

MANPOWER SURVEY STATISTICAL REPORT 2014

二〇一四年度人力調查統計報告書

AUTOMOBILE INDUSTRY

職業訓練局汽車業訓練委員會

AUTOMOBILE TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

汽車業



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SECTION I

INTRODUCTION

The Automobile Training Board

1.1 The Automobile Training Board of the Vocational Training Council is required by its terms of reference to determine the manpower and training needs of the automobile industry and to make recommendations to the Council for the development of training facilities to meet the needs. Membership of the Automobile Training Board is at Appendix 1.

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted a survey of the automobile industry during the period from 28th February to 30th May 2014 to collect up-to-date manpower information with a view to assessing the industry's manpower structure and training needs. The survey was carried out with the assistance of the Census and Statistics Department (C&SD).

1.3 The following information was collected from the survey:

- (i) the number of employees at the time of the survey;
- (ii) employers' forecast of the total number of employees in 2015;
- (iii) the number of existing vacancies;
- (iv) the number of employees under training;
- (v) the average monthly income of employees;
- (vi) employers' views on the preferred education, experience, training mode and training period of employees by job level; and
- (vii) the turnover rate of employees;
- (viii) estimated number of employees going to retire within the coming 5 years; and
- (ix) employers' views on different kinds of training that front-line sales persons should acquire.

Scope of the Survey

1.4 The survey scope covered both the vehicle servicing sector and the vehicle/auto-parts retail sector of the automobile industry. Establishments covered by the survey were divided into 6 branches. Their lists were extracted from C&SD's HSIC database as well as the supplementary samples provided by the Training Board.

<u>Branch</u>	<u>Type of Business</u>	<u>Number of Establishments</u>
(i)	Body assembly of motor vehicles (HSIC 290000)	59
(ii)	Servicing and repairing of motor vehicles and motorcycles (HSIC 951000)	2 908
(iii)	Retail sale of motor vehicles (HSIC 477301)	618
(iv)	Retail sale of motorcycles (HSIC 477302)	23
(v)	Retail sale of motor vehicle and motorcycles parts and accessories (HSIC 477303)	457
(vi)	Supplementary samples covered government departments, public utilities, companies maintaining fleet of vehicles and education institutes	57

(Note: HSIC denotes Hong Kong Standard Industrial Classification.)

1.5 According to the information provided by C&SD, there were totally 4 065 establishments in Branch 1 to Branch 5 as at the third quarter of 2013. In view of the limited resources available, a stratified random sampling method was adopted to select 466 establishments from these branches. After including 57 establishments from the supplementary list, the total sampling size of the survey was 523. The sampling plan is at Appendix 3. The sampled establishments employed about 54% of the total workforce of the industry.

Method of the Survey

1.6 Two weeks before the survey, the survey questionnaires and supporting documents were sent to the selected establishments. During the fieldwork period, interviewers from the C&SD visited the selected establishments to collect the completed questionnaires and, where necessary, assist the employers in completing them.

1.7 Each establishment received two questionnaires – one for the vehicle servicing sector; another for the vehicle/auto-parts retail sector. Depending on the business nature, an employer might fill in either one or both of these two questionnaires.

1.8 After the survey, the completed questionnaires were checked and, where necessary, verified with the respondents before being processed by the C&SD. The survey data were statistically grossed up to give the overall picture of the manpower situation of the automobile industry at the time of the survey.

Response to the Survey

1.9 Of the 526 establishments (including 3 newly discovered cases during field work), 423 (i.e. 80%) supplied the required information. A total of 17 establishments were no longer engaged in the automobile trade or did not have technical manpower. 46 establishments had closed, merged or temporarily ceased operation. 7 establishments did not provide suitable persons to complete the questionnaires. 15 establishments could not be contacted due to change in addresses. 10 establishments partially responded. 8 establishments declined to supply any information. The effective response rate was 98.2%¹.

The Report

1.10 This report presents the findings of the survey, the Training Board's forecast of the manpower needs of the automobile industry and its recommendations on measures to meet these needs. In the report, the terms 'manpower', 'employees' and 'workers' refer to the total number of persons (excluding trainees and apprentices) employed in the 39 principal jobs of the automobile industry; the term 'trainees' means all persons receiving any form of training including those under a contract of apprenticeship. The list of 39 principal jobs adopted in the survey of the automobile industry and their job descriptions are shown in Appendix 5.

¹ effective response rate = $\frac{\text{completed} + \text{partially completed}}{\text{completed} + \text{partially completed} + \text{refusal}} = \frac{423 + 10}{423 + 10 + 8} = 98.2\%$

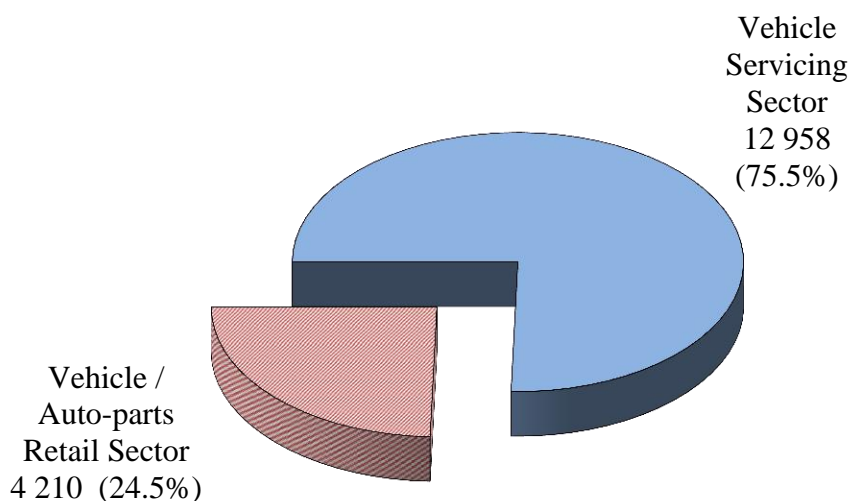
SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Employees Employed

2.1 The survey revealed that at the time of survey, a total of 17 168 employees were employed in the principal jobs of the automobile industry in Hong Kong. Of the 17 168 employees, 12 958 (75.5%) were employed in the vehicle servicing sector, 4 210 (24.5%) in the vehicle / auto-parts retail sector. The distribution of employees by sector is shown in Figure 1.

Figure 1 Distribution of Automobile Employees by Sector



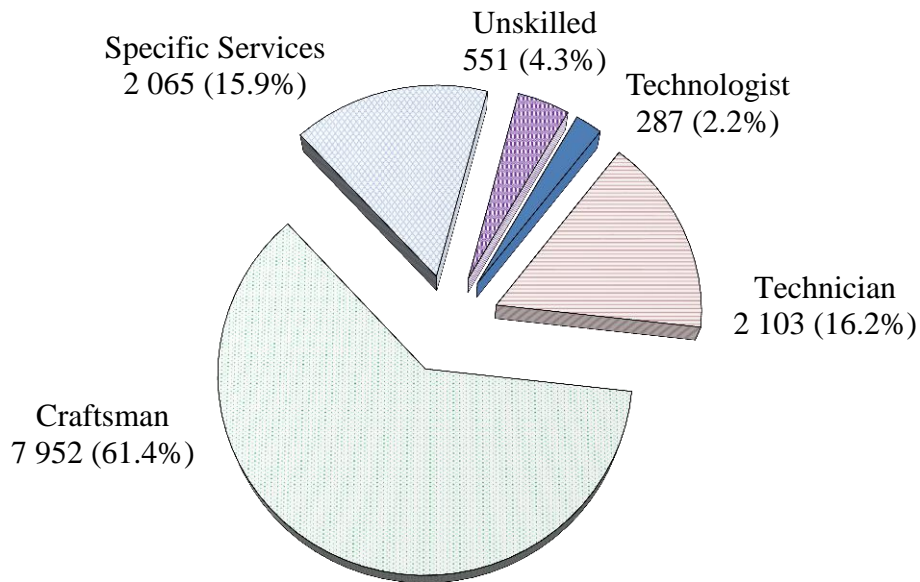
Vehicle Servicing Sector

2.2 The distribution of employees (excluding trainees) by job level of the vehicle servicing sector is given in Table A and Figure 2 below:

Table A Distribution of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees	Percentage of Total Employed
Technologist	287	2.2%
Technician	2 103	16.2%
Craftsman	7 952	61.4%
Specific Services	2 065	15.9%
Unskilled	551	4.3%
Total	12 958	100.0%

Figure 2 Distribution of Employees by Job Level of the Vehicle Servicing Sector



2.3 At the time of the survey, there were 645 trainees in the vehicle servicing sector, amounting to 5% of the total employees. Their distribution by job level is given in Table B below.

Table B Distribution of Trainees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Trainees	Percentage of Total Employed at the Same Level
Technologist	3	1.0%
Technician	16 (3)	0.8%
Craftsman	617 (308)	7.8%
Specific Services	9 (146)	0.4%
Unskilled	0	-
Total	645	5.0%

Note: The numbers in brackets are employers' estimate on the number of apprentices to be recruited in the coming 12 months.

2.4 Employers reported a total of 904 vacancies, representing about 7.0% of the total manpower of the vehicle servicing sector at the time of the survey. The distribution of the vacancies by job level is shown in Table C below.

Table C Distribution of Vacancies by Job Level of the Vehicle Servicing Sector

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Technologist	3	1.0%
Technician	77	3.7%
Craftsman	530	6.7%
Specific Services	252	12.2%
Unskilled	42	7.6%
Total	904	7.0%

2.5 Employers forecasted a total of 14 028 employees (excluding trainees) in 2015 in the vehicle servicing sector – 1.2% more than the total number of employees and vacancies at the time of field work in 2014. Their distribution by job level is shown in Table D below:

Table D Forecasted Number of Employees by Job Level of the Vehicle Servicing Sector

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees in 2015
Technologist	290	291
Technician	2 180	2 187
Craftsman	8 482	8 575
Specific Services	2 317	2 382
Unskilled	593	593
Total	13 862	14 028

2.6 The distribution of employees by monthly income ranges by job level of the vehicle servicing sector is detailed in Table E below, and by principal job in Table 3 of Appendix 6.

Table E Distribution of Employees by Monthly Income Range by Job Level of the Vehicle Servicing Sector

Monthly Income Range	Technologist	Technician	Craftsman	Specific Services	Unskilled	All
Under \$8,001	-	-	-	-	18	18
\$8,001 - \$10,000	-	32	1 380	415	379	2 206
\$10,001 - \$15,000	-	284	3 292	1 147	139	4 862
\$15,001 - \$20,000	1	591	2 406	366	-	3 364
\$20,001 - \$25,000	60	570	284	1	-	915
\$25,001 - \$35,000	70	332	-	-	-	402
Over \$35,000	118	22	-	-	-	140
Unspecified	38	272	590	136	15	1 051
Total	287	2 103	7 952	2 065	551	12 958

2.7 The views of employers on the preferred education, training mode and training period for their employees at the technologist, technician, craftsman and specific services levels are given in Figure 3 to Figure 5.

Figure 3 Employers' Views on Preferred Education by Job Level of the Vehicle Servicing Sector

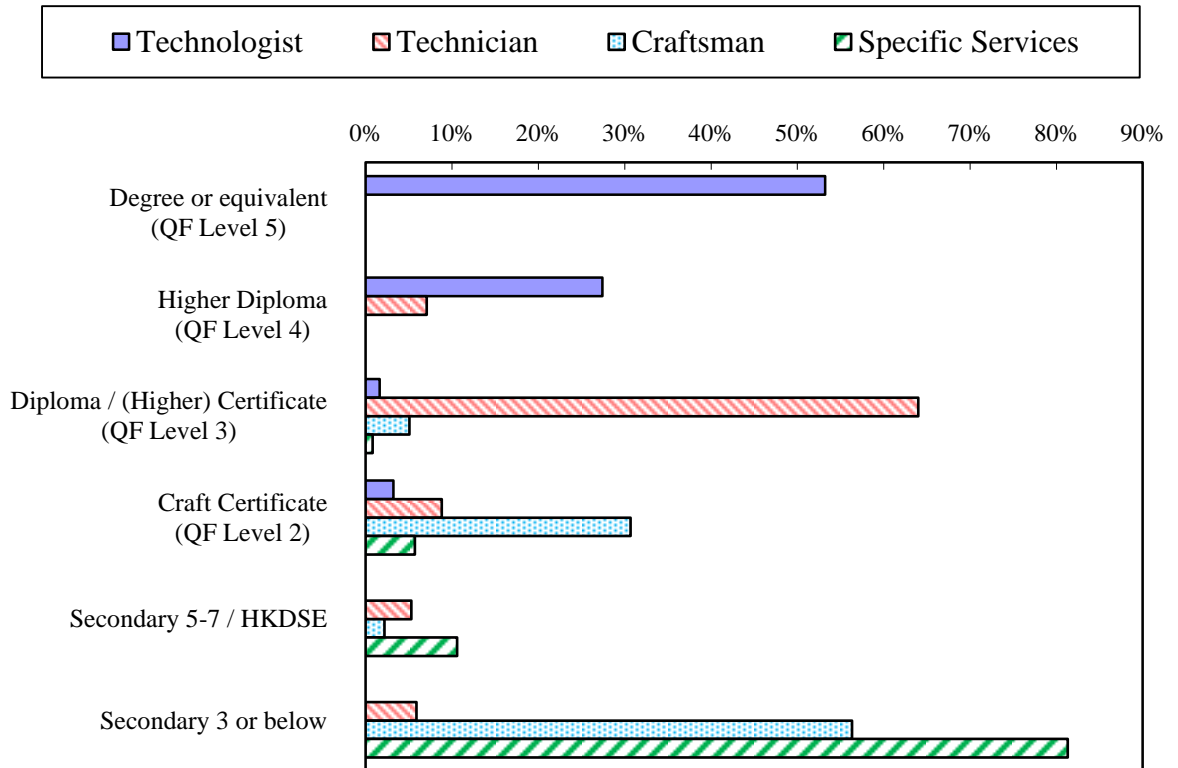


Figure 4 Employers' Views on Preferred Training Mode by Job Level of the Vehicle Servicing Sector

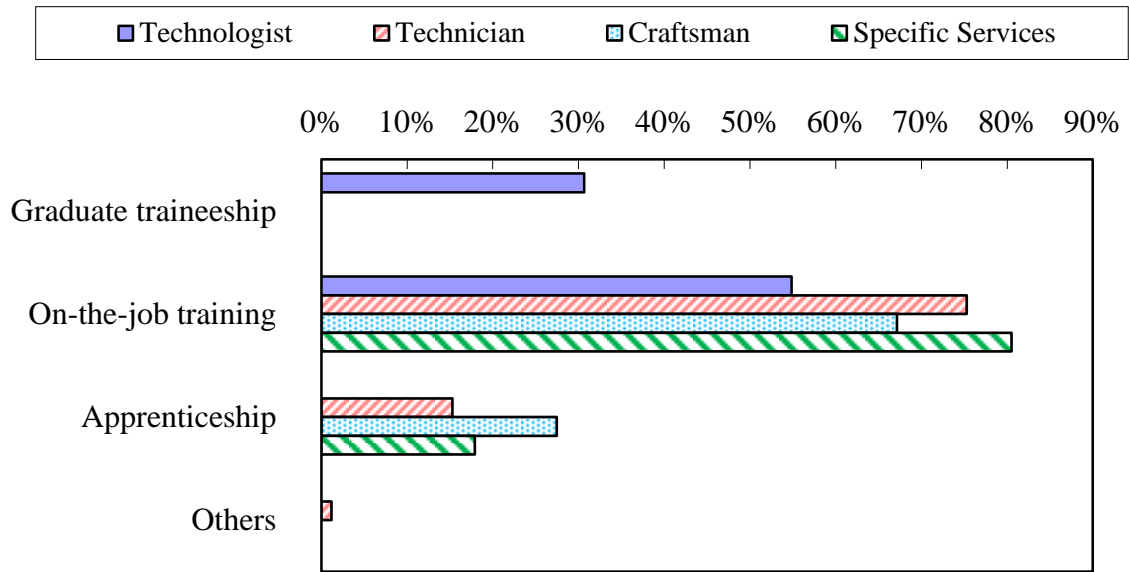
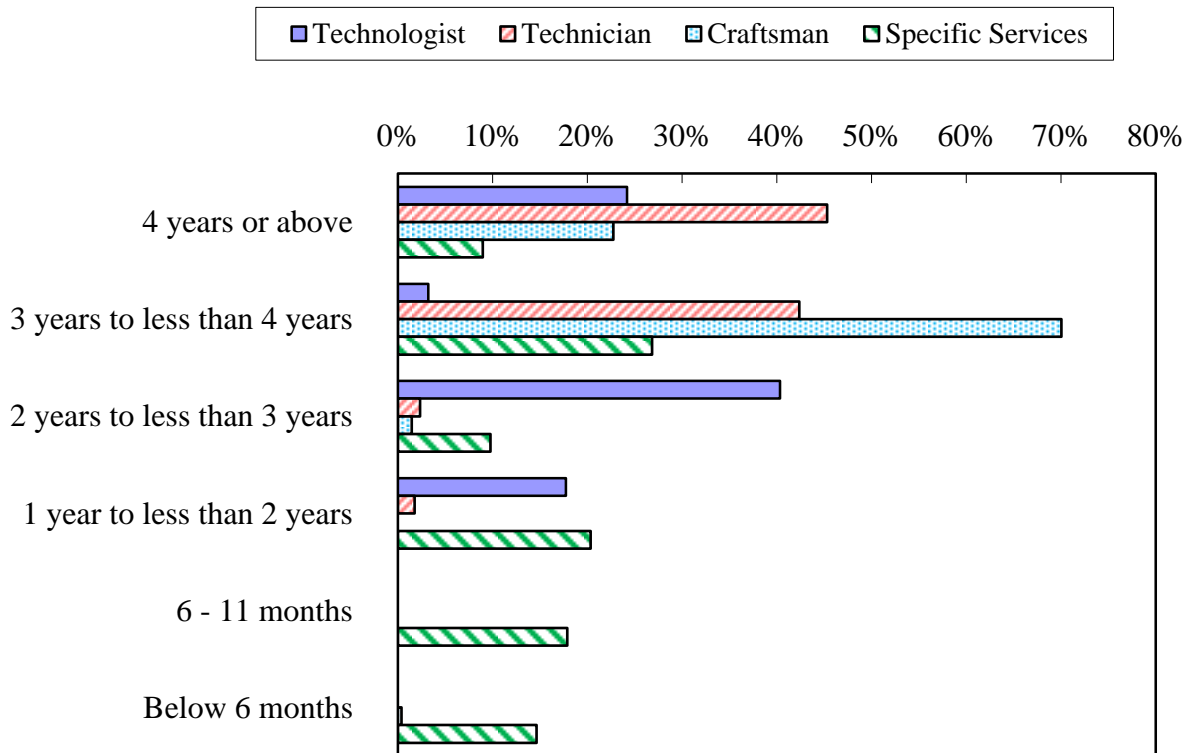
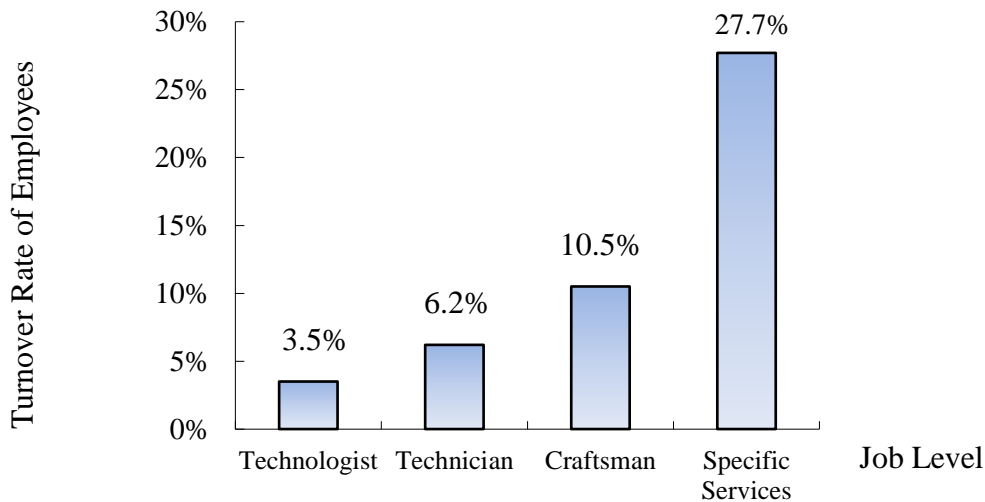


Figure 5 Employers' Views on Preferred Training Period by Job Level of the Vehicle Servicing Sector



2.8 Employers reported that 1 546 technologists, technicians, craftsmen and specific services workers (or 12.5% of the total posts in these job levels) had left within 12 months before the survey. Among them, there were 1 405 craftsmen and specific services workers accounting for the largest portion. The turnover rates of employees of the vehicle servicing sector are shown in Figure 6.

Figure 6 Turnover Rate of Employees of the Vehicle Servicing Sector



2.9 Employers' forecast on the number of employees going to retire within the coming 5 years of the vehicle servicing sector is shown in Table F below.

Table F Estimated number of employees retire within the coming 5 years of the vehicle servicing sector

Job Level	Number of employees at Time of Survey	Employers' forecast on number of employees retire within the coming 5 years	Annual Average Retirement Rate
Technologist	287	34	2.4%
Technician	2 103	190	1.8%
Craftsman	7 952	627	1.6%
Specific Services	2 065	58	0.6%
Total	12 407	909	1.5%

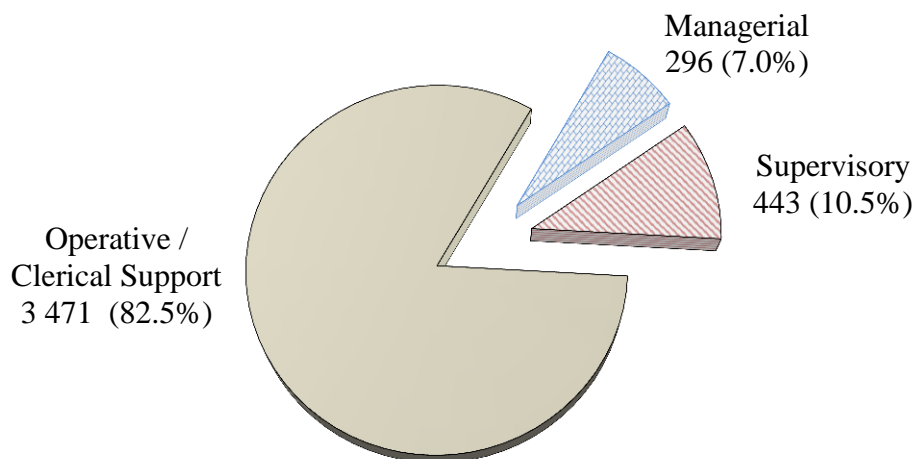
Vehicle / Auto-parts Retail Sector

2.10 The distribution of employees by job level of the vehicle / auto-parts retail sector is given in Table G and Figure 7 below.

Table G Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Employees	Percentage of Total Employed
Managerial	296	7.0%
Supervisory	443	10.5%
Operative/Clerical Support	3 471	82.5%
Total	4 210	100.0%

Figure 7 Distribution of Employees by Job Level of the Vehicle / Auto-parts Retail Sector



2.11 At the time of the survey, there were no trainees in the vehicle / auto-parts retail sector.

2.12 Employers reported a total of 115 vacancies, representing about 2.7% of the total manpower of the vehicle / auto-parts retail sector at the time of the survey. The distribution of the vacancies by job level is shown in Table H below:

Table H Distribution of Vacancies by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Vacancies	Percentage of Total Employed at the Same Level
Managerial	0	-
Supervisory	3	0.7%
Operative/Clerical Support	112	3.2%
Total	115	2.7%

2.13 Employers forecasted a total of 4 342 employees in 2015 in the vehicle / auto-parts retail sector, – 0.4% more than the total number of employees and vacancies at the time of field work in 2014. Their distribution by job level is shown in Table I below.

Table I Distribution of Forecasted Number of Employees in 2015 by Job Level of the Vehicle / Auto-parts Retail Sector

Job Level	Number of Employees Plus Vacancies at Time of Survey	Employers' Forecast on Number of Employees in 2015
Managerial	296	298
Supervisory	446	446
Operative/Clerical Support	3 583	3 598
Total	4 325	4 342

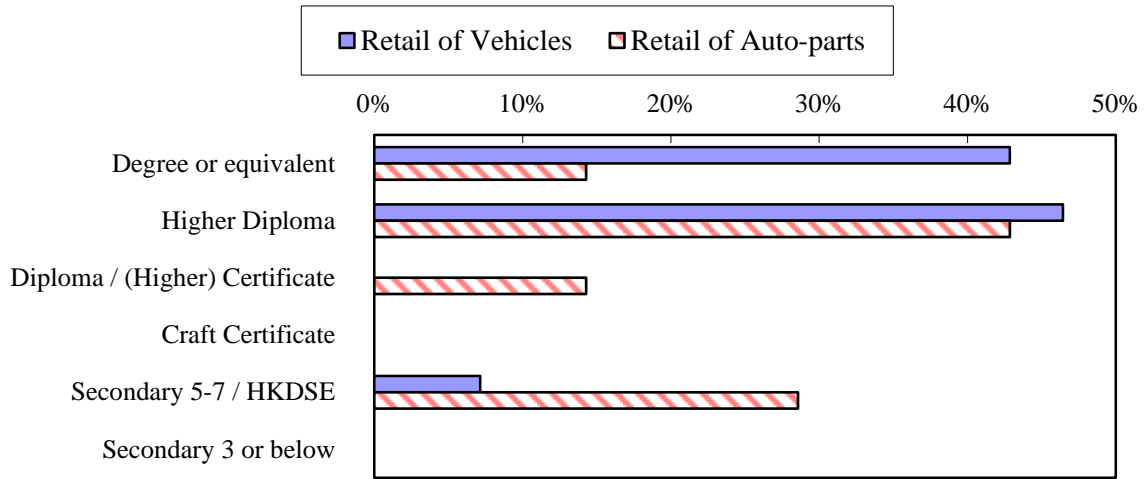
2.14 The distribution of employees by monthly income ranges by job level of the vehicle / auto-parts retail sector is detailed in Table J below, and by branch by principal job in Table 4 of Appendix 6.

Table J Distribution of Employees by Monthly Income Range by Job Level of the Vehicle / Auto-parts Retail Sector

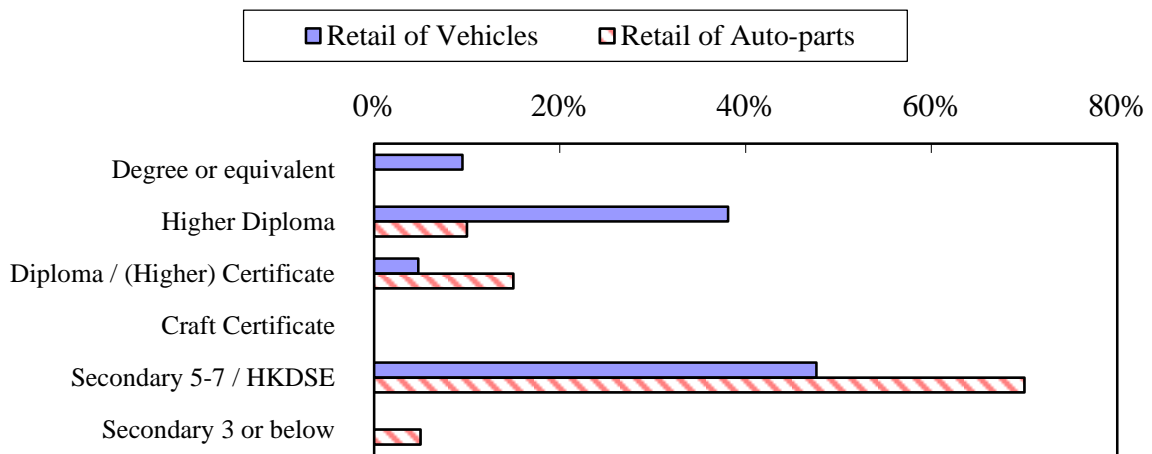
Monthly Income Range	Managerial	Supervisory	Operative/ Clerical Support	All
Under \$8,001	-	-	-	-
\$8,001 - \$10,000	-	-	286	286
\$10,001 - \$15,000	2	79	1 349	1 430
\$15,001 - \$20,000	8	126	707	841
\$20,001 - \$25,000	8	128	329	465
\$25,001 - \$35,000	72	37	250	359
Over \$35,000	127	31	109	267
Unspecified	81	42	441	564
Total	298	443	3 471	4 212

2.15 The views of employers on the preferred education and experience of their employees at the managerial, supervisory and operative/clerical support levels are given in Figure 8 and Figure 9.

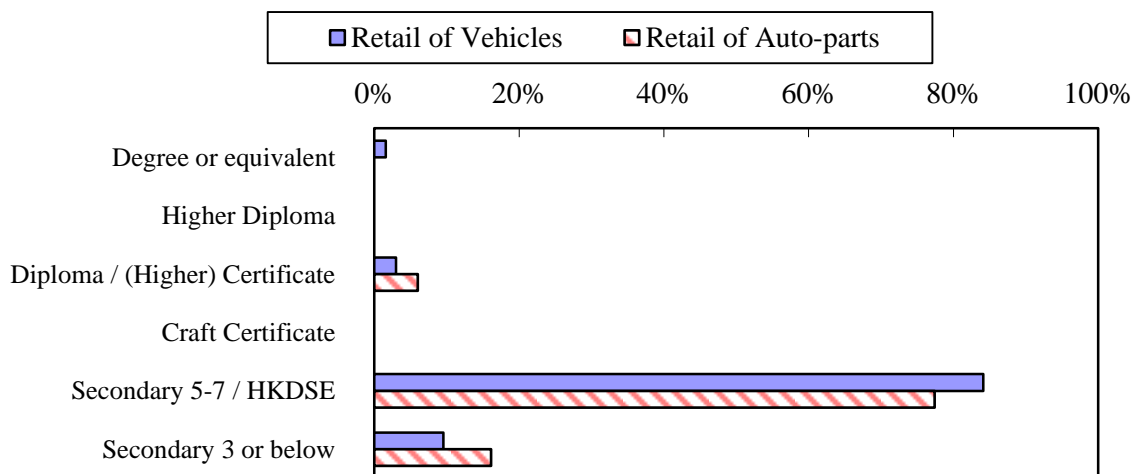
Figure 8 Employers' Views on Preferred Education by Job Level of the Vehicle/Auto-parts Retail Sector



Preferred Education of Employees at Managerial Level

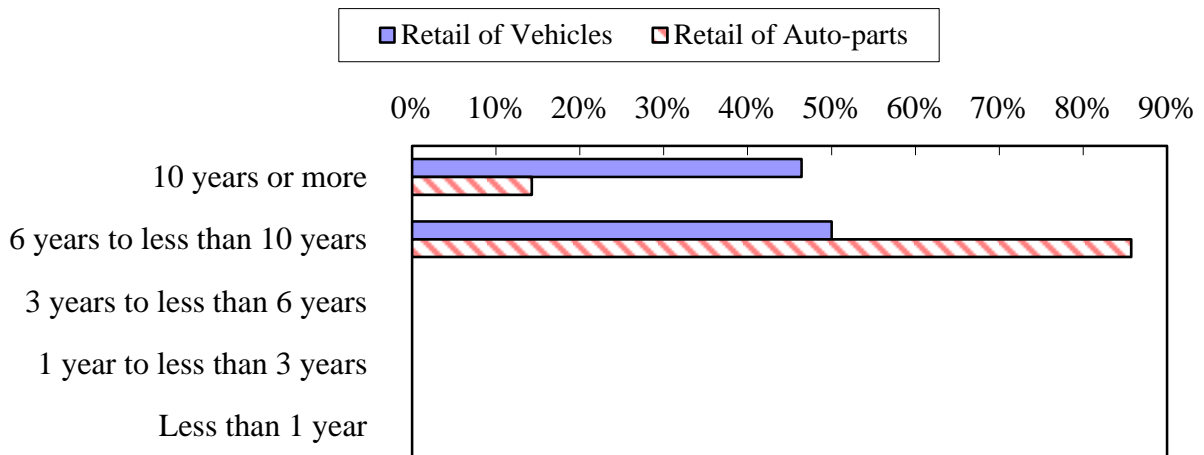


Preferred Education of Employees at Supervisory Level

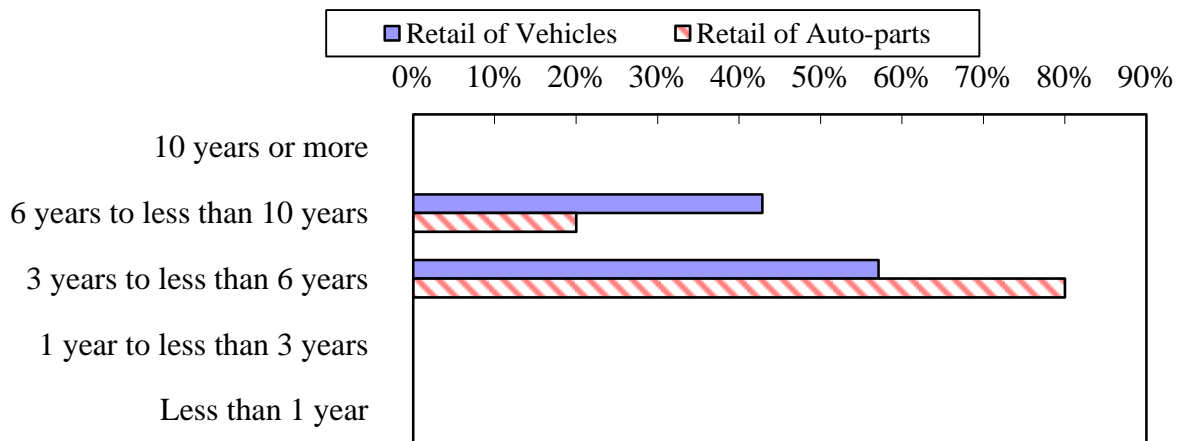


Preferred Education of Employees at Operative / Clerical Support Level

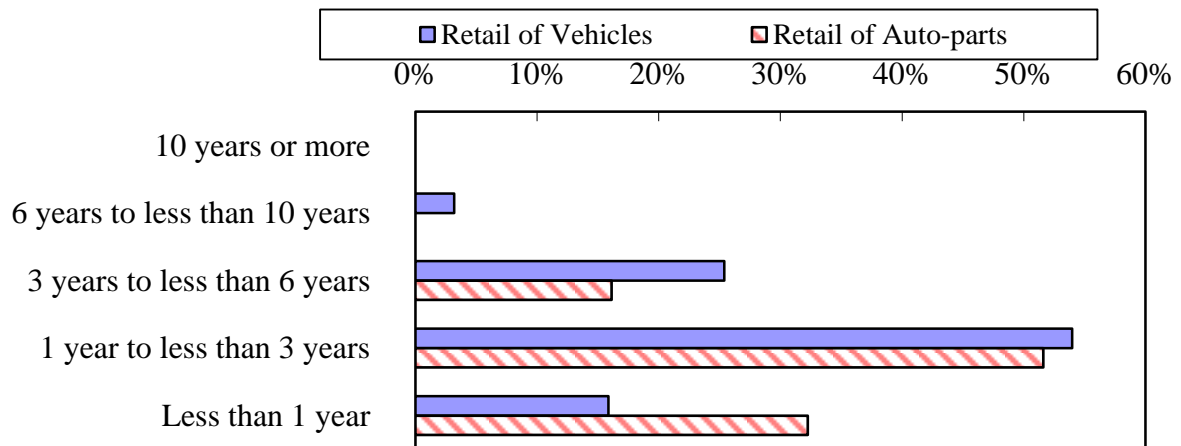
Figure 9 Employers' Views on Preferred Experience by Job Level of the Vehicle / Auto-parts Retail Sector



Preferred Experience of Employees at Managerial Level



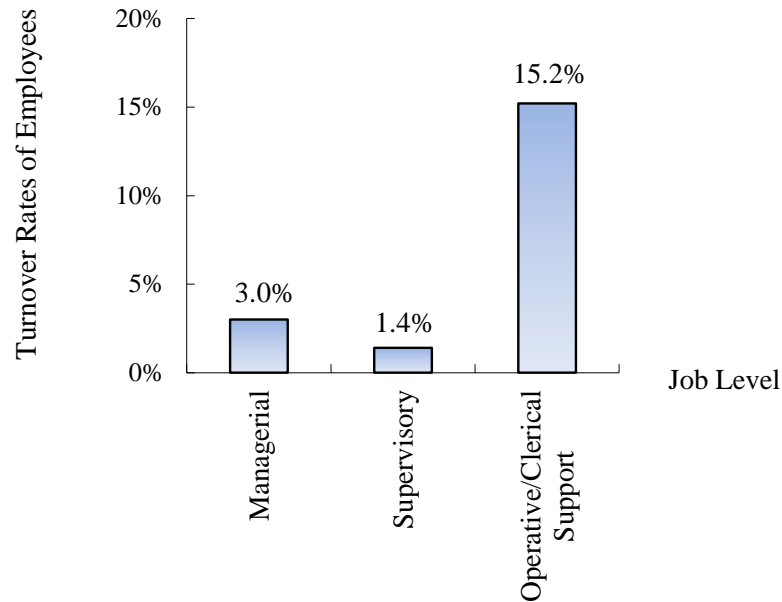
Preferred Experience of Employees at Supervisory Level



Preferred Experience of Employees at Operative/Clerical Support Level

2.16 Employers reported that 544 employees (or 12.9% of the total posts) had left within 12 months before the survey. Among them, there were 529 operative/clerical staff, accounting for the largest portion. The turnover rates of employees of the vehicle / auto-parts retail sector are shown in Figure 10.

Figure 10 Turnover Rate of Employees of the Vehicle / Auto-parts Retail Sector



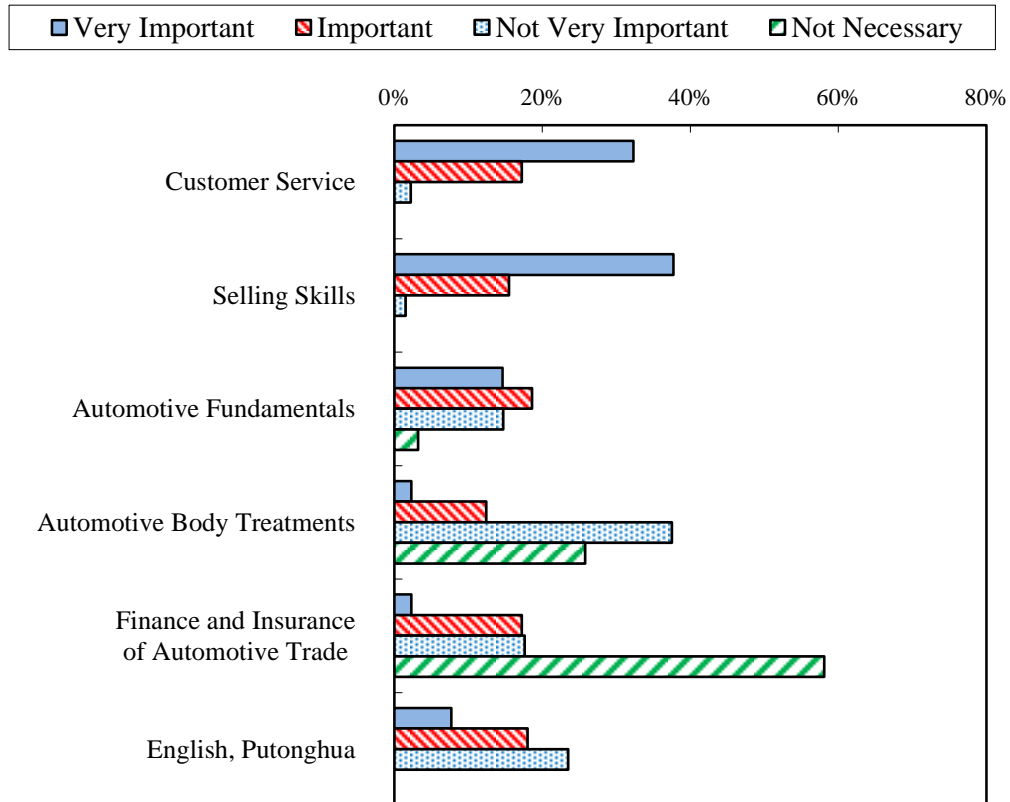
2.17 Employers' forecast on number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector is shown in Table K.

Table K Estimated number of employees retire within the coming 5 years of the vehicle / auto-parts retail sector

Job Level	Number of employees at Time of Survey	Employers' forecast on number of employees retire within the coming 5 years	Annual Average Retirement Rate
Managerial	296	7	0.5%
Supervisory	443	25	1.1%
Operative / Clerical Support	3 471	172	1.0%
Total	4 210	204	1.0%

2.18 Employers were asked to rate the importance of 6 training areas for front-line sales persons of the vehicle / auto-parts retail sector. Their opinions were shown in Figure 11.

Figure 11 Training Needs of Front-line Sales Persons of the Vehicle / Auto-parts Retail Sector



Statistical Tables

2.19 The detailed manpower statistics of the automobile industry by sector, by job level and by principal job including number of employees employed, trainees, vacancies and employers' forecast number of employees in 2015 is tabulated in Table 1 and Table 2 of Appendix 6.

Automobile Training Board

Membership

(As at 1st October 2014)

Chairman:

Mr LEUNG Tat-ming (nominated by a motor vehicle distributor)

Members:

Mr CHAN Hon-hung (nominated by the Hong Kong Auto Parts Industry Association)

Mr CHAN Wai-hung, Ian (nominated by the Service Managers Association)

Mr CHEUNG Chun-hung, Frank (nominated by a motor vehicle distributor)

Mr FUNG Kwok-chu, Frank (nominated by a bus company)

Mr KWOK Kai-shing (nominated by a motor vehicle servicing establishment other than vehicle distributors)

Mr LAM Tin-fu (nominated by the Motor Transport Workers General Union)

Mr LAM Yat-nam, Marcus (nominated by a key vehicle components manufacturer)

Mr LAU Kai-sing, Ted (nominated by a motor vehicle distributor)

Mr LIU Keung (nominated by Hong Kong Vehicle Repair Merchants Association Ltd.)

Ir TANG Wing-hong, Madison (ad personam)

Mr YIM King-lun (nominated by a motor vehicle distributor)

Ms CHAN Wai-chu (representative of the Commissioner for Labour)

Mr LO Kin-hung (representative of the Director of Electrical and Mechanical Services)

Mr YAM Yat-shing (representative of the Director of Environmental Protection)

Mr YEUNG Tat-wing, Jimmy (representative of the Commissioner for Transport)

Dr FUNG Kin-keung, Michael (representative of the Executive Director of the Vocational Training Council)

In-attendance:

Dr TANG Shung-tse, Alan (representative of the Hong Kong Institute of Vocational Education)

Mr YUEN Wai-ming (Manager-in-Charge, Pro-Act Training and Development Centre (Automobile))

Secretary:

Mr FUNG Ming-kong, Steve (Vocational Training Council)

2014 Manpower Survey of the Automobile Industry
汽車業二〇一四年人力調查

Sampling Plan (Q3/2013)
抽樣方案 (2013年第三季)

HSIC 香港標準 行業分類	Branch 門類	Employment Size 僱員人數	Stratum Code 分層 編碼	No. of Companies 公司數目	Sampling Fraction 樣本 百分比	Sample Size 樣本數目	New Discovery 新增機構	Establishment No. 機構編號
1 290000	Body assembly of motor vehicles 汽車的裝嵌	1-9	1	52	0.45	23		010001 - 010030
		10-19	2	5	1	5		
		20 & Above 及以上	3	2	1	2		
		Sub-total 分類總數		59		30		
2 951000	Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維修服務	1-9	1	2794	0.07	196	2	020001 - 020312
		10-19	2	96	1	96		
		20 & Above 及以上	3	18	1	18		
		Sub-total 分類總數		2908		310	2	
3	* Supplementary Samples for Servicing and repairing of motor vehicles and motorcycles 汽車及電單車維修服務附加調查機構	10-19	2	1	1	1		030001 - 030016
		20 & Above 及以上	3	15	1	15		
		Sub-total 分類總數		16		16		
4 477301	Retail sale of motor vehicles 汽車零售店	1-9	1	587	0.07	41		040001 - 040072
		10-19	2	22	1	22		
		20 & Above 及以上	3	9	1	9		
		Sub-total 分類總數		618		72		
5 477302	Retail sale of motorcycles 電單車零售店	1-9	1	21	0.4	8		050001 - 050010
		10-19	2	2	1	2		
		Sub-total 分類總數		23		10		
6 477303	Retail sale of motor vehicle and motorcycle parts and accessories 汽車及電單車配件及零件零售店	1-9	1	439	0.06	26		060001 - 060044
		10-19	2	14	1	14		
		20 & Above 及以上	3	4	1	4		
		Sub-total 分類總數		457		44		
7	* Supplementary Samples for Retail sale of motor vehicles and motorcycles, Parts and accessories of motor vehicles and motorcycles 汽車及電單車配件及零件零售店附加調查機構	10-19	2	1	1	1		070001 - 070008
		20 & Above 及以上	3	7	1	7		
		Sub-total 分類總數		8		8		
8	* Supplementary Samples 附加調查機構	1-9	1	5	1	5		080001 - 080034
		10-19	2	1	1	1		
		20 & Above 及以上	3	27	1	27	1	
		Sub-total 分類總數		33		33	1	
Total 總數				4122		523	3	

Notes: * Data collect at company level
 註: * 以公司名義收集數據

Code No. 編號	Job Title 職稱	Job Description 工作說明
TECHNOLOGIST LEVEL (Continued) 技師級 (續)		
		<p>(v) 進行檢查及測試，評估設備性能以及提供技術方面的意見；</p> <p>(vi) 為大型車隊訂定預防性維修計劃；</p> <p>(vii) 負責管理汽車維修機構內一切工程及有關事宜，包括工作安全及員工健康。</p>
102	Service Manager 維修部經理	<p>Manages all commercial and technical activities of an organization engaged in motor vehicle repairs and servicing, including safety and health matters.</p> <p>負責管理汽車維修機構內一切業務及技術方面的工作，包括工作安全及員工健康。</p>
TECHNICIAN LEVEL 技術員級		
201	Service Instructor 維修教導員	<p>Instructs apprentices, trainees and other employees in motor vehicle servicing and repairs.</p> <p>教導學徒、受訓者及其他僱員有關汽車維修的知識及技能。</p>
202	Motor Vehicle Examiner/Tester 汽車檢查員／測試員	<p>Inspects and tests motor vehicles for their conditions and road-worthiness compliance, including inspection before and after repairs, as well as testing in compliance with legal requirements.</p> <p>檢查及測試汽車的狀況和路面行駛性能，包括維修前或維修後檢查或測試有關車輛是否符合法律的規定。</p>
203	Service Supervisor	<p>Performs supervisory duties contributory to:</p> <p>(i) the planning and allocation of tasks to foremen and other employees,</p> <p>(ii) the inspection, servicing and repairs of motor vehicles, and</p> <p>(iii) the installation and maintenance of workshop equipment.</p>

Code No. 編號	Job Title 職稱	Job Description 工作說明
TECHNICIAN LEVEL (Continued) 技術員級 (續)		
	維修監督	執行下列監督工作，以便協助： (i) 策劃及分配工作予管工及其他僱員； (ii) 檢查與維修汽車； (iii) 安裝與維修工場設備。
204	Services Adviser/ Receptionist 維修服務員／款待員	Records customers' requirements, recommends repairs and servicing, advises and liaises with customers regarding progress of work. 記錄顧客的要求，建議適當的維修服務，並與顧客聯絡，知會有關工作的進展。
205	Engineering Technician 工程技術員	Performs technical tasks contributory to the modification or improvement work on vehicles, the design, installation and maintenance of workshop facilities, and technical support for vehicle servicing, either independently or under the direction of a mechanical engineer (automotive) or a service manager. 獨立或在汽車機械工程師／維修部經理的指導下執行技術職務，以協助進行：汽車的改裝或改良；工場設備的設計、安裝及維修；汽車維修方面的技術支援。
CRAFTSMAN LEVEL 技工級		
301	Vehicle Mechanic 汽車機械工 (M, M(b))	Services and repairs all types of vehicles. 維修各類型汽車。
302	Vehicle Electrician 汽車電工(E, E(b))	Services and repairs electrical and electronic systems and components of motor vehicles. 維修汽車電氣、電子系統和組件。
303	Vehicle Body Repairer 車身修理 (B1, B1(b))	Repairs motor vehicle bodies. 修理汽車車身。
305	Vehicle Painter 汽車噴漆 (B2, B2(b))	Prepares and paints vehicle bodies. 負責噴漆前的準備工作以及噴塗車身。

Code No. 編號	Job Title 職稱	Job Description 工作說明
SPECIFIC SERVICES 專項服務		
304	Vehicle Body Builder 車身建造工 (S7)	Constructs and converts motor vehicle bodies. 建造與改裝汽車車身。
306	Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	Installs, services and repairs vehicle air-conditioners. 安裝與維修汽車冷氣機。
307	Vehicle Upholsterer 車內裝飾工	Provides seats, seat covers, floor covers and interior trim in vehicles. 製造及裝設車椅、車椅面、車地板面及車內一切裝飾。
308	Machinist 機床工	Produces and reconditions vehicle components by the use of common or special purpose machine tools. 使用一般或專門的機床生產與整修汽車零件。
309	Industrial Vehicle Mechanic 工業機車技工	Services and repairs all types of industrial vehicles (e.g. fork lift truck, straddle carrier, shovel loader, etc.). 維修各類型工業機車（例如：叉式鏟車、貨櫃搬機車及鏟斗式裝載車等）。
310	Motorcycle Mechanic 電單車機械工 (S1)	Services and repairs motorcycles. 維修電單車。
401	Tyre Worker 輪胎工 (S2)	Replaces and repairs vehicle tyres. 更換及維修汽車輪胎。
402	Battery Worker 電池工 (S3)	Tests and replaces vehicle batteries. 測試及更換汽車電池。
403	Lubrication Worker 更換機油工 (S4)	Replaces lubrication oils for vehicles. 更換汽車機油。

Code No. 編號	Job Title 職稱	Job Description 工作說明
404	Car Accessories Worker 車輛配件工 (S5)	Installs and repairs vehicle accessories, e.g. audio, bugler alarm system, etc. 安裝及維修汽車配件，如音響、防盜系統等。
405	Car Detailing Worker 汽車美容工	Cleans, polishes and waxes vehicles. 為汽車清潔，拋光和打蠟。
UNSKILLED LEVEL 非技術工人級		
501	General Worker/ Cleaner 雜工／清潔工	Performs duties of a general nature not requiring any training or skill, such as cleaning and polishing of motor vehicles after repairs and servicing, and tidying up garage. 擔任不需專門訓練或技能的一般性質工作，例如汽車維修後的清抹，以及車房的清潔工作。

B. Vehicle / Auto-parts Retail 汽車／零件零售界別

Code No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL 經理級		
111	Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事	Owns and runs the business. 擁有和經營業務。
112	General Manager 總經理	Assumes total responsibility for retail operations, merchandising, sales and marketing functions. 負責機構內零售業務、採購、銷售和市場推廣所有事宜。
113	Sales Manager 營業經理	Plans, directs and manages sales-related activities aiming at maximizing sales. Directly contacts clients to promote sales. 策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。
114	Marketing Manager 市場推廣經理	Plans, directs and manages marketing functions including advertising, public relations and corporate communications. 策劃、指導和管理市場推廣工作，包括廣告、公共關係及企業傳訊。
115	Customer Services Manager 客戶服務經理	Plans, organizes, directs and controls activities relating to customer services. Contacts customers, liaises with internal departments to ensure provision of high standard customer services. 策劃、組織、指導客戶服務工作。聯絡客戶及公司內部門，確保客戶服務達到理想水平。
116	Merchandising Manager 採購經理	Plans, organizes, directs and controls merchandising or buying activities. Assesses market demand by carrying out market surveys or studies. Contacts suppliers, coordinates with appropriate departments to ensure continuity and quality of merchandise supply. 策劃、組織、監管採購工作。調查和研究市場情況，以釐訂需求。聯絡供應商，協調有關部門工作，確保貨源充足，並符合品質要求。

Code No. 編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (Continued) 經理級 (續)		
117	Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	Plans, directs and manages logistics/distribution/warehousing activities to ensure smooth operation of merchandise flow. 策劃、指導和管理物流／運輸／存倉工作，確保物流順利。
SUPERVISORY LEVEL 主任級		
211	Store / Branch Supervisor 店舖／分店營業主任	Responsible for the sale of a particular merchandise or a range of merchandises in a store/outlet. Checks and studies sales figures, stock and customers' preference and makes subsequent recommendations. Supervises a team of sales staff. 負責某種貨品或數種貨品在一間店舖／經銷店的銷售。查核和研究銷售數字、貨品存貨及顧客要求，然後提出建議。監督一組售貨員的工作。
212	Customer Services Supervisor 客戶服務主任	Supervises and implements activities relating to customer services. Provides services directly to customers. 監督、推行與客戶服務有關的工作。直接向客戶提供服務。
213	Merchandiser/Buyer 採購主任	Responsible for merchandising or buying functions. Liaises and negotiates with suppliers and appropriate departments to ensure continuity and quality of merchandise supply. 負責商品採購工作。與供應商及有關部門聯絡洽商，確保貨源充足，並符合品質要求。
214	Parts / Logistics / Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	Engaged in promotion and effect of the sales of automotive parts and accessories. Supervises logistics, distribution and warehousing of merchandise to achieve planned levels of services to users and customers. 推銷、出售汽車零件及附件。監督貨品的物流、運輸及存倉工作，以便為使用者及顧客提供有系統服務。

Code No. 編號	Job Title 職稱	Job Description 工作說明
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員／文員級		
511	Senior Sales Representative / Staff 高級營業員 / 售貨員	Sells merchandise, provides customer service, and / or operates cash register in retail store. Typically has more sales experiences and/or good sales records. (If companies do not have their own system of classification, sales staff having 5 years or more relevant experience in the industry will be classified as senior.) 在零售店／經銷店售賣貨品，提供顧客服務及／或負責收銀工作；具較多銷售經驗及／或良好銷售紀錄。（如公司沒有特別說明，具五年或以上相關經驗者為高級售貨員）
512	Junior Sales Representative / Staff 初級營業員 / 售貨員	Sells merchandise, provides customer service, and / or operates cash register in retail store. Usually has less sales experience. (If companies do not have their own system of classification, sales staff having less than 5 years of relevant experience in the industry will be classified as junior.) 在零售店／經銷店售賣貨品，提供顧客服務及／或負責收銀工作；通常銷售經驗較少。（如公司沒有特別說明，具少於五年相關經驗者為初級售貨員）
513	Stock Assistant 存貨助理	Delivers and receives merchandise, arranges storage, fills up shelves in warehouse and / or in stores. 收發貨品，安排儲存，添補貨倉及／或店舖貨架的存貨。
514	Part Time Sales/Service Staff 兼職售貨員／服務員	Employed on part time basis. Sells merchandise, provides customer service, and / or operates cash register in retail store. 以兼職方式受僱。在零售店／經銷店售賣貨品，提供顧客服務及／或負責收銀工作。
515	Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	

TABLE 1 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector A: Vehicle Servicing)

表一：汽車業人力統計數字（汽車維修界別）

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數
TECHNOLOGIST LEVEL 技師級				
Mechanical Engineer (Automotive) 汽車機械工程師	106	3	-	107
Service Manager 維修部經理	181	-	3	184
Sub-total 分類總數	287	3	3	291
TECHNICIAN LEVEL 技術員級				
Service Instructor 維修教導員	61	-	-	61
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	357	-	19	378
Service Supervisor 維修監督	977	6	3	986
Services Adviser/Receptionist 維修服務員／款待員	445	-	52	497
Engineering Technician 工程技術員	263	10	3	265
Sub-total 分類總數	2 103	16	77	2 187
CRAFTSMAN LEVEL 技工級				
Vehicle Mechanic 汽車機械工 (M, M(b))	6 013	486	484	6 590
Vehicle Electrician 汽車電工 (E, E(b))	658	78	17	676
Vehicle Body Repairer 車身修理工 (B1, B1(b))	804	43	18	821
Vehicle Painter 汽車噴漆工 (B2, B2(b))	477	10	11	488
Sub-total 分類總數	7 952	617	530	8 575

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數
SPECIFIC SERVICES 專項服務				
Vehicle Body Builder 車身建造工 (S7)	202	4	13	270
Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	94	-	-	94
Vehicle Upholsterer 車內裝飾工	109	-	31	140
Machinist 機床工	31	2	3	34
Industrial Vehicle Mechanic 工業機車技工	30	-	-	30
Motorcycle Mechanic 電單車機械工 (S1)	174	3	-	177
Tyre Worker 輪胎工 (S2)	360	-	1	361
Battery Worker 電池工 (S3)	2	-	-	2
Lubrication Worker 更換機油工 (S4)	98	-	-	98
Car Accessories Worker 車輛配件工 (S5)	190	-	37	227
Car Detailing Worker 汽車美容工	775	-	167	1 012
Sub-total 分類總數	2 065	9	252	2 382
UNSKILLED LEVEL 非技術工人級				
General Worker/Cleaner 雜工/清潔工	551	-	42	593
Sub-total 分類總數	551	-	42	593
GRAND TOTAL 總數	12 958	645	904	14 028

TABLE 2 : AUTOMOBILE INDUSTRY MANPOWER STATISTICS

(Sector B : Vehicle / Auto-parts Retail)

表二：汽車業人力統計數字（汽車／零件零售界別）

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數
MANAGERIAL LEVEL		經理級		
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／ 執行合夥董事	147	-	-	147
General Manager 總經理	25	-	-	25
Sales Manager 營業經理	64	-	-	64
Marketing Manager 市場推廣經理	32	-	-	32
Customer Services Manager 客戶服務經理	8	-	-	10
Merchandising Manager 採購經理	5	-	-	5
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	15	-	-	15
Sub-total 分類總數	296	-	-	298
SUPERVISORY LEVEL		主任級		
Store / Branch Supervisor 店舖／分店營業主任	245	-	3	248
Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員	58	-	-	58
Merchandiser/Buyer 採購主任	51	-	-	51
Parts / Logistics /Distribution/ Warehouse Supervisor 配件／物流／運輸／倉庫主任	89	-	-	89
Sub-total 分類總數	443	-	3	446

Job Title 職 稱	Number of Employees Employed 現有僱員 人數	Number of Trainees 現有受訓者 人數	Number of Vacancies at Date of Survey 現有的 空缺額	Forecast of Number Employed in 2015 預計在 2015 年的 僱員總數
OPERATIVE/CLERICAL SUPPORT LEVEL		技術人員／文員級		
Senior Sales Representative / Staff 高級營業員 / 售貨員	2 073	-	48	2 104
Junior Sales Representative / Staff 初級營業員 / 售貨員	264	-	35	331
Stock Assistant 存貨助理	113	-	4	117
Part Time Sales/Service Staff 兼職售貨員／服務員	51	-	-	51
Other Clerks/Supportive Staff 其他文員／輔助人員 (請說明其職稱)	970	-	25	995
Sub-total 分類總數	3 471	-	112	3 598
GRAND TOTAL 總數	4 210	-	115	4 342

TABLE 3: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE

(Sector A: Vehicle Servicing)

表三：根據每月總收入幅度劃分的僱員分布情況（汽車維修界別）

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
TECHNOLOGIST LEVEL 技師級								
Mechanical Engineer (Automotive) 汽車機械工程師	-	-	-	1	55	17	33	-
Service Manager 維修部經理	-	-	-	-	5	53	85	38
Sub-total 分類總數	-	-	-	1	60	70	118	38
TECHNICIAN LEVEL 技術員級								
Service Instructor 維修教導員	-	-	-	10	5	26	7	13
Motor Vehicle Examiner/Tester 汽車檢查員／測試員	-	-	89	65	58	120	-	25
Service Supervisor 維修監督	-	-	121	270	281	185	15	105
Services Adviser/Receptionist 維修服務員／款待員	-	32	56	85	175	-	-	97
Engineering Technician 工程技術員	-	-	18	161	51	1	-	32
Sub-total 分類總數	-	32	284	591	570	332	22	272

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
CRAFTSMAN LEVEL 技工級								
Vehicle Mechanic 汽車機械工 (M, M (b))	-	819	2 732	1 869	135	-	-	458
Vehicle Electrician 汽車電工 (E, E(b))	-	354	167	83	38	-	-	16
Vehicle Body Repairer 車身修理工 (B1, B1(b))	-	207	248	238	53	-	-	58
Vehicle Painter 汽車噴漆工 (B2, B2(b))	-	-	145	216	58	-	-	58
Sub-total 分類總數	-	1 380	3 292	2 406	284	-	-	590
SPECIFIC SERVICES 專項服務								
Vehicle Body Builder 車身建造工 (S7)	-	-	93	101	-	-	-	8
Vehicle Air-Conditioning Mechanic 汽車冷氣工 (S6)	-	-	29	14	1	-	-	50
Vehicle Upholsterer 車內裝飾工	-	7	102	-	-	-	-	-
Machinist 機床工	-	22	3	6	-	-	-	-
Industrial Vehicle Mechanic 工業機車技工	-	-	30	-	-	-	-	-
Motorcycle Mechanic 電單車機械工 (S1)	-	9	147	9	-	-	-	9
Tyre Worker 輪胎工 (S2)	-	92	197	43	-	-	-	28

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
SPECIFIC SERVICES (Continued) 專項服務 (續)								
Battery Worker 電池工 (S3)	-	-	-	2	-	-	-	-
Lubrication Worker 更換機油工 (S4)	-	23	4	71	-	-	-	-
Car Accessories Worker 車輛配件工 (S5)	-	-	120	57	-	-	-	13
Car Detailing Worker 汽車美容工	-	262	422	63	-	-	-	28
Sub-total 分類總數	-	415	1 147	366	1	-	-	136
UNSKILLED LEVEL 非技術工人級								
General Worker/Cleaner 雜工/清潔工	18	379	139	-	-	-	-	15
Sub-total 分類總數	18	379	139	-	-	-	-	15

TABLE 4: DISTRIBUTION OF EMPLOYEES BY MONTHLY INCOME RANGE
(Sector B : Vehicle / Auto-parts Retail)

表四：根據每月總收入幅度劃分的僱員分布情況（汽車／零件零售界別）

(a) Retail Sale of Motor Vehicles and Motorcycles 汽車／電單車零售 (HSIC 477301 and 477302)

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級								
Owner/Sole Proprietor/ Working Partner 東主／獨資經營者／執行合夥董事	-	-	-	2	3	34	1	42
General Manager 總經理	-	-	-	-	-	-	7	-
Sales Manager 營業經理	-	-	-	6	-	2	17	-
Marketing Manager 市場推廣經理	-	-	-	-	-	8	4	1
Customer Services Manager 客戶服務經理	-	-	-	-	-	2	-	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-	-
Logistics / Distribution / Warehouse Manager 物流／運輸／倉庫經理	-	-	-	-	1	5	-	-
Sub-total 分類總數	-	-	-	8	4	51	29	43

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級								
Store / Branch Supervisor 店舖 / 分店營業主任	-	-	2	9	57	1	20	-
Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員	-	-	2	3	2	-	-	2
Merchandiser/Buyer 採購主任	-	-	3	-	-	-	-	-
Parts / Logistics /Distribution/ Warehouse Supervisor 配件 / 物流 / 運輸 / 倉庫主任	-	-	3	-	-	-	-	-
Sub-total 分類總數	-	-	10	12	59	1	20	2
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員 / 文員級								
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	-	391	266	315	48	79	84
Junior Sales Representative / Staff 初級營業員 / 售貨員	-	23	22	65	3	-	-	-
Stock Assistant 存貨助理	-	1	1	-	-	-	-	-
Part Time Sales/Service Staff 兼職售貨員 / 服務員	-	-	28	-	-	-	-	-
Other Clerks/Supportive Staff 其他文員 / 輔助人員 (請說明其職稱)	-	168	213	70	1	-	-	14
Sub-total 分類總數	-	191	655	401	319	48	79	98

(b) Retail Sale of Motor Vehicles and Motorcycles Parts and Accessories 汽車及電單車配件及零件零售 (HSIC 477303)

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
MANAGERIAL LEVEL 經理級								
Owner/Sole Proprietor/ Working Partner 東主/獨資經營者/執行合夥董事	-	-	-	-	-	1	53	-
General Manager 總經理	-	-	-	-	-	-	-	-
Sales Manager 營業經理	-	-	-	-	-	-	2	-
Marketing Manager 市場推廣經理	-	-	-	-	-	-	-	-
Customer Services Manager 客戶服務經理	-	-	-	-	-	-	-	-
Merchandising Manager 採購經理	-	-	-	-	-	-	-	-
Logistics / Distribution / Warehouse Manager 物流/運輸/倉庫經理	-	-	-	-	1	-	-	-
Sub-total 分類總數	-	-	-	-	1	1	55	-

Job Title 職稱	Under \$8,001 以下	\$8,001 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$35,000	Over \$35,000 以上	Unspecified 未列明
SUPERVISORY LEVEL 主任級								
Store / Branch Supervisor 店舖/分店營業主任	-	-	18	57	4	18	-	19
Customer Services / Marketing Supervisor / Data Analyst 客戶服務/市場主任/數據分析員	-	-	2	-	-	-	-	-
Merchandiser/Buyer 採購主任	-	-	18	1	3	-	-	-
Parts / Logistics /Distribution/ Warehouse Supervisor 配件/物流/運輸/倉庫主任	-	-	18	4	17	-	-	-
Sub-total 分類總數	-	-	56	62	24	18	-	19
OPERATIVE/CLERICAL SUPPORT LEVEL 技術人員/文員級								
Senior Sales Representative / Staff 高級營業員 / 售貨員	-	34	264	175	-	-	-	69
Junior Sales Representative / Staff 初級營業員 / 售貨員	-	37	42	2	-	-	-	2
Stock Assistant 存貨助理	-	-	29	-	-	-	-	-
Part Time Sales/Service Staff 兼職售貨員/服務員	-	-	-	-	-	-	-	-
Other Clerks/Supportive Staff 其他文員/輔助人員 (請說明其職稱)	-	21	178	34	-	-	-	24
Sub-total 分類總數	-	92	513	211	-	-	-	95