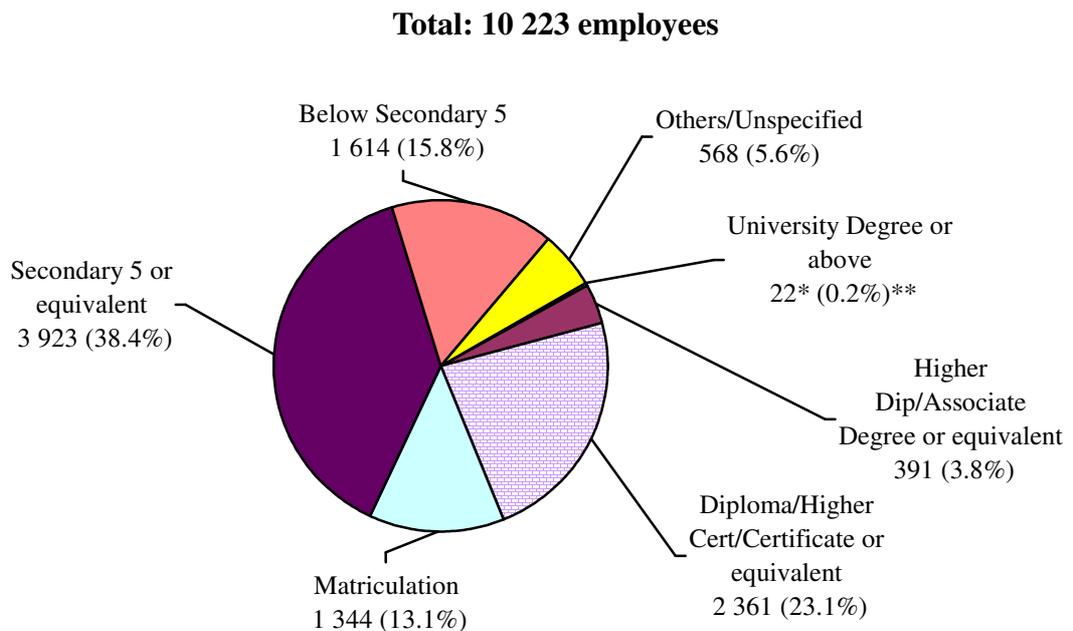
Figure 11 (i): Employers' Required Education Level of Employees at the Supervisory/Technician Level in 2007



* No. of employees

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

Figure 11 (ii): Employers' Required Education Level of Employees at the Supervisory Level in 2009

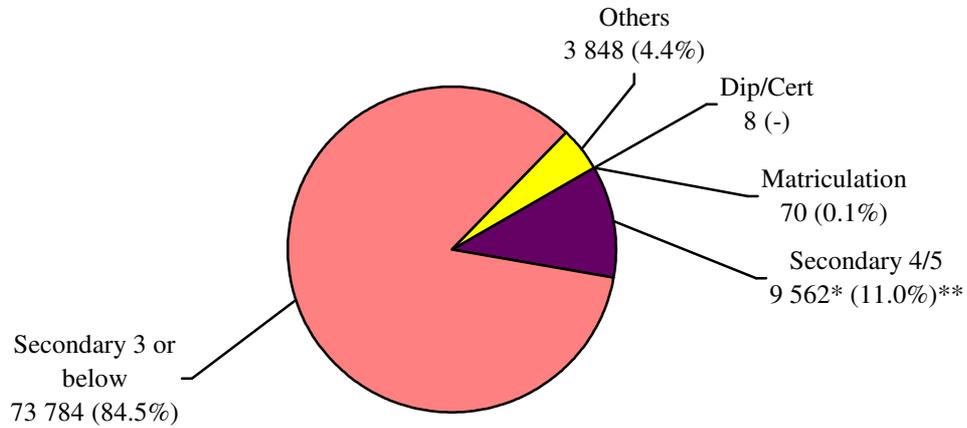


* No. of employees

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

Figure 12(i): Employers' Required Education Level of Employees at the Security Guard Level in 2007

Total: 87 272 employees

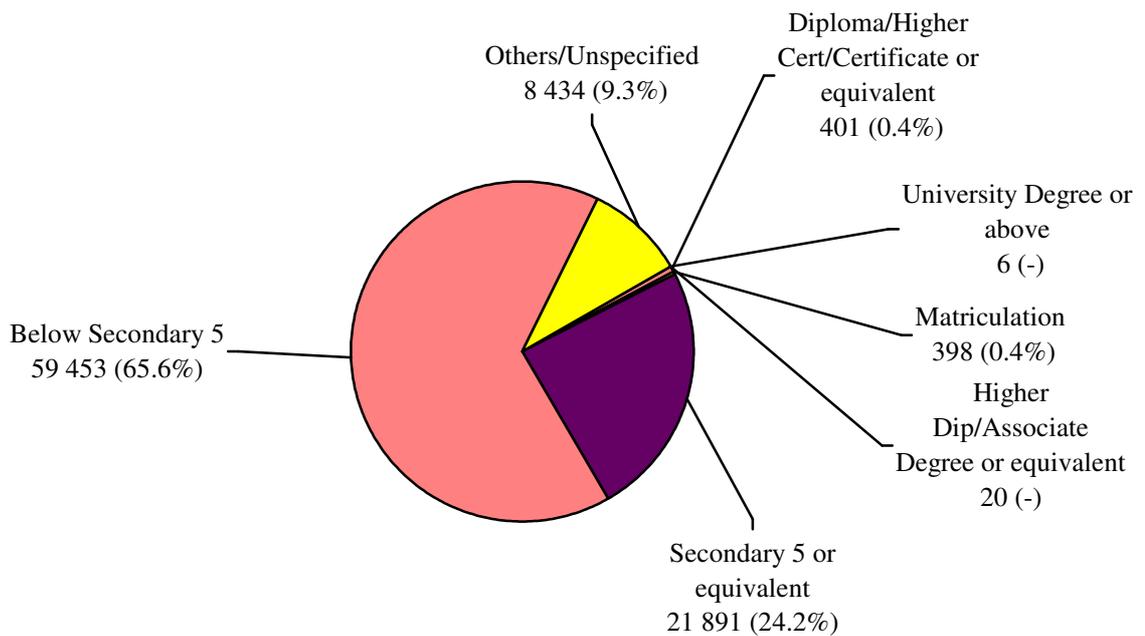


* No. of employees

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

Figure 12(ii): Employers' Required Education Level of Employees at the Security Guard/Technician Level in 2009

Total: 90 603 employees



* No. of employees

** As percentage of the number of employees at the job level and may not add up to 100 due to rounding

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

Job Level	University Degree or above	Higher Diploma/ Associate Degree or equivalent	Diploma/Higher Cert/Certificate or equivalent	Matriculation	Secondary 5 or equivalent	Below Secondary 5	Others/ Unspecified	Total
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>								
Senior Management Staff	147	50	66	1	9	-	83	356
Security Manager/Operations Manager/Security Centre Controller	305	88	343	65	36	-	83	920
Security Consultant	6	20	30	-	-	-	-	56
Security System Project Manager	50	72	97	-	-	-	2	221
Security System Design/Installation/ Maintenance Engineer	103	99	293	4	-	-	1	500
Security Training Manager	2	3	15	-	-	-	3	23
Other Security Services Related Manager	35	26	6	-	-	-	1	68
Sub-total:	648	358	850	70	45	-	173	2 144
(%)*	(30.2)	(16.7)	(39.6)	(3.3)	(2.1)	-	(8.1)	(100)#
<u>SUPERVISORY LEVEL</u>								
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	16	350	1 971	1 276	3 854	1 614	561	9 642
Technical Support Staff	-	18	219	28	17	-	3	285
Security Training Officer	1	1	15	9	41	-	4	71
Other Security Services Related Supervising Personnel	5	22	156	31	11	-	-	225
Sub-total:	22	391	2 361	1 344	3 923	1 614	568	10 223
(%)*	(0.2)	(3.8)	(23.1)	(13.1)	(38.4)	(15.8)	(5.6)	(100)#
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>								
Security Guard	-	-	-	44	20 509	58 610	7 588	86 751
Armed Guard	-	-	-	-	229	224	709	1 162
Security System Design Technician	-	-	65	7	38	25	-	135
Security Device Installation, Maintenance and /or Repairing Technician	6	20	336	322	914	311	67	1 976
Other Security Services related Personnel with valid Security Personnel Permit	-	-	-	25	201	283	70	579
Sub-total:	6	20	401	398	21 891	59 453	8 434	90 603
(%)*	(-)	(-)	(0.4)	(0.4)	(24.2)	(65.6)	(9.3)	(100)#
GRAND Total	676	769	3612	1812	25 859	61 067	9 175	102 970
(%)**	(0.7)	(0.7)	(3.5)	(1.8)	(25.1)	(59.3)	(8.9)	(100)#

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

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

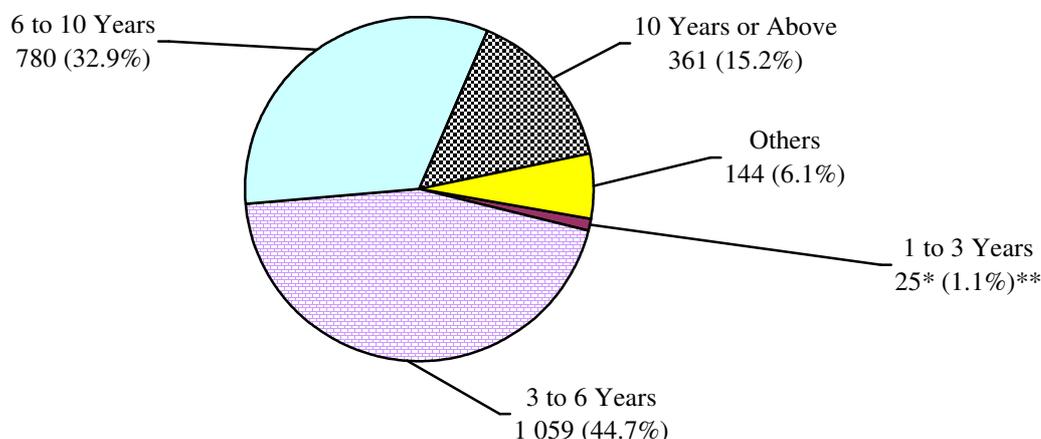
The percentage may not add up to 100 due to rounding

Employers' Preferred Period of Experience of Employees

2.16 The survey reveals that 64.8% of the employees at the Managerial/Professional level were preferred to have over 5 years - 10 years of experience. 65.5% of the employees at the Supervisory level were preferred to have over 2 years - 5 years of experience and 51.8% of the employees at the Security Guard/Technician level were preferred to have 1 - 2 years of experience. Comparisons of the employers' preferred period of experience of employees between 2007 and 2009 by job level are shown in **Figures 13 to 15**. A summary of the employers' preferred experience of employees by principal job is presented in **Table L**. Details of the employers' preferred period of experience of employees by branch by principal job are shown in **Appendix 11**.

Figure 13(i): Employers' Preferred Period of Experience of Employees at the Managerial/Professional Level in 2007

Total: 2 369 employees

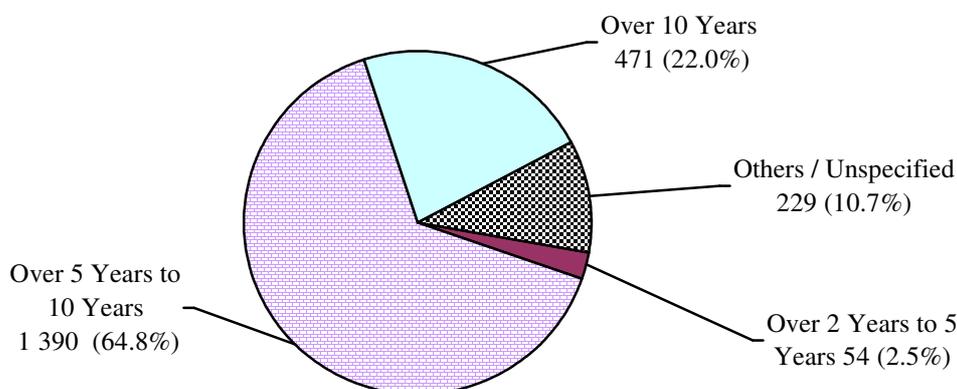


* No. of employees

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

Figure 13(ii): Employers' Preferred Period of Experience of Employees at the Managerial/Professional Level in 2009

Total: 2 144 employees

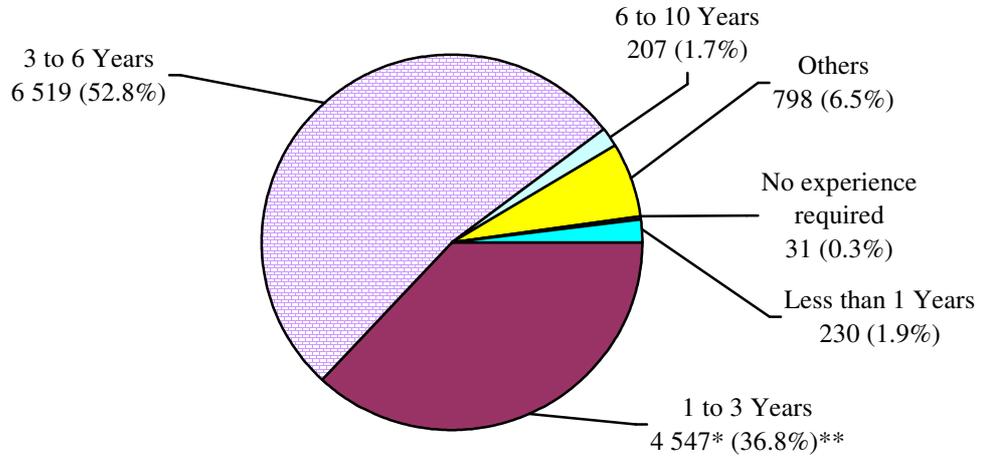


* No. of employees

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

Figure 14(i): Employers' Preferred Period of Experience of Employees at the Supervisory/Technician Level in 2007

Total: 12 332 employees

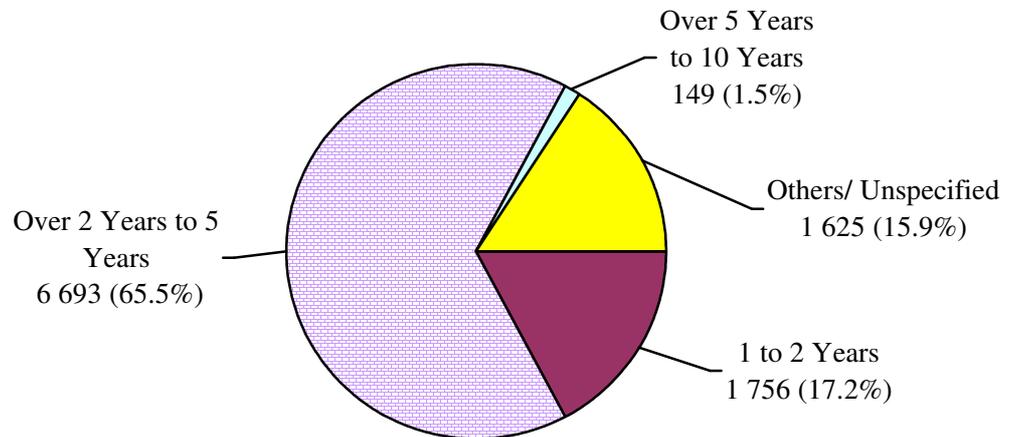


* No. of employees

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

Figure 14(ii): Employers' Preferred Period of Experience of Employees at the Supervisory Level in 2009

Total: 10 223 employees

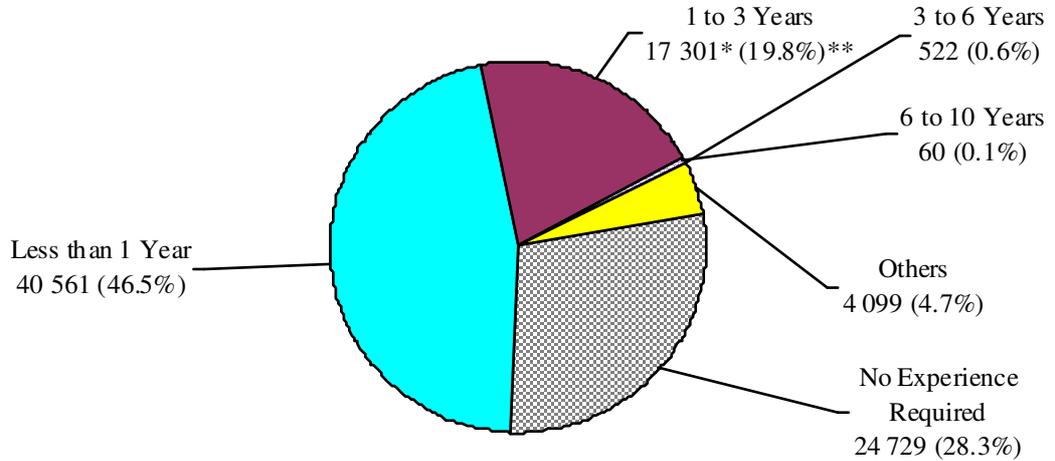


* No. of employees

** As percentage of the number of employees at the job level and the percentage may not add up to 100 due to rounding

Figure 15(i): Employers' Preferred Period of Experience of Employees at the Security Guard Level in 2007

Total: 87 272 employees

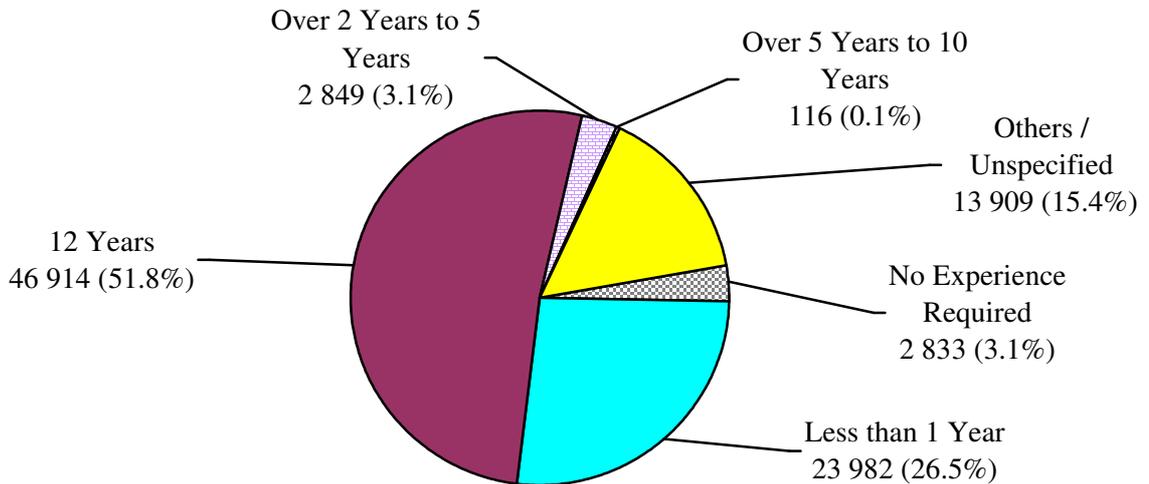


* No. of employees

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

Figure 15(ii): Employers' Preferred Period of Experience of Employees at the Security Guard Level in 2009

Total: 90 603 employees



* No. of employees

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

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

<u>Job Level</u>	<u>No Experience Required</u>	<u>Less than 1 year</u>	<u>1-2 years</u>	<u>Over 2 years - 5 years</u>	<u>Over 5 years - 10 years</u>	<u>Over 10 years</u>	<u>Others/ Unspecified</u>	<u>Total</u>
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>								
Senior Management Staff	-	-	-	-	122	140	94	356
Security Manager/Operations Manager/Security Centre Controller	-	-	-	5	642	165	108	920
Security Consultant	-	-	-	-	45	11	-	56
Security System Project Manager	-	-	-	20	94	99	8	221
Security System Design/Installation/ Maintenance Engineer	-	-	-	23	416	48	13	500
Security Training Manager	-	-	-	-	17	2	4	23
Other Security Services Related Manager	-	-	-	6	54	6	2	68
Sub-total:				54	1 390	471	229	2 144
(%)*	-	-	-	(2.5)	(64.8)	(22.0)	(10.7)	(100)#
<u>SUPERVISORY LEVEL</u>								
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	-	-	1 599	6 372	113	-	1 558	9 642
Technical Support Staff	-	-	85	145	-	-	55	285
Security Training Officer	-	-	12	46	2	-	11	71
Other Security Services Related Supervising Personnel	-	-	60	130	34	-	1	225
Sub-total:	-	-	1 756	6 693	149	-	1 625	10 223
(%)*	-	-	(17.2)	(65.5)	(1.5)	-	(15.9)	(100)#
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>								
Security Guard	2 779	23 591	45 307	2 035	-	-	13 039	86 751
Armed Guard	-	110	270	54	-	-	728	1 162
Security System Design Technician	-	-	43	92	-	-	-	135
Security Device Installation, Maintenance and /or Repairing Technician	54	93	1 062	581	116	-	70	1 976
Other Security Services related Personnel with valid Security Personnel Permit	-	188	232	87	-	-	72	579
Sub-total:	2 833	23 982	46 914	2 849	116	-	13 909	90 603
(%)*	(3.1)	(26.5)	(51.8)	(3.1)	(0.1)	-	(15.4)	(100)#
GRAND Total	2 833	23 982	48 670	9 596	1 655	471	15 763	102 970
(%)**	(2.8)	(23.3)	(47.3)	(9.3)	(1.6)	(0.5)	(15.3)	(100)#

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

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

The percentage may not add up to 100 due to rounding

Employers' Preferred Vocational Qualifications of Employees

2.17 Same as 2007, the Survey reveals that most employers preferred their employees at the Managerial/Professional level to be qualified members of major security associations/institutions. For supervisors and security guards, most employers preferred their employees to possess trade test certificates and to have received security training under the Recognition Scheme. For technicians, employers preferred them to have technical certificates. **Table M** shows the employers' preferred vocational qualifications of employees by job level. Details of the employers' preferred vocational qualifications by branch by job level are also presented in **Appendix 12**.

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

Number of Responding Security Companies/ Owners Corporations/ Supplementary Samples Employers' Preferred Vocational Qualifications	Job Level of Employees			
	Manager	Supervisor	Technician	Security Guard
Qualified Member of major Security Institutions/Associations	234	180	-	1
Certificate of Security Trainers Courses	84	60	1	1
Certificate of Trade Tests for Security Guards of the Security Services Training Board, VTC	159	682	94	1 649
Certificate of Security Guard Training Course under the Recognition Scheme	213	650	72	1 130
A Pass under the Scheme for Quality Assured In-House Training	26	38	2	32
Technical Certificate	214	148	276	10
Certificate of Skills Upgrading Scheme	52	61	42	23
Others	2	-	-	-

* May choose more than 1 vocational qualification

Income Distribution

2.18 The Survey shows that 1 280 employees (or 59.8%) at the Managerial/Professional level were in the income range of \$10,001 - \$30,000 (as compared with 25.9% in the income range of \$15,001 to \$20,000 in 2007). For Supervisory level, 5 355 employees (or 52.4%) were in the income range of \$10,001 to \$20,000 in 2009 while the majority salary range was of \$10,001 to \$15,000 in 2007. For Security Guard/Technician level, 48 676 employees (or 53.7%) received income in the range of \$6,001 to \$8,000 which is generally the same as in the previous survey. Moreover, attention should be drawn when analysing the data in view of the relatively high percentage of others/unspecified responses (23.1%). **Table N** and **Figure 16** show the analysis of income distribution by principal job level. Since this is not an income survey, the information obtained is for cross-reference only.

Table N: Income Distribution of Employees by Principal Job

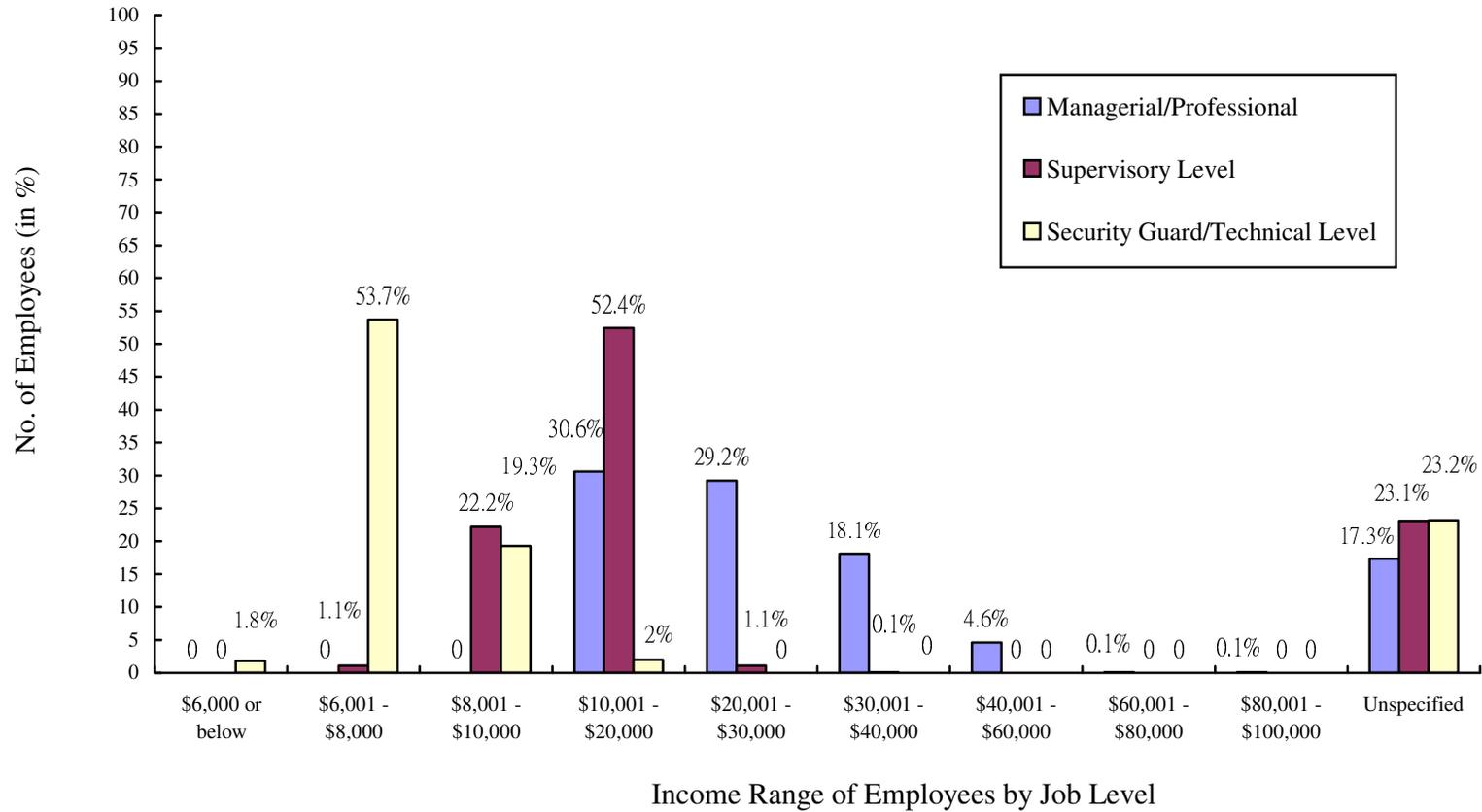
Job Level	\$6,000 or below	\$6,001 - \$8,000	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Others / Unspecified	Total
<u>MANAGERIAL/PROFESSIONAL LEVEL</u>											
Senior Management Staff	-	-	-	7	102	68	62	1	3	113	356
Security Manager/Operations Manager/Security Centre Controller	-	-	-	320	248	208	15	-	-	129	920
Security Consultant	-	-	-	43	-	12	1	-	-	-	56
Security System Project Manager	-	-	-	45	56	77	17	-	-	26	221
Security System Design/Installation/ Maintenance Engineer	-	-	-	219	173	9	3	-	-	96	500
Security Training Manager	-	-	-	6	10	1	1	-	-	5	23
Other Security Services Related Manager	-	-	-	15	36	13	-	2	-	2	68
Sub-total:	-	-	-	655	625	388	99	3	3	371	2 144
(%)*	-	-	-	(30.6)	(29.2)	(18.1)	(4.6)	(0.1)	(0.1)	(17.3)	(100)#
<u>SUPERVISORY LEVEL</u>											
Security Supervisor/Operations Supervisor/Security Centre Supervisor/Technical Supervisor	-	115	2 269	4 918	82	-	-	-	-	2 258	9 642
Technical Support Staff	-	-	-	166	24	-	-	-	-	95	285
Security Training Officer	-	-	2	55	2	-	-	-	-	12	71
Other Security Services Related Supervising Personnel	-	-	-	216	1	7	-	-	-	1	225
Sub-total:	-	115	2 271	5 355	109	7	-	-	-	2 366	10 223
(%)*	-	(1.1)	(22.2)	(52.4)	(1.1)	(0.1)	-	-	-	(23.1)	(100)#
<u>SECURITY GUARD/TECHNICIAN LEVEL</u>											
Security Guard	1 594	48 558	16 074	743	-	-	-	-	-	19 782	86 751
Armed Guard	-	-	110	309	-	-	-	-	-	743	1162
Security System Design Technician	-	5	87	37	-	-	-	-	-	6	135
Security Device Installation, Maintenance and /or Repairing Technician	-	24	895	655	4	-	-	-	-	398	1976
Other Security Services related Personnel with valid Security Personnel Permit	-	89	303	92	14	-	-	-	-	81	579
Sub-total:	1 594	48 676	17 469	1 836	18	-	-	-	-	21 010	90 603
(%)*	(1.8)	(53.7)	(19.3)	(2.0)	-	-	-	-	-	(23.2)	(100)#
GRAND Total	1 594	48 791	19 740	7 846	752	395	99	3	3	23 747	102 970
(%)**	(1.5)	(47.4)	(19.2)	(7.6)	(0.7)	(0.4)	(0.1)	-	-	(23.1)	(100)#

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

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

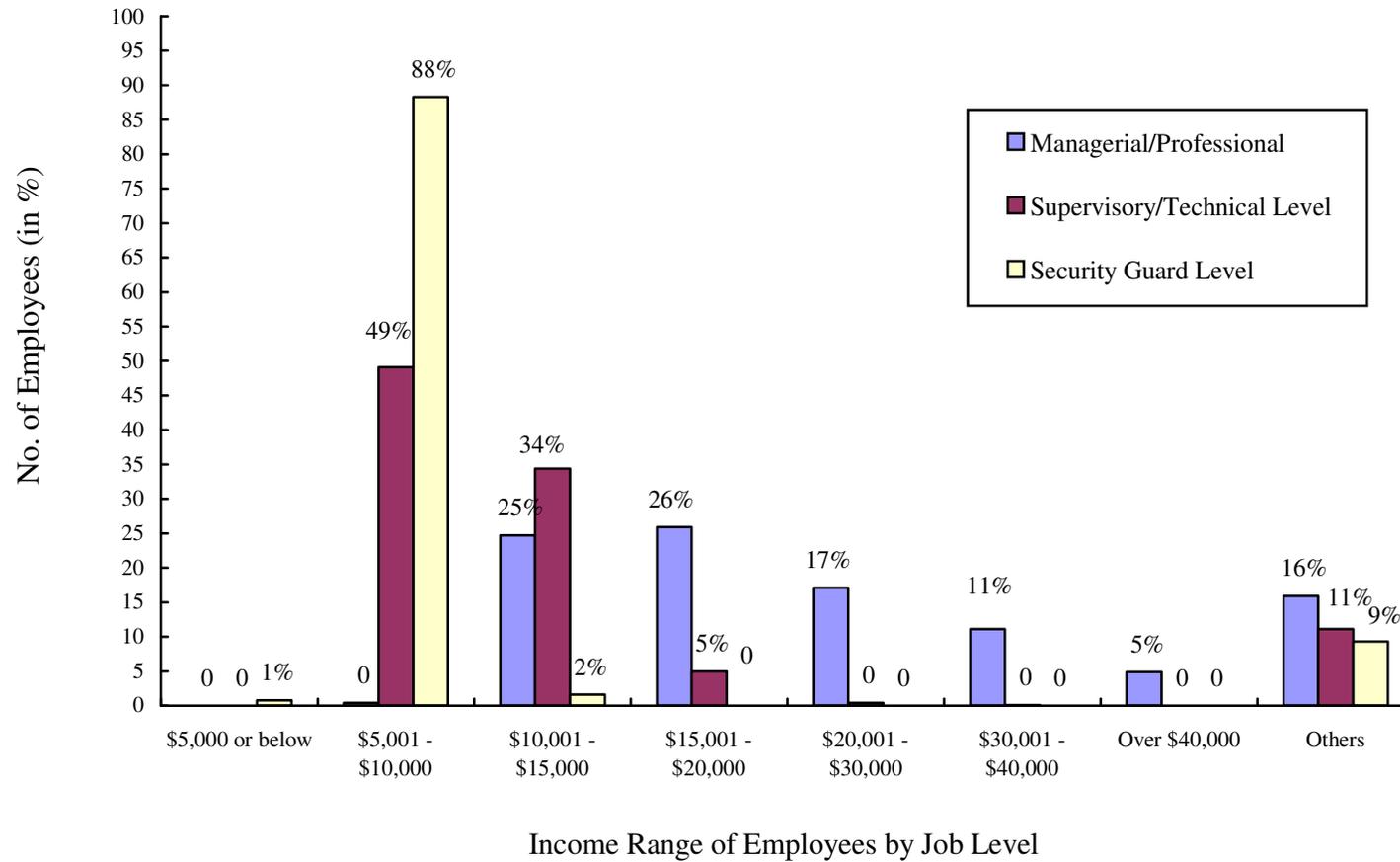
The percentage may not add up to a total due to rounding

Figure 16(i): Income Distribution of Employees by Principal Job By Income Range in 2009



* Number of employees in a particular income range by job level

Figure 16(ii): Income Distribution of Employees by Principal Job By Income Range in 2007

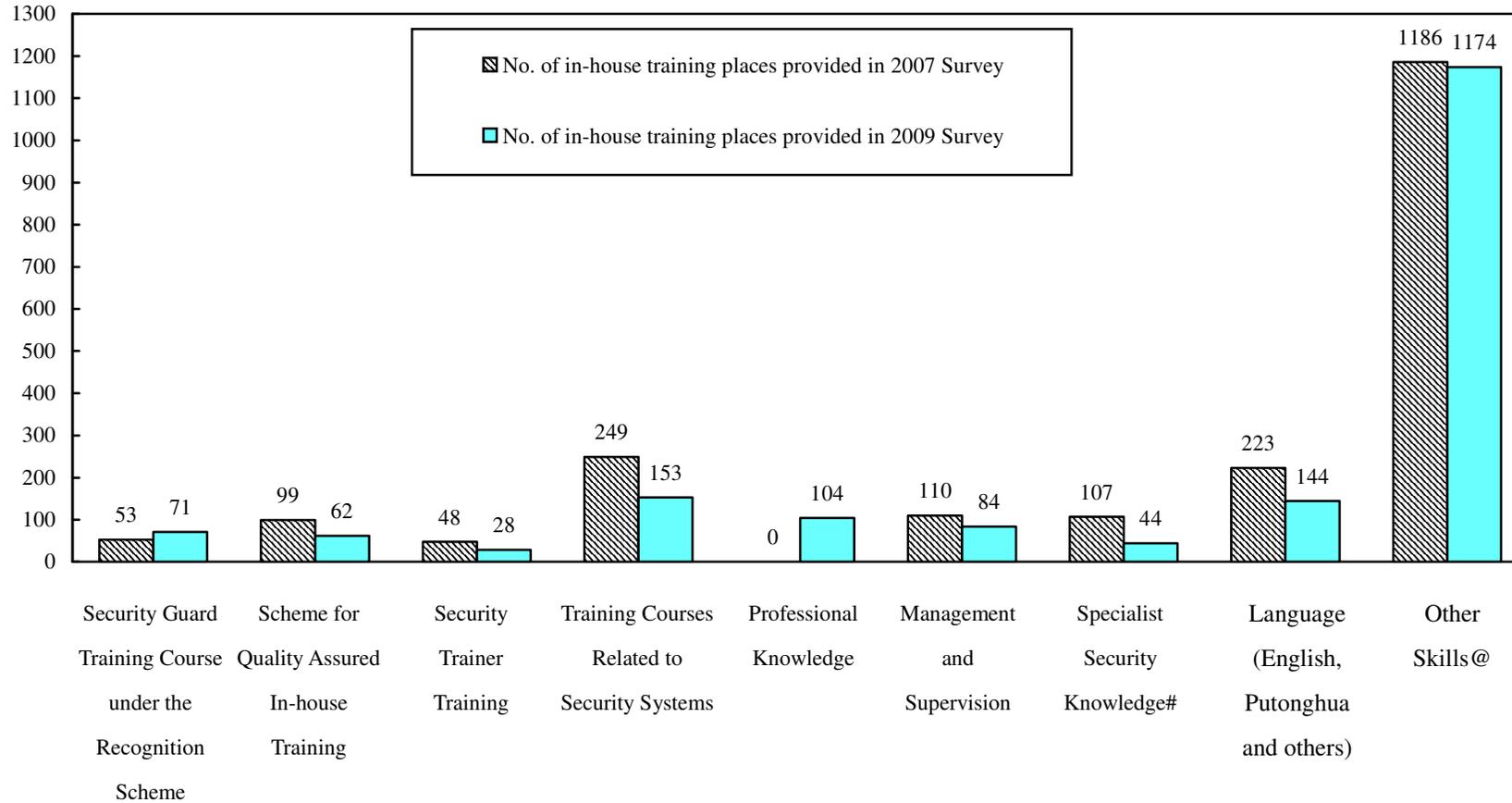


* Number of employees in a particular income range by job level

Training Places (In-house and External) Provided in the Past 12 months

2.19 The Survey reveals that in the past 12 months, employers had provided 29 848 training places to their employees, including 27 984 places sponsored by employers and 1 864 in-house training places. Customer Services was the most popular type for both in-house (343 training places) and external training (7 324 training places) while the second most popular for in-house training was Fire Prevention (296 training places) and for external training course was Health & Safety (4 678 training places). **Figures 17(i) and (ii)** show the comparison on the number of in-house and external training places provided in the past 12 months between 2007 and 2009 Surveys, while **Figure 17(iii)** shows the external training places by type sponsored by employers in the past 12 months and to be sponsored in the next 12 months. The number of training places provided in the past 12 months by type by job level is illustrated in **Table O** and that to be sponsored by employers in the next 12 months is presented in **Table P**. Details of analysis by type by branch by job level are shown in **Appendix 13 - 15**.

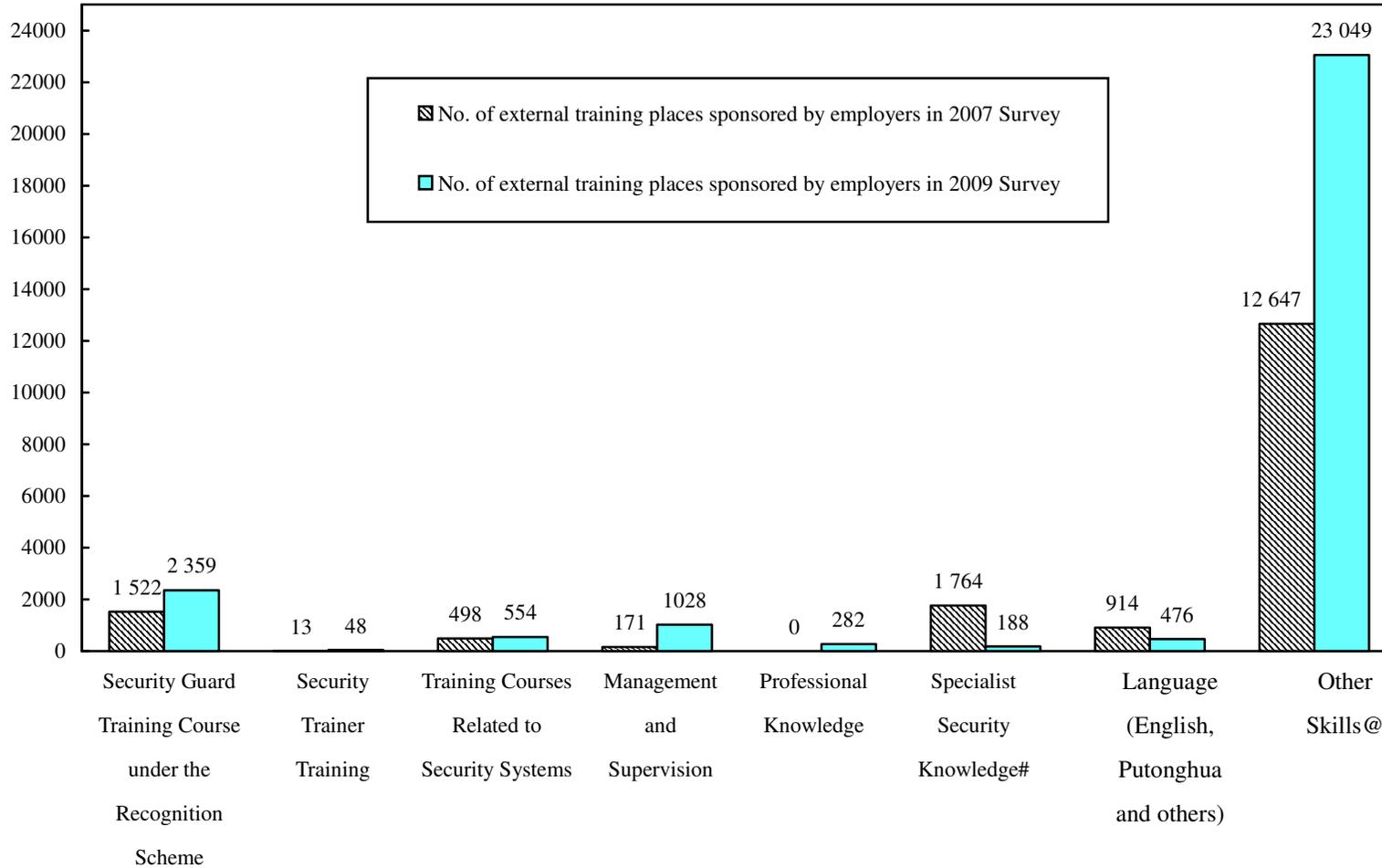
Figure 17(i): Comparison on the Number of In-house Training Places Provided in the Past 12 Months between 2007 and 2009 Surveys



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

@ Including Fire Prevention, First Aid, Health & Safety, Soft Skills and Other Skills, etc.

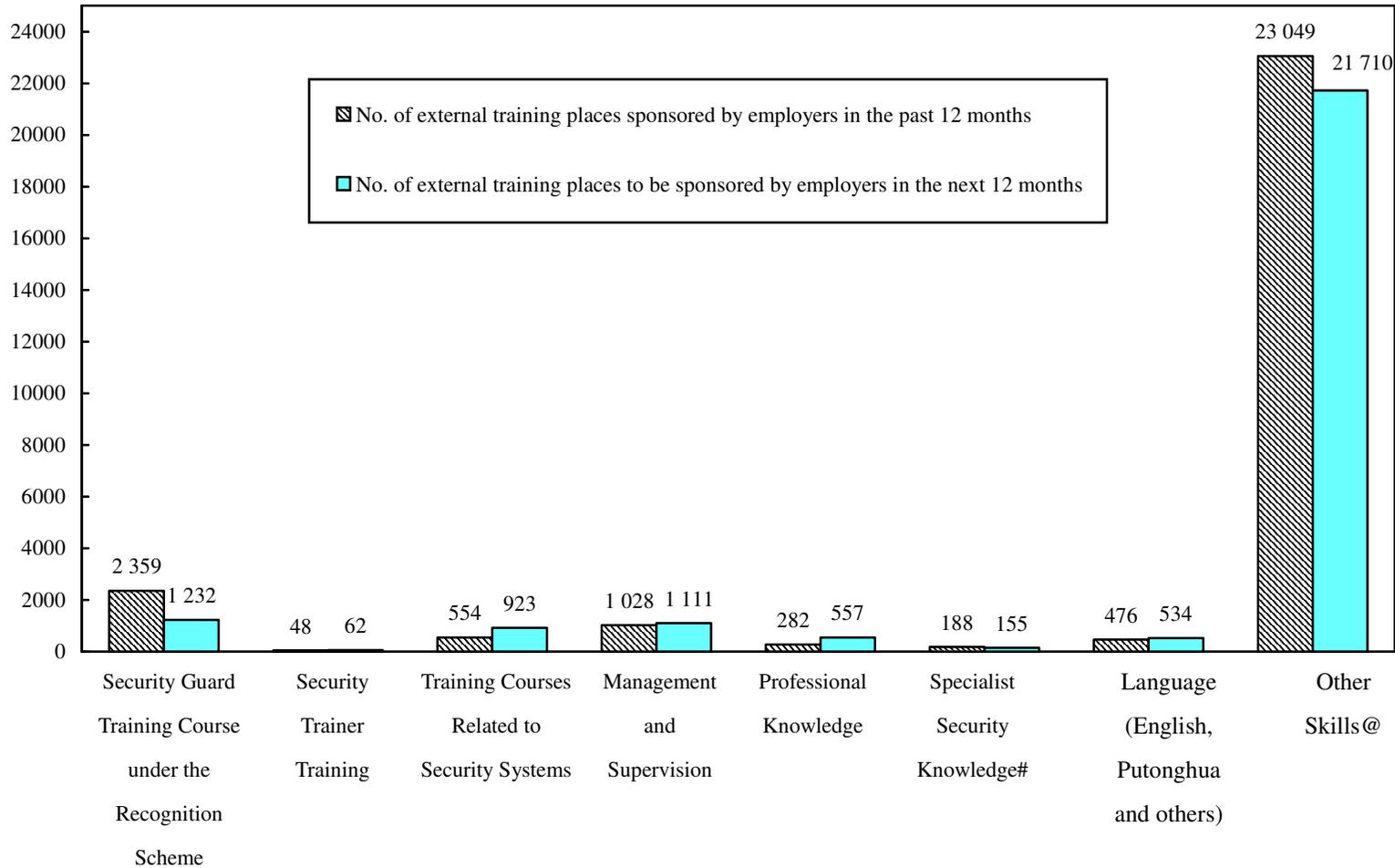
Figure 17(ii): Comparison of the Number of External Training Places Sponsored by Employers in the Past 12 Months between 2007 and 2009 Surveys



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

@ Including Fire Prevention, First Aid, Health & Safety, Soft Skills and Other Skills, etc.

Figure 17(iii): Comparison of the Number of External Training Places Sponsored by Employers in the Past 12 Months and to be Sponsored in the Next 12 Months



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

@ Including Fire Prevention, First Aid, Health & Safety, Soft Skills and Other Skills, etc.

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

Job Level Type of Courses	Managerial/Professional		Supervisory		Technician		Security Guard		Total	
	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers
<i>Security Guard Training Courses under the Recognition Scheme</i>	10	36	33	305	2	-	26	2 018	71	2 359
<i>Scheme for Quality Assured In-house Training</i>	9	-	19	-	-	-	34	-	62	-
<i>Security Trainer Training</i>	7	24	21	24	-	-	-	-	28	48
<i>Training Courses Related to Security Systems</i>	22	94	34	92	94	368	3	-	153	554
<i>Management and Supervision</i>	25	150	55	878	-	-	4	-	84	1 028
<i>Professional Knowledge</i>	31	40	33	102	10	-	30	140	104	282
<i>Specialist Security Knowledge</i>									-	-
(i) Use of Firearms and weapons	1	3	2	1	-	-	5	40	8	44
(ii) Cash-in-transit	1	2	2	-	-	-	5	4	8	6
(iii) VIP Protection	2	-	4	-	-	-	3	-	9	-
(iv) Guard dog handler training	-	-	-	-	-	-	-	-	-	-
(v) Armed instructor training	1	2	-	-	-	-	-	-	1	2
(vi) Central alarm monitoring station	1	-	1	-	2	-	2	-	6	-
(vii) Other Special Security Knowledge	3	20	4	55	3	61	2	-	12	136

Job Level Type of Courses	Managerial/Professional		Supervisory		Technician		Security Guard		Total	
	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers
<i>Language</i>										
(i) English	26	87	29	166	23	23	11	12	89	288
(ii) Putonghua	12	47	21	120	3	3	19	18	55	188
(iii) Others	-	-	-	-	-	-	-	-	-	-
<i>Other Skills</i>										
(i) Fire Prevention	18	51	107	639	13	65	158	3 436	296	4 191
(ii) First Aid	13	81	59	472	2	71	66	1 722	140	2 346
(iii) Health & Safety	24	100	65	609	14	202	98	3 767	201	4 678
(iv) Customer Service	31	47	118	547	14	68	180	6 662	343	7 324
(v) Soft Skills	9	42	28	245	1	-	72	3 308	110	3 595
(vi) Related Skills Upgrading	11	15	10	21	2	3	27	786	50	825
(vii) Others	-	23	21	19	12	15	1	33	34	90
Total:	257	864	666	4 295	195	879	746	21 946	1 864	27 984

Table P: Number of External Training Places to be Sponsored by Employers in the Next12 Months By Type by Job Level

Type of Courses	Job Level	Managerial/ Professional	Supervisory	Technician	Security Guard	Total
<i>Security Guard Training Courses under the Recognition Scheme</i>		14	180	-	1 038	1 232
<i>Security Trainer Training</i>		38	24	-	-	62
<i>Training Courses Related to Security Systems</i>		103	161	659	-	923
<i>Management and Supervision</i>		163	948	-	-	1 111
<i>Professional Knowledge</i>		68	139	250	100	557
<i>Specialist Security Knowledge</i>						
(i) Use of Firearms and weapons		3	1	-	17	21
(ii) Cash-in-transit		2	-	-	4	6
(iii) VIP Protection		-	-	-	-	-
(iv) Guard dog handler training		-	-	-	-	-
(v) Armed instructor training		2	-	-	-	2
(vi) Central alarm monitoring station		-	-	-	-	-
(vii) Other Special Security Knowledge		16	49	61	-	126

Type of Courses	Job Level	Managerial/ Professional	Supervisory	Technician	Security Guard	Total
<i>Language</i>						
(i) English		40	177	23	12	252
(ii) Putonghua		35	147	23	77	282
(iii) Others		-	-	-	-	-
<i>Other Skills</i>						
(i) Fire Prevention		47	570	58	3 154	3 829
(ii) First Aid		50	357	71	1 403	1 881
(iii) Health & Safety		58	496	182	2 753	3 489
(iv) Customer Service		37	446	311	6 134	6 928
(v) Soft Skills		62	375	-	3 871	4 308
(vi) Related Skills Upgrading		47	101	273	799	1 220
(vii) Others		5	19	-	31	55
Total:		790	4 190	1 911	19 393	26 284