

2007 MANPOWER SURVEY REPORT
REAL ESTATE SERVICES

房地產服務業
二〇〇七年人力調查報告

職業訓練局
房地產服務業訓練委員會
REAL ESTATE SERVICES TRAINING BOARD
VOCATIONAL TRAINING COUNCIL

CONTENTS

	<u>Page</u>
Executive Summary	1-16
 <u>Sections</u>	
I. Introduction	17-19
II. Summary of Survey Findings	20-57
III. Conclusions	58-77
IV. Recommendations	78-79
 <u>Appendix</u>	
1. Membership List	164-165
2. Terms of Reference	168
3. Questionnaires	172-184
Explanatory Notes for Part 1	185-187
Job Descriptions	188-198
4. Breakdown of Samples by Stratum	213
5. Analysis of Response	215
6. Number Employed and Forecast by Sector by Principal Job	217-227
7. Type of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level	239-240
8. Preferred Education of Real Estate Services Employees by Sector by Job Level	243-247
9. Preferred Experience of Real Estate Services Employees by Sector by Job Level	253-257
10. Number of Employees Holding Estate Agents Licence (Individual) and Salespersons Licence	263
11. Expectation of Employers on the Economy of Hong Kong in the Next 12 Months	265
12. Training to Employees in the Past 12 Months by Type by Course by Job Level	267-270
13. Detail Analysis of the Labour Market Analysis (LMA) Projection	275

VOCATIONAL TRAINING COUNCIL

Executive Summary of the Report on the 2007 Manpower Survey of the Real Estate Services Industry

Introduction

The Real Estate Services Training Board of the Vocational Training Council was set up by the HKSAR Government in 1998 to be responsible for determining the manpower situation and training needs in the real estate services industry. The Training Board conducted its fifth manpower survey in May 2007 covering the five sectors of real estate development; property management and maintenance; estate agency; estate surveying, valuation and consultancy; and government departments and public sector in the real estate services industry.

2. Out of the 8 796 establishments registered with the Census and Statistics Department, 1 046 establishments were selected using the stratified random sampling method. The 1 046 sample covered 573 establishments in real estate development; 222 establishments in property management and maintenance; 121 establishments in estate agency; 112 establishments in estate surveying, valuation and consultancy; and 18 government departments and other public bodies. Of the 1 046 sampled establishments, only 36 establishments declined to respond. 453 were successfully enumerated with the required information collected. The remaining 557 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 92.6%.

3. **Section I** of this report will give an introduction to the survey including the purpose, scope, methodology and analysis of the response and the manpower assessment procedure. A summary of the survey findings is presented in **Section II**. The conclusions and recommendations of the Training Board are set out in **Section III** and **Section IV** respectively.

Summary of Survey Findings

4. The Training Board accepts that the findings represent the manpower situation of the real estate services industry at the time of the survey. The Training Board also observes that the manpower situation in general has become stable.

Manpower Situation in 2007

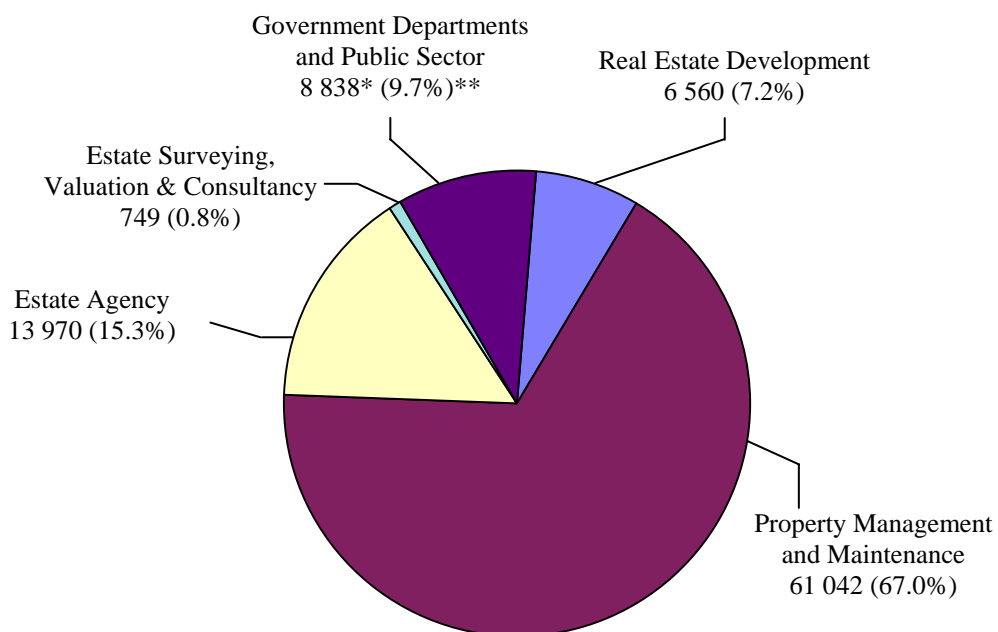
5. The Training Board notes that there were 3.3% and 13.6% increases in technical and non-technical manpower¹ respectively. The Training Board also notes that among the five sectors, the estate surveying, valuation and consultancy and the government department and public sectors had experienced 2.1% and 14.6% decreases in technical manpower respectively, while all other three sectors had experienced manpower growth, ranging from 0.5% in the real estate development sector to 6.3% in the property management and maintenance sector.

¹ Technical manpower refers to employees belonging to one of the principal jobs of the Real Estate Services Industry. For a list of the principal jobs, please refer to Appendix C of Appendix 3.

6. The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and Macao. The demand for professional and quality services in property management and maintenance sector will create further training needs. On the other hand, the Training Board is of the view that employers tend to be cautious in forecasting the number of employees in 2008.

7. The survey reveals that during the survey period, there were 91 159 employees in the industry. The distribution of manpower by sector is summarized in Figure 1 as follows:

**Figure 1: Distribution of Employees by Sector
Total 91 159**

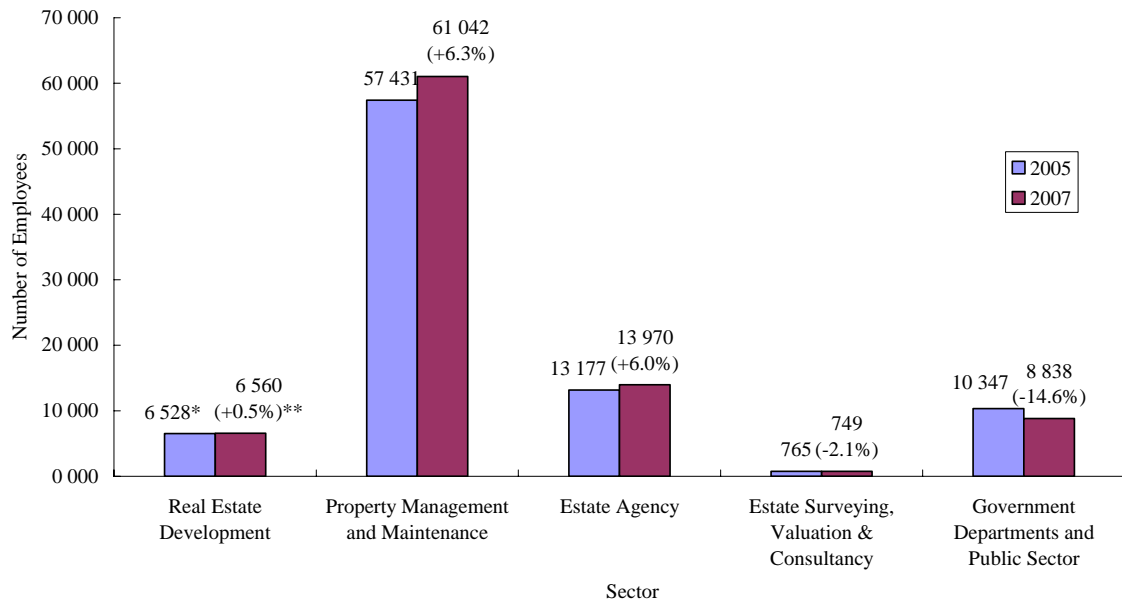


* Number of employees

** As percentage of total employees in the industry
The percentage may not add up to 100 owing to rounding

8. When compared with the survey in 2005, the property management and maintenance sector had recorded a 6.3% manpower growth in two years. The government departments and public sector had a decrease of 14.6%. A comparison of the manpower by sector between 2005 and 2007 is shown in Figure 2.

Figure 2: Comparison of the Distribution of Employees by Sector between 2005 and 2007

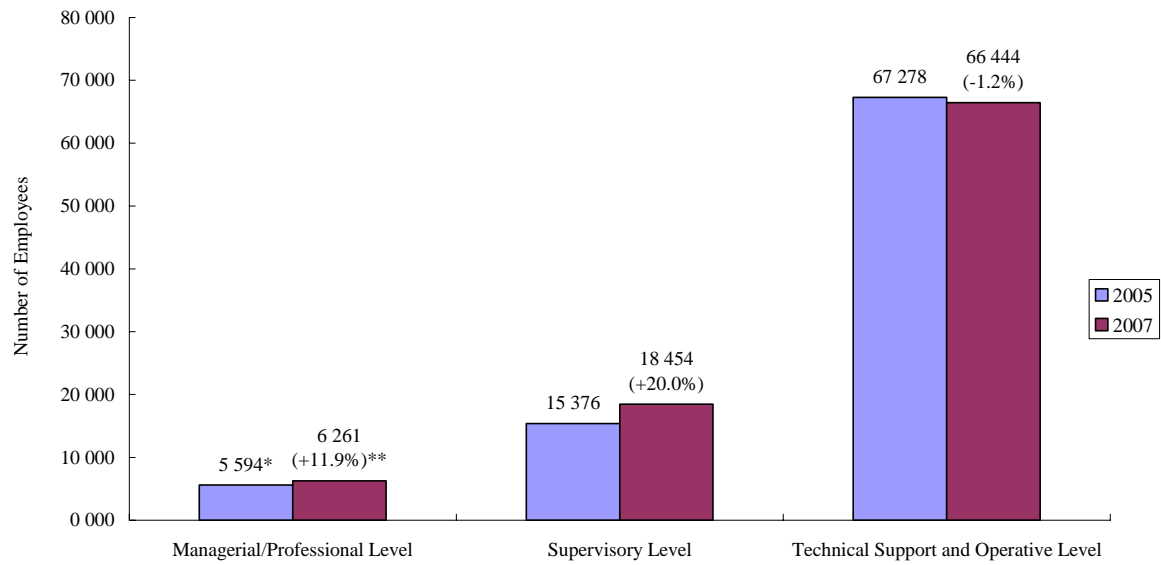


* Number of employees in each sector

** As percentage increase or decrease in the number of employees in each sector

9. The survey also reveals that of the 91 159 employees, 66 444 (72.9%) were at the technical support and operative level, 18 454 (20.2%) were at the supervisory level and 6 261 (6.9%) were at the managerial/professional level. The comparison of manpower structure between 2005 and 2007 by job level is shown in Figure 3.

Figure 3: Manpower Structure of 2005 and 2007 by Job Level



* The number of employees at each job level

** As percentage increase or decrease in the number of employees at each job level

10. The distribution of employees by sector by job level is given in Table 1.

Table 1: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real estate development	1 195 (18.2)	2 131 (32.5)	3 234 (49.3)	6 560 (100)	(7.2)
Property Management and Maintenance	2 306 (3.8)	9 359 (15.3)	49 377 (80.9)	61 042 (100)	(67.0)
Estate Agency	605 (4.3)	1 769 (12.7)	11 596 (83.0)	13 970 (100)	(15.3)
Estate Surveying, Valuation & Consultancy	297 (39.7)	299 (39.9)	153 (20.4)	749 (100)	(0.8)
Government Departments and Public Sector	1 858 (21.0)	4 896 (55.4)	2 084 (23.6)	8 838 (100)	(9.7)
Total	6 261 (6.9)**	18 454 (20.2)**	66 444 (72.9)**	91 159 (100)[#]	(100)[#]

(%)* As percentage of the total number of employees in the same sector

(%)** As percentage of the total employees in the industry

[#] The percentage may not add up to 100 owing to rounding

Number of Employees Travelled Frequently to the Mainland

11. The survey reveals that 445 employees travelled frequently to work in the Mainland, representing 0.5% of the total number of employees. Among the 445 employees, the estate agency sector had recorded 250 employees who had travelled frequently to work in Mainland, followed by the real estate development sector with 125 employees. The number of employees who travelled frequently to the Mainland in the past 12 months by sector is illustrated in Table 2.

Table 2: Number of Employees Travelled Frequently to the Mainland in the Past 12 Months by Sector

Sector	On Real Estate Development Assignment (%)*	On Property Management and Maintenance Assignment (%)*	On Estate Agency Assignment (%)*	On Estate Surveying and Consultancy Assignment (%)*	Sub-Total (%)**
Real Estate Development	119 (95.2)	-	6 (4.8)	-	125 (1.9)
Property Management and Maintenance	6 (10.3)	52 (89.7)	-	-	58 (0.09)
Estate Agency	-	-	248 (99.2)	2 (0.8)	250 (1.7)
Estate Surveying, Valuation and Consultancy	-	-	-	10 (100)	10 (1.3)
Government Departments and Public Sector	-	1 (50)	-	1 (50)	2 (0.02)
Sub-Total	125	53	254	13	445 (0.5)**

(%)* As percentage of the total number of employees who travelled frequently to the Mainland in the same sector

(%)** As percentage of the total number of employees

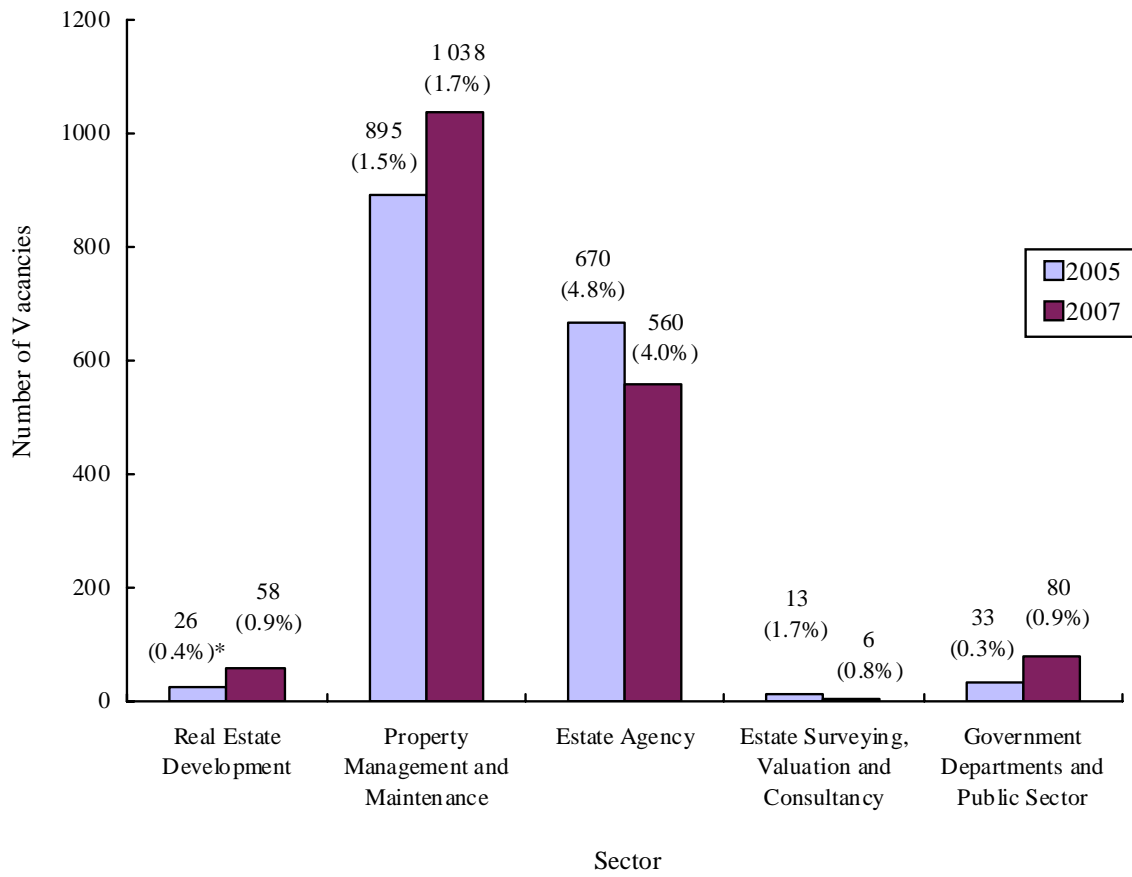
12. Employers expected that 459 employees would travel frequently to work in the Mainland in the next 12 months.

Vacancies

13. During the survey period, employers reported 1 742 vacancies, or 1.9% of the existing 92 901 posts². The comparison of the number of vacancies between 2005 and 2007 by sector is shown in Figure 4 and the existing vacancies by sector by job level in Table 3.

² Number of posts is equal to the sum of the number of employees plus the number of vacancies.

Figure 4: Vacancies of 2005 and 2007 by Sector
Total: 1 742



* As percentage of the number of posts by sector

Table 3: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%) [#]
Real Estate Development	10 (0.8)	39 (1.8)	9 (0.3)	58 (0.9)
Property Management and Maintenance	24 (1.0)	145 (1.5)	869 (1.8)	1 038 (1.7)
Estate Agency	- -	21 (1.2)	539 (4.6)	560 (4.0)
Estate Surveying, Valuation & Consultancy	- -	6 (2.0)	- -	6 (0.8)
Government Departments and Public Sector	45 (2.4)	26 (0.5)	9 (0.4)	80 (0.9)
Total	79 (1.3)**	237 (1.3)**	1 426 (2.1)**	1 742 (1.9)[@]

(%)* As percentage of the number of posts by sector by job level

(%)** As percentage of the total number of posts by job level

(%)[#] As percentage of the number of posts by sector

(%)[@] As percentage of the total number of posts in the industry

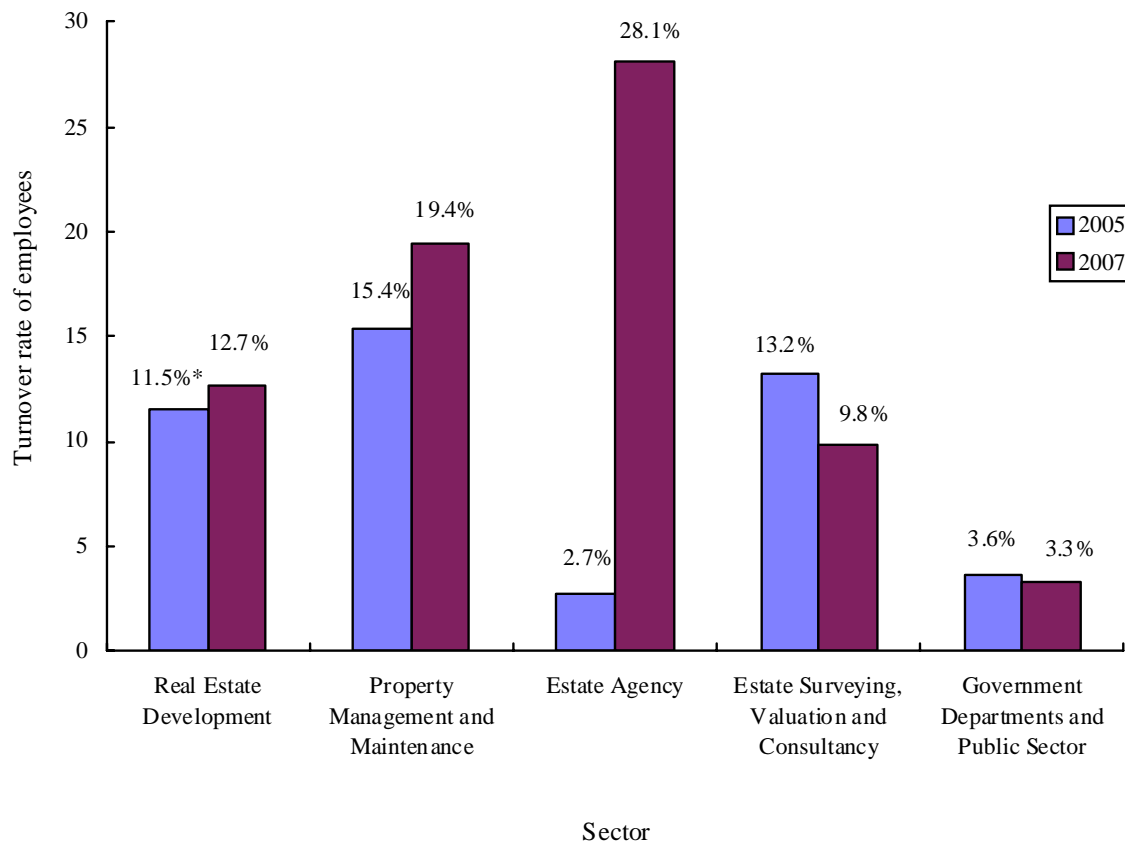
Internal Promotion in the Past 12 Months by Job Level

14. The survey reveals that 697 employees (or 0.8% of the total employees) had been promoted from within the industry. Of the 697 employees promoted, 190 (or 27.3%) were to the managerial/professional level and 507 (or 72.7%) to the supervisory level. The Training Board encourages employers to provide more training and opportunity to their employees to facilitate their career progression.

Turnover Rate

15. Employers reported that 17 328 employees (or 18.7% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector recorded 12 038 leavers (19.4% of the posts in the sector), which was the highest in number. The estate agency sector showed 4 087 leavers (28.1% of the posts in the sector), which was the highest in percentage.

Figure 5: Turnover Rate of Employees of 2005 and 2007 by Sector



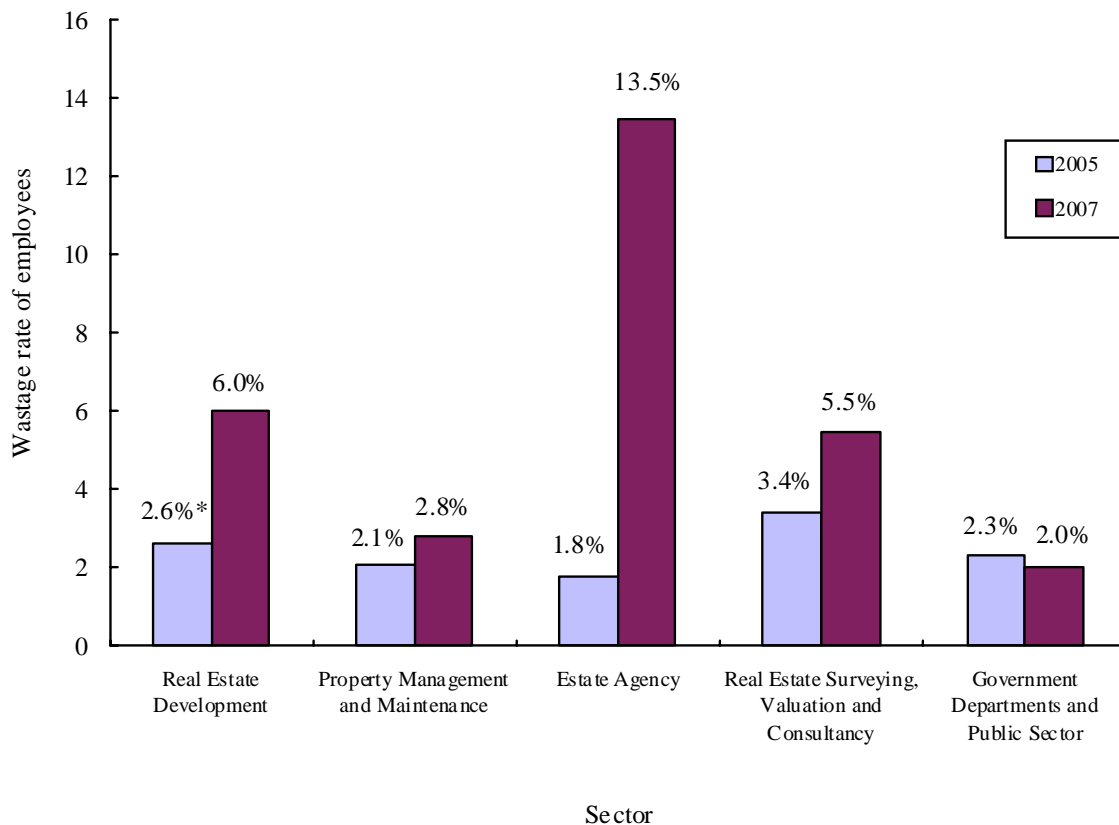
* The turnover rate of employees in each sector

16. By job level, the technical support and operative level has the highest number of 15 330 leavers, representing 88.5% of the total turnover.

Wastage

17. During the survey period, 17 328 employees had left their companies and 13 131 employees were recruited with real estate services related experience. Thus, the wastage was 4 197, the difference between the two figures. It also represented 4.6% of the total workforce in 2007. The highest wastage was recorded for the estate agency sector which had 1 886 leavers (2% of total workforce). The property management and maintenance sector was the next highest with 1 697 employees (1.8% of total workforce) leaving the industry permanently. The Training Board considers that under improved economy, employees in the estate agency sector were looking for other career opportunities. Figure 6 shows the comparison of wastage rates between 2005 and 2007 by sector.

Figure 6: Wastage Rate of Employees between 2005 and 2007 by Sector



* As percentage of the number of employees left permanently in each sector

Recruitment Difficulties

18. Out of the 918 respondents to this question, 308 (33.6%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reason for the recruitment difficulties was the lack of candidates with the relevant experience. The Training Board is of the view that the demands for estate agency and property management and maintenance training are substantial.

Employers' Preferred Education/Training

19. In 2007, many employers (48.5%) preferred their employees at the managerial/professional level to have a degree. The survey also reveals that more employers (32.8%) preferred a diploma or certificate for most of the jobs at the supervisory level. For the technical support and operative level, many employers (44.1%) preferred their employees to have a Secondary 5 or above educational level.

Employers' Preferred Experience

20. A majority of the employers preferred their employees to have 6 to 10 years of experience for the managerial/professional level, 3 to 6 years of experience for the supervisory level and more than 1 year of experience for the technical support and operative level.

Income Distribution

21. The "total monthly income" includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. There was general growth in the income range of \$15,001 to \$60,000. The income range \$15,001 to \$20,000 recorded a high of 2% growth. The Training Board observes that under improved economy, employees generally received better income.

Manpower Projection

Forecast Manpower Demand for 2008 to 2010

22. Employers forecast that there would be 93 366 posts by May 2008, an increase of 465 posts or 0.5% of the total number of posts in May 2007. By sector, the property management and maintenance sector would have 300 new jobs or 0.5% growth in the number of employees in the same sector, while the estate agency sector would have the highest growth rate of 0.9% representing 126 jobs. The government and public sector would have a decrease of 23 jobs. The Training Board observes that most employers were cautious in their forecast. The Training Board has therefore adopted the Labour Market Analysis (LMA) approach using labour multiplier concepts in the Input-output (I/O) Statistical Model to project the manpower for 2008 to 2010 in Table 4:

Table 4: Manpower Projection of the Real Estate Services Industry in 2008 to 2010

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2007	92,901	91 036[#] (-2.00%)*	
2008f		94 195 (1.4%)*	93 366 (0.5%)*
2009f		95 287 (1.2%)**	
2010f		96 274 (1.0%)**	
#	Forecast made in 2005 using the LMA approach		
*	As percentage increase / decrease of the actual manpower against 2007		
**	As percentage increase / decrease of the projected manpower against the year before, i.e. 2008 and 2009 respectively		

Projection on Additional Training Requirements

23. Based on the LMA forecast of manpower growth and the wastage of employees, the Training Board has projected the additional manpower requirements of the industry for 2008 in Table 5 as follows:

Table 5: Projected Additional Training Requirements of Real Estate Services Industry in May 2008

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>Annual Wastage</u>	<u>Forecast\ Manpower Growth in May 2008</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 261	108	209	317
Supervisory	18 454	501	615	1 116
Technical Support & Operative Level	<u>66 444</u>	<u>3 588</u>	<u>2 213</u>	<u>5 801</u>
Total	91 159	4 197	3 037	7 234

Provision of Training by Employers

24. The survey reveals that employers planned to provide 49 995 training places to their employees in the next 12 months. The majority of these training places are in-house training (35 544 or 71.1%) provided by employers. As for sponsored training there are 14 451 (28.9%) training places. By job level, the technical support and operative level has 34 851 training places, of which 26 303 are in-house training. The supervisory level has 11 878 training places while managerial/professional level has 3 266 training places. The Training Board considers that employers are less willing to sponsor their employees to receive training outside their organizations.

Expectation of Employers on Hong Kong's Economy in the next 12 Months

25. The survey reveals that 51.8% respondents expected that the economy of Hong Kong would be better in the next 12 months but 14.7% considered the contrary. 31.8% had made no comment on this.

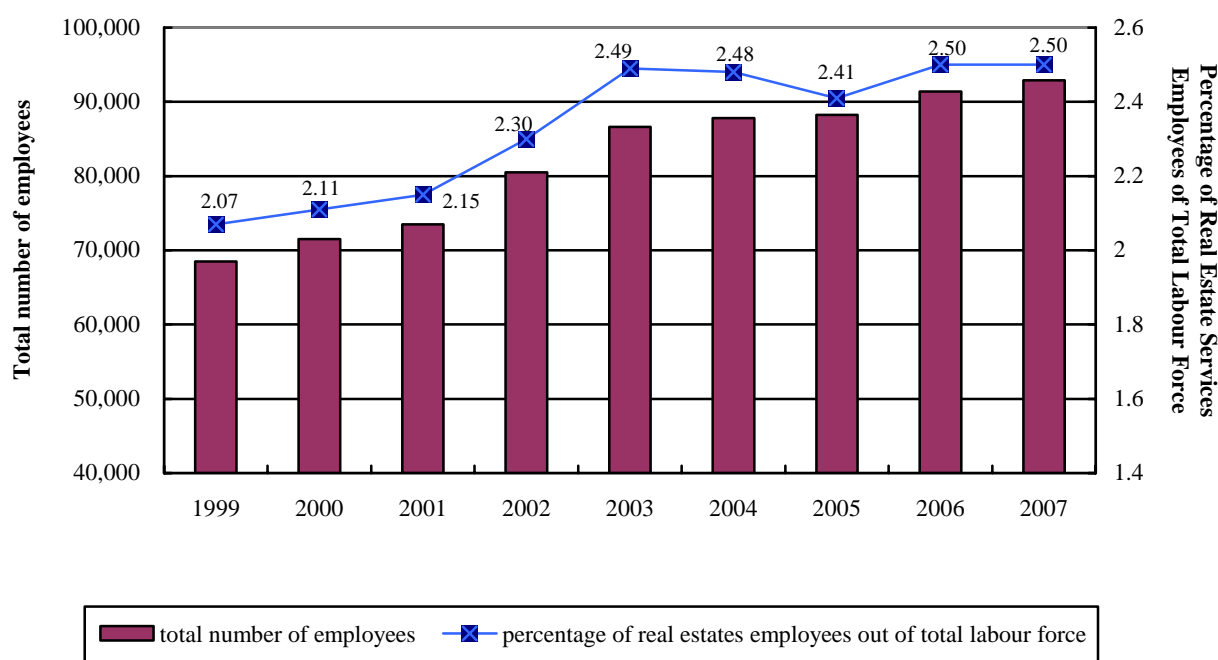
Expectation of Employers on Manpower Growth in the next 12 Months

26. The survey reveals that only 17.9% of the respondents would expect a manpower growth in the next 12 months while 73.9% would not expect any growth. 5% of the respondents had made no comment on manpower growth.

Industry Outlook

27. Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 7 shows the percentage of real estate services employees against the total workforce from 1999 to 2007.

Figure 7: Real Estate Services Employees and Labour Force



28. With increased income and steady and healthy rise in property value, people are optimistic about the future. The volume of property transactions in the private residential market rebounded to a 6-month high of 8 039 units in the first quarter of 2007, despite the rise of interest rate earlier this year. Reduction in stamp duty for smaller flats between one million to two million Hong Kong Dollars also stimulated the property market. As for non-residential property market, office rentals rose by 4% from end of 2006 to the first quarter of 2007. The prices of office space and Grade A office space grew up by 10% and 8% respectively during the same period. The quest for prime shop spaces increased as tourist and retail businesses continued to prosper. These indicators show a prevailing healthy growth of the property market.

29. The high prices of several land auctions in 2007 instilled a positive market sentiment. Property owners are more optimistic as their properties escape from negative equity net. The Training Board believes that property businesses in Hong Kong, the Mainland and Macao will attract more real estate services employees as the industry grows steadily.

Implications for Manpower

30. Employers were generally optimistic about the economy of Hong Kong for the next 12 months. The Training Board is of the view that the overall manpower situation for the four private sectors will remain stable in the near future:-

- (i) The thriving economies in Hong Kong, the Mainland and Macao create favorable environment for real estate development. It may generate a demand for manpower in real estate development sector.
- (ii) The manpower in the property management and maintenance sector may rise in the short term as a result of the demand for higher quality services.
- (iii) The higher volume of property transactions may lead to the increase in the number of estate agents.
- (iv) The number of employees in the estate surveying, valuation and consultancy sector will be stable in the short term.
- (v) The Government's initiatives on Ten Major Infrastructure Projects and Urban Renewal Developments will create more job opportunities. Earlier on, the various departure schemes affecting the establishment of Government departments including the Housing Department had ceased in 2005. As a result, on the whole there may be a moderate increase in the manpower in the short term in the public sector.

Recommendations

31. The recommendations of the Training Board are as follows:-

- (i) In view of the demand for quality real estate services, the Training Board is of the view that the existing 91 000 strong in-service employees would need upgrading and updating training to remain competitive and efficient.
- (ii) Of the 7 234 forecast additional training requirements, 5 801 are at the technical support and operative level, and 1 116 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.
- (iii) The Training Board maintains that the training needs for estate agents in the Continuing Professional Development (CPD) Scheme are substantial particularly with the growing opportunities under strong economy. The Training Board recommends that suitable training courses should be provided to these employees.
- (iv) The Training Board considers that the training programmes to prepare real estate development, property management and maintenance and estate agency sectors' employees to develop in the Mainland markets

are necessary and recommends continuous supports from educational institutions to provide suitable preparatory training courses to them.

- (v) The Training Board considers the Skills Upgrading Scheme (SUS) for the real estate services industry an important support in up-keeping and upgrading the quality of the existing in-service employees, especially when the turnover rate and demand for new recruits for the estate agency sector are on the high side.
- (vi) In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conference and experience-sharing seminars for practitioners in the industry.
- (vii) The Training Board will continue to promote the career and training opportunities of the real estate services industry through the Internet, seminars and talks.
- (viii) The Training Board recommends to continue to conduct its manpower survey once every two years to assess the manpower demand and supply in this industry.

SECTION I

INTRODUCTION

The Training Board

1.1 The Real Estate Services Training Board of the Vocational Training Council (VTC) was set up in 1998 to be responsible for determining the manpower situation and training needs in the real estate services industry and to recommend measures to the VTC, employers and education and training institutions for the development of training facilities to meet the demand for trained manpower. The membership list and terms of reference of the Training Board are given in **Appendices 1 and 2**.

Purpose of the Survey

1.2 The Training Board had conducted four manpower surveys in 1999, 2001, 2003 and 2005 respectively and published four reports. The Training Board also conducted its fifth biennial manpower survey in May 2007 with the following objectives:-

- (i) To assess the manpower and training needs of principal jobs of the real estate services industry;
- (ii) To forecast the manpower growth of the real estate services industry; and
- (iii) To recommend measures to meet the training needs of and manpower demand for employees at the managerial and professional, the supervisory, and the technical support and operative levels.

Scope of the Survey

1.3 The survey covers principal jobs at the managerial and professional, the supervisory and the technical support and operative levels including the five sectors of real estate development; property management and maintenance; estate agency; estate surveying, valuation and consultancy; and government departments and public sector in the real estate services industry. The survey excludes employees of the security services and of the construction sectors that are covered in other manpower surveys conducted by other Training Boards of the VTC.

1.4 Out of the 8 796 establishments registered with the Census and Statistics Department, 1 046 establishments were selected using the stratified random sampling method. The 1046 samples covered 573 establishments in real estate development; 222 establishments in property management and maintenance; 121 establishments in estate agency; 112 establishments in estate surveying, valuation and consultancy; and 18 government departments and other public bodies. Breakdown of the samples by stratum is shown in **Appendix 4**.

Method of the Survey

1.5 The survey, conducted in May 2007, was concerned with the manpower and training situations of the real estate services industry. Each of these 1 046 sampled establishments was required to complete a questionnaire on real estate services manpower and training needs (**Appendix 3**). Interviewing officers of the Census and Statistics Department conducted surveying fieldwork and visited these establishments to collect the completed questionnaires.

1.6 Employers were requested to classify their employees according to the job specifications based on the duties the employees performed rather than the job titles held in the organization. Interviewing officers of the survey were also briefed about the nature of the various jobs before they carried out the fieldwork. Questionnaires collected were checked, coded and if necessary verified with the respondents. The survey data obtained were statistically grossed up to yield a full-size manpower situation of the real estate services industry.

Analysis of the Response

1.7 Of the 1 046 sampled establishments for the survey, 36 establishments declined to respond. 453 (including 23 partial responses) were successfully enumerated with the required information collected. The remaining 557 non-responding establishments either were closed, or had moved, or could not be located or were no longer engaged in the specified trades. The effective response rate is 92.6%. Respondents by stratum by sector are shown in **Appendix 4**. A full analysis of the response is in **Appendix 5**.

Manpower Assessment Procedure

1.8 The method of assessment consists of essentially the following steps:

- (i) conduct manpower survey of the real estate services industry to collect up-to-date information on the manpower situation classified by sector and by job level,
- (ii) analyse the survey data with input from industry on its manpower and training needs, and
- (iii) assess the manpower supply and demand in different sectors of the industry.

Presentation of Findings

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

Definition of Terms

1.10 "Employees" refers 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.

1.11 "A sector" is defined, for the purpose of this survey, as a group of establishments conducting business having the same digits (831XXX) of HSIC code (i.e. Hong Kong Standard Industrial Category with the same nature of business). Other than the above, "sector" also refers to supplementary samples of government departments, and organisations in the public sector.

Change of Sector's Name

1.12 The sector "Real Estate Development with Services" was renamed "Real Estate Development". The previous sector name had been used in earlier publications, in particular, the questionnaire of this survey. All information in this report regarding the use of this name has been changed to "Real Estate Development".

SECTION II

SUMMARY OF SURVEY FINDINGS

Coverage of the Survey

2.1 The survey covers real estate services employees in the following five sectors of the industry:

- (a) Real Estate Development;
- (b) Property Management and Maintenance;
- (c) Estate Agency;
- (d) Estate Surveying, Valuation and Consultancy; and
- (e) Government Departments and Public Sector.

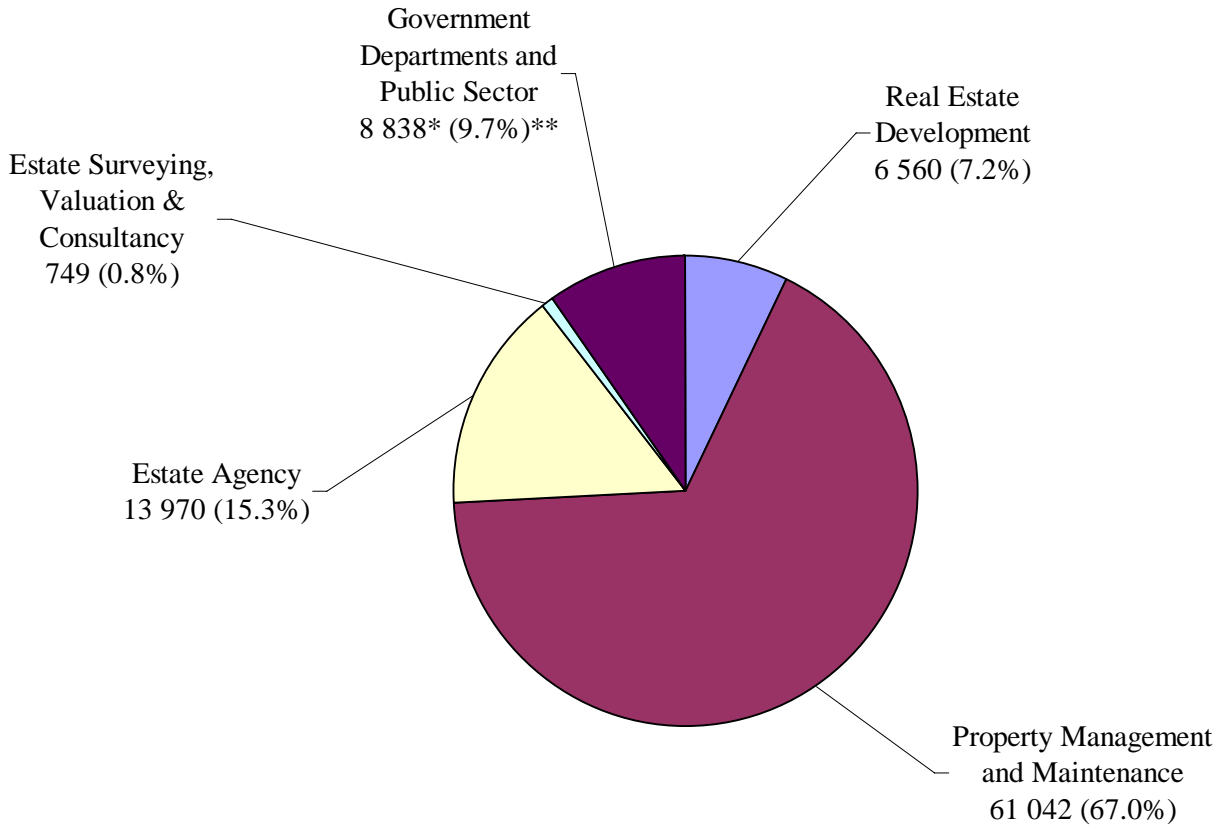
Number of Persons Employed

2.2 The survey reveals that the five sectors together employed 118 331 people, including 91 159 technical employees¹ and 27 172 non-technical employees. Comparing with the total employees of 112 161 in 2005, there is an increase of 6 170 employees (5.5%) over the two years. An increase of 2 911 (+3.3%) in the total number of technical employees (hereinafter called “total employees”) and an increase of 3 259 non-technical employees (+13.6%) are recorded. Technical employees are those that are vocationally related to real estate services while the non-technical employees refer to those working in administrative, accounting, personnel and supporting areas. As in the previous reports, the non-technical employees have been excluded from all further analysis in this report.

2.3 The property management and maintenance sector had employed the most people (61 042 employees, accounting for 67% of the total employees), followed by the estate agency sector (13 970 employees, 15.3%); the government departments and public sector (8 838 employees, 9.7%); the real estate development sector (6 560 employees, 7.2%); and the estate surveying, valuation and consultancy sector (749 employees, 0.8%). The distribution of employees by sector is shown in Figure 1. Detailed analysis of the findings by sector is also presented in **Appendix 6**.

¹ Technical manpower refers to employees belonging to one of the principal jobs of the Real Estate Services Industry. For a list of the principal jobs, please refer to Appendix C of Appendix 3.

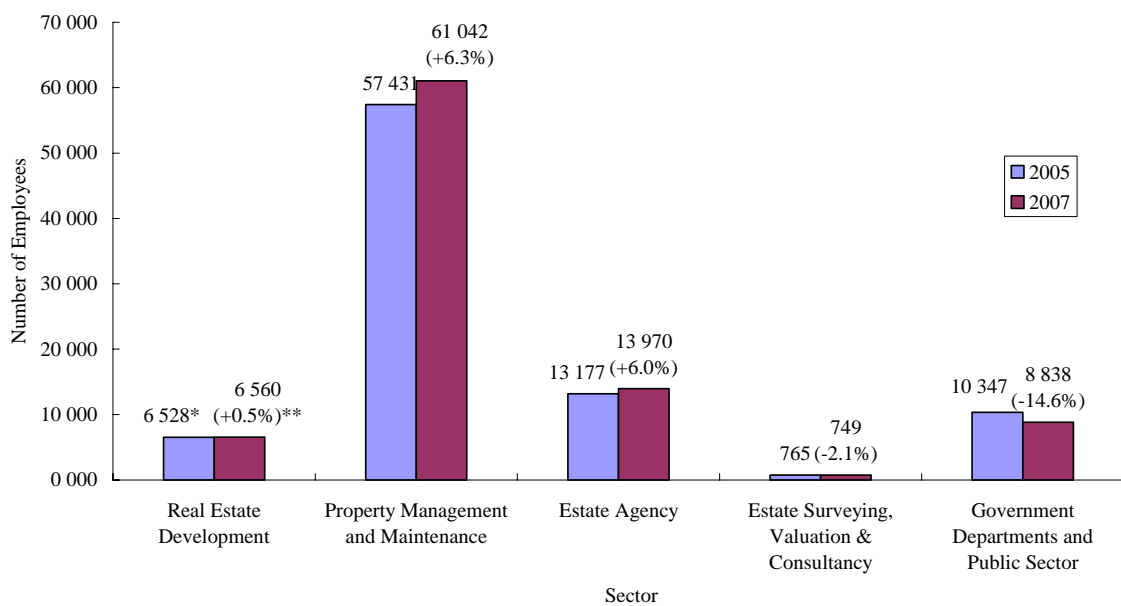
Figure 1: Distribution of Employees by Sector
Total 91 159



* Number of employees
** As percentage of total employees in the industry
The percentage may not add up to 100 owing to rounding

2.4 Comparing with the survey in 2005, the property management and maintenance sector had recorded a 6.3% manpower growth in two years. The government departments and public sector had a decrease of 14.6%. A comparison of the manpower by sector between 2005 and 2007 is shown in Figure 2 and the growth in the number of employees by sector is shown in Table 1.

Figure 2: Comparison of the Distribution of Employees by Sector between 2005 and 2007



* Number of employees in each sector

** As percentage increase or decrease in the number of employees in each sector

Table 1: Growth in the Number of Employees by Sector

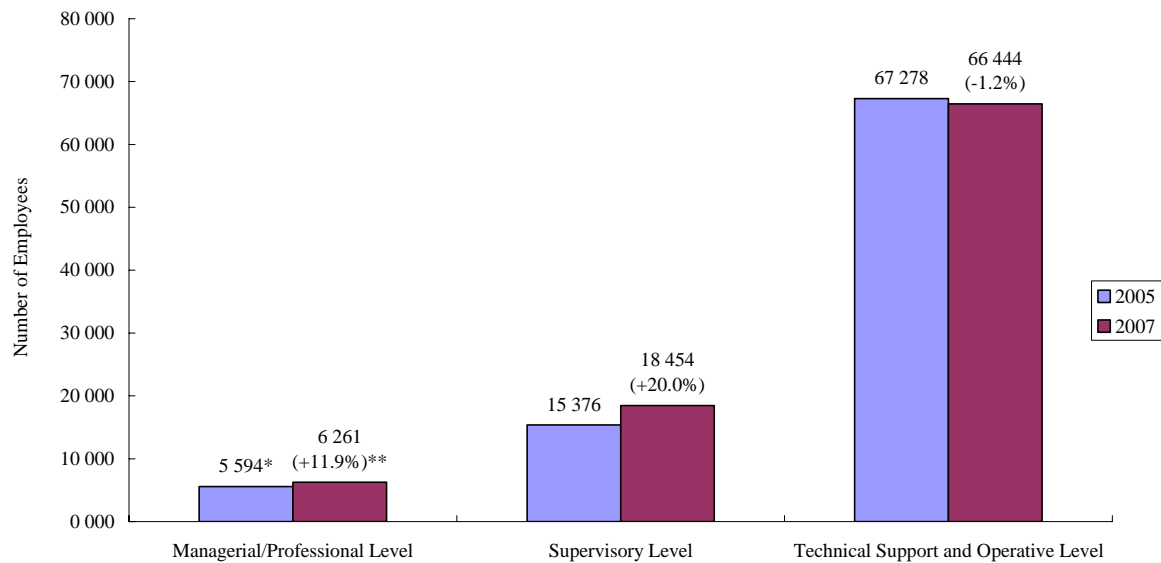
<u>Sector</u>	No. of Employees in Jan. 2005	No. of Employees in May 2007	Growth/Decrease (%)*
Real Estate Development	6 528	6 560	32 (0.5)
Property Management and Maintenance	57 431	61 042	3 611 (6.3)
Estate Agency	13 177	13 970	793 (6.0)
Estate Surveying, Valuation & Consultancy	765	749	-16 (-2.1)
Government Departments and Public Sector	10 347	8 838	-1 509 (-14.6)
Total	88 248	91 159	2 911 (3.3)**

* As percentage increase or decrease in the number of employees in the same sector

** As percentage increase or decrease in the number of employees in the industry

2.5 The survey also reveals that of the 91 159 employees, 66 444 (72.9%) were at the technical support and operative level, 18 454 (20.2%) at the supervisory level and 6 261 (6.9%) at the managerial/professional level. The comparison of manpower structure between 2005 and 2007 by job level is shown in Figure 3 and the growth in the number of employees by job level is shown in Table 2.

Figure 3: Manpower Structure of 2005 and 2007 by Job Level



* The number of employees at each job level

** As percentage increase or decrease in the number of employees at each job level

Table 2: Growth in the Number of Employees by Job Level

<u>Job Level</u>	<u>No. of Employees in Jan. 2005</u> (%)*	<u>No. of Employees in May 2007</u> (%)*	<u>Increase/Decrease</u> (%) [@]
Managerial/Professional	5 594 (6.3)	6 261 (6.9)	667 (11.9)
Supervisory	15 376 (17.4)	18 454 (20.2)	3 078 (20.0)
Technical Support and Operative	67 278 (76.2)	66 444 (72.9)	-834 (-1.2)
Total (%)	88 248 (100)	91 159 (100)	2 911 (3.3)**

[@] As percentage of increase or decrease in the total employees at each job level

* As percentage of the total employees

** As percentage increase or decrease in the number of employees in the industry

2.6 The distribution of employees by sector by job level is given in Table 3.

Table 3: Number of Employees by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%)*	(%)**
Real Estate Development	1 195 (18.2)	2 131 (32.5)	3 234 (49.3)	6 560 (100)	(7.2)
Property Management and Maintenance	2 306 (3.8)	9 359 (15.3)	49 377 (80.9)	61 042 (100)	(67.0)
Estate Agency	605 (4.3)	1 769 (12.7)	11 596 (83.0)	13 970 (100)	(15.3)
Estate Surveying, Valuation & Consultancy	297 (39.7)	299 (39.9)	153 (20.4)	749 (100)	(0.8)
Government Departments and Public Sector	1 858 (21.0)	4 896 (55.4)	2 084 (23.6)	8 838 (100)	(9.7)
Total	6 261 (6.9)**	18 454 (20.2)**	66 444 (72.9)**	91 159 (100)[#]	(100)[#]

(%)* As percentage of the total number of employees in the same sector

(%)** As percentage of the total employees in the industry

[#] The percentage may not add up to 100 owing to rounding

Number of Employees Stationed in the Mainland/Macao/Other Cities

2.7 The survey reveals that 93 employees were stationed in the Mainland, Macao or other cities for over 180 days in the past 12 months, representing only 0.1% of the total number of employees. Among the 93 employees, the real estate development sector had recorded 48 employees stationed in the Mainland, Macao or other cities, followed by the property management and maintenance sector with 36 employees. Of the three job levels, managerial/professional had recorded 65 employees stationed in the Mainland. The number of employees stationed in the Mainland, Macao or other cities for over 180 days by sector by job level in the past 12 months is illustrated in Table 4.

Number of Employees Travelled frequently to the Mainland

2.8 The survey reveals that 445 employees travelled to the Mainland on different real estate assignments. The estate agency sector had reported 250 employees who travelled frequently to the Mainland, followed by the real estate development sector of 125 employees. The number of employees who travelled to the Mainland by sector is illustrated in Table 5. Table 6 shows that employers expected that 459 employees will be travelling frequently to the Mainland in the next 12 months.

Table 4: No. of Employees Stationed in the Mainland/Macao/Other Cities for Over 180 Days in the Past 12 Months

Sector	Managerial/Professional			Supervisory			Technical Support and Operatives			Total (%)*
	<u>Mainland</u>	<u>Macao</u>	<u>Other Cities</u>	<u>Mainland</u>	<u>Macao</u>	<u>Other Cities</u>	<u>Mainland</u>	<u>Macao</u>	<u>Other Cities</u>	
Real Estate Development	29	2	-	4	10	-	2	1	-	48 (0.7)
Property Management and Maintenance	32	-	-	3	-	-	1	-	-	36 (0.05)
Estate Agency	1	1	-	3	1	-	-	-	-	6 (0.04)
Estate Surveying, Valuation & Consultancy	3	-	-	-	-	-	-	-	-	3 (0.04)
Government Departments and Public Sector	-	-	-	-	-	-	-	-	-	-
Total	65	3	0	10	11	0	3	1	0	93 (0.1)**

(%)* As percentage of the total number of employees involved in the work of the Mainland in the same sector

(%)** As percentage of the total employees involved in the work of the Mainland

Table 5: Number of Employees Travelled Frequently to the Mainland in the Past 12 Months by Sector

Sector	On Real Estate Development Assignment (%)*	On Property Management and Maintenance Assignment (%)*	On Estate Agency Assignment (%)*	On Estate Surveying and Consultancy Assignment (%)*	Sub-Total (%)**
Real Estate Development	119 (95.2)	-	6 (4.8)	-	125 (1.9)
Property Management and Maintenance	6 (10.3)	52 (89.7)	-	-	58 (0.09)
Estate Agency	-	-	248 (99.2)	2 (0.8)	250 (1.7)
Estate Surveying, Valuation and Consultancy	-	-	-	10 (100)	10 (1.3)
Government Departments and Public Sector	-	1 (50)	-	1 (50)	2 (0.02)
Sub-Total	125	53	254	13	445 (0.5)**

(%)*As percentage of the total number of employees travelled frequently to the Mainland in the same sector

(%)** As percentage of the total number of employees

Table 6: Number of Employees Who Will Travel Frequently to the Mainland in the Next 12 Months by Sector

Sector	On Real Estate Development Assignment (%)*	On Property Management and Maintenance Assignment (%)*	On Estate Agency Assignment (%)*	On Estate Surveying and Consultancy Assignment (%)*	Sub-Total (%)*
Real Estate Development	120 (95.2)	-	6 (4.8)	-	126 (1.9)
Property Management and Maintenance	6 (10.2)	53 (89.8)	-	-	59 (0.09)
Estate Agency	-	-	249 (99.2)	2 (0.8)	251 (1.7)
Estate Surveying, Valuation and Consultancy	-	-	-	10 (100)	10 (1.3)
Government Departments and Public Sector	-	10 (76.9)	-	3 (23.1)	13 (0.1)
Sub-Total	126	63	255	15	459 (0.5)**

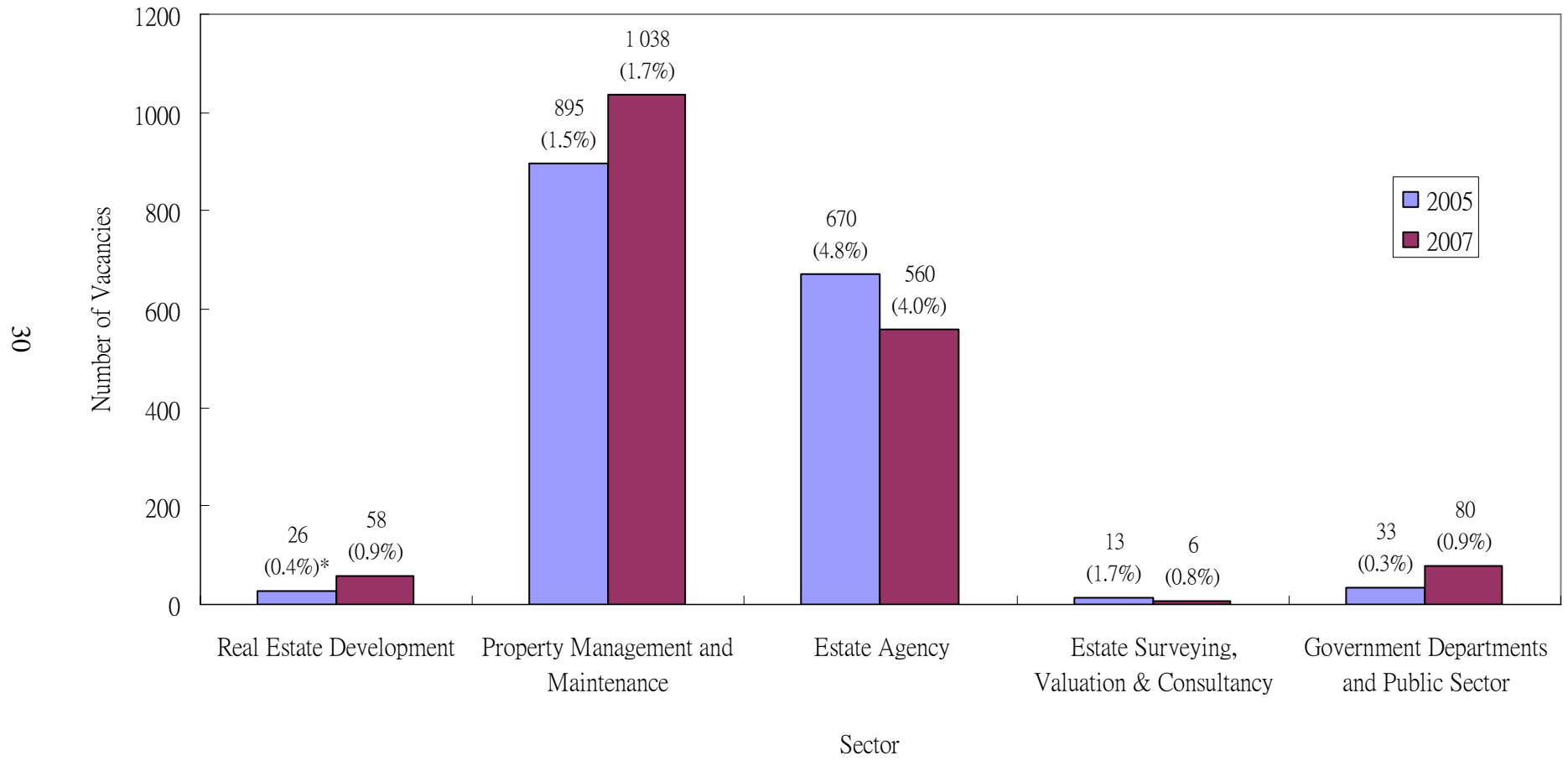
(%)*As percentage of the total number of employees who will travel frequently to the Mainland in the same sector

(%)** As percentage of the total number of employees

Number of Existing Vacancies

2.9 There were 1 742 vacancies at the time of survey which represents 1.9% of the total 92 901 posts. The property management and maintenance sector had 1 038 vacancies which is the highest of all sectors. The estate agency sector had 560 vacancies which is the next highest. The comparison of the number of vacancies between 2005 and 2007 by sector is shown in Figure 4.

Figure 4: Vacancies of 2005 and 2007 by Sector
 Total: 1 742



* As percentage of the number of posts by sector

Table 7: Number of Existing Vacancies by Sector by Job Level

<u>Sector</u>	<u>Professional/ Managerial</u> (%)*	<u>Supervisory</u> (%)*	<u>Technical Support and Operative</u> (%)*	<u>Total</u> (%) [#]
Real Estate Development	10 (0.8)	39 (1.8)	9 (0.3)	58 (0.9)
Property Management and Maintenance	24 (1.0)	145 (1.5)	869 (1.8)	1 038 (1.7)
Estate Agency	- -	21 (1.2)	539 (4.6)	560 (4.0)
Estate Surveying, Valuation & Consultancy	- -	6 (2.0)	- -	6 (0.8)
Government Departments and Public Sector	45 (2.4)	26 (0.5)	9 (0.4)	80 (0.9)
Total	79 (1.3)**	237 (1.3)**	1 426 (2.1)**	1 742 (1.9)[@]

(%)* As percentage of the number of posts by sector by job level

(%)** As percentage of the total number of posts by job level

(%)[#] As percentage of the number of posts by sector

(%)[@] As percentage of the total number of posts in the industry

Employers' Forecast of Manpower Demand by May 2008

2.10 Employers forecast that there would be 93 366 posts by May 2008, an increase of 465 posts or 0.5% of the total number of posts in May 2007. By sector, the property management and maintenance sector would have 300 new jobs or 0.5% growth in the number of employees in the same sector, while the estate agency sector would have the highest growth rate of 0.9% representing 126 jobs.

2.11 Employers' forecast manpower growth by May 2008 by sector by job level is presented in Tables 9(i) to 9(v) and Figure 5.

**Table 8: Employers' Forecast of Real Estate Services Manpower
by May 2008 by Sector by Job Level**

(i) Real Estate Development

<u>Job Level</u>	(a) No. of Employees in May 2007	(b) No. of Vacancies in May 2007	(a)+(b) Total No. of Posts in May 2007	Employers' Forecast of Manpower in May 2008	<u>Growth</u> (%)
Managerial/ Professional	1 195	10	1 205	1 221	16
Supervisory	2 131	39	2 170	2 156	-14
Technical Support and Operative	3 234	9	3 243	3 293	50
Sub-total	6 560	58	6 618	6 670	52 (0.8)*

(ii) Property Management and Maintenance

<u>Job Level</u>	(a) No. of Employees in May 2007	(b) No. of Vacancies in May 2007	(a)+(b) Total No. of Posts in May 2007	Employers' Forecast of Manpower in May 2008	<u>Growth</u> (%)
Managerial/ Professional	2 306	24	2 330	2 339	9
Supervisory	9 359	145	9 504	9 559	55
Technical Support and Operative	49 377	869	50 246	50 482	236
Sub-total	61 042	1 038	62 080	62 380	300 (0.5)*

* As percentage increase/decrease in the number of posts in the sector

(iii) Estate Agency

<u>Job Level</u>	(a) No. of Employees in May 2007	(b) No. of Vacancies in May 2007	(a)+(b) Total No. of Posts in May 2007	Employers' Forecast of Manpower in May 2008	<u>Growth</u> (%)
Managerial/ Professional	605	-	605	605	-
Supervisory	1 769	21	1 790	1 793	3
Technical Support and Operative	11 596	539	12 135	12 258	123
Sub-total	13 970	560	14 530	14 656	126 (0.9)*

(iv) Estate Surveying, Valuation and Consultancy

<u>Job Level</u>	(a) No. of Employees in May 2007	(b) No. of Vacancies in May 2007	(a)+(b) Total No. of Posts in May 2007	Employers' Forecast of Manpower in May 2008	<u>Growth</u> (%)
Managerial/ Professional	297	-	297	297	-
Supervisory	299	6	305	305	-
Technical Support and Operative	153	-	153	153	-
Sub-total	749	6	755	755	- (-)*

* As percentage increase/decrease in the number of posts in the sector

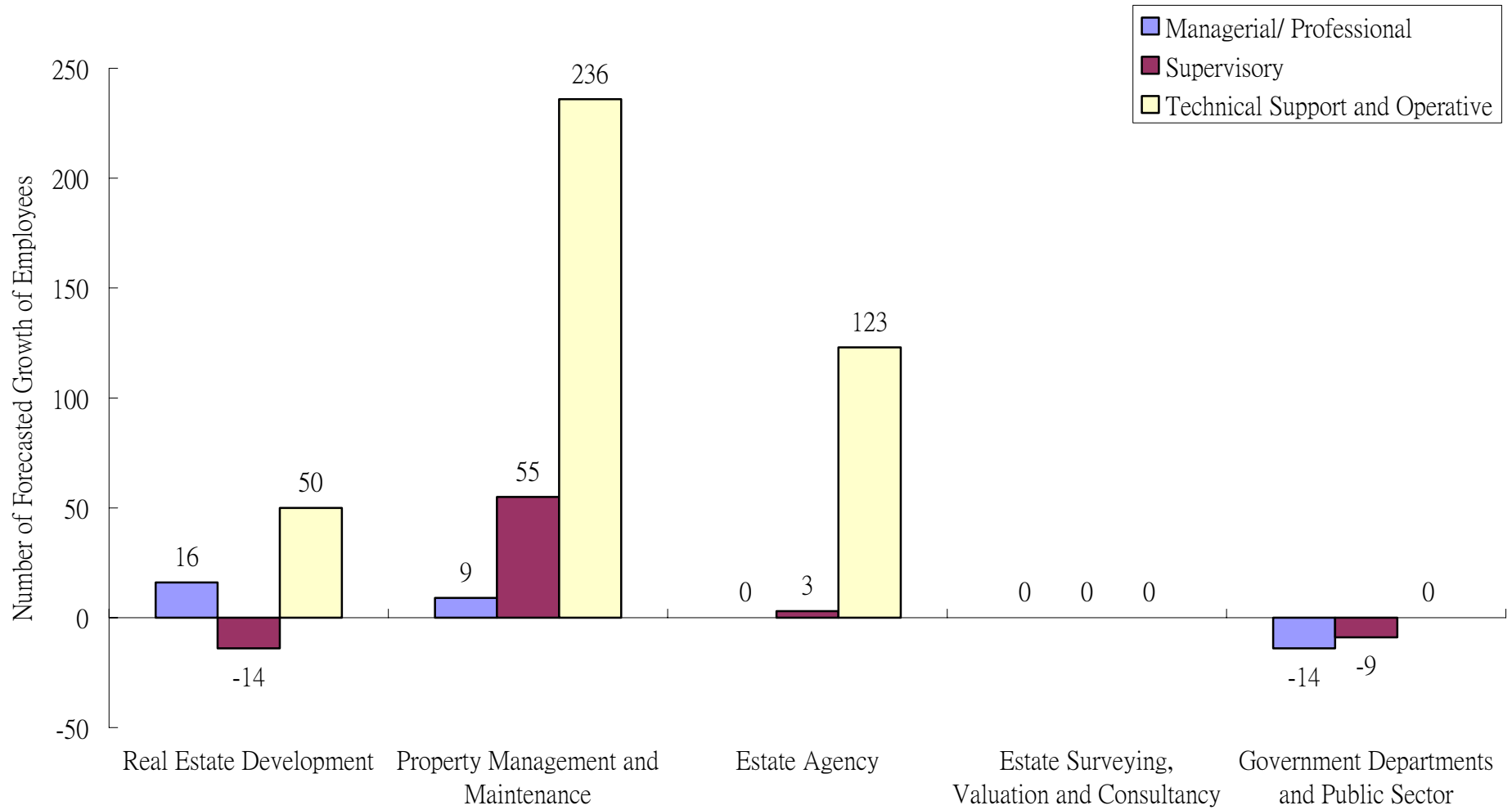
(v) Government Departments and Public Sector

<u>Job Level</u>	(a) No. of Employees in May 2007	(b) No. of Vacancies in May 2007	(a)+(b) Total No. of Posts in May 2007	Employers' Forecast of Manpower in May 2008	<u>Growth</u> (%)
Managerial/ Professional	1 858	45	1 903	1 889	-14
Supervisory	4 896	26	4 922	4 913	-9
Technical Support and Operative	2 084	9	2 093	2 093	-
Sub-total	8 838	80	8 918	8 905	-23 (-0.3)*
Total	91 159	1 742	92 901	93 366	465 (0.5)**

* As percentage increase/decrease in the number of posts in the sector

** As percentage increase/decrease in the number of total posts

Figure 5: Employer's Forecast of Real Estate Services Manpower Growth
by May 2008 by Sector by Job Level
Total: 465



Internal Promotion in the Past 12 Months by Job Level

2.12 The survey reveals that 697 employees (or 0.8% of the total employees) had been promoted from within the industry. Among the total number of promotions, 190 were promoted to the managerial/professional level and 507 were promoted to the supervisory level. The promotion pattern by sector by job level for 2005 and 2007 is given in Table 9.

Table 9: Promotion Pattern of Real Estate Services Employees by Sector by Job Level for 2005 and 2007

	<u>January 2005</u>			<u>May 2007</u>		
	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*	<u>Number Employed</u>	<u>Number of Promotion</u>	(%)*
<u>Real Estate Development</u>						
<u>Job Level</u>						
Managerial/Professional	1 032	13	(1.3)	1 195	17	(1.4)
Supervisory	1 661	21	(1.3)	2 131	47	(2.2)
<u>Property Management and Maintenance</u>						
<u>Job Level</u>						
Managerial/Professional	2 025	61	(3.0)	2 306	82	(3.6)
Supervisory	5 597	174	(3.1)	9 359	400	(4.3)
<u>Estate Agency</u>						
<u>Job Level</u>						
Managerial/Professional	486	18	(3.7)	605	8	(1.3)
Supervisory	1 778	85	(4.8)	1 769	23	(1.3)
<u>Estate Surveying, Valuation & Consultancy</u>						
<u>Job Level</u>						
Managerial/Professional	302	17	(5.6)	297	14	(4.7)
Supervisory	293	11	(3.8)	299	2	(0.7)
<u>Government Departments and Public Sector</u>						
<u>Job Level</u>						
Managerial/Professional	1 749	-	-	1 858	69	(3.7)
Supervisory	6 047	2	-	4 896	35	(0.7)
Grand Total	20 970	402		24 715	697	(0.8)**

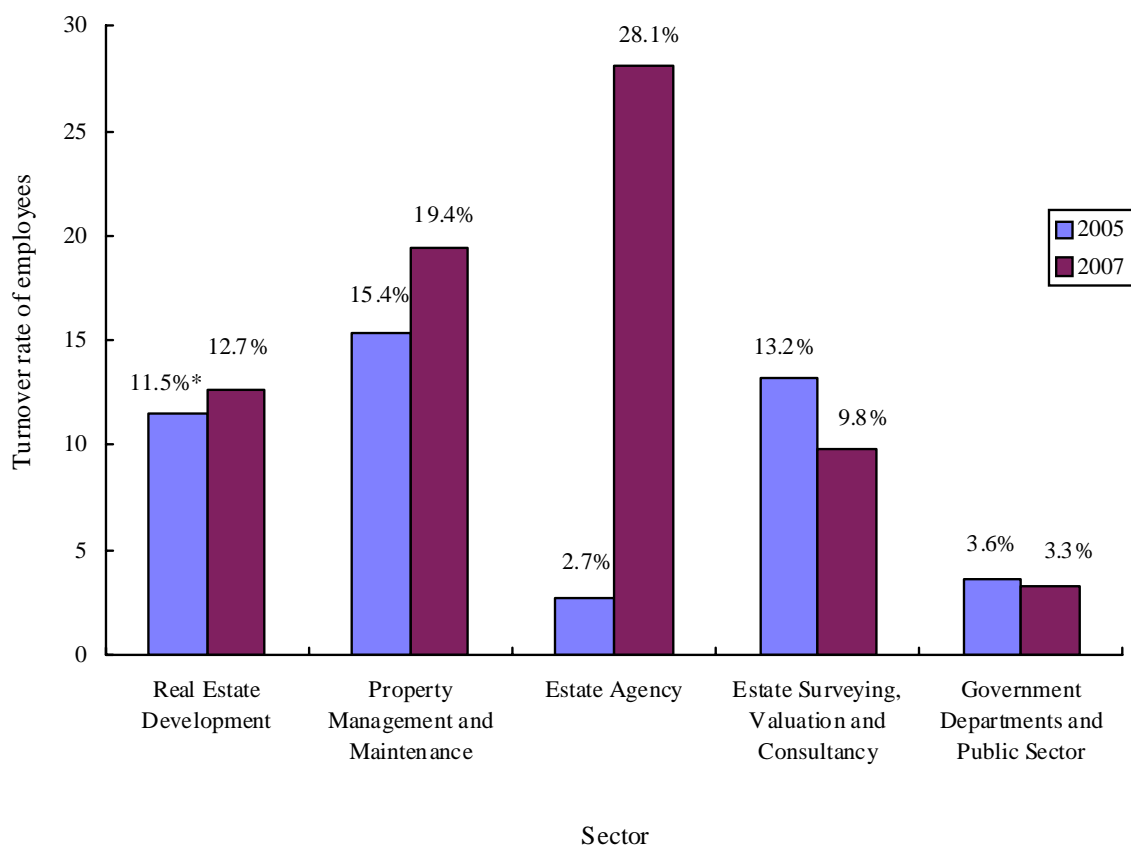
* As percentage of the number of employees by sector by job level

* As percentage of the number of total employees

Staff Turnover in the Past 12 Months

2.13 As shown in Table 10, employers reported that 17 328 employees (or 18.7% of the total posts) had left the industry in the past 12 months. Among the total number of leavers, the property management and maintenance sector had recorded 12 038 leavers (19.4% of the posts in the sector), which was the highest in number. The estate agency sector showed 4 087 leavers (28.1% of the posts in the sector), which was the highest in percentage. Figure 6 shows the turnover rate of employees in 2005 and 2007 by sector.

Figure 6: Turnover Rate of Employees of 2005 and 2007 by Sector



* The turnover rate of employees in each sector

Table 10: Real Estate Services Employees Left in the Past 12 Months by Sector

Job Level	No. of posts	No. of Leavers	(%)*
Real Estate Development	6 618	839	12.7
Property Management and Maintenance	62 080	12 038	19.4
Estate Agency	14 530	4 087	28.1
Estate Surveying, Valuation and Consultancy	755	74	9.8
Government Departments and Public Sector	8 918	290	3.3
	92 901	17 328	(18.7)**

* As percentage of the number of employees in the same sector

** As percentage of the number of total employees left

Table 11: Real Estate Services Employees Left in the Past 12 Months by Job Level

Job Level	No. of posts	No. of Leavers	(%)*
Managerial/Professional Level	6 340	447	7.1
Supervisory Level	18 691	1 551	8.3
Technical Support and Operative Level	67 870	15 330	22.6
	92 901	17 328	(18.7)**

* As percentage of the number of employees in the job level

** As percentage of the number of total employees left

2.14 Table 11 shows that at the technical support and operative level, 15 330 employees had left, representing 22.6% of the employees at the same job level and 16.5% of the total number of posts.

Table 12 : Wastage for the Real Estate Services Industry by Sector by Job Level for the Past 12 Months

(i) Real Estate Development

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	120	51	69	(5.8)
Supervisory	207	107	100	(4.7)
Technical Support and Operative	512	286	226	(7.0)
Sub-Total:	839	444	395	(0.4)**

(ii) Property Management and Maintenance

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	214	230	-16	(-0.7)
Supervisory	1 059	785	274	(2.9)
Technical Support and Operative	10 765	9 326	1 439	(2.9)
Sub-Total:	12 038	10 341	1 697	(1.8)**

(iii) Estate Agency

Job Level	Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	28	11	17	(2.8)
Supervisory	165	105	60	(3.4)
Technical Support and Operative	3 894	2 085	1 809	(15.6)
Sub-Total:	4 087	2 201	1 886	(2)**

(iii) Estate Surveying, Valuation and Consultancy

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	7	5	2	(0.7)
Supervisory	44	11	33	(11.0)
Technical Support and Operative	23	17	6	(13.9)
Sub-Total:	74	33	41	(0.04)**

(iii) Government Departments and Public Sector

Job Level	No. of Leavers	No. of Recruits with Real Estate Services Related Experience	Wastage	(%)*
Managerial/Professional	78	42	36	(1.9)
Supervisory	76	42	34	(0.7)
Technical Support and Operative	136	28	108	(5.2)
Sub-Total:	290	112	178	(0.2)**
Grand Total	17 328	13 131	4 197	(4.6)**

* As percentage of the number of employee who left permanently in the same job level by sector

** As percentage of the number of total employee who left permanently

New Recruitment With Real Estate Services Related Experience

2.15 The survey reveals that 17 490 employees were recruited in the past 12 months. Among these recruited employees, 13 131 employees (75.1%) had real estate services related experience. By sector, property management and maintenance had a high of 10 341 employees (77% of the same sector) recruited with real estate services experience. By job level, technical support and operative recruited 11 742 employees (73.9% of the same job level) with real estate services experience.

Wastage

2.16 During the survey period, 17 328 employees had left and 13 131 employees were recruited with real estate services related experience. Thus, the wastage was 4 197 being the difference between the two figures and representing 4.6% of the total workforce in 2007. The highest wastage was recorded for the estate agency sector from which 1 886 employees (2%) of total workforce had left. The property management and maintenance sector ranked second with 1 697 employees (1.8%) of total workforce leaving permanently. An analysis of the wastage by sector by job level is shown in Table 12.

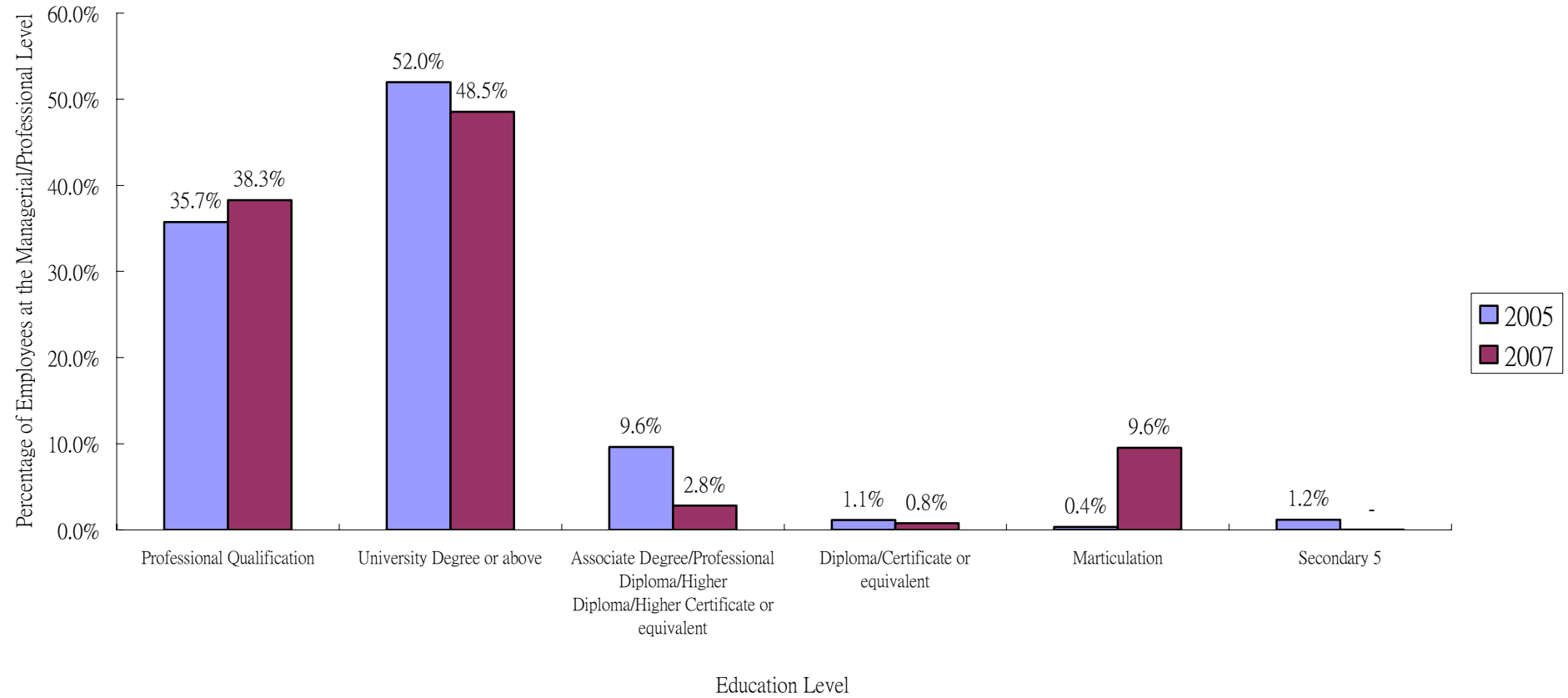
Recruitment Difficulties

2.17 Out of the 918 respondents to this question, 308 (33.6%) had reported difficulties in staff recruitment, particularly in the jobs of estate agency and property management and maintenance. The survey reveals that the main reason for the recruitment difficulties was the lack of candidates with the relevant experience. An analysis by sector by job level is shown in Table 22 in **Section III**.

Preferred Academic Qualification

2.18 Figures 7(i) to (iii) show the employers' preferred academic qualifications of their employees in both 2005 and 2007. In this survey, some employers did not specify the preferred academic qualifications for 17 621 employees. For accuracy purpose, only 73 538 employees were analysed. From the analysis, 87.7% and 86.8% of the employers preferred their employees to have university degree or above or professional qualification for the managerial/professional level in 2005 and 2007 respectively. As for the supervisory level, 54.8% and 69.1% of the employers preferred their employees to have diploma or certificate or above academic qualification in 2005 and 2007 respectively. As for the technical support and operative level, 39.7% and 44.1% of the employers preferred their employees to have Secondary 5 or above academic qualification in 2005 and 2007 respectively. A detailed analysis by sector by job level is shown in **Appendix 8**.

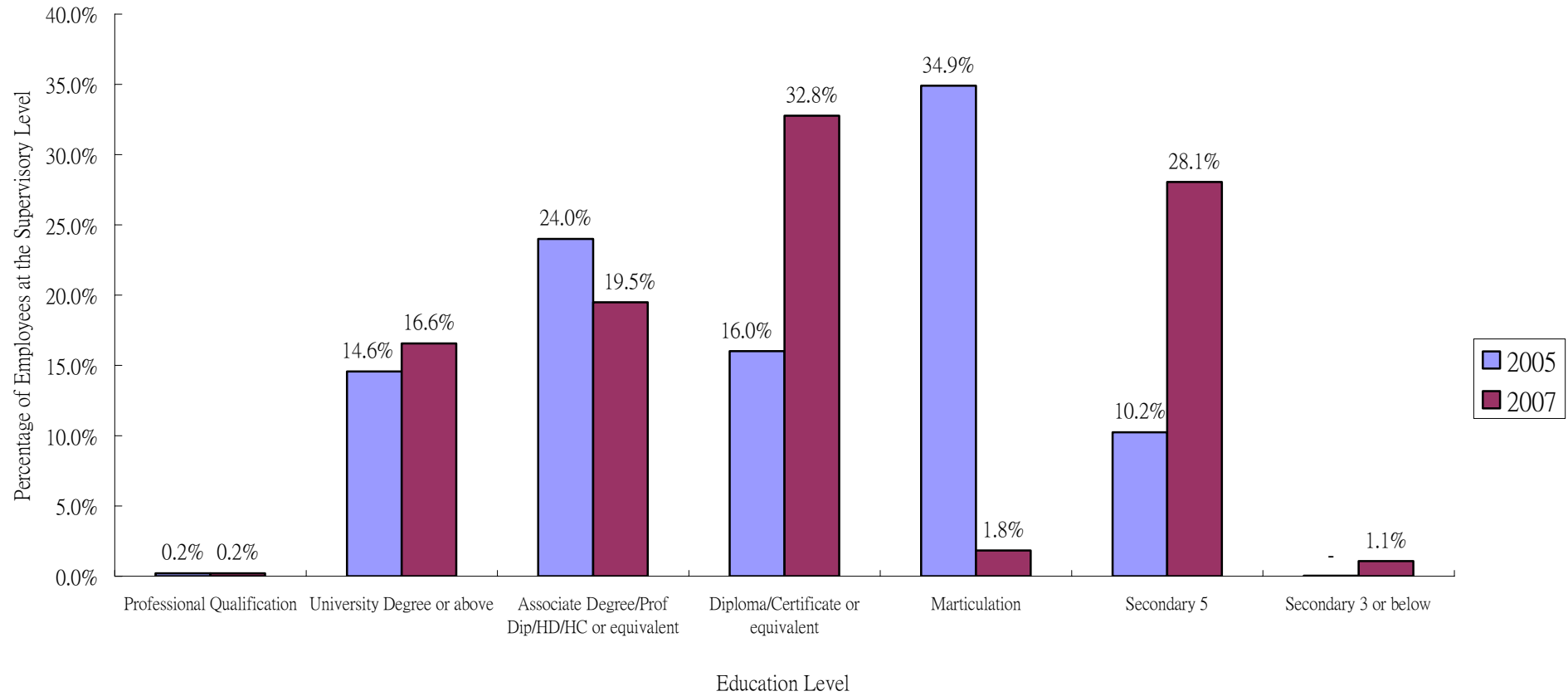
Figure 7(i): Preferred Education of Employees at the Managerial/Professional Level in 2005 and 2007



42

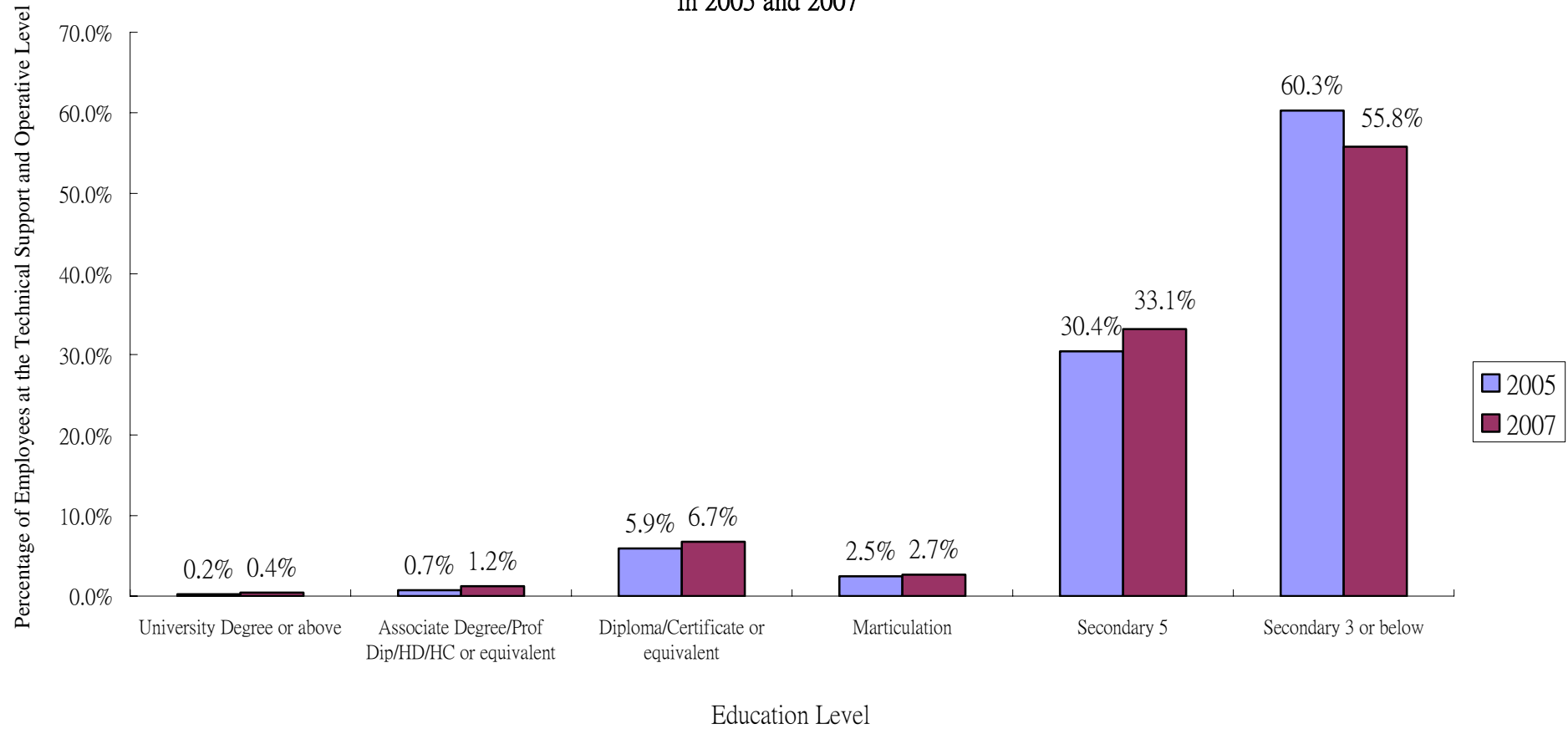
The percentage may not add up to 100 owing to rounding

Figure 7(ii): Preferred Education of Employees at the Supervisory Level in 2005 and 2007



The percentage may not add up to 100 owing to rounding

Figure 7(iii): Preferred Education of Employees at the Technical Support and Operative Level in 2005 and 2007



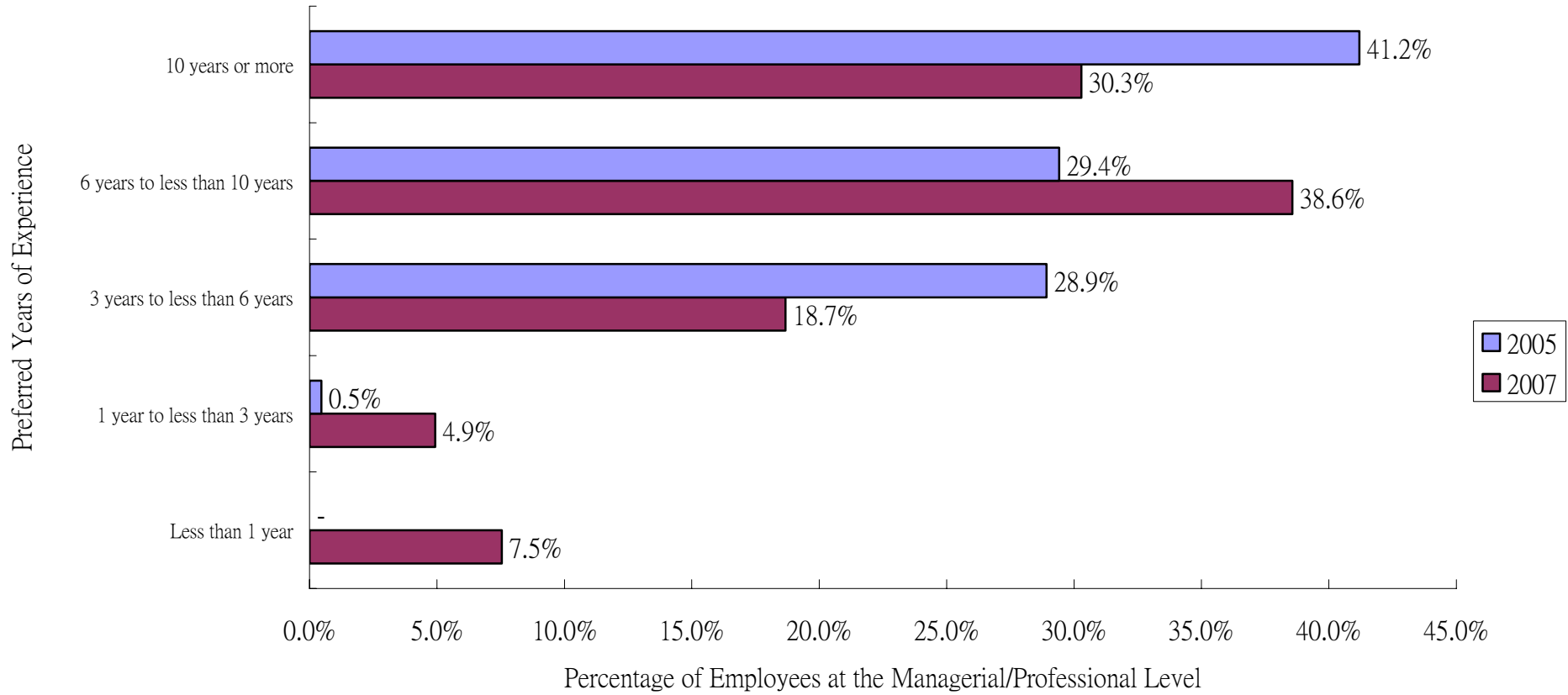
44

The percentage may not add up to 100 owing to rounding

Preferred Relevant Experience

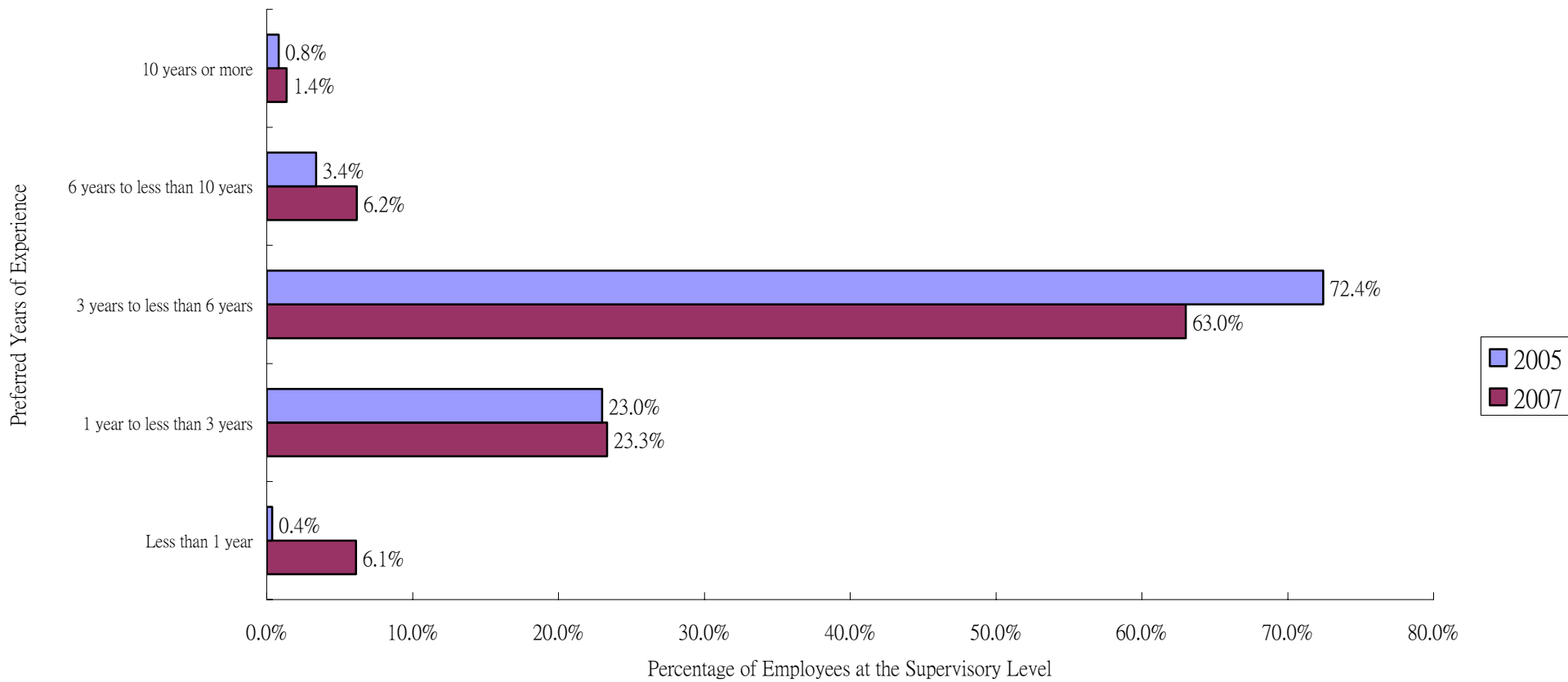
2.19 Figures 8(i) to (iii) show the preferred experience of employees in 2005 and 2007. In this survey, some employers did not specify the preferred relevant experience for 17 589 employees. For accuracy purpose, only 73 570 employees were analysed. From the analysis, 70.6% and 68.9% of the employers preferred their employees to have more than 6 years of experience for the managerial/professional level in 2005 and 2007 respectively. As for the supervisory level, 77.2% and 70.6% of the employers preferred their employees to have more than 3 years of experience in 2005 and 2007 respectively. As for the technical support and operative level, 66.7% and 52% of the employers preferred their employees to have more than 1 year of experience in 2005 and 2007 respectively. A detailed analysis by sector by job level is shown in **Appendix 9**.

Figure 8(i): Preferred Period of Experience of Employees at the Managerial/Professional Level in 2005 and 2007



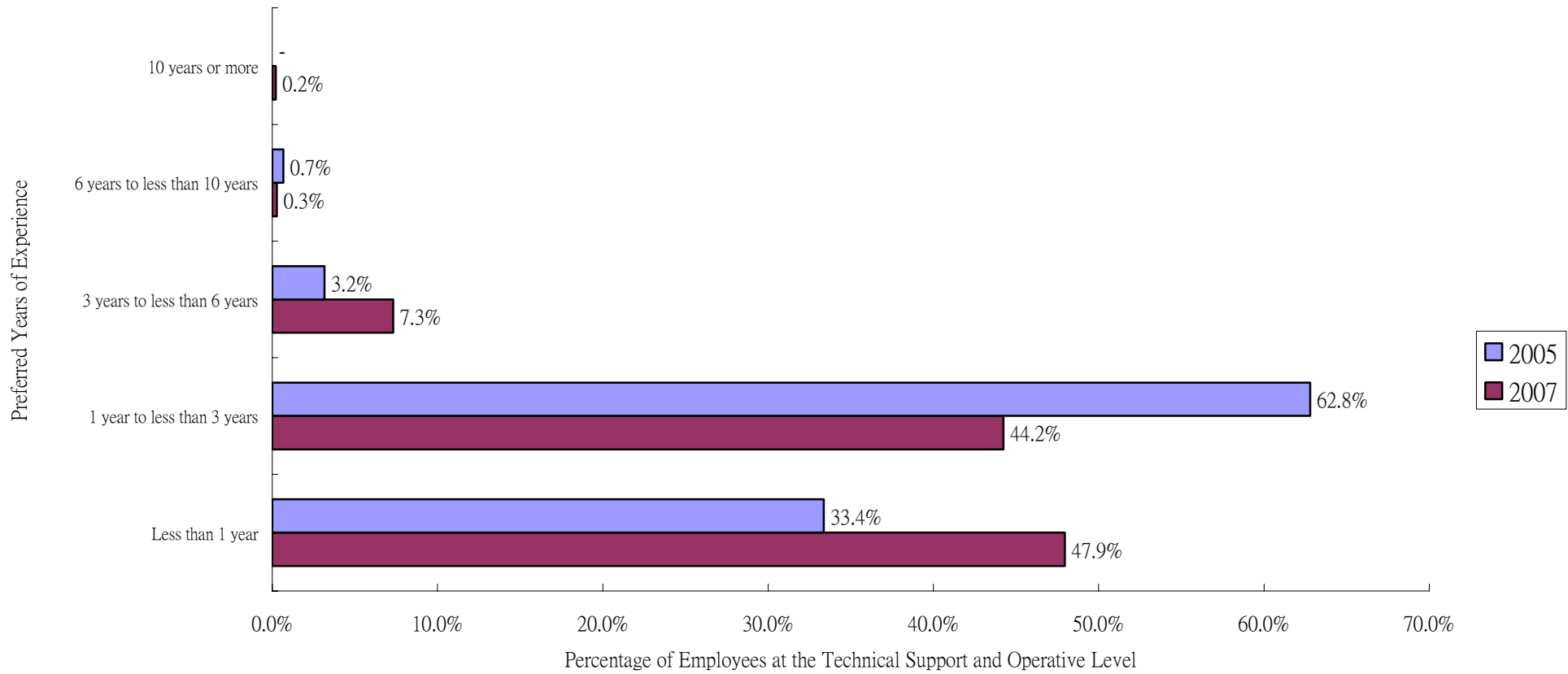
The percentage may not add up to 100 owing to rounding

Figure 8(ii): Preferred Period of Experience of Employees at the Supervisory Level in 2005 and 2007



The percentage may not add up to 100 owing to rounding

Figure 8(iii): Preferred Period of Experience of Employees at the Technical Support and Operative Level in 2005 and 2007

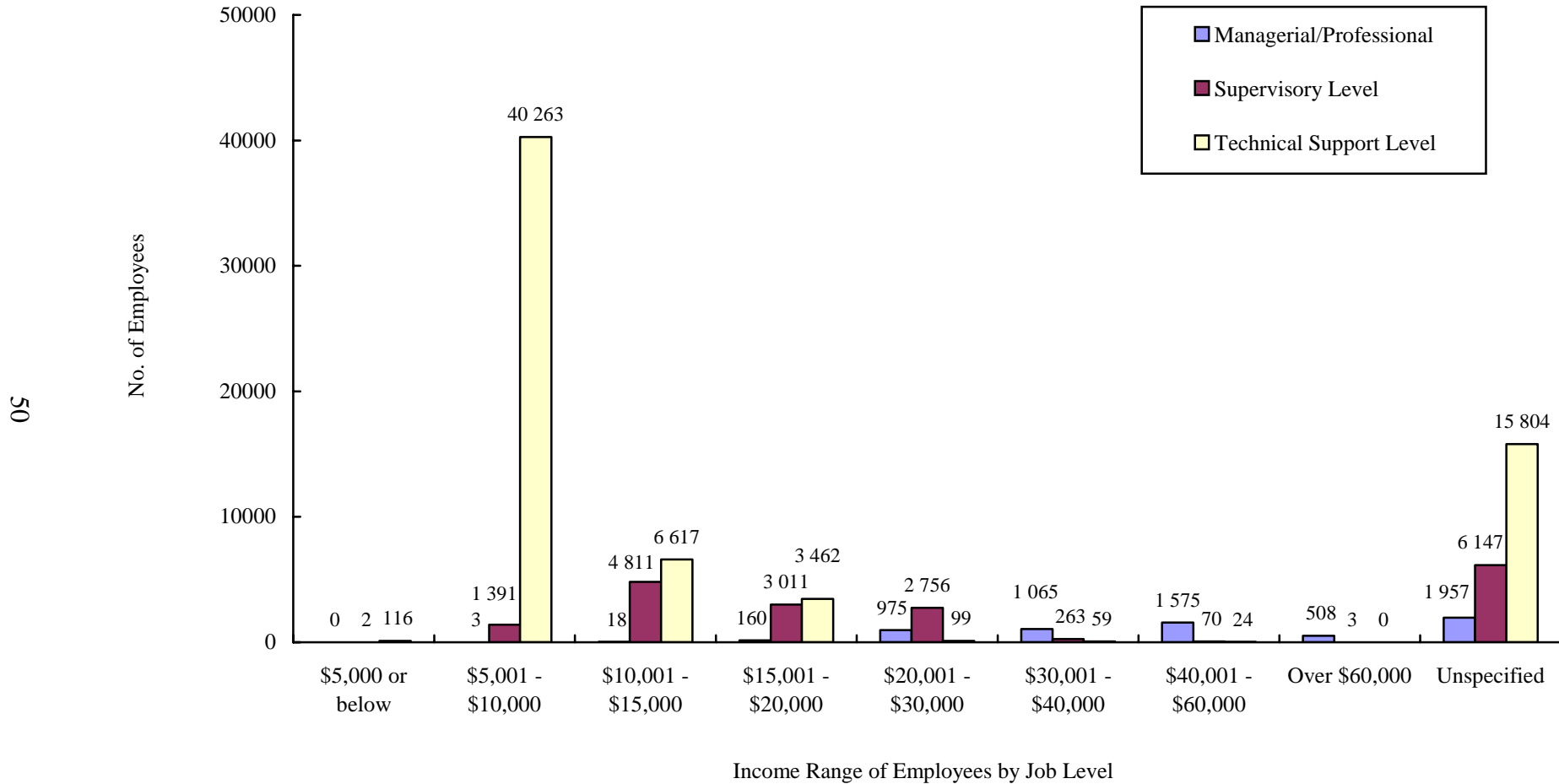


The percentage may not add up to 100 owing to rounding

Income Distribution

2.20 The “total monthly income” includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. In this survey, 23 908 employees’ income distributions were not specified. For accuracy purpose, only 67 251 employees were analysed. Figure 9(i) shows the income distribution by job level. The income distribution by sector by job level is shown in Table 13. The income distribution by job level for 2005 and 2007 is presented in Table 14. As shown in Figure 9(ii), there was general growth in the income range of \$15,001 to \$60,000. The income range \$15,001 to \$20,000 recorded a high of 2% growth. Since this is not an income survey, the information obtained is for cross-reference purpose only.

Figure 9 (i): Income Distribution of Real Estate Services Employees by Income Range by Job Level



* Number of employees in a particular income range by job level

Figure 9(ii): Comparison of Income Distribution of 2005 and 2007

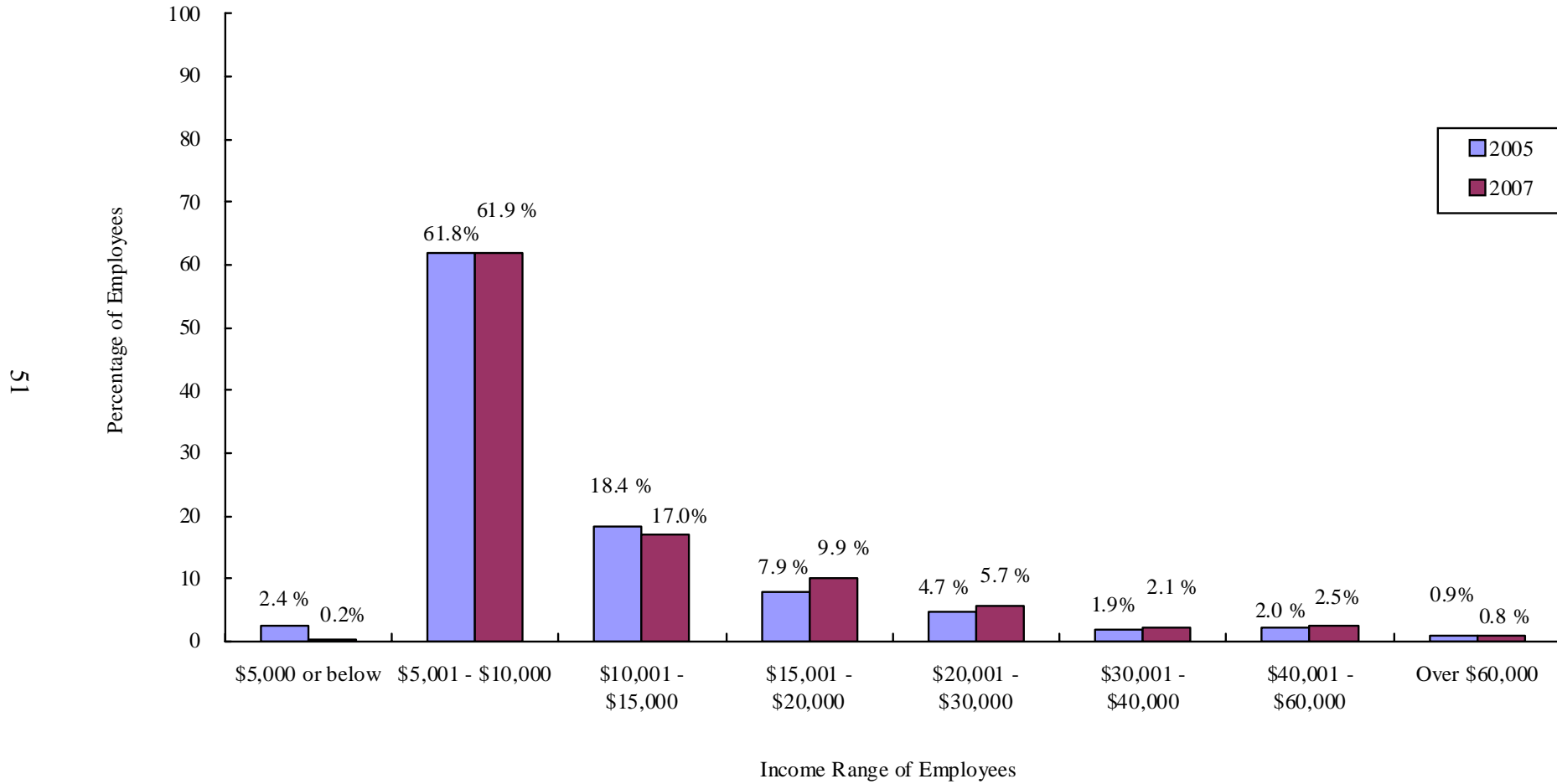


Table 13: Income Distribution of Real Estate Services Employees by Sector by Job Level

	<u>\$5,000 or below</u>	<u>\$5,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>\$15,001 - \$20,000</u>	<u>\$20,001 - \$30,000</u>	<u>\$30,001 - \$40,000</u>	<u>\$40,001 - \$60,000</u>	<u>Over \$60,000</u>	Total
<u>Real Estate Development</u>									
Managerial/Professional	-	-	-	24	267	229	171	143	834
Supervisory	-	75	452	599	383	1	35	-	1 545
Technical Support and Operative	83	1 521	1 109	104	1	-	-	-	2 818
Sub-total	83	1596	1561	727	651	230	206	143	5 197
<u>Property Management and Maintenance</u>									
Managerial/Professional	-	-	15	114	640	691	187	70	1 717
Supervisory	2	1 292	4 164	1 889	206	4	-	-	7 557
Technical Support and Operative	21	36 524	3 106	180	-	-	-	-	39 831
Sub-total	23	37 816	7 285	2 183	846	695	187	70	49 105
<u>Estate Agency</u>									
Managerial/Professional	-	3	3	2	50	49	163	15	285
Supervisory	-	24	111	265	400	245	9	-	1 054
Technical Support and Operative	11	1 794	1 655	2 884	84	59	24	-	6 511
Sub-total	11	1 821	1 769	3 151	534	353	196	15	7 850
<u>Estate Surveying, Valuation & Consultancy</u>									
Managerial/Professional	-	-	-	20	18	57	106	2	203
Supervisory	-	-	45	123	77	-	-	-	245
Technical Support and Operative	1	38	67	7	-	-	-	-	113
Sub-total	1	38	112	150	95	57	106	2	561
<u>Government Departments and Public Sector</u>									
Managerial/Professional	-	-	-	-	-	39	948	278	1 265
Supervisory	-	-	39	135	1 690	13	26	3	1 906
Technical Support and Operative	-	386	680	287	14	-	-	-	1 367
Sub-total	-	386	719	422	1 704	52	974	281	4 538
Grand Total	118	41 657	11 446	6 633	3 830	1 387	1 669	511	6 7251

Table 14: Income Distribution of Real Estate Services Employees in 2005 and 2007 by Job Level

<u>Year</u>	<u>\$5,000 or below</u>	<u>\$5,001 - \$10,000</u>	<u>\$10,001 - \$15,000</u>	<u>\$15,001 - \$20,000</u>	<u>\$20,001 - \$30,000</u>	<u>\$30,001 - \$40,000</u>	<u>\$40,001 - \$60,000</u>	<u>Over \$60,000</u>	<u>Total</u>
<u>2005</u>									
<u>Job Level</u>									
Managerial/Professional	-	-	22	396	1 453	1 086	1 689	748	5 394
Supervisory	-	222	7 868	3 752	2 418	423	9	7	14 699
Technical Support and Operative	1 989	51 588	7 554	2 505	45	67	-	-	63 748
<i>Sub-total</i>	<u>1 989</u>	<u>51 810</u>	<u>15 444</u>	<u>6 653</u>	<u>3 916</u>	<u>1 576</u>	<u>1 698</u>	<u>755</u>	<i>83 841</i>
<i>(%)*</i>	(2.4%)	(61.8%)	(18.4%)	(7.9%)	(4.7%)	(1.9%)	(2%)	(0.9%)	(100)[#]
<u>2007</u>									
<u>Job Level</u>									
Managerial/Professional	-	3	18	160	975	1 065	1 575	508	4 304
Supervisory	2	1 391	4 811	3 011	2 756	263	70	3	12 307
Technical Support and Operative	116	40 263	6 617	3 462	99	59	24	-	50 640
<i>Sub-total</i>	<u>118</u>	<u>41 657</u>	<u>11 446</u>	<u>6 633</u>	<u>3 830</u>	<u>1 387</u>	<u>1 669</u>	<u>511</u>	<i>67 251</i>
<i>(%)*</i>	(0.2%)	(61.9%)	(17.0%)	(9.9%)	(5.7%)	(2.1%)	(2.5%)	(0.8%)	(100)[#]

* As percentage of the total number of employees

[#] The percentage may not add up to 100 owing to rounding

Training to Employees

2.21 Table 15 shows that during the survey period, 49 867 places were provided to employees for different types of training. Details of training to employees in the past 12 months by type by job level are illustrated in **Appendix 12**.

Table 15: Training to Employees in the Past 12 Months by Type by Job Level

<u>Types of Training</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Property Development	175	19	350	544
Property/Housing Management	1 040	2 372	10 133	13 545
Estate Agency	204	440	5 193	5 837
Estate Surveying, Valuation and Consultancy	495	732	306	1 533
Real Estate Services in the Mainland	12	16	29	57
Generic Skills	1 028	6 766	12 617	20 411
Other Types of Training	255	1 011	6 674	7 940
Grand Total	3 209	11 356	35 302	49 867

* Number of training places for employees (who may take up more than one training course)

2.22 Table 16 also reveals that employers planned to provide 49 995 training places to their employees in the next 12 months. The majority of these trainings places are in-house training (35 544, 71.1%) provided by the employers. As for sponsored training there are 14 451 (28.9%) training places. By job level, the technical support and operative level has 34 851 training places, of which 26 303 is in-house training. The supervisory level has 11 878 training places while the managerial/professional level has 3 266 training places.

Table 16: Training to Employees in the Next 12 Months by Type by Job Level

Number of Training Places by Job Level*

<u>Types of Training</u>	<u>Managerial/Professional</u>		<u>Supervisory</u>		<u>Technical Support and Operative</u>		<u>Total</u> <u>(%)**</u>
	<u>Sponsored Training to Employee</u>	<u>In-house Training to Employee</u>	<u>Sponsored Training to Employee</u>	<u>In-house Training to Employee</u>	<u>Sponsored Training to Employee</u>	<u>In-house Training to Employee</u>	
Property Development	91	50	30	27	4	516	718 (1.4%)
Property/Housing Management	276	858	366	2 376	1 004	11 022	15 902 (31.8%)
Estate Agency	7	54	71	250	1 579	3 188	5 149 (10.3%)
Estate Surveying, Valuation and Consultan	23	416	24	665	13	355	1496 (3.0%)
Real Estate Services in the Mainland	2	-	10	-	5	-	17 (0.0%)
Generic Skills	14	1 095	4654	3 028	5 895	9 836	24522 (49.0%)
Other Types of Training	296	84	39	338	48	1 386	2191 (4.4%)
Grand Total	709	2 557	5 194	6 684	8 548	26 303	49 995 (100%)#
	(%)**	(1.4%)	(5.1%)	(10.4%)	(13.4%)	(17.1%)	(52.6%)

* Number of training places for employees (who may take up more than one training course)

(%)** As percentage of the total number of training places

The percentage may not add up to 100 owing to rounding

Expectation of Employers on Hong Kong's Economy in the next 12 Months

2.23 The survey reveals that employers were generally positive that the economy of Hong Kong would be better in the next 12 months. More than half of the employers in the sectors of estate agency (58.1%) and real estate development (51.3%) expected that the economy will be better but 25.5% of the property management and maintenance sector considered the contrary. Employers' expectation of Hong Kong's economy by sector is illustrated in Table 17.

Table 17: Expectation of Employers on the Economy of Hong Kong in the Next 12 Months

<u>Sector</u>	<u>Employers' Expectation</u>				<u>Total (%)</u>
	<u>The Economy will be better (%)*</u>	<u>The Economy will not be better (%)*</u>	<u>No comment (%)*</u>	<u>Unspecified (%)*</u>	
Real Estate Development	(51.3)	(9.6)	(37.5)	(1.6)	(100)
Property Management and Maintenance	(35.1)	(25.5)	(35.4)	(4.0)	(100)
Estate Agency	(58.1)	(15.2)	(26.2)	(0.5)	(100)
Estate Surveying, Valuation & Consultancy	(39.5)	-	(52.4)	(8.1)	(100)
Government Departments and Public Sector	(42.9)	-	(38.1)	(19.0)	(100)

* As percentage of the number of respondents in the sector

Expectation of Employers on Manpower Growth in the next 12 Months

2.24 The survey reveals that the majority of the employers in the real estate development (84.1%) and estate agency (77.5%) sectors expected that there would not be any manpower growth in the next 12 months while 53.8% of the employers in the government departments and public sector would expect manpower growth. Employers' expectation on manpower growth by sector is illustrated in Table 18.

Table 18: Expectation of Manpower Growth in the Next 12 Months

<u>Sector</u>	<u>Employers' Expectation</u>				
	<u>There will be</u>	<u>There will not be</u>	<u>No comment</u>	<u>Unspecified</u>	<u>Total</u>
	<u>Manpower Growth</u>	<u>Manpower Growth</u>	<u>Manpower Growth</u>	<u>Manpower Growth</u>	<u>Manpower Growth</u>
	(%)*	(%)*	(%)*	(%)*	(%)
Real Estate Development	(6.8)	(84.1)	(6.0)	(3.1)	(100)
Property Management and Maintenance	(22.5)	(45.8)	(21.6)	(10.2)	(100)
Estate Agency	(21.3)	(77.5)	(0.4)	(0.9)	(100)
Estate Surveying, Valuation & Consultancy	(28.8)	(37.3)	(16.9)	(16.9)	(100)
Government Departments and Public Sector	(53.8)	(7.7)	(7.7)	(30.8)	(100)

* As percentage of the number of respondents in the sector

SECTION III

CONCLUSIONS

The Survey Findings

3.1 The Training Board has examined the survey findings and considers that they generally reflect the manpower situation of the real estate services industry at the time of the survey. There were 3.3% and 13.6% increases in technical and non-technical manpower respectively. The decrease of 14.6 % of technical manpower in the governments and public sector was mainly due to the contracting out of work.

3.2 The Training Board notes that among the five sectors of the industry, the estate surveying, valuation and consultancy and the government departments and public sectors had experienced a 2.1% and a 14.6% decreases in technical manpower respectively, while all other three sectors had experienced manpower growth, ranging from 0.5% in the real estate development sector to 6.3% in the property management and maintenance sector.

3.3 The growth in non-technical employees occurred mainly in the real estate development sector (70.6%), while there had been a significant decrease of 35.5% in the estate agency sector. The reason might be the employees' incentives to look for other jobs under the improved economy.

3.4 The Training Board also observes that there will be substantial training needs for the real estate employees to prepare them to develop their careers in the Mainland and Macao. The rising needs for professional and quality services in the industry, especially in the property management and maintenance and the estate agency sectors also create more training demand. The Training Board considers that employers tend to be reluctant in sponsoring their employees to training outside their organizations in the next 12 months.

Vacancies

3.5 Table 19 shows that there were 1 742 vacancies for all sectors of the real estate services industry at the time of survey, representing 1.9% of the existing posts, 0.1% higher than the vacancy rate of 1.8% as in 2005. Due to the comparative large cohort of employees, the property management and maintenance sector had the largest number of 1 038 vacancies (1.7% of the number of employees in the same sector), indicating a slight increase of 0.2% comparing to survey result of 2005. The Training Board considers that real estate services trainings will facilitate the filling up of these vacancies.

Manpower Structure

3.6 The survey reveals that during the survey period, there were 91 159 employees in the industry. The data on the manpower, vacancies and forecast growth by job level is summarized in Table 19 as follows:

Table 19: Manpower Structure of the Real Estate Services Industry by Job Level

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>No. of Vacancies in May 2007</u>	<u>Employers' Forecast of Manpower Growth</u>	<u>Forecast No. of Posts in May 2008 (%)*</u>
Managerial/Professional	6 261	79	21	6 361 (0.3)
Supervisory	18 454	237	35	18 726 (0.2)
Technical Support & Operative	66 444	1 426	409	68 279 (0.6)
Total	91 159	1 742	465	93 366 (0.5)**

* As percentage increase/decrease in the number of posts at the same job level

** As percentage increase/decrease in the number of posts in the industry

Employers' Manpower Forecast for May 2008

3.7 Employers forecasted that the total number of posts would increase from 92 901 in May 2007 to 93 366 in May 2008, accounting for a slight increase of 0.5%. The Training Board observed that various departure schemes affecting the manpower establishment of Government departments including the Housing Department had ceased. Employers in the government and public sector forecasted decreases of 231 and 23 employees in 2005 and 2007 respectively. The Training Board is of the view that employers will remain cautious in making their future manpower forecast.

Manpower Projection for 2008 to 2010 by the Labour Market Analysis (LMA) Approach

3.8 In 2005, the Training Board had projected a manpower of 91 036 for 2007 by adopting the Labour Market Analysis (LMA) approach using labour multiplier concept in the Input-Output (I/O) Statistical Model. When comparing with the survey results of the number of posts of 92 901 as in May 2007, there is only a difference of 1 865 posts (or -2.00%). The Training Board considers that the forecast is somewhat accurate in view of the rapidly improving economy in the past two years.

3.9 The Training Board will apply this I/O model to project the manpower for years up to 2010. Based on the model, the real estate services industry consists of 2 groups. Group A is for private sectors including sectors of real estate development; property management and maintenance; estate agency; and estate surveying, valuation and consultancy. Group B is for the government departments and public sector. The manpower projection for the 2 groups will be based on deriving the relationship between the production of buildings in the group and the number of workers needed.

3.10 The stocks of private residential flats and non-residential flats are defined as the production in Group A. The forecast production of residential and non-residential flats in 2008 is provided by the Rating and Valuation Department. The forecast production in 2009 and 2010 is projected by the Adaptive Filtering Method. To generate the employment effect, it is assumed that 62.92% and 37.08% of the total manpower belonging to this Group are responsible for residential flats and non-residential flats respectively. The manpower projection in Group A is presented in Table 20.

Table 20: Projection of Real Estate Services Manpower for the Private Sector from 2008 to 2010

Group A

Year	Actual Manpower		Projected Manpower		Total Projected Manpower	Employers' Forecast (at the time of survey)
	62.92% of manpower for residential flats	37.08% of manpower for non-residential flats	62.92% of manpower for residential flats	37.08% of manpower for non-residential flats		
2007	52 842	31 141				
2008f			53 543 (1.3%)*	31 554 (1.3%)*	85 097 (1.3%) ^a	84 544 (0.7%) ^a
2009f			54 173 (1.1%)**	31 926 (1.1%)**	86 099 (1.1%)**	
2010f			54 722 (1%)**	32 248 (1%)**	86 970 (1%)**	
*	As percentage increase / decrease of the actual manpower against 2007					
**	As percentage increase / decrease of the projected manpower against the year before, i.e. 2008 and 2009 respectively					
^a	Growth compared with the aggregate manpower of the group A, (i.e.83,983) against 2007					

3.11 The stock of public residential flats is defined as the production in Group B. The forecast productions of public residential flats in 2008 – 2010 are provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS). The approach to generate employment effect in Group B is the same as in Group A. The manpower projection for the public sector is presented in Table 21.

**Table 21: Projection of Real Estate Services Manpower
for the Public Sector in 2008 to 2010**

Group B

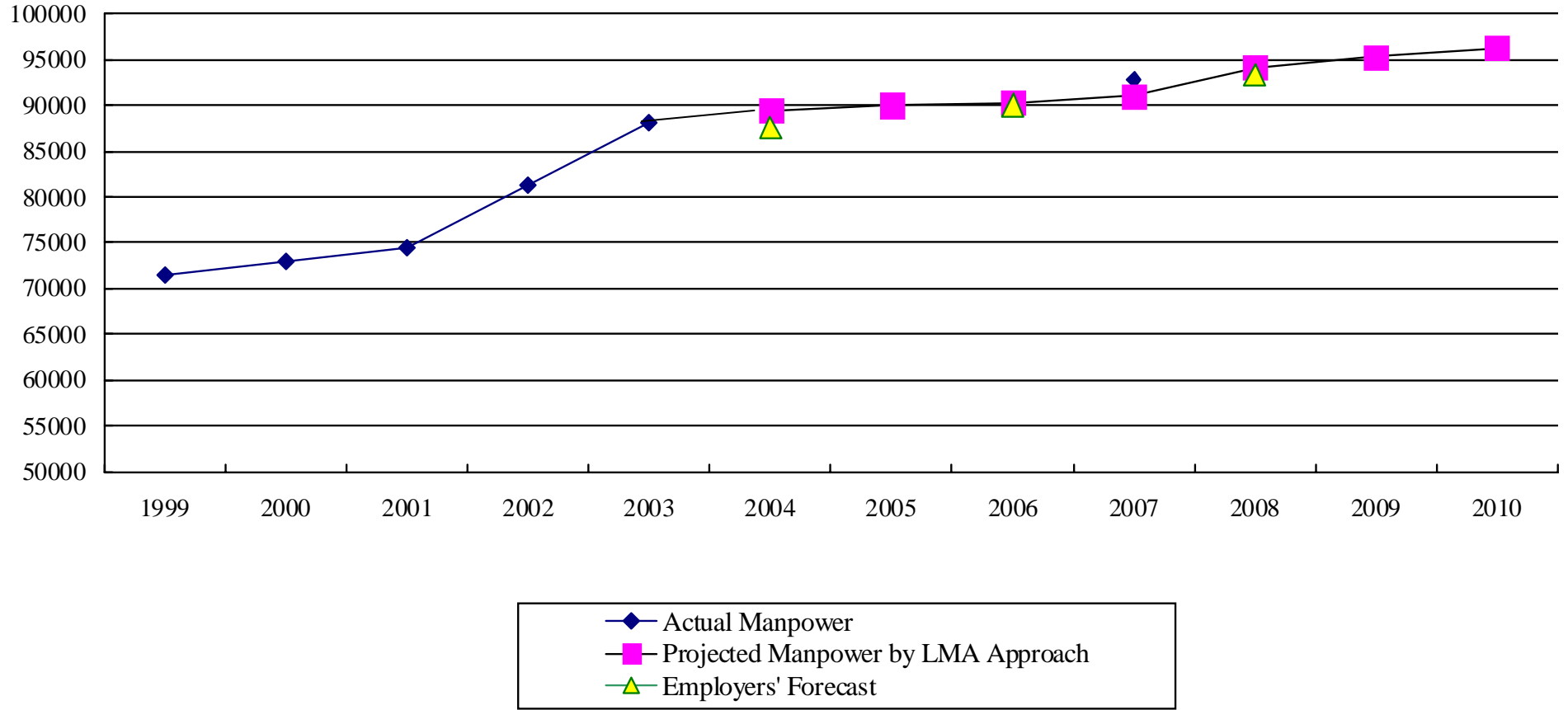
Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2007	8 918		
2008f		9 098 (2.0%)*	8 905 (-0.1%)*
2009f		9 188 (1%)**	
2010f		9 304 (1.3%)**	
*	As percentage increase / decrease of the actual manpower against 2007		
**	As percentage increase / decrease of the projected manpower against the year before, i.e. 2008 and 2009 respectively		

3.12 The total manpower projection for the real estate services industry is the aggregation of the manpower requirements of the projected manpower for the two groups which are presented in Table 22 and Figure 10. Detailed analysis of the LMA projection is given in **Appendix 13**.

**Table 22: Manpower Projection of the Real Estate
Services Industry in 2008 to 2010**

Year	Actual Manpower	Projected Manpower	Employers' Forecast (at the time of survey)
2007	92 901	91 036[#] (-2.00%)*	
2008f		94 195 (1.4%)*	93 366 (0.5%)*
2009f		95 287 (1.2%)**	
2010f		96 274 (1.0%)**	
#	Forecast made in 2005 using the LMA approach		
*	As percentage increase / decrease of the actual manpower against 2007		
**	As percentage increase / decrease of the projected manpower against the year before, i.e. 2008 and 2009 respectively		

Figure 10: Manpower Projection for the Real Estate Services Industry from 2008 to 2010



Employees Travelled to the Mainland

3.13 Table 5 shows that 248 and 119 employees in the estate agency and the real estate development sectors travelled to the Mainland in the past 12 months respectively. The number of estate agents in this analysis represents 55.7% of those who had travelled to the Mainland in the past 12 months. The Training Board is of the view that the real estate services industry in the Mainland was on the rise. The demand for employees in the estate agency and the real estate development sectors in the Mainland would provide an opportunity for those working or planning to work in these sectors. More training on the needs of the real estate services industry in the Mainland could be given to employees to harness their career development in the Mainland.

Promotion Pattern

3.14 Table 9 reveals that 697 positions (or 0.8% of the number of employees in the industry) were filled by internal promotion, topping the 0.5% in 2005. Among these promoted employees, 482 (69.1% of the employees promoted) were from the property management and maintenance sector. Promotion to the supervisory level in the property management and maintenance sector recorded 400 employees (83% of the employees promoted in the same sector). The Training Board observes that the real estate industry was gearing towards quality services.

Staff Turnover in the Past 12 Months

3.15 As indicated in Figure 6, the turnover rate for the estate agency sector recorded a high of 28.1%, much higher than the 2.7% in the same sector in 2005. The turnover rate for the real estate development and the property management and maintenance sectors recorded 12.7% and 19.4% respectively. The Training Board observes that as the economy in Hong Kong, the Mainland and Macao continued to thrive, there were more employment opportunities for employees locally or elsewhere.

3.16 The Training Board recommends educational institutions and course providers to provide suitable upgrading training to these employees to facilitate job transfer.

Wastage

3.17 Of the 17 328 employees who had left, 4 197 left permanently as shown in Table 10. The wastage rate is 4.6% of the total employees in 2007, higher than the rate of 2.1% in 2005. The Training Board opines that the wastage rate is realistic in consideration of the thriving economy. More training courses could be provided to prepare the newly recruited and those wishing to pursue a career in the real estate services industry.

3.18 The technical support and operative level in the estate agency sector had recorded a high of 1 809 employees (15.6% of employees in the same sector) leaving permanently. The analysis aligns with that of the turnover rate (28.1% of the employees in the same sector). The Training Board considers that under improved economy, employees in the estate agency sector were actively looking for other career opportunities.

Recruitment Difficulties

3.19 The Training Board observes that 308 employers (33.6%) reported difficulties in the recruitment of staff. As shown in Table 23, out of the 533 indicated reasons for recruitment difficulties, 245 (46%) were the lack of candidates with the relevant experience. Of the total reasons for recruitment difficulties, 278 and 198 were recorded for the estate agency and the property management and maintenance sectors. The Training Board is of the view that the demands for estate agency and property management & maintenance training are substantial.

Table 23: Types of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level

Real Estate Development

	Managerial/ Professional Level	Supervisory Level	Technical Support & Operative	Sub-Total
Lack of candidates with relevant experience	5	8	5	18
Unsatisfactory terms of employment	2	1	8	11
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines	1	1	0	2
Others	1	0	8	9
Sub-Total	9	10	21	40

Property Management and Maintenance

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	19	22	28	69
Unsatisfactory terms of employment	2	9	40	51
Unsatisfactory working environment	8	2	17	27
Limited career prospects	0	2	8	10
Insufficient trained/qualified manpower in the related disciplines	8	6	10	24
Others	3	3	11	17
Sub-Total	40	44	114	198

Estate Agency

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	8	4	140	152
Unsatisfactory terms of employment	1	1	29	31
Unsatisfactory working environment	0	1	32	33
Limited career prospects	0	0	21	21
Insufficient trained/qualified manpower in the related disciplines	0	1	37	38
Others	0	0	3	3
Sub-Total	9	7	262	278

Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	0	0	2	2
Unsatisfactory terms of employment	0	0	1	1
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	1	1	2
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
Sub-Total	0	1	4	5

Government Departments and Public Sector

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	2	1	1	4
Unsatisfactory terms of employment	3	1	2	6
Unsatisfactory working environment	0	0	0	0
Limited career prospects	1	0	1	2
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
Sub-Total	6	2	4	12
Total	64	64	405	533

Preferred Academic Qualifications

3.20 Figures 7(i) to (iii) show the employers' preferred academic qualifications for their employees in both 2005 and 2007. The Training Board notes that employers tended to accept their employees at the supervisory level to possess a diploma, certificate or above (69.1%). Comparing with the analysis of 2005, 54.8% of employers preferred their employees at the supervisory level to have the same academic qualifications. As for technical support and operative level, 44.1% of employers preferred their employees to have Secondary 5 or above academic qualifications in 2007. As compared to 2005, only 39.7% of employers preferred the same qualifications. The Training Board is of the view that the employers were asking for higher academic qualifications at the supervisory and the technical support and operative levels.

3.21 The Training Board considers that employers were generally demanding higher academic qualifications for their employees. More training could be given to employees at the supervisory and the technical support and operative levels to enhance their promotion prospects.

Preferred Period of Experience

3.22 According to Figures 8(i) to (iii), the Training Board notes that 68.9% of employers were expecting more employees at the managerial/professional level to have more than 6 years of experience. Comparing with the result of 2005, 70.6% of the employers were asking for the same period of experience. For the supervisory level, 77.2% and 70.6% of the employees were required to have more than 3 of experience for 2005 and 2007 respectively. As for the technical support and operative level, 66.7% and 52% of the employees were required to have more than 1 year of experience. The Training Board observes that the adjustment in the preferred period of experience was mainly due to recruitment difficulties.

Training Need of Employees

3.23 As shown in Table 15, among the 49 867 training places, 20 411 (40.9%) were for generic skills and 13 545 (27.1%) were for property/housing management. Table 16 also reveals that out of the 49 995 training places in the next 12 months, 24 522 (49%) were for generic skills and 15 902 (31.8%) were for property/housing management. The Training Board is of the view that there are substantial training needs for the existing employees, in particular those at the technical support and operative level.

3.24 Table 16 also reveals that 35 544 (71.1%) of training places would be provided in-house. The Training Board observes that the employers were being conservative in sponsoring their employees to training outside their organizations.

Projected Additional Training Requirements for 2008

3.25 Based on the wastage of employees and the projected manpower requirements for the next 12 months, the Training Board recommends the additional training requirements of the real estate services industry for May 2008 by private and public sectors by job level in Tables 24 (i) to 24 (ii).

Table 24: Projected Additional Training Requirements for 2008

(i) Private Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2008</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	4 403	72	148	220
Supervisory	13 558	467	457	924
Technical Support	64 360	3 480	2 169	5 649
Sub-Total	82 321	4 019	2 774	6 793

(ii) Public Sector Real Estate Services

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2008</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	1 858	36	55	91
Supervisory	4 896	34	144	178
Technical Support	2 084	108	64	172
Sub-Total	8 838	178	263	441

3.26 The additional training requirements of the real estate services industry for May 2008 by job level is shown in Table 25.

Table 25: Projected Additional Training Requirements for 2008 for the Real Estate Services Industry

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2008</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 261	108	209	317
Supervisory	18 454	501	615	1 116
Technical Support & Operative Level	<u>66 444</u>	<u>3 588</u>	<u>2 213</u>	<u>5 801</u>
Total	91 159	4 197	3 037	7 234

3.27 Different training courses offered to the real estate services industry are in Table 26. Other short courses in real estate related training are shown at Table 27.

Table 26: Training Courses for the Real Estate Services Industry

Tertiary/Vocational Institutions	Course Title	Number of Training Places for 2007/08
Hong Kong Polytechnic University	Bachelor of Science (Honours) in Surveying (FT)	65
	Bachelor of Science (Honours) in Surveying (PT)	60
	Bachelor of Science (Honours) in Property Management (FT)	31
	Higher Diploma in Building Technology and Management (Surveying) (FT)	62
Hong Kong Polytechnic University – School of Professional Education and Executive Development	Bachelor of Arts in Housing Management (PT)	50

Tertiary/Vocational Institutions	Course Title	Number of Training Places for 2007/08
City University of Hong Kong	Associate of Science in Surveying (Building Surveying/ Estate Surveying/ Quantity Surveying) (FT)	156
	Bachelor of Science (Honours) in Surveying (FT)	45
	Bachelor of Science (Honours) in Surveying (Law Minor) (FT)	14
School of Continuing and Professional Education, City University of Hong Kong	Diploma in Facility Management (PT)	60
The Open University of Hong Kong – Li Ka Shing Institute of Professional and Continuing Education (LiPACE)	Diploma in Property Management (PT)	40
Hong Kong Baptist University – School of Continuing Education	Master of Project Management (PT)	25
	Graduate Diploma in Project Management (PT)	25
	Master of Facilities and Asset Management (PT)	25
	Graduate Diploma in Facilities and Asset Management (PT)	25
	Diploma in Club Management (PT)	25
	Professional Certificate in Club Event Management (PT)	25
The Chinese University of Hong Kong – School of Continuing & Professional Studies	Higher Diploma in Integrated Property & Facilities Management (FT)	40
The University of Hong Kong	Bachelor of Science in Surveying (FT)	46
	Master of Science in Construction Project Management (FT/PT)	} 54
	Master in Real Estate (FT/PT)	

Tertiary/Vocational Institutions	Course Title	Number of Training Places for 2007/08
The University of Hong Kong – SPACE Po Leung Kuk Community College	Higher Diploma in Property and Real Estate Administration (FT)	40
The University of Hong Kong – School of Professional and Continuing Education	Master of Housing Management (PT)	40
	Bachelor of Housing Management (PT)	15
	Professional Diploma in Housing Management (PT)	200
	Certificate in Property Management (PT)	60
	Advanced Diploma in Facility and Property Management (PT)	20
	Advanced Diploma in Shopping Centre Management (PT)	25
	Higher Diploma in Property and Real Estate Administration (FT)	30
	Master of Science in International Construction Management (DL)	15
	Master of Science in Construction Project Management (DL)	15
	Master of Science in Real Estate (DL)	15
	Master of Science in Facilities Management (DL)	15
	Postgraduate Diploma in Construction Law and Arbitration (PT)	15
	Postgraduate Diploma in Construction Law, Mediation and Arbitration (PT)	15
	Postgraduate Diploma in Facilities Management (PT)	15
Postgraduate Diploma in Construction Engineering and Management (PT)	15	

Tertiary/Vocational Institutions	Course Title	Number of Training Places for 2007/08
	Postgraduate Diploma in Building Engineering and Management (PT)	15
	Postgraduate Certificate in Construction Engineering (PT)	15
	Postgraduate Certificate in Building Engineering (PT)	15
	Bachelor of Science (Honours) in Work Based Learning Studies (Construction Project Management) (PT)	10
	Bachelor of Science (Honours) in Work Based Learning Studies (Facilities Management) (PT)	10
	Bachelor of Science (Honours) in Work Based Learning Studies (Real Estate) (PT)	10
	Bachelor of Applied Science (Honours) (Construction Management and Economics) (PT)	10
	Bachelor of Applied Science (Construction Management and Economics) (PT)	10
	Professional Diploma in Construction Project Management (PT)	30
	Professional Diploma in Facilities Management (PT)	15
	Advanced Diploma in Construction Management (PT)	20
	Advanced Diploma in Property Development (PT)	20
	Certificate in Construction Project Management (PT)	15
Hong Kong Institute of Vocational Education (Morrison Hill)	Higher Diploma in Real Estate Management (FT)	267
	Higher Diploma in Facilities Management (FT)	145
	Higher Diploma in Real Estate Management (PT)	120

* PT – Part-time, FT – Full-time, DL – Distance Learning

Table 27: Short Courses in Real Estate Related Training

Tertiary/Vocational Institutions	Course Title	Duration of the Course
Hong Kong Baptist University – School of Continuing Education	Facilities and Shopping Centre Management (PT)	30 hours
The Chinese University of Hong Kong – Tung Wah Group of Hospitals Community College	Real Estate Economics Finance and Market (FT)	3 months
	Real Estate Industry Law and Management (FT)	3 months
The Chinese University of Hong Kong – School of Continuing & Professional Studies	Property Management Practice (PT)	25 hours
	Conveyancing & Tenancy Law in Hong Kong (PT)	25 hours
	Conveyancing Practice Case Studies & Analysis (PT)	4 hours
The University of Hong Kong – School of Professional and Continuing Education	Short Preparatory Course for Estate Agents Qualifying Examination (PT)	5 weeks
	Foundation Certificate in Construction Studies (PT)	15 weeks
School of Continuing and Professional Education, City University of Hong Kong	CEC in Property Management Practice (PT)	6 months
	Property & Facilities Management I (PT)	4-5 months

* PT – Part-time, FT – Full-time

3.28 From Table 26 to Table 27, the Training Board observes that a wide range of real estate services courses are being offered by tertiary institutions for pre-entry and in-service people at the certificate, the diploma, the degree and the master levels. For short courses, a number of real estate and property management courses are offered by different educational institutions.

3.29 The voluntary Continuing Professional Development (CPD) Scheme for estate agents offered by the Estate Agents Authority continues to provide estate agents a means of developing themselves, the Training Board considers that the need to acquire knowledge in the estate agency business of the Mainland will create further demand on the CPD.

3.30 The Training Board considers that the courses under the Skills Upgrading Scheme in Table 28 and Table 29 can generally meet the demand for continuous development of real estate services employees at the supervisory and the technical support and operative levels. The Training Board also recommends employers to sponsor their employees to take these training courses.

Table 28: Property Management Training Courses of the Skills Upgrading Scheme

Course Title	Duration of the Course
<u>Property Management</u>	
Quality Customer Service	21 hours
Introduction to Intelligent Property Management System	20 hours
Principles of Operation and Maintenance of Building Facilities	22 hours
Emergency Handling Measures and Methods	14 hours
Knowledge in Occupational Safety	12 hours
Fire Prevention Training	13 hours
Knowledge in Property Management Insurance	14 hours
Legislation Relating to Property Management	24 hours
Intermediate Course in Legislations for Property Management	22 hours
Introduction to Property Management	15 hours
Supervisory Skill	21 hours
Elementary Oral English Course in Customer Service for Property Management	25 hours
Elementary Putonghua Course in Customer Service for Property Management	25 hours
Chinese Report Writing Skill	12 hours
Intermediate Course in Chinese Writing Skill for Property Management	12 hours
Management of the Property Environment	15 hours
Intermediate Course in Management of the Property Environment	12 hours
Basic Knowledge in Facility Management	18 hours

Table 29: Estate Agency Training Courses of the Skills Upgrading Scheme

Course Title	Duration of the Course
<u>Real Estate Agency</u>	
Vocational Spoken English for Real Estate Agents - Handling Enquiries	27 hours
Vocational Spoken English for Real Estate Agents - Negotiation for Sales and Purchase	27 hours
Vocational English Writing for Real Estate Agents	24 hours
Vocational Putonghua for Real Estate Agents - Handling Enquiries	27 hours
Vocational Putonghua for Real Estate Agents - Negotiation for Sales and Purchase	27 hours
Application of IT in Real Estate Agency Industry	35 hours
Customer Service	25 hours
Competitive Edge of Real Estate Agents	16 hours
Legislation Relating to Real Estate Agents and Case Analysis / Study	20 hours
Effective Management for Real Estate Agents	21 hours
Introduction to Real Estate Agency Service in the Mainland	18 hours
Case Study and Understanding on the Change of Property Use	15 hours
Environmental Analysis (Fengshui and Property)	10 hours
Analysis on Consumer Behaviour of Property Buyers	20 hours
Pitfalls on Conveyancing	22 hours
Pitfalls on Conveyancing (Advanced)	22 hours

Economic Outlook

3.31 Hong Kong's economy continued to grow for the past two years. A booming stock market, Government's salary raise, tax rate deduction and low inflation all contributed to a favourable economic environment for Hong Kong. Local economic growth was able to maintain at 6.8% for the year 2006 and was expected to persist in the years to come.

3.32 Strong global economy, thriving economy of the Mainland, appreciation of renminbi and inflow of investment fund from other regions continued to uphold Hong Kong's economy. Domestic demand became an increasingly important part of the local economy.

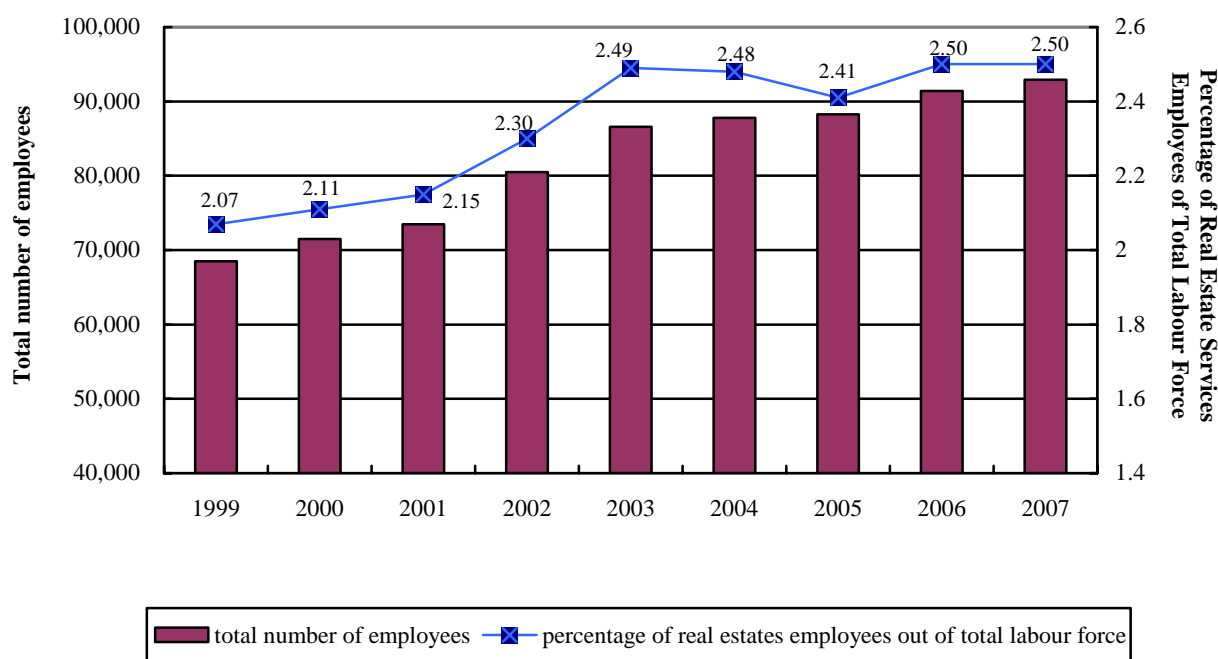
3.33 The relaxation of investment control across the border created a sustaining factor for the growth of our local economy. The Training Board notices that many investors and home finders came to Hong Kong to buy properties in the past two years. As a result, the demand for real estate services continued to grow. The opening of Lok Ma Chau border would further excite property leasing and transactions in Hong Kong, especially in the northern territories.

3.34 The Government's Ten Major Infrastructure Projects announced in 2007 and Urban Renewal Development will create more demand for employees of the real estate services industry. Under the initiatives, there are major real estate services related projects such as the preservation of historical buildings, new urban plans for Kai Tak, Hung Hom and New Central Waterfront.

Industry Outlook

3.35 Real Estate Services is one of the major sectors in the economy of Hong Kong. Figure 11 shows the percentage of real estate services employees against the total workforce from 1999 to 2007.

Figure 11: Real Estate Services Employees and Labour Force



3.36 With increased income and steady and gentle rise in property value, people are optimistic about the future. The volume of property transactions in the private residential market rebounded to a 6-month high of 8 039 units in the first quarter of 2007, despite the rise of interest rate earlier this year. Reduction in stamp duty in smaller flats between one million to two million Hong Kong Dollars also stimulated the property market. As for non-residential property market, office rentals rose by 4% from end 2006 to first quarter of 2007. The price of office space and Grade A office space grew up by 10% and 8% respectively at the same period. The quest for prime shop spaces increased as tourist and retail businesses continued to prosper. These indicators show a prevailing healthy growth of the property market.

3.37 The high prices of several land auctions in 2007 instilled a positive market sentiment. Property owners are more optimistic as their properties escape from negative equity net. The Training Board believes that property businesses in Hong Kong, the Mainland and Macao will attract more real estate services employees as the industry grows steadily.

Implications on Manpower

3.38 As indicated in Table 17, employers were generally optimistic about the economy of Hong Kong for the next 12 months, the Training Board is of the view that the overall manpower situation for the four private sectors will remain stable in the near future:-

- (i) The thriving economies in Hong Kong, the Mainland and Macao create favourable environment for real estate development. It may generate a demand for manpower in real estate development sector.
- (ii) The manpower in the property management and maintenance sector may rise in the short term as a result of the demand for higher quality services.
- (iii) The higher volume of property transactions may lead to an increase in the number of estate agents.
- (iv) The number of employees in the estate surveying, valuation and consultancy sector will be stable in the short term.
- (v) The Government's initiatives on Ten Major Infrastructure Projects and Urban Renewal Developments will create more job opportunities. Earlier on, the various departure schemes affecting the establishment of Government departments including the Housing Department had ceased in 2005. As a result, on the whole there may be a moderate increase in the manpower in the short term in the public sector.

SECTION IV

RECOMMENDATIONS

Recommended Additional Training Requirements

4.1 Based on the projected manpower requirements and the wastage rates, the Training Board recommends the additional training requirements of the real estate services industry for 2008 by job level as follows:-

<u>Job Level</u>	<u>No. of Employees in May 2007</u>	<u>Annual Wastage</u>	<u>Forecast of Manpower Growth in May 2008</u>	<u>Estimated Additional Training Requirements</u>
Managerial/ Professional	6 261	108	209	317
Supervisory	18 454	501	615	1 116
Technical Support & Operative Level	66 444	3 588	2 213	5 801
Total	91 159	4 197	3 037	7 234

4.2 Of the 7 234 forecast additional training requirements, 5 801 are at the technical support and operative level, and 1 116 at the supervisory level. The Training Board recommends that suitable training courses should be provided to these employees.

4.3 In view of the demand for quality real estate services, the Training Board is of the view that the existing 91 000 strong in-service employees would need upgrading and updating training to remain competitive and efficient.

Continuing Professional Development (CPD) Scheme for Estate Agents

4.4 The Training Board maintains that the training needs for estate agents in the Continuing Professional Development (CPD) Scheme are substantial particularly with the growing opportunities under a strong economy. The Training Board recommends that suitable training courses should be provided to these employees.

Skills Upgrading Scheme

4.5 The Training Board considers the Skills Upgrading Scheme (SUS) for the real estate services industry an important support in up-keeping and upgrading the quality of the existing in-service employees, especially when the turnover rate and demand for new recruits for the estate agency sector are on the high side.

Training in the Mainland Real Estate Services

4.6 The Training Board is of the view that the career opportunities for the Hong Kong real estate services employees in the Mainland are growing, particularly in the real estate development, the estate agency and the property management & maintenance sectors. The Training Board considers that training programmes to prepare these practitioners to develop in the Mainland markets are necessary and recommends continuous supports from educational institutions to provide suitable preparatory training courses to them.

Training Conferences / Seminars

4.7 In response to the training demand, the Training Board will continue to support and sponsor training courses and organise conference and experience-sharing seminars for practitioners in the industry.

Promotion of Real Estate Services Career and Training Courses

4.8 The Training Board will continue to promote the career and training opportunities of the real estate services industry through the Internet, seminars and talks.

Future Surveys

4.9 The Training Board recommends to continue to conduct its manpower survey once every two years to assess the manpower demand and supply in this industry.

Membership of the Real Estate Services Training Board

(1 April 2007 to 31 March 2009)

Chairman

Mr TSE Wai-chuen, Tony Ad personam

Vice-Chairlady

Ms LAU Sze-wan, Serena The Hong Kong Association for the Advancement of
Real Estate and Construction Technology Ltd.

Members

Miss HO Kit-chi, Rosanna Hong Kong Real Estate Agencies General Association
(1 April 2007 to 31 March 2008)

Ir KWONG Ching-wai, Alkin Hong Kong Association of Property Management
Companies Ltd.

Dr KWONG Tsz-man UGC tertiary institution

Mr LAM Ka-fai, Francis Ad personam

Mr LAU Chi-hong, Milton UGC tertiary institution

Dr LAU Kwong-yiu, Joseph Property Agencies Association Ltd.
(1 April 2007 to 31 March 2008)

Mr LEE Chun-lai, Andrew The Hong Kong Institute of Housing

Mr LO Wing-keung, Vincent Ad personam
(1 April 2007 to 31 March 2008)

Mr TSE Kin-wah, David Hong Kong Institute of Real Estate Administration

Mr WONG Dun-King, Lawrance Hong Kong Chamber of Professional
Property Consultants Ltd.

Mr WONG Ho-ming, Augustine The Real Estate Developers Association of Hong Kong

Ms YAU Hung-yi, Eliza UGC tertiary institution
(1 April 2007 to 31 March 2008)

Mr YAU Man-fat, Kelvin Society of Hong Kong Real Estate Agents Ltd.

Mr YU Kam-hung The Hong Kong Institute of Surveyors

Ms CHAN Pui-shan, Sandy Estate Agents Authority

Mr LAU Yan-kuen, Danny Representing the Commissioner for Labour

Mr LEUNG Yam-shing

Representing the Executive Director,
Vocational Training Council

Mr LO Wing-bun

Representing the Director of Housing

In attendance

Dr LAU Wing-nin, Joe

Department of Real Estate & Facilities Management,
Hong Kong Institute of Vocational Education
(Morrison Hill)

Ms WONG Wai-man, Sue

Estate Agents Authority

Secretary

Mr. TANG Wai-hung, Simon

Vocational Training Council

**Terms of Reference of the
Real Estate Services Training Board**

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

電話 Telephone No:
(852) 2836 1703

傳真 Facsimile No:
(852) 2893 5879 / 2574 3759

本局檔號 Our Reference:

來函檔號 Your Reference:

Vocational Training Council
Headquarters Division Two
16/FI., VTC Tower
27 Wood Road, Wanchai
Hong Kong

職業訓練局 總辦事處二科
香港灣仔活道 27 號
職業訓練局大樓 16 樓

7th May 2007

Dear Sir/Madam,

2007 Manpower Survey of the
Real Estate Services Industry

The Vocational Training Council is a statutory body appointed by the Government to be responsible for manpower training in Hong Kong.

The Real Estate Services Training Board is one of the 18 training boards of the Vocational Training Council. It is established to assess the manpower situation and devise training plans of the real estate services industry.

The Training Board is conducting a manpower survey of the real estate services establishments between 14 May and 15 June 2007. The purpose of this survey is to obtain data on the present and future manpower situation and training information so as to enable the Training Board to formulate appropriate training plans to meet the need of the industry. Your co-operation in supplying the information would be much appreciated.

I enclose the following documents for your reference and completion:

- (a) Part I and Part II of the questionnaire (Appendix A);
- (b) Explanatory notes for Part I (Appendix B); and
- (c) Descriptions of principal jobs in the real estate services industry (Appendix C).

During the period of the survey, an officer of the Census and Statistics Department will call at your office to see you. The interviewing officer will answer any questions you may have, and will collect the completed questionnaire.

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

Should you have any question regarding the survey, please contact the Census and Statistics Department by telephoning 2116 8534.

Yours faithfully,



(Tony Tse)
Chairman

Real Estate Services Training Board

THE 2007 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇〇七年人力調查

QUESTIONNAIRE

調查表

(Please read the explanatory notes before completing this questionnaire)

(請於填表前詳閱附註)

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

NAME OF ESTABLISHMENT: _____
機構名稱

ADDRESS: _____
地址

TOTAL NUMBER OF PERSONS ENGAGED: _____
僱員總人數

NATURE OF BUSINESS:
(please tick only 1 box)
行業性質
(只剔一欄)

Real Estate Development with Services
地產發展兼服務

Property Management and Maintenance
物業管理及保養
物業管理及保養

Estate Surveying, Valuation and Consultancy
測量、估價及顧問

Estate Agency
地產代理

Government Departments and Public Sector
政府部門及公共機構

Number of employees holding :
持有以下牌照的僱員人數 :

(i) Estate Agent's Licence (Individual)
地產代理(個人)牌照
[] [] [] []
28

(ii) Salesperson's Licence
營業員牌照
[] [] [] []
31

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 I 部份

(A) Job 工作			(B) Monthly Income Code 月薪編號	(C) Number of Employees 僱員人數	(D) Forecast of No. Employed 12 Months from Now 預測在 十二個月後 的僱員人數	(E) No. of Vacancies at Date of Survey 調查期間 的空缺額	(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	Rec. Type	Code 編號	11	12-15	16-19	20-22	23	24	
		8-10							
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								

(i) Enter in Column (B) employee's monthly income range according to the following codes for each type of employees. This should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. **(less employee's contribution to MPF)**, if any. 請在此欄內填入每類僱員的每月總收入編號，包括底薪、定期超時工作的津貼、生活津貼、膳食津貼、佣金及花紅等（扣除僱員所支付的強制性公積金供款）在內。

Code 編號	Monthly Income Range 每月總收入幅度
1	\$5,000 or below 或以下
2	\$5,001 - \$10,000
3	\$10,001 - \$15,000
4	\$15,001 - \$20,000
5	\$20,001 - \$30,000
6	\$30,001 - \$40,000
7	\$40,001 - \$60,000
8	\$60,001 or above 或以上

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

Code 編號	Preferred Education 宜有教育程度
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

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																		
33.	2																		
34.	2																		

- 4 Diploma/Certificate or equivalent
文憑／證書
- 5 Matriculation
大學預科
- 6 Secondary 5
中五
- 7 Secondary 3 or below
中三或以下

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

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

THE 2007 MANPOWER SURVEY OF THE REAL ESTATE SERVICES INDUSTRY

房地產服務業二〇〇七年人力調查

PART II 第二部份

Impact on human resources of your organization due to the development of the Mainland/Macao/Other cities

內地、澳門及其他城市發展對貴機構人力資源的影響

1. The total number of employees who have stationed in the Mainland/Macao/Other cities for over 180 days in the past 12 months (1.5.2006 - 30.4.2007) (by type of real estate services).

請填報貴機構於過去十二個月 (1.5.2006-30.4.2007) 安排長駐/常駐於內地/澳門/其他地方工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional <u>Level</u> 經理/專業級	Supervisory <u>Level</u> 主任級	Technical Support and <u>Operative Level</u> 技術及操作人員級
(a) Mainland			
<i>內地</i>			
(i) Real Estate Development with Services 地產發展兼服務	1	4	7
(ii) Property Management and Maintenance 物業管理及保養	10	13	16
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	19	22	25
(iv) Estate Agency 地產代理	28	31	34
(b) Macao			
<i>澳門</i>			
(i) Real Estate Development with Services 地產發展兼服務	37	40	43
(ii) Property Management and Maintenance 物業管理及保養	46	49	52
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	55	58	61
(iv) Estate Agency 地產代理	64	67	70
(c) Others			
<i>其他</i>			
(please specify: _____ 請列出: _____)			
(i) Real Estate Development with Services 地產發展兼服務	73	76	79
(ii) Property Management and Maintenance 物業管理及保養	82	85	88
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	91	94	97
(iv) Estate Agency 地產代理	100	103	106

2. Please estimate the total number of employees whom your Hong Kong company will arrange to station in the Mainland/Macao/Other cities for over 180 days in the next 12 months (1.5.2007 - 30.4.2008) (by type of real estate services).

請估計在未來十二個月內 (1.5.2007 - 30.4.2008) 貴機構安排長駐/常駐於內地/澳門/其他地方工作超過180日之僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional <u>Level</u> 經理/專業級	Supervisory <u>Level</u> 主任級	Technical Support and <u>Operative Level</u> 技術及操作人員級
(a) Mainland 內地			
(i) Real Estate Development with Services 地產發展兼服務	109	112	115
(ii) Property Management and Maintenance 物業管理及保養	118	121	124
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	127	130	133
(iv) Estate Agency 地產代理	136	139	142
(b) Macao 澳門			
(i) Real Estate Development with Services 地產發展兼服務	145	148	151
(ii) Property Management and Maintenance 物業管理及保養	154	157	160
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	163	166	169
(iv) Estate Agency 地產代理	172	175	178
(c) Others 其他 (please specify: _____ 請列出: _____)			
(i) Real Estate Development with Services 地產發展兼服務	181	184	187
(ii) Property Management and Maintenance 物業管理及保養	190	193	196
(iii) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	199	202	205
(iv) Estate Agency 地產代理	208	211	214

3. The total number of employees who travelled frequently to the Mainland in the past 12 months (1.5.2006 - 30.4.2007)
(by type of real estate services).

請填報貴機構於過去十二個月內 (1.5.2006 - 30.4.2007) ，經常往返內地的僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional <u>Level</u> 經理／專業級	Supervisory <u>Level</u> 主任級	Technical Support and <u>Operative Level</u> 技術及操作人員級
(a) Real Estate Development with Services 地產發展兼服務	<input type="text" value="217"/>	<input type="text" value="220"/>	<input type="text" value="223"/>
(b) Property Management and Maintenance 物業管理及保養	<input type="text" value="226"/>	<input type="text" value="229"/>	<input type="text" value="232"/>
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text" value="235"/>	<input type="text" value="238"/>	<input type="text" value="241"/>
(d) Estate Agency 地產代理	<input type="text" value="244"/>	<input type="text" value="247"/>	<input type="text" value="250"/>

4. Please estimate the total number of employees who will travel frequently to the Mainland in the next 12 months (1.5.2007 - 30.4.2008)
(by type of real estate services)

請估計在未來十二個月 (1.5.2007 - 30.4.2008) 需經常往返內地的僱員人數 (按房地產服務業類別劃分)。

	Managerial/ Professional <u>Level</u> 經理／專業級	Supervisory <u>Level</u> 主任級	Technical Support and <u>Operative Level</u> 技術及操作人員級
(a) Real Estate Development with Services 地產發展兼服務	<input type="text" value="253"/>	<input type="text" value="256"/>	<input type="text" value="259"/>
(b) Property Management and Maintenance 物業管理及保養	<input type="text" value="262"/>	<input type="text" value="265"/>	<input type="text" value="268"/>
(c) Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text" value="271"/>	<input type="text" value="274"/>	<input type="text" value="277"/>
(d) Estate Agency 地產代理	<input type="text" value="280"/>	<input type="text" value="283"/>	<input type="text" value="286"/>

Training

訓練

5. The total number of employees who had received the following training in the past 12 months (1.5.2006 - 30.4.2007) (by type of course)
請填報過去十二個月內 (1.5.2006 - 30.4.2007) 曾接受下列訓練的僱員人數 (按課程種類劃分)

<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(I) <u>Specific Knowledge/Skills</u> 專門知識／技能			
(a) <u>Property Development</u> 物業發展			
Real Estate Administration 地產行政	289	292	295
Marketing Technique 市場推廣技巧	298	301	304
Project Management Skills 項目管理技巧	307	310	313
Financial Management and Housing Economics 財務管理及房屋經濟學	316	319	322
(b) <u>Estate Surveying, Valuation and Consultancy</u> 地產測量、估值及顧問			
Marketing Strategy Planning 市場策略計劃	325	328	331
Research Skills 研究技巧	334	337	340
Surveying & Valuation Skills 測量及估值技巧	343	346	349
Planning and Land Development 策劃及土地發展	352	355	358
Compensation 賠償	361	364	367
Property/Leasing Management 物業／租務管理	370	373	376
(c) <u>Estate Agents</u> 地產代理			
Law Relating to Estate Agency Work 與地產代理工作相關的法例	379	382	385
Compliance Matters 遵從法規事宜	388	391	394
Practice-related Knowledge and Issues 執業知識及應用	397	400	403
Professional Ethics 專業操守	406	409	412
Estate Agency Practice in Other Jurisdiction (Except Mainland) 其他司法管轄區 (內地除外) 地產代理業實務	415	418	421

<u>Type of Course</u> 課程種類	<u>Managerial/ Professional Level</u> 經理／專業級	<u>Supervisory Level</u> 主任級	<u>Technical Support and Operative Level</u> 技術及操作人員級
(d) <i>Property/Housing Management</i> 物業／房屋管理			
Facilities Management 設施管理	<input type="text"/> 424	<input type="text"/> 427	<input type="text"/> 430
Property/Housing Management 物業／房屋管理	<input type="text"/> 433	<input type="text"/> 436	<input type="text"/> 439
(e) <i>Real Estate Services in the Mainland</i> 內地房地產知識			
Real Estate Development with Services 地產發展兼服務	<input type="text"/> 442	<input type="text"/> 445	<input type="text"/> 448
Property Management and Maintenance 物業管理及保養	<input type="text"/> 451	<input type="text"/> 454	<input type="text"/> 457
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	<input type="text"/> 460	<input type="text"/> 463	<input type="text"/> 466
Estate Agency 地產代理	<input type="text"/> 469	<input type="text"/> 472	<input type="text"/> 475
(II) <u>Generic Skills</u> 通用技巧			
(a) Computer Application (including IT) 電腦應用（包括資訊科技）	<input type="text"/> 478	<input type="text"/> 481	<input type="text"/> 484
(b) Language 語文			
Putonghua 普通話	<input type="text"/> 487	<input type="text"/> 490	<input type="text"/> 493
English 英文	<input type="text"/> 496	<input type="text"/> 499	<input type="text"/> 502
(c) Management Skills 管理技巧	<input type="text"/> 505	<input type="text"/> 508	<input type="text"/> 511
(d) Supervisory Skills 督導技巧	<input type="text"/> 514	<input type="text"/> 517	<input type="text"/> 520
(e) Communication Skills 溝通技巧	<input type="text"/> 523	<input type="text"/> 526	<input type="text"/> 529
(f) Customer Services Skills 顧客服務技巧	<input type="text"/> 532	<input type="text"/> 535	<input type="text"/> 538
(g) Others (please specify) 其他（請說明）			
_____	<input type="text"/> 541	<input type="text"/> 544	<input type="text"/> 547
_____	<input type="text"/> 550	<input type="text"/> 553	<input type="text"/> 556

6. Please estimate the total number of employees that your company will provide in-house training or sponsor to attend training in the next 12 months (by type of course)

請估計在未來十二個月貴機構將提供內部培訓或贊助修讀以下課程的僱員人數（按課程種類劃分）

Type of Course 課程種類	No. of employees to be provided with in-house training 貴機構將提供的內部培訓課程人數			No. of employees to be sponsored for training 貴機構將贊助修讀培訓課程的人數		
	Managerial/ Professional Level 經理/ 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及 操作人員級	Managerial/ Professional Level 經理/ 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及 操作人員級
(I) Specific Knowledge/Skills 專門知識/技能						
(a) Property Development 物業發展						
Real Estate Administration 地產行政	<input type="text" value="559"/>	<input type="text" value="562"/>	<input type="text" value="565"/>	<input type="text" value="568"/>	<input type="text" value="571"/>	<input type="text" value="574"/>
Marketing Technique 市場推廣技巧	<input type="text" value="568"/>	<input type="text" value="571"/>	<input type="text" value="574"/>	<input type="text" value="577"/>	<input type="text" value="580"/>	<input type="text" value="583"/>
Project Management Skills 項目管理技巧	<input type="text" value="577"/>	<input type="text" value="580"/>	<input type="text" value="583"/>	<input type="text" value="586"/>	<input type="text" value="589"/>	<input type="text" value="592"/>
Financial Management and Housing Economics 財務管理及房屋經濟學	<input type="text" value="595"/>	<input type="text" value="598"/>	<input type="text" value="601"/>	<input type="text" value="604"/>	<input type="text" value="607"/>	<input type="text" value="610"/>
(b) Estate Surveying, Valuation and Consultancy 地產測量、估值及顧問						
Marketing Strategy Planning 市場策略計劃	<input type="text" value="613"/>	<input type="text" value="616"/>	<input type="text" value="619"/>	<input type="text" value="622"/>	<input type="text" value="625"/>	<input type="text" value="628"/>
Research Skills 研究技巧	<input type="text" value="622"/>	<input type="text" value="625"/>	<input type="text" value="628"/>	<input type="text" value="631"/>	<input type="text" value="634"/>	<input type="text" value="637"/>
Surveying & Valuation Skills 測量及估值技巧	<input type="text" value="640"/>	<input type="text" value="643"/>	<input type="text" value="646"/>	<input type="text" value="649"/>	<input type="text" value="652"/>	<input type="text" value="655"/>
Planning and Land Development 策劃及土地發展	<input type="text" value="649"/>	<input type="text" value="652"/>	<input type="text" value="655"/>	<input type="text" value="658"/>	<input type="text" value="661"/>	<input type="text" value="664"/>
Compensation 賠償	<input type="text" value="658"/>	<input type="text" value="661"/>	<input type="text" value="664"/>	<input type="text" value="667"/>	<input type="text" value="670"/>	<input type="text" value="673"/>
Property/Leasing Management 物業/租務管理	<input type="text" value="676"/>	<input type="text" value="679"/>	<input type="text" value="682"/>	<input type="text" value="685"/>	<input type="text" value="688"/>	<input type="text" value="691"/>

Type of Course 課程種類	No. of employees to be provided with in-house training 貴機構將提供的內部培訓課程人數			No. of employees to be sponsored for training 貴機構將贊助修讀培訓課程的人數		
	Managerial/ Professional Level 經理/ 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及 操作人員級	Managerial/ Professional Level 經理/ 專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及 操作人員級
(c) Estate Agents 地產代理						
Law Relating to Estate Agency Work 與地產代理工作相關的法例	794	697	700	703	706	709
Compliance Matters 遵從法規事宜	703	706	709	712	715	718
Practice-related Knowledge and Issues 執業知識及應用	721	724	727	730	733	736
Professional Ethics 專業操守	730	733	736	739	742	745
Estate Agency Practice in Other Jurisdiction (Except Mainland) 其他司法管轄區（內地除外） 地產代理業實務	739	742	745	748	751	754
(d) Property/Housing Management 物業/房屋管理						
Facilities Management 設施管理	757	760	763	766	769	772
Property/Housing Management 物業/房屋管理	766	769	772	775	778	781
(e) Real Estate Services in the Mainland 內地房地產知識						
Real Estate Development with Services 地產發展兼服務	784	787	790	793	796	799
Property Management and Maintenance 物業管理及保養	802	805	808	811	814	817
Estate Surveying, Valuation and Consultancy 測量、估價及顧問	820	823	826	829	832	835
Estate Agency 地產代理	838	841	844	847	850	853

Type of Course 課程種類	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level	Managerial/ Professional Level	Supervisory Level	Technical Support and Operative Level
	經理/ 專業級	主任級	技術及 操作人員級	經理/ 專業級	主任級	技術及 操作人員級
(II) Generic Skills 通用技巧						
(a) Computer Application (including IT) 電腦應用 (包括資訊科技)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 856	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 859	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 862	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 865	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 868	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 871
(b) Language 語文						
Putonghua 普通話	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 874	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 877	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 880	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 883	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 886	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 889
English 英文	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 883	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 886	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 889	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 892	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 895	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 898
(c) Management Skills 管理技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 892	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 895	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 898	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 901	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 904	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 907
(d) Supervisory Skills 督導技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 901	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 904	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 907	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 910	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 913	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 916
(e) Communication Skills 溝通技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 910	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 913	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 916	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 919	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 922	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 925
(f) Customer Services Skills 顧客服務技巧	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 919	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 922	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 925	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 928	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 931	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 934
(g) Others (please specify) 其他 (請說明)						
_____	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 928	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 931	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 934	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 937	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 940	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 943
_____	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 946	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 949	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 952	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 955	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 958	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 961

7. Internal Promotion
內部晉升

No. of Internal Promotion
in the Past 12 Months

過去十二個月
內部晉升人數

- | | |
|---|--|
| (a) From Supervisory to Managerial/Professional Level
由主任晉升為經理級 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
964 |
| (b) From Technical Support and Operative to Supervisory Level
由技術及操作人員晉升為主任級 | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
967 |

Employees Left

離職人數

8. The total number of employees left in the past 12 months (1.5.2006 - 30.4.2007)

過去十二個月內 (1.5.2006 - 30.4.2007) 離職的僱員人數。

Managerial/
Professional
Level
經理/專業級

970

Supervisory
Level
主任級

973

Technical
Support and
Operative Level
技術及操作人員級

976

Recruitment

招聘

9. Please state the number of recruits of your company in the past 12 months (1.5.2006 - 30.4.2007)

請列出貴機構在過去十二個月內 (1.5.2006 - 30.4.2007) 招聘的僱員人數。

Managerial/
Professional
Level
經理/專業級

Supervisory
Level
主任級

Technical
Support and
Operative Level
技術及操作人員級

(a) Total number of recruits
總招聘人數

979

982

985

(b) Number of recruits having real estate services
related experience from item 9(a) above
上列(a)項中，具備房地產服務業相關
經驗的人數

988

991

994

Recruitment Problem

招聘問題

10. Did your company encounter any difficulties in recruitment of real estate services personnel at various job levels
in the past 12 months (1.5.2006 - 30.4.2007)?

貴機構在過去十二個月內 (1.5.2006 - 30.4.2007) 在招聘房地產服務從業員方面有沒有困難？

997

Yes (Please go to Q.11)
有 (請答第11題)

998

No
沒有

999

No recruitment nor tried to recruit
未有/未有嘗試招聘

11. Please choose the possible reasons for encountering recruitment difficulties. You may wish to tick more than 1 field for each job level.
 請選擇遇到招聘困難的原因，每職級可選一項或以上。

Reasons 原因	Managerial/ Professional Level 經理/專業級	Supervisory Level 主任級	Technical Support and Operative Level 技術及操作人員級
	(a) Lack of candidates with relevant experience 缺乏具相關經驗求職者	<input type="checkbox"/> 1000	<input type="checkbox"/> 1001
(b) Unsatisfactory terms of employment 聘用條件欠佳	<input type="checkbox"/> 1003	<input type="checkbox"/> 1004	<input type="checkbox"/> 1005
(c) Unsatisfactory working environment 工作環境欠佳	<input type="checkbox"/> 1006	<input type="checkbox"/> 1007	<input type="checkbox"/> 1008
(d) Limited career prospects 晉升機會有限	<input type="checkbox"/> 1009	<input type="checkbox"/> 1010	<input type="checkbox"/> 1011
(e) Insufficient trained/qualified manpower in the related disciplines 缺乏具相關訓練/資歷的人力資源	<input type="checkbox"/> 1012	<input type="checkbox"/> 1013	<input type="checkbox"/> 1014
(f) Others (Please specify) 其他 (請說明)	<input type="checkbox"/> 1015	<input type="checkbox"/> 1016	<input type="checkbox"/> 1017
_____	<input type="checkbox"/> 1018	<input type="checkbox"/> 1019	<input type="checkbox"/> 1020

12. Do you expect the Hong Kong economy be better in the next 12 months?
 你是否預期未來十二個月香港的經濟會更好？

- 1021 Yes (Please go to Q 13)
 是 (請答第13題) 1022 No
 否 1023 No comment
 沒意見

13. Do you expect a manpower growth in your company in the next 12 months as a result of the better economy?
 你是否預期貴機構會因經濟好轉而在未來十二個月增聘人手？

- 1024 Yes
 是 1025 No
 否 1026 No comment
 沒意見

End of Questionnaire

問卷完

For official use
 此欄毋需填寫

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1027	1028	1029	1030	1031	1032	1033	1034	1035	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
1036	1037	1038							

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

The 2007 Manpower Survey of the Real Estate Services Industry

Explanatory Notes for Part I

1. Please complete all columns ('A' to 'G') of the questionnaire which are applicable to your business sector and insert a zero (0) in any column which is not.

2. Column 'A' - Job Titles and Brief Job Descriptions of Principal Jobs in the Real Estate Services Industry
 - (a) Please note that some of the job titles may not be the same as those used in your firm, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaires.

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

 - (c) Please add in this column titles of employees whose duties demand real estate training (please specify title) and fill in 'B' to 'G' accordingly.

3. Column 'B' - Total Monthly Income Range of Employees

Please select and enter in this column the appropriate code number showing the average monthly income range for the employee(s) during the past 12 months (May 2006 - April 2007). The monthly income should include basic wages, regular overtime pay, cost of living allowance, meal allowance, commission and bonus etc. (less employees' contribution to MPF). If you have more than one employee doing the same job, please enter the average figure.

<u>Average Monthly Income</u>	<u>Code Number to be Entered into Column 'B'</u>
\$5,000 or below	1
\$5,001 - \$10,000	2
\$10,001 - \$15,000	3
\$15,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$40,000	6
\$40,001 - \$60,000	7
\$60,001 or above	8

4. Column 'C' - Number of Employees

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

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

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

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

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

7. Column 'F' - Preferred Level of Education

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

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

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

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

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

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

**Job Descriptions for Principal Jobs in
Real Estate Development with Services Sector**

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/ Associate Director/ General Manager	Plans and directs the overall operations. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise, plans and controls the allocation of resources.
103.	Sales/Marketing Manager	Plans and manages the sales and marketing activities of the properties under development. Formulates and implements marketing strategies. Takes charge of implementing sales/promotional programmes. Appoints agents and liaises with them.
104.	Property Manager/ Area Property Manager	Administers the acquisition, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports.
108.	Project Manager	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
109.	IT Manager/ Computer Services Manager/ EDP Manager	Maintains and supports IT related functions in the company and its investments. Ensures the most cost-effective IT solutions to meet with the company's needs. Provides input to the building automation design of improvements. Administers contracts for building automation system and other on-site computer system as well as interfacing the system with head office.
122.	Development Manager	Explores and introduces development opportunities. Carries out research and feasibility studies on real estate development potential, and makes recommendations to senior management on land and property acquisitions.
129.	Other Supporting Managers	Engages in other real estate services related duties such as estate management, maintenance and surveying.

**Job Descriptions for Principal Jobs in
Real Estate Development with Services Sector**

Code	Job Title	Brief Job Description
Supervisory Level 主任級		
201.	Project Officer/ Assistant Project Manager	Assists the project manager in the planning and managing of building and construction projects.
202.	Marketing Officer/ Sales Officer	Assists in the implementation of promotional activities for the sale of properties under development. Co-ordinates with estate agents and salespersons.
203.	Property Officer/ Leasing Officer	Assists in administering the sale, leasing and property management services of properties.
215.	Development Officer/ Property Analyst	Assists in the evaluation and investigation of development potentials.
219.	Other Supporting Supervisors	Assists in the other duties relating to real estate services such as agency work and valuation.
Technical Support and Operative Level		
301.	Sales/Marketing/ Research Assistant	Assists and transcribes marketing proposals and prepares statistical reports on marketing situation.
302.	Property Clerk	Assists in the property management services and activities within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Building Attendant	Maintains property. Participates in simple repairs and maintenance of buildings, manning equipment and posts in property.
307.	Leasing Clerk	Assists in the leasing activities of the property/estate.
319.	Other Supporting Personnel	Performs other duties relating to real estate services functions.

**Job Descriptions for Principal Jobs in
Property Management and Maintenance Sector**

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/General Manager	Plans, directs and controls the overall operations of the company. Formulates and implements business strategies and policies to meet the business/company objectives in the most cost-effective manner.
103.	Marketing Manager	Plans and manages marketing activities in the leasing of the estate. Formulates and implements marketing policies. Takes charge of implementing promotional and public relations programmes.
104.	Regional Manager/ Senior Estate Manager/ Senior Property Manager	Plans and supervises a team of management and technical staff for the management and maintenance of a group of portfolio.
105.	Estate Manager/ Area Manager/ Building Manager/ Property Manager	Takes charge of the management and maintenance of an estate or building and its related functions. .
106.	Maintenance Manager	Supervises the maintenance of building within the estate/property.
107.	Promotion and Public Relations Manager (Commercial and Retail)	Supervises and oversees the commercial/retail aspects of the estate/property. Promotes and maintains relationship with tenants/owners of the retail/commercial shops. Arranges suitable promotional activities in the commercial shopping arcade for the good of the retail business within the estate.
108.	Project Manager	Plans, organizes and manages building and construction projects within the estate/property. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
109.	IT Manager/ Computer Services Manager/EDP Manager	Maintains and supports IT related function in management of property. System integration, services delivery and end user training and support.
110.	Club House Manager/ Public Relations Manager/ Customer Services Manager	Takes charge of the overall daily operations and management of the recreational and club house facilities and the hospitality services establishment within the estate.
111.	Facilities Manager	Plans, organizes and manages facilities including commercial, residential and recreational facilities. Co-ordinates with architects, engineers, surveyors and other professionals and contractors. Introduces measures to maximize cost-effectiveness.
129.	Other Supporting Managers	Engages in other real estate services related duties such as leasing management and surveying.

**Job Descriptions for Principal Jobs in
Property Management and Maintenance Sector**

Code	Job Title	Brief Job Description
Supervisory Level		
202.	Marketing Officer	Assists in the marketing and leasing of the estate/property.
203.	Property/Estate Officer/ Administrative Officer	Assists in administering the property management services activities within the estate.
205.	Clubhouse/ Recreation Officer/ Public Relations Officer/ Customer Service Officer	Assists the Clubhouse / Recreation Manger in administering and implementing the clubhouse/recreation activities.
206.	Building Supervisor/ Building Superintendent/ Security Officer/Supervisor	Assists in the management/security of buildings. Supervises the work of building attendants in the daily management work to the estate/building.
216.	Maintenance Officer/ Technical Officer/ Clerk of Works	Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/building.
219.	Other Supporting Supervisors	Assists in other duties relating to real estate services such as real estate agent.
Technical Support and Operative Level		
302.	Property Clerk	Provides clerical support services in property management within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Building Attendant	Participates in simple repairs and maintenance and manning equipment of the building. Performs access control and guarding work. Provides customer service.
308.	Assistant Property Officer/ Assistant Estate Officer/ Assistant Administrative Officer	Carries out duties relating to the property management services activities within the estate.
310.	Clubhouse/ Recreation Assistant/ Public Relations Assistant/ Customer Service Assistant	Carries out the recreational activities and maintenance of the clubhouse.
319.	Other Supporting Personnel	Performs duties to support other real estate services functions.

**Job Descriptions for Principal Jobs in
Estate Surveying, Valuation and Consultancy Sector**

Code	Job Title	Brief Job Description
Managerial and Professional Level		
101.	Executive Director/ Director/Partner	Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/ the Company.
108.	Project Manager/ Associate Director	Manages surveying, development and consultancy works/projects.
115.	Estate Surveyor/ Associate Director	Offers professional advice relating to property investment and development such as development potential of properties and land resumption compensation matters. Acts on client's behalf in lease modification, land exchange applications and other land administration works. Conducts property market studies.
116.	Valuation Surveyor/ Associate Director	Prepares valuations of different types of properties for various purposes, such as sale, purchase, letting, financing, disposal, acquisition and public listing. Conducts feasibility studies on all types of properties. Acts as expert witness, independent valuer or arbitrator in valuation disputes.
129.	Other Supporting Managers	Engages in other real estate services related duties such as estate management and maintenance.
Supervisory Level		
204.	Supervisor/ Assistant Manager (with estate agent's licence)	Conducts the daily agency work. Supervises a small team of estate agents/salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports estate agents/salespersons in their work.
209.	Valuation Officer	Surveys landed properties for rating and other purposes. Prepares plans and reports. Assists in the valuation of properties for rating and other purposes; collects and collates information relating to landed properties.
214.	Survey Officer	Undertakes survey and valuation work. Surveys landed properties for land administration and other purposes. Assists in the valuation of properties for sale, lease modification and other purposes. Collects and collates information relating to landed properties and assists in the preparation of lease conditions and checking of building plans against lease conditions.
219.	Other Supporting Supervisors	Assists in other duties relating to real estate services such as agent and marketing work, etc.

**Job Descriptions for Principal Jobs in
Estate Surveying, Valuation and Consultancy Sector**

Code	Job Title	Brief Job Description
Technical Support and Operative Level		
304.	Valuation Assistant/ Survey Officer (Trainee)	Assists Valuation Officer in the survey of landed properties for rating and other purposes. Assists in the preparation of plans and reports.
305.	Estate Agent/Salesperson/ Sales Executive/ Property Consultant (with estate agent's/ salesperson's licence)	Collects information about properties to be sold or leased. Surveys the needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains to them terms of sale or lease. Arranges inspections of properties. Prepares and signs estate agency agreements, sale and purchase agreements or lease agreements.
319.	Other Supporting Personnel	Performs duties to support other real estate services functions.

**Job Descriptions for Principal Jobs in
Estate Agency Sector**

Code	Job Title	Brief Job Description
Managerial and Professional Level		
101.	Managing Director/ Chief Executive Officer/ Sole Proprietor/Partner	Takes full charge of the agency business and heads the management team.
102.	Director/ General Manager	Takes full charge of the sales operations and manages a number of agency firms.
104.	Regional Manager/ Regional Marketing Manager	Looks after the sales operations, administration and compliance matters of all branches within a region or an area.
109.	IT Manager/ Computer Services Manager	Manages overall IT functions. Maintains the IT support for all operating units. Designs and develops IT applications and systems to meet automation objective. Implements system integration, services delivery and end user training and support.
123.	Land Executive	Handles and supervises all lands transaction in proper manner and in compliance with legal regulations.
Supervisory Level		
204.	Manager (in charge of an office/ branch)/ Branch Manager	Manages the daily agency work. Supervises a small team of salespersons or other supporting staff. Ensures compliance of the Estate Agents Ordinance by members of the team. Be responsible for the training and development of his team and supports salespersons in their work.
219.	Other Supporting Supervisors	Assists in supervisory duties.
Technical Support and Operative Level		
305.	Estate Agent/Salesperson/ Sales Executive/ Property Consultant (with estate agent's licence or salesperson's licence)	Carries out duties relating to sales and leasing of properties. Collects information about properties to be sold or leased and needs of prospective buyers or tenants. Introduces properties to prospective buyers or tenants and explains terms of sale or lease. Arranges signing of estate agency agreements, sale and purchase agreements or lease agreements. Arranges inspection of properties.
309.	Trainees	Works under the immediate supervision of a supervisor licensee and prepares for a qualifying examination.
319.	Other Supporting Personnel	Performs non-estate agency duties to support licensed persons.

**Job Descriptions for Principal Jobs in
Government Departments and Public Sector**

Code	Job Title	Brief Job Description
Managerial and Professional Level		
102.	Director/General Manager	Plans and directs the operations of the organization. Formulates and implements business strategies and policies. Reviews the operations and results of the enterprise, plans and controls the allocation of resources.
104.	Property Manager/ Area Property Manager	Administers the acquisition, appraisal, management and disposal of properties. Negotiates or approves purchase, rental or sale of property. Oversees the leasing of the estate. Initiates and directs studies to compile data for the analysis of rents, real property values and maintenance costs. Supervises the maintenance of records of property revenues and expenditures, administers budget and prepares associated reports.
105.	Estate Manager	Takes charge of the management and maintenance of the buildings within the housing estate. Oversees a team of building attendants and allocates work.
106.	Maintenance Manager	Supervises the management and maintenance of buildings within the estate/property. Oversees a team of technical officers and allocates work.
108.	Project Manager	Plans, organizes and manages building and construction projects. Coordinates with architects, engineers, surveyors and other professionals and contractors. Undertakes financial negotiations.
112.	Area Manager	Takes charge of the overall policy and plans of property management activities for their area of control. Establishes and directs operational and administrative procedures. Organizes and co-ordinates activities within their programme. Liaises with local community leaders.
113.	Housing Manager	Takes charge of the property and tenancy management activities of housing estates. Establishes and directs operational and administrative procedures, including rent collection. Attends District Committee, Estate Management Advisory Committee and Area Committee meetings and activities as required.
114.	Leasing Manager	Plans and manages the leasing and marketing activities of the housing estate.

**Job Descriptions for Principal Jobs in
Government Departments and Public Sector**

Code	Job Title	Brief Job Description
115.	Estate Surveyor	Deals with the public administration, management and leasing of lands and buildings. Values all types of real property for purchase, sale, letting, investment, rating and taxation. Advises client on property valuation, feasibility study and statutory compensation.
116.	Valuation Surveyor	Values landed properties for taxation and other purposes. Advises on rents and on the leasing, acquisition, disposal and management of Government owned or occupied premises. Represents the Government in appeals where expert advice on property valuation is required.
117.	Lands Executive	Assists in land control and lease enforcement in the New Territories. Processes village house land grants, developments/redevelopments. Assists in coordinating clearances. Assists in the assessment of statutory compensation, ex-gratia allowances. Maintains record and statistics on various land matters.
118.	Building Surveyor/ Maintenance Surveyor	Deals with the planning, administration and co-ordination of all types of works (including maintenance) to buildings and land with particular cognizance of public health, planning and building regulations requirements.
119.	Shopping Centre Manager	Takes charge of the management and maintenance of the shopping centre area of the housing estate. Oversees a teams of building attendants and allocates work.
120.	Transport/Car Park Manager	Monitors and controls use of vehicles and transportation equipment within the estate, ensures the smooth traffic flow and efficient handling of passenger traffic. Manages car parks. Supervises the delivery and disposal of vehicles of the estate. Handles outside contractors in supplying transport and labour services.
121.	Senior Asset Manager	Leads the asset management function with focus on leasing, asset management, marketing and promotions to ensure smooth and efficient operations. Sets performance target and accountable for the profit and loss of the portfolio of properties asset.
129.	Other Supporting Managers	Engages in other real estate services related duties such as IT.

**Job Descriptions for Principal Jobs in
Government Departments and Public Sector**

Code	Job Title	Brief Job Description
Supervisory Level		
203.	Property Officer/Assistant	Assists the property manager in administering the property management services and activities within the estate.
205.	Housing/Estate Officer	Assists the housing manager/estate manager in discharging his duties in the management and maintenance of the housing estate and other related activities. Promotes and maintains a good relationship with owners and tenants.
206.	Estate Assistant	Oversees building attendants/artisans and allocates works to them. Supervises cleansing, security, simple repairs and maintenance of housing estates.
207.	Development Officer/ Maintenance Officer/ Building Supervisor	Assists the building and maintenance surveyor in dealing with the administration and co-ordination of all types of works (including maintenance) to buildings and land within the estate.
208.	Technical Officer	Prepares drawings, carries out and supervises the maintenance and repair work of the building and equipment within the estate.
209.	Valuation Officer	Assists the valuation surveyor in referencing landed properties in making rental and capital valuations and in leasing and management of landed properties.
210.	Lands Inspector	Assists Lands Executive in discharging a wide variety of work relating to the administration of land in the New Territories.
211.	Shopping Centre Officer/ Property Officer	Assists the Shopping Centre Manager in the management and maintenance of the shopping centre area/carpark (for Property Officer) within the estate.
212.	Overseer/Foreman	Supervises staff in cleansing, hawker control, market management, pest control, conservancy, duty room, cemeteries and crematoria work. Carries out relevant law enforcement work under the Public Health and Municipal Services Ordinance.
213.	Rent Officer	Assists in the administration, monitoring and enforcement of the provisions of the Landlord and Tenant Ordinance. Prepares rental valuations and determines the primary user of premises and issues certificates on this user.

**Job Descriptions for Principal Jobs in
Government Departments and Public Sector**

Code	Job Title	Brief Job Description
214.	Survey Officer (Estate)	Assists in land control and lease enforcement in Urban Area. Assists in acquisition of private land and land clearance. Checks building plans and serves statutory notices. Assists in land sales, land grants and lease extension/renewal, land exchanges and extensions.
217.	Welfare Worker	Manages the housing accommodations for the senior citizens and hostels for the elderly. Organizes social, recreational & other related activities for the occupants of hostels for the elderly.
219.	Other Supporting Supervisors	Assists in the duties relating to other real estate services.
Technical Support and Operative Level		
302.	Property Clerk	Assists in the property management services and activities within the property/estate.
303.	Technician	Carries out and supervises the maintenance and repair work of the estate/building.
306.	Caretaker/Artisan/Workman	Participates in simple repairs and maintenance of buildings manning equipment and posts in property. Assists in regulating conduct of users and visitors of the property including noise abatement and vandalism prevention.
318.	Customer Services Assistant	Mans the reception/enquiry counter and answers telephone enquiries. Receives and records complaints and makes timely referral to responsible officer.
319.	Other Supporting Personnel	Performs duties relating to other real estate services functions.

Breakdown of Samples by Stratum

	Employment Size	Stratum	Size of Frame	Sampling Fraction	Sample Size	Establishment No
1. Real Estate Development (HSIC 831100)	1-4	1	325	0.120	39	010001- 010101
	5-9	2	40	1.000	40	
	10-19	3	4	1.000	4	
	20-49	4	7	1.000	7	
	50-99	5	4	1.000	4	
	100-199	6	5	1.000	5	
	200-499	7	3	1.000	3	
	500 & over	8	0	1.000	0	
Branch Total			388		102	
2. Real Estate Leasing (HSIC 831200)	1-4	1	3 861	0.075	290	020001- 020388
	5-9	2	290	0.120	35	
	10-19	3	69	0.400	28	
	20-49	4	26	1.000	26	
	50-99	5	3	1.000	3	
	100-199	6	4	1.000	4	
	200-499	7	1	1.000	1	
	500 & over	8	1	1.000	1	
Branch Total			4 255		388	
3. Real Estate Development with Leasing (HSIC 831300)	1-4	1	88	0.550	48	030001- 030069
	5-9	2	12	1.000	12	
	10-19	3	1	1.000	1	
	20-49	4	2	1.000	2	
	50-99	5	1	1.000	1	
	100-199	6	3	1.000	3	
	200-499	7	0	1.000	0	
	500 & over	8	2	1.000	2	
Branch Total			109		69	
4. Real Estate Maintenance Management (HSIC 831400)	1-4	1	467	0.050	23	040001- 040212
	5-9	2	159	0.150	24	
	10-19	3	103	0.200	21	
	20-49	4	116	0.200	24	
	50-99	5	48	0.600	29	
	100-199	6	38	1.000	38	
	200-499	7	32	1.000	32	
	500 & over	8	22	1.000	22	
Branch Total			985		213	
5. Real Estate Brokerage and Agency (HSIC 831500)	1-4	1	2 117	0.010	21	050001- 050120
	5-9	2	285	0.050	15	
	10-19	3	83	0.150	13	
	20-49	4	50	1.000	50	
	50-99	5	7	1.000	7	
	100-199	6	8	1.000	8	
	200-499	7	1	1.000	1	
	500 & over	8	6	1.000	6	
Branch Total			2 557		121	
6. Real Estate Surveying Valuation and Consultancy (HSIC 833402)	1-4	1	359	0.100	36	060001- 060110
	5-9	2	44	0.400	18	
	10-19	3	28	1.000	28	
	20-49	4	20	1.000	20	
	50-99	5	4	1.000	4	
	100-199	6	3	1.000	3	
	200-499	7	3	1.000	3	
	500 & over	8	0	1.000	0	
Branch Total			461		112	
7. Supplementary Samples			41		41	070001- 070040
Total			8 796		1 046	

Analysis of Response

	Real Estate Development	Property Management and Maintenance	Estate Agents	Estate Surveying, Valuation & Consultancy	Government Departments and Public Sector	Total
Closed	5	-	2	2	-	9
Door-locked	1	-	-	-	-	1
Duplication	1	1	1	-	-	3
Merged	1	-	5	-	-	6
Moved, address cannot be located/untraceable	7	1	2	4	-	14
Non-contact	28	21	3	6	5	63
Not engaged in specific trade	37	13	2	58	2	112
No Technical Manpower	228	8	1	2	2	241
Not yet start operation	10	1	-	-	-	11
Partial Response	7	11	2	3	-	23
Refusal	12	17	5	2	-	36
Registered office/Corresponding address	41	1	2	-	2	46
Response	157	142	94	30	7	430
Temporary Ceased	38	6	2	5	-	51
Total	573	222	121	112	18	1 046

Number Employed and Forecast by Sector by Principal Job

Real Estate Development

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2007</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Director/Associate Director/General Manager	256	-	256	256
Sales/Marketing Manager	120	3	123	123
Property /Area Property /Regional /Senior Estate /Senior Property / Regional Marketing Manager	240	2	242	242
Estate Manager/Area Manager/Building Manager/Property Manager	128	1	129	129
Maintenance Manager	67	-	67	67
Promotion and Public Relations Manager (Commercial and Retail)	13	-	13	13
Project Manager/Associate Director	203	1	204	220
IT Manager/Computer Services Manager/EDP Manager	33	-	33	33
Club House Manager/Public Relations Manager/Customer Services Manager	4	-	4	4
Facilities Manager	1	-	1	1
Leasing Manager	1	-	1	1
Valuation Surveyor/Associate Director	1	-	1	1
Development Manager	90	2	92	92
Other Supporting Managers	38	1	39	39
Sub-total:	1 195	10	1 205	1 221

Appendix 6
Table 6.1

Real Estate Development

Job Title

	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2007</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	193	10	203	203
Marketing Officer/Sales Officer	303	4	307	293
Property Officer/Property Assistant/ Leasing Officer/Estate Officer/ Administrative Officer	1 009	13	1 022	1 022
Supervisor/Assistant Manager (with estate agent's licence)/ Manager (in charge of an office/branch)	8	-	8	8
Housing/Estate/Clubhouse/Recreation/Public Relations/ Customer Services Officer	60	2	62	62
Estate Assistant/Building Supervisor/Building Superintendent/Security Officer/	86	1	87	87
Development Officer/Maintenance Officer/Building Supervisor	1	-	1	1
Development Officer/Property Analyst	77	1	78	78
Maintenance Officer/Technical Officer/Clerk of Works	114	1	115	115
Welfare Officer	12	-	12	12
Estate Officer	96	-	96	96
Other Supporting Supervisors	172	7	179	179
Sub-total:	2 131	39	2 170	2 156

Appendix 6
Table 6.1

Real Estate Development

Job Title

Number of Employees Vacancies at Number of Posts at Forecast of number
Date of survey May 2007 of employees
in the next 12 months

Technical Support & Operative

Sales/Marketing/Research Assistant	146	1	147	147
Property Clerk	320	1	321	321
Technician	211	-	211	211
Estate Agent/Salesperson/Sales Executive/Property Consultant	120	-	120	120
Building Attendant/Caretaker/Artisan/Workman	1 158	4	1 162	1 226
Leasing Clerk	1 002	2	1 004	990
Assistant Property Officer/Assistant Estate Officer/ Assistant Administrative Officer	46	-	46	46
Clubhouse/Recreation/Public Relations/Customer Services Assistant	29	-	29	29
Customer Services Assistant	8	-	8	8
Other Supporting Personnel	194	1	195	195
Sub-total:	3 234	9	3 243	3 293
Total:	6 560	58	6 618	6 670

Number Employed and Forecast by Sector by Principal Job

Property Management and Maintenance

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Post at May-07</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Director/Associate Director/General Manager	247	2	249	249
Sales/Marketing Manager	93	1	94	94
Property /Area Property /Regional /Senior Estate /Senior Property / Regional Marketing Manager	55	-	55	55
Estate Manager/Area Manager/Building Manager/Property Manager	1 331	17	1 348	1 354
Maintenance Manager	240	-	240	240
Promotion and Public Relations Manager (Commercial and Retail)	38	-	38	38
Project Manager/Associate Director	45	2	47	48
IT Manager/Computer Services Manager/EDP Manager	14	-	14	14
Club House Manager/Public Relations Manager/Customer Services Manager	57	2	59	61
Facilities Manager	36	-	36	36
Area Manager	1	-	1	1
Leasing Manager	5	-	5	5
Development Manager	116	-	116	116
Other Supporting Managers	28	-	28	28
Sub-total:	2 306	24	2 330	2 339
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	15	-	15	15
Marketing Officer/Sales Officer	212	7	219	219
Property Officer/Property Assistant/ Leasing Officer/Estate Officer/ Administrative Officer	476	-	476	476
Housing/Estate/Clubhouse/Recreation/Public Relations/Customer Services Officer	678	17	695	702
Estate Assistant/Building Supervisor/Building Superintendent/Security Officer/Supervisor	3 541	48	3 589	3 610
Maintenance Officer/Technical Officer/Clerk of Works	1 379	30	1 409	1 422
Estate Officer	3 005	42	3 047	3 061
Other Supporting Supervisors	53	1	54	54
Sub-total:	9 359	145	9 504	9 559

Appendix 6
Table 6.2

<u>Property Management and Maintenance</u>				
<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Nmber of Post at May-07</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support & Operative</u>				
Property Clerk	1 865	31	1 896	1 905
Technician	4 800	107	4 907	4 902
Building Attendant/Caretaker/Artisan/Workman	38 176	681	38 857	39 062
Leasing Clerk	16	-	16	16
Assistant Property Officer/Assistant Estate Officer/Assistant Administrative Officer	916	31	947	947
Clubhouse/Recreation/Public Relations/Customer Services Assistant	3 400	19	3 419	3 446
Other Supporting Personnel	204	-	204	204
Sub-total:	49 377	869	50 246	50 482
Total:	61 042	1 038	62 080	62 380

Number Employed and Forecast by Sector by Principal Job

<u>Estate Agency</u>				
<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Post at May-07</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Managing Director/Chief Executive Officer/Executive Director/Director/ Sole Proprietor/Partner	45	-	45	45
Director/Associate Director/General Manager	130	-	130	130
Sales/Marketing Manager	10	-	10	10
Estate Manager/Area Manager/Building Manager/Property Manager	7	-	7	7
Project Manager/Associate Director	5	-	5	5
IT Manager/Computer Services Manager/EDP Manager	15	-	15	15
Valuation Surveyor/Associate Director	6	-	6	6
Development Manager	2	-	2	2
Regional Manager	378	-	378	378
Other Supporting Managers	7	-	7	7
Sub-total:	605	0	605	605
<u>Supervisory</u>				
Marketing Officer/Sales Officer	6	-	6	6
Property Officer/Property Assistant/ Leasing Officer/ Estate Officer/ Administrative Officer	2	-	2	2
Supervisor/Assistant Manager (with estate agent's licence)/ Manager (in charge of an office/branch)	1 591	21	1 612	1 615
Housing/Estate/Clubhouse/Recreation/Public Relations/Customer Services Officer	5	-	5	5
Valuation Officer	21	-	21	21
Estate Officer	6	-	6	6
Other Supporting Supervisors	138	-	138	138
Sub-total:	1 769	21	1 790	1 793

Appendix 6
Table 6.3

<u>Estate Agency</u>				
<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Nnmer of Post at May-07</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support & Operative</u>				
Sales/Marketing/Research Assistant	3	-	3	3
Property Clerk	9	-	9	9
Valuation Assistant/Survey Officer (Trainee)	22	-	22	22
Estate Agent/Salesperson/Sales Executive/Property Consultant Trainees	10 505	431	10 936	11 064
Clubhouse/Recreation/Public Relations/Customer Services Assistant	395	107	502	497
Other Supporting Personnel	12	-	12	12
	650	1	651	651
Sub-total:	11 596	539	12 135	12 258
Total:	13 970	560	14 530	14 656

Number Employed and Forecast by Sector by Principal Job

Estate Surveying, Valuation and Consultancy

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2007</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Managing Director/Chief Executive Officer/Executive Director/ Director/Sole Proprietor/Partner	31	-	31	31
Project Manager/Associate Director	26	-	26	26
Estate Surveyor/Associate Director	122	-	122	122
Valuation Surveyor/Associate Director	118	-	118	118
Sub-total:	297	0	297	297

Supervisory

Supervisor/Assistant Manager (with estate agent's licence)/ Manager (in charge of an office/branch)	6	-	6	6
Valuation Officer	133	6	139	139
Survey Officer (Estate)	156	-	156	156
Other Supporting Supervisors	4	-	4	4
Sub-total:	299	6	305	305

Technical Support & Operative

Valuation Assistant/Survey Officer (Trainee)	98	-	98	98
Estate Agent/Salesperson/Sales Executive/Property Consultant	37	-	37	37
Other Supporting Personnel	18	-	18	18
Sub-total:	153	0	153	153
Total:	749	6	755	755

Number Employed and Forecast by Sector by Principal Job

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2007</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Professional/ Managerial</u>				
Director/Associate Director/General Manager	27	-	27	27
Property /Area Property /Regional /Senior Estate /Senior Property / Regional Marketing Manager	9	-	9	9
Estate Manager/Area Manager/Building Manager/Property Manager	17	-	17	17
Maintenance Manager	35	-	35	35
Project Manager/Associate Director	147	3	150	150
Facilities Manager	1	-	1	1
Area Manager	20	-	20	20
Housing Manager	389	-	389	389
Leasing Manager	12	-	12	12
Estate Surveyor/Associate Director	243	19	262	260
Valuation Surveyor/Associate Director	96	1	97	97
Lands Executive	348	14	362	360
Building Surveyor/Maintenance Surveyor	505	8	513	513
Transport/Car Park Manager	1	-	1	1
Senior Asset Manager	1	-	1	1
Development Manager	2	-	2	2
Other Supporting Managers	5	-	5	5
Sub-total:	1 858	45	1 903	1 899

Appendix 6
Table 6.5

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2007</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Supervisory</u>				
Project Officer/Assistant Project Manager	2	-	2	2
Marketing Officer/Sales Officer	4	-	4	4
Property Officer/Property Assistant/ Leasing Officer/Estate Officer/ Housing/Estate/Clubhouse/Recreation/Public Relations/ Customer Services Officer	1 227	-	1 227	1 228
Estate Assistant/Building Supervisor/Building Superintendent/Security Officer/Supervisor	565	-	565	565
Development Officer/Maintenance Officer/Building Supervisor	677	1	678	678
Technical Officer	873	3	876	876
Valuation Officer	407	-	407	402
Lands Inspector	520	7	527	527
Shopping Centre Officer/Property Officer	2	-	2	2
Overseer/Foreman	108	-	108	108
Rent Officer	33	-	33	33
Survey Officer (Estate)	278	15	293	288
Development Officer/Property Analyst	2	-	2	2
Welfare Officer	42	-	42	42
Other Supporting Supervisors	137	-	137	137
Sub-total:	4 896	26	4 922	4 913

Appendix 6
Table 6.5

Government Departments and Public Sector

<u>Job Title</u>	<u>Number of Employees</u>	<u>Vacancies at Date of survey</u>	<u>Number of Posts at May 2007</u>	<u>Forecast of number of employees in the next 12 months</u>
<u>Technical Support & Operative</u>				
Sales/Marketing/Research Assistant	3	-	3	3
Property Clerk	60	2	62	62
Technician	203	2	205	205
Building Attendant/Caretaker/Artisan/Workman	1 655	5	1 660	1 660
Customer Services Assistant	4	-	4	4
Other Supporting Personnel	159	-	159	159
Sub-total:	2 084	9	2 093	2 093
Total:	8 838	80	8 918	8 905
Grand Total:	91 159	1 742	92 901	93 366

Type of Recruitment Difficulties Encountered in the Past 12 Months by Sector by Job Level

<u>Real Estate Development</u>	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	5	8	5	18
Unsatisfactory terms of employment	2	1	8	11
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	0	0	0
Insufficient trained/qualified manpower in the related disciplines	1	1	0	2
Others	1	0	8	9
Sub-Total	9	10	21	40

<u>Property Management and Maintenance</u>	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	19	22	28	69
Unsatisfactory terms of employment	2	9	40	51
Unsatisfactory working environment	8	2	17	27
Limited career prospects	0	2	8	10
Insufficient trained/qualified manpower in the related disciplines	8	6	10	24
Others	3	3	11	17
Sub-Total	40	44	114	198

<u>Estate Agents</u>	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	8	4	140	152
Unsatisfactory terms of employment	1	1	29	31
Unsatisfactory working environment	0	1	32	33
Limited career prospects	0	0	21	21
Insufficient trained/qualified manpower in the related disciplines	0	1	37	38
Others	0	0	3	3
Sub-Total	9	7	262	278

Estate Surveying, Valuation and Consultancy

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	0	0	2	2
Unsatisfactory terms of employment	0	0	1	1
Unsatisfactory working environment	0	0	0	0
Limited career prospects	0	1	1	2
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
Sub-Total	0	1	4	5

Government Departments and Public Sector

	<u>Managerial/ Professional Level</u>	<u>Supervisory Level</u>	<u>Technical Support & Operative</u>	<u>Sub-Total</u>
Lack of candidates with relevant experience	2	1	1	4
Unsatisfactory terms of employment	3	1	2	6
Unsatisfactory working environment	0	0	0	0
Limited career prospects	1	0	1	2
Insufficient trained/qualified manpower in the related disciplines	0	0	0	0
Others	0	0	0	0
Sub-Total	6	2	4	12
Total	64	64	405	533

Preferred Education of Real Estate Services Employees by Sector by Job Level

	Professional Qualification (%)*	University Degree or above (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (%)@
<u>Real Estate Development</u>									
<u>Job Level</u>									
Managerial/ Professional	283 (23.7)	598 (50.0)	55 (4.6)	1 (0.1)	13 (1.1)	- -	- -	245 (20.5)	1 195 (100)
Supervisory	27 (1.3)	701 (32.9)	275 (12.9)	495 (23.2)	118 (5.5)	143 (6.7)	- -	372 (17.5)	2 131 (100)
Technical Support & Operative	- -	4 (0.1)	8 (0.2)	356 (11.0)	211 (6.5)	1 763 (54.5)	769 (23.8)	123 (3.8)	3 234 (100)
Sub-total (%)**	310 (4.7)	1 303 (19.9)	338 (5.2)	852 (13.0)	342 (5.2)	1 906 (29.1)	769 (11.7)	740 (11.3)	6 560 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Education of Real Estate Services Employees by Sector by Job Level

	Professional Qualification (%)*	University Degree or above (%)*	Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert. (%)*	Diploma/ Certificate (%)*	Matriculation (%)*	Secondary 5 (%)*	Secondary 3 or below (%)*	Unspecified (%)*	Total (%)@
<u>Property Management and Maintenance</u>									
<u>Job Level</u>									
Managerial/ Professional	396 (17.2)	1 385 (60.1)	43 (1.9)	33 (1.4)	- -	- -	- -	449 (19.5)	2 306 (100)
Supervisory	- -	884 (9.4)	1 710 (18.3)	2 712 (29.0)	54 (0.6)	2 413 (25.8)	139 (1.5)	1 447 (15.5)	9 359 (100)
Technical Support & Operative	- -	37 (0.1)	368 (0.7)	3 206 (6.5)	513 (1.0)	10 640 (21.5)	29 618 (60.0)	4 995 (10.1)	49 377 (100)
Sub-total (%)**	396 (0.6)	2 306 (3.8)	2 121 (3.5)	5 951 (9.7)	567 (0.9)	13 053 (21.4)	29 757 (48.7)	6 891 (11.3)	61 042 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Education of Real Estate Services Employees by Sector by Job Level

<u>Estate Agency</u>	<u>Professional Qualification</u>	<u>University Degree or above</u>	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u>	<u>Diploma/ Certificate</u>	<u>Matriculation</u>	<u>Secondary 5</u>	<u>Secondary 3 or below</u>	<u>Unspecified</u>	<u>Total</u>
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*		(%)@
<u>Job Level</u>									
Managerial/ Professional	79 (13.1)	125 (20.7)	8 (1.3)	2 (0.3)	77 (12.7)	1 (0.2)	-	313 (51.7)	605 (100)
Supervisory	-	238 (13.5)	193 (10.9)	111 (6.3)	59 (3.3)	514 (29.1)	-	654 (37.0)	1 769 (100)
Technical Support & Operative	-	192 (1.7)	289 (2.5)	86 (0.7)	708 (6.1)	5 721 (49.3)	-	4 600 (39.7)	11 596 (100)
Sub-total	79 (0.6)	555 (4.0)	490 (3.5)	199 (1.4)	844 (6.0)	6 236 (44.6)	-	5 567 (39.8)	13 970 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Education of Real Estate Services Employees by Sector by Job Level

	<u>Professional Qualification</u> (%)*	<u>University Degree or above</u> (%)*	<u>Associate Degree/ Professional Diploma/ Higher Dip./ Higher Cert.</u> (%)*	<u>Diploma/ Certificate</u> (%)*	<u>Matriculation</u> (%)*	<u>Secondary 5</u> (%)*	<u>Secondary 3 or below</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Estate Surveying, Valuation and Consultancy</u>									
<u>Job Level</u>									
Managerial/ Professional	162 (54.5)	67 (22.6)	4 (1.3)	- -	- -	- -	- -	64 (21.5)	297 (100)
Supervisory	- -	223 (74.6)	23 (7.7)	19 (6.4)	- -	- -	- -	34 (11.4)	299 (100)
Technical Support & Operative	- -	15 (9.8)	- -	46 (30.1)	30 (19.6)	36 (23.5)	- -	26 (17.0)	153 (100)
Sub-total (%)**	162 (21.6)	305 (40.7)	27 (3.6)	65 (8.7)	30 (4.0)	36 (4.8)	- -	124 (16.6)	749 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Education of Real Estate Services Employees by Sector by Job Level

	Professional	University	Associate	Degree/	Professional	Secondary 3	Unspecified	Total
	<u>Qualification</u>	<u>or above</u>	<u>Higher Dip./</u>	<u>Diploma/</u>	<u>Matriculation</u>	<u>Secondary 5</u>	<u>or below</u>	<u>(%)@</u>
	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*	(%)*
<u>Government Departments and Public Sector</u>								
<u>Job Level</u>								
Managerial/ Professional	835 (44.9)	50 (2.7)	19 (1.0)	- -	348 (18.7)	- -	606 (32.6)	1 858 (100)
Supervisory	- -	100 (2.0)	323 (6.6)	907 (18.5)	7 (0.1)	564 (11.5)	- -	2 995 (61.2)
Technical Support & Operative	- -	- -	14 (0.7)	80 (3.8)	32 (1.5)	393 (18.9)	867 (41.6)	698 (33.5)
Sub-total	835 (9.4)	150 (1.7)	356 (4.0)	987 (11.2)	387 (4.4)	957 (10.8)	867 (9.8)	4 299 (48.6)
Grand Total	1 782 (2.0)	4 619 (5.1)	3 332 (3.7)	8 054 (8.8)	2 170 (2.4)	22 188 (24.3)	31 393 (34.4)	17 621 (19.3)
								91 159 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Experience of Real Estate Services Employees by Sector by Job Level

	Less than <u>1Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Real Estate Development</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	16 (1.3)	101 (8.5)	413 (34.6)	446 (37.3)	219 (18.3)	1 195 (100)
Supervisory	- -	463 (21.7)	1 152 (54.1)	114 (5.3)	75 (3.5)	327 (15.3)	2 131 (100)
Technical Support & Operative	1 107 (34.2)	1 856 (57.4)	106 (3.3)	22 (0.7)	1 -	142 (4.4)	3 234 (100)
Sub-total (%)**	1 107 (16.9)	2 335 (35.6)	1 359 (20.7)	549 (8.4)	522 (8.0)	688 (10.5)	6 560 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Experience of Real Estate Services Employees by Sector by Job Level

	Less than <u>1Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Property Management and Maintenance</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	- -	463 (20.1)	806 (35.0)	588 (25.5)	449 (19.5)	2 306 (100)
Supervisory	6 (0.1)	2 216 (23.7)	5 142 (54.9)	545 (5.8)	3 -	1 447 (15.5)	9 359 (100)
Technical Support & Operative	24 423 (49.5)	16 822 (34.1)	3 000 (6.1)	- -	117 (0.2)	5 015 (10.2)	49 377 (100)
Sub-total (%)**	24 429 (40.0)	19 038 (31.2)	8 605 (14.1)	1 351 (2.2)	708 (1.2)	6 911 (11.3)	61 042 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Experience of Real Estate Services Employees by Sector by Job Level

	Less than <u>1Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Estate Agency</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	- -	136 (22.5)	93 (15.4)	63 (10.4)	313 (51.7)	605 (100)
Supervisory	- -	107 (6.0)	898 (50.8)	28 (1.6)	82 (4.6)	654 (37.0)	1 769 (100)
Technical Support & Operative	1 145 (9.9)	5 231 (45.1)	616 (5.3)	3 -	1 -	4 600 (39.7)	11 596 (100)
Sub-total (%)**	1 145 (8.2)	5 338 (38.2)	1 650 (11.8)	124 (0.9)	146 (1.0)	5 567 (39.8)	13 970 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Experience of Real Estate Services Employees by Sector by Job Level

	Less than <u>1Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Estate Surveying, Valuation and Consultancy</u>							
<u>Job Level</u>							
Managerial/ Professional	- -	- -	51 (17.2)	60 (20.2)	122 (41.1)	64 (21.5)	297 (100)
Supervisory	- -	174 (58.2)	88 (29.4)	3 (1.0)	- -	34 (11.4)	299 (100)
Technical Support & Operative	38 (24.8)	70 (45.8)	19 (12.4)	- -	- -	26 (17.0)	153 (100)
Sub-total (%)**	38 (5.1)	244 (32.6)	158 (21.1)	63 (8.4)	122 (16.3)	124 (16.6)	749 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

Preferred Experience of Real Estate Services Employees by Sector by Job Level

	Less than <u>1Year</u> (%)*	1 to 3 <u>Years</u> (%)*	3 to 6 <u>Years</u> (%)*	6 to 10 <u>Years</u> (%)*	10 Years <u>or above</u> (%)*	<u>Unspecified</u> (%)*	<u>Total</u> (%)@
<u>Government Departments and Public Sector</u>							
<u>Job Level</u>							
Managerial/ Professional	348 (18.7)	211 (11.4)	110 (5.9)	406 (21.9)	177 (9.5)	606 (32.6)	1 858 (100)
Supervisory	789 (16.1)	72 (1.5)	910 (18.6)	114 (2.3)	16 (0.3)	2 995 (61.2)	4 896 (100)
Technical Support & Operative	121 (5.8)	778 (37.3)	354 (17.0)	133 (6.4)	- -	698 (33.5)	2 084 (100)
Sub-total (%)**	1 258 (14.2)	1 061 (12.0)	1 374 (15.5)	653 (7.4)	193 (2.2)	4 299 (48.6)	8 838 (100)
Grand Total (%)**	27 977 (30.7)	28 016 (30.7)	13 146 (14.4)	2 740 (3.0)	1 691 (1.9)	17 589 (19.3)	91 159 (100)

(%)* As percentage of total employees by sector by job level

(%)** As percentage of total employees at the same sector

(%)@ Percentage may not add up to the total due to rounding

**Number of Employees Holding
Estate Agents Licence (Individual) and Salespersons Licence**

	No. of Employees Holding Estate Agents Licence (individual) <hr/> (%)*	No. of Employees Holding Salespersons Licence <hr/> (%)*
Real Estate Development	8 (0.1)	48 (0.7)
Property Management and Maintenance	- -	- -
Estate Agency	4 987 (35.7)	7 201 (51.5)
Estate Surveying, Valuation and Consultancy	- -	- -
Government Departments and Public Sector	- -	- -
Total	4 995	7 249

* As percentage of the number of employees in the same sector

Expectation of Employers on the Economy of Hong Kong in the Next 12 Months

<u>Sector</u>	<u>Employers' Expectation</u>				<u>Total</u> (%)
	<u>The Economy will be better</u> (%)*	<u>The Economy will not be better</u> (%)*	<u>No comment</u> (%)*	<u>Unspecified</u> (%)*	
Real Estate Development	(51.3)	(9.6)	(37.5)	(1.6)	(100)
Property Management and Maintenance	(35.1)	(25.5)	(35.4)	(4.0)	(100)
Estate Agency	(58.1)	(15.2)	(26.2)	(0.5)	(100)
Estate Surveying, Valuation & Consultancy	(39.5)	-	(52.4)	(8.1)	(100)
Government Departments and Public Sector	(42.9)	-	(38.1)	(19.0)	(100)

* As percentage of the number of respondents in the sector

**Training to Employees in the Past 12 Months
by Type by Course by Job Level**

(i) Property Development

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Real Estate Administration	36	4	-	40
Marketing Techniques	-	2	348	350
Project Management Skills	81	13	-	94
Financial Management and Housing Economics	58	-	2	60
Sub-total	175	19	350	544

* Number of training places for employees (may take up more than one training course)

(ii) Property/Housing Management

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Facilities Management	185	753	3 269	4 207
Property/Housing Management	855	1 619	6 864	9 338
Sub-total	1 040	2 372	10 133	13 545

* Number of training places for employees (may take up more than one training course)

(iii) Estate Agents

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Law Relating to Estate Agency Work	73	137	1 888	2 098
Compliance Matters	20	43	479	542
Practice-related Knowledge and Issues	26	57	1 450	1 533
Professional Ethics	75	195	1 321	1 591
Estate Agency Practice in Other Jurisdiction (Except Mainland)	10	8	55	73
	—	—	—	—
Sub-total	204	440	5 193	5 837

* Number of training places for employees (may take up more than one training course)

(iv) Estate Surveying, Valuation and Consultancy

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
Marketing Strategy Planning	3	1	2	6
Research Skills	10	-	-	10
Surveying & Valuation Skills	475	688	59	1 222
Planning & Land Development	1	-	-	1
Compensation	-	-	-	0
Property/Leasing Management	6	43	245	294
	—	—	—	—
Sub-total	495	732	306	1 533

* Number of training places for employees (may take up more than one training course)

(v) Estate Services In the Mainland

<u>Types of Training Course</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Real Estate Development	3	1	-	4
Property Management and Maintenance	8	15	20	43
Estate Surveying, Valuation and Consultancy	1	-	-	1
Estate Agency	-	-	9	9
Sub-total	12	16	29	57

* Number of training places for employees (may take up more than one training course)

(vi) Generic Skills

<u>Types of Training Course</u>	<u>Number of Training Places by Job Level*</u>			<u>Total</u>
	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	
Computer Applications (including IT)	120	2 702	611	3 433
Language				
(a) Putonghua	97	651	215	963
(b) English	39	212	344	595
Management Skills	435	1 208	2 047	3 690
Supervisory Skills	125	668	2 288	3 081
Communication Skills	86	579	2 201	2 866
Public Relations Skills	126	746	4 911	5 783
Sub-total	1 028	6 766	12 617	20 411

* Number of training places for employees (may take up more than one training course)

(vii) Other Types of Training

Number of Training Places by Job Level*

<u>Types of Training Course</u>	<u>Managerial/ Professional</u>	<u>Supervisory</u>	<u>Technical Support and Operative</u>	<u>Total</u>
e.g. Basic Security Training or Training Courses under the Recognition Scheme and/or Training Courses of the Skills Upgrading Scheme	255	1 011	6 674	7 940
Sub-total	255	1 011	6 674	7 940
Grand Total	3 209	11 356	35 302	49 867

* Number of training places for employees (may take up more than one training course)

Detail Analysis of the Labour Market Analysis (LMA) Projection

The forecast productions of private residential and non-residential flats for 2007 and 2008 are provided by the Rating & Valuation Department. (Source: Hong Kong Property Review 2007)

#: The forecast production for 2009 and 2010 is projected using the Adaptive Filtering Method.

A. The forecast of private residential flats (Private Domestic)

Year	Completion (no. of flats)	Total stock (no. of flats)
2006		1 068 898
2007F	12 737	1 081 635
2008F	16 010	1 097 645
2009F#	N/A	1 111 600
2010F#	N/A	1 123 460

B. The forecast of private non-residential flats (including offices, commercial, industrial / offices, flatted factories, specialized factories, and storages)

Year	Completion (square m)	Total stock (square m)
2006		4 4784 000
2007F	369 900	4 5153 900
2008F	560 500	4 5714 400
2009F#	N/A	4 6179 940
2010F#	N/A	4 6603 170

The forecast productions of public residential housing are provided by the Hong Kong Housing Authority (HA) and the Hong Kong Housing Society (HS). (Sources: HA and HS)

C. The forecast of public residential flats (including (i) public rental flats provided by the HA & the HS, and (ii) flats under Urban Renewal Development).

Year	Completion (no. of flats)	Total stock (no. of flats)
2006		1 114 000
2007F	17 050	1 131 050
2008F	22 850	1 153 900
2009F#	11 450	1 165 350
2010F#	14 675	1 180 025