Banking and Finance Training Board
銀行及金融業訓練委員會

Banking and Finance Industry Manpower Survey Report
銀行及金融業 • 人力調查報告書

2017

OPPORTUNITIES • ACTION • SUCCESS

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2017 MANPOWER SURVEY REPORT

BANKING AND FINANCE INDUSTRY

二零一七年人力調查報告

銀行及金融業

VOCATIONAL TRAINING COUNCIL

BANKING AND FINANCE TRAINING BOARD

職業訓練局

銀行及金融業訓練委員會

CONTENTS

		Paragraph	Page
Executive Summary		1 – 21	I – XI
Section			
I	Survey Purpose and Scope	1.1 – 1.10	1 – 3
II	Summary of Survey Findings	2.1 – 2.68	4 – 78
III	Recommendations	3.1 – 3.17	79 – 83
Appendix			
1	Membership List of the Banking and Finance Training Board		166
1a	Membership List of the Working Party on 2017 Manpower Survey of the Banking and Finance Industry		168
2	Terms of Reference of the Banking and Finance Training Board		170
3	Sampling Plan of the 2017 Manpower Survey of the Banking and Finance Industry		172 – 173
4	Survey Documents and Questionnaires		176 – 247
5	Statistical Tables		248 – 358
6	Manpower Changes of the Banking and Finance Industry from January 2015 to January 2017		359 – 364
7	Labour Market Analysis Method for Manpower Projection		365 – 367

目　錄

		段　數	頁　數
報告摘要		1 – 21	XII – XXI
章　數			
第一章	調查目的和範圍	1.1 – 1.10	84 – 86
第二章	調查結果摘要	2.1 – 2.68	87 – 161
第三章	建議	3.1 – 3.17	162 – 165
附　錄			
1	銀行及金融業訓練委員會委員名單		167
1a	2017 年人力調查工作小組委員名單		169
2	銀行及金融業訓練委員會職權範圍		171
3	調查樣本選擇方法		174 – 175
4	調查文件及調查表		176 – 247
5	統計表		248 – 358
6	銀行及金融業於二〇一五年一月至二〇一七年一月之人力轉變		359 – 364
7	運用人力市場分析法推算業內人力需求		368 – 370

The 2017 Manpower Survey Report
of the Banking and Finance Industry

Executive Summary

Objective

1. The Banking and Finance Training Board (BFTB), with the assistance of the Census and Statistics Department (C&SD), conducted a biennial manpower survey from January to May 2017 with the aim of furnishing users with information on the manpower situation and training needs of personnel in the banking and finance industry.

Scope of the Survey

2. Based on the advice of the Census and Statistics Department (C&SD), the Training Board decided on the sampling frame to cover all banking and financial institutions in the industry. A sample of 1 154 out of 8 522 establishments were selected from the central register maintained by the C&SD. For licensed banks, restricted licensed banks, representative offices of foreign banks and deposit-taking companies, they were all surveyed whereas for other branches, establishments with 50 or more employees were surveyed. The stratified random sampling method was used for the sample selection of establishments with less than 50 employees.

3. The survey covered samples in the following ten branches:

(i) 221 licensed banks, restricted licence banks and local representative offices of foreign banks (abbreviated as BANKS);

(ii) 16 deposit-taking companies (abbreviated as DTCS);

(iii) 124 investment and holding companies (abbreviated as INVEST COS);

(iv) 137 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies (abbreviated as PL COS);

(v) 114 securities brokerage firms (abbreviated as SECURITIES);

(vi) 112 commodity futures (including financial futures) and precious metals brokers/dealers (abbreviated as C DEALERS);

(vii) 5 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry (abbreviated as C EXCHANGES);

(viii) 122 money changers and foreign exchange brokers/dealers (abbreviated as M CHANGERS);

(ix) 157 investment advisory/ asset management companies (abbreviated as ASSET COS);

(x) 146 other financial companies (abbreviated as OF COS).

Data collected from these 1 154 selected establishments (samples) were processed by the C&SD and statistically grossed up to reflect the overall picture of the manpower situation of the banking and finance industry.

Total Manpower Demand

4. The survey revealed that in January 2017, the banking and finance industry employed 160 660 persons. The distribution of employees by branch and by job level is shown in Table A below:

Table A: Manpower Structure by Branch and by Job Level

Number of Employees

	Branch	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Other Supporting Staff (%)*		**Total (%)****
1.	BANKS	30 905	(30.6)	39 985	(39.6)	26 870	(26.6)	3 103	(3.1)	**100 863 (62.8)**
2.	DTCS	160	(26.9)	160	(26.9)	257	(43.3)	17	(2.9)	**594 (0.4)**
3.	INVEST COS	1 255	(38.9)	1 169	(36.3)	596	(18.5)	204	(6.3)	**3 224 (2.0)**
4.	PL COS	1 233	(25.8)	1 661	(34.8)	1 682	(35.2)	198	(4.1)	**4 774 (3.0)**
5.	SECURITIES	1 902	(21.8)	3 900	(44.7)	2 709	(31.0)	217	(2.5)	**8 728 (5.4)**
6.	C DEALERS	462	(23.9)	829	(42.9)	619	(32.0)	24	(1.2)	**1 934 (1.2)**
7.	C EXCHANGES	899	(24.9)	1 084	(30.1)	436	(12.1)	1 186	(32.9)	**3 605 (2.2)**
8.	M CHANGERS	307	(10.6)	645	(22.3)	1 907	(66.1)	27	(0.9)	**2 886 (1.8)**
9.	ASSET COS	6 174	(37.3)	6 803	(41.1)	2 697	(16.3)	895	(5.4)	**16 569 (10.3)**
10.	OF COS	4 702	(26.9)	8 817	(50.4)	3 163	(18.1)	801	(4.6)	**17 483 (10.9)**
	Total (%)**	**47 999**	**(29.9)**	**65 053**	**(40.5)**	**40 936**	**(25.5)**	**6 672**	**(4.2)**	**160 660 (100)**

(%)* As a percentage of the total number of employees in the branch.

(%)** As a percentage of the total number of employees in the industry. Total percentage may not equal 100% due to rounding.

Manpower Changes

5. The manpower of the banking and finance industry has increased from 151 317 in 2015 to 160 660 in 2017 by 9 343 persons (+6.2%). The changes in the number of employees between 2015 and 2017 by sector and by job level are summarized in Table B.

Table B: Manpower Changes

(i) Manpower Changes by Sector

Sector*	January 2015	January 2017	Change (%)	
Banking Sector	97 617	101 457	+3 840	(+3.9%)
Securities and Asset Management Sector	23 547	25 297	+1 750	(+7.4%)
Other Financial Sectors	30 153	33 906	+3 753	(+12.4%)
Total	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

*Sector Definition:
Banking Sector = Branch 1 BANKS and Branch 2 DTCS
Securities and Asset Management Sector = Branch 5 SECURITIES and Branch 9 ASSET COS
Other Financial Sectors = All branches except BANKS, DTCS, SECURITIES and ASSET COS

(ii) Manpower Changes by Job Level

Job Level	January 2015	January 2017	Change (%)	
Managerial	41 843	47 999	+6 156	(+14.7%)
Supervisory/Officer	61 170	65 053	+3 883	(+6.3%)
Clerical	40 757	40 936	+179	(+0.4%)
Other Supporting Staff	7 547	6 672	-875	(-11.6%)
Total	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

6. Figures 1 to 2 show the manpower structure and the distribution of employees by sector and by job level.

Figure 1: Distribution of Employees by Sector

Total Employees: 160 660

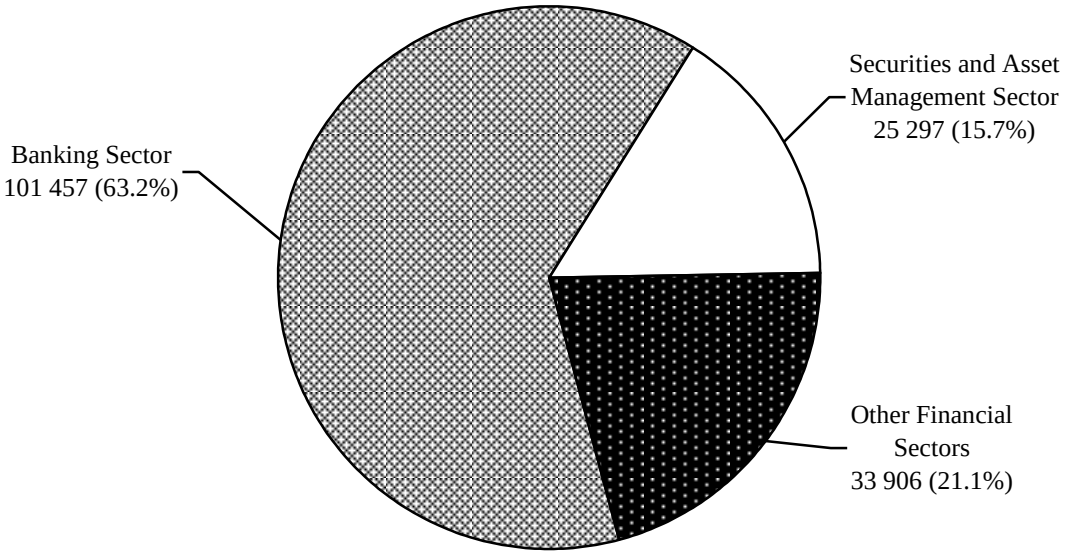
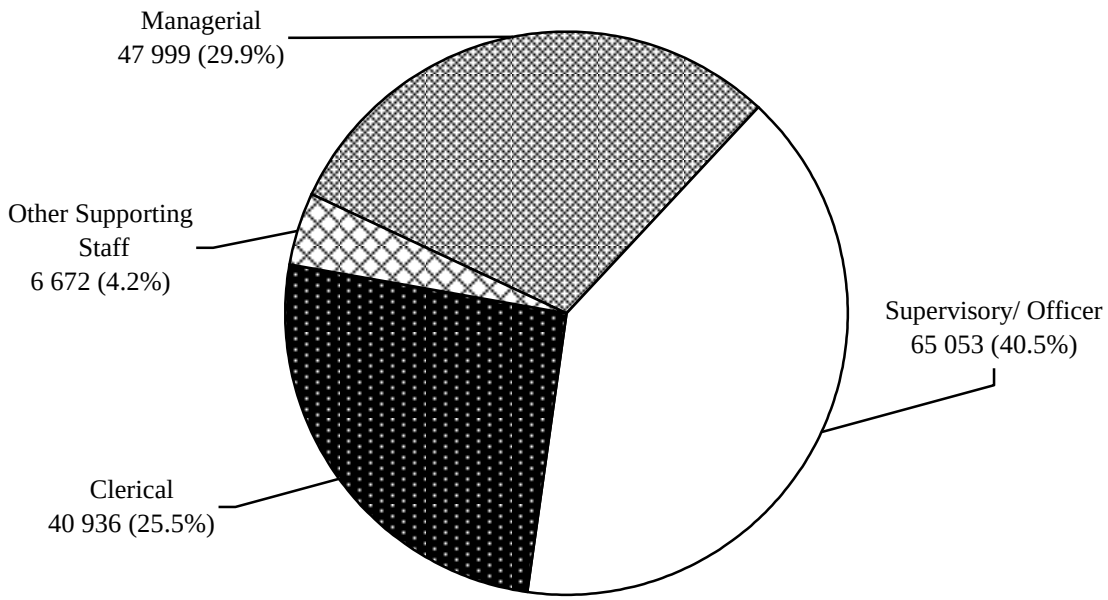


Figure 2: Distribution of Employees by Job Level

Total Employees: 160 660



Remarks: Total percentage may not equal 100% due to rounding.

Number of Vacancies in the Industry

7. At the time of the survey, employers reported 2 935 vacancies in the banking and finance industry, representing 1.8% of the manpower demand of 163 595 persons which is defined as the number of employees plus the number of vacancies. The number of vacancies by branch and by job level is shown in Table C.

Table C: Number of Vacancies

Branch	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Other Supporting Staff (%)*		**Total (%)****
1. BANKS	679	(34.4)	877	(44.4)	412	(20.9)	6	(0.3)	**1 974 (67.3)**
2. DTCS	0	(0.0)	3	(27.3)	8	(72.7)	-	(0.0)	**11 (0.4)**
3. INVEST COS	47	(39.2)	52	(43.3)	21	(17.5)	-	(0.0)	**120 (4.1)**
4. PL COS	12	(8.1)	78	(52.7)	58	(39.2)	-	(0.0)	**148 (5.0)**
5. SECURITIES	15	(11.0)	121	(89.0)	-	(0.0)	-	(0.0)	**136 (4.6)**
6. C DEALERS	2	(5.3)	8	(21.1)	28	(73.7)	-	(0.0)	**38 (1.3)**
7. C EXCHANGES	63	(85.1)	9	(12.2)	2	(2.7)	-	(0.0)	**74 (2.5)**
8. M CHANGERS	-	(0.0)	2	(7.4)	25	(92.6)	-	(0.0)	**27 (0.9)**
9. ASSET COS	33	(11.8)	198	(71.0)	42	(15.1)	6	(2.2)	**279 (9.5)**
10. OF COS	54	(42.2)	56	(43.8)	13	(10.2)	5	(3.9)	**128 (4.4)**
Total (%)**	**905**	**(30.8)**	**1 404**	**(47.8)**	**609**	**(20.7)**	**17**	**(0.6)**	**2 935 (100.0)**

(%)* As a percentage of the total number of vacancies in the branch.

(%)** As a percentage of the total number of vacancies in the industry. Total percentage may not equal 100% due to rounding.

Changes in Vacancy Situation

8. Employers reported 2 935 vacancies in January 2017. In comparison to the 2 425 vacancies reported by employers in January 2015, the number of vacancies has increased by 510 (+21.0%). Changes in vacancy situation between 2015 and 2017 are shown in Table D.

Table D: Vacancy Situation

(i) Vacancy Situation by Sector

Sector	January 2015	January 2017	Change (%)	
Banking Sector	1 535	1 985	+450	(+29.3%)
Securities and Asset Management Sector	288	415	+127	(+44.1%)
Other Financial Sectors	602	535	-67	(-11.1%)
Total	**2 425**	**2 935**	**+510**	**(+21.0%)**

(ii) Vacancy Situation by Job Level

Job Level	January 2015	January 2017	Change (%)	
Managerial	674	905	+231	(+34.3%)
Supervisory/Officer	1 025	1 404	+379	(+37.0%)
Clerical	678	609	-69	(-10.2%)
Other Supporting Staff	48	17	-31	(-64.6%)
Total	**2 425**	**2 935**	**+510**	**(+21.0%)**
Vacancy rate as a percentage of manpower demand	1.6%	1.8%		

Manpower Demand

9. Employers forecasted that the manpower demand of the industry by January 2019 would be 165 011 persons. This is slightly more than the manpower demand of 163 595 persons in January 2017.

Minimum Education Requirement of Employees

10. Generally speaking, the survey findings showed that employers preferred their employees at the supervisory/officer level and managerial level to possess university degree or above education level. For clerical staff, senior secondary level was normally the minimum education requirements of employees.

Employees' Minimum Requirement on Year(s) of Experience in the Industry

11. Most employers required their employees at the managerial level and supervisory/officer level to have a minimum of over five to ten years of working experience in the industry. For clerical level, staff members with one to two years of working experience in the industry were also acceptable.

Employees' Average Age Range

12. The majority of the banking and finance personnel at the job levels of "Managerial" and "Supervisor/ Officer" ranged from 35 to 50 years old whereas over 30% of clerical staff were below 35.

Staff Turnover

13. Employers reported that 20 264 employees had left their institutions in the past twelve months. During the same period, 21 055 employees had been recruited to fill the vacancies. The staff turnover rate for the banking and finance industry was 13.2%.

Internal Promotion

14. The survey showed that employees at the supervisory/ officer level had a relatively higher percentage to be promoted to managerial level. Of the total number of Managers recruited, 26.2% were promoted from Supervisors and 20.6% of the total recruits of supervisors/officers were promoted from clerks.

Recruitment Difficulties

15. Employers reported that the main reasons of recruitment difficulties were "lack of candidates with relevant experience and training" and "working conditions/remuneration package could not meet recruits' expectations". The ratios of these two reasons to total reasons were 37.8% and 35.9% respectively.

Number of Hong Kong Employees
Having to Work in the Mainland

16. Employers reported that 1 653 employees had to work in the Mainland during the survey period. Of these, 285 (17.2%) were on stationed basis and 1 368 (82.8%) were on travelling basis.

Effects of Mainland Operations
on Hong Kong Employees

17. Employers reported that 14 additional employees were to be recruited to handle operations in the Mainland. Of these 14 additional employees, one employee had to be trained for the purpose of handling operations there.

Comparison of Training Expenses of the Previous Year
and Training Budget for the Next Year

18. For in-house training, the 2017 Survey revealed that 4 929 (85.4% of 5 772) establishments had maintained their staff training expenses more or less the same in 2016 when compared with the figure in 2015. 151 (2.6% of 5 772) establishments reported that they had increased their staff training expenses in 2016. For external training, the result revealed that 4 859 (84.2% of 5 772) establishments had maintained their staff training expenses more or less the same in 2016 when compared with 2015 while 205 (3.6% of 5 772) establishments reported that they had increased their staff training expenses in 2016. With regard to the in-house training budget for 2017, survey findings showed that 85.7% of 5 772 establishments (4 947) had planned to maintain the same training budget for 2017 when compared with the expenses in 2016. For the budget of external training, 84.8% of 5 772 establishments (4 896) had planned to maintain the same training budget for 2017 when compared with the expenses in 2016.

Part-time Employees
Employed in the Banking and Finance Industry

19. In addition to 153 988 full-time employees working in the banking and finance industry, 2 281 part-time employees were employed in the industry to help carry out business activities.

Impacts on Manpower Requirements

20. The economic cycle as well as the policies of the Government of the Hong Kong Special Administrative Region will have different impacts on the manpower requirements of the banking and finance industry. These include:

(i) Hong Kong is an important international financial centre. The global economic situation as well as the performance of the international financial markets, in particular the American, European and Mainland markets, have a significant impact on Hong Kong's economy given the close linkage of business and financial activities of Hong Kong with other financial centres;

(ii) It is not easy to estimate the effects of interest rate hike and the normalisation of the balance sheet by the Federal Reserve. It is equally difficult to speculate about the influence brought forth by Brexit. The potential effects of these incidents, together with the future growth of the economy of the Mainland will have impacts on the local manpower requirements with varying degrees;

(iii) Jobs related to compliance, Fintech, asset management, and those under the ECF etc are going to require more resources in terms of training and development. In a regulated industry, the competencies of staff have to be enhanced on a continuous basis so as to keep abreast of the latest development. Effective training is an investment of human resources of an organisation, with both immediate and long-term returns; and

(iv) Concerning the Belt and Road Initiative, Hong Kong plays a key role as a capital raising centre while it will also be benefited from the Bond Connect scheme that Chinese sovereign financial bodies and private commercial organisations can gain access to international capital.

Recommendations

21. As the establishments selected for the survey had sufficient representation, the Training Board recommends that the survey results could be used as a reference when employers formulate manpower training and development strategies for their employees with specific recommendations as follows:

(i) To support Hong Kong as an international financial center, sufficient provision of continuous professional development and training is important and necessary. In addition to the systematic in-house training programmes provided to their employees, employers should make good use of services provided by external training course providers and utilize government support such as the Continuing Education Fund. Moreover, the Vocational Training Council offers services to help employers organise their training schemes. For example, the New Technology Training Scheme provides financial assistance to local companies up to a maximum of 50% of the training cost for their employees to be trained in new technologies. The Scheme covers various types of training mode including overseas training courses or industrial attachment, local training courses, and tailor-made local training courses/ industrial attachments for individual companies.

(ii) In order to enhance the employability of graduates, training institutions and the industry can collaborate so that practical and updated industry knowledge would be incorporated into the curricula. On the other hand, employers should seriously consider offering attachment opportunities for students. Industrial attachment programmes enable students to experience real-life workplace challenges through attachment to different organisations. The programme can facilitate students' transition from study to work by developing their team work spirit, problem solving abilities, practical skills, and appropriate work attitudes and value. Through the programme, employers can identify the right talent for future full-time employment and also source suitable candidates to meet the seasonal or part-time manpower needs. Moreover, employers are looking for graduates with good language skills and have a positive mindset with ambition. Education institutions and employers should work together so that students could be cultivated the right mindset as well as enhancing their language proficiency;

(iii) Employers indicated and it is recommended that a wide spectrum of training programmes should be provided to employees for knowledge and skills upgrading as well as to broaden and deepen employees' exposure to different segments of the industry;

(iv) As indicated by respondents, training programmes on the following topics should be organized for banking and finance personnel at the various job levels:

<u>For Managerial Staff</u>

Risk Management
Anti-Money Laundering Compliance
Compliance of Various Ordinances
Strategic Management
Principles & Practice of Management

<u>For Supervisory Staff/ Officer</u>

Anti-Money Laundering Compliance
Corporate Finance
Trade Finance
Compliance of Various Ordinances
Securities & Futures Regulation

<u>For Clerical Staff</u>

Anti-Money Laundering Compliance
Information Systems Application Skills
Marketing/Selling Skills
Communication Skills
Securities & Futures Regulation
Financial Markets Operations

(v) In view of the fact that employers are very much concerned about topics like strategic and risk management, anti-money laundering compliance, updates on regulatory requirements and marketing/selling skills training for frontline staff, the Training Board recommends that training programmes on the above topics should be offered to banking and finance personnel to help them acquire the wanted attributes in order to provide customers with quality services.

銀行及金融業
2017 年人力調查報告

報告摘要

目的

1. 在政府統計處協（下稱「統計處」）助下，銀行及金融業訓練委員會（下稱「本會」）於 2017 年 1 月至 5 月進行一項兩年一度的人力調查，為用戶提供銀行及金融行業的人力情況與培訓需求的資料。

調查範圍

2. 本會按統計處的建議，定出是次調查的樣本範圍，以覆蓋所有銀行及金融業界機構。統計處的機構單位記錄庫有 8 522 間業內機構，當中選出 1 154 間為調查樣本，所有持牌銀行、有限制牌照銀行、外國銀行本港代表辦事處、接受存款公司均納入為樣本，而其他門類則以僱員 50 名或以上的機構為調查對象；至於僱員在 50 名以下的機構，則以分層隨機抽樣法選出。

3. 是次調查覆蓋以下十個機構門類：

(i) 221 間持牌銀行、有限制牌照銀行、外國銀行本港代表辦事處 （簡稱 BANKS）；

(ii) 16 間接受存款公司 （簡稱 DTCS）；

(iii) 124 間投資及控股公司（簡稱 INVEST COS）；

(iv) 137 間私人貸款及有關公司，例如按揭、分期信貸、財務租賃及其他信貸服務（簡稱 PL COS）；

(v) 114 間證券經紀公司（簡稱 SECURITIES）；

(vi) 112 間商品期貨（包括金融期貨）及貴重金屬經紀／交易商（簡稱 C DEALERS）；

(vii) 5 間股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構（簡稱 C EXCHANGES）；

(viii) 122 間兌換商及外匯經紀／交易商（簡稱 M CHANGERS）；

(ix) 157 間投資顧問／資產管理公司（簡稱 ASSET COS）；

(x) 146 其他與金融有關的公司（簡稱 OF COS）。

從以上 1 154 間選定機構（樣本）蒐集所得的資料經由政府統計處作數據處理，並以統計學方式倍大，以反映銀行及金融業的整體人力情況。

總人力需求

4. 調查顯示，2017 年 1 月時，銀行及金融業僱員共 160 660 人，按機構門類及職級分布情況見表 A：

表 A：人力結構（按機構門類及職級劃分）

僱員人數

	門類	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		其他輔助員工 (%)*		**總計 (%)****
1.	BANKS	30 905	(30.6)	39 985	(39.6)	26 870	(26.6)	3 103	(3.1)	**100 863 (62.8)**
2.	DTCS	160	(26.9)	160	(26.9)	257	(43.3)	17	(2.9)	**594 (0.4)**
3.	INVEST COS	1 255	(38.9)	1 169	(36.3)	596	(18.5)	204	(6.3)	**3 224 (2.0)**
4.	PL COS	1 233	(25.8)	1 661	(34.8)	1 682	(35.2)	198	(4.1)	**4 774 (3.0)**
5.	SECURITIES	1 902	(21.8)	3 900	(44.7)	2 709	(31.0)	217	(2.5)	**8 728 (5.4)**
6.	C DEALERS	462	(23.9)	829	(42.9)	619	(32.0)	24	(1.2)	**1 934 (1.2)**
7.	C EXCHANGES	899	(24.9)	1 084	(30.1)	436	(12.1)	1 186	(32.9)	**3 605 (2.2)**
8.	M CHANGERS	307	(10.6)	645	(22.3)	1 907	(66.1)	27	(0.9)	**2 886 (1.8)**
9.	ASSET COS	6 174	(37.3)	6 803	(41.1)	2 697	(16.3)	895	(5.4)	**16 569 (10.3)**
10.	OF COS	4 702	(26.9)	8 817	(50.4)	3 163	(18.1)	801	(4.6)	**17 483 (10.9)**
	總計 (%)**	**47 999**	**(29.9)**	**65 053**	**(40.5)**	**40 936**	**(25.5)**	**6 672**	**(4.2)**	**160 660 (100)**

(%)* 佔該門類僱員總數的百分率。

(%)** 佔業內僱員總數的百分率。因四捨五入，百分率總和未必是 100% 。

人力變化

5. 銀行及金融業的僱員由 2015 年時的 151 317 人增至 2017 年時的 160 660 人，增加了 9 343 人（+6.2%）。表 B 按機構門類及職級摘列兩年間的人力變化。

表 B： 人力變化

(i) 各機構門類人力變化

機構界別*	2015 年 1 月	2017 年 1 月	變幅 (%)	
銀行	97 617	101 457	+3 840	(+3.9%)
證券及資產管理公司	23 547	25 297	+1 750	(+7.4%)
其他金融機構	30 153	33 906	+3 753	(+12.4%)
總計	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

*「機構界別」定義如下：
銀行 = 門類 1 BANKS 及 門類 2 DTCS
證券及資產管理公司 = 門類 5 SECURITIES 及 門類 9 ASSET COS
其他金融機構 = BANKS、 DTCS、SECURITIES 及 ASSET COS 以外的所有門類

(ii) 各職級人力變化

職級	2015 年 1 月	2017 年 1 月	變幅 (%)	
經理級	41 843	47 999	+6 156	(+14.7%)
主管／主任級	61 170	65 053	+3 883	(+6.3%)
文員級	40 757	40 936	+179	(+0.4%)
其他輔助員工	7 547	6 672	-875	(-11.6%)
總計	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

6. 圖 1 至 2 按機構界別及職級顯示業內人力結構及僱員分布情況。

圖 1： 各機構界別僱員分布情況

僱員總數： 160 660

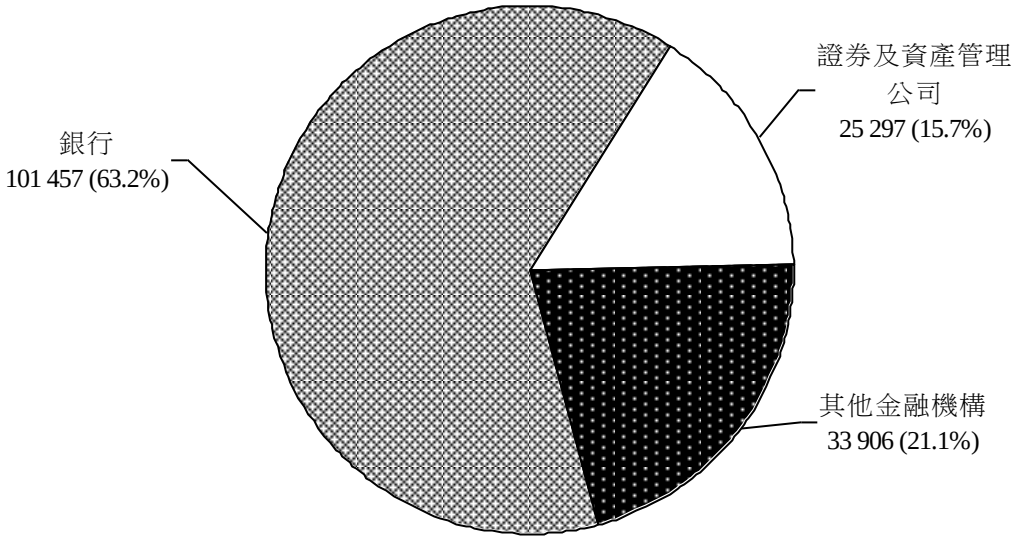
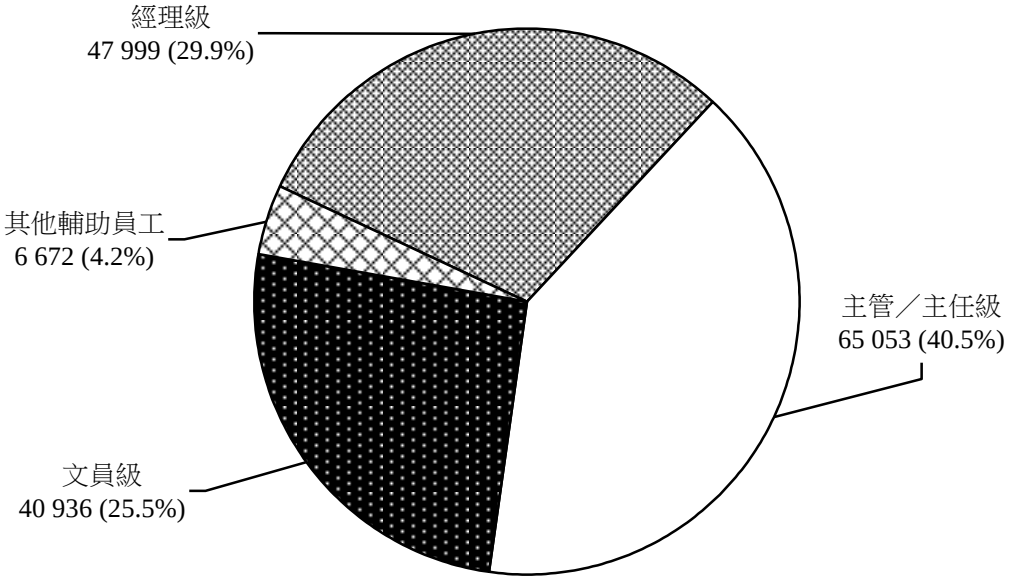


圖 2： 各職級僱員分布情況

僱員總數： 160 660



註：因四捨五入，百分率總和未必是 100% 。

業內職位空缺

7. 調查期間，僱主填報銀行及金融業有 2 935 個空缺，佔業內需求人力的 1.8%（業內需求人力為僱員與空缺相加，共 163 595）。各機構門類及職級的空缺數目見表 C。

表 C： 空缺數目

門類	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		其他輔助員工 (%)*		**總計 (%)****
1. BANKS	679	(34.4)	877	(44.4)	412	(20.9)	6	(0.3)	**1 974 (67.3)**
2. DTCS	0	(0.0)	3	(27.3)	8	(72.7)	-	(0.0)	**11 (0.4)**
3. INVEST COS	47	(39.2)	52	(43.3)	21	(17.5)	-	(0.0)	**120 (4.1)**
4. PL COS	12	(8.1)	78	(52.7)	58	(39.2)	-	(0.0)	**148 (5.0)**
5. SECURITIES	15	(11.0)	121	(89.0)	-	(0.0)	-	(0.0)	**136 (4.6)**
6. C DEALERS	2	(5.3)	8	(21.1)	28	(73.7)	-	(0.0)	**38 (1.3)**
7. C EXCHANGES	63	(85.1)	9	(12.2)	2	(2.7)	-	(0.0)	**74 (2.5)**
8. M CHANGERS	-	(0.0)	2	(7.4)	25	(92.6)	-	(0.0)	**27 (0.9)**
9. ASSET COS	33	(11.8)	198	(71.0)	42	(15.1)	6	(2.2)	**279 (9.5)**
10. OF COS	54	(42.2)	56	(43.8)	13	(10.2)	5	(3.9)	**128 (4.4)**
總計 (%)**	**905**	**(30.8)**	**1 404**	**(47.8)**	**609**	**(20.7)**	**17**	**(0.6)**	**2 935 (100.0)**

(%)* 佔該門類空缺總數的百分率。

(%)** 佔業內空缺總數的百分率。因四捨五入，百分率總和未必是 100% 。

空缺情況變化

8. 僱主填報 2017 年 1 月時有 2 935 個職位空缺。比較 2015 年 1 月時的 2 425 個空缺，增加了 510 個（+21.0%），2015 年至 2017 年的空缺情況變化見表 D。

表 D： 空缺情況

(i) 按機構界別表列

機構界別	2015 年 1 月	2017 年 1 月	變幅 (%)
銀行	1 535	1 985	+450 (+29.3%)
證券及資產管理公司	288	415	+127 (+44.1%)
其他金融機構	602	535	-67 (-11.1%)
總計	**2 425**	**2 935**	**+510 (+21.0%)**

(ii) 按職級表列

職級	2015 年 1 月	2017 年 1 月	變幅 (%)
經理級	674	905	+231 (+34.3%)
主管／主任級	1 025	1 404	+379 (+37.0%)
文員級	678	609	-69 (-10.2%)
其他輔助員工	48	17	-31 (-64.6%)
總計	**2 425**	**2 935**	**+510 (+21.0%)**
空缺所佔人力需求百分率	1.6%	1.8%	

人力需求

9. 僱主預測業界至 2019 年 1 月時將需聘用 165 011 名僱員，略多於 2017 年 1 月時所需的 163 595 人。

僱員宜有基本教育程度

10. 調查顯示，僱主一般屬意主管／主任級的僱員具備大學學位或以上的教育程度，而文員則一般起碼需有高中程度。

僱員宜有基本業內年資

11. 大部分僱主要求經理級及主管級僱員具五年以上至十年業內經驗，而文員具備一至兩年業內經驗亦可接受。

僱員年齡幅度

12. 擔任「經理」及「主管／主任」職級的銀行及金融業僱員，年齡大多在 35 歲至 50 歲之間，而 30%以上的文員年齡在 35 歲以下。

人手流動情況

13. 僱主填報有 20 264 名僱員於過往 12 個月內離職。同期有 21 055 人獲聘填補空缺。業內的人手流動率為 13.2%。

內部晉升

14. 調查顯示，主管／主任級僱員獲擢升至經理級職位的比率較高；所聘任的經理級僱員中，有 26.2%是由主管人員晉升。此外，所聘任的主管／主任有 20.6%是由文員晉升。

招聘困難

15. 僱主所填報的主要招聘困難為：「缺乏具相關經驗及訓練的職位申請人」、「服務條件／薪酬未能符合求職者的要求」，在芸芸原因中這兩項各佔 37.8% 及 35.9% 。

往中國內地工作的香港僱員

16. 僱主填報，調查期間有 1 653 名僱員須往中國內地工作，285 人（17.2%）屬長駐性質，1 368 人（82.8%）屬非長駐性質。

內地業務對香港僱員之影響

17. 僱主填報，須額外聘用 14 名僱員處理內地業務，其中一人需接受培訓以處理內地事務。

去年培訓開支與來年培訓經費

18. 2016 年的培訓開支方面，按 2017 年調查所顯示業內 5 772 間機構的有關數字，有 4 929 間 （佔 85.4%） 的開支與 2015 年時相若，有 151 間機構 （佔 2.6%）的開支有所增加；至於外間培訓，調查得出 4 859 間機構（佔 84.2 %）的開支與 2015 年時相若，有 205 間機構（佔 3.6%） 的開支有所增加。至於 2017 年的培訓經費，調查顯示 4 947 間機構（佔 85.7%）打算將內部培訓經費維持在 2016 年時的水平；有 4 896 間機構（佔 84.8%）的外間培訓經費打算維持不變。

銀行及金融業兼職僱員

19. 除了 153 988 名全職僱員，業內亦聘請了 2 281 名兼職僱員協助處理業務。

人力需求影響

20. 經濟周期以至香港特區政府的政策均從不同層面影響着銀行及金融業的人力需求；包括：

(i) 香港是重要的國際金融中心，與其他金融中心的商業財經活動息息相關；環球經濟情況以及國際金融市場的表現，尤其是美國、歐洲、中國內地市場，均對香港經濟有重大影響；

(ii) 美國聯儲局加息以及啟動資產負債表正常化工作，所產生的影響不易估計，英國脫歐的影響同樣難測。這些事件連同中國內地未來經濟增長的潛在結果，都會在不同程度上牽動着本地的人力需求；

(iii) 業務法規、金融科技，資產管理、銀行專業資歷架構（ECF）之下的職務將需要多培訓與發展資源。在這個受監管的行業界別，從業員均要持續提升質素，緊貼最新發展。為員工提供培訓，是機構人力資源的一項投資，現在以及長期都能帶來回報；以及

(iv) 對於一帶一路的倡議，香港是資金籌集中心，扮演着主要角色。債券通（Bond Connect）計劃啟動後，中國主權的金融機構及私營商業機構均可藉此接觸國際資金，亦令香港受惠。

建議

21. 由於所選機構有足夠代表性，本會認為調查結果可供僱主策劃人力培訓時作為參考。本會並有以下具體建議：

(i) 要支援香港的國際金融中心地位，持續的專業發展以及培訓十分重要，也是必需。除了接受僱主提供有系統的內部培訓計劃，僱員亦應善用外間培訓機構的服務以及政府的支援，如持續進修基金等。此外，職業訓練局（VTC）亦為僱主提供服務，助他們開辦培訓計劃。例如：新科技培訓計劃可為本地公司提供最多達培訓成本 50% 的津貼，助僱員掌握新科技。不同類型的培訓模式都可受助，包括海外培訓課程和在職實習、本地培訓課程，以及為個別公司特別設計的本地培訓課程／在職實習。

(ii) 培訓機構和業界可以聯手加強畢業生的受聘機會，一方面將銀行金融的實務和最新知識加入課程內容，另一方面，僱主應認真考慮為學生提供實習機會。推行工作實習計劃，可讓學生身處不同的機構環境，體驗職場挑戰，培養他們的團隊工作精神、解難能力、實務技能、正確的工作態度和價值觀；僱主亦可藉此物色合適的人才，日後全職聘用，又或聘請他們應付季節性的業務需要或擔任兼職工作。此外，僱主期望畢業生具備良好的語文技巧，有積極進取的心態；這方面亦需要教育院校以及僱主攜手，培育學生的正向心態，並提升語文水平；

(iii) 如僱主所表示，我們建議應為僱員提供廣闊範疇的培訓課程，提升他們的知識和技巧，讓他們接觸不同業務，擴闊和加深認識其中的運作；

(iv) 填覆機構表示，應為各級的銀行及金融從業員舉辦以下的培訓課程：

<u>經理級</u>

風險管理
反洗黑錢法規
不同法規的監管
策略管理
管理理論與實務

主管／主任級

反洗黑錢法規
企業融資
貿易融資
不同法規的監管
證券及期貨條例

文員級

反洗黑錢法規
資訊系統應用技巧
市場推廣／銷售技巧
溝通技巧
證券及期貨條例
金融市場運作

(v) 對於前線員工，僱主強調他們應具備策略及風險管理、反洗黑錢法規、熟悉最新規例要求、市場推廣／銷售技巧等方面的才幹和認識。因此，本會建議應為銀行及金融業僱員提供這些範疇的培訓，以助他們掌握應有的從業特質，為顧客提供優質服務。

SECTION I

SURVEY PURPOSE AND SCOPE

The Training Board

1.1 The Banking and Finance Training Board (BFTB) of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs of the industry and recommending to the VTC measures to meet the demand for trained personnel in the industry. The Training Board comprises members nominated by trade associations, banking and financial institutions, tertiary institutions, government departments, and statutory bodies. The memberships of the Training Board and the Working Party on 2017 Manpower Survey are listed in Appendices 1 and 1a. The terms of reference of the Training Board are given in Appendix 2.

Purpose of the Survey

1.2 With the assistance of the Census and Statistics Department (C&SD), the Training Board conducted the 2017 Manpower Survey in the first half of 2017 with the following objectives:

(i) To assess the manpower and training needs of principal jobs in the banking and finance industry;

(ii) To forecast the growth of manpower in the industry; and

(iii) To recommend measures to meet the training needs and manpower demand of the industry.

1.3 Similar to the arrangement of the 2013 and 2015 Manpower Surveys, the BFTB agreed to synchronize its 2017 Manpower Survey with the manpower surveys of the accountancy sector and the insurance industry. The fieldwork of these three surveys were planned to be carried out from 9 January 2017 to 8 March 2017. However, the fieldwork of the survey of the banking and finance industry was extended to 9 May 2017 so as to include respondents with a large number of banking and finance personnel. Survey findings of these three surveys are expected to give comprehensive manpower statistics which would help the community formulate manpower training and development strategies for the entire financial services sector.

Scope of the Survey

1.4 The scope of the survey covered banking institutions, deposit-taking companies and other financial institutions. There were 8 522 banking and finance establishments in the following ten branches at the time of the survey and a stratified random sampling method was adopted to survey 1 154 establishments as follows:

(i) 221 licensed banks, restricted licence banks and local representative offices of foreign banks;

(ii) 16 deposit-taking companies;

(iii) 124 investment and holding companies;

(iv) 137 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies;

(v) 114 securities brokerage firms;

(vi) 112 commodity futures (including financial futures) and precious metals brokers/ dealers;

(vii) 5 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry;

(viii) 122 money changers and foreign exchange brokers/ dealers;

(ix) 157 investment advisory/ asset management companies; and

(x) 146 other financial companies

1.5 The distribution of samples by branch and by employment size is shown in Appendix 3.

Procedures of the Survey

1.6 The fieldwork of the manpower survey commenced on 9 January 2017. One week before the survey, a copy of the printed questionnaire together with the explanatory notes (Appendix 4) were sent to each sampled establishment. The reference date of the manpower data was fixed on 2 January 2017. During the survey period, interviewing officers of the C&SD contacted each sampled establishment to collect the questionnaire and, where necessary, to assist the completion of the questionnaire. The fieldwork of the survey was longer than expected that the cut-off date of the survey was extended to 9 May 2017 with a view to improving the response rate and enhancing the reliability of the survey findings. Completed questionnaires were scrutinized and rechecked with respondents in case of doubts. The data collected was then processed by the C&SD.

1.7 After the cut-off date, data obtained from sampled establishments were statistically grossed up to reflect the overall picture of the manpower situation of the banking and finance industry.

Response Rate

1.8 Of the 1 154 establishments, 730 responded, 122 refused to reply while 302 had either closed, moved or temporarily ceased operation. The effective response rate was 85.7%.

Levels of Principal Jobs

1.9 In the 2017 Manpower Survey, principal jobs were categorized into three job levels, i.e., managerial level, supervisory level/ officer level and clerical level.

Presentation of Survey Findings

1.10 A summary of the survey findings and their analyses are presented in Section II of the survey report while the recommendations of the Training Board are presented in Section III of the survey report.

SECTION II

SUMMARY OF SURVEY FINDINGS

Introduction

2.1 Data collected from 1 154 selected establishments (samples) were processed by the C&SD and statistically projected to reflect the overall manpower situation of the whole banking and finance industry. This section presents the projected statistics/ actual manpower statistics of the survey findings and all statistical tables are given in Appendix 5.

Presentation of Survey Findings

2.2 For the sake of simplicity, the following short titles of the ten branches will be used in the 2017 Survey:

	Full Name	Short Title
Branch 1:	Licensed banks, restricted licence banks and local representative offices of foreign banks	BANKS
Branch 2:	Deposit-taking companies	DTCS
Branch 3:	Investment and holding companies	INVEST COS
Branch 4:	Personal loans and related companies	PL COS
Branch 5:	Securities brokerage firms	SECURITIES
Branch 6:	Commodity futures (including financial futures) and precious metals brokers/dealers	C DEALERS
Branch 7:	Stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry	C EXCHANGES
Branch 8:	Money changers and foreign exchange brokers /dealers	M CHANGERS
Branch 9:	Investment advisory/ asset management Companies	ASSET COS
Branch 10:	Other financial companies	OF COS

The trade definitions of these branches are given in Appendix C of this survey report.

Survey Findings of Core Manpower Statistics
(Appendix 5 – Table 1, Table 1.1)

2.3 The survey revealed that in January 2017, 160 660 persons were employed in the banking and finance industry of which 47 999 (29.9%) were managerial staff, 65 053 (40.5%) were supervisory staff/officer, 40 936 (25.5%) were clerical staff and 6 672 (4.2%) were other supporting staff.

2.4 The distribution of employees by branch and by job level is shown in Table A and Figures 1(a)-1(b). The BANKS Branch is the largest one which had 100 863 employees or 62.8% of the total number of employees in the industry. The second and the third largest branches are the OF COS Branch (with 17 483 employees or 10.9%) and the ASSET COS Branch (with 16 569 employees or 10.3%) respectively.

Table A : Manpower Structure by Branch and by Job Level

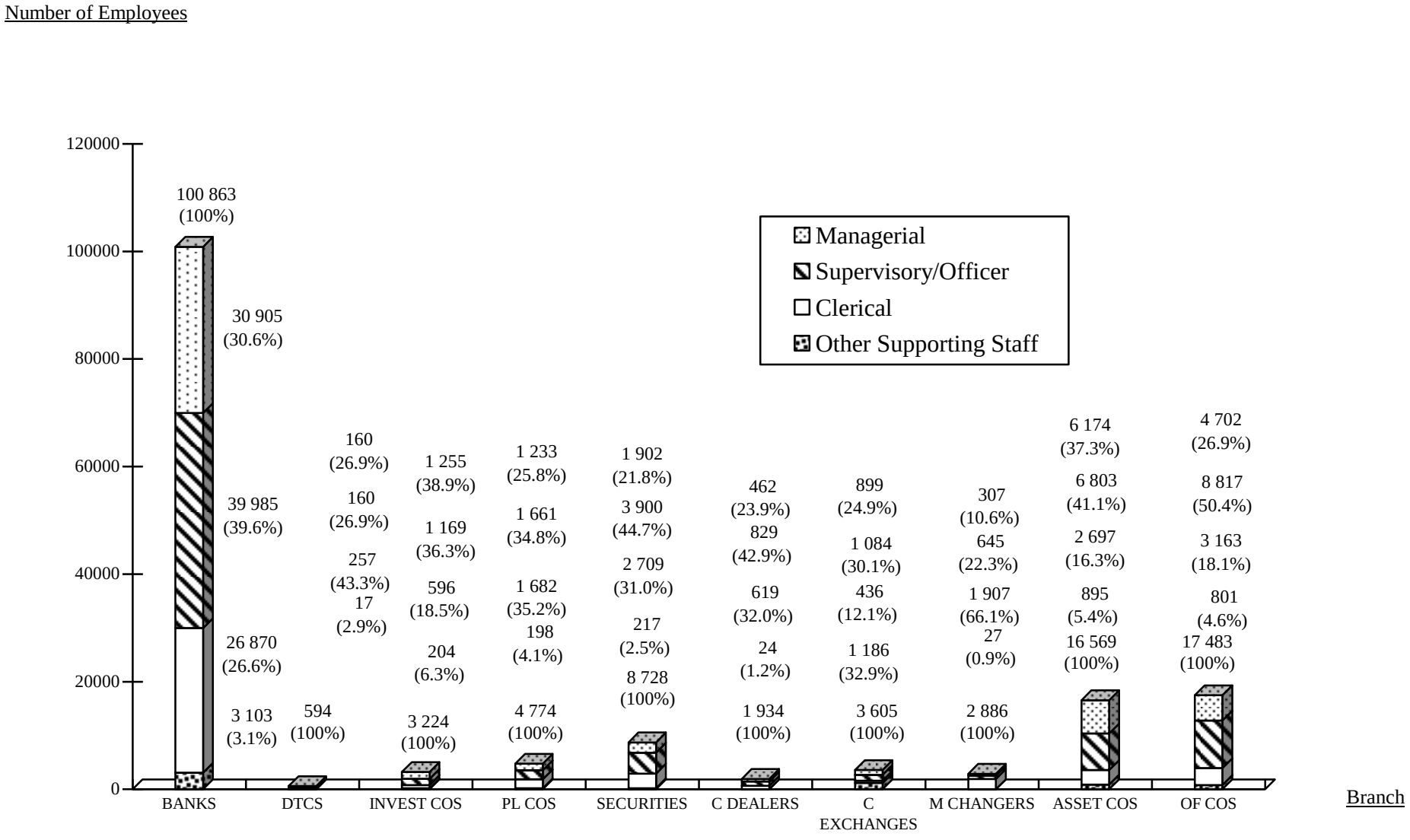
Number of Employees

	Branch	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Other Supporting Staff (%)*		**Total (%)****
1.	BANKS	30 905	(30.6)	39 985	(39.6)	26 870	(26.6)	3 103	(3.1)	**100 863 (62.8)**
2.	DTCS	160	(26.9)	160	(26.9)	257	(43.3)	17	(2.9)	**594 (0.4)**
3.	INVEST COS	1 255	(38.9)	1 169	(36.3)	596	(18.5)	204	(6.3)	**3 224 (2.0)**
4.	PL COS	1 233	(25.8)	1 661	(34.8)	1 682	(35.2)	198	(4.1)	**4 774 (3.0)**
5.	SECURITIES	1 902	(21.8)	3 900	(44.7)	2 709	(31.0)	217	(2.5)	**8 728 (5.4)**
6.	C DEALERS	462	(23.9)	829	(42.9)	619	(32.0)	24	(1.2)	**1 934 (1.2)**
7.	C EXCHANGES	899	(24.9)	1 084	(30.1)	436	(12.1)	1 186	(32.9)	**3 605 (2.2)**
8.	M CHANGERS	307	(10.6)	645	(22.3)	1 907	(66.1)	27	(0.9)	**2 886 (1.8)**
9.	ASSET COS	6 174	(37.3)	6 803	(41.1)	2 697	(16.3)	895	(5.4)	**16 569 (10.3)**
10.	OF COS	4 702	(26.9)	8 817	(50.4)	3 163	(18.1)	801	(4.6)	**17 483 (10.9)**
	Total (%)**	**47 999**	**(29.9)**	**65 053**	**(40.5)**	**40 936**	**(25.5)**	**6 672**	**(4.2)**	**160 660 (100.0)**

(%)* As a percentage of the total number of employees in the branch.

(%)** As a percentage of the total number of employees in the industry. Total percentage may not equal 100% due to rounding.

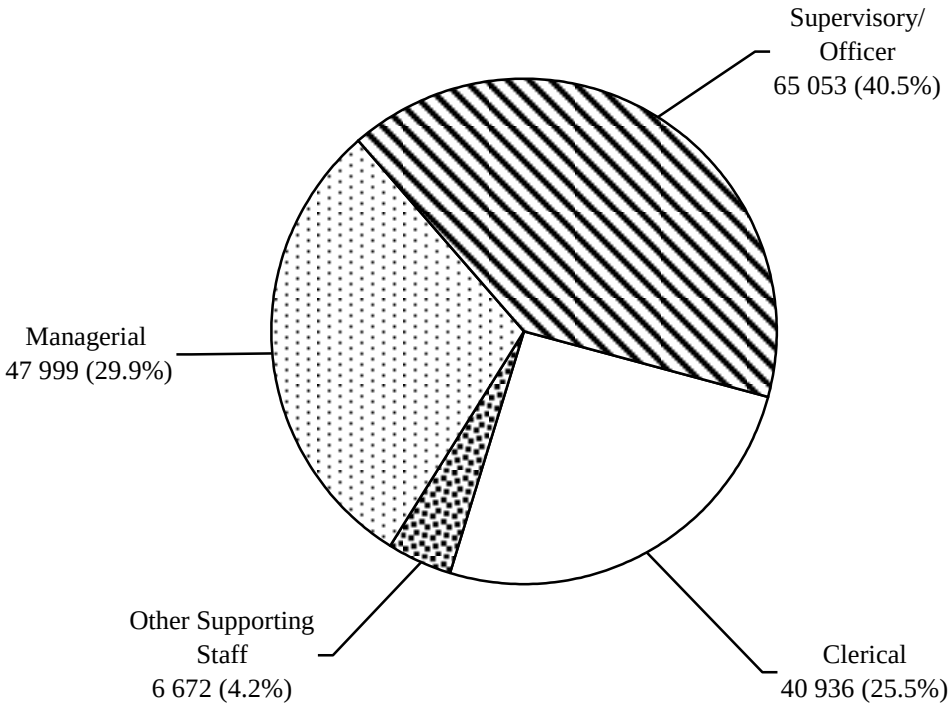
Figure 1(a) : Distribution of Employees by Branch and by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

Figure 1(b) : Distribution of Employees by Job Level

Total Number of Employees: 160 660



Remarks: Total percentage may not equal 100% due to rounding.

2.5 The three principal jobs with the largest number of employees at various job levels are summarized as follows: (For details, please refer to Table 1 in Appendix 5)

		Number of Employees
Managerial Level		
(a)	Manager–Branch	3 008
(b)	Chief Information Officer/ Chief Technology Officer/ Manager–IT	2 872
(c)	Manager–Corporate Banking/ Commercial Banking/ Relationship Management	2 697
Supervisory/Officer Level		
(a)	Customer Services Officer–Personal Banking/ Securities	5 223
(b)	Operations Officer	4 959
(c)	Account Executive/ Sales Officer	3 747
Clerical Level		
(a)	Clerk	13 736
(b)	Teller	11 090
(c)	Dealing Assistant	4 115

Changes in the 2017 Survey

2.6 In the 2017 Survey, the categorization of various education levels was updated so as to reflect the current situation in Hong Kong.

2.7 In Appendix D of the questionnaire, certain job titles and job descriptions have been revised. Readers may refer to Appendix D for the updated job titles and job descriptions of the banking and finance industry.

2.8 Owing to the changes of the survey questionnaire design, the data collected in the 2015 Survey and 2017 Survey may not be directly comparable. Readers of the manpower survey report are advised to take note of this when they compare the manpower statistics in the two manpower survey reports.

The Size of the Banking and Finance Industry as at End of December 2016

2.9 As shown in Table B, the banking and finance industry had 8 522 financial institutions as at end of December 2016.

Table B: Number of Financial Institutions

As at End of	Licensed Banks*	Restricted Licence Banks*	Deposit-taking Companies*	Local Representative Office of Foreign Banks*	Establishments in the Other Financial Sectors#	**Total**
Dec 2016	155	21	17	52	8 277	**8 522**
Dec 2014	159	21	23	63	7 298	**7 564**
Change	-4	0	-6	-11	979	**958**
(%)	(-2.5)	(0.0)	(-26.1)	(-17.5)	(13.4)	**(12.7)**

* Source: Hong Kong Monetary Authority.

Source: Central Register of the Census and Statistics Department, HKSAR.

2.10 The total number of financial institutions in the banking and finance industry has increased by 958 establishments from December 2014 to December 2016. The number of licensed banks, deposit-taking companies and local representative office of foreign banks has decreased by 4, 6 and 11 respectively. In the same period, the number of establishments in other financial sectors has increased by 979.

Analyses of Manpower Statistics

2.11 The manpower statistics of the ten branches have been grouped into the following three sectors for analysis purpose:

Sector 1: Banking Sector (made up of the following two branches):

(i) BANKS

(ii) DTCS

Sector 2: Securities and Asset Management Sector (made up of the following two branches):

(i) SECURITIES

(ii) ASSET COS

Sector 3: Other Financial Sectors (made up of the following six branches):

(i) INVEST COS

(ii) PL COS

(iii) C DEALERS

(iv) C EXCHANGES

(v) M CHANGERS

(vi) OF COS

2.12 The branches are grouped for data analysis to match the establishments under the Hong Kong three-tier banking system. Since 2015, the branch "DTC" has been grouped together with the branch "BANKS" to become the "Banking Sector" as the business nature of deposit-taking companies is closely related to banks and those deposit-taking companies are mostly owned by or otherwise associated with banks. In addition, the manpower statistics of securities brokerage firms as well as investment advisory and asset management companies in the industry are analysed and reported under the Securities and Asset Management Sector.

Manpower Changes

2.13 The manpower of the banking and finance industry has increased from 151 317 in 2015 to 160 660 in 2017 by 9 343 persons (6.2%). The changes in the number of employees between 2015 and 2017 by sector and by job level are summarized in Table C and Figure 2. For details of the changes of different principal jobs, please refer to Appendix 6.

Table C: Manpower Changes

(i) Manpower Changes by Sector

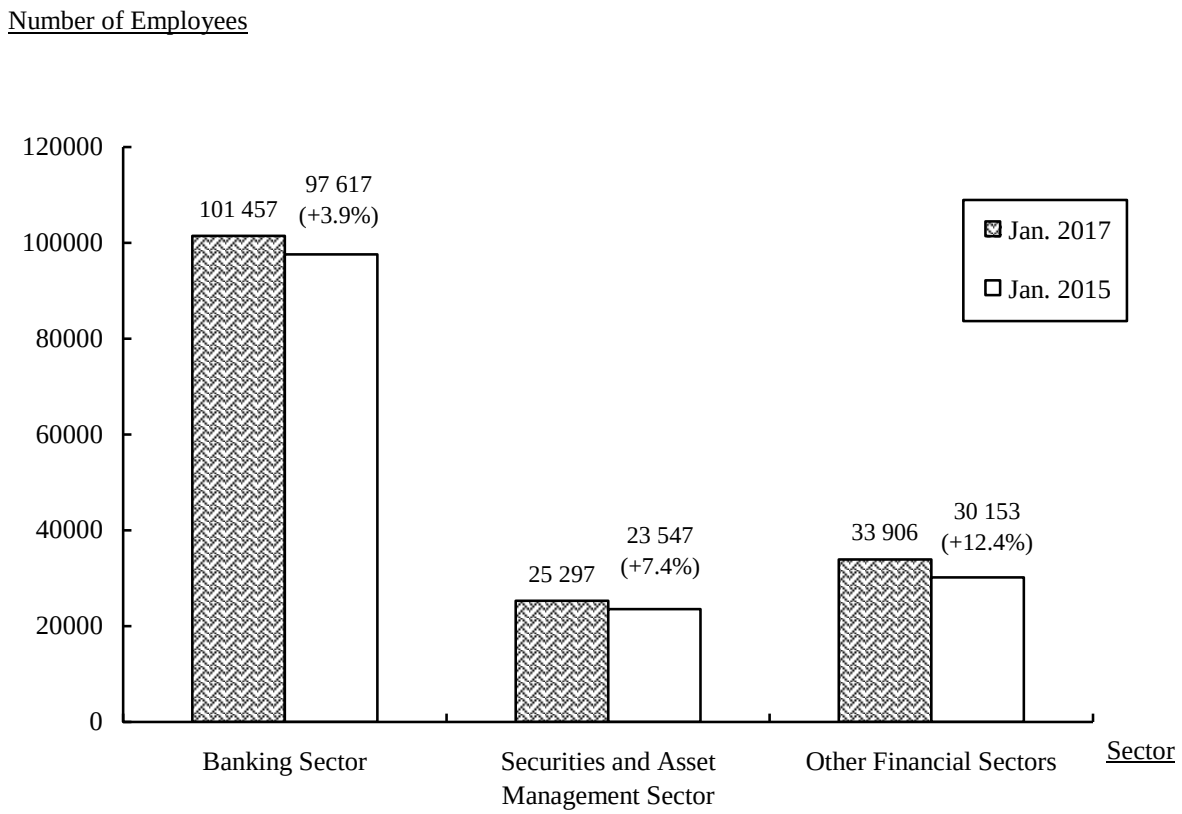
Sector*	January 2015	January 2017	Change (%)	
Banking Sector	97 617	101 457	+3 840	(+3.9%)
Securities and Asset Management Sector	23 547	25 297	+1 750	(+7.4%)
Other Financial Sectors	30 153	33 906	+3 753	(+12.4%)
Total	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

*Sector Definition:
Banking Sector = Branch 1 BANKS and Branch 2 DTCS
Securities and Asset Management Sector = Branch 5 SECURITIES and Branch 9 ASSET COS
Other Financial Sectors = All branches except BANKS, DTCS, SECURITIES and ASSET COS

(ii) Manpower Changes by Job Level

Job Level	January 2015	January 2017	Change (%)	
Managerial	41 843	47 999	+6 156	(+14.7%)
Supervisory/Officer	61 170	65 053	+3 883	(+6.3%)
Clerical	40 757	40 936	+179	(+0.4%)
Other Supporting Staff	7 547	6 672	-875	(-11.6%)
Total	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

Figure 2: Manpower Changes



2.14 Hong Kong has a relatively stable economic environment in 2017. The number of employees of all sectors in the banking and finance industry has increased when compared with 2015. The manpower growth rate of the Banking Sector and Securities and Asset Management Sector is 3.9% and 7.4% respectively.

2.15 Initiatives like the Shenzhen-Hong Kong Stock Connect and the Bond Connect are expected to further enhance Hong Kong's status as an international financial centre as well as a fund management centre.

2.16 The number of establishments in other financial sectors has increased by 979 over the past two years. The manpower of this sector has increased by 3 753 persons or 12.4% when compared with the figure in January 2015.

2.17 With regard to the manpower demand by principal jobs, the following principal jobs have had over 20% of rate of change in manpower in the past two years:

Principal Job	Manpower Change (%)	
1. Insurance Products Officers	128	(75.3%)
2. Customer Services Officer – Personal Banking/ Securities	1 454	(38.6%)
3. Manager-Corporate Banking/ Commercial Banking/ Relationship Management	572	(26.9%)
4. Chief Representative	18	(25.0%)
5. Investment Officer	524	(24.9%)
6. Chief Investment Officer/ Manager – Investment	290	(21.4%)
7. Product Manager	78	(20.1%)
8. Compliance/ Anti-Money Laundering Officer	239	(20.0%)

2.18 Regarding the manpower changes by job level, staff of the managerial level, supervisory/ officer level and clerical level all recorded a growth in 2017. The number of employees at managerial level has increased by 6 156 persons, representing a growth of 14.7% when compared with the figure in January 2015. In the same period, staff of supervisory/ officer level has increased by 3 883 persons or 6.3% whereas the number of clerical staff has increased by 179 persons or 0.4% of the number of persons employed in January 2015.

2.19 In comparison to the figure in January 2015, the number of other supporting staff has decreased by 875 persons or 11.6%.

Manpower Trend in the Past Eight Years

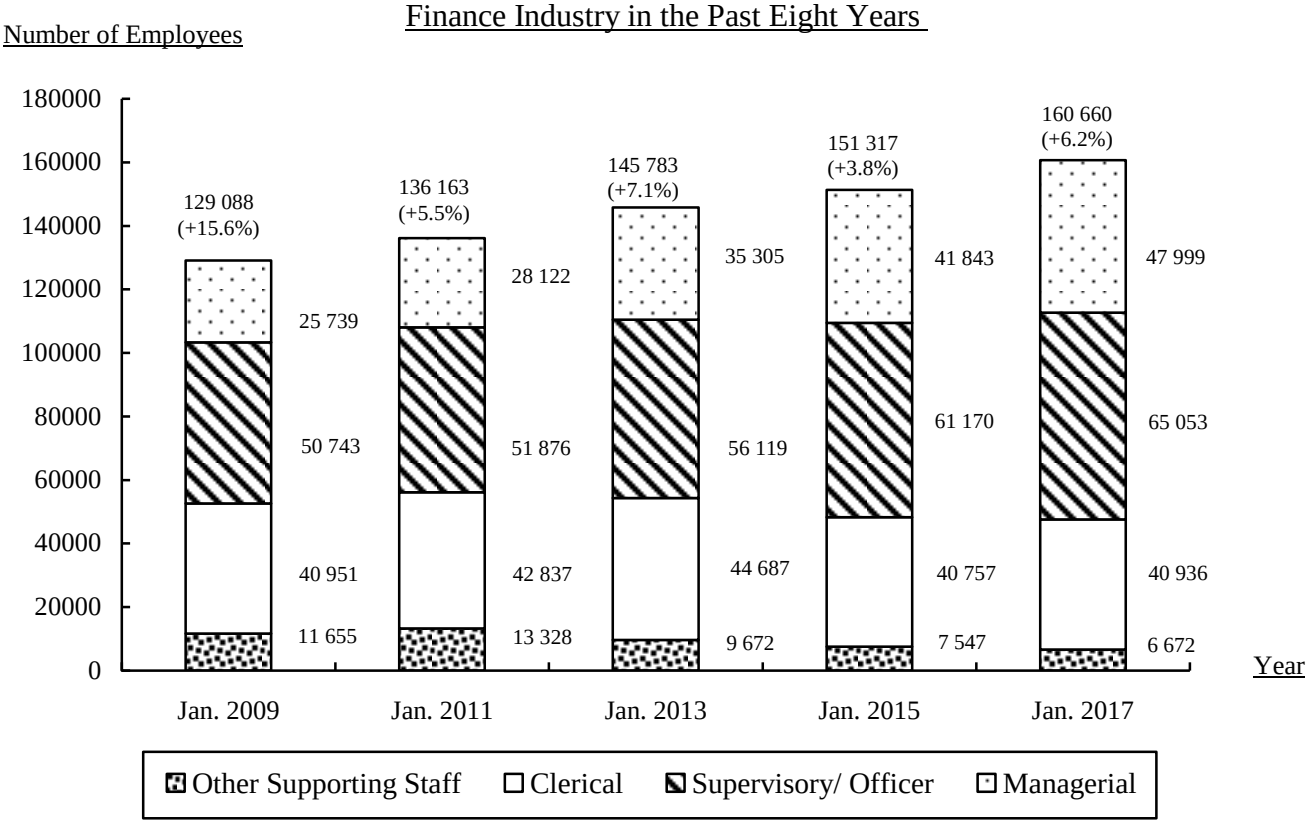
2.20 Generally speaking, the stage of economic cycle, the business environment as well as government policies, etc. have great impacts on the manpower demand of the industry. Table D and Figure 3 show the manpower trend of the banking and finance industry in the past eight years. It should be noted that the overall manpower of the banking and finance industry has been increasing over the past eight years.

Table D: Manpower Trend of the Banking and Finance Industry in the Past Eight Years

	Number of Employees Engaged in the Industry				
Job Level	Jan. 2009	Jan. 2011	Jan. 2013	Jan. 2015	Jan. 2017
Managerial	25 739	28 122	35 305	41 843	47 999
Supervisory/Officer	50 743	51 876	56 119	61 170	65 053
Clerical	40 951	42 837	44 687	40 757	40 936
Other Supporting Staff	11 655	13 328	9 672	7 547	6 672
Total	**129 088**	**136 163**	**145 783**	**151 317**	**160 660**
Manpower Change (%)*		**+7 075 (+5.5%)**	**+9 620 (+7.1%)**	**+5 534 (+3.8%)**	**+9 343 (+6.2%)**

(%)* The manpower change is derived by using the manpower figure of the previous survey.

Figure 3: Manpower Trend of the Banking and Finance Industry in the Past Eight Years



Number of Vacancies in the Industry
(Appendix 5 – Table 1, Table 1.1)

2.21 As at 2 January 2017, employers reported 2 935 vacancies in the banking and finance industry, representing 1.8% of a manpower demand of 163 595 persons which is defined as the number of employees plus the number of vacancies. The vacancies by branch and by job level are summarized in Table E and Figures 4(a)-4(b). The BANKS Branch had 1 974 vacancies or 67.3% of the total vacancies in the industry. The ASSET COS Branch had 279 vacancies (9.5%) whereas the PL COS Branch had 148 vacancies (5.0%).

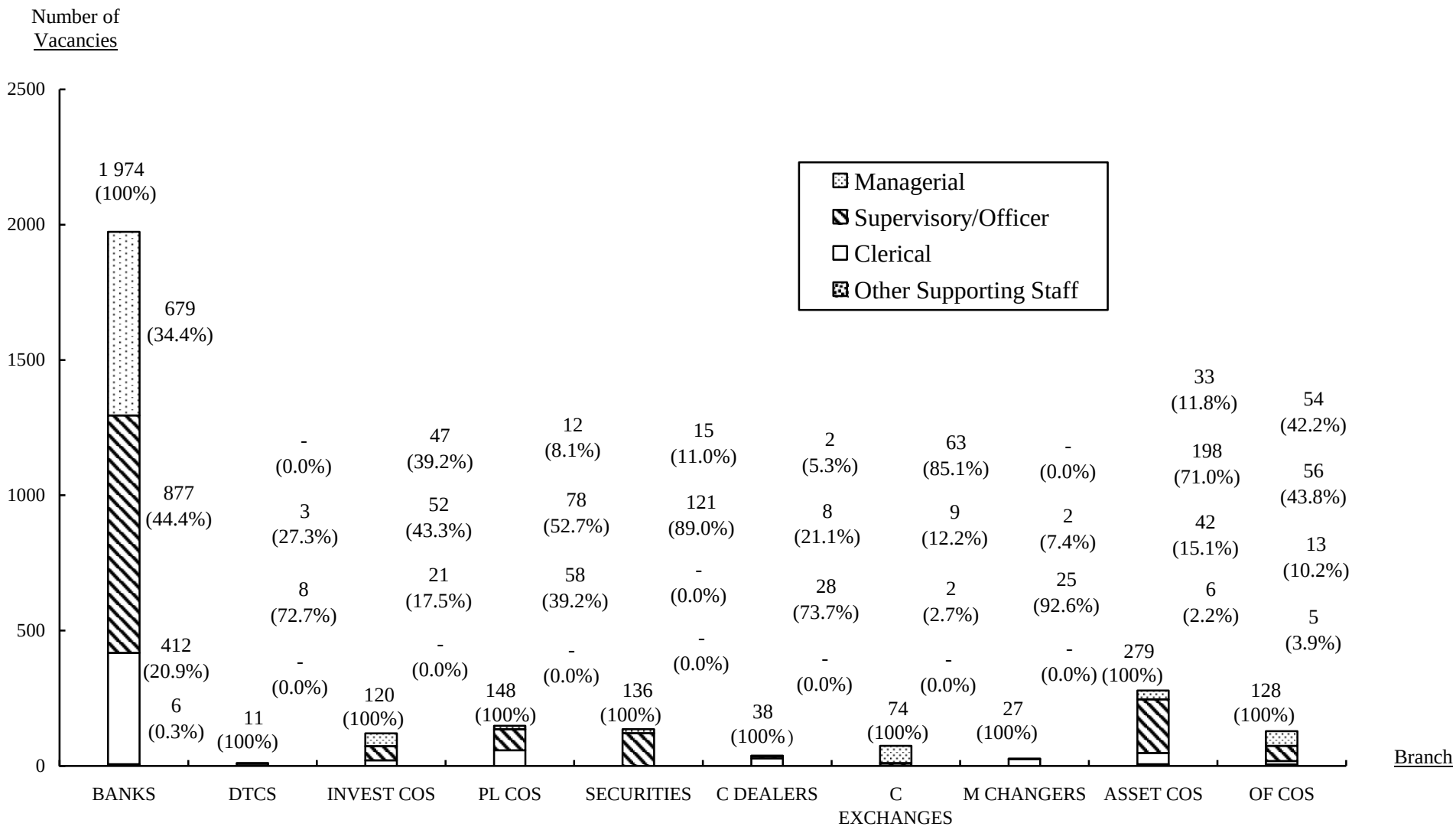
Table E: Number of Vacancies

Branch	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Other Supporting Staff (%)*		**Total (%)****
1. BANKS	679	(34.4)	877	(44.4)	412	(20.9)	6	(0.3)	**1 974 (67.3)**
2. DTCS	-	(0.0)	3	(27.3)	8	(72.7)	-	(0.0)	**11 (0.4)**
3. INVEST COS	47	(39.2)	52	(43.3)	21	(17.5)	-	(0.0)	**120 (4.1)**
4. PL COS	12	(8.1)	78	(52.7)	58	(39.2)	-	(0.0)	**148 (5.0)**
5. SECURITIES	15	(11.0)	121	(89.0)	-	(0.0)	-	(0.0)	**136 (4.6)**
6. C DEALERS	2	(5.3)	8	(21.1)	28	(73.7)	-	(0.0)	**38 (1.3)**
7. C EXCHANGES	63	(85.1)	9	(12.2)	2	(2.7)	-	(0.0)	**74 (2.5)**
8. M CHANGERS	-	(0.0)	2	(7.4)	25	(92.6)	-	(0.0)	**27 (0.9)**
9. ASSET COS	33	(11.8)	198	(71.0)	42	(15.1)	6	(2.2)	**279 (9.5)**
10. OF COS	54	(42.2)	56	(43.8)	13	(10.2)	5	(3.9)	**128 (4.4)**
Total (%)**	**905**	**(30.8)**	**1 404**	**(47.8)**	**609**	**(20.7)**	**17**	**(0.6)**	**2 935 (100.0)**

(%)* As a percentage of the total number of vacancies in the branch.

(%)** As a percentage of the total number of vacancies in the industry. Total percentage may not equal 100% due to rounding.

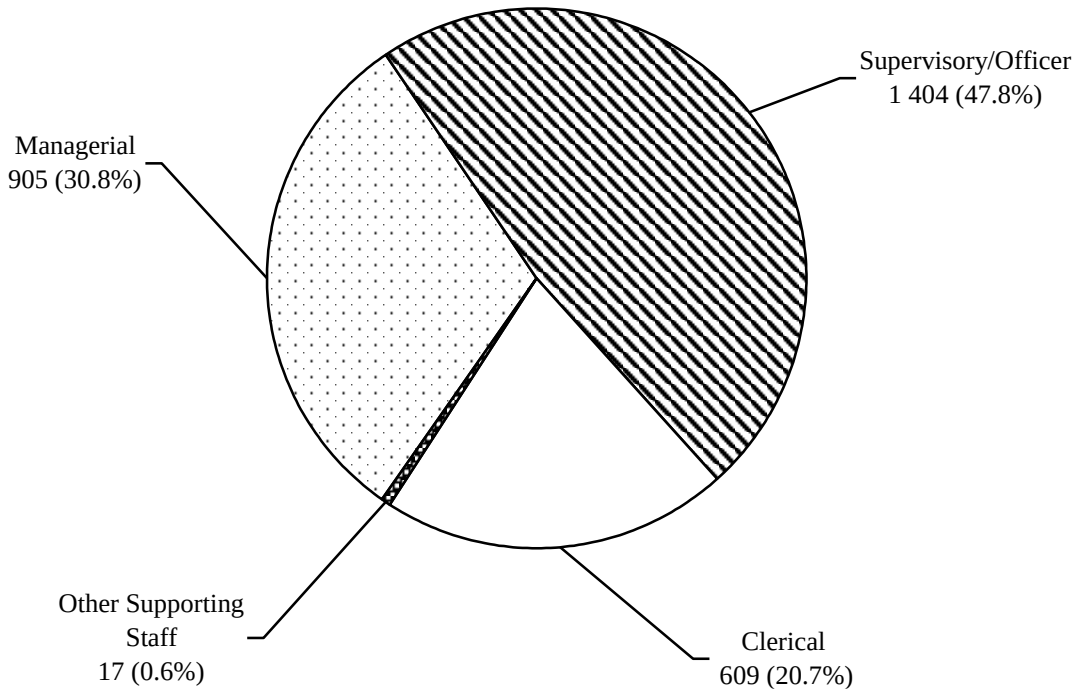
Figure 4(a) : Distribution of Vacancies by Branch and by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

Figure 4(b) : Number of Vacancies by Job Level

Total Number of Vacancies: 2 935



Remarks: Total percentage may not equal 100% due to rounding.

2.22 The three principal jobs with the largest number of vacancies at various job levels are summarized as follows: (For details, please refer to Table 1 in Appendix 5)

Managerial Level	Number of Vacancies
(a) Chief Information Officer/ Chief Technology Officer/ Manager–IT	62
(b) Manager–Compliance/ Anti-Money Laundering	62
(c) Manager–Corporate Banking/ Commercial Banking/ Relationship Management	61
(d) Manager–Human Resources	42
Supervisory/ Officer Level	
(a) Financial Adviser Representative/ Personal Financial Adviser	155
(b) Investment Analyst	142
(c) Operations Officer	126
Clerical Level	
(a) Clerk	270
(b) Teller	184
(c) Dealing Assistant	61

Changes in the Vacancy Situation

2.23 Employers reported 2 935 vacancies in January 2017. In comparison to the 2 425 vacancies reported by employers in January 2015, the number of vacancies has increased by 510 (+21.0%). Changes in the vacancy situation between 2015 and 2017 are summarized in Table F and Figure 5.

Table F: Vacancy Situation

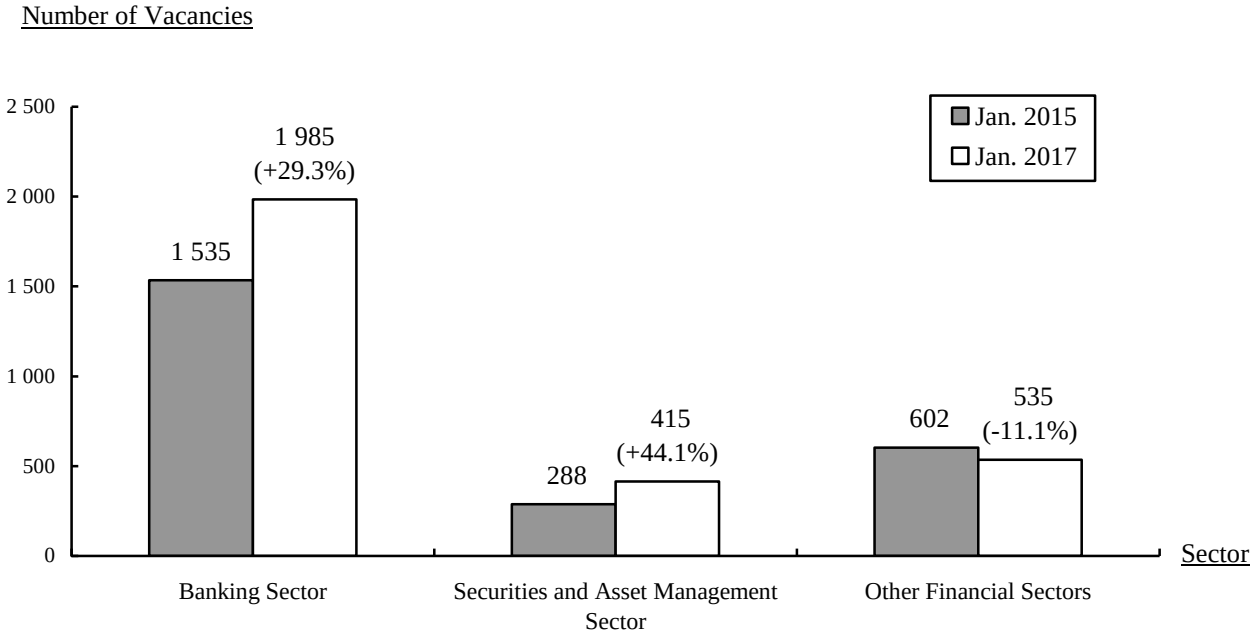
(i) Vacancy Situation by Sector

Sector	Jan. 2015	Jan. 2017	Change (%)	
Banking Sector	1 535	1 985	+450	(+29.3%)
Securities and Asset Management Sector	288	415	+127	(+44.1%)
Other Financial Sectors	602	535	-67	(-11.1%)
Total	**2 425**	**2 935**	**+510**	**(+21.0%)**

(ii) Vacancy Situation by Job Level

Job Level	Jan. 2015	Jan. 2017	Change (%)	
Managerial	674	905	+231	(+34.3%)
Supervisory/ Officer	1 025	1 404	+379	(+37.0%)
Clerical	678	609	-69	(-10.2%)
Other Supporting Staff	48	17	-31	(-64.6%)
Total	**2 425**	**2 935**	**+510**	**(+21.0%)**
Vacancy rate as a percentage of manpower demand	1.6%	1.8%		

Figure 5: Vacancy Situation



2.24 In comparison to January 2015, the Banking Sector and Securities and Asset Management Sector both reported an increase in the number of vacancies in January 2017 while Other Financial Sectors reported a slight decline. The number of vacancies in the Banking Sector and the Securities and Asset Management Sector has increased by 450 or 29.3% and 127 or 44.1% respectively when compared with January 2015. The percentage decrease in the number of vacancies reported by employers in the Other Financial Sectors was 11.1%.

Forecast of Manpower Demand Growth in 2019
(Appendix 5 – Table 1, Table 1.1)

2.25 Employers forecasted that the manpower demand of the industry by January 2019 would be 165 011 persons. This is slightly higher than the manpower demand of 163 595 persons in January 2017. The forecasted number of employees by January 2019 for each branch is summarized in Table G and Figures 6(a)-6(b). The three branches with the largest manpower forecast were INVEST COS (3.3%), C DEALERS (1.7%) and BANKS (1.1%).

Table G: Forecast of Manpower Demand Growth by 2019

	Branch	Job Level	Manpower Demand# Jan. 2017	Forecasted Number of Employees Jan. 2019	Growth (%)*	
1.	BANKS	Managerial	31 584	32 101	517	(1.6%)
		Supervisory/Officer	40 862	41 330	468	(1.1%)
		Clerical	27 282	27 451	169	(0.6%)
		Other Supporting Staff	3 109	3 108	-1	(<-0.1%)
		Sub-total	**102 837**	**103 990**	**1 153**	**(1.1%)**
2.	DTCS	Managerial	160	160	-	(0.0%)
		Supervisory/Officer	163	163	-	(0.0%)
		Clerical	265	265	-	(0.0%)
		Other Supporting Staff	17	17	-	(0.0%)
		Sub-total	**605**	**605**	**-**	**(0.0%)**
3.	INVEST COS	Managerial	1 302	1 340	38	(2.9%)
		Supervisory/Officer	1 221	1 281	60	(4.9%)
		Clerical	617	623	6	(1.0%)
		Other Supporting Staff	204	212	8	(3.9%)
		Sub-total	**3 344**	**3 456**	**112**	**(3.3%)**
4.	PL COS	Managerial	1 245	1 245	-	(0.0%)
		Supervisory/Officer	1 739	1 709	-30	(-1.7%)
		Clerical	1 740	1 731	-9	(-0.5%)
		Other Supporting Staff	198	198	-	(0.0%)
		Sub-total	**4 922**	**4 883**	**-39**	**(-0.8%)**
5.	SECURITIES	Managerial	1 917	1 908	-9	(-0.5%)
		Supervisory/Officer	4 021	4 002	-19	(-0.5%)
		Clerical	2 709	2 691	-18	(-0.7%)
		Other Supporting Staff	217	208	-9	(-4.1%)
		Sub-total	**8 864**	**8 809**	**-55**	**(-0.6%)**
6.	C DEALERS	Managerial	464	465	1	(0.2%)
		Supervisory/Officer	837	866	29	(3.5%)
		Clerical	647	651	4	(0.6%)
		Other Supporting Staff	24	24	-	(0.0%)
		Sub-total	**1 972**	**2 006**	**34**	**(1.7%)**
7.	C EXCHANGES	Managerial	962	962	-	(0.0%)
		Supervisory/Officer	1 093	1 093	-	(0.0%)
		Clerical	438	438	-	(0.0%)
		Other Supporting Staff	1 186	1 186	-	(0.0%)
		Sub-total	**3 679**	**3 679**	**-**	**(0.0%)**
8.	M CHANGERS	Managerial	307	307	-	(0.0%)
		Supervisory/Officer	647	639	-8	(-1.2%)
		Clerical	1 932	1 915	-17	(-0.9%)
		Other Supporting Staff	27	27	-	(0.0%)
		Sub-total	**2 913**	**2 888**	**-25**	**(-0.9%)**
9.	ASSET COS	Managerial	6 207	6 222	15	(0.2%)
		Supervisory/Officer	7 001	7 091	90	(1.3%)
		Clerical	2 739	2 735	-4	(-0.1%)
		Other Supporting Staff	901	901	-	(0.0%)
		Sub-total	**16 848**	**16 949**	**101**	**(0.6%)**
10.	OF COS	Managerial	4 756	4 755	-1	(<-0.1%)
		Supervisory/Officer	8 873	9 004	131	(1.5%)
		Clerical	3 176	3 181	5	(0.2%)
		Other Supporting Staff	806	806	-	(0.0%)
		Sub-total	**17 611**	**17 746**	**135**	**(0.8%)**
All Branches		**Managerial**	**48 904**	**49 465**	**561**	**(1.1%)**
		Supervisory/Officer	**66 457**	**67 178**	**721**	**(1.1%)**
		Clerical	**41 545**	**41 681**	**136**	**(0.3%)**
		Other Supporting Staff	**6 689**	**6 687**	**-2**	**(<-0.1%)**
		Total	**163 595**	**165 011**	**1 416**	**(0.9%)**

\# Manpower demand is defined as the total number of employees plus vacancies.

* As a percentage of the forecasted manpower demand growth using 2017 as the base year.

Figure 6(a): Employers' Forecast of Manpower Growth by January 2019 by Branch

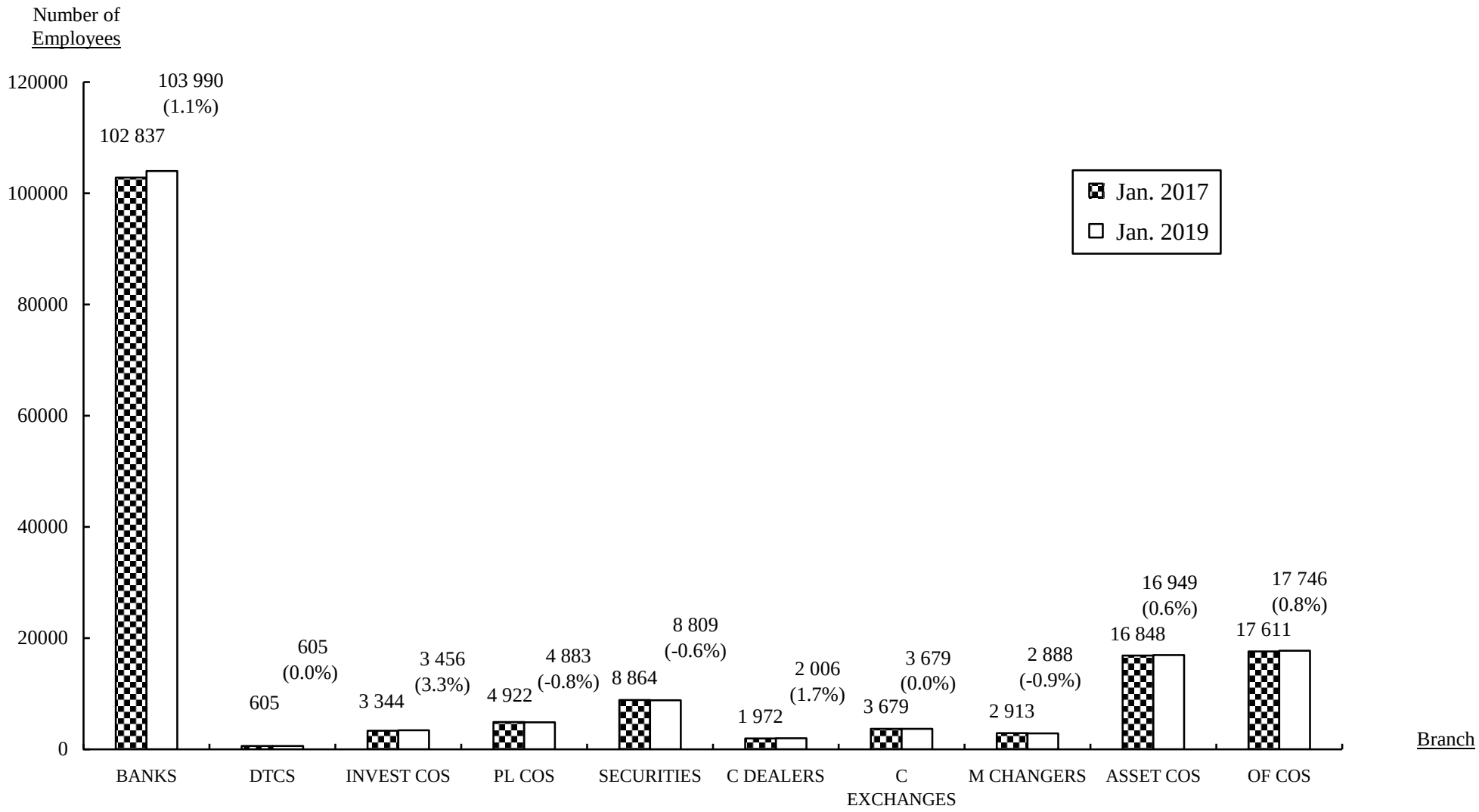
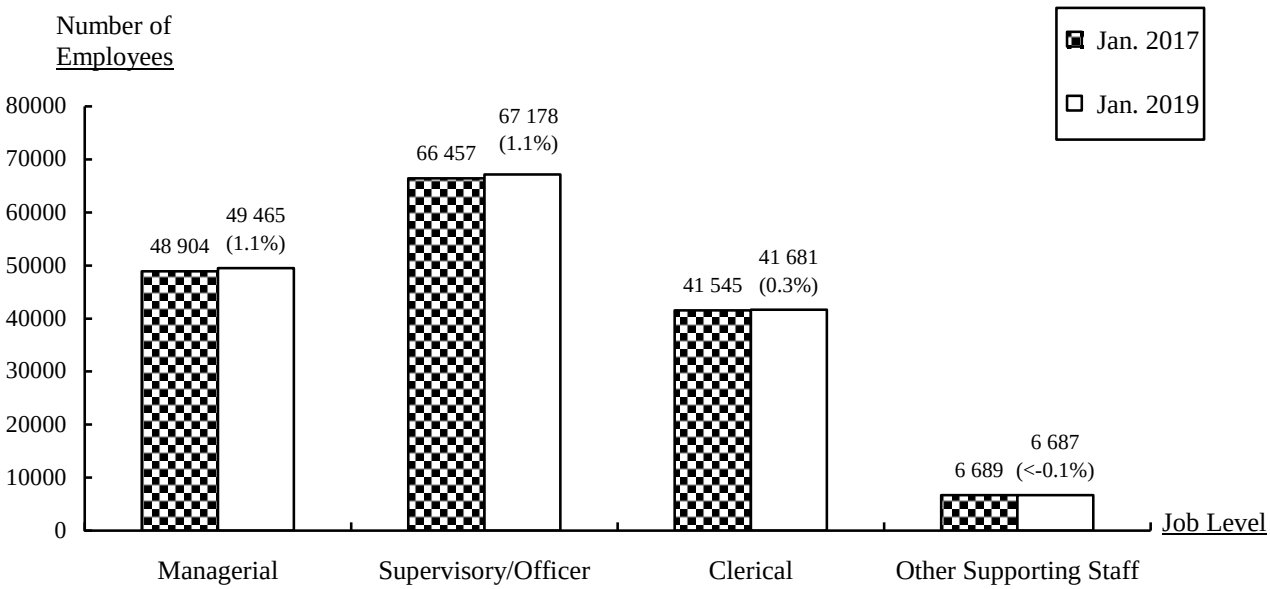


Figure 6(b): Employers' Forecast of Manpower Growth by January 2019 by Job Level



Figures in brackets are the growth rates using January 2017 as the base.

2.26 The three principal jobs with the highest manpower growth rate in the next 24 months at various job levels are summarized as follows. For details, please refer to Table 1 in Appendix 5.

Job Level		Increase in the Number of Employees	Growth Rate
Managerial Level			
(a)	E-Commerce/ E-Banking Manager	28	8.0%
(b)	Economist/ Manager – Economic Research	26	10.1%
(c)	Manager – Dealing Room	23	1.9%
Supervisory/ Officer Level			
(a)	Financial Adviser Representative/ Personal Financial Adviser	124	3.2%
(b)	Investment Analyst	62	2.1%
(c)	Customer Service Representative – Investment Service	41	7.7%
(d)	Operations Officer	41	0.8%
Clerical Level			
(a)	Clerk	40	0.3%
(b)	Computer Operator	18	1.5%
(c)	Trade Finance Operations Checker	17	2.2%

Minimum Education Requirement of Employees
(Appendix 5 – Table 2, Table 2.1)

2.27 Employers were asked to indicate the minimum education requirement of employees ranging from university degree or above to junior secondary, ie. Secondary 1-3. The survey findings on the minimum education which employers preferred their employees to have are summarized in Table H and Figure 7.

Table H : Minimum Education Requirement of Employees in the Banking and Finance Industry

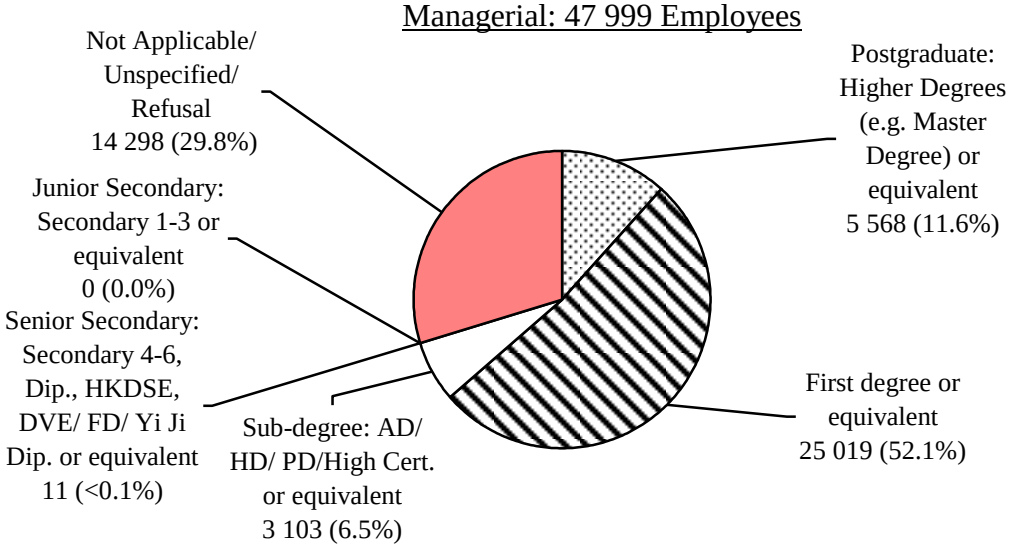
	Number of Employees						
Job Level	Postgraduate: Higher Degrees (e.g. Master Degree) or equivalent (%)*	First degree or equivalent (%)*	Sub-degree: AD/ HD/ PD/High Cert. or equivalent (%)*	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip. or equivalent (%)*	Junior Secondary: Secondary 1-3 or equivalent (%)*	Not Applicable/ Unspecified/ Refusal (%)*	**Total (%)****
Managerial	5 568 (11.6%)	25 019 (52.1%)	3 103 (6.5%)	11 (<0.1%)	- (0.0%)	14 298 (29.8%)	47 999 (100.0%)
Supervisory / Officer	303 (0.5%)	31 565 (48.5%)	12 831 (19.7%)	2 291 (3.5%)	- (0.0%)	18 063 (27.8%)	65 053 (100.0%)
Clerical	- (0.0%)	2 315 (5.7%)	6 719 (16.4%)	18 918 (46.2%)	394 (1.0%)	12 590 (30.8%)	40 936 (100.0%)
Total (%)**	**5 871 (3.8%)**	**58 899 (38.2%)**	**22 653 (14.7%)**	**21 220 (13.8%)**	**394 (0.3%)**	**44 951 (29.2%)**	**153 988(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the industry.

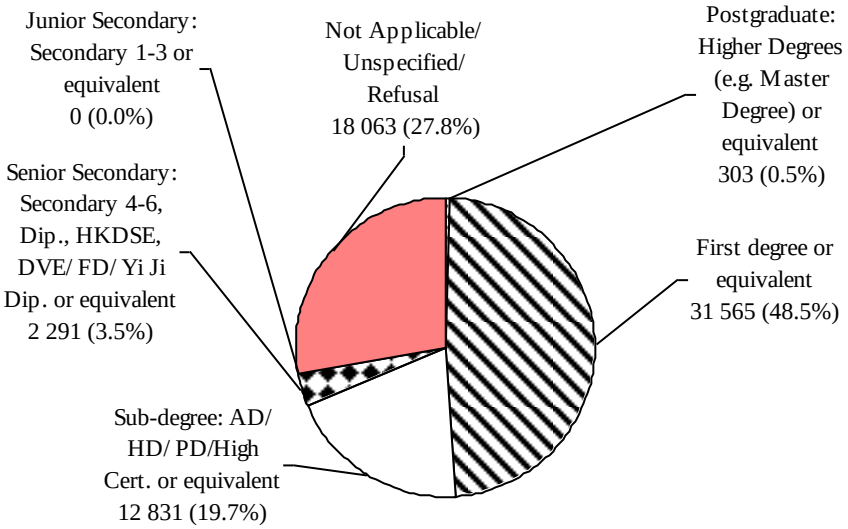
(%)** As a percentage of the total number of employees (excluding 6 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Figure 7: Minimum Education Requirement of Employees in the Banking and Finance Industry by Job Level

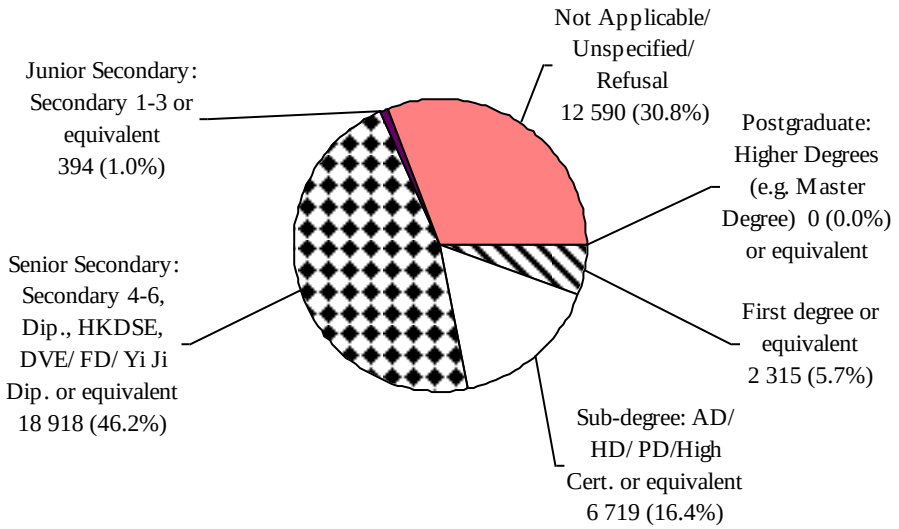
Managerial: 47 999 Employees



Supervisory/Officer: 65 053 Employees



Clerical: 40 936 Employees



Remarks: Total percentage may not equal 100% due to rounding.

2.28 The minimum education requirement of employees preferred by employers in the branches of BANKS, SECURITIES and ASSET COS are summarized in Tables I to K.

Table I: Minimum Education Requirement of Employees Preferred by Employers in the BANKS Branch

Number of Employees

Job Level	Postgraduate: Higher Degrees (e.g. Master Degree) or equivalent (%)*		First degree or equivalent (%)*		Sub-degree: AD/ HD/ PD/High Cert. or equivalent (%)*		Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip. or equivalent (%)*		Junior Secondary: Secondary 1-3 or equivalent (%)*		Not Applicable/ Unspecified/ Refusal (%)*		**Total (%)****	
Managerial	4 033	(13.0%)	13 911	(45.0%)	1 533	(5.0%)	3	(<0.1%)	-	(0.0%)	11 425	(37.0%)	30 905	(100.0%)
Supervisory/ Officer	108	(0.3%)	17 683	(44.2%)	9 250	(23.1%)	384	(1.0%)	-	(0.0%)	12 560	(31.4%)	39 985	(100.0%)
Clerical	-	(0.0%)	769	(2.9%)	3 791	(14.1%)	11 283	(42.0%)	63	(0.2%)	10 964	(40.8%)	26 870	(100.0%)
Total (%)**	**4 141**	**(4.2%)**	**32 363**	**(33.1%)**	**14 574**	**(14.9%)**	**11 670**	**(11.9%)**	**63**	**(0.1%)**	**34 949**	**(35.7%)**	**97 760**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees (excluding 3 103 other supporting staff) in the BANKS Branch. Total percentage may not equal 100% due to rounding.

Table J: Minimum Education Requirement of Employees Preferred by Employers in the SECURITIES Branch

Number of Employees

Job Level	Postgraduate: Higher Degrees (e.g. Master Degree) or equivalent (%)*		First degree or equivalent (%)*		Sub-degree: AD/ HD/ PD/High Cert. or equivalent (%)*		Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip. or equivalent (%)*		Junior Secondary: Secondary 1-3 or equivalent (%)*		Not Applicable/ Unspecified/ Refusal (%)*		**Total (%)****	
Managerial	17	(0.9%)	1 558	(81.9%)	193	(10.1%)	-	(0.0%)	-	(0.0%)	134	(7.0%)	1 902	(100.0%)
Supervisory/ Officer	-	(0.0%)	2 961	(75.9%)	519	(13.3%)	344	(8.8%)	-	(0.0%)	76	(1.9%)	3 900	(100.0%)
Clerical	-	(0.0%)	178	(6.6%)	510	(18.8%)	1 608	(59.4%)	40	(1.5%)	373	(13.8%)	2 709	(100.0%)
Total (%)**	**17**	**(0.2%)**	**4 697**	**(55.2%)**	**1 222**	**(14.4%)**	**1 952**	**(22.9%)**	**40**	**(0.5%)**	**583**	**(6.8%)**	**8 511**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees (excluding 217 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

Table K: Minimum Education Requirement of Employees Preferred by Employers in the ASSET COS Branch

	Number of Employees													
Job Level	Postgraduate: Higher Degrees (e.g. Master Degree) or equivalent (%)*		First degree or equivalent (%)*		Sub-degree: AD/ HD/ PD/High Cert. or equivalent (%)*		Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip. or equivalent (%)*		Junior Secondary: Secondary 1-3 or equivalent (%)*		Not Applicable/ Unspecified/ Refusal (%)*		**Total (%)****	
Managerial	459	(7.4%)	4 373	(70.8%)	929	(15.0%)	-	(0.0%)	-	(0.0%)	413	(6.7%)	6 174	(100.0%)
Supervisory/ Officer	29	(0.4%)	4 262	(62.6%)	1 766	(26.0%)	63	(0.9%)	-	(0.0%)	683	(10.0%)	6 803	(100.0%)
Clerical	-	(0.0%)	532	(19.7%)	1 469	(54.5%)	575	(21.3%)	6	(0.2%)	115	(4.3%)	2 697	(100.0%)
Total (%)**	**488**	**(3.1%)**	**9 167**	**(58.5%)**	**4 164**	**(26.6%)**	**638**	**(4.1%)**	**6**	**(0.0%)**	**1 211**	**(7.7%)**	**15 674**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the ASSET COS Branch.

(%)** As a percentage of the total number of employees (excluding 895 other supporting staff) in the ASSET COS Branch. Total percentage may not equal 100% due to rounding.

Comparison of the Minimum Education Requirement of Employees

2.29 Generally speaking, the survey findings showed that employers preferred their employees at the supervisory/officer level and managerial level to possess university degree or above education level. For clerical staff, senior secondary such as Secondary 4-6, Diploma and HKDSE were normally the minimum education requirements of employees. The three highest percentages of the minimum education requirements of employees at three major job levels reported by employers in the 2015 Survey and the 2017 Survey are summarized in Table L. As the categorization of education levels in the 2015 survey is different with that of the 2017 survey, the figures may not be directly comparable. For details, please refer to Table H in paragraph 2.27.

Table L: Comparison of the Minimum Education Requirement of Employees in the Banking and Finance Industry

Education Level	Managerial		Supervisory/ Officer		Clerical	
	2015	2017	2015	2017	2015	2017
Postgraduate: Higher Degrees (e.g. Master Degree) or equivalent						
First degree or equivalent	71.2%	63.7%	50.0%	49.0%		16.4%
Sub-degree: AD/ HD/ PD/High Cert. or equivalent	11.8% (AD & HD only)	6.5% (AD/ HD/ PD/High Cert. or equivalent)	13.9% (Dip./ Higher Cert./ Cert. only)	19.7% (AD/ HD/ PD/High Cert. or equivalent)	12.4% (Dip./ Higher Cert./ Cert. only)	16.4% (AD/ HD/ PD/High Cert. or equivalent)
Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip. or equivalent			13.9% (HKDSE/ Matriculation/ Secondary 5 only)		66.4% (HKDSE/ Matriculation / Secondary 5 only)	46.2% (Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip. or equivalent)
Junior Secondary: Secondary 1-3 or equivalent						
Not Applicable/ Unspecified/ Refusal	13.3%	29.8%		27.8%	9.3%	30.8%

Employees' Minimum Requirement on Year(s) of Experience in the Industry
(Appendix 5 – Table 3, Table 3.1)

2.30 Employers were requested to give their views on the working experience required for job holders of each principal job. Employees' minimum requirement on year(s) of experience in the banking and finance industry is summarized in Table M and Figure 8.

Table M: Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

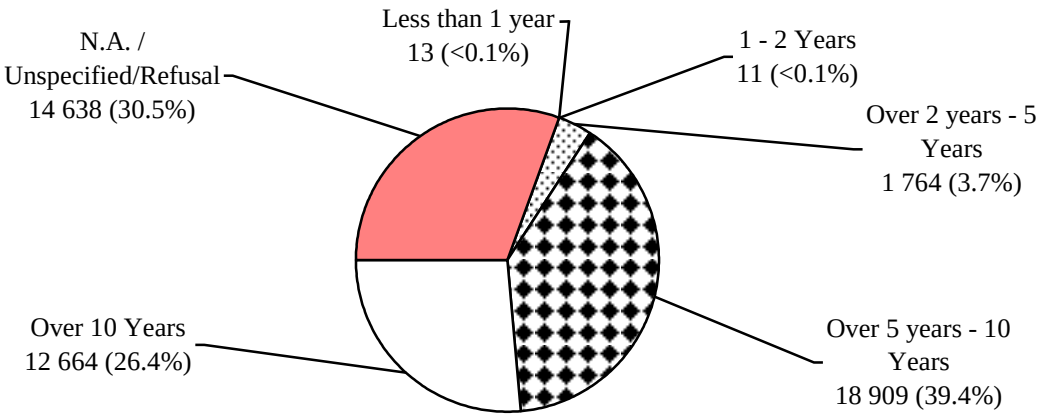
	Number of Employees						
Job Level	Less than 1 year (%)*	1 - 2 Years (%)*	Over 2 years – 5 years (%)*	Over 5 years – 10 years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	**Total (%)****
Managerial	13 (<0.1%)	11 (<0.1%)	1 764 (3.7%)	18 909 (39.4%)	12 664 (26.4%)	14 638 (30.5%)	**47 999 (100.0%)**
Supervisory/ Officer	555 (0.9%)	2 549 (3.9%)	18 596 (28.6%)	22 664 (34.8%)	1 200 (1.8%)	19 489 (30.0%)	**65 053 (100.0%)**
Clerical	5 054 (12.3%)	10 955 (26.8%)	9 260 (22.6%)	975 (2.4%)	1 159 (2.8%)	13 533 (33.1%)	**40 936 (100.0%)**
Total (%)**	**5 622 (3.7%)**	**13 515 (8.8%)**	**29 620 (19.2%)**	**42 548 (27.6%)**	**15 023 (9.8%)**	**47 660 (31.0%)**	**153 988 (100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the industry.

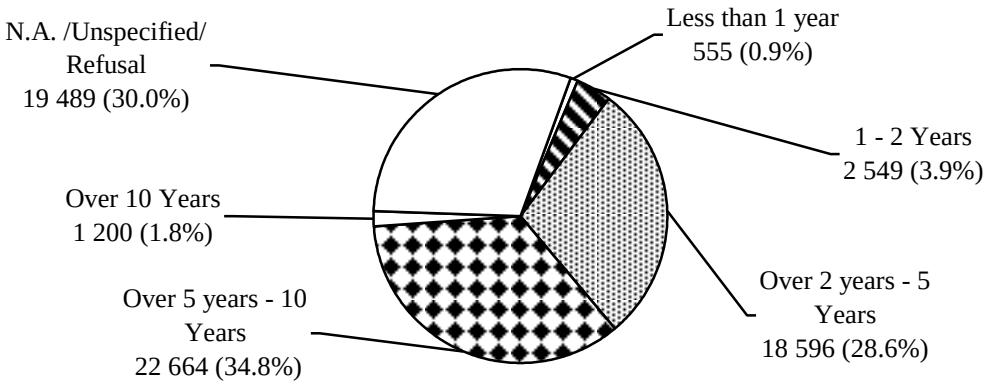
(%)** As a percentage of the total number of employees (excluding 6 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Figure 8: Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

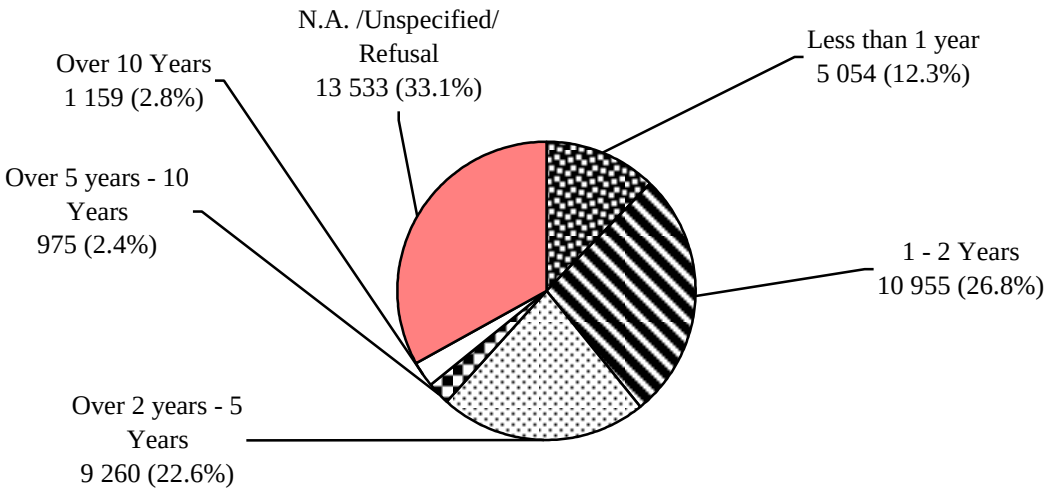
Managerial: 47 999 Employees



Supervisory/Officer: 65 053 Employees



Clerical: 40 936 Employees



Remarks: Total percentage may not equal 100% due to rounding.

2.31 Employees' minimum requirement on year(s) of experience in the BANKS, SECURITIES and ASSET COS branches are summarized in Tables N to P.

Table N: Employees' Minimum Requirement on Year(s) of Experience in the BANKS Branch

Number of Employees

Job Level	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	**Total (%)****
Managerial	- (0.0%)	1 (0.0%)	181 (0.6%)	11 268 (36.5%)	8 846 (28.6%)	10 609 (34.3%)	**30 905 (100.0%)**
Supervisory/ Officer	96 (0.2%)	189 (0.5%)	8 774 (21.9%)	17 745 (44.4%)	808 (2.0%)	12 373 (30.9%)	**39 985 (100.0%)**
Clerical	2 387 (8.9%)	4 016 (14.9%)	7 724 (28.7%)	676 (2.5%)	1 158 (4.3%)	10 909 (40.6%)	**26 870 (100.0%)**
Total	**2 483**	**4 206**	**16 679**	**29 689**	**10 812**	**33 891**	**97 760**
(%)**	**(2.5%)**	**(4.3%)**	**(17.1%)**	**(30.4%)**	**(11.1%)**	**(34.7%)**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees (excluding 3 103 other supporting staff) in the BANKS Branch. Total percentage may not equal 100% due to rounding.

Table O: Employees' Minimum Requirement on Year(s) of Experience in the SECURITIES Branch

Number of Employees

Job Level	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	**Total (%)****
Managerial	11 (0.6%)	8 (0.4%)	344 (18.1%)	979 (51.5%)	442 (23.2%)	118 (6.2%)	**1 902 (100.0%)**
Supervisory/ Officer	182 (4.7%)	389 (10.0%)	2 510 (64.4%)	704 (18.1%)	39 (1.0%)	76 (1.9%)	**3 900 (100.0%)**
Clerical	171 (6.3%)	1 995 (73.6%)	169 (6.2%)	- (0.0%)	1 (<0.1%)	373 (13.8%)	**2 709 (100.0%)**
Total	**364**	**2 392**	**3 023**	**1 683**	**482**	**567**	**8 511**
(%)**	**(4.3%)**	**(28.1%)**	**(35.5%)**	**(19.8%)**	**(5.7%)**	**(6.7%)**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees (excluding 217 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

Table P : Employees' Minimum Requirement on Year(s) of Experience in the ASSET COS Branch

Number of Employees

Job Level	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	**Total (%)****
Managerial	- (0.0%)	- (0.0%)	472 (7.6%)	2 812 (45.5%)	1 537 (24.9%)	1 353 (21.9%)	**6 174 (100.0%)**
Supervisory/ Officer	26 (0.4%)	211 (3.1%)	2 745 (40.3%)	1 383 (20.3%)	179 (2.6%)	2 259 (33.2%)	**6 803 (100.0%)**
Clerical	25 (0.9%)	989 (36.7%)	484 (17.9%)	86 (3.2%)	- (0.0%)	1 113 (41.3%)	**2 697 (100.0%)**
Total	**51**	**1 200**	**3 701**	**4 281**	**1 716**	**4 725**	**15 674**
(%)**	**(0.3%)**	**(7.7%)**	**(23.6%)**	**(27.3%)**	**(10.9%)**	**(30.1%)**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the ASSET COS Branch.

(%)** As a percentage of the total number of employees (excluding 895 other supporting staff) in the ASSET COS Branch. Total percentage may not equal 100% due to rounding.

Comparison of Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

2.32 The survey findings showed that the majority of employers required their employees at the managerial level and supervisory/officer level to have a minimum of over five to ten years of working experience in the industry. For clerical level, staff members with one to two years of working experience in the industry were also acceptable. The three highest percentages of the minimum requirement on year(s) of working experience in the industry at three major job levels reported by employers in the 2017 Survey and the 2015 Survey are summarized in Table Q. For details, please refer to Table M in paragraph 2.30.

Table Q: Comparison of Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

Year(s) of Experience	Managerial		Supervisory/Officer		Clerical	
	2015	2017	2015	2017	2015	2017
Less than 1 Year					27.7%	
1 - 2 Years			14.3%		34.7%	26.8%
Over 2 Years - 5 Years			43.5%	28.6%		22.6%
Over 5 - 10 Years	40.5%	39.4%		34.8%		
Over 10 Years	20.2%	26.4%				
Not Applicable/Unspecified/ Refusal	24.8%	30.5%	26.1%	30.0%	22.9%	33.1%

Distribution of Employees
by Average Monthly Income Range
(Appendix 5 – Table 4, Table 4.1)

2.33 Table R shows the distribution of employees by average monthly income range at different job levels. It should be noted that it is not the intention of this survey to collect information on the income of banking and finance personnel and the following income data only serves to cross-check the reliability of manpower data at various job levels.

Table R: Number of Employees by Average Monthly Income Range by Job Level

	Number of Employees										
Job Level	Below $8,000 (%)*	$8,000 to $10,000 (%)*	$10,001 to $20,000 (%)*	$20,001 to $30,000 (%)*	$30,001 to $40,000 (%)*	$40,001 to $60,000 (%)*	$60,001 to $80,000 (%)*	$80,001 to $100,000 (%)*	Above $100,000 (%)*	Not Applicable/ Unspecified Refusal (%)*	**Total (%)****
Managerial	- (0.0%)	- (0.0%)	22 (<0.1%)	3 026 (6.3%)	3 628 (7.6%)	9 545 (19.9%)	11 309 (23.6%)	2 652 (5.5%)	4 240 (8.8%)	13 577 (28.3%)	**47 999 (100.0%)**
Supervisory/ Officer	- (0.0%)	41 (0.1%)	6 835 (10.5%)	28 933 (44.5%)	7 577 (11.6%)	2 302 (3.5%)	682 (1.0%)	268 (0.4%)	660 (1.0%)	17 755 (27.3%)	**65 053 (100.0%)**
Clerical	41 (0.1%)	687 (1.7%)	24 987 (61.0%)	1 625 (4.0%)	659 (1.6%)	294 (0.7%)	- (0.0%)	- (0.0%)	- (0.0%)	12 643 (30.9%)	**40 936 (100.0%)**
Total (%)**	**41 (<0.1%)**	**728 (0.5%)**	**31 844 (20.7%)**	**33 584 (21.8%)**	**11 864 (7.7%)**	**12 141 (7.9%)**	**11 991 (7.8%)**	**2 920 (1.9%)**	**4 900 (3.2%)**	**43 975 (28.6%)**	**153 988 (100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the industry.

(%)** As a percentage of the total number of employees (excluding 6 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Comparison of the Distribution of Employees by Average Monthly Income Range

2.34 The survey findings showed that the average monthly income range of managerial staff spread widely from $10,001 to above $100,000 per month whereas the average monthly income range for supervisory/officer and clerical staff concentrated on "$20,001 to $30,000" and "$10,001 to $20,000" respectively. The three highest percentages of the average monthly income range of employees at the three job levels reported by employers are summarized in Table S. For details, please refer to Table R in paragraph 2.33.

Table S: Comparison of Employees' Average Monthly Income Range by Job Level

Average Monthly Income Range	Managerial		Supervisory/Officer		Clerical	
	2015	2017	2015	2017	2015	2017
$8,000 to $10,000					11.6%	
$10,001 to $20,000			22.1%		58.0%	61.0%
$20,001 to $30,000			36.6%	44.5%		4.0%
$30,001 to $40,000				11.6%		
$40,001 to $60,000	29.1%	19.9%				
$60,001 to $80,000	18.7%	23.6%				
Not Applicable/Unspecified/Refusal	23.8%	28.3%	24.1%	27.3%	24.1%	30.9%

Distribution of Employees
by Average Age Range
(Appendix 5 – Table 5, Table 5.1)

2.35 Table T shows the distribution of banking and finance personnel by average age range at different job levels. The majority of the banking and finance personnel at the job levels of "Managerial" and "Supervisor/Officer" ranged from 35 to 50 years old whereas over 30% of clerical staff were below 35. However, as a certain number of respondents did not provide the required data, readers of this report should be mindful of this when they interpret the findings in Table T.

Table T: Number of Employees by Average Age Range by Job Level

	Number of Employees				
Job Level	Below 35 (%)*	35 - 50 (%)*	Over 50 (%)*	Not Applicable/ Unspecified Refusal (%)*	**Total (%)****
Managerial	2 052	23 505	4 082	18 360	**47 999**
	(4.3%)	(49.0%)	(8.5%)	(38.3%)	**(100.0%)**
Supervisory/ Officer	18 186	19 078	602	27 187	**65 053**
	(28.0%)	(29.3%)	(0.9%)	(41.8%)	**(100.0%)**
Clerical	13 851	7 418	425	19 242	**40 936**
	(33.8%)	(18.1%)	(1.0%)	(47.0%)	**(100.0%)**
Total (%)**	**34 089**	**50 001**	**5 109**	**64 789**	**153 988**
	(22.1%)	**(32.5%)**	**(3.3%)**	**(42.1%)**	**(100.0%)**

(%)* As a percentage of the total number of employees at the same job level in the industry.

(%)** As a percentage of the total number of employees (excluding 6 672 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Staff Turnover in the Past Twelve Months
(Appendix 5 – Table 6, Tables 6.1 to 6.10)

2.36 Staff turnover is defined as the total number of employees who have left their companies in a specified period of time. The total number of employees who had left in the 12-month period prior to the survey were 20 264 (13.2% of the 153 988 persons engaged in the three major job levels of the industry) whereas the total number of persons recruited in the same period were 21 055 (13.7% of 153 988 persons engaged in the three major job levels of the industry). The staff turnover statistics are shown in Tables U to V and Figure 9.

Table U: Number of Employees Who Left in the Past Twelve Months by Branch and by Job Level

	Branch	Number of Employees Who Left						
		Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total**
1.	BANKS	2 223	(14.8)	7 226	(48.1)	5 564	(37.1)	**15 013**
2.	DTCS	13	(29.5)	9	(20.5)	22	(50.0)	**44**
3.	INVEST COS	71	(27.1)	126	(48.1)	65	(24.8)	**262**
4.	PL COS	46	(7.9)	266	(45.6)	271	(46.5)	**583**
5.	SECURITIES	191	(20.8)	420	(45.8)	306	(33.4)	**917**
6.	C DEALERS	23	(8.4)	89	(32.6)	161	(59.0)	**273**
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	**-**
8.	M CHANGERS	25	(7.2)	58	(16.6)	266	(76.2)	**349**
9.	ASSET COS	289	(23.7)	728	(59.8)	201	(16.5)	**1 218**
10.	OF COS	527	(32.8)	917	(57.1)	161	(10.0)	**1 605**
	Total (%)**	**3 408**	**(16.8)**	**9 839**	**(48.6)**	**7 017**	**(34.7)**	**20 264**

(%)* As a percentage of the total number of employees who left in the branch.

(%)** As a percentage of the total number of employees who left the companies in the industry. Total percentage may not equal 100% due to rounding.

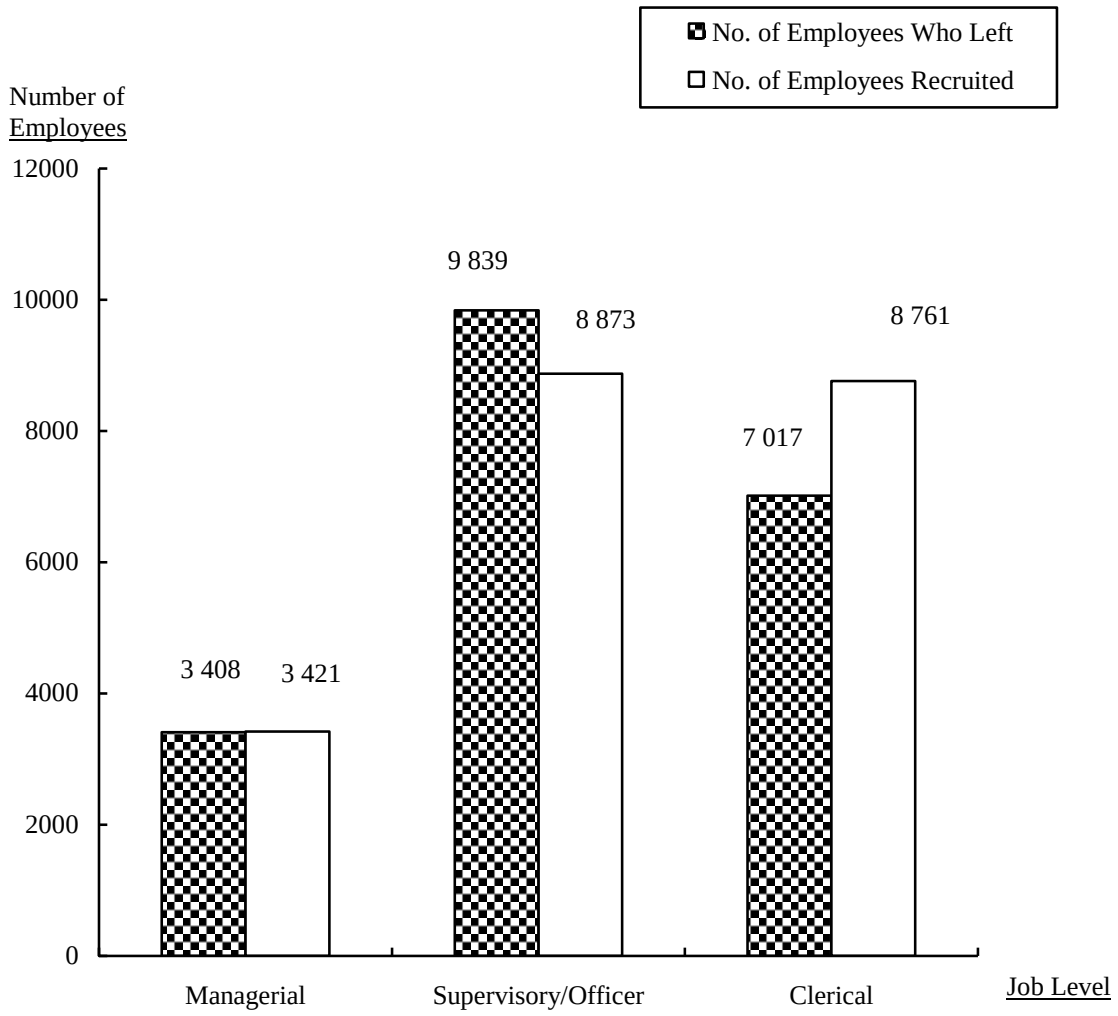
Table V: Number of Recruits in the Past Twelve Months by Branch and by Job Level

	Branch	Number of Recruits							
		Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
1.	BANKS	2 232	(14.1)	6 242	(39.5)	7 315	(46.3)	**15 789**	**(100)**
2.	DTCS	23	(50.0)	6	(13.0)	17	(37.0)	**46**	**(100)**
3.	INVEST COS	51	(23.7)	110	(51.2)	54	(25.1)	**215**	**(100)**
4.	PL COS	42	(10.4)	155	(38.6)	205	(51.0)	**402**	**(100)**
5.	SECURITIES	278	(38.0)	305	(41.7)	149	(20.4)	**732**	**(100)**
6.	C DEALERS	17	(7.2)	62	(26.4)	156	(66.4)	**235**	**(100)**
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	**0**	**(0.0)**
8.	M CHANGERS	-	(0.0)	37	(13.4)	239	(86.6)	**276**	**(100)**
9.	ASSET COS	405	(29.8)	754	(55.4)	201	(14.8)	**1 360**	**(100)**
10.	OF COS	373	(18.7)	1 202	(60.1)	425	(21.3)	**2 000**	**(100)**
	Total (%)**	**3 421**	**(16.2)**	**8 873**	**(42.1)**	**8 761**	**(41.6)**	**21 055**	**(100)**

(%)* As a percentage of the total number of recruits in the branch.

(%)** As a percentage of the total number of recruits in the industry. Total percentage may not equal 100% due to rounding.

Figure 9: Staff Turnover in the Banking and Finance Industry in the Past Twelve Months by Job Level



Staff Turnover Rate

2.37 In the twelve months prior to the survey, 20 264 employees left the companies in the industry while 21 055 persons were recruited to fill the vacancies. The staff turnover rate[λ] was 13.2%. The staff turnover rate was higher than that in the 2015 survey (10.8%). The staff turnover statistics of the three sectors are summarized in Table W. For details, please refer to Tables U and V in paragraph 2.36.

Table W: Staff Turnover in the Past Twelve Months by Sector

Sector	Number of Employees Who Left (%)*		Number of Employees Recruited (%)**	
Banking Sector	15 057	(74.3)	15 835	(75.2)
Securities and Asset Management Sector	2 135	(10.5)	2 092	(9.9)
Other Financial Sectors	3 072	(15.2)	3 128	(14.9)
Total	**20 264**	**(100)**	**21 055**	**(100)**

(%)* As a percentage of the total number of employees who left the companies in the industry.

(%)** As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

λ Staff Turnover Rate in a Specified Period of Time = $\frac{\text{No. of Employees Who Left in the Specified Period of Time}}{\text{Average No. of Employees in the Specified Period of Time (excluding 6 672 other supporting staff)}}$

The average number of employees could be the number of employees at the end of the specified period if the number of employees is stable throughout that specified period.

2.38 The staff turnover statistics of the banking and finance industry, the Banking Sector (BANKS Branch and DTCS Branch), the Securities and Asset Management Sector (SECURITIES Branch and ASSET COS Branch) and Other Financial Sectors (other branches except BANKS, DTCS, SECURITIES and ASSET COS) are summarized in Tables X to Z and AA to AI. It should be noted that 3.7% of the persons leaving the banking and finance industry joined the insurance industry and 4.0% of the recruits joining the banking and finance industry were personnel from the insurance industry.

Banking and Finance Industry

Table X: Number of Employees Who Left in the Past Twelve Months by Reason

	Reason	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Taking up another job in the banking/finance industry or starting own finance related business	1 287	(2.7)	3 174	(4.9)	2 289	(5.6)	**6 750**	**(33.3)**
(b)	Taking up a job in the insurance industry or starting own insurance related business	62	(0.1)	583	(0.9)	96	(0.2)	**741**	**(3.7)**
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	111	(0.2)	770	(1.2)	962	(2.4)	**1 843**	**(9.1)**
(d)	Emigration	7	(<0.1)	19	(<0.1)	20	(<0.1)	**46**	**(0.2)**
(e)	Repatriation	94	(0.2)	130	(0.2)	15	(<0.1)	**239**	**(1.2)**
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	26	(0.1)	69	(0.1)	2	(<0.1)	**97**	**(0.5)**
	(ii) to other countries	26	(0.1)	50	(0.1)	24	(0.1)	**100**	**(0.5)**
(g)	Retirement	276	(0.6)	264	(0.4)	337	(0.8)	**877**	**(4.3)**
(h)	Further studies	4	(<0.1)	193	(0.3)	400	(1.0)	**597**	**(2.9)**
(i)	Retrenchment	292	(0.6)	320	(0.5)	297	(0.7)	**909**	**(4.5)**
(j)	Company re-structured/closed	36	(0.1)	111	(0.2)	61	(0.1)	**208**	**(1.0)**
(k)	Expiry of employment contract	29	(0.1)	50	(0.1)	590	(1.4)	**669**	**(3.3)**
(l)	Poor performance	59	(0.1)	244	(0.4)	195	(0.5)	**498**	**(2.5)**
(m)	Other reasons△	557	(1.2)	2 077	(3.2)	863	(2.1)	**3 497**	**(17.3)**
(n)	Reasons unknown	542	(1.1)	1 785	(2.7)	866	(2.1)	**3 193**	**(15.8)**
	Total	**3 408**	**(7.1)**	**9 839**	**(15.1)**	**7 017**	**(17.1)**	**20 264**	**(100)**
	Total Number of Employees at the Same Job Level in the Industry	47 999		65 053		40 936		153 988#	
	Staff Turnover Rate@							13.2%	

(%)* As a percentage of the total number of employees at the same job level in the industry.

(%)** As a percentage of the total number of employees who left the companies in the industry. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

\# Total number of employees in the industry excluding 6 672 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees who left the companies in the industry}}{\text{Total No. of Employees in the industry (excluding 6 672 other supporting staff)}}$

Table Y: Number of Recruits of the Banking and Finance Industry in the Past Twelve Months by Source

Source	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****
(a) From another bank/ finance company	1 831	(3.8)	4 254	(6.5)	2 426	(5.9)	**8 511 (40.4)**
(b) From an insurance company/insurance intermediary/insurance related company	40	(0.1)	481	(0.7)	317	(0.8)	**838 (4.0)**
(c) From a company outside the banking/ finance/insurance industry	202	(0.4)	936	(1.4)	1 309	(3.2)	**2 447 (11.6)**
(d) From a college/ school direct							
Graduate of University Degree or Above	461	(1.0)	888	(1.4)	1 348	(3.3)	**2 697 (12.8)**
Sub-degree Holder	26	(0.1)	74	(0.1)	572	(1.4)	**672 (3.2)**
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	5	(<0.1)	147	(0.2)	712	(1.7)	**864 (4.1)**
(e) Other sources△	44	(0.1)	29	(<0.1)	68	(0.2)	**141 (0.7)**
(f) Sources unspecified	812	(1.7)	2 064	(3.2)	2 009	(4.9)	**4 885 (23.2)**
Total	**3 421**	**(7.1)**	**8 873**	**(13.6)**	**8 761**	**(21.4)**	**21 055 (100)**
Total Number of Employees at the Same Job Level in the Industry	47 999		65 053		40 936		153 988#

(%)* As a percentage of the total number of employees at the same job level in the industry.
(%)** As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.
△ Other sources include employees transferred from overseas head office.
Total number of employees in the industry excluding 6 672 other supporting staff.

Table Z: Number of Recruits of the Banking and Finance Industry in the Past Twelve Months by Geographic Origin

	Geographic Origin	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Hong Kong	2 879	(6.0)	8 003	(12.3)	8 357	(20.4)	**19 239**	**(91.4)**
(b)	The mainland of China	191	(0.4)	661	(1.0)	326	(0.8)	**1 178**	**(5.6)**
(c)	Other parts of Asia	88	(0.2)	63	(0.1)	55	(0.1)	**206**	**(1.0)**
(d)	Europe	12	(<0.1)	145	(0.2)	21	(0.1)	**178**	**(0.8)**
(e)	United States of America	4	(<0.1)	-	(0.0)	-	(0.0)	**4**	**(<0.1)**
(f)	Other places△	25	(0.1)	1	(<0.1)	2	(<0.1)	**28**	**(0.1)**
(g)	Geographic origins unspecified	222	(0.5)	-	(0.0)	-	(0.0)	**222**	**(1.1)**
	Total	**3 421**	**(7.1)**	**8 873**	**(13.6)**	**8 761**	**(21.4)**	**21 055**	**(100)**
	Total Number of Employees at the Same Job Level in the Industry	47 999		65 053		40 936		153 988#	

(%)* As a percentage of the total number of employees at the same job level in the industry.

(%)** As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

△ Other places include Australia and other countries.

Total number of employees in the industry excluding 6 672 other supporting staff.

Banking Sector

Table AA: Number of Employees who Left in the Past Twelve Months by Reason

	Reason	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Taking up another job in the banking/finance industry or starting own finance related business	579	(1.9)	2 043	(5.1)	1 830	(6.7)	**4 452**	**(29.6)**
(b)	Taking up a job in the insurance industry or starting own insurance related business	62	(0.2)	543	(1.4)	80	(0.3)	**685**	**(4.5)**
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	98	(0.3)	617	(1.5)	778	(2.9)	**1 493**	**(9.9)**
(d)	Emigration	7	(<0.1)	17	(<0.1)	3	(<0.1)	**27**	**(0.2)**
(e)	Repatriation	90	(0.3)	113	(0.3)	4	(<0.1)	**207**	**(1.4)**
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	18	(0.1)	69	(0.2)	2	(<0.1)	**89**	**(0.6)**
	(ii) to other countries	8	(<0.1)	32	(0.1)	-	(0.0)	**40**	**(0.3)**
(g)	Retirement	247	(0.8)	239	(0.6)	279	(1.0)	**765**	**(5.1)**
(h)	Further studies	4	(<0.1)	163	(0.4)	383	(1.4)	**550**	**(3.7)**
(i)	Retrenchment	246	(0.8)	277	(0.7)	230	(0.8)	**753**	**(5.0)**
(j)	Company re-structured/closed	17	(0.1)	30	(0.1)	15	(0.1)	**62**	**(0.4)**
(k)	Expiry of employment contract	19	(0.1)	37	(0.1)	586	(2.2)	**642**	**(4.3)**
(l)	Poor performance	55	(0.2)	219	(0.5)	156	(0.6)	**430**	**(2.9)**
(m)	Other reasons△	432	(1.4)	1 962	(4.9)	761	(2.8)	**3 155**	**(21.0)**
(n)	Reasons unknown	354	(1.1)	874	(2.2)	479	(1.8)	**1 707**	**(11.3)**
	Total	**2 236**	**(7.2)**	**7 235**	**(18.0)**	**5 586**	**(20.6)**	**15 057**	**(100)**
	Total Number of Employees at the Same Job Level in the Banking Sector	31 065		40 145		27 127		98 337#	
	Staff Turnover Rate@							15.3%	

(%)* As a percentage of the total number of employees at the same job level in the Banking Sector

(%)** As a percentage of the total number of employees who left the companies in the Banking Sector. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

\# Total number of employees in the Banking Sector excluding 3 120 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees who Left the Companies in the Banking Sector}}{\text{Total No. of Employees in the Banking Sector (excluding 3 120 other supporting staff)}}$

Table AB: Number of Recruits of the Banking Sector in the Past Twelve Months by Source

	Source	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	From another bank/ finance company	746	(2.4)	2 338	(5.8)	1 737	(6.4)	**4 821**	**(30.4)**
(b)	From an insurance company/insurance intermediary/insurance related company	39	(0.1)	433	(1.1)	295	(1.1)	**767**	**(4.8)**
(c)	From a company outside the banking/ finance/insurance industry	145	(0.5)	655	(1.6)	1 058	(3.9)	**1 858**	**(11.7)**
(d)	From a college/ school direct								
	Graduate of University Degree or Above	461	(1.5)	826	(2.1)	1 198	(4.4)	**2 485**	**(15.7)**
	Sub-degree Holder	26	(0.1)	71	(0.2)	530	(2.0)	**627**	**(4.0)**
	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	5	(<0.1)	107	(0.3)	603	(2.2)	**715**	**(4.5)**
(e)	Other sources△	37	(0.1)	10	(<0.1)	6	(<0.1)	**53**	**(0.3)**
(f)	Sources unspecified	796	(2.6)	1 808	(4.5)	1 905	(7.0)	**4 509**	**(28.5)**
	Total	**2 255**	(7.3)	**6 248**	(15.6)	**7 332**	(27.0)	**15 835**	**(100)**
	Total Number of Employees at the Same Job Level in the Banking Sector	31 065		40 145		27 127		98 337#	

(%)* As a percentage of the total number of employees at the same job level in the Banking Sector.

(%)** As a percentage of the total number of employees recruited in the Banking Sector. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in the Banking Sector excluding 3 120 other supporting staff.

Table AC: Number of Recruits of the Banking Sector in the Past Twelve Months by Geographic Origin

	Geographic Origin	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Hong Kong	1 824	(5.9)	5 621	(14.0)	6 996	(25.8)	**14 441**	**(91.2)**
(b)	The mainland of China	123	(0.4)	584	(1.5)	302	(1.1)	**1 009**	**(6.4)**
(c)	Other parts of Asia	72	(0.2)	42	(0.1)	32	(0.1)	**146**	**(0.9)**
(d)	Europe	9	(<0.1)	-	(0.0)	-	(0.0)	**9**	**(0.1)**
(e)	United States of America	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(f)	Other places△	5	(<0.1)	1	(<0.1)	2	(<0.1)	**8**	**(0.1)**
(g)	Geographic origins unspecified	222	(0.7)	-	(0.0)	-	(0.0)	**222**	**(1.4)**
	Total	**2 255**	**(7.3)**	**6 248**	**(15.6)**	**7 332**	**(27.0)**	**15 835**	**(100)**
	Total Number of Employees at the Same Job Level in the Banking Sector	31 065		40 145		27 127		98 337#	

(%)* As a percentage of the total number of employees at the same job level in the Banking Sector.

(%)** As a percentage of the total number of employees recruited in the Banking Sector. Total percentage may not equal 100% due to rounding.

△ Other places include Australia and other countries.

Total number of employees in the Banking Sector excluding 3 120 other supporting staff.

Securities and Asset Management Sector

Table AD: Number of Employees Who Left in the Past Twelve Months by Reason

	Reason	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Taking up another job in the banking/finance industry or starting own finance related business	299	(3.7)	635	(5.9)	202	(3.7)	**1 136**	**(53.2)**
(b)	Taking up a job in the insurance industry or starting own insurance related business	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	10	(0.1)	46	(0.4)	11	(0.2)	**67**	**(3.1)**
(d)	Emigration	-	(0.0)	1	(<0.1)	1	(<0.1)	**2**	**(0.1)**
(e)	Repatriation	4	(<0.1)	12	(0.1)	-	(0.0)	**16**	**(0.7)**
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	1	(<0.1)	-	(0.0)	-	(0.0)	**1**	**(<0.1)**
	(ii) to other countries	18	(0.2)	18	(0.2)	24	(0.4)	**60**	**(2.8)**
(g)	Retirement	8	(0.1)	21	(0.2)	16	(0.3)	**45**	**(2.1)**
(h)	Further studies	-	(0.0)	25	(0.2)	14	(0.3)	**39**	**(1.8)**
(i)	Retrenchment	46	(0.6)	43	(0.4)	63	(1.2)	**152**	**(7.1)**
(j)	Company re-structured/closed	12	(0.1)	15	(0.1)	24	(0.4)	**51**	**(2.4)**
(k)	Expiry of employment contract	8	(0.1)	-	(0.0)	2	(<0.1)	**10**	**(0.5)**
(l)	Poor performance	4	(<0.1)	17	(0.2)	9	(0.2)	**30**	**(1.4)**
(m)	Other reasons△	13	(0.2)	40	(0.4)	-	(0.0)	**53**	**(2.5)**
(n)	Reasons unknown	57	(0.7)	275	(2.6)	141	(2.6)	**473**	**(22.2)**
	Total	**480**	**(5.9)**	**1 148**	**(10.7)**	**507**	**(9.4)**	**2 135**	**(100)**
	Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	8 076		10 703		5 406		24 185#	
	Staff Turnover Rate@							8.8%	

(%)* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)** As a percentage of the total number of employees who left the companies in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

\# Total number of employees in the Securities and Asset Management Sector excluding 1 112 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees Who Left the Companies in the Securities and Asset Management Sector}}{\text{Total No. of Employees in the Securities and Asset Management Sector (excluding 1 112 other supporting staff)}}$

Table AE: Number of Recruits of the Securities and Asset Management Sector in the Past Twelve Months by Source

	Source	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	From another bank/ finance company	609	(7.5)	937	(8.8)	211	(3.9)	**1 757**	**(84.0)**
(b)	From an insurance company/insurance intermediary/insurance related company	-	(0.0)	-	(0.0)	22	(0.4)	**22**	**(1.1)**
(c)	From a company outside the banking/ finance/insurance industry	54	(0.7)	66	(0.6)	45	(0.8)	**165**	**(7.9)**
(d)	From a college/ school direct								
	Graduate of University Degree or Above	-	(0.0)	37	(0.3)	59	(1.1)	**96**	**(4.6)**
	Sub-degree Holder	-	(0.0)	-	(0.0)	4	(0.1)	**4**	**(0.2)**
	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	-	(0.0)	1	(<0.1)	**1**	**(<0.1)**
(e)	Other sources△	4	(<0.1)	3	(<0.1)	-	(0.0)	**7**	**(0.3)**
(f)	Sources unspecified	16	(0.2)	16	(0.1)	8	(0.1)	**40**	**(1.9)**
	Total	**683**	**(8.5)**	**1 059**	**(9.9)**	**350**	**(6.5)**	**2 092**	**(100)**
	Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	8 076		10 703		5 406		24 185#	

(%)* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)** As a percentage of the total number of employees recruited in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in the Securities and Asset Management Sector excluding 1 112 other supporting staff.

Table AF: Number of Recruits of the Securities and Asset Management Sector in the Past Twelve Months by Geographic Origin

	Geographic Origin	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Hong Kong	583	(7.2)	1 015	(9.5)	318	(5.9)	**1 916**	**(91.6)**
(b)	The mainland of China	59	(0.7)	8	(0.1)	-	(0.0)	**67**	**(3.2)**
(c)	Other parts of Asia	14	(0.2)	15	(0.1)	11	(0.2)	**40**	**(1.9)**
(d)	Europe	3	(<0.1)	21	(0.2)	21	(0.4)	**45**	**(2.2)**
(e)	United States of America	4	(<0.1)	-	(0.0)	-	(0.0)	**4**	**(0.2)**
(f)	Other places△	20	(0.2)	-	(0.0)	-	(0.0)	**20**	**(1.0)**
(g)	Geographic origins unspecified	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
	Total	**683**	**(8.5)**	**1 059**	**(9.9)**	**350**	**(6.5)**	**2 092**	**(100)**
	Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	8 076		10 703		5 406		24 185#	

(%)* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)** As a percentage of the total number of employees recruited in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other places include Australia and other countries.

Total number of employees in the Securities and Asset Management Sector excluding 1 112 other supporting staff.

Other Financial Sectors

Table AG: Number of Employees Who Left in the Past Twelve Months by Reason

	Reason	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Taking up another job in the banking/finance industry or starting own finance related business	409	(4.6)	496	(3.5)	257	(3.1)	**1 162**	**(37.8)**
(b)	Taking up a job in the insurance industry or starting own insurance related business	-	(0.0)	40	(0.3)	16	(0.2)	**56**	**(1.8)**
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	3	(<0.1)	107	(0.8)	173	(2.1)	**283**	**(9.2)**
(d)	Emigration	-	(0.0)	1	(<0.1)	16	(0.2)	**17**	**(0.6)**
(e)	Repatriation	-	(0.0)	5	(<0.1)	11	(0.1)	**16**	**(0.5)**
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	7	(0.1)	-	(0.0)	-	(0.0)	**7**	**(0.2)**
	(ii) to other countries	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(g)	Retirement	21	(0.2)	4	(<0.1)	42	(0.5)	**67**	**(2.2)**
(h)	Further studies	-	(0.0)	5	(<0.1)	3	(<0.1)	**8**	**(0.3)**
(i)	Retrenchment	-	(0.0)	-	(0.0)	4	(<0.1)	**4**	**(0.1)**
(j)	Company re-structured/closed	7	(0.1)	66	(0.5)	22	(0.3)	**95**	**(3.1)**
(k)	Expiry of employment contract	2	(<0.1)	13	(0.1)	2	(<0.1)	**17**	**(0.6)**
(l)	Poor performance	-	(0.0)	8	(0.1)	30	(0.4)	**38**	**(1.2)**
(m)	Other reasons△	112	(1.3)	75	(0.5)	102	(1.2)	**289**	**(9.4)**
(n)	Reasons unknown	131	(1.5)	636	(4.5)	246	(2.9)	**1 013**	**(33.0)**
	Total	**692**	**(7.8)**	**1 456**	**(10.2)**	**924**	**(11.0)**	**3 072**	**(100)**
	Total Number of Employees at the Same Job Level in Other Financial Sectors	8 858		14 205		8 403		31 466#	
	Staff Turnover Rate@							9.8%	

(%)* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)** As a percentage of the total number of employees who left the companies in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

\# Total number of employees in Other Financial Sectors excluding 2 440 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees Who Left the companies in Other Financial Sectors}}{\text{Total No. of Employees in Other Financial Sectors (excluding 2 440 other supporting staff)}}$

Table AH: Number of Recruits of Other Financial Sectors in the Past Twelve Months by Source

	Source	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	From another bank/ finance company	476	(5.4)	979	(6.9)	478	(5.7)	**1 933**	**(61.8)**
(b)	From an insurance company/insurance intermediary/insurance related company	1	(<0.1)	48	(0.3)	-	(0.0)	**49**	**(1.6)**
(c)	From a company outside the banking/ finance/insurance industry	3	(<0.1)	215	(1.5)	206	(2.5)	**424**	**(13.6)**
(d)	From a college/ school direct								
	Graduate of University Degree or Above	-	(0.0)	25	(0.2)	91	(1.1)	**116**	**(3.7)**
	Sub-degree Holder	-	(0.0)	3	(<0.1)	38	(0.5)	**41**	**(1.3)**
	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	40	(0.3)	108	(1.3)	**148**	**(4.7)**
(e)	Other sources△	3	(<0.1)	16	(0.1)	62	(0.7)	**81**	**(2.6)**
(f)	Sources unspecified	-	(0.0)	240	(1.7)	96	(1.1)	**336**	**(10.7)**
	Total	**483**	**(5.5)**	**1 566**	**(11.0)**	**1 079**	**(12.8)**	**3 128**	**(100)**
	Total Number of Employees at the Same Job Level in Other Financial Sectors	8 858		14 205		8 403		31 466#	

(%)* As a percentage of the total number of employees at the same job level in Other Financial Sectors.
(%)** As a percentage of the total number of employees recruited in Other Financial Sectors. Total percentage may not equal 100% due to rounding.
△ Other sources include employees transferred from overseas head office.
Total number of employees in Other Financial Sectors excluding 2 440 other supporting staff.

Table AI: Number of Recruits of Other Financial Sectors in the Past Twelve Months by Geographic Origin

	Geographic Origin	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		**Total (%)****	
(a)	Hong Kong	472	(5.3)	1 367	(9.6)	1 043	(12.4)	**2 882**	**(92.1)**
(b)	The mainland of China	9	(0.1)	69	(0.5)	24	(0.3)	**102**	**(3.3)**
(c)	Other parts of Asia	2	(<0.1)	6	(<0.1)	12	(0.1)	**20**	**(0.6)**
(d)	Europe	-	(0.0)	124	(0.9)	-	(0.0)	**124**	**(4.0)**
(e)	United States of America	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(f)	Other places△	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(g)	Geographic origins unspecified	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
	Total	**483**	**(5.5)**	**1 566**	**(11.0)**	**1 079**	**(12.8)**	**3 128**	**(100)**
	Total Number of Employees at the Same Job Level in Other Financial Sectors	8 858		14 205		8 403		31 466#	

(%)* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)** As a percentage of the total number of employees recruited in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other places include Australia and other countries.

Total number of employees in Other Financial Sectors excluding 2 440 other supporting staff.

2.39 As shown in Table W in paragraph 2.37, the number of employees recruited was larger than the number of employees who had left the companies in the industry in the twelve months prior to the survey. The staff turnover rate of each sector is summarized as follows:

	Banking Sector	Securities and Asset Management Sector	Other Financial Sectors	Banking and Finance Industry
Staff Turnover Rate	15.3%	8.8%	9.8%	13.2%

The staff turnover rate of the Banking Sector was the highest among the three sectors. As shown in Table X in paragraph 2.38, 9.1% of employees in the industry changed their jobs to non-banking/finance/insurance business. Furthermore, those who had left the industry because of emigration, repatriation, relocation of workplace, retirement, pursuing further studies and retrenchment (a total of 14.0%) might not join the industry again. Therefore, the banking and finance industry has to continue to train up sufficient manpower with appropriate job skills for the replacement of those leaving the industry.

Number of Internal Promotions
(Appendix 5 – Table 7)

2.40 There were 3 666 employees promoted internally at the three job levels of banking and financial institutions. The distribution of internal promotions by branch and by job level is summarized in Table AJ.

Table AJ: Distribution of Internal Promotions by Branch and by Job Level

		Number of Employees						
	Branch	From Supervisor / Officer to Manager (%)*		From Clerk to Supervisor/ Officer (%)*		From Others to Clerk (%)*		**Total (%)****
1.	BANKS	1 007	(30.8)	2 101	(64.3)	158	(4.8)	**3 266 (89.1)**
2.	DTCS	7	(63.6)	4	(36.4)	-	(0.0)	**11 (0.3)**
3.	INVEST COS	21	(40.4)	31	(59.6)	-	(0.0)	**52 (1.4)**
4.	PL COS	24	(45.3)	29	(54.7)	-	(0.0)	**53 (1.4)**
5.	SECURITIES	15	(53.6)	13	(46.4)	-	(0.0)	**28 (0.8)**
6.	C DEALERS	10	(41.7)	14	(58.3)	-	(0.0)	**24 (0.7)**
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	**- (0.0)**
8.	M CHANGERS	2	(100)	-	(0.0)	-	(0.0)	**2 (0.1)**
9.	ASSET COS	52	(70.2)	22	(29.7)	-	(0.0)	**74 (2.0)**
10.	OF COS	74	(47.4)	82	(52.6)	-	(0.0)	**156 (4.3)**
	Total (%)**	**1 212**	**(33.1)**	**2 296**	**(62.6)**	**158**	**(4.3)**	**3 666 (100)**

(%)* As a percentage of the total number of internal promotions in the branch.

(%)** As a percentage of the total number of internal promotions in the banking and finance industry. Total percentage may not equal 100% due to rounding.

2.41 There were 3 666 (2.3% of the 160 660 persons engaged) personnel promoted within banking and finance establishments in the industry. The numbers of internal promotions from various job levels are summarized in Table AK below. It indicated that employees at the supervisory/ officer level had a relatively higher percentage to be promoted to managerial level. Generally speaking, employers preferred to fill managerial positions through promotion within the company. Survey result revealed that 26.2% of the managerial positions were taken up by supervisors via internal promotions. For details, please refer to Table 7 of Appendix 5.

Table AK: Distribution of Internal Promotions among Job Levels

Job Level	Number of Internal Promotions	Total Number of Recruits*	Percentage of Number of Internal Promotions to Total Number of Recruits
From Supervisor/ Officer to Manager	1 212	4 633	**26.2%**
From Clerk to Supervisor/ Officer	2 296	11 169	**20.6%**
From Others to Clerk	158	8 919	**1.8%**
Total	**3 666**	**24 721**	**14.8%**

* The total number of recruits is equal to the summation of the number of internal promotions and the number of employees recruited as shown in Table V.

Part-time Employees Employed in the Banking and Finance Industry
(Appendix 5 – Table 8)

2.42 Table AL shows the part-time employees' statistics in January 2017 and January 2015. In the 2017 Survey, 2 281 part-time employees or 1.5% of 153 988 full-time employees were employed in the banking and finance industry to help full-time employees provide the community with financial services. This might reflect the fact that the industry did not heavily rely on part-time staff to assist full-time employees to carry out business activities of banking and financial institutions.

Table AL: Comparison of Part-time Employees in January 2015 and January 2017

Job level	January 2015		January 2017		Changes of Part-Time Employees Increase/ (Decrease)
	Full-time Employees	Part-time Employees	Full-time Employees	Part-time Employees	
Managerial	41 843	25	47 999	71	46
Supervisory /Officer	61 170	603	65 053	145	(458)
Clerical	40 757	1 338	40 936	2 065	727
Total	**143 770**	**1 966**	**153 988**	**2 281**	**315**

Number of Staff to be Recruited in the Next 24 Months by Type of Education Level
(Appendix 5 – Table 9)

2.43 In the 2017 Survey, employers were requested to estimate the number of staff to be recruited in the next 24 months by type of education level. Table AM shows the details. However, as a certain number of respondents did not provide such an estimation, readers of this report should be mindful of this when they interpret the findings in Table AM.

Table AM: Number of Staff to be Recruited in the Next 24 Months by Type of Education Level

Source	Managerial (%)*	Supervisory/ Officer (%)*	Clerical (%)*	**Total (%)****
(a) Graduate of University Degree or Above	1 471	1 468	98	**3 037**
	(99.7)	(59.7)	(4.3)	**(48.7)**
(b) Sub-degree Holder (HD/AD/D/HC/C or equivalent)	4	894	1 405	**2 303**
	(0.3)	(36.4)	(61.0)	**(36.9)**
(c) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	95	763	**858**
	(0.0)	(3.9)	(33.1)	**(13.8)**
(d) Unspecified	-	-	36	**36**
	(0.0)	(0.0)	(1.6)	**(0.6)**
Total**	**1 475**	**2 457**	**2 302**	**6 234**
	(23.7)	**(39.4)**	**(36.9)**	**(100)**

* As a percentage of the total number of staff to be recruited in the job level.

** As a percentage of the total number of staff to be recruited. Total percentage may not equal 100% due to rounding.

Number of Staff to be Recruited in the Next 24 Months that are Required to Obtain Professional Qualifications
(Appendix 5 – Table 9)

2.44 For the 6 234 staff to be recruited in the next 24 months as stated in 2.43, employers indicated that 2 237 of them would be required to obtain professional qualifications related to the banking and finance industry, e.g. members of the Hong Kong Institute of Bankers (HKIB), the Hong Kong Securities and Investment Institute (HKSI) and the Institute of Financial Planners of Hong Kong (IFPHK), etc. The details are shown in Table AN.

Table AN: Number of Staff to be Recruited in the Next 24 Months that are Required to Obtain Professional Qualifications

Job Level	Number of Staff that are Required to Obtain Professional Qualifications (%)*	Total Number of Staff to be Recruited in the Next 24 Months
Managerial	1 086 (73.6)	1 475
Supervisory/ Officer	936 (38.1)	2 457
Clerical	215 (9.3)	2 302
Total (%)**	**2 237** **(35.9)**	**6 234**

* As a percentage of the total number of staff to be recruited in the job level.

Recruitment Difficulties
(Appendix 5 – Tables 10 to 11, Tables 11.1 to 11.10)

2.45 The 2017 Survey revealed that some employers in the industry had encountered recruitment difficulties in the twelve months prior to the fieldwork of the survey. Table AO shows that 1.4% of the establishments experienced difficulties in recruiting managerial staff, whereas for supervisory staff/ officer and clerical staff, the percentage was 3.6% and 3.1% respectively.

Table AO : Number of Establishments that Encountered Recruitment Difficulties in the Past Twelve Months

	Number of Establishments					
Recruitment Difficulties	Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*	
Yes	81	(1.4)	208	(3.6)	177	(3.1)
No	585	(10.1)	890	(15.4)	550	(9.5)
Have not recruited or tried to recruit	4 593	(79.6)	4 161	(72.1)	4 532	(78.5)
Unspecified/Refusal Cases	513	(8.9)	513	(8.9)	513	(8.9)
Total**	**5 772**	**(100)**	**5 772**	**(100)**	**5 772**	**(100)**

* As a percentage of the total number of establishments at the same job level.
** Total percentage may not equal 100% due to rounding.

2.46 The 2017 Survey revealed that the main reasons of recruitment difficulties were "lack of candidates with relevant experience and training" and "working conditions/ remuneration package could not meet recruits' expectations". The ratios of these two reasons to the total figure were 37.8% and 35.9% respectively. It should be noted that following the development of new products and financial services in the industry, employees should endeavour to equip themselves with updated product knowledge and upgrade their job skills to catch up with the needs of the rapidly changing business environment. Table AP shows the reasons of recruitment difficulties and their respective percentages.

Table AP: Reasons of Recruitment Difficulties in the Past Twelve Months

	Number of Establishments			
Reason	Managerial (%)*	Supervisory/ Officer (%)*	Clerical (%)*	**Total (%)****
General labour shortage in Hong Kong	17 (12.4)	35 (9.9)	59 (24.5)	**111 (15.2)**
Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions	- (0.0)	6 (1.7)	2 (0.8)	**8 (1.1)**
Lack of candidates with relevant experience and training	69 (50.4)	162 (46.0)	45 (18.7)	**276 (37.8)**
Working conditions/ remuneration package could not meet recruits' expectations	51 (37.2)	109 (31.0)	102 (42.3)	**262 (35.9)**
Other reasons#	- (0.0)	40 (11.4)	33 (13.7)	**73 (10.0)**
Total	**137 (100)**	**352 (100)**	**241 (100)**	**730 (100)**

(%)* As a percentage of the total number at the same job level.

(%)** As a percentage of the total number in the industry. Total percentage may not equal 100% due to rounding.

Other reasons include "lack of candidates with relevant knowledge", "lack of candidates with positive working attitude", etc.

Number of Hong Kong Employees
Having to Work in the Mainland
(Appendix 5 – Table 12)

2.47 The 2017 Survey revealed that 1 653 employees had to work in the Mainland during the survey period. Of these, 285 (17.2%) were on stationed basis and 1 368 (82.8%) were on travelling basis. The number of employees who had to work in the Mainland in January 2017 and the estimated number of employees who would work in the Mainland in January 2019 are summarized in Table AQ.

Table AQ: Number of Hong Kong Employees Having to Work in the Mainland in January 2017 and January 2019

	Number of Employees					
Working Mode	January 2017	(%)*	January 2019	(%)*	Forecasted Growth	(%)**
Stationed Basis	285	(17.2)	253	(18.2)	-32	(-11.2)
Travelling Basis	1 368	(82.8)	1 139	(81.8)	-229	(-16.7)
Total	**1 653**	**(100)**	**1 392**	**(100)**	**-261**	**(-15.8)**

(%)* As a percentage of the total number of employees (in two working modes) having to work in the Mainland. Total percentage may not equal 100% due to rounding.
(%)** The forecasted growth rate is derived by using January 2017 as the base.

2.48 The 2017 Survey revealed that the number of employees who had to work in the Mainland has increased in the past two years. The comparison of the number of Hong Kong employees who had to work in the Mainland in January 2015 and January 2017 is summarized in Table AR.

Table AR: Comparison of the Number of Hong Kong Employees Having to Work in the Mainland in January 2015 and January 2017

	Number of Employees		
Working Mode	January 2015	January 2017	Changes Increase (Decrease)
Stationed Basis	468	285	(183)
	33.1%	17.2%	(39.1%)
Travelling Basis	944	1 368	424
	66.9%	82.8%	44.9%
Total	**1 412**	**1 653**	**241**
	100%	**100%**	**17.1%**

2.49 As shown in Table AR, the number of Hong Kong employees who had to station in the Mainland for operational needs has decreased by 183 persons, representing a decrease of 39.1% when compared with 468 persons reported in 2015. During the same period, the number of Hong Kong employees who participated in operations in the Mainland on travelling basis has increased by 424 persons, or 44.9% of the 944 persons reported in 2015. Normally, the banking and finance personnel on travelling basis were to support companies' operations in the Mainland.

Effects of Mainland Operations on Hong Kong Employees
(Appendix 5 – Table 13)

2.50 The 2017 Survey showed that 14 additional employees were to be recruited to handle Mainland operations. In addition, employers reported that one employee had to be trained for the purpose of handling operations in the Mainland. The statistics in January 2017 and the estimated figures for January 2019 are summarized in Table AS below.

Table AS: Effects of Mainland Operations on Hong Kong Employees in January 2017 and January 2019

	Number of Employees			
Effects	January 2017	January 2019	Forecasted Growth (%)*	
(a) Additional employees need to be recruited#	14	30	16	(114.3%)
Of those reported in (a), the number of additional employees to be recruited as a result of Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII".	-	18	18	-
(b) Number of existing employees to be trained for Mainland operations	1	17	16	(1 600%)

(%)* The forecasted growth rate is derived by using January 2017 as the base.
As a certain number of respondents did not provide data for this part, readers of this report should exercise due care when they interpret the findings in Table AS.

2.51 The comparison of the effects of Mainland operations on Hong Kong employees in January 2015 and January 2017 is summarized in Table AT.

Table AT: Comparison of Effects of Mainland Operations on Hong Kong Employees in January 2015 and January 2017

	Number of Employees		
Effects	January 2015	January 2017	Changes Increase (Decrease)
Additional employees need to be recruited	12	14	2 16.7%
Number of existing employees to be trained for Mainland operations	150	1	-149 -99.3%

2.52 The 2017 Survey showed that Hong Kong companies were required to recruit additional employees to cope with their Mainland operations. On the other hand, the number of employees required to be trained for Mainland operations reported by employers has decreased by 149 persons when compared with the figure in 2015.

Estimated Percentage of Training Provided by
External Course Providers in the Next Twelve Months
(Appendix 5 – Table 14)

2.53 The 2017 Survey revealed that some establishments would sponsor their employees to take part in training programmes provided by external course providers in the next twelve months. Detailed figures are shown in Table AU. Generally speaking, the number of establishments fully relied on training programmes provided by external course providers is less than the number of establishments sourcing out only part of their staff training function to external course providers. It should be noted that for establishments which did not sponsor employees to attend external training programmes might or might not provide their employees with in-house training as this survey did not ask for this piece of information.

Table AU: Estimated Percentage of Training Provided by External Course Providers in the Next Twelve Months

	Number of Establishments					
Job Level	0%	>0%-24%	>24%-49%	>49%-74%	>74%-<100%	100%
Managerial	1 792	153	97	72	106	490
Supervisory/ Officer	2 847	194	85	72	94	718
Clerical	2 242	146	45	85	87	365

Comparison of Training Expenses of the Previous Year and Training Budget for the Next Year
(Appendix 5 – Tables 15 to 16)

2.54 For in-house training, the 2017 Survey revealed that 4 929 (85.4% of 5 772) establishments had maintained their staff training expenses more or less the same in 2016 when compared with the figure in 2015. 151 (2.6% of 5 772) establishments reported that they had increased their staff training expenses in 2016. For external training, the result revealed that 4 859 (84.2% of 5 772) establishments had maintained their staff training expenses more or less the same in 2016 when compared with 2015 while 205 (3.6% of 5 772) establishments reported that they had increased their staff training expenses in 2016. Details of the changes are summarized in Table AV.

Table AV: Comparison of Training Expenses in 2015 and 2016

Training Expenses of 2015 vs 2016		In-house Training		External Training	
		Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change		4 929	(85.4)	4 859	(84.2)
Increase by	>50%	1	(<0.1)	27	(0.5)
	>20% - 50%	30	(0.5)	34	(0.6)
	>10% - 20%	29	(0.5)	27	(0.5)
	5% -10%	58	(1.0)	105	(1.8)
	<5%	33	(0.6)	12	(0.2)
	Sub-total	**151**	**(2.6)**	**205**	**(3.6)**
Decrease by	>50%	1	(<0.1)	16	(0.3)
	>20% - 50%	2	(<0.1)	2	(<0.1)
	>10% – 20%	13	(0.2)	12	(0.2)
	5% -10%	-	(0.0)	1	(<0.1)
	<5%	-	(0.0)	-	(0.0)
	Sub-total	**16**	**(0.3)**	**31**	**(0.5)**
Unspecified/Refusal Cases		676	(11.7)	677	(11.7)
Total		**5 772**	**(100)**	**5 772**	**(100)**

Remarks: Total percentage may not equal 100% due to rounding.

2.55 With regard to the in-house training budget for 2017, survey findings showed that 85.7% of 5 772 establishments (4 947) had planned to maintain the same training budget for 2017 when compared with the expenses in 2016. For the budget of external training, 84.8% of 5 772 establishments (4 896) had planned to maintain the same training budget for 2017 when compared with the expenses in 2016. Table AW shows the statistics reflected by the 2017 Survey.

Table AW: Comparison of Training Budget for 2017 with Training Expenses in 2016

Training Budget for 2017 vs Training Expenses in 2016		In-house Training		External Training	
		Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change		4 947	(85.7)	4 896	(84.8)
Increase by	>50%	5	(0.1)	14	(0.2)
	>20% - 50%	15	(0.3)	30	(0.5)
	>10% - 20%	35	(0.6)	30	(0.5)
	5% -10%	65	(1.1)	111	(1.9)
	<5%	23	(0.4)	8	(0.1)
	Sub-total	**143**	**(2.5)**	**193**	**(3.3)**
Decrease by	>50%	4	(0.1)	5	(0.1)
	>20% - 50%	-	(0.0)	2	(<0.1)
	>10% - 20%	2	(<0.1)	-	(0.0)
	5% -10%	-	(0.0)	-	(0.0)
	<5%	-	(0.0)	-	(0.0)
	Sub-total	**6**	**(0.1)**	**7**	**(0.1)**
Unspecified/Refusal Cases		676	(11.7)	676	(11.7)
Total		**5 772**	**(100)**	**5 772**	**(100)**

Remarks: Total percentage may not equal 100% due to rounding.

2.56 143 (2.5% of 5 772) and 193 (3.3% of 5 772) establishments indicated that they would increase their in-house and external training budget respectively at various ranges for 2017. As mentioned previously, Over 84.0% establishments would not deduct their staff training expenses. Obviously, the training function is important in manpower development and employers in the banking and finance industry are willing to continue investing in training and development programmes for their employees.

Types/Topics of Training for Manpower Development
(Appendix 5 – Table 17)

2.57 In the 2017 Survey, employers were asked to give ideas on the training types/ topics which were important to the manpower development in the banking and finance industry. The top five types/ topics of training mostly chosen by respondents for various job levels in the industry are summarized in Tables AX to AZ, whereas the top five types/ topics of training mostly chosen by respondents by sector and by job level are summarized in Tables AAA to AAI.

Table AX: Types/ Topics of Training for Managerial Staff

1. Compliance of Various Ordinances
2. Anti-Money Laundering Compliance
3. Risk Management
4. Fund Management
5. Securities & Futures Regulation

Table AY: Types/ Topics of Training for Supervisory Staff/ Officer

1. Anti-Money Laundering Compliance
2. Financial Markets Operations
3. Compliance of Various Ordinances
4. Securities & Futures Regulation
5. Communication Skills

Table AZ: Types/ Topics of Training for Clerical Staff

1. Anti-Money Laundering Compliance
2. Information Systems Application Skills
3. Putonghua
4. Anti-Corruption Regulations
5. Communication Skills

I: Types/ Topics of Training for the Banking Sector

Table AAA: Types/ Topics of Training for Managerial Staff

1. Risk Management
2. Anti-Money Laundering Compliance
3. Compliance of Various Ordinances
4. Strategic Management
5. Principles & Practice of Management

Table AAB: Types/ Topics of Training for Supervisory Staff/ Officer

1. Anti-Money Laundering Compliance
2. Corporate Finance
3. Trade Finance

4.1 Compliance of Various Ordinances

4.2 Securities & Futures Regulation

Table AAC: Types/ Topics of Training for Clerical Staff

1. Anti-Money Laundering Compliance
2. Information Systems Application Skills

3 Marketing/Selling Skills

4 Communication Skills

5.1 Securities & Futures Regulation

5.2 Financial Markets Operations

II: Types/ Topics of Training for the Securities and Asset Management Sector

Table AAD: Types/ Topics of Training for Managerial Staff

1. Anti-Money Laundering Compliance
2. Compliance of Various Ordinances
3. Securities & Futures Regulation
4. Risk Management
5. Fund Management

Table AAE: Types/ Topics of Training for Supervisory Staff/ Officer

1. Anti-Money Laundering Compliance
2. Compliance of Various Ordinances
3. Securities & Futures Regulation
4. Financial Markets Operations
5. Financial Risk Management

Table AAF: Types/ Topics of Training for Clerical Staff

1. Anti-Money Laundering Compliance
2. Securities & Futures Regulation
3. Anti-Corruption Regulations
4. Securities Analysis
5. Financial Markets Operations

III: Types/ Topics of Training for Other Financial Sectors

Table AAG: Types/ Topics of Training for Managerial Staff

1. Compliance of Various Ordinances
2. Anti-Money Laundering Compliance
3. Risk Management
4. Strategic Management
5. Marketing Management

Table AAH: Types/ Topics of Training for Supervisory Staff/ Officer

1. Anti-Money Laundering Compliance
2. Communication Skills
3. Financial Markets Operations
4. Compliance of Various Ordinances
5. Risk Management

Table AAI: Types/ Topics of Training for Clerical Staff

1. Anti-Money Laundering Compliance
2.1 Skills in Differentiating Bank Notes
2.2 Putonghua
4. Information Systems Application Skills
5.1 Spoken English
5.2 Communication Skills

2.58 Generally speaking, Compliance of Various Ordinances and Anti-Money Laundering Compliance are important training types/topics for managerial staff. On the other hand, training types/topics like Anti-Money Laundering Compliance, Financial Markets Operations, Compliance of Various Ordinances, Information Systems Application Skills and Language Skills, etc. are crucial to supervisors/ officers and clerks.

Incentives to Encourage Employers to Provide Training to Their Employees
(Appendix 5 – Table 18)

2.59 In the 2017 Survey, employers were requested to suggest means to encourage establishments to provide their employees with training. Survey findings showed that "reimbursement of course fees to employers", "provision of subsidy to employers" and "government loan/grant to employers" were the major incentives to encourage employers to invest in staff training function. The percentages of the number of establishments that suggested the above three means were 39.8%, 41.2% and 27.1% respectively.

Forecast of Additional Manpower in the Next 24 Months

2.60 In the 2017 Survey, employers were requested to forecast their manpower in the next 24 months taking into consideration their expectation of the business trend and the future economic development. Table AAJ below shows the forecast of manpower demand in the next 24 months by sector whereas the forecast of additional manpower in the next 24 months for the three major job levels reported by employers is given in Table AAK. For details, please refer to Table G in paragraph 2.25.

Table AAJ: Employers' Forecast of Manpower Demand by January 2019 by Sector

Sector	Manpower Demand in January 2017	Forecasted Manpower Demand by January 2019	Manpower Growth (%)*	
Banking Sector	103 442	104 595	1 153	(1.1)
Securities and Asset Management Sector	25 712	25 758	46	(0.2)
Other Financial Sectors	34 441	34 658	217	(0.6)
Total	**163 595**	**165 011**	**1 416**	**(0.9)**

(%)* As a percentage of forecasted manpower growth using January 2017 as the base.

*Sector Definition:
Banking Sector = Branch 1 BANKS and Branch 2 DTCS
Securities and Asset Management Sector = Branch 5 SECURITIES and Branch 9 ASSET COS
Other Financial Sectors = All branches except BANKS, DTCS, SECURITIES and ASSET COS

Table AAK: Employers' Forecast of Additional Manpower in the Next 24 Months

	Manpower Demand # in January 2017	Forecast of Additional Manpower in the Next 24 Months (%)*
Banking Sector		
Managerial	31 744	517 (1.6)
Supervisory/ Officer	41 025	468 (1.1)
Clerical	27 547	169 (0.6)
Securities and Asset Management Sector		
Managerial	8 124	6 (0.1)
Supervisory/ Officer	11 022	71 (0.6)
Clerical	5 448	-22 (-0.4)
Other Financial Sectors		
Managerial	9 036	38 (0.4)
Supervisory/ Officer	14 410	182 (1.3)
Clerical	8 550	-11 (-0.1)
Total		
Managerial	**48 904**	**561 (1.1)**
Supervisory/ Officer	**66 457**	**721 (1.1)**
Clerical	**41 545**	**136 (0.3)**

Manpower demand is defined as the total number of employees plus vacancies in January 2017.

(%)* As a percentage of the manpower demand in January 2017.

Wastage

2.61 The term wastage is defined as those leaving the industry because of taking up insurance/non-banking/non-finance jobs or starting own non-finance business, emigration, relocation of workplace, repatriation, retirement, pursuing further studies and retrenchment.

Projected Additional Manpower Requirements in the Next 24 Months

2.62 The projected manpower requirements for additional manpower and replacement for wastage in 2019 by job level and by sector are shown in Table AAL below:

Table AAL: Projected Additional Manpower Requirements for 2019

Sector	(a) Manpower Demand in 2017	(b) Projected Manpower Demand in 2018#	(c) Wastage* Rate	(d) = [(a)+(b)]x(c) Replacement for Wastage	(e) Projected Additional Employees for 2019	(f) = (d) + (e) Projected Additional Manpower Requirements for 2019
Banking Sector						
Managerial	31 744	32 001	2.5%	1 566	517	2 083
Supervisory/ Officer	41 025	41 258	5.0%	4 152	468	4 620
Clerical	27 547	27 631	6.4%	3 523	169	3 692
Securities and Asset Management Sector						
Managerial	8 124	8 127	1.1%	174	6	180
Supervisory/ Officer	11 022	11 057	1.5%	333	71	404
Clerical	5 448	5 437	2.4%	258	- 22	236
Other Financial Sectors						
Managerial	9 036	9 055	0.3%	62	38	100
Supervisory/ Officer	14 410	14 501	1.1%	325	182	507
Clerical	8 550	8 544	3.1%	530	- 11	519
Total						
Managerial	**48 904**	**49 183**	**-**	**1 802**	**561**	**2 363**
Supervisory/ Officer	**66 457**	**66 816**	**-**	**4 810**	**721**	**5 531**
Clerical	**41 545**	**41 612**	**-**	**4 311**	**136**	**4 447**

Manpower demand in 2018 is projected according to the growth rates in Table G with the assumption that the annual growth rates are constant from 2017 to 2019.
* The wastage rates are derived from Tables AA, AD and AG and assumed to be constant from 2017 to 2019.

Manpower Projection by Using the Labour Market Analysis Method

2.63 Besides employers' forecast, the Labour Market Analysis Method (LMA) and the Adaptive Filtering Method (AFM) may also be adopted to project the manpower of the banking and finance industry for future years. A detailed description of the LMA is given in Appendix 7. The projected manpower requirements for 2018-2022 using the two methods are summarized as follows:

Table AAM: Projected Manpower for 2018-2022

Year	Actual	Projected (LMA)	Projected (AFM)	Projected (EF)
2017	163 595			
2018		164 599 (+0.6%*)	168 068 (+2.7%*)	
2019		167 111 (+1.5%**)	172 225 (+2.5%**)	165 011 (+0.9%*)
2020		169 301 (+1.3%**)	176 068 (+2.2%**)	
2021		171 208 (+1.1%**)	179 612 (+2.0%**)	
2022		172 864 (+1.0%**)	182 873 (+1.8%**)	

*	percentage change when compared with the manpower demand in 2017
**	percentage change when compared with projected manpower in the previous year
LMA	Labour Market Analysis
AFM	Adaptive Filtering Method
EF	Employers' forecast at the date of the survey

2.64 The Adaptive Filtering Method uses historical manpower data to project manpower requirements for future years. This method does not take into account qualitative factors which may have impacts on manpower. Both LMA and AFM methods show an increasing manpower trend for 2018-2022 while the forecast manpower growth projected by employers in the 2017 Survey was 0.9% that the additional manpower for the industry by 2019 are 1 416 employees. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available. The AFM approach is based on historical pattern in manpower series to extrapolate the future, assuming all other variables remain unchanged whereas employers' forecast is based on personal guess and industry experience of respondents who predicted a very mild growth by 2019. In previous surveys, the LMA approach was used to project the manpower requirements for the industry except the 2009 Survey that employers' forecast was adopted due to uncertainty in operations in the financial markets and other unknown external factors, especially after the financial tsunami and as such statistical modeling approach failed to capture the manpower trend. The projected additional manpower requirements derived from the LMA method is summarized in Table AAN below.

Table AAN: Projected Additional Manpower Requirements for 2019 (LMA Approach)

Job Level	Manpower Demand in 2017 (a)	Manpower Projection for 2018 (LMA Approach)* (b)	Manpower Projection for 2019 (LMA Approach)* (c)	Projected Additional Employees for 2019 (d)=(c)–(a)	Replacement for Wastage (e)=[(a)+(b)]x@	Projected Additional Manpower Requirements for 2019 (f)=(d)+(e)
Managerial	48 904	49 176	49 926	1 022	1 765	2 787
Supervisory/ Officer	66 457	66 648	67 665	1 208	4 392	5 600
Clerical	41 545	41 940	42 580	1 035	3 506	4 541
Total	**156 906**	**157 764** ^	**160 171** #	**3 265**	**9 663**	**12 928**

* The projected number of employees at the three major job levels are derived from the projected manpower demand in 2018 and 2019 under the LMA Method (paragraph 2.63) and the ratio of manpower structure (paragraph 2.3).

^ Total number of projected manpower for 2018 (164 599) excluding 6 835 other supporting staff.

\# Total number of projected manpower for 2019 (167 111) excluding 6 940 other supporting staff.

@ The wastage rates (1.8% for managerial level; 3.3% for supervisory/officer level; 4.2% for clerical level) are derived from Table X and assumed to be constant from 2017 to 2019.

Manpower Supply and Demand

Demand for Banking and Finance Personnel

2.65 In accordance with the projected additional manpower requirements for 2019 listed in Table AAN in the preceding paragraph, the industry needs additional employees to take up 2 787 managerial positions, 5 600 supervisory/officer positions and 4 541 clerical positions. Regarding the analysis of the minimum education requirement of employees as shown in Table H in paragraph 2.27, the industry needs 4 778 (1 775 + 2 744 + 259) persons who possess a university degree or above education level to take up positions of the above three job levels. In addition, the industry needs to recruit 2 029 (181 + 1 103 + 745) persons who possess sub-degree qualification to take up positions of the above three job levels. It should be noted that some employers did not indicate the minimum education requirement for some principal jobs and the percentages of principal jobs without specifying the minimum education requirement for three job levels were 29.8%, 27.8% and 30.8% respectively. Users of the survey findings should note that the manpower demand for university degree and sub-degree holders in the industry might be higher than 4 778 persons and 2 029 persons as revealed by the 2017 Survey. In addition, readers of this report should exercise due care when they study the projected manpower figure using the LMA approach because of the high volatility of the financial market and the uncertainties of the outlook of the global economy.

Supply of Banking and Finance Personnel

2.66 Based on the information provided by the University Grants Committee of Hong Kong (UGC), the Vocational Training Council, and course providers* running banking and finance related courses, the planned number of graduates in banking and finance and related disciplines is summed up in Table AAO below:

Table AAO: Supply of Graduates of Banking and Finance and Related Disciplines

	Estimated Number of Graduates in 2017/18	Estimated Number of Graduates in 2018/19
Degree**	3 362^	3 295^
Sub-degree	473#	283#

* The Training Board wrote to course providers requesting for their estimated number of degree and sub-degree graduates in 2017/18 and 2018/19. The figure does not represent the total manpower supply in the industry as overseas graduates are not included and only 41.4% of the course providers replied. The estimated number of graduates reported by these course providers has been included in the figures as shown in Table AAM. Users of the survey findings should note that the data collected might not be comprehensive.

** Include banking and finance and related programmes such as business administration, sales and marketing, etc.

^ According to the information provided by the University Grants Committee of Hong Kong (UGC), the estimated number of graduates with degree qualifications in business related discipline would be 4 857 and 4 846 in 2017/2018 and 2018/2019 respectively.

Readers should note that not all sub-degree graduates would enter the job market immediately after graduation. Quite a number of those graduates would opt for further study.

2.67 The manpower demand for local graduates of banking and finance and related disciplines in the next 24 months is presented below:

Table AAP: Demand for Local Graduates of Banking and Finance and Related Disciplines in the Next 24 Months

	Demand for Employees with Degree or Sub-degree Qualifications
Degree	4 778
Sub-degree	2 029
Total	**6 807**

2.68 It appears from Table AAO that the supply of local graduates of banking and finance and related disciplines from tertiary institutions in the next 24 months should be able to meet the demand. Nevertheless, it should be noted that the projected additional manpower requirements for 2019 as shown in Table AAN are 12 928. It is expected that the manpower demand at managerial and supervisory/ officer levels could be met by internal promotions, recruitment from other trades and fresh graduates, etc. As for clerical positions, the additional demand of 4 541 is only a small fraction of around 61 000 secondary school leavers every year. It is believed that there should be adequate manpower supply to meet the additional demand in the industry.

SECTION III

RECOMMENDATIONS

Utilization of the 2017 Manpower Survey Report

3.1 The 2017 Manpower Survey Report was compiled with the aim of providing users with information on the manpower situation and training needs of in-service personnel in the banking and finance industry. Readers are advised to take note that after the fieldwork of the survey, there would probably be changes in the business environment which might have significant effects on the manpower supply and demand situation in the industry. Users are advised to be cautious when quoting the survey findings as reference materials.

Survey Findings and Business Outlook

3.2 According to the latest Global Financial Centres Index (GFCI), which is widely quoted as a source for ranking financial centres, Hong Kong is one of the top five financial centres in the world. Because of Brexit and the US election, these events have had a significant impact on London and New York that these two cities fell 13 and 14 points respectively in the ratings. Assessments for other European centres fluctuated as people speculated about which centres might benefit from London leaving the EU. Hong Kong gained 7 points in the GFCI and it is also one of the ten most competitive cities as per the Global Competitiveness Index (2016-2017 edition). With its friendly business environment, low taxation and a trusted legal system, about 70 of the largest 100 banks in the world have chosen to have an operation in Hong Kong which makes it one of the highest concentrations of banking institutions in the world. On the other hand, because of the interest rate hike and the balance sheet normalisation by the Federal Reserve, investors do expect quantitative easing in reverse. Though estimates vary, most economists agree that balance sheet reduction will lead to generally higher rates. These issues could pose challenges for financial institutions in managing their funding and liquidity risks. Under the circumstances, the business outlook is difficult to predict which leads to the conservative projection of the 2017 manpower demand by respondents.

3.3 There is no deny that the banking and finance industry of Hong Kong is very well developed, highly sophisticated, trustworthy, and stable. Nevertheless, the challenge for Hong Kong is to evolve from one of the world's foremost financial hubs to become an innovative powerhouse. Obviously, financial technology (FinTech) is a major driving force. According to a report "Trends and Innovations in Financial Services", cyber-security is perceived as the single most significant area overall with big data analytics just behind. Major financial institutions all over the world are currently developing their offering of mobile payment systems but security is the number one concern. Banking and finance practitioners in Hong Kong needed to face the challenges to expedite the FinTech development while at the same time addressing the compliance issues due to the tightened regulatory requirements. Notwithstanding this, Hong Kong, as an international financial centre with a stable financial system as well as a regulatory system of international standard, could be fully capable of turning those challenges into opportunities. With the support of the Government formulating directive strategies and providing necessary resources to the

industry, a more conducive environment for advancing technology development could be created. In addition, Hong Kong already has an excellent information and communications technology infrastructure. The availability of skilled staff is of utmost important for the development of FinTech. Good people are the key to FinTech development. The government, financial organisations, and tertiary institutions should work together to nurture a professional workforce that can bring the industry to the next higher level. In addition to FinTech, compliance and asset management are important areas in the banking and finance industry. Under the Enhanced Competency Framework (ECF) led by the Hong Kong Monetary Authority, certification programmes will be introduced for various streams of professional work in the banking sector over the next few years, including anti-money laundering, counter-financing of terrorism, cybersecurity, credit risk management, risk management and compliance, treasury management, and retail wealth management. In this connection, it is expected that the demand for related CPD programmes will be significantly increased in coming years. Concerning the Belt and Road Initiative, Hong Kong plays a key role as a capital raising centre while it will also be benefited from the Bond Connect scheme that Chinese sovereign financial bodies and private commercial organisations can gain access to international capital.

3.4 Having analyzed the survey findings, the Training Board accepts that the findings have reflected the manpower and training situation of the banking and finance personnel in the surveyed establishments. As the establishments selected for the survey had sufficient representation of the industry, the Training Board recommends that the survey results could be used as a reference when employers formulate manpower training and development strategies for their employees.

3.5 The Training Board would also like to thank all members for their valuable views and comments on the analyses of manpower statistics of the 2017 Manpower Survey, business outlook of the banking and finance industry and the manpower training and development strategies for banking and finance personnel. Their views have been incorporated into relevant sections of the manpower survey report for public reference.

Future Surveys

3.6 The Training Board considers that the current practice of conducting manpower surveys at a regular interval is useful in building a series of historical data for comparison and for projecting future manpower requirements. As Hong Kong's economy is changing rapidly, it is essential that the situation of manpower demand and supply situation be closely monitored to enable the Training Board to recommend measures to meet the training requirements of the banking and finance industry.

Impacts on Manpower Requirements

3.7 Hong Kong is an important international financial centre. The global economic situation as well as the performance of the international financial markets, in particular the American, European and Mainland markets, have a significant impact on Hong Kong's economy given the close linkage of business and financial activities of Hong Kong with other financial centres.

3.8 It is not easy to estimate the effects of interest rate hike and the normalisation of the balance sheet by the Federal Reserve. It is equally difficult to speculate about the influence brought forth by Brexit. The potential effects of these incidents, together with the future growth of the economy of the Mainland will have impacts on the local manpower requirements with varying degrees.

3.9 Jobs related to compliance, Fintech, asset management, and those under the ECF etc are going to require more resources in terms of training and development. In a regulated industry, the competencies of staff have to be enhanced on a continuous basis so as to keep abreast of the latest development. Effective training is an investment of human resources of an organisation, with both immediate and long-term returns.

Manpower Training

3.10 Employers play a vital role in attracting and retaining talents of the banking and finance industry by planning the career path of their employees. Employees will be better motivated if clear messages and specific guidelines on the route of training and development as well as the promotion path can be conveyed to them.

3.11 Employers are more than happy to recruit graduates with a certain amount of working experience and preferably relevant working experience so that employers do not need to spend much time to train. In this connection, there is room for training institutions and the industry to collaborate in such a way that practical and updated industry knowledge would be incorporated into the curricula. On the other hand, employers should seriously consider offering attachment opportunities for students. Industrial attachment programmes enable students to experience real-life workplace challenges through attachment to different organisations. The programme can facilitate students' transition from study to work by developing their team work spirit, problem solving abilities, practical skills, and appropriate work attitudes and value. Through the programme, employers can identify the right talent for future full-time employment and also source suitable candidates to meet the seasonal or part-time manpower needs.

3.12 To cope with the developing needs of the industry, it is vital for in-service practitioners to embark on a life-long learning philosophy. It is also of equal importance that employers recognise such a need and support their employees to undertake and participate in upgrading courses, training programmes, workshops and seminars for the acquisition of updated knowledge. Following the advancement in technology and the communication network, the banking and financial institutions have been continually developing new financial products and services to cater for the needs of the community. Moreover, employers are looking for graduates with good language skills and have a positive mindset with ambition. Education institutions and employers should work together so that students could be cultivated the right mindset as well as enhancing their language proficiency.

Training Programmes

3.13 With regard to the mode of training, the Training Board recommends that in addition to the systematic in-house training programmes provided to their employees, employers should make good use of services provided by external training course providers. Apart from the Continuing Education Fund to support the lifelong learning process for

employees' self-development, employers indicated that means such as reimbursement of course fees to employers, provision of subsidy to employers and government loan/grant to employers would help encourage them to provide training to their employees. On the other hand, the Vocational Training Council also offers services to help employers organise their training schemes. For example, the New Technology Training Scheme provides financial assistance to local companies up to a maximum of 50% of the training cost for their employees to be trained in new technologies. The Scheme covers various types of training mode including overseas training courses or industrial attachment, local training courses, and tailor-made local training courses/ industrial attachments for individual companies.

3.14 As evidenced by the employers' suggestions on the training topics which are important to the manpower development in the banking and finance industry, a wide spectrum of training programmes should be provided to banking and finance personnel. The provision of training to employees not only upgrades the job knowledge and skills of employees, but also broadens and deepens the exposures of employees in different segments of the industry.

3.15 The top five types/ topics of training mostly chosen by respondents by job level for the Banking Sector and Securities & Asset Management Sector are recommended as follows:

I: Topics of Training for the Banking Sector

Job Level	Topics of Training
Managerial	1. Risk Management
	2. Anti-Money Laundering Compliance
	3. Compliance of Various Ordinances
	4. Strategic Management
	5. Principles & Practice of Management
Supervisory / Officer	1. Anti-Money Laundering Compliance
	2. Corporate Finance
	3. Trade Finance
	4.1 Compliance of Various Ordinances
	4.2 Securities & Futures Regulation
Clerical	1. Anti-Money Laundering Compliance
	2. Information Systems Application Skills
	3 Marketing/Selling Skills
	4 Communication Skills
	5.1 Securities & Futures Regulation
	5.2 Financial Markets Operations

II: Topics of Training for the Securities & Asset Management Sector

Job Level	Topics of Training
Managerial	1. Anti-Money Laundering Compliance
	2. Compliance of Various Ordinances
	3. Securities & Futures Regulation
	4. Risk Management
	5. Fund Management
Supervisory/ Officer	1. Anti-Money Laundering Compliance
	2. Compliance of Various Ordinances
	3. Securities & Futures Regulation
	4. Financial Markets Operations
	5. Financial Risk Management
Clerical	1. Anti-Money Laundering Compliance
	2. Securities & Futures Regulation
	3. Anti-Corruption Regulations
	4. Securities Analysis
	5. Financial Markets Operations

3.16 In view of the fact that employers are very much concerned about topics like strategic and risk management, anti-money laundering compliance, updates on regulatory requirements and marketing/selling skills training for frontline staff, the Training Board recommends that training programmes on the above topics should be offered to banking and finance personnel to help them acquire the wanted attributes in order to provide customers with quality services.

3.17 Furthermore, same topics of training courses/programmes could be offered to banking and finance personnel at various job levels. Nevertheless, the depth of the training courses/programmes should be adjusted in accordance with the needs of target participants for training effectiveness.

第一章

調查目的和範圍

銀行及金融業訓練委員會

1.1　銀行及金融業訓練委員會（下稱「本會」）隸屬職業訓練局[VTC]，由香港特別行政區政府委任成立。本會職責之一，是評估銀行及金融業的人力情況和培訓需要，並向VTC建議措施，配合業界對幹練人手的需求。本會委員由行業公會、銀行及金融機構、大專院校、政府部門、法定組織等提名出任。本會與2017年人力調查工作小組的委員名單，分別列載於附錄1及1a；本會的職權範圍則載於附錄2。

調查目的

1.2　在政府統計處（下稱「統計處」）協助下，本會於2017年上半年進行是次人力調查，目的如下：

(i)　評估銀行及金融業主要職務的人力情況和訓練需求；

(ii)　預測業內的人力增長；

(iii)　建議措施，配合業內的培訓需要及人力需求。

1.3　與2013年及2015年調查的安排類似，2017年的銀行及金融業人力調查與會計業、保險業人力調查同步進行。三個行業的調查工作原定於2017年1月9日至3月8日期間進行，惟銀行及金融業的調查延至2017年5月9日結束，以便向從業員人數眾多的機構蒐集數據。這三個調查的結果預期可提供全面的人力統計數字，有助制訂本港金融服務界別的整體人力培訓及發展策略。

調查範圍

1.4 是次調查範圍涵蓋銀行機構、接受存款公司及其他金融機構。調查期間，業內共有8 522間銀行及金融機構，可劃分為十個門類。本會採用分層隨機抽樣法，選出1 154間機構為調查對象，當中包括：

(i) 221間持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處；

(ii) 16間接受存款公司；

(iii) 124間投資及控股公司；

(iv) 137間私人貸款及有關公司（例如按揭、分期信貸、財務租賃及其他信貸服務）；

(v) 114間證券經紀公司；

(vi) 112間商品期貨（包括金融期貨）及貴重金屬經紀／交易商；

(vii) 5間股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構；

(viii) 122間兌換商及外匯經紀／交易商；

(ix) 157間投資顧問／資產管理公司；以及

(x) 146間其他與金融有關的公司。

1.5 抽樣機構按門類及僱員人數表列情況載於附錄3。

調查過程

1.6 本會於2017年1月9日展開調查，並早於一星期前，將印妥的調查表連同附註（附錄4）一併寄給各抽樣機構。2017年1月2日定為人力數據參考日。調查期間，統計處的人員與抽樣機構聯絡，安排收回填妥的調查表，並在有需要時協助機構填報資料。由於需時較預期長，故調查的結束日期延長至2017年5月9日，以求提高回覆率，令結果更為可靠。所有收回的調查表均經過複查，存疑時與填覆機構核實。所得資料其後由統計處整理。

1.7 調查結束後，所得資料用統計學方法倍大，以反映銀行及金融業的整體人力情況。

調查回應率

1.8 1 154間抽樣機構中，730間填覆調查表，122間不予回覆，其餘302間已結業、搬

遷或暫時停業。是次調查的有效回應率為85.7 %。

主要職務等級

1.9 是次調查將業內的主要職務劃分為三個等級：經理級、主管／主任級、文員級。

報告內容

1.10 本報告書第二章載述調查結果摘要及相關分析；第三章則列出本會的建議。

第二章

調查結果概要

引言

2.1 本會從 1 154間選定機構（樣本）蒐集所得的資料交由統計處整理，並以統計學方式倍大，以反映銀行及金融業的整體人力情況。本章列出有關調查結果（包括推算統計數字／實際人力統計數字）。各統計表載於附錄 5。

報告表述方式

2.2 為方便表述，是次調查採用下列簡稱，代表十大機構門類：

	全名	簡稱
門類 1：	持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	BANKS
門類 2：	接受存款公司	DTCS
門類 3：	投資及控股公司	INVEST COS
門類 4：	私人貸款及有關公司	PL COS
門類 5：	證券經紀公司	SECURITIES
門類 6：	期貨（包括金融期貨）及貴重金屬經紀／交易商	C DEALERS
門類 7：	股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構	C EXCHANGES
門類 8：	兌換商及外匯經紀／交易商	M CHANGERS
門類 9：	投資顧問／資產管理公司	ASSET COS
門類 10：	其他與金融有關的公司	OF COS

上述門類的業務性質說明見附錄 C。

主要人力統計數字
調查結果
（附錄5 －表1、表1.1）

2.3 調查顯示，2017年1月，銀行及金融業僱員共有160 660人，其中47 999人（29.9%）屬經理級、65 053人（40.5%）屬主管／主任級、40 936人（25.5%）屬文員級，6 672人（4.2%）為其他輔助員工。

2.4 各門類及職級的僱員分布情況見表 A 及圖1(a) 至1(b)。BANKS 門類的規模最大，僱有100 863人，佔業內僱員總數62.8%。第二及第三大門類分別為OF COS(僱有17 483人，佔10.9%）及ASSET COS（僱有16 569人，佔10.3%）。

表 A：人力結構（按門類及職級劃分）

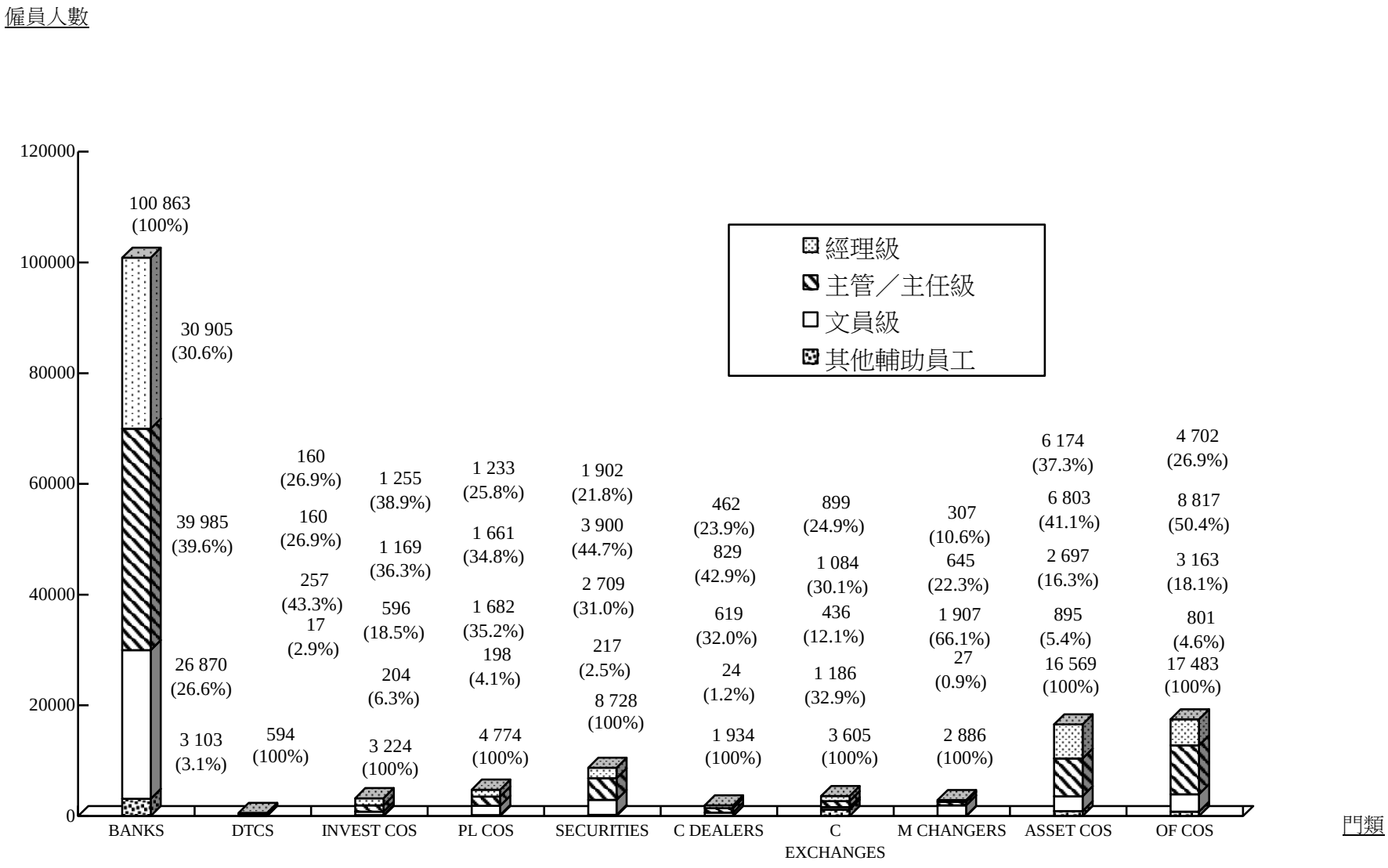
僱員人數

	門類	經理級(%)*		主管／主任級(%)*		文員級(%)*		其他輔助員工(%)*		**總計(%)****
1.	BANKS	30 905	(30.6)	39 985	(39.6)	26 870	(26.6)	3 103	(3.1)	**100 863 (62.8)**
2.	DTCS	160	(26.9)	160	(26.9)	257	(43.3)	17	(2.9)	**594 (0.4)**
3.	INVEST COS	1 255	(38.9)	1 169	(36.3)	596	(18.5)	204	(6.3)	**3 224 (2.0)**
4.	PL COS	1 233	(25.8)	1 661	(34.8)	1 682	(35.2)	198	(4.1)	**4 774 (3.0)**
5.	SECURITIES	1 902	(21.8)	3 900	(44.7)	2 709	(31.0)	217	(2.5)	**8 728 (5.4)**
6.	C DEALERS	462	(23.9)	829	(42.9)	619	(32.0)	24	(1.2)	**1 934 (1.2)**
7.	C EXCHANGES	899	(24.9)	1 084	(30.1)	436	(12.1)	1 186	(32.9)	**3 605 (2.2)**
8.	M CHANGERS	307	(10.6)	645	(22.3)	1 907	(66.1)	27	(0.9)	**2 886 (1.8)**
9.	ASSET COS	6 174	(37.3)	6 803	(41.1)	2 697	(16.3)	895	(5.4)	**16 569 (10.3)**
10.	OF COS	4 702	(26.9)	8 817	(50.4)	3 163	(18.1)	801	(4.6)	**17 483 (10.9)**
	總計 (%)**	**47 999**	**(29.9)**	**65 053**	**(40.5)**	**40 936**	**(25.5)**	**6 672**	**(4.2)**	**160 660 (100.0)**

(%)* 佔該門類僱員總數的百分率。

(%)** 佔業內僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

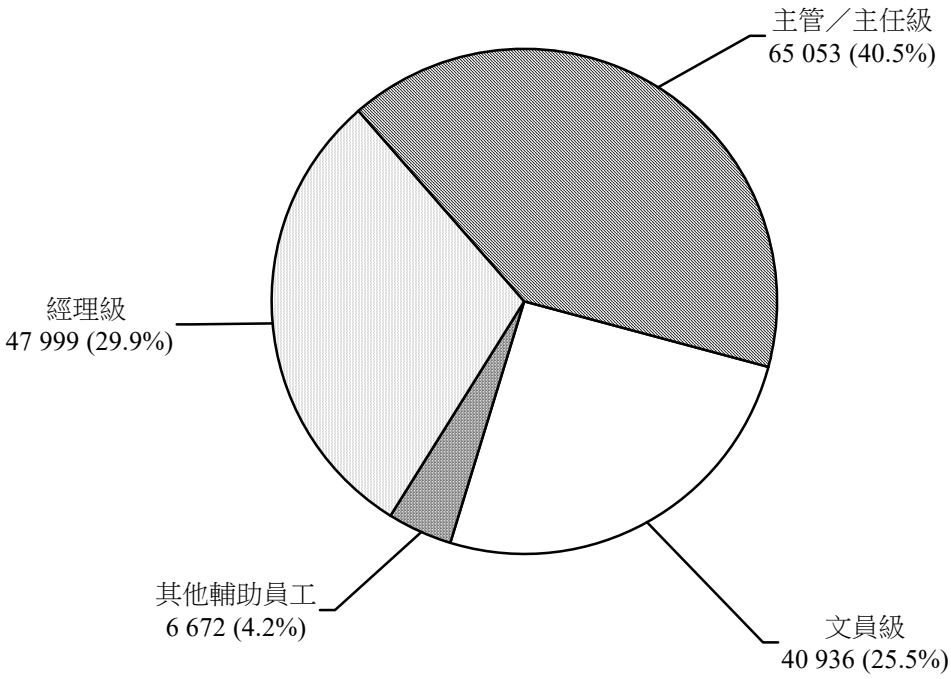
圖1(a)：僱員分布情況（按門類及職級劃分）



備註：因四捨五入，百分率總和未必是 100%。

圖1(b)： 各職級僱員分布情況

僱員總數：160 660



註：因四捨五入，百分率總和未必是 100%。

2.5 各職級中，僱員人數最多的三個主要職務如下（詳情見附錄5表1）：

經理級	僱員人數
(a) 經理—分行	3 008
(b) 總資訊主任／總科技主任／經理—資訊科技	2 872
(c) 經理—企業銀行／商業銀行／客戶關係管理	2 697
主管／主任級	
(a) 客戶服務主任—個人銀行／證券	5 223
(b) 營運主任	4 959
(c) 客戶主任／營業主任	3 747
文員級	
(a) 文員	13 736
(b) 櫃檯員	11 090
(c) 交易助理	4 115

2017年調查表變更事項

2.6 是次調查更新了各教育程度的分類，以反映現時香港的情況。

2.7 在調查表附錄D的某些職稱和工作說明已作修訂。有關銀行及金融業最新的職稱和工作說明，請參閱附錄D。

2.8 由於調查表的設計有所改變，2015年與2017年調查所得的數據或未可作直接比較，在分析兩份調查報告中的人力統計數字時應加注意。

銀行及金融業規模（截至 2016年底）

2.9 從表 B 可見，截至2016年底，銀行及金融業共有8 522 間機構。

表B：銀行及金融機構數目

截至	持牌銀行*	有限制牌照銀行*	接受存款公司*	外國銀行本港代表辦事處*	其他金融界別機構#	**總計**
2016年12 月下旬	155	21	17	52	8 277	**8 522**
2014年12 月下旬	159	21	23	63	7 298	**7 564**
增／減	-4	0	-6	-11	979	**958**
(%)	(-2.5)	(0.0)	(-26.1)	(-17.5)	(13.4)	**(12.7)**

* 資料來源：香港金融管理局

資料來源：香港特別行政區政府統計處機構單位記錄庫

2.10 相對於2014年12月，2016年12月時銀行及金融業機構增加了958間；而持牌銀行、接受存款公司及外國銀行本港代表辦事處則分別減少了4間、6間及11間；同期，其他金融界別的機構則增加了979間。

人力統計數字分析

2.11 為方便分析，本會將十個門類的人力資料歸入以下三個機構界別：

界別1： 銀行（包括以下兩個門類）：

(i) BANKS

(ii) DTCS

界別2： 證券及資產管理公司（包括以下兩個門類）：

(i) SECURITIES

(ii) ASSET COS

界別3： 其他金融機構（包括以下六個門類）：

(i) INVEST COS

(ii) PL COS

(iii) C DEALERS

(iv) C EXCHANGES

(v) M CHANGERS

(vi) OF COS

2.12 本會根據香港三級制銀行體系劃分上述機構門類，以便進行資料分析。由於接受存款公司 (DTC) 的業務性質與銀行密切相關，而且大部分由銀行擁有或與銀行有聯繫，因此自2015年調查起，便把「DTC」門類與「BANKS」門類合併為「銀行」界別。此外，業內的證券經紀公司、投資顧問、資產管理公司的人力資料均列入「證券及資產管理公司」界別進行分析與匯報。

人力變化

2.13 銀行及金融從業員由2015年的151 317人增加至2017年的160 660人，增加了9 343人，升幅為6.2%。2015年與2017年業內僱員人數的轉變摘要見表C及圖2， 按界別及職級劃分。有關各主要職務的僱員人數變化詳情請參考附錄 6。

表C： 人力變化

(i) 各機構界別人力變化

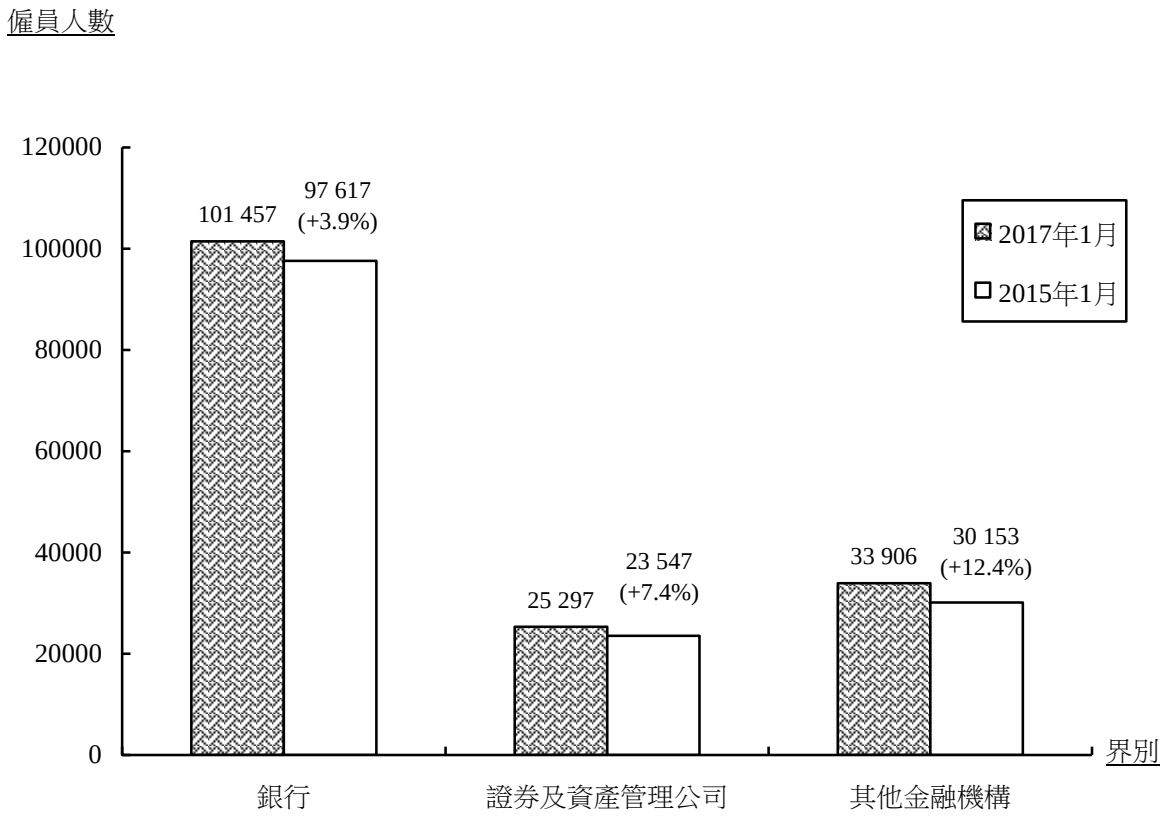
機構界別*	2015年1月	2017年1月	變幅 (%)	
銀行	97 617	101 457	+3 840	(+3.9%)
證券及資產管理公司	23 547	25 297	+1 750	(+7.4%)
其他金融機構	30 153	33 906	+3 753	(+12.4%)
總計	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

*「機構界別」定義如下：
銀行 = 門類 1 BANKS 及門類 2 DTCS
證券及資產管理公司 = 門類 5 SECURITIES 及門類 9 ASSET COS
其他金融機構 = BANKS、DTCS、SECURITIES及ASSET COS以外的所有門類

(ii) 各職級人力變化

職級	2015年1月	2017年1月	變幅 (%)	
經理級	41 843	47 999	+6 156	(+14.7%)
主管／主任級	61 170	65 053	+3 883	(+6.3%)
文員級	40 757	40 936	+179	(+0.4%)
其他輔助員工	7 547	6 672	-875	(-11.6%)
總計	**151 317**	**160 660**	**+9 343**	**(+6.2%)**

圖2： 人力變化



2.14 香港的經濟環境在2017年大致穩定。各類銀行及金融業機構的僱員人數較2015年均有所上升。「銀行」及「證券及資產管理公司」界別的人力分別錄得3.9% 及7.4%的增長。

2.15 預期「深港通」（深港股票市場交易互聯互通機制）以及「債券通」（香港與內地債券市場互聯互通的新舉措）啟動後，會進一步提升香港國際金融中心及資金管理中心的地位。

2.16 過去兩年內，其他金融機構的數目增加了979間，而人手則增加了3 753名，較2015年1月時增加了12.4%。

2.17　　就人力需求而言，下列主要職務在過去兩年的人力變幅超過20%：

主要職務	人力變幅 (%)	
1. 保險產品主任	128	(75.3%)
2. 客戶服務主任—個人銀行／證券	1 454	(38.6%)
3. 經理—企業銀行／商業銀行／客戶關係管理	572	(26.9%)
4. 首席代表	18	(25.0%)
5. 投資主任	524	(24.9%)
6. 總投資主任／經理—投資	290	(21.4%)
7. 產品經理	78	(20.1%)
8. 合規／反洗黑錢主任	239	(20.0%)

2.18　　至於各職級的人力變化，與2015年1月比較，經理級、主管／主任級以及文員級的人力在2017年均錄得增長；其中，經理級的僱員增加了6 156人，增幅為14.7% ；同期，主管／主任級員工亦增加了3 883 人，增幅為6.3%；而文員級的員工則增加了179人，增幅為0.4%。

2.19　　與2015年1月相比，其他輔助員工減少了875人，減幅為11.6%。

過去八年人力趨勢

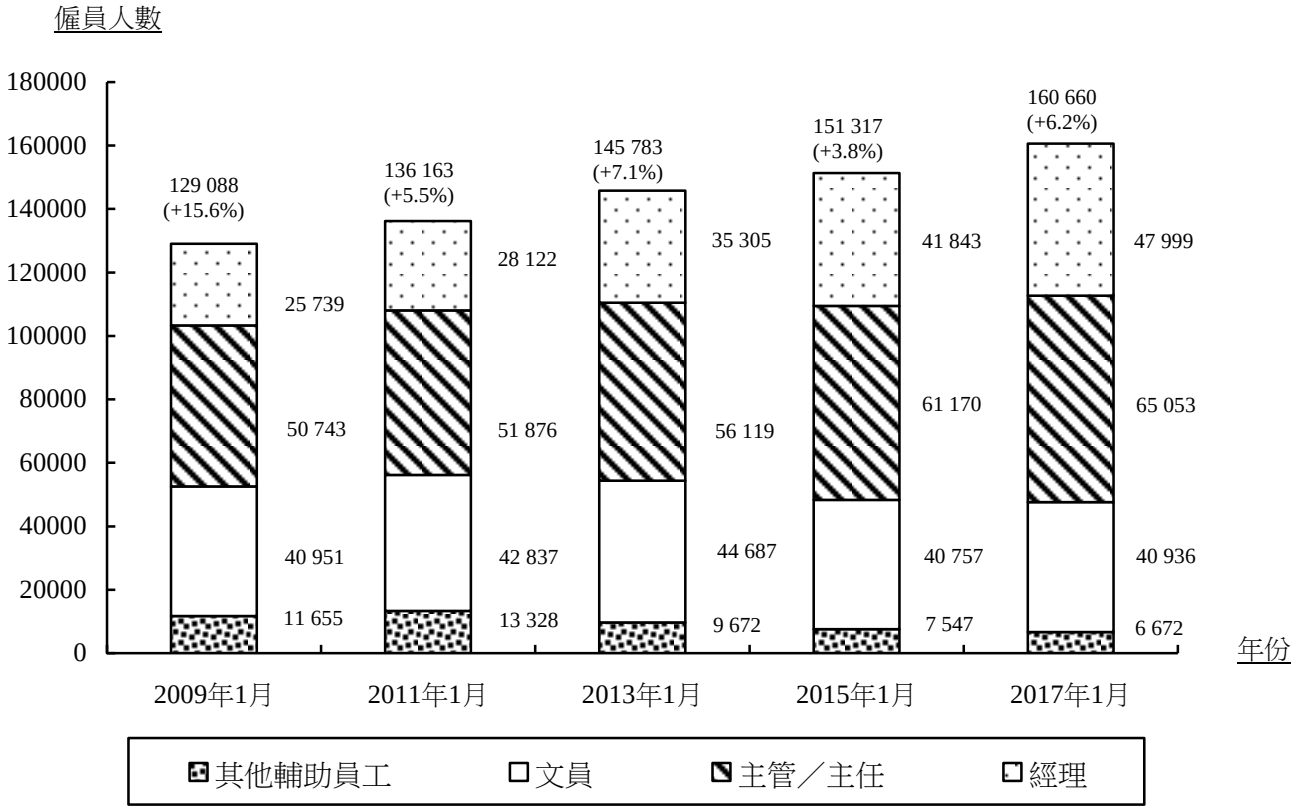
2.20 一般而言，經濟周期、營商環境及政府政策等因素，均會對銀行及金融業的人力需求造成重大影響。表D及圖3列出過去八年業內的人力趨勢。八年來，業內的整體人力持續錄得增長。

表D： 銀行及金融業過去八年人力趨勢

	業內僱員人數				
職級	2009年1月	2011年1月	2013年1月	2015年1月	2017年1月
經理級	25 739	28 122	35 305	41 843	47 999
主管／主任級	50 743	51 876	56 119	61 170	65 053
文員級	40 951	42 837	44 687	40 757	40 936
其他輔助員工	11 655	13 328	9 672	7 547	6 672
總計	**129 088**	**136 163**	**145 783**	**151 317**	**160 660**
人力變幅 (%)*		**+7 075 (+5.5%)**	**+9 620 (+7.1%)**	**+5 534 (+3.8%)**	**+9 343 (+6.2%)**

(%)* 「人力變幅」是根據上一次調查的人力數字計算得出。

圖3： 銀行及金融業過去八年人力趨勢



業內空缺數目

（附錄5 －表1、表1.1）

2.21 根據僱主所填報的資料，2017 年 1 月 2 日，銀行及金融業共有2 935個空缺，佔所需人力（僱員人數＋空缺數目為163 595人）的1.8%。各門類及職級的空缺數目摘要見表E及圖4(a)至4(b)。BANKS門類錄得1 974個空缺，佔業內空缺總數67.3%；ASSET COS門類錄得279個空缺，佔9.5%；而PL COS門類則錄得148個空缺，佔5.0%。

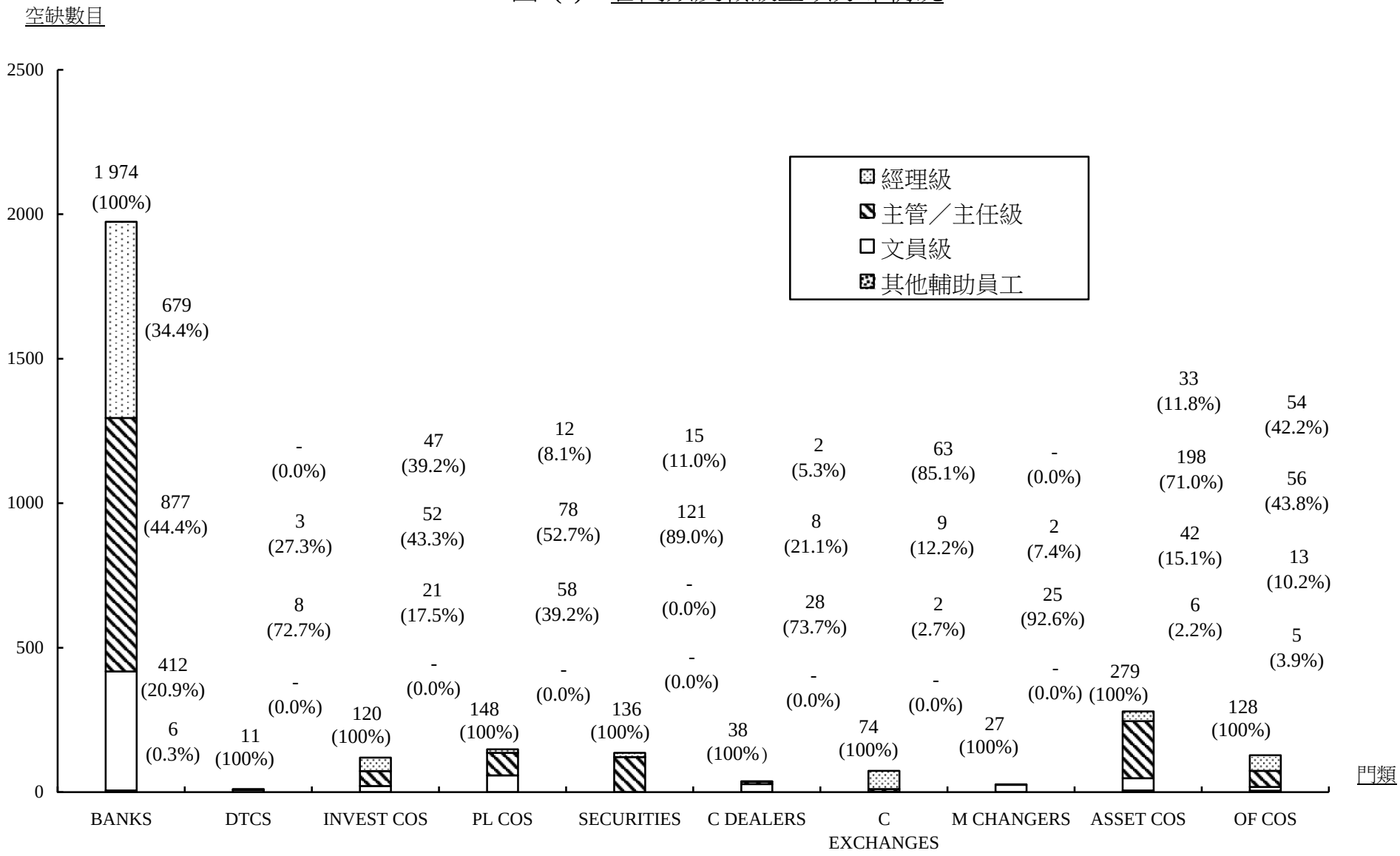
表E： 空缺數目

門類	經理級 (%)*		主管／主任級 (%)*		文員 級(%)*		其他輔助員工(%)*		**總計 (%)****
1. BANKS	679	(34.4)	877	(44.4)	412	(20.9)	6	(0.3)	**1 974 (67.3)**
2. DTCS	-	(0.0)	3	(27.3)	8	(72.7)	-	(0.0)	**11 (0.4)**
3. INVEST COS	47	(39.2)	52	(43.3)	21	(17.5)	-	(0.0)	**120 (4.1)**
4. PL COS	12	(8.1)	78	(52.7)	58	(39.2)	-	(0.0)	**148 (5.0)**
5. SECURITIES	15	(11.0)	121	(89.0)	-	(0.0)	-	(0.0)	**136 (4.6)**
6. C DEALERS	2	(5.3)	8	(21.1)	28	(73.7)	-	(0.0)	**38 (1.3)**
7. C EXCHANGES	63	(85.1)	9	(12.2)	2	(2.7)	-	(0.0)	**74 (2.5)**
8. M CHANGERS	-	(0.0)	2	(7.4)	25	(92.6)	-	(0.0)	**27 (0.9)**
9. ASSET COS	33	(11.8)	198	(71.0)	42	(15.1)	6	(2.2)	**279 (9.5)**
10. OF COS	54	(42.2)	56	(43.8)	13	(10.2)	5	(3.9)	**128 (4.4)**
總計(%)**	**905**	**(30.8)**	**1 404**	**(47.8)**	**609**	**(20.7)**	**17**	**(0.6)**	**2 935 (100.0)**

(%)* 佔該門類空缺總數的百分率。

(%)** 佔業內空缺總數的百分率。因四捨五入，百分率總和未必是 100%

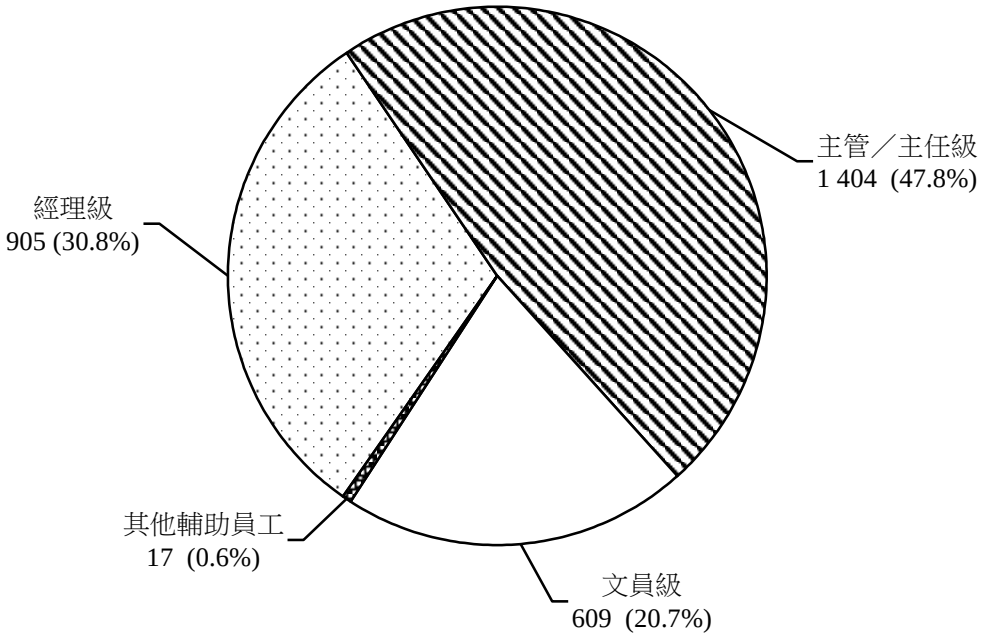
圖4(a)：各門類及職級空缺分布情況



註：因四捨五入，百分率總和未必是 100%。

圖4(b)： 各職級空缺數目

空缺總數： 2 935個



註：因四捨五入，百分率總和未必是 100%。

2.22 各職級中，空缺最多的三個主要職務如下（詳情見附錄5表1）：

經理級	空缺數目
(a) 總資訊主任／總科技主任／經理—資訊科技	62
(b) 經理—合規／反洗黑錢	62
(c) 經理—企業銀行／商業銀行／客戶關係管理	61
(d) 經理—人力資源	42
主管／主任級	
(a) 財務顧問代表／個人財務顧問	155
(b) 投資分析員	142
(c) 營運主任	126
文員級	
(a) 文員	270
(b) 櫃檯員	184
(c) 交易助理	61

業內空缺的變化情況

2.23 僱主填報2017年1月時的職位空缺共2 935個，與2015年1 月時的2 425個空缺相比，增加了510個，增幅為21.0%。2015年與2017年 的職位空缺變化情況摘要見表F及圖5。

表F：空缺情況

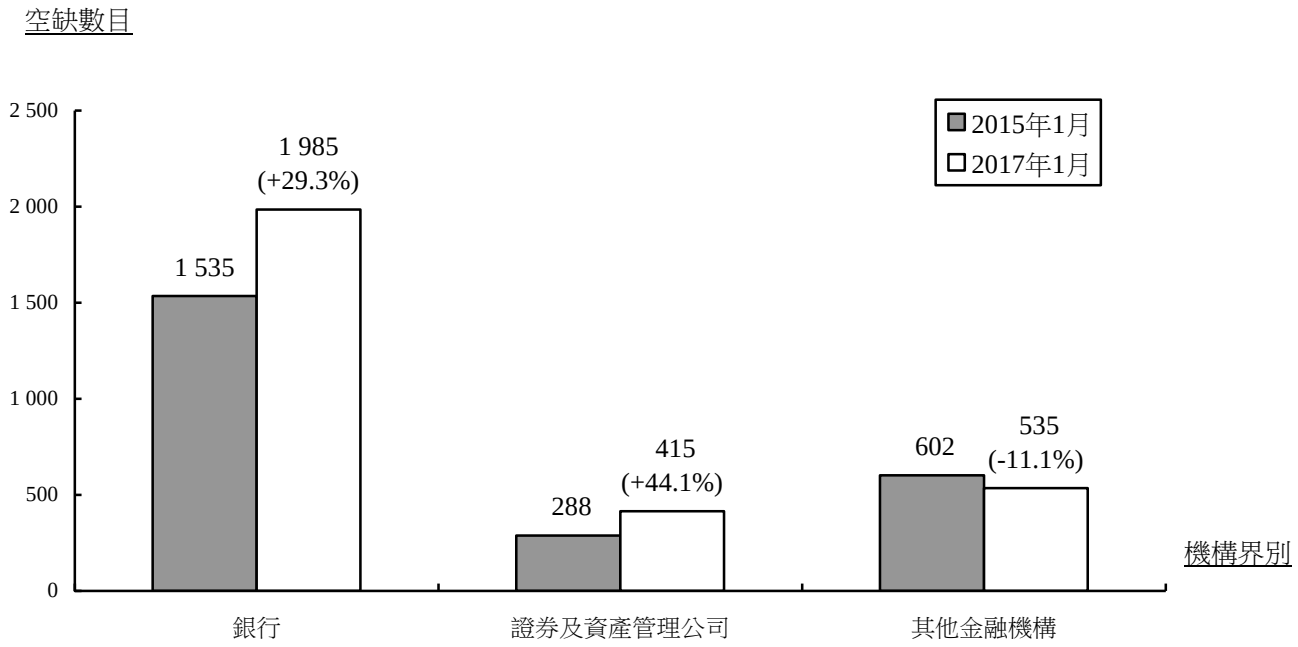
(i) 按機構界別表列

機構界別	2015年1月	2017年1月	變幅 (%)	
銀行	1 535	1 985	+450	(+29.3%)
證券及資產管理公司	288	415	+127	(+44.1%)
其他金融機構	602	535	-67	(-11.1%)
總計	**2 425**	**2 935**	**+510**	**(+21.0%)**

(ii) 按職級表列

職級	2015年1月	2017年1月	變幅 (%)	
經理級	674	905	+231	(+34.3%)
主管／主任級	1 025	1 404	+379	(+37.0%)
文員級	678	609	-69	(-10.2%)
其他輔助員工	48	17	-31	(-64.6%)
總計	**2 425**	**2 935**	**+510**	**(+21.0%)**
空缺率佔人力需求百分率	1.6%	1.8%		

圖5： 職位空缺情況



2.24 與2015年1月相比，銀行界別和證券及資產管理公司界別的空缺在2017年1月均有所上升，分別增加450個和127個，增幅分別為29.3%和44.1%；而其他金融機構則有輕微下跌，而根據僱主填報的資料，該界別的空缺減幅為11.1%。

2019年人力需求增長預測
（附錄5 －表1、表1.1）

2.25 僱主預測，至2019年1月時業界共需要165 011名僱員，與2017年1月的人力需求數字（163 595人）相比，有輕微增加。2019年1月各門類所需的僱員人數預測摘要見表G及圖6(a)至6(b)。預計人力需求最大的三個門類為INVEST COS（3.3%）、C DEALERS （1.7%）及BANKS （1.1%）。

表G： 2019年人力需求增長預測

	門類	職級	人力需求# 2017年1月	僱員人數預測 2019年1月		增長率(%)*
1.	BANKS	經理級	31 584	32 101	517	(1.6%)
		主管／主任級	40 862	41 330	468	(1.1%)
		文員級	27 282	27 451	169	(0.6%)
		其他輔助員工	3 109	3 108	-1	(<-0.1%)
		小計	**102 837**	**103 990**	**1 153**	**(1.1%)**
2.	DTCS	經理級	160	160	-	(0.0%)
		主管／主任級	163	163	-	(0.0%)
		文員級	265	265	-	(0.0%)
		其他輔助員工	17	17	-	(0.0%)
		小計	**605**	**605**	**-**	**(0.0%)**
3.	INVEST COS	經理級	1 302	1 340	38	(2.9%)
		主管／主任級	1 221	1 281	60	(4.9%)
		文員級	617	623	6	(1.0%)
		其他輔助員工	204	212	8	(3.9%)
		小計	**3 344**	**3 456**	**112**	**(3.3%)**
4.	PL COS	經理級	1 245	1 245	-	(0.0%)
		主管／主任級	1 739	1 709	-30	(-1.7%)
		文員級	1 740	1 731	-9	(-0.5%)
		其他輔助員工	198	198	-	(0.0%)
		小計	**4 922**	**4 883**	**-39**	**(-0.8%)**
5.	SECURITIES	經理級	1 917	1 908	-9	(-0.5%)
		主管／主任級	4 021	4 002	-19	(-0.5%)
		文員級	2 709	2 691	-18	(-0.7%)
		其他輔助員工	217	208	-9	(-4.1%)
		小計	**8 864**	**8 809**	**-55**	**(-0.6%)**
6.	C DEALERS	經理級	464	465	1	(0.2%)
		主管／主任級	837	866	29	(3.5%)
		文員級	647	651	4	(0.6%)
		其他輔助員工	24	24	-	(0.0%)
		小計	**1 972**	**2 006**	**34**	**(1.7%)**
7.	C EXCHANGES	經理級	962	962	-	(0.0%)
		主管／主任級	1 093	1 093	-	(0.0%)
		文員級	438	438	-	(0.0%)
		其他輔助員工	1 186	1 186	-	(0.0%)
		小計	**3 679**	**3 679**	**-**	**(0.0%)**
8.	M CHANGERS	經理級	307	307	-	(0.0%)
		主管／主任級	647	639	-8	(-1.2%)
		文員級	1 932	1 915	-17	(-0.9%)
		其他輔助員工	27	27	-	(0.0%)
		小計	**2 913**	**2 888**	**-25**	**(-0.9%)**
9.	ASSET COS	經理級	6 207	6 222	15	(0.2%)
		主管／主任級	7 001	7 091	90	(1.3%)
		文員級	2 739	2 735	-4	(-0.1%)
		其他輔助員工	901	901	-	(0.0%)
		小計	**16 848**	**16 949**	**101**	**(0.6%)**
10.	OF COS	經理級	4 756	4 755	-1	(<-0.1%)
		主管／主任級	8 873	9 004	131	(1.5%)
		文員級	3 176	3 181	5	(0.2%)
		其他輔助員工	806	806	-	(0.0%)
		小計	**17 611**	**17 746**	**135**	**(0.8%)**
全部門類		**經理級**	**48 904**	**49 465**	**561**	**(1.1%)**
		主管／主任級	**66 457**	**67 178**	**721**	**(1.1%)**
		文員級	**41 545**	**41 681**	**136**	**(0.3%)**
		其他輔助員工	**6 689**	**6 687**	**-2**	**(<-0.1%)**
		總計	**163 595**	**165 011**	**1 416**	**(0.9%)**

\# 「人力需求」是指僱員總數與空缺數目的總和。

* 以2017年為基準年計算的預測人力需求增長率。

圖6(a)：僱主預測2019年1月各門類人力增長

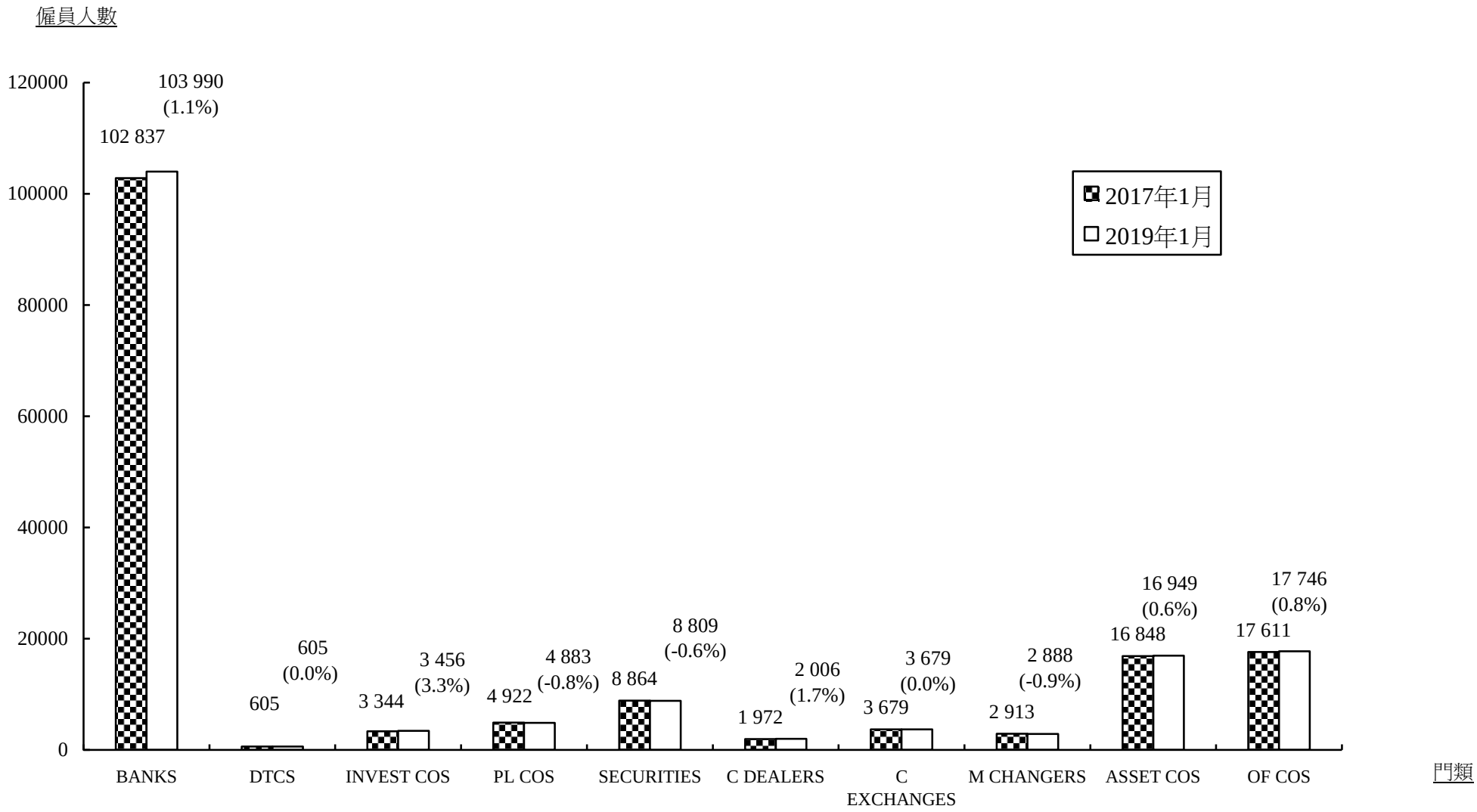
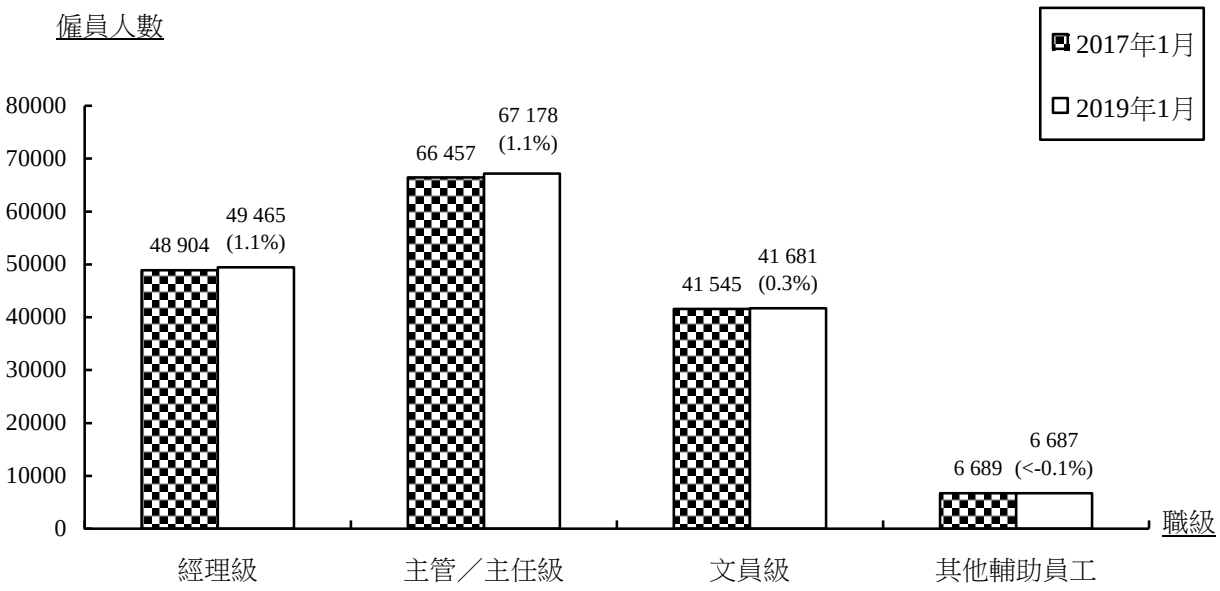


圖6(b)： 僱主預測2019年1月各職級人力增長



括號內的數字為增長率，以2017年1 月為基礎計算。

2.26 各職級中，未來 24 個月人力增長率最高的三個主要職務如下。詳情見附錄5表1。

職級	僱員人數增長	增長率
經理級		
(a) 電子商貿／電子銀行經理	28	8.0%
(b) 經濟研究員／經理—經濟研究	26	10.1%
(c) 經理—交易室	23	1.9%
主管／主任級		
(a) 財務顧問代表／個人財務顧問	124	3.2%
(b) 投資分析員	62	2.1%
(c) 客戶服務代表—投資服務	41	7.7%
(d) 營運主任	41	0.8%
文員級		
(a) 文員	40	0.3%
(b) 電腦操作員	18	1.5%
(c) 貿易融資運作核對員	17	2.2%

僱員基本教育程度要求

（附錄5 – 表2、表2.1）

2.27 調查請僱主填報僱員宜具備的基本教育程度（由大學學位或以上至初中程度，即中一至中三）。有關調查結果摘要見表H 及圖7。

表H： 銀行及金融業僱員基本教育程度要求

僱員人數

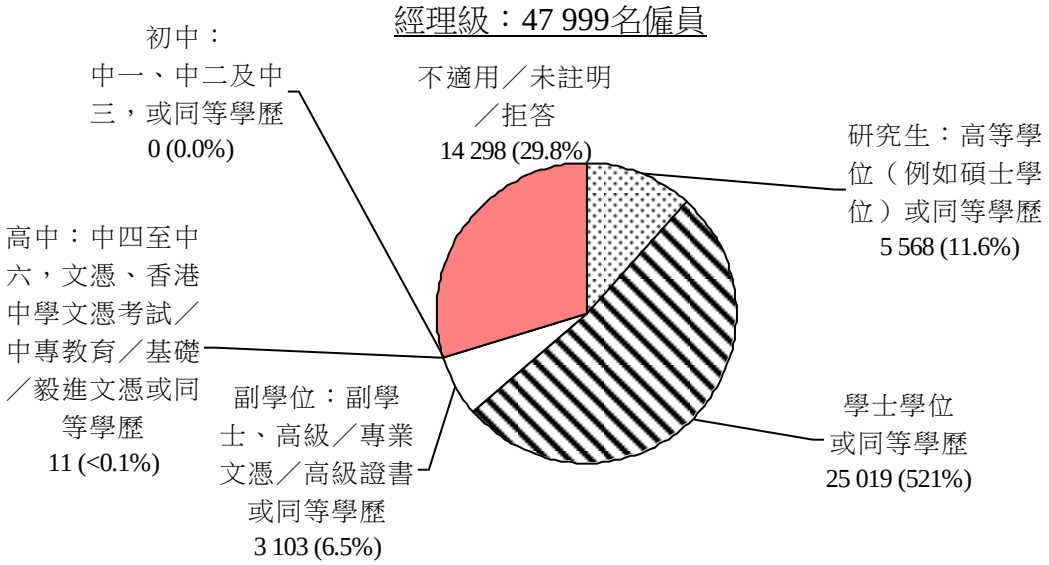
職級	研究生：高等學位（例如碩士學位）或同等學歷 (%)*	學士學位或同等學歷(%)*	副學位：副學士／高級／專業文憑／高級證書或同等學歷 (%)*	高中：中四至中六，文憑、香港中學文憑考試／中專教育／基礎／毅進文憑或同等學歷(%)*	初中：中一、中二及中三或同等學歷 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	5 568 (11.6%)	25 019 (52.1%)	3 103 (6.5%)	11 (<0.1%)	- (0.0%)	14 298 (29.8%)	47 999 (100.0%)
主管／主任級	303 (0.5%)	31 565 (48.5%)	12 831 (19.7%)	2 291 (3.5%)	- (0.0%)	18 063 (27.8%)	65 053 (100.0%)
文員級	- (0.0%)	2 315 (5.7%)	6 719 (16.4%)	18 918 (46.2%)	394 (1.0%)	12 590 (30.8%)	40 936 (100.0%)
總計(%)**	**5 871 (3.8%)**	**58 899 (38.2%)**	**22 653 (14.7%)**	**21 220 (13.8%)**	**394 (0.3%)**	**44 951 (29.2%)**	**153 988(100.0%)**

(%)* 佔業內同一職級僱員總數的百分率。

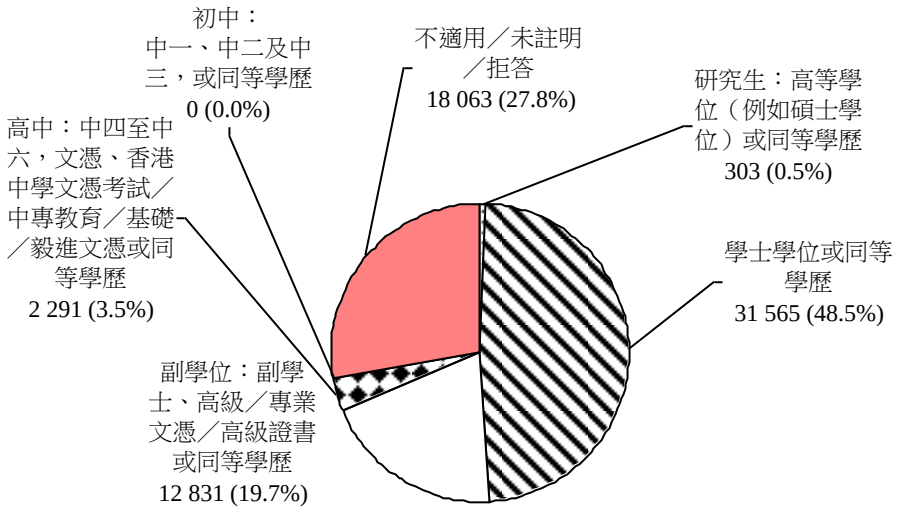
(%)** 佔業內僱員總數的百分率（不包括6 672名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

圖7： 銀行及金融業各職級僱員基本教育程度要求

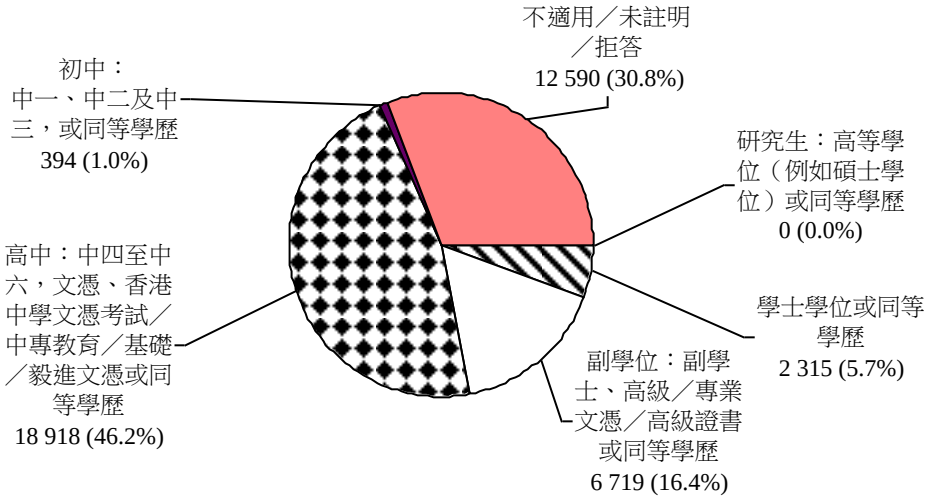
經理級：47 999名僱員



主管／主任級：65 053名僱員



文員級：40 936名僱員



註：因四捨五入，百分率總和未必是 100%。

2.28 BANKS、SECURITIES及ASSET COS門類僱主認為屬下僱員宜具備的基本教育程度摘要，見表I至表K。

表I： BANKS門類僱主對僱員基本教育程度要求

僱員人數

職級	研究生：高等學位（例如碩士學位）或同等學歷 (%)*		學士學位或同等學歷(%)*		副學位：副學士／高級／專業文憑／高級證書或同等學歷 (%)*		高中：中四至中六，文憑、香港中學文憑考試／中專教育／基礎／毅進文憑或同等學歷(%)*		初中：中一、中二及中三或同等學歷 (%)*		不適用／未註明／拒答 (%)*		**總計 (%)****	
經理級	4 033	(13.0%)	13 911	(45.0%)	1 533	(5.0%)	3	(<0.1%)	-	(0.0%)	11 425	(37.0%)	30 905	(100.0%)
主管／主任級	108	(0.3%)	17 683	(44.2%)	9 250	(23.1%)	384	(1.0%)	-	(0.0%)	12 560	(31.4%)	39 985	(100.0%)
文員級	-	(0.0%)	769	(2.9%)	3 791	(14.1%)	11 283	(42.0%)	63	(0.2%)	10 964	(40.8%)	26 870	(100.0%)
總計(%)**	**4 141**	**(4.2%)**	**32 363**	**(33.1%)**	**14 574**	**(14.9%)**	**11 670**	**(11.9%)**	**63**	**(0.1%)**	**34 949**	**(35.7%)**	**97 760**	**(100.0%)**

(%)* 佔BANKS門類同一職級僱員總數的百分率。

(%)** 佔BANKS門類僱員總數的百分率（不包括3 103名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

表J： SECURITIES門類僱主對僱員基本教育程度要求

職級	研究生：高等學位（例如碩士學位）或同等學歷 (%)*	學士學位或同等學歷(%)*	副學位：副學士／高級／專業文憑／高級證書或同等學歷 (%)*	僱員人數 高中：中四至中六，文憑、香港中學文憑考試／中專教育／基礎／毅進文憑或同等學歷(%)*	初中：中一、中二及中三或同等學歷 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	17 (0.9%)	1 558 (81.9%)	193 (10.1%)	- (0.0%)	- (0.0%)	134 (7.0%)	1 902 (100.0%)
主管／主任級	- (0.0%)	2 961 (75.9%)	519 (13.3%)	344 (8.8%)	- (0.0%)	76 (1.9%)	3 900 (100.0%)
文員級	- (0.0%)	178 (6.6%)	510 (18.8%)	1 608 (59.4%)	40 (1.5%)	373 (13.8%)	2 709 (100.0%)
總計(%)**	**17 (0.2%)**	**4 697 (55.2%)**	**1 222 (14.4%)**	**1 952 (22.9%)**	**40 (0.5%)**	**583 (6.8%)**	**8 511 (100.0%)**

(%)* 佔SECURITIES門類同一職級僱員總數的百分率。

(%)** 佔SECURITIES門類僱員總數的百分率（不包括217名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

表K： ASSET COS門類僱主對僱員基本教育程度要求

僱員人數

職級	研究生：高等學位（例如碩士學位）或同等學歷 (%)*		學士學位或同等學歷(%)*		副學位：副學士／高級／專業文憑／高級證書或同等學歷 (%)*		高中：中四至中六，文憑、香港中學文憑考試／中專教育／基礎／毅進文憑或同等學歷(%)*		初中：中一、中二及中三或同等學歷 (%)*		不適用／未註明／拒答 (%)*		**總計 (%)****	
經理級	459	(7.4%)	4 373	(70.8%)	929	(15.0%)	-	(0.0%)	-	(0.0%)	413	(6.7%)	6 174	(100.0%)
主管／主任級	29	(0.4%)	4 262	(62.6%)	1 766	(26.0%)	63	(0.9%)	-	(0.0%)	683	(10.0%)	6 803	(100.0%)
文員級	-	(0.0%)	532	(19.7%)	1 469	(54.5%)	575	(21.3%)	6	(0.2%)	115	(4.3%)	2 697	(100.0%)
總計(%)**	**488**	**(3.1%)**	**9 167**	**(58.5%)**	**4 164**	**(26.6%)**	**638**	**(4.1%)**	**6**	**(0.0%)**	**1 211**	**(7.7%)**	**15 674**	**(100.0%)**

(%)* 佔ASSET COS門類同一職級僱員總數的百分率。.

(%)** 佔ASSET COS門類僱員總數的百分率（不包括895名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

僱員基本教育程度要求比較

2.29 從調查結果所見，僱主通常屬意主管／主任級及經理級僱員具備大學學位或以上教育程度。對於文員級僱員，一般以高中教育程度為基本要求，例如中四至中六、文憑或香港中學文憑。2015年與2017年調查中，僱主認為三個主要職級的僱員最宜具備的首三類基本教育程度要求摘錄見表L。由於2015年與2017年調查表的教育程度分類有所不同，所得的數據或未可作直接比較。詳情請參閱第2.27段表H。

表L： 銀行及金融業僱員基本教育程度要求比較

教育程度	經理級		主管／主任級		文員級	
	2015年	2017年	2015年	2017年	2015年	2017年
研究生：高等學位（例如碩士學位）或同等學歷						
學士學位或同等學歷	71.2%	63.7%	50.0%	49.0%		16.4%
副學位：副學士／高級／專業文憑／高級證書或同等學歷	11.8% (只計算副學士／高級文憑)	6.5% (副學士／高級文憑／專業文憑／高級證書或同等學歷)	13.9% (只計算文憑／高級證書／證書)	19.7% (副學士／高級文憑／專業文憑／高級證書或同等學歷)	12.4% (只計算文憑／高級證書／證書)	16.4% (副學士／高級文憑／專業文憑／高級證書或同等學歷)
高中：中四至中六，文憑、香港中學文憑考試／中專教育／基礎／毅進文憑或同等學歷			13.9% (只計算香港中學文憑／預科／中五)		66.4% (只計算香港中學文憑／預科／中五)	46.2% (中四至中六／文憑／香港中學文憑／職專文憑／基礎課程文憑／毅進文憑或同等學歷)
初中：中一、中二及中三或同等學歷						
不適用／未註明／拒答	13.3%	29.8%		27.8%	9.3%	30.8%

僱員基本年資要求

（附錄5 －表3、表3.1）

2.30 調查請僱主對各主要職務僱員宜具備的工作經驗表達意見。有關調查結果摘要見表M及圖8。

表M： 銀行及金融業僱員基本年資要求

僱員人數

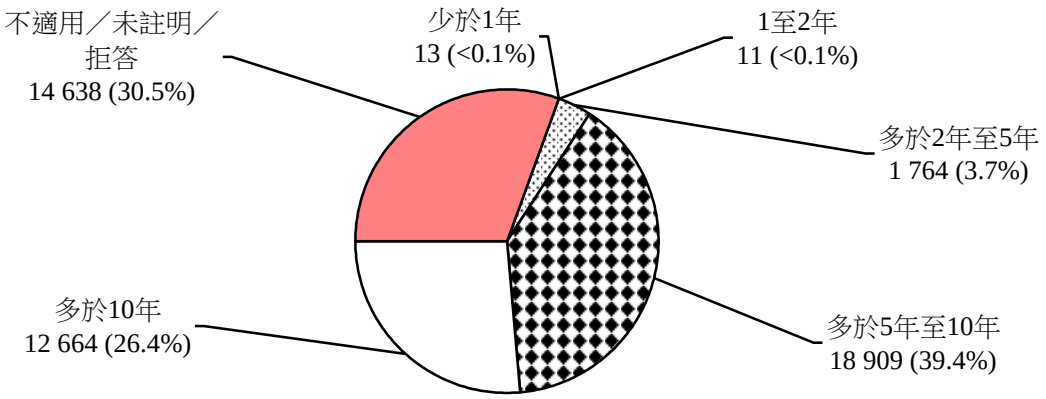
職級	少於1年 (%)*	1至2年 (%)*	多於2年至5年 (%)*	多於5年至10年 (%)*	多於10年 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	13 (<0.1%)	11 (<0.1%)	1 764 (3.7%)	18 909 (39.4%)	12 664 (26.4%)	14 638 (30.5%)	**47 999 (100.0%)**
主管／主任級	555 (0.9%)	2 549 (3.9%)	18 596 (28.6%)	22 664 (34.8%)	1 200 (1.8%)	19 489 (30.0%)	**65 053 (100.0%)**
文員級	5 054 (12.3%)	10 955 (26.8%)	9 260 (22.6%)	975 (2.4%)	1 159 (2.8%)	13 533 (33.1%)	**40 936 (100.0%)**
總計 (%)**	**5 622 (3.7%)**	**13 515 (8.8%)**	**29 620 (19.2%)**	**42 548 (27.6%)**	**15 023 (9.8%)**	**47 660 (31.0%)**	**153 988 (100.0%)**

(%)* 佔業內該職級僱員總數的百分率。

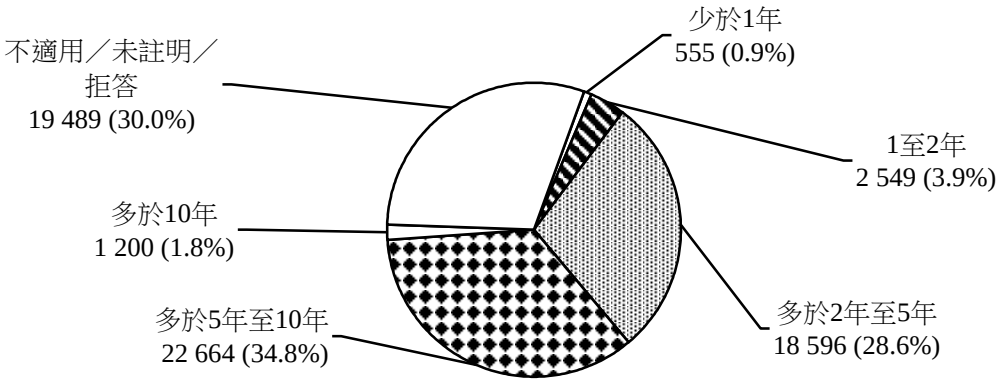
(%)** 佔業內僱員總數（不包括6 672名其他輔助員工在內）的百分率。因四捨五入，百分率總和未必是 100%。

圖8： 銀行及金融業僱員基本年資要求

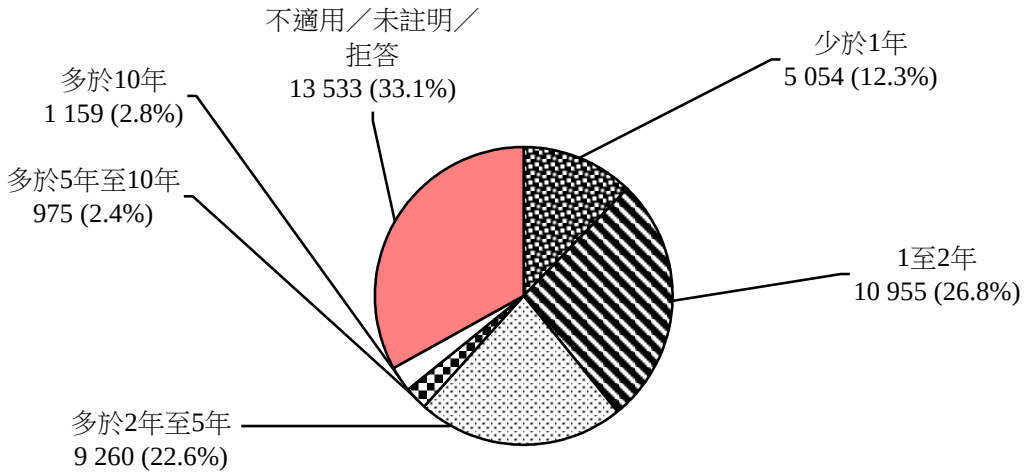
經理級：47 999名僱員



主管／主任級：65 053名僱員



文員級：40 936名僱員



註：因四捨五入，百分率總和未必是 100%。

2.31 BANKS、SECURITIES及ASSET COS門類僱主認為僱員宜有的基本年資摘要見表N至表P。

表N： BANKS門類僱員基本年資要求

僱員人數

職級	少於1年 (%)*	1至2年 (%)*	多於2年至5年 (%)*	多於5年至10年 (%)*	多於10年 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	- (0.0%)	1 (0.0%)	181 (0.6%)	11 268 (36.5%)	8 846 (28.6%)	10 609 (34.3%)	**30 905 (100.0%)**
主管／主任級	96 (0.2%)	189 (0.5%)	8 774 (21.9%)	17 745 (44.4%)	808 (2.0%)	12 373 (30.9%)	**39 985 (100.0%)**
文員級	2 387 (8.9%)	4 016 (14.9%)	7 724 (28.7%)	676 (2.5%)	1 158 (4.3%)	10 909 (40.6%)	**26 870 (100.0%)**
總計	**2 483**	**4 206**	**16 679**	**29 689**	**10 812**	**33 891**	**97 760**
(%)**	**(2.5%)**	**(4.3%)**	**(17.1%)**	**(30.4%)**	**(11.1%)**	**(34.7%)**	**(100.0%)**

(%)* 佔BANKS門類該職級僱員總數的百分率。

(%)** 佔BANKS門類僱員總數的百分率（不包括3 103名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

表O： SECURITIES門類僱員基本年資要求

僱員人數

職級	少於1年 (%)*	1至2年 (%)*	多於2年至5年 (%)*	多於5年至10年 (%)*	多於10年 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	11 (0.6%)	8 (0.4%)	344 (18.1%)	979 (51.5%)	442 (23.2%)	118 (6.2%)	**1 902 (100.0%)**
主管／主任級	182 (4.7%)	389 (10.0%)	2 510 (64.4%)	704 (18.1%)	39 (1.0%)	76 (1.9%)	**3 900 (100.0%)**
文員級	171 (6.3%)	1 995 (73.6%)	169 (6.2%)	- (0.0%)	1 (<0.1%)	373 (13.8%)	**2 709 (100.0%)**
總計	**364**	**2 392**	**3 023**	**1 683**	**482**	**567**	**8 511**
(%)**	**(4.3%)**	**(28.1%)**	**(35.5%)**	**(19.8%)**	**(5.7%)**	**(6.7%)**	**(100.0%)**

(%)* 佔SECURITIES門類該職級僱員總數的百分率。

(%)** 佔SECURITIES門類僱員總數的百分率（不包括217名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

表P： ASSET COS門類僱員基本年資要求

僱員人數

職級	少於1年 (%)*	1至2年 (%)*	多於2年至5年 (%)*	多於5年至10年 (%)*	多於10年 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	-	-	472	2 812	1 537	1 353	**6 174**
	(0.0%)	(0.0%)	(7.6%)	(45.5%)	(24.9%)	(21.9%)	**(100.0%)**
主管／主任級	26	211	2 745	1 383	179	2 259	**6 803**
	(0.4%)	(3.1%)	(40.3%)	(20.3%)	(2.6%)	(33.2%)	**(100.0%)**
文員級	25	989	484	86	-	1 113	**2 697**
	(0.9%)	(36.7%)	(17.9%)	(3.2%)	(0.0%)	(41.3%)	**(100.0%)**
總計	**51**	**1 200**	**3 701**	**4 281**	**1 716**	**4 725**	**15 674**
(%)**	**(0.3%)**	**(7.7%)**	**(23.6%)**	**(27.3%)**	**(10.9%)**	**(30.1%)**	**(100.0%)**

(%)* 佔ASSET COS門類該職級僱員總數的百分率。

(%)** 佔ASSET COS門類僱員總數的百分率（不包括895名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

銀行及金融業僱員基本年資要求比較

2.32 調查結果顯示，大部分僱主要求經理級和主管／主任級僱員至少具備五年以上至十年業內工作經驗；僱主接受文員級僱員具備一至兩年業內工作經驗。按僱主填報的資料，2015年與2017年調查中，三個主要職級的僱員最宜具備的首三類基本年資要求摘錄表Q。詳細資料請參閱第2.30段表M。

表Q： 銀行及金融業僱員基本年資要求比較

年資	經理級		主管／主任級		文員級	
	2015年	2017年	2015年	2017年	2015年	2017年
少於1年					27.7%	
1至2年			14.3%		34.7%	26.8%
多於2年至5年			43.5%	28.6%		22.6%
多於5年至10年	40.5%	39.4%		34.8%		
多於10年	20.2%	26.4%				
不適用／未註明／拒答	24.8%	30.5%	26.1%	30.0%	22.9%	33.1%

僱員分布情況
（按平均月入幅度劃分）
（附錄5 – 表4、表4.1）

2.33 表R 按平均月入幅度列出不同職級僱員的分布情況。但因為本調查的目的並非蒐集銀行及金融從業員的收入資料，以下數據僅供複核各職級的人力數據是否可靠之用。

表R： 僱員人數
（按平均月入幅度及職級劃分）

職級	僱員人數										
	$8,000以下 (%)*	$8,000 - $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 (%)*	$100,000 以上 (%)*	不適用／未註明／拒答 (%)*	**總計 (%)****
經理級	- (0.0%)	- (0.0%)	22 (<0.1%)	3 026 (6.3%)	3 628 (7.6%)	9 545 (19.9%)	11 309 (23.6%)	2 652 (5.5%)	4 240 (8.8%)	13 577 (28.3%)	**47 999 (100.0%)**
主管／主任級	- (0.0%)	41 (0.1%)	6 835 (10.5%)	28 933 (44.5%)	7 577 (11.6%)	2 302 (3.5%)	682 (1.0%)	268 (0.4%)	660 (1.0%)	17 755 (27.3%)	**65 053 (100.0%)**
文員級	41 (0.1%)	687 (1.7%)	24 987 (61.0%)	1 625 (4.0%)	659 (1.6%)	294 (0.7%)	- (0.0%)	- (0.0%)	- (0.0%)	12 643 (30.9%)	**40 936 (100.0%)**
總計 (%)**	**41 (<0.1%)**	**728 (0.5%)**	**31 844 (20.7%)**	**33 584 (21.8%)**	**11 864 (7.7%)**	**12 141 (7.9%)**	**11 991 (7.8%)**	**2 920 (1.9%)**	**4 900 (3.2%)**	**43 975 (28.6%)**	**153 988 (100.0%)**

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內僱員總數的百分率（不包括6 672名其他輔助員工在內）。因四捨五入，百分率總和未必是 100%。

僱員分布情況比較
（按平均月入幅度劃分）

2.34　　調查結果顯示，經理級僱員平均每月收入由低至10,001元至100,000元以上不等，主管／主任級和文員級僱員的平均月入則主要介乎20,001元至30,000元及10,001元至20,000元之間。三個主要職級中，僱主填報最普遍的三個平均月入幅度摘錄見表S。詳細資料請參閱第2.33段表R。

表S：　各職級僱員平均月入幅度比較

平均月入幅度	經理級		主管／主任級		文員級	
	2015年	2017年	2015年	2017年	2015年	2017年
$8,000 － $10,000					11.6%	
$10,001 － $20,000			22.1%		58.0%	61.0%
$20,001 － $30,000			36.6%	44.5%		4.0%
$30,001 － $40,000				11.6%		
$40,001 － $60,000	29.1%	19.9%				
$60,001 － $80,000	18.7%	23.6%				
不適用／未註明／拒答	23.8%	28.3%	24.1%	27.3%	24.1%	30.9%

僱員平均年齡分布情況
（附錄5 – 表5、表5.1)

2.35 表T顯示銀行及金融業不同職級僱員的平均年齡分布。「經理」及「主管／主任」職級的年齡大部分在35至50歲之間；而超過30%的文員則在35歲以下。然而，由於部分公司未有填寫有關資料，參考表T的數字時應留意這點。

表T： 僱員人數
（按平均年齡及職級劃分）

職級	僱員人數 35歲以下 (%)*	35 – 50歲 (%)*	50歲 以上 (%)*	不適用／ 未註明／ 拒答 (%)*	**總計 (%)****
經理級	2 052	23 505	4 082	18 360	**47 999**
	(4.3%)	(49.0%)	(8.5%)	(38.3%)	**(100.0%)**
主管／ 主任級	18 186	19 078	602	27 187	**65 053**
	(28.0%)	(29.3%)	(0.9%)	(41.8%)	**(100.0%)**
文員級	13 851	7 418	425	19 242	**40 936**
	(33.8%)	(18.1%)	(1.0%)	(47.0%)	**(100.0%)**
總計 (%)**	**34 089**	**50 001**	**5 109**	**64 789**	**153 988**
	(22.1%)	**(32.5%)**	**(3.3%)**	**(42.1%)**	**(100.0%)**

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內僱員總數的百分率（不包括6 672名其他輔助員工在內）。因四捨五入，百分率總和未必是100%。

過去十二個月內僱員流動情況
（附錄5 – 表6、表6.1至6.10）

2.36 「僱員流動情況」是指某段特定時期內僱員離職的情況。在調查展開前十二個月內，業內共有20 264人離職（佔三個主要職級共153 988名僱員的13.2%）；而同期，業內亦招聘合共21 055人（佔三個主要職級153 988名僱員的13.7%）。表U至表V及圖 9列出僱員流動情況的統計數字。

表U： 過去十二個月內離職僱員人數
（按門類及職級劃分）

離職僱員人數

門類	經理級(%)*		主管／主任級(%)*		文員級(%)*		總計
1. BANKS	2 223	(14.8)	7 226	(48.1)	5 564	(37.1)	**15 013**
2. DTCS	13	(29.5)	9	(20.5)	22	(50.0)	**44**
3. INVEST COS	71	(27.1)	126	(48.1)	65	(24.8)	**262**
4. PL COS	46	(7.9)	266	(45.6)	271	(46.5)	**583**
5. SECURITIES	191	(20.8)	420	(45.8)	306	(33.4)	**917**
6. C DEALERS	23	(8.4)	89	(32.6)	161	(59.0)	**273**
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	**-**
8. M CHANGERS	25	(7.2)	58	(16.6)	266	(76.2)	**349**
9. ASSET COS	289	(23.7)	728	(59.8)	201	(16.5)	**1 218**
10. OF COS	527	(32.8)	917	(57.1)	161	(10.0)	**1 605**
總計(%)**	**3 408**	**(16.8)**	**9 839**	**(48.6)**	**7 017**	**(34.7)**	**20 264**

(%)* 佔該門類離職僱員總數的百分率。

(%)** 佔業內離職僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

表V： 過去十二個月內新聘僱員人數
（按門類及職級劃分）

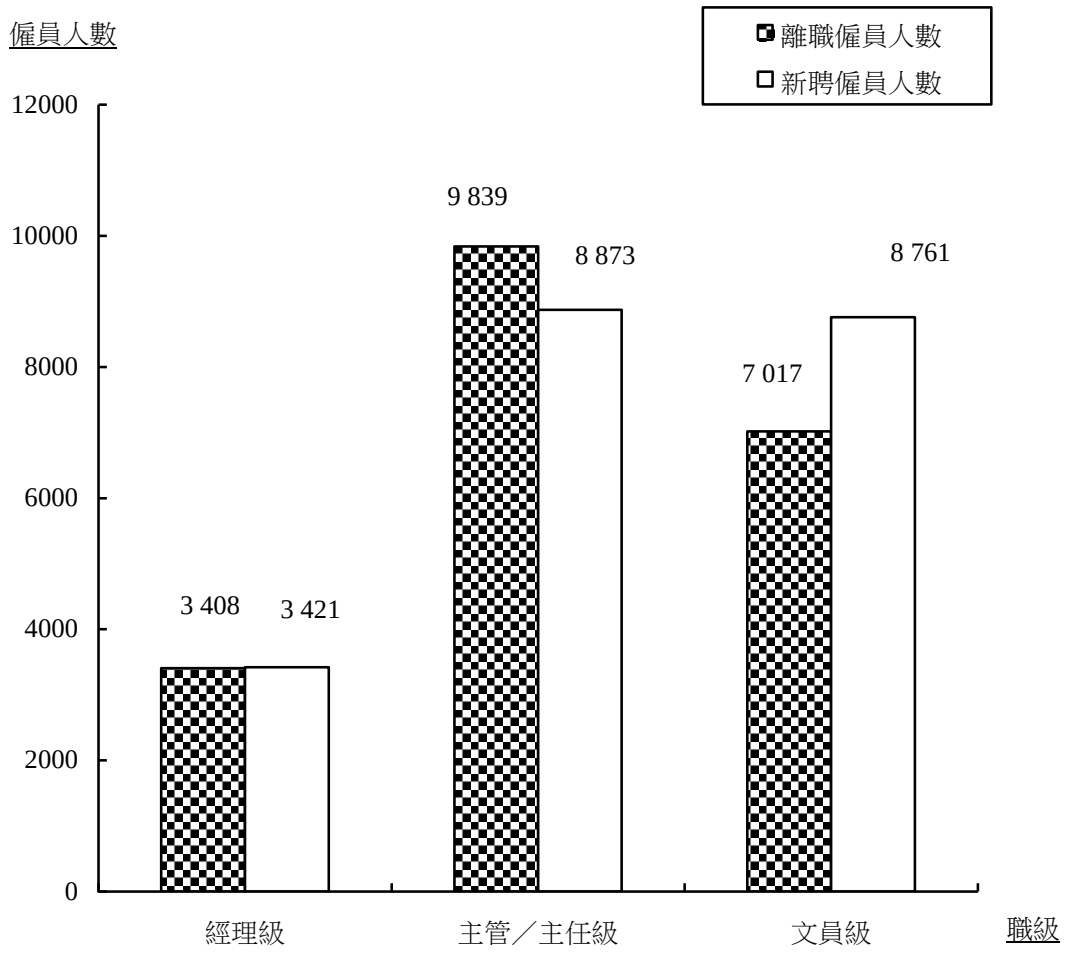
新聘僱員人數

	門類	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
1.	BANKS	2 232	(14.1)	6 242	(39.5)	7 315	(46.3)	**15 789**	**(100)**
2.	DTCS	23	(50.0)	6	(13.0)	17	(37.0)	**46**	**(100)**
3.	INVEST COS	51	(23.7)	110	(51.2)	54	(25.1)	**215**	**(100)**
4.	PL COS	42	(10.4)	155	(38.6)	205	(51.0)	**402**	**(100)**
5.	SECURITIES	278	(38.0)	305	(41.7)	149	(20.4)	**732**	**(100)**
6.	C DEALERS	17	(7.2)	62	(26.4)	156	(66.4)	**235**	**(100)**
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	**0**	**(0.0)**
8.	M CHANGERS	-	(0.0)	37	(13.4)	239	(86.6)	**276**	**(100)**
9.	ASSET COS	405	(29.8)	754	(55.4)	201	(14.8)	**1 360**	**(100)**
10.	OF COS	373	(18.7)	1 202	(60.1)	425	(21.3)	**2 000**	**(100)**
	總計(%)**	**3 421**	**(16.2)**	**8 873**	**(42.1)**	**8 761**	**(41.6)**	**21 055**	**(100)**

(%)* 佔該門類新聘僱員總數的百分率。

(%)** 佔業內新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

圖9： 過去十二個月內
銀行及金融業各職級僱員流動情況



僱員流動率

2.37 在調查前十二個月，業內有20 264人離職，而同期招聘了21 055人填補空缺，僱員流動率λ為13.2%。較2015年調查錄得的10.8%為高。三個機構界別內的僱員流動情況統計數字摘要見表W，詳細資料另載於第2.36段表U及表V。

表W： 過去十二個月內僱員流動情況
（按機構界別劃分）

機構界別	離職僱員人數(%)*		新聘僱員人數(%)**	
銀行	15 057	(74.3)	15 835	(75.2)
證券及資產管理公司	2 135	(10.5)	2 092	(9.9)
其他金融機構	3 072	(15.2)	3 128	(14.9)
總計	**20 264**	**(100)**	**21 055**	**(100)**

(%)* 佔業內離職僱員總數的百分率。

(%)** 佔業內新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

$$\lambda \text{ 在特定期間的僱員流動率} = \frac{\text{在特定期間離職的僱員人數}}{\text{在特定期間的僱員平均人數（不包括6 672 名其他輔助員工）}}$$

若在特定期間僱員人數保持穩定，該段期間結束時的僱員數字可算作僱員平均人數。

2.38 銀行及金融業整體，以及銀行界別（BANKS及DTCS門類）、證券及資產管理公司界別（SECURITIES及ASSET COS門類）和其他金融機構界別（BANKS、DTCS、SECURITIES及ASSET COS以外的門類）的僱員流動統計資料，摘列於表X至表Z，以及表AA至表AI。離職人士中，有3.7%轉投保險業；而保險從業員轉投銀行及金融業的則有4.0%。

銀行及金融業

表X： 過去十二個月內離職僱員人數（按原因劃分）

	原因	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	擔任另一份銀行／金融工作或創辦與金融有關的業務	1 287	(2.7)	3 174	(4.9)	2 289	(5.6)	**6 750**	**(33.3)**
(b)	擔任保險業工作或創辦與保險有關的業務	62	(0.1)	583	(0.9)	96	(0.2)	**741**	**(3.7)**
(c)	擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	111	(0.2)	770	(1.2)	962	(2.4)	**1 843**	**(9.1)**
(d)	移民	7	(<0.1)	19	(<0.1)	20	(<0.1)	**46**	**(0.2)**
(e)	回國	94	(0.2)	130	(0.2)	15	(<0.1)	**239**	**(1.2)**
(f)	遷改工作地點								
	(i)往中國內地／澳門／台灣	26	(0.1)	69	(0.1)	2	(<0.1)	**97**	**(0.5)**
	(ii)往其他國家	26	(0.1)	50	(0.1)	24	(0.1)	**100**	**(0.5)**
(g)	退休	276	(0.6)	264	(0.4)	337	(0.8)	**877**	**(4.3)**
(h)	繼續進修	4	(<0.1)	193	(0.3)	400	(1.0)	**597**	**(2.9)**
(i)	裁員	292	(0.6)	320	(0.5)	297	(0.7)	**909**	**(4.5)**
(j)	公司改組／結業	36	(0.1)	111	(0.2)	61	(0.1)	**208**	**(1.0)**
(k)	僱傭合約期滿	29	(0.1)	50	(0.1)	590	(1.4)	**669**	**(3.3)**
(l)	工作表現欠佳	59	(0.1)	244	(0.4)	195	(0.5)	**498**	**(2.5)**
(m)	其他原因△	557	(1.2)	2 077	(3.2)	863	(2.1)	**3 497**	**(17.3)**
(n)	原因不詳	542	(1.1)	1 785	(2.7)	866	(2.1)	**3 193**	**(15.8)**
	總計	**3 408**	**(7.1)**	**9 839**	**(15.1)**	**7 017**	**(17.1)**	**20 264**	**(100)**
	業內同一職級僱員總數	47 999		65 053		40 936		153 988#	
	僱員流動率@							13.2%	

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內離職僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△ 其他原因包括照顧家人及健康問題等。

業內僱員總數不包括6 672名其他輔助員工。

@ 僱員流動率 $= \dfrac{\text{業內離職僱員總數}}{\text{業內僱員總數（不包括6 672名其他輔助員工）}}$

表Y：　過去十二個月內
銀行及金融業招聘僱員人數（按來源劃分）

來源	經理級(%)*	主管／主任級(%)*	文員級(%)*	**總計(%)****
(a) 來自另一間銀行／金融機構	1 831 (3.8)	4 254 (6.5)	2 426 (5.9)	**8 511 (40.4)**
(b) 來自保險公司／保險中介人／與保險業務有關的公司	40 (0.1)	481 (0.7)	317 (0.8)	**838 (4.0)**
(c) 來自銀行／金融／保險業以外的機構	202 (0.4)	936 (1.4)	1 309 (3.2)	**2 447 (11.6)**
(d) 直接來自院校／學校				
大學學位或以上畢業生	461 (1.0)	888 (1.4)	1 348 (3.3)	**2 697 (12.8)**
副學位畢業生	26 (0.1)	74 (0.1)	572 (1.4)	**672 (3.2)**
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	5 (<0.1)	147 (0.2)	712 (1.7)	**864 (4.1)**
(e) 其他來源△	44 (0.1)	29 (<0.1)	68 (0.2)	**141 (0.7)**
(f) 來源未有說明	812 (1.7)	2 064 (3.2)	2 009 (4.9)	**4 885 (23.2)**
總計	**3 421 (7.1)**	**8 873 (13.6)**	**8 761 (21.4)**	**21 055 (100)**
業內同一職級僱員總數	47 999	65 053	40 936	153 988#

(%)*　佔業內同一職級僱員總數的百分率。
(%)**　佔業內新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。
△　其他來源包括由海外總辦事處調任的僱員。
#　業內僱員總數不包括6 672名其他輔助員工。

表Z：　過去十二個月內
銀行及金融業招聘僱員人數（按地域來源劃分）

地域來源	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a) 香港	2 879	(6.0)	8 003	(12.3)	8 357	(20.4)	**19 239**	**(91.4)**
(b) 中國內地	191	(0.4)	661	(1.0)	326	(0.8)	**1 178**	**(5.6)**
(c) 亞洲其他地區	88	(0.2)	63	(0.1)	55	(0.1)	**206**	**(1.0)**
(d) 歐洲	12	(<0.1)	145	(0.2)	21	(0.1)	**178**	**(0.8)**
(e) 美國	4	(<0.1)	-	(0.0)	-	(0.0)	**4**	**(<0.1)**
(f) 其他地方△	25	(0.1)	1	(<0.1)	2	(<0.1)	**28**	**(0.1)**
(g) 地域來源未有說明	222	(0.5)	-	(0.0)	-	(0.0)	**222**	**(1.1)**
總計	**3 421**	**(7.1)**	**8 873**	**(13.6)**	**8 761**	**(21.4)**	**21 055**	**(100)**
業內同一職級僱員總數	47 999		65 053		40 936		153 988#	

(%)*　佔業內同一職級僱員總數的百分率。

(%)**　佔業內新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△　其他地方包括澳洲及其他國家。

#　業內僱員總數不包括6 672名其他輔助員工。

銀行界別

表AA： 過去十二個月內離職僱員人數（按原因劃分）

	原因	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	擔任另一份銀行／金融工作或創辦與金融有關的業務	579	(1.9)	2 043	(5.1)	1 830	(6.7)	**4 452**	**(29.6)**
(b)	擔任保險業工作或創辦與保險有關的業務	62	(0.2)	543	(1.4)	80	(0.3)	**685**	**(4.5)**
(c)	擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	98	(0.3)	617	(1.5)	778	(2.9)	**1 493**	**(9.9)**
(d)	移民	7	(<0.1)	17	(<0.1)	3	(<0.1)	**27**	**(0.2)**
(e)	回國	90	(0.3)	113	(0.3)	4	(<0.1)	**207**	**(1.4)**
(f)	遷改工作地點								
	(i)往中國內地／澳門／台灣	18	(0.1)	69	(0.2)	2	(<0.1)	**89**	**(0.6)**
	(ii)往其他國家	8	(<0.1)	32	(0.1)	-	(0.0)	**40**	**(0.3)**
(g)	退休	247	(0.8)	239	(0.6)	279	(1.0)	**765**	**(5.1)**
(h)	繼續進修	4	(<0.1)	163	(0.4)	383	(1.4)	**550**	**(3.7)**
(i)	裁員	246	(0.8)	277	(0.7)	230	(0.8)	**753**	**(5.0)**
(j)	公司改組／結業	17	(0.1)	30	(0.1)	15	(0.1)	**62**	**(0.4)**
(k)	僱傭合約期滿	19	(0.1)	37	(0.1)	586	(2.2)	**642**	**(4.3)**
(l)	工作表現欠佳	55	(0.2)	219	(0.5)	156	(0.6)	**430**	**(2.9)**
(m)	其他原因△	432	(1.4)	1 962	(4.9)	761	(2.8)	**3 155**	**(21.0)**
(n)	原因不詳	354	(1.1)	874	(2.2)	479	(1.8)	**1 707**	**(11.3)**
	總計	**2 236**	**(7.2)**	**7 235**	**(18.0)**	**5 586**	**(20.6)**	**15 057**	**(100)**
	銀行界別內同一職級僱員總數	31 065		40 145		27 127		98 337#	
	僱員流動率@							15.3%	

(%)* 佔銀行界別同一職級僱員總數的百分率。

(%)** 佔銀行界別離職僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△ 其他原因包括照顧家人及健康問題等。

銀行界別僱員總數不包括3 120名其他輔助員工。

@ 僱員流動率 $= \dfrac{\text{銀行界別離職僱員總數}}{\text{銀行界別僱員總數（不包括3 120名其他輔助員工）}}$

表AB： 過去十二個月內
銀行界別招聘僱員人數（按來源劃分）

來源	經理級(%)*	主管／主任級(%)*	文員級(%)*	**總計(%)****
(a) 來自另一間銀行／金融機構	746 (2.4)	2 338 (5.8)	1 737 (6.4)	**4 821 (30.4)**
(b) 來自保險公司／保險中介人／與保險業務有關的公司	39 (0.1)	433 (1.1)	295 (1.1)	**767 (4.8)**
(c) 來自銀行／金融／保險業以外的機構	145 (0.5)	655 (1.6)	1 058 (3.9)	**1 858 (11.7)**
(d) 直接來自院校／學校				
大學學位或以上畢業生	461 (1.5)	826 (2.1)	1 198 (4.4)	**2 485 (15.7)**
副學位畢業生	26 (0.1)	71 (0.2)	530 (2.0)	**627 (4.0)**
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	5 (<0.1)	107 (0.3)	603 (2.2)	**715 (4.5)**
(e) 其他來源△	37 (0.1)	10 (<0.1)	6 (<0.1)	**53 (0.3)**
(f) 來源未有說明	796 (2.6)	1 808 (4.5)	1 905 (7.0)	**4 509 (28.5)**
總計	**2 255** (7.3)	**6 248** (15.6)	**7 332** (27.0)	**15 835 (100)**
銀行界別內同一職級僱員總數	31 065	40 145	27 127	98 337#

(%)* 佔銀行界別同一職級僱員總數的百分率。
(%)** 佔銀行界別新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。
△ 其他來源包括由海外總辦事處調任的僱員。
銀行界別僱員總數不包括3 120名其他輔助員工。

表AC： 過去十二個月內
銀行界別招聘僱員人數（按地域來源劃分）

	地域來源	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	香港	1 824	(5.9)	5 621	(14.0)	6 996	(25.8)	**14 441**	**(91.2)**
(b)	中國內地	123	(0.4)	584	(1.5)	302	(1.1)	**1 009**	**(6.4)**
(c)	亞洲其他地區	72	(0.2)	42	(0.1)	32	(0.1)	**146**	**(0.9)**
(d)	歐洲	9	(<0.1)	-	(0.0)	-	(0.0)	**9**	**(0.1)**
(e)	美國	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(f)	其他地方△	5	(<0.1)	1	(<0.1)	2	(<0.1)	**8**	**(0.1)**
(g)	地域來源未有說明	222	(0.7)	-	(0.0)	-	(0.0)	**222**	**(1.4)**
	總計	**2 255**	**(7.3)**	**6 248**	**(15.6)**	**7 332**	**(27.0)**	**15 835**	**(100)**
	銀行界別內同一職級僱員總數	31 065		40 145		27 127		98 337#	

(%)* 佔銀行界別同一職級僱員總數的百分率。

(%)** 佔銀行界別新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△ 其他地方包括澳洲及其他國家。

銀行界別僱員總數不包括3 120名其他輔助員工。

證券及資產管理公司界別

表AD： 過去十二個月內離職僱員人數（按原因劃分）

	原因	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	擔任另一份銀行／金融工作或創辦與金融有關的業務	299	(3.7)	635	(5.9)	202	(3.7)	**1 136**	**(53.2)**
(b)	擔任保險業工作或創辦與保險有關的業務	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(c)	擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	10	(0.1)	46	(0.4)	11	(0.2)	**67**	**(3.1)**
(d)	移民	-	(0.0)	1	(<0.1)	1	(<0.1)	**2**	**(0.1)**
(e)	回國	4	(<0.1)	12	(0.1)	-	(0.0)	**16**	**(0.7)**
(f)	遷改工作地點								
	(i)往中國內地／澳門／台灣	1	(<0.1)	-	(0.0)	-	(0.0)	**1**	**(<0.1)**
	(ii)往其他國家	18	(0.2)	18	(0.2)	24	(0.4)	**60**	**(2.8)**
(g)	退休	8	(0.1)	21	(0.2)	16	(0.3)	**45**	**(2.1)**
(h)	繼續進修	-	(0.0)	25	(0.2)	14	(0.3)	**39**	**(1.8)**
(i)	裁員	46	(0.6)	43	(0.4)	63	(1.2)	**152**	**(7.1)**
(j)	公司改組／結業	12	(0.1)	15	(0.1)	24	(0.4)	**51**	**(2.4)**
(k)	僱傭合約期滿	8	(0.1)	-	(0.0)	2	(<0.1)	**10**	**(0.5)**
(l)	工作表現欠佳	4	(<0.1)	17	(0.2)	9	(0.2)	**30**	**(1.4)**
(m)	其他原因△	13	(0.2)	40	(0.4)	-	(0.0)	**53**	**(2.5)**
(n)	原因不詳	57	(0.7)	275	(2.6)	141	(2.6)	**473**	**(22.2)**
	總計	**480**	**(5.9)**	**1 148**	**(10.7)**	**507**	**(9.4)**	**2 135**	**(100)**
	證券及資產管理公司界別內同一職級僱員總數	8 076		10 703		5 406		24 185#	
	僱員流動率@							8.8%	

(%)* 佔證券及資產管理公司界別同一職級僱員總數的百分率。

(%)** 佔證券及資產管理公司界別離職僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△ 其他原因包括照顧家人及健康問題等。

證券及資產管理公司界別僱員總數不包括1 112名其他輔助員工。

@ 僱員流動率 = 證券及資產管理公司界別離職僱員總數 / 證券及資產管理公司界別僱員總數（不包括1 112名其他輔助員工）

表AE：

過去十二個月內
證券及資產管理公司界別招聘僱員人數
（按來源劃分）

來源	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a) 來自另一間銀行／金融機構	609	(7.5)	937	(8.8)	211	(3.9)	**1 757**	**(84.0)**
(b) 來自保險公司／保險中介人／與保險業務有關的公司	-	(0.0)	-	(0.0)	22	(0.4)	**22**	**(1.1)**
(c) 來自銀行／金融／保險業以外的機構	54	(0.7)	66	(0.6)	45	(0.8)	**165**	**(7.9)**
(d) 直接來自院校／學校								
大學學位或以上畢業生	-	(0.0)	37	(0.3)	59	(1.1)	**96**	**(4.6)**
副學位畢業生	-	(0.0)	-	(0.0)	4	(0.1)	**4**	**(0.2)**
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	(0.0)	-	(0.0)	1	(<0.1)	**1**	**(<0.1)**
(e) 其他來源△	4	(<0.1)	3	(<0.1)	-	(0.0)	**7**	**(0.3)**
(f) 來源未有說明	16	(0.2)	16	(0.1)	8	(0.1)	**40**	**(1.9)**
總計	**683**	**(8.5)**	**1 059**	**(9.9)**	**350**	**(6.5)**	**2 092**	**(100)**
證券及資產管理公司界別內同一職級僱員總數	8 076		10 703		5 406		24 185#	

(%)* 佔證券及資產管理公司界別同一職級僱員總數的百分率。
(%)** 佔證券及資產管理公司界別新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。
△ 其他來源包括由海外總辦事處調任的僱員。
證券及資產管理公司界別僱員總數不包括1 112名其他輔助員工。

表AF：　過去十二個月內
證券及資產管理公司界別招聘僱員人數（按地域來源劃分）

	地域來源	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	香港	583	(7.2)	1 015	(9.5)	318	(5.9)	**1 916**	**(91.6)**
(b)	中國內地	59	(0.7)	8	(0.1)	-	(0.0)	**67**	**(3.2)**
(c)	亞洲其他地區	14	(0.2)	15	(0.1)	11	(0.2)	**40**	**(1.9)**
(d)	歐洲	3	(<0.1)	21	(0.2)	21	(0.4)	**45**	**(2.2)**
(e)	美國	4	(<0.1)	-	(0.0)	-	(0.0)	**4**	**(0.2)**
(f)	其他地方△	20	(0.2)	-	(0.0)	-	(0.0)	**20**	**(1.0)**
(g)	地域來源未有說明	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
	總計	**683**	**(8.5)**	**1 059**	**(9.9)**	**350**	**(6.5)**	**2 092**	**(100)**
	證券及資產管理公司界別內同一職級僱員總數	8 076		10 703		5 406		24 185#	

(%)*　佔證券及資產管理公司界別同一職級僱員總數的百分率。

(%)**　佔證券及資產管理公司界別新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△　其他地方包括澳洲及其他國家。

#　證券及資產管理公司界別僱員總數不包括1 112名其他輔助員工。

其他金融機構界別

表AG： 過去十二個月內離職僱員人數（按原因劃分）

	原因	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	擔任另一份銀行／金融工作或創辦與金融有關的業務	409	(4.6)	496	(3.5)	257	(3.1)	**1 162**	**(37.8)**
(b)	擔任保險業工作或創辦與保險有關的業務	-	(0.0)	40	(0.3)	16	(0.2)	**56**	**(1.8)**
(c)	擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	3	(<0.1)	107	(0.8)	173	(2.1)	**283**	**(9.2)**
(d)	移民	-	(0.0)	1	(<0.1)	16	(0.2)	**17**	**(0.6)**
(e)	回國	-	(0.0)	5	(<0.1)	11	(0.1)	**16**	**(0.5)**
(f)	遷改工作地點								
	(i)往中國內地／澳門／台灣	7	(0.1)	-	(0.0)	-	(0.0)	**7**	**(0.2)**
	(ii)往其他國家	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(g)	退休	21	(0.2)	4	(<0.1)	42	(0.5)	**67**	**(2.2)**
(h)	繼續進修	-	(0.0)	5	(<0.1)	3	(<0.1)	**8**	**(0.3)**
(i)	裁員	-	(0.0)	-	(0.0)	4	(<0.1)	**4**	**(0.1)**
(j)	公司改組／結業	7	(0.1)	66	(0.5)	22	(0.3)	**95**	**(3.1)**
(k)	僱傭合約期滿	2	(<0.1)	13	(0.1)	2	(<0.1)	**17**	**(0.6)**
(l)	工作表現欠佳	-	(0.0)	8	(0.1)	30	(0.4)	**38**	**(1.2)**
(m)	其他原因△	112	(1.3)	75	(0.5)	102	(1.2)	**289**	**(9.4)**
(n)	原因不詳	131	(1.5)	636	(4.5)	246	(2.9)	**1 013**	**(33.0)**
	總計	**692**	**(7.8)**	**1 456**	**(10.2)**	**924**	**(11.0)**	**3 072**	**(100)**
	其他金融機構界別內同一職級僱員總數	8 858		14 205		8 403		31 466#	
	僱員流動率@							9.8%	

(%)* 佔其他金融機構界別同一職級僱員總數的百分率。

(%)** 佔其他金融機構界別離職僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△ 其他原因包括照顧家人及健康問題等。

其他金融機構界別僱員總數不包括2 440名其他輔助員工。

@ 僱員流動率 = 其他金融機構界別離職僱員總數 / 其他金融機構界別僱員總數（不包括2 440名其他輔助員工）

表AH：　過去十二個月內
其他金融機構界別招聘僱員人數（按來源劃分）

來源	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a) 來自另一間銀行／金融機構	476	(5.4)	979	(6.9)	478	(5.7)	**1 933**	**(61.8)**
(b) 來自保險公司／保險中介人／與保險業務有關的公司	1	(<0.1)	48	(0.3)	-	(0.0)	**49**	**(1.6)**
(c) 來自銀行／金融／保險業以外的機構	3	(<0.1)	215	(1.5)	206	(2.5)	**424**	**(13.6)**
(d) 直接來自院校／學校								
大學學位或以上畢業生	-	(0.0)	25	(0.2)	91	(1.1)	**116**	**(3.7)**
副學位畢業生	-	(0.0)	3	(<0.1)	38	(0.5)	**41**	**(1.3)**
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	(0.0)	40	(0.3)	108	(1.3)	**148**	**(4.7)**
(e) 其他來源△	3	(<0.1)	16	(0.1)	62	(0.7)	**81**	**(2.6)**
(f) 來源未有說明	-	(0.0)	240	(1.7)	96	(1.1)	**336**	**(10.7)**
總計	**483**	**(5.5)**	**1 566**	**(11.0)**	**1 079**	**(12.8)**	**3 128**	**(100)**
其他金融機構界別內同一職級僱員總數	8 858		14 205		8 403		31 466#	

(%)*　佔其他金融機構界別同一職級僱員總數的百分率。
(%)**　佔其他金融機構界別新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。
△　其他來源包括由海外總辦事處調任的僱員。
#　其他金融機構界別僱員總數不包括2 440名其他輔助員工。

表AI： 過去十二個月內
其他金融機構界別招聘僱員人數（按地域來源劃分）

	地域來源	經理級(%)*		主管／主任級(%)*		文員級(%)*		**總計(%)****	
(a)	香港	472	(5.3)	1 367	(9.6)	1 043	(12.4)	**2 882**	**(92.1)**
(b)	中國內地	9	(0.1)	69	(0.5)	24	(0.3)	**102**	**(3.3)**
(c)	亞洲其他地區	2	(<0.1)	6	(<0.1)	12	(0.1)	**20**	**(0.6)**
(d)	歐洲	-	(0.0)	124	(0.9)	-	(0.0)	**124**	**(4.0)**
(e)	美國	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(f)	其他地方△	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
(g)	地域來源未有說明	-	(0.0)	-	(0.0)	-	(0.0)	**-**	**(0.0)**
	總計	**483**	**(5.5)**	**1 566**	**(11.0)**	**1 079**	**(12.8)**	**3 128**	**(100)**
	其他金融機構界別內同一職級僱員總數	8 858		14 205		8 403		31 466#	

(%)* 佔其他金融機構界別同一職級僱員總數的百分率。

(%)** 佔其他金融機構界別新聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

△ 其他地方包括澳洲及其他國家。

其他金融機構界別僱員總數不包括2 440名其他輔助員工。

2.39　　第 2.37 段表W顯示，在調查進行前十二個月，業內新聘僱員人數較離職僱員人數為多。各機構界別的僱員流動率摘要如下：

	銀行界別	證券及資產管理分司界別	其他金融機構界別	銀行及金融業整體
僱員流動率	15.3%	8.8%	9.8%	13.2%

三個界別中，銀行的僱員流動率最高。第2.38段表X顯示，9.1%僱員轉投非銀行／非金融／非保險行業。再者，因移民、回國、遷改工作地點、退休、繼續進修及裁員等原因離職的僱員（共達14.0%），未必會重返本業。因此，業界必須持續培訓人才，以便有足夠合適行業技能的人手，填補離開業界僱員的空缺。

內部晉升人數
（附錄5 – 表7）

2.40 銀行及金融機構三個主要職級有3 666名僱員獲內部晉升。表AJ簡列出各門類不同職級的內部晉升情況。

表AJ： 各門類不同職級內部晉升情況

僱員人數

	門類	由主管／主任升至經理(%)*		由文員升至主管／主任(%)*		由其他職級升至文員(%)*		**總計 (%)****
1.	BANKS	1 007	(30.8)	2 101	(64.3)	158	(4.8)	**3 266 (89.1)**
2.	DTCS	7	(63.6)	4	(36.4)	-	(0.0)	**11 (0.3)**
3.	INVEST COS	21	(40.4)	31	(59.6)	-	(0.0)	**52 (1.4)**
4.	PL COS	24	(45.3)	29	(54.7)	-	(0.0)	**53 (1.4)**
5.	SECURITIES	15	(53.6)	13	(46.4)	-	(0.0)	**28 (0.8)**
6.	C DEALERS	10	(41.7)	14	(58.3)	-	(0.0)	**24 (0.7)**
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	**- (0.0)**
8.	M CHANGERS	2	(100)	-	(0.0)	-	(0.0)	**2 (0.1)**
9.	ASSET COS	52	(70.2)	22	(29.7)	-	(0.0)	**74 (2.0)**
10.	OF COS	74	(47.4)	82	(52.6)	-	(0.0)	**156 (4.3)**
	總計 (%)**	**1 212**	**(33.1)**	**2 296**	**(62.6)**	**158**	**(4.3)**	**3 666 (100)**

(%)* 佔該門類內部晉升僱員總數的百分率。

(%)** 佔銀行及金融業內部晉升僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

2.41　　業內機構共有3 666名僱員獲晉升（佔160 660名從業員中的2.3%）。表AK簡列出不同職級的內部晉升人數，顯示主管／主任級僱員有較佳晉升機會。僱主一般屬意循內部晉升途徑填補經理級職位，調查結果顯示有26.2%的經理級職位是透過內部晉升主管／主任級僱員而填補的。詳情請參閱附錄5表7。

表AK：　各職級僱員內部晉升情況

職級	內部晉升人數	新聘僱員總數*	內部晉升人數佔新聘僱員總數百分率
由主管／主任升至經理	1 212	4 633	**26.2%**
由文員升至主管／主任	2 296	11 169	**20.6%**
由其他職級升至文員	158	8 919	**1.8%**
總計	**3 666**	**24 721**	**14.8%**

* 「新聘僱員總數」：即「內部晉升人數」與表V 所載「新聘僱員人數」的總和。

銀行及金融業兼職僱員人數
（附錄5 – 表8）

2.42 表AL顯示2015年1月及2017年1月兼職僱員的統計數字。2017年調查錄得業內聘有兼職員工2 281名，協助全職僱員向客戶提供金融服務。相對於153 988名全職僱員，這些兼職僱員佔1.5%；據此看來，業內機構並非十分依賴兼職員工協助處理工作。

表AL： 2015年1月及2017年1月兼職僱員人數比較

職級	2015年1月 全職僱員	2015年1月 兼職僱員	2017年1月 全職僱員	2017年1月 兼職僱員	兼職僱員人數增減
經理級	41 843	25	47 999	71	46
主管／主任級	61 170	603	65 053	145	(458)
文員級	40 757	1 338	40 936	2 065	727
總計	**143 770**	**1 966**	**153 988**	**2 281**	**315**

未來 24 個月內擬招聘僱員人數（按教育程度劃分）
（附錄5 – 表9）

2.43 2017年的調查請僱主估計未來 24 個月內需招聘的僱員人數（按教育程度劃分），詳細資料見表AM。然而，由於部分公司未有填寫有關資料，分析表AM的數字時應留意這點。

表AM： 未來 24 個月內擬招聘僱員人數（按教育程度劃分）

來源	經理級(%)*	主管／主任級(%)*	文員級(%)*	**總計(%)****
(a) 大學學位或以上畢業生	1 471	1 468	98	**3 037**
	(99.7)	(59.7)	(4.3)	**(48.7)**
(b) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	4	894	1 405	**2 303**
	(0.3)	(36.4)	(61.0)	**(36.9)**
(c) 香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	95	763	**858**
	(0.0)	(3.9)	(33.1)	**(13.8)**
(d) 未有說明	-	-	36	**36**
	(0.0)	(0.0)	(1.6)	**(0.6)**
總計**	**1 475**	**2 457**	**2 302**	**6 234**
	(23.7)	**(39.4)**	**(36.9)**	**(100)**

* 佔該職級需招聘僱員總數的百分率。

** 佔需招聘僱員總數的百分率。因四捨五入，百分率總和未必是 100%。

未來24個月內擬招聘僱員人數（具專業資格者）
（附錄5 – 表9）

2.44 就2.43段所述，業界在未來24個月需招聘6 234名僱員；僱主表示，當中 2 237人須取得銀行及金融業相關專業資格（例如香港銀行學會、香港證券及投資學會、香港財務策劃師學會等團體的會員資格）。有關詳情見表AN。

表AN： 未來 24 個月內擬招聘僱員人數（須具專業資格）

職級	須具專業資格僱員人數(%)*	未來24個月內擬招聘僱員總數
經理級	1 086 (73.6)	1 475
主管／主任級	936 (38.1)	2 457
文員級	215 (9.3)	2 302
總計 (%)**	**2 237 (35.9)**	**6 234**

* 佔該職級需招聘僱員總數的百分率。

招聘困難

（附錄5 – 表10至11、表11.1至11.10）

2.45 是次調查顯示，於調查前十二個月內，部分僱主於招聘員工時遇到困難。表AO顯示，1.4%機構在招聘經理級僱員時遇到困難；另分別有3.6%和3.1%的機構在招聘主管／主任級及文員級僱員時遇到困難。

表AO： 過去十二個月遇到招聘困難機構數目

	機構數目					
招聘困難	經理級(%)*		主管／主任級(%)*		文員級(%)*	
有	81	(1.4)	208	(3.6)	177	(3.1)
沒有	585	(10.1)	890	(15.4)	550	(9.5)
未曾招聘或未有嘗試招聘員工	4 593	(79.6)	4 161	(72.1)	4 532	(78.5)
未註明／拒答	513	(8.9)	513	(8.9)	513	(8.9)
總計**	**5 772**	**(100)**	**5 772**	**(100)**	**5 772**	**(100)**

* 佔同一職級機構總數的百分率。

** 因四捨五入，百分率總和未必是 100%。

2.46 是次調查顯示，招聘困難的主要原因在於「缺乏具相關經驗及訓練的職位申請人」和「服務條件／薪酬未能符合求職者的要求」，各佔37.8%及35.9%。為配合業內新產品和金融服務的發展，僱員應積極裝備自己，加強對產品的認識和提升工作技能，以配合瞬息萬變商業環境的要求。表AP列出招聘困難的原因及有關比率。

表AP： 過去十二個月內招聘困難原因

原因	機構數目			
	經理級(%)*	主管／主任級(%)*	文員級(%)*	**總計(%)****
香港勞工短缺情況普遍	17 (12.4)	35 (9.9)	59 (24.5)	**111 (15.2)**
專上院校有關學系（例如工商管理、銀行及金融等）畢業生人數不足	- (0.0)	6 (1.7)	2 (0.8)	**8 (1.1)**
缺乏具相關經驗及訓練的職位申請人	69 (50.4)	162 (46.0)	45 (18.7)	**276 (37.8)**
服務條件／薪酬未能符合求職者的要求	51 (37.2)	109 (31.0)	102 (42.3)	**262 (35.9)**
其他原因#	- (0.0)	40 (11.4)	33 (13.7)	**73 (10.0)**
總計	**137 (100)**	**352 (100)**	**241 (100)**	**730 (100)**

(%)* 佔同一職級招聘困難個案總數的百分率。

(%)** 佔業內招聘困難個案總數的百分率。因四捨五入，百分率總和未必是 100%。

其他原因包括：「缺乏具相關知識的職位申請人」、「缺乏具正面工作態度的職位申請人」等。

往中國內地工作香港僱員人數
（附錄5 – 表12）

2.47 2017年調查顯示，1 653名僱員在調查期內需要在內地工作，其中285名（17.2%）屬長駐性質、1 368名（82.8%）屬非長駐性質。表AQ顯示2017年1月及預計2019年1月時，需要在內地工作的僱員人數。

表AQ： 往內地工作香港僱員人數
（2017年1月及2019年1月）

工作形式	僱員人數 2017年1月	(%)*	僱員人數 2019年1月	(%)*	增長預測(%)**	
長駐	285	(17.2)	253	(18.2)	-32	(-11.2)
非長駐	1 368	(82.8)	1 139	(81.8)	-229	(-16.7)
總計	**1 653**	**(100)**	**1 392**	**(100)**	**-261**	**(-15.8)**

(%)* 佔需要在內地工作僱員（長駐及非長駐）總數的百分率。因四捨五入，百分率總和未必是 100%。
(%)** 增長預測比率是以2017年1月的數據為基礎計算。

2.48 2017年調查顯示，過去兩年，需要在內地工作的僱員人數有所增加。表AR簡列出2015年1月及2017年1月時需要在內地工作的本地僱員人數比較。

表AR： 往內地工作香港僱員人數比較
（2015年1月及2017年1月）

工作形式	僱員人數 2015年1月	僱員人數 2017年1月	人數增減
長駐	468	285	(183)
	33.1%	17.2%	(39.1%)
非長駐	944	1 368	424
	66.9%	82.8%	44.9%
總計	**1 412**	**1 653**	**241**
	100%	**100%**	**17.1%**

2.49 表AR顯示，因業務需要而長駐內地的本地僱員減少183人，較2015年僱主填報的468人減少39.1%。同期，以非長駐方式參與內地業務的本地僱員增加了424人，較2015年僱主填報的944人增加了44.9%，他們主要是支援公司在內地的業務。

內地業務對本地僱員影響

（附錄5 – 表13）

2.50 2017年調查顯示，僱主需增聘14名僱員處理內地業務。此外，需培訓一名現職僱員處理內地業務。表AS顯示2017年1月及預計2019年1月時，內地業務對本地僱員人數的影響。

表AS： 內地業務對本地僱員人數影響
（2017年1月及2019年1月）

	僱員人數			
影響	2017年1月	2019年1月	增長預測(%)*	
(a) 需增聘僱員數目#	14	30	16	(114.3%)
為配合滬港通、深港通、內地與香港基金互認或其他跨境方案如合格境外機構投資者（QFII）、人民幣合格境外機構投資者（RQFII）等計劃，增聘僱員	-	18	18	-
(b) 需受訓處理內地業務現職僱員數目	1	17	16	(1 600%)

(%)* 增長預測比率是以2017年1月的數據為基礎計算。

由於部分公司未有填寫這方面的資料，分析表AS的數字時應注意這點。

2.51 2015年1月及2017年1月時，內地業務對本地僱員影響的比較見表AT。

表AT： 內地業務對本地僱員影響之比較
（2015年1月及2017年1月）

影響	僱員人數 2015年1月	2017年1月	人數增減
需增聘僱員數目	12	14	2 16.7%
需受訓處理內地業務現職僱員數目	150	1	-149 -99.3%

2.52 2017年調查顯示，香港機構需額外聘用人手處理內地業務。另一方面，與2015年的數字比較，需接受培訓處理內地業務而的現職僱員減少了149名。

估計未來十二個月外間機構培訓所佔比率
（附錄5 – 表14）

2.53 2017年調查顯示，業內一些公司在未來十二個月會資助僱員修讀外間機構的訓練課程，詳細數字見表AU。一般而言，相對於外判部分培訓項目的公司，完全倚賴外間培訓的公司佔少數。至於沒有資助僱員修讀外間培訓課程的機構，卻未必有為員工提供內部培訓，因調查並無要求僱主填報有關資料。

表AU： 估計未來十二個月外間機構培訓所佔比率

	機構數目					
職級	0%	>0%-24%	>24%-49%	>49%-74%	>74%-<100%	100%
經理級	1 792	153	97	72	106	490
主管／主任級	2 847	194	85	72	94	718
文員級	2 242	146	45	85	87	365

去年培訓開支與來年培訓經費

（附錄5 – 表15至16）

2.54 2016年的培訓開支方面，按2017 年調查所顯示，業內5 772間機構中，有4 929間 （佔85.4%） 的開支與2015年時相若，有151間機構 （佔2.6%） 的開支有所增加；至於外間培訓，調查得出4 859間機構（佔84.2 %）的開支與2015年時相若，有205間機構（佔3.6%） 的開支有所增加。有關變化見表AV。

表AV： 2015年與2016年培訓開支比較

2015年與2016年培訓開支比較		內部訓練		外間訓練	
		機構數目	（百分率）	機構數目	（百分率）
沒有改變		4 929	(85.4)	4 859	(84.2)
增加	>50%	1	(<0.1)	27	(0.5)
	>20% - 50%	30	(0.5)	34	(0.6)
	>10% - 20%	29	(0.5)	27	(0.5)
	5% -10%	58	(1.0)	105	(1.8)
	<5%	33	(0.6)	12	(0.2)
	小計	**151**	**(2.6)**	**205**	**(3.6)**
減少	>50%	1	(<0.1)	16	(0.3)
	>20% - 50%	2	(<0.1)	2	(<0.1)
	>10% – 20%	13	(0.2)	12	(0.2)
	5% -10%	-	(0.0)	1	(<0.1)
	<5%	-	(0.0)	-	(0.0)
	小計	**16**	**(0.3)**	**31**	**(0.5)**
未註明／拒答		676	(11.7)	677	(11.7)
總計		**5 772**	**(100)**	**5 772**	**(100)**

註：因四捨五入，百分率總和未必是 100%。

2.55 至於2017年的培訓經費，調查顯示5 772間機構中，有4 947間（佔85.7%）打算將內部培訓經費維持在2016年時的水平；有4 896間（佔84.8%）的外間培訓經費打算維持不變。表AW列出是次調查的統計數字。

表AW： 2017年培訓經費
與2016年培訓開支比較

2017年經費與2016年開支比較		內部訓練 機構數目	內部訓練 （百分率）	外間訓練 機構數目	外間訓練 （百分率）
沒有改變		4 947	(85.7)	4 896	(84.8)
增加	>50%	5	(0.1)	14	(0.2)
	>20% - 50%	15	(0.3)	30	(0.5)
	>10% - 20%	35	(0.6)	30	(0.5)
	5% -10%	65	(1.1)	111	(1.9)
	<5%	23	(0.4)	8	(0.1)
	小計	**143**	**(2.5)**	**193**	**(3.3)**
減少	>50%	4	(0.1)	5	(0.1)
	>20% - 50%	-	(0.0)	2	(<0.1)
	>10% - 20%	2	(<0.1)	-	(0.0)
	5% -10%	-	(0.0)	-	(0.0)
	<5%	-	(0.0)	-	(0.0)
	小計	**6**	**(0.1)**	**7**	**(0.1)**
未註明／拒答		676	(11.7)	676	(11.7)
總計		**5 772**	**(100)**	**5 772**	**(100)**

註：因四捨五入，百分率總和未必是 100%。

2.56 5 772間機構中，分別有143間（佔2.5%）及193間（佔3.3%）表示，2017年會增加內部及外間培訓經費，增幅程度不同。如上文所提及，逾84.0%機構表示不會削減員工培訓開支預算。由此看來，基於培訓對人力發展十分重要，業界僱主仍樂意繼續投放資源培訓僱員。

人力發展培訓類別／課題
（附錄5 – 表17）

2.57 2017年調查請僱主對促進業界人力發展的重要訓練類別／課題提供意見。表AX至表AZ列出不同職級所需的五項首要訓練；表AAA至表AAI則按機構界別及職級列出最熱門的五個訓練類別／課題。

表AX： 經理級人員培訓類別／課題

1. 不同法規的監管
2. 反洗黑錢法規
3. 風險管理
4. 基金管理
5. 證券及期貨條例

表AY： 主管／主任級人員培訓類別／課題

1. 反洗黑錢法規
2. 金融市場運作
3. 不同法規的監管
4. 證券及期貨條例
5. 溝通技巧

表AZ： 文員級人員培訓類別／課題

1. 反洗黑錢法規
2. 資訊系統應用技巧
3. 普通話
4. 反貪污條例
5. 溝通技巧

I： 銀行從業員培訓類別／課題

表AAA： 經理級人員培訓類別／課題

1. 風險管理
2. 反洗黑錢法規
3. 不同法規的監管
4. 策略管理
5. 管理理論與實務

表AAB： 主管／主任級人員培訓類別／課題

1. 反洗黑錢法規
2. 企業融資
3. 貿易融資

4.1 不同法規的監管
4.2 證券及期貨條例

表AAC： 文員級人員培訓類別／課題

1. 反洗黑錢法規
2. 資訊系統應用技巧

3 市場推廣／銷售技巧
4 溝通技巧
5.1 證券及期貨條例
5.2 金融市場運作

II： 證券及資產管理公司從業員培訓類別／課題

表AAD： 經理級人員培訓類別／課題

1. 反洗黑錢法規
2. 不同法規的監管
3. 證券及期貨條例
4. 風險管理
5. 基金管理

表AAE： 主管／主任級人員培訓類別／課題

1. 反洗黑錢法規
2. 不同法規的監管
3. 證券及期貨條例
4. 金融市場運作
5. 財務風險管理

表AAF： 文員級人員培訓類別／課題

1. 反洗黑錢法規
2. 證券及期貨條例
3. 反貪污條例
4. 證券分析
5. 金融市場運作

III： 其他金融機構從業員培訓類別／課題

表AAG： 經理級人員培訓類別／課題

1. 不同法規的監管
2. 反洗黑錢法規
3. 風險管理
4. 策略管理
5. 營銷管理

表AAH： 主管／主任級人員培訓類別／課題

1. 反洗黑錢法規
2. 溝通技巧
3. 金融市場運作
4. 不同法規的監管
5. 風險管理

表AAI： 文員級人員培訓類別／課題

1. 反洗黑錢法規
2.1 鑑別鈔票技巧
2.2 普通話
4. 資訊系統應用技巧
5.1 英語會話
5.2 溝通技巧

2.58 整體來說，經理級人員的重要訓練類別／課題為：不同法規的監管及反洗黑錢法規；而對主管／主任級和文員級人員來說，反洗黑錢法規、金融市場運作、不同法規的監管、資訊系統應用技巧及語文技巧等至為重要。

鼓勵僱主為僱員提供培訓

（附錄5 – 表18）

2.59 2017年調查請僱主建議如何鼓勵機構為僱員提供訓練。調查結果顯示，「向僱主退還僱員學費」、「提供僱員訓練津貼予僱主」及「政府給予僱主貸款／補助金」等均是鼓勵僱主投放培訓資源的有效方法，分別有39.8%、41.2%及27.1% 的機構僱主提出以上建議。

未來 24 個月人力增長預測

2.60 是次調查請僱主根據對業務前景及未來經濟發展的預測，推算未來24個月的人力情況。表AAJ列出各機構界別未來24個月的預測人力需求；表AAK列出僱主對三個主要職級未來 24 個月人力增長的預測。詳細資料請參閱第2.25段表G。

表AAJ： 僱主預測2019年1月各機構界別人力需求

機構界別	2017年1月 人力需求	2019年1月 預測人力需求	人力增長(%)*	
銀行	103 442	104 595	1 153	(1.1)
證券及資產管理公司	25 712	25 758	46	(0.2)
其他金融機構	34 441	34 658	217	(0.6)
總計	**163 595**	**165 011**	**1 416**	**(0.9)**

(%)* 以2017年1月數據為基礎所計算的預測人力增長百分率。

*「機構界別」定義如下：
銀行 = 門類 1 BANKS 及門類 2 DTCS
證券及資產管理公司 = 門類 5 SECURITIES 及門類 9 ASSET COS
其他金融機構 = BANKS、DTCS、SECURITIES及ASSET COS以外的所有門類

表AAK： 僱主對未來 24 個月人力增長預測

	2017年1月 所需人手#	未來 24 個月 人力增長預測(%)*
銀行界別		
經理級	31 744	517 (1.6)
主管／主任級	41 025	468 (1.1)
文員級	27 547	169 (0.6)
證券及資產管理公司界別		
經理級	8 124	6 (0.1)
主管／主任級	11 022	71 (0.6)
文員級	5 448	-22 (-0.4)
其他金融機構界別		
經理級	9 036	38 (0.4)
主管／主任級	14 410	182 (1.3)
文員級	8 550	-11 (-0.1)
總計		
經理級	**48 904**	**561 (1.1)**
主管／主任級	**66 457**	**721 (1.1)**
文員級	**41 545**	**136 (0.3)**

「所需人手」是指2017年1月時僱員與空缺數目的總和。

(%)* 佔 2017 年 1 月所需人手的百分率。

僱員流失情況

2.61 「流失」一詞指僱員因轉投保險／非銀行／非金融業的工作或創辦金融業以外的其他業務而離職，又或因移民、遷改工作地點、回國、退休、繼續進修及裁員而離開本業。

推算未來 24 個月額外人力需求

2.62 2019年各機構界別不同職級所需額外人手（包括增聘人手及填補流失人手）見下表AAL：

表AAL： 推算2019年額外人力需求

機構界別	(a) 2017年人力需求	(b) 2018年所需人力需求推算#	(c) 流失率*	(d) = [(a)+(b)]x(c) 填補流失所需人手	(e) 2019年預計增聘人手	(f) = (d) + (e) 2019年額外人力需求推算
銀行						
經理級	31 744	32 001	2.5%	1 566	517	2 083
主管／主任級	41 025	41 258	5.0%	4 152	468	4 620
文員級	27 547	27 631	6.4%	3 523	169	3 692
證券及資產管理公司						
經理級	8 124	8 127	1.1%	174	6	180
主管／主任級	11 022	11 057	1.5%	333	71	404
文員級	5 448	5 437	2.4%	258	- 22	236
其他金融機構						
經理級	9 036	9 055	0.3%	62	38	100
主管／主任級	14 410	14 501	1.1%	325	182	507
文員級	8 550	8 544	3.1%	530	- 11	519
總計						
經理級	**48 904**	**49 183**	**-**	**1 802**	**561**	**2 363**
主管／主任級	**66 457**	**66 816**	**-**	**4 810**	**721**	**5 531**
文員級	**41 545**	**41 612**	**-**	**4 311**	**136**	**4 447**

2018 年所需人手按表G所載數字推算，並假設按年增長率於2017至2019年保持不變。
* 流失率按表AA、表AD及表AG所載數字推算，並假設於2017至2019年保持不變。

採用人力市場分析法推算人力需求

2.63 除採用僱主預測的數字外，亦可根據人力市場分析法（ Labour Market Analysis，LMA）及調節過濾法（Adaptive Filtering Method，AFM）推算銀行及金融業未來的人力需求。有關 LMA 的詳細說明見附錄7。下表列出根據LMA及AFM推算的2018至2022年人力需求。

表AAM： 2018至2022年人力需求推算

年份	實際數字	推算數字（LMA)	推算數字（AFM）	推算數字（EF）
2017	163 595			
2018		164 599 (+0.6%*)	168 068 (+2.7%*)	
2019		167 111 (+1.5%**)	172 225 (+2.5%**)	165 011 (+0.9%*)
2020		169 301 (+1.3%**)	176 068 (+2.2%**)	
2021		171 208 (+1.1%**)	179 612 (+2.0%**)	
2022		172 864 (+1.0%**)	182 873 (+1.8%**)	
*	相對於2017 年人力需求的百分率變幅			
**	相對於前一年推算人力的百分率變幅			
LMA	人力市場分析法（Labour Market Analysis）			
AFM	調節過濾法（Adaptive Filtering Method）			
EF	調查期間的僱主預測（Employers' Forecast）			

2.64 AFM利用過往人力數據推算未來的人力需求，而不會考慮質性因素對人力的影響。LMA和AFM的推算均顯示2018至2022年的人力需求呈上升趨勢，而2017年調查顯示，僱主預測2019年的從業員增加1 416人（0.9%）。 LMA的優點是客觀，在取得較新的經濟指標後，即可更新中期的人力推算。AFM則假設所有其他情況不變，按以往人力發展模式推斷出日後的發展趨勢。至於僱主預測 (EF)則是根據回覆者的個人估計和行業經驗得出，僱主在是次調查預測2019年的人力增長非常溫和。除了 2009 年，過往的調查均採用LMA推算業內的人力需求；2009年時，由於金融市場業務不明朗，亦有其他未知的外在因素，尤其金融海嘯爆發後，統計模型的方法未能掌握人力趨勢，始採用僱主預測。表AAN列出根據LMA推算的額外人力需求。

表AAN： 2019年額外人力需求推算（LMA）

職級	2017年 人力需求 (a)	2018年 人力需求 推算 （LMA）* (b)	2019年 人力需求 推算 （LMA）* (c)	2019年 預計增聘 人數 (d)=(c)–(a)	填補 流失人數 (e)=[(a)+(b)]x@	2019年 額外人力 需求推算 (f)=(d)+(e)
經理級	48 904	49 176	49 926	1 022	1 765	2 787
主管／主任級	66 457	66 648	67 665	1 208	4 392	5 600
文員級	41 545	41 940	42 580	1 035	3 506	4 541
總計	**156 906**	**157 764** ^	**160 171** #	**3 265**	**9 663**	**12 928**

* 根據2018年及2019 年推算人力需求（見第 2.63 段LMA推算）以及人力結構比率（見第 2.3段），預測三個主要職級的僱員人數。

^ 推算的 2018 年僱員總數（164 599）不包括 6 835 名其他輔助員工。

推算的 2019 年僱員總數（167 111）不包括 6 940 名其他輔助員工。

@ 根據表X 得出僱員流失率（經理級1.8%、主管／主任級3.3%、文員級4.2%），並假設於2017年至2019年保持不變。

人力供求

銀行及金融業人力需求

2.65 據前段表AAN預計增加的人力需求，2019年本業需額外增聘2 787名經理、5 600名主管／主任、4 541名文員。根據第2.31段表H所分析的僱員基本學歷要求，本業三個職級需要大學學位或以上資格的僱員共4 778名（1 775 + 2 744 + 259）、副學位資格的僱員共2 029名（181 + 1 103 + 745）。部分僱主並無表示某些主要職務僱員所需具備的基本教育程度，以三個職級計算，這類僱主分別佔29.8%、27.8%及30.8%。此外，2017年調查顯示本業要求4 778名僱員持大學學位、2 029名僱員持副學位的學歷，但僱主所要求的實際數目可能更多。再者，由於金融市場變幻難測，環球經濟前景亦不明朗，參考LMA人力推算數字時務請審慎。

銀行及金融課程畢業生人數

2.66 本會根據香港大學教育資助委員會(UGC)、職業訓練局 (VTC)及相關課程主辦機構*所提供的資料，簡列銀行與金融及相關課程的預計畢業生人數，見下表AAO：

表AAO： 銀行與金融及相關課程畢業生人數

	2017/18年預計畢業生人數	2018/19年預計畢業生人數
學位**	3 362^	3 295^
副學位	473#	283#

* 本會曾去信課程主辦機構，查詢2017/18及2018/19年預計的學位及副學位畢業生人數。由於海外畢業生並未包括在內，而且僅有41.4%機構回覆，故數字並未能反映業內的全數人力供應情況。受訪機構所填報的預計畢業生人數已包括在表AAM內。所集得的數據可能不夠全面，使用資料時請加注意。

** 包括銀行、金融及相關課程（如工商管理、銷售及市場學等）。

^ 根據 UGC 提供的資料，2017/18年及2018/19年商科相關學位課程的畢業生預計分別有4 857人及4 846 人。

請注意，並非所有副學位畢業生均會立即就業，他們當中不少會繼續進修。

2.67 未來24個月市場對銀行與金融及相關課程本地畢業生的需求如下：

表AAP： 業界對本地畢業生需求（銀行與金融及相關課程）

	需持有學位或副學位資格僱員人數
學位	4 778
副學位	2 029
總計	**6 807**

2.68 表AAO顯示，未來24個月本地銀行與金融及相關課程的大專畢業生，足以應付業界需求。按表AAN所載，2019年預計額外需求12 928人；其中，經理級及主管／主任級職位預期可透過內部晉升及向其他行業招聘人手，加上應屆畢業生，足夠應付；至於文員職位，相對於每年約61 000名中學畢業生，額外所需的4 541人只屬少數。因此，本會相信有足夠的人力應付本業的新增需求。

第三章

建議

參考 2017 年人力調查報告

3.1 本會編製2017年銀行及金融業人力調查報告，旨在提供業內人力情況及僱員訓練需求的有關資料。調查完成後營商環境可能出現變化，對業內人力供求情況帶來重大影響，參考本報告書引用調查結果作為資料時，務請審慎。

調查發現及業務前景

3.2 獲廣泛採用的全球金融中心指數[GFCI]所公布的最新排名顯示，香港躋身全球五大金融中心之一。GFCI 又評論倫敦及紐約，認為這兩大城市會甚受英國脫離歐盟及美國大選等因素影響，兩者的得分分別下跌 13 和 14 分。英國脫歐，市場猜測歐洲哪些其他金融中心可從中得益，GFCI 的評價亦有所變動。香港的 GFCI 得分上升 7 分，按照全球競爭力指數（2016 至 2017 年度），亦是十大最具競爭力的城市之一。香港擁有友善的營商環境、低稅率及令人信賴的法律制度，是銀行機構最密集的地區之一，全球百大銀行當中約有 70 家選擇駐港經營業務。另一方面，美國聯邦儲備局持續加息，並將資產負債表回復正常規模，投資者預期當局會逆轉量化寬鬆措施。儘管估算不一，大多數經濟學家都認為縮減資產負債表規模一般會令息口上升，金融機構面對資金及流動資金風險管理的挑戰。在此情況下，難以預測業務展望，令選定機構填覆時只能保守推算 2017 年的人力需求。

3.3 毫無疑問，香港銀行及金融業體制成熟完善、信譽良好而且穩健，目前的挑戰是如何從全球重要的金融樞紐發展成創新動力中心。創新的主要動力當然來自金融科技[FinTech]。根據 Trends and Innovations in Financial Services 金融服務分析報告，最關鍵的業界趨勢與創新領域是網絡安全，大數據分析緊隨其後。全球主要金融機構正開發流動支付系統，保安是最需關注的一環。香港銀行及金融從業員亦面對挑戰，須加快發展 FinTech，同時又在規管收緊的環境下恪守合規事宜。儘管如此，香港是國際金融中心，擁有完善的金融體制和達國際標準的監管制度，定必能化危為機。政府制定方針策略，並為業界提供所需資源，應有助營造更有利發展先進科技的環境。此外，為發展 FinTech，香港已有完備的資訊及通訊科技基建，幹練人才是核心關鍵。政府、金融機構及大專院校應攜手合作，培育專業人才，帶動業界更上一層樓。除了 FinTech，合規及資產管理也是銀行及金融業的重要領域。香港金融管理局推出銀行專業資歷架構，未來數年將為銀行業專業工作領域推出證書課程，包括打擊洗黑錢及恐怖分子資金籌集、網絡安全、信貸風險管理、風險管理及合規、財資管理、零售財富管理，預計來年對相關持續專業進修課程的需求會大增。「一帶一路」倡議方面，香港擔當融資集資中心的重要角色，而債券通計劃啟動，令中資金融機構及私營商業機構可與國際資金聯通，香港亦會受惠。

3.4 本會分析調查結果後，認為能反映銀行及金融業界受訪機構的人力及培訓情況。由於是次調查的抽樣機構能充分代表業界，本會建議僱主為僱員制訂人力培訓及發展策略時，可參考有關調查結果。

3.5 本會亦感謝所有委員對人力資料分析、銀行及金融業的業務前景，以及業內僱員的人力培訓及發展策略提出寶貴觀點及意見。有關意見已納入2017年人力調查報告書的相關章節，供公眾參閱。

日後調查

3.6 本會認為，定期進行人力調查，有助積累歷史數據，比較及推算未來人力需求。由於香港經濟變化急速，必須密切監察人力供求情況，以助本會建議措施配合訓練需求。

影響人力需求的因素

3.7 香港是重要的國際金融中心，本地的商業及金融活動與其他金融中心緊密相連，環球經濟狀況及國際金融市場（特別是歐美及中國市場）的表現，對本地的經濟均有重大影響。

3.8 美國聯儲局加息及資產負債表規模正常化、英國脫歐等的潛在影響力不易估計，加上中國經濟未來的增長，會對本地人力需求有不同程度的影響。

3.9 業務法規、金融科技、資產管理、銀行專業資歷架構之下的職務將需要更多培訓及發展資源。銀行及金融業是受規管的行業，員工需不斷提升能力，緊貼最新發展。機構投放資源提供有效的人力培訓，能帶來現在以及長遠的回報。

人力培訓

3.10 僱主為僱員規劃事業前景，藉以吸引和挽留人才，角色十分重要，僱主如能對培訓和發展路向、晉升途徑等提供清晰訊息和明確指引，僱員的工作動力會更大。

3.11 僱主非常樂意聘請有工作經驗的畢業生，具相關工作經驗則更為理想，能省卻不少培訓時間。因此，培訓機構和業界可攜手合作，設計實務和新知並重的課程，而僱主亦應認真考慮為學生提供實習機會，讓學生汲取真正的工作經驗，並能學以致用，從而培養他們的團隊精神、解難能力、實務技巧、正確的工作態度和價值觀。透過實習計劃，僱主亦可物色合適的全職／兼職人員，以配合公司季節性的業務需要或長短線發展。

3.12 為應付行業的最新發展，從業員必須不斷進修、終身學習。僱主亦須了解僱員在進修上的需要，支持他們修讀／參加增修課程、訓練計劃、工作坊及研討會，以掌握最新的知識。隨著科技及通訊網絡進步，銀行及金融機構不斷開發新的金融產品及服務，配合社會所需。此外，僱主期望畢業生擁有良好的語文技巧、積極進取。教育機構與僱主應通力合作，培養學生正面的心態，並加強他們的語文能力。

培訓課程

3.13 培訓模式方面，本會建議僱主除了提供有系統的內部培訓外，亦可善用外間培訓機構的服務。除了透過「持續進修基金」資助僱員終身學習，協助員工自我發展，僱主認為，「向僱主退還僱員學費」、「提供僱員訓練津貼予僱主」及「政府給予僱主貸款／補助金」等方法，亦有助鼓勵他們向僱員提供培訓。另一方面，職業訓練局亦向僱主提供服務，協助他們設立培訓計劃。例如，新科技培訓計劃為本地公司提供財政資助，讓僱員接受有關新科技的訓練，資助上限為培訓費用的50%。該計劃包含不同的培訓模式，包括海外培訓課程或實習、本地培訓課程及為個別公司特別設計的本地培訓課程／實習計劃。

3.14 因應業界的人力發展，僱主就重要的訓練課題提出多項建議。正如建議所述，應為銀行及金融從業員提供題材廣泛的訓練課程，這不僅能提升僱員的工作知識及技能，亦可擴闊他們的視野，加深對各類業務的認識。

3.15 在銀行和證券及資產管理公司兩個界別中，最多回覆者選擇的五個訓練類別／課題如下：

I: 銀行界別

職級	訓練課題
經理級	1. 風險管理
	2. 反洗黑錢法規
	3. 不同法規的監管
	4. 策略管理
	5. 管理理論與實務
主管／主任級	1. 反洗黑錢法規
	2. 企業融資
	3. 貿易投資
	4.1 不同法規的監管
	4.2 證券及期貨條例
文員級	1. 反洗黑錢法規
	2. 資訊系統應用技巧
	3 市場推廣／銷售技巧
	4 溝通技巧
	5.1 證券及期貨條例
	5.2 金融市場運作

II: 證券及資產管理公司界別

職級	訓練課題
經理級	1. 反洗黑錢法規
	2. 不同法規的監管
	3. 證券及期貨條例
	4. 風險管理
	5. 基金管理
主管／主任級	1. 反洗黑錢法規
	2. 不同法規的監管
	3. 證券及期貨條例
	4. 金融市場運作
	5. 財務風險管理
文員級	1. 反洗黑錢法規
	2. 證券及期貨條例
	3. 反貪污條例
	4. 證券分析
	5. 金融市場運作

3.16 由於僱主非常重視策略及風險管理、反洗黑錢法規、最新監管規例及前線員工的市場推廣／銷售技巧等課題，本會建議應向銀行及金融業從業員提供相關訓練課程，協助他們掌握所需的才幹特質，為顧客提供優質服務。

3.17 此外，可為不同職級的銀行及金融業從業員提供相同課題的訓練課程，但課程的深淺程度應按參加者的需要而調整，以提高培訓成效。

Banking and Finance Training Board
Membership List
(as at 1.9.2017)

Chairman

Mr David KWOK Sek-chi

Members

Mr Gary CHEUNG
Mr Steve CHIU Siu-po
Ms Marianne CHUNG Lai-kuen
Mr Mark FAN Wai-man
Prof FONG Wai-ming
Mr Brian FUNG Wei-lung
Mr Ivan LAM Wai-hang
Mr Johnny LAU Ho-yin
Mr Anthony Ward RUSHTON
Dr Chris TSE Yue-hong
Ms Amy WONG Lai-wah
Chief Executive of Hong Kong Monetary Authority (or his representative)
Chief Executive of Hong Kong Exchanges and Clearing Limited (or his representative)
Chairman of Securities and Futures Commission (or his representative)
Executive Director of Vocational Training Council (or her representative)

Secretary

Mr William CHOW Wing-nin

附錄 1

銀行及金融業訓練委員會
委員名單
（1.9.2017）

主席

郭錫志先生

委員
張為國先生
趙小寶先生
鍾麗娟女士
范偉文先生
方偉明教授
馮煒能先生
林偉鏗先生
劉浩然先生
Mr Anthony Ward RUSHTON
謝汝康博士
黃麗華女士
香港金融管理局總裁(或其代表)
香港交易及結算所有限公司行政總裁(或其代表)
證券及期貨事務監察委員會主席(或其代表)
職業訓練局執行幹事(或其代表)

秘書

周永年先生

Appendix 1a

Banking and Finance Training Board

Working Party on 2017 Manpower Survey
of the Banking and Finance Industry
Membership List

Convener

Mr David KWOK Sek-chi

Members

Prof FONG Wai-ming
Mr Brian FUNG Wei-lung
Mr Ivan LAM Wai-hang, Ivan
Mr Johnny LAU Ho-yin
Dr Chris TSE Yue-hong
Mr Esther WONG Kwong-oi
Ms Polly TAM Pui-lan

Secretary

Mr William CHOW Wing-nin

附錄 1a

銀行及金融業訓練委員會

2017 年人力調查工作小組
委員名單

召集人

郭錫志先生

委員

方偉明教授
馮煒能先生
林偉鏗先生
劉浩然先生
謝汝康博士
黃光愛女士
談佩蘭女士

秘書

周永年先生

Appendix 2

Banking and Finance Training Board

Terms of Reference

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

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

3. To recommend to the Vocational Training Council (the Council) the development of vocational and professional education and training (VPET) facilities to meet the assessed manpower demand.

4. To advise the Council on the strategic development and quality assurance of its programmes in the relevant disciplines.

5. To prescribe job specifications for the principal jobs in the industry defining the skills and knowledge and advise on relevant training programme specifying the time a trainee needs to spend on each skill element.

6. To tender advice in respect of skill assessments, trade tests and certification for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.

7. To advise on the conduct of skill competitions in key trades in the industry for the promotion of VPET as well as participation in international competitions.

8. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of VPET in the industry.

9. To organise seminars/conferences/symposia on VPET for the industry.

10. To advise on the publicity relating to the activities of the Training Board and relevant VPET programmes of the Council.

11. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.

12. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

附錄 2

銀行及金融業訓練委員會

職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生／學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。

2. 評估及研究本業的人力供求是否平衡。

3. 就發展業內職業專才教育及訓練設施應付人力需求，向職業訓練局（下稱「局方」）提供意見。

4. 就相關學科的課程發展策略及質素保證，向局方提出建議。

5. 擬訂本業主要職務的工作範圍，界定所需的技能及知識，審議訓練方案，包括訂定每種技能所需的訓練期。

6. 對技術評估、技能測驗及認證制度提供意見，以確定從業員、學徒及見習員的技能水平。

7. 就本業主要行業舉辦技能比賽提供意見，以推廣職業專才教育和派員參加國際賽事。

8. 與僱主、僱主聯會、工會、專業團體、訓練及教育機構、政府部門等聯絡，共商本業職業專才教育的發展與推廣事宜。

9. 為本業舉辦有關職業專才教育的研討會和會議。

10. 就訓練委員會工作和相關職業專才教育課程之推廣宣傳，向局方提供意見。

11. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展策略建議。

12. 根據《職業訓練局條例》第 7 條，負責局方所委派的其他工作。

The 2017 Manpower Survey of the Banking & Finance Industry
Sampling Plan

	Branch	Employment Size of Establishments	Total No. of Establishments	Sample Size of Establishments	Percentage to Total No. of Establishments
#1.	Licensed banks	1-19	22	22	100%
		20-49	34	34	100%
		50-99	22	22	100%
		100-499	41	41	100%
		500-999	9	9	100%
		1000 & Above	23	23	100%
		Sub-total	151	151	
#2.	Restricted license banks	1-19	11	11	100%
		20-49	5	5	100%
		50-99	1	1	100%
		100-499	3	3	100%
		500-999	1	1	100%
		1000 & Above	1	1	100%
		Sub-total	22	22	
#3.	Representative offices of foreign banks	1-19	48	48	100%
		Sub-total	48	48	
#4.	Deposit-taking companies	1-19	11	11	100%
		20-49	3	3	100%
		50-99	1	1	100%
		100-499	1	1	100%
		Sub-total	16	16	
5.	Investment & holding companies	1-19	994	99	10.0%
		20-49	29	10	35.0%
		50-99	12	12	100%
		100-499	3	3	100%
		Sub-total	1 038	124	
6.	Personal loans and related companies	1-19	994	99	10.0%
		20-49	34	27	80.0%
		50-99	8	8	100%
		100-499	3	3	100%
		Sub-total	1 039	137	
7.	Securities brokerage firms	1-19	459	55	12.0%
		20-49	73	26	35.0%
		50-99	18	18	100%
		100-499	15	15	100%
		Sub-total	565	114	
8.	Commodity futures & precious metals brokers / dealers	1-19	184	85	46.0%
		20-49	24	22	90.0%
		50-99	5	5	100%
		Sub-total	213	112	
9	Stock, bullion & commodity exchanges and statutory bodies in the banking and finance industry	20-49	1	1	100%
		500-999	2	2	100%
		1000 & Above	2	2	100%
		Sub-total	5	5	
10.	Money changers & foreign exchange brokers / dealers	1-19	863	104	12.0%
		20-49	11	11	100%
		50-99	6	6	100%
		100-499	1	1	100%
		Sub-total	881	122	
11.	Investment advisory/ asset management companies	1-19	957	77	8.0%
		20-49	129	32	25.0%
		50-99	23	23	100%
		100-499	23	23	100%
		1000 & Above	2	2	100%
		Sub-total	1 134	157	

	Branch	Employment Size of Establishments	Total No. of Establishments		Percentage to Total No. of Establishments
12.	Other financial companies	1-19	3 269	82	3.0%
		20-49	91	14	15.0%
		50-99	21	21	100%
		100-499	22	22	100%
		500-999	5	5	100%
		1000 & Above	2	2	100%
		Sub-total	3 410	146	
	Total		8 522	1 154	

Establishments counted at company level (not at branch level).

附錄 3

銀行及金融業 2017 年人力調查
調查樣本選擇方法

	業務類別	僱員人數	機構數目	樣本數目	佔機構百分比
#1.	持牌銀行	1-19	22	22	100%
		20-49	34	34	100%
		50-99	22	22	100%
		100-499	41	41	100%
		500-999	9	9	100%
		1000 及以上	23	23	100%
		小計	151	151	
#2.	有限制牌照銀行	1-19	11	11	100%
		20-49	5	5	100%
		50-99	1	1	100%
		100-499	3	3	100%
		500-999	1	1	100%
		1000 及以上	1	1	100%
		小計	22	22	
#3.	外國銀行本港代表辦事處	1-19	48	48	100%
		Sub-total	48	48	
#4.	接受存款公司	1-19	11	11	100%
		20-49	3	3	100%
		50-99	1	1	100%
		100-499	1	1	100%
		小計	16	16	
5.	投資及控股公司	1-19	994	99	10.0%
		20-49	29	10	35.0%
		50-99	12	12	100%
		100-499	3	3	100%
		小計	1 038	124	
6.	私人貸款及有關公司	1-19	994	99	10.0%
		20-49	34	27	80.0%
		50-99	8	8	100%
		100-499	3	3	100%
		小計	1 039	137	
7.	證券經紀公司	1-19	459	55	12.0%
		20-49	73	26	35.0%
		50-99	18	18	100%
		100-499	15	15	100%
		小計	565	114	
8.	期貨(包括金融期貨)及貴金屬經紀/交易商	1-19	184	85	46.0%
		20-49	24	22	90.0%
		50-99	5	5	100%
		小計	213	112	
9.	股票、金、銀及期貨交易公司及銀行及金融業內的法定機構	20-49	1	1	100%
		500-999	2	2	100%
		1000 及以上	2	2	100%
		小計	5	5	
10.	兌換商及外匯經紀/交易商	1-19	863	104	12.0%
		20-49	11	11	100%
		50-99	6	6	100%
		100-499	1	1	100%
		小計	881	122	
11.	投資顧問 /資產管理公司	1-19	957	77	8.0%
		20-49	129	32	25.0%
		50-99	23	23	100%
		100-499	23	23	100%
		1000 及以上	2	2	100%
		小計	1 134	157	

	業務類別	僱員人數	機構數目	樣本數目	佔機構百分比
12.	其他與金融有關的公司	1-19	3 269	82	3.0%
		20-49	91	14	15.0%
		50-99	21	21	100%
		100-499	22	22	100%
		500-999	5	5	100%
		1000 及以上	2	2	100%
		小計	3 410	146	
	各類別機構總數		8 522	1 154	

#以公司名義計算

Appendix 4
附錄 4

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
香港九龍長沙灣長裕街10號億京廣場2期30樓
www.vtc.edu.hk

Telephone No 電話 Facsimile No 傳真

Our Reference 本局檔號 BF/4/2 (2017) Your Reference 來函檔號

2 January 2017

Dear Sir/Madam,

The 2017 Manpower Survey of the Banking and Finance Industry

I am writing to solicit your cooperation in the 2017 Manpower Survey conducted by the Banking and Finance Industry Training Board of the Vocational Training Council.

The Banking and Finance Industry Training Board is appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR) to advise on matters pertaining to manpower training of the banking and finance industry. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the industry, the Training Board will conduct the captioned survey from 9 January 2017 to 8 February 2017. We would appreciate it if you would complete the questionnaire by 8 February 2017 in order to facilitate the early completion of the Manpower Survey.

Over the past years, the manpower survey findings have been widely used by employers and training institutions as reference materials in formulating their manpower and business plans. Your participation in the survey is important to its success and I sincerely hope that the survey will provide you with relevant manpower statistics to assist in the formulation of human resources development plans and strategies of your company.

I enclose one copy each of the Survey Questionnaire, Explanatory Notes, Trade Definitions and Job Descriptions of Principal Banking and Finance Jobs for your reference and completion. Staff of the Census and Statistics Department (C&SD) will make telephone contacts with or visit individual establishments to assist respondents in completing questionnaires or to collect completed ones.

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organisations. May I also draw your kind attention to the fact that the Government of the HKSAR may use the data collected from this survey to assist in drafting manpower development policies. In compliance with the Personal Data (Privacy) Ordinance, we wish to solicit your consent for us to share our data with the Government of the HKSAR for the specific purpose of government's manpower planning and training, with the understanding that confidentiality will again be strictly observed.

Manpower survey reports of previous years can be found at **http://bftb.vtc.edu.hk**. Upon completion of the 2017 Manpower Survey, the manpower survey report will also be uploaded to the website of the VTC. Kindly provide us with your email address in the enclosed questionnaire and you will be informed of the release of the survey report in due course.

Thank you for your kind participation and contribution to the manpower survey of the banking and finance industry. Should you have any questions in connection with the survey, please contact the Manpower Statistics Section of the C&SD at 2116 8436.

Yours faithfully,

(David Kwok)
Chairman
Banking and Finance Industry
Training Board

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
香港九龍長沙灣長裕街10號億京廣場2期30樓
www.vtc.edu.hk

Telephone No 電話 Facsimile No 傳真

Our Reference 本局檔號 BF/4/2 (2017) Your Reference 來函檔號

執事先生／女士：

銀行及金融業 2017 年人力調查

謹代表職業訓練局屬下銀行及金融業訓練委員會致函，懇請 貴機構提供協助，以便本會進行銀行及金融業 2017 年人力調查。

銀行及金融業訓練委員會由香港特別行政區行政長官委任，負責就業內人力訓練事宜提供意見。本會將於 2017 年 1 月 9 日至 2 月 8 日期間進行調查，蒐集業內人力情況的最新資料，就人力訓練制訂適當建議。如蒙 貴機構於 2017 年 2 月 8 日或之前填妥問卷，將有助我們加快完成是次人力調查工作，本會不勝感激。

過往人力調查收集所得的數據均被僱主及培訓機構廣泛應用於制訂人力及商業計劃上，而 貴機構的參與實是人力調查取得成功的關鍵。本會期望是次人力調查能為 貴機構提供相關的人力數據，以便制訂人力資源發展計劃和策略。

現隨函附上調查表、附註、業務性質說明及主要職務工作說明，以供參閱填覆。政府統計處職員會以電話聯絡或造訪個別機構單位，協助受訪者填報問卷，或收回填妥的問卷。

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。此外，香港特別行政區政府或會使用是次調查收集所得的數據，以擬定人力發展政策。基於私隱條例規定，現請 貴機構表示，同意本會與香港特別行政區政府分享所得數據，以供政府作人力規劃之用，本會與香港特別行政區政府將會嚴格遵守保密原則。

歷屆人力調查報告書已上載於本局網頁，網址為 **http://bftb.vtc.edu.hk**。是次人力調查工作完成後之相關報告書亦將上載於上述網址，歡迎下載。請於夾附調查表填上 貴機構電郵地址，以便通知報告書的發表日期。

多謝 貴機構積極參與及對銀行及金融業人力調查作出貢獻。如對調查有任何疑問，可致電 2116 8436 與政府統計處人力統計組聯絡。

郭錫志

銀行及金融業訓練委員會主席
郭錫志

2017 年 1 月 2 日

Checklist of the Documents of the
2017 Manpower Survey of the Banking and Finance Industry

1. Invitation Letter from the Chairman of the Banking and Finance Training Board.

2. Survey Questionnaire – Appendix A

   For the item on Nature of Business, please refer to Appendix C (Trade Definitions) for data entry.

   For Survey Questionnaire – Part I, please refer to Appendix D (Job Descriptions and Job Code List) for data entry for Column A and Codes listed under Column (I) for data entry for Columns E, F, G and H.

   For Columns B and C, please refer to your company records for data entry.

   For Survey Questionnaire – Parts II and III, please refer to your company records for data entry.

3. Explanatory Notes – Appendix B

   The contents of Appendix B are general guidelines for the completion of the whole survey questionnaire.

4. Trade Definitions - Appendix C

5. Job Descriptions of Principal Banking and Finance Jobs - Appendix D

銀行及金融業 2017 年人力調查文件清單

1. 銀行及金融業訓練委員會主席給予僱主的邀請信

2. 調查問卷 – 附錄 A

   請參考附錄 C(業務性質說明)的資料填寫業務性質一項。

   調查問卷 – 第一部分，請參考附錄 D(主要職務工作說明及職務編號表)的資料填寫 A 欄及參考 I 欄的編號填寫 E、F、G 及 H 欄。

   請參考 貴機構的資料，填寫 B 欄及 C 欄。

   調查問卷 – 第二部分及第三部分，請參考 貴機構的資料填寫。

3. 附註 – 附錄 B

   附錄 B 的內容為填寫調查問卷的指引。

4. 業務性質說明 – 附錄 C

5. 銀行及金融機構主要職務工作說明 – 附錄 D

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

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局

THE 2017 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀 行 及 金 融 業 2017 年 人 力 調 查

QUESTIONNAIRE (ESTABLISHMENT PARTICULARS)
調 查 表 （機 構 資 料）

(PLEASE READ THE ATTACHED EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)
（請 於 填 表 前 詳 閱 附 註）

For Official Use Only:
此 欄 毋 須 填 寫

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

Name of Establishment: _____
機 構 名 稱

Address: _____
地 址

Total No. of Full-time Employees in Your Establishment: _____
機 構 的 全 職 僱 員 總 數

Nature of Business*:
業 務 性 質*

- ☐ Licensed Banks, Restricted Licence Banks and Local Rep. Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處
- ☐ Deposit-taking Companies 接受存款公司
- ☐ Investment and Holding Companies 投資及控股公司
- ☐ Personal Loans and Related Companies 私人貸款及有關公司
- ☐ Securities Brokerage Firms 證券經紀公司
- ☐ Commodity Futures (including financial futures) and Precious Metals Brokers/Dealers 商品期貨(包括金融期貨)及貴金屬經紀／交易商
- ☐ Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／交易商經紀／交易商
- ☐ Investment Advisory / Asset Management Companies 投資顧問/資產管理公司
- ☐ Other Financial Companies 其他與金融有關的公司

Please specify 請注明 _____

Name of Person to Contact: _____ (28–47)
聯 絡 人 姓 名

Position: _____
職 位

Tel. No.: _____ (48–55) - _____ (56–63)
電 話

Fax No.: _____
圖文傳真

E-mail: _____ (64–98)
電 郵

* Please tick as appropriate
請✓在格內

Part I
第一部分

VOCATIONAL TRAINING COUNCIL
職 業 訓 練 局
THE 2017 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀 行 及 金 融 業 2017 年 人 力 調 查
QUESTIONNAIRE (PART I)
調 查 表（第 一 部 分）

	(A) Principal Jobs 主要職務			(B) No. of Employees as at 2.1.2017 在 2.1.2017 之僱員人數	(C) No. of Vacancies as at 2.1.2017 在 2.1.2017 之空缺數目	(D) Forecast No. of Employees in 24 Months' Time 預測 24 個月後的僱員人數	(E) Minimum Education Requirement for the Principal Job 此主要職務的基本教育程度要求 (see Column I) (見 I 欄)	(F) Minimum Requirement on Year(s) of Experience in the Industry 在此行業的基本年資要求 (see Column I) (見 I 欄)	(G) Average Monthly Income Range 平均每月收入幅度 (see Column I) (見 I 欄)	(H) Average Age Range* 平均年齡* (see Column I) (見 I 欄)
	Title 職稱	Rec. Type	Code 編號							
			8-10	11-14	15-17	18-21	22	23	24	25
1		2								
2		2								
3		2								
4		2								
5		2								
6		2								
7		2								
8		2								
9		2								
10		2								
11		2								
12		2								
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23		2								
24		2								
25		2								
26		2								
27		2								
28		2								
29		2								
30		2								
31		2								
32		2								
33		2								
34		2								
35		2								
36		2								

(I) Please use the following Codes for Columns (E), (F), (G) and (H).
請按下列編號，填入(E)、(F)、(G)及(H)欄內。

For Column (E)
供(E)欄用

Code 編號	Education Level 教育程度
1	Postgraduate: Higher degrees (e.g. master degrees) or equivalent 研究院: 高等學位（如碩士學位），或同等教育程度,
2	First degree or equivalent 學士學位，或同等教育程度
3	Sub-degree: AD/ HD/ PD/ High Cert. or equivalent 副學位: 副學士、高級／專業文憑、高級證書，或同等教育程度
4	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/FD/Yi Jin Dip. or equivalent 高中: 中四至中六，文憑、香港中學文憑考試、中專教育／基礎／毅進文憑或同等教育程度
5	Junior Secondary: Secondary 1-3 or equivalent 初中: 中一、中二及中三，或同等教育程度

For Column (F)
供(F)欄用

Code 編號	Year(s) of Experience in the Industry 在此行業的年資
A	Less than 1 year 少於 1 年
B	1 - 2 years 1 至 2 年
C	Over 2 years – 5 years 多於 2 年至 5 年
D	Over 5 years – 10 years 多於 5 年至 10 年
E	Over 10 years 多於 10 年

For Column (G)
供(G)欄用

Code 編號	Average Monthly Income Range 平均每月收入幅度
1	Below $8,000 以下
2	$8,000 - $10,000
3	$10,001 - $20,000
4	$20,001 - $30,000
5	$30,001 - $40,000
6	$40,001 - $60,000
7	$60,001 - $80,000
8	$80,001 - $100,000
9	Above $100,000 以上

For Column (H)
供(H)欄用

Code 編號	Average Age Range 平均年齡
1	Below 35 35 歲以下
2	35-50 35 歲至 50 歲
3	Over 50 50 歲以上

☐ If additional lines are necessary, please tick here and enter on supplementary sheet(s).
如此頁不敷應用，請先✓， 然後另紙繼續填寫 。

(*) Remarks: Optional
註：可選擇填寫

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2017 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2017 年人力調查
QUESTIONNAIRE (PART II)
調查表（第二部分）

For Official Use Only
此欄毋須填寫

Er. No. _____

Est. No. _____

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去 12 個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee
由僱員主動申請離職

Reason 原因	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	8	11	14
(b) Taking up a job in the insurance industry or starting own insurance related business 擔任保險工作或創辦與保險有關的業務	17	20	23
(c) Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	26	29	32
(d) Emigration 移民	35	38	41
(e) Repatriation 回國	44	47	50
(f) Relocation of workplace 遷改工作地點			
(i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	53	56	59
(ii) To other countries 往其他國家	62	65	68
(g) Retirement 退休	71	74	77
(h) Further studies 繼續進修	80	83	86
(i) Other reasons 其他原因	89	92	95

Please specify
請註明 _____

_____

For Official Use Only 此欄毋須填寫	98	101	104

(II) Leaving of the company is initiated by the company
由公司安排僱員離職

Reason 原因	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Retrenchment 裁員	107	110	113
(b) Company re-structured/closed 公司改組／結業	116	119	122
(c) Expiry of employment contract 僱傭合約期滿	125	128	131
(d) Poor performance 工作表現欠佳	134	137	140
(e) Other reasons 其他原因	143	146	149

Please specify
請註明 _____

For Official Use Only 此欄毋須填寫	152	155	158	161

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source :
按來源劃分，過去 12 個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

Source 來源	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) From another bank/financial company 來自另一間銀行／金融機構	162	165	168
(b) From an insurance company/insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	171	174	177
(c) From a company outside the banking/ finance/insurance industry 來自銀行／金融／保險業以外的機構	180	183	186
(d) From a college/school direct 直接來自院校／學校			
(i) Graduate of University Degree or Above 大學學位或以上畢業生	189	192	195
(ii) Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	198	201	204
(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	207	210	213
(e) Other sources 其他來源	216	219	222

Please specify
請註明 _____

For Official Use Only 此欄毋須填寫	225	228	231	234

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin :
按地域來源劃分，過去 12 個月內 (1.1.2016 至 31.12.2016) 所招聘的僱員人數：

Geographic Origin 地域來源	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Hong Kong 香港	235	238	241
(b) Mainland China 中國內地	244	247	250
(c) Other parts of Asia 亞洲其他地區	253	256	259
(d) Europe 歐洲	262	265	268
(e) United States of America 美國	271	274	277
(f) Other places 其他地方	280	283	286

Please specify
請註明 _____

For Official Use Only 此欄毋須填寫	289	292	295	298

4. The number of internal promotions in the past twelve months (1.1.2016 to 31.12.2016) :
過去 12 個月內(1.1.2016 至 31.12.2016)由內部晉升的僱員人數：

From 由	To 至	No. of Internal Promotions 由內部晉升的僱員人數
(a) Supervisor/Officer 主管/主任	Manager 經理	299
(b) Clerk 文員	Supervisor/Officer 主管/主任	302
(c) Others 其他職級	Clerk 文員	305

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5. If your company employs part-time staff to perform job duties in addition to those full-time employees reported in Part I, please state the total number of these part-time staff.
除了在第一部分填報的全職僱員外，如 貴機構亦有聘用兼職員工協助工作，請提供此等兼職員工的總數。

	No. of Part-time Employees 兼職僱員人數
(a) Managerial 經理級	309
(b) Supervisory/Officer 主管/主任級	313
(c) Clerical 文員級	317

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6. Please estimate the number of staff to be recruited in the next 24 months by type of education level.
請按教育程度劃分，列出 貴機構預計在未來 24 個月招聘的僱員人數。

Education Level 教育程度	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Graduate of University Degree or Above 大學學位或以上畢業生	322	325	328
(b) Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	331	334	337
(c) Graduate of Hong Kong Diploma of Secondary Education/Matriculant/Secondary School Leaver or Equivalent/Student Below Secondary Five 香港中學文憑考試畢業生/預科生／中五畢業生或同等學歷／中五以下程度學生	340	343	346

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7. For the number of staff to be recruited in the next 24 months as shown in Question Six above, please indicate the number of staff who is required to obtain professional qualifications related to the banking and finance industry, e.g. members of the Hong Kong Institute of Bankers (HKIB), the Hong Kong Securities and Investment Institute (HKSI) and the Institute of Financial Planners of Hong Kong (IFPHK), etc:
就上述問題 6 列出之未來 24 個月招聘的僱員人數中，請註明須取得銀行及金融業相關專業資格的僱員人數(如香港銀行學會、香港證券及投資學會、香港財務策劃師等學會的會員)：

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
Number of staff who is required to obtain relevant professional qualifications 須取得相關專業資格的僱員人數	359	362	365

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- End of Questionnaire (Part II) -
- 調查表（第二部分）完 -

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2017 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2017 年人力調查
QUESTIONNAIRE (PART III)
調查表（第三部分）

1. Has your company experienced any recruitment difficulty in the past twelve months (1.1.2016 to 31.12.2016)?
過去 12 個月內（1.1.2016 至 31.12.2016）貴機構在招聘僱員時有否遇到困難？

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Yes 有	☐ 378	☐ 379	☐ 380
(b) No* 沒有*	☐ 381	☐ 382	☐ 383
(c) Has not recruited or tried to recruit in the past twelve months* 過去 12 個月未曾招聘或未有嘗試招聘僱員*	☐ 384	☐ 385	☐ 386

(If (b) or (c) is selected for all the three job levels, please go to Question Three.)
(如三個職級均選擇 (b) 或 (c) 項，請轉到問題 3 繼續作答。)

2. If your company has experienced recruitment difficulty in the past twelve months (1.1.2016 to 31.12.2016), what do you think are the reasons? (You may provide more than one reason for each job level.)
如 貴機構過去 12 個月內(1.1.2016 至 31.12.2016)在招聘員工方面遇到困難，你認為是甚麼原因？
(每職級可提供多於一項原因。)

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) General labour shortage in Hong Kong 香港勞工短缺情況普遍	☐ 387	☐ 388	☐ 389
(b) Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生人數不足	☐ 390	☐ 391	☐ 392
(c) Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	☐ 393	☐ 394	☐ 395
(d) Working conditions/remuneration package could not meet recruits'expectations 服務條件／薪酬未能符合求職者的要求	☐ 396	☐ 397	☐ 398
(e) Other reasons 其他原因	☐ 399	☐ 400	☐ 401

Please specify
請註明 _____

For Official Use Only
此欄毋須填寫 ☐ 402 ☐ 403

3. The number of employees of your company who has to work in Mainland China (only those still under Hong Kong company's payroll should be included):
在中國內地工作的香港僱員人數(只包括繼續由香港公司支薪的僱員)：

	As at 2 January 2017 在 2017 年 1 月 2 日	Projected no. for January 2019 在 2019 年 1 月的預測人數
(a) Managerial 經理級		
- Stationed Basis 長駐	404	407
- Travelling Basis 非長駐	410	413
(b) Supervisory/Officer 主管/主任級		
- Stationed Basis 長駐	416	419
- Travelling Basis 非長駐	422	425
(c) Clerical 文員級		
- Stationed Basis 長駐	428	431
- Travelling Basis 非長駐	434	437

Note: Stationed Basis is defined as the duration to which an employee stays in Mainland China accounts for 50% or above of the working time.
註： 長駐是指一位僱員逗留在中國內地工作的時間佔其工作時間百分之五十或以上。

4. The effects of Mainland operations on your Hong Kong employees:
內地業務對 貴機構本地僱員的影響：

	As at 2 January 2017 在 2017 年 1 月 2 日	Projected no. for January 2019 在 2019 年 1 月的預測人數
(a) The number of additional employees needs to be recruited as a result of development in Mainland operation. 因在內地發展業務而須增聘的僱員人數。	440	443
(b) Of those reported in (a), the number of additional employees needs to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII". 在(a)項中，因滬港通、香港與內地基金互認或其他跨境方案如 QFII、RQFII 而須增聘的僱員人數。	446	449
(c) The number of existing employees to be trained to deal with Mainland operations in terms of control, communication skills and Mainland regulations. 為處理內地業務而須接受管理、溝通技巧及內地法規等方面訓練的現職僱員人數。	452	455
(d) Any other effects 其他影響		

Please specify
請註明 _____

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458	459	460	461	462	463

5. Please give information on the training expenses of your company from 2015 to 2017.
請提供 貴機構由 2015 年至 2017 年的訓練支出情況。

	(a) The training expenses in 2016 as compared with those in 2015 2016 年與 2015 年的訓練開支的比較		(b) The training budget for 2017 as compared with the training expenses in 2016 2017 年的訓練開支預算與 2016 年的訓練開支的比較	
	In-house Training 內部訓練	External Training 外間訓練	In-house Training 內部訓練	External Training 外間訓練
(i) No Change 沒有改變	☐ 464	☐ 465	☐ 466	☐ 467
(ii) Increased by 增加				
> 50%	☐ 468	☐ 469	☐ 470	☐ 471
>20% - 50%	☐ 472	☐ 473	☐ 474	☐ 475
>10% - 20%	☐ 476	☐ 477	☐ 478	☐ 479
5% - 10%	☐ 480	☐ 481	☐ 482	☐ 483
< 5%	☐ 484	☐ 485	☐ 486	☐ 487
(iii) Decreased by 減少				
> 50%	☐ 488	☐ 489	☐ 490	☐ 491
>20% - 50%	☐ 492	☐ 493	☐ 494	☐ 495
>10% - 20%	☐ 496	☐ 497	☐ 498	☐ 499
5% - 10%	☐ 500	☐ 501	☐ 502	☐ 503
< 5%	☐ 504	☐ 505	☐ 506	☐ 507

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508 509 510 511 512

6. Please estimate the percentage of training to be provided by external course providers to your employees in the next twelve months.
請估計在未來 12 個月將由外間培訓機構提供訓練予 貴機構僱員的百分比。

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
0%	☐ 513	☐ 514	☐ 515
>0% - 24%	☐ 516	☐ 517	☐ 518
>24% - 49%	☐ 519	☐ 520	☐ 521
>49% - 74%	☐ 522	☐ 523	☐ 524
>74% - <100%	☐ 525	☐ 526	☐ 527
100%	☐ 528	☐ 529	☐ 530

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531

7. Please suggest several types/topics of training that are considered the most important for the development of banking and finance manpower. (Examples of training topics are given as follows for reference.)
請就 貴機構認為對銀行及金融業人力發展至為重要的數項訓練類別／課題作出建議 (訓練課題的例子載列於本問題之後以供參考)

	Code 編號	Please specify if the suggested type/topic of training is not included in the list of examples provided. 如建議的訓練類別/課題不包括在所提供的例子清單內，請詳細註明。
(a) Managerial 經理級		
	532	
	535	
	538	
	541	
	544	
(b) Supervisory/Officer 主管/主任級		
	547	
	550	
	553	
	556	
	559	
	562	
	565	
	568	
(c) Clerical 文員級		
	571	
	574	
	577	
	580	
	583	

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586 587 588 589

Examples of Training Topics
訓練課題的例子

(I) General Management Knowledge 一般管理知識

Code 編號	Skills/Knowledge 技能/知識
101	Principles & Practice of Management 管理理論與實務
102	Problem Solving & Decision Making 解決困難及決策
103	Strategic Management 策略管理
104	Marketing Management 營銷管理
105	Quality Management 優質服務管理
106	Risk Management 風險管理
107	Stress Management 壓力處理
108	Crisis Management 危機管理
109	Human Resources Management 人力資源管理
110	Leadership 領導才能
111	Team Building 建立團隊
112	Motivation 激勵
113	Coaching & Counseling 訓練及輔導下屬
114	Dealing with Conflict 處理衝突
115	Implementing Change 推行變革
116	Time Management 時間管理
117	Environmental Management 環境管理
118	Relationship Management 關係管理
119	Fund Management 基金管理
120	Custodian Services 託管服務
121	Compliance of Various Ordinances 不同法規的監管
122	Financial Engineering 金融工程
123	Talent Management 人才管理

(II) Basic Job-related Knowledge 基本業務知識

Code 編號	Skills/Knowledge 技能/知識
201	Enhancing Quality Customer Services 提升顧客服務的質素
202	Financial Statement Analysis 財務報表分析
203	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表闡釋及比率分析
204	Trade Finance 貿易融資
205	Securities & Futures Regulation 證券及期貨條例
206	Securities Analysis 証券分析
207	Foreign Exchange 外滙
208	Financial Markets Operations 金融市場運作
209	Asset Valuation & Portfolio Management 資產估值及組合管理
210	SME Financial Management & Practice 中小企財務管理及實務
211	Corporate Finance 企業融資
212	International Business Management 國際企業管理
213	Financial Risk Management 財務風險管理
214	General Insurance 一般保險
215	Long Term Insurance 長期保險
216	Provident Fund 公積金
217	Skills in Differentiating Bank Notes 鑑別鈔票技巧
218	Anti-Money Laundering Compliance 反洗黑錢法規
219	Anti-Corruption Regulations 反貪污條例
220	Company Law in the Mainland 中國公司法

(III) Generic Skills 通用技能

Code 編號	Skills/Knowledge 技能/知識
301	English Writing 英文書寫
302	Spoken English 英語會話
303	Chinese Writing 中文書寫
304	Cantonese 廣東話
305	Putonghua 普通話
306	Interpersonal Skills 人際關係技巧
307	Marketing/Selling Skills 市場推廣／銷售技巧
308	Information Systems Application Skills 資訊系統應用技巧
309	Communication Skills 溝通技巧
310	Presentation Skills 演說技巧
311	Customer Psychology 顧客心理
312	Mediation Skills 調解技巧

8. What incentives do you think may encourage employers to provide training to their employees? (You may select more than one option.)
你認為有甚麼方法可有效鼓勵僱主提供訓練予其僱員？(可選擇多於一個選項。)

☐ 590 Reimbursement of course fees to employers
向僱主退還僱員學費

☐ 591 Provision of subsidy to employers
提供僱員訓練津貼予僱主

☐ 592 Government loan/grant to employers
政府給予僱主貸款/補助金

☐ 593 Others (Please specify) e.g. Best Employer Award
其他（請註明）例如：最佳僱主獎

(i) _____

(ii) _____

(iii) _____

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- End of Questionnaire (Part III) -
- 調查表（第三部分）完 -

Thank you for your co-operation
多謝合作

The 2017 Manpower Survey of the Banking and Finance Industry

Explanatory Notes

1. All information collected will be treated in strict confidence and will be published only in the form of statistical summaries without reference to individual organisations.

2. Before completing the questionnaire, please read carefully the trade definitions, the job titles and job descriptions in Appendices C and D respectively.

3. Please complete all columns ('A' to 'H') of the Questionnaire (Part I) which are applicable and insert a zero (0) in any column which is not.

4. Column 'A' - Principal Jobs

   (a) Please refer to the job code list in Appendix D. The titles may not be the same as those adopted by your organisation, but if the descriptions of a certain job in your organisation is the same or basically the same as the job descriptions of, for example, Head of Business / Managing Director as given in Appendix D, then for the purpose of this survey you should regard that job holder as a Head of Business / Managing Director regardless of his / her actual title in your organisation.

   (b) If necessary, please add those jobs and their corresponding job codes that are not included in Appendix D but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels on a blank sheet.

   (c) If necessary, please add other supporting staff, and their corresponding job codes, whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers. Please only provide information as required by Columns B, C and D of the Questionnaire (Part I).

5. Column 'B' - Number of Employees as at 2.1.2017

   'Employees' refer to those working full-time under the payroll of the company. These include proprietors, and partners working full-time for the company. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

6. Column 'C' - Number of Vacancies as at 2.1.2017

   'Number of Vacancies as at 2.1.2017' refer to those unfilled, immediately available job openings as at 2.1.2017 for which the company is actively trying to recruit.

7. Column ‘D’ - Forecast Number of Employees in 24 Months’ Time

Please fill in the forecast number of employees you will be employing for each principal job in the next 24 months. The number given could be more/less than that in Column ‘B’ if an expansion/a contraction is expected.

8. Column ‘E’ - Minimum Education Requirement for the Principal Job

Please enter in Column ‘E’ the appropriate code number as given in Column ‘I’ showing the minimum education level which an employer requires his employee(s) should possess.

9. Column ‘F’ - Minimum Requirement on Year(s) of Experience in the Industry

Please enter in Column ‘F’ the appropriate code number as given in Column ‘I’ showing the minimum year(s) of experience in the industry that an employer requires his employee(s) should possess.

10. Column ‘G’ - Average Monthly Income Range

Please fill in the average monthly income range of employees in each principal job in accordance with the codes in Column ‘I’ of the questionnaire. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus. If you have more than one employee doing the same principal job, please enter in this column the average monthly income range for that principal job which is given by:

$$\frac{\text{Total amount of monthly income of all employees performing that principal job}}{\text{Total number of employees performing that principal job}}$$

11. Column ‘H’ – Average Age Range

Please enter in Column (H) the average age range according to the following codes :

Code	Average Age Range
1	Below 35
2	35 - 50
3	Over 50

12. Please complete Parts II and III of the Questionnaire.

Note:

The information collected will be treated in strict confidence and will be published only in the form of statistics summaries without reference to individual organisations.

銀行及金融業 2017 年人力調查

附註

1. 調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。

2. 填寫調查表前，請細閱附錄 C 業務性質說明，以及附錄 D 主要職務工作說明。

3. 請填寫調查表(第一部分)內各欄(‘A’ 至 ‘H’)；如某欄不適用，請在該欄填上 (0) 號。

4. (A) 欄 — 主要職務名稱

   (a) 請參閱附錄 D 的職務編號表。該等職稱可能與 貴機構所採用的不同，但假如僱員的工作性質與附錄 D 某職稱（例如業務總監/董事總經理）的工作說明相同或基本相若，則可將其歸類為同一職務（即業務總監/董事總經理），而不論其實際職稱為何。

   (b) 若有需要，請填寫 貴機構其他並未包括在附錄 D 內的主要職務及相關職務編號，並請另紙簡述這些職務的工作範圍及指出其所屬技能等級。

   (c) 若有需要，請填寫一般並非專責銀行事務的其他輔助人員及相關職務編號，例如秘書、護衛員及信差等。請只填寫調查表（第一部分）之 B、C、D 各欄所需的資料。

5. (B) 欄 — 在 2.1.2017 之僱員人數

   「僱員」指在 貴機構內全職工作的受薪人員，其中包括在公司內全職工作的東主及合夥人。調查表他處出現的「僱員」一詞，定義亦同。

6. (C) 欄 — 在 2.1.2017 之空缺數目

   「在 2017 年 1 月 2 日之空缺數目」指該職位在 2017 年 1 月 2 日仍懸空，須立刻填補而現正積極招聘人員填補。

7. (D) 欄 — 預測未來 24 個月的僱員人數

請填上 貴機構預測在 24 個月後從事主要職務的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (B) 欄。

8. (E) 欄 — 僱員基本教育程度的要求

請按 (I) 欄所示編號把僱主認為僱員需要持有的基本教育程度填入 (E) 欄內。

9. (F) 欄 — 僱員在此行業的基本年資要求

請按 (I) 欄所示編號把僱主認為僱員需要擁有的在此行業的基本年資要求填入 (F) 欄內。

10. (G) 欄 — 平均每月收入的幅度

請根據調查表 (I) 欄的編號填上各主要職務僱員平均每月收入的幅度。每月收入包括基本薪金、超時津貼、其他津貼、佣金及花紅。假如有超過一名僱員從事相同性質的工作，請於本欄填寫該職務的平均每月收入的幅度，計算方法如下：

$$\frac{\text{從事該職務的所有僱員收入總額}}{\text{從事該職務的僱員總人數}}$$

11. (H) 欄 — 平均年齡

請將員工平均年齡按下列編號填入 (H) 欄內。

編號	平均年齡
1	35 歲以下
2	35 - 50
3	50 歲以上

12. 請填妥調查表第二及第三部分。

備註：

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。

Trade Definitions

1. Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks

This group consists of licensed banks, restricted licence banks and local representative offices of foreign banks.

(a) Licensed Banks

Licensed banks may operate current and savings accounts, and accept deposits of any size and maturity from the public and pay or collect cheques drawn by or paid in by customers.

(b) Restricted Licence Banks

Restricted licence banks are principally engaged in merchant banking and capital market activities. They may take deposits of any maturity of HK$500,000 and above.

(c) Local Representative Offices of Foreign Banks

Overseas banks may establish local representative offices in Hong Kong. However, these offices are not allowed to engage in any banking business and their role is confined mainly to liaison work between the bank and its customers in Hong Kong.

2. Deposit-taking Companies

This group consists of deposit-taking companies. Deposit-taking companies are mostly owned by, or otherwise associated with, banks. These companies engage in a range of specialised activities, including consumer finance. They may take deposits of HK$100,000 or above with an original term of maturity of at least three months.

3. Investment and Holding Companies

This group consists of establishments engaged in the investment of money in financial assets, and establishments engaged in holding shares of subsidiary companies or associated companies. This group includes holding companies, investment holding companies, operation of private equity, precious metals investment, security investment and shares investment.

4. Personal Loans and Related Companies (e.g. Mortgages, Instalment Credits, Finance Leasing, and Other Credit Granting)

This group consists of establishments providing financial assistance to customers for the purchase of machinery and equipment not readily available in the leasing companies. Also included are personal loan/credit companies, licensed money lenders, mortgage companies, hire-purchase/instalment companies, credit unions, factoring companies, bill discounting or financing companies and loan/mortgage brokers.

5. Securities Brokerage Firms

This group consists of establishments engaged in buying and selling stocks and shares on behalf of clients, including branch offices of overseas commission houses dealing in foreign stocks and shares.

6. Commodity Futures (including Financial Futures) and Precious Metals Brokers/Dealers

This group consists of establishments engaged in buying and selling commodity futures (including financial futures) or precious metals on behalf of clients, including branch offices of overseas commission houses dealing in commodity futures (including financial futures) or precious metals.

7. Money Changers and Foreign Exchange Brokers/Dealers

This group consists of establishments engaged in buying and selling foreign currencies on their own or on behalf of clients.

8. Investment Advisory / Asset Management Companies

This group consists of establishments engaged in real estate investment scheme advice/management or securities or futures contracts advice/management, for example, advising on/managing a portfolio on discretionary basis of securities or futures contracts for clients or advising on/managing on discretionary basis of funds.

9. Other Financial Companies

This group consists of bank clearing houses, credit card services, nominee companies, trustees and custodians, remittances services, and dividend distribution houses, etc.

業務性質說明

1. 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處

這類包括持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處。

(a) 持牌銀行
持牌銀行可以接受公眾任何銀碼及任何期間的儲蓄及往來存款，及兌付客戶開立的支票或替客戶收妥存入支票的款項。

(b) 有限制牌照銀行
有限制牌照銀行主要從事商人銀行及資本市場的活動。此類銀行可以接受任何期間港幣伍拾萬元或以上的存款。

(c) 外國銀行本港代表辦事處
外國銀行可在本港建立辦事處，惟該等辦事處不能從事任何銀行業務，他們的角色是為外國銀行聯絡本港的客戶。

2. 接受存款公司

這類包括接受存款公司。接受存款公司大部分由銀行全資擁有或與銀行聯營。這些公司提供各類的專業服務，包括消費者財務。接受存款公司可接受客戶港幣拾萬元或以上而存款期間為三個月或以上的存款。

3. 投資及控股公司

這類包括投資財務資產及持有附屬公司或聯營公司股份的公司。這類包括控股公司、投資控股公司、私人股份的營運、貴重金屬投資、證券投資及股票投資公司。

4. 私人貸款及有關公司（例如按揭、分期信貸、財務租賃及其他信貸服務）

這類包括租賃公司(向客戶提供財務協助:由公司購買其未備有的機器或設備，然後以租賃方式租予客戶使用)、私人貸款／信貸公司、持牌放債人、按揭公司、分期付款公司、儲蓄互助社、收債公司、貼現票據或財務公司，以及貸款／按揭經紀。

5. 證券經紀公司

這類包括替客戶買賣股票的公司，以及從事外國股票交易的海外委託交易行的分行。

6. 商品期貨(包括金融期貨)及貴金屬經紀／交易商

這類包括替客戶買賣商品期貨(包括金融期貨)或貴金屬的公司，以及從事期貨(包括金融期貨)或貴金屬交易的海外委託交易行的分行。

7. 兌換商及外匯經紀／交易商

這類包括本身從事或替客戶買賣外幣的公司。

8. 投資顧問／資產管理公司

這類包括從事房地產投資計劃建議／管理或證券或期貨合約顧問／管理的公司。 例如：向客戶建議／以全權委託形式為客戶管理證券或建議期貨合約投資組合或向客戶建議／以全權委託形式管理基金。

9. 其他與金融有關的公司

這類包括銀行票據交換所、提供信用卡服務的公司、代理人公司、信託及代管人公司、匯兌服務及股息分配公司等。

Job Descriptions of Principal Banking and Finance Jobs

Some of the job titles may not be identical to those used in your company. But if the jobs have similar or related functions, please treat them as the same and complete relevant columns of the questionnaire. A job code list is also attached at the end of this Appendix for easy reference.

(I) Administration and Management

Code No.	Job Title	Job Descriptions
Managerial Level		
101	Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager	Provides leadership and direction to achieve the goals and objectives of the company. Develops and guides the corporate strategy, action plans, risk policy, annual budgets and business plans.
102	Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer	Assists Chief Executive Officer/ Chief Financial Officer/ Chief Operating Officer to develop and guide the corporate strategy, action plans, risk policy, annual budgets and business plans.
103	Chief Representative	Supervises the activities of the representative office. Collects information on the local market and coordinates with head office on business development opportunities.
104	Assistant to Chief Executive Officer/ Director	Assists the top management to carry out business and action plans.
105	Manager – Administration	Manages the administrative function of the company.
106	Zone/ District Manager	Manages the network of branches in the specified zone. Plans the overall strategies on marketing, staffing and business expansion within the zone. Coordinates all activities among branches within the zone.

Code No.	Job Title	Job Descriptions
Supervisory/ Officer Level		
201	Administration Officer	Assists managers to perform administrative work in various departments of the company.
202	Management Trainee	Assimilates supervisory level knowledge and expertise from various departments through on-the-job and off-the-job training. Prepares to take up a supervisory position after the completion of training programmes.
203	Representative	Assists the chief representative in carrying out activities of the representative office.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(II) <u>Treasury and Capital Markets</u>

Code No.	Job Title	Job Descriptions
Managerial Level		
107	Head of Treasury and Capital Markets	Directs all activities of the treasury department. Controls company's cashflow and nostro account reconciliation. Manages the overall liquidity requirements of the company.
108	Manager – Treasury and Capital Markets (Front and Mid-Office)	Executes transactions for retail and corporate customers. Promotes relationship with other institutions, dealers and brokers. Researches and analyses all available data to keep the company and customers informed of changing market conditions.
109	Manager – Treasury and Capital Markets (Back Office)	Establishes operational procedures for treasury and capital markets transactions. Confirms deals and authorises payments. Monitors the operations of the real time settlement systems. Plans and develops the remittance strategies for the company.

Code No.	Job Title	Job Descriptions
Managerial Level (Continued)		
110	Economist/ Manager – Economic Research	Plans and conducts research on various business and economic situations. Summarises and interprets research findings, especially for the current and long-term trends in investment risks and measurable economic influences on investments. Prepares detailed study reports on commercial and industrial sectors and other activities of the economy.
Supervisory/ Officer Level		
204	Treasury and Capital Markets Trader	Deals independently within authorised limits or with advice from seniors in currency trading and money market activities. Provides quotes and executes orders.
205	Remittances Officer	Supervises facilities for the transfer of funds to and from overseas as well as money exchange operations through counter services.
206	Officer – Treasury and Capital Markets (Front and Mid-Office)	Assists Manager–Treasury and Capital Markets (Front and Mid-Office) to carry out activities related to the treasury and capital markets transactions.
207	Officer – Treasury and Capital Markets (Back Office)	Assists Manager–Treasury and Capital Markets (Back Office) to carry out activities related to the operation of treasury and capital markets transactions.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(III) Investment (may include securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes)

Code No.	Job Title	Job Descriptions
Managerial Level		
111	Chief Investment Officer/ Manager – Investment	Plans and executes overall investment strategies of the company. Implements investment policy and distribution policy. Manages the investment and fund portfolios. Plans, directs and controls activities of the department or institution customers.
112	Portfolio Manager	Supervises the day-to-day administration of investment portfolios for customers or funds. Selects investment products for the investment portfolios. Promotes various investment portfolios to customers.
113	Manager – Investment Advisory Services	Provides advisory services to individual and institution customers. Supervises a team of advisers and oversees the investment services operation.
114	Manager – Dealing Room	Buys and sells securities, derivatives, precious metals, leveraged foreign exchange or commodities for proprietary accounts and customers. Monitors margin and compliance requirements. Supervises the operation of the dealing room.
115	Responsible Officer/ Registered Manager	Ensures that the company has complied with the Securities & Futures Ordinance or the rules stipulated by the Chinese Gold and Silver Exchange Society and be responsible for any irregularities.
116	Manager – Investment Settlement	Establishes operational procedures for investment transactions. Confirms deals and authorises payments. Monitors the operations of the real time settlement systems. Produces statement and performs other settlement duties with exchanges.

Code No.	Job Title	Job Descriptions
Managerial Level (Continued)		
117	Product Manager	Leads key product development and management efforts across the subset of investment products. Understands and analyzes key trends within the asset class, and positioning of competitors. Devises investment strategies and manages portfolio of investment products. Performs financial analysis, modelling and valuation of investment targets. Conducts client meetings and portfolio review calls and participates in prospective client meetings as requested. Following on marketing initiatives. Works with external services providers (such as transfer agent, investment products custodian) for implementing investment products setup. Assists to follow up on all investment products queries from sales and marketing team.
118	Sales Manager	Provides investment advice to investors on their assets. Achieves sales and business targets which include new client acquisition and existing clients' asset management. Monitors sales activities and performs control assessment to ensure compliance with internal and external regulatory requirements. Builds and maintains relationships with the clients. Provides timely investment information to business partners and maintains their awareness of the company's investment products. Coordinates client request for proposal responses with the relevant teams and prepares presentation material pitch books by working closely with the internal teams.
Supervisory/ Officer Level		
208	Financial Adviser Representative/ Personal Financial Adviser	Advises customers of market conditions and the history and prospects of various corporations. Presents features of selected fund portfolios and investment products to customers. Calculates rates of proposed plans and draws up sale and purchase contracts. Advises customers of the selection of unit trusts or mutual funds units and other investment products.
209	Investment Analyst	Collects, analyses and evaluates economic, market and company data for investment purposes. Reviews and makes investment recommendations. Produces research reports.
210	Investment Services Dealer	Provides quotes and executes orders.

Code No.	Job Title	Job Descriptions
Supervisory/ Officer Level (Continued)		
211	Customer Service Representative – Investment Service	Handles customer enquiries and performs transactions with customers. Performs telemarketing activities by promoting investment services products to potential customers. Reminds customers of settling accounts payables.
212	Investment Officer	Assists Manager - Investment Advisory Services to carry out the activities of the investment product department.
213	Account Executive/ Sales Officer	Promotes the sales of various investment products trading services to customers.
214	Investment Settlement Officer	Handles all aspects of investment products operations in areas of settlement, nominee and custodian services, etc.
215	Product Associate	Assists the Product Manager to implement the activities related to product development.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
302	Dealing Assistant	Assists the dealer to carry out clients' orders and performs clerical duties in the dealing room.

(IV) Operations

Code No.	Job Title	Job Descriptions
Managerial Level		
119	Manager – Trade Finance Operations	Manages the activities of trade finance operations. Directs the operating units of the division to provide accurate and timely services on the finance of imports and exports with or without letters of credit, collections, incoming and outgoing payments, foreign exchange, indemnities of letters of credit and acceptances in support of trade financing transactions.
Supervisory/Officer Level		
216	Trade Finance Operations Officer	Supervises and directs the provision of accurate and timely service on the finance of imports and exports with or without letters of credit, collections, incoming and outgoing payments, foreign exchange, indemnities of letters of credit and acceptances in support of trade financing transactions.
217	Complaint Officer	Receives and handles customer complaints. Acts as a middle person to assist in the resolution of monetary disputes between the customer and the financial institution. Deals with the regulator.
218	Operations Officer	Assists in the supervision of operations including counter and customer services, personnel matters, office security and administration. Involves in the operation of the company excluding duties related to sales and risk control.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
303	Cashier	Monitors cash movements and daily cash positions. Establishes the cash journal in record. Assists tellers in providing counter services as required.
304	Receptionist/ Greeter	Greets visitors and directs visitors and incoming telephone calls to appropriate sections for service.
305	Trade Finance Operations Checker	Examines documents to ensure compliance with terms of documentary credits and collections. Informs customers of discrepancies and arranges amendment or waiver. Confirms charges levied on bills accounts complying with rules and guidelines established by management.

(V) Credit and Loans

Code No.	Job Title	Job Descriptions
Managerial Level		
120	Manager – Loan Operation	Manages departmental activities in relation to loan operation in accordance with established policies and procedures.
121	Manager – Credit Management	Manages departmental activities in relation to the provision of credit facilities to customers in accordance with established policies and procedures. Assesses and approves client's credit application. Supervises, directs and controls commercial/consumer lending activities.
122	Manager – Credit Card	Manages the operation of the credit card department including new card issues, credit/cash advances to cardholders and collection of debts, etc. Plans sales and marketing activities to expand credit card business. Provides adequate security measures to safeguard the interests of the parties concerned.
123	Manager – Financial Institutions/ Correspondent Banking	Supervises the international banking business department. Deals with interbank activities. Recommends credit lines for transactions with correspondent banks.
Supervisory/ Officer Level		
219	Credit/ Loan Officer	Supervises the collection and analysis of financial data of loan accounts, assesses the value of collaterals and maintains an up-to-date credit library for assessment of credit facilities. Evaluates and processes loan applications. Monitors loan repayment activities and consults solicitors on legal actions to collect loans of doubtful and bad accounts. Conducts enquiries on and keeps records of customers' background and history, financial strength and loan commitments, results of company searches, reports from relevant trade and commerce associations, and newspaper clippings and other references. Attends to requests from financial institutions and other reputable parties on customers' credit standing and general information.
220	Credit Analyst	Evaluates the financial strength of loan accounts by performing credit analyses. Prepares credit proposals in accordance with results of credit analyses.

Code No.	Job Title	Job Descriptions
Supervisory/ Officer Level (Continued)		
221	Credit Card Officer	Assists the Manager - Credit Card in carrying out some of the functions, such as marketing the credit card business, implementing credit policies, supervising the operations of credit card accounts, or monitoring past-due bills and delinquent accounts.
222	Hire Purchase/ Leasing Officer	Supervises the operation of installment loan and leasing activities. Maintains relationships with equipment and vehicle dealers to promote and develop business.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(VI) Business Development

Code No.	Job Title	Job Descriptions
Managerial Level		
124	Head of Business/ Managing Director	Plans, coordinates and implements the company's business development strategy. Integrates the marketing plans of various functional areas. Identifies and analyses opportunities to increase the business in respect of institutional/commercial banking/consumer banking/investment products.
125	Manager – Corporate Banking/ Commercial Banking/ Relationship Management	Plans, develops and conducts marketing activities to cultivate and develop trade finance, project finance, syndicated facilities and other corporate/commercial bank products. Manages banking facilities accorded to corporate/commercial customers.
126	Manager – Marketing/ Product Development	Plans, directs and coordinates marketing research, segment analysis and product marketing activities. Develops, launches, evaluates and revamps products and services to meet customer needs in order to increase the company's market share and return.
127	Manager – Private Banking	Identifies and develops relationships with high net worth individuals or families from a specified target segment. Provides services such as multi-currency deposit accounts, foreign exchange, global portfolio management and trustee services.
128	Manager – Customer Relationship (Personal Banking/ Securities)	Provides financial planning/wealth management services to customers. Promotes various investment, insurance and banking products to meet business targets.
129	Manager – Branch	Manages operations, customer services, loans, business development and personnel administration within the framework of organisation policies and procedures. Directs branch staff in providing services to customers, establishes objectives in all areas of branch performance and meets the profitability targets of the branch.

Code No.	Job Title	Job Descriptions
Managerial Level (Continued)		
130	Manager – Insurance Products	Plans, develops and promotes the insurance products of the company. Manages the daily operation of the insurance product department.
131	Manager – Mandatory Provident Fund	Plans, directs and monitors activities of the Mandatory Provident Fund (MPF) Services Department. Manages the daily operation of the MPF department.
132	Manager – Trust	Plans, directs and controls the activities of trust department. Provides estate administration services to customers. Manages, develops and maintains personal and corporate trust businesses.
133	Manager – Phone Banking/ Call Centre	Supervises workflow of the phone banking/call centre, maintains and ensures efficient and high quality services delivered to customers.
Supervisory/ Officer Level		
223	Business Development Officer	Solicits business from existing and prospective customers. Prepares call reports and credit proposals. Monitors portfolios and brings issues to management's attention as required.
224	Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management	Assists Manager – Corporate Banking/ Commercial Banking/ Relationship Management to conduct marketing activities on trade finance, project finance, syndicated facilities and other corporate/ commercial bank products.
225	Telemarketing Officer	Promotes company products and services through telephone calls.
226	Relationship Officer – Private Banking	Assists Manager – Private Banking to conduct marketing activities and provide banking and related services to high net worth individuals or families from a specified target segment.
227	Customer Services Officer – Personal Banking/ Securities	Assists the Manager – Customer Relationship (Personal Banking / Securities) to deliver customer service and advice to customers in all interactions for transactional enquiries, complaints, and other service-related issues. Assists to promote various investment, insurance and banking products to customers.

Code No.	Job Title	Job Descriptions
Supervisory/ Officer Level (Continued)		
228	Insurance Products Officer	Advises individual and corporate customers of insurance products and maintains customer relations in respect of insurance products. Supervises the daily operation of the insurance product department and helps the Manager - Insurance Products plan and develop insurance products strategies and promote the sales of various insurance products.
229	Mandatory Provident Fund Officer	Advises individual and corporate customers of the MPF Schemes and maintains customer relations in respect of MPF services. Assists the Manager - Mandatory Provident Fund to implement and monitor the plans and activities of the Mandatory Provident Fund Services Department.
230	Trust Officer	Settles estates, administers trust and performs agency services.
231	Customer Service Representative – Phone Banking/ Call Centre	Handles customer enquiries and complaints and performs banking/securities transactions with customers. Performs telemarketing activities by promoting personal banking products to potential customers.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
306	Telemarketing Representative	Assists the Telemarketing Officer to promote company products and services through telephone calls.
307	Teller	Performs counter services and cross-sells banking products and services as well as supporting back-end branch operations.

(VII) Accounting

Code No.	Job Title	Job Descriptions
Managerial Level		
134	Financial Controller	Develops and implements financial policies and procedures. Oversees management information adequacy and the compliance with statutory requirements. Assesses strategic initiatives including mergers, acquisitions and diversions.
135	Manager – Accounting	Manages accounting activities and develops accounting and control procedures. Supervises the preparation of reporting requirements.
Supervisory/ Officer Level		
232	Accounting Officer	Supervises the work of the accounting staff to ensure the provision of reliable accounting information and records. Assists the Manager - Accounting in analysing statistics and preparing management reports and statutory returns.
Clerical Level		
308	Accounting Clerk	Raises vouchers and completes posting of accounting entries. Assists in preparing financial statements, statistical reports and statutory returns.

(VIII) Information Technology

Code No.	Job Title	Job Descriptions
Managerial Level		
136	Chief Information Officer/ Chief Technology Officer/ Manager - IT	Plans, develops, maintains and controls the provision of information technology services to the company and customers. Analyses and recommends information technology solutions.
137	E-Commerce/E-Banking Manager	Plans the overall strategies of the e-business department. Identifies the potential customer sector and develops the e-commerce products and services to meet the market needs. Develops relevant marketing strategies to enhance the company's competitiveness and profitability.
Supervisory/ Officer Level		
233	Computer Operations Officer	Supervises routine operations of IT systems. Assists in scheduling and coordinating activities of operations.
234	Programmer/ Technology Officer	Performs programming and assists in programme designs and/or specifications.
235	System Analyst	Analyses and develops systems for assigned projects. Formulates statements of objectives or problems and devises solutions. Produces flow charts, block diagrams or pseudocode descriptions for applications systems.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
309	Computer Operator	Operates electronic data processing equipment. Controls running of tapes, disks and drums in electronic data processing equipment according to instructions of the Computer Operations Officer.

(IX) Human Resources

Code No.	Job Title	Job Descriptions
Managerial Level		
138	Manager – Human Resources	Develops, maintains and administers human resources management programmes. Duties include staff recruitment, placement, performance appraisal, salary administration, employee relations, organisation development, human resources information system, licensing and related procedures, safety procedures, pension /MPF, medical and other benefits.
139	Manager – Training/ Learning and Development	Plans the overall training and development strategies of the company. Develops, coordinates or delivers and administers programmes; for the orientation, education and training of employees. Identifies employees' training needs in consultation with the management. Evaluates the effectiveness of training activities.
Supervisory/ Officer Level		
236	Human Resources Officer	Assists in implementing personnel policies and functions including interviews, recruitment, placement, compensation, counseling and staff exit procedures. Advises divisions or departments on personnel issues.
237	Training Officer/ Instructor	Assists the Manager – Training / Learning and Development to identify training needs, defines objectives, develops course contents, prepares course notes and audio-visual materials, and conducts training. Evaluates training effectiveness and implements and recommends necessary modifications. Maintains supplies of training materials.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(X) Risk and Compliance

Code No.	Job Title	Job Descriptions
Managerial Level		
140	Risk Manager – Composite Risk	Manages composite of functions related to risks of the company including credit risk, market risk, operation risk, etc. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies.
141	Risk Manager – Credit Risk	Manages credit risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies.
142	Risk Manager – Market Risk	Manages market risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies.
143	Risk Manager – Operation Risk	Manages operation risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies.
144	Manager – Compliance/ Anti-Money Laundering	Organises, monitors and ensures that the company is in compliance with relevant ordinances, anti-money laundering related regulations, rules and guidelines.
Supervisory/Officer Level		
238	Compliance/ Anti-Money Laundering Officer	Supervises the daily operations of the company to ensure that they are in compliance with relevant ordinances, anti-money laundering related regulations, rules and guidelines. Reports to and obtains instructions from the Manager – Compliance/ Anti-Money Laundering if necessary.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(XI) Special Functions

Code No.	Job Title	Job Descriptions
Managerial Level		
145	Company Secretary	Provides corporate secretarial services and advises the Board to ensure compliance with relevant laws and regulations. Plans and organises general meeting(s).
146	Legal Adviser	Provides general counsel to the company in all aspects of daily operations.
147	Manager - Corporate Communications/ Public Relations	Manages the public relations department. Plans, develops and conducts public relations activities to build up and enhance the company's image.
148	Manager – Internal Audit	Plans, directs and supervises the audit function including financial audit and IT audit of the company. Evaluates the adequacy of systems of control and procedures. Provides management with audit reports and suggestions for improvement.
149	Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering	Evaluates operational efficiency of all divisions and departments. Studies work flow and makes recommendation on work methods, manpower, space and equipment requirements. Establishes working procedures and measuring standards for the company.
150	Manager – Property/ Real Estate	Manages a portfolio of properties including commercial and residential buildings. Plans and controls leasing, selling, construction, improvement, maintenance and repairs.
Supervisory/ Officer Level		
239	Internal Audit Officer	Supervises activities of an internal audit team. Audits independently records of assets, liabilities, incomes and expenditures of the company. Reviews operations and administrative functions and recommends effective internal control systems.-Supervises the auditing function of all IT systems. Reviews operations of all IT systems and recommends measures to control effectively the application of these systems.
240	Officer - Organisation/ Productivity/ Quality/ Re-Engineering	Studies the work flow of operations, evaluates work methods and recommends improvements to working procedures.

Others

Code No.	Job Title	Job Descriptions
	OTHER PRINCIPAL JOBS	Jobs not classified above but are considered as principal jobs in your company.
199	- Managerial Level	
299	- Supervisory/ Officer Level	
399	- Clerical Level	
401	OTHER SUPPORTING STAFF	Other supporting staff refer to those employees whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers.

銀行及金融機構主要職務工作說明

表內部分職稱與 貴機構所使用的可能有別，但如工作性質相同，請歸類為同一職務，並填寫調查表的相關欄位。此附錄末段有全部職務的編號表，以便查閱。

(I) 行政與管理

編號	職稱	工作說明
經理級		
101	行政總裁／營運總監／首席財務官／常務董事／總經理	統領員工，定出方向，實踐公司目標。發展及推行機構策略、工作計劃、風險政策、每年財政預算及業務計劃。
102	副行政總裁／副首席財務官／副營運總監	協助行政總裁／首席財務官／營運總監發展及推行機構策略、工作計劃、風險政策、每年財政預算及業務計劃。
103	首席代表	監督外國銀行本港代表辦事處的工作。收集有關本地市場的資料，並與海外總行合作，開拓業務發展機會。
104	行政總裁助理／董事助理	協助高層管理人員執行業務和工作計劃。
105	經理—行政	管理機構的行政工作。
106	區域經理	管理指定區域內的分行網絡。策劃區內整體市場推廣、人事編配及業務擴展策略。統籌區內分行所有工作。
主管/主任級		
201	行政主任	協助經理於公司的不同部門執行行政工作。
202	見習主任	透過在職及職外訓練，在多個部門汲取有關督導工作的知識及技巧。完成訓練後可擔任督導級職位。
203	代表	協助首席代表推行外國銀行本港代表辦事處的工作。

編號	職稱	工作說明
文員級		
301	文員	在公司的不同部門執行文書工作。

(II) <u>庫務及資本市場</u>

編號	職稱	工作說明
經理級		
107	庫務及資本市場主管	主管庫務部門的工作。控制公司現金流量及我方帳戶對賬。管理公司整體流動資金的需求。
108	經理—庫務及資本市場(前台和中台)	執行零售銀行和企業銀行客戶的交易。按預定的指引獨立處理事務。促進與其他機構、交易員及經紀之間關係。研究及分析現有數據，讓公司及客戶得知最新市場情況。
109	經理—庫務及資本市場(後台)	為庫務及資本市場交易訂立程序。確定交易及授權付款。監管即時交收制度運作。策劃及擬訂匯款策略。
110	經濟研究員／ 經理—經濟研究	策劃及進行各行業情況及經濟動向研究。概述及闡釋調查結果，特別是目前及長期的投資風險趨勢，以及影響投資的可計量經濟因素。擬備有關工商業狀況及經濟動向的詳細研究報告。
主管/主任級		
204	庫務及資本市場操盤員	在授權範圍內或在上級指導下，獨立進行外幣買賣及拆放市場交易。提供報價和執行交易命令。
205	匯兌主任	監督調撥資金往海外或從海外調撥資金的服務，以及於櫃檯進行的貨幣兌換交易。
206	主任—庫務及資本市場(前台和中台)	協助經理—庫務及資本市場(前台和中台)處理庫務及資本市場相關的交易工作。

編號	職稱	工作說明
主管/主任級（續）		
207	主任—庫務及資本市場(後台)	協助經理—庫務及資本市場(後台)處理庫務及資本市場交易相關的營運工作。
文員級		
301	文員	在公司的不同部門執行文書工作。

(III) <u>**投資（可包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃）**</u>

編號	職稱	工作說明
經理級		
111	總投資主任／經理—投資	策劃及執行公司整體投資策略。推行投資及分惠政策。管理投資計劃及基金組合。策劃、指導及操控部門或機構客戶的活動。
112	投資組合經理	為客戶或基金，監督投資組合的日常管理工作。選擇投資產品作投資組合。向客戶推廣各類投資組合。
113	經理—投資諮詢服務	策劃、指導及監控投資產品部工作。向個別客戶或機構客戶提供顧問服務。監督一組顧問團隊，並監察投資業務的操作。
114	經理—交易室	為公司帳戶及客戶買賣證券、衍生工具、貴金屬、槓桿式外匯或商品。監管保證金交易，並確保符合有關規定。監督交易室的運作。
115	負責人員／註冊司理人	確保公司遵守證券及期貨條例或金銀業貿易場的監管規則，並為任何違規行為負責。
116	經理—投資結算	為投資交易訂立程序。確定交易及授權付款。監管即時交收制度運作。策劃及擬訂匯款策略。

編號	職稱	工作說明
經理級（續）		
117	產品經理	領導主要投資產品開發和管理工作。理解並分析資產類別中的關鍵趨勢和競爭對手的定位。策劃投資策略和管理投資產品的組合。金融分析，建構投資模型和投資目標的估值。舉辦客戶會議和聯絡客戶有關投資組合的檢討，並應要求參與有關準客戶的會議。跟進營銷計劃。與服務提供者合作（如過戶代理人，投資產品託管人）執行有關投資產品的成立工作。協助跟進有關銷售和營銷團隊的投資產品查詢。
118	銷售經理	為投資者提供有關資產的投資建議。實現銷售及經營目標，其中包括拓展新的客戶和現有客戶的資產管理。監察銷售活動，並進行監控評估以確保符合內部和外部的監管要求。建立並維繫與客戶的關係。向業務合作夥伴提供適時的投資信息，並維持他們對公司投資產品的關注。與相關的團隊協調以應對客戶的查詢和提供建議方案，並通過與內部團隊緊密合作，編寫業務介紹簡報。
主管/主任級		
208	財務顧問代表／ 個人財務顧問	按照客戶指示買賣單位信託基金、互惠基金或其他投資產品。向客戶提供有關市場情況、各間公司的歷史和前景的意見。向客戶介紹選定的基金組合及投資產品。計算建議計劃的息率，並擬訂買賣合約。為客戶提供有關選擇單位信託或互惠基金及其他投資產品的意見。
209	投資分析員	收集、分析及評估有關經濟、市場及公司狀況等資料，以作投資參考。檢討並提出投資建議。編寫研究報告。
210	投資服務交易員	提供報價和執行交易指令。
211	客戶服務代表 — 投資服務	處理客戶查詢並執行客戶的交易。透過電話推廣活動推介投資產品予準客戶。提醒客戶結算應付的款項。

編號	職稱	工作說明
主管/主任級（續）		
212	投資主任	協助經理—投資諮詢服務執行投資產品部的工作。
213	客戶主任／營業主任	向客戶推廣銷售不同投資產品交易服務。
214	投資結算主任	處理所有關於結算、代理人及代管人服務等的投資產品運作事宜。
215	產品主任	協助產品經理推行與產品開發有關的活動。
文員級		
301	文員	在公司的不同部門執行文書工作。
302	交易助理	協助交易員處理客戶的交易及執行交易室內的文書工作。

(IV) <u>**營運**</u>

編號	職稱	工作說明
經理級		
119	經理—貿易融資運作	管理貿易融資運作。指引部門內的運作單位，提供準確而適時的融資服務，包括是否有信用證的出入口融資、託收、收款付款、外匯、信用證的承兌或擔保。
主管/主任級		
216	貿易融資營運主任	監督及指導員工，提供準確及適時的融資服務，包括是否有信用證的出入口融資、託收、收款／付款，外匯、信用證的承兌或擔保。
217	投訴主任	負責接收及處理客戶投訴。扮演中間人角色，協助客戶和金融機構解決金融糾紛。應對監管機構。
218	營運主任	協助監督業務的運作，包括客戶服務、人事、辦公室保安及管理。參與公司的業務運作仕惟並不包括銷售及風險控制的職務。

編號	職稱	工作說明
文員級		
301	文員	在公司的不同部門執行文書工作。
303	出納員	監管現金流動情況及每日現金頭寸。建立現金日記帳記錄。協助櫃檯服務員提供客戶所需服務。
304	接待員／電話操作員	招待訪客，並將訪客及來電轉介至適當部門。
305	貿易融資運作核對員	查驗文件以確保符合信用證及託收條款。通知客戶有關差異，並安排修改或豁免條款規定。確保收取的押匯費用符合管理層的規定及指引。

(V) <u>信貸及放款</u>

編號	職稱	工作說明
經理級		
120	經理—貸款業務	按照公司既定政策及程序，管理貸款業務部工作。
121	經理—信貸管理	按照公司既定政策及程序，管理信貸部工作。審核及批准客戶的信貸申請。監督、指導及控制商業／消費信貸活動。
122	經理—信用卡	管理信用卡部門的運作，包括簽發新卡、向信用卡持有人提供信貸／現金墊款及收取債款。策劃銷售及市場推廣活動，以拓展信用卡業務。提供足夠措施，保障各有關方面的權益。
123	經理—財務機構／國外同業部	監督國際銀行業務部工作。處理銀行間業務，並就銀行與同業間交易的信貸限額提出建議。

編號	職稱	工作說明
主管/主任級		
219	信貸／放款主任	監督收集及分析貸款帳戶的財務資料，評估抵押品的價值，維持最新的信貸資料庫以便評估信貸額。評估及處理貸款申請。監管還款事宜，並諮詢律師意見，以便採取法律行動追討問題帳戶及壞帳戶的貸款。查詢及保存客 戶的歷史及背景資料、財政實力及放款債務報告、公司查冊結果、工商團體報告、新聞剪報及其他有關資料。回覆財務機構及其他具信譽組織的查詢， 以便提供有關客戶信貸情況及一般資料。
220	信貸分析員	進行信貸分析，以評估貸款帳戶的財政實力。根據授信分析的結果擬備貸款建議書。
221	信用卡主任	協助「經理—信用卡」執行部分職務，例如推廣信用卡業務、推行信貸政策、督導信用卡帳戶的運作、監管過期票據及怠帳等。
222	分期付款／租賃主任	監督分期貸款及租賃工作。與機器設備及汽車經紀保持聯繫，以推廣及拓展業務。
文員級		
301	文員	在公司的不同部門執行文書工作。

(VI) 業務發展

編號	職稱	工作說明
經理級		
124	業務總監/董事總經理	策劃、統籌、推行機構的業務發展策略。綜合各項業務的市場推廣計劃。鑑別及分析可以促進企業／商業銀行／消費／投資產品業務的方法。
125	經理—企業銀行／商業銀行／客戶關係管理	策劃、發展及推行市場推廣活動，開拓建立貿易／項目融資計劃、集團放款業務，以及其他企業／商業銀行產品。管理企業／商業客戶的各類銀行信貸。
126	經理—市場推廣／產品開發	策劃、指導及統籌市場研究工作、市場分割分析和產品營銷活動。開發、推出、評估及改進產品及服務以滿足客戶需要，從而提高公司的市場佔有率及回報。
127	經理—私人銀行	在指定的客戶群內，與高資產的個人或家庭開展業務關係。提供服務包括多種貨幣存款、外匯以至全球投資組合管理及信託服務。
128	經理—客戶關係（個人銀行／證券）	為客戶提供財務規劃／財富管理服務。推銷各種投資、保險和銀行產品，以達到業績目標。
129	經理—分行	因應機構政策及程序，管理分行日常運作、客戶服務、貸款服務、業務發展及人事。指導職員為客戶提供服務，訂定各項工作目標，以達至分行的利潤指標。
130	經理—保險產品	策劃、發展及推廣公司的保險產品。管理保險產品部的日常運作。
131	經理—強制性公積金	計劃、指導及監察強制性公積金服務部的工作。管理強制性公積金服務部的日常運作。
132	經理—信託	策劃、指導及監察信託部工作。為客戶提供遺產管理服務。管理、發展及維持個人及團體的信託業務。
133	經理—電話理財／電話服務中心	監督電話理財／電話服務中心的工作流程，維持及確保為客戶提供高效率和優質的服務。

編號	職稱	工作說明
主管/主任級		
223	業務發展主任	向現有及準客戶招徠業務。擬備客戶探訪報告及貸款建議書。監管各類放款項目，並在有需要時知會管理層。
224	客戶關係主任—企業銀行／商業銀行／客戶關係管理	協助「經理—企業銀行／商業銀行／客戶關係管理」進行貿易／項目融資計劃、銀團貸款及其他企業／商業銀行產品的推廣活動。
225	電話市場推廣主任	透過電話推廣公司產品及服務。
226	客戶關係主任—私人銀行	協助「經理—私人銀行」進行營銷活動並為指定客戶群內的高資產個人或家庭提供銀行及相關服務。
227	客戶服務主任—個人銀行／證券	協助「經理—客戶關係（個人銀行/證券）」提供客戶服務及全方位建議，包括交易查詢、處理投訴和其他相關服務。協助向客戶推廣各種投資、保險和銀行產品。
228	保險產品主任	為個人及公司客戶提供保險產品的意見，並維繫客戶關係。監督保險產品部日常運作並協助「經理—保險產品」策劃及發展保險產品策略及推廣不同保險產品的銷售。
229	強制性公積金主任	為個人及公司客戶提供強制性公積金計劃的意見，並維繫客戶關係。協助「經理—強制性公積金」執行及監察強制性公積金服務部的計劃及業務。
230	信託主任	管理遺產、執行信託責任及提供代理人服務。
231	客戶服務代表—電話理財/電話服務中心	處理客戶查詢及投訴，並執行客戶的銀行／證券交易。透過電話推廣活動推介個人銀行產品予準客戶。

編號	職稱	工作說明
文員級		
301	文員	在公司的不同部門執行文書工作。
306	電話市場推廣代表	協助「電話市場推廣主任」，透過電話推廣公司產品及服務。
307	櫃檯員	負責櫃檯服務，推銷各類銀行產品及服務，以及支援分行的後勤營運工作。

(VII) <u>會計</u>

編號	職稱	工作說明
經理級		
134	財務總監	發展及推行財務政策及程序。監察管理資料是否足夠及符合法定要求。評估策略性工作，包括合併、收購及業務多元化等。
135	經理—會計	管理會計工作，發展會計及管理程序。監督報表編製工作，以符合監管機構的呈報規定。
主管/主任級		
232	會計主任	監督會計人員的工作，確保會計資料及紀錄準確。協助「經理—會計」分析統計資料、編制管理報告及法定報表。
文員級		
308	會計文員	開立付款憑單及過帳。協助擬備財務報表、統計報告及法定報表。

(VIII) 資訊科技

編號	職稱	工作說明
經理級		
136	總資訊主任／ 總科技主任／ 經理—資訊科技	策劃、發展、維持及控制提供予內部及客戶的資訊科技服務。分析及建議資訊科技方面的解決方案。
137	電子商貿／電子銀行經理	策劃電子商業部門的整體策略。確定準客戶類別，並發展電子商貿產品及服務以應付市場需求。釐定有關市場推廣策略以提高公司的競爭力及利潤。
主管/主任級		
233	電腦運作主任	監督電腦系統日常操作。協助編排及協調電腦運作程序表。
234	程式員／科技主任	編製程式，並協助設計程式及／或訂立規格。
235	系統分析員	分析及發展特定項目的系統。編寫目標或問題報表，並設計解決方案。為應用系統繪製流程圖、方塊圖或編寫擬密碼說明。
文員級		
301	文員	在公司的不同部門執行文書工作。
309	電腦操作員	操作電子資料處理器材。按「電腦運作主任」指示控制磁帶、磁碟、磁鼓操作。

(IX) 人力資源

編號	職稱	工作說明
經理級		
138	經理—人力資源	發展、維繫及管理人力資源計劃。工作範圍包括：員工招聘、調配、工作表現評核、薪金管理、僱員關係、組織發展、人力資源信息系統、牌照及相關程序、安全措施、退休金／強積金、醫療及其他福利。
139	經理—培訓／學習及發展	策劃公司的整體培訓策略。發展、統籌或提供及管理入職輔導計劃，並為僱員提供所需教育及訓練。與管理層磋商以確定僱員的訓練需要。評估訓練工作成效。
主管/主任級		
236	人力資源主任	協助推行人事政策及有關工作，包括：面試、招聘、職位調配、賠償、輔導及離職程序。就人事問題向各部門提供意見。
237	訓練主任／導師	協助「經理—培訓／學習及發展」確定訓練需要，訂定訓練目標、發展課程內容、製備講義及視聽教材及推行訓練課程。評估訓練成效，提出並推行修訂建議。保存及提供訓練資料。
文員級		
301	文員	在公司的不同部門執行文書工作。

(X) 風險及合規

編號	職稱	工作說明
經理級		
140	風險經理—綜合	管理公司的綜合風險，包括信貸風險、市場風險、營運風險等。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
141	風險經理—信貸風險	管理公司的信貸風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
142	風險經理—市場風險	管理公司的市場風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
143	風險經理—營運風險	管理公司的營運風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
144	經理—合規／反洗黑錢	組織及監察日常運作，確保公司符合有關條例、反洗黑錢相關規例、規則及指引。
主管/主任級		
238	合規／反洗黑錢主任	監督公司日常運作，以符合有關法例、反洗黑錢相關規例、規則及指引。有需要時向「經理—合規／反洗黑錢」匯報及聽取指示。
文員級		
301	文員	在公司的不同部門執行文書工作。

(XI) <u>特別職務</u>

編號	職稱	工作說明
經理級		
145	公司秘書	為機構提供公司秘書服務，並向董事會提供意見，確保公司符合有關法律及規例。籌劃一般會議。
146	法律顧問	對公司日常運作提供一般法律意見。
147	經理—企業傳訊／公共關係	管理公共關係部門。策劃、發展及進行公關活動，以建立及提高公司形像。
148	經理—內部稽核	策劃、指引及督導機構內的稽核工作，包括財務及資訊科技方面。評估監管制度及有關程序是否足夠。向管理層提交稽核報告，並建議改善方法。
149	商業分析員/經理—組織／質素保證／工效優化	評估各部門的運作效率。研究工作流程，並就工作方法、人力需求、空間使用及添置設備等事宜提出建議。為機構制訂工作程序及量度標準。
150	經理—產業／房地產	管理各類房地產，包括商業及住宅樓宇。策劃及控制產業的出租、銷售、建築及維修。
主管/主任級		
239	內部稽核主任	監督內部稽核小組工作。獨立審核機構的資產、負債及收支紀錄。檢討營運及行政工作，並建議有效的內部監管制度。監督所有資訊科技系統的稽核工作。檢討所有資訊科技系統的運作，並建議措施，以便有效監管這些系統的應用。
240	主任—組織／生產力／質素／工效優化	研究工作流程，評估工作方法，並建議工作程序改善方法。

其他

編號	職稱	工作說明
199 299 399	其他主要職務 —經理級 —主管/主任級 —文員級	未被涵括在以上分類的其他主要職務。
401	其他輔助員工	其他輔助員工指一般並非專責銀行事務的員工，例如秘書、護衛員及信差等。

Job Code List of Principal Jobs for the
2017 Manpower Survey of the Banking and Finance Industry

(I) Administration and Management

Job Level	Job Code	Job Title
Managerial	101	Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager
	102	Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer
	103	Chief Representative
	104	Assistant to Chief Executive Officer/ Director
	105	Manager – Administration
	106	Zone/ District Manager
Supervisory/ Officer	201	Administration Officer
	202	Management Trainee
	203	Representative
Clerical	301	Clerk

(II) Treasury and Capital Markets

Job Level	Job Code	Job Title
Managerial	107	Head of Treasury and Capital Markets
	108	Manager – Treasury and Capital Markets (Front and Mid-Office)
	109	Manager – Treasury and Capital Markets (Back Office)
	110	Economist/ Manager - Economic Research
Supervisory/ Officer	204	Treasury and Capital Markets Trader
	205	Remittances Officer
	206	Officer – Treasury and Capital Markets (Front and Mid-Office)
	207	Officer – Treasury and Capital Markets (Back Office)
Clerical	301	Clerk

(III) Investment (may include securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes)

Job Level	Job Code	Job Title
Managerial	111	Chief Investment Officer/ Manager – Investment
	112	Portfolio Manager
	113	Manager – Investment Advisory Services
	114	Manager – Dealing Room
	115	Responsible Officer/ Registered Manager
	116	Manager – Investment Settlement
	117	Product Manager
	118	Sales Manager
Supervisory/ Officer	208	Financial Adviser Representative/ Personal Financial Adviser
	209	Investment Analyst
	210	Investment Services Dealer
	211	Customer Service Representative – Investment Service
	212	Investment Officer
	213	Account Executive/ Sales Officer
	214	Investment Settlement Officer
	215	Product Associate
Clerical	301	Clerk
	302	Dealing Assistant

(IV) Operations

Job Level	Job Code	Job Title
Managerial	119	Manager - Trade Finance Operations
Supervisory/ Officer	216	Trade Finance Operations Officer
	217	Complaint Officer
	218	Operations Officer
Clerical	301	Clerk
	303	Cashier
	304	Receptionist/ Greeter
	305	Trade Finance Operations Checker

(V) Credit and Loans

Job Level	Job Code	Job Title
Managerial	120	Manager – Loan Operation
	121	Manager – Credit Management
	122	Manager – Credit Card
	123	Manager – Financial Institutions/ Correspondent Banking
Supervisory/ Officer	219	Credit/ Loan Officer
	220	Credit Analyst
	221	Credit Card Officer
	222	Hire Purchase/ Leasing Officer
Clerical	301	Clerk

(VI) Business Development

Job Level	Job Code	Job Title
Managerial	124	Head of Business/ Managing Director
	125	Manager – Corporate Banking/ Commercial Banking/ Relationship Management
	126	Manager – Marketing/ Product Development
	127	Manager – Private Banking
	128	Manager – Customer Relationship (Personal Banking/ Securities)
	129	Manager – Branch
	130	Manager – Insurance Products
	131	Manager – Mandatory Provident Fund
	132	Manager – Trust
	133	Manager – Phone Banking/ Call Centre
Supervisory/ Officer	223	Business Development Officer
	224	Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management
	225	Telemarketing Officer
	226	Relationship Officer – Private Banking
	227	Customer Services Officer – Personal Banking/ Securities
	228	Insurance Products Officer
	229	Mandatory Provident Fund Officer

	230	Trust Officer
	231	Customer Service Representative – Phone Banking/ Call Centre
Clerical	301	Clerk
	306	Telemarketing Representative
	307	Teller

(VII) Accounting

Job Level	Job Code	Job Title
Managerial	134	Financial Controller
	135	Manager – Accounting
Supervisory/ Officer	232	Accounting Officer
Clerical	308	Accounting Clerk

(VIII) Information Technology

Job Level	Job Code	Job Title
Managerial	136	Chief Information Officer/ Chief Technology Officer/ Manager – IT
	137	E-Commerce/ E-Banking Manager
Supervisory/Officer	233	Computer Operations Officer
	234	Programmer/ Technology Officer
	235	System Analyst
Clerical	301	Clerk
	309	Computer Operator

(IX) Human Resources

Job Level	Job Code	Job Title
Managerial	138	Manager – Human Resources
	139	Manager – Training/ Learning and Development
Supervisory/ Officer	236	Human Resources Officer
	237	Training Officer/ Instructor
Clerical	301	Clerk

(X) Risk and Compliance

Job Level	Job Code	Job Title
Managerial	140	Risk Manager – Composite Risk
	141	Risk Manager – Credit Risk
	142	Risk Manager – Market Risk
	143	Risk Manager – Operation Risk
	144	Manager – Compliance/ Anti-Money Laundering
Supervisory/ Officer	238	Compliance/ Anti-Money Laundering Officer
Clerical	301	Clerk

(XI) Special Functions

Job Level	Job Code	Job Title
Managerial	145	Company Secretary
	146	Legal Adviser
	147	Manager – Corporate Communications/ Public Relations
	148	Manager – Internal Audit
	149	Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering
	150	Manager – Property/ Real Estate
Supervisory/ Officer	239	Internal Audit Officer
	240	Officer – Organisation/ Productivity/ Quality/ Re-engineering

Others

	OTHER PRINCIPAL JOBS
199	– Managerial Level
299	– Supervisory/Officer Level
399	– Clerical Level
401	OTHER SUPPORTING STAFF

銀行及金融業 2017 年人力調查

職務編號表

(I) 行政與管理

職 級	編 號	職 稱
經理級	101	行政總裁／營運總監／首席財務官／常務董事／總經理
	102	副行政總裁／副首席財務官／副營運總監
	103	首席代表
	104	行政總裁助理／董事助理
	105	經理—行政
	106	區域經理
主管／主任級	201	行政主任
	202	見習主任
	203	代表
文員級	301	文員

(II) 庫務及資本市場

職 級	編 號	職 稱
經理級	107	庫務及資本市場主管
	108	經理—庫務及資本市場(前台和中台)
	109	經理—庫務及資本市場(後台)
	110	經濟研究員／經理—經濟研究
主管／主任級	204	庫務及資本市場操盤員
	205	匯兌主任
	206	主任—庫務及資本市場(前台和中台)
	207	主任—庫務及資本市場(後台)
文員級	301	文員

(III) 投資（可包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃）

職　級	編　號	職　稱
經理級	111	總投資主任／經理—投資
	112	投資組合經理
	113	經理—投資諮詢服務
	114	經理—交易室
	115	負責人員／註冊司理人
	116	經理—投資結算
	117	產品經理
	118	銷售經理
主管／主任級	208	財務顧問代表／個人財務顧問
	209	投資分析員
	210	投資服務交易員
	211	客戶服務代表—投資服務
	212	投資主任
	213	客戶主任／營業主任
	214	投資結算主任
	215	產品主任
文員級	301	文員
	302	交易助理

(IV) 營運

職　級	編　號	職　稱
經理級	119	經理—貿易融資運作
主管／主任級	216	貿易融資營運主任
	217	投訴主任
	218	營運主任
文員級	301	文員
	303	出納員
	304	接待員／電話操作員
	305	貿易融資運作核對員

(V) 信貸及放款

職 級	編 號	職 稱
經理級	120	經理—貸款業務
	121	經理—信貸管理
	122	經理—信用卡
	123	經理—財務機構／國外同業部
主管／主任級	219	信貸／放款主任
	220	信貸分析員
	221	信用卡主任
	222	分期付款／租賃主任
文員級	301	文員

(VI) 業務發展

職 級	編 號	職 稱
經理級	124	業務總監／董事總經理
	125	經理—企業銀行／商業銀行／客戶關係管理
	126	經理—市場推廣／產品開發
	127	經理—私人銀行
	128	經理—客戶關係（個人銀行／證券）
	129	經理—分行
	130	經理—保險產品
	131	經理—強制性公積金
	132	經理—信託
	133	經理—電話理財/電話服務中心
主管／主任級	223	業務發展主任
	224	客戶關係主任—企業銀行／商業銀行／客戶關係管理
	225	電話市場推廣主任
	226	客戶關係主任—私人銀行
	227	客戶服務主任—個人銀行／證券
	228	保險產品主任
	229	強制性公積金主任
	230	信託主任
	231	客戶服務代表—電話理財／電話服務中心

文員級	301	文員
	306	電話市場推廣代表
	307	櫃檯員

(VII) 會計

職　級	編　號	職　稱
經理級	134	財務總監
	135	經理—會計
主管／主任級	232	會計主任
文員級	308	會計文員

(VIII) 資訊科技

職　級	編　號	職　稱
經理級	136	總資訊主任／總科技主任／經理—資訊科技
	137	電子商貿/電子銀行經理
主管／主任級	233	電腦運作主任
	234	程式員／科技主任
	235	系統分析員
文員級	301	文員
	309	電腦操作員

(IX) 人力資源

職　級	編　號	職　稱
經理級	138	經理—人力資源
	139	經理—培訓／學習及發展
主管／主任級	236	人力資源主任
	237	訓練主任／導師
文員級	301	文員

(X) 風險及合規

職 級	編 號	職 稱
經理級	140	風險經理- 綜合
	141	風險經理- 信貸風險
	142	風險經理- 市場風險
	143	風險經理- 營運風險
	144	經理—合規／反洗黑錢
主管／主任級	238	合規／反洗黑錢主任
文員級	301	文員

(XI) 特別職務

職 級	編 號	職 稱
經理級	145	公司秘書
	146	法律顧問
	147	經理—企業傳訊／公共關係
	148	經理—內部稽核
	149	商業分析員／經理—組織／質素保證／工效優化
	150	經理—產業／房地產
主管／主任級	239	內部稽核主任
	240	主任—組織／生產力／質素／工效優化

其他

	其他主要職務
199	—經理級
299	—主管／主任級
399	—文員級
401	其他輔助員工

CONFIDENTIAL WHEN ENTERED WITH DATA	填入數據後即成 機 密 文 件

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2017 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2017 年人力調查

QUESTIONNAIRE
調查表

Name of Establishment: _____
機構名稱

Address: _____
地址

Total Number of Employees: _____
僱員總數

Name of Person to Contact: _____
聯絡人姓名

Position: _____ Tel. No.: _____ Fax No.: _____
職位 電話號碼 傳真號碼

E-mail Address: _____
電郵地址

Please fill in the blanks with information of <u>employees whose job duties are related to daily operations of banking and financial institutions</u>.
請將 貴機構之職員資料（<u>該等職員之工作與銀行及金融機構之日常工作有相關者</u>）填於下列表格內。

1.

(A) Job Level* 職級	(B) No. of Employees as at 2.1.2017 在 2.1.2017 之僱員人數	(C) No. of Vacancies as at 2.1.2017 在 2.1.2017 之空缺數目	(D) Forecast No. of Employees in 24 Months' Time 預測 24 個月 後的僱員人數
Managerial 經理級			
Supervisory/Officer 主管/主任級			
Clerical 文員級			

* Definition of Job Level
職級的定義

(1) Managerial Level - the job holder assumes managerial responsibilities; plans, develops, modifies and implements company operation policies and procedures.
經理級 — 該級的工作人員負責一般管理工作；例如策劃，發展，修訂及執行公司的營運政策及程序。

(2) Supervisory/Officer Level - the job holder assumes supervisory responsibilities or specific duties; assists the manager in administering the routine duties of a department/section/unit of the company.
主管/主任級 — 該級的工作人員負責一般督導工作或專職工作；例如協助經理級的同事執行公司內各部門／組別／單位的管理工作或執行專責職務。

(3) Clerical Level - the job holder engages in clerical work; data recording, reports preparing and documents filing, etc.
文員級 — 該級的工作人員負責一般文職工作；例如記錄資料，繕寫報告及文件歸檔等。

2. Please suggest several types/topics of training that are considered the most important for the development of banking and finance manpower. (Examples of training topics are given as follows for reference.)
請就 貴機構認為對銀行及金融業人力發展至為重要的數項訓練類別/課題作出建議。 (訓練課題的例子載列於本問題之後以供參考。)

	Code 編號	Please specify if the suggested type/topic of training is not included in the list of examples provided. 如建議的訓練類別/課題不包括在所提供的例子清單內，請詳細註明。
(a) Managerial 經理級		
(b) Supervisory/Officer 主管⑵主任級		
(c) Clerical 文員級		

Examples of Training Topics
訓練課題的例子

(I)

Code 編號	Skills/Knowledge 技能/知識
General Management Knowledge 一般管理知識	
101	Principles & Practice of Management 管理理論與實務
102	Problem Solving & Decision Making 解決困難及決策
103	Strategic Management 策略管理
104	Marketing Management 市場管理
105	Quality Management 優質服務管理
106	Risk Management 風險管理
107	Stress Management 壓力處理
108	Crisis Management 危機管理
109	Human Resources Management 人力資源管理
110	Leadership 領導才能
111	Team Building 建立團隊
112	Motivation 激勵
113	Coaching & Counseling 訓練及輔導下屬
114	Dealing with Conflict 處理衝突
115	Implementing Change 推行變革
116	Time Management 時間管理
117	Environmental Management 環境管理
118	Relationship Management 關係管理
119	Fund Management 基金管理
120	Custodian Services 託管服務
121	Compliance of Various Ordinances 不同法規的監管
122	Financial Engineering 金融工程
123	Talent Management 人才管理

(II)

Code 編號	Skills/Knowledge 技能/知識
Basic Job-related Knowledge 基本業務知識	
201	Enhancing Quality Customer Services 提升顧客服務的質素
202	Financial Statement Analysis 財務報表分析
203	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表展釋及比率分析
204	Trade Finance 貿易融資
205	Securities & Futures Regulation 證券及期貨條例
206	Securities Analysis 股票分析
207	Foreign Exchange 外滙
208	Financial Markets Operations 金融市場運作
209	Asset Valuation & Portfolio Management 資產估值及組合管理
210	SME Financial Management & Practice 中小企財務管理及實務
211	Corporate Finance 企業融資
212	International Business Management 國際企業管理
213	Financial Risk Management 財務風險管理
214	General Insurance 一般保險
215	Long Term Insurance 長期保險
216	Provident Fund 公積金
217	Skills in Differentiating Bank Notes 鑑別鈔票技巧
218	Anti-Money Laundering Compliance 反洗黑錢法規
219	Anti-Corruption Regulations 反貪污條例
220	Company Law in Mainland 中國公司法

(III)

Code 編號	Skills/Knowledge 技能/知識
Generic Skills 通用技能	
301	English Writing 英文書寫
302	Spoken English 英語會話
303	Chinese Writing 中文書寫
304	Cantonese 廣東話
305	Putonghua 普通話
306	Interpersonal Skills 人際關係技巧
307	Marketing/Selling Skills 市場推廣／銷售技巧
308	Information Systems Application Skills 資訊系統應用技巧
309	Communication Skills 溝通技巧
310	Presentation Skills 演說技巧
311	Customer Psychology 顧客心理
312	Mediation Skills 調解技巧

Statistical Tables
統 計 表

Table 1 : Manpower Statistics
(Banking and Finance Industry)

表 1 : 人力資料
（銀行及金融業）

Table 1.1 : Manpower Statistics
(Banking and Finance Industry - By Branch)

表 1.1 : 人力資料
（銀行及金融業 - 按門類劃分）

Table 2 : Employees' Minimum Education Requirement for the Principal Job
(Banking and Finance Industry)

表 2 : 僱員在各主要職務的基本教育程度要求
（銀行及金融業）

Table 2.1 : Employees' Minimum Education Requirement for the Principal Job
(Banking and Finance Industry - By Branch)

表 2.1 : 僱員在各主要職務的基本教育程度要求
（銀行及金融業 - 按門類劃分）

Table 3 : Employees' Minimum Requirement on Year(s) of Experience in the Industry
(Banking and Finance Industry)

表 3 : 僱員在此行業的基本年資要求
（銀行及金融業）

Table 3.1 : Employees' Minimum Requirement on Year(s) of Experience in the Industry
(Banking and Finance Industry - By Branch)

表 3.1 : 僱員在此行業的基本年資要求
（銀行及金融業 – 按門類劃分）

Table 4 : Average Monthly Income Range of Employees
(Banking and Finance Industry)

表 4 : 僱員平均每月收入的幅度
（銀行及金融業）

Table 4.1 : Average Monthly Income Range of Employees
(Banking and Finance Industry – By Branch)

表 4.1 : 僱員平均每月收入的幅度
（銀行及金融業 – 按門類劃分）

Table 5 : Average Age Range of Employees
(Banking and Finance Industry)

表 5 : 僱員平均年齡的幅度
（銀行及金融業）

Table 5.1 : Average Age Range of Employees
(Banking and Finance Industry – By Branch)

表 5.1 : 僱員平均年齡的幅度
（銀行及金融業 – 按門類劃分）

Table 6 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Banking and Finance Industry)

表 6 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（銀行及金融業）

Table 6.1 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)

表 6.1 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處）

Table 6.2 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Deposit-taking Companies)

表 6.2 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（接受存款公司）

Table 6.3 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Investment and Holding Companies)

表 6.3 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（投資及控股公司）

Table 6.4 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Personal Loans and Related Companies)

表 6.4 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（私人貸款及有關公司）

Table 6.5 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Securities Brokerage Firms)

表 6.5 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（證券經紀公司）

Table 6.6 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Commodity Futures (including financial futures) and Precious Metals Brokers/ Dealers)

表 6.6 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（期貨(包括金融期貨)及貴金屬經紀 / 交易商）

Table 6.7 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)

表 6.7 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（股票、黃金及期貨交易公司及銀行及金融業內的法定機構）

Table 6.8 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Money Changers and Foreign Exchange Brokers/ Dealers)

表 6.8 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（兌換商及外匯經紀/交易商）

Table 6.9 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Investment Advisory/ Asset Management Companies)

表 6.9 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（投資顧問 / 資產管理公司）

Table 6.10 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Other Financial Companies)

表 6.10 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（其他與金融有關的公司）

Table 7 : Number of Internal Promotions in the Past Twelve Months (1.1.2016 to 31.12.2016) (Banking and Finance Industry)

表 7 : 過去十二個月內（1.1.2016 至 31.12.2016）的內部晉升人數（銀行及金融業）

Table 8 : Number of Part-time Employees Employed (Banking and Finance Industry)

表 8 : 兼職僱員人數（銀行及金融業）

Table 9 : The Number of Recruits in the Next Twenty Four Months by Type of Educational Level and Number of Staff Required to Obtain Professional Qualifications (Banking and Finance Industry)

表 9 : 按教育程度劃分，未來24個月內招聘的僱員人數及須取得銀行及金融業相關專業資格人數 (銀行及金融業)

Table 10 : Number of Establishments Encountered Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Banking and Finance Industry)

表 10 : 過去十二個月(1.1.2016至31.12.2016)遇有招聘員工困難的機構數目（銀行及金融業）

Table 11 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Banking and Finance Industry)

表 11 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（銀行及金融業）

Table 11.1 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)

表 11.1 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處）

Table 11.2 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Deposit-taking Companies)

表 11.2 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（接受存款公司）

Table 11.3 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Investment and Holding Companies)

表 11.3 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（投資及控股公司）

Table 11.4 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Personal Loans and Related Companies)

表 11.4 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（私人貸款及有關公司）

Table 11.5 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Securities Brokerage Firms)

表 11.5 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（證券經紀公司）

Table 11.6 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Commodity Futures (including financial futures) and Precious Metals Brokers/ Dealers)

表 11.6 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（期貨(包括金融期貨)及貴金屬經紀／交易商）

Table 11.7 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)

表 11.7 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（股票、黃金及期貨交易公司及銀行及金融業內的法定機構）

Table 11.8 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Money Changers and Foreign Exchange Brokers/ Dealers)

表 11.8 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（兌換商及外匯經紀/交易商）

Table 11.9 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Investment Advisory/ Asset Management Companies)

表 11.9 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（投資顧問/資產管理公司）

Table 11.10 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016) (Other Financial Companies)

表 11.10 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因（其他與金融有關的公司）

Table 12 : Number of Hong Kong Employees Required to Work in Mainland China (Banking and Finance Industry)

表 12 : 需要在中國內地工作的香港僱員人數（銀行及金融業）

Table 13 : Effects of Mainland Operations on Hong Kong Employees (Banking and Finance Industry)

表 13 : 內地業務對本地僱員的影響（銀行及金融業）

Table 14 : Estimated Percentage of Training Provided by External Course Providers in the Next Twelve Months (Banking and Finance Industry)

表 14 : 估計未來十二個月訓練由外間培訓機構提供的百分比（銀行及金融業）

Table 15 : Information on the Training Expenses in 2016 Compared with Those in 2015 (Banking and Finance Industry)

表 15 : 2016年的訓練支出與2015年的訓練支出比較（銀行及金融業）

Table 16 : Comparison of the Training Budget for 2017 with Training Expenses in 2016 (Banking and Finance Industry)

表 16 : 2017年的訓練開支預算與2016年的訓練支出比較（銀行及金融業）

Table 17 : The Top Five Types/Topics of Training Mostly Chosen by Respondents for Manpower Development (Banking and Finance Industry)

表 17 : 最多被選擇的五項人力培訓的類別/課題（銀行及金融業）

Table 18 : The Incentives to Encourage Employers to Provide Training to Their Employees (Banking and Finance Industry)

表 18 : 有效鼓勵僱主提供訓練予僱員的方法（銀行及金融業）

Table 1 : Manpower Statistics
(Banking and Finance Industry)

表 1 : 人力資料
（銀行及金融業）

Job Title 職 稱	No. of Employees as at 2.1.2017 在2.1.2017之僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的僱員人數
MANAGERIAL LEVEL 經理級				
Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager 行政總裁／營運總監／首席財務官／常務董事／總經理	2 375	16	2 391	2 385
Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	398	-	398	398
Chief Representative 首席代表	90	-	90	90
Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	474	2	476	466
Manager – Administration 經理—行政	1 034	4	1 038	1 060
Zone/ District Manager 區域經理	382	2	384	386
Head of Treasury and Capital Markets 庫務及資本市場主管	270	1	271	271
Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場(前台和中台)	1 045	36	1 081	1 102
Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場(後台)	390	-	390	390
Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	251	7	258	284
Chief Investment Officer/ Manager – Investment 總投資主任／經理—投資	1 646	3	1 649	1 651
Portfolio Manager 投資組合經理	1 673	5	1 678	1 696
Manager – Investment Advisory Services 經理—投資諮詢服務	1 307	27	1 334	1 354
Manager – Dealing Room 經理—交易室	1 197	27	1 224	1 247
Responsible Officer/ Registered Manager 負責人員／註冊司理人	363	-	363	374
Manager – Investment Settlement 經理—投資結算	699	13	712	728
Product Manager 產品經理	466	8	474	472
Sales Manager 銷售經理	1 509	14	1 523	1 537
Manager – Trade Finance Operations 經理—貿易融資運作	573	15	588	600

Job Title 職 稱	No. of Employees as at 2.1.2017 在2.1.2017之僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的僱員人數
MANAGERIAL LEVEL (Continued) 經理級（續）				
Manager – Loan Operation 經理—貸款業務	507	19	526	542
Manager – Credit Management 經理—信貸管理	1 439	31	1 470	1 492
Manager – Credit Card 經理—信用卡	172	16	188	204
Manager – Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	170	7	177	179
Head of Business/ Managing Director 業務總監/董事總經理	1 041	3	1 044	1 044
Manager – Corporate Banking/ Commercial Banking/ Relationship Management 經理—企業銀行／商業銀行／客戶關係管理	2 697	61	2 758	2 767
Manager – Marketing/ Product Development 經理—市場推廣／產品開發	981	32	1 013	1 030
Manager – Private Banking 經理—私人銀行	924	21	945	961
Manager – Customer Relationship (Personal Banking/ Securities) 經理—客戶關係（個人銀行／證券）	1 742	14	1 756	1 770
Manager – Branch 經理—分行	3 008	16	3 024	3 046
Manager – Insurance Products 經理—保險產品	118	1	119	119
Manager – Mandatory Provident Fund 經理—強制性公積金	148	4	152	152
Manager – Trust 經理—信託	159	2	161	163
Manager – Phone Banking/ Call Centre 經理—電話理財／電話服務中心	86	-	86	86
Financial Controller 財務總監	499	2	501	514
Manager – Accounting 經理—會計	1 840	27	1 867	1 884
Chief Information Officer/ Chief Technology Officer/ Manager – IT 總資訊主任／總科技主任／經理—資訊科技	2 872	62	2 934	2 949
E-Commerce/ E-Banking Manager 電子商貿／電子銀行經理	309	41	350	378
Manager – Human Resources 經理—人力資源	1 292	42	1 334	1 347
Manager – Training/ Learning and Development 經理—培訓／學習及發展	209	-	209	217
Risk Manager – Composite Risk 風險經理—綜合	1 175	24	1 199	1 213
Risk Manager – Credit Risk 風險經理—信貸風險	278	23	301	317

Job Title 職 稱	No. of Employees as at 2.1.2017 在2.1.2017之僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的僱員人數
MANAGERIAL LEVEL (Continued) 經理級（續）				
Risk Manager – Market Risk 風險經理—市場風險	186	17	203	219
Risk Manager – Operation Risk 風險經理—營運風險	150	17	167	183
Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	1 197	62	1 259	1 276
Company Secretary 公司秘書	175	-	175	175
Legal Adviser 法律顧問	480	26	506	508
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	270	2	272	288
Manager – Internal Audit 經理—內部稽核	600	31	631	650
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織／質素保證／工效優化	341	6	347	351
Manager – Property/ Real Estate 經理—產業／房地產	159	14	173	187
Other Manager 其他經理	6 633	102	6 735	6 763
Sub-total 小 計	**47 999**	**905**	**48 904**	**49 465**
SUPERVISORY/OFFICER LEVEL 主管/主任級				
Administration Officer 行政主任	1 584	10	1 594	1 617
Management Trainee 見習主任	579	13	592	616
Representative 代表	236	-	236	237
Treasury and Capital Markets Trader 庫務及資本市場操盤員	972	17	989	1 015
Remittances Officer 匯兌主任	839	8	847	843
Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場（前台和中台）	196	-	196	196
Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場（後台）	586	6	592	598
Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	3 667	155	3 822	3 946
Investment Analyst 投資分析員	2 864	142	3 006	3 068
Investment Services Dealer 投資服務交易員	1 129	2	1 131	1 139

Job Title 職 稱	No. of Employees as at 2.1.2017 在2.1.2017之僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的僱員人數
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級（續）				
Customer Service Representative – Investment Service 客戶服務代表 — 投資服務	533	-	533	574
Investment Officer 投資主任	2 630	26	2 656	2 676
Account Executive/ Sales Officer 客戶主任／營業主任	3 747	86	3 833	3 841
Investment Settlement Officer 投資結算主任	1 696	73	1 769	1 779
Product Associate 產品主任	1 064	13	1 077	1 083
Trade Finance Operations Officer 貿易融資營運主任	1 612	15	1 627	1 656
Complaint Officer 投訴主任	637	-	637	653
Operations Officer 營運主任	4 959	126	5 085	5 126
Credit/ Loan Officer 信貸／放款主任	2 700	73	2 773	2 763
Credit Analyst 信貸分析員	924	10	934	945
Credit Card Officer 信用卡主任	470	6	476	498
Hire Purchase/ Leasing Officer 分期付款／租賃主任	339	6	345	349
Business Development Officer 業務發展主任	1 650	118	1 768	1 781
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行／商業銀行／客戶關係管理	3 096	87	3 183	3 218
Telemarketing Officer 電話市場推廣主任	303	4	307	313
Relationship Officer – Private Banking 客戶關係主任—私人銀行	329	26	355	372
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行／證券	5 223	91	5 314	5 316
Insurance Products Officer 保險產品主任	298	3	301	303
Mandatory Provident Fund Officer 強制性公積金主任	561	10	571	579
Trust Officer 信託主任	153	7	160	166
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財／電話服務中心	1 105	11	1 116	1 118
Accounting Officer 會計主任	2 253	32	2 285	2 300
Computer Operations Officer 電腦運作主任	1 384	20	1 404	1 418

Job Title 職 稱	No. of Employees as at 2.1.2017 在2.1.2017之僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的僱員人數
Programmer/ Technology Officer 程式員／科技主任	2 288	35	2 323	2 339
System Analyst 系統分析員	1 308	15	1 323	1 340
Human Resources Officer 人力資源主任	930	5	935	951
Training Officer/ Instructor 訓練主任／導師	115	-	115	131
Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	1 436	47	1 483	1 521
Internal Audit Officer 內部稽核主任	703	54	757	768
Officer - Organisation/ Productivity/ Quality/ Re-Engineering 主任—組織／生產力／質素／工效優化	208	-	208	208
Other Supervisor/Officer 其他主管/主任	7 747	52	7 799	7 818
Sub-total 小 計	**65 053**	**1 404**	**66 457**	**67 178**
CLERICAL LEVEL 文員級				
Clerk 文員	13 736	270	14 006	14 046
Dealing Assistant 交易助理	4 115	61	4 176	4 180
Cashier 出納員	965	-	965	973
Receptionist/ Greeter 接待員／電話操作員	651	18	669	669
Trade Finance Operations Checker 貿易融資運作核對員	766	12	778	795
Telemarketing Representative 電話市場推廣代表	763	8	771	785
Teller 櫃檯員	11 090	184	11 274	11 290
Accounting Clerk 會計文員	2 214	39	2 253	2 265
Computer Operator 電腦操作員	1 218	10	1 228	1 246
Other Clerk 其他文員	5 418	7	5 425	5 432
Sub-total 小 計	**40 936**	**609**	**41 545**	**41 681**
OTHERS 其他				
Other Supporting Staff 其他輔助員工	6 672	17	6 689	6 687
Sub-total 小 計	**6 672**	**17**	**6 689**	**6 687**
Total 總 計	**160 660**	**2 935**	**163 595**	**165 011**

Table 1.1 : Manpower Statistics
(Banking and Finance Industry - By Branch)

表 1.1 : 人力資料
（銀行及金融業 - 按門類劃分）

Branch 門類	Job Level 職 級	No. of Employees as at 2.1.2017 在2.1.2017之 僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之 空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial Level 經理級	30 905	679	31 584	32 101
	Supervisory/Officer Level 主管/主任級	39 985	877	40 862	41 330
	Clerical Level 文員級	26 870	412	27 282	27 451
	Other Supporting Staff 其他	3 103	6	3 109	3 108
	Total 總計	**100 863**	**1 974**	**102 837**	**103 990**
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	160	-	160	160
	Supervisory/Officer Level 主管/主任級	160	3	163	163
	Clerical Level 文員級	257	8	265	265
	Other Supporting Staff 其他	17	-	17	17
	Total 總計	**594**	**11**	**605**	**605**
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	1 255	47	1 302	1 340
	Supervisory/Officer Level 主管/主任級	1 169	52	1 221	1 281
	Clerical Level 文員級	596	21	617	623
	Other Supporting Staff 其他	204	-	204	212
	Total 總計	**3 224**	**120**	**3 344**	**3 456**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	1 233	12	1 245	1 245
	Supervisory/Officer Level 主管/主任級	1 661	78	1 739	1 709
	Clerical Level 文員級	1 682	58	1 740	1 731
	Other Supporting Staff 其他	198	-	198	198
	Total 總計	**4 774**	**148**	**4 922**	**4 883**
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1 902	15	1 917	1 908
	Supervisory/Officer Level 主管/主任級	3 900	121	4 021	4 002
	Clerical Level 文員級	2 709	-	2 709	2 691
	Other Supporting Staff 其他	217	-	217	208
	Total 總計	**8 728**	**136**	**8 864**	**8 809**

Branch 門類	Job Level 職 級	No. of Employees as at 2.1.2017 在2.1.2017之僱員人數	No. of Vacancies as at 2.1.2017 在2.1.2017之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的僱員人數
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	462	2	464	465
	Supervisory/Officer Level 主管/主任級	829	8	837	866
	Clerical Level 文員級	619	28	647	651
	Other Supporting Staff 其他	24	-	24	24
	Total 總計	**1 934**	**38**	**1 972**	**2 006**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial Level 經理級	899	63	962	962
	Supervisory/Officer Level 主管/主任級	1 084	9	1 093	1 093
	Clerical Level 文員級	436	2	438	438
	Other Supporting Staff 其他	1 186	-	1 186	1 186
	Total 總計	**3 605**	**74**	**3 679**	**3 679**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/交易商	Managerial Level 經理級	307	-	307	307
	Supervisory/Officer Level 主管/主任級	645	2	647	639
	Clerical Level 文員級	1 907	25	1 932	1 915
	Other Supporting Staff 其他	27	-	27	27
	Total 總計	**2 886**	**27**	**2 913**	**2 888**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	6 174	33	6 207	6 222
	Supervisory/Officer Level 主管/主任級	6 803	198	7 001	7 091
	Clerical Level 文員級	2 697	42	2 739	2 735
	Other Supporting Staff 其他	895	6	901	901
	Total 總計	**16 569**	**279**	**16 848**	**16 949**
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	4 702	54	4 756	4 755
	Supervisory/Officer Level 主管/主任級	8 817	56	8 873	9 004
	Clerical Level 文員級	3 163	13	3 176	3 181
	Other Supporting Staff 其他	801	5	806	806
	Total 總計	**17 483**	**128**	**17 611**	**17 746**
All Branches 全部門類	**Managerial Level 經理級**	**47 999**	**905**	**48 904**	**49 465**
	Supervisory/Officer Level 主管/主任級	**65 053**	**1 404**	**66 457**	**67 178**
	Clerical Level 文員級	**40 936**	**609**	**41 545**	**41 681**
	Other Supporting Staff 其他	**6 672**	**17**	**6 689**	**6 687**
	Total 總計	**160 660**	**2 935**	**163 595**	**165 011**

Table 2 : Employees' Minimum Education Requirement for the Principal Job
(Banking and Finance Industry)

表 2 : 僱員在各主要職務的基本教育程度要求
（銀行及金融業）

Job Title 職稱	Number of Employees 僱員人數						
	Postgraduate: Higher Degrees (e.g. master degree) or equivalent 研究院：高等學位（如碩士學位），或同等教育程度	First Degree or equivalent 學士學位，或同等教育程度	Sub-Degree: AD/ HD/ PD/ High Cert. or equivalent 副學位：副學士、高級／專業文憑、高級證書，或同等教育程度	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip or equivalent 高中：中四至中六，文憑、香港中學文憑考試、中專教育／基楚／毅進文憑或同等教育程度	Junior Secondary: Secondary 1-3 or equivalent 初中：中一、中二及中三，或同等教育程度	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL 經理級							
Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager 行政總裁／營運總監／首席財務官／常務董事／總經理	281	1 729	164	-	-	201	2 375
Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	127	254	1	-	-	16	398
Chief Representative 首席代表	10	70	-	-	-	10	90
Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	19	319	52	-	-	84	474
Manager – Administration 經理—行政	102	784	32	-	-	116	1 034
Zone/ District Manager 區域經理	203	115	12	-	-	52	382
Head of Treasury and Capital Markets 庫務及資本市場主管	127	101	18	-	-	24	270
Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場(前台和中台)	348	340	221	-	-	136	1 045
Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場(後台)	4	199	25	-	-	162	390
Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	34	114	36	-	-	67	251
Chief Investment Officer/ Manager – Investment 總投資主任／經理—投資	239	1 082	47	-	-	278	1 646
Portfolio Manager 投資組合經理	507	938	67	-	-	161	1 673
Manager – Investment Advisory Services 經理—投資諮詢服務	183	848	164	-	-	112	1 307
Manager – Dealing Room 經理—交易室	52	759	196	-	-	190	1 197
Responsible Officer/ Registered Manager 負責人員／註冊司理人	8	242	73	-	-	40	363
Manager – Investment Settlement 經理—投資結算	153	419	27	-	-	100	699
Product Manager 產品經理	4	219	61	-	-	182	466
Sales Manager 銷售經理	250	967	54	-	-	238	1 509
Manager – Trade Finance Operations 經理—貿易融資運作	105	309	55	3	-	101	573
Manager – Loan Operation 經理—貸款業務	43	322	62	-	-	80	507
Manager – Credit Management 經理—信貸管理	204	698	212	8	-	317	1 439
Manager – Credit Card 經理—信用卡	74	51	11	-	-	36	172

Job Title 職稱	Number of Employees 僱員人數						
	Postgraduate: Higher Degrees (e.g. master degree) or equivalent 研究院：高等學位（如碩士學位），或同等教育程度	First Degree or equivalent 學士學位，或同等教育程度	Sub-Degree: AD/ HD/ PD/ High Cert. or equivalent 副學位：副學士、高級／專業文憑、高級證書，或同等教育程度	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip or equivalent 高中：中四至中六，文憑、香港中學文憑考試、中專教育／基楚／毅進文憑或同等教育程度	Junior Secondary: Secondary 1-3 or equivalent 初中：中一、中二及中三，或同等教育程度	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
MANAGERIAL LEVEL (Continued) 經理級（續）							
Manager – Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	16	125	-	-	-	29	170
Head of Business/ Managing Director 業務總監/董事總經理	283	374	35	-	-	349	1 041
Manager – Corporate Banking/ Commercial Banking/ Relationship Management 經理—企業銀行／商業銀行／客戶關係管理	59	1 437	193	-	-	1 008	2 697
Manager – Marketing/ Product Development 經理—市場推廣／產品開發	58	573	70	-	-	280	981
Manager – Private Banking 經理—私人銀行	4	637	126	-	-	157	924
Manager – Customer Relationship (Personal Banking/ Securities) 經理—客戶關係（個人銀行／證券）	-	1 470	49	-	-	223	1 742
Manager – Branch 經理—分行	733	1 540	176	-	-	559	3 008
Manager – Insurance Products 經理—保險產品	19	20	-	-	-	79	118
Manager – Mandatory Provident Fund 經理—強制性公積金	53	37	4	-	-	54	148
Manager – Trust 經理—信託	13	52	79	-	-	15	159
Manager – Phone Banking/ Call Centre 經理—電話理財／電話服務中心	15	31	4	-	-	36	86
Financial Controller 財務總監	46	410	10	-	-	33	499
Manager – Accounting 經理—會計	116	1 235	163	-	-	326	1 840
Chief Information Officer/ Chief Technology Officer/ Manager – IT 總資訊主任／總科技主任／經理—資訊科技	252	1 784	35	-	-	801	2872
E-Commerce/E-Banking Manager 電子商貿／電子銀行經理	70	135	15	-	-	89	309
Manager – Human Resources 經理—人力資源	313	452	57	-	-	470	1 292
Manager – Training/ Learning and Development 經理—培訓／學習及發展	18	123	8	-	-	60	209
Risk Manager – Composite Risk 風險經理—綜合	63	863	45	-	-	204	1 175
Risk Manager – Credit Risk 風險經理—信貸風險	7	165	2	-	-	104	278
Risk Manager – Market Risk 風險經理—市場風險	23	131	4	-	-	28	186
Risk Manager – Operation Risk 風險經理—營運風險	4	92	11	-	-	43	150
Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	57	671	164	-	-	305	1 197
Company Secretary 公司秘書	12	118	10	-	-	35	175
Legal Adviser 法律顧問	11	358	-	-	-	111	480
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	15	150	24	-	-	81	270
Manager – Internal Audit 經理—內部稽核	74	270	40	-	-	216	600

Job Title 職稱	Number of Employees 僱員人數						
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MANAGERIAL LEVEL (Continued) 經理級（續）							
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織／質素保證／工效優化	7	168	55	-	-	111	341
Manager – Property/ Real Estate 經理—產業／房地產	83	52	9	-	-	15	159
Other Manager 其他經理	67	667	125	-	-	5 774	6 633
Sub-total **小 計**	**5 568**	**25 019**	**3 103**	**11**	**0**	**14 298**	**47 999**
SUPERVISORY/OFFICER LEVEL 主管/主任級							
Administration Officer 行政主任	40	598	648	132	-	166	1 584
Management Trainee 見習主任	-	138	138	1	-	302	579
Representative 代表	3	84	8	-	-	141	236
Treasury and Capital Markets Trader 庫務及資本市場操盤員	32	492	289	5	-	154	972
Remittances Officer 匯兌主任	-	313	265	214	-	47	839
Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場（前台和中台）	-	167	-	-	-	29	196
Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場（後台）	-	475	57	14	-	40	586
Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	-	2 161	942	212	-	352	3 667
Investment Analyst 投資分析員	149	1 949	151	4	-	611	2 864
Investment Services Dealer 投資服務交易員	-	815	122	128	-	64	1 129
Customer Service Representative – Investment Service 客戶服務代表 — 投資服務	-	205	105	102	-	121	533
Investment Officer 投資主任	-	1 858	331	139	-	302	2 630
Account Executive/ Sales Officer 客戶主任／營業主任	-	1 662	1 309	142	-	634	3 747
Investment Settlement Officer 投資結算主任	-	844	276	95	-	481	1 696
Product Associate 產品主任	-	723	341	-	-	-	1 064
Trade Finance Operations Officer 貿易融資營運主任	12	1 238	175	33	-	154	1 612
Complaint Officer 投訴主任	-	568	69	-	-	-	637
Operations Officer 營運主任	1	2 324	1 753	72	-	809	4 959
Credit/ Loan Officer 信貸／放款主任	1	1 043	789	426	-	441	2 700
Credit Analyst 信貸分析員	19	439	218	175	-	73	924
Credit Card Officer 信用卡主任	-	247	161	-	-	62	470
Hire Purchase/ Leasing Officer 分期付款／租賃主任	18	207	64	-	-	50	339
Business Development Officer 業務發展主任	-	694	875	-	-	81	1 650

Job Title 職稱	Number of Employees 僱員人數						
	Postgraduate: Higher Degrees (e.g. master degree) or equivalent 研究院：高等學位（如碩士學位），或同等教育程度	First Degree or equivalent 學士學位，或同等教育程度	Sub-Degree: AD/ HD/ PD/ High Cert. or equivalent 副學位：副學士、高級／專業文憑、高級證書，或同等教育程度	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip or equivalent 高中：中四至中六，文憑、香港中學文憑考試、中專教育／基楚／毅進文憑或同等教育程度	Junior Secondary: Secondary 1-3 or equivalent 初中：中一、中二及中三，或同等教育程度	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級（續）							
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行／商業銀行／客戶關係管理	-	2 091	240	111	-	654	3 096
Telemarketing Officer 電話市場推廣主任	-	247	18	19	-	19	303
Relationship Officer – Private Banking 客戶關係主任—私人銀行	-	249	28	-	-	52	329
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行／證券	4	2 062	747	-	-	2 410	5 223
Insurance Products Officer 保險產品主任	-	197	-	-	-	101	298
Mandatory Provident Fund Officer 強制性公積金主任	-	252	-	-	-	309	561
Trust Officer 信託主任	-	81	51	-	-	21	153
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財／電話服務中心	-	480	55	52	-	518	1 105
Accounting Officer 會計主任	5	1 210	447	104	-	487	2 253
Computer Operations Officer 電腦運作主任	-	1 112	98	33	-	141	1 384
Programmer/ Technology Officer 程式員／科技主任	-	1 570	148	19	-	551	2 288
System Analyst 系統分析員	-	361	120	2	-	825	1 308
Human Resources Officer 人力資源主任	-	487	217	48	-	178	930
Training Officer/ Instructor 訓練主任／導師	-	66	19	4	-	26	115
Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	5	576	536	4	-	315	1 436
Internal Audit Officer 內部稽核主任	8	510	138	-	-	47	703
Officer - Organisation/ Productivity/ Quality/ Re-Engineering 主任—組織／生產力／質素／工效優化	-	44	46	-	-	118	208
Other Manager 其他經理	6	726	837	1	-	6 177	7 747
Sub-total **小 計**	**303**	**31 565**	**12 831**	**2 291**	**0**	**18 063**	**65 053**
CLERICAL LEVEL 文員級							
Clerk 文員	-	1 289	3 244	6 724	284	2 195	13 736
Dealing Assistant 交易助理	-	278	1 321	1 971	74	471	4 115
Cashier 出納員	-	3	742	146	4	70	965
Receptionist/ Greeter 接待員／電話操作員	-	142	39	341	1	128	651
Trade Finance Operations Checker 貿易融資運作核對員	-	36	483	202	20	25	766
Telemarketing Representative 電話市場推廣代表	-	16	59	342	-	346	763
Teller 櫃檯員	-	4	7	6 965	-	4 114	11 090
Accounting Clerk 會計文員	-	344	349	1 359	-	162	2 214
Computer Operator 電腦操作員	-	53	450	539	-	176	1 218

Job Title 職稱	Number of Employees 僱員人數						
	Postgraduate: Higher Degrees (e.g. master degree) or equivalent 研究院：高等學位（如碩士學位），或同等教育程度	First Degree or equivalent 學士學位，或同等教育程度	Sub-Degree: AD/ HD/ PD/ High Cert. or equivalent 副學位：副學士、高級／專業文憑、高級證書，或同等教育程度	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip or equivalent 高中：中四至中六，文憑、香港中學文憑考試、中專教育／基楚／毅進文憑或同等教育程度	Junior Secondary: Secondary 1-3 or equivalent 初中：中一、中二及中三，或同等教育程度	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
CLERICAL LEVEL (Continued) 文員級 （續）							
Other Clerk 其他文員	-	150	25	329	11	4 903	5 418
Sub-total **小 計**	**0**	**2 315**	**6 719**	**18 918**	**394**	**12 590**	**40 936**
OTHERS 其他							
Other Supporting Staff 其他輔助員工	-	-	-	-	-	6 672	6 672
Sub-total **小 計**	**0**	**0**	**0**	**0**	**0**	**6 672**	**6 672**
Total **總 計**	**5 871**	**58 899**	**22 653**	**21 220**	**394**	**51 623**	**160 660**

* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的基本教育程度要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 2.1 : Employees' Minimum Education Requirement for the Principal Job
(Banking and Finance Industry – By Branch)

表 2.1 : 僱員在各主要職務的基本教育程度要求
（銀行及金融業 – 按門類劃分）

Branch 門類	Job Level 職級	Number of Employees 僱員人數						
		Postgraduate: Higher Degrees (e.g. master degree) or equivalent 研究院：高等學位（如碩士學位），或同等教育程度	First Degree or equivalent 學士學位，或同等教育程度	Sub-Degree: AD/ HD/ PD/ High Cert. or equivalent 副學位：副學士、高級／專業文憑、高級證書，或同等教育程度	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip or equivalent 高中：中四至中六，文憑、香港中學文憑考試、中專教育／基楚／毅進文憑或同等教育程度	Junior Secondary: Secondary 1-3 or equivalent 初中：中一、中二及中三，或同等教育程度	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial Level 經理級	4 033	13 911	1 533	3	-	11 425	**30 905**
	Supervisory/Officer Level 主管/主任級	108	17 683	9 250	384	-	12 560	**39 985**
	Clerical Level 文員級	-	769	3 791	11 283	63	10 964	**26 870**
	Other Supporting Staff 其他	-	-	-	-	-	3 103	**3 103**
	Total 總計	**4 141**	**32 363**	**14 574**	**11 670**	**63**	**38 052**	**100 863**
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	11	129	3	-	-	17	**160**
	Supervisory/Officer Level 主管/主任級	-	138	5	5	-	12	**160**
	Clerical Level 文員級	-	3	1	245	-	8	**257**
	Other Supporting Staff 其他	-	-	-	-	-	17	**17**
	Total 總計	**11**	**270**	**9**	**250**	**0**	**54**	**594**
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	151	999	11	-	-	94	**1 255**
	Supervisory/Officer Level 主管/主任級	6	771	77	70	-	245	**1 169**
	Clerical Level 文員級	-	32	300	196	-	68	**596**
	Other Supporting Staff 其他	-	-	-	-	-	204	**204**
	Total 總計	**157**	**1 802**	**388**	**266**	**0**	**611**	**3 224**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	49	703	284	8	-	189	**1 233**
	Supervisory/Officer Level 主管/主任級	-	646	268	512	-	235	**1 661**
	Clerical Level 文員級	-	105	307	1 202	-	68	**1 682**
	Other Supporting Staff 其他	-	-	-	-	-	198	**198**
	Total 總計	**49**	**1 454**	**859**	**1 722**	**0**	**690**	**4 774**
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	17	1 558	193	-	-	134	**1 902**
	Supervisory/Officer Level 主管/主任級	-	2 961	519	344	-	76	**3 900**
	Clerical Level 文員級	-	178	510	1 608	40	373	**2 709**
	Other Supporting Staff 其他	-	-	-	-	-	217	**217**
	Total 總計	**17**	**4 697**	**1 222**	**1 952**	**40**	**800**	**8 728**

Branch 門類	Job Level 職 級	Number of Employees 僱 員 人 數						
		Postgraduate: Higher Degrees (e.g. master degree) or equivalent 研究院：高等學位（如碩士學位），或同等教育程度	First Degree or equivalent 學士學位，或同等教育程度	Sub-Degree: AD/ HD/ PD/ High Cert. or equivalent 副學位：副學士、高級／專業文憑、高級證書，或同等教育程度	Senior Secondary: Secondary 4-6, Dip., HKDSE, DVE/ FD/ Yi Ji Dip or equivalent 高中：中四至中六，文憑、香港中學文憑考試、中專教育／基楚／毅進文憑或同等教育程度	Junior Secondary: Secondary 1-3 or equivalent 初中：中一、中二及中三，或 同等教育程度	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	26	326	56	-	-	54	**462**
	Supervisory/Officer Level 主管/主任級	-	332	201	154	-	142	**829**
	Clerical Level 文員級	-	24	121	346	54	74	**619**
	Other Supporting Staff 其他	-	-	-	-	-	24	**24**
	Total 總計	**26**	**682**	**378**	**500**	**54**	**294**	**1 934**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial Level 經理級	-	-	-	-	-	899	**899**
	Supervisory/Officer Level 主管/主任級	-	-	-	-	-	1 084	**1 084**
	Clerical Level 文員級	-	-	-	-	-	436	**436**
	Other Supporting Staff 其他	-	-	-	-	-	1 186	**1 186**
	Total 總計	**-**	**-**	**-**	**-**	**-**	**3 605**	**3 605**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	5	270	8	-	-	24	**307**
	Supervisory/Officer Level 主管/主任級	-	304	54	211	-	76	**645**
	Clerical Level 文員級	-	75	56	1 138	231	407	**1 907**
	Other Supporting Staff 其他	-	-	-	-	-	27	**27**
	Total 總計	**5**	**649**	**118**	**1 349**	**231**	**534**	**2 886**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	459	4 373	929	-	-	413	**6 174**
	Supervisory/Officer Level 主管/主任級	29	4 262	1 766	63	-	683	**6 803**
	Clerical Level 文員級	-	532	1 469	575	6	115	**2 697**
	Other Supporting Staff 其他	-	-	-	-	-	895	**895**
	Total 總計	**488**	**9 167**	**4 164**	**638**	**6**	**2 106**	**16 569**
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	817	2 750	86	-	-	1 049	**4 702**
	Supervisory/Officer Level 主管/主任級	160	4 468	691	548	-	2 950	**8 817**
	Clerical Level 文員級	-	597	164	2 325	-	77	**3 163**
	Other Supporting Staff 其他	-	-	-	-	-	801	**801**
	Total 總計	**977**	**7 815**	**941**	**2 873**	**0**	**4 877**	**17 483**
All Branches 全部門類	Managerial Level 經理級	**5 568**	**25 019**	**3 103**	**11**	**-**	**14 298**	**47 999**
	Supervisory/Officer Level 主管/主任級	**303**	**31 565**	**12 831**	**2 291**	**-**	**18 063**	**65 053**
	Clerical Level 文員級	**-**	**2 315**	**6 719**	**18 918**	**394**	**12 590**	**40 936**
	Other Supporting Staff 其他	**-**	**-**	**-**	**-**	**-**	**6 672**	**6 672**
	Total 總計	**5 871**	**58 899**	**22 653**	**21 220**	**394**	**51 623**	**160 660**

* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的基本教育程度要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 3 : Employees' Minimum Requirement on Year(s) of Experience in the Industry (Banking and Finance Industry)

表 3 : 僱員在此行業的基本年資要求（銀行及金融業）

Job Title 職稱	Number of Employees 僱員人數						
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL 經理級							
Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager 行政總裁／營運總監／首席財務官／常務董事／總經理	-	1	184	724	1 186	280	**2 375**
Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	-	-	54	52	249	43	**398**
Chief Representative 首席代表	-	-	-	20	60	10	**90**
Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	-	-	31	135	231	77	**474**
Manager – Administration 經理—行政	-	-	31	413	423	167	**1 034**
Zone/ District Manager 區域經理	-	-	-	39	287	56	**382**
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	11	49	172	38	**270**
Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場(前台和中台)	-	-	79	325	496	145	**1 045**
Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場(後台)	-	-	22	132	153	83	**390**
Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	-	-	18	64	83	86	**251**
Chief Investment Officer/ Manager – Investment 總投資主任／經理—投資	-	8	81	559	486	512	**1 646**
Portfolio Manager 投資組合經理	-	-	90	713	651	219	**1 673**
Manager – Investment Advisory Services 經理—投資諮詢服務	-	-	77	715	200	315	**1 307**
Manager – Dealing Room 經理—交易室	2	-	122	515	210	348	**1 197**
Responsible Officer/ Registered Manager 負責人員／註冊司理人	-	-	107	148	72	36	**363**
Manager – Investment Settlement 經理—投資結算	-	-	43	447	205	4	**699**
Product Manager 產品經理	-	-	25	171	72	198	**466**
Sales Manager 銷售經理	-	-	41	998	311	159	**1 509**
Manager – Trade Finance Operations 經理—貿易融資運作	-	-	14	384	70	105	**573**
Manager – Loan Operation 經理—貸款業務	-	-	22	267	48	170	**507**

Job Title 職稱	Number of Employees 僱員人數						
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL (Continued) 經理級（續）							
Manager – Credit Management 經理—信貸管理	-	-	107	584	443	305	**1 439**
Manager – Credit Card 經理—信用卡	-	-	-	74	74	24	**172**
Manager – Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	-	-	1	104	35	30	**170**
Head of Business/ Managing Director 業務總監/董事總經理	-	-	11	198	478	354	**1 041**
Manager – Corporate Banking/ Commercial Banking/ Relationship Management 經理—企業銀行／商業銀行／客戶關係管理	-	-	4	1 405	444	844	**2 697**
Manager – Marketing/ Product Development 經理—市場推廣／產品開發	-	-	7	555	228	191	**981**
Manager – Private Banking 經理—私人銀行	-	-	-	418	108	398	**924**
Manager – Customer Relationship (Personal Banking/ Securities) 經理—客戶關係（個人銀行／證券）	-	-	20	1 308	62	352	**1 742**
Manager – Branch 經理—分行	11	-	5	647	1 699	646	**3 008**
Manager – Insurance Products 經理—保險產品	-	-	3	14	50	51	**118**
Manager – Mandatory Provident Fund 經理—強制性公積金	-	-	-	87	55	6	**148**
Manager – Trust 經理—信託	-	-	-	56	34	69	**159**
Manager – Phone Banking/ Call Centre 經理—電話理財／電話服務中心	-	-	20	40	10	16	**86**
Financial Controller 財務總監	-	-	8	223	227	41	**499**
Manager – Accounting 經理—會計	-	-	130	1 089	197	424	**1 840**
Chief Information Officer/ Chief Technology Officer/ Manager – IT 總資訊主任／總科技主任／經理—資訊科技	-	-	51	1 605	739	477	**2 872**
E-Commerce/E-Banking Manager 電子商貿／電子銀行經理	-	-	20	134	84	71	**309**
Manager – Human Resources 經理—人力資源	-	-	18	384	666	224	**1 292**
Manager – Training/ Learning and Development 經理—培訓／學習及發展	-	-	2	120	38	49	**209**
Risk Manager – Composite Risk 風險經理—綜合	-	-	4	912	80	179	**1 175**
Risk Manager – Credit Risk 風險經理—信貸風險	-	-	3	168	63	44	**278**
Risk Manager – Market Risk 風險經理—市場風險	-	-	-	139	27	20	**186**
Risk Manager – Operation Risk 風險經理—營運風險	-	-	-	79	16	55	**150**
Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	-	-	29	634	267	267	**1 197**
Company Secretary 公司秘書	-	-	51	78	15	31	**175**

Job Title 職稱	Number of Employees 僱員人數						
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL (Continued) 經理級（續）							
Legal Adviser 法律顧問	-	-	1	312	42	125	**480**
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	-	-	73	95	33	69	**270**
Manager – Internal Audit 經理—內部稽核	-	-	5	232	136	227	**600**
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織／質素保證／ 工效優化	-	-	10	58	92	181	**341**
Manager – Property/ Real Estate 經理—產業／房地產	-	-	28	116	12	3	**159**
Other Manager 其他經理	-	2	101	171	545	5 814	**6 633**
Sub-total 小 計	**13**	**11**	**1 764**	**18 909**	**12 664**	**14 638**	**47 999**
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級							
Administration Officer 行政主任	-	167	552	615	115	135	**1 584**
Management Trainee 見習主任	101	1	44	140	-	293	**579**
Representative 代表	-	2	59	31	3	141	**236**
Treasury and Capital Markets Trader 庫務及資本市場操盤員	-	94	217	398	69	194	**972**
Remittances Officer 匯兌主任	-	87	316	283	89	64	**839**
Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場（前台和中台）	-	14	127	24	-	31	**196**
Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場（後台）	-	30	103	377	9	67	**586**
Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	80	410	983	1 138	32	1 024	**3 667**
Investment Analyst 投資分析員	35	119	786	1 095	99	730	**2 864**
Investment Services Dealer 投資服務交易員	15	114	504	361	28	107	**1 129**
Customer Service Representative – Investment Service 客戶服務代表 — 投資服務	-	146	149	117	-	121	**533**
Investment Officer 投資主任	-	109	788	1 323	12	398	**2 630**
Account Executive/ Sales Officer 客戶主任／營業主任	136	157	1 355	1 607	3	489	**3 747**
Investment Settlement Officer 投資結算主任	8	67	565	646	41	369	**1 696**
Product Associate 產品主任	-	-	71	958	3	32	**1 064**
Trade Finance Operations Officer 貿易融資營運主任	-	12	258	1 198	30	114	**1 612**
Complaint Officer 投訴主任	-	-	79	545	-	13	**637**
Operations Officer 營運主任	6	7	986	2 494	450	1 016	**4 959**
Credit/ Loan Officer 信貸／放款主任	-	346	842	952	69	491	**2 700**

Job Title 職稱	Number of Employees 僱員人數						
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/ 主任級（續）							
Credit Analyst 信貸分析員	160	49	474	86	7	148	**924**
Credit Card Officer 信用卡主任	-	-	203	205	30	32	**470**
Hire Purchase/ Leasing Officer 分期付款／租賃主任	-	20	191	20	-	108	**339**
Business Development Officer 業務發展主任	-	38	638	734	5	235	**1 650**
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行／商業銀行／ 客戶關係管理	-	7	878	1 446	16	749	**3 096**
Telemarketing Officer 電話市場推廣主任	-	-	47	247	-	9	**303**
Relationship Officer – Private Banking 客戶關係主任—私人銀行	-	13	34	201	-	81	**329**
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行／證券	-	17	2 589	126	34	2 457	**5 223**
Insurance Products Officer 保險產品主任	-	-	66	121	-	111	**298**
Mandatory Provident Fund Officer 強制性公積金主任	-	-	245	57	-	259	**561**
Trust Officer 信託主任	-	-	74	16	14	49	**153**
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財／電話服務中心	-	69	143	404	-	489	**1 105**
Accounting Officer 會計主任	11	89	841	699	13	600	**2 253**
Computer Operations Officer 電腦運作主任	-	20	420	795	9	140	**1 384**
Programmer/ Technology Officer 程式員／科技主任	-	13	521	1 088	2	664	**2 288**
System Analyst 系統分析員	-	3	205	440	-	660	**1 308**
Human Resources Officer 人力資源主任	3	81	231	403	16	196	**930**
Training Officer/ Instructor 訓練主任／導師	-	-	56	25	-	34	**115**
Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	-	24	579	527	2	304	**1 436**
Internal Audit Officer 內部稽核主任	-	-	138	427	-	138	**703**
Officer - Organisation/ Productivity/ Quality/ Re-Engineering 主任—組織／生產力／質素／工效優化	-	-	34	2	-	172	**208**
Other Supervisor/Officer 其他主管/主任	-	224	1 205	293	-	6 025	**7 747**
Sub-total **小 計**	**555**	**2 549**	**18 596**	**22 664**	**1 200**	**19 489**	**65 053**

Job Title 職稱	Number of Employees 僱員人數						
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
CLERICAL LEVEL 文員級							
Clerk 文員	2 257	4 138	4 337	250	72	2 682	**13 736**
Dealing Assistant 交易助理	234	1 961	785	114	68	953	**4 115**
Cashier 出納員	130	58	693	5	1	78	**965**
Receptionist/ Greeter 接待員／電話操作員	83	292	135	6	16	119	**651**
Trade Finance Operations Checker 貿易融資運作核對員	48	82	525	36	12	63	**766**
Telemarketing Representative 電話市場推廣代表	169	78	170	247	76	23	**763**
Teller 櫃檯員	1 615	2 826	1 277	12	914	4 446	**11 090**
Accounting Clerk 會計文員	76	955	828	36	-	319	**2 214**
Computer Operator 電腦操作員	299	258	459	21	-	181	**1 218**
Other Clerk 其他文員	143	307	51	248	-	4 669	**5 418**
Sub-total 小 計	**5 054**	**10 955**	**9 260**	**975**	**1 159**	**13 533**	**40 936**
OTHERS 其他							
OTHER SUPPORTING STAFF 其他輔助員工	-	-	-	-	-	6 672	**6 672**
Sub-total 小 計	**0**	**0**	**0**	**0**	**0**	**6 672**	**6 672**
Total 總 計	**5 622**	**13 515**	**29 620**	**42 548**	**15 023**	**54 332**	**160 660**

* As the minimum requirement on year(s) of experience in the industry of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的基本年資要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 3.1 : Employees' Minimum Requirement on Year(s) of Experience in the Industry
(Banking and Finance Industry – By Branch)

表 3.1 : 僱員在此行業的基本年資要求
（銀行及金融業 – 按門類劃分）

Branch 門類	Job Level 職級	Number of Employees 僱員人數						
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial Level 經理級	-	1	181	11 268	8 846	10 609	**30 905**
	Supervisory/Officer Level 主管/ 主任級	96	189	8 774	17 745	808	12 373	**39 985**
	Clerical Level 文員級	2 387	4 016	7 724	676	1 158	10 909	**26 870**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	3 103	**3 103**
	Total 總計	**2 483**	**4 206**	**16 679**	**29 689**	**10 812**	**36 994**	**100 863**
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	-	-	6	113	24	17	**160**
	Supervisory/Officer Level 主管/ 主任級	-	2	137	10	1	10	**160**
	Clerical Level 文員級	172	23	44	10	-	8	**257**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	17	**17**
	Total 總計	**172**	**25**	**187**	**133**	**25**	**52**	**594**
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	-	-	109	680	372	94	**1 255**
	Supervisory/Officer Level 主管/ 主任級	-	133	619	172	-	245	**1 169**
	Clerical Level 文員級	46	266	216	-	-	68	**596**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	204	**204**
	Total 總計	**46**	**399**	**944**	**852**	**372**	**611**	**3 224**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	-	1	221	605	268	138	**1 233**
	Supervisory/Officer Level 主管/ 主任級	3	496	695	256	51	160	**1 661**
	Clerical Level 文員級	555	955	94	10	-	68	**1 682**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	198	**198**
	Total 總計	**558**	**1 452**	**1 010**	**871**	**319**	**564**	**4 774**

Branch 門類	Job Level 職級	Number of Employees 僱員人數						
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	11	8	344	979	442	118	**1 902**
	Supervisory/Officer Level 主管/ 主任級	182	389	2 510	704	39	76	**3 900**
	Clerical Level 文員級	171	1 995	169	-	1	373	**2 709**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	217	**217**
	Total 總計	**364**	**2 392**	**3 023**	**1 683**	**482**	**784**	**8 728**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	2	-	150	155	108	47	**462**
	Supervisory/Officer Level 主管/ 主任級	8	180	425	73	1	142	**829**
	Clerical Level 文員級	155	338	52	-	-	74	**619**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	24	**24**
	Total 總計	**165**	**518**	**627**	**228**	**109**	**287**	**1 934**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial Level 經理級	-	-	-	-	-	899	**899**
	Supervisory/Officer Level 主管/ 主任級	-	-	-	-	-	1084	**1 084**
	Clerical Level 文員級	-	-	-	-	-	436	**436**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	1 186	**1 186**
	Total 總計	**0**	**0**	**0**	**0**	**0**	**3 605**	**3 605**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	-	-	118	135	38	16	**307**
	Supervisory/Officer Level 主管/ 主任級	-	200	277	92	-	76	**645**
	Clerical Level 文員級	455	907	120	18	-	407	**1 907**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	27	**27**
	Total 總計	**455**	**1 107**	**515**	**245**	**38**	**526**	**2 886**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	-	-	472	2 812	1 537	1 353	**6 174**
	Supervisory/Officer Level 主管/ 主任級	26	211	2 745	1 383	179	2 259	**6 803**
	Clerical Level 文員級	25	989	484	86	-	1 113	**2 697**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	895	**895**
	Total 總計	**51**	**1 200**	**3 701**	**4 281**	**1716**	**5 620**	**16 569**

Branch 門類	Job Level 職級	Number of Employees 僱員人數						
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於2年至5年	Over 5 Years - 10 Years 多於5年至10年	Over 10 Years 多於10年	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	-	1	163	2 162	1 029	1 347	**4 702**
	Supervisory/Officer Level 主管/ 主任級	240	749	2 414	2 229	121	3 064	**8 817**
	Clerical Level 文員級	1 088	1 466	357	175	-	77	**3 163**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	801	**801**
	Total 總計	**1 328**	**2 216**	**2 934**	**4 566**	**1 150**	**5 289**	**17 483**
All Branches 全部門類	Managerial Level 經理級	**13**	**11**	**1 764**	**18 909**	**12 664**	**14 638**	**47 999**
	Supervisory/Officer Level 主管/ 主任級	**555**	**2 549**	**18 596**	**22 664**	**1 200**	**19 489**	**65 053**
	Clerical Level 文員級	**5 054**	**10 955**	**9 260**	**975**	**1 159**	**13 533**	**40 936**
	Other Supporting Staff 其他輔助員工	**-**	**-**	**-**	**-**	**-**	**6 672**	**6 672**
	Total 總計	**5 622**	**13 515**	**29 620**	**42 548**	**15 023**	**54 332**	**160 660**

* As the minimum requirement on year(s) of experience in the industry of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的基本年資要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 4 : Average Monthly Income Range of Employees
(Banking and Finance Industry)

表 4 : 僱員平均每月收入的幅度
（銀行及金融業）

Job Title 職稱	Number of Employees 僱員人數										
	Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL 經理級											
Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager 行政總裁／營運總監／首席財務官／常務董事／總經理	-	-	-	40	185	314	270	152	576	838	**2 375**
Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	-	-	-	5	1	22	97	31	140	102	**398**
Chief Representative 首席代表	-	-	-	3	3	19	4	6	35	20	**90**
Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	-	-	4	109	91	73	29	13	44	111	**474**
Manager – Administration 經理—行政	-	-	-	79	244	280	81	17	156	177	**1 034**
Zone/ District Manager 區域經理	-	-	-	-	36	8	204	54	11	69	**382**
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	-	2	8	16	32	15	149	48	**270**
Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場(前台和中台)	-	-	-	42	69	69	119	56	516	174	**1 045**
Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場(後台)	-	-	-	10	120	102	38	11	12	97	**390**
Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	-	-	-	18	-	36	45	41	41	70	**251**
Chief Investment Officer/ Manager – Investment 總投資主任／經理—投資	-	-	-	122	28	92	372	75	235	722	**1 646**
Portfolio Manager 投資組合經理	-	-	-	129	37	110	667	120	226	384	**1 673**
Manager – Investment Advisory Services 經理—投資諮詢服務	-	-	-	140	38	230	289	95	143	372	**1 307**
Manager – Dealing Room 經理—交易室	-	-	18	220	110	120	205	22	71	431	**1 197**
Responsible Officer/ Registered Manager 負責人員／註冊司理人	-	-	-	19	64	95	50	64	9	62	**363**
Manager – Investment Settlement 經理—投資結算	-	-	-	44	48	473	41	44	12	37	**699**

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL (Continued) 經理級（續）											
Product Manager 產品經理	-	-	-	30	16	53	12	29	55	271	**466**
Sales Manager 銷售經理	-	-	-	15	131	591	467	49	85	171	**1 509**
Manager – Trade Finance Operations 經理—貿易融資運作	-	-	-	16	70	106	178	80	13	110	**573**
Manager – Loan Operation 經理—貸款業務	-	-	-	165	84	47	62	28	-	121	**507**
Manager – Credit Management 經理—信貸管理	-	-	-	223	74	389	234	208	9	302	**1 439**
Manager – Credit Card 經理—信用卡	-	-	-	1	-	62	18	67	-	24	**172**
Manager – Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	-	-	-	1	7	19	99	1	13	30	**170**
Head of Business/ Managing Director 業務總監/董事總經理	-	-	-	3	80	34	35	44	356	489	**1 041**
Manager – Corporate Banking/ Commercial Banking/ Relationship Management 經理—企業銀行／商業銀行／客戶關係管理	-	-	-	104	47	1 553	120	94	284	495	**2 697**
Manager – Marketing/ Product Development 經理—市場推廣／產品開發	-	-	-	38	82	239	385	27	33	177	**981**
Manager – Private Banking 經理—私人銀行	-	-	-	335	8	46	95	283	130	27	**924**
Manager – Customer Relationship (Personal Banking/ Securities) 經理—客戶關係（個人銀行／證券）	-	-	-	164	687	51	608	-	-	232	**1 742**
Manager – Branch 經理—分行	-	-	-	187	41	1 212	1 048	131	4	385	**3 008**
Manager – Insurance Products 經理—保險產品	-	-	-	-	29	65	2	2	2	18	**118**
Manager – Mandatory Provident Fund 經理—強制性公積金	-	-	-	-	3	69	70	-	-	6	**148**
Manager – Trust 經理—信託	-	-	-	-	1	19	59	10	4	66	**159**
Manager – Phone Banking/ Call Centre 經理—電話理財／電話服務中心	-	-	-	4	45	10	12	-	4	11	**86**
Financial Controller 財務總監	-	-	-	3	40	36	92	34	149	145	**499**
Manager – Accounting 經理—會計	-	-	-	62	264	384	449	332	21	328	**1 840**
Chief Information Officer/ Chief Technology Officer/ Manager – IT 總資訊主任／總科技主任／經理—資訊科技	-	-	-	25	49	738	1 404	117	126	413	**2 872**
E-Commerce/E-Banking Manager 電子商貿／電子銀行經理	-	-	-	3	48	50	106	-	22	80	**309**

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
MANAGERIAL LEVEL (Continued) 經理級（續）											
Manager – Human Resources 經理—人力資源	-	-	-	12	118	424	410	38	83	207	**1 292**
Manager – Training/ Learning and Development 經理—培訓／學習及發展	-	-	-	9	24	42	93	1	8	32	**209**
Risk Manager – Composite Risk 風險經理—綜合	-	-	-	50	87	204	639	21	32	142	**1 175**
Risk Manager – Credit Risk 風險經理—信貸風險	-	-	-	4	1	124	112	4	5	28	**278**
Risk Manager – Market Risk 風險經理—市場風險	-	-	-	-	16	4	145	-	-	21	**186**
Risk Manager – Operation Risk 風險經理—營運風險	-	-	-	24	4	18	46	32	-	26	**150**
Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	-	-	-	7	138	63	547	48	154	240	**1 197**
Company Secretary 公司秘書	-	-	-	1	93	24	24	4	-	29	**175**
Legal Adviser 法律顧問	-	-	-	-	1	20	94	108	93	164	**480**
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	-	-	-	16	66	32	65	14	3	74	**270**
Manager – Internal Audit 經理—內部稽核	-	-	-	61	15	70	211	29	55	159	**600**
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織／質素保證／工效優化	-	-	-	100	36	72	18	1	7	107	**341**
Manager – Property/ Real Estate 經理—產業／房地產	-	-	-	-	28	43	23	-	64	1	**159**
Other Manager 其他經理	-	-	-	381	113	573	784	-	50	4 732	**6 633**
Sub-total 小 計	**0**	**0**	**22**	**3 026**	**3 628**	**9 545**	**11 309**	**2 652**	**4 240**	**13 577**	**47 999**
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級											
Administration Officer 行政主任	-	-	313	755	218	64	8	1	-	225	**1 584**
Management Trainee 見習主任	-	-	27	200	55	-	-	-	-	297	**579**
Representative 代表	-	-	10	12	47	4	3	2	-	158	**236**
Treasury and Capital Markets Trader 庫務及資本市場操盤員	-	-	63	259	63	63	81	126	39	278	**972**
Remittances Officer 匯兌主任	-	-	214	498	4	10	-	-	-	113	**839**
Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場（前台和中台）	-	-	20	39	17	88	-	-	4	28	**196**

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/ 主任級（續）											
Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場（後台）	-	-	49	375	60	12	6	-	-	84	**586**
Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	-	1	411	1 064	393	103	57	29	32	1 577	**3 667**
Investment Analyst 投資分析員	-	-	21	816	274	205	104	34	77	1 333	**2 864**
Investment Services Dealer 投資服務交易員	-	-	111	197	73	67	165	1	27	488	**1 129**
Customer Service Representative – Investment Service 客戶服務代表 — 投資服務	-	-	188	35	21	42	-	-	-	247	**533**
Investment Officer 投資主任	-	40	166	558	269	45	87	55	481	929	**2 630**
Account Executive/ Sales Officer 客戶主任／營業主任	-	-	345	2 402	297	34	24	6	-	639	**3 747**
Investment Settlement Officer 投資結算主任	-	-	240	709	171	10	48	-	-	518	**1 696**
Product Associate 產品主任	-	-	41	786	101	11	-	7	-	118	**1 064**
Trade Finance Operations Officer 貿易融資營運主任	-	-	32	921	489	62	3	-	-	105	**1 612**
Complaint Officer 投訴主任	-	-	12	616	6	-	-	-	-	3	**637**
Operations Officer 營運主任	-	-	1 009	3 214	270	159	1	-	-	306	**4 959**
Credit/ Loan Officer 信貸／放款主任	-	-	695	1 284	104	50	1	-	-	566	**2 700**
Credit Analyst 信貸分析員	-	-	269	374	110	33	-	-	-	138	**924**
Credit Card Officer 信用卡主任	-	-	186	84	184	-	-	-	-	16	**470**
Hire Purchase/ Leasing Officer 分期付款／租賃主任	-	-	50	226	-	18	-	-	-	45	**339**
Business Development Officer 業務發展主任	-	-	779	513	131	91	20	7	-	109	**1 650**
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行／商業銀行／客戶關係管理	-	-	317	2 034	379	215	-	-	-	151	**3 096**
Telemarketing Officer 電話市場推廣主任	-	-	-	226	15	53	-	-	-	9	**303**
Relationship Officer – Private Banking 客戶關係主任—私人銀行	-	-	57	11	83	133	20	-	-	25	**329**
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行／證券	-	-	107	2 802	722	8	-	-	-	1 584	**5 223**

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Insurance Products Officer 保險產品主任	-	-	4	110	39	102	-	-	-	43	**298**
Mandatory Provident Fund Officer 強制性公積金主任	-	-	24	156	122	-	-	-	-	259	**561**
Trust Officer 信託主任	-	-	22	60	7	2	-	-	-	62	**153**
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財／電話服務中心	-	-	74	631	34	-	-	-	-	366	**1 105**
Accounting Officer 會計主任	-	-	290	756	466	166	-	-	-	575	**2 253**
Computer Operations Officer 電腦運作主任	-	-	54	246	789	101	9	-	-	185	**1 384**
Programmer/ Technology Officer 程式員／科技主任	-	-	108	1 072	412	90	7	-	-	599	**2 288**
System Analyst 系統分析員	-	-	7	457	271	16	1	-	-	556	**1 308**
Human Resources Officer 人力資源主任	-	-	119	408	50	129	-	-	-	224	**930**
Training Officer/ Instructor 訓練主任／導師	-	-	12	72	6	3	-	-	-	22	**115**
Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	-	-	157	640	293	62	8	-	-	276	**1 436**
Internal Audit Officer 內部稽核主任	-	-	88	252	260	28	9	-	-	66	**703**
Officer - Organisation/ Productivity/ Quality/ Re-Engineering 主任—組織／生產力／質素／工效優化	-	-	40	16	18	2	-	-	-	132	**208**
Other Supervisor/Officer 其他主管/主任	-	-	104	3 047	254	21	20	-	-	4 301	**7 747**
Sub-total 小 計	**0**	**41**	**6 835**	**28 933**	**7 577**	**2 302**	**682**	**268**	**660**	**17 755**	**65 053**
CLERICAL LEVEL 文員級											
Clerk 文員	39	455	9 446	394	321	22	-	-	-	3 059	**13 736**
Dealing Assistant 交易助理	-	76	1 633	191	128	272	-	-	-	1 815	**4 115**
Cashier 出納員	-	-	914	8	-	-	-	-	-	43	**965**
Receptionist/ Greeter 接待員／電話操作員	2	15	404	12	111	-	-	-	-	107	**651**
Trade Finance Operations Checker 貿易融資運作核對員	-	24	177	456	-	-	-	-	-	109	**766**
Telemarketing Representative 電話市場推廣代表	-	-	589	75	-	-	-	-	-	99	**763**
Teller 櫃檯員	-	2	8 987	-	-	-	-	-	-	2 101	**11 090**
Accounting Clerk 會計文員	-	42	1 578	82	77	-	-	-	-	435	**2 214**
Computer Operator 電腦操作員	-	30	540	358	22	-	-	-	-	268	**1 218**
Other Clerk 其他文員	-	43	719	49	-	-	-	-	-	4 607	**5 418**
Sub-total 小 計	**41**	**687**	**24 987**	**1 625**	**659**	**294**	**0**	**0**	**0**	**12 643**	**40 936**

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／ 未有說明*／ 未有提供資料	**Total** **總計**
OTHERS 其他											
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	6 672	**6 672**
Sub-total 小 計	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**6 672**	**6 672**
Total 總 計	**41**	**728**	**31 844**	**33 584**	**11 864**	**12 141**	**11 991**	**2 920**	**4 900**	**50 647**	**160 660**

* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的平均每月收入的幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 4.1 : Average Monthly Income Range of Employees
(Banking and Finance Industry – By Branch)

表 4.1 : 僱員平均每月收入的幅度
（銀行及金融業 – 按門類劃分）

Branch 門類	Job Level 職級	Number of Employees 僱員人數										
		Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial Level 經理級	-	-	-	2 067	2 097	7 028	9 108	1 686	2 341	6 578	**30 905**
	Supervisory /Officer Level 主管/ 主任級	-	-	3 918	23 068	4 624	1 467	372	123	2	6 411	**39 985**
	Clerical Level 文員級	2	33	17 808	995	571	-	-	-	-	7 461	**26 870**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	3 103	**3 103**
	Total 總計	**2**	**33**	**21 726**	**26 130**	**7 292**	**8 495**	**9 480**	**1 809**	**2 343**	**23 553**	**100 863**
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	-	-	-	9	21	8	11	15	2	94	**160**
	Supervisory /Officer Level 主管/ 主任級	-	-	13	31	14	-	1	-	-	101	**160**
	Clerical Level 文員級	-	5	64	-	-	-	-	-	-	188	**257**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	17	**17**
	Total 總計	**0**	**5**	**77**	**40**	**35**	**8**	**12**	**15**	**2**	**400**	**594**
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	-	-	-	20	97	197	290	115	152	384	**1 255**
	Supervisory /Officer Level 主管/ 主任級	-	-	165	269	204	26	13	-	-	492	**1 169**
	Clerical Level 文員級	30	61	360	17	-	-	-	-	-	128	**596**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	204	**204**
	Total 總計	**30**	**61**	**525**	**306**	**301**	**223**	**303**	**115**	**152**	**1 208**	**3 224**

Branch 門類	Job Level 職級	Number of Employees 僱員人數										
		Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	-	-	-	225	187	276	62	22	18	443	**1 233**
	Supervisory /Officer Level 主管/ 主任級	-	-	578	486	77	28	-	-	-	492	**1 661**
	Clerical Level 文員級	-	74	726	81	-	-	-	-	-	801	**1 682**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	198	**198**
	Total 總計	**0**	**74**	**1 304**	**792**	**264**	**304**	**62**	**22**	**18**	**1 934**	**4 774**
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	-	-	18	256	315	268	215	156	178	496	**1 902**
	Supervisory /Officer Level 主管/ 主任級	-	1	769	1 730	323	153	10	48	-	866	**3 900**
	Clerical Level 文員級	-	128	1 033	204	8	-	-	-	-	1 336	**2 709**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	217	**217**
	Total 總計	**0**	**129**	**1 820**	**2 190**	**646**	**421**	**225**	**204**	**178**	**2 915**	**8 728**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	-	-	4	95	144	63	23	15	15	103	**462**
	Supervisory /Officer Level 主管/ 主任級	-	-	327	164	42	14	6	2	27	247	**829**
	Clerical Level 文員級	-	41	497	8	18	-	-	-	-	55	**619**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	24	**24**
	Total 總計	**0**	**41**	**828**	**267**	**204**	**77**	**29**	**17**	**42**	**429**	**1 934**

Branch 門類	Job Level 職級	Number of Employees 僱員人數										
		Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial Level 經理級	-	-	-	-	-	-	-	-	-	899	**899**
	Supervisory /Officer Level 主管/ 主任級	-	-	-	-	-	-	-	-	-	1 084	**1 084**
	Clerical Level 文員級	-	-	-	-	-	-	-	-	-	436	**436**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	1 186	**1 186**
	Total 總計	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**3 605**	**3 605**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	-	-	-	23	67	32	77	-	22	86	**307**
	Supervisory /Officer Level 主管/ 主任級	-	-	201	199	10	26	1	-	41	167	**645**
	Clerical Level 文員級	9	157	1 518	25	-	-	-	-	-	198	**1 907**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	27	**27**
	Total 總計	**9**	**157**	**1 719**	**247**	**77**	**58**	**78**	**0**	**63**	**478**	**2 886**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	-	-	-	131	297	780	993	318	1 058	2 597	**6 174**
	Supervisory /Officer Level 主管/ 主任級	-	-	225	1 300	858	334	194	47	550	3 295	**6 803**
	Clerical Level 文員級	-	12	488	283	21	272	-	-	-	1 621	**2 697**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	895	**895**
	Total 總計	**0**	**12**	**713**	**1 714**	**1 176**	**1386**	**1 187**	**365**	**1 608**	**8 408**	**16 569**

Branch 門類	Job Level 職級	Number of Employees 僱員人數										
		Below $8,000 以下	$8,000 - $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	Above $100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total 總計**
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	-	-	-	200	403	893	530	325	454	1 897	**4 702**
	Supervisory /Officer Level 主管/ 主任級	-	40	639	1 686	1 425	254	85	48	40	4 600	**8 817**
	Clerical Level 文員級	-	176	2 493	12	41	22	-	-	-	419	**3 163**
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	801	**801**
	Total 總計	**0**	**216**	**3 132**	**1 898**	**1 869**	**1 169**	**615**	**373**	**494**	**7 717**	**17 483**
All Branches 全部門類	Managerial Level 經理級	**-**	**-**	**22**	**3 026**	**3 628**	**9 545**	**11 309**	**2 652**	**4 240**	**13 577**	**47 999**
	Supervisory /Officer Level 主管/ 主任級	**-**	**41**	**6 835**	**28 933**	**7 577**	**2 302**	**682**	**268**	**660**	**17 755**	**65 053**
	Clerical Level 文員級	**41**	**687**	**24 987**	**1 625**	**659**	**294**	**-**	**-**	**-**	**12 643**	**40 936**
	Other Supporting Staff 其他輔助員工	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**6 672**	**6 672**
	Total 總計	**41**	**728**	**31 844**	**33 584**	**11 864**	**12 141**	**11 991**	**2 920**	**4 900**	**50 647**	**160 660**

* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的平均每月收入幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 5 : Average Age Range of Employees
(Banking and Finance Industry)

表 5 : 僱員平均年齡的幅度
（銀行及金融業）

Job Title 職稱	Number of Employees 僱員人數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
MANAGERIAL LEVEL 經理級					
Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager 行政總裁／營運總監／首席財務官／常務董事／總經理	36	974	488	877	**2 375**
Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	13	168	85	132	**398**
Chief Representative 首席代表	-	42	14	34	**90**
Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	17	313	22	122	**474**
Manager – Administration 經理—行政	25	536	165	308	**1 034**
Zone/ District Manager 區域經理	-	105	189	88	**382**
Head of Treasury and Capital Markets 庫務及資本市場主管	5	70	139	56	**270**
Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場(前台和中台)	17	500	297	231	**1 045**
Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場(後台)	4	218	25	143	**390**
Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	49	101	13	88	**251**
Chief Investment Officer/ Manager – Investment 總投資主任／經理—投資	30	714	192	710	**1 646**
Portfolio Manager 投資組合經理	17	666	378	612	**1 673**
Manager – Investment Advisory Services 經理—投資諮詢服務	101	686	47	473	**1 307**
Manager – Dealing Room 經理—交易室	34	699	49	415	**1 197**
Responsible Officer/ Registered Manager 負責人員／註冊司理人	26	214	41	82	**363**
Manager – Investment Settlement 經理—投資結算	36	592	23	48	**699**
Product Manager 產品經理	16	210	3	237	**466**
Sales Manager 銷售經理	51	781	189	488	**1 509**
Manager – Trade Finance Operations 經理—貿易融資運作	1	306	21	245	**573**
Manager – Loan Operation 經理—貸款業務	33	301	31	142	**507**
Manager – Credit Management 經理—信貸管理	4	927	146	362	**1 439**
Manager – Credit Card 經理—信用卡	-	65	56	51	**172**

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
MANAGERIAL LEVEL (Continued) 經理級（續）					
Manager – Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	-	97	9	64	**170**
Head of Business/ Managing Director 業務總監/董事總經理	1	260	264	516	**1 041**
Manager – Corporate Banking/ Commercial Banking/ Relationship Management 經理—企業銀行／商業銀行／客戶關係管理	7	1 770	1	919	**2 697**
Manager – Marketing/ Product Development 經理—市場推廣／產品開發	28	439	18	496	**981**
Manager – Private Banking 經理—私人銀行	-	812	2	110	**924**
Manager – Customer Relationship (Personal Banking/ Securities) 經理—客戶關係（個人銀行／證券）	680	831	-	231	**1 742**
Manager – Branch 經理—分行	3	1 689	572	744	**3 008**
Manager – Insurance Products 經理—保險產品	-	35	3	80	**118**
Manager – Mandatory Provident Fund 經理—強制性公積金	-	89	-	59	**148**
Manager – Trust 經理—信託	-	45	40	74	**159**
Manager – Phone Banking/ Call Centre 經理—電話理財／電話服務中心	2	53	-	31	**86**
Financial Controller 財務總監	6	245	67	181	**499**
Manager – Accounting 經理—會計	45	1 265	17	513	**1 840**
Chief Information Officer/ Chief Technology Officer/ Manager – IT 總資訊主任／總科技主任／經理—資訊科技	24	1 993	120	735	**2 872**
E-Commerce/E-Banking Manager 電子商貿／電子銀行經理	-	161	18	130	**309**
Manager – Human Resources 經理—人力資源	15	661	213	403	**1 292**
Manager – Training/ Learning and Development 經理—培訓／學習及發展	8	91	1	109	**209**
Risk Manager – Composite Risk 風險經理—綜合	220	713	8	234	**1 175**
Risk Manager – Credit Risk 風險經理—信貸風險	55	169	7	47	**278**
Risk Manager – Market Risk 風險經理—市場風險	56	91	-	39	**186**
Risk Manager – Operation Risk 風險經理—營運風險	40	75	5	30	**150**
Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	84	762	18	333	**1 197**
Company Secretary 公司秘書	65	27	15	68	**175**
Legal Adviser 法律顧問	14	259	3	204	**480**
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	64	110	1	95	**270**
Manager – Internal Audit 經理—內部稽核	1	353	9	237	**600**

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／ 未有提供資料	**Total** **總計**
MANAGERIAL LEVEL (Continued) 經理級（續）					
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織／質素保證／ 工效優化	39	196	4	102	**341**
Manager – Property/ Real Estate 經理—產業／房地產	56	45	43	15	**159**
Other Manager 其他經理	24	981	11	5 617	**6 633**
Sub-total **小 計**	**2 052**	**23 505**	**4 082**	**18 360**	**47 999**
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級					
Administration Officer 行政主任	211	987	7	379	**1 584**
Management Trainee 見習主任	119	138	-	322	**579**
Representative 代表	16	12	12	196	**236**
Treasury and Capital Markets Trader 庫務及資本市場操盤員	105	454	-	413	**972**
Remittances Officer 匯兌主任	81	447	82	229	**839**
Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場（前台和中台）	163	8	-	25	**196**
Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場（後台）	407	61	-	118	**586**
Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	861	1 083	121	1 602	**3 667**
Investment Analyst 投資分析員	1 047	476	8	1 333	**2 864**
Investment Services Dealer 投資服務交易員	342	340	138	309	**1 129**
Customer Service Representative – Investment Service 客戶服務代表 — 投資服務	223	90	-	220	**533**
Investment Officer 投資主任	312	858	100	1 360	**2 630**
Account Executive/ Sales Officer 客戶主任／營業主任	621	1 431	-	1 695	**3 747**
Investment Settlement Officer 投資結算主任	575	536	16	569	**1 696**
Product Associate 產品主任	590	320	-	154	**1 064**
Trade Finance Operations Officer 貿易融資營運主任	55	1 289	3	265	**1 612**
Complaint Officer 投訴主任	559	69	-	9	**637**
Operations Officer 營運主任	1 437	2 546	1	975	**4 959**
Credit/ Loan Officer 信貸／放款主任	591	1 221	101	787	**2 700**
Credit Analyst 信貸分析員	126	581	-	217	**924**
Credit Card Officer 信用卡主任	83	207	-	180	**470**
Hire Purchase/ Leasing Officer 分期付款／租賃主任	38	196	-	105	**339**
Business Development Officer 業務發展主任	811	537	-	302	**1 650**

Job Title 職稱	Number of Employees 僱員人數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／未有提供資料	**Total** **總計**
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/ 主任級（續）					
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行／商業銀行／客戶關係管理	2 081	68	-	947	**3 096**
Telemarketing Officer 電話市場推廣主任	202	55	-	46	**303**
Relationship Officer – Private Banking 客戶關係主任—私人銀行	81	199	-	49	**329**
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行／證券	2 738	51	-	2 434	**5 223**
Insurance Products Officer 保險產品主任	6	107	-	185	**298**
Mandatory Provident Fund Officer 強制性公積金主任	49	124	-	388	**561**
Trust Officer 信託主任	58	20	-	75	**153**
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財／電話服務中心	442	110	-	553	**1 105**
Accounting Officer 會計主任	395	901	1	956	**2 253**
Computer Operations Officer 電腦運作主任	136	938	12	298	**1 384**
Programmer/ Technology Officer 程式員／科技主任	930	336	-	1 022	**2 288**
System Analyst 系統分析員	268	269	-	771	**1 308**
Human Resources Officer 人力資源主任	321	258	-	351	**930**
Training Officer/ Instructor 訓練主任／導師	51	19	-	45	**115**
Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	391	477	-	568	**1 436**
Internal Audit Officer 內部稽核主任	311	150	-	242	**703**
Officer - Organisation/ Productivity/ Quality/ Re-Engineering 主任—組織／生產力／質素／工效優化	56	20	-	132	**208**
Other Supervisor/Officer 其他主管/主任	297	1 089	-	6 361	**7 747**
Sub-total **小 計**	**18 186**	**19 078**	**602**	**27 187**	**65 053**
CLERICAL LEVEL 文員級					
Clerk 文員	5 254	2 109	135	6 238	**13 736**
Dealing Assistant 交易助理	1 151	1 148	92	1 724	**4 115**
Cashier 出納員	752	8	131	74	**965**
Receptionist/ Greeter 接待員／電話操作員	125	198	13	315	**651**
Trade Finance Operations Checker 貿易融資運作核對員	90	458	20	198	**766**
Telemarketing Representative 電話市場推廣代表	493	123	-	147	**763**
Teller 櫃檯員	4 398	2 773	-	3 919	**11 090**
Accounting Clerk 會計文員	482	391	-	1 341	**2 214**
Computer Operator 電腦操作員	702	125	8	383	**1 218**

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／ 未有提供資料	**Total** **總計**
CLERICAL LEVEL (Continued) 文員級（續）					
Other Clerk 其他文員	404	85	26	4 903	**5 418**
Sub-total **小 計**	**13 851**	**7 418**	**425**	**19 242**	**40 936**
OTHERS 其他					
Other Supporting Staff 其他輔助員工	-	-	-	6 672	**6 672**
Sub-total **小 計**	**-**	**-**	**-**	**6 672**	**6 672**
Total **總 計**	**34 089**	**50 001**	**5 109**	**71 461**	**160 660**

* As the average age range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的平均年齡幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 5.1 : Average Age Range of Employees
(Banking and Finance Industry – By Branch)

表 5.1 : 僱員平均年齡的幅度
（銀行及金融業 – 按門類劃分）

Job Title 職 稱	Job Level 職級	Number of Employees 僱 員 人 數				
		Below 35 35歲以下	35-50	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／ 未有提供資料	**Total** **總計**
MANAGERIAL LEVEL	經理級					
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial Level 經理級	1 221	16 136	3 041	10 507	**30 905**
	Supervisory/Officer Level 主管/ 主任級	13 527	13015	160	13 283	**39 985**
	Clerical Level 文員級	9 314	4143	180	13 233	**26 870**
	Other Supporting Staff 其他輔助員工	-	-	-	3 103	**3 103**
	Total **總計**	**24 062**	**33 294**	**3 381**	**40 126**	**100 863**
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	6	45	11	98	**160**
	Supervisory/Officer Level 主管/ 主任級	24	23	-	113	**160**
	Clerical Level 文員級	29	4	-	224	**257**
	Other Supporting Staff 其他輔助員工	-	-	-	17	**17**
	Total **總計**	**59**	**72**	**11**	**452**	**594**
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	55	690	316	194	**1 255**
	Supervisory/Officer Level 主管/ 主任級	404	349	20	396	**1 169**
	Clerical Level 文員級	154	292	22	128	**596**
	Other Supporting Staff 其他輔助員工	-	-	-	204	**204**
	Total **總計**	**613**	**1 331**	**358**	**922**	**3 224**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	43	849	130	211	**1 233**
	Supervisory/Officer Level 主管/ 主任級	550	652	101	358	**1 661**
	Clerical Level 文員級	692	434	-	556	**1 682**
	Other Supporting Staff 其他輔助員工	-	-	-	198	**198**
	Total **總計**	**1 285**	**1 935**	**231**	**1 323**	**4 774**
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	140	1 038	239	485	**1 902**
	Supervisory/Officer Level 主管/ 主任級	1 022	883	33	1 962	**3 900**
	Clerical Level 文員級	778	638	136	1 157	**2 709**
	Other Supporting Staff 其他輔助員工	-	-	-	217	**217**
	Total **總計**	**1 940**	**2 559**	**408**	**3 821**	**8 728**

Job Title 職 稱	Job Level 職級	Number of Employees 僱 員 人 數				
		Below 35 35歲以下	35-50	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／ 未有提供資料	**Total** **總計**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	32	342	24	64	**462**
	Supervisory/Officer Level 主管/ 主任級	394	266	5	164	**829**
	Clerical Level 文員級	452	51	4	112	**619**
	Other Supporting Staff 其他輔助員工	-	-	-	24	**24**
	Total **總計**	**878**	**659**	**33**	**364**	**1 934**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial Level 經理級	-	-	-	899	**899**
	Supervisory/Officer Level 主管/ 主任級	-	-	-	1 084	**1 084**
	Clerical Level 文員級	-	-	-	436	**436**
	Other Supporting Staff 其他輔助員工	-	-	-	1 186	**1 186**
	Total **總計**	**0**	**0**	**0**	**3 605**	**3 605**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	3	215	27	62	**307**
	Supervisory/Officer Level 主管/ 主任級	90	288	84	183	**645**
	Clerical Level 文員級	385	829	71	622	**1 907**
	Other Supporting Staff 其他輔助員工	-	-	-	27	**27**
	Total **總計**	**478**	**1 332**	**182**	**894**	**2 886**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	464	2 115	204	3 391	**6 174**
	Supervisory/Officer Level 主管/ 主任級	1 118	1 446	-	4 239	**6 803**
	Clerical Level 文員級	549	426	12	1 710	**2 697**
	Other Supporting Staff 其他輔助員工	-	-	-	895	**895**
	Total **總計**	**2 131**	**3 987**	**216**	**10 235**	**16 569**
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	88	2 075	90	2 449	**4 702**
	Supervisory/Officer Level 主管/ 主任級	1 057	2 156	199	5 405	**8 817**
	Clerical Level 文員級	1 498	601	-	1 064	**3 163**
	Other Supporting Staff 其他輔助員工	-	-	-	801	**801**
	Total **總計**	**2 643**	**4 832**	**289**	**9 719**	**17 483**
All Branches 全部門類	Managerial Level 經理級	**2 052**	**23 505**	**4 082**	**18 360**	**47 999**
	Supervisory/Officer Level 主管/ 主任級	**18 186**	**19 078**	**602**	**27 187**	**65 053**
	Clerical Level 文員級	**13 851**	**7 418**	**425**	**19 242**	**40 936**
	Other Supporting Staff 其他輔助員工	**0**	**0**	**0**	**6 672**	**6 672**
	Total **總計**	**34 089**	**50 001**	**5 109**	**71 461**	**160 660**

* As the average age range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的平均年齡幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 6 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Banking and Finance Industry)

表 6 ：過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（銀行及金融業）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	1 287	3 174	2 289	**6 750**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	62	583	96	**741**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	111	770	962	**1 843**
(d)	Emigration 移民	7	19	20	**46**
(e)	Repatriation 回國	94	130	15	**239**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	26	69	2	**97**
	(ii) To other countries 往其他國家	26	50	24	**100**
(g)	Retirement 退休	276	264	337	**877**
(h)	Further studies 繼續進修	4	193	400	**597**
(i)	Other reasons 其他原因	537	2 053	839	**3 429**
(j)	Reasons unknown 原因不詳	540	1 785	865	**3 190**
	Sub-total 小計	**2 970**	**9 090**	**5 849**	**17 909**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	292	320	297	**909**
(b)	Company re-structured/closed 公司改組／結業	36	111	61	**208**
(c)	Expiry of employment contract 僱傭合約期滿	29	50	590	**669**
(d)	Poor performance 工作表現欠佳	59	244	195	**498**
(e)	Other reasons 其他原因	20	24	24	**68**
(f)	Reasons unknown 原因不詳	2	-	1	**3**
	Sub-total 小計	**438**	**749**	**1 168**	**2 355**
	Total 總計	**3 408**	**9 839**	**7 017**	**20 264**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	1 831	4 254	2 426	**8 511**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	40	481	317	**838**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	202	936	1 309	**2 447**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	461	888	1 348	**2 697**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	26	74	572	**672**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	5	147	712	**864**
(e)	Other sources 其他來源	44	29	68	**141**
(f)	Sources unspecified 來源未有說明	812	2 064	2 009	**4 885**
	Total **總計**	**3 421**	**8 873**	**8 761**	**21 055**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	2 879	8 003	8 357	**19 239**
(b)	Mainland China 中國內地	191	661	326	**1 178**
(c)	Other parts of Asia 亞洲其他地區	88	63	55	**206**
(d)	Europe 歐洲	12	145	21	**178**
(e)	United States of America 美國	4	-	-	**4**
(f)	Other places 其他地方	25	1	2	**28**
(g)	Geographic origins unspecified 地域來源未有說明	222	-	-	**222**
	Total **總計**	**3 421**	**8 873**	**8 761**	**21 055**

Table 6.1 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin
(Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)

表 6.1 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）
（持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total** **總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	574	2 035	1 824	**4 433**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	62	543	80	**685**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	98	617	766	**1 481**
(d)	Emigration 移民	7	17	3	**27**
(e)	Repatriation 回國	84	113	1	**198**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	18	69	2	**89**
	(ii) To other countries 往其他國家	7	32	-	**39**
(g)	Retirement 退休	247	238	279	**764**
(h)	Further studies 繼續進修	4	163	383	**550**
(i)	Other reasons 其他原因	412	1 938	737	**3 087**
(j)	Reasons unknown 原因不詳	354	874	478	**1 706**
	Sub-total **小計**	**1 867**	**6 639**	**4 553**	**13 059**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Retrenchment 裁員	246	277	230	**753**
(b)	Company re-structured/closed 公司改組／結業	17	30	15	**62**
(c)	Expiry of employment contract 僱傭合約期滿	19	37	585	**641**
(d)	Poor performance 工作表現欠佳	55	219	156	**430**
(e)	Other reasons 其他原因	19	24	24	**67**
(f)	Reasons unknown 原因不詳	-	-	1	**1**
	Sub-total **小計**	**356**	**587**	**1 011**	**1 954**
	Total **總計**	**2 223**	**7 226**	**5 564**	**15 013**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	724	2 332	1 731	**4 787**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	39	433	295	**767**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	145	655	1 048	**1 848**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	461	826	1 197	**2 484**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	26	71	530	**627**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	5	107	603	**715**
(e)	Other sources 其他來源	36	10	6	**52**
(f)	Sources unspecified 來源未有說明	796	1 808	1 905	**4 509**
	Total **總計**	**2 232**	**6 242**	**7 315**	**15 789**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	1 816	5 617	6 980	**14 413**
(b)	Mainland China 中國內地	123	584	302	**1 009**
(c)	Other parts of Asia 亞洲其他地區	57	40	31	**128**
(d)	Europe 歐洲	9	-	-	**9**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	5	1	2	**8**
(g)	Geographic origins unspecified 地域來源未有說明	222	-	-	**222**
	Total **總計**	**2 232**	**6 242**	**7 315**	**15 789**

Table 6.2 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Deposit-taking Companies)

表 6.2 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（接受存款公司）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	5	8	6	**19**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	**0**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	-	12	**12**
(d)	Emigration 移民	-	-	-	**0**
(e)	Repatriation 回國	6	-	3	**9**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	**0**
	(ii) To other countries 往其他國家	1	-	-	**1**
(g)	Retirement 退休	-	1	-	**1**
(h)	Further studies 繼續進修	-	-	-	**0**
(i)	Other reasons 其他原因	-	-	-	**0**
(j)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total 小計	**12**	**9**	**21**	**42**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	-	-	-	**0**
(b)	Company re-structured/closed 公司改組／結業	-	-	-	**0**
(c)	Expiry of employment contract 僱傭合約期滿	-	-	1	**1**
(d)	Poor performance 工作表現欠佳	-	-	-	**0**
(e)	Other reasons 其他原因	1	-	-	**1**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total 小計	**1**	**0**	**1**	**2**
	Total 總計	**13**	**9**	**22**	**44**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	22	6	6	**34**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	-	-	-	**0**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	-	10	**10**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	1	**1**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	-	**0**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	-	**0**
(e)	Other sources 其他來源	1	-	-	**1**
(f)	Sources unspecified 來源未有說明	-	-	-	**0**
	Total **總計**	**23**	**6**	**17**	**46**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	8	4	16	**28**
(b)	Mainland China 中國內地	-	-	-	**0**
(c)	Other parts of Asia 亞洲其他地區	15	2	1	**18**
(d)	Europe 歐洲	-	-	-	**0**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**23**	**6**	**17**	**46**

Table 6.3 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Investment and Holding Companies)

表 6.3 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（投資及控股公司）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	61	111	2	**174**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	**0**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	3	-	**3**
(d)	Emigration 移民	-	-	-	**0**
(e)	Repatriation 回國	-	-	-	**0**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	7	-	-	**7**
	(ii) To other countries 往其他國家	-	-	-	**0**
(g)	Retirement 退休	3	-	40	**43**
(h)	Further studies 繼續進修	-	-	-	**0**
(i)	Other reasons 其他原因	-	-	10	**10**
(j)	Reasons unknown 原因不詳	-	12	13	**25**
	Sub-total 小計	**71**	**126**	**65**	**262**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	-	-	-	**0**
(b)	Company re-structured/closed 公司改組／結業	-	-	-	**0**
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	**0**
(d)	Poor performance 工作表現欠佳	-	-	-	**0**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total 小計	-	-	-	**0**
	Total 總計	**71**	**126**	**65**	**262**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	51	91	13	**155**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	-	-	-	**0**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	-	40	**40**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	19	-	**19**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	-	-	1	**1**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	-	**0**
(e)	Other sources 其他來源	-	-	-	**0**
(f)	Sources unspecified 來源未有說明	-	-	-	**0**
	Total **總計**	**51**	**110**	**54**	**215**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	45	104	54	**203**
(b)	Mainland China 中國內地	6	6	-	**12**
(c)	Other parts of Asia 亞洲其他地區	-	-	-	**0**
(d)	Europe 歐洲	-	-	-	**0**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**51**	**110**	**54**	**215**

Table 6.4 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Personal Loans and Related Companies)

表 6.4 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（私人貸款及有關公司）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	39	126	107	**272**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	16	**16**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	30	61	**91**
(d)	Emigration 移民	-	-	-	**0**
(e)	Repatriation 回國	-	-	-	**0**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	**0**
	(ii) To other countries 往其他國家	-	-	-	**0**
(g)	Retirement 退休	2	3	1	**6**
(h)	Further studies 繼續進修	-	-	2	**2**
(i)	Other reasons 其他原因	1	-	24	**25**
(j)	Reasons unknown 原因不詳	2	44	48	**94**
	Sub-total 小計	**44**	**203**	**259**	**506**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	-	-	-	**0**
(b)	Company re-structured/closed 公司改組／結業	-	60	-	**60**
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	**0**
(d)	Poor performance 工作表現欠佳	-	3	12	**15**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	2	-	-	**2**
	Sub-total 小計	2	63	12	**77**
	Total 總計	**46**	**266**	**271**	**583**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	39	112	78	**229**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	1	-	-	**1**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	1	37	42	**80**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	3	27	**30**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	-	3	18	**21**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	10	**10**
(e)	Other sources 其他來源	1	-	30	**31**
(f)	Sources unspecified 來源未有說明	-	-	-	**0**
	Total **總計**	**42**	**155**	**205**	**402**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	41	155	205	**401**
(b)	Mainland China 中國內地	1	-	-	**1**
(c)	Other parts of Asia 亞洲其他地區	-	-	-	**0**
(d)	Europe 歐洲	-	-	-	**0**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**42**	**155**	**205**	**402**

Table 6.5 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Securities Brokerage Firms)

表 6.5 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（證券經紀公司）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	92	237	86	**415**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	**0**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	8	38	6	**52**
(d)	Emigration 移民	-	-	-	**0**
(e)	Repatriation 回國	-	-	-	**0**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	**0**
	(ii) To other countries 往其他國家	18	18	24	**60**
(g)	Retirement 退休	1	-	16	**17**
(h)	Further studies 繼續進修	-	-	8	**8**
(i)	Other reasons 其他原因	8	10	-	**18**
(j)	Reasons unknown 原因不詳	16	77	99	**192**
	Sub-total 小計	**143**	**380**	**239**	**762**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	30	18	43	**91**
(b)	Company re-structured/closed 公司改組／結業	8	14	24	**46**
(c)	Expiry of employment contract 僱傭合約期滿	8	-	-	**8**
(d)	Poor performance 工作表現欠佳	2	8	-	**10**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total 小計	48	40	67	**155**
	Total 總計	**191**	**420**	**306**	**917**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	262	277	96	**635**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	-	-	15	**15**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	1	26	**27**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	11	-	**11**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	4	**4**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	-	**0**
(e)	Other sources 其他來源	-	-	-	**0**
(f)	Sources unspecified 來源未有說明	16	16	8	**40**
	Total **總計**	**278**	**305**	**149**	**732**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	237	300	148	**685**
(b)	Mainland China 中國內地	32	2	-	**34**
(c)	Other parts of Asia 亞洲其他地區	9	3	1	**13**
(d)	Europe 歐洲	-	-	-	**0**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**278**	**305**	**149**	**732**

Table 6.6 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers)

表 6.6 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（期貨(包括金融期貨)及貴金屬經紀 / 交易商）

1.	The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason: 按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：				
(I)	Leaving of the company is initiated by the employee: 由僱員主動申請離職：				
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total** **總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	9	48	61	**118**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	**0**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	1	20	5	**26**
(d)	Emigration 移民	-	-	-	**0**
(e)	Repatriation 回國	-	-	-	**0**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	**0**
	(ii) To other countries 往其他國家	-	-	-	**0**
(g)	Retirement 退休	4	-	1	**5**
(h)	Further studies 繼續進修	-	-	1	**1**
(i)	Other reasons 其他原因	1	8	1	**10**
(j)	Reasons unknown 原因不詳	-	7	46	**53**
	Sub-total **小計**	**15**	**83**	**115**	**213**
(II)	Leaving of the company is initiated by the company: 由公司安排僱員離職：				
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Retrenchment 裁員	-	-	4	**4**
(b)	Company re-structured/closed 公司改組／結業	6	6	22	**34**
(c)	Expiry of employment contract 僱傭合約期滿	2	-	2	**4**
(d)	Poor performance 工作表現欠佳	-	-	18	**18**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total **小計**	8	6	46	**60**
	Total **總計**	**23**	**89**	**161**	**273**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	14	54	106	**174**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	6	-	**6**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	1	-	28	**29**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	2	21	**23**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	-	-	-	**0**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	1	**1**
(e)	Other sources 其他來源	2	-	-	**2**
(f)	Sources unspecified 來源未有說明	-	-	-	**0**
	Total **總計**	**17**	**62**	**156**	**235**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	15	57	156	**228**
(b)	Mainland China 中國內地	-	2	-	**2**
(c)	Other parts of Asia 亞洲其他地區	2	3	-	**5**
(d)	Europe 歐洲	-	-	-	**0**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**17**	**62**	**156**	**235**

Table 6.7 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin
(Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)

表 6.7 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）
（股票、黃金及期貨交易公司及銀行及金融業內的法定機構）

(Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to staff turnover in the past twelve months (1.1.2016 to 31.12.2016).)

「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2016 至31.12.2016）的僱員流動情況資料。

Table 6.8 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Money Changers and Foreign Exchange Brokers/ Dealers)

表 6.8 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（兌換商及外匯經紀/ 交易商）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	-	10	43	**53**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	**0**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	1	49	**50**
(d)	Emigration 移民	-	-	16	**16**
(e)	Repatriation 回國	-	5	11	**16**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	**0**
	(ii) To other countries 往其他國家	-	-	-	**0**
(g)	Retirement 退休	-	1	-	**1**
(h)	Further studies 繼續進修	-	-	-	**0**
(i)	Other reasons 其他原因	24	40	67	**131**
(j)	Reasons unknown 原因不詳	-	-	80	**80**
	Sub-total 小計	**24**	**57**	**266**	**347**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	-	-	-	**0**
(b)	Company re-structured/closed 公司改組／結業	1	-	-	**1**
(c)	Expiry of employment contract 僱傭合約期滿	-	1	-	**1**
(d)	Poor performance 工作表現欠佳	-	-	-	**0**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total 小計	**1**	**1**	**0**	**2**
	Total 總計	**25**	**58**	**266**	**349**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	-	37	64	**101**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	-	**0**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	-	57	**57**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	2	**2**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	-	-	-	**0**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	84	**84**
(e)	Other sources 其他來源	-	-	32	**32**
(f)	Sources unspecified 來源未有說明	-	-	-	**0**
	Total **總計**	**0**	**37**	**239**	**276**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	-	37	239	**276**
(b)	Mainland China 中國內地	-	-	-	**0**
(c)	Other parts of Asia 亞洲其他地區	-	-	-	**0**
(d)	Europe 歐洲	-	-	-	**0**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**0**	**37**	**239**	**276**

Table 6.9 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Investment Advisory/ Asset Management Companies)

表 6.9 : 過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（投資顧問 / 資產管理公司）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total** **總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	207	398	116	**721**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	**0**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	2	8	5	**15**
(d)	Emigration 移民	-	1	1	**2**
(e)	Repatriation 回國	4	12	-	**16**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	1	-	-	**1**
	(ii) To other countries 往其他國家	-	-	-	**0**
(g)	Retirement 退休	7	21	-	**28**
(h)	Further studies 繼續進修	-	25	6	**31**
(i)	Other reasons 其他原因	5	30	-	**35**
(j)	Reasons unknown 原因不詳	41	198	42	**281**
	Sub-total **小計**	**267**	**693**	**170**	**1 130**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total** **總計**
(a)	Retrenchment 裁員	16	25	20	**61**
(b)	Company re-structured/closed 公司改組／結業	4	1	-	**5**
(c)	Expiry of employment contract 僱傭合約期滿	-	-	2	**2**
(d)	Poor performance 工作表現欠佳	2	9	9	**20**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total **小計**	**22**	**35**	**31**	**88**
	Total **總計**	**289**	**728**	**201**	**1 218**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	347	660	115	**1 122**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	-	-	7	**7**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	54	65	19	**138**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	26	59	**85**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	-	-	-	**0**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	1	**1**
(e)	Other sources 其他來源	4	3	-	**7**
(f)	Sources unspecified 來源未有說明	-	-	-	**0**
	Total **總計**	**405**	**754**	**201**	**1 360**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	346	715	170	**1 231**
(b)	Mainland China 中國內地	27	6	-	**33**
(c)	Other parts of Asia 亞洲其他地區	5	12	10	**27**
(d)	Europe 歐洲	3	21	21	**45**
(e)	United States of America 美國	4	-	-	**4**
(f)	Other places 其他地方	20	-	-	**20**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**405**	**754**	**201**	**1 360**

Table 6.10 : Staff Turnover in the Past Twelve Months (1.1.2016 to 31.12.2016) by Reason, by Source and by Geographic Origin (Other Financial Companies)

表 6.10 ：過去十二個月內（1.1.2016 至 31.12.2016）僱員流動情況（按離職原因、人力來源及所來自地域分類）（其他與金融有關的公司）

1. The number of employees who left in the past twelve months (1.1.2016 to 31.12.2016) by reason:
按原因劃分，過去十二個月內（1.1.2016 至 31.12.2016）離職的僱員人數：

(I) Leaving of the company is initiated by the employee:
由僱員主動申請離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	300	201	44	**545**
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	40	-	**40**
(c)	Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	2	53	58	**113**
(d)	Emigration 移民	-	1	-	**1**
(e)	Repatriation 回國	-	-	-	**0**
(f)	Relocation of workplace 遷改工作地點 (i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	**0**
	(ii) To other countries 往其他國家	-	-	-	**0**
(g)	Retirement 退休	12	-	-	**12**
(h)	Further studies 繼續進修	-	5	-	**5**
(i)	Other reasons 其他原因	86	27	-	**113**
(j)	Reasons unknown 原因不詳	127	573	59	**759**
	Sub-total 小計	**527**	**900**	**161**	**1 588**

(II) Leaving of the company is initiated by the company:
由公司安排僱員離職：

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	Retrenchment 裁員	-	-	-	**0**
(b)	Company re-structured/closed 公司改組／結業	-	-	-	**0**
(c)	Expiry of employment contract 僱傭合約期滿	-	12	-	**12**
(d)	Poor performance 工作表現欠佳	-	5	-	**5**
(e)	Other reasons 其他原因	-	-	-	**0**
(f)	Reasons unknown 原因不詳	-	-	-	**0**
	Sub-total 小計	**0**	**17**	**0**	**17**
	Total 總計	**527**	**917**	**161**	**1 605**

2. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by source:
按來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Source 來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	From another bank/finance company 來自另一間銀行／金融機構	372	685	217	**1 274**
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／ 與保險業務有關的公司	-	42	-	**42**
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	1	178	39	**218**
(d)	From a college/school direct 直接來自院校／學校 (i) Graduate of University Degree or above 大學學位或以上畢業生	-	1	41	**42**
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	19	**19**
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	40	13	**53**
(e)	Other sources 其他來源	-	16	-	**16**
(f)	Sources unspecified 來源未有說明	-	240	96	**336**
	Total **總計**	**373**	**1 202**	**425**	**2 000**

3. The number of recruits in the past twelve months (1.1.2016 to 31.12.2016) by geographic origin:
按地域來源劃分，過去十二個月內（1.1.2016 至 31.12.2016）所招聘的僱員人數：

	Geographic Origin 地域來源	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	**Total** **總計**
(a)	Hong Kong 香港	371	1 014	389	**1 774**
(b)	Mainland China 中國內地	2	61	24	**87**
(c)	Other parts of Asia 亞洲其他地區	-	3	12	**15**
(d)	Europe 歐洲	-	124	-	**124**
(e)	United States of America 美國	-	-	-	**0**
(f)	Other places 其他地方	-	-	-	**0**
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	**0**
	Total **總計**	**373**	**1 202**	**425**	**2 000**

Table 7 : Number of Internal Promotions in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Banking and Finance Industry)

表 7 : 過去十二個月內（1.1.2016 至 31.12.2016）的內部晉升人數
（銀行及金融業）

Branch 門類	Job Level 職級	No. of Employees at Date of Survey 現有僱員人數 (a)	No. of Internal Promotions in the Past Twelve Months 過去十二個月獲內部晉升的人數 (b)	No. of New Recruits in the Past Twelve Months 過去十二個月新招聘的人數 (c)	Total No. of Recruits in the Past Twelve Months 過去十二個月總招聘的人數 (d) = (b) + (c)	Percentage of No. of Internal Promotions to Total No. of Recruits 內部晉升佔總招聘人數的百分比 (e) = (b) / (d)
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	From Supervisor/ Officer To Manager 由主管/主任至經理	30 905	1 007	2 232	3 239	31.1
	From Clerk To Supervisor/ Officer 由文員至主管/主任	39 985	2 101	6 242	8 343	25.2
	From Others To Clerk 由其他職級至文員	26 870	158	7 315	7 473	2.1
	Total 總計	**97 760**	**3 266**	**15 789**	**19 055**	**17.1**
Deposit-taking Companies 接受存款公司	From Supervisor/ Officer To Manager 由主管/主任至經理	160	7	23	30	23.3
	From Clerk To Supervisor/ Officer 由文員至主管/主任	160	4	6	10	40.0
	From Others To Clerk 由其他職級至文員	257	-	17	17	0.0
	Total 總計	**577**	**11**	**46**	**57**	**19.3**
Investment and Holding Companies 投資及控股公司	From Supervisor/ Officer To Manager 由主管/主任至經理	1 255	21	51	72	29.2
	From Clerk To Supervisor/ Officer 由文員至主管/主任	1 169	31	110	141	22.0
	From Others To Clerk 由其他職級至文員	596	-	54	54	0.0
	Total 總計	**3 020**	**52**	**215**	**267**	**19.5**
Personal Loans and Related Companies 私人貸款及有關公司	From Supervisor/ Officer To Manager 由主管/主任至經理	1 233	24	42	66	36.4
	From Clerk To Supervisor/ Officer 由文員至主管/主任	1 661	29	155	184	15.8
	From Others To Clerk 由其他職級至文員	1 682	-	205	205	0.0
	Total 總計	**4 576**	**53**	**402**	**455**	**11.6**
Securities Brokerage Firms 證券經紀公司	From Supervisor/ Officer To Manager 由主管/主任至經理	1 902	15	278	293	5.1
	From Clerk To Supervisor/ Officer 由文員至主管/主任	3 900	13	305	318	4.1
	From Others To Clerk 由其他職級至文員	2 709	-	149	149	0.0
	Total 總計	**8 511**	**28**	**732**	**760**	**3.7**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	From Supervisor/ Officer To Manager 由主管/主任至經理	462	10	17	27	37.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	829	14	62	76	18.4
	From Others To Clerk 由其他職級至文員	619	-	156	156	0.0
	Total 總計	**1 910**	**24**	**235**	**259**	**9.3**

Branch 門類	Job Level 職級	No. of Employees at Date of Survey 現有僱員人數 (a)	No. of Internal Promotions in the Past Twelve Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past Twelve Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past Twelve Months 過去十二個月 總招聘的人數 (d) = (b) + (c)	Percentage of No. of Internal Promotions to Total No. of Recruits 內部晉升佔總招聘人數的百分比 (e) = (b) / (d)
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構 *	From Supervisor/ Officer To Manager 由主管/主任至經理	899	-	-	-	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	1 084	-	-	-	0.0
	From Others To Clerk 由其他職級至文員	436	-	-	-	0.0
	Total 總計	**2 419**	**0**	**0**	**0**	**0**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	From Supervisor/ Officer To Manager 由主管/主任至經理	307	2	-	2	100.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	645	-	37	37	0.0
	From Others To Clerk 由其他職級至文員	1 907	-	239	239	0.0
	Total 總計	**2 859**	**2**	**276**	**278**	**0.7**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	From Supervisor/ Officer To Manager 由主管/主任至經理	6 174	52	405	457	11.4
	From Clerk To Supervisor/ Officer 由文員至主管/主任	6 803	22	754	776	2.8
	From Others To Clerk 由其他職級至文員	2 697	-	201	201	0.0
	Total 總計	**15 674**	**74**	**1 360**	**1 434**	**5.2**
Other Financial Companies 其他與金融有關的公司	From Supervisor/ Officer To Manager 由主管/主任至經理	4 702	74	373	447	16.6
	From Clerk To Supervisor/ Officer 由文員至主管/主任	8 817	82	1 202	1 284	6.4
	From Others To Clerk 由其他職級至文員	3 163	-	425	425	0.0
	Total 總計	**16 682**	**156**	**2 000**	**2 156**	**7.2**
All Branches 全部門類	**From Supervisor/ Officer To Manager 由主管/主任至經理**	47 999	1 212	3 421	4 633	26.2
	From Clerk To Supervisor/ Officer 由文員至主管/主任	65 053	2 296	8 873	11 169	20.6
	From Others To Clerk 由其他職級至文員	40 936	158	8 761	8 919	1.8
	Total 總計	**153 988**	**3 666**	**21 055**	**24 721**	**14.8**

Note: * Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to staff turnover in the past twelve months (1.1.2016 to 31.12.2016).

註: * 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2016 至 31.12.2016）的內部晉升人數資料。

Table 8 : Number of Part-time Employees Employed
(Banking and Finance Industry)

表 8 : 兼職僱員人數
（銀行及金融業）

Branch 門類	Job Level 職級	Number of Employees 僱員人數	
		Present No. of Full-time Employees 現有全職的僱員人數	No. of Part-time Employees 兼職僱員人數
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial 經理級	30 905	64
	Supervisory/ Officer 主管/主任級	39 985	139
	Clerical 文員級	26 870	1 835
	Total 總計	**97 760**	**2 038**
Deposit-taking Companies 接受存款公司	Managerial 經理級	160	-
	Supervisory/ Officer 主管/主任級	160	-
	Clerical 文員級	257	1
	Total 總計	**577**	**1**
Investment and Holding Companies 投資及控股公司	Managerial 經理級	1 255	-
	Supervisory/ Officer 主管/主任級	1 169	-
	Clerical 文員級	596	8
	Total 總計	**3 020**	**8**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	1 233	7
	Supervisory/ Officer 主管/主任級	1 661	6
	Clerical 文員級	1 682	30
	Total 總計	**4 576**	43
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	1 902	-
	Supervisory/ Officer 主管/主任級	3 900	-
	Clerical 文員級	2 709	-
	Total 總計	**8 511**	**0**

Branch 門類	Job Level 職級	Number of Employees 僱員人數	
		Present No. of Full-time Employees 現有全職的僱員人數	No. of Part-time Employees 兼職僱員人數
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial 經理級	462	-
	Supervisory/ Officer 主管/主任級	829	-
	Clerical 文員級	619	2
	Total 總計	**1 910**	**2**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial 經理級	899	-
	Supervisory/ Officer 主管/主任級	1 084	-
	Clerical 文員級	436	-
	Total 總計	**2 419**	**0**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial 經理級	307	-
	Supervisory/ Officer 主管/主任級	645	-
	Clerical 文員級	1 907	56
	Total 總計	**2 859**	**56**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	6 174	-
	Supervisory/ Officer 主管/主任級	6 803	-
	Clerical 文員級	2 697	-
	Total 總計	**15 674**	**0**
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	4 702	-
	Supervisory/ Officer 主管/主任級	8 817	-
	Clerical 文員級	3 163	133
	Total 總計	**16 682**	**133**
All Branches 全部門類	**Managerial 經理級**	47 999	71
	Supervisory/ Officer 主管/主任級	65 053	145
	Clerical 文員級	40 936	2 065
	Total 總計	**153 988**	**2 281**

Table 9 : The Number of Recruits in the Next Twenty Four Months by Type of Educational Level and Number of Staff Required to Obtain Professional Qualifications
(Banking and Finance Industry)

表 9 : 按教育程度劃分，未來24個月內招聘的僱員人數及須取得之銀行及金融業相關專業資格人數
(銀行及金融業)

Branch 門類	Job Level 職級	Number of Employees 僱員人數					
		Graduate of University Degree or Above 大學學位或以上畢業生	Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生 (高級文憑/副學士/文憑/高級證書/證書或同等學歷)	Graduate of Hong Kong Diploma of Secondary Education/Matriculant/ Secondary School Leaver or Equivalent/Student Below Secondary Five 香港中學文憑考試畢業生/預科生／中五畢業生或同等學歷／中五以下程度學生	Unspecified 未有說明	**Total 總計**	Required to obtain relevant professional qualifications 須取得銀行及金融業相關專業資格
Licensed Banks, Restricted Licence Banks and Local Rep. Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial 經理級	1 140	4	-	-	**1 144**	**853**
	Supervisory/Officer 主管/主任級	887	845	4	-	**1 736**	**818**
	Clerical 文員級	63	1 311	648	36	**2 058**	**212**
	Total 總計	**2 090**	**2 160**	**652**	**36**	**4 938**	**1 883**
Deposit-taking Companies 接受存款公司	Managerial 經理級	-	-	-	-	**0**	**0**
	Supervisory/Officer 主管/主任級	3	-	-	-	**3**	**0**
	Clerical 文員級	1	-	-	-	**1**	**0**
	Total 總計	**4**	**0**	**0**	**0**	**4**	**0**
Investment and Holding Companies 投資及控股公司	Managerial 經理級	57	-	-	-	**57**	**10**
	Supervisory/Officer 主管/主任級	61	2	-	-	**63**	**0**
	Clerical 文員級	-	21	10	-	**31**	**0**
	Total 總計	**118**	**23**	**10**	**0**	**151**	**10**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	13	-	-	-	**13**	**0**
	Supervisory/Officer 主管/主任級	22	31	25	-	**78**	**0**
	Clerical 文員級	-	44	15	-	**59**	**0**
	Total 總計	**35**	**75**	**40**	**0**	**150**	**0**
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	14	-	-	-	**14**	**50**
	Supervisory/Officer 主管/主任級	19	1	-	-	**20**	**1**
	Clerical 文員級	6	-	-	-	**6**	**1**
	Total 總計	**39**	**1**	**0**	**0**	**40**	**52**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial 經理級	3	-	-	-	**3**	**2**
	Supervisory/Officer 主管/主任級	16	7	-	-	**23**	**6**
	Clerical 文員級	2	5	42	-	**49**	**2**
	Total 總計	**21**	**12**	**42**	**0**	**75**	**10**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial 經理級	-	-	-	-	**0**	**0**
	Supervisory/Officer 主管/主任級	-	-	-	-	**0**	**0**
	Clerical 文員級	-	-	-	-	**0**	**0**
	Total 總計	**0**	**0**	**0**	**0**	**0**	**0**

Branch 門類	Job Level 職級	Number of Employees 僱 員 人 數					
		Graduate of University Degree or Above 大學學位或以上畢業生	Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	Graduate of Hong Kong Diploma of Secondary Education/Matriculant/ Secondary School Leaver or Equivalent/Student Below Secondary Five 香港中學文憑考試畢業生/預科生／中五畢業生或同等學歷／中五以下程度學生	Unspecified 未有說明	**Total** **總計**	Required to obtain relevant professional qualifications 須取得銀行及金融業相關專業資格
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 /交易商	Managerial 經理級	-	-	-	-	**-**	**0**
	Supervisory/Officer 主管/主任級	2	-	-	-	**2**	**2**
	Clerical 文員級	-	-	41	-	**41**	**0**
	Total **總計**	**2**	**0**	**41**	**0**	**43**	**2**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	63	-	-	-	**63**	**20**
	Supervisory/Officer 主管/主任級	253	4	26	-	**283**	**37**
	Clerical 文員級	-	24	2	-	**26**	**0**
	Total **總計**	**316**	**28**	**28**	**0**	**372**	**57**
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	181	-	-	-	**181**	**151**
	Supervisory/Officer 主管/主任級	205	4	40	-	**249**	**72**
	Clerical 文員級	26	-	5	-	**31**	**0**
	Total **總計**	**412**	**4**	**45**	**0**	**461**	**223**
All Branches **全部門類**	Managerial 經理級	**1 471**	**4**	**0**	**0**	**1 475**	**1 086**
	Supervisory/Officer 主管/主任級	**1 468**	**894**	**95**	**0**	**2 457**	**936**
	Clerical 文員級	**98**	**1 405**	**763**	**36**	**2 302**	**215**
	Total **總計**	**3 037**	**2 303**	**858**	**36**	**6 234**	**2 237**

Note: * Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to the Number of Recruits in the Next Twenty Four Months.

註: * 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供未來 24 個月內招聘僱員人數的資料。

Table 10 : Number of Establishments Encountered
Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Banking and Finance Industry)

表 10 : 過去十二個月(1.1.2016至31.12.2016)遇有招聘員工困難的機構數目
（銀行及金融業）

Branch 門類	Recruitment Difficulties 招聘困難	Managerial 經理級		Supervisory/Officer Level 主管/主任級		Clerical 文員級	
		No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Yes 有	41	19.5	32	15.2	23	11.0
	No 沒有	59	28.1	71	33.8	65	31.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	88	41.9	85	40.5	100	47.6
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	22	10.5	22	10.5	22	10.5
	Total 總計	**210**	**100**	**210**	**100**	**210**	**100**
Deposit-taking Companies 接受存款公司	Yes 有	-	0.0	3	18.8	4	25.0
	No 沒有	8	50.0	4	25.0	4	25.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	7	43.8	8	50.0	7	43.8
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	1	6.3	1	6.3	1	6.3
	Total 總計	**16**	**100**	**16**	**100**	**16**	**100**
Investment and Holding Companies 投資及控股公司	Yes 有	-	0.0	-	0.0	1	0.2
	No 沒有	21	4.5	51	11.0	58	12.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	430	92.5	400	86.0	392	84.3
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	14	3.0	14	3.0	14	3.0
	Total 總計	**465**	**100**	**465**	**100**	**465**	**100**
Personal Loans and Related Companies 私人貸款及有關公司	Yes 有	7	0.9	38	4.9	24	3.1
	No 沒有	19	2.5	81	10.5	80	10.3
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	722	93.4	629	81.4	644	83.3
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	25	3.2	25	3.2	25	3.2
	Total 總計	**773**	**100**	**773**	**100**	**773**	**100**
Securities Brokerage Firms 證券經紀公司	Yes 有	7	1.4	38	7.5	41	8.1
	No 沒有	75	14.8	73	14.4	49	9.7
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	355	70.2	326	64.4	347	68.6
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	69	13.6	69	13.6	69	13.6
	Total 總計	**506**	**100**	**506**	**100**	**506**	**100**

Branch 門類	Recruitment Difficulties 招聘困難	Managerial 經理級		Supervisory/Officer Level 主管/主任級		Clerical 文員級	
		No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Yes 有	2	1.3	12	8.1	18	12.1
	No 沒有	20	13.4	25	16.8	44	29.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	115	77.2	100	67.1	75	50.3
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	12	8.1	12	8.1	12	8.1
	Total 總計	**149**	**100**	**149**	**100**	**149**	**100**
Stock Bullion and Commodity Exchanges and Statutory Bodies in Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Yes 有	-	0.0	-	0.0	-	0.0
	No 沒有	-	0.0	-	0.0	-	0.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	-	0.0	-	0.0	-	0.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	5	100	5	100	5	100
	Total 總計	**5**	**100**	**5**	**100**	**5**	**100**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Yes 有	-	0.0	9	1.1	50	6.4
	No 沒有	8	1.0	9	1.1	52	6.6
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	721	92.1	711	90.8	627	80.1
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	54	6.9	54	6.9	54	6.9
	Total 總計	**783**	**100**	**783**	**100**	**783**	**100**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Yes 有	22	2.4	65	7.1	14	1.5
	No 沒有	208	22.8	253	27.8	107	11.7
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	463	50.8	375	41.2	572	62.8
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	218	23.9	218	23.9	218	23.9
	Total 總計	**911**	**100**	**911**	**100**	**911**	**100**
Other Financial Companies 其他與金融有關的公司	Yes 有	2	0.1	11	0.6	2	0.1
	No 沒有	167	8.5	323	16.5	91	4.7
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	1 692	86.6	1 527	78.1	1 768	90.5
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	93	4.8	93	4.8	93	4.8
	Total 總計	**1 954**	**100**	**1 954**	**100**	**1 954**	**100**
All Branches 全部門類	**Yes 有**	**81**	**1.4**	**208**	**3.6**	**177**	**3.1**
	No 沒有	**585**	**10.1**	**890**	**15.4**	**550**	**9.5**
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	**4 593**	**79.6**	**4 161**	**72.1**	**4 532**	**78.5**
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	**513**	**8.9**	**513**	**8.9**	**513**	**8.9**
	Total 總計	**5 772**	**100**	**5 772**	**100**	**5 772**	**100**

* As a percentage of the total number of establishments of a particular branch at the same job level. Total percentage may not equal 100 due to rounding.
所屬門類佔業內機構總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

Table 11 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Banking and Finance Industry)

表 11 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（銀行及金融業）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	17	35	59	111
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	6	2	8
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	69	162	45	276
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	51	109	102	262
(e)	Other reasons 其他原因	-	40	33	73
Total 總計		**137**	**352**	**241**	**730**

Table 11.1 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)

表 11.1 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	13	15	11	**39**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	2	1	**3**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	34	24	9	**67**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	18	22	15	**55**
(e)	Other reasons 其他原因	-	1	1	**2**
Total 總計		**65**	**64**	**37**	**166**

Table 11.2 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Deposit-taking Companies)

表 11.2 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（接受存款公司）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	1	**1**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	-	-	**0**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	3	3	**6**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	-	3	**3**
(e)	Other reasons 其他原因	-	-	-	**0**
Total 總計		**0**	**3**	**7**	**10**

Table 11.3 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Investment and Holding Companies)

表 11.3 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（投資及控股公司）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	**0**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	-	-	**0**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	-	1	**1**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	-	-	**0**
(e)	Other reasons 其他原因	-	-	-	**0**
Total 總計		**0**	**0**	**1**	**1**

Table 11.4 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Personal Loans and Related Companies)

表 11.4 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（私人貸款及有關公司）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	20	**20**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	-	-	**0**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	7	38	-	**45**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	4	37	4	**45**
(e)	Other reasons 其他原因	-	30	-	**30**
Total 總計		**11**	**105**	**24**	**140**

Table 11.5 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Securities Brokerage Firms)

表 11.5 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（證券經紀公司）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	3	**3**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	-	-	**0**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	4	19	4	**27**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	7	23	38	**68**
(e)	Other reasons 其他原因	-	8	-	**8**
Total 總計		**11**	**50**	**45**	**106**

Table 11.6 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers

表 11.6 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（期貨（包括金融期貨）及貴金屬經紀／交易商）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	3	8	**11**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	-	1	**1**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	7	8	**15**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	2	2	3	**7**
(e)	Other reasons 其他原因	-	1	7	**8**
Total 總計		**2**	**13**	**27**	**42**

Table 11.7 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Stock Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)

表 11.7 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（股票、黃金及期貨交易公司及銀行及金融業內的法定機構）

(Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to reasons of recruitment difficulties in the past twelve months (1.1.2016 to 31.12.2016).)

「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2016 至 31.12.2016）的招聘員工有困難的原因。

Table 11.8 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Money Changers and Foreign Exchange Brokers/ Dealers)

表 11.8 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（兌換商及外匯經紀/交易商）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	16	**16**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金額等）畢業生數目不足	-	-	-	**0**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	9	17	**26**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	-	26	**26**
(e)	Other reasons 其他原因	-	-	25	**25**
Total 總計		**0**	**9**	**84**	**93**

Table 11.9 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Investment Advisory/ Asset Management Companies)

表 11.9 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（投資顧問 /資產管理公司）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	4	16	-	**20**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	4	-	**4**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	22	52	1	**75**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	20	24	13	**57**
(e)	Other reasons 其他原因	-	-	-	**0**
Total 總計		**46**	**96**	**14**	**156**

Table 11.10 : Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2016 to 31.12.2016)
(Other Financial Companies)

表 11.10 : 過去十二個月內（1.1.2016 至 31.12.2016）招聘員工有困難的原因
（其他與金融有關的公司）

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	**Total 總計**
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	1	-	**1**
(b)	Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions 專上院校有關學系（例如工商管理、銀行及金融等）畢業生數目不足	-	-	-	**0**
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	2	10	2	**14**
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	1	-	**1**
(e)	Other reasons 其他原因	-	-	-	**0**
Total 總計		**2**	**12**	**2**	**16**

Table 12 : Number of Hong Kong Employees Required to Work in Mainland China (Banking and Finance Industry)

表 12 : 需要在中國內地工作的香港僱員人數（銀行及金融業）

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2019 2019年1月時
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial 經理級	Stationed Basis 長駐	139	124
		Travelling Basis 非長駐	158	157
		Sub-total 小計	297	281
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	32	32
		Travelling Basis 非長駐	62	62
		Sub-total 小計	94	94
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**171**	**156**
		Travelling Basis 非長駐	**220**	**219**
		Total 總計	**391**	**375**
Deposit-taking Companies 接受存款公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**-**	**-**
		Travelling Basis 非長駐	**-**	**-**
		Total 總計	**-**	**-**

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2019 2019年1月時
Investment and Holding Companies 投資及控股公司	Managerial 經理級	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	-	-
		Sub-total 小計	1	1
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**1**	**1**
		Travelling Basis 非長駐	**-**	**-**
		Total 總計	**1**	**1**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	21	21
		Sub-total 小計	21	21
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**-**	**-**
		Travelling Basis 非長駐	**21**	**21**
		Total 總計	**21**	**21**
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	85	32
		Sub-total 小計	85	32
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	8	9
		Sub-total 小計	8	9
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**-**	**-**
		Travelling Basis 非長駐	**93**	**41**
		Total 總計	**93**	**41**

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2019 2019年1月時
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial 經理級	Stationed Basis 長駐	6	6
		Travelling Basis 非長駐	9	9
		Sub-total 小計	15	15
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	12	12
		Travelling Basis 非長駐	60	75
		Sub-total 小計	72	87
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**18**	**18**
		Travelling Basis 非長駐	**69**	**84**
		Total 總計	**87**	**102**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry* 股票、黃金及期貨交易公司及銀行及金融業內的法定機構*	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**0**	**0**
		Travelling Basis 非長駐	**0**	**0**
		Total 總計	**0**	**0**

* Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to number of Hong Kong Employees required to work in Mainland China in the past twelve months (1.1.2014 to 31.12.2014).

* 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2014 至 31.12.2014）需要在中國內地工作的香港僱員人數。

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2019 2019年1月時
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**0**	**0**
		Travelling Basis 非長駐	**0**	**0**
		Total 總計	**0**	**0**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	Stationed Basis 長駐	41	28
		Travelling Basis 非長駐	278	227
		Sub-total 小計	319	255
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	11	7
		Travelling Basis 非長駐	148	127
		Sub-total 小計	159	134
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	**Stationed Basis 長駐**	**52**	**35**
		Travelling Basis 非長駐	**426**	**354**
		Total 總計	**478**	**389**

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2019 2019年1月時
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	Stationed Basis 長駐	10	10
		Travelling Basis 非長駐	386	295
		Sub-total 小計	396	305
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	33	33
		Travelling Basis 非長駐	113	85
		Sub-total 小計	146	118
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	40	40
		Sub-total 小計	40	40
	Total 總計	**Stationed Basis 長駐**	**43**	**43**
		Travelling Basis 非長駐	**539**	**420**
		Total 總計	**582**	**463**
All Branches 全部門類	Managerial 經理級	Stationed Basis 長駐	**197**	**169**
		Travelling Basis 非長駐	**937**	**741**
		Sub-total 小計	**1 134**	**910**
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	**88**	**84**
		Travelling Basis 非長駐	**391**	**358**
		Sub-total 小計	**479**	**442**
	Clerical 文員級	Stationed Basis 長駐	**-**	**-**
		Travelling Basis 非長駐	**40**	**40**
		Sub-total 小計	**40**	**40**
	Total 總計	**Stationed Basis 長駐**	**285**	**253**
		Travelling Basis 非長駐	**1 368**	**1 139**
		Total 總計	**1 653**	**1 392**

Note: Stationed basis means 50% or above of the working time that an employee has to stay in the Mainland of China.
註： 長駐指一位僱員有百分之五十或以上的工作時間需要在中國內地。

Table 13 : Effects of Mainland Operations on Hong Kong Employees (Banking and Finance Industry)

表 13 : 內地業務對本地僱員的影響（銀行及金融業）

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2017 在2017年1月2日	Projection for January 2019 預測在 2019 年 1 月
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Additional employees need to recruit 須增聘的僱員數目	3	18
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	18
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	16
Deposit-taking Companies 接受存款公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-
Investment and Holding Companies 投資及控股公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2017 在2017年1月2日	Projection for January 2019 預測在 2019 年 1 月
Personal Loans and Related Companies 私人貸款及有關公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-
Securities Brokerage Firms 證券經紀公司	Additional employees need to recruit 須增聘的僱員數目	2	2
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	1	1
Commmodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Additional employees need to recruit 須增聘的僱員數目	2	4
	Of those reported above as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2017 在2017年1月2日	Projection for January 2019 預測在 2019 年 1 月
Stock Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構*	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Additional employees need to recruit 須增聘的僱員數目	7	6
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-

Note: * Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to the effects of Mainland operations on Hong Kong employees in the past twelve months (1.1.2016 to 31.12.2016).

註: * 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2016 至 31.12.2016）內地業務對本地僱員的影響資料。

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2017 在2017年1月2日	Projection for January 2019 預測在 2019 年 1 月
Other Financial Companies 其他與金融有關的公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" 因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受訓練的現職僱員數目	-	-
All Branches **全部門類**	**Additional employees need to recruit** **須增聘的僱員數目**	**14**	**30**
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII" **因滬港通、香港與內地基金互認或其他跨境方案如QFII、RQFII 而須增聘的僱員人數**	**0**	**18**
	Number of existing employees to be trained for Mainland Operations **因處理內地業務而需要接受訓練的現職僱員數目**	**1**	**17**

Table 14 : Estimated Percentage of Training Provided by External Course Providers in the Next Twelve Months (Banking and Finance Industry)

表 14 : 估計未來十二個月訓練由外間培訓機構提供的百分比（銀行及金融業）

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	>0% - 24%	>24% - 49%	>49%- 74%	>74% - <100%	100%
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial 經理級	80	37	24	17	4	28
	Supervisory/ Officer 主管級/ 主任級	66	41	17	18	4	28
	Clerical 文員級	50	51	7	14	2	22
	Total 總計	**196**	**129**	**48**	**49**	**10**	**78**
Deposit-taking Companies 接受存款公司	Managerial 經理級	3	4	3	1	-	3
	Supervisory/ Officer 主管級/ 主任級	3	4	3	1	-	3
	Clerical 文員級	4	3	3	1	-	2
	Total 總計	**10**	**11**	**9**	**3**	**0**	**8**
Investment and Holding Companies 投資及控股公司	Managerial 經理級	251	27	-	10	10	1
	Supervisory/ Officer 主管級/ 主任級	135	16	10	10	10	1
	Clerical 文員級	138	7	10	40	10	1
	Total 總計	**524**	**50**	**20**	**60**	**30**	**3**
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	318	6	-	3	10	30
	Supervisory/ Officer 主管級/ 主任級	559	6	-	3	-	20
	Clerical 文員級	483	4	-	3	10	30
	Total 總計	**1 360**	**16**	**0**	**9**	**20**	**80**
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	214	18	16	-	41	102
	Supervisory/ Officer 主管級/ 主任級	195	15	16	-	44	67
	Clerical 文員級	179	14	16	-	37	84
	Total 總計	**588**	**47**	**48**	**0**	**122**	**253**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Managerial 經理級	67	15	10	2	3	15
	Supervisory/ Officer 主管級/ 主任級	77	7	10	2	3	10
	Clerical 文員級	63	15	8	-	3	4
	Total 總計	**207**	**37**	**28**	**4**	**9**	**29**

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	>0% - 24%	>24% - 49%	>49%- 74%	>74% - <100%	100%
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial 經理級	-	-	-	-	-	0
	Supervisory/ Officer 主管級/ 主任級	-	-	-	-	-	0
	Clerical 文員級	-	-	-	-	-	0
	Total 總計	**0**	**0**	**0**	**0**	**0**	**0**
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Managerial 經理級	104	2	-	-	1	8
	Supervisory/ Officer 主管級/ 主任級	251	17	-	-	-	34
	Clerical 文員級	646	9	-	-	-	49
	Total 總計	**1 001**	**28**	**0**	**0**	**1**	**91**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	315	27	44	37	18	201
	Supervisory/ Officer 主管級/ 主任級	362	31	29	36	14	175
	Clerical 文員級	180	26	1	25	13	112
	Total 總計	**857**	**84**	**74**	**98**	**45**	**488**
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	440	17	-	2	19	102
	Supervisory/ Officer 主管級/ 主任級	1 199	57	-	2	19	380
	Clerical 文員級	499	17	-	2	12	61
	Total 總計	**2 138**	**91**	**0**	**6**	**50**	**543**
All Branches 全部門類	**Managerial 經理級**	**1 792**	**153**	**97**	**72**	**106**	**490**
	Supervisory/ Officer 主管級/ 主任級	**2 847**	**194**	**85**	**72**	**94**	**718**
	Clerical 文員級	**2 242**	**146**	**45**	**85**	**87**	**365**
	Total 總計	**6 881**	**493**	**227**	**229**	**287**	**1 573**

Table 15 : Information on the Training Expenses in 2016 Compared with Those in 2015 (Banking and Finance Industry)

表 15 : 2016年的訓練支出與2015年的訓練支出比較（銀行及金融業）

Branch 門類	Training Expenses in 2016 as Compared with Those in 2015 2016年與2015年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	No Change 沒有改變		166 (79.0)	154 (73.3)
	Increase by 增加	> 50%	1 (0.5)	10 (4.8)
		> 20%-50%	1 (0.5)	2 (1.0)
		>10% - 20%	1 (0.5)	2 (1.0)
		5% - 10%	4 (1.9)	5 (2.4)
		< 5%	7 (3.3)	6 (2.9)
	Decrease by 減少	> 50%	- (0.0)	1 (0.5)
		> 20%-50%	2 (1.0)	2 (1.0)
		>10% - 20%	8 (3.8)	8 (3.8)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		20 (9.5)	20 (9.5)
	Total 總計		**210 (100)**	**210 (100)**
Deposit-taking Companies 接受存款公司	No Change 沒有改變		8 (50.0)	8 (50.0)
	Increase by 增加	> 50%	0 (0.0)	1 (6.3)
		> 20%-50%	3 (18.8)	3 (18.8)
		>10% - 20%	0 (0.0)	0 (0.0)
		5% - 10%	1 (6.3)	0 (0.0)
		< 5%	0 (0.0)	0 (0.0)
	Decrease by 減少	> 50%	1 (6.3)	1 (6.3)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		3 (18.8)	3 (18.8)
	Total 總計		**16 (100)**	**16 (100)**
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		424 (91.2)	415 (89.2)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	1 (0.2)	- (0.0)
		5% - 10%	16 (3.4)	16 (3.4)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	10 (2.2)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		24 (5.2)	24 (5.2)
	Total 總計		**465 (100)**	**465 (100)**

Branch 門類	Training Expenses in 2016 as Compared with Those in 2015 2016年與2015年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Personal Loans and Related Companies 私人貸款及有關公司	No Change 沒有改變		725 (93.8)	735 (95.1)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	12 (1.6)	12 (1.6)
		< 5%	10 (1.3)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	1 (0.1)	- (0.0)
		5% - 10%	- (0.0)	1 (0.1)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		25 (3.2)	25 (3.2)
	Total 總計		**773 (100)**	**773 (100)**
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變		411 (81.2)	419 (82.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	8 (1.6)	9 (1.8)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	15 (3.0)	6 (1.2)
		< 5%	1 (0.2)	1 (0.2)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		71 (14.0)	71 (14.0)
	Total 總計		**506 (100)**	**506 (100)**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	No Change 沒有改變		126 (84.6)	133 (89.3)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	6 (4.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	2 (1.3)	2 (1.3)
		< 5%	1 (0.7)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		14 (9.4)	14 (9.4)
	Total 總計		**149 (100)**	**149 (100)**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	No Change 沒有改變		- (0.0)	- (0.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		5 (100)	5 (100)
	Total 總計		**5 (100)**	**5 (100)**

Branch 門類	Training Expenses in 2016 as Compared with Those in 2015 2016年與2015年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比) In-house Training 內部訓練	External Training 外間訓練
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	No Change 沒有改變		722 (92.2)	721 (92.1)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	8 (1.0)
		>10% - 20%	- (0.0)	0 (0.0)
		5% - 10%	- (0.0)	1 (0.1)
		< 5%	8 (1.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		53 (6.8)	53 (6.8)
	Total 總計		**783 (100)**	**783 (100)**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	No Change 沒有改變		670 (73.5)	636 (69.8)
	Increase by 增加	> 50%	- (0.0)	16 (1.8)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	27 (3.0)	25 (2.7)
		5% - 10%	- (0.0)	16 (1.8)
		< 5%	6 (0.7)	5 (0.5)
	Decrease by 減少	> 50%	- (0.0)	4 (0.4)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	4 (0.4)	4 (0.4)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		204 (22.4)	205 (22.5)
	Total 總計		**911 (100)**	**911 (100)**
Other Financial Companies 其他與金融有關的公司	No Change 沒有改變		1 677 (85.8)	1 638 (83.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	12 (0.6)	12 (0.6)
		>10% - 20%	67 (3.5)	100 (5.2)
		5% - 10%	8 (0.4)	47 (2.4)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		257 (13.2)	257 (13.2)
	Total 總計		**1 954 (100)**	**1 954 (100)**
All Branches **全部門類**	**No Change 沒有改變**		**4 929 (85.4)**	**4 859 (84.2)**
	Increase by 增加	**> 50%**	**1 (<0.1)**	**27 (0.5)**
		> 20%-50%	**30 (0.5)**	**34 (0.6)**
		>10% - 20%	**29 (0.5)**	**27 (0.5)**
		5% - 10%	**58 (1.0)**	**105 (1.8)**
		< 5%	**33 (0.6)**	**12 (0.2)**
	Decrease by 減少	**> 50%**	**1 (<0.1)**	**16 (0.3)**
		> 20%-50%	**2 (<0.1)**	**2 (<0.1)**
		>10% - 20%	**13 (0.2)**	**12 (0.2)**
		5% - 10%	**0 (0.0)**	**1 (<0.1)**
		< 5%	**0 (0.0)**	**0 (0.0)**
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		**676 (11.7)**	**676 (11.7)**
	Total 總計		**5 772 (100)**	**5 772 (100)**

Remarks: Total percentage may not equal 100% due to rounding.
註: 由於四捨五入關係，總百分率不一定等於 100%。

Table 16 : Comparison of the Training Budget for 2017 with Training Expenses in 2016 (Banking and Finance Industry)

表 16 : 2017年的訓練開支預算與2016年的訓練支出比較（銀行及金融業）

Branch 門類	Training Budget for 2017 as Compared with Training Expenses in 2016 2017年的訓練開支預算與2016年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	No Change 沒有改變		170 (81.0)	166 (79.0)
	Increase by 增加	> 50%	1 (0.5)	5 (2.4)
		> 20%-50%	1 (0.5)	5 (2.4)
		>10% - 20%	8 (3.8)	3 (1.4)
		5% - 10%	5 (2.4)	7 (3.3)
		< 5%	3 (1.4)	1 (0.5)
	Decrease by 減少	> 50%	- (0.0)	1 (0.5)
		> 20%-50%	- (0.0)	2 (1.0)
		>10% - 20%	2 (1.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		20 (9.5)	20 (9.5)
	Total 總計		**210 (100)**	**210 (100)**
Deposit-taking Companies 接受存款公司	No Change 沒有改變		9 (56.3)	9 (56.3)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	1 (6.3)
		>10% - 20%	3 (18.8)	3 (18.8)
		5% - 10%	1 (6.3)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		3 (18.8)	3 (18.8)
	Total 總計		**16 (100)**	**16 (100)**
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		424 (91.2)	425 (91.4)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	1 (0.2)	- (0.0)
		5% - 10%	16 (3.4)	16 (3.4)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		24 (5.2)	24 (5.2)
	Total 總計		**465 (100)**	**465 (100)**

Branch 門類	Training Budget for 2017 as Compared with Training Expenses in 2016 2017年的訓練開支預算 與2016年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Personal Loans and Related Companies 私人貸款及有關公司	No Change 沒有改變		727 (94.0)	737 (95.3)
	Increase by 增加	> 50%	- (0.0)	1 (0.1)
		> 20%-50%	1 (0.1)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	20 (2.6)	10 (1.3)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		25 (3.2)	25 (3.2)
	Total 總計		**773 (100)**	**773 (100)**
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變		418 (82.6)	421 (83.2)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	4 (0.8)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	16 (3.2)	9 (1.8)
		< 5%	1 (0.2)	1 (0.2)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		71 (14.0)	71 (14.0)
	Total 總計		**506 (100)**	**506 (100)**
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	No Change 沒有改變		132 (88.6)	133 (89.3)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	2 (1.3)	- (0.0)
		5% - 10%	- (0.0)	2 (1.3)
		< 5%	1 0.7%	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		14 (9.4)	14 (9.4)
	Total 總計		**149 (100)**	**149 (100)**
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	No Change 沒有改變		- (0.0)	- (0.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		5 (100)	5 (100)
	Total 總計		**5 (100)**	**5 (100)**

Branch 門類	Training Budget for 2017 as Compared with Training Expenses in 2016 2017年的訓練開支預算 與2016年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	No Change 沒有改變		722 (92.2)	721 (92.1)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	8 (1.0)	1 (0.1)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		53 (6.8)	53 (6.8)
	Total 總計		**783 (100)**	**783 (100)**
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	No Change 沒有改變		667 (73.2)	646 (70.9)
	Increase by 增加	> 50%	4 (0.4)	8 (0.9)
		> 20%-50%	1 (0.1)	- (0.0)
		>10% - 20%	21 (2.3)	24 (2.6)
		5% - 10%	- (0.0)	20 (2.2)
		< 5%	10 (1.1)	5 (0.5)
	Decrease by 減少	> 50%	4 (0.4)	4 (0.4)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		204 (22.4)	204 (22.4)
	Total 總計		**911 (100)**	**911 (100)**
Other Financial Companies 其他與金融有關的公司	No Change 沒有改變		1 678 (85.9)	1 638 (83.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	12 (0.6)	12 (0.6)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	7 (0.4)	47 (2.4)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		257 (13.2)	257 (13.2)
	Total 總計		**1 954 (100)**	**1 954 (100)**
All Branches **全部門類**	**No Change 沒有改變**		**4 947 (85.7)**	**4 896 (84.8)**
	Increase by 增加	**> 50%**	**5 (0.1)**	**14 (0.2)**
		> 20%-50%	**15 (0.3)**	**30 (0.5)**
		>10% - 20%	**35 (0.6)**	**30 (0.5)**
		5% - 10%	**65 (1.1)**	**111 (1.9)**
		< 5%	**23 (0.4)**	**8 (0.1)**
	Decrease by 減少	**> 50%**	**4 (0.1)**	**5 (0.1)**
		> 20%-50%	**- (0.0)**	**2 (<0.1)**
		>10% - 20%	**2 (<0.1)**	**- (0.0)**
		5% - 10%	**- (0.0)**	**- (0.0)**
		< 5%	**- (0.0)**	**- (0.0)**
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		**676 (11.7)**	**676 (11.7)**
	Total 總計		**5 772 (100)**	**5 772 (100)**

Remarks: Total percentage may not equal 100% due to rounding.
註: 由於四捨五入關係，總百分率不一定等於 100%。

Table 17 : The Top Five Types/Topics of Training Mostly Chosen by Respondents for Manpower Development (Banking and Finance Industry)

表 17 ： 最多被選擇的五項人力培訓的類別/課題（銀行及金融業）

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial Level 經理級	1	Risk Management 風險管理
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Compliance of Various Ordinances 不同法規的監管
		4	Strategic Management 策略管理
		5	Principles & Practice of Management 管理理論與實務
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Corporate Finance 企業融資
		3	Trade Finance 貿易融資
		4	Securities & Futures Regulation 證券及期貨條例
		5	Compliance of Various Ordinances 不同法規的監管
	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Information Systems Application Skills 資訊系統應用技巧
		3	Marketing/Selling Skills 市場推廣／銷售技巧
		4	Communication Skills 溝通技巧
		5	Financial Markets Operations 金融市場運作
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	1	Compliance of Various Ordinances 不同法規的監管
		2	Problem Solving & Decision Making 解決困難及決策
		2	Strategic Management 策略管理
		2	Securities & Futures Regulation 證券及期貨條例
		5	Risk Management 風險管理
		5	Leadership 領導才能
		5	Fund Management 基金管理

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Deposit-taking Companies 接受存款公司	Supervisory/ Officer Level 主管/主任級	1	Compliance of Various Ordinances 不同法規的監管
		2	Leadership 領導才能
		2	Securities & Futures Regulation 證券及期貨條例
		4	Fund Management 基金管理
		4	Financial Statement Analysis 財務報表分析
		4	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表闡釋及比率分析
		4	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Anti-Corruption Regulations 反貪污條例
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Information Systems Application Skills 資訊系統應用技巧
		4	English Writing 英文書寫
		4	Spoken English 英語會話
		4	Putonghua 普通話
		4	Interpersonal Skills 人際關係技巧
		4	Communication Skills 溝通技巧
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	1	Strategic Management 策略管理
		2	Marketing Management 營銷管理
		3	Fund Management 基金管理
		3	Compliance of Various Ordinances 不同法規的監管
		3	Financial Engineering 金融工程
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Financial Statement Analysis 財務報表分析
		2	Financial Markets Operations 金融市場運作
		4	Risk Management 風險管理
		5	Crisis Management 危機管理
		5	Interpersonal Skills 人際關係技巧
		5	Communication Skills 溝通技巧

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Investment and Holding Companies 投資及控股公司	Clerical Level 文員級	1	Information Systems Application Skills 資訊系統應用技巧
		2	English Writing 英文書寫
		3	Spoken English 英語會話
		4	Interpersonal Skills 人際關係技巧
		5	Communication Skills 溝通技巧
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	1	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表闡釋及比率分析
		2	Compliance of Various Ordinances 不同法規的監管
		3	Coaching & Counseling 訓練及輔導下屬
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		5	Problem Solving & Decision Making 解決困難及決策
		5	Interpersonal Skills 人際關係技巧
	Supervisory/ Officer Level 主管/主任級	1	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表闡釋及比率分析
		2	Communication Skills 溝通技巧
		3	Interpersonal Skills 人際關係技巧
		4	Marketing/Selling Skills 市場推廣／銷售技巧
		5	Compliance of Various Ordinances 不同法規的監管
	Clerical Level 文員級	1	Communication Skills 溝通技巧
		2	Putonghua 普通話
		3	English Writing 英文書寫
		4	Spoken English 英語會話
		5	Interpersonal Skills 人際關係技巧
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1	Securities & Futures Regulation 證券及期貨條例
		2	Compliance of Various Ordinances 不同法規的監管
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Anti-Corruption Regulations 反貪污條例
		5	Risk Management 風險管理
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Securities & Futures Regulation 證券及期貨條例
		3	Compliance of Various Ordinances 不同法規的監管
		4	Financial Markets Operations 金融市場運作
		5	Securities Analysis 証券分析

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Securities Brokerage Firms 證券經紀公司	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Securities & Futures Regulation 證券及期貨條例
		3	Anti-Corruption Regulations 反貪污條例
		4	Securities Analysis 証券分析
		5	Financial Markets Operations 金融市場運作
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 /交易商	Managerial Level 經理級	1	Securities & Futures Regulation 證券及期貨條例
		2	Compliance of Various Ordinances 不同法規的監管
		3	Risk Management 風險管理
		4	Anti-Money Laundering Compliance 反洗黑錢法規
		5	Marketing Management 營銷管理
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulation 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Financial Markets Operations 金融市場運作
		4	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Marketing/Selling Skills 市場推廣／銷售技巧
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Putonghua 普通話
		2	Communication Skills 溝通技巧
		5	Enhancing Quality Customer Services 提升顧客服務的質素
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Managerial Level 經理級	1	Leadership 領導才能
		2	Compliance of Various Ordinances 不同法規的監管
		2	Talent Management 人才管理
		4	Strategic Management 策略管理
		4	Coaching & Counseling 訓練及輔導下屬
		4	Presentation Skills 演說技巧
	Supervisory/ Officer Level 主管/主任級	1	Problem Solving & Decision Making 解決困難及決策
		2	Dealing with Conflict 處理衝突
		2	Communication Skills 溝通技巧
		4	Team Building 建立團隊
		4	Compliance of Various Ordinances 不同法規的監管

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Clerical Level 文員級	1	Interpersonal Skills 人際關係技巧
		2	English Writing 英文書寫
		2	Spoken English 英語會話
		2	Information Systems Application Skills 資訊系統應用技巧
		2	Communication Skills 溝通技巧
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Managerial Level 經理級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		3	Compliance of Various Ordinances 不同法規的監管
		4	Anti-Corruption Regulations 反貪污條例
		5	Foreign Exchange 外滙
	Supervisory/ Officer Level 主管/主任級	1	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Foreign Exchange 外滙
		4	Anti-Corruption Regulations 反貪污條例
		5	Communication Skills 溝通技巧
	Clerical Level 文員級	1	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		2	Foreign Exchange 外滙
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Anti-Corruption Regulations 反貪污條例
		5	Putonghua 普通話
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Compliance of Various Ordinances 不同法規的監管
		3	Fund Management 基金管理
		4	Securities & Futures Regulation 證券及期貨條例
		5	Risk Management 風險管理
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Compliance of Various Ordinances 不同法規的監管
		3	Asset Valuation & Portfolio Management 資產估值及組合管理
		4	Financial Markets Operations 金融市場運作
		5	Financial Risk Management 財務風險管理

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Marketing/Selling Skills 市場推廣／銷售技巧
		3	Information Systems Application Skills 資訊系統應用技巧
		4	Putonghua 普通話
		5	Interpersonal Skills 人際關係技巧
Other Financial Companies 其他與金融有關的公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Coaching & Counseling 訓練及輔導下屬
		4	Compliance of Various Ordinances 不同法規的監管
		5	Leadership 領導才能
		5	Fund Management 基金管理
	Supervisory/ Officer Level 主管/主任級	1	Financial Markets Operations 金融市場運作
		1	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Communication Skills 溝通技巧
		4	Risk Management 風險管理
		5	General Insurance 一般保險
		5	Long Term Insurance 長期保險
	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Putonghua 普通話
		3	Marketing/Selling Skills 市場推廣／銷售技巧
		4	Information Systems Application Skills 資訊系統應用技巧
		5	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Customer Psychology 顧客心理

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5，1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
All Branches 全部門類	**Managerial Level** 經理級	**1**	**Compliance of Various Ordinances** 不同法規的監管
		2	**Anti-Money Laundering Compliance** 反洗黑錢法規
		3	**Risk Management** 風險管理
		4	**Fund Management** 基金管理
		5	**Securities & Futures Regulation** 證券及期貨條例
	Supervisory/ Officer Level 主管/主任級	**1**	**Anti-Money Laundering Compliance** 反洗黑錢法規
		2	**Financial Markets Operations** 金融市場運作
		3	**Compliance of Various Ordinances** 不同法規的監管
		4	**Securities & Futures Regulation** 證券及期貨條例
		5	**Communication Skills** 溝通技巧
	Clerical Level 文員級	**1**	**Anti-Money Laundering Compliance** 反洗黑錢法規
		2	**Information Systems Application Skills** 資訊系統應用技巧
		3	**Putonghua** 普通話
		4	**Anti-Corruption Regulations** 反貪污條例
		5	**Communication Skills** 溝通技巧

Table 18 : The Incentives to Encourage Employers to Provide Training to Their Employees (Banking and Finance Industry)

表 18 ： 有效鼓勵僱主提供訓練予僱員的方法（銀行及金融業）

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	No. of Establishments 機構數目	Total No. of Establishments 總機構數目	Percentage 百分比
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Reimbursement of course fees to employers 向僱主退還僱員學費	76	210	36.2
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	117		55.7
	Government loan/grant to employers 政府給予僱主貸款/補助金	36		17.1
	Others 其他	15		7.1
	Refusal Cases 未有提供資料	23		11.0
	No Comment 沒有意見	21		10.0
Deposit-taking Companies 接受存款公司	Reimbursement of course fees to employers 向僱主退還僱員學費	6	16	37.5
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	10		62.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	4		25.0
	Others 其他	1		6.3
	Refusal Cases 未有提供資料	2		12.5
	No Comment 沒有意見	1		6.3
Investment and Holding Companies 投資及控股公司	Reimbursement of course fees to employers 向僱主退還僱員學費	135	465	29.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	101		21.7
	Government loan/grant to employers 政府給予僱主貸款/補助金	192		41.3
	Others 其他	40		8.6
	Refusal Cases 未有提供資料	25		5.4
	No Comment 沒有意見	62		13.3
Personal Loans and Related Companies 私人貸款及有關公司	Reimbursement of course fees to employers 向僱主退還僱員學費	246	773	31.8
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	337		43.6
	Government loan/grant to employers 政府給予僱主貸款/補助金	216		27.9
	Others 其他	10		1.3
	Refusal Cases 未有提供資料	35		4.5
	No Comment 沒有意見	94		12.2

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	No. of Establishments 機構數目	Total No. of Establishments 總機構數目	Percentage 百分比
Securities Brokerage Firms 證券經紀公司	Reimbursement of course fees to employers 向僱主退還僱員學費	208	506	41.1
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	253		50.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	131		25.9
	Others 其他	16		3.2
	Refusal Cases 未有提供資料	77		15.2
	No Comment 沒有意見	44		8.7
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	Reimbursement of course fees to employers 向僱主退還僱員學費	75	149	50.3
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	87		58.4
	Government loan/grant to employers 政府給予僱主貸款/補助金	39		26.2
	Others 其他	9		6.0
	Refusal Cases 未有提供資料	10		6.7
	No Comment 沒有意見	12		8.1
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及銀行及金融業內的法定機構	Reimbursement of course fees to employers 向僱主退還僱員學費	-	5	0.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	-		0.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	-		0.0
	Others 其他	-		0.0
	Refusal Cases 未有提供資料	4		80.0
	No Comment 沒有意見	1		20.0
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Provision of subsidy to employers 提供僱員訓練津貼予僱主	346	783	44.2
	Government loan/grant to employers 政府給予僱主貸款/補助金	245		31.3
	Others 其他	204		26.1
	Refusal Cases 未有提供資料	32		4.1
	No Comment 沒有意見	96		12.3
	Reimbursement of course fees to employers 向僱主退還僱員學費	108		13.8
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Provision of subsidy to employers 提供僱員訓練津貼予僱主	376	911	41.3
	Government loan/grant to employers 政府給予僱主貸款/補助金	381		41.8
	Others 其他	113		12.4
	Refusal Cases 未有提供資料	-		0.0
	No Comment 沒有意見	205		22.5
	Reimbursement of course fees to employers 向僱主退還僱員學費	62		6.8

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	No. of Establishments 機構數目	Total No. of Establishments 總機構數目	Percentage 百分比
Other Financial Companies 其他與金融有限的公司	Reimbursement of course fees to employers 向僱主退還僱員學費	827	1 954	42.3
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	847		43.3
	Government loan/grant to employers 政府給予僱主貸款/補助金	627		32.1
	Others 其他	41		2.1
	Refusal Cases 未有提供資料	95		4.9
	No Comment 沒有意見	92		4.7
All Branches 全部門類	**Reimbursement of course fees to employers** 向僱主退還僱員學費	**2 295**	**5 772**	**39.8**
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	**2 378**		**41.2**
	Government loan/grant to employers 政府給予僱主貸款/補助金	**1 562**		**27.1**
	Others 其他	**164**		**2.8**
	Refusal Cases 未有提供資料	**572**		**9.9**
	No Comment 沒有意見	**497**		**8.6**

Remarks: Total percentage may not equal 100% due to rounding.
註: 由於四捨五入關係，總百分率不一定等於 100%。

Manpower Changes of the Banking and Finance Industry from January 2015 to January 2017

銀行及金融業於二〇一五年一月至二〇一七年一月之人力轉變

Job Title 職稱	No. of Employees in January 2017 二〇一七年一月之僱員人數	No. of Employees in January 2015 二〇一五年一月之僱員人數	Manpower Change (%) 人力轉變（百分比）	
MANAGERIAL LEVEL 經理級				
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／營運總監／常務董事／總經理 Chief Executive Officer/Chief Operating Officer/Chief Financial Officer/ Managing Director/General Manager 行政總裁／營運總監／首席財務官／常務董事／總經理	2 375	2 211	164	(7.4%)
Deputy Chief Executive Officer/Deputy Chief Financial Officer/Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	398	n/a	n/a	n/a
Chief Representative 首席代表	90	72	18	(25.0%)
Assistant to Chief Executive Officer/Director 行政總裁助理／董事助理	474	435	39	(9.0%)
Manager – Administration 經理—行政	1 034	1 015	19	(1.9%)
Zone/District Manager 區域經理	382	416	-34	(-8.2%)
Head of Treasury and Capital Markets 庫務及資本市場主管	270	273	-3	(-1.1%)
Manager – Foreign Exchange/Money Market/Interest Rate Products/Debt Market 經理—外匯／拆放市場／利率產品／債務市場	n/a	1 034	n/a	n/a
Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場 (前台和中台)	1 045	n/a	n/a	n/a
Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場 (後台)	390	420	-30	(-7.1%)
Economist/Manager – Economic Research 經濟研究員／經理—經濟研究	251	250	1	(0.4%)
Chief Investment Officer/Manager – Investment 總投資主任／經理—投資	1 646	1 356	290	(21.4%)
Portfolio Manager 投資組合經理	1 673	1 684	-11	(-0.7%)
Manager – Investment Advisory Services 經理—投資諮詢服務	1 307	1 361	-54	(-4.0%)
Manager – Securities, Futures and Commodities Trading 經理—證券、期貨及商品交易	n/a	1 630	n/a	n/a

Job Title 職稱	No. of Employees in January 2017 二〇一七年一月之僱員人數	No. of Employees in January 2015 二〇一五年一月之僱員人數	Manpower Change (%) 人力轉變（百分比）	
MANAGERIAL LEVEL (Continued) 經理級（續）				
Manager – Dealing Room 經理—交易室	1 197	n/a	n/a	n/a
Responsible Officer/Registered Manager 負責人員／註冊司理人	363	n/a	n/a	n/a
Manager – Investment Settlement 經理—投資結算	699	n/a	n/a	n/a
Product Manager 產品經理	466	388	78	(20.1%)
Sales Manager 銷售經理	1 509	1 277	232	(18.2%)
Manager – Trade Finance Operations 經理—貿易融資運作	573	507	66	(13.0%)
Manager – Loan Operation 經理—貸款業務	507	n/a	n/a	n/a
Manager – Credit Management 經理—信貸管理	1 439	1 505	-66	(-4.4%)
Manager – Credit Card 經理—信用卡	172	197	-25	(-12.7%)
Manager – Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	170	181	-11	(-6.1%)
Head of Business/ Managing Director 業務總監／董事總經理	1 041	907	134	(14.8%)
Manager – Corporate Banking/Commercial Banking/Relationship Management 經理—企業銀行／商業銀行／客戶關係管理	2 697	2 125	572	(26.9%)
Manager – Marketing/Product Development 經理—市場推廣／產品開發	981	996	-15	(-1.5%)
Manager – Private Banking 經理—私人銀行	924	861	63	(7.3%)
Manager – Customer Relationship(Personal Banking/ Securities) 經理—客戶關係 (個人銀行/證券)	1 742	1 456	286	(19.6%)
Manager – Branch 經理—分行	3 008	2 834	174	(6.1%)
Manager – Insurance Products 經理—保險產品	118	148	-30	(-20.3%)
Manager – Mandatory Provident Fund 經理—強制性公積金	148	146	2	(1.4%)
Manager – Trust 經理—信託	159	154	5	(3.2%)
Manager – Phone Banking/ Call Centre 經理—電話理財／電話服務中心	86	97	-11	(-11.3%)
Chief Financial Officer/Financial Controller 總財務主任／財務總監	n/a	434	n/a	n/a
Financial Controller 財務總監	499	n/a	n/a	n/a
Manager – Accounting 經理—會計	1 840	1 679	161	(9.6%)

Job Title 職稱	No. of Employees in January 2017 二〇一七年一月之僱員人數	No. of Employees in January 2015 二〇一五年一月之僱員人數	Manpower Change (%) 人力轉變（百分比）	
MANAGERIAL LEVEL (Continued) 經理級（續）				
Chief Information Officer/Chief Technology Officer/Manager – IT 總資訊主任／總科技主任／經理—資訊科技	2 872	2 962	-90	(-3.0%)
E-Commerce/E-Banking Manager 電子商貿／電子銀行經理	309	329	-20	(-6.1%)
Manager – Human Resources 經理—人力資源	1 292	1 169	123	(10.5%)
Manager – Training/Learning and Development 經理—培訓／學習及發展	209	227	-18	(-7.9%)
Risk Manager 風險經理	n/a	1 177	n/a	n/a
Risk Manager – Composite Risk 風險經理—綜合	1 175	n/a	n/a	n/a
Risk Manager – Credit Risk 風險經理—信貸風險	278	n/a	n/a	n/a
Risk Manager – Market Risk 風險經理—市場風險	186	n/a	n/a	n/a
Risk Manager – Operation Risk 風險經理—營運風險	150	n/a	n/a	n/a
Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	1 197	1 104	93	(8.4%)
Company Secretary 公司秘書	175	149	26	(17.4%)
Legal Adviser 法律顧問	480	411	69	(16.8%)
Manager – Corporate Communications/Public Relations 經理—企業傳訊／公共關係	270	250	20	(8.0%)
Manager – Internal Audit 經理—內部稽核	600	602	-2	(-0.3%)
Business Analyst/Manager – Organisation/ Service Qulity & Assurance/Process Re-Engineering 商業分析員／經理—組織／質素保證／工效優化	341	356	-15	(-4.2%)
Manager – Property/Real Estate 經理—產業／房地產	159	171	-12	(-7.0%)
Other Manager 其他經理	6 633	4 887	1 746	(35.7%)
Sub-total 小　計	**47 999**	**41 843**	**6 156**	**(14.7%)**
SUPERVISORY/OFFICER LEVEL 主管/主任級				
Administration Officer 行政主任	1 584	1 560	24	(1.5%)
Management Trainee 見習主任	579	603	-24	(-4.0%)
Representative 代表	236	216	20	(9.3%)

Job Title 職稱	No. of Employees in January 2017 二〇一七年一月之僱員人數	No. of Employees in January 2015 二〇一五年一月之僱員人數	Manpower Change (%) 人力轉變（百分比）	
SUPERVISORY/OFFICER LEVEL(Continued) 主管/主任級（續）				
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	n/a	1 259	n/a	n/a
Treasury and Capital Markets Trader 庫務及資本市場操盤員	972	n/a	n/a	n/a
Remittances Officer 匯兌主任	839	917	-78	(-8.5%)
Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場 (前台和中台)	196	n/a	n/a	n/a
Settlement Officer 結算主任	n/a	498	n/a	n/a
Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場 (後台)	586	n/a	n/a	n/a
Financial Adviser Representative/Personal Financial Adviser 財務顧問代表／個人財務顧問	3 667	3 857	-190	(-4.9%)
Investment Analyst 投資分析員	2 864	2 828	36	(1.3%)
Investment Services Dealer 投資服務交易員	1 129	n/a	n/a	n/a
Customer Service Representative – Investment Service 客戶服務代表—投資服務	533	n/a	n/a	n/a
Investment Officer 投資主任	2 630	2 106	524	(24.9%)
Account Executive/Sales Officer 客戶主任／營業主任	3 747	3 347	400	(12.0%)
Securities Settlement Officer 證券交收結算主任	n/a	2 061	n/a	n/a
Investment Settlement Officer 投資結算主任	1 696	n/a	n/a	n/a
Product Associate 產品主任	1 064	1 164	-100	(-8.6%)
Trade Finance Operations Officer 貿易融資營運主任	1 612	1 568	44	(2.8%)
Complaint Officer 投訴主任	637	n/a	n/a	n/a
Operations Officer 營運主任	4 959	6 138	-1 179	(-19.2%)
Credit/Loan Officer 信貸／放款主任	2 700	2 792	-92	(-3.3%)
Credit Analyst 信貸分析員	924	790	134	(17.0%)
Credit Card Officer 信用卡主任	470	582	-112	(-19.2%)
Hire Purchase/Leasing Officer 分期付款／租賃主任	339	388	-49	(-12.6%)
Business Development Officer 業務發展主任	1 650	1 804	-154	(-8.5%)

Job Title 職稱	No. of Employees in January 2017 二〇一七年一月之僱員人數	No. of Employees in January 2015 二〇一五年一月之僱員人數	Manpower Change (%) 人力轉變（百分比）	
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 （續）				
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任—企業銀行／商業銀行／客戶關係管理	3 096	2 862	234	(8.2%)
Telemarketing Officer 電話市場推廣主任	303	423	-120	(-28.4%)
Relationship Officer – Private Banking 客戶關係主任—私人銀行	329	381	-52	(-13.6%)
Customer Services Officer – Personal Banking/ Securities 客戶服務主任—個人銀行／證券	5 223	3 769	1 454	(38.6%)
Insurance Products Officer 保險產品主任	298	170	128	(75.3%)
Mandatory Provident Fund Officer 強制性公積金主任	561	591	-30	(-5.1%)
Trust Officer 信託主任	153	135	18	(13.3%)
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表—電話理財/電話服務中心	1 105	1 222	-117	(-9.6%)
Accounting Officer 會計主任	2 253	1 940	313	(16.1%)
Computer Operations Officer 電腦運作主任	1 384	1 321	63	(4.8%)
Programmer/Technology Officer 程式員／科技主任	2 288	2 399	-111	(-4.6%)
Systems Analyst 系統分析員	1 308	1 371	-63	(-4.6%)
Human Resources Officer 人力資源主任	930	791	139	(17.6%)
Training Officer/Instructor 訓練主任／導師	115	129	-14	(-10.9%)
Compliance Officer Compliance/Anti-Money Laundering Officer 合規主任 合規／反洗黑錢主任	1 436	1 197	239	(20.0%)
Internal Audit Officer 內部稽核主任	703	774	-71	(-9.2%)
Officer – Organisation/Productivity/Quality/ Re-engineering 主任–組織／生產力／質素／工效優化	208	206	2	(1.0%)
Sales Officer – Insurance Products 銷售主任—保險產品	n/a	161	n/a	n/a
Credit Information Officer 信貸資料主任	n/a	273	n/a	n/a
Other Supervisor 其他主管	7 747	6 577	1 170	(17.8%)
Sub-total **小 計**	**65 053**	**61 170**	**3 883**	**(6.3%)**

Job Title 職稱	No. of Employees in January 2017 二〇一七年一月之僱員人數	No. of Employees in January 2015 二〇一五年一月之僱員人數	Manpower Change (%) 人力轉變（百分比）	
CLERICAL LEVEL 文員級				
Clerk 文員	13 736	12 933	803	(6.2%)
Securities and Futures Assistant Dealing Assistant 證券及期貨助理交易助理	4 115	4 106	9	(0.2%)
Cashier 出納員	965	1 027	-62	(-6.0%)
Receptionist/Greeter 接待員／電話操作員	651	713	-62	(-8.7%)
Trade Finance Operations Checker 貿易融資運作核對員	766	779	-13	(-1.7%)
Telemarketing Representative 電話市場推廣代表	763	902	-139	(-15.4%)
Teller 櫃檯員	11 090	11 208	-118	(-1.1%)
Accounting Clerk 會計文員	2 214	2 374	-160	(-6.7%)
Computer Operator 電腦操作員	1 218	1 352	-134	(-9.9%)
Other Clerical Staff 其他文員	5 418	5 363	55	(1.0%)
Sub-total **小 計**	**40 936**	**40 757**	**179**	**(0.4%)**
OTHERS 其他				
Other Supporting Staff 其他輔助員工	6 672	7 547	-875	(-11.6%)
Sub-total **小 計**	**6 672**	**7 547**	**-875**	**(-11.6%)**
Grand-total **總 計**	**160 660**	**151 317**	**9 343**	**(6.2%)**

Labour Market Analysis Method for Manpower Projection

Methodology

The Labour Market Analysis (LMA) approach first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA approach has been applied to manpower projection for banking and finance industry since 2004 (except in 2009 due to uncertainty in financial market's operations after financial tsunami). In this round of survey, statistical modeling is applied to banking and finance industry for the coming five years.

3. The building of a statistical model comprises two main steps. The first step is called 'Diagnostic' when two sets of statistical data are tested to select independent variables as determinants. Set I comprises nine core statistics in the National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about our key economic activities. Set II comprises 42 forty-two economic indicators with more disaggregate information about various economic sectors. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two data sets, some determinants can be found. To minimize Types I & II and other errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modeling is called "Prognostic" because the PCs found in the first step are used to build the statistical model for manpower projection.

Manpower Projection for Banking and Finance Industry

4. For banking and finance industry, five determinants below have been identified and grouped into PCs.

1) Composite Consumer Price Index [CCPI]
2) Property Price Index [PPI]
3) Re-Export of Goods in Value Index [VREX]
4) Retails Sales in Value Index [RSVA]
5) Total Loans and Advance [LA]

5. At the "Diagnostic" step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 91% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. In the second "Prognostic" step, Principal Component Regression (PCR) is applied to build the statistical model. The model indicates that there is a strong positive correlation between the actual manpower data and the PCs. The adjusted R-square worked out to be 0.95, indicating that about 95% of the variation of the manpower requirements can be explained by the model.

6. The manpower demand for banking and finance industry in 2018-2022 is projected using three methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers' Forecast (EF). A summary table is provided as below.

Table 1: Summary of Manpower Projections by LMA, AFM and EF.

Year	Manpower Demand	Projected (LMA)	Projected (AFM)	Projected (EF)
2017	163 595			
2018		164 599 (+0.6%*)	168 068 (+2.7%*)	
2019		167 111 (+1.5%**)	172 225 (+2.5%**)	165 011 (+0.9%*)
2020		169 301 (+1.3%**)	176 068 (+2.2%**)	
2021		171 208 (+1.1%**)	179 612 (+2.0%**)	
2022		172 864 (+1.0%**)	182 873 (+1.8%**)	

* as percentage change vs manpower demand in 2017

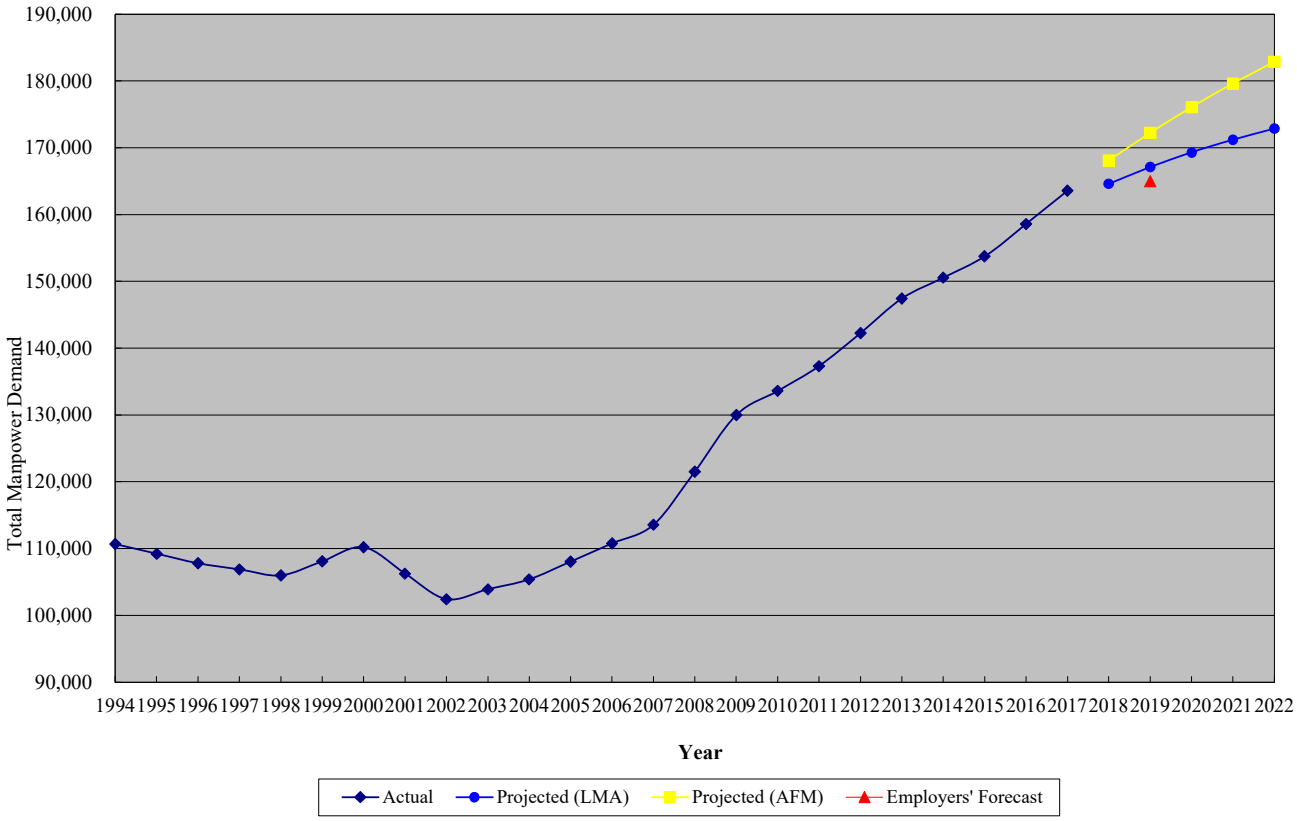
** as percentage change vs projected manpower in previous year

LMA: Labour Market Analysis

AFM: Adaptive Filtering Method

EF: Employers' Forecast at the date of the survey

Figure 1: Summary of Manpower Projection by LMA, AFM and EF.



7. Both LMA and AFM methods show an increasing manpower trend for 2018-2022. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available, whereas the AFM approach is based on historical pattern in manpower series to extrapolate the future assuming all other variables remain unchanged. Finally, EF, which is based on personal guess and industry experience of the respondents, predicts a negligible growth in 2019.

運用人力市場分析法推算業內人力需求

推算方法

根據「人力市場分析法」[Labour Market Analysis Approach，簡稱LMA]，調查員首先研究由可靠的獨立機構所收集的一套主要統計數據。這些數據可反映本地經濟、人口分布和人力市場的狀況，部分數據經分析後選作獨立變數，用以建立統計模型，推算所研究經濟範疇的人力需求。換言之，LMA運用一些相關並可靠的經濟指標建立統計模型，推算中短期的人力需求。

2. 本會自2004年起採用人力市場分析法推算銀行及金融業的人力需求（2009年由於市場運作在金融海嘯後未明朗，沒有採用此方法）。是次調查亦應用統計模型，以推算銀行及金融業未來五年的人力需求。

3. 建立統計模型包括兩個步驟。第一個步驟稱為「審斷」，透過測試兩組統計數據，挑選出獨立變數作為決定因子。第一組是國民經濟核算中九個核心統計數據，例如本地生產總值[GDP]及其組成數據，能提供有關香港主要經濟活動的資料；第二組是取自不同經濟界別的42個經濟指標，包括消費、投資、貿易、旅遊、房地產及相關活動、勞動市場等，提供更多分散式的資料。從這兩組數據中，可找出一些決定因子。為減少誤差，兩組數據的決定因子會經過統計測試，找出它們之間的多重共線性，再歸類為不同的「主成分」[Principal Components，簡稱PCs]。第二個步驟稱為「預斷」，利用第一個步驟的PCs建立統計模型，以推算人力。

銀行及金融業人力推算

4. 銀行及金融業已定出下列五個決定因子並歸納為 PCs。
   1) 綜合消費物價指數[CCPI]
   2) 物業價格指數[PPI]
   3) 商品轉口貨值指數[VREX]
   4) 零售價值指數[RSVA]
   5) 貸款及墊款[LA]

5. 在「審斷」階段，採用「主成分分析法」[Principal Component Analysis，簡稱PCA]，將上述決定因子歸類為不同的PCs。分析發現，這些PCs能解釋到大約91%的人力需求差異，故適用於推算未來數年的人力需求。在「預斷」階段，使用「主成分迴歸法」[Principal Component Regression]建立統計模型。結果顯示，實際人力數字與PCs之間存在明顯的「正向相關」關係。調整後的R-平方值是0.95，顯示模型可以解釋約95%的人力需求變化。

6. 本會分別採用LMA、調節過濾法[Adaptive Filtering Method，簡稱AFM]和僱主預測[Employers' Forecast，簡稱EF]三個方法，推算銀行及金融業2018-2022年的人力需求。結果摘錄如下：

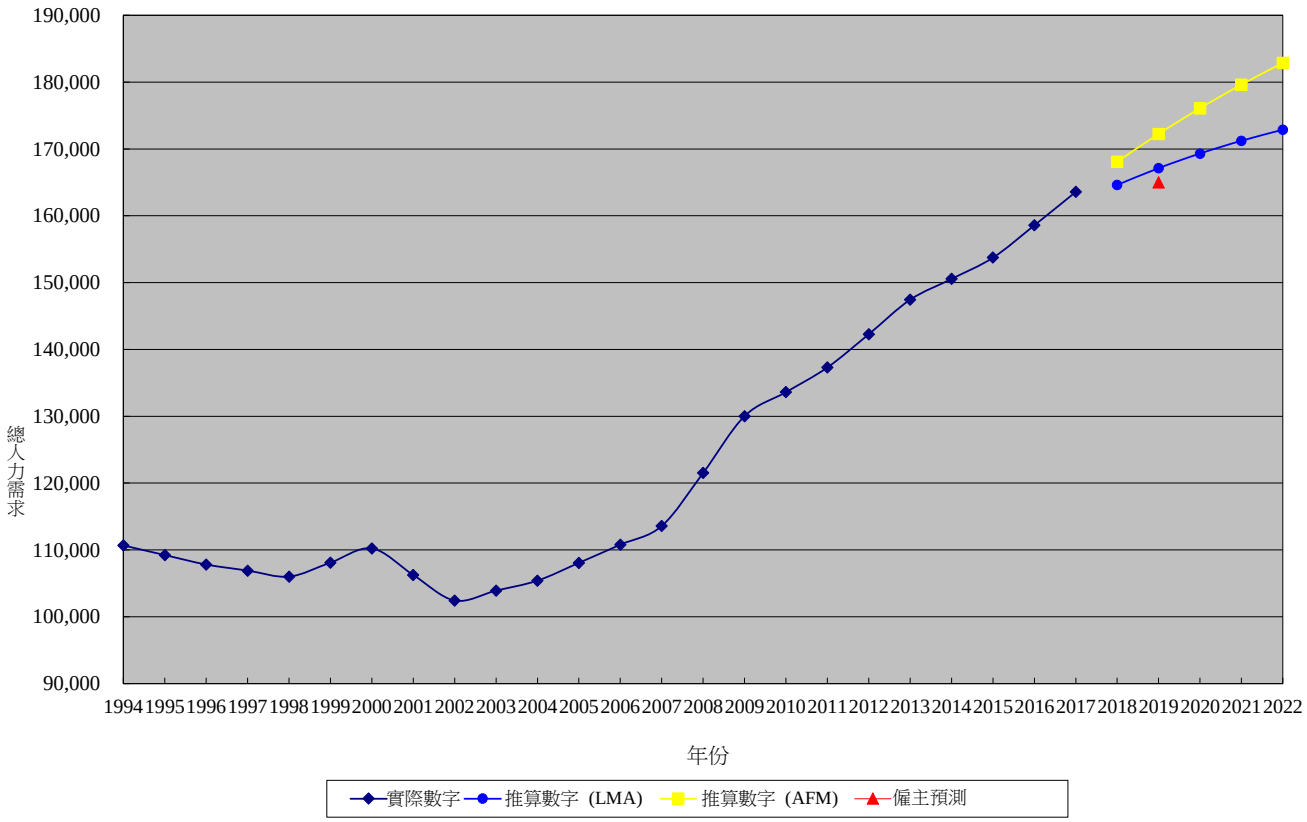
表 1：LMA、AFM 及 EF 推算人力需求摘要

年份	人力需求	LMA 人力推算	AFM 人力推算	EF 人力預測
2017	163 595			
2018		164 599 (+0.6%*)	168 068 (+2.7%*)	
2019		167 111 (+1.5%**)	172 225 (+2.5%**)	165 011 (+0.9%*)
2020		169 301 (+1.3%**)	176 068 (+2.2%**)	
2021		171 208 (+1.1%**)	179 612 (+2.0%**)	
2022		172 864 (+1.0%**)	182 873 (+1.8%**)	

* 相對於 2017 年人力需求的百分率變幅
** 相對於前一年推算人力的百分率變幅

LMA： 人力市場分析法
AFM： 調節過濾法
EF： 調查當日的僱主預測

圖 1：採用 LMA、AFM 及 EF 推算所得的人力需求摘要



7. 採用LMA及AFM推算所得的2018-2022年人力需求呈上揚趨勢。LMA的優點是所得出的數據客觀，而且在取得新經濟指標時，可立刻更新中期的人力推算。另一方面，AFM是根據過往人力發展模式推斷未來的人力需求，並且假設所有其他情況均維持不變。至於EF則是根據回覆者的個人估計和行業經驗得出，而按僱主的預測，銀行及金融業2019年的人力僅有輕微增長。