SECTION I

INTRODUCTION

The Security Services Training Board

1.1   The Security 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 security services industry (SSI); and for recommending to the VTC, employers and other interested parties measures to meet the demand for trained personnel in the SSI. The membership and terms of reference of the Training Board are listed in **Appendices 1** and **2** respectively.

Purpose of the Survey

1.2   The Training Board had conducted 4 manpower surveys in February 1999, May 2001, May 2003 and May 2005 respectively, and its 5th survey in May 2007 with the following objectives:

> (i)   To assess the manpower and training needs in the principal jobs of the SSI;

> (ii)   To forecast the manpower growth of the SSI; and

> (iii)   To recommend measures to meet the training needs of and manpower demand for employees at the managerial/ professional, the supervisory/technician and the security guard levels.

Scope of the Survey

1.3   The 2007 Manpower Survey (the Survey) again covers the 3 branches of the SSI, viz. the Security Guarding Services, the Armoured Transportation Services and the Installation/Maintenance/Repair/Design of Security Systems. Furthermore, Security Companies will be classified by the types of licence they hold as follows:

Branch Category	Type of licence	Branch of security services work
1	I	Security Guarding Services
2	II	Armoured Transportation Services
3	III	Security Systems Installation/ Maintenance/ Repair/ Design/ Others
4	I and II	Security Guarding Services and Armoured Transportation Services
5	I and III	Security Guarding Services and Security Systems Installation/ Maintenance/Repair/Design/Others
6	I, II and III	Security Guarding Services, Armoured Transportation Services and Security Systems Installation/ Maintenance/ Repair/ Design/ Others
7	-	Owners Corporations
8	-	Supplementary Samples

1.4 There are currently 893 Security Companies listed with the Security and Guarding Services Industry Authority (SGSIA) and 7 203 Owners Corporations registered with the Home Affairs Department. The Survey was conducted by adopting the stratified random sampling method, in which 255 licensed Security Companies and 237 Owners Corporations were selected. 174 out of the 255 Security Companies were with an employment size of 50 or above and the remaining 81 Security Companies were with the size of 50 or below.

1.5 In addition to Security Companies and Owners Corporations, 10 supplementary samples covering utility companies, major banks and hotels which directly employed security personnel were also selected in this Survey. Altogether, a total of 502 questionnaires were collected and analyzed.

Method of the Survey

1.6 With the support of the Census and Statistics Department (C&SD) in providing survey fieldwork and technical support, the Survey for the SSI was successfully conducted in May 2007. The Survey was tasked with the review of current situation in manpower and training in the SSI. Each of the sampled Security Companies or Owners Corporations would be required to complete a questionnaire (**Appendix 5**) in terms of the manpower and training needs for the SSI.

1.7   Employers were requested to classify their employees according to the job specifications based on the duties the employees performed rather than the job titles they held in the organization. Before fieldwork was carried out, a briefing session about the nature of different jobs and the structure of the questionnaire was held for interviewing officers from the C&SD.

Analysis of the Response

1.8   Of the 502 samples, 256 respondents were successfully enumerated with the required information collected (**Appendix 6**).   These included 184 Security Companies, 64 Owners Corporations and 8 Supplementary Samples.   The survey data obtained were statistically grossed up to yield a full-size manpower situation of the SSI. Of the remaining 246 samples, 53 Security Companies had either merged, temporarily ceased operations, moved, not engaged in specific trade, not employed any technical manpower, not yet started operation, or not been contactable through their registered addresses; while 173 Owners Corporations had not engaged in the specific trade or employed any technical manpower and 2 Supplementary Samples could not be contacted. Only 18 Security Companies had declined to respond. The effective response rate is 93.4%.

Manpower Assessment Procedure

1.9   The assessment procedure consisted essentially of the following three steps:

>   (i)   conduct manpower survey of the SSI to collect up-to-date information on manpower situation, in particular its distribution by job level;
>
>   (ii)   analyze the survey data with input from the SSI on manpower plan and training needs; and
>
>   (iii) assess the manpower supply and demand of the SSI.

Presentation of Findings

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

Definition of Terms

1.11   "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 leave, casual leave or on strike.

SECTION II

SUMMARY OF SURVEY FINDINGS

2.1   The following information was collected from the Survey:

      (a)   number of employees,

      (b)   number of existing vacancies,

      (c)   employers' forecast of the manpower demand in May 2008,

      (d)   number of employee turnover,

      (e)   employers' preferred education of employees,

      (f)   employers' preferred period of experience of employees, and

      (g)   income distribution of employees.

2.2   Employers were further requested to provide information on the number of internal promotion, recruitment difficulties, preferred vocational qualification, and types of training provided to employees in the past 12 months and planned for the next 12 months. The findings are summarized in the ensuing paragraphs.

Number of Employees

2.3   The Survey reveals that during the survey period, there were 136 388 employees, including 101 973 technical employees[1] and 34 415 non-technical employees.   Out of these 101 973 technical employees, 94 561 were employed by the Security Companies, 6 927 by the Owners Corporations and 485 by the Supplementary Samples.   A comparison of the number of technical and non-technical employees in 2005 and 2007 is given in **Table A**. The distribution by job level is shown in **Figure 1**.   The term "technical employees" (hereinafter called "employees") refers to those security services related personnel employed in the principal jobs at the time of survey.   As in the previous reports, the non-technical employees have been excluded from all further analysis in this report.   They refer to those working in administrative, accounting, personnel and supporting areas.
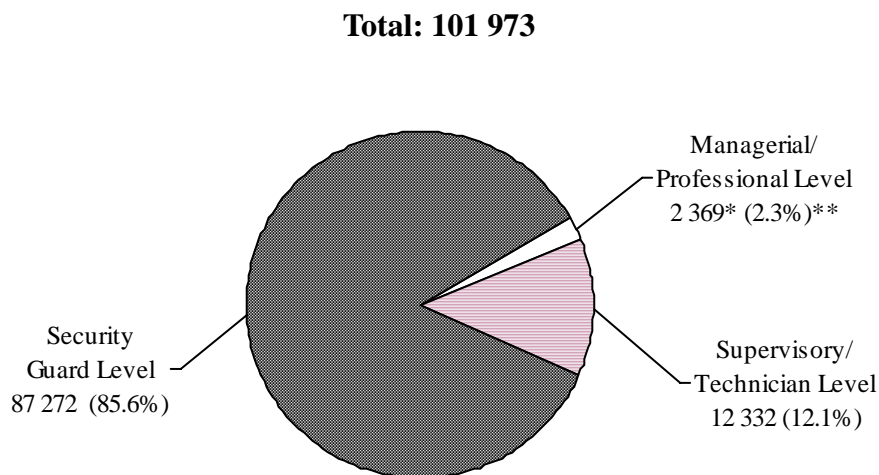
---

[1] Technical employees refer to those security services related personnel employed in the principal jobs at the time of the survey.

Table A: Comparison of the Number of Technical and Non-technical Staff For 2005 and 2007

Branch	Non-technical staff		Technical staff		ALL	
	2005	2007	2005	2007	2005	2007
Security Guarding Services	12 620	22 391	70 395	74 258	83 015	96 649
Armoured Transportation Services	56	43	607	760	663	803
Security Systems Installation/ Maintenance/Repair/ Design/Others	4 305	3 167	3 138	3 300	7 443	6 467
Security Guarding/Armoured Transportation Services	19	115	402	714	421	829
Security Guarding/ Security Systems Installation/Maintenance/ Repair/Design/Others	484	7 679	12 713	11 919	13 197	19 598
Security Guarding/Armoured Transportation Services/ Security Systems Installation/Maintenance/ Repair/Design/Others	55	54	3 667	3 610	3 722	3 664
Owners Corporations	1 265	963	6 606	6 927	7 871	7 890
Supplementary Samples	25	3	513	485	538	488
Total *(%)*	**18 829**	**34 415** *(82.8)[2]*	**98 041**	**101 973** *(4.0)*	**116 870**	**136 388** *(16.7)*

Figure 1: Distribution of Technical Employees[#] by Job Level

Total: 101 973

Managerial/ Professional Level 2 369* (2.3%)**

Supervisory/ Technician Level 12 332 (12.1%)

Security Guard Level 87 272 (85.6%)

* Number of employees
** As percentage of the number of employees in the industry
# Technical employees refer to those security services related personnel employed in the principal jobs at the time of the survey

---

2 One of the reasons for the increase in the no. of non-technical staff is due to the definition of technical vs non-technical staff in the Supplementary Samples. In these Supplementary Samples, Security Services related staff are categorised as non-technical staff.

2.4   The distribution of the total manpower by branch by principal job is shown in **Table D**.

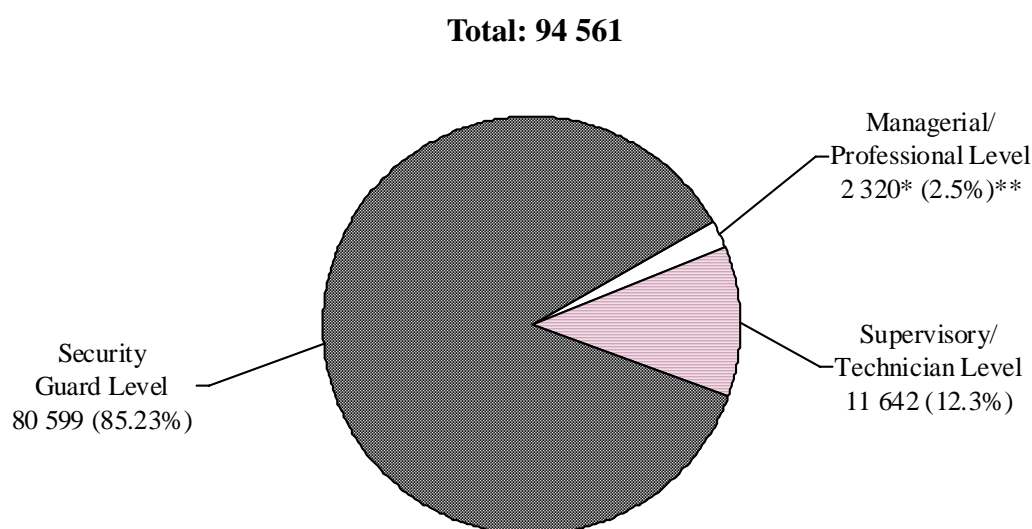### Table D: Number of Employees by Principal Job Level

Job Level	Employees of Security Companies (%)*	Employees of Owners Corporations (%)*	Employees of Supplementary Samples (%)*	Total (%)*
MANAGERIAL/PROFESSIONAL LEVEL				
Senior Manager	387 (16.3)	-	3 (0.1)	**390 (16.4)**
Security Manager/Operations Manager/ Security Centre Controller	814 (34.4)	30 (1.3)	11 (0.5)	**855 (36.2)**
Security Consultant	64 (2.7)	-	-	**64 (2.7)**
Security System Project Manager	263 (11.1)	-	1 (-)	**264 (11.1)**
Security System Design/Installation/ Maintenance Engineer	661 (27.9)	-	4 (0.2)	**665 (28.1)**
Security Training Manager	29 (1.2)	-	-	**29 (1.2)**
Other Security Services Related Manager	102 (4.3)	-	-	**102 (4.3)**
Sub-total:	**2 320 (97.9)**	**30 (1.3)**	**19 (0.8)**	**2 369 (100)#**
SUPERVISORY/TECHNICIAN LEVEL				
Security Supervisor/Operations Supervisor/ Security Centre Supervisor	8 673 (70.3)	580 (4.7)	79 (0.6)	**9 332 (75.6)**
Security System Installation/Maintenance Technician	1 870 (15.2)	-	-	**1 870 (15.2)**
Technical Support Staff	537 (4.3)	-	-	**537 (4..3)**
Security Training Officer	44 (0.4)	-	-	**44 (0.4)**
VIP Protection Officer/Private Body Guard	12 (0.1)	-	-	**12 (0.1)**
Other Security Services Related Supervising Personnel	506 (4.1)	31 (0.3)	-	**537 (4.4)**
Sub-total:	**11 642 (94.4)**	**611 (5.0)**	**79 (0.6)**	**12 332 (100)#**

Job Level	Employees of Security Companies (%)*	Employees of Owners Corporations (%)*	Employees of Supplementary Samples (%)*	Total (%)*
SECURITY GUARD LEVEL				
Security Guard	78 857 (90.4)	6 226 (7.1)	386 (0.4)	**85 469 (97.9)**
Armed Guard	1 205 (1.4)	-	-	**1 205 (1.4)**
Other Security Services Personnel	537 (0.6)	60 (0.1)	1 (-)	**598 (0.7)**
Sub-total:	**80 599 (92.4)**	**6 286 (7.2)**	**387 (0.4)**	**87 272 (100)#**
GRAND TOTAL:	**94 561 (92.7)****	**6 927 (6.8)****	**485 (0.5)****	**101 973 (100)#**

\# The percentage may not add up to 100 owing to rounding
(%)* As percentage of the total number of employees at the same job level
(%)** As percentage of the total number of employees in the industry

2.5 The distribution of manpower by branch by job level is shown in **Figures 2**, **3** and **4**. The distribution of employees by types of security company licence is shown in **Appendix 7**.

Figure 2: Distribution of Employees of Security Companies by Job Level

Total: 94 561

Managerial/ Professional Level 2 320* (2.5%)**

Supervisory/ Technician Level 11 642 (12.3%)

Security Guard Level 80 599 (85.23%)

* Number of employees
** As percentage of the number of employees in this branch

Figure 3: Distribution of Employees of Owners Corporations by Job Level

Total: 6 927

Managerial/
Professioal Level
30* (0.4%)**

Supervisory/
Technician Level
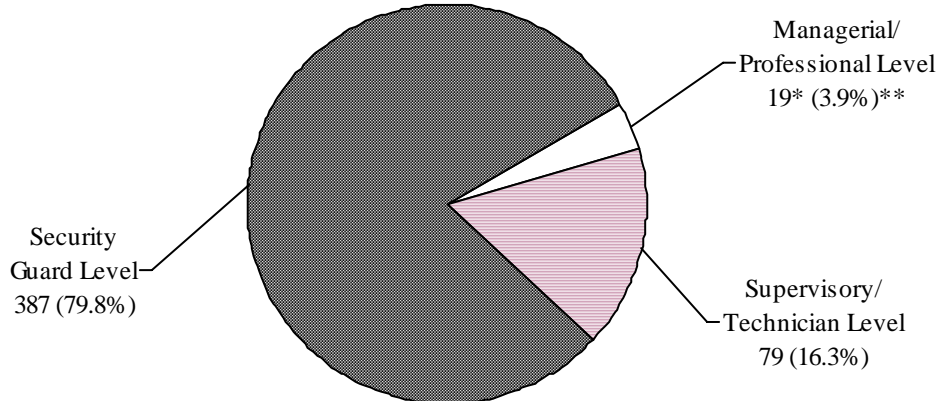611 (8.8%)

Security
Guard Level
6 286 (90.7%)
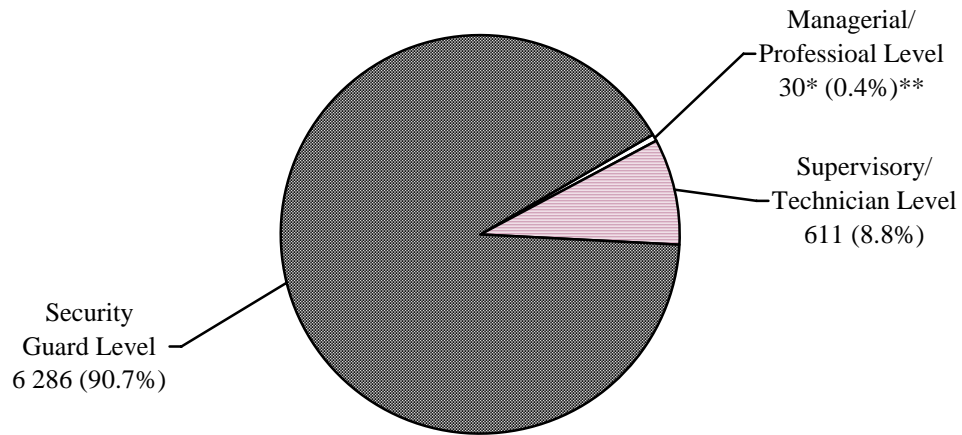
*   Number of employees
**   As percentage of the number of employees in this branch

Figure 4: Distribution of Employees of the Supplementary Samples by Job Level

Total: 485

Managerial/
Professional Level
19* (3.9%)**

Supervisory/
Technician Level
79 (16.3%)

Security
Guard Level
387 (79.8%)

*   Number of employees
**   As percentage of the number of employees in this branch

2.6   A comparison of the number of employees of Security Companies between 2005 and 2007 by principal job is shown in **Table E**.

Table E: Comparison of Manpower of Security Companies between 2005 and 2007 by Job Level by Principal Job

Job Level	Manpower in 2005	Manpower in 2007	Growth in Manpower
			(%)*
MANAGERIAL/PROFESSIONAL LEVEL			
Senior Manager	259	387	128
Security Manager/Operations Manager/Security Centre Controller	936	814	-122
Security Consultant	57	64	7
Security System Project Manager	214	263	49
Security System Design/Installation/Maintenance Engineer	487	661	174
Security Training Manager	40	29	-11
Other Security Services Related Manager	141	102	-39
Sub-total:	**2 134**	**2 320**	**186**
			(8.7)
SUPERVISORY/TECHNICIAN LEVEL			
Security Supervisor/Operations Supervisor/Security Centre Supervisor	8 466	8 673	207
Security System Installation/Maintenance Technician	2 053	1 870	-183
Technical Support Staff	492	537	45
Security Training Officer	50	44	-6
VIP Protection Officer/Private Body Guard	12	12	0
Other Security Services Related Supervising Personnel	807	506	-301
Sub-total:	**11 880**	**11 642**	**-238**
			(-2.0)
SECURITY GUARD LEVEL			
Security Guard	75 582	78 857	3 275
Armed Guard	822	1 205	383
Other Security Services Related Personnel	504	537	33
Sub-total:	**76 908**	**80 599**	**3 691**
			(4.8)
GRAND TOTAL	**90 922**	**94 561**	**3 639**
			(4.0)

(%)*   As percentage of the growth in the number of employees of security companies

2.7   The comparison of manpower of Security Companies by job level between 2005 and 2007 is illustrated in **Figure 5** and **Table B**.

Figure 5:   Comparison of Manpower of Security Companies between 2005 and 2007 by Job Level
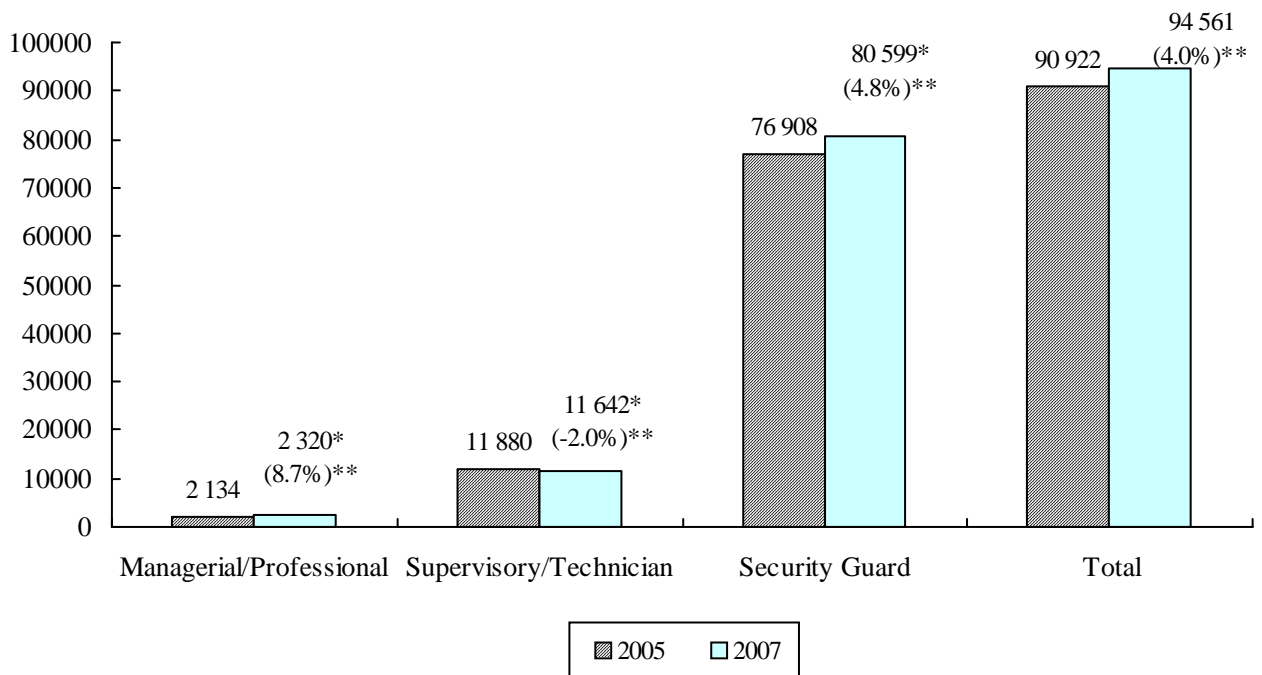
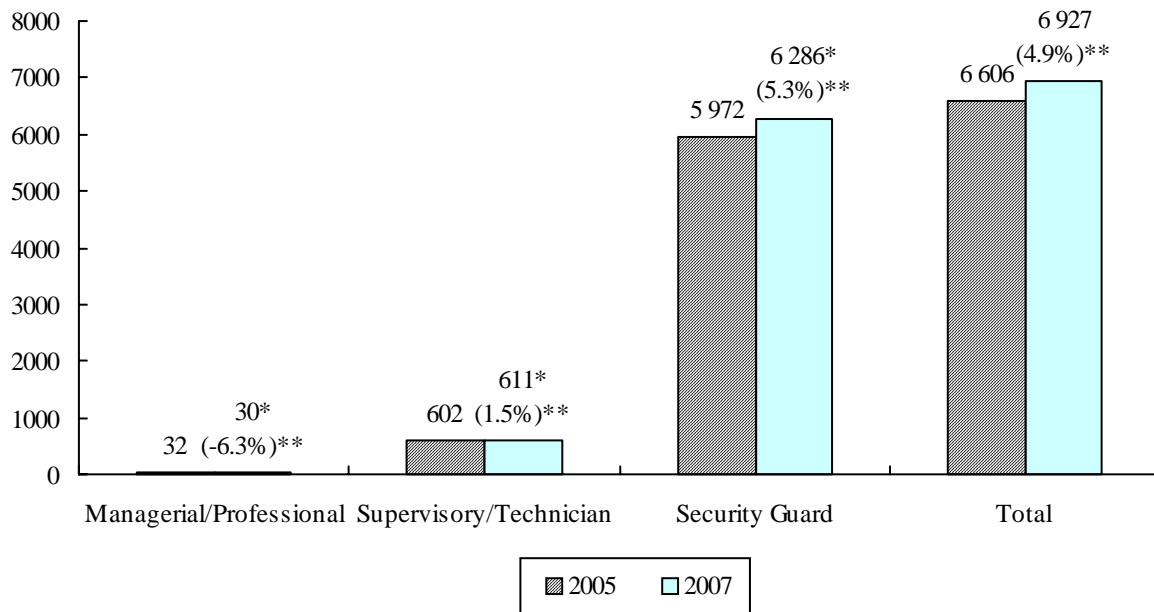*   Number of employees at the job level
**   As percentage increase/decrease of the number of employees at the job level in 2005

Table B: Manpower Growth of Security Companies in 2007 by Job Level

Job Level	No. of Employees in May 2005	No. of Employees in May 2007	Growth / Decrease (%)
Managerial/Professional	2 134	2 320	186 (8.7)
Supervisory/Technician	11 880	11 642	-238 (-2.0)
Security Guard	76 908	80 599	3 691 (4.8)
Total	**90 922**	**94 561**	**3 639** (4.0)

2.8   The comparison of manpower of Owners Corporations by job level between 2005 and 2007 is illustrated in **Figure 6** and **Table C**.

Figure 6:   Comparison of Manpower of Owners Corporations between 2005 and 2007 by Job Level

*   Number of employees at the job level
**   As percentage increase/decrease of the number of employees at the job level in 2005

Table C: Manpower Growth of Owners Corporations in 2007 by Job Level

Job Level	No. of Employees in May 2005	No. of Employees in May 2007	Growth (%)
Managerial/Professional	32	30	-2 (-6.3)
Supervisory/Technician	602	611	9 (1.5)
Security Guard	5 972	6 286	314 (5.3)
Total	**6 606**	**6 927**	**321** (4.9)

<u>Number of Vacancies</u>

2.9   At the time of survey, employers reported 2 794 vacancies, or 2.7% of the existing 104 767 posts (posts = 2 794 vacancies + 101 973 employees).   By job level, the security guard level has the highest number of vacancies of 2 458.   The distribution of vacancies by job level is shown in **Figure 7** and by principal job in **Table F**.

**Figure 7: Posts and Vacancies by Job Level**
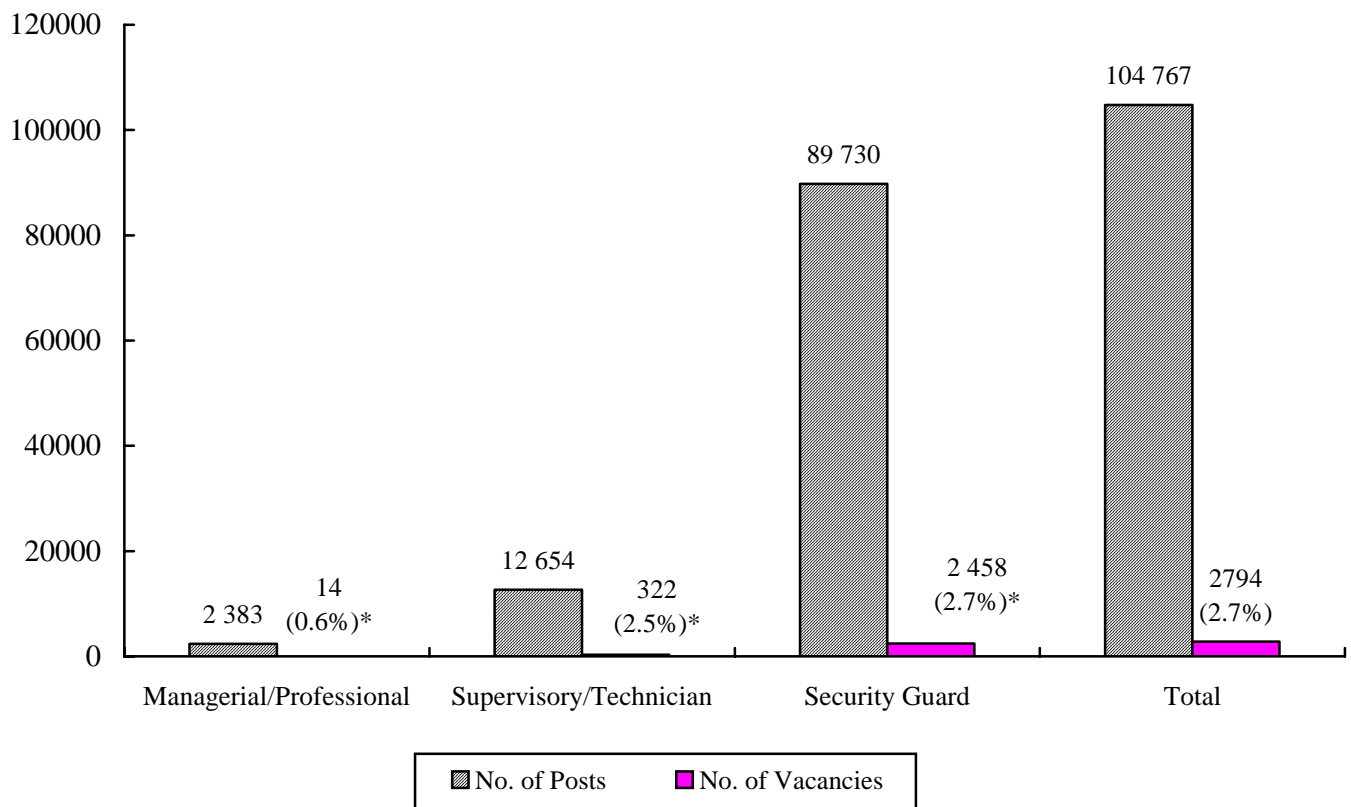
*   As percentage of the number of posts by job level

Table F: Number of Existing Vacancies by Principal Job

Job Level	Number of Employees	Number of Vacancies	Number of Posts	(%)*
MANAGERIAL/PROFESSIONAL LEVEL				
Senior Manager	390	3	393	(0.8)
Security Manager/Operations Manager/Security Centre Controller	855	2	857	(0.2)
Security Consultant	64	-	64	-
Security System Project Manager	264	-	264	-
Security System Design/Installation/Maintenance Engineer	665	8	673	(1.2)
Security Training Manager	29	-	29	-
Other Security Services Related Manager	102	1	103	(1.0)
Sub-total	**2 369**	**14**	**2 383**	**(0.6)**
				- **
SUPERVISORY/TECHNICIAN LEVEL				
Security Supervisor/Operations Supervisor/Security Centre Supervisor	9 332	171	9 503	(1.8)
Security System Installation/Maintenance Technician	1 870	101	1 971	(5.1)
Technical Support Staff	537	40	577	(6.9)
Security Training Officer	44	-	44	-
VIP Protection Officer/Private Body Guard	12	-	12	-
Other Security Services Related Supervising Personnel	537	10	547	(1.8)
Sub-total	**12 332**	**322**	**12 654**	**(2.5)**
				(0.3)**
SECURITY GUARD LEVEL				
Security Guard	85 469	2 408	87 877	(2.7)
Armed Guard	1 205	37	1 242	(3.0)
Other Security Services Related Personnel	598	13	611	(2.1)
Sub-total	**87 272**	**2 458**	**89 730**	**(2.7)**
				(2.3)**
GRAND TOTAL:	**101 973**	**2 794**	**104 767**	**(2.7)****

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

2.10   A comparison of the number of vacancies between 2005 and 2007 is shown in **Figure 8**.

Figure 8: Comparison of Vacancies between 2005 and 2007
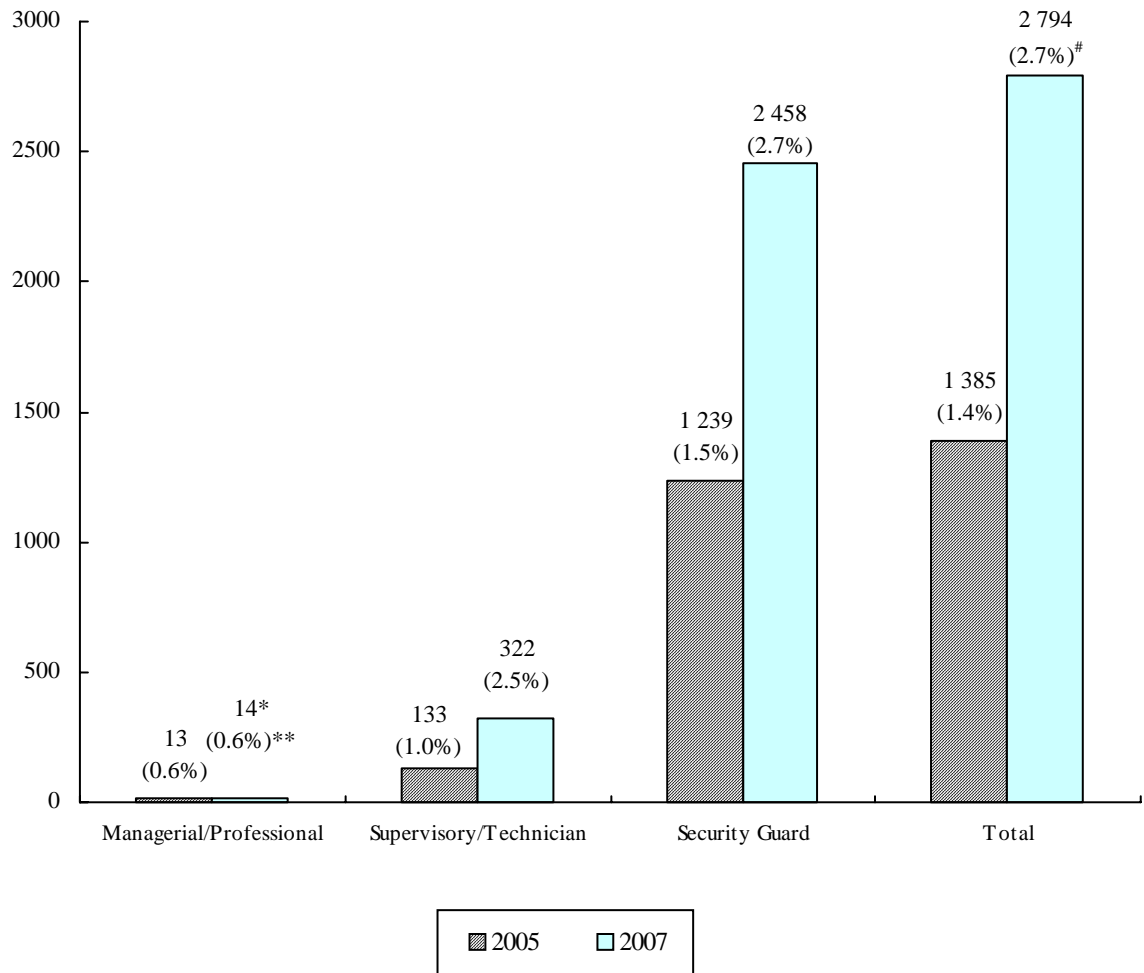

*   Number of vacancies by job level
**   As percentage of the number of posts by job level
#   As percentage of the total number of posts in the industry

Employers' Forecast Manpower Demand by May 2008

2.11   Employers forecast that there would be 107 249 posts by May 2008, an increase of 2.4% over the number of posts in May 2007 (as compared with -0.1% in May 2005). These 2 482 new posts will arise at all job levels, ranging from 55, to 192 and 2 235 (or 2.3%, 1.5% and 2.5%) for the Managerial/Professional level, the Supervisory/Technician level and the Security Guard level respectively.   Employers' forecast manpower growth by May 2008 by job level is presented in **Figure 9** and by principal job in **Table G**.

**Figure 9:   Employers' Forecast of Security Services
Manpower Demand by May 2008 by Job Level**
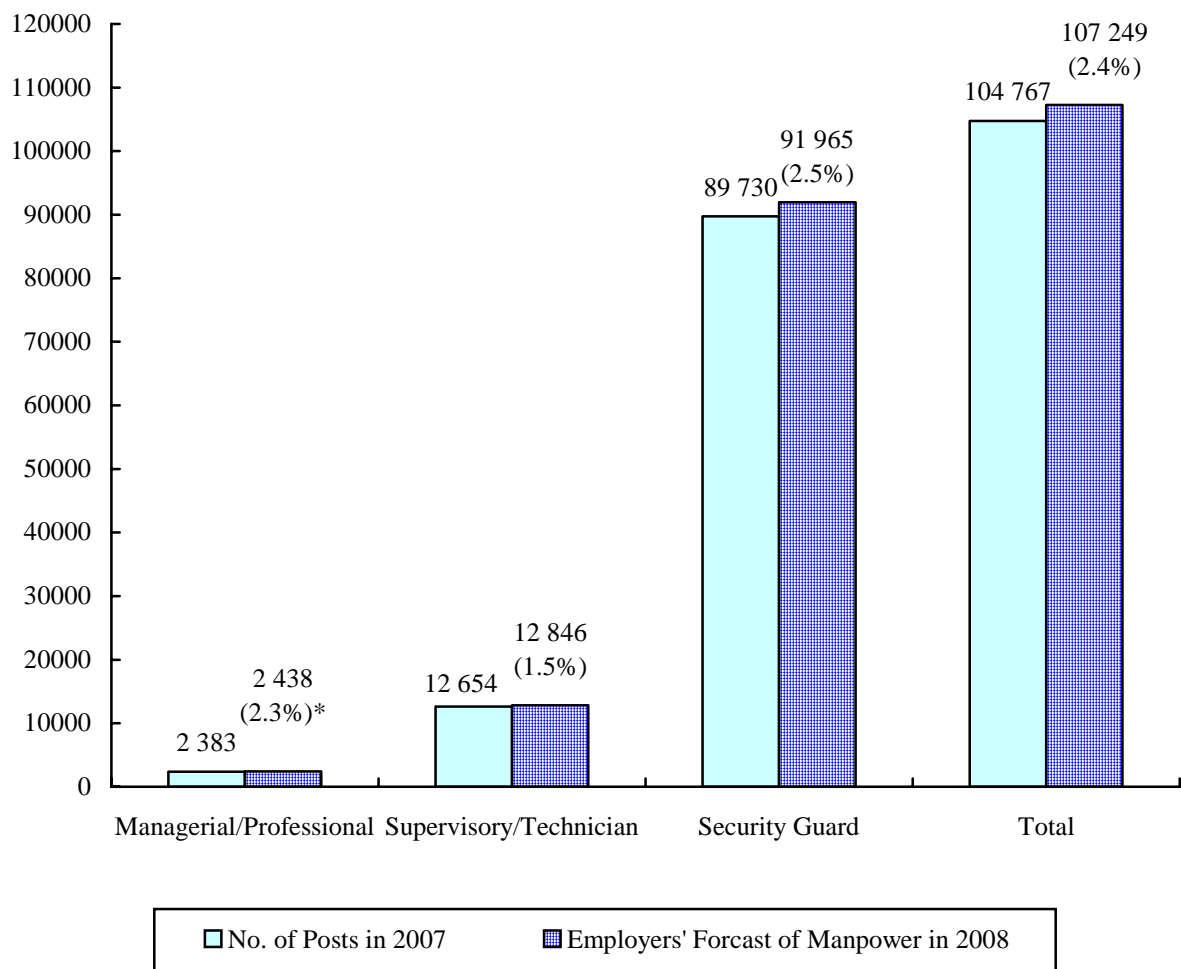
* As percentage increase in number of posts at the same job level

Table G: Employers' Forecast of Manpower Growth by Principal Job in 2008

Job Level	No. of Posts in 2007	Forecast of Manpower in 2008	(%)*
MANAGERIAL/PROFESSIONAL LEVEL			
Senior Manager	393	393	-
Security Manager/Operations Manager/ Security Centre Controller	857	871	(1.6)
Security Consultant	64	84	(31.3)
Security System Project Manager	264	264	-
Security System Design/Installation/ Maintenance Engineer	673	693	(3.0)
Security Training Manager	29	29	-
Other Security Services Related Manager	103	104	(1.0)
Sub-total:	*2 383*	*2 438*	*(2.3)***
SUPERVISORY/TECHNICIAN LEVEL			
Security Supervisor/Operations Supervisor/ Security Centre Supervisor	9 503	9 638	(1.4)
Security System Installation/Maintenance Technician	1 971	2 028	(2.9)
Technical Support Staff	577	577	-
Security Training Officer	44	44	-
VIP Protection Officer/Private Body Guard	12	12	-
Other Security Services Related Supervising Personnel	547	547	-
Sub-total:	*12 654*	*12 846*	*(1.5)***
SECURITY GUARD LEVEL			
Security Guard	87 877	90 089	(2.5)
Armed Guard	1 242	1 265	(1.9)
Other Security Services Related Personnel	611	611	-
Sub-total:	*89 730*	*91 965*	*(2.5)***
GRAND TOTAL:	**104 767**	**107 249**	**(2.4)**@

(%)*   As percentage of the number of posts at the same principal job level
(%)**   As percentage of the number of posts at the same job level
(%)@   As percentage of the total number of posts in the industry in 2007

Internal Promotion in the Past 12 Months

2.12 The survey reveals that 899 employees (or 6.1% of the total employees) were promoted from within the surveyed sample establishments (as compared with 904 employees being promoted in year 2005). Out of the 899 employees promoted, 817 were promoted to the Supervisory/Technician level and 82 to the Managerial/Professional level. A summary of the promotion pattern by branch by job level is shown in **Table H**.

Table H: Number of Internal Promotions by Branch by Job Level

Branch	Managerial/ Professional Level		Supervisory/ Technician Level	
	No. Employed	No. of Internal Promotion[#]	No. Employed	No. of Internal Promotion[^]
Security Guarding Services	858	18	7 554	564
Armoured Transportation Services	12	-	49	4
Security Systems Installation/ Maintenance/ Repair/ Design/ Others	1 126	43	2 063	21
Security Guarding/ Armoured Transportation Services	11	-	92	3
Security Guarding/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	307	21	1 364	123
Security Guarding/ Armoured Transportation Services/ Security Systems Installation/ Maintenance/ Repair/ Design/ Others	6	-	520	-
Owners Corporations	30	-	611	90
Supplementary Samples	19	-	79	12
Total:	**2 369**	**82**	**12 332**	**817**

[#] From Supervisory / Technician to Managerial / Professional Level
^   From Guard / Operational to Supervisory / Technician Level

Turnover in the Past 12 Months

2.13　　　**Table I** shows that the staff wastage rates in the past 12 months for Security Companies, Owners Corporations and Supplementary Samples were 5.9 %, 0.4% and 4.7% respectively.　　Such findings were based on the assumption that the leavers might be recruited by another security services companies.　　In this connection, the actual wastage rate would be the difference between the number of leavers and the number of recruits with security services related experience, (i.e. Wastage = No. of leavers – No. of Recruits with Security Services related experience) which is quite different from the 31.1% in 2005.　　By job level, the security guard level faced the highest wastage in the Security Companies sector, with 24 380 employees leaving and 19 080 employees joining the industry, representing a 6.4% of wastage at the same job level.　　Details of the number of recruits in the past 12 months by branch by job level are shown in **Appendix 9**.

Table I:　　Wastage for the SSI
by Sector by Job Level for the Past 12 Months

(i)　　Security Companies

Job Level	No. of Posts	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage (%)
Managerial/Professional	2 334	126	96	30 (1.3)*
Supervisory/Technician	11 964	1 454	1 019	435 (3.6)*
Security Guard	82 967	24 380	19 080	5 300 (6.4)*
Total: (%)	**97 265**	**25 960**	**20 195**	**5 765** (5.9)**

(ii)　　Owners Corporations

Job Level	No. of Posts	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage (%)
Managerial/Professional	30	-	-	- (-)*
Supervisory/Technician	611	-	-	- (-)*
Security Guard	6 376	1 028	998	30 (0.5)*
Total: (%)	**7 017**	**1 028**	**998**	**30** (0.4)**

(iii) Supplementary Samples

Job Level	No. of Posts	No. of Leavers	No. of Recruits with Security Services Related experience	Wastage (%)
Managerial/Professional	19	-	-	- (-)*
Supervisory/Technician	79	6	2	4 (5.1)*
Security Guard	387	30	11	19 (4.9)*
Total: **(%)**	**485**	**36**	**13**	**23** (4.7)**

*   As percentage of the number of posts at the same job level
** As percentage of the number of posts in the industry

Recruitment Difficulties

2.14   Of the 256 respondents, only 14.4% reported that they had come across difficulty in the recruitment of staff, particularly security guards. Same as in 2005, the main reasons for the recruitment difficulty at this job level were unattractive salary, long working hours and general labour shortage.   Reasons for recruitment difficulty for each job level are shown in **Table J**.   The type of difficulties encountered in recruitment in the past 12 months is set out in **Appendix 8**.

Table J: Comparison of the Reasons for Recruitment Difficulty by Job Level

Reasons for Recruitment Difficulty#	**Managerial/ Professional***		**Supervisory***		**Technician***		**Security Guard***	
	2005	**2007**	**2005**	**2007**	**2005**	**2007**	**2005**	**2007**
General Labour Shortage	0.3	0.5	0.5	1.1	-	3.1	7.9	13.8
Long Working Hours	-	0.2	0.9	3.2	-	-	25.0	18.0
Dangerous Working Environment	-	-	-	-	0.6	-	0.8	2.5
Unattractive Salary	0.6	0.3	1.5	3.6	1.4	2.1	34.0	20.5
Low Status	-	-	-	-	0.2	1.1	7.4	1.8
Lack of Candidates with Relevant Experience and Training	1.1	1.1	0.8	5.2	0.3	5.5	15.9	9.8
Others	-	0.1	0.3	2.2	1.5	1.0	9.0	3.3

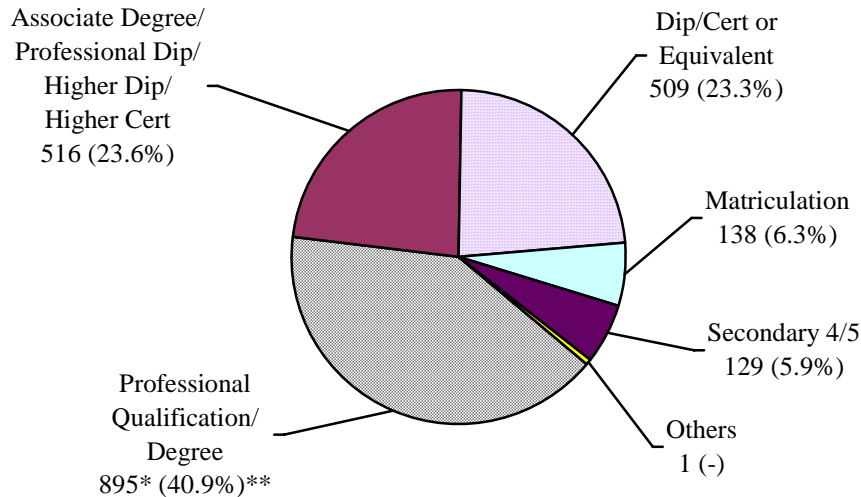\#   Respondents may choose more than one reason
*   As percentage of the number of respondents with recruitment difficulty

Employers' Preferred Educational Level of Employees

2.15   The Survey shows that 35.5% employees at the Managerial/Professional level were preferred to have professional qualification/degree level of education. Meanwhile, 57.8% at the Supervisory/Technician level were preferred to possess Secondary 4 to 5 level of education, whereas 84.5% at the Security Guard level to have Secondary 3 level or below. Comparisons of the preferred education between 2005 and 2007 by level are shown in **Figures 10** to **12**.   A summary of the preferred education of employees by principal job is presented in **Table K**.   Details of the employers' preferred education level of employees by branch by principal job are shown in **Appendix 10**.

Figure 10 (i): Employers' Preferred Education Level of Employees at the Managerial/Professional Level in 2005
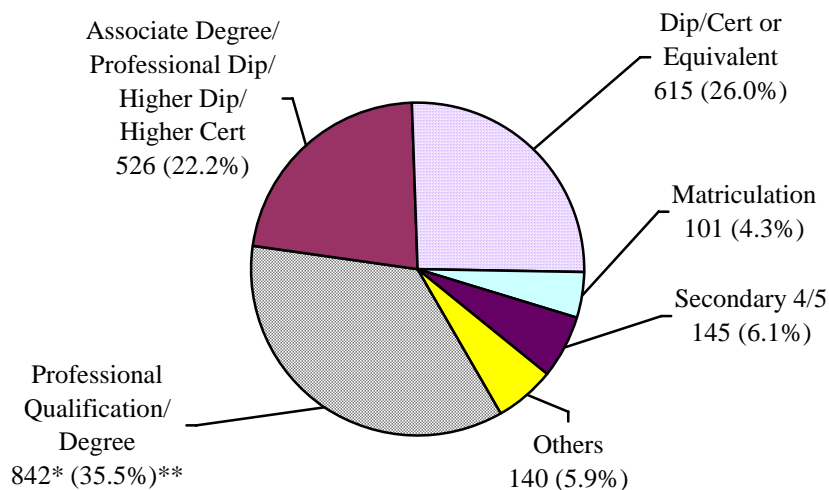
Total: 2 188 employees

Associate Degree/
Professional Dip/
Higher Dip/
Higher Cert
516 (23.6%)

Dip/Cert or
Equivalent
509 (23.3%)

Matriculation
138 (6.3%)

Secondary 4/5
129 (5.9%)

Others
1 (-)

Professional
Qualification/
Degree
895* (40.9%)**

* No. of employees
** As percentage of the number of employees at the job level
The percentage may not add up to 100 owing to rounding

Figure 10 (ii): Employers' Preferred Education Level of Employees at the Managerial/Professional Level in 2007

Total: 2 369 employees

Associate Degree/
Professional Dip/
Higher Dip/
Higher Cert
526 (22.2%)

Dip/Cert or
Equivalent
615 (26.0%)

Matriculation
101 (4.3%)

Secondary 4/5
145 (6.1%)

Professional
Qualification/
Degree
842* (35.5%)**

Others
140 (5.9%)

* No. of employees
** As percentage of the number of employees at the job level
The percentage may not add up to 100 owing to rounding

Figure 11 (i): Employers' Preferred Education Level of Employees at the Supervisory/Technician Level in 2005

Total: 12 551 employees

Secondary 3 or below
1 726 (13.8%)

Others
27 (0.2%)

Professional Qualification/ Degree
6* (-)**

Associate Degree/Professional Dip/Higher Dip/ Higher Cert
611 (4.9%)

Secondary 4/5
6 906 (55.0%)

Dip/Cert or Equivalent
2 636 (21.0%)

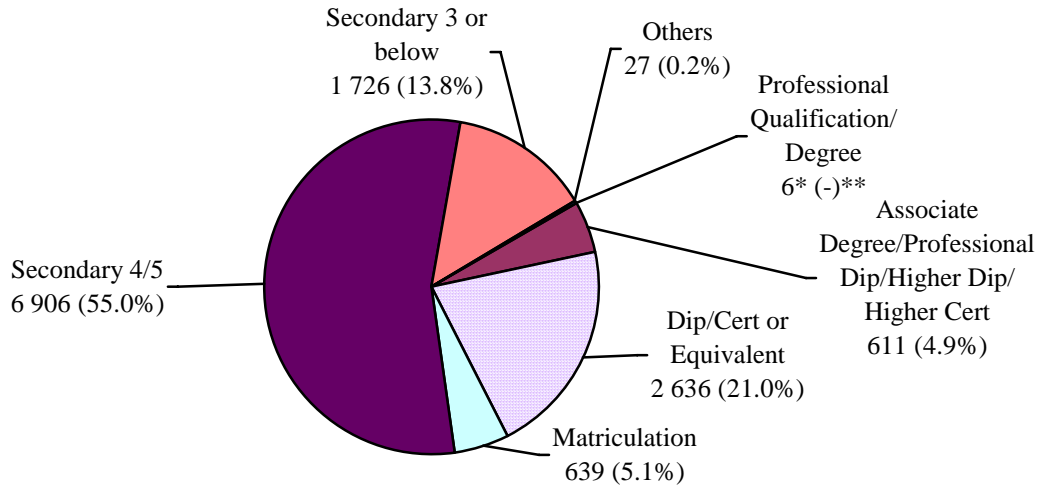Matriculation
639 (5.1%)

*   No. of employees
**   As percentage of the number of employees at the job level
        The percentage may not add up to 100 owing to rounding

Figure 11 (ii): Employers' Preferred Education Level of Employees at the Supervisory/Technician Level in 2007

Total: 12 332 employees

Secondary 3 or below
1 052 (8.5%)

Others
773 (6.3%)

Professional Qualification/Degree
75* (0.6%)**

Associate Degree/Professional Dip/Higher Dip/ Higher Cert
341 (2.8%)

Secondary 4/5
7 134 (57.8%)

Dip/Cert or Equivalent
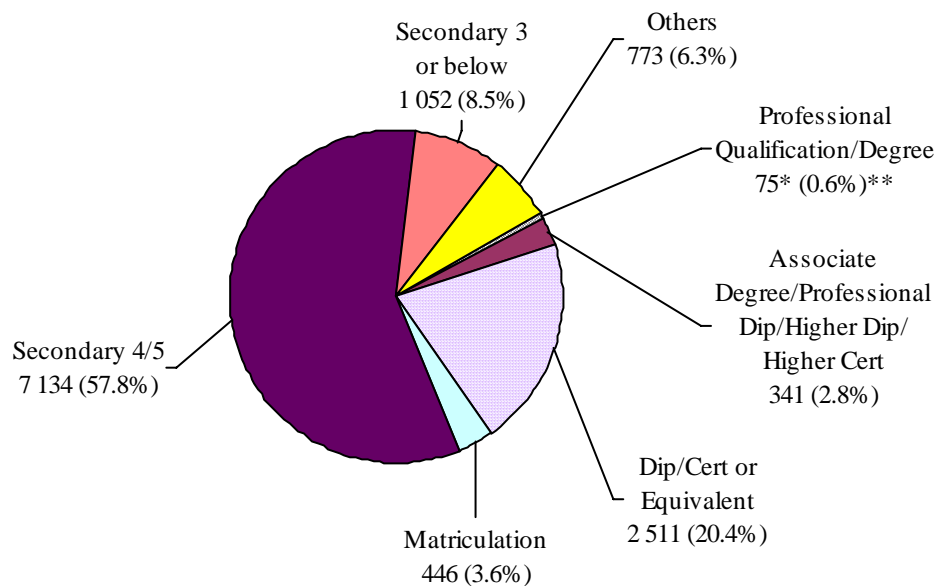2 511 (20.4%)

Matriculation
446 (3.6%)

*   No. of employees
**   As percentage of the number of employees at the job level
        The percentage may not add up to 100 owing to rounding

Figure 12(i): Employers' Preferred Education Level of Employees at the Security Guard Level in 2005

Total: 83 302 employees

Others
508 (0.6%)

Matriculation
33 (-)

Secondary 3
or below
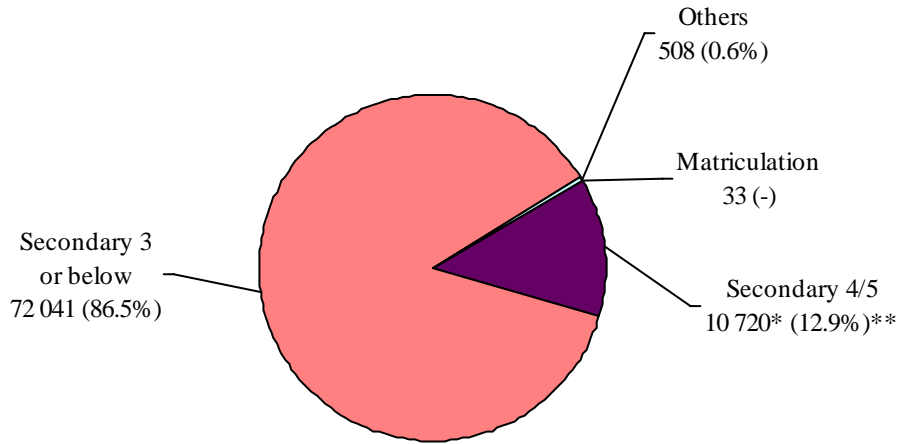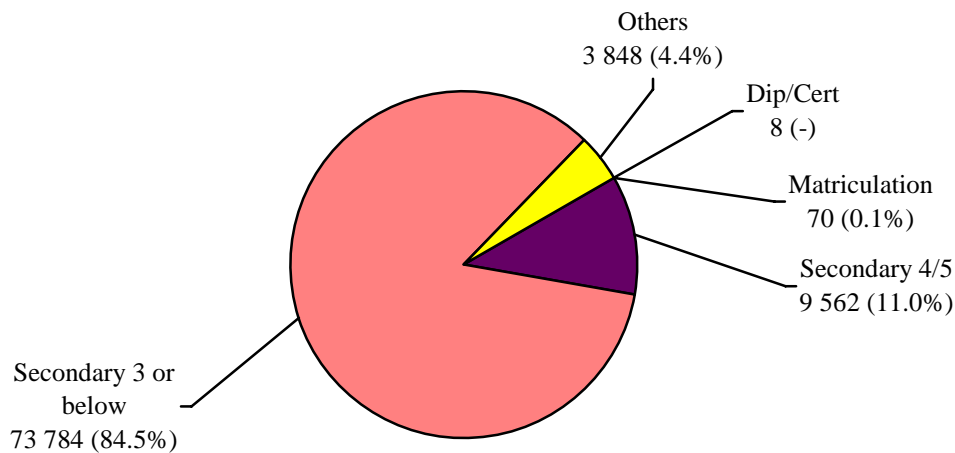72 041 (86.5%)

Secondary 4/5
10 720* (12.9%)**

*   No. of employees
**   As percentage of the number of employees at the job level
       The percentage may not add up to 100 owing to rounding

Figure 12(ii): Employers' Preferred Education Level of Employees at the Security Guard Level in 2007

Total: 87 272 employees

Others
3 848 (4.4%)

Dip/Cert
8 (-)

Matriculation
70 (0.1%)

Secondary 4/5
9 562 (11.0%)

Secondary 3 or
below
73 784 (84.5%)

*   No. of employees
**   As percentage of the number of employees at the job level
       The percentage may not add up to 100 owing to rounding

Table K: Employers' Preferred Education of Employees by Level by Principal Job

Job Level	Professional Qualification/ Degree	Associate Degree/ Professional Dip/ Higher Dip/ Higher Cert	Diploma/ Cert/ Equivalent	Matriculation	Secondary 4/5	Secondary 3 or below	Others	Total
MANAGERIAL/PROFESSIONAL LEVEL								
Senior Manager	241	45	81	11	3	-	9	**390**
Security Manager/Operations Manager/Security Centre Controller	267	87	345	26	2	-	128	**855**
Security Consultant	37	7	20	-	-	-	-	**64**
Security System Project Manager	68	53	3	-	140	-	-	**264**
Security System Design/Installation/Maintenance Engineer	195	309	99	62	-	-	-	**665**
Security Training Manager	9	4	12	2	-	-	2	**29**
Other Security Services Related Manager	25	21	55	-	-	-	1	**102**
Sub-total:	*842*	*526*	*615*	*101*	*145*	*0*	*140*	*2 369*
(%)*	*(35.5)*	*(22.2)*	*(26.0)*	*(4.3)*	*(6.1)*	*(-)*	*(5.9)*	*(100)#*
SUPERVISORY/TECHNICIAN LEVEL								
Security Supervisor/Operations Supervisor/Security Centre Supervisor	36	194	837	343	6 350	1 018	554	**9 332**
Security System Installation/Maintenance Technician	-	68	1 331	10	424	34	3	**1 870**
Technical Support Staff	-	78	244	5	210	-	-	**537**
Security Training Officer	1	1	24	16	-	-	2	**44**
VIP Protection Officer/Private Body Guard	-	-	-	12	-	-	-	**12**
Other Security Services Related Supervising Personnel	38	-	75	60	150	-	214	**537**
Sub-total:	*75*	*341*	*2 511*	*446*	*7 134*	*1 052*	*773*	*12 332*
(%)*	*(0.6)*	*(2.8)*	*(20.4)*	*(3.6)*	*(57.8)*	*(8.5)*	*(6.3)*	*(100)#*
SECURITY GUARD LEVEL								
Security Guard	-	-	-	-	9 027	72 594	3 848	**85 469**
Armed Guard	-	-	-	-	231	974	-	**1 205**
Other Security Services Related Personnel	-	-	8	70	304	216	-	**598**
Sub-total:	*0*	*0*	*8*	*70*	*9 562*	*73 784*	*3 848*	*87 272*
(%)*	*(-)*	*(-)*	*(-)*	*(0.1)*	*(11.0)*	*(84.5)*	*(4.4)*	*(100)#*
GRAND TOTAL:	**917**	**867**	**3 134**	**617**	**16 841**	**74 836**	**4 761**	**101 973**
(%)**	*(0.9)*	*(0.8)*	*(3.1)*	*(0.6)*	*(16.5)*	*(73.4)*	*(4.7)*	*(100)#*

*   As percentage of the number of employees at the same job level
**   As percentage of the total number of employees in the industry
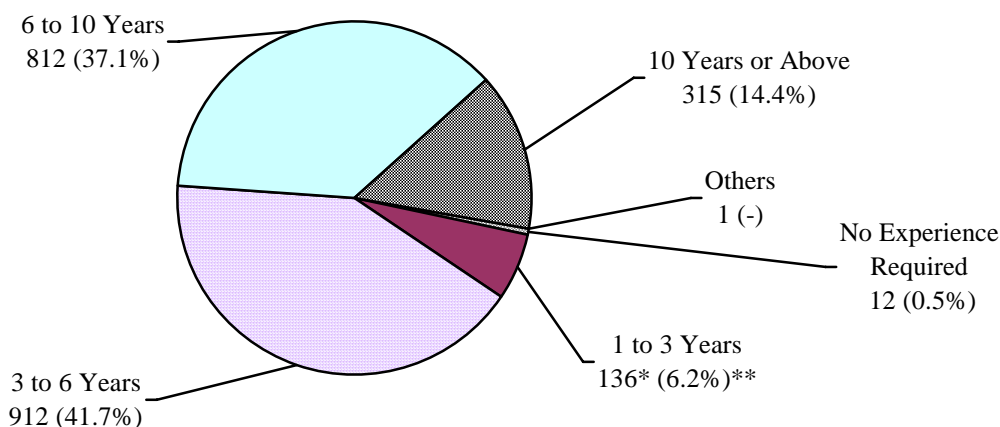#   The percentage may not add up to 100 owing to rounding

Employers' Preferred Period of Experience of Employees

2.16   The survey reveals that 44.7% of the employees at the Managerial/Professional level were preferred to have 3 to 6 years of experience. 52.8% of the employees at the Supervisory/Technician level were preferred to have 3 to 6 years of experience and 46.5% of the employees at the Security Guard level were preferred to have less than 1 year of experience. Comparisons of the employers' preferred period of experience of employees between 2005 and 2007 by job level are shown in **Figures 13 to 15**. A summary of the employers' preferred experience of employees by principal job is presented in **Table L**. Details of the employers' preferred period of experience of employees by branch by principal job are shown in **Appendix 11**.

**Figure 13(i):   Employers' Preferred Period of Experience of Employees
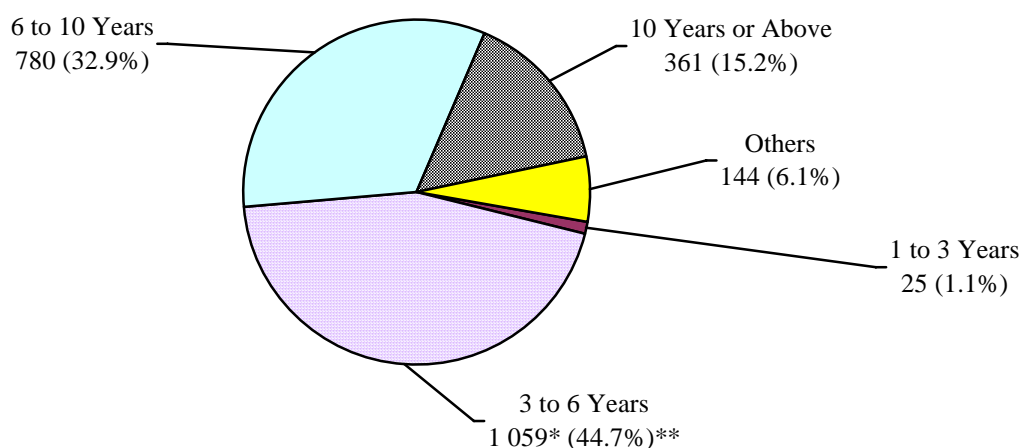at the Managerial/Professional Level in 2005**

Total: 2 188 employees

6 to 10 Years
812 (37.1%)

10 Years or Above
315 (14.4%)

Others
1 (-)

No Experience
Required
12 (0.5%)

1 to 3 Years
136* (6.2%)**

3 to 6 Years
912 (41.7%)

*   No. of employees
**   As percentage of the number of employees at the job level
        The percentage may not add up to 100 owing to rounding

**Figure 13(ii): Employers' Preferred Period of Experience of Employees
at the Managerial/Professional Level in 2007**

Total: 2 369 employees

6 to 10 Years
780 (32.9%)

10 Years or Above
361 (15.2%)

Others
144 (6.1%)

1 to 3 Years
25 (1.1%)

3 to 6 Years
1 059* (44.7%)**

*   No. of employees
**   As percentage of the number of employees at the job level
        The percentage may not add up to 100 owing to rounding

**Figure 14(i): Employers' Preferred Period of Experience of Employees
at the Supervisory/Technician Level in 2005**

Total: 12 551 employees

6 to 10 Years
186 (1.5%)

10 Years or Above
30 (0.2%)

No Experience
Required
82 (0.7%)

Others
27 (0.2%)

3 to 6 Years
6 853 (54.6%)

Less than 1 Year
191* (1.5%)**

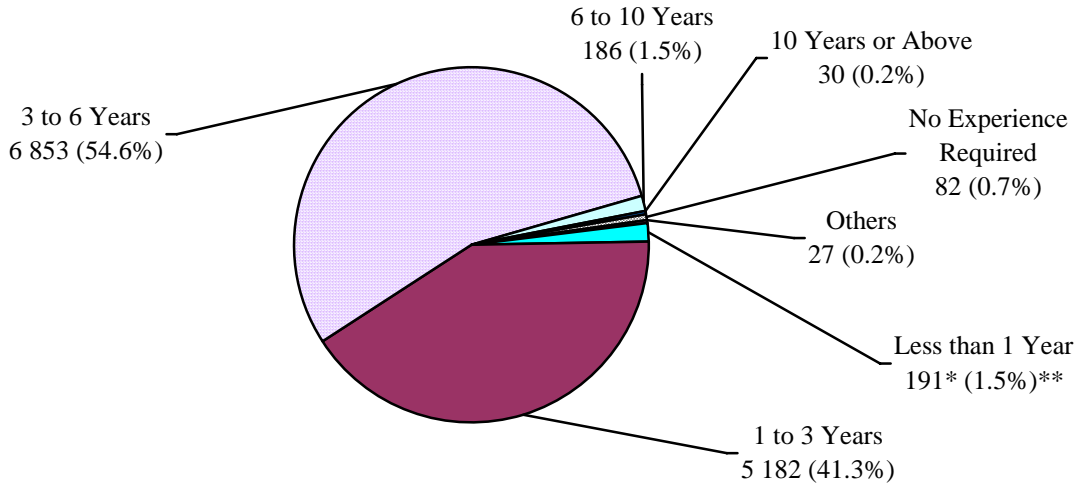1 to 3 Years
5 182 (41.3%)

*   No. of employees
**   As percentage of the number of employees at the job level
The percentage may not add up to 100 owing to rounding

**Figure 14(ii): Employers' Preferred Period of Experience of Employees
at the Supervisory/Technician Level in 2007**

Total: 12 332 employees

6 to 10 Years
207 (1.7%)

Others
798 (6.5%)

3 to 6 Years
6 519 (52.8%)

No experience
required
31 (0.3%)

Less than 1 Years
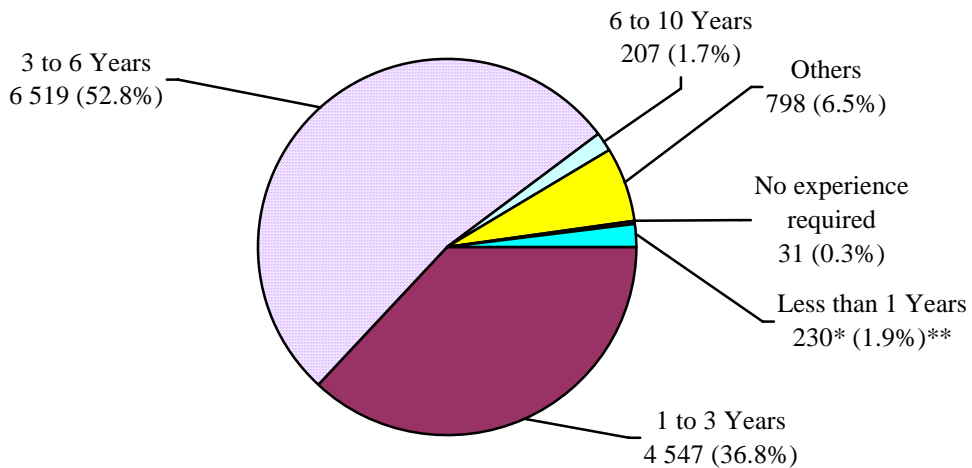230* (1.9%)**

1 to 3 Years
4 547 (36.8%)

*   No. of employees
**   As percentage of the number of employees at the job level
The percentage may not add up to 100 owing to rounding

**Figure 15(i):   Employers' Preferred Period of Experience of Employees
at the Security Guard Level in 2005**

Total: 83 302 employees

1 to 3 Years
22 031 (26.4%)

3 to 6 Years
893 (1.1%)

No Experience
Required
17 216 (20.7%)

Others
27 (0.2%)

Less than 1 Year
42 654* (51.2%)**
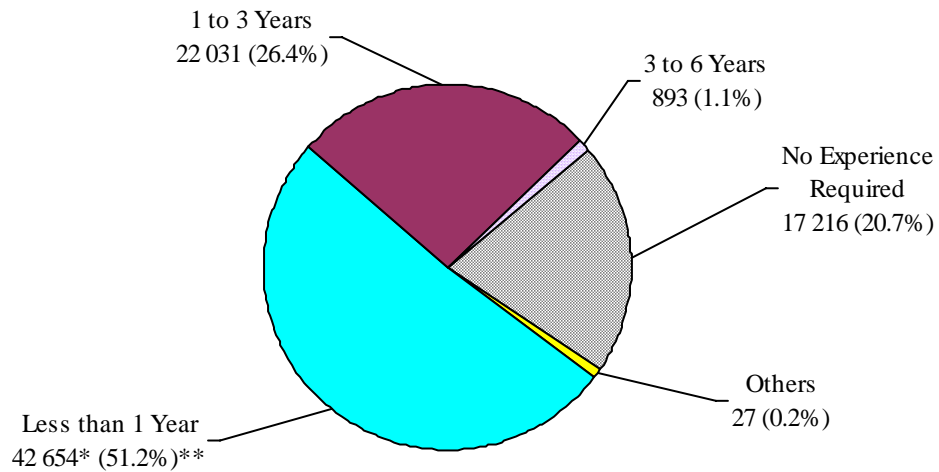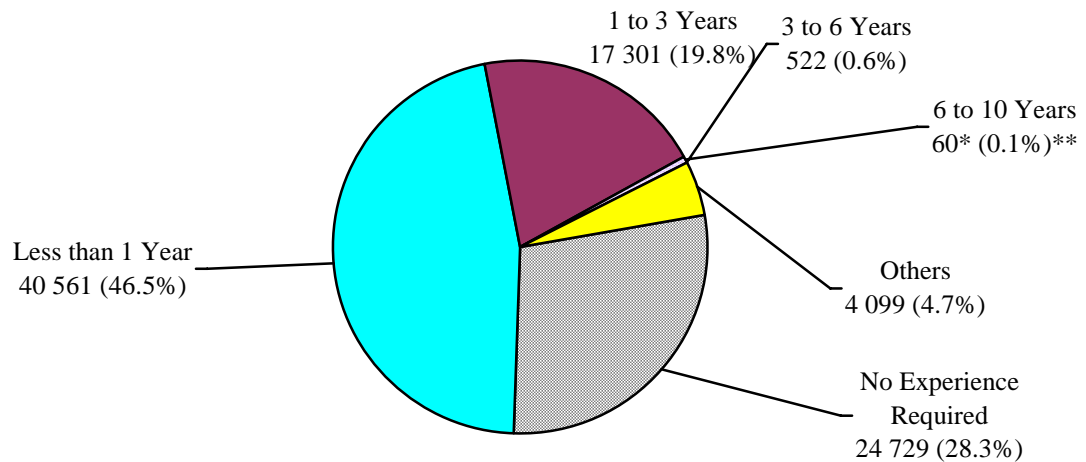
*   No. of employees
**   As percentage of the number of employees at the job level
     The percentage may not add up to 100 owing to rounding

**Figure 15(ii):   Employers' Preferred Period of Experience of Employees
at the Security Guard Level in 2007**

Total: 87 272 employees

1 to 3 Years
17 301 (19.8%)

3 to 6 Years
522 (0.6%)

6 to 10 Years
60* (0.1%)**

Less than 1 Year
40 561 (46.5%)

Others
4 099 (4.7%)

No Experience
Required
24 729 (28.3%)

*   No. of employees
**   As percentage of the number of employees at the job level
     The percentage may not add up to 100 owing to rounding

Table L: Employers' Preferred Period of Experience of Employees by Principal Job

Job Level	No Experience Required	Less than 1 Year	1 to 3 Years	3 to 6 Years	6 to 10 Years	10 Years or above	Others	Total
MANAGERIAL/PROFESSIONAL LEVEL								
Senior Manager	-	-	1	119	86	174	10	**390**
Security Manager/Operations Manager/Security Centre Controller	-	-	12	332	260	122	129	**855**
Security Consultant	-	-	-	30	30	4	-	**64**
Security System Project Manager	-	-	2	196	54	12	-	**264**
Security System Design/Installation/Maintenance Engineer	-	-	10	310	297	48	-	**665**
Security Training Manager	-	-	-	11	15	1	2	**29**
Other Security Services Related Manager	-	-	-	61	38	-	3	**102**
Sub-total:	*0*	*0*	*25*	*1 059*	*780*	*361*	*144*	*2 369*
*(%)**	*(-)*	*(-)*	*(1.1)*	*(44.7)*	*(32.9)*	*(15.2)*	*(6.1)*	*(100)#*
SUPERVISORY/TECHNICIAN LEVEL								
Security Supervisor/Operations Supervisor/Security Centre Supervisor	31	99	3 207	5 335	87	-	573	**9 332**
Security System Installation/Maintenance Technician	-	101	972	754	40	-	3	**1 870**
Technical Support Staff	-	-	210	258	69	-	-	**537**
Security Training Officer	-	-	23	16	1	-	4	**44**
VIP Protection Officer/Private Body Guard	-	-	-	12	-	-	-	**12**
Other Security Services Related Supervising Personnel	-	30	135	144	10	-	218	**537**
Sub-total:	*31*	*230*	*4 547*	*6 519*	*207*	*0*	*798*	*12 332*
*(%)**	*(0.3)*	*(1.9)*	*(36.8)*	*(52.8)*	*(1.7)*	*(-)*	*(6.5)*	*(100)#*
SECURITY GUARD LEVEL								
Security Guard	24 722	39 171	16 935	522	60	-	4 059	**85 469**
Armed Guard	-	962	209	-	-	-	34	**1 205**
Other Security Services Related Personnel	7	428	157	-	-	-	6	**598**
Sub-total:	*24 729*	*40 561*	*17 301*	*522*	*60*	*0*	*4 099*	*87 272*
*(%)**	*(28.3)*	*(46.5)*	*(19.8)*	*(0.6)*	*(0.1)*	*(-)*	*(4.7)*	*(100)#*
GRAND TOTAL:	**24 760**	**40 791**	**21 873**	**8 100**	**1 047**	**361**	**5 041**	**101 973**
*(%)***	*(24.3)*	*(40.1)*	*(21.4)*	*(7.9)*	*(1.0)*	*(0.4)*	*(4.9)*	*(100)#*

(%)*   As percentage of the number of employees at the same job level
(%)**   As percentage of the total number of employees in the industry
(%)#   The percentage may not add up to 100 owing to rounding

Employers' Preferred Vocational Qualifications of Employees

2.17   The Survey reveals that most employers preferred their employees at the Managerial/Professional level to be qualified members of major security associations/institutions.   For supervisors and security guards, most employers preferred their employees to possess trade test certificates and to have received security training under the Recognition Scheme. For technicians, employers preferred them to have technical certificates.   **Table M** shows the employers' preferred vocational qualifications of employees by job level.   Details of the employers' preferred vocational qualifications by branch by job level are also presented in **Appendix 12**.

Table M: Employers' Preferred Vocational Qualification of Employees by Job Level

Employers' Preferred Vocational Qualifications / Number of Responding Security Companies/ Owners Corporations/ Supplementary Samples	Job Level of Employees			
	Manager	**Supervisor**	**Technician**	**Security Guard**
Qualified Member of major Security Institutions/Associations	247	124	12	43
Certificate of Security Trainers Courses	117	91	20	40
Certificate of Trade Tests for Security Guards of the Security Services Training Board, VTC	173	716	80	2 192
Certificate of Security Guard Training Course under the Recognition Scheme	88	202	50	718
A Pass under the Scheme for Quality Assured In-House Training	33	49	31	193
Technical Certificate	112	37	183	10
Certificate of Skills Upgrading Scheme	25	52	23	57
Others	2	2	2	1

*   May choose more than 1 vocational qualification

Income Distribution

2.18   The Survey shows that 614 employees (or 25.9%) at the Managerial/Professional level were in the income range of $15,001 to $20,000 (as compared with 26.2% in the income range of $20,001 to $30,000 in 2005).   For Supervisory/Technician level, 4 241 employees (or 34.4%) were in the income range of $10,001 to $15,000 in 2007 while the median salary range was $7,501 to $9,000 in 2005.   For Security Guard level, 50 626 employees (or 49.6%) received income in the range of $6,001 to $7,500 which is generally the same as in the previous survey. **Table N** and **Figure 16** show the analysis of income distribution by principal job level.   Since this is not an income survey, the information obtained is for cross-reference only.

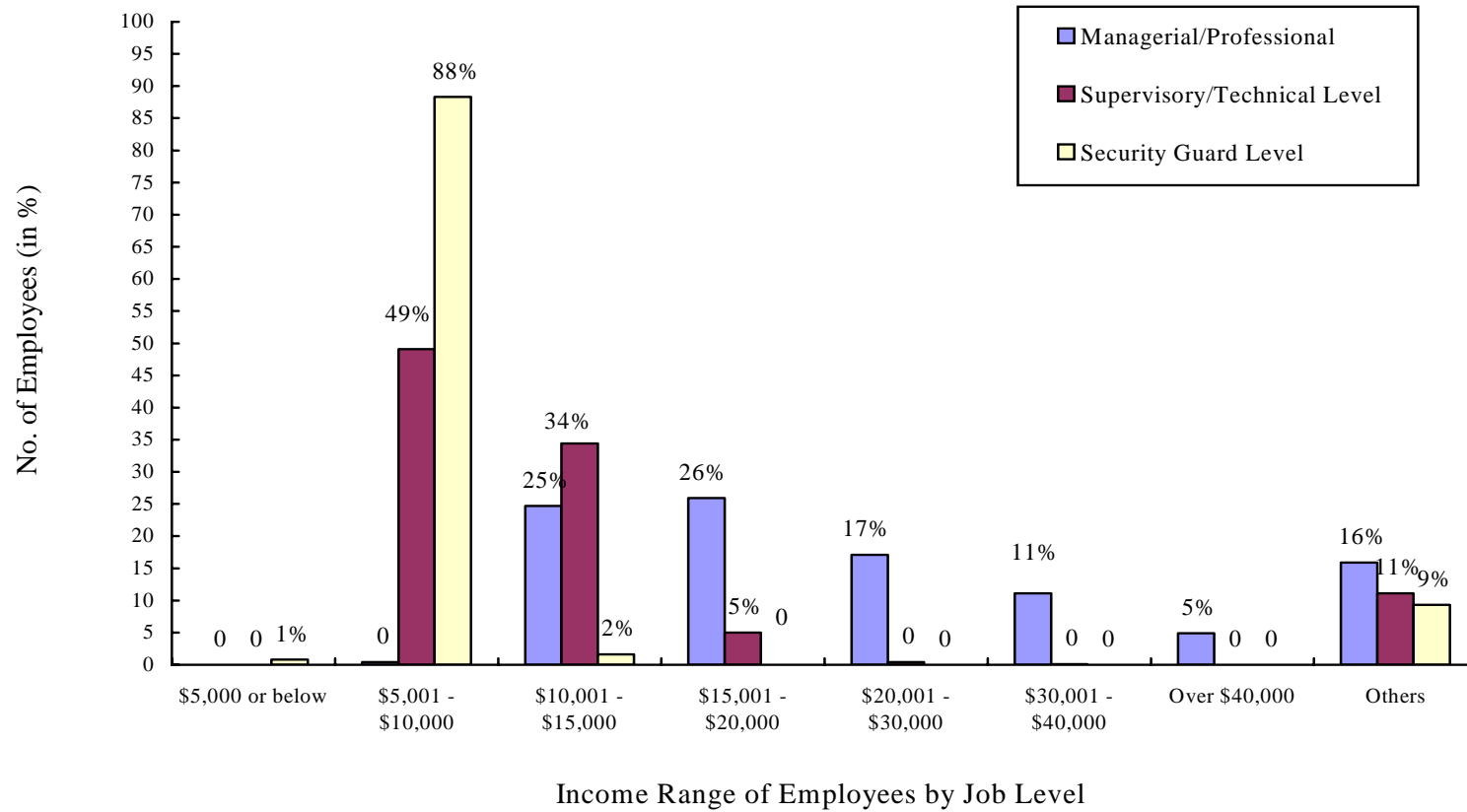# Table N: Income Distribution of Employees by Principal Job

Job Level	$5000 or below	$5,001-$6,000	$6,001-$7,500	$7,501-$9,000	$9,001-$10,000	$10,001-$15,000	$15,001-$20,000	$20,001-$30,000	$30,001-$40,000	Over $40,000	Others	Total
MANAGERIAL/PROFESSIONAL LEVEL												
Senior Manager	-	-	-	-	-	10	47	103	107	59	64	**390**
Security Manager/Operations Manager/ Security Centre Controller	-	-	-	-	10	120	220	117	106	43	239	**855**
Security Consultant	-	-	-	-	-	7	30	10	3	1	13	**64**
Security System Project Manager	-	-	-	-	-	24	180	29	17	7	7	**264**
Security System Design/Installation/ Maintenance Engineer	-	-	-	-	-	388	88	119	24	2	44	**665**
Security Training Manager	-	-	-	-	-	5	9	6	2	1	6	**29**
Other Security Services Related Manager	-	-	-	-	-	32	40	20	3	4	3	**102**
Sub-total:	*0*	*0*	*0*	*0*	*10*	*586*	*614*	*404*	*262*	*117*	*376*	*2 369*
*(%)**	*(-)*	*(-)*	*(-)*	*(-)*	*(0.4)*	*(24.7)*	*(25.9)*	*(17.1)*	*(11.1)*	*(4.9)*	*(15.9)*	*(100)#*
SUPERVISORY/TECHNICIAN LEVEL												
Security Supervisor/Operations Supervisor/Security Centre Supervisor	-	31	443	1 891	2 601	3 055	319	29	-	-	963	**9 332**
Security System Installation/Maintenance Technician	-	-	60	158	584	802	135	8	4	-	119	**1 870**
Technical Support Staff	-	-	2	16	106	248	99	9	-	-	57	**537**
Security Training Officer	-	-	-	-	7	7	16	-	-	-	14	**44**
VIP Protection Officer/Private Body Guard	-	-	-	-	-	12	-	-	-	-	-	**12**
Other Security Services Related Supervising Personnel	-	-	-	44	105	117	42	-	10	-	219	**537**
Sub-total:	*0*	*31*	*505*	*2 109*	*3 403*	*4 241*	*611*	*46*	*14*	*0*	*1 372*	*12 332*
*(%)**	*(-)*	*(0.3)*	*(4.1)*	*(17.1)*	*(27.6)*	*(34.4)*	*(5.0)*	*(0.4)*	*(0.1)*	*(-)*	*(11.1)*	*(100)#*
SECURITY GUARD LEVEL												
Security Guard	701	13 717	49 799	11 136	1 526	440	17	-	-	-	8 133	**85 469**
Armed Guard	-	-	28	244	54	879	-	-	-	-	-	**1 205**
Other Security Services Related Personnel	-	-	294	224	35	18	20	-	-	-	7	**598**
Sub-total:	*701*	*13 717*	*50 121*	*11 604*	*1 615*	*1 337*	*37*	*0*	*0*	*0*	*8 140*	*87 272*
*(%)**	*(0.8)*	*(15.7)*	*(57.4)*	*(13.3)*	*(1.9)*	*(1.6)*	*(-)*	*(-)*	*(-)*	*(-)*	*(9.3)*	*(100)#*
GRAND TOTAL:	**701**	**13 748**	**50 626**	**13 713**	**5 028**	**6 164**	**1 262**	**450**	**276**	**117**	**9 888**	**101 973**
*(%)***	*(0.7)*	*(13.5)*	*(49.6)*	*(13.4)*	*(4.9)*	*(6.1)*	*(1.3)*	*(0.4)*	*(0.3)*	*(0.1)*	*(9.7)*	*(100)#*

(%)*   As percentage of the total number of employees at the same job level
(%)**   As percentage of the total number of employees in the industry
(%)#   The percentage may not add up to a total owing to rounding

Figure 16(i): **Income Distribution of Employees by Principal Job By Income Range in 2007**

Income Range of Employees by Job Level

No. of Employees (in %)

Legend:
- Managerial/Professional
- Supervisory/Technical Level
- Security Guard Level

Data points by income range:
- $5,000 or below: 0, 0, 1%
- $5,001 - $10,000: 0, 49%, 88%
- $10,001 - $15,000: 25%, 34%, 2%
- $15,001 - $20,000: 26%, 5%, 0
- $20,001 - $30,000: 17%, 0, 0
- $30,001 - $40,000: 11%, 0, 0
- Over $40,000: 5%, 0, 0
- Others: 16%, 11%, 9%

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

Figure 16(ii): **Income Distribution of Employees by Principal Job By Income Range in 2005**
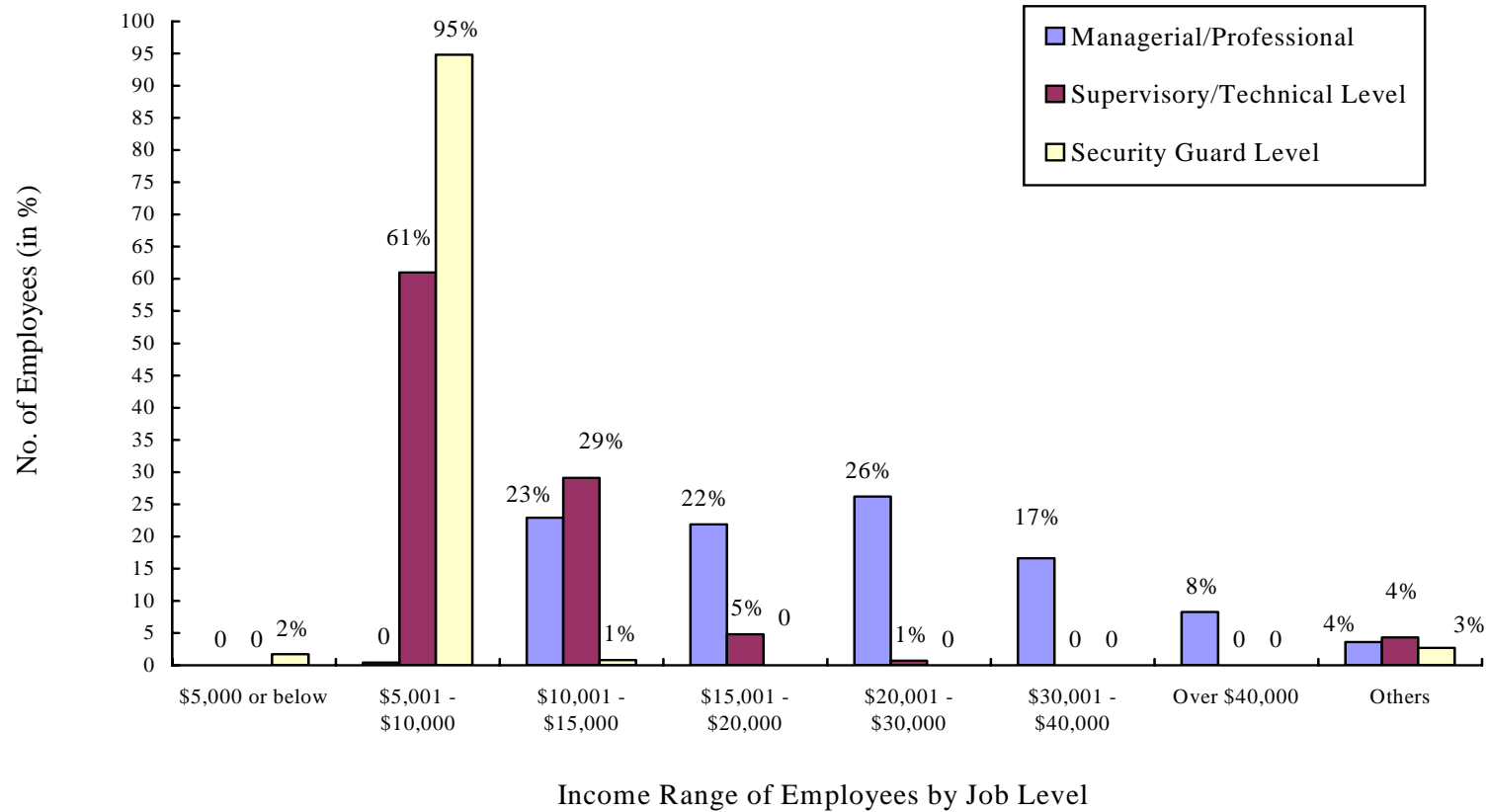

* Number of employees in a particular income range by job level

Training Places (In-house and External) Provided in the Past 12 months

2.19   The Survey reveals that in the past 12 months, employers had provided 19 604 training places to their employees, including 17 529 places sponsored by employers and 2 075 in-house training places. The most popular type for both in-house and external training was customer services while the second most popular for in-house training was 250 in fire prevention and for external training courses was 2 722 in skills upgrading. **Figures 17(i) and (ii)** show the numbers of in-house and external training places by type provided to employees in the past 12 months.   The number of training places provided in the past 12 months by type by job level is illustrated in **Table O**.   Details of the training places sponsored by employers in the next 12 months by type by branch by job level are presented in **Appendix 13.**

Figure 17(i): Comparison on the Number of In-house Training Places Provided in the Past 12 Months
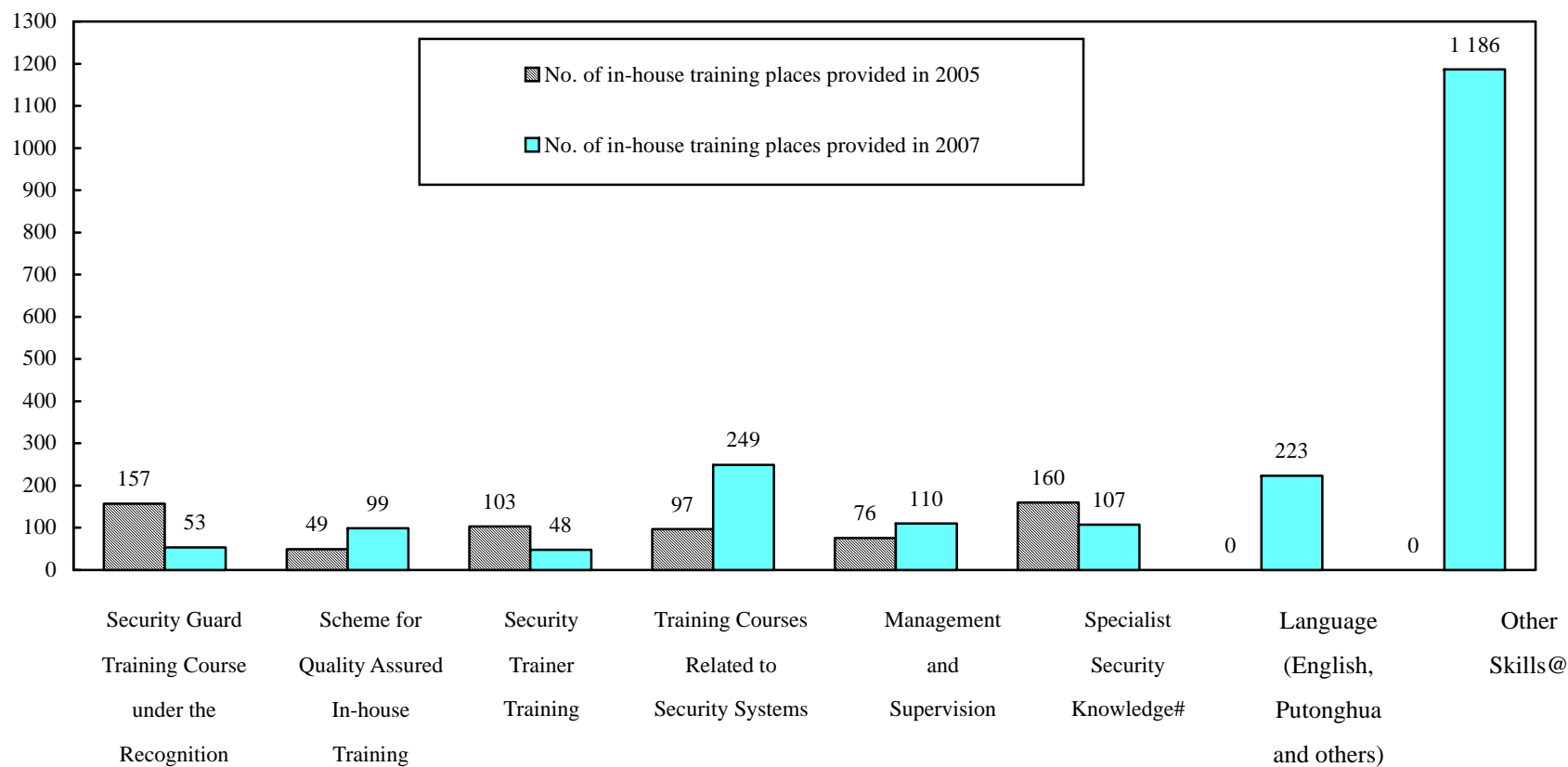
* As percentage of the total number of in-house training places

Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Special Security Knowledge

@ Including Fire Prevention, First Aid, Health & Safety, Soft Skills and Other Skills, etc.

Figure 17(ii):   Comparison of the Number of External Training Places Provided in the Past 12 Months
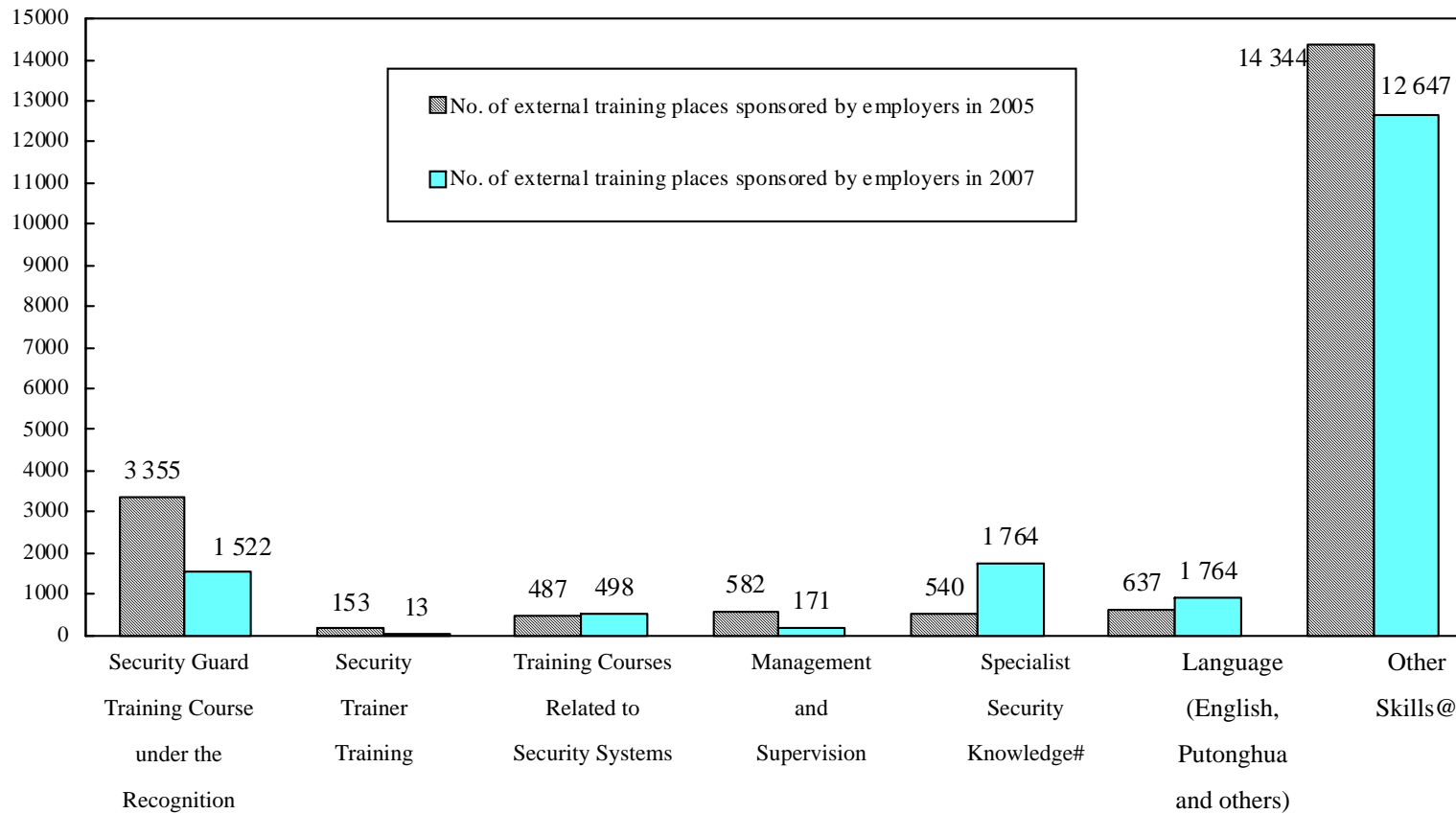

As percentage of the total number of in-house training places

\#   Including Use of Firearms & Weapons, Cash-in-transit, VIP Protection, Guard Dog Handler Training, Armed Instructor Training, Central Alarm Monitoring Station and Other Special Security Knowledge

@   Including Fire Prevention, First Aid, Health & Safety, Soft Skills and Other Skills, etc.

Table O: **Number of Training Places provided in the Past 12 Months By Type by Job Level**

Job Level / Type of Courses	Managerial/Professional		Supervisory		Technician		Security Guard		Total	
	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training
Security Guard Training Courses										
(i) Courses under the Recognition Scheme	12	1	38	6	1	-	1 471	46	**1 522**	**53**
Scheme for Quality Assured In-house Training	-	12	-	18	-	-	-	69	**0**	**99**
Security Trainer Training	1	2	10	5	2	1	-	40	**13**	**48**
Training Courses Related to Security Systems	45	34	54	37	384	113	15	65	**498**	**249**
Management and Supervision	36	19	124	75	5	5	6	11	**171**	**110**
Specialist Security Knowledge										
(i) Use of Firearms and Weapons	-	1	35	2	-	-	218	7	**253**	**10**
(ii) Cash-in-transit	-	1	-	2	-	-	19	7	**19**	**10**
(iii) VIP Protection	-	-	-	2	-	-	-	12	**0**	**14**
(iv) Guard dog handler training	-	-	-	-	-	-	2	1	**2**	**1**
(v) Armed instructor training	-	1	-	-	-	-	-	-	**0**	**1**
(vi) Central alarm monitoring station	-	1	-	1	-	1	-	2	**0**	**5**
(vii) Other Special Security Knowledge	28	7	200	19	10	11	1 252	29	**1 490**	**66**

Job Level / Type of Courses	Managerial/Professional		Supervisory		Technician		Security Guard		Total	
	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training	Sponsored by Employers	In-house Training
Language										
(i) English	3	19	78	42	1	13	412	17	**494**	**91**
(ii) Putonghua	9	21	78	43	2	13	331	15	**420**	**92**
(iii) Others	-	3	-	2	-	-	-	35	**0**	**40**
Other Skills										
(i) Fire Prevention	95	24	145	42	247	13	1 154	171	**1 641**	**250**
(ii) First Aid	32	11	111	32	67	8	559	61	**769**	**112**
(iii) Health & Safety	77	31	113	50	267	14	867	91	**1 324**	**186**
(iv) Customer Service	59	33	635	87	302	7	3 363	196	**4 359**	**323**
(v) Soft Skills	30	19	412	72	6	2	1 312	111	**1 760**	**204**
(vi) Related Skills Upgrading	38	19	552	34	98	24	2 034	12	**2 722**	**89**
(vii) Others	14	6	-	7	58	3	-	6	**72**	**22**
Total:	**479**	**265**	**2 585**	**578**	**1 450**	**228**	**13 015**	**1 004**	**17 529**	**2 075**