

**2012 Manpower Survey Report**  
**Import/Export and Wholesale Trades**

出入口及批發業  
二零一二年人力調查報告

**Import/Export and Wholesale Trades Training Board**  
**Vocational Training Council**

職業訓練局  
出入口及批發業訓練委員會



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## EXECUTIVE SUMMARY

### Introduction

1. The Import/Export and Wholesale Trades Training Board was set up by the HKSAR Government to be responsible for determining the manpower situation and training needs in the Import/Export and Wholesale industries; and for recommending measures to the Vocational Training Council (“VTC”), employers and other interested parties to meet the demand for trained personnel in the industries. With the assistance of the Census and Statistics Department (C&SD), the Import/Export and Wholesale Trades Training Board conducts a manpower survey biennially with a view to assessing the manpower situation and training needs in the Import/Export and Wholesale trades.

2. The 2012 Manpower Survey of the Import/Export and Wholesale Trades was conducted from 24 October 2012 to 23 November 2012. Followed-up field work with non-respondents was completed in end April 2013.

3. The stratified random sampling method was used for the sample selection of establishments. A total of 786 companies from the Import/Export trade (“IE trade”) and 214 companies from the Wholesale trade had been selected for the Survey by the stratified random sampling method. Data collected from these selected establishments (samples) were processed by the C&SD and statistically grossed up to reflect the overall picture of the manpower situation of the IE trade and Wholesale trade.

4. The overall effective response rates (including partial response and response) for the current survey was 91.9% for the IE trade and 93.5% for the Wholesale trade.

### Limitation

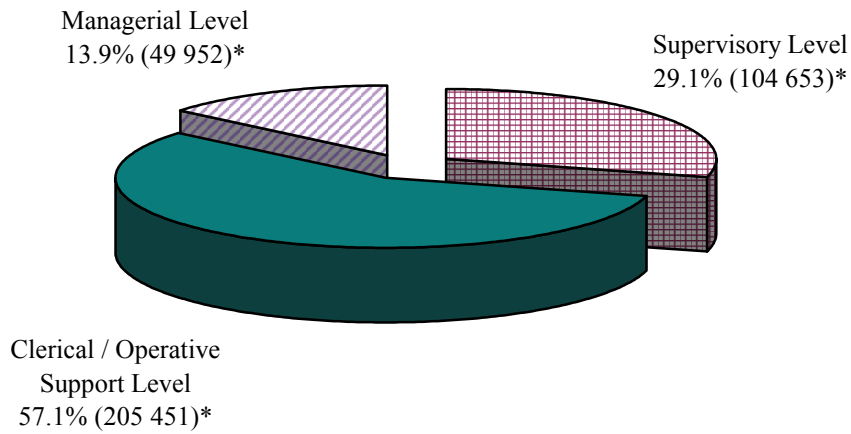
5. The statistics contained in this report were based on information obtained from the Survey which was carried out from 24 October 2012 to 23 November 2012, with follow-up action taken with the sampled companies for data collection in the subsequent months. In consideration of the duration of the survey period and also the time gap between the carrying out of the Survey and the publication of this report, there could be changes in the growing economy of Hong Kong and cyclical fluctuations in the trades, rendering deviations of the findings from actual scenarios at the time the report is released.

6. As the Survey is conducted by drawing a sample of companies in the relevant trades using scientific sampling method for data collection, the statistics derived from the Survey are also subject to sampling error.

### Number Engaged

7. According to the Survey, 360 056 persons were engaged in the principal jobs (“technical manpower”) of the IE trade, comprising 49 952 managerial staff (vs 43 361 in 2010), 104 653 supervisory staff (vs 116 046 in 2010) and 205 451 clerical/operative support staff (vs 199 542 in 2010). The distribution of IE trade employees by job level is shown in Figure 1.

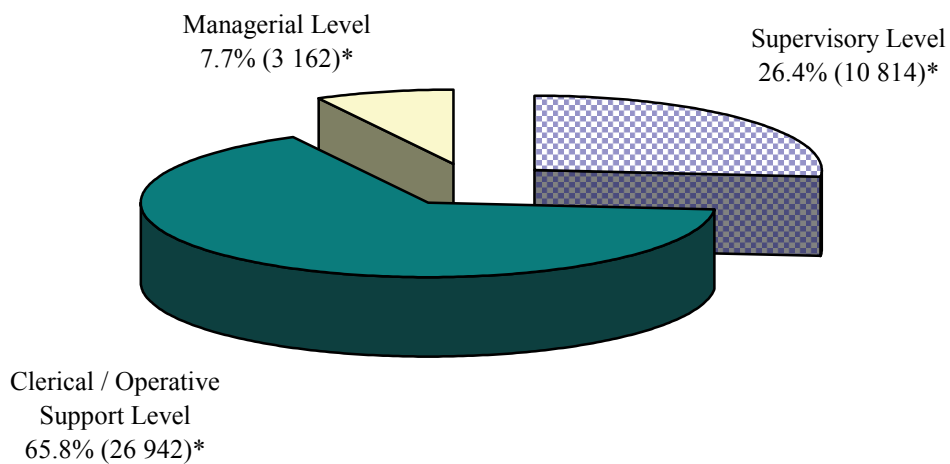
**Figure 1** **IE Trade**  
**Distribution of Employees by Job Level**  
**(As in October 2012)**  
**(Total 360 056)**



\* Number of employees in brackets.

8. The wholesale trade had a technical manpower of 40 918 persons at the time of the Survey, of which 3 162 were managerial staff (vs 2 602 in 2010), 10 814 were supervisory staff (vs 12 518 in 2010) and 26 942 were clerical/operative support staff (vs 27 980 in 2010). The distribution of Wholesale trade employees by job level is shown in Figure 2.

**Figure 2** **Wholesale Trade**  
**Distribution of Employees by Job Level**  
**(As in October 2012)**  
**(Total 40 918)**



\* Number of employees in brackets.

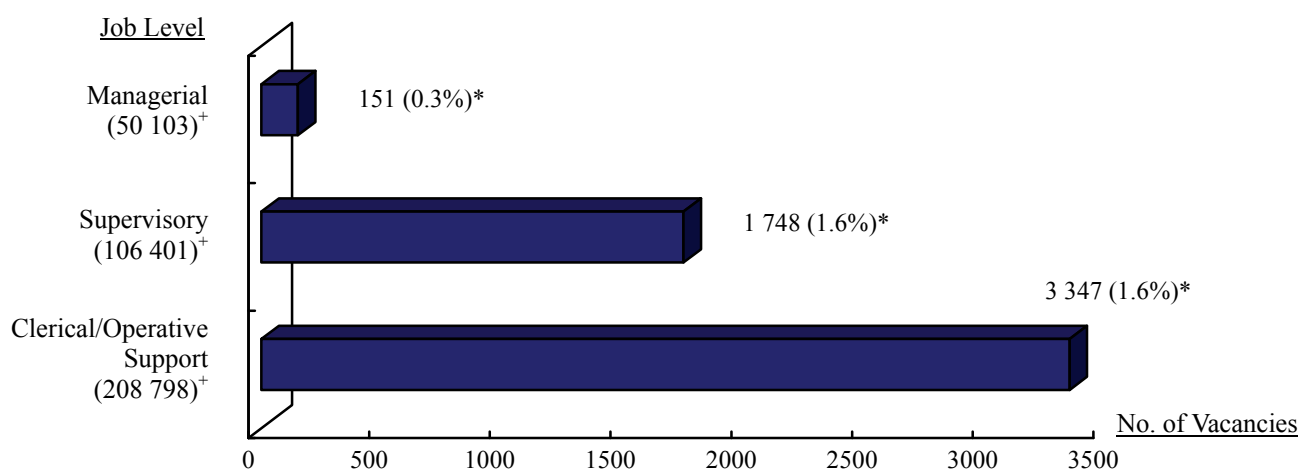
9. When comparing with the 2010 survey, the number of persons engaged in principal jobs (i.e. technical manpower) had increased by 1 107 or +0.31% for the IE trade but decreased by 2 182 or -5.06% for the Wholesale trade.

10. As regards the total workforce, which represents technical manpower plus administrative/other supportive employees, the trend of two trades went on different directions, i.e., increased from 482 689 in 2010 to 489 838 in 2012 (+7 149 or +1.48%) for the IE trade while decreased from 65 215 in 2010 to 63 372 in 2012 (-1 843 or -2.83%) for the Wholesale trade.

### Vacancies

11. There were a total of 5 246 vacancies or 1.4% (vs 3 386 or 0.9% in 2010) out of 365 302 IE posts available at the time of the Survey, revealing employment gaps of 151 persons (vs 216 in 2010) for managerial staff, 1 748 (vs 746 in 2010) for supervisory staff and 3 347 (vs 2 424 in 2010) for clerical/operative support staff, as shown in Figure 3.

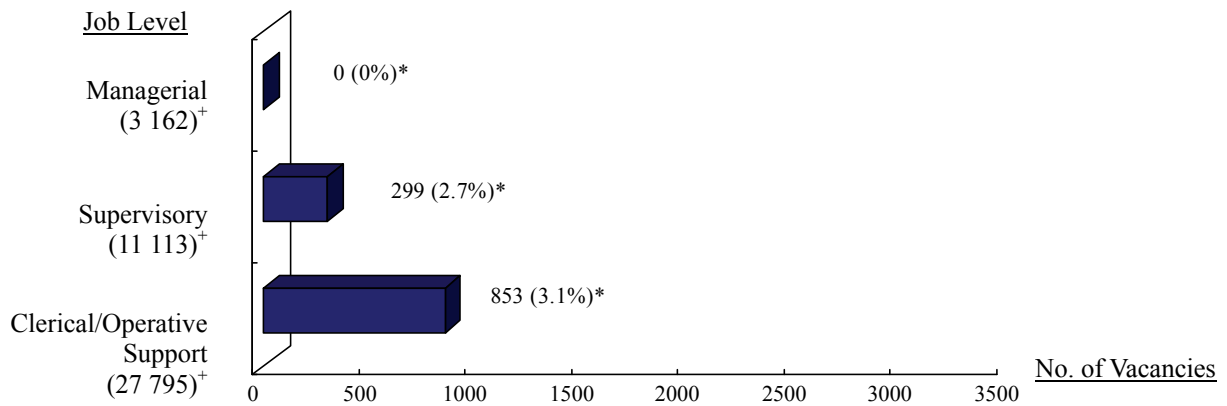
**Figure 3** **IE Trade**  
**Vacancies by Job Level**  
**(As in October 2012)**  
**(Total 5 246)**



Note: (For Figure 3)  
\* As a percentage of the number of IE posts by job level.  
+ Number of IE posts by job level.

12. By comparison, vacancies in the wholesale posts were 1 152 for all job levels, with an increase from 573 in 2010. The total vacancies represented 2.7 % of the 42 070 wholesale posts in 2012 and the clerical/operative support level taking up the majority of 853 vacancies. Distribution of the vacancies in the Wholesale trade is shown in Figure 4.

**Figure 4 Wholesale Trade Vacancies by Job Level (As in October 2012) (Total 1 152)**

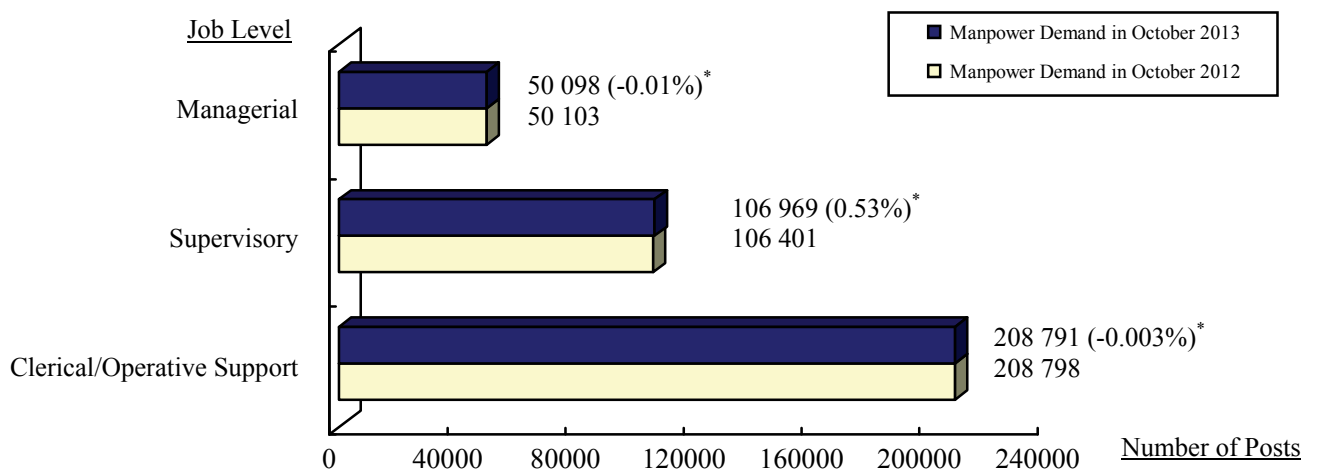


**Note:** (For Figure 4)  
 \* As a percentage of the number of wholesale posts by job level.  
 + Number of wholesale posts by job level.

**Employers’ Forecast of Manpower Demand by October 2013**

13. Based on the employers’ forecast, the numbers of IE and wholesale posts would be 365 858 and 42 065 respectively by October 2013. The predicted manpower growths are in the different direction between two trades. Employers forecasted that there would be +556 posts (or +0.15%) for IE trade and -5 posts (or -0.01%) for Wholesale trade by October 2013 over the 2012 manpower demand. Details of the employers’ forecast of the manpower demand by October 2013 by job level are shown in Figures 5 and 6.

**Figure 5 IE Trade Employers’ Forecast of Manpower Demand by Job Level (By October 2013) (Total 365 858)**

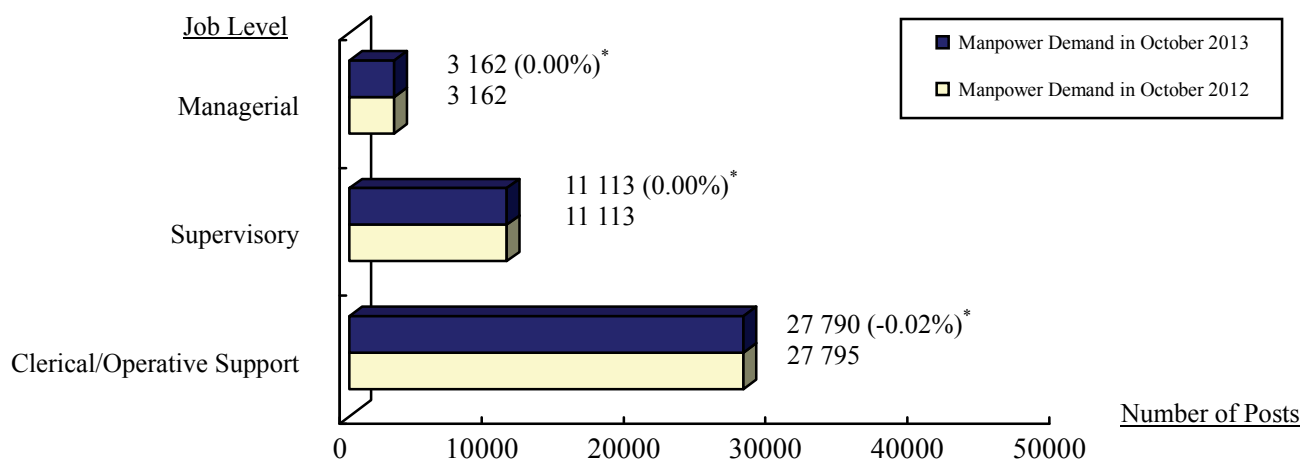


**Note:** (For Figure 5)  
 Manpower demand = Number of existing employees + Vacancies at each job level.  
 \* Growth rate (in brackets) as percentage of number of IE posts at the same job level in October 2012.



**Figure 6**

**Wholesale Trade  
Employers' Forecast of Manpower Demand by Job Level  
(By October 2013)  
(Total 42 065)**



Note: (For Figure 6)

Manpower demand = Number of existing employees + Vacancies at each job level.

\* Growth rate (in brackets) as percentage of number of wholesale posts at the same job level in October 2012.

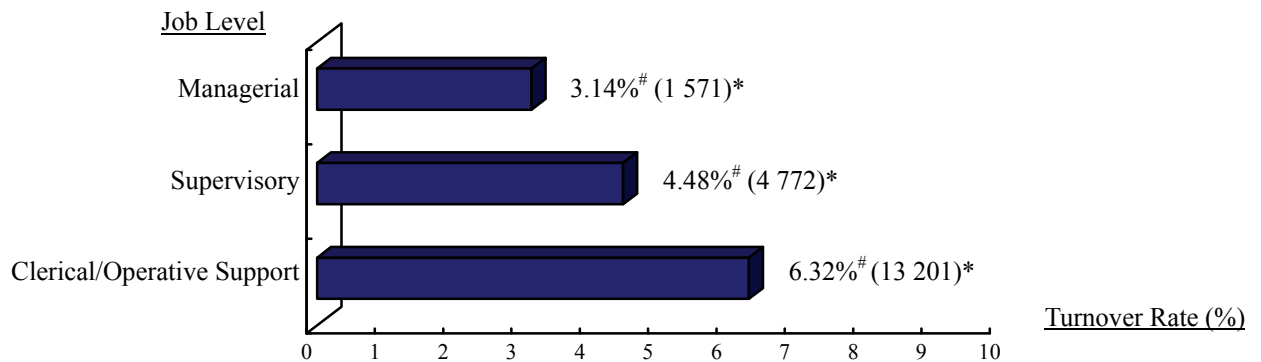
**Staff Turnover in the Past 12 Months**

14. In respect of the IE trade, during the 12 months preceding the Survey, 19 544 IE employees (or 5.35% of the total IE posts) left their jobs. Of those employees with known whereabouts, 9 647 (or 49.36%) changed employment within the IE field, 2 294 (or 11.74%) took up employment in other fields and 387 (or 1.98%) left due to emigration, retirement or further studies; and 7 216 (or 36.92%) for other reasons.

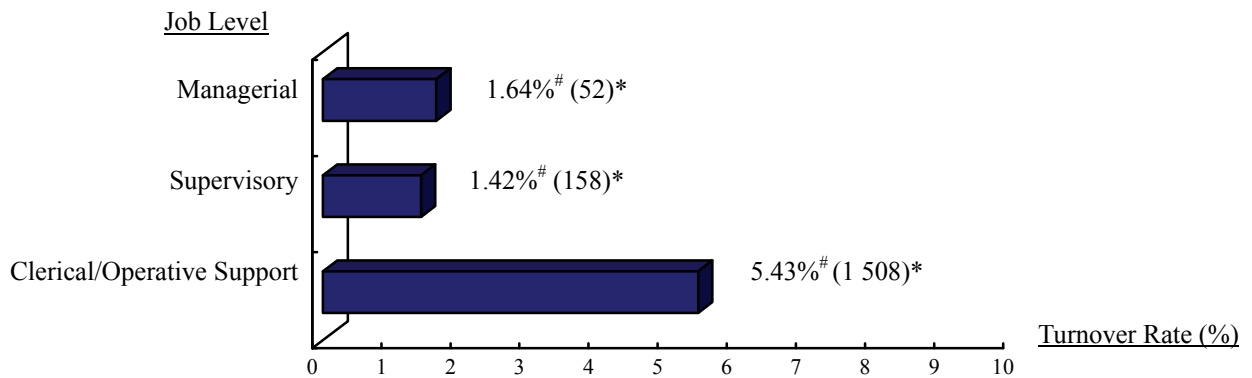
15. On the other hand, the Wholesale trade, in the past 12 months, 1 718 employees (or 4.08% of the total wholesale posts) left their companies but the majority, namely 670 (or 39.00%), joined other companies of the same trade. Those who took up non-trade related employment amounted to 610 (or 35.51%), let alone the 10 (or 0.58%) employees quitting as a result of emigration, retirement or further studies; and 428 (or 24.91%) for other reasons.

16. The staff turnover rates in the past 12 months for the IE and Wholesale trades by job level are shown in Figures 7 & 8.

**Figure 7** **IE Trade**  
**Staff Turnover Rates by Job Level in the Past 12 Months**  
**(Total No. Left 19 544)**



**Figure 8** **Wholesale Trade**  
**Staff Turnover Rates by Job Level in the Past 12 Months**  
**(Total No. Left 1 718)**



Note: (For Figures 7 and 8)  
 \* Number of IE or wholesale employees who left the companies at the same job level.  
 # As a percentage of the number of IE or wholesale posts at the same job level.

## Training Needs

17. As revealed in the 2012 survey, a total of 61 084 (vs 155 436 in 2010) training places for the IE trade and 7 434 (vs 11 578 in 2010) for the Wholesale trade. A notable decrease in training places of both trades was noted when compared with 2010 Survey. The reason was mainly due to the constraint of resources under a rather difficult operating environment in 2012. Hence, most employers would not have any training plans for their employees. Nevertheless, they would rather prefer to provide on-the-job training to their employees and encourage them to upgrade themselves by self-study. Nevertheless, the employers still believed that training was essential in upgrading their workforce and sustain their competitive edge in the industry.

18. The top five most popular training types, assessed in terms of the number of training places, to be provided or sponsored by employers in the coming 12 months would be:

### IE trade

1. Product Knowledge (10 232)
2. Customer Relationship (6 197)
3. Interpersonal Skill (5 872)
4. Presentation (4 685)
5. Sales Technique (4 504)

### Wholesale trade

1. Product Knowledge (1 633)
2. Customer Relationship (894)
3. Putonghua / Spoken English / Written English / Written Chinese (713)
4. e-Commerce Knowledge & Application (519)
5. Basic Computer Operation Skills including Chinese Input Method (504)

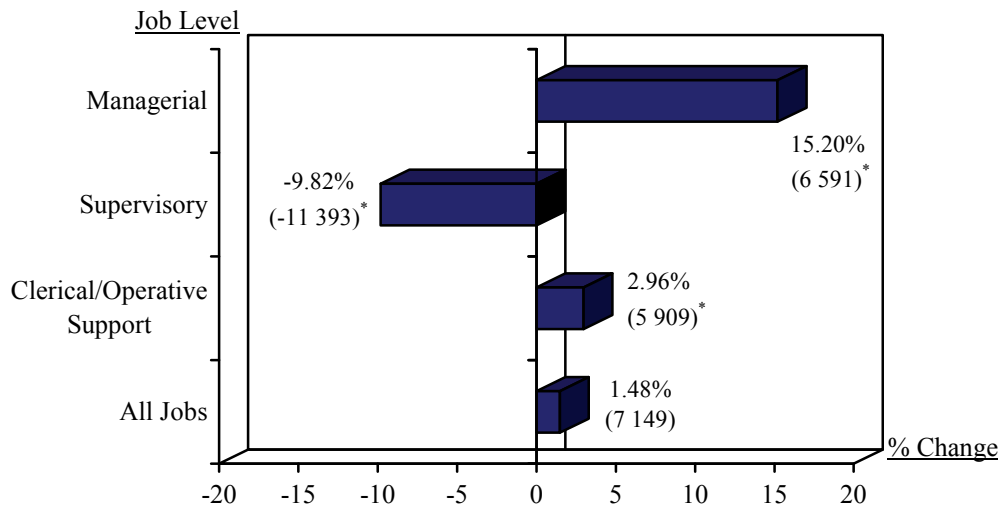
## Manpower Changes from 2010 to 2012

19. A comparison of the total number of IE employees engaged in 2010 and 2012 by job level is shown in Figure 9. In general, the total workforce had increased in 2012 by 7 149 employees (or +1.48%) over that in 2010 which was in line with, though much less than, the increase in the number of companies, from 73 855 in 2010 to 99 535 in 2012 by 25 680 (or +34.77%).

20. For the Wholesale trade, the total workforce (65 215 in 2010 vs 63 372 in 2012) and number of companies (14 908 in 2010 to 13 895 in 2012) had decreased -2.83% and -6.80% respectively since 2010. While wholesale employees at the managerial level (2 602 in 2010 vs 3 162 in 2012) increased by 21.52%. However, at the supervisory level (12 518 in 2010 to 10 814 in 2012) and clerical/operative support level (27 980 in 2010 to 26 942 in 2012) had decreased by -13.61% and -3.71% respectively. A comparison table between 2010 and 2012 is shown in Figure 10.

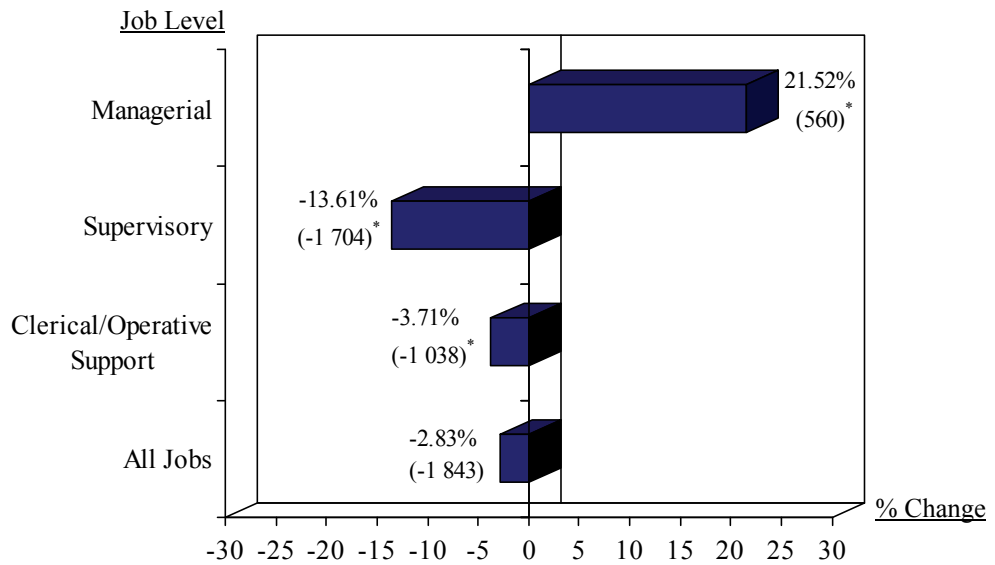
**Figure 9**

**IE Trade  
Changes of Employees by Job Level  
(2010 vs 2012)**



**Figure 10**

**Wholesale Trade  
Changes of Employees by Job Level  
(2010 vs 2012)**



Note: (For Figures 9 and 10)  
\* Numbers of technical employees.

## Additional Manpower Requirement by October 2013

21. The manpower left the trades in the past 12 months is termed ‘wastage’. An analysis of the combined effect of this wastage and the forecast additional manpower requirement by October 2013 was compiled and shown in Table A.

**Table A Forecast Additional Manpower Requirement by Job Level  
(By October 2013)**

Job Level	Number of Employees in October 2012	Employers' Forecast of Manpower Growth by October 2013	Number of additional Employees to Replenish Wastage		Total Number of Additional Employees by October 2013 <sup>2</sup>
			Number	(%) <sup>1</sup>	
<i>Import/Export Trade</i>					
Managerial	49 952	-5	1 093	2.19	<b>1 088</b>
Supervisory	104 653	568	1 420	1.36	<b>1 988</b>
Clerical/Operative Support	205 451	-7	7 384	3.59	<b>7 377</b>
<b><i>Sub-Total</i></b>	<b><i>360 056</i></b>	<b><i>556</i></b>	<b><i>9 897</i></b>	<b><i>2.75</i></b>	<b><i>10 453</i></b>
<i>Wholesale Trade</i>					
Managerial	3 162	0	23	0.73	<b>23</b>
Supervisory	10 814	0	19	0.18	<b>19</b>
Clerical/Operative Support	26 942	-5	1 006	3.73	<b>1 001</b>
<b><i>Sub-Total</i></b>	<b><i>40 918</i></b>	<b><i>-5</i></b>	<b><i>1 048</i></b>	<b><i>2.56</i></b>	<b><i>1 043</i></b>
<b>Total</b>	<b>400 974</b>	<b>551</b>	<b>10 945</b>	<b>2.73</b>	<b>11 496</b>

Note:

- 1 "Wastage rate" is defined as the percentage of employees leaving their current IE or wholesale jobs and taking up non-IE or wholesale positions, through emigration, retirement, further studies or for other reasons, out of the total number of IE or wholesale employees.
- 2 Total Number of Additional Employees by 2013= Employers' Forecast of Manpower Growth by October 2013 + Number of additional Employees to Replenish Wastage  
Assuming that the number of wastage is fully replenished.

## Projected Manpower Requirement from 2013 to 2017

22. On top of the employers' forecast on the manpower demand of the IE and wholesale trades by October 2012, which might be prudent and subjective, other statistical methods had also been devised to project the changes in manpower in order to provide a more objective view.

23. In the case of the IE trade, as in previous years, a Labour Market Analysis ("LMA") approach was adopted for projecting the annual manpower requirement in the Survey. The LMA approach has among others the advantage of objectivity. By this method, a total of 7 economic indicators relevant to the trades had been used to arrive at the forecast data. Projected manpower requirements of the IE trade for 2013 to 2017 by using the LMA approach is shown in Table B.

**Table B** **IE Trade**  
**Projected Manpower Requirement from 2013 to 2017**  
**by Labour Market Analysis Approach**

Year	Manpower Demand	Projected by LMA	Employers' Forecast
2012	365 302	-	-
2013	-	378 613 (+3.64%*)	365 858 (+0.15%*)
2014	-	382 064 (+0.91%**)	-
2015	-	384 865 (+0.73%**)	-
2016	-	387 159 (+0.60%**)	-
2017	-	389 054 (+0.49%**)	-

Note:

All figures include technical manpower only.

\* As percentage change vs actual manpower in 2012

\*\* As percentage change vs projected manpower in previous year

24. As indicated in the table above, the manpower forecast of 2013 derived from the LMA approach and the employers' forecast show an increase at +3.64% and +0.15% respectively over 2012, but differ in terms of magnitude. Such deviation might be due to the fact that the survey was conducted in October 2012 while the LMA approach referred to the most updated economic indicators in 2013 for the IE trade manpower projection.

25. Owing to fluctuations of historical data in the past years, no economic indicators can be identified to project the wholesale trade manpower requirement and thus LMA approach cannot be applied in the Wholesale Industry. Adaptive Filtering Method (AFM) is used to project the manpower requirement for the Wholesale Industry and a summary table for the manpower projection by AFM is presented as below.

**Table C Wholesale Trade  
Projected Manpower Requirement from 2013 to 2017 By  
Adaptive Filtering Method**

<b>Year</b>	<b>Manpower Demand</b>	<b>Projected by AFM</b>	<b>Employers' Forecast</b>
2012	42 070	-	-
2013	-	42 775 (+1.68%*)	42 065 (-0.01%*)
2014	-	43 005 (+0.54%**)	-
2015	-	43 180 (+0.41%**)	-
2016	-	43 313 (+0.31%**)	-
2017	-	43 413 (+0.23%**)	-

Note:

All figures include technical manpower only.

\* As percentage change vs actual manpower in 2012

\*\* As percentage change vs projected manpower in previous year

26. As indicated in the table above, AFM and employers' forecast show a slight deviation with AFM projection at +1.68% while at -0.01% under the employers' forecast over 2012.

# SECTION I

## INTRODUCTION

### **The Training Board**

1.1 The Import/Export and Wholesale Trades Training Board (“the Training Board”) of the Vocational Training Council is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs in the import/export and wholesale trades and recommending to the Vocational Training Council measures to enhance development of vocational education and training facilities to meet the assessed manpower demand. The Training Board’s Terms of Reference and Membership List are given in Appendices 1 and 2.

### **Working Group on Manpower Survey**

1.2 In order to fulfill the objectives mentioned above, manpower surveys on the import/export and wholesale trades have been conducted by the Training Board biennially since early 1980s. Under the Training Board, a Working Group is formed to manage and guide the survey on processes such as questionnaire design, sampling, data analysis and reporting. In addition, it works closely with the Census and Statistics Department (“C&SD”), whose duties involved fieldwork, data input and tabulation. A Membership List of the Working Group on the 2012 Manpower Survey is given in Appendix 3.

### **In-depth Interview on Manpower Survey**

1.3 In-depth interviews had been conducted with various associations and companies to solicit views on the outlook of the economic and manpower perspective of the Industry. The participants of the in-depth interview are given in Appendix 4.

### **The 2012 Survey**

1.4 During the period from October 2012 to April 2013, the fieldwork was conducted to collect current manpower statistics for the trades with the assistance from the C&SD. The data gathered was then processed by the C&SD and analyzed by the Training Board for reporting purpose. In the past, reports had been issued separately for the Import/Export (“IE”) and Wholesale trades. Since the 2006 Survey, these two reports have been merged into one to present the close relationship between the two trades.

### **Scope of the Survey**

1.5 The sampling frames of the IE and Wholesale trades in the Survey covered the following companies maintained under the Central Register of Establishment of the C&SD.



a. IE trade

those engaged in:

- the import of goods for wholesaling and/or export of goods (except mail-order houses and those companies engaged in sales of goods via Internet)
- buying agents or commission agents arranging for import or export of goods

b. Wholesale trade

those engaged in:

- the resale (sale without transformation) of new and used goods to retailers
- the industrial, commercial, institutional or professional users
- other wholesalers, or those acting as agents or brokers in buying merchandise for, or selling merchandise to, such persons or companies

1.6 The Industry Codes of the IE and wholesale trades based on the Hong Kong Standard Industrial Classification (“HSIC”) (Version 2.0) covered in the survey are:

**Industry Code  
under the HSIC**

**Descriptions**

451	A fee or contract basis; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; transport equipment; durable goods (Export trade)
452	A fee or contract basis; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; transport equipment; durable goods (Import trade)
460	Brokers and agents for wholesale; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; machinery, equipment and parts; transport equipment; durable goods (wholesale trade)

**Method of the Survey**

1.7 In the Survey, a stratified random sampling method was adopted to select 786 samples of IE companies and 214 of wholesale companies in the specified frames.

1.8 The sampled companies were each sent a detailed questionnaire for completion. While the Part I (core) questions in the questionnaire of both trades were the same, supplementary questions in Part II differed slightly between the two trades. Samples of the questionnaires used for IE and wholesale trades are provided in Appendices 5 to 10.

1.9 Fieldwork officers of the C&SD were carefully briefed prior to visiting the sampled companies on issues including the structure of the questionnaire and the importance of proper matching of job codes which were divided into three main categories, namely managerial, supervisory and clerical/operative support. Fieldwork officers then visited the sampled companies to ensure proper collection of data. The survey of the Import/Export and Wholesale Trades (“the Survey”) was conducted from 24 October 2012 to 23 November 2012. Followed-up field work with non-respondents was completed in end April 2013 until more satisfactory response rates were achieved.

1.10 Data collected by the C&SD were checked, coded and if necessary verified with the respondents. The survey data was then grossed up statistically by the C&SD to reflect the overall manpower situation of the two trades for tabulation.

### **Analysis of the Responses**

1.11 For the IE trade, out of the 786 selected companies, 579 had completed and returned the questionnaires while 51 refused to respond. Disregarding those 156 companies which had closed, moved, were untraceable or had registered offices without operations, were temporarily not in operation, were not engaged in specific trade and others; the effective response rate was 91.9% .

1.12 For the Wholesale trade, out of the 214 selected companies, 143 had completed and returned the questionnaires while 10 refused to respond. Disregarding those 61 companies which had closed, moved, were untraceable or had registered offices without operations, were temporarily not in operation, were not engaged in specific trade and others; the effective response rate was 93.5%.

### **Presentation of Survey Findings**

1.13 Survey findings for both IE and Wholesale trades are given in Section II, followed by conclusions and recommendations in Sections III and IV addressing the problem areas and opportunities identified.

1.14 Starting from the 2006 Survey, ‘Owner/Sole Proprietor/Working Partner’ were included in the category of ‘Managerial Level’ to avoid uncertainty in classification as their functions sometimes overlapped and distinction blurred; revising some job descriptions for clarity and ease of matching; re-grouping of the places in respect of the destinations of relocation; introducing new trade specific skills to cater for the change in manpower development in the trades.

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Number of Companies

2.1 In view of the steady growth of the Hong Kong economy with the year-on-year real GDP growing at 4.9% in 2011 plus a modest growth at 1.5% in 2012, the number of IE companies increased from 73 855 in 2010 to 99 535 in 2012 (+25 680 or +34.77%). With regard to the wholesale trade, the number of companies decreased from 14 908 in 2010 to 13 895 in 2012 (-1 013 or -6.80%), brought about by the rationalization and streamlining of operations.

#### Number of Persons Engaged

2.2 According to the result of the Survey in October 2012, the technical manpower was 360 056 for the IE trade and 40 918 for the wholesale trade, in which the numbers showing two different tracks over the 2010 Survey, which were 358 949 in the IE trade and 43 100 in the Wholesale trade respectively. Further breakdown of the manpower statistics of both trades can be found in Appendices 11 and 12.

2.3 The manpower structures of the IE and Wholesale trades by job level are shown in Tables D and E.

**Table D**  
**IE Trade Manpower Structure by Job Level**  
**(As in October 2012)**

<b>Job Level</b>	<b>Number of Persons</b>
Managerial	49 952
Supervisory	104 653
Clerical / Operative Support	205 451
<b>Total Technical Manpower</b>	<b>360 056</b>
Other Supporting Managers <sup>1</sup>	13 091
Other Supporting Supervisors <sup>2</sup>	18 280
Other Clerical / Operative Support Staff <sup>3</sup>	65 761
Other Supportive Staff <sup>4</sup>	32 650
<b>Total Workforce</b>	<b>489 838</b>

**Table E**  
**Wholesale Trade Manpower Structure by Job Level**  
**(As in October 2012)**

Job Level	Number of Persons
Managerial	3 162
Supervisory	10 814
Clerical / Operative Support	26 942
<b>Total Technical Manpower</b>	<b>40 918</b>
Other Supporting Managers <sup>1</sup>	530
Other Supporting Supervisors <sup>2</sup>	1 053
Other Clerical / Operative Support Staff <sup>3</sup>	9 272
Other Supportive Staff <sup>4</sup>	11 599
<b>Total Workforce</b>	<b>63 372</b>

Note: (For Tables D and E)

- 1 Managers involved in engineering, production, personnel, accounting, finance, IT or other administrative work.
- 2 Supervisors performing administrative and supporting work in various areas such as in personnel, finance, accounting and IT.
- 3 Clerks providing supporting work in various areas such as in secretariat, personnel, finance, accounting and IT.
- 4 Staff involved in labour intensive work such as driver, amah, watchman, office assistant, cleaner and delivery man.

2.4 In terms of total workforce, the IE trade recorded a mild growth of 1.48% (+7 149 persons) while the wholesale trade declined slightly by 2.83% (-1 843 persons) over the 2010 Survey. The different directions headed by the two trades reflected that both trades reacted differently to the change in internal and external environments in the past two years.

### **Number of IE and Wholesale Employees**

2.5 The Survey revealed that 360 056 persons were engaged in the principal IE jobs, out of which 49 952 (13.9%) were managerial level, 104 653 (29.1%) were supervisory level and the balance of 205 451 (57.1%) were clerical / operative support level staff. Table F gives a comparison of the distribution of employees by job level between 2010 and 2012 for the IE trade.

**Table F**  
**IE Trade Distribution of Employees by Job Level**  
**(2010 vs 2012)**

Job Level	October 2010	October 2012	Increase / Decrease	% Change
Managerial	43 361	49 952	+6 591	+15.20
Supervisory	116 046	104 653	-11 393	-9.82
Clerical / Operative Support	199 542	205 451	+5 909	+2.96
<b>Total Technical Manpower</b>	<b>358 949</b>	<b>360 056</b>	<b>+1 107</b>	<b>+0.31</b>
Other Supportive / Administrative Staff	123 740	129 782	+6 042	+4.88
<b>Total Workforce</b>	<b>482 689</b>	<b>489 838</b>	<b>+7 149</b>	<b>+1.48</b>

2.6 According to the Table F, the total number of employees for the IE trade had increased by 1.48% (+7 149 persons). Except that there was a decrease in the manpower at the supervisory level (-9.82% or -11 393 persons), the number of employee at all other job levels had increased and the highest increase was recorded at the managerial level (+15.20% or +6 591 persons).

2.7 In contrast to the IE trade, the total number of employees for the Wholesale trade had decreased by -2.83% (-1 843 persons). The 40 918 Wholesale trade technical manpower comprised 3 162 (7.7%) managerial level, 10 814 (26.4%) supervisory level and 26 942 (65.8%) clerical/operative support level staff. A comparison of the distribution of employees by job level between 2010 and 2012 for the Wholesale trade is given in Table G.

**Table G**  
**Wholesale Trade Distribution of Employees by Job Level**  
**(2010 vs 2012)**

Job Level	October 2010	October 2012	Increase / Decrease	% Change
Managerial	2 602	3 162	+560	+21.52
Supervisory	12 518	10 814	-1 704	-13.61
Clerical / Operative Support	27 980	26 942	-1 038	-3.71
<b>Total Technical Manpower</b>	<b>43 100</b>	<b>40 918</b>	<b>-2 182</b>	<b>-5.06</b>
Other Supportive / Administrative Staff	22 115	22 454	+339	+1.53
<b>Total Workforce</b>	<b>65 215</b>	<b>63 372</b>	<b>-1 843</b>	<b>-2.83</b>

2.8 In view of the decreasing number of companies in wholesale trade, the total workforce was decreased by 2.83%. However, there was a commonality that both trades recorded a notable deduction in the number of the supervisory level staff but increase in the number of managerial level staff. This may mainly due to the reorganisation of companies or the employers' preference in assigning the managerial staff to take up the roles and responsibilities previously undertaken by the supervisors with a view to streamlining operation and maximizing utilization of resources.

2.9 In addition, the increase in the number of employees involved in “Other Supportive and Administrative” duties for both trades was noted especially for the IE trade. This phenomenon might be due to the preferences of the employers in shifting back those other supportive and administrative duties to Hong Kong for the sake of effectiveness in handling all co-ordination works. In addition, the notable increase in “Other Supportive and Administrative” duties for the IE trade was also probably due to the need in coping with the increasing number of IE companies since 2010.

### Number of Existing Vacancies

2.10 At the time of survey, there were 5 246 vacancies of IE posts (or 1.4% of the total number of IE technical manpower) reported. In terms of job level, majority of the vacancies by number were found in the clerical/operative support and supervisory levels, translated to 1.6% of the total IE posts of the respective job levels. A more detailed analysis of the findings by job level by job title is shown in Appendix 11.

2.11 For the wholesale trade, 1 152 vacancies (or 2.7%) were recorded. In terms of job level, most of the vacancies were found in the clerical/operative support level while the rest of them were found in the supervisory level. There was no vacancy in the managerial level. A breakdown of the vacancies by job title is shown in Appendix 12.

2.12 Table H gives an account of the vacancies by job level for the IE and wholesale trades.

**Table H Number of Vacancies by Job Level  
(As in October 2012)**

Trade \ Job Level	Managerial <sup>4</sup> (%) <sup>1</sup>	Supervisory (%) <sup>1</sup>	Clerical/ Operative Support (%) <sup>1</sup>	Total (%) <sup>1</sup>
<b>Import/Export</b> (365 302) <sup>2</sup>	151 (0.3)	1 748 (1.6)	3 347 (1.6)	<b>5 246</b> <b>(1.4)</b>
<b>Wholesale</b> (42 070) <sup>3</sup>	0 (0.0)	299 (2.7)	853 (3.1)	<b>1 152</b> <b>(2.7)</b>
<b>Total</b> <b>(407 372)</b>	<b>151</b> <b>(0.3)</b>	<b>2 047</b> <b>(1.7)</b>	<b>4 200</b> <b>(1.8)</b>	<b>6 398</b> <b>(1.6)</b>

Note:

- 1 As a percentage of the total number of IE or wholesale posts by job level.
- 2 Total number of IE posts in October 2012 (consisting of existing employees and vacancies), broken down into Managerial level (50 103), Supervisory level (106 401) and Clerical/Operative Support level (208 798).
- 3 Total number of wholesale posts in October 2012 (consisting of existing employees and vacancies), broken down into Managerial level (3 162), Supervisory level (11 113) and Clerical/Operative Support level (27 795).
- 4 Managerial level includes Owners / Sole Proprietors / Working Partners.

## Employers' Forecast of Manpower Demand by October 2013

2.13 Employers' manpower demand forecasts for both IE and wholesale trades by October 2013 by job level are shown in Table I.

**Table I Employers' Manpower Demand Forecast by Job Level  
(By October 2013)**

	No. of Employees in October 2012	No. of Vacancies in October 2012	Manpower Demand <sup>3</sup> in October 2012	Employers' Forecast Manpower Growth by October 2013 (%) <sup>1</sup>	Forecast Manpower Demand in October 2013
<b><i>Import/Export Trade</i></b>					
Managerial <sup>2</sup>	49 952	151	50 103	-5 (-0.01)	50 098
Supervisory	104 653	1 748	106 401	568 (0.53)	106 969
Clerical/Operative Support	205 451	3 347	208 798	-7 (-0.003)	208 791
<b><i>Sub-Total</i></b>	<b><i>360 056</i></b>	<b><i>5 246</i></b>	<b><i>365 302</i></b>	<b><i>556 (0.15)</i></b>	<b><i>365 858</i></b>
<b><i>Wholesale Trade</i></b>					
Managerial <sup>2</sup>	3 162	0	3 162	0 (0)	3 162
Supervisory	10 814	299	11 113	0 (0)	11 113
Clerical/Operative Support	26 942	853	27 795	-5 (-0.02)	27 790
<b><i>Sub-Total</i></b>	<b><i>40 918</i></b>	<b><i>1 152</i></b>	<b><i>42 070</i></b>	<b><i>-5 (-0.01)</i></b>	<b><i>42 065</i></b>
<b>Total</b>	<b>400 974</b>	<b>6 398</b>	<b>407 372</b>	<b>551 (0.14)</b>	<b>407 923</b>

Note:

- 1 Growth rate as a percentage of the number of IE or wholesale posts at the same job level in October 2012.
- 2 Managerial level includes Owners / Sole Proprietors / Working Partners.
- 3 Manpower demand includes the number of existing employees and vacancies.

2.14 With regard to the IE trade, as seen in Table I, employers of the IE trade forecasted that there would be 365 858 IE posts by October 2013, representing an increase of 0.15% (or 556 posts) over the number of the manpower demand in the IE trade in October 2012 (365 302). Instead of recruiting more managerial staff, the employers would prefer to recruit more supervisory level staff to cope with the expected business growth.

2.15 For the Wholesale trade, employers forecasted that there would be 42 065 principal jobs by October 2013 with only a very slight decrease of 0.01% (or 5 posts) as compared with the total existing posts available (42 070). The employers would prefer to retain the existing number of the manpower forecast for the managerial and supervisory level staff.

2.16 Employers' forecast of the IE and Wholesale manpower demand by October 2013 by job level are separately shown in Figures 5 and 6 under the Executive Summary. More detailed analysis of the findings for both trades by job title is presented in Appendices 11 and 12.

### **Internal Promotion in the Past 12 Months**

2.17 It was noticed that within the 12 months preceding October 2012, 2 039 of IE employees (or 0.57% of the total IE employees) were promoted from within, which was similar to that recorded in the 2010 Survey (2 025 or 0.61% of the total IE employees). Comparatively, the rate of internal promotion was the highest for the category 'Supervisory Level to Managerial Level' (1.48%), followed by 'Clerical/Operative Support Level to Supervisory Level' (1.13%). As usual, the promotion of 'Others to Clerical/Operative Support Level' was minimal, probably due to the fast turnover of employees at this level.

2.18 The Wholesale trade also recorded similar number and percentage of promotion from within (114 or 0.28% of the total wholesale employees) when compared with the 2010 Survey (92 or 0.21% of the total wholesale employees). A summary of the internal promotion pattern by job level for both trades is given in Table J.



**Table J Internal Promotion of Employees in the Past 12 Months by Job Level**

Job Level	No. of Employees in October 2012	No. of Employees Promoted from Within (%) <sup>1</sup>
<b><i>Import/Export Trade</i></b>		
From Supervisory Level to Managerial Level	49 952	738 (1.48)
From Clerical/Operative Support Level to Supervisory Level	104 653	1 185 (1.13)
From Others to Clerical/Operative Support Level	205 451	116 (0.06)
<b><i>Sub-Total</i></b>	<b><i>360 056</i></b>	<b><i>2 039 (0.57)</i></b>
<b><i>Wholesale Trade</i></b>		
From Supervisory Level to Managerial Level	3 162	9 (0.28)
From Clerical/Operative Support Level to Supervisory Level	10 814	71 (0.66)
From Others to Clerical/Operative Support Level	26 942	34 (0.13)
<b><i>Sub-Total</i></b>	<b><i>40 918</i></b>	<b><i>114 (0.28)</i></b>
<b>Total</b>	<b>400 974</b>	<b>2 153 (0.54)</b>

Note:

1 As a percentage of the number of IE or wholesale employees at the same job level.

## Staff Turnover in the Past 12 Months

2.19 The number of IE employees who left in the past 12 months had fallen to 19 544 (or 5.35% of total IE posts), as compared with that of the 2010 Survey (31 036 persons or 8.57% of total IE posts). By job level, the track records revealed that the majority of total staff turnover rate at 49.36% were found remain in the IE field (including starting up own business in the IE trade). Though the total turnover rate of clerical/operative support staff was the highest (6.32%), it has significantly reduced to almost half of that of the last survey (12.04%). Whereas, for those at the managerial and supervisory level staff were 3.14% and 4.48% respectively, which were similar to that of the 2010 Survey (4.71% and 4.00% respectively).

2.20 The staff turnover of the Wholesale trade was similar to that of the 2010 Survey. Altogether, 1 718 persons had left the trade (4.08% of the total wholesale posts) in 2012. Similar to the case of IE, those who had left with track record largely (39.00%) chose to remain in the same field.

2.21 A summary of the staff turnover situation is given in Table K below.

**Table K Staff Turnover in the Past 12 Months by Whereabouts by Job Level**

Employees' Whereabouts after Departure	Managerial (%) <sup>1</sup>	Supervisory (%) <sup>1</sup>	Clerical/ Operative Support (%) <sup>1</sup>	Total (%) <sup>1</sup>	Total (%) <sup>2</sup>
<b>Import/Export Trade</b>					
Taking up import/export trade related jobs (including starting own business in related trade)	478 (0.95)	3 352 (3.15)	5 817 (2.79)	<b>9 647</b> <b>(2.64)</b>	<b>(49.36)</b>
Taking up non-import/export trade related jobs (including starting own business in non-import/export trade)	90 (0.18)	403 (0.38)	1 801 (0.86)	<b>2 294</b> <b>(0.63)</b>	<b>(11.74)</b>
Emigration, retirement, further studies or others	371 (0.74)	2 (0.002)	14 (0.01)	<b>387</b> <b>(0.11)</b>	<b>(1.98)</b>
Whereabouts unknown to employers	632 (1.26)	1 015 (0.95)	5 569 (2.67)	<b>7 216</b> <b>(1.98)</b>	<b>(36.92)</b>
<b>Sub-Total</b>	<b>1 571</b> <b>(3.14)</b>	<b>4 772</b> <b>(4.48)</b>	<b>13 201</b> <b>(6.32)</b>	<b>19 544</b> <b>(5.35)</b>	<b>(100.00)</b>

Note:

1 As a percentage of the number of IE posts at the same job level.

2 As a percentage of the number of total IE employees who left in the past 12 months.

Employees' Whereabouts after Departure	Managerial (%) <sup>1</sup>	Supervisory (%) <sup>1</sup>	Clerical/ Operative Support (%) <sup>1</sup>	Total (%) <sup>1</sup> (%) <sup>2</sup>	
<b>Wholesale Trade</b>					
Taking up wholesale trade related jobs (including starting own business in related trade)	29 (0.92)	139 (1.25)	502 (1.81)	<b>670</b> <b>(1.59)</b>	<b>(39.00)</b>
Taking up non-wholesale trade related jobs (including starting own business in non-wholesale trade)	10 (4.40)	6 (0.05)	594 (2.14)	<b>610</b> <b>(1.45)</b>	<b>(35.51)</b>
Emigration, retirement, further studies or others	5 (0.16)	5 (0.04)	0 (0)	<b>10</b> <b>(0.02)</b>	<b>(0.58)</b>
Whereabouts unknown to employers	8 (0.25)	8 (0.07)	412 (1.48)	<b>428</b> <b>(1.02)</b>	<b>(24.91)</b>
<b>Sub-Total</b>	<b>52</b> <b>(1.64)</b>	<b>158</b> <b>(1.42)</b>	<b>1 508</b> <b>(5.43)</b>	<b>1 718</b> <b>(4.08)</b>	<b>(100.00)</b>
<b>Total</b>	<b>1 623</b> <b>(3.05)</b>	<b>4 930</b> <b>(4.20)</b>	<b>14 709</b> <b>(6.22)</b>	<b>21 262</b> <b>(5.22)</b>	

Note:

1 As a percentage of the number of wholesale posts at the same job level.

2 As a percentage of the number of total wholesale employees who left in the past 12 months.

### Preferred Level of Education

2.22 According to the figures in Appendix 13, 67.5% of the employers in the IE trade would like their managerial staff to be equipped with university degree or professional qualifications (67.5% in 2012 vs 58% in 2010). The Survey also revealed that more employers preferred to employ supervisory staff with diploma/certificate or above qualifications (70% in 2012 vs 48.6% in 2010) and clerical/operative support staff who had attained matriculation or above education (51.7% in 2012 vs 33.5% in 2010).

2.23 The Wholesale trade shared the same direction of the IE trade when hiring managerial post, as evidenced by an increase in employers' preferences of university degree or professional qualifications (51.9% in 2012 vs 43.1% in 2010). The employers also preferred to employ staff who had attained matriculation or above education in both the supervisory level (72% in 2012 vs 43.6% in 2010) and the clerical/operative support level (40.1% in 2012 vs 12.7% in 2010). Further details can be found in Appendix 14.

## **Preferred Relevant Years of Experience**

2.24 Apart from preferring their employees to have higher education, the employers also preferred them to have more relevant years of experience. For instance, more employers would prefer their managerial staff (69% in 2012 vs 56.5% in 2010) and supervisory staff (30.8% in 2012 vs 9% in 2010) and the clerical/operative support staff level (7.8% in 2012 vs 2.5% in 2010) to have 6 years or more relevant working experience.

2.25 With regard to the Wholesale trade, the situation was similar to that of the IE trade in respect of the preferred relevant years of experience, i.e., more Wholesale staff were preferred to have 6 years or more relevant experience especially for those at the managerial level (62.9% in 2012 vs 39.7% in 2010) and the supervisory level (38.7% in 2012 vs 4.2% in 2010).

2.26 Appendices 15 and 16 provide a comprehensive breakdown of the preferred relevant years of experience by job title for the two trades.

## **Average Monthly Income**

2.27 Similar to the 2010 Survey, the monthly income for the majority of the IE managerial staff (73.36%) and supervisory staff (72.72%) in 2012 fell into the range of 'HK\$20,001 to HK\$50,000' and 'HK\$10,001 to HK\$30,000' respectively. Amongst the IE clerical/operative support staff, those receiving 'HK\$10,001 to HK\$20,000' per month increased from 38.11% in 2010 to 53.88% in 2012, while those receiving 'HK\$20,001 to HK\$30,000' per month also increased from 8.30% in 2010 to 14.06% in 2012. A summary of the average monthly income range of IE employees by job level is shown in Table L.

2.28 For the Wholesale trade, the percentage of managerial staff receiving 'HK\$30,001 to HK\$50,000' per month increased from 14.60% in 2010 to 28.84% in 2012. At the same time, the percentage of supervisory staff receiving 'HK\$20,001 to HK\$30,000' per month increased from 16.13% in 2010 to 34.63% in 2012, and the percentage of clerical/operative support staff receiving 'HK\$10,001 to HK\$20,000' per month also increased from 37.93% in 2010 to 49.14% in 2012. Table M outlines the distribution of average monthly salary by job level for the Wholesale trade.

**Table L** **IE Trade**  
**Average Monthly Income Range by Job Level**

Average Monthly Income Range	Number of Employees			
	Managerial (%) <sup>1</sup>	Supervisory (%) <sup>1</sup>	Clerical/Operative Support (%) <sup>1</sup>	Total (%) <sup>2</sup>
Under \$8,001	1 (0.002)	- (-)	4 414 (2.15)	<b>4 415 (1.23)</b>
\$8,001 - \$10,000	- (-)	1 518 (1.45)	29 198 (14.21)	<b>30 716 (8.53)</b>
\$10,001 - \$20,000	1 561 (3.13)	43 782 (41.84)	110 698 (53.88)	<b>156 041 (43.34)</b>
\$20,001 - \$30,000	17 287 (34.61)	32 318 (30.88)	28 885 (14.06)	<b>78 490 (21.80)</b>
\$30,001 - \$50,000	19 357 (38.75)	4 213 (4.03)	1 185 (0.58)	<b>24 755 (6.88)</b>
\$50,001 - \$70,000	3 460 (6.93)	50 (0.05)	- (-)	<b>3 510 (0.97)</b>
Over \$70,000	1 266 (2.53)	- (-)	- (-)	<b>1 266 (0.35)</b>
Unspecified	7 020 (14.05)	22 772 (21.76)	31 071 (15.12)	<b>60 863 (16.90)</b>
<b>Total</b>	<b>49 952 (100.00)</b>	<b>104 653 (100.00)</b>	<b>205 451 (100.00)</b>	<b>360 056 (100.00)</b>

Note:

- 1 As a percentage of number of IE employees at the same job level.
- 2 As a percentage of the total number of IE employees.

**Table M Wholesale Trade  
Average Monthly Income Range by Job Level**

Average Monthly Income Range	Number of Employees			
	Managerial (%) <sup>1</sup>	Supervisory (%) <sup>1</sup>	Clerical/Operative Support (%) <sup>1</sup>	Total (%) <sup>2</sup>
Under \$8,001	- (-)	501 (4.63)	1 274 (4.73)	<b>1 775 (4.34)</b>
\$8,001 - \$10,000	5 (0.16)	42 (0.39)	6 900 (25.61)	<b>6 947 (16.98)</b>
\$10,001 - \$20,000	237 (7.50)	4 440 (41.06)	13 238 (49.14)	<b>17 915 (43.78)</b>
\$20,001 - \$30,000	755 (23.88)	3 745 (34.63)	188 (0.70)	<b>4 688 (11.46)</b>
\$30,001 - \$50,000	912 (28.84)	77 (0.71)	35 (0.13)	<b>1 024 (2.50)</b>
\$50,001 - \$70,000	215 (6.80)	- (-)	- (-)	<b>215 (0.53)</b>
Over \$70,000	12 (0.38)	- (-)	- (-)	<b>12 (0.03)</b>
Unspecified	1 026 (32.45)	2 009 (18.58)	5 307 (19.70)	<b>8 342 (20.39)</b>
<b>Total</b>	<b>3 162 (100.00)</b>	<b>10 814 (100.00)</b>	<b>26 942 (100.00)</b>	<b>40 918 (100.00)</b>

Note:

1 As a percentage of number of wholesale employees at the same job level.

2 As a percentage of the total number of wholesale employees.

## Training Needs

2.29 According to the Survey, employers of the IE trade were prepared to provide or sponsor 61 084 training places to their staff in the coming 12 months. The respective training needs for each skill set are shown hereunder:

- a. Trade Specific Skills (25 755 places or 42.2%)
- b. Personal Development Skills (16 276 places or 26.6%)
- c. Language Skills (7 014 places or 11.5%)
- d. IT Skills (6 228 places or 10.2%)
- e. Management Skills (4 551 places or 7.5%)
- f. China-related Knowledge and World Vision (1 260 places or 2.1%)

2.30 In terms of the type of training to be provided, the top five named by IE employers were:

- a. Product Knowledge (10 232 places)
- b. Customer Relationship (6 197 places)
- c. Interpersonal Communication (5 872 places)
- d. Presentation (4 685 places)
- e. Sales Technique (4 504 places)

2.31 By job level, the IE clerical/operative support staff will take up 43.9% of the total training places, which are mainly on trade specific skills, followed by personal development skills.

**Table N** **IE Trade**  
**Training (in terms of training places) to be Provided or**  
**Sponsored by Employers in the Next 12 Months**  
**by Type of Training by Job Level**

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	1 902	136	-	<b>2 038</b>
Supply Chain Management	372	75	-	<b>447</b>
Supervisory Skills	1 077	331	20	<b>1 428</b>
Legal Knowledge	16	54	136	<b>206</b>
Marketing	280	136	16	<b>432</b>
<b>Sub-Total</b>	<b>3 647</b>	<b>732</b>	<b>172</b>	<b>4 551</b>
<i>Trade Specific Skills</i>				
International Trade and Practices	22	425	-	<b>447</b>
Transport and Logistics	12	41	69	<b>122</b>
Product Development	245	476	45	<b>766</b>
Graphic Design	7	804	21	<b>832</b>
Merchandising	147	1 082	231	<b>1 460</b>
Sales Technique	697	824	2 983	<b>4 504</b>

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Trade Specific Skills (Continued)</i>				
Customer Relationship	987	1 670	3 540	<b>6 197</b>
Product Knowledge	3 020	3 281	3 931	<b>10 232</b>
Quality Control	48	566	-	<b>614</b>
Compliance	40	504	37	<b>581</b>
<b><i>Sub-Total</i></b>	<b>5 225</b>	<b>9 673</b>	<b>10 857</b>	<b>25 755</b>
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	830	1 764	841	<b>3 435</b>
Basic Computer Operation Skills including Chinese Input Method	42	107	226	<b>375</b>
Web Design	807	1 140	471	<b>2 418</b>
<b><i>Sub-Total</i></b>	<b>1 679</b>	<b>3 011</b>	<b>1 538</b>	<b>6 228</b>
<i>China-related Knowledge and World Vision</i>				
China Trade Business	169	206	61	<b>436</b>
Laws and Regulatory Restrictions for Access to China's Market	360	349	52	<b>761</b>
World Vision	43	20	-	<b>63</b>
<b><i>Sub-Total</i></b>	<b>572</b>	<b>575</b>	<b>113</b>	<b>1 260</b>
<i>Language Skills</i>				
Spoken English	19	1 326	1 461	<b>2 806</b>
Written English	14	1 337	1 464	<b>2 815</b>
Written Chinese	12	101	109	<b>222</b>
Putonghua	69	414	413	<b>896</b>
Japanese	75	20	172	<b>267</b>
Russian	3	5	-	<b>8</b>
<b><i>Sub-Total</i></b>	<b>192</b>	<b>3 203</b>	<b>3 619</b>	<b>7 014</b>
<i>Personal Development Skills</i>				
Presentation	232	1 143	3 310	4 685
Interpersonal Communication	473	1 641	3 758	5 872
Negotiation	97	1 167	3 066	4 330
Others	468	508	413	<b>1 389</b>
<b><i>Sub-Total</i></b>	<b>1 270</b>	<b>4 459</b>	<b>10 547</b>	<b>16 276</b>
<b>Total</b>	<b>12 585</b>	<b>21 653</b>	<b>26 846</b>	<b>61 084</b>



2.32 For the wholesale trade, 7 437 training places are expected to be provided by employers, covering:

- a. Language Skills (2 852 places or 38.3%)
- b. Trade Specific Skills (2 669 places or 35.9%)
- c. IT Skills (1 023 places or 13.8%)
- d. Management Skills (381 places or 5.1%)
- e. Other Skills and Knowledge (264 places or 3.5%)
- f. Personal Development Skills (248 places or 3.3%)

2.33 In terms of the type of training, the top five most sought-after by wholesale employers are:

- a. Product Knowledge (1 633 places)
- b. Customer Relationship (894)
- c. Putonghua / Spoken English / Written English / Written Chinese (713 places)
- d. e-commerce Knowledge and Applications (519 places)
- e. Basic Computer Operation Skills including Chinese Input Method (504 places)

2.34 The majority (64.1%) of the total training places for the wholesale trade will be utilized to train clerical/operative support staff, particularly on language skills.

**Table O Wholesale Trade  
Training (in terms of training places) to be Provided or  
Sponsored by Employers in the Next 12 Months  
by Type of Training by Job Level**

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	80	85	-	<b>165</b>
Supply Chain Management	54	-	-	<b>54</b>
Supervisory Skills	81	76	-	<b>157</b>
Legal Knowledge	-	-	-	-
Marketing	-	5	-	<b>5</b>
<b><i>Sub-Total</i></b>	<b>215</b>	<b>166</b>	<b>-</b>	<b>381</b>
<i>Trade Specific Skills</i>				
International Trade and Practices	-	-	-	-
Transport and Logistics	-	5	-	<b>5</b>
Product Development	5	45	-	<b>50</b>
Graphic Design	-	20	-	<b>20</b>
Merchandising	-	20	-	<b>20</b>
Sales Technique	3	5	29	<b>37</b>
Customer Relationship	80	172	642	<b>894</b>
Product Knowledge	197	578	858	<b>1 633</b>
Quality Control	-	10	-	<b>10</b>
Compliance	-	-	-	-
<b><i>Sub-Total</i></b>	<b>285</b>	<b>855</b>	<b>1 529</b>	<b>2 669</b>
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	27	190	302	<b>519</b>
Basic Computer Operation Skills including Chinese Input Method	20	122	362	<b>504</b>
Web Design	-	-	-	-
<b><i>Sub-Total</i></b>	<b>47</b>	<b>312</b>	<b>664</b>	<b>1 023</b>

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>China-related Knowledge and World Vision</i>				
China Trade Business	-	-	-	-
Laws and Regulatory Restrictions for Access to China's Market	-	-	-	-
World Vision	-	-	-	-
<b><i>Sub-Total</i></b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<i>Language Skills</i>				
Spoken English	-	142	571	<b>713</b>
Written English	-	142	571	<b>713</b>
Written Chinese	-	142	571	<b>713</b>
Putonghua	-	142	571	<b>713</b>
Japanese	-	-	-	-
Russian	-	-	-	-
<b><i>Sub-Total</i></b>	<b>-</b>	<b>568</b>	<b>2 284</b>	<b>2 852</b>
<i>Personal Development Skills</i>				
Presentation	-	30	57	<b>87</b>
Interpersonal Communication	3	51	60	<b>114</b>
Negotiation	-	10	37	<b>47</b>
<b><i>Sub-total</i></b>	<b>3</b>	<b>91</b>	<b>154</b>	<b>248</b>
<i>Other Skills and Knowledge</i>				
Occupational Safety	34	70	132	<b>236</b>
Others	11	16	1	<b>28</b>
<b><i>Sub-Total</i></b>	<b>45</b>	<b>86</b>	<b>133</b>	<b>264</b>
<b>Total</b>	<b>595</b>	<b>2 078</b>	<b>4 764</b>	<b>7 437</b>

### Employees Working on the Mainland

2.35 At the time of the Survey, 46.1% of the IE companies indicated that they had deployed employees to work in the Mainland. The total number of employees involved were 87 461, comprising 17 698 on stationed basis and 69 763 on travelling basis.

2.36 By job level, the clerical and operative support staff exhibited the greatest need to work in Mainland, representing 37.8% of the total headcounts. The situation of deployment was more apparent for small companies with less than 5 employees, which took up 51.9% of the total deployment. A summary of the number of employees deployed to work on the Mainland by employment size by job level is given at Table P.

**Table P** **IE Trade**  
**Number of Employees Deployed to Work on the**  
**Mainland by Employment Size by Job Level**

Employment Size	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Stationed Basis</i>				
1 - 4	1 482	2 593	8 880	<b>12 955</b>
5 - 9	1 105	405	-	<b>1 510</b>
10 - 19	405	614	-	<b>1 019</b>
20 - 49	580	850	30	<b>1 460</b>
50 - 99	263	110	33	<b>406</b>
100 - 299	121	98	76	<b>295</b>
300 & Over	42	7	4	<b>53</b>
<b><i>Sub-Total</i></b>	<b>3 998</b>	<b>4 677</b>	<b>9 023</b>	<b>17 698</b>
<i>Travelling Basis</i>				
1 - 4	3 472	14 052	14 919	<b>32 443</b>
5 - 9	4 427	3 798	3 302	<b>11 527</b>
10 - 19	5 165	3 721	2 698	<b>11 584</b>
20 - 49	2 840	3 638	2 339	<b>8 817</b>
50 - 99	1 070	1 227	352	<b>2 649</b>
100 - 299	628	1 434	422	<b>2 484</b>
300 & Over	114	133	12	<b>259</b>
<b><i>Sub-Total</i></b>	<b>17 716</b>	<b>28 003</b>	<b>24 044</b>	<b>69 763</b>
<b>Total</b>	<b>21 714</b>	<b>32 680</b>	<b>33 067</b>	<b>87 461</b>

2.37 The percentage of wholesale companies requiring their employees to work in the Mainland, both on stationed or travelling basis, was distinctively lower, only 12.3% of

Wholesale trade companies indicated to deploy their employees to work in the Mainland. Out of the 1 989 employees reported to be deployed, 1 985 employees were required to travel between the Mainland and Hong Kong from time to time only without having to stay over a long period.

2.38 Similar to the case of IE, the mobility of employees of smaller scale companies was higher. Table Q gives a breakdown of deployment by employment size in the wholesale trade.

**Table Q Wholesale Trade  
Number of Employees Deployed to Work on the  
Mainland by Employment Size by Job Level**

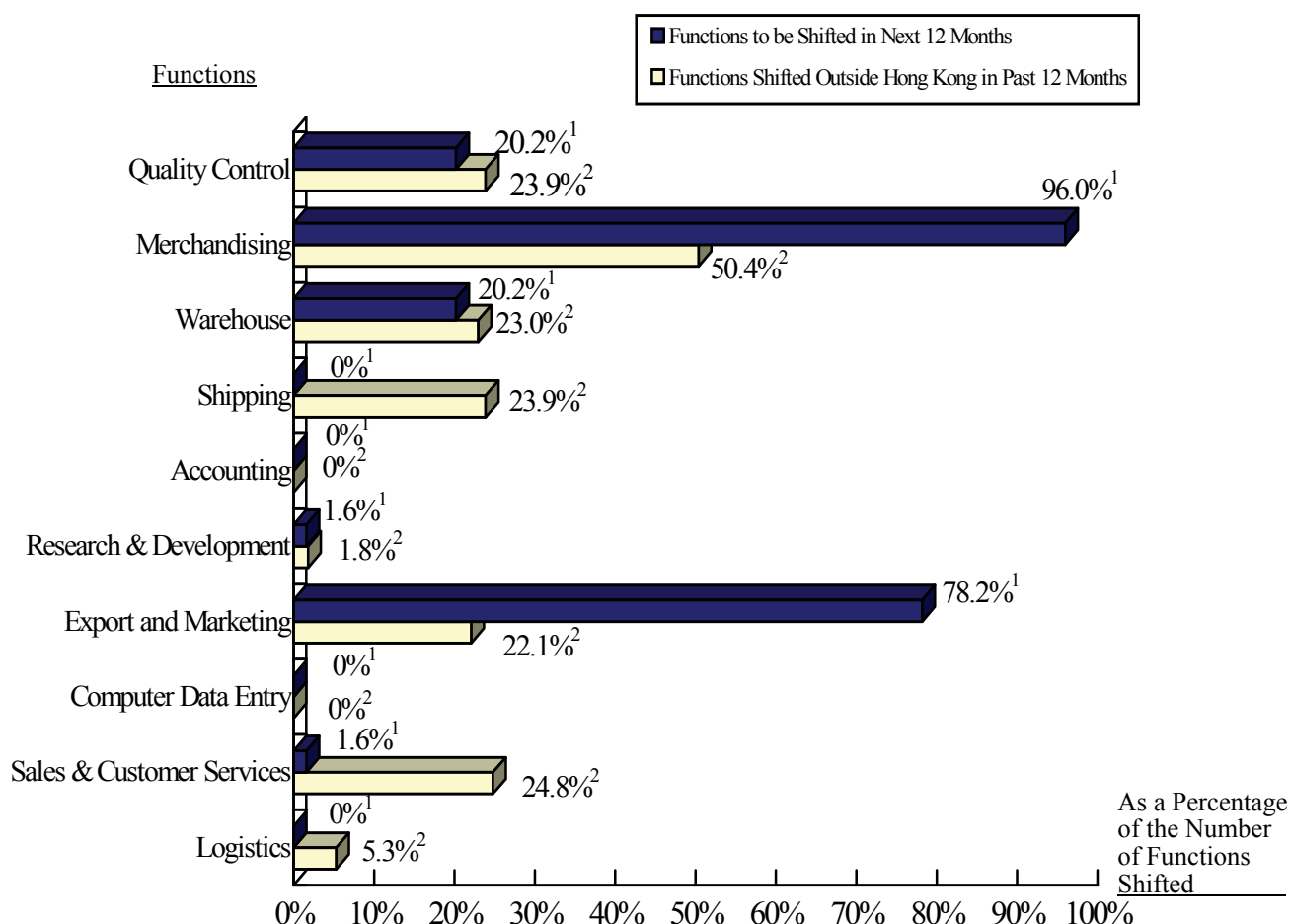
Employment Size	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Stationed Basis</i>				
1 - 4	-	-	-	-
5 - 9	-	-	-	-
10 - 19	-	-	-	-
20 - 49	-	-	-	-
50 - 99	-	-	-	-
100 - 299	-	4	-	4
300 & Over	-	-	-	-
<b><i>Sub-Total</i></b>	-	4	-	4
<i>Travelling Basis</i>				
1 - 4	501	-	750	1 251
5 - 9	102	-	306	408
10 - 19	-	45	-	45
20 - 49	20	10	5	35
50 - 99	44	31	85	160
100 - 299	14	43	4	61
300 & Over	-	25	-	25
<b><i>Sub-Total</i></b>	<b><i>681</i></b>	<b><i>154</i></b>	<b><i>1 150</i></b>	<b><i>1 985</i></b>
<b>Total</b>	<b>681</b>	<b>158</b>	<b>1 150</b>	<b>1 989</b>

## Shifting Functions out of Hong Kong

2.39 In addition to despatching employees to work in the Mainland, some IE companies indicated that they had also shifted their functions, wholly or partially, outside Hong Kong in the past 12 months. Only 113 companies so reported accounted for 0.1% (2.9% in 2010 survey) of the total number of IE companies. The more common functions that had been relocated include ‘Merchandising’, ‘Sales and Customer Services’, ‘Quality Control’ and ‘Shipping’. Out of these 113 companies, only 1 (0.9%) company moved its functions to other area in Asia rather than China. A more detailed analysis of the findings is presented in Appendix 19.

2.40 Furthermore, 124 (0.1% of the total IE companies which might include the 113 companies mentioned above) also had the plans to shift functions outside Hong Kong in the next 12 months. ‘Merchandising’, ‘Export and Marketing’, ‘Quality Control’ and ‘Warehouse’ are the most preferred activities to be moved, with the Mainland being the main destination. A more detailed analysis of the findings is presented in Appendix 19.

**Figure 11** **IE Trade**  
**Comparison between Companies Involved in Shifting Functions to Other Places Outside Hong Kong in the Past 12 Months and will be Involved in Shifting Their Functions in the Next 12 Months**



**Note:**

- 1 The figures based on 124 response companies
- 2 The figures based on 113 response companies

## SECTION III

### CONCLUSIONS

#### Overall Manpower Structure in the Import/Export and Wholesale Trades

3.1 The Training Board has reviewed the survey findings and considered that they generally reflect the manpower situation of the IE and Wholesale trades at the time of the Survey.

3.2 In October 2012, the total workforce, including both technical and non-technical manpower was 489 838 in the IE trade, with 360 056 (73.5%) persons were involved in the principal IE jobs. Broken down into the three technical job levels, the respective percentages were: managerial (13.9%), supervisory (29.1%) and clerical/operative support (57.1%).

3.3 With regard to the total workforce of 63 372 in the Wholesale trade as at October 2012, 40 918 (64.6%) persons were categorised as technical manpower and the relative percentages among the various levels were: managerial (7.7%), supervisory (26.4%) and clerical/operative support (65.8%).

3.4 The analysis of findings of the IE and wholesale Trades is given in Table R below.

**Table R Manpower, Vacancy and Forecast Growth by Job Level**

Job Level	No. of Employees in October 2012	No. of Vacancies in October 2012 (%) <sup>2</sup>		Employers' Forecast Manpower Growth by October 2013 (%) <sup>2</sup>		Forecast Manpower Demand by October 2013
<b><i>Import/Export Trade</i></b>						
Managerial <sup>1</sup>	49 952	151	(0.30)	-5	(-0.01)	50 098
Supervisory	104 653	1 748	(1.64)	568	(0.53)	106 969
Clerical / Operative	205 451	3 347	(1.60)	-7	(-0.003)	208 791
<b><i>Sub-Total</i></b>	<b><i>360 056</i></b>	<b><i>5 246</i></b>	<b><i>(1.44)</i></b>	<b><i>556</i></b>	<b><i>(0.15)</i></b>	<b><i>365 858</i></b>

Note:

Manpower demand = Number of existing employees + Vacancies.

1 Managerial level includes Owners/Sole Proprietors/Working Partners.

2 Growth rate as a percentage of the number of IE posts at the same job level in October 2012.

Job Level	No. of Employees in October 2012	No. of Vacancies in October 2012 (%) <sup>2</sup>	Employers' Forecast Manpower Growth by October 2013 (%) <sup>2</sup>	Forecast Manpower Demand by October 2013
<b>Wholesale Trade</b>				
Managerial <sup>1</sup>	3 162	0 (0.00)	0 (0.00)	3 162
Supervisory	10 814	299 (2.69)	0 (0.00)	11 113
Clerical / Operative	26 942	853 (3.07)	-5 (-0.02)	27 790
<b>Sub-Total</b>	<b>40 918</b>	<b>1 152 (2.74)</b>	<b>-5 (-0.01)</b>	<b>42 065</b>
<b>Total</b>	<b>400 974</b>	<b>6 398 (1.60)</b>	<b>551 (0.14)</b>	<b>407 923</b>

Note:

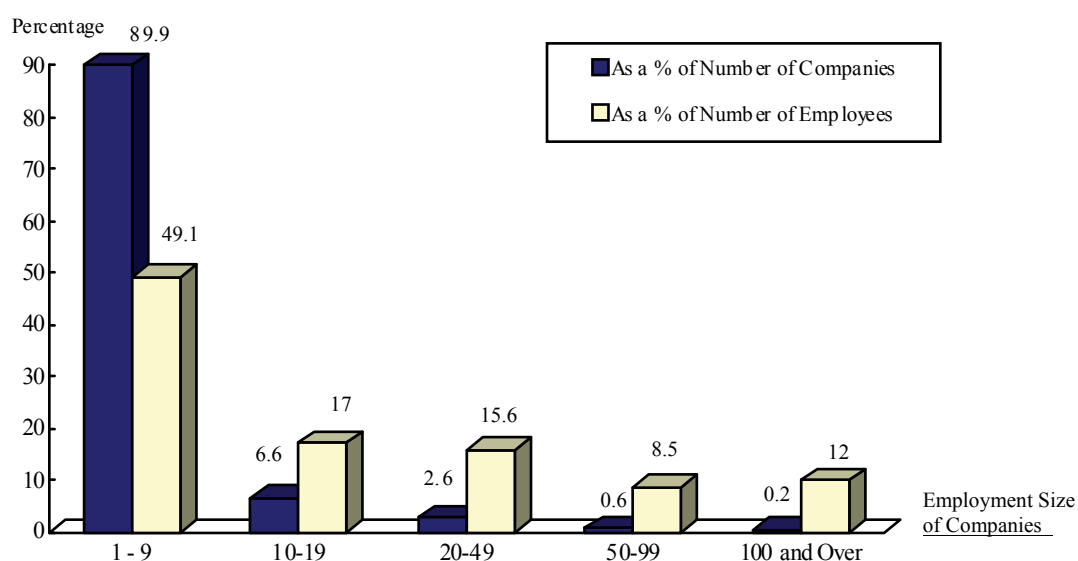
Manpower demand = Number of existing employees + Vacancies.

1 Managerial level includes Owners/Sole Proprietors/Working Partners.

2 Growth rate as a percentage of the number of wholesale posts at the same job level in October 2012.

3.5 With a view to evaluating the structure of the IE and Wholesale trades, Figures 12 and 13 have been drawn up to illustrate the percentage distribution of companies and employees by employment size for each of the two trades.

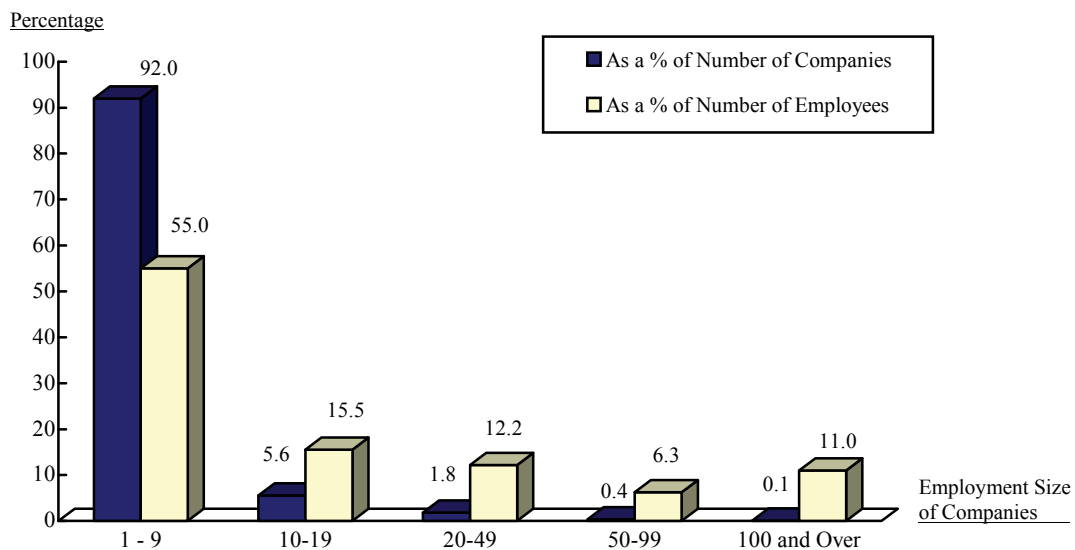
**Figure 12** **IE Trade**  
**Percentage Distribution of Companies and Employees by Employment Size**  
**(As in October 2012)**





**Figure 13**

**Wholesale Trade**  
**Percentage Distribution of Companies and Employees by Employment Size**  
**(As in October 2012)**



3.6 The survey findings reflected that the IE and Wholesale trades were dominated by small scale operations with less than 10 employees. Essentially, the IE trade had 89.9% (vs. 86.6% in 2010) and the Wholesale trade had 92.0% (vs. 93.1% in 2010) of the companies employing 1 to 9 persons.

3.7 From a different angle, 49.1% (vs. 46.8% in 2010) of the IE workforce was engaged by companies with a set-up of less than 10 headcounts. The corresponding result for the Wholesale trade was 55.0% (vs. 63.4% in 2010).

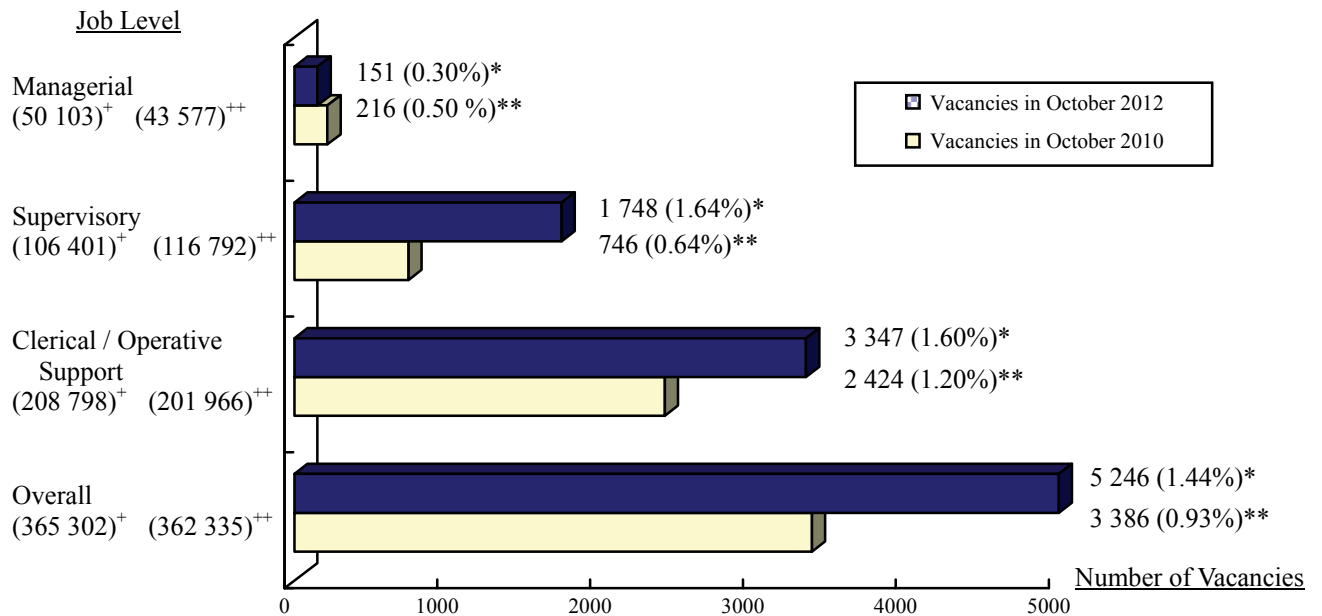
3.8 Operations with over 100 employees, on the other hand, only comprised 0.2% (vs. 0.3% in 2010) and 0.1 % (vs. 0.1% in 2010) of the total companies in the IE and Wholesale trades respectively.

3.9 In a nutshell, the distribution of companies by employment size for the two trades did not have significant change between this and the last survey.

**Vacancy Rates**

3.10 The overall vacancy rate for technical manpower in the IE trade was slightly increased from 0.93% in 2010 to 1.44% in 2012. Shortage of staff was mostly found at the supervisory level (1.64%), using the manpower demand of that level as a base. A comparison of the vacancies by job level between the two surveys is shown in Figure 14.

**Figure 14** **IE Trade**  
**Comparison of Vacancies by Job Level**  
**(2010 vs 2012)**



**Note:**

- \* As a percentage of the number of IE posts in 2012 by job level.
- \*\* As a percentage of the number of IE posts in 2010 by job level.
- + Total number of IE posts in 2012 by job level.
- ++ Total number of IE posts in 2010 by job level.

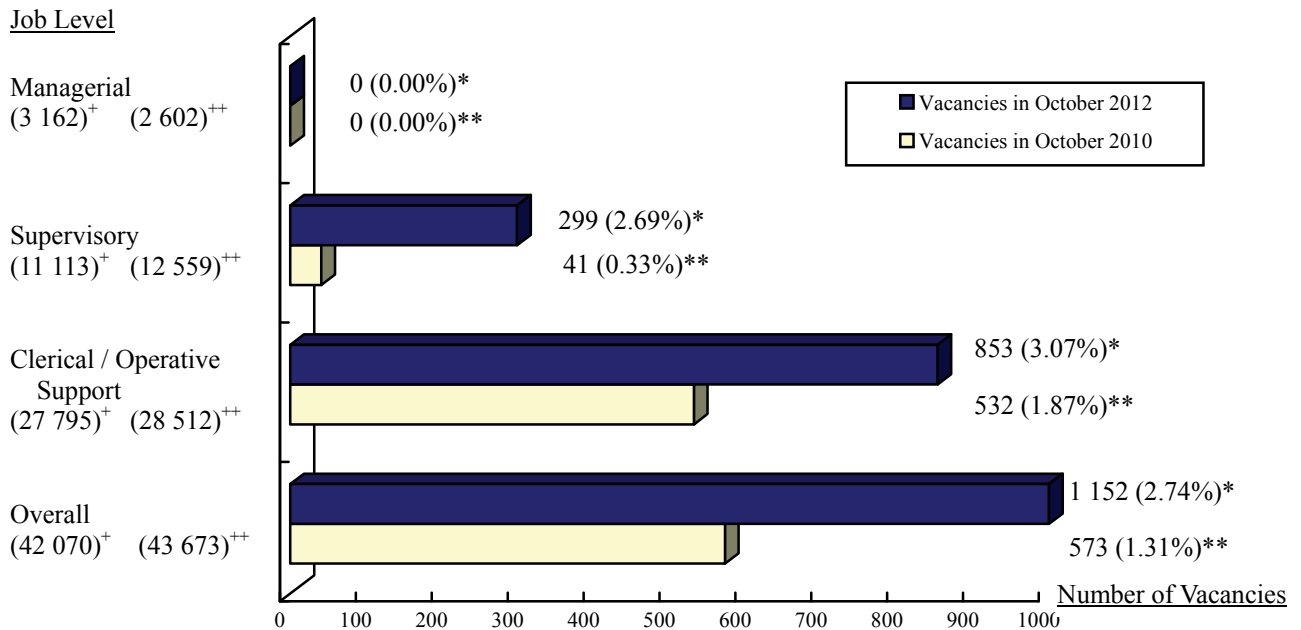
3.11 Jobs having the highest number of vacancies in each job level of the IE trade were summarized in Table S as follows:

**Table S** **IE Trade**  
**Highest Number of Vacancies by Job Level**

Job Level	Job Title (Number)
Managerial Level	1. Sales/ Marketing Manager (116) 2. Research and Development Manager / Product Development Manager / Design Manager / Chief Manager / Engineering Manager / Application Manager (27) 3. Merchandising Manager (6)
Supervisory Level	1. Sales Supervisor (1 004) 2. Product Designer (417) 3. Merchandiser / Buyer (174)
Clerical / Operative Support Level	1. Salesman / Sales Representative (1 658) 2. Documentation / Shipping Clerk (1 066) 3. Assistant Merchandiser (522)

3.12 The vacancy rate of the technical manpower in the Wholesale trade increased from 1.31% in 2010 to 2.74% in 2012. The total number of vacancies also increased from 573 in 2010 to 1 152 in 2012 as shown in Figure 15.

**Figure 15 Wholesale Trade Comparison of Vacancies by Job Level (2010 vs. 2012)**



**Note:**

- \* As a percentage of number of wholesale posts in 2012 by job level.
- \*\* As a percentage of number of wholesale posts in 2010 by job level.
- + Total number of wholesale posts in 2012 by job level.
- ++ Total number of wholesale posts in 2010 by job level.

3.13 No vacancy was reported at the managerial level of the wholesale trade in this Survey. Most of the vacancies were found at the clerical / operative support level of which 819 were ‘Salesman / Sales Representative’ posts, representing 71.1% of the total 1 152 vacancies in the wholesale trade.

3.14 The vacancy rate revealed in the Survey seem to be not significant. Attributing factors to this phenomenon might be resulted by the change in the operational pattern of the trade where lots of supportive functions, e.g. logistics, had already been outsourced and the cutting of job openings against the uncertain global economic environment.

### **Forecast Manpower Growth for October 2013**

3.15 The manpower forecast projected by the employers of the IE trade indicated that the total number of IE posts would increase from 365 302 in October 2012 to 365 858 in October 2013. The rate of projected growth was 0.15% (+556 persons), which was higher than the projected growth at -0.01% (-24 persons) in 2010. In view of the global economic recovery is at slower pace, the 2013 manpower forecast by IE employers seemed to be modest.

3.16 The most sought-after IE jobs in the coming twelve months up to October 2013 would be 'Sales Engineer' (+745 persons or +69.69%) at the supervisory level and 'Salesman/Sales Representative' (+198 persons or +0.19%) at the clerical / operative support level. On the other hand, those IE jobs with the highest reduction in the manpower forecast would be 'Shipping Supervisor' (-127 persons or -3.66%) and 'Documentation/Shipping Clerk' (-203 persons or -0.38%).

3.17 The employers of the Wholesale trade were somehow rather conservative on the twelve months manpower forecast and projected a negative growth of -0.01% (-5 persons). The contraction was probably due to the difficult operating environment under the uncertain global economy situation. For the sake of cost effectiveness, employees are expected to undertake multi-tasks. In addition, for those small companies with unprofitable concerns were difficult to survive in a competitive business environment.

3.18 Data for the 2013 forecast growth by job level can be found in Table R.

### **Manpower Changes by Job Level**

3.19 When compared with 2010, the Survey noted a mild increase of 1.48% in the total number of employees in the IE trade, from 482 689 to 489 838, and a decrease of -2.83% in the total number of employees in the wholesale trade, from 65 215 to 63 372. Table T shows the changes in the number of employees by job level from 2010 to 2012.

**Table T Changes in the Number of Employees by Job Level  
(2010 vs. 2012)**

Job Level	October 2010	October 2012	Increase/Decrease	% Changes
<b><i>Import/Export Trade</i></b>				
Managerial <sup>1</sup>	43 361	49 952	6 591	15.20
Supervisory	116 046	104 653	-11 393	-9.82
Clerical / Operative Support	199 542	205 451	5 909	2.96
<b><i>Total Technical Manpower</i></b>	<b><i>358 949</i></b>	<b><i>360 056</i></b>	<b><i>1 107</i></b>	<b><i>0.31</i></b>
Administrative and Other Supportive Staff <sup>2</sup>	123 740	129 782	6 042	4.88
<b><i>Total Workforce</i></b>	<b><i>482 689</i></b>	<b><i>489 838</i></b>	<b><i>7 149</i></b>	<b><i>1.48</i></b>
Number of Companies	73 855	99 535	25 680	34.77
<b><i>Wholesale Trade</i></b>				
Managerial <sup>1</sup>	2 602	3 162	560	21.52
Supervisory	12 518	10 814	-1 704	-13.61
Clerical / Operative Support	27 980	26 942	-1 038	-3.71
<b><i>Total Technical Manpower</i></b>	<b><i>43 100</i></b>	<b><i>40 918</i></b>	<b><i>-2 182</i></b>	<b><i>-5.06</i></b>
Administrative and Other Supportive Staff <sup>2</sup>	22 115	22 454	339	1.53
<b><i>Total Workforce</i></b>	<b><i>65 215</i></b>	<b><i>63 372</i></b>	<b><i>-1 843</i></b>	<b><i>-2.83</i></b>
Number of Companies	14 908	13 895	-1 013	-6.80

**Note:**

- 1 Managerial level includes Owners / Sole Proprietors / Working Partners.
- 2 Include other supporting managers, other supporting supervisors, other supporting clerical and supportive staff involved in engineering, production, personnel, accounting, finance, IT and labour intensive work such as driver, amah, watchman, office assistant, cleaner and delivery man.

3.20 From Table T above, it is noted that despite the number of IE companies had significantly increased by 34.77% from 73 855 in 2010 to 99 535 in 2012, there was only a slight increase of 1.48% in the total workforce. This reflected that most employers would adopt a more prudential approach in expanding their workforce under the uncertain global economy situation. In addition, it is noted that the drop in the supervisory level was noticeable (-9.82%), which was compensated by the growth in the managerial staff (+15.20%) and clerical / operative staff (+2.96%).

3.21 With regards to the wholesale trade, the number of companies and the total workforce had decreased by 6.80% and 2.83% respectively. Similar to the IE trade, it also showed a drop in the supervisory staff (-13.61%) but an increase of 21.52% in the managerial staff. Also, it showed a drop in the clerical / operative staff (-3.71%).

3.22 It is noted that a drop in the supervisory staff for both IE and Wholesale trades was mainly due to that fact that it was the employers' preference to have more managerial staff to take up the roles and responsibilities previously undertaken by the supervisors with a view to streamlining operation and maximizing utilization of resources as well as to deal with demanding clients under the competitive market.

### Staff Turnover Rates

3.23 In the 2012 survey, the overall staff turnover rate for the IE trade was -3.2% over the last survey, representing less frequent manpower movement since 2010. The highest turnover rate of IE staff was found in the clerical/operative support level.

3.24 Similarly, the Wholesale trade also recorded a lower staff turnover rate than that in the 2010 survey, with the highest turnover rate of staff was also found in the clerical/operative support level. Table U gives an account of the staff turnover rates found in the current and the last surveys by job level.

**Table U Changes in Staff Turnover Rates by Job Level  
(2010 vs. 2012)**

Job Level	October 2010 % <sup>1</sup>	October 2012 % <sup>1</sup>	Increase/Decrease % <sup>2</sup>
<b><i>Import/Export Trade</i></b>			
Managerial	4.7	3.1	-1.6
Supervisory	4.0	4.5	+0.5
Clerical/Operative Support	12.0	6.3	-5.7
<b>Overall</b>	<b>8.6</b>	<b>5.4</b>	<b>-3.2</b>
<b><i>Wholesale Trade</i></b>			
Managerial	1.2	1.6	+0.4
Supervisory	1.4	1.4	0.0
Clerical/Operative Support	6.5	5.4	-1.1
<b>Overall</b>	<b>4.7</b>	<b>4.1</b>	<b>-0.6</b>

Note:

1 As a percentage of the number of IE or wholesale posts at the same job level.

2 Net percentage change of the staff turnover rates between the current and the last surveys.

## Promotion Pattern

3.25 The Survey revealed that the overall promotion rates for both the IE and Wholesale trades in 2010 and 2012 were more or less the same.

**Table V Internal Promotion of Employees by Job Level  
(2010 vs. 2012)**

Job Level	No. of Employees Promoted from Within in October 2010 (%) <sup>1</sup>	No. of Employees Promoted from Within in October 2012 (%) <sup>1</sup>
<b><i>Import/Export Trade</i></b>		
From Supervisory Level to Managerial Level	743 (1.71)	738 (1.48)
From Clerical/Operative Support Level to Supervisory Level	1 434 (1.24)	1 185 (1.13)
From Others to Clerical/Operative Support Level	28 (0.01)	116 (0.06)
<b><i>Sub-Total</i></b>	<b><i>2 205 (0.61)</i></b>	<b><i>2 039 (0.57)</i></b>
<b><i>Wholesale Trade</i></b>		
From Supervisory Level to Managerial Level	17 (0.65)	9 (0.28)
From Clerical/Operative Support Level to Supervisory Level	70 (0.56)	71 (0.66)
From Others to Clerical/Operative Support Level	5 (0.02)	34 (0.13)
<b><i>Sub-Total</i></b>	<b><i>92 (0.21)</i></b>	<b><i>114 (0.28)</i></b>

Note:

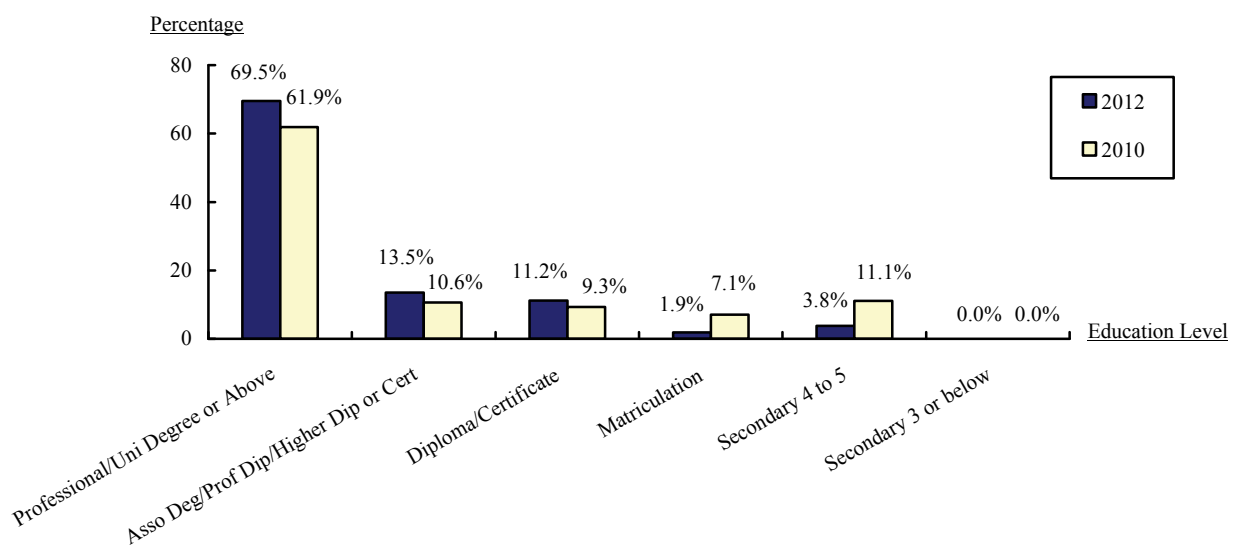
<sup>1</sup> As a percentage of the number of IE or wholesale employees at the same job level.

## Preferred Level of Education

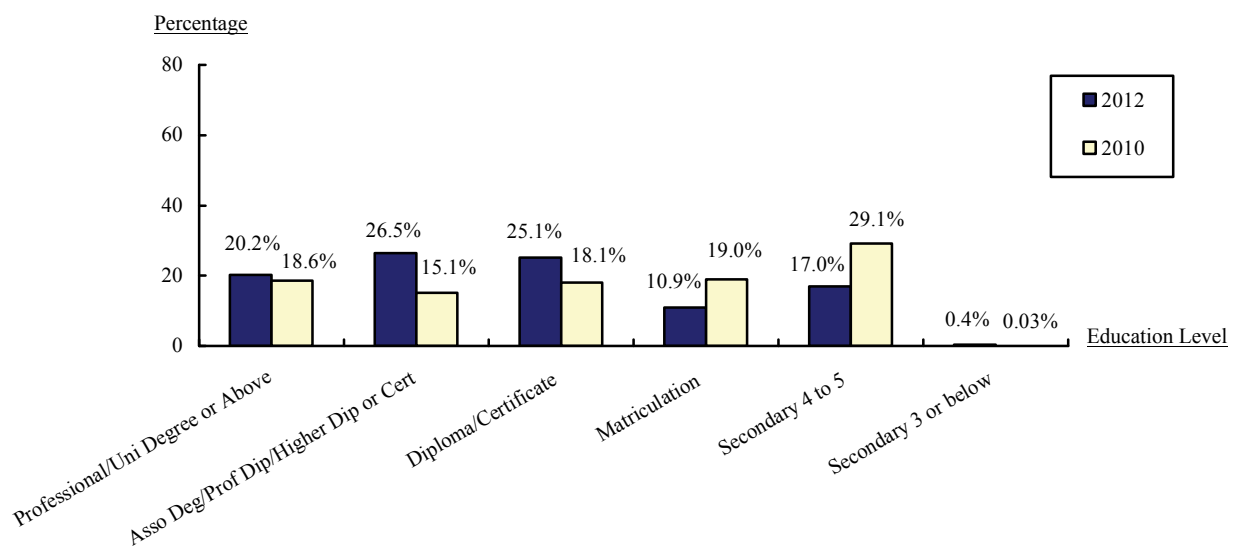
3.26 Figures 16 and 17 highlight the comparison of preferred level of education by employers for the IE and Wholesale trades in 2010 and 2012 by job level. Detailed findings on the preferred level of education of the IE and Wholesale employees by job title are given in Appendices 13 and 14.

**Figure 16** **IE Trade**  
**Preferred Level of Education**  
**(2010 vs. 2012)**

### (a) Managerial Level

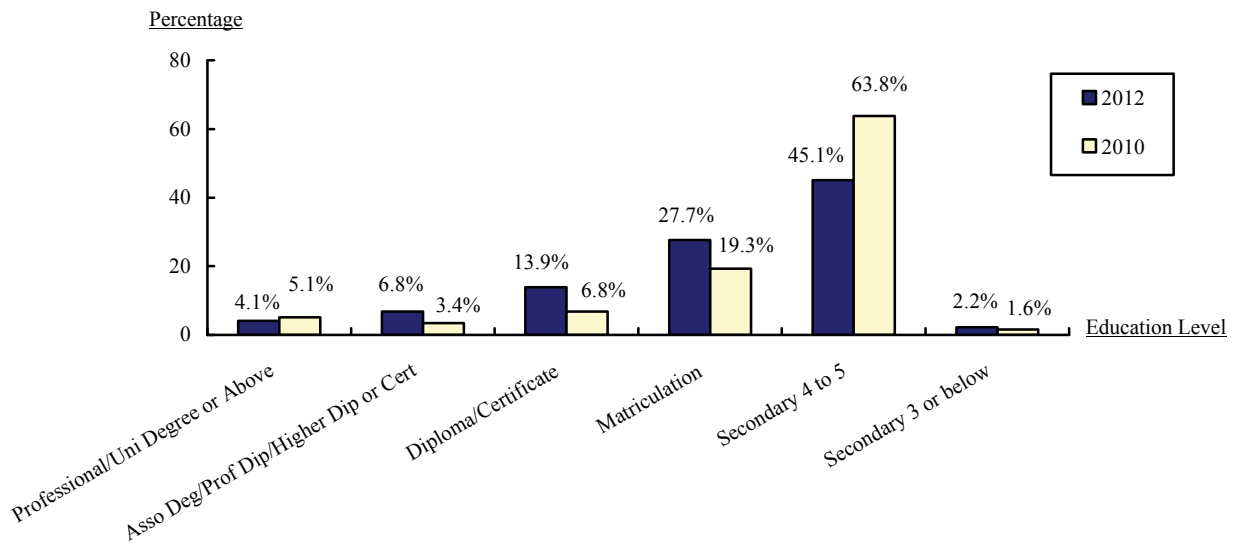


### (b) Supervisory Level





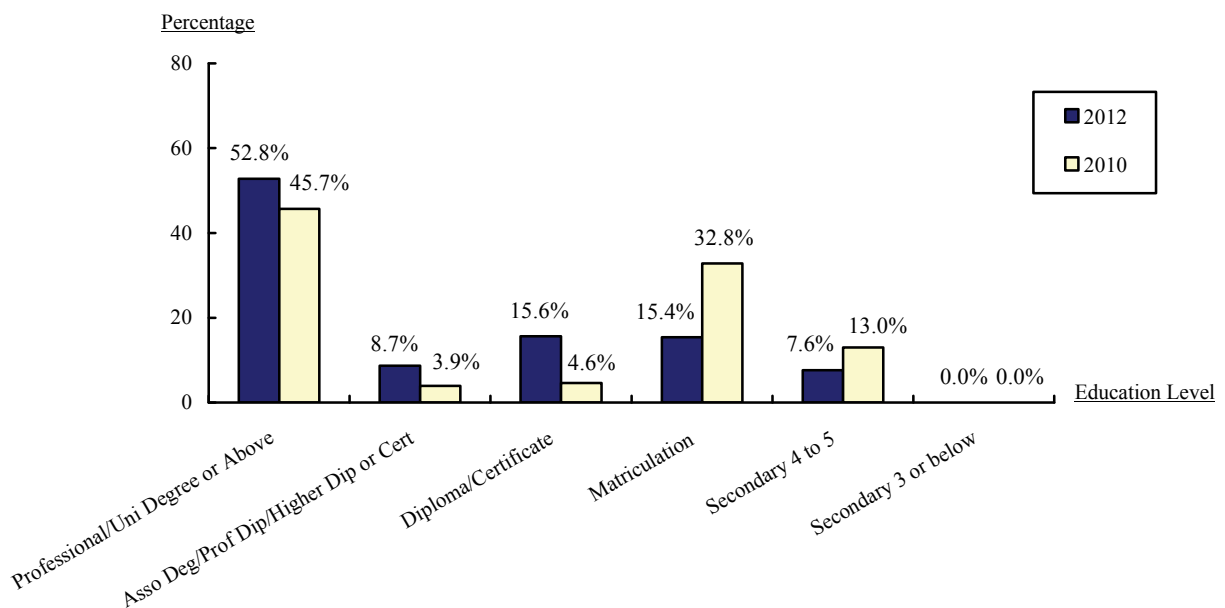
(c) Clerical/Operative Support Level



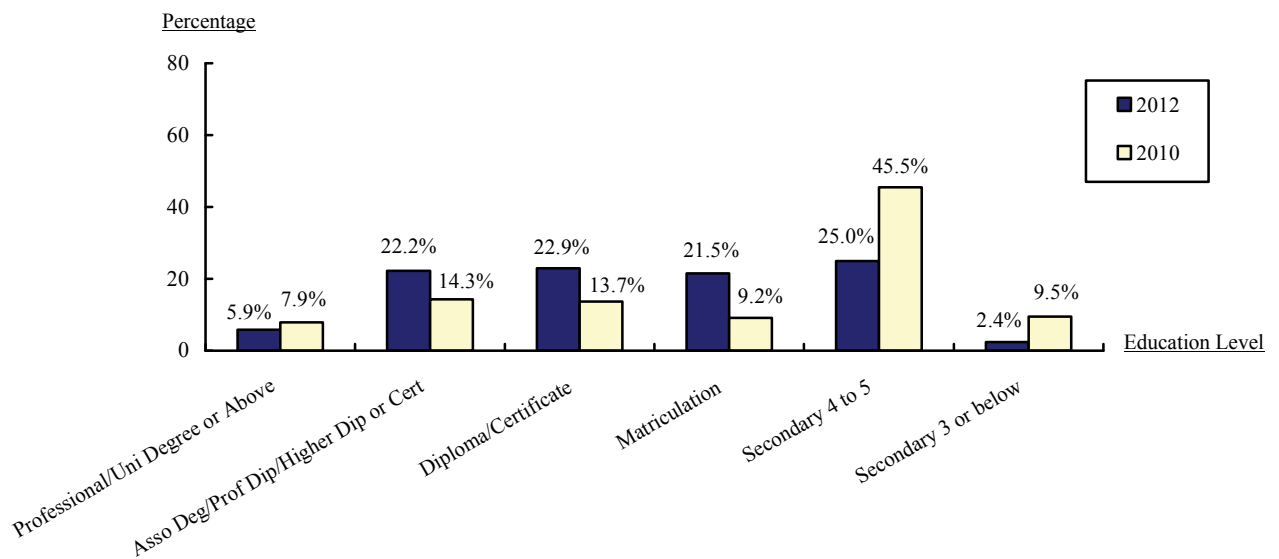
3.27 As shown in Figure 16 above, the survey revealed that more employers in the IE trade would prefer their managerial and supervisory staff to have University or above level and sub-degree level when compared to 2010. However, down to clerical/operative staff, a qualification of ‘Secondary 4 to 5’ was already acceptable to most employers but it was noted that a growing trend for the employers to prefer their clerical/operative staff to possess with higher academic qualification at ‘Matriculation’.

**Figure 17 Wholesale Trade Preferred Level of Education (2010 vs. 2012)**

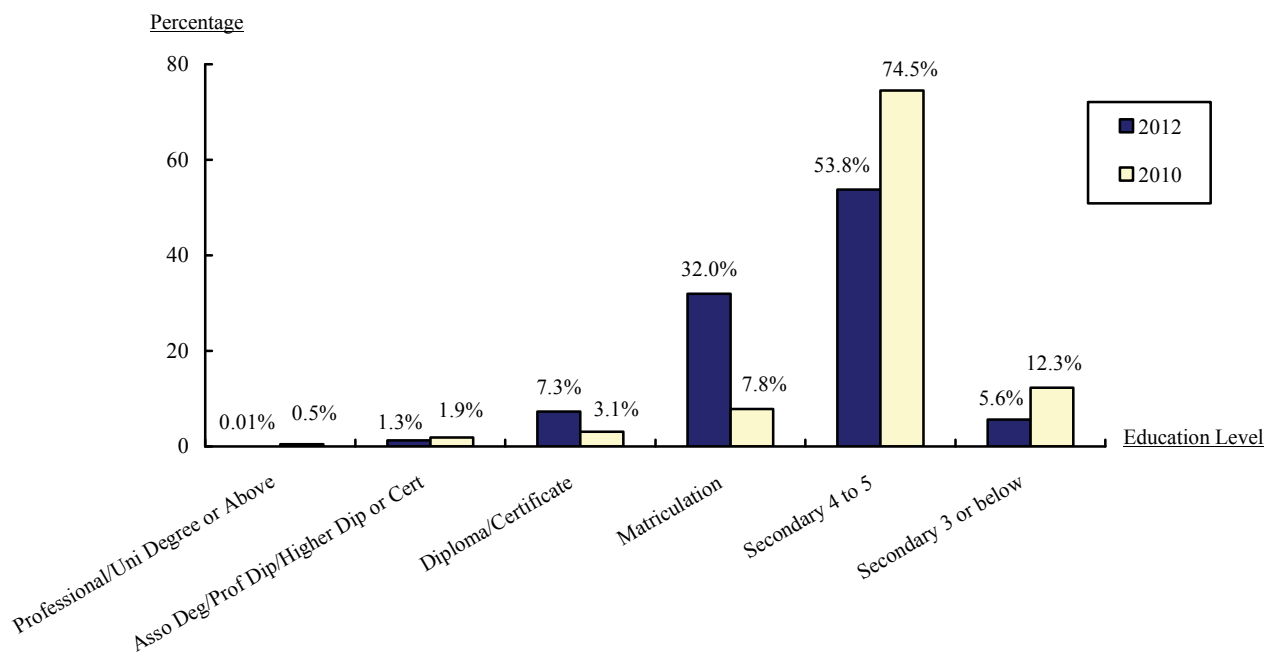
(a) Managerial Level



(b) Supervisory Level



(c) Clerical/Operative Support Level



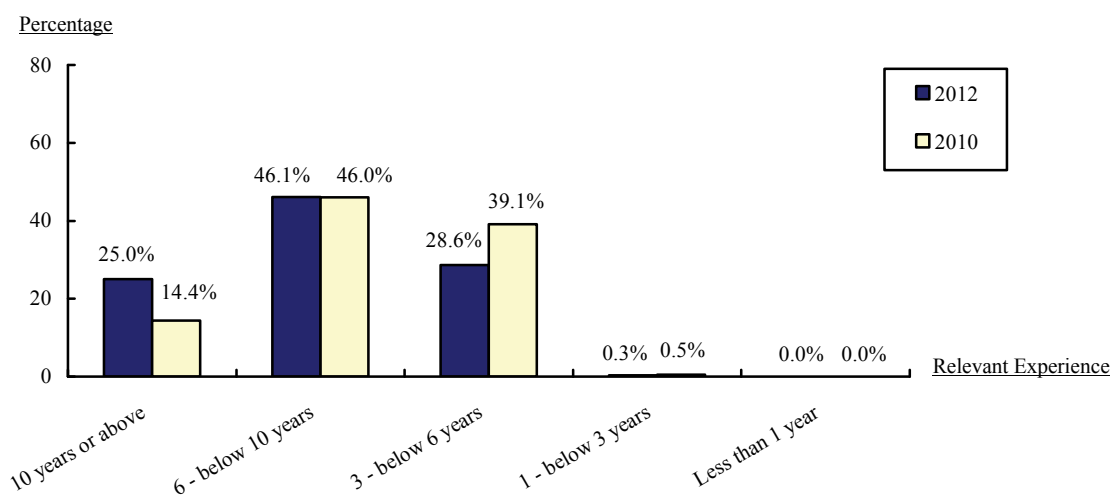
3.28 As shown in Figure 17, similar to IE trade, more employers in Wholesale trade preferred their managerial and supervisory staff to have higher academic qualifications at ‘professional qualification / university degree’ or sub-degree education level when compared to 2010. Also, the employers were more than ready to accept clerical / operative staff holding either ‘Secondary 4 to 5’ but a growing trend to prefer their clerical/operative staff to possess with higher academic qualification at ‘Matriculation’ was also noted.

## Preferred Relevant Years of Experience

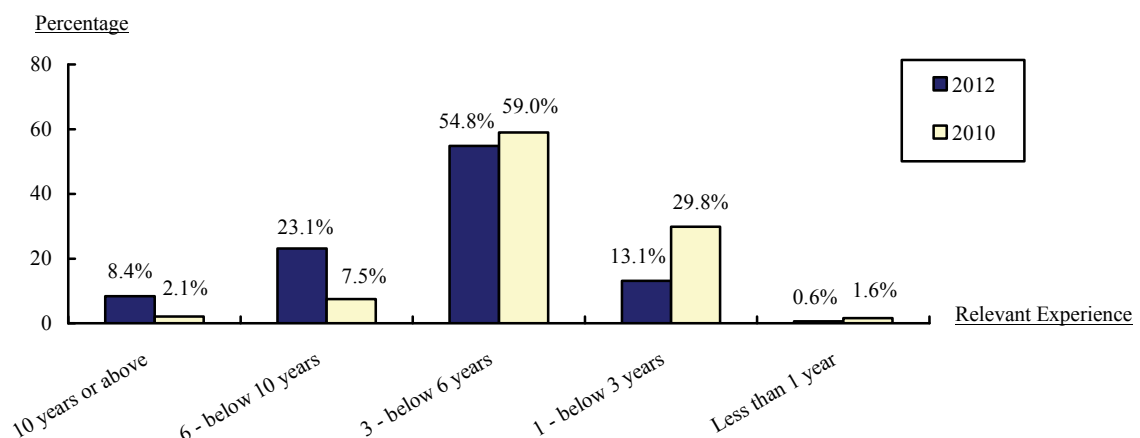
3.29 A comparison on the employers' preference of relevant years of experience possessed by staff between 2012 and 2010 by job level was given in Figures 18 and 19. Details showing employers' preferred relevant years of experience of the IE and wholesale employees by job title are shown in Appendices 15 and 16.

**Figure 18** **IE Trade**  
**Preferred Relevant Years of Experience**  
**(2010 vs. 2012)**

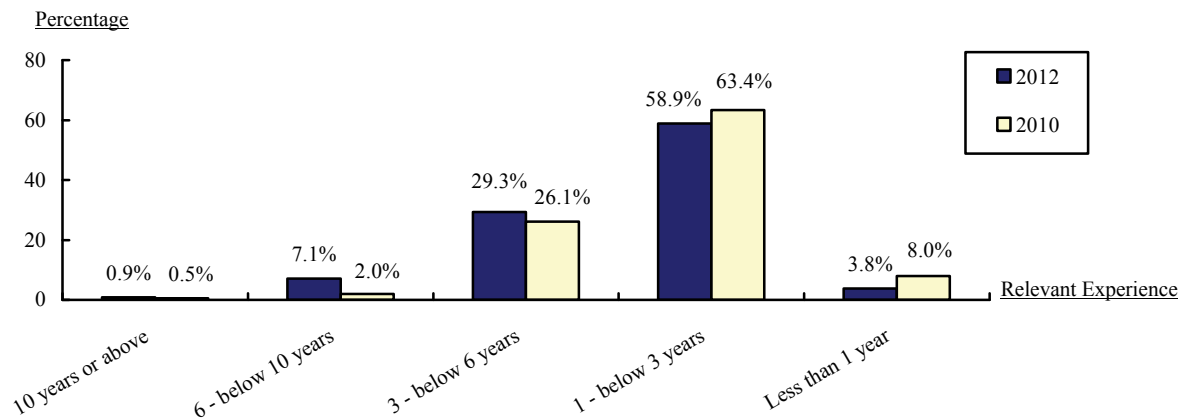
### (a) Managerial Level



### (b) Supervisory Level



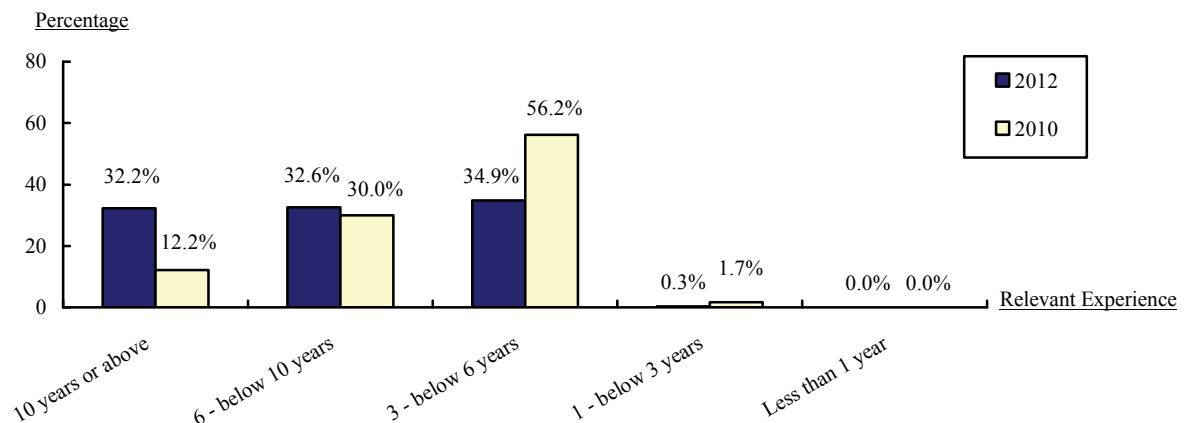
c) Clerical/Operative Support Level



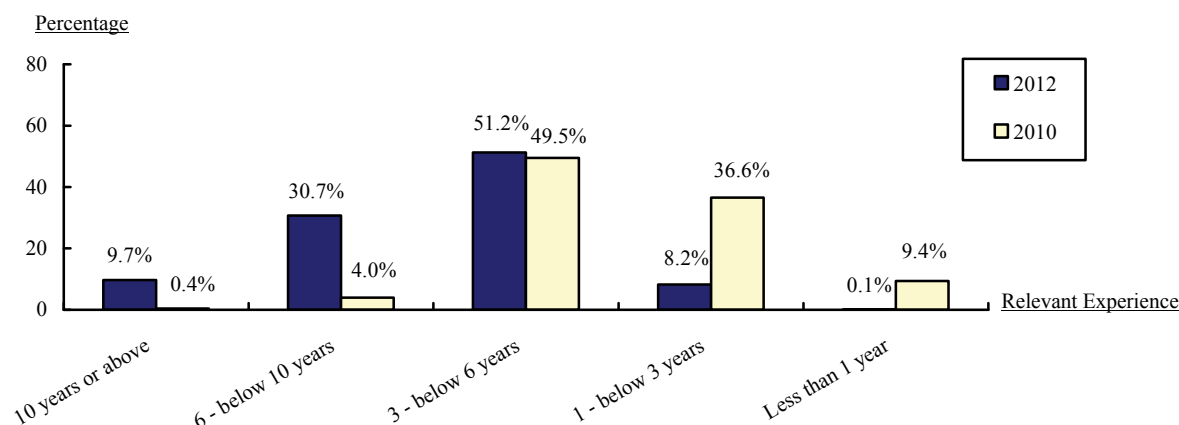
3.30 Compared to 2010, most employers of IE trade in 2012 still preferred their managerial staff to have relevant years of working experience from ‘6 to less than 10 years’ (46.1% vs. 46.0% in 2010) but the percentage of employers preferring ‘10 years or above’ relevant working experience recorded an increase (25.0% vs. 14.4% in 2010). While for the supervisory staff, a slight decrease in the percentage of employers preferring ‘3 to below 6 years’ (54.8% vs. 59.0% in 2010) but an increase in the percentage of employers preferring ‘6 years to 10 years’ (23.1% vs. 7.5% in 2010). Down to the clerical / operative staff, most employers would ready to accept ‘1 or below 3 years’, but the employers tended to raise their requirement on years of relevant experience to ‘3 - 6 years’.

**Figure 19 Wholesale Trade Preferred Relevant Years of Experience (2010 vs. 2012)**

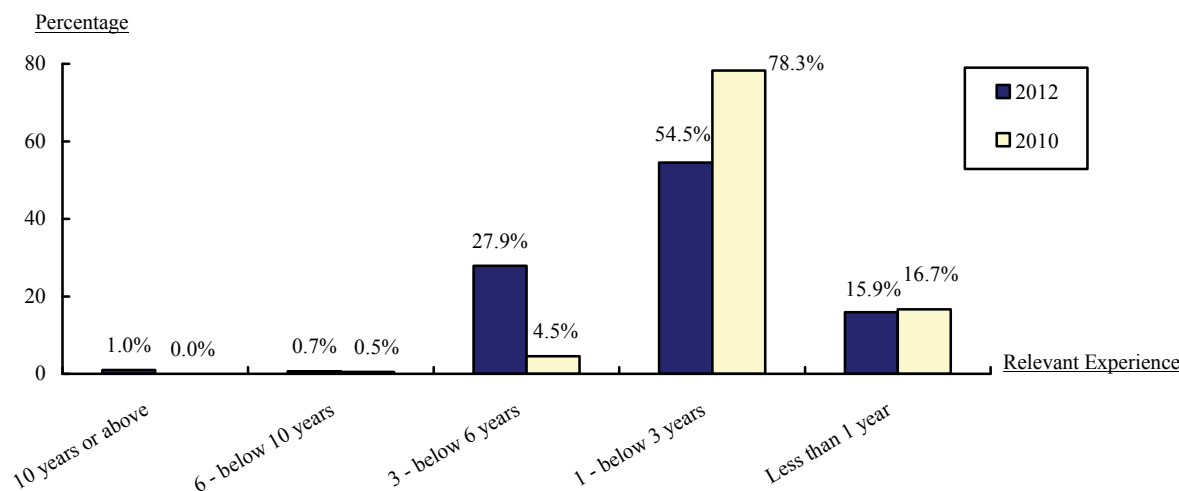
(a) Managerial Level



(b) Supervisory Level



(c) Clerical/Operative Support Level



3.31 For the Wholesale trade, the survey revealed that the percentage of employers preferred their managerial staff to possess relevant working experience at ‘3 to 6 years’ was dropped when compared to 2010 (34.9% vs. 56.2% in 2010). It was also noted that the percentage of employers preferring ‘6 to 10 years’ was slightly increased (32.6% vs. 30.0% in 2010). For those preferring ‘10 years or above’ has even recorded a notable increase (32.2% vs. 12.2% in 2010). Down to the clerical / operative staff, most employers would be ready to accept ‘1 or below 3 years’, but the employers tended to raise their requirement on years of relevant experience to ‘3 - 6 years’.

**Training to be Provided / Sponsored by Employers**

3.32 In this survey, there were 30 types of training under scrutiny, grouped under 6 main categories. It was found that employers of the IE trade planned to provide / sponsor a total of 61 084 training places to their employees in the next 12 months, which were much less than that recorded in the 2010 Survey (155 436 training places). While for the Wholesale trade, a total of 7 437 training places would be provided / sponsored by employers in the next 12 months, which were also much less than that recorded in 2010 (11 578 training places).

3.33 This significant drop in the training resources was most probably due to the fact that most employers would adopt a more prudential approach in cost control following the global economy uncertainties. Nevertheless, most employers would rather prefer their employees to receive on-the-job training and encourage them to upgrade themselves by self-study.

3.34 An analysis of the findings by training type by job level of the IE trade is given in Table W.

**Table W** **IE Trade**  
**Number of Training Places to be Provided / Sponsored**  
**by Employers in the Next 12 Months by Job Level**

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	1 902	136	0	<b>2 038</b>
Supply Chain Management	372	75	0	<b>447</b>
Supervisory Skills	1 077	331	20	<b>1 428</b>
Legal Knowledge	16	54	136	<b>206</b>
Marketing	280	136	16	<b>432</b>
<b><i>Sub-Total</i></b>	<b><i>3 647</i></b>	<b><i>732</i></b>	<b><i>172</i></b>	<b><i>4 551</i></b>
<i>Trade Specific Skills</i>				
International Trade and Practices	22	425	0	<b>447</b>
Transport and Logistics	12	41	69	<b>122</b>
Product Development	245	476	45	<b>766</b>
Graphic Design	7	804	21	<b>832</b>
Merchandising	147	1 082	231	<b>1 460</b>
Sales Technique	697	824	2 983	<b>4 504</b>
Customer Relationship	987	1 670	3 540	<b>6 197</b>
Product Knowledge	3 020	3 281	3 931	<b>10 232</b>
Quality Control	48	566	0	<b>614</b>
Compliance	40	504	37	<b>581</b>
<b><i>Sub-Total</i></b>	<b><i>5 225</i></b>	<b><i>9 673</i></b>	<b><i>10 857</i></b>	<b><i>25 755</i></b>

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	830	1 764	841	<b>3 435</b>
Basic Computer Operation Skills including Chinese Input Method	42	107	226	<b>375</b>
Web Design	807	1 140	471	<b>2 418</b>
<b><i>Sub-Total</i></b>	<b><i>1 679</i></b>	<b><i>3 011</i></b>	<b><i>1 538</i></b>	<b><i>6 228</i></b>
<i>China-related Knowledge and World Vision</i>				
China Trade Business	169	206	61	<b>436</b>
Laws and Regulatory Restrictions for Access to China's Market	360	349	52	<b>761</b>
World Vision	43	20	0	<b>63</b>
<b><i>Sub-Total</i></b>	<b><i>572</i></b>	<b><i>575</i></b>	<b><i>113</i></b>	<b><i>1 260</i></b>
<i>Language Skills</i>				
Spoken English	19	1 326	1 461	<b>2 806</b>
Written English	14	1 337	1 464	<b>2 815</b>
Written Chinese	12	101	109	<b>222</b>
Putonghua	69	414	413	<b>896</b>
Japanese	75	20	172	<b>267</b>
Russian	3	5	0	<b>8</b>
<b><i>Sub-Total</i></b>	<b><i>192</i></b>	<b><i>3 203</i></b>	<b><i>3 619</i></b>	<b><i>7 014</i></b>
<i>Personal Development Skills</i>				
Presentation	232	1 143	3 310	<b>4 685</b>
Interpersonal Communication	473	1 641	3 758	<b>5 872</b>
Negotiation	97	1 167	3 066	<b>4 330</b>
Others	468	508	413	<b>1 389</b>
<b><i>Sub-Total</i></b>	<b><i>1 270</i></b>	<b><i>4 459</i></b>	<b><i>10 547</i></b>	<b><i>16 276</i></b>
<b>Total</b>	<b>12 585</b>	<b>21 653</b>	<b>26 846</b>	<b>61 084</b>

3.35 In order of popularity for the IE trade, 'Trade Specific Skills' still tops the list, followed by 'Personal Development Skills' and 'Language Skills'. Similar to the survey in 2010, 'Product Knowledge' and 'Customer Relationship' remained the key training needs as reflected in the 2012 survey. Other emerging training needs are listed below:

- a. Interpersonal Communication (5 872)
- b. Presentation (4 685)
- c. Sales Technique (4 504)

3.36 The analysis of findings by training type by job level of the Wholesale trade is given in Table X.

**Table X Wholesale Trade  
Number of Training Places to be Provided / Sponsored  
by Employers in the Next 12 Months by Job Level**

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	80	85	0	165
Supply Chain Management	54	0	0	54
Supervisory Skills	81	76	0	157
Legal Knowledge	0	0	0	0
Marketing	0	5	0	5
<b>Sub-Total</b>	<b>215</b>	<b>166</b>	<b>0</b>	<b>381</b>
<i>Trade Specific Skills</i>				
International Trade and Practices	0	0	0	0
Transport and Logistics	0	5	0	5
Product Development	5	45	0	50
Graphic Design	0	20	0	20
Merchandising	0	20	0	20
Sales Technique	3	5	29	37
Customer Relationship	80	172	642	894
Product Knowledge	197	578	858	1 633
Quality Control	0	10	0	10
Compliance	0	0	0	0
<b>Sub-Total</b>	<b>285</b>	<b>855</b>	<b>1 529</b>	<b>2 669</b>
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	27	190	302	519



Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>IT Skills (continued)</i>				
Basic Computer Operation Skills including Chinese Input Method	20	122	362	<b>504</b>
Web Design	0	0	0	<b>0</b>
<b><i>Sub-Total</i></b>	<b><i>47</i></b>	<b><i>312</i></b>	<b><i>664</i></b>	<b><i>1 023</i></b>
<i>China-related Knowledge and World Vision</i>				
China Trade Business	0	0	0	<b>0</b>
Laws and Regulatory Restrictions for Access to China's Market	0	0	0	<b>0</b>
World Vision	0	0	0	<b>0</b>
<b><i>Sub-Total</i></b>	<b><i>0</i></b>	<b><i>0</i></b>	<b><i>0</i></b>	<b><i>0</i></b>
<i>Language Skill</i>				
Spoken English	0	142	571	<b>713</b>
Written English	0	142	571	<b>713</b>
Written Chinese	0	142	571	<b>713</b>
Putonghua	0	142	571	<b>713</b>
Japanese	0	0	0	<b>0</b>
Russian	0	0	0	<b>0</b>
<b><i>Sub-Total</i></b>	<b><i>0</i></b>	<b><i>568</i></b>	<b><i>2 284</i></b>	<b><i>2 852</i></b>
<i>Other Skills and Knowledge</i>				
Occupational Safety	34	70	132	<b>236</b>
Others	11	16	1	<b>28</b>
<b><i>Sub-Total</i></b>	<b><i>45</i></b>	<b><i>86</i></b>	<b><i>133</i></b>	<b><i>264</i></b>
<b>Total</b>	<b>595</b>	<b>2 078</b>	<b>4 764</b>	<b>7 437</b>

3.37 While for the Wholesale trade, though the 'Language Skills' tops the list followed by the 'Trade Specific Skills', both of them remained the key training categories with greater demand. As revealed in the survey, more employees would be expected to enrol in the following training aspects in the next 12 months:

- a. Product Knowledge (1 633)
- b. Customer Relationship (894)
- c. Putonghua / Spoken English / Written English / Written Chinese (713)

3.38 Overall, the above trends point to a notable decreasing demand for training for both the IE trade and Wholesale trade. This phenomenon may probably due to the fact that most employers would become more cautious in allocating their resources under the difficult operating environment.

3.39 The employers tended to employ more experienced employees by uplifting their recruitment criteria rather than putting extra training resources. Nevertheless, most employers would rather prefer their employees to receive on-the-job training and encourage them to upgrade themselves by self-study.

### **Shifting Functions out of Hong Kong – IE Trade**

3.40 A number of IE companies set their manufacturing bases and representative offices in places outside Hong Kong for reasons of proximity to the markets and/or lower production costs in last several years. However, shifting some of the functions out of Hong Kong were getting less popular and the trend was slowing down as recorded in the 2012 Survey, only 0.11% of the IE firms in Hong Kong were so involved in the past 12 months, as compared with 2.93% in 2010 and 5.10% in 2008.

3.41 The functions which had been shifted, as revealed in the 2010 and 2012 surveys, were quite similar. A higher percentage of companies in the IE trade would be involved in shifting their ‘Merchandising’, ‘Sales and Customer Services’, ‘Quality Control’ and ‘Shipping’ functions to the Mainland. Apart from the above, functions like ‘Warehouse’ and ‘Export and Marketing’ started to join the queue. A breakdown of the functions already shifted or to be shifted in the past or coming 12 months is shown in Appendix 19.

3.42 In respect of destinations of the shifting made, Mainland China was still the first choice as it covered 99.14% of respondents. Most of the shifts were made in Southern China, followed by Northern China and Eastern China. Apparently, this was due to its strategic position and the potential of further integration with Hong Kong. Of the total number of 113 companies shifted its functions to Mainland China, a total of 83 companies had already recruited additional manpower in Mainland China in order to man the shifted operations but only one company indicated its need to recruit additional employees in Hong Kong.

### **Manpower Involvement in Various Functions – Wholesale Trade**

3.43 In most cases, the wholesale operations in Hong Kong need to integrate with other related functions in order to survive and to remain competitive. The involvement of the wholesale manpower in functions other than its main role is indicated in Table Y.

3.44 It was reflected from the data that the Wholesale trade employees were required to perform, apart from their own duties, other facets of activities on the distribution chain, the more typical ones being ‘Sales and Marketing’, ‘Procurement’ and ‘Distribution’ for a total of 53 804 man-times.

3.45 Overall employers' forecast growth in manpower involved in these areas in the coming 12 months was insignificant (1.46%), with the relatively more prominent one in 'Sales and Marketing' (3.80%). Other manpower involvement in the functions of 'Quality Control', 'Warehousing' and 'Procurement' recorded a drop in growth in - 0.34%, - 0.11% and - 0.05% respectively.

**Table Y Wholesale Trade  
Manpower Involvement by Function  
(In terms of Man-times)**

Functions / Activities	No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2012)	No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2013)	Forecast % Changes of Manpower Growth (+) / Decrease (-) (October 2012 – October 2013)
Import / Export	4 267	4 269	+0.05%
Retail	3 266	3 266	0.00%
Brand Name Development	88	88	0.00%
Sales and Marketing	20 970	21 766	+3.80%
Distribution	5 059	5 059	0.00%
Manufacturing	66	66	0.00%
Procurement	9 775	9 770	-0.05%
Warehousing	4 525	4 520	-0.11%
Quality Control	1 456	1 451	-0.34%
Product Design	1 374	1 374	0.00%
Technical Support	2 933	2 933	0.00%
Site Management	25	25	0.00%
<b>Total</b>	<b>53 804</b>	<b>54 587</b>	<b>+1.46%</b>

### Additional Manpower Requirement by October 2013

3.46 On the basis of employers' forecast of manpower growth by October 2013 and the wastage rates, the estimated additional manpower requirement in October 2013 by job level for the IE and Wholesale trades is outlined in Table Z.

**Table Z Additional Manpower Requirement by October 2013 by Job Level**

Job Level	No. of Employees in October 2012	Employers' Forecast of Manpower Growth by October 2013	No. of Employees to Replenish Wastage (%) <sup>2</sup>		Total No. of Additional Employees by October 2013 <sup>3</sup>
<i>Import/Export Trade</i>					
Managerial	49 952	-5	1 093	2.19	<b>1 088</b>
Supervisory	104 653	+568	1 420	1.36	<b>1 988</b>
Clerical/Operative Support	205 451	-7	7 384	3.59	<b>7 377</b>
<b>Sub-Total</b>	<b>360 056</b>	<b>+556</b>	<b>9 897</b>	<b>2.75</b>	<b>10 453</b>
<i>Wholesale Trade</i>					
Managerial	3 162	0	23	0.73	<b>23</b>
Supervisory	10 814	0	19	0.18	<b>19</b>
Clerical/Operative Support	26 942	-5	1 006	3.73	<b>1 001</b>
<b>Sub-Total</b>	<b>40 918</b>	<b>-5</b>	<b>1 048</b>	<b>2.56</b>	<b>1 043</b>
<b>Total</b>	<b>400 974</b>	<b>+551</b>	<b>10 945</b>	<b>2.73</b>	<b>11 496</b>

Note:

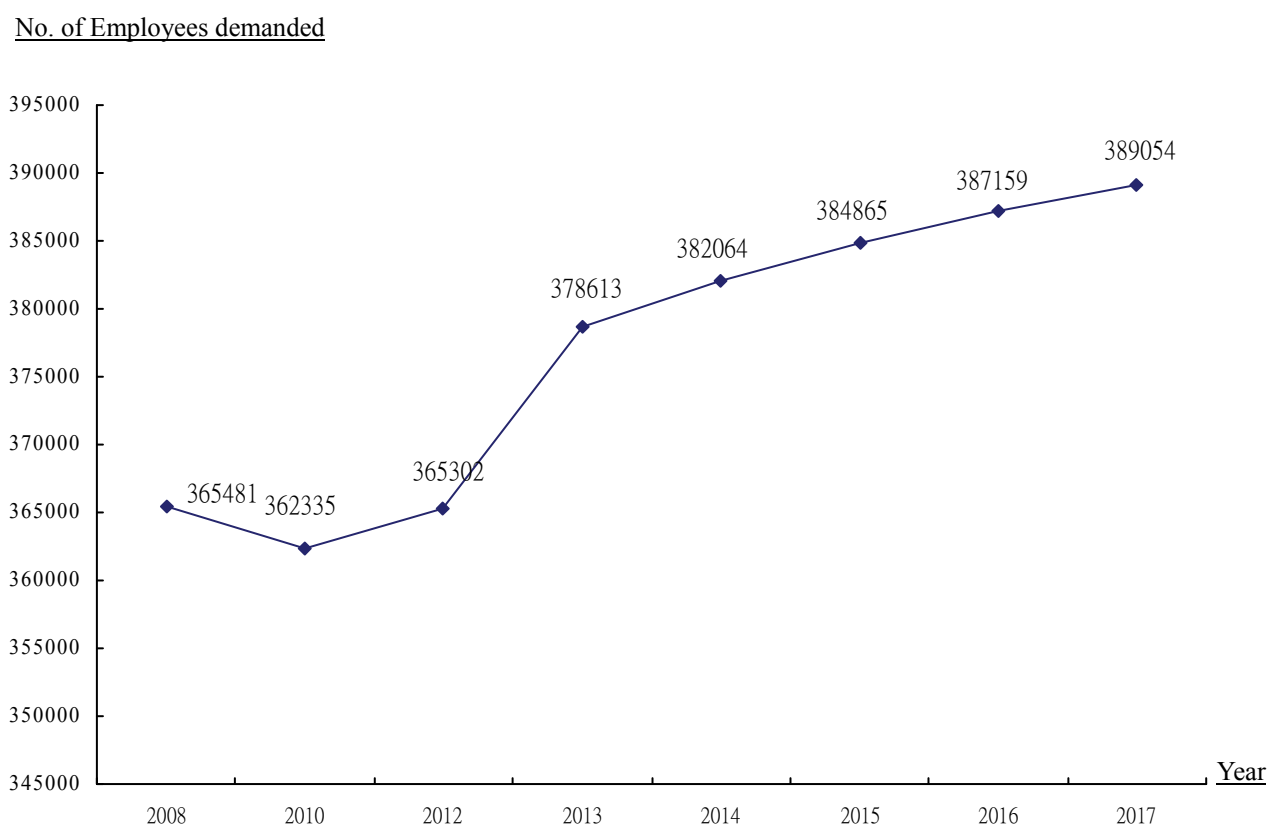
- 1 Wastage rate by job level.
- 2 "Wastage rate" is defined as the percentage of IEW employees leaving their current IE or wholesale jobs and taking up non-IE or wholesale positions, emigrating, retirement, further studies or for other reasons, out of the total number of IE and wholesale employees
- 3 Total Number of Additional Employees by 2013= Employers' Forecast of Manpower Growth by October 2013 + Number of additional Employees to Replenish Wastage  
Assuming that the number of wastage is fully replenished.

## Projected Annual Manpower Requirement from 2013 to 2017

3.47 Different approaches had been adopted to predict the manpower requirement of the IE and Wholesale trades in the coming five years.

3.48 In respect of the IE trade, a labour market analysis (“LMA”) approach is used for projecting the annual manpower requirement by examining a group of key statistical data/economic indicators collected by a reliable and independent authority that reflect the important changes in local economy, demography and labour market. A variable reduction method called Principal Component Analysis is used to select and create variables/determinants from the sets of economic indicators for use in building and maintaining the statistical model. Manpower projection of the IE trade from 2013 to 2017 using the LMA approach is shown in Figure 20 and a further description of the LMA approach can be found in Appendix 21.

**Figure 20 Manpower Projection of the Import/Export Trade from 2013 to 2017  
(by Labour Market Analysis Approach)**



3.49 The LMA approach was, on the other hand, not appropriate for the wholesale trade as related historical manpower data fluctuated widely in the past 20 years without a traceable trend. Thus, no economic indicators can be identified as principal components to project the manpower.

3.50 As a result, an alternative method namely Adaptive Filtering Method (“AFM”) had been considered. The manpower projections for the wholesale trade from 2013 to 2017 projected by the AFM approach are shown below.

Year	Actual	Projected by AFM	Employers’ Forecast
2012	42 070	-	-
2013	-	42 775 (+1.68%*)	42 065 (-0.01%*)
2014	-	43 005 (+0.54%**)	-
2015	-	43 180 (+0.41%**)	-
2016	-	43 313 (+0.31%**)	-
2017	-	43 413 (+0.23%**)	-

*All figures include technical manpower only.*

\* As percentage change vs. actual manpower in 2012

\*\* As percentage change vs. projected manpower in previous year

3.51 The Training Board has decided to adopt the AFM approach (+1.68%) for the 2013 projection in the belief that this aligns better with the overall wholesale trade business outlook than the Employers’ Forecast (-0.01%).

## 2012 Review

3.52 The slowdown of the Hong Kong economy with a modest growth of 1.4% in 2012, down from the above-trend growth of 4.9% in 2011, was mainly dragged by the weak external demand amid a dimmed global economic environment characterized by the lingering euro debt crisis and fragile recovery of the major advanced economies..

3.53 The total exports of Hong Kong goods stayed weak with a small year-on-year growth of 1.3% in 2012, down from the moderate 3.4% in 2011. It was mainly hit by the recession of the Eurozone economy and sluggish recovery of the US economy. Exports to the European Union declined significantly further and continued weaknesses were also widely seen across many Asian markets with a slowdown in their production. As a result, Hong Kong’s exports to India, Korea, Taiwan and Singapore also declined visibly in 2012.

3.54 China’s economic growth slowed to 7.8% year-on-year in 2012 amid the global economic uncertainties. In the second half of 2012, the government shifted its top priority from taming inflation to stabilizing growth. Since then, it has eased its control over bank lending, speed up the approval for construction projects and stepped up tax reduction. As a result, its economic growth accelerated to 7.9% in the fourth quarter of 2012.

3.55 As reported quarterly, total exports of Hong Kong goods contracted 5.2% and 0.2% respectively in the first and second quarters over the year earlier, but they bounced 4.0% and 6.1% respectively in the third and fourth quarters due to the faster economy growth in China in the latter part of 2012. Hence, it offset most of the decline in the first half and achieved a modest growth for 2012 as a whole.

3.56 The global economic climate also dampened the exports of Hong Kong services. It recorded a modest growth of 1.2% in 2012, down from 4.9% in 2011. Owing to the weak merchandise trade, exports of transportation and trade-related services also declined. In addition, financial and business services were affected by the slowing economic activities and cautious market sentiments.

3.57 In view of the largely stable employment and improved income condition, the Hong Kong domestic sector stayed rather resilient in 2012 and provided a cushion against the external demand weakness. The private consumption expenditure grew 4.0% in real terms in 2012, still notably down from 9% in 2011. Amid the slower local economic growth and subsided external price pressures, inflation grew slowly in 2012.

3.58 The external environment was fragile and unsteady in the major advanced economies in 2012. The Eurozone sovereign debt crisis re-ignited in May and June following the political tension in Greece and the banking problem in Spain. The stock market across the board tumbled in May until the austerity measures were announced by the European Central Bank (ECB). Nevertheless, the fluidity of the crisis continued to overshadow the economic prospect. In the US, the economy lost steam and unemployment rate elevated. Against the backdrop, the Federal Reserve launched the third round of quantitative easing in mid-September. Dented market sentiments weighted on fund raising activities, with the total Initial Public Offering (IPO) funds raise shrinking by 65% to \$89.8 billion.

3.59 Traditionally, the wholesale and retail trade is highly correlated with the inbound tourism. The Hong Kong Tourism Board showed that there were a record-high of 48.6 million visitors from around the world, a remarkable increase of 16.0% over 2011. Mainland China continued to be the largest contributors with 34.9 million arrivals, accounting for 71.8% of the total arrivals in Hong Kong. Amid the global economic uncertainties, visitors spend cautiously. The wholesale and retail trade was adversely affected. According to the Business Receipts index released by the Census and Statistics Department (C&SD), the retail trade in Hong Kong in the fourth quarter of 2012 was +7.6%, down from +23.3% in the fourth quarter of 2011. According to the Business Receipts index released by the Census and Statistics Department (C&SD), the wholesale trade in the fourth quarter of 2012 was +4.3%, down from +12.7% in the fourth quarter of 2011.

3.60 Internationally, Hong Kong continues to foster trade ties with new and emerging markets. The free trade agreement (FTA) between Hong Kong and European Free Trade Association namely Iceland, Liechtenstein, Switzerland and Norway came into force in October 2012. Hong Kong signed its first FTA with a Latin American country Chile in September and exchanged views with Russia on strengthening bilateral trade and cooperation in service trade. The FTA helped to bolster Hong Kong's economy by creating more business opportunities catalysed by increased trade as well as stronger investment flows.

3.61 Table AA shows the trend of manpower changes for the two trades in the past few years.

**Table AA Manpower Changes in the IE and Wholesale Trades  
(2006 to 2012)**

	Number of Persons Engaged			
	2006	2008	2010	2012
<i>Import &amp; Export Trade</i>				
Technical Manpower (including owner / sole proprietor / working partner)	329 910 (4.0%) <sup>+</sup>	362 771 (5.0%) <sup>*</sup>	358 949 (-0.5%) <sup>^</sup>	360 056 (0.2%) <sup>#</sup>
Total Workforce	469 643 (2.6%) <sup>+</sup>	497 464 (3.0%) <sup>^</sup>	482 689 (-1.5%) <sup>^</sup>	489 838 (0.8%) <sup>#</sup>
<i>Wholesale Trade</i>				
Technical Manpower (including owner / sole proprietor / working partner)	32 100 (0.4%) <sup>+</sup>	37 012 (7.7%) <sup>*</sup>	43 100 (8.2%) <sup>^</sup>	40 918 (-2.6%) <sup>#</sup>
Total Workforce	51 149 (-5.7%) <sup>+</sup>	60 773 (9.4%) <sup>*</sup>	65 215 (3.7%) <sup>^</sup>	63 372 (-1.4%) <sup>#</sup>

Note:

- + Annual growth rate from 2005
- \* Average annual growth rate between 2006 to 2008
- ^ Average annual growth rate between 2008 to 2010
- # Average annual growth rate between 2010 to 2012



## 2013 Business Outlook

3.62 According to the Census and Statistics Department, the Hong Kong economy expanded robustly by 3.1% year-on-year in real terms in the first half of 2013, after growing by 1.5% in 2012. Furthermore, the GDP growth forecast for 2013 was revised from 1.5 - 3.5% to 2.5 - 3.5% in August 2013 after taking into consideration of the actual outturn of the 3.1% year-on-year real GDP growth in the first half of 2013 coupled with the somewhat reduced downside risks to the global economy.

3.63 The growth of the IE trades was dragged down by the unfavourable external environment in 2012 characterised by the unsettled euro crisis and sluggish recovery of the major advanced economies. For 2012, both the re-exports and imports recorded only a modest growth in value terms of 3.2% and 3.9% respectively while the domestic exports dropped by 10.4%. The results of Hong Kong's import and export performance for the years from 2006 to 2012 are listed in Table BB below:

**Table BB External Merchandise Trade Figures**

Year	Imports		Domestic Exports		Re-exports	
	HK\$ Million	Year-on-Year % Changes	HK\$ Million	Year-on-Year % Changes	HK\$ Million	Year-on-Year % Changes
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6.0
2009	2 692 356	-11.0	15 574	-36.4	2 411 347	-11.8
2010	3 364 840	25.0	69 512	20.4	2 961 507	22.8
2011	3 764 596	11.9	65 662	-5.5	3 271 592	10.5
2012	3 912 163	3.9	58 830	-10.4	3 375 516	3.2

Source: Statistical Digest of the Services Sector, 2013 Edition, Census and Statistics Department

3.64 Hong Kong exports in the first quarter of 2013 were still hindered by weak demand from traditional markets. Sales to the US and the EU fell by 1% and 4% year-on-year respectively. However, sales to Chinese Mainland were notable, rising by 6% to constitute 55% of Hong Kong's total exports. Whereas, the EU, the US, ASEAN and JAPAN which making up 9%, 9%, 7% and 4% of Hong Kong's total exports in the first half of 2013 respectively. The business relationship between the Mainland and Hong Kong in recent year is shown in the table CC.

**Table CC Share of the Mainland in Hong Kong's Global Trade**

Year	Imports as Main Supplier		Domestic Exports as Main Destination		Re-exports as Main Destination	
	HK\$ Million	Year-on-Year % Changes	HK\$ Million	Year-on-Year % Changes	HK\$ Million	Year-on-Year % Changes
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	20.4	1 566 999	22.8
2011	1 696 807	10.9	30 699	-1.7	1 716 056	9.6
2012	1 840 862	8.5	26 026	-15.2	1 831 732	6.7

Source: Statistical Digest of the Services Sector, 2013 Edition, Census and Statistics Department

3.65 Looking forward, the global economy is expected to improve slightly in 2013 as the downside risks should lessen somewhat due to the improved financial condition in Europe, the US economy will likely be on the track to recovery, faster momentum in the Mainland and the signs of pick-up in production and export activities in many Asian economies. The Hong Kong merchandise export growth stood at 4.3% year-on-year in the first half of 2013. The total exports of goods are expected to see some improvement in 2013.

3.66 Nevertheless, the fundamentals of the advanced economies remain weak and it will continue to cast a shadow over economic growth. Demand conditions in the advanced markets as a whole were still weak and the exports across many Asian economies remained subdued. However, the re-acceleration of the mainland economy should render a stabilizing force to cushion against the relatively weak final demand of the advanced economies. Hence, the global trade flow will likely see a modest growth but it is difficult to see a sharp rebound for the Hong Kong's export performance in 2013.

3.67 It is envisaged that the exports of services could also see some pick-up in growth in 2013 after experiencing a notable slowdown in 2012. As a matter of fact, it performed much better and picked up further to an 8.8% year-on-year growth in real terms in the second quarter, up from the 5.3% growth in the first quarter according to the source from the Census and Statistics Department. Exports of financial and other business services also

regain some momentum, thanks to the further development of RMB business, the expected revival of fund-raising activities and the better growth prospect of the Mainland economy. Whereas the exports of travel services should remain to see solid growth, thanks to the thriving inbound tourism.

3.68 In 2013, domestic demand remained resilient as the local consumer sentiment should still be underpinned by favorable income and employment conditions. According to the Census and Statistics Department, the private consumption expenditure rose further in the second quarter by 4.2% year-on-year in real terms. For investment expenditure, it also recorded a notable growth of 6.9% in the second quarter which was mainly due to the acceleration of machinery and equipment acquisition and large-scale public infrastructure projects such as the construction of the second berth, the West Island Line and the South Island Line East etc. Hence, the domestic sector is expected to hold up generally well in 2013.

3.69 The labor market remained in a state of full employment. Wages and earnings also experienced further increase in recent periods. With the introduction of the “Statutory Minimum Wage” (SMW) since 2011 followed by revising its rate from \$28 per hour to \$30 per hour in May 2013, the median household income rose by 1.4% in real terms after discounting inflation, while average earning for the full-time employees rose even more by 2.9% in real terms according to the source from the Census and Statistics Department. This reflected the labor market condition is tight with the aid of the upward adjustment of wage since May 2013. As a result, this wage pressure together with the rise in commercial rentals imposed a high operating cost for local business.

3.70 The opening of Shanghai's free-trade zone on 29 Sept 2013 had stolen the spotlight from Hong Kong as an international centre. It's believed that business in Hong Kong is likely to face fierce competition from Shanghai as the harbour becomes fully active, especially after the setting up of the free-trade zone. The free-trade zone plan may involve amendments to financial regulations; the liberalisation will also be much greater in scale and broader in scope than other similar initiatives in China. Nevertheless, in the latest World Economic Forum's global competitiveness report in 2013-14, Hong Kong moved up two places to seventh. It ranks top in infrastructure for the fourth consecutive year and also first in the area of financial market development. The new free-trade deal for Shanghai would not immediately threaten Hong Kong's leading position as one of the world's most important financial centre cities and also one of the busiest ports. But in the long run, Hong Kong must explore its further competitive strengths unique to the city. After all, competition is not a bad thing.

3.71 Economic integration between Hong Kong and the Mainland continued to deepen upon signing the supplement IX to Closer Economic Partnership Arrangement (CEPA) in June 2012, which provided a total of 43 services liberalization, trade and investment facilitation measures, aiming to strengthen Hong Kong and the Chinese mainland's cooperation in areas of finance and trade and investment facilitation, and further promote the mutual recognition of professional qualifications of the two places. Recently, Supplement X to CEPA was signed in August 2013. It provides a total of 73 services liberalization, trade and investment facilitation measures, which include 65 liberalization measures for trade in services and 8 measures to strengthen co-operation in areas of finance and facilitate trade and investment of the two places. The various new measures will enable Hong Kong services industries to develop the Mainland market and are conducive to the continued economic co-operation and development of the two places.

3.72 In order to overcome the challenges ahead, a number of initiatives were set out in the “2013-14 Policy Address” for striving to achieve sustain economic growth in Hong Kong. For instance, the establishment of the Economic Development Commission (EDC) would provide a new platform for the Government to work with the market in the promotion of economic development through developing ideas, advising on strategies and policies, examining the structure of different industries and exploring measures for the development. In addition, the establishment of the Financial Services Development Council (FSDC) will help to promote Hong Kong’s financial service industry and complement the internationalization of China’s financial market. Also, the setting up of an Economic and Trade Office in Wuhan would help to provide stronger assistance to Hong Kong people and enterprises on the mainland and supporting Hong Kong business associations in establishing sales and promotion venues on the mainland for building the Hong Kong Brand.

3.73 To support local enterprises to tap new markets, facilitating trade flows and promoting economic developments are vital. In view of that, Hong Kong and the Association of Southeast Asian Nations (ASEAN) have agreed to pursue a bilateral free trade agreement, in line with Hong Kong’s goal of strengthening economic partnership with its 10 member states (i.e. Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Vietnam). Southeast Asia is one of the fastest growing economic regions in the world. Free trade agreement will enhance trade and investment flows between ASEAN and Hong Kong by generating new opportunities for business and boost economic growth in the longer term. Apart from tapping the potential markets in Southeast Asia, the emerging markets in Latin America (such as Mexico, Chile, Brazil, Argentina, Peru etc.) and Middle East (such as United Arab Emirates, Saudi Arabia, Israel etc.) would also be tempting for the traders to explore new horizons and market niches in future.

3.74 On the whole, the world trade environment is likely to restore its strength during the rest of 2013. While the lingering EU debt is yet to be solved, the US is undergoing a gradual economy recovery. The Mainland economy is also maintaining a steady growth though at a slower pace. It is forecast that the economy growth of Hong Kong would be at a modest pace. It may somewhat strengthen next year but only if the external environment become more stable.

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Source:

1. Hong Kong Census and Statistics Department
2. Hong Kong Trade Development Council
3. Economic Analysis Division, HKSAR
4. People’s Daily
5. China Daily
6. 2013-14 Budget
7. 2013-14 Policy Address
8. Quarterly Business Receipts Indices for Service Industries
9. World Economic Forum’s global competitiveness report 2013/14
10. Press Release by Government on 29 Aug 2013

## SECTION IV

### RECOMMENDATIONS

#### Training Needs

4.1 Based on the survey findings, the Training Board recommends that training should be provided to meet the training needs of the IE and Wholesale trades.

4.2 According to the findings indicated in Paragraph 3.32 to Paragraph 3.39 in Section III, the industries estimated that the training places to be provided / sponsored by the employers for the IE and wholesale trades would be around 61 084 and 7 437 respectively in the coming 12 months. The breakdown by job level is shown in the following table.

Job Level	Number of Training Places to be provided/ sponsored by Employers in 2013	
	<i>IE Trade</i>	<i>Wholesale Trade</i>
Managerial	12 585	595
Supervisory	21 653	2 078
Clerical / Operative Support	26 846	4 764
<b>Total</b>	<b>61 084</b>	<b>7 437</b>

4.3 The survey findings revealed that there was a training need required by the industries in order to help the employees to sustain competitive edge in the industry. The Training Board considers there is a need for the employers to provide trainings to their employees in accordance with their training needs.

4.4 With the establishment of the Qualifications Framework for the IE industry, the Training Board believes that it will definitely benefit the industries by providing well-defined standards of qualifications and clear indication of the articulation ladders for both employers and employees in order to facilitate learners to map out their own progression pathways for lifelong learning. The Qualifications Framework Secretariat is recommended to continue promoting the Framework to the stakeholders.

4.5 For those SME with little and no resources for internal training, the Skills Upgrading Plus Scheme (SUS Plus) and Continuing Education Fund (CEF) funded by the HKSAR Government provide financial assistance for in-services training to meet the skill requirements of the industries. Hence, the Training Board would continue to support these financial measures to meet the training needs of the industry and recommend the Government to consider extending the scope and amount of subsidies for employees under the CEF scheme.

4.6 The relaxation of the eligibility criteria and the increase in the number of retraining places offered by the Employees Retraining Board (ERB) would help the non-engaged people to enhance their employability by re-entering into the labour market. These measures are also supported by the Training Board.

4.7 The Training Board would also support the inclusion of the import and export related competencies in the Applied Learning Course of the New Secondary School Curriculum with a view to helping students to understand the fundamental theories and concepts of the IE trades, and providing them with the opportunities to explore their career aspirations in the industries.

### The Training Services Providers

4.8 In order to ahead of the competitive environment, training providers are recommended to provide more training programmes in the aspects of personal development skills, language skills and trade specific skills.

4.9 On top of expanding the scope of training, training institutions such as the Vocational Training Council are advised to devise multiple training modes such as e-learning and module accumulation programme to offer more flexibility to those employees who have long working hours that are unable to attend the programme regularly.

4.10 Apart from in-service training, pre-employment training should not be overlooked in order to draw more qualified young people into the trades. Hence, basic knowledge and soft skills can be built into the curriculum to assist the students in adapting to the job easier after graduation.

4.11 Training providers are also recommended to offer other training courses like brand management, languages, China trades, quality control, factory audit, international import/ export rules and regulations, domestic trading, entrepreneurship skills and e-commerce. The Training board believes that these skills and knowledge could also help to enhance the competitiveness of the employees and benefit of the employers at last.

### Employers

4.12 Training on trade specific skills and languages are recommended to be the core areas for Import/ Export/ Wholesale sectors. To achieve this, companies could invite training providers to develop tailor-made training courses for their employees to suit their needs.

4.13 Employers are advised to encourage their employees to attend training programmes to upgrade their knowledge and skills by offering them some incentives such as granting time-off, monetary subsidies or promotion opportunities wherever possible.

## Employees

4.14 The mind-sets of the employees are equally important. They should strive to develop a vision and be aware of the importance of life-long learning. In addition, they should also make themselves readily available to face any challenges ahead in order to sustain their competitive edge in the market.

## **Future Surveys**

4.15 The Training Board recommends that manpower surveys should continue to be conducted once every two years with a view to bringing stakeholders to a better understanding of the manpower situation in the import/export and wholesale trades and be proactive in taking appropriate actions in anticipation of forthcoming changes.





## 報告摘要

### 引言

1. 出入口及批發業訓練委員會由香港特別行政區政府成立，負責確定出入口業及批發業的人力情況及培訓需求；並向職業訓練局[VTC]、僱主及其他關注團體建議措施，以應付業界對受訓人才的需求。本會在政府統計處協助下，每兩年進行一次人力調查，評估業內的人力狀況及訓練需求。
2. 出入口及批發業 2012 年人力調查（下稱「本調查」）於 2012 年 10 月 24 日至 11 月 23 日進行，對於未有回覆的公司，亦於 2013 年 4 月底完成實地調查的跟進工作。
3. 本調查採用分層隨機抽樣法，選出出入口業公司合共 786 間和批發業公司共 214 間為調查樣本。調查樣本所集得的資料經統計處以統計方式倍大，以反映業內整體人力情況。
4. 全部回應和部分回應計算在內，整體有效回應率分別為 91.9%（出入口業）和 93.5%（批發業）。

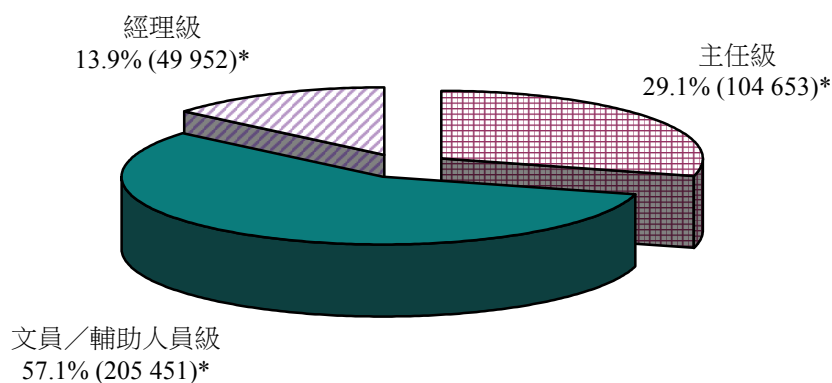
### 限制

5. 本報告的統計數字是根據於 2012 年 10 月 24 日至 11 月 23 日期間進行調查，以及之後與受訪公司跟進搜集所得的資料編製而成。因搜集資料需時，而進行調查與出版報告之間亦相隔了一段時間，期間香港經濟情況或已有轉變，而出入口及批發業亦有可能經歷周期性的變動；受此影響，調查結果與報告發布時的實際情況會有差異。
6. 本調查是採用科學抽樣方法從業內公司抽取樣本以進行數據搜集的抽樣調查；因此，調查所得的統計數字亦有可能會受抽樣誤差所影響。

### 僱員人數

7. 調查顯示，從事出入口業主要職務的僱員（稱為「技術僱員」）有 360 056 人，當中 49 952 人屬經理級（2010 年：43 361 人）、104 653 人屬主任級（2010 年：116 046 人），205 451 人屬文員／輔助人員級（2010 年：199 542 人）。出入口業各職級僱員的分布情況見圖 1。

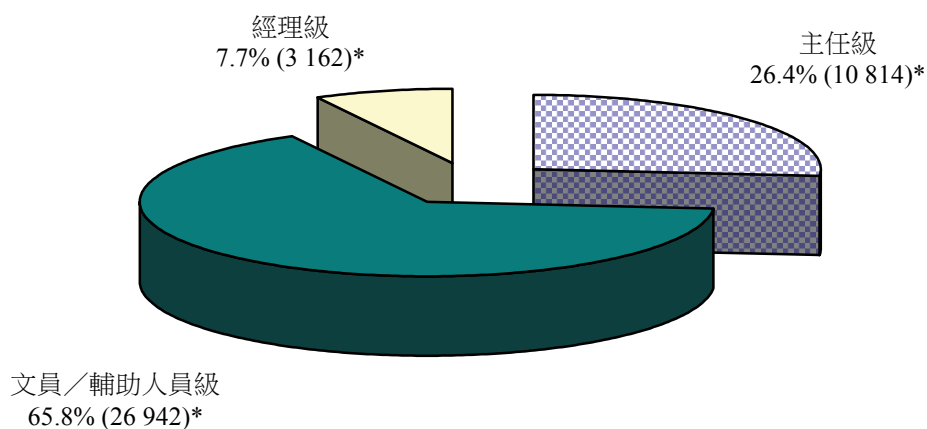
**圖 1 出入口業  
各職級僱員分布情況  
(2012年10月)  
(總數：360 056人)**



\* 括號內為僱員人數。

8. 從事批發業主要職務的技術僱員有 40 918 人，當中 3 162 人屬經理級（2010年：2 602人）、10 814人屬主任級（2010年：12 518人），26 942人屬文員／輔助人員級（2010年：27 980人）。批發業各職級僱員的分布情況見圖 2。

**圖 2 批發業  
各職級僱員分布情況  
(2012年10月)  
(總數：40 918人)**



\* 括號內為僱員人數。

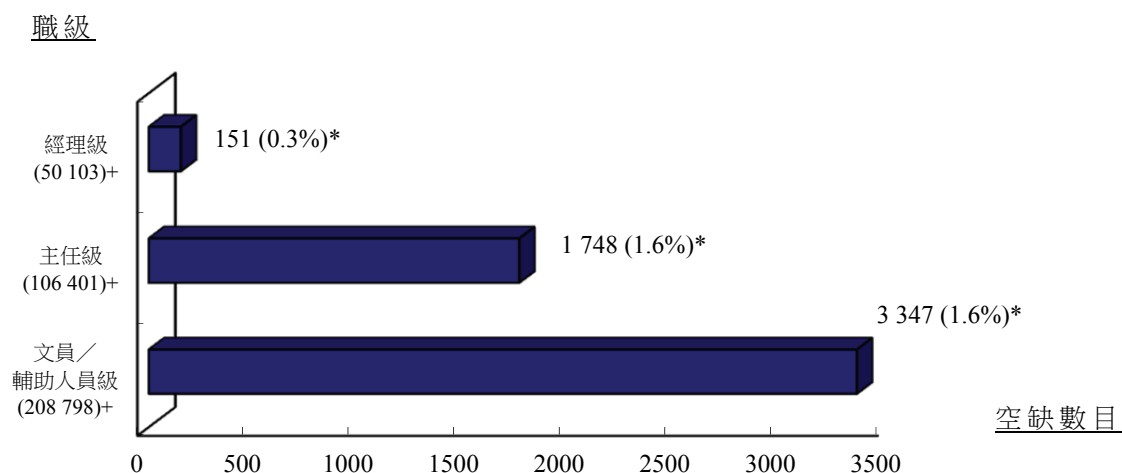
9. 與 2010 年調查相比，出入口業的技術僱員增加了 1 107 人 (+0.31%)，批發業的技術僱員減少了 2 182 人 (-5.06%)。

10. 至於總人力（即技術僱員及行政／其他支援人員數目總和），兩個行業走勢不同：出入口業由2010年482 689人增至2012年489 838人（增加7 149人，+1.48%），而批發業則由2010年65 215人減至2012年63 372人（減少1 843人，-2.83%）。

## 空缺數目

11. 調查期間，出入口業共有5 246個空缺，佔該業365 302個職位的1.4%（2010年空缺：3 386個，0.9%）。其中，經理級空缺有151個（2010年：216個）、主任級空缺有1 748個（2010年：746個），文員／輔助人員級空缺則有3 347個（2010年：2 424個）。見圖3。

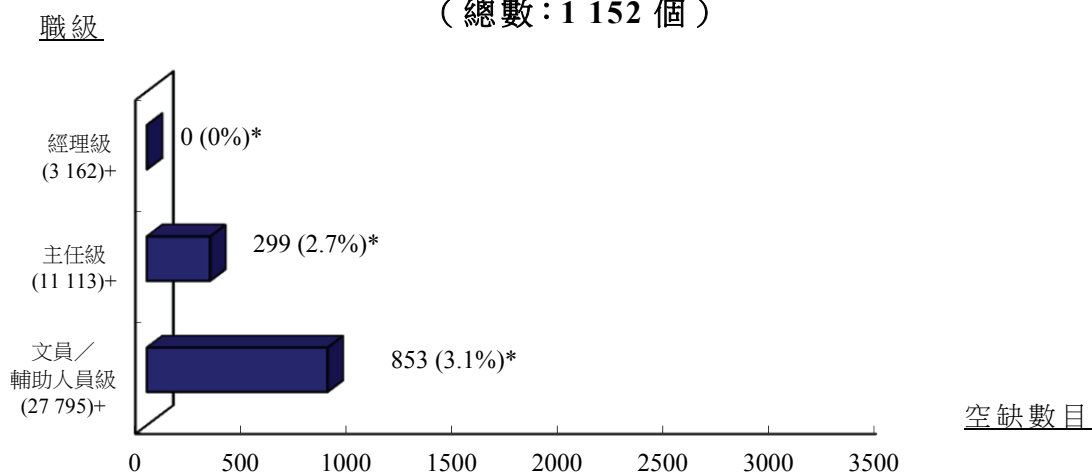
圖 3 出入口業  
各職級空缺數目  
(2012年10月)  
(總數:5 246個)



註：（適用於圖3）  
\* 佔業內同級職位數目的百分率  
+ 業內同級的職位數目

12. 批發業方面，共有 1 152 個空缺，較 2010 年的 573 個為多，佔業內 42 070 個職位的 2.7%，其中以文員／輔助人員級佔大部分，有 853 個。空缺分布見圖 4。

**圖 4 批發業  
各職級空缺數目  
(2012年10月)  
(總數:1 152 個)**

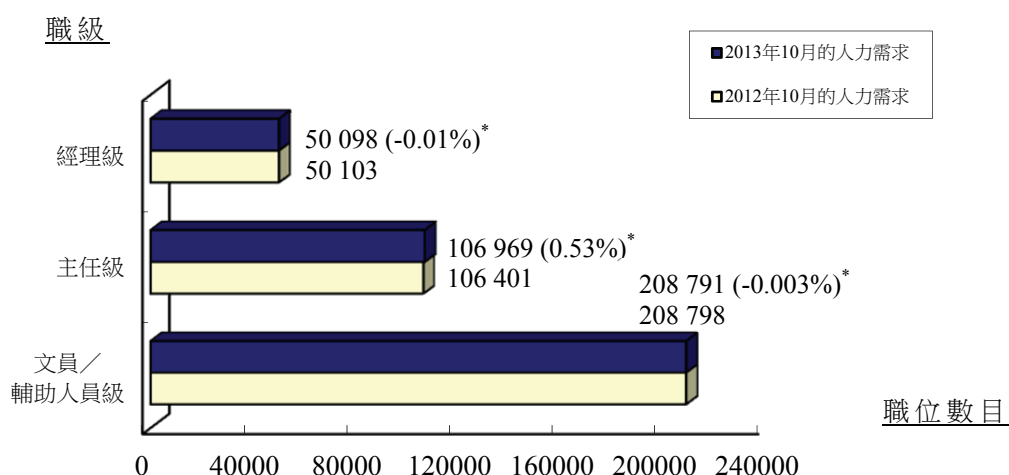


註： (適用於圖 4)  
\* 佔業內同級職位數目的百分率  
+ 業內同級的職位數目

### 2013 年人力需求 (僱主預測)

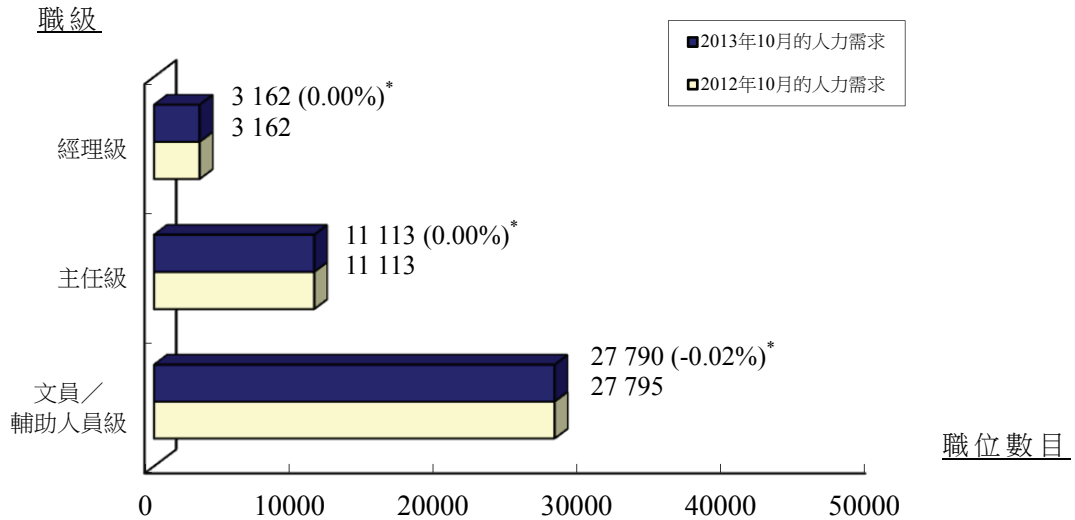
13. 按僱主預測，2013 年 10 月時，出入口業職位將有 365 858 個，批發業職位將有 42 065 個。兩個行業人力增長的方向有異。與 2012 年比較，出入口業職位會增加 556 個(+ 0.15%)，批發業職位會減少 5 個(-0.01%)。預測各職級至 2013 年 10 月時的人力需求見圖 5 及圖 6。

**圖 5 出入口業  
僱主預測各職級人力需求  
(至 2013 年 10 月)  
(總數: 365 858 人)**



註： (適用於圖 5)  
人力需求 = 各職級現職僱員 + 空缺數目  
\* 括號內為增長率，表示增長人數佔 2012 年 10 月業內同級職位數目的百分率。

**圖 6 批發業  
僱主預測各職級人力需求  
(2013年10月時)  
(總數：42 065 人)**



註： (適用於圖 6)

人力需求 = 各職級現職僱員 + 空缺數目

\* 括號內為增長率，表示增長人數佔 2012 年 10 月業內同級職位數目的百分率。

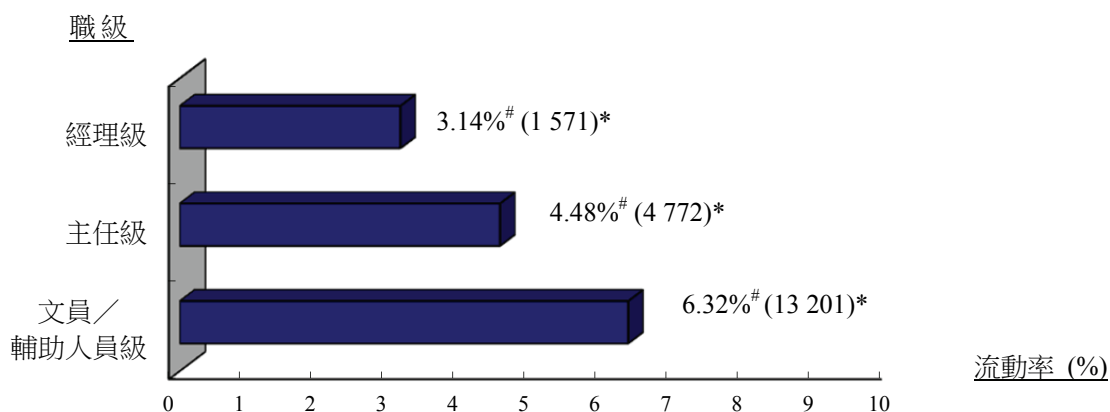
### 過去 12 個月僱員流動率

14. 調查前12個月內，出入口業共有19 544名僱員離職（佔該業職位總數5.35%）。有交代去向的離職僱員中，9 647人（49.36%）轉投業內其他相關職位、2 294人（11.74%）轉行，其餘因移民、退休、進修而離職者有387人（1.98%），其他原因離職者7 216人（36.92%）。

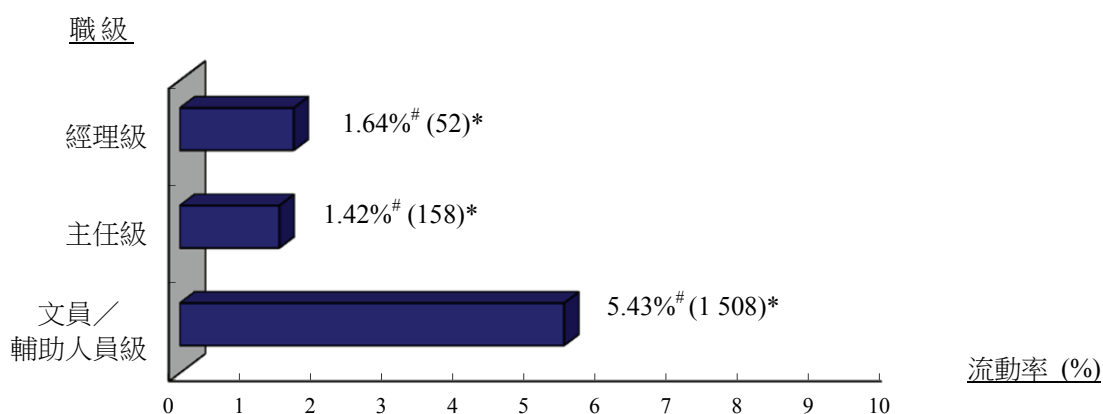
15. 另一方面，批發業於過去12個月內共有1 718名僱員離職（佔該業職位總數4.08%），大部分人（670人，39.00%）轉投業內其他公司；轉業的僱員則有610人（35.51%）；其餘10人（0.58%）因移民、退休、進修離職，另有428人（24.91%）以其他原因離職。

16. 過去 12 個月出入口業及批發業各職級僱員的流動率見圖 7 及圖 8。

**圖 7 出入口業**  
**過去 12 個月各職級僱員流動率**  
**(總離職人數：19 544 人)**



**圖 8 批發業**  
**過去 12 個月各職級僱員流動率**  
**(總離職人數：1 718 人)**



註： (適用於圖 7 及圖 8)  
 \* 業內同級的離職僱員人數。  
 # 佔業內同級職位數目的百分率。

## 培訓需求

17. 2012年調查所得，出入口業共有個61 084培訓名額(2010年：155 436個)，批發業共有7 434個培訓名額(2010年：11 578個)。與2010年調查比較，兩個行業的培訓名額均大幅減少，主因是2012年經營環境相當艱難，資源緊絀下，多數僱主不擬為僱員安排培訓；他們寧選擇職內培訓，並鼓勵僱員自修增值。不過，僱主仍然相信培訓對於提升人力質素和維持業務競爭力乃是必需。

18. 按培訓名額計算，未來12個月僱主提供／資助的首五項熱門培訓類別如下：

### 出入口業

1. 產品知識(10 232個)
2. 客戶關係(6 197個)
3. 人際溝通(5 872個)
4. 表達(4 685個)
5. 銷售技巧(4 504個)

### 批發業

6. 產品知識(1 633個)
7. 客戶關係(894個)
8. 英語會話／普通話／英語書寫能力／中文書寫能力(713個)
9. 電子商貿的知識及應用(519個)
10. 運用電腦基本技能，包括中文輸入法(504個)

## 2010年至2012年間的人力變動

19. 2010年與2012年出入口業各職級的僱員總數見圖9。整體而言，總共增加了7 149名僱員(+1.48%)，而業內公司亦由73 855間增至99 535間，增加了25 680間(+34.77%)，人力與公司上升的情況互相吻合。

20. 批發業方面，總人力下降了2.83%(2010年：65 215人，2012年：63 372人)，公司數目減少了6.80%(2010年：14 908間，2012年：13 895間)。經理級僱員人數雖上升21.52%(2010年：2 602人，2012年：3 162人)，但主任級僱員人數下降了13.61%(2010年：12 518人，2012年：10 814人)，文員／輔助人員級僱員亦減少了3.71%(2010年：27 980人，2012年：26 942人)，2010年與2012年的比較見圖10。

圖 9 出入口業  
各職級僱員人數變化  
(2010年與2012年比較)

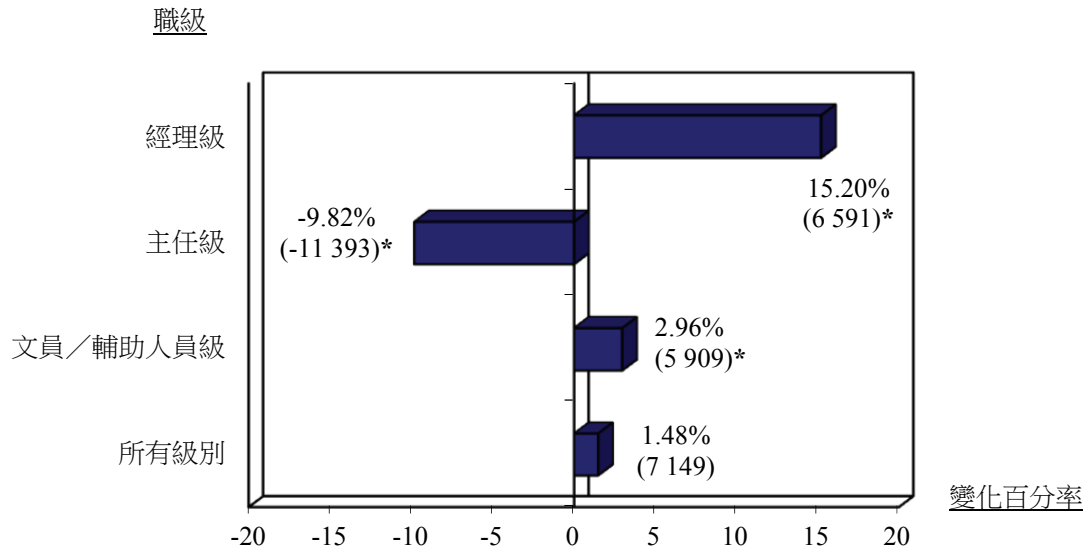
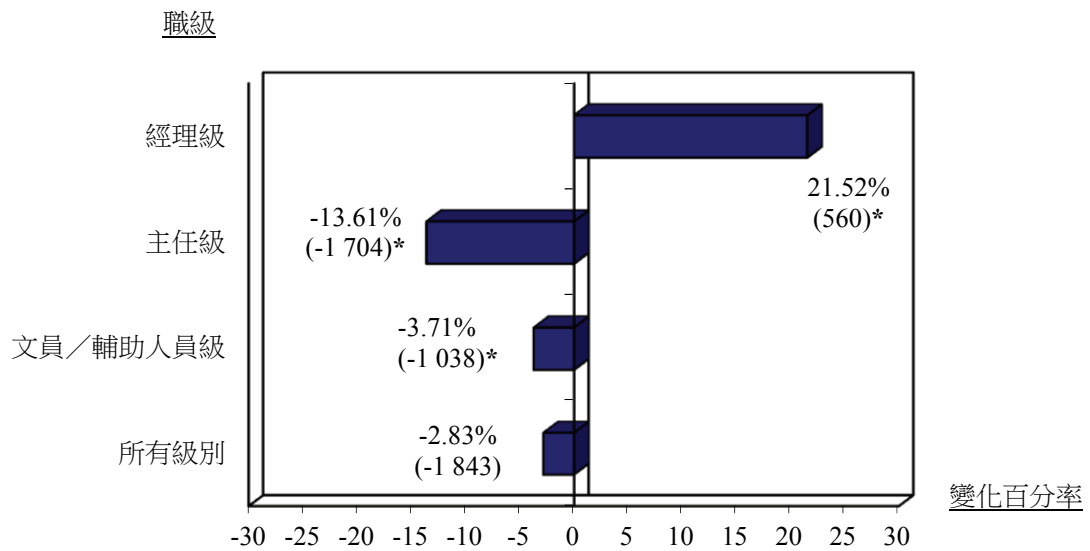


圖 10 批發業  
各職級僱員人數變化  
(2010年與2012年比較)



註： (適用於圖 9 及圖 10)  
\* 技術僱員人數。



## 至 2013 年 10 月額外人力需求

21. 過往12個月離開本業的人力稱為「流失人手」。本會綜合截至2013年10月為止業內的人手流失數目及預測需增聘的僱員人數，而推算額外所需的人力，見表A。

**表 A 各職級的預測額外人力需求  
(至 2013 年 10 月)**

職級	2012 年 10 月的僱員人數	僱主預測 2013 年 10 月 的人力增長	為填補流失員工而 需增聘的人手		至 2013 年 10 月 的額外人力需求 總數 <sup>2</sup>
			人數	(%) <sup>1</sup>	
<b>出入口業</b>					
經理級	49 952	-5	1 093	2.19	<b>1 088</b>
主任級	104 653	568	1 420	1.36	<b>1 988</b>
文員／輔助人員級	205 451	-7	7 384	3.59	<b>7 377</b>
<b>小計</b>	<b>360 056</b>	<b>556</b>	<b>9 897</b>	<b>2.75</b>	<b>10 453</b>
<b>批發業</b>					
經理級	3 162	0	23	0.73	<b>23</b>
主任級	10 814	0	19	0.18	<b>19</b>
文員／輔助人員級	26 942	-5	1 006	3.73	<b>1 001</b>
<b>小計</b>	<b>40 918</b>	<b>-5</b>	<b>1 048</b>	<b>2.56</b>	<b>1 043</b>
<b>總計</b>	<b>400 974</b>	<b>551</b>	<b>10 945</b>	<b>2.73</b>	<b>11 496</b>

註：

- 1 「流失率」指因轉行、移居外地、退休、進修或其他原因離職的出入口或批發業僱員，佔業內僱員總數的百分率。
- 2 2013 年額外人力需求 = 僱主預測 2013 年 10 月的人力增長 + 為填補流失僱員而需增聘的人手  
假設全數補充流失僱員人數。

## 2013 年至 2017 年人力需求推算

22. 為推算人力需求，本會參考了出入口業及批發業僱主所預測至2012年10月的人力需求，但考慮到僱主的看法可能較為審慎及主觀，故此亦採用其他統計方法，以求提供更客觀的意見。

23. 出入口業方面，一如過往數年，本調查採用人力市場分析法[LMA]推算每年的人力需求。LMA 較其他方法客觀，使用七項與業界相關的經濟指標，推算出人力需求數據。而採用LMA 推算所得的2013年至2017年出入口業人力需求數據見表B。

**表 B** 出入口業  
2013 年至 2017 年人力需求推算  
(採用人力市場分析法)

年份	人力需求	LMA 推算數字	僱主預測
2012	365 302	-	-
2013	-	378 613 (+3.64%*)	365 858 (+0.15%*)
2014	-	382 064 (+0.91%**)	-
2015	-	384 865 (+0.73%**)	-
2016	-	387 159 (+0.60%**)	-
2017	-	389 054 (+0.49%**)	-

註：：

所有數字只包括技術僱員

\* 與 2012 年實際人力比較的變動百分率

\*\* 與前一年推算人力比較的變動百分率

24. 上表顯示在出入口業方面，人力市場分析法與僱主預測推算2013年人力需求將會增加，但增幅有所不同，較2012年分別增加3.64%及0.15%；原因可能是僱主調查於2012年10月進行，而LMA則採用2013年最新的經濟指標推算。

25. 批發業方面，由於過去幾年歷史數據波動，因此並無經濟指標可供推算業內的人力需求，未能採用LMA。本會改用調節過濾法[AFM]推算批發業的人力需求。採用AFM 推算及由僱主預測所得出的人力需求數據摘錄如下：

**表 C**                                      **批發業**  
**2013 年至 2017 年人力需求推算**  
**(採用調節過濾法)**

年份	人力需求	AFM 推算數字	僱主預測
2012	42 070	-	-
2013	-	42 775 (+1.68%*)	42 065 (-0.01%*)
2014	-	43 005 (+0.54%**)	-
2015	-	43 180 (+0.41%**)	-
2016	-	43 313 (+0.31%**)	-
2017	-	43 413 (+0.23%**)	-

註：

所有數字只包括技術僱員

\*            與 2012 年實際人力比較的變動百分率

\*\*          與前一年推算人力比較的變動百分率

26.            從上表可見，AFM 及僱主預測的走勢略有分歧。按 AFM 推算，2013 年所需求人力將較 2012 年增加 1.68%，而僱主預測則為 -0.01%。

# 第一章

## 緒論

### 出入口及批發業訓練委員會

1.1 出入口及批發業訓練委員會隸屬職業訓練局（VTC），成員由特區政府委任，職責之一是評估出入口及批發業的人力情況和培訓需求，並向 VTC 提供建議，加強發展專業教育培訓設施，配合所評估的人力需求。本會的職權範圍及委員名單載於附錄 1 及 2。

### 人力調查工作小組

1.2 本着上述宗旨，本會自 1980 年代初開始每兩年進行一次出入口及批發業人力調查，並成立工作小組，統籌及指導調查過程，包括設計調查表、抽樣、分析及匯報數據等。此外，工作小組亦與政府統計處（統計處）緊密合作，由統計處負責實地調查、數據輸入及編製統計圖表等工作。2012 年人力調查工作小組的成員名單載於附錄 3。

### 人力調查深度訪談

1.3 本會與業內各大聯會和公司進行深度訪談，蒐集他們對業務前景及人力發展的意見。受訪名單載於附錄 4。

### 2012 年人力調查

1.4 在統計處協助下，本會於 2012 年 10 月至 2013 年 4 月期間進行實地調查工作，蒐集出入口及批發業的最新人力資料。所得數據及後交由統計處整理，並由本會分析匯報。以往，調查結果會分別整理為出入口業及批發業兩份報告；鑑於兩個行業密切相關，本會自 2006 年起將兩份報告合併。

### 調查範圍

1.5 是次抽樣調查的對象，涵蓋下列統計處「機構單位記錄庫」所載的出入口及批發公司。

#### a. 出入口業

包括從事：

- 貨物進口作批發及／或貨物出口的公司（郵購商行及經互聯網出售貨物的公司除外）
- 安排貨物進出口的貨物購買代理人或代辦商

## b. 批發業

包括從事：

向下列人士／公司轉賣（不經改造過程的銷售）新的和使用過的貨物，或在商品買賣過程中充當代理或經紀：

- 零售商
- 工商業機構或專業使用者
- 其他批發商

1.6 是次調查根據《香港標準行業分類》2.0 版（HSIC），採用下列出入口及批發業的行業編碼：

### HSIC 行業編碼

### 詳細說明

451	按收費或以合約形式；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；運輸設備；耐用品（出口業）
452	按收費或以合約形式；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；運輸設備；耐用品（入口業）
460	批發經紀及代理；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；機械設備及零件；運輸設備；耐用品（批發業）

## 調查方法

1.7 本會採用分層隨機抽樣法，在指定範圍內選出 786 間出入口公司和 214 間批發公司為調查對象。

1.8 本會將詳盡的調查表寄給各選定公司填寫。兩個行業的調查表第一部分（核心問題）內容相同，但第二部分的補充問題則略有不同。出入口及批發業的調查表樣本載於附錄 5 至 10。

1.9 實地調查之前，本會向統計處調查人員仔細講解有關須知，包括調查表的結構，並提醒他們必須準確配對職務編號（共劃分為三個主要級別：經理級、主任級、文員／輔助人員級）。調查人員隨後造訪各選定公司，以確保所填報的資料正確無誤。本會於 2012 年 10 月 24 日至 2012 年 11 月 23 日期間進行出入口及批發業人力調查，並於 2013 年 4 月底前與未回覆的機構聯絡，跟進調查，以期獲得更佳的回應率。

1.10 所收回的調查表經複核、編碼，並於有需要時與填覆機構核實。統計處隨後將調查資料用統計方法倍大，並編製圖表，以反映兩個行業的整體人力狀況。

## 調查回應

1.11 在 786 間選定的出入口公司中，579 間填覆調查表，51 間拒絕回覆。撇除其中 156 間公司因結業、搬遷、無法聯絡或有註冊商號但無運作、暫時停業、並非從事有關行業或其他原因而未有回覆之外，是次調查的有效回應率為 91.9%。

1.12 在 214 間選定的批發公司中，143 間填覆調查表，十間拒絕回覆。撇除其中 61 間公司因結業、搬遷、無法聯絡或有註冊商號但無運作、暫時停業、並非從事有關行業或其他原因而未有回覆之外，是次調查的有效回應率為 93.5%。

## 調查結果

1.13 本報告第二章詳列出入口及批發業的人力調查結果；第三章分析調查結果所反映的問題及機遇，並提出結論，第四章載有建議。

1.14 「東主／獨資經營者／執行合夥董事」的職責時有重疊，界限並不分明，為避免分類上的模糊，本會自 2006 年的調查開始，將之歸類為「經理級」；另外，為求清晰及方便配對，本會亦修訂了部分職務說明；並將工種調遷的目的地重新劃分；以及加入新的專業技能，配合業內人力發展方面的轉變。

## 第二章

### 調查結果摘要

#### 公司數目

2.1 香港經濟穩定增長，本地生產總值（GDP）於 2011 年按年實質增長 4.9%，2012 年溫和增長 1.5%。受此帶動，出入口公司的數目由 2010 年 73 855 間增至 2012 年 99 535 間（增加 25 680 間，上升 34.77%）。批發業方面，受業內機構重組及精簡業務所影響，公司數目由 2010 年 14 908 間跌至 2012 年 13 895 間（減少 1 013 間，下跌 6.80%）。

#### 僱員人數

2.2 2012 年 10 月的調查結果顯示，出入口業的技術僱員有 360 056 名，批發業有 40 918 名，較 2010 年調查的 358 949 名及 43 100 名有所增減。附錄 11 及 12 詳細列出兩個行業的人力統計數字。

2.3 表 D 及表 E 按職級詳列出入口及批發業的人力結構。

**表 D**  
出入口業的人力結構  
(按職級劃分)  
(2012 年 10 月)

職級	人數
經理級	49 952
主任級	104 653
文員／輔助人員級	205 451
<b>技術僱員總數</b>	<b>360 056</b>
其他經理級支援人員 <sup>1</sup>	13 091
其他主任級支援人員 <sup>2</sup>	18 280
其他文員／輔助人員 <sup>3</sup>	65 761
其他支援人員 <sup>4</sup>	32 650
<b>僱員總數</b>	<b>489 838</b>

**表 E**  
**批發業的人力結構**  
**(按職級劃分)**  
**(2012年10月)**

職級	人數
經理級	3 162
主任級	10 814
文員／輔助人員級	26 942
<b>技術僱員總數</b>	<b>40 918</b>
其他經理級支援人員 <sup>1</sup>	530
其他主任級支援人員 <sup>2</sup>	1 053
其他文員／輔助人員 <sup>3</sup>	9 272
其他支援人員 <sup>4</sup>	11 599
<b>僱員總數</b>	<b>63 372</b>

註： (適用於表 D 及表 E)

- 1 從事工程、生產、人事、會計、財務、資訊科技或其他行政工作的經理。
- 2 從事行政及其他支援工作，包括人事、財務、會計及資訊科技等的主任。
- 3 從事秘書、人事、財務、會計及資訊科技等多個範疇支援工作的文員。
- 4 擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。

2.4 在僱員總數方面，出入口業較 2010 年調查微升 1.48% (增加 7 149 人)，而批發業則微跌 2.83% (減少 1 843 人)。兩個行業的僱員人力趨勢不一，反映過去兩年，兩個行業在面對內外環境轉變時的不同反應。

#### 出入口及批發業的僱員人數

2.5 調查顯示，從事出入口業主要職務的 360 056 人中，49 952 人 (13.9%) 屬經理級、104 653 人 (29.1%) 為主任級，其餘 205 451 人 (57.1%) 屬文員／輔助人員級。表 F 按職級比較出入口業於 2010 年及 2012 年的僱員分布情況。



**表 F**  
**出入口業的僱員分布情況**  
**(按職級劃分)**  
**(2010年與2012年比較)**

職級	2010年 10月	2012年 10月	增／減	變幅
經理級	43 361	49 952	+6 591	+15.20
主任級	116 046	104 653	-11 393	-9.82
文員／輔助人員級	199 542	205 451	+5 909	+2.96
<b>技術僱員總數</b>	<b>358 949</b>	<b>360 056</b>	<b>+1 107</b>	<b>+0.31</b>
其他支援人員／行政人員	123 740	129 782	+6 042	+4.88
<b>總計</b>	<b>482 689</b>	<b>489 838</b>	<b>+7 149</b>	<b>+1.48</b>

2.6 如表 F 所示，出入口業的僱員人數上升 1.48%(增加 7 149 人)。除主任級僱員人數錄得跌幅外(減少 11 393 人，下跌 9.82%)，其餘職級的僱員人數均告上升，其中經理級僱員的增幅最大(增加 6 591 人，上升 15.20%)。

2.7 相反，批發業的僱員人數則有所減少(減少 1 843 人，下跌 2.83%)。批發業 40 918 名技術僱員中，3 162 人(7.7%)屬經理級、10 814 人(26.4%)為主任級，其餘 26 942 人(65.8%)屬文員／輔助人員級。表 G 按職級比較批發業於 2010 年及 2012 年的僱員分布情況。

**表 G**  
**批發業的僱員分布情況**  
**(按職級劃分)**  
**(2010年與2012年比較)**

職級	2010年 10月	2012年 10月	增／減	變幅
經理級	2 602	3 162	+560	+21.52
主任級	12 518	10 814	-1 704	-13.61
文員／輔助人員級	27 980	26 942	-1 038	-3.71
<b>技術僱員總數</b>	<b>43 100</b>	<b>40 918</b>	<b>-2 182</b>	<b>-5.06</b>
其他支援人員／行政人員	22 115	22 454	+339	+1.53
<b>總計</b>	<b>65 215</b>	<b>63 372</b>	<b>-1 843</b>	<b>-2.83</b>

2.8 批發業的公司數目減少，以致僱員人數亦相應下跌 2.83%。出入口業及批發業的人力呈同一趨勢，即主任級僱員明顯減少，但經理級僱

員則有所增加，公司重組或僱主傾向交由經理級人員接手主任級人員職務為主要原因，務求簡化營運模式和盡量善用資源。

2.9 兩個行業內從事「其他支援及行政」工作的僱員人數均有明顯增長，其中出入口業的情況尤甚。此現象可能是因為僱主希望加強統籌各類工作的成效，故屬意將有關工作遷回香港處理。此外，出入口業的「其他支援及行政」人員大幅增長，亦可能是由於業內公司的數目自 2010 年開始增加所致。

## 現有空缺數目

2.10 調查期間，僱主填報的出入口業職位空缺共有 5 246 個（佔該行業技術僱員總數 1.4%）。若按職級劃分，大部分空缺屬文員／輔助人員級和主任級，佔現有相關職位總數 1.6%。附錄 11 按職級和職稱詳細分析調查結果。

2.11 批發業則僅錄得 1 152 個職位空缺（佔該行業技術僱員總數 2.7%）。若按職級劃分，大部分空缺屬文員／輔助人員級，其餘屬主任級，而經理級則沒有空缺。附錄 12 按職稱分析空缺詳情。

2.12 表 H 出入口及批發業各職級的空缺詳情。

**表 H 空缺數目**  
(按職級劃分)  
(2012 年 10 月)

職級 行業	經理級 <sup>4</sup> (%) <sup>1</sup>	主任級 (%) <sup>1</sup>	文員／ 輔助人員級 (%) <sup>1</sup>	總計 (%) <sup>1</sup>
<b>出入口業</b> (365 302) <sup>2</sup>	151 (0.3)	1 748 (1.6)	3 347 (1.6)	<b>5 246</b> <b>(1.4)</b>
<b>批發業</b> (42 070) <sup>3</sup>	0 (0.0)	299 (2.7)	853 (3.1)	<b>1 152</b> <b>(2.7)</b>
<b>總計</b> <b>(407 372)</b>	<b>151</b> <b>(0.3)</b>	<b>2 047</b> <b>(1.7)</b>	<b>4 200</b> <b>(1.8)</b>	<b>6 398</b> <b>(1.6)</b>

註：

- 1 佔出入口或批發業該職級職位總數的百分率。
- 2 2012 年 10 月出入口業的職位總數(包括現職僱員和空缺)，劃分為經理級(50 103 個)、主任級(106 401 個)及文員／輔助人員級(208 798 個)。
- 3 2012 年 10 月批發業的職位總數(包括現職僱員和空缺)，劃分為經理級(3 162 個)、主任級(11 113 個)及文員／輔助人員級(27 795 個)。
- 4 經理級包括東主／獨資經營者／執行合夥董事在內。

## 僱主預測至 2013 年 10 月的人力需求

2.13 表 I 列出僱主預測至 2013 年 10 月時出入口及批發業各職級的人力需求。

**表 I 僱主預測各職級的人力需求  
(至 2013 年 10 月時)**

	2012 年 10 月 僱員人數	2012 年 10 月 空缺數目	2012 年 10 月 人力需求 <sup>3</sup>	僱主預測 至 2013 年 10 月時的 人力增長 (%) <sup>1</sup>	僱主預測 2013 年 10 月的 人力需求
<b>出入口業</b>					
經理級 <sup>2</sup>	49 952	151	50 103	-5 (-0.01)	50 098
主任級	104 653	1 748	106 401	568 (0.53)	106 969
文員/ 輔助人員級	205 451	3 347	208 798	-7 (-0.003)	208 791
<b>小計</b>	<b>360 056</b>	<b>5 246</b>	<b>365 302</b>	<b>556 (0.15)</b>	<b>365 858</b>
<b>批發業</b>					
經理級 <sup>2</sup>	3 162	0	3 162	0 (0)	3 162
主任級	10 814	299	11 113	0 (0)	11 113
文員/ 輔助人員級	26 942	853	27 795	-5 (-0.02)	27 790
<b>小計</b>	<b>40 918</b>	<b>1 152</b>	<b>42 070</b>	<b>-5 (-0.01)</b>	<b>42 065</b>
<b>總計</b>	<b>400 974</b>	<b>6 398</b>	<b>407 372</b>	<b>551 (0.14)</b>	<b>407 923</b>

註：

- 1 相對 2012 年 10 月出入口或批發業同一職級的預測增幅。
- 2 經理級包括東主／獨資經營者／執行合夥董事在內。
- 3 人力需求包括現職僱員和空缺數目。

2.14 從表 I 可見，出入口業的僱主預測至 2013 年 10 月時，將有 365 858 個職位，較 2012 年 10 月的 365 302 個增加 0.15%（增加 556 個）。比起增聘經理級僱員，僱主較屬意聘用更多主任級人員，以應付未來的業務增長需要。

2.15 批發業的僱主預測至 2013 年 10 月時，將有 42 065 個主要職務職位，較現時的 42 070 個僅微跌 0.01%（減少 5 個）。僱主預測經理級及主任級的僱員人數將維持 2012 年的水平。

2.16 僱主預測出入口及批發業至 2013 年 10 月時各職級的人手需求亦另見於報告摘要內的圖 5 及圖 6。有關兩個行業更詳細的調查結果分析（按職稱劃分），請參閱附錄 11 及 12。

### 過去 12 個月的內部晉升情況

2.17 調查顯示，2012 年 10 月之前的 12 個月內，出入口業有 2 039 名僱員獲內部晉升，佔該行業僱員總數 0.57%，與 2010 年調查的數字（即 2 025 人，0.61%）相若。內部晉升率相對最高的類別為「由主任級晉升為經理級」（1.48%），其次是「由文員／輔助人員級晉升為主任級」（1.13%）。至於其他職位，可能由於僱員流動率高，一如以往，「由其他職位晉升為文員／輔助人員級」的只有少數。

2.18 批發業有 114 名僱員獲內部晉升，佔該行業僱員總數 0.28%，與 2010 年調查的數字（即 92 人，0.21%）相若。表 J 總結兩個行業各職級的內部晉升情況。

表 J 過去 12 個月各職級僱員的內部晉升情況

職級	2012 年 10 月的 僱員人數	獲內部晉升的 僱員人數 (%) <sup>1</sup>
<b>出入口業</b>		
由主任級晉升為經理級	49 952	738 (1.48)
由文員／輔助人員級晉升為主任級	104 653	1 185 (1.13)
由其他職位晉升為文員／輔助人員級	205 451	116 (0.06)
<b>小計</b>	<b>360 056</b>	<b>2 039 (0.57)</b>
<b>批發業</b>		
由主任級晉升為經理級	3 162	9 (0.28)
由文員／輔助人員級晉升為主任級	10 814	71 (0.66)
由其他職位晉升為文員／輔助人員級	26 942	34 (0.13)
<b>小計</b>	<b>40 918</b>	<b>114 (0.28)</b>
<b>總計</b>	<b>400 974</b>	<b>2 153 (0.54)</b>

註：

1 佔出入口或批發業同一職級僱員總數的百分率。

## 過去 12 個月的僱員流動率

2.19 出入口業過去 12 個月內離職的僱員減至 19 544 人（佔該行業職位總數 5.35%），較 2010 年調查的 31 036 人（佔該行業職位總數 8.57%）為少。大部分可追溯紀錄的離職人士（49.36%）均選擇從事與出入口業有關的工作（包括創業）。若按職級劃分，雖然文員／輔助人員級的流動率最高（6.32%），但較上次調查的 12.04% 已大幅減少近一半，而經理級和主任級的流動率則維持於 3.14% 及 4.48%，與上次調查的 4.71% 及 4.00% 相若。

2.20 2012 年，批發業的僱員流動率與 2010 年調查相若，共有 1 718 人離職（佔該行業職位總數 4.08%）。與出入口業的情況一樣，可追溯紀錄的離職人士大部分（39.00%）仍選擇同一行業。

2.21 表 K 總結僱員的流動情況。

**表 K 過去 12 個月的僱員流動情況  
（按離職去向及職級劃分）**

離職僱員去向	經理級 (%) <sup>1</sup>	主任級 (%) <sup>1</sup>	文員／ 輔助人員級 (%) <sup>1</sup>	總計 (%) <sup>1</sup> (%) <sup>2</sup>	
<b>出入口業</b>					
從事與出入口業有關的工作（包括創業）	478 (0.95)	3 352 (3.15)	5 817 (2.79)	<b>9 647</b> <b>(2.64)</b>	<b>(49.36)</b>
從事與出入口業無關的工作（包括創業）	90 (0.18)	403 (0.38)	1 801 (0.86)	<b>2 294</b> <b>(0.63)</b>	<b>(11.74)</b>
移民、退休、進修或其他	371 (0.74)	2 (0.002)	14 (0.01)	<b>387</b> <b>(0.11)</b>	<b>(1.98)</b>
去向不詳	632 (1.26)	1 015 (0.95)	5 569 (2.67)	<b>7 216</b> <b>(1.98)</b>	<b>(36.92)</b>
<b>小計</b>	<b>1 571</b> <b>(3.14)</b>	<b>4 772</b> <b>(4.48)</b>	<b>13 201</b> <b>(6.32)</b>	<b>19 544</b> <b>(5.35)</b>	<b>(100.00)</b>

註：

1 佔出入口業同一職級職位總數的百分率。

2 佔出入口業過去 12 個月內離職僱員總數的百分率。

離職僱員去向	經理級 (%) <sup>1</sup>	主任級 (%) <sup>1</sup>	文員／ 輔助人員級 (%) <sup>1</sup>	總計 (%) <sup>1</sup> (%) <sup>2</sup>	
<b>批發業</b>					
從事與批發業有關的工作（包括創業）	29 (0.92)	139 (1.25)	502 (1.81)	<b>670</b> <b>(1.59)</b>	<b>(39.00)</b>
從事與批發業無關的工作（包括創業）	10 (4.40)	6 (0.05)	594 (2.14)	<b>610</b> <b>(1.45)</b>	<b>(35.51)</b>
移民、退休、進修或其他	5 (0.16)	5 (0.04)	0 (0)	<b>10</b> <b>(0.02)</b>	<b>(0.58)</b>
去向不詳	8 (0.25)	8 (0.07)	412 (1.48)	<b>428</b> <b>(1.02)</b>	<b>(24.91)</b>
<b>小計</b>	<b>52</b> <b>(1.64)</b>	<b>158</b> <b>(1.42)</b>	<b>1 508</b> <b>(5.43)</b>	<b>1 718</b> <b>(4.08)</b>	<b>(100.00)</b>
<b>總計</b>	<b>1 623</b> <b>(3.05)</b>	<b>4 930</b> <b>(4.20)</b>	<b>14 709</b> <b>(6.22)</b>	<b>21 262</b> <b>(5.22)</b>	

註：

- 1 佔批發業同一職級職位總數的百分率。
- 2 佔批發業過去 12 個月內離職僱員總數的百分率。

## 僱員宜有教育程度

2.22 根據附錄 13，67.5%出入口業僱主期望經理級僱員具備大學學位程度或專業資格（2010 年調查為 58%）。調查亦顯示，更多僱主屬意主任級僱員具備文憑／證書或以上程度學歷（2012 年：70%，2010 年：48.6%），而文員／輔助人員則宜具備預科或以上程度學歷（2012 年：51.7%，2010 年：33.5%）。

2.23 批發業聘用經理級僱員的要求與出入口業相同，愈來愈多僱主屬意此級僱員具備大學學位程度或專業資格（2012 年：51.9%，2010 年：43.1%）。調查亦顯示，批發業僱主屬意聘用具備預科或以上程度學歷的主任級僱員（2012：72%，2010：43.6%），而文員／輔助人員亦宜具備此等學歷（2012 年：40.1%，2010：12.7%）。詳情見附錄 14。

## 僱員宜有相關工作年資

2.24 除了要求僱員具備更高學歷外，僱主對僱員的年資要求亦有所提高。更多僱主屬意經理級僱員（2012年：69%，2010年：56.5%）、主任級僱員（2012年：30.8%，2010年：9%），以及文員／輔助人員（2012年：7.8%，2010年：2.5%）具備六年或以上相關工作經驗。

2.25 批發業的情況與出入口業相若，愈來愈多僱主屬意僱員具備六年或以上相關工作經驗，特別是經理級僱員（2012年：62.9%，2010年：39.7%）及主任級僱員（2012：38.7%，2010年：4.2%）。

2.26 附錄 15 和 16 詳細分析兩個行業各職位宜有的相關工作年資。

## 每月平均收入

2.27 與 2010 年調查相若，2012 年出入口業大部分經理級人員（73.36%）及主任級人員（72.72%）的月入分別介乎「港幣 20,001 元至港幣 50,000 元」及「港幣 10,001 元至港幣 30,000 元」。文員／輔助人員方面，月入介乎「港幣 10,001 元至港幣 20,000 元」的人數，由 2010 年 38.11% 增至 2012 年 53.88%，月入介乎「港幣 20,001 元至港幣 30,000 元」的文員／輔助人員，則由 2010 年 8.30% 增至 2012 年 14.06%。表 L 概括顯示出入口業各職級僱員的每月平均收入幅度。

2.28 至於批發業，月入介乎「港幣 30,001 元至港幣 50,000 元」的經理級人員，由 2010 年 14.60% 增至 2012 年 28.84%。主任級的情況相若，月入介乎「港幣 20,001 元至港幣 30,000 元」的人數，由 2010 年 16.13% 升至 2012 年 34.63%。文員／輔助人員方面，月入介乎「港幣 10,001 元至港幣 20,000 元」的人數，由 2010 年 37.93% 升至 2012 年 49.14%。表 M 概括列出批發業各職級僱員的每月平均收入分布。



表 L 出入口業  
各職級的每月平均收入幅度

每月平均收入幅度	僱員人數			
	經理級 (%) <sup>1</sup>	主任級 (%) <sup>1</sup>	文員／ 輔助人員級 (%) <sup>1</sup>	總計 (%) <sup>2</sup>
\$8,001 以下	1 (0.002)	- (-)	4 414 (2.15)	<b>4 415</b> <b>(1.23)</b>
\$8,001 - \$10,000	- (-)	1 518 (1.45)	29 198 (14.21)	<b>30 716</b> <b>(8.53)</b>
\$10,001 - \$20,000	1 561 (3.13)	43 782 (41.84)	110 698 (53.88)	<b>156 041</b> <b>(43.34)</b>
\$20,001 - \$30,000	17 287 (34.61)	32 318 (30.88)	28 885 (14.06)	<b>78 490</b> <b>(21.80)</b>
\$30,001 - \$50,000	19 357 (38.75)	4 213 (4.03)	1 185 (0.58)	<b>24 755</b> <b>(6.88)</b>
\$50,001 - \$70,000	3 460 (6.93)	50 (0.05)	- (-)	<b>3 510</b> <b>(0.97)</b>
\$70,000 以上	1 266 (2.53)	- (-)	- (-)	<b>1 266</b> <b>(0.35)</b>
未有註明	7 020 (14.05)	22 772 (21.76)	31 071 (15.12)	<b>60 863</b> <b>(16.90)</b>
<b>總計</b>	<b>49 952</b> <b>(100.00)</b>	<b>104 653</b> <b>(100.00)</b>	<b>205 451</b> <b>(100.00)</b>	<b>360 056</b> <b>(100.00)</b>

註：

- 1 佔出入口業同一職級僱員人數的百分率。
- 2 佔出入口業僱員總數的百分率。

表 M 批發業  
各職級的每月平均收入幅度

每月平均收入幅度	僱員人數			
	經理級 (%) <sup>1</sup>	主任級 (%) <sup>1</sup>	文員／ 輔助人員級 (%) <sup>1</sup>	總計 (%) <sup>2</sup>
\$8,001 以下	- (-)	501 (4.63)	1 274 (4.73)	<b>1 775</b> <b>(4.34)</b>
\$8,001 - \$10,000	5 (0.16)	42 (0.39)	6 900 (25.61)	<b>6 947</b> <b>(16.98)</b>
\$10,001 - \$20,000	237 (7.50)	4 440 (41.06)	13 238 (49.14)	<b>17 915</b> <b>(43.78)</b>
\$20,001 - \$30,000	755 (23.88)	3 745 (34.63)	188 (0.70)	<b>4 688</b> <b>(11.46)</b>
\$30,001 - \$50,000	912 (28.84)	77 (0.71)	35 (0.13)	<b>1 024</b> <b>(2.50)</b>
\$50,001 - \$70,000	215 (6.80)	- (-)	- (-)	<b>215</b> <b>(0.53)</b>
\$70,000 以上	12 (0.38)	- (-)	- (-)	<b>12</b> <b>(0.03)</b>
未有註明	1 026 (32.45)	2 009 (18.58)	5 307 (19.70)	<b>8 342</b> <b>(20.39)</b>
<b>總計</b>	<b>3 162</b> <b>(100.00)</b>	<b>10 814</b> <b>(100.00)</b>	<b>26 942</b> <b>(100.00)</b>	<b>40 918</b> <b>(100.00)</b>

註：

1 佔批發業同一職級僱員人數的百分率。

2 佔批發業僱員總數的百分率。

## 培訓需求

2.29 調查顯示，出入口業的僱主準備在未來 12 個月內提供或資助 61 084 個培訓名額。各種技能的培訓需求如下：

- a. 業內專業技能（25 755 個，佔 42.2%）
- b. 個人發展技能（16 276 個，佔 26.6%）
- c. 語文技能（7 014 個，佔 11.5%）
- d. 資訊科技技能（6 228 個，佔 10.2%）
- e. 管理技能（4 551 個，佔 7.5%）
- f. 有關中國的知識及世界視野（1 260 個，佔 2.1%）

2.30 僱主擬提供的首五類培訓如下：

- a. 產品知識（10 232 個）
- b. 客戶關係（6 197 個）
- c. 人際溝通（5 872 個）
- d. 表達（4 685 個）
- e. 銷售技巧（4 504 個）

2.31 若按職級劃分，43.9%的培訓名額會用於文員／輔助人員，主要集中在「業內專業技能」，其次是「個人發展技能」。

**表 N** 出入口業  
未來 12 個月  
僱主擬提供或資助的培訓名額  
(按培訓類別及職級劃分)

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>管理技能</i>				
商務發展及管理	1 902	136	-	<b>2 038</b>
供應鏈管理	372	75	-	<b>447</b>
督導技巧	1 077	331	20	<b>1 428</b>
法律知識	16	54	136	<b>206</b>
市場學	280	136	16	<b>432</b>
<b>小計</b>	<b>3 647</b>	<b>732</b>	<b>172</b>	<b>4 551</b>
<i>業內專業技能</i>				
國際貿易實務	22	425	-	<b>447</b>
運輸與物流	12	41	69	<b>122</b>
產品開發	245	476	45	<b>766</b>
平面設計	7	804	21	<b>832</b>
辦貨	147	1 082	231	<b>1 460</b>

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>業內專業技能 (續)</i>				
銷售技巧	697	824	2 983	<b>4 504</b>
客戶關係	987	1 670	3 540	<b>6 197</b>
產品知識	3 020	3 281	3 931	<b>10 232</b>
品質控制	48	566	-	<b>614</b>
準則審核	40	504	37	<b>581</b>
<b>小計</b>	<b>5 225</b>	<b>9 673</b>	<b>10 857</b>	<b>25 755</b>
<i>資訊科技技能</i>				
電子商貿的知識及應用	830	1 764	841	<b>3 435</b>
運用電腦基本技能， 包括中文輸入法	42	107	226	<b>375</b>
網頁設計	807	1 140	471	<b>2 418</b>
<b>小計</b>	<b>1 679</b>	<b>3 011</b>	<b>1 538</b>	<b>6 228</b>
<i>有關中國的知識及世界視野</i>				
中國貿易	169	206	61	<b>436</b>
進入中國市場的法律和規條限制	360	349	52	<b>761</b>
世界視野	43	20	-	<b>63</b>
<b>小計</b>	<b>572</b>	<b>575</b>	<b>113</b>	<b>1 260</b>
<i>語文技能</i>				
英語會話	19	1 326	1 461	<b>2 806</b>
英語書寫能力	14	1 337	1 464	<b>2 815</b>
中文書寫能力	12	101	109	<b>222</b>
普通話	69	414	413	<b>896</b>
日文	75	20	172	<b>267</b>
俄語	3	5	-	<b>8</b>
<b>小計</b>	<b>192</b>	<b>3 203</b>	<b>3 619</b>	<b>7 014</b>
<i>個人發展技能</i>				
表達	232	1 143	3 310	<b>4 685</b>
人際溝通	473	1 641	3 758	<b>5 872</b>
協商	97	1 167	3 066	<b>4 330</b>
其他	468	508	413	<b>1 389</b>
<b>小計</b>	<b>1 270</b>	<b>4 459</b>	<b>10 547</b>	<b>16 276</b>
<b>總計</b>	<b>12 585</b>	<b>21 653</b>	<b>26 846</b>	<b>61 084</b>

2.32 至於批發業方面，僱主擬提供 7 437 個培訓名額，範圍包括：

- a. 語文技能（2 852 個，佔 38.3%）
- b. 業內專業技能（2 669 個，佔 35.9%）
- c. 資訊科技技能（1 023 個，佔 13.8%）
- d. 管理技能（381 個，佔 5.1%）
- e. 其他技能及知識（264 個，佔 3.5%）
- f. 個人發展技能（248 個，佔 3.3%）

2.33 僱主最渴求的培訓類別首五項如下：

- g. 產品知識（1 633 個）
- h. 客戶關係（894 個）
- i. 普通話／英語會話／英語書寫能力／中文書寫能力（713 個）
- j. 電子商貿的知識及應用（519 個）
- k. 運用電腦基本技能，包括中文輸入法（504 個）

2.34 培訓名額（64.1%）主要會用於文員／輔助人員，尤其重視語文技能的培訓。

表 O

**批發業**  
**未來 12 個月**  
**僱主擬提供或資助的培訓名額**  
**(按培訓類別及職級劃分)**

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>管理技能</i>				
商務發展及管理	80	85	-	<b>165</b>
供應鏈管理	54	-	-	<b>54</b>
督導技巧	81	76	-	<b>157</b>
法律知識	-	-	-	-
市場學	-	5	-	<b>5</b>
<b>小計</b>	<b>215</b>	<b>166</b>	<b>-</b>	<b>381</b>
<i>業內專業技能</i>				
國際貿易實務	-	-	-	-
運輸與物流	-	5	-	<b>5</b>
產品開發	5	45	-	<b>50</b>
平面設計	-	20	-	<b>20</b>
辦貨	-	20	-	<b>20</b>
銷售技巧	3	5	29	<b>37</b>
客戶關係	80	172	642	<b>894</b>
產品知識	197	578	858	<b>1 633</b>
品質控制	-	10	-	<b>10</b>
準則審核	-	-	-	-
<b>小計</b>	<b>285</b>	<b>855</b>	<b>1 529</b>	<b>2 669</b>
<i>資訊科技技能</i>				
電子商貿的知識及應用	27	190	302	<b>519</b>
運用電腦基本技能， 包括中文輸入法	20	122	362	<b>504</b>
網頁設計	-	-	-	-
<b>小計</b>	<b>47</b>	<b>312</b>	<b>664</b>	<b>1 023</b>

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>有關中國的知識及世界視野</i>				
中國貿易	-	-	-	-
進入中國市場的法律和規條限制	-	-	-	-
世界視野	-	-	-	-
<b>小計</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<i>語文技能</i>				
英語會話	-	142	571	<b>713</b>
英語書寫能力	-	142	571	<b>713</b>
中文書寫能力	-	142	571	<b>713</b>
普通話	-	142	571	<b>713</b>
日文	-	-	-	-
俄語	-	-	-	-
<b>小計</b>	<b>-</b>	<b>568</b>	<b>2 284</b>	<b>2 852</b>
<i>個人發展技能</i>				
表達	-	30	57	<b>87</b>
人際溝通	3	51	60	<b>114</b>
協商	-	10	37	<b>47</b>
<b>小計</b>	<b>3</b>	<b>91</b>	<b>154</b>	<b>248</b>
<i>其他技能及知識</i>				
職業安全	34	70	132	<b>236</b>
其他	11	16	1	<b>28</b>
<b>小計</b>	<b>45</b>	<b>86</b>	<b>133</b>	<b>264</b>
<b>總計</b>	<b>595</b>	<b>2 078</b>	<b>4 764</b>	<b>7 437</b>

## 在內地工作的僱員

2.35 調查期間，46.1%出入口公司表示曾派遣僱員往內地工作，涉及的僱員總數為 87 461 人，當中 17 698 人屬長駐性質，其餘 69 763 人屬短暫逗留。

2.36 若按職級劃分，文員及輔助人員級的僱員需往內地工作的情況最常見，佔總人數的 37.8%。此情況在僱員少於五人的小型公司尤為明顯，佔總派駐人數 51.9%。表 P 按公司規模及職級總結出入口公司派駐內地的僱員人數。

**表 P** 出入口業  
派駐內地工作的僱員人數  
(按公司規模及職級劃分)

公司規模	經理級	主任級	文員／ 輔助人員級	總計
<i>長駐</i>				
1 – 4 人	1 482	2 593	8 880	<b>12 955</b>
5 – 9 人	1 105	405	-	<b>1 510</b>
10 – 19 人	405	614	-	<b>1 019</b>
20 – 49 人	580	850	30	<b>1 460</b>
50 – 99 人	263	110	33	<b>406</b>
100 – 299 人	121	98	76	<b>295</b>
300 人或以上	42	7	4	<b>53</b>
<i>小計</i>	<b>3 998</b>	<b>4 677</b>	<b>9 023</b>	<b>17 698</b>
<i>非長駐</i>				
1 – 4 人	3 472	14 052	14 919	<b>32 443</b>
5 – 9 人	4 427	3 798	3 302	<b>11 527</b>
10 – 19 人	5 165	3 721	2 698	<b>11 584</b>
20 – 49 人	2 840	3 638	2 339	<b>8 817</b>
50 – 99 人	1 070	1 227	352	<b>2 649</b>
100 – 299 人	628	1 434	422	<b>2 484</b>
300 人或以上	114	133	12	<b>259</b>
<i>小計</i>	<b>17 716</b>	<b>28 003</b>	<b>24 044</b>	<b>69 763</b>
<b>總計</b>	<b>21 714</b>	<b>32 680</b>	<b>33 067</b>	<b>87 461</b>



2.37 批發業公司要求僱員往內地工作（包括長駐或非長駐）的比率明顯較低（僅 12.3%）。在 1 989 名派往內地工作的員工中，1 985 名只須間中往返中港兩地，無需長駐內地。

2.38 與出入口業的情況相似，小型公司的僱員流動率較高。表 Q 按公司規模分析批發公司派駐內地工作的僱員人數。

**表 Q** 批發業  
派駐內地工作的僱員人數  
(按公司規模及職級劃分)

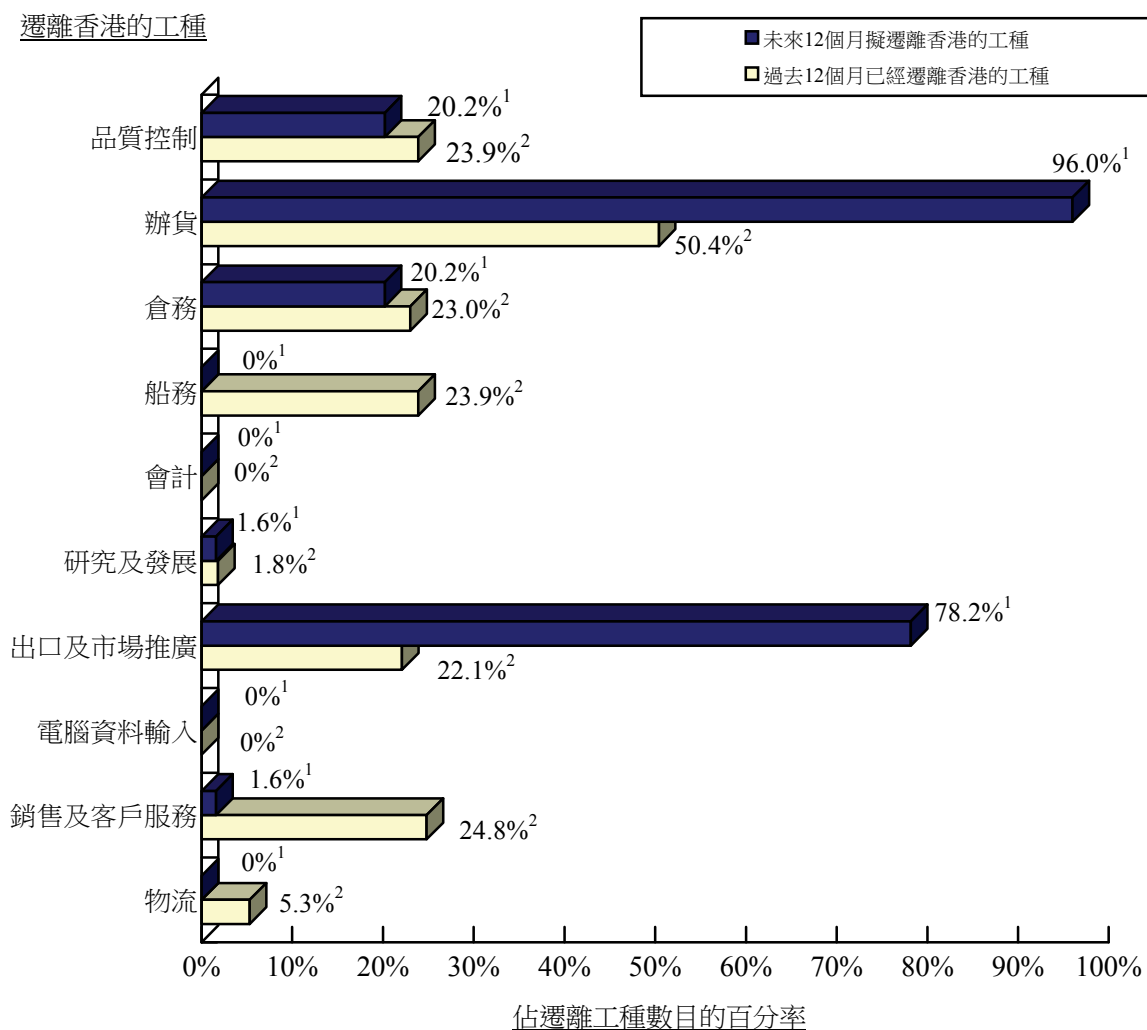
公司規模	經理級	主任級	文員／ 輔助人員級	總計
<i>長駐</i>				
1 – 4 人	-	-	-	-
5 – 9 人	-	-	-	-
10 – 19 人	-	-	-	-
20 – 49 人	-	-	-	-
50 – 99 人	-	-	-	-
100 – 299 人	-	4	-	4
300 人或以上	-	-	-	-
<b>小計</b>	-	<b>4</b>	-	<b>4</b>
<i>非長駐</i>				
1 – 4 人	501	-	750	<b>1 251</b>
5 – 9 人	102	-	306	<b>408</b>
10 – 19 人	-	45	-	<b>45</b>
20 – 49 人	20	10	5	<b>35</b>
50 – 99 人	44	31	85	<b>160</b>
100 – 299 人	14	43	4	<b>61</b>
300 人或以上	-	25	-	<b>25</b>
<b>小計</b>	<b>681</b>	<b>154</b>	<b>1 150</b>	<b>1 985</b>
<b>總計</b>	<b>681</b>	<b>158</b>	<b>1 150</b>	<b>1 989</b>

## 將工種遷離香港

2.39 除派僱員往內地工作外，113 間出入口公司表示曾在過去 12 個月內將部分或全部工種遷離香港，佔業內公司總數 0.1%（2010 年調查：2.9%）。最常被調遷的工種包括「辦貨」、「銷售及客戶服務」、「品質控制」與「船務」。在 113 間公司中，只有 1 間（0.9%）將工種遷往中國以外的亞洲地區。詳盡的結果分析見附錄 19。

2.40 此外，124 間公司（佔出入口公司總數的 0.1%，可能已包括上述 113 間公司）亦計劃於未來 12 個月內將工種遷離香港，其中最有可能的是「辦貨」、「出口及市場推廣」、「品質控制」和「倉務」等工種，而目的地主要為內地。詳盡的結果分析見附錄 19。

**圖 11** 出入口業  
遷離香港的工種  
(過去 12 個月與未來 12 個月的比較)



註：

1 數字按 124 間公司所提供的資料計算。

2 數字按 113 間公司所提供的資料計算。

## 第三章

### 結論

#### 出入口業與批發業整體人力情況

3.1 本會審閱過調查結果，認為數據大致能夠反映調查期間出入口業與批發業的人力情況。

3.2 2012年10月時，出入口業僱員總數，包括技術僱員及非技術僱員，共489 838人，其中360 056人（73.5%）從事與出入口業相關的主要職務（稱為「技術僱員」）。按職級劃分，分別是經理級（佔13.9%）、主任級（佔29.1%）及文員／輔助人員級（佔57.1%）。

3.3 批發業方面，2012年10月時有63 372名僱員，其中40 918人（64.6%）為技術僱員，按職級劃分，分別是經理級（佔7.7%）、主任級（佔26.4%）及文員／輔助人員級（佔65.8%）。

3.4 出入口業及批發業的調查結果分析見表R：

**表 R 各職級人力情況、空缺數目及人力增長預測**

職級	2012年 10月的 僱員人數	2012年 10月的 空缺數目 (%) <sup>2</sup>	僱主預測 2013年 10月的 人力增長 (%) <sup>2</sup>	2013年 10月的 人力需求 預測
<b>出入口業</b>				
經理級 <sup>1</sup>	49 952	151 (0.30)	-5 (-0.01)	50 098
主任級	104 653	1 748 (1.64)	568 (0.53)	106 969
文員／ 輔助人員級	205 451	3 347 (1.60)	-7 (-0.003)	208 791
<b>小計</b>	<b>360 056</b>	<b>5 246 (1.44)</b>	<b>556 (0.15)</b>	<b>365 858</b>

註：

人力需求 = 現有僱員人數 + 空缺數目

1 經理級包括東主／獨資經營者／執行合夥董事。

2 佔2012年10月出入口業該職級人數百分率。

職級	2012年 10月的 僱員人數	2012年 10月的 空缺數目 (%) <sup>2</sup>	僱主預測 2013年 10月的 人力增長 (%) <sup>2</sup>	2013年 10月的 人力需求 預測
<b>批發業</b>				
經理級 <sup>1</sup>	3 162	0 (0.00)	0 (0.00)	3 162
主任級	10 814	299 (2.69)	0 (0.00)	11 113
文員/ 輔助人員級	26 942	853 (3.07)	-5 (-0.02)	27 790
<b>小計</b>	<b>40 918</b>	<b>1 152 (2.74)</b>	<b>-5 (-0.01)</b>	<b>42 065</b>
<b>總計</b>	<b>400 974</b>	<b>6 398 (1.60)</b>	<b>551 (0.14)</b>	<b>407 923</b>

註：

人力需求 = 現有僱員人數 + 空缺數目

1 經理級包括東主／獨資經營者／執行合夥董事。

2 佔2012年10月批發業該職級人數百分率。

3.5 圖 12 及圖 13 分別按僱員人數顯示兩個行業的公司數目及僱員分布百分率，以便評估出入口業與批發業的結構。

**圖 12 出入口業  
公司數目及僱員分布百分率  
(2012年10月，按僱員人數劃分)**

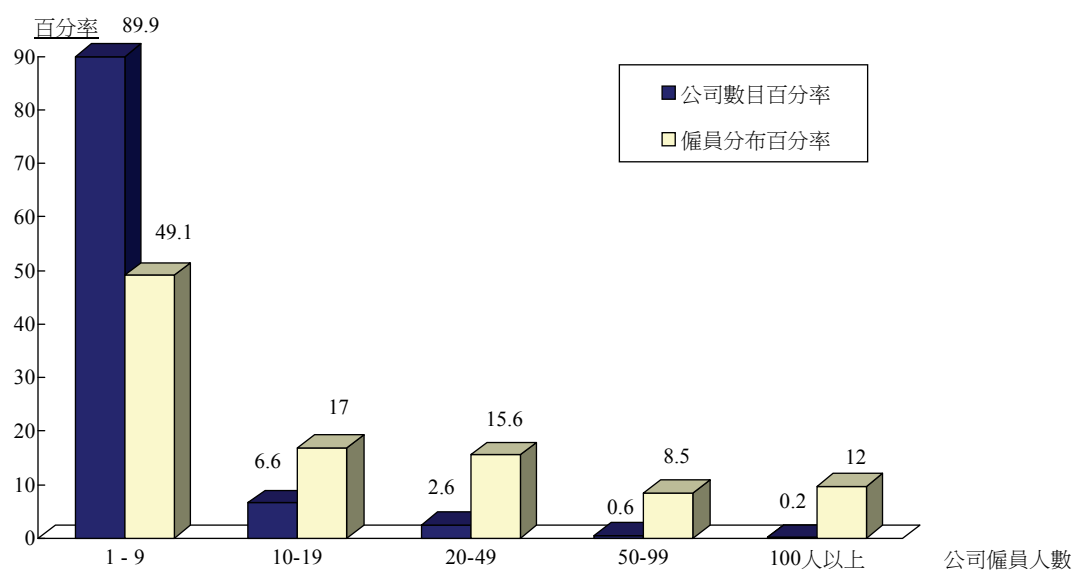
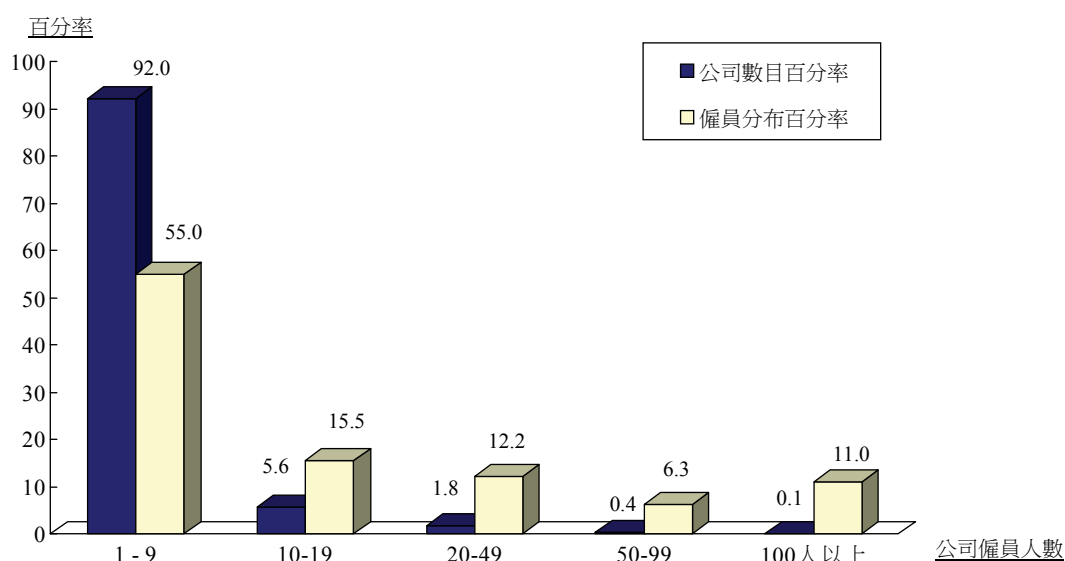


圖 13 批發業  
公司數目及僱員分布百分率  
(2012年10月,按僱員人數劃分)



3.6 調查結果反映出入口業與批發業以僱員少於 10 人的小型公司為主。事實上，89.9%出入口公司（2010 年：86.6%）及 92.0%批發公司（2010 年：93.1%）僱員人數在 1 至 9 人之內。

3.7 從另一角度看，出入口業中有 49.1% 的僱員任職於 10 人以下的公司（2010 年：46.8%）；批發業則有 55.0%僱員任職於 10 人以下的公司（2010 年：63.4%）。

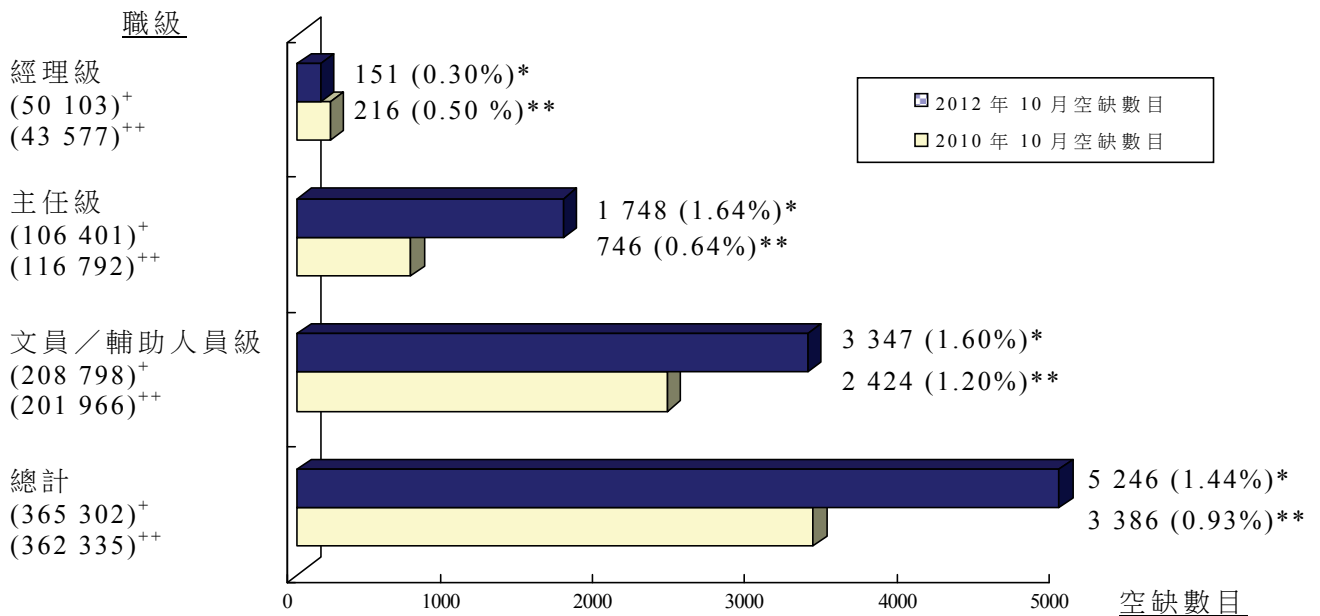
3.8 另一方面，僱員超過 100 人的公司只佔整體出入口公司的 0.2%（2010 年：0.3%），而批發業方面則為 0.1%（2010 年：0.1%）。

3.9 總括而言，如按僱員人數劃分，兩個行業的公司數目分布情況在是次調查與上次調查比較無大轉變。

### 空缺率

3.10 出入口業的技術僱員整體空缺率由 2010 年 0.93%輕微上升至 2012 年 1.44%。按人力需求計算，人手不足的情況以主任級較為嚴重，佔該職級職位數目的 1.64%。兩次調查按職級劃分的空缺情況比較見圖 14。

圖 14 出入口業  
按職級劃分之空缺數目  
(2010年與2012年比較)



註：

- \* 佔2012年出入口業該職級職位的百分率。
- \*\* 佔2010年出入口業該職級職位的百分率。
- + 2012年出入口業該職級的職位總數。
- ++ 2010年出入口業該職級的職位總數。

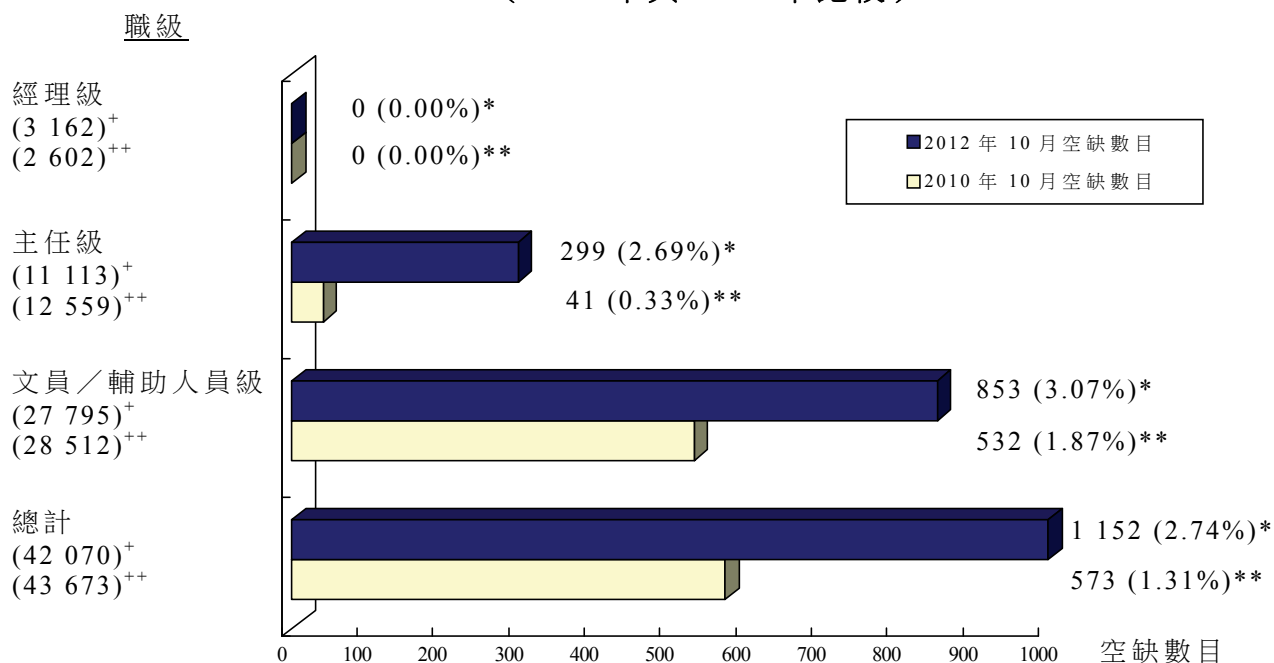
3.11 表 S 摘錄出入口業各職級空缺最多的職位：

表 S 出入口業  
各職級空缺最多的職位

職級	職稱 (數目)
經理級	1. 銷售／市務經理 (116) 2. 研究及開發經理／產品開發經理／設計經理／首席設計師／工程經理／應用經理 (27) 3. 商品採購經理 (6)
主任級	1. 營業主任 (1 004) 2. 產品設計師 (417) 3. 商品／採購主任 (174)
文員／輔助人員級	1. 營業代表 (1 658) 2. 文件處理／船務文員 (1 066) 3. 助理商品員 (522)

3.12 批發業的技術僱員空缺率由 2010 年 1.31% 上升至 2012 年 2.74%，而總空缺數目亦由 2010 年 573 個增加至 2012 年 1 152 個，詳情見圖 15。

圖 15 批發業  
按職級劃分之空缺數目  
(2010 年與 2012 年比較)



註：

- \* 佔 2012 年批發業該職級職位的百分率。
- \*\* 佔 2010 年批發業該職級職位的百分率。
- + 2012 年批發業該職級的職位總數。
- ++ 2010 年批發業該職級的職位總數。

3.13 是次調查中，批發業共有 1 152 個空缺，未見有經理級空缺。大部分空缺屬文員／輔助人員級類別，當中 819 個屬「營業代表」職位，佔批發業職位空缺 71.1%。

3.14 調查所見，批發業空缺率似乎十分輕微。業內經營模式轉變，例如把物流等多種支援工種外判，以及基於環球經濟環境不明朗而削減職位等，都是原因。

## 預測 2013 年 10 月的人力增長

3.15 出入口業僱主預測僱員總人數將由 2012 年 10 月的 365 302 人，增加至 2013 年 10 月的 365 858 人，預期增幅為 0.15% (增加 556 人)，高於 2010 年預期的負增長 0.01% (減少 24 人)。鑑於全球經濟復蘇步伐較慢，僱主對 2013 年的人力需求預測似乎比較審慎。

3.16 截至 2013 年 10 月的未來十二個月內，出入口業最渴求主任級職位的「銷售工程師」(增加 745 人，69.69%)，以及文員／輔助人員級職位的「營業代表」(增加 198 人，0.19%)。另一方面，預測縮減最多職位的會是「船務主任」(減少 127 人，-3.66%)及「文件處理／船務文員」(減少 203 人，-0.38%)。

3.17 批發業僱主對未來十二個月的預測頗為保守，預期人力會有 0.01% 的負增長 (減少 5 人)。全球經濟環境不明朗，導致經營環境困難，可能便是人力收縮的原因。基於成本效益的考慮，僱員往往需要一身兼數職。再者，存在虧損的小型公司在商業競爭環境中難以生存。

3.18 2013 年按職級劃分的人力增長預測見表 R。

## 各職級的人力轉變

3.19 相比 2010 年，是次調查的出入口業整體僱員數目從 482 689 人上升至 489 838 人，溫和增長 1.48%，而批發業整體僱員數目則由 65 215 人減至 63 372 人，增幅為 2.83%。表 T 列出 2010 年至 2012 年間各職級的僱員人數變化。



表T 各職級的僱員人數變化  
(2010年與2012年比較)

職級	2010年 10月	2012年 10月	增／減	% 轉變
<i>出入口業</i>				
經理級 <sup>1</sup>	43 361	49 952	6 591	15.20
主任級	116 046	104 653	-11 393	-9.82
文員／輔助人員級	199 542	205 451	5 909	2.96
<b>技術僱員小計</b>	<b>358 949</b>	<b>360 056</b>	<b>1 107</b>	<b>0.31</b>
行政及其他支援人員 <sup>2</sup>	123 740	129 782	6 042	4.88
<b>總計</b>	<b>482 689</b>	<b>489 838</b>	<b>7 149</b>	<b>1.48</b>
公司數目	73 855	99 535	25 680	34.77
<i>批發業</i>				
經理級 <sup>1</sup>	2 602	3 162	560	21.52
主任級	12 518	10 814	-1 704	-13.61
文員／輔助人員級	27 980	26 942	-1 038	-3.71
<b>技術僱員小計</b>	<b>43 100</b>	<b>40 918</b>	<b>-2 182</b>	<b>-5.06</b>
行政及其他支援人員 <sup>2</sup>	22 115	22 454	339	1.53
<b>總計</b>	<b>65 215</b>	<b>63 372</b>	<b>-1 843</b>	<b>-2.83</b>
公司數目	14 908	13 895	-1 013	-6.80

註：

1 經理級包括東主／獨資經營者／執行合夥董事。

2 包括在工程、生產、人事、會計、財務、資訊科技方面提供支援的經理、主任、文員和輔助人員，以及擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。

3.20 從上文表T可見，儘管出入口公司數目由2010年73 855間上升至2012年99 535間，大幅增長了34.77%，但人力僅增加了1.48%；反映在全球經濟環境不明的情況下，大部分僱主在擴充人手時會較為審慎。此外，經理級（15.20%）和文員／輔助人員級（2.96%）的人手增多，剛好彌補了主任級職位人手數目的顯著下跌（-9.82%）。

3.21 至於批發業方面，公司數目及總人力分別下跌了6.80%和2.83%。主任級職位數目下跌（-13.61%），經理級職位數目增多（21.52%），情況與出入口業相似。另外，文員／輔助人員職位數目亦有所下跌（-3.71%）。

3.22 出入口業及批發業的主任級人手數目下跌，主因是僱主希望有多些經理級人員接手主任級人員的一些職責，藉此簡化營運模式和盡量善用資源，以及在競爭激烈的市場環境中，應付客戶的繁多要求。

## 僱員流動率

3.23 2012年調查顯示，出入口業的整體流動率較上一次調查低3.2%，顯示僱員流動較2010年為低，文員／輔助人員的流動率最高。

3.24 批發業亦同樣錄得較2010年調查為低的僱員流動率，而流動率最高的亦是文員／輔助人員。表U顯示最近兩次調查各職級的僱員流動率。

表 U 各職級的僱員流動率  
(2010年與2012年比較)

職級	2010年10月 % <sup>1</sup>	2012年10月 % <sup>1</sup>	增／減 % <sup>2</sup>
<i>出入口業</i>			
經理級	4.7	3.1	-1.6
主任級	4.0	4.5	+0.5
文員／輔助人員級	12.0	6.3	-5.7
<b>總計</b>	<b>8.6</b>	<b>5.4</b>	<b>-3.2</b>
<i>批發業</i>			
經理級	1.2	1.6	+0.4
主任級	1.4	1.4	0.0
文員／輔助人員級	6.5	5.4	-1.1
<b>總計</b>	<b>4.7</b>	<b>4.1</b>	<b>-0.6</b>

註：

- 1 佔出入口或批發業該職級職位總數的百分率。
- 2 兩次調查之間的流動率淨增減比率。

## 晉升情況

3.25 調查顯示在 2012 年，出入口業與批發業的整體晉升率與 2010 年相若。

表 V 按職級劃分的內部晉升僱員人數  
(2010 年與 2012 年比較)

職級	2010 年 10 月獲內部 晉升的僱員人數 (%) <sup>1</sup>	2012 年 10 月獲內部 晉升的僱員人數 (%) <sup>1</sup>
<b>出入口業</b>		
由主任級晉升至經理級	743 (1.71)	738 (1.48)
由文員／輔助人員級 晉升至主任級	1 434 (1.24)	1 185 (1.13)
由其他職位晉升至 文員／輔助人員級	28 (0.01)	116 (0.06)
<b>小計</b>	<b>2 205 (0.61)</b>	<b>2 039 (0.57)</b>
<b>批發業</b>		
由主任級晉升至經理級	17 (0.65)	9 (0.28)
由文員／輔助人員級 晉升至主任級	70 (0.56)	71 (0.66)
由其他職位晉升至 文員／輔助人員級	5 (0.02)	34 (0.13)
<b>小計</b>	<b>92 (0.21)</b>	<b>114 (0.28)</b>

註：

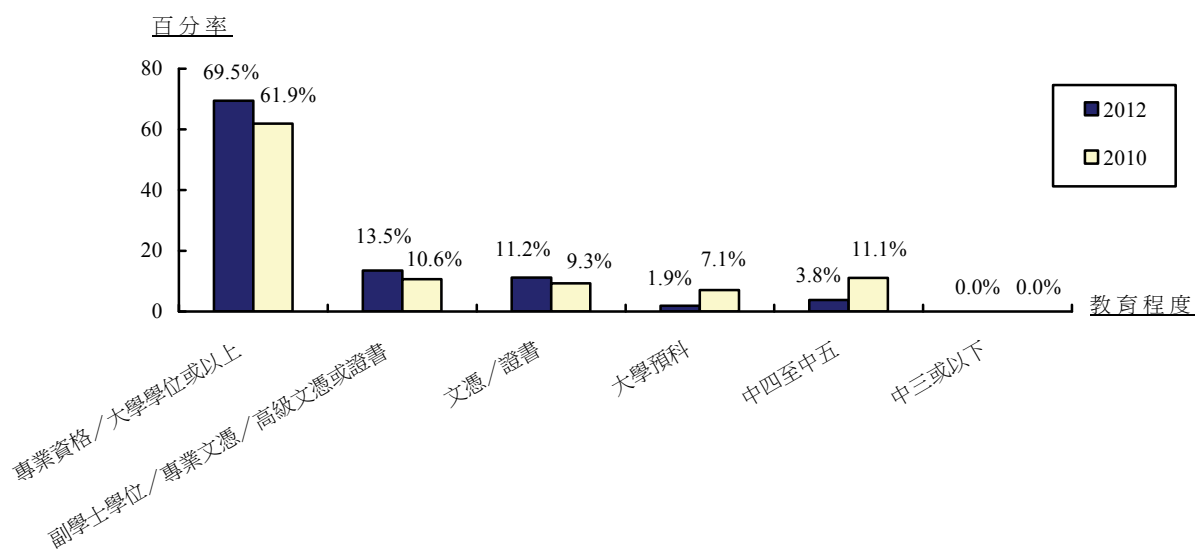
<sup>1</sup> 佔出入口或批發業該職級僱員總數的百分率。

## 宜有教育程度

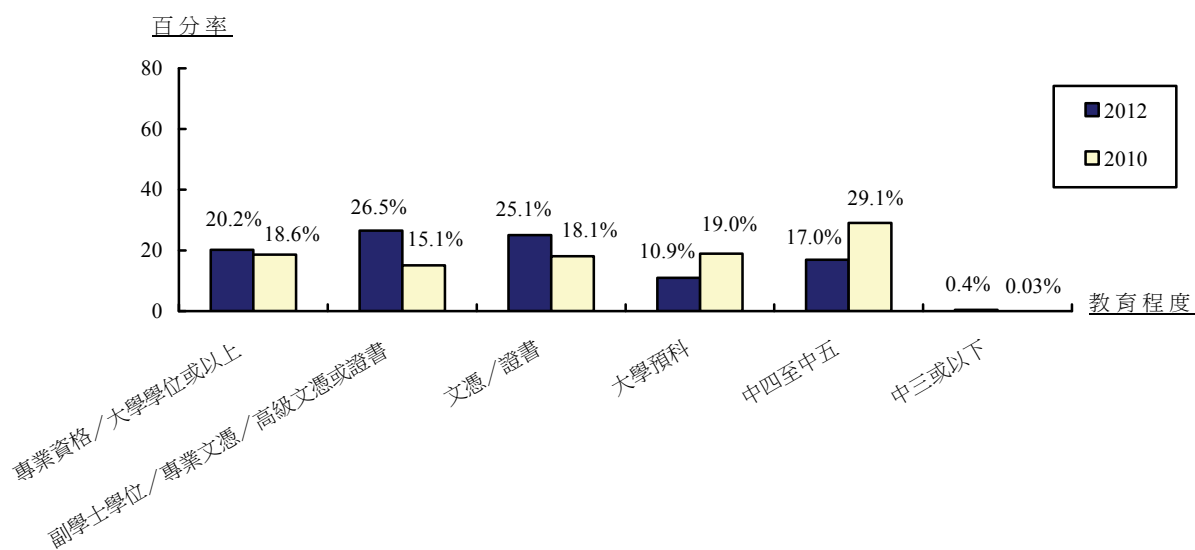
3.26 圖 16 及 17 扼要比較 2010 及 2012 年出入口及批發業僱主對僱員宜有的教育程度的意見（按職級劃分）。按職稱劃分的詳細調查結果見附錄 13 及 14。

圖 16 出入口業僱員宜有的教育程度  
(2010 年與 2012 年比較)

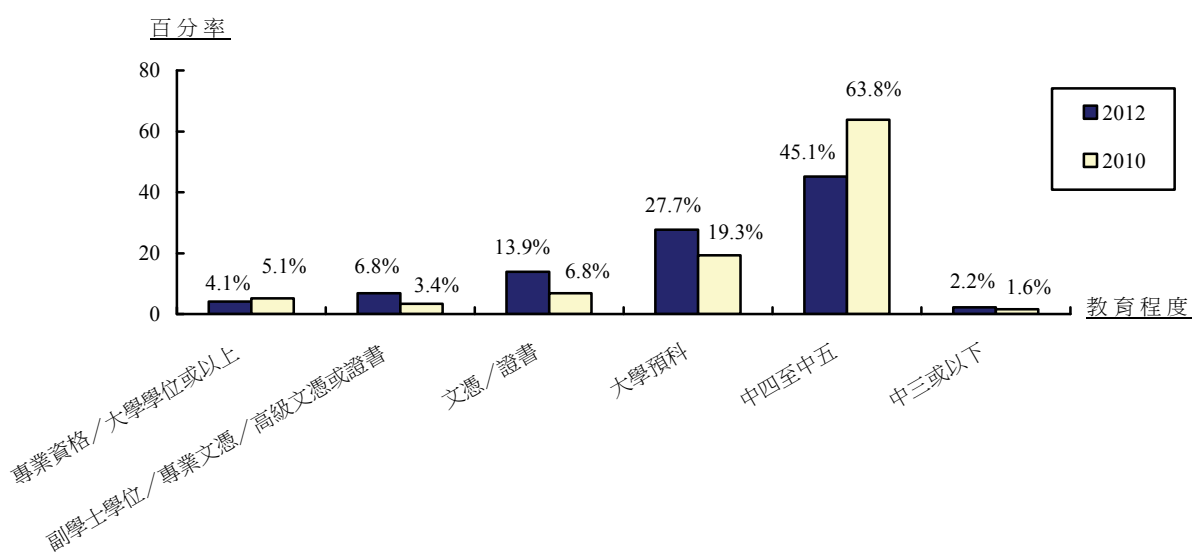
### (a) 經理級



### (b) 主任級



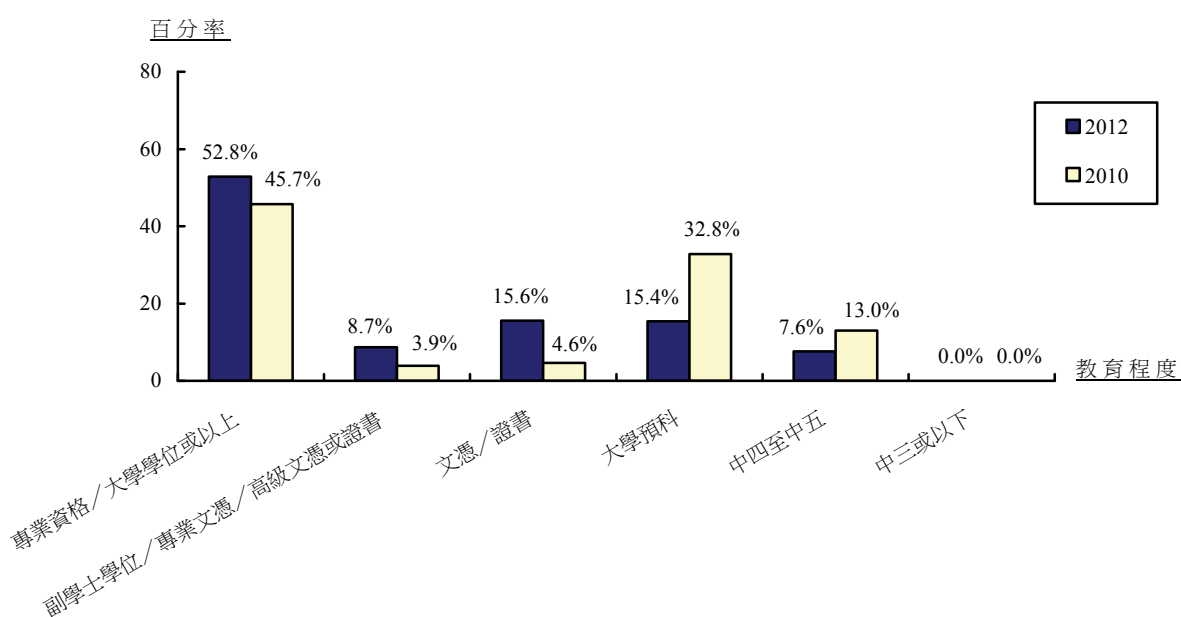
(c) 文員／輔助人員級



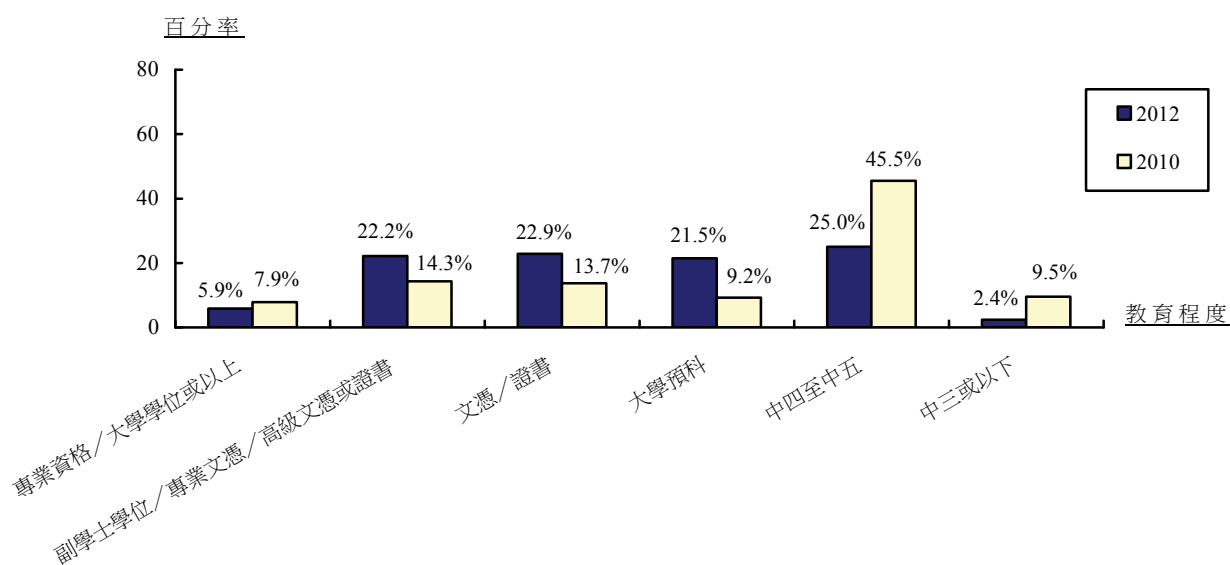
3.27 上文圖 16 所見，調查顯示僱主希望經理及主任級員工分別具備大學或以上及副學位學歷，情況比 2010 年更為普遍。至於文員／輔助人員，大部分僱主會接受「中四至中五」程度學歷。然而，僱主亦漸多希望文員／輔助人員具備較高的「大學預科」學歷。

圖 17 批發業僱員宜有的教育程度 (2010 年與 2012 年比較)

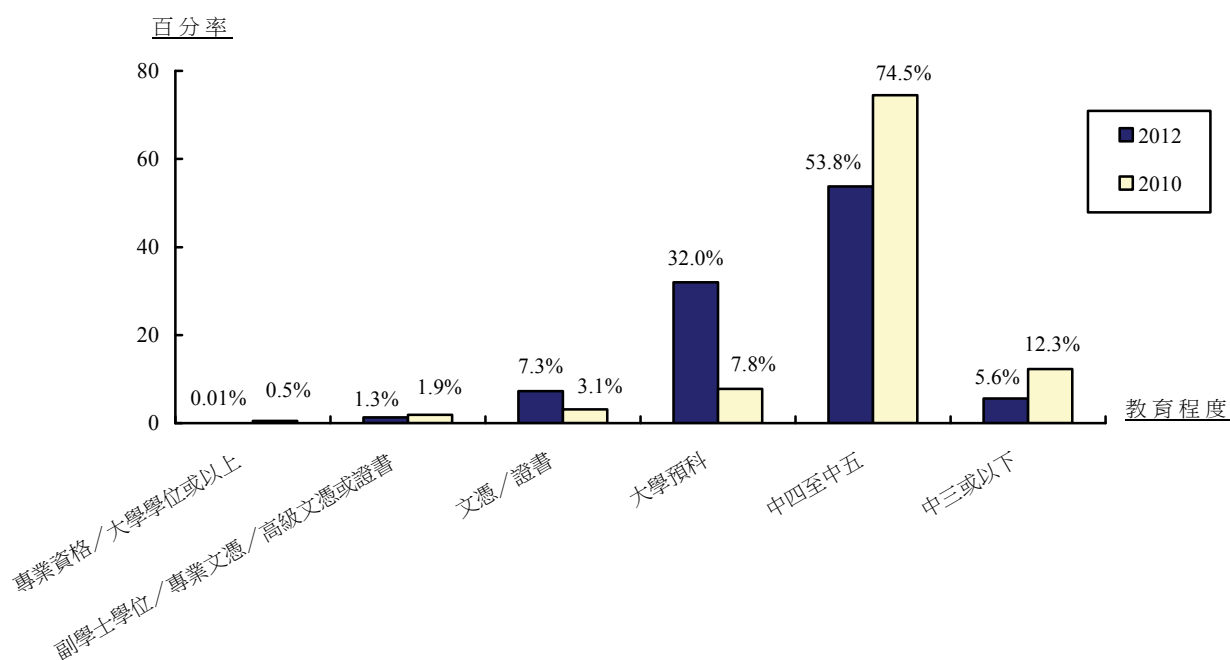
(a) 經理級



## (b) 主任級



## (c) 文員／輔助人員級



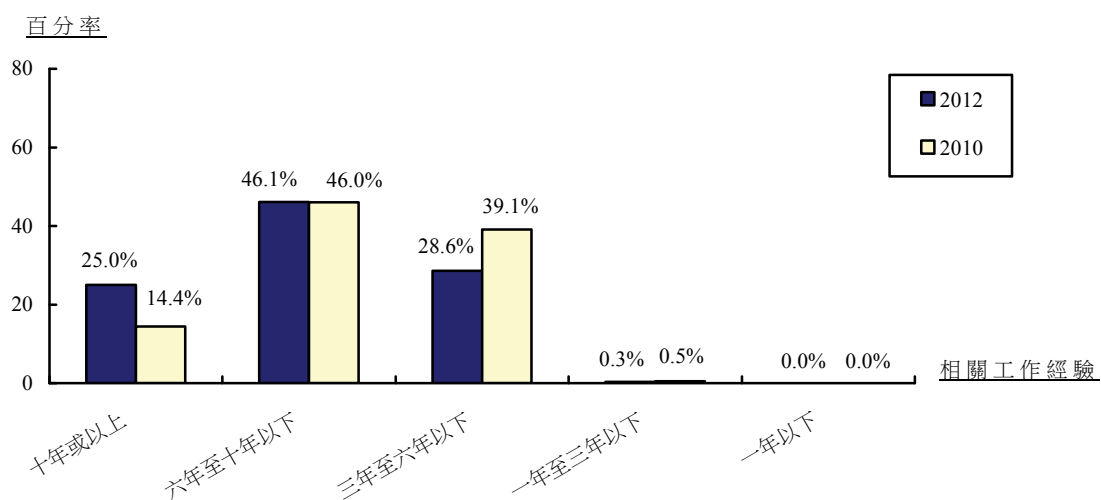
3.28 正如上文圖 17 所見，較諸於 2010 年，更多批發業僱主希望經理及主任級員工分別具備「專業資格／大學學位」及副學位等較高的學歷，情況與出入口業類似。此外，僱主已接受文員／輔助人員具備「中四至中五」學歷，但僱主希望文員／輔助人員具備較高的「大學預科」學歷的趨勢也有所上升。

## 宜有相關工作經驗

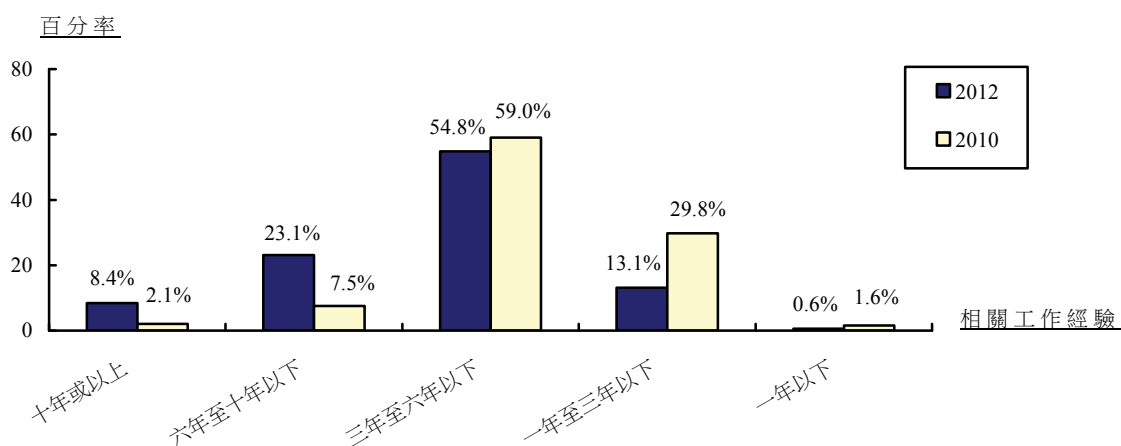
3.29 圖 18 及 19 比較最近兩次調查中僱主對員工宜有相關工作經驗的意見（按職級劃分）。出入口及批發業僱員宜有相關工作經驗（按職稱劃分）的僱主意見詳見附錄 15 及 16。

**圖 18** 出入口業  
僱員宜有的相關工作經驗  
(2010 年與 2012 年比較)

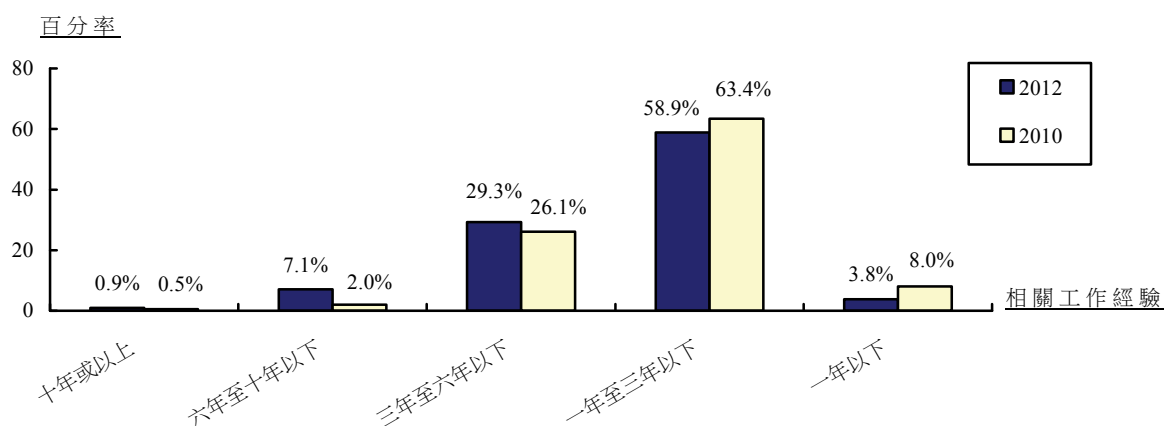
### (a) 經理級



### (b) 主任級



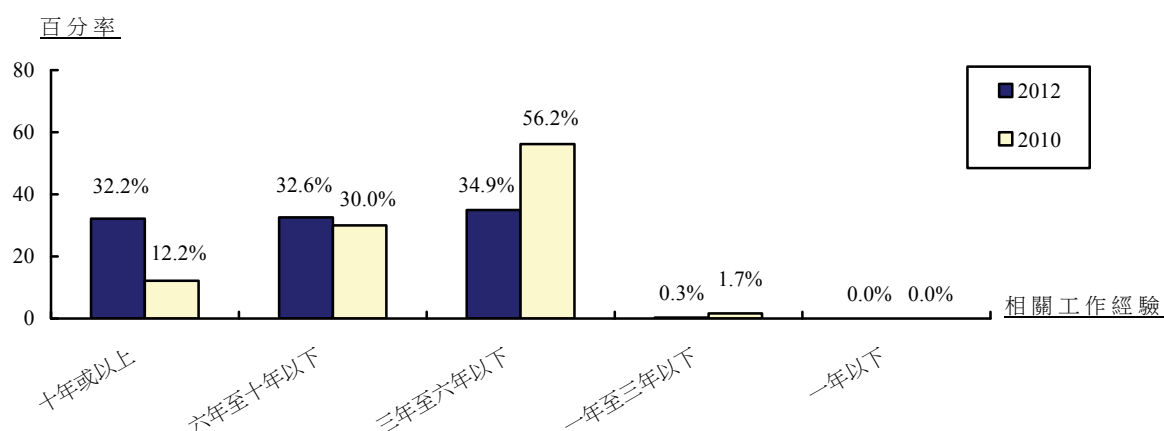
c) 文員／輔助人員級



3.30 與 2010 年相比，大部分出入口業僱主仍然希望經理級員工具備「六至十年以下」的相關工作經驗（46.1%，對比於 2010 年 46.0%），而希望經理級員工具備「十年或以上」經驗的僱主，所佔百分率錄得上升（25.0%，對比於 2010 年 14.4%）。在主任級人員方面，希望僱員具備「三年至六年以下」經驗的僱主，所佔的百分率輕微下降（54.8%，對比於 2010 年 59.0%），而希望僱員具備「六年至十年以下」經驗的僱主，所佔百分率則有所上升（23.1%，對比於 2010 年 7.5%）。至於文員／輔助人員，大部分僱主願意接受該職級具備「一年至三年以下」經驗，但傾於把相關工作經驗的要求提高至「三年至六年以下」。

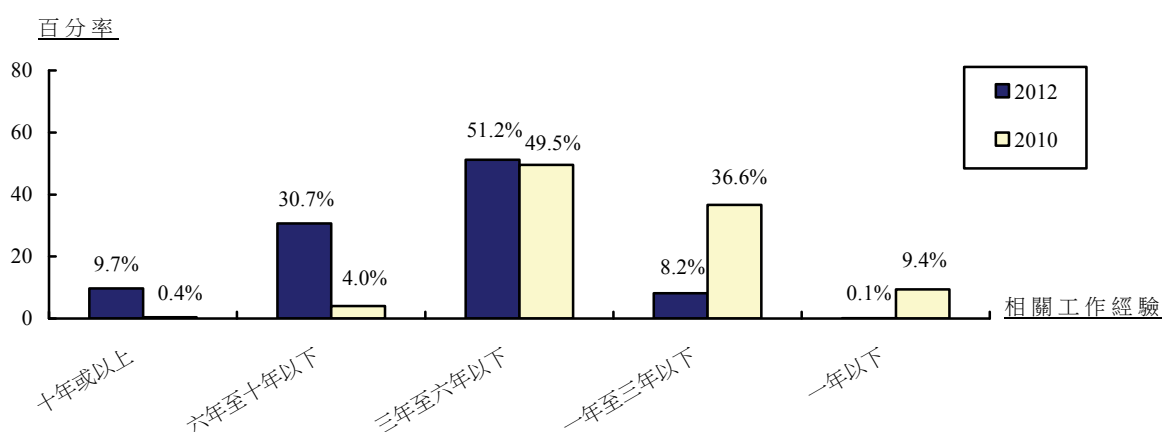
圖 19 批發業  
僱員宜有的相關工作經驗  
(2010 年與 2012 年比較)

(a) 經理級

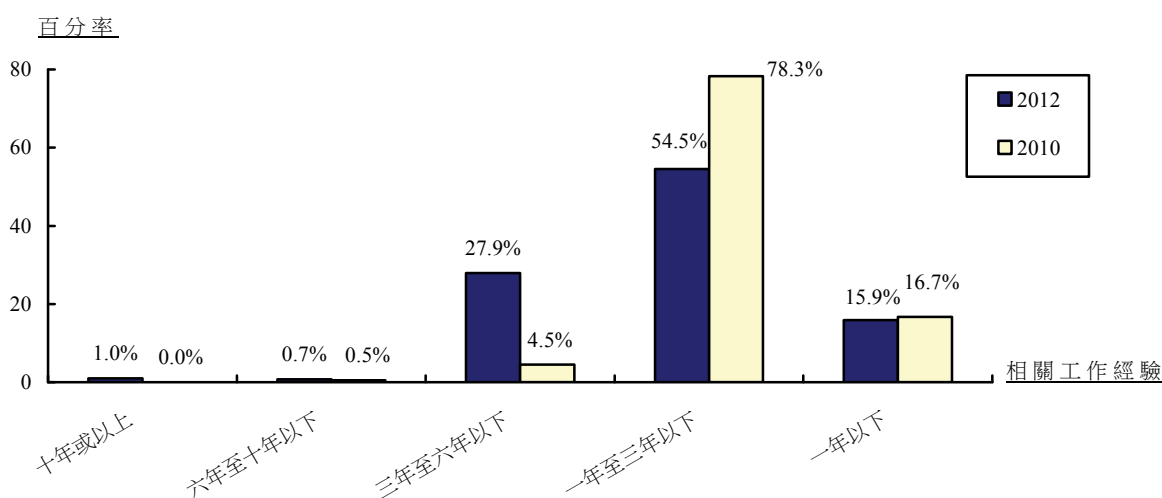




## (b) 主任級



## (c) 文員／輔助人員級



3.31 調查顯示，希望經理級人員具備「三年至六年以下」相關工作經驗的批發業僱主，所佔百分率較上次調查時有所下降（34.9%，對比於2010年56.2%）。同時，希望經理級人員具備「六至十年以下」經驗的僱主，所佔百分率輕微上升（32.6%，對比於2010年30.0%）。希望經理級人員具備「10年或以上」經驗的僱主數目更錄得顯著上升（32.2%，對比於2010年12.2%）。至於文員／輔助人員，大部分僱主願意接受該職級具備「一年至三年以下」工作經驗，但傾於把相關工作經驗的要求提高至「三年至六年以下」。

## 僱主提供／資助的培訓

3.32 是次調查包括六大類共30項培訓項目。2012年調查顯示出入口業僱主預計於未來十二個月會為僱員提供／資助共61 084個培訓名額，遠少於2010年調查結果記錄（155 436個培訓名額）。至於批發業僱主，在未來十二個月會提供／資助共7 437個培訓名額，亦遠少於2010年的記錄（11 578個培訓名額）。

3.33 培訓資源大幅減少，極可能是由於環球經濟不明朗，令僱主會以較審慎的方式控制成本。無論如何，大部分僱主希望僱員接受職內培訓，並鼓勵僱員自修以提升自己。

3.34 出入口業培訓名額（按培訓類別及職級劃分）分析見表 W 如下：

**表 W** 出入口業  
未來十二個月僱主提供／資助的培訓名額  
（按培訓類別及職級劃分）

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>管理技能</i>				
商務發展及管理	1 902	136	0	<b>2 038</b>
供應鏈管理	372	75	0	<b>447</b>
督導技巧	1 077	331	20	<b>1 428</b>
法律知識	16	54	136	<b>206</b>
市場學	280	136	16	<b>432</b>
<b>小計</b>	<b>3 647</b>	<b>732</b>	<b>172</b>	<b>4 551</b>
<i>業內專業技能</i>				
國際貿易實務	22	425	0	<b>447</b>
運輸與物流	12	41	69	<b>122</b>
產品開發	245	476	45	<b>766</b>
平面設計	7	804	21	<b>832</b>
辦貨	147	1 082	231	<b>1 460</b>
銷售技術	697	824	2 983	<b>4 504</b>
客戶關係	987	1 670	3 540	<b>6 197</b>
產品知識	3 020	3 281	3 931	<b>10 232</b>
品質控制	48	566	0	<b>614</b>
準則審核	40	504	37	<b>581</b>
<b>小計</b>	<b>5 225</b>	<b>9 673</b>	<b>10 857</b>	<b>25 755</b>

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>資訊科技技能</i>				
電子商貿的知識及應用	830	1 764	841	<b>3 435</b>
運用電腦基本技能 包括中文輸入法	42	107	226	<b>375</b>
網頁設計	807	1 140	471	<b>2 418</b>
<i>小計</i>	<b>1 679</b>	<b>3 011</b>	<b>1 538</b>	<b>6 228</b>
<i>有關中國的知識及世界視野</i>				
中國貿易	169	206	61	<b>436</b>
進入中國市場的法律和規條限制	360	349	52	<b>761</b>
世界視野	43	20	0	<b>63</b>
<i>小計</i>	<b>572</b>	<b>575</b>	<b>113</b>	<b>1 260</b>
<i>語文技能</i>				
英語會話	19	1 326	1 461	<b>2 806</b>
英語書寫能力	14	1 337	1 464	<b>2 815</b>
中文書寫能力	12	101	109	<b>222</b>
普通話	69	414	413	<b>896</b>
日文	75	20	172	<b>267</b>
俄語	3	5	0	<b>8</b>
<i>小計</i>	<b>192</b>	<b>3 203</b>	<b>3 619</b>	<b>7 014</b>
<i>個人發展技能</i>				
表達	232	1 143	3 310	<b>4 685</b>
人際溝通	473	1 641	3 758	<b>5 872</b>
協商	97	1 167	3 066	<b>4 330</b>
其他	468	508	413	<b>1 389</b>
<i>小計</i>	<b>1 270</b>	<b>4 459</b>	<b>10 547</b>	<b>16 276</b>
<b>總計</b>	<b>12 585</b>	<b>21 653</b>	<b>26 846</b>	<b>61 084</b>

3.35 以熱門程度來說，「業內專業技能」仍然是出入口業的培訓首選項目，其次是「個人發展技能」及「語文技能」。與 2010 年的調查結果相若，是次調查顯示「產品知識」及「客戶關係」仍是主要培訓需求。其他日漸重要的培訓需求載列如下：

- a. 人際溝通 (5 872)
- b. 表達 (4 685)
- c. 銷售技術 (4 504)

3.36 批發業的培訓名額(按培訓類別及職級劃分)分析見表 X 如下：

**表 X** **批發業**  
未來十二個月僱主提供／資助的培訓名額數目  
(按培訓類別及職級劃分)

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>管理技能</i>				
商務發展及管理	80	85	0	<b>165</b>
供應鏈管理	54	0	0	<b>54</b>
督導技巧	81	76	0	<b>157</b>
法律知識	0	0	0	<b>0</b>
市場學	0	5	0	<b>5</b>
<b>小計</b>	<b>215</b>	<b>166</b>	<b>0</b>	<b>381</b>
<i>業內專業技能</i>				
國際貿易實務	0	0	0	<b>0</b>
運輸與物流	0	5	0	<b>5</b>
產品開發	5	45	0	<b>50</b>
平面設計	0	20	0	<b>20</b>
辦貨	0	20	0	<b>20</b>
銷售技術	3	5	29	<b>37</b>
客戶關係	80	172	642	<b>894</b>
產品知識	197	578	858	<b>1 633</b>
品質控制	0	10	0	<b>10</b>
準則審核	0	0	0	<b>0</b>
<b>小計</b>	<b>285</b>	<b>855</b>	<b>1 529</b>	<b>2 669</b>

培訓類別	經理級	主任級	文員／ 輔助人員級	總計
<i>資訊科技技能</i>				
電子商貿的知識及應用	27	190	302	<b>519</b>
運用電腦基本技能 包括中文輸入法	20	122	362	<b>504</b>
網頁設計	0	0	0	<b>0</b>
<i>小計</i>	<b>47</b>	<b>312</b>	<b>664</b>	<b>1 023</b>
<i>有關中國的知識及世界視野</i>				
中國貿易	0	0	0	<b>0</b>
進入中國市場的法律和規條限制	0	0	0	<b>0</b>
世界視野	0	0	0	<b>0</b>
<i>小計</i>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<i>語文技能</i>				
英語會話	0	142	571	<b>713</b>
英語書寫能力	0	142	571	<b>713</b>
中文書寫能力	0	142	571	<b>713</b>
普通話	0	142	571	<b>713</b>
日文	0	0	0	<b>0</b>
俄語	0	0	0	<b>0</b>
<i>小計</i>	<b>0</b>	<b>568</b>	<b>2 284</b>	<b>2 852</b>
<i>其他技能及知識</i>				
職業安全	34	70	132	<b>236</b>
其他	11	16	1	<b>28</b>
<i>小計</i>	<b>45</b>	<b>86</b>	<b>133</b>	<b>264</b>
<b>總計</b>	<b>595</b>	<b>2 078</b>	<b>4 764</b>	<b>7 437</b>

3.37 至於批發業方面，「語文技能」是首選的培訓項目，其次是「業內專業技能」。兩者仍是主要的培訓類別，而需求亦較大。調查顯示，預期會有更多僱主在未來十二個月安排以下的培訓：

- a. 產品知識 (1 633)
- b. 客戶關係 (894)
- c. 普通話／英語會話／英語書寫能力／中文書寫能力 (713)

3.38 整體而言，上述趨勢顯示，不論出入口業或批發業的培訓需求均明顯下降。營商環境困難，令大部分僱主更小心的分配資源或是其中原因。

3.39 僱主傾向於提高招聘條件，聘請更多具經驗的員工，而非增撥額外的培訓資源。不過，大部分僱主都希望僱員接受職內培訓，並鼓勵僱員自修以提升自己。

### 工種遷離 – 出入口業

3.40 過去數年，一些出入口公司於香港境外設立生產基地及代辦處，以便更靠近市場、降低生產成本又或兼得兩者之利。然而，2012年調查結果顯示，工種遷離香港的情況逐漸少見；2010年有2.93%，而2008年則有5.10%，過去十二個月只有0.11%，情況有放緩跡象。

3.41 從2010及2012年調查所得，遷移工種大致相同。在出入口業方面，較多公司將「辦貨」、「銷售及客戶服務」、「品質控制」和「船務」遷往內地。其他工種諸如「倉務」及「出口及銷售」亦開始相繼外流。在過去或未來十二個月已遷離或準備遷離的工種分析見附錄19。

3.42 99.14%的填覆機構表示，會首選中國內地為遷移工種的目的地。大部分的情況是遷往華南、華北及華東。上述選擇顯然是策略定位及預期內地可能與香港進一步業務融合的先聲。為了管理北移的工種，在把工種遷往中國內地的113間公司中，有83間已在中國內地招聘額外人手，但只有一間公司表示需要在本港聘請額外人手。

### 擔任多項工作的僱員 – 批發業

3.43 在大部分情況下，香港從事批發的公司需要與其他相關工作整合，從而求存及保持競爭力。批發業內員工從事本業以外工作的情況見表 Y。

3.44 數據顯示批發業僱員除了本身職務外，亦須負責分銷鏈上其他各方面的業務，諸如較典型的「銷售及市場推廣」、「採購」及「分銷」等，合共 53 804 人次。

3.45 未來十二個月，僱主預測從事上述業務的整體人力將輕微增長 (1.46%)，其中「銷售及市場推廣」(3.80%)的增長較為顯著。涉及「品質控制」、「倉務」和「採購」等業務的人手錄得負增長，分別為-0.34%、-0.11%和-0.05%。

**表 Y**                      **批發業**  
**按工作劃分的人力需求**  
**(以人次計)**

工作／業務	參與僱員人數 (人次) (截至 2012 年 10 月)	參與僱員人數 (人次) (截至 2013 年 10 月)	預測人力 增(+)/減(-) 百分率 (2012 年 10 月- 2013 年 10 月)
出入口	4 267	4 269	+0.05%
零售	3 266	3 266	0.00%
品牌發展	88	88	0.00%
銷售及市場推廣	20 970	21 766	+3.80%
分銷	5 059	5 059	0.00%
生產	66	66	0.00%
採購	9 775	9 770	-0.05%
倉務	4 525	4 520	-0.11%
品質控制	1 456	1 451	-0.34%
產品設計	1 374	1 374	0.00%
技術支援	2 933	2 933	0.00%
場地管理	25	25	0.00%
<b>總計</b>	<b>53 804</b>	<b>54 587</b>	<b>+1.46%</b>

## 2013 年 10 月的額外人力需求

3.46 根據僱主預測的 2013 年 10 月人力增長及現有流失率，2013 年 10 月按職級劃分的出入口業及批發業預算額外人力需求分析見表 Z。

**表 Z 2013 年 10 月額外人力需求  
(按職級劃分)**

職級	2012 年 10 月的 僱員人數	僱主預測 2013 年 10 月的 人力增長	為填補流失空缺 而須增聘的 僱員人手 (%) <sup>2</sup>	2013 年 10 月 額外 人力需求 <sup>3</sup>	
<i>出入口業</i>					
經理級	49 952	-5	1 093	2.19	<b>1 088</b>
主任級	104 653	+568	1 420	1.36	<b>1 988</b>
文員／ 輔助人員級	205 451	-7	7 384	3.59	<b>7 377</b>
<b>小計</b>	<b>360 056</b>	<b>+556</b>	<b>9 897</b>	<b>2.75</b>	<b>10 453</b>
<i>批發業</i>					
經理級	3 162	0	23	0.73	<b>23</b>
主任級	10 814	0	19	0.18	<b>19</b>
文員／ 輔助人員級	26 942	-5	1 006	3.73	<b>1 001</b>
<b>小計</b>	<b>40 918</b>	<b>-5</b>	<b>1 048</b>	<b>2.56</b>	<b>1 043</b>
<b>總計</b>	<b>400 974</b>	<b>+551</b>	<b>10 945</b>	<b>2.73</b>	<b>11 496</b>

註：

- 1 各職級的僱員流失率。
- 2 「流失率」指因轉行、移居外地、退休、進修或其他原因離職的出入口或批發業僱員，佔業內僱員總數的百分率。
- 3 2013 年額外人力需求 = 僱主預測 2013 年 10 月的人力增長 + 為填補流失僱員而需增聘的人手  
假設全數補充流失僱員人數。



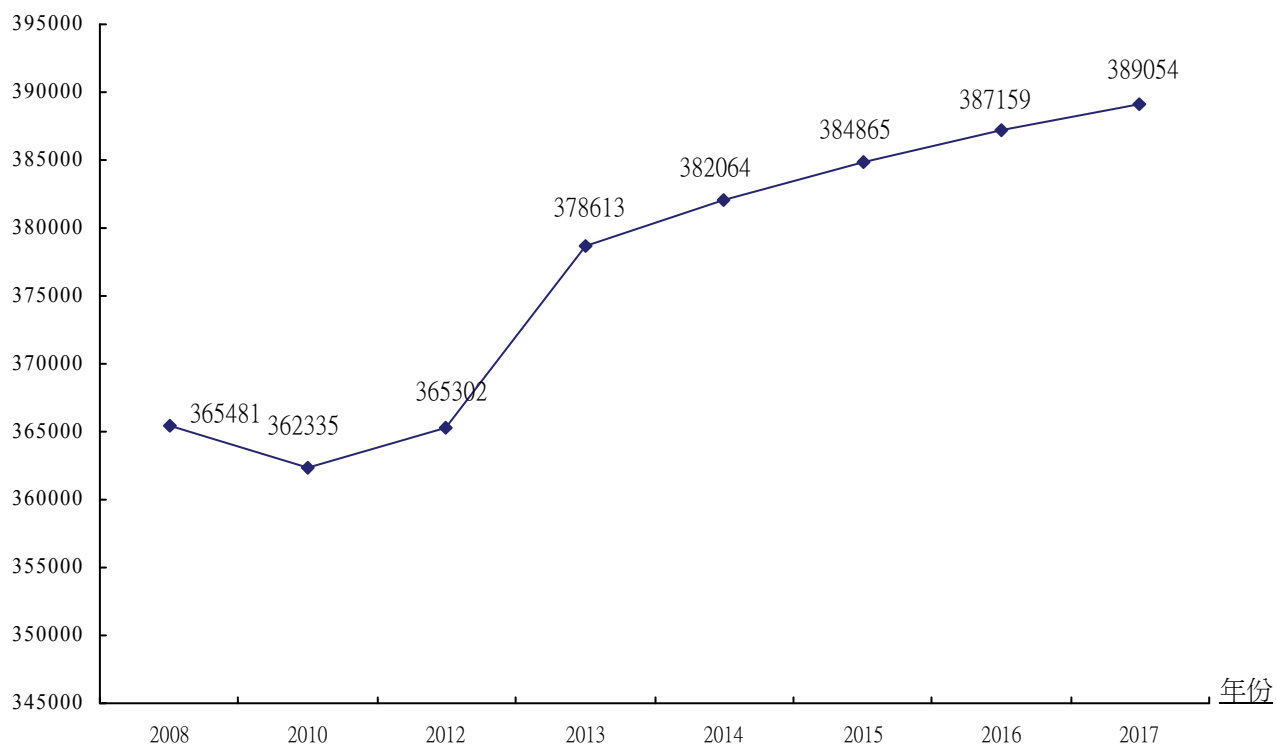
## 2013 至 2017 年的每年人力需求推算

3.47 本會採用了不同的方法預測未來五年出入口及批發業的人力需求。

3.48 出入口業方面，用以推算每年人力需求的是人力市場分析法。方法是由信譽可靠的獨立機構蒐集反映本港經濟、人口及勞動市場情況的主要統計數據／經濟指標，加以審視。之後，再以「主要因素分析」的變數篩選方法，從多個經濟指標中選取和決定變數／因數，從而建立統計模型並推算。2013 至 2017 年出入口業的人力推算（採用人力市場分析法）見圖 20，人力市場分析法的詳細剖析見附錄 21。

圖 20 2013 年至 2017 年出入口業人力推算  
(採用人力市場分析法)

人力需求



3.49 然而，人力市場分析法並不適用於批發業。因為過往 20 年批發業內相關人力數據大幅波動，沒跡可尋，因此並無經濟指標可作為主要因素去推算人力。

3.50 基於上述原因，本會考慮採用另外一個方法，名為調節過濾法作為推算批發業人力的基準。這個方法推算得出的 2013 至 2017 年批發業人力數字如下。

年份	實際數字	調節過濾法	僱主預測
2012	42 070	-	-
2013	-	42 775 (+ 1.68%*)	42 065 (- 0.01%*)
2014	-	43 005 (+ 0.54%**)	-
2015	-	43 180 (+ 0.41%**)	-
2016	-	43 313 (+ 0.31%**)	-
2017	-	43 413 (+ 0.23%**)	-

所有數字只包括技術僱員。

\* 與 2012 年實際人力數字比較的變動百分率。

\*\* 與前一年推算人力數字比較的變動百分率。

3.51 調節過濾法得出的數字 (+1.68%) 比僱主預測 (-0.01%) 更符合批發業整體業務前景，故本會決定採用調節過濾法作為 2013 年的推算結果。

## 2012 年回顧

3.52 環球經濟環境黯淡令外圍需求疲弱，而且歐債危機未解；主要先進經濟體復蘇乏力。受累於此，香港經濟放緩，在 2012 年錄得 1.4% 的輕微增長，較 2011 年的高於平均增長 (4.9%) 為低。

3.53 香港貨品總出口表現持續疲弱，2012 年出現微升，按年增長率為 1.3%，低於 2011 年 3.4% 的溫和增長。歐元區經濟倒退，美國經濟復蘇緩慢，均是最主要的影響。多個亞洲市場對歐盟的出口貿易明顯進一步下跌，而且出口情況持續疲弱，令生產放緩。因此，香港對印度、韓國、台灣和新加坡的出口貿易在 2012 年明顯下跌。

3.54 在全球經濟不明朗的情況下，中國經濟增長放慢，2012 年的按年增長率為 7.8%。政府在 2012 年下半年改變政策優次，把重點放於穩定經濟增長，而非遏抑通脹。及後，政府放寬銀行的貸款管制、加快建築項目審批，以及進一步推行稅款寬減。結果，經濟在 2012 年第四季加速增長了 7.9%。

3.55 根據季度報告，香港貨物的出口總量在去年第一季和第二季分別收縮了 5.2%和 0.2%，但由於中國經濟增長在 2012 年下半年加劇，香港貨物的總出口量在第三季和第四季的增長分別回升至 4.0%至 6.1%。故此，抵銷了上半年的下滑，令 2012 年整體獲得輕微增長。

3.56 環球經濟氣候不佳亦削弱了香港服務貿易出口。服務貿易出口在 2012 年錄得 1.2%的微量增長，較 2011 年的 4.9%為低。由於商品貿易疲弱，運輸和與貿易有關的服務輸出亦告下跌。此外，金融及商業服務亦受到經濟活動放緩及審慎的市場氣氛影響。

3.57 由於就業情況大致穩定和收入情況有所改善，本地需求在 2012 年仍然具韌力，為疲弱的外需帶來緩衝。私人消費開支在 2012 年的實質增長為 4.0%，仍遠較 2011 年的 9%為低。隨着本地經濟增長偏軟和外圍價格壓力緩和，通脹在 2012 年緩緩上昇。

3.58 在 2012 年，主要先進經濟體的外圍環境疲弱不穩。由於希臘政局緊張，西班牙銀行業問題浮現，歐元區主權債務危機在 5、6 月重燃。在歐洲中央銀行（「歐洲央行」）公布緊縮措施前，股票市場 5 月份全面暴跌。無論如何，債務危機變幻莫測，繼續困擾歐元區經濟前景。美國經濟失去動力，失業率攀升。為此，美國聯邦儲備局於 9 月中旬推出第三輪量化寬鬆計劃。市場氣氛轉弱對融資活動構成隱憂；受此影響，首次公開招股集資總額錄得 898 億元，收縮了 65%。

3.59 一直以來，批發業和零售業與入境旅遊業的關係非常密切。香港旅遊發展局顯示，來自世界各地的訪港旅客錄得約 4 860 萬人次的歷史新高，較 2011 年顯著上升了 16.0%。中國內地仍是最大的客源市場，其旅客總數達 3 490 萬人次，佔整體訪港旅客的 71.8%。由於環球經濟不明朗，訪港旅客消費審慎。批發業和零售業受到嚴重打擊。根據政府統計處（「統計處」）公布的業務收益指數所示，香港零售業在 2012 年第四季的增長為 7.6%，低於 2011 年同期的 23.3%。根據同一指數，批發業在 2012 年第四季的增長為 4.3%，低於 2011 年同期的 12.7%。

3.60 國際方面，香港繼續全新與新興市場加強貿易聯繫。香港與歐洲自由貿易聯盟（即冰島、列支敦士登、瑞士和挪威）簽署自由貿易協定，而協定已於 2012 年 10 月生效。香港與拉丁美洲國家智利在 9 月簽訂了首個自由貿易協定，並與俄羅斯交換意見，商討加強雙邊貿易與服務貿易的合作。自由貿易協定能促進更多貿易往來，帶來更強的外來投資，創造更多商機，令香港經濟增強。

3.61 表 AA 顯示過去幾年出入口業及批發業的人力轉變趨勢。

表 AA 出入口業及批發業的人力變化  
(2006 至 2012 年)

	僱員人數			
	2006	2008	2010	2012
<i>出入口業</i>				
技術僱員 (包括東主／獨資經營者 ／執行合夥董事)	329 910 (4.0%) <sup>+</sup>	362 771 (5.0%) <sup>*</sup>	358 949 (-0.5%) <sup>^</sup>	360 056 (0.2%) <sup>#</sup>
出入口業僱員總數	469 643 (2.6%) <sup>+</sup>	497 464 (3.0%) <sup>^</sup>	482 689 (-1.5%) <sup>^</sup>	489 838 (0.8%) <sup>#</sup>
<i>批發業</i>				
技術僱員 (包括東主／獨資經營者 ／執行合夥董事)	32 100 (0.4%) <sup>+</sup>	37 012 (7.7%) <sup>*</sup>	43 100 (8.2%) <sup>^</sup>	40 918 (-2.6%) <sup>#</sup>
批發業僱員總數	51 149 (-5.7%) <sup>+</sup>	60 773 (9.4%) <sup>*</sup>	65 215 (3.7%) <sup>^</sup>	63 372 (-1.4%) <sup>#</sup>

註：

- + 與 2005 年比較的年增長率。
- \* 2006 年至 2008 年的平均年增長率。
- ^ 2008 年至 2010 年的平均年增長率。
- # 2010 年至 2012 年的平均年增長率。

## 2013 年業務前景

3.62 根據統計處所述，香港經濟穩步擴展，在 2012 年取得 1.5%增長後，於 2013 年上半年錄得 3.1%的按年實質擴張。此外，考慮到經濟在 2013 年上半年按年實質增長 3.1%，以及全球經濟的下行風險略有減退，本地生產總值的增長預測於 2013 年 8 月時由 1.5 – 3.5%修正為 2.5 – 3.5%。

3.63 受歐債危機未解、主要先進經濟體復蘇緩慢等外圍形勢拖累，出入口貿易在 2012 年的增長放緩。轉口和入口貿易按價值計算在 2012 年分別僅錄得 3.2%和 3.9%的輕微增長，而港產品出口則下跌了 10.4%。香港在 2006 至 2012 年期間的進出口表現載列於下文表 BB：

表 BB 香港對外商品貿易數字

年份	入口		港產品出口		轉口	
	港元 (以百萬計)	年度增/ 減百分率	港元 (以百萬計)	年度增/ 減百分率	港元 (以百萬計)	年度增/ 減百分率
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6.0
2009	2 692 356	-11.0	15 574	-36.4	2 411 347	-11.8
2010	3 364 840	25.0	69 512	20.4	2 961 507	22.8
2011	3 764 596	11.9	65 662	-5.5	3 271 592	10.5
2012	3 912 163	3.9	58 830	-10.4	3 375 516	3.2

資料來源：政府統計處《服務業統計摘要》2013 年版。

3.64 香港 2013 年首季的出口仍受傳統市場需求疲弱所礙。香港銷往美國和歐盟的產品總值的年度增減百分率分別下跌了 1%和 4%。然而，值得注意的是，香港銷往中國內地的產品總值上升了 6%，佔香港總出口的 55%。反之，在 2013 年上半年，香港對歐盟、美國、東盟和日本的總出口分別佔整體的 9%、9%、7%及 4%。表 CC 顯示近年內地與香港之間的業務關係。

表 CC 中國內地佔香港全球貿易的比率

年份	內地貨品進口		港產品出口內地		港產品經內地轉口	
	港元 (以百萬計)	年度增/ 減百分率	港元 (以百萬計)	年度增/ 減百分率	港元 (以百萬計)	年度增/ 減百分率
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	20.4	1 566 999	22.8
2011	1 696 807	10.9	30 699	-1.7	1 716 056	9.6
2012	1 840 862	8.5	26 026	-15.2	1 831 732	6.7

資料來源：政府統計處《服務業統計摘要》2013年版。

3.65 由於歐洲財務狀況有所改善、美國經濟可望走上復蘇軌道，內地增長勢頭加強，以及亞洲多個經濟體的生產和出口活動有上升跡象，下行風險多少也會因而減低。因此，向前展望，環球經濟可望在 2013 年稍為改善。在 2013 年上半年，香港貨物出口增長按年上升 4.3%。整體貨物出口情況預期在 2013 年會有所改善。

3.66 然而，先進經濟體基調仍然疲弱，對經濟增長構成持續隱憂。先進經濟體的整體需求情況依然薄弱，而亞洲多個經濟體的出口繼續受挫。然而，內地經濟重拾較快增長步伐，應有穩定作用，可緩衝先進經濟體相對疲弱的最終需求。因此，環球貿易往來頗可能出現輕微增長，惟香港出口表現在 2013 年應難以有大幅反彈。

3.67 經過 2012 年的顯著放緩後，服務輸出預計在 2013 應會回復較快增長。按統計處資料所示，服務輸出在第二季的實際表現較佳，按價值計算的實質年度增進一步上調至 8.8%，較第一季增長 5.3% 為高。人民幣業務進一步發展，集資活動料會恢復，加上內地經濟增長前景較佳，都會帶動投資往來和跨境融資活動，金融及其他商用服務輸出因而可望重拾若干動力。另一方面，入境旅遊業興旺，應會推動旅遊服務輸出繼續穩健增長。

3.68 入息和就業條件較好，支撐起本地的消費情緒。因此，內部需求在 2013 年依然保持強勁。根據統計處資料所示，私人消費開支在第二季的按年實質增長進一步上升 4.2%。至於投資開支，在第二季亦錄得 6.9% 的顯著增幅，主因是機器及設備投資熾熱、大型公共基建工程（例如興建啟德郵輪碼頭第二個泊位、港鐵西港島綫和南港島綫等）進行得如火如荼所致。因此，本地需求在 2013 年大致會保持平穩。

3.69 勞工市場仍然處於全民就業狀態。工資和收入在近期亦續見增長。「法定最低工資」（「最低工資」）於 2011 年實施，其後至 2013 年 5 月，工資水平由每小時 28 元調整至每小時 30 元。根據統計處資料，隨着該制度實施，住戶入息中位數扣除通脹後實質上升 1.4%，而全職僱員平均就業收入升幅更大，實質升幅為 2.9%。這反映出勞工受惠於最低工資，薪酬由 2013 年 5 月起上調，導致了人力供求偏緊。由於上述的工資壓力，以及租金上升，本地商戶須承擔高昂的經營成本。

3.70 上海自由貿易區已於 2013 年 9 月 29 日開幕，從香港這個國際中心奪取了一些注視目光。待上海港口全面運作，特別是自由貿易區設立之後，相信香港商戶會面對激烈競爭。自由貿易區或會涉及金融規例的修訂；而較諸於國內類似措施，其開放規模更龐大，範圍更廣闊。不過，香港在世界經濟論壇《2013-2014 年世界競爭力報告》中的排名晉升兩位，名列第七，更連續 4 年在基建項目中蟬聯榜首，亦在金融市場發展方面取得首位。香港是全球最重要的金融中心之一，亦是一個最繁忙的港口，其領導地位不會立即受到上海的自由貿易協定威脅。但長遠而言，香港必須深入探討本身獨有的競爭優勢。畢竟，有競爭才會進步。

3.71 隨着中國和香港在 2012 年 6 月簽署《內地與香港關於建立更緊密經貿關係的安排》（「《安排》」）補充協議九，兩地經濟融合繼續加深。《安排》共有 43 項服務貿易開放和便利貿易投資的措施，用以加強兩地在金融和貿易投資便利化領域的合作，並進一步推動兩地專業人員資格互認。最近在 2013 年 8 月簽訂《安排》補充協議十，當中共有 73 項服務貿易開放和便利貿易投資的措施，當中包括 65 項服務貿易開放措施，以及 8 項加強兩地金融合作和便利貿易投資的措施。各項新措施有利香港服務業拓展內地市場，促進兩地經貿繼續合作發展。

3.72 為了應付未來的挑戰，《二零一三年施政報告》列出了數項措施，致力讓香港經濟可持續增長。例如，政府在成立經濟發展委員會（「經委會」）後，可透過這個新平台與市場力量合作，集思廣益推動經濟發展，提出策略及政策，檢視產業結構，以及研究扶助產業發展所需的措施。此外，政府成立金融發展局（「金發局」）會有利推動香港的金融服務業，以及配合中國金融市場走向國際；而設立香港駐武漢經濟貿易辦事處，能為內地港人和國內本地企業提供較佳的協助，而香港商會在內地設立展銷場地建立香港品牌形象時亦能提供援助。

3.73 促進貿易往來、推動經濟發展，對本港企業開拓新市場很重要。為此，香港與東南亞國家聯盟（「東盟」）同意尋求締結雙邊自由貿易協定，

配合香港與東盟十個成員國（即汶萊、柬埔寨、印尼、老撾、馬來西亞、緬甸、菲律賓、新加坡、泰國和越南）加強經濟伙伴關係的目標。東南亞是全球經濟增長最快的地區之一。有關自貿協定可促進東盟與香港的貿易和投資流動，為香港創造新的商機，並推動長遠經濟增長。商界除了開拓東南亞的潛在市場外，在拉丁美洲（例如墨西哥、智利、巴西、阿根廷和秘魯等）和中東（例如阿拉伯聯合酋長國、沙特阿拉伯和以色列等）等新興市場探索新領域和市場優勢，亦具備吸引力。

3.74 整體而言，全球貿易環境有望在 2013 年餘下時間內復原。歐債問題陰霾未散，仍有待解決，而美國經濟正漸漸恢復。內地經濟穩定增長，惟進度較慢。預期香港的經濟增長步伐一般，如外圍環境更加穩定，則有望在來年增強。

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資料來源：

1. 政府統計處
2. 香港貿易發展局
3. 香港特區政府經濟分析部
4. 《人民日報》
5. 《中國日報》
6. 《二零一三至一四財政年度政府財政預算案》
7. 《二零一三年施政報告》
8. 服務行業按季業務收益指數
9. 世界經濟論壇《2013-2014 年世界競爭力報告》
10. 香港政府 2013 年 8 月 29 日的新聞公報



## 第四章

### 建議

#### 培訓需求

4.1 本會建議根據出入口及批發業的人力調查結果，針對業內需求提供培訓。

4.2 根據第三章第 3.32 至 3.39 段的調查結果，業界估計在未來 12 個月，出入口及批發業將分別需要約 61 084 個和 7 437 個由僱主提供或資助的培訓名額。按職級劃分如下：

職級	2013 年僱主擬提供／資助的培訓名額	
	出入口業	批發業
經理級	12 585	595
主任級	21 653	2 078
文員／輔助人員級	26 846	4 764
<b>總計</b>	<b>61 084</b>	<b>7 437</b>

4.3 調查結果顯示，業界面對愈來愈多的挑戰，僱主是需要根據員工的訓練需求提供適當的培訓，以協助他們維持競爭力。

4.4 出入口業已制定資歷架構，相信這可為僱主及僱員提供定義清晰的資歷標準，以及明確的銜接階梯，協助進修人士規劃晉升途徑，實踐終身學習，業界定能因此而受惠。本會建議資歷架構秘書處（QFS）繼續向各持份者推廣這套資歷制度。

4.5 特區政府出資推行的「新技能提升計劃」（SUS Plus）及「持續進修基金」（CEF）能為內部培訓資源匱乏的中小企提供財政支援，安排在職培訓以符合行內的技能要求。因此，本會支持繼續推行這類計劃，以滿足業界的培訓需求，並建議政府考慮擴大 CEF 計劃的資助範圍和增加僱員的津貼金額。

4.6 僱員再培訓局（ERB）放寬入讀資格和增加培訓名額，對重返勞動市場有困難的待業人士會有幫助。本會亦支持有關措施。

4.7 本會支持把出入口業相關技能及中國國情課題納入新高中學制的「應用學習課程」中，協助學生理解出入口業的基礎理論及概念，並提供機會讓他們探索事業志趣。

## 培訓機構

4.8 加強與內地經濟的融合，是保持競爭力及求存之道。為此，必須有更多關於中國貿易、語文及業內專業技能等範疇的培訓。

4.9 除擴大培訓範圍外，本會亦建議職業訓練局（VTC）等培訓機構發展多元培訓模式，例如網上學習及單元儲修課程等，為因工時長而無法定時上課的僱員提供更靈活的安排。

4.10 除在職培訓外，亦不應忽視職前培訓，以便吸引更多合資格的年輕人入行。因此，培訓機構可在課程中加進基礎知識及待人處事技巧的培訓，協助學生畢業後更容易適應工作。

4.11 本會建議培訓機構開辦更多課程，例如品牌管理、語文、中國貿易、品質控制、廠房審核、國際進／出口條例及規則、本地貿易、創業技能、企業對企業電子商貿（B to B electronic commerce），以及企業對顧客電子商貿（B to C electronic commerce）等課程。相信這類技能及知識可加強僱員的競爭力，最終惠及僱主。

## 僱主

4.12 本會建議將業內專業技能及語文定為出入口及批發業的核心培訓範疇。為此，公司可邀請培訓機構為僱員設計「度身訂造」的課程，以滿足他們的培訓需要。

4.13 僱主的支持對僱員的培訓成效影響極大，本會建議僱主提供各類鼓勵措施，在可能的情況下給予補假、現金津貼或晉升機會，以吸引僱員參加及完成培訓課程。

## 僱員

4.14 為善用各界的培訓力量及資源，僱員的心態亦同樣重要。他們應該致力培養遠大目光，明白終身學習的重要。僱員需準備好面對行內需求的轉變，方可在競爭激烈的出入口及批發業中保持不敗。

## 未來人力調查

4.15 本會建議繼續每兩年進行一次人力調查，讓持份各方更了解出入口業及批發業的人力情況，預計未來轉變，並積極配合。

## Appendices

## 附錄



**VOCATIONAL TRAINING COUNCIL**  
**Terms of Reference of Training Boards**

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

## 職業訓練局

### 訓練委員會職權範圍

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

**IMPORT/EXPORT and WHOLESALE TRADES TRAINING BOARD**

**MEMBERSHIP LIST**

**Chairman**

Mr PAU Kit-kwan, Benson (nominated by the Hong Kong General Chamber of Commerce)

**Members**

Mr AU YOUNG Hung-man\* (nominated by the Hong Kong Chinese Importers' & Exporters' Association)

Dr CHAN Kwok-man, Edward (ad personam)

Mr CHAU Kwok-ming, Joe (nominated by a small and medium business association)

Mr CHOY Wai-shek, Raymond, MH JP (nominated by the Chinese General Chamber of Commerce)

Dr CHU Dominic<sup>+</sup> (ad personam)

Ms FUNG Ka-pik, Florence (nominated by a large import/export firm)

Ms HO Kit-kwai, Paula\* (ad personam)

Ms LAU Carrie (The Chartered Institute of Purchasing and Supply (HK Branch))

Dr LAU Kin-wah, Kevin, JP (nominated by the Chinese Manufacturers' Association of Hong Kong)

Mr Wilson LEE<sup>+</sup> (nominated by the Hong Kong Exporters' Association)

Mr Stephen LIANG<sup>#</sup> (nominated by the Hong Kong Trade Development Council)

Dr MAK Wai-ming, Mac (nominated by a tertiary institution)

Mr PAK Kwok-ming (nominated by a trade union)

Ms SIU Po-sim, Katherine\* (nominated by the Federation of Hong Kong Industries)

Mr SUN Brian*	(nominated by the Hong Kong Exporters' Association)
Mr WONG Hoi-ming, Alan <sup>△</sup>	(nominated by the Employers' Federation of Hong Kong)
Mr WONG Tsz-wan, Byron <sup>+</sup>	(nominated by the Hong Kong Chinese Importers' & Exporters' Association)
Mr YAU Desmond <sup>+</sup>	(nominated by the Federation of Hong Kong Industries)
Mr NG Ka-lok, Eric	(representing the Director-General of Trade and Industry)
Ms KEA Chi-shun, Josephine	(representing the Executive Director of the Vocational Training Council)

In Attendance

Mr CHOI Man-wai, Joseph	(Hong Kong Institute of Vocational Education)
Mr WONG Tat-lam, William	(Business Services Centre)

Secretary

Mr LEUNG Kim-hang, Leslie <sup>^</sup>	(Vocational Training Council)
Ms WONG Szee-ving, Venus <sup>@</sup>	(Vocational Training Council)

- \* Appointment term expired on 31<sup>st</sup> March 2013
- + Appointment term commenced on 1<sup>st</sup> April 2013
- # Appointment term commenced on 1<sup>st</sup> November 2012
- △ Appointment term commenced on 1<sup>st</sup> August 2013
- ^ Appointment term ended on 16 June 2013
- @ Appointment term commenced on 17 June 2013



## 出入口及批發業訓練委員會

### 委員名單

#### 主席

鮑潔鈞先生 (香港總商會提名)

#### 委員

歐陽雄萬先生\* (香港中華出入口商會提名)  
 陳國民博士 (獨立人士)  
 巢國明先生 (中小型企業商會提名)  
 蔡偉石先生 MH JP (香港中華總商會提名)  
 朱俊豪博士<sup>+</sup> (獨立人士)  
 馮家碧女士 (某大型出入口公司提名)  
 何結葵女士\* (獨立人士)  
 劉家慧女士 (英國特許採購及供應學會(香港分會)提名)  
 劉健華博士, JP (香港中華廠商聯合會提名)  
 李光正先生<sup>+</sup> (香港出口商會提名)  
 梁國浩先生<sup>#</sup> (香港貿易發展局提名)  
 麥偉明博士 (本地某大學提名)  
 白國明先生 (某工會組織提名)  
 蕭寶嬋女士\* (香港工業總會提名)  
 孫騰章先生\* (香港出口商會提名)  
 王海銘先生<sup>△</sup> (香港僱主聯合會提名)  
 王紫雲先生<sup>+</sup> (香港中華出入口商會提名)  
 丘文興先生<sup>+</sup> (香港工業總會提名)  
 吳家樂先生 (工業貿易署署長代表)  
 祁志純女士 (職業訓練局執行幹事代表)

#### 列席者

蔡文偉先生 (香港專業教育學院)  
 黃達霖先生 (企業人才培訓中心)

#### 秘書

梁劍衡先生<sup>^</sup> (職業訓練局)  
 黃思穎女士<sup>@</sup> (職業訓練局)

\* 任期於 2013 年 3 月 31 日屆滿

+ 任期於 2013 年 4 月 1 日開始

# 任期於 2012 年 11 月 1 日開始

△ 任期於 2013 年 8 月 1 日開始

^ 任期於 2013 年 5 月 20 日完結

@ 任期於 2013 年 5 月 21 日開始

**WORKING GROUP ON 2012 MANPOWER SURVEY**

**MEMBERSHIP LIST**

Convener

Dr LAU Kin-wah, Kevin, JP (Chinese Manufacturers' Association of Hong Kong)

Members

Mr AU YOUNG Hung-man\* (Hong Kong Chinese Importers' & Exporters' Association)  
*(up to 31 March 2013)*

Mr WONG Tsz-wan, Byron<sup>+</sup> (Hong Kong Chinese Importers' & Exporters' Association)  
*(since 1 April 2013)*

Mr CHAU Kwok-ming, Joe (Hong Kong General Chamber of Small and Medium Business)

Ms FUNG Ka-pik, Florence (Li & Fung (Trading) Ltd.)

Dr MAK Wai-ming, Mac (Hong Kong Polytechnic University)

Ms KEA Chi-shun, Josephine (Vocational Training Council)

Mr WONG Tat-lam, William (Business Services Centre)

In Attendance

Mr CHAN Chi-hung, Dickson (Census and Statistics Department)

Mr FUNG Yan-kin, Kenneth (Census and Statistics Department)

Ms LAI Yuk-ling, Carly (Census and Statistics Department)

Ms LI Hon-ling, Ada (Census and Statistics Department)

Secretary

Mr LEUNG Kim-hang, Leslie (Vocational Training Council)  
*(up to 16 June 2013)*

Mr WONG Szee-ving, Venus (Vocational Training Council)  
*(since 17 June 2013)*

## 2012 年人力調查工作小組

### 委員名單

#### 召集人

劉健華博士, JP (香港中華廠商聯合會)

#### 委員

歐陽雄萬先生\* (香港中華出入口商會)

(至 2013 年 3 月 31 日)

王紫雲先生<sup>+</sup> (香港中華出入口商會)

(由 2013 年 4 月 1 日)

巢國明先生 (香港中小型企業總商會)

馮家碧女士 (利豐(貿易)有限公司)

麥偉明博士 (香港理工大學)

祁志純女士 (職業訓練局)

黃達霖先生 (企業人才培訓中心)

#### 列席者

陳志雄先生 (政府統計處)

馮恩健先生 (政府統計處)

黎玉玲女士 (政府統計處)

李漢玲女士 (政府統計處)

#### 秘書

梁劍衡先生 (職業訓練局)

(至 2013 年 6 月 16 日)

黃思穎女士 (職業訓練局)

(由 2013 年 6 月 17 日)

**IN-DEPTH INTERVIEWS ON 2012 MANPOWER SURVEY**

**PARTICIPANT LIST**

Mr CHAN Ron	(Hong Kong Shippers' Council)
Mr CHAU Kwok-ming, Joe	(Hong Kong General Chamber of Small and Medium Business Ltd.)
Mr CHOY Wai-shek, Raymond, MH JP	(Chinese General Chamber of Commerce)
Mr LAM Joe	(Federation of Hong Kong Industries)
Mr LEUNG Siu-yin, Jackson	(Chinese Manufacturers' Association of Hong Kong)
Mr TING Ivan	(Hong Kong Exporters' Association)

**Secretary**

Ms WONG Szee-ving, Venus	(Vocational Training Council)
--------------------------	-------------------------------

## 2012 年人力調查深入訪談人士名單

陳永亮先生	(香港付貨人委員會)
巢國明先生	(香港中小型企業總商會)
蔡偉石先生, MH JP	(香港中華總商會)
林新鴻先生	(香港工業總會)
梁兆賢先生	(香港中華廠商聯合會)
丁天立先生	(香港出口商會)
 <b>秘書</b>	
黃思穎女士	(職業訓練局)

Headquarters Division 2 總辦事處二科  
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong  
香港新界青衣島青衣路20A號6樓  
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真 (852) 2574 3759

Our Reference 本局檔號 IEW/4/2/12

Your Reference 來函檔號



17 October 2012

Dear Sir/Madam,

**2012 Manpower Survey of the Import/Export Trades**

The Import/Export and Wholesale Trades Training Board of the Vocational Training Council (VTC) is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to be responsible for matters pertaining to manpower training in the import/export and wholesale trades. The Training Board will conduct the 2012 Manpower Survey of the Import/Export and Wholesale Trades from 24 October 2012 to 23 November 2012 to assess the latest manpower situation and training needs, so that the Training Board could formulate appropriate recommendations on manpower training for the import/export trades. On behalf of the VTC, I am writing to solicit your kind cooperation in the survey.

---- I enclose the following documents in both English and Chinese for your completion and reference:

1. The questionnaire (Appendix A);
2. Explanatory notes (Appendix B); and
3. Descriptions of principal jobs (Appendix C).

During the survey period, an interviewing officer from the Census and Statistics Department will contact your office. The officer will answer any questions you may have, and assist in the completion of the questionnaire, if necessary.

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 companies.

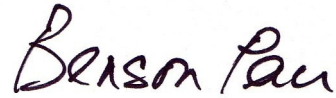
You are welcome to download the previous Manpower Survey Reports of the Import/Export and Wholesale Trades from the VTC website at <http://ietb.vtc.edu.hk>. The 2012 Manpower Survey Report will be uploaded onto the website when it is ready.



Should you have any questions regarding the survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8324.

Thank you for your cooperation.

Yours faithfully,

A handwritten signature in black ink that reads "Benson Pau". The signature is written in a cursive style with a large initial 'B'.

(Benson PAU)  
Chairman  
Import/Export and Wholesale Trades Training Board

Headquarters Division 2 總辦事處二科  
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong  
香港新界青衣島青衣路20A號6樓  
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真 (852) 2574 3759

Our Reference 本局檔號 IEW/4/2/12

Your Reference 來函檔號



執事先生／女士：

### **2012 年出入口業人力調查**

職業訓練局屬下出入口及批發業訓練委員會是由香港特別行政區政府行政長官委任，負責出入口及批發業的人力訓練事宜。為評估本港出入口業最新的人力情況及訓練需要，以便制定合適的人力訓練建議，本委員會將於 2012 年 10 月 24 日至 2012 年 11 月 23 日期間進行 2012 年出入口及批發業人力調查。本人謹代表職業訓練局懇請閣下惠予合作，提供協助。

---- 現隨函附上下列中英文對照文件，以供參閱填寫：

1. 調查表（附錄 A）；
2. 調查表附註（附錄 B）；及
3. 主要職務工作說明（附錄 C）。

調查期間，政府統計處職員將聯絡 貴公司，解答有關問題，並協助填寫調查表。

調查所得資料絕對保密，並只發表摘要統計數字，不會提及個別公司。

本訓練委員會歡迎 貴公司下載過往之出入口及批發業人力調查報告。是次人力調查報告書將會上載至本局網頁，網址為 <http://ietb.vtc.edu.hk>。





如對是次調查有任何查詢，請致電 2116 8324 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

Handwritten signature in black ink, reading '鮑潔鈞'.

出入口及批發業訓練委員會主席  
鮑潔鈞

2012 年 10 月 17 日

**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 2012 MANPOWER SURVEY OF THE IMPORT/EXPORT TRADES**  
二零一二年出入口業人力調查

**QUESTIONNAIRE**  
調查表

*PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE*  
填表前，請參閱附註

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

NAME OF COMPANY: \_\_\_\_\_  
公司名稱

ADDRESS: \_\_\_\_\_  
地址

TYPE OF PRODUCTS/SERVICES: \_\_\_\_\_  
產品 / 服務種類

TOTAL NUMBER OF PERSONS ENGAGED: \_\_\_\_\_  
僱員總人數

NAME OF PERSON TO CONTACT: \_\_\_\_\_  
聯絡人姓名

POSITION: \_\_\_\_\_  
職位

TEL. NO.: \_\_\_\_\_  
電話

FAX NO.: \_\_\_\_\_  
圖文傳真

E-MAIL: \_\_\_\_\_  
電郵

**PART I 第一部份**

(A) Job 職務  (See Appendix C) (參閱附錄C)		(B) Average Monthly Income  每月平均 收入	(C) Number of Employees at Date of Survey 現有的 僱員人數	(D) No. of Vacancies at Date of Survey 現有的 的空缺額	(E) Forecast No. of Employees 12 Months from Now 預計 十二個月後 的僱員人數	(F) Preferred Level of Education  僱員宜有的 教育程度	(G) Preferred Relevant Years of Experience  僱員宜有的 相關年資	<b>Coding Descriptions for Part I</b> <b>第一部份編號說明</b>
Title 職稱	Rec. Type	Job Code 職務編號	Code <sup>(i)</sup> 編號 <sup>(i)</sup>			Code <sup>(ii)</sup> 編號 <sup>(ii)</sup>	Code <sup>(iii)</sup> 編號 <sup>(iii)</sup>	(i) Enter in Column (B) the employee's average monthly income range according to the following codes: 請將僱員的每月平均收入幅度，按下列編號填入(B)欄內：  Code      Average Monthly Income Range 編號      每月平均收入幅度  1      Over \$70,000 以上 2      \$50,001 - \$70,000 3      \$30,001 - \$50,000 4      \$20,001 - \$30,000 5      \$10,001 - \$20,000 6      \$8,001 - \$10,000 7      Under \$8,001 以下  (ii) Enter in Column (F) the preferred level of education which an employee should have according to the following codes: 請將僱員宜有的教育程度，按下列編號填入(F)欄內：  Code      Preferred Level of Education 編號      宜有的教育程度  1      Professional Qualification 專業資格  2      University Degree or above 大學學位或以上  3      Associate Degree/Professional Diploma/Higher Diploma/Higher Certificate or equivalent 副學士學位/專業文憑/高級文憑/高級證書或同等學歷  4      Diploma/Certificate or equivalent 文憑/證書或同等學歷  5      Secondary 6 to Secondary 7 中六至中七  6      Secondary 4 to Secondary 5 中四至中五  7      Secondary 3 or below 中三或以下  (iii) Enter in Column (G) the preferred relevant years of experience which an employee should have according to the following codes: 請將僱員宜有的相關年資，按下列編號填入(G)欄內：  Code      Preferred Relevant Years of Experience 編號      宜有的相關年資  1      10 years or more 十年或以上  2      6 years to less than 10 years 六年至十年以下  3      3 years to less than 6 years 三年至六年以下  4      1 year to less than 3 years 一年至三年以下  5      Less than 1 year 一年以下
		8-10	11	12-15	16-18	19-22	23	
1.	2							
2.	2							
3.	2							
4.	2							
5.	2							
6.	2							
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27.	2							
28.	2							
29.	2							
30.	2							
31.	2							
32.	2							

Note : If additional lines are necessary, please tick here  and enter on supplementary sheet(s).  
 附註： 如此頁填滿，請先將(✓)號填入此內，然後在附頁繼續填寫。

**PART II**  
第二部份

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Est. No. \_\_\_\_\_

ER No. \_\_\_\_\_

**Internal Promotion**  
內部晉升

Q1. Number of import/export trades employees internally promoted during the past 12 months:

過去十二個月內內部晉升的出入口業僱員人數：

- |   |   |  |  |  |  |
|---|---|--|--|--|--|
| (a) From Supervisory Level to Managerial Level<br>由主任級晉升為經理級                        | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table><br>8  |  |  |  |  |
|   |   |  |  |  |  |
| (b) From Clerical / Operative Support Level to Supervisory Level<br>由文員／輔助人員級晉升為主任級 | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table><br>11 |  |  |  |  |
|   |   |  |  |  |  |
| (c) From Others to Clerical / Operative Support Level<br>由其他職位晉升為文員／輔助人員級           | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table><br>14 |  |  |  |  |
|   |   |  |  |  |  |

**Employees' Whereabouts After Leaving the Company**  
離職僱員去向

Q2. Number of import/export trades employees leaving your company during the past 12 months by whereabouts:

過去十二個月內離職的出入口業僱員人數（按去向分類）：

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級												
(a) Taking up import/export trades related jobs (Including starting own business in related trades) 從事與出入口業有關的工作（包括創業）	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 17					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 20					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 23				
(b) Taking up non-import/export trades related jobs (Including starting own business in non-import/export trades) 從事與出入口業無關的工作（包括創業）	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 26					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 29					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 32				
(c) Emigration, retirement or further studies 移民、退休或進修	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 35					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 38					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 41				
(d) Others (Please specify) 其他（請註明） _____	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 44					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 47					<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> 50				

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Q2 

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56

**Local Import/Export Trades Employees Deployed to Work in the mainland of China**  
**本港出入口業僱員被派遣往中國內地工作的情況**

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 此欄毋須填寫

- Q3. (a) Does your company deploy any local import/export trades employees to work in the Mainland?  
 貴公司是否有派遣本港出入口業僱員前往內地工作?

Yes 有

Please go to Q3(b)  
 請答第3(b)題

No 沒有

Please go to Q4  
 請答第4題

58

- (b) If yes, please give the number of local employees deployed to work in the Mainland.  
 如有，請說明被派遣前往內地工作的本港僱員人數。

**Local Employees Deployed to Work in the Mainland**  
**(As in October 2012)**  
 二零一二年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> <sup>*(1)</sup> 長駐 <sup>*(1)</sup>	<u>Travelling Basis</u> <sup>*(2)</sup> 非長駐 <sup>*(2)</sup>
(i) Managerial Level 經理級	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 59	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 62
(ii) Supervisory Level 主任級	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 65	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 68
(iii) Clerical and Operative Support Level 文員及輔助人員級	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 71	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 74

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77

78

\* (1) "Employees working in the Mainland on a stationed basis" refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

\* (2) "Employees working in the Mainland on a travelling basis" refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

**Impact on Manpower Requirements in Respect of Functions Moved Outside Hong Kong in the Past 12 Months**  
在過去十二個月內，工種遷離香港對人力需求的影響

Q4. Has your company moved any functions, wholly or partially, to other places outside Hong Kong in the past 12 months?  
貴公司在過去十二個月內，有否把全部或部分工種遷離香港？

Yes 有

No 沒有

Please answer Q4(a), (b) & (c)  
請答第4(a), (b)及(c)題

Please go to Q5  
請答第5題

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79

(a) Types of functions that have been moved (more than one function may be chosen)  
遷離工種的類別（可選超過一項）

80 Quality Control  
品質控制

81 Merchandising  
辦貨

82 Warehousing  
倉務

83 Shipping  
船務

84 Accounting  
會計

85 Research and Development  
研究及發展

86 Export and Marketing  
出口及市場推廣

87 Computer Data Entry  
電腦資料輸入

88 Sales and Customer Services  
銷售及客戶服務

89 Logistics  
物流

90 Others (Please specify)  
其他（請註明）

91

(b) To where? (May choose more than one place)  
遷往何地? (可選超過一個地區)

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92 The mainland of China  
中國內地

93 Eastern China (For example: Fujian, Jiangsu, Shandong, Shanghai, Zhejiang, etc)  
華東 (例如: 福建、江蘇、山東、上海、浙江等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

94 Southern China (For example: Dongguan, Foshan, Guangzhou, Shenzhen, Zhuhai, etc)  
華南 (例如: 東莞、佛山、廣州、深圳、珠海等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

95 Western China (For example: Chongqing, Qinghai, Sichuan, Xinjiang, Yunnan, etc)  
華西 (例如: 重慶、青海、四川、新疆維吾爾自治區、雲南等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

96 Northern China (For example: Beijing, Gansu, Shaanxi, Shanxi, Tianjin, etc)  
華北 (例如: 北京、甘肅、陝西、山西、天津等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

97 Central China (For example: Henan, Hubei, Hunan, etc)  
華中 (例如: 河南、湖北、湖南等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

98 Asia  
亞洲

99 America  
美洲

## Europe  
歐洲

## Africa  
非洲

## Other Places (Please specify)  
其他地區 (請註明)

103

(c) Additional number of employees that have been recruited as a result  
因而已額外聘請的員工人數

	0	1-20	21-50	51-100	Over 100 超過100人
(i) <u>From Hong Kong</u> 從香港招聘	<input type="checkbox"/> 104	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107	<input type="checkbox"/> 108
(ii) <u>From the Mainland</u> 從內地招聘	<input type="checkbox"/> 109	<input type="checkbox"/> 110	<input type="checkbox"/> 111	<input type="checkbox"/> 112	<input type="checkbox"/> 113
(iii) <u>From Other Places</u> 從其他地方招聘	<input type="checkbox"/> 114	<input type="checkbox"/> 115	<input type="checkbox"/> 116	<input type="checkbox"/> 117	<input type="checkbox"/> 118

119

**Impact on Manpower Requirements in Respect of Functions Moved Outside Hong Kong in the Next 12 Months**  
在未來十二個月內，工種遷離香港對人力需求的影響

Q5. Will your company move any functions, wholly or partially, to other places outside Hong Kong in the next 12 months?

貴公司會否於未來十二個月內，把全部或部分工種遷離香港？

Yes 會

No 不會

Please answer Q5(a), (b) & (c)  
請答第5(a), (b)及(c)題

Please go to Q6  
請答第6題

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120

(a) Types of functions to be moved (more than one function may be chosen)  
遷離工種的類別（可選超過一項）

Quality Control  
121 品質控制

Merchandising  
122 辦貨

Warehousing  
123 倉務

Shipping  
124 船務

Accounting  
125 會計

Research and Development  
126 研究及發展

Export and Marketing  
127 出口及市場推廣

Computer Data Entry  
128 電腦資料輸入

Sales and Customer Services  
129 銷售及客戶服務

Logistics  
130 物流

Others (Please specify)  
131 其他（請註明）

132



(b) To where? (May choose more than one place)  
遷往何地? (可選超過一個地區)

133 The mainland of China  
中國內地

134 Eastern China (For example: Fujian, Jiangsu, Shandong, Shanghai, Zhejiang, etc)  
華東 (例如: 福建、江蘇、山東、上海、浙江等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

135 Southern China (For example: Dongguan, Foshan, Guangzhou, Shenzhen, Zhuhai, etc)  
華南 (例如: 東莞、佛山、廣州、深圳、珠海等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

136 Western China (For example: Chongqing, Qinghai, Sichuan, Xinjiang, Yunnan, etc)  
華西 (例如: 重慶、青海、四川、新疆維吾爾自治區、雲南等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

137 Northern China (For example: Beijing, Gansu, Shaanxi, Shanxi, Tianjin, etc)  
華北 (例如: 北京、甘肅、陝西、山西、天津等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

138 Central China (For example: Henan, Hubei, Hunan, etc)  
華中 (例如: 河南、湖北、湖南等地區)  
(Please specify names of places :  
請註明地區名稱 : \_\_\_\_\_ )

139 Asia  
亞洲

140 America  
美洲

141 Europe  
歐洲

142 Africa  
非洲

143 Other Places (Please specify)  
其他地區 (請註明)

144

(c) Additional number of employees to be recruited as a result  
因而會額外聘請的員工人數

	0	1-20	21-50	51-100	Over 100 超過100人
(i) <u>From Hong Kong</u> 從香港招聘	<input type="checkbox"/> 145	<input type="checkbox"/> 146	<input type="checkbox"/> 147	<input type="checkbox"/> 148	<input type="checkbox"/> 149
(ii) <u>From the Mainland</u> 從內地招聘	<input type="checkbox"/> 150	<input type="checkbox"/> 151	<input type="checkbox"/> 152	<input type="checkbox"/> 153	<input type="checkbox"/> 154
(iii) <u>From Other Places</u> 從其他地方招聘	<input type="checkbox"/> 155	<input type="checkbox"/> 156	<input type="checkbox"/> 157	<input type="checkbox"/> 158	<input type="checkbox"/> 159

160

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**Manpower Training and Development Plan**  
**人力培訓及發展計劃**

Q6. How many import/export trades employees (in terms of man-times) will you plan to provide/sponsor training in the next 12 months? (May choose more than one type of skills)

在未來十二個月內，貴公司會計劃提供／資助培訓給多少名出入口業僱員（以人次計）？  
 （可選超過一種技能類別）

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
<b><u>Management Skills</u></b> 管理技能			
(a) Business Development and Management 商務發展及管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 161	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 164	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 167
(b) Supply Chain Management 供應鏈管理	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 170	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 173	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 176
(c) Supervisory Skills 督導技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 179	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 182	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 185
(d) Legal Knowledge 法律知識	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 188	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 191	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 194
(e) Marketing 市場學	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 197	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 200	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 203
<b><u>Trade Specific Skills</u></b> 業內專業技能			
(f) International Trade and Practices 國際貿易實務	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 206	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 209	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 212
(g) Transport and Logistics 運輸與物流	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 215	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 218	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 221
(h) Product Development 產品開發	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 224	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 227	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 230
(i) Graphic Design 平面設計	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 233	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 236	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 239
(j) Merchandising 辦貨	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 242	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 245	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 248
(k) Sales Technique 銷售技術	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 251	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 254	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 257
(l) Customer Relationship 客戶關係	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 260	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 263	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 266
(m) Product Knowledge 產品知識	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 269	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 272	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 275
(n) Quality Control 品質控制	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 278	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 281	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 284
(o) Compliance 準則審核	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 287	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 290	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 293
<b><u>IT Skills</u></b> 資訊科技技能			
(p) e-Commerce Knowledge and Applications 電子商貿的知識及應用	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 296	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 299	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 302
(q) Basic Computer Operation Skills including Chinese Input Method 運用電腦基本技能包括中文輸入法	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 305	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 308	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 311
(r) Web Design 網頁設計	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 314	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 317	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 320

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
<u>China-related Knowledge and World Vision</u> 有關中國的知識及世界視野			
(s) China Trade Business 中國貿易	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 323	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 326	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 329
(t) Laws and Regulatory Restrictions for Access to China's Market 進入中國市場的法律和規條限制	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 332	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 335	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 338
(u) World Vision 世界視野	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 341	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 344	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 347
<u>Language Skills</u> 語文技能			
(v) Spoken English 英語會話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 350	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 353	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 356
(w) Written English 英語書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 359	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 362	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 365
(x) Written Chinese 中文書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 368	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 371	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 374
(y) Putonghua 普通話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 377	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 380	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 383
(z) Japanese 日文	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 386	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 389	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 392
(aa) Russian 俄語	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 395	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 398	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 401
<u>Personal Development Skills</u> 個人發展技能			
(ab) Presentation 表達	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 404	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 407	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 410
(ac) Interpersonal Communication 人際溝通	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 413	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 416	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 419
(ad) Negotiation 協商	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 422	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 425	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 428
<u>Others (Please specify)</u> 其他（請註明）			
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 431	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 434	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 437
<u>For Official Use Only</u> 此欄毋須填寫	<input type="checkbox"/> 440	<input type="checkbox"/> 441	<input type="checkbox"/> 442
Q6	<input type="checkbox"/> 443		

End of questionnaire. Thank you for your co-operation.  
問卷完，多謝合作

Please tick the appropriate box if your company wants a complimentary copy of the 2012 Manpower Survey Report of the Import/Export Trades.

如貴公司欲收到二零一二年出入口業人力調查報告贈閱版，請於適當的方格內加上（✓）號。

  
444

CD-ROM 光碟

  
445

Email 電郵

**2012 Manpower Survey of the Import/Export Trades**  
二零一二年出入口業人力調查

**Explanatory Notes**  
附註

**Part I**

第一部份

1. Please complete the columns ('A' to 'G') of the questionnaire and insert a zero ( 0 ) for any column not applicable to your company.

請填寫表內 (A) 至 (G) 欄，並在貴公司不適用的各欄內填入符號 (0)。

2. **Column 'A' - Job Titles**

(A) 欄 – 職稱

- (a) Please refer to Appendix C "Job Descriptions for Principal Jobs in the Import/Export Trades". Please note that some of the job titles may not be the same as those used in your company, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.

請參閱附錄C「出入口業主要職務工作說明」。表內部分職稱可能與貴公司所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。

- (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.

請根據僱員的主要職務分類，而不以其兼任的其他職務分類。

- (c) Please add titles of employees which are not mentioned in Appendix C but their duties require import/export trades training, and briefly describe them in respect of the appropriate job levels.

如貴公司有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受出入口業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column 'B' - Average Monthly Income

(B) 欄 – 每月平均收入

Refer to “Coding Descriptions for Part I(i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明(i)」的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column 'C' - Number of Employees at Date of Survey

(C) 欄 – 現有的僱員人數

Please fill in the total number of employees against each principal job at date of survey. The permanent employees include all those under the company's payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

請填入每一主要職務的現有僱員人數。長期僱員包括在貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column 'D' - Number of Vacancies at Date of Survey

(D) 欄 – 現有的空缺額

Please fill in the number of existing vacancies against each principal job at date of survey. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit.

請填入每一主要職務現有的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

6. Column 'E' - Forecast Number of Employees 12 Months from Now

(E) 欄 – 預計十二個月後的僱員人數

The forecast number of employees means the number of employees your company will be employing 12 months from now. The number given could be more/less than that in column 'C' if an expansion/contraction is expected.

預計僱員人數指貴公司在十二個月後預計聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於(C)欄。

7. Column 'F' - Preferred Level of Education

(F) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I(ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(ii)」的編號，填入貴公司認為各類別職位的僱員宜具備的教育程度。

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

(G) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I(iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(iii)」的編號，填入貴公司認為各類別職位的僱員宜具備的相關工作年資。

Part II

第二部份

9. Internal Promotion

內部晉升

An internal promotion is the promotion of an employee to a higher job level by virtue of his/her performance or abilities. In Q1, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the company during the past 12 months, only the last and one promotion should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於Q1填寫過去十二個月內，公司內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於貴公司晉升多過一次，只需計算最後一次晉升在調查表內。

10. Employees' Whereabouts After Leaving the Company

離職僱員去向

Please fill in the number of import/export trades employees who had left your company during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的出入口業僱員人數。

### 11. Local Import/Export Trades Employees Deployed to Work in the mainland of China

本港出入口業僱員被派遣往中國內地工作的情況

- (a) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (b) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

### 12. Impact on Manpower Requirements in Respect of Functions Moved Outside Hong Kong in the Past 12 Months and in the Next 12 Months

在過去十二個月內及未來十二個月內，工種遷離香港對人力需求的影響

Please indicate which types of functions were/will be moved outside Hong Kong in the past/next 12 months; the places where the functions were/will be moved to; and the additional number of employees that have been/will be recruited as a result.

請填寫在過去／未來十二個月內，已／將會遷離香港的工種類別、已／將會遷往何地及因而已／將會額外聘請的員工數目。

### 13. Manpower Training and Development Plan

人力培訓及發展計劃

Please fill in the number of import/export trades employees (in terms of man-times) against each type of skills that your company will provide/sponsor training in the next 12 months.

請填寫貴公司在未來十二個月內，將會計劃提供／資助培訓予出入口業僱員的人數（以人次計）。

**Job Descriptions for Principal Jobs in the Import/Export Trades**

**出入口業主要職務工作說明**

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL (including Senior and Assistant Managers)</b> 經理級(包括高級及助理經理)		
101	General Manager  總經理	Assumes total responsibility of a company and has other managers/executives as direct subordinates.  承擔公司的全部責任，直接管理其他經理及行政人員。
102	Research and Development Manager; Product Development Manager; Design Manager; Chief Designer; Engineering Manager; Application Manager   研究及開發經理； 產品開發經理； 設計經理； 首席設計師； 工程經理； 應用經理	Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customer. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, QA and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design conceptions with subordinates and inspires their creativity.  負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和公司內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就產品、生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。



Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
103	Shipping Manager  出入口／船務經理	Takes charge of the operation of logistics, import and/or export division/section. Liaises with customers, agents, distributors, and insurance, shipping and other companies. Ensures proper preparation and submission of import/export, shipping and relevant documents on time.  掌管物流、出口及／或入口部門的業務。與顧客、經銷代理商、批發商以及保險、船務及其他公司保持聯絡。確保出入口、船務及其他有關文件編製妥當及準時呈交。
104	Technical Manager  技術經理	Works with vendors to resolve technical issue at product development stage. Provides technical advice to vendors upon request and liaises with corporate technical team on methods of quality improvement and production. Works in the development of up-to-date technical policies on product standards and safety, testing procedures, colour quality, etc. Oversees the performance of the testing and laboratory process and operation.  與供應商合作，解決產品開發階段的技術問題。按要求向供應商提供技術意見，與公司技術人員聯絡，研究質素提升及生產方法。參與制訂各範疇的最新技術政策，包括產品標準及安全、測試程序、顏色質素等。監督測試及化驗工作。
105	Merchandising Manager  商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analyses to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders.  策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及／或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
106	Quality Control Manager  品質管制經理	Plans, organises, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications.  策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。
107	Compliance Manager  準則審核經理	Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices.  掌管公司產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、質素保證人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。
108	Sales/Marketing Manager  銷售／市務經理	Plans, organises, directs and controls marketing, sales and promotion activities. Reviews market and sales analyses to determine market requirements. Personally contacts clients to promote sales.  策劃、組織、督導和監控公司的市場、營業及推廣工作。檢討市場及營業分析資料，以釐訂市場的需求。親身聯絡客戶，以推廣業務。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued)</b> 經理級(包括高級及助理經理)(續)		
109	Warehouse and Distribution Manager  倉務及收發經理	Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations.  管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。
110	Purchasing Manager  採購經理	Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures.  管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。
199	Other Supporting Managers (please specify titles)  其他經理級支援人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administration work.  參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors)</b> 主任級(包括高級和助理主任)		
201	Compliance Officer	Ensures vendor understands and completes compliance with the company's code of vendor conduct and all local laws and regulations. Regularly visits the factories to inspect for compliance to ensure that they have developed, implemented and maintained proper personnel policies, procedures and factory condition. Establishes system/procedure to elicit honest feedback about factory condition from workers and other non-management groups. Establishes and maintains positive relationships with appropriate local religious, labour, political and business leaders through sharing information and giving advice. Provides assessments, analysis and forecasts of local political, cultural and economic conditions.

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
	準則審核主任	確保供應商了解並採取符合公司的採購準則和本地法規的做法。定期到工廠巡查，確保廠方在符合準則方面制訂、推行和維持適當的人事政策、程序及工作環境。訂立制度／程序，收集員工及非管理層人士對工作環境的意見。透過資訊及意見交流，與本地有關宗教、勞工、政治及商界領袖建立並維持良好關係。就本地政治、文化、經濟情況進行評估、分析和預測。
202	Shipping Supervisor  船務主任	Checks shipping documents and monitors the transport of raw material and cargo.  查核船務文件，督導原料及貨品的運送。
203	Research and Development Officer; Product Development Officer  研究及開發主任； 產品開發主任	Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meet the expectation of the customers.  協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。
204	Product Designer	Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly designed products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy.

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
	產品設計師	創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。
205	Merchandiser/Buyer  商品／採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed.  負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。
206	Quality Inspector  品質檢查員	Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products.  查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。
207	Sales Supervisor  營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise.  監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。
208	Warehouse and Distribution Supervisor  倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit.  策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
209	Transportation Supervisor  運輸主任	<p>Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods.</p> <p>負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。</p>
210	Purchasing Supervisor  採購主任	<p>Assists the Purchasing Manager in implementing purchasing functions. Supervises Stock/Purchasing Clerk.</p> <p>協助採購經理進行採購工作；監督貨倉／採購文員。</p>
211	Sales Engineer  銷售工程師	<p>Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet customers' needs and close the deal. Works with colleagues, in product design, production, engineering and R&amp;D teams on product features and recommends changes where necessary to meet market demand and market trends.</p> <p>負責銷售工作及向現有或有潛質之顧客推廣公司的產品／服務。以良好的產品／服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。</p>
212	Technician	<p>Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation.</p>

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
	技術員	為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
213	Promoter Supervisor  推銷主任	Supervises Promoters in promoting products in order to meet the company sales target.  監督推銷員推銷貨品，以便達到公司的營業額。
299	Other Supporting Supervisors (please specify titles)  其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work.  參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
<b>CLERICAL/OPERATIVE SUPPORT LEVEL</b> 文員／輔助人員級		
301	Assistant Merchandiser  助理商品員	Assists the merchandisers in executing orders placed by buyer. Liaises with buyers on requirements of merchandise.  協助商品主任完成交易，並就貨品規格與買家聯絡。
302	Documentation/Shipping Clerk  文件處理／船務文員	Prepares shipping documents for import/export or other related purposes. Keeps records of shipment.  處理出入口或其他有關業務的文件，保存付運記錄。
303	Salesman; Sales Representative  營業代表	Solicits orders for the wholesale provision or for the import/export of merchandise. Gives explanation and advice to customers or potential customers on the product(s).  招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL (Continued) 文員／輔助人員級(續)		
304	Stock/Purchasing Clerk  貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions.  接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
305	Promoter  推銷員	Promotes products and provides customer services.  推銷貨品及提供客戶服務。
306	Part-time Promoter  兼職推銷員	Promotes products and provides customer services in part-time mode.  以兼職形式推銷貨品及提供客戶服務。
399	Other Clerks/Supportive Staff (please specify titles)  其他文員／輔助人員 (請註明其職稱)	Clerks/supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work.  參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。



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(852) 2574 3759

Our Reference 本局檔號 IEW/4/2/12

Your Reference 來函檔號



17 October 2012

Dear Sir/Madam,

**2012 Manpower Survey of the Wholesale Trade**

The Import/Export and Wholesale Trades Training Board of the Vocational Training Council (VTC) is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to be responsible for matters pertaining to manpower training in the import/export and wholesale trades. The Training Board will conduct the 2012 Manpower Survey of the Import/Export and Wholesale Trades from 24 October 2012 to 23 November 2012 to assess the latest manpower situation and training needs, so that the Training Board could formulate appropriate recommendations on manpower training for the wholesale trade. On behalf of the VTC, I am writing to solicit your kind cooperation in the survey.

---- I enclose the following documents in both English and Chinese for your completion and reference:

1. The questionnaire (Appendix A);
2. Explanatory notes (Appendix B); and
3. Descriptions of principal jobs (Appendix C).

During the survey period, an interviewing officer from the Census and Statistics Department will contact your office. The officer will answer any questions you may have, and assist in the completion of the questionnaire, if necessary.

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 companies.


You are welcome to download the previous Manpower Survey Reports of the Import/Export and Wholesale Trades from the VTC website at <http://ietb.vtc.edu.hk>. The 2012 Manpower Survey Report will be uploaded onto the website when it is ready.



Should you have any questions regarding the survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8324.

Thank you for your cooperation.

Yours faithfully,

A handwritten signature in black ink that reads "Benson Pau". The signature is written in a cursive style with a large initial 'B'.

(Benson PAU)  
Chairman  
Import/Export and Wholesale Trades Training Board



執事先生／女士：

### **2012 年批發業人力調查**

職業訓練局屬下出入口及批發業訓練委員會是由香港特別行政區政府行政長官委任，負責出入口及批發業的人力訓練事宜。為評估本港批發業最新的人力情況及訓練需要，以便制定合適的人力訓練建議，本委員會將於 2012 年 10 月 24 日至 2012 年 11 月 23 日期間進行 2012 年出入口及批發業人力調查。本人謹代表職業訓練局懇請閣下惠予合作，提供協助。

---- 現隨函附上下列中英文對照文件，以供參閱填寫：

1. 調查表（附錄 A）；
2. 調查表附註（附錄 B）；及
3. 主要職務工作說明（附錄 C）。

調查期間，政府統計處職員將聯絡 貴公司，解答有關問題，並協助填寫調查表。

調查所得資料絕對保密，並只發表摘要統計數字，不會提及個別公司。

本訓練委員會歡迎 貴公司下載過往之出入口及批發業人力調查報告。是次人力調查報告書將會上載至本局網頁，網址為 <http://ietb.vtc.edu.hk>。



如對是次調查有任何查詢，請致電 2116 8324 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

Handwritten signature in black ink, reading "鮑潔鈞".

出入口及批發業訓練委員會主席  
鮑潔鈞

2012 年 10 月 17 日

**CONFIDENTIAL**

填入數據後即成  
機密文件

WHEN ENTERED WITH DATA

**VOCATIONAL TRAINING COUNCIL**

職業訓練局

**THE 2012 MANPOWER SURVEY OF THE WHOLESALE TRADE**

二零一二年批發業人力調查

**QUESTIONNAIRE**  
調查表

PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE  
填表前，請參閱附註

For Official Use Only 此欄毋須填寫	Rec. Type	Survey Code	Industry Code	Establishment No.	Enumerator's No.	Editor's No.	Check Digit	No. of Employees Covered by the Questionnaire
	1 1	4 0 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 COMPANY: \_\_\_\_\_  
公司名稱

ADDRESS: \_\_\_\_\_  
地址

TYPE OF PRODUCTS/SERVICES: \_\_\_\_\_  
產品 / 服務種類

TOTAL NUMBER OF PERSONS ENGAGED: \_\_\_\_\_  
僱員總人數

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

POSITION: \_\_\_\_\_  
職位

TEL. NO.: \_\_\_\_\_ 48  
電話

FAX NO.: \_\_\_\_\_ 63  
圖文傳真

E-MAIL: \_\_\_\_\_ 64  
電郵

98

**PART I 第一部份**

(A) Job 職務  (See Appendix C) (參閱附錄C)			(B) Average Monthly Income  每月平均 收入	(C) Number of Employees at Date of Survey 現有的 僱員人數	(D) No. of Vacancies at Date of Survey 現有的 空缺額	(E) Forecast No. of Employees 12 Months from Now 預計 十二個月後 的僱員人數	(F) Preferred Level of Education  僱員宜有的 教育程度	(G) Preferred Relevant Years of Experience  僱員宜有的 相關年資	<b>Coding Descriptions for Part I</b> <b>第一部份編號說明</b>
Title 職稱	Rec. Type	Job Code 職務編號	Code <sup>(i)</sup> 編號 <sup>(i)</sup>	12-15	16-18	19-22	Code <sup>(ii)</sup> 編號 <sup>(ii)</sup>	Code <sup>(iii)</sup> 編號 <sup>(iii)</sup>	(i) Enter in Column (B) the employee's average monthly income range according to the following codes: 請將僱員的每月平均收入幅度，按下列編號填入 (B)欄內：  Code      Average Monthly Income Range 編號      每月平均收入幅度  1      Over \$70,000 以上 2      \$50,001 - \$70,000 3      \$30,001 - \$50,000 4      \$20,001 - \$30,000 5      \$10,001 - \$20,000 6      \$8,001 - \$10,000 7      Under \$8,001 以下  (ii) Enter in Column (F) the preferred level of education which an employee should have according to the following codes: 請將僱員宜有的教育程度，按下列編號填入(F)欄內：  Code      Preferred Level of Education 編號      宜有的教育程度  1      Professional Qualification 專業資格 2      University Degree or above 大學學位或以上 3      Associate Degree/Professional Diploma/Higher Diploma/Higher Certificate or equivalent 副學士學位/專業文憑/高級文憑/高級證書或同等學歷 4      Diploma/Certificate or equivalent 文憑/證書或同等學歷 5      Secondary 6 to Secondary 7 中六至中七 6      Secondary 4 to Secondary 5 中四至中五 7      Secondary 3 or below 中三或以下  (iii) Enter in Column (G) the preferred relevant years of experience which an employee should have according to the following codes: 請將僱員宜有的相關年資，按下列編號填入(G)欄內：  Code      Preferred Relevant Years of Experience 編號      宜有的相關年資  1      10 years or more 十年或以上 2      6 years to less than 10 years 六年至十年以下 3      3 years to less than 6 years 三年至六年以下 4      1 year to less than 3 years 一年至三年以下 5      Less than 1 year 一年以下
		8-10	11				23	24	
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
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31.	2								
32.	2								

Note : If additional lines are necessary, please tick here  and enter on supplementary sheet(s).  
 附註： 如此頁填滿，請先將 (✓) 號填入此  內，然後在附頁繼續填寫。

**PART II**  
**第二部份**

<u>For Official Use Only</u> 此欄毋須填寫	
Est. No.	_____
ER No.	_____

**Internal Promotion**

**內部晉升**

Q1. Number of wholesale trade employees internally promoted during the past 12 months:

過去十二個月內內部晉升的批發業僱員人數：

- |   |  |  |  |  |  |    |  |  |  |
|---|--|--|--|--|--|----|--|--|--|
| (a) From Supervisory Level to Managerial Level<br>由主任級晉升為經理級                        | <table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="4" style="text-align: center;">8</td></tr> </table>  |  |  |  |  | 8  |  |  |  |
|   |  |  |  |  |  |    |  |  |  |
| 8   |  |  |  |  |  |    |  |  |  |
| (b) From Clerical / Operative Support Level to Supervisory Level<br>由文員／輔助人員級晉升為主任級 | <table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="4" style="text-align: center;">11</td></tr> </table> |  |  |  |  | 11 |  |  |  |
|   |  |  |  |  |  |    |  |  |  |
| 11  |  |  |  |  |  |    |  |  |  |
| (c) From Others to Clerical / Operative Support Level<br>由其他職位晉升為文員／輔助人員級           | <table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="4" style="text-align: center;">14</td></tr> </table> |  |  |  |  | 14 |  |  |  |
|   |  |  |  |  |  |    |  |  |  |
| 14  |  |  |  |  |  |    |  |  |  |

**Employees' Whereabouts After Leaving the Company**

**離職僱員去向**

Q2. Number of wholesale trade employees leaving your company during the past 12 months by whereabouts:

過去十二個月內離職的批發業僱員人數（按去向分類）：

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級																		
(a) Taking up wholesale trade related jobs (Including starting own business in related trade) 從事與批發業有關的工作（包括創業）	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">17</td></tr> </table>				17			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">20</td></tr> </table>				20			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">23</td></tr> </table>				23		
17																					
20																					
23																					
(b) Taking up non-wholesale trade related jobs (Including starting own business in non-wholesale trade) 從事與批發業無關的工作（包括創業）	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">26</td></tr> </table>				26			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">29</td></tr> </table>				29			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">32</td></tr> </table>				32		
26																					
29																					
32																					
(c) Emigration, retirement or further studies 移民、退休或進修	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">35</td></tr> </table>				35			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">38</td></tr> </table>				38			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">41</td></tr> </table>				41		
35																					
38																					
41																					
(d) Others (Please specify) 其他（請註明） _____	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">44</td></tr> </table>				44			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">47</td></tr> </table>				47			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">50</td></tr> </table>				50		
44																					
47																					
50																					

<u>For Official Use Only</u> 此欄毋須填寫	Q2	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td></tr> <tr><td style="text-align: center;">53</td></tr> </table>		53	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td></tr> <tr><td style="text-align: center;">54</td></tr> </table>		54	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td></tr> <tr><td style="text-align: center;">55</td></tr> </table>		55
53										
54										
55										
		<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="2" style="text-align: center;">56</td></tr> </table>			56					
56										

**Local Wholesale Trade Employees Deployed to Work in the mainland of China**  
**本港批發業僱員被派遣往中國內地工作的情況**

Q3. (a) Does your company deploy any local wholesale trade employees to work in the Mainland?  
 貴公司是否有派遣本港批發業僱員前往內地工作?

Yes 有

Please go to Q3(b)  
 請答第3(b)題

No 沒有

Please go to Q4  
 請答第4題

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(b) If yes, please give the number of local employees deployed to work in the Mainland  
 如有，請說明被派遣前往內地工作的本港僱員人數。

Local Employees Deployed to Work in the Mainland  
(As in October 2012)  
 二零一二年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> <sup>*(1)</sup> 長駐 <sup>*(1)</sup>	<u>Travelling Basis</u> <sup>*(2)</sup> 非長駐 <sup>*(2)</sup>
(i) Managerial Level 經理級	<input type="text"/> <input type="text"/> <input type="text"/> 59	<input type="text"/> <input type="text"/> <input type="text"/> 62
(ii) Supervisory Level 主任級	<input type="text"/> <input type="text"/> <input type="text"/> 65	<input type="text"/> <input type="text"/> <input type="text"/> 68
(iii) Clerical and Operative Support Level 文員及輔助人員級	<input type="text"/> <input type="text"/> <input type="text"/> 71	<input type="text"/> <input type="text"/> <input type="text"/> 74

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 此欄毋須填寫

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\* (1) "Employees working in the Mainland on a stationed basis" refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

\* (2) "Employees working in the Mainland on a travelling basis" refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。



**Involvement/Expansion of Other Wholesale Trade-related Services**  
**其他與批發業相關服務的參與／擴展**

Q4. Number of wholesale trade employees involved in the following functions/activities and the forecast number of employees involved in the next 12 months:

貴公司現時及未來十二個月內參與下列工作／業務的批發業僱員人次：

Functions / Activities 工作／業務	<u>No. of Employees Involved</u> (October 2012)	<u>Forecast No. of Employees Involved</u> (November 2012 - October 2013)
	<u>參與僱員人次</u> (二零一二年十月)	<u>預計參與僱員人次</u> (二零一二年十一月至 二零一三年十月)
(a) Import/Export 出入口	79	82
(b) Retail 零售	85	88
(c) Brand Name Development 品牌發展	91	94
(d) Sales and Marketing 銷售及市場推廣	97	100
(e) Distribution 分銷	103	106
(f) Manufacturing 生產	109	112
(g) Procurement 採購	115	118
(h) Warehousing 倉務	121	124
(i) Quality Control 品質控制	127	130
(j) Product Design 產品設計	133	136
(k) Technical Support 技術支援	139	142
(l) Others (Please specify) 其他（請註明） _____	145	148
(m) Others (Please specify) 其他（請註明） _____	151	154

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此欄毋須填寫

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**Manpower Training and Development Plan****人力培訓及發展計劃**

Q5. How many wholesale trade employees (in terms of man-times) will you plan to provide/sponsor training in the next 12 months? (May choose more than one type of skills)

在未來十二個月內，貴公司會計劃提供／資助培訓給多少名批發業僱員（以人次計）？  
（可選超過一種技能類別）

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
<b><u>Management Skills</u></b> 管理技能			
(a) Business Development and Management 商務發展及管理	_ _ _  159	_ _ _  162	_ _ _  165
(b) Supply Chain Management 供應鏈管理	_ _ _  168	_ _ _  171	_ _ _  174
(c) Supervisory Skills 督導技巧	_ _ _  177	_ _ _  180	_ _ _  183
(d) Legal Knowledge 法律知識	_ _ _  186	_ _ _  189	_ _ _  192
(e) Marketing 市場學	_ _ _  195	_ _ _  198	_ _ _  201
<b><u>Trade Specific Skills</u></b> 業內專業技能			
(f) International Trade and Practices 國際貿易實務	_ _ _  204	_ _ _  207	_ _ _  210
(g) Transport and Logistics 運輸與物流	_ _ _  213	_ _ _  216	_ _ _  219
(h) Product Development 產品開發	_ _ _  222	_ _ _  225	_ _ _  228
(i) Graphic Design 平面設計	_ _ _  231	_ _ _  234	_ _ _  237
(j) Merchandising 辦貨	_ _ _  240	_ _ _  243	_ _ _  246
(k) Sales Technique 銷售技巧	_ _ _  249	_ _ _  252	_ _ _  255
(l) Customer Relationship 客戶關係	_ _ _  258	_ _ _  261	_ _ _  264
(m) Product Knowledge 產品知識	_ _ _  267	_ _ _  270	_ _ _  273
(n) Quality Control 品質控制	_ _ _  276	_ _ _  279	_ _ _  282
(o) Compliance 準則審核	_ _ _  285	_ _ _  288	_ _ _  291
<b><u>IT Skills</u></b> 資訊科技技能			
(p) e-Commerce Knowledge and Applications 電子商貿的知識及應用	_ _ _  294	_ _ _  297	_ _ _  300
(q) Basic Computer Operation Skills including Chinese Input Method 運用電腦基本技能包括中文輸入法	_ _ _  303	_ _ _  306	_ _ _  309
(r) Web Design 網頁設計	_ _ _  312	_ _ _  315	_ _ _  318

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
<b><u>China-related Knowledge and World Vision</u></b> 有關中國的知識及世界視野			
(s) China Trade Business 中國貿易	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 321	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 324	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 327
(t) Laws and Regulatory Restrictions for Access to China's Market 進入中國市場的法律和規條限制	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 330	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 333	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 336
(u) World Vision 世界視野	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 339	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 342	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 345
<b><u>Language Skills</u></b> 語文技能			
(v) Spoken English 英語會話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 348	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 351	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 354
(w) Written English 英語書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 357	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 360	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 363
(x) Written Chinese 中文書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 366	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 369	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 372
(y) Putonghua 普通話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 375	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 378	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 381
(z) Japanese 日文	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 384	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 387	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 390
(aa) Russian 俄語	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 393	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 396	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 399
<b><u>Personal Development Skills</u></b> 個人發展技能			
(ab) Presentation 表達	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 402	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 405	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 408
(ac) Interpersonal Communication 人際溝通	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 411	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 414	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 417
(ad) Negotiation 協商	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 420	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 423	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 426
<b><u>Other Skills and Knowledge</u></b> 其他技能及知識			
(ae) Occupational Safety 職業安全	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 429	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 432	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 435
(af) <u>Others (Please specify)</u> 其他 (請註明)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 438	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 441	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 444
<b><u>For Official Use Only</u></b> 此欄毋須填寫			
	<input type="checkbox"/> 447	<input type="checkbox"/> 448	<input type="checkbox"/> 449
Q5	<input type="checkbox"/> 450		

End of questionnaire. Thank you for your co-operation.  
問卷完，多謝合作

Please tick the appropriate box if your company wants a complimentary copy of the 2012 Manpower Survey Report of the Wholesale Trade.  
如貴公司欲收到二零一二年批發業人力調查報告贈閱版，請於適當的方格內加上(✓)號。

CD-ROM 光碟  
451

Email 電郵  
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**2012 Manpower Survey of the Wholesale Trade**  
**二零一二年批發業人力調查**

**Explanatory Notes**  
**附註**

**Part I**

**第一部份**

1. Please complete the columns ('A' to 'G') of the questionnaire and insert a zero ( 0 ) for any column not applicable to your company.

請填寫表內 (A) 至 (G) 欄，並在貴公司不適用的各欄內填入符號 (0)。

2. **Column 'A' - Job Titles**

(A) 欄 – 職稱

- (a) Please refer to Appendix C "Job Descriptions for Principal Jobs in the Wholesale Trade". Please note that some of the job titles may not be the same as those used in your company, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.

請參閱附錄C「批發業主要職務工作說明」。表內部分職稱可能與貴公司所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。

- (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.

請根據僱員的主要職務分類，而不以其兼任的其他職務分類。

- (c) Please add titles of employees which are not mentioned in Appendix C but their duties require wholesale trade training, and briefly describe them in respect of the appropriate job levels.

如貴公司有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受批發業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column 'B' - Average Monthly Income

(B) 欄 – 每月平均收入

Refer to “Coding Descriptions for Part I(i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明(i)」的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column 'C' - Number of Employees at Date of Survey

(C) 欄 – 現有的僱員人數

Please fill in the total number of employees against each principal job at date of survey. The permanent employees include all those under the company's payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

請填入每一主要職務的現有僱員人數。長期僱員包括在貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column 'D' - Number of Vacancies at Date of Survey

(D) 欄 – 現有的空缺額

Please fill in the number of existing vacancies against each principal job at date of survey. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit.

請填入每一主要職務現有的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

6. Column 'E' - Forecast Number of Employees 12 Months from Now

(E) 欄 – 預計十二個月後的僱員人數

The forecast number of employees means the number of employees your company will be employing 12 months from now. The number given could be more/less than that in column 'C' if an expansion/contraction is expected.

預計僱員人數指貴公司在十二個月後預計聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於(C)欄。

7. Column 'F' - Preferred Level of Education

(F) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I(ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(ii)」的編號，填入貴公司認為個別職位的僱員宜具備的教育程度。

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

(G) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I(iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(iii)」的編號，填入貴公司認為各類別職位僱員宜具備的相關工作年資。

Part II

第二部份

9. Internal Promotion

內部晉升

An internal promotion is the promotion of an employee to a higher job level by virtue of his/her performance or abilities. In Q1, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the company during the past 12 months, only the last and one promotion should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於Q1填寫過去十二個月內，公司內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於貴公司晉升多過一次，只需計算最後一次晉升在調查表內。

10. Employees' Whereabouts After Leaving the Company

離職僱員去向

Please fill in the number of wholesale trade employees who had left your company during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的批發業僱員人數。

### 11. Local Wholesale Trade Employees Deployed to Work in the mainland of China

本港批發業僱員被派遣往中國內地工作的情況

- (a) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (b) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

### 12. Involvement/Expansion of Other Wholesale Trade-related Services

其他與批發業相關服務的參與／擴展

Please fill in the number of employees (in terms of man-times) against each type of functions/activities of the other wholesale trade-related services that the employees are/will be involved in at date of survey and in the next 12 months.

請填寫現時及未來十二個月內，參與其他與批發業相關服務的僱員人數（以人次計）。

### 13. Manpower Training and Development Plan

人力培訓及發展計劃

Please fill in the number of wholesale trade employees (in terms of man-times) against each type of skills that your company will provide/sponsor training in the next 12 months.

請填寫貴公司在未來十二個月內，將會計劃提供／資助培訓予批發業僱員的人數（以人次計）。

**Job Descriptions for Principal Jobs in the Wholesale Trade**  
批發業主要職務工作說明

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) 經理級(包括高級及助理經理)		
121	General Manager  總經理	Assumes total responsibility of a company and has other managers/executives as direct subordinates.  承擔公司的全部責任，直接管理其他經理及行政人員。
122	Merchandising Manager  商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analysis to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders.  策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及／或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。
123	Quality Control Manager  品質管制經理	Plans, organises, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications.  策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。



Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued)</b> 經理級(包括高級及助理經理)(續)		
124	<p>Research and Development Manager; Design Manager; Chief Designer; Product Development Manager; Engineering Manager; Application Manager; Technology Manager</p> <p>研究及開發經理； 設計經理； 首席設計師； 產品開發經理； 工程經理； 應用經理； 技術經理</p>	<p>Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customers. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, QA and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design conceptions with subordinates and inspires their creativity.</p> <p>負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和公司內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就產品、生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。</p>
125	<p>Sales/Marketing Manager</p> <p>銷售／市務經理</p>	<p>Plans, organises, directs and controls marketing, sales and promotion activities. Reviews market and sales analysis to determine market requirements. Personally contacts clients to promote sales.</p> <p>策劃、組織、督導和監控公司的市場、營業及推廣工作。檢討市場及營業分析資料，以釐訂市場的需求。親身聯絡客戶，以推廣業務。</p>

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued)</b> 經理級(包括高級及助理經理)(續)		
126	Warehouse and Distribution Manager  倉務及收發經理	<p>Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations.</p> <p>管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。</p>
127	Compliance Manager  準則審核經理	<p>Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices.</p> <p>掌管公司產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、質素保證人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。</p>
128	Purchasing Manager  採購經理	<p>Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures.</p> <p>管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。</p>

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued)</b> 經理級(包括高級及助理經理)(續)		
199	Other Supporting Managers (please specify titles)  其他經理級支援人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administration work.  參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors)</b> 主任級(包括高級和助理主任)		
221	Shipping Supervisor  船務主任	Checks shipping documents and monitors the transport of raw material and cargo.  查核船務文件，督導原料及貨品的運送。
222	Research and Development Officer; Product Development Officer  研究及開發主任； 產品開發主任	Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meet the expectation of the customers.  協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
223	Product Designer  產品設計師	Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly designed products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy.  創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。
224	Merchandiser/Buyer  商品／採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed.  負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。
225	Quality Inspector  品質檢查員	Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products.  查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
226	Technician  技術員	Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation.  為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
227	Sales Supervisor  營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise.  監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。
228	Warehouse and Distribution Supervisor  倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit.  策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
229	Transportation Supervisor  運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods.  負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
230	Purchasing Supervisor  採購主任	Assists the Purchasing Manager in the purchasing activities. Supervises wholesale buyers to purchase goods from manufacturers for resale, based on the established company policies and procedures.  根據公司的政策及程序協助採購經理監督採購文員從生產商採購貨物以作轉售。
231	Promoter Supervisor  推銷主任	Supervises Promoters in promoting products in order to meet the company sales target.  監督推銷員推銷貨品，以便達到公司的營業額。
232	Sales Engineer  銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet customers' needs and close the deal. Works with colleagues in product design, production, engineering and R&D teams on product features and recommends changes where necessary to meet market demand and market trends.  負責銷售工作及向現有或有潛質之顧客推廣公司的產品／服務。以良好的產品／服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
<b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b> 主任級(包括高級和助理主任)(續)		
299	Other Supporting Supervisors (please specify titles)  其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work.  參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
<b>CLERICAL/OPERATIVE SUPPORT LEVEL</b> 文員／輔助人員級		
321	Salesman; Sales Representative  營業代表	Solicits orders for the wholesale provision or for the import/export of merchandise. Gives explanation and advice to customers or potential customers on the product(s).  招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。
322	Stock/Purchasing Clerk  貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions.  接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
323	Documentation/Shipping Clerk  文件處理／船務文員	Prepares shipping documents for wholesale or other related purposes. Keeps records of shipment.  處理批發或其他有關業務的文件，保存付運記錄。
324	Promoter  推銷員	Promotes products and provides customer services.  推銷貨品及提供客戶服務。
325	Part-time Promoter  兼職推銷員	Promotes products and provides customer services in part-time mode.  以兼職形式推銷貨品及提供客戶服務。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL (Continued) 文員／輔助人員級（續）		
399	Other Clerks/Supportive Staff (please specify titles)  其他文員／輔助人員 （請註明其職稱）	Clerks/supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work.  參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。



**出入口業人力統計資料**  
**Manpower Statistics of the Import/Export Trade**

職稱 Job Title	2012 年 10 月的 僱員人數 No. of Employees in October 2012	2012 年 10 月的 空缺數目 No. of Vacancies in October 2012	預測 2013 年 10 月的 人力需求 Forecast Manpower Demand in October 2013
<b>經理級（包括高級及助理經理）</b> <b>MANAGERIAL LEVEL (including Senior and Assistant Managers)</b>			
總經理 General Manager	9 668	0	9 668
研究及開發經理 Research and Development Manager	2 990	27	3 017
出入口／船務經理 Shipping Manager	1 164	1	1 165
技術經理 Technical Manager	1 984	0	1 984
商品採購經理 Merchandising Manager	9 639	6	9 645
品質管制經理 Quality Control Manager	1 421	1	1 422
準則審核經理 Compliance Manager	113	0	113
銷售／市務經理 Sales / Marketing Manager	19 992	116	20 103
倉務及收發經理 Warehouse and Distribution Manager	789	0	789
採購經理 Purchasing Manager	2 192	0	2 192
<b>小計</b> <b>Sub-total</b>	<b>49 952</b>	<b>151</b>	<b>50 103</b>

職稱 Job Title	2012年 10月的 僱員人數 No. of Employees in October 2012	2012年 10月的 空缺數目 No. of Vacancies in October 2012	預測 2013年 10月的 人力需求 Forecast Manpower Demand in October 2013
<b>主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)</b>			
準則審核主任 Compliance Officer	150	0	150
船務主任 Shipping Supervisor	3 462	4	3 339
研究及開發主任 Research and Development Officer	2 230	92	2 322
產品設計師 Product Designer	5 975	417	6 392
商品／採購主任 Merchandiser / Buyer	39 914	174	40 088
品質檢查員 Quality Inspector	3 889	1	3 890
營業主任 Sales Supervisor	35 695	1 004	36 699
倉務及收發主任 Warehouse and Distribution Supervisor	1 438	0	1 438
運輸主任 Transportation Supervisor	179	5	184
採購主任 Purchasing Supervisor	2 217	1	2 168
銷售工程師 Sales Engineer	1 068	1	1 814
技術員 Technician	8 395	49	8 444
推銷主任 Promoter Supervisor	41	0	41
<b>小計 Sub-total</b>	<b>104 653</b>	<b>1 748</b>	<b>106 969</b>

職稱 Job Title	2012年 10月的 僱員人數 No. of Employees in October 2012	2012年 10月的 空缺數目 No. of Vacancies in October 2012	預測 2013年 10月的 人力需求 Forecast Manpower Demand in October 2013
<b>文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>			
助理商品員 Assistant Merchandiser	19 655	522	20 177
文件處理／船務文員 Documentation / Shipping Clerk	52 855	1 066	53 718
營業代表 Salesman / Sales Representative	103 382	1 658	105 238
貨倉／採購文員 Stock / Purchasing Clerk	26 002	89	26 089
推銷員 Promoter	1 614	2	1 616
兼職推銷員 Part-time Promoter	1 943	10	1 953
小計 Sub-total	<b>205 451</b>	<b>3 347</b>	<b>208 791</b>
<b>總計 Grand Total</b>	<b>360 056</b>	<b>5 246</b>	<b>365 858</b>

其他經理級支援人員 Other Supporting Managers <sup>(1)</sup>	13 091
其他主任級支援人員 Other Supporting Supervisors <sup>(2)</sup>	18 280
其他文員／輔助人員 Other Clerks / Supportive Staff <sup>(3)</sup>	65 761
其他支援人員 Other Supportive Staff <sup>(4)</sup>	32 650
總計 Total	129 782

- 註： (1) 從事工程、生產、人事、會計、財務、資訊科技或其他行政工作的經理。  
Include other supporting managers involved in engineering, production, personnel, accounting, finance and I.T.
- (2) 從事行政及其他支援工作，包括人事、財務、會計及資訊科技等之主任。  
Include supporting supervisors involved in personnel, finance, accounting and I.T.
- (3) 從事秘書、人事、財務、會計及資訊科技等多個範疇的支援工作的文員。  
Include clerical and supporting staff involved in secretary, personnel, finance, accounting and I.T.
- (4) 擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。  
Include labour intensive work such as driver, amah, watchman, office assistant, cleaner and delivery man.

批發業人力統計資料  
**Manpower Statistics of the Wholesale Trade**

職稱 Job Title	2012年 10月的 僱員人數 No. of Employees in October 2012	2012年 10月的 空缺數目 No. of Vacancies in October 2012	預測 2013年 10月的 人力需求 Forecast Manpower Demand in October 2013
<b>經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)</b>			
總經理 General Manager	863	0	863
商品採購經理 Merchandising Manager	154	0	154
品質管制經理 Quality Control Manager	13	0	13
研究及開發經理 Research and Development Manager	85	0	85
銷售／市務經理 Sales / Marketing Manager	1 594	0	1 594
倉務及收發經理 Warehouse and Distribution Manager	123	0	123
準則審核經理 Compliance Manager	0	0	0
採購經理 Purchasing Manager	330	0	330
<b>小計 Sub-total</b>	<b>3 162</b>	<b>0</b>	<b>3 162</b>
<b>主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)</b>			
船務主任 Shipping Supervisor	73	0	73
研究及開發主任 Research and Development Officer	20	0	20
產品設計師 Product Designer	111	11	122
商品／採購主任 Merchandiser / Buyer	1 167	0	1 167

職稱 Job Title	2012年 10月的 僱員人數 No. of Employees in October 2012	2012年 10月的 空缺數目 No. of Vacancies in October 2012	預測 2013年 10月的 人力需求 Forecast Manpower Demand in October 2013
<b>主任級（包括高級和助理主任）（續）</b> <b>SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)</b>			
品質檢查員 Quality Inspector	88	0	88
技術員 Technician	834	16	850
營業主任 Sales Supervisor	6 305	0	6 305
倉務及收發主任 Warehouse and Distribution Supervisor	224	0	224
運輸主任 Transportation Supervisor	53	0	53
採購主任 Purchasing Supervisor	1 473	272	1 745
推銷主任 Promoter Supervisor	254	0	254
銷售工程師 Sales Engineer	212	0	212
<b>小計</b> <b>Sub-total</b>	<b>10 814</b>	<b>299</b>	<b>11 113</b>
<b>文員／技術人員級</b> <b>CLERICAL / OPERATIVE SUPPORT LEVEL</b>			
營業代表 Salesman / Sales Representative	19 385	819	20 204
貨倉／採購文員 Stock / Purchasing Clerk	2 800	0	2 795
文件處理／船務文員 Documentation / Shipping Clerk	4 029	34	4 063
推銷員 Promoter	600	0	600
兼職推銷員 Part-time Promoter	128	0	128
<b>小計</b> <b>Sub-total</b>	<b>26 942</b>	<b>853</b>	<b>27 790</b>
<b>總計</b> <b>Grand Total</b>	<b>40 918</b>	<b>1 152</b>	<b>42 065</b>

其他經理級支援人員 Other Supporting Managers <sup>(1)</sup>	530
其他主任級支援人員 Other Supporting Supervisors <sup>(2)</sup>	1 053
其他文員／輔助人員 Other Clerks / Supportive Staff <sup>(3)</sup>	9 272
其他支援人員 Other Supportive Staff <sup>(4)</sup>	11 599
總計 Total	22 454

- 註： (1) 從事工程、生產、人事、會計、財務、資訊科技或其他行政工作的經理。  
Include other supporting managers involved in engineering, production, personnel, accounting, finance and I.T.
- (2) 從事行政及其他支援工作，包括人事、財務、會計及資訊科技等之主任。  
Include supporting supervisors involved in personnel, finance, accounting and I.T.
- (3) 從事秘書、人事、財務、會計及資訊科技等多個範疇的支援工作的文員。  
Include clerical and supporting staff involved in secretary, personnel, finance, accounting and I.T.
- (4) 擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。  
Include labour intensive work such as driver, amah, watchman, office assistant, cleaner and delivery man.

出入口業僱員宜有的教育程度  
Preferred Level of Education of IE Employees by Job Title

出入口業僱員人數  
No. of IE Employees

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位 ／專業文憑 ／高級文憑 ／高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書 或同等學歷 Diploma / Certificate or equivalent	大學預科 Matriculation	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	25	7 879	647	320	123	290	-	384
研究及開發經理 Research and Development Manager	16	2 607	134	-	-	58	-	175
出入口／船務經理 Shipping Manager	-	650	204	286	3	10	-	11
技術經理 Technical Manager	45	1 443	163	224	-	50	-	59
商品採購經理 Merchandising Manager	-	4 994	1 634	2 000	269	571	-	171
品質管制經理 Quality Control Manager	-	948	71	3	370	7	-	22
準則審核經理 Compliance Manager	-	108	2	-	-	-	-	3
銷售／市務經理 Sales/Marketing Manager	26	13 339	2 779	2 534	152	631	-	531
倉務及收發經理 Warehouse and Distribution Manager	-	680	37	9	19	11	-	33
採購經理 Purchasing Manager	-	938	891	58	-	213	-	92
<b>小計 Sub-Total</b>	<b>112</b>	<b>33 586</b>	<b>6 562</b>	<b>5 434</b>	<b>936</b>	<b>1 841</b>	<b>-</b>	<b>1 481</b>
<i>主任級 SUPERVISORY LEVEL</i>								
準則審核主任 Compliance Officer	-	70	70	2	1	-	-	7
船務主任 Shipping Supervisor	-	898	668	584	1 096	84	-	132
研究及開發主任 Research and Development Officer	-	814	723	269	24	354	-	46
產品設計師 Product Designer	34	2 109	2 165	1 573	60	15	-	19
商品／採購主任 Merchandiser/Buyer	571	4 889	8 265	13 121	5 172	6 872	-	1 024

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位 ／專業文憑 ／高級文憑 ／高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書 或同等學歷 Diploma / Certificate or equivalent	大學預科 Matriculation	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								
品質檢查員 Quality Inspector	-	601	1 621	717	462	395	-	93
營業主任 Sales Supervisor	-	8 293	9 674	5 927	2 710	8 276	-	815
倉務及收發主任 Warehouse and Distribution Supervisor	-	292	210	384	342	149	-	61
運輸主任 Transportation Supervisor	-	50	45	40	43	-	-	1
採購主任 Purchasing Supervisor	-	499	777	297	547	33	-	64
銷售工程師 Sales Engineer	-	254	493	195	56	-	-	70
技術員 Technician	-	1 243	2 282	2 481	559	1 150	370	310
推銷主任 Promoter Supervisor	-	-	-	21	4	11	-	5
<b>小計 Sub-Total</b>	<b>605</b>	<b>20 012</b>	<b>26 993</b>	<b>25 611</b>	<b>11 076</b>	<b>17 339</b>	<b>370</b>	<b>2 647</b>
<i>文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
助理商品員 Assistant Merchandiser	-	1 770	262	3 617	7 379	4 894	1 110	623
文件處理／船務文員 Documentation/Shipping Clerk	-	669	568	7 338	17 421	25 775	-	1 084
營業代表 Salesman/Sales Representative	-	5 931	8 280	15 847	28 738	40 842	2 334	1 410
貨倉／採購文員 Stock/Purchasing Clerk	-	-	4 652	1 318	2 299	17 144	10	579
推銷員 Promoter	-	-	-	-	111	1 078	393	32
兼職推銷員 Part-time Promoter	-	-	-	-	27	1 285	631	-
<b>小計 Sub-Total</b>	<b>-</b>	<b>8 370</b>	<b>13 762</b>	<b>28 120</b>	<b>55 975</b>	<b>91 018</b>	<b>4 478</b>	<b>3 728</b>
<b>總計 Grand Total</b>	<b>717</b>	<b>61 968</b>	<b>47 317</b>	<b>59 165</b>	<b>67 987</b>	<b>110 198</b>	<b>4 848</b>	<b>7 856</b>



**批發業僱員宜有的教育程度**  
**Preferred Level of Education of Wholesale Employees by Job Title**

**批發業僱員人數**  
**No. of Wholesale Employees**

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位/ 專業文憑/高級 文憑/高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑/證書 或同等學歷 Diploma / Certificate or equivalent	大學預科 Matriculation	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	8	249	92	121	148	237	-	8
商品採購經理 Merchandising Manager	-	153	-	-	1	-	-	-
品質管制經理 Quality Control Manager	-	13	-	-	-	-	-	-
研究及開發經理 Research and Development Manager	-	85	-	-	-	-	-	-
銷售/市務經理 Sales / Marketing Manager	-	823	123	299	310	-	-	39
倉務及收發經理 Warehouse and Distribution Manager	-	31	33	43	13	-	-	3
準則審核經理 Compliance Manager	-	-	-	-	-	-	-	-
採購經理 Purchasing Manager	-	279	22	21	6	-	-	2
<b>小計 Sub-Total</b>	<b>8</b>	<b>1 633</b>	<b>270</b>	<b>484</b>	<b>478</b>	<b>237</b>	<b>-</b>	<b>52</b>
<i>主任級 SUPERVISORY LEVEL</i>								
船務主任 Shipping Supervisor	-	54	4	7	2	5	-	1
研究及開發主任 Research and Development Officer	-	15	5	-	-	-	-	-
產品設計師 Product Designer	-	-	107	4	-	-	-	-
商品/採購主任 Merchandiser / Buyer	-	10	6	132	251	761	-	7
品質檢查員 Quality Inspector	-	21	2	30	33	2	-	-
技術員 Technician	-	20	535	277	-	-	-	2
營業主任 Sales Supervisor	-	330	1 618	1 877	1 640	774	5	61
倉務及收發主任 Warehouse and Distribution Supervisor	-	1	39	18	48	109	-	9
運輸主任 Transportation Supervisor	-	5	13	10	23	2	-	-

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位/ 專業文憑/高級 文憑/高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑/證書 或同等學歷 Diploma / Certificate or equivalent	大學預科 Matriculation	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								
採購主任 Purchasing Supervisor	-	25	33	103	272	1 032	-	8
推銷主任 Promoter Supervisor	-	-	-	2	-	-	250	2
銷售工程師 Sales Engineer	-	154	24	-	34	-	-	-
<b>小計 Sub-Total</b>	-	<b>635</b>	<b>2 386</b>	<b>2 460</b>	<b>2 303</b>	<b>2 685</b>	<b>255</b>	<b>90</b>
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
營業代表 Salesman / Sales Representative	-	2	340	1 195	7 278	9 470	967	133
貨倉/採購文員 Stock / Purchasing Clerk	-	-	2	313	555	1 904	5	21
文件處理/船務文員 Documentation / Shipping Clerk	-	-	-	435	689	2 864	-	41
推銷員 Promoter	-	-	-	-	-	100	500	-
兼職推銷員 Part-time Promoter	-	-	-	-	-	-	8	120
<b>小計 Sub-Total</b>	-	<b>2</b>	<b>342</b>	<b>1 943</b>	<b>8 522</b>	<b>14 338</b>	<b>1 480</b>	<b>315</b>
<b>總計 Grand Total</b>	<b>8</b>	<b>2 270</b>	<b>2 998</b>	<b>4 887</b>	<b>11 303</b>	<b>17 260</b>	<b>1 735</b>	<b>457</b>

出入口業僱員宜有的相關年資  
Preferred Relevant Years of Experience of IE Employees by Job Title

出入口業僱員人數

No. of IE Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	-	9	770	3 921	4 603	365
研究及開發經理 Research and Development Manager	-	-	320	1 217	1 286	167
出入口／船務經理 Shipping Manager	-	9	538	360	241	16
技術經理 Technical Manager	-	18	603	751	548	64
商品採購經理 Merchandising Manager	-	-	1 598	5 204	2 679	158
品質管制經理 Quality Control Manager	-	9	732	408	250	22
準則審核經理 Compliance Manager	-	-	32	57	21	3
銷售／市務經理 Sales / Marketing Manager	-	45	8 514	8 709	2 126	598
倉務及收發經理 Warehouse and Distribution Manager	-	27	263	320	142	37
採購經理 Purchasing Manager	-	50	466	1 404	211	61
<b>小計 Sub-Total</b>	-	<b>167</b>	<b>13 836</b>	<b>22 351</b>	<b>12 107</b>	<b>1 491</b>
<i>主任級 SUPERVISORY LEVEL</i>						
準則審核主任 Compliance Officer	-	13	63	67	-	7
船務主任 Shipping Supervisor	-	1 058	1 398	446	425	135
研究及開發主任 Research and Development Officer	-	173	1 857	130	25	45
產品設計師 Product Designer	134	447	3 130	1 799	462	3
商品／採購主任 Merchandiser / Buyer	-	6 346	20 304	10 188	2 141	935
品質檢查員 Quality Inspector	-	293	2 089	1 290	165	52

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>						
營業主任 Sales Supervisor	-	2 224	19 127	8 145	5 200	999
倉務及收發主任 Warehouse and Distribution Supervisor	-	208	857	276	-	97
運輸主任 Transportation Supervisor	-	42	102	31	-	4
採購主任 Purchasing Supervisor	-	413	1 447	313	-	44
銷售工程師 Sales Engineer	-	445	528	25	-	70
技術員 Technician	492	1 663	4 997	880	194	169
推銷主任 Promoter Supervisor	-	3	29	4	-	5
<i>小計 Sub-Total</i>	<b>626</b>	<b>13 328</b>	<b>55 928</b>	<b>23 594</b>	<b>8 612</b>	<b>2 565</b>
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
助理商品員 Assistant Merchandiser	664	10 393	6 116	1 107	742	633
文件處理/船務文員 Documentation / Shipping Clerk	1 587	39 699	8 459	1 366	643	1 101
營業代表 Salesman / Sales Representative	3 307	48 044	38 383	11 685	370	1 593
貨倉/採購文員 Stock / Purchasing Clerk	593	18 758	5 991	198	-	462
推銷員 Promoter	779	740	1	-	-	94
兼職推銷員 Part-time Promoter	700	929	-	-	-	314
<i>小計 Sub-Total</i>	<b>7 630</b>	<b>118 563</b>	<b>58 950</b>	<b>14 356</b>	<b>1 755</b>	<b>4 197</b>
<b>總計 Grand Total</b>	<b>8 256</b>	<b>132 058</b>	<b>128 714</b>	<b>60 301</b>	<b>22 474</b>	<b>8 253</b>

批發業僱員宜有的相關年資  
Preferred Relevant Years of Experience of Wholesale Employees by Job Title

批發業僱員人數  
No. of Wholesale Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	-	-	241	256	358	8
商品採購經理 Merchandising Manager	-	-	2	149	3	-
品質管制經理 Quality Control Manager	-	-	-	9	4	-
研究及開發經理 Research and Development Manager	-	-	-	67	18	-
銷售／市務經理 Sales / Marketing Manager	-	10	497	441	568	78
倉務及收發經理 Warehouse and Distribution Manager	-	-	54	42	24	3
準則審核經理 Compliance Manager	-	-	-	-	-	-
採購經理 Purchasing Manager	-	-	278	37	13	2
<i>小計 Sub-Total</i>	<i>0</i>	<i>10</i>	<i>1 072</i>	<i>1 001</i>	<i>988</i>	<i>91</i>
<i>主任級 SUPERVISORY LEVEL</i>						
船務主任 Shipping Supervisor	-	5	29	4	34	1
研究及開發主任 Research and Development Officer	-	-	5	15	-	-
產品設計師 Product Designer	-	4	107	-	-	-
商品／採購主任 Merchandiser / Buyer	-	522	638	-	-	7
品質檢查員 Quality Inspector	-	2	31	22	-	33
技術員 Technician	-	36	723	73	-	2
營業主任 Sales Supervisor	10	184	1 836	2 953	973	349
倉務及收發主任 Warehouse and Distribution Supervisor	5	37	62	40	-	80

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>						
運輸主任 Transportation Supervisor	-	18	31	4	-	-
採購主任 Purchasing Supervisor	-	39	1 395	31	-	8
推銷員主任 Promoter Supervisor	-	-	252	-	-	2
銷售工程師 Sales Engineer	-	-	178	34	-	-
<i>小計 Sub-Total</i>	<i>15</i>	<i>847</i>	<i>5 287</i>	<i>3 176</i>	<i>1 007</i>	<i>482</i>
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
營業代表 Salesman / Sales Representative	1 818	10 169	5 378	129	250	1 641
貨倉/採購文員 Stock / Purchasing Clerk	697	844	919	-	-	340
文件處理/船務文員 Documentation / Shipping Clerk	817	2 256	526	34	-	396
推銷員 Promoter	550	50	-	-	-	-
兼職推銷員 Part-time Promoter	-	8	-	-	-	120
<i>小計 Sub-Total</i>	<i>3 882</i>	<i>13 327</i>	<i>6 823</i>	<i>163</i>	<i>250</i>	<i>2 497</i>
<i>總計 Grand Total</i>	<i>3 897</i>	<i>14 184</i>	<i>13 182</i>	<i>4 340</i>	<i>2 245</i>	<i>3 070</i>

**按每月平均收入幅度劃分的出入口業僱員人數**  
**Distribution of IE Employees by Average Monthly Income Range**

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	-	-	-	1 334	4 568	1 377	1 118	1 271
研究及開發經理 Research and Development Manager	-	-	50	937	675	417	25	886
出入口／船務經理 Shipping Manager	-	-	-	650	208	31	-	275
技術經理 Technical Manager	-	-	224	208	884	134	50	484
商品採購經理 Merchandising Manager	-	-	900	4 333	3 417	323	1	665
品質管制經理 Quality Control Manager	-	-	-	794	357	83	-	187
準則審核經理 Compliance Manager	-	-	-	32	22	18	-	41
銷售／市場經理 Sales / Marketing Manager	-	-	135	7 358	8 539	960	67	2 933
倉務及收發經理 Warehouse and Distribution Manager	1	-	2	338	310	73	5	60
採購經理 Purchasing Manager	-	-	250	1 303	377	44	-	218
<b>小計 Sub-Total</b>	<b>1</b>	<b>0</b>	<b>1 561</b>	<b>17 287</b>	<b>19 357</b>	<b>3 460</b>	<b>1 266</b>	<b>7 020</b>
<i>主任級 SUPERVISORY LEVEL</i>								
準則審核主任 Compliance Officer	-	-	10	73	4	-	-	63
船務主任 Shipping Supervisor	-	-	2 050	890	42	-	-	480
研究及開發主任 Research and Development Officer	-	-	716	872	41	-	-	601
產品設計師 Product Designer	-	246	2 110	2 712	127	-	-	780
商品／採購主任 Merchandiser / Buyer	-	370	21 795	10 998	1 952	-	-	4 799
品質檢查員 Quality Inspector	-	-	2 202	854	66	-	-	767
營業主任 Sales Supervisor	-	-	9 969	11 746	1 827	50	-	12 103
倉務及收發主任 Warehouse and Distribution Supervisor	-	4	434	534	75	-	-	391
運輸主任 Transportation Supervisor	-	-	69	95	-	-	-	15
採購主任 Purchasing Supervisor	-	-	1 030	870	21	-	-	296
銷售工程師 Sales Engineer	-	-	202	565	24	-	-	277
技術員 Technician	-	898	3 163	2 109	34	-	-	2 191

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								
推銷主任 Promoter Supervisor	-	-	32	-	-	-	-	9
<b>小計 Sub-Total</b>	-	<b>1 518</b>	<b>43 782</b>	<b>32 318</b>	<b>4 213</b>	<b>50</b>	-	<b>22 772</b>
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
助理商品員 Assistant Merchandiser	-	2 678	11 971	1 436	-	-	-	3 570
文件處理/船務文員 Documentation / Shipping Clerk	1 109	8 999	32 270	1 722	-	-	-	8 755
營業代表 Salesman / Sales Representative	2 220	5 958	57 092	20 663	1 185	-	-	16 264
貨倉/採購文員 Stock / Purchasing Clerk	3	10 068	8 859	5 064	-	-	-	2 008
推銷員 Promoter	1	979	506	-	-	-	-	128
兼職推銷員 Part-time Promoter	1 081	516	-	-	-	-	-	346
<b>小計 Sub-Total</b>	<b>4 414</b>	<b>29 198</b>	<b>110 698</b>	<b>28 885</b>	<b>1 185</b>	<b>0</b>	<b>0</b>	<b>31 071</b>
<b>總計 Grand Total</b>	<b>4 415</b>	<b>30716</b>	<b>156 041</b>	<b>78 490</b>	<b>24 755</b>	<b>3 510</b>	<b>1 266</b>	<b>60 863</b>



**按每月平均收入幅度劃分的批發業僱員人數**  
**Distribution of Wholesale Employees by Average Monthly Income Range**

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	-	5	108	229	272	158	7	84
商品採購經理 Merchandising Manager	-	-	-	103	10	-	-	41
品質管制經理 Quality Control Manager	-	-	-	-	10	-	-	3
研究及開發經理 Research and Development Manager	-	-	-	1	46	15	-	23
銷售／市務經理 Sales / Marketing Manager	-	-	82	362	530	37	-	583
倉務及收發經理 Warehouse and Distribution Manager	-	-	16	51	34	-	-	22
準則審核經理 Compliance Manager	-	-	-	-	-	-	-	-
採購經理 Purchasing Manager	-	-	31	9	10	5	5	270
<b>小計 Sub-Total</b>	<b>0</b>	<b>5</b>	<b>237</b>	<b>755</b>	<b>912</b>	<b>215</b>	<b>12</b>	<b>1 026</b>
<i>主任級 SUPERVISORY LEVEL</i>								
船務主任 Shipping Supervisor	-	-	26	3	-	-	-	44
研究及開發主任 Research and Development Officer	-	-	1	-	15	-	-	4
產品設計師 Product Designer	-	-	34	-	-	-	-	77
商品／採購主任 Merchandiser / Buyer	501	-	546	10	-	-	-	110
品質檢查員 Quality Inspector	-	-	25	24	-	-	-	39
技術員 Technician	-	-	330	234	-	-	-	270
營業主任 Sales Supervisor	-	-	2 049	3 222	47	-	-	987
倉務及收發主任 Warehouse and Distribution Supervisor	-	12	75	39	-	-	-	98
運輸主任 Transportation Supervisor	-	-	23	-	-	-	-	30
採購主任 Purchasing Supervisor	-	30	1 295	35	15	-	-	98
推銷員主任 Promoter Supervisor	-	-	2	-	-	-	-	252
銷售工程師 Sales Engineer	-	-	34	178	-	-	-	-
<b>小計 Sub-Total</b>	<b>501</b>	<b>42</b>	<b>4 440</b>	<b>3 745</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>2 009</b>

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
營業代表 Salesman / Sales Representative	1 008	3 931	10 658	172	-10	-	-	3 606
貨倉／採購文員 Stock / Purchasing Clerk	15	834	1 517	1	--	-	-	433
文件處理／船務文員 Documentation / Shipping Clerk	251	2 135	955	15	-25	-	-	648
推銷員 Promoter	-	-	100	-	--	-	-	500
兼職推銷員 Part-time Promoter	-	-	8	-	--	-	-	120
<b>小計 Sub-Total</b>	<b>1 274</b>	<b>6 900</b>	<b>13 238</b>	<b>188</b>	<b>035</b>	<b>0</b>	<b>0</b>	<b>5 307</b>
<b>總計 Grand Total</b>	<b>1 775</b>	<b>6 947</b>	<b>17 915</b>	<b>4 688</b>	<b>1 024</b>	<b>215</b>	<b>12</b>	<b>8 342</b>

過往十二個月曾將全部或部分工種  
遷離至香港以外地方/  
或於未來十二個月有此計劃的出入口公司百分率  
Percentage of IE Companies Having Involved in Moving  
Functions Wholly or Partially to Other Places Outside  
Hong Kong in the Past 12 Months and/or will be Involved  
in Moving Functions in the Next 12 Months

工種 Functions	過往十二個月 (有) Past 12 Months (Yes) % <sup>+</sup>	未來十二個月 (有) Next 12 Months (Yes) % <sup>*</sup>	
<i>工種遷離香港</i> <i>Moving Functions Outside Hong Kong</i>			
品質控制 Quality Control	23.9	20.2	
辦貨 Merchandising	50.4	96	
倉務 Warehouse	23	20.2	
船務 Shipping	23.9	-	
會計 Accounting	-	-	
研究及發展 Research and Development	1.8	1.6	
出口及銷售 Export and Marketing	22.1	78.2	
電腦資料輸入 Computer Data Entry	-	-	
銷售及客戶服務 Sales and Customer Services	24.8	1.6	
物流 Logistics	5.3	-	
其他 Others	-	-	
<b>整體</b> <b>Overall</b>	<b>0.1<sup>#</sup></b>	<b>0.1<sup>#</sup></b>	
<i>遷往何地</i> <i>Whereabouts</i>			
內地 Mainland	華東 Eastern China	3.5	4
	華南 Southern China	94.7	96
	華西 Western China	-	-
	華北 Northern China	4.4	-
	華中 Central China	-	-

工種 Functions		過往十二個月 (有) Past 12 Months (Yes) % <sup>+</sup>	未來十二個月 (有) Next 12 Months (Yes) %*
<i>遷往何地 (續) Whereabouts (Continued)</i>			
亞洲 Asia		0.9	-
美洲 America		-	-
歐洲 Europe		-	-
非洲 Africa		-	-
其他地區 Other Places		-	-
<i>工種遷離香港之公司需要聘請員工人數 No. of Employees Required When Companies' Functions Moved Outside Hong Kong</i>			
香港員工 Hong Kong	0 人	99.1	100
	1 - 20 人	-	-
	21 - 50 人	-	-
	51 - 100 人	-	-
	> 100 人	-	-
	未有說明 Unspecified	0.9	-
內地員工 Mainland	0 人	26.5	40.3
	1 - 20 人	72.6	59.7
	21 - 50 人	-	-
	51 - 100 人	-	-
	> 100 人	-	-
	未有說明 Unspecified	0.9	-
其他地方員工 Other Places	0 人	98.2	100
	1 - 20 人	0.9	-
	21 - 50 人	-	-
	51 - 100 人	-	-
	> 100 人	-	-
	未有說明 Unspecified	0.9	-
<b>整體 Overall</b>		<b>0.1<sup>#</sup></b>	<b>0.1<sup>#</sup></b>

+ 佔有回覆的 113 間公司的百分率。  
As a percentage of 113 responding cases.

\* 佔有回覆的 124 間公司的百分率。  
As a percentage of 124 responding cases.

# 佔整個行業 99 535 間公司的百分率。  
As a percentage of total 99 535 companies in the trade.

**批發業**  
**參與人力／人力擴充百分率 (按工作／業務劃分)**  
**Wholesale Trade**  
**Manpower Involvement / Expansion by Function / Activity**

工作 / 業務 Functions / Activities	參與僱員人數 (人次) (2012 年 10 月) No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2012)	參與僱員人數 (人次) (2013 年 10 月) No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2013)	預測人力增減比率 (2012 年 10 月至 2013 年 10 月) Forecast % Changes of Manpower Growth (+) / Decrease (-) (October 2012 – October 2013)
出入口 Import / Export	4 267	4 269	+0.05%
零售 Retail	3 266	3 266	0.00%
品牌發展 Brand Name Development	88	88	0.00%
銷售及市場推廣 Sales and Marketing	20 970	21 766	+3.80%
分銷 Distribution	5 059	5 059	0.00%
生產 Manufacturing	66	66	0.00%
採購 Procurement	9 775	9 770	-0.05%
倉務 Warehousing	4 525	4 520	-0.01%
品質控制 Quality Control	1 456	1 451	-0.34%
產品設計 Product Design	1 374	1 374	0.00%
技術支援 Technical Support	2 933	2 933	0.00%
場地管理 Site Management	25	25	0.00%
<b>總計 Total</b>	<b>53 804</b>	<b>54 587</b>	<b>+1.46%*</b>

\* 2013 僱主之人力需求以 2012 年 10 月之經濟情況而預測。

\* The employers' forecast for 2013 manpower demand was made according to the economic environments in October 2012.

## **Manpower Projection for 2013-2017**

### **A. Import and Export Industry**

#### 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 Import and Export Industry since 2004.

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 9 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 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 Import and Export Industry

4. For the Import and Export Industry, 7 determinants below have been identified and grouped into PCs.

- 1) Gross Domestic Fixed Capital Formation [GDFCF]
- 2) Composite Consumer Price Index [CCPI]
- 3) Import of Goods in Value Index [VM]
- 4) Loans and Advance [LA]
- 5) Private Consumption Expenditure [PCE]
- 6) Re-export of Goods in Value Index [VREX]
- 7) Retails Sales in Value Index [RSVA]

5. At the “Diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 96.4% 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. At 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 0.89, indicating that about 89% of the variation of the manpower requirements can be explained by the model.

6. Based on the statistical model with the Labor Market Analysis (LMA), the manpower demand of the Import/Export Industry for 2013-2017 is projected as below:

<b>Year</b>	<b>Manpower Demand</b>	<b>Projected by LMA</b>	<b>Employers' Forecast</b>
2012	365 302	-	-
2013	-	378 613 (+3.64%*)	365 858 (+0.15%*)
2014	-	382 064 (+0.91%**)	-
2015	-	384 865 (+0.73%**)	-
2016	-	387 159 (+0.60%**)	-
2017	-	389 054 (+0.49%**)	-

*All figures include technical manpower only.*

\* as percentage change vs manpower demand in 2012  
 \*\* as percentage change vs projected manpower in previous year

7. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available.

## **B. Wholesale Industry**

8. Owing to fluctuations of historical data in the past years and no economic indicators could be identified to project manpower requirement, the LMA approach cannot be applied in the Wholesale Industry.

9. Adaptive Filtering Method (AFM) is applied to project the manpower requirement for the Wholesale Industry and a table for the manpower projection by AFM is presented as below.

<b>Year</b>	<b>Manpower Demand</b>	<b>Projected by AFM</b>	<b>Employers' Forecast</b>
2012	42 070	-	-
2013	-	42 775 (+1.68%*)	42 065 (-0.01%*)
2014	-	43 005 (+0.54%**)	-
2015	-	43 180 (+0.41%**)	-
2016	-	43 313 (+0.31%**)	-
2017	-	43 413 (+0.23%**)	-

*All figures include technical manpower only.*

\* as percentage change vs manpower demand in 2012  
 \*\* as percentage change vs projected manpower in previous year

## 2013 年至 2017 年的人力推算

### A. 出入口業

#### 人力市場分析法

1. 使用「人力市場分析法」[*Labor Market Analysis Approach*，簡稱 *LMA*]推算人力需求的程序如下：由一可靠的獨立機構收集一系列反映本地經濟、人口和勞動市場狀況的主要統計數據，經由本會仔細分析，然後選出部分數據作為獨立變數，以之建立一個統計模型，用作預測某指定經濟範疇的人力需求；亦即是利用可靠而相關的主要經濟指標，推算中短期的人力需求。

2. 本會自 2004 年起採用 *LMA* 統計模型推算出入口業的人力情況。

3. 主要分兩個階段建立這類統計模型：第一個階段是「診斷」，意即將兩組統計數據作一連串測試，抽取出獨立變數，稱為「決定因子」。第一組數據包括香港國民收入的 9 個核心數據，例如本地生產總值及其組成數據。憑這些數據，我們可以知道主要經濟活動的情況。第二組數據包括 42 個經濟指標，由此可以得到不同界別包括消費、投資、貿易、旅客訪港、房地產及相關活動，以及勞動市場等較為廣泛的資料。把這兩組數據分析，得出決定因子。為減少第一、二組及其他數據的誤差，這些決定因子會經過統計測試，找出它們的多元共線性，再歸納為不同的「主成分」[*Principal Components*]。第二個階段稱為「預斷」，主成分會用作建立統計模型，推算人力。

#### 出入口業人力推算

4. 我們為出入口業定出 7 個決定因子，並歸類為主成分。

1. 本地固定資本形成總額[*GDFCF*]；
2. 綜合消費物價指數[*CCPI*]；
3. 商品進口貨值指數[*VM*]；
4. 貸款及墊款[*LA*]；
5. 私人消費開支[*PCE*]；
6. 商品轉口貨值指數[*VREX*]；
7. 零售價值指數[*RSVA*]；

5. 在「診斷」階段，我們使用「主成分分析法」[*Principal Component Analysis*]將上述決定因子分類成不同的主成分，以此解釋人力需求中的信息變化，準確度約 96.4%；故此，我們可以放心根據這些主成分推算未來的人力需求。在「預斷」階段，我們使用「主成分迴歸法」[*Principal Component Regression*]建立統計模型。從模型看到，實際人力數字和主成分之間有很



強的相互關係，調整過後的 R-平方值是 0.89，代表約 89% 人力需求變化可以由這一統計模型解釋。

6. 出入口業 2013 年至 2017 年的人力需求以人力市場分析法[LMA]進行推算。下表簡要列出採用該種方法得出的結果。

年份	實際人力	LMA 推算數字	僱主預測
2012	365 302	-	-
2013	-	378 613 (+3.64%*)	365 858 (+0.15%*)
2014	-	382 064 (+0.91%**)	-
2015	-	384 865 (+0.73%**)	-
2016	-	387 159 (+0.60%**)	-
2017	-	389 054 (+0.49%**)	-

所有數字只包括技術僱員

\* 與 2012 年實際人力比較的變動百分率  
 \*\* 與前一年推算人力比較的變動百分率

7. 人力市場分析法的好處是客觀，而且可以配合經濟指標不時更新推算數字。

## B. 批發業

8. 由於過去幾年歷史數據波動，因此並無經濟指標可供推算批發業的人力需求，故未能採用人力市場分析法。

9. 本會採用了調節過濾法[AFM]，推算的人力需求摘要表列如下：

年份	實際人力	AFM 推算數字	僱主預測
2012	42 070	-	-
2013	-	42 775 (+1.68%*)	42 065 (-0.01%*)
2014	-	43 005 (+0.54%**)	-
2015	-	43 180 (+0.41%**)	-
2016	-	43 313 (+0.31%**)	-
2017	-	43 413 (+0.23%**)	-

所有數字只包括技術僱員

\* 與 2012 年實際人力比較的變動百分率  
 \*\* 與前一年推算人力比較的變動百分率

## Glossary

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

**Import/export or wholesale employees (Technical Manpower)** refer to all full-time personnel who are engaged in principal jobs related to the import/export or wholesale trade.

**A company** is defined, for the purpose of this survey, as a business undertaking including companies having the same first 8 digits of business registration number (i.e. under a single ownership or control) with the same nature of business (i.e. in the import/export or wholesale trade).

**Employees working in the Mainland on a stationed basis** refers to those full-time staff members who had worked in the Mainland with permanent post and job title.

**Employees working in the Mainland on a travelling basis** refers to those full-time staff members who went to the Mainland only conducting business negotiations and inspection of business, and/or attending trade fairs, meetings and business-related entertainment. Transport workers commuting between Hong Kong and the Mainland are excluded.

**IEW posts** refers to the principal jobs related to the import/export or wholesale trade actually taken up by employees, and include both the number of existing employees and vacancies.

**Manpower demand** refers to the aggregate of existing employees employed in the trade plus vacancies not yet filled.

**Monthly income** includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus.

**Wastage rate** is defined as the percentage of IEW employees leaving their current IEW jobs and taking up non-IEW positions, emigrating, or for other reasons, out of the total number of IEW employees. The formula for calculating the annual wastage rate at each job level is shown as follows:

$$\frac{\text{No. of IEW Employees Taking Up Non-IEW Positions} + \text{No. of Emigrants + Other Wastages}}{\text{No. of IEW Employees at the Job Level}} \times 100\%$$

## 釋 義

「僱員」指所有全職受薪人士，包括正為公司工作，或因病假、產假、年假、事假或罷工而臨時缺勤的人士。

「出入口或批發業技術僱員」指所有全職從事出入口業或批發業相關主要職務的人士。

「公司」就是次調查而言，指商業登記號碼首 8 個數字相同（即屬於同一擁有權或控制權），以及業務性質相同（即從事出入口業或批發業）的公司。

「派駐內地工作的僱員」指於內地工作、有固定職位及職稱的全職員工。

「往返內地工作的僱員」指只到內地進行業務磋商、視察業務及／或出席貿易展覽會、會議、業務相關款待活動的全職員工。穿梭中港兩地執行運輸工作的僱員則不包括在內。

「出入口或批發業職位」指實任的出入口業或批發業相關主要職位，包括現職僱員及空缺。

「人力需求」指業內現職僱員及尚待填補空缺的總數。

「每月收入」指基本薪金、超時工作補薪、生活津貼、膳食津貼、佣金及花紅。

「流失率」指因轉行、移居外地或其他原因離職者佔出入口業或批發業僱員總數的百分率。計算每年流失率（按職級劃分）的方程式如下：

$$\frac{\text{轉行僱員人數} + \text{移居外地人數} + \text{其他流失人數}}{\text{該職級的出入口業或批發業僱員人數}} \times 100\%$$

