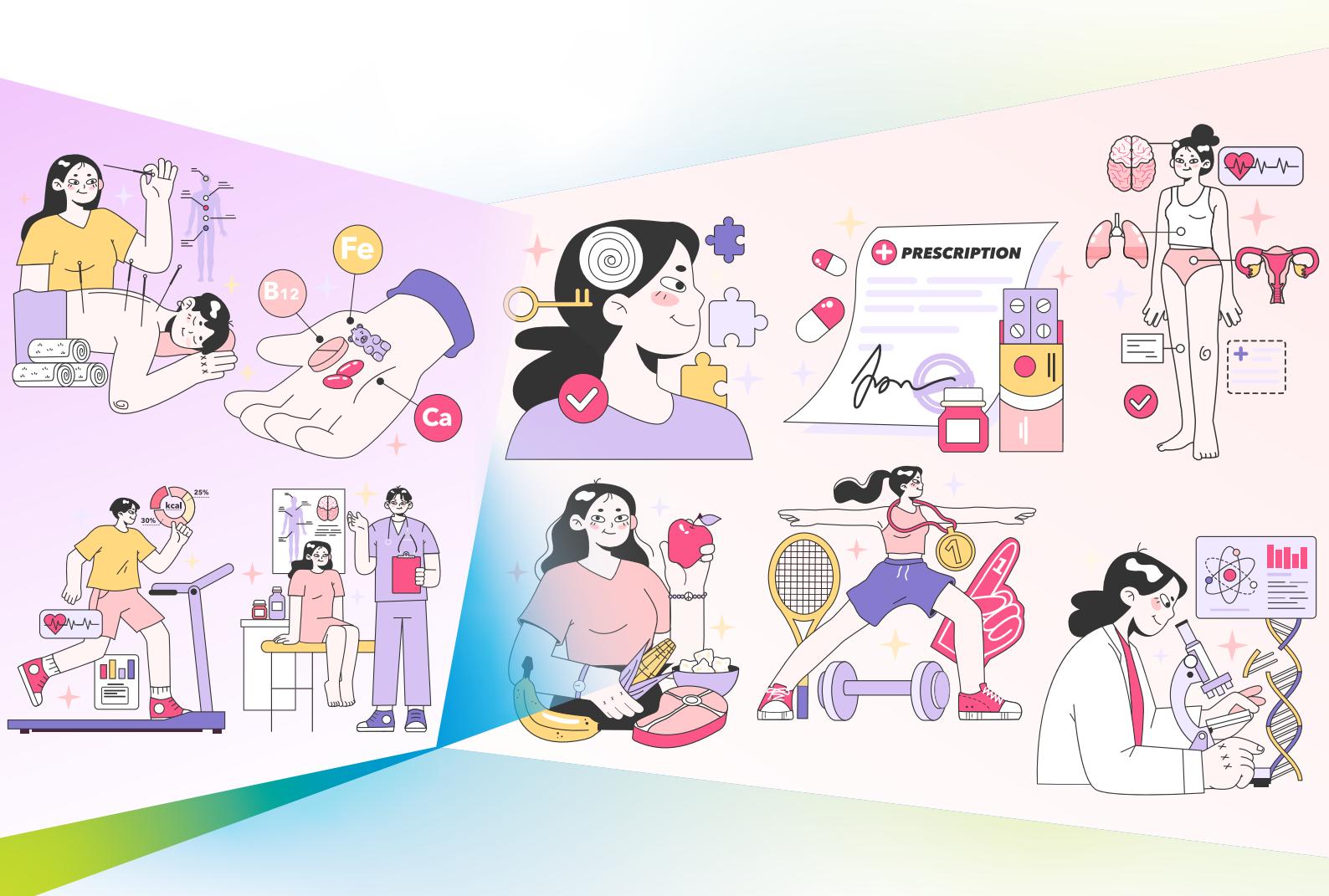


Healthcare and Wellness Sector
Manpower Survey Report
健康護理及保健業 • 人力調查報告書

2024-2025



2024-2025 Manpower Survey Report

Healthcare and Wellness Sector

Healthcare and Wellness Training Board

Vocational Training Council

CONTENTS

	<u>Page</u>
Acknowledgement	1
1. Executive Summary	2-35
2. Introduction	
Background	36
Objectives	36
Survey Coverage	37-38
3. Methodology	
Sample Design	39
Questionnaire Design	39-40
Data Collection	40-41
Data Analysis	41
Manpower Projection Methodology	41
4. Survey Findings of Individual Scope of Service/Business	
A. Chinese Medicine Services	
Full-time Employees	42
Prominent Principal Jobs	42
Full-time Vacancies	43
Trainees / Apprentices	44
Part-time Employees	44
Freelancers	45
Average Monthly Remuneration Package of Full-time Employees	45-46
Preferred Education Level	46
Preferred Years of Experience	46-47
Employees Left and Recruited	48
Recruitment Difficulties	49

Employers' Views on Requirements for the Services in the Next 12 Months	50
Expected Change in the Number of Full-time Employees in the Next 12 Months	51
Employers' Views on Whether the Need to Recruit Professionals from Overseas to Fill Positions in the Local Market	51
Biggest Challenges in the Next 12 Months	52
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	53
Training Requirements	54
B. Dental Services	
Full-time Employees	55
Prominent Principal Jobs	55
Full-time Vacancies	56
Prominent Full-time Vacancies	56
Part-time Employees	57
Freelancers	57
Average Monthly Remuneration Package of Full-time Employees	58
Preferred Education Level	58-59
Preferred Years of Experience	59
Employees Left and Recruited	60
Recruitment Difficulties	61
Employers' Views on Requirements for the Services in the Next 12 Months	62
Expected Change in the Number of Full-time Employees in the Next 12 Months	63
Employers' Views on Expected Changes in Introducing New Job Positions or Drastic Changes in the Existing Jobs	64
Employers' Views on Whether the Need to Recruit Professionals from Overseas to Fill Positions in the Local Market	64
Biggest Challenges in the Next 12 Months	65
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	66

Training Requirements	67
C. Elderly Care Services	
Full-time Employees	68
Prominent Principal Jobs	68
Full-time Vacancies	69
Prominent Full-time Vacancies	69
Trainees / Apprentices	70
Part-time Employees	70
Freelancers	71
Average Monthly Remuneration Package of Full-time Employees	71-72
Preferred Education Level	72
Preferred Years of Experience	72-73
Employees Left and Recruited	73-74
Recruitment Difficulties	74-75
Employers' Views on Requirements for the Services in the Next 12 Months	76
Expected Change in the Number of Full-time Employees in the Next 12 Months	77
Employers' Views on Expected Changes in Introducing New Job Positions or Drastic Changes in the Existing Jobs	78
Employers' Views on Whether the Need to Recruit Professionals from Overseas to Fill Positions in the Local Market	78
Biggest Challenges in the Next 12 Months	79
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	80
Training Requirements	81
D. Medical Services	
Full-time Employees	82
Prominent Principal Jobs	82
Full-time Vacancies	83

Prominent Full-time Vacancies	83
Trainees / Apprentices	84
Part-time Employees	84
Freelancers	85
Average Monthly Remuneration Package of Full-time Employees	85-86
Preferred Education Level	86
Preferred Years of Experience	86-87
Employees Left and Recruited	87-88
Recruitment Difficulties	88-89
Employers' Views on Requirements for the Services in the Next 12 Months	90
Expected Change in the Number of Full-time Employees in the Next 12 Months	91
Employers' Views on Whether the Need to Recruit Professionals from Overseas to Fill Positions in the Local Market	91
Biggest Challenges in the Next 12 Months	92
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	93
Training Requirements	94
E. Rehabilitation Services	
Full-time Employees	95
Prominent Principal Jobs	95
Full-time Vacancies	96
Prominent Full-time Vacancies	96
Trainees / Apprentices	97
Part-time Employees	97
Freelancers	98
Average Monthly Remuneration Package of Full-time Employees	98-99
Preferred Education Level	99
Preferred Years of Experience	99-100

Employees Left and Recruited	100-101
Recruitment Difficulties	101-102
Employers' Views on Requirements for the Services in the Next 12 Months	103
Expected Change in the Number of Full-time Employees in the Next 12 Months	104
Employers' Views on Whether the Need to Recruit Professionals from Overseas to Fill Positions in the Local Market	104
Biggest Challenges in the Next 12 Months	105
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	106
Training Requirements	107
F. Healthcare Equipment and Technology, Food Technology	
Full-time Employees	108
Prominent Principal Jobs	108
Full-time Vacancies	109
Prominent Full-time Vacancies	109
Trainees / Apprentices	110
Part-time Employees	110
Average Monthly Remuneration Package of Full-time Employees	111
Preferred Education Level	111-112
Preferred Years of Experience	112
Employees Left and Recruited	113
Recruitment Difficulties	114
Employers' Views on Requirements for the Services / Business Volume in the Next 12 Months	115
Expected Change in the Number of Full-time Employees in the Next 12 Months	116
Biggest Challenges in the Next 12 Months	117
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	118
Training Requirements	119

G. Health Foods, Nutrition, Diet and Weight Management

Full-time Employees	120
Prominent Principal Jobs	120
Full-time Vacancies	121
Prominent Full-time Vacancies	121
Trainees / Apprentices	122
Part-time Employees	122
Freelancers	123
Average Monthly Remuneration Package of Full-time Employees	123-124
Preferred Education Level	124
Preferred Years of Experience	124-125
Employees Left and Recruited	125-126
Recruitment Difficulties	126-127
Employers' Views on Requirements for the Services / Business Volume in the Next 12 Months	128
Expected Change in the Number of Full-time Employees in the Next 12 Months	129
Employers' Views on Expected Changes in Introducing New Job Positions or Drastic Changes in the Existing Jobs	129
Biggest Challenges in the Next 12 Months	130
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	131
Training Requirements	132

H. Pharmacy and Dispensing Services

Full-time Employees	133
Prominent Principal Jobs	133
Full-time Vacancies	134
Trainees / Apprentices	135
Part-time Employees	135
Average Monthly Remuneration Package of Full-time Employees	136

Preferred Education Level	136-137
Preferred Years of Experience	137
Employees Left and Recruited	138
Recruitment Difficulties	139
Employers' Views on Requirements for the Services / Business Volume in the Next 12 Months	140
Expected Change in the Number of Full-time Employees in the Next 12 Months	141
Biggest Challenges in the Next 12 Months	142
Plans Considered Useful to Tackle the Challenges in the Next 12 Months	143
Training Requirements	144
I. Testing and Certification	
Full-time Employees	145
Prominent Principal Jobs	145
Full-time Vacancies	146
Prominent Full-time Vacancies	146
Trainees / Apprentices	147
Part-time Employees	147
Freelancers	148
Average Monthly Remuneration Package of Full-time Employees	148-149
Preferred Education Level	149
Preferred Years of Experience	149-150
Employees Left and Recruited	151
Recruitment Difficulties	152
Employers' Views on Requirements for the Services in the Next 12 Months	153
Expected Change in the Number of Full-time Employees in the Next 12 Months	154
Biggest Challenges in the Next 12 Months	155

Plans Considered Useful to Tackle the Challenges in the Next 12 Months	156
Training Requirements	157
5. Manpower Analysis	
Business Outlook	158-175
Manpower Projection and Annual Additional Manpower Requirement	176
6. Recommendations	177-179
Appendix 1 - Membership of Healthcare and Wellness Training Board	180
Appendix 2 - Terms of Reference of Healthcare and Wellness Training Board	181-182
Appendix 3 - Membership of Working Party on Manpower Survey	183
Appendix 4 - Definition of Terms	184-185
Appendix 5 - Survey Documents	186-258
Appendix 6 - Quality Control Measures	259
Appendix 7 - Response Profile	260
Appendix 8 - Statistical Tables	261-304

Acknowledgement

The Healthcare and Wellness Training Board would like to express its gratitude to all respondents of the sampled companies for providing the information required by the survey.

1 Executive Summary

Background

1.1 The Healthcare and Wellness Training Board (Training Board) of the Vocational Training Council (VTC) conducted a manpower survey for the healthcare and wellness sector from July to December 2024, with the data reference date on 2 July 2024. This report presents the survey findings on the latest manpower situation in the healthcare and wellness sector and proposes recommendations on manpower demand and training needs for different stakeholders in the sector, including employers, employees, and training providers, drawing on the business outlook.

Survey Coverage and Methodology

1.2 The survey covered around 16 968 companies in different scopes of service/business of the healthcare and wellness sector. By adopting the stratified random sampling method to select companies from the Central Register of Establishments of the Census and Statistics Department and including supplementary samples recommended by the Training Board, a total of 1 500 companies were selected for the survey.

1.3 A set of survey documents, including a questionnaire, was sent to each selected company. They were asked to complete the questionnaire. The questionnaire comprises three parts. Part I is about manpower information by the services/business types they provide (i.e., the scope of the survey) in the healthcare and wellness sector. Part II provides supplementary information on the manpower situation, and Part III presents the macro perspective on the overall manpower landscape in the healthcare and wellness sector. The completed questionnaires are to be analysed according to the list of principal jobs and job levels within the healthcare and wellness sector, which were defined by the Training Board, with detailed job descriptions given for each job.

1.4 During the fieldwork period between July and December 2024, enumerators assisted the respondents in completing the questionnaire through phone calls or on-site visits. The data collection and enumeration processes were closely monitored, and the data was verified to ensure quality and accuracy. Of the 900 sampled companies, 853 were successfully enumerated, resulting in an effective response rate of 94.8%¹.

¹ Sampled companies which had ceased operation, not employed any relevant technical staff, nil reply to the survey, etc. were classified as invalid samples.

Manpower Projection

1.5 As an inaugural manpower survey for the healthcare and wellness sector, the manpower trend of the sector in the coming year was based on the employers' forecast of the number of full-time employees provided in the manpower survey.

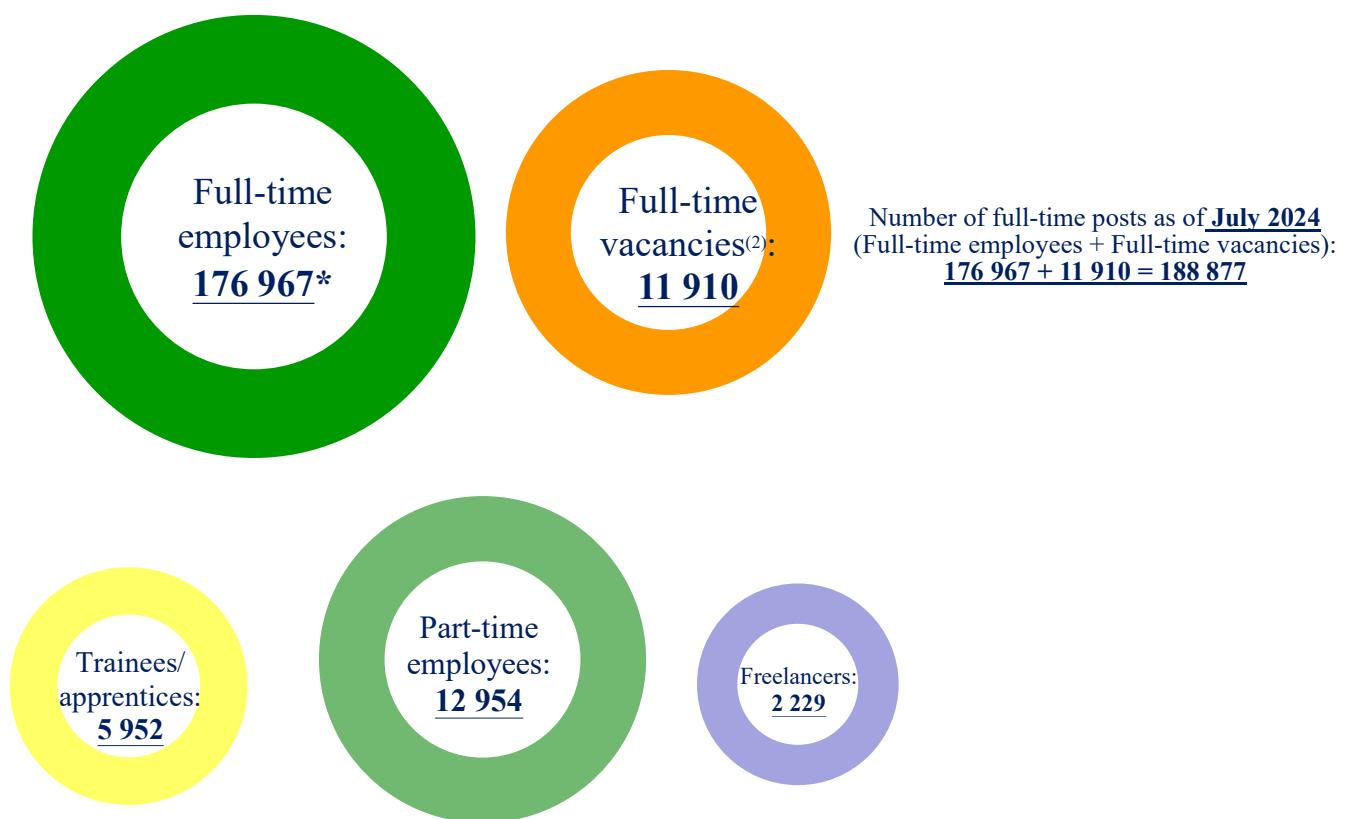
Summary of Survey Findings

Overview of Manpower Situation in the Healthcare and Wellness Sector

Manpower Situation

1.6 As at 2 July 2024 (i.e. the reference date of the survey), there were 176 967* full-time employees and 11 910 full-time vacancies⁽²⁾ in the healthcare and wellness sector. By aggregating the number of full-time employees and full-time vacancies, it was estimated that there were 188 877 full-time posts. Additionally, there were 5 952 trainees/apprentices, 12 954 part-time employees, and 2 229 freelancers in the healthcare and wellness sector. (Chart 1.1)

Chart 1.1 Manpower situation



Notes:

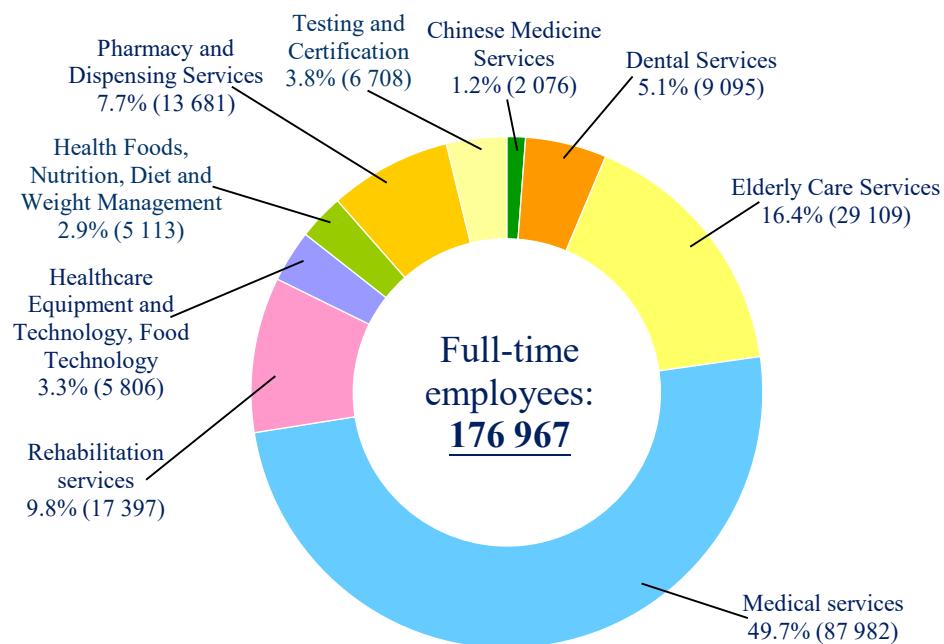
(1) * The full-time employees covers in the following scope of services/business: (1) Chinese medicine services, (2) dental services, (3) elderly care services, (4) medical services, (5) rehabilitation services, (6) healthcare equipment and technology, food technology, (7) health foods, nutrition, diet and weight management, (8) pharmacy and dispensing service, (9) testing and certification. Additionally, this figure does not include the estimated total of 2 314 full-time employees for “education and training institutions” sector. For this sector, 4 of the 16 education and training institutions have responded to the survey and the manpower of the rest was based on the staff list published on the respective websites.

(2) “Full-time vacancies” refer to those unfilled, immediately available job openings for which the establishment is actively trying to recruit personnel as at survey reference date.

Full-time Employees

1.7 Among the 176 967 full-time employees in the healthcare and wellness sector, about half were engaged in “medical services”* (49.7%), followed by “elderly care services” (16.4%) and “rehabilitation services”* (9.8%). It is worth noting that these three scopes of service/business accounted for three-quarters (75.9%) of the full-time employees in the healthcare and wellness sector. (Chart 1.2)

Chart 1.2 Employees by scope of service/business

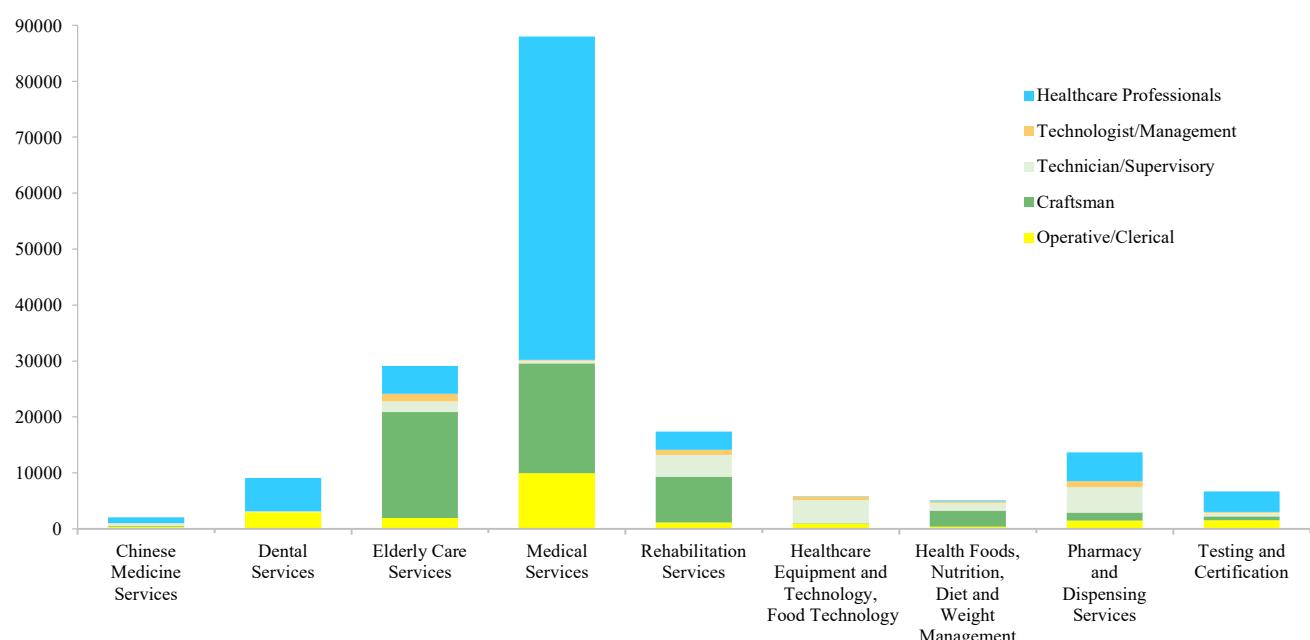


Notes:

* In the questionnaire, medical services and rehabilitation services were initially combined into a single service/business as “healthcare and wellness services”. To enable more precise manpower analysis across these two distinct fields, “healthcare and wellness services” was subsequently divided into “medical services” and “rehabilitation services”.

1.8 Regarding the full-time employees by job level, it was revealed that the composition of full-time employees varied among different scopes of service/business. In relation to “medical services”, “dental services”, “testing and certification”, and “Chinese medicine services”, relatively larger proportions of full-time employees were healthcare professionals (65.7%, 65.2%, 54.7% and 49.8% respectively). On the other hand, comparatively larger proportions of full-time employees engaged in “elderly care services”, “health foods, nutrition, diet and weight management”, and “rehabilitation services” were employed at the craftsman level (65.0%, 56.5%, and 46.9% respectively). The proportion of full-time employees employed at the technician/supervisory level was relatively larger for “healthcare equipment and technology, food technology” (71.5%). (Chart 1.3)

Chart 1.3 Full-time employees by scope of service/business and job level



Overall	2 076	9 095	29 109	87 982	17 397	5 806	5 113	13 681	6 708
Healthcare Professionals	1 033	5 934	4 984	57 767	3 256	7	217	5 137	3 669
	49.8%	65.2%	17.1%	65.7%	18.7%	0.1%	4.2%	37.5%	54.7%
Technologist/Management	67	86	1 341	191	921	630	278	1 136	202
	3.2%	0.9%	4.6%	0.2%	5.3%	10.9%	5.4%	8.3%	3.0%
Technician/Supervisory	471	85	1 932	480	3 892	4 154	1 335	4 499	605
	22.7%	0.9%	6.6%	0.5%	22.4%	71.5%	26.1%	32.9%	9.0%
Craftsman	95	NA	18 918	19 581	8 165	40	2 891	1 413	693
	4.6%		65.0%	22.3%	46.9%	0.7%	56.5%	10.3%	10.3%
Operative/Clerical	410	2 990	1 934	9 963	1 163	975	392	1 496	1 539
	19.7%	32.9%	6.6%	11.3%	6.7%	16.8%	7.7%	10.9%	22.9%

Notes: (1) “NA” – Such job level is not applicable to “dental services”

(2) Percentages are calculated on the basis of total number of full-time employees in the respective scope of service/business

Prominent Principal Jobs

1.9 The most prominent principal jobs by the scope of services/business in the healthcare and wellness sector are presented in Table 1.1.

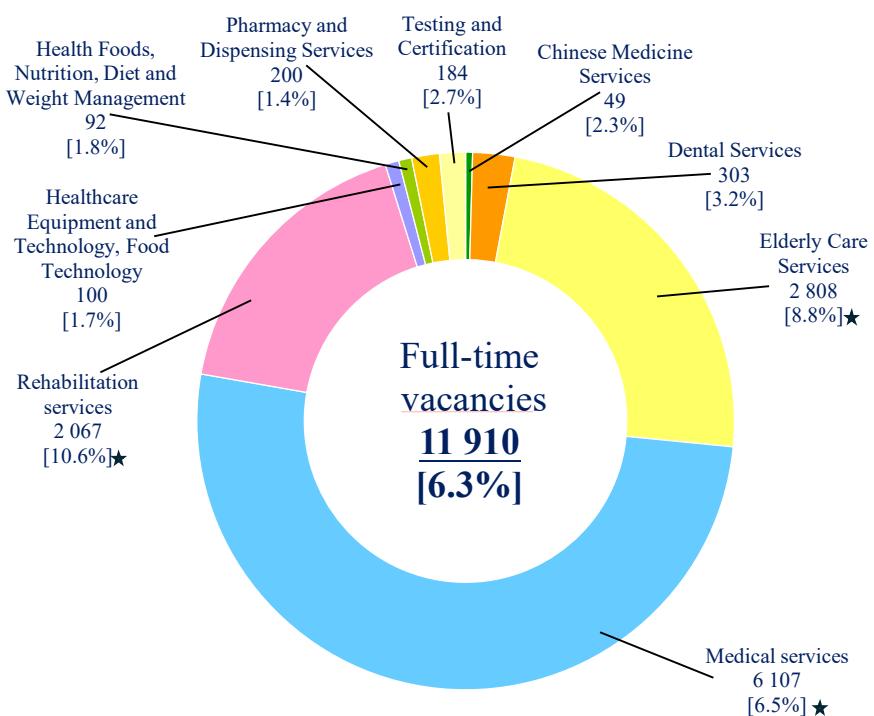
Table 1.1: Prominent principal jobs by the scope of services/business

By business/services	Healthcare professionals	Non-Healthcare professionals
Chinese Medicine Services (FT employees: 2 076)	<ul style="list-style-type: none"> Chinese Medicine Practitioners (1 033, 49.8%) 	<ul style="list-style-type: none"> Chinese Medicine Dispenser (434, 20.9%) Clinic Assistant / Receptionist (410, 19.7%)
Dental Services (FT employees: 9 095)	<ul style="list-style-type: none"> Dentist (2 567, 28.2%) Dental Surgery Assistant (2 518, 27.2%) Dentist hygienist (558, 6.1%) 	<ul style="list-style-type: none"> Clinic Assistant / Receptionist (2 990, 32.9%)
Elderly Care Services (FT employees: 29 109)	<ul style="list-style-type: none"> Nurse (Enrolled/Registered) (4 059, 13.9%) Physiotherapist (363, 1.2%) Occupational Therapist (318, 1.1%) 	<ul style="list-style-type: none"> Personal Care Worker (13 502, 46.4%) Health Worker (4 370, 15%) Social Worker (1 381, 4.7%)
Medical Services (FT employees: 87 982)	<ul style="list-style-type: none"> Nurse (Enrolled/Registered) (36 353, 41.3%) Doctor (12 970, 14.7%) Physiotherapist (2 909, 3.3%) • 	<ul style="list-style-type: none"> Patient Care Assistant (19 057, 25.8%) Clinic Assistant (9 959, 9.4%) Social Worker (437, 7.8%)
Rehabilitation Services (FT employees: 17 397)	<ul style="list-style-type: none"> Nurse (Enrolled/Registered) (1 775, 10.2%) Occupational Therapist (559, 3.2%) Speech Therapist (349, 2%) 	<ul style="list-style-type: none"> Personal Care Worker (4 489, 25.8%) Welfare Worker (1 633, 9.4%) Social Worker (1 350, 7.8%)
Healthcare Equipment and Technology, Food Technology (FT employees: 5 806)	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Sales Executive (2 974, 51.2%) Production Assistant (396, 6.8%) Customer Service Assistant (298, 5.1%)
Health Foods, Nutrition, Diet and Weight Management (FT employees: 5 113)	<ul style="list-style-type: none"> Dietitian (214, 4.2%) 	<ul style="list-style-type: none"> Personal trainer (2 224, 43.5%) Sales Executive (769, 15%) Weight Management Instructor (576, 11.3%)
Pharmacy and Dispensing Services (FT employees: 13 681)	<ul style="list-style-type: none"> Dispenser (2 450, 17.9%) Pharmacist (2 248, 16.4%) 	<ul style="list-style-type: none"> Sales Executive (2 708, 19.8%) Secondary Packaging Worker (925, 6.8%) Pharmacy Assistant (728, 5.3%)
Testing and Certification (FT employees: 6 708)	<ul style="list-style-type: none"> Medical Laboratory Technologist (2 804, 41.8%) Radiographer (626, 9.3%) 	<ul style="list-style-type: none"> Laboratory Assistant (1 003, 15%) Phlebotomist (612, 9.1%) Customer Service Assistant (491, 7.3%)

Full-time Vacancies

1.10 As at 2 July 2024, a total of 11 910 full-time vacancies were reported in the healthcare and wellness sector, representing a vacancy rate of 6.3% (i.e., full-time vacancies as a percentage of the total number of full-time employees and full-time vacancies). The majority of vacancies were found in “medical services” (6 107 vacancies), “elderly care services” (2 808 vacancies), and “rehabilitation services” (2 067 vacancies), where relatively high vacancy rates were also recorded for these three scopes of service/business (6.5%, 8.8% and 10.6% respectively). (Chart 1.4)

Chart 1.4 Full-time vacancies by scope of service/business



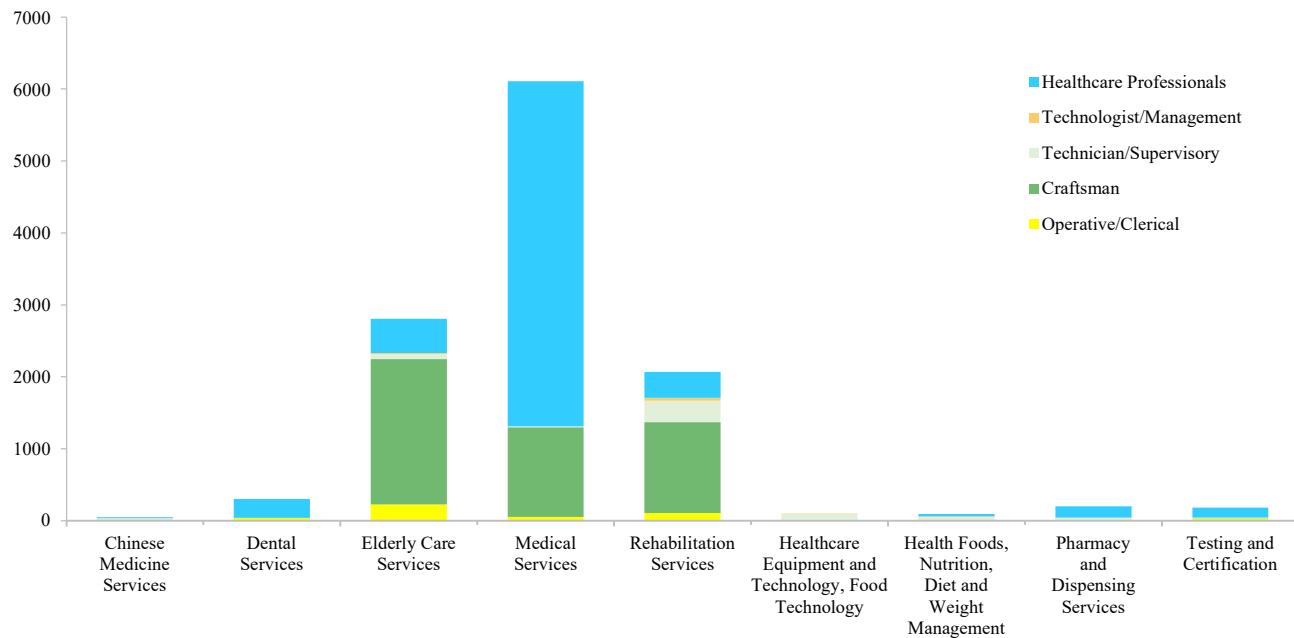
Notes:

(1) Figures in [] brackets indicate the **Vacancy rate** =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$

(2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.

1.11 Analysed by job level, the majority of vacancies in “medical services” were healthcare professionals (4 794 vacancies), followed by jobs at the craftsman level (1 246 vacancies). On the other hand, most of the vacancies in “elderly care services” and “rehabilitation services” were mainly jobs at the craftsman level (2 017 and 1 265 vacancies respectively). (Chart 1.5)

Chart 1.5 Full-time vacancies by scope of service/business and job level



	49 [2.3%]	303 [3.2%]	2 808 [8.8%]	6 107 [6.5%]	2 067 [10.6%]	100 [1.7%]	92 [1.8%]	200 [1.4%]	184 [2.7%]
Healthcare Professionals	14 [1.3%]	263 [4.2%]	479 [8.8%]	4 794 [7.7%] ★	360 [10.0%]	0 [0.0%]	28 [11.4%] ★	154 [2.9%]	142 [3.7%]
Technologist/Management	0 [0.0%]	0 [0.0%]	13 [1.0%]	0 [0.0%]	38 [4.0%]	3 [0.5%]	13 [4.5%] ★	2 [0.2%]	0 [0.0%]
Technician/Supervisory	24 [4.8%] ★	0 [0.0%]	71 [3.5%]	14 [2.8%]	299 [7.1%]	93 [2.2%]	40 [2.9%]	36 [0.8%]	5 [0.8%]
Craftsman	6 [5.9%] ★	NA [9.6%] ★	2 017 [9.6%] ★	1 246 [6.0%]	1 265 [13.4%] ★	0 [0.0%]	11 [0.4%]	5 [0.4%]	5 [0.7%]
Operative/Clerical	5 [1.2%]	40 [1.3%]	228 [10.5%] ★	53 [0.5%]	105 [8.3%]	4 [0.4%]	0 [0.0%]	3 [0.2%]	32 [2.0%]

Notes: (1) Figures in [] brackets indicate the Vacancy rate = $\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$ in the respective scope of service/business.

(2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate of the respective scope of service/business.

(3) “NA” – Such job level is not applicable to “dental services”

Prominent Vacancies

1.12 The most prominent vacancies by the scope of services/business in the healthcare and wellness sector are presented in Table 1.2.

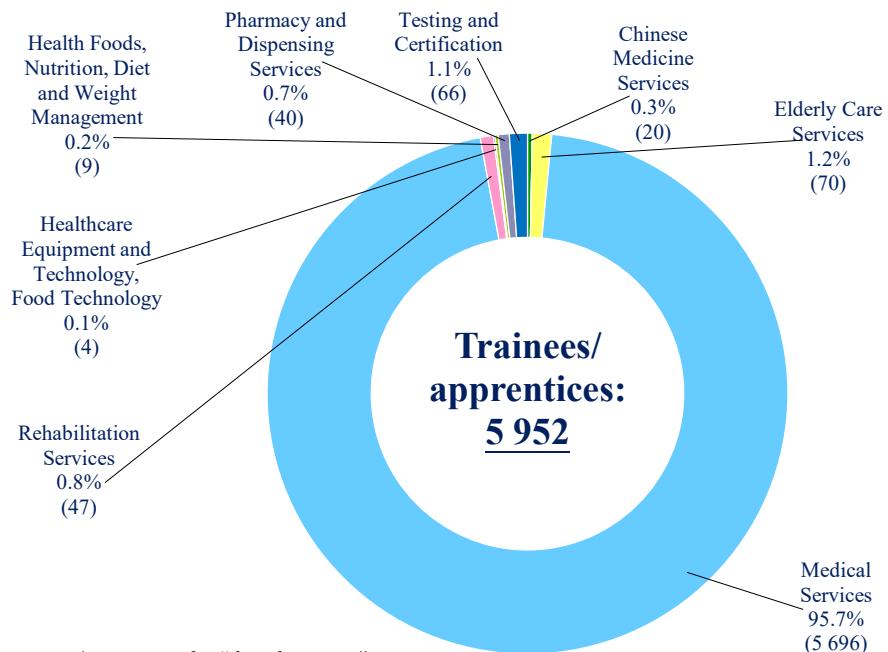
Table 1.2: Prominent vacancies by the scope of services/business

By business/services	Healthcare professionals	Non-healthcare professionals
Chinese Medicine Services (FT vacancy: 49)	<ul style="list-style-type: none"> Chinese Medicine Practitioners (14, 28.6%) 	<ul style="list-style-type: none"> Chinese Medicine Dispenser (24, 49%)
Dental Services (FT vacancy: 303)	<ul style="list-style-type: none"> Dentist (124, 40.9%) Dental Therapist (68, 22.4%) Dental Surgery Assistant (58, 19.1%) 	<ul style="list-style-type: none"> Clinic Assistant / Receptionist (40, 13.2%)
Elderly Care Services (FT vacancy: 2 808)	<ul style="list-style-type: none"> Nurse (Enrolled/Registered) (357, 12.7%) Physiotherapist (72, 2.6%) Occupational Therapist (46, 1.6%) 	<ul style="list-style-type: none"> Personal Care Worker (1 654, 58.9%) Health Worker (279, 4.6%) Program Worker (167, 5.9%)
Medical Services (FT vacancy: 6 107)	<ul style="list-style-type: none"> Nurse (Enrolled/Registered) (3 299, 54%) Doctor (765, 12.5%) Physiotherapist (256, 4.2%) 	<ul style="list-style-type: none"> Patient Care Assistant (1 239, 20.36%)
Rehabilitation Services (FT vacancy: 2 067)	<ul style="list-style-type: none"> Nurse (Enrolled/Registered) (207, 10%) Occupational Therapist (55, 2.7%) Physiotherapist (53, 2.6%) 	<ul style="list-style-type: none"> Personal Care Worker (665, 31.7%) Welfare Worker (332, 16.1%) Health Worker (169, 8.2%)
Healthcare Equipment and Technology, Food Technology (FT vacancy: 100)	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Sales Executive (51, 51%)
Health Foods, Nutrition, Diet and Weight Management (FT vacancy: 92)	<ul style="list-style-type: none"> Dietitian (28, 30.4%) 	<ul style="list-style-type: none"> Sales Executive (34, 37%) Personal Trainer (9, 4.5%)
Pharmacy and Dispensing Services (FT vacancy: 200)	<ul style="list-style-type: none"> Dispenser (92, 46%) Pharmacist (62, 31%) 	<ul style="list-style-type: none"> Sales Executive (29, 14%)
Testing and Certification (FT vacancy: 184)	<ul style="list-style-type: none"> Medical Laboratory Technologist (130, 70.7%) 	<ul style="list-style-type: none"> Laboratory Assistant (32, 17.4%)

Trainees/Apprentices

1.13 As at 2 July 2024, there were 5 952 trainees/apprentices in the healthcare and wellness sector. Of these 5 952 trainees/apprentices, 95.7% were engaged in “medical services”, the majority of trainees/apprentices were nurses (enrolled/registered) (5 175 trainees/apprentices) and doctors (529 trainees/apprentices). (Chart 1.6)

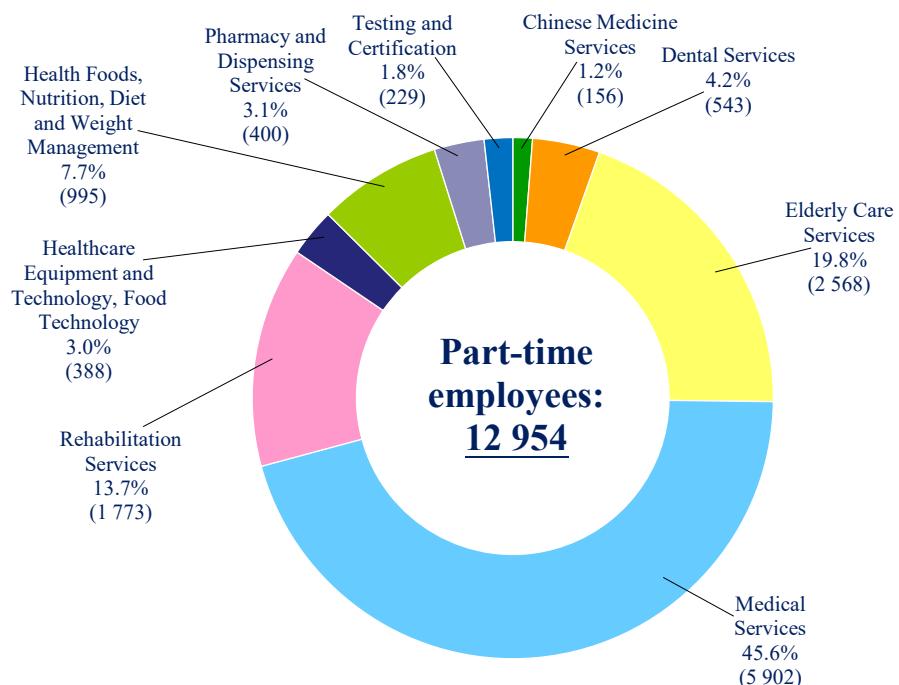
Chart 1.6 Trainees/apprentices by scope of service/business



Part-time Employees

1.14 As at 2 July 2024, there were 12 954 part-time employees in the healthcare and wellness sector. Among the 12 954 part-time employees, 45.6% were engaged in “medical services”, followed by “elderly care services” (19.8%) and “rehabilitation services” (13.7%), with a relatively larger proportion working as nurses (enrolled/registered) (3 688 part-time employees). (Chart 1.7)

Chart 1.7 Part-time employees by scope of service/business



Prominent Part-time Employees

1.15 The most prominent part-time employees in the healthcare and wellness sector are presented in Table 1.3.

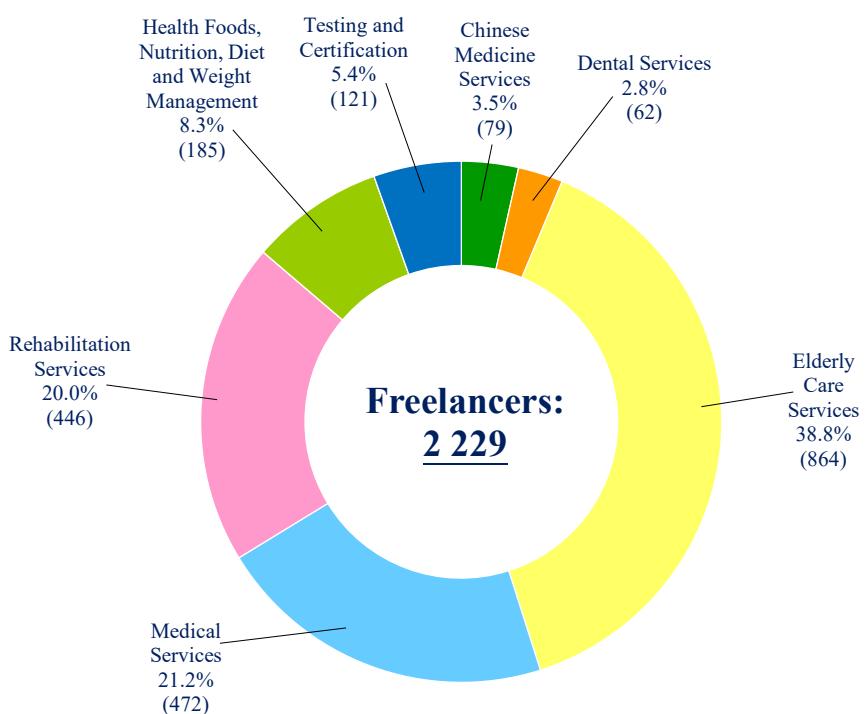
Table 1.3: Prominent part-time employees

No. of Part-time employees: 12 954	
Healthcare professionals	Non-healthcare professionals
Nurse (Enrolled/Registered) (3 688, 28.5%)	Personal Care Worker (1 255, 9.7%)
Doctor (980, 7.6%)	Health Worker (1 165, 9%)
Physiotherapist (291, 2.2%)	Clinic Assistant / Receptionist (934, 7.2%)

Freelancers

1.16 As at 2 July 2024, there were 2 229 freelancers in the healthcare and wellness sector. Among the 2 229 freelancers, most of them were engaged in “elderly care services” (38.8%), “medical services” (21.2%), and “rehabilitation services” (20.0%), with a relatively larger proportion working as personal care workers (481 freelancers) and nurses (enrolled/registered) (319 freelancers). (Chart 1.8)

Chart 1.8 Freelancers by scope of service/business



Note: No freelancers for “healthcare equipment and technology, food technology” and “pharmacy and dispensing services”

Prominent Freelancers

1.17 The most prominent freelancers in the healthcare and wellness sector are presented in Table 1.4.

Table 1.4: Prominent freelancers

No. of freelancers: 2 229	
Healthcare professionals	Non-healthcare professionals
Nurse (Enrolled/Registered) (319, 14.3%)	Personal Care Worker (481, 21.6%)
Doctor (226, 10.1%)	Health Worker (288, 10.2%)
Physiotherapist (162, 7.3%)	Personal Trainers/ Fitness Coach (162, 7.3%)

Average Monthly Remuneration Package

1.18 Table 1.5 below shows the prominent ranges (from light colour to dark colour, representing the low-income range to the high-income range) of the average monthly remuneration package of full-time employees at different job levels (excluding healthcare professionals) in the respective scopes of service/business.

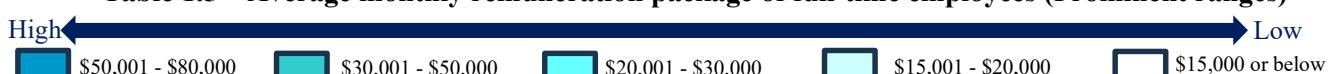
1.19 The average monthly remuneration package of full-time employees at the technologist/management level in various scopes of service/business is mainly in the range of \$30,001 - \$50,000 (41.5% - 83.8%), with a higher range of \$50,001 - \$80,000 recorded for “rehabilitation services” (72.1%). (*Table 1.5*)

1.20 As for full-time employees at the technician/supervisory level, the average monthly remuneration package is mainly in the range of \$20,001 - \$30,000 (41.2% - 82.2%), with a higher range of \$30,001 - \$50,000 recorded for “medical services” and “rehabilitation services” (76.7% and 63.2% respectively). (*Table 1.5*)

1.21 The average monthly remuneration package of full-time employees at the craftsman level is mainly in the range of \$15,001 - \$20,000 (55.0% - 82.2%), with a higher range of \$20,001 - \$30,000 recorded for “testing and certification”, “health foods, nutrition, diet and weight management” and “rehabilitation services” (88.0%, 86.5% and 61.2% respectively). (*Table 1.5*)

1.22 For full-time employees at the operative/clerical level, the average monthly remuneration package is mainly in the range of \$15,001 - \$20,000 (60.7% - 87.6%), with a lower range of \$15,000 or below recorded for “health foods, nutrition, diet and weight management” (78.1%). (*Table 1.5*)

Table 1.5 Average monthly remuneration package of full-time employees (Prominent ranges)

High  Low

 \$50,001 - \$80,000	 \$30,001 - \$50,000	 \$20,001 - \$30,000	 \$15,001 - \$20,000	 \$15,000 or below
---	---	---	---	---

	Chinese Medicine Services	Dental Services	Elderly Care Services		Medical Services		Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services		Testing and Certification
Technologist/Management	60.0%	74.4%	46.1%	41.5%	54.4%		72.1%	68.0%	83.8%	40.6%	52.7%	57.8%
Technician/Supervisory	82.2%	41.2%	41.2%	51.8%	44.8%	76.7%	63.2%	51.7%	71.8%	44.0%	46.2%	66.6%
Craftsman	82.2%	NA	43.6%	55.0%	40.8%	59.2%	61.2%	80.0%	86.5%	81.2%		88.0%
Operative/Clerical	87.6%	63.5%	60.7%		80.1%		71.9%	80.5%	78.1%	70.8%		84.6%

Notes: (1) “NA” – Such job level is not applicable to “dental services”
(2) Average monthly remuneration package was not collected among “healthcare professionals”

1.23 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

1.24 Table 1.6 below shows the prominent ranges (from light colour to dark colour representing from low level to high level of education) of the preferred level of education of full-time employees at different job levels (excluding healthcare professionals) in the respective scopes of service/business.

1.25 The full-time employees at the technologist/management level in various scopes of service/business were mainly preferred to have a first degree or above qualification (84.5% - 100.0%). (Table 1.6)

1.26 As for full-time employees at the technician/supervisory level, employees were mainly preferred to have a sub-degree qualification (38.7% - 60.5%), except for those in “dental services” being preferred to have a first degree or above qualification (70.6%) and those in “health foods, nutrition, diet and weight management” being preferred to have diploma/certificate qualification (54.7%). (Table 1.6)

1.27 For both the full-time employees at the craftsman level and the operative/clerical level were mainly preferred to have a diploma/certificate qualification (23.8% - 80.0% and 35.2% - 70.6% respectively), and secondary 4 to 7 qualifications (29.6% - 50.1% and 40.3% - 81.1% respectively). (Table 1.6)

Table 1.6 Preferred level of education of full-time employees (Prominent ranges)

High ← → Low

	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Technologist/ Management	100.0%	100.0%	85.4%	100%	92.3%	98.4%	84.5%	98.3%	95.5%
Technician/ Supervisory	30.1%	42.9%	70.6%	60.5%	48.9% 48.9%	47.4%	41.7% 49.3%	54.7%	56.1% 33.6% 38.7% 27.8%
Craftsman	80.0%	NA	36.9% 41.0%	49.8%	50.1%	72.5%	54.0%	24.8% 23.8% 29.6%	64.2%
Operative/ Clerical	55.9%	70.6%	81.1%	66.5%	65.8%	35.2% 40.3%	75.5%	63.6%	42.1% 57.2%

Notes: (1) “NA” – Such job level is not applicable to “dental services”
(2) Preferred level of education was not collected among “healthcare professionals”

1.28 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

1.29 Table 1.7 below shows the prominent ranges (from light colour to dark colour representing from shorter years to longer years of experience) of the preferred years of experience of full-time employees at different job levels (excluding healthcare professionals) in the respective scopes of service/business.

1.30 The full-time employees at the technologist/management level in various scopes of service/business were mainly preferred to have experience of 6 years to less than 10 years (51.2% - 88.7%). (*Table 1.7*)

1.31 As for full-time employees at the technician/supervisory level, they were mainly preferred to have experience of 3 years to less than 6 years (46.8% - 72.7%), except for those on “dental services” being preferred to have experience of 6 years to less than 10 years (55.3%). (*Table 1.7*)

1.32 The full-time employees at both the craftsman level and the operative/clerical level were mainly preferred to have experience of 1 year to less than 3 years (41.1% - 80.0% and 52.8% - 85.2% respectively). (*Table 1.7*)

Table 1.7 Preferred years of experience of full-time employees (Prominent ranges)

	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Long	6-10 years	3-6 years	1-3 years	Less than 1 year	Short				
Technologist/Management	77.6%	80.2%	68.7%	66.9%	51.2%	77.6%	83.1%	88.7%	66.3%
Technician/Supervisory	56.3%	55.3%	58.8%	66.7%	46.8% 39.3%	69.4%	70.3%	72.7%	60.8%
Craftsman	65.3%	NA	56.6%	47.8%	60.0%	80.0%	77.4%	41.1% 32.2%	62.3%
Operative/Clerical	72.0%	60.9%	56.7%	85.2%	56.2%	66.3%	84.2%	52.8% 45.7%	70.4%

Notes: (1) “NA” – Such job level is not applicable to “dental services”
(2) Preferred years of experience was not collected among “healthcare professionals”

1.33 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Turnover

1.34 Analysed by the scopes of service/business, “medical services” (8 246 employees) registered the largest number of employees left in the past 12 months, followed by “elderly care services” (3 541 employees) and “rehabilitation services” (2 892 employees). The turnover rates (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) of those three scopes of service/business were 8.8%, 11.1% and 14.9% respectively. Analysed by job level, the full-time employees left in “medical services” were mainly healthcare professionals (5 486 employees), followed by employees at the craftsman level (2 430 employees). As for “elderly care services” and “rehabilitation services”, the full-time employees left were mainly employees at the craftsman level (2 497 and 1 280 employees respectively). (*Table 1.8*)

Table 1.8 Full-time employees left in the past 12 months and turnover rate

Job level	No. of full-time employees left (Turnover rate*)								
	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Healthcare Professionals	33 (3.2%)	252 (4.1%)	539 (9.9%)	5 486 (8.8%)	549 (15.2%)★	0 (0.0%)	5 (2.0%)	198 (3.7%)	166 (4.4%)
Technologist/ Management	0 (0.0%)	0 (0.0%)	50 (3.7%)	12 (6.3%)	116 (12.1%)	35 (5.5%)	26 (8.9%)★	58 (5.1%)	4 (2.0%)
Technician/ Supervisory	10 (2.0%)	0 (0.0%)	77 (3.8%)	52 (10.5%)★	576 (13.7%)	286 (6.7%)	136 (9.9%)★	295 (6.5%)★	41 (6.7%)★
Craftsman	11 (10.9%)★	NA	2 497 (11.9%)★	2 430 (11.7%)★	1 280 (13.6%)	2 (5.0%)	173 (6.0%)	80 (5.6%)	46 (6.6%)★
Operative/ Clerical	45 (10.8%)★	60 (2.0%)	378 (17.5%)★	266 (2.7%)	371 (29.3%)★	91 (9.3%)★	4 (1.0%)	81 (5.4%)	105 (6.7%)★
Overall	99 (4.7%)	312 (3.3%)	3 541 (11.1%)	8 246 (8.8%)	2 892 (14.9%)	414 (7.0%)	344 (6.6%)	712 (5.1%)	362 (5.3%)

Notes: (1) * Turnover rate = no. of full-time employees left in the past 12 months/(no. of full-time employees + no. of full-time vacancies)
(2) Figures marked with the symbol “★” refer to relatively higher turnover rates than the overall rate of the respective scope of service/business.
(3) “NA” – Such job level is not applicable to “dental services”

Training Requirements

1.35 In general, healthcare professionals tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities” and “problem solving abilities”, followed by “customer services and complaint handling”. (Table 1.9)

Table 1.9 Major training requirements – Healthcare professionals

	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Communication and Interpersonal Abilities	✓	✓	✓	✓	✓	✓	✓	✓
Customer Services and Complaint Handling	✓			✓	✓	✓	✓	
Counselling Skills						✓		
Problem Solving Abilities	✓	✓	✓	✓	✓		✓	✓
Multi-languages		✓	✓					✓
Digital Literacy						✓		

Notes: (1) Findings of “healthcare equipment and technology, food technology” are suppressed due to their small base size.

(2) “✓”refers to top 3 training requirements for the respective scope of service/business.

1.36 Employees at the technologist/management level tended to focus on management skills, particularly skills relating to “quality management”, “risk management”, “store operations management/operations management” and “strategic management”. Additionally, generic skills relating to “problem solving abilities” were another key training area required. (Table 1.10)

Table 1.10 Major training requirements - Technologist/management level

	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Quality Management	✓		✓			✓		✓	✓
Risk Management			✓		✓	✓	✓	✓	
Store Operations Management/Operations Management	✓	✓	✓	✓					
Strategic Management	✓				✓			✓	✓
Change Management					✓				
Big Data Analysis							✓		
Communication and Interpersonal Abilities				✓					✓
Customer Services and Complaint Handling		✓							
Problem Solving Abilities		✓		✓		✓	✓		

 *Management Skills*

 *Trade Specific Skills*

 *Generic Skills*

Note: “✓”refers to top 3 training requirements for the respective scope of service/business.

1.37 Employees at the technician/supervisory level tended to focus on generic skills, particularly skills relating to “problem solving abilities”, “communication and interpersonal abilities”, and “customer services and complaint handling”. (Table 1.11)

Table 1.11 Major training requirements - Technician/supervisory level

	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Store Operations Management		✓							
Strategic Management					✓				
Updated knowledge of Community Dentistry		✓							
Communication and Interpersonal Abilities	✓		✓	✓	✓	✓	✓	✓	✓
Customer Services and Complaint Handling	✓					✓	✓	✓	✓
Counselling Skills			✓		✓				
Problem Solving Abilities	✓	✓	✓	✓	✓	✓	✓	✓	✓



Management Skills



Trade Specific Skills



Generic Skills

Note: “✓” refers to top 3 training requirements for the respective scope of service/business.

1.38 Employees at both the craftsman level and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, and “customer services and complaint handling”. (Tables 1.12 and 1.13)

Table 1.12 Major training requirements - Craftsman level

	Chinese Medicine Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Quality Management					✓			
Communication and Interpersonal Abilities	✓	✓	✓	✓	✓	✓	✓	✓
Customer Services and Complaint Handling	✓	✓	✓	✓		✓	✓	✓
Problem Solving Abilities	✓	✓	✓	✓	✓	✓	✓	✓
Digital Literacy					✓			

 *Management Skills*

 *Generic Skills*

Notes: (1) “Craftsman level” is not applicable to “dental services”.
(2) “✓” refers to top 3 training requirements for the respective scope of service/business.

Table 1.13 Major training requirements - Operative/clerical level

	Chinese Medicine Services	Dental Services	Elderly Care Services	Medical Services	Rehabilitation Services	Healthcare Equipment and Technology, Food Technology	Health Foods, Nutrition, Diet and Weight Management	Pharmacy and Dispensing Services	Testing and Certification
Communication and Interpersonal Abilities	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customer Services and Complaint Handling	✓		✓	✓	✓	✓	✓	✓	✓
Counselling Skills		✓							
Problem Solving Abilities	✓	✓	✓	✓	✓	✓	✓	✓	✓

 *Generic Skills*

Note: “✓” refers to top 3 training requirements for the respective scope of service/business.

1.39 For details of the training requirements at respective job levels, please refer to the Table 8.5 in Appendix 8.5.

Business Outlook

Factors Affecting the Development of the Healthcare and Wellness Sector:

Global Trade Uncertainty (i.e., Tariff Wars)

1.40 In the 1st quarter of 2025, the US imposed widespread tariffs and protectionist measures, escalating global trade tensions and financial volatility. The IMF's World Economic Outlook, released in late April, revised 2025 global growth down to 2.8%, citing heightened uncertainty and downside risks. Recently, tensions have eased as the US suspended some tariffs and initiated bilateral trade negotiations, including with China, offering cautious relief to the economic outlook. The above global crises might put significant stress on the public.

Local Economic Growth Remains Cautious

1.41 Hong Kong's economy grew moderately in the 2nd quarter of 2025, with real GDP rising 3.1% year-on-year, supported by stronger domestic and external demand. Private consumption rebounded (+1.9%) after four consecutive quarterly declines. The export of goods surged 11.5%, aided by resilient global demand and pre-tariff rush shipments, while the exports of services grew 12.7% due to inbound tourism, cross-border activities, and financial services. However, external uncertainties persist, including renewed US tariff hikes and an unclear timeline for interest rate cuts, which will put pressure on trade, investment sentiment, and domestic confidence in the coming months. The above economic uncertainties might also put significant stress on the public. With a continuously high level of stress, the general health conditions, in particular, the mental health aspect of society, are affected (please also refer to paragraph 5.20).

Ageing Population in Hong Kong

1.42 According to the Mortality Trend in Hong Kong, 1986-2020, Hong Kong has the world's longest life expectancy. The Hong Kong Population Projection for 2022 to 2046 reveals that the ageing population is expected to continue. The proportion of elderly persons aged 65 and over is expected to rise from 20.5% (1.45 million) in 2021 to 36% (2.74 million) by 2046 — an increase of 1.29 million elderly persons. This demographic shift is placing substantial strain on the public healthcare system, driving higher demand for healthcare and long-term care services.

1.43 According to the Primary Healthcare Blueprint, chronic diseases are increasingly prevalent, affecting 31% of the population (approximately 2.2 million people) in 2020/21, with nearly half of them aged 65 or older. Hypertension and diabetes are the most common conditions. The Hospital Authority (HA) anticipates the number of chronic disease patients will reach 3 million by 2039, underscoring the urgent need for expanded healthcare capacity and enhanced elderly care infrastructure.

Deepen Greater Bay Area (GBA) Medical Collaborations

1.44 Hong Kong has been actively deepening its collaboration with GBA cities to enhance the cross-boundary medical and healthcare integration in recent years. The integration will drive cross-border growth and talent development in Hong Kong's healthcare and wellness sector while enhancing Hong Kong residents' access to health and care services across borders. The following measures/initiatives and policies are listed:

A. Development of Drugs, Pharmacy and Medical Devices

- **GBA Clinical Trial Collaboration:** Facilitates cross-boundary use of data, drugs, and devices via the GBA Clinical Trial Collaboration Platform and the Real-World Study and Application Centre in the Hetao Shenzhen-Hong Kong Science and Technology Innovation Co-operation Zone.
- **Increasing Drug Approval under the “Special Measure of Using Hong Kong Registered Drugs and Medical Devices used in Hong Kong Public Hospitals in GBA” (the Measure):** The Measure allows the designated healthcare institutions operating in the GBA to use Hong Kong-registered drugs with urgent clinical use, and medical devices used in Hong Kong public hospitals with urgent clinical use, subject to the approval of Guangdong Province.. As of October 2025, 61 drugs and 73 medical devices have been approved for use in the 45 designated healthcare institutions. The establishment of the Real-World Study and Application Centre will open up local health and medical databases and promote co-operation between Hong Kong and Shenzhen to integrate data generated from the Measure that will further accelerate approval for registration of new drugs in Hong Kong, the Mainland and overseas.
- **Hong Kong Centre for Medical Products Regulation:** To be established by end-2026, consolidating oversight of Western/Chinese medicines and medical devices (collectively named as “medical products”) and enhancing the existing regulatory regime to promote the scientific advancement of medical products, and expediting their clinical application, thereby driving the development of industries relating to R&D and testing of medical products.

B. Development of Chinese Medicines:

- **Testing & Research:** The Government Chinese Medicines Testing Institute promotes the development of Chinese medicines in collaboration with Mainland institutions to deepen exchanges and co-operation in the field of Chinese medicines testing and reference standards.
- **Registration and Sale of Proprietary CM Products in the Chinese Mainland:** Hong Kong-registered traditional proprietary Chinese medicines (pCms) for external and oral use can now enter the Mainland market via streamlined approval procedures under GBA policies. As of October 2025, a total of 16 pCms for external use and one pCm for oral use, all registered in Hong Kong, have been approved for sale in the Chinese Mainland, supporting market expansion and future global outreach.

C. Meeting the Medical Needs of Hong Kong Residents:

- **Elderly Health Care Voucher GBA Pilot Scheme:** Extends to nine Mainland GBA cities, allowing eligible elderly Hong Kong residents to use vouchers for outpatient healthcare services provided by the designated departments at the pilot medical institutions.
- **Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area:** Extends to March 2026, enabling eligible HA patients to receive subsidised consultations at designated institutions in the GBA, starting with HKU-Shenzhen Hospital (HKU-SZH).
- **Medical Insurance:** Under the Interim Measures for Participation in Social Insurance by Hong Kong, Macao, and Taiwan Residents in the Chinese Mainland, Hong Kong residents working, studying, or residing in the Chinese Mainland can enroll in basic social insurance, including medical coverage. Local insurance companies also offer GBA-specific medical policy extensions.

D. Manpower Training, Exchange and Collaboration, Recruitment

- **HKU-SZH and CUHK-Shenzhen School of MEDICINE - Medical Training in Shenzhen:** HKU-SZH provides Hong Kong-standard clinical training, cross-border rotations, and joint research. CUHK-Shenzhen School of Medicine integrates Western and Chinese medicines, develops GBA residency programs, and promotes telemedicine. Both enhance talent development through shared curricula and qualification recognition.
- **Specialist Training:** The Government collaborates with GBA partners on international-standard specialist training to expand regional expertise.

- **HA GBA Healthcare Talents Programme:** promotes exchanges and training for doctors, nurses, Chinese Medicine practitioners (CMPs), and allied health professionals to elevate service standards and meet regional needs.
- **Recruitment of Hong Kong Chinese Medicine Practitioners (CMPs) in GBA:** Hong Kong CMPs can provide short-term services in the Chinese Mainland without taking qualification exams under the Closer Economic Partnership Arrangements. The Traditional Chinese Medicine Bureau of Guangdong Province announced in 2021 that Hong Kong CMPs would be recruited on contract for selected pilot sites of public CM institutions in Guangzhou and Shenzhen.

Challenges

Shortage of Healthcare Professionals and Trained Practitioners

1.45 The shortage of healthcare manpower remains an unchangeable fact, particularly in the public healthcare sector. HA recorded significant attrition rates in 2024: 5.2% for doctors, 7.5% for nurses, and 12% for supporting care staff. High turnover is most acute among doctors in specialties such as obstetrics and gynecology, pediatrics, and pathology, and among nurses in intensive care, emergency, and surgical units. Furthermore, Health Bureau's statistics also state that the doctor-to-population ratio is 2.16 per 1,000 people, i.e., lower than most advanced economies, hindering the public healthcare system's capacity to meet rising service demands from an ageing population.

1.46 Additionally, residential care homes (RCHs) for the elderly (RCHEs) and the RCHs for persons with disabilities (RCHDs) also face significant difficulties in recruiting and retaining the care staff, including nurses, care workers, and various types of therapists. Some of their roles are often perceived as 'unprofessional', 'unattractive to new entrants', and 'lacking clear career progression (particularly for young people). Some nurse professionals often seek jobs in the medical sector to advance their careers after gaining a few years of experience in elderly and rehabilitation units. The above manpower shortages undermine the ability to deliver timely, quality healthcare and elderly services amid growing demographic pressures.

Impact of Ageing Workforce in Elderly Care and Rehabilitation Units

1.47 In recent years, elderly care and rehabilitation units/operators also face an ageing workforce, with many care professionals nearing retirement. For example, the roles of care

workers and health workers involve physically demanding tasks such as personal care, daily activities, rehabilitation, and emotional support, which require significant strength and stamina. Their declining physical capacity will reduce their ability to provide hands-on care and increase the risk of injury, thereby posing a significant challenge to maintaining and improving service quality in RCHEs and RCHDs in Hong Kong.

Increase in Cross-border Healthcare Services in Hong Kong

1.48 Cross-border healthcare consumption is increasingly common among Hong Kong residents, extending beyond dining and entertainment to include a range of medical services such as dental care, health screenings, and laboratory services. Data from the Shenzhen Municipal Health Commission show that Shenzhen alone provided healthcare services to 700,000 Hong Kong visitors. A recent study by the Hong Kong Federation of Youth Group indicates that 30% of respondents had sought medical services in the Chinese Mainland—over 90% of them in Shenzhen. Dental services (66.3%) and health checks (29.8%) were most popular, driven by lower costs and shorter waiting times. Government initiatives, such as Elderly Health Care Voucher GBA Pilot Scheme, e-health records, and ongoing promotions, are expected to further boost this growing trend.

Opportunities

Government Support and Strategic Initiatives to Enhance Local Healthcare Services

1.49 To address the challenges brought by an ageing population and the increasing prevalence of chronic disease, the Government is taking the following measures to strengthen primary healthcare services in Hong Kong, shifting from a treatment-oriented to a preventive-focused approach.

(I)= Development of Community-based Primary Healthcare System:

1.49.1 All-rounded Development of Primary Healthcare Services:

- (a) Continue to develop the District Health Centres (DHCs), upgrade more District Health Centre Expresses into DHCs to expand the multi-disciplinary primary healthcare services.
- (b) Expand the service scope of the Chronic Disease Co-Care Pilot Scheme (i.e., screening and treatment for diabetes mellitus and hypertension) within 2025 to cover blood lipid tests to enable more comprehensive assessment and proper management of risk factors.
- (c) Develop and complete the establishment of a community drug formulary in

2025Q4 and launch a community pharmacy programme to help the public obtain affordable, primary-healthcare drugs through central purchasing and the community network

- (d) Provision of primary dental care services:
 - i. Launch the Primary Dental Co-care Pilot Scheme for Adolescents in March 2025 to subsidise adolescents of age 13-17 to seek dental check-ups at private dental clinics, thereby fostering their partnership with dentists to maintain a life-long habit of regular dental check-ups for prevention of dental diseases.
 - ii. Launch the Community Dental Support Programme (CDSP) in May 2025 to provide additional government subsidised dental services to the underprivileged with financial difficulties. Currently, 32 non-governmental organisations (NGOs) are participating in the CDSP, providing nearly 80 dental point services covering all 18 districts in Hong Kong.
- (e) Revamp maternal and child health and family-planning services to strengthen pre-pregnancy counselling and parental education and promote healthy fertility.
- (f) Devise health promotion strategies by adopting a life-course framework to formulate health management plans for the public according to age and health conditions, etc.

1.49.2 Development of Chinese medicine (CM) services:

- (a) Formulate and release the Chinese Medicine Development Blueprint by the end of 2025 to outline the direction and strategy of the overall long-term development of CM in Hong Kong.
- (b) The Chinese Medicine Hospital of Hong Kong to commence the services in phase on 11 December 2025, providing a wide range of inpatient and day-patient services, outpatient services, and community outreach services.

1.50 In terms of manpower development of the healthcare and wellness sector, the Government also rolls out various measures to nurture local healthcare/medical talent as well as alleviate the manpower shortage problem in the sector.

(II) Manpower Development:

1.50.1 Healthcare Professionals

- (a) Support the establishment of the third medical school by local universities to cultivate local healthcare professionals and increase the number of medical training places in Hong Kong by increasing student intake of the two existing medical schools starting in the academic year of 2025/26.
- (b) HA actively attracts, trains, and retains the talents and pursues programmes for recruitment and exchanges (e.g., Global Healthcare Talent Scheme, GBA Healthcare Talent Visiting Programmes, etc.)
- (c) Explore the admission of qualified non-locally trained supplementary medical professionals to work in the HA and the Department of Health.
- (d) Offer several of the following talent import schemes to attract healthcare professionals from all over the world to work in Hong Kong:
 - Top Talent Pass Scheme (TTPS)
 - Quality Migrant Admission Scheme (QMAS)
 - General Employment Policy (GEP)
 - Admission Scheme for Mainland Talents and Professionals (ASMTP)

1.50.2 Care Professionals

- (a) Provide various training schemes and programmes to enhance the service quality of RCH units:
 - Training Subsidy Schemes:
 - i. Provide full subsidies for home managers, health workers, and care workers of all RCHs to enroll in Qualifications Framework-based training courses.
 - ii. Provide funding support for NGOs operating subsidised elderly or rehabilitation services to sponsor full tuition fees for trainees of designated programmes in occupational therapy or physiotherapy.
 - Full sponsorship of tuition fees of the Enrolled Nurse (General) Training Programme for the Welfare Sector
- (b) Offer the Special Scheme to Import Care Workers for Residential Care Homes to allow RCHEs and RCHDs, and nursing homes to import care workers from the Chinese Mainland on an appropriate scale and relax the ratio of imported care workers to local staff.

- (c) Introduce a new professional rank of ‘Health&Care Practitioner’ to nurture specialised care professionals to support the health and care procedures at the RCHEs and RCHDs, and other elderly/rehabilitation welfare service units.

Increase Health Risk Awareness and Personalised Preventive Care

1.51 The COVID-19 pandemic has significantly affected daily life in Hong Kong, increasing health awareness and changing lifestyles. The survey on the Health Supplement Market in Hong Kong 2024 shows that 23% of people buy more health supplements than before the pandemic, while 29.8% focus on immune health, indicating a shift toward proactive wellness. However, pandemic-related restrictions also led to unhealthy dietary habits and reduced physical activity, increasing behavioural risks associated with non-communicable diseases (NCDs). In response to an ageing population and rising NCD threats, the Government launched the “Towards 2025: Strategy and Action Plan to Prevent and Control Non-communicable Diseases in Hong Kong” in 2018, which sets out strategic directions and a list of specific actions to address key risk factors for NCDs, including unhealthy diet, insufficient physical activity, tobacco and alcohol use, etc., with a view to reducing the burden of NCDs.

1.52 Personalised healthcare services have gained prominence as a global and local trend, shifting focus from a ‘one-size-fits-all approach’ to a ‘more customised approach’. This model leverages individual risk profiles to enable early interventions and enhance the efficacy and outcomes of treatments. Local private hospitals and healthcare institutions now offer comprehensive health screening packages, including advanced imaging and biological analyses. Services such as genetic testing and DNA-based nutrition and fitness plans are also becoming more widely available. This evolution reflects a broader move toward proactive, precision-based health management in Hong Kong.

The Growing Importance of Mental Health

1.53 Mental health has become a major concern in Hong Kong due to socio-political changes, post-pandemic stress, and economic pressures. Mental disorders are increasingly prevalent across all age groups. A study by Hong Kong Shue Yan University found Gen Z (young adults aged 18-27) most affected, with high rates of anxiety (30.5%), depression (22.3%), and post-traumatic stress symptoms (22.8%). The AXA Mind Health Report 2025 shows that over 60% of workers face above-average work stress, with additional concerns about the future, finances, and work-life balance. Among the elderly, the other study states that over 48% report moderate to severe depression and 52% experience significant anxiety. Consequently, demand for psychiatric services has surged, with HA patients rising from

270,700 in 2019-2020 to 305,700 in 2023-2024. To address the above situations, the Government adopts an integrated and multi-disciplinary approach to mental health, including promotion, prevention, early identification, timely intervention and treatment, and rehabilitation for persons in need.

Adoption of Artificial Intelligence in the Healthcare Sector

1.54 Hong Kong's public healthcare sector is increasingly adopting AI to enhance diagnosis, treatment planning, and operational efficiency. For example, HA prioritises generative AI for summarising clinical data, analysing medical images, and predicting service demand. Since 2018, HA's Big Data Analytics Platform has supported academic and clinical research. These applications help healthcare professionals reduce human error, improve decision-making, and boost the clinical productivity and administrative effectiveness of the healthcare system.

Increasing Application of Biotechnology and Health Technology

1.55 Hong Kong is strategically positioned to advance life and health sciences, supported by the 14th Five-Year Plan's emphasis on frontier research. The city leverages its strong research capacities, world-class teams, and extensive infrastructure, including eight State Key Laboratories and 16 InnoHK labs, to drive interdisciplinary R&D in biomedicine, AI, engineering, and robotics. These efforts target innovations in prevention, diagnosis, treatment, and rehabilitation. Over 300 biotechnology companies operate in Hong Kong, focusing on biopharmaceuticals, diagnostics, medical devices, and traditional Chinese medicine, covering the full spectrum from R&D to commercialisation.

1.56 Health technology plays a crucial role in modernising the healthcare and wellness sector. The current key developments include telehealth services, smart hospitals, genetic diagnostics, biosensors for remote monitoring, robotic surgery, and 5G-enabled healthcare solutions. These technologies enhance service delivery, efficiency, and accessibility while addressing rising demands for healthcare services.

1.57 Additionally, gerontechnology further supports sustainable ageing-in-place by providing tailored equipment, affordable rental services, remote health monitoring, and smart devices for chronic disease management. Initiatives such as the Jockey Club's 'a-home' service and expanded coverage of the Innovation and Technology Fund promote the adoption of these technologies, improving the quality of life for the elderly and reducing caregiver burden.

Manpower Projection and Annual Training Requirement

1.58 The annual additional manpower requirement of the healthcare and wellness sector has taken into account the (i) annual manpower growth (based on employers' forecast of the number of employees in the survey) and (ii) wastage rate of the industry (i.e., percentage of employees leaving the industry permanently on an annual basis). A summary of the estimated annual additional manpower requirement is shown in Table 1.14 below.

Table 1.14 Estimated annual additional manpower requirement

Scope of Service / Business	Wastage rate	Annual additional manpower requirement		
		Annual manpower growth (a)	Industry leavers (b)	Total (a) + (b)
Chinese Medicine Services	1.2%	33	28	61
Dental Services	1.7%	265	176	441
Elderly Care Services	4.9%	604	1 767	2 371
Medical services	0.8%	1 553	880	2 433
Rehabilitation services	7.2%	535	1 584	2 119
Healthcare Equipment and Technology, Food Technology	2.6%	-25	161	136
Health Foods, Nutrition, Diet and Weight Management	1.2%	5	75	80
Pharmacy and Dispensing Services	1.0%	2	137	139
Testing and Certification	0.4%	81	30	111
Overall				7 891

Note: Manpower refers to full-time employees, trainees/apprentices, full-time vacancies, part-time employees, and freelancers.

Major Recommendations

1.59 Based on the business outlook and manpower situation of the healthcare and wellness sector, the Training Board recommends the following measures to all major stakeholders to meet the industry's manpower demand.

Government

- A. *Continue to Support Talent Attraction Schemes* – To address Hong Kong's manpower shortages, the Government should continue attracting external talent through schemes such as the Top Talent Pass Scheme, Quality Migrant Admission Scheme, and Admission Scheme for Mainland Talents and Professionals. These efforts help fill critical skill gaps, especially in the healthcare and wellness sector. Additionally, the Vocational Professionals Admission Scheme (VPAS) should be maintained to encourage non-local graduates to remain and work in fields relevant to their training, supporting key industries with their expertise.

- B. Collaborate with Stakeholders to Build a More Comprehensive Chinese Medicine (CM) Talent Cultivation System – Regarding the Chinese Medicine (CM) sector, the Government should collaborate closely with relevant stakeholders to build a more comprehensive CM talent cultivation system, such as optimising the continuing education mechanism, enhancing training, and exploring long-term development directions for CM specialty development.
- C. Support the Sector in Enhancing the Professional Image – The Government and employers should join hands to promote and enhance the professional image of the welfare sector (i.e., elderly care services and rehabilitation services).

Employers

- D. Provide Targeted Support to Retain Frontline Employees – A strategic recruitment approach is key to attracting and retaining top talent. Employers are recommended to offer competitive remuneration packages, flexible work options, and clear career progression pathways to support employees' professional growth, especially in the elderly care and rehabilitation services sectors (e.g., RCHs), which face high turnover rates.
- E. Communicate with Employees about Job Role Evolution – As AI assumes greater responsibilities in healthcare workflow and delivery, employers should proactively communicate with their employees to let them understand their evolving job roles and responsibilities (e.g., the support of peripheral duties).

Education or Training Providers

- F. Offer Soft Skills Training Programmes – Education or training providers should provide soft skills training programmes for all levels of practitioners (including healthcare professionals and imported frontline labour). Examples of soft skills include: (i) communication and interpersonal skills, (ii) problem-solving skills, and (iii) customer service and complaint handling.
- G. Introduce Community Care Healthcare Training Programmes – The current medical and healthcare training programmes are mainly anchored in the hospital care structure. To align with the Government's policy of a community-based primary healthcare system, education and training providers should develop and introduce community care healthcare training programmes for students and in-service practitioners (including healthcare professionals) to better understand how they can support community healthcare services.
- H. Develop a Professional Diploma for the New Professional Rank of Health&Care Practitioners – To nurture specialised care professionals to support the health and care procedures at the RCHEs and RCHDs, and other elderly/rehabilitation welfare service units, education or training providers should develop the QF level 4 professional diploma with the emphasis of relevant nursing skills (e.g., intramuscular injections, insertion or replacement of indwelling urethral catheters and nasogastric tubes) as core competency topics.

- I. Develop Postgraduate Specialty Programmes in Chinese Medicine – The existing Chinese Medicine (CM) education framework in Hong Kong primarily focuses on tiered degree programs (i.e., Bachelor’s, Master’s, and Doctoral degree programmes). To advance CM practice and improve public health services, local universities should develop postgraduate specialty programmes.
- J. Incorporate Generative AI Applications into Training Programmes – In response to the accelerating integration of AI across healthcare services, education/training providers should incorporate generative AI applications into training programmes to develop a future-ready workforce and prepare practitioners with essential digital competencies for future practice.
- K. Strengthen Industry-Education Partnership – Education and training providers should maintain strong partnerships with the healthcare and wellness sector. These collaborations offer internships, mentorship, and real-world exposure, and ensure curricula stay aligned with industry needs and workforce demands.

Employees

- L. Enhance Skills Developments – To stay competitive in the evolving healthcare and wellness sector, employees must proactively upgrade their technical knowledge and skills. Active participation in industry conferences, training courses, and mentorship opportunities helps expand expertise and professional networks. Cultivating soft skills such as communication, problem-solving, and customer service is also vital for delivering high-quality healthcare services in the healthcare and wellness sector. These efforts will enhance career prospects and skill sets, enabling employees to remain competitive.
- M. Make Good Use of Government Subsidy – Employees should utilise the Government study and training subsidy schemes (e.g., the Vplus Health and Life Science, part of the Vplus Subsidy Scheme offered by VTC) to upskill and reskill or pursue higher qualifications for career advancement.

2 Introduction

Background

2.1 The Healthcare and Wellness Training Board (Training Board) of the Vocational Training Council (VTC) is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to analyse the manpower situation and training needs of the healthcare and wellness sector. The Training Board comprises members nominated by major trade associations, trade unions, professional bodies, educational and training institutions, and Government departments. The Working Party of Manpower Survey is composed of selected members of the Training Board and other industry representatives. The membership and terms of reference of the Training Board, as well as the members in the Working Party, are listed in **Appendices 1, 2, and 3**.

2.2 The manpower survey of the healthcare and wellness sector conducted in 2024 is the baseline study. It will be conducted every four years, followed by two periodic manpower updates, supplemented with information from focus groups and desk research to better reflect changing manpower trends. This manpower survey mainly focused on the analysis of technical manpower, which refers to personnel expected to apply the industrial knowledge and technical skills required to complete the assigned work.

2.3 Manpower data with respect to the survey reference date on 2 July 2024 was collected from July to December 2024. This report presents the survey findings and analysis of the latest manpower situation in the healthcare and wellness sector and proposes recommendations on manpower development to the different stakeholders of the healthcare and wellness sector, including employers, employees, and training providers, by referring to the business outlook.

Objectives

2.4 The objectives of this manpower survey are:

- (a) To collect up-to-date manpower information by scope of service/business, job levels, and principal jobs in the healthcare and wellness sector;
- (b) To assess the technical manpower structure;
- (c) To forecast the training requirements in the near future; and
- (d) To recommend to the VTC and relevant stakeholders the talent development strategies to meet the manpower needs.

Survey Coverage

2.5 The survey covered the following scopes of service/business in the healthcare and wellness sector:

Scope of Service/Business	Types of companies by which services provided
1. Chinese medicine services ²	<ul style="list-style-type: none"> - Chinese medicine services provided by hospitals, clinics (including clinics operated under NGOs)
2. Dental services	<ul style="list-style-type: none"> - Dental services provided by hospitals, clinics (including clinics operated under the Department of Health and NGOs)
3. Elderly care services	<ul style="list-style-type: none"> - Provision of nursing homes, hostels, care and attention homes for the elderly, day care centres for the elderly, district elderly community centres, etc.
4. Medical services ³	<ul style="list-style-type: none"> - Medical services provided by hospitals, clinics (including clinics operated under the Department of Health and NGOs), and other allied health personnel (for example, occupational therapists) - Community Health Promotion Services
5. Rehabilitation services ³	<ul style="list-style-type: none"> - Rehabilitation services for people with physical and mental handicaps, alcoholism addicts, drug addicts, and pre-school children with different levels of special needs
6. Healthcare equipment and technology, food technology	<ul style="list-style-type: none"> - Healthcare equipment and technology <ul style="list-style-type: none"> ➤ Manufacture of irradiation, electromedical, and electrotherapeutic equipment ➤ Manufacture of dentures, medical and dental instruments, and supplies ➤ Import and Export trading and wholesale of medical, health, and hospital equipment and supplies ➤ Retail sale of medical goods ➤ Rental service of healthcare equipment (specifically for NGOs) - Food technology <ul style="list-style-type: none"> Central kitchens for the production of <ul style="list-style-type: none"> ➤ pre-packaged foods & breads for patients at local hospital ➤ soft meals for the elderly

² Around 40 Chinese medicine clinics, as supplementary samples, were invited to participate in the survey.

³ In the questionnaire, medical and rehabilitation services were initially combined into a single service/business as “healthcare and wellness services”. To enable more precise manpower analysis across these two distinct fields, “healthcare and wellness services” was subsequently divided into “medical services” and “rehabilitation services”.

Scope of Service/Business	Types of companies by which services provided
7. Health foods, nutrition, diet and weight management	<ul style="list-style-type: none"> - Health foods and nutrition Trading for vitamins, nutritional products & health supplements - Nutrition, diet, and weight management <ul style="list-style-type: none"> ➢ Gymnasium and fitness centres ➢ Yoga and gymnastics instruction ➢ Weight control and slimming services ➢ Nutritional services provided by hospitals
8. Pharmacy and dispensing services	<ul style="list-style-type: none"> ➢ Manufacture of Chinese herbal and drug medicine, western medicine, diagnostic and therapeutic medicaments, and medical and nursing preparations ➢ Import and Export trading and wholesale of Chinese drugs and herbs, drugs, and pharmaceuticals ➢ Retail sale of Chinese drugs and herbs, medicines, and health supplements ➢ Dispensing services provided by hospitals, clinics (including clinics operated under the Department of Health and NGOs)
9. Testing and certification	<ul style="list-style-type: none"> - Medical and X-ray laboratories - Testing laboratories of Chinese medicine, pharmaceutical products, and food - Inspection/certification bodies providing accreditation services in related areas <ul style="list-style-type: none"> ➢ To provide accreditation for laboratories, certification bodies, and inspection bodies ➢ To provide accredited certification, test and inspection services for Chinese medicine, pharmaceutical products, and foods
10. Education and training ⁴	<ul style="list-style-type: none"> - Faculties/departments providing training programmes related to healthcare and wellness - Nursing school run by hospitals

⁴ The results “education and training institutions” are not reported in this survey. For this scope of service/business, 4 of the 16 education and training institutions responded to the survey, and the manpower of the remaining institutions was collected based on the staff lists published on their respective websites. It was estimated that there were a total of 2 314 full-time employees engaged in “education and training institutions”.

3 Methodology

Sample Design

3.1 Based on the Hong Kong Standard Industrial Classification list from the Census and Statistics Department (C&SD) of the HKSAR Government, the survey covered around 16 968 companies in different scopes of service/business of the healthcare and wellness sector. By adopting stratified random sampling to select companies from the Central Register of Establishments and including supplementary samples recommended by the Training Board, a total of 1 500 companies were selected for the survey.

Questionnaire Design

3.2 The questionnaire designed for the survey comprised three parts. Part I collected quantitative manpower information by job level and by principal job for the individual scope of service/business. Part II collected supplementary information on the manpower situation for each scope of service/business, and Part III collected aggregate information on the services provided by the companies. The list of principal jobs was defined by the Training Board with detailed job descriptions given for each job, and was classified into two major groups as follows:

I. Healthcare Professionals⁵, making reference to the medical and health services functional constituency under section 20IA of the Legislative Council Ordinance (Cap. 542), including:

- (a) 12 types of registered healthcare professionals
 - (1) Doctors
 - (2) Chinese Medicine Practitioners
 - (3) Dentists
 - (4) Dental Hygienists
 - (5) Nurses (Enrolled/Registered)
 - (6) Pharmacists
 - (7) Medical Laboratory Technologists
 - (8) Occupational Therapists
 - (9) Physiotherapists
 - (10) Optometrists
 - (11) Radiographers

⁵ Data relating to “average monthly remuneration package”, “preferred level of education” and “preferred years of experience” were not collected for healthcare professionals in this survey.

(12) Chiropractors

(b) 15 types of healthcare professionals (not subject to statutory registration)

- (1) Audiologists
- (2) Audiology Technicians
- (3) Chiropodists/Podiatrists
- (4) Clinical Psychologists
- (5) Dental Surgery Assistants
- (6) Dental Technicians/Technologists
- (7) Dental Therapists
- (8) Dietitians
- (9) Dispensers
- (10) Educational Psychologists
- (11) Mould Laboratory Technicians
- (12) Orthoptists
- (13) Prosthetists/Orthotists
- (14) Scientific Officers
- (15) Speech Therapists

II. Non-Healthcare Professionals (by job level), including

- (1) Technologist/Management
- (2) Technician/Supervisory
- (3) Craftsman
- (4) Operative/Clerical

3.3 While job titles adopted in the companies might vary with the descriptions of the principal jobs, respondents were asked to provide manpower information corresponding to the job descriptions and the skill levels of the principal jobs. The definition of terms and the survey documents, including a sample questionnaire, explanatory notes, and job descriptions for the principal jobs, are given in **Appendices 4 and 5**.

Data Collection

3.4 Data collection was carried out between July and December 2024. A pack of survey documents was given to each sampled company. The respondents from the companies were asked to provide manpower information for their companies at the time of the survey, with the reference date set to 2 July 2024. During the fieldwork period, enumerators assisted the respondents in completing the questionnaire through phone calls or on-site visits.

3.5 Various measures were taken to assure the quality of the data collection process. These included prior fieldwork preparation, thorough training of fieldwork staff, monitoring of the fieldwork execution, measures to increase the response rate, checking of the completed questionnaires, double data entry, and validation and verification of the collected data. The list of quality control measures is shown in **Appendix 6**.

Data Analysis

3.6 Among the 900 valid sampled companies, 853 were successfully enumerated, which contributed to an effective response rate of 94.8%⁶. Taking into account (a) the satisfactory response rate of the individual types of company, (b) the satisfactory response rate from a majority of prominent and sizeable companies, and (c) the grossing-up of the sample results based on the statistically-grounded method, it could be concluded that the survey findings presented in this report contributed to a significant level of representativeness of the healthcare and wellness sector. The response profile is shown in **Appendix 7**.

Manpower Projection Methodology

3.7 As an inaugural manpower survey for the healthcare and wellness sector, the manpower trend of the sector in the coming year was based on the employers' forecast of the number of full-time employees provided in the manpower survey.

⁶ Sampled companies which had ceased operation, not employed any relevant technical staff, nil reply to the survey, etc. were classified as invalid samples.

4 Survey Findings of Individual Scope of Service/Business

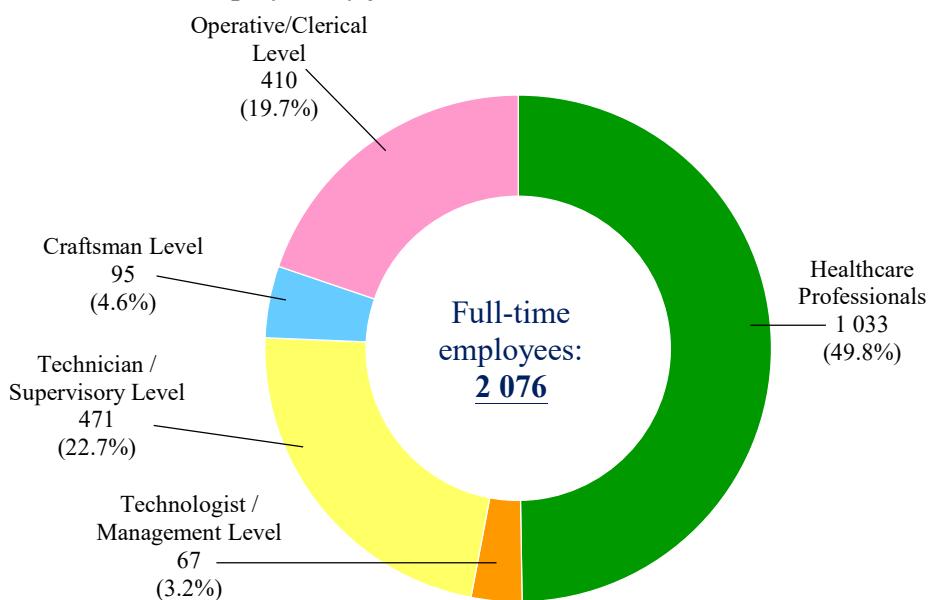
Chinese Medicine Services

A. Chinese Medicine Services

Number of Full-time Employees

4.1 As at 2 July 2024, a total of 2 076 full-time employees were employed in “Chinese medicine services”. Among them, about half (49.8%) were healthcare professionals, while 22.7% were employed at the technician/supervisory level and 19.7% at the operative/clerical level. (Chart 4.7)

Chart 4.7 Full-time employees by job level in Chinese medicine services



Prominent Principal Jobs

4.2 The prominent principal jobs in “Chinese medicine services” were “Chinese Medicine Practitioner” (1 033 employees), “Chinese Medicine Dispenser” (434 employees), and “Clinic Assistant/ Receptionist” (410 employees). (Table 4.1)

Table 4.1 Prominent principal jobs in Chinese medicine services

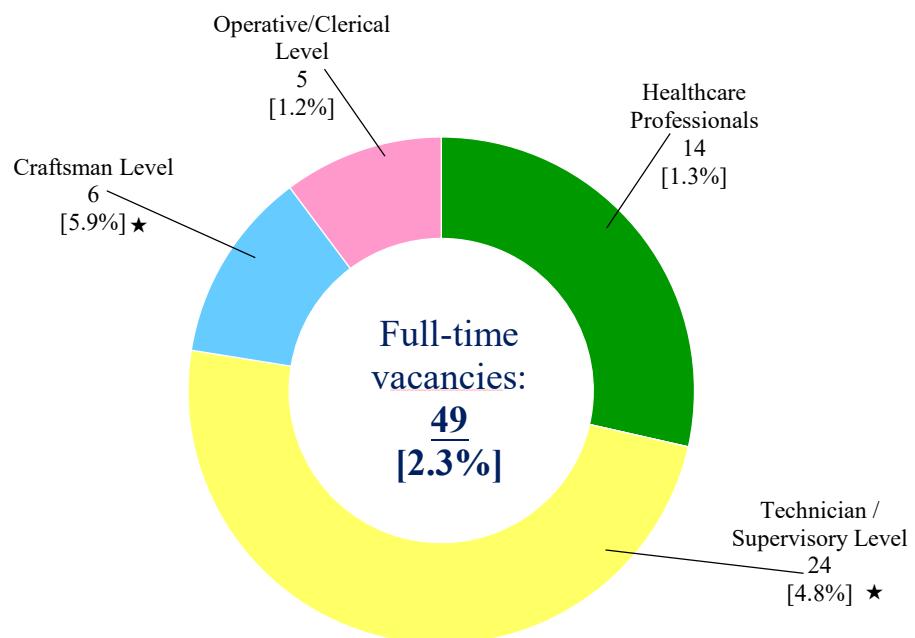
Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Chinese Medicine Practitioner	1 033	49.8%
Technician/Supervisory	Chinese Medicine Dispenser	434	20.9%
Craftsman	Chinese Medicine Dispensing Assistant	95	4.6%
Operative/Clerical	Clinic Assistant/Receptionist	410	19.7%

Chinese Medicine Services

Number of Full-time Vacancies

4.3 As at 2 July 2024, a total of 49 full-time vacancies were reported in “Chinese medicine services”, representing a vacancy rate of 2.3% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were “Chinese Medicine Dispenser” at the technician/supervisory level (24 vacancies) and healthcare professionals of “Chinese Medicine Practitioner” (14 vacancies). (Chart 4.8 and Table 4.2)

Chart 4.8 Full-time vacancies by job level in Chinese medicine services



Notes:

- (1) Figures in [] brackets indicate the **Vacancy rate** =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$
- (2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.
- (3) No vacancies for “technologist/management level”

Table 4.2 Prominent full-time vacancies in Chinese medicine services

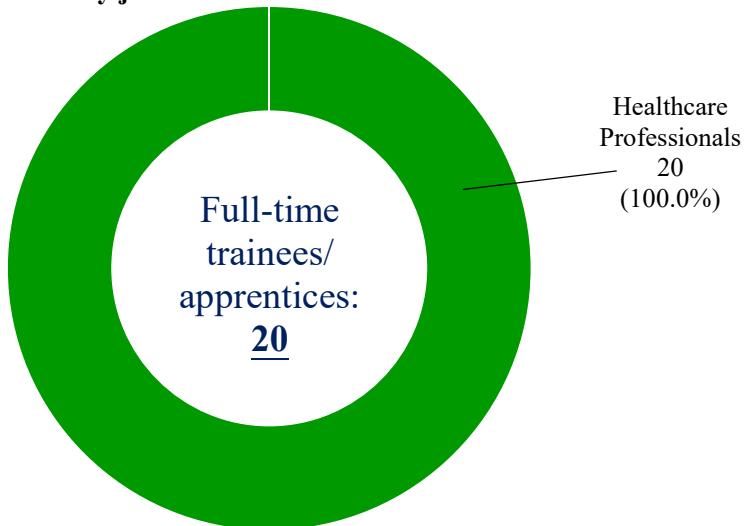
Job level	Principal job	No. of vacancies	% of total number of vacancies
Healthcare Professionals	Chinese Medicine Practitioner	14	28.6%
Technician / Supervisory	Chinese Medicine Dispenser	24	49.0%
Craftsman Level	Chinese Medicine Dispensing Assistant	6	12.2%
Operative/Clerical	Clinic Assistant / Receptionist	5	10.2%

Chinese Medicine Services

Number of Trainees/Apprentices

4.4 As at 2 July 2024, there were 20 trainees/apprentices employed in “Chinese medicine services”. Among them, all (100.0%) were healthcare professionals of “Chinese Medicine Practitioner”. (Chart 4.9)

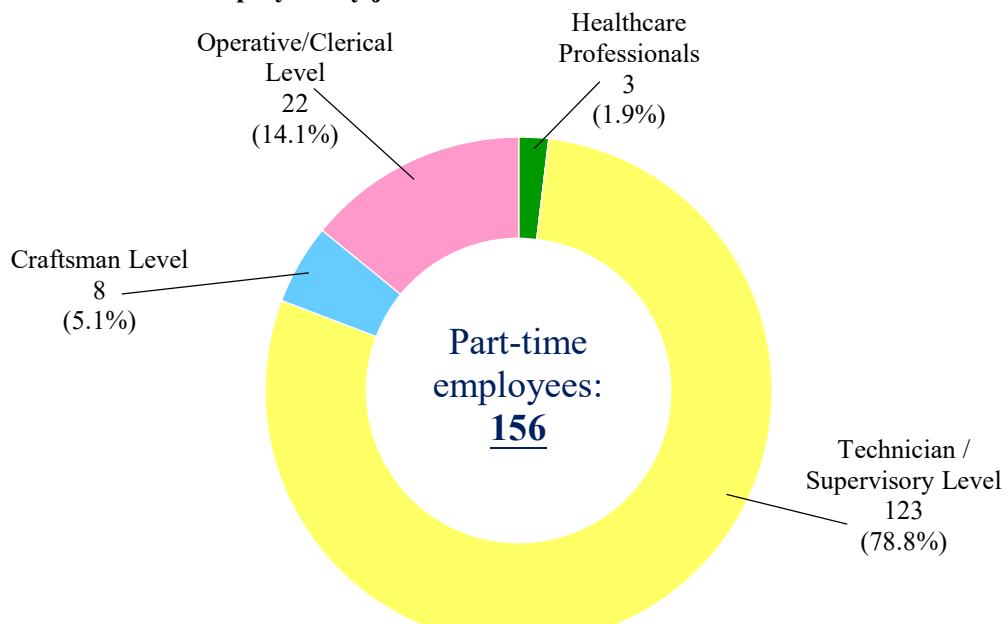
Chart 4.9 Trainees/apprentices by job level in Chinese medicine services



Number of Part-time Employees

4.5 As at 2 July 2024, a total of 156 part-time employees were employed in “Chinese medicine services”. Among them, most (78.8%) were employed at the technician/supervisory level, mainly “Chinese Medicine Dispenser” (123 employees), and relatively fewer were “Clinic Assistant/Receptionist” at the operative/clerical level (22 employees or 14.1%). (Chart 4.10)

Chart 4.10 Part-time employees by job level in Chinese medicine services

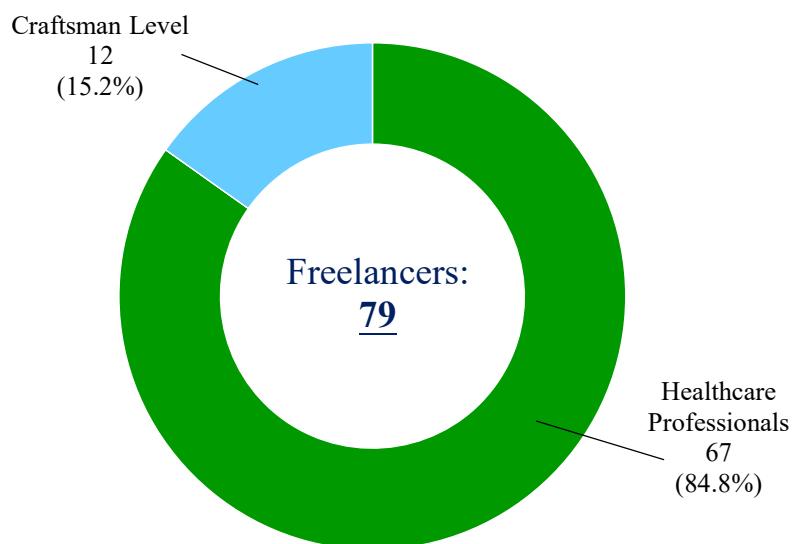


Chinese Medicine Services

Number of Freelancers

4.6 As at 2 July 2024, there were 79 freelancers employed in “Chinese medicine services”. All of them were healthcare professionals of “Chinese Medicine Practitioner” (67 persons or 84.8%) and “Chinese Medicine Dispensing Assistant” at the craftsman level (12 persons or 15.2%). (Chart 4.11)

Chart 4.11 Freelancers by job level in Chinese medicine services



Average Monthly Remuneration Package of Full-time Employees

4.7 The average monthly remuneration package for full-time employees at the technologist/management level in “Chinese medicine services” was mainly in the range of \$30,001 - \$50,000 (60.0%). It was followed by \$20,001 - \$30,000 (82.2%) at the technician/supervisory level, and \$15,001 - \$20,000 at both the craftsman level (82.2%) and the operative/clerical level (87.6%). (Table 4.3)

Table 4.3 Average monthly remuneration package by job level in Chinese medicine services

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/Management	9.2%	30.8%	60.0%	0.0%	0.0%	0.0%	67
Technician/Supervisory	0.0%	0.0%	13.9%	82.2%	3.9%	0.0%	471
Craftsman	0.0%	0.0%	0.0%	17.8%	82.2%	0.0%	95
Operative/Clerical	0.0%	0.0%	0.0%	0.0%	87.6%	12.4%	410

denotes prominent ranges of monthly remuneration package in the respective job level.

Chinese Medicine Services

4.8 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.9 All (100%) employees at the technologist/management level in “Chinese medicine services” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 42.9% were preferred to have a sub-degree qualification, while 30.1% were preferred to have a first degree or above qualification. Most (80.0%) of the employees at the craftsman level were preferred to have a diploma/certificate qualification. As for the employees at the operative/clerical level, 55.9% were preferred to have secondary 4 to 7 qualifications, while 37.6% were preferred to have a diploma/certificate qualification. (Table 4.4)

Table 4.4 Preferred level of education by job level in Chinese medicine services

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	100.0%	0.0%	0.0%	0.0%	0.0%	67
Technician/Supervisory	30.1%	42.9%	27.0%	0.0%	0.0%	471
Craftsman	5.3%	0.0%	80.0%	14.7%	0.0%	95
Operative/Clerical	0.0%	1.7%	37.6%	55.9%	4.9%	410

 denotes prominent ranges of preferred level of education in the respective job level.

4.10 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.11 77.6% of employees at the technologist/management level in “Chinese medicine services” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 56.3% were preferred to have 3 years to less than 6 years of experience, while 33.1% were preferred to have 1 year to less than 3 years of experience. For the employees at both the craftsman level and the operative/clerical level, most of them were preferred to have 1 year to less than 3 years of experience (65.3% and 72.0% respectively). (Table 4.5)

Chinese Medicine Services

Table 4.5 Preferred years of experience by job level in Chinese medicine services

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/ Management	13.4%	77.6%	9.0%	0.0%	0.0%	67
Technician/ Supervisory	1.1%	0.0%	56.3%	33.1%	9.6%	471
Craftsman	0.0%	0.0%	9.5%	65.3%	25.3%	95
Operative/ Clerical	0.0%	0.0%	0.0%	72.0%	28.0%	410

denotes prominent ranges of preferred years of experience in the respective job level

4.12 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Chinese Medicine Services

Employees Left and Recruited

4.13 In “Chinese medicine services”, employers reported that 99 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 4.7%. Analysed by job level, healthcare professionals (33 employees) and employees at the operative/clerical level (45 employees) had a higher number of employees leaving, whereas the turnover rate was relatively higher at the craftsman level and the operative/clerical level (10.9% and 10.8%, respectively). (Table 4.6)

Table 4.6 Employees left in the past 12 months by job level in Chinese medicine services

Job level	Number of employees left	Turnover rate*
Healthcare professionals	33	3.2%
Technologist/Management	0	0.0%
Technician/Supervisory	10	2.0%
Craftsman	11	10.9%
Operative/Clerical	45	10.8%
Overall	99	4.7%

* Turnover rate = no. of full-time employees left in the past 12 months / (no. of full-time employees + no. of full-time vacancies)

4.14 A total of 122 employees were recruited in “Chinese medicine services” in the past 12 months, with the majority being at the operative/clerical level (60 employees). Among the new recruits at the technician/supervisory level, healthcare professionals, and the craftsman level, over 70% had healthcare and wellness working experience (100.0%, 73.7% and 71.4% respectively) while the corresponding proportion was smaller for the new recruits at the operative/clerical level (43.3%). (Table 4.7)

Table 4.7 Staff recruited in the past 12 months by job level in Chinese medicine services

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	38	28 (73.7%)
Technologist/Management	0	0 (-)
Technician/Supervisory	10	10 (100.0%)
Craftsman	14	10 (71.4%)
Operative/Clerical	60	26 (43.3%)
Overall	122	74 (60.7%)

Chinese Medicine Services

Recruitment Difficulties

4.15 In “Chinese medicine services”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively higher for recruiting healthcare professionals (28.0%) and employees at the operative/clerical level (25.3%), as compared with employees at other job levels (12.0% - 13.3%). (Table 4.8)

4.16 Among those companies engaged in the recruitment exercises, more than 80% (84.2% - 100%) reported having encountered recruitment difficulties for recruiting employees at various job levels. (Table 4.8)

4.17 In general, “many choices in the market” was the major difficulty encountered in recruiting employees at various job levels. (Table 4.8)

Table 4.8 Difficulties encountered in recruitment in the past 12 months by job level in Chinese medicine services

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment					
(% of companies with recruitment):	21 (28.0%)	#	9 (12.0%)	10 (13.3%)	19 (25.3%)
Among these companies, % of companies encountered difficulties in recruitment:	85.7%	-	88.9%	100.0%	84.2%
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	77.8% ★	-	75.0% ★	60.0% ★	75.0% ★
Insufficiently trained/ qualified manpower in related disciplines	44.4% ★	-	25.0%	40.0%	0.0%
Lack of relevant working experience	11.1%	-	62.5% ★	20.0%	0.0%
Lack of competitive remuneration package and fringe benefit	22.2%	-	0.0%	0.0%	68.8% ★
Unwilling to work long working hours or work on shift	22.2%	-	0.0%	60.0% ★	25.0%
Lack of awareness of possible career opportunities and prospect	0.0%	-	0.0%	20.0%	56.3% ★
Boring or unpleasant job nature	16.7%	-	0.0%	60.0% ★	6.3%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

(3) # - Findings are not presented due to the small no. of companies (<5) having recruited staff at such job level.

Chinese Medicine Services

Employers' Views on Requirements for the Services in the Next 12 Months

4.18 In the survey, employers were asked to indicate their views on the expected change in the requirements for their services of the companies in the next 12 months. About two-thirds (68.0%) of the companies in “Chinese medicine services” expected the requirement for their services to remain the same, while 17.3% expected an increase and 9.3% an decrease in the coming year. (Chart 4.12)

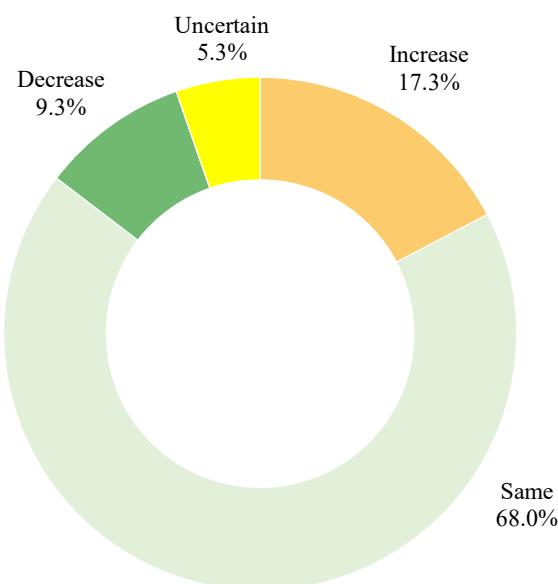
4.19 The primary reasons cited for expecting an increase in the requirement for the services included:

- ageing population; and
- an increase in public awareness of Chinese medicine services.

4.20 The primary reason cited for expecting a decrease in the requirement for the services included:

- an increase in awareness of health/hygiene after the pandemic; and
- enhance dietary supplements consumption to improve the immune system.

Chart 4.12 Views on requirement for the services in the next 12 months in Chinese medicine services



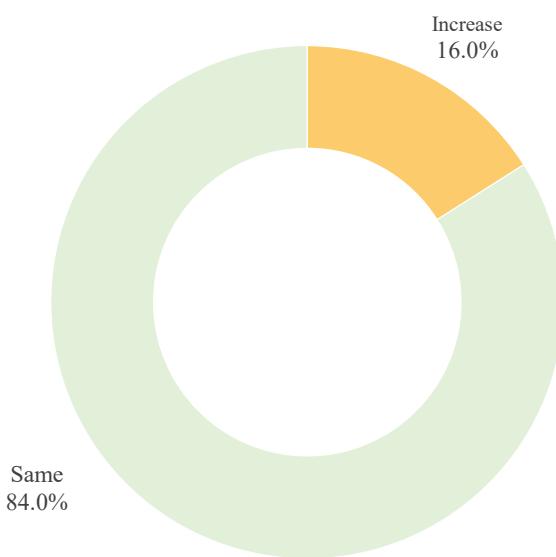
Note : Percentage are calculated on the basis of total number of companies

Chinese Medicine Services

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.21 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 84.0% of the companies in “Chinese medicine services” expected the number of full-time employees to remain the same. 16.0% reported that the number of full-time employees would increase. (Chart 4.13)

Chart 4.13 Views on number of full-time employees in the next 12 months in Chinese medicine services



Note : Percentage are calculated on the basis of total number of companies

4.22 The average percentage change of number of full-time employees in “Chinese medicine services” in the next 12 months was an increase of 1.4%.

Employers’ Views on Whether Need to Recruit Professionals from Overseas to Fill Positions in the Local Market

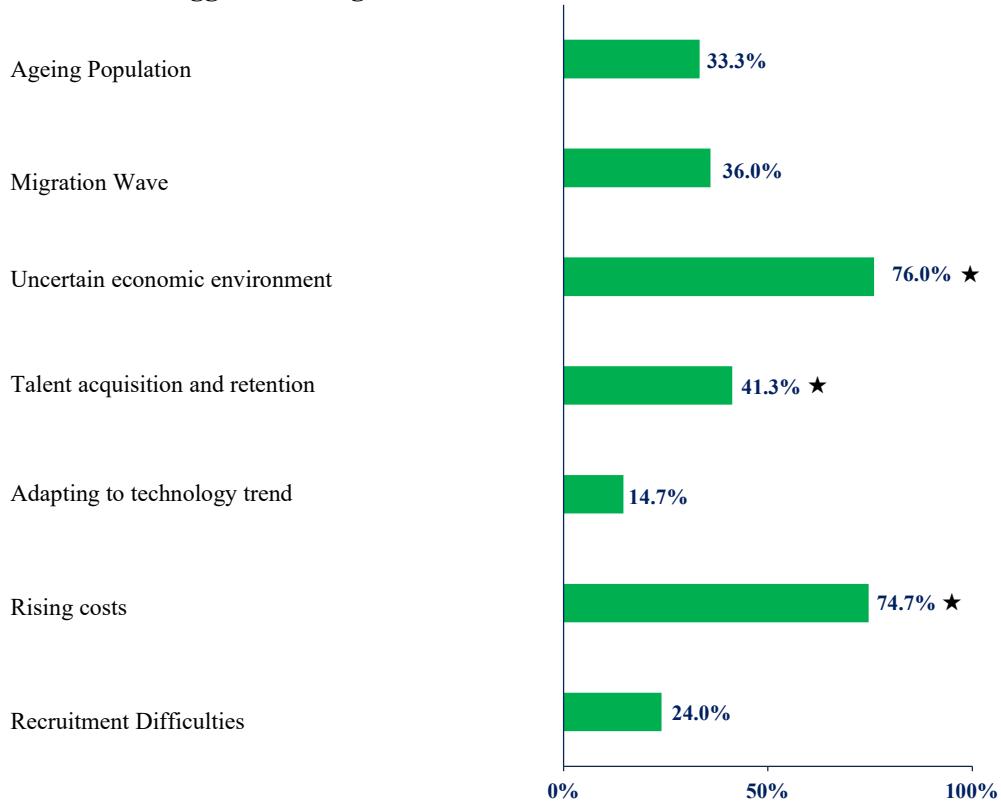
4.23 In regard to employers’ views on whether they needed to recruit professionals from overseas to fill positions in the local market, some companies in “Chinese medicine services” expressed a need to recruit “Chinese Medicine Practitioners” from overseas.

Chinese Medicine Services

Biggest Challenges in the Next 12 Months

4.24 The biggest challenges encountered by companies in “Chinese medicine services” in the next 12 months were “uncertain economic environment” (76.0%) and “rising costs” (74.7%), followed by “talent acquisition and retention” (41.3%). (Chart 4.14)

Chart 4.14 Biggest challenges in the next 12 months in Chinese medicine services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

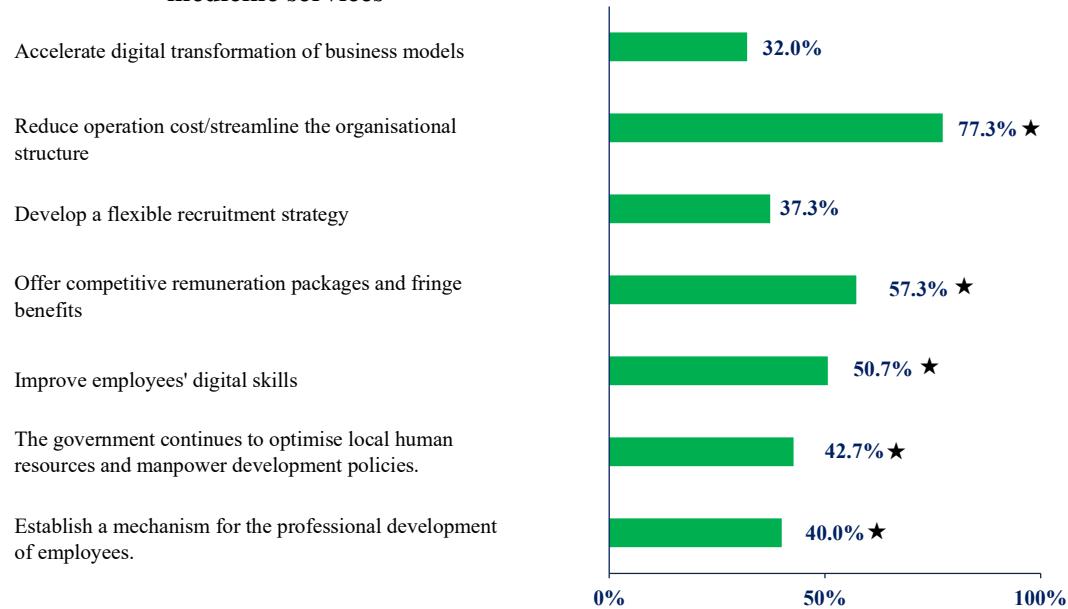
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Chinese Medicine Services

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.25 The future plans considered useful to tackle the challenges encountered in the next 12 months were “reduce operation cost/streamline the organisational structure” (77.3%), followed by “offer competitive remuneration packages and fringe benefits” (57.3%), “improve employees’ digital skills” (50.7%), “the government continues to optimise local human resources and manpower development policies” (42.7%) and “establish a mechanism for the professional development of employees.” (40.0%). (Chart 4.15)

Chart 4.15 Plans considered useful to tackle the challenges in the next 12 months in Chinese medicine services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Chinese Medicine Services

Training Requirements

4.26 In the survey, employers were asked to indicate training areas for their employees. In “Chinese medicine services”, the training requirements for healthcare professionals, employees at the technician/supervisory level, the craftsman level, and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “customer services and complaint handling”, “problem solving abilities”, and “multi-languages”. Employees at the technologist/management level then tended to focus on various management skills, including store operation management, strategic management, and quality management. (Table 4.9)

Table 4.9 Major training requirements by job level in Chinese medicine services

Healthcare Professionals	Technologist/Management	Technician/Supervisory	Craftsman	Operative/Clerical
Communication and Interpersonal Abilities	Store Operations Management		Communication and Interpersonal Abilities	
77.0%	91.7%	85.4%	86.7%	88.6%
Customer Services and Complaint Handling	Strategic Management		Customer Services and Complaint Handling	
54.1%	75.0%	56.1%	73.3%	97.7%
Problem Solving Abilities	Quality Management		Problem Solving Abilities	
89.2%	72.2%	56.1%	60.0%	68.2%
Multi-languages	Risk Management	Multi-languages	Personal Career Planning	Multi-languages
41.9%	66.7%	43.9%	33.3%	54.5%
Counselling Skills	Change Management	Application of Automation and Computerisation in Pharmacy and Dispensing Services	-	Digital Literacy
36.5%	58.3%	46.3%		50.0%



Management Skills



Trade Specific Skills



Generic Skills

4.27 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

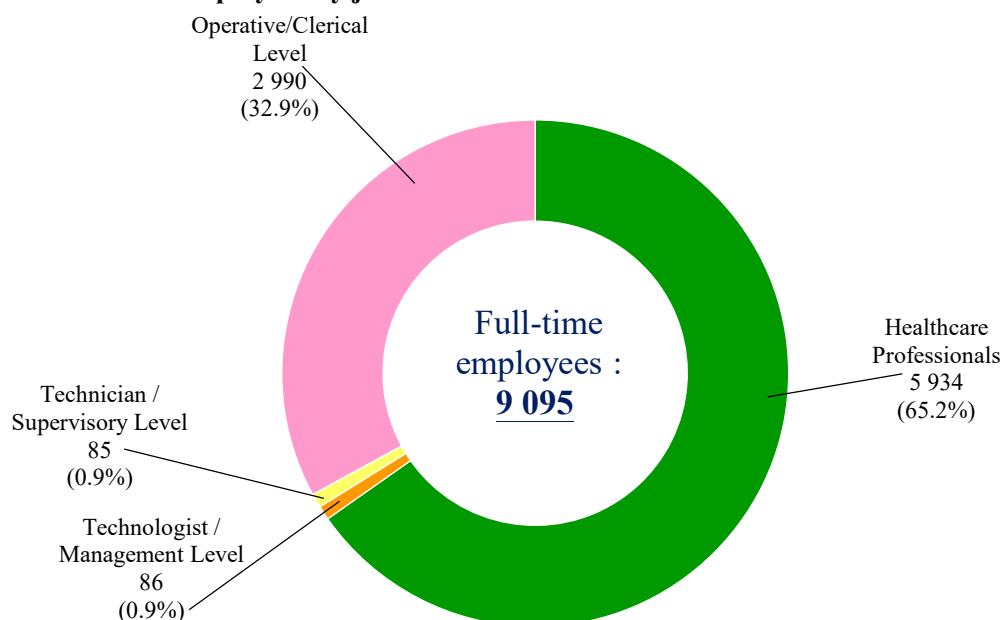
Dental Services

B. Dental Services⁷

Number of Full-time Employees

4.28 As at 2 July 2024, a total of 9 095 full-time employees were employed in “dental services”. Among them, about two-thirds (65.2%) were healthcare professionals, while about one-third (32.9%) were employed at the operative/clerical level. (Chart 4.16)

Chart 4.16 Full-time employees by job level in dental services



Note: “Craftsman level” is not applicable to “dental services”

Prominent Principal Jobs

4.29 The prominent principal jobs in “dental services” were “Clinic Assistant/Receptionist” (2 990 employees), “Dentist” (2 567 employees), and “Dental Surgery Assistant” (2 518 employees). (Table 4.10)

Table 4.10 Prominent principal jobs in dental services

Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Dentist	2 567	28.2%
	Dental Surgery Assistant	2 518	27.7%
	Dental Hygienist	558	6.1%
Operative/Clerical	Clinic Assistant/Receptionist	2 990	32.9%

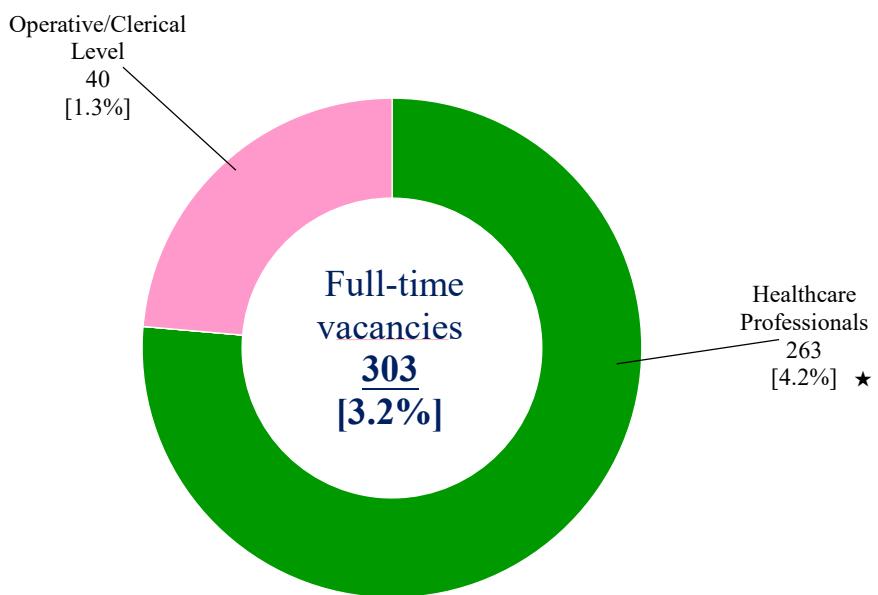
⁷ “Craftsman level” is not applicable to “dental services” and there are no trainees/apprentices engaged in “dental services”.

Dental Services

Number of Full-time Vacancies

4.30 As at 2 July 2024, a total of 303 full-time vacancies were reported in “dental services”, representing a vacancy rate of 3.2% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were for healthcare professionals (263 vacancies), and relatively fewer were for the operative/clerical level (40 vacancies). (Chart 4.17)

Chart 4.17 Full-time vacancies by job level in dental services



Notes:

- (1) Figures in [] brackets indicate the Vacancy rate =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$
- (2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.
- (3) No vacancies for “technologist/management level” and “technician/supervisory level”
- (4) “Craftsman level” is not applicable to “dental services”

Prominent Full-time Vacancies

4.31 The prominent principal vacancies were “Dentist” (124 vacancies), “Dental Therapist” (68 vacancies), “Dental Surgery Assistant” (58 vacancies), and “Clinic Assistant/Receptionist” (40 vacancies). (Table 4.11)

Table 4.11 Prominent full-time vacancies in dental services

Job level	Principal job	No. of vacancies	% of total number of vacancies
Healthcare Professionals	Dentist	124	40.9%
	Dental Therapist	68	22.4%
	Dental Surgery Assistant	58	19.1%
Operative/Clerical	Clinic Assistant/Receptionist	40	13.2%

Dental Services

Number of Part-time Employees

4.32 As at 2 July 2024, there were 543 part-time employees employed in “dental services”. Among them, most were “Clinic Assistant/Receptionist” (287 employees) at the operative/clerical level and healthcare professionals of “Dental Surgery Assistant” (127 employees) and “Dentist” (98 employees). (Chart 4.18)

Chart 4.18 Part-time employees by job level in dental services



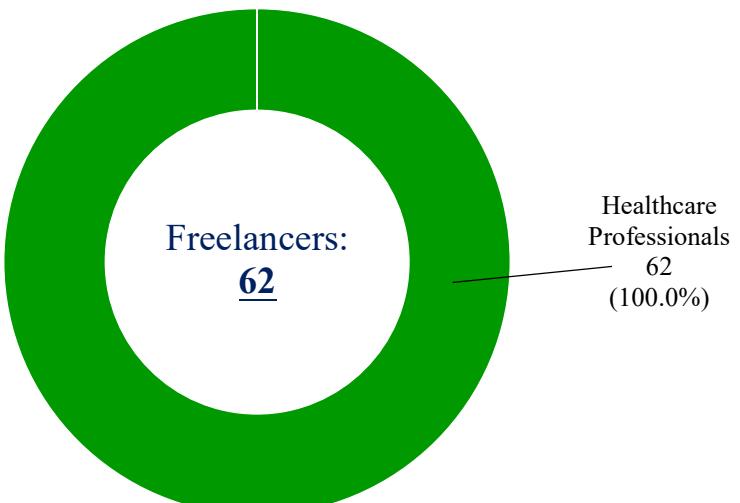
Notes:

- (1) No part-time employees for “technologist/management level” and “technician/supervisory level”
- (2) “Craftsman level” is not applicable to “dental services”

Number of Freelancers

4.33 As at 2 July 2024, a total of 62 62 freelancers in “dental services”, all (100.0%) were healthcare professionals of “Dentist” (42 persons) and “Dental Surgery Assistant” (20 persons). (Chart 4.19)

Chart 4.19 Freelancers by job level in dental services



Notes:

- (1) No freelancers for “technologist/management level”, “technician/supervisory level” and “operative/clerical level”
- (2) “Craftsman level” is not applicable to “dental services”

Dental Services

Average Monthly Remuneration Package of Full-time Employees

4.34 The average monthly remuneration package for full-time employees at the technologist/management level in “dental services” was mainly in the range of \$30,001 - \$50,000 (74.4%). It was followed by \$30,001 - \$50,000 (41.2%) and \$20,001 - \$30,000 (41.2%) at the technician/supervisory level, and \$15,001 - \$20,000 at the operative/clerical level (63.5%). (*Table 4.12*)

Table 4.12 Average monthly remuneration package by job level in dental services

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	1.2%	12.8%	74.4%	11.6%	0.0%	0.0%	86
Technician/ Supervisory	0.0%	12.9%	41.2%	41.2%	4.7%	0.0%	85
Operative/ Clerical	0.0%	0.0%	0.0%	30.1%	63.5%	6.4%	2 990

 denotes prominent ranges of monthly remuneration package in the respective job level.

4.35 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.36 All (100.0%) employees at the technologist/management level were preferred to have a first degree or above qualification. As for the employees at the technician/supervisory level, 70.6% were preferred to have a first degree or above qualification. Among the employees at the operative/clerical level, 70.6% were preferred to have a diploma/certificate qualification. (*Table 4.13*)

Table 4.13 Preferred level of education by job level in dental services

Job level	First degree or above	Sub-degree	Diploma/ certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/ Management	100.0%	0.0%	0.0%	0.0%	0.0%	86
Technician/ Supervisory	70.6%	22.4%	7.1%	0.0%	0.0%	85
Operative/ Clerical	0.0%	3.4%	70.6%	26.0%	0.0%	2 990

 denotes prominent ranges of preferred level of education in the respective job level.

Dental Services

4.37 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.38 80.2% of the employees at the technologist/management level in “dental services” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 55.3% were preferred to have 6 years to less than 10 years of experience. As for the employees at the operative/clerical level, 60.9% were preferred to have 1 year to less than 3 years of experience. (*Table 4.14*)

Table 4.14 Preferred years of experience by job level in dental services

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/ Management	9.3%	80.2%	10.5%	0.0%	0.0%	86
Technician/ Supervisory	0.0%	55.3%	16.5%	28.2%	0.0%	85
Operative/ Clerical	0.0%	0.0%	22.5%	60.9%	16.6%	2 990

denotes prominent ranges of preferred years of experience in the respective job level

4.39 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Dental Services

Employees Left and Recruited

4.40 In “dental services”, employers reported that 312 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 3.3%. Analysed by job level, healthcare professionals had a larger number of employees leaving (252 employees) and a higher turnover rate (4.1%). (*Table 4.15*)

Table 4.15 Employees left in the past 12 months by job level in dental services

Job level	Number of employees left	Turnover rate*
Healthcare professionals	252	4.1%
Technologist/Management	0	0.0%
Technician/Supervisory	0	0.0%
Operative/Clerical	60	2.0%
Overall	312	3.3%

* Turnover rate = no. of full-time employees left in the past 12 months/(no. of full-time employees + no. of full-time vacancies)

4.41 A total of 447 employees were recruited in “dental services” in the past 12 months, with the majority being at the operative/clerical level (264 employees) and healthcare professionals (183 employees). Among the new recruits in healthcare professionals, 63.9% had work experience in healthcare and wellness, whereas the corresponding proportion was much smaller among the new recruits at the operative/clerical level (12.1%). (*Table 4.16*)

Table 4.16 Staff recruited in the past 12 months by job level in dental services

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	183	117 (63.9%)
Technologist/Management	0	0 (-)
Technician/Supervisory	0	0 (-)
Operative/Clerical	264	32 (12.1%)
Overall	447	149 (33.3%)

Dental Services

Recruitment Difficulties

4.42 In “dental services”, the percentages of companies engaged in recruitment exercises in the past 12 months were 12.3% for recruiting employees at the operative/clerical level and 7.6% for recruiting healthcare professionals. (Table 4.17)

4.43 Among those companies engaged in the recruitment exercises, 16.9% to 31.0% reported having encountered recruitment difficulties. (Table 4.17)

4.44 In general, “many choices in the market” and “lack of awareness of possible career opportunities and prospects” were the major difficulties encountered in recruiting employees at various job levels. (Table 4.17)

Table 4.17 Difficulties encountered in recruitment in the past 12 months by job level in dental services

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment (% of companies with recruitment):	129 (7.6%)	#	#	207 (12.3%)
Among these companies, % of companies encountered difficulties in recruitment:	31.0%	-	-	16.9%
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)				
Many choices in the market	47.5% ★	-	-	97.1%★
Insufficiently trained/ qualified manpower in related disciplines	45.0% ★	-	-	0.0%
Lack of relevant working experience	47.5% ★	-	-	0.0%
Lack of competitive remuneration package and fringe benefit	42.5% ★	-	-	5.7%
Unwilling to work long working hours or work on shift	37.5%	-	-	48.6%★
Lack of awareness of possible career opportunities and prospect	57.5%★	-	-	40.0%★
Boring or unpleasant job nature	25.0%	-	-	22.9%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level

(3) # - Findings are not presented due to the small no. of companies (<5) having recruited staff at such job level.

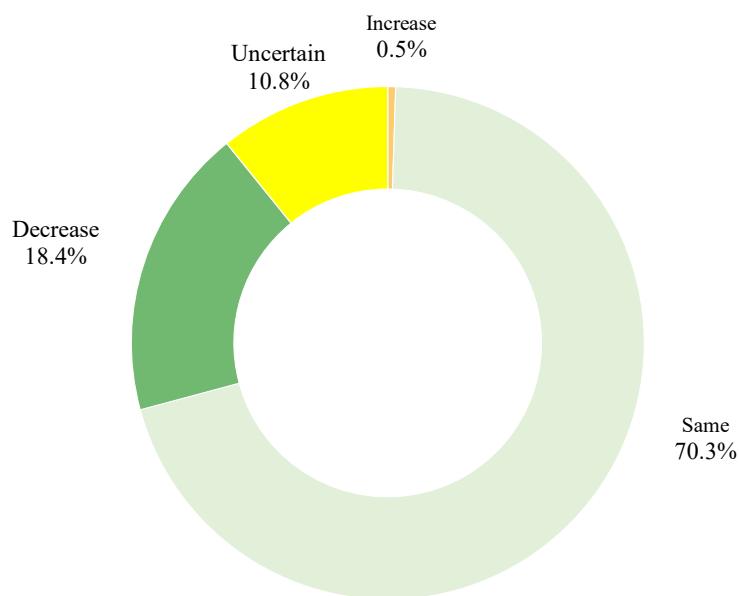
Dental Services

Employers' Views on Requirements for the Services in the Next 12 Months

4.45 In the survey, employers were asked to indicate their views on the expected change in the requirements for their services of the companies in the next 12 months. 70.3% of the companies in “dental services” expected the requirement for the services to remain the same, while a mere 0.5% expected an increase and 18.4% expected a decrease in the coming year. (Chart 4.20)

4.46 The primary reason cited for expecting a decrease in the requirement for the services was “heading to the Chinese Mainland for dental services”.

Chart 4.20 Views on requirement for the services in the next 12 months in dental services



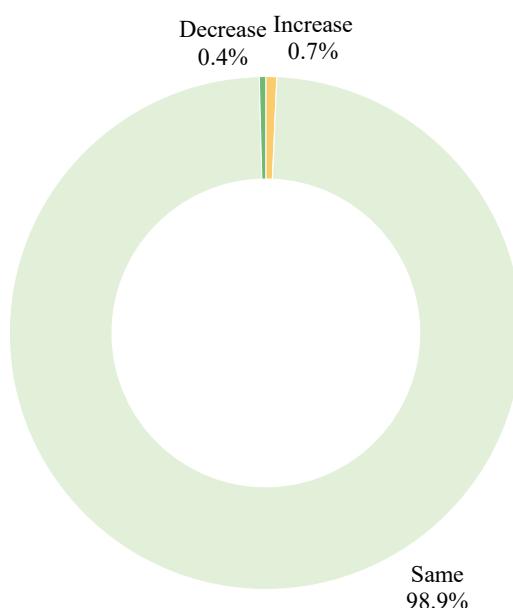
Note : Percentage are calculated on the basis of total number of companies

Dental Services

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.47 In the survey, employers were asked to indicate their views on the expected change in the number of their companies in the next 12 months. 98.9% of the companies in “dental services” expected the number of full-time employees to remain the same. 0.7% reported that the number of full-time employees would increase, while 0.4% reported that it would decrease. (Chart 4.21)

Chart 4.21 Views on number of full-time employees in the next 12 months in dental services



Note : Percentage are calculated on the basis of total number of companies

4.48 The average percentage change of the number of full-time employees in “dental services” in the next 12 months was an increase of 2.6%. It should be noted that the relatively large percentage increase in the expected number of full-time employees in “dental services” was primarily attributable to the development of the public dental sector (i.e., increasing public demand for dental services). That would result in a significant increase in the number of full-time employees in the next 12 months.

Dental Services

Employers' Views on Expected Changes in Introducing New Job Positions or Drastic Changes in the Existing Jobs

4.49 Employers were asked to indicate their views on expected changes in the introduction of new job positions or drastic changes in job duties/specifications on existing jobs. Some companies stated that an additional skill set for the existing post of “Dental Hygienists” would be required to support the primary dental care services, including oral health risk assessment and individualised advice on oral care and personal lifestyle.

Employers' Views on Whether Need to Recruit Professionals from Overseas to Fill Positions in the Local Market

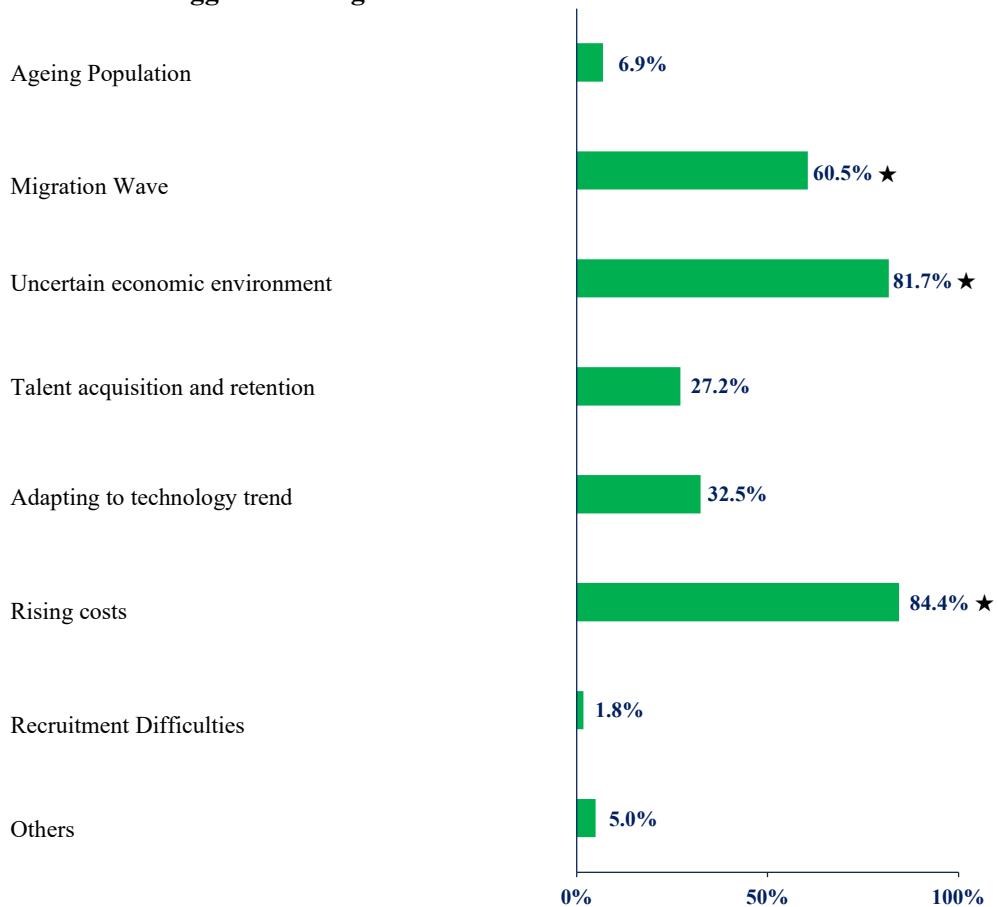
4.50 In respect of employers' views on whether they needed to recruit professionals from overseas to fill positions in the local market, the companies in “dental services” expressed a need to recruit “Dental Officer”, “Dental Technologist”, and “Dental Therapist” from overseas.

Dental Services

Biggest Challenges in the Next 12 Months

4.51 The biggest challenges encountered by companies in “dental services” in the next 12 months were “rising costs” (84.4%), “uncertain economic environment” (81.7%), and “migration wave” (60.5%). Additionally, it is worth noting that some (5.0%) companies identified other challenges, mainly “heading to the Chinese Mainland for dental services”. (Chart 4.22)

Chart 4.22 Biggest challenges in the next 12 months in dental services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

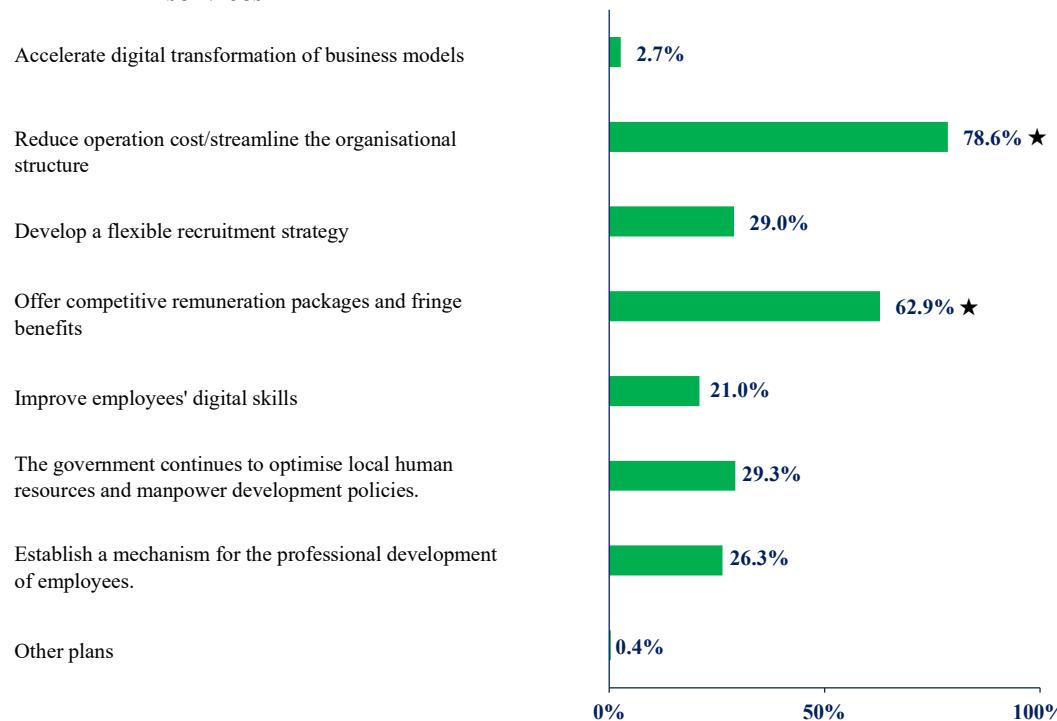
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Dental Services

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.52 The future plans considered useful to tackle the challenges encountered in the next 12 months were “reduce operation cost/streamline the organisational structure” (78.6%) and “offer competitive remuneration packages and fringe benefits” (62.9%). (Chart 4.23)

Chart 4.23 Plans considered useful to tackle the challenges in the next 12 months in dental services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Dental Services

Training Requirements

4.53 In the survey, employers were asked to indicate training areas for their employees. In “dental services”, the training requirements for healthcare professionals and employees at the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, and “customer services and complaint handling”. Employees at the technologist/management level and technician/supervisory level tended to focus on (i) management skills in terms of “store operations management”, (ii) generic skills in terms of “problem solving abilities”, and (iii) trade specific skills in terms of “updated knowledge of community dentistry”. (*Table 4.18*)

Table 4.18 Major training requirements by job level in dental services

Healthcare Professionals	Technologist/ Management	Technician/ Supervisory	Operative/ Clerical
Communication and Interpersonal Abilities	Store Operations Management		Communication and Interpersonal Abilities
45.9%	54.9%	79.3%	95.5%
Problem Solving Abilities			
76.0%	72.5%	65.5%	76.8%
Strategic Management	Updated knowledge of Community Dentistry		Counselling Skills
37.0%	35.3%	69.0%	55.2%
Multi-languages	Quality Management	Multi-languages	-
41.8%	35.3%	55.2%	
Customer Services and Complaint Handling		Health Digital Transformation	Customer Services and Complaint Handling
32.8%	47.1%	51.7%	53.6%
 <i>Management Skills</i>	 <i>Trade Specific Skills</i>	 <i>Generic Skills</i>	

4.54 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

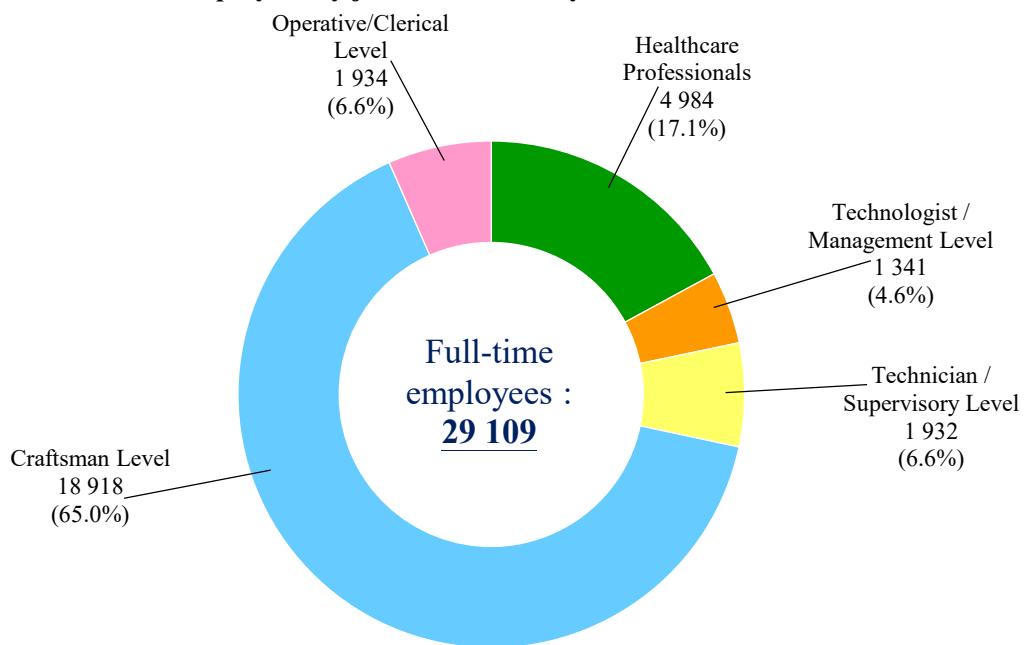
Elderly Care Services

C. Elderly Care Services

Number of Full-time Employees

4.55 As at 2 July 2024, a total of 29 109 full-time employees were employed in “elderly care services”. Among them, about two-thirds (65.0%) were employed at the craftsman level, while less than one-fifth (17.1%) were healthcare professionals. (Chart 4.24)

Chart 4.24 Full-time employees by job level in elderly care services



Prominent Principal Jobs

4.56 The prominent principal jobs in “elderly care services” were “Personal Care Worker” (13 502 employees), “Health Worker” (4 370 employees), “Nurse (Enrolled/Registered)” (4 059 employees), “Social Worker” (1 381 employees), and “Program Worker” (1 333 employees). (Table 4.19)

Table 4.19 Prominent principal jobs in elderly care services

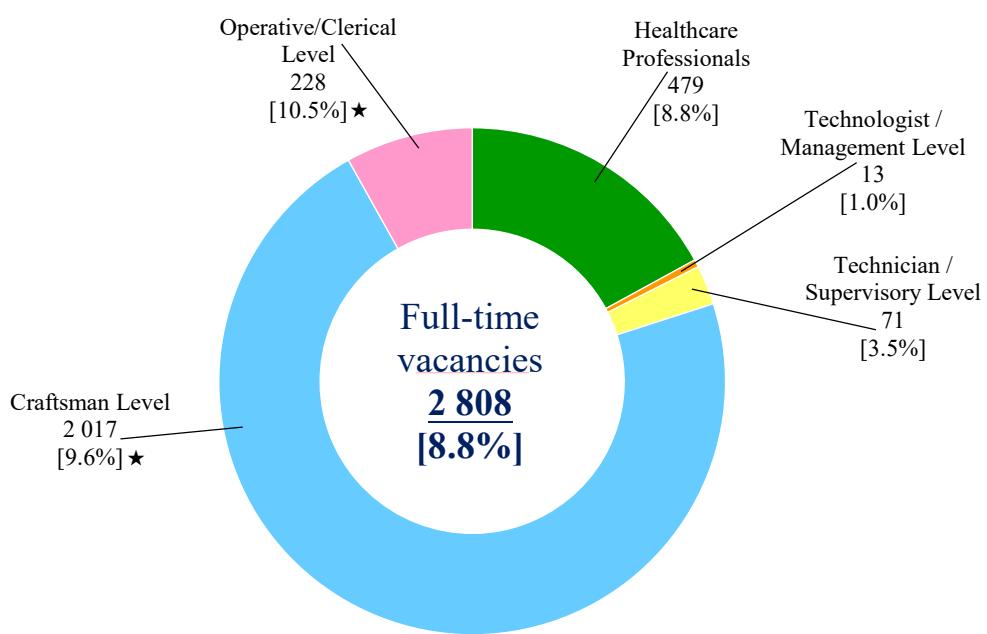
Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Nurse (Enrolled/Registered)	4 059	13.9%
Technician/Supervisory	Social Worker	1 381	4.7%
Craftsman	Personal Care Worker	13 502	46.4%
	Health Worker	4 370	15.0%
Operative/Clerical	Program Worker	1 333	4.6%

Elderly Care Services

Number of Full-time Vacancies

4.57 As at 2 July 2024, a total of 2 808 full-time vacancies were reported in “elderly care services”, representing a vacancy rate of 8.8% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were jobs at the craftsman level (2 017 vacancies), and relatively fewer were healthcare professionals (479 vacancies). (Chart 4.25)

Chart 4.25 Full-time vacancies by job level in elderly care services



Notes:

(1) Figures in [] brackets indicate the Vacancy rate =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$

(2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.

Prominent Full-time Vacancies

4.58 The prominent principal vacancies were “Personal Care Worker” (1 654 vacancies), “Nurse (Enrolled/Registered)” (357 vacancies), “Health Worker” (279 vacancies), and “Program Worker” (167 vacancies). (Table 4.20)

Table 4.20 Prominent full-time vacancies in elderly care services

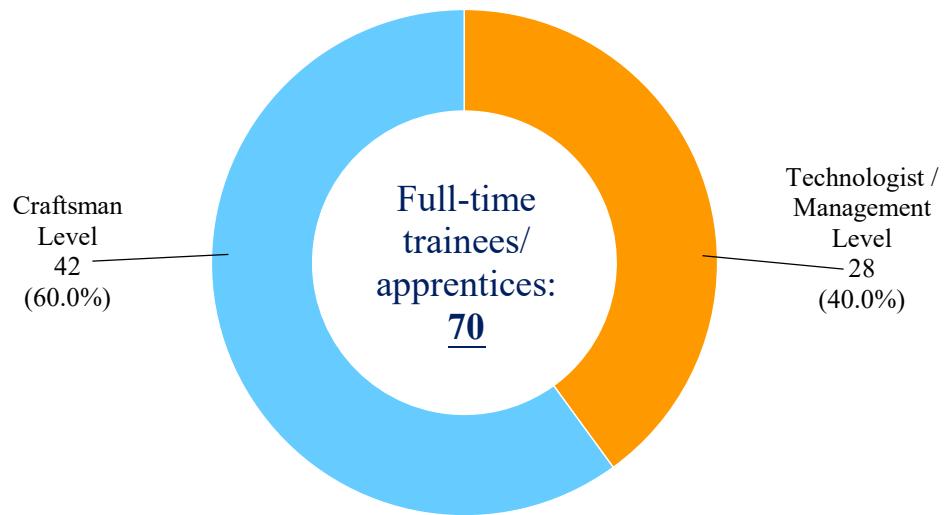
Job level	Principal job	No. of vacancies	% of total number of vacancies
Healthcare Professionals	Nurse (Enrolled/Registered)	357	12.7%
Craftsman	Personal Care Worker	1 654	58.9%
	Health Worker	279	9.9%
Operative/Clerical	Program Worker	167	5.9%

Elderly Care Services

Number of Trainees/Apprentices

4.59 As at 2 July 2024, a total of 70 trainees/apprentices were employed in “elderly care services”. Among them, 60.0% were “Health Worker” (23 persons), “Personal Care Worker” (10 persons), and “Rehabilitation Worker” (9 persons) at the craftsman level. 40.0% were “Service Manager” (28 persons) at the technologist/management level. (Chart 4.26)

Chart 4.26 Trainees/apprentices by job level in elderly care services

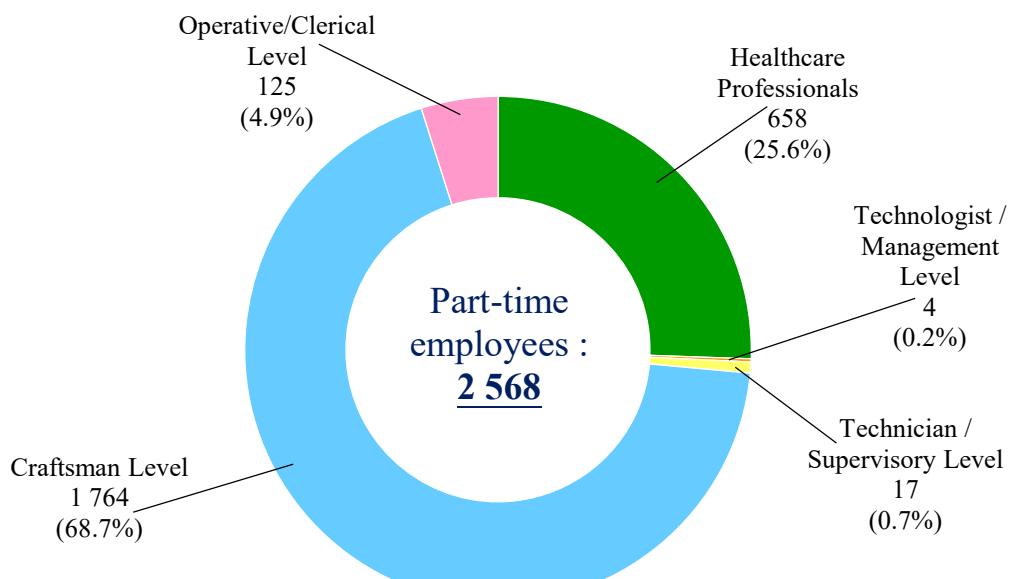


Note: No trainees/apprentices for “healthcare professionals”, “technician/supervisory level” and “operative/clerical level”

Number of Part-time Employees

4.60 As at 2 July 2024, there were 2 568 part-time employees employed in “elderly care services”. Among them, most were “Personal Care Worker” (860 employees), “Health Worker” (766 employees) at the craftsman level, and healthcare professionals of “Nurse (Enrolled/Registered)” (566 employees). (Chart 4.27)

Chart 4.27 Part-time employees by job level in elderly care services

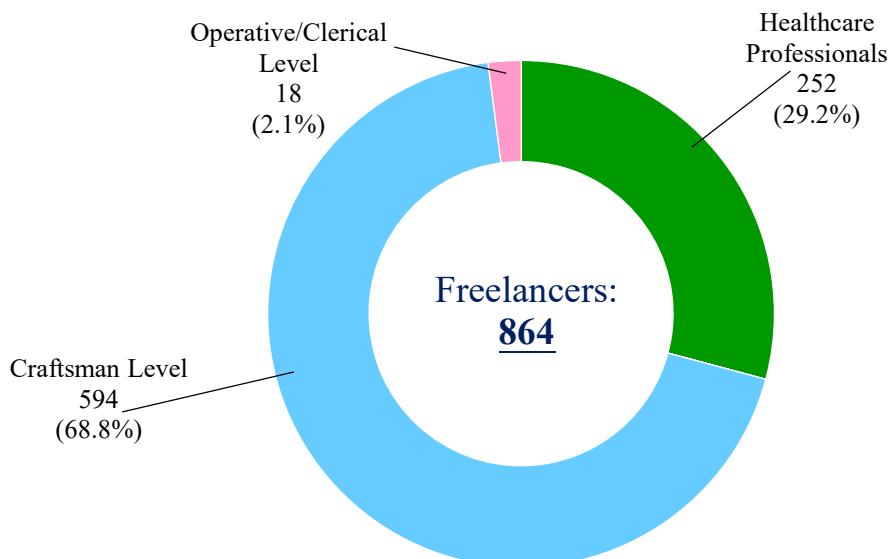


Elderly Care Services

Number of Freelancers

4.61 As at 2 July 2024, a total of 864 freelancers were employed in “elderly care services”. Among them, most were “Personal Care Worker” (396 persons) and “Health Worker” (184 persons) at the craftsman level, and healthcare professionals of “Nurse (Enrolled/Registered)” (216 persons). (Chart 4.28)

Chart 4.28 Freelancers by job level in elderly care services



Note: No freelancers for “technologist/management level” and “technician/supervisory level”

Average Monthly Remuneration Package of Full-time Employees

4.62 The average monthly remuneration package for full-time employees at the technologist/management level in “elderly care services” was mainly in the range of \$50,001 - \$80,000 (46.1%) and \$30,001 - \$50,000 (41.5%). It was followed by \$30,001 - \$50,000 (51.8%) and \$20,001 - \$30,000 (44.8%) at the technician/supervisory level, and \$15,001 - \$20,000 (55.0%) and \$20,001 - \$30,000 (43.6%) at the craftsman level and \$15,001 - \$20,000 (60.7%) at the operative/clerical level. (Table 4.21)

Table 4.21 Average monthly remuneration package by job level in elderly care services

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	0.3%	46.1%	41.5%	12.0%	0.1%	0.0%	1 341
Technician/ Supervisory	0.0%	0.0%	51.8%	44.8%	3.4%	0.0%	1 932
Craftsman	0.0%	0.0%	1.2%	43.6%	55.0%	0.2%	18 918
Operative/ Clerical	0.0%	0.0%	0.0%	24.1%	60.7%	15.2%	1 934

denotes prominent ranges of monthly remuneration package in the respective job level.

Elderly Care Services

4.63 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.64 85.4% of the employees at the technologist/management level in “elderly care services” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 60.5% were preferred to have a sub-degree qualification. As for the employees at the craftsman level, 41.0% were preferred to have secondary 4 to 7 qualifications, while 36.9% were preferred to have diploma/certificate. 81.1% of the employees at the operative/clerical level were preferred to have secondary 4 to 7 qualifications. (Table 4.22)

Table 4.22 Preferred level of education by job level in elderly care services

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	85.4%	13.5%	1.1%	0.0%	0.0%	1 341
Technician/Supervisory	35.8%	60.5%	3.7%	0.0%	0.0%	1 932
Craftsman	0.0%	2.4%	36.9%	41.0%	19.7%	18 918
Operative/Clerical	0.0%	0.6%	17.0%	81.1%	1.3%	1 934

 denotes prominent ranges of preferred level of education in the respective job level.

4.65 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.66 68.7% of employees at the technologist/management level in “elderly care services” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 58.8% were preferred to have 3 years to less than 6 years of experience. As for the employees at the craftsman level, 56.6% were preferred to have 1 year to less than 3 years of experience, while 39.4% were preferred to have less than 1 year of experience. 56.7% of the employees at the operative/clerical level were preferred to have less than 1 year of experience, while 41.5% were preferred to have 1 year to less than 3 years of experience. (Table 4.23)

Elderly Care Services

Table 4.23 Preferred years of experience by job level in elderly care services

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/Management	6.3%	68.7%	21.9%	3.1%	0.0%	1 341
Technician/Supervisory	0.0%	11.3%	58.8%	29.9%	0.0%	1 932
Craftsman	0.0%	0.4%	3.6%	56.6%	39.4%	18 918
Operative/Clerical	0.1%	0.3%	1.4%	41.5%	56.7%	1 934

 denotes prominent ranges of preferred years of experience in the respective job level

4.67 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Employees Left and Recruited

4.68 In “elderly care services”, employers reported that 3 541 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 11.1%. Analysed by job level, employees at the craftsman level had a larger number of employees left (2 497 employees), whereas the turnover rate was relatively higher at the operative/clerical level (17.5%). (*Table 4.24*)

Table 4.24 Employees left in the past 12 months by job level in elderly care services

Job level	Number of employees left	Turnover rate*
Healthcare professionals	539	9.9%
Technologist/Management	50	3.7%
Technician/Supervisory	77	3.8%
Craftsman	2 497	11.9%
Operative/Clerical	378	17.5%
Overall	3 541	11.1%

* Turnover rate = no. of full-time employees left in the past 12 months / (no. of full-time employees + no. of full-time vacancies)

4.69 A total of 3 535 employees were recruited in “elderly care services” in the past 12 months, with the majority being at the craftsman level (2 413 employees). Among the new recruits at the healthcare professionals, the technician/supervisory level and the technologist/management level, over 70% had healthcare and wellness working experience (79.7%, 79.3% and 74.6% respectively) while the corresponding proportion was smaller for the new recruits at the operative/clerical level (50.6%) and the craftsman level (48.5%).(Table 4.25)

Elderly Care Services

Table 4.25 Staff recruited in the past 12 months by job level in elderly care services

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	634	505 (79.7%)
Technologist/Management	59	44 (74.6%)
Technician/Supervisory	87	69 (79.3%)
Craftsman	2 413	1 171 (48.5%)
Operative/Clerical	342	173 (50.6%)
Overall	3 535	1 962 (55.5%)

Recruitment Difficulties

4.70 In “elderly care services”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively higher for recruiting employees at the craftsman level (58.0%), as compared with employees at other job levels (3.3% - 10.7%). (*Table 4.26*)

4.71 Among those companies engaged in the recruitment exercises, two-thirds or more (66.7% - 74.7%) reported having encountered recruitment difficulties for recruiting employees at most job levels, while the corresponding proportion was smaller for the technologist/management level (52.2%). (*Table 4.26*)

4.72 In general, “many choices in the market” was the major difficulty encountered in recruiting employees at various job levels, followed by “lack of competitive remuneration package and fringe benefit” and “boring or unpleasant job nature”. (*Table 4.26*)

Elderly Care Services

Table 4.26 Difficulties encountered in recruitment in the past 12 months by job level in elderly care services

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment					
(% of companies with recruitment):	75 (10.7%)	23 (3.3%)	27 (3.8%)	408 (58.0%)	40 (5.7%)
Among these companies, % of companies encountered difficulties in recruitment:	74.7%	52.2%	66.7%	71.6%	67.5%
Major difficulties encountered:- <i>(Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)</i>					
Many choices in the market	75.0%★	58.3%★	66.7% ★	52.4%★	63.0% ★
Insufficiently trained/ qualified manpower in related disciplines	16.1%	25.0%	50.0% ★	15.8%	18.5%
Lack of relevant working experiences	16.1%	41.7% ★	33.3%	13.7%	11.1%
Lack of competitive remuneration package and fringe benefit	41.1%★	33.3%	22.2%	39.7%	66.7%★
Unwilling to work long working hours or work on shift	28.6%	25.0%	11.1%	63.0%★	14.8%
Lack of awareness of possible career opportunities and prospect	10.7%	25.0%	38.9%	25.7%	25.9%
Boring or unpleasant job nature	42.9%★	8.3%	11.1%	56.8%★	18.5%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

Elderly Care Services

Employers' Views on Requirements for the Services in the Next 12 Months

4.73 In the survey, employers were asked to indicate their views on the expected change in the requirements for their services of the companies in the next 12 months. About two-thirds (66.3%) of the companies in "elderly care services" expected the requirement for the services to remain the same, while 16.9% expected an increase and 3.6% expected a decrease for the coming year. (*Chart 4.29*)

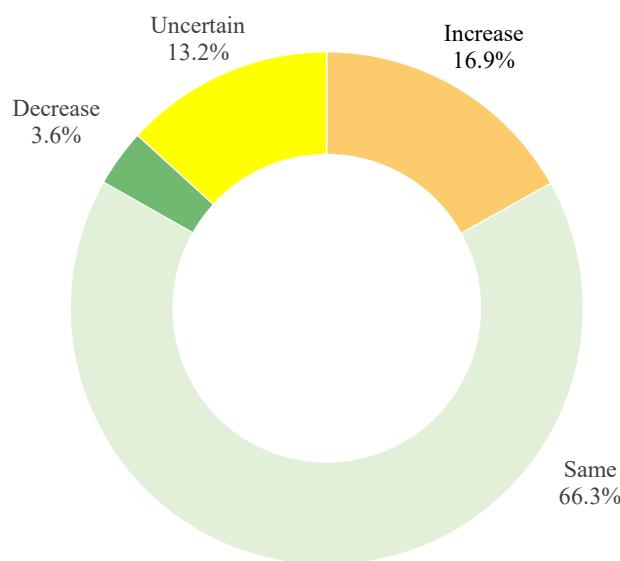
4.74 The primary reasons cited for expecting an increase in the requirement for the services included:

- ageing population;
- an increase in government-purchased nursing home places; and
- an improvement in the reputation and the quality of nursing homes.

4.75 The primary reasons cited for expecting a decrease in the requirement for the services included:

- an increase in market competition; and
- a decrease in the government subsidy.

Chart 4.29 Views on requirement for the services in the next 12 months in elderly care services



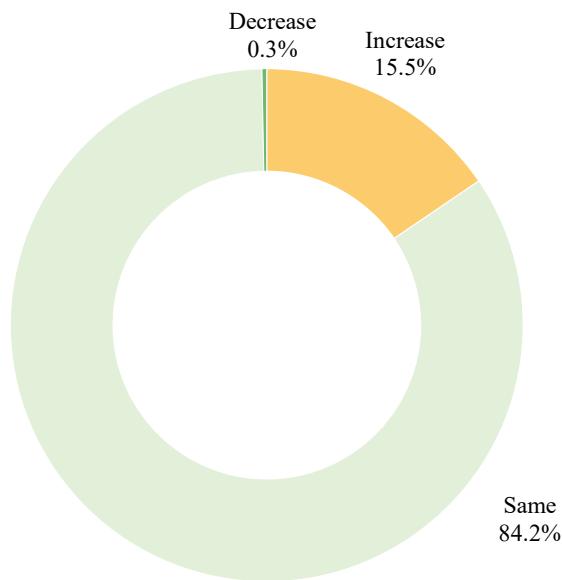
Note : Percentage are calculated on the basis of total number of companies

Elderly Care Services

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.76 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 84.2% of the companies in “elderly care services” expected the number of full-time employees to remain the same. 15.5% reported that the number of full-time employees would increase, while 0.3% reported that it would decrease. (*Chart 4.30*)

Chart 4.30 Views on number of full-time employees in the next 12 months in elderly care services



Note : Percentage are calculated on the basis of total number of companies

4.77 The average percentage change of the number of full-time employees in “elderly care services” in the next 12 months was an increase of 1.7%.

Elderly Care Services

Employers' Views on Expected Changes in Introducing New Job Positions or Drastic Changes in the Existing Jobs

4.78 Employers were asked to indicate their views on expected changes in the introduction of new job positions or drastic changes in job duties/specifications on existing jobs. Some companies highlighted that the existing job duties of “Program Worker” in elderly care services would have drastic changes to enable the elderly to acquire health and sports knowledge and improve their physical fitness.

Employers' Views on Whether Need to Recruit Professionals from Overseas to Fill Positions in the Local Market

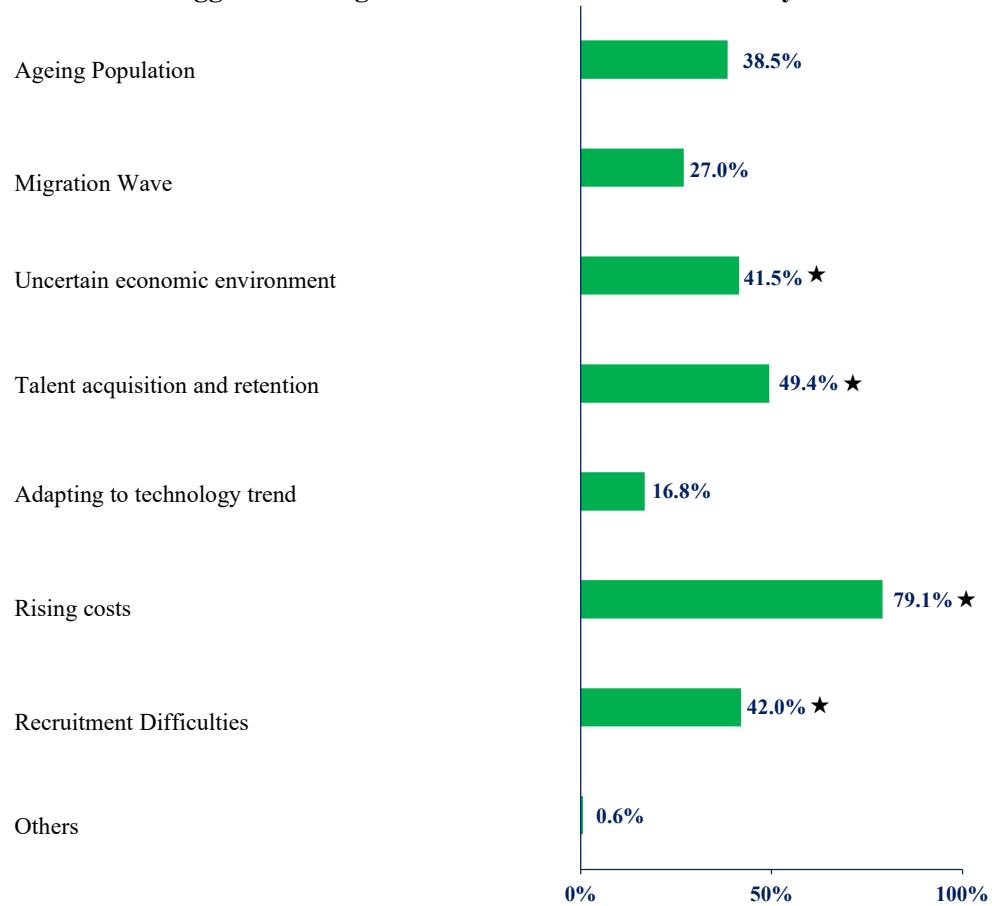
4.79 In regard to employers' views on whether they needed to recruit professionals from overseas to fill positions in the local market, some companies in “elderly care services” expressed a need to recruit “Nurse (Enrolled/Registered)” and “Personal Care Worker” from overseas.

Elderly Care Services

Biggest Challenges in the Next 12 Months

4.80 The biggest challenge encountered by companies in “elderly care services” in the next 12 months was “rising costs” (79.1%), followed by “talent acquisition and retention” (49.4%), “recruitment difficulties” (42.0%), and “uncertain economic environment” (41.5%). (Chart 4.31)

Chart 4.31 Biggest challenges in the next 12 months in elderly care services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

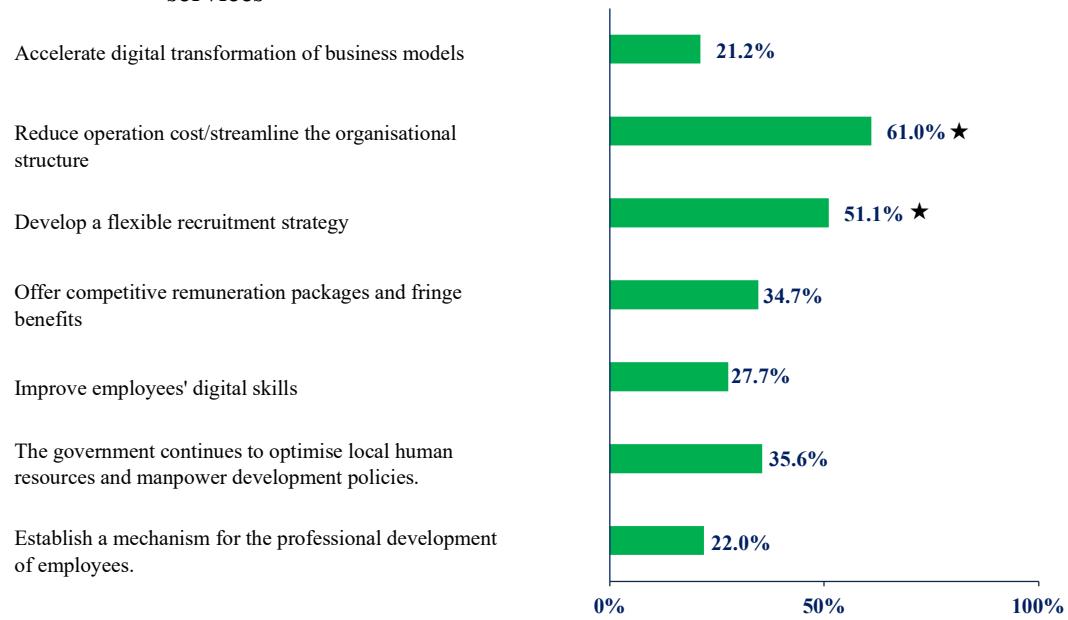
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Elderly Care Services

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.81 The future plans considered useful to tackle the challenges encountered in the next 12 months were “reduce operation cost/streamline the organisational structure” (61.0%) and “develop a flexible recruitment strategy” (51.1%). (Chart 4.32)

Chart 4.32 Plans considered useful to tackle the challenges in the next 12 months in elderly care services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Elderly Care Services

Training Requirements

4.82 In the survey, employers were asked to indicate the training areas for their employees. In “elderly care services”, the training requirements for healthcare professionals, employees at the technician/supervisory level, the craftsman level and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, “customer services and complaint handling”, “counselling skills” and “multi-languages”. Employees at the technologist/management level tended to focus on management skills, particularly skills relating to “operations management”. (Table 4.27)

Table 4.27 Major training requirements by job level in elderly care services

Healthcare Professionals	Technologist/Management	Technician/Supervisory	Craftsman	Operative/Clerical
Communication and Interpersonal Abilities	Operations Management	Communication and Interpersonal Abilities		
67.0%	70.4%	89.0%	81.3%	82.1%
Problem Solving Abilities				
75.5%	39.8%	78.5%	75.9%	72.8%
Customer Services and Complaint Handling	Quality Management	Customer Services and Complaint Handling		
31.8%	47.9%	55.8%	61.7%	48.7%
Multi-languages	Risk Management	Counselling Skills		Multi-languages
53.5%	40.2%	68.5%	30.6%	42.6%
-	Strategic Management			
	40.0%			

 *Management Skills*  *Generic Skills*

4.83 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

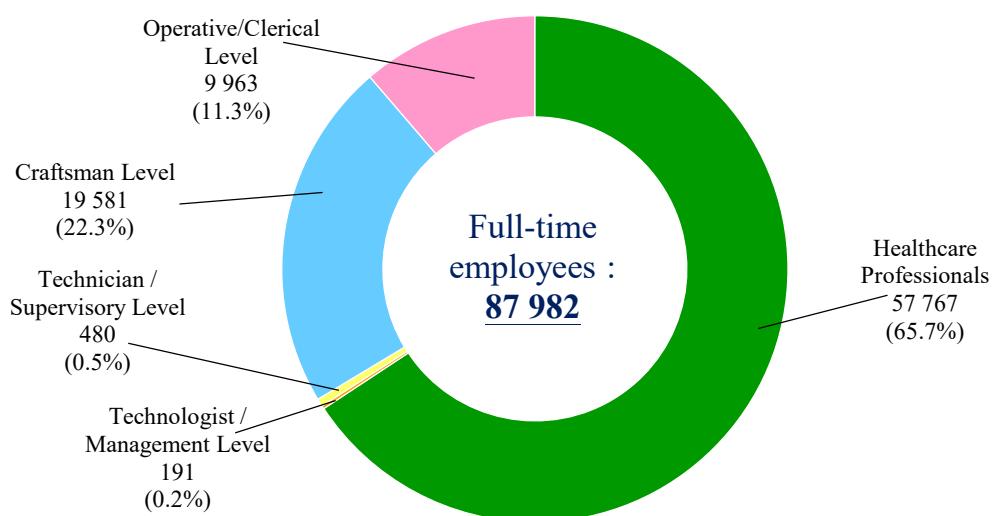
Medical Services

D. Medical Services

Number of Full-time Employees

4.84 As at 2 July 2024, a total of 87 982 full-time employees were employed in “medical services”. Among them, about two-thirds (65.7%) were healthcare professionals, while 22.3% were employed at the craftsman level and 11.3% at the operative/clerical level. (Chart 4.33)

Chart 4.33 Full-time employees by job level in medical services



Prominent Principal Jobs

4.85 The prominent principal jobs in “medical services” were “Nurse (Enrolled/Registered)” (36 353 employees), “Patient Care Assistant” (19 057 employees), “Doctor” (12 970 employees) and “Clinic Assistant/ Receptionist” (9 959 employees). (Table 4.28)

Table 4.28 Prominent principal jobs in medical services

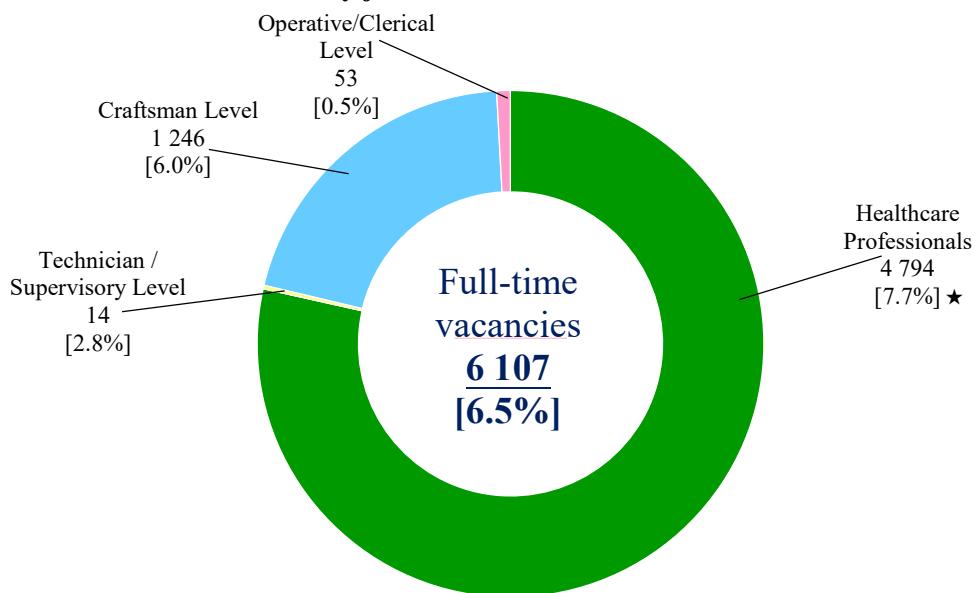
Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Nurse (Enrolled/Registered)	36 353	41.3%
	Doctor	12 970	14.7%
	Physiotherapist	2 909	3.3%
Craftsman	Patient Care Assistant	19 057	21.7%
Operative/Clerical	Clinic Assistant/Receptionist	9 959	11.3%

Medical Services

Number of Full-time Vacancies

4.86 As at 2 July 2024, a total of 6 107 full-time vacancies were reported in “medical services”, representing a vacancy rate of 6.5% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were healthcare professionals (4 794 vacancies), and relatively fewer were jobs at the craftsman level (1 246 vacancies). (Chart 4.34)

Chart 4.34 Full-time vacancies by job level in medical services



Notes:

- (1) Figures in [] brackets indicate the Vacancy rate =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$
- (2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.
- (3) No vacancies for “technologist management level”

Prominent Full-time Vacancies

4.87 The prominent principal vacancies were “Nurse (Enrolled/Registered)” (3 299 vacancies), “Patient Care Assistant” (1 239 vacancies), and “Doctor” (765 vacancies). (Table 4.29)

Table 4.29 Prominent full-time vacancies in medical services

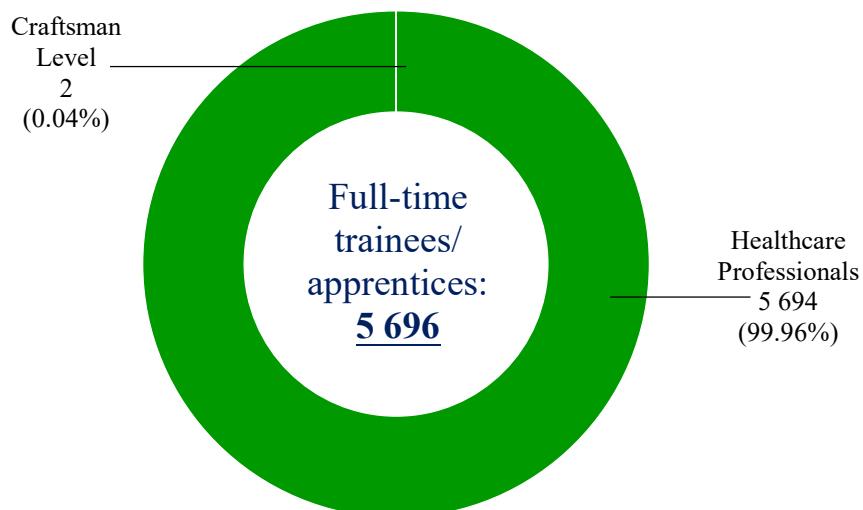
Job level	Principal job	No. of vacancies	% of total number of vacancies
Healthcare Professionals	Nurse (Enrolled/Registered)	3 299	54.0%
	Doctor	765	12.5%
	Physiotherapist	256	4.2%
Craftsman	Patient Care Assistant	1 239	20.3%

Medical Services

Number of Trainees/Apprentices

4.88 As at 2 July 2024, there were 5 696 trainees/apprentices employed in “medical services”. Among them, nearly all (99.96%) were healthcare professionals, mainly “Nurse (Enrolled/Registered)” (5 165 persons) and “Doctor” (529 persons). (Chart 4.35)

Chart 4.35 Trainees/apprentices by job level in medical services

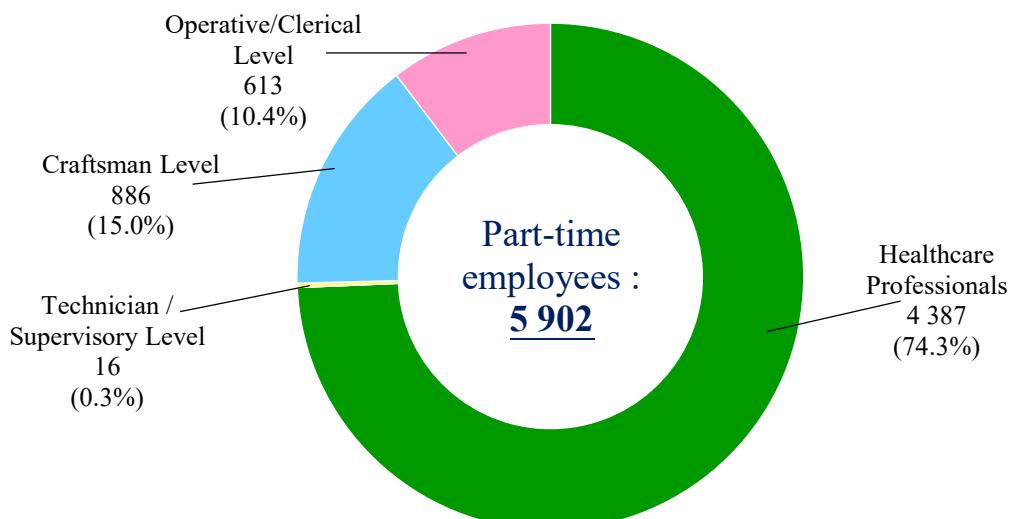


Note: No trainees/apprentices for “technologist/management level”, “technician/supervisory level” and “operative/clerical level”

Number of Part-time Employees

4.89 As at 2 July 2024, a total of 5 902 part-time employees were employed in “medical services”. Among them, most were healthcare professionals of “Nurse (Enrolled/Registered)” (3 009 employees) and “Doctor” (965 employees), followed by “Patient Care Assistant” (829 employees) at the craftsman level and “Clinic Assistant/ Receptionist” at the operative/clerical level (613 employees). (Chart 4.36)

Chart 4.36 Part-time employees by job level in medical services



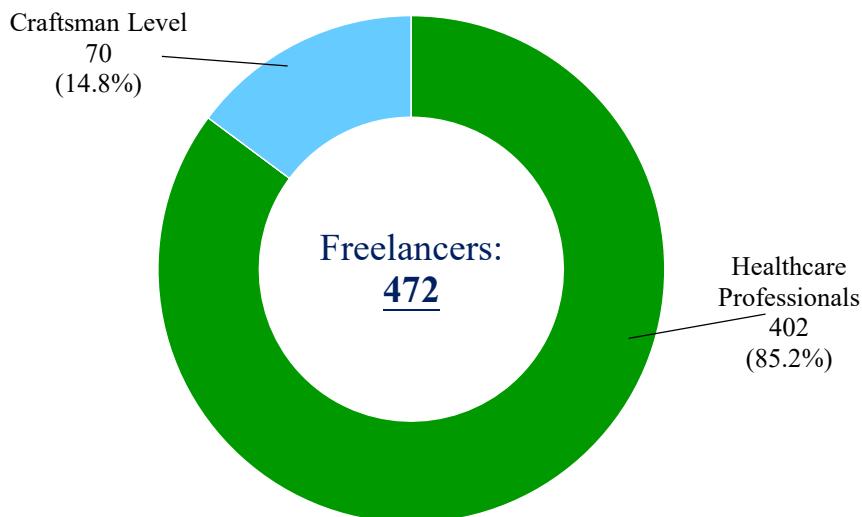
Note: No part-time employees for “technologist/management level”

Medical Services

Number of Freelancers

4.90 As at 2 July 2024, there were 472 freelancers employed in “medical services”. Among them, most (85.2%) were healthcare professionals, mainly “Physiotherapist” (145 persons), “Doctor” (127 persons), and “Nurse (Enrolled/Registered)” (43 persons), and relatively fewer were employed at the craftsman level (14.8%). (Chart 4.37)

Chart 4.37 Freelancers by job level in medical services



Note: No freelancers for “technologist/management level”, “technician/supervisory level” and “operative/clerical level”

Average Monthly Remuneration Package of Full-time Employees

4.91 For the full-time employees at both the technologist/management level and the technician/supervisory level in “medical services”, the average monthly remuneration package was mainly in the range of \$30,001 - \$50,000 (54.4% and 76.7% respectively). It was followed by \$15,001 - \$20,000 (59.2%) and \$20,001 - \$30,000 (40.8%) at the craftsman level, and \$15,001 - \$20,000 (80.1%) at the operative/clerical level. (Table 4.30)

Table 4.30 Average monthly remuneration package by job level in medical services

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	1.5%	39.0%	54.4%	5.1%	0.0%	0.0%	191
Technician/ Supervisory	0.0%	0.0%	76.7%	23.3%	0.0%	0.0%	480
Craftsman	0.0%	0.0%	0.0%	40.8%	59.2%	0.0%	19 581
Operative/ Clerical	0.0%	0.0%	0.0%	19.5%	80.1%	0.4%	9 963

denotes prominent ranges of monthly remuneration package in the respective job level.

Medical Services

4.92 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.93 All (100.0%) employees at the technologist/management level in “medical services” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 48.9% were preferred to have a first degree or above qualification, while 48.9% were preferred to have a sub-degree qualification. As for the employees at both the craftsman level and the operative/clerical level, most were preferred to have a diploma/certificate qualification (49.8% and 66.5% respectively). (*Table 4.31*)

Table 4.31 Preferred level of education by job level in medical services

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	100.0%	0.0%	0.0%	0.0%	0.0%	191
Technician/Supervisory	48.9%	48.9%	2.2%	0.0%	0.0%	480
Craftsman	3.2%	11.9%	49.8%	9.0%	26.0%	19 581
Operative/Clerical	0.0%	14.8%	66.5%	18.5%	0.1%	9 963

denotes prominent ranges of preferred level of education in the respective job level.

4.94 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.95 66.9% of the employees at the technologist/management level in “medical services” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 66.7% were preferred to have 3 years to less than 6 years of experience. For the employees at both the craftsman level and the operative/clerical level, most of them were preferred to have 1 year to less than 3 years of experience (47.8% and 85.2% respectively). (*Table 4.32*)

Medical Services

Table 4.32 Preferred years of experience by job level in medical services

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/Management	1.5%	66.9%	31.6%	0.0%	0.0%	191
Technician/Supervisory	0.0%	17.8%	66.7%	15.6%	0.0%	480
Craftsman	0.0%	0.0%	25.3%	47.8%	26.9%	19 581
Operative/Clerical	0.0%	0.0%	9.9%	85.2%	4.9%	9 963

 denotes prominent ranges of preferred years of experience in the respective job level

4.96 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Employees Left and Recruited

4.97 In “medical services”, employers reported that 246 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 8.8%. Analysed by job level, healthcare professionals (5 486 employees) and employees at the craftsman level (2 430 employees) registered larger numbers of employees left, whereas the turnover rate was relatively higher at the craftsman level and the technician/supervisory level (11.7% and 10.5% respectively). (Table 4.33)

Table 4.33 Employees left in the past 12 months by job level in medical services

Job level	Number of employees left	Turnover rate*
Healthcare professionals	5 486	8.8%
Technologist/Management	12	6.3%
Technician/Supervisory	52	10.5%
Craftsman	2 430	11.7%
Operative/Clerical	266	2.7%
Overall	8 246	8.8%

* Turnover rate = no. of full-time employees left in the past 12 months / (no. of full-time employees + no. of full-time vacancies)

Medical Services

4.98 A total of 8 345 employees were recruited in “medical services” in the past 12 months, with the majority being among healthcare professionals (5 299 employees). Among the new recruits at the technologist/management level, healthcare professionals, the technician/supervisory level, and the craftsman level, over 80% had healthcare and wellness working experience (100.0%, 93.2%, 90.9%, and 85.5% respectively) while the corresponding proportion was smaller for the new recruits at the operative/clerical level (56.0%). (*Table 4.34*)

Table 4.34 Staff recruited in the past 12 months by job level in medical services

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	5 299	4 941 (93.2%)
Technologist/Management	12	12 (100.0%)
Technician/Supervisory	66	60 (90.9%)
Craftsman	2 702	2 310 (85.5%)
Operative/Clerical	266	149 (56.0%)
Overall	8 345	7 472 (89.5%)

Recruitment Difficulties

4.99 In “medical services”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively low, with only 2.5% or less having recruited employees at respective job levels. (*Table 4.35*)

4.100 Among those companies engaged in the recruitment exercises, about half or more (51.6% - 57.0%) reported having encountered recruitment difficulties for recruiting employees at most job levels, while the corresponding proportion was smaller for the technician/supervisory level (42.9%). (*Table 4.35*)

4.101 In general, “unwilling to work long working hours or work on shift”, “many choices in the market” and “lack of relevant working experiences” were the major difficulties encountered in recruiting employees at various job levels. (*Table 4.35*)

Medical Services

Table 4.35 Difficulties encountered in recruitment in the past 12 months by job level in medical services

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment (% of companies with recruitment):	150 (2.5%)	#	7 (0.1%)	31 (0.5%)	100 (1.7%)
Among these companies, % of companies encountered difficulties in recruitment:	54.7%	-	42.9%	51.6%	57.0%
<u>Major difficulties encountered:-</u> (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	85.4% ★	-	33.3%	56.3% ★	84.2% ★
Insufficiently trained/ qualified manpower in related disciplines	50.0% ★	-	33.3%	31.3%	17.5%
Lack of relevant working experiences	79.3%★	-	66.7% ★	12.5%	14.0%
Lack of competitive remuneration package and fringe benefit	15.9%	-	0.0%	25.0%	22.8%
Unwilling to work long working hours or work on shift	15.9%	-	100.0%★	87.5% ★	71.9% ★
Lack of awareness of possible career opportunities and prospect	26.8%	-	0.0%	37.5%	21.1%
Boring or unpleasant job nature	4.9%	-	33.3%	31.3%	0.0%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

(3) # - Findings are not presented due to the small no. of companies (<5) having recruited staff at such job level.

Medical Services

Employers' Views on Requirements for the Services in the Next 12 Months

4.102 In the survey, employers were asked to indicate their views on the expected change in the requirements for their services of the companies in the next 12 months. About seven-tenths (71.4%) of the companies in “medical services” expected the requirement for the services to remain the same, while 1.0% expected an increase and 0.4% expected a decrease in the coming year. (Chart 4.38)

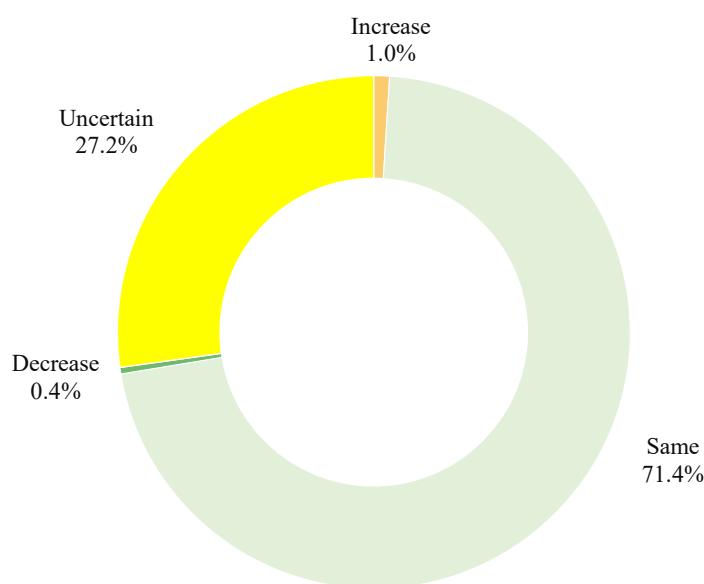
4.103 The primary reasons cited for expecting an increase in the requirement for the services included:

- ageing population;
- an increase in government funding; and
- enhance health awareness.

4.104 The primary reason cited for expecting a decrease in the requirement for the services included:

- a decreasing demand for outreach services;
- a wave of immigration; and
- heading to the Chinese Mainland for medical services.

Chart 4.38 Views on requirement for the services in the next 12 months in medical services



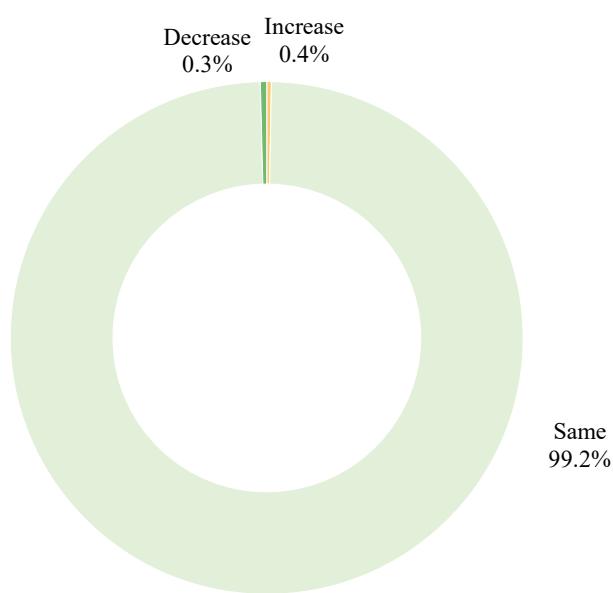
Note : Percentage are calculated on the basis of total number of companies

Medical Services

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.105 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 99.2% of the companies in “medical services” expected the number of full-time employees to remain the same. 0.4% reported that the number of full-time employees would increase, while 0.3% reported that it would decrease. (Chart 4.39)

Chart 4.39 Views on number of full-time employees in the next 12 months in medical services



Note : Percentage are calculated on the basis of total number of companies

4.106 The average percentage change of number of full-time employees in “medical services” in the next 12 months was an increase of 1.5%.

Employers’ Views on Whether Need to Recruit Professionals from Overseas to Fill Positions in the Local Market

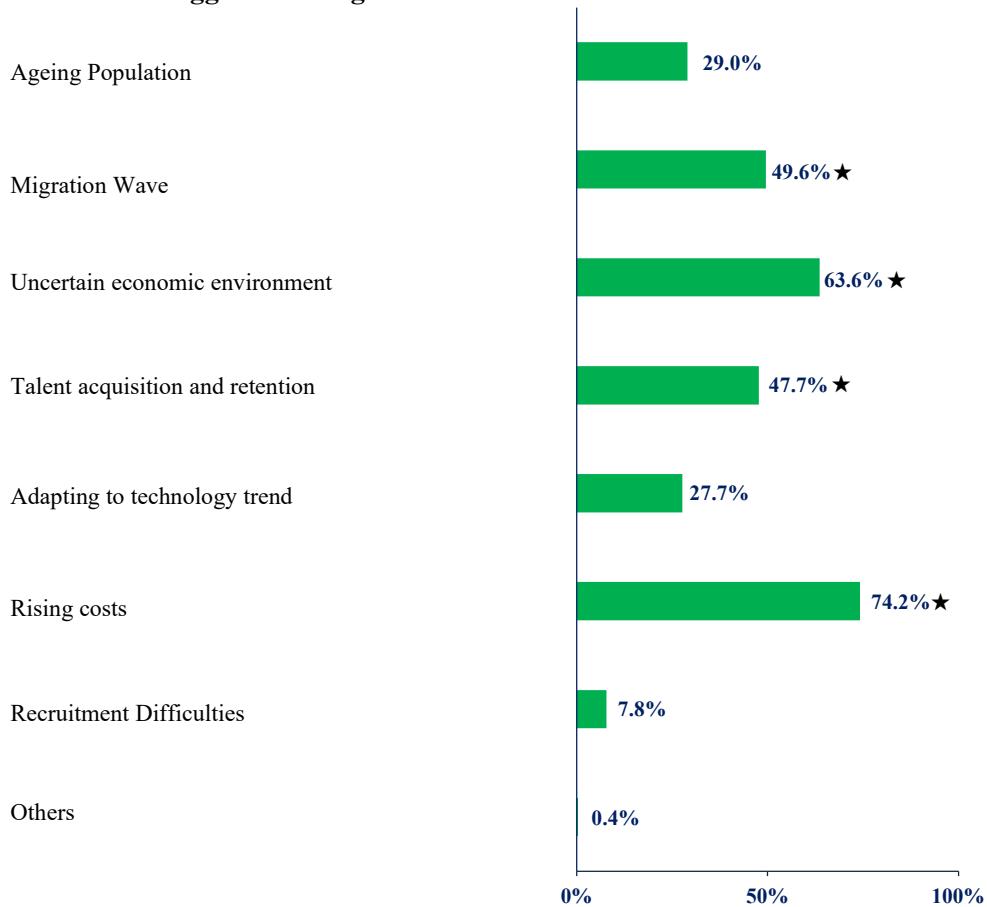
4.107 In regard to employers’ views on whether they needed to recruit professionals from overseas to fill positions in the local market, some companies in “medical services” expressed a need to recruit “Medical and Health Officer / Doctor”, “Nurse (Enrolled/Registered)”, “Radiographer”, and “Patient Care Assistant” from overseas.

Medical Services

Biggest Challenges in the Next 12 Months

4.108 The biggest challenges encountered by companies in “medical services” in the next 12 months were “rising costs” (74.2%) and “uncertain economic environment” (63.6%), followed by “migration wave” (49.6%) and “talent acquisition and retention” (47.7%). (Chart 4.40)

Chart 4.40 Biggest challenges in the next 12 months in medical services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

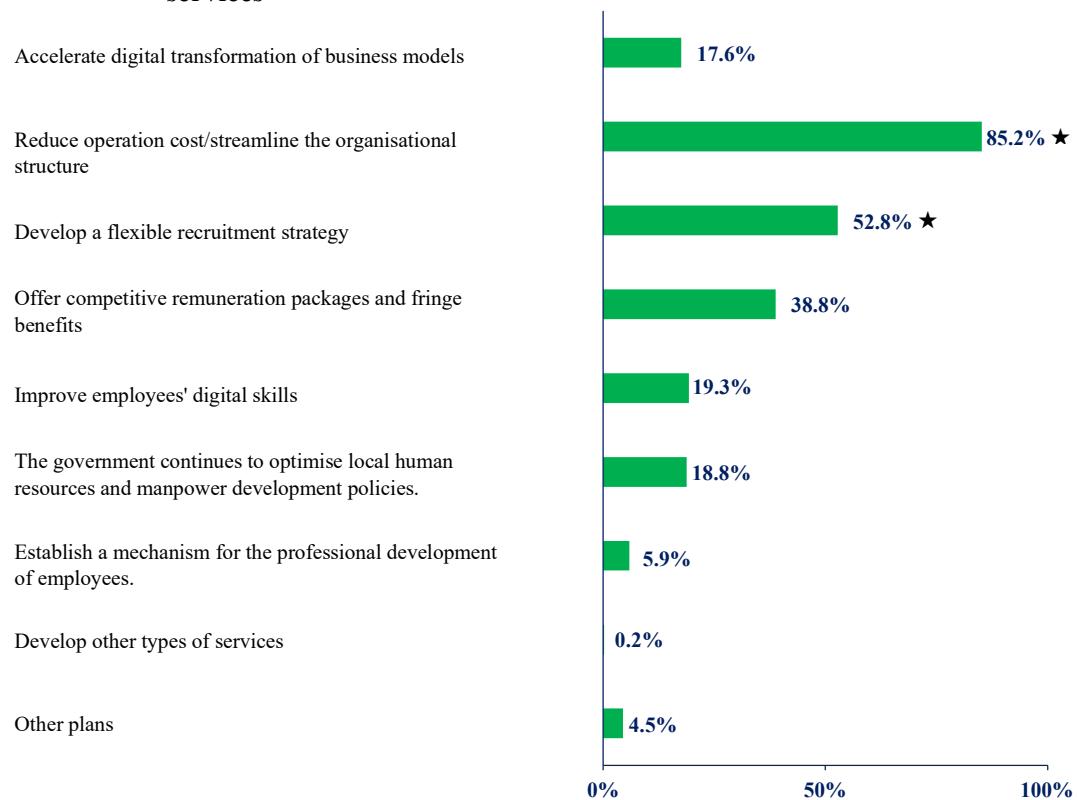
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Medical Services

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.109 The future plans considered useful to tackle the challenges encountered in the next 12 months were “reduce operation cost/streamline the organisational structure” (85.2%) and “develop a flexible recruitment strategy” (52.8%). Additionally, it is worth noting that some companies (4.5%) suggested other plans to tackle the challenges, including “establish a registration system of Expressive Arts Therapy”, “reduce medicine costs”, and “recruit qualified/recognised nurses (enrolled/registered)”. (Chart 4.41)

Chart 4.41 Plans considered useful to tackle the challenges in the next 12 months in medical services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

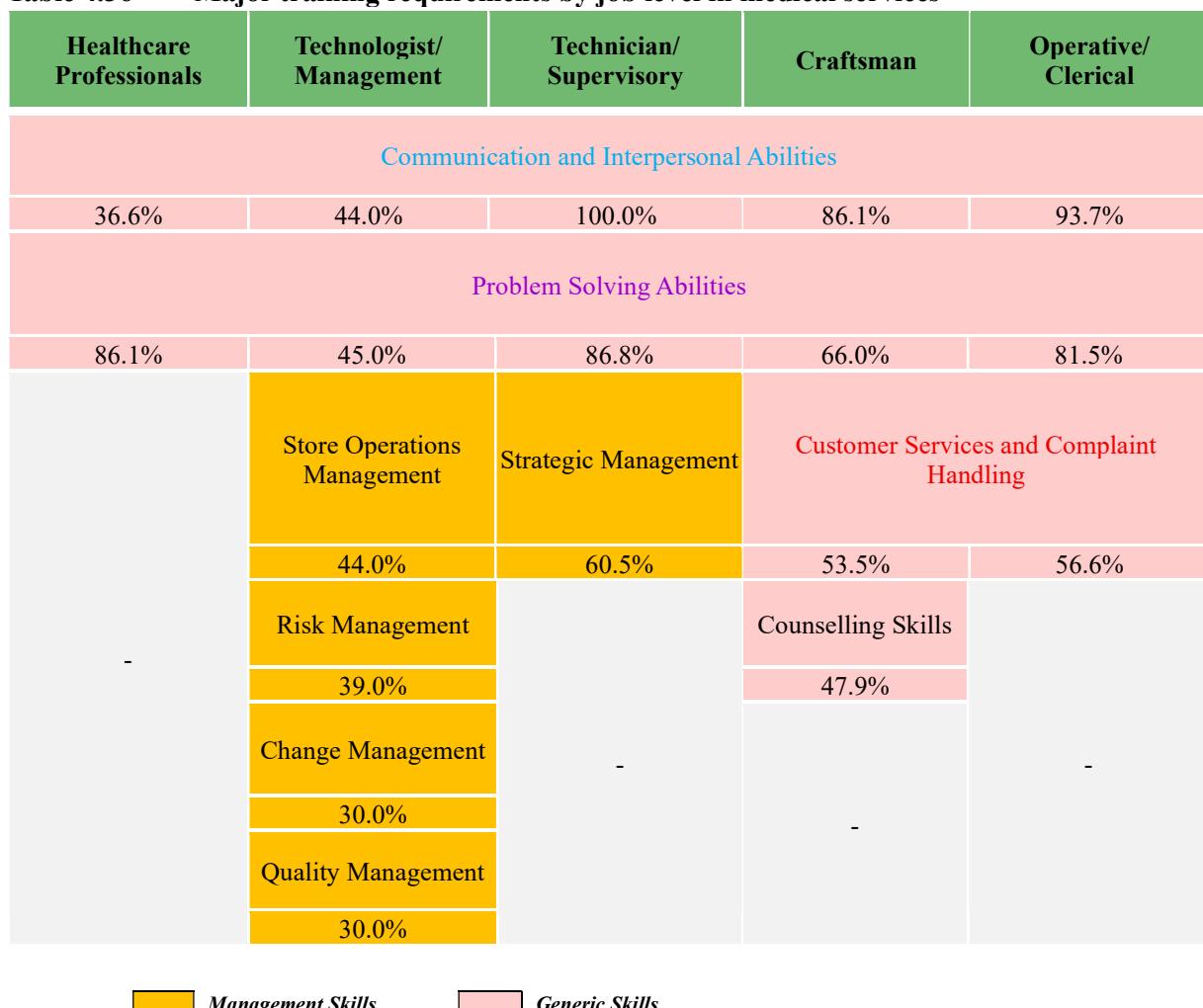
(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Medical Services

Training Requirements

4.110 In the survey, employers were asked to indicate training areas for their employees. In “medical services”, the training requirements for healthcare professionals, employees at the technician/supervisory level, the craftsman level, and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, and “customer services and complaint handling”. Employees at the technologist/management level tended to focus on generic skills in terms of “communication and interpersonal abilities” and “problem solving abilities”, and the various management skills. (*Table 4.36*)

Table 4.36 Major training requirements by job level in medical services



4.111 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

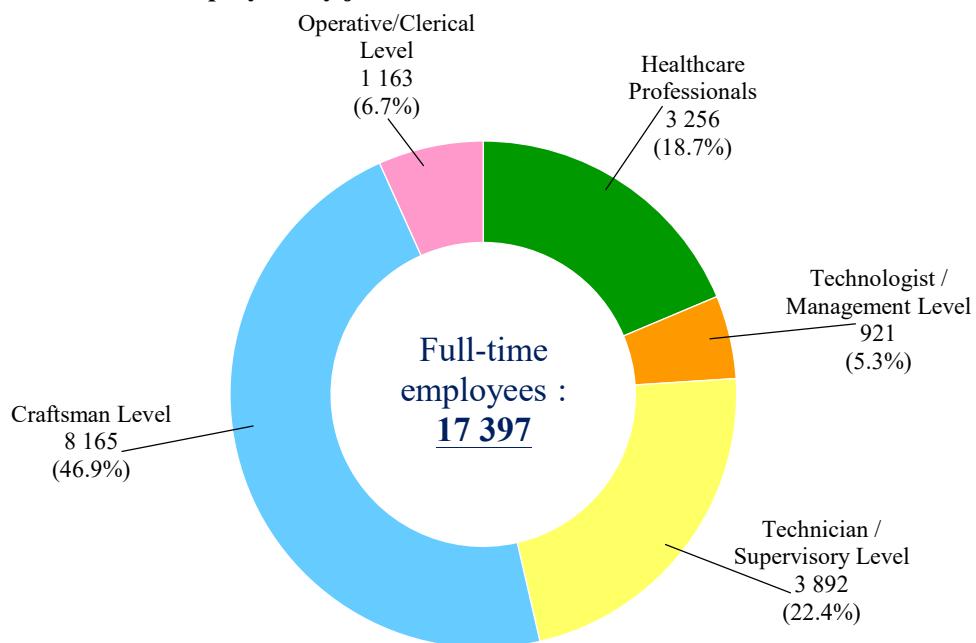
Rehabilitation Services

E. Rehabilitation Services

Number of Full-time Employees

4.112 As at 2 July 2024, a total of 17 397 full-time employees were employed in “rehabilitation services”. Among them, 46.9% were employed at the craftsman level, 22.4% at the technician/supervisory level, and 18.7% were healthcare professionals. (Chart 4.42)

Chart 4.42 Full-time employees by job level in rehabilitation services



Prominent Principal Jobs

4.113 The prominent principal jobs in “rehabilitation services” were “Personal Care Worker” (4 489 employees), “Nurse (Enrolled/Registered)” (1 775 employees), “Welfare Worker” (1 633 employees), “Social Worker” (1 350 employees), “Health Worker” (1 210 employees) and “Program Worker” (1 035 employees). (Table 4.37)

Table 4.37 Prominent principal jobs in rehabilitation services

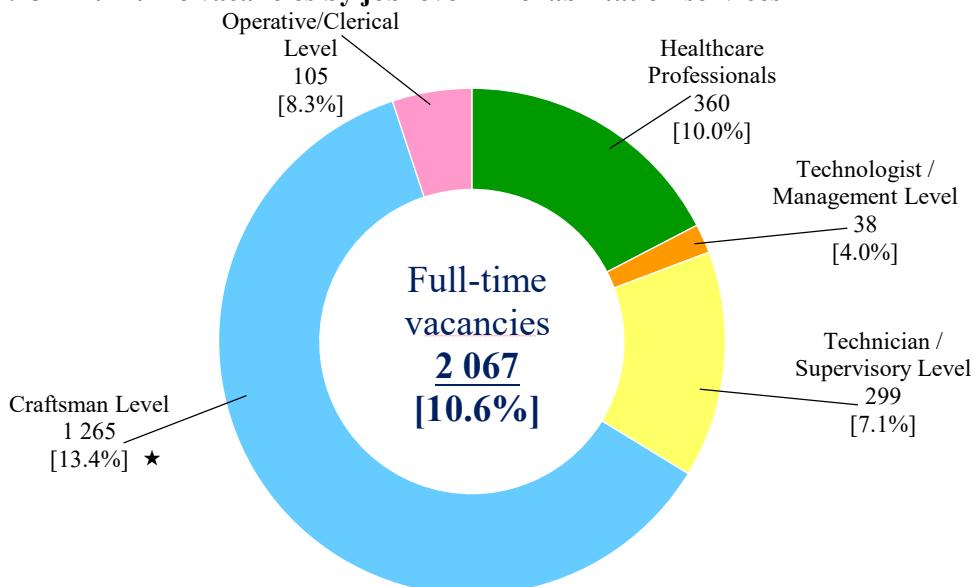
Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Nurse (Enrolled/Registered)	1 775	10.2%
Technician/Supervisory	Social Worker	1 350	7.8%
Craftsman	Personal Care Worker	4 489	25.8%
	Welfare Worker	1 633	9.4%
	Health Worker	1 210	7.0%
Operative/Clerical	Program Worker	1 035	5.9%

Rehabilitation Services

Number of Full-time Vacancies

4.114 As at 2 July 2024, a total of 2 067 full-time vacancies were reported in “rehabilitation services”, representing a vacancy rate of 10.6% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of full-time vacancies were jobs at the craftsman level (1 265 vacancies), and relatively fewer were healthcare professionals (360 vacancies) and jobs at the technician/supervisory level (299 vacancies). (Chart 4.43)

Chart 4.43 Full-time vacancies by job level in rehabilitation services



Notes:

- (1) Figures in [] brackets indicate the Vacancy rate =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$
- (2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.

Prominent Full-time Vacancies

4.115 The prominent principal vacancies were “Personal Care Worker” (655 vacancies), “Welfare Worker” (332 vacancies), “Nurse (Enrolled/Registered)” (207 vacancies), and “Health Worker” (169 vacancies). (Table 4.38)

Table 4.38 Prominent full-time vacancies in rehabilitation services

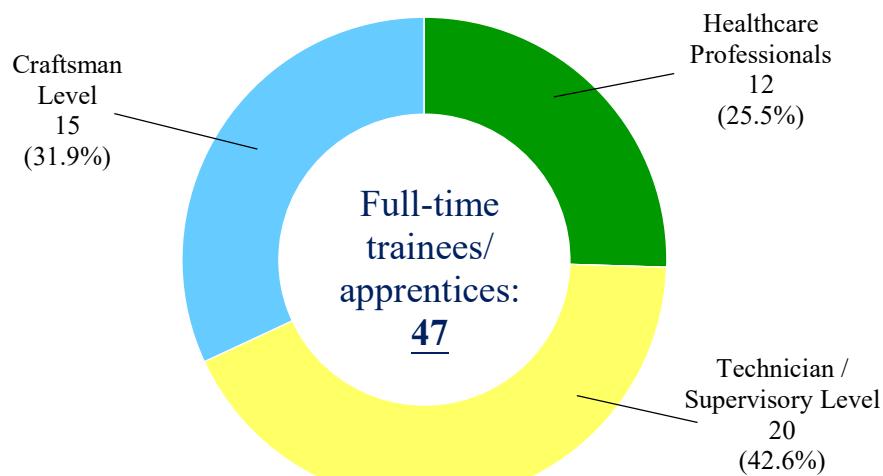
Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Nurse (Enrolled/Registered)	207	10.0%
Craftsman	Personal Care Worker	655	31.7%
	Welfare Worker	332	16.1%
	Health Worker	169	8.2%
Operative/Clerical	Program Worker	95	4.6%

Rehabilitation Services

Number of Trainees/Apprentices

4.116 As at 2 July 2024, there were 47 trainees/apprentices employed in “rehabilitation services”. Among them, most were “Case Manager” at the technician/supervisory level (20 persons), “Personal Care Worker” (9 persons), and “Health Worker” (6 persons) at the craftsman level, and healthcare professionals of “Nurse (Enrolled/Registered)” (10 persons). (Chart 4.44)

Chart 4.44 Trainees/apprentices by job level in rehabilitation services

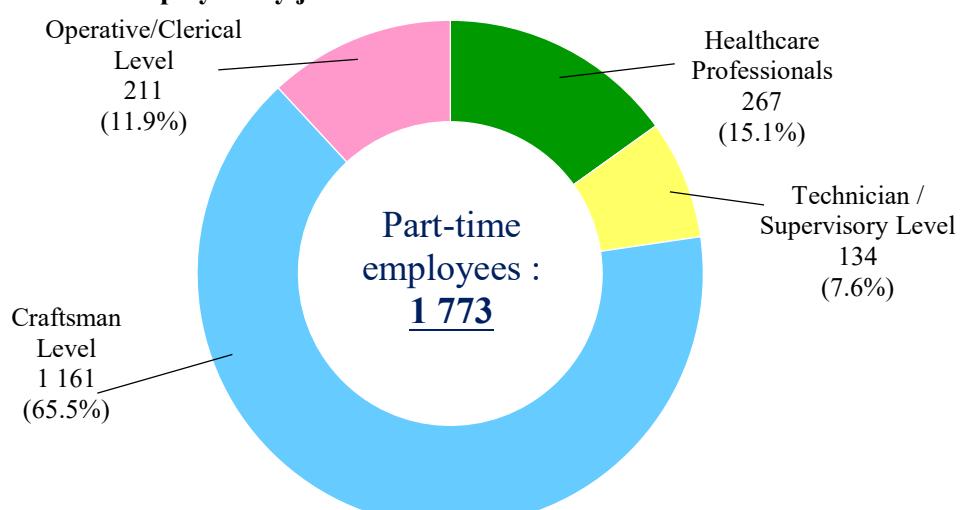


Note: No trainees/apprentices for “technologist/management level” and “operative/clerical level”

Number of Part-time Employees

4.117 As at 2 July 2024, a total of 1 773 part-time employees were employed in “rehabilitation services”. Among them, most were “Health Worker” (398 employees), “Personal Care Worker” (395 employees) and “Welfare Worker” (243 employees) at the craftsman level, followed by “Program Worker” (194 employees) at the operative/clerical level, “Rehabilitation Assistant” (115 employees) at the craftsman level and healthcare professionals of “Nurse (Enrolled/Registered)” (113 employees). (Chart 4.45)

Chart 4.45 Part-time employees by job level in rehabilitation services



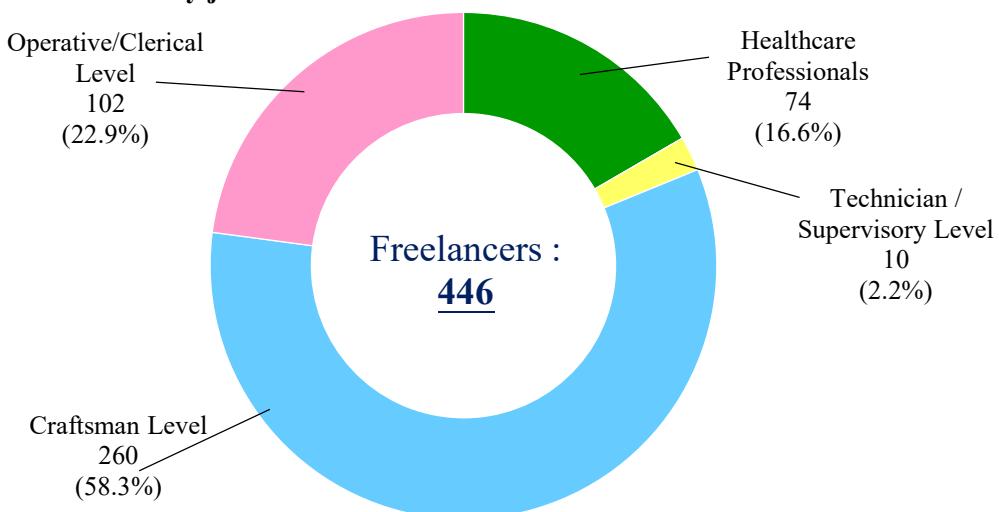
Note: No part-time employees for “technologist/management level”

Rehabilitation Services

Number of Freelancers

4.118 As at 2 July 2024, there were 446 freelancers employed in “rehabilitation services”. Among them, most were jobs at the craftsman level, mainly “Health Worker” (104 persons), “Rehabilitation Assistant” (81 persons), and “Personal Care Worker” (55 persons). A relatively small number of jobs were at the operative/clerical level (22.9%) and healthcare professionals (16.6%). (Chart 4.46)

Chart 4.46 Freelancers by job level in rehabilitation services



Note: No freelancers for “technologist/management level”

Average Monthly Remuneration Package of Full-time Employees

4.119 The average monthly remuneration package for full-time employees at the technologist/management level in “rehabilitation services” was mainly in the range of \$50,001 - \$80,000 (72.1%). It was followed by \$30,001 - \$50,000 (63.2%) at the technician/supervisory level, \$20,001 - \$30,000 at the craftsman level (61.2%) and \$15,001 - \$20,000 at the operative/clerical level (71.9%). (Table 4.39)

Table 4.39 Average monthly remuneration package by job level in rehabilitation services

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	1.4%	72.1%	22.9%	3.7%	0.0%	0.0%	921
Technician/ Supervisory	0.0%	0.2%	63.2%	35.9%	0.7%	0.0%	3 892
Craftsman	0.0%	0.0%	0.1%	61.2%	36.7%	2.0%	8 165
Operative/ Clerical	0.0%	0.0%	0.0%	12.1%	71.9%	16.0%	1 163

denotes prominent ranges of monthly remuneration package in the respective job level.

Rehabilitation Services

4.120 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.121 92.3% of employees at the technologist/management level in “rehabilitation services” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 47.4% were preferred to have a sub-degree qualification. As for the employees at both the craftsman level and the operative/clerical level, most were preferred to have secondary 4 to 7 qualifications (50.1% and 65.8% respectively). (*Table 4.40*)

Table 4.40 Preferred level of education by job level in rehabilitation services

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	92.3%	7.7%	0.0%	0.0%	0.0%	921
Technician/Supervisory	28.2%	47.4%	23.2%	1.1%	0.0%	3 892
Craftsman	0.1%	0.3%	19.8%	50.1%	29.7%	8 165
Operative/Clerical	0.0%	0.0%	24.8%	65.8%	9.4%	1 163

 denotes prominent ranges of preferred level of education in the respective job level.

4.122 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.123 51.2% of the employees at the technologist/management level in “rehabilitation services” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 46.8% were preferred to have 3 years to less than 6 years of experience, while 39.3% 1 year to less than 3 years of experience. For the employees at both the craftsman level and the operative/clerical level, most of them were preferred to have less than 1 year of experience (60.0% and 56.2%, respectively). (*Table 4.41*)

Rehabilitation Services

Table 4.41 Preferred years of experience by job level in rehabilitation services

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/Management	9.6%	51.2%	30.3%	8.9%	0.0%	921
Technician/Supervisory	0.0%	1.3%	46.8%	39.3%	12.6%	3 892
Craftsman	0.0%	0.1%	0.3%	39.6%	60.0%	8 165
Operative/Clerical	0.0%	0.0%	13.9%	29.9%	56.2%	1 163

 denotes prominent ranges of preferred years of experience in the respective job level

4.124 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Employees Left and Recruited

4.125 In “rehabilitation services”, employers reported that 2 892 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 14.9%. Analysed by job level, employees at the craftsman level had a larger number of employees left (1 280 employees), whereas the turnover rate was relatively higher at the operative/clerical level (29.3%). (*Table 4.42*)

Table 4.42 Employees left in the past 12 months by job level in rehabilitation services

Job level	Number of employees left	Turnover rate*
Healthcare professionals	549	15.2%
Technologist/Management	116	12.1%
Technician/Supervisory	576	13.7%
Craftsman	1 280	13.6%
Operative/Clerical	371	29.3%
Overall	2 892	14.9%

* Turnover rate = no. of full-time employees left in the past 12 months/(no. of full-time employees + no. of full-time vacancies)

Rehabilitation Services

4.126 A total of 3 148 employees were recruited in “rehabilitation services” in the past 12 months, with the majority being at the craftsman level (1 465 employees). Among the new recruits at the technologist/management level, the technician/supervisory level, and healthcare professionals, over 60% had healthcare and wellness working experience (86.7%, 67.6%, and 63.6% respectively) while the corresponding proportion was smaller for the new recruits at the operative/clerical level (35.9%) and the craftsman level (32.2%). *(Table 4.43)*

Table 4.43 Staff recruited in the past 12 months by job level in rehabilitation services

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	558	355 (63.6%)
Technologist/Management	120	104 (86.7%)
Technician/Supervisory	629	425 (67.6%)
Craftsman	1 465	471 (32.2%)
Operative/Clerical	376	135 (35.9%)
Overall	3 148	1 490 (47.3%)

Recruitment Difficulties

4.127 In “rehabilitation services”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively higher for recruiting employees at the craftsman level (60.8%), as compared with employees at other job levels (13.3% - 25.3%). *(Table 4.44)*

4.128 Among those companies engaged in the recruitment exercises, three-quarters or more (75.8% - 83.3%) reported having encountered recruitment difficulties for recruiting employees at various job levels. *(Table 4.44)*

4.129 In general, “many choices in the market”, “lack of competitive remuneration package and fringe benefit”, and “unwilling to work long working hours or work on shift” were the major difficulties encountered in recruiting employees at various job levels. *(Table 4.44)*

Rehabilitation Services

Table 4.44 Difficulties encountered in recruitment in the past 12 months by job level in rehabilitation services

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment (% of companies with recruitment):	42 (25.3%)	22 (13.3%)	33 (19.9%)	101 (60.8%)	42 (25.3%)
Among these companies, % of companies encountered difficulties in recruitment:	83.3%	77.3%	75.8%	79.2%	76.2%
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	91.4%★	70.6%★	56.0% ★	78.8% ★	43.8% ★
Insufficiently trained/ qualified manpower in related disciplines	17.1%	23.5%	28.0%	22.5%	3.1%
Lack of relevant working experiences	11.4%	35.3%	36.0%	27.5%	15.6%
Lack of competitive remuneration package and fringe benefit	48.6%★	23.5%	60.0% ★	26.3%	65.6% ★
Unwilling to work long working hours or work on shift	42.9%★	11.8%	12.0%	43.8% ★	65.6% ★
Lack of awareness of possible career opportunities and prospect	34.3%	17.6%	8.0%	23.8%	53.1% ★
Boring or unpleasant job nature	0.0%	0.0%	8.0%	46.3% ★	18.8%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

Rehabilitation Services

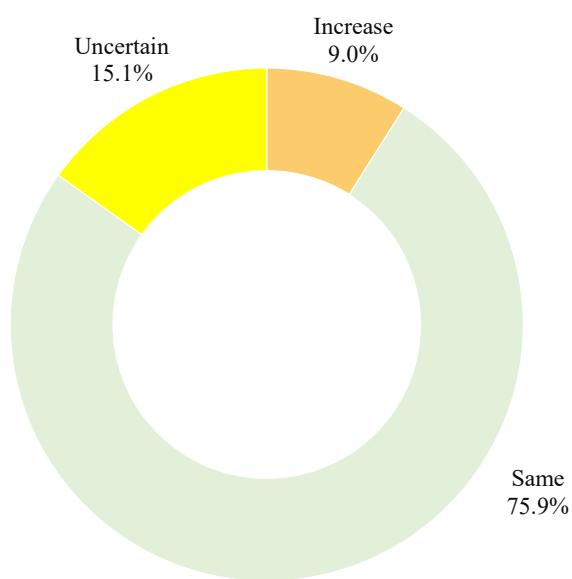
Employers' Views on Requirements for the Services in the Next 12 Months

4.130 In the survey, employers were asked to indicate their views on the expected change in the requirements for their services of the companies in the next 12 months. About three-quarters (75.9%) of the companies in “rehabilitation services” expected the requirement for the services to remain the same, while 9.0% expected an increase in the coming year. (Chart 4.47)

4.131 The primary reasons cited for expecting an increase in the requirement for the services included:

- an introduction of new services and projects; and
- anticipated growth in service utilisation rates.

Chart 4.47 Views on requirement for the services in the next 12 months in rehabilitation services



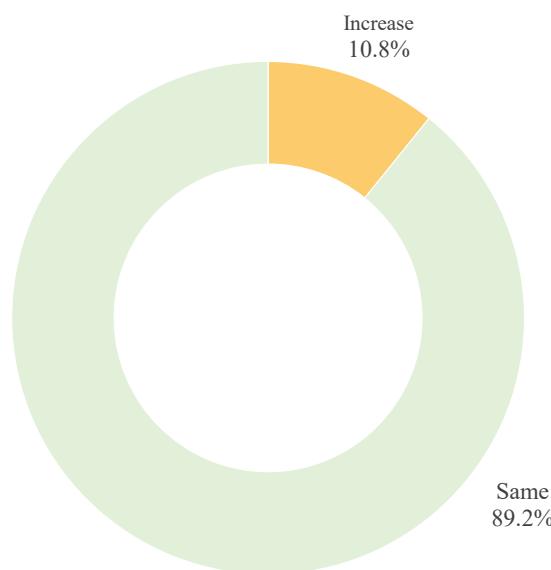
Note : Percentage are calculated on the basis of total number of companies

Rehabilitation Services

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.132 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 89.2% of the companies in “rehabilitation services” expected the number of full-time employees to remain the same. 10.8% reported that the number of full-time employees would increase. (Chart 4.48)

Chart 4.48 Views on number of full-time employees in the next 12 months in rehabilitation services



Note : Percentage are calculated on the basis of total number of companies

4.133 The average percentage change of number of full-time employees in “rehabilitation services” in the next 12 months was an increase of 2.5%.

Employers’ Views on Whether Need to Recruit Professionals from Overseas to Fill Positions in the Local Market

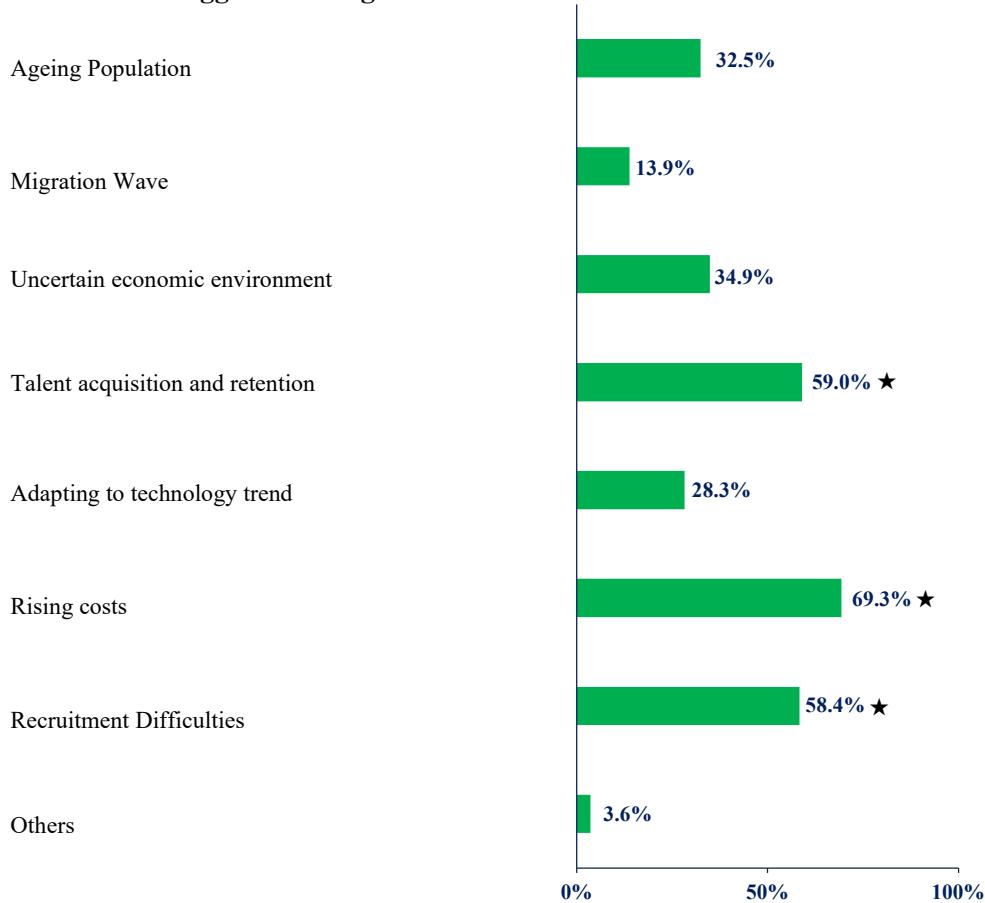
4.134 In regard to employers’ views on whether they needed to recruit professionals from overseas to fill positions in the local market, some companies in “rehabilitation services” expressed a need to recruit “Nurse (Enrolled/Registered)” and “Personal Care Worker” from overseas.

Rehabilitation Services

Biggest Challenges in the Next 12 Months

4.135 The biggest challenges encountered by companies in “rehabilitation services” in the next 12 months were “rising costs” (69.3%), “talent acquisition and retention” (59.0%), and “recruitment difficulties” (58.4%). Additionally, it is worth noting that some (3.6%) companies supplemented other challenges, such as “funding reductions” and “competition from government-purchased nursing home places for elderly care services”. (Chart 4.49)

Chart 4.49 Biggest challenges in the next 12 months in rehabilitation services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Rehabilitation Services

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.136 The future plans considered useful to tackle the challenges encountered in the next 12 months were “offer competitive remuneration packages and fringe benefits” (59.0%) and “reduce operation cost/streamline the organisational structure” (54.2%), and “develop a flexible recruitment strategy” (44.6%). (Chart 4.50)

Chart 4.50 Plans considered useful to tackle the challenges in the next 12 months in rehabilitation services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Rehabilitation Services

Training Requirements

4.137 In the survey, employers were asked to indicate training areas for their employees. In “rehabilitation services”, the training requirements for healthcare professionals, employees at the technician/supervisory level, the craftsman level, and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, “customer services and complaint handling” and “counselling skills”. Employees at the technologist/management level tended to focus on management skills, particularly skills relating to “risk management”, “strategic management” and “change management”. (Table 4.45)

Table 4.45 Major training requirements by job level in rehabilitation services

Healthcare Professionals	Technologist/Management	Technician/Supervisory	Craftsman	Operative/Clerical
Communication and Interpersonal Abilities	Risk Management	Communication and Interpersonal Abilities		
83.2%	68.5%	77.4%	83.4%	94.7%
Problem Solving Abilities				
66.3%	42.6%	66.1%	77.9%	80.3%
Customer Services and Complaint Handling	Strategic Management	Customer Services and Complaint Handling		
59.4%	65.7%	50.0%	57.2%	78.9%
Counselling Skills	Change Management	Counselling Skills	-	Counselling Skills
38.6%	51.9%	57.3%		40.8%
Multi-languages	Quality Management	-	-	-
43.6%	49.1%	-		

 Management Skills
 Generic Skills

4.138 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

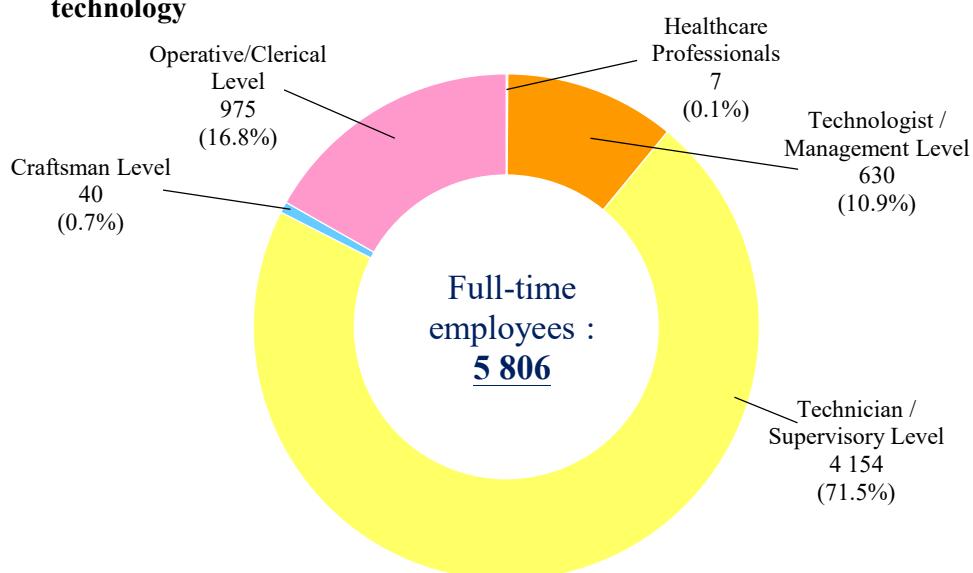
Healthcare Equipment and Technology, Food Technology

F. Healthcare Equipment and Technology, Food Technology⁸

Number of Full-time Employees

4.139 As at 2 July 2024, a total of 5 806 full-time employees were employed in healthcare equipment and technology, food technology". Among them, 71.5% were employed at the technician/supervisory level, while 16.8% were employed at the operative/clerical level and 10.9% at the technologist/management level. (Chart 4.51)

Chart 4.51 Full-time employees by job level in healthcare equipment and technology, food technology



Prominent Principal Jobs

4.140 The prominent principal jobs in "healthcare equipment and technology, food technology" were "Sales Executive" (2 974 employees), "Production Assistant" (396 employees), "Warehouse and Distribution Supervisor" (373 employees), "Marketing Executive" (313 employees), and "Customer Service Assistant" (298 employees). (Table 4.46)

Table 4.46 Prominent principal jobs in healthcare equipment and technology, food technology

Job level	Principal job	No. of employees	% of total number of employees
Technician/Supervisory	Sales Executive	2 974	51.2%
	Warehouse and Distribution Supervisor	373	6.4%
	Marketing Executive	313	5.4%
Operative/Clerical	Production Assistant	396	6.8%
	Customer Service Assistant	298	5.1%

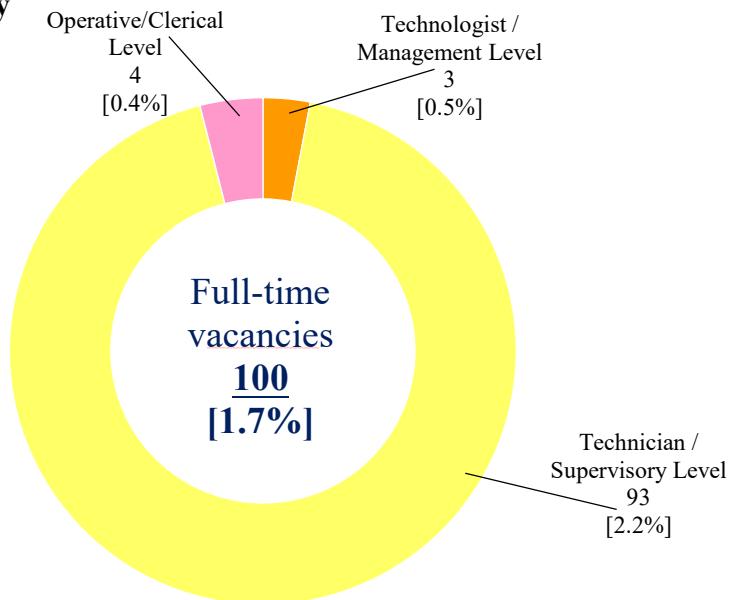
⁸ There are no freelancers engaged in "healthcare equipment and technology, food technology".

Healthcare Equipment and Technology, Food Technology

Number of Full-time Vacancies

4.141 As at 2 July 2024, a total of 100 full-time vacancies were reported in “healthcare equipment and technology, food technology”, representing a vacancy rate of 1.7% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). The vast majority of vacancies were jobs at the technician/supervisory level (93 vacancies). (Chart 4.52)

Chart 4.52 Full-time vacancies by job level in healthcare equipment and technology, food technology



Notes:

(1) Figures in [] brackets indicate the **Vacancy rate** =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$

(2) No vacancies for “healthcare professionals level” and “craftsman level”

Prominent Full-time Vacancies

4.142 The prominent principal vacancies were “Sales Executive” (51 vacancies), “Warehouse and Distribution Supervisor” (20 vacancies) and “Medical Equipment Technician – Healthcare” (16 vacancies). (Table 4.47)

Table 4.47 Prominent full-time vacancies in healthcare equipment and technology, food technology

Job level	Principal job	No. of vacancies	% of total number of vacancies
Technician / Supervisory	Sales Executive	51	51.0%
	Warehouse and Distribution Supervisor	20	20.0%
	Medical Equipment Technician – Healthcare	16	16.0%

Healthcare Equipment and Technology, Food Technology

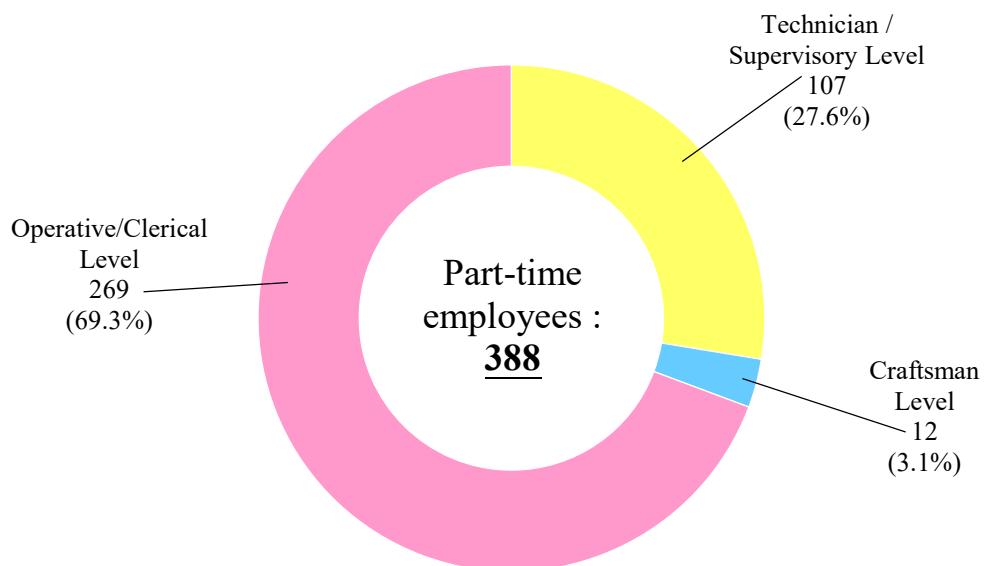
Number of Trainees/Apprentices

4.143 As at 2 July 2024, there were four trainees/apprentices employed in “healthcare equipment and technology, food technology”. Among them, all (100.0%) were “Sales Executive” at the technician/supervisory level.

Number of Part-time Employees

4.144 As at 2 July 2024, a total of 388 part-time employees were employed in “healthcare equipment and technology, food technology”. Among them, most were “Packing Operator” (205 employees) at the operative/clerical level and “Sales Executive” (107 employees) at the technician/supervisory level. (Chart 4.53)

Chart 4.53 Part-time employees by job level in healthcare equipment and technology, food technology



Note: No part-time employees for “healthcare professionals” and “technologist/management level”

Healthcare Equipment and Technology, Food Technology

Average Monthly Remuneration Package of Full-time Employees

4.145 The average monthly remuneration package for full-time employees at the technologist/management level in “healthcare equipment and technology, food technology” was mainly in the range of \$30,001 - \$50,000 (68.0%). It was followed by \$20,001 - \$30,000 (51.7%) at the technician/supervisory level, and \$15,001 - \$20,000 at both the craftsman level (80.0%) and the operative/clerical level (80.5%). (*Table 4.48*)

Table 4.48 Average monthly remuneration package by job level in healthcare equipment and technology, food technology

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/Management	0.0%	23.0%	68.0%	9.1%	0.0%	0.0%	630
Technician/Supervisory	0.0%	0.0%	24.2%	51.7%	24.1%	0.0%	4 154
Craftsman	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	40
Operative/Clerical	0.0%	0.0%	0.0%	7.3%	80.5%	12.2%	975

denotes prominent ranges of monthly remuneration package in the respective job level.

4.146 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.147 98.4% of employees at the technologist/management level in “healthcare equipment and technology, food technology” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 49.3% were preferred to have a diploma/certificate qualification, while 41.7% were preferred to have a sub-degree qualification. 72.5% of the employees at the craftsman level were preferred to have a diploma/certificate qualification. As for the employees at the operative/clerical level, 40.3% were preferred to have secondary 4 to 7 qualifications, while 35.2% were preferred to have a diploma/certificate qualification. (*Table 4.49*)

Healthcare Equipment and Technology, Food Technology

Table 4.49 Preferred level of education by job level in healthcare equipment and technology, food technology

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	98.4%	1.6%	0.0%	0.0%	0.0%	630
Technician/Supervisory	9.0%	41.7%	49.3%	0.0%	0.0%	4 154
Craftsman	0.0%	5.0%	72.5%	22.5%	0.0%	40
Operative/Clerical	0.0%	3.0%	35.2%	40.3%	21.5%	975

denotes prominent ranges of preferred level of education in the respective job level.

4.148 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.149 77.6% of the employees at the technologist/management level in “healthcare equipment and technology, food technology” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 69.4% were preferred to have 3 years to less than 6 years of experience. For the employees at both the craftsman level and the operative/clerical level, most of them were preferred to have 1 year to less than 3 years of experience (80.0% and 66.3% respectively). (Table 4.50)

Table 4.50 Preferred years of experience by job level in healthcare equipment and technology, food technology

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/Management	13.7%	77.6%	8.7%	0.0%	0.0%	630
Technician/Supervisory	0.0%	0.7%	69.4%	29.8%	0.0%	4 154
Craftsman	0.0%	0.0%	20.0%	80.0%	0.0%	40
Operative/Clerical	0.0%	0.0%	5.3%	66.3%	28.4%	975

denotes prominent ranges of preferred years of experience in the respective job level

4.150 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Healthcare Equipment and Technology, Food Technology

Employees Left and Recruited

4.151 In “healthcare equipment and technology, food technology”, employers reported that 414 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 7.0%. Analysed by job level, employees at the technician/supervisory level had a higher number of employees leaving (286 employees), whereas the turnover rate was relatively higher at the operative/clerical level (9.3%). (*Table 4.51*)

Table 4.51 Employees left in the past 12 months by job level in healthcare equipment and technology, food technology

Job level	Number of employees left	Turnover rate*
Healthcare professionals	0	0.0%
Technologist/Management	35	5.5%
Technician/Supervisory	286	6.7%
Craftsman	2	5.0%
Operative/Clerical	91	9.3%
Overall	414	7.0%

* Turnover rate = no. of full-time employees left in the past 12 months/(no. of full-time employees + no. of full-time vacancies)

4.152 A total of 365 employees were recruited in “healthcare equipment and technology, food technology” in the past 12 months, with the majority being at the technician/supervisory level (238 employees). Among the new recruits at the technologist/management level, the technician/supervisory level, and the operative/clerical level, over 60% had healthcare and wellness working experience (100.0%, 72.7%, and 61.5% respectively). (*Table 4.52*)

Table 4.52 Staff recruited in the past 12 months by job level in healthcare equipment and technology, food technology

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	0	0 (-)
Technologist/Management	31	31 (100.0%)
Technician/Supervisory	238	173 (72.7%)
Craftsman	0	0 (-)
Operative/Clerical	96	59 (61.5%)
Overall	365	263 (72.1%)

Healthcare Equipment and Technology, Food Technology

Recruitment Difficulties

4.153 In “healthcare equipment and technology, food technology”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively low, with 5.7% or less recruiting employees at respective job levels. (Table 4.53)

4.154 Among those companies engaged in the recruitment exercises, about two-thirds (64.1%) reported having encountered recruitment difficulties for recruiting employees at the technician/supervisory level, while the corresponding proportion was smaller for the operative/clerical level (15.6%). (Table 4.53)

4.155 In general, “many choices in the market”, “lack of relevant working experience”, and “lack of competitive remuneration package and fringe benefit” were the major difficulties encountered in recruiting employees at various job levels. (Table 4.53)

Table 4.53 Difficulties encountered in recruitment in the past 12 months by job level in healthcare equipment and technology, food technology

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment (% of companies with recruitment):	#	#	92 (5.7%)	#	32 (2.0%)
Among these companies, % of companies encountered difficulties in recruitment:	-	-	64.1%	-	15.6%
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	-	-	78.0% ★	-	60.0% ★
Insufficiently trained/ qualified manpower in related disciplines	-	-	42.4% ★	-	0.0%
Lack of relevant working experiences	-	-	40.7% ★	-	80.0% ★
Lack of competitive remuneration package and fringe benefit	-	-	57.6% ★	-	20.0%
Unwilling to work long working hours or work on shift	-	-	3.4%	-	40.0% ★
Lack of awareness of possible career opportunities and prospect	-	-	47.5% ★	-	40.0% ★
Boring or unpleasant job nature	-	-	0.0%	-	0.0%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

(3) # - Findings are not presented due to the small no. of companies (<5) having recruited staff at such job level.

Healthcare Equipment and Technology, Food Technology

Employers' Views on Requirements for the Services/Business Volume in the Next 12 Months

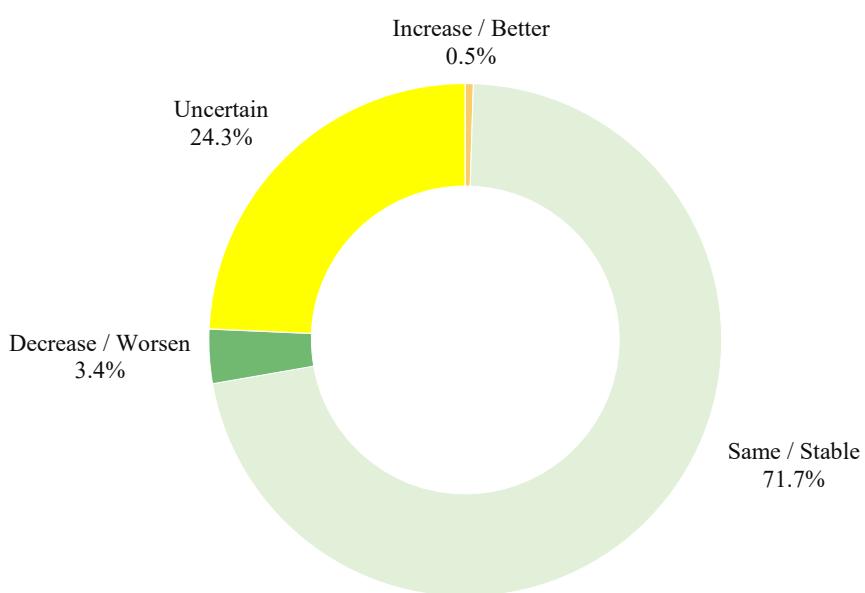
4.156 In the survey, employers were asked to indicate their views on the expected change in the requirement for the services/business volume in the next 12 months. 71.7% of the companies in “healthcare equipment and technology, food technology” expected the requirement for services/business volume to remain the same/stable, while 0.5% expected it to increase or improve, and 3.4% expected it to decrease or worsen in the coming year. (Chart 4.54)

4.157 The primary reason cited for expecting an increase in the requirement for the services / a better business volume was “economic recovery”.

4.158 The primary reasons cited for expecting a decrease in the requirement for the services/ a worsening business volume included:

- economic slowdown; and
- heading to the Chinese Mainland for healthcare services.

Chart 4.54 Views on requirement for the services/business volume in the next 12 months in healthcare equipment and technology, food technology



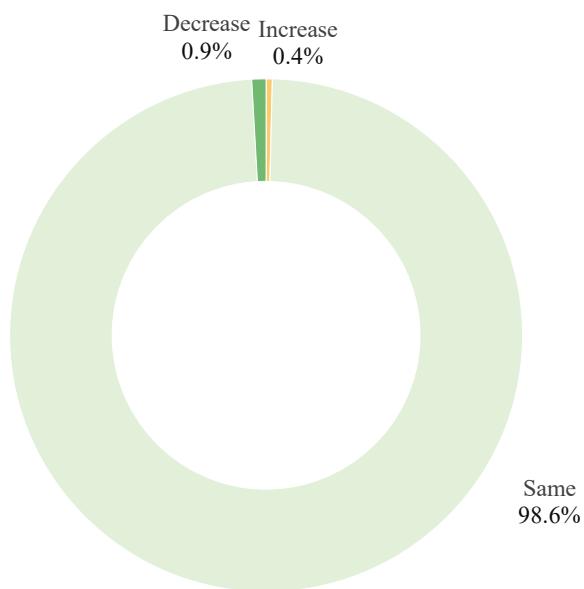
Note : Percentage are calculated on the basis of total number of companies

Healthcare Equipment and Technology, Food Technology

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.159 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 98.6% of the companies in “healthcare equipment and technology, food technology” expected the number of full-time employees to remain the same. A mere 0.4% reported that the number of full-time employees would increase; whereas 0.9% reported that the number of full-time employees would decrease. (Chart 4.55)

Chart 4.55 Views on number of full-time employees in the next 12 months in healthcare equipment and technology, food technology



Note : Percentage are calculated on the basis of total number of companies

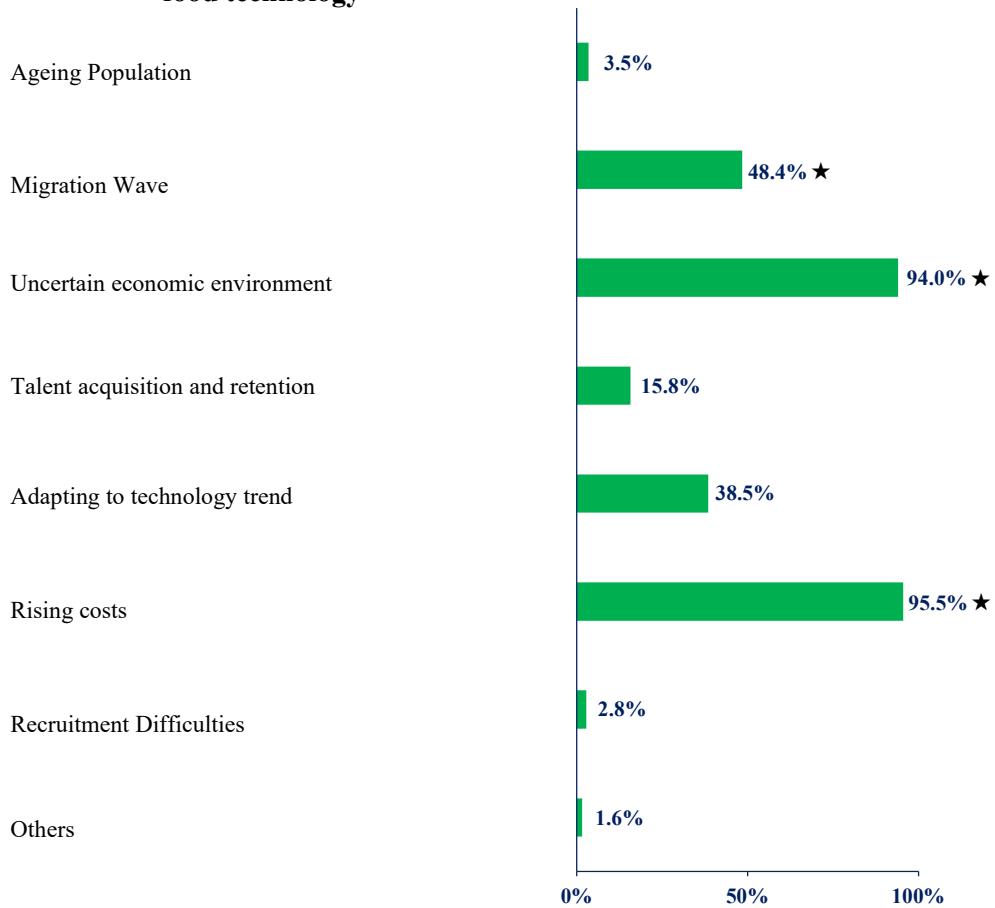
4.160 The average percentage change of number of full-time employees in “healthcare equipment and technology, food technology” in the next 12 months was an increase of 0.4%.

Healthcare Equipment and Technology, Food Technology

Biggest Challenges in the Next 12 Months

4.161 The biggest challenges encountered by companies in “healthcare equipment and technology, food technology” in the next 12 months were “rising costs” (95.5%) and “uncertain economic environment” (94.0%), followed by “migration wave” (48.4%). Additionally, it is worth noting that some (1.6%) companies reported facing other challenges, such as “cross-border consumption trends” and “declining local demand”. (Chart 4.56)

Chart 4.56 Biggest challenges in the next 12 months in healthcare equipment and technology, food technology



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

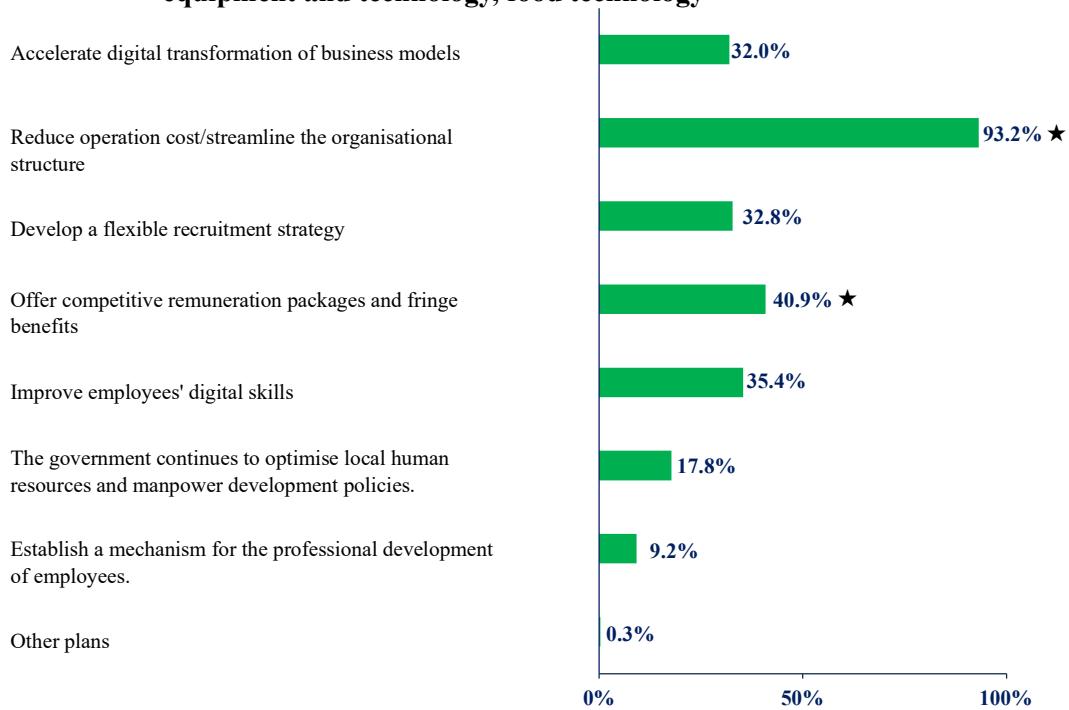
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Healthcare Equipment and Technology, Food Technology

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.162 The future plan considered useful to tackle the challenges encountered in the next 12 months was “reduce operation cost/streamline the organisational structure” (93.2%), followed by “offer competitive remuneration packages and fringe benefits” (40.9%). (Chart 4.57)

Chart 4.57 Plans considered useful to tackle the challenges in the next 12 months in healthcare equipment and technology, food technology



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Healthcare Equipment and Technology, Food Technology

Training Requirements

4.163 In the survey, employers were asked to indicate training areas for their employees. In “healthcare equipment and technology, food technology”, the training requirements for employees at the technician/supervisory level, the craftsman level, and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, and “customer services and complaint handling”. Employees at the technologist/management level tended to focus on (i) management skills, particularly skills relating to “risk management” and “quality management”, (ii) generic skills in terms of “problem solving abilities”, and (iii) trade specific skills in terms of “health digital transformation”. (*Table 4.54*)

Table 4.54 Major training requirements by job level in healthcare equipment and technology, food technology

Technologist/ Management	Technician/ Supervisory	Craftsman	Operative/ Clerical
Risk Management	Communication and Interpersonal Abilities		
62.2%	92.5%	46.7%	42.9%
Problem Solving Abilities			
59.2%	86.9%	53.3%	74.3%
Quality Management	Customer Services and Complaint Handling	-	Customer Services and Complaint Handling
58.7%	59.8%		36.4%
Health Digital Transformation			
57.1%		-	
Strategic Management			
52.0%			

Management Skills
 Trade Specific Skills
 Generic Skills

Note: Findings for “Healthcare Professionals” is not presented due to small no. of companies (<5) with such level of staff

4.164 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

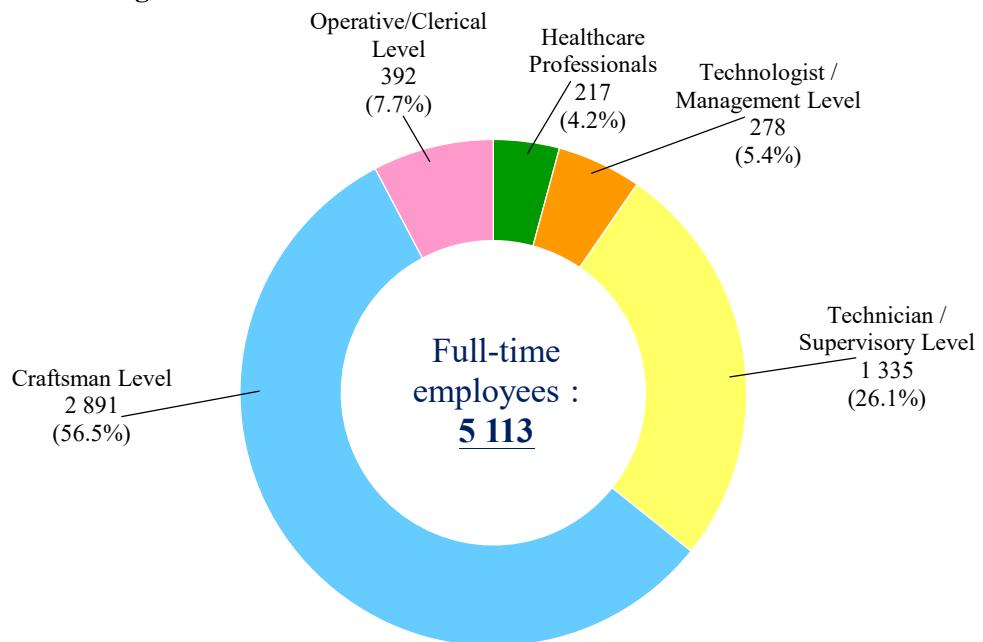
Health Foods, Nutrition, Diet and Weight Management

G. Health Foods, Nutrition, Diet and Weight Management

Number of Full-time Employees

4.165 As at 2 July 2024, a total of 5 113 full-time employees were employed in “health foods, nutrition, diet and weight management”. Among them, over half (56.5%) were employed at the craftsman level and 26.1% at the technician/supervisory level. (Chart 4.58)

Chart 4.58 Full-time employees by job level in health foods, nutrition, diet, and weight management



Prominent Principal Jobs

4.166 The prominent principal jobs in “health foods, nutrition, diet and weight management” were “Personal Trainer/Fitness Coach” (2 224 employees), followed by “Sales Executive” (769 employees) and “Weight Management Instructor” (576 employees). (Table 4.55)

Table 4.55 Prominent principal jobs in health foods, nutrition, diet and weight management

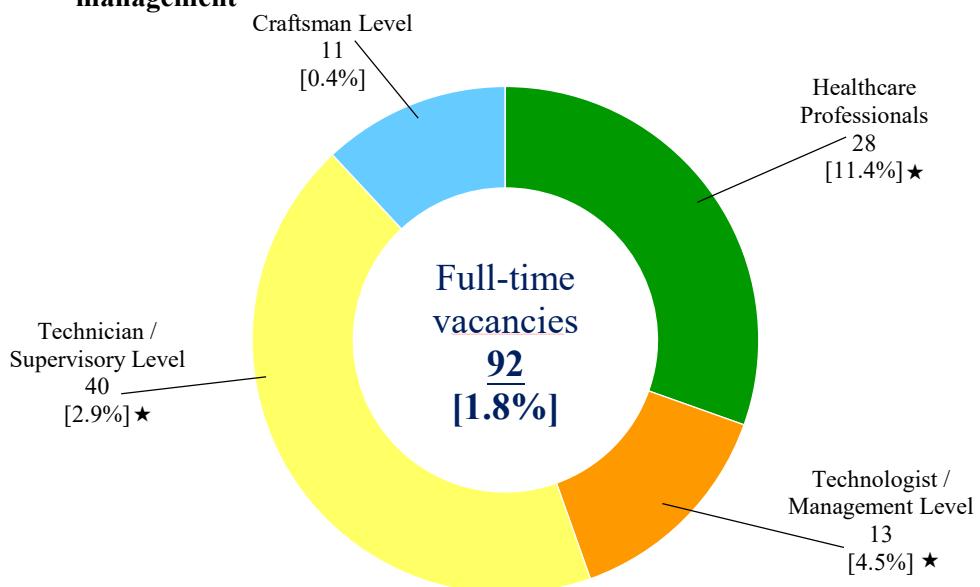
Job level	Principal job	No. of employees	% of total number of employees
Technician/Supervisory	Sales Executive	769	15.0%
Craftsman	Personal Trainer/Fitness Coach	2 224	43.5%
	Weight Management Instructor	576	11.3%

Health Foods, Nutrition, Diet and Weight Management

Number of Full-time Vacancies

4.167 As at 2 July 2024, a total of 92 full-time vacancies were reported in “health foods, nutrition, diet and weight management”, representing a vacancy rate of 1.8% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were jobs at the technician/supervisory level (40 vacancies), and relatively fewer were healthcare professionals (28 vacancies). (Chart 4.59)

Chart 4.59 Full-time vacancies by job level in health foods, nutrition, diet and weight management



Notes:

- (1) Figures in [] brackets indicate the Vacancy rate =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$
- (2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.
- (3) No vacancies for “operative/clerical level”

Prominent Full-time Vacancies

4.168 The prominent principal vacancies were “Sales Executive” (34 vacancies) and “Dietitian” (28 vacancies). (Table 4.56)

Table 4.56 Prominent full-time vacancies in health foods, nutrition, diet and weight management

Job level	Principal job	No. of vacancies	% of total number of vacancies
Healthcare Professionals	Dietitian	28	30.4%
Technologist/Management	Marketing Manager	7	7.6%
	Sales Manager	5	5.4%
Technician/Supervisory	Sales Executive	34	37.0%
Craftsman	Personal Trainer/Fitness Coach	9	9.8%

Health Foods, Nutrition, Diet and Weight Management

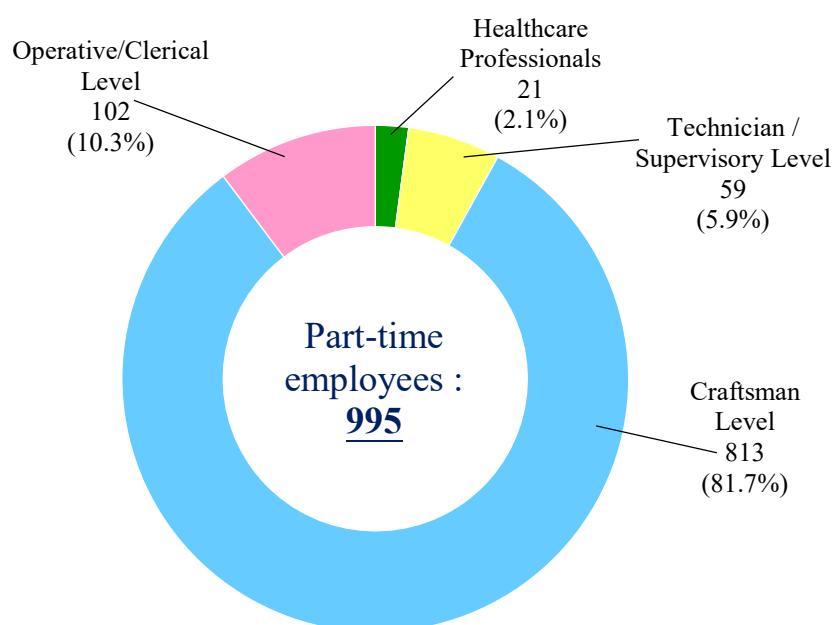
Number of Trainees/Apprentices

4.169 As at 2 July 2024, there were nine trainees/apprentices employed in “health foods, nutrition, diet and weight management”. Among them, all (100.0%) were employed at the technician/supervisory level, mainly “Marketing Executive” (8 persons).

Number of Part-time Employees

4.170 As at 2 July 2024, a total of 995 part-time employees were employed in “health foods, nutrition, diet and weight management”. Among them, most were “Personal Trainer/Fitness Coach” (788 employees) at the craftsman level. (Chart 4.60)

Chart 4.60 Part-time employees by job level in health foods, nutrition, diet and weight management



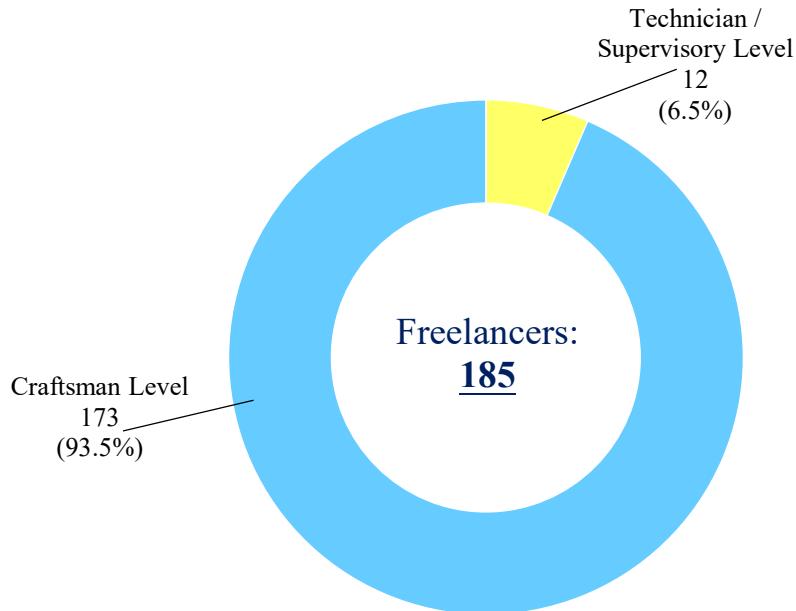
Note: No part-time employees for “technologist/management level”

Health Foods, Nutrition, Diet and Weight Management

Number of Freelancers

4.171 As at 2 July 2024, there were 185 freelancers employed in “health foods, nutrition, diet and weight management”. Among them, most were “Personal Trainer/Fitness Coach” (173 persons) at the craftsman level. (Chart 4.61)

Chart 4.61 Freelancers by job level in health foods, nutrition, diet and weight management



Note: No freelancers for “healthcare professionals”, “technologist/management level” and “operative/clerical level”

Average Monthly Remuneration Package of Full-time Employees

4.172 The average monthly remuneration package for full-time employees at the technologist/management level in “health foods, nutrition, diet and weight management” was mainly in the range of \$30,001 - \$50,000 (83.8%). It was followed by \$20,001 - \$30,000 at both the technician/supervisory level and the craftsman level (71.8% and 86.5% respectively) and \$15,000 or below at the operative/clerical level (78.1%). (Table 4.57)

Table 4.57 Average monthly remuneration package by job level in health foods, nutrition, diet and weight management

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	0.0%	10.8%	83.8%	5.4%	0.0%	0.0%	278
Technician/ Supervisory	0.0%	0.0%	23.2%	71.8%	5.0%	0.0%	1 335
Craftsman	0.0%	0.0%	0.1%	86.5%	13.4%	0.0%	2 891
Operative/ Clerical	0.0%	0.0%	0.0%	0.0%	21.9%	78.1%	392

denotes prominent ranges of monthly remuneration package in the respective job level.

Health Foods, Nutrition, Diet and Weight Management

4.173 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.174 84.5% of employees at the technologist/management level in “health foods, nutrition, diet and weight management” were preferred to have a first degree or above qualification. Among the employees at both the technician/supervisory level and the craftsman level, most were preferred to have a diploma/certificate qualification (54.7% and 54.0% respectively). 75.5% of the employees at the operative/clerical level were preferred to have secondary 4 to 7 qualifications. (*Table 4.58*)

Table 4.58 Preferred level of education by job level in health foods, nutrition, diet and weight management

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	84.5%	14.4%	1.1%	0.0%	0.0%	278
Technician/Supervisory	19.9%	24.2%	54.7%	1.2%	0.0%	1 335
Craftsman	0.0%	35.2%	54.0%	10.1%	0.7%	2 891
Operative/Clerical	0.0%	0.0%	17.3%	75.5%	7.1%	392

 denotes prominent ranges of preferred level of education in the respective job level.

4.175 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.176 83.1% of the employees at the technologist/management level in “health foods, nutrition, diet and weight management” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 70.3% were preferred to have 3 years to less than 6 years of experience. For the employees at the craftsman level, 77.4% were preferred to have 1 year to less than 3 years of experience. As for the employees at the operative/clerical level, 84.2% were preferred to have less than 1 year of experience. (*Table 4.59*)

Health Foods, Nutrition, Diet and Weight Management

Table 4.59 Preferred years of experience by job level in health foods, nutrition, diet and weight management

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/Management	4.3%	83.1%	12.6%	0.0%	0.0%	278
Technician/Supervisory	0.4%	8.5%	70.3%	20.8%	0.0%	1335
Craftsman	0.0%	0.0%	17.1%	77.4%	5.5%	2891
Operative/Clerical	0.0%	0.0%	8.7%	7.1%	84.2%	392

 denotes prominent ranges of preferred years of experience in the respective job level

4.177 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Employees Left and Recruited

4.178 In “health foods, nutrition, diet and weight management”, employers reported that 344 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 6.6%. Analysed by job level, employees at the craftsman level (173 employees) and the technician/supervisory level (136 employees) had a higher number of employees leaving, whereas the turnover rate was relatively higher at the technician/supervisory level and the technologist/management level (9.9% and 8.9%, respectively). (Table 4.60)

Table 4.60 Employees left in the past 12 months by job level in health foods, nutrition, diet and weight management

Job level	Number of employees left	Turnover rate*
Healthcare professionals	5	2.0%
Technologist/Management	26	8.9%
Technician/Supervisory	136	9.9%
Craftsman	173	6.0%
Operative/Clerical	4	1.0%
Overall	344	6.6%

* Turnover rate = no. of full-time employees left in the past 12 months / (no. of full-time employees + no. of full-time vacancies)

Health Foods, Nutrition, Diet and Weight Management

4.179 A total of 355 employees were recruited in “health foods, nutrition, diet and weight management” in the past 12 months, with the majority being at the craftsman level (171 employees) and technician/supervisory level (145 employees). Among the new recruits at healthcare professionals, the craftsman level, the technician/supervisory level, and the technologist/management level, over 70% had healthcare and wellness working experience (100.0%, 81.3%, 80.7%, and 73.3% respectively). (*Table 4.61*)

Table 4.61 Staff recruited in the past 12 months by job level in health foods, nutrition, diet and weight management

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	5	5 (100.0%)
Technologist/Management	30	22 (73.3%)
Technician/Supervisory	145	117 (80.7%)
Craftsman	171	139 (8.3%)
Operative/Clerical	4	0 (0.0%)
Overall	355	283 (79.7%)

Recruitment Difficulties

4.180 In “health foods, nutrition, diet and weight management”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively low, with 7.6% or less recruiting employees at respective job levels. (*Table 4.62*)

4.181 Among those companies engaged in the recruitment exercises, more than 80% (81.3% - 100%) reported having encountered recruitment difficulties for recruiting employees at most job levels, while the corresponding proportion was smaller for the craftsman level (36.1%). (*Table 4.62*)

4.182 In general, “unwilling to work long working hours or work on shift”, “many choices in the market”, “lack of awareness of possible career opportunities and prospect”, “lack of relevant working experiences”, and “insufficiently trained/qualified manpower in related disciplines” were the major difficulties encountered in recruiting employees at various job levels. (*Table 4.62*)

Health Foods, Nutrition, Diet and Weight Management

Table 4.62 Difficulties encountered in recruitment in the past 12 months by job level in health foods, nutrition, diet and weight management

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment					
(% of companies with recruitment):	7 (0.6%)	15 (1.2%)	91 (7.6%)	36 (3.0%)	#
Among these companies, % of companies encountered difficulties in recruitment:	100.0%	86.7%	81.3%	36.1%	-
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	71.4%★	15.4%	75.7%★	92.3%★	-
Insufficiently trained/ qualified manpower in related disciplines	42.9% ★	61.5% ★	8.1%	7.7%	-
Lack of relevant working experiences	57.1%★	61.5%★	14.9%	30.8%	-
Lack of competitive remuneration package and fringe benefit	57.1%★	38.5%	24.3%	7.7%	-
Unwilling to work long working hours or work on shift	100.0%★	0.0%	75.7%★	69.2%★	-
Lack of awareness of possible career opportunities and prospect	0.0%	0.0%	67.6%★	69.2%★	-
Boring or unpleasant job nature	14.3%	0.0%	0.0%	7.7%	-

Notes: (1) Respondents are allowed to select more than one difficulty.
 (2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.
 (3) # - Findings are not presented due to the small no. of companies (<5) having recruited staff at such job level.

Health Foods, Nutrition, Diet and Weight Management

Employers' Views on Requirements for the Services/Business Volume in the Next 12 Months

4.183 In the survey, employers were asked to indicate their views on the expected change in the requirement for the services/business volume in the next 12 months. 64.5% of the companies in "health foods, nutrition, diet and weight management" expected the requirement for the services/business volume to remain the same/stable, while 5.7% expected it to increase or improve, and 2.1% expected it to decrease or worsen in the coming year. (Chart 4.62)

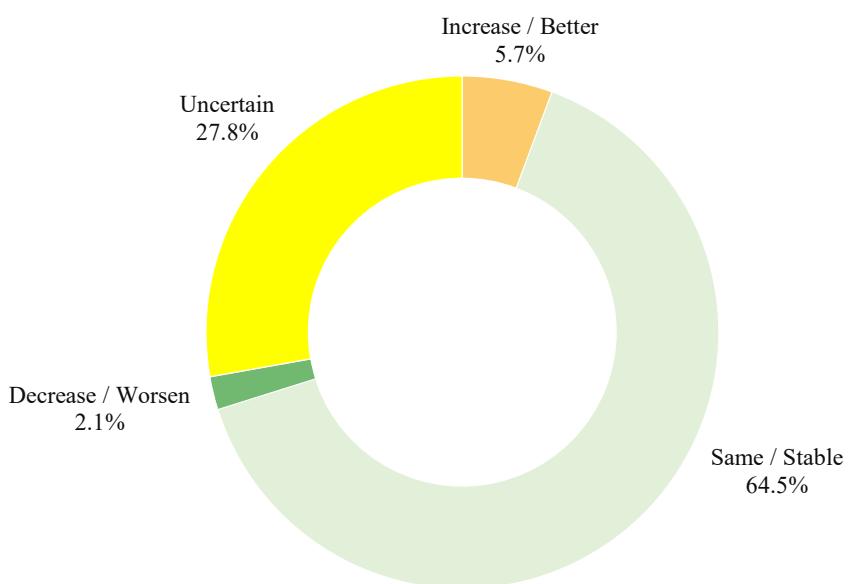
4.184 The primary reason cited for expecting an increase in the requirement for the services / a better business volume included:

- enhance health awareness
- economic recovery;
- growing prevalence of fitness activities; and
- an increasing demand for health supplements.

4.185 The primary reasons cited for expecting a decrease in the requirement for the services/ a worsening business volume included:

- economic slowdown;
- increase market competition; and
- heading to the Chinese Mainland for consumption.

Chart 4.62 Views on requirement for the services/business volume in the next 12 months in health foods, nutrition, diet and weight management



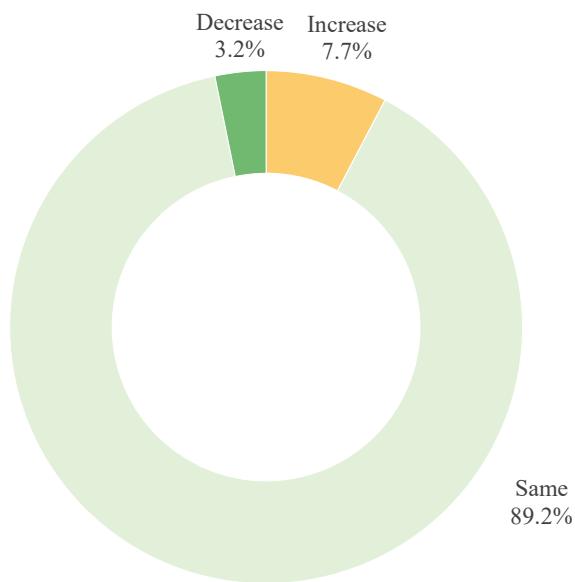
Note : Percentage are calculated on the basis of total number of companies

Health Foods, Nutrition, Diet and Weight Management

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.186 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 89.2% of the companies in “health foods, nutrition, diet and weight management” expected the number of full-time employees to remain the same. 7.7% reported that the number of full-time employees would increase, while 3.2% reported that it would decrease. (Chart 4.63)

Chart 4.63 Views on number of full-time employees in the next 12 months in health foods, nutrition, diet and weight management



Note : Percentage are calculated on the basis of total number of companies

4.187 The average percentage change of the number of full-time employees in “health foods, nutrition, diet and weight management” in the next 12 months was an increase of 0.1%.

Employers’ Views on Expected Changes in Introducing New Job Positions or Drastic Changes in the Existing Jobs

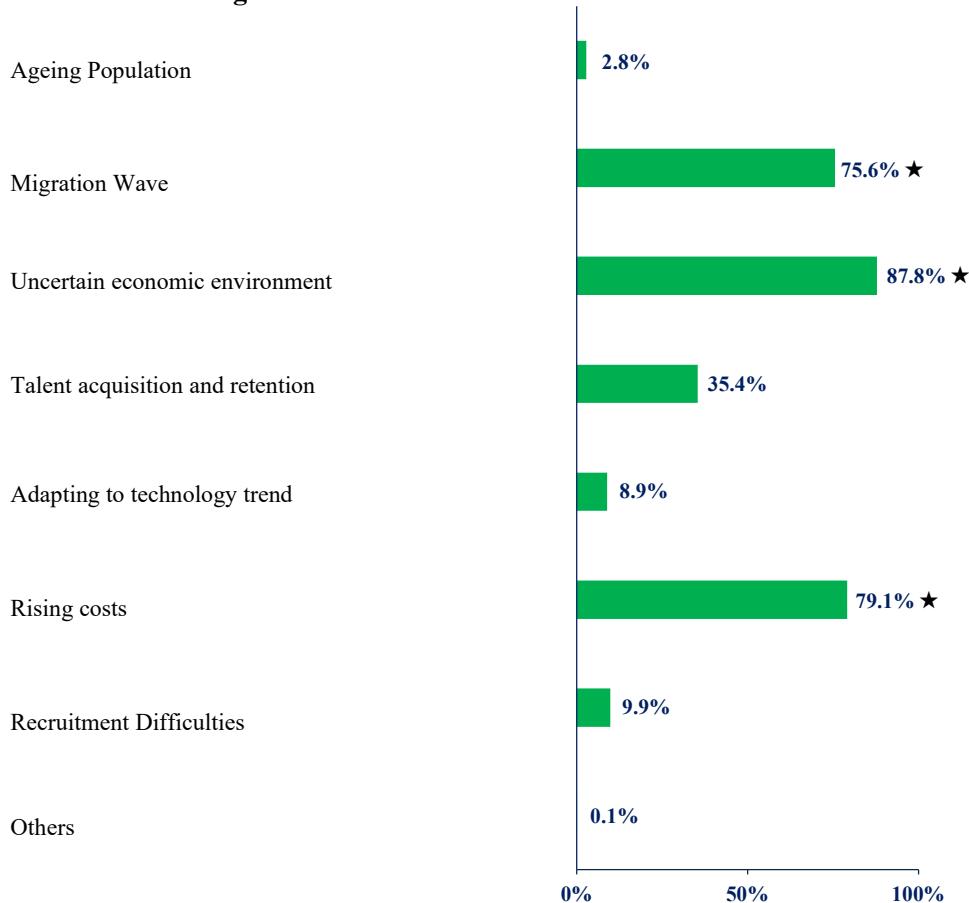
4.188 Employers were asked to indicate their views on expected changes in the introduction of new job positions or drastic changes in job duties/specifications on existing jobs. Some companies indicated that a new “R&D formulator” position could be introduced in the “health foods, nutrition, diet, and weight management”. Its key roles would mainly involve conducting in-depth applied research on the key formula for product optimisation.

Health Foods, Nutrition, Diet and Weight Management

Biggest Challenges in the Next 12 Months

4.189 The biggest challenges encountered by companies in “health foods, nutrition, diet and weight management” in the next 12 months were “uncertain economic environment” (87.8%), “rising costs” (79.1%), and “migration wave” (75.6%). (Chart 4.64)

Chart 4.64 Biggest challenges in the next 12 months in health foods, nutrition, diet and weight management



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

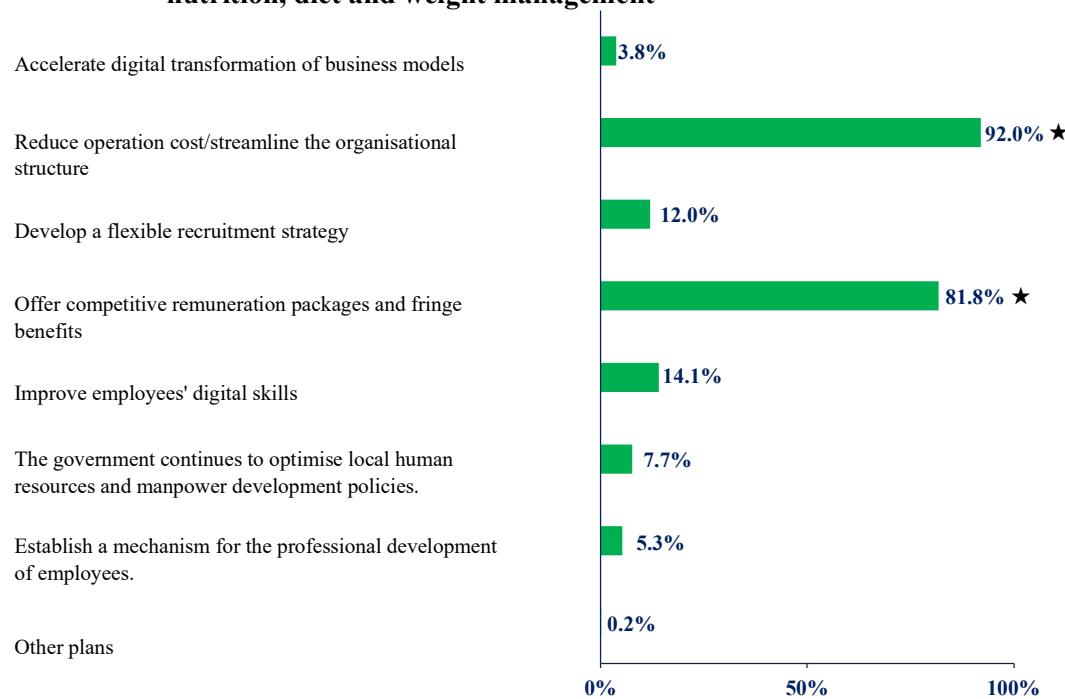
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Health Foods, Nutrition, Diet and Weight Management

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.190 The future plans considered useful to tackle the challenges encountered in the next 12 months were “reduce operation cost/streamline the organisational structure” (92.0%) and “offer competitive remuneration packages and fringe benefits” (81.8%). (Chart 4.65)

Chart 4.65 Plans considered useful to tackle the challenges in the next 12 months in health foods, nutrition, diet and weight management



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Health Foods, Nutrition, Diet and Weight Management

Training Requirements

4.191 In the survey, employers were asked to indicate training areas for their employees. In “health foods, nutrition, diet and weight management”, the training requirements for healthcare professionals, employees at the technician/supervisory level, the craftsman level and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “customer services and complaint handling”, “problem solving abilities”, “digital literacy”, “counselling skills” and “multi-languages”. Employees at the technologist/management level tended to focus on (i) various management skills, particularly skills relating to “risk management”, (ii) trade specific skills in terms of “big data analysis”, and (iii) generic skills in terms of “problem solving abilities”. (Table 4.63)

Table 4.63 Major training requirements by job level in health foods, nutrition, diet and weight management

Healthcare Professionals	Technologist/Management	Technician/Supervisory	Craftsman	Operative/Clerical
Communication and Interpersonal Abilities	Risk Management	Communication and Interpersonal Abilities		
100.0%	53.4%	91.5%	99.4%	59.6%
Customer Services and Complaint Handling	Big Data Analysis	Customer Services and Complaint Handling		
100.0%	56.9%	82.3%	89.3%	59.6%
Digital Literacy		Problem Solving Abilities		
53.8%	51.7%	87.2%	96.8%	84.2%
Counselling Skills	Store Operations Management	Counselling Skills		Digital Literacy
53.8%	48.3%	41.5%	-	42.1%
Multi-languages	Quality Management	Multi-languages		Multi-languages
46.2%	46.6%	35.4%		42.1%



Management Skills



Trade Specific Skills



Generic Skills

4.192 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

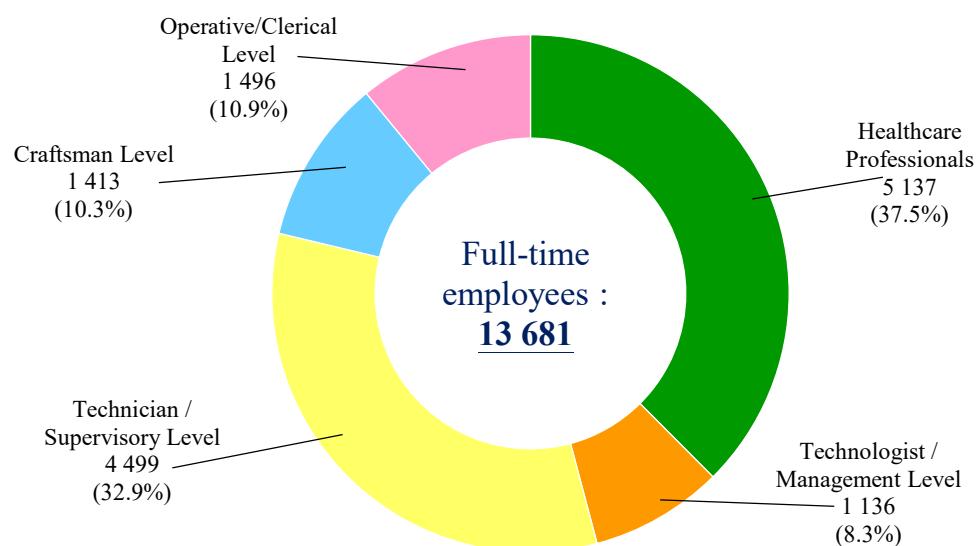
Pharmacy and Dispensing Services

H. Pharmacy and Dispensing Services⁹

Number of Full-time Employees

4.193 As at 2 July 2024, a total of 13 681 full-time employees were employed in “pharmacy and dispensing services”. Among them, most of them were healthcare professionals (5 137 employees or 37.5%) and at the technician/supervisory level (4 499 employees or 32.9%). (Chart 4.66)

Chart 4.66 Full-time employees by job level in pharmacy and dispensing services



Prominent Principal Jobs

4.194 The prominent principal jobs in “pharmacy and dispensing services” were “Sales Executive” (2 708 employees), “Dispenser” (2 450 employees), and “Pharmacist” (2 248 employees). (Table 4.64)

Table 4.64 Prominent principal jobs in pharmacy and dispensing services

Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Dispenser	2 450	17.9%
	Pharmacist	2 248	16.4%
Technician/Supervisory	Sales Executive	2 708	19.8%
Craftsman	Secondary Packaging Worker	925	6.8%
Operative/Clerical	Pharmacy Assistant	728	5.3%
	Production Assistant	679	5.0%

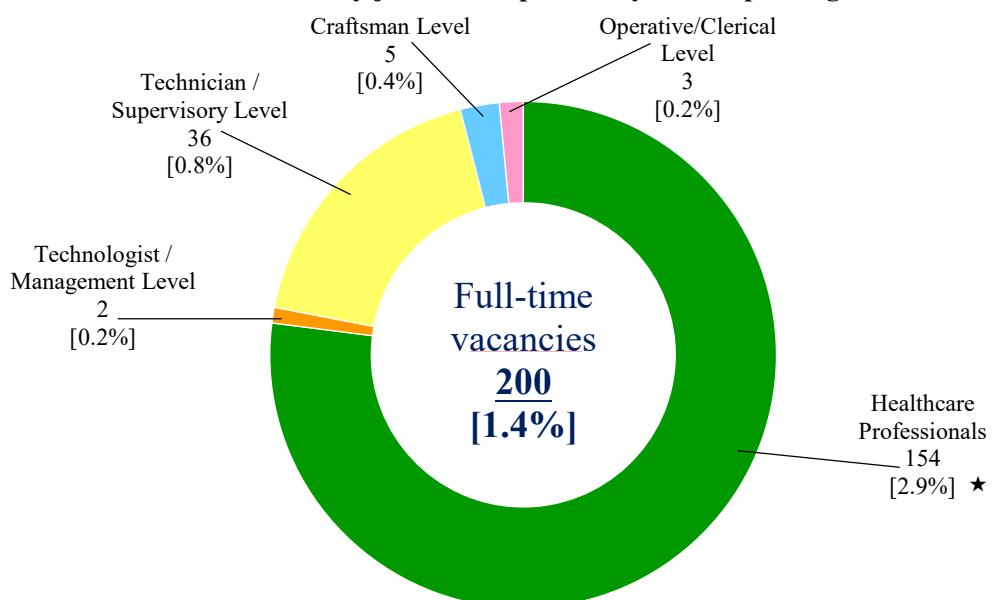
⁹ There are no freelancers engaged in “pharmacy and dispensing services”.

Pharmacy and Dispensing Services

Number of Full-time Vacancies

4.195 As at 2 July 2024, a total of 200 full-time vacancies were reported in “pharmacy and dispensing services”, representing a vacancy rate of 1.4% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were “Dispenser” (92 vacancies) and “Pharmacist” (62 vacancies) among healthcare professionals (154 vacancies). There were relatively fewer jobs at the technician/supervisory level (36 vacancies), mainly “Sales Executive” (29 vacancies). (Chart 4.67)

Chart 4.67 Full-time vacancies by job level in pharmacy and dispensing services



Notes:

(1) Figures in [] brackets indicate the **Vacancy rate** =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$

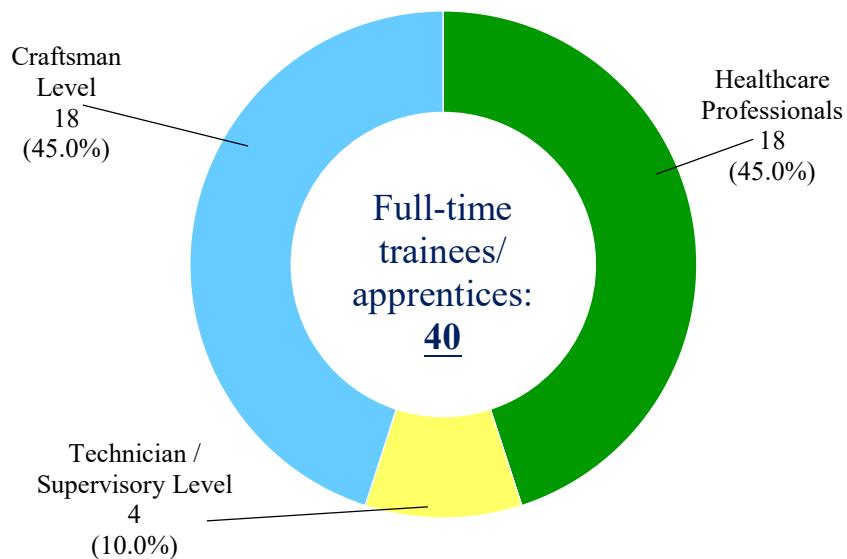
(2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.

Pharmacy and Dispensing Services

Number of Trainees/Apprentices

4.196 As at 2 July 2024, there were 40 trainees/apprentices employed in “pharmacy and dispensing services”. Among them, most were healthcare professionals, with “Pharmacist” accounting for 18 persons (45.0%). (Chart 4.68)

Chart 4.68 Trainees/apprentices by job level in pharmacy and dispensing services

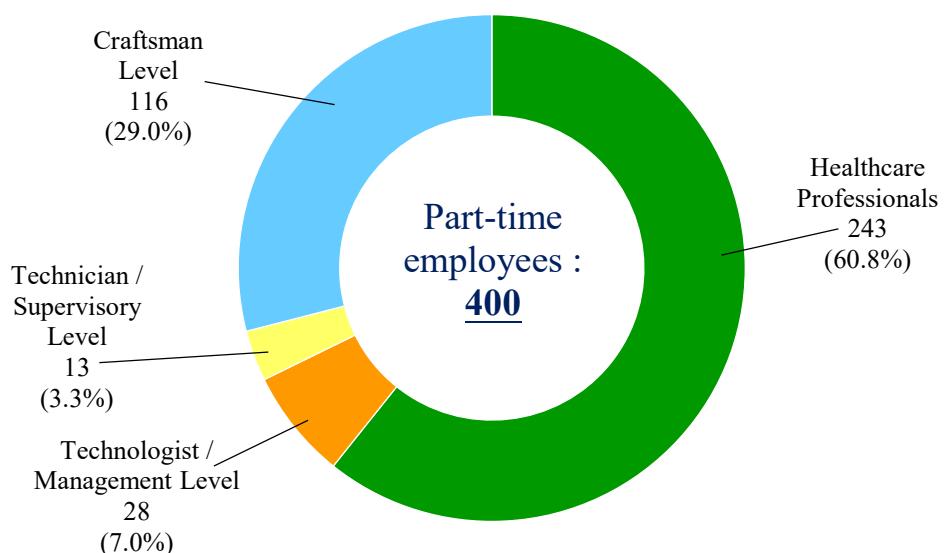


Note: No trainees/apprentices for “technologist/management level” and “operative/clerical level”

Number of Part-time Employees

4.197 As at 2 July 2024, a total of 400 part-time employees were employed in “pharmacy and dispensing services”. Among them, most were healthcare professionals of “Pharmacist” (142 employees), “Dispenser” (101 employees), and “Secondary Packaging Worker” (116 employees) at the craftsman level. (Chart 4.69)

Chart 4.69 Part-time employees by job level in pharmacy and dispensing services



Note: No part-time employees for “operative/clerical level”

Pharmacy and Dispensing Services

Average Monthly Remuneration Package of Full-time Employees

4.198 The average monthly remuneration package for full-time employees at the technologist/management level in “pharmacy and dispensing services” was mainly in the range of \$30,001 - \$50,000 (52.7%) and \$50,001 - \$80,000 (40.6%). It was followed by \$20,001 - \$30,000 (46.2%) and \$30,001 - \$50,000 (44.0%) at the technician/supervisory level, and \$15,001 - \$20,000 at both the craftsman level (81.2%) and the operative/clerical level (70.8%). (*Table 4.65*)

Table 4.65 Average monthly remuneration package by job level in pharmacy and dispensing services

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	3.7%	40.6%	52.7%	3.0%	0.0%	0.0%	1 136
Technician/ Supervisory	0.0%	0.6%	44.0%	46.2%	9.2%	0.0%	4 499
Craftsman	0.0%	0.0%	0.0%	18.4%	81.2%	0.4%	1 413
Operative/ Clerical	0.0%	0.0%	0.5%	22.5%	70.8%	6.2%	1 496

denotes prominent ranges of monthly remuneration package in the respective job level.

4.199 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.200 98.3% of employees at the technologist/management level in “pharmacy and dispensing services” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 56.1% were preferred to have a sub-degree qualification. As for the employees at the craftsman level, 29.6% were preferred to have secondary 4 to 7 qualifications, while 24.8% were preferred to have a sub-degree qualification, and 23.8% were preferred to have a diploma/certificate qualification. 63.6% of the employees at the operative/clerical level were preferred to have secondary 4 to 7 qualifications. (*Table 4.66*)

Table 4.66 Preferred level of education by job level in pharmacy and dispensing services

Job level	First degree or above	Sub-degree	Diploma/ certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/ Management	98.3%	1.0%	0.4%	0.3%	0.0%	1 136
Technician/ Supervisory	6.7%	56.1%	36.9%	0.3%	0.0%	4 499
Craftsman	0.0%	24.8%	23.8%	29.6%	21.7%	1 413
Operative/ Clerical	0.0%	0.7%	32.4%	63.6%	3.2%	1 496

denotes prominent ranges of preferred level of education in the respective job level.

Pharmacy and Dispensing Services

4.201 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.202 88.7% of the employees at the technologist/management level in “pharmacy and dispensing services” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 72.7% were preferred to have 3 years to less than 6 years of experience. For the employees at both the craftsman level and the operative/clerical level, most of them were preferred to have less than 3 years of experience (73.3% and 98.5% respectively). (*Table 4.67*)

Table 4.67 Preferred years of experience by job level in pharmacy and dispensing services

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/ Management	4.5%	88.7%	6.4%	0.4%	0.0%	1 136
Technician/ Supervisory	0.0%	4.1%	72.7%	23.2%	0.0%	4 499
Craftsman	0.0%	0.0%	26.7%	41.1%	32.2%	1 413
Operative/ Clerical	0.0%	0.0%	1.5%	52.8%	45.7%	1 496

 denotes prominent ranges of preferred years of experience in the respective job level

4.203 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Pharmacy and Dispensing Services

Employees Left and Recruited

4.204 In “pharmacy and dispensing services”, employers reported that 712 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 5.1%. Analysed by job level, employees at the technician/supervisory level had a higher number of employees left (295 employees) and a higher turnover rate (6.5%). (*Table 4.68*)

Table 4.68 Employees left in the past 12 months by job level in pharmacy and dispensing services

Job level	Number of employees left	Turnover rate*
Healthcare professionals	198	3.7%
Technologist/Management	58	5.1%
Technician/Supervisory	295	6.5%
Craftsman	80	5.6%
Operative/Clerical	81	5.4%
Overall	712	5.1%

* Turnover rate = no. of full-time employees left in the past 12 months/(no. of full-time employees + no. of full-time vacancies)

4.205 A total of 748 employees were recruited in “pharmacy and dispensing services” in the past 12 months, with the majority being at the technician/supervisory level (319 employees) and healthcare professionals (206 employees). Among the new recruits at healthcare professionals, the technologist/management level and the technician/supervisory level, over 70% had healthcare and wellness working experience (91.3%, 83.9% and 78.4% respectively) while the corresponding proportion was smaller for the new recruits at the operative/clerical level (55.4%) and craftsman level (55.2%). (*Table 4.69*)

Table 4.69 Staff recruited in the past 12 months by job level in pharmacy and dispensing services

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	206	188 (91.3%)
Technologist/Management	62	52 (83.9%)
Technician/Supervisory	319	250 (78.4%)
Craftsman	87	48 (55.2%)
Operative/Clerical	74	41 (55.4%)
Overall	748	579 (77.4%)

Pharmacy and Dispensing Services

Recruitment Difficulties

4.206 In “pharmacy and dispensing services”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively low, with 3.6% or less recruiting employees at the respective job levels. (Table 4.70)

4.207 Among those companies engaged in the recruitment exercises, more than 60% reported having encountered recruitment difficulties for recruiting healthcare professionals (88.2%) and employees at the operative/clerical level (62.5%), while the corresponding proportion was smaller for other job levels (26.5% - 41.7%). (Table 4.70)

4.208 In general, “many choices in the market”, “lack of relevant working experiences”, “lack of competitive remuneration package and fringe benefit”, “unwilling to work long working hours or work on shift”, and “lack of awareness of possible career opportunities and prospect” were the major difficulties encountered in recruiting employees at various job levels. (Table 4.70)

Table 4.70 Difficulties encountered in recruitment in the past 12 months by job level in pharmacy and dispensing services

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment					
(% of companies with recruitment):	17 (0.6%)	34 (1.3%)	97 (3.6%)	24 (0.9%)	16 (0.6%)
Among these companies, % of companies encountered difficulties in recruitment:					
	88.2%	26.5%	39.2%	41.7%	62.5%
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	73.3%★	100.0% ★	97.4%★	40.0% ★	80.0% ★
Insufficiently trained/ qualified manpower in related disciplines	40.0% ★	22.2%	34.2%	20.0%	30.0%
Lack of relevant working experience	46.7% ★	100.0%★	42.1%★	20.0%	0.0%
Lack of competitive remuneration package and fringe benefit	46.7% ★	0.0%	31.6%	80.0% ★	60.0% ★
Unwilling to work long working hours or work on shift	80.0% ★	0.0%	21.1%	30.0%	40.0% ★
Lack of awareness of possible career opportunities and prospect	0.0%	55.6%★	34.2%	70.0%★	60.0% ★
Boring or unpleasant job nature	26.7%	0.0%	0.0%	10.0%	10.0%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

Pharmacy and Dispensing Services

Employers' Views on Requirements for the Services/Business Volume in the Next 12 Months

4.209 In the survey, employers were asked to indicate their views on the expected change in the requirements for their services/business volume of the companies in the next 12 months. About seven-tenths (72.5%) of the companies in “pharmacy and dispensing services” expected the requirement for the services/business volume to remain the same/stable, while 0.7% expected it to increase or improve, and 8.1% expected it to decrease or worsen in the coming year. (Chart 4.70)

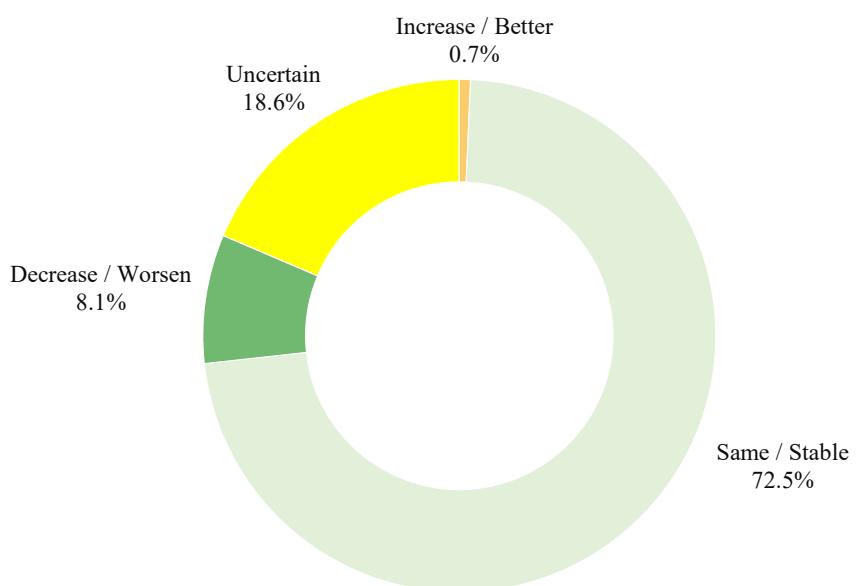
4.210 The primary reason cited for expecting an increase in the requirement for the services / a better business volume included:

- economic recovery; and
- elevate health attention.

4.211 The primary reasons cited for expecting a decrease in the requirement for the services/ a worsening business volume included:

- economic slowdown;
- a wave of immigration;
- an increase in online shopping;
- a decreasing number of Mainland visitors and their spending; and
- heading to the Chinese Mainland for healthcare services.

Chart 4.70 Views on requirement for the services/business volume in the next 12 months in pharmacy and dispensing services



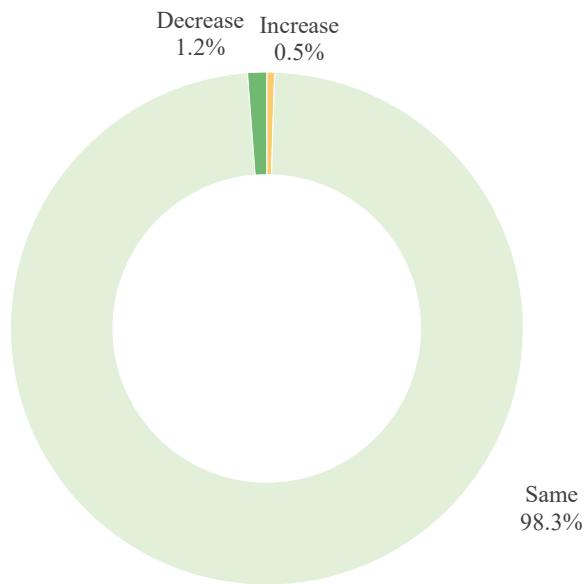
Note : Percentage are calculated on the basis of total number of companies

Pharmacy and Dispensing Services

Expected Change in Number of Full-time Employees in the Next 12 Months

4.212 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 98.3% of the companies in “pharmacy and dispensing services” expected the number of full-time employees to remain the same. A mere 0.5% reported that the number of full-time employees would increase, whereas 1.2% reported that the number of full-time employees would decrease. (Chart 4.71)

Chart 4.71 Views on number of full-time employees in the next 12 months in pharmacy and dispensing services



Note : Percentage are calculated on the basis of total number of companies

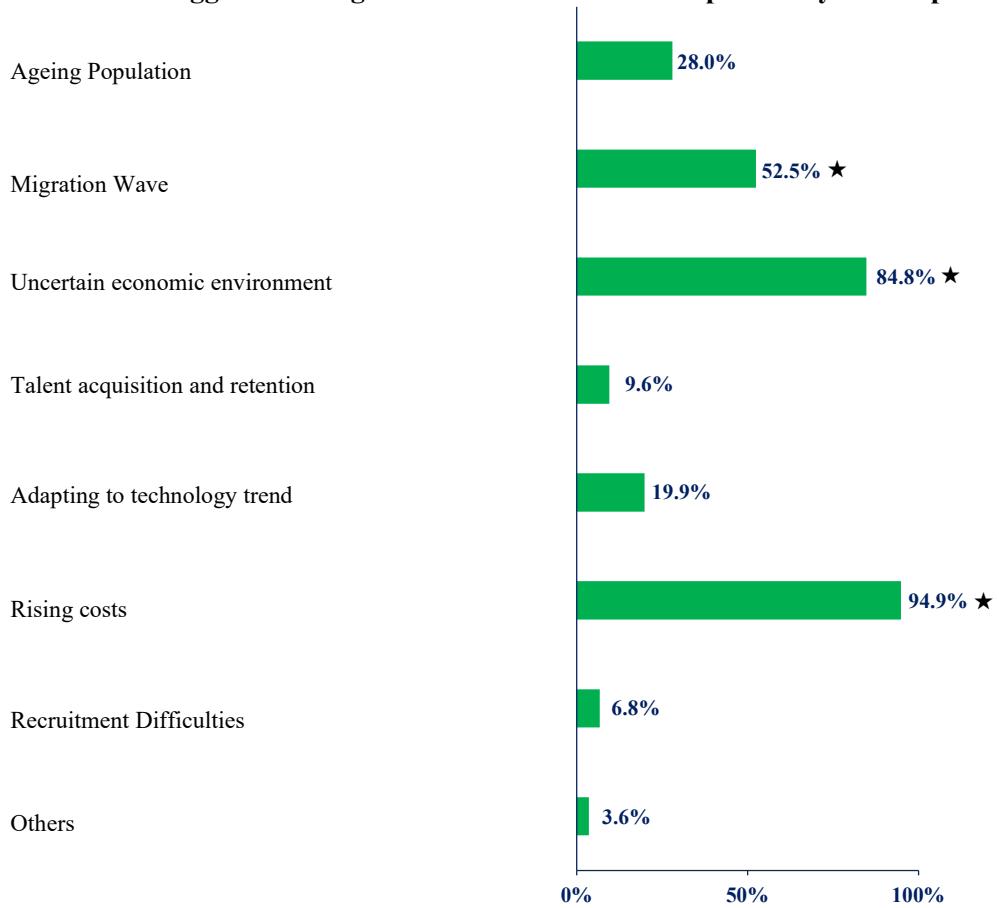
4.213 The average percentage change of number of full-time employees in “pharmacy and dispensing services” in the next 12 months was 0%.

Pharmacy and Dispensing Services

Biggest Challenges in the Next 12 Months

4.214 The biggest challenges encountered by companies in “pharmacy and dispensing services” in the next 12 months were “rising costs” (94.9%), “uncertain economic environment” (84.8%) and “migration wave” (52.5%). Additionally, it is worth noting that some (3.6%) companies identified other challenges, such as “cross-border consumption”, “declining client base”, and “fierce local competition”. (Chart 4.72)

Chart 4.72 Biggest challenges in the next 12 months in pharmacy and dispensing services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

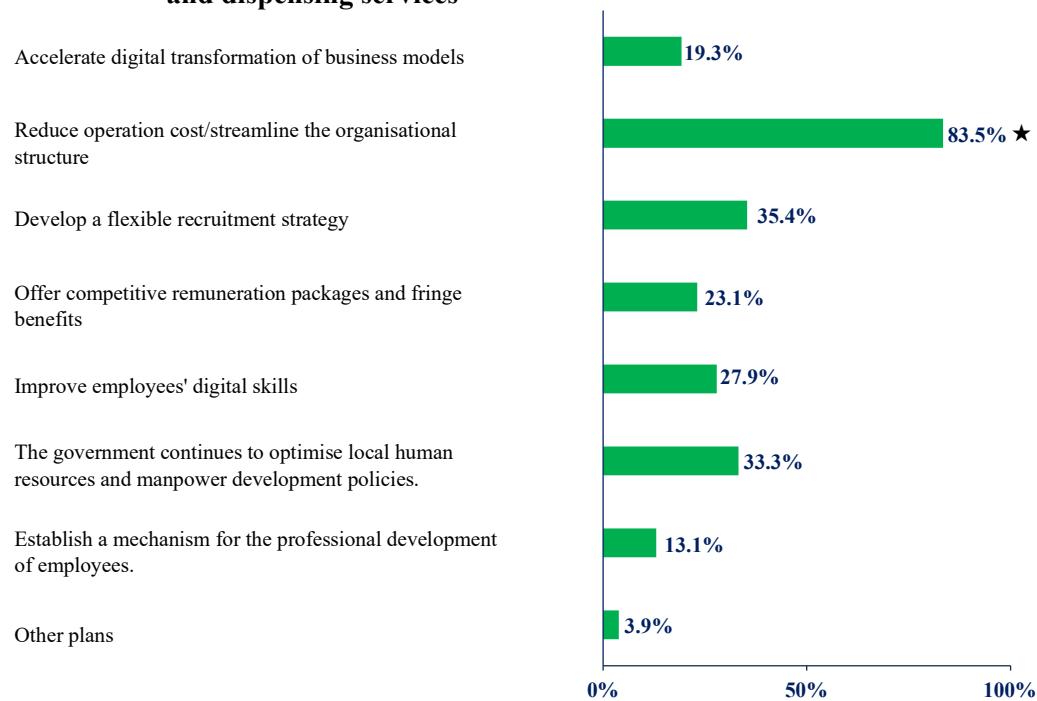
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Pharmacy and Dispensing Services

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.215 The future plan considered useful to tackle the challenges encountered in the next 12 months was “reduce operation cost/streamline the organisational structure” (83.5%). Additionally, it is worth noting that some (3.9%) companies also proposed alternative approaches, including “consideration of business discontinuation” or “pharmaceutical market expansion”. (Chart 4.73)

Chart 4.73 Plans considered useful to tackle the challenges in the next 12 months in pharmacy and dispensing services



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

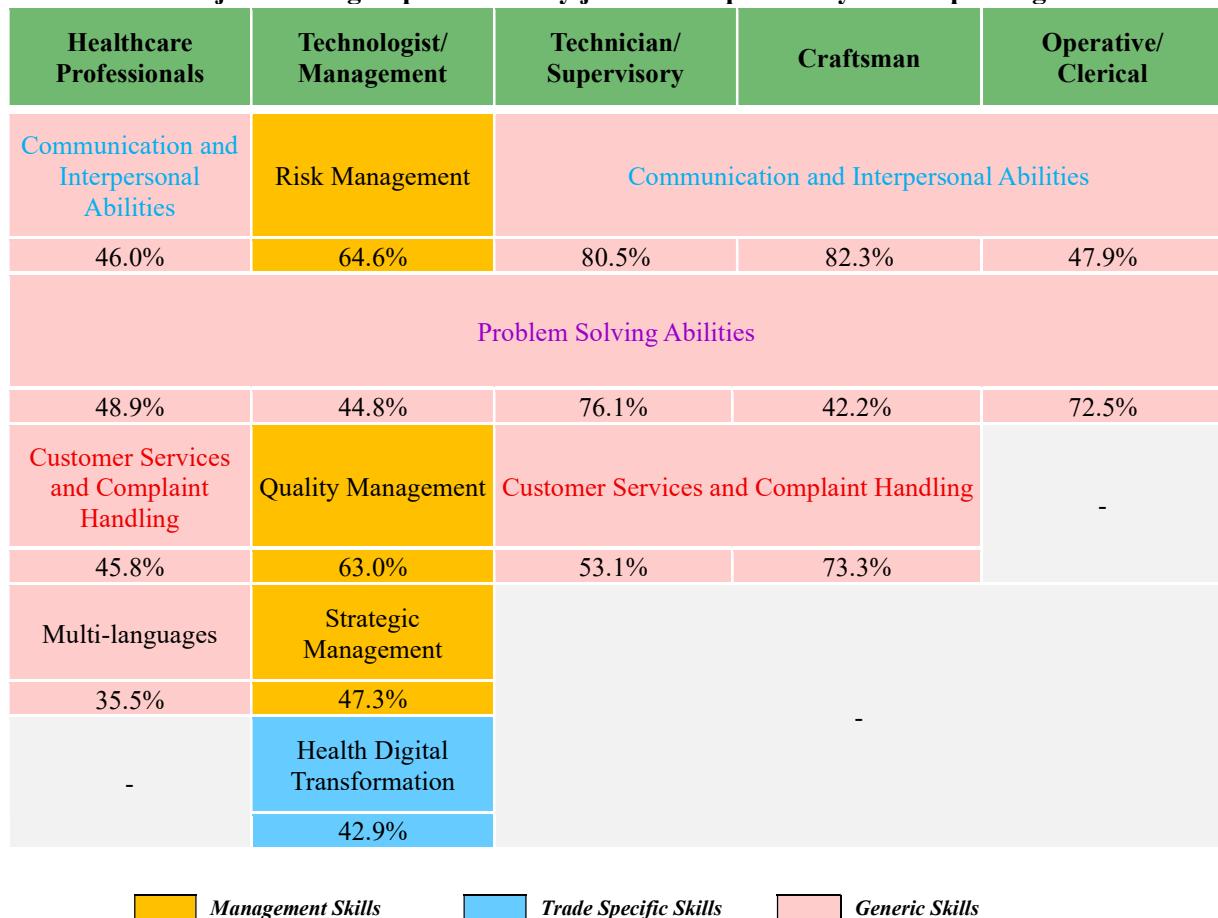
(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Pharmacy and Dispensing Services

Training Requirements

4.216 In the survey, employers were asked to indicate training areas for their employees. In “pharmacy and dispensing services”, the training requirements for healthcare professionals, the technician/supervisory level, the craftsman level, and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, and “customer services and complaint handling”. Employees at the technologist/management level tended to focus on management skills, particularly skills relating to “risk management” and “quality management”. (Table 4.71)

Table 4.71 Major training requirements by job level in pharmacy and dispensing services



4.217 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

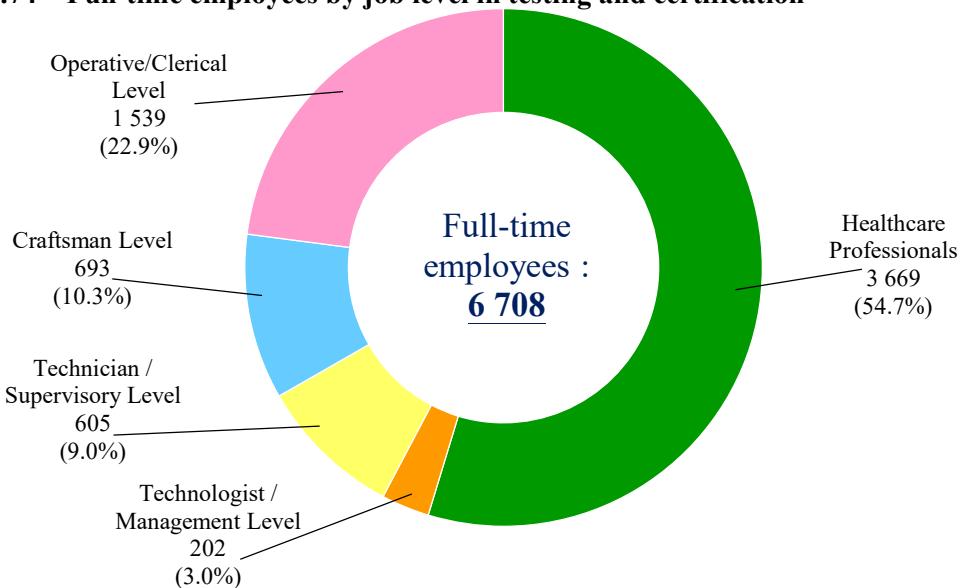
Testing and Certification

I. Testing and Certification

Number of Full-time Employees

4.218 As at 2 July 2024, a total of 6 708 full-time employees were employed in “testing and certification”. Among them, over half (54.7%) were healthcare professionals, and 22.9% were employed at the operative/clerical level. (Chart 4.74)

Chart 4.74 Full-time employees by job level in testing and certification



Prominent Principal Jobs

4.219 The prominent principal jobs in “testing and certification” were “Medical Laboratory Technologist” (2 804 employees), “Laboratory Assistant” (1 003 employees), “Radiographer” (626 employees), “Phlebotomist” (612 employees), Customer Service Assistant” (491 employees), and “Laboratory Technician” (425 employees). (Table 4.72)

Table 4.72 Prominent principal jobs in testing and certification

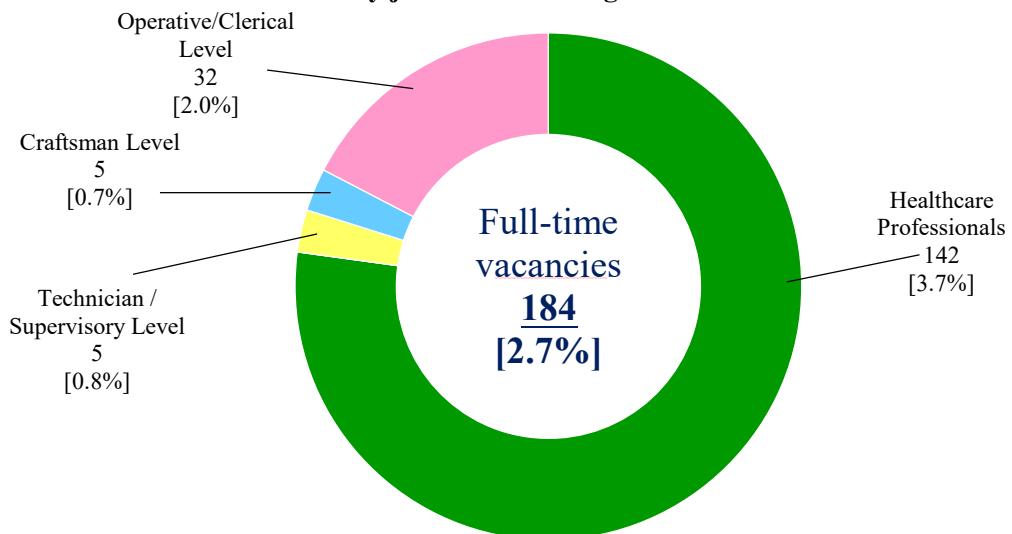
Job level	Principal job	No. of employees	% of total number of employees
Healthcare Professionals	Medical Laboratory Technologist	2 804	41.8%
	Radiographer	626	9.3%
Technician/Supervisory	Laboratory Technician	425	6.3%
Craftsman	Phlebotomist	612	9.1%
Operative/Clerical	Laboratory Assistant	1 003	15.0%
	Customer Service Assistant	491	7.3%

Testing and Certification

Number of Full-time Vacancies

4.220 As at 2 July 2024, a total of 184 full-time vacancies were reported in “testing and certification”, representing a vacancy rate of 2.7% (i.e., vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the full-time vacancies were healthcare professionals (142 vacancies), and relatively fewer were jobs at the operative/clerical level (32 vacancies). (Chart 4.75)

Chart 4.75 Full-time vacancies by job level in testing and certification



Notes:

- (1) Figures in [] brackets indicate the **Vacancy rate** =
$$\frac{\text{No. of full-time vacancies}}{\text{No. of full-time employees} + \text{No. of full-time vacancies}}$$
- (2) Figures marked with the symbol “★” refer to relatively higher vacancy rates than the overall rate.
- (3) No vacancies for “technologist/management level”

Prominent Full-time Vacancies

4.221 The prominent principal vacancies were “Medical Laboratory Technologist” (130 vacancies) and “Laboratory Assistant” (32 vacancies). (Table 4.73)

Table 4.73 Prominent full-time vacancies in testing and certification

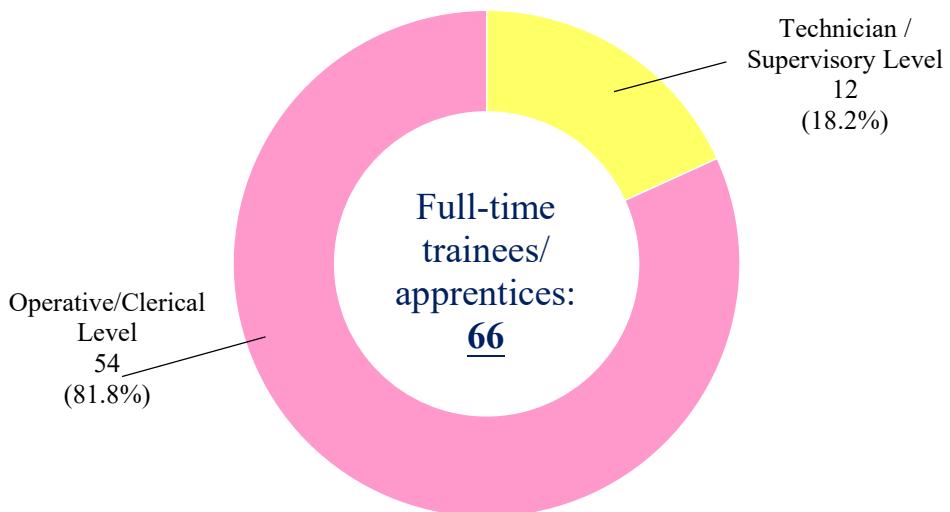
Job level	Principal job	No. of vacancies	% of total number of vacancies
Healthcare Professionals	Medical Laboratory Technologist	130	70.7%
Operative/Clerical	Laboratory Assistant	32	17.4%

Testing and Certification

Number of Trainees/Apprentices

4.222 As at 2 July 2024, there were 66 trainees/apprentices employed in “testing and certification”. Most were “Laboratory Assistant” at the operative/clerical level (54 persons) and “Technical Officer”, “Assistant Technical Officer” at the technician/supervisory level (12 persons). (Chart 4.76)

Chart 4.76 Trainees/apprentices by job level in testing and certification

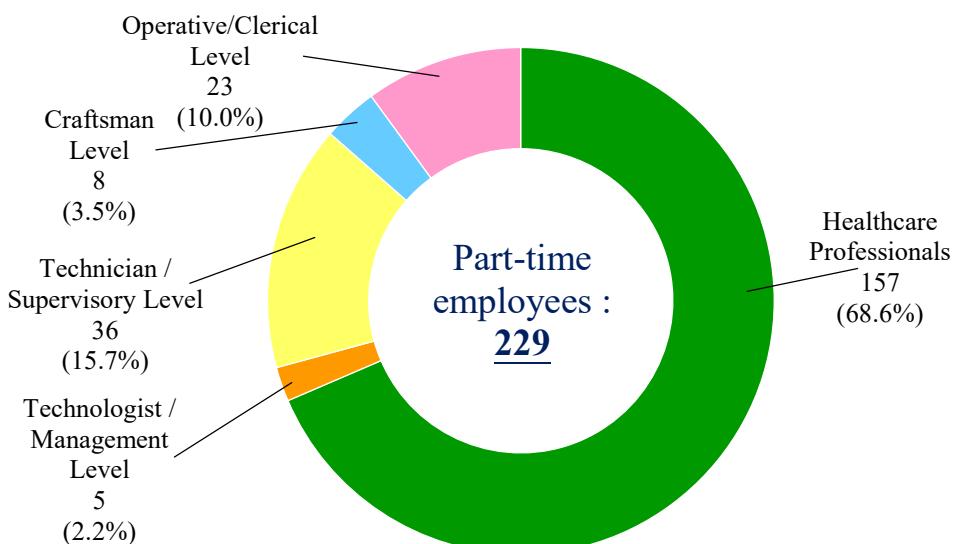


Note: No trainees/apprentices for “healthcare professionals”, “technologist/management level” and “craftsman level”

Number of Part-time Employees

4.223 As at 2 July 2024, a total of 229 part-time employees were employed in “testing and certification”. Among them, most were healthcare professionals (157 employees or 68.6%), mainly “Medical Laboratory Technologist” (134 employees), followed by those employed at the technician/supervisory level (36 employees or 15.7%). (Chart 4.77)

Chart 4.77 Part-time employees by job level in testing and certification

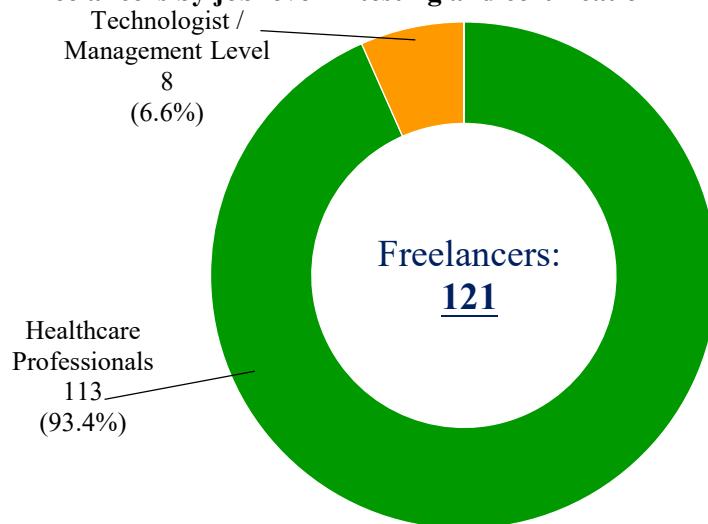


Testing and Certification

Number of Freelancers

4.224 As at 2 July 2024, there were 121 freelancers employed in “testing and certification”. Among them, most were healthcare professionals (113 persons or 93.4%), mainly “Doctors” (89 persons). (Chart 4.78)

Chart 4.78 Freelancers by job level in testing and certification



Note: No freelancers for “technician/supervisory level”, “craftsman level” and “operative/clerical level”

Average Monthly Remuneration Package of Full-time Employees

4.225 The average monthly remuneration package for full-time employees at the technologist/management level in “testing and certification” was mainly in the range of \$30,001 - \$50,000 (57.8%). It was followed by \$20,001 - \$30,000 at both the technician/supervisory level (66.6%) and the craftsman level (88.0%), and \$15,001 - \$20,000 at the operative/clerical level (84.6%). (Table 4.74)

Table 4.74 Average monthly remuneration package by job level in testing and certification

Job level	Over \$80,000	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below	No. of full-time employees
Technologist/ Management	14.6%	24.6%	57.8%	3.0%	0.0%	0.0%	202
Technician/ Supervisory	0.0%	0.0%	21.3%	66.6%	12.0%	0.0%	605
Craftsman	0.0%	0.0%	0.0%	88.0%	12.0%	0.0%	693
Operative/ Clerical	0.0%	0.0%	0.0%	13.0%	84.6%	2.3%	1 539

denotes prominent ranges of monthly remuneration package in the respective job level.

Testing and Certification

4.226 For the details of the average monthly remuneration package of full-time employees by scope of services/business by principal job, please refer to Table 8.2 in Appendix 8.

Preferred Education Level

4.227 95.5% of employees at the technologist/management level in “testing and certification” were preferred to have a first degree or above qualification. Among the employees at the technician/supervisory level, 38.7% were preferred to have a sub-degree qualification, while 33.6% were preferred to have a first degree or above qualification, and 27.8% were preferred to have a diploma/certificate qualification. As for the employees at the craftsman level, 64.2% were preferred to have a diploma/certificate qualification. As for the employees at the operative/clerical level, 57.2% were preferred to have secondary 4 to 7 qualifications, while 42.1% were preferred to have a diploma/certificate qualification. (Table 4.75)

Table 4.75 Preferred level of education by job level in testing and certification

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Technologist/Management	95.5%	4.0%	0.5%	0.0%	0.0%	202
Technician/Supervisory	33.6%	38.7%	27.8%	0.0%	0.0%	605
Craftsman	0.0%	24.7%	64.2%	11.1%	0.0%	693
Operative/Clerical	0.0%	0.0%	42.1%	57.2%	0.7%	1 539

denotes prominent ranges of preferred level of education in the respective job level.

4.228 For the details of the preferred level of education of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.3 in Appendix 8.

Preferred Years of Experience

4.229 66.3% of the employees at the technologist/management level in “testing and certification” were preferred to have 6 years to less than 10 years of experience. Among the employees at the technician/supervisory level, 60.8% were preferred to have 3 years to less than 6 years of experience. For the employees at both the craftsman level and the operative/clerical level, most of them were preferred to have 1 year to less than 3 years of experience (62.3% and 70.4% respectively). (Table 4.76)

Testing and Certification

Table 4.76 Preferred years of experience by job level in testing and certification

Job level	10 years or above	6 years to less than 10 years	3 years to less than 6 years	1 year to less than 3 years	Less than 1 year	No. of full-time employees
Technologist/ Management	8.0%	66.3%	14.6%	8.0%	3.0%	202
Technician/ Supervisory	0.0%	0.0%	60.8%	38.2%	1.0%	605
Craftsman	0.0%	0.0%	37.7%	62.3%	0.0%	693
Operative/ Clerical	0.0%	0.0%	1.4%	70.4%	28.3%	1 539

 denotes prominent ranges of preferred years of experience in the respective job level

4.230 For the details of the preferred year of working experience of non-healthcare professionals by scope of service/ business by principal job, please refer to Table 8.4 in Appendix 8.

Testing and Certification

Employees Left and Recruited

4.231 In “testing and certification”, employers reported that 362 employees left their companies in the past 12 months. The turnover rate (i.e., the number of full-time employees left as a percentage of the total number of full-time posts) was 5.3%. Analysed by job level, healthcare professionals registered a larger number of employees left (166 employees), whereas the turnover rate was relatively higher at the technician/supervisory level, the operative/clerical level, and the craftsman level (6.7%, 6.7% and 6.6% respectively). (*Table 4.77*)

Table 4.77 Employees left in the past 12 months by job level in testing and certification

Job level	Number of employees left	Turnover rate*
Healthcare professionals	166	4.4%
Technologist/Management	4	2.0%
Technician/Supervisory	41	6.7%
Craftsman	46	6.6%
Operative/Clerical	105	6.7%
Overall	362	5.3%

* Turnover rate = no. of full-time employees left in the past 12 months/(no. of full-time employees + no. of full-time vacancies)

4.232 A total of 372 employees were recruited in “testing and certification” in the past 12 months, with the majority being healthcare professionals (175 employees). Among the new recruits at the various job levels, two-thirds or above (66.7% - 93.2%) had healthcare and wellness working experience. (*Table 4.78*)

Table 4.78 Staff recruited in the past 12 months by job level in testing and certification

Job level	Total number of new recruits	Number of new recruits with healthcare and wellness working experience
Healthcare professionals	175	163 (93.1%)
Technologist/Management	3	2 (66.7%)
Technician/Supervisory	41	31 (75.6%)
Craftsman	44	41 (93.2%)
Operative/Clerical	109	97 (89.0%)
Overall	372	334 (89.8%)

Testing and Certification

Recruitment Difficulties

4.233 In “testing and certification”, the percentages of companies engaged in recruitment exercises in the past 12 months were relatively higher for recruiting healthcare professionals (13.5%), as compared with employees at other job levels (2.0% - 8.1%). (Table 4.79)

4.234 Among those companies engaged in the recruitment exercises, more than 70% reported to have encountered recruitment difficulties for recruiting healthcare professionals (84.9%) and employees at the operative/clerical level (70.4%), while the corresponding proportion was smaller for the technician/supervisory level (34.4%), the craftsman level (19.2%) and the technologist/management level (12.5%). (Table 4.79)

4.235 In general, “insufficiently trained/ qualified manpower in related disciplines”, “many choices in the market”, “lack of relevant working experiences”, “unwilling to work long working hours or work on shift”, and “lack of competitive remuneration package and fringe benefit” were the major difficulties encountered in recruiting employees at various job levels. (Table 4.79)

Table 4.79 Difficulties encountered in recruitment in the past 12 months by job level in testing and certification

	<u>Healthcare Professionals</u>	<u>Technologist/ Management</u>	<u>Technician/ Supervisory</u>	<u>Craftsman</u>	<u>Operative/ Clerical</u>
No. of companies with recruitment (% of companies with recruitment):	53 (13.5%)	8 (2.0%)	32 (8.1%)	26 (6.6%)	27 (6.9%)
Among these companies, % of companies encountered difficulties in recruitment:	84.9%	12.5%	34.4%	19.2%	70.4%
Major difficulties encountered:- (Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level)					
Many choices in the market	17.8%	100.0% ★	18.2%	60.0% ★	26.3%
Insufficiently trained/ qualified manpower in related disciplines	6.7%	100.0% ★	63.6% ★	40.0% ★	26.3%
Lack of relevant working experiences	86.7% ★	0.0%	81.8% ★	60.0% ★	42.1% ★
Lack of competitive remuneration package and fringe benefit	24.4%	0.0%	0.0%	60.0% ★	73.7% ★
Unwilling to work long working hours or work on shift	22.2%	100.0% ★	18.2%	40.0% ★	15.8%
Lack of awareness of possible career opportunities and prospect	0.0%	0.0%	63.6% ★	0.0%	31.6%
Boring or unpleasant job nature	8.9%	100.0% ★	0.0%	0.0%	5.3%

Notes: (1) Respondents are allowed to select more than one difficulty.

(2) Figures marked with the symbol “★” refer to the major difficulties encountered at respective job level.

Testing and Certification

Employers' Views on Requirements for the Services in the Next 12 Months

4.236 In the survey, employers were asked to indicate their views on the expected change in the requirement for the services in the next 12 months. 64.4% of companies in “testing and certification” expected the requirement for the services to remain the same, while 14.2% expected an increase and 11.2% expected a decrease in the coming year. (Chart 4.79)

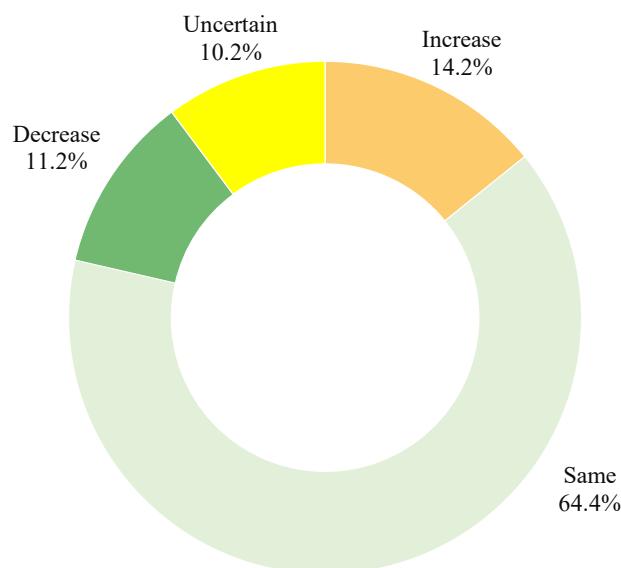
4.237 The primary reasons cited for expecting an increase in the requirement for the services included:

- economic recovery; and
- elevate health attention

4.238 The primary reason cited for expecting a decrease in the requirement for the services included:

- economic slowdown;
- a wave of immigration; and
- increase competition/usage of services from the government.

Chart 4.79 Views on requirement for the services in the next 12 months in testing and certification



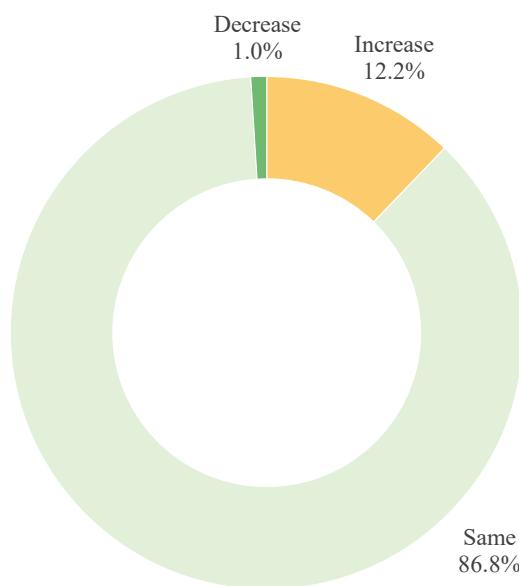
Note : Percentage are calculated on the basis of total number of companies

Testing and Certification

Expected Change in the Number of Full-time Employees in the Next 12 Months

4.239 In the survey, employers were asked to indicate their views on the expected change in the number of full-time employees of their companies in the next 12 months. 86.8% of the companies in “testing and certification” expected the number of full-time employees to remain the same. 12.2% reported that the number of full-time employees would increase, whereas 1.0% reported that the number of full-time employees would decrease. (Chart 4.80)

Chart 4.80 Views on number of full-time employees in the next 12 months in testing and certification



Note : Percentage are calculated on the basis of total number of companies

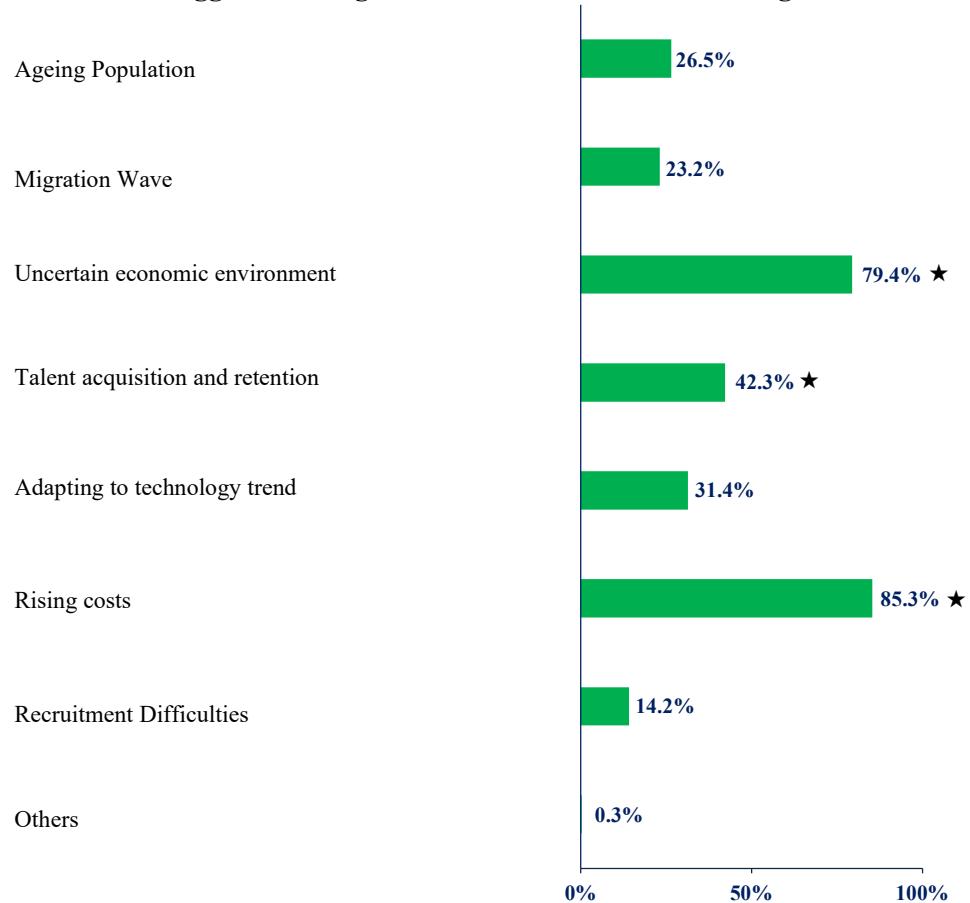
4.240 The average percentage change of number of full-time employees in “testing and certification” in the next 12 months was an increase of 1.1%.

Testing and Certification

Biggest Challenges in the Next 12 Months

4.241 The biggest challenges encountered by companies in “testing and certification” in the next 12 months were “rising costs” (85.3%) and “uncertain economic environment” (79.4%), followed by “talent acquisition and retention” (42.3%). (Chart 4.81)

Chart 4.81 Biggest challenges in the next 12 months in testing and certification



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one challenge.

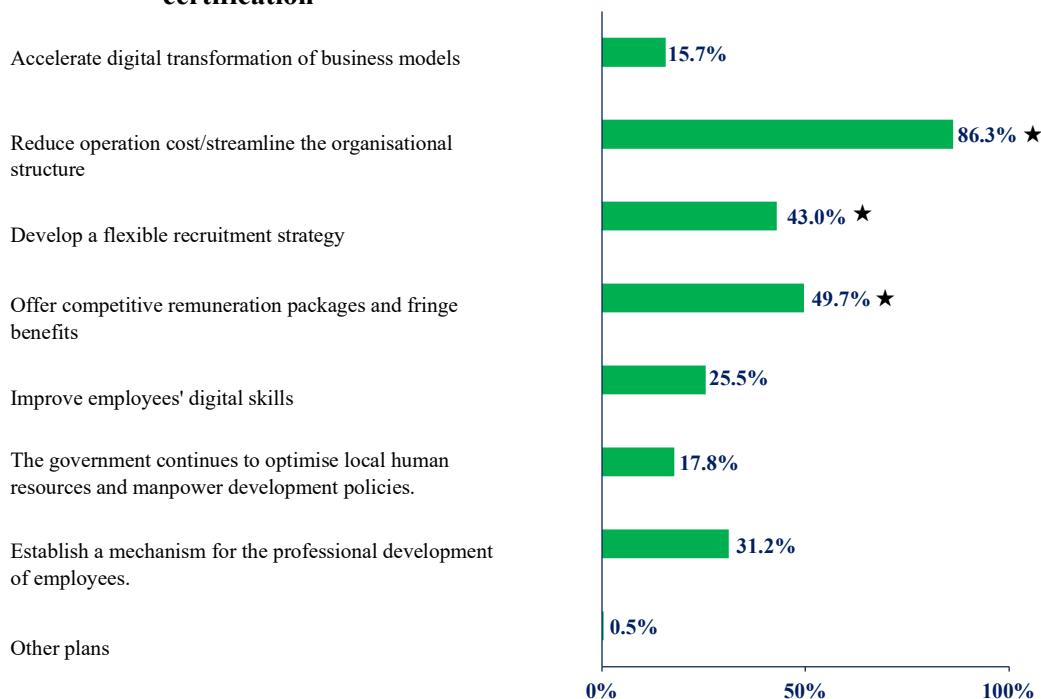
(3) Figures marked with the symbol “★” refer to the major challenges mentioned.

Testing and Certification

Plans Considered Useful to Tackle the Challenges in the Next 12 Months

4.242 The future plan considered useful to tackle the challenges encountered in the next 12 months was “reduce operation cost/streamline the organisational structure” (86.3%), followed by “offer competitive remuneration packages and fringe benefits” (49.7%) and “develop a flexible recruitment strategy” (43.0%). (Chart 4.82)

Chart 4.82 Plans considered useful to tackle the challenges in the next 12 months in testing and certification



Notes: (1) Percentage are calculated on the basis of total number of companies

(2) Respondents are allowed to select more than one plan.

(3) Figures marked with the symbol “★” refer to the major plans mentioned.

Testing and Certification

Training Requirements

4.243 In the survey, employers were asked to indicate training areas for their employees. In “testing and certification”, the training requirements for healthcare professionals, employees at the technician/supervisory level, the craftsman level, and the operative/clerical level tended to focus on generic skills, particularly skills relating to “communication and interpersonal abilities”, “problem solving abilities”, “customer services and complaint handling”, and “multi-languages”. Employees at the technologist/management level tended to focus on management skills, particularly skills relating to “quality management”. (Table 4.80)

Table 4.80 Major training requirements by job level in testing and certification

Healthcare Professionals	Technologist/Management	Technician/Supervisory	Craftsman	Operative/Clerical
Communication and Interpersonal Abilities				
68.1%	30.9%	68.2%	85.5%	80.9%
Problem Solving Abilities	Quality Management	Problem Solving Abilities		
82.4%	54.6%	93.0%	83.6%	77.9%
-	Strategic Management	Customer Services and Complaint Handling	-	Customer Services and Complaint Handling
	33.0%	49.0%		68.7%
Multi-languages		Multi-languages		
67.1%	-	34.4%		
-		Digital Literacy		
		32.5%		
 <i>Management Skills</i>		 <i>Generic Skills</i>		

4.244 For details of the training requirements at respective job levels, please refer to Table 8.5 in Appendix 8.

5 Manpower Analysis

Business Outlook

5.1 The following section will highlight the factors affecting the development of the healthcare and wellness sectors as well as its challenges and opportunities faced by the healthcare and wellness sector.

Factors Affecting the Development of the Healthcare and Wellness Sector:

Global Trade Uncertainty (i.e., Tariff Wars)

5.2 In the first quarter of 2025, the US implemented widespread tariff increases on selected products and specific trading partners, followed in April by the introduction of “reciprocal tariffs” and additional protectionist trade measures, which led to a sharp escalation in international trade tensions¹⁰ as well as significant volatility in financial markets¹¹. According to the World Economic Outlook¹² by the International Monetary Fund (IMF) in late April, global economic growth is projected to slow from 3.3% in 2024 to 2.8% in 2025, highlighting that heightened trade policy uncertainty has increased downside risks to global economic activities. Nonetheless, these tensions have somewhat subsided recently, as the US has suspended several tariff measures and begun engaging in trade negotiations with individual economies, including China. The above global crises might put significant stress on the public.

5.3 In response to the uncertainty brought by the tariff wars, the Government has adopted different policies and measures¹³ to support the business sector in meeting challenges. Trade measures include facilitating capital flow through the HKMA, offering export credit insurance via the ECIC, supporting business upgrading and market expansion through the BUD Fund, promoting digital transformation and e-commerce adoption to diversify markets, and enhancing resource utilisation and risk management for enterprises.

Local Economic Growth Remains Cautious

5.4 Hong Kong’s economy maintained moderate growth in the second quarter of 2025,

¹⁰ Source: [Panel on Financial Affairs meeting on 2 June 2025 Briefing by the Financial Secretary on Hong Kong’s latest overall economic situation](#)

¹¹ Source: [Why trade tensions are a ‘storm cloud’ over financial markets | World Economic Forum](#)

¹² Source: [World Economic Outlook, April 2025: A Critical Juncture amid Policy Shifts](#)

¹³ Source: [DFSPO_Report of HKs Business Environment 2025 Booklet EN.pdf](#)

with real GDP growth increasing by 3.1% year-on-year according to advance estimates by the Census & Statistics Department¹⁴, marking a slight improvement from the previous quarter. It was driven by renewed strength in both domestic and external sectors. After four consecutive quarters of decline, private consumption expenditure resumed moderate growth with a 1.9% increase (over a year earlier), supported by stabilisation in the local consumption market.

5.5 Externally, export of goods in real terms rose by 11.5% year-on-year, driven by resilient global demand and temporary relief from US tariff adjustments that prompted “rush shipments”. In contrast, exports of services increased by 12.7% year-on-year in real terms. It benefited from inbound tourism, expansion of cross-border activities, and robust financial services amid a thriving stock market. Nevertheless, external uncertainties remain significant. The recent renewal of US tariff hikes is expected to put pressure on global trade flows, while also impacting domestic economic activity and inflation. Additionally, the unclear timeline for US interest rate cuts continues to weigh on investment sentiment. Given these latest economic conditions, it will inevitably undermine business and consumer confidence moving forward. The above local economic uncertainties might also put significant stress on the public. With a continuously high level of stress, the general health conditions, in particular, the mental health aspect of society, are affected¹⁵ (please also refer to paragraph 5.20).

Ageing Population in Hong Kong

5.6 According to the Mortality Trend in Hong Kong, 1986-2020¹⁶, published by the Census and Statistics Department in November 2021, the average life expectancy for both sexes in Hong Kong has remained the longest in the world. The Hong Kong Population Projection for 2022 to 2046¹⁷ reveals that the trend of an ageing population in Hong Kong is expected to continue. The proportion of elderly persons aged 65 and over is projected to rise by 36% (2.74 million) in 2046 from 20.5% (1.45 million) in 2021. The elderly population is expected to increase by about 1.29 million from 2021 to 2046.

5.7 The growing elderly population indeed is mounting significant pressure on the public healthcare system, particularly an increasing demand for healthcare and social care needs, and causing a higher prevalence of chronic diseases. According to the Primary Healthcare Blueprint, the percentage of people with chronic health conditions was 31% (approximately 2.2 million) in 2020/21, among whom 47% were aged 65 and over. The number of Hospital

¹⁴ Source: https://www.censtatd.gov.hk/en/press_release_detail.html?id=5610

¹⁵ Source: <https://click2pro.com/blog/economic-social-issues-mental-health> (How Economic and Social Issues Affect Mental Health) and <https://www.howdengroup.com/au-en/financial-stress-and-negative-impact-our-wellbeing> (The Impact of Financial Stress on our Mental Health)

¹⁶ Source: [The Mortality Trend in Hong Kong, 1986 to 2020 1986年至2020年香港死亡趨勢](https://www.censtatd.gov.hk/en/press_release_detail.html?id=5610)

¹⁷ Source: [Hong Kong Population Projections for 2022 to 2046 2022年至2046年香港人口推算](https://www.censtatd.gov.hk/en/press_release_detail.html?id=5610)

Authority (HA) patients with chronic diseases is projected to reach 3 million by 2039, marking a significant increase in the coming decade. Hypertension and diabetes mellitus are the most prevalent, especially among the aged.

5.8 Additionally, in response to chronic diseases and various levels of disabilities for the elderly, the demand for elderly care services (particularly long-term care services¹⁸ as well as residential care services) has also increased.

Deepen Greater Bay Area (GBA) Medical Collaborations

5.9 The healthcare system in Hong Kong is of a high standard and is supported by dedicated healthcare professionals. In recent years, Hong Kong has been actively deepening its collaboration with GBA cities to enhance the cross-boundary medical and healthcare integration. The beneficiaries of integrations and collaborations will drive cross-border development and talent cultivation within the healthcare and wellness sector in Hong Kong, while simultaneously enhancing Hong Kong residents' access to health and care services across borders. The following measures/initiatives and policies are listed:

◆ Sector Development:

I. Drugs, Pharmacy and Medical Devices

- A. To accelerate the development of the pharmaceutical industry for medical innovation, it will facilitate the cross-boundary use of data, samples, drugs, and medical devices through the GBA Clinical Trial Collaboration Platform and the Real-World Study and Application Centre in the Hetao Shenzhen-Hong Kong Science and Technology Innovation Co-operation Zone (the 2024 Policy Address).
- B. The “**Special Measure of Using Hong Kong Registered Drugs and Medical Devices used in Hong Kong Public Hospitals in GBA**” (the Measure) allows the designated healthcare institutions operating in the GBA to use Hong Kong-registered drugs with urgent clinical use, and medical devices used in Hong Kong public hospitals with urgent clinical use, subject to the approval of Guangdong Province. The number of approvals is

¹⁸ Long-term care services are defined as providing a wide range of healthcare services, personal care and social services to people who have lost part or all of their abilities to take care of themselves over a period of time. (source: [The consultancy study on “Skill and Qualification Requirements of Residential Care Home Staff providing Health and Rehabilitation Services in Hong Kong” | Information Corner | Licensing and Regulation | Public Services | Social Welfare Department](#))

increasing. As at 31 October 2025, 61 drugs and 73 medical devices have been allowed to be used in the 45 designated healthcare institutions through the Measure¹⁹. The establishment of the Real-World Study and Application Centre will open up local health and medical databases and promote co-operation between Hong Kong and Shenzhen to integrate data generated from the Measure and that will further accelerate approval for registration of new drugs in Hong Kong, the Chinese Mainland and overseas, fostering R&D will be accelerated, promoting research and development, clinical trials and application of advanced biomedical technology in Hong Kong (2025-26 Budget and 2025 Policy Address).

- C. The Government will establish the “**Hong Kong Centre for Medical Products Regulation**”²⁰ (CMPR) by the end of 2026, consolidating regulatory functions for Western and Chinese medicines, as well as medical devices (collectively named as “medical products”), and holistically enhancing the existing regulatory regime, to expedite clinical application of medical products and hence fostering development of industries relating to R&D and testing of medical products. The Co-operation Arrangement, signed with the Guangzhou Municipal Market Regulatory Administration, will strengthen the collaboration of the regulatory networks between Guangzhou and Hong Kong, further promoting the future development of the CMPR.

II. Chinese Medicines (CM)

- A. **Testing and Research of CM**^{21&22}: The Government Chinese Medicines Testing Institute (GCMTI) has been actively organising and participating in various exchange activities to foster co-operation with institutions in the Chinese Mainland, and to promote harmonisation of reference standards and testing methods for Chinese medicines. In 2024, the Department of Health advanced its collaboration with Mainland institutions by signing two key agreements with the National Institutes for Food and Drug Control and the Experimental Research Center of the China Academy of Chinese Medical Sciences to strengthen technical and talent exchanges. These partnerships

¹⁹ Source: [Department of Health | Medical Device Division - Measure of using HK registered drugs and medical devices used in HK public hospitals in Guangdong...](#)

²⁰ Source: [DH and Guangzhou Municipal Market Regulatory Administration signs Co-operation Arrangement to deepen exchange and co-operation in regulation of drugs and medical devices between Guangzhou and Hong Kong \(with photos\)](#)

²¹ Source: [Chinese Medicine Regulatory Office \(about Mainland and International Collaboration\)](#)

²² Source: [DH signs Co-operation Agreement on Research of Chinese Medicines Standards and on Chinese Medicines Herbarium with National Institutes for Food and Drug Control of National Medical Products Administration \(with photos\)](#)

would further promote the innovation and high-quality development of Chinese medicines of Hong Kong.

B. Registration and Sale of Proprietary CM Products in the Chinese Mainland²³: Under the guiding principles set out in the “Work Plan for Regulatory Innovation and Development of Pharmaceutical and Medical Device in the Guangdong-Hong Kong-Macao Greater Bay Area” and the “Construction Plan for the Chinese Medicine Highlands in the Guangdong-Hong Kong-Macao Greater Bay Area (2020-2025)”, Hong Kong-registered traditional proprietary Chinese medicines (pCms) for external and oral use could be registered and sold in the Chinese Mainland through the streamlined approval procedures. This facilitates easier access for Mainland residents to Hong Kong-registered traditional pCms, enables Hong Kong pCm manufacturers to expand their markets, and creates favourable conditions for Hong Kong pCms to “go global” in the long run. Currently, 16 Hong Kong registered traditional pCms for external use and one for oral use have been approved for sale in the Chinese Mainland through the streamlined procedures²⁴.

◆ **Meeting the Medical Needs of Hong Kong Residents:**

A. Elderly Health Care Voucher GBA Pilot Scheme and Cross-boundary Use of E-health Records: To facilitate the eligible Hong Kong elderly residents to receive medical services in the GBA, the Government will extend the “Elderly Health Care Voucher GBA Pilot Scheme” to cover nine Mainland cities in the GBA and expand the sharing of cross-boundary medical records via the electronic health platform (the 2024 Policy Address).

B. Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area²⁵ (the Pilot Scheme): The Health Bureau will extend the Pilot Scheme for one year till March 2026, with a view to enabling eligible patients of the HA to choose to receive subsidised consultation services at the designated collaborating healthcare institution in the GBA. The Pilot Scheme aims to provide Hong Kong people with more choices when receiving HA’s services and is currently applicable to the University of Hong Kong-Shenzhen Hospital (HKU-SZH).

²³ Source: [Co-operation on Chinese medicine - Guangdong-Hong Kong-Macao Greater Bay Area](#)

²⁴ Source: [Secretary for Health welcomes conclusion of transitional registration system for proprietary Chinese medicines](#)

²⁵ Source: [Pilot Scheme for Supporting HA Patients in GBA-The Hong Kong University - Shenzhen Hospital](#)

C. Medical insurance^{26&27}: Starting in January 2020, the Ministry of Human Resources and Social Security and the National Healthcare Security Administration promulgated the Interim Measures for Participation in Social Insurance by Hong Kong, Macao, and Taiwan Residents in the Chinese Mainland (the Interim Measures). The Interim Measures clearly specify the relevant requirements for the participation in social insurance by Hong Kong, Macao, and Taiwan residents who work, reside, and study in the Chinese Mainland, as well as their entitlement to social insurance benefits. In other words, with regard to the relevant regulations of various Mainland cities of the GBA, Hong Kong residents can participate in the various types of basic social insurance (including medical insurance). To facilitate the development of the above measures, local insurance companies have also offered medical coverage extensions to the GBA areas for Hong Kong residents.

◆ **Manpower Training, Exchange and Collaboration, Recruitment**

A. Provision of medical training by HKU and CUHK in Shenzhen: The HKU-Shenzhen Hospital (HKU-SZH) serves as a key teaching hospital in the GBA, offering Hong Kong standard clinical training for medical students and professionals through cross-border rotations, joint research, and specialist accreditation programs. Meanwhile, the CUHK-Shenzhen School of MEDICINE focuses on integrated medical education, combining Western and Chinese medicine training in collaboration with Shenzhen hospitals, while developing GBA-wide residency programs and telemedicine initiatives. Both institutions strengthen GBA medical talent development through shared curricula, research partnerships, and streamlined qualification recognition between Hong Kong and the Chinese Mainland systems.

B. Specialists Training: Additionally, the 2024 Policy Address also announces that the Government will strengthen collaborations with GBA counterparts to develop specialist training of an international standard, thereby expanding the specialist talent pool in the region.

C. GBA Healthcare Talents Visiting Programmes organised by HA: Starting in 2022, this programme will deepen talent exchanges, mutual visits and training, and promote the development of public healthcare services in the Chinese Mainland and Hong Kong, covering clinical professions such as doctors, nurses,

²⁶ Source: [Medical Co-operation - Guangdong-Hong Kong-Macao Greater Bay Area](#)

²⁷ Source: [Interim Measures for Participation in Social Insurance by Hong Kong Residents in the Mainland - MPFA](#)

Chinese medicine practitioners, and allied health professionals, etc. This helps enhance the overall standard of healthcare services through professional exchanges and meets the medical needs of residents in the region.

D. Recruitment arrangement of Hong Kong Chinese Medicine Practitioners (CMPs) by GBA Public Healthcare Institutions²⁸: Under the “Construction Plan for the Chinese Medicine Highlands in the Guangdong-Hong Kong-Macao Greater Bay Area (2020-2025)”, the Closer Economic Partnership Arrangement and its relevant supplementary agreements, Hong Kong permanent residents who are legally eligible to practice Chinese medicine in Hong Kong are allowed to provide short-term services in the Chinese Mainland, without sitting the Mainland's qualification examination. The Traditional Chinese Medicine Bureau of Guangdong Province also announced in August 2021 that Hong Kong CMPs would be recruited within 2021, on contract terms, by selected pilot sites of public Chinese medicine healthcare institutions in Guangzhou and Shenzhen.

²⁸ Source: Chinese Medicine Regulatory Office (arrangement for recruiting HK Chinese medicine practitioners (CMPs) by GBA public healthcare institutions)

Challenges

Shortage of Healthcare Professionals and Trained Practitioners

5.10 The shortage of healthcare manpower remains an unchangeable fact, particularly in the public healthcare sector. HA has been challenged by increased staff attraction in recent years. According to its records²⁹, the annual attrition rates for doctors, nurses, and its supporting care staff in 2024 are 5.2%, 7.5%, and 12%, respectively. Among medical specialties, obstetrics and gynecology, pediatrics, and pathology experienced the highest rates of doctor turnover³⁰. Among nurses, the highest attrition rates are observed in intensive care units, emergency departments, and surgical wards²⁹. Additionally, the statistics released by the Health Bureau also show that as of March 2024, the doctor-to-population ratio is 2.16 per 1,000 people, a ratio noticeably lower than that of other advanced economies³¹. Given the tight healthcare manpower situation, the public healthcare sector inevitably faces numerous challenges in coping with the increasing service demands brought by an ageing population, as well as in providing timely and quality healthcare services to the public.

5.11 Additionally, regarding the developments in elderly care and rehabilitation services, it is also noted that the residential care homes (RCHs) for the elderly (RCHEs) and the RCHs for persons with disabilities (RCHDs) often encounter difficulties in recruiting or retaining staff who provide health and rehabilitation services³². Those staff usually include nurses, health workers, care workers, and various types of therapists or visiting professionals. The key reasons for the difficulties of recruitment and talent retention are that the general public has limited knowledge of the job positions and their duties in RCHs. Their perceptions of such care professionals are labelled as ‘unprofessional’, ‘unattractive to new entrants’, and ‘lack of career progression path (particularly young people)’. For instance, nurse professionals often seek jobs in the medical sector to advance their careers after gaining a few years of experience in elderly and rehabilitation units. To address manpower shortages and enhance service quality, the Government rolls out various measures, and its details will be provided in paragraph 5.16.

²⁹ Source: [www3.ha.org.hk/stat-manpower/202425/en/Manpower_Statistics_\(Public\)_eng_2024-25.html](http://www3.ha.org.hk/stat-manpower/202425/en/Manpower_Statistics_(Public)_eng_2024-25.html) (HA manpower statistics 2024-25). The supporting care staff includes health care assistants, ward attendants, and patient care assistants.

³⁰ Source: [醫管局去年逾2000醫護流失醫生離職年資少於6年佔40% | Yahoo](http://醫管局去年逾2000醫護流失醫生離職年資少於6年佔40%|Yahoo)

³¹ Source: [news.gov.hk - Govt eases public hospitals' burden](http://news.gov.hk-Govt eases public hospitals' burden)

³² Source: [The consultancy study on “Skill and Qualification Requirements of Residential Care Home Staff providing Health and Rehabilitation Services in Hong Kong” | Information Corner | Licensing and Regulation | Public Services | Social Welfare Department](http://The consultancy study on)

Impact of Ageing Workforce in Elderly Care and Rehabilitation Units

5.12 Other than the challenges of manpower shortage, elderly care and rehabilitation units/operators are also facing an ageing workforce (e.g., care professionals approaching retirement age) in recent years. At present, most of the work/duties for care professionals (especially for care workers and health workers) are physically intensive. Their primary areas of work include care, rehabilitation, daily care activities, psychosocial and emotional support, among others. Physical decline and the natural ageing process of workers reduce their stamina, strength, and mobility, limit their hands-on capacity, and increase their risk of injury, thereby posing a significant challenge to maintaining and improving service quality in RCHEs and RCHDs in Hong Kong.

Increase in Cross-border Healthcare Services in Hong Kong

5.13 In recent years, cross-border consumption has become increasingly common among Hong Kong residents. Their consumption preferences have expanded beyond dining and entertainment to include a range of medical services such as health check-ups/screening, dental care, and laboratory services. According to data released by the Shenzhen Municipal Health Commission, Shenzhen has provided healthcare services to 700,000 Hong Kong visitors³³. A study titled “Enabling Robust Cross-border Health Services for Hong Kong Residents”, conducted by the Hong Kong Federation of Youth Groups³³, further revealed that 30% of respondents had sought cross-border healthcare services in the Chinese Mainland over the past few years, with the vast majority (91.2%) choosing Shenzhen. Dental services (66.3%) and health screenings (29.8%) have been the most frequently used services. The primary drivers of this trend are mainly lower medical expenses and shorter waiting times compared with those in Hong Kong. Following various measures (e.g., Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area; use of e-health records; Elderly Health Care Voucher GBA Pilot Scheme, etc.) introduced by the Government and its continuous promotions, the demand for cross-border healthcare services is expected to continue rising.

³³ Source: <https://ycf.hkfyg.org.hk/en/2024/12/24/enabling-robust-cross-border-health-services-for-hong-kong-residents-2/> (青年研究中心「社會民生」專題研究系列 — 優化跨境就醫應對醫療需求)

Opportunities

Government Support and Strategic Initiatives to Enhance Local Healthcare Services

(I) Sector Development:

5.14 Given the pressures brought on by the ageing population and chronic diseases, the Government released the Primary Healthcare Blueprint in 2022 to strengthen primary healthcare services in Hong Kong, shifting from a treatment-oriented to a prevention-focused approach. To support and promote the development of primary healthcare services, the Government is actively taking forward various initiatives below:

5.14.1 All-rounded Development of Primary Healthcare Services (listed in the 2024 Policy Address), particularly:

- A. Continue to develop the **District Health Centres (DHCs)**, upgrade more District Health Centre Expresses into DHCs to expand the multi-disciplinary primary healthcare services (covering health promotion, health assessment, chronic disease management, as well as community rehabilitation services) in Hong Kong, including integrating the services of Woman Health Centres and Elderly Health Centres.
- B. Expand the service scope of the **Chronic Disease Co-Care Pilot Scheme** (i.e., screening and treatment for diabetes mellitus and hypertension) within 2025 to cover blood lipid tests to enable more comprehensive assessment and proper management of risk factors (including high blood pressure, high blood glucose, high blood lipids) of cardiovascular diseases.
- C. Develop and complete the establishment of a **community drug formulary** in the 4th quarter of 2025 and launch a **community pharmacy programme** (by phases starting from the 4th quarter of 2026) to help the public obtain affordable, primary-healthcare drugs through central purchasing and the community network;
- D. Provision of **primary dental care services**:
 - i. Launch **Primary Dental Co-care Pilot Scheme for Adolescents (PDCC)**³⁴ to promote their life-long habit of regular dental check-ups for prevention of dental diseases. Through co-payment

³⁴ Source: [Introduction of PDCC - Department of Health](#)

arrangement, eligible adolescents can receive subsidised services once every calendar year from the private dentists they select. The scope of subsidised services of the PDCC includes (i) dental check-ups; (ii) oral health risk assessment, (iii) dental scaling, (iv) personalised self-care advice on oral care, (v) fluoride application as risk-based follow up, and (vi) check-up report. The co-payment for the subsidised services recommended by the Government is \$200 each time.

- ii. Launch the **Community Dental Support Programme (CDSP)**³⁵ in May 2025 to provide additional dental services to the underprivileged with financial difficulties, in addition to the existing dental grants under the Comprehensive Social Security Assistance (CSSA) Scheme and the emergency dental services provided by government dental clinics. According to the government release ³⁶, 32 non-governmental organisations (NGOs) are participating in the CDSP, providing nearly 80 dental point services covering all 18 districts in Hong Kong. The scope of subsidised dental services encompasses (i) oral health assessment, (ii) medication for dental pain relief (if necessary), (iii) X-ray examination and (iv) dental filling or extraction as treatment for one tooth (as one “Teeth Filling/Extraction Quota”), with a maximum of three Teeth Filling/Extraction Quotas. Under the CDSP, each service user can apply for subsidised dental services once every 180 days.
- E. Revamp **maternal and child health and family-planning services** to strengthen pre-pregnancy counselling and parental education and promote healthy fertility.
- F. Devise **health promotion strategies** by adopting a life-course framework to **formulate health management plans** for the public according to age and health conditions, etc.

5.14.2 Development of Chinese Medicine (CM) Services:

- A. Formulate and release the **Chinese Medicine Development Blueprint** by the end of 2025. The Blueprint covers five major areas, namely CM services, CM profession, Chinese Medicines development, CM cultural heritage, and the “Go Global” of CM. As the first policy document issued

³⁵ Source: [Introduction of CDSP - Department of Health](#)

³⁶ Source: [DH launches Community Dental Support Programme to further enhance dental services for underprivileged \(with photo\)](#)

by the Government specifically dedicated to the development of CM, the Blueprint outlines a forward-looking vision. It defines short, medium, and long-term goals and actions across key areas to promote the comprehensive, high-quality, and high-standard development of CM.

B.= The **Chinese Medicine Hospital of Hong Kong (CMHHK)**³⁷ will officially commence the services in phase on 11 December 2025. To support the implementation of the Government's policy on CM, the CMHHK will be a change driver, promoting service development, education and training, innovation and research, and facilitating collaboration with both local and international parties. As the first CM service-predominant hospital in Hong Kong, it is expected to handle an annual outpatient volume of 400,000 visits. The CMHHK offers a wide range of inpatient and day-patient services, outpatient services, and community outreach services. The specialised CM services encompass Internal Medicine in CM, External Medicine in CM, Gynaecology in CM, Paediatrics in CM, Orthopaedics and Traumatology in CM, and Acupuncture and Moxibustion in CM³⁸. CMHHK is also equipped with various diagnostic and treatment facilities, including radio-diagnostic facilities such as X-ray, computed tomography (CT), magnetic resonance imaging (MRI), ultrasonography (US) and endoscopy facilities; and core laboratory, blood supply, western medicine pharmacy, central sterile services, minor operating theatre room, high dependency beds (HDU) ward and isolation room.

(II) Manpower development (healthcare professionals and care specialists):

5.15 In terms of manpower development of the healthcare and wellness sector, the Government also rolls out various measures to nurture local healthcare/medical talent as well as alleviate the manpower shortage problem in the sector:

5.15.1 Healthcare professionals:

A. Support the **establishment of the third medical school** by local universities to cultivate local healthcare professionals (the 2024 Policy Address). According to the Task Group on New Medical School³⁹, the new medical school will adopt an 'innovative strategic positioning', complementing the

³⁷ Source: [Chinese Medicine Hospital Project - Health Bureau](#) and [全港首間香港中醫醫院12.11正式服務預計每年門診量達40萬人次](#)

³⁸ Source: [Secretary for Health witnesses signing of collaboration agreements between The Chinese Medicine Hospital of Hong Kong and three local universities \(with photos\)](#)

³⁹ Source: [Task Group on New Medical School announces invitation for proposals from universities to establish third medical school \(with photo\)](#)

two existing medical schools to promote the excellence of medical education and research in Hong Kong, and to attract more local, Mainland and overseas medical talent to engage in teaching and research work, dovetailing with the city's development into an international medical training, research and innovation hub.

- B. Continue to increase the number of medical training places in Hong Kong by increasing student intake of the two existing medical schools from 590 to 650, starting in the academic year of 2025/26 (the 2024 Policy Address).
- C. HA continues to implement a number of initiatives to attract, train and retain the talents and will actively pursue programmes for recruitment of and exchanges supported by the Global Healthcare Professional Recruitment Centre (e.g., **Global Healthcare Talent Scheme**, **GBA Healthcare Talent Visiting Programmes**, etc) among healthcare professionals including non-locally trained doctors, nurses and allied health professionals around the world, with an aim to expand the manpower pool of Hong Kong public healthcare system to cope with growing services demand (the 2024 Policy Address).
- D. Explore the admission of qualified non-locally trained supplementary medical professionals to work in the HA and the Department of Health, and the legislative amendments will be proposed as soon as possible⁴⁰.
- E. Offer several of the following **talent import schemes**⁴¹ to attract healthcare professionals (i.e., 13 types of healthcare professionals under the Talent List Hong Kong) from all over the world to work in Hong Kong:
 - **Top Talent Pass Scheme (TTPS)** – to attract top talent with high income, good academic qualifications, and extensive work experience to pursue development in Hong Kong
 - **Quality Migrant Admission Scheme (QMAS)**, a point-based immigration program – to attract skilled professionals or talented persons without any job offer to settle in Hong Kong.
 - **General Employment Policy (GEP)** – to attract professionals with special skills, knowledge, or experience of value to and not readily available in Hong Kong.
 - **Admission Scheme for Mainland Talents and Professionals**

⁴⁰ Source: news.gov.hk - Govt eases public hospitals' burden

⁴¹ Source: Working in HK - Talent List | Brand HK - Asia's World City and Visas / Entry Permits | Immigration Department

(ASMTP) – to attract Chinese residents of the Chinese Mainland who possess special skills, knowledge, or experience of value to and not readily available in Hong Kong.

5.15.2 Care Professionals (particularly in elderly care and rehabilitation services):

A. Provide various training schemes and programmes to enhance the service= quality of RCH units:

■ **Training Subsidy Schemes:**

- i. To provide full subsidies for their home managers, health= workers, and care workers of all RCHs to enroll in Qualifications= Framework-based training courses to enhance the service quality= of RCHEs and RCHDs⁴².
- ii. To provide funding support for NGOs operating subsidised= elderly or rehabilitation services to sponsor full tuition fees for= trainees of designated programmes in occupational therapy or= physiotherapy⁴³.

■ **Full sponsorship of tuition fees of the “Enrolled Nurse (General)= Training Programme for the Welfare Sector” to alleviate the= manpower shortage in the RCHs⁴³.**

B. Offer the **Special Scheme to Import Care Workers for Residential Care= Homes**⁴⁴ (Special Scheme) to allow RCHEs and RCHDs, and nursing= homes to import care workers from the Chinese Mainland on an appropriate= scale and relax the ratio of imported care workers to local staff. In other= words, this Special Scheme allows RCH operators with genuine difficulties= in recruiting suitable care workers locally to import care workers from= outside Hong Kong.

⁴² Source: [Training Subsidy Scheme for Staff of Residential Care Homes \(2024 - 27\) | Other Schemes/Services Supporting Residential Care Homes | Licensing and Regulation | Public Services | Social Welfare Department](#)

⁴³ Source: [ws20230508cb2-385-3-e.pdf](#) (LC Paper No. CB(2)385/2023(03); Discussion paper, Legislative Council Panel on Welfare Services, Subsidising Training Programmes for Professionals Providing Healthcare Services in Residential Care Homes)

⁴⁴ Source: [Special Scheme to Import Care Workers for Residential Care Homes \(“Special Scheme”\) | Manpower Support and Innovative Technology Application | Services for the Elderly | Public Services | Social Welfare Department and Special Scheme to Import Care Workers for Residential Care Homes | Immigration Department](#)

C. Introduce a **new professional rank of ‘Health&Care Practitioner’ (HCP)**⁴⁵ to nurture specialised care professionals to support the health and care procedures at the RCHEs and RCHDs, and other elderly/rehabilitation welfare service units. Unlike health workers and nurses, this new rank (HCP) is designed to cover both care and health duties, with a particular emphasis on practice. At the initial stage of establishing HCPs, it is proposed to kick-start in the RCHEs, particularly to offer promotion and career prospects for health workers and attract individuals aspiring to pursue a career in the social welfare sector.

Increase Health Risk Awareness and Personalised Preventive Care

5.16 The COVID-19 pandemic has had a considerable impact on individuals’ lives and has increased awareness of the health risks in Hong Kong. It has changed the routine habits and lifestyles of Hong Kong residents. The survey on Health Supplement Market in Hong Kong 2024⁴⁶ states that 23% of respondents reported purchasing more health supplements than before the pandemic, while 29.8% indicated placing greater emphasis on immune health, reflecting a broader shift toward proactive well-being strategies. On the other hand, the pandemic also leads to new dietary habits (e.g., declines in consumption of healthier food choices)⁴⁷ and physical inactivity⁴⁸ due to social distancing measures and the closure of sports facilities. The Report of the Health Behaviour Survey 2023⁴⁹ reports an increase in the prevalence of low fruit and vegetable consumption among adults, though there was a significant improvement in physical inactivity levels in Hong Kong compared with the pre-COVID-19 period. Unhealthy diets and physical inactivity are indeed significant behavioural risks that cause major non-communicable diseases (NCD). In response to an ageing population and rising NCD threats, the Government launched the “Towards 2025: Strategy and Action Plan to Prevent and Control Non-communicable Diseases in Hong Kong” in 2018, which sets out strategic directions and a list of specific actions to address key risk factors for NCDs, including unhealthy diet, insufficient physical activity, tobacco and alcohol use, etc.,

⁴⁵ Source: [The consultancy study on “Skill and Qualification Requirements of Residential Care Home Staff providing Health and Rehabilitation Services in Hong Kong” | Information Corner | Licensing and Regulation | Public Services | Social Welfare Department](#)

⁴⁶ Source: [Hong Kong Health Food Association announces Survey Findings on “Survey on Health Supplement Market in Hong Kong 2024” - 香港保健食品協會](#)

⁴⁷ Source: [Dietary habits and physical activity during the third wave of the COVID-19 pandemic: associated factors, composite outcomes in a cross-sectional telephone survey of a Chinese population, and trend analysis | HKMJ](#)

⁴⁸ Source: [Full article: Change in eating habits and physical activities before and during the COVID-19 pandemic in Hong Kong: a cross-sectional study via random telephone survey \(Wang, J., Yeoh, E. K., Yung, T. K. C., Wong, M. C. S., Dong, D., Chen, X., ... Chong, K. C. \(2021\). Change in eating habits and physical activities before and during the COVID-19 pandemic in Hong Kong: a cross-sectional study via random telephone survey. Journal of the International Society of Sports Nutrition, 18\(1\). <https://doi.org/10.1186/s12970-021-00431-7>\)](#)

⁴⁹ Source: [Centre for Health Protection - Health Behaviour Survey 2023](#)

with a view to reducing the burden of NCDs. It also includes early screening for conditions such as hypertension and cervical cancer, as well as improved community-based care through initiatives such as the Chronic Disease Co-Care Pilot Scheme.

5.17 Personalised healthcare services have emerged as a growing global trend in disease prevention, gaining notable traction in Hong Kong in recent years. This personalised healthcare model emphasises preventative medicine and proactive disease management, enabling early interventions tailored to individual risk profiles. In other words, this represents an evolution from a ‘one-size-fits-all approach’ to a ‘more customised approach’, enhancing treatment efficacy and patient outcomes by addressing individual needs⁵⁰. Some local private hospitals and healthcare institutions have begun offering extensive executive health screening packages, including advanced imaging and biological analyses, to facilitate their assessments and care plans. Other examples of personalised healthcare services comprise genetic testing and diagnosis (e.g., cancers, mendelian disorders, degenerative disorders, and inborn errors of metabolism disorders, etc.) and DNA tests (e.g., personalised nutrition and fitness plans). This evolution reflects a broader move toward proactive, precision-based health management in Hong Kong.

The Growing Importance of Mental Health

5.18 Influenced by socio-political changes, post-pandemic stress, and recent economic pressures over the past years, mental health has become a significant concern in Hong Kong. Mental disorders are increasingly prevalent among children and adolescents, adults, and the elderly.

5.19 In the longitudinal study in Hong Kong—The mental health and resilience of four generations of Hong Kong citizens: Responses to adversity and trauma⁵¹ conducted by Hong Kong Shue Yan University, it was found that Gen Z (defined as young adults aged 18-27) are the group most severely affected by anxiety (30.5%), depression (22.3%), and post-traumatic stress symptoms (22.8%). The AXA Mind Health Report 2025⁵² indicates that over 60% of Hong Kong workers encounter elevated work-related stress levels exceeding the global average, followed by uncertainty about the future in a rapidly changing world (58%), financial instability and job insecurity (58%), difficulty achieving a healthy work-life balance (53%), etc. In the study⁵³ jointly conducted by the Society for Community Organisation and the

⁵⁰ Source: <https://www.m3global.com/blog-2025-top-healthcare-trend-personalised-healthcare.html>

⁵¹ Source: [Largest Psychological Trauma Study in Hong Kong One in Three Gen Z Report Symptoms of Anxiety | HKSYU](#) (released in May 2025)

⁵² Source: [AXA Study: Over 60% of Hong Kong workers encounter elevated stress levels exceeding global average](#)

⁵³ Source: [Hong Kong elderly suffering depression and anxiety, survey finds, sparking calls for more support | South China Morning Post](#)

Chinese University of Hong Kong in 2023, more than 48% of the elderly respondents reported symptoms of moderate to severe depression, and 52% reported the same levels of anxiety. The above developments result in a high demand for psychiatric services by HA. Based on the HA's record, the number of patients with mental illness under its care increased from 270,700 in 2019-2020 to 305,700 in 2023-2024⁵⁴.

5.20 To address the above situations, the Government adopts an integrated and multi-disciplinary approach towards mental health, including promotion, prevention, early identification, as well as timely intervention and treatment, and rehabilitation for persons in need⁵⁵. According to the 2024 Policy Address, recent measures to promote mental health comprise (i) development of 'Stepped Care Model' (i.e., a multi-disciplinary tiered framework from frontline support for general emotional issues to specialise care for serious mental illness), (ii) expansion of the Three-Tier School-based Emergency Mechanism for children and adolescents, (iii) promotion of 4Rs Mental Health Charter in schools, and (iv) establishment of Transitional Support Services Teams and Integrated Community for Mental Wellness for the community, etc.

Adoption of Artificial Intelligence in the Healthcare Sector

5.21 In recent years, artificial intelligence (AI) has seen a significant increase in adoption within the public healthcare sector in Hong Kong. AI has transformed the healthcare sector through promising advancements in diagnosis and treatment planning, predictive analytics, drug discovery and development, enhanced patient engagement, and public health management. Particularly, HA currently places significant emphasis on implementing AI use cases, particularly those involving generative AI. For example, public hospitals use AI to summarise clinical data, including lab results, and produce medical reports. They also analyse X-ray, CT scans, and MRI images, predict upcoming A&E service needs, and manage operations. Starting in 2018, HA also launched the Big Data Analytics Platform, allowing academic researchers to access healthcare data for clinical research⁵⁶. The adoption of AI can empower healthcare professionals to make better decisions, minimise human errors, and ultimately enhance the overall quality of services, administrative efficiency, and clinical productivity of the healthcare system.

⁵⁴ Source: https://app7.legco.gov.hk/rpdb/en/uploads/2024/ISSH/ISSH11_2024_20240531_en.pdf

⁵⁵ Source: [Mental Health Policy](#)

⁵⁶ Source: [How AI is Powering the Future of Hong Kong's Healthcare](#)

Increasing Application of Biotechnology and Health Technology

5.22 The 14th Five-Year Plan attaches importance to frontier fields such as life and health disciplines. Hong Kong leverages its strong foundational research capabilities, world-renowned research teams, and extensive infrastructure, including 8 State Key Laboratories dedicated to life and health science disciplines and 16 specialised labs under the InnoHK⁵⁷ research clusters. These facilities drive interdisciplinary R&D in fields of biomedicine, physics, engineering, and AI, with applications in the areas of prevention, diagnosis, pathology tracking, medicine, surgical micro-robots, advanced treatment, and rehabilitation. Currently, Hong Kong also hosts over 300 biotechnology companies⁵⁸, predominantly in the healthcare sector, such as biopharmaceuticals, diagnostics, medical devices, and traditional Chinese medicine. These companies are active across the full spectrum of activities, from R&D and manufacturing to marketing and sales.

5.23 Health technology is also vital to the development of the healthcare and wellness sector. The current developments⁵⁸ in health technology include telehealth services (e.g., remote medical consultations), smart hospitals (e.g., CUHK Medical Centre, the first fully digitalised smart hospital in Hong Kong), diagnosis (e.g., genetic disease), biosensors (e.g., collection of real-time data to monitor patients' health conditions remotely), medical devices (e.g., robotics application on precision surgery), and the adoption of 5G in healthcare settings, etc. These advancements offer innovative and sustainable solutions to address the challenges posed by rising service demands, while enhancing delivery, efficiency, and accessibility.

5.24 Beyond applications in healthcare services, gerontechnology⁵⁹ can significantly enhance the quality of life for the elderly and alleviate pressure on caregivers in the community. Key developments⁶⁰ in Hong Kong include the provisions of gerontech equipment (e.g., aligns with individual health conditions, home and community environments, and caregiver capabilities) and affordable rental services (e.g., Jockey Club 'a-home' Gerontech Education and Rental Service); the use of remote monitoring and smart health devices to enhance chronic disease management; and continuous promotional efforts through platforms like the 'Gerontechnology Platform' under the Social Innovation and Entrepreneurship Development Fund, alongside the expanded scope of the 'Innovation and Technology Fund for Application in Elderly and Rehabilitation Care' to include household gerontech products.

⁵⁷ InnoHK: is a major initiative of the Hong Kong Special Administrative Region Government to develop Hong Kong as the hub for global research collaboration. This involves the establishment of world-class research clusters at the Hong Kong Science Park with research laboratories set up by world-renowned universities and research institutes to conduct collaborative research. ([ITC - InnoHK Clusters](#))

⁵⁸ Source: [Biotechnology, Medical & Healthcare Industry in Hong Kong | HKTDC Research](#)

⁵⁹ Gerontechnology: is an adoption of technology towards elderly-related products and services to meet the needs of the elderly. (Source: [Gerontechnology Platform - SIE Fund](#))

⁶⁰ Source: [《香港百歲老人研究》調查研究結果](#)

Manpower Projection and Annual Additional Manpower Requirement

Manpower Projection

5.25 The annual manpower growth was based on the employers' forecast of number of employees in the next 12 months. The results are shown in Table 5.1 below.

Table 5.1 Annual Manpower Growth

Scope of Service / Business	Total Manpower* in 2024	Estimated annual growth rate by employers' forecast	Annual Manpower Growth
Chinese Medicine Services	2 380	+1.4%	+33
Dental Services	10 003	+2.6%	+265
Elderly Care Services	35 419	+1.7%	+604
Medical services	106 159	+1.5%	+1 553
Rehabilitation services	21 730	+2.5%	+535
Healthcare Equipment and Technology, Food Technology	6 298	-0.4%	-25
Health Foods, Nutrition, Diet and Weight Management	6 394	+0.1%	+5
Pharmacy and Dispensing Services	14 321	+0.0%	+2
Testing and Certification	7 308	+1.1%	+81

Annual Additional Manpower Requirement

5.26 By taking into consideration (i) annual manpower growth (based on employers' forecast of the number of employees) and (ii) wastage rate of the industry (i.e., percentage of employees leaving the industry permanently on an annual basis), the estimated annual additional manpower requirement is shown in Table 5.2 below.

Table 5.2 Estimated annual additional manpower requirement

Scope of Service / Business	Wastage rate	Annual additional manpower requirement		
		Annual manpower growth (a)	Industry leavers (b)	Total (a) + (b)
Chinese Medicine Services	1.2%	33	28	61
Dental Services	1.7%	265	176	441
Elderly Care Services	4.9%	604	1 767	2 371
Medical services	0.8%	1 553	880	2 433
Rehabilitation services	7.2%	535	1 584	2 119
Healthcare Equipment and Technology, Food Technology	2.6%	-25	161	136
Health Foods, Nutrition, Diet and Weight Management	1.2%	5	75	80
Pharmacy and Dispensing Services	1.0%	2	137	139
Testing and Certification	0.4%	81	30	111
Overall				7 891

Note: Manpower refers to full-time employees, trainees/apprentices, full-time vacancies, part-time employees and freelancers.

6 Recommendations

6.1 Based on the business outlook and manpower situation of the healthcare and wellness sector, the Training Board recommends the following measures to all major stakeholders to meet the industry's manpower demand.

Government

- A. *Continue to Support Talent Attraction Schemes* – To address the current manpower shortage, the Government should continue attracting talent from outside Hong Kong through schemes like the Top Talent Pass Scheme, Quality Migrant Admission Scheme, General Employment Policy, Admission Scheme for Mainland Talents and Professionals, etc. This initiative aims to attract talent that can help fill skill gaps in the healthcare and wellness sector. On the other hand, the Vocational Professionals Admission Scheme (VPAS) should also be continued to attract non-local students to remain in Hong Kong upon graduation to work in a skilled trade relevant to their programmes of study. VPAS leverages graduates' acquired expertise to contribute to crucial industries as technical professionals or specialists.
- B. *Collaborate with Stakeholders to Build a More Comprehensive Chinese Medicine (CM) Talent Cultivation System* – Regarding the Chinese Medicine (CM) sector, the Government should collaborate closely with relevant stakeholders to build a more comprehensive CM talent cultivation system, such as optimising the continuing education mechanism, enhancing training, and exploring long-term development directions for CM specialty development.
- C. *Support the Sector in Enhancing the Professional Image* – The Government and employers should join hands to promote and enhance the professional image of the welfare sector (i.e., elderly care services and rehabilitation services).

Employers

- D. *Provide Targeted Support to Retain Frontline Employees* – A strategic and targeted recruitment approach serves as an optimal approach for attracting and retaining top talent/employees. Employers are recommended to offer competitive remuneration packages including flexible work arrangements, clear and comprehensive career progression pathways, and outline potential/unique promotion opportunities for employees' professional growth, especially in the elderly care and rehabilitation services sectors (e.g., RCHs), which face high turnover rates for the craftsmen posts such as personal care workers and health workers, etc.

E. Communicate with Employees about Job Role Evolution – As AI assumes greater responsibilities in healthcare workflow and delivery, employers should proactively communicate with their employees to let them understand their evolving job roles and responsibilities (e.g., the support of peripheral duties).

Education or Training Providers

F. Offer Soft Skills Training Programmes – Education or training providers should provide soft skills training programmes for all levels of practitioners (including healthcare professionals and imported frontline labour). Examples of soft skills include: (i) communication and interpersonal skills, (ii) problem-solving skills, and (iii) customer service and complaint handling.

G. Introduce Community Care Healthcare Training Programmes – The current medical and healthcare training programmes are mainly anchored in the hospital care structure. To align with the Government’s policy of a community-based primary healthcare system, education and training providers should develop and introduce community care healthcare training programmes for students and in-service practitioners (including healthcare professionals) to better understand how they can support community healthcare services.

H. Develop a Professional Diploma for the New Professional Rank of Health&Care Practitioners – To nurture specialised care professionals to support the health and care procedures at the RCHEs and RCHDs, and other elderly/rehabilitation welfare service units, education and training providers should develop the professional diploma, pitched at QF level 4, with the emphasis of relevant nursing skills (e.g., intramuscular injections, insertion or replacement of indwelling urethral catheters and nasogastric tubes) as core competency topics.

I. Develop Postgraduate Specialty Programmes in Chinese Medicine – The existing Chinese Medicine (CM) education framework in Hong Kong primarily focuses on tiered degree programs (i.e., Bachelor’s, Master’s, and Doctoral degree programmes). To advance CM practice and improve public health services, local universities should develop postgraduate specialty programmes.

J. Incorporate Generative AI Applications into Training Programmes - In response to the accelerating integration of AI across healthcare services, education, and training providers should incorporate generative AI applications into training programmes to develop a future-ready workforce and prepare practitioners with essential digital competencies for future practice.

K. *Strengthen Industry-Education Partnership* – Education and training providers are recommended to sustain and strengthen a robust partnership with the healthcare and wellness sector. The partnership can provide students with internship opportunities, mentorship programmes, cross-cultural projects, exchanges, and exposure to the sector’s best practices. Students can then gain real-world experience, understand employers’ requirements, develop the proper work attitude, and values. Furthermore, proactive engagement with the sector can also ensure the curriculum of training programmes remains aligned with evolving sector requirements and manpower demands.

Employees

L. *Enhance Skills Developments* – To keep pace with technological development and a rapidly changing environment in the healthcare and wellness sector, employees should take the initiative to regularly upgrade and equip themselves with the latest technical knowledge and skills. Besides, they are also encouraged to participate in industry conferences, networking events, and enroll in related training courses to expand their knowledge and connections. Seeking mentorship from seasoned professionals can also offer practical guidance and deepen sector-specific insight. Additionally, cultivating soft skills is essential for delivering high-quality services in the healthcare and wellness sector. Key competencies include (i) communication and interpersonal skills, (ii) interpersonal abilities, (iii) problem-solving skills, and (iv) customer service and complaint handling. By proactively engaging in the above professional developments, employees can enhance their skill sets, improve career prospects, and remain competitive.

M. *Make Good Use of Government Subsidy* – Employees should utilise the Government study and training subsidy schemes (e.g., the Vplus Health and Life Science, part of the Vplus Subsidy Scheme offered by VTC) to upskill and reskill or pursue higher qualifications for career advancement.

Membership of the Healthcare and Wellness Training Board

Chairman

Dr the Hon LAM Ching-choi, GBS, JP

Members

Prof Sophia CHAN Siu-chee, GBS, JP
Ms Anita CHAN Yee-mai
Dr Wendy CHENG
Ms Joann CHEUNG Yuk-yee
Ms Winsome HAI Hiu-chu
Ms Denise HOU Yuen-chi
Ms Manbo MAN Bo-lin, MH (up to 31 March 2025)
Ms Gloria HUNG Tao-ying (starting from 1 April 2025)
Dr Edward LEUNG Man-fuk
Ms Teresa LI Fung-yee (up to 31 March 2025)
Ms Elaine LEUNG Man-yee (starting from 1 April 2025)
Dr LIU Shao-haei, MH
Mr Roy NG (starting from 1 April 2025)
Mr Godfrey NGAI Shi-shing
Mr Kevin ORR Ka-yeung
Mr Ambrose LAU Chap-hing (up to 31 March 2025)
Dr David SUN Tin-fung (starting from 1 April 2025)
Mr Dick SUNG Ming-tat
Dr Terry TING Ho-yan
Mr Anders YUEN Chi-man (up to 31 March 2025)
Mr TSE Kin-keung (starting from 1 April 2025)
Mr Samson TSOI Chick-lai
Dr WONG Yu-lok
Mr Dennis WU Tokuaki
Director for Health (or his / her representative)
Director for Social Welfare (or his / her representative)
Executive Director of the Vocational Training Council (or his representative)

Secretary

Ms Gigi HO Chung-chi

Terms of Reference of the Healthcare and Wellness 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 Council) the development of vocational and professional education and training (VPET) facilities to meet the assessed manpower demand.
4. To advise the Council on the strategic development and quality assurance of its programmes in the relevant disciplines.
5. To prescribe job specifications for the principal jobs in the industry defining the skills and knowledge and advise on relevant training programme specifying the time a trainee needs to spend on each skill element.
6. To tender advice in respect of skill assessments, trade tests and certification, if appropriate, for in-service workers, apprentices and trainees, for the purpose of ascertaining that the specified skill standards have been attained.
7. To advise on the conduct of skill competitions in key trades in the industry for the promotion of VPET as well as participation in international competitions.
8. To liaise with relevant bodies, including employers, employers' associations, trade unions, professional institutions, training and educational institutions and government departments, on matters pertaining to the development and promotion of VPET in the industry.
9. To organise seminars/conferences/symposia on VPET for the industry.
10. To advise on the publicity relating to the activities of the Training Board and relevant VPET programmes of the Council.
11. 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.

12. To undertake any other functions delegated by the Council in accordance with Section 7 of the Vocational Training Council Ordinance.

Membership of the Working Party on Manpower Survey

Convener

Dr the Hon LAM Ching-choi, GBS, JP

Members

Ms Anita CHAN Yee-mai
Ms Joann CHEUNG Yuk-yee
Ms Winsome HAI Hiu-chu
Ms Denise HOU Yuen-chi
Dr LAM Pui-yan
Dr Kenny LAU Kin-kwan
Ms Teresa LI Fung-yee (up to 31 Mar 2025)
Ms Elaine LEUNG Man-yee (starting from 1 Apr 2025)
Mr Godfrey NGAI Shi-shing
Mr Ambrose LAU Chap-hing (up to 31 Mar 2025)
Dr David SUN Tin-fung (starting from 1 Apr 2025)
Mr Anders YUEN Chi-man (up to 31 Mar 2025)
Mr TSE Kin-keung (starting from 1 Apr 2025)
Mr Samson TSOI Chick-lai
Mr WONG Chi-wing
Dr Carol YAU Shui-wah (up to 17 July 2025)
Dr Jerry MANG Chun-yu (starting from 17 July 2025)
Ms Nancy KWAN Shuk-yee (up to 26 June 2025)
Ms Phoebe WONG Siu-fan (starting on 27 June 2025)
Dr Florence MOK
Dr MAK Wai-kei
Dr Windy CHAN Yau-yi

Definition of Terms

Full-time employees	“Full-time employees” refers to persons who works at least 18 hours per week for four weeks or more and are under the payroll of the sampled company/company for the specified job, disregarding whether the employees are deployed to work in other places (including the Chinese Mainland).
Vacancies	“Vacancies” refers to those unfilled, immediately available job openings for which the company is actively trying to recruit personnel at the time of the survey.
Vacancy rate	“Vacancy rate” refers to Vacancies as a percentage of the total number of full-time employees and full-time vacancies.
Turnover rate	“Turnover rate” refers to the number of employees left as a percentage of the total number of employees and Vacancies.
Average Monthly Remuneration Package	“Average Monthly Remuneration Package” refers to the average monthly remuneration package during the past 12 months before enumeration, including basic wages, regular overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus etc. It is an average figure among employees engaging in the same principal job.
Postgraduate degree	“Postgraduate degree” refers to a higher degree(s) (e.g. master degree) offered by local or non-local education institutions, or equivalent.
First Degree	“First degree” refers to the first degree(s) offered by local or non-local education institutions, or equivalent.
Sub-degree	“Sub-degree” refers to the Associate Degree, Higher Diploma, Professional Diploma, Higher Certificate, Endorsement Certificate, Associateship or equivalent programmes offered by local or non-local institutions.
Diploma/Certificate	“Diploma/Certificate” refers to technical and vocational education programmes, including Diploma/Certificate courses, Diploma of Foundation Studies, Diploma of Vocational

Education and programmes at the craft level or equivalent.

Secondary 4 to 7	“Secondary 4 to 7” refers to the education programmes under the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
Secondary 3 or below	“Secondary 3 or below” refers to secondary 3 or below, or equivalent.

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
 30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
 香港九龍長沙灣長裕街10號億京廣場2期30樓
 www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



26 July 2024

Dear Sir/Madam,

2024 Manpower Survey of the Healthcare and Wellness Sector

The Healthcare and Wellness Training Board (the Training Board) of the Vocational Training Council (VTC), is responsible for matters pertaining to manpower training in the industry. To collect the latest manpower information for formulating recommendations on future manpower training, the Training Board will conduct the above survey from **July to August 2024**. I am writing to enlist your kind assistance by providing the relevant information to the survey and your co-operation would be much appreciated.

I enclose the following documents for your reference and completion:

- (a) The Questionnaire;
- (b) Explanatory Notes (Appendix A); and
- (c) Job Descriptions for Principal Jobs (Appendix B).

The VTC has appointed **MOV Data Collection Center Ltd. (MOV)** to conduct the above survey. During the survey period, the enumerator of **MOV** will contact your company for the survey and answer the questions you may have. If necessary, a visit will be made to your company to assist in completing and collecting the questionnaire. Alternatively, you may return the copy of the completed questionnaire to **MOV** via fax (3900 1122) or email (vtc@mov.com.hk).

I wish to assure you that the information provided will be handled **in strict confidence** and published on an aggregate basis without reference to individual companies.

The salient findings and the survey report will be uploaded to the Manpower Survey Information System of the VTC after completion of the survey. The link is as follows:



<https://manpower-survey.vtc.edu.hk/>

If you have any queries, please feel free to contact the following hotline from 9:30 a.m. to 6:00 p.m. from Monday to Friday:

- ✧ For matters regarding completion and return of questionnaire(s), please contact **Ms Polly CHAN of MOV** on 3900 1176.
- ✧ In case you want to approach the VTC directly, please contact **Mr Edward CHAN** of the **VTC Manpower Survey (Statistical Team)** on 3907 6862.

Yours faithfully,

(Dr LAM Ching-choi, SBS, JP)
 Chairman

Healthcare and Wellness Training Board

Encl.

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
 30F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong
 香港九龍長沙灣長裕街10號億京廣場2期30樓
 www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

Our Reference 本局檔號

Your Reference 來函檔號



執事先生／女士：

2024 年健康護理及保健業人力調查

職業訓練局(VTC)屬下健康護理及保健業訓練委員會(訓練委員會)，負責就業內人力訓練事宜提供意見。本會將於 **2024 年 7 月至 8 月**期間進行調查，蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。現謹代表訓練委員會致函，懇請 貴機構善意協助提供相關資料，以便進行上述人力調查。

茲夾附下述文件，供 貴機構參閱及填寫：

- (1) 調查問卷；
- (2) 附註（附錄 A）；及
- (3) 主要職務工作說明（附錄 B）。

VTC已委託**米奧特資料搜集中心有限公司(米奧特)**協助進行上述人力調查。調查期間，**米奧特**的統計員將聯絡 貴公司進行訪問及解答相關問題。如有需要，統計員會造訪 貴公司協助填寫並收回已填妥的問卷。 貴公司亦可將完成的問卷，以傳真(3900 1122)或電郵(vtc@mov.com.hk)交回**米奧特**。

調查所得的資料將**絕對保密**，局方在發表報告時，只會公布合計數字，不會提及 個別機構情況。

調查完成後，調查的結果及報告將會上載至人力調查資訊系統。 網址如下：

<https://manpower-survey.vtc.edu.hk/>



如對調查有任何查詢，請於星期一至五上午九時半至下午六時聯絡以下人士：

- ✧ 如查詢有關填寫及寄回問卷事宜，請與**米奧特公司陳寶儀小組**聯絡（電話：3900 1176）。
- ✧ 如希望直接與 VTC 聯絡，請致電 VTC 人力調查（統計組）**陳兆銘先生**（電話: 3907 6862）。

健康護理及保健業訓練委員會主席
 林正財醫生, SBS, JP

二零二四年七月二十六日
 附件



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

VOCATIONAL TRAINING COUNCIL**職業訓練局****2024 MANPOWER SURVEY OF HEALTHCARE AND WELLNESS SECTOR****健康護理及保健業 2024 年人力調查**

The 2024 Manpower Survey of the Healthcare and Wellness Sector (HW) aims to collect manpower information of the industries concerned for formulating recommendations on future manpower training. Please provide the information of your company as at 2 July 2024 by answering the questionnaire. Thank you.

健康護理及保健業2024年人力調查旨在蒐集業內人力情況的最新資料，並按此為未來人力訓練制訂適當建議。懇請 貴公司根據2024年7月2日的人力情況填寫此問卷。多謝合作。

TOTAL NO. OF PERSONS EMPLOYED BY YOUR COMPANY:

貴公司僱員總人數

(For official use)	_____
Industry Code	_____

Details of Contact Person***聯絡人資料***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

*

The information provided will be used for the purpose of this and subsequent manpower surveys.
所提供的資料將用作是次及日後人力調查之用。

Chinese Medicine Services 中醫服務

Survey Reference Date : 2 July 2024
統計日期 : 2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各'B'至'G'欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

Please refer to Appendix A for column explanations. 請參考附錄A內各欄的說明。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) Preferred Level of Education of Full-Time Employees	(G) Preferred Year of Experience of Full-Time Employees
Job Title A (3 employees, 1 Apprentice and 2 vacancies) e.g.: 職位甲 (3名僱員, 1名見習員及2個 空缺)							
I. Non-healthcare Professionals 非醫護專業人員							
Technologist / Management Level 技師／管理人員級							
101	Chinese Medicine Pharmacist; Head of Chinese Medicine Pharmacy 中藥師：中藥房主管						
Technician / Supervisory Level 技術員／督導級							
201	Chinese Medicine Officer 中藥主任						
202	Chinese Medicine Dispenser 中醫配藥員						
Craftsman Level 技工級							
302	Chinese Medicine Dispensing Assistant 中藥配藥助理						
Operative/Clerical Level 輔助人員／文員級							
401	Clinic Assistant / Receptionist 診所助理						
Other non-healthcare professionals 其他非醫護專業人員							
II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)							
501	Chinese Medicine Practitioner 中醫						
558	Dispenser 配藥員						
563	Scientific Officer (Medical) 科學主任(醫務)						

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Chinese Medicine Services 中醫服務

Part II 第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months.
(Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services
服務需求

(a) Increase
增加
 (b) Same
不變
 (c) Decrease
減少
 (d) Uncertain
不肯定

+ %

(ii) Number of Full Time employees
全職員工數目

(a) Increase
增加
 (b) Same
不變
 (c) Decrease
減少

+ %

Please indicate the reasons leading to the “increase” or “decrease” in the Requirement for the services

請說明引起服務需求增加或減少的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.
(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Chinese Medicine Services

中醫服務

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.
(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能					
A2 ● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	/
A3 ● Application of Traceable Supply Chain in Chinese Medicines 中藥區化鏈的應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A4 ● Modernisation of Traditional Chinese Medicines – e.g., artificial intelligence identification, quality assurance of herbs, etc. 中藥現代化 (如人工智能辨識、藥材品質保證等)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A10 ● Application of Automation and Computerisation in Pharmacy and Dispensing Services (in Western medicine or Chinese medicines) 藥劑及配藥服務自動化及電腦化應用(西藥或中藥)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12 ● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能					
B1 ● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2 ● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3 ● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4 ● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5 ● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1 ● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2 ● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3 ● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4 ● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5 ● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6 ● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7 ● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8 ● Multi-languages (e.g., Putonghua, English) 多種語言 (例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9 ● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10 ● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11 ● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 ● Others (please specify) 其他 (請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dental Services

牙科服務

Survey Reference Date : 2 July 2024

統計日期 : 2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) Preferred Level of Education of Full-Time Employees	(G) Preferred Year of Experience of Full-Time Employees
	在統計日期的 全職僱員人數 (實習生／見習 員#除外)	在統計日期的 實習生／見習員# 人數	在統計日期的 全職空缺額	全職僱員之每月平 均薪酬 (實習生／見習員#除外)	全職僱員宜有的 教育程度	全職僱員宜有的 相關年資	
			Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內填入 '0'。		Code 編號	Level of Education 教育程度	Code 編號

I. Non-healthcare Professionals 非醫護專業人員

Technologist / Management Level 技師／管理人員級							
103	Dental Clinic Manager 牙科診所經理						
Technician / Supervisory Level 技術員／督導級							
203	Dental Clinic Supervisor 牙科診所主管						
Operative/Clerical Level 輔助人員／文員級							
401	Clinic Assistant / Receptionist 診所助理						

Other non-healthcare professionals 其他非醫護專業人員

II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)

503	Dentist 牙醫						
504	Dental Hygienist 牙齒衛生員						
506	Nurse (Enrolled / Registered) 護士 (註冊／登記)						
554	Dental Surgery Assistant 牙科手術助理員						
555	Dental Technician; Dental Technologist 牙科技術員；牙科技師						
556	Dental Therapist 牙科治療師						

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Dental Services

牙科服務

Part II

第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(iii) Requirement for the services

服務需求

- (a) Increase 增加
- (b) Same 不變
- (c) Decrease 減少
- (d) Uncertain 不肯定

+ %

(iv) Number of Full Time employees

全職員工數目

- (a) Increase 增加
- (b) Same 不變
- (c) Decrease 減少

+ %

Please indicate the reasons leading to the “increase” or

“decrease” in the Requirement for the services

請說明引起服務需求增加或減少的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with</u> <u>relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關</u> <u>經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Dental Services

牙科服務

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees. (You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
	Trade Specific Skills 業內專業技能				
A2	● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A5	● Updated knowledge of Community Dentistry 嶄新的社會牙醫科知識	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A6	● Application of Oral Scanner 口腔掃描儀的應用	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A12	● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management Skills 管理技能					
B1	● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2	● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3	● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4	● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5	● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1	● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2	● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3	● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4	● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5	● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6	● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7	● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8	● Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9	● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10	● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11	● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12	● Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工					

Elderly Care Services 安老服務

Survey Reference Date : 2 July 2024

統計日期：2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to [the list of principal jobs](#) by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

I. Non-healthcare Professionals 非醫護專業人員

Technologist / Management Level 技師／管理人員級

110	Superintendent; Home Manager 院舍院長；院舍主管					
112	Assistant Superintendent 助理院長					
113	Service Manager 服務經理					

Technician / Supervisory Level 技術員／督導級

206	Nutritionist 營養學家					
211	Service Supervisor 服務主任					

Craftsman Level 技工級

305	Occupational Therapy Assistant 職業治療助理					
306	Physiotherapy Assistant 物理治療助理					
311	Health Worker 保健員					
312	Personal Care Worker 護理員					
313	Rehabilitation Worker 康復工作員					
316	Gerontechnology Instructor 樂齡科技指導員					

Operative/Clerical Level 輔助人員／文員級

415	Welfare Worker 福利工作員					
416	Program Worker 活動工作員					

Elderly Care Services 安老服務

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date 在統計日期的 實習生／見習員# 人數	(D) No. of Full-Time Vacancies as at Survey Reference Date 在統計日期的 全職空缺額	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #) 全職僱員之每月平 均薪酬 (實習生／見習員#除外)	(F) <u>Preferred</u> Level of Education of Full-Time Employees 全職僱員宜有的 教育程度	(G) <u>Preferred</u> Year of Experience of Full-Time Employees 全職僱員宜有的 相關年資																										
Job Code 職位 編號	在統計日期的 全職僱員人數 (實習生／見習 員#除外)		Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內 填 入 '0'。		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code 編號</th> <th style="width: 85%;">Level of Education 教育程度</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Postgraduate Degree 研究生學位</td> </tr> <tr> <td>2</td> <td>First Degree 學士學位</td> </tr> <tr> <td>3</td> <td>Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)</td> </tr> <tr> <td>4</td> <td>Diploma/Certificate 文憑／證書</td> </tr> <tr> <td>5</td> <td>Secondary 4 to 7 中四至中七</td> </tr> <tr> <td>6</td> <td>Secondary 3 or below 中三或以下</td> </tr> </tbody> </table>	Code 編號	Level of Education 教育程度	1	Postgraduate Degree 研究生學位	2	First Degree 學士學位	3	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	4	Diploma/Certificate 文憑／證書	5	Secondary 4 to 7 中四至中七	6	Secondary 3 or below 中三或以下	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code 編號</th> <th style="width: 85%;">Year of Experience 相關年資</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10 years or more 十年或以上</td> </tr> <tr> <td>2</td> <td>6 years to less than 10 year 六年至十年以下</td> </tr> <tr> <td>3</td> <td>3 years to less than 6 years 三年至六年以下</td> </tr> <tr> <td>4</td> <td>1 year to less than 3 years 一年至三年以下</td> </tr> <tr> <td>5</td> <td>Less than 1 year 一年以下</td> </tr> </tbody> </table>	Code 編號	Year of Experience 相關年資	1	10 years or more 十年或以上	2	6 years to less than 10 year 六年至十年以下	3	3 years to less than 6 years 三年至六年以下	4	1 year to less than 3 years 一年至三年以下	5	Less than 1 year 一年以下
Code 編號	Level of Education 教育程度																															
1	Postgraduate Degree 研究生學位																															
2	First Degree 學士學位																															
3	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)																															
4	Diploma/Certificate 文憑／證書																															
5	Secondary 4 to 7 中四至中七																															
6	Secondary 3 or below 中三或以下																															
Code 編號	Year of Experience 相關年資																															
1	10 years or more 十年或以上																															
2	6 years to less than 10 year 六年至十年以下																															
3	3 years to less than 6 years 三年至六年以下																															
4	1 year to less than 3 years 一年至三年以下																															
5	Less than 1 year 一年以下																															

I. Non-healthcare Professionals 非醫護專業人員

Other non-healthcare professionals 其他非醫護專業人員

II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)

Chinese Medicine Practitioner 501 中醫						
505 Doctor 醫生						
506 Nurse (Enrolled / Registered) 護士 (註冊／登記)						
509 Physiotherapist 物理治療師						
510 Occupational Therapist 職業治療師						
557 Dietitian 營養師						
558 Dispenser 配藥員						

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Elderly Care Services 安老服務

Part II 第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services
服務需求

<input type="checkbox"/>	(a) Increase 增加	+	%	
<input type="checkbox"/>	(b) Same 不變			
<input type="checkbox"/>	(c) Decrease 減少	-	%	
<input type="checkbox"/>	(d) Uncertain 不肯定			

(ii) Number of Full Time employees
全職員工數目

<input type="checkbox"/>	(a) Increase 增加	+	%	
<input type="checkbox"/>	(b) Same 不變			
<input type="checkbox"/>	(c) Decrease 減少	-	%	

Please indicate the reasons leading to the “increase” or “decrease” in the Requirement for the services

請說明引起服務需求增加或減少的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	<u>Technologist / Management Level</u> 技師／管理人員級	<u>Technician / Supervisory Level</u> 技術員／督導級	<u>Craftsman Level</u> 技工級	<u>Operative/ Clerical Level</u> 輔助人員／文員級	<u>Healthcare Professionals</u> 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Elderly Care Services

安老服務

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.
(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇		Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能						
A1	● Gerontech and Innovation 樂齡科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A2	● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12	● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能						
B1	● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2	● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3	● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4a	● Operations Management 營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5	● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能						
C1	● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2	● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3	● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4	● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5	● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6	● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7	● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8	● Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9	● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10	● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11	● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12	● Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Healthcare and Wellness Services (including rehabilitation services) 健康護理及保健服務 (包括康復服務)

Survey Reference Date : 2 July 2024
統計日期 : 2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date 在統計日期的 實習生／見習員# 人數	(D) No. of Full-Time Vacancies as at Survey Reference Date 在統計日期的 全職空缺額	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #) 全職僱員之每月平 均薪酬 (實習生／見習員#除外)	(F) Preferred Level of Education of Full-Time Employees 全職僱員宜有的 教育程度	(G) Preferred Year of Experience of Full-Time Employees 全職僱員宜有的 相關年資
	Code 編號	Level of Education 教育程度	Code 編號	Year of Experience 相關年資			
					1 \$15,000 or below 或以下	1 Postgraduate Degree 研究生學位	1 10 years or more 十年或以上
					2 \$15,001 - \$20,000	2 First Degree 學士學位	2 6 years to less than 10 years 六年至十年以下
					3 \$20,001 - \$30,000	3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	3 3 years to less than 6 years 三年至六年以下
					4 \$30,001 - \$50,000	4 Diploma/Certificate 文憑／證書	4 1 year to less than 3 years 一年至三年以下
					5 \$50,001 - \$80,000	5 Secondary 4 to 7 中四至中七	5 Less than 1 year 一年以下
					6 \$80,001 or above 或以上	6 Secondary 3 or below 中三或以下	

I. Non-healthcare Professionals 非醫護專業人員

Technologist / Management Level 技師／管理人員級						
111	Home Manager 院舍主管					
113	Service Manager 服務經理					
114	Healthcare Service Manager 健康護理服務經理					
115	Rehabilitation Manager 康復經理					
Technician / Supervisory Level 技術員／督導級						
206	Nutritionist 營養學家					
212	Service Coordinator 服務統籌主任					
213	Care Coordinator 護理統籌主任					
214	Healthcare Service Supervisor 健康護理服務主任					
215	Rehabilitation Officer 康復主任					
216	Mental Health Education Officer 精神健康教育主任					
217	Case Manager 個案經理					
218	Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任					
219	Registered Social Worker; Wellness and Mind Health Officer 註冊社工；健康與精神健康主任					
220	Rehabilitation Trainer 康復培訓主任					
221	Employment Officer 就業主任					
222	Safety Officer 安全主任					
Craftsman Level 技工級						
306	Physiotherapy Assistant 物理治療助理					
307	Patient Care Assistant 病人服務助理					
311	Health Worker 保健員					
312	Personal Care Worker 護理員					

Healthcare and Wellness Services (including rehabilitation services) 健康護理及保健服務 (包括康復服務)

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員# 人數	(D) No. of Full-Time Vacancies as at Survey Reference Date 在統計日期的 全職空缺額	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) Preferred Level of Education of Full-Time Employees 全職僱員宣有的 教育程度	(G) Preferred Year of Experience of Full-Time Employees 全職僱員宣有的 相關年資
	在統計日期的 全職僱員人數 (實習生／見習 員#除外)	Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內 填入 '0'。			Code 編號	Level of Education 教育程度	Code 編號
					1 \$15,000 or below 或以下	1 Postgraduate Degree 研究生學位	1 10 years or more 十年或以上
					2 \$15,001 - \$20,000	2 First Degree 學士學位	2 6 years to less than 10 year 六年至十年以下
					3 \$20,001 - \$30,000	3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	3 3 years to less than 6 years 三年至六年以下
					4 \$30,001 - \$50,000	4 Diploma/Certificate 文憑／證書	4 1 year to less than 3 years 一年至三年以下
					5 \$50,001 - \$80,000	5 Secondary 4 to 7 中四至中七	5 Less than 1 year 一年以下
					6 \$80,001 or above 或以上	6 Secondary 3 or below 中三或以下	

I. Non-healthcare Professionals 非醫護專業人員

Craftsman Level 技工級

314	Rehabilitation Assistant 康復助理						
315	Welfare Worker 福利工作員						
317	Personal Trainer/Fitness Coach 私人／健身教練						

Operative/Clerical Level 輔助人員／文員級

401	Clinic Assistant / Receptionist 診所助理						
411	Health Promoter 健康促進員						
412	Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理						
416	Program Worker 活動工作員						

Other non-healthcare professionals 其他非醫護專業人員

II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)

501	Chinese Medicine Practitioner 中醫						
502	Chiropractor 脊醫						
505	Doctor 醫生						
506	Nurse (Enrolled / Registered) 護士(註冊／登記)						
508	Pharmacist 藥劑師						
509	Physiotherapist 物理治療師						
510	Occupational Therapist 職業治療師						
511	Optometrist 視光師						
512	Radiographer 放射技師						
551	Audiologist 聽力學家						
552	Audiology Technician 聽力學技術員						
553	Clinical Psychologist 臨床心理學家						
557	Dietitian 營養師						
558	Dispenser 配藥員						
559	Educational Psychologist 教育心理學家						
560	Mould Laboratory Technician 製模實驗室技術員						
561	Orthoptist 視覺矯正師						
562	Prosthetist; Orthotist 義肢矯形師						
564	Speech Therapist 語言治療師						

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Healthcare and Wellness Services (including rehabilitation services) 健康護理及保健服務 (包括康復服務)

Part II 第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following **in the next 12 months**. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services
服務需求

- (a) Increase
增加
- (b) Same
不變
- (c) Decrease
減少
- (d) Uncertain
不肯定

+ %

(ii) Number of Full Time employees
全職員工數目

- (a) Increase
增加
- (b) Same
不變
- (c) Decrease
減少

+ %

Please indicate the reasons leading to the **“increase” or “decrease”** in the Requirement for the services
請說明引起服務需求**增加或減少**的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were **newly recruited and left** in the **past 12 months**.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內**新招聘及離職**的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 有相關經驗 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Healthcare and Wellness Services (including rehabilitation services) 健康護理及保健服務 (包括康復服務)

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.
(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇		Technologist / Management Level 技師／管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能						
A1	● Gerontech and Innovation 樂齡科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A2	● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12	● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A13	● Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能						
B1	● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2	● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3	● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4	● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5	● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能						
C1	● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2	● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3	● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4	● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5	● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6	● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7	● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8	● Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9	● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10	● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11	● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12	● Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Healthcare Equipment and Technology, Food Technology 健康護理儀器及科技、食品科技

Survey Reference Date : 2 July 2024

統計日期：2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I — Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) <u>Preferred</u> Level of Education of Full-Time Employees	(G) <u>Preferred</u> Year of Experience of Full-Time Employees
	在統計日期的 全職僱員人數 (實習生／見習 員#除外)	在統計日期的 實習生／見習員# 人數	在統計日期的 全職空缺額	全職僱員之每月平 均薪酬 (實習生／見習員#除外)	全職僱員宜有的 教育程度	全職僱員宜有的 相關年資
Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內填 入 '0'。						
Technologist / Management Level 技師／管理人員級						
1 生產負責人						
2 生產經理						
6 品質保證經理；品質控制經理						
3 規管事務經理						
6 服務工程師						
1 市場推廣經理						
2 營銷經理						
3 倉庫及物流經理						
1 醫學事務經理						
2 醫藥學術專員						
3 醫療儀器技師						
4 食品科學技師						
Technician / Supervisory Level 技術員／督導級						
1 生產主任						
2 生產技術員						
6 品質保證主任；品質控制主任						
7 品質保證技術員						
8 品質控制主任(食品廠)						
9 品質控制檢測員						

Healthcare Equipment and Technology, Food Technology

健康護理儀器及科技、食品科技

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices* as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices*)	(F) <u>Preferred</u> Level of Education of Full-Time Employees	(G) <u>Preferred</u> Year of Experience of Full-Time Employees
					全職僱員之每月平均薪酬 (實習生／見習員#除外)	全職僱員宜有的 教育程度	
					Code 編號	Level of Education 教育程度	
					1 \$15,000 or below 或以下	1 Postgraduate Degree 研究生學位	
					2 \$15,001 - \$20,000	2 First Degree 學士學位	
					3 \$20,001 - \$30,000	3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	
					4 \$30,001 - \$50,000	4 Diploma/Certificate 文憑／證書	
					5 \$50,001 - \$80,000	5 Secondary 4 to 7 中四至中七	
					6 \$80,001 or above 或以上	6 Secondary 3 or below 中三或以下	
		Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內填 入 '0'。					
	Technician / Supervisory Level 技術員／督導級						
240	Research and Development Officer 研發主任						
241	Technical Officer 技術主任						
242	Laboratory Technician 實驗技術員						
243	Regulatory Affairs Executive 規管事務主任						
244	Compliance Officer 合規主任						
245	Hygiene Manager 衛生經理						
246	Medical Equipment Technician – Healthcare 醫療儀器技術員 – 健康護理						
251	Marketing Executive 市場推廣主任						
252	Sales Executive 營銷主任						
253	Warehouse and Distribution Supervisor 倉庫及物流主任						
261	Medical Affairs Executive 醫學事務主任						
264	Food Product Development Officer 食品產品發展主任						
	Craftsman Level 技工級						
336	Quality Control Assistant 品質控制助理						
364	Food Technical Assistant 食品科技助理						
	Operative/Clerical Level 輔助人員／文員級						
431	Production Assistant 生產助理						
432	Machine Operator 儀器操作員						
434	Packing Operator 包裝操作員						
452	Customer Service Assistant 客戶服務助理						
	Other non-healthcare professionals 其他非醫護專業人員						

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Healthcare Equipment and Technology, Food Technology 健康護理儀器及科技、食品科技

Part II 第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services / Business volume
服務需求／業務額

(a) Increase / Better
增加／較佳
 (b) Same / Stable
不變／穩定
 (c) Decrease / Worsen
減少／較差
 (d) Uncertain
不肯定

+ %

(ii) Number of Full Time employees
全職員工數目

(a) Increase
增加
 (b) Same
不變
 (c) Decrease
減少

+ %

- %

Please indicate the reasons leading to the “increase / decrease”
in the Requirement for the services or “better / worsen” in the
Business volume

請說明引起 服務需求增加/減少 或 業務額較佳/較差 的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with</u> <u>relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關 經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Healthcare Equipment and Technology, Food Technology 健康護理儀器及科技、食品科技

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.

(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative / Clerical Level 輔助人員／文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能					
A2 ● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	/
A4 ● Modernisation of Traditional Chinese Medicines – e.g., artificial intelligence identification, quality assurance of herbs, etc. 中藥現代化 (如人工智能辨識、藥材品質保證等)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A7 ● Health Informatics 健康信息科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A11 ● Bioinformatics Analysis 生物資訊分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12 ● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A13 ● Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能					
B1 ● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2 ● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3 ● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4 ● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5 ● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1 ● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2 ● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3 ● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4 ● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5 ● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6 ● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7 ● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8 ● Multi-languages (e.g., Putonghua, English) 多種語言 (例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9 ● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10 ● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11 ● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 ● Others (please specify) 其他 (請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Survey Reference Date : 2 July 2024

統計日期 : 2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

Job Code 職位編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) Preferred Level of Education of Full-Time Employees	(G) Preferred Year of Experience of Full-Time Employees	
	在統計日期的 全職僱員人數 (實習生／見習 員#除外)	在統計日期的 實習生／見習員# 人數	在統計日期的 全職空缺額	全職僱員之每月平 均薪酬 (實習生／見習員#除外)	全職僱員宜有的 教育程度	Code 編號	Level of Education 教育程度	Code 編號
					全職僱員之每月平 均薪酬 (實習生／見習員#除外)	Code 編號	Level of Education 教育程度	Code 編號
					1 \$15,000 or below 或以下	1 Postgraduate Degree 研究生學位	1 10 years or more 十年或以上	
					2 \$15,001 - \$20,000	2 First Degree 學士學位	2 6 years to less than 10 year 六年至十年以下	
					3 \$20,001 - \$30,000	3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	3 3 years to less than 6 years 三年至六年以下	
					4 \$30,001 - \$50,000	4 Diploma/Certificate 文憑／證書	4 1 year to less than 3 years 一年至三年以下	
					5 \$50,001 - \$80,000	5 Secondary 4 to 7 中四至中七	5 Less than 1 year 一年以下	
					6 \$80,001 or above 或以上	6 Secondary 3 or below 中三或以下		

I. Non-healthcare Professionals 非醫護專業人員

Technologist / Management Level 技師／管理人員級								
151	Marketing Manager 市場推廣經理							
152	Sales Manager 營銷經理							
166	Category Manager - Health Supplement 類別經理 - 健康保健品							
167	Programme Manager (Food, Nutrition and Healthcare) 活動經理(食品、營養、健康護理)							
Technician / Supervisory Level 技術員／督導級								
206	Nutritionist 營養學家							
251	Marketing Executive 市場推廣主任							
252	Sales Executive 營銷主任							
267	Project Officer (Nutrition and Healthcare Management) 項目主任(營養、健康護理管理)							
268	Fitness Management Consultant 健身體管理顧問							
Craftsman Level 技工級								
317	Personal Trainer/Fitness Coach 私人／健身體教練							
368	Weight Management Instructor 體重管理導師							

Operative/Clerical Level 輔助人員／文員級								
467	Health Care Assistant 健康護理助理							

Other non-healthcare professionals 其他非醫護專業人員								

II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)

557	Dietitian 營養師							
-----	------------------	--	--	--	--	--	--	--

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Part II

第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services / Business volume
服務需求／業務額

<input type="checkbox"/> (a) Increase / Better 增加／較佳	+ %
<input type="checkbox"/> (b) Same / Stable 不變／穩定	% -
<input type="checkbox"/> (c) Decrease / Worsen 減少／較差	% -
<input type="checkbox"/> (d) Uncertain 不肯定	

(ii) Number of Full Time employees
全職員工數目

<input type="checkbox"/> (a) Increase 增加	+ %
<input type="checkbox"/> (b) Same 不變	% -
<input type="checkbox"/> (c) Decrease 減少	% -

Please indicate the reasons leading to the “increase / decrease”
in the Requirement for the services or “better / worsen” in the
Business volume

請說明引起 服務需求增加/減少 或 業務額較佳/較差 的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	<u>Technologist / Management Level</u> 技師／管理人員級	<u>Technician / Supervisory Level</u> 技術員／督導級	<u>Craftsman Level</u> 技工級	<u>Operative/ Clerical Level</u> 輔助人員／文員級	<u>Healthcare Professionals</u> 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees. (You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能					
A2 ● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A8 ● Knowledge in Food Products Development 食品開發知識	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A9 ● Research and Evidence Based Evaluation 研究與實證評估	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12 ● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A13 ● Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能					
B1 ● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2 ● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3 ● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4 ● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5 ● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1 ● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2 ● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3 ● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4 ● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5 ● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6 ● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7 ● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8 ● Multi-languages (e.g., Putonghua, English) 多種語言 (例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9 ● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10 ● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11 ● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 ● Others (please specify) 其他 (請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>					

Pharmacy and Dispensing Services 藥劑及配藥服務

Survey Reference Date : 2 July 2024
統計日期：2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I — Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to [the list of principal jobs](#) by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

I. Non-healthcare Professionals 非醫護專業人員

Technologist / Management Level 技師／管理人員級

104	Head (Pharmacology and Pharmacy) 主管(病理和藥劑)					
105	Pharmacy Manager 藥劑經理					
131	Production Person-in-Charge (PIC) 生產負責人					
132	Production Manager 生產經理					
136	Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理					
143	Regulatory Affairs Manager 規管事務經理					
151	Marketing Manager 市場推廣經理					
152	Sales Manager 營銷經理					
161	Medical Affairs Manager 醫學事務經理					
162	Medical Advisor 醫藥學術專員					

Technician / Supervisory Level 技術員／督導級

231	Production Officer 生產主任					
232	Production Technician 生產技術員					
233	Authorised Person 授權人員					
234	Authorised Person in Secondary Packaging 外包裝製造商的獲授權人					
235	Other Key Personnel 其他關鍵人員					
236	Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任					
243	Regulatory Affairs Executive 規管事務主任					

Pharmacy and Dispensing Services

藥劑及配藥服務

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices* as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices *)	(F) <u>Preferred</u> Level of Education of Full-Time Employees	(G) <u>Preferred</u> Year of Experience of Full-Time Employees	
					全職僱員之每月平均薪酬 (實習生／見習員#除外)		全職僱員宜有的 教育程度	
					<u>Code</u> 編號	<u>Level of Education</u> 教育程度	<u>Code</u> 編號	<u>Year of Experience</u> 相關年資
					1	Postgraduate Degree 研究生學位	1	10 years or more 十年或以上
					2	First Degree 學士學位	2	6 years to less than 10 year 六年至十年以下
					3	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	3	3 years to less than 6 years 三年至六年以下
					4	Diploma/Certificate 文憑／證書	4	1 year to less than 3 years 一年至三年以下
					5	Secondary 4 to 7 中四至中七	5	Less than 1 year 一年以下
					6	Secondary 3 or below 中三或以下		
	Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內填 入 '0'。							
	I. Non-healthcare Professionals 非醫護專業人員							
	Technician / Supervisory Level 技術員／督導級							
251	Marketing Executive 市場推廣主任							
252	Sales Executive 營銷主任							
261	Medical Affairs Executive 醫學事務主任							
	Craftsman Level 技工級							
334	Secondary Packaging Worker 外包裝工人							
	Operative/Clerical Level 輔助人員／文員級							
404	Pharmacy Assistant 藥劑助理							
431	Production Assistant 生產助理							
	Other non-healthcare professionals 其他非醫護專業人員							
	II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)							
508	Pharmacist 藥劑師							
558	Dispenser 配藥員							

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Pharmacy and Dispensing Services

藥劑及配藥服務

Part II

第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services / Business volume
服務需求／業務額

(a) Increase / Better
增加／較佳
 (b) Same / Stable
不變／穩定
 (c) Decrease / Worsen
減少／較差
 (d) Uncertain
不肯定

+ %

(ii) Number of Full Time employees
全職員工數目

(a) Increase
增加
 (b) Same
不變
 (c) Decrease
減少

+ %

Please indicate the reasons leading to the “increase / decrease”
in the Requirement for the services or “better / worsen” in the
Business volume

請說明引起 服務需求增加/減少 或 業務額較佳/較差 的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	<u>Technologist / Management Level</u> 技師／管理人員級	<u>Technician / Supervisory Level</u> 技術員／督導級	<u>Craftsman Level</u> 技工級	<u>Operative/ Clerical Level</u> 輔助人員／文員級	<u>Healthcare Professionals</u> 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Pharmacy and Dispensing Services

藥劑及配藥服務

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.
(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能					
A2 ● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A10 ● Application of Automation and Computerisation in Pharmacy and Dispensing Services (in Western medicine or Chinese medicines) 藥劑及配藥服務自動化及電腦化應用(西藥或中藥)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12 ● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A13 ● Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能					
B1 ● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2 ● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3 ● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4 ● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5 ● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1 ● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2 ● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3 ● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4 ● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5 ● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6 ● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7 ● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8 ● Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9 ● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10 ● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11 ● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 ● Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Testing and Certification (relating to Healthcare and Wellness)

檢測及認證(與健康護理及保健相關)

Survey Reference Date : 2 July 2024

統計日期 : 2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各‘B’至‘G’欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) Preferred Level of Education of Full-Time Employees	(G) Preferred Year of Experience of Full-Time Employees	
	在統計日期的 全職僱員人數 (實習生／見習 員#除外)	在統計日期的 實習生／見習員# 人數	在統計日期的 全職空缺額	全職僱員之每月平 均薪酬 (實習生／見習員#除外)	全職僱員宣有的 教育程度	Code 編號	Level of Education 教育程度	Code 編號
		Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內填入‘0’。			Code 編號	Level of Education 教育程度	Code 編號	Year of Experience 相關年資
					1 \$15,000 or below 或以下	1 Postgraduate Degree 研究生學位	1 10 years or more 十年或以上	
					2 \$15,001 - \$20,000	2 First Degree 學士學位	2 6 years to less than 10 year 六年至十年以下	
					3 \$20,001 - \$30,000	3 Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	3 3 years to less than 6 years 三年至六年以下	
					4 \$30,001 - \$50,000	4 Diploma/Certificate 文憑／證書	4 1 year to less than 3 years 一年至三年以下	
					5 \$50,001 - \$80,000	5 Secondary 4 to 7 中四至中七	5 Less than 1 year 一年以下	
					6 \$80,001 or above 或以上	6 Secondary 3 or below 中三或以下		

I. Non-healthcare Professionals 非醫護專業人員

Technologist / Management Level 技師／管理人員級						
165	Food Safety Auditor 食品安全監察員					
171	Bioinformatician 生物信息學家					
172	Genetic Counsellor 遺傳諮詢師：基因顧問					
173	Laboratory Director 實驗室主管					
174	Laboratory Manager 實驗室經理					
175	Laboratory Testing Specialist 實驗室檢測專員					
176	Infrastructure Engineer 設備工程師					
177	Senior Chemist 高級化學師					
178	Chemist 化學師					
179	Certification Manager 認證經理					
180	Inspection Manager 檢察經理					

Technician / Supervisory Level 技術員／督導級

273	Laboratory Technician 實驗室技術員					
274	Research Technician; Research Assistant 研究技術員：研究助理					
275	Technical Executive 技術執行主任					
276	Technical Officer; Assistant Technical Officer 技術主任：技術助理主任					
281	Food Safety Supervisor 食品安全主任					
282	Product Designer; Assistant Product Designer 產品設計師：產品助理設計師					
283	Customer Service Executive 客戶服務主任					

Testing and Certification (relating to Healthcare and Wellness) 檢測及認證(與健康護理及保健相關)

(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date	(D) No. of Full-Time Vacancies as at Survey Reference Date	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) <u>Preferred</u> Level of Education of Full-Time Employees 全職僱員宣有的 教育程度	(G) <u>Preferred</u> Year of Experience of Full-Time Employees 全職僱員宣有的 相關年資
		在統計日期的 實習生／見習員# 人數	在統計日期的 全職空缺額	全職僱員之每月平 均薪酬 (實習生／見習員#除外)	Code 編號	Level of Education 教育程度
	在統計日期的 全職僱員人數 (實習生／見習 員#除外)			Code 編號	1 Postgraduate Degree 研究生學位	Code 編號
Please enter a zero '0' in the box if no employees/trainees/apprentices/vacancies. 如沒有僱員／實習生／見習員／空缺，請在方格內填入 '0'。						
I. Non-healthcare Professionals 非醫護專業人員						
Craftsman Level 技工級						
Patient Care Assistant 病人服務助理						
Phlebotomist 抽血技術員						
Operative/Clerical Level 輔助人員／文員級						
Laboratory Assistant 實驗室助理						
Assistant Chemist 化學助理						
Customer Service Assistant 客戶服務助理						
Other non-healthcare professionals 其他非醫護專業人員						
II. Healthcare Professionals (for columns "B" to "D" only) 醫護專業人員 (只限 "B" 至 "D" 欄)						
Medical Laboratory Technologist 醫務化驗師						
Dental Technician; Dental Technologist 牙科技術員；牙科技師						

“Trainees/Apprentices” refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship. 「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Testing and Certification (relating to Healthcare and Wellness) 檢測及認證(與健康護理及保健相關)

Part II 第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the following in the next 12 months. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services

服務需求

- (a) Increase 增加
- (b) Same 不變
- (c) Decrease 減少
- (d) Uncertain 不肯定

+ %

(ii) Number of Full Time employees

全職員工數目

- (a) Increase 增加
- (b) Same 不變
- (c) Decrease 減少

+ %

- %

Please indicate the reasons leading to the “increase” or “decrease” in the Requirement for the services

請說明引起服務需求增加或減少的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were newly recruited and left in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內新招聘及離職的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Testing and Certification (relating to Healthcare and Wellness)

檢測及認證(與健康護理及保健相關)

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.

(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能					
A2 ● Health Digital Transformation 健康數位轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A11 ● Bioinformatics Analysis 生物資訊分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A12 ● Big Data Analysis 大數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Skills 管理技能					
B1 ● Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2 ● Quality Management 品質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3 ● Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4 ● Store Operations Management 店舖營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5 ● Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1 ● Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2 ● Customer Services and Complaint Handling 顧客服務及處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3 ● Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4 ● Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5 ● Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6 ● Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7 ● Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8 ● Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9 ● Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10 ● Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11 ● Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 ● Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff 沒有相關職級員工</i>					

Education and Training* (relating to Healthcare and Wellness)

教育及培訓* (與健康護理及保健相關)

* not including in-house training for staff
不包括員工內部培訓

Survey Reference Date : 2 July 2024

統計日期 : 2024年7月2日

Please answer Part I & II in accordance with the services under the header.

請就標題所列出的服務範圍，回答第一及第二部份問題。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'G' of the questionnaire according to the list of principal jobs by referring to Appendix B for job description of individual job.

請根據列表中的主要職務，並參考附錄B有關各種職務的工作說明來填寫表內各'B'至'G'欄。

Principal Jobs (Full-time Employees) 主要職務 (全職僱員)

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Full-Time Employees as at Survey Reference Date (Excl. trainees/ apprentices#)	(C) No. of Trainees/ Apprentices# as at Survey Reference Date 在統計日期的 實習生／見習員# 人數	(D) No. of Full-Time Vacancies as at Survey Reference Date 在統計日期的 全職空缺額	(E) Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/ Apprentices #)	(F) Preferred Level of Education of Full-Time Employees 全職僱員宜有的 教育程度	(G) Preferred Year of Experience of Full-Time Employees 全職僱員宜有的 相關年資
	Code 編號	Level of Education 教育程度	Code 編號	Year of Experience 相關年資			
191	Technologist / Management Level 技師／管理人員級 Head / Director / Principal of School 院長						
192	Department Head ; Deputy Department Head ; Professor ; Associate Professor ; Assistant Professor ; Senior Lecturer ; Lecturer or equivalent 學系主任；學系副主任；教授；副教授；助理教授；高級講師；講師 或同等職級						
291	Technician / Supervisory Level 技術員／督導級 Chief Instructor ; Senior Instructor ; Instructor ; Teaching Assistant or equivalent 總教導員；高級教導員；教導員； 教學助理或同等職級						
	Other non-healthcare professionals 其他非醫護專業人員						

"Trainees/Apprentices" refer to those employees undergoing any form of training, and includes trainees and apprentices under a contract of apprenticeship.
「實習生」／「見習員」指正在接受各種形式訓練的僱員，包括實習生及根據學徒合約受聘的學徒。

Education and Training* (relating to Healthcare and Wellness)

教育及培訓* (與健康護理及保健相關)

* not including in-house training for staff
不包括員工內部培訓

Part II

第二部份

Expected Change in Future

未來變化

1. When comparing with the current situation, please indicate your views of the followings **in the next 12 months**. (Please tick in the box as appropriate)

相對於現在，請指出 貴公司在未來十二個月下列之預期變化。(請在適當的格內填上“✓”號)

(i) Requirement for the services
服務需求

- (a) Increase
增加
- (b) Same
不變
- (c) Decrease
減少
- (d) Uncertain
不肯定

+ %

(ii) Number of Full Time employees
全職員工數目

- (a) Increase
增加
- (b) Same
不變
- (c) Decrease
減少

+ %

Please indicate the reasons leading to the **“increase” or “decrease”** in the Requirement for the services

請說明引起服務需求增加或減少的原因

New Recruitment and Employees Leaving the Company

新聘僱員及僱員離職

2. Please state the number of full-time employees who were **newly recruited and left** in the past 12 months.

(If there are no recruitment/employees left, please fill in “0” in the box)

請列出 貴公司在過去十二個月內**新招聘及離職**的全職僱員人數。(如沒有招聘／離職，請在方框內填上“0”)

	<u>Technologist / Management Level</u> 技師／管理人員級	<u>Technician / Supervisory Level</u> 技術員／督導級	<u>Craftsman Level</u> 技工級	<u>Operative/ Clerical Level</u> 輔助人員／文員級	<u>Healthcare Professionals</u> 醫護專業人員
New Recruitment 新聘僱員					
(a) Total new recruits 新招聘總人數					
(b) Number of new recruits <u>with relevant experience</u> before joining the company 新招聘僱員中，於入職前 <u>有相關經驗</u> 的人數					
Employees Leaving the Company 僱員離職					
(c) Total employees left 離職僱員的總人數					

Education and Training* (relating to Healthcare and Wellness)

教育及培訓* (與健康護理及保健相關)

* not including in-house training for staff
不包括員工內部培訓

Training Needs

培訓需求

3. To meet the emerging trends of the **services under the header**, please indicate the future training areas required for the full-time employees.
(You may wish to tick “✓” more than 1 training area for each job level)

為配合**標題所提及之服務**的新興趨勢，請指出以下全職僱員在未來所需要的培訓範疇。（每職級可剔“✓”選多個培訓範疇）

Training Area 培訓範疇	Technologist / Management Level 技師／管理人員級	Technician / Supervisory Level 技術員／督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／文員級	Healthcare Professionals 醫護專業人員
Management Skills 管理技能					
B1 Change Management 變革管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2a Quality Management of Teaching and Learning 教學質素管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3 Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4a Operations Management 營運管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5 Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Skills 通用技能					
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2a Complaint Handling 處理投訴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3 Counselling Skills 輔導技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4 Problem Solving Abilities 解難能力	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6 Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C7 Robotics 機械人技術	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃(即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 Others (please specify) 其他(請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall
整體

Please answer Part III in aggregate of all the above services provided by your company.

綜合 貴公司上述所提供之服務，請回答第三部份的問題。

Part III

第三部份

Part-Time Employees and Freelancers

兼職僱員及自由工作者

4. Please indicate the number of **Part Time employees[^]** and **Freelancers[#]** **as at Survey Reference Date.**

請填寫**在統計日期** 貴公司的**兼職僱員[^]**及**自由工作者[#]**的數目。

Type of Services / Business (e.g. Chinese Medicine Services, Health Food Trading) 服務／業務類型 (例如: 中醫服務、健康食品貿易)	Post (Please refer to the principal job in Part I) 職位 (請參考第一部份之主要職務)	Part-Time Employees [^] 兼職僱員 [^] ^ "Part-time employees" refers to employees who are employed under a "contract of employment" and their working hours per week are less than 30. "兼職員工"是指根據僱傭合約受僱及每週工作時間少於30小時的員工。	Freelancers [#] 自由工作者 [#] # A freelancer is a person who pursues a profession without a long-term commitment to any particular employer in the sector. Freelancers may be engaged on a daily, hourly or project basis. 「自由工作者」指並無與任何僱主建立長期僱傭關係的人士。自由工作者可以日薪、時薪或按項目收取報酬。

Expected Change in Future

未來變化

5. To meet the emerging trends of the industry, will your company have the following plan(s) in the future?

(i) introduce new job position(s) and/or (ii) drastic changes in job duties/job specifications on existing job(s)

為配合行業的新興趨勢，貴公司在未來是否有以下計劃？(i) 引入新職位 及/或；(ii) 對現有職位的職務或工作規範作出重大改變

Yes 有 ➔ Please fill in the table below 請填寫下表

Type of Services / Business (e.g. Chinese Medicine Services, Health Food Trading) 服務／業務類型 (例如: 中醫服務、健康食品貿易)	Job Title 職位名稱	New Job 新職位	Existing Job 現有職位	Job Descriptions / Changes in Job Duties/Specifications 職位描述 / 職務或工作規範的轉變
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	

No 沒有

Overall 整體

6. Is there a need to recruit professionals (healthcare and/or non-healthcare professionals) from overseas to fill positions in the local market?
是否有需要從海外招募專才（醫護和/或非醫護專業人員）來填補本地市場人才短缺情況？

Yes 需要 ➔ Please fill in the table below 請填寫下表

Type of Services / Business (e.g. Chinese Medicine Services, Health Food Trading) 服務／業務類型 (例如: 中醫服務、 健康食品貿易)	Job Title 職位名稱	Job Description 職位描述

No 不需要

Future Development

未來的發展

7. Please indicate the **three** biggest challenges to your company in the next 12 months. (Please tick in the box as appropriate)
請指出 貴公司在未來十二個月面對最大的三項挑戰。(請在適當的格內填上“✓”號)

<input type="checkbox"/> Ageing Population 人口老化	<input type="checkbox"/> Adapting to technology trend 採用科技、與時並進
<input type="checkbox"/> Migration Wave 移民潮	<input type="checkbox"/> Rising costs 成本上漲
<input type="checkbox"/> Uncertain economic environment 不明確的經濟環境	<input type="checkbox"/> Recruitment Difficulties 招聘困難
<input type="checkbox"/> Talent acquisition and retention 吸引和挽留人才	<input type="checkbox"/> Others, please specify : 其他, 請列明: _____

8. Please indicate your future plans that your company considers useful to tackle the above-mentioned challenges (in question 7). (You may “✓” one or more options)

請指出 貴公司認為有助應對上述挑戰(第7題)的計劃。(可剔“✓”選多於一項)

<input type="checkbox"/> Accelerate digital transformation of business models (e.g., investment of technology and digital infrastructure - Laptops, cloud storage and servers, network security, etc.) 加速數位化轉型的運作模式(如投資科技和數碼基礎設施，包括筆記本電腦、雲端存儲及伺服器、網路安全等)
<input type="checkbox"/> Reduce operation cost / streamline the organisational structure 降低運營成本／精簡架構
<input type="checkbox"/> Develop a flexible recruitment strategy (e.g., part-time, freelance, remote team) 制定靈活的招聘策略(例如兼職、自由職業者、遠程團隊)
<input type="checkbox"/> Offer competitive remuneration packages and fringe benefits (including flexible work arrangements, e.g., hybrid working mode, flexible working hours, etc.) 提供具競爭力的薪酬待遇及附加福利(包括彈性工作安排，如混合工作模式、彈性工作時間等)
<input type="checkbox"/> Improve employees' digital skills 提高員工的數碼技能
<input type="checkbox"/> The government continues to optimise local human resources and manpower development policies. 政府持續優化本地人力資源及人力發展政策
<input type="checkbox"/> Establish a mechanism for the professional development of employees. 制定從業員專業化發展機制
<input type="checkbox"/> Develop other types of services (please specify) 開發其他類型的服務(請列明)
<input type="checkbox"/> Other plans (please specify) 其他計劃，(請列明)

Overall 整體

Recruitment Difficulties

招聘困難

9. Please indicate the difficulties encountered in recruitment of employees of your company in the past 12 months.
請指出 貴公司在過去十二個月招聘僱員時所遇到的困難。

Reasons 原因	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
	Level 技師／ 管理人員級	Level 技術員／ 督導級	Level 技工級	Level 輔助人員／ 文員級	Level 醫護專業人員
(a) No recruitment was taken place (incl. no recruitment due to no such level of staff) 沒有招聘 (包括因沒有相關職級的員工而沒有進行招聘)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Recruitment was taken place and <u>did not encounter</u> difficulties 有招聘，但 <u>沒有遇到</u> 招聘困難	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Recruitment took place and the difficulties encountered were: (You may tick “✓” one or more options.) 有招聘，所遇到的困難是： (可剔“✓”選多於一項。)					
(i) Many choices in the market 在市場上有很多選擇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Insufficiently trained/qualified manpower in related disciplines 缺乏相關訓練或資歷的人力資源	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Lack of relevant working experiences 缺乏相關經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Lack of competitive remuneration package and fringe benefit 薪酬及附帶福利欠吸引	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Unwilling to work long working hours or work on shift 不願意長時間或輪班工作	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Period of apprenticeship/on-the-job training too long 學藝或在職培訓時間太長	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) Low image and status in the industries 行業形象及地位低	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Lack of awareness of possible career opportunities and prospect 不了解行業的就業及發展機會	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ix) Boring or unpleasant job nature 沉悶或厭惡性工作	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Others (please specify) 其他 (請說明)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**End of Questionnaire. Thank You for Your
Cooperation.**
問卷完，多謝合作

The 2024 Manpower Survey of the
Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Explanatory Note
附 註

Part I
第一部份

1. Principal Jobs - Column 'A'
主要職務 —— 'A' 欄

(a) Please go through column 'A' and mark those principal jobs applicable to your company. For detailed job descriptions for principal jobs, please refer to Appendix B.
請瀏覽 'A' 欄，選取適用於 貴公司的主要職務。有關詳細的工作說明，請參閱附錄 B。

(b) Please note that some of the job titles may not be the same as those used in your company. Please classify an employee according to his/her major duty and supply the required information if the jobs have similar or related functions.
調查表內部分職稱可能有別於 貴公司所採用者。請根據僱員的主要職責分類。若員工職責與表內某職務的職責相近，可視作相同職務，請提供所需資料。

(c) In the event where an employee's duties in your company are split between two or more job titles, please use the job title that best describes his/her principal responsibility.
如 公司有員工身兼多項職責，請選用最能反映其主要職責的職稱。

(d) Please add in column 'A' titles of any principal jobs not mentioned in job descriptions (Appendix B); briefly describe them in respect of the appropriate job categories.
如 貴公司另有健康護理及保健業的主要職務未載於工作說明（附錄B），請一併填入 'A' 欄內，並簡述其所屬的職務類別及等級。

2. Number of Full-Time Employees as at Survey Reference Date - Column 'B'
在統計日期的全職僱員人數 —— 'B' 欄

For each principal job, please fill in the total number of full-time employees as at survey reference date.
請填寫 貴公司於統計日期僱用的每個主要職務的全職僱員總數。

'Full-time Employees' refer to those who have worked for the same employer for 4 weeks or more and for not less than 18 hours in each week. The number should include all employees under Hong Kong company's payroll, disregarding whether those are deployed to work in other places (including the mainland of China).

「全職僱員」是指在 貴公司全職工作達 4 星期或以上，同時每星期工作不少於 18 小時的員工。此數目應包括 貴公司在香港人事編制內的所有僱員，不論是否有派駐往其他地方工作（包括中國內地）。

3. Number of Trainees/Apprentices as at Survey Reference Date – Column 'C'
在統計日期的實習生／見習員人數 —— 'C' 欄

Please fill in the total number of employees undergoing any form of training. This includes trainees and apprentices under a contract of apprenticeship.
請填寫正在接受各種形式訓練的僱員總數，包括實習生及根據見習員合約受聘的見習員。

4. Number of Full-Time Vacancies as at Survey Reference Date - Column 'D'
在統計日期的全職空缺額——‘D’欄

Please fill in the number of existing full-time vacancies as at Survey Reference Date for each type of job. ‘Existing Vacancies’ refer to those unfilled, immediately available job openings for which the company is actively trying to recruit personnel as at survey reference date.

請填上在統計日期每一主要職務的全職空缺額。「現有空缺額」指於統計日期該職位仍懸空，需立刻填補而現正積極招聘人員填補。

5. Average Monthly Remuneration Package of Full-Time Employees (Excl. trainees/Apprentices) - Column 'E'
全職僱員之每月平均薪酬（實習生／見習員除外）——‘E’欄

Please enter the code of average monthly remuneration package during the past 12 months of full-time employee(s) for each principal job. This should include basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus. If you have more than one employee doing the same job, please enter the average range.

請在‘E’欄填入每個主要職務的全職僱員過去 12 個月每月平均薪酬的編號。這包括底薪、逾時工作津貼、生活津貼、膳食津貼、房屋津貼、旅行津貼、佣金及花紅。如 貴公司有多於一名僱員擔任同一主要職務，則請取平均收入。

6. Preferred Level of Education of Full-Time Employees - Column 'F'
全職僱員宜有的教育程度——‘F’欄

Please indicate the preferred education level of full-time employees.
請選擇全職僱員宜有的教育程度。

Definition of Preferred Level of Education:
宜有的教育程度的定義：

- ◆ “Postgraduate Degree” refers to higher degrees (e.g. master degrees) offered by local or non-local education institutions, or equivalent.
「研究生學位」是指本地或非本地教育機構提供的高等學位（如碩士學位），或同等教育程度。
- ◆ “First Degree” refers to First degrees offered by local or non-local education institutions, or equivalent.
「學士學位」是指本地或非本地教育機構提供的學士學位，或同等教育程度。
- ◆ “Sub-degree” refers to Associate Degrees, Higher Diplomas, Professional Diplomas, Higher Certificates, Endorsement Certificates, Associateship or equivalent programmes offered by local or non-local education institutions.
「副學位」是指本地或非本地教育機構提供的副學士、高級文憑、專業文憑、高級證書、增修證書、院士銜或同等課程。
- ◆ “Diploma/Certificate” refers to technical and vocational education programmes including Diploma/Certificate courses, Diploma of Foundation Studies, Diploma of Vocational Education and programmes at the craft level, or equivalent.
「文憑／證書」是指技術及職業教育課程之文憑／證書、基礎課程文憑、職專文憑及技工程度的課程，或同等教育程度。
- ◆ “Secondary 4 to 7” refers to Secondary 4-7, covering the education programmes in relation to the Hong Kong Certificate of Education Examination (HKCEE), the Hong Kong Diploma of Secondary Education (HKDSE) Examination, Diploma Yi Jin, or equivalent.
「中四至中七」是指中四至中七（包括與香港中學會考、香港中學文憑考試、毅進文憑等相關的教育課程）或同等教育程度。
- ◆ “Secondary 3 or below” refers to Secondary 3 or below, or equivalent.
「中三或以下」是指中三或以下，或同等教育程度。

7. Preferred Year of Experience of Full-Time Employees - Column 'G'
全職僱員宣有的相關年資——‘G’欄

Please indicate the preferred years of experience of full-time employees.
請選擇全職僱員宣有的相關年資。

Part II
第二部份

8. Question 1 - Expected Change in Future
問題1 — 未來變化

When comparing with the current situation, please indicate your views of the following in the next 12 months.
相對於現在，請指出 貴公司在未來十二個月下列之預期變化。

- (i) Requirement for the services / Business volume
服務需求／業務額
- (ii) Number of Full-Time employees
全職員工數目

9. Question 2 - New Recruitment and Employees Leaving the Company
問題2 — 新聘僱員及僱員離職

- (a) Please fill in the total number of full-time employees who were newly recruited in the past 12 months.
請填入 貴公司在過去十二個月內新招聘的全職僱員人數。
- (b) Please fill in the number of new recruits with relevant experience before joining the company.
請填入 貴公司的新招聘僱員中，於入職前有相關經驗的人數。
- (c) Please fill in the number of full-time employees who were left in the past 12 months.
請填上 貴公司過去十二個月內的離職僱員的總人數。

10. Question 3 – Training Needs
問題3 —— 培訓需求

To meet the emerging trends of the services under the header, please indicate the future training areas required for the full-time employees.
為配合標題所提及之服務的新興趨勢，請指出全職僱員在未來所需要的培訓範疇。

Part III **第三部份**

11. Question 4 – Part Time Employees and Freelancers

問題4 —— 兼職僱員及自由工作者

Please indicate the number of part-time employees[^] and freelancers[#] as at survey reference date.
請填寫在統計日期 貴公司的兼職僱員[^]及自由工作者[#]的數目。

Note:

註：

[^] “Part Time employees” refers to employees who are employed under a “contract of employment” and their working hours per week is less than 30.

「兼職員工」是指根據僱傭合約受僱及每週工作時間少於 30 小時的員工。

[#] A freelancer is a person who pursues a profession without a long-term commitment to any particular employer in the sector. Freelancers may be engaged on a daily, an hourly or a project basis.

「自由工作者」指並無與任何僱主建立長期僱傭關係的人士。自由工作者可以日薪、時薪或按項目收取報酬。

12. Question 5 – Expected Change in Future

問題5 —— 未來變化

◆ Please indicate the new job position(s) that will be introduced in the future (if any) in order to meet the emerging trends of the industry.

請指出 貴公司未來將會引入的新職位(如有)，以配合行業的新興趨勢。

◆ Please indicate the existing job(s) that are foreseen to undergo drastic changes in job duties/job specifications.

請指出 貴公司預計將有職務或工作規範上重大改變的現有職位。

13. Question 6 – Need to recruit professionals (healthcare and/or non-healthcare professionals) from overseas

問題6 —— 從海外招募專才（醫護和/或非醫護專業人員）的需要

Please indicate the type of services / business, job title(s) and job description that with need to recruit from overseas to fill positions in the local market.

請指出有需要從海外招募專才來填補本地市場人才短缺情況的服務／業務類型、職位名稱及職位描述。

14. Question 7 – Challenges to company in the next 12 months

問題7 —— 貴公司在未來十二個月面對的挑戰

Please indicate the three biggest challenges to your company in the next 12 months.

請指出 貴公司在未來十二個月面對最大的三項挑戰。

15. Question 8 – Future plans that company considers useful to tackle the challenges mentioned in question 7

問題8 —— 有助應對問題7 所述挑戰的計劃

Please indicate the future plans that your company considers useful to tackle the challenges mentioned in question 7.

請指出 貴公司認為有助應對問題7 所述挑戰的計劃。

16. Question 9 – Recruitment Difficulties

問題9 —— 招聘困難

Please indicate the difficulties encountered in recruitment of employees of your company in the past 12 months.

請指出 貴公司在過去十二個月招聘僱員時所遇到的困難。

Chinese Medicine Services
中醫服務

Appendix B
附錄 B

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description for the Principal Jobs
Chinese Medicine Services
主要職務的工作說明
中醫服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
101	Chinese Medicine Pharmacist; Head of Chinese Medicine Pharmacy 中藥師；中藥房主管	<p>Manages the operation of the Chinese medicine pharmacy. Performs tests and quality control on medicines to ensure the safety of drugs. Oversees the procurement and storage of medicines and quality assurance on the usage of drugs by Chinese Medicine Practitioners. Reviews the prescriptions and monitors the safe use of drugs. Oversees the dispensing and decoction of medicines. Provides and handles drug information. Supervises the daily work and provide training to the Chinese medicine dispensers.</p> <p>負責中藥房的管理及運作，檢定及控制藥物品質，確保藥物安全，監督藥品的採購及儲存，保證中醫師用藥，審核處方，監督藥品安全使用，監督配劑及煎煮藥物，提供及處理藥物資料，督導配藥員的日常工作及培訓配藥員。</p>
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
201	Chinese Medicine Officer 中藥主任	<p>Provides expert comment on the reports regarding identification of the Chinese herbal medicines and toxicity, stability, quality specification, etc. of the proprietary Chinese medicines. Assists in formulating suitable guidelines about proprietary Chinese medicines and Chinese herbal medicines for trade references. Liaises with Mainland and overseas drug regulatory authorities for the control of Chinese medicines. Plans and provides necessary training to the professional staff for the enforcement of regulations on Chinese medicines.</p> <p>就中藥材的鑑別，中成藥有關毒性、穩定性和品質標準等的報告提供專家意見。協助就有關中成藥及中藥材制定適當的指引供業界參考。就規管中藥方面與內地和海外藥品規管當局聯絡。為執行中藥規管的人員制定和提供適當的培訓。</p>
202	Chinese Medicine Dispenser 中醫配藥員	<p>Handles the dispensing of Chinese herbal medicines / Chinese medicines granules and decocted herbal medicines. Provides instructions to patients on the proper decoction of Chinese medicines, including dosage guidance. Oversees the management of Chinese medicines information and maintains accurate inventory records. Ensures the cleanliness and efficient operation of the Chinese medicine dispensary.</p> <p>負責執配中草藥／中藥顆粒及煎煮中藥，向求診者講解藥物煎煮及服用方法，管理和處理中藥材資料及庫存，維持中藥房的清潔和正常運作。</p>
CRAFTSMAN LEVEL 技工級		
302	Chinese Medicine Dispensing Assistant 中藥配藥助理	<p>Assists in dispensing Chinese medicine, maintaining the operation of the Chinese medicine dispensary, managing medication storage and upholding the hygiene standards of the Chinese medicine dispensary. Explains to patients the methods of decocting and taking medication and respond to their inquiries.</p> <p>協助執配中藥、維持中藥房的運作、進行藥物存倉，維持中藥房的衛生標準。向求診者講解藥物煎煮及服用方法，回答他們的查詢。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
401	Clinic Assistant/ Receptionist 診所助理	<p>Handles telephone enquiries and appointment arrangements. Serves customers and provides relevant information. Maintains relationships with customers.</p> <p>接聽電話諮詢及接受預約安排。接待顧客及提供相關資訊，與顧客保持聯繫。</p>

Chinese Medicine Services

中醫服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
501	Chinese Medicine Practitioner 中醫	<p>Denotes a person registered with the Chinese Medicine Council of Hong Kong or on the list of Listed Chinese Medicine Practitioners. under the Chinese Medicine Ordinance (Cap. 549).</p> <p>指根據《中醫藥條例》(第549章)，向香港中醫藥管理委員會註冊或列於中醫藥管理委員會的表列中醫師。</p>
558	Dispenser 配藥員	<p>Performs a variety of tasks associated with dispensing prescription medication under the guidance of a pharmacist or other healthcare professionals. Measures amounts of medication, and gives written and oral instructions on their use as prescribed by medical doctors to patients or clients. Orders stock of medications, chemicals and supplies, updates inventory records, maintains proper storage for medicine or drugs and labels containers with prescribed medications. Cleans the equipment and containers for dispensing or mixing medicines and pharmaceutical compounds.</p> <p>在藥劑師或醫療專業人員的指導下，執行配藥及相關的工作。依據處方量度藥物分量和給患者有關醫生處方的書面和口頭說明。點算藥物、化學品和用品庫存、更新庫存記錄、適當保存藥品，並標示藥物資料於容器外。準備設備及容器以作配發或混合藥物和藥物化合物。</p>
563	Scientific Officer (Medical) 科學主任(醫務)	<p>Handles pharmaceutical product registration, clinical trial/medicinal test and traders licensing related activities. Supports market surveillance, enforcement and investigation related activities. Reviews and develops standards, code of practice and compliance guidelines. Enforces relevant statutory requirements. Supports reviews of technologies, research of regulatory requirements, project implementation, consultation, liaison and education related activities.</p> <p>執行藥劑製品註冊，臨牀試驗/藥物測試和藥商的發牌工作。就市場監察、執法和調查工作，提供支援。檢視和制定相關標準、實務守則和合規指引。執行相關法定要求。在檢視相關技術、研究規管要求、推行工作項目、聯絡和教育工作方面提供支援。</p>

Dental Services

牙科服務

Appendix B

附錄 B

2024 Manpower Survey of the Healthcare and Wellness Sector

健康護理及保健業 2024 年人力調查

Description for the Principal Jobs

Dental Services

主要職務的工作說明

牙科服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
103	Dental Clinic Manager 牙科診所經理	<p>Oversees the daily operations of the dental clinic. Manages staff members and patient records. Hires and trains dental staff, manages clinic finances, and ensures compliance with regulations. Maintains customer relations and the facilities and equipment. Works on enhancing the quality of dental clinic services.</p> <p>監督牙科診所的日常運營。管理員工和病歷。聘請和培訓牙科人員，管理診所的財務，確保遵守法規。維繫客戶的關係以及診所的設施和設備，並致力提升牙科診所服務的品質。</p>
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
203	Dental Clinic Supervisor 牙科診所主管	<p>Assists in managing and monitoring the daily operations of the dental clinics. Provides support to the clinical staff in delivering clinical and service qualities and prepares rosters for clinical staff.</p> <p>協助管理和監控牙科診所的日常營運，為臨床人員提供臨床和服務，並編製更表。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
401	Clinic Assistant/ Receptionist 診所助理	<p>Handles telephone enquiries and appointment arrangements. Serves customers and provides relevant information. Maintains relationships with customers.</p> <p>接聽電話諮詢及接受預約安排。接待顧客及提供相關資訊，與顧客保持聯繫。</p>
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
503	Dentist 牙醫	<p>Denotes a person registered with the Dental Council of Hong Kong under the Dentists Registration Ordinance (Cap. 156).</p> <p>指根據《牙醫註冊條例》(第156章)，向香港牙醫管理委員會註冊。</p>
504	Dental Hygienist 牙齒衛生員	<p>Denotes a person registered with the Dental Council of Hong Kong under the Ancillary Dental Workers (Dental Hygienists) Regulations (Cap. 156 sub. leg. B).</p> <p>指根據《牙科輔助人員(牙齒衛生員)規例》(第156章，附屬法例B)，向香港牙醫管理委員會註冊。</p> <p>Provides a variety of tasks under the supervision of the Dentist, including cleaning, polishing and scaling of teeth; applying prophylactic solutions to teeth; taking X-ray films intra-orally or extra-orally for the investigation of lesions or suspected lesions of the mouth, jaws, teeth and associated structures; and advising on matters relating to dental hygiene.</p> <p>在牙醫督導下執行相關工作，包括清潔牙齒、去除牙石和牙漬；使用預防牙患藥劑；拍攝口腔內外 X 光片，以確定口腔、上下顎、牙齒和關連部位所受損害或懷疑受到損害的情況；以及就與牙齒衛生有關的事項提出意見。</p>
506	Nurse (Enrolled/ Registered) 護士(註冊／登記)	<p>Denotes a person registered with the Nursing Council of Hong Kong under the Nurses Registration Ordinance (Cap. 164).</p> <p>指根據《護士註冊條例》(第164章)，向香港護士管理局註冊或登記。</p>

Dental Services

牙科服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
554	Dental Surgery Assistant 牙科手術助理員	<p>Assists the Dentist in the surgical treatment such as setting up equipment, sterilising instruments, handing materials to the dentist and maintaining a sterile surgical environment to ensure a smooth workflow. Carries out patient management and post-operative care duties. Ensures efficient surgical operations in the dental practice.</p> <p>協助牙醫進行手術治療，例如設置設備、消毒器械、遞送材料給牙醫及維持無菌手術環境，確保工作流程順暢。執行患者管理和手術後護理職責。確保牙科手術的有效運作。</p>
555	Dental Technician; Dental Technologist 牙科技術員；牙科技師	<p>Designs, fits and repairs dental devices and appliances following prescriptions or instructions. Examines patients to identify their dental problems and determine their appliance needs. Fabricates dental appliances such as dentures and constructs mouth guards, crowns, metal clasps, inlays, bridgework and other aids. Evaluates and modifies the fitting of appliances.</p> <p>按照處方或指引，設計、安裝和修理牙科設備和器具。檢查和測量病人，以確定病人的牙齒問題及他們牙科設備的需求。製造牙科設備，例如人造牙冠，並建立護嘴、假牙托、金屬扣、嵌體、牙橋和其他輔助物。評估器具的合適度和修改尺寸。</p>
556	Dental Therapist 牙科治療師	<p>Provides preventive and basic therapeutic dental care treatments. Conducts oral health assessments, educates patients on oral hygiene, assists the Dentist in specialised procedures and educates the general public on common oral health knowledge.</p> <p>提供預防性和基本治療性牙科護理治療。進行口腔健康評估，教育患者口腔衛生，協助牙醫進行專業程序，並向大眾宣傳一般的口腔健康知識。</p>

Elderly Care Services
安老服務

Appendix B
附錄 B

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description for the Principal Jobs
Elderly Care Services

主要職務的工作說明
安老服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
110	Superintendent; Home Manager 院舍院長；院舍主管	Plans, directs and evaluates the provision of health and elderly care services to the elderly. Manages and oversees the human resources, finances, administration and daily operations of the residential care home for the elderly. Complies with relevant Ordinance, Regulations and Codes of Practice and implements quality improvement. 策劃、領導和評估為長者提供的保健及照顧服務。管理和監督安老院的人力資源、財務、行政和日常運作。遵守相關條例、規例及實務守則，並實施品質改進。
112	Assistant Superintendent 助理院長	Assists the Superintendent in managing the residential care home for the elderly including planning the overall administration, finance and personnel of the home. Handles emergencies that occur in the residential care home for the elderly. Complies with relevant Ordinance, Regulations and Codes of Practice and carries out quality improvement plans. 協助院長管理安老院，包括規劃安老院的整體行政、財務和人事事務。處理安老院發生的緊急情況。遵守相關條例、規例及實務守則，並執行品質改進計劃。
113	Service Manager 服務經理	Manages the delivery of health and care services to the elderly. Supervises the care staff, such as nurses, health workers and support personnel. Plans and coordinates health and care services, assesses the needs of the elderly, develops care plans, and ensures the best quality care services. 管理為長者提供的保健及照顧服務。直接監督護理人員如護士、保健員和支援人員。策劃和協調保健及照顧服務、評估長者的需要、制定照顧計劃，並確保提供優質的照顧服務。
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
206	Nutritionist 營養學家	Provides nutrition services focusing on health promotion, consultancy or conducting nutritional research etc. Conducts nutrition promotion and education activities to promote healthy lifestyles to the general population. 提供以促進健康為重點的營養服務，提供諮詢或進行營養研究等。開展營養促進和教育活動，向廣大市民推廣健康生活模式。
211	Service Supervisor 服務主任	Assists the Service Manager in supervising and managing the care staff, such as nurses, health workers and support personnel directly. Trains and motivates care staff and provides quality care services to the elderly. Collaborates with healthcare professionals to assess the needs of the elderly and develops individualised care plans. Plays a crucial role in maintaining a high quality of elderly care service. 協助服務經理並直接監督和管理護理人員如護士、保健員和支援人員。培訓和鼓勵護理人員，為長者提供優質照顧服務。與醫療專業人員合作，評估長者的需求並制定個人化的照顧計劃。保持優質的長者照顧服務。

Elderly Care Services

安老服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
CRAFTSMAN LEVEL 技工級		
305	Occupational Therapy Assistant 職業治療助理	<p>Assists the Occupational Therapist in assessing patients' needs and developing treatment plans. Assists patients with treatment activities, and implements therapeutic interventions under the guidance of Occupational Therapist. Monitors patients' progress and maintains therapy equipment. Collaborates with healthcare professionals, and adheres to professional standards and ethical guidelines.</p> <p>協助職業治療師評估病患者的需求並制定治療計劃。協助病患者進行治療活動，提供工作相關任務的培訓，並在治療師的指導下執行治療計劃。監測病患者的進展，並維修治療設備。與醫療專業人員合作，並遵守專業標準和道德準則。</p>
306	Physiotherapy Assistant 物理治療助理	<p>Assists the Physiotherapist in carrying out physiotherapeutic management to patients. Helps patients with exercises and rehabilitation therapy. Monitors patient's progress and provides guidance. Performs regular rehabilitation equipment checking.</p> <p>協助物理治療師執行物理治療管理工作。幫助病人進行運動和康復治療。監測病人的進展並提供指導。定期檢查康復設備。</p>
311	Health Worker 保健員	<p>Provides health and care services to the service users, such as feeding through a nasogastric tube, managing pressure ulcers, administering medications, performing first aid and accompanying them to medical appointments when necessary. Assists the elderly in developing appropriate personal care plans and participating in group activities.</p> <p>為服務使用者提供保健及照顧服務，如鼻胃管餵飼、護理褥瘡、施用藥物、進行急救和必要時陪同覆診等。協助長者制定適切的個人照顧計劃及參與小組活動等。</p>
312	Personal Care Worker 護理員	<p>Provides direct personal care and assistance with activities of daily living to the service users, such as assisting them in maintaining personal hygiene, taking meals or feeding, performing bathing and simple prescribed exercises, etc. Accompanies them to medical appointments when necessary.</p> <p>為服務使用者提供直接的個人起居照顧和日常生活活動支援，如協助他們保持個人衛生、進食或餵食、洗澡及進行簡單的指定運動等。必要時陪同他們覆診。</p>
313	Rehabilitation Worker 康復工作員	<p>Assists in assessing the rehabilitation needs of the elderly, develops personalised rehabilitation plans, implements therapy interventions and monitors progress. Collaborates with healthcare professionals, and provides guidance on assistive devices. Keeps proper documentation, and offers support to improve the elderly's functional abilities.</p> <p>協助評估長者的復健需求，制定個人化的復健計劃，執行治療並監測進展。與醫療專業人員合作，提供有關輔助器具的指導。妥善保持文件記錄，並支援長者改善身體功能。</p>
316	Gerontechnology Instructor 樂齡科技指導員	<p>Assists the elderly and their families or caregivers in maximising the use of ageing technology tools to enhance their quality of life and independence. Provides assessment and recommendations, training on tool usage, and technical support services and monitors effectiveness.</p> <p>協助長者及其家人或照顧者充分運用樂齡科技工具，提高他們的生活品質和獨立性。提供評估及建議、工具使用的培訓和技術支援服務，並監測成效。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
415	Welfare Worker 福利工作員	<p>Assists in preparing rehabilitation training tools and equipment, provides support for rehabilitation training, and facilitates group activities.</p> <p>協助準備康復訓練工具和用品，支援康復訓練，以及推行小組活動。</p>
416	Program Worker 活動工作員	<p>Assists in the development of volunteer services and follows up on individual cases, implements various group and community activities. Supports centre duties, and service promotion.</p> <p>協助發展義工服務及個案跟進，推行各項小組及社區活動。支援中心當值及服務宣傳等工作。</p>

Elderly Care Services

安老服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
501	Chinese Medicine Practitioner 中醫	<p>Denotes a person registered with the Chinese Medicine Council of Hong Kong or on the list of Listed Chinese Medicine Practitioners. under the Chinese Medicine Ordinance (Cap. 549).</p> <p>指根據《中醫藥條例》(第549章)，向香港中醫藥管理委員會註冊或列於中醫藥管理委員會的表列中醫師。</p>
505	Doctor 醫生	<p>Denotes a person registered with the Medical Council of Hong Kong under the Medical Registration Ordinance (Cap. 161).</p> <p>指根據香港法例第 161 章《醫生註冊條例》，向香港醫務委員會註冊。</p>
506	Nurse (Enrolled/ Registered) 護士 (註冊／登記)	<p>Denotes a person registered with the Nursing Council of Hong Kong under the Nurses Registration Ordinance (Cap. 164).</p> <p>指根據《護士註冊條例》(第164章)，向香港護士管理局註冊或登記。</p>
509	Physiotherapist 物理治療師	<p>Denotes a person registered with the Physiotherapists Board under the Physiotherapists (Registration and Disciplinary Procedure) Regulation (Cap. 359 sub. leg. J).</p> <p>指根據《物理治療師(註冊及紀律處分程序)規例》(第359章，附屬法例J)，向物理治療師管理委員會註冊。</p>
510	Occupational Therapist 職業治療師	<p>Denotes a person registered with the Occupational Therapists Board under the Occupational Therapists (Registration and Disciplinary Procedure) Regulations (Cap. 359 sub. leg. B).</p> <p>指根據《職業治療師(註冊及紀律處分程序)規例》(第359章，附屬法例B)，向職業治療師管理委員會註冊。</p>
557	Dietitian 營養師	<p>Conducts nutritional diagnosis and designs personalised meal plans. Provides dietetic counselling including medical nutrition therapies (for those with chronic diseases, overweight/ obesity problems and nutrition imbalance). Gives recommendations on nutritional supplements to individuals. Monitors individual's diet progress, and collaborates with healthcare professional teams for managing medical conditions through specialised diets. Conducts research and promotes public health and education.</p> <p>進行營養診斷及設計個人化膳食計劃。提供飲食諮詢輔導包括有關慢性疾病、超重／肥胖問題和營養失調的醫學營養治療。為個人提供營養補充品建議。監測個人飲食進展，與醫療團隊合作，通過專門飲食以管理醫療狀況。進行研究並推廣公共健康和教育。</p>
558	Dispenser 配藥員	<p>Performs a variety of tasks associated with dispensing prescription medication under the guidance of a pharmacist or other healthcare professionals. Measures amounts of medication, and gives written and oral instructions on their use as prescribed by medical doctors to patients or clients. Orders stock of medications, chemicals and supplies, updates inventory records, maintains proper storage for medicine or drugs and labels containers with prescribed medications. Cleans the equipment and containers for dispensing or mixing medicines and pharmaceutical compounds.</p> <p>在藥劑師或醫療專業人員的指導下，執行配藥及相關的工作。依據處方量度藥物分量和給患者有關醫生處方的書面和口頭說明。點算藥物、化學品和用品庫存、更新庫存記錄、適當保存藥品，並標示藥物資料於容器外。準備設備及容器以作配發或混合藥物和藥物化合物。</p>

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Appendix B
附錄 B

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description for the Principal Jobs
Healthcare and Wellness Services (including rehabilitation services)*
主要職務的工作說明
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
111	Home Manager 院舍主管	<p>Manages and oversees the human resources, finances, administration and daily operations of the residential care home for persons with disabilities. Complies with relevant Ordinance, Regulations and Codes of Practice and carries out quality improvement plans. Leads staff and manages their working schedules and performance. Takes care of daily living and personal care of the service users, as well as coordinates rehabilitation therapy activities. Handles and resolves crises or emergencies that may occur within the facility. Identifies areas for improvement to enhance the effectiveness of rehabilitation services.</p> <p>管理和監督殘疾人士院舍的人力資源、財務、行政和日常運作。遵守相關條例、規例及實務守則，並實施品質改進。領導員工並管理他們的工作日程和績效。照顧服務使用者的日常生活和個人護理，並協調康復治療活動。處理和解決可能發生在院舍內的危機或緊急情況。識別有待改進的範疇，以提升康復服務的效果。</p>
113	Service Manager 服務經理	<p>Plans rehabilitation programs, manages staff and services, assesses patients' needs and ensures quality and compliance. Manages resources, collaborates with stakeholders, maintains documentation, handles crises and conflicts, and evaluates programs for improvement. Provides staff training.</p> <p>規劃康復計劃，管理員工和服務，評估患者需求，確保品質和符合監管要求標準。管理資源，與持份者合作，保存文件記錄，處理危機和衝突，並評估改善計劃。提供員工培訓。</p>
114	Healthcare Service Manager 健康護理服務經理	<p>Plans, manages and evaluates the provision of clinical and community healthcare services in clinics, hospitals, public health organisations or agencies. Manages the finances of the facility, and handles related administrative tasks. Communicates with medical staff and department heads and supervises staff. Liaises with other health service providers and funding bodies to coordinate the provision of health services and advise government bodies on measures for improvement of services and facilities.</p> <p>規劃，管理和評估在診所、醫院或公共醫療服務機構所提供的臨床和社區醫療保健服務。管理機構的財務狀況、處理相關的行政工作。與醫療人員和部門主管溝通及監督員工。與其他服務提供者和資助機構聯絡以協調提供的服務，並向政府部門提供意見以改善醫療和福利服務和設施。</p>
115	Rehabilitation Manager 康復經理	<p>Develops and implements rehabilitation programs, manages a team of professionals, coordinates patient care, and ensures quality services. Oversees the assessment of patients' needs, develops personalised treatment plans, and monitors progress. Collaborates with other healthcare providers and promotes effective rehabilitation practices to optimise patient outcomes.</p> <p>制定並實施康復計劃，管理專業團隊，協調病人護理，確保提供優質服務。監督評估病人需求，制定個人化治療計劃並監測進展。與其他醫療提供者合作，促進有效的康復實踐以優化病人結果。</p>
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
206	Nutritionist 營養學家	<p>Provides nutrition services focusing on health promotion, consultancy or conducting nutritional research etc. Conducts nutrition promotion and education activities to promote healthy lifestyles to the general population.</p> <p>提供以促進健康為重點的營養服務，提供諮詢或進行營養研究等。開展營養促進和教育活動，向廣大市民推廣健康生活模式。</p>

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
212	Service Coordinator 服務統籌主任	<p>Assists in overseeing the day-to-day operations of a rehabilitation unit. Ensures the provision of a safe, healthy, and reliable rehabilitation environment for patients. Hires, trains, and supervises staff. Coordinates with other healthcare professionals (such as psychiatrists, social workers, nurses, physical therapists, occupational therapists, and psychologists) when needed.</p> <p>協助監督康復單位的日常營運。確保為服務使用者提供安全、健康和可靠的康復環境。招聘、培訓和監督員工。需要時，與其他醫護專業人員(如精神科醫生、社工、護士、物理治療師、職業治療師和心理學家)聯繫。</p>
213	Care Coordinator 護理統籌主任	<p>Coordinates and provides nursing care to the clients of district health centre and outreach services to the community including health assessment and screening, health coaching, planning and implementation of chronic diseases management and implements community rehabilitation programmes.</p> <p>協調並為地區健康中心用戶提供護理照護服務，為社區提供外展服務，包括規劃和執行健康評估和篩檢、健康指導、慢性疾病管理計劃，以及推行社區康復計劃。</p>
214	Healthcare Service Supervisor 健康護理服務主任	<p>Supports the Healthcare Service Manager about healthcare services to ensure effective and efficient healthcare service delivery. Assists in identifying and addressing healthcare needs. Coordinates programs and initiatives, and manages service delivery. Monitors quality, and maintains records. Assists with staff management. Participates in decision-making, and collaborates with external stakeholders.</p> <p>協助健康護理服務經理處理與健康服務相關的職務，以確保有效和高效的醫療服務。協助識別和應對健康服務的需求、協調計劃和倡議、管理服務交付、監測品質、保存文件記錄、協助人事管理。參與決策並與外部持份者合作。</p>
215	Rehabilitation Officer 康復主任	<p>Assists in assessing patients' needs, develops individualised rehabilitation plans, coordinates services and resources, monitors patients' progress, and provides therapy and support. Offers education and training, advocates for patients, maintains documentation, and collaborates with stakeholders for continuous professional development.</p> <p>協助評估患者需求，制定個人化的康復計劃，協調服務和資源，監測患者進展，提供治療和支援。提供教育和培訓，為患者倡導，保存文件記錄，與持份者合作以進行持續專業發展。</p>
216	Mental Health Education Officer 精神健康教育主任	<p>Conducts online or mental health public education programmes to promote mental health awareness. Creates educational materials, and collaborates with schools, community organisations, and government agencies to implement mental health education initiatives. Offers counselling and support, and engages in public outreach activities.</p> <p>為了提升對心理健康的認識，進行線上或心理健康公共教育計畫。創作教育資料，與學校、社區組織和政府機構合作實施心理健康教育計畫。提供諮詢和支持，參與公共外展活動。</p>
217	Case Manager 個案經理	<p>Works with service users / patients and their families, doctors and psychologists to develop treatment plans. Evaluates and reports on their service users'/patients' progress. Helps service users / patients to evaluate their education, training potential, interests and financial needs.</p> <p>與服務使用者／患者及其家人、醫生和心理學家合作，制定治療計劃。評估並報告服務使用者／患者的進展情況。幫助服務使用者／患者評估他們的教育、培訓潛力、興趣和財務需要。</p>
218	Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	<p>Assists professional staff in carrying out health services, promotes health education activities, organises self-health management groups and implements community activity support work. Promotes the regional network and resource matching of Health Promotion Stations. Handles public inquiries related to community engagement projects, internal and external communications, and service promotion.</p> <p>協助專業人員推行康健服務、推展健康教育活動及籌辦自我健康管理小組、執行社區活動支援工作。推展康健站的地區網絡工作及資源配對。處理社區參與項目的公眾查詢、對內外聯繫及服務推廣。</p>

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
219	Registered Social Worker; Wellness and Mind Health Officer 註冊社工；健康與精神健康主任	<p>Identifies mental health service needs of schools and the community. Formulates and coordinates mental health education and promulgation programmes with effective strategies. Liaises with stakeholders in developing and implementing mental health services and projects. Provides professional counselling to service users.</p> <p>識別學校和社區對精神健康服務的需求。制定並協調具有效策略的心理健康教育和推廣計劃。聯繫相關的持份者，發展和實施精神健康服務和項目。為服務使用者提供專業輔導。</p>
220	Rehabilitation Trainer 康復培訓主任	<p>Improves the physical and functional capabilities of individuals during the rehabilitation process. Combines their expertise in exercise science with personalised care to facilitate recovery, enhance mobility, and promote overall well-being for their patients. Ensures safety during sessions.</p> <p>在康復過程中改善個人的身體和功能能力。結合運動科學專業知識和個人化護理，促進患者的康復、增強行動能力，並提升整體福祉。確保在治療過程中的安全性。</p>
221	Employment Officer 就業主任	<p>Assesses the skills, interests, and goals of the service users to provide personalised career guidance. Builds relationships with employers, updates the database of job openings and facilitates job placements. Expands the employer network and provides employment counselling, job matching, and case follow-up.</p> <p>評估服務使用者的技能、興趣和目標，提供個人化的職業指導。與僱主建立關係，更新職缺資料庫，並安排就業。拓展僱主網絡，提供就業輔導、工作選配和個案跟進等工作。</p>
222	Safety Officer 安全主任	<p>Checks workplace and site safety and ensures all workers are working in a safe environment.</p> <p>檢查工作地方的安全，並確保工人在安全的環境下工作。</p>
CRAFTSMAN LEVEL 技工級		
306	Physiotherapy Assistant 物理治療助理	<p>Assists the Physiotherapist in carrying out physiotherapeutic management to patients. Helps patients with exercises and rehabilitation therapy. Monitors patient's progress and provides guidance. Performs regular rehabilitation equipment checking.</p> <p>協助物理治療師執行物理治療管理工作。幫助病人進行運動和康復治療。監測病人的進展並提供指導。定期檢查康復設備。</p>
307	Patient Care Assistant 病人服務助理	<p>Provides care services to patients. Prepares patients for clinical procedures and investigations. Escorts patients for examination/ treatment/ operation/ pathology testing/ back to ward. Assists doctors and nurses to perform examination/treatment for patients. Performs daily disinfection, care and maintenance of medical equipment and environmental cleansing.</p> <p>為病人提供護理服務，為他們進行臨床程序和檢查作準備。護送病人進行檢查／治療／手術／病理檢測／返回病房。協助醫生和護士在為病人進行檢查／治療。執行每日的消毒、護理和保養醫療設備，進行環境清潔。</p>
311	Health Worker 保健員	<p>Provides health and care services to the service users, such as feeding through a nasogastric tube, managing pressure ulcers, administering medications, performing first aid and accompanying them to medical appointments when necessary. Assists the elderly in developing appropriate personal care plans and participating in group activities.</p> <p>為服務使用者提供保健及照顧服務，如鼻胃管餵食、護理褥瘡、施用藥物、進行急救和必要時陪同覆診等。協助長者制定適切的個人照顧計劃及參與小組活動等。</p>
312	Personal Care Worker 護理員	<p>Provides direct personal care and assistance with activities of daily living to the service users, such as assisting them in maintaining personal hygiene, taking meals or feeding, performing bathing and simple prescribed exercises, etc. Accompanies them to medical appointments when necessary.</p> <p>為服務使用者提供直接的個人起居照顧和日常生活活動支援，如協助他們保持個人衛生、進食或餵食、洗澡及進行簡單的指定運動等。必要時陪同他們覆診。</p>

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
314	Rehabilitation Assistant 康復助理	<p>Assists the rehabilitation professionals in implementing therapy programs. Helps patients to improve their mobility, strength, and functional abilities during the rehabilitation process. Supports patients with exercises and activities, monitors progress, provides emotional support and collaborates with healthcare professionals.</p> <p>協助康復專業人員實施治療計劃。幫助患者在康復過程中提升行動能力、力量和功能。支持患者進行運動和活動，監測進展，提供情緒支援及與醫療專業人員合作。</p>
315	Welfare Worker 福利工作員	<p>Assists in preparing rehabilitation training tools and equipment, provides support for rehabilitation training, and facilitates group activities.</p> <p>協助準備康復訓練工具和用品，支援康復訓練，以及推行小組活動。</p>
317	Personal Trainer/Fitness Coach 私人／健身教練	<p>Assesses patients' condition and creates personalised fitness plans. Teaches proper exercise techniques, monitors patients' progress, and provides guidance on exercise, nutrition, and lifestyle. Helps patients achieve their fitness goals and provides support throughout their fitness journey.</p> <p>評估患者狀況、以制定個人化的健身計劃。教授正確的運動技巧、監測患者的進展以及提供運動、營養和生活方式的指導。幫助患者實現健身目標並在健身旅程中提供支持。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
401	Clinic Assistant/ Receptionist 診所助理	<p>Handles telephone enquiries and appointment arrangements. Serves customers and provides relevant information. Maintains relationships with customers.</p> <p>接聽電話諮詢及接受預約安排。接待顧客及提供相關資訊，與顧客保持聯繫。</p>
411	Health Promoter 健康促進員	<p>Provides health education, conducts community outreach, and advocates for health-related policies. Plans and evaluates programs, collaborates with stakeholders, conducts health screenings, leads health campaigns, and engages in professional development to promote and improve community health.</p> <p>提供健康教育，進行社區外展和倡導與健康相關的政策。規劃和評估計劃，與利益相關者合作，進行健康篩查，領導健康宣傳活動，並參與專業發展，以促進和改善社區健康。</p>
412	Community Health Assistant; Health Promotion Assistant 社區健康工作助理； 健康推廣助理	<p>Assists Community Health Officer in carrying out health services. Provides support for community health education activities and promotes healthy behaviours within the community. Assist in organising community health campaigns and promotion activities. Handle public inquiries on health and wellness.</p> <p>協助社區健康工作主任執行健康服務。為社區健康教育活動提供支援，並在社區促進健康行為。協助組織社區健康活動和宣傳活動。處理關於健康和的公眾查詢。</p>
416	Program Worker 活動工作員	<p>Assists in the development of volunteer services and follows up on individual cases, implements various group and community activities, Supporting centre duties, and service promotion.</p> <p>協助發展義工服務及個案跟進，推行各項小組及社區活動，支援中心當值及服務宣傳等工作。</p>
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
501	Chinese Medicine Practitioner 中醫	<p>Denotes a person registered with the Chinese Medicine Council of Hong Kong or on the list of Listed Chinese Medicine Practitioners. under the Chinese Medicine Ordinance (Cap. 549).</p> <p>指根據《中醫藥條例》(第549章)，向香港中醫藥管理委員會註冊或列於中醫藥管理委員會的表列中醫師。</p>
502	Chiropractor 脊醫	<p>Denotes a person registered with the Chiropractors Council under the Chiropractors Registration Ordinance (Cap. 428).</p> <p>指根據《脊醫註冊條例》(第428章)，向脊醫管理局註冊。</p>
505	Doctor 醫生	<p>Denotes a person registered with the Medical Council of Hong Kong under the Medical Registration Ordinance (Cap. 161).</p> <p>指根據香港法例第161章《醫生註冊條例》，向香港醫務委員會註冊。</p>

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
506	Nurse (Enrolled/ Registered) 護士(註冊／登記)	Denotes a person registered with the Nursing Council of Hong Kong under the Nurses Registration Ordinance (Cap. 164). 指根據《護士註冊條例》(第164章)，向香港護士管理局註冊或登記。
508	Pharmacist 藥劑師	Denotes a person registered with the Pharmacy and Poisons Board of Hong Kong under the Pharmacy and Poisons Ordinance (Cap. 138). 指根據《藥劑業及毒藥條例》(第138章)，向香港藥劑業及毒藥管理局註冊。
509	Physiotherapist 物理治療師	Denotes a person registered with the Physiotherapists Board under the Physiotherapists (Registration and Disciplinary Procedure) Regulation (Cap. 359 sub. leg. J). 指根據《物理治療師(註冊及紀律處分程序)規例》(第359章，附屬法例J)，向物理治療師管理委員會註冊。
510	Occupational Therapist 職業治療師	Denotes a person registered with the Occupational Therapists Board under the Occupational Therapists (Registration and Disciplinary Procedure) Regulations (Cap. 359 sub. leg. B). 指根據《職業治療師(註冊及紀律處分程序)規例》(第359章，附屬法例B)，向職業治療師管理委員會註冊。
511	Optometrist 視光師	Examines the eyes and other parts of the visual system. Diagnoses and treats visual problems or impairments. Prescribes eyeglasses or contact lenses as needed. 檢驗眼睛和視覺系統，診斷和治療視力問題或損傷。同時根據客人需要，為他們配置眼鏡或隱形眼鏡。
512	Radiographer 放射技師	Denotes a person registered with the Radiographers Board under the Radiographers (Registration and Disciplinary Procedure) Regulation (Cap. 359 sub. leg. H). 指根據《放射技師(註冊及紀律處分程序)規例》(第359章，附屬法例H)，向放射技師管理委員會註冊。
551	Audiologist 聽力學家	Provides audiological services and consultation to patients. Advises patients on the selection and use of hearing aids and other appropriate remedial and rehabilitation measures. Works with other healthcare professionals to provide comprehensive care to patients with hearing disorders. 為病患者提供聽力學服務和諮詢。就選擇和使用助聽器及其他適當的矯正和康復措施提供建議。與其他醫護專業人員合作，為患有聽力障礙的病患者提供全面的護理。
552	Audiology Technician 聽力學技術員	Provides clinical support under the guidance of Audiologists, including assisting in evaluations, treatments, and rehabilitation such as fitting and adjusting hearing aids. Educates and guides patients on hearing protection, daily hearing care, and the use of hearing aids. 在聽力學家的指導下提供臨床支援，包括協助評估、治療和康復，如助聽器的調配和調整。教育和指導患者有關聽力保護、日常聽力護理和助聽器的使用。
553	Clinical Psychologist 臨床心理學家	Studies cognitive, emotional, and social processes through the use of case studies, interviews, observation, and psychological tests. Analyses the influence of heredity, social, occupational and other factors on emotion and behaviour. Conducts counselling and therapeutic interviews with individuals, couples or families, developing and performing individual treatment plans, discussing the treatment plans with their clients and referring clients to specialists for other problems. Evaluates the effectiveness of counselling or treatments and the result of diagnoses and modify diagnosis plans when necessary. 研究案例、面談、觀察和心理測試研究人類認知、情感和社交方式，以及分析遺傳、社會、職業等因素對情緒和行為的影響。安排與個人、夫妻或家庭成員的輔導和治療性的面談，制定個人的治療方案、與服務對象討論治療計劃，亦會按其他醫療問題轉介對象到專科醫生，及後評估輔導或治療的有效性和診斷的結果，並按需要修改診斷或治療計劃。

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
557	Dietitian 營養師	<p>Conducts nutritional diagnosis and designs personalised meal plans. Provides dietetic counselling including medical nutrition therapies (for those with chronic diseases, overweight/ obesity problems and nutrition imbalance). Gives recommendations on nutritional supplements to individuals. Monitors individual's diet progress, and collaborates with healthcare professional teams for managing medical conditions through specialised diets. Conducts research and promotes public health and education.</p> <p>進行營養診斷及設計個人化膳食計劃。提供飲食諮詢輔導包括處方有關慢性疾病、超重/肥胖問題和營養失調的醫學營養治療。為個人提供營養補充品建議。監測個人飲食進展，與醫療團隊合作，通過專門飲食以管理醫療狀況。進行研究並推廣公共健康和教育。</p>
558	Dispenser 配藥員	<p>Performs a variety of tasks associated with dispensing prescription medication under the guidance of a pharmacist or other healthcare professionals. Measures amounts of medication, and gives written and oral instructions on their use as prescribed by medical doctors to patients or clients. Orders stock of medications, chemicals and supplies, updates inventory records, maintains proper storage for medicine or drugs and label containers with prescribed medications. Cleans the equipment and containers for dispensing or mixing medicines and pharmaceutical compounds.</p> <p>在藥劑師或醫療專業人員的指導下，執行配藥及相關的工作。依據處方量度藥物分量和給患者有關醫生處方的書面和口頭說明。點算藥物、化學品和用品庫存、更新庫存記錄、適當保存藥品，並標示藥物資料於容器外。準備設備及容器以作配發或混合藥物和藥物化合物。</p>
559	Educational Psychologist 教育心理學家	<p>Assesses students' abilities and develops intervention plans. Provides counselling services, supports students in overcoming challenges and conducts research. Offers guidance to parents and teachers and advocates inclusive education. Plays a significant role in promoting students' academic, social, and emotional well-being in educational settings.</p> <p>評估學生的能力並制定干預計劃。提供輔導服務，支持學生克服挑戰，並進行研究。向家長和教師提供指導，倡導融合教育。在教育環境中扮演促進學生學業、社交和情緒健康的重要角色。</p>
560	Mould Laboratory Technician 製模實驗室技術員	<p>Fabricates, prepares and repairs moulds. Conducts quality control tests on moulded products, documents processes and results. Collaborates with team members to ensure the production of high-quality products by following specifications, conducting inspections, and maintaining accurate records.</p> <p>製作，準備和維修模具。對模具產品進行質量控制測試，記錄過程和結果。與團隊成員合作，確保按照規格進行生產，進行檢查並保持準確的記錄，以確保高質量產品的生產。</p>
561	Orthoptist 視覺矯正師	<p>Conducts visual assessments and diagnostic tests. Develops and implements treatment plans and creates individualised treatment plans. Provides vision therapy and assists in eye surgeries. Works closely with other healthcare professionals, educates patients and families about eye conditions and treatment options, engages in research activities, and stays with the latest developments in orthoptics.</p> <p>進行視覺評估和診斷測試。制定和實施治療計劃並創建個別化的治療計劃。提供視覺治療並協助眼科手術。與其他醫療專業人員密切合作，教育患者和家人有關眼睛疾病和治療選項，從事研究活動，並隨時掌握視覺治療的最新發展。</p>
562	Prosthetist; Orthotist 義肢矯形師	<p>Specialises in designing, fabricating and fitting prosthetic limbs. Assesses patient's needs, designs custom prosthetics using advanced technology and ensures proper fitting. Provides gait training and, rehabilitation instructions to help patients adapt to prosthetic limbs.</p> <p>專注於設計、製造和安裝義肢。評估患者的需要，運用先進技術設計客製化假肢，並確保適當的安裝。提供步態訓練和康復指導，幫助患者適應義肢。</p>

Healthcare and Wellness Services (including rehabilitation services)
健康護理及保健服務 (包括康復服務)

Code 編號	Principal Job 主要職務	Job Description 工作說明
564	Speech Therapist 言語治療師	<p>Diagnoses, assesses and treats persons with hearing, speech, voice, communication and swallowing disorders. Designs and plans treatment plans for problems such as hearing and swallowing disorders, and inappropriate pitch or voice problems, based on own assessments and recommendations of other professionals. Educates and trains patients and their families in techniques to improve hearing and communication. Assists patients in selecting the most appropriate communication systems and hearing aids, recording and maintaining patients' records at all stages so as to monitor their progress, provides ongoing observation of hearing status and swallowing disorders, and refers clients to further medical or educational services when necessary.</p> <p>診斷、評估和治療聽力、言語、發音、表達和吞嚥障礙的人士。根據評估和其他專業人員的建議，為聽力和吞嚥障礙、不適當的聲調或語音等問題的病患者制訂及設計治療計劃，並教導和培訓他們及其家屬以改善聽力和溝通能力。為病患者選擇合適的通訊系統和助聽設備。紀錄及保存病患者每個階段的病歷，以監測病患者的進展情況，並持續觀察其聽力狀態和吞嚥障礙的情況，按需要轉介服務對象接受進一步的醫療或教育服務。</p>

Notes:

* In the questionnaire, medical services and rehabilitation services were initially combined into a single service/business as "healthcare and wellness services (rehabilitation services)". To enable more precise manpower analysis across these two distinct fields, "healthcare and wellness services" was subsequently divided into "medical services" and "rehabilitation services".

問卷中，醫療服務和康復服務最初合併為單一服務／業務，稱為「健康護理及保健服務(包括康復服務)」。為了更精確地分析這兩個不同領域的人力情況，「健康護理及保健服務(包括康復服務)」其後被劃分為「醫療服務」和「康復服務」。

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description for the Principal Jobs
Healthcare Equipment and Technology, Food Technology
 主要職務的工作說明
 健康護理儀器及科技、食品科技

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
131	Production Person-in-Charge (PIC) 生產負責人	<p>Oversees and manages the day-to-day operations of a production area. Ensures compliance with regulations. Supervises staff, implements quality control measures, manages inventory, maintains records, collaborates with other departments, and identifies areas for improvement. If there is any audit or inspection required by local regulations, the regulator should ensure compliance.</p> <p>監督和管理製造區的日常運營，確保符合法規。監督員工，實施品質控制措施，管理庫存，保存文件記錄，與其他部門合作，並識別改進領域。如果當地法規要求進行任何審計或檢查，監管機構應確保遵守。</p>
132	Production Manager 生產經理	<p>Manages the production and manufacturing processes in a facility. Conducts production planning, manages resources, ensures quality and regulatory compliance, improves processes, collaborates with cross-functional teams, keeps proper documentation, and provides training to staff.</p> <p>在工廠中管理生產和製造過程。策劃生產計劃，管理資源，確保品質和法規符合監管要求，改善流程，與跨功能團隊合作，妥善保存文件記錄，並為員工提供培訓。</p>
136	Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	<p>Develops, implements, and manages quality control systems. Supervises and coordinates quality assurance activities, including policies, procedures, standards, and audits. Provides training, analyses quality data, leads improvement initiatives, manages documentation, addresses customer feedback, and ensures compliance with standards and specifications. Ensures the continuous production of advanced composite materials and applications that meet established standards and customer/production specifications. Prepares and implements Corrective and Preventive Actions after any deviation from Good Manufacturing Practice ("GMP") or Standard Operating Procedure ("SOP").</p> <p>開發、實施和管理品質控制系統。監督和協調品質保證活動，包括制定及實施品質保證的政策和程序，建立品質管理標準和進行審核。提供培訓，分析品質數據，領導改進計劃，管理文件，處理客戶反饋，以確保符合標準和規格。確保連續生產符合既定標準和客戶／生產規格的先進複合材料和應用。在任何偏離藥品生產質量管理規範或標準作業程序的情況發生後，準備並實施矯正和預防措施。</p>
143	Regulatory Affairs Manager 規管事務經理	<p>Ensures compliance with regulations and standards. Prepares regulatory documents, maintains quality standards, monitors safety information, stays updated on regulatory changes, participates in audits and inspections, collaborates with other departments, and provides training on regulatory requirements.</p> <p>確保符合法規和標準要求。準備監管文件，維持品質標準，監控安全資訊，隨時瞭解法規變化，參與審計和檢查，與其他部門合作，並提供法規要求的培訓。</p>
146	Service Engineer 服務工程師	<p>Performs installation, inspection, and preventive maintenance of medical and healthcare devices in hospitals and medical centres. Provides technical support and solutions to end-users. Conducts pre and post-installation activities, operation training and demonstration to clients.</p> <p>在醫院和醫療中心執行醫療及健康護理儀器的技術安裝、檢查、進行預防性維修。為最終用戶提供技術支援和解決方案。進行安裝前後的活動，為客戶提供操作培訓和演示。</p>

Healthcare Equipment and Technology, Food Technology
健康護理儀器及科技、食品科技

Code 編號	Principal Job 主要職務	Job Description 工作說明
151	Marketing Manager 市場推廣經理	<p>Plans, directs and coordinates on-line and off-line marketing policies and strategies. Determines the product positioning and the target market segment. Performs a “SWOT” analysis of the product and the company. Develops pricing strategies to maximise the profits of company while ensuring the company’s customers are satisfied. Plans, directs and manages marketing functions including advertising, public relations and corporate communications. Coordinates with the Sales Department to conduct sales and marketing programmes, ensure the completion of the programme and evaluation for further actions.</p> <p>計劃、指導和協調線上和線下的營銷政策及策略。確定產品的定位方式和目標市場的細分。對產品和公司進行分析優勢、劣勢、機會和威脅。在制訂定價策略時，除了確保客戶滿意之餘，同時亦為公司在市場上獲得最理想的利潤。策劃、指導和管理市場推廣工作，包括廣告、公共關係及企業傳訊。與銷售部協調銷售和行銷計劃，確保完成計劃並評估下一步行動。</p>
152	Sales Manager 營銷經理	<p>Plans, directs and manages sales-related activities to maximise the sales volumes. Contacts clients directly to promote sales. Provides quarterly and annual budgets of sales by products and by customers. Ensures the achievement of sales targets, and provides remedy programs and activities if fall short of sales. Coordinates with marketing department, if any, to ensure sales and marketing programs are conducted completely and provide evaluation post activities.</p> <p>計劃、指導及管理銷售相關活動，以擴大銷售量。直接聯繫客戶以促進銷售。提供按產品和客戶劃分的季度和年度銷售預算。確保達到銷售目標，如未達標，則提供補救方案和活動。與市場推廣部門（如有）進行協調，以確保完成執行銷售和行銷計劃，並提供評估後活動。</p>
153	Warehouse and Distribution Manager 倉庫及物流經理	<p>Oversees the operation of warehouse and distributions. Establishes and reviews existing warehouse operational procedures and identifies improvements in operation productivity and cost efficiency. Observes and monitors the Occupational Safety regulation or Standard Operating Procedure and makes sure staff are protected from potential dangers or hazards.</p> <p>監督倉庫和配送的營運，以盡量建立並審查現有的倉庫操作程序、並尋找運營效率和成本效益的改進措施。遵守並監控職業安全法規或標準作業程序，確保員工免受潛在危險或危害。</p>
161	Medical Affairs Manager 醫學事務經理	<p>Manages the medical affairs. Develops and executes medical strategies, provides medical education, ensures regulatory compliance and manages medical information independently. Serves as an internal monitor, and implements governance practices to ensure legitimate, justifiable, accurate and reliable medical information. Provides training to sales and marketing team on specific diseases and ailments. Offers information and addresses public or customer concerns should there be any medical-related enquiries.</p> <p>監督及管理醫學事務。制定並執行醫學策略。提供醫學教育，確保符合監管要求標準，獨立管理醫學資訊。擔任內部監察者，實施管治措施以確保合法、合理、準確和可靠的醫療資訊。為銷售和行銷團隊提供有關特定疾病和食品的培訓。如有任何醫療相關詢問，提供資訊並解決公眾或客戶的疑慮。</p>
162	Medical Advisor 醫藥學術專員	<p>Develops and implements medical strategies aligned with the organisation’s goals and objectives. Collaborates with cross-functional teams to ensure scientific and medical input in decision-making processes. Understands the latest medical and scientific research, clinical data, and treatment guidelines in relevant therapeutic areas. Participates in medical publications and presentations.</p> <p>制定及實施與機構目標相符的醫學策略。與跨功能團隊合作，以確保科學和醫學意見在決策過程中的輸入。瞭解相關治療領域的最新醫學和科學研究、臨床數據和治療指南。參與醫學出版和演說。</p>
163	Medical Device Technologist 醫療儀器技師	<p>Performs testing and quality control for medical devices. Repairs medical devices regularly to keep them in good working condition. Installs and sets up medical devices in healthcare institutes. Trains healthcare professionals on device usage and provides ongoing support. Facilitates the advancement of novel medical devices by fostering collaboration between engineers and scientists.</p> <p>執行醫療儀器的測試和品質控制。定期維修醫療儀器，確保其良好運作。在醫療機構安裝醫療儀器和設置。培訓醫護專業人員使用醫療儀器，並提供持續支援。通過與工程師和科學家的合作，開發新醫療設備。</p>

Healthcare Equipment and Technology, Food Technology
健康護理儀器及科技、食品科技

Code 編號	Principal Job 主要職務	Job Description 工作說明
164	Food Scientist/ Technologist 食品科學技師	<p>Conducts applied research that contributes to the development of healthy food and products. Develops new products and improves existing formulas. Evaluates market samples and conducts benchmarking. Coordinates with ingredient suppliers for new raw material sourcing. Conducts production trials and product quality evaluations.</p> <p>進行應用研究，促進健康食品和產品的開發工作。開發新產品並改進現有配方。評估市場樣品並進行基準測試。與原料供應商協調，尋找新的原材料來源。進行生產試驗和產品品質評估。</p>
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
231	Production Officer 生產主任	<p>Implements operational manuals, production plans and programs. Assists in monitoring drug manufacturing activities in compliance with the requirements of Good Manufacturing Practices (GMP). Controls production process and production facilities. Ensures the general cleanliness and hygienic conditions of the manufacturing areas.</p> <p>執行操作手冊、生產計劃和方案。協助監控藥品製造活動，確保符合良好製造規範的要求。控制生產過程和生產設施。確保生產範圍的整潔和衛生狀況。</p>
232	Production Technician 生產技術員	<p>Sets up and operates production equipment, ensures product quality, participates in process improvement, documents production activities, maintains safety compliance, collaborates with the team, troubleshoots equipment issues, and assists with inventory management.</p> <p>設置並操作生產設備，確保產品品質，參與流程改進，記錄生產活動，維持安全符合監管要求標準，與團隊合作，排除設備問題，並協助庫存管理。</p>
236	Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	<p>Assists in conducting inspections, keeping proper documentation, participating in audits, investigating and addressing quality issues and developing the quality control policies used in the production process. Identifies process improvements, provides training, ensures regulatory compliance, and promotes continuous improvement.</p> <p>協助進行檢查，妥善保存文件記錄，參與審計，調查和解決品質問題以及制定生產過程中的品質控制政策。識別流程改進，提供培訓，確保符合監管要求，並推動持續改進。</p>
237	Quality Assurance Technician 品質保證技術員	<p>Performs technical tasks, under the guidance of Quality Assurance Manager, about quality assurance materials and parts, assembly, and finished products to ensure compliance with standards and specifications.</p> <p>在品質保證經理的指導下，執行與物料和零部件品質保證、裝配和製成品相關的技術性工作，以確保符合標準和規格。</p>
238	Quality Control Executive (Food factories) 品質控制主任(食品廠)	<p>Develops and implements quality standards, conducts audits and inspections, monitors compliance, and manages risks. Keeps proper documentation, drives continuous improvement, and collaborates with internal and external stakeholders. Provides training to employees.</p> <p>制定並實施品質標準，進行審核和檢測，監控符合監管要求標準，管理風險，保持妥善的文件記錄，推動持續改進，並與內部和外部持份者合作。為員工提供培訓。</p>
239	Quality Control Inspector 品質控制檢測員	<p>Inspects and tests products to ensure they meet quality standards. Documents findings, performs statistical analysis, implements quality control procedures, collaborates with teams to address issues, and ensures compliance with regulations. Calibrates equipment, contributes to continuous improvement efforts, and provides training and guidance to employees.</p> <p>檢查和測試產品，以確保其符合品質標準。記錄檢查結果，進行統計分析，實施品質控制程序，與團隊合作解決問題，確保符合監管要求標準。校準設備，參與持續改進工作，並為員工提供培訓和指導。</p>

Healthcare Equipment and Technology, Food Technology
健康護理儀器及科技、食品科技

Code 編號	Principal Job 主要職務	Job Description 工作說明
240	Research and Development Officer 研發主任	<p>Evaluates current production workflow and develop process improvement opportunities. Participates in new product development, follows the production process closely, keeps track and applies the new technology in the production process. Provides technical support to production, marketing, and purchasing business units.</p> <p>評估當前的生產流程並開發改進流程方案，參與新產品開發並密切跟進其生產的過程，緊貼新的生產技術並將其引入生產過程中，以及為生產、營銷和採購部門提供技術支援。</p>
241	Technical Officer 技術主任	<p>Participates in product development, monitors quality control, provides technical support during manufacturing, keeps proper maintains documentation and records, manages suppliers, offers technical support and training, and drives continuous improvement efforts.</p> <p>參與產品開發，監督品質控制，提供生產過程中的技術支援，妥善保存文件記錄，管理供應商，提供技術支援和培訓，推動持續改進工作。</p>
242	Laboratory Technician 實驗技術員	<p>Conducts laboratory tests, maintains all testing equipment and tools in good condition and reports for damage, repair and addition. Responsible for housekeeping routines and preparing testing reports in the laboratory.</p> <p>進行檢測工作；將所有檢測儀器及工具保存於良好狀態，並向上級報告損壞、需要修理或增添的儀器和工具。他們還須監管實驗室的日常工作和編製檢測報告。</p>
243	Regulatory Affairs Executive 規管事務主任	<p>Assists in preparing and submitting regulatory documents. Provides support for managing product registrations and licenses, developing regulatory strategies, overseeing labelling and advertising compliance, and maintaining the operation of quality management system. Acts as a liaison with regulatory authorities, helps to provide training to internal teams, and monitors industry trends.</p> <p>協助準備和提交監管文件。管理產品註冊和許可，制定監管策略，監督標籤和廣告符合監管要求標準，並維持品質管理系統的正常運作。充當與監管機構的聯絡人，為內部團隊提供培訓，並監測行業趨勢。</p>
244	Compliance Officer 合規主任	<p>Ensures food products meet quality standards and regulatory requirements. Conducts inspections, implements quality control procedures, performs audits and analyses data. Collaborates with suppliers to maintain and improve food quality. Drives improvement initiatives, and investigates and resolves quality issues.</p> <p>確保食物產品符合品質標準和法規要求。進行檢查，實施品質控制程序，進行審核和分析數據。與供應商合作保持和改善食物品質。推動改進計劃，調查並解決品質問題。</p>
245	Hygiene Manager 衛生經理	<p>Ensures that food safety protocols, quality standards, and regulatory requirements are met. Conducts inspections, audits, and quality checks to verify adherence to food safety and quality standards. Trains and supervises staff members involved in food science-related tasks.</p> <p>確保符合食品安全協議、品質標準和法規要求。進行檢查、審核和品質檢查，以驗證是否符合食品安全和品質標準。培訓和監督參與食品生產任務的員工。</p>
246	Medical Equipment Technician – Healthcare 醫療儀器技術員 – 健康護理	<p>Provides equipment inspection, maintenance and repair service on a variety of medical devices. Communicates with clients on the topics of medical equipment features, functionality, etc.</p> <p>提供各種醫療儀器的檢查、保養和修理服務。就設備特性、功能等的事項與客戶保持溝通。</p>
251	Marketing Executive 市場推廣主任	<p>Executes marketing plan under the direction of the Marketing Manager. Prepares and executes on-line and off-line marketing plans and campaigns to drive sales and customer acquisition. Responsible for all on-line and off-line promotion activities and conducting evaluations. Monitors market conditions and reflect customer changing requirements to management.</p> <p>在行銷經理的指導下執行行銷計劃。制定並執行線上和線下的營銷計劃和活動，以推動銷售和爭取客群。負責所有線上和線下的推廣活動及進行評估。監察市場動態，並向管理層反映客戶不斷變化的需求。</p>

Healthcare Equipment and Technology, Food Technology
健康護理儀器及科技、食品科技

Code 編號	Principal Job 主要職務	Job Description 工作說明
252	Sales Executive 營銷主任	<p>Initiates in making tactical and operational execution plans to achieve sales goals. Implements and coordinates sales and promotion of medical devices/ healthcare services and products to healthcare institutions, hospitals, clinics and end users. Follows up with existing clients, and maintains sales and long-term business relationships. Prepares sales forecasts and analysis reports. Supervises the subordinates to follow sales plan for meeting the target. Works with colleagues in different departments to create strategic sales plans.</p> <p>制定策略和運營執行計劃以實現銷售目標。向醫療機構、醫院、診所和最終用戶推廣和銷售醫療儀器／健康護理服務和產品。跟進現有客戶，維持銷售和長期業務關係。擬備銷售預測和分析報告。監督下屬按照銷售計劃達成目標。與不同部門的同事合作制定策略性的銷售計劃。</p>
253	Warehouse and Distribution Supervisor 倉庫及物流主任	<p>Supervises warehouse operations, coordinates distribution activities, ensures inventory accuracy, and enforces safety protocols. Optimises processes, maintains equipment, handles customer inquiries, analyses data, and ensures compliance with regulations.</p> <p>監督倉庫運作，協調分配活動，確保庫存準確性，執行安全規範。優化過程，保養設備，處理客戶查詢，分析數據以及確保遵守法規。</p>
261	Medical Affairs Executive 醫學事務主任	<p>Develops and implements medical strategies. Verifies that medical projects and tasks are conducted by good clinical practice, standard operating procedures and other compliance standards. Identifies study-related regulatory and quality issues and manages complaints and any subsequent legal actions. Designs and implements campaigns such as those for disease awareness and medical education.</p> <p>制定並實施醫療策略。核實醫療專案和任務是否符合良好臨床實踐、標準操作程序和其他符合監管要求標準。識別與研究相關的監管和品質問題，管理投訴和任何隨後的法律行動。設計和推行疾病認知和醫學教育等活動。</p>
264	Food Product Development Officer 食品產品發展主任	<p>Develops strategies for new products from idea generation, research, and package design to product launch. Reviews product development strategies for existing products. Implements research and development activities on product features, technical processes, materials, ingredients, packaging, and size.</p> <p>從構思、研究、包裝設計到產品上市，為新產品制定策略。檢視現有產品的產品開發策略。對產品功能、技術流程、材料、成分、包裝、尺寸等方面進行研究和發展工作。</p>
CRAFTSMAN LEVEL 技工級		
336	Quality Control Assistant 品質控制助理	<p>Assists in performing inspections and tests, keeps proper documentation, conducts sampling and analysis, and supports quality assurance activities. Monitors compliance, assists with vendor management, provides training, and contributes to continuous improvement efforts in food quality and safety.</p> <p>協助進行檢查和測試，妥善保存文件記錄，進行取樣和分析，支援品質保證活動。監控符合監管要求標準，協助供應商管理，提供培訓，並為提升食品品質和安全的持續改進工作作出貢獻。</p>
364	Food Technical Assistant 食品科技助理	<p>Provides support and assistance in food-related operations. Assists with food product testing, research and development, quality control procedures, and documentation. Optimises manufacturing processes, and ensures compliance with health and safety standards in the laboratory or production environment.</p> <p>在食品相關業務中提供支援。協助進行食品產品測試、研發、品質控制程序和文件記錄。優化製造流程、確保在實驗室或生產環境中符合健康和安全標準。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
431	Production Assistant 生產助理	<p>Implements operational manuals, production plans and programs. Assists in monitoring drug manufacturing activities in compliance with the requirements of good manufacturing practices. Controls production process and production facilities. Ensures the general cleanliness and hygienic conditions of the manufacturing areas.</p> <p>執行操作手冊、生產計劃和方案。協助監控藥品製造活動，確保符合良好製造規範的要求。控制生產過程和生產設施。確保生產範圍的整潔和衛生狀況。</p>

Healthcare Equipment and Technology, Food Technology
健康護理儀器及科技、食品科技

Code 編號	Principal Job 主要職務	Job Description 工作說明
432	Machine Operator 儀器操作員	<p>Sets up and operates machinery, conducts quality control checks, performs maintenance tasks, ensures safety and compliance, maintains production records and strives for efficiency.</p> <p>設置並操作機械，進行品質控制檢查，執行維修任務，確保安全及符合監管要求標準，保持生產記錄並力求效率。</p>
434	Packing Operator 包裝操作員	<p>Operates packaging machinery, monitors production, manages packaging materials, conducts quality control checks, keeps proper documentation, ensures safety and cleanliness, collaborates with team members, and contributes to process improvement efforts.</p> <p>操作包裝機械監控生產過程，管理包裝材料，進行品質控制檢查，妥善保存文件記錄，確保安全和清潔，與團隊成員合作，並貢獻於流程改進工作。</p>
452	Customer Service Assistant 客戶服務助理	<p>Handles customer information, provides various customer information and data to the business department, keeps track of customer needs and maintains close communication with customers through the call centre or network, and provides other customer services including the product advisory service, the delivery progress and the progress of problem-solving, etc.</p> <p>處理客戶資訊，為業務部門提供各類客戶資料及數據，時刻留意客戶需求，例如透過電話中心或網絡和客戶保持緊密溝通，並為他們提供支援服務，包括產品諮詢，發貨進展，解決問題的進展等。</p>

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description of the Principal Jobs
Health Foods, Nutrition, Diet and Weight Management
 主要職務的工作說明
 健康食品、營養、飲食及體重管理

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
151	Marketing Manager 市場推廣經理	<p>Plans, directs and coordinates on-line and off-line marketing policies and strategies. Determines the product positioning and the target market segment. Performs a "SWOT" analysis of the product and the company. Develops pricing strategies to maximise the profits of company while ensuring the company's customers are satisfied. Plans, directs and manages marketing functions including advertising, public relations and corporate communications. Coordinates with the Sales Department to conduct sales and marketing programmes, ensure the completion of the programme and evaluation for further actions.</p> <p>計劃、指導和協調線上和線下的營銷政策及策略。確定產品的定位方式和目標市場的細分。對產品和公司進行分析優勢、劣勢、機會和威脅。在制訂定價策略時，除了確保客戶滿意之餘，同時亦為公司在市場上獲得最理想的利潤。策劃、指導和管理市場推廣工作，包括廣告、公共關係及企業傳訊。與銷售部協調銷售和行銷計劃，確保完成計劃並評估下一步行動。</p>
152	Sales Manager 營銷經理	<p>Plans, directs and manages sales-related activities to maximise the sales volumes. Contacts clients directly to promote sales. Provides quarterly and annual budgets of sales by products and by customers. Ensures the achievement of sales targets, and provides remedy programs and activities if fall short of sales. Coordinates with marketing department, if any, to ensure sales and marketing programs are conducted completely and provides post activities evaluation.</p> <p>計劃、指導及管理銷售相關活動，以擴大銷售量。直接聯繫客戶以促進銷售。提供按產品和客戶劃分的季度和年度銷售預算。確保達到銷售目標，如未達標，則提供補救方案和活動。與市場推廣部門（如有）進行協調，以確保完成執行銷售和行銷計劃，並提供活動後評估。</p>
166	Category Manager - Health Supplement 類別經理 - 健康保健品	<p>Performs strategic planning and operational management of the category. Works closely with retail and sales management to ensure that store layouts, promotion and displays techniques are effective in maximising sales and profit. Identifies and analyses the new product development, coordinates and works with vendors to build mutually beneficial relationships to ensure long-term strategic partnership, and maintains effective communication with internal and external parties.</p> <p>履行策略規劃和類別運營管理。與零售和銷售管理層密切合作，確保商店佈局、宣傳推廣和展示技巧能夠有效地擴大銷售和利潤。識別和分析新產品的開發，與供應商聯繫並建立互惠關係，確保長期的戰略合作夥伴關係，保持內部和外部各方之間的有效溝通。</p>
167	Programme Manager (Food, Nutrition and Healthcare) 活動經理(食品、營養、健康護理)	<p>Oversees and coordinates initiatives related to food, nutrition, and healthcare including planning and executing programs, managing resources and budgets, and collaborating with stakeholders. Conducts research, ensures compliance with regulations and standards, and monitors the effectiveness and impact of programs. Ensures the successful implementation and achievement of goals in areas such as food safety, nutrition education, healthcare interventions, and public health promotion.</p> <p>監督並協調與食品、營養和醫療相關的倡議包括計劃和執行項目、管理資源和預算、與利益相關者合作。進行研究，確保遵守法規和標準，並監測項目的效果和影響力。確保在食品安全、營養教育、醫療干預和公共衛生推廣等領域的目標成功實施和達成。</p>

Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
206	Nutritionist 營養學家	<p>Provides nutrition services focusing on health promotion, consultancy or conducting nutritional research etc. Conducts nutrition promotion and education activities to promote healthy lifestyles to the general population.</p> <p>提供以促進健康為重點的營養服務，提供諮詢或進行營養研究等。開展營養促進和教育活動，向廣大市民推廣健康生活模式。</p>
251	Marketing Executive 市場推廣主任	<p>Executes marketing plan under the direction of the Marketing Manager. Prepares and executes on-line and off-line marketing plans and campaigns to drive sales and customer acquisition. Responsible for all on-line and off-line promotion activities and conducting evaluations. Monitors market conditions and reflect customer changing requirements to management.</p> <p>在行銷經理的指導下執行行銷計劃。制定並執行線上和線下的營銷計劃和活動，以推動銷售和爭取客群。負責所有線上和線下的推廣活動及進行評估。監察市場動態，並向管理層反映客戶不斷變化的需求。</p>
252	Sales Executive 營銷主任	<p>Initiates in making tactical and operational execution plans to achieve sales goals. Implements and coordinates sales and promotion of medical devices/ healthcare services and products to healthcare institutions, hospitals, clinics and end users. Follows up with existing clients, and maintains sales and long-term business. Prepares sales forecasts and analysis reports. Supervises the subordinates to follow sales plan for meeting the target. Works with colleagues in different departments to create strategic sales plans.</p> <p>制定策略和運營執行計劃以實現銷售目標。向醫療機構、醫院、診所和最終用戶推廣和銷售醫療儀器／健康護理服務和產品。跟進現有客戶，維繫銷售和長期業務。擬備銷售預測和分析報告。監督下屬按照銷售計劃達成目標。與不同部門的同事合作制定策略性的銷售計劃。</p>
267	Project Officer (Nutrition and Healthcare Management) 項目主任(營養、健康護理管理)	<p>Assists in planning, implementing, and monitoring projects related to nutrition and healthcare management. Conducts research, analyses data, and prepares reports. Collaborates with teams and stakeholders to ensure project goals are achieved within the set timeframe and budget. Coordinates activities, manages project documentation, and communicates progress. Identifies and addresses potential risks and supports the successful execution of nutrition and healthcare management projects.</p> <p>協助規劃、執行和監測與營養和健康護理管理的相關項目。進行研究，分析數據，並準備報告。與團隊和持份者合作，確保專案目標在預定時間和預算內實現。協調活動，管理專案文件，並傳達進展情況。識別並應對潛在風險，支持營養和醫療管理專案的成功執行。</p>
268	Fitness Management Consultant 健身管理顧問	<p>Provides guidance and expertise to help clients to achieve fitness-related goals. Assesses existing fitness facilities, evaluates programs and services, and makes recommendations for improvement. Develops and implements strategies, policies, and marketing plans to enhance efficiency and profitability. Trains staff members and stays updated on industry trends and advancements.</p> <p>為客戶提供專業指導，實現健身相關目標。評估現有的健身設施、計劃和服務，並提出改善建議。制定並實施策略、政策和營銷計劃，提升效率和盈利能力。培訓員工，並保持對行業趨勢和發展的最新了解。</p>
CRAFTSMAN LEVEL 技工級		
317	Personal Trainer/Fitness Coach 私人／健身教練	<p>Assesses individuals' condition and creates personalised fitness plans. Teaches proper exercise techniques, monitors individuals' progress, and provides guidance on exercise, nutrition, and lifestyle. Helps individuals achieve their fitness goals and provide support throughout their fitness journey.</p> <p>評估個人狀況、以制定個人化的健身計劃。教授正確的運動技巧、監測個人的進展以及提供運動、營養和生活方式的指導。幫助個人實現健身目標並在健身旅程中提供支持。</p>

Health Foods, Nutrition, Diet and Weight Management
健康食品、營養、飲食及體重管理

Code 編號	Principal Job 主要職務	Job Description 工作說明
368	Weight Management Instructor 體重管理導師	<p>Guides and supports individuals in managing their weight and improving their health. Educates clients about nutrition, exercise, and lifestyle choices for weight loss or maintenance. Facilitates individuals in making enduring lifestyle modifications and attaining a healthy weight.</p> <p>指導並協助個人控制體重並改善健康狀況。向客戶教育有關營養、運動和生活方式的選擇以實現減重或保持體重。協助個人進行持久的生活方式改變，並實現健康的體重。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
467	Health Care Assistant 健康護理助理	<p>Supports healthcare professionals in various settings. Provides patient care, including bathing, dressing, and feeding etc. Assists in documenting patient information and managing medical equipment and supplies. Communicates with patients and families, and collaborates with the healthcare team.</p> <p>在不同的醫療環境中支援醫護專業人員。提供病人照護，包括沐浴、更衣、餵食等。協助記錄病人資訊和管理醫療設備與用品。與病人和家屬溝通，並與醫療團隊合作。</p>
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
557	Dietitian 營養師	<p>Conducts nutritional diagnosis and designs personalised meal plans. Provides dietetic counselling including medical nutrition therapies (for those with chronic diseases, overweight/ obesity problems and nutrition imbalance). Gives recommendations on nutritional supplements to individuals. Monitors individual's diet progress and collaborates with healthcare professional teams for managing medical conditions through specialised diets. Conducts research and promotes public health and education.</p> <p>進行營養診斷及設計個人化膳食計劃。提供飲食諮詢輔導包括有關慢性疾病、超重/肥胖問題和營養失調的醫學營養治療。為個人提供營養補充品建議。監測個人飲食進展，與醫療團隊合作，通過專門飲食以管理醫療狀況。進行研究並推廣公共健康和教育。</p>

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description for the Principal Jobs

Pharmacy and Dispensing Services

主要職務的工作說明
藥劑及配藥服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
104	Head (Pharmacology and Pharmacy) 主管(病理科和藥劑)	<p>Oversees the pharmacology and pharmacy department. Manages drug formularies and communicates with healthcare professionals. Provides leadership and guidance, conducts research, ensures regulatory compliance, manages budgets and resources, and maintains quality control. Collaborates with other departments, and supports staff training and development.</p> <p>監督藥理和藥劑部門。管理藥物清單及與醫療專業人員溝通。提供領導和指導，進行研究，確保符合監管要求標準，管理預算和資源，保持品質控制。與其他部門合作，支援員工培訓和發展。</p>
105	Pharmacy Manager 藥劑經理	<p>Assists the Pharmacy Head in managing the operations of pharmacy department. Manages the pharmacy team, ensures smooth workflow, and provides quality patient care and customer service. Handles medication orders, inventory, and regulatory compliance. Collaborates with healthcare professionals, involves in financial management and quality improvement initiatives.</p> <p>協助主管管理藥房部門的運營。管理藥房團隊，確保工作流程順暢，提供優質的病人照護和客戶服務。處理藥物訂單、庫存和符合監管要求事宜。與醫療專業人員合作，參與財務管理和品質改進計劃。</p>
131	Production Person-in-Charge (PIC) 生產負責人	<p>Oversees and manages the day-to-day operations of a production area. Ensures compliance with regulations. Supervises staff, implements quality control measures, manages inventory, maintains records, collaborates with other departments, and identifies areas for improvement. If there is any audit or inspection required by local regulations, the regulator should ensure compliance.</p> <p>監督和管理製造區的日常運營，確保符合法規。監督員工，實施品質控制措施，管理庫存，保存文件記錄，與其他部門合作，並識別改進領域。如果當地法規要求進行任何審計或檢查，監管機構應確保遵守。</p>
132	Production Manager 生產經理	<p>Manages the production and manufacturing processes in a pharmacy or pharmaceutical facility. Conducts production planning, manages resources, ensures quality and regulatory compliance, improves processes, collaborates with cross-functional teams and keeps proper documentation, and provides training to staff.</p> <p>在藥房或制藥廠中管理生產和製造過程。策劃生產計劃，管理資源，確保品質和符合監管要求，改善流程，與跨功能團隊合作，妥善保存文件記錄，並為員工提供培訓。</p>
136	Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	<p>Develops, implements, and manages quality control systems. Supervises and coordinates quality assurance activities, including policies, procedures, standards, and audits. Provides training, analyses quality data, leads improvement initiatives, manages documentation, addresses customer feedback, and ensures compliance with standards and specifications. Ensures the continuous production of advanced composite materials and applications that meet established standards and customer/production specifications. Prepares and implements Corrective and Preventive Actions after any deviation from Good Manufacturing Practice ("GMP") or Standard Operating Procedure ("SOP").</p> <p>開發、實施和管理品質控制系統。監督和協調品質保證活動，包括制定及實施品質保證的政策和程序，建立品質管理標準和進行審核。提供培訓，分析品質數據，領導改進計劃，管理文件，處理客戶反饋，以確保符合標準和規格。確保連續生產符合既定標準和客戶/生產規格的先進複合材料和應用。在任何偏離藥品生產質量管理規範或標準作業程序的情況發生後，準備並實施矯正和預防措施。</p>

Pharmacy and Dispensing Services

藥劑及配藥服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
143	Regulatory Affairs Manager 規管事務經理	<p>Ensures compliance with regulations and standards. Prepares regulatory documents, maintains quality standards, monitors safety information, stays updated on regulatory changes, participates in audits and inspections, collaborates with other departments, and provides training on regulatory requirements.</p> <p>確保符合法規和標準要求。準備監管文件，維持品質標準，監控安全資訊，隨時瞭解法規變化，參與審計和檢查，與其他部門合作，並提供法規要求的培訓。</p>
151	Marketing Manager 市場推廣經理	<p>Plans, directs and coordinates on-line and off-line marketing policies and strategies. Determines the product positioning and the target market segment. Performs a “SWOT” analysis of the product and the company. Develops pricing strategies to maximise the profits of company while ensuring the company’s customers are satisfied. Plans, directs and manages marketing functions including advertising, public relations and corporate communications. Coordinates with the Sales Department to conduct sales and marketing programmes, ensure the completion of the programme and evaluation for further actions.</p> <p>計劃、指導和協調線上和線下的營銷政策及策略。確定產品的定位方式和目標市場的細分。對產品和公司進行分析優勢、劣勢、機會和威脅。在制訂定價策略時，除了確保客戶滿意之餘，同時亦為公司在市場上獲得最理想的利潤。策劃、指導和管理市場推廣工作，包括廣告、公共關係及企業傳訊。與銷售部協調銷售和行銷計劃，確保完成計劃並評估下一步行動。</p>
152	Sales Manager 營銷經理	<p>Plans, directs and manages sales-related activities to maximise the sales volumes. Contacts clients directly to promote sales. Provides quarterly and annual budgets of sales by products and by customers. Ensures the achievement of sales targets, and provides remedy programs and activities if fall short of sales. Coordinates with marketing department, if any, to ensure sales and marketing programs are conducted completely and provide evaluation post activities.</p> <p>計劃、指導及管理銷售相關活動，以擴大銷售量。直接聯繫客戶以促進銷售。提供按產品和客戶劃分的季度和年度銷售預算。確保達到銷售目標，如未達標，則提供補救方案和活動。與市場推廣部門（如有）進行協調，以確保完成執行銷售和行銷計劃，並提供評估後活動。</p>
161	Medical Affairs Manager 醫學事務經理	<p>Manages the medical affairs. Develops and executes medical strategies, provides medical education, ensures regulatory compliance and manages medical information independently. Serves as an internal monitor, and implements governance practices to ensure legitimate, justifiable, accurate and reliable medical information. Provides training to sales and marketing team on specific diseases and ailments. Offers information and addresses public or customer concerns should there be any medical-related enquiries.</p> <p>監督及管理醫學事務。制定並執行醫學策略。提供醫學教育，確保符合監管要求標準，獨立管理醫學資訊。擔任內部監察者，實施管治措施以確保合法、合理、準確和可靠的醫療資訊。為銷售和行銷團隊提供有關特定疾病和食品的培訓。如有任何醫療相關詢問，提供資訊並解決公眾或客戶的疑慮。</p>
162	Medical Advisor 醫藥學術專員	<p>Develops and implements medical strategies aligned with the organisation’s goals and objectives. Collaborates with cross-functional teams to ensure scientific and medical input in decision-making processes. Understands the latest medical and scientific research, clinical data, and treatment guidelines in relevant therapeutic areas. Participates in medical publications and presentations.</p> <p>制定及實施與機構目標相符的醫學策略。與跨功能團隊合作，以確保科學和醫學意見在決策過程中的輸入。瞭解相關治療領域的最新醫學和科學研究、臨床數據和治療指南。參與醫學出版和演說。</p>
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
231	Production Officer 生產主任	<p>Implements operational manuals, production plans and programs. Assists in monitoring drug manufacturing activities in compliance with the requirements of Good Manufacturing Practices (“GMP”). Controls production process and production facilities. Ensures the general cleanliness and hygienic conditions of the manufacturing areas.</p> <p>執行操作手冊、生產計劃和方案。協助監控藥品製造活動，確保符合良好製造規範的要求。控制生產過程和生產設施。確保生產範圍的整潔和衛生狀況。</p>

Pharmacy and Dispensing Services

藥劑及配藥服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
232	Production Technician 生產技術員	<p>Sets up and operates production equipment, ensures product quality, participates in process improvement, documents production activities, maintains safety compliance, collaborates with the team, troubleshoots equipment issues, and assists with inventory management.</p> <p>設置並操作生產設備，確保產品品質，參與流程改進，記錄生產活動，維持安全符合監管要求標準，與團隊合作，排除設備問題，並協助庫存管理。</p>
233	Authorised Person* 授權人員	<p>Responsible for ensuring and certifying that each batch of the pharmaceutical products has been manufactured and checked by the Good Manufacturing Practice ("GMP") Guide issued by the Pharmacy and Poisons Board of Hong Kong, and that the registrable particulars of each batch of the pharmaceutical products correspond exactly with the registered particulars of the products.</p> <p>獲授權人受僱負責確保並證明每批藥劑製品均已按照由香港藥劑業及毒藥管理局所發出的《生產質量管理規範指引》製造和檢查，以及每批藥劑製品的須註冊詳情均與該等製品的註冊詳情完全相符。</p>
234	Authorised Person in Secondary Packaging 外包裝製造商的獲授權人	<p>Responsible solely for certification of the release of pharmaceutical products that have undergone secondary packaging operations.</p> <p>外包裝製造商的獲授權人負責核證發放已進行外包裝工序藥劑製品。</p>
235	Other Key Personnel 其他關鍵人員	<p>Responsible for manufacturing and quality control operations undertaken by the manufacturers.</p> <p>負責製造商進行的各種製造及品質控制程序。</p>
236	Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	<p>Assists in conducting inspections, keeping proper documentation, participating in audits, investigating and addressing quality issues and developing the quality control policies used in the production process. Identifies process improvements, provides training, ensures regulatory compliance, and promotes continuous improvement.</p> <p>協助進行檢查，妥善保存文件記錄，參與審計，調查和解決品質問題以及制定生產過程中的品質控制政策。識別流程改進，提供培訓，確保符合監管要求，並推動持續改進。</p>
243	Regulatory Affairs Executive 規管事務主任	<p>Assists in preparing and submitting regulatory documents. Provides support for managing product registrations and licenses, developing regulatory strategies, overseeing labelling and advertising compliance, and maintaining the operation of quality management system. Acts as a liaison with regulatory authorities, helps to provide training to internal teams, and monitors industry trends.</p> <p>協助準備和提交監管文件。管理產品註冊和許可，制定監管策略，監督標籤和廣告符合監管要求標準，並維持品質管理系統的正常運作。充當與監管機構的聯絡人，為內部團隊提供培訓，並監測行業趨勢。</p>
251	Marketing Executive 市場推廣主任	<p>Executes marketing plan under the direction of the Marketing Manager. Prepares and executes on-line and off-line marketing plans and campaigns to drive sales and customer acquisition. Responsible for all on-line and off-line promotion activities and conducting evaluations. Monitors market conditions and reflect customer changing requirements to management.</p> <p>在行銷經理的指導下執行行銷計劃。制定並執行線上和線下的營銷計劃和活動，以推動銷售和爭取客群。負責所有線上和線下的推廣活動及進行評估。監察市場動態，並向管理層反映客戶不斷變化的需求。</p>
252	Sales Executive 營銷主任	<p>Initiates in making tactical and operational execution plans to achieve sales goals. Implements and coordinates sales and promotion of medical devices/ healthcare services and products to healthcare institutions, hospitals, clinics and end users. Follows up with existing clients, and maintains sales and long-term business relationships. Prepares sales forecasts and analysis reports. Supervises the subordinates to follow sales plan for meeting the target. Works with colleagues in different departments to create strategic sales plans.</p> <p>制定策略和運營執行計劃以實現銷售目標。向醫療機構、醫院、診所和最終用戶推廣和銷售醫療儀器／健康護理服務和產品。跟進現有客戶，維持銷售和長期業務關係。擬備銷售預測和分析報告。監督下屬按照銷售計劃達成目標。與不同部門的同事合作制定策略性的銷售計劃。</p>

Pharmacy and Dispensing Services

藥劑及配藥服務

Code 編號	Principal Job 主要職務	Job Description 工作說明
261	Medical Affairs Executive 醫學事務主任	<p>Develops and implements medical strategies. Verifies that medical projects and tasks are conducted by good clinical practice, standard operating procedures and other compliance standards. Identifies study-related regulatory and quality issues and manages complaints and any subsequent legal actions. Designs and implements campaigns such as those for disease awareness and medical education.</p> <p>制定並實施醫療策略。核實醫療專案和任務是否符合良好臨床實踐、標準操作程序和其他符合監管要求標準。識別與研究相關的監管和品質問題，管理投訴和任何隨後的法律行動。設計和推行疾病認知和醫學教育等活動。</p>
CRAFTSMAN LEVEL 技工級		
334	Secondary Packaging Worker 外包裝工人	<p>Responsible for secondary packaging of pharmaceutical products.</p> <p>負責藥品的外包裝。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
404	Pharmacy Assistant 藥劑助理	<p>Performs routine cleaning, monitoring and maintenance of the environmental and equipment conditions of pharmacy, as well as general housekeeping in pharmacy. Provides support to general pharmacy operations including re-packing of drugs and stock management. Handles patients' and departments' enquiries and drug delivery.</p> <p>執行藥房的環境和設備的例行清潔、監控和保養，以及藥房的一般整潔工作。協助藥房一般營運，包括藥物再包裝和庫存管理。解答病人和部門的詢問以及處理藥品交付工作。</p>
431	Production Assistant 生產助理	<p>Assists Production Technician in setting up and cleaning up the equipment after operation. Performs routine housekeeping in the manufacturing facility.</p> <p>協助生產技術人員安裝設備並在操作後清理設備。在製造工廠中進行日常清潔工作。</p>
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
508	Pharmacist 藥劑師	<p>Denotes a person registered with the Pharmacy and Poisons Board of Hong Kong under the Pharmacy and Poisons Ordinance (Cap. 138).</p> <p>指根據《藥劑業及毒藥條例》(第138章)，向香港藥劑業及毒藥管理局註冊。</p>
558	Dispenser 配藥員	<p>Performs a variety of tasks associated with dispensing prescription medication under the guidance of a pharmacist or other healthcare professionals. Measures amounts of medication, gives written and oral instructions on their use as prescribed by medical doctors to patients or clients. Orders stock of medications, chemicals and supplies, updates inventory records, maintains proper storage for medicine or drugs and label containers with prescribed medications. Cleans the equipment and containers for dispensing or mixing medicines and pharmaceutical compounds.</p> <p>在藥劑師或醫療專業人員的指導下，執行配藥及相關的工作。依據處方量度藥物分量和給患者有關醫生處方的書面和口頭說明。點算藥物、化學品和用品庫存、更新庫存記錄、適當保存藥品，並標示藥物資料於容器外。準備設備及容器以作配發或混合藥物和藥物化合物。</p>

Notes:

*Following data analysis, the post, "Authorised Person", will be reclassified as a managerial level rather than a supervisory level. The corresponding findings will be updated accordingly, please refer to Appendix 8.

經數據分析後，「授權人員」一職將重新分類為管理層級別，而非督導層級別。相關調查結果亦會作出相應更新，請參閱附錄 8。

Testing and Certification (relating to Healthcare and Wellness)
檢測及認證(與健康護理及保健相關)

Appendix B
附錄 B

2024 Manpower Survey of the Healthcare and Wellness Sector
健康護理及保健業 2024 年人力調查

Description for the Principal Jobs
Testing and Certification (relating to Healthcare and Wellness)
 主要職務的工作說明
 檢測及認證(與健康護理及保健相關)

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNOLOGIST / MANAGEMENT LEVEL 技師／管理人員級		
165	Food Safety Auditor 食品安全監察員	<p>Audits food production processes, inspects facilities and equipment for compliance with hygiene and safety standards, and assesses management systems in the food supply chain. Conducts inspections to identify hazards, and reviews documentation. Provides recommendations for improvement, prepares audit reports, and collaborates with teams to enhance food safety practices.</p> <p>審核食品生產過程，檢查設施和設備是否符合衛生和安全標準，評估食品供應鏈中的管理系統。進行檢查以識別危害，審查文件，提供改善建議，準備審核報告，並與團隊合作以提升食品安全實踐。</p>
171	Bioinformatician 生物信息學家	<p>Combines biology, computer science, and statistics to develop algorithms and software tools to process and interpret data, manage databases, and collaborates with researchers for designing experiments and analysing complex biological data. Applies statistical techniques to identify patterns and correlations and helps interpret genetic data. Creates visual representations of data, stays informed on the latest research, and ensures the quality and accuracy of the analyses. Fosters to the advancements in biological research and understanding.</p> <p>結合生物學、電腦科學和統計學開發演算法和軟體工具，藉以處理和解釋數據、管理資料庫並與研究人員合作設計實驗和分析生物數據。應用統計技術來識別模式和相關性，協助解讀基因數據。創建數據的視覺化呈現，及時獲取最新的研究資訊，並確保分析結果的品質和準確性。促進生物研究和理解的進展。</p>
172	Genetic Counsellor 遺傳諮詢師；基因顧問	<p>Provides information and support to individuals and families regarding genetic conditions. Assesses family medical history, interprets genetic test results, and explains the chances of developing or passing on genetic disorders. Collaborates with other healthcare professionals, conducts research, and stays updated on advancements in the field.</p> <p>為個人和家庭提供關於基因狀況的資訊和支援。評估家族病史，解釋基因測試結果，並說明發展或遺傳基因疾病的機會。與其他醫療專業人員合作，參與研究，並保持對該領域的最新進展的了解。</p>
173	Laboratory Director 實驗室主管	<p>Guarantees the ethical and professional operation of the laboratories, and assigns exclusively registered medical laboratory technologists (MLT) to conduct laboratory tests. Supervises MLTs. Implements robust quality control practices to ensure dependable laboratory results. Ensures that laboratory tests are carried out solely for analysis or examination with precise reporting, refraining from making false or unsupported assertions regarding the information derived from specific laboratory test results.</p> <p>保障實驗室的道德和專業運作，並指派僅註冊的醫務化驗師進行實驗室測試。監督醫務化驗師。實施嚴謹的品質控制措施，以確保可靠的實驗室結果。保證實驗室測試僅用於分析或檢測之目的，並進行精確的報告，避免對特定實驗室測試結果所顯示的資訊作出虛假或無根據的聲稱。</p>

Testing and Certification (relating to Healthcare and Wellness)
檢測及認證(與健康護理及保健相關)

Code 編號	Principal Job 主要職務	Job Description 工作說明
174	Laboratory Manager 實驗室經理	<p>Oversees the daily laboratory operations and tests. Develops and reviews new testing procedures and methods. Manages budgets, including allocating resources for equipment, supplies, and staffing needs. Plans and executes training programmes. Develops and implements quality control procedures, conducts audits, and ensures compliance with standards and specifications.</p> <p>監督日常的實驗室運作和測試。開發和審查新的測試程序和方法。管理預算，包括分配資源用於設備、用品和人員需求。策劃和執行培訓計劃。開發和實施品質控制程序，進行審核，以確保符合標準和規格。</p>
175	Laboratory Testing Specialist 實驗室檢測專員	<p>Conducts tests and experiments in a laboratory. Collects and prepares samples, performs various tests using specialised equipment, records and analyses data, ensures quality control, follows safety protocols, and maintains equipment and supplies. Contributes to scientific research and advancements.</p> <p>在實驗室中進行測試和實驗。收集和準備樣本，使用專業設備進行各種測試，記錄和分析數據，確保品質控制，遵循安全規程，維持設備和物品，並為科學研究和進步作出貢獻。</p>
176	Infrastructure Engineer 設備工程師	<p>Conducts tests and ensures the functionality and security of infrastructure components and systems. Evaluates performance, verifies compliance with industry standards, identifies and addresses vulnerabilities. Maintains reliable and secures infrastructure, troubleshoots issues, and improves testing methodologies continuously to ensure the smooth operation of infrastructure projects.</p> <p>進行測試並確保基礎設施組件和系統的功能性和安全性。評估性能，驗證符合行業標準，並識別和解決漏洞。維繫可靠和安全的基礎設施，解決問題，不斷改進測試方法，以確保基礎設施項目的順利運行。</p>
177	Senior Chemist 高級化學師	<p>Oversees the operations of the chemistry department. Drives innovation and maintains quality standards. Leads research and development projects, improves chemical products, ensures quality control, prepares technical reports, maintains laboratory safety. Manages resources and stays updated with advancements in chemistry. Manages a team of chemists and technicians.</p> <p>監督化學部門的運營。推動創新及維持品質標準。領導研究和開發項目，改進化學產品，確保品質控制，準備技術報告，確保實驗室安全性、管理資源，並了解化學的最新進展。管理化學家和技術人員團隊。</p>
178	Chemist 化學師	<p>Conducts research and develops concepts, theories and operational methods relating to chemistry. Applies scientific knowledge to develop new and improved products or test the quality of manufactured goods. Prepares technical reports and presents research findings, evaluates laboratory safety procedures; and directs, instructs and coordinates technicians when handling components or physical properties of materials.</p> <p>進行研究和建立與化學相關的概念、理論和操作方法開發新的和改良後的產品，並測試製成品的品質。撰寫技術報告以解釋所用方法和測試結果、編制和提交研究結果、評估實驗室的安全程序，以及指導和協調技術人員處理物質的成分和物理特性。</p>
179	Certification Manager 認證經理	<p>Oversees the certification programs. Manages the certification process, ensures compliance with standards, develops policies, coordinates with stakeholders to communicate certification results, and provides regular updates on certification information to ensure transparency and accountability. Maintains certification quality, analyses data, and continuously improves the certification program.</p> <p>監督認證計劃。管理認證流程，確保符合標準，制定政策，與持份者聯繫以傳達認證結果，並定期更新認證資訊，以確保透明度和問責性。維持認證品質，分析數據，並持續改進認證計劃。</p>
180	Inspection Manager 檢察經理	<p>Plans and manages inspections, ensures compliance with regulations and standards, analyses results, and maintains quality standards. Oversees the inspection team, communicates with clients, and continuously improves testing and certification procedures. Coordinates with stakeholders, conducts data analysis, and provides recommendations for corrective actions.</p> <p>策劃並管理檢驗工作，確保符合法規和標準，分析結果並維持品質標準。監督檢驗團隊，與客戶溝通，並持續改進測試和認證程序。協調相關利益相關者，進行數據分析，並提供改進建議。</p>

Testing and Certification (relating to Healthcare and Wellness)
檢測及認證(與健康護理及保健相關)

Code 編號	Principal Job 主要職務	Job Description 工作說明
TECHNICIAN / SUPERVISORY LEVEL 技術員／督導級		
273	Laboratory Technician 實驗室技術員	<p>Conducts laboratory tests, maintains all testing equipment and tools in good condition and reports for damage, repair and addition. Responsible for housekeeping routines and preparing testing reports in the laboratory.</p> <p>進行檢測工作；將所有檢測儀器及工具保存於良好狀態，並向上級報告損壞、需要修理或增添的儀器和工具。他們還須監管實驗室的日常工作和編製檢測報告。</p>
274	Research Technician; Research Assistant 研究技術員；研究助理	<p>Assists in research studies and laboratory experiments and operates laboratory tools and equipment, processes data for experiments, collects samples for study, analyses existing research materials, analyses experiment results, manages inventories and stock supplies, records observations, and creates reports for further examination.</p> <p>協助研究和實驗室實驗，操作實驗室器材和設備，收集研究樣本，處理實驗數據，觀察和記錄結果，分析研究資料和實驗結果，並創建報告以供進一步研究，管理實驗室設備庫存和庫存供應。</p>
275	Technical Executive 技術執行主任	<p>Assists managers of respective testing laboratories in testing development and provides technical support, such as equipment set-up, material preparation and housekeeping.</p> <p>協助各自測試實驗室的管理人員進行測試開發並提供技術支持，例如設備設置、材料準備和內務管理。</p>
276	Technical Officer; Assistant Technical Officer 技術主任；技術助理主任	<p>Provides technical support, assists in data collection and analysis, and documents procedures. Ensures safety compliance, manages inventory, and supports research projects. Troubleshoots technical issues, performs equipment maintenance, and collects accurate data.</p> <p>提供技術支援、協助數據收集和分析、記錄程序。確保安全符合監管要求標準，管理庫存，並支援研究項目。解決技術問題，進行設備維修，並收集準確的數據。</p>
281	Food Safety Supervisor 食品安全主任	<p>Oversees day-to-day operations of quality control, laboratory testing, or production. Ensures that food safety protocols, quality standards, and regulatory requirements are met. Conducts inspections, audits, and quality checks to verify adherence to food safety and quality standards. Troubleshoots issues related to product quality, process efficiency, or compliance. Trains and supervises staff members involved in food science-related tasks.</p> <p>監督品質控制、實驗室測試或生產的日常運作。確保符合食品安全協議、品質標準和法規要求。進行檢查、審核和品質檢查，以驗證是否符合食品安全和品質標準。解決與產品品質、流程效率或符合監管要求標準相關的問題。培訓和監督參與食品科學相關任務的員工。</p>
282	Product Designer; Assistant Product Designer 產品設計師；產品助理設計師	<p>Assists in testing and evaluating products, ensures compliance with standards and regulations, and supports the certification process. Collaborates with product design teams, document test procedures and results, and provides feedback on design improvements. Helps troubleshoot product issues, analyses data, and prepares reports.</p> <p>協助測試和評估產品，確保符合標準和規章，並支援認證過程。與產品設計團隊合作，記錄測試程序和結果，並提供對設計改進的回饋。協助解決產品問題，分析數據和準備報告。</p>
283	Customer Service Executive 客戶服務主任	<p>Delivers good customer service to meet company's service standards. Receives incoming calls and follows up enquiries. Gathers feedback and adheres to company service standards and policies.</p> <p>提供良好的客戶服務，以滿足公司的服務標準。接聽來電並跟進查詢。收集反饋意見並遵守公司的服務標準和政策。</p>

Testing and Certification (relating to Healthcare and Wellness)
檢測及認證(與健康護理及保健相關)

Code 編號	Principal Job 主要職務	Job Description 工作說明
CRAFTSMAN LEVEL 技工級		
307	Patient Care Assistant 病人服務助理	<p>Provides care services to patients. Prepares patients for clinical procedures and investigations. Escorts patients for examination/ treatment/ operation/ pathology testing/ back to ward. Assists doctors and nurses to perform examination/ treatment for patients. Performs daily disinfection, care and maintenance of medical equipment and environmental cleansing.</p> <p>為病人提供護理服務，為他們進行臨床程序和檢查作準備。護送病人進行檢查／治療／手術／病理檢測／返回病房。協助醫生和護士在為病人進行檢查／治療。執行每日的消毒、護理和保養醫療設備，進行環境清潔。</p>
308	Phlebotomist 抽血技術員	<p>Collects blood samples from patients for diagnostic purposes. Labels and handles specimens accurately. Records patient information involves in inventory control, follows safety protocols, and collaborates with healthcare professionals. Plays a crucial role in ensuring the safe and efficient collection of blood samples.</p> <p>從病患者身上收集血液樣本以進行診斷。準確標記和處理樣本。保養並校準設備，記錄病患者信息，參與庫存管理，遵循安全協議，並與醫療專業人員合作。確保血液樣本的安全和高效收集。</p>
OPERATIVE / CLERICAL LEVEL 輔助人員／文員級		
473	Laboratory Assistant 實驗室助理	<p>Carries out simple testing and sample preparation. Cleans and maintains all testing equipment in good condition.</p> <p>負責進行簡單的檢測工作和預備樣本。清潔和保養所有檢測儀器，並保持設備狀況良好。</p>
478	Assistant Chemist 化學助理	<p>Assists in laboratory experiments and tests, handles and analyses samples, records data, ensures quality control, follows safety protocols, and supports research projects. Helps set up experiments, operates equipment, records observations, and assists in data analysis.</p> <p>協助實驗室的實驗和測試，處理和分析樣本，記錄數據，確保品質控制，遵循安全協議，並支持研究項目。協助設置實驗，操作設備，記錄觀察結果，並協助數據分析。</p>
483	Customer Service Assistant 客戶服務助理	<p>Handles customer information, provides various customer information and data to the business department, keeps track of customer needs and maintains close communication with customers through the call centre or network, and provides other customer services including the product advisory service, the delivery progress and the progress of problem-solving, etc.</p> <p>處理客戶資訊，為業務部門提供各類客戶資料及數據，時刻留意客戶需求，例如透過電話中心或網絡和客戶保持緊密溝通，並為他們提供支援服務，包括產品諮詢，發貨進展，解決問題的進展等。</p>
DEFINITION / JOB DESCRIPTION OF HEALTHCARE PROFESSIONALS 醫護專業人員定義／工作說明		
507	Medical Laboratory Technologist 醫務化驗師	<p>Denotes a person registered with the Medical Laboratory Technologists Board under the Medical Laboratory Technologists (Registration and Disciplinary Procedure) Regulations (Cap. 359 sub. leg. A).</p> <p>指根據《醫務化驗師(註冊及紀律處分程序)規例》(第359章，附屬法例A)，向醫務化驗師管理委員會註冊。</p>
555	Dental Technician; Dental Technologist 牙科技師員；牙科技師	<p>Designs, fits and repairs dental devices and appliances following prescriptions or instructions. Examines patients to identify their dental problems and determine their appliance needs. Fabricates dental appliances such as dentures and constructs mouth guards, crowns, metal clasps, inlays, bridgework and other aids. Evaluates and modifies fitting of appliances.</p> <p>按照處方或指引，設計、安裝和修理牙科設備和器具。檢查和測量病人，以確定病人的牙齒問題及他們牙科設備的需求。製造牙科設備，例如人造牙冠，並建立護嘴、假牙托、金屬扣、嵌體、牙橋和其他輔助物。評估器具的合適度和修改尺寸。</p>

Quality Control Measures

Prior to fieldwork preparation

- Collect contact information of the sampled companies
- Group sampled companies to the same business organisation

Thorough training of fieldwork staff

- Industry briefing workshop by VTC
- Intensive briefing and training sessions by MOV in consultation with VTC

Monitoring of the fieldwork execution

- Well-trained enumerators who are experienced in conducting company surveys
- Closely monitor fieldwork progress and work of enumerators
- Debriefing sessions twice a week

Measures to increase the response rate

- Strategic directions given by VTC
- Assistance from the Training Boards and trade associations, etc.

Checking of the completed questionnaires

- Sample check of completed questionnaires by an independent team of QC checkers
- 100% vetting of the completed questionnaires by VTC

Double data entry and data validation

- Double data entry system
- Validation of collected data via computer programming and systems

Data analysis by VTC

- Benchmarking with relevant manpower information (if deemed appropriate)

Response Profile

Sector	(a) No. of valid cases*	(b) No. of companies successfully enumerated	(b)/(a) Effective response rate
Public and private hospitals	9	7	77.8%
Private medical clinics	171	163	95.3%
Private Chinese medicine clinics	15	15	100.0%
Private dental clinics	58	56	96.6%
Nursing homes, hostels, day care centres for the elderly	182	181	99.5%
Centres for addicts, disabilities, children and youth centres	57	56	98.2%
Healthcare equipment and technology, food technology	107	104	97.2%
Health foods, nutrition, diet and weight management companies	67	61	91.0%
Pharmacy and dispensing services	141	136	96.5%
Testing and certification	56	52	92.9%
Education and training institutions	16	4	25.0%
NGOs	20	17	85.0%
Government Department	1	1	100.0%
Overall	900	853	94.8%

Note: * Excluding companies which had ceased operation, had not employed any relevant technical staff, etc. at the time of survey.

Table 8.1 Manpower statistics by scope of service / business by principal job
表 8.1 按服務／業務範圍及主要職務劃分的人力統計

1. Chinese Medicine Services

中醫服務

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Chinese Medicine Pharmacist; Head of Chinese Medicine Pharmacy 中藥師；中藥房主管	67	0	0	0	0
Sub-total: 小計：	67	0	0	0	0
Technician / Supervisory Level 技術員／督導級					
Chinese Medicine Officer 中藥主任	37	0	0	2	0
Chinese Medicine Dispenser 中醫配藥員	434	0	0	121	24
Sub-total: 小計：	471	0	0	123	24
Craftsman Level 技工級					
Chinese Medicine Dispensing Assistant 中藥配藥助理	95	0	12	8	6
Sub-total: 小計：	95	0	12	8	6
Operative/Clerical Level 輔助人員／文員級					
Clinic Assistant / Receptionist 診所助理	410	0	0	22	5
Sub-total: 小計：	410	0	0	22	5
II. Healthcare Professionals 醫護專業人員					
Chinese Medicine Practitioner 中醫	1 033	20	67	3	14
Sub-total: 小計：	1 033	20	67	3	14
Total: 總計：	2 076	20	79	156	49

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

2. Dental Services

牙科服務

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Dental Clinic Manager 牙科診所經理	86	0	0	0	0
Sub-total: 小計：	86	0	0	0	0
Technician / Supervisory Level 技術員／督導級					
Dental Clinic Supervisor 牙科診所主管	85	0	0	0	0
Sub-total: 小計：	85	0	0	0	0
Operative/Clerical Level 輔助人員／文員級					
Clinic Assistant / Receptionist 診所助理	2 990	0	0	287	40
Sub-total: 小計：	2 990	0	0	287	40
II. Healthcare Professionals 醫護專業人員					
Dentist 牙醫	2 567	0	42	98	124
Dental Hygienist 牙齒衛生員	558	0	0	24	8
Nurse (Enrolled / Registered) 護士(註冊／登記)	5	0	0	0	0
Dental Surgery Assistant 牙科手術助理員	2 518	0	20	127	58
Dental Technician; Dental Technologist 牙科技術員；牙科技師	52	0	0	2	5
Dental Therapist 牙科治療師	234	0	0	5	68
Sub-total: 小計：	5 934	0	62	256	263
Total: 總計：	9 095	0	62	543	303

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

3. Elderly Care Services

安老服務

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Superintendent/Home Manager 院舍院長、院舍主管	903	0	0	4	4
Assistant Superintendent 助理院長	207	0	0	0	3
Service Manager 服務經理	231	28	0	0	6
Sub-total: 小計：	1 341	28	0	4	13
Technician / Supervisory Level 技術員／督導級					
Nutritionist 營養學家	1	0	0	1	0
Service Supervisor 服務主任	550	0	0	0	43
Social Worker 社工	1 381	0	0	16	28
Sub-total: 小計：	1 932	0	0	17	71
Craftsman Level 技工級					
Occupational Therapy Assistant 職業治療助理	164	0	0	88	5
Physiotherapy Assistant 物理治療助理	303	0	8	7	34
Health Worker 保健員	4 370	23	184	766	279
Personal Care Worker 護理員	13 502	10	396	860	1 654
Rehabilitation Worker 康復工作員	506	9	6	43	41
Rehabilitation Assistant 康復助理	2	0	0	0	0
Gerontechnology Instructor 樂齡科技指導員	29	0	0	0	4
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	42	0	0	0	0
Sub-total: 小計：	18 918	42	594	1 764	2 017
Operative/Clerical Level 輔助人員／文員級					
Health Promoter 健康促進員	42	0	0	0	0
Welfare Worker 福利工作員	559	0	6	9	61
Program Worker 活動工作員	1 333	0	12	116	167
Sub-total: 小計：	1 934	0	18	125	228
II. Healthcare Professionals 醫護專業人員					
Chinese Medicine Practitioner 中醫	26	0	7	10	0
Doctor 醫生	63	0	2	4	0
Nurse (Enrolled / Registered) 護士(註冊／登記)	4 059	0	216	566	357
Pharmacist 藥劑師	1	0	0	0	0
Physiotherapist 物理治療師	363	0	15	42	72
Occupational Therapist 職業治療師	318	0	0	32	46
Optometrist 視光師	5	0	0	0	0
Dietitian 營養師	39	0	10	2	2
Dispenser 配藥員	96	0	2	0	0
Speech Therapist 言語治療師	14	0	0	2	2
Sub-total: 小計：	4 984	0	252	658	479
Total: 總計：	29 109	70	864	2 568	2 808

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4a. Medical services

醫療服務

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals					
非醫護專業人員					
Technologist / Management Level					
技師／管理人員級					
Healthcare Service Manager 健康護理服務經理	161	0	0	0	0
Rehabilitation Manager 康復經理	3	0	0	0	0
Other relevant staff (Technologist / Management Level) 其他相關員工 (技師／管理人員級)	27	0	0	0	0
Sub-total: 小計：	191	0	0	0	0
Technician / Supervisory Level					
技術員／督導級					
Nutritionist 營養學家	4	0	0	0	0
Healthcare Service Supervisor 健康護理服務主任	22	0	0	0	0
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	5	0	0	0	0
Safety Officer 安全主任	6	0	0	0	0
Social Worker 社工	437	0	0	16	14
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	6	0	0	0	0
Sub-total: 小計：	480	0	0	16	14
Craftsman Level					
技工級					
Physiotherapy Assistant 物理治療助理	351	0	0	56	6
Patient Care Assistant 病人服務助理	19 057	2	8	829	1 239
Health Worker 保健員	18	0	0	1	0
Personal Care Worker 護理員	22	0	30	0	1
Rehabilitation Assistant 康復助理	21	0	2	0	0
Personal Trainer/Fitness Coach 私人／健身教練	13	0	0	0	0
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	99	0	30	0	0
Sub-total: 小計：	19 581	2	70	886	1 246
Operative/Clerical Level					
輔助人員／文員級					
Clinic Assistant / Receptionist 診所助理	9 959	0	0	613	53
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	4	0	0	0	0
Sub-total: 小計：	9 963	0	0	613	53
II. Healthcare Professionals					
醫護專業人員					
Chinese Medicine Practitioner 中醫	23	0	0	0	8
Chiropractor 脊醫	308	0	20	0	0
Doctor 醫生	12 970	529	127	965	765
Nurse (Enrolled / Registered) 護士(註冊／登記)	36 353	5 165	43	3 009	3 299
Pharmacist 藥劑師	63	0	0	0	0
Physiotherapist 物理治療師	2 909	0	145	198	256
Occupational Therapist 職業治療師	1 539	0	14	32	171
Optometrist 視光師	308	0	0	15	7
Radiographer 放射技師	1 751	0	0	95	214
Audiologist 聽力學家	46	0	0	0	7
Audiology Technician 聽力學技術員	35	0	0	0	0
Clinical Psychologist 臨床心理學家	416	0	33	14	23
Dental Technician; Dental Technologist 牙科技術員；牙科技師	4	0	0	0	0
Dietitian 營養師	92	0	8	2	5
Dispenser 配藥員	102	0	0	4	0
Educational Psychologist 教育心理學家	47	0	0	0	0
Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
Mould Laboratory Technician 製模實驗室技術員	11	0	0	0	1

Orthoptist 視覺矯正師	23	0	0	0	5
Prosthetist; Orthotist 義肢矯形師	165	0	0	5	5
Scientific Officer (Medical) 科學主任(醫務)	142	0	0	3	20
Speech Therapist 言語治療師	460	0	12	45	8
Sub-total: 小計:	57 767	5 694	402	4 387	4 794
Total: 總計:	87 982	5 696	472	5 902	6 107

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4b. Rehabilitation services

復健服務

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Home Manager 院舍主管	338	0	0	0	20
Service Manager 服務經理	441	0	0	0	15
Healthcare Service Manager 健康護理服務經理	20	0	0	0	0
Rehabilitation Manager 康復經理	122	0	0	0	3
Sub-total: 小計：	921	0	0	0	38
Technician / Supervisory Level 技術員／督導級					
Chinese Medicine Dispenser 中醫配藥員	2	0	0	0	0
Service Coordinator 服務統籌主任	119	0	0	0	0
Care Coordinator 護理統籌主任	8	0	0	0	0
Healthcare Service Supervisor 健康護理服務主任	31	0	0	0	0
Rehabilitation Officer 康復主任	664	0	0	23	78
Mental Health Education Officer 精神健康教育主任	32	0	0	0	7
Case Manager 個案經理	425	20	10	52	66
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	90	0	0	0	6
Wellness and Mind Health Officer 健康與精神健康主任	750	0	0	13	73
Rehabilitation Trainer 康復培訓主任	265	0	0	0	50
Employment Officer 就業主任	149	0	0	18	13
Safety Officer 安全主任	4	0	0	0	0
Social Worker 社工	1 350	0	0	28	6
Other relevant staff (Technician / Supervisory Level) 其他相關員工（技術員／督導級）	3	0	0	0	0
Sub-total: 小計：	3 892	20	10	134	299
Craftsman Level 技工級					
Physiotherapy Assistant 物理治療助理	210	0	0	8	28
Patient Care Assistant 病人服務助理	80	0	0	2	2
Health Worker 保健員	1 210	6	104	398	169
Personal Care Worker 護理員	4 489	9	55	395	655
Rehabilitation Assistant 康復助理	481	0	81	115	75
Welfare Worker 福利工作員	1 633	0	20	243	332
Personal Trainer/Fitness Coach 私人／健身教練	62	0	0	0	4
Sub-total: 小計：	8 165	15	260	1 161	1 265
Operative/Clerical Level 輔助人員／文員級					
Clinic Assistant / Receptionist 診所助理	72	0	8	12	10
Health Promoter 健康促進員	34	0	0	0	0
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	22	0	0	5	0
Program Worker 活動工作員	1 035	0	94	194	95
Sub-total: 小計：	1 163	0	102	211	105
II. Healthcare Professionals 醫護專業人員					
Chinese Medicine Practitioner 中醫	11	0	0	0	2
Doctor 醫生	49	0	8	4	0
Nurse (Enrolled / Registered) 護士(註冊／登記)	1 775	10	60	113	207
Pharmacist 藥劑師	37	0	0	1	2
Physiotherapist 物理治療師	322	0	2	51	53

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
Occupational Therapist 職業治療師	559	0	4	59	55
Radiographer 放射技師	6	0	0	0	0
Clinical Psychologist 臨床心理學家	79	2	0	8	14
Dietitian 營養師	8	0	0	0	0
Dispenser 配藥員	35	0	0	2	1
Educational Psychologist 教育心理學家	26	0	0	11	1
Speech Therapist 言語治療師	349	0	0	18	25
Sub-total: 小計：	3 256	12	74	267	360
Total: 總計：	17 397	47	446	1 773	2 067

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

5. Healthcare Equipment and Technology, Food Technology

健康護理儀器及科技、食品科技

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
Technologist / Management Level 技師／管理人員級					
Production Person-in-Charge (PIC) 生產負責人					
Production Manager 生產經理	31	0	0	0	0
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	34	0	0	0	0
Regulatory Affairs Manager 規管事務經理	42	0	0	0	0
Service Engineer 服務工程師	12	0	0	0	0
Marketing Manager 市場推廣經理	92	0	0	0	3
Sales Manager 營銷經理	129	0	0	0	0
Warehouse and Distribution Manager 倉庫及物流經理	241	0	0	0	0
Medical Advisor 醫藥學術專員	42	0	0	0	0
Medical Device Technologist 醫療儀器技師	3	0	0	0	0
Sub-total: 小計：	630	0	0	0	3
Technician / Supervisory Level 技術員／督導級					
Production Officer 生產主任	34	0	0	0	0
Production Technician 生產技術員	167	0	0	0	0
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	56	0	0	0	0
Quality Assurance Technician 品質保證技術員	10	0	0	0	0
Quality Control Inspector 品質控制檢測員	5	0	0	0	0
Research and Development Officer 研發主任	17	0	0	0	0
Technical Officer 技術主任	9	0	0	0	0
Laboratory Technician 實驗技術員	2	0	0	0	0
Compliance Officer 合規主任	188	0	0	0	16
Medical Equipment Technician – Healthcare 醫療儀器技術員－健康護理	313	0	0	0	6
Sales Executive 營銷主任	2 974	4	0	107	51
Warehouse and Distribution Supervisor 倉庫及物流主任	373	0	0	0	20
Sub-total: 小計：	4 154	4	0	107	93
Craftsman Level 技工級					
Quality Control Assistant 品質控制助理	32	0	0	0	0
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	8	0	0	12	0
Sub-total: 小計：	40	0	0	12	0
Operative/Clerical Level 輔助人員／文員級					
Production Assistant 生產助理	396	0	0	40	0
Machine Operator 儀器操作員	146	0	0	0	0
Packing Operator 包裝操作員	125	0	0	205	0
Customer Service Assistant 客戶服務助理	298	0	0	4	4
Other relevant staff (Operative/Clerical Level) 其他相關員工（輔助人員／文員級）	10	0	0	20	0
Sub-total: 小計：	975	0	0	269	4
II. Healthcare Professionals 醫護專業人員					
Nurse (Enrolled/ Registered) 護士（註冊／登記）	5	0	0	0	0
Audiologist 聽力學家	2	0	0	0	0
Sub-total: 小計：	7	0	0	0	0
Total: 總計：	5 806	4	0	388	100

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

6. Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Production Person-in-Charge (PIC) 生產負責人	15	0	0	0	0
Production Manager 生產經理	18	0	0	0	0
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	9	0	0	0	0
Regulatory Affairs Manager 規管事務經理	3	0	0	0	0
Marketing Manager 市場推廣經理	63	0	0	0	7
Sales Manager 營銷經理	142	0	0	0	5
Category Manager - Health Supplement 類別經理 - 健康保健品	14	0	0	0	0
Programme Manager (Food, Nutrition and Healthcare) 活動經理(食品、營養、健康護理)	14	0	0	0	1
Sub-total: 小計：	278	0	0	0	13
Technician / Supervisory Level 技術員／督導級					
Nutritionist 營養學家	122	1	0	12	3
Production Officer 生產主任	7	0	0	0	0
Production Technician 生產技術員	29	0	0	0	0
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	8	0	0	0	0
Research and Development Officer 研發主任	92	0	0	0	0
Marketing Executive 市場推廣主任	139	8	0	0	3
Sales Executive 營銷主任	769	0	12	47	34
Project Officer (Nutrition and Healthcare Management) 項目主任(營養、健康護理管理)	48	0	0	0	0
Fitness Management Consultant 健康管理顧問	121	0	0	0	0
Sub-total: 小計：	1 335	9	12	59	40
Craftsman Level 技工級					
Personal Trainer/Fitness Coach 私人／健身教練	2 224	0	173	788	9
Secondary Packaging Worker 外包裝工人	20	0	0	0	0
Quality Control Assistant 品質控制助理	3	0	0	0	0
Weight Management Instructor 體重管理導師	576	0	0	24	0
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	68	0	0	1	2
Sub-total: 小計：	2 891	0	173	813	11
Operative/Clerical Level 輔助人員／文員級					
Production Assistant 生產助理	160	0	0	50	0
Packing Operator 包裝操作員	174	0	0	52	0
Health Care Assistant 健康護理助理	34	0	0	0	0
Other relevant staff (Operative/Clerical Level) 其他相關員工 (輔助人員／文員級)	24	0	0	0	0
Sub-total: 小計：	392	0	0	102	0
II. Healthcare Professionals 醫護專業人員					
Chinese Medicine Practitioner 中醫	3	0	0	0	0
Dietitian 營養師	214	0	0	21	28
Sub-total: 小計：	217	0	0	21	28
Total: 總計：	5 113	9	185	995	92

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

7. Pharmacy and Dispensing Services

藥劑及配藥服務

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Head (Pharmacology and Pharmacy) 主管(病理和藥劑)	24	0	0	0	0
Pharmacy Manager 藥劑經理	58	0	0	0	0
Production Person-in-Charge (PIC) 生產負責人	31	0	0	0	0
Production Manager 生產經理	164	0	0	0	0
Authorised Person 授權人員	6	0	0	0	0
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	84	0	0	0	0
Regulatory Affairs Manager 規管事務經理	50	0	0	0	0
Marketing Manager 市場推廣經理	266	0	0	0	2
Sales Manager 營銷經理	414	0	0	0	0
Medical Affairs Manager 醫學事務經理	14	0	0	0	0
Medical Advisor 醫藥學術專員	9	0	0	28	0
Other relevant staff (Technologist / Management Level) 其他相關員工(技師／管理人員級)	16	0	0	0	0
Sub-total: 小計：	1 136	0	0	28	2
Technician / Supervisory Level 技術員／督導級					
Chinese Medicine Dispenser 中醫配藥員	80	0	0	0	0
Production Officer 生產主任	304	0	0	0	0
Production Technician 生產技術員	492	0	0	0	5
Authorised Person in Secondary Packaging 外包裝製造商的獲授權人	5	0	0	0	0
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	256	0	0	0	0
Regulatory Affairs Executive 規管事務主任	54	0	0	0	0
Marketing Executive 市場推廣主任	591	0	0	0	2
Sales Executive 營銷主任	2 708	0	0	11	29
Medical Affairs Executive 醫學事務主任	6	4	0	2	0
Other relevant staff (Technician / Supervisory Level) 其他相關員工(技術員／督導級)	3	0	0	0	0
Sub-total: 小計：	4 499	4	0	13	36
Craftsman Level 技工級					
Chinese Medicine Dispensing Assistant 中藥配藥助理	449	0	0	0	0
Secondary Packaging Worker 外包裝工人	925	0	0	116	5
Quality Control Assistant 品質控制助理	27	0	0	0	0
Other relevant staff (Craftsman Level) 其他相關員工(技工級)	12	18	0	0	0
Sub-total: 小計：	1 413	18	0	116	5
Operative/Clerical Level 輔助人員／文員級					
Pharmacy Assistant 藥劑助理	728	0	0	0	3
Production Assistant 生產助理	679	0	0	0	0
Packing Operator 包裝操作員	83	0	0	0	0
Other relevant staff (Operative/Clerical Level) 其他相關員工(輔助人員／文員級)	6	0	0	0	0
Sub-total: 小計：	1 496	0	0	0	3
II. Healthcare Professionals 醫護專業人員					
Chinese Medicine Practitioner 中醫	437	0	0	0	0
Pharmacist 藥劑師	2 248	18	0	142	62
Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
Dietitian 營養師	2	0	0	0	0
Dispenser 配藥員	2 450	0	0	101	92

Sub-total: 小計：	5 137	18	0	243	154
Total: 總計：	13 681	40	0	400	200

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

8. Testing and Certification

檢測與認證

Principal Job* 主要職務	No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	No. of Trainees/ Apprentices as at Survey Reference Date 在統計日期的 實習生／見習員人數	No. of Freelancers as at Survey Reference Date 在統計日期的自由工作者	No. of Part-time Employees as at Survey Reference Date 在統計日期的兼職僱員	No. of Vacancies as at Survey Reference Date 在統計日期的空缺額
I. Non-healthcare Professionals 非醫護專業人員					
Technologist / Management Level 技師／管理人員級					
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	12	0	0	0	0
Food Safety Auditor 食品安全監察員	6	0	0	0	0
Genetic Counsellor 遺傳諮詢師：基因顧問	1	0	0	1	0
Laboratory Director 實驗室主管	32	0	0	0	0
Laboratory Manager 實驗室經理	72	0	0	0	0
Laboratory Testing Specialist 實驗室檢測專員	12	0	8	4	0
Infrastructure Engineer 設備工程師	7	0	0	0	0
Senior Chemist 高級化學師	8	0	0	0	0
Chemist 化學師	52	0	0	0	0
Sub-total: 小計：	202	0	8	5	0
Technician / Supervisory Level 技術員／督導級					
Laboratory Technician 實驗室技術員	425	0	0	0	5
Research Technician; Research Assistant 研究技術員：研究助理	6	0	0	0	0
Technical Executive 技術執行主任	8	0	0	0	0
Technical Officer; Assistant Technical Officer 技術主任：技術助理主任	26	12	0	3	0
Customer Service Executive 客戶服務主任	128	0	0	33	0
Other relevant staff (Technician / Supervisory Level) 其他相關員工（技術員／督導級）	12	0	0	0	0
Sub-total: 小計：	605	12	0	36	5
Craftsman Level 技工級					
Patient Care Assistant 病人服務助理	21	0	0	0	0
Phlebotomist 抽血技術員	612	0	0	8	5
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	60	0	0	0	0
Sub-total: 小計：	693	0	0	8	5
Operative/Clerical Level 輔助人員／文員級					
Laboratory Assistant 實驗室助理	1 003	54	0	23	32
Assistant Chemist 化學助理	45	0	0	0	0
Customer Service Assistant 客戶服務助理	491	0	0	0	0
Sub-total: 小計：	1 539	54	0	23	32
II. Healthcare Professionals 醫護專業人員					
Doctor 醫生	131	0	89	7	0
Nurse (Enrolled/ Registered) 護士（註冊／登記）	93	0	0	0	0
Medical Laboratory Technologist 醫務化驗師	2 804	0	24	134	130
Pharmacist 藥劑師	2	0	0	0	0
Radiographer 放射技師	626	0	0	16	12
Dietitian 營養師	13	0	0	0	0
Sub-total: 小計：	3 669	0	113	157	142
Total: 總計：	6 708	66	121	229	184

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

Table 8.2 Percentage distribution of average monthly remuneration package of non-healthcare professionals by scope of service / business by principal job
表 8.2 按服務／業務範圍及主要職務劃分的非醫護專業人員之每月平均薪酬的百分比

1. Chinese Medicine Services

中醫服務

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技術／管理人員級							
Chinese Medicine Pharmacist; Head of Chinese Medicine Pharmacy 中藥師；中藥房主管	9.2%	30.8%	60.0%	0.0%	0.0%	0.0%	67
Sub-total: 小計：	9.2%	30.8%	60.0%	0.0%	0.0%	0.0%	67
Technician / Supervisory Level 技術員／督導級							
Chinese Medicine Officer 中藥主任	0.0%	0.0%	67.6%	32.4%	0.0%	0.0%	37
Chinese Medicine Dispenser 中醫配藥員	0.0%	0.0%	9.3%	86.5%	4.2%	0.0%	434
Sub-total: 小計：	0.0%	0.0%	13.9%	82.2%	3.9%	0.0%	471
Craftsman Level 技工級							
Chinese Medicine Dispensing Assistant 中藥配藥助理	0.0%	0.0%	0.0%	17.8%	82.2%	0.0%	95
Sub-total: 小計：	0.0%	0.0%	0.0%	17.8%	82.2%	0.0%	95
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	0.0%	0.0%	87.6%	12.4%	410
Sub-total: 小計：	0.0%	0.0%	0.0%	0.0%	87.6%	12.4%	410
Total: 總計：	0.6%	2.0%	10.2%	39.0%	43.4%	4.9%	1 043

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

2. Dental Services

牙科服務

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技術／管理人員級							
Dental Clinic Manager 牙科診所經理	1.2%	12.8%	74.4%	11.6%	0.0%	0.0%	86
Sub-total: 小計：	1.2%	12.8%	74.4%	11.6%	0.0%	0.0%	86
Technician / Supervisory Level 技術員／督導級							
Dental Clinic Supervisor 牙科診所主管	0.0%	12.9%	41.2%	41.2%	4.7%	0.0%	85
Sub-total: 小計：	0.0%	12.9%	41.2%	41.2%	4.7%	0.0%	85
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	0.0%	30.1%	63.5%	6.4%	2 990
Sub-total: 小計：	0.0%	0.0%	0.0%	30.1%	63.5%	6.4%	2 990
Total: 總計：	0.0%	0.7%	3.1%	29.9%	60.2%	6.1%	3 161

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

3. Elderly Care Services

安老服務

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Superintendent/Home Manager 院舍院長：院舍主管	0.2%	43.0%	45.0%	11.7%	0.0%	0.0%	903
Assistant Superintendent 助理院長	0.6%	30.9%	44.6%	23.4%	0.6%	0.0%	207
Service Manager 服務經理	0.4%	68.8%	26.4%	4.3%	0.0%	0.0%	231
Sub-total: 小計：	0.3%	46.1%	41.5%	12.0%	0.1%	0.0%	1 341
Technician / Supervisory Level 技術員／督導級							
Nutritionist 營養學家	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
Service Supervisor 服務主任	0.0%	0.0%	88.0%	12.0%	0.0%	0.0%	550
Social Worker 社工	0.0%	0.0%	37.1%	58.1%	4.8%	0.0%	1 381
Sub-total: 小計：	0.0%	0.0%	51.8%	44.8%	3.4%	0.0%	1 932
Craftsman Level 技工級							
Occupational Therapy Assistant 職業治療助理	0.0%	0.0%	0.0%	37.8%	62.2%	0.0%	164
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	0.0%	35.0%	65.0%	0.0%	303
Health Worker 保健員	0.0%	0.0%	1.0%	47.0%	52.0%	0.0%	4 370
Personal Care Worker 護理員	0.0%	0.0%	1.3%	43.4%	55.1%	0.2%	13 502
Rehabilitation Worker 康復工作員	0.0%	0.0%	1.0%	22.5%	73.7%	2.8%	506
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	2
Gerontechnology Instructor 樂齡科技指導員	0.0%	0.0%	0.0%	37.9%	62.1%	0.0%	29
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	42
Sub-total: 小計：	0.0%	0.0%	1.2%	43.6%	55.0%	0.2%	18 918
Operative/Clerical Level 輔助人員／文員級							
Health Promoter 健康促進員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	42
Welfare Worker 福利工作員	0.0%	0.0%	0.0%	39.4%	49.7%	10.9%	559
Program Worker 活動工作員	0.0%	0.0%	0.0%	18.4%	64.1%	17.5%	1 333
Sub-total: 小計：	0.0%	0.0%	0.0%	24.1%	60.7%	15.2%	1 934
Total: 總計：	0.0%	2.5%	7.5%	40.3%	48.2%	1.5%	24 125

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4a. Medical services

醫療服務

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Healthcare Service Manager 健康護理服務經理	1.8%	48.6%	43.1%	6.4%	0.0%	0.0%	161
Rehabilitation Manager 康復經理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3
Other relevant staff (Technologist / Management Level) 其他相關員工 (技師／管理人員級)	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	27
Sub-total: 小計：	1.5%	39.0%	54.4%	5.1%	0.0%	0.0%	191
Technician / Supervisory Level 技術員／督導級							
Nutritionist 營養學家	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	4
Healthcare Service Supervisor 健康護理服務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	22
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	5
Safety Officer 安全主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	6
Social Worker 社工	0.0%	0.0%	20.0%	80.0%	0.0%	0.0%	437
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	6
Sub-total: 小計：	0.0%	0.0%	76.7%	23.3%	0.0%	0.0%	480
Craftsman Level 技工級							
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	0.0%	12.6%	87.4%	0.0%	351
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	42.6%	57.4%	0.0%	19 057
Health Worker 保健員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	18
Personal Care Worker 護理員	-	-	-	-	-	-	22
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.0%	28.6%	71.4%	0.0%	21
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	13
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	99
Sub-total: 小計：	0.0%	0.0%	0.0%	40.8%	59.2%	0.0%	19 581
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	0.0%	19.4%	80.2%	0.4%	9 959
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	4
Sub-total: 小計：	0.0%	0.0%	0.0%	19.5%	80.1%	0.4%	9 963
Total: 總計：	0.0%	0.5%	0.9%	22.8%	75.5%	0.3%	30 215

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4b. Rehabilitation services
復健服務

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level							
技師／管理人員級							
Home Manager 院舍主管	0.9%	66.7%	26.7%	5.7%	0.0%	0.0%	338
Service Manager 服務經理	0.0%	72.2%	26.4%	1.5%	0.0%	0.0%	441
Healthcare Service Manager 健康護理服務經理	45.0%	55.0%	0.0%	0.0%	0.0%	0.0%	20
Rehabilitation Manager 康復經理	0.0%	88.5%	4.9%	6.6%	0.0%	0.0%	122
Sub-total: 小計：	1.4%	72.1%	22.9%	3.7%	0.0%	0.0%	921
Technician / Supervisory Level							
技術員／督導級							
Chinese Medicine Dispenser 中醫配藥員	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	2
Service Coordinator 服務統籌主任	0.0%	0.0%	53.8%	43.7%	2.5%	0.0%	119
Care Coordinator 護理統籌主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	8
Healthcare Service Supervisor 健康護理服務主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	31
Rehabilitation Officer 康復主任	0.0%	0.0%	78.3%	21.7%	0.0%	0.0%	664
Mental Health Education Officer 精神健康教育主任	0.0%	0.0%	31.3%	68.8%	0.0%	0.0%	32
Case Manager 個案經理	0.0%	0.0%	96.5%	3.5%	0.0%	0.0%	425
Community Health Officer; Health Promotion Officer 社區健康工作主任：健康推廣主任	0.0%	0.0%	52.9%	47.1%	0.0%	0.0%	90
Wellness and Mind Health Officer 健康與精神健康主任	0.0%	0.0%	71.1%	28.9%	0.0%	0.0%	750
Rehabilitation Trainer 康復培訓主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	265
Employment Officer 就業主任	0.0%	0.0%	25.7%	54.9%	19.5%	0.0%	149
Safety Officer 安全主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	4
Social Worker 社工	0.0%	0.0%	62.8%	37.2%	0.0%	0.0%	1 350
Other relevant staff (Technician / Supervisory Level) 其他相關員工（技術員／督導級）	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3
Sub-total: 小計：	0.0%	0.2%	63.2%	35.9%	0.7%	0.0%	3 892
Craftsman Level							
技工級							
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	0.0%	20.8%	79.2%	0.0%	210
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	0.0%	15.8%	84.2%	80
Health Worker 保健員	0.0%	0.0%	0.8%	84.8%	14.5%	0.0%	1 210
Personal Care Worker 護理員	0.0%	0.0%	0.0%	49.1%	48.1%	2.8%	4 489
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.0%	46.6%	53.4%	0.0%	481
Welfare Worker 福利工作員	0.0%	0.0%	0.0%	88.5%	11.5%	0.0%	1 633
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	62
Sub-total: 小計：	0.0%	0.0%	0.1%	61.2%	36.7%	2.0%	8 165
Operative/Clerical Level							
輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	0.0%	0.0%	77.8%	22.2%	72
Health Promoter 健康促進員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	34
Community Health Assistant; Health Promotion Assistant 社區健康工作助理：健康推廣助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	22
Program Worker 活動工作員	0.0%	0.0%	0.0%	13.7%	69.9%	16.4%	1 035
Sub-total: 小計：	0.0%	0.0%	0.0%	12.1%	71.9%	16.0%	1 163
Total: 總計：	0.1%	4.8%	19.3%	46.3%	27.1%	2.4%	14 141

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

5. Healthcare Equipment and Technology, Food Technology

健康護理儀器及科技、食品科技

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level							
技師／管理人員級							
Production Person-in-Charge (PIC) 生產負責人	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	31
Production Manager 生產經理	0.0%	17.6%	82.4%	0.0%	0.0%	0.0%	34
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	42
Regulatory Affairs Manager 規管事務經理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	12
Service Engineer 服務工程師	0.0%	73.9%	26.1%	0.0%	0.0%	0.0%	92
Marketing Manager 市場推廣經理	0.0%	9.2%	86.2%	4.6%	0.0%	0.0%	129
Sales Manager 營銷經理	0.0%	18.2%	61.2%	20.6%	0.0%	0.0%	241
Warehouse and Distribution Manager 倉庫及物流經理	0.0%	13.3%	80.0%	6.7%	0.0%	0.0%	42
Medical Advisor 醫藥學術專員	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	4
Medical Device Technologist 醫療儀器技師	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3
Sub-total: 小計：	0.0%	23.0%	68.0%	9.1%	0.0%	0.0%	630
Technician / Supervisory Level							
技術員／督導級							
Production Officer 生產主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	34
Production Technician 生產技術員	0.0%	0.0%	0.0%	92.8%	7.2%	0.0%	167
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	56
Quality Assurance Technician 品質保證技術員	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	10
Quality Control Inspector 品質控制檢測員	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	5
Research and Development Officer 研發主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	6
Technical Officer 技術主任	0.0%	0.0%	0.0%	82.4%	17.6%	0.0%	17
Laboratory Technician 實驗技術員	0.0%	0.0%	0.0%	88.9%	11.1%	0.0%	9
Compliance Officer 合規主任	-	-	-	-	-	-	2
Medical Equipment Technician – Healthcare 醫療儀器技術員 – 健康護理	0.0%	0.0%	6.2%	77.0%	16.9%	0.0%	188
Marketing Executive 市場推廣主任	0.0%	0.0%	8.9%	90.4%	0.7%	0.0%	313
Sales Executive 營銷主任	0.0%	0.0%	31.1%	42.3%	26.6%	0.0%	2 974
Warehouse and Distribution Supervisor 倉庫及物流主任	0.0%	0.0%	8.1%	50.2%	41.7%	0.0%	373
Sub-total: 小計：	0.0%	0.0%	24.2%	51.7%	24.1%	0.0%	4 154
Craftsman Level							
技工級							
Quality Control Assistant 品質控制助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	32
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	8
Sub-total: 小計：	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%	40
Operative/Clerical Level							
輔助人員／文員級							
Production Assistant 生產助理	0.0%	0.0%	0.0%	7.6%	68.2%	24.2%	396
Machine Operator 儀器操作員	0.0%	0.0%	0.0%	6.2%	93.8%	0.0%	146
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	125
Customer Service Assistant 客戶服務助理	0.0%	0.0%	0.0%	11.2%	81.5%	7.2%	298
Other relevant staff (Operative/Clerical Level) 其他相關員工（輔助人員／文員級）	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	10
Sub-total: 小計：	0.0%	0.0%	0.0%	7.3%	80.5%	12.2%	975
Total: 總計：	0.0%	2.3%	24.1%	39.5%	32.0%	2.1%	5 799

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

6. Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技術／管理人員級							
Production Person-in-Charge (PIC) 生產負責人	0.0%	13.3%	86.7%	0.0%	0.0%	0.0%	15
Production Manager 生產經理	0.0%	22.2%	77.8%	0.0%	0.0%	0.0%	18
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	9
Regulatory Affairs Manager 規管事務經理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3
Marketing Manager 市場推廣經理	0.0%	12.7%	85.7%	1.6%	0.0%	0.0%	63
Sales Manager 營銷經理	0.0%	11.3%	84.5%	4.2%	0.0%	0.0%	142
Category Manager - Health Supplement 類別經理 - 健康保健品	0.0%	0.0%	85.7%	14.3%	0.0%	0.0%	14
Programme Manager (Food, Nutrition and Healthcare) 活動經理(食品、營養、健康護理)	0.0%	0.0%	57.1%	42.9%	0.0%	0.0%	14
Sub-total: 小計：	0.0%	10.8%	83.8%	5.4%	0.0%	0.0%	278
Technician / Supervisory Level 技術員／督導級							
Nutritionist 營養學家	0.0%	0.0%	13.9%	84.4%	1.6%	0.0%	122
Production Officer 生產主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	7
Production Technician 生產技術員	0.0%	0.0%	69.0%	31.0%	0.0%	0.0%	29
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	8
Research and Development Officer 研發主任	0.0%	0.0%	87.0%	13.0%	0.0%	0.0%	92
Marketing Executive 市場推廣主任	0.0%	0.0%	27.3%	68.3%	4.3%	0.0%	139
Sales Executive 營銷主任	0.0%	0.0%	16.2%	77.9%	5.9%	0.0%	769
Project Officer (Nutrition and Healthcare Management) 項目主任(營養、健康護理管理)	0.0%	0.0%	62.5%	37.5%	0.0%	0.0%	48
Fitness Management Consultant 健身管理顧問	0.0%	0.0%	0.0%	89.3%	10.7%	0.0%	121
Sub-total: 小計：	0.0%	0.0%	23.2%	71.8%	5.0%	0.0%	1 335
Craftsman Level 技工級							
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	0.0%	92.9%	7.1%	0.0%	2 224
Secondary Packaging Worker 外包裝工人	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	20
Quality Control Assistant 品質控制助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	3
Weight Management Instructor 體重管理導師	0.0%	0.0%	0.4%	61.2%	38.4%	0.0%	576
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	68
Sub-total: 小計：	0.0%	0.0%	0.1%	86.5%	13.4%	0.0%	2 891
Operative/Clerical Level 輔助人員／文員級							
Production Assistant 生產助理	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	160
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	0.0%	16.1%	83.9%	174
Health Care Assistant 健康護理助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	34
Other relevant staff (Operative/Clerical Level) 其他相關員工 (輔助人員／文員級)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	24
Sub-total: 小計：	0.0%	0.0%	0.0%	0.0%	21.9%	78.1%	392
Total: 總計：	0.0%	0.6%	11.6%	70.4%	10.9%	6.5%	4 896

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

7. Pharmacy and Dispensing Services

藥劑及配藥服務

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000 \$50,001 - \$80,000	\$30,001 - \$50,000 \$30,001 - \$50,000	\$20,001 - \$30,000 \$20,001 - \$30,000	\$15,001 - \$20,000 \$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Head (Pharmacology and Pharmacy) 主管(病理和藥劑)	45.5%	36.4%	9.1%	9.1%	0.0%	0.0%	24
Pharmacy Manager 藥劑經理	5.4%	48.2%	44.6%	1.8%	0.0%	0.0%	58
Production Person-in-Charge (PIC) 生產負責人	0.0%	32.3%	64.5%	3.2%	0.0%	0.0%	31
Production Manager 生產經理	0.0%	68.6%	22.4%	9.0%	0.0%	0.0%	164
Authorised Person 授權人員	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	6
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	28.8%	68.8%	2.5%	0.0%	0.0%	84
Regulatory Affairs Manager 規管事務經理	4.0%	0.0%	96.0%	0.0%	0.0%	0.0%	50
Marketing Manager 市場推廣經理	2.3%	23.7%	74.0%	0.0%	0.0%	0.0%	266
Sales Manager 營銷經理	4.3%	43.2%	50.5%	1.9%	0.0%	0.0%	414
Medical Affairs Manager 醫學事務經理	14.3%	85.7%	0.0%	0.0%	0.0%	0.0%	14
Medical Advisor 醫藥學術專員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	9
Other relevant staff (Technologist / Management Level) 其他相關員工(技師／管理人員級)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	16
Sub-total: 小計：	3.7%	40.6%	52.7%	3.0%	0.0%	0.0%	1 136
Technician / Supervisory Level 技術員／督導級							
Chinese Medicine Dispenser 中醫配藥員	0.0%	0.0%	0.0%	70.0%	30.0%	0.0%	80
Production Officer 生產主任	0.0%	0.0%	53.5%	43.0%	3.5%	0.0%	304
Production Technician 生產技術員	0.0%	0.0%	40.7%	46.5%	12.8%	0.0%	492
Authorised Person in Secondary Packaging 外包裝製造商的獲授權人	0.0%	0.0%	0.0%	80.0%	20.0%	0.0%	5
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	0.0%	30.8%	49.5%	19.7%	0.0%	256
Regulatory Affairs Executive 規管事務主任	0.0%	11.1%	48.1%	38.9%	1.9%	0.0%	54
Marketing Executive 市場推廣主任	0.0%	3.5%	24.6%	64.4%	7.5%	0.0%	591
Sales Executive 營銷主任	0.0%	0.0%	50.2%	41.8%	8.0%	0.0%	2 708
Medical Affairs Executive 醫學事務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	6
Other relevant staff (Technician / Supervisory Level) 其他相關員工(技術員／督導級)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	3
Sub-total: 小計：	0.0%	0.6%	44.0%	46.2%	9.2%	0.0%	4 499
Craftsman Level 技工級							
Chinese Medicine Dispensing Assistant 中藥配藥助理	0.0%	0.0%	0.0%	18.3%	81.7%	0.0%	449
Secondary Packaging Worker 外包裝工人	0.0%	0.0%	0.0%	19.4%	80.0%	0.6%	925
Quality Control Assistant 品質控制助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	27
Other relevant staff (Craftsman Level) 其他相關員工(技工級)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	12
Sub-total: 小計：	0.0%	0.0%	0.0%	18.4%	81.2%	0.4%	1 413
Operative/Clerical Level 輔助人員／文員級							
Pharmacy Assistant 藥劑助理	0.0%	0.0%	0.9%	33.7%	56.1%	9.3%	728
Production Assistant 生產助理	0.0%	0.0%	0.0%	8.3%	89.2%	2.5%	679
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	3.6%	96.4%	0.0%	83
Other relevant staff (Operative/Clerical Level) 其他相關員工(輔助人員／文員級)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	6
Sub-total: 小計：	0.0%	0.0%	0.5%	22.5%	70.8%	6.2%	1 496
Total: 總計：	0.5%	6.3%	31.3%	31.6%	29.3%	1.0%	8 544

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

8. Testing and Certification

檢測與認證

Principal Job* 主要職務	\$80,001 or above \$80,001 或以上	\$50,001 - \$80,000	\$30,001 - \$50,000	\$20,001 - \$30,000	\$15,001 - \$20,000	\$15,000 or below \$15,000 或以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level							
技師／管理人員級							
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	12
Food Safety Auditor 食品安全監察員	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	6
Genetic Counsellor 遺傳諮詢師；基因顧問	-	-	-	-	-	-	1
Laboratory Director 實驗室主管	0.0%	10.0%	90.0%	0.0%	0.0%	0.0%	32
Laboratory Manager 實驗室經理	5.6%	41.7%	52.8%	0.0%	0.0%	0.0%	72
Laboratory Testing Specialist 實驗室檢測專員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	12
Infrastructure Engineer 設備工程師	0.0%	57.1%	42.9%	0.0%	0.0%	0.0%	7
Senior Chemist 高級化學師	62.5%	0.0%	37.5%	0.0%	0.0%	0.0%	8
Chemist 化學師	38.5%	0.0%	61.5%	0.0%	0.0%	0.0%	52
Sub-total: 小計：	14.6%	24.6%	57.8%	3.0%	0.0%	0.0%	202
Technician / Supervisory Level							
技術員／督導級							
Laboratory Technician 實驗室技術員	0.0%	0.0%	23.4%	70.1%	6.5%	0.0%	425
Research Technician; Research Assistant 研究技術員；研究助理	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	6
Technical Executive 技術執行主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	8
Technical Officer; Assistant Technical Officer 技術主任；技術助理主任	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	26
Customer Service Executive 客戶服務主任	0.0%	0.0%	18.8%	46.9%	34.4%	0.0%	128
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	12
Sub-total: 小計：	0.0%	0.0%	21.3%	66.6%	12.0%	0.0%	605
Craftsman Level							
技工級							
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	21
Phlebotomist 抽血技術員	0.0%	0.0%	0.0%	86.4%	13.6%	0.0%	612
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	60
Sub-total: 小計：	0.0%	0.0%	0.0%	88.0%	12.0%	0.0%	693
Operative/Clerical Level							
輔助人員／文員級							
Laboratory Assistant 實驗室助理	0.0%	0.0%	0.0%	16.1%	82.2%	1.6%	1 003
Assistant Chemist 化學助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	45
Customer Service Assistant 客戶服務助理	0.0%	0.0%	0.0%	11.7%	85.1%	3.2%	491
Sub-total: 小計：	0.0%	0.0%	0.0%	13.0%	84.6%	2.3%	1 539
Total: 總計：	1.3%	2.1%	10.5%	48.5%	36.8%	0.8%	3 039

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

Table 8.3 Percentage distribution of preferred level of education of non-healthcare professionals by scope of service / business by principal job
表 8.3 按服務／業務範圍及主要職務劃分的非醫護專業人員之宜有教育程度的百分比

1. Chinese Medicine Services

中醫服務

Principal Job*	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Chinese Medicine Pharmacist; Head of Chinese Medicine Pharmacy 中藥師；中藥房主管	7.5%	92.5%	0.0%	0.0%	0.0%	0.0%	67
Sub-total: 小計：	7.5%	92.5%	0.0%	0.0%	0.0%	0.0%	67
Technician / Supervisory Level 技術員／督導級							
Chinese Medicine Officer 中藥主任	0.0%	29.7%	70.3%	0.0%	0.0%	0.0%	37
Chinese Medicine Dispenser 中醫配藥員	0.0%	30.2%	40.6%	29.3%	0.0%	0.0%	434
Sub-total: 小計：	0.0%	30.1%	42.9%	27.0%	0.0%	0.0%	471
Craftsman Level 技工級							
Chinese Medicine Dispensing Assistant 中藥配藥助理	0.0%	5.3%	0.0%	80.0%	14.7%	0.0%	95
Sub-total: 小計：	0.0%	5.3%	0.0%	80.0%	14.7%	0.0%	95
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	1.7%	37.6%	55.9%	4.9%	410
Sub-total: 小計：	0.0%	0.0%	1.7%	37.6%	55.9%	4.9%	410

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

2. Dental Services

牙科服務

Principal Job*	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Dental Clinic Manager 牙科診所經理	3.5%	96.5%	0.0%	0.0%	0.0%	0.0%	86
Sub-total: 小計：	3.5%	96.5%	0.0%	0.0%	0.0%	0.0%	86
Technician / Supervisory Level 技術員／督導級							
Dental Clinic Supervisor 牙科診所主管	0.0%	70.6%	22.4%	7.1%	0.0%	0.0%	85
Sub-total: 小計：	0.0%	70.6%	22.4%	7.1%	0.0%	0.0%	85
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	3.4%	70.6%	26.0%	0.0%	2 990
Sub-total: 小計：	0.0%	0.0%	3.4%	70.6%	26.0%	0.0%	2 990

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

3. Elderly Care Services

安老服務

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Superintendent; Home Manager 院舍院長；院舍主管	0.3%	84.7%	13.4%	1.6%	0.0%	0.0%	903
Assistant Superintendent 助理院長	0.0%	70.9%	29.1%	0.0%	0.0%	0.0%	207
Service Manager 服務經理	3.9%	96.1%	0.0%	0.0%	0.0%	0.0%	231
Sub-total: 小計：	0.9%	84.5%	13.5%	1.1%	0.0%	0.0%	1 341
Technician / Supervisory Level 技術員／督導級							
Nutritionist 營養學家	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	1
Service Supervisor 服務主任	0.2%	21.8%	65.3%	12.7%	0.0%	0.0%	550
Social Worker 社工	0.0%	41.4%	58.6%	0.0%	0.0%	0.0%	1 381
Sub-total: 小計：	0.1%	35.7%	60.5%	3.7%	0.0%	0.0%	1 932
Craftsman Level 技工級							
Occupational Therapy Assistant 職業治療助理	0.0%	0.0%	9.1%	58.5%	32.3%	0.0%	164
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	10.6%	69.6%	19.8%	0.0%	303
Health Worker 保健員	0.0%	0.0%	1.6%	44.5%	49.2%	4.7%	4 370
Personal Care Worker 護理員	0.0%	0.0%	2.4%	33.7%	39.1%	24.8%	13 502
Rehabilitation Worker 康復工作員	0.0%	0.0%	1.0%	22.7%	45.7%	30.6%	506
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	2
Gerontechnology Instructor 樂齡科技指導員	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	29
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	42
Sub-total: 小計：	0.0%	0.0%	2.4%	36.9%	41.0%	19.7%	18 918
Operative/Clerical Level 輔助人員／文員級							
Health Promoter 健康促進員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	42
Welfare Worker 福利工作員	0.0%	0.0%	0.0%	14.0%	86.0%	0.0%	559
Program Worker 活動工作員	0.0%	0.0%	0.9%	18.8%	78.4%	2.0%	1 333
Sub-total: 小計：	0.0%	0.0%	0.6%	17.0%	81.1%	1.3%	1 934

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4a. Medical services

醫療服務

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Healthcare Service Manager 健康護理服務經理	12.8%	87.2%	0.0%	0.0%	0.0%	0.0%	161
Rehabilitation Manager 康復經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	3
Other relevant staff (Technologist / Management Level) 其他相關員工 (技師／管理人員級)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	27
Sub-total: 小計：	10.3%	89.7%	0.0%	0.0%	0.0%	0.0%	191
Technician / Supervisory Level 技術員／督導級							
Nutritionist 營養學家	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	4
Healthcare Service Supervisor 健康護理服務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	22
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	5
Safety Officer 安全主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	6
Social Worker 社工	0.0%	80.0%	0.0%	20.0%	0.0%	0.0%	437
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	6
Sub-total: 小計：	0.0%	48.9%	48.9%	2.2%	0.0%	0.0%	480
Craftsman Level 技工級							
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	67.7%	23.4%	8.9%	0.0%	351
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	55.8%	10.0%	34.2%	19 057
Health Worker 保健員	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	18
Personal Care Worker 護理員	-	-	-	-	-	-	22
Rehabilitation Assistant 康復助理	0.0%	0.0%	28.6%	71.4%	0.0%	0.0%	21
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	13
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	63.6%	0.0%	36.4%	0.0%	0.0%	99
Sub-total: 小計：	0.0%	3.2%	11.9%	49.8%	9.0%	26.0%	19 581
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	14.8%	66.6%	18.5%	0.1%	9 959
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	4
Sub-total: 小計：	0.0%	0.0%	14.8%	66.5%	18.5%	0.1%	9 963

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4b. Rehabilitation services

復健服務

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Home Manager 院舍主管	0.0%	89.9%	10.1%	0.0%	0.0%	0.0%	338
Service Manager 服務經理	0.0%	91.2%	8.8%	0.0%	0.0%	0.0%	441
Healthcare Service Manager 健康護理服務經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	20
Rehabilitation Manager 康復經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	122
Sub-total: 小計：	0.0%	92.3%	7.7%	0.0%	0.0%	0.0%	921
Technician / Supervisory Level 技術員／督導級							
Chinese Medicine Dispenser 中醫配藥員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2
Service Coordinator 服務統籌主任	0.0%	31.9%	43.1%	0.0%	25.0%	0.0%	119
Care Coordinator 護理統籌主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	8
Healthcare Service Supervisor 健康護理服務主任	0.0%	3.2%	96.8%	0.0%	0.0%	0.0%	31
Rehabilitation Officer 康復主任	0.0%	39.6%	12.7%	47.7%	0.0%	0.0%	664
Mental Health Education Officer 精神健康教育主任	0.0%	31.3%	68.8%	0.0%	0.0%	0.0%	32
Case Manager 個案經理	0.0%	74.1%	25.9%	0.0%	0.0%	0.0%	425
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	0.0%	47.1%	52.9%	0.0%	0.0%	0.0%	90
Wellness and Mind Health Officer 健康與精神健康主任	0.0%	39.3%	44.1%	16.6%	0.0%	0.0%	750
Rehabilitation Trainer 康復培訓主任	0.0%	0.0%	0.8%	99.2%	0.0%	0.0%	265
Employment Officer 就業主任	0.0%	0.9%	10.6%	77.9%	10.6%	0.0%	149
Safety Officer 安全主任	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	4
Social Worker 社工	0.0%	12.2%	82.8%	5.1%	0.0%	0.0%	1 350
Other relevant staff (Technician / Supervisory Level) 其他相關員工（技術員／督導級）	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3
Sub-total: 小計：	0.0%	28.2%	47.4%	23.2%	1.1%	0.0%	3 892
Craftsman Level 技工級							
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	0.0%	52.1%	42.2%	5.7%	210
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	52.5%	7.5%	40.0%	80
Health Worker 保健員	0.0%	0.2%	0.0%	29.6%	65.4%	4.8%	1 210
Personal Care Worker 護理員	0.0%	0.1%	0.0%	11.4%	40.8%	47.7%	4 489
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.4%	66.9%	26.4%	6.2%	481
Welfare Worker 福利工作員	0.0%	0.0%	0.9%	11.0%	85.7%	2.4%	1 633
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	16.1%	77.4%	6.5%	0.0%	62
Sub-total: 小計：	0.0%	0.1%	0.3%	19.8%	50.1%	29.7%	8 165
Operative/Clerical Level 輔助人員／文員級							
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	0.0%	5.6%	86.1%	8.3%	72
Health Promoter 健康促進員	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	34
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	22
Program Worker 活動工作員	0.0%	0.0%	0.0%	27.6%	62.4%	10.0%	1 035
Sub-total: 小計：	0.0%	0.0%	0.0%	24.8%	65.8%	9.4%	1 163

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

5. Healthcare Equipment and Technology, Food Technology

健康護理儀器及科技、食品科技

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Production Person-in-Charge (PIC) 生產負責人	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	31
Production Manager 生產經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	34
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	42
Regulatory Affairs Manager 規管事務經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	12
Service Engineer 服務工程師	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	92
Marketing Manager 市場推廣經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	129
Sales Manager 營銷經理	0.0%	95.9%	4.1%	0.0%	0.0%	0.0%	241
Warehouse and Distribution Manager 倉庫及物流經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	42
Medical Advisor 醫藥學術專員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	4
Medical Device Technologist 醫療儀器技師	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	3
Sub-total: 小計：	0.0%	98.4%	1.6%	0.0%	0.0%	0.0%	630
Technician / Supervisory Level 技術員／督導級							
Production Officer 生產主任	0.0%	41.2%	38.2%	20.6%	0.0%	0.0%	34
Production Technician 生產技術員	0.0%	23.4%	12.0%	64.7%	0.0%	0.0%	167
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	53.6%	17.9%	28.6%	0.0%	0.0%	56
Quality Assurance Technician 品質保證技術員	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	10
Quality Control Inspector 品質控制檢測員	0.0%	20.0%	0.0%	80.0%	0.0%	0.0%	5
Research and Development Officer 研發主任	0.0%	83.3%	0.0%	16.7%	0.0%	0.0%	6
Technical Officer 技術主任	0.0%	0.0%	82.4%	17.6%	0.0%	0.0%	17
Laboratory Technician 實驗技術員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	9
Compliance Officer 合規主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2
Medical Equipment Technician – Healthcare 醫療儀器技術員 – 健康護理	0.0%	2.7%	45.2%	52.1%	0.0%	0.0%	188
Marketing Executive 市場推廣主任	0.0%	34.2%	31.6%	34.2%	0.0%	0.0%	313
Sales Executive 營銷主任	0.0%	4.1%	48.1%	47.7%	0.0%	0.0%	2 974
Warehouse and Distribution Supervisor 倉庫及物流主任	0.0%	10.7%	13.1%	76.1%	0.0%	0.0%	373
Sub-total: 小計：	0.0%	9.0%	41.7%	49.3%	0.0%	0.0%	4 154
Craftsman Level 技工級							
Quality Control Assistant 品質控制助理	0.0%	0.0%	6.3%	65.6%	28.1%	0.0%	32
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	8
Sub-total: 小計：	0.0%	0.0%	5.0%	72.5%	22.5%	0.0%	40
Operative/Clerical Level 輔助人員／文員級							
Production Assistant 生產助理	0.0%	0.0%	0.0%	18.2%	68.7%	13.1%	396
Machine Operator 儀器操作員	0.0%	0.0%	6.2%	76.0%	0.0%	17.8%	146
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	125
Customer Service Assistant 客戶服務助理	0.0%	0.0%	6.7%	53.7%	37.2%	2.3%	298
Other relevant staff (Operative/Clerical Level) 其他相關員工 (輔助人員／文員級)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	10
Sub-total: 小計：	0.0%	0.0%	3.0%	35.2%	40.3%	21.5%	975

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

6. Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Production Person-in-Charge (PIC) 生產負責人	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	15
Production Manager 生產經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	18
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	9
Regulatory Affairs Manager 規管事務經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	3
Marketing Manager 市場推廣經理	6.3%	93.7%	0.0%	0.0%	0.0%	0.0%	63
Sales Manager 營銷經理	1.4%	68.3%	28.2%	2.1%	0.0%	0.0%	142
Category Manager - Health Supplement 類別經理 - 健康保健品	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	14
Programme Manager (Food, Nutrition and Healthcare) 活動經理(食品、營養、健康護理)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	14
Sub-total: 小計：	2.2%	82.4%	14.4%	1.1%	0.0%	0.0%	278
Technician / Supervisory Level 技術員／督導級							
Nutritionist 營養學家	0.0%	42.6%	57.4%	0.0%	0.0%	0.0%	122
Production Officer 生產主任	0.0%	85.7%	0.0%	14.3%	0.0%	0.0%	7
Production Technician 生產技術員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	29
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	8
Research and Development Officer 研發主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	92
Marketing Executive 市場推廣主任	0.0%	44.6%	16.5%	38.8%	0.0%	0.0%	139
Sales Executive 營銷主任	0.0%	0.3%	21.6%	76.1%	2.1%	0.0%	769
Project Officer (Nutrition and Healthcare Management) 項目主任(營養、健康護理管理)	0.0%	31.3%	68.8%	0.0%	0.0%	0.0%	48
Fitness Management Consultant 健康管理顧問	0.0%	0.0%	25.6%	74.4%	0.0%	0.0%	121
Sub-total: 小計：	0.0%	19.9%	24.2%	54.7%	1.2%	0.0%	1 335
Craftsman Level 技工級							
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	44.6%	47.2%	8.2%	0.0%	2 224
Secondary Packaging Worker 外包裝工人	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	20
Quality Control Assistant 品質控制助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	3
Weight Management Instructor 體重管理導師	0.0%	0.0%	0.3%	81.8%	17.9%	0.0%	576
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	68
Sub-total: 小計：	0.0%	0.0%	35.2%	54.0%	10.1%	0.7%	2 891
Operative/Clerical Level 輔助人員／文員級							
Production Assistant 生產助理	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	160
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	5.7%	78.2%	16.1%	174
Health Care Assistant 健康護理助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	34
Other relevant staff (Operative/Clerical Level) 其他相關員工 (輔助人員／文員級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	24
Sub-total: 小計：	0.0%	0.0%	0.0%	17.3%	75.5%	7.1%	392

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

7. Pharmacy and Dispensing Services

藥劑及配藥服務

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑／證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Head (Pharmacology and Pharmacy) 主管(病理和藥劑)							
15.0%	85.0%	0.0%	0.0%	0.0%	0.0%	0.0%	24
Pharmacy Manager 藥劑經理	5.5%	94.5%	0.0%	0.0%	0.0%	0.0%	58
Production Person-in-Charge (PIC) 生產負責人	0.0%	96.7%	3.3%	0.0%	0.0%	0.0%	31
Production Manager 生產經理	0.0%	94.5%	5.5%	0.0%	0.0%	0.0%	164
Authorised Person 授權人員	0.0%	0.0%	16.7%	83.3%	0.0%	0.0%	6
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	1.2%	98.8%	0.0%	0.0%	0.0%	0.0%	84
Regulatory Affairs Manager 規管事務經理	0.0%	98.0%	0.0%	0.0%	2.0%	0.0%	50
Marketing Manager 市場推廣經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	266
Sales Manager 營銷經理	0.0%	99.5%	0.0%	0.0%	0.5%	0.0%	414
Medical Affairs Manager 醫學事務經理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	14
Medical Advisor 醫藥學術專員	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9
Other relevant staff (Technologist / Management Level) 其他相關員工 (技師／管理人員級)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	16
Sub-total: 小計：	1.4%	96.9%	1.0%	0.4%	0.3%	0.0%	1 136
Technician / Supervisory Level 技術員／督導級							
Chinese Medicine Dispenser 中醫配藥員							
0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	80
Production Officer 生產主任	0.0%	5.6%	61.1%	33.3%	0.0%	0.0%	304
Production Technician 生產技術員	0.0%	2.4%	50.8%	44.3%	2.4%	0.0%	492
Authorised Person in Secondary Packaging 外包裝製造商的獲授權人	0.0%	0.0%	75.0%	25.0%	0.0%	0.0%	5
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	10.2%	32.8%	57.0%	0.0%	0.0%	256
Regulatory Affairs Executive 規管事務主任	0.0%	44.4%	50.0%	5.6%	0.0%	0.0%	54
Marketing Executive 市場推廣主任	0.0%	22.3%	52.6%	25.0%	0.0%	0.0%	591
Sales Executive 營銷主任	0.0%	3.3%	58.3%	38.4%	0.0%	0.0%	2 708
Medical Affairs Executive 醫學事務主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	6
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	3
Sub-total: 小計：	0.0%	6.7%	56.1%	36.9%	0.3%	0.0%	4 499
Craftsman Level 技工級							
Chinese Medicine Dispensing Assistant 中藥配藥助理							
0.0%	0.0%	78.0%	22.0%	0.0%	0.0%	0.0%	449
Secondary Packaging Worker 外包裝工人	0.0%	0.0%	0.0%	21.5%	45.3%	33.2%	925
Quality Control Assistant 品質控制助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	27
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	12
Sub-total: 小計：	0.0%	0.0%	24.8%	23.8%	29.6%	21.7%	1 413
Operative/Clerical Level 輔助人員／文員級							
Pharmacy Assistant 藥劑助理							
0.0%	0.0%	0.6%	55.4%	44.0%	0.0%	0.0%	728
Production Assistant 生產助理	0.0%	0.0%	0.0%	14.0%	82.9%	3.1%	679
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	3.6%	66.3%	30.1%	83
Other relevant staff (Operative/Clerical Level) 其他相關員工 (輔助人員／文員級)	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	6
Sub-total: 小計：	0.0%	0.0%	0.7%	32.4%	63.6%	3.2%	1 496

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

8. Testing and Certification

檢測與認證

Principal Job* 主要職務	Postgraduate Degree 研究生學位	First Degree 學士學位	Sub-degree (e.g. Higher Diploma) 副學位 (例如高級 文憑)	Diploma/Certificate 文憑/證書	Secondary 4 to 7 中四至中七	Secondary 3 or below 中三或以下	Total number of full- time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級							
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理							
Food Safety Auditor 食品安全監察員	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	12
Genetic Counsellor 遺傳諮詢師；基因顧問	-	-	-	-	-	-	1
Laboratory Director 實驗室主管	20.0%	80.0%	0.0%	0.0%	0.0%	0.0%	32
Laboratory Manager 實驗室經理	15.3%	80.6%	2.8%	1.4%	0.0%	0.0%	72
Laboratory Testing Specialist 實驗室檢測專員	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	12
Infrastructure Engineer 設備工程師	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	7
Senior Chemist 高級化學師	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	8
Chemist 化學師	48.1%	51.9%	0.0%	0.0%	0.0%	0.0%	52
Sub-total: 小計：	23.1%	72.4%	4.0%	0.5%	0.0%	0.0%	202
Technician / Supervisory Level 技術員／督導級							
Laboratory Technician 實驗室技術員	0.0%	30.1%	34.4%	35.5%	0.0%	0.0%	425
Research Technician; Research Assistant 研究技術員；研究助理	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	6
Technical Executive 技術執行主任	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	8
Technical Officer; Assistant Technical Officer 技術主任；技術助理主任	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	26
Customer Service Executive 客戶服務主任	0.0%	33.6%	53.1%	13.3%	0.0%	0.0%	128
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	12
Sub-total: 小計：	0.0%	33.6%	38.7%	27.8%	0.0%	0.0%	605
Craftsman Level 技工級							
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	21
Phlebotomist 抽血技術員	0.0%	0.0%	27.9%	59.5%	12.6%	0.0%	612
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	60
Sub-total: 小計：	0.0%	0.0%	24.7%	64.2%	11.1%	0.0%	693
Operative/Clerical Level 輔助人員／文員級							
Laboratory Assistant 實驗室助理	0.0%	0.0%	0.0%	38.0%	61.0%	1.1%	1 003
Assistant Chemist 化學助理	0.0%	0.0%	0.0%	13.3%	86.7%	0.0%	45
Customer Service Assistant 客戶服務助理	0.0%	0.0%	0.0%	48.4%	51.2%	0.4%	491
Sub-total: 小計：	0.0%	0.0%	0.0%	42.1%	57.2%	0.7%	1 539

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

Table 8.4 Percentage distribution of preferred year of experience of non-healthcare professionals by scope of service / business by principal job

表 8.4 按服務／業務範圍及主要職務劃分的非醫護專業人員之宜有相關年資的百分比

1. Chinese Medicine Services

中醫服務

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Chinese Medicine Pharmacist; Head of Chinese Medicine Pharmacy 中藥師；中藥房主管	13.4%	77.6%	9.0%	0.0%	0.0%	67
Sub-total: 小計：	13.4%	77.6%	9.0%	0.0%	0.0%	67
Technician / Supervisory Level 技術員／督導級						
Chinese Medicine Officer 中藥主任	0.0%	0.0%	100.0%	0.0%	0.0%	37
Chinese Medicine Dispenser 中醫配藥員	1.2%	0.0%	52.5%	35.9%	10.4%	434
Sub-total: 小計：	1.1%	0.0%	56.3%	33.1%	9.6%	471
Craftsman Level 技工級						
Chinese Medicine Dispensing Assistant 中藥配藥助理	0.0%	0.0%	9.5%	65.3%	25.3%	95
Sub-total: 小計：	0.0%	0.0%	9.5%	65.3%	25.3%	95
Operative/Clerical Level 輔助人員／文員級						
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	0.0%	72.0%	28.0%	410
Sub-total: 小計：	0.0%	0.0%	0.0%	72.0%	28.0%	410

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

2. Dental Services

牙科服務

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Dental Clinic Manager 牙科診所經理	9.3%	80.2%	10.5%	0.0%	0.0%	86
Sub-total: 小計：	9.3%	80.2%	10.5%	0.0%	0.0%	86
Technician / Supervisory Level 技術員／督導級						
Dental Clinic Supervisor 牙科診所主管	0.0%	55.3%	16.5%	28.2%	0.0%	85
Sub-total: 小計：	0.0%	55.3%	16.5%	28.2%	0.0%	85
Operative/Clerical Level 輔助人員／文員級						
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	22.5%	60.9%	16.6%	2 990
Sub-total: 小計：	0.0%	0.0%	22.5%	60.9%	16.6%	2 990

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

3. Elderly Care Services

安老服務

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Superintendent/Home Manager 院舍院長；院舍主管						
Assistant Superintendent 助理院長	1.5%	50.5%	36.9%	11.2%	0.0%	207
Service Manager 服務經理	9.5%	50.6%	39.8%	0.0%	0.0%	231
Sub-total: 小計：	6.3%	68.7%	21.9%	3.1%	0.0%	1 341
Technician / Supervisory Level 技術員／督導級						
Nutritionist 營養學家						
Service Supervisor 服務主任	0.0%	14.7%	36.2%	49.1%	0.0%	550
Social Worker 社工	0.0%	9.9%	67.8%	22.3%	0.0%	1 381
Sub-total: 小計：	0.0%	11.3%	58.8%	29.9%	0.0%	1 932
Craftsman Level 技工級						
Occupational Therapy Assistant 職業治療助理						
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	5.0%	77.6%	17.5%	303
Health Worker 保健員	0.0%	0.2%	4.3%	59.1%	36.4%	4 370
Personal Care Worker 護理員	0.0%	0.6%	3.2%	55.1%	41.1%	13 502
Rehabilitation Worker 康復工作員	0.0%	0.0%	4.0%	48.8%	47.1%	506
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.0%	100.0%	0.0%	2
Gerontechnology Instructor 樂齡科技指導員	0.0%	0.0%	0.0%	44.8%	55.2%	29
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	0.0%	0.0%	0.0%	100.0%	0.0%	42
Sub-total: 小計：	0.0%	0.4%	3.6%	56.6%	39.4%	18 918
Operative/Clerical Level 輔助人員／文員級						
Health Promoter 健康促進員						
Welfare Worker 福利工作員	0.2%	0.7%	0.0%	55.1%	44.0%	559
Program Worker 活動工作員	0.0%	0.2%	2.0%	33.9%	64.0%	1 333
Sub-total: 小計：	0.1%	0.3%	1.4%	41.5%	56.7%	1 934

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4a. Medical services

醫療服務

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Healthcare Service Manager 健康護理服務經理						
Healthcare Service Manager 健康護理服務經理	1.8%	80.7%	17.4%	0.0%	0.0%	161
Rehabilitation Manager 康復經理	0.0%	100.0%	0.0%	0.0%	0.0%	3
Other relevant staff (Technologist / Management Level) 其他相關員工 (技師／管理人員級)	0.0%	0.0%	100.0%	0.0%	0.0%	27
Sub-total: 小計：	1.5%	66.9%	31.6%	0.0%	0.0%	191
Technician / Supervisory Level 技術員／督導級						
Nutritionist 營養學家						
Nutritionist 營養學家	0.0%	0.0%	100.0%	0.0%	0.0%	4
Healthcare Service Supervisor 健康護理服務主任	0.0%	0.0%	100.0%	0.0%	0.0%	22
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	0.0%	0.0%	100.0%	0.0%	0.0%	5
Safety Officer 安全主任	0.0%	50.0%	0.0%	50.0%	0.0%	6
Social Worker 社工	0.0%	0.0%	0.0%	100.0%	0.0%	437
Other relevant staff (Technician / Supervisory Level) 其他相關員工 (技術員／督導級)	0.0%	100.0%	0.0%	0.0%	0.0%	6
Sub-total: 小計：	0.0%	17.8%	66.7%	15.6%	0.0%	480
Craftsman Level 技工級						
Physiotherapy Assistant 物理治療助理						
Physiotherapy Assistant 物理治療助理	0.0%	0.0%	25.6%	71.8%	2.5%	351
Patient Care Assistant 病人服務助理	0.0%	0.0%	20.9%	44.9%	34.2%	19 057
Health Worker 保健員	0.0%	0.0%	0.0%	100.0%	0.0%	18
Personal Care Worker 護理員	-	-	-	-	-	22
Rehabilitation Assistant 康復助理	0.0%	0.0%	19.0%	42.9%	38.1%	21
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	0.0%	100.0%	0.0%	13
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	100.0%	0.0%	0.0%	99
Sub-total: 小計：	0.0%	0.0%	25.3%	47.8%	26.9%	19 581
Operative/Clerical Level 輔助人員／文員級						
Clinic Assistant / Receptionist 診所助理						
Clinic Assistant / Receptionist 診所助理	0.0%	0.0%	9.9%	85.2%	4.8%	9 959
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	0.0%	0.0%	0.0%	0.0%	100.0%	4
Sub-total: 小計：	0.0%	0.0%	9.9%	85.2%	4.9%	9 963

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

4b. Rehabilitation services

復健服務

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Home Manager 院舍主管						
7.7%	55.3%	37.0%	0.0%	0.0%	338	
Service Manager 服務經理	12.8%	54.6%	32.6%	0.0%	0.0%	441
Healthcare Service Manager 健康護理服務經理	0.0%	55.0%	45.0%	0.0%	0.0%	20
Rehabilitation Manager 康復經理	6.6%	32.0%	5.7%	55.7%	0.0%	122
Sub-total: 小計：	9.6%	51.2%	30.3%	8.9%	0.0%	921
Technician / Supervisory Level 技術員／督導級						
Chinese Medicine Dispenser 中醫配藥員						
0.0%	100.0%	0.0%	0.0%	0.0%	2	
Service Coordinator 服務統籌主任	0.0%	24.1%	62.1%	13.8%	0.0%	119
Care Coordinator 護理統籌主任	0.0%	20.0%	80.0%	0.0%	0.0%	8
Healthcare Service Supervisor 健康護理服務主任	0.0%	0.0%	100.0%	0.0%	0.0%	31
Rehabilitation Officer 康復主任	0.0%	0.0%	32.5%	32.8%	34.6%	664
Mental Health Education Officer 精神健康教育主任	0.0%	0.0%	31.3%	68.8%	0.0%	32
Case Manager 個案經理	0.0%	0.6%	3.6%	52.3%	43.5%	425
Community Health Officer; Health Promotion Officer 社區健康工作主任；健康推廣主任	0.0%	0.0%	100.0%	0.0%	0.0%	90
Wellness and Mind Health Officer 健康與精神健康主任	0.0%	1.6%	65.0%	30.0%	3.4%	750
Rehabilitation Trainer 康復培訓主任	0.0%	0.0%	0.0%	100.0%	0.0%	265
Employment Officer 就業主任	0.0%	0.0%	0.0%	74.1%	25.9%	149
Safety Officer 安全主任	0.0%	0.0%	0.0%	0.0%	100.0%	4
Social Worker 社工	0.0%	0.0%	67.3%	32.7%	0.0%	1 350
Other relevant staff (Technician / Supervisory Level) 其他相關員工（技術員／督導級）	-	-	-	-	-	3
Sub-total: 小計：	0.0%	1.3%	46.8%	39.3%	12.6%	3 892
Craftsman Level 技工級						
Physiotherapy Assistant 物理治療助理						
0.0%	0.0%	0.0%	60.9%	39.1%	210	
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	60.0%	40.0%	80
Health Worker 保健員	0.0%	0.8%	0.5%	64.5%	34.2%	1 210
Personal Care Worker 護理員	0.0%	0.0%	0.4%	28.4%	71.2%	4 489
Rehabilitation Assistant 康復助理	0.0%	0.0%	0.5%	86.7%	12.8%	481
Welfare Worker 福利工作員	0.0%	0.0%	0.0%	26.7%	73.3%	1 633
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	0.0%	81.5%	18.5%	62
Sub-total: 小計：	0.0%	0.1%	0.3%	39.6%	60.0%	8 165
Operative/Clerical Level 輔助人員／文員級						
Clinic Assistant / Receptionist 診所助理						
0.0%	0.0%	0.0%	22.2%	77.8%	72	
Health Promoter 健康促進員	0.0%	0.0%	0.0%	0.0%	100.0%	34
Community Health Assistant; Health Promotion Assistant 社區健康工作助理；健康推廣助理	0.0%	0.0%	0.0%	100.0%	0.0%	22
Program Worker 活動工作員	0.0%	0.0%	16.0%	30.1%	53.9%	1 035
Sub-total: 小計：	0.0%	0.0%	13.9%	29.9%	56.2%	1 163

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

5. Healthcare Equipment and Technology, Food Technology

健康護理儀器及科技、食品科技

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Production Person-in-Charge (PIC) 生產負責人						
Production Manager 生產經理	0.0%	100.0%	0.0%	0.0%	0.0%	31
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	4.8%	95.2%	0.0%	0.0%	0.0%	42
Regulatory Affairs Manager 規管事務經理	16.7%	83.3%	0.0%	0.0%	0.0%	12
Service Engineer 服務工程師	0.0%	90.2%	9.8%	0.0%	0.0%	92
Marketing Manager 市場推廣經理	32.6%	62.8%	4.7%	0.0%	0.0%	129
Sales Manager 營銷經理	11.6%	76.8%	11.6%	0.0%	0.0%	241
Warehouse and Distribution Manager 倉庫及物流經理	28.6%	50.0%	21.4%	0.0%	0.0%	42
Medical Advisor 醫藥學術專員	0.0%	100.0%	0.0%	0.0%	0.0%	4
Medical Device Technologist 醫療儀器技師	0.0%	0.0%	100.0%	0.0%	0.0%	3
Sub-total: 小計：	13.7%	77.6%	8.7%	0.0%	0.0%	630
Technician / Supervisory Level 技術員／督導級						
Production Officer 生產主任	0.0%	0.0%	100.0%	0.0%	0.0%	34
Production Technician 生產技術員	0.0%	10.8%	82.0%	7.2%	0.0%	167
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	0.0%	100.0%	0.0%	0.0%	56
Quality Assurance Technician 品質保證技術員	0.0%	0.0%	100.0%	0.0%	0.0%	10
Quality Control Inspector 品質控制檢測員	0.0%	0.0%	100.0%	0.0%	0.0%	5
Research and Development Officer 研發主任	0.0%	16.7%	83.3%	0.0%	0.0%	6
Technical Officer 技術主任	0.0%	0.0%	82.4%	17.6%	0.0%	17
Laboratory Technician 實驗技術員	0.0%	0.0%	100.0%	0.0%	0.0%	9
Compliance Officer 合規主任	0.0%	0.0%	100.0%	0.0%	0.0%	2
Medical Equipment Technician – Healthcare 醫療儀器技術員 – 健康護理	0.0%	0.0%	42.6%	57.4%	0.0%	188
Marketing Executive 市場推廣主任	0.0%	0.0%	87.5%	12.5%	0.0%	313
Sales Executive 營銷主任	0.0%	0.0%	68.4%	31.6%	0.0%	2 974
Warehouse and Distribution Supervisor 倉庫及物流主任	0.0%	3.2%	60.1%	36.7%	0.0%	373
Sub-total: 小計：	0.0%	0.7%	69.4%	29.8%	0.0%	4 154
Craftsman Level 技工級						
Quality Control Assistant 品質控制助理	0.0%	0.0%	0.0%	100.0%	0.0%	32
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	0.0%	0.0%	100.0%	0.0%	0.0%	8
Sub-total: 小計：	0.0%	0.0%	20.0%	80.0%	0.0%	40
Operative/Clerical Level 輔助人員／文員級						
Production Assistant 生產助理	0.0%	0.0%	7.6%	68.2%	24.2%	396
Machine Operator 儀器操作員	0.0%	0.0%	0.0%	100.0%	0.0%	146
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	0.0%	100.0%	125
Customer Service Assistant 客戶服務助理	0.0%	0.0%	7.4%	77.2%	15.4%	298
Other relevant staff (Operative/Clerical Level) 其他相關員工（輔助人員／文員級）	0.0%	0.0%	0.0%	0.0%	100.0%	10
Sub-total: 小計：	0.0%	0.0%	5.3%	66.3%	28.4%	975

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

6. Health Foods, Nutrition, Diet and Weight Management

健康食品、營養、飲食及體重管理

Principal Job*	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level						
技師／管理人員級						
Production Person-in-Charge (PIC) 生產負責人	20.0%	66.7%	13.3%	0.0%	0.0%	15
Production Manager 生產經理	16.7%	61.1%	22.2%	0.0%	0.0%	18
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	100.0%	0.0%	0.0%	0.0%	9
Regulatory Affairs Manager 規管事務經理	0.0%	100.0%	0.0%	0.0%	0.0%	3
Marketing Manager 市場推廣經理	4.8%	71.4%	23.8%	0.0%	0.0%	63
Sales Manager 營銷經理	2.1%	93.7%	4.2%	0.0%	0.0%	142
Category Manager - Health Supplement 類別經理 - 健康保健品	0.0%	85.7%	14.3%	0.0%	0.0%	14
Programme Manager (Food, Nutrition and Healthcare) 活動經理(食品、營養、健康護理)	0.0%	57.1%	42.9%	0.0%	0.0%	14
Sub-total: 小計：	4.3%	83.1%	12.6%	0.0%	0.0%	278
Technician / Supervisory Level						
技術員／督導級						
Nutritionist 營養學家	0.0%	0.0%	4.9%	95.1%	0.0%	122
Production Officer 生產主任	0.0%	0.0%	100.0%	0.0%	0.0%	7
Production Technician 生產技術員	0.0%	69.0%	31.0%	0.0%	0.0%	29
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	0.0%	100.0%	0.0%	0.0%	8
Research and Development Officer 研發主任	0.0%	90.2%	9.8%	0.0%	0.0%	92
Marketing Executive 市場推廣主任	0.0%	7.2%	78.4%	14.4%	0.0%	139
Sales Executive 營銷主任	0.7%	0.0%	84.9%	14.4%	0.0%	769
Project Officer (Nutrition and Healthcare Management) 項目主任(營養、健康護理管理)	0.0%	0.0%	62.5%	37.5%	0.0%	48
Fitness Management Consultant 健康管理顧問	0.0%	0.0%	89.3%	10.7%	0.0%	121
Sub-total: 小計：	0.4%	8.5%	70.3%	20.8%	0.0%	1 335
Craftsman Level						
技工級						
Personal Trainer/Fitness Coach 私人／健身教練	0.0%	0.0%	17.2%	81.3%	1.5%	2 224
Secondary Packaging Worker 外包裝工人	0.0%	0.0%	0.0%	0.0%	100.0%	20
Quality Control Assistant 品質控制助理	0.0%	0.0%	100.0%	0.0%	0.0%	3
Weight Management Instructor 體重管理導師	0.0%	0.0%	17.0%	65.3%	17.7%	576
Other relevant staff (Craftsman Level) 其他相關員工 (技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	68
Sub-total: 小計：	0.0%	0.0%	17.1%	77.4%	5.5%	2 891
Operative/Clerical Level						
輔助人員／文員級						
Production Assistant 生產助理	0.0%	0.0%	0.0%	0.0%	100.0%	160
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	16.1%	83.9%	174
Health Care Assistant 健康護理助理	0.0%	0.0%	100.0%	0.0%	0.0%	34
Other relevant staff (Operative/Clerical Level) 其他相關員工 (輔助人員／文員級)	0.0%	0.0%	0.0%	0.0%	100.0%	24
Sub-total: 小計：	0.0%	0.0%	8.7%	7.1%	84.2%	392

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

7. Pharmacy and Dispensing Services

藥劑及配藥服務

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level						
技師／管理人員級						
Head (Pharmacology and Pharmacy) 主管(病理和藥劑)	72.7%	27.3%	0.0%	0.0%	0.0%	24
Pharmacy Manager 藥劑經理	16.1%	83.9%	0.0%	0.0%	0.0%	58
Production Person-in-Charge (PIC) 生產負責人	3.2%	96.8%	0.0%	0.0%	0.0%	31
Production Manager 生產經理	0.6%	87.2%	12.2%	0.0%	0.0%	164
Authorised Person 授權人員	0.0%	0.0%	100.0%	0.0%	0.0%	6
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理	0.0%	94.0%	6.0%	0.0%	0.0%	84
Regulatory Affairs Manager 規管事務經理	0.0%	98.0%	2.0%	0.0%	0.0%	50
Marketing Manager 市場推廣經理	2.3%	95.9%	0.4%	1.5%	0.0%	266
Sales Manager 營銷經理	4.3%	86.0%	9.7%	0.0%	0.0%	414
Medical Affairs Manager 醫學事務經理	0.0%	100.0%	0.0%	0.0%	0.0%	14
Medical Advisor 醫藥學術專員	0.0%	100.0%	0.0%	0.0%	0.0%	9
Other relevant staff (Technologist / Management Level) 其他相關員工(技師／管理人員級)	0.0%	100.0%	0.0%	0.0%	0.0%	16
Sub-total: 小計：	4.5%	88.7%	6.4%	0.4%	0.0%	1 136
Technician / Supervisory Level						
技術員／督導級						
Chinese Medicine Dispenser 中醫配藥員	0.0%	97.5%	2.5%	0.0%	0.0%	80
Production Officer 生產主任	0.0%	1.3%	88.8%	9.9%	0.0%	304
Production Technician 生產技術員	0.0%	0.0%	77.2%	22.8%	0.0%	492
Authorised Person in Secondary Packaging 外包裝製造商的獲授權人	0.0%	20.0%	60.0%	20.0%	0.0%	5
Quality Assurance Executive; Quality Control Executive 品質保證主任；品質控制主任	0.0%	0.0%	77.3%	22.7%	0.0%	256
Regulatory Affairs Executive 規管事務主任	0.0%	0.0%	98.1%	1.9%	0.0%	54
Marketing Executive 市場推廣主任	0.0%	3.0%	75.5%	21.5%	0.0%	591
Sales Executive 營銷主任	0.0%	3.1%	70.5%	26.3%	0.0%	2 708
Medical Affairs Executive 醫學事務主任	0.0%	0.0%	100.0%	0.0%	0.0%	6
Other relevant staff (Technician / Supervisory Level) 其他相關員工(技術員／督導級)	0.0%	0.0%	100.0%	0.0%	0.0%	3
Sub-total: 小計：	0.0%	4.1%	72.7%	23.2%	0.0%	4 499
Craftsman Level						
技工級						
Chinese Medicine Dispensing Assistant 中藥配藥助理	0.0%	0.0%	78.0%	22.0%	0.0%	449
Secondary Packaging Worker 外包裝工人	0.0%	0.0%	0.0%	50.8%	49.2%	925
Quality Control Assistant 品質控制助理	0.0%	0.0%	100.0%	0.0%	0.0%	27
Other relevant staff (Craftsman Level) 其他相關員工(技工級)	0.0%	0.0%	0.0%	100.0%	0.0%	12
Sub-total: 小計：	0.0%	0.0%	26.7%	41.1%	32.2%	1 413
Operative/Clerical Level						
輔助人員／文員級						
Pharmacy Assistant 藥劑助理	0.0%	0.0%	3.3%	86.9%	9.7%	728
Production Assistant 生產助理	0.0%	0.0%	0.0%	17.1%	82.9%	679
Packing Operator 包裝操作員	0.0%	0.0%	0.0%	69.9%	30.1%	83
Other relevant staff (Operative/Clerical Level) 其他相關員工(輔助人員／文員級)	0.0%	0.0%	0.0%	100.0%	0.0%	6
Sub-total: 小計：	0.0%	0.0%	1.5%	52.8%	45.7%	1 496

* Including jobs with different titles but with similar functions.
包括職稱不同但工作類似的職位。

8. Testing and Certification

檢測與認證

Principal Job* 主要職務	10 years or more 十年或以上	6 years to less than 10 years 六年至十年以下	3 years to less than 6 years 三年至六年以下	1 year to less than 3 years 一年至三年以下	Less than 1 year 一年以下	Total number of full-time employees 全職僱員人數
Technologist / Management Level 技師／管理人員級						
Quality Assurance Manager; Quality Control Manager 品質保證經理；品質控制經理						
Food Safety Auditor 食品安全監察員	0.0%	100.0%	0.0%	0.0%	0.0%	6
Genetic Counsellor 遺傳諮詢師；基因顧問	-	-	-	-	-	1
Laboratory Director 實驗室主管	0.0%	93.3%	6.7%	0.0%	0.0%	32
Laboratory Manager 實驗室經理	22.2%	65.3%	11.1%	0.0%	1.4%	72
Laboratory Testing Specialist 實驗室檢測專員	0.0%	100.0%	0.0%	0.0%	0.0%	12
Infrastructure Engineer 設備工程師	0.0%	0.0%	100.0%	0.0%	0.0%	7
Senior Chemist 高級化學師	0.0%	50.0%	37.5%	0.0%	12.5%	8
Chemist 化學師	0.0%	55.8%	5.8%	30.8%	7.7%	52
Sub-total: 小計：	8.0%	66.3%	14.6%	8.0%	3.0%	202
Technician / Supervisory Level 技術員／督導級						
Laboratory Technician 實驗室技術員	0.0%	0.0%	66.1%	32.5%	1.4%	425
Research Technician; Research Assistant 研究技術員；研究助理	0.0%	0.0%	100.0%	0.0%	0.0%	6
Technical Executive 技術執行主任	0.0%	0.0%	0.0%	100.0%	0.0%	8
Technical Officer; Assistant Technical Officer 技術主任；技術助理主任	0.0%	0.0%	69.2%	30.8%	0.0%	26
Customer Service Executive 客戶服務主任	0.0%	0.0%	39.8%	60.2%	0.0%	128
Other relevant staff (Technician / Supervisory Level) 其他相關員工（技術員／督導級）	0.0%	0.0%	100.0%	0.0%	0.0%	12
Sub-total: 小計：	0.0%	0.0%	60.8%	38.2%	1.0%	605
Craftsman Level 技工級						
Patient Care Assistant 病人服務助理	0.0%	0.0%	0.0%	100.0%	0.0%	21
Phlebotomist 抽血技術員	0.0%	0.0%	42.6%	57.4%	0.0%	612
Other relevant staff (Craftsman Level) 其他相關員工（技工級）	0.0%	0.0%	0.0%	100.0%	0.0%	60
Sub-total: 小計：	0.0%	0.0%	37.7%	62.3%	0.0%	693
Operative/Clerical Level 輔助人員／文員級						
Laboratory Assistant 實驗室助理	0.0%	0.0%	1.1%	66.3%	32.6%	1 003
Assistant Chemist 化學助理	0.0%	0.0%	0.0%	13.3%	86.7%	45
Customer Service Assistant 客戶服務助理	0.0%	0.0%	1.8%	79.3%	18.9%	491
Sub-total: 小計：	0.0%	0.0%	1.4%	70.4%	28.3%	1 539

* Including jobs with different titles but with similar functions.

包括職稱不同但工作類似的職位。

Table 8.5 Percentage distribution and ranking of future training areas required for employees by scope of service / business by job level
 表 8.5 按服務/業務範圍及技能等級劃分的全職僱員在未來所需要的培訓範疇的百分比及排名

1. Chinese Medicine Services
 中醫服務

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative / Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative / Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A2 Health Digital Transformation 健康數位轉型	47.2%	36.6%	0.0%	11.4%		8	6	-	7	
A3 Application of Traceable Supply Chain in Chinese Medicines 中藥區化鏈的應用	22.2%	9.8%	0.0%	0.0%		14	12	-	-	
A4 Modernisation of Traditional Chinese Medicines – e.g., artificial intelligence identification, quality assurance of herbs, etc 中藥現代化(如人工智能辨識、藥材品質保證等)	52.8%	36.6%	0.0%	2.3%		7	6	-	11	
A10 Application of Automation and Computerisation in Pharmacy and Dispensing Services (in Western medicine or Chinese medicines) 藥劑及配藥服務自動化及電腦化應用(西藥或中藥)	33.3%	46.3%	6.7%	9.1%		9	4	10	9	
A12 Big Data Analysis 大數據分析	33.3%	14.6%	0.0%	0.0%		9	11	-	-	
Management Skills 管理技能										
B1 Change Management 變革管理	58.3%	9.8%	0.0%	0.0%	2.7%	5	12	-	-	16
B2 Quality Management 品質管理	72.2%	22.0%	13.3%	4.5%	6.8%	3	9	7	10	14
B3 Risk Management 風險管理	66.7%	9.8%	26.7%	0.0%	6.8%	4	12	5	-	14
B4 Store Operations Management 店舖營運管理	91.7%	9.8%	0.0%	0.0%	18.9%	1	12	-	-	7
B5 Strategic Management 策略管理	75.0%	9.8%	0.0%	0.0%	8.1%	2	12	-	-	13
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	27.8%	85.4%	86.7%	88.6%	77.0%	11	1	1	2	2
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	27.8%	56.1%	73.3%	97.7%	54.1%	11	2	2	1	3
C3 Counselling Skills 輔導技巧	27.8%	9.8%	26.7%	22.7%	36.5%	11	12	5	6	5
C4 Problem Solving Abilities 解難能力	58.3%	56.1%	60.0%	68.2%	89.2%	5	2	3	3	1
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	11.1%	9.8%	6.7%	0.0%	16.2%	16	12	10	-	8
C6 Artificial Intelligence 人工智能	0.0%	9.8%	6.7%	0.0%	13.5%	-	12	10	-	10
C7 Robotics 機械人技術	0.0%	0.0%	6.7%	0.0%	13.5%	-	-	10	-	10
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如: 普通話、英文)	13.9%	43.9%	13.3%	54.5%	41.9%	15	5	7	4	4
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗, 找出突發的創新解決方案)	5.6%	4.9%	6.7%	11.4%	14.9%	18	20	10	7	9
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力(數碼素養(運用電腦處理預約安排, 創建和編輯文檔, 評估及分析線上資料)	11.1%	36.6%	13.3%	50.0%	29.7%	16	6	7	5	6
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	5.6%	19.5%	33.3%	2.3%	13.5%	18	10	4	11	10
C12 Others 其他	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	36	41	15	46	75					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪受訪機構可剔選多於一種培訓技能。

2. Dental Services
牙科服務

Training 培訓	Percentage 百分比				Ranking 排名					
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A2 Health Digital Transformation 健康數位轉型	31.4%	51.7%		13.4%		6	5		8	
A5 Updated knowledge of Community Dentistry 嶄新的社會牙醫科知識	35.3%	69.0%		14.5%		4	2		7	
A6 Application of Oral Scanner 口腔掃描儀的應用	5.9%	17.2%		0.5%		15	11		11	
A12 Big Data Analysis 大數據分析	25.5%	31.0%		0.0%		9	6		-	
Management Skills 管理技能										
B1 Change Management 變革管理	29.4%	6.9%		0.0%	1.1%	7	13		-	15
B2 Quality Management 品質管理	35.3%	27.6%		0.0%	2.8%	4	8		-	9
B3 Risk Management 風險管理	17.6%	6.9%		0.0%	1.7%	12	13		-	11
B4 Store Operations Management 店舖營運管理	54.9%	79.3%		0.0%	10.9%	2	1		-	7
B5 Strategic Management 策略管理	23.5%	6.9%		0.0%	37.0%	10	13		-	4
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	19.6%	31.0%		95.5%	45.9%	11	6		1	2
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	47.1%	27.6%		53.6%	32.8%	3	8		4	5
C3 Counselling Skills 輔導技巧	3.9%	13.8%		55.2%	7.7%	16	12		3	8
C4 Problem Solving Abilities 解難能力	72.5%	65.5%		76.8%	76.0%	1	3		2	1
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	0.0%	6.9%		0.2%	1.5%	-	13		13	13
C6 Artificial Intelligence 人工智能	3.92%	0.0%		0.6%	1.3%	16	-		10	14
C7 Robotics 機械人技術	0.0%	0.0%		0.0%	0.9%	-	-		-	16
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	27.5%	55.2%		22.0%	41.8%	8	4		5	3
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	3.9%	6.9%		0.2%	1.6%	16	13		12	12
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力(數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料))	7.8%	20.69%		15.84%	11.0%	13	10		6	6
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	7.8%	6.9%		1.3%	2.1%	13	13		9	10
C12 Others 其他	0.0%	0.0%		0.0%	0.0%	-	-		-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	51	29		-	1 250	1 689				

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A1 Gerontech and Innovation 樂齡科技	13.6%	10.5%	9.6%	5.1%		12	15	8	9	
A2 Health Digital Transformation 健康數位轉型	20.0%	10.5%	9.8%	12.3%		9	15	7	7	
A12 Big Data Analysis 大數據分析	12.5%	7.7%	0.0%	3.1%		14	18	-	12	
Management Skills 管理技能										
B1 Change Management 變革管理	39.4%	10.5%	0.0%	0.0%	2.5%	6	15	-	-	16
B2 Quality Management 品質管理	47.9%	16.6%	0.8%	2.1%	3.8%	2	7	14	14	15
B3 Risk Management 風險管理	40.2%	12.2%	0.6%	1.0%	4.4%	3	11	15	16	12
B4 Operations Management 營運管理	70.4%	11.6%	0.2%	0.0%	4.7%	1	14	16	-	11
B5 Strategic Management 策略管理	40.0%	12.7%	0.0%	0.0%	4.1%	4	10	-	-	13
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	22.6%	89.0%	81.3%	82.1%	67.0%	8	1	1	1	2
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	25.6%	55.8%	61.7%	48.7%	31.8%	7	4	3	3	4
C3 Counselling Skills 輔導技巧	15.9%	68.5%	30.6%	14.9%	29.6%	10	3	4	6	5
C4 Problem Solving Abilities 解難能力	39.8%	78.5%	75.9%	72.8%	75.5%	5	2	2	2	1
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	13.7%	13.3%	2.4%	1.5%	4.1%	11	9	11	15	13
C6 Artificial Intelligence 人工智能	4.4%	12.2%	1.4%	3.1%	7.5%	18	11	12	12	9
C7 Robotics 機械人技術	3.1%	4.4%	0.9%	4.6%	6.0%	19	19	13	10	10
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	8.7%	24.9%	19.8%	42.6%	53.5%	15	5	6	4	3
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	12.7%	12.2%	5.5%	4.1%	10.4%	13	11	10	11	8
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	7.0%	18.8%	20.0%	28.7%	19.5%	17	6	5	5	6
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision)個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	8.2%	16.0%	6.4%	9.2%	17.6%	16	8	9	8	7
C12 Others 其他	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	655	184	659	195	321					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A1 Gerontech and Innovation 樂齡科技	13.0%	2.6%	2.8%	0.0%		13	15	9	-	
A2 Health Digital Transformation 健康數位轉型	26.0%	7.9%	2.8%	0.2%		7	12	9	13	
A12 Big Data Analysis 大數據分析	23.0%	2.6%	0.7%	0.2%		8	15	15	14	
A13 Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	17.0%	0.0%	2.1%	0.2%		12	-	11	14	
Management Skills 管理技能										
B1 Change Management 變革管理	30.0%	7.9%	0.0%	0.6%	5.0%	5	12	-	10	8
B2 Quality Management 品質管理	30.0%	13.2%	1.4%	0.7%	0.3%	5	9	13	8	14
B3 Risk Management 風險管理	39.0%	10.5%	1.4%	0.7%	5.0%	4	10	13	8	7
B4 Store Operations Management 店舖營運管理	44.0%	0.0%	2.1%	0.0%	4.6%	2	-	11	-	9
B5 Strategic Management 策略管理	19.0%	60.5%	0.0%	0.0%	4.0%	10	3	-	-	12
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	44.0%	100.0%	86.1%	93.7%	36.6%	2	1	1	1	2
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	18.0%	28.9%	53.5%	56.6%	28.8%	11	4	3	3	3
C3 Counselling Skills 輔導技巧	9.0%	28.9%	47.9%	13.5%	21.7%	14	4	4	4	4
C4 Problem Solving Abilities 解難能力	45.0%	86.8%	66.0%	81.5%	86.1%	1	2	2	2	1
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	9.0%	2.6%	0.7%	0.4%	0.3%	14	15	15	11	15
C6 Artificial Intelligence 人工智能	7.0%	2.6%	0.7%	0.0%	4.4%	16	15	15	-	11
C7 Robotics 機械人技術	6.0%	7.9%	0.7%	0.0%	0.1%	19	12	15	-	16
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	23.0%	28.9%	16.0%	10.5%	12.9%	8	4	5	5	5
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	7.0%	15.8%	3.5%	0.3%	11.6%	16	7	8	12	6
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力(數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	4.0%	10.5%	10.4%	10.2%	3.2%	20	10	6	6	13
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	7.0%	15.8%	8.3%	5.6%	4.4%	16	7	7	7	10
C12 Others (e.g. Event Management) 其他	1.0%	0.0%	0.0%	0.0%	0.02%	21	-	-	-	17
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	100	40	147	3 244	5 793					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。

4b. Rehabilitation services
復健服務

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A1 Gerotech and Innovation 樂齡科技	28.7%	24.2%	12.4%	2.6%		9	10	6	13	
A2 Health Digital Transformation 健康數位轉型	25.0%	14.5%	7.6%	0.0%		11	16	10	-	
A12 Big Data Analysis 大數據分析	26.9%	8.9%	0.0%	2.6%		10	19	-	13	
A13 Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	24.1%	9.7%	0.0%	0.0%		12	18	-	-	
Management Skills 管理技能										
B1 Change Management 變革管理	51.9%	22.6%	0.0%	0.0%	9.9%	3	12	-	-	14
B2 Quality Management 品質管理	49.1%	27.4%	7.6%	11.8%	17.8%	4	5	10	8	9
B3 Risk Management 風險管理	68.5%	26.6%	6.2%	7.9%	16.8%	1	6	13	10	10
B4 Store Operations Management 店舖營運管理	22.2%	16.1%	0.7%	0.0%	6.9%	15	15	16	-	16
B5 Strategic Management 策略管理	65.7%	24.2%	0.0%	1.3%	11.9%	2	10	-	15	13
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	41.7%	77.4%	83.4%	94.7%	83.2%	6	1	1	1	1
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	37.0%	50.0%	57.2%	78.9%	59.4%	7	4	3	3	3
C3 Counselling Skills 輔導技巧	31.5%	57.3%	29.0%	40.8%	38.6%	8	3	4	4	5
C4 Problem Solving Abilities 解難能力	42.6%	66.1%	77.9%	80.3%	66.3%	5	2	2	2	2
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	24.1%	16.9%	1.4%	1.3%	15.8%	12	14	15	15	11
C6 Artificial Intelligence 人工智能	16.7%	12.1%	8.3%	9.2%	14.9%	17	17	9	9	12
C7 Robotics 機械人技術	10.2%	8.1%	6.9%	7.9%	9.9%	20	20	12	10	14
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	16.7%	26.6%	13.8%	19.7%	43.6%	17	6	5	6	4
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	23.1%	25.0%	6.2%	7.9%	23.8%	14	8	13	10	7
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力(數碼素養(運用電腦處理預約安排，創建和編輯文檔、評估及分析線上資料))	14.8%	25.0%	10.3%	21.1%	22.8%	19	8	8	5	8
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	19.4%	17.7%	12.4%	19.7%	25.7%	16	13	6	6	6
C12 Others 其他	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	108	125	145	76	101					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A2 Health Digital Transformation 健康數位轉型	57.1%	6.3%	13.3%	5.0%		4	8	6	7	
A4 Modernisation of Traditional Chinese Medicines – e.g., artificial intelligence identification, quality assurance of herbs, etc. 中藥現代化 (如人工智能辨識、藥材品質保證等)	0.0%	0.0%	0.0%	0.0%		-	-	-	-	
A7 Health Informatics 健康信息科技	17.9%	2.2%	0.0%	0.0%		13	14	-	-	
A11 Bioinformatics Analysis 生物資訊分析	8.2%	0.2%	0.0%	0.0%		15	18	-	-	
A12 Big Data Analysis 大數據分析	42.3%	4.4%	0.0%	0.0%		6	10	-	-	
A13 Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	9.7%	8.4%	0.0%	0.0%		14	7	-	-	
Management Skills 管理技能										
B1 Change Management 變革管理	24.0%	0.0%	0.0%	0.0%	0.0%	8	-	-	-	-
B2 Quality Management 品質管理	58.7%	9.7%	26.7%	4.3%	0.0%	3	5	3	8	-
B3 Risk Management 風險管理	62.2%	2.4%	0.0%	0.0%	0.0%	1	13	-	-	-
B4 Store Operations Management 店舖營運管理	21.4%	3.5%	0.0%	0.0%	0.0%	11	11	-	-	-
B5 Strategic Management 策略管理	52.0%	3.1%	0.0%	0.0%	66.7%	5	12	-	-	1
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	22.4%	92.5%	46.7%	42.9%	0.0%	10	1	2	2	-
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	19.4%	59.8%	6.7%	36.4%	33.3%	12	3	7	3	2
C3 Counselling Skills 輔導技巧	2.6%	5.2%	6.7%	27.9%	0.0%	18	9	7	4	-
C4 Problem Solving Abilities 解難能力	59.2%	86.9%	53.3%	74.3%	33.3%	2	2	1	1	2
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	6.6%	0.5%	0.0%	1.4%	0.0%	16	17	-	10	-
C6 Artificial Intelligence 人工智能	24.0%	1.0%	0.0%	0.0%	0.0%	8	15	-	-	-
C7 Robotics 機械人技術	0.0%	0.9%	0.0%	2.1%	0.0%	-	16	-	9	-
C8 Multi-languages (e.g., Putonghua, English) 多種語言 (例如：普通話、英文)	40.8%	9.6%	20.0%	25.0%	0.0%	7	6	5	5	-
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	2.6%	0.2%	0.0%	0.0%	0.0%	18	18	-	-	-
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排，創建和編輯文檔，評估及分析線上資料)	4.1%	13.8%	26.7%	22.9%	0.0%	17	4	3	6	-
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	0.5%	0.1%	0.0%	0.0%	0.0%	20	20	-	-	-
C12 Others 其他	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	196	1 563	15	140	3					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可選多於一種培訓技能。

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A2 Health Digital Transformation 健康數位轉型	34.5%	8.5%	0.9%	1.8%		7	10	12	6	
A8 Knowledge in Food Products Development 食品開發知識	19.0%	3.0%	0.1%	0.0%		15	18	14	-	
A9 Research and Evidence Based Evaluation 研究與實證評估	27.6%	5.5%	0.1%	0.0%		9	16	14	-	
A12 Big Data Analysis 大數據分析	56.9%	6.1%	0.6%	0.0%		1	14	13	-	
A13 Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	32.8%	32.3%	1.9%	0.0%		8	6	9	-	
Management Skills 管理技能										
B1 Change Management 變革管理	44.8%	1.2%	0.0%	0.0%	23.1%	6	21	-	-	11
B2 Quality Management 品質管理	46.6%	11.6%	0.0%	0.0%	23.1%	5	9	-	-	11
B3 Risk Management 風險管理	53.4%	8.5%	0.0%	0.0%	23.1%	2	10	-	-	11
B4 Store Operations Management 店舖營運管理	48.3%	5.5%	1.6%	0.0%	0.0%	4	16	10	-	-
B5 Strategic Management 策略管理	24.1%	12.2%	1.6%	0.0%	7.7%	12	8	10	-	14
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	22.4%	91.5%	99.4%	59.6%	100.0%	14	1	1	2	1
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	27.6%	82.3%	89.3%	59.6%	100.0%	9	3	3	2	1
C3 Counselling Skills 輔導技巧	15.5%	41.5%	27.5%	0.0%	53.8%	17	4	4	-	3
C4 Problem Solving Abilities 解難能力	51.7%	87.2%	96.8%	84.2%	38.5%	3	2	2	1	6
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	12.1%	3.0%	0.1%	0.0%	38.5%	20	18	14	-	6
C6 Artificial Intelligence 人工智能	13.8%	6.1%	0.1%	1.8%	38.5%	18	14	14	6	6
C7 Robotics 機械人技術	0.0%	2.4%	0.1%	0.0%	38.5%	-	20	14	-	6
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如: 普通話、英文)	25.9%	35.4%	5.2%	42.1%	46.2%	11	5	6	4	5
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗, 找出突發的創新解決方案)	19.0%	25.6%	4.0%	0.0%	38.5%	15	7	7	-	6
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力(數碼素養(運用電腦處理預約安排, 創建和編輯文檔, 評估及分析線上資料)	13.8%	8.5%	7.6%	42.1%	53.8%	18	10	5	4	3
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	24.1%	6.7%	3.7%	0.0%	7.7%	12	13	8	-	14
C12 Others 其他	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	58	164	1 067	57	16					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A2 Health Digital Transformation 健康數位轉型	42.9%	9.6%	0.8%	1.3%		5	7	7	9	
A10 Application of Automation and Computerisation in Pharmacy and Dispensing Services (in Western medicine or Chinese medicines) 藥劑及配藥服務自動化及電腦化應用(西藥或中藥)	16.9%	9.0%	5.1%	0.3%		11	8	6	16	
A12 Big Data Analysis 大數據分析	42.0%	2.2%	0.0%	1.1%		6	12	-	11	
A13 Online to Offline Integration and Digital Marketing 線上線下結合及數碼營銷	11.3%	4.3%	0.0%	1.9%		12	10	-	8	
Management Skills 管理技能										
B1 Change Management 變革管理	30.7%	0.9%	0.2%	0.0%	0.6%	7	19	10	-	11
B2 Quality Management 品質管理	63.0%	12.9%	0.4%	0.5%	3.7%	2	6	9	13	10
B3 Risk Management 風險管理	64.6%	1.3%	0.0%	0.5%	0.4%	1	16	-	13	14
B4 Store Operations Management 店舖營運管理	10.0%	3.0%	0.2%	0.5%	5.8%	15	11	10	13	6
B5 Strategic Management 策略管理	47.3%	2.2%	0.2%	0.0%	0.5%	3	12	10	-	13
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	17.2%	80.5%	82.3%	47.9%	46.0%	10	1	1	2	2
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	17.9%	53.1%	73.3%	27.2%	45.8%	9	3	2	3	3
C3 Counselling Skills 輔導技巧	4.4%	4.4%	0.6%	16.4%	4.2%	18	9	8	4	8
C4 Problem Solving Abilities 解難能力	44.8%	76.1%	42.2%	72.5%	48.9%	4	2	3	1	1
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	10.3%	1.1%	0.2%	0.3%	3.8%	14	17	10	16	9
C6 Artificial Intelligence 人工智能	9.1%	1.6%	0.2%	1.1%	0.2%	16	15	10	11	15
C7 Robotics 機械人技術	2.5%	0.4%	0.2%	2.4%	0.2%	20	20	10	7	15
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如：普通話、英文)	20.7%	18.1%	5.3%	7.9%	35.5%	8	4	5	6	4
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗，找出突發的創新解決方案)	11.3%	1.7%	0.2%	1.3%	27.1%	12	14	10	9	5
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力(數碼素養(運用電腦處理預約安排、創建和編輯文檔，評估及分析線上資料)	4.7%	16.9%	6.5%	8.7%	5.1%	17	5	4	5	7
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	3.8%	0.9%	0.0%	0.3%	0.6%	19	18	-	16	11
C12 Others (e.g. 銷售技巧, 藥品及維生素的基礎知識) 其他	0.0%	0.4%	0.0%	0.0%	0.0%	-	21	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	319	1 383	491	378	1 274					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。

8. Testing and Certification
檢測與認證

Training 培訓	Percentage 百分比					Ranking 排名				
	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員	Technologist / Management Level 技師／ 管理人員級	Technician / Supervisory Level 技術員／ 督導級	Craftsman Level 技工級	Operative/ Clerical Level 輔助人員／ 文員級	Healthcare Professionals 醫護專業人員
Trade Specific Skills 業內專業技能										
A2 Health Digital Transformation 健康數位轉型	22.7%	25.5%	0.0%	3.1%		6	8	-	7	
A11 Bioinformatics Analysis 生物資訊分析	6.2%	27.4%	0.0%	1.9%		14	6	-	8	
A12 Big Data Analysis 大數據分析	23.7%	24.2%	0.0%	0.4%		5	9	-	11	
Management Skills 管理技能										
B1 Change Management 變革管理	19.6%	19.1%	0.0%	0.0%	1.0%	7	13	-	-	13
B2 Quality Management 品質管理	54.6%	23.6%	1.3%	0.8%	9.9%	1	10	8	9	7
B3 Risk Management 風險管理	17.5%	19.1%	1.3%	0.8%	10.5%	8	13	8	9	6
B4 Store Operations Management 店舖營運管理	7.2%	17.8%	0.0%	0.0%	0.6%	13	16	-	-	14
B5 Strategic Management 策略管理	33.0%	19.1%	0.0%	0.0%	0.3%	2	13	-	-	15
Generic Skills 通用技能										
C1 Communication and Interpersonal Abilities 溝通及人際交往能力	30.9%	68.2%	85.5%	80.9%	68.1%	3	2	1	1	2
C2 Customer Services and Complaint Handling 顧客服務及處理投訴	13.4%	49.0%	21.1%	68.7%	21.7%	9	3	3	3	4
C3 Counselling Skills 輔導技巧	12.4%	26.8%	13.2%	22.1%	8.6%	10	7	4	4	8
C4 Problem Solving Abilities 解難能力	27.8%	93.0%	83.6%	77.9%	82.4%	4	1	2	2	1
C5 Sustainability (Environment, Social and Governance) 可持續發展(環境、社會、管治)	3.1%	20.4%	0.0%	0.4%	3.5%	16	11	-	11	11
C6 Artificial Intelligence 人工智能	2.1%	1.3%	2.0%	0.4%	0.3%	17	19	7	11	15
C7 Robotics 機械人技術	4.1%	1.9%	0.0%	0.4%	2.2%	15	18	-	11	12
C8 Multi-languages (e.g., Putonghua, English) 多種語言(例如: 普通話、英文)	8.2%	34.4%	2.6%	17.9%	67.1%	12	4	5	5	3
C9 Design Thinking (i.e., begin with empathetic understanding of a problem and find out the creative solutions) 設計思維(設身處地考慮使用者的經驗, 找出突發的創新解決方案)	1.0%	20.4%	0.0%	0.4%	4.5%	18	11	-	11	10
C10 Digital Literacy (i.e., to use software features to arrange bookings, create and edit documents, evaluate and analyse online information) 數碼應用能力數碼素養(運用電腦處理預約安排, 創建和編輯文檔, 評估及分析線上資料)	9.3%	32.5%	2.6%	13.0%	5.8%	11	5	5	6	9
C11 Personal Career Planning (i.e., self-understanding, personal planning, goal setting, self-reflection and revision) 個人職業生涯規劃 (即是認識自我、個人規劃、訂立目標及反思和修訂的能力)	1.0%	17.8%	0.0%	0.4%	14.7%	18	16	-	11	5
C12 Others 其他	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-
Total number of companies with such level of employees 具有此職級全職僱員的公司數目	97	157	152	264	313					

Notes:

1) Percentages are calculated on the basis of total number of companies with such level of staff.

2) Respondents are allowed to select more than one training area.

註:

1) 百分比是以擁有各技能級別僱員的機構數目為基準計算。

2) 受訪機構可剔選多於一種培訓技能。