

# Executive Summary of the Report on the 2004 Manpower Survey of the Wholesale Trade

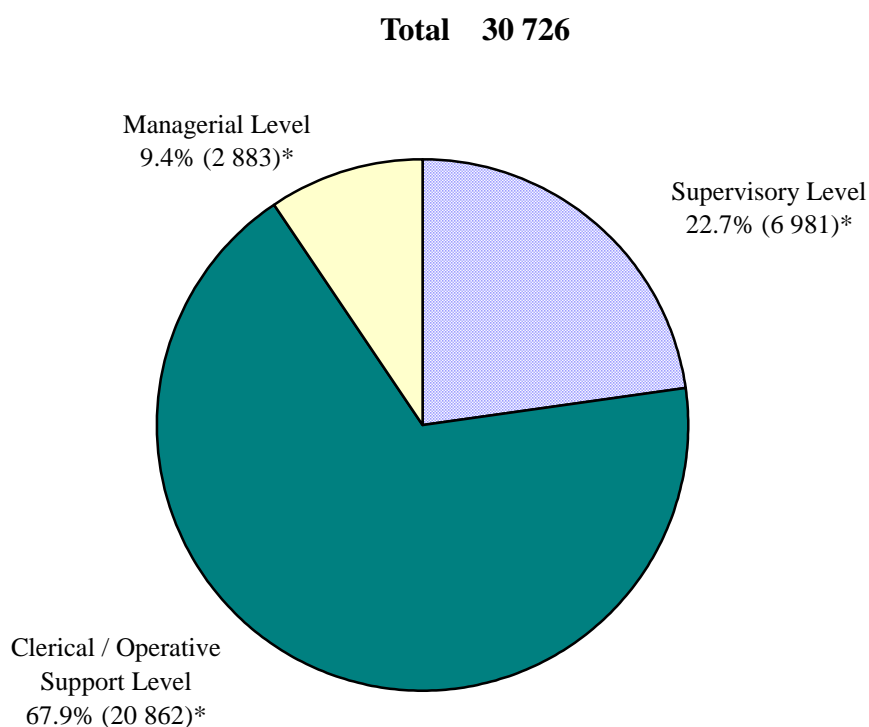
## Introduction

The Import/Export/Wholesale Trades Training Board of the Vocational Training Council (VTC) conducted its biennial manpower survey in November/December 2004 to assess the manpower situation and training needs in the wholesale trade. By stratified random sampling method, the survey covered 404 establishments (including 5 new cases). The effective response rate was 100.0%.

## Number Engaged

2. The survey revealed that in December 2004, a total of 30 726 wholesale employees were engaged in the principal jobs of the wholesale trade. The distribution of wholesale employees by job level is shown in Figures 1.

**Figure 1 Distribution of Wholesale Employees by Job Level  
(As in December 2004)**



\* Number of wholesale employees in bracket.

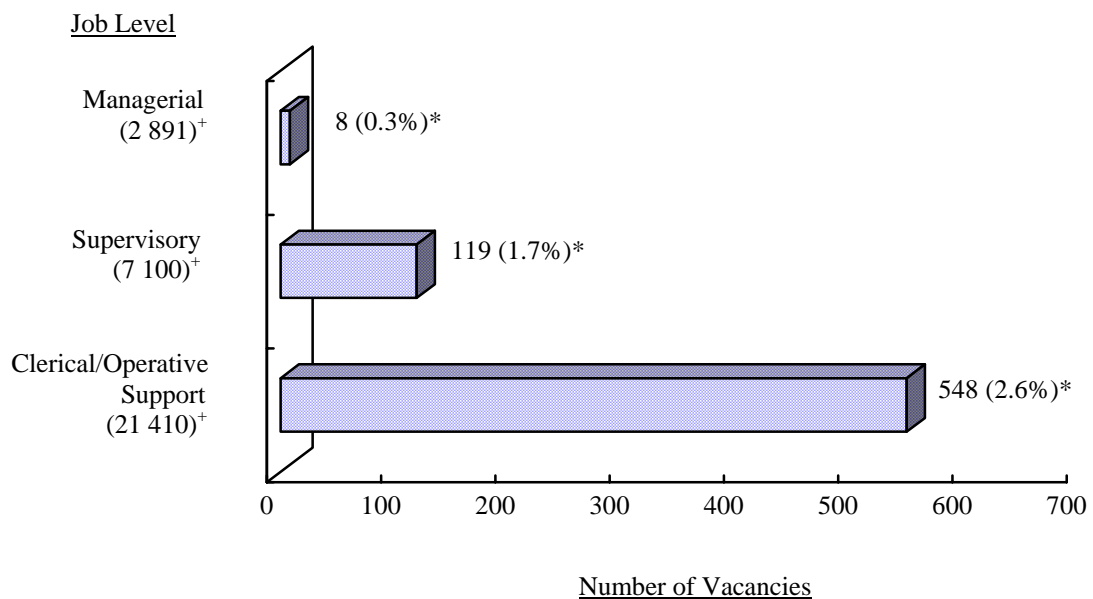
Note: Figures in brackets may not add up to the total due to rounding.

## Vacancies

3. There were 675 vacancies, or 2.2% of the existing 31 401 wholesale posts. By job level, the clerical/operative support level recorded the highest number of 548 vacancies as shown in Figure 2.

**Figure 2 Vacancies by Job Level  
(As in December 2004)**

**Total 675**



\* As a percentage of number of wholesale posts by job level.

+ Total number of wholesale posts by job level.

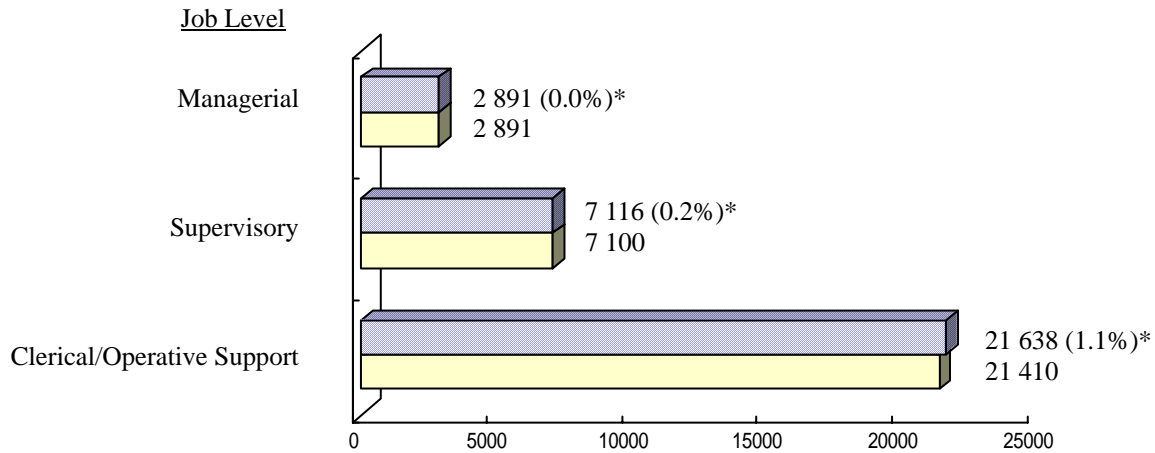
Note: Figures may not add up to the total due to rounding.

## Employers' Forecast of Wholesale Manpower Demand by December 2005

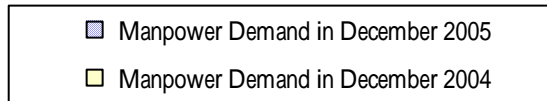
4. Employers forecast that there would be 31 645 wholesale posts (excluding owners / sole proprietors / working partners) by December 2005, an increase of 244 posts or 0.8% over the number of existing wholesale posts (31 401). Employers' forecast of wholesale manpower demand by December 2005 by job level is shown in Figure 3.

**Figure 3 Employers' Forecast of Wholesale Manpower Demand by December 2005 by Job Level**

**Total 31 645**



Number of Wholesale Posts



\* Growth rate as percentage of number of wholesale posts at the same job level in December 2004.

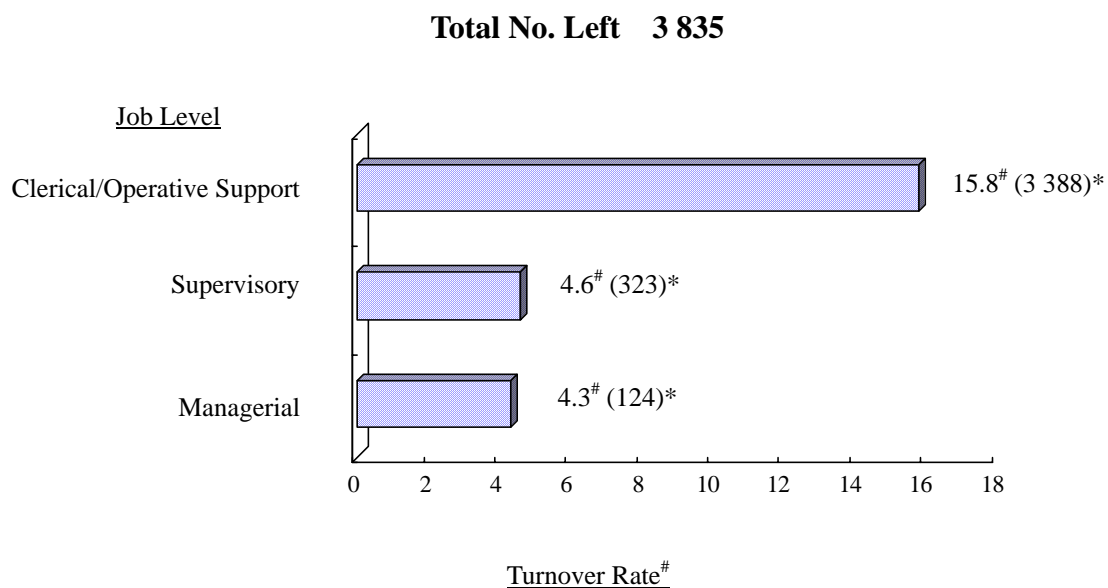
Notes: (1) Manpower demand includes the number of existing employees and vacancies.

(2) Figures may not add up to the total due to rounding.

### **Wholesale Employees Leaving in the Past 12 Months**

5. Of the 3 835 wholesale employees (or 12.2% of total wholesale posts) leaving in the past 12 months, 32.6% changed employment within the wholesale field (including starting own business in wholesale trade), 8.8% took up employment in other fields (including starting own business in non-wholesale trade), and 7.8% left for other reasons (such as emigration, retirement or further studies). The remaining left with whereabouts unknown. The turnover rates for the past 12 months by job level are shown in Figure 4.

**Figure 4 Turnover Rates for the Past 12 Months by Job Level**



\* Number of wholesale employees leaving the establishments at the same job level is in bracket.

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

Note: Figures in brackets may not add up to the total due to rounding.

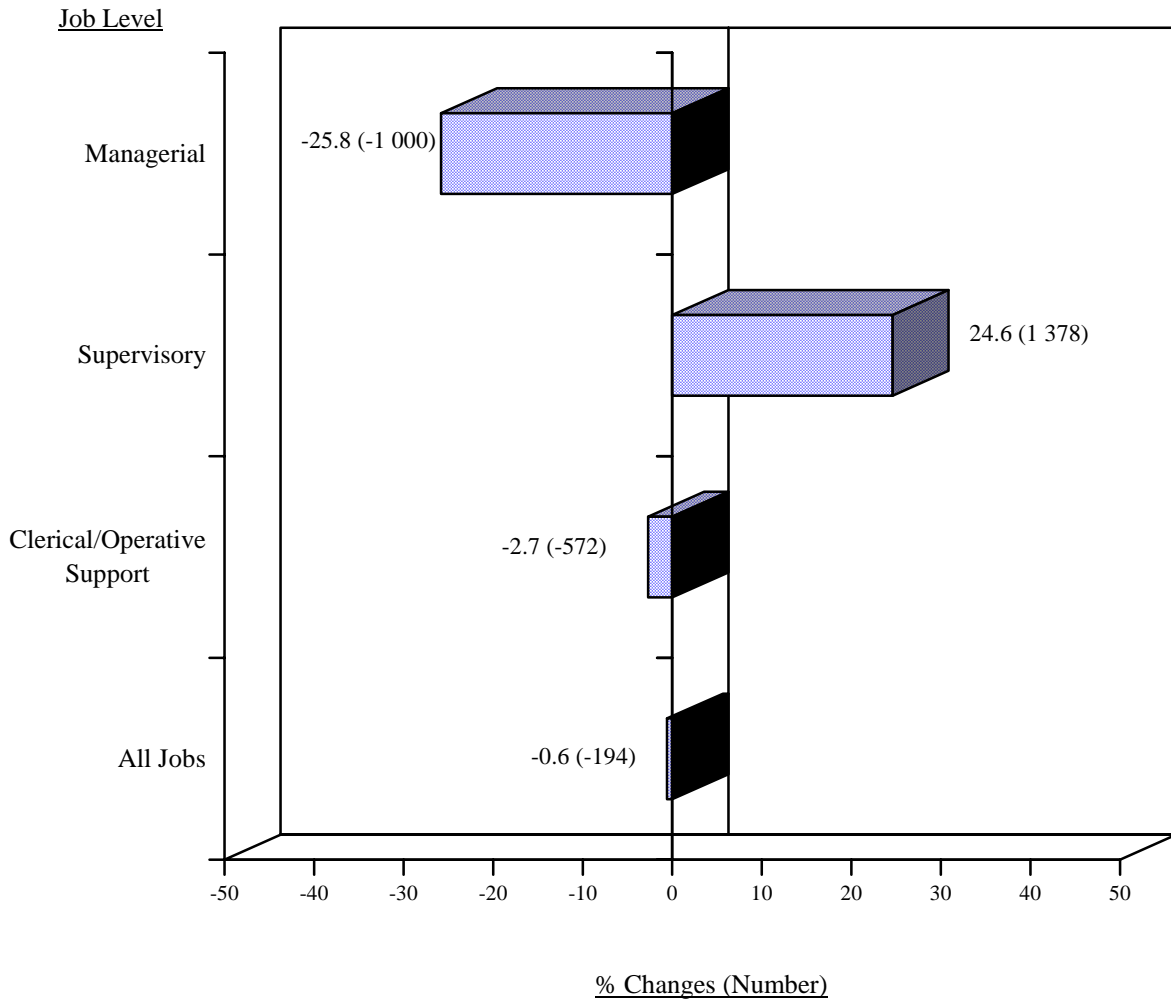
### **Training Needs of Existing Employees**

6. The survey revealed that employers would plan to provide/sponsor training for 4 505 wholesale employees (in terms of man-times) in the next 12 months. The most popular type of training was product knowledge, English, Putonghua, customer relationship, business development and management, and supervisory skills.

### **Manpower Changes from December 2002 to December 2004**

7. Comparison of the total number of wholesale employees from December 2002 to December 2004 by job level is shown in Figure 5.

**Figure 5 Manpower Changes by Job Level  
(December 2002 - December 2004)**



**Annual Additional Manpower Requirement by December 2005**

8. On the basis of employers' forecast of manpower growth by December 2005 and the annual wastage rates, the Training Board has worked out the annual additional manpower requirement by job level as shown in Table A.

**Table A Annual Additional Manpower Requirement  
by Job Level by December 2005**

Job Level	No. of Wholesale Employees in Dec. 2004	Employers' Forecast of Manpower Growth by Dec. 2005	No. of Employees to Replenish Wastage (%)*		Total No. of Annual Additional Employees by Dec. 2005
Managerial	2 883	-	11	(0.38)	11
Supervisory	6 981	16	50	(0.72)	66
Clerical/Operative Support	20 862	228	1 225	(5.87)	1 453
<b>Total</b>	<b>30 726</b>	<b>244</b>	<b>1 286</b>	<b>(4.19)</b>	<b>1 530</b>

\* Annual wastage rate by job level.

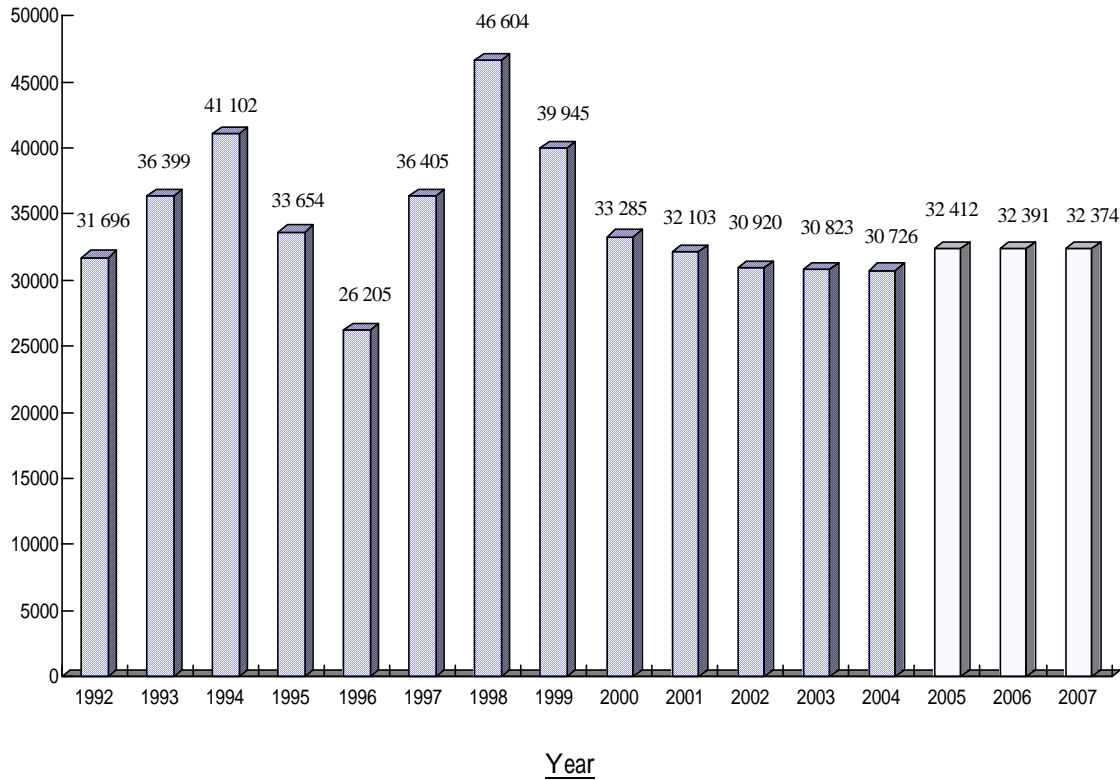
- Notes: (1) "Wastage rate" is defined as the percentage of wholesale employees leaving their current wholesale jobs and taking up non-wholesale positions, emigrating, or for other reasons, out of the total number of wholesale employees.
- (2) Figures may not add up to the total due to rounding.

**Projected Annual Manpower Requirement for 2005/07**

9. An adaptive filtering method is used to project the annual manpower requirement of the wholesale trade for 2005/07. This method produces projections based on the past and present survey data (with heavier weight given to the more recent data). The Training Board selects the most appropriate projections by taking into consideration the prospects and overall trend of the trade, employers' one-year forecast, and the annual wastage rate. Manpower projection of the wholesale trade for 2005/07 using the adaptive filtering method is shown in Figure 6.

**Figure 6 Manpower Projection of the Wholesale Trade  
(by Adaptive Filtering Method)**

No. of Employees



### Recommendations

10. Based on employers' forecast manpower growth, estimated wastage rates, recent development of the wholesale trade and industry members' experience, the Training Board estimates that the annual additional training requirements for wholesale employees by job level should be as follows:

<u>Job Level</u>	<u>Estimated Annual Additional Training Requirements</u>
Managerial	10 - 15
Supervisory	60 - 75
Clerical / Operative Support	1 300 - 1 600
<b>Total</b>	<b>1 370 - 1 690</b>

11. The Training Board recommends that:

- (a) To cope with the enforcement of CEPA, knowledge-based economy and globalisation:
  - (i) The local educational and training service providers can provide short courses or evening programmes on existing technical skills and soft skills to meet the needs of the local workforce.
  - (ii) Wholesale practitioners should capitalise on the opportunities and upgrade themselves by getting more training and gaining more experience in wholesale management and development in the Mainland where the demand for this kind of expertise far exceeds current supply.
- (b) Employers could make use of the part-time courses offered by the local educational and training service providers for upgrading their workforce in the wholesale trade.
- (c) Employers could also recruit graduates of these institutions and strengthen their skill sets through the provision of internal and/or external training in order to maintain the company's competitiveness.
- (d) The Government should continue to implement and administer the Skills Upgrading Scheme for the wholesale trade and the Continuing Education Fund for subsidizing adults with learning aspirations to pursue continuing education and training. Employees, particularly for those working for SMEs, should make use of the training funds to enhance their competitiveness.
- (e) The VTC should continue to conduct manpower survey at 2-year interval to assess future manpower requirements in the wholesale trade.
- (f) The VTC should also improve the proposed sampling plan for the future survey by using company as the basic enumeration unit and enumerating sufficient samples for those companies with employment size over 4 at various strata in the wholesale trade.



## **SECTION I**

### **INTRODUCTION**

#### **The Training Board**

1.1 The Import/Export/Wholesale Trades Training Board of the Vocational Training Council (VTC) is responsible for matters pertaining to the manpower and training needs of the import/export and wholesale trades. Comprising representatives of the trades, academics and government officials, the Training Board is required, among other duties, to recommend to the Council the development of training strategy to meet the increasing demand for trained personnel. The Training Board's membership list and terms of reference are given in Appendices 1 and 2.

#### **Purpose of the Survey**

1.2 To assist the Council to carry out two of its main functions as stipulated in the VTC Ordinance, namely, to review the industry needs for trained manpower and to review the availability of trained manpower to meet such needs, the Training Board has been conducting manpower surveys once every two years since early 1980s.

1.3 This survey was conducted in November and December 2004 to assess the manpower and training needs in principal jobs which covered all related posts of the wholesale trade. The Training Board is of the view that the survey report will be useful not only to the Council and the Government, but also to employees, employers and those who want to understand the manpower situation and training needs of the wholesale trade.

#### **Coverage of the Survey**

1.4 The scope of the 2004 survey was similar to that of the 2002 survey by covering those establishments engaged in the resale (sale without transformation) of new and used goods to retailers; the industrial, commercial, institutional or professional users; or other wholesalers, or those acting as agents in buying merchandise for, or selling merchandise to, such persons or companies. The principal types of business included were:

- (i) Merchant wholesalers;
- (ii) Merchandise and commodity brokers, commission merchants and agents;
- (iii) Petroleum bulk station;
- (iv) Cooperative associations engaged in the marketing of farm and

marine products; and

- (v) Junk dealers.

1.5 A list of samples at establishment level in the trade is obtained from the Central Register of Establishments Section of the Census and Statistics Department. Industry codes of the wholesale trade using the Hong Kong Standard Industrial Classification (HSIC) covered in the survey are shown as follows:

<u>Industry Code</u>	<u>Titles of the Wholesale Trade</u>
611	Foodstuffs; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; machinery, equivalent and parts; transport equipment; durable goods.
612	Raw materials and semi-manufactures; general commodities.

### **Method of the Survey**

1.6 In view of the limited resources, a stratified random sampling method was adopted to select 399 samples out of a total of some 15 550 wholesale establishments in the specified frame. 5 new cases in the wholesale trade were discovered in the survey period, resulting in a total sample size of 404. The establishments were asked to complete a detailed questionnaire on wholesale manpower and training needs (Appendix 3). Fieldwork officers of the Census and Statistics Department visited the sampled establishments to ensure the proper collection of information.

1.7 The survey covered 3 job levels, that is, managerial, supervisory and clerical/operative support. Based on the education, experience and average monthly income of wholesale employees, the Training Board further subdivided the 3 job levels into 22 principal jobs for a detailed analysis.

1.8 Employers were requested to classify their wholesale employees according to job specifications based on the duties the employees performed rather than the job titles held in the organization (Appendix 4). Fieldwork officers of the survey were specially briefed about the nature of various jobs before they carried out the fieldwork. Questionnaires collected were checked, coded and if necessary verified with the respondents. The data collected were grossed up statistically to reflect the overall manpower situation of the wholesale trade.

## **Analysis of the Responses**

1.9 Out of the 404 establishments selected, 299 (including 5 new cases) completed and returned the questionnaires. None refused to respond. Taking into account those 105 establishments which had closed, moved, been untraceable or had registered offices without operations, temporarily not in operation, not engaged in specific trade and others, the effective response rate was 100.0%.

## **Presentation of the Survey Findings**

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

1.11 In order to identify the training needs of all trade-related posts and at the same time, obtain the latest manpower situation of the wholesale trade, some job titles had been re-classified in this survey, with the result that some manpower data would not be 100 per cent comparable to those published in previous survey reports.

## **Definition of Terms**

1.12 "Employees" refer to all full-time personnel who are directly paid by the establishment and who are either at work or temporarily absent from work, viz sick leave, maternity leave, annual vacation, casual leave or on strike.

1.13 "Wholesale employees" refer to all full-time personnel who are engaged in principal jobs related to the wholesale trade.

1.14 "An establishment" is defined, for the purpose of this survey, as an economic unit engaged in the production of goods and services, under a single ownership or control, in one or predominantly one kind of economic activity at a single physical location. An establishment forms the basic enumeration unit in the survey.

1.15 "A company" is defined, for the purpose of this survey, as a business undertaking including establishments 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 wholesale trade).

1.16 "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.

1.17 "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.

1.18 “Wastage rate” is defined as the percentage of wholesale employees leaving their current wholesale jobs and taking up non-wholesale positions, emigrating, or for other reasons, out of the total number of wholesale employees. The formula for calculating the annual wastage rate at each job level is shown as follows:

$$\frac{\text{No. of Wholesale Employees Taking Up Non-Wholesale Positions} + \text{No. of Emigrants} + \text{Other Wastages}}{\text{No. of Wholesale Employees at the Job Level}} \times 100\%$$

### **Acknowledgement**

1.19 The Training Board wishes to thank the Census and Statistics Department for supervising the fieldwork, processing the survey data and providing the socio-economic data, and Members of the Working Party for their contributions to the work of the survey.

## SECTION II

### SUMMARY OF SURVEY FINDINGS

#### Number of Persons Engaged

2.1 The survey revealed that in December 2004, a total of 31 836 persons (including 1 110 owners / sole proprietors / working partners) were engaged in the principal jobs of the wholesale trade in Hong Kong. More detailed manpower statistics of the wholesale trade by job level by job title are shown in Appendix 5.

2.2 The manpower structure of the wholesale trade by job level is shown in Table A.

**Table A Manpower Structure by Job Level  
(As in December 2004)**

<b>Job Level</b>	<b>Number of Persons</b>
Managerial	2 883
Supervisory	6 981
Clerical / Operative Support	20 862
<b>Total Number of Wholesale Employees (excluding Administrative and Other Supportive Staff)</b>	<b>30 726</b>
Owner / Sole Proprietor / Working Partner	1 110
<b>Total Technical Manpower</b>	<b>31 836</b>
Administrative and Other Supportive Staff <sup>(1)</sup>	22 424
<b>Total Workforce</b>	<b>54 260</b>

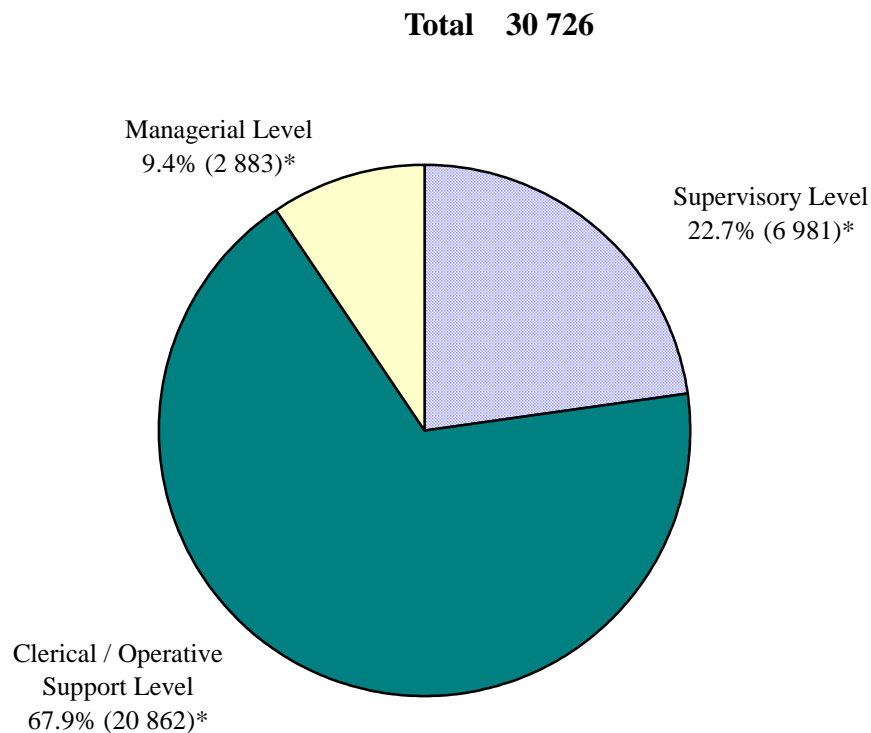
Notes: (1) Other supporting managers, supervisors, clerical and supportive staff involved in engineering, production, personnel, accounting, finance and IT.

(2) Figures may not add up to the total due to rounding.

## Number of Wholesale Employees

2.3 The survey showed that of the 30 726 wholesale employees, 2 883 (9.4%) were in managerial level, 6 981 (22.7%) in supervisory level and 20 862 (67.9%) in clerical/operative support level. The distribution of wholesale employees by job level is shown in Figure 1.

**Figure 1 Distribution of Wholesale Employees by Job Level  
(As in December 2004)**



\* Number of wholesale employees in bracket.

Note: Figures in brackets may not add up to the total due to rounding.

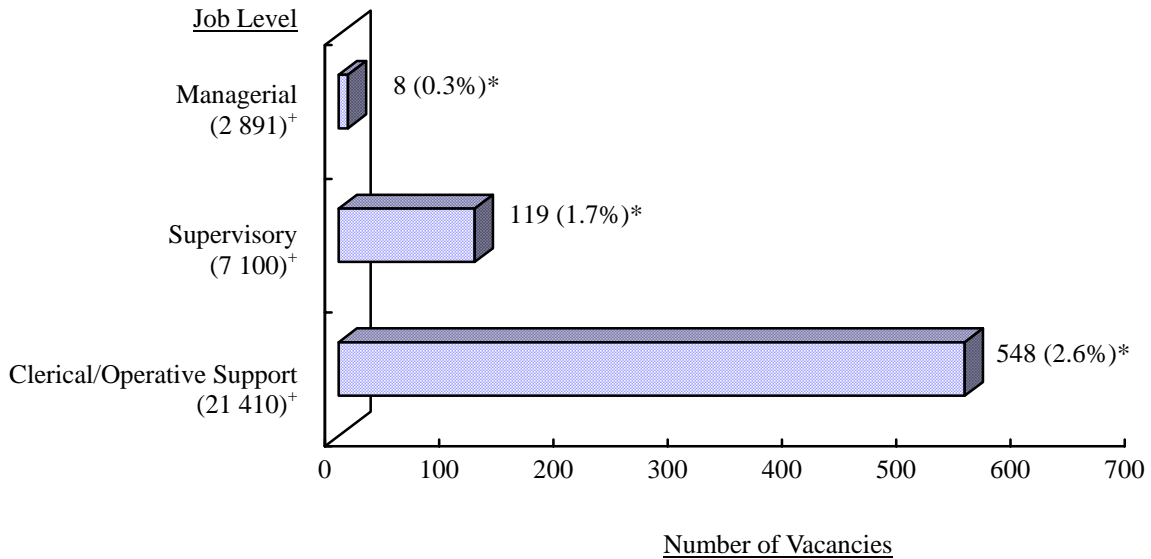
## Number of Existing Vacancies

2.4 At the time of the survey, employers reported a total of 675 vacancies, or 2.2% of the existing 31 401 wholesale posts <sup>(1)</sup>. As regards the number of vacancies by job level shown in Figure 2, the clerical/operative support level recorded the highest number of 548 vacancies, followed by the supervisory level with 119 vacancies. The number of existing vacancies by job level is shown in Table B. A more detailed analysis of the findings by job level by job title is shown in Appendix 5.

Note: (1) Wholesale posts include the number of existing employees and vacancies.

**Figure 2 Vacancies by Job Level  
(As in December 2004)**

**Total 675**



\* As a percentage of number of wholesale posts by job level.

+ Total number of wholesale posts by job level.

Note: Figures may not add up to the total due to rounding.

**Table B Number of Existing Vacancies by Job Level  
(As in December 2004)**

Job Level	Number of Wholesale Posts	Number of Existing Vacancies (%) <sup>*</sup>
Managerial <sup>+</sup>	2 891	8 (0.3)
Supervisory	7 100	119 (1.7)
Clerical / Operative Support	21 410	548 (2.6)
<b>Total</b>	<b>31 401</b>	<b>675 (2.2)</b>

\* As a percentage of number of wholesale posts by job level.

+ Managerial level excluding owners / sole proprietors / working partners.

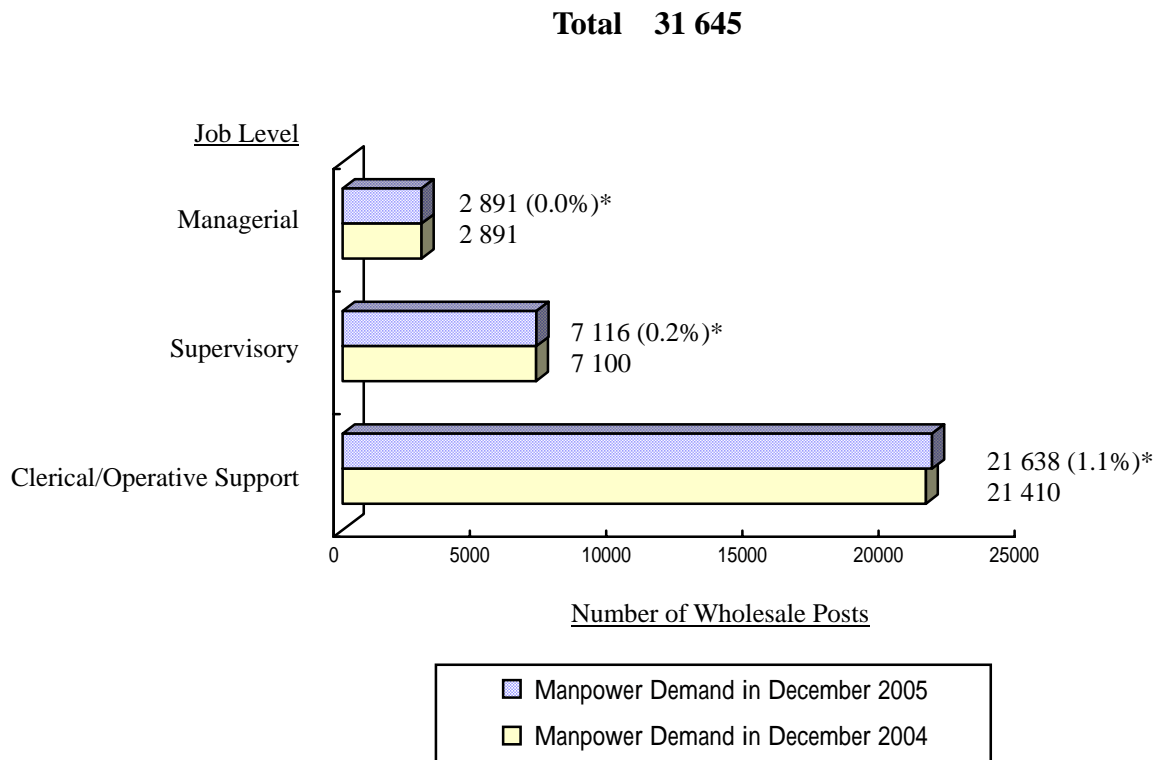
Note: Figures may not add up to the total due to rounding.

## Employers' Forecast of Wholesale Manpower Demand by December 2005

2.5 Employers forecast that there would be 31 645 wholesale posts (excluding owners / sole proprietors / working partners) by December 2005, an increase of 244 posts or 0.8% over the number of existing wholesale posts (31 401). Among the job levels, clerical / operative support level recorded the highest growth rate of 1.1%, followed by supervisory level (0.2%).

2.6 Employers' forecast of wholesale manpower demand <sup>(1)</sup> by December 2005 by job level is shown in Figure 3 and in Table C. More detailed analysis of the findings by job level by job title is presented in Appendix 5.

**Figure 3 Employers' Forecast of Wholesale Manpower Demand by December 2005 by Job Level**



\* Growth rate as percentage of number of wholesale posts at the same job level in December 2004.

Notes: (1) Manpower demand includes the number of existing employees and vacancies.

(2) Figures may not add up to the total due to rounding.



**Table C Employers' Forecast of Wholesale Manpower Demand by December 2005 by Job Level**

<b>Job Level</b>	<b>No. of Employees in December 2004</b>	<b>No. of Vacancies in December 2004</b>	<b>Manpower Demand in December 2004</b>	<b>December 2005 Forecast Manpower Growth (%)*</b>	<b>December 2005 Forecast Manpower Demand</b>
Managerial <sup>+</sup>	2 883	8	2 891	- (-)	2 891
Supervisory	6 981	119	7 100	16 (0.23)	7 116
Clerical/Operative Support	20 862	548	21 410	228 (1.06)	21 638
<b>Total</b>	<b>30 726</b>	<b>675</b>	<b>31 401</b>	<b>244 (0.78)</b>	<b>31 645</b>

\* Growth rate as percentage of number of wholesale posts at the same job level in December 2004.

+ Managerial level excluding owners / sole proprietors / working partners.

Notes: (1) Manpower demand includes the number of existing employees and vacancies.

(2) Figures may not add up to the total due to rounding.

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

2.7 The survey revealed that 131 wholesale employees (or 0.4% of total wholesale employees) were promoted from within. Of the 131 employees promoted, supervisory level had the highest internal promotion rate among the three job levels. 116 persons (1.7%) engaged in supervisory level had been promoted from the clerical/operative support level, while 10 persons (0.4%) in managerial level had been promoted from the supervisory level. A summary of the internal promotion pattern by job level is given in Table D.

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

<b>Job Level</b>	<b>Number of Employees</b>	<b>Number of Employees Promoted from Within (%)*</b>
From Supervisory Level to Managerial Level	2 883	10 (0.35)
From Clerical/Operative Support Level to Supervisory Level	6 981	116 (1.66)
From Others to Clerical/Operative Support Level	20 862	5 (0.02)
<b>Total</b>	<b>30 726</b>	<b>131 (0.43)</b>

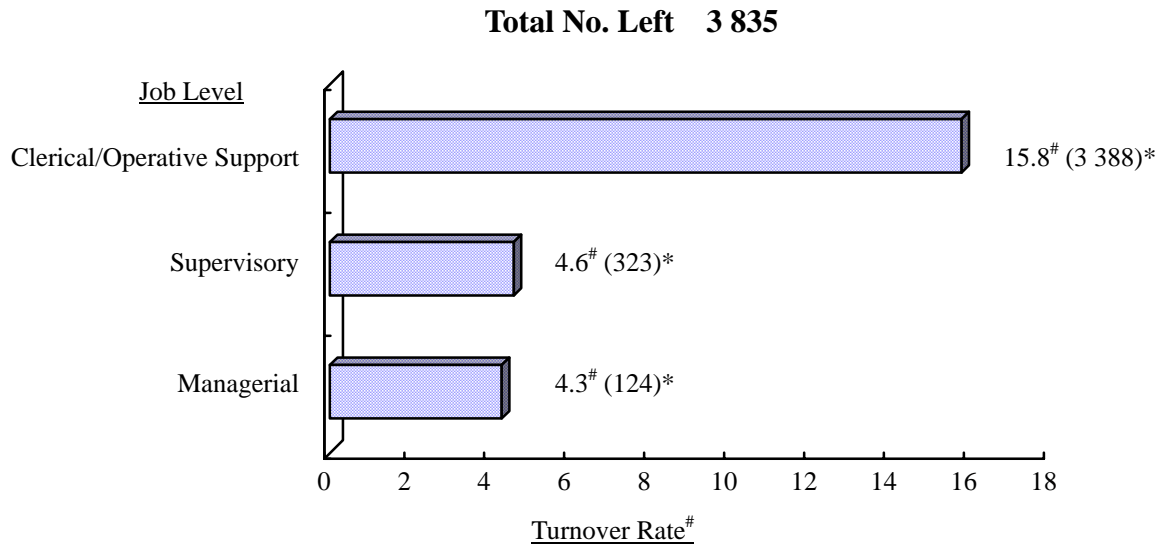
\* As a percentage of number of wholesale employees at the same job level.

Note: Figures may not add up to the total due to rounding.

### **Wholesale Employees Leaving in the Past 12 Months**

2.8 Of the 3 835 wholesale employees (or 12.2% of total wholesale posts) leaving in the past 12 months, 32.6% changed employment within the wholesale field (including starting own business in wholesale trade), 8.8% took up employment in other fields (including starting own business in non-wholesale trade), and 7.8% left for other reasons (such as emigration, retirement or further studies). The remaining left with whereabouts unknown. By job level, clerical/operative support level was the hardest hit with turnover rates of 15.8%. The analyses of the findings by job level, and by whereabouts by job level are summarized in Figure 4 and Table E.

**Figure 4 Turnover Rates for the Past 12 Months by Job Level**



\* Number of wholesale employees leaving the establishments at the same job level is in bracket.

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

Note: Figures in brackets may not add up to the total due to rounding.

**Table E Wholesale Employees Leaving in the Past 12 Months by Whereabout by Job Level**

Employees' Whereabout	Managerial	Supervisory	Clerical/Operative Support	Total	
	(%)*	(%)*	(%)*	(%)*	(%) <sup>#</sup>
Taking up wholesale trade related jobs (including starting own business in related trade)	50 (1.73)	130 (1.83)	1 070 (5.00)	1 250 (3.98)	(32.59)
Taking up non-wholesale trade related jobs (including starting own business in non-wholesale trade)	1 (0.03)	16 (0.23)	320 (1.49)	337 (1.07)	(8.79)
Emigration, retirement, further studies and others	4 (0.14)	8 (0.11)	286 (1.34)	298 (0.95)	(7.77)
Whereabouts unknown to employers	69 (2.39)	169 (2.38)	1 712 (8.00)	1 950 (6.21)	(50.85)
<b>Total</b>	<b>124 (4.29)</b>	<b>323 (4.55)</b>	<b>3 388 (15.82)</b>	<b>3 835 (12.21)</b>	<b>(100.0)</b>

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

# As a percentage of number of wholesale employees leaving in the past 12 months.

Note: Figures may not add up to the total due to rounding.

### **Preferred Level of Education**

2.9 Appendix 6 shows that employers had a strong preference for degree holders for all of the management jobs, and Secondary 5 holders for most of the supervisory jobs and the clerical/operative support jobs. A summary of the three most preferred educational levels by job level is shown in Table F.

**Table F The Three Most Preferred Educational Level by Job Level**

<b>Managerial</b>	<b>Supervisory</b>	<b>Clerical/ Operative Support</b>
1. University Degree or Above	Secondary 5	Secondary 5
2. Diploma / Certificate or Equivalent	Diploma / Certificate or Equivalent	Secondary 3 or Below
3. Secondary 5	Matriculation	Matriculation

### **Preferred Wholesale Experience**

2.10 Appendix 7 shows that in general, the majority of employers preferred people with over 3 years of wholesale experience for management jobs, 3 to 6 years' wholesale experience for supervisory jobs, and less than 3 years' wholesale experience for clerical / operative support jobs.

### **Average Monthly Income**

2.11 The term "monthly income" used in the survey includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. Appendix 8 shows that the majority of employers offered an average monthly income range from over HK\$10,000 to HK\$30,000 for management jobs, over HK\$10,000 to HK\$20,000 for supervisory jobs, and over HK\$8,000 to HK\$20,000 for clerical / operative support jobs. As this was not a wage survey, the information obtained was for cross-checking purpose only. A summary of the average monthly income range of wholesale employees by job level is shown in Table G.

**Table G      Average Monthly Income Range of  
Wholesale Employees by Job Level**

Average Monthly Income Range	Number of Wholesale Employees			
	Managerial (%)*	Supervisory (%)*	Clerical/ Operative Support (%)*	Total (%)*
Under \$6,001	- (-)	- (-)	668 (3.2)	668 (2.17)
\$6,001 - \$8,000	- (-)	38 (0.54)	4 505 (21.59)	4 543 (14.79)
\$8,001 - \$10,000	- (-)	998 (14.3)	7 865 (37.7)	8 863 (28.85)
\$10,001 - \$20,000	957 (33.19)	4 401 (63.04)	5 636 (27.02)	10 994 (35.78)
\$20,001 - \$30,000	1 014 (35.17)	765 (10.96)	217 (1.04)	1 996 (6.5)
\$30,001 - \$50,000	495 (17.17)	222 (3.18)	- (-)	717 (2.33)
\$50,001 - \$70,000	182 (6.31)	- (-)	- (-)	182 (0.59)
Over \$70,000	47 (1.63)	- (-)	- (-)	47 (0.15)
Unknown	188 (6.52)	557 (7.98)	1 971 (9.45)	2 716 (8.84)
<b>Total</b>	<b>2 883 (100.0)</b>	<b>6 981 (100.0)</b>	<b>20 862 (100.0)</b>	<b>30 726 (100.0)</b>

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

Note: Figures may not add up to the total due to rounding.

### **Training Policy and Practice**

2.12            The survey revealed that in general, establishments with employment size over 100 were more willing to provide training to their employees. A more detailed analysis of the findings by employment size is presented in Appendix 9.

2.13 It is noted that in general, establishments with training provided were more willing to organize their own formal in-house training (about 3.8%) than to sponsor their employees to attend external courses (about 2.1%) through various modes of funding. The main reason for most establishments not providing training to their employees was that they considered them well trained. A high percentage of establishments also considered that training was not essential.

### **Training Needs of Existing Employees**

2.14 The survey revealed that employers would plan to provide / sponsor training for 4 505 wholesale employees (in terms of man-times) in the next 12 months. The most popular type of training was product knowledge, English, Putonghua, customer relationship, business development and management, and supervisory skills. The analyses of the findings by training type by job level are summarized in Table H.

**Table H Number of Employees (in terms of Man-Times) to be Sponsored by Employer in the Next 12 Months by Type of Training by Job Level**

<b>Type of Training</b>		<b>Managerial</b>	<b>Supervisory</b>	<b>Clerical/ Operative Support</b>	<b>Total</b>
Computer Operation		-	55	56	111
Languages	English	6	102	579	687
	Putonghua	84	60	472	616
	Others	-	-	28	28
Product Knowledge		261	112	859	1 232
Business Development and Management		246	8	72	326
Customer Relationship		18	60	258	336
China Trade Business		101	24	24	149
Supervisory Skills		43	164	57	264
Compliance		-	-	16	16
Product Development		32	-	110	142
Quality Control		-	16	72	88
International Trade and Practices		-	-	55	55
Transport and Logistics		16	8	118	142
Merchandising		-	-	111	111

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
Others (Import / Export Declaration, Retail Trade Operation, e-Commerce)	58	3	141	202
<b>Total</b>	<b>865</b>	<b>612</b>	<b>3 028</b>	<b>4 505</b>

Note: Figures may not add up to the total due to rounding.

2.15 The survey also revealed that 8.4% of establishments thought that the enforcement of CEPA, knowledge-based economy and globalization would increase training needs of their employees. Among those establishments, 59.4% specified China market related courses would be needed by their employees. A summary of percentage of establishments by employment size by training course is given in Table I.

**Table I Percentage of Establishments (by Employment Size) Having Specified the Courses Needed by Their Employees After Taking into Account the Enforcement of CEPA, Knowledge-based Economy and Globalization**

Employment Size	Training Course				
	Supply Chain Management %*	China Market Related Courses %*	Global Product Search and Development Related Courses %*	Others (English & Putonghua) %*	Overall %*
1 - 9	32.86	59.10	47.64	-	7.89
10 - 19	16.67	50.00	33.33	16.67	9.02
20 - 49	42.86	85.71	14.29	-	24.67
50 - 99	-	-	-	-	-
100 - 199	100	25.00	-	-	57.14
200 & Over	-	-	-	-	-
<b>Overall</b>	<b>32.87</b>	<b>59.42</b>	<b>43.99</b>	<b>1.40</b>	<b>8.38</b>

\* As a percentage of number of responding cases.

## Employees Working in the Mainland

2.16 At the time of the survey, 29.4% of companies in the wholesale trade had deployed employees to work in the Mainland. Out of the 5 361 employees deployed, 410 were working full-time there on a stationed basis and 4 951 were on a travelling basis. A summary of the number of employees deployed to work in the Mainland by employment size by job level is given at Table J.

**Table J Number of Employees Deployed to Work in the Mainland by Employment Size by Job Level**

Employment Size	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Stationed Basis</i>				
1 - 9	276	55	55	386
10 - 19	-	-	-	-
20 - 49	24	-	-	24
50 - 99	-	-	-	-
100 - 199	-	-	-	-
200 & Over	-	-	-	-
<b>Sub-total</b>	<b>300</b>	<b>55</b>	<b>55</b>	<b>410</b>
<i>Travelling Basis</i>				
1 - 9	1 350	740	1 664	3 754
10 - 19	269	252	281	802
20 - 49	136	80	120	336
50 - 99	6	9	-	15
100 - 199	19	25	-	44
200 & Over	-	-	-	-
<b>Sub-total</b>	<b>1 780</b>	<b>1 106</b>	<b>2 065</b>	<b>4 951</b>
<b>Total</b>	<b>2 080</b>	<b>1 161</b>	<b>2 120</b>	<b>5 361</b>

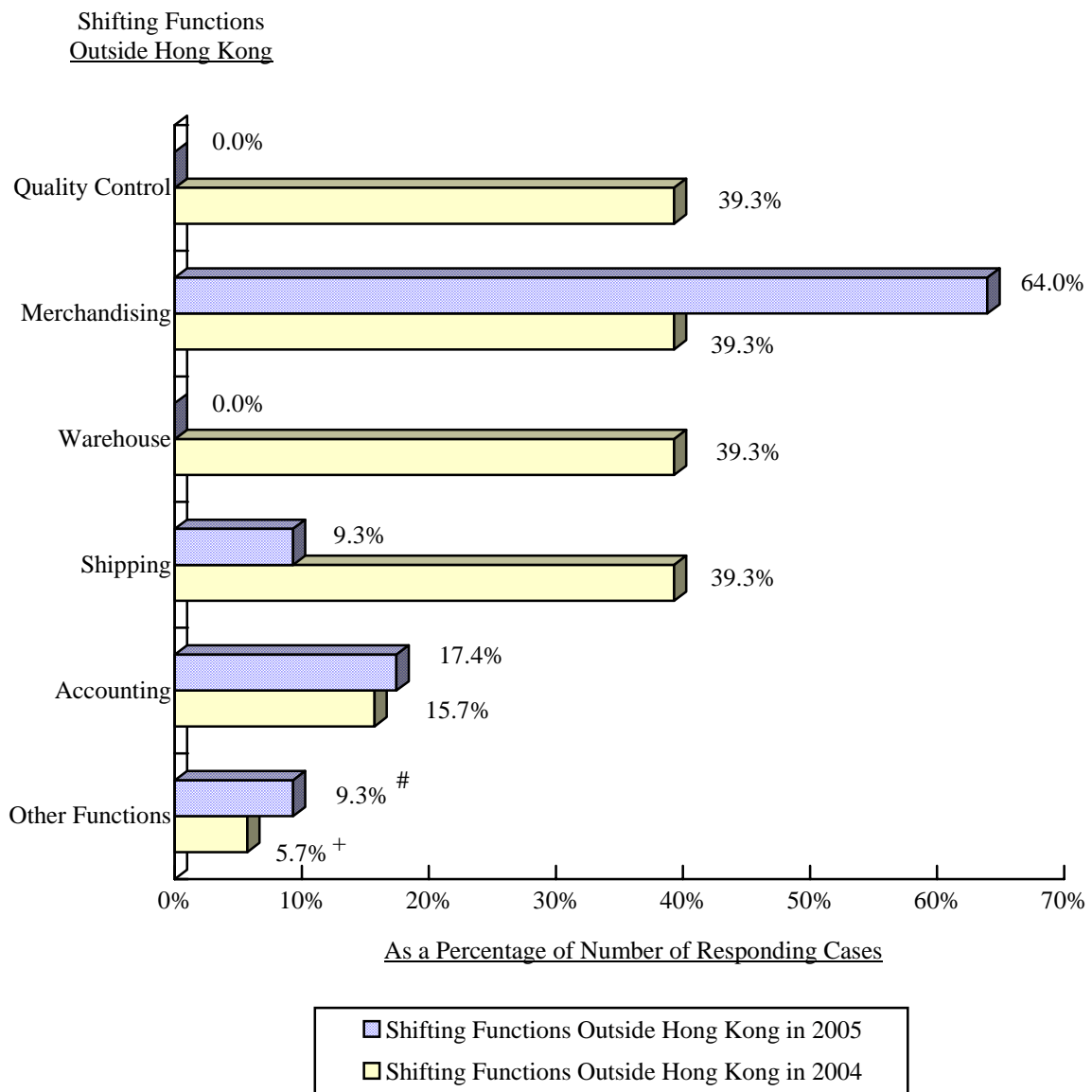
## Business Policy and Practice

2.17 The survey revealed that 1.2% of companies had been involved in shifting their operation functions, wholly or partially, to other places outside Hong Kong in the past 12 months and 0.7% of companies would continue to remain so in the next 12 months.



2.18 Figure 5 indicates that, as compared with the actual figures in 2004 and the projected figures in 2005, a higher percentage of companies in the wholesale trade will be involved in shifting their merchandising and accounting functions to the Mainland. A more detailed analysis of the findings by shifting function, by whereabouts and by number of employees recruited as a result is presented in Appendix 10.

**Figure 5 Comparison of the Percentage of Companies Involved in Shifting Their Operation Functions to Other Places Outside Hong Kong in the Past 12 Months in December 2004 and/or will be Involved in Shifting Their Functions in the Next 12 Months**



# Other functions included sales and marketing.

+ Other functions included customer services.

## SECTION III

### CONCLUSIONS

#### Overall Manpower Structure in the Wholesale Trade

3.1 The Training Board has examined the survey findings and is of the opinion that they generally reflect the manpower situation of the wholesale trade at the time of the survey. It was found that in December 2004, 31 836 persons (or 1.0% of about 3.33 million <sup>(1)</sup> employees in the economy) were engaged in the wholesale trade in which 30 726 employees were working at various levels of wholesale principal jobs (Appendix 5). The findings on wholesale manpower, vacancy and forecast growth by job level are summarized in Table K.

**Table K Wholesale Manpower, Vacancy and Forecast Growth by Job Level**

Job Level	No. of Wholesale Employees in Dec. 2004	No. of Vacancies in Dec. 2004 (%)*		Employers' Forecast Manpower Growth by Dec. 2005 (%)*		Forecast No. of Wholesale Posts by Dec. 2005
Managerial	2 883	8	(0.3)	-	(-)	2 891
Supervisory	6 981	119	(1.7)	16	(0.2)	7 116
Clerical / Operative Support	20 862	548	(2.6)	228	(1.1)	21 638
<b>Total</b>	<b>30 726</b>	<b>675</b>	<b>(2.2)</b>	<b>244</b>	<b>(0.8)</b>	<b>31 645</b>

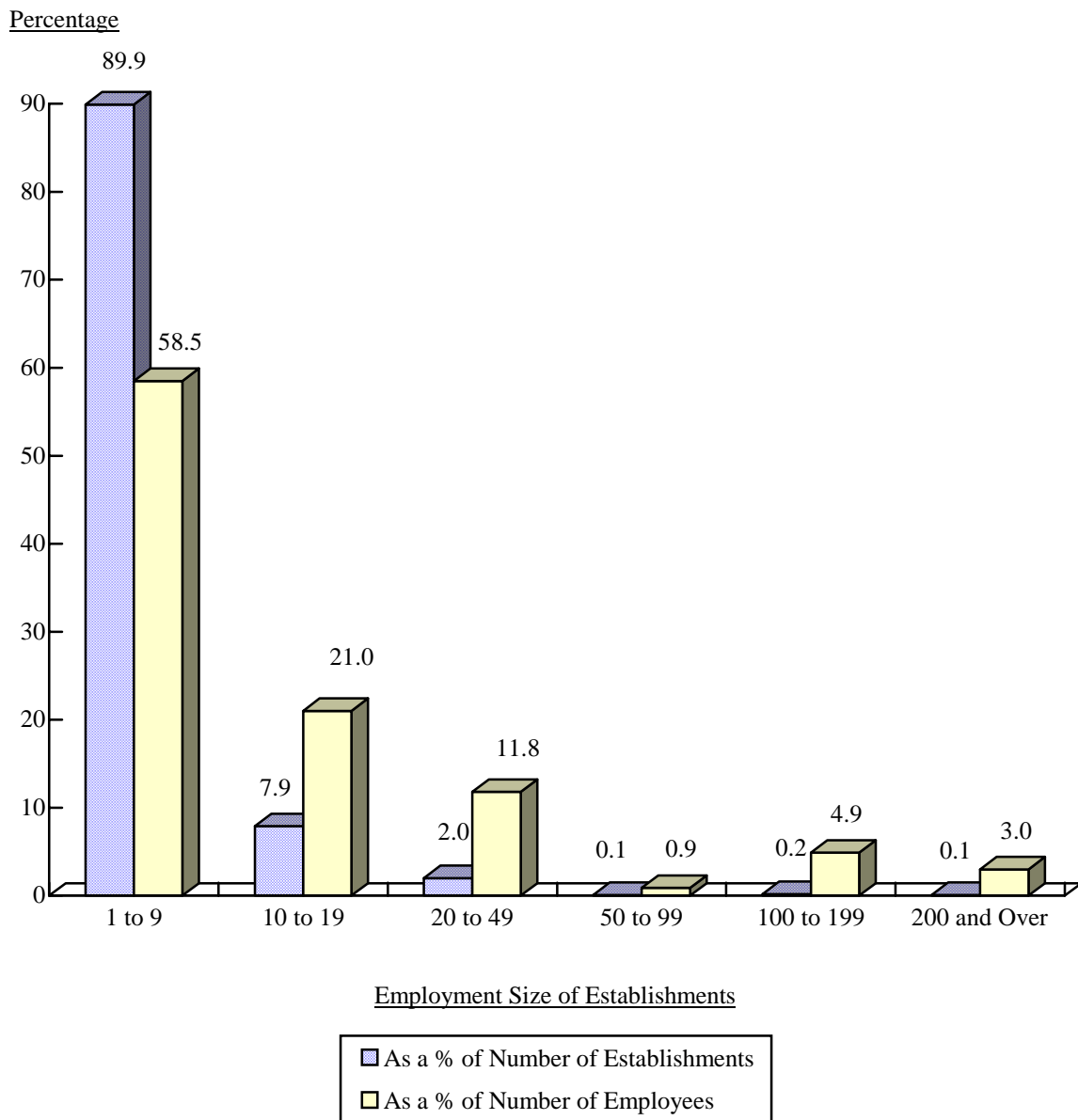
\* As a percentage of number of wholesale posts at the same job level in December 2004.

Notes: (1) The total number of employees in the HKSAR in the fourth quarter of 2004 was around 3.33 million.

(2) Figures may not add up to the total due to rounding.

3.2 Establishments with 10 or more employees employed about 41.6% of the employees in the wholesale trade; nevertheless roughly 9 out of 10 establishments in the trade are small, employing fewer than 10 employees as shown in Figure 6.

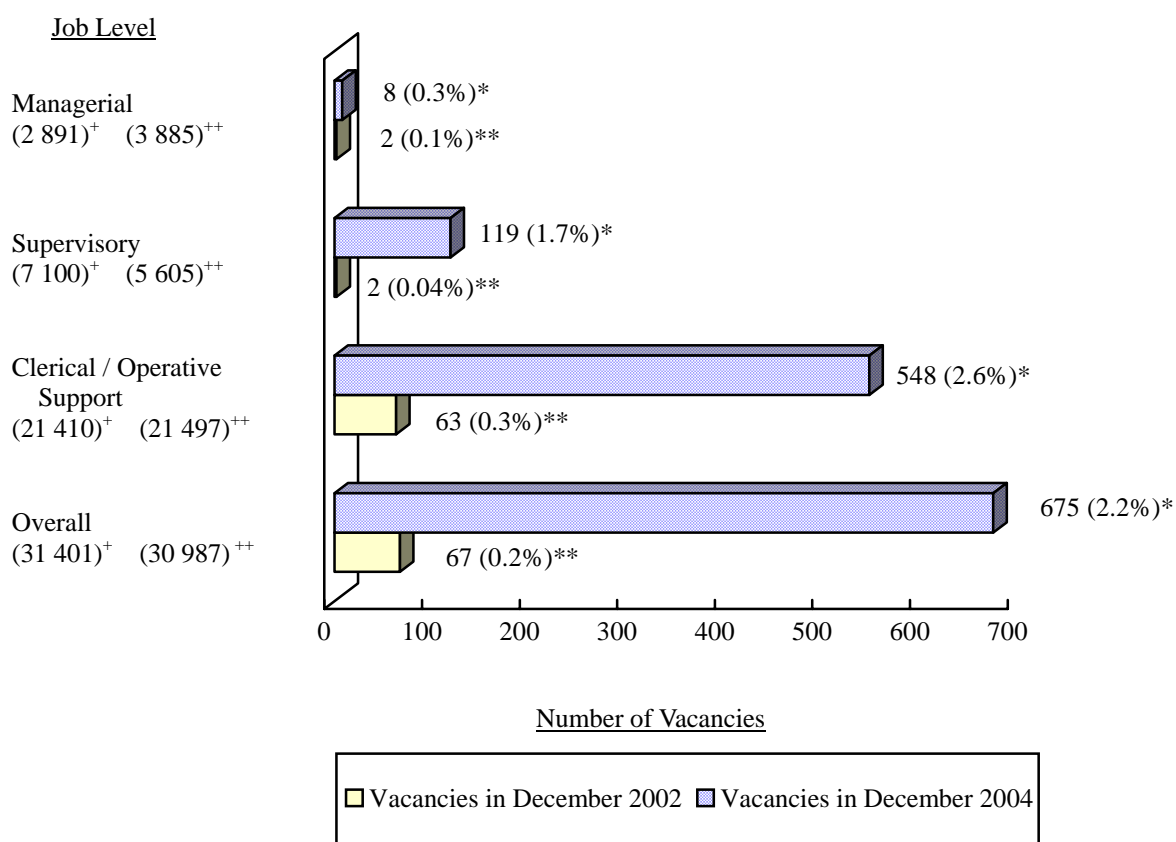
**Figure 6 Percentage Distribution of Establishments and Employees in the Wholesale Trade by Employment Size (As in December 2004)**



## Vacancy Rates

3.3 Wholesale manpower vacancies appear in all job levels. As compared with the 2002 survey findings, the vacancy rate as a percentage of number of wholesale posts had increased from 0.2% (67) to 2.2% (675). The greatest vacancy rate (2.6%) was at the clerical / operative support level. A comparison of the vacancies by job level over the two-year period is shown in Figure 7.

**Figure 7 Comparison of the Vacancies by Job Level  
(December 2002 – December 2004)**



\* As a percentage of number of wholesale posts in 2004 by job level.

\*\* As a percentage of number of wholesale posts in 2002 by job level.

+ Total number of wholesale posts in 2004 by job level.

++ Total number of wholesale posts in 2002 by job level.

Note: Figures may not add up to the total due to rounding.

## Forecast Manpower Growth for December 2005

3.4 Employers forecast that the total number of wholesale posts would increase from 31 401 in December 2004 to 31 645 in December 2005, representing an overall annual growth rate of 0.8%. As compared with the average annual increase of about 0.7% in the number of wholesale posts between December 2002 (30 987) and December 2004 (31 401), the Training Board considers the employers' forecast was quite similar. The highest expected growth rate of 1.1% at the clerical / operative support level (mainly on salesman / sales representative job) may imply that more wholesale clerical / operative support staff would be engaged in sales activities to meet the needs of market demand.

## Manpower Changes by Job Level

3.5 The total number of wholesale employees has decreased from 30 920 in December 2002 to 30 726 in December 2004 (-0.6%). Table L and Figure 8 show the changes in the number of wholesale employees by job level over the two-year period.

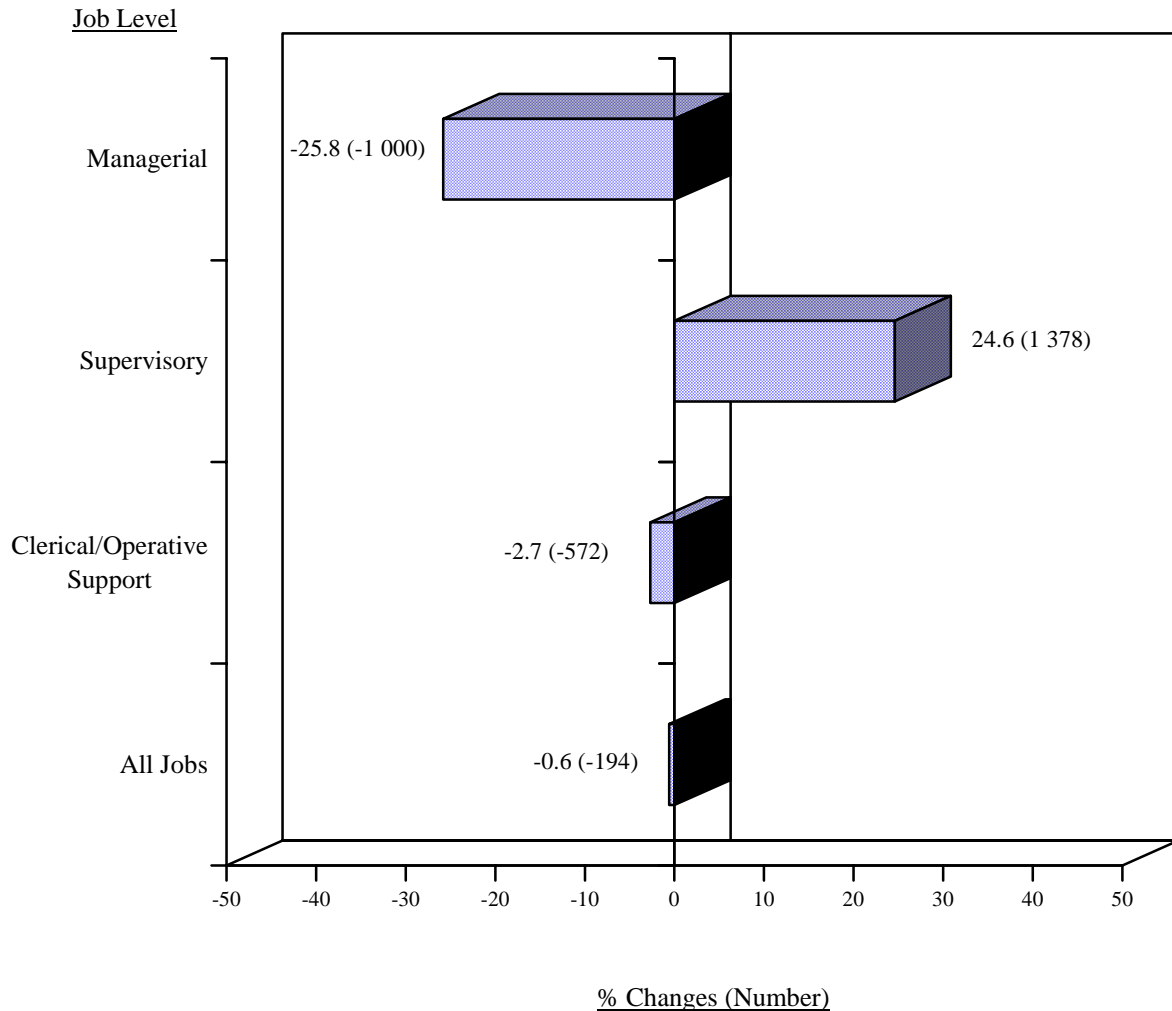
**Table L Changes in the Number of Wholesale Employees by Job Level  
(December 2002 - December 2004)**

Job Level	December 2002	December 2004	Increase/Decrease	% Changes
Managerial	3 883	2 883	-1 000	-25.75
Supervisory	5 603	6 981	1 378	24.59
Clerical / Operative Support	21 434	20 862	-572	-2.67
<b>Total Number of Wholesale Employees</b>	<b>30 920</b>	<b>30 726</b>	<b>-194</b>	<b>-0.63</b>
Owner / Sole Proprietor / Working Partner	1 150	1 110	-40	-3.48
<b>Total Technical Manpower</b>	<b>32 070</b>	<b>31 836</b>	<b>-234</b>	<b>-0.73</b>
Administrative and Other Supportive Staff <sup>(1)</sup>	22 042	22 424	382	1.73
<b>Total Workforce</b>	<b>54 112</b>	<b>54 260</b>	<b>148</b>	<b>0.27</b>
Number of Establishments	12 624	12 044	-580	-4.59

Notes: (1) Other supporting managers, supervisors, clerical and supportive staff involved in engineering, production, personnel, accounting, finance, IT.

(2) Figures may not add up to the total due to rounding.

**Figure 8 Manpower Changes by Job Level  
(December 2002 - December 2004)**



3.6 The Training Board observes that the overall drop of 0.6% in the number of wholesale employees from December 2002 to December 2004 can generally reflect the manpower situation of the wholesale trade at the time of the survey. As compared with the overall drop of 7.1% in the number of wholesale employees from December 2000 to December 2002, the Training Board considers that the recovery of Hong Kong's economy had slowed down the pace of manpower drop in the wholesale trade over the past two years.

3.7 The Training Board also observes that the small percentage increase (1.3%) in the number of wholesale posts between 2002 (30 987) and 2004 (31 401) was mainly due to the consolidation of the industry, formation of larger companies, outsourcing of some operation functions and the application of new technology. All these factors contributed to the slow growth in some jobs in the wholesale trade over the two years period.

3.8 Among the job levels, the number of wholesale employees at the managerial level had a significant drop of 25.8%, whereas the supervisory level had an increase of 24.6%. The Training Board considers that these changes might be due to the fact that establishments in the wholesale trade had been providing a growing array of technical support services in various areas (such as logistics, outsourcing and supply chain). As a result, the work and responsibilities of the management (such as merchandising managers) had been expanded to cover major functions of supervisors. The trend led to an increase in the number of wholesale employees at supervisory level.

3.9 The Training Board believes that the significant increase in the number of documentation / shipping clerks and other clerks / supportive staff in the 2004 survey as compared with the 2002 survey might be attributable to the fact that some sampled establishments had employed staff members to engage in both wholesale and retail functions.

3.10 The Training Board observes that the part-time promoters under the clerical / operative support level were excluded in the 2004 survey. This might result in a decrease in the number of promoters when compared with the relevant figure in the 2002 survey.

### Turnover Rates

3.11 The Training Board considers that the current trend of downsizing and re-organizing of organizations has a significant effect on the turnover rates of the wholesale employees. Table M and Figure 9 compare the turnover rates in the 2002 and 2004 surveys by job level.

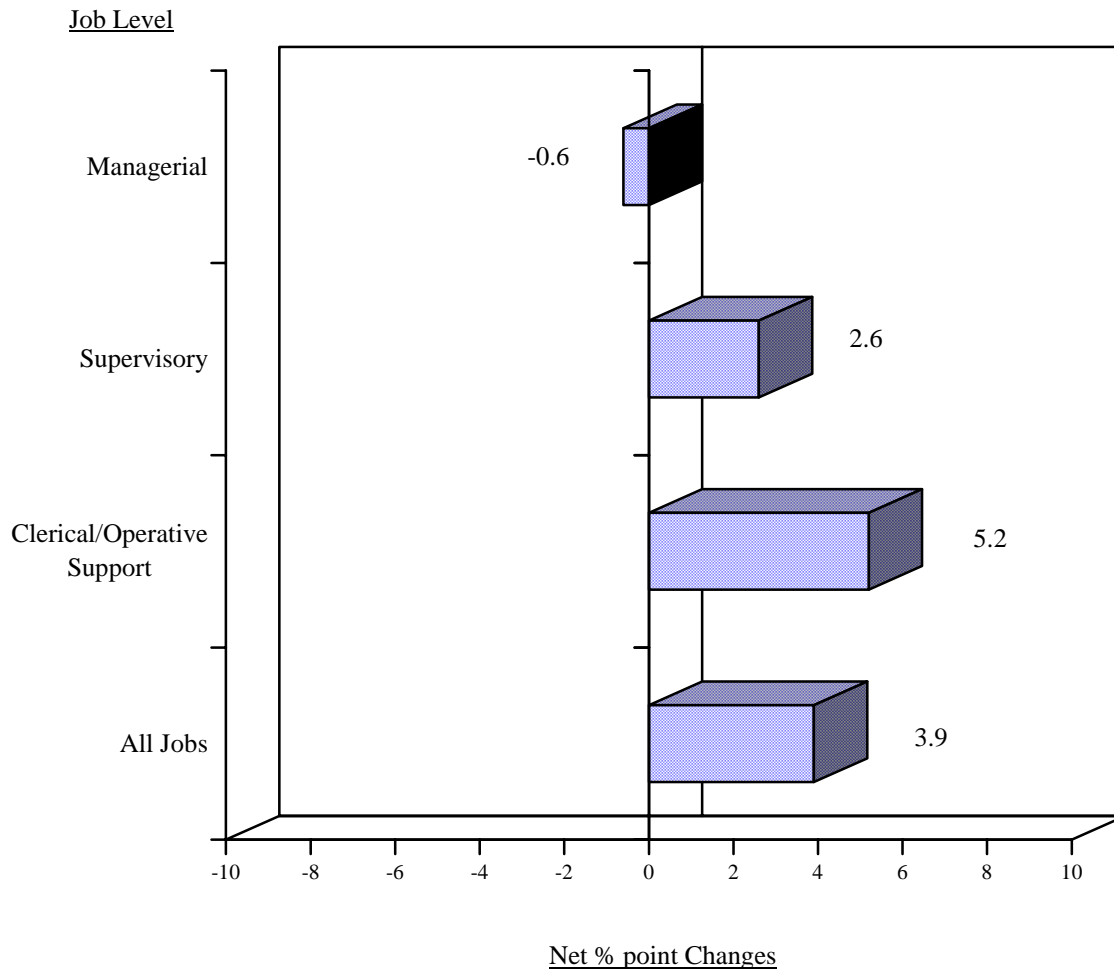
**Table M Changes in Turnover Rates from December 2002 to December 2004 by Job Level**

<b>Job Level</b>	<b>December 2002</b> %*	<b>December 2004</b> %*	<b>Increase/Decrease</b> %#
Managerial	4.86	4.29	-0.57
Supervisory	1.98	4.55	2.57
Clerical/Operative Support	10.65	15.82	5.17
<b>Overall</b>	8.36	12.21	3.85

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

# Net percentage point change of the turnover rates.

**Figure 9 Changes in Turnover Rates from December 2002 to December 2004 by Job Level**



### Promotion Pattern

3.12 The survey revealed that the number of internal promotion in respect of new or existing posts had decreased from 223 in 2002 to 131 in 2004. The Training Board encourages the practice of internal promotion and suggests that employers should provide more training to their employees to prepare them for career progression and lifelong learning.

### Preferred Level of Education

3.13 The Training Board observes that employers generally preferred their wholesale employees at managerial level to have university degree or above qualifications. For instance, 74.2% of the wholesale posts for warehouse and distribution manager require a degree or above qualification. Detailed findings on the preferred level of education of wholesale employees by job title are given in Appendix 6.



## **Preferred Wholesale Experience**

3.14 Regarding the preferred wholesale experience, employers generally preferred their wholesale employees at supervisory level to have 3 to 6 years' wholesale experience. For instance, 65.2% of the wholesale posts for quality inspector require 3 to 6 years' wholesale experience. Details showing the employers' preferred wholesale experience of wholesale employees by job title are shown in Appendix 7.

## **Training of Wholesale Employees**

3.15 The survey revealed that 4 505 wholesale employees (in terms of man-times) would be sponsored by employers to attend training courses in 2005. The large number of wholesale employees to be trained confirms the Training Board's view that the provision of training to employees is important for employers to maintain the company's competitiveness. From the survey findings, the Training Board has identified some possible topics for short courses in order of popularity:

Product Knowledge

English

Putonghua

Customer Relationship

Business Development and Management

Supervisory Skills

3.16 In comparison with the 2002 survey results, it appears that establishments have become more circumspect in their training and often gauge the benefits and direct return on investment when choosing training courses. The Training Board suggests that the employers should provide more training to their wholesale employees to prepare them for career development and lifelong learning.

## **Business Policy and Practice**

3.17 The survey revealed that 1.2% of companies had involved in shifting their operation functions (such as quality control, merchandising, warehouse, shipping and accounting), wholly or partially, to other places outside Hong Kong in the past 12 months and 0.7% of companies would continue to remain so in the next 12 months. The Training Board considers that the main reasons for companies not moving any functions to other places outside Hong Kong might be as follows:

- (i) The companies believe their internal capabilities are sufficient to meet their operational needs.
- (ii) The companies may believe the skill sets of the functions available outside Hong Kong are too generic and cannot suit their operations in specific niches or specialized markets.
- (iii) The companies may consider the functions to be moved outside Hong Kong are difficult to manage.

### **Annual Additional Manpower Requirement by December 2005**

3.18 On the basis of employers' forecast of manpower growth by December 2005 and the annual wastage rates calculated by the proposed formula in paragraph 1.18, the Training Board has worked out the annual additional manpower requirement by job level as shown in Table N.

**Table N Annual Additional Manpower Requirement by Job Level by December 2005**

<b>Job Level</b>	<b>No. of Wholesale Employees in Dec. 2004</b>	<b>Employers' Forecast of Manpower Growth by Dec. 2005</b>	<b>No. of Employees to Replenish Wastage (%)*</b>		<b>Total No. of Annual Additional Employees by Dec. 2005</b>
Managerial	2 883	-	11	(0.38)	11
Supervisory	6 981	16	50	(0.72)	66
Clerical/Operative Support	20 862	228	1 225	(5.87)	1 453
<b>Total</b>	<b>30 726</b>	<b>244</b>	<b>1 286</b>	<b>(4.19)</b>	<b>1 530</b>

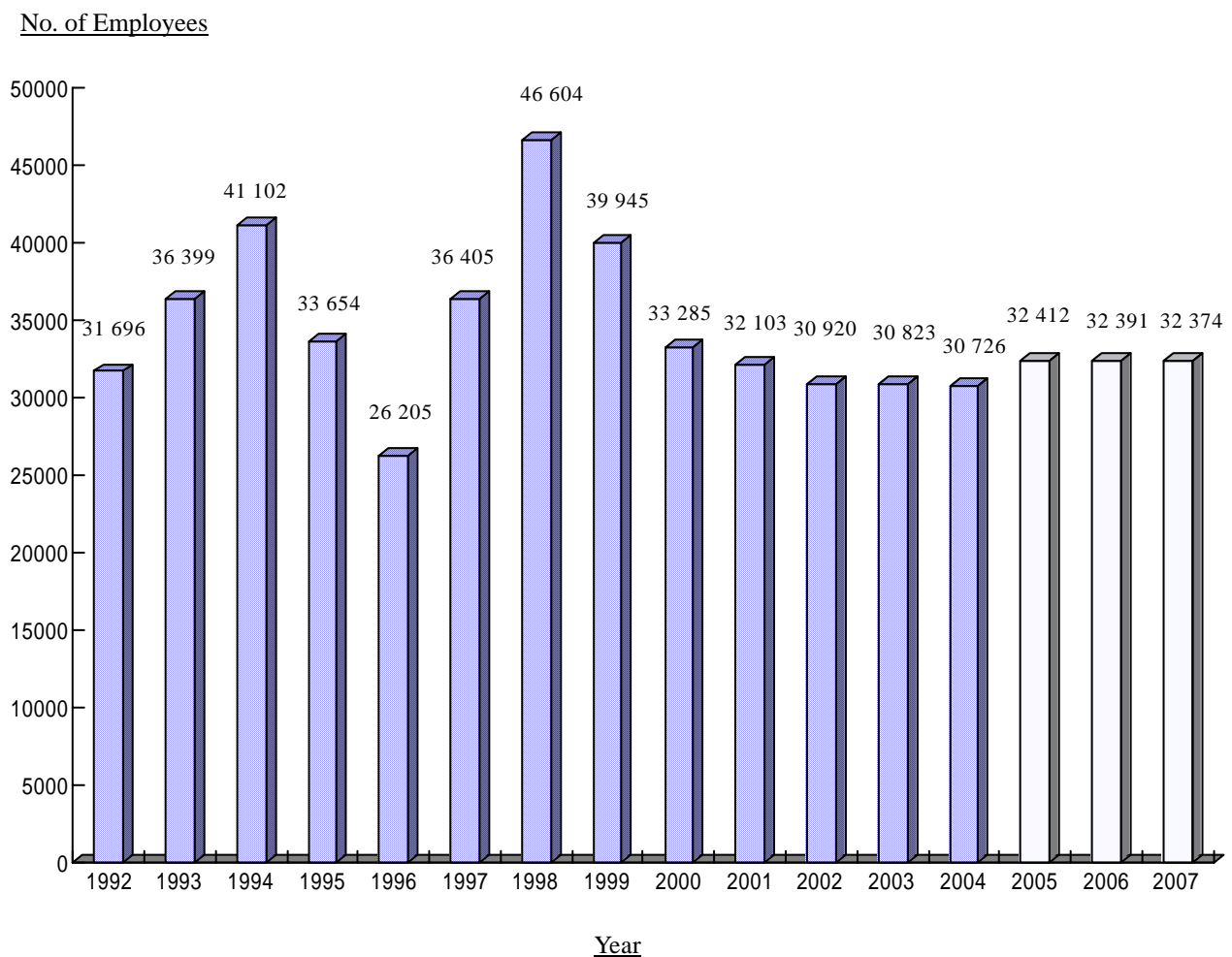
\* Annual wastage rate by job level.

- Notes:
- (1) "Wastage rate" is defined as the percentage of wholesale employees leaving their current wholesale jobs and taking up non-wholesale positions, emigrating, or for other reasons, out of the total number of wholesale employees.
  - (2) Figures may not add up to the total due to rounding.

## Projected Annual Manpower Requirement for 2005/07

3.19 An adaptive filtering method is used to project the annual manpower requirement of the wholesale trade for 2005/07. This method produces projections based on the past and present survey data (with heavier weight given to the more recent data). The Training Board selects the most appropriate projections by taking into consideration the prospects and overall trend of the trade, employers' one-year forecast, and the annual wastage rate. Manpower projection of the wholesale trade for 2005/07 using the adaptive filtering method is shown in Figure 10.

**Figure 10 Manpower Projection of the Wholesale Trade  
(by Adaptive Filtering Method)**



## Source of Supply

3.20 Graduates of the business discipline of the local tertiary institutions and the Hong Kong Institute of Vocational Education are the main source of supply of the wholesale trade. Graduates from non-business disciplines and overseas, Secondary 5-7 school leavers will also provide the manpower needed at various job levels.

## Business Outlook

3.21 The wholesale manpower (including owner / sole proprietor / working partner) decreased by about 28.0% from 44 319 in 1992 to 31 836 in 2004 as shown in Table O.

**Table O Manpower Changes in the Wholesale Trade from 1992 to 2004**

	Number of Persons Engaged			Average Annual Growth Rate		
	1992	1998	2004	1992-1998 %	1998-2004 %	1992-2004 %
Wholesale Manpower (including owner / sole proprietor / working partner)	44 319	51 044	31 836	2.3	-8.2	-2.8
Total Workforce <sup>(1)</sup>	68 020	69 941	54 260	0.5	-4.3	-1.9

Note : (1) Total workforce included other supporting managers, supervisors, clerical and supportive staff involved in engineering, production, personnel, accounting, finance and IT.

3.22 The Training Board observes that industry trends will change the composition and nature of the manpower structure in the wholesale trade. Consolidation of the industry into larger companies and the spread of new technology and industrial automation will slow down the growth in some jobs. However, many new jobs will be created in other fields as a growing array of support services will emerge. In addition, these trends will change the roles of many other employees and the wholesale trade will require a technically trained workforce to remain competitive in the global market place.

3.23 The Training Board also observes that large retailers will reduce costs by sourcing products directly from manufacturers. The demand for intermediary services of wholesalers will thus decline. The Training Board believes that wholesalers will still have competitive edge in terms of product knowledge, business network and bargaining power on the price level. In this respect, the manpower requirement of the wholesale trade is expected to be broadly stable.

3.24 More wholesale trading companies are moving their businesses across the border in search of a brighter future, taking full advantage of the CEPA and the Pan-Pearl River Delta economic co-operation. In order to enhance their competitiveness and to ensure their investments in the Mainland are managed properly, the Training Board suggests that local wholesale practitioners should acquire China-related skills and knowledge, and introduce effective management systems and cost control mechanisms from Hong Kong.

## SECTION IV

### RECOMMENDATIONS

#### Annual Additional Training Requirements

4.1 Based on employers' forecast manpower growth, estimated wastage rates (as shown in Table N of paragraph 3.18), recent development of the wholesale trade and industry members' experience, the Training Board estimates that the annual additional training requirements for wholesale employees by job level should be as follows:

<b>Job Level</b>	<b>Estimated Annual Additional Training Requirements</b>
Managerial	10 – 15
Supervisory	60 – 75
Clerical / Operative Support	1 300 – 1 600
<b>Total</b>	<b>1 370 – 1 690</b>

#### **Skill Types to Cope with the Enforcement of CEPA, Knowledge-based Economy and Globalisation**

4.2 Globalisation, the advent of the knowledge-based economy, the enforcement of CEPA and the rapid economic development of the Mainland provide tremendous scope for wholesale development. The existing technical skills (such as taxation, law and accounting related to the China trade, e-Commerce, customer relationship, supply chain management, and global product search and development), and soft skills (such as communications, business development and management) are areas which will be affected most, and of which the training demand will be increased substantially (as shown in Table I of paragraph 2.15). The local educational and training service providers can provide short courses or evening programmes (to be delivered in class or over the network) on such skill sets to meet the needs of the local workforce.

4.3 The Training Board expects that more wholesale practitioners will work outside Hong Kong, specifically in the Mainland on a stationed or travelling basis (as shown in Table J of paragraph 2.16). To meet the opportunities and challenges ahead including closer integration of Hong Kong's economy with that of the Mainland, the Training Board recommends that wholesale practitioners should capitalize on the opportunities and upgrade themselves by getting more training and gaining more experience in wholesale management

and development in the Mainland where the demand for this kind of expertise far exceeds current supply.

### **Training for In-service Wholesale Practitioners**

4.4 Economic restructuring has created many opportunities for the wholesale trade and plenty of room for further exploitation by the wholesale employees. The Training Board recommends employers to make use of the part-time courses offered by the local educational and training service providers for upgrading their workforce in the wholesale trade. Employers are also recommended to recruit graduates of these institutions and to strengthen their skill sets (such as product knowledge, Putonghua and English, customer relationship, business development and management, and supervisory skills) through the provision of internal and/or external training (as shown in paragraph 3.15) in order to maintain the company's competitiveness.

### **Skills Upgrading Scheme and Continuing Education Fund**

4.5 There are a large number of wholesale practitioners with wholesale work experience but lacking vocational qualifications. If properly trained, these employees can make significant contributions to the wholesale trade. The Training Board supports the Government to continue operating the Skills Upgrading Scheme for the wholesale trade to enhance the skills of the wholesale employees and provide them with the opportunity for career development.

4.6 The Training Board also supports the Government to implement and administer the Continuing Education Fund for subsidizing adults with learning aspirations to pursue continuing education and training. The Training Board observes that a number of employers have sponsored their employees to attend external courses through various modes of training funds (as shown in Appendix 9) and recommends that employees, particularly for those working for SMEs, should make use of the training funds to enhance their competitiveness.

### **Future Surveys**

4.7 The Training Board considers that the current practice of conducting manpower surveys at 2-year interval should be continued to assess future manpower requirements in the wholesale trade.

4.8 The Training Board also considers that the proposed sampling plan for the future surveys should be improved by using company as the basic enumeration unit and enumerating sufficient samples for those companies with employment size over 4 at various strata in the wholesale trade.

**Membership List**

**Import/Export/Wholesale Trades Training Board**

**(As in April 2005)**

Chairman:

Mr KWOK Tai-ki (nominated by The Hong Kong Exporters' Association)

Members:

Mr CHENG Kai-ming (nominated by the Hong Kong Chinese Importers' and Exporters' Association)

Mr HUNG Kim-fung, Measure (nominated by the Federation of Hong Kong Industries)

Mr KWOK Kai-hing, Daniel (representing the Executive Director of the Vocational Training Council)

Mr LAI Ching-hung (nominated by the Hong Kong Trade Development Council)

Mr LAI Sau-ting, David (ad personam)

Miss LAM Wing-yee, Willy (representing the Director-General of Trade and Industry)

Mr NG Wang-pun, Dennis (nominated by The Chinese Manufacturers' Association of Hong Kong)

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

Mr TANG Ka-kwan (nominated by a trade union)

Miss TANG Woon-yee, Bianca (nominated by a large import/export firm)

Mr TING Tit-cheung, David (nominated by a small and medium business association)

Mr TSOI Tai-kwan, Arthur (nominated by the Employers' Federation of Hong Kong)

Mr TSUI Kwok-choy	(ad personam)
Mr WONG Tat-tong	(nominated by The Chinese General Chamber of Commerce)
Dr YIP Sai-chung, Leslie	(nominated by a tertiary institution)

In Attendance:

Ms KEA Chi-shun, Josephine	(Hong Kong Institute of Vocational Education (Sha Tin))
Miss YAM Ying-sim, Gladys	(Import/Export and Wholesale Trades Training Centre)
Ms YIP Yuk-wah, Frances	(Vocational Training Council)

Secretary:

Mr SUEN Gar-yun, Garry	(Vocational Training Council)
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## Membership List

### **Working Party on 2004 Manpower Survey of the Import/Export and Wholesale Trades**

(As in April 2005)

#### Convener:

Miss Bianca W.Y. Tang (Li & Fung (Trading) Ltd.)

#### Members:

Mr Daniel K.H. Kwok (Hong Kong Institute of Vocational Education  
(Haking Wong))

Mr T. K. Kwok (Karstadt Quelle (Far East) Ltd.)

Mr Andrew Y.H. Tsang (Vocational Training Council)

Mr K.C. Tsui (Shun Sang (H.K.) Co., Ltd.)

Miss Gladys Y.S. Yam (Import/Export and Wholesale Trades Training  
Centre)

#### In Attendance:

Ms Stella L.H. Cheung (Census and Statistics Department)

Ms Frances Y.W. Yip (Vocational Training Council)

#### Secretary:

Mr Garry G.Y. Suen (Vocational Training Council)

**Terms of Reference**

**Import/Export/Wholesale Trades Training Board**

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 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 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 on matters pertaining to the development and promotion of vocational education and training in the industry, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments.
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.





**PART II**  
**第二部份**

FOR OFFICIAL  
USE ONLY  
此欄毋須填寫

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

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

1. Number of internal promotions in the past 12 months.  
過去十二個月內由內部晉升人數

From Supervisor to Manager  
由主任晉升為經理

From Operative and Clerical Support to Supervisor  
由技術人員及文員晉升為主任

From Others to Operative and Clerical Support  
由其他職位晉升為技術人員及文員

2. Number of employees who left in the past 12 months by whereabouts.  
過去十二個月內離職的僱員人數 (按就業去向劃分)

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
(a) Taking up engaged trade related jobs (Including starting own business in related trade) 擔任與所從事行業相關職位 (包括創業)	<input type="text" value="17"/>	<input type="text" value="20"/>	<input type="text" value="23"/>
(b) Taking up non-engaged trade related jobs 擔任所從事行業以外的職位	<input type="text" value="26"/>	<input type="text" value="29"/>	<input type="text" value="32"/>
(c) Starting own business (non-engaged trade), emigration, retirement, further studies and others 創業 (所從事行業以外)、移民、退休、 進修或其他	<input type="text" value="35"/>	<input type="text" value="38"/>	<input type="text" value="41"/>
(d) Unknown 不詳	<input type="text" value="44"/>	<input type="text" value="47"/>	<input type="text" value="50"/>

For Official Use Only  
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3. Does your company send any staff members to work in the Mainland?  
貴機構是否有派僱員在內地工作？

Yes  
有

No (please go to Q.5)  
沒有 (請跳答第五題)

55

4. Number of employees deployed to work in the Mainland  
需在內地工作的僱員人數

December 2004  
二 四年十二月

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
(a) Stationed Basis 長駐	<input type="text"/> 56	<input type="text"/> 59	<input type="text"/> 62
(b) Travelling Basis 非長駐	<input type="text"/> 65	<input type="text"/> 68	<input type="text"/> 71

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74

75

5. Has your company moved any functions, wholly or partially, to other places outside Hong Kong in the past 12 months?

貴機構在過去十二個月中，有否把全部或部分業務遷離香港？

No  
76 沒有

Yes  
77 有

(Can choose more than one function)  
(可選超過一個項目)

Quality Control  
79 品質控制

Merchandising  
80 辦貨

Warehouse  
81 倉務

Shipping  
82 船務

Accounting  
83 會計

Others (please specify)  
84 其他 (請說明)

78

85

(a) Where to? (Can choose more than one place)  
遷往何地？(可選超過一個地方)

Mainland  
86 內地

South East Asia  
87 東南亞

America  
88 美洲

Europe  
89 歐洲

Africa  
90 非洲

Other places (Please specify)  
91 其他地區 (請註明)

92

(b) Number of people recruit as a result  
因而聘請員工人數

	0	1-20	21-50	51-100	Over 100 超過100人
<u>From Hong Kong</u> 香港員工	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	<input type="checkbox"/> 97
<u>From Mainland</u> 內地員工	<input type="checkbox"/> 98	<input type="checkbox"/> 99	<input type="checkbox"/> 100	<input type="checkbox"/> 101	<input type="checkbox"/> 102
<u>From Other Places</u> 其他地方員工	<input type="checkbox"/> 103	<input type="checkbox"/> 104	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107

108

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

貴機構會否於未來十二個月中，把全部或部分業務遷離香港？

No  
109 不會

Yes  
110 會

(Can choose more than one function)  
(可選超過一個項目)

112 Quality Control  
品質控制

113 Merchandising  
辦貨

114 Warehouse  
倉務

115 Shipping  
船務

116 Accounting  
會計

117 Others (please specify)  
其他 (請說明)

111

118

(a) Where to? (Can choose more than one place)  
遷往何地？(可選超過一個地方)

119 Mainland  
內地

120 South East Asia  
東南亞

121 America  
美洲

122 Europe  
歐洲

123 Africa  
非洲

124 Other places (Please specify)  
其他地區 (請註明)

125

(b) Number of people recruit as a result  
因而聘請員工人數

	0	1-20	21-50	51-100	Over 100 超過100人
<u>From Hong Kong</u> 香港員工	<input type="checkbox"/> 126	<input type="checkbox"/> 127	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130
<u>From Mainland</u> 內地員工	<input type="checkbox"/> 131	<input type="checkbox"/> 132	<input type="checkbox"/> 133	<input type="checkbox"/> 134	<input type="checkbox"/> 135
<u>From Other Places</u> 其他地方員工	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138	<input type="checkbox"/> 139	<input type="checkbox"/> 140

141

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7. The training policy/practice of your company during the past 12 months:  
貴機構在過去十二個月的培訓政策 形式：

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(a) For a company providing training to employees, please state the mode of training.  
曾向僱員提供培訓的機構, 請說明訓練方式.

(i) Conduct formal in-house training   
安排正式內部培訓 143

(ii) Sponsor employees to attend external  
courses through:  
透過以下方式資助僱員修讀外間課程

(a) Continuing Education Fund   
持續進修基金 144

(b) SME Training Fund   
中小企業培訓基金 145

(c) Others (please specify)   
其他 (請說明) 146

147

(b) For a company not providing training to the employees, please state the reasons:  
(You may choose more than one option)  
未有為僱員提供培訓的機構, 請說明原因:  
(可選擇多於一項)

(i) No budget   
缺乏資金 148

(ii) Cannot release employees for training   
未能抽調僱員接受培訓 149

(iii) Employees well trained   
僱員已有足夠培訓 150

(iv) Training considered not essential   
機構認為培訓並非必要 151

(v) No training needs at the moment although training considered essential   
認為培訓非常重要, 但現階段暫無需要為僱員提供培訓 152

(vi) Cannot recruit suitable trainers   
找不到合適的培訓人員 153

(vii) No suitable training programmes available   
沒有合適的培訓課程 154

Others (Please Specify)   
其他 (請註明) 155

156

(viii) \_\_\_\_\_

8. How many employees will you plan to provide/sponsor training in the next 12 months?  
 (Can choose more than one type of training)  
 在未來十二個月，貴機構會計劃提供資助培訓給多少名僱員？(可選超過一種訓練)

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
(a) Business Development and Management 商務發展及管理	□□□□ 157	□□□□ 160	□□□□ 163
(b) China Trade Business 中國貿易	□□□□ 166	□□□□ 169	□□□□ 172
(c) International Trade & Practices 國際貿易實務	□□□□ 175	□□□□ 178	□□□□ 181
(d) Transport and Logistics 運輸與物流	□□□□ 184	□□□□ 187	□□□□ 190
(e) Product Development 產品開發	□□□□ 193	□□□□ 196	□□□□ 199
(f) Merchandising 辦貨	□□□□ 202	□□□□ 205	□□□□ 208
(g) Customer Relationship 客戶關係	□□□□ 211	□□□□ 214	□□□□ 217
(h) Product Knowledge 產品知識	□□□□ 220	□□□□ 223	□□□□ 226
(i) Quality Control 品質控制	□□□□ 229	□□□□ 232	□□□□ 235
(j) Compliance 準則審核	□□□□ 238	□□□□ 241	□□□□ 244
(k) Supervisory Skills 督導技巧	□□□□ 247	□□□□ 250	□□□□ 253
(l) Computer Operation 電腦運用	□□□□ 256	□□□□ 259	□□□□ 262
(m) Languages 語言			
- English 英語	□□□□ 265	□□□□ 268	□□□□ 271
- Putonghua 普通話	□□□□ 274	□□□□ 277	□□□□ 280
- Others (please specify) 其他(請說明)	□□□□ 283	□□□□ 286	□□□□ 289
_____			
_____			
(n) Others (please specify) 其他(請說明)	□□□□ 292	□□□□ 295	□□□□ 298
_____			
_____			

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□□  
 301

9. Do you think that the enforcement of CEPA, knowledge-based economy and globalization will increase training needs of your employees?  
 落實更緊密經貿關係、知識型經濟及全球一體化會否增加貴機構僱員對培訓的需求?

No  
 302 不會

Yes  
 303 會

In which of the following courses:  
 (Can choose more than one type of courses)  
 對下列哪些課程有需求 (可選超過一種課程)

Supply chain management  
 305 供應鏈的管理

China market related courses  
 306 中國市場有關課程

Global product search & development related courses  
 307 全球產品搜尋及發展的相關課程

Others (Please specify)  
 308 其他(請註明)

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End of Questionnaire  
 問卷完

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Rec	Type	AC	QC	Chk By	Mode	Date	Date of Visit	Start Time	End Time	Mode Result
9										
1	2	3	4	6	8	9	13	17	21	25 26

The 2004 Manpower Survey of the Import/Export and Wholesale Trades

Explanatory Notes

1. Please complete all columns ('A' to 'G') of the questionnaire which are applicable to your business sector.

2. Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs in the Import/Export and Wholesale Trades

(a) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.

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

(c) Please add in this column titles of employees whose duties demand import/export or wholesale training under the heading 'others (please specify title)' and fill in 'B' to 'G' accordingly.

3. Column 'B' - Monthly Income Range

Please select and enter in this column the appropriate code number showing the average monthly income range for the 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 job, please enter the average figure in the past 12 months.

<u>Average Monthly Income</u>	<u>Code Number to be Entered into Column 'B'</u>
Under \$6,001	1
\$6,001 - \$8,000	2
\$8,001 - \$10,000	3
\$10,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$50,000	6
\$50,001 - \$70,000	7
Over \$70,000	8

4. Column 'C' - Number of Employees

'Employees' refer to those working full-time (i.e. at least consecutive 4 weeks a month, and not less than 18 hours in each week) and receiving regular pay from your firm. These include proprietors and partners working full-time for company but exclude those working part-time. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

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

Please fill in the number of existing vacancies you may have. 'Existing Vacancies' refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel at date of survey.

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

The forecast of number employed means the number of employees you will be employing 12 months from now. The number given could be less than that in column 'C' if a contraction is expected.

7. Column 'F' - Preferred Level of Education

Please enter in this column the appropriate code number showing basic education which an employee should have.

<u>Education</u>	<u>Code</u>
Professional Qualification	1
University Degree or above	2
Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent	3
Diploma/Certificate or equivalent	4
Matriculation	5
Secondary 5	6
Secondary 3 or below	7

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

Please indicate the years of relevant experience which your organization requires an employee in a particular position to have.

<u>Period</u>	<u>Code</u>
Less than 1 year	1
1 year to less than 3 years	2
3 years to less than 6 years	3
6 years to less than 10 years	4
10 years or more	5

Note: The information received will be treated in strict confidence and will be published only in the form of statistical summaries without reference to any individual organization.

The 2004 Manpower Survey of the  
Import/Export and Wholesale Trades

Note I : Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs  
(Wholesale Trade)

(Some of the job titles may not be identical to those used in your establishment. However, if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.)

Code No.	Job Title	Brief Job Description
MANAGERIAL LEVEL (including Senior and Assistant Managers)		
121	General Manager	Assumes total responsibility of an establishment and has other managers/executives as direct subordinates.
122	Sales/Marketing Manager	Plans, organizes, directs and controls an establishment's marketing, sales and promotion activities in a wholesale and distribution establishment. Reviews market and sales analyses to determine market requirements. Personally contacts clients to promote sales.
123	Warehouse and Distribution Manager	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.

Code No.	Job Title	Brief Job Description
<p align="center"><b>MANAGERIAL LEVEL</b> (including Senior and Assistant Managers) (Continued)</p>		
124	Compliance Manager	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.
125	Purchasing Manager	Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures.
126	Other Supporting Managers (please specify titles)	Managers such as accounting, finance, IT or other administration work.
611	Owners/Sole Proprietor/ Working Partners	Owns and runs the business.
<p align="center"><b>SUPERVISORY LEVEL</b> (including Senior and Assistant Supervisors)</p>		
221	Sales Supervisor	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.
222	Warehouse and Distribution Supervisor	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.
<p align="center"><b>SUPERVISORY LEVEL</b> (including Senior and Assistant Supervisors) (Continued)</p>		



Code No.	Job Title	Brief Job Description
223	Transportation Supervisor	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.
224	Purchasing Supervisor	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.
225	Promoter Supervisor	Supervises Promoters in promoting products in order to meet the company sales target.
226	Sales Engineer	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 with customers' needs and close the deal. Works with colleagues in product design/production/engineering/R&D teams on product features and recommend changes where necessary to meet with market demand and market trends.
227	Other Supporting Supervisors (please specify titles)	Supervisors performing administrative and supporting work.
<b>CLERICAL/OPERATIVE SUPPORT LEVEL</b>		
321	Salesman/ Sales Representative	Solicits orders for commodities or for wholesale provision or for the import or export of merchandise. Gives explanation and advice to customers or potential customers on the product(s) he/she sells.

Code No.	Job Title	Brief Job Description
CLERICAL/OPERATIVE SUPPORT LEVEL (Continued)		
322	Stock/Purchasing Clerk	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions.
323	Documentation/Shipping Clerk	Prepares shipping documents for import, export and other related purposes. Keeps records of shipment.
324	Promoter	Promotes products and provide customer services.
325	Other Clerks/Supportive Staff (please specify titles)	Clerks provide supporting work.

批發業人力統計資料  
Manpower Statistics of the Wholesale Trade

職稱 Job Title	二 四 年 十二月的 僱員人數 No. of Employees in December 2004	二 四 年 十二月的 空缺數目 No. of Vacancies in December 2004	預測二 五 年 十二月的 人力需求 Forecast Manpower Demand in December 2005
<b>經理級 MANAGERIAL LEVEL</b>			
商品採購經理 Merchandising Manager	8	-	8
品質管制經理 Quality Control Manager	8	-	8
總經理 General Manager	556	8	564
銷售 / 市務經理 Sales / Marketing Manager	1 786	-	1 786
倉務及收發經理 Warehouse and Distribution Manager	124	-	124
採購經理 Purchasing Manager	401	-	401
東主 / 獨資經營者 / 執行合夥董事 Owners / Sole Proprietor / Working Partners	1 110	-	1 110
<b>小計 Sub-total</b>	<b>3 993</b>	<b>8</b>	<b>4 001</b>
<b>主任級 SUPERVISORY LEVEL</b>			
船務主任 Shipping Supervisor	38	-	30
產品設計主任 Product Development Officer	8	-	8
商品 / 採購主任 Merchandiser / Buyer	8	-	8
品質檢查員 Quality Inspector	23	-	23

職稱 Job Title	二 四 年 十二月的 僱員人數 No. of Employees in December 2004	二 四 年 十二月的 空缺數目 No. of Vacancies in December 2004	預測二 五年 十二月的 人力需求 Forecast Manpower Demand in December 2005
<b>主任級 (續)</b> <b>SUPERVISORY LEVEL (Continued)</b>			
技術員 Technician	135	-	135
營業主任 Sales Supervisor	4 486	103	4 605
倉務及收發主任 Warehouse and Distribution Supervisor	441	-	441
運輸主任 Transportation Supervisor	57	-	57
採購主任 Purchasing Supervisor	1 231	-	1 231
推廣員主任 Promoter Supervisor	22	-	22
銷售工程師 Sales Engineer	532	16	556
<b>小計</b> <b>Sub-total</b>	<b>6 981</b>	<b>119</b>	<b>7 116</b>
<b>文員 / 技術人員級</b> <b>CLERICAL / OPERATIVE SUPPORT LEVEL</b>			
批發推銷員 / 營業代表 Salesman / Sales Representative	15 658	409	16 220
貨倉 / 採購文員 Stock / Purchasing Clerk	3 875	139	4 042
文件處理 / 船務文員 Documentation / Shipping Clerk	1 094	-	1 141
推廣員 Promoter	235	-	235
<b>小計</b> <b>Sub-total</b>	<b>20 862</b>	<b>548</b>	<b>21 638</b>
<b>總計</b> <b>Grand Total</b>	<b>31 836</b>	<b>675</b>	<b>32 755</b>

其他經理級支援人員 Other Supporting Managers <sup>(1)</sup>	832
其他主任級支援人員 Other Supporting Supervisors <sup>(2)</sup>	1 581
其他文員 / 輔助人員 Other Clerks / Supportive Staff <sup>(3)</sup>	8 082
其他支援人員 Other Supportive Staff <sup>(4)</sup>	11 929
總計 Total	22 424

- Notes:
- (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, OA , cleaner and delivery man.

**各職位批發僱員宜有的教育程度**  
**Preferred Level of Education of Wholesale Employees by Job Title**

**批發僱員人數**  
**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	中五 Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
<b>經理級 MANAGERIAL LEVEL</b>								
商品採購經理 Merchandising Manager	-	8	-	-	-	-	-	-
品質管制經理 Quality Control Manager	-	8	-	-	-	-	-	-
總經理 General Manager	2	451	31	30	16	10	-	16
銷售 / 市務經理 Sales / Marketing Manager	-	951	78	354	30	248	-	125
倉務及收發經理 Warehouse and Distribution Manager	-	92	8	16	6	2	-	-
採購經理 Purchasing Manager	14	169	30	111	8	14	-	55
<b>小計 Sub-total</b>	<b>16</b>	<b>1 679</b>	<b>147</b>	<b>511</b>	<b>60</b>	<b>274</b>	<b>-</b>	<b>196</b>
<b>主任級 SUPERVISORY LEVEL</b>								
船務主任 Shipping Supervisor	-	8	-	-	-	30	-	-
產品設計主任 Product Development Officer	-	-	8	-	-	-	-	-
商品 / 採購主任 Merchandiser / Buyer	-	-	8	-	-	-	-	-
品質檢查員 Quality Inspector	-	8	-	-	-	15	-	-
技術員 Technician	-	-	-	74	5	56	-	-
營業主任 Sales Supervisor	-	555	177	739	540	2 059	124	292

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	中五 Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
<b>主任級 (續) SUPERVISORY LEVEL (Continued)</b>								
倉務及收發主任 Warehouse and Distribution Supervisor	-	22	14	24	84	297	-	-
運輸主任 Transportation Supervisor	-	-	5	-	17	35	-	-
採購主任 Purchasing Supervisor	-	16	1	22	154	643	193	202
推廣員主任 Promoter Supervisor	-	-	-	-	16	6	-	-
銷售工程師 Sales Engineer	-	207	48	24	24	229	-	-
<b>小計 Sub-total</b>	-	<b>816</b>	<b>261</b>	<b>883</b>	<b>840</b>	<b>3 370</b>	<b>317</b>	<b>494</b>
<b>文員 / 技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>								
批發推銷員 / 營業代表 Salesman / Sales Representative	-	405	322	568	1 055	9 269	2 203	1 836
貨倉 / 採購文員 Stock / Purchasing Clerk	-	56	168	66	330	2 930	325	-
文件處理 / 船務文員 Documentation / Shipping Clerk	-	-	111	8	223	752	-	-
推廣員 Promoter	-	-	14	-	-	200	21	-
<b>小計 Sub-total</b>	-	<b>461</b>	<b>615</b>	<b>642</b>	<b>1 608</b>	<b>13 151</b>	<b>2 549</b>	<b>1 836</b>
<b>總計 Grand Total</b>	<b>16</b>	<b>2 956</b>	<b>1 023</b>	<b>2 036</b>	<b>2 508</b>	<b>16 795</b>	<b>2 866</b>	<b>2 526</b>

各職位批發僱員宜有的相關年資  
**Preferred Relevant Years of Experience of Wholesale Employees by Job Title**

批發僱員人數  
**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
<b>經理級 MANAGERIAL LEVEL</b>						
商品採購經理 Merchandising Manager	-	-	8	-	-	-
品質管制經理 Quality Control Manager	-	-	-	8	-	-
總經理 General Manager	-	30	115	178	217	16
銷售 / 市務經理 Sales / Marketing Manager	-	93	588	523	457	125
倉務及收發經理 Warehouse and Distribution Manager	-	8	74	24	18	-
採購經理 Purchasing Manager	-	24	193	74	55	55
<b>小計 Sub-total</b>	-	<b>155</b>	<b>978</b>	<b>807</b>	<b>747</b>	<b>196</b>
<b>主任級 SUPERVISORY LEVEL</b>						
船務主任 Shipping Supervisor	-	-	38	-	-	-
產品設計主任 Product Development Officer	-	-	8	-	-	-
商品 / 採購主任 Merchandiser / Buyer	-	-	8	-	-	-
品質檢查員 Quality Inspector	-	8	15	-	-	-
技術員 Technician	-	32	42	61	-	-
營業主任 Sales Supervisor	165	1 042	1 662	1 118	207	292
倉務及收發主任 Warehouse and Distribution Supervisor	11	105	244	73	8	-
運輸主任 Transportation Supervisor	-	40	8	9	-	-
採購主任 Purchasing Supervisor	-	70	486	389	84	202
推廣員主任 Promoter Supervisor	-	6	16	-	-	-
銷售工程師 Sales Engineer	165	56	295	16	-	-
<b>小計 Sub-total</b>	<b>341</b>	<b>1 359</b>	<b>2 822</b>	<b>1 666</b>	<b>299</b>	<b>494</b>



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
<b>文員 / 技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>						
批發推銷員 / 營業代表 Salesman / Sales Representative	1 575	7 474	3 378	1 283	56	1 892
貨倉 / 採購文員 Stock / Purchasing Clerk	331	1 920	1 464	152	8	-
文件處理 / 船務文員 Documentation / Shipping Clerk	156	742	188	8	-	-
推廣員 Promoter	111	110	14	-	-	-
<b>小計 Sub-total</b>	<b>2 173</b>	<b>10 246</b>	<b>5 044</b>	<b>1 443</b>	<b>64</b>	<b>1 892</b>
<b>總計 Grand Total</b>	<b>2 514</b>	<b>11 760</b>	<b>8 844</b>	<b>3 916</b>	<b>1 110</b>	<b>2 582</b>

按每月平均收入幅度劃分的批發僱員人數  
**Distribution of Wholesale Employees by Average Monthly Income Range**

職稱 Job Title	\$6,001 以下 Under \$6,001	\$6,001 - \$8,000	\$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
<b>經理級 MANAGERIAL LEVEL</b>									
商品採購經理 Merchandising Manager	-	-	-	-	8	-	-	-	-
品質管制經理 Quality Control Manager	-	-	-	-	-	-	8	-	-
總經理 General Manager	-	-	-	62	247	125	67	47	8
銷售 / 市務經理 Sales / Marketing Manager	-	-	-	671	560	346	84	-	125
倉務及收發經理 Warehouse and Distribution Manager	-	-	-	20	73	8	23	-	-
採購經理 Purchasing Manager	-	-	-	204	126	16	-	-	55
<b>小計 Sub-total</b>	-	-	-	<b>957</b>	<b>1 014</b>	<b>495</b>	<b>182</b>	<b>47</b>	<b>188</b>
<b>主任級 SUPERVISORY LEVEL</b>									
船務主任 Shipping Supervisor	-	-	-	38	-	-	-	-	-
產品設計主任 Product Development Officer	-	-	-	-	8	-	-	-	-
商品 / 採購主任 Merchandiser / Buyer	-	-	-	-	8	-	-	-	-
品質檢查員 Quality Inspector	-	-	-	23	-	-	-	-	-
技術員 Technician	-	-	98	32	5	-	-	-	-
營業主任 Sales Supervisor	-	24	673	2 781	467	194	-	-	347
倉務及收發主任 Warehouse and Distribution Supervisor	-	14	16	351	60	-	-	-	-
運輸主任 Transportation Supervisor	-	-	-	57	-	-	-	-	-
採購主任 Purchasing Supervisor	-	-	211	671	111	28	-	-	210
推廣員主任 Promoter Supervisor	-	-	-	22	-	-	-	-	-
銷售工程師 Sales Engineer	-	-	-	426	106	-	-	-	-
<b>小計 Sub-total</b>	-	<b>38</b>	<b>998</b>	<b>4 401</b>	<b>765</b>	<b>222</b>	-	-	<b>557</b>
<b>文員 / 技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>									
批發推銷員 / 營業代表 Salesman / Sales Representative	391	2 754	6 178	4 183	189	-	-	-	1 963
貨倉 / 採購文員 Stock / Purchasing Clerk	222	1 291	1 307	1 019	28	-	-	-	8
文件處理 / 船務文員 Documentation / Shipping Clerk	55	349	270	420	-	-	-	-	-
推廣員 Promoter	-	111	110	14	-	-	-	-	-
<b>小計 Sub-total</b>	<b>668</b>	<b>4 505</b>	<b>7 865</b>	<b>5 636</b>	<b>217</b>	-	-	-	<b>1 971</b>
<b>總計 Grand Total</b>	<b>668</b>	<b>4 543</b>	<b>8 863</b>	<b>10 994</b>	<b>1 996</b>	<b>717</b>	<b>182</b>	<b>47</b>	<b>2 716</b>

過往十二個月各機構的培訓政策及形式(按規模劃分)

**Training Policy/Practice of the Establishments  
in the Past 12 Months by Employment Size**

Training Policy/ Practice 培訓政策 形式	Employment Size 僱員人數						
	1 - 9 %*	10 - 19 %*	20 - 49 %*	50 - 99 %*	100 - 199 %*	200 & Over %*	Overall %*
<b>Training provided to employees 為僱員提供培訓的情況</b>							
The establishment conducted formal in-house training 機構安排正式內部培訓	2.31	14.92	20.85	-	47.62	40.00	3.75
The establishment sponsored employees to attend external courses through: 機構透過以下方式資助僱員修讀外間課程：							
Continuing Education Fund 持續進修基金	1.53	4.55	6.81	-	-	40.00	1.88
SME Training Fund 中小企業培訓基金	2.55	5.40	23.83	-	-	20.00	3.19
Others (Reimbursement of Course Fee) 其他(退還學費)	0.52	5.93	8.09	42.86	42.86	40.00	1.20
<b>Reasons for establishment not providing training to employees 未有為僱員提供培訓的原因</b>							
No budget 缺乏資金	7.21	8.89	10.21	-	-	-	7.38
Cannot release employees for training 未能抽調僱員接受培訓	10.20	11.22	10.21	-	-	-	10.25
Employees well trained 僱員已有足夠培訓	27.57	34.39	16.60	28.57	4.76	20.00	27.85
Training considered not essential 培訓並非必要	26.33	17.99	26.81	28.57	4.76	-	25.64
No training needs at the moment although training considered essential 認為培訓非常重要，但現階段暫無需要為僱員提供培訓	5.25	25.08	6.81	28.57	4.76	-	6.85
Cannot recruit suitable trainers 找不到合適的培訓人員	0.52	2.96	-	-	-	-	0.70

Training Policy/ Practice 培訓政策 形式	Employment Size 僱員人數						
	1 - 9 %*	10 - 19 %*	20 - 49 %*	50 - 99 %*	100 - 199 %*	200 & Over %*	Overall %*
No suitable training programmes available 沒有合適的培訓課程	3.27	7.41	-	-	9.52	-	3.54
Retrenchment of the Establishments 機構縮減開支	0.51	-	-	-	-	-	0.46

\* As a percentage of number of responding cases.

\* 佔填覆機構的百分率。

過往十二個月曾將全部或部分業務轉移至香港以外地方進行，或於未來十二個月有此計劃的公司百分率

**Percentage of Companies Having  
Involved in Shifting Functions Wholly or Partially to  
Other Places Outside Hong Kong in the Past 12 Months and/or  
will be Involved in Shifting Functions in the Next 12 Months**

營運方針及方式 Business Policy/Practice	過往十二個月 (有) Past 12 Months (Yes) %*	未來十二個月 (有) Next 12 Months (Yes) %*
<b>業務遷離香港</b> <b>Shifting Functions</b> <b>Outside Hong Kong</b>		
品質控制 Quality Control	39.29	-
辦貨 Merchandising	39.29	63.95
倉務 Warehouse	39.29	-
船務 Shipping	39.29	9.30
會計 Accounting	15.71	17.44
其他業務 Other Functions	5.71 <sup>+</sup>	9.30 <sup>#</sup>
<b>遷往何地</b> <b>Whereabouts</b>		
內地 Mainland	94.29	90.70
東南亞 South East Asia	5.71	9.30
美洲 America	-	-
歐洲 Europe	-	-
非洲 Africa	-	-
其他地區 Other Places	-	-

營運方針及方式 Business Policy/Practice	過往十二個月 (有) Past 12 Months (Yes) %*	未來十二個月 (有) Next 12 Months (Yes) %*
<b>聘請員工人數</b> <b>No. of Employees Recruit from</b>		
<u>香港員工</u> <u>Hong Kong</u>		
0	100	90.70
1 - 20	-	9.30
21 - 50	-	-
51 - 100	-	-
> 100	-	-
<u>內地員工</u> <u>Mainland</u>		
0	5.71	9.30
1 - 20	94.29	90.70
21 - 50	-	-
51 - 100	-	-
> 100	-	-
<u>其他地方員工</u> <u>Other Places</u>		
0	100	100
1 - 20	-	-
21 - 50	-	-
51 - 100	-	-
> 100	-	-
<b>整體</b> <b>Overall</b>	<b>1.16</b>	<b>0.71</b>

\* 佔填覆公司的百分率。  
As a percentage of number of responding cases.

+ 其他業務包括客戶服務。  
Other functions included customer services.

# 其他業務包括銷售及市務。  
Other functions included sales and marketing.

## 批發業二 四年 人力調查結果摘要

### 引言

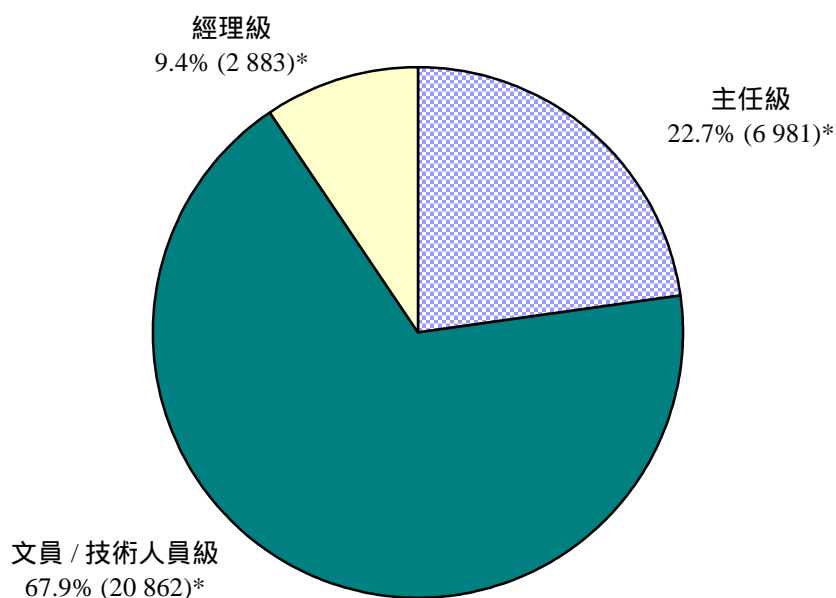
職業訓練局出入口及批發業訓練委員會於二 四年十一月至十二月期間，進行每兩年一次的人力調查，以評估業內的人力情況及訓練需求。調查採用分層隨機抽樣法，抽查了 404 間機構（包括 5 個新個案），填覆率為 100.0%。

### 僱員人數

2. 調查顯示，二 四年十二月時，有 30 726 人受僱於批發業的主要職務。僱員分布情況（按技能等級劃分）見圖 1：

圖 1 各技能等級的批發業僱員人數  
（二 四年十二月）

僱員總數 30 726



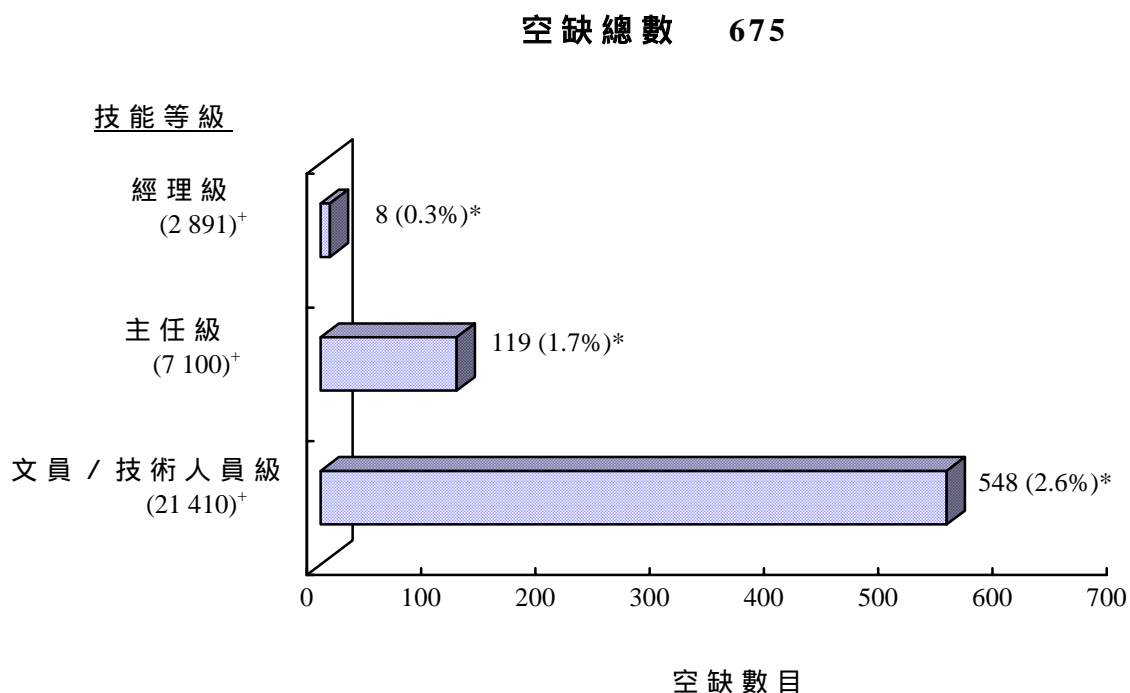
\* 括弧內為該技能等級的批發業僱員人數。

註： 因四捨五入關係，各項數字相加或與總計數字略有出入。

## 空缺

3. 調查期間，批發業共有空缺 675 個，佔有關行業 31 401 個現存職位的 2.2%。以技能等級而言，文員 / 技術人員級的空缺職位最多，共有 548 個，見圖 2。

圖 2 各技能等級的空缺數目  
(二 四年十二月)



\* 佔該技能等級批發業職位數目的百分率。

+ 該技能等級的批發業職位總數。

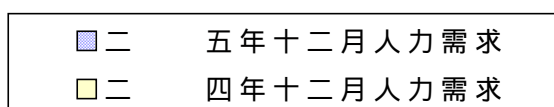
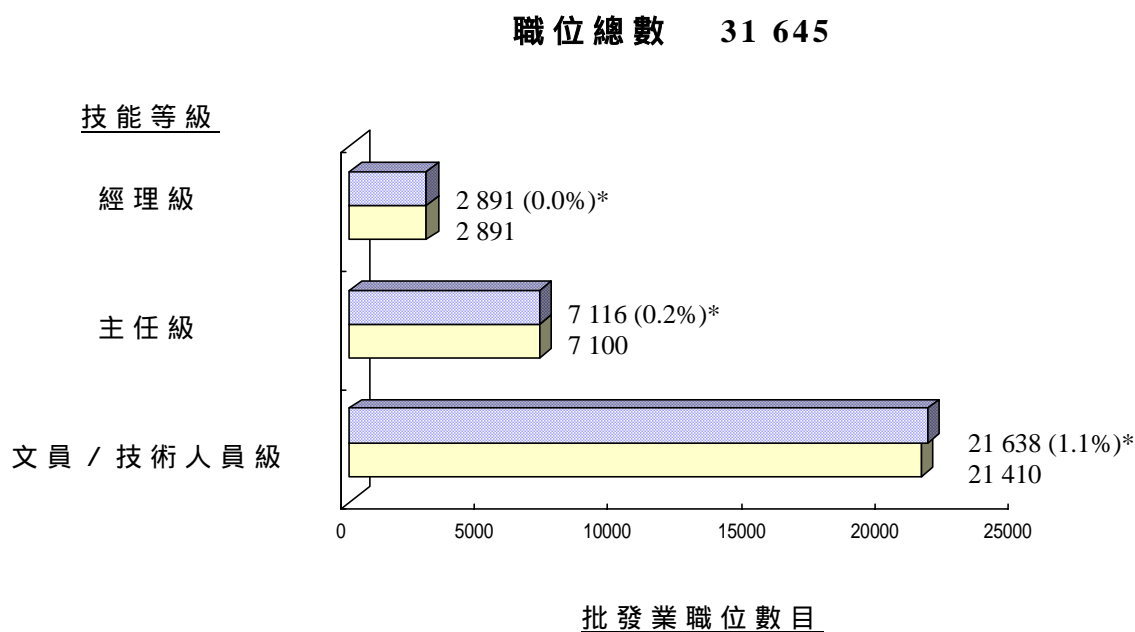
註： 因四捨五入關係，各項數字相加或與總計數字略有出入。

## 僱主預測二 五年十二月批發業的人力需求

4. 僱主預測，二 五年十二月時，批發業將會有 31 645 個職位（不包括東主 / 獨資經營者 / 執行合夥董事），當中包括 244 個新增職位，即相當於現存職位總數（31 401）的 0.8%。按技能等級劃分，僱主對批發業二 五年十二月時的人力需求預測載於圖 3。



**圖 3 僱主預測二 五年十二月  
各技能等級的批發業人力需求**



\* 相對於二 四年十二月同一技能等級批發業職位數目的預測增幅。

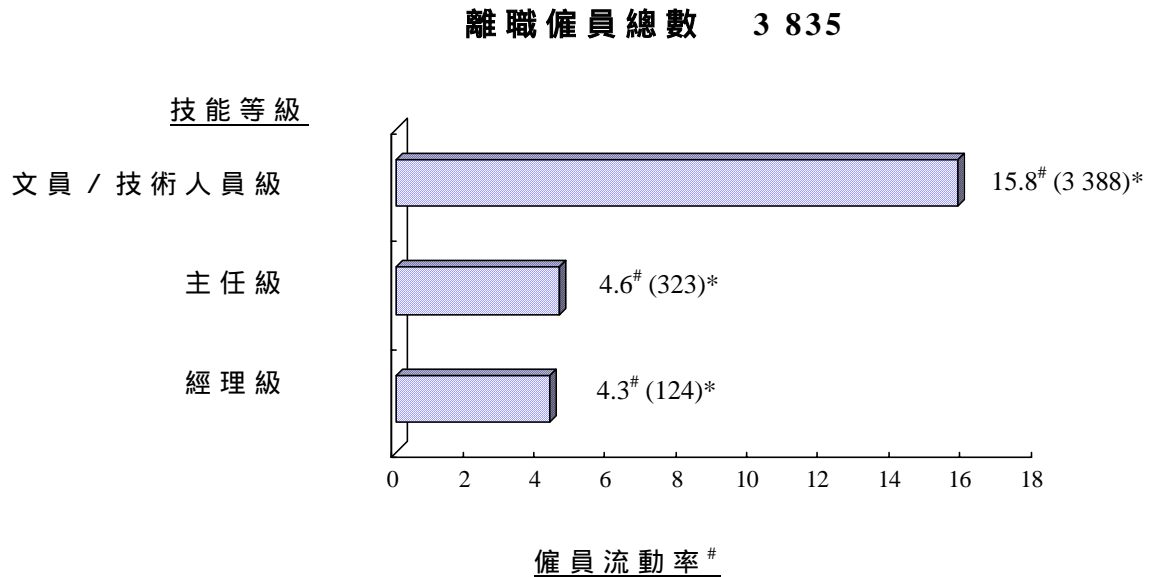
註： (1) 人力需求包括現有僱員人數及空缺數目。

(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

### 過往十二個月批發業僱員離職情況

5. 過往十二個月，批發業有 3 835 人離職，佔該行業職位總數 12.2%，其中 32.6% 員工於業內轉職(包括自行經營批發業業務)；8.8% 轉任非批發業工作(包括自行經營非批發業業務)；7.8% 因移民、退休、進修或其他原因離職；其餘則去向不詳。過往十二個月各技能等級僱員的人事變動率載於圖 4：

**圖 4 過往十二個月  
各技能等級的僱員流動率**



\* 括弧內為該技能等級批發業僱員的離職人數。

# 佔該技能等級批發業職位數目的百分率。

註： 因四捨五入關係，各項數字相加或與總計數字略有出入。

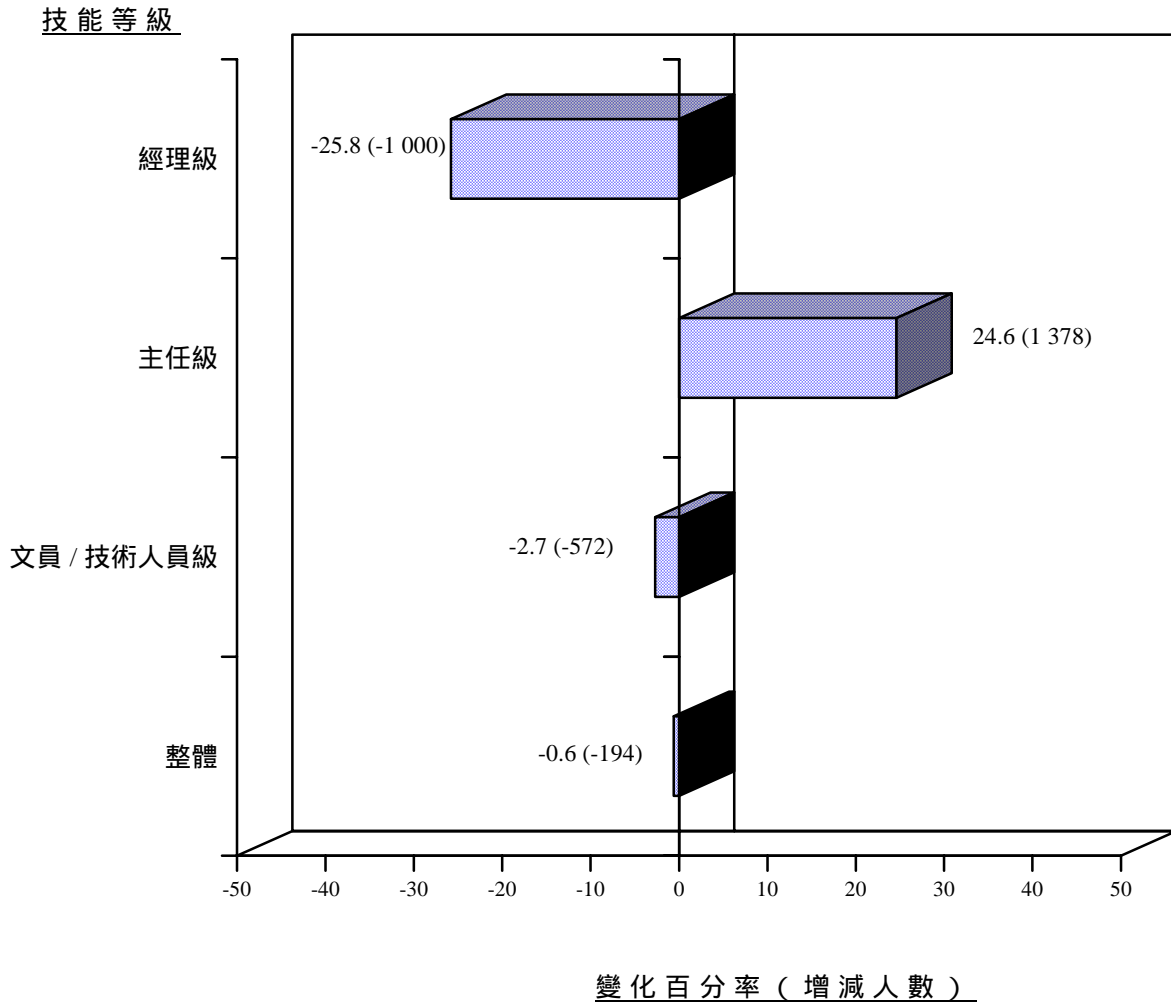
## 業內僱員訓練需要

6. 調查顯示僱主在未來十二個月計劃提供 / 資助培訓 4 505 名業內員工(以人次計)。最受歡迎的培訓類別為產品知識、英語、普通話、客戶關係、商務發展及管理和督導技巧。

## 二〇二二年十二月至二〇二四年十二月期間的人力變化

7. 二〇二二年十二月至二〇二四年十二月期間批發業各技能等級僱員總數的比較載於圖 5。

圖 5 各技能等級的人力變化  
(二〇一五年十二月至二〇一六年十二月)



## 二 五年十二月的額外人力需求

8. 根據僱主所預測二〇一五年十二月時的人力增長及僱員流失率，訓練委員會已計算出來年各技能等級的額外人力需求，詳情見表A。

表 A 二 五年十二月各技能等級的額外人力需求

技能等級	二 四 年 十二月的 僱員人數	僱主預測 二 五 年 十二月 的人力增長	為填補流失 空缺而須 增聘的 僱員人手 (%)*		二 五 年 十二月的額 外人力需求
經理級	2 883	-	11	(0.38)	11
主任級	6 981	16	50	(0.72)	66
文員 / 技術人員級	20 862	228	1 225	(5.87)	1 453
<b>總計</b>	<b>30 726</b>	<b>244</b>	<b>1 286</b>	<b>(4.19)</b>	<b>1 530</b>

\* 各技能等級每年的僱員流失率。

註： (1) 「流失率」指因轉行、移民或其他原因離職的批發業僱員，佔業內僱員總數的百分率。

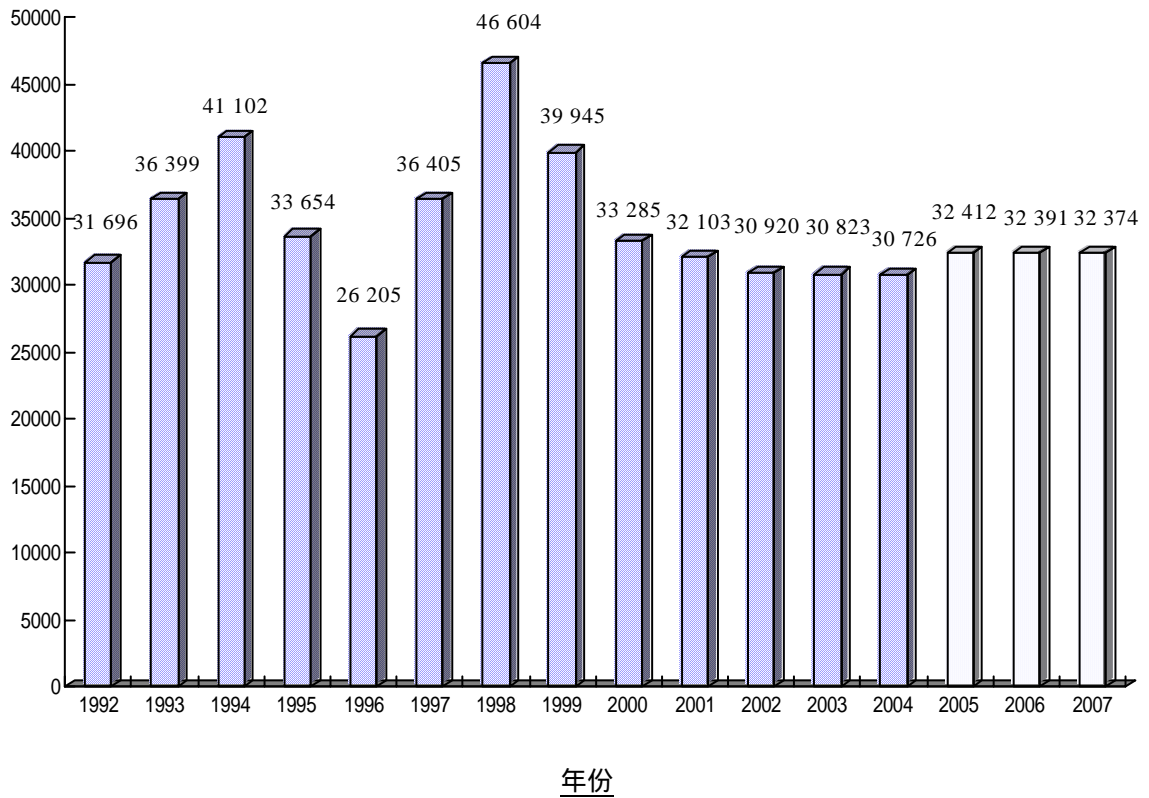
(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

## 二 五至 七年的人力需求預測

9. 二 五至 七年批發業每年人力需求推算，採用調節過濾法。這個方法是根據過去及是次調查所得資料（較新近的資料會獲較高比重），選定最適當的推算數字。本會在選擇推算數字時需考慮以下因素：業內前景及整體趨勢、僱主對未來一年的預測，以及每年流失率。批發業二 五至 七年的人力預測（採用調節過濾法）見圖 6。

圖 6 批發業人力預測  
(採用調節過濾法)

僱員人數



建議

10. 考慮過僱主預測的人力增長、估計的僱員流失率、批發業的最新發展及業界人士的經驗，本會建議每年各技能等級的額外訓練人數如下：

技能等級	額外訓練需求預測
經理級	10 - 15
主任級	60 - 75
文員 / 技術人員級	1 300 - 1 600
總計	1 370 - 1 690

11. 訓練委員會建議：

- (a) 為了配合更緊密經貿關係安排的落實、知識型經濟的來臨和全球化發展：
  - (i) 本地教育院校及訓練機構提供短期 / 晚間課程，教授專門技能及軟性技巧，以應付從業員所需。
  - (ii) 內地對批發業的專才需求殷切，有關方面的人才往往供不應求，從業員應把握機會接受訓練、到內地汲取批發業管理和發展的經驗，以提升個人技能。
- (b) 僱主應利用本港的教育及訓練機構開辦的部分時間課程提升僱員的技能。
- (c) 為了保持公司的競爭力，僱主應聘請此類機構的畢業生，並提供內部和外間訓練，以提升員工的各項技能。
- (d) 政府應繼續推行技能提升計劃、設立持續進修基金，資助有志進修人士繼續接受培訓。在中小型公司工作的員工更應善用培訓基金提升競爭力。
- (e) 本會日後應繼續每隔兩年進行一次人力調查，以評估業內未來人力需求。
- (f) 本會應改良未來調查的抽樣細則，以公司為基本點算單位，抽取足夠業內各界別僱用 4 人以上公司的樣本，以作點算之用。

# 第一章

## 緒論

### 出入口及批發業訓練委員會

1.1 本會隸屬職業訓練局，負責有關出入口及批發業的人力及訓練需求事宜。本會由行業代表、學者及政府人員出任委員，工作之一是向局方提供有關發展訓練設施的建議，以應付業內對幹練人員日增的需求。本會的職權範圍及委員名單載於附錄 1 及 2。

### 調查目的

1.2 本會自一九八〇年代初開始，每兩年進行一次人力調查，目的是協助局方執行兩項《職業訓練局條例》所載的職能，即檢討業內對幹練人員的需求，以及檢討幹練人員的供應能否應付所需。

1.3 是次調查於二〇〇四年十一、十二月間進行，旨在評估批發業主要職務的人力及訓練需求。本會認為調查報告內容不但有助局方及政府推行工作，對僱員、僱主及想了解有關批發業人力與訓練的人士，亦非常有用。

### 調查範圍

1.4 二〇〇四年調查的範圍與二〇〇二年的相近，兩次調查所涵蓋的批發商，都是指向零售商、工商企業、機構、專業用戶，或其他批發商，經銷未作改動的新舊貨品的機構；調查亦包括擔任上述銷售對象的貨品買賣代理公司。主要業務類型包括：

- (i) 批發商；
- (ii) 貨品及商品經紀、代銷商及代理；
- (iii) 配油站；
- (iv) 從事農產及水產銷售的行業商會；以及
- (v) 廢物處理商。

1.5 業內抽樣調查機構的名單，從政府統計處機構記錄組處取得。根據香港標準行業分類（HSIC），調查所涉及批發業的行業編號如下：

<u>香港標準行業分類 行業編號</u>	<u>批發業 名稱</u>
611	食品；酒類飲品及煙草；燃料；衣物、鞋類及有關製品；消費品；機械；設備及其零件；運輸設備；耐用品。
612	原料及半製成品；一般貨品。

## 調查方法

1.6 資源所限，調查採用了分層隨機抽樣法，從 15 550 間批發業機構內選出 399 間作調查。在調查期間，本會發現 5 個新個案，調查機構因而增加至 404 間。調查機構會填寫一份關於批發業人力及訓練需要的詳盡問卷（附錄 3）。政府統計處負責實地調查的職員會拜訪調查機構，以確保資料收集可以順利進行。

1.7 調查涵蓋 3 個技能等級，分別為經理、主任及文員 / 技術人員級。根據僱員的教育、經驗和平均每月收入，本會再將 3 個技能等級細分為 22 種職務，以作詳盡的分析。

1.8 填寫調查表時，受訪僱主須按僱員實際負責的工作，而非機構內所採用的職稱歸類。本會事前亦安排講座，向統計處職員講解各種職務的性質。收回的調查表經覆核、編碼，並於必要時與填覆機構核實。資料經整理後再用統計方法倍大，以反映業內的整體人力情況。

## 調查反應分析

1.9 404 間選定機構中，299 間（包括 5 個新個案）填覆調查表；除了 105 間機構已結業、搬遷、無法聯絡、註冊但並無營業、暫時停業、並非從事有關行業外，沒有機構拒絕作答；是次調查的實際回覆率為 100.0%。



## 調查結果

1.10 調查報告第二章載有調查結果摘要；第三、第四章分別載有本會結論及建議。

1.11 為確定訓練需求和了解業內最新情況，是次調查將部分職稱重新分類，因此部分人力數據與以往調查報告所載並非完全可以對照。

## 釋義

1.12 「僱員」指所有由公司直接支付薪金的全職員工，包括現時仍在工作，以及因病或放取產假、年假、事假或罷工而暫停工作的員工。

1.13 「批發業僱員」指從事有關批發業的全職員工。

1.14 「機構」指製造貨品和提供服務的經濟單位。「機構」屬同一擁有權及控制權，並在某地點主要或只從事一種經濟活動。是次調查以機構為點算單位。

1.15 「公司」是指業務經營者，同一公司可包括若干業務單位。這些業務單位的商業登記號碼首 8 個數字相同（即屬同一擁有權及控制權），及屬同一業務性質。

1.16 「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職員工。

1.17 「非長駐但要返內地公幹的僱員」指到內地工作只是為了洽談生意、視察業務及 / 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員工。往返中港兩地的運輸工人並不包括在內。

1.18 「流失率」是相對於批發業僱員總數，僱員因轉行、移民或其他原因而離開本業的比率。各技能等級每年僱員流失率計算公式如下：

$$\frac{\text{轉行人數} + \text{移民人數} + \text{其他原因流失人數}}{\text{該技能等級的批發業僱員人數}} \times 100\%$$

## 鳴謝

1.19 是次調查得到政府統計處的協助，負責監督實地調查工作、處理調查資料，以及提供社會經濟數據；此外，調查工作獲工作小組成員相助，本會謹此致謝。

## 第二章

### 調查結果摘要

#### 僱員人數

2.1 調查顯示，二〇一四年十二月時，本港共有 31 836 人（包括東主／獨資經營者／執行合夥董事共 1 110 人）從事批發業主要職務。附錄 5 按技能等級及職稱詳細列出調查結果。

2.2 表 A 按技能等級列出批發業人力結構。

表 A 按技能等級人力結構  
(二〇一四年十二月)

技能等級	人數
經理級	2 883
主任級	6 981
文員／技術人員級	20 862
<b>批發業僱員總數 (不包括行政及其他支援人員)</b>	<b>30 726</b>
東主／獨資經營者／執行合夥董事	1 110
<b>技術人員總數</b>	<b>31 836</b>
行政及其他支援人員 <sup>(1)</sup>	22 424
<b>批發業人員總數</b>	<b>54 260</b>

註： (1) 其他負責工程、生產、人事、會計、財務及資訊科技的支援經理、主任、文員及支援人員。

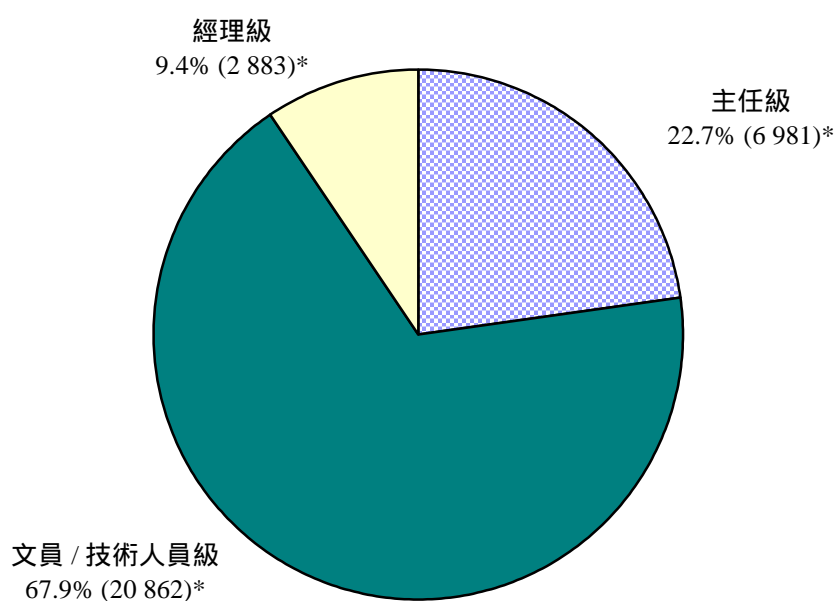
(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

## 批發業僱員人數

2.3 調查顯示，批發業 30 726 名僱員中，經理級人員有 2 883 名（9.4%）；主任級人員有 6 981 名（22.7%）；文員 / 技術人員則有 20 862 名（67.9%）。各技能等級員工分布情況見圖 1。

圖 1 各技能等級批發業僱員的分布情況  
（二 四年十二月）

僱員總數： 30 726



\* 括弧內為該技能等級的批發業僱員人數。

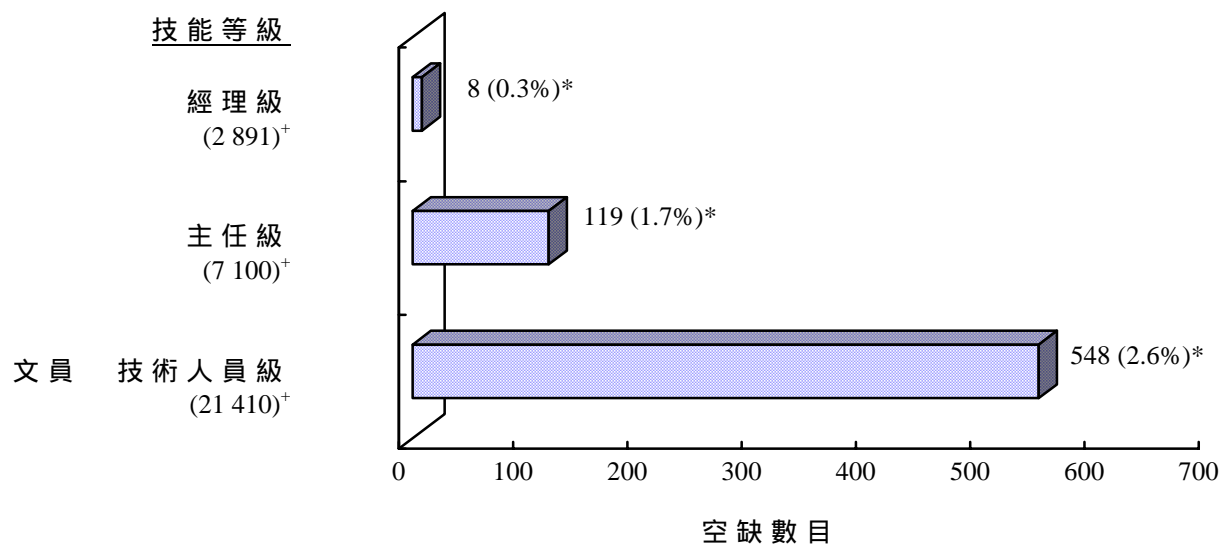
註：因四捨五入關係，各個括弧內數字相加或與總計數字略有出入。

## 現有空缺數目

2.4 調查期間，僱主填報有 675 個空缺，佔現有 31 401 個批發業職位<sup>(1)</sup>2.2%。按技能等級劃分（見圖 2），空缺最多是文員 / 技術人員職位，有 548 個；其次是主任級人員，有 119 個空缺。表 B 列出各技能等級員工的空缺數目。附錄 5 按技能等級及職稱詳細列出調查結果。

註：（1）批發業職位包括現有僱員人數及空缺數目。

**圖 2 各技能等級的空缺數目**  
(二 四年十二月)  
空缺總數：675 個



\* 佔該技能等級批發業職位數目的百分率。

+ 該技能等級的批發業職位總數。

註： 因四捨五入關係，各項數字相加或與總計數字略有出入。

**表 B 各技能等級的空缺數目**  
(二 四年十二月)

技能等級	批發業職位數目	現有空缺數目 (%)*
經理級 <sup>+</sup>	2 891	8 (0.3)
主任級	7 100	119 (1.7)
文員 / 技術人員級	21 410	548 (2.6)
<b>總計</b>	<b>31 401</b>	<b>675 (2.2)</b>

\* 佔該技能等級批發業職位數目的百分率。

+ 經理級職位不包括東主 / 獨資經營者 / 執行合夥董事。

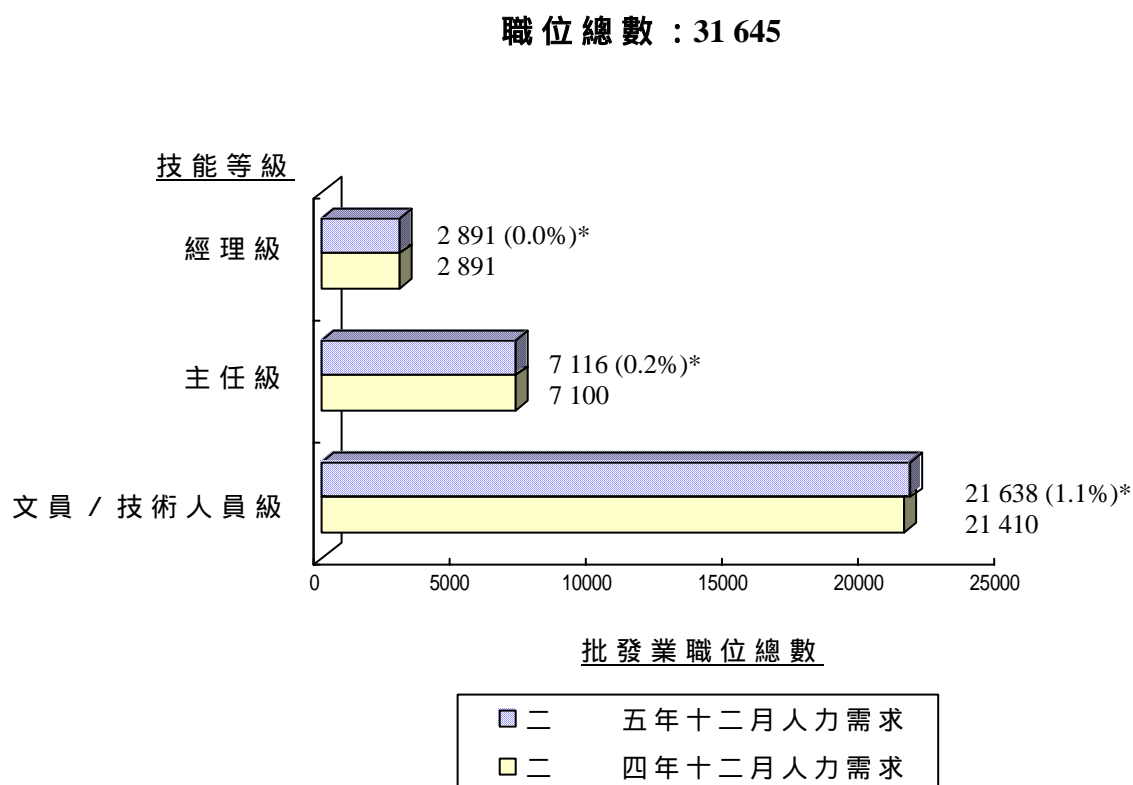
註： 因四捨五入關係，各項數字相加或與總計數字略有出入。

## 僱主預測二 五年十二月批發業的人力需求

2.5 僱主預測，二 五年十二月時，批發業職位會有 31 645 個（不包括東主／獨資經營者／執行合夥董事），相對於現有職位數目（31 401 個），增加 244 個，增幅為 0.8%。各技能等級中，以文員／技術級人員的增幅最高，達 1.1%，其次為主任級人員（0.2%）。

2.6 圖 3 及表 C 列出僱主預測二 五年十二月時，各技能等級的批發業人力需求<sup>(1)</sup>。附錄 5 按技能等級及職稱詳細列出調查結果。

圖 3 僱主預測二 五年十二月時  
各技能等級的批發業人力需求



\* 相對於二 四年十二月同一技能等級批發業職位數目的預測增幅。

註： (1) 人力需求包括現有僱員人數及空缺數目。

(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

**表 C 僱主預測二 五年十二月時  
各技能等級的批發業人力需求**

技能等級	二 四年 十二月的 僱員人數	二 四年 十二月的 空缺數目	二 四年 十二月的 人力需求	預測 二 五年 十二月的 人力增長 (%)*	預測 二 五年 十二月的 人力需求
經理級 <sup>+</sup>	2 883	8	2 891	- (-)	2 891
主任級	6 981	119	7 100	16 (0.23)	7 116
文員 / 技術人員級	20 862	548	21 410	228 (1.06)	21 638
<b>總計</b>	<b>30 726</b>	<b>675</b>	<b>31 401</b>	<b>244 (0.78)</b>	<b>31 645</b>

\* 相對於二 四年十二月同一技能等級批發業職位數目的預測增幅。

+ 經理級職位不包括東主 / 獨資經營者 / 執行合夥董事。

註：(1) 人力需求包括現有僱員人數及空缺數目。

(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

### 過去十二個月的內部晉升情況

2.7 調查顯示，有 131 名批發業僱員（佔業內僱員總數 0.4%）獲內部晉升；其中，主任級人員在三個技能等級中有最高的內部晉升比率，116 名主任級人員（1.7%）由文員 / 技術人員晉升；10 名經理級人員（0.4%）由主任級人員晉升。表 D 列出各技能等級的內部晉升情況。

**表 D 過去十二個月各技能等級批發業僱員的內部晉升情況**

技能等級	僱員人數	獲內部晉升的僱員人數 (%) <sup>*</sup>
由主任級晉升至經理級	2 883	10 (0.35)
由文員 / 技術人員級晉升至主任級	6 981	116 (1.66)
由其他職位晉升至文員 / 技術人員級	20 862	5 (0.02)
<b>總計</b>	<b>30 726</b>	<b>131 (0.43)</b>

\* 佔該技能等級批發業僱員總數的百分率。

註： 因四捨五入關係，各項數字相加或與總計數字略有出入。

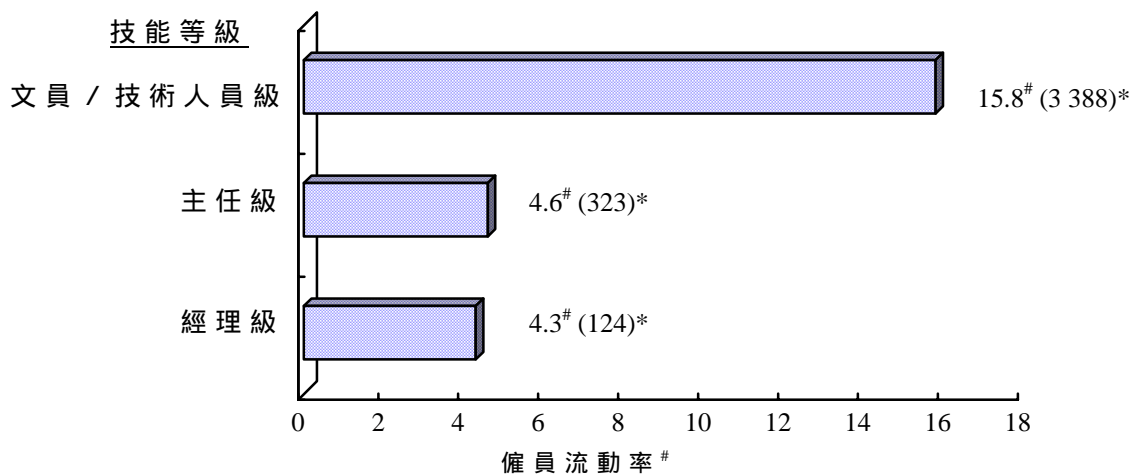
### 過去十二個月離職的批發業僱員

2.8 過去十二個月，共有 3 835 名批發業僱員離職（佔業內職位總數 12.2%），其中，32.6% 轉任另一份批發業工作（包括自行經營行內業務），8.8% 轉行（包括自行經營其他業務），7.8% 由於其他原因（例如移民、退休或升學等）離職，其餘原因不詳。各技能等級中，文員 / 技術人員流動率最高，達 15.8%。圖 4 及表 E 列出各技能等級僱員的流動率及離職去向及人數。



圖 4 過去十二個月各技能等級的僱員流動率

離職僱員總數：3 835 人



\* 括弧內為該技能等級批發業僱員的離職人數。

# 佔該技能等級批發業職位數目的百分率。

註：因四捨五入關係，各項數字相加或與總計數字略有出入。

表 E 過去十二個月各技能等級批發業僱員的離職去向及人數

僱員離職去向	經理級	主任級	文員 / 技術人員級	總計	
	(%)*	(%)*	(%)*	(%)*	(%) <sup>#</sup>
轉任另一份有關批發業的工作 (包括自行經營行內業務)	50 (1.73)	130 (1.83)	1 070 (5.00)	1 250 (3.98)	(32.59)
轉行 (包括自行經營其他與批發業無關的業務)	1 (0.03)	16 (0.23)	320 (1.49)	337 (1.07)	(8.79)
移民、退休、升學及其他原因	4 (0.14)	8 (0.11)	286 (1.34)	298 (0.95)	(7.77)
去向不詳	69 (2.39)	169 (2.38)	1 712 (8.00)	1 950 (6.21)	(50.85)
<b>總計</b>	<b>124 (4.29)</b>	<b>323 (4.55)</b>	<b>3 388 (15.82)</b>	<b>3 835 (12.21)</b>	<b>(100.0)</b>

\* 佔該技能等級批發業僱員總數的百分率。

# 佔過去十二個月離職批發業僱員人數的百分率。

註：因四捨五入關係，各項數字相加或與總計數字略有出入。

## 宜有教育程度

2.9 附錄 6 顯示，僱主極希望經理級的僱員能夠具有大學學位；至於大多數主任級及文員／技術人員級的職位，則要求中五程度。各技能等級最宜有的教育程度摘要見表 F。

表 F 各技能等級僱員最宜有的三種教育程度

經理級	主任級	文員／技術人員級
1. 大學學位或以上	中五	中五
2. 文憑／證書或同等學歷	文憑／證書或同等學歷	中三或以下
3. 中五	預科	預科

## 宜有批發業經驗

2.10 附錄 7 顯示，大部分僱主認為經理級的僱員宜具有三年以上的業內工作經驗；主任級人員宜具有三至六年的業內經驗；文員／技術人員則宜有三年以下的業內經驗。

## 每月平均收入

2.11 報告內，「每月收入」是指：包括每年底薪、超時工作工資、住屋津貼、膳食津貼、佣金及花紅。附錄 8 顯示，大部分僱主向經理級僱員提供的每月平均收入，介乎港幣 10,000 元以上至 30,000 元之間；向主任級人員提供的則介乎港幣 10,000 元以上至 20,000 元之間；向文員／技術人員提供的則介乎港幣 8,000 元以上至 20,000 元之間。是次調查並非專門研究僱員的薪酬情況，故有關數據僅作複核資料之用。各技能等級人員的每月平均收入摘要見表 G。

表 G 各技能等級批發業僱員的每月平均收入幅度

每月平均收入幅度	批發業僱員數目			
	經理級 (%)*	主任級 (%)*	文員 / 技 術人員級 (%)*	總計 (%)*
\$6,001 以下	- (-)	- (-)	668 (3.2)	668 (2.17)
\$6,001 - \$8,000	- (-)	38 (0.54)	4 505 (21.59)	4 543 (14.79)
\$8,001 - \$10,000	- (-)	998 (14.3)	7 865 (37.7)	8 863 (28.85)
\$10,001 - \$20,000	957 (33.19)	4 401 (63.04)	5 636 (27.02)	10 994 (35.78)
\$20,001 - \$30,000	1 014 (35.17)	765 (10.96)	217 (1.04)	1 996 (6.5)
\$30,001 - \$50,000	495 (17.17)	222 (3.18)	- (-)	717 (2.33)
\$50,001 - \$70,000	182 (6.31)	- (-)	- (-)	182 (0.59)
\$70,000 以上	47 (1.63)	- (-)	- (-)	47 (0.15)
不詳	188 (6.52)	557 (7.98)	1 971 (9.45)	2 716 (8.84)
<b>總計</b>	<b>2 883 (100.0)</b>	<b>6 981 (100.0)</b>	<b>20 862 (100.0)</b>	<b>30 726 (100.0)</b>

\* 佔該技能等級批發業僱員總數的百分率。

註：因四捨五入關係，各項數字相加或與總計數字略有出入。

## 訓練方針及方式

2.12 調查顯示，有超過 100 名員工的機構較樂意為僱員提供培訓。按規模劃分的詳細調查結果見附錄 9。

2.13 調查亦顯示，在有提供員工培訓的機構中，較多僱主願意為僱員提供正式內部培訓（大約 3.8%）；透過不同形式資助員工修讀外間課程的則有大約 2.1%。大多數機構無安排員工培訓的主因，是因為覺得僱員已有足夠的培訓；大部分機構亦認為培訓並非必要。

### 現職僱員訓練需求

2.14 調查顯示僱主計劃在未來十二個月為 4 505 名僱員（按人次計）提供訓練 / 培訓資助。最受歡迎的訓練項目為產品知識、英語、普通話、客戶關係、商務發展及管理和督導技巧。按技能等級及訓練內容劃分的分析見表 H。

**表 H 按訓練內容及技能等級劃分  
未來十二個月接受僱主資助培訓的僱員  
（以人次計）總數**

訓練內容		經理級	主任級	文員 / 技術人員級	總計
電腦運用		-	55	56	111
語言	英語	6	102	579	687
	普通話	84	60	472	616
	其他	-	-	28	28
產品知識		261	112	859	1 232
商務發展及管理		246	8	72	326
客戶關係		18	60	258	336
中國貿易		101	24	24	149
督導技巧		43	164	57	264
準則審核		-	-	16	16
產品開發		32	-	110	142
品質控制		-	16	72	88
國際貿易實務		-	-	55	55
運輸與物流		16	8	118	142
辦貨		-	-	111	111
其他（出入口報關、零售業營運、電子商貿）		58	3	141	202
<b>總計</b>		<b>865</b>	<b>612</b>	<b>3 028</b>	<b>4 505</b>

註：因四捨五入關係，各項數字相加或與總計數字略有出入。

2.15 調查亦顯示 8.4% 的機構認為更緊密經貿關係安排的落實、知識型經濟的來臨及全球化發展會增加僱員訓練的需求。當中 59.4% 表示僱員需要修讀中國市場有關課程。按規模及訓練課程劃分的機構百分率見表 I。

**表 I 考慮過更緊密經貿關係安排的落實、  
知識型經濟的來臨和全球化發展後  
指明僱員所需修讀課程的機構  
(按規模劃分) 所佔百分率**

公司規模	訓練課程				
	供應鏈管理 %*	中國市場 有關課程 %*	全球產品 搜尋及發展 相關課程 %*	其他 (英語及 普通話) %*	整體 %*
1 至 9 人	32.86	59.10	47.64	-	7.89
10 至 19 人	16.67	50.00	33.33	16.67	9.02
20 至 49 人	42.86	85.71	14.29	-	24.67
50 至 99 人	-	-	-	-	-
100 至 199 人	100	25.00	-	-	57.14
200 人及以上	-	-	-	-	-
<b>整體</b>	<b>32.87</b>	<b>59.42</b>	<b>43.99</b>	<b>1.40</b>	<b>8.38</b>

\* 佔填覆公司的百分率。

## 長駐內地的僱員

2.16 調查期間，29.4% 的批發業公司共派遣 5 361 名僱員到內地工作，其中 410 人為長駐內地的全職僱員，4 951 人則為非長駐人士。按規模及技能等級劃分，派往內地工作僱員數目見表 J。

**表 J 按機構規模劃分各技能等級  
派駐內地工作僱員的數目**

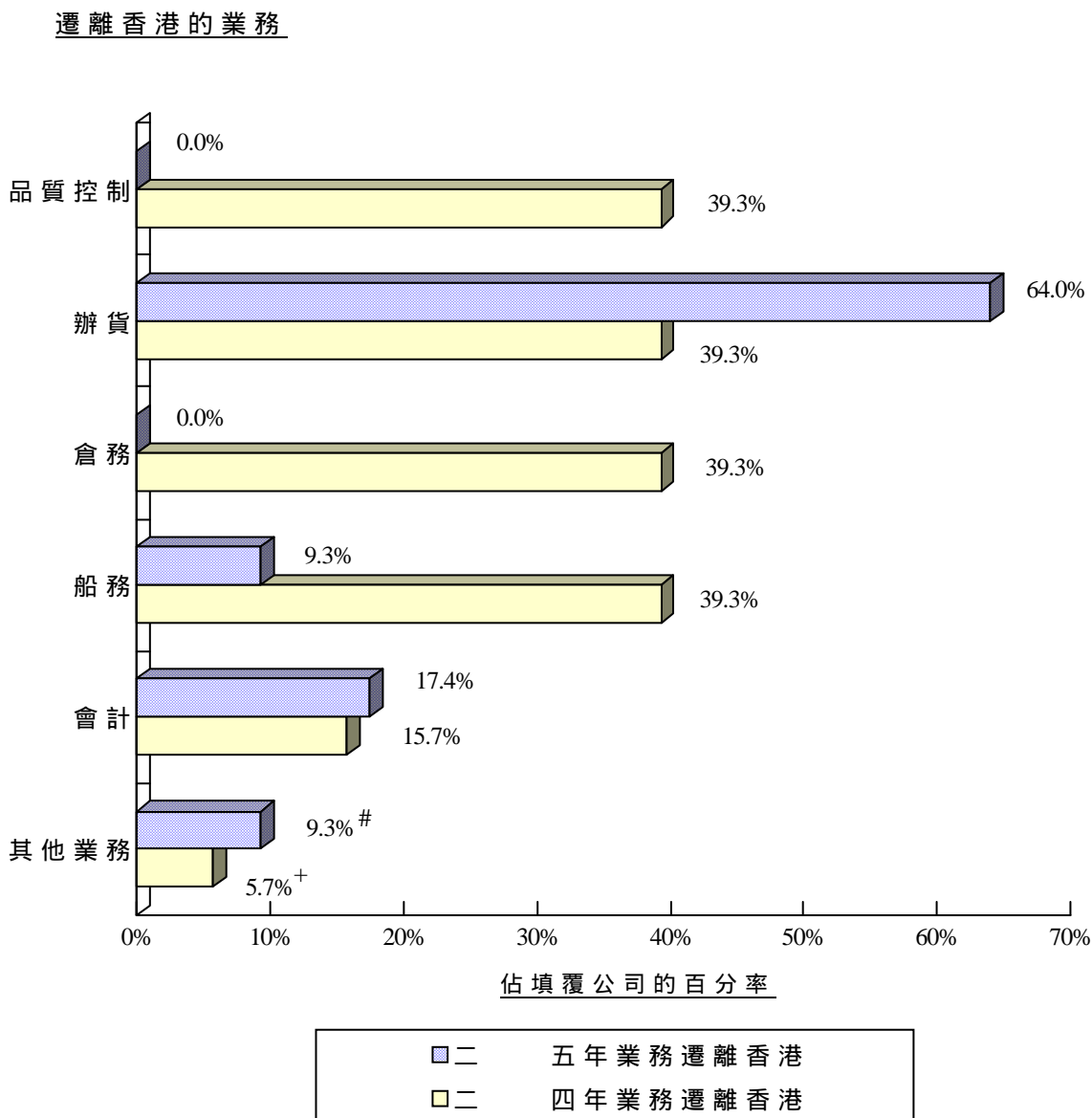
機構規模	經理級	主任級	文員 / 技術人員級	總計
<i>長駐</i>				
1 至 9 人	276	55	55	386
10 至 19 人	-	-	-	-
20 至 49 人	24	-	-	24
50 至 99 人	-	-	-	-
100 至 199 人	-	-	-	-
200 人及以上	-	-	-	-
<b>小計</b>	<b>300</b>	<b>55</b>	<b>55</b>	<b>410</b>
<i>非長駐</i>				
1 至 9 人	1 350	740	1 664	3 754
10 至 19 人	269	252	281	802
20 至 49 人	136	80	120	336
50 至 99 人	6	9	-	15
100 至 199 人	19	25	-	44
200 人及以上	-	-	-	-
<b>小計</b>	<b>1 780</b>	<b>1 106</b>	<b>2 065</b>	<b>4 951</b>
<b>總計</b>	<b>2 080</b>	<b>1 161</b>	<b>2 120</b>	<b>5 361</b>

## 營運方針及方式

2.17 調查顯示 1.2% 的公司在過去十二個月將全部或部分操作業務遷離香港，0.7% 的公司表示未來一年情況會持續。

2.18 圖 5 顯示，相對於二 四年的實際數字和二 五年的預測數字，會將辦貨及會計業務北移的公司比率持續增加。按遷移的業務、遷往地點及因而聘請員工人數劃分的詳細分析結果見附錄 10。

**圖 5 在二 四 年十二月時，在先前十二個月及 / 或未來十二個月會將操作業務遷離香港的公司百分率比較**



# 其他業務包括銷售及市務。

+ 其他業務包括客戶服務。

## 第三章

### 結論

#### 批發業整體人力情況

3.1 本會經過審閱，認為調查結果大致能夠反映調查期間批發業的人力情況。二〇一四年十二月時，本港約有 3 330 000<sup>(1)</sup>名僱員，其中約 1.0% 從事批發業工作，為數 31 836 人，其中 30 726 名僱員在業內擔任各級主要職務（附錄 5）。表 K 扼要列出批發業各技能等級人力情況、空缺數目及人力增長預測。

表 K 批發業各技能等級人力情況、  
空缺數目及人力增長預測

技能等級	二〇一四年 十二月的 僱員人數	二〇一四年 十二月的 空缺數目 (%)*		僱主預測 二〇一五年 十二月的 人力增長 (%)*		二〇一五年 十二月的 批發業職位 數目預測
經理級	2 883	8	(0.3)	-	(-)	2 891
主任級	6 981	119	(1.7)	16	(0.2)	7 116
文員 / 技術人員級	20 862	548	(2.6)	228	(1.1)	21 638
<b>總計</b>	<b>30 726</b>	<b>675</b>	<b>(2.2)</b>	<b>244</b>	<b>(0.8)</b>	<b>31 645</b>

\* 佔二〇一四年十二月時該技能等級批發業職位數目的百分率。

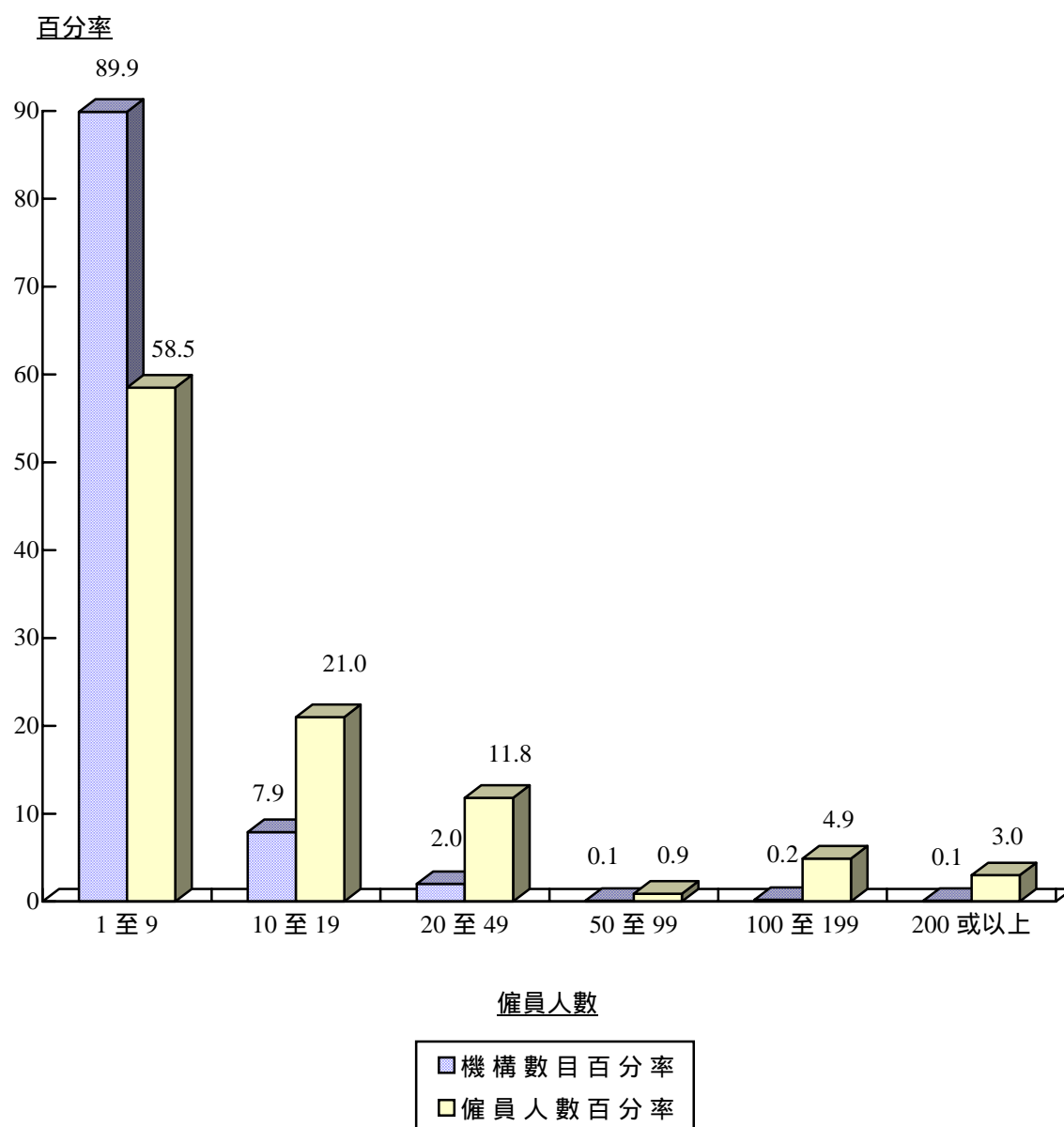
註：(1) 本港二〇一四年第四季的勞動人口約為 3 330 000 人。

(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。



3.2 僱用 10 人或以上之機構聘用了業內約 41.6% 的僱員，然而，業內九成公司均屬僱員人數少於 10 人的小型公司（見圖 6）。

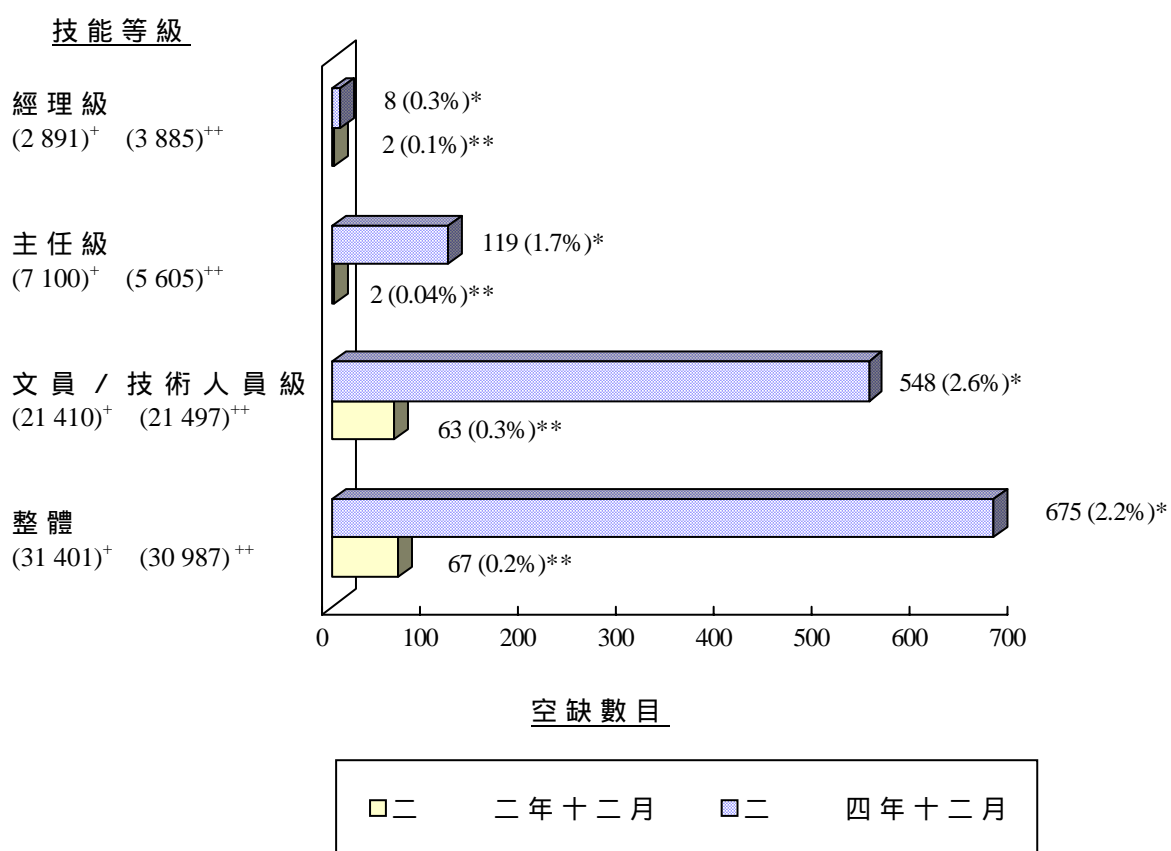
圖 6 按僱員人數劃分的機構數目及批發業僱員分布百分率  
(二 四年十二月)



## 空缺率

3.3 調查顯示，幾乎所有技能等級均有空缺。與二〇二〇年的調查結果相比，是次調查的批發業空缺率由 0.2% ( 67 個 ) 上升至 2.2% ( 675 個 )，其中以文員 / 技術人員的空缺職位最多，佔 2.6%。過去兩年各技能等級的空缺數字比較請見圖 7。

圖 7 各技能等級的空缺數字比較  
( 二〇二〇年十二月至二〇二二年十二月 )



\* 佔二〇二二年該技能等級批發業職位的百分率。

\*\* 佔二〇二〇年該技能等級批發業職位的百分率。

+ 二〇二二年該技能等級的批發業職位總數。

++ 二〇二〇年該技能等級的批發業職位總數。

註：因四捨五入關係，各項數字相加或與總計數字略有出入。

## 預測二 五年十二月的人力增長

3.4 僱主預測，批發業職位總數將由二〇一四年十二月月的 31 401 個，增至二〇一五年十二月月的 31 645 個，每年整體增幅為 0.8%。與二〇一二年十二月（30 987）至二〇一四年十二月（31 401）的平均每年增幅 0.7% 相比，委員會認為僱主的預測並無太大變化。預計在各技能等級當中，以文員 / 技術人員級職位（主要是批發推銷員 / 營業代表職位）增加最多，達 1.1%，這表示可能會有更多批發業文員 / 技術人員級僱員負責銷售工作，以配合市場需求。

### 各技能等級的人力變化

3.5 批發業的整體僱員數目，由二〇一二年十二月月的 30 920 人下降至二〇一四年十二月月的 30 726 人，減幅為 0.6%。表 L 及圖 8 所載為這兩年間，各技能等級批發業僱員人數的變化情況。

表 L 二〇一二年十二月至二〇一四年十二月  
各技能等級批發業僱員人數的變化

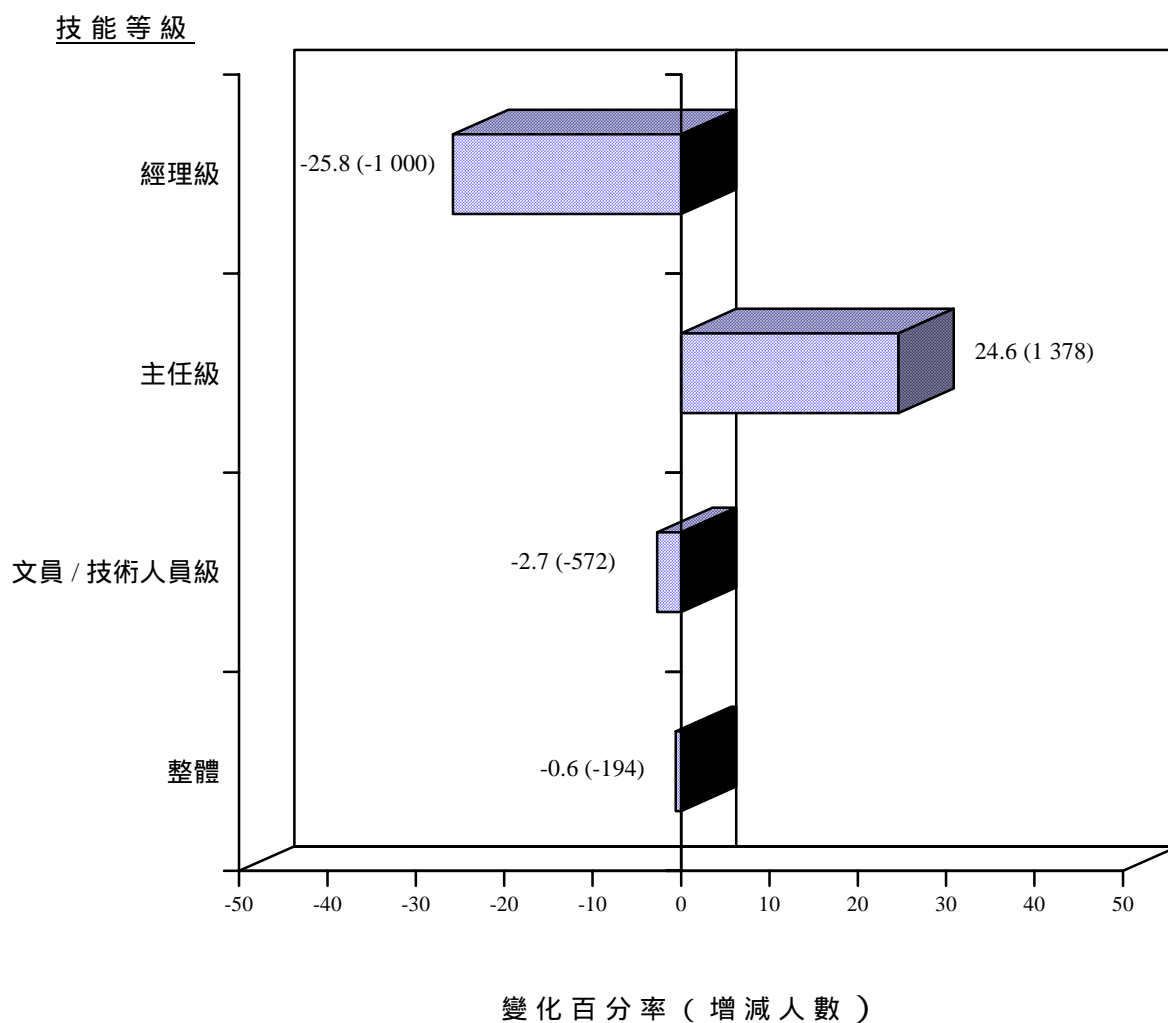
技能等級	二〇一二年十二月	二〇一四年十二月	增加 / 減少	變化百分率
經理級	3 883	2 883	-1 000	-25.75
主任級	5 603	6 981	1 378	24.59
文員 / 技術人員級	21 434	20 862	-572	-2.67
<b>批發業僱員總數</b>	<b>30 920</b>	<b>30 726</b>	<b>-194</b>	<b>-0.63</b>
東主 / 獨資經營者 / 執行合夥董事	1 150	1 110	-40	-3.48
<b>技術人員總數</b>	<b>32 070</b>	<b>31 836</b>	<b>-234</b>	<b>-0.73</b>
行政及其他支援人員 <sup>(1)</sup>	22 042	22 424	382	1.73
<b>批發業人員總數</b>	<b>54 112</b>	<b>54 260</b>	<b>148</b>	<b>0.27</b>
機構數目	12 624	12 044	-580	-4.59

註： (1) 其他負責工程、生產、人事、會計、財務及資訊科技的支援經理、主任、文員及支援人員。

(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

圖 8

各技能等級的人力變化  
(二〇〇二年十二月至二〇〇四年十二月)



3.6 二〇〇二年十二月至二〇〇四年十二月間，批發業僱員人數的整體跌幅為 0.6%，這個數字大致能反映調查期內的人力情況。若與二〇〇二年十二月至二〇〇二年十二月間的整體跌幅 7.1% 比較，過去兩年批發業僱員人數跌幅已放緩。本會認為，這是由於香港經濟復甦所致。

3.7 批發業職位數目由二〇〇二年的 30 987 個輕微增加至二〇〇四年的 31 401 個，增幅為 1.3%。這是由於業內機構合併、大公司的出現、外判操作業務及應用新科技所致。這些原因令批發業部分職位過去兩年的增幅放緩。

3.8 在各技能等級中，經理級僱員人數有顯著的減少，跌幅達 25.8%；相反，主任級僱員則有 24.6% 的增長，這相信是因為業內機構在各方面（例如物流、外判及供應鏈）推出不同的新技術支援服務。因此，管理級人員（例如商品採購經理）的工作及職務增加，並要兼任主任的主要職務，導致主任級僱員數目上升。

3.9 與二〇〇二年的調查結果相比，是次調查的文件處理 / 船務文員及其他文員 / 輔助文員數目大幅上升，這是由於部分調查機構聘請員工處理批發及零售的業務。

3.10 相對於二〇〇二年的調查結果，是次調查並無覆蓋文員 / 技術人員級的兼職推廣員，以致推廣員數目下降。

## 流動率

3.11 本地機構目前精簡人手和重組的趨勢大大影響業內流失率。表 M 及圖 9 按技能等級比較二〇〇二和二〇〇四年的流動率。

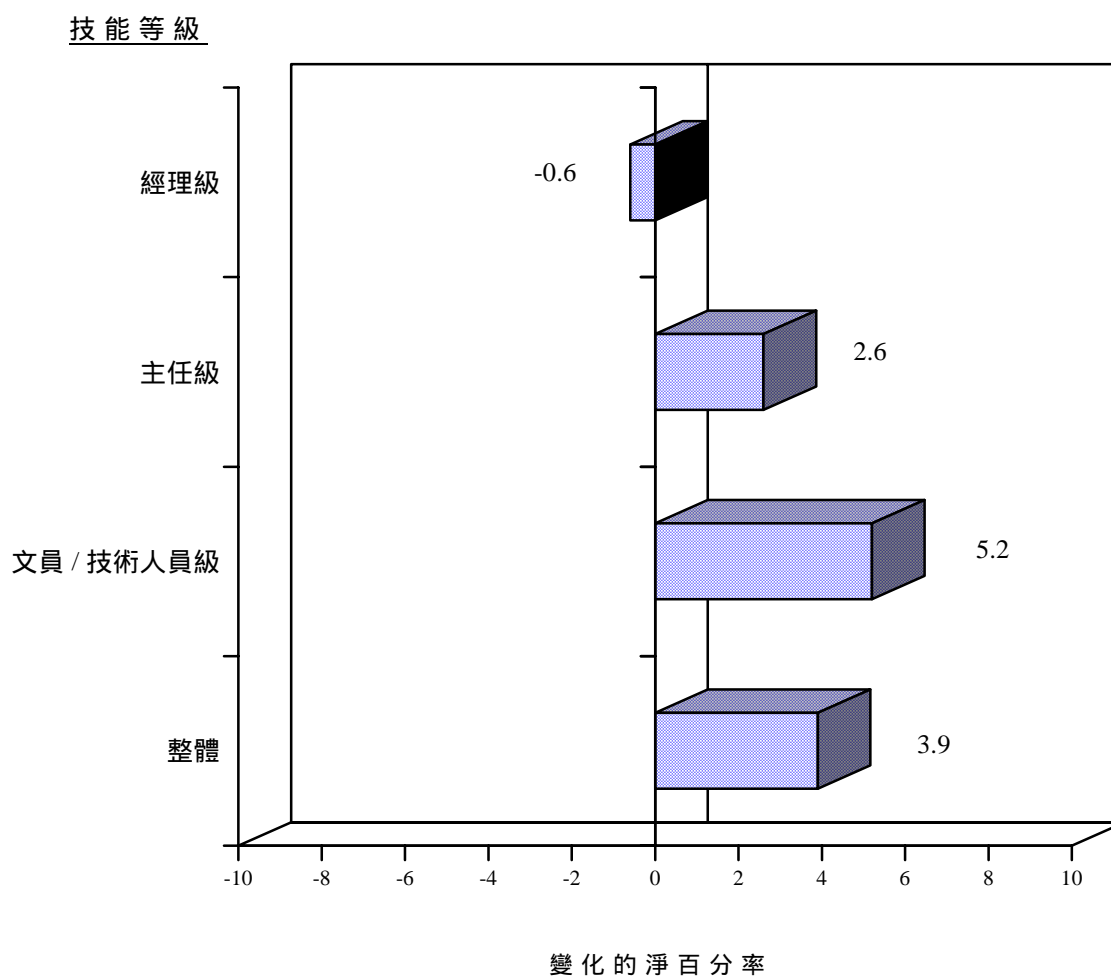
**表 M 二〇〇二年十二月至二〇〇四年十二月  
各技能等級流動率的轉變**

技能等級	二〇〇二年 十二月 %*	二〇〇四年 十二月 %*	增加 / 減少 %#
經理級	4.86	4.29	-0.57
主任級	1.98	4.55	2.57
文員 / 技術人員級	10.65	15.82	5.17
<b>整體</b>	8.36	12.21	3.85

\* 佔該技能等級批發業職位數目的百分率。

# 流動率變化的淨百分率。

圖 9 二〇二二年十二月至二〇二四年十二月  
各技能等級流動率的變化



### 晉升情況

3.12 調查顯示，透過內部晉升以填補增設職位或現有空缺的數字由二〇二二年的 223 宗下降至二〇二四年的 131 宗。本會建議僱主為員工提供更多的訓練，以利員工日後事業上的發展及終身學習。

### 宜有教育程度

3.13 調查顯示，僱主希望經理級的員工持有大學學位或以上的學歷。例如，有 74.2% 的倉務及收發經理職位要求有大學學位或以上的學歷。詳細調查結果見附錄 6。

## 宜有批發業工作經驗

3.14 至於宜有的批發業工作經驗，一般而言，僱主希望主任級的員工有 3 至 6 年業內工作經驗。例如，有 65.2% 僱主認為品質檢查員宜有 3 至 6 年業內工作經驗。附錄 7 列出各技能等級僱員宜有的批發業工作經驗詳情。

## 為批發業僱員提供的訓練

3.15 調查發現，僱主會資助 4 505 名僱員（以人次計算）在二五年報讀訓練課程。大量僱員有需要進修，肯定了本會的看法，即僱主重視為僱員提供訓練，以保持公司競爭力。本會從調查結果找出，按受歡迎程度排列，部分短期課程主題如下：

產品知識

英語

普通話

客戶關係

商務發展及管理

督導技巧

3.16 與二二年的調查結果比較，業內機構似乎對訓練變得謹慎，選擇課程時會考慮其中的好處，又希望從訓練計劃中取得直接回報。僱主應向批發業僱員提供更多訓練，以利他們的事業發展和終身學習。

## 業務政策及方針

3.17 調查顯示，過去十二個月，有 1.2% 的公司將全部或部分操作業務（例如品質控制、辦貨、倉務、船務及會計）遷離香港，0.7% 的公司表示在未來一年情況會持續。本會認為，僱主不把任何業務遷離香港的主因如下：

- (i) 僱主認為內部人手足以應付公司營運需求。
- (ii) 僱主可能認為港外業務可提供的技能太一般化，未能配合公司在個別或特定市場的運作。
- (iii) 僱主可能認為難以管理港外的業務。

## 二 五年十二月之額外人力需求

3.18 根據僱主所預測二 五年十二月的人力增長，以及按第 1.18 段公式計算的僱員流失率，本會已計算出來年各技能等級的額外人力需求，詳情見表 N。

表 N 二 五年十二月各技能等級的額外人力需求

技能等級	二 四年 十二月的 僱員人數	僱主預測 二 五年 十二月 的人力增長	為填補流失 空缺而須 增聘的 僱員人手 (%)*		二 五年 十二月的額 外人力需求
經理級	2 883	-	11	(0.38)	11
主任級	6 981	16	50	(0.72)	66
文員 / 技術人員級	20 862	228	1 225	(5.87)	1 453
<b>總計</b>	<b>30 726</b>	<b>244</b>	<b>1 286</b>	<b>(4.19)</b>	<b>1 530</b>

\* 各技能等級每年的僱員流失率。

註： (1) 「流失率」指因轉行、移民或其他原因離職的批發業僱員，佔業內僱員總數的百分率。

(2) 因四捨五入關係，各項數字相加或與總計數字略有出入。

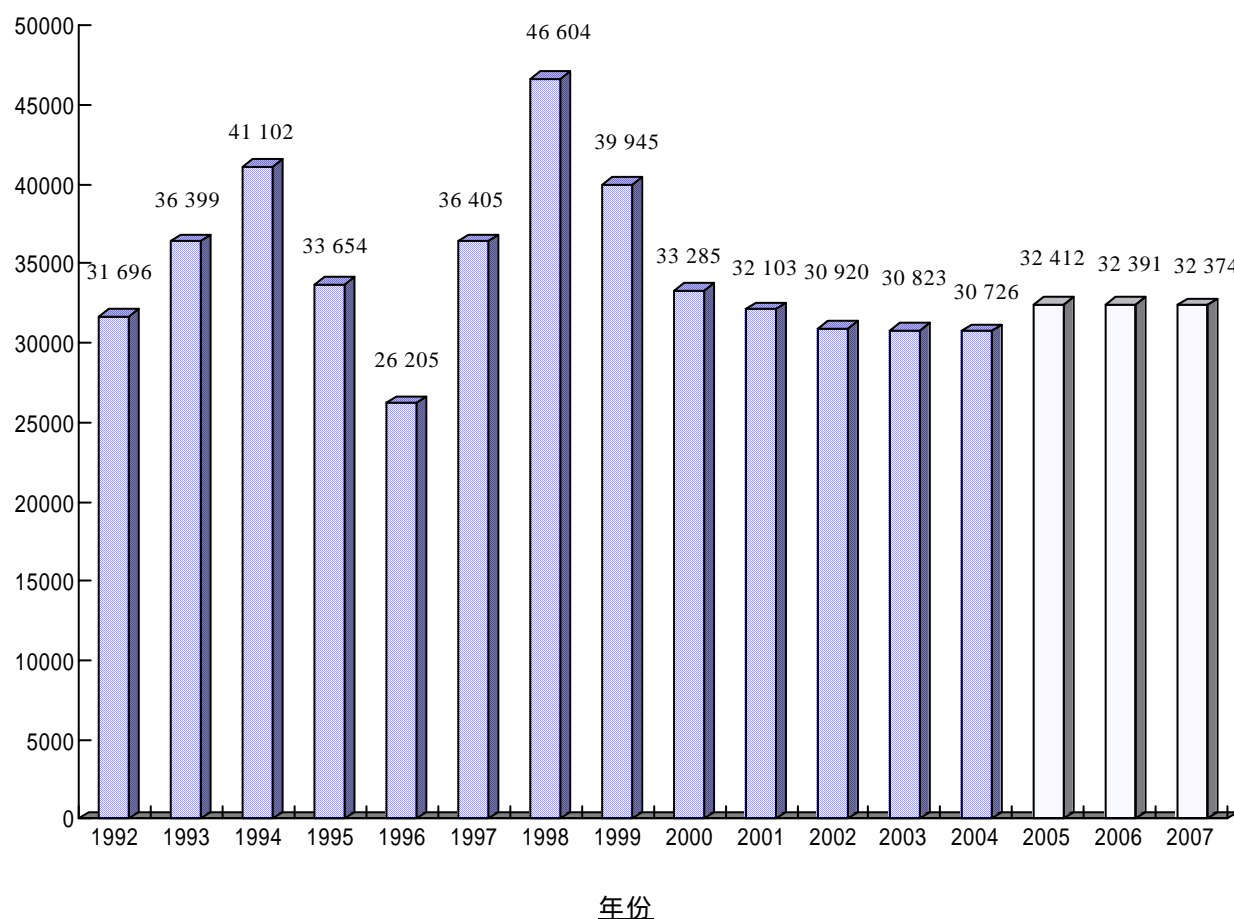


## 二 五至 七年的人力需求預測

3.19 二 五至 七年每年人力需求推算，採用調節過濾法得出。這個方法是根據過去及是次調查所得資料（新近的資料佔較大比重），選定最適當的推算數字。本會在選擇推算數字時需考慮以下因素：業內前景及整體趨勢、僱主對未來一年的預測，以及每年流失率。批發業二 五至 七年的人力預測（採用調節過濾法）見圖 10。

圖 10 批發業人力預測  
（採用調節過濾法）

僱員數目



供應來源

3.20 在本地高等院校及香港專業教育學院修讀商業學科的畢業生是供應批發業主要的人力來源。而於本地高等院校修讀其他學科或於海外留學的畢業生及完成中五或中七的學生亦能為業界提供不同技能等級的人力需求。

## 本業前景

3.21 批發業人員（包括東主／獨資經營者／執行合夥董事）由一九九二年的 44 319 人下降至二〇〇四年的 31 836 人，跌幅為 28.0%，詳情見表 O。

表 O 一九九二年至二〇〇四年批發業的人力變化

	受聘人數			平均每年增幅		
	1992	1998	2004	1992-1998 %	1998-2004 %	1992-2004 %
批發業人員(包括東主／獨資經營者／執行合夥董事)	44 319	51 044	31 836	2.3	-8.2	-2.8
批發業人員總數 <sup>(1)</sup>	68 020	69 941	54 260	0.5	-4.3	-1.9

註： (1) 批發業人員總數包括其他負責工程、生產、人事、會計、財務及資訊科技的支援經理、主任、文員及支援人員。

3.22 行業趨勢顯示批發業的職位組合和性質將會有所轉變，機構合併、新科技的出現及工業自動化會令部分職位數目的增幅放緩。然而，由於各類新支援服務的出現，市場仍有不少新的批發業工作可以選擇。此外，這些趨勢顯示大部分業內僱員的職務會有所轉變，批發業將需要具充足專業技術訓練的員工，以維持在全球市場的競爭力。

3.23 為減低成本，大型零售商直接向製造商取貨，減少對批發商中介服務的需求，但相對於業外人士，批發商在產品知識、業務網絡及議價能力方面都較優勝，所以，市場仍會對批發業人員有穩定的需求。

3.24 越來越多批發商將公司業務遷往內地，利用更緊密經貿關係和泛珠三角經濟合作帶來的商機，以進一步發展業務。為提升競爭力以及確保在內地的投資得到有效管理，本地批發業從業員應學習與內地有關的技能、增加對內地的認識，並將香港有效的管理制度和成本控制機制引入內地。

## 第四章

### 建議

#### 額外訓練需求

4.1 根據僱主所預測的人力增長、預測僱員流失率（見3.18段表N）、批發業最新發展，以及業內人士的經驗，本會估計批發業各技能等級的額外訓練需求如下：

技能等級	額外訓練需求預測
經理級	10 – 15
主任級	60 – 75
文員 / 技術人員級	1 300 – 1 600
<b>總計</b>	<b>1 370 – 1 690</b>

#### 更緊密經貿關係安排的落實、知識型經濟的來臨及全球化發展所需技能

4.2 全球化發展、知識型經濟的來臨、更緊密經貿關係安排的落實和內地經濟高速增長，為批發業帶來龐大的發展空間。現有專門技能（例如稅制、中國法律、與中國貿易有關的會計、電子商務、客戶關係、供應鏈管理及全球產品搜尋及開發），以及軟性技巧（例如溝通技巧、商務發展及管理）的訓練需求將會大幅增加（見2.15段表I）。本地教育院校及訓練機構可透過課堂教學或互聯網提供短期或晚間課程，教授有關技能，以配合本地員工所需。

4.3 本會預測將有更多批發業從業員到港外工作，僱主尤其會派遣僱員長駐或非長駐內地（見2.16段表J）。香港與內地經濟緊密相連，加上內地批發業人才供不應求，業內從業員應把握機會接受訓練、到內地汲取批發業管理和發展的經驗，以裝備自己迎接未來的挑戰。

## **為在職批發業從業員提供訓練**

4.4 經濟轉型為批發業創造很多機會，業內僱員仍有很大的發展空間。僱主應利用本地教育院校及訓練機構開辦的部分時間制課程提升僱員的技能。為了保持公司競爭力，僱主應聘請此類機構的畢業生，並提供內部和 / 或外間訓練（見3.15段），以提升員工的技能（例如產品知識、普通話、英語、客戶關係、商務發展及管理，以及督導技巧）。

## **技能提升計劃及持續進修基金**

4.5 業內有眾多具批發業工作經驗，但缺乏專業訓練的從業員。如果得到適當的訓練，這些僱員可為批發業作出重要的貢獻。本會支持政府繼續推行技能提升計劃，提升批發業僱員的技能，讓他們日後有發展事業的機會。

4.6 本會亦支持政府設立持續進修基金，資助有志進修人士繼續接受培訓。調查顯示部分僱主透過不同形式的培訓基金，資助員工修讀外間課程（見附錄9）。本會建議在中小型公司工作的員工更應善用培訓基金提升競爭力。

## **未來人力調查**

4.7 本會認為，現時每隔兩年進行的人力調查應該繼續，以評估出入口業的未來人力需求。

4.8 本會應改良未來調查的抽樣細則，以公司為基本點算單位，抽取足夠業內各界別僱用4人以上公司的樣本，以作點算之用。

## 出入口及批發業訓練委員會

### 委員名單

(二〇〇五年四月)

#### 主席：

郭泰祺先生 香港出口商會

#### 委員：

鄭啓明先生 香港中華出入口商會  
洪劍峯先生 香港工業總會  
郭啓興先生 職業訓練局執行幹事代表  
黎清雄先生 香港貿易發展局  
黎秀庭先生 獨立人士  
林詠儀女士 工業貿易署署長代表  
吳宏斌先生 香港中華廠商聯合會  
鮑潔鈞先生 香港總商會  
鄧家坤先生 某工會組織  
鄧煥儀女士 某大型出入口公司  
丁鐵翔先生 中小型企業商會  
蔡大鈞先生 香港僱主聯合會  
徐國才先生 獨立人士  
黃達堂先生 香港中華總商會  
葉世中博士 本地某大學

#### 列席者：

祁志純女士 香港專業教育學院(沙田分校)  
任影嬋女士 出入口及批發業訓練中心  
葉玉華女士 職業訓練局

#### 秘書：

孫嘉恩先生 職業訓練局

## 二〇〇四年人力調查工作小組名單

(二〇〇五年四月)

### 召集人：

鄧煥儀女士

利豐（貿易）有限公司

### 委員：

郭啓興先生

香港專業教育學院(黃克競分校)

郭泰祺先生

嘉士達廣利洋行（遠東）公司

徐國才先生

香港信生有限公司

任影嬋女士

出入口及批發業訓練中心

### 列席者：

張麗嫻女士

政府統計處

葉玉華女士

職業訓練局

### 秘書：

孫嘉恩先生

職業訓練局

## 出入口及批發業訓練委員會

### 職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生 / 學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。
2. 評估及研究本業的人力供求是否平衡。
3. 就發展業內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，向香港專業教育學院(IVE)、訓練及發展中心提出建議。
5. 就 IVE、訓練及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。

**CONFIDENTIAL**  
WHEN DATA ENTERED  
填入數據後即成  
**機密文件**

**VOCATIONAL TRAINING COUNCIL**  
**職業訓練局**

**THE 2004 MANPOWER SURVEY OF THE IMPORT/EXPORT AND WHOLESALE TRADES**  
**出入口及批發業二 四年人力調查**

**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	10 11 12 13 14 15	16 17	18 19	20 21 22	23 24 25 26 27

NAME OF ESTABLISHMENT:  
機構名稱

\_\_\_\_\_

ADDRESS:  
地址

\_\_\_\_\_  
\_\_\_\_\_

TYPE OF PRODUCTS/SERVICES:  
產品 服務

\_\_\_\_\_

TOTAL NUMBER OF PERSONS ENGAGED:  
僱員總人數

\_\_\_\_\_

NAME OF PERSON TO CONTACT:  
聯絡人姓名

28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

POSITION:  
職位

\_\_\_\_\_

TEL. NO.:  
電話

48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

E-MAIL:  
電郵

64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

FAX NO.:  
圖文傳真

\_\_\_\_\_

VTC-IE-01



**PART I 第一部份**

(A) Job 工作			(B) Monthly Income Code 月薪編號	(C) Number Employed at Date of Survey 調查期間的 僱員人數	(D) No. of Vacancies at Date of Survey 調查期間 的空缺額	(E) Forecast of No. Employed 12 Months from Now 預測在 十二個月後 的僱員人數	(F) Preferred Level of Education 僱員宜有教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的相關年資	(H)
Title 職稱	Rec. Type	No. 編號	11	12-15	16-18	19-22	23	24	(i)
		8-10							Enter in Column (B) the average monthly income according to the following codes: 請將僱員的平均每月收入，按下列編號填入「B」欄內：
	2								Code 編號
	2								Monthly Income Range 每月總收入幅度
1.	2								1 Under \$6,001 以下
2.	2								2 \$6,001 - \$8,000
3.	2								3 \$8,001 - \$10,000
4.	2								4 \$10,001 - \$20,000
5.	2								5 \$20,001 - \$30,000
6.	2								6 \$30,001 - \$50,000
7.	2								7 \$50,001 - \$70,000
8.	2								8 Over \$70,000 以上
9.	2								(ii)
10.	2								Enter in Column (F) the preferred level of education 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：
11.	2								Code 編號
12.	2								Preferred Education 宜有教育程度
13.	2								1 Professional Qualification 專業資格
14.	2								2 University Degree or above 大學學位或以上
15.	2								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
16.	2								4 Diploma/Certificate or equivalent 文憑 / 證書或同等學歷
17.	2								5 Matriculation 大學預科
18.	2								6 Secondary 5 中五
19.	2								7 Secondary 3 or below 中三或以下
20.	2								(iii)
21.	2								Enter in Column (G) the preferred relevant years of experience 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：
22.	2								Code 編號
23.	2								Preferred Relevant Years of Experience 宜有的相關年資
24.	2								1 Less than 1 year 一年以下
25.	2								2 1 year to less than 3 years 一年至三年以下
26.	2								3 3 years to less than 6 years 三年至六年以下
27.	2								4 6 years to less than 10 years 六年至十年以下
28.	2								5 10 years or more 十年或以上
29.	2								
30.	2								
31.	2								
32.	2								
33.	2								
34.	2								
35.	2								

**PART II**  
**第二部份**

FOR OFFICIAL  
USE ONLY  
此欄毋須填寫

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

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

1. Number of internal promotions in the past 12 months.  
過去十二個月內由內部晉升人數

From Supervisor to Manager  
由主任晉升為經理

From Operative and Clerical Support to Supervisor  
由技術人員及文員晉升為主任

From Others to Operative and Clerical Support  
由其他職位晉升為技術人員及文員

2. Number of employees who left in the past 12 months by whereabouts.  
過去十二個月內離職的僱員人數 (按就業去向劃分)

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
(a) Taking up engaged trade related jobs (Including starting own business in related trade) 擔任與所從事行業相關職位 (包括創業)	<input type="text" value="17"/>	<input type="text" value="20"/>	<input type="text" value="23"/>
(b) Taking up non-engaged trade related jobs 擔任所從事行業以外的職位	<input type="text" value="26"/>	<input type="text" value="29"/>	<input type="text" value="32"/>
(c) Starting own business (non-engaged trade), emigration, retirement, further studies and others 創業 (所從事行業以外)、移民、退休、 進修或其他	<input type="text" value="35"/>	<input type="text" value="38"/>	<input type="text" value="41"/>
(d) Unknown 不詳	<input type="text" value="44"/>	<input type="text" value="47"/>	<input type="text" value="50"/>

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此欄毋須填寫

3. Does your company send any staff members to work in the Mainland?  
貴機構是否有派僱員在內地工作？

Yes  
有

No (please go to Q.5)  
沒有 (請跳答第五題)

55

4. Number of employees deployed to work in the Mainland  
需在內地工作的僱員人數

December 2004  
二 四年十二月

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
(a) Stationed Basis 長駐	<input type="text"/> 56	<input type="text"/> 59	<input type="text"/> 62
(b) Travelling Basis 非長駐	<input type="text"/> 65	<input type="text"/> 68	<input type="text"/> 71

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此欄毋須填寫

74

75

5. Has your company moved any functions, wholly or partially, to other places outside Hong Kong in the past 12 months?

貴機構在過去十二個月中，有否把全部或部分業務遷離香港？

No  
76 沒有

Yes  
77 有

(Can choose more than one function)  
(可選超過一個項目)

Quality Control  
79 品質控制

Merchandising  
80 辦貨

Warehouse  
81 倉務

Shipping  
82 船務

Accounting  
83 會計

Others (please specify)  
84 其他 (請說明)

78

85

(a) Where to? (Can choose more than one place)  
遷往何地？(可選超過一個地方)

Mainland  
86 內地

South East Asia  
87 東南亞

America  
88 美洲

Europe  
89 歐洲

Africa  
90 非洲

Other places (Please specify)  
91 其他地區 (請註明)

92

(b) Number of people recruit as a result  
因而聘請員工人數

	0	1-20	21-50	51-100	Over 100 超過100人
<u>From Hong Kong</u> 香港員工	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	<input type="checkbox"/> 97
<u>From Mainland</u> 內地員工	<input type="checkbox"/> 98	<input type="checkbox"/> 99	<input type="checkbox"/> 100	<input type="checkbox"/> 101	<input type="checkbox"/> 102
<u>From Other Places</u> 其他地方員工	<input type="checkbox"/> 103	<input type="checkbox"/> 104	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107

108

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

貴機構會否於未來十二個月中，把全部或部分業務遷離香港？

No  
109 不會

Yes  
110 會

(Can choose more than one function)  
(可選超過一個項目)

112 Quality Control  
品質控制

113 Merchandising  
辦貨

114 Warehouse  
倉務

115 Shipping  
船務

116 Accounting  
會計

117 Others (please specify)  
其他 (請說明)

111

118

(a) Where to? (Can choose more than one place)  
遷往何地？(可選超過一個地方)

119 Mainland  
內地

120 South East Asia  
東南亞

121 America  
美洲

122 Europe  
歐洲

123 Africa  
非洲

124 Other places (Please specify)  
其他地區 (請註明)

125

(b) Number of people recruit as a result  
因而聘請員工人數

	0	1-20	21-50	51-100	Over 100 超過100人
<u>From Hong Kong</u> 香港員工	<input type="checkbox"/> 126	<input type="checkbox"/> 127	<input type="checkbox"/> 128	<input type="checkbox"/> 129	<input type="checkbox"/> 130
<u>From Mainland</u> 內地員工	<input type="checkbox"/> 131	<input type="checkbox"/> 132	<input type="checkbox"/> 133	<input type="checkbox"/> 134	<input type="checkbox"/> 135
<u>From Other Places</u> 其他地方員工	<input type="checkbox"/> 136	<input type="checkbox"/> 137	<input type="checkbox"/> 138	<input type="checkbox"/> 139	<input type="checkbox"/> 140

141

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7. The training policy/practice of your company during the past 12 months:  
貴機構在過去十二個月的培訓政策 形式：

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(a) For a company providing training to employees, please state the mode of training.  
曾向僱員提供培訓的機構, 請說明訓練方式.

(i) Conduct formal in-house training   
安排正式內部培訓 143

(ii) Sponsor employees to attend external  
courses through:  
透過以下方式資助僱員修讀外間課程

(a) Continuing Education Fund   
持續進修基金 144

(b) SME Training Fund   
中小企業培訓基金 145

(c) Others (please specify)   
其他 (請說明) 146

147

(b) For a company not providing training to the employees, please state the reasons:  
(You may choose more than one option)  
未有為僱員提供培訓的機構, 請說明原因:  
(可選擇多於一項)

(i) No budget   
缺乏資金 148

(ii) Cannot release employees for training   
未能抽調僱員接受培訓 149

(iii) Employees well trained   
僱員已有足夠培訓 150

(iv) Training considered not essential   
機構認為培訓並非必要 151

(v) No training needs at the moment although training considered essential   
認為培訓非常重要, 但現階段暫無需要為僱員提供培訓 152

(vi) Cannot recruit suitable trainers   
找不到合適的培訓人員 153

(vii) No suitable training programmes available   
沒有合適的培訓課程 154

Others (Please Specify)   
其他 (請註明) 155

156

(viii) \_\_\_\_\_

8. How many employees will you plan to provide/sponsor training in the next 12 months?  
 (Can choose more than one type of training)  
 在未來十二個月，貴機構會計劃提供資助培訓給多少名僱員？(可選超過一種訓練)

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
(a) Business Development and Management 商務發展及管理	□□□ 157	□□□ 160	□□□ 163
(b) China Trade Business 中國貿易	□□□ 166	□□□ 169	□□□ 172
(c) International Trade & Practices 國際貿易實務	□□□ 175	□□□ 178	□□□ 181
(d) Transport and Logistics 運輸與物流	□□□ 184	□□□ 187	□□□ 190
(e) Product Development 產品開發	□□□ 193	□□□ 196	□□□ 199
(f) Merchandising 辦貨	□□□ 202	□□□ 205	□□□ 208
(g) Customer Relationship 客戶關係	□□□ 211	□□□ 214	□□□ 217
(h) Product Knowledge 產品知識	□□□ 220	□□□ 223	□□□ 226
(i) Quality Control 品質控制	□□□ 229	□□□ 232	□□□ 235
(j) Compliance 準則審核	□□□ 238	□□□ 241	□□□ 244
(k) Supervisory Skills 督導技巧	□□□ 247	□□□ 250	□□□ 253
(l) Computer Operation 電腦運用	□□□ 256	□□□ 259	□□□ 262
(m) Languages 語言			
- English 英語	□□□ 265	□□□ 268	□□□ 271
- Putonghua 普通話	□□□ 274	□□□ 277	□□□ 280
- Others (please specify) 其他(請說明)	□□□ 283	□□□ 286	□□□ 289
<hr/>			
<hr/>			
(n) Others (please specify) 其他(請說明)	□□□ 292	□□□ 295	□□□ 298
<hr/>			
<hr/>			

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□  
 301

9. Do you think that the enforcement of CEPA, knowledge-based economy and globalization will increase training needs of your employees?  
 落實更緊密經貿關係、知識型經濟及全球一體化會否增加貴機構僱員對培訓的需求?

No  
 302 不會

Yes  
 303 會

In which of the following courses:  
 (Can choose more than one type of courses)  
 對下列哪些課程有需求 (可選超過一種課程)

Supply chain management  
 305 供應鏈的管理

China market related courses  
 306 中國市場有關課程

Global product search & development related courses  
 307 全球產品搜尋及發展的相關課程

Others (Please specify)  
 308 其他(請註明)

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End of Questionnaire  
 問卷完

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Rec	Type	AC	QC	Chk By	Mode	Date	Date of Visit	Start Time	End Time	Mode Result
9										
1	2	3	4	6	8	9	13	17	21	25 26



出入口及批發業  
二 四年人力調查

附 註

1. 請填寫(A)至(G)欄；如有不適用於貴機構者，請在該欄填入符號(0)。

2. (A)欄 – 主要職務名稱及工作說明

(a) 表內部分職稱可能與貴機構所採用者不同，但如職務內容相同或類似，仍請歸類為同一職務，填上所需資料。

(b) 請根據主要職務把僱員分類，無需考慮其所兼任的其他職務。

(c) 如貴機構另有其他主要職務，而這些職務又需接受出入口或批發訓練，請在(A)欄「其他」一項填上有關職稱，並填寫(B)至(G)欄。

3. (B)欄 – 每月收入

請按下列編號選出適當的平均每月收入幅度，填入(B)欄內。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。如貴機構有超過一名僱員負責同類工作，則取其最近十二個月的平均收入。

<u>平均每月收入</u>	<u>填入(B)欄的幅度編號</u>
\$6,001 以下	1
\$6,001 – \$8,000	2
\$8,001 – \$10,000	3
\$10,001 – \$20,000	4
\$20,001 – \$30,000	5
\$30,001 – \$50,000	6
\$50,001 – \$70,000	7
\$70,000 以上	8

#### 4. (C)欄 – 現有僱員人數

「僱員」指在貴機構全職工作（即每月最少連續工作四星期，每星期不少於十八小時），並定期支薪的員工，其中包括在機構內全職工作的東主及合夥人，但不包括兼職人員。調查表他處出現的「僱員」一詞，定義亦同。

#### 5. (D)欄 – 現有空缺額

請填入貴機構現有的空缺額。「現有空缺額」指該職位仍懸空，需立刻填補而現正積極招聘人員填補。

#### 6. (E)欄 – 預計十二個月後僱員人數

「預計僱員人數」指貴機構在十二個月後所將聘用的僱員人數。如估計業務屆時會收縮，此欄所填人數可少於(C)欄。

7. (F)欄 – 僱員宜有教育程度

請按下列編號，將貴機構認為僱員宜有的基本教育程度填入(F)欄內。

<u>教育程度</u>	<u>編別</u>
專業資格	1
大學學位或以上	2
副學士學位 專業文憑	3
高級文憑 高級證書或同等學歷	
文憑 證書或同等學歷	4
預科	5
中五	6
中三或以下	7

8. (G)欄 – 僱員宜有的相關年資

請按下列編號，填上貴機構各職務宜有的相關工作年資。

<u>年數</u>	<u>編號</u>
一年以下	1
一年至三年以下	2
三年至六年以下	3
六年至十年以下	4
十年或以上	5

註：調查所得資料絕對保密，只以統計摘要方式發表，絕不指明任何個別機構。

出入口及批發業二 四年人力調查

附註 1：(A) 欄 — 批發業 主要職務名稱及工作說明

(以下一些職務名稱可能與貴機構所採用者有所不同，但若職務內容相同或類似，請歸類為同一職務，並在調查表填上所需資料。)

編號	職稱	工作說明
經理級 (包括高級及助理經理)		
121	總經理	承擔機構的全部責任，直接管理其他經理及行政人員。
122	銷售 市務經理	策劃、組織、督導和主持批發與經銷機構的市場、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。
123	倉務及收發經理	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，保存有關紀錄。確保符合消防、安全規定及其他法例。
124	準則審核經理	掌管有關機構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。

編號	職稱	工作說明
125	採購經理	管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批定單。監管整體採購程序。
126	其他經理級支援人員 (請說明其職稱)	參與會計、財務、資訊科技或其他行政工作的經理級人員。
611	東主 / 獨資經營者 / 執行合夥董事	擁有和經營業務。
督導級 (包括高級及助理主任)		
221	營業主任	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。監督一組營業員的工作。
222	倉務及收發主任	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，保存貨物進出紀錄。
223	運輸主任	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受文件。
224	採購主任	協助採購經理進行採購工作；監督貨倉 / 採購文員。
225	推銷主任	監督推銷員推銷貨品，以便達到公司的營業額。
226	銷售工程師	負責銷售工作及向現有及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 研發部門合作，以滿足市場需求及緊貼市場趨勢。
227	其他主任級支援人員 (請說明其職稱)	從事行政與支援工作的主任級人員。

編號	職稱	工作說明
文員 技術人員級		
321	營業代表	招攬貨品或商品批銷的訂單。就公司出售的產品，向顧客或未來顧客提供解釋及意見。
322	貨倉 / 採購文員	接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨紀錄。編寫和比較存貨紀錄，供採購貨品之用。
323	出入口文件處理 船務文員	處理出入口或其他有關業務的文件，保存付運紀錄。
324	推銷員	推銷貨品及提供客戶服務。
325	其他文員 輔助人員 (請說明其職稱)	提供支援工作的人員。

批發業人力統計資料  
Manpower Statistics of the Wholesale Trade

職稱 Job Title	二 四 年 十二月的 僱員人數 No. of Employees in December 2004	二 四 年 十二月的 空缺數目 No. of Vacancies in December 2004	預測二 五 年 十二月的 人力需求 Forecast Manpower Demand in December 2005
<b>經理級 MANAGERIAL LEVEL</b>			
商品採購經理 Merchandising Manager	8	-	8
品質管制經理 Quality Control Manager	8	-	8
總經理 General Manager	556	8	564
銷售 / 市務經理 Sales / Marketing Manager	1 786	-	1 786
倉務及收發經理 Warehouse and Distribution Manager	124	-	124
採購經理 Purchasing Manager	401	-	401
東主 / 獨資經營者 / 執行合夥董事 Owners / Sole Proprietor / Working Partners	1 110	-	1 110
<b>小計 Sub-total</b>	<b>3 993</b>	<b>8</b>	<b>4 001</b>
<b>主任級 SUPERVISORY LEVEL</b>			
船務主任 Shipping Supervisor	38	-	30
產品設計主任 Product Development Officer	8	-	8
商品 / 採購主任 Merchandiser / Buyer	8	-	8
品質檢查員 Quality Inspector	23	-	23

職稱 Job Title	二 四 年 十二月的 僱員人數 No. of Employees in December 2004	二 四 年 十二月的 空缺數目 No. of Vacancies in December 2004	預測二 五年 十二月的 人力需求 Forecast Manpower Demand in December 2005
<b>主任級 (續)</b> <b>SUPERVISORY LEVEL (Continued)</b>			
技術員 Technician	135	-	135
營業主任 Sales Supervisor	4 486	103	4 605
倉務及收發主任 Warehouse and Distribution Supervisor	441	-	441
運輸主任 Transportation Supervisor	57	-	57
採購主任 Purchasing Supervisor	1 231	-	1 231
推廣員主任 Promoter Supervisor	22	-	22
銷售工程師 Sales Engineer	532	16	556
<b>小計</b> <b>Sub-total</b>	<b>6 981</b>	<b>119</b>	<b>7 116</b>
<b>文員 / 技術人員級</b> <b>CLERICAL / OPERATIVE SUPPORT LEVEL</b>			
批發推銷員 / 營業代表 Salesman / Sales Representative	15 658	409	16 220
貨倉 / 採購文員 Stock / Purchasing Clerk	3 875	139	4 042
文件處理 / 船務文員 Documentation / Shipping Clerk	1 094	-	1 141
推廣員 Promoter	235	-	235
<b>小計</b> <b>Sub-total</b>	<b>20 862</b>	<b>548</b>	<b>21 638</b>
<b>總計</b> <b>Grand Total</b>	<b>31 836</b>	<b>675</b>	<b>32 755</b>



其他經理級支援人員 Other Supporting Managers <sup>(1)</sup>	832
其他主任級支援人員 Other Supporting Supervisors <sup>(2)</sup>	1 581
其他文員 / 輔助人員 Other Clerks / Supportive Staff <sup>(3)</sup>	8 082
其他支援人員 Other Supportive Staff <sup>(4)</sup>	11 929
總計 Total	22 424

- Notes:
- (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, OA , cleaner and delivery man.

各職位批發僱員宜有的教育程度  
Preferred Level of Education of Wholesale Employees by Job Title

批發僱員人數  
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	中五 Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
<b>經理級 MANAGERIAL LEVEL</b>								
商品採購經理 Merchandising Manager	-	8	-	-	-	-	-	-
品質管制經理 Quality Control Manager	-	8	-	-	-	-	-	-
總經理 General Manager	2	451	31	30	16	10	-	16
銷售 / 市務經理 Sales / Marketing Manager	-	951	78	354	30	248	-	125
倉務及收發經理 Warehouse and Distribution Manager	-	92	8	16	6	2	-	-
採購經理 Purchasing Manager	14	169	30	111	8	14	-	55
<b>小計 Sub-total</b>	<b>16</b>	<b>1 679</b>	<b>147</b>	<b>511</b>	<b>60</b>	<b>274</b>	<b>-</b>	<b>196</b>
<b>主任級 SUPERVISORY LEVEL</b>								
船務主任 Shipping Supervisor	-	8	-	-	-	30	-	-
產品設計主任 Product Development Officer	-	-	8	-	-	-	-	-
商品 / 採購主任 Merchandiser / Buyer	-	-	8	-	-	-	-	-
品質檢查員 Quality Inspector	-	8	-	-	-	15	-	-
技術員 Technician	-	-	-	74	5	56	-	-
營業主任 Sales Supervisor	-	555	177	739	540	2 059	124	292

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	中五 Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
<b>主任級 (續) SUPERVISORY LEVEL (Continued)</b>								
倉務及收發主任 Warehouse and Distribution Supervisor	-	22	14	24	84	297	-	-
運輸主任 Transportation Supervisor	-	-	5	-	17	35	-	-
採購主任 Purchasing Supervisor	-	16	1	22	154	643	193	202
推廣員主任 Promoter Supervisor	-	-	-	-	16	6	-	-
銷售工程師 Sales Engineer	-	207	48	24	24	229	-	-
<b>小計 Sub-total</b>	-	<b>816</b>	<b>261</b>	<b>883</b>	<b>840</b>	<b>3 370</b>	<b>317</b>	<b>494</b>
<b>文員 / 技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>								
批發推銷員 / 營業代表 Salesman / Sales Representative	-	405	322	568	1 055	9 269	2 203	1 836
貨倉 / 採購文員 Stock / Purchasing Clerk	-	56	168	66	330	2 930	325	-
文件處理 / 船務文員 Documentation / Shipping Clerk	-	-	111	8	223	752	-	-
推廣員 Promoter	-	-	14	-	-	200	21	-
<b>小計 Sub-total</b>	-	<b>461</b>	<b>615</b>	<b>642</b>	<b>1 608</b>	<b>13 151</b>	<b>2 549</b>	<b>1 836</b>
<b>總計 Grand Total</b>	<b>16</b>	<b>2 956</b>	<b>1 023</b>	<b>2 036</b>	<b>2 508</b>	<b>16 795</b>	<b>2 866</b>	<b>2 526</b>

各職位批發僱員宜有的相關年資  
**Preferred Relevant Years of Experience of Wholesale Employees by Job Title**

批發僱員人數  
**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
<b>經理級 MANAGERIAL LEVEL</b>						
商品採購經理 Merchandising Manager	-	-	8	-	-	-
品質管制經理 Quality Control Manager	-	-	-	8	-	-
總經理 General Manager	-	30	115	178	217	16
銷售 / 市務經理 Sales / Marketing Manager	-	93	588	523	457	125
倉務及收發經理 Warehouse and Distribution Manager	-	8	74	24	18	-
採購經理 Purchasing Manager	-	24	193	74	55	55
<b>小計 Sub-total</b>	-	155	978	807	747	196
<b>主任級 SUPERVISORY LEVEL</b>						
船務主任 Shipping Supervisor	-	-	38	-	-	-
產品設計主任 Product Development Officer	-	-	8	-	-	-
商品 / 採購主任 Merchandiser / Buyer	-	-	8	-	-	-
品質檢查員 Quality Inspector	-	8	15	-	-	-
技術員 Technician	-	32	42	61	-	-
營業主任 Sales Supervisor	165	1 042	1 662	1 118	207	292
倉務及收發主任 Warehouse and Distribution Supervisor	11	105	244	73	8	-
運輸主任 Transportation Supervisor	-	40	8	9	-	-
採購主任 Purchasing Supervisor	-	70	486	389	84	202
推廣員主任 Promoter Supervisor	-	6	16	-	-	-
銷售工程師 Sales Engineer	165	56	295	16	-	-
<b>小計 Sub-total</b>	341	1 359	2 822	1 666	299	494

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
<b>文員 / 技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>						
批發推銷員 / 營業代表 Salesman / Sales Representative	1 575	7 474	3 378	1 283	56	1 892
貨倉 / 採購文員 Stock / Purchasing Clerk	331	1 920	1 464	152	8	-
文件處理 / 船務文員 Documentation / Shipping Clerk	156	742	188	8	-	-
推廣員 Promoter	111	110	14	-	-	-
<b>小計 Sub-total</b>	<b>2 173</b>	<b>10 246</b>	<b>5 044</b>	<b>1 443</b>	<b>64</b>	<b>1 892</b>
<b>總計 Grand Total</b>	<b>2 514</b>	<b>11 760</b>	<b>8 844</b>	<b>3 916</b>	<b>1 110</b>	<b>2 582</b>

按每月平均收入幅度劃分的批發僱員人數  
**Distribution of Wholesale Employees by Average Monthly Income Range**

職稱 Job Title	\$6,001 以下 Under \$6,001	\$6,001 - \$8,000	\$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
<b>經理級 MANAGERIAL LEVEL</b>									
商品採購經理 Merchandising Manager	-	-	-	-	8	-	-	-	-
品質管制經理 Quality Control Manager	-	-	-	-	-	-	8	-	-
總經理 General Manager	-	-	-	62	247	125	67	47	8
銷售 / 市務經理 Sales / Marketing Manager	-	-	-	671	560	346	84	-	125
倉務及收發經理 Warehouse and Distribution Manager	-	-	-	20	73	8	23	-	-
採購經理 Purchasing Manager	-	-	-	204	126	16	-	-	55
<b>小計 Sub-total</b>	-	-	-	<b>957</b>	<b>1 014</b>	<b>495</b>	<b>182</b>	<b>47</b>	<b>188</b>
<b>主任級 SUPERVISORY LEVEL</b>									
船務主任 Shipping Supervisor	-	-	-	38	-	-	-	-	-
產品設計主任 Product Development Officer	-	-	-	-	8	-	-	-	-
商品 / 採購主任 Merchandiser / Buyer	-	-	-	-	8	-	-	-	-
品質檢查員 Quality Inspector	-	-	-	23	-	-	-	-	-
技術員 Technician	-	-	98	32	5	-	-	-	-
營業主任 Sales Supervisor	-	24	673	2 781	467	194	-	-	347
倉務及收發主任 Warehouse and Distribution Supervisor	-	14	16	351	60	-	-	-	-
運輸主任 Transportation Supervisor	-	-	-	57	-	-	-	-	-
採購主任 Purchasing Supervisor	-	-	211	671	111	28	-	-	210
推廣員主任 Promoter Supervisor	-	-	-	22	-	-	-	-	-
銷售工程師 Sales Engineer	-	-	-	426	106	-	-	-	-
<b>小計 Sub-total</b>	-	<b>38</b>	<b>998</b>	<b>4 401</b>	<b>765</b>	<b>222</b>	-	-	<b>557</b>
<b>文員 / 技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</b>									
批發推銷員 / 營業代表 Salesman / Sales Representative	391	2 754	6 178	4 183	189	-	-	-	1 963
貨倉 / 採購文員 Stock / Purchasing Clerk	222	1 291	1 307	1 019	28	-	-	-	8
文件處理 / 船務文員 Documentation / Shipping Clerk	55	349	270	420	-	-	-	-	-
推廣員 Promoter	-	111	110	14	-	-	-	-	-
<b>小計 Sub-total</b>	<b>668</b>	<b>4 505</b>	<b>7 865</b>	<b>5 636</b>	<b>217</b>	-	-	-	<b>1 971</b>
<b>總計 Grand Total</b>	<b>668</b>	<b>4 543</b>	<b>8 863</b>	<b>10 994</b>	<b>1 996</b>	<b>717</b>	<b>182</b>	<b>47</b>	<b>2 716</b>

過往十二個月各機構的培訓政策及形式(按規模劃分)

**Training Policy/Practice of the Establishments  
in the Past 12 Months by Employment Size**

Training Policy/ Practice 培訓政策 形式	Employment Size 僱員人數						
	1 - 9 %*	10 - 19 %*	20 - 49 %*	50 - 99 %*	100 - 199 %*	200 & Over %*	Overall %*
<b>Training provided to employees 為僱員提供培訓的情況</b>							
The establishment conducted formal in-house training 機構安排正式內部培訓	2.31	14.92	20.85	-	47.62	40.00	3.75
The establishment sponsored employees to attend external courses through: 機構透過以下方式資助僱員修讀外間課程：							
Continuing Education Fund 持續進修基金	1.53	4.55	6.81	-	-	40.00	1.88
SME Training Fund 中小企業培訓基金	2.55	5.40	23.83	-	-	20.00	3.19
Others (Reimbursement of Course Fee) 其他(退還學費)	0.52	5.93	8.09	42.86	42.86	40.00	1.20
<b>Reasons for establishment not providing training to employees 未有為僱員提供培訓的原因</b>							
No budget 缺乏資金	7.21	8.89	10.21	-	-	-	7.38
Cannot release employees for training 未能抽調僱員接受培訓	10.20	11.22	10.21	-	-	-	10.25
Employees well trained 僱員已有足夠培訓	27.57	34.39	16.60	28.57	4.76	20.00	27.85
Training considered not essential 培訓並非必要	26.33	17.99	26.81	28.57	4.76	-	25.64
No training needs at the moment although training considered essential 認為培訓非常重要，但現階段暫無需要為僱員提供培訓	5.25	25.08	6.81	28.57	4.76	-	6.85
Cannot recruit suitable trainers 找不到合適的培訓人員	0.52	2.96	-	-	-	-	0.70

Training Policy/ Practice 培訓政策 形式	Employment Size 僱員人數						
	1 - 9 %*	10 - 19 %*	20 - 49 %*	50 - 99 %*	100 - 199 %*	200 & Over %*	Overall %*
No suitable training programmes available 沒有合適的培訓課程	3.27	7.41	-	-	9.52	-	3.54
Retrenchment of the Establishments 機構縮減開支	0.51	-	-	-	-	-	0.46

\* As a percentage of number of responding cases.

\* 佔填覆機構的百分率。



過往十二個月曾將全部或部分業務轉移至香港以外地方進行，或於未來十二個月有此計劃的公司百分率

**Percentage of Companies Having  
Involved in Shifting Functions Wholly or Partially to  
Other Places Outside Hong Kong in the Past 12 Months and/or  
will be Involved in Shifting Functions in the Next 12 Months**

營運方針及方式 Business Policy/Practice	過往十二個月 (有) Past 12 Months (Yes) %*	未來十二個月 (有) Next 12 Months (Yes) %*
<b>業務遷離香港</b> <b>Shifting Functions</b> <b>Outside Hong Kong</b>		
品質控制 Quality Control	39.29	-
辦貨 Merchandising	39.29	63.95
倉務 Warehouse	39.29	-
船務 Shipping	39.29	9.30
會計 Accounting	15.71	17.44
其他業務 Other Functions	5.71 <sup>+</sup>	9.30 <sup>#</sup>
<b>遷往何地</b> <b>Whereabouts</b>		
內地 Mainland	94.29	90.70
東南亞 South East Asia	5.71	9.30
美洲 America	-	-
歐洲 Europe	-	-
非洲 Africa	-	-
其他地區 Other Places	-	-

營運方針及方式 Business Policy/Practice	過往十二個月 (有) Past 12 Months (Yes) %*	未來十二個月 (有) Next 12 Months (Yes) %*
<b>聘請員工人數</b> <b>No. of Employees Recruit from</b>		
<u>香港員工</u> <u>Hong Kong</u>		
0	100	90.70
1 - 20	-	9.30
21 - 50	-	-
51 - 100	-	-
> 100	-	-
<u>內地員工</u> <u>Mainland</u>		
0	5.71	9.30
1 - 20	94.29	90.70
21 - 50	-	-
51 - 100	-	-
> 100	-	-
<u>其他地方員工</u> <u>Other Places</u>		
0	100	100
1 - 20	-	-
21 - 50	-	-
51 - 100	-	-
> 100	-	-
<b>整體</b> <b>Overall</b>	<b>1.16</b>	<b>0.71</b>

\* 佔填覆公司的百分率。  
As a percentage of number of responding cases.

+ 其他業務包括客戶服務。  
Other functions included customer services.

# 其他業務包括銷售及市務。  
Other functions included sales and marketing.