

2010 Manpower Survey Report
Import/Export and Wholesale Trades

出入口及批發業
二零一零年人力調查報告

Import/Export and Wholesale Trades Training Board
Vocational Training Council

職業訓練局
出入口及批發業訓練委員會

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EXECUTIVE SUMMARY

Introduction

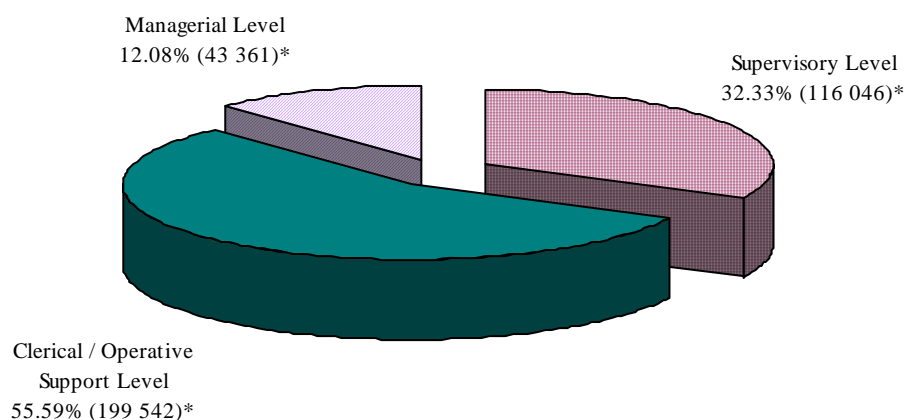
1. The Import/Export and Wholesale Trades Training Board was set up by the HKSAR Government to be responsible for determining the manpower situation and training needs in the Import/Export and Wholesale industries; and for recommending measures to the Vocational Training Council (“VTC”), employers and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

2. The 2010 Manpower Survey of the Import/Export and Wholesale Trades (“the Survey”) was conducted between October 2010 to April 2011 with 1st October 2010 as the time reference of data. A total of 847 companies from the Import/Export trade (“IE trade”) and 210 companies from the Wholesale trade had been selected for the Survey by the stratified random sampling method. The effective response rates were 92.6% for the IE trade and 96.2% for the Wholesale trade.

Number Engaged

3. According to the Survey, 358 949 persons were engaged in the principal jobs (“technical manpower”) of the IE trade, comprising 43 361 managerial staff (vs 44 043 in 2008), 116 046 supervisory staff (vs 121 643 in 2008) and 199 542 clerical/operative support staff (vs 197 085 in 2008). The distribution of IE trade employees by job level is shown in Figure 1.

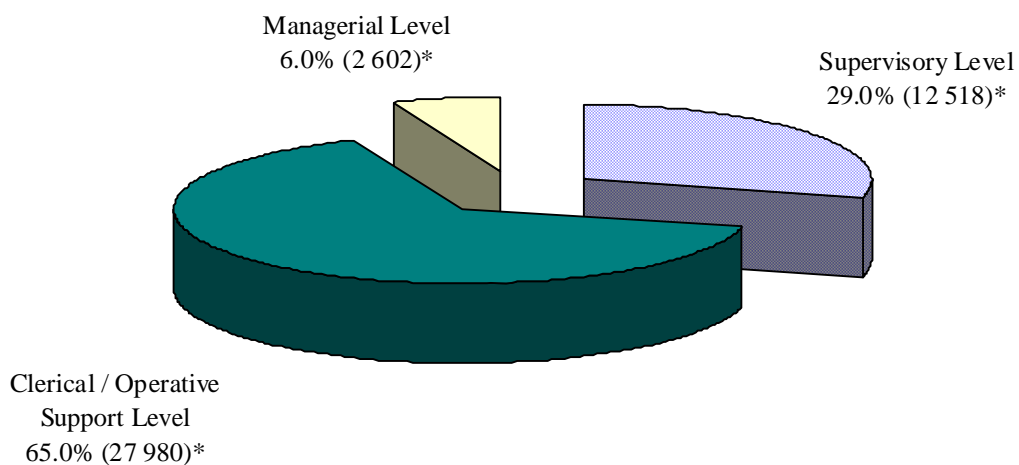
Figure 1 **IE Trade**
Distribution of Employees by Job Level
(As in October 2010)
(Total 358 949)



* Number of employees in brackets.

4. The wholesale trade had a technical manpower of 43 100 persons at the time of the Survey, of which 2 602 were managerial staff (vs 2 871 in 2008), 12 518 were supervisory staff (vs 11 233 in 2008) and 27 980 were clerical/operative support staff (vs 22 908 in 2008). The distribution of Wholesale trade employees by job level is shown in Figure 2.

**Figure 2 Wholesale Trade
Distribution of Employees by Job Level
(As in October 2010)
(Total 43 100)**



* Number of employees in brackets.

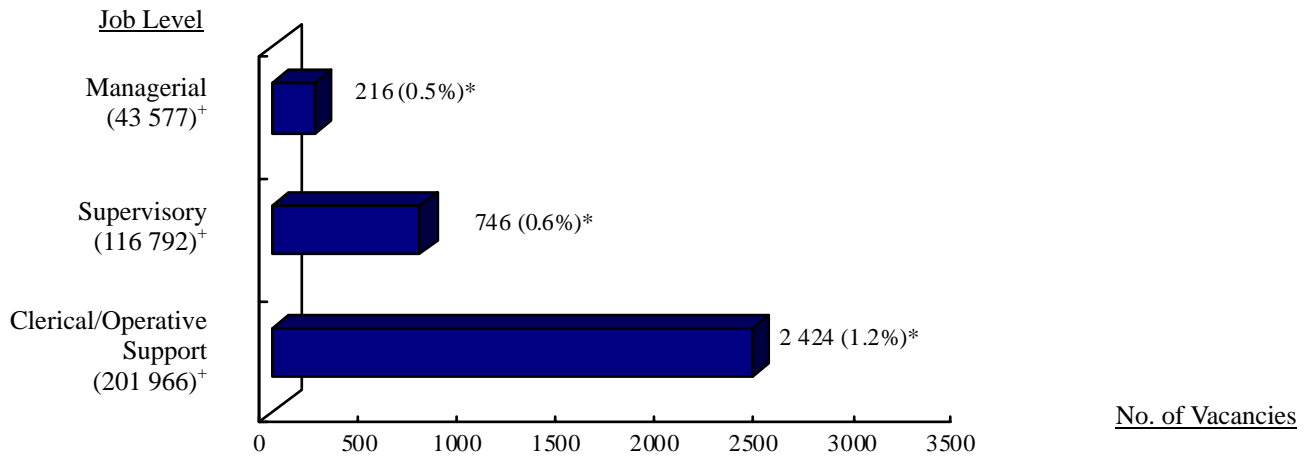
5. When comparing with the 2008 survey, the number of persons engaged in principal jobs had registered a decrease by 3822 or -1.1% for the IE trade but an increase by 6 088 or 16.4% for the Wholesale trade.

6. As regards the total workforce, which represents technical manpower plus administrative/other supportive employees, the trend of two trades went on different directions, i.e., decreased from 497 464 in 2008 to 482 689 in 2010 (-14 775 or -3.0%) for the IE trade while increased from 60 773 in 2008 to 65 215 in 2010 (+4 442 or +7.3%) for the Wholesale trade.

Vacancies

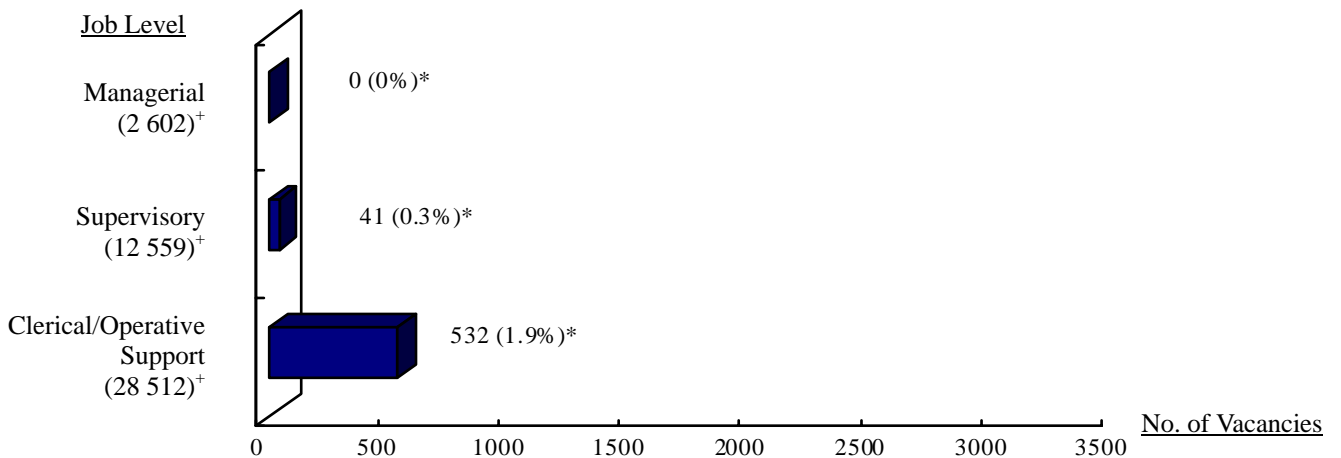
7. There were a total of 3 386 vacancies or 0.9% (vs 2 710 or 0.7% in 2008) out of 362 335 IE posts available at the time of the Survey, revealing employment gaps of 216 persons (vs 77 in 2008) for managerial staff, 746 (vs. 1 313 in 2008) for supervisory staff and 2 424 (vs 1 320 in 2008) for clerical/operative support staff, as shown in Figure 3.

Figure 3 **IE Trade**
Vacancies by Job Level
(As in October 2010)
(Total 3 386)



8. By comparison, vacancies in the wholesale posts were 573 for all job levels, with an increase from 339 in 2008. The total vacancies represented 1.3 % of the 43 673 wholesale posts in 2010 and the clerical/operative support level taking up the majority of 532 vacancies. Distribution of the vacancies in the Wholesale trade is shown in Figure 4.

Figure 4 **Wholesale Trade**
Vacancies by Job Level
(As in October 2010)
(Total 573)



Note: (For Figures 3 and 4)

* As a percentage of the number of IE or wholesale posts by job level.

+ Number of IE or wholesale posts by job level.

Employers' Forecast of Manpower Demand by October 2011

9. Based on the employers' forecast, the numbers of IE and wholesale posts would be 362 311 and 43 649 respectively by October 2011. The predicted manpower growths are in the same direction between two trades. Employers' forecasted there would be -24 posts (or -0.01%) for IE trade and -24 posts (or -0.05%) for Wholesale trade by October 2011 over the 2010 manpower demand. Details of the employers' forecast of the manpower demand by October 2011 by job level are shown in Figures 5 and 6.

Figure 5 **IE Trade**
Employers' Forecast of Manpower Demand by Job Level
(By October 2011)
(Total 362 311)

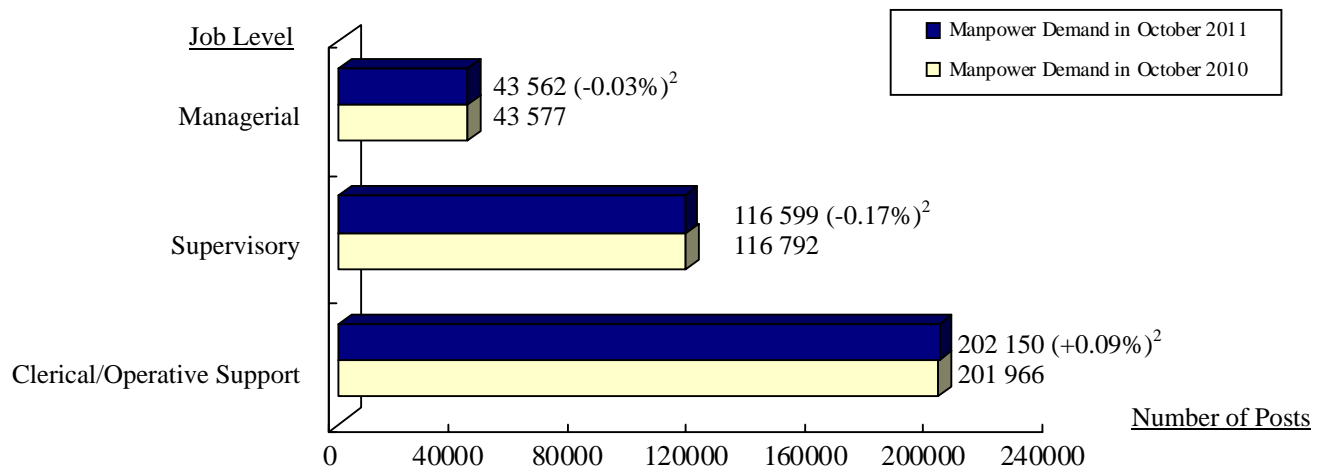
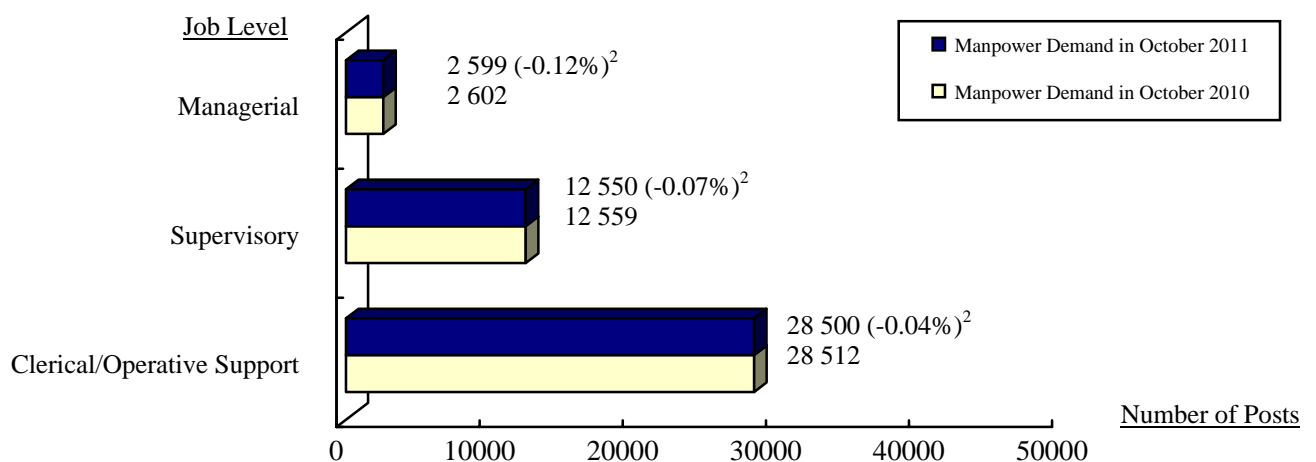


Figure 6 **Wholesale Trade**
Employers' Forecast of Manpower Demand by Job Level
(By October 2011)
(Total 43 649)



Note: (For Figures 5 and 6)

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

2 Growth rate (in brackets) as percentage of number of IE or wholesale posts at the same job level in October 2010.

Staff Turnover in the Past 12 Months

10. In respect of the IE trade, during the 12 months preceding the Survey, 31 036 IE employees (or 8.6% of the total IE posts) left their jobs. Of those employees with known whereabouts, 12 883 (or 41.5%) changed employment within the IE field, 1 644 (or 5.3%) took up employment in other fields and 1 579 (or 5.1%) left due to emigration, retirement, further studies or 14 930 (or 48.1%) for other reasons.

11. On the other hand, the Wholesale trade, in the past 12 months, 2 070 employees (or 4.7% of the total wholesale posts) left their companies but the majority, namely 695 (or 33.6%), joined other companies of the same trade. Those who took up non-trade related employment amounted to 223 (or 10.8%) only, let alone the 186 (or 9.0%) employees quitting as a result of emigration, retirement, further studies or 966 (or 46.7%) for other reasons.

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

Figure 7 **IE Trade**
Staff Turnover Rates by Job Level in the Past 12 Months
(Total No. Left 31 036)

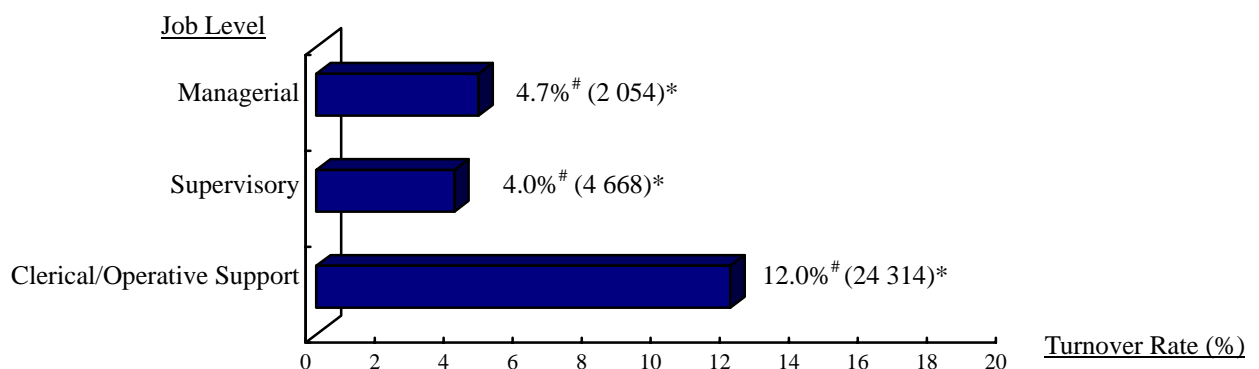
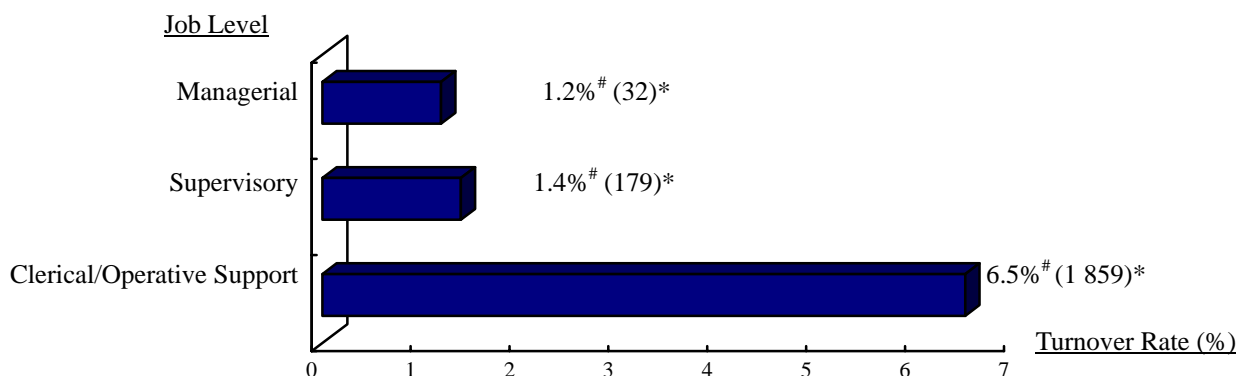


Figure 8 **Wholesale Trade**
Staff Turnover Rates by Job Level in the Past 12 Months
(Total No. Left 2 070)



Note: (For Figures 7 and 8)

* Number of IE or wholesale employees who left the companies at the same job level.

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

Training Needs

13. In an attempt to upgrade staff to stay competitive within the industry, most employers were prepared to provide or sponsor staff training in the year ahead. The 2010 Survey registered a total of 155 436 (vs 132 748 in 2008) training places for the IE trade and 11 578 (vs 3 891 in 2008) for the Wholesale trade. The figures of both trades increased sharply as compared with 2008 Survey.

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

IE trade

1. Product Knowledge (19 975)
2. Customer Relationship (18 264)
3. Spoken English (13 382)
4. Putonghua (13 000)
5. e-Commerce Knowledge and Applications (12 611)

Wholesale trade

1. Customer Relationship (3 329)
2. Product Knowledge (1 872)
3. Putonghua (1 210)
4. Spoken English (1 119)
5. Written English (1 093) / Written Chinese (1 093)

Manpower Changes from 2008 to 2010

15. A comparison of the total number of IE employees engaged in 2008 and 2010 respectively by job level is shown in Figure 9. In general, the total workforce had decreased in 2010 by 14 775 employees (or -3.0%) over that in 2008 which was in line with the decrease in the number of companies, from 78 502 in 2008 to 73 855 in 2010 by 4 647 (or -5.9%).

16. The rapid growth of the Wholesale industry since 2008 brought the total workforce (60 773 in 2008 vs 65 215 in 2010) and number of companies (11 402 in 2008 to 14 908 in 2010) of the Wholesale trade with a growth of 7.3% and 30.7% respectively, but staff at managerial level (2 871 in 2008 vs 2 602 in 2010) demonstrated a slightly decline. Both supervisory level (11 233 in 2008 to 12 518 in 2010) and clerical/operative support level (22 908 in 2008 to 27 980 in 2010) demonstrated significant growth. A comparison between 2008 and 2010 is shown in Figure 10.

Figure 9

**IE Trade
Changes of Employees by Job Level
(2008 vs 2010)**

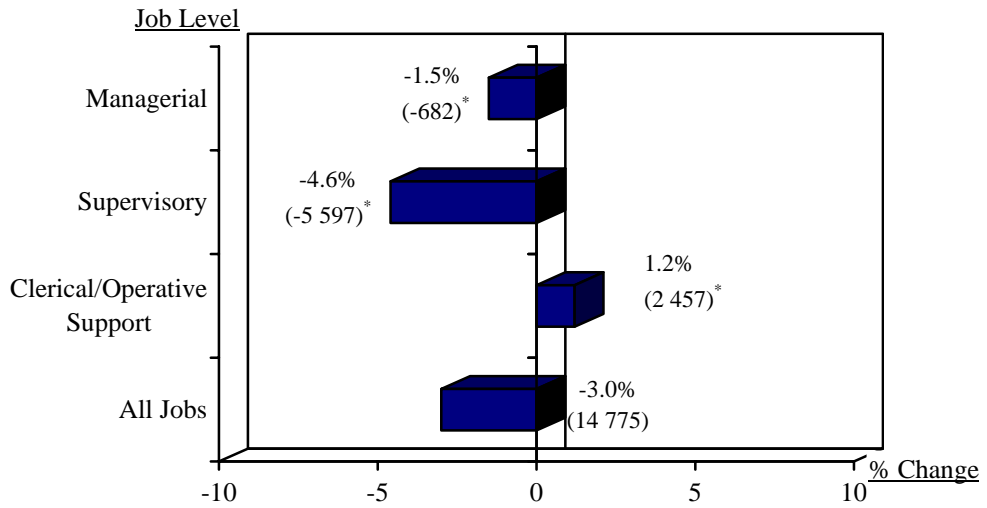
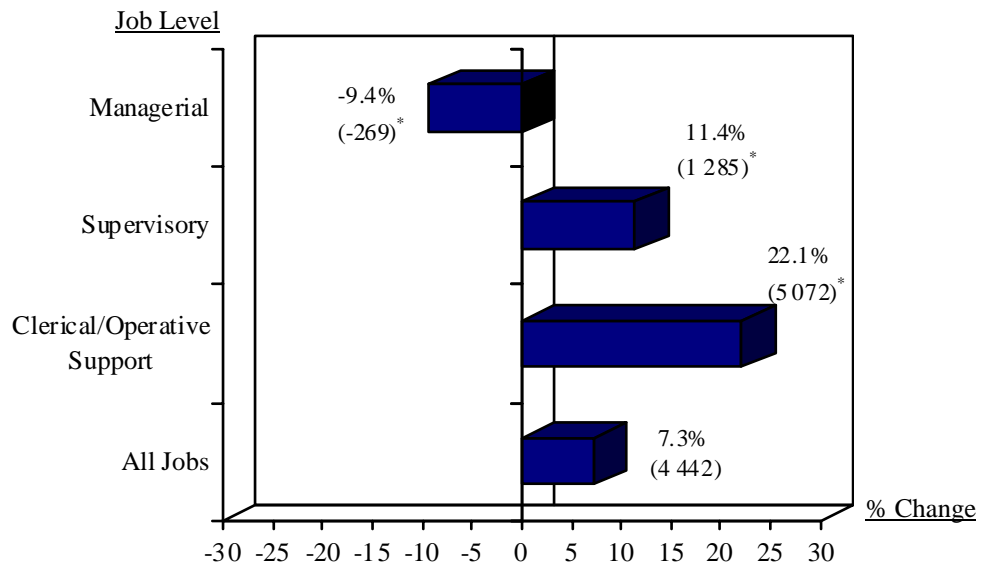


Figure 10

**Wholesale Trade
Changes of Employees by Job Level
(2008 vs 2010)**



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

Additional Manpower Requirement by October 2011

17. The manpower left the trades in the past 12 months is termed 'wastage'. An analysis of the combined effect of this wastage and the forecast additional manpower requirement by October 2011 was compiled and shown in Table A.

**Table A Forecast Additional Manpower Requirement by Job Level
(By October 2011)**

Job Level	Number of Employees in October 2010	Employers' Forecast of Manpower Growth by October 2011	Number of additional Employees to Replenish Wastage		Total Number of Additional Employees by October 2011 ²
			Number	(%) ¹	
<i>Import/Export Trade</i>					
Managerial	43 361	-15	1 392	3.22	1 377
Supervisory	116 046	-193	2 551	2.20	2 358
Clerical/Operative Support	199 542	184	14 210	7.12	14 394
<i>Sub-Total</i>	358 949	-24	18 153	5.06	18 129
<i>Wholesale Trade</i>					
Managerial	2 602	-3	8	0.31	5
Supervisory	12 518	-9	101	0.81	92
Clerical/Operative Support	27 980	-12	1 266	4.52	1 254
<i>Sub-Total</i>	43 100	-24	1 375	3.19	1 351
Total	402 049	-48	19 528	4.86	19 480

Note:

- 1 "Wastage rate" is defined as the percentage of employees leaving their current IE or wholesale jobs and taking up non-IE or wholesale positions, through emigration, retirement, further studies or for other reasons, out of the total number of IE or wholesale employees.
- 2 Total Number of Additional Employees by 2011= Employers' Forecast of Manpower Growth by October 2011 + Number of additional Employees to Replenish Wastage
Assuming the number of wastage is fully replenished.

Projected Manpower Requirement from 2011 to 2015

18. On top of the employers' forecast on the manpower demand of the IE and wholesale trades by October 2011, which might be prudent and subjective, other statistical methods had also been devised to project the changes in manpower in order to provide a more objective view.

19. In the case of the IE trade, as in previous years, a labour market analysis ("LMA") approach was adopted for projecting the annual manpower requirement in the Survey. The LMA approach has among others the advantage of objectivity. By this method, a total of 7 economic indicators relevant to the trades had been used to arrive at the forecast data. Projections of the IE trade for 2011 to 2015 using the LMA approach is shown in Table B.

Table B **IE Trade**
Projected Manpower Requirement from 2011 to 2015
by Labour Market Analysis Approach

Year	Manpower Demand	Projection by LMA	Employers' Forecast
2010	362 335	-	-
2011	-	369 499 (+1.98%*)	362 311 (-0.01%*)
2012	-	375 292 (+1.57**)	-
2013	-	379 997 (+1.25%**)	-
2014	-	384 238 (+1.12%**)	-
2015	-	388 247 (+1.04%**)	-

Note:

- 1 All figures include technical manpower only.
- * As percentage change vs actual manpower in 2010
- ** As percentage change vs projected manpower in previous year

LMA: Labour Market Analysis

EF: Employers' Forecast at the date of the survey

20. The manpower forecast of 2011 derived from the LMA Approach at +1.98% shows a difference, in terms of both magnitude and direction, from the Employers' Forecast at -0.01%. Such deviation might be due to the fact that the survey was conducted in October 2010 while the LMA Approach referred to the most updated economic indicators in the first quarter of 2011 for the IE trade manpower projection.

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

SECTION 1

INTRODUCTION

The Training Board

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

Working Group on Manpower Survey

1.2 In order to fulfill the objectives mentioned above, manpower surveys on the import/export and wholesale trades have been conducted by the Training Board biennially since early 1980s. Under the Training Board, a Working Group is formed to manage and guide the survey on processes such as questionnaire design, sampling, data analysis and reporting. In addition, it works closely with the Census and Statistics Department (“C&SD”), whose duties involved fieldwork, data input and tabulation. A Membership List of the Working Group on the 2010 Manpower Survey is given in Appendix 3.

Focus Group on Manpower Survey

1.3 A Focus Group had been established to solicit views on the outlook of the economic and manpower perspective of the Industry. The composition of the Focus Group is given in Appendix 4.

The 2010 Survey

1.4 During the period from October 2010 to April 2011, the Training Board in collaboration with the C&SD conducted fieldwork to collect current manpower statistics about the trades. The data gathered was then sorted by the C&SD and analysed by the Training Board for reporting purpose. In the past, reports had been issued separately for the Import/Export (“IE”) and Wholesale trades. Since the 2006 Survey, these two reports have been merged into one to present the close relationship between the two trades.

Scope of the Survey

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

a. IE trade

those engaged in:

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

b. Wholesale trade

those engaged in:

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

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

**Industry Code
under the HSIC**

Descriptions

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

Method of the Survey

1.7 In the Survey, a stratified random sampling method was adopted to select 847 samples of IE companies and 210 of wholesale companies in the specified frames.

1.8 The sampled companies were each sent a detailed questionnaire for completion, with 1st October 2010 as the time reference of data for the Survey. While the Part I (core) questions in the questionnaire of both trades were the same, supplementary questions in Part II differed slightly between the two trades. Samples of the questionnaires used for IE and wholesale trades are provided in Appendices 5 to 10.

1.9 Fieldwork officers of the C&SD were carefully briefed prior to visiting the sampled companies on issues including the structure of the questionnaire and the importance of proper matching of job codes which were divided into three main categories, namely managerial, supervisory and clerical/operative support. Fieldwork officers then visited the sampled companies to ensure proper collection of data. The fieldwork took place from October 2010 to April 2011. The majority of the questionnaires were completed and returned in the first two months as planned, while follow up cases were conducted during the extended period up to April 2011 until more satisfactory response rates were achieved.

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

Analysis of the Responses

1.11 For the IE trade, out of the 847 selected companies, 585 had completed and returned the questionnaires while 47 refused to respond. Disregarding those 215 companies which had closed, moved, were untraceable or had registered offices without operations, were temporarily not in operation, were not engaged in specific trade and others; the effective response rate was 92.6%.

1.12 For the Wholesale trade, out of the 210 selected companies, 153 had completed and returned the questionnaires while 6 refused to respond. Disregarding those 51 companies which had closed, moved, were untraceable or had registered offices without operations, were temporarily not in operation, were not engaged in specific trade and others; the effective response rate was 96.2%.

Presentation of Survey Findings

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

1.14 Starting from the 2008 Survey, Owner/Sole Proprietor/Working Partner' were included in the category of 'Managerial Level' to avoid uncertainty in classification as their functions sometimes overlapped and distinction blurred; revising some job descriptions for clarity and ease of matching; re-grouping of the places in respect of the destinations of relocation; introducing new trade specific skills to cater for the change in manpower development in the trades.

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Companies

2.1 With the upturn economic atmosphere in recent years, the year-on-year real GDP increased from -3.6% in 2009 to 6.8% in 2010. However, the number of IE companies decreased from 78 502 in 2008 to 73 855 in 2010 (-4 647 or -5.9%). Regard to the wholesale trade, it went with the same path of the increased GDP in which the increment in the number of companies was significant, by as much as 30.7% from 11 402 in 2008 to 14 908 in 2010.

Number of Persons Engaged

2.2 According to the result of the Survey in October 2010, the technical manpower (refers to people engaged in the principal jobs of the trade) was 358 949 for the IE trade and 43 100 for the wholesale trade, in which the numbers showing two difference tracks over the 2008 Survey, which were 362 771 in the IE trade and 37 012 in the Wholesale trade respectively. Further breakdown of the manpower statistics of both trades can be found in Appendices 11 and 12.

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

Table D
IE Trade Manpower Structure by Job Level
(As in October 2010)

Job Level	Number of Persons
Managerial	43 361
Supervisory	116 046
Clerical / Operative Support	199 542
Total Technical Manpower	358 949
Other Supporting Managers ¹	9 611
Other Supporting Supervisors ²	13 659
Other Clerical / Operative Support Staff ³	70 754
Other Supportive Staff ⁴	29 716
Total Workforce	482 689

Table E
Wholesale Trade Manpower Structure by Job Level
(As in October 2010)

Job Level	Number of Persons
Managerial	2 602
Supervisory	12 518
Clerical / Operative Support	27 980
Total Technical Manpower	43 100
Other Supporting Managers ¹	619
Other Supporting Supervisors ²	1 437
Other Clerical / Operative Support Staff ³	7 973
Other Supportive Staff ⁴	12 086
Total Workforce	65 215

Note: (For Tables D and E)

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

2.4 In terms of total workforce, the IE trade encountered a decline of 3.0% (14 775 persons) but a modest growth of 7.3% in wholesale trade over the 2008 Survey. The contrasting direction headed by the two trades reflected that the growth of IE trade slowed down due to the uncertain atmosphere of global economy and also its rapid growth in previous years. For the Wholesale trade, it remained a steady growth due to the strategy of changing their business natures to expand the scopes of retail chains of their wholesale business.

Number of IE and Wholesale Employees

2.5 The Survey revealed that 358 949 persons were engaged in the principal IE jobs, out of which 43 361 (12.1%) were managerial level, 116 046 (32.3%) were supervisory level and the balance of 199 542 (55.6%) were clerical/operative support level staff. Table F gives a comparison of the distribution of employees by job level between 2008 and 2010 for the IE trade.

Table F
IE Trade Distribution of Employees by Job Level
(2008 vs 2010)

Job Level	November 2008	October 2010	Increase / Decrease	% Change
Managerial	44 043	43 361	-682	-1.5
Supervisory	121 643	116 046	-5 597	-4.6
Clerical / Operative Support	197 085	199 542	+2 457	+1.2
Total Technical Manpower	362 771	358 949	-3 822	-1.1
Administrative & Other Supportive Staff	134 693	123 740	-10 953	-8.1
Total Workforce	497 464	482 689	-14 775	-3.0

2.6 According to the Table F, a significant decline was recorded among all levels except the clerical / operative support level. The plunge of the number of employees resulted from the decline of the number of IE companies.

2.7 In contrast to the IE trade, the Wholesale trade performed a significant number of employees inclination. The 43 100 Wholesale trade technical manpower comprised 2 602 (6.0%) managerial level, 12 518 (29.0%) supervisory level and 27 980 (64.9%) clerical/operative support level staff. A comparison of the distribution of employees by job level between 2008 and 2010 for the Wholesale trade is given in Table G.

Table G
Wholesale Trade Distribution of Employees by Job Level
(2008 vs 2010)

Job Level	November 2008	October 2010	Increase / Decrease	% Change
Managerial	2 871	2 602	-269	-9.4
Supervisory	11 233	12 518	+1 285	+11.4
Clerical / Operative Support	22 908	27 980	+5 072	+22.1
Total Technical Manpower	37 012	43 100	+6 088	+16.4
Administrative & Other Supportive Staff	23 761	22 115	-1 646	-6.9
Total Workforce	60 773	65 215	+4 442	+7.3

2.8 Despite the increasing number of companies in wholesale trade, the managerial level manpower did not increase in parallel with the growth of the trade, and recorded a fall by 9.4%. The deduction in the number of managerial employees resulted partly from the devolution of managerial roles to the supervisory level staff.

2.9 The figures of both IE and Wholesale trades of employees involved in ‘Administrative and other supportive’ duties indicated a fall in 2010 as compared with 2008 though to different extent. This commonality was indicative of the growing importance and practice of outsourcing administrative functions in IE and Wholesale trades, especially those related to logistics and warehousing, to professional service providers for cost saving and specialisation benefits.

Number of Existing Vacancies

2.10 At the time of survey, there were 3 386 vacancies of IE posts (or 0.9% of the total number of IE manpower) reported. In terms of job level, majority of the vacancies by number were found in the clerical/operative support and supervisory levels, translated to only 1.2% and 0.6% of the total IE posts of that levels respectively, indicating that the number of persons employed was actually close to contraction. A more detailed analysis of the findings by job level by job title is shown in Appendix 11.

2.11 For the wholesale trade, only 573 vacancies (or 1.3%) were recorded. In terms of job level, most of the vacancies were found in the clerical/operative support level, only a few vacancies was in the supervisory level and no vacancy was in the managerial level. A breakdown of the vacancies by job title is shown in Appendix 12.

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

**Table H Number of Vacancies by Job Level
(As in October 2010)**

Trade \ Job Level	Managerial ⁴ (%) ¹	Supervisory (%) ¹	Clerical/ Operative Support (%) ¹	Total (%) ¹
Import/Export (362 335) ²	216 (0.5)	746 (0.6)	2 424 (1.2)	3 386 (0.9)
Wholesale (43 673) ³	0 (0.0)	41 (0.3)	532 (1.9)	573 (1.3)
Total (406 008)	216 (0.5)	787 (0.6)	2 956 (1.3)	3 959 (1.0)

Note:

- 1 As a percentage of the total number of IE or wholesale posts by job level.
- 2 Total number of IE posts in October 2010 (consisting of existing employees and vacancies), broken down into Managerial level (43 577), Supervisory level (116 792) and Clerical/Operative Support level (201 966).
- 3 Total number of wholesale posts in October 2010 (consisting of existing employees and vacancies), broken down into Managerial level (2 602), Supervisory level (12 559) and Clerical/Operative Support level (28 512).
- 4 Managerial level includes Owners / Sole Proprietors / Working Partners.

Employers' Forecast of Manpower Demand by October 2011

2.13 Employers' manpower demand forecasts for both IE and wholesale trades by October 2011 by job level are shown in Table I.

**Table I Employers' Manpower Demand Forecast by Job Level
(By October 2011)**

	No. of Employees in October 2010	No. of Vacancies in October 2010	Manpower Demand ³ in October 2010	Employers' Forecast Manpower Growth by October 2011 (%) ¹	Forecast Manpower Demand in October 2011
<i>Import/Export Trade</i>					
Managerial ²	43 361	216	43 577	-15 (-0.03)	43 562
Supervisory	116 046	746	116 792	-193 (-0.17)	116 599
Clerical/Operative Support	199 542	2 424	201 966	184 (0.09)	202 150
<i>Sub-Total</i>	<i>358 949</i>	<i>3 386</i>	<i>362 335</i>	<i>-24</i> <i>(-0.01)</i>	<i>362 311</i>
<i>Wholesale Trade</i>					
Managerial ²	2 602	0	2 602	-3 (-0.12)	2 599
Supervisory	12 518	41	12 559	-9 (-0.07)	12 550
Clerical/Operative Support	27 980	532	28 512	-12 (-0.04)	28 500
<i>Sub-Total</i>	<i>43 100</i>	<i>573</i>	<i>43 673</i>	<i>-24</i> <i>(-0.05)</i>	<i>43 649</i>
Total	402 049	3 959	406 008	-48 (-0.01)	405 960

Note:

- 1 Growth rate as a percentage of the number of IE or wholesale posts at the same job level in October 2010.
- 2 Managerial level includes Owners / Sole Proprietors / Working Partners.
- 3 Manpower demand includes the number of existing employees and vacancies.

2.14 With regard to the IE trade, as seen in Table I, employers of the IE trade forecasted that there would be 362 311 IE posts by October 2011, representing a decrease of 0.01% (or 24 posts) over the number of the manpower demand in the IE trade in October 2010 (362 335). The decrease of the manpower in the supervisory level or above reflected the contraction of the IE trade. The forecast growth of only 0.09% appeared in the clerical/operative support level, reflecting a modest planning strategy had been adopted by employers.

2.15 For the Wholesale trade, employers forecasted that there would be 43 649 principal jobs by October 2011, a decrease of 0.05% (or 24 posts) as compared with the total existing posts available (43 673). The decrease of the manpower in all job levels reflected the uncertainty of the business.

2.16 Employers' forecast of the IE and Wholesale manpower demand by October 2011 by job level are separately shown in Figures 5 and 6 under the Executive Summary. More detailed analysis of the findings for both trades by job title are presented in Appendices 11 and 12.

Internal Promotion in the Past 12 Months

2.17 It was noticed that within the 12 months preceding October 2010, 2 205 of IE employees (or 0.61% of the total IE employees) were promoted from within, a sharp plunge in both number and percentage by comparing with 2008 Survey. Comparatively, the rate of internal promotion was the highest for the category 'Supervisory Level to Managerial Level' (1.71%), followed by 'Clerical/Operative Support Level to Supervisory Level' (1.24%) As usual, the promotion of 'Others to Clerical/Operative Support Level' was minimal, probably due to the fast turnover of employees at this level.

2.18 The Wholesale trade headed the same direction with IE Trade, evidenced by a decline in the number and percentage of promotion from within compared to 2008 Survey, by 92 or 0.21% of the total wholesale employees. A summary of the internal promotion pattern by job level for both trades is given in Table J.

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

Job Level	No. of Employees in October 2010	No. of Employees Promoted from Within (%) ¹
<i>Import/Export Trade</i>		
From Supervisory Level to Managerial Level	43 361	743 (1.71)
From Clerical/Operative Support Level to Supervisory Level	116 046	1 434 (1.24)
From Others to Clerical/Operative Support Level	199 542	28 (0.01)
<i>Sub-Total</i>	358 949	2 205 (0.61)
<i>Wholesale Trade</i>		
From Supervisory Level to Managerial Level	2 602	17 (0.65)
From Clerical/Operative Support Level to Supervisory Level	12 518	70 (0.56)
From Others to Clerical/Operative Support Level	27 980	5 (0.02)
<i>Sub-Total</i>	43 100	92 (0.21)
Total	402 049	2 297 (0.57)

Note:

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

Staff Turnover in the Past 12 Months

2.19 The number of IE employees who left in the past 12 months had fallen to 31 036 (or 8.65% of total IE posts), as compared with the 2008 Survey of 53 149 persons. With track recorded by the employers, the majority of these employees, who accounted for around 41.51% of the total turnover, remained in the IE field (including starting up own business in the IE trade). By job level, the turnover rate of clerical/operative support staff was the highest (12.0%), less approximately 6.3% from the last survey, while those for managerial and supervisor staff only half of the turnover rate against the report in 2008 Survey, by 4.7% and 4.0% respectively.

2.20 The turnover of the Wholesale trade was mild as compared with 2008 Survey. Altogether, 2 070 persons had left the trade (4.7% of the total wholesale posts) in 2010, which is a moderate increase when compared with that of 2008 figures (1 776 persons). Similar to the case of IE, those who had left with track record largely (33.57%) chose to remain in the same field.

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

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

Employees' Whereabouts after Departure	Managerial (%) ¹	Supervisory (%) ¹	Clerical/Operative Support (%) ¹	Total (%) ¹	Total (%) ²
<i>Import/Export Trade</i>					
Taking up import/export trade related jobs (including starting own business in related trade)	662 (1.52)	2 117 (1.81)	10 104 (5.00)	12 883 (3.56)	(41.51)
Taking up non-import/export trade related jobs (including starting own business in non-import/export trade)	197 (0.45)	286 (0.24)	1 161 (0.57)	1 644 (0.45)	(5.30)
Emigration, retirement, further studies or others	52 (0.12)	15 (0.01)	1 512 (0.75)	1 579 (0.44)	(5.09)
Whereabouts unknown to employers	1 143 (2.62)	2250 (1.93)	11 537 (5.71)	14 930 (4.12)	(48.11)
<i>Sub-Total</i>	2 054 (4.71)	4 668 (4.0)	24 314 (12.04)	31 036 (8.57)	

Note:

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

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

Employees' Whereabouts after Departure	Managerial (%) ¹	Supervisory (%) ¹	Clerical/Operative Support (%) ¹	Total (%) ¹ (%) ²	
Wholesale Trade					
Taking up wholesale trade related jobs (including starting own business in related trade)	24 (0.92)	78 (0.62)	593 (2.08)	695 (1.59)	(33.57)
Taking up non-wholesale trade related jobs (including starting own business in non-wholesale trade)	0 (0.00)	1 (0.008)	222 (0.78)	223 (0.51)	(10.77)
Emigration, retirement, further studies or others	1 (0.04)	35 (0.28)	150 (0.53)	186 (0.43)	(8.99)
Whereabouts unknown to employers	7 (0.27)	65 (0.52)	894 (3.14)	966 (2.21)	(46.67)
Sub-Total	32 (1.23)	179 (1.43)	1 859 (6.52)	2 070 (4.74)	
Total	2 086 (4.52)	4 847 (3.75)	26 173 (11.36)	33 106 (8.15)	

Note:

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

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

Preferred Level of Education

2.22 According to the figures in Appendix 13, approximately 58% of the employers in the IE trade would like their managerial staff to be equipped with university degree or professional qualifications. The Survey also demonstrated more employers accepted their supervisory staff with Secondary 4 to 5 levels (27.3% in 2010 vs 16.5% in 2008). At the same time, employers' preference also focused on sub-degree level, comprising in particular associate degree/higher diploma, and diploma/certificate level. Persons attaining Secondary 4 to 5 levels were, as it was used to be, accepted for Clerical/Operative Support level posts. Overall, the hiring requirements were relaxed on manpower qualification than in the past as the market was in great mobility in which the employers would prefer stable workers with comparatively lower qualification.

2.23 The Wholesale trade shared the same direction of the IE trade when hiring managerial post, as evidenced with more or less the same employers' preferences of university qualification or above from 40.2% in 2008 to 43.1% in 2010. The situation for the supervisory and the clerical/operative levels showed more employers willing to employ staff with 'Secondary 4 to 5' level. The relaxation hiring criteria set by employers was an indicator of the difficulty in attracting and retaining employees in the Wholesale trade. Further details can be found in Appendix 14.

Preferred Relevant Years of Experience

2.24 Without persisting in the higher education background of the employees in general, a large portion of IE employers preferred employees to have more relevant years of experience for managerial level as the experience requirement of '6 years or above' was 60.4%.

2.25 With regard to the Wholesale trade, the situation in respect of the preferred experience for managerial level by employers was similar to the 2008 Survey.

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

Average Monthly Income

2.27 Similar to the 2008 Survey, the majority of the income for the IE management personnel and supervisory level personnel in 2010 fell into the range 'HK\$20,001 to HK\$50,000' and 'HK\$10,001 to HK\$30,000' respectively. For the clerical level personnel, a slightly upward trend was recorded as compared with 2008 Survey in which the majority of the income fell into the range of 'HK\$8,001 to HK\$20,000'. A summary of the average monthly income range of IE employees by job level is shown in Table L.

2.28 For the Wholesale trade, the number of management posts receiving 'HK\$30,001 to HK\$50,000' per month in 2010 only occupied 14.6%, less than nearly half of the 2008 Survey (23.8%). The number of supervisory level personnel who received 'HK\$10,001 to HK\$20,000' was 57.8% with more or less the same result as of 2008 Survey (60.7%). The income trend for clerical employees was also increasing as people getting 'HK\$10,001 to HK\$20,000' a month in 2010 occupied about one third of the total employees (37.93%) in this level. Table M outlines the distribution of average monthly salary by job level for the Wholesale trade.

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

Average Monthly Income Range	Number of Employees			
	Managerial (%) ¹	Supervisory (%) ¹	Clerical/ Operative Support (%) ¹	Total (%) ²
Under \$6,001	- (-)	- (-)	521 (1.86)	521 (1.21)
\$6,001 - \$8,000	- (-)	- (-)	7 298 (26.08)	7 298 (16.93)
\$8,001 - \$10,000	- (-)	2 262 (18.07)	7 579 (27.09)	9 841 (22.83)
\$10,001 - \$20,000	652 (25.06)	7 236 (57.80)	10 612 (37.93)	18 500 (42.92)
\$20,001 - \$30,000	1 113 (42.77)	2 019 (16.13)	164 (0.59)	3 296 (7.65)
\$30,001 - \$50,000	380 (14.60)	73 (0.58)	- (-)	453 (1.05)
\$50,001 - \$70,000	122 (4.69)	- (-)	- (-)	122 (0.28)
Over \$70,000	71 (2.73)	- (-)	- (-)	71 (0.16)
Unspecified	264 (10.15)	928 (7.41)	1 806 (6.45)	2 998 (6.96)
Total	2 602 (100.00)	12 518 (100.00)	27 980 (100.00)	43 100 (100.00)

Note:

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

Training Needs

2.29 According to the Survey, employers of the IE trade were prepared to provide or sponsor 155 436 training places to their staff in the coming 12 months. The respective training needs for each skill set are shown hereunder:

- a. Trade Specific Skills (60 742 places or 39.1%)
- b. Language Skills (47 693 places or 30.7%)
- c. IT Skills (22 630 places or 14.6%)
- d. Management Skills (12 858 places or 8.3%)
- e. China-related Knowledge and World Vision (7 916 places or 5.1%)

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

- a. Product Knowledge (19 975)
- b. Customer Relationship (18 264)
- c. Spoken English (13 382)
- d. Putonghua (13 000)
- e. e-Commerce Knowledge and Applications (12 611)

2.31 By job level, the clerical/operative support staff will take up over half of the training places (90 568), which are mainly on language skills, followed by trade specific skills.

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

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	2 808	1 577	450	4 835
Supply Chain Management	1 321	1 010	478	2 809
Supervisory Skills	2 706	1 880	628	5 214
Sub-Total	6 835	4 467	1 556	12 858
<i>Trade Specific Skills</i>				
International Trade and Practices	1 312	690	675	2 677
Transport and Logistics	550	689	1 513	2 752
Product Development	874	1 222	604	2 700
Graphic Design	399	492	801	1 692
Merchandising	1 129	1 672	1 747	4 548
Customer Relationship	2 833	3 654	11 777	18 264
Product Knowledge	3 506	6 284	10 185	19 975
Quality Control	1 016	1 914	2 027	4 957

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
Compliance	820	848	1 509	3 177
Sub-Total	12 439	17 465	30 838	60 742
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	806	980	10 825	12 611
Basic Computer Operation Skills including Chinese Input Method	488	492	5 354	6 334
Web Design	640	410	2 635	3 685
Sub-Total	1 934	1 882	18 814	22 630
<i>China-related Knowledge and World Vision</i>				
China Trade Business	1 143	804	625	2 572
Laws and Regulatory Restrictions for Access to China's Market	970	724	627	2 321
World Vision	1 072	896	1 055	3 023
Sub-Total	3 185	2 424	2 307	7 916
<i>Language Skills</i>				
Spoken English	1 049	2 336	9 997	13 382
Written English	994	1 981	8 250	11 225
Written Chinese	758	1 317	6 788	8 863
Putonghua	1 143	2 269	9 588	13 000
Japanese	351	276	596	1 223
Sub-Total	4 295	8 179	35 219	47 693
Others	1 092	671	1 834	3 597
Sub-Total	1 092	671	1 834	3 597
Total	29 780	35 088	90 568	155 436

2.32 For the wholesale trade, 11 578 training places are expected to be provided by employers, covering:

- a. Trade Specific Skills (5 443 places or 47.0%)
- b. Language Skills (4 515 places or 39.0%)
- c. IT Skills (868 places or 7.5%)
- d. Management Skills (676 places or 5.8%)

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

- a. Customer Relationship (3 329)
- b. Product Knowledge (1 872)
- c. Putonghua (1 210)
- d. Spoken English (1 119)
- e. Written English (1 093) / Written Chinese (1 093)

2.34 The majority of training resources will be utilized to train clerical/operative support staff and particularly on trade specific skills.

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

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	169	112	10	291
Supply Chain Management	41	2	0	43
Supervisory Skills	152	180	10	342
<i>Sub-Total</i>	362	294	20	676
<i>Trade Specific Skills</i>				
International Trade and Practices	5	10	80	95
Transport and Logistics	1	12	0	13
Product Development	0	0	0	0
Graphic Design	0	0	0	0
Merchandising	0	99	5	104
Customer Relationship	266	625	2 438	3 329
Product Knowledge	223	492	1 157	1 872
Quality Control	7	10	2	19
Compliance	1	5	5	11
<i>Sub-Total</i>	503	1 253	3 687	5 443
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	1	112	289	402
Basic Computer Operation Skills including Chinese Input Method	0	75	391	466
Web Design	0	0	0	0
<i>Sub-Total</i>	1	187	680	868

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>China-related Knowledge and World Vision</i>				
China Trade Business	0	0	0	0
Laws and Regulatory Restrictions for Access to China's Market	0	0	0	0
World Vision	0	0	0	0
<i>Sub-Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Language Skills</i>				
Spoken English	65	212	842	1 119
Written English	65	202	826	1 093
Written Chinese	65	202	826	1 093
Putonghua	69	222	919	1 210
Japanese	0	0	0	0
<i>Sub-Total</i>	<i>264</i>	<i>838</i>	<i>3 413</i>	<i>4 515</i>
Others	9	32	35	76
<i>Sub-Total</i>	<i>9</i>	<i>32</i>	<i>35</i>	<i>76</i>
Total	1 139	2 604	7 835	11 578

Employees Working on the Mainland

2.35 At the time of the Survey, 53.3% of the IE companies indicated that they had deployed employees to work in the Mainland. The total number of employees involved were 87 888, comprising 11 242 on stationed basis and 766 46 on travelling basis.

2.36 By job level, the supervisory staff exhibited the greatest need to work in Mainland, representing 41.9% of the total headcounts. The situation of deployment was also more apparent for small companies with less than 10 employees, which took up 58.1% of the total deployment. A summary of the number of employees deployed to work on the Mainland by employment size by job level is given at Table P.

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

Employment Size	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Stationed Basis</i>				
1 - 4	0	0	0	0
5 - 9	0	0	0	0
10 - 19	0	0	0	0
20 - 49	0	0	0	0
50 - 99	0	0	0	0
100 & Over	3	0	0	3
<i>Sub-Total</i>	3	0	0	3
<i>Travelling Basis</i>				
1 - 4	0	0	50	50
5 - 9	0	1 080	166	1 246
10 - 19	132	199	165	496
20 - 49	75	97	20	192
50 - 99	35	64	100	199
100 & Over	6	30	1	37
<i>Sub-Total</i>	248	1 470	502	2 220
Total	251	1 470	502	2 223

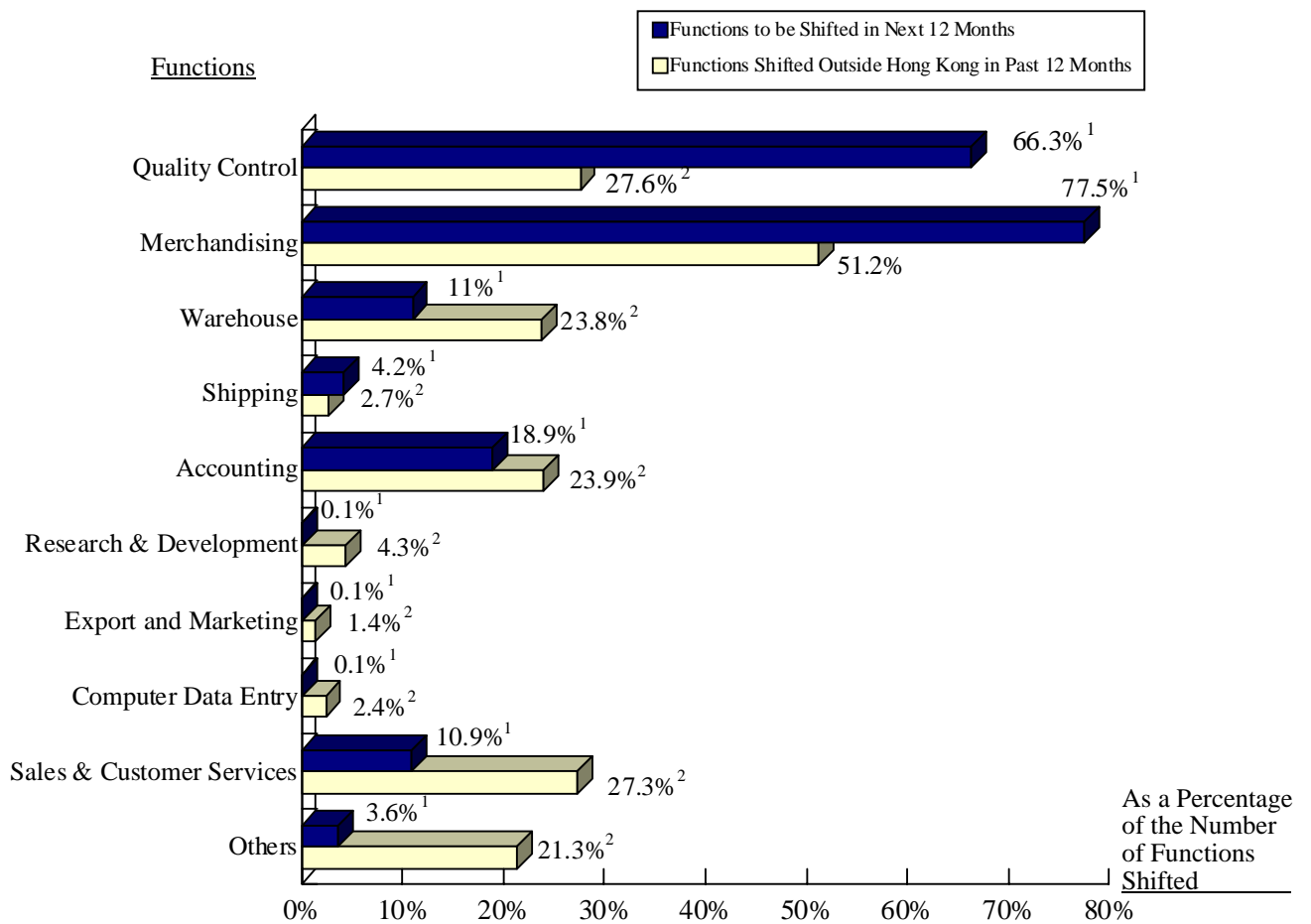
Shifting Functions out of Hong Kong

2.39 In addition to despatching employees to work in the Mainland, some IE companies indicated that they had also shifted their functions, wholly or partially, outside Hong Kong in the past 12 months. Only 2 164 companies reported accounted for 2.9% (5.1% in 2008 survey) of the total number of IE companies. The more common functions that had been relocated include 'Merchandising', 'Quality Control' and 'Sales and Customer Service'. Out of the 2 164 companies, 2 049 (94.7%) companies moved their function to Southern China and 103 (4.8%) companies moved to Eastern China. Only 4 (0.18%) companies moved to Asia other than China. A more detailed analysis of the findings is presented in Appendix 19.

2.40 Furthermore, 697 (0.9% of the total IE companies which may be within the

2 164 companies mentioned above) also had on their drawing boards plans to shift functions outside Hong Kong in the next 12 months. ‘Merchandising’, ‘Quality Control’ and ‘Accounting’ are the most preferred activities to be moved, with the Mainland being the main destination. A more detailed analysis of the findings is presented in Appendix 19.

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



Note:

- 1 The figures based on 697 response companies
- 2 The figures based on 2 952 response companies

SECTION III

CONCLUSIONS

Overall Manpower Structure in the Import/Export and Wholesale Trades

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

3.2 In October 2010, the total workforce, including both technical and non-technical manpower was 482 689 in the IE trade, with 358 949 (74.4%) persons were involved in the principal IE jobs. Broken down into the three technical job levels, the respective percentages were: managerial (12.1%), supervisory (32.3%) and clerical (55.6%).

3.3 With regard to the total workforce of 65 215 in the Wholesale trade as at October 2010, 43 100 (66.1%) persons were categorised as technical manpower and the relative percentages among the various levels were: managerial (6.0%), supervisory (29.0%) and clerical (64.9%).

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

Table R Manpower, Vacancy and Forecast Growth by Job Level

Job Level	No. of Employees in October 2010	No. of Vacancies in October 2010 (%) ²		Employers' Forecast Manpower Growth by October 2011 (%) ²		Forecast Manpower Demand by October 2011
<i>Import/Export Trade</i>						
Managerial ¹	43 361	216	(0.50)	-15	(-0.03)	43 562
Supervisory	116 046	746	(0.64)	-193	(-0.17)	116 599
Clerical / Operative	199 542	2 424	(1.21)	184	(0.09)	202 150
<i>Sub-Total</i>	<i>358 949</i>	<i>3 386</i>	<i>(0.94)</i>	<i>-24</i>	<i>(-0.01)</i>	<i>362 311</i>

Note:

- 1 Managerial level includes Owners/Sole Proprietors/Working Partners.
- 2 Growth rate as a percentage of the number of IE posts at the same job level in October 2010.
- 3 Manpower demand = Number of existing employees + Vacancies.

Job Level	No. of Employees in October 2010	No. of Vacancies in October 2010 (%) ²	Employers' Forecast Manpower Growth by October 2011 (%) ²	Forecast Manpower Demand by October 2011
Wholesale Trade				
Managerial ¹	2 602	0 (0.00)	-3 (-0.12)	2 599
Supervisory	12 518	41 (0.33)	-9 (-0.07)	12 550
Clerical / Operative	27 980	532 (1.90)	-12 (-0.04)	28 500
Sub-Total	43 100	573 (1.33)	-24 (-0.05)	43 649
Total	402 049	3 959 (0.98)	-48 (-0.01)	405 960

Note:

- 1 Managerial level includes Owners/Sole Proprietors/Working Partners.
- 2 Growth rate as a percentage of the number of wholesale posts at the same job level in October 2010.
- 3 Manpower demand = Number of existing employees + Vacancies.

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

Figure 12 **IE Trade**
Percentage Distribution of Companies and Employees by Employment Size
(As in October 2010)

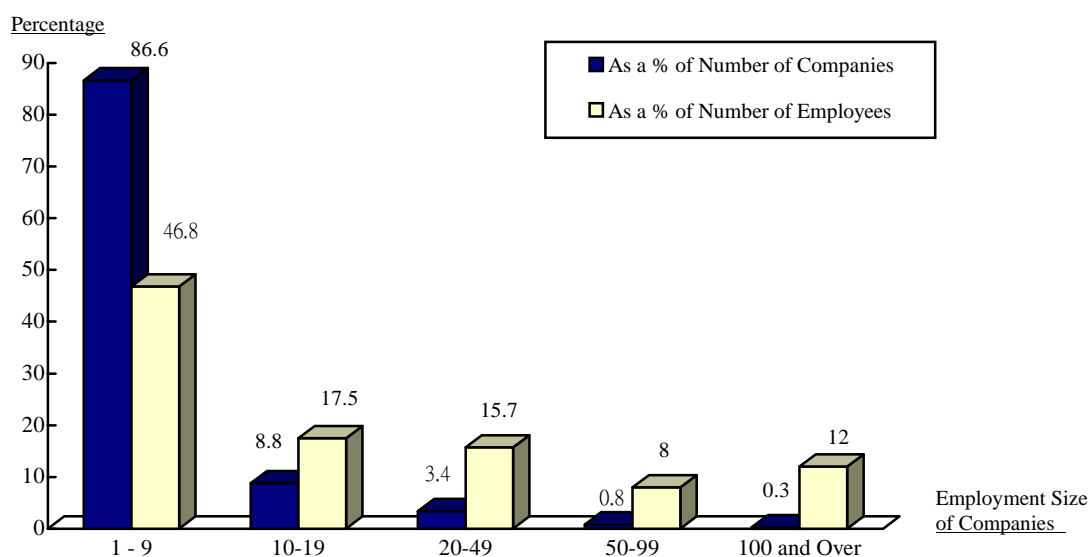
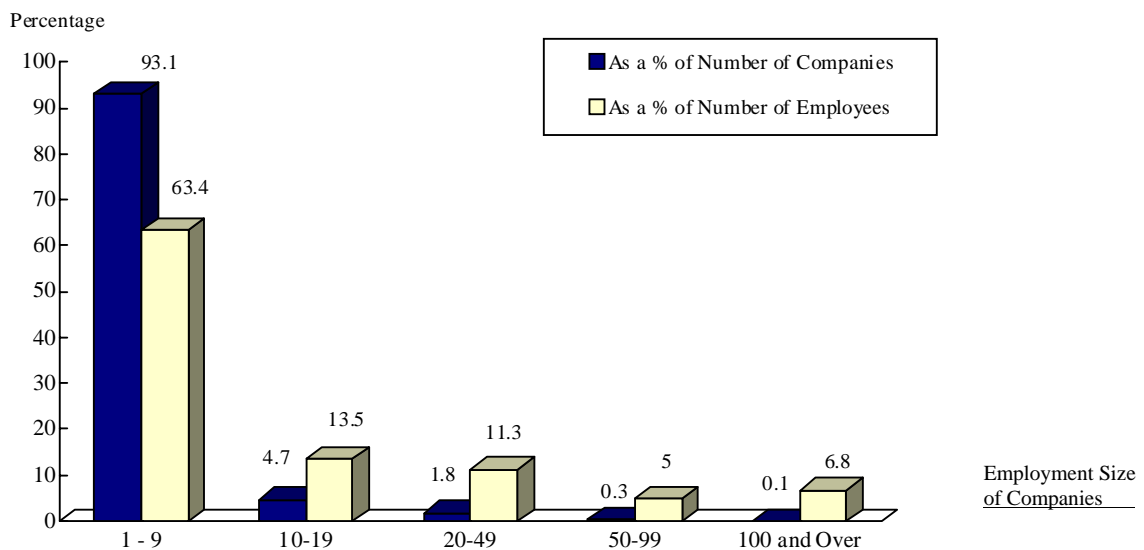


Figure 13

Wholesale Trade
Percentage Distribution of Companies and Employees by Employment Size
(As in October 2010)



3.6 The survey findings reflected that the IE and Wholesale trades were dominated by small scale operations with less than 10 employees. Essentially, the IE trade had 86.6% (vs 88.4% in 2008) and the Wholesale trade had 93.1% (vs 89.1% in 2008) of the companies employing 1 to 9 persons.

3.7 From a different angle, 46.8% (vs 47.9% in 2008) of the IE workforce was engaged by companies with a set-up of less than 10 headcounts. The corresponding result for the Wholesale trade was 63.4% (vs 57.8% in 2008).

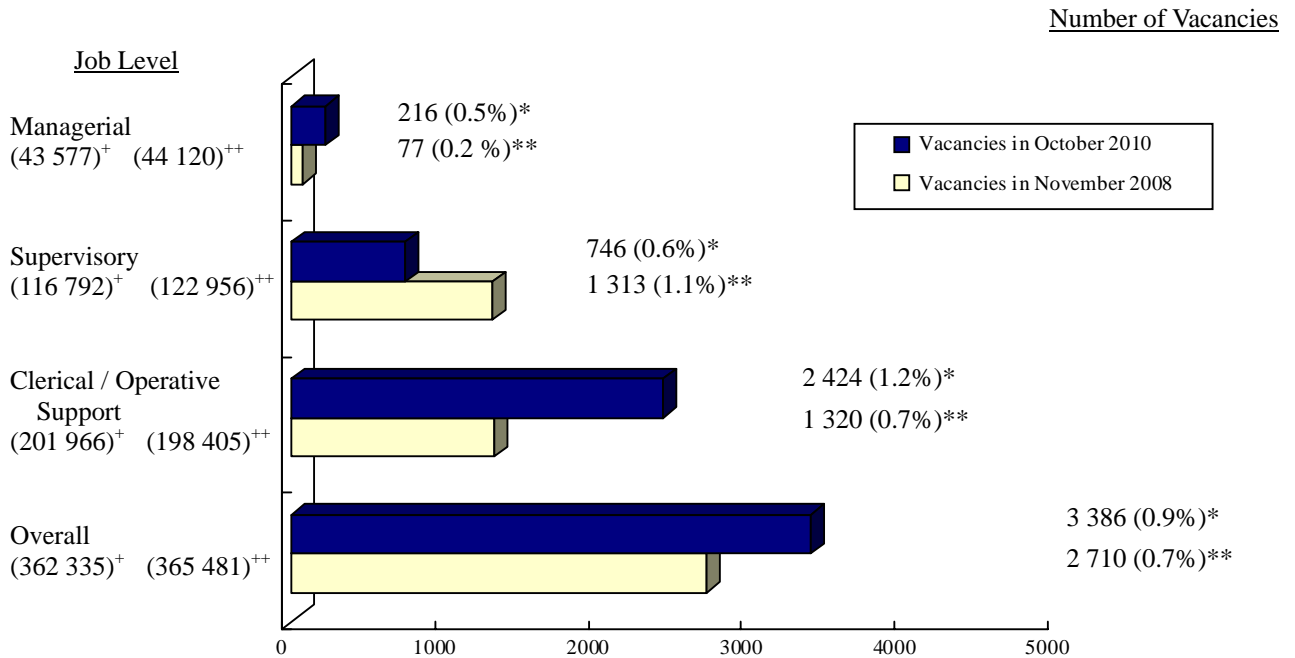
3.8 Operations with over 100 employees, on the other hand, only comprised 0.3% (vs 0.3% in 2008) and 0.1 % (vs 0.2% in 2008) of the total companies in the IE and Wholesale trades respectively.

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

Vacancy Rates

3.10 The overall vacancy rate for technical manpower in the IE trade reported was 0.9%, a minimal increase when compared with the corresponding 2008 figure of 0.7%. Shortage of staff was mostly found at the clerical/ operative level of 1.2%, using the manpower demand of that level as a base. A comparison of the vacancies by job level between the two surveys is shown in Figure 14.

Figure 14 **IE Trade**
Comparison of Vacancies by Job Level
(2008 vs 2010)



Note:

- * As a percentage of the number of IE posts in 2010 by job level.
- ** As a percentage of the number of IE posts in 2008 by job level.
- + Total number of IE posts in 2010 by job level.
- ++ Total number of IE posts in 2008 by job level.

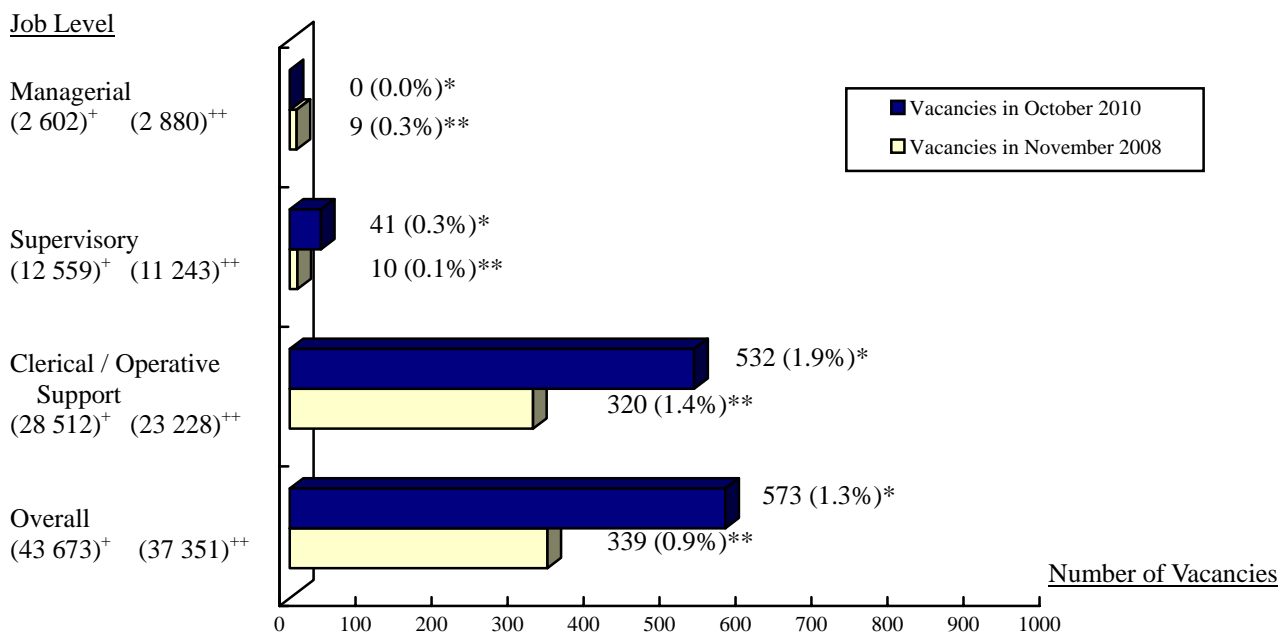
3.11 Jobs having the highest number of vacancies in each job level were summarized in Table S as follows:

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

Job Level	Job Title (Number)
Managerial Level	1. Sales/ Marketing Manager (139) 2. Merchandising Manager (38) 3. Technical Manager / Quality Control Manager (13)
Supervisory Level	1. Merchandiser / Buyer (243) 2. Technician (137) 3. Product Designer (107)
Clerical / Operative Support Level	1. Salesman / Sales Representative (1444) 2. Documentation / Shipping Clerk (560) 3. Assistant Merchandiser (282)

3.12 The vacancy rate of the technical manpower in the Wholesale trade increased from 0.9% in 2008 to 1.3% in 2010. Likewise, the total number of vacancies in 2010 was 573, increased from the corresponding figure of 339 in 2008, as shown in Figure 15.

**Figure 15 Wholesale Trade
Comparison of Vacancies by Job Level
(2008 vs 2010)**



Note:

- * As a percentage of number of wholesale posts in 2010 by job level.
- ** As a percentage of number of wholesale posts in 2008 by job level.
- + Total number of wholesale posts in 2010 by job level.
- ++ Total number of wholesale posts in 2008 by job level.

3.13 No vacancy was reported at the managerial level and only a few recruitment gaps had been identified at the supervisory level in this Survey. The bulk of the unfilled posts was found at the clerical / operative level which in fact referred to ‘Salesman / Sales Representative’, totalling 520 persons and representing 90.8% of the vacancies in the wholesale trade.

3.14 The number of vacancies declared by the respondents during the Survey seemed to be a bit low. Attributing factors to this phenomenon might be resulted by the change in the operational pattern of the trade where lots of supportive functions, e.g. logistics, had been outsourced and the cutting of job openings against an unclear future of the business environment.

Forecast Manpower Growth for October 2011

3.15 Employers of the IE trade forecasted that the total number of IE posts would decrease from 362 335 in October 2010 to 362 311 in October 2011. The rate of projected growth was -0.01% (-24 persons), which lower than the 0.54% (1 988 persons) growth projected in 2008. In the presence of the economic uncertainty, the 2011 manpower forecast by IE employers seemed to be pessimistic.

3.16 The most sought-after IE jobs in the coming twelve months up to October 2011 will be 'Merchandising Manager (10)' and 'Assistant Merchandiser (302)', the highest scores from managerial and clerical / operative support level. However, IE jobs at the supervisory level recorded negative growth with the largest number of manpower reduction of 'Shipping Supervisor (-50)' and 'Quality Inspector' (-50).

3.17 Employers of the Wholesale trade shared similar foresight as IE counterparts, evidenced by -24 or -0.05% of manpower forecast. The contraction probably arose from the unforeseeable economy situation and gradual transformation in the industry. In addition, small and unprofitable concerns were forced to leave the trade in a competitive commercial environment.

3.18 Data for the 2011 forecast growth by job level can be referred to Table R.

Manpower Changes by Job Level

3.19 When compared with 2008, the Survey noted a slight 2.97% decrease in the total number of employees in the IE trade, from 497 464 to 482 689. On the contrary, there was a moderate growth in magnitude of 7.31% for the wholesale trade, from 60 773 to 65 215. Table T shows the changes in the number of employees by job level from 2008 to 2010.

**Table T Changes in the Number of Employees by Job Level
(2008 vs 2010)**

Job Level	November 2008	October 2010	Increase/ Decrease	% Changes
<i>Import/Export Trade</i>				
Managerial ¹	44 043	43 361	-682	-1.5
Supervisory	121 643	116 046	-5 597	-4.6
Clerical / Operative Support	197 085	199 542	2 457	1.2
<i>Total Technical Manpower</i>	<i>362 771</i>	<i>358 949</i>	<i>-3 822</i>	<i>-1.1</i>
Administrative and Other Supportive Staff ²	134 693	123 740	-10 953	-8.1
<i>Total Workforce</i>	<i>497 464</i>	<i>482 689</i>	<i>-14 775</i>	<i>-3.0</i>
Number of Companies	78 502	73 855	-4 647	-5.9
<i>Wholesale Trade</i>				
Managerial ¹	2 871	2 602	-269	-9.4
Supervisory	11 233	12 518	1 285	11.4
Clerical / Operative Support	22 908	27 980	5 072	22.1
<i>Total Technical Manpower</i>	<i>37 012</i>	<i>43 100</i>	<i>6 088</i>	<i>16.4</i>
Administrative and Other Supportive Staff ²	23 761	22 115	-1 646	-6.9
<i>Total Workforce</i>	<i>60 773</i>	<i>65 215</i>	<i>4 442</i>	<i>7.3</i>
Number of Companies	11 402	14 908	3 506	30.7

Note:

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

3.20 It can be seen from the table above that the IE workforce recorded a significant decrease which was in line with the decreasing number of companies. The drop in both managerial and supervisory staff was noticeable. Only a moderate growth in the clerical / operative support staff was found.

3.21 With regard to the Wholesale trade, it showed an increase in the manpower except the managerial level staff as well as the administrative and other supportive staff, the number of companies also recorded a significant growth enormously.

3.22 It is believed that the considerable decrease in the number of IE and Wholesale employees at managerial level was due to, among other reasons, employers' practice to have supervisory staff taking up part of the roles and responsibilities previously undertaken by managers, with a view to streamlining operation and maximizing utilization of resources.

Turnover Rates

3.23 In 2010, the overall turnover rate for the IE trade was -5.9% over the 2008 survey, representing less manpower movement from time to time. The majority of turnover rate was found in the Clerical and Operative Support level which identified that they would rather hop from one to another than staying on the job for a better working environment or income.

3.24 Although the increasing number of companies was recorded in Wholesale trade, the Wholesale trade shared the same experience of IE trade with less mobility in all levels and the majority of turnover rate laid in the Clerical and Operative Support level. Table U gives an account of the turnover rates found in the current and the last survey by job level.

**Table U Changes in Turnover Rates by Job Level
(2008 vs 2010)**

Job Level	November 2008 % ¹	October 2010 % ¹	Increase/Decrease % ²
<i>Import/Export Trade</i>			
Managerial	11.3	4.7	-6.6
Supervisory	9.6	4.0	-5.6
Clerical/Operative Support	18.3	12.0	-6.3
Overall	14.5	8.6	-5.9
<i>Wholesale Trade</i>			
Managerial	7.1	1.2	-5.9
Supervisory	2.6	1.4	-1.2
Clerical/Operative Support	26.4	6.5	-19.9
Overall	17.7	4.7	-13

Note:

- 1 As a percentage of the number of IE or wholesale posts at the same job level.
- 2 Net percentage change of the turnover rates between the two periods.

Promotion Pattern

3.25 Owing to the less staff mobility as indicated in the section above, there was no or less incentive for employers to use promotion as a measure to retain staff. The Survey found that in 2010, the overall promotion rates for both the IE and Wholesale trades registered a dramatic decline when compared with the 2008 Survey.

**Table V Internal Promotion of Employees by Job Level
(2008 vs 2010)**

Job Level	No. of Employees Promoted from Within in November 2008 (%) ¹	No. of Employees Promoted from Within in October 2010 (%) ¹
<i>Import/Export Trade</i>		
From Supervisory Level to Managerial Level	1 652 (3.8)	743 (1.71)
From Clerical/Operative Support Level to Supervisory Level	4 226 (3.5)	1 434 (1.24)
From Others to Clerical/Operative Support Level	175 (0.1)	28 (0.01)
<i>Sub-Total</i>	6 053 (1.7)	2 205 (0.61)
<i>Wholesale Trade</i>		
From Supervisory Level to Managerial Level	95 (3.3)	17 (0.65)
From Clerical/Operative Support Level to Supervisory Level	110 (1.0)	70 (0.56)
From Others to Clerical/Operative Support Level	0 (0.0)	5 (0.02)
<i>Sub-Total</i>	205 (0.6)	92 (0.21)

Note:

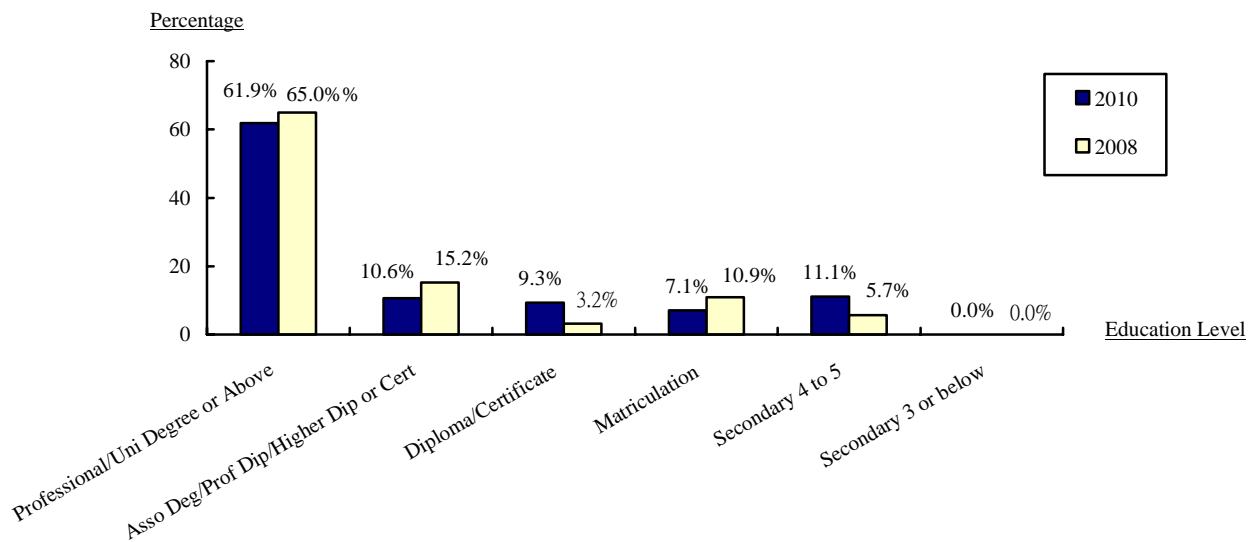
1 As a percentage of the number of IE or wholesale employees at the same job level.

Preferred Level of Education

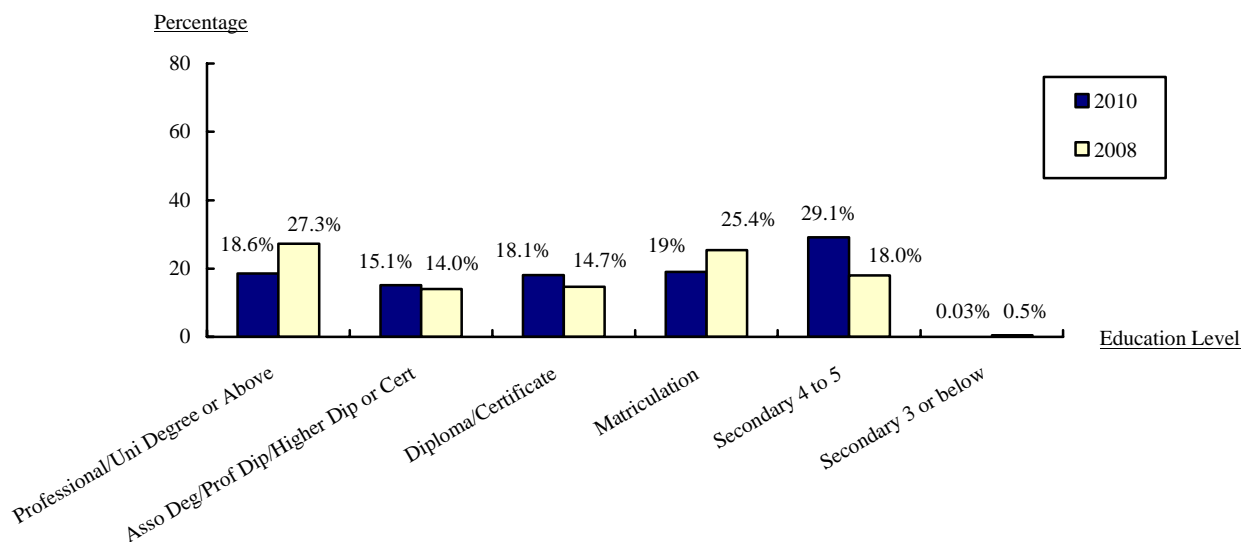
3.26 Figures 16 and 17 highlight the comparison of preferred level of education by employers for the IE and wholesale trades in 2008 and 2010 by job level. Detailed findings on the preferred level of education of the IE and Wholesale employees by job title are given in Appendices 13 and 14.

Figure 16 **IE Trade**
Preferred Level of Education
(2008 vs 2010)

(a) Managerial Level



(b) Supervisory Level



(c) Clerical/Operative Support Level

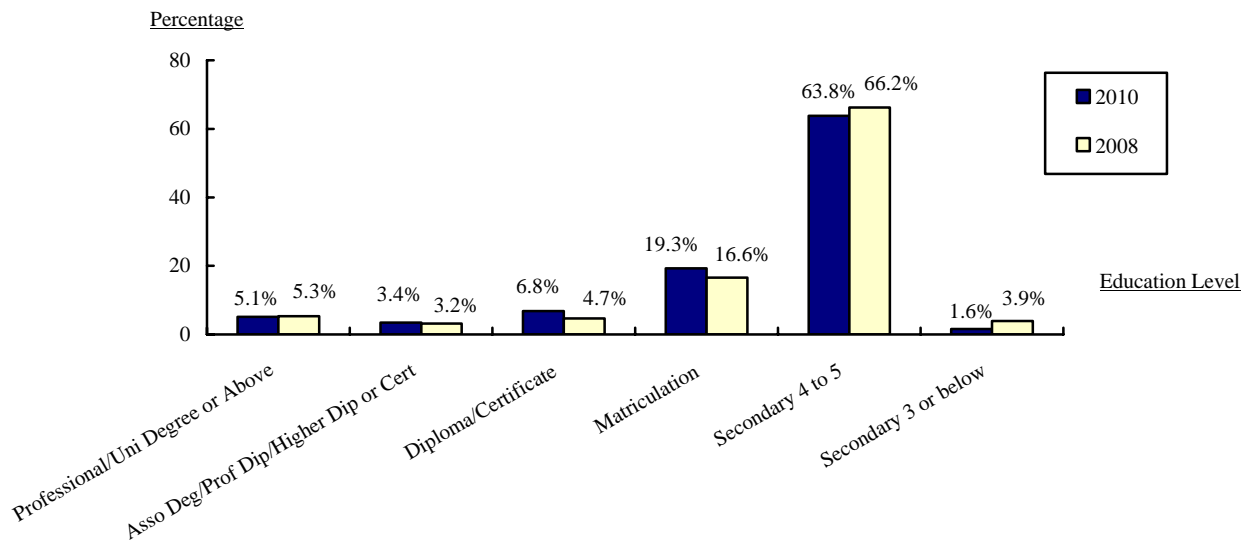
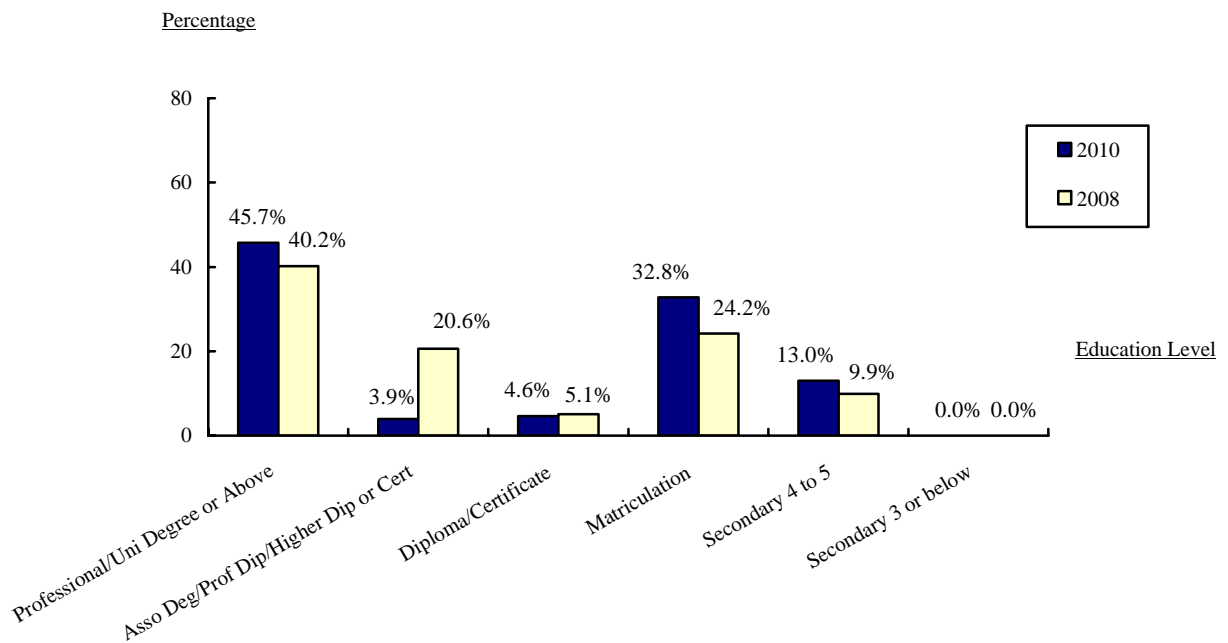
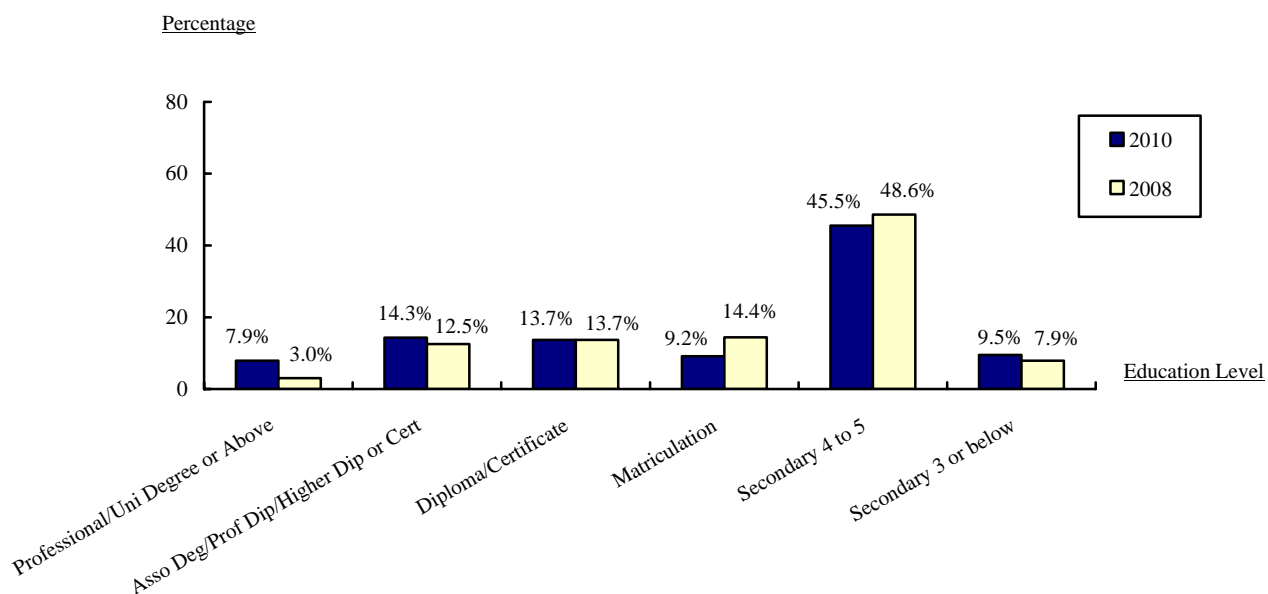


Figure 17 Wholesale Trade Preferred Level of Education (2008 vs 2010)

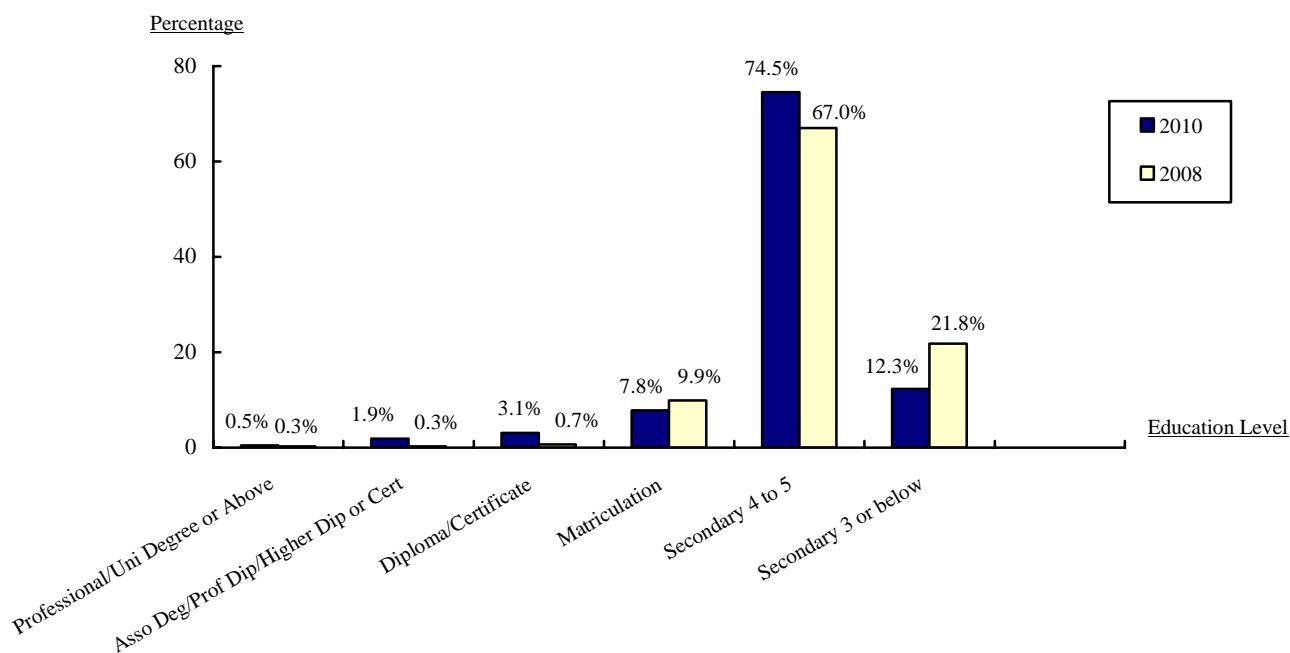
(a) Managerial Level



(b) Supervisory Level



(c) Clerical/Operative Support Level



3.27 As far as the education level is concerned, the general trend for the IE trade was that employers had less expectation of the qualifications possessed by different levels of staff in 2010 than two years before. It might be due to the increasing job opportunities of university graduates amongst other industries in the economy upturn year of 2010 and those graduates with great expectations towards their jobs were reluctant to enter the industry. The significant rise was only found in Supervisory level staff in areas of “Secondary 4 to 5”.

3.28 Whereas in the case of the Wholesale trade, more employers preferred their managerial level employees to have ‘professional qualification/university degree’ or above education. Instead, they were more than ready to accept Supervisor and Clerical/Operative levels employees holding ‘Secondary 4 to 5’ education. Such relaxation was in accordance with the recruitment difficulty experienced in the trade.

Preferred Relevant Years of Experience

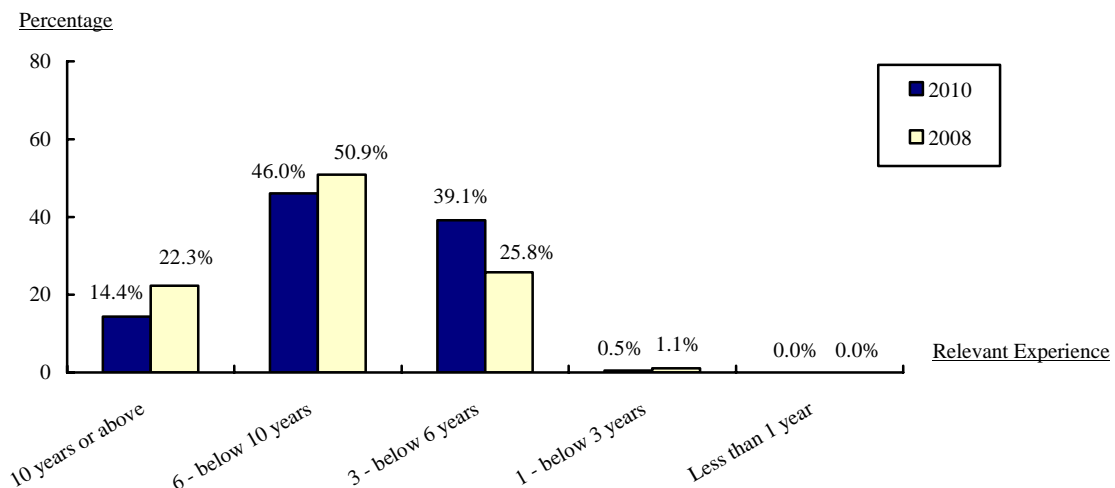
3.29 A comparison between the employers' preference of relevant years of experience possessed by staff in the current and the last survey by job level was given in Figures 18 and 19. Details showing employers' preferred relevant years of experience of the IE and wholesale employees by job title are shown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

3.30 Outcomes of survey findings were similar between the two trades. For IE, majority of employers preferred staff in managerial level having 6 to less than 10 years relevant experience.

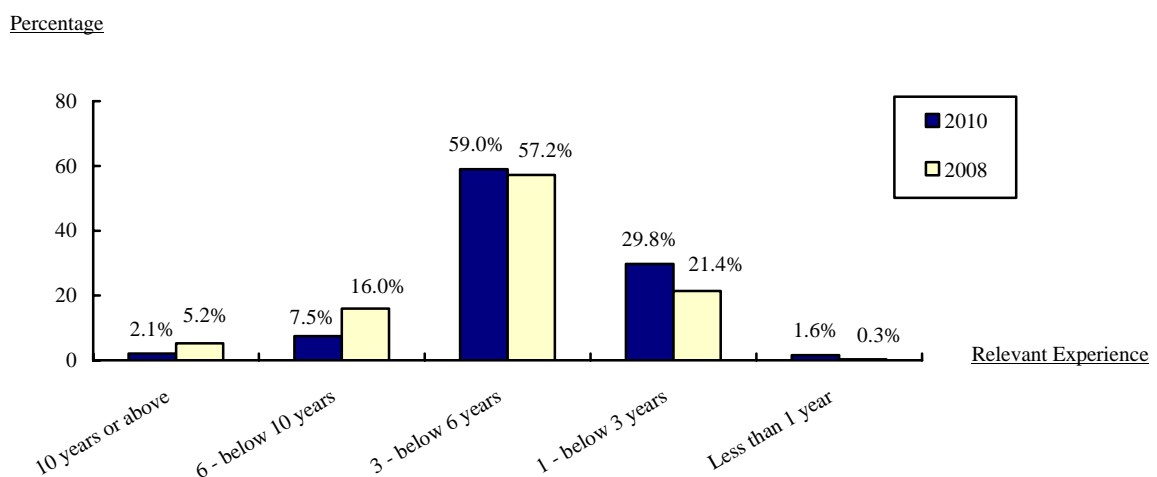
3.31 For the Wholesale trade, most of the employers were satisfied with candidates with less experience but higher education background to attract suitable candidates into the trade.

Figure 18 **IE Trade**
Preferred Relevant Years of Experience
(2008 vs 2010)

(a) Managerial Level



(b) Supervisory Level



c) Clerical/Operative Support Level

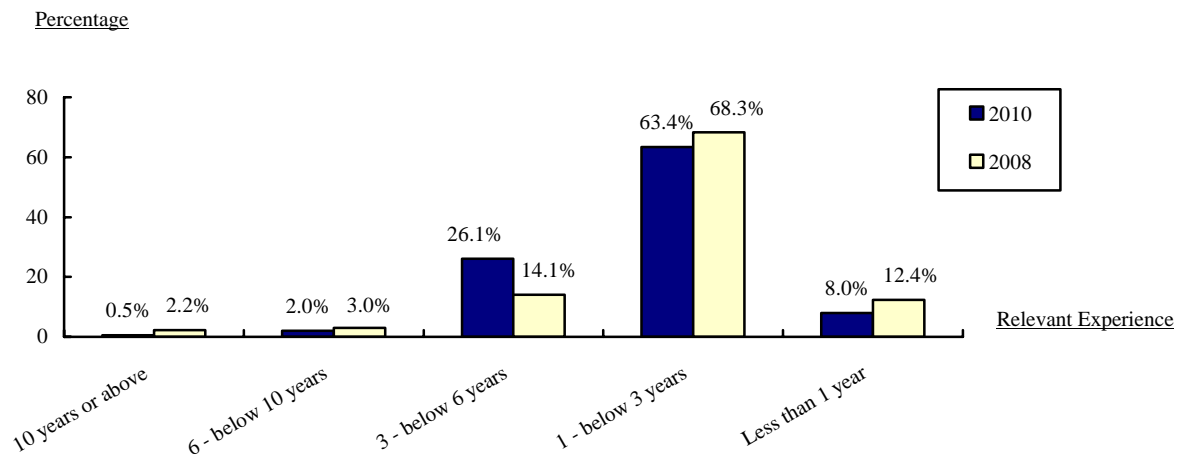
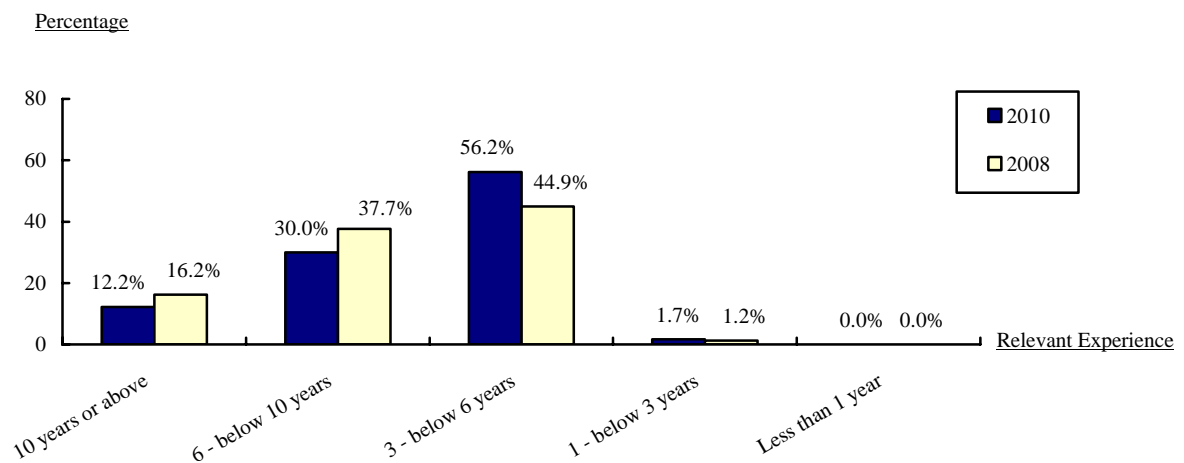
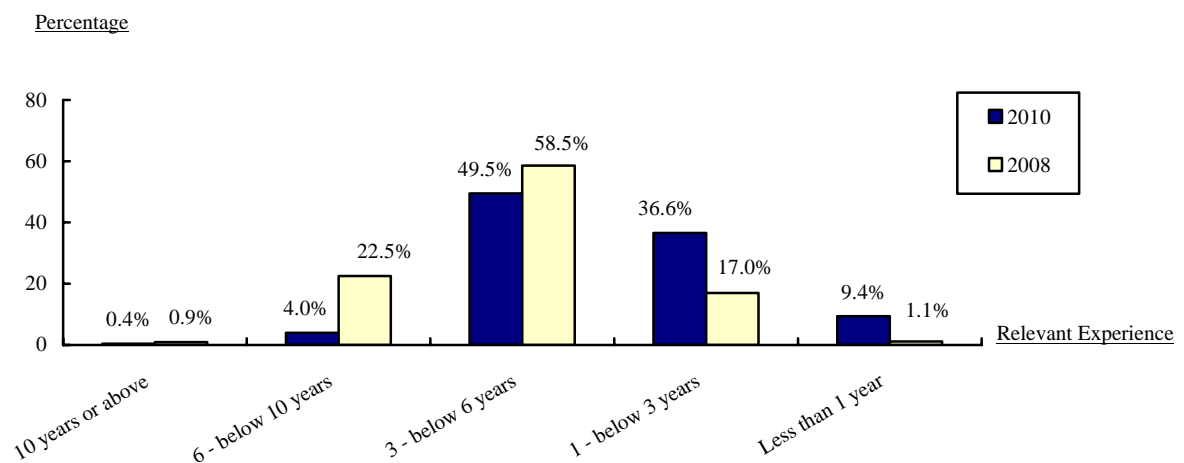


Figure 19 Wholesale Trade Preferred Relevant Years of Experience (2008 vs 2010)

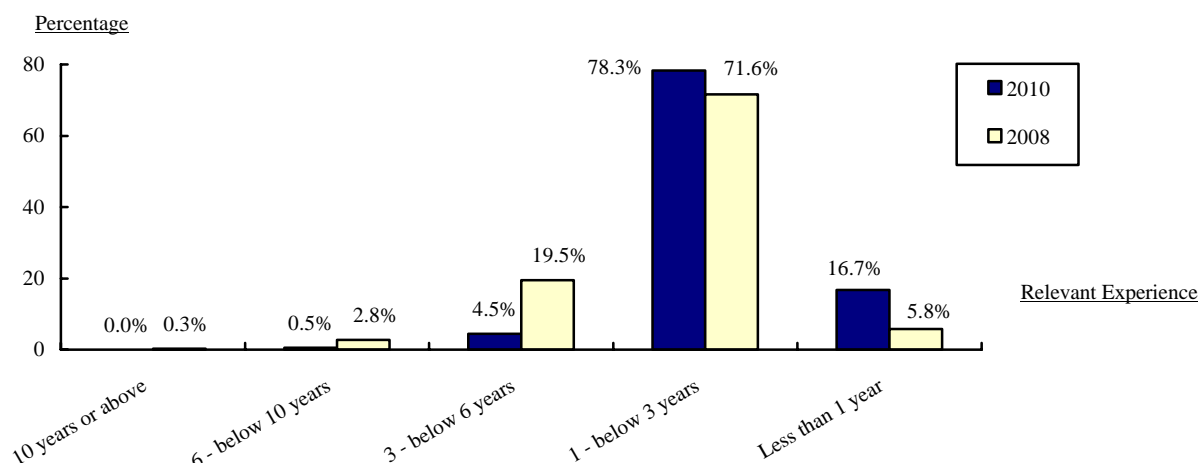
(a) Managerial Level



(b) Supervisory Level



(c) Clerical/Operative Support Level



Training to be Provided / Sponsored by Employers

3.32 In this survey, there were 23 types of training under scrutiny, grouped under 5 main categories. It was found in the 2010 Survey that employers of the IE trade planned to provide/sponsor in a total of 155 436 training places to their employees in the coming 12 months, which recorded a mild increase as of the 2008 (132 748) figures. The rising trend indicated that employers were willing to invest resources to equip and upgrade their staff to enhance competitiveness.

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

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

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	2 808	1 577	450	4 835
Supply Chain Management	1 321	1 010	478	2 809
Supervisory Skills	2 706	1 880	628	5 214
<i>Sub-Total</i>	6 835	4 467	1 556	12 858
<i>Trade Specific Skills</i>				
International Trade and Practices	1 312	690	675	2 677
Transport and Logistics	550	689	1 513	2 752
Product Development	874	1 222	604	2 700

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
Graphic Design	399	492	801	1 692
Merchandising	1 129	1 672	1 747	4 548
Customer Relationship	2 833	3 654	11 777	18 264
Product Knowledge	3 506	6 284	10 185	19 975
Quality Control	1 016	1 914	2 027	4 957
Compliance	820	848	1 509	3 177
<i>Sub-Total</i>	<i>12 439</i>	<i>17 465</i>	<i>30 838</i>	<i>60 742</i>
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	806	980	10 825	12 611
Basic Computer Operation Skills including Chinese Input Method	488	492	5 354	6 334
Web Design	640	410	2 635	3 685
<i>Sub-Total</i>	<i>1 934</i>	<i>1 882</i>	<i>18 814</i>	<i>22 630</i>
<i>China-related Knowledge and World Vision</i>				
China Trade Business	1 143	804	625	2 572
Laws and Regulatory Restrictions for Access to China's Market	970	724	627	2 321
World Vision	1 072	896	1 055	3 023
<i>Sub-Total</i>	<i>3 185</i>	<i>2 424</i>	<i>2 307</i>	<i>7 916</i>
<i>Language Skills</i>				
Spoken English	1 049	2 336	9 997	13 382
Written English	994	1 981	8 250	11 225
Written Chinese	758	1 317	6 788	8 863
Putonghua	1 143	2 269	9 588	13 000
Japanese	351	276	596	1 223
<i>Sub-Total</i>	<i>4 295</i>	<i>8 179</i>	<i>35 219</i>	<i>47 693</i>
Others	1092	671	1 834	3 597
Total	29 780	35 088	90 568	155 436

3.34 In order of popularity, Trade Specific Skills succeeded Language Skills to become top of the list, followed by Language Skills and IT Skills. Except for 'Product

Knowledge' and 'Customer Relationship' which had already received much attention as revealed in the 2006 & 2008 Surveys, the following emerging training needs warrant particular attention.

- a. e-Commerce Knowledge and Applications (12 611)
- b. Basic Computer Operation Skills including Chinese Input Method (6 334)
- c. Supervisory Skills (5 214)

3.35 A dramatic increase in the provision of training is discovered in the wholesale trade in the next 12 months from this Survey, a total of 11 578 training places is planned to provide/sponsor to their employees in 2011 which is far exceeding than that of the 2008 (3 891) figures.

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

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

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Management Skills</i>				
Business Development and Management	169	112	10	291
Supply Chain Management	41	2	0	43
Supervisory Skills	152	180	10	342
Sub-Total	362	294	20	676
<i>Trade Specific Skills</i>				
International Trade and Practices	5	10	80	95
Transport and Logistics	1	12	0	13
Product Development	0	0	0	0
Graphic Design	0	0	0	0
Merchandising	0	99	5	104
Customer Relationship	266	625	2 438	3 329
Product Knowledge	223	492	1 157	1 872
Quality Control	7	10	2	19
Compliance	1	5	5	11

Type of Training	Managerial	Supervisory	Clerical/ Operative Support	Total
<i>Sub-Total</i>	<i>503</i>	<i>1 253</i>	<i>3 687</i>	<i>5 443</i>
<i>IT Skills</i>				
e-Commerce Knowledge and Applications	1	112	289	402
Basic Computer Operation Skills including Chinese Input Method	0	75	391	466
Web Design	0	0	0	0
<i>Sub-Total</i>	<i>1</i>	<i>187</i>	<i>680</i>	<i>868</i>
<i>China-related Knowledge and World Vision</i>				
China Trade Business	0	0	0	0
Laws and Regulatory Restrictions for Access to China's Market	0	0	0	0
World Vision	0	0	0	0
<i>Sub-Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Language Skill</i>				
Spoken English	65	212	842	1 119
Written English	65	202	826	1 093
Written Chinese	65	202	826	1 093
Putonghua	69	222	919	1 210
Japanese	0	0	0	0
<i>Sub-Total</i>	<i>264</i>	<i>838</i>	<i>3 413</i>	<i>4 515</i>
Others	9	32	35	76
Total	1 139	2 604	7 835	11 578

3.37 Training for Trade Specific Skills and Language Skills would be of the highest demand as usual. By type, employees would expect to be given training opportunities in:

- a. Customer Relationship (3 329)
- b. Product Knowledge (1 872)
- c. Putonghua (1 210)
- d. Spoken English (1 119)
- e. Written English (1 093)
- f. Written Chinese (1 093)

3.38 The pattern in respect of the types of training needed by the Wholesale trade was similar to the 2008 survey findings, but a sharp increment was found in areas like ‘Customer Relationship’, ‘Written Chinese’ and ‘e-Commerce Knowledge and Applications’.

3.39 Overall, the above trends point to an increasing demand for training, both for the IE and Wholesale sectors. It might result in the less manpower mobility within IE and wholesale Trades. Employers were willing to put extra resources to train their employees as a whole.

Shifting Functions out of Hong Kong – IE Trade

3.40 A number of IE companies set their manufacturing bases and representative offices in places outside Hong Kong for reasons of proximity to the markets and/or lower production costs in last several years. However, shifting some of the functions out of Hong Kong were getting less popular and the trend was slowing down as recorded in the 2010 Survey, only 2.9% of the IE firms in Hong Kong were so involved in the past 12 months, as compared with 5.1% in 2008 and 18.7% in 2006.

3.41 The functions which had been shifted, as revealed in the 2008 and 2010 surveys, were quite similar. A higher percentage of companies in the IE trade would be involved in shifting their ‘Merchandising’, ‘Quality Control’ and ‘Sales and Customer Services’ functions to the Mainland. Apart from the above, functions like ‘Accounting’ and ‘Warehouse’ started to join the queue. A breakdown of the functions already shifted or to be shifted in the past or coming 12 months is shown in Appendix 19.

3.42 In respect of destinations of the shifting made, Mainland China was still the first choice as it covered 99.8% of respondents. Most of the shifts were made in Southern China, followed by Eastern China. Apparently, this was due to her strategic position and the potential of further integration with Hong Kong. To man the shifted operations, manpower had to be recruited both in Hong Kong and locally, roughly maintained in the ratio of 30/70.

Manpower Involvement in Various Functions – Wholesale Trade

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

3.44 It was reflected from the data that the Wholesale trade employees were required to perform, apart from their own duties, other facets of activities on the distribution chain, the more typical ones being ‘Sales and Marketing’, ‘Procurement’ and ‘Warehousing’ for a total of 79 049 man-times.

3.45 Overall employers’ forecast growth in manpower involved in these areas in the coming 12 months was insignificant (0.87%), with the relatively more prominent ones in ‘Import/Export’ (19.54%) and ‘Sales and Marketing’ (1.45%).

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

Functions / Activities	No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2010)	No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2011)	Forecast % Changes of Manpower Growth (+) / Decrease (-) (October 2010 – October 2011)
Import / Export	1 003	1 199	19.54%
Retail	6 671	6 673	0.03%
Brand Name Development	484	484	0.00%
Sales and Marketing	30 907	31 354	1.45%
Distribution	8 072	8 097	0.31%
Manufacturing	531	531	0.00%
Procurement	19 753	19 758	0.03%
Warehousing	11 172	11 181	0.08%
Others	456	456	0.00%
Total	79 049	79 733	0.87%

Additional Manpower Requirement by October 2011

3.46 On the basis of employers' forecast of manpower growth by October 2011 and the wastage rates, the estimated additional manpower requirement in October 2011 by job level for the IE and Wholesale trades is outlined in Table Z.

**Table Z Additional Manpower Requirement
by October 2011 by Job Level**

Job Level	No. of Employees in October 2010	Employers' Forecast of Manpower Growth by October 2011	No. of Employees to Replenish Wastage (%) ²		Total No. of Additional Employees by October 2011 ³
<i>Import/Export Trade</i>					
Managerial	43 361	-15	1 392	3.22	1 377
Supervisory	116 046	-193	2 551	2.20	2 358
Clerical/Operative Support	199 542	184	14 210	7.12	14 394
<i>Sub-Total</i>	<i>358 949</i>	<i>-24</i>	<i>18 153</i>	<i>5.06</i>	<i>18 129</i>
<i>Wholesale Trade</i>					
Managerial	2 602	-3	8	0.31	5
Supervisory	12 518	-9	101	0.81	92
Clerical/Operative Support	27 980	-12	1 266	4.52	1 254
<i>Sub-Total</i>	<i>43 100</i>	<i>-24</i>	<i>1 375</i>	<i>3.28</i>	<i>1 351</i>
Total	402 049	-48	19 528	4.86	19 480

Note:

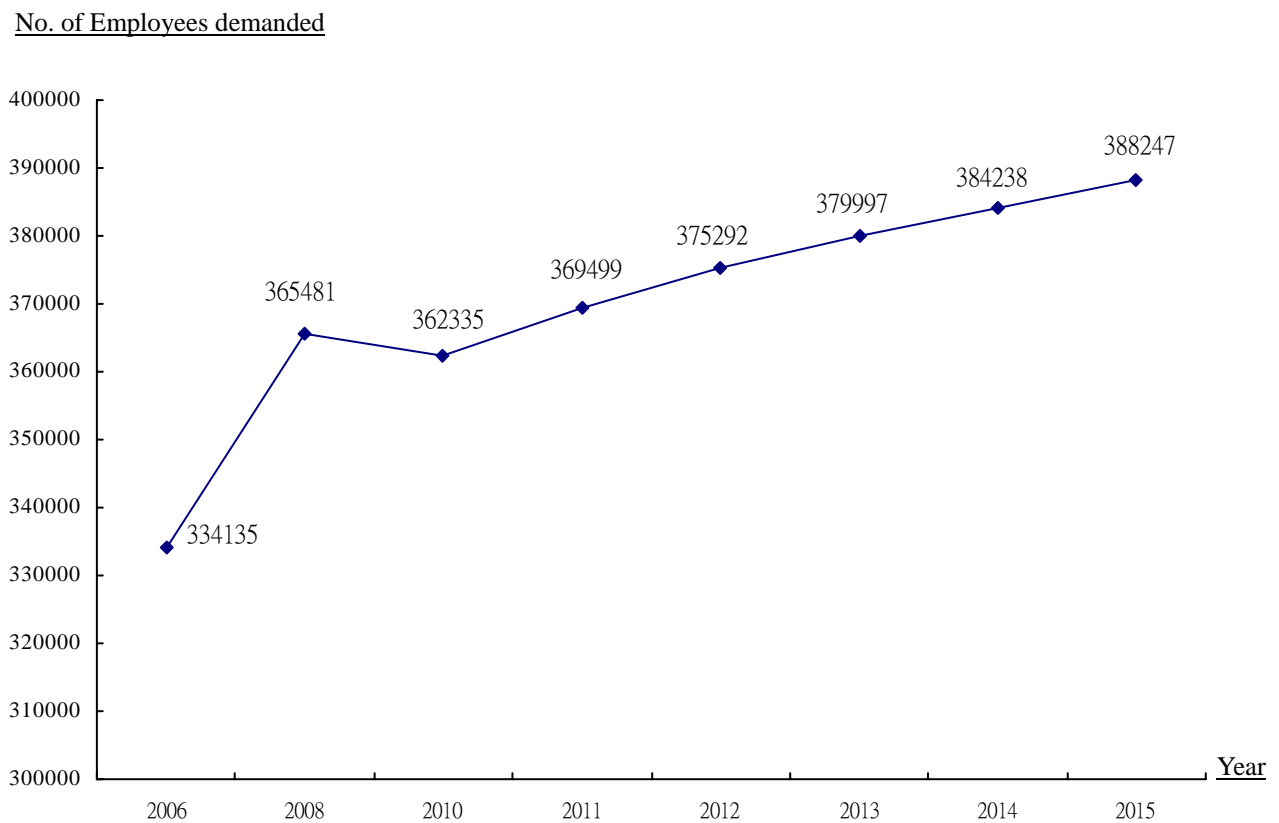
- 1 Wastage rate by job level.
- 2 "Wastage rate" is defined as the percentage of IEW employees leaving their current IE or wholesale jobs and taking up non-IE or wholesale positions, emigrating, retirement, further studies or for other reasons, out of the total number of IE and wholesale employees
- 3 Total Number of Additional Employees by 2011= Employers' Forecast of Manpower Growth by October 2011 + Number of additional Employees to Replenish Wastage
Assuming the number of wastage is fully replenished.

Projected Annual Manpower Requirement from 2011 to 2015

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

3.48 In respect of the IE trade, a labour market analysis (“LMA”) approach is used for projecting the annual manpower requirement by examining a group of key statistical data/economic indicators collected by a reliable and independent authority that reflect the important changes in local economy, demography and labour market. A variable reduction method called Principal Component Analysis is used to select and create variables/determinants from the sets of economic indicators for use in building and maintaining the statistical model. Manpower projection of the IE trade from 2011 to 2015 using the LMA approach is shown in Figure 20 and a further description of the LMA approach can be found in Appendix 21.

**Figure 20 Manpower Projection of the Import/Export Trade from 2011 to 2015
(by Labour Market Analysis Approach)**



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

3.50 As a result, two other alternative methods had been considered, namely Adaptive Filtering Method (“AFM”) and Employers’ Forecast. The manpower projections for the wholesale trade using these two approaches from 2011 to 2015 are provided below.

Year	Actual	Projection by AFM	Employers’ Forecast
2010	43 673	-	-
2011	-	44 369 (+1.59%*)	43 649 (-0.05%*)
2012	-	45 407 (+2.34%**)	-
2013	-	46 206 (+1.76%**)	-
2014	-	46 817 (+1.32%**)	-
2015	-	47 282 (+1.00%**)	-

All figures include technical manpower only.

* as percentage change vs actual manpower in 2008

** as percentage change vs projected manpower in previous year

3.51 The Training Board has decided to adopt the AFM approach (+1.59%) for the 2011 projection in the belief that this aligns better with the overall wholesale trade business outlook than the Employers’ Forecast (-0.05%).

2010 Review

3.52 The Hong Kong economy continued to recover after the global recession in 2009 triggered by the financial crisis. Real GDP expanded briskly further by 6.8% year-on-year which was driven by both the domestic and external sectors. Exports of goods soared by 17.3% in real terms for the year as a whole while exports of services maintained strong growth in all four quarters, with the 9.3% increase in real terms in the fourth quarter of 2010. Financial and other business services increased as a result of the strong growth in cross-border financing and sustained external demand for Hong Kong’s commercial and professional services. Exports of trade-related and transportation services grew strongly as trade flows revived markedly.

3.53 The Hong Kong domestic sector showed a moderate growth in the third quarter of 2010 as well. With improving job and income prospects as well as the better performance of the asset markets, private consumption expenditure grew notably by 5.8% in

real terms in all four quarters of 2010. At the same time, retail sales grew by 15.5% in volume terms for the whole year.

3.54 In the final quarter of 2010, the sovereign debt problems in Europe intensified, while the US did not show visible improvement in the housing and labour markets in the third quarter of 2010. All these prompted the US Federal Reserve (the Fed) to roll out a new round of quantitative easing (commonly termed as “QE2”) in November 2010 to support the economy, in view of the elevated unemployment rate and the downtrend of core inflation, but it increased the risks of inflation and asset market bubbles in Asia and other emerging markets.

3.55 Given Hong Kong’s close economic relationships with the Mainland, the appreciation of the Renminbi is a key factor influencing the performance of Hong Kong’s external sector, in terms of trade in goods and services. A stronger Renminbi could weaken the price competitiveness of Hong Kong’s exports of goods in the overseas markets, but could also increase the Mainland’s demand for Hong Kong’s exports of services. The Renminbi had resumed a gradual trend of appreciation against the US dollar since mid-June 2010, by a cumulative 3.5% as at end-January 2011. The increased costs resulting from the appreciation of Renminbi could reduce profit margin of Hong Kong manufacturing firms.

3.56 In the Mainland, economic activity continued to grow, with real GDP growing by 9.8% year-on-year. The acceleration in food prices led to higher inflation rates of 4.6% in December 2010. The State Council announced measures to boost food supply and curb speculative activity. In addition, the People’s Bank of China raised the reserve requirement ratio six times and hiking interest rate twice in 2010 in a tightening move to control the growth of money supply and prevent an overheating economy.

3.57 The Hong Kong Guangdong Cooperation Framework Agreement signed in April 2010 was an important step in implementing the cooperation between Hong Kong and Guangdong. The Agreement was to facilitate and promote the cooperative development of Hong Kong and the cities of Guangdong so as to reinforce Hong Kong’s leading position in the global supply chain and enhance its strengths in trade and logistics. This helped logistics industry to seize the opportunities brought about by the rapid growth in Mainland’s external trade and domestic demand.

3.58 Labour costs in the Pearl River Delta grew substantially in recent years due to rises in the minimum wage and increased demand for workers. In 2010 several Guangdong jurisdictions announced additional minimum wage increases of 20 per cent. In addition to wage rates, jurisdictions in China had become more active in expanding the coverage of the social security system to workers. The rising labour costs and social security charges would increase the production and operating costs of Hong Kong manufacturers which in turn weakened the competitiveness of Hong Kong.

3.59 In recent years, China has become more concerned about environmental degradation associated with industrial development and product safety. In preparing for the Asian Games to be held in Guangzhou in November 2010, the Guangdong Government had urged the Pearl River Delta cities to tighten pollution control measures and announced that factories in the region had to be forced to temporarily shut down in October 2010 till the end of the Games. Moreover, specific industries that were considered as polluting industries were being targeted for upgrading, relocation, or closure in the Pearl River Delta. Hong Kong firms had to follow all the relevant regulations. The additional costs involved would

place Hong Kong companies at a competitive disadvantage. On the other hand, many proprietors of Hong Kong's manufacturing companies were nearing retirement age with no successors. With no obvious successors and the difficulty in selling their companies, many manufacturing companies would choose to cease their operations.

3.60 Although the 2010 underwent an economy recovery after the financial recession in 2009, the IE and Wholesale industries has not fully recovered in terms of the manpower engaged in the trades and the volume of IE of goods when compared the figures with that of 2008.

3.61 Given the strong upturn in the economy in 2010 as a whole, all major service industries recorded year-on-year increases in business receipt. With further extension of the coverage of the Individual Visit endorsement for Shenzhen residents, the tourism industry had a prosperous growth in 2010. The significant increases in the number of incoming visitor arrivals and tourist spending in Hong Kong had indirectly influenced the wholesale trade positively. According to the figures of business receipts indices released by the Census and Statistics Department (C&SD), notable increases in business receipts were recorded in the courier (+28.3%), wholesale (+25.1%), accommodation (+24.8%) and transportation (+24.6%) industries.

3.62 In terms of number of manpower engaged in the Wholesale trades, it had increased steadily over the years.

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

**Table AA Manpower Changes in the IE and Wholesale Trades
(2004 to 2010)**

	Number of Persons Engaged			
	2004	2006	2008	2010
<i>Import & Export Trade</i>				
Technical Manpower (including owner / sole proprietor / working partner)	305 329 (5.6%)+	329 910 (4.0%)*	362 771 (5.0%)^	358 949 (-0.5%)#
Total Workforce	446 339 (3.2%)+	469 643 (2.6%)*	497 464 (3.0%)^	482 689 (-1.5%)#
<i>Wholesale Trade</i>				
Technical Manpower (including owner / sole proprietor / working partner)	31 836 (-0.8%)+	32 100 (0.4%)*	37 012 (7.7%)^	43 100 (8.2%)#
Total Workforce	54 260 (0.1%)+	51 149 (-5.7%)*	60 773 (9.4%)^	65 215 (3.7%)#

Note:

- + Annual growth rate from 2003
- * Average annual growth rate between 2004 to 2006.
- ^ Average annual growth rate between 2006 to 2008.
- # Average annual growth rate between 2008 to 2010.

2011 Business Outlook

3.64 With the upturn and strong momentum of Hong Kong's economy in 2010, many major sectors were recorded expansion in activities. The year-on-year change of the Gross Domestic Product (GDP) has 6.8% growth for 2010 as a whole and leaped 7.2% over a year earlier in the first quarter of 2011. The growth is expected to be continued in the second half of 2011 but the momentum will slow down moderately.

3.65 Followed by the downturn in 2009, Hong Kong's economy in 2010 staged a recovery at a faster pace than expected. For 2010 as a whole, total re-exports and imports surged by 22.8% and 25% respectively in real terms. Results of the Hong Kong's import and export performance in the past few years are given in Table BB.

Table BB External Merchandise Trade Figures

Year	Imports		Domestic Exports		Re-exports	
	HK\$ Million	Year-on-Year % Changes	HK\$ Million	Year-on-Year % Changes	HK\$ Million	Year-on-Year % Changes
2004	2 111 123	16.9	125 982	3.5	1 893 132	16.8
2005	2 329 469	10.3	136 030	8.0	2 114 143	11.7
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6
2009	2 692 356	-11	57 745	-36.4	2 411 347	-11.8
2010	3 364 840	25	69 512	20.4	2 961 507	22.8

Source: Statistical Digest of the Services Sector, 2010 Edition, Census and Statistics Department

3.66 Hong Kong merchandise exports demonstrated sharply increases in 2010 and continued in the first two quarters of 2011 with the major export markets of the Chinese mainland, the EU, the US, ASEAN and JAPAN, which respectively making up 54%, 10%, 9%, 7% and 4% of Hong Kong's total exports in January-April 2011. The table CC accounts for the business relationship between the Mainland and Hong Kong in recent years.

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

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

Source: Statistical Digest of the Services Sector, 2010 Edition, Census and Statistics Department

3.67 Although the exports have continued growth in the first two quarters of 2011, exporters are still facing a number of challenges in coming year. The demand of the developed economies is only expected to expand hesitantly in the short term as the pace of US economic recovery is still dragged by the weak fundamentals. The US consumers are still struggling with high unemployment and hence trading down and saving more in the course of deleveraging.

3.68 The sovereign debt problems in some of the eurozone countries have worsened again, thereby increasing volatilities and uncertainties in the financial markets and the Europe's economic prospects. Also, the ongoing conflicts in the Middle East and North Africa countries and the prolonged or escalation of the unrest in these countries will result in persistently high oil prices which will be detrimental to overall global growth expectations and put pressure on market sentiment and valuations.

3.69 The Standard & Poor's (S&P) Rating Services have lowered their long-term sovereign credit rating on the US to 'AA+' from 'AAA'. This was a major development in financial history of the US which held the 'gold plated-AAA' rating since 1917. The downgrade would increase the uncertainty or fluctuation in the securities market and hinder global economic recovery.

3.70 In the supply side, Hong Kong exporters have to live with a challenging production environment, especially rising material costs, administrative and compliance costs, and surging labor costs problems. Also, the profit margins of the exporters are further sliced by the Reminbi appreciation against the US Dollar.

3.71 With the consumer price inflation went up, the notable increase in imported

prices remained the key driving factor, as global commodity prices continued to surge on the back of a more solid global recovery. Indeed, inflation has emerged as a major concern on a region-wide basis across Asian economic growth in robust.

3.72 Apart from the inflation issue, wage pressure is another challenge in the 2011. It was more so upon the implementation of Statutory Minimum Wage in May. As such, the pressures from both external and local business costs are likely to remain elevated in the new term.

3.73 To enhance the competitiveness of the Hong Kong, the 2010-11 Policy Address on 13 October 2010 strived to enhance Hong Kong status as an international center for financial services, trade, shipping and logistics. The Hong Kong SAR Government also works with Guangdong Province to seek for incorporation of the most important functions and roles of Hong Kong-Guangdong co-operation into the National 12th Five-Year Plan.

3.74 To support Hong Kong SMEs, the Government will explore the establishment of a market-oriented loan guarantee scheme to provide a sustainable platform for obtaining credit and inject an additional \$10 billion into the SME Loan Guarantee Scheme substantially from \$20 billion to \$30 billion to support SMEs and increase its competitiveness.

3.75 On top of the provisions granted in earlier phases of the Mainland-Hong Kong Closer Economic Partnership Arrangement (CEPA), the Supplement VII to CEPA were signed on 27 May 2011, providing 35 market liberalization and trade and investment facilitation measures in 19 sectors, bringing the total number of liberalized service sectors under CEPA to 44. These measures will facilitate Hong Kong service industries to enter and expand in mainland market, and foster service industries' integration and professional exchanges of the two sides.

3.76 Although the Hong Kong Government is proactive in developing a series of infrastructure projects to foster closer economic ties between Hong Kong and the Mainland, the projects will last for several years and its effectiveness is unforeseeable in the coming few years. The industries are still required to reform and diversify their business to sustain the growth of the business.

3.77 Despite a number of measures had been announced by the HKSAR Government to enhance the industries' competitiveness, importers / exporters and wholesalers are required to conquer challengers as well as the overall global pressure on market sentiment and valuations.

3.78 The future of the import/export and wholesale trades are still around but prominent growth is not expected. To meet the challenges facing ahead, in short-term or long-term development of the industries, employing high calibre and upgrading existing employees are the key factors to retain the industries' competitiveness.

Source:

1. KPMG China
2. Hong Kong Census and Statistics Department
3. Hong Kong Trade Development Council
4. Economic Analysis Division, HKSAR
5. Hang Seng Bank
6. Amundi Asset Management
7. Economics Newspaper
8. 2010 Policy Address
9. Monthly Report on the Hong Kong Economy
10. Statistics from the Census and Statistics Department

SECTION IV

RECOMMENDATIONS

Training Needs

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

4.2 In respect of the training place to be provided/ sponsored by the employers, according to the findings indicated in Paragraph 3.32 to Paragraph 3.39 in Section III, the industries estimated that around 155 436 and 11 578 training places for the IE and wholesale trades respectively will be required in the coming 12 months. The breakdown by job level is shown in the following table.

Job Level	Number of Training Places to be provided/ sponsored by Employers in 2011	
	<i>IE Trade</i>	<i>Wholesale Trade</i>
Managerial	29 780	1 139
Supervisory	35 088	2 604
Clerical / Operative Support	90 568	7 835
Total	155 436	11 578

4.3 The survey findings revealed that there was a large training needs required by the industries, triggered by the increasing number of challenges. The Training Board considers there is a pressing need to match the all time high training requirements by the employers.

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

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

4.6 The relaxation of the eligibility criteria and the increase in the number of retraining places offered by the Employees Retraining Board (ERB) has a positive impact on

the unemployed persons who experienced difficulties in re-entering into the workforce. These measures are also supported by the Training Board.

4.7 The Training Board supported including the import and export related competencies and China culture as Applied Learning Course in the New Secondary School Curriculum to enable students to understand the fundamental theories and concepts of the IE trades, and provide students the opportunities to explore their career aspirations in the industries.

The Training Services Providers

4.8 In order to survive and remain competitive, Hong Kong needs to strengthen the integration of our economy with the Mainland. In view of this, more training in the areas of China-trade, languages and trade specific skills are needed to meet the circumstances.

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

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

4.11 Training providers are highly recommended to offer more courses like brand management, languages, China trades, quality control, factory audit, international import/export rules and regulations, domestic trading, entrepreneurship skills, B to B and B to C electronic commerce. The Training board believes that such skills and knowledge could enhance the competitiveness of the employees and benefit the employers at last.

Employers

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

4.13 As an incentive to encourage employees to attend and complete training courses, employers are advised to offer various incentives, such as providing time off, monetary subsidies or promotion opportunities wherever possible. Employers' support on the effectiveness of employees' training is very important.

Employees

4.14 To capitalize on the efforts and resource pooled by the other stakeholders most effectively, the mindsets of the employees are equally important. They should strive to develop a vision and be aware of the importance of life-long learning. Employees have to

be prepared to face the changing needs of the trade in order to stay in a competitive import / export and wholesale industries.

B. FUTURE SURVEYS

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

報告摘要

引言

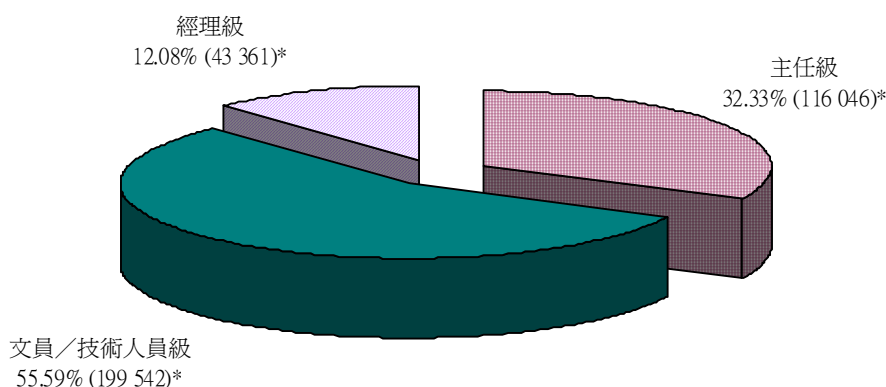
1. 出入口及批發業訓練委員會由香港特別行政區政府成立，負責確定出入口業及批發業的人力情況及培訓需求；並向職業訓練局[VTC]、僱主及其他關注團體建議措施，以應付業界對受訓人才的需求。本會每兩年進行一次人力調查，評估業內的人力狀況及訓練需求。

2. 出入口及批發業 2010 年人力調查（下稱「本調查」）於 2010 年 10 月至 2011 年 4 月期間進行，並以 2010 年 10 月 1 日為調查數據參考日。本調查採用分層隨機抽樣法，選出合共 847 間出入口公司及 210 間批發公司為調查對象，而整體有效回應率分別為 92.6%（出入口業）及 96.2%（批發業）。

僱員人數

3. 調查顯示，從事出入口業主要職務的僱員（即「技術僱員」）有 358 949 人，當中 43 361 人屬經理級（2008 年：44 043 人）、116 046 人屬主任級（2008 年：121 643 人），其餘 199 542 人屬文員／技術人員級（2008 年：197 085 人）。圖 1 顯示出入口業各職級的僱員分布情況。

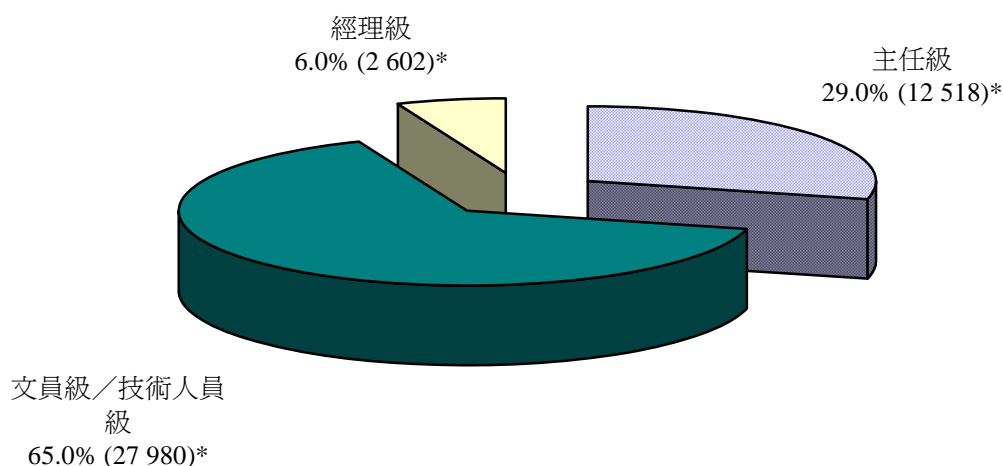
圖 1 出入口業
各職級的僱員分布情況
(2010 年 10 月)
(總數：358 949 人)



* 括號內為僱員人數。

4. 調查期間，批發業共有 43 100 名技術僱員，當中 2 602 人屬經理級（2008 年：2 871 人）、12 518 人為主任級（2008 年：11 233 人），其餘 27 980 人屬文員／技術人員級（2008 年：22 908 人）。圖 2 顯示批發業各職級的僱員分布情況。

圖 2 批發業
各職級的僱員分布情況
(2010 年 10 月)
(總數：43 100 人)



* 括號內為僱員人數。

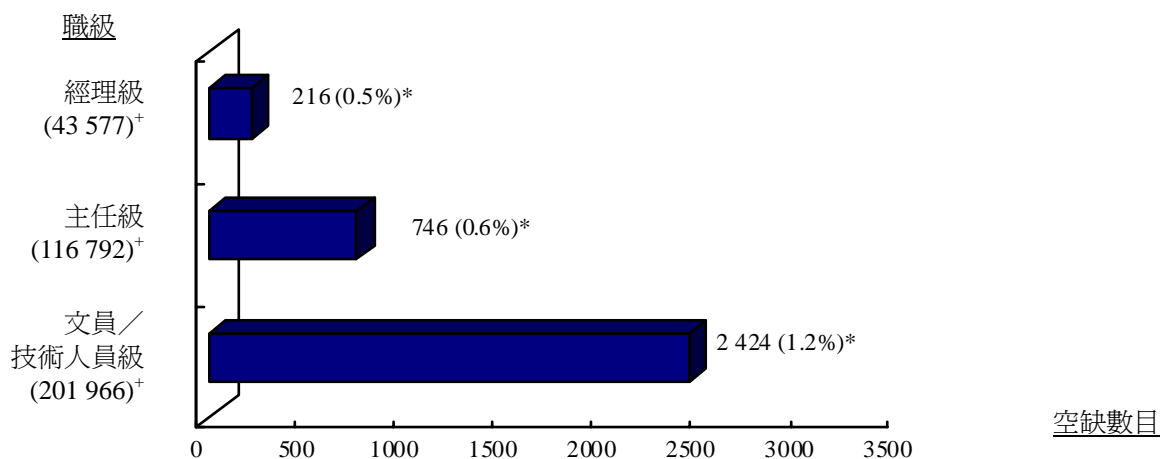
5. 與 2008 年調查相比，從事出入口業主要職務的僱員人數錄得減幅（下降 3 822 人，-1.1%），而批發業方面則錄得升幅（增加 6 088 人，16.4%）。

6. 至於總人力（即技術僱員及行政／其他支援人員數目總和），兩個行業走勢不同：出入口業由 2008 年 497 464 人下降至 2010 年 482 689 人（減少 14 775 人，-3.0%），而批發業則由 2008 年 60 773 人增加至 2010 年 65 215 人（增加 4 442 人，7.3%）。

空缺數目

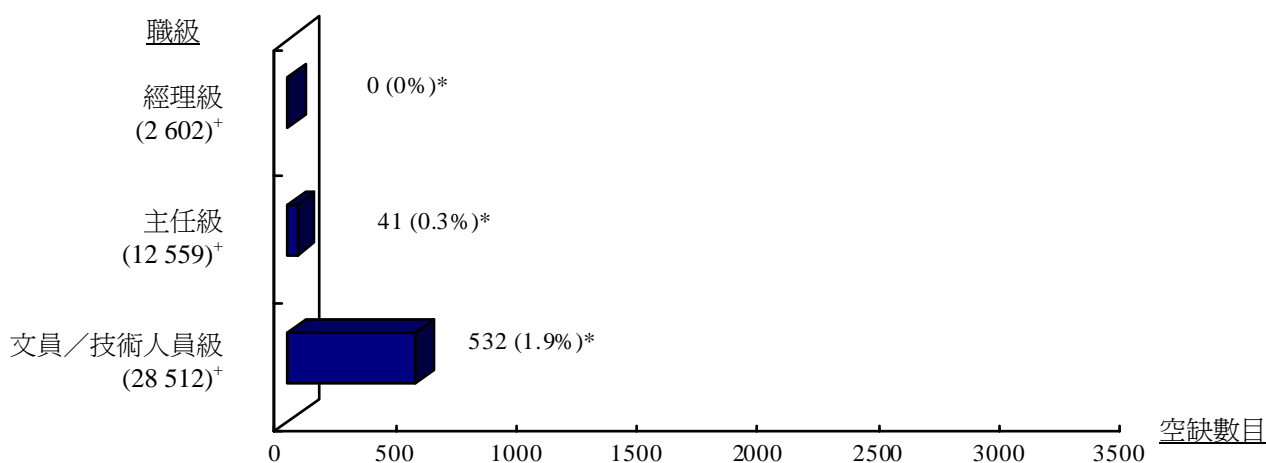
7. 調查期間，出入口業共有 3 386 個空缺，佔該業 362 335 個職位的 0.9%（2008 年空缺：2 710 個，0.7%）。當中，經理級空缺有 216 個（2008 年：77 個）、主任級空缺有 746 個（2008 年：1 313 個），而文員／技術人員級空缺則有 2 424 個（2008 年：1 320 個）。詳情見圖 3。

圖 3 出入口業
各職級的空缺數目
(2010年10月)
(總數：3 386人)



8. 相比之下，批發業所有職級的空缺合共有 573 個，較 2008 年共 339 個為多。整體空缺總數佔 2010 年業內 43 673 個職位的 1.3 %，其中大部分屬文員／技術人員級空缺（532 個）。圖 4 顯示批發業的空缺分布狀況。

圖 4 批發業
各職級的空缺數目
(2010年10月)
(總數：573人)



註： (適用於圖 3 及 4)
* 估業內同級職位數目的百分率。
+ 業內同級的職位數目。

僱主預測至 2011 年 10 月的人力需求

9. 根據僱主預測，至 2011 年 10 月出入口業職位將有 362 311 個，批發業則有 43 649 個。預期兩個行業的人力增長走勢一致。僱主預測，與 2010 年人力需求相比，2011 年 10 月出入口業的職位將減少 24 個 (-0.01%)，而批發業亦同樣會減少 24 個職位 (-0.05%)。圖 5 及 6 詳列僱主對 2011 年 10 月時各職級人力需求的預測。

圖 5
出入口業
僱主預測各職級的人力需求
(至 2011 年 10 月)
(總數：362 311 人)

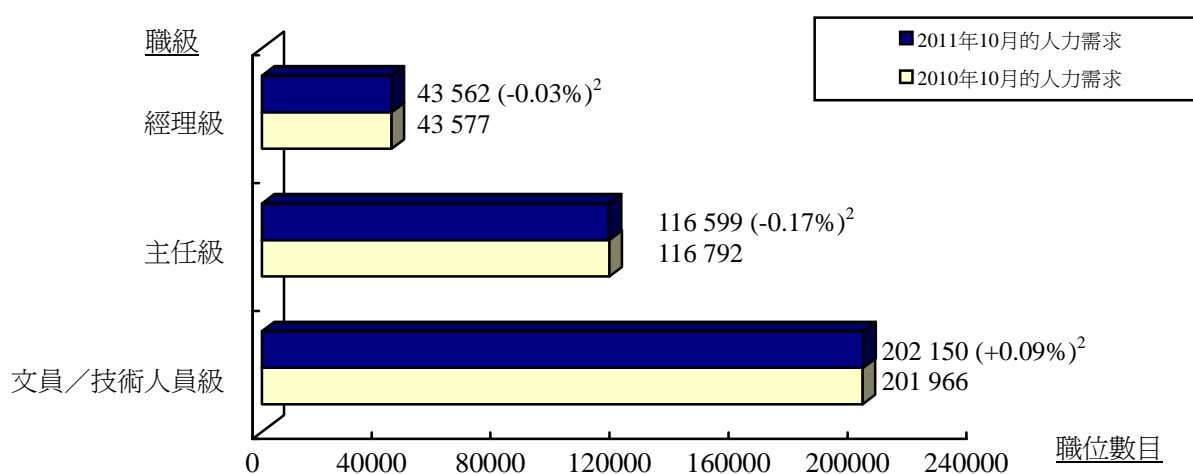
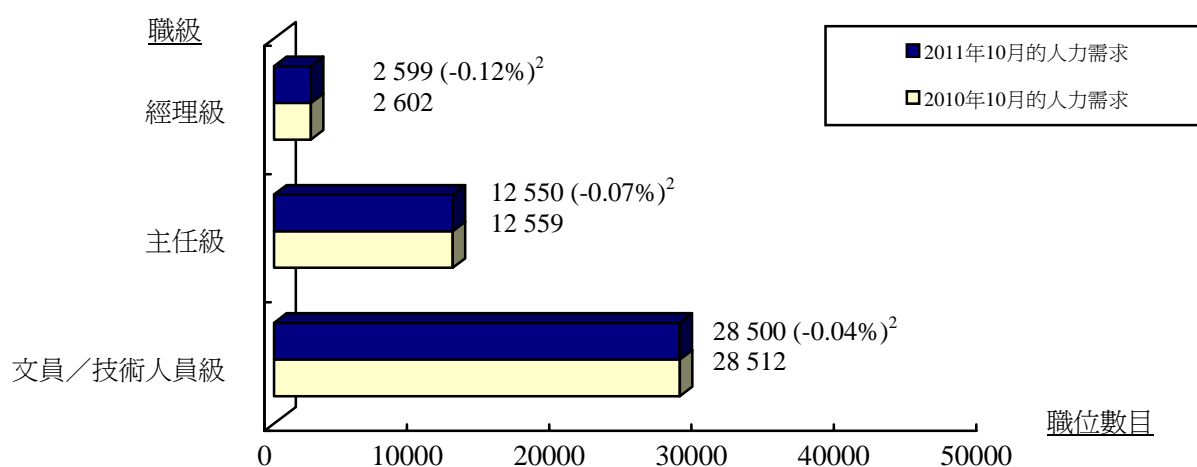


圖 6
批發業
僱主預測各職級的人力需求
(至 2011 年 10 月)
(總數：43 649 人)



註： (適用於圖 5 及 6)

1 人力需求 = 各職級現職僱員 + 空缺數目。

2 括號內為增長率，表示增長人數佔 2010 年 10 月業內同級職位數目的百分率。

過去 12 個月的僱員流動率

10. 調查前 12 個月內，出入口業共有 31 036 名僱員離職（佔該業職位總數 8.6%）。有交代去向的離職僱員中，12 883 人（41.5%）轉投業內其他相關職位、1 644 人（5.3%）轉行，其餘因移民、退休、升學離職者有 1 579 人（5.1%），其他原因離職者有 14 930 人（48.1%）。

11. 另一方面，批發業於過去 12 個月內共有 2 070 名僱員離職（佔該業職位總數 4.7%），大部分人（695 人，33.6%）轉投業內其他公司；轉業的僱員則只有 223 人（10.8%）；其餘 186 人（9.0%）因移民、退休、升學離職，另有 966 人（46.7%）以其他原因離職。

12. 過去 12 個月出入口及批發業各職級的僱員流動率見圖 7 及 8。

圖 7 出入口業
過去 12 個月各職級的僱員流動率
(總離職人數：31 036 人)

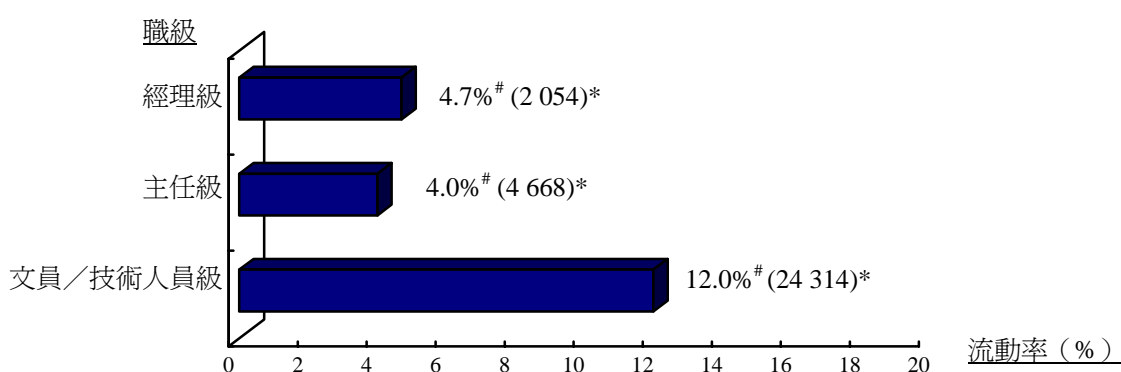
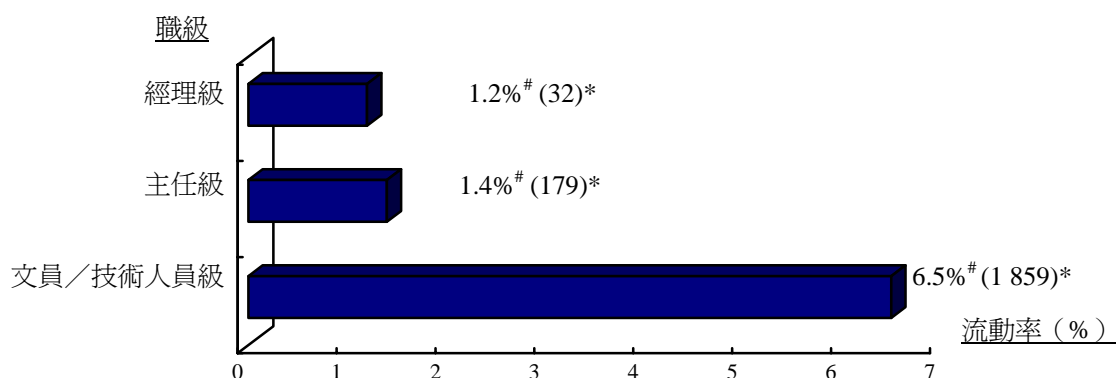


圖 8 批發業
過去 12 個月各職級的僱員流動率
(總離職人數：2 070 人)



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

培訓需求

13. 為提升員工的技能，維持競爭力，大部分僱主已準備好在來年向僱員提供培訓或資助他們接受培訓。2010 年調查中，出入口業及批發業分別錄得 155 436 個及 11 578 個培訓名額，與 2008 年調查時的 132 748 個及 3 891 個相比，兩個行業的培訓名額均大幅增加。

14. 按培訓名額計算，僱主於未來 12 個月擬提供／資助的首五項熱門培訓類別如下：

出入口業

1. 產品知識 (19 975 個)
2. 客戶關係 (18 264 個)
3. 英語會話 (13 382 個)
4. 普通話 (13 000 個)
5. 電子商貿的知識及應用 (12 611 個)

批發業

1. 客戶關係 (3 329 個)
2. 產品知識 (1 872 個)
3. 普通話 (1 210 個)
4. 英語會話 (1 119 個)
5. 英語書寫能力 (1 093 個) / 中文書寫能力 (1 093 個)

2008 年至 2010 年的人力變動

15. 圖 9 比較 2008 年與 2010 年出入口業各職級的僱員總數。整體而言，2010 年的總人力較 2008 年減少 14 775 人 (-3.0%)。業內的公司則由 2008 年 78 502 間下降至 2010 年 73 855 間，共減少 4 647 間 (-5.9%)。人力與公司數目減少的情況互相吻合。

16. 批發業自 2008 年起增長迅速，帶動該業的總人力增長 7.3% (2008 年：60 773 人，2010 年：65 215 人)，公司數目增長 30.7% (2008 年：11 402 人，2010 年：14 908 人)。不過，經理級僱員的數目則輕微下降 (2008 年：2 871 人，2010 年：2 602 人)，而主任級 (2008 年：11 233 人，2010 年：12 518 人) 及文員／技術人員級 (2008 年：22 908 人，2010 年：27 980 人) 則明顯增加。兩次調查的人力變動比較見圖 10。

圖 9

進出口業
各職級的僱員人力變動
(2008 年與 2010 年比較)

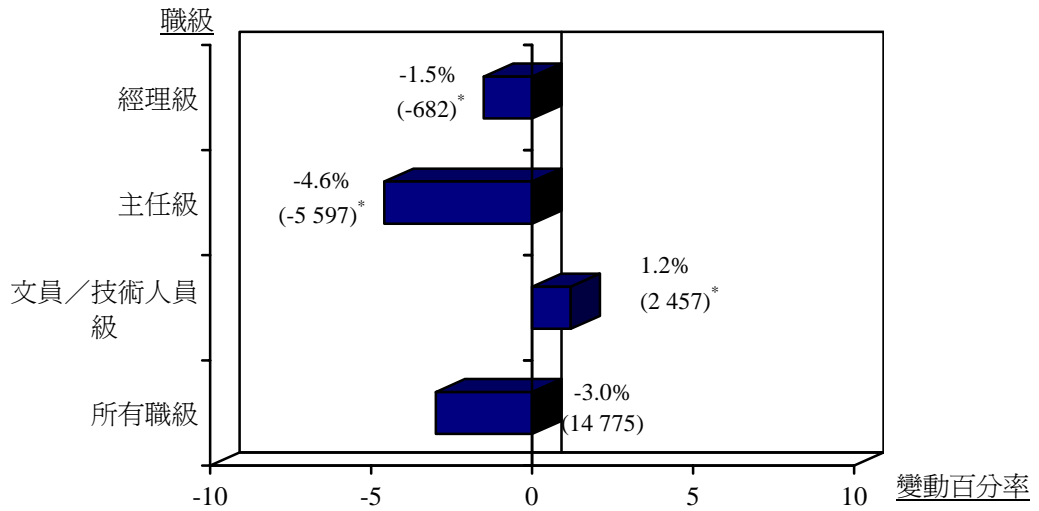
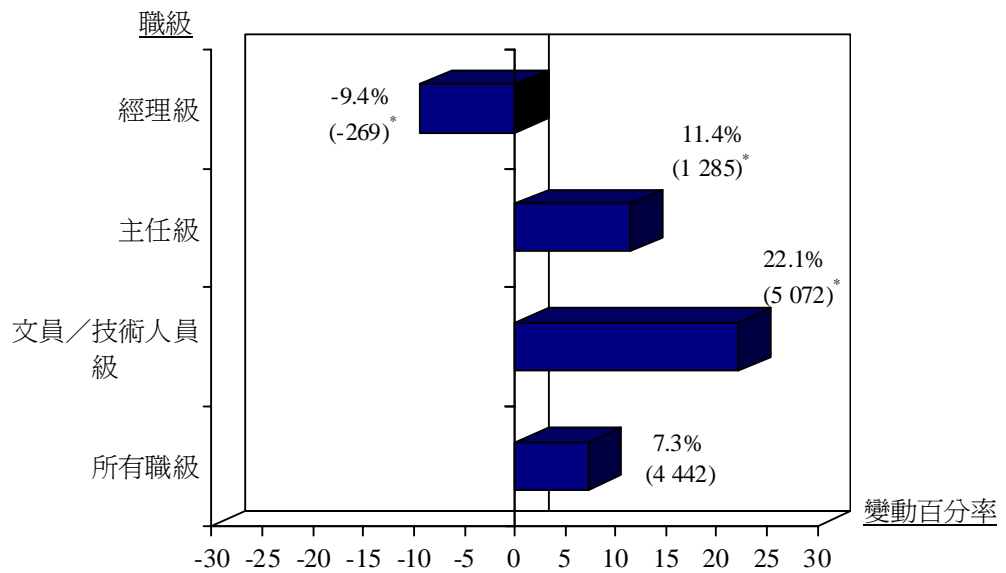


圖 10

批發業
各職級的僱員人力變動
(2008 年與 2010 年比較)



註： (適用於圖9及10)
* 技術僱員人數。

至 2011 年 10 月的額外人力需求

17. 過去 12 個月離開本業的人力稱為「流失人手」。表 A 綜合截至 2011 年 10 月為止業內的人手流失數目及預測需增聘的僱員人數，而推算的額外所需的人力。

表 1 各職級的預測額外人力需求
(至 2011 年 10 月)

職級	2010 年 10 月的僱員人數	僱主預測至 2011 年 10 月的人力增長	為填補流失員工而需增聘的人手		至 2011 年 10 月的額外人力需求 ²
			人數	(%) ¹	
<i>出入口業</i>					
經理級	43 361	-15	1 392	3.22	1 377
主任級	116 046	-193	2 551	2.20	2 358
文員／技術人員級	199 542	184	14 210	7.12	14 394
<i>小計</i>	358 949	-24	18 153	5.06	18 129
<i>批發業</i>					
經理級	2 602	-3	8	0.31	5
主任級	12 518	-9	101	0.81	92
文員／技術人員級	27 980	-12	1 266	4.52	1 254
<i>小計</i>	43 100	-24	1 375	3.19	1 351
總計	402 049	-48	19 528	4.86	19 480

註：

1 「流失率」指因轉行、移民、退休、升學或其他原因離職者所佔業內僱員總數的百分率。

2 假設流失員工予以全數填補：

2011 年額外人力需求 = 僱主預測至 2011 年 10 月的人力增長 + 為填補流失員工而增聘的人手。

推算 2011 年至 2015 年的人力需求

18. 為推算人力上的變動，本會參考了出入口業及批發業僱主所預測至 2011 年 10 月的人力需求，但考慮到僱主的看法可能較為審慎及主觀，故此亦採用其他統計方法，以求提供更客觀的意見。

19. 一如過去數年，本調查採用人力市場分析法[LMA]推算出入口業每年的人力需求。LMA 較其他方法客觀，使用七項與業界相關的經濟指標，推算出人力需求數據。而採用 LMA 推算所得的 2011 至 2015 年出入口業人力需求數據見表 B。

表 2
出入口業
2011 年至 2015 年人力需求推算
(採用市場分析法)

年份	需求人力	LMA 推算數字	僱主預測[EF]
2010	362 335	-	-
2011	-	369 499 (+1.98%*)	362 311 (-0.01%*)
2012	-	375 292 (+1.57**)	-
2013	-	379 997 (+1.25%**)	-
2014	-	384 238 (+1.12%**)	-
2015	-	388 247 (+1.04%**)	-

註：

- 1 所有數字只包括技術僱員。
- * 與 2010 年實際人力比較的變動百分率
- ** 與前一年推算人力比較的變動百分率

LMA：人力市場分析法[Labour Market Analysis]
EF：調查期間僱主的預測[Employers' Forecast]

20. 按 LMA 預測，出入口業 2011 年人力需求將增加 1.98%，而僱主預測則為 -0.01%；兩者在人數及趨向方面均有差異，原因可能是僱主調查於 2010 年 10 月進行，而 LMA 則採用 2011 年第一季的最新經濟指標推算。

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

表 3

批發業
2011 年至 2015 年人力需求推算
(採用調節過濾法及僱主預測)

年份	需求人力	AFM 推算數字	僱主預測
2010	43 673	-	-
2011	-	44 369 (+1.59%*)	43 649 (-0.05%*)
2012	-	45 407 (+2.34%**)	-
2013	-	46 206 (+1.76%**)	-
2014	-	46 817 (+1.32%**)	-
2015	-	47 282 (+1.00%**)	-

註：

1 所有數字只包括技術僱員。

* 與 2008 年實際人力比較的變動百分率

** 與前一年推算人力比較的變動百分率

AFM：調節過濾法[Adaptive Filtering Method]

EF：調查期間僱主的預測[Employers' Forecast]

22. 從上表可見，AFM 及僱主預測的走勢相反。按 AFM 推算，2011 年所需求人力將較 2010 年增加 1.59%，而僱主預測則為-0.05%。

第一章

緒論

出入口及批發業訓練委員會

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

人力調查工作小組

1.2 為達成上述目標，本會自 1980 年代初開始，每兩年進行一次出入口及批發業人力調查，並成立工作小組，統籌及指導調查過程，包括設計調查問卷、抽樣、分析及匯報數據等工作。此外，工作小組亦與政府統計處(以下簡稱「統計處」)緊密合作，由統計處負責實地調查、數據輸入及編製統計圖表等工作。2010 年人力調查工作小組的成員名單載於附錄 3。

人力調查專題小組

1.3 本會成立專題小組，蒐集有關本業經濟前景及人力資源的意見。專題小組的成員名單載於附錄 4。

2010 年人力調查

1.4 本會與統計處合作進行實地調查，蒐集 2010 年 10 月至 2011 年 4 月期間業內的人力資料。所得的數據交由統計處分類，並由本會分析匯報。以往，調查結果會分別整理為出入口業及批發業兩份報告。鑑於兩個行業密切相關，自 2006 年起將兩份調查報告合併。

調查範圍

1.5 是次抽樣調查對象，涵蓋下列載於統計處「機構單位記錄庫」內的出入口及批發公司。

甲、 出入口業

包括從事：

- 貨物進口作批發及／或貨物出口的公司（郵購商行及經互聯網出售貨物的公司除外）

- 安排貨物進出口的貨物購買代理人或代辦商

乙、批發業

向下列類別的公司／人士轉售（不經改造過程的銷售）全新和使用過的商品，或在買賣過程中充當代理：

- 零售商
- 工商業機構或專業使用者
- 其他批發商

1.6 是次調查根據「香港標準行業分類」[HSIC]，採用下列出入口及批發業的行業編碼：

HSIC 行業編碼

詳細說明

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

調查方法

1.7 本會採用分層隨機抽樣法，在指定範圍內選出 847 間出入口公司和 210 間批發公司為調查對象。

1.8 本會將詳盡的調查問卷寄給各選定公司以供填寫，並以 2010 年 10 月 1 日為調查數據參考日。兩個行業的調查問卷第一部分（核心問題）內容相同，但第二部分的補充問題則略有不同。出入口及批發業的調查問卷樣本載於附錄 5 至 10。

1.9 實地調查之前，本會向統計處調查人員仔細講解有關須知，包括調查問卷的結構，並提醒他們必須準確配對職務編號（共劃分為三個主要級別，即經理級、主任級、文員／技術人員級）的重要。調查人員隨後造訪選定公司，以確保所填報的資料正確無誤。實地調查工作於 2010 年 10 月至 2011 年 4 月期間進行。一如預期，大部分問卷於首兩個月內收回，而個別個案的跟進工作則延至 2011 年 4 月，以期獲得更佳的回應率。

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

調查回應

1.11 在 847 間選定的出入口公司中，585 間填覆調查問卷，47 間拒絕回覆。撇除其中 215 間公司因結業、搬遷、無法聯絡或有註冊商號但無運作、暫時停業、並非從事有關行業或其他原因而未有回覆之外，是次調查的有效回應率為 92.6%。

1.12 在 210 間選定的批發公司中，153 間填覆調查問卷，6 間拒絕回覆。撇除其中 51 間公司因結業、搬遷、無法聯絡或有註冊商號但無運作、暫時停業、並非從事有關行業或其他原因而未有回覆之外，是次調查的有效回應率為 96.2%。

調查結果

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

1.14 「東主／獨資經營者／執行合夥董事」的職責時而重疊，界限並不分明，為避免分類上的模糊，本會自 2008 年的調查開始，將之歸類為「經理級」；另外，為求清晰及方便配對，本會亦修訂了部分職務說明；並將工種遷離的目的地重新劃分；以及加入新的行業專業技能，配合人力發展方面的轉變。

第二章

調查結果

公司數目

2.1 近年經濟好轉，本地生產總值[GDP]按年實質增長由 2009 年的 -3.6% 上升至 2010 年的 6.8%。儘管如此，進出口公司的數目卻由 2008 年的 78 502 間下降至 2010 年的 73 855 間（減少 4 647 間，下跌 5.9%）。批發業方面，公司數目則跟隨 GDP 的升勢有顯著的增幅，由 2008 年的 11 402 間增加至 2010 年的 14 908 間，增幅達 30.7%。

僱員人數

2.2 2010 年 10 月的調查結果顯示，進出口業及批發業的技術僱員（泛指從事主要職務之員工）分別為 358 949 名及 43 100 名，較 2008 年調查的 362 771 名及 37 012 名有所增減。附錄 11 及 12 詳細列出兩個行業的人力數字。

2.3 表 4 及表 5 按職級詳列進出口及批發業的人力結構。

表 4
進出口業的人力結構
(按職級劃分)
(2010 年 10 月時)

職級	人數
經理級	43 361
主任級	116 046
文員／技術人員級	199 542
技術僱員總數	358 949
其他經理級支援人員 ¹	9 611
其他主任級支援人員 ²	13 659
其他文員／技術人員 ³	70 754
其他支援人員 ⁴	29 716
僱員總數	482 689

表 5
批發業的人力結構
(按職級劃分)
(2010 年 10 月時)

職級	人數
經理級	2 602
主任級	12 518
文員／技術人員級	27 980
技術僱員總數	43 100
其他經理級支援人員 ¹	619
其他主任級支援人員 ²	1 437
其他文員／技術人員 ³	7 973
其他支援人員 ⁴	12 086
僱員總數	65 215

註： (適用於表 4 及表 5)

- 1 從事工程、生產、人事、會計、財務、資訊科技或其他行政工作的經理。
- 2 負責人事、財務、會計及資訊科技等多個行政及支援工作範疇的主任。
- 3 提供文書、人事、財務、會計及資訊科技等多個支援工作範疇的文員。
- 4 擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。

2.4 在僱員總數方面，出入口業較 2008 年調查下降 3.0% (即 14 775 人)，而批發業則錄得 7.3% 的輕微升幅。兩個行業的僱員人數增長情況相反，在出入口業，反映環球經濟不明朗，以及過去幾年出入口業急速增長，導致現時增長放緩；至於批發業，由於推出措施改變營商性質，擴展零售連鎖店的服務範圍，因此仍然能夠保持穩定增長。

出入口及批發業的僱員人數

2.5 調查顯示，從事出入口業主要職務的 358 949 人中，43 361 人 (12.1%) 屬經理級、116 046 人 (32.3%) 為主任級，其餘 199 542 人 (55.6%) 屬文員／技術人員級。表 6 按職級比較出入口業於 2008 年及 2010 年的僱員分布情況。

表 6
出入口業的僱員分布情況
(按職級劃分)
(2008 年與 2010 年比較)

職級	2008 年 11 月	2010 年 10 月	增／減	變動 百分率
經理級	44 043	43 361	-682	-1.5
主任級	121 643	116 046	-5 597	-4.6
文員／技術人員級	197 085	199 542	+2 457	+1.2
技術僱員總數	362 771	358 949	-3 822	-1.1
行政及其他支援人員	134 693	123 740	-10 953	-8.1
僱員總數	497 464	482 689	-14 775	-3.0

2.6 表 6 顯示，因出入口公司數目減少，除文員／技術人員級外，其餘兩個級別的僱員人數均顯著下降。

2.7 相反，批發業的僱員人數則有上升傾向。43 100 名技術僱員中，2 602 人（6.0%）屬經理級、12 518 人（29.0%）屬主任級，其餘 27 980 人（64.9%）屬文員／技術人員級。表 7 按職級比較批發業於 2008 年及 2010 年的僱員分布情況。

表 7
批發業的僱員分布情況
(按職級劃分)
(2008 年與 2010 年比較)

職級	2008 年 11 月	2010 年 10 月	增／減	變動 百分率
經理級	2 871	2 602	-269	-9.4
主任級	11 233	12 518	+1 285	+11.4
文員／技術人員級	22 908	27 980	+5 072	+22.1
技術僱員總數	37 012	43 100	+6 088	+16.4
行政及其他支援人員	23 761	22 115	-1 646	-6.9
僱員總數	60 773	65 215	+4 442	+7.3

2.8 雖然批發業公司數目增加，但經理級僱員人數並未相應上升，反而錄得 9.4% 減幅，批發公司把經理的權責下放至主任級員工是部分原因。

2.9 對比 2008 年，2010 年出入口及批發業的「行政及其他支援人員」數目均告下跌（雖然兩者的跌幅有所不同）。這顯示兩個行業日益注重並普遍選擇把行政職務外判，尤其是與物流及倉務相關的工作，以節省成本，亦藉專業的服務提供者取得更專門的服務。

現有空缺額

2.10 調查期間，僱主填報的出入口業職位空缺共有 3 386 個（佔該行業僱員總數 0.9%）。若按職級劃分，大部分空缺屬文員／技術人員級和主任級，但亦分別只佔現有相關職位總數 1.2% 及 0.6%，顯示該行業的現有人力實際面臨收縮。附錄 11 按職級和職稱詳細分析調查結果。

2.11 而批發業則僅錄得 573 個職位空缺（或佔該行業現有職位的 1.3%）。若按職級劃分，大部分空缺屬文員／技術人員級，只有少部分空缺屬主任級，而經理級則沒有空缺。附錄 12 按職稱分析空缺詳情。

2.12 表 8 按職級詳列出入口及批發業的空缺詳情。

表 8 空缺數目
(按職級劃分)
(2010 年 10 月時)

職級 行業	經理級 ⁴ (%) ¹	主任級 (%) ¹	文員／技術人 員級 (%) ¹	總計 (%) ¹
出入口業 (362 335) ²	216 (0.5)	746 (0.6)	2 424 (1.2)	3 386 (0.9)
批發業 (43 673) ³	0 (0.0)	41 (0.3)	532 (1.9)	573 (1.3)
總計 (406 008)	216 (0.5)	787 (0.6)	2 956 (1.3)	3 959 (1.0)

註:

- 1 佔出入口或批發業該職級職位總數的百分率。
- 2 2010 年 10 月出入口業的職位總數（包括現職僱員和空缺），劃分為經理級（43 577 個）、主任級（116 792 個）及文員／技術人員級（201 966 個）。
- 3 2010 年 10 月批發業的職位總數（包括現職僱員和空缺），劃分為經理級（2 602 個）、主任級（12 559 個）及文員／技術人員級（28 512 個）。
- 4 經理級包括東主／獨資經營者／執行合夥董事在內。

僱主預測至 2011 年 10 月的人力需求

2.13 表 9 列出僱主預測至 2011 年 10 月時出入口及批發業各職級的人力需求。

表 9 僱主預測至 2011 年 10 月時各職級的人力需求

	2010 年 10 月 僱員人數	2010 年 10 月 空缺數目	2010 年 10 月 人力需求 ³	僱主預測至 2011 年 10 月時的 人力增長 (%) ¹	僱主預測 2011 年 10 月的 人力需求
<i>出入口業</i>					
經理級 ²	43 361	216	43 577	-15 (-0.03)	43 562
主任級	116 046	746	116 792	-193 (-0.17)	116 599
文員／技術人員 級	199 542	2 424	201 966	184 (0.09)	202 150
<i>小計</i>	358 949	3 386	362 335	-24 (-0.01)	362 311
<i>批發業</i>					
經理級 ²	2 602	0	2 602	-3 (-0.12)	2 599
主任級	12 518	41	12 559	-9 (-0.07)	12 550
文員／技術人員 級	27 980	532	28 512	-12 (-0.04)	28 500
<i>小計</i>	43 100	573	43 673	-24 (-0.05)	43 649
總計	402 049	3 959	406 008	-48 (-0.01)	405 960

註：

- 1 相對 2010 年 10 月出入口或批發業同一職級的預測增幅。
- 2 經理級包括東主／獨資經營者／執行合夥董事在內。
- 3 人力需求包括現職僱員和空缺數目。

2.14 從表 9 可見，出入口業的僱主預測至 2011 年 10 月時，該行業將有 362 311 個職位，較 2010 年 10 月的 362 335 個減少 0.01%（24 個）。主任或以上職級的人力需求下降，反映出入口業正在收縮。預期文員／技術人員級的職位增長亦只有 0.09%，反映僱主在規劃策略時傾向審慎。

2.15 批發業的僱主預測至 2011 年 10 月時，該行業將有 43 649 個主要職務職位，較現時的 43 673 個減少 0.05%（或 24 個）。批發業所有職級的人手需求均告下跌，反映該業的營商前景不明朗。

2.16 僱主預測出入口及批發業至 2011 年 10 月時各職級的人手需求亦另見於報告摘要內的圖 5 及圖 6。有關兩個行業更詳細的調查結果分析（按職稱劃分），請參閱附錄 11 及 12。

過去 12 個月的內部晉升情況

2.17 調查顯示，2010 年 10 月之前的 12 個月內，出入口業有 2 205 名僱員（佔該行業僱員總數 0.61%）獲內部晉升，實際數目及增幅均較 2008 年調查大為下降。內部晉升率相對最高的類別為「由主任級晉升為經理級」（1.71%），其次是「由文員／技術人員級晉升為主任級」（1.24%）。至於其他職位，可能由於僱員流動率高，一如以往，「由其他職位晉升為文員／技術人員級」的只有少數。

2.18 與 2008 年的調查比較，批發業獲內部晉升的僱員減少 92 人（佔該行業僱員總數 0.21%），與出入口業的情況相同。表 10 總結兩個行業各職級的內部晉升情況。

表 10

過去 12 個月各職級僱員的內部晉升情況

職級	2010 年 10 月的 僱員人數	獲內部晉升的 僱員人數 (%) ¹
<i>出入口業</i>		
由主任級晉升為經理級	43 361	743 (1.71)
由文員／技術人員級晉升為主任級	116 046	1 434 (1.24)
由其他職位晉升為文員／技術人員級	199 542	28 (0.01)
<i>小計</i>	<i>358 949</i>	<i>2 205 (0.61)</i>
<i>批發業</i>		
由主任級晉升為經理級	2 602	17 (0.65)
由文員／技術人員級晉升為主任級	12 518	70 (0.56)
由其他職位晉升為文員／技術人員級	27 980	5 (0.02)
<i>小計</i>	<i>43 100</i>	<i>92 (0.21)</i>
總計	402 049	2 297 (0.57)

註：

1 佔出入口或批發業同一職級僱員總數的百分率。

過去 12 個月的僱員流動率

2.19 出入口業過去 12 個月內離職的僱員減至 31 036 人（佔該行業職位總數 8.65%），較 2008 年調查的 53 149 人為少。根據僱主的紀錄，大部分離職僱員（約佔整體流動率 41.51%）繼續從事出入口業工作（包括創業）。如按職級劃分，文員／技術人員級的流動率最高（12.0%），較上次調查約下降 6.3%；而經理級和主任級的流動率則只有前次調查時的一半，分別為 4.7% 及 4.0%。

2.20 批發業的僱員流動情況與 2008 年調查比較則較為溫和。2010 年共有 2 070 人離職（佔批發業職位總數 4.7%），較 2008 年的數字（1 776 人）稍微上升。與出入口業的情況一樣，可追溯紀錄的離職人士大部分（33.57%）仍選擇同一行業。

2.21 表 11 總結僱員的流動情況。

表 11 過去 12 個月的僱員流動情況
(按離職去向及職級劃分)

離職僱員去向	經理級	主任級	文員／技 術人員級	總計	
	(%) ¹	(%) ¹	(%) ¹	(%) ¹	(%) ²
<i>出入口業</i>					
從事與出入口業相關的工作（包括創業）	662 (1.52)	2 117 (1.81)	10 104 (5.00)	12 883 (3.56)	(41.51)
從事與出入口業無關的工作（包括創業）	197 (0.45)	286 (0.24)	1 161 (0.57)	1 644 (0.45)	(5.30)
移民、退休、升學或其他	52 (0.12)	15 (0.01)	1 512 (0.75)	1 579 (0.44)	(5.09)
不清楚去向	1 143 (2.62)	2 250 (1.93)	11 537 (5.71)	14 930 (4.12)	(48.11)
<i>小計</i>	2 054 (4.71)	4 668 (4.0)	24 314 (12.04)	31 036 (8.57)	

註：

1 佔出入口業同一職級職位總數的百分率。

2 佔出入口業過去 12 個月內離職僱員總數的百分率。

離職僱員去向	經理級 (%) ¹	主任級 (%) ¹	文員／技 術人員級 (%) ¹	總計 (%) ¹ (%) ²	
批發業					
從事與批發業相關的工作（包括創業）	24 (0.92)	78 (0.62)	593 (2.08)	695 (1.59)	(33.57)
從事與批發業無關的工作（包括創業）	0 (0.00)	1 (0.008)	222 (0.78)	223 (0.51)	(10.77)
移民、退休、升學或其他	1 (0.04)	35 (0.28)	150 (0.53)	186 (0.43)	(8.99)
不清楚去向	7 (0.27)	65 (0.52)	894 (3.14)	966 (2.21)	(46.67)
小計	32 (1.23)	179 (1.43)	1 859 (6.52)	2 070 (4.74)	
總計	2 086 (4.52)	4 847 (3.75)	26 173 (11.36)	33 106 (8.15)	

註：

1 佔批發業同一職級職位總數的百分率。

2 佔批發業過去 12 個月內離職僱員總數的百分率。

宜有教育程度

2.22 根據附錄 13，約 58% 出入口業僱主期望經理級僱員具備大學學位程度或專業資格。調查亦顯示，更多僱主接受主任級僱員具中四至中五程度（2010 年：27.3%，2008 年：16.5%）。同時，僱主亦注重副學位程度的學歷，尤其是副學士／高級文憑，及文憑／證書程度的學歷。一如以往，僱主要求文員／技術人員級僱員具中四至中五程度。總括而言，由於人力市場流動性極高，僱主寧可聘用穩定而學歷較低的僱員，故此入職條件較從前寬鬆。

2.23 批發業聘用經理級僱員的要求與出入口業相同。2010 年，43.1% 僱主期望經理級僱員具備大學或以上程度資歷，較 2008 年的 40.2% 微升。主任級及文員／技術人員級的情況顯示，更多僱主願意聘用「中四至中五」程度的僱員。僱主放寬入職條件，顯示批發業在吸引和挽留員工方面遇上困難。詳情見附錄 14。

宜有相關工作年資

2.24 雖然出入口業僱主普遍不堅持僱員須具較高學歷，但大部分仍然希望經理級僱員有較長的相關年資。60.4% 僱主要求他們具備「六年或以上」年資。

2.25 批發業僱主對經理級僱員的年資要求則與 2008 年的調查結果大致相同。

2.26 附錄 15 和 16 詳細分析兩個行業各職位宜有的相關工作年資。

每月平均收入

2.27 與 2008 年的調查相若，2010 年出入口業經理級及主任級人員的收入分別介乎「港幣 20,001 元至 50,000 元」及「港幣 10,001 元至 30,000 元」。文員級的薪酬則較 2008 年調查微升，主要介乎「港幣 8,001 元至 20,000 元」。表 12 概括顯示出入口業各職級僱員的每月平均收入幅度。

2.28 至於批發業，2010 年每月收入介乎「港幣 30,001 元至 50,000 元」的經理級職位僅佔 14.6%，較 2008 年調查（23.8%）下跌差不多一半；而收入介乎「港幣 10,001 元至 20,000 元」的主任級僱員人數則佔 57.8%，與 2008 年的調查結果（60.7%）大致相同。文員級僱員的收入亦有上升趨勢，2010 年每月收入介乎「港幣 10,001 元至 20,000 元」的員工人數佔該職級的僱員總數約三分之一（37.93%）。表 13 概括列出批發業各職級僱員的每月平均收入分布。

表 12

出入口業
各職級的每月平均收入幅度

每月平均收入幅度	僱員人數			
	經理級 (%) ¹	主任級 (%) ¹	文員／技術人 員級 (%) ¹	總計 (%) ²
\$6,001 以下	- (-)	50 (0.04)	3 727 (1.87)	3777 (1.05)
\$6,001 - \$8,000	- (-)	226 (0.19)	10 514 (5.27)	10 740 (2.99)
\$8,001 - \$10,000	- (-)	8 394 (7.23)	68 122 (34.14)	76 516 (21.32)
\$10,001 - \$20,000	2 857 (6.59)	56 547 (48.73)	76 048 (38.11)	135 452 (37.74)
\$20,001 - \$30,000	18 766 (43.28)	27 960 (24.09)	16 561 (8.30)	63 287 (17.63)
\$30,001 - \$50,000	11 746 (27.09)	2 506 (2.19)	557 (0.28)	14 809 (4.13)
\$50,001 - \$70,000	2 289 (5.28)	22 (0.02)	- (-)	2 311 (0.64)
\$70,000 以上	754 (1.74)	- (-)	- (-)	754 (0.21)
未有註明	6 949 (16.02)	20 341 (17.53)	24 013 (12.03)	51 303 (14.29)
總計	43 361 (100.00)	116 046 (100.00)	199 542 (100.00)	358 949 (100.00)

註：

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

表 13

批發業
各職級的每月平均收入幅度

每月平均收入幅度	僱員人數			
	經理級 (%) ¹	主任級 (%) ¹	文員／技術人 員級 (%) ¹	總計 (%) ²
\$6,001 以下	- (-)	- (-)	521 (1.86)	521 (1.21)
\$6,001 - \$8,000	- (-)	- (-)	7 298 (26.08)	7 298 (16.93)
\$8,001 - \$10,000	- (-)	2 262 (18.07)	7 579 (27.09)	9 841 (22.83)
\$10,001 - \$20,000	652 (25.06)	7 236 (57.80)	10 612 (37.93)	18 500 (42.92)
\$20,001 - \$30,000	1 113 (42.77)	2 019 (16.13)	164 (0.59)	3 296 (7.65)
\$30,001 - \$50,000	380 (14.60)	73 (0.58)	- (-)	453 (1.05)
\$50,001 - \$70,000	122 (4.69)	- (-)	- (-)	122 (0.28)
\$70,000 以上	71 (2.73)	- (-)	- (-)	71 (0.16)
未有註明	264 (10.15)	928 (7.41)	1 806 (6.45)	2 998 (6.96)
總計	2 602 (100.00)	12 518 (100.00)	27 980 (100.00)	43 100 (100.00)

註：

- 1 佔批發業同一職級僱員人數的百分率。
2 佔批發業僱員總數的百分率。

培訓需求

2.29 調查顯示，出入口業的僱主準備在未來 12 個月內向員工提供或資助 155 436 個培訓名額。各種技能的培訓需求如下：

- a. 業內專業技能（60 742 個，佔 39.1%）
- b. 語文技能（47 693 個，佔 30.7%）
- c. 資訊科技技能（22 630 個，佔 14.6%）
- d. 管理技能（12 858 個，佔 8.3%）
- e. 有關中國的知識及世界視野（7 916 個，佔 5.1%）

2.30 僱主擬提供的首五類培訓如下：

- a. 產品知識（19 975 個）
- b. 客戶關係（18 264 個）
- c. 英語會話（13 382 個）
- d. 普通話（13 000 個）
- e. 電子商貿的知識及應用（12 611 個）

2.31 如按職級劃分，文員／技術人員級的員工將佔超過一半的培訓名額（即 90 568 個），主要集中在語文技能，其次是業內專業技能。

表 14 出入口業
未來 12 個月
僱主擬提供或資助的培訓名額
(按培訓類別及職級劃分)

培訓類別	經理級	主任級	文員／技術人員級	總計
<i>管理技能</i>				
商務發展及管理	2 808	1 577	450	4 835
供應鏈管理	1 321	1 010	478	2 809
督導技巧	2 706	1 880	628	5 214
小計	6 835	4 467	1 556	12 858
<i>業內專業技能</i>				
國際貿易實務	1 312	690	675	2 677
運輸與物流	550	689	1 513	2 752
產品開發	874	1 222	604	2 700
平面設計	399	492	801	1 692
辦貨	1 129	1 672	1 747	4 548
客戶關係	2 833	3 654	11 777	18 264
產品知識	3 506	6 284	10 185	19 975
品質控制	1 016	1 914	2 027	4 957

培訓類別	經理級	主任級	文員／技術人員級	總計
準則審核	820	848	1 509	3 177
小計	12 439	17 465	30 838	60 742
<i>資訊科技技能</i>				
電子商貿的知識及應用	806	980	10 825	12 611
運用電腦基本技能包括中文輸入法	488	492	5 354	6 334
網頁設計	640	410	2 635	3 685
小計	1 934	1 882	18 814	22 630
<i>有關中國的知識及世界視野</i>				
中國貿易	1 143	804	625	2 572
進入中國市場的法律和規條限制	970	724	627	2 321
世界視野	1 072	896	1 055	3 023
小計	3 185	2 424	2 307	7 916
<i>語文技能</i>				
英語會話	1 049	2 336	9 997	13 382
英語書寫能力	994	1 981	8 250	11 225
中文書寫能力	758	1 317	6 788	8 863
普通話	1 143	2 269	9 588	13 000
日文	351	276	596	1 223
小計	4 295	8 179	35 219	47 693
其他	1 092	671	1 834	3 597
小計	1 092	671	1 834	3 597
總計	29 780	35 088	90 568	155 436

2.32 至於批發業方面，預期僱主將提供 11 578 個培訓名額，範圍包括：

- (i) 業內專業技能（5 443 個，佔 47.0%）
- (ii) 語文技能（4 515 個，佔 39.0%）
- (iii) 資訊科技技能（868 個，佔 7.5%）
- (iv) 管理技能（676 個，佔 5.8%）

2.33 僱主最渴求的培訓類別首五項如下：

- (i) 客戶關係（3 329 個）
- (ii) 產品知識（1 872 個）
- (iii) 普通話（1 210 個）
- (iv) 英語會話（1 119 個）
- (v) 英語書寫能力（1 093 個）／中文書寫能力（1 093 個）

2.34 主要的培訓資源將用於文員／技術級人員，尤其重視專業內專業技能的培訓。

表 15 批發業
未來 12 個月
僱主擬提供或資助的培訓名額
(按培訓類別及職級劃分)

培訓類別	經理級	主任級	文員／技術人員級	總計
<i>管理技能</i>				
商務發展及管理	169	112	10	291
供應鏈管理	41	2	0	43
督導技巧	152	180	10	342
<i>小計</i>	362	294	20	676
<i>業內專業技能</i>				
國際貿易實務	5	10	80	95
運輸與物流	1	12	0	13
產品開發	0	0	0	0
平面設計	0	0	0	0
辦貨	0	99	5	104
客戶關係	266	625	2 438	3 329
產品知識	223	492	1 157	1 872
品質控制	7	10	2	19
準則審核	1	5	5	11
<i>小計</i>	503	1 253	3 687	5 443
<i>資訊科技技能</i>				
電子商貿的知識及應用	1	112	289	402
運用電腦基本法技能包括中文輸入法	0	75	391	466
網頁設計	0	0	0	0
<i>小計</i>	1	187	680	868

培訓類別	經理級	主任級	文員／技術人員級	總計
<i>有關中國的知識及世界視野</i>				
中國貿易	0	0	0	0
進入中國市場的法律和規條限制	0	0	0	0
世界視野	0	0	0	0
<i>小計</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>語文技能</i>				
英語會話	65	212	842	1 119
英語書寫能力	65	202	826	1 093
中文書寫能力	65	202	826	1 093
普通話	69	222	919	1 210
日文	0	0	0	0
<i>小計</i>	<i>264</i>	<i>838</i>	<i>3 413</i>	<i>4 515</i>
其他	9	32	35	76
<i>小計</i>	<i>9</i>	<i>32</i>	<i>35</i>	<i>76</i>
總計	1 139	2 604	7 835	11 578

在內地工作的僱員

2.35 調查期間，53.3% 出入口公司表示曾派遣僱員往內地工作，涉及僱員總數為 87 888 人，當中 11 242 人屬長駐性質，其餘 766 46 人屬短暫逗留。

2.36 如按職級劃分，主任級的僱員需往內地工作的情況最常見，佔總人數 41.9%。此情況在僱員人數少於十人的小型公司較為明顯，佔總派駐人數 58.1%。表 16 按公司規模及職級總結出入口公司派駐內地的僱員人數。

表 16

出入口業
派駐內地工作僱員的人數
(按公司規模及職級劃分)

公司規模	經理級	主任級	文員／技術人員級	總計
<i>長駐</i>				
1 – 9 人	635	3 481	3 045	7 161
10 – 19 人	929	625	300	1 854
20 – 49 人	703	750	91	1 544
50 – 99 人	107	113	0	220
100 人或以上	269	179	15	463
<i>小計</i>	2 643	5 148	3 451	11 242
<i>非長駐</i>				
1 – 9 人	4 054	16 918	22 924	43 896
10 – 19 人	3 134	6 005	5 211	14 350
20 – 49 人	2 490	5 151	2 892	10 533
50 – 99 人	1 386	2 114	921	4 421
100 人或以上	1 182	1 533	731	3 446
<i>小計</i>	12 246	31 721	32 679	766 46
總計	14 889	36 869	36 130	87 888

2.37 批發業公司要求僱員往內地工作（包括長駐或非長駐）比率明顯較低（僅 9.9%）。在 2 223 名派往內地工作的員工中，2 220 名只須間中往返中港兩地，無需長駐內地。

2.38 與出入口業的情況相似，小型公司的僱員流動率較高。表 17 按公司規模分析批發公司派駐內地工作的僱員人數。

表 17

批發業
派駐內地工作僱員的人數
(按公司規模及職級劃分)

公司規模	經理級	主任級	文員／技術人員級	總計
<i>長駐</i>				
1-4 人	0	0	0	0
5-9 人	0	0	0	0
10-19 人	0	0	0	0
20-49 人	0	0	0	0
50-99 人	0	0	0	0
100 人或以上	3	0	0	3
<i>小計</i>	3	0	0	3
<i>非長駐</i>				
1-4 人	0	0	50	50
5-9 人	0	1 080	166	1 246
10-19 人	132	199	165	496
20-49 人	75	97	20	192
50-99 人	35	64	100	199
100 人或以上	6	30	1	37
<i>小計</i>	248	1 470	502	2 220
總計	251	1 470	502	2 223

將工種遷離香港

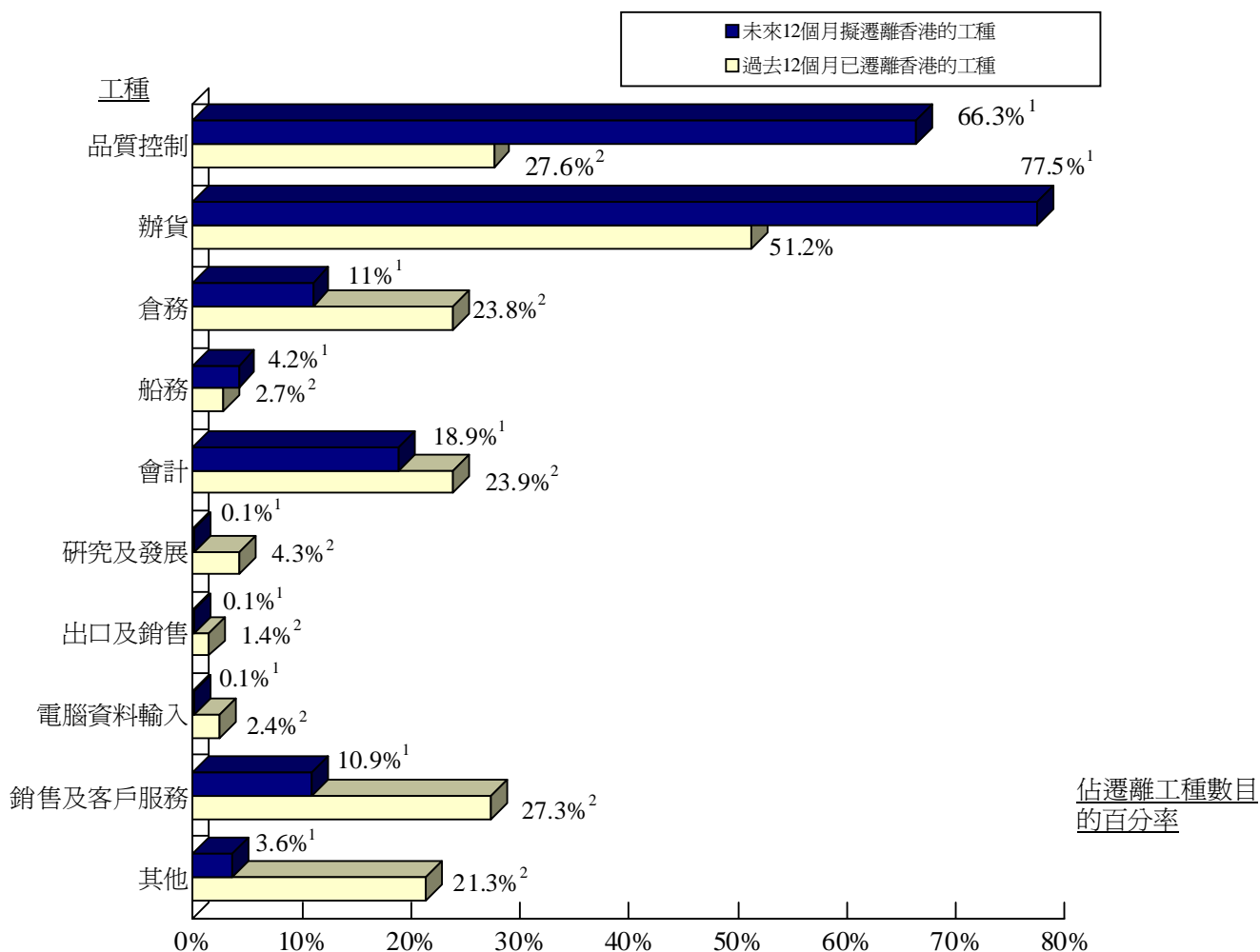
2.39 除派僱員往內地工作外，2 164 間出入口公司表示曾在過去 12 個月內將部分或全部工種遷離香港，佔業內公司總數 2.9%（2008 年調查：5.1%）。最常被調遷的工種包括「辦貨」、「品質控制」與「銷售及客戶服務」。在 2 164 間公司中，2 049 間（94.7%）公司將工種遷往華南地區，另外 103 間（4.8%）公司將工種遷往華東地區，僅 4 間公司（0.18%）的工種遷至中國以外的亞洲地區。詳盡的結果分析見附錄 19。

2.40 此外，697 間公司（佔出入口公司總數 0.9%，可能已包括在上述的 2 164 間公司內）亦計劃於未來 12 個月內將工種遷離香港，其中以「辦貨」、「品質控制」和

「會計」等工種最為熱門，而目的地主要為內地。詳盡的結果分析見附錄 19。

圖 11

出入口業
遷離香港的工種
(過去 12 個月與未來 12 個月的比較)



註：

- 1 數字按 697 間公司所提供的資料計算。
- 2 數字按 2 952 間公司所提供的資料計算。

第三章

結論

出入口業與批發業整體人力結構

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

3.2 2010年10月時，出入口業的僱員總數（包括技術僱員及非技術僱員）共482 689名，其中358 949人（74.4%）從事與業內相關主要職務。按職級劃分為經理級（12.1%）、主任級（32.3%）及文員／技術人員級（55.6%）。

3.3 批發業方面，2010年10月時有65 215名僱員，其中43 100人（66.1%）為技術僱員。按職級劃分為經理級（6.0%）、主任級（29.0%）及文員／技術人員級（64.9%）。

3.4 出入口業及批發業的調查結果分析見表18：

表 18 各職級人力情況、空缺數目及人力增長預測

職級	2010年10月的僱員人數	2010年10月的空缺數目 (%) ²		僱主預測至2011年10月的人力增長 (%) ²		預測至2011年10月的人力需求
出入口業						
經理級 ¹	43 361	216	(0.50)	-15	(-0.03)	43 562
主任級	116 046	746	(0.64)	-193	(-0.17)	116 599
文員／技術人員級	199 542	2 424	(1.21)	184	(0.09)	202 150
小計	358 949	3 386	(0.94)	-24	(-0.01)	362 311

註：

1 經理級包括東主／獨資經營者／執行合夥董事在內。

2 佔2010年10月出入口業同級職位數目的百分率。

3 人力需求 = 現職僱員人數 + 空缺數目。

職級	2010年10月的僱員人數	2010年10月的 空缺數目 (%) ²	僱主預測 至2011年10月的 人力增長 (%) ²		預測 至2011年 10月的人力 需求
批發業					
經理級 ¹	2 602	0 (0.00)	-3	(-0.12)	2 599
主任級	12 518	41 (0.33)	-9	(-0.07)	12 550
文員／技術人員 級	27 980	532 (1.90)	-12	(-0.04)	28 500
小計	43 100	573 (1.33)	-24	(-0.05)	43 649
總計	402 049	3 959 (0.98)	-48	(-0.01)	405 960

註：

1 經理級包括東主／獨資經營者／執行合夥董事在內。

2 佔2010年10月批發業同級職位數目的百分率。

3 人力需求 = 現職僱員人數 + 空缺數目。

3.5 圖 12 及圖 13 分別按僱員人數顯示出入口業與批發業的公司數目及僱員分布百分率，以便評估兩個行業的人力結構。

圖 12 出入口業
按僱用規模劃分的公司數目及僱員分布百分率
(2010年10月)

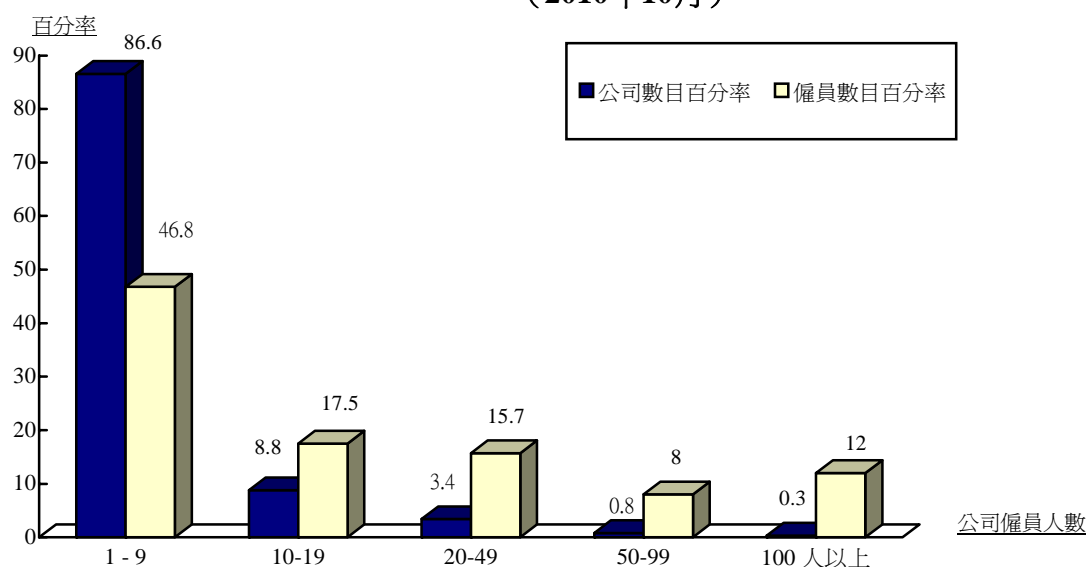
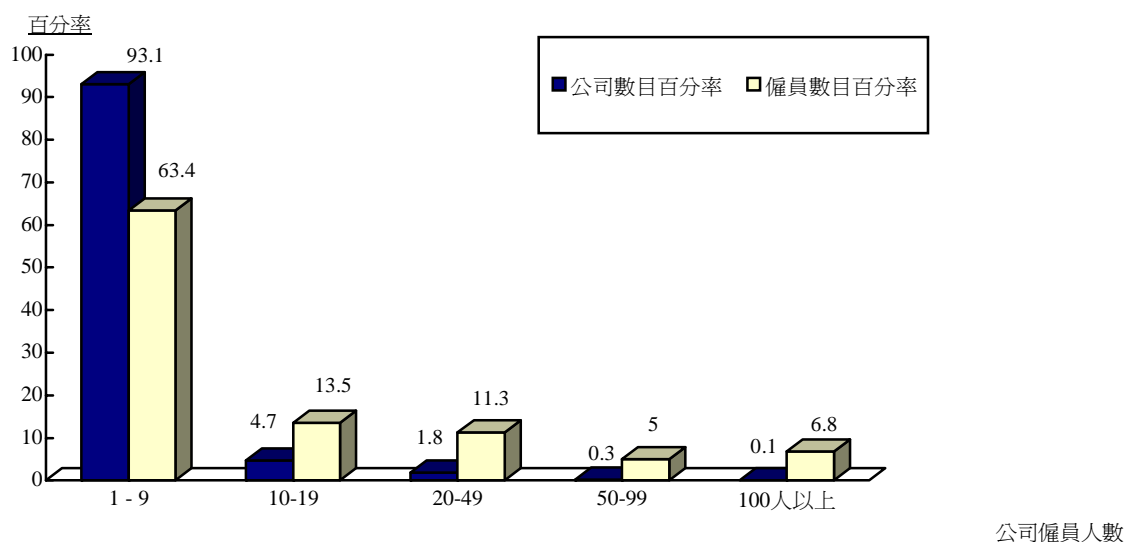


圖 13

批發業
按僱用規模劃分的公司數目及僱員分布百分率
(2010年10月)



3.6 調查結果反映，出入口業與批發業以小型公司為主，僱員少於 10 人。事實上，86.6%出入口公司（2008 年為 88.4%）及 93.1%批發公司（2008 年為 89.1%）的僱員在 1 至 9 人之內。

3.7 另一方面，任職於十人以下公司的出入口業僱員有 46.8%（2008 年為 47.9%），批發業僱員則有 63.4%（2008 年為 57.8%）。

3.8 僱員超過 100 人的公司只佔出入口公司總數的 0.3%（2008 年亦為 0.3%），而批發業方面的百分比則為 0.1%（2008 年為 0.2%）。

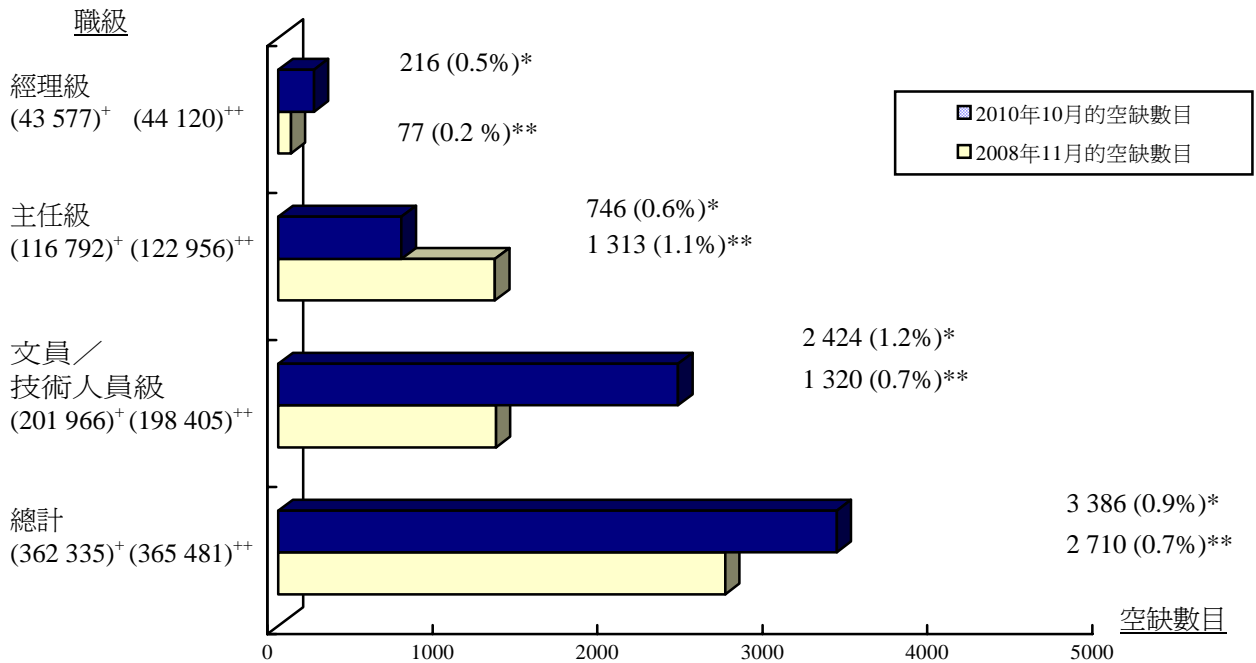
3.9 總括而言，如按僱用規模劃分，兩個行業在是次調查中的公司數目分布情況與上次調查比較無大轉變。

空缺率

3.10 出入口業的技術僱員整體職位空缺率為 0.9%，較 2008 年的 0.7%輕微增加。人手不足的情況主要見於文員／技術人員級，佔該職級職位總數的 1.2%。兩次調查中各職級的空缺情況比較見圖 14。

圖 14

出入口業
各職級的空缺數目
(2008年與2010年比較)



註：

- * 佔2010年出入口業該職級職位數目的百分率。
- ** 佔2008年出入口業該職級職位數目的百分率。
- + 2010年出入口業該職級的職位總數。
- ++ 2008年出入口業該職級的職位總數。

3.11 表 19 摘錄各職級空缺最多的職位：

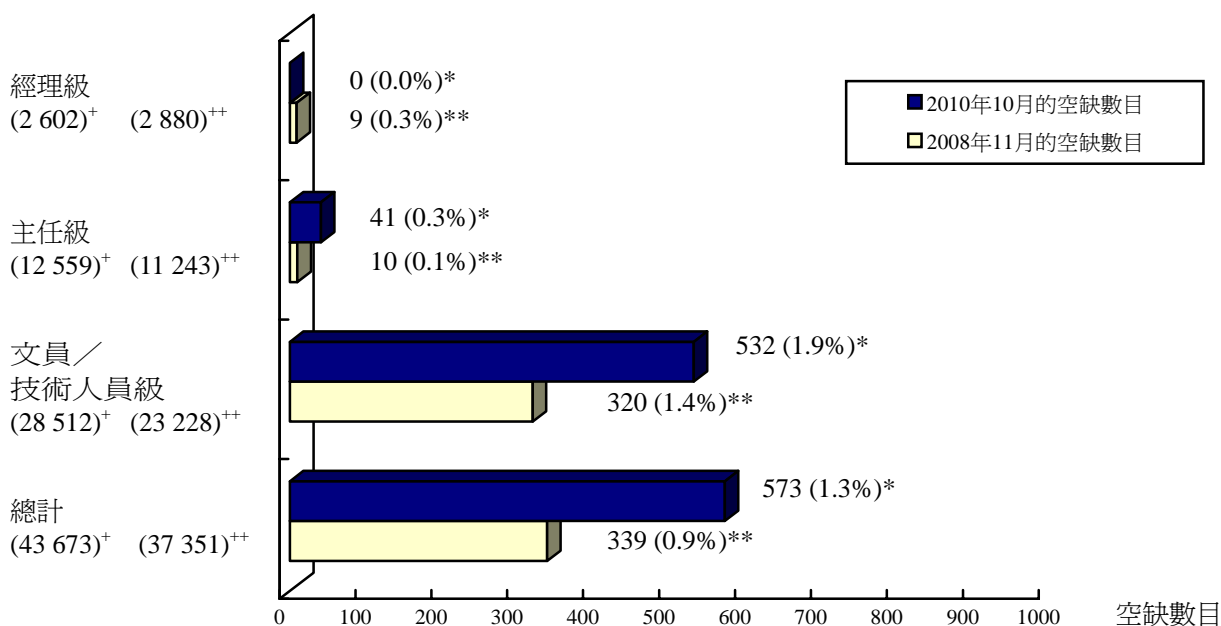
表 19 出入口業各職級空缺最多的職位

職級	職稱 (數目)
經理級	1. 銷售／市務經理 (139) 2. 商品採購經理 (38) 3. 技術經理／品質管制經理 (13)
主任級	1. 商品／採購主任 (243) 2. 技術員 (137) 3. 產品設計師 (107)
文員／技術人員級	1. 營業代表 (1444) 2. 文件處理／船務文員 (560) 3. 助理商品員 (282)

3.12 2010年批發業的技術僱員職位空缺率為1.3%，較2008年有所增加0.9%。而2010年的空缺總數有573個，同樣較2008年的339個為多，詳情見圖15。

圖 15 批發業
各職級空缺數目
(2008年與2010年比較)

職級



註：

* 佔2010年批發業該職級職位數目的百分率。

** 佔2008年批發業該職級職位數目的百分率。

+ 2010年批發業該職級的職位總數。

++ 2008年批發業該職級的職位總數。

3.13 經理級職位並無空缺，而主任級職位則只有少量空缺。業內空缺多見於文員／技術人員級，以「營業代表」職位為主，共有520個，佔批發業空缺總數的90.8%。

3.14 調查期間，受訪公司填報的空缺數目似乎偏低，業內機構的經營模式轉變，把物流等多個支援工序外判，以及業務前景不明朗而削減職位，均是可能原因。

預測 2011 年 10 月的人力增長

3.15 出入口業僱主預測僱員總數將由 2010 年 10 月的 362 335 人，減少至 2011 年 10 月的 362 311 人，預期增長為 -0.01%（減少 24 人），較 2008 年的預測增長 0.54%（增加 1 988 人）為低。鑑於經濟前景不明朗，僱主對 2011 年的人力需求預測顯得觀望。

3.16 至 2011 年 10 月的未來 12 個月內，出入口業需求最大的分別為經理級的「商品採購經理」（10 個），以及文員／技術人員級的「助理商品員」（302 個）；至於主任級職位則錄得負增長，減幅最大的職位為「船務主任」（減少 50 個）和「品質檢查員」（減少 50 個）。

3.17 批發業僱主的展望與出入口業僱主相若。是次調查預期未來人力將減少 24 人，減幅為 0.05%。人力收縮，可能是由於經濟前景不明朗和業務逐步轉型所致。其他原因還包括小型和出現虧損的公司在競爭激烈的營商環境中被迫結業。

3.18 2011 年各職級的人力增長預測見表 18。

各職級的人力轉變

3.19 與 2008 年相比，是次調查的出入口業整體僱員數目從 497 464 人微降至 482 689 人，減幅為 2.97%。相反，批發業的僱員人數則由 60 773 人微升至 65 215 人，增幅為 7.31%。表 20 列出 2008 年至 2010 年間各職級的僱員人數變化。

表 20

各職級的僱員人數變化
(2008年與2010年比較)

職級	2008年11月	2010年10月	增／減	變動百分率
<i>出入口業</i>				
經理級 ¹	44 043	43 361	-682	-1.5
主任級	121 643	116 046	-5 597	-4.6
文員／技術人員級	197 085	199 542	2 457	1.2
技術僱員總數	362 771	358 949	-3 822	-1.1
行政及其他支援人員 ²	134 693	123 740	-10 953	-8.1
總計	497 464	482 689	-14 775	-3.0
公司數目	78 502	73 855	-4 647	-5.9
<i>批發業</i>				
經理級 ¹	2 871	2 602	-269	-9.4
主任級	11 233	12 518	1 285	11.4
文員／技術人員級	22 908	27 980	5 072	22.1
技術僱員總數	37 012	43 100	6 088	16.4
行政及其他支援人員 ²	23 761	22 115	-1 646	-6.9
總計	60 773	65 215	4 442	7.3
公司數目	11 402	14 908	3 506	30.7

註：

1 經理級包括東主／獨資經營者／執行合夥董事在內。

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

3.20 從上表可見，出入口業僱員人數顯著下降，與公司數目減少的情況吻合。經理級與主任級僱員數目明顯減少，只在文員／技術人員級有溫和增長。

3.21 至於批發業方面，除了經理級僱員和行政及其他支援人員，其他職級的僱員人數均上升，公司數目亦大幅增加。

3.22 出入口業與批發業的經理級僱員人數顯著減少，原因之一相信是僱主為簡

化運作和善用資源，把原屬經理級的部分職務交予主任級僱員負責。

僱員流動率

3.23 2010年，出入口業僱員的整體流動率較2008年調查時低5.9%，顯示僱員流動沒那麼頻仍。文員／技術人員級流動率較高，這意味着他們會為較佳的工作環境或收入轉職，而非穩守同一崗位。

3.24 批發業的公司數目雖然增加，情況卻與出入口業一樣。業內各職級的流動人數均告減少，以文員／技術人員級流動率較高。表21顯示最近兩次調查各職級的僱員流動率：

表 21 各職級的僱員流動率變化
(2008年與2010年比較)

職級	2008年11月 % ¹	2010年10月 % ¹	增／減 % ²
<i>出入口業</i>			
經理級	11.3	4.7	-6.6
主任級	9.6	4.0	-5.6
文員／技術人員級	18.3	12.0	-6.3
總計	14.5	8.6	-5.9
<i>批發業</i>			
經理級	7.1	1.2	-5.9
主任級	2.6	1.4	-1.2
文員／技術人員級	26.4	6.5	-19.9
總計	17.7	4.7	-13

註：

- 1 佔出入口業或批發業該職級職位總數的百分率。
- 2 兩段期間的流動率淨增減比率。

晉升情況

3.25 如前文所述，由於員工流動率下降，僱主以晉升挽留人才的意欲不高。調查顯示，2010年出入口業與批發業的整體晉升率較2008年調查顯著下降。

表 22 各職級的僱員內部晉升情況
(2008年與2010年比較)

職級	2008年11月 獲內部晉升的僱員人數 (%) ¹	2010年10月 獲內部晉升的僱員人數 (%) ¹
<i>出入口業</i>		
由主任級晉升為經理級	1 652 (3.8)	743 (1.71)
由文員／技術人員級晉升為主任級	4 226 (3.5)	1 434 (1.24)
由其他職位晉升為文員／技術人員級	175 (0.1)	28 (0.01)
<i>小計</i>	<i>6 053 (1.7)</i>	<i>2 205 (0.61)</i>
<i>批發業</i>		
由主任級晉升為經理級	95 (3.3)	17 (0.65)
由文員／技術人員級晉升為主任級	110 (1.0)	70 (0.56)
由其他職位晉升為文員／技術人員級	0 (0.0)	5 (0.02)
<i>小計</i>	<i>205 (0.6)</i>	<i>92 (0.21)</i>

註：

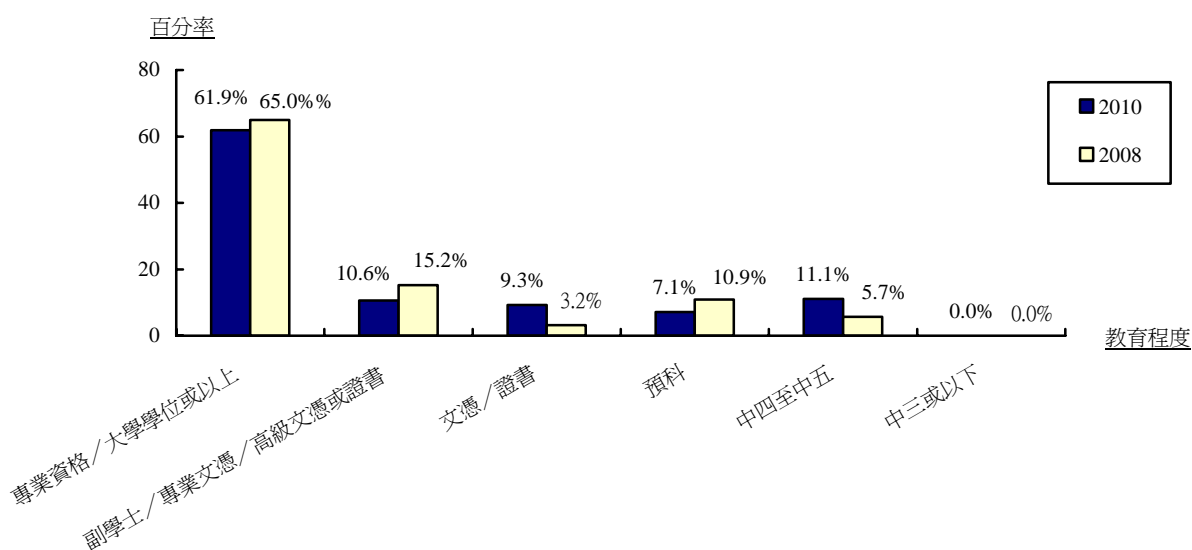
1 佔出入口業或批發業該職級僱員總數的百分率。

宜有教育程度

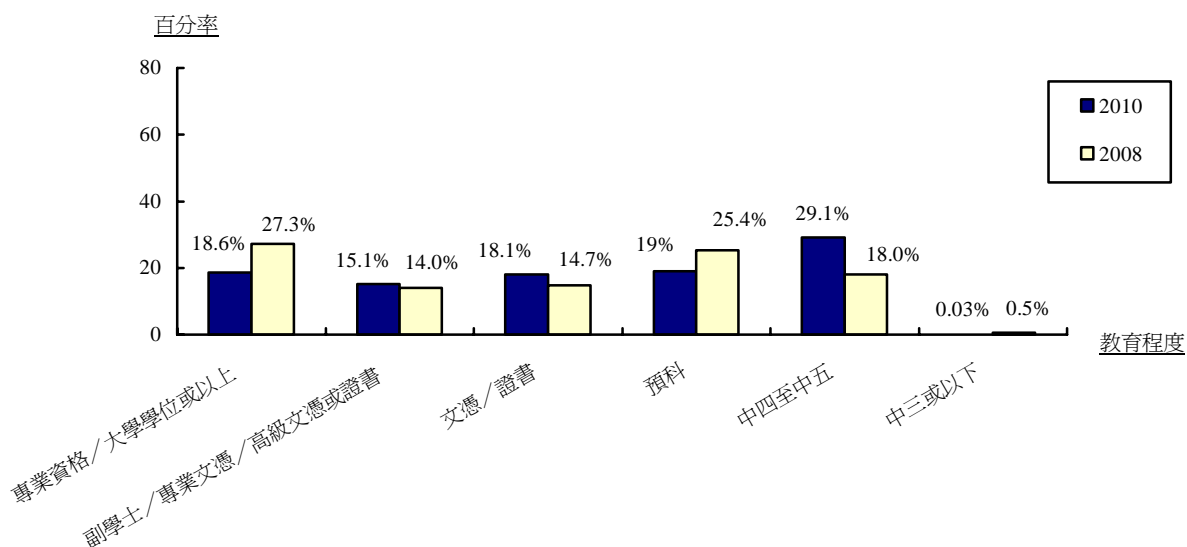
3.26 圖 16 及 17 扼要比較 2008 年及 2010 年出入口業與批發業僱主對僱員宜有教育程度（按職級劃分）的意見。附錄 13 及 14 顯示按職稱劃分的詳細調查結果。

**圖 16 出入口業僱員宜有教育程度
(2008年與2010年比較)**

(a) 經理級



(b) 主任級



(c) 文員／技術人員級

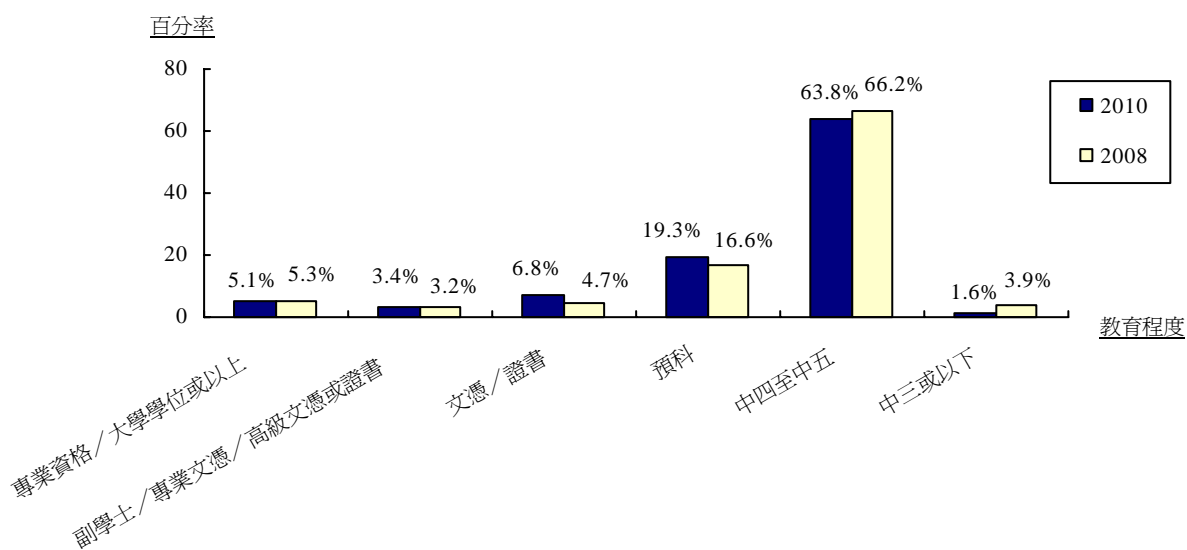
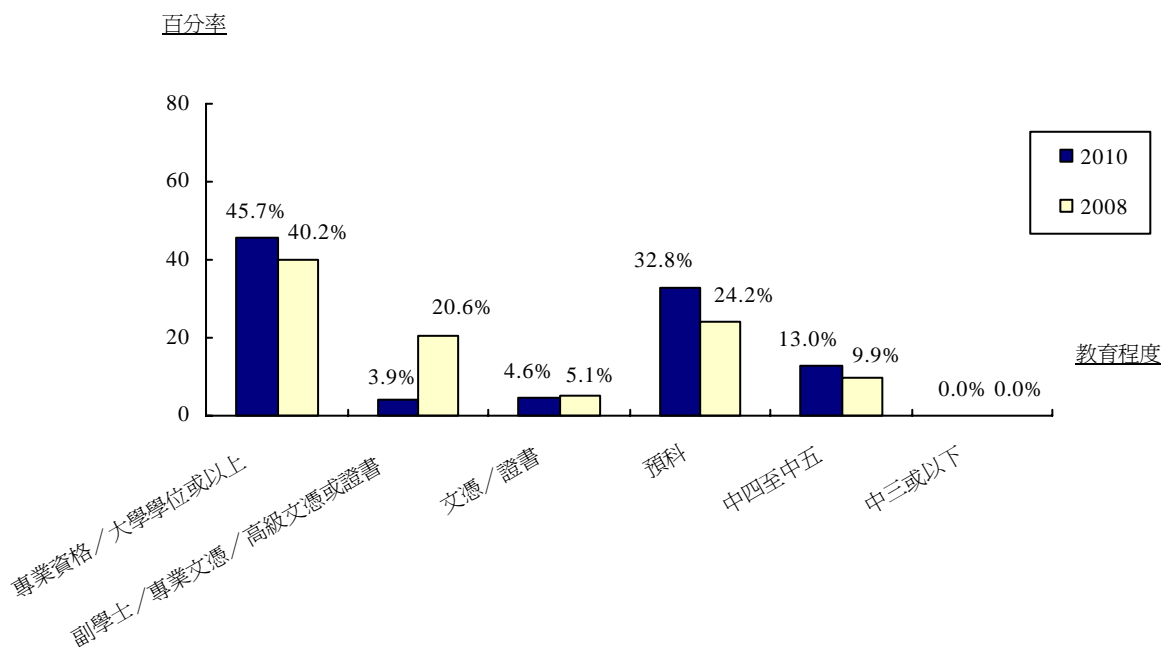
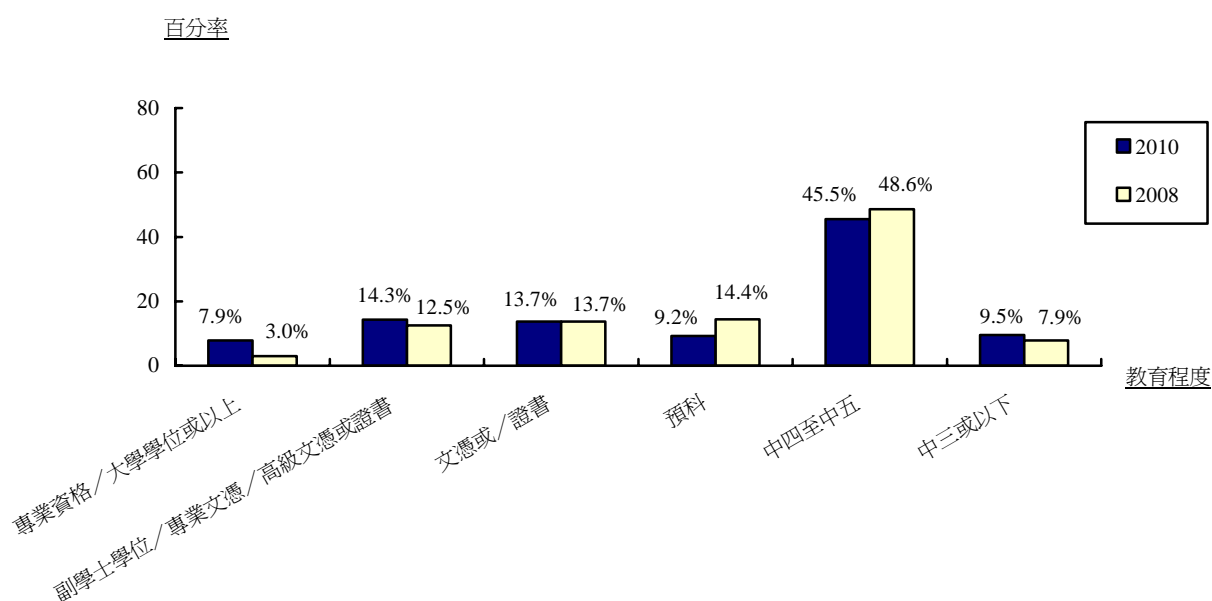


圖 17 批發業僱員宜有教育程度 (2008年與2010年比較)

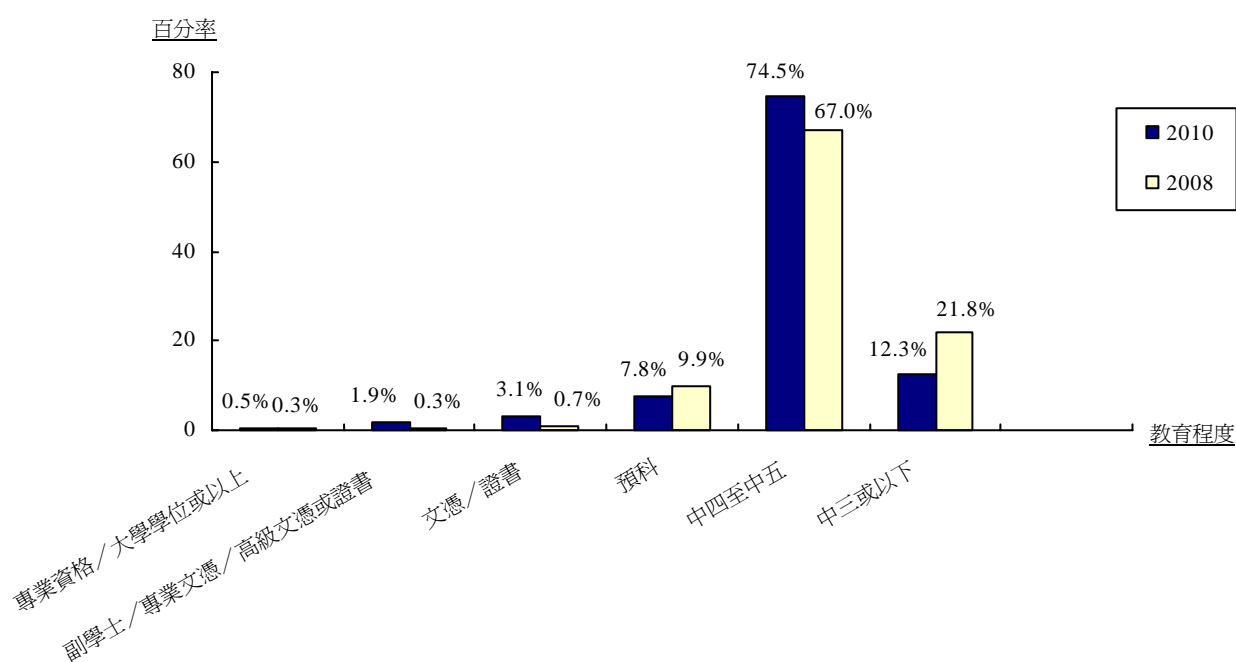
(a) 經理級



(b) 主任級



(c) 文員/技術人員級



3.27 各職級僱員的宜有教育程度方面，2010年出入口業僱主普遍對僱員學歷的要求較兩年前寬鬆。這可能因為年內經濟復甦，大學畢業生的就業出路增加，而期望較高的畢業生又不願入行。升幅最顯著只見於主任級僱員，僱主要求他們須具備「中四至中五」程度。

3.28 批發業方面，更多僱主要求經理級僱員具備「專業資格/大學學位」或以上的教育程度。然而，他們卻願意接受主任級及文員/技術人員級僱員持有「中四至中五」學歷。這可能因為業內出現招聘困難，僱主亦因此放寬入職要求。

宜有相關年資

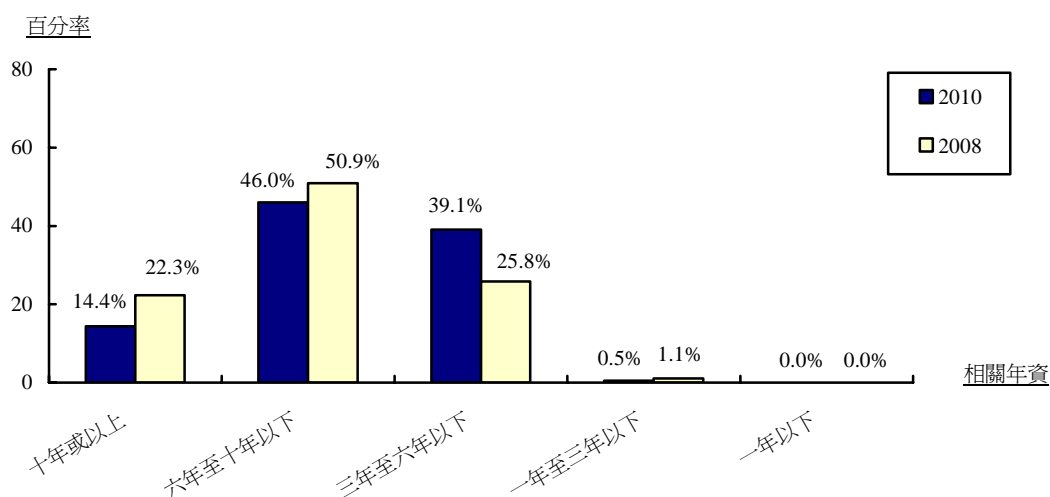
3.29 圖 18 及 19 比較最近兩次調查僱主對僱員宜有相關年資（按職級劃分）的結果。附錄 15 及 16 顯示僱主對出入口業及批發業僱員宜有相關年資（按職稱劃分）的詳細結果。

3.30 兩個行業得出類似的調查結果。出入口業方面，大部分僱主認為經理級僱員宜有六年至十年以下的相關年資。

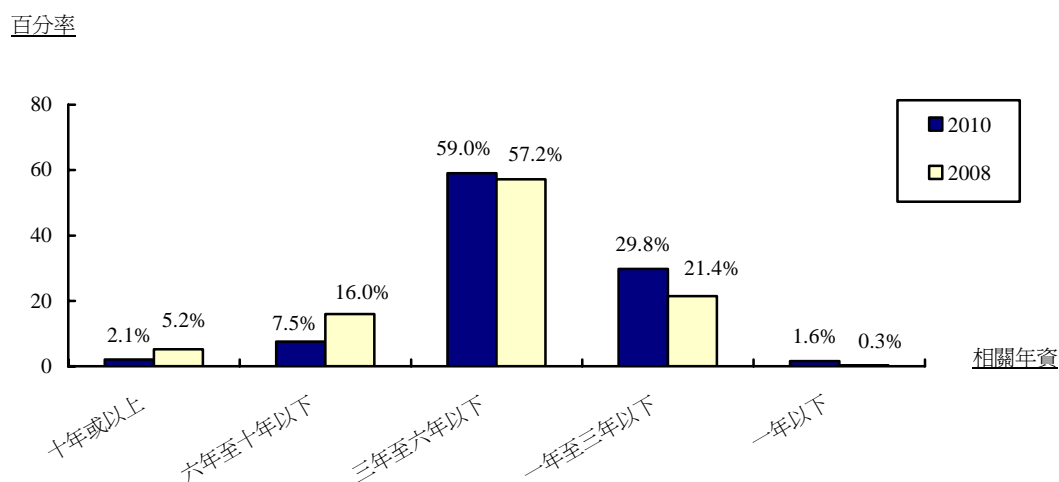
3.31 批發業方面，為求能吸引合適人士入行，大部分僱主均樂意聘用年資較淺但學歷較高的應徵者。

圖 18 出入口業
僱員宜有的相關年資
(2008 年與 2010 年比較)

(a) 經理級



(b) 主任級



c) 文員／技術人員級

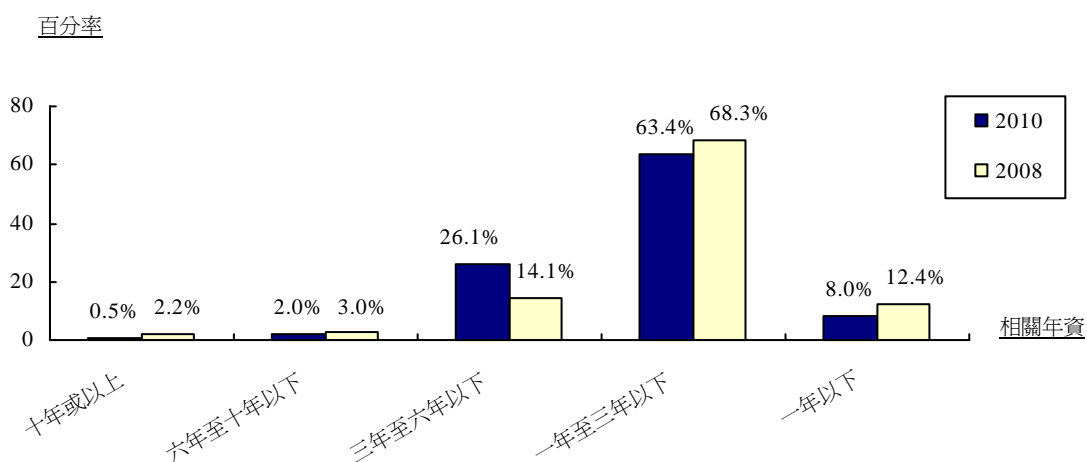
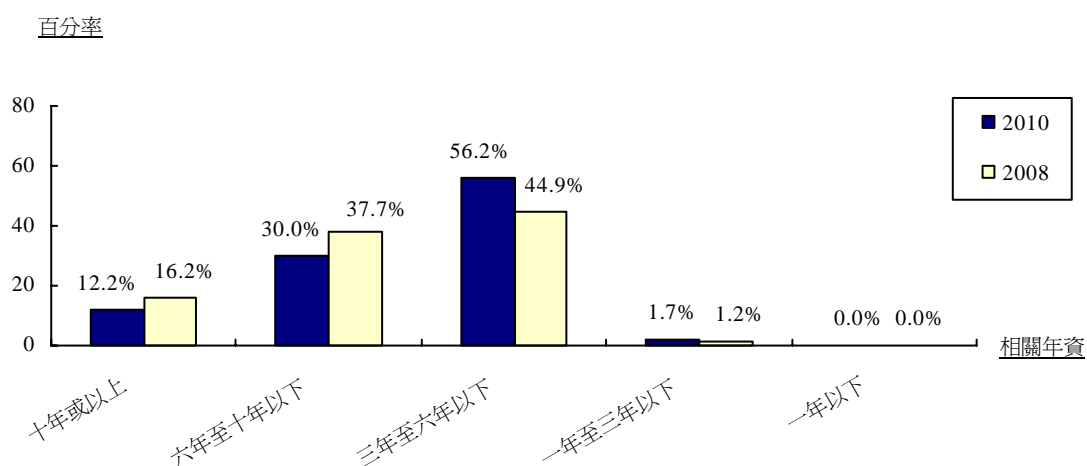
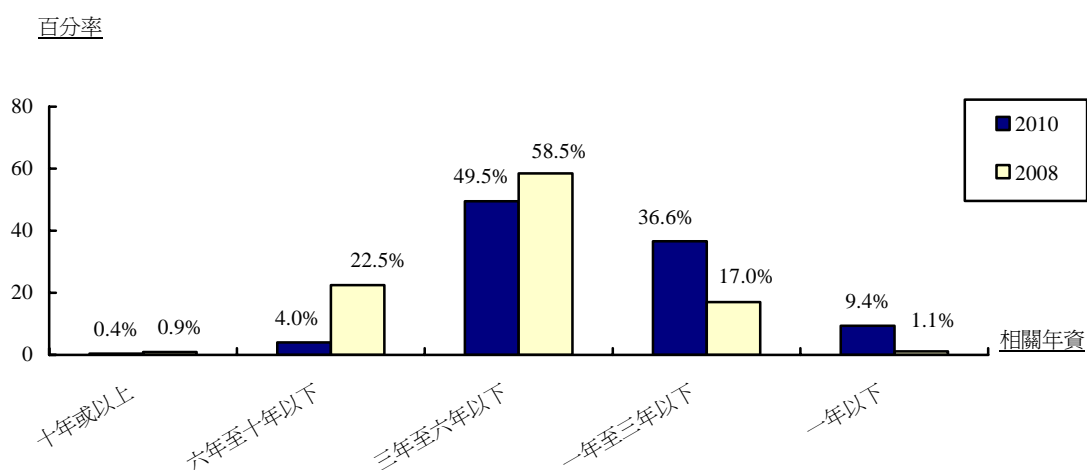


圖 19 批發業
僱員宜有的相關年資
(2008年與2010年比較)

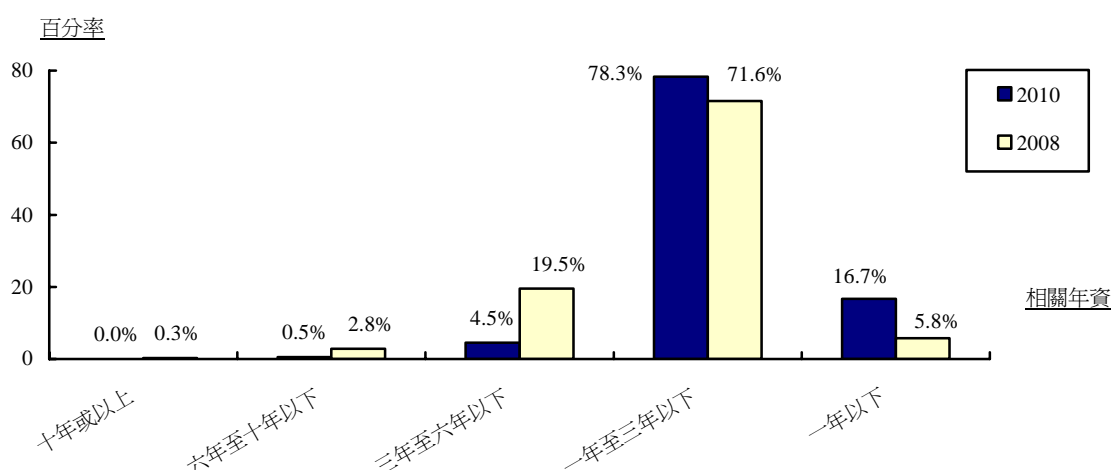
(a) 經理級



(b) 主任級



(c) 文員／技術人員級



僱主擬提供／資助的培訓名額

3.32 是次調查包括五大類共 23 個培訓項目。2010 年調查顯示，出入口業僱主預計於未來 12 個月內會為僱員提供／資助共 155 436 個培訓名額，較 2008 年的數字（132 748 個）有溫和增長。培訓名額增加，反映僱主願意投放資源裝備員工和提升其質素，以加強公司的競爭力。

3.33 出入口業培訓名額（按培訓類別及職級劃分）分析如下：

表 23 出入口業
未來 12 個月僱主擬提供／資助的培訓名額
(按職級劃分)

培訓類別	經理級	主任級	文員／技術人員級	總計
<i>管理技能</i>				
商務發展及管理	2 808	1 577	450	4 835
供應鏈管理	1 321	1 010	478	2 809
督導技巧	2 706	1 880	628	5 214
<i>小計</i>	6 835	4 467	1 556	12 858
<i>業內專業技能</i>				
國際貿易實務	1 312	690	675	2 677
運輸與物流	550	689	1 513	2 752
產品開發	874	1 222	604	2 700

培訓類別	經理級	主任級	文員／技術人員級	總計
平面設計	399	492	801	1 692
辦貨	1 129	1 672	1 747	4 548
客戶關係	2 833	3 654	11 777	18 264
產品知識	3 506	6 284	10 185	19 975
品質控制	1 016	1 914	2 027	4 957
準則審核	820	848	1 509	3 177
小計	12 439	17 465	30 838	60 742
<i>資訊科技技能</i>				
電子商務的知識及應用	806	980	10 825	12 611
運用電腦基本技能，包括中文輸入法	488	492	5 354	6 334
網頁設計	640	410	2 635	3 685
小計	1 934	1 882	18 814	22 630
<i>有關中國的知識及世界視野</i>				
中國貿易	1 143	804	625	2 572
進入中國市場的法律和規條限制	970	724	627	2 321
世界視野	1 072	896	1 055	3 023
小計	3 185	2 424	2 307	7 916
<i>語文技能</i>				
英語會話	1 049	2 336	9 997	13 382
英語書寫能力	994	1 981	8 250	11 225
中文書寫能力	758	1 317	6 788	8 863
普通話	1 143	2 269	9 588	13 000
日文	351	276	596	1 223
小計	4 295	8 179	35 219	47 693
其他	1092	671	1 834	3 597
總計	29 780	35 088	90 568	155 436

3.34 各培訓項目按受重視程度排列，業內專業技能已超越語文，居於培訓需求

的首位；其次是語文和資訊科技方面的培訓。除了 2006 年和 2008 年已頗受重視的「產品知識」及「客戶關係」外，下列需求日增的培訓項目亦值得關注：

1. 電子商務的知識及應用（12 611）
2. 運用電腦基本技能，包括中文輸入法（6 334）
3. 督導技巧（5 214）

3.35 是次調查顯示，批發業未來 12 個月擬提供的整體培訓名額將顯著增加；僱主計劃於 2011 年向員工提供／資助 11 578 個培訓名額，遠高於 2008 年的數字（3 891 個）。

3.36 批發業的培訓名額（按培訓類別及職級劃分）分析如下：

表 24 批發業
未來 12 個月僱主擬提供／資助的培訓名額
（按職級劃分）

培訓類別	經理級	主任級	文員／技術人員級	總計
<i>管理技能</i>				
商務發展及管理	169	112	10	291
供應鏈管理	41	2	0	43
督導技巧	152	180	10	342
小計	362	294	20	676
<i>業內專業技能</i>				
國際貿易實務	5	10	80	95
運輸與物流	1	12	0	13
產品開發	0	0	0	0
平面設計	0	0	0	0
辦貨	0	99	5	104
客戶關係	266	625	2 438	3 329
產品知識	223	492	1 157	1 872
品質控制	7	10	2	19
準則審核	1	5	5	11
小計	503	1 253	3 687	5 443

培訓類別	經理級	主任級	文員／技術人員級	總計
<i>資訊科技技能</i>				
電子商貿的知識及應用	1	112	289	402
運用電腦基本技能，包括中文輸入法	0	75	391	466
網頁設計	0	0	0	0
小計	1	187	680	868
<i>有關中國的知識及世界視野</i>				
中國貿易	0	0	0	0
進入中國市場的法律和規條限制	0	0	0	0
世界視野	0	0	0	0
小計	0	0	0	0
<i>語文技能</i>				
英語會話	65	212	842	1 119
英語書寫能力	65	202	826	1 093
中文書寫能力	65	202	826	1 093
普通話	69	222	919	1 210
日文	0	0	0	0
小計	264	838	3 413	4 515
其他	9	32	35	76
總計	1 139	2 604	7 835	11 578

3.37 一如以往，業內專業技能及語文技能方面的培訓需求最大。按類別劃分，僱員期望日後獲僱主提供或資助的培訓項目如下：

1. 客戶關係 (3 329)
2. 產品知識 (1 872)
3. 普通話 (1 210)
4. 英語會話 (1 119)
5. 英語書寫能力 (1 093)
6. 中文書寫能力 (1 093)

3.38 批發業所需的培訓類別與 2008 年的調查結果大致相若，惟「客戶關係」、

「中文書寫能力」及「電子商貿的知識及應用」等範疇的訓練需求則驟增。

3.39 綜合而言，上述趨勢顯示出入口業與批發業的培訓需求均告上升，業內的人力流動情況或會因此放緩。整體而言，僱主願意投放額外資源訓練僱員。

將工種遷離香港－出入口業

3.40 過去幾年，不少出入口公司在香港境外設立生產基地及代辦處，以便更靠近市場及／或降低生產成本。然而，將部分工種遷離香港的做法已漸漸減少，而是次調查亦顯示這種趨勢正在減慢。與2008年的5.1%及2006年的18.7%比較，過去12個月只有2.9%的出入口公司將工種遷離香港。

3.41 由2008年及2010年的調查所見，遷離的工種頗為相近。在出入口業方面，較多公司將「辦貨」、「品質控制」及「銷售及客戶服務」等工種遷往內地。除此之外，其他工種如「會計」及「倉務」亦開始相繼外流。在過去或未來12個月已遷離或準備遷離的工種分析見附錄19。

3.42 99.8%的填覆機構表示，遷移工種的目的地，首選中國內地，華南地區最多，華東地區居次。這顯然是策略定位，以及內地可能與香港經濟進一步融合的考慮結果。為了管理北移的業務，公司須於香港及內地招聘人才，兩者的比例大概為三比七。

一職多能的僱員－批發業

3.43 為了求存及保持競爭力，在大部分情況下，香港公司須將批發業務與其他相關工種整合。批發業僱員擔任其他職能的情況見表 25。

3.44 調查資料顯示，批發業僱員除了履行本身職務外，亦須負責分銷供應鏈上其他範疇的工作，較典型的有「銷售及市場推廣」、「採購」及「倉務」等，涉及共 79 049 人次。

3.45 未來 12 個月，僱主預測這類一職多能的整體人力將輕微增長（0.87%），其中「出入口」（19.54%）及「銷售及市場推廣」（1.45%）的增長相對較為顯著。

表 25

批發業
按工種劃分的人力
(以人次計)

工種／工作類別	涉及的僱員人數 (人次) (2010年10月)	涉及的僱員人數 (人次) (2011年10月)	預測人力 增 (+)／減 (-) 百分率 (2010年10月至 2011年10月)
出入口	1 003	1 199	19.54%
零售	6 671	6 673	0.03%
品牌發展	484	484	0.00%
銷售及市場推廣	30 907	31 354	1.45%
分銷	8 072	8 097	0.31%
生產	531	531	0.00%
採購	19 753	19 758	0.03%
倉務	11 172	11 181	0.08%
其他	456	456	0.00%
總計	79 049	79 733	0.87%

至 2011 年 10 月的額外人力需求

3.46 本會根據僱主預測至 2011 年 10 月的人力增長及現有流失率，估計 2011 年 10 月出入口業及批發業各職級的額外人力需求，見表 26。

表 26 至 2011 年 10 月各職級的額外人力需求

職級	2010 年 10 月的僱員人數	僱主預測至 2011 年 10 月的人力增長	為填補流失員工而增聘的人手 (%) ²		至 2011 年 10 月額外需求人力 ³
<i>出入口業</i>					
經理級	43 361	-15	1 392	3.22	1 377
主任級	116 046	-193	2 551	2.20	2 358
文員／技術人員級	199 542	184	14 210	7.12	14 394
<i>小計</i>	358 949	-24	18 153	5.06	18 129
<i>批發業</i>					
經理級	2 602	-3	8	0.31	5
主任級	12 518	-9	101	0.81	92
文員／技術人員級	27 980	-12	1 266	4.52	1 254
<i>小計</i>	43 100	-24	1 375	3.28	1 351
總計	402 049	-48	19 528	4.86	19 480

註：

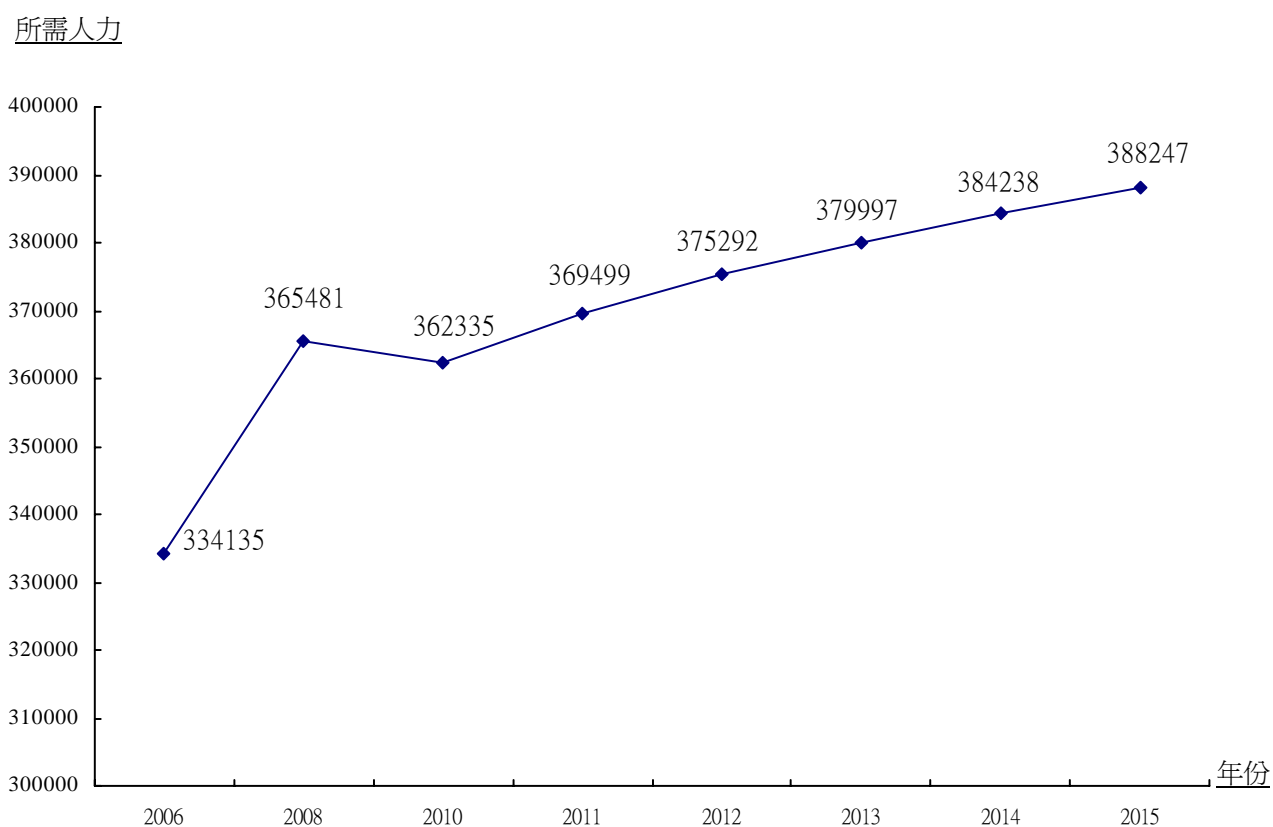
- 1 各職級的僱員流失率。
- 2 「流失率」指因轉行、移民、退休、進修或其他原因離職僱員所佔業內僱員總數的百分率。
- 3 假設流失員工予以全數填補，則 2011 年額外人力需求 = 僱主預測至 2011 年 10 月的人力增長 + 為填補流失員工而增聘的人手。

2011 年至 2015 年每年人力需求推算

3.47 本會採用不同方法預測未來五年出入口業及批發業的人力需求。

3.48 出入口業方面，用以推算每年人力需求的是人力市場分析法[LMA]。方法是審視一組由可靠的獨立機構蒐集能反映本港經濟、人口及勞動市場情況的主要統計數據／經濟指標。然後，再以「主成分分析」的變數篩選方法，從多個經濟指標中選取和決定變數／因子，從而建立和維持統計模型。採用 LMA 推算的 2011 年至 2015 年出入口業的人力見圖 20，而 LMA 的詳細剖析則見於附錄 21。

圖 20 2011年至2015年出入口業人力推算
(採用人力市場分析法)



3.49 然而，LMA 並不適用於批發業，因為過往 20 年批發業的人力數據大幅波動，沒跡可尋，故並無經濟指標可作為推算人力的主成分。

3.50 基於上述原因，本會考慮採用另外兩個方法，即調節過濾法[AFM]及僱主預測。用這兩個方法推算得出的 2011 年至 2015 年批發業人力如下：

年份	實際人力	調節過濾法推算人力	僱主預測人力
2010	43 673	-	-
2011	-	44 369 (+1.59%*)	43 649 (-0.05%*)
2012	-	45 407 (+2.34%**)	-
2013	-	46 206 (+1.76%**)	-
2014	-	46 817 (+1.32%**)	-
2015	-	47 282 (+1.00%**)	-

所有數字只包括技術僱員。

* 與 2008 年實際人力比較的變動百分率。

** 與前一年推算人力比較的變動百分率。

3.51 兩種方法中，AFM 得出的數字（+1.59%）比僱主預測（-0.05%）更切合批發業整體業務前景，故本會決定採用 AFM 作 2011 年的人力推算。

2010 年回顧

3.52 金融危機觸發 2009 年全球經濟衰退後，本港經濟持續復甦。受內部及外部需求帶動，實質本地生產總值[GDP]進一步躍升，按年升幅為 6.8%。綜觀全年，貨物出口實質上升 17.3%，而服務出口於四個季度均維持強勁增長，2010 年第四季實質增長為 9.3%。由於跨境融資蓬勃，加上對本港商業及專業服務的外來需求持續，金融及其他商用服務亦有增長。貿易量顯著回升，相關的出口及運輸服務增長強勁。

3.53 本港內部需求亦於 2010 年第三季出現溫和增長。在工作前景及收入均有改善的情況下，加上資產市場表現好轉，私人消費開支明顯增加，2010 年四個季度有 5.8%的實質增長。同時，全年零售業銷貨額亦上升 15.5%。

3.54 2010 年最後一季，歐洲主權債務問題惡化；而美國房地產及勞工市場於同年第三季沒有明顯改善。因應這些情況，加上美國本身失業率高企和核心通脹回落，促使聯邦儲備局於 2010 年 11 月推出新一輪量化寬鬆措施（一般稱作“QE2”）支持經濟。不過，這些措施卻令亞洲及其他新興市場的通脹及資產泡沫風險增加。

3.55 香港與內地經濟關係密切，從貨物及服務貿易的角度來看，人民幣升值是影響本港外部需求的重要因素。人民幣的強勢，會削弱本港出口貨物在海外市場的價格

競爭力，但同時亦會增加內地對本港出口服務的需求。由 2010 年 6 月中至 2011 年 1 月底，人民幣對美元的匯價已穩步上揚，累積升幅達 3.5%。人民幣升值會令成本增加，可能令本港製造商的利潤收窄。

3.56 內地經濟活動持續活躍，實質國內生產總值[GDP]按年上升 9.8%。食品價格上漲，導致通脹加劇，於 2010 年 12 月時達 4.6%。國務院宣布多項措施以增加食品供應和打擊投機活動。2010 年，中國人民銀行六度上調存款準備金率和兩次加息，以收緊銀根，防止經濟過熱。

3.57 《粵港合作框架協議》於 2010 年 4 月簽訂，奠定香港與廣東省的合作基礎，由此促進本港與廣東省內各市的合作發展，鞏固香港在全球供應鏈的領導地位，加強在貿易及物流領域的優勢。內地外貿和內需急增，此舉亦有助物流業界抓緊機遇。

3.58 過去幾年，隨着最低工資上調和人力需求增加，珠三角地區的勞工成本大幅上升。2010 年，廣東省多宗司法決定把最低工資再調高 20%。除工資外，中國各地更積極把僱員納入社會保障制度的範圍。勞工和社保開支不斷增加，推高港商的生產及營運成本，削弱本港的競爭力。

3.59 近年，中國比前更關注工業發展與產品安全所引致的環境質素下降問題。為配合 2010 年 11 月在廣州舉行的亞運會，廣東省政府促請珠三角各市收緊污染控制措施，並強制規定區內工廠須於 2010 年 10 月暫時停工至運動會結束。此外，又鼓勵區內被視為污染源頭的工業改善情況、外遷或結業。區內的本港工廠亦須遵守所有相關的法規。有關法規涉及額外開支，削弱本港公司的競爭力。另一方面，不少本港製造業東主已臨近退休年齡，卻未覓得接班人。在未有明確接班人及難以轉手的情況下，許多公司唯有選擇結業。

3.60 本港經濟於 2009 年出現衰退後，2010 年開始好轉，但對比 2008 年僱員人數及進出口貨物量的數字，進出口業及批發業仍未完全復甦。

3.61 綜觀 2010 年全年，經濟強勁復甦，所有主要服務行業的按年業務收益均錄得增長。深圳居民個人遊簽證措施進一步擴展，旅遊業於 2010 年表現理想。訪港旅客人次及消費顯著上升，對批發業有間接助力。根據政府統計處[C&SD]公布的業務收益指數，以下行業均出現顯著增長：速遞業（+28.3%）；批發業（+25.1%）；住宿業（+24.8%）；以及運輸業（+24.6%）。

3.62 過去幾年，批發業的僱員人數有穩定增長。

3.63 表 27 顯示過去幾年進出口業及批發業的人力轉變趨勢。

表 27

出入口業及批發業的人力轉變
(2004 年至 2010 年)

	僱員人數			
	2004 年	2006 年	2008 年	2010 年
<i>出入口業</i>				
技術僱員 (包括東主/獨資經營者/執行合夥董事)	305 329 (5.6%)+	329 910 (4.0%)*	362 771 (5.0%)^	358 949 (-0.5%)#
人力總數	446 339 (3.2%)+	469 643 (2.6%)*	497 464 (3.0%)^	482 689 (-1.5%)#
<i>批發業</i>				
技術僱員 (包括東主/獨資經營者/執行合夥董事)	31 836 (-0.8%)+	32 100 (0.4%)*	37 012 (7.7%)^	43 100 (8.2%)#
人力總數	54 260 (0.1%)+	51 149 (-5.7%)*	60 773 (9.4%)^	65 215 (3.7%)#

註：

- + 與 2003 年比較的年增長率。
- * 2004 年至 2006 年的平均年增長率。
- ^ 2006 年至 2008 年的平均年增長率。
- # 2008 年至 2010 年的平均年增長率。

2011 年業務前景

3.64 隨着香港經濟於 2010 年強勁復甦，展現良好勢頭，多個主要行業均錄得業務增長。按年變動 GDP 在 2010 年整體增長為 6.8%，2011 年首季較去年同期上升 7.2%。預料 2011 年下半年增長持續，但升勢會稍為放緩。

3.65 本港經濟於 2009 年下滑，卻於 2010 年回升，步伐比預期快。整體而言，2010 年的轉口總值及入口總值分別有 22.8% 及 25% 的實質增長。表 28 列載本港過去數年的入口與出口表現：

表 28 香港對外商品貿易數字

年份	入口		港產品出口		轉口	
	百萬港元	按年變動百分率	百萬港元	按年變動百分率	百萬港元	按年變動百分率
2004	2 111 123	16.9	125 982	3.5	1 893 132	16.8
2005	2 329 469	10.3	136 030	8.0	2 114 143	11.7
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6
2009	2 692 356	-11	57 745	-36.4	2 411 347	-11.8
2010	3 364 840	25	69 512	20.4	2 961 507	22.8

資料來源：政府統計處《服務業統計摘要（2010 年版）》。

3.66 本港貨物出口於 2010 年表現強勁，升勢持續至 2011 年首兩季；2011 年 1 至 4 月期間，各主要出口市場佔本港出口總值分別為中國內地（54%）、歐盟（10%）、美國（9%）、東盟（7%）及日本（4%）。表 29 顯示近年內地與香港之間的業務關係：

表 29 內地佔香港全球貿易的比率

年份	進口貨物主要供應商		港產品出口主要目的地		轉口貨主要目的地	
	百萬港元	按年變動百分率	百萬港元	按年變動百分率	百萬港元	按年變動百分率
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	+20.4	1 566 999	22.8

資料來源：政府統計處《服務業統計摘要（2010年版）》。

3.67 2011 年首兩季出口雖持續增長，但出口商來年仍須面對不少挑戰。美國經濟復甦的步伐仍受制於疲弱的基本因素；因此，預料短期內已發展國家的需求只會遲滯地增加。美國消費者依然與高失業率困鬥，故在減債過程中選擇購買廉價貨品和增加儲蓄。

3.68 部分歐元區國家的主權債務問題再趨嚴重，令金融市場更為波動，歐洲經濟前景更加不明朗。此外，中東及北非國家衝突一直未停，國內長期動盪或局勢轉差，均會導致油價持續高企，不利全球整體增長，亦影響市場情緒及估值。

3.69 標準普爾公司將美國長期主權信貸評級，從「AAA」下調至「AA+」。自 1917 年來美國一直保持最高的「AAA」評級，這次評級下調，可說是美國金融發展史的一項重大影響，將令證券市場增添不明朗因素，波動加劇，窒礙全球經濟復甦。

3.70 在供應方面，本港出口商須面對充滿挑戰的生產環境，特別是原材料、行政與合規等開支增加，以及勞工成本上漲等問題。此外，人民幣對美元升值，更進一步攤薄出口商的利潤幅度。

3.71 入口價格明顯上升，仍是推動消費物價上漲的主要動力。在全球經濟強勁復甦的支持下，全球商品價格得以持續上揚。事實上，在亞洲經濟蓬勃發展之時，通脹已成為區內廣泛關注的課題。

3.72 除通脹問題外，工資壓力是 2011 年另一個挑戰。「法定最低工資」於 5

月實施後，情況更爲明顯。正因如此，在往後的日子裡，外在及本地營商成本所構成的壓力仍會相當大。

3.73 爲加強香港的競爭力，特區政府於 2010 年 10 月 13 日發表的《2010-11 施政報告》內，強調要致力提升香港的國際金融、貿易、船務及物流中心地位。特區政府亦與廣東省共同爭取把粵港合作中最重要的功能定位，納入國家「十二五」規劃。

3.74 爲支援本港中小企，政府將研究設立市場主導的信貸保證計劃，提供可持續支援企業信貸融資的平台；此外，政府亦會向「中小企業信貸保證計劃」額外注資 100 億元（即由 200 億增至 300 億元），以支持中小企，並提升其競爭力。

3.75 除《內地與香港關於建立更緊密經貿關係的安排》[CEPA]早前各階段落實的規定外，2011 年 5 月 27 日簽訂的《CEPA 補充協議七》再爲 19 個領域提供 35 項市場開放和貿易投資便利化措施，令受惠於 CEPA 的服務領域增至 44 個。新措施有助香港服務業進入和開拓內地市場，加強兩地服務業的融合和專業交流。

3.76 政府積極發展多個基建項目，使本港與內地建立更緊密的經濟聯繫，但有關工程多年後始竣工，短期內難以看到成效。各行業須加以革新，令業務多元化，以維持增長。

3.77 特區政府已宣布一系列提升行業競爭力的措施，但入口商／出口商及批發商仍須克服挑戰，紓解全球對市場情緒和估值的壓力。

3.78 出入口及批發業仍有前景，惟不會出現明顯增長。爲應付日後的挑戰，不論是配合行業的短期還是長期發展，聘請優秀人才和提升現有僱員質素是保持行業競爭力的關鍵因素。

資料來源：

1. 畢馬威中國[KPMG China]
2. 政府統計處
3. 香港貿易發展局
4. 香港特區政府經濟分析部
5. 恒生銀行
6. 東方匯理資產管理[Amundi Asset Management]
7. 香港經濟日報
8. 《2010-11 施政報告》
9. 政府統計處統計數字

第四章

建議

培訓需求

4.1 本會建議根據出入口及批發業的人力調查結果，針對業內需求提供培訓。

4.2 根據第三章第 3.32 至 3.39 段的調查結果，業界估計在未來 12 個月，出入口及批發業將分別需要約 155 436 個和 11 578 個由僱主提供或資助的培訓名額。按職級劃分如下：

職級	2011 年僱主擬提供／資助的培訓名額	
	出入口業	批發業
經理級	29 780	1 139
主任級	35 088	2 604
文員／技術人員級	90 568	7 835
總計	155 436	11 578

4.3 調查結果顯示，業界面對愈來愈多的挑戰，對培訓的需求非常龐大，比前更為殷切，因此急需滿足僱主的訴求。

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

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

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

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

培訓機構

4.8 為保持競爭力及求存之道，香港需要加強與內地經濟的融合。有見及此，必須有更多關於中國貿易、語文及業內專業技能等範疇的培訓，以切合此情況。

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

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

4.11 本會大力建議培訓機構開辦更多課程，例如品牌管理、語文、中國貿易、品質控制、廠房審核、國際進／出口條例及規則、本地貿易、創業技能、企業到企業電子貿易[B to B electronic commerce]，以及企業到客戶電子貿易[B to C electronic commerce]等課程。相信這類技能及知識可加強僱員的競爭力，最終惠及僱主。

僱主

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

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

僱員

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

B. 未來人力調查

4.15 本會建議繼續每兩年進行一次人力調查，讓各持份者更了解出入口業及批發業的人力情況，從而預計未來，積極配合。

VOCATIONAL TRAINING COUNCIL
Terms of Reference of Training Boards

1. To determine the manpower demand of the industry, including the collection and analysis of relevant manpower and student/trainee statistics and information on socio-economic, technological and labour market developments.
2. To assess and review whether the manpower supply for the industry matches with the manpower demand.
3. To recommend to the Vocational Training Council the development of vocational education and training facilities to meet the assessed manpower demand.
4. To advise the Hong Kong Institute of Vocational Education (IVE) and 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, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of vocational education and training in the industry.
11. To organize seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of the VTC.
13. To submit to the Council an annual report on the Training Board's work and its recommendations on the strategies for programmes in the relevant disciplines.
14. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

職業訓練局

訓練委員會職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生／學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。
2. 評估及研究本業的人力供求是否平衡。
3. 在發展專業教育培訓設施以應付本業人力需求事宜上，向職業訓練局提供意見。
4. 在相關學科的課程發展方向及策略方面，向香港專業教育學院[IVE]、訓練及發展中心提出建議。
5. 對 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. 提供有關舉辦本業主要行業技能比賽的意見，以推廣專業教育培訓和派員參加國際賽事。
10. 在專業教育培訓的發展與推廣事宜上，與本業僱主、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. 為業界舉辦有關專業教育培訓的研討會與大型會議。
12. 對宣傳事宜提供意見，以推廣業內訓練委員會工作和職業訓練局的專業教育培訓課程。
13. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展策略建議。
14. 根據《職業訓練局條例》第 7 條，負責局方所委派的其他工作。

IMPORT/EXPORT and WHOLESALE TRADES TRAINING BOARD

MEMBERSHIP LIST

Chairman

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

Members

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

Dr CHAN Kwok-man, Edward (ad personam)

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

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

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

Ms HO Kit-kwai, Paula (ad personam)

Mr LAM Daniel (nominated by the Hong Kong Trade Development Council)

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

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

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

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

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

Mr SUN Brian (nominated by the Hong Kong Exporters' Association)

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

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 YIM Yuk-lun, Stanley, JP*	(nominated by the Federation of Hong Kong Industries)
Mr NG Ka-lok, Eric	(representing the Director-General of Trade and Industry)
Ms KEA Chi-shun, Josephine	(representing the Executive Director of the Vocational Training Council)

In Attendance

Mr YU Kwok-chu, Edmond	(Hong Kong Institute of Vocational Education)
Mr WONG Tat-lam, William	(Pro-Act Training and Development Centre)

Secretary

Mr LEUNG Kim-hang, Leslie	(Vocational Training Council)
---------------------------	-------------------------------

- * Appointment term expired on 31st March 2011
- + Appointment term commenced on 1st April 2011
- # Appointment term commenced on 1st May 2011

出入口及批發業訓練委員會

委員名單

主席

鮑潔鈞先生 香港總商會提名

委員

歐陽雄萬先生	香港中華出入口商會提名
陳國民博士	獨立人士
巢國明先生 ⁺	中小型企業商會提名
蔡偉石先生 MH JP	香港中華總商會提名
馮家碧女士	某大型出入口公司提名
何結葵女士	獨立人士
林國駿先生	香港貿易發展局提名
劉家慧女士 [#]	英國特許採購及供應學會(香港分會)提名
劉健華博士	香港中華廠商聯合會提名
麥偉明博士	本地某大學提名
白國明先生 ⁺	某工會組織提名
蕭寶嬋女士 ⁺	香港工業總會提名
孫騰章先生	香港出口商會提名
鄧家坤先生*	某工會組織提名
丁鐵翔先生*	中小型企業商會提名
蔡大鈞先生*	香港僱主聯合會提名
嚴玉麟先生, JP*	香港工業總會提名
吳家樂先生	工業貿易署署長代表
祁志純女士	職業訓練局執行幹事代表

列席者

余國柱先生	香港專業教育學院
黃達霖先生	卓越培訓發展中心

秘書

梁劍衡先生	職業訓練局
-------	-------

* 任期於 2011 年 3 月 31 日屆滿

⁺ 任期於 2011 年 4 月 1 日開始

[#] 任期於 2011 年 5 月 1 日開始

WORKING GROUP ON 2010 MANPOWER SURVEY

MEMBERSHIP LIST

Convener

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

Vice-Convener

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

Members

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

Ms HO Kit-kwai, Paula (ad personam)

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

Ms KEA Chi-shun, Josephine (representing the Executive Director of Vocational Training Council)

Mr WONG Tat-lam, William (Pro-Act Training and Development Centre)

In Attendance

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

Mr LAM Wai-lim, William (Census and Statistics Department)

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

Secretary

Mr LEUNG Kim-hang, Leslie (Vocational Training Council)

2010 年人力調查工作小組委員名單

召集人

丁鐵翔先生

中小型企業商會

副召集人

洪劍峰博士

香港工業總會

委員

歐陽雄萬先生

香港中華出入口商會

何結葵女士

獨立人士

麥偉明博士

本地某大學

祁志純女士

職業訓練局執行幹事代表

黃達霖先生

出入口及批發業訓練中心

列席者

黎玉玲女士

政府統計處

林瑋廉先生

政府統計處

李漢玲女士

政府統計處

秘書

梁劍衡先生

職業訓練局

FOCUS GROUP ON 2010 MANPOWER SURVEY

MEMBERSHIP LIST

Members

Mr CHAN Ron	(nominated by the Hong Kong Shippers' Council)
Ms SIN Rebecca	(nominated by the Chinese Manufacturers' Association of Hong Kong)
Ms SIU Katherine	(nominated by the Federation of Hong Kong Industries)
Ms TSANG Florence	(nominated by the Hong Kong Exporters' Association)

In Attendance

Ms SO Shirley	(Hong Kong Exporters' Association)
Ms YU Kelian	(Chinese Importers' and Exporters' Association)

Secretary

Mr LEUNG Kim-hang, Leslie	(Vocational Training Council)
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2010 年人力調查專題小組

委員名單

委員

陳永亮先生	(香港付貨人委員會提名)
孫有華女士	(香港中華廠商聯合會提名提名)
蕭寶嬋女士	(香港工業總會提名)
曾浩寧女士	(香港出口商會提名)

列席者

蘇艷琪女士	(香港出口商會)
余嘉怡女士	(香港中華出入口商會)

秘書

梁劍衡先生	(職業訓練局)
-------	---------

Headquarters Division 2 總辦事處二科
20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong
香港九龍九龍灣宏光道39號宏天廣場20樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真 (852) 2574 3759

Our Reference 本局檔號 IEW/4/2/10

Your Reference 來函檔號



4th October 2010

Dear Sir/Madam,

2010 Manpower Survey of the Import/Export Trades

On behalf of the Vocational Training Council, I am writing to solicit your kind cooperation in the 2010 Manpower Survey to be conducted by the Import/Export and Wholesale Trades Training Board. The Import/Export and Wholesale Trades Training Board is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to be responsible for matters pertaining to manpower training in the import/export and wholesale trades.

The purpose of the survey is to assess the latest manpower situation and training needs so as to enable the Training Board to formulate appropriate recommendations on manpower training for the import/export trades. The survey will be conducted from 11th October to 12th November 2010. Your support in supplying the information will be much appreciated.

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

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

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

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual companies.


All information and findings reported in the survey reports is of great relevance for future growth and development in your company. It would be most appreciated if you would take a few minutes in completing the questionnaire.

For details of past manpower survey reports of Import/Export and Wholesale Trades, please visit our website: <http://ietb.vtc.edu.hk>.

Should you have any questions regarding the survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8301.

Thank you for your cooperation.

Yours faithfully,

A handwritten signature in black ink that reads "Benson Pan". The signature is written in a cursive style with a vertical line separating the first and last names.

(Benson PAU)
Chairman

Import/Export and Wholesale Trades Training Board

Headquarters Division 2 總辦事處二科
20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong
香港九龍九龍灣宏光道39號宏天廣場20樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真 (852) 2574 3759

Our Reference 本局檔號 IEW/4/2/10

Your Reference 來函檔號



各位僱主：

2010 年出入口業人力調查

職業訓練局屬下出入口及批發業訓練委員會將進行 2010 年人力調查，本人謹代表職訓局懇請閣下惠予合作，提供協助。本委員會是由香港特別行政區政府行政長官委任，負責出入口及批發業的人力訓練事宜。

為評估本港出入口業最新的人力情況及訓練需要，以便制定合適的人力訓練建議，本會將於 2010 年 10 月 11 日至 2010 年 11 月 12 日期間進行人力調查。

---- 現隨函附上下列中英文對照文件，以供參閱填寫：

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

調查期間，政府統計處職員將聯絡 貴公司，解答有關問題，協助填寫調查表。

調查所得資料絕對保密，並只發表摘要統計數字，不會提及個別機構。

敬請以數分鐘時間完成夾附的調查表，調查報告內所有資料可作為 貴公司將來發展參考備用。

查閱過去出入口及批發業的人力調查報告書，可瀏覽我們的網站 <http://ietb.vtc.edu.hk>。

如對是次調查有任何疑問，請致電 2116 8301 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

Handwritten signature of Pao Jie-kun in black ink.

出入口及批發業訓練委員會主席
鮑潔鈞

2010年10月4日

CONFIDENTIAL
WHEN DATA ENTERED

填入數據後即成
機密文件

VOCATIONAL TRAINING COUNCIL

職業訓練局

THE 2010 MANPOWER SURVEY OF THE IMPORT/EXPORT TRADES

二〇一〇年出入口業人力調查

QUESTIONNAIRE

調查表

PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE

填表前，請參閱附註

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

NAME OF COMPANY: _____
公司名稱

ADDRESS: _____
地址

TYPE OF PRODUCTS/SERVICES: _____
產品 / 服務

TOTAL NUMBER OF PERSONS ENGAGED: _____
僱員總人數

NAME OF PERSON TO CONTACT: _____
聯絡人姓名

POSITION: _____
職位

TEL. NO.: _____ - _____
電話

FAX NO.: _____
圖文傳真

E-MAIL: _____
電郵

PART I 第一部份

(A) Job 工作			(B) Average Monthly Income 每月平均 收入	(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 僱員宜有的教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的相關年資	(H)
Title 職稱 (See Appendix C) (參閱附錄C)	Rec. Type	Job Code 職務編號	Code 編號				Code 編號	Code 編號	
		8-10	11	12-15	16-18	19-22	23	24	
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
9.	2								
10.	2								
11.	2								
12.	2								
13.	2								
14.	2								
15.	2								
16.	2								
17.	2								
18.	2								
19.	2								
20.	2								
21.	2								
22.	2								
23.	2								
24.	2								
25.	2								
26.	2								
27.	2								
28.	2								
29.	2								
30.	2								
31.	2								
32.	2								

(i) Enter in Column (B) the employee's average monthly income range according to the following codes: 請將僱員的每月平均收入幅度，按下列編號填入「B」欄內：

Code 編號	Average Monthly Income Range 每月平均收入幅度
1	Over \$70,000 以上
2	\$50,001 - \$70,000
3	\$30,001 - \$50,000
4	\$20,001 - \$30,000
5	\$10,001 - \$20,000
6	\$8,001 - \$10,000
7	\$6,001 - \$8,000
8	Under \$6,001 以下

(ii) Enter in Column (F) the preferred level of education for employee according to the following codes: 請將僱員宜有的教育程度按下列編號填入「F」欄內：

Code 編號	Preferred Level of Education 宜有的教育程度
1	Professional Qualification 專業資格
2	University Degree or above 大學學位或以上
3	Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位/專業文憑/ 高級文憑/高級證書 或同等學歷
4	Diploma/Certificate or equivalent 文憑/證書或同等學歷
5	Matriculation 大學預科
6	Secondary 4 to Secondary 5 中四至中五
7	Secondary 3 or below 中三或以下

(iii) Enter in Column (G) the preferred relevant years of experience for employee according to the following codes: 請將僱員宜有的相關年資，按下列編號填入「G」欄內：

Code 編號	Preferred Relevant Years of Experience 宜有的相關年資
1	10 years or more 十年或以上
2	6 years to less than 10 years 六年至十年以下
3	3 years to less than 6 years 三年至六年以下
4	1 year to less than 3 years 一年至三年以下
5	Less than 1 year 一年以下

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

PART II
第二部份

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

Internal Promotion
內部晉升

Q1. Number of import/export trades employees internally promoted during the past 12 months:
過去十二個月內內部晉升的出入口業僱員人數：

- | | | | | | |
|---|---|--|--|--|--|
| (a) From Supervisory Level to Managerial Level
由主任級晉升為經理級 | <table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">8</p> | | | | |
| | | | | | |
| (b) From Clerical / Operative Support Level to Supervisory Level
由文員/技術人員級晉升為主任級 | <table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">11</p> | | | | |
| | | | | | |
| (c) From Others to Clerical / Operative Support Level
由其他職位晉升為文員/技術人員級 | <table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">14</p> | | | | |
| | | | | | |

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

Q2. Number of import/export trades employees leaving your company during the past 12 months by whereabouts:
過去十二個月內離職的出入口業僱員人數（按去向分類）：

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and</u> 文員及技術人員級												
	<u>Operative Support</u>														
(a) Taking up import/export trade related jobs (Including starting own business in related trades) 從事與出入口業有關的工作（包括創業）	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">17</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">20</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">23</p>				
(b) Taking up non-import/export trade related jobs (Including starting own business in non-import/export trades) 從事與出入口業無關的工作（包括創業）	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">26</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">29</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">32</p>				
(c) Emigration, retirement, further studies 移民、退休、升學	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">35</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">38</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">41</p>				
(d) Others, please specify 其他，請註明： _____	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">44</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">47</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">50</p>				

<u>For Official Use Only</u> 此欄毋須填寫	Q2	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">53</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">54</p>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">55</p>				
		<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table> <p style="text-align: center;">56</p>														

Local Import/Export Trades Employees Deployed to Work in the Mainland
本港出入口業僱員被派遣在內地工作的情況

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

Yes 有

No 沒有

Please go to Q3(b)
 請答第3(b)題

Please go to Q4
 請答第4題

58

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

Local Employees Deployed to Work in the Mainland
 (As in October 2010)
 二〇一〇年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> ^{*(1)}	<u>Travelling Basis</u> ^{*(2)}
	長駐 ^{*(1)}	非長駐 ^{*(2)}
(i) Managerial 經理級	<input type="text"/> <input type="text"/> <input type="text"/> 59	<input type="text"/> <input type="text"/> <input type="text"/> 62
(ii) Supervisory 主任級	<input type="text"/> <input type="text"/> <input type="text"/> 65	<input type="text"/> <input type="text"/> <input type="text"/> 68
(iii) Clerical and Operative Support 文員及技術人員級	<input type="text"/> <input type="text"/> <input type="text"/> 71	<input type="text"/> <input type="text"/> <input type="text"/> 74

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

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

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

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

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

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

Yes 有

No 沒有

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

Please go to Q5
請答第5題

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

80 Quality Control
品質控制

81 Merchandising
辦貨

82 Warehouse
倉務

83 Shipping
船務

84 Accounting
會計

85 Research and Development
研究及發展

86 Export and Marketing
出口及銷售

87 Computer Data Entry
電腦資料輸入

88 Sales and Customer Services
銷售及客戶服務

89 Others (Please Specify)
其他(請說明)

90

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

- 91 Mainland
內地
- 92 Eastern China (Please specify names of places :
華東 請說明地區名稱 : _____)
- 93 Southern China (Please specify names of places :
華南 請說明地區名稱 : _____)
- 94 Western China (Please specify names of places :
華西 請說明地區名稱 : _____)
- 95 Northern China (Please specify names of places :
華北 請說明地區名稱 : _____)
- 96 Central China (Please specify names of places :
華中 請說明地區名稱 : _____)
- 97 Asia
亞洲
- 98 America
美洲
- 99 Europe
歐洲
- 100 Africa
非洲
- 101 Other Places (Please specify)
其他地區 (請說明)
-

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

	0	1-20	21-50	51-100	Over 100 超過100人
(i) <u>From Hong Kong</u> 香港員工	<input type="checkbox"/> 103	<input type="checkbox"/> 104	<input type="checkbox"/> 105	<input type="checkbox"/> 106	<input type="checkbox"/> 107
(ii) <u>From Mainland</u> 內地員工	<input type="checkbox"/> 108	<input type="checkbox"/> 109	<input type="checkbox"/> 110	<input type="checkbox"/> 111	<input type="checkbox"/> 112
(iii) <u>From Other Places</u> 其他地方員工	<input type="checkbox"/> 113	<input type="checkbox"/> 114	<input type="checkbox"/> 115	<input type="checkbox"/> 116	<input type="checkbox"/> 117

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

Q5. Will your company move any functions, wholly or partially, to other places outside Hong Kong in the next 12 months?
貴公司會否於未來十二個月內，把全部或部分工種遷離香港？

Yes 會

No 不會

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

Please go to Q6
請答第6題

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

- 120 Quality Control
品質控制
- 121 Merchandising
辦貨
- 122 Warehouse
倉務
- 123 Shipping
船務
- 124 Accounting
會計
- 125 Research and Development
研究及發展
- 126 Export and Marketing
出口及銷售
- 127 Computer Data Entry
電腦資料輸入
- 128 Sales and Customer Services
銷售及客戶服務
- 129 Others (Please Specify)
其他(請說明)

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130

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

- 131 Mainland
 內地
- 132 Eastern China (Please specify names of places :
 華東 請說明地區名稱 : _____)
- 133 Southern China (Please specify names of places :
 華南 請說明地區名稱 : _____)
- 134 Western China (Please specify names of places :
 華西 請說明地區名稱 : _____)
- 135 Northern China (Please specify names of places :
 華北 請說明地區名稱 : _____)
- 136 Central China (Please specify names of places :
 華中 請說明地區名稱 : _____)
- 137 Asia
 亞洲
- 138 America
 美洲
- 139 Europe
 歐洲
- 140 Africa
 非洲
- 141 Other Places (Please specify)
 其他地區 (請說明)
-

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

	0	1-20	21-50	51-100	Over 100 超過100人
(i) <u>From Hong Kong</u> 香港員工	<input type="checkbox"/> 143	<input type="checkbox"/> 144	<input type="checkbox"/> 145	<input type="checkbox"/> 146	<input type="checkbox"/> 147
(ii) <u>From Mainland</u> 內地員工	<input type="checkbox"/> 148	<input type="checkbox"/> 149	<input type="checkbox"/> 150	<input type="checkbox"/> 151	<input type="checkbox"/> 152
(iii) <u>From Other Places</u> 其他地方員工	<input type="checkbox"/> 153	<input type="checkbox"/> 154	<input type="checkbox"/> 155	<input type="checkbox"/> 156	<input type="checkbox"/> 157

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Manpower Training and Development Plan

人力培訓及發展計劃

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

(May choose more than one type of skills)

在未來十二個月內，貴公司會計劃提供／資助培訓給多少名出入口業僱員(以人次計)?

(可選超過一種技能類別)

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

	<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
<u>China-related Knowledge and World Vision</u> 有關中國的知識及世界視野			
(p) China Trade Business 中國貿易	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 294	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 297	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 300
(q) Laws and Regulatory Restrictions for Access to China's Market 進入中國市場的法律和規條限制	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 303	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 306	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 309
(r) World Vision 世界視野	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 312	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 315	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 318

Language Skills
語文技能

(s) Spoken English 英語會話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 321	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 324	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 327
(t) Written English 英語書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 330	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 333	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 336
(u) Written Chinese 中文書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 339	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 342	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 345
(v) Putonghua 普通話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 348	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 351	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 354
(w) Japanese 日文	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 357	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 360	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 363

Others (Please Specify)
其他 (請說明)

_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 366	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 369	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 372
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 375	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 378	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 381

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385

386

Q6
387

End of questionnaire. Thank you for your co-operation.

— 問卷完，多謝合作 —

Please tick the appropriate box if your company wants a complimentary copy of the 2010 Manpower Survey Report.
如 貴公司欲收到二〇一〇年人力調查報告贈閱版，請於適當的方格內加上 "✓" 號。

388

CD-ROM 光碟

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Email 電郵

The 2010 Manpower Survey of the Import/Export Trades

二〇一〇年出入口業人力調查

Explanatory Notes

附註

Part I

第一部份

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

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

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

(A) 欄 – 職稱

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

表內部分職稱可能與 貴公司所採用者不同，但如職務內容相同或類似，仍請歸類為同一職務，填上所需資料。

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

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) Please add titles of employees not mentioned in Appendix C whose duties demand wholesale trade training, and briefly describe them in respect of the appropriate job levels.

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

3. **Column 'B' - Average Monthly Income**

(B) 欄 – 每月平均收入

Refer to column 'H' (i), please select the appropriate code number showing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按(H)欄(i)內的編號選出適當的每月平均收入幅度，填入每類僱員的(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。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

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

(C) 欄 – 調查期間的僱員人數

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

請填上調查期間每一主要職務的現有僱員總數。長期僱員包括在 貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如內地）。

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

(D) 欄 – 調查期間的空缺額

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

請填入 貴公司現有的空缺額。「現有空缺額」指調查期間貴公司正積極招聘的未填補空缺。

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

(E) 欄 – 預計十二個月後僱員人數

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.

「預計僱員人數」指 貴公司在十二個月後預計聘用的僱員人數。如估計業務屆時會收縮，此欄所填人數可少於(C)欄。

7. Column 'F' - Preferred Level of Education

(F) 欄 – 僱員宜有教育程度

Refer to column 'H'(ii), please enter the appropriate code number showing the preferred level of education which your company requires an employee in a particular position to have.

請按(H)欄(ii)內的編號，將 貴公司認為個別職位僱員宜有的教育程度填入(F)欄內。

8. Column ‘G’ - Preferred Relevant Years of Experience

(G) 欄 – 僱員宜有的相關年資

Refer to column ‘H’ (iii), please indicate the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按(H)欄(iii)內的編號，填上 貴公司各類別職位僱員宜有的相關工作年資。

Part II

第二部份

9. Internal Promotion

內部晉升

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

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

10. Employees’ Whereabouts After Leaving the Company

離職僱員去向

Please fill in the number of import/export trades employee left during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的出入口業僱員人數。

11. Local Import/Export Trades Employees Deployed to Work in the Mainland

本港出入口業僱員被派遣在內地工作的情況

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

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

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

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

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

在過去十二個月內及未來十二個月內，工種遷離香港對人力需求的影響

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

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

13. Manpower Training and Development Plan

人力培訓及發展計劃

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

請填寫 貴公司在未來十二個月內，將會計劃提供/資助培訓出入口業的僱員人數(以人次計)。

Job Descriptions for Principal Jobs in the Import/Export Trades
出入口業主要職務工作說明

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

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

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
106	Quality Control Manager 品質管制經理	Plans, organizes, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications. 策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。
107	Compliance Manager 準則審核經理	Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices. 掌管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。
108	Sales/Marketing Manager 銷售／市務經理	Plans, organizes, directs and controls marketing, sales and promotion activities in an import and export establishment. Reviews market and sales analyses to determine market requirements. Personally contacts clients to promote sales. 策劃、組織、督導和主持經銷機構的市場、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。

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

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

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

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
209	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
210	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in implementing purchasing functions. Supervises Stock/Purchasing Clerk. 協助採購經理進行採購工作；監督貨倉／採購文員。
211	Sales Engineer 銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet 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. 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。

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
212	Technician 技術員	Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation. 為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
213	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
299	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請說明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
CLERICAL/OPERATIVE SUPPORT LEVEL 文員／技術人員級		
301	Assistant Merchandiser 助理商品員	Assists the merchandisers in executing orders placed by buyer. Liaises with buyers on requirements of merchandise. 協助商品主任完成交易，並就貨品規格與買家聯絡。
302	Documentation/Shipping Clerk 文件處理／船務文員	Prepares shipping documents for import, export and other related purposes. Keeps records of shipment. 處理出入口或其他有關業務的文件，保存付運記錄。

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL (Continued) 文員／技術人員級(續)		
303	Salesman/Sales Representative 營業代表	Solicits orders for commodities or for the import or export merchandise. Gives explanation and advice to customers or potential customers on the product(s) he/she sells. 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。
304	Stock/Purchasing Clerk 貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
305	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
306	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
399	Other Clerks/Supportive Staff (please specify titles) 其他文員／輔助人員 (請說明其職稱)	Clerks/supporting staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與祕書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。

Headquarters Division 2 總辦事處二科
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(852) 2574 3759

Our Reference 本局檔號 IEW/4/2/10

Your Reference 來函檔號



4th October 2010

Dear Sir/Madam,

2010 Manpower Survey of the Wholesale Trade

On behalf of the Vocational Training Council, I am writing to solicit your kind cooperation in the 2010 Manpower Survey to be conducted by the Import/Export and Wholesale Trades Training Board. The Import/Export and Wholesale Trades Training Board is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to be responsible for matters pertaining to manpower training in the import/export and wholesale trades.

The purpose of the survey is to assess the latest manpower situation and training needs so as to enable the Training Board to formulate appropriate recommendations on manpower training for the wholesale trade. The survey will be conducted from 11th October to 12th November 2010. Your support in supplying the information will be much appreciated.

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

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

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

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual companies.

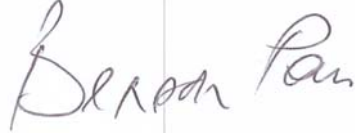
All information and findings reported in the survey reports is of great relevance for future growth and development in your company. It would be most appreciated if you would take a few minutes in completing the questionnaire.

For details of past manpower survey reports of Import/Export and Wholesale Trades, please visit our website: <http://ietb.vtc.edu.hk>.

Should you have any questions regarding the survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8301.

Thank you for your cooperation.

Yours faithfully,

A handwritten signature in black ink that reads "Benson Pan". The signature is written in a cursive style with a vertical line separating the first and last names.

(Benson PAU)
Chairman

Import/Export and Wholesale Trades Training Board

Headquarters Division 2 總辦事處二科
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Our Reference 本局檔號 IEW/4/2/10

Your Reference 來函檔號



各位僱主：

2010 年批發業人力調查

職業訓練局屬下出入口及批發業訓練委員會將進行 2010 年人力調查，本人謹代表職訓局懇請閣下惠予合作，提供協助。本委員會是由香港特別行政區政府行政長官委任，負責出入口及批發業的人力訓練事宜。

為評估本港批發業最新的人力情況及訓練需要，以便制定合適的人力訓練建議，本會將於 2010 年 10 月 11 日至 2010 年 11 月 12 日期間進行人力調查。

---- 現隨函附上下列中英文對照文件，以供參閱填寫：

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

調查期間，政府統計處職員將聯絡 貴公司，解答有關問題，協助填寫調查表。

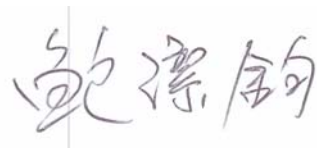
調查所得資料絕對保密，並只發表摘要統計數字，不會提及個別機構。

敬請以數分鐘時間完成夾附的調查表，調查報告內所有資料可作為 貴公司將來發展參考備用。

查閱過去出入口及批發業的人力調查報告書，可瀏覽我們的網站 <http://ietb.vtc.edu.hk>。

如對是次調查有任何疑問，請致電 2116 8301 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

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

出入口及批發業訓練委員會主席
鮑潔鈞

2010年10月4日

PART I 第一部份

(A) Job 工作			(B) Average Monthly Income 每月平均 收入	(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 僱員宜有的教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的相關年資	(H)
Title 職稱 (See Appendix C) (參閱附錄C)	Rec. Type	Job Code 職務編號	Code 編號				Code 編號	Code 編號	
		8-10	11	12-15	16-18	19-22	23	24	
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
9.	2								
10.	2								
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24.	2								
25.	2								
26.	2								
27.	2								
28.	2								
29.	2								
30.	2								
31.	2								
32.	2								

(i) Enter in Column (B) the employee's average monthly income range according to the following codes: 請將僱員的每月平均收入幅度，按下列編號填入「B」欄內：

Code 編號	Average Monthly Income Range 每月平均收入幅度
1	Over \$70,000 以上
2	\$50,001 - \$70,000
3	\$30,001 - \$50,000
4	\$20,001 - \$30,000
5	\$10,001 - \$20,000
6	\$8,001 - \$10,000
7	\$6,001 - \$8,000
8	Under \$6,001 以下

(ii) Enter in Column (F) the preferred level of education for employee according to the following codes: 請將僱員宜有的教育程度按下列編號填入「F」欄內：

Code 編號	Preferred Level of Education 宜有的教育程度
1	Professional Qualification 專業資格
2	University Degree or above 大學學位或以上
3	Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位/專業文憑/ 高級文憑/高級證書 或同等學歷
4	Diploma/Certificate or equivalent 文憑/證書或同等學歷
5	Matriculation 大學預科
6	Secondary 4 to Secondary 5 中四至中五
7	Secondary 3 or below 中三或以下

(iii) Enter in Column (G) the preferred relevant years of experience for employee according to the following codes: 請將僱員宜有的相關年資，按下列編號填入「G」欄內：

Code 編號	Preferred Relevant Years of Experience 宜有的相關年資
1	10 years or more 十年或以上
2	6 years to less than 10 years 六年至十年以下
3	3 years to less than 6 years 三年至六年以下
4	1 year to less than 3 years 一年至三年以下
5	Less than 1 year 一年以下

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

PART II
第二部份

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Est. No.	_____
ER No.	_____

Internal Promotion
內部晉升

Q1. Number of wholesale trade employees internally promoted during the past 12 months:
過去十二個月內內部晉升的批發業僱員人數：

- | | | | | | | | |
|---|---|--|--|--|----|--|--|
| (a) From Supervisory Level to Managerial Level
由主任級晉升為經理級 | <table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">8</td></tr> </table> | | | | 8 | | |
| | | | | | | | |
| 8 | | | | | | | |
| (b) From Clerical / Operative Support Level to Supervisory Level
由文員/技術人員級晉升為主任級 | <table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">11</td></tr> </table> | | | | 11 | | |
| | | | | | | | |
| 11 | | | | | | | |
| (c) From Others to Clerical / Operative Support Level
由其他職位晉升為文員/技術人員級 | <table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">14</td></tr> </table> | | | | 14 | | |
| | | | | | | | |
| 14 | | | | | | | |

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

Q2. Number of wholesale trade employees leaving your company during the past 12 months by whereabouts:
過去十二個月內離職的批發業僱員人數（按去向分類）：

	<u>Managerial</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 wholesale trade related jobs (Including starting own business in related trade) 從事與批發業有關的工作（包括創業）	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">17</td></tr> </table>				17			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">20</td></tr> </table>				20			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">23</td></tr> </table>				23		
17																					
20																					
23																					
(b) Taking up non-wholesale trade related jobs (Including starting own business in non-wholesale trade) 從事與批發業無關的工作（包括創業）	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">26</td></tr> </table>				26			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">29</td></tr> </table>				29			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">32</td></tr> </table>				32		
26																					
29																					
32																					
(c) Emigration, retirement, further studies 移民、退休、升學	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">35</td></tr> </table>				35			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">38</td></tr> </table>				38			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">41</td></tr> </table>				41		
35																					
38																					
41																					
(d) Others, please specify 其他，請註明： _____	<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">44</td></tr> </table>				44			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">47</td></tr> </table>				47			<table border="1" style="margin: auto;"> <tr><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td><td style="width: 20px; height: 20px;"> </td></tr> <tr><td colspan="3" style="text-align: center;">50</td></tr> </table>				50		
44																					
47																					
50																					

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

Local Wholesale Trade Employees Deployed to Work in the Mainland

本港批發業僱員被派遣在內地工作的情況

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

Yes 有

Please go to Q3(b)
請答第3(b)題

No 沒有

Please go to Q4
請答第4題

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

Local Employees Deployed to Work in the Mainland
(As in October 2010)

二〇一〇年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> ^{*(1)}	<u>Travelling Basis</u> ^{*(2)}
	長駐 ^{*(1)}	非長駐 ^{*(2)}
(i) Managerial 經理級	<input type="text" value="59"/>	<input type="text" value="62"/>
(ii) Supervisory 主任級	<input type="text" value="65"/>	<input type="text" value="68"/>
(iii) Clerical and Operative Support 文員及技術人員級	<input type="text" value="71"/>	<input type="text" value="74"/>

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

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

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

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

Involvement/Expansion of Wholesale Trade Services

批發業服務的參與/擴展

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

在調查時，貴公司參與下列工作／業務的批發業僱員人次，以及未來十二個月內就下列各工作／業務的預計參與僱員人次？

	<u>No. of Employees Involved</u> (October 2010)	<u>Forecast No. of Employees Involved</u> (November 2010 - October 2011)								
	參與僱員人次 (二〇一〇年十月)	預計參與僱員人次 (二〇一〇年十一月至 二〇一一年十月)								
Functions / Activities of the Wholesale Trade 批發業工作/業務										
(a) Import/Export 出入口	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">7</td><td style="width: 20px; height: 15px;">9</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 79	7	9			<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">8</td><td style="width: 20px; height: 15px;">2</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 82	8	2		
7	9									
8	2									
(b) Retail 零售	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">8</td><td style="width: 20px; height: 15px;">5</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 85	8	5			<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">8</td><td style="width: 20px; height: 15px;">8</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 88	8	8		
8	5									
8	8									
(c) Brand Name Development 品牌發展	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">9</td><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 91	9	1			<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">9</td><td style="width: 20px; height: 15px;">4</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 94	9	4		
9	1									
9	4									
(d) Sales and Marketing 銷售及市場推廣	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">9</td><td style="width: 20px; height: 15px;">7</td><td style="width: 20px; height: 15px;"> </td><td style="width: 20px; height: 15px;"> </td></tr> </table> 97	9	7			<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">0</td><td style="width: 20px; height: 15px;">0</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 100	1	0	0	
9	7									
1	0	0								
(e) Distribution 分銷	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">0</td><td style="width: 20px; height: 15px;">3</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 103	1	0	3		<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">0</td><td style="width: 20px; height: 15px;">6</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 106	1	0	6	
1	0	3								
1	0	6								
(f) Manufacturing 生產	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">0</td><td style="width: 20px; height: 15px;">9</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 109	1	0	9		<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">2</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 112	1	1	2	
1	0	9								
1	1	2								
(g) Procurement 採購	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">5</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 115	1	1	5		<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">8</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 118	1	1	8	
1	1	5								
1	1	8								
(h) Warehousing 倉務	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">2</td><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 121	1	2	1		<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">2</td><td style="width: 20px; height: 15px;">4</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 124	1	2	4	
1	2	1								
1	2	4								
(i) Others (Please Specify) 其他 (請說明)										
_____	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">2</td><td style="width: 20px; height: 15px;">7</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 127	1	2	7		<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">3</td><td style="width: 20px; height: 15px;">0</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 130	1	3	0	
1	2	7								
1	3	0								
_____	<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">3</td><td style="width: 20px; height: 15px;">3</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 133	1	3	3		<table border="1" style="display: inline-table; width: 80px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">3</td><td style="width: 20px; height: 15px;">6</td><td style="width: 20px; height: 15px;"> </td></tr> </table> 136	1	3	6	
1	3	3								
1	3	6								

<u>For official use only</u> 此欄毋須填寫	<table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">3</td><td style="width: 20px; height: 15px;">9</td></tr> </table> 139	1	3	9	<table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"> <tr><td style="width: 20px; height: 15px;">1</td><td style="width: 20px; height: 15px;">4</td><td style="width: 20px; height: 15px;">0</td></tr> </table> 140	1	4	0
1	3	9						
1	4	0						

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

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

(May choose more than one type of skills)

在未來十二個月內，貴公司會計劃提供／資助培訓給多少名批發業僱員(以人次計)?

(可選超過一種技能類別)

	<u>Managerial</u> 經理級	<u>Supervisory</u> 主任級	<u>Clerical and Operative Support</u> 文員及技術人員級
<u>Management Skills</u> 管理技能			
(a) Business Development and Management 商務發展及管理	_ _ _ 141	_ _ _ 144	_ _ _ 147
(b) Supply Chain Management 供應鏈管理	_ _ _ 150	_ _ _ 153	_ _ _ 156
(c) Supervisory Skills 督導技巧	_ _ _ 159	_ _ _ 162	_ _ _ 165
<u>Trade Specific Skills</u> 業內專業技能			
(d) International Trade and Practices 國際貿易實務	_ _ _ 168	_ _ _ 171	_ _ _ 174
(e) Transport and Logistics 運輸與物流	_ _ _ 177	_ _ _ 180	_ _ _ 183
(f) Product Development 產品開發	_ _ _ 186	_ _ _ 189	_ _ _ 192
(g) Graphic Design 平面設計	_ _ _ 195	_ _ _ 198	_ _ _ 201
(h) Merchandising 辦貨	_ _ _ 204	_ _ _ 207	_ _ _ 210
(i) Customer Relationship 客戶關係	_ _ _ 213	_ _ _ 216	_ _ _ 219
(j) Product Knowledge 產品知識	_ _ _ 222	_ _ _ 225	_ _ _ 228
(k) Quality Control 品質控制	_ _ _ 231	_ _ _ 234	_ _ _ 237
(l) Compliance 準則審核	_ _ _ 240	_ _ _ 243	_ _ _ 246
<u>IT Skills</u> 資訊科技技能			
(m) e-Commerce Knowledge and Applications 電子商務的知識及應用	_ _ _ 249	_ _ _ 252	_ _ _ 255
(n) Basic Computer Operation Skills including Chinese Input Method 運用電腦基本技能包括中文輸入法	_ _ _ 258	_ _ _ 261	_ _ _ 264
(o) Web Design 網頁設計	_ _ _ 267	_ _ _ 270	_ _ _ 273

	<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
<u>China-related Knowledge and World Vision</u> 有關中國的知識及世界視野			
(p) China Trade Business 中國貿易	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 276	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 279	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 282
(q) Laws and Regulatory Restrictions for Access to China's Market 進入中國市場的法律和規條限制	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 285	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 288	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 291
(r) World Vision 世界視野	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 294	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 297	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 300
<u>Language Skills</u> 語文技能			
(s) Spoken English 英語會話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 303	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 306	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 309
(t) Written English 英語書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 312	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 315	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 318
(u) Written Chinese 中文書寫能力	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 321	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 324	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 327
(v) Putonghua 普通話	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 330	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 333	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 336
(w) Japanese 日文	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 339	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 342	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 345
<u>Others (Please Specify)</u> 其他 (請說明)			
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 348	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 351	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 354
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 357	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 360	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 363

<u>For Official Use Only</u> 此欄毋須填寫	<input type="checkbox"/> 366	<input type="checkbox"/> 367	<input type="checkbox"/> 368
Q5	<input type="checkbox"/> 369		

End of questionnaire. Thank you for your co-operation.

— 問卷完，多謝合作 —

Please tick the appropriate box if your company wants a complimentary copy of the 2010 Manpower Survey Report
如 貴公司欲收到二〇一〇年人力調查報告贈閱版，請於適當的方格內加上 "✓" 號。

CD-ROM 光碟
370

Email 電郵
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The 2010 Manpower Survey of the Wholesale Trade
二〇一〇年批發業人力調查

Explanatory Notes
附註

Part I

第一部份

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

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

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

(A) 欄 – 職稱

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

表內部分職稱可能與 貴公司所採用者不同，但如職務內容相同或類似，仍請歸類為同一職務，填上所需資料。

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

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) Please add titles of employees not mentioned in Appendix C whose duties demand wholesale trade training, and briefly describe them in respect of the appropriate job levels.

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

3. **Column 'B' - Average Monthly Income**

(B) 欄 – 每月平均收入

Refer to column 'H' (i), please select the appropriate code number showing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按(H)欄(i)內的編號選出適當的每月平均收入幅度，填入每類僱員的(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。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

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

(C) 欄 – 調查期間的僱員人數

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

請填上調查期間每一主要職務的現有僱員總數。長期僱員包括在 貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如內地）。

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

(D) 欄 – 調查期間的空缺額

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

請填入 貴公司現有的空缺額。「現有空缺額」指調查期間貴公司正積極招聘的未填補空缺。

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

(E) 欄 – 預計十二個月後僱員人數

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.

「預計僱員人數」指 貴公司在十二個月後預計聘用的僱員人數。如估計業務屆時會收縮，此欄所填人數可少於(C)欄。

7. Column 'F' - Preferred Level of Education

(F) 欄 – 僱員宜有教育程度

Refer to column 'H'(ii), please enter the appropriate code number showing the preferred level of education which your company requires an employee in a particular position to have.

請按(H)欄(ii)內的編號，將 貴公司認為個別職位僱員宜有的教育程度填入(F)欄內。

8. Column ‘G’ - Preferred Relevant Years of Experience

(G) 欄 – 僱員宜有的相關年資

Refer to column ‘H’ (iii), please indicate the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按(H)欄(iii)內的編號，填上 貴公司各類別職位僱員宜有的相關工作年資。

Part II

第二部份

9. Internal Promotion

內部晉升

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

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

10. Employees’ Whereabouts After Leaving the Company

離職僱員去向

Please fill in the number of wholesale trade employee left during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的批發業僱員人數。

11. Local Wholesale Trade Employees Deployed to Work in the Mainland

本港批發業僱員被派遣在內地工作的情況

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

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

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

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

12. Involvement/Expansion of Wholesale Trade Services

批發業服務的參與/擴展

Please fill in the number of employees (in terms of man-times) against each type of functions/activities of the Wholesale Trade that the employees are/will be involved in at time of survey/in the next 12 months.

請填寫在調查時/未來十二個月內，貴公司參與各批發業工作/業務的僱員人數(以人次計)。

13. Manpower Training and Development Plan

人力培訓及發展計劃

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

請填寫 貴公司在未來十二個月內，將會計劃提供/資助培訓批發業的僱員人數(以人次計)。

Job Descriptions for Principal Jobs in the Wholesale Trade
批發業主要職務工作說明

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) 經理級(包括高級及助理經理)		
121	General Manager 總經理	Assumes total responsibility of an establishment and has other managers/executives as direct subordinates. 承擔機構的全部責任，直接管理其他經理及行政人員。
122	Merchandising Manager 商品採購經理	Plans, organizes, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analyses to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders. 策劃、組織、督導及主持各種採購工作。檢討市場及營業分析資料，以釐定本地及海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。
123	Quality Control Manager 品質管制經理	Plans, organizes, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications. 策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
124	Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager 研究及開發經理 / 設計經理 / 首席設計師 / 產品開發經理 / 工程經理 / 應用經理 / 技術經理	<p>Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customer. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, QA and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design conceptions with subordinates and inspires their creativity.</p> <p>負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和機構內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。</p>
125	Sales/Marketing Manager 銷售 / 市務經理	<p>Plans, organizes, directs and controls 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.</p> <p>策劃、組織、督導和主持批發機構的市場、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。</p>

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
126	Warehouse and Distribution Manager 倉務及收發經理	<p>Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations.</p> <p>管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。</p>
127	Compliance Manager 準則審核經理	<p>Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices.</p> <p>掌管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。</p>
128	Purchasing Manager 採購經理	<p>Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures.</p> <p>管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批定單。監管整體採購程序。</p>

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
199	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請說明其職稱)	Managers involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) 主任級(包括高級和助理主任)		
221	Shipping Supervisor 船務主任	Supervises the operation of wholesale division/section of an establishment. Checks shipping documents and monitor the transport of raw material and cargo. 監督機構所有批發業務。查核船務文件，督導原料及貨品的運送。
222	Research and Development Officer / Product Development Officer 研究及開發主任／ 產品開發主任	Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meet the expectation of the customers. 協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
223	Product Designer 產品設計師	<p>Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly design products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy.</p> <p>創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。</p>
224	Merchandiser/Buyer 商品／採購主任	<p>Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed.</p> <p>負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。</p>
225	Quality Inspector 品質檢查員	<p>Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products.</p> <p>查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。</p>

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
226	Technician 技術員	<p>Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation.</p> <p>為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。</p>
227	Sales Supervisor 營業主任	<p>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.</p> <p>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。</p>
228	Warehouse and Distribution Supervisor 倉務及收發主任	<p>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> <p>策劃和監督貨物接收、查驗儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。</p>

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
229	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
230	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in the purchasing activities. Supervises wholesale buyers to purchase goods from manufacturers for resale, based on the established company policies and procedures. 根據公司的政策及程序協助採購經理監督採購文員從生產商採購貨物以作轉售。
231	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
232	Sales Engineer 銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet 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. 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。

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
299	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請說明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。
CLERICAL/OPERATIVE SUPPORT LEVEL 文員／技術人員級		
321	Salesman/Sales Representative 營業代表	Solicits orders for commodities or for the 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. 招攬貨品或商品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供解釋及意見。
322	Stock/Purchasing Clerk 貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
323	Documentation/Shipping Clerk 文件處理／船務文員	Prepares shipping documents for wholesale and other related purposes. Keeps records of shipment. 處理批發或其他有關業務的文件，保存付運記錄。
324	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
325	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。

Job Code 職稱編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL (Continued) 文員／技術人員級（續）		
399	Other Clerks/Supportive Staff (please specify titles) 其他文員／輔助人員 （請說明其職稱）	Clerks/supporting staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與祕書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。

出入口業人力統計資料
Manpower Statistics of the Import/Export Trade

職稱 Job Title	2010年 10月的 僱員人數 No. of Employees in October 2010	2010年 10月的 空缺數目 No. of Vacancies in October 2010	預測 2011年 10月的 人力需求 Forecast Manpower Demand in October 2011
經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)			
總經理 General Manager	8 195	0	8 195
研究及開發經理 Research and Development Manager	2 648	10	2 658
出入口／船務經理 Shipping Manager	1 791	0	1 791
技術經理 Technical Manager	2 813	13	2 826
商品採購經理 Merchandising Manager	8 099	38	8 147
品質管制經理 Quality Control Manager	1 483	13	1 496
準則審核經理 Compliance Manager	300	0	300
銷售／市務經理 Sales / Marketing Manager	15 983	139	16 097
倉務及收發經理 Warehouse and Distribution Manager	493	0	493
採購經理 Purchasing Manager	1 556	3	1 559
小計 Sub-total	43 361	216	43 562

職稱 Job Title	2010年 10月的 僱員人數 No. of Employees in October 2010	2010年 10月的 空缺數目 No. of Vacancies in October 2010	預測 2011年 10月的 人力需求 Forecast Manpower Demand in October 2011
主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)			
準則審核主任 Compliance Officer	501	1	502
船務主任 Shipping Supervisor	5 223	50	5 223
研究及開發主任 Research and Development Officer	3 574	27	3 601
產品設計師 Product Designer	5 662	107	5 769
商品／採購主任 Merchandiser / Buyer	39 823	243	40 018
品質檢查員 Quality Inspector	5 716	78	5 744
營業主任 Sales Supervisor	36 011	59	36 025
倉務及收發主任 Warehouse and Distribution Supervisor	2 191	1	2 192
運輸主任 Transportation Supervisor	246	25	271
採購主任 Purchasing Supervisor	3 531	4	3 535
銷售工程師 Sales Engineer	4 914	9	4 923
技術員 Technician	8 433	137	8 570
推銷主任 Promoter Supervisor	221	5	226
小計 Sub-total	116 046	746	116 599

職稱 Job Title	2010年 10月的 僱員人數 No. of Employees in October 2010	2010年 10月的 空缺數目 No. of Vacancies in October 2010	預測 2011年 10月的 人力需求 Forecast Manpower Demand in October 2011
文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL			
助理商品員 Assistant Merchandiser	20 682	282	21 266
文件處理／船務文員 Documentation / Shipping Clerk	53 139	560	53 649
營業代表 Salesman / Sales Representative	97 325	1 444	98 701
貨倉／採購文員 Stock / Purchasing Clerk	24 247	92	24 339
推銷員 Promoter	2 968	37	3 005
兼職推銷員 Part-time Promoter	1 181	9	1 190
小計 Sub-total	199 542	2 424	202 150
總計 Grand Total	358 949	3 386	362 311

其他經理級支援人員 Other Supporting Managers ⁽¹⁾	9 611
其他主任級支援人員 Other Supporting Supervisors ⁽²⁾	13 659
其他文員／輔助人員 Other Clerks / Supportive Staff ⁽³⁾	70 754
其他支援人員 Other Supportive Staff ⁽⁴⁾	29 716
總計 Total	123 740

- 註： (1) 從事工程、生產、人事、會計、財務、資訊科技或其他行政工作的經理。
Include other supporting managers involved in engineering, production, personnel, accounting, finance and I.T.
- (2) 從事行政及其他支援工作，包括人事、財務、會計及資訊科技等之主任。
Include supporting supervisors involved in personnel, finance, accounting and I.T.
- (3) 從事秘書、人事、財務、會計及資訊科技等多個範疇的支援工作的文員。
Include clerical and supporting staff involved in secretary, personnel, finance, accounting and I.T.
- (4) 擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。
Include labour intensive work such as driver, amah, watchman, office assistant, cleaner and delivery man.

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

職稱 Job Title	2010年 10月的 僱員人數 No. of Employees in October 2010	2010年 10月的 空缺數目 No. of Vacancies in October 2010	預測 2011年 10月的 人力需求 Forecast Manpower Demand in October 2011
經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)			
總經理 General Manager	732	0	732
商品採購經理 Merchandising Manager	67	0	67
品質管制經理 Quality Control Manager	31	0	31
研究及開發經理 Research and Development Manager	61	0	60
銷售／市務經理 Sales / Marketing Manager	1 280	0	1 278
倉務及收發經理 Warehouse and Distribution Manager	98	0	98
準則審核經理 Compliance Manager	2	0	2
採購經理 Purchasing Manager	331	0	331
小計 Sub-total	2 602	0	2 599
主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)			
船務主任 Shipping Supervisor	50	0	50
研究及開發主任 Research and Development Officer	61	0	59
產品設計師 Product Designer	109	0	106
商品／採購主任 Merchandiser / Buyer	485	34	519

職稱 Job Title	2010年 10月的 僱員人數 No. of Employees in October 2010	2010年 10月的 空缺數目 No. of Vacancies in October 2010	預測 2011年 10月的 人力需求 Forecast Manpower Demand in October 2011
主任級（包括高級和助理主任）（續） SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)			
品質檢查員 Quality Inspector	94	0	94
技術員 Technician	515	0	515
營業主任 Sales Supervisor	7 687	7	7 691
倉務及收發主任 Warehouse and Distribution Supervisor	601	0	600
運輸主任 Transportation Supervisor	74	0	74
採購主任 Purchasing Supervisor	2 372	0	2 372
推銷主任 Promoter Supervisor	15	0	15
銷售工程師 Sales Engineer	455	0	455
小計 Sub-total	12 518	41	12 550
文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL			
營業代表 Salesman / Sales Representative	18 437	520	18 953
貨倉／採購文員 Stock / Purchasing Clerk	4 878	5	4 878
文件處理／船務文員 Documentation / Shipping Clerk	4 033	5	4 035
推銷員 Promoter	407	2	409
兼職推銷員 Part-time Promoter	225	0	225
小計 Sub-total	27 980	532	28 500
總計 Grand Total	43 100	573	43 649

其他經理級支援人員 Other Supporting Managers ⁽¹⁾	619
其他主任級支援人員 Other Supporting Supervisors ⁽²⁾	1 437
其他文員／輔助人員 Other Clerks / Supportive Staff ⁽³⁾	7 973
其他支援人員 Other Supportive Staff ⁽⁴⁾	12 086
總計 Total	22 115

- 註： (1) 從事工程、生產、人事、會計、財務、資訊科技或其他行政工作的經理。
Include other supporting managers involved in engineering, production, personnel, accounting, finance and I.T.
- (2) 從事行政及其他支援工作，包括人事、財務、會計及資訊科技等之主任。
Include supporting supervisors involved in personnel, finance, accounting and I.T.
- (3) 從事秘書、人事、財務、會計及資訊科技等多個範疇的支援工作的文員。
Include clerical and supporting staff involved in secretary, personnel, finance, accounting and I.T.
- (4) 擔任司機、女傭、看守員、辦公室助理、清潔工及送遞員等勞力密集工作的員工。
Include labour intensive work such as driver, amah, watchman, office assistant, cleaner and delivery man.

進出口業僱員宜有的教育程度
Preferred Level of Education of IE Employees by Job Title

進出口業僱員人數
No. of IE Employees

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位 ／專業文憑 ／高級文憑 ／高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書 或同等學歷 Diploma / Certificate or equivalent	大學預科 Matriculation	中五 Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	177	5 002	1 090	180	586	668	-	492
研究及開發經理 Research and Development Manager	63	1 772	180	56	58	55	-	464
進出口／船務經理 Shipping Manager	42	1 290	117	32	225	26	-	59
技術經理 Technical Manager	78	2 166	305	51	12	2	-	199
商品採購經理 Merchandising Manager	48	2 566	1 030	1 373	456	1 913	-	713
品質管制經理 Quality Control Manager	19	994	176	65	102	2	-	125
準則審核經理 Compliance Manager	18	185	59	17	1	1	-	19
銷售／市務經理 Sales/Marketing Manager	76	9 413	1 030	1 798	1 385	1 796	-	485
倉務及收發經理 Warehouse and Distribution Manager	38	260	60	69	12	7	-	47
採購經理 Purchasing Manager	62	859	253	136	50	35	-	161
小計 Sub-Total	621	24 507	4 300	3 777	2 887	4 505	-	2 764
<i>主任級 SUPERVISORY LEVEL</i>								
準則審核主任 Compliance Officer	25	145	131	123	-	34	-	43
船務主任 Shipping Supervisor	25	721	1 264	1 015	1 471	559	-	168
研究及開發主任 Research and Development Officer	72	1 586	730	419	106	534	-	127
產品設計師 Product Designer	16	661	2 260	1 397	682	444	-	202
商品／採購主任 Merchandiser/Buyer	175	2 111	1 979	5 690	7 431	18 767	-	3 670
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								

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
品質檢查員 Quality Inspector	-	600	1 440	437	1 859	1 178	-	202
營業主任 Sales Supervisor	50	9 395	4 638	6 989	6 002	7 325	-	1 612
倉務及收發主任 Warehouse and Distribution Supervisor	-	609	328	219	374	547	32	82
運輸主任 Transportation Supervisor	-	42	3	120	2	74	-	5
採購主任 Purchasing Supervisor	60	585	512	240	983	469	-	682
銷售工程師 Sales Engineer	-	932	2 471	1 083	110	61	-	257
技術員 Technician	12	2 340	655	1 866	1 565	1 610	-	385
推銷主任 Promoter Supervisor	-	50	25	99	6	41	-	-
小計 Sub-Total	435	19 777	16 436	19 697	20 591	31 643	32	7 435
<i>文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
助理商品員 Assistant Merchandiser	-	706	1 793	2 150	5 224	10 205	-	604
文件處理／船務文員 Documentation/Shipping Clerk	-	2 118	572	4 509	7 941	36 537	100	1 362
營業代表 Salesman/Sales Representative	-	6 686	3 527	5 140	19 907	58 241	-	3 824
貨倉／採購文員 Stock/Purchasing Clerk	-	289	657	1 178	4 151	14 544	2 573	855
推銷員 Promoter	-	6	-	116	97	2 529	220	-
兼職推銷員 Part-time Promoter	-	-	-	20	-	986	175	-
小計 Sub-Total	-	9 805	6 549	13 113	37 320	123 042	3 068	6 645
總計 Grand Total	1 056	54 089	27 285	36 587	60 798	159 190	3 100	16 844

批發業僱員宜有的教育程度
Preferred Level of Education of Wholesale Employees by Job Title

批發業僱員人數
No. of Wholesale Employees

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位/ 專業文憑/高級 文憑/高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑/證書 或同等學歷 Diploma / Certificate or equivalent	大學預科 Matriculation	中五 Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	38	104	16	33	468	72	-	1
商品採購經理 Merchandising Manager	-	52	-	10	-	5	-	-
品質管制經理 Quality Control Manager	-	24	6	1	-	-	-	-
研究及開發經理 Research and Development Manager	-	52	4	5	-	-	-	-
銷售/市場經理 Sales / Marketing Manager	-	508	17	54	330	228	-	143
倉務及收發經理 Warehouse and Distribution Manager	-	37	35	8	6	12	-	-
準則審核經理 Compliance Manager	-	2	-	-	-	-	-	-
採購經理 Purchasing Manager	33	271	18	1	1	1	-	6
小計 Sub-Total	71	1 050	96	112	805	318	-	150
<i>主任級 SUPERVISORY LEVEL</i>								
船務主任 Shipping Supervisor	-	26	8	2	10	3	-	1
研究及開發主任 Research and Development Officer	-	41	14	3	3	-	-	-
產品設計師 Product Designer	-	12	54	40	3	-	-	-
商品/採購主任 Merchandiser / Buyer	-	21	28	3	180	116	38	99
品質檢查員 Quality Inspector	-	30	3	45	6	9	1	-
技術員 Technician	-	81	66	312	21	35	-	-
營業主任 Sales Supervisor	-	569	185	1 183	628	3 791	1 081	250
倉務及收發主任 Warehouse and Distribution Supervisor	-	44	25	10	105	383	-	34
運輸主任 Transportation Supervisor	-	8	8	3	7	12	33	3

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
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>								
採購主任 Purchasing Supervisor	-	23	1 069	51	64	1 165	-	-
推銷主任 Promoter Supervisor	-	3	3	7	-	2	-	-
銷售工程師 Sales Engineer	-	101	266	5	83	-	-	-
小計 Sub-Total	-	959	1 729	1 664	1 110	5 516	1 153	387
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
營業代表 Salesman / Sales Representative	-	134	444	393	1 507	12 564	2 557	838
貨倉/採購文員 Stock / Purchasing Clerk	-	-	5	276	261	4 038	238	60
文件處理/船務文員 Documentation / Shipping Clerk	-	-	33	157	276	2 960	302	305
推銷員 Promoter	-	-	34	-	20	221	132	-
兼職推銷員 Part-time Promoter	-	-	-	-	13	159	53	-
小計 Sub-Total	-	134	516	826	2 077	19 942	3 282	1 203
總計 Grand Total	71	2 143	2 341	2 602	3 992	25 776	4 435	1 740

出入口業僱員宜有的相關年資
Preferred Relevant Years of Experience of IE Employees by Job Title

出入口業僱員人數
No. of IE Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	-	-	1 965	3 907	1 781	542
研究及開發經理 Research and Development Manager	-	-	591	1 235	359	463
出入口／船務經理 Shipping Manager	-	-	251	1 226	255	59
技術經理 Technical Manager	-	176	372	1 755	311	199
商品採購經理 Merchandising Manager	-	-	3 736	3 093	557	713
品質管制經理 Quality Control Manager	-	3	328	695	332	125
準則審核經理 Compliance Manager	-	-	26	233	22	19
銷售／市務經理 Sales / Marketing Manager	-	3	8 010	5 592	1 898	480
倉務及收發經理 Warehouse and Distribution Manager	-	-	122	257	69	45
採購經理 Purchasing Manager	-	25	464	646	260	161
<i>小計 Sub-Total</i>	-	207	15 865	18 639	5 844	2806
<i>主任級 SUPERVISORY LEVEL</i>						
準則審核主任 Compliance Officer	-	129	262	42	25	43
船務主任 Shipping Supervisor	-	1 416	2 631	859	149	168
研究及開發主任 Research and Development Officer	-	941	2 109	397	-	127
產品設計師 Product Designer	-	3 474	1 863	123	-	202
商品／採購主任 Merchandiser / Buyer	870	16 882	16 441	1 744	266	3 620
品質檢查員 Quality Inspector	870	1 900	2 171	453	120	202

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>						
營業主任 Sales Supervisor	-	3 503	26 325	2 993	1 578	1 612
倉務及收發主任 Warehouse and Distribution Supervisor	-	329	1 538	210	32	82
運輸主任 Transportation Supervisor	-	45	167	29	-	5
採購主任 Purchasing Supervisor	-	417	2 295	315	72	432
銷售工程師 Sales Engineer	-	727	3 214	716	-	257
技術員 Technician	50	2 564	5 108	264	62	385
推銷主任 Promoter Supervisor	-	136	85	-	-	-
<i>小計 Sub-Total</i>	<i>1 790</i>	<i>32 463</i>	<i>64 209</i>	<i>8 145</i>	<i>2 304</i>	<i>7 135</i>
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
助理商品員 Assistant Merchandiser	2 494	11 414	5 735	435	-	604
文件處理/船務文員 Documentation / Shipping Clerk	6 406	34 023	8 456	2 453	439	1 362
營業代表 Salesman / Sales Representative	2 185	58 202	31 994	539	581	3 824
貨倉/採購文員 Stock / Purchasing Clerk	3 154	15 963	4 186	535	4	405
推銷員 Promoter	410	2 546	12	-	-	-
兼職推銷員 Part-time Promoter	838	343	0	-	-	-
<i>小計 Sub-Total</i>	<i>15 487</i>	<i>122 491</i>	<i>50 383</i>	<i>3 962</i>	<i>1 024</i>	<i>6 195</i>
總計 Grand Total	17 277	155 161	130 457	30 746	9 172	16 136

批發業僱員宜有的相關年資
Preferred Relevant Years of Experience of Wholesale Employees by Job Title

批發業僱員人數
No. of Wholesale Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>						
總經理 General Manager	-	-	493	131	107	1
商品採購經理 Merchandising Manager	-	-	5	58	4	-
品質管制經理 Quality Control Manager	-	1	17	12	1	-
研究及開發經理 Research and Development Manager	-	-	41	17	3	-
銷售／市務經理 Sales / Marketing Manager	-	40	565	397	135	143
倉務及收發經理 Warehouse and Distribution Manager	-	-	44	41	13	-
準則審核經理 Compliance Manager	-	-	-	2	-	-
採購經理 Purchasing Manager	-	-	212	77	36	6
<i>小計 Sub-Total</i>	<i>0</i>	<i>41</i>	<i>1 377</i>	<i>735</i>	<i>299</i>	<i>150</i>
<i>主任級 SUPERVISORY LEVEL</i>						
船務主任 Shipping Supervisor	-	6	39	4	-	1
研究及開發主任 Research and Development Officer	10	11	25	15	-	-
產品設計師 Product Designer	30	40	39	-	-	-
商品／採購主任 Merchandiser / Buyer	15	142	227	2	-	99
品質檢查員 Quality Inspector	-	-	64	29	1	-
技術員 Technician	-	123	390	2	-	-
營業主任 Sales Supervisor	1 091	2 652	3 416	273	5	250
倉務及收發主任 Warehouse and Distribution Supervisor	-	116	367	84	-	34

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>主任級 (續) SUPERVISORY LEVEL (Continued)</i>						
運輸主任 Transportation Supervisor	-	3	28	7	33	3
採購主任 Purchasing Supervisor	-	1 070	1 225	72	5	-
推銷員主任 Promoter Supervisor	-	4	11	-	-	-
銷售工程師 Sales Engineer	-	276	179	-	-	-
小計 Sub-Total	1 146	4 443	6 010	488	44	387
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>						
營業代表 Salesman / Sales Representative	2 562	14 083	888	66	-	838
貨倉/採購文員 Stock / Purchasing Clerk	270	4 423	59	66	-	60
文件處理/船務文員 Documentation / Shipping Clerk	1 586	1 987	155	-	-	305
推銷員 Promoter	1	304	102	-	-	-
兼職推銷員 Part-time Promoter	53	172	-	-	-	-
小計 Sub-Total	4 472	20 969	1 204	132	0	1 203
總計 Grand Total	5 618	25 453	8 591	1 355	343	1 740

按每月平均收入幅度劃分的出入口業僱員人數
Distribution of IE Employees by Average Monthly Income Range

職稱 Job Title	\$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
<i>經理級</i> <i>MANAGERIAL LEVEL</i>									
總經理 General Manager	-	-	-	4	3 876	1 827	831	697	960
研究及開發經理 Research and Development Manager	-	-	-	201	637	923	118	1	768
出入口／船務經理 Shipping Manager	-	-	-	27	556	1 006	25	50	127
技術經理 Technical Manager	-	-	-	175	1 188	1 077	76	3	294
商品採購經理 Merchandising Manager	-	-	-	248	2 836	2 646	124	-	2 245
品質管制經理 Quality Control Manager	-	-	-	154	556	424	49	-	300
準則審核經理 Compliance Manager	-	-	-	-	106	148	15	-	31
銷售／市務經理 Sales / Marketing Manager	-	-	-	1 997	7 936	3 146	1 038	-	1 866
倉務及收發經理 Warehouse and Distribution Manager	-	-	-	42	250	123	6	-	72
採購經理 Purchasing Manager	-	-	-	9	825	426	7	3	286
小計 Sub-Total	0	0	0	2 857	18 766	11 746	2 289	754	6 949
<i>主任級</i> <i>SUPERVISORY LEVEL</i>									
準則審核主任 Compliance Officer	-	-	-	105	345	3	-	-	48
船務主任 Shipping Supervisor	-	-	460	2 070	1 443	22	-	-	1 228
研究及開發主任 Research and Development Officer	-	-	-	1 024	1 538	249	5	-	758
產品設計師 Product Designer	-	-	150	3 674	1 279	16	-	-	543
商品／採購主任 Merchandiser / Buyer	-	-	6 747	17 174	7 382	460	-	-	8 060
品質檢查員 Quality Inspector	50	50	13	3 210	1 025	139	-	-	1 229
營業主任 Sales Supervisor	-	-	436	19 219	10 021	1 443	16	-	4 876
倉務及收發主任 Warehouse and Distribution Supervisor	-	-	66	1 522	302	50	-	-	251
運輸主任 Transportation Supervisor	-	-	-	200	37	-	-	-	9
採購主任 Purchasing Supervisor	-	-	101	1 098	965	112	1	-	1 254
銷售工程師 Sales Engineer	-	-	30	2 559	1 873	2	-	-	450
技術員 Technician	-	176	391	4 499	1 728	10	-	-	1 629

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
推銷主任 Promoter Supervisor	-	-	-	193	22	-	-	-	6
小計 Sub-Total	50	226	8 394	56 547	27 960	2 506	22	0	20 341
<i>文員/技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>									
助理商品員 Assistant Merchandiser	-	683	7 390	8 171	3 484	-	-	-	954
文件處理/船務文員 Documentation / Shipping Clerk	435	2 776	22 486	19 997	1 365	-	-	-	6 080
營業代表 Salesman / Sales Representative	1 842	5 146	23 442	42 542	11 214	557	-	-	12 582
貨倉/採購文員 Stock / Purchasing Clerk	872	1 175	12 440	5 199	498	-	-	-	4 063
推銷員 Promoter	-	240	2 304	138	-	-	-	-	286
兼職推銷員 Part-time Promoter	578	494	60	1	-	-	-	-	48
小計 Sub-Total	3 727	10 514	68 122	76 048	16 561	557	0	0	24 013
總計 Grand Total	3 777	10 740	76 516	135 452	63 287	14 809	2 311	754	51 303

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

職稱 Job Title	\$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
<i>經理級 MANAGERIAL LEVEL</i>									
總經理 General Manager	-	-	-	436	116	72	19	71	18
商品採購經理 Merchandising Manager	-	-	-	-	48	9	-	-	10
品質管制經理 Quality Control Manager	-	-	-	-	18	12	-	-	1
研究及開發經理 Research and Development Manager	-	-	-	-	46	10	-	-	5
銷售／市務經理 Sales / Marketing Manager	-	-	-	193	594	213	70	-	210
倉務及收發經理 Warehouse and Distribution Manager	-	-	-	19	49	20	-	-	10
準則審核經理 Compliance Manager	-	-	-	-	-	1	-	-	1
採購經理 Purchasing Manager	-	-	-	4	242	43	33	-	9
小計 Sub-Total	0	0	0	652	1 113	380	122	71	264
<i>主任級 SUPERVISORY LEVEL</i>									
船務主任 Shipping Supervisor	-	-	3	30	11	-	-	-	6
研究及開發主任 Research and Development Officer	-	-	-	37	22	-	-	-	2
產品設計師 Product Designer	-	-	-	45	21	-	-	-	43
商品／採購主任 Merchandiser / Buyer	-	-	-	225	51	-	-	-	209
品質檢查員 Quality Inspector	-	-	-	34	58	2	-	-	-
技術員 Technician	-	-	18	199	2	-	-	-	296
營業主任 Sales Supervisor	-	-	2 002	4 692	623	59	-	-	311
倉務及收發主任 Warehouse and Distribution Supervisor	-	-	201	297	52	5	-	-	46
運輸主任 Transportation Supervisor	-	-	-	53	7	-	-	-	14
採購主任 Purchasing Supervisor	-	-	38	1 257	1 069	7	-	-	1
推銷員主任 Promoter Supervisor	-	-	-	13	2	-	-	-	-
銷售工程師 Sales Engineer	-	-	-	354	101	-	-	-	-
小計 Sub-Total	0	0	2 262	7 236	2 019	73	0	0	928

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
<i>文員／技術人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>									
營業代表 Salesman / Sales Representative	435	5 048	3 067	8 246	159	-	-	-	1 482
貨倉／採購文員 Stock / Purchasing Clerk	-	720	2 532	1 530	5	-	-	-	91
文件處理／船務文員 Documentation / Shipping Clerk	-	1 472	1 536	792	-	-	-	-	233
推銷員 Promoter	-	45	318	44	-	-	-	-	-
兼職推銷員 Part-time Promoter	86	13	126	-	-	-	-	-	-
小計 <i>Sub-Total</i>	521	7 298	7 579	10 612	164	0	0	0	1 806
總計 Grand Total	521	7 298	9 841	18 500	3 296	453	122	71	2 998

過往十二個月曾將全部或部分工種
遷離至香港以外地方/
或於未來十二個月有此計劃的出入口公司百分率
**Percentage of IE Companies Having Involved in Moving
Functions Wholly or Partially to Other Places Outside
Hong Kong in the Past 12 Months and/or will be Involved
in Moving Functions in the Next 12 Months**

業務 Functions	過往十二個月 (有) Past 12 Months (Yes) % ⁺	未來十二個月 (有) Next 12 Months (Yes) % [*]	
<i>工種遷離香港</i> <i>Moving Functions Outside Hong Kong</i>			
品質控制 Quality Control	27.6	66.3	
辦貨 Merchandising	51.2	77.5	
倉務 Warehouse	23.8	11	
船務 Shipping	2.7	4.2	
會計 Accounting	23.9	18.9	
研究及發展 Research and Development	4.3	0.1	
出口及銷售 Export and Marketing	1.4	0.1	
電腦資料輸入 Computer Data Entry	2.4	0.1	
銷售及客戶服務 Sales and Customer Services	27.3	10.9	
其他 Others	21.3	3.6	
總數 Overall	2.9	0.9	
<i>遷往何地</i> <i>Whereabouts</i>			
內地 Mainland	華東 Eastern China	4.8	14.3
	華南 Southern China	94.7	82.1
	華西 Western China	-	-
	華北 Northern China	-	-
	華中 Central China	-	-
亞洲 Asia	0.2	-	

業務 Functions	過往十二個月 (有) Past 12 Months (Yes) % ⁺	未來十二個月 (有) Next 12 Months (Yes) % [*]
美洲 America	-	-
歐洲 Europe	-	-
非洲 Africa	-	-
其他地區 Other Places	-	-
<i>工種遷離香港之公司需要聘請員工人數 No. of Employees Required When Companies' Functions Moved Outside Hong Kong</i>		
香港員工 <u>Hong Kong</u>		
0 人	76.8	99.9
1 - 20 人	22.8	0.1
21 - 50 人	-	-
51 - 100 人	-	-
> 100 人	-	-
Unspecified	0.4	-
內地員工 <u>Mainland</u>		
0 人	43.5	70.3
1 - 20 人	55.6	29.7
21 - 50 人	0.5	-
51 - 100 人	-	-
> 100 人	-	-
Unspecified	0.4	-
其他地方員工 <u>Other Places</u>		
0 人	99.4	100.0
1 - 20 人	0.2	-
21 - 50 人	-	-
51 - 100 人	-	-
> 100 人	-	-
Unspecified	0.4	-
整體 Overall	2.9	0.9

+ 佔填覆 2164 間公司的百分率。
As a percentage of 2164 responding cases.

* 佔填覆 697 間公司的百分率。
As a percentage of 697 responding cases.

批發業
參與人力／人力擴充百分率 (按工作／業務劃分)
Wholesale Trade
Manpower Involvement / Expansion by Function / Activity

工作 / 業務 Functions / Activities	參與僱員人數 (人次) (2010 年 10 月) No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2010)	參與僱員人數 (人次) (2011 年 10 月) No. of Wholesale Employees (in terms of Man-Times) Involved (As in October 2011)	預測人力增減比率 (2010 年 10 月至 2011 年 10 月) Forecast % Changes of Manpower Growth (+) / Decrease (-) (October 2010 - October 2011)
出入口 Import / Export	1 003	1 199	19.54%
零售 Retail	6 671	6 673	0.03%
品牌發展 Brand Name Development	484	484	0.00%
銷售及市場推廣 Sales and Marketing	30 907	31 354	1.45%
分銷 Distribution	8 072	8 097	0.31%
生產 Manufacturing	531	531	0.00%
採購 Procurement	19 753	19 758	0.03%
倉務 Warehousing	11 172	11 181	0.08%
其他 Others	456	456	0.00%
總計 Total	79 049	79 733	0.87%*

* 2011 僱主之人力需求以 2010 年 10 月之經濟情況而預測。

* The employers' forecast for 2009 manpower demand was made during the economic environments in November 2008.

Manpower Projection for 2011-2015

A. Import and Export Industry

Methodology

The Labour Market Analysis (LMA) approach first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA approach has been applied to manpower projection for Import and Export Industry since 2004.

3. The building of a statistical model comprises two main steps. The first step is called ‘Diagnostic’ when two sets of statistical data are tested to select independent variables as determinants. Set I comprises 9 core statistics in the National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about our key economic activities. Set II comprises 42 economic indicators with more disaggregate information about various economic sectors. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two data sets, some determinants can be found. To minimize Types I & II and other errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modeling is called “Prognostic” because the PCs found in the first step are used to build the statistical model for manpower projection.

Manpower Projection for Import and Export Industry

4. For the Import and Export Industry, 7 determinants below have been identified and grouped into PCs.

- 1) Gross Domestic Fixed Capital Formation [GDFCF]
- 2) Composite Consumer Price Index [CCPI]
- 3) Import of Goods in Value Index [VM]
- 4) Loans and Advance [LA]
- 5) Private Consumption Expenditure [PCE]
- 6) Re-export of Goods in Value Index [VREX]
- 7) Retails Sales in Value Index [RSVA]

5. At the “Diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 96.4% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. At the second “Prognostic” step, Principal Component Regression (PCR) is applied to build the statistical model. The model indicates that there is a strong positive correlation between the actual manpower data and the PCs. The adjusted R-square worked out to be 0.89, indicating that about 89% of the variation of the

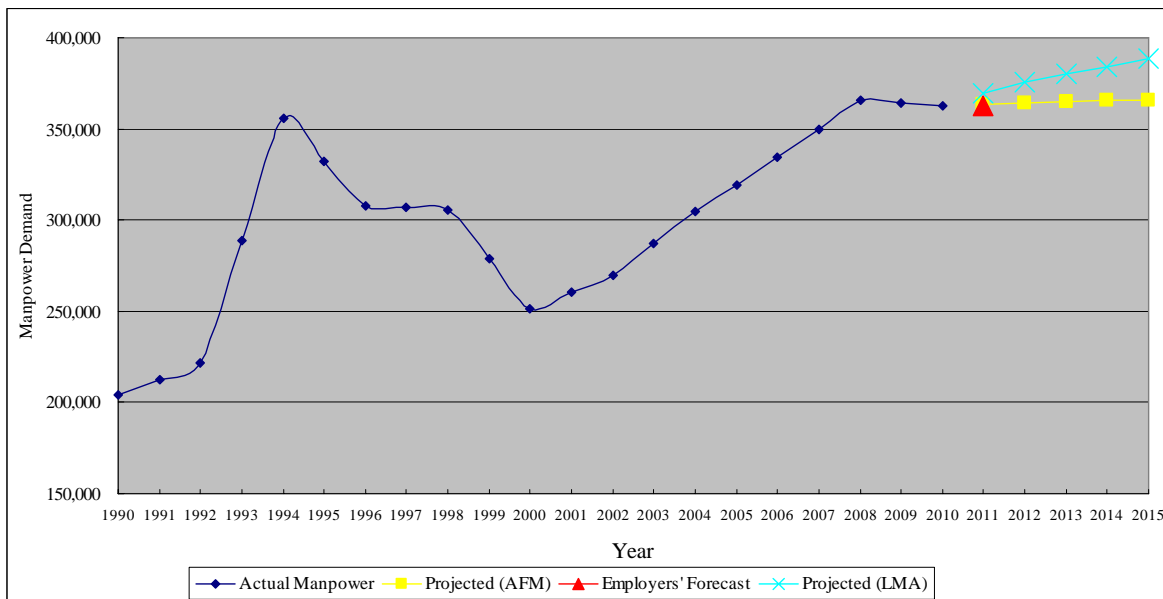
manpower requirements can be explained by the model.

6. The manpower demand for Import and Export Industry in 2011-2015 is projected using 3 methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers' Forecast (EF). A summary table is provided as below.

Table 1: Summary of Manpower Projections by LMA, AFM and EF.

Year	Manpower Demand	Projected (LMA)	Projected (AFM)	Projected (EF)
2010	362 335			
2011		369 499 (+1.98%*)	363 680 (+0.37%*)	362 311 (-0.01%*)
2012		375 292 (+1.57**)	364 346 (+0.18%**)	
2013		379 997 (+1.25%**)	364 887 (+0.15%**)	
2014		384 238 (+1.12%**)	365 328 (+0.12%**)	
2015		388 247 (+1.04%**)	365 686 (+0.10%**)	
<p><i>All figures include technical manpower only.</i> * as percentage change vs manpower demand in 2010 ** as percentage change vs projected manpower in previous year LMA: Labour Market Analysis AFM: Adaptive Filtering Method EF: Employers' Forecast at the date of the survey</p>				

Figure 1: Summary of Manpower Projection by LMA, AFM and EF.



7. LMA illustrates a increasing manpower situation in 2011, followed by moderate growth for the years ahead with the similar result as AFM shows an increasing trend for manpower demand for 2011-2015. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available, whereas the AFM approach is based on historical pattern in manpower series to extrapolate the future assuming all other variables remain unchanged. Finally, EF which is based on personal guess and industry experience of the respondents predicts a slight decline in 2011.

B. Wholesale Industry

8. Due to fluctuations of historical data in the past years, no economic indicators can be identified to project manpower requirement and thus LMA approach cannot be applied in the Wholesale Industry.

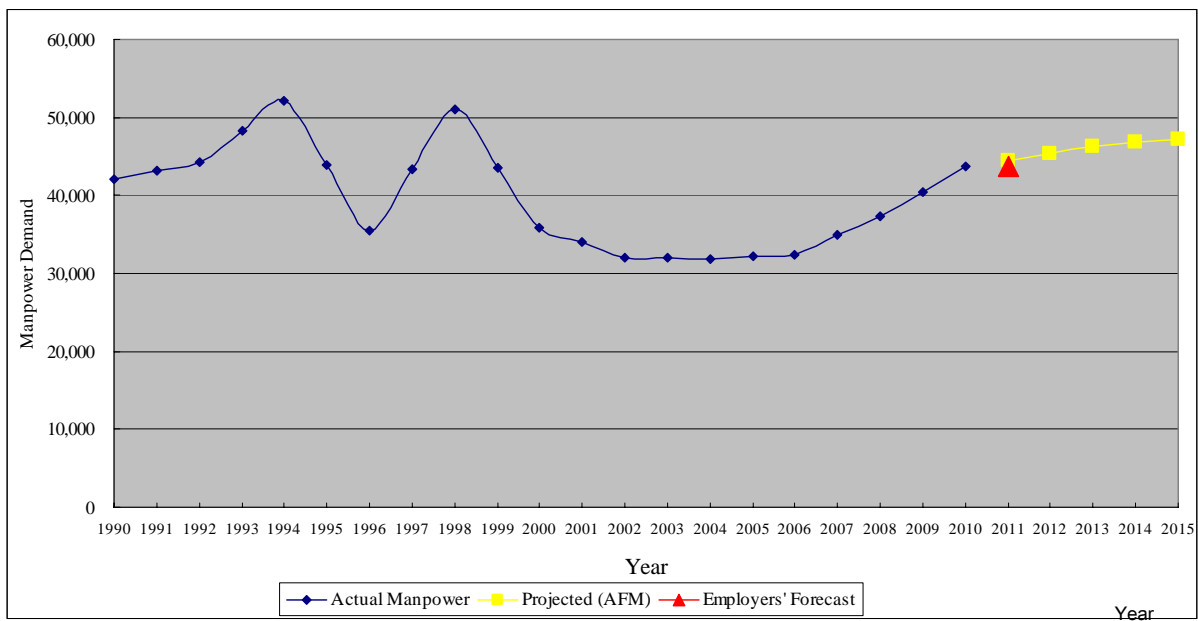
9. AFM is used to project the manpower requirement for the Wholesale Industry and a summary table for the manpower projection by AFM and EF is presented as below.

Table 2: Summary of Manpower Projections by AFM and EF.

Year	Manpower Demand	Projected (AFM)	Projected (EF)
2010	43 673		
2011		44 369 (+1.59%*)	43 649 (-0.05%*)
2012		45 407 (+2.34%**)	
2013		46 206 (+1.76%**)	
2014		46 817 (+1.32%**)	
2015		47 282 (+1.00%**)	

All figures include technical manpower only.
 * as percentage change vs manpower demand in 2010
 ** as percentage change vs projected manpower in previous year
 AFM: Adaptive Filtering Method
 EF: Employers' Forecast at the date of the survey

Figure 2: Summary of Manpower Projection by AFM and EF



2011 年至 2015 年的人力推算

A. 出入口業

人力市場分析法

1. 使用「人力市場分析法」[*Labour Market Analysis Approach*，簡稱 LMA]推算人力需求的程序如下：由一可靠的獨立機構收集一系列反映本地經濟、人口和勞動市場狀況的主要統計數據，經由本會仔細分析，然後選出部分數據作為獨立變數，以之建立一個統計模型，用作預測某指定經濟範疇的人力需求；亦即是利用可靠而相關的主要經濟指標，推算中短期的人力需求。

2. 本會自 2004 年起採用 LMA 統計模型推算出入口業的人力情況。

3. 主要分兩個階段建立這類統計模型：第一個階段是「診斷」，意即將兩組統計數據作一連串測試，抽取出獨立變數，稱為「決定因子」。第一組數據包括香港國民收入的 9 個核心數據，例如本地生產總值及其組成數據。憑這些數據，我們可以知道主要經濟活動的情況。第二組數據包括 42 個經濟指標，由此可以得到不同界別包括消費、投資、貿易、旅客訪港、房地產及相關活動，以及勞動市場等較為廣泛的資料。把這兩組數據分析，得出決定因子。為減少第一、二組及其他數據的誤差，這些決定因子會經過統計測試，找出它們的多元共線性，再歸納為不同的「主成分」[*Principal Components*]。第二個階段稱為「預斷」，主成分會用作建立統計模型，推算人力。

出入口業人力推算

4. 我們為出入口業定出 7 個決定因子，並歸類為主成分。

1. 本地固定資本形成總額[GDFCF]；
2. 綜合消費物價指數[CCPI]；
3. 商品進口貨值指數；
4. 貸款及墊款[LA]；
5. 私人消費開支[PCE]；
6. 商品轉口貨值指數[VREX]；
7. 零售價值指數；

5. 在「診斷」階段，我們使用「主成分分析法」[*Principal Component Analysis*]將上述決定因子分類成不同的主成分，以此解釋人力需求中的信息變化，準確度約 96.4%；故此，我們可以放心根據這些主成分推算未來的人力需求。在「預斷」階段，我們使用「主成分迴歸法」[*Principal Component Regression*]建立統計模型。從模型看到，實際人力數字和主成分之間有很強的相互關係，調整過後的 R-平方值是 0.89，代表約 89% 人力需求變化可以由這一統計模型解釋。

6. 出入口業 2011 年至 2015 年的人力需求分別以人力市場分析法[LMA]、調節過濾法[AFM]及僱主預測[EF]進行推算。下表簡要列出使用這三種方法得出的結果。

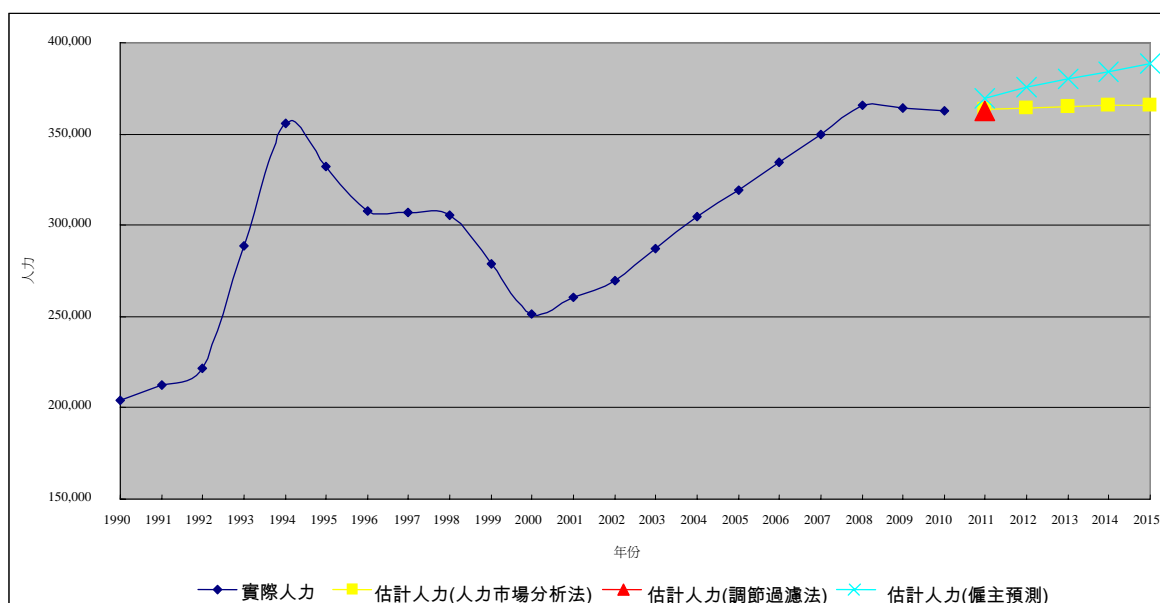
表 1: 以 LMA、AFM 及 EF 得出的人力需求推算摘要

年份	實際數字	推算數字[LMA]	推算數字[AFM]	推算數字 [EF]
2010	362 335			
2011		369 499 (+1.98%*)	363 680 (+0.37%*)	362 311 (-0.01%*)
2012		375 292 (+1.57**)	364 346 (+0.18%**)	
2013		379 997 (+1.25%**)	364 887 (+0.15%**)	
2014		384 238 (+1.12%**)	365 328 (+0.12%**)	
2015		388 247 (+1.04%**)	365 686 (+0.10%**)	

所有數字只包括技術僱員
 * 與 2010 年實際人力比較的變動百分率
 ** 與前一年推算人力比較的變動百分率

LMA: 人力市場分析法
 AFM: 調節過濾法
 EF: 僱主於調查期間的預測

圖 1：以 LMA、AFM 及 EF 推算的人力需求摘要



7. 人力市場分析法顯示 2011 年人力會增加，其後幾年亦有溫和增長；調節過濾法同樣顯示 2011 至 2015 年人力有增加的趨勢。人力市場分析法的好處是客觀，而且可以配合經濟指標不時更新推算數字。調節過濾法則假定所有其他情況不變，並按以往人力發展模式推斷出日後的發展趨勢。僱主的預測則是根據受訪者的個人觀感及業界經驗作推斷，是次推算顯示 2011 年的人力需求會微降。

B. 批發業

8. 由於過去幾年歷史數據波動，因此並無經濟指標可供推算批發業的人力需求，故未能採用人力市場分析法。

9. 本會採用了調節過濾法，連同僱主預測，推算的人力需求摘要表列如下：

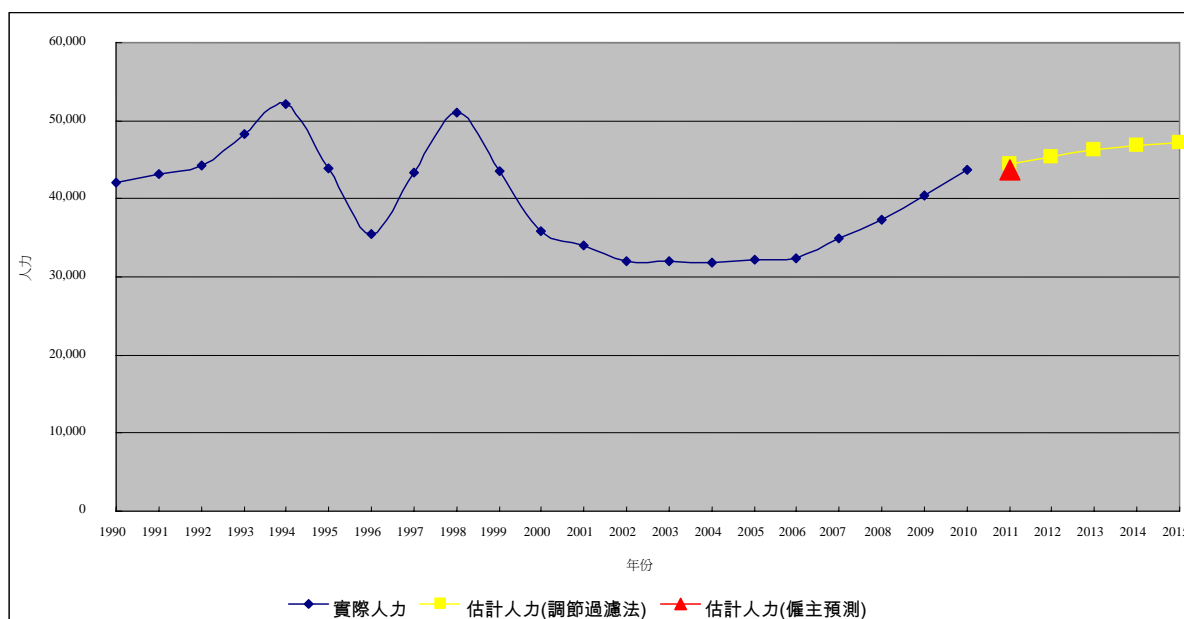
表 2：以 AFM 及 EF 得出的人力推算摘要

年份	實際數字	推算數字 [AFM]	推算數字 [EF]
2010	43 673		
2011		44 369 (+1.59%*)	43 649 (-0.05%*)
2012		45 407 (+2.34%**)	
2013		46 206 (+1.76%**)	
2014		46 817 (+1.32%**)	
2015		47 282 (+1.00%**)	

所有數字只包括技術僱員
 * 與 2010 年實際人力比較的變動百分率
 ** 與前一年推算人力比較的變動百分率

AFM: 調節過濾法
 EF: 僱主於調查期間的預測

圖 2：以 AFM 及 EF 得出的人力需求推算摘要



Glossary

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

Import/export or wholesale employees (Technical Manpower) refer to all full-time personnel who are engaged in principal jobs related to the import/export or wholesale trade.

A company is defined, for the purpose of this survey, as a business undertaking including companies having the same first 8 digits of business registration number (i.e. under a single ownership or control) with the same nature of business (i.e. in the import/export trade).

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

Employees working in the Mainland on a travelling basis refers to those full-time staff members who went to the Mainland only conducting business negotiations and inspection of business, and/or attending trade fairs, meetings and business-related entertainment. Transport workers commuting between Hong Kong and the Mainland are excluded.

IEW posts refers to the principal jobs related to the import/export or wholesale trade actually taken up by employees, and include both the number of existing employees and vacancies.

Manpower demand refers to the aggregate of existing employees employed in the trade plus vacancies not yet filled.

Monthly income includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus.

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

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

釋 義

「僱員」指所有全職受薪人士，包括正為公司工作，或因病假、產假、年假、事假或罷工而臨時缺勤的人士。

「出入口或批發業技術僱員」指所有全職從事出入口業或批發業相關主要職務的人士。

「公司」就是次調查而言，指商業登記號碼首 8 個數字相同（即屬於同一擁有權或控制權），以及業務性質相同（即從事出入口或批發業務）的公司。

「派駐內地工作的僱員」指於內地工作、有固定職位及職稱的全職員工。

「往返內地工作的僱員」指只到內地進行業務磋商、視察業務及／或出席貿易展覽會、會議、業務相關款待活動的全職員工。穿梭中港兩地執行運輸工作的僱員則不包括在內。

「出入口或批發業職位」指責任的出入口業或批發業相關主要職位，包括現職僱員及空缺。

「人力需求」指業內現職僱員及尙待填補空缺的總數。

「每月收入」指基本薪金、超時工作補薪、生活津貼、膳食津貼、佣金及花紅。

「流失率」指因轉行、移居外地或其他原因離職者佔出入口業及批發業僱員總數的百分率。計算每年流失率（按職級劃分）的方程式如下：

$$\frac{\text{轉行僱員人數} + \text{移居外地人數} + \text{其他流失人數}}{\text{該職級的出入口業及批發業僱員人數}} \times 100\%$$