

Banking and Finance Industry
Manpower Survey Report
銀行及金融業 • 人力調查報告書

2025



2025 Manpower Survey Report

Banking and Finance Industry

Banking and Finance Training Board

Vocational Training Council

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Acknowledgement

The Banking and Finance 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 Banking and Finance Training Board (Training Board) of the Vocational Training Council (VTC) conducted a manpower survey for the banking and finance industry from end-March to early-September 2025, with the data reference date on 3 March 2025. This report presents the survey findings of the latest manpower situation of the industry and proposes recommendations on the manpower demand and training needs to different stakeholders of the industry, including employers, employees and training providers by making reference to the business outlook.

Survey Coverage and Methodology

1.2 The survey covered around 13 406 companies in different branches of the industry. By adopting the stratified random sampling method for selecting companies from the Central Register of Establishments of the Census and Statistics Department and the list sourced from Hong Kong Monetary Authority, Chinese Gold & Silver Exchange Society, and the Securities and Futures Commission, and the inclusion of supplementary samples recommended by the Training Board, a total of 1 110 companies were selected for the survey.

1.3 A pack of survey documents was given to each sampled company. The selected companies were asked to complete a questionnaire, which comprised two parts. Part I collected quantitative manpower information by job levels and by principal jobs, and Part II collected supplementary information related to the industry's manpower situation. The respondents were asked to provide manpower information of their companies based on a list of principal jobs, which were defined by the Training Board with detailed job descriptions given for each job.

1.4 During the fieldwork period between end-March and early-September 2025, enumerators assisted the respondents to complete the questionnaire through phone calls or on-site visits. The data collection and enumeration processes were closely monitored and data was verified to ensure quality and accuracy. Among the 376 valid sampled companies, 331 were successfully enumerated which contributed to an effective response rate of 88.0%¹.

¹ Sampled companies which were relocated to unknown addresses, had unreachable responsible persons, had ceased operations, or without relevant technical staff, etc. at the time of survey were classified as invalid samples.

Manpower Projection Methodology

1.5 The approach of statistical modelling for projecting the manpower demand of the Banking and Finance industry was adopted for the period from 2026 to 2029. The statistical model is built by considering relevant economic indicators which reflect important changes in the local economy, demography and labour market. Details of the projection methodology are provided in *Appendix 8*.

Findings

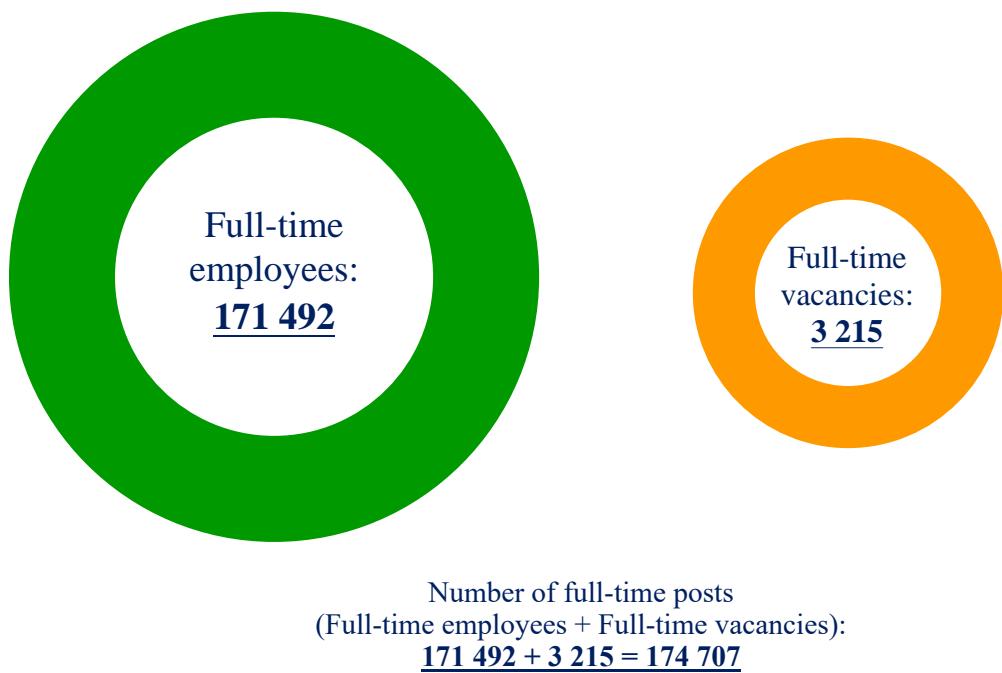
A. Manpower Information

A1. Overview of the Banking and Finance Industry

Manpower Situation

1.6 As at 3 March 2025 (i.e. the reference date of the survey), there were 171 492 full-time employees and 3 215 full-time vacancies in the banking and finance industry. Aggregating the number of full-time employees and full-time vacancies, it was estimated that there were a total of 174 707 full-time posts. (*Chart 1.1*)

Chart 1.1 Overview of manpower situation



Note: "Full-time vacancies" refer to those unfilled, immediately available job openings for which the company is actively trying to recruit personnel as at survey reference date

Full-time Employees

1.7 Among the 171 492 full-time employees in the banking and finance industry, 58.5% were engaged in the banking sector, 17.6% in the securities and asset management sector and 24.0% in other financial sectors. Analysed by job level, 41.6% were employed at the supervisory/officer level, 29.2% at the managerial level and 25.5% at the clerical level. (Charts 1.2 - 1.3)

Chart 1.2 Full-time employees by sector

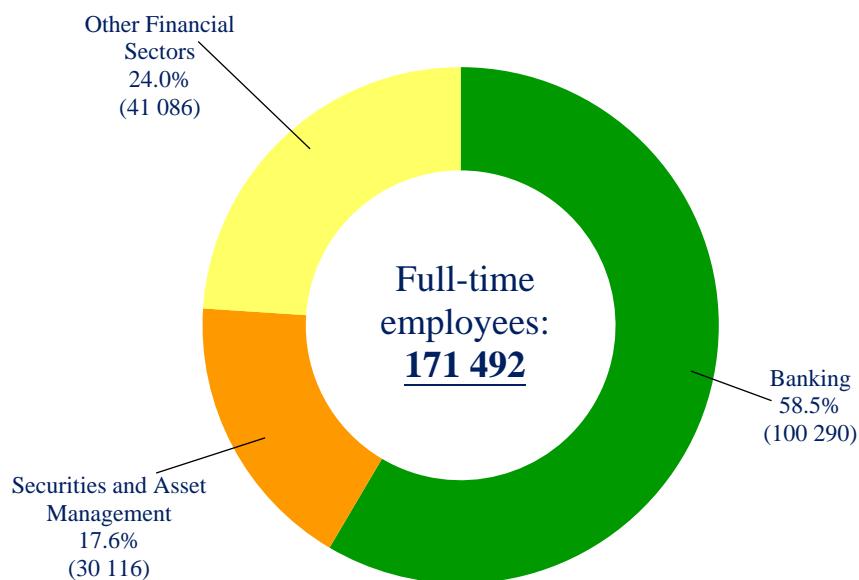
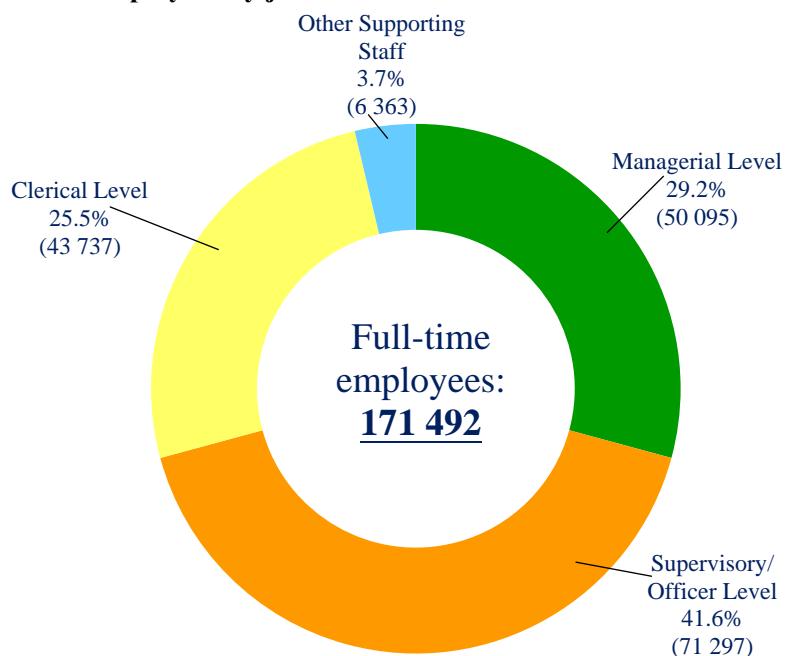


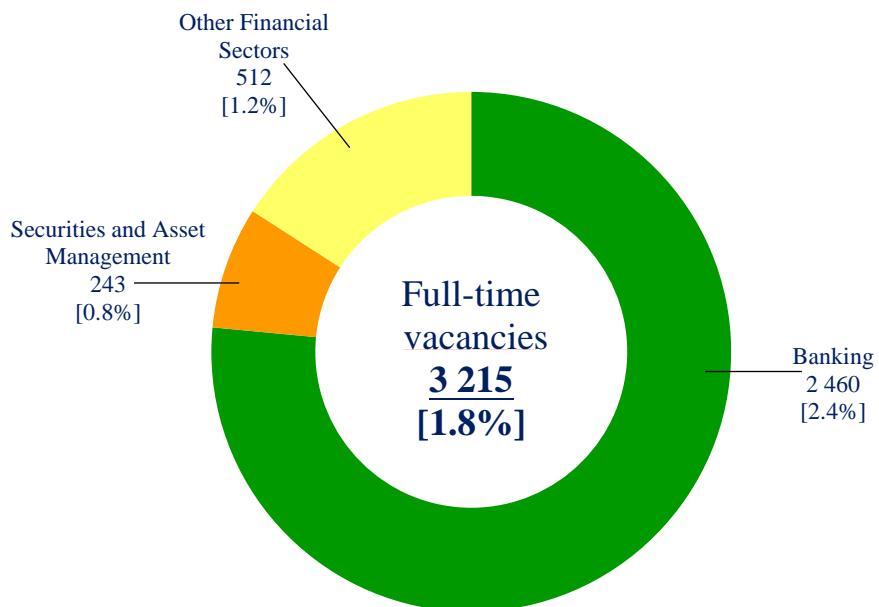
Chart 1.3 Full-time employees by job level



Full-time Vacancies

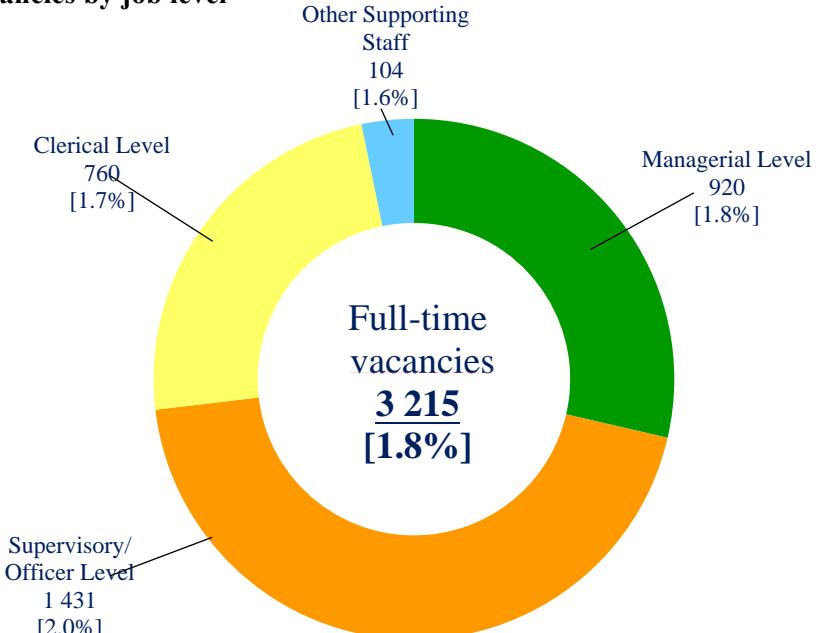
1.8 As at 3 March 2025, a total of 3 215 full-time vacancies were reported in the banking and finance industry, representing a vacancy rate of 1.8% (i.e. full-time vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the vacancies were found in the banking sector (2 460 full-time vacancies) and were concentrated on the supervisory/officer level (1 431). (Charts 1.4 – 1.5)

Chart 1.4 Vacancies by sector



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

Chart 1.5 Vacancies by job level



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

A2. Banking Sector

Full-time Employees

1.9 Among the 100 290 full-time employees in the banking sector, the vast majority were working in licensed banks (97.1%). Analysed by job level, 40.4% were employed at the supervisory/officer level, followed by the managerial level (30.9%) and the clerical level (26.0%). (*Charts 1.6 - 1.7*)

Chart 1.6 Full-time employees by branch

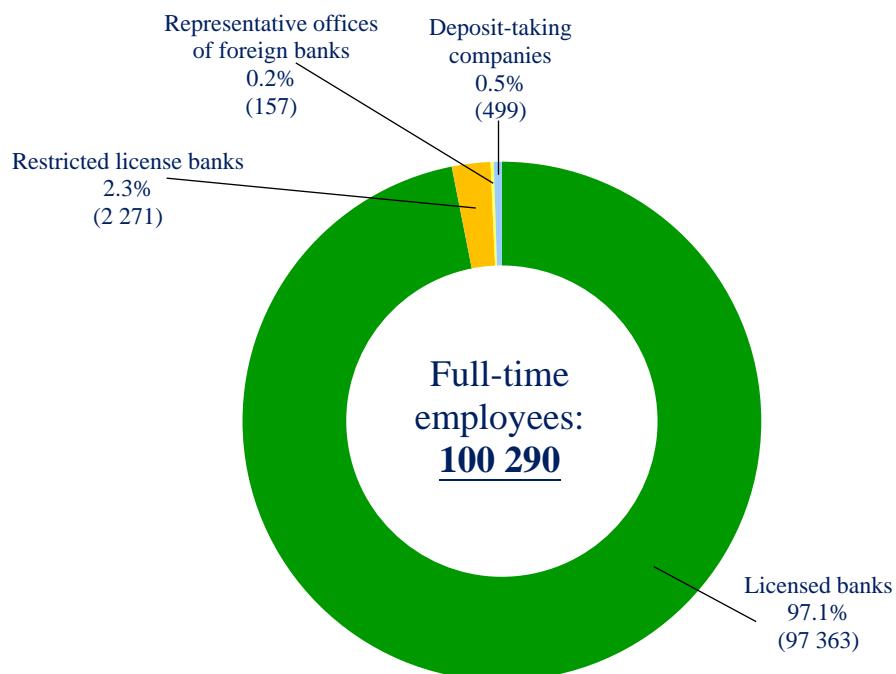
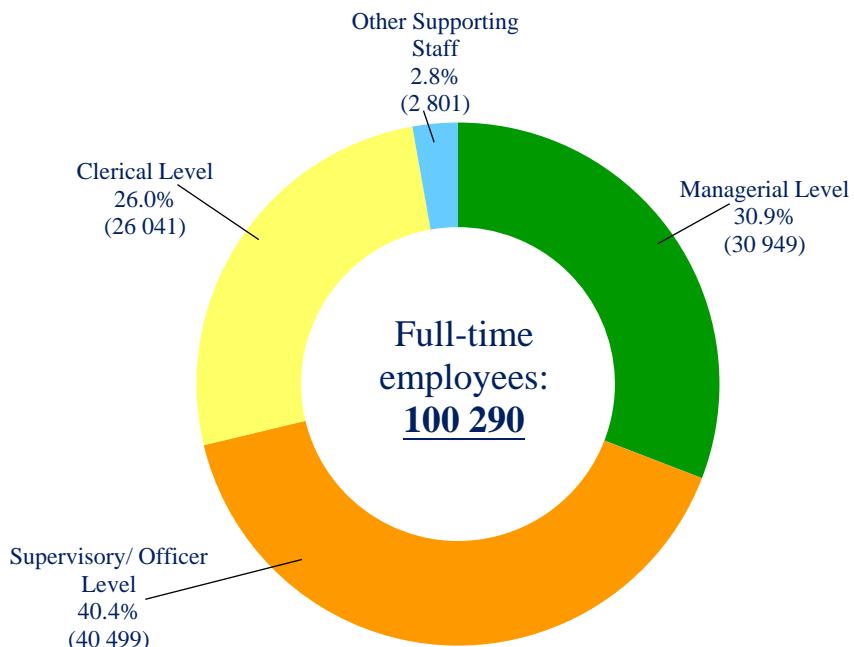


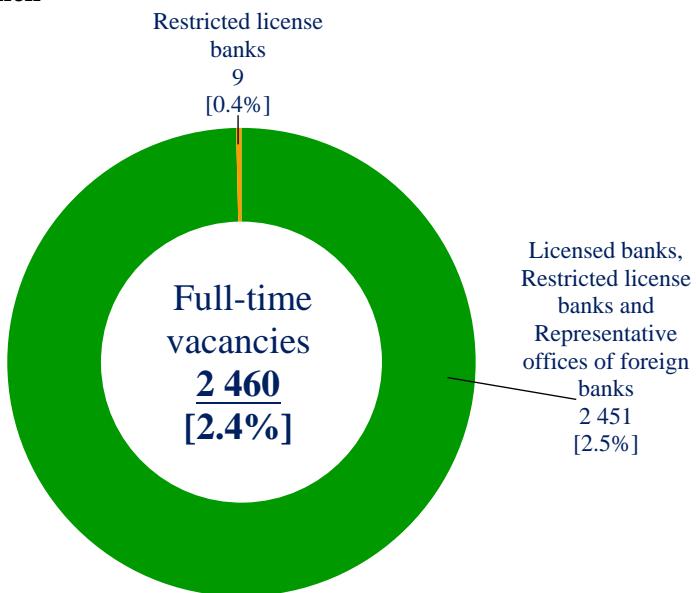
Chart 1.7 Full-time employees by job level



Full-time Vacancies

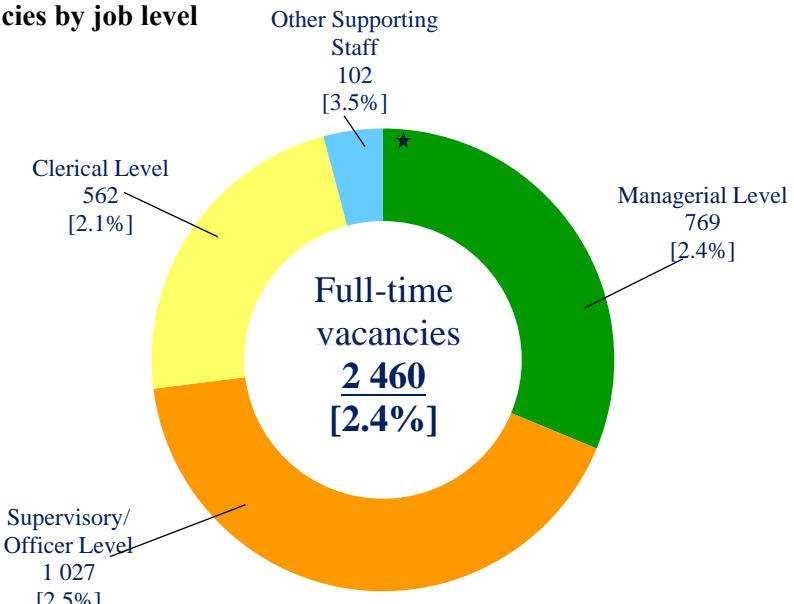
1.10 As at 3 March 2025, a total of 2 460 full-time vacancies were reported in the banking sector, representing a vacancy rate of 2.4%. The vast majority of the full-time vacancies were found in licensed banks (2 451 full-time vacancies). Analysed by job level, most of the full-time vacancies were recorded at the supervisory/officer level (1 027 full-time vacancies), followed by the managerial level (769 full-time vacancies) and the clerical level (562 full-time vacancies). (Charts 1.8 – 1.9)

Chart 1.8 Vacancies by branch



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

Chart 1.9 Vacancies by job level



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.

A3. Securities and Asset Management Sector

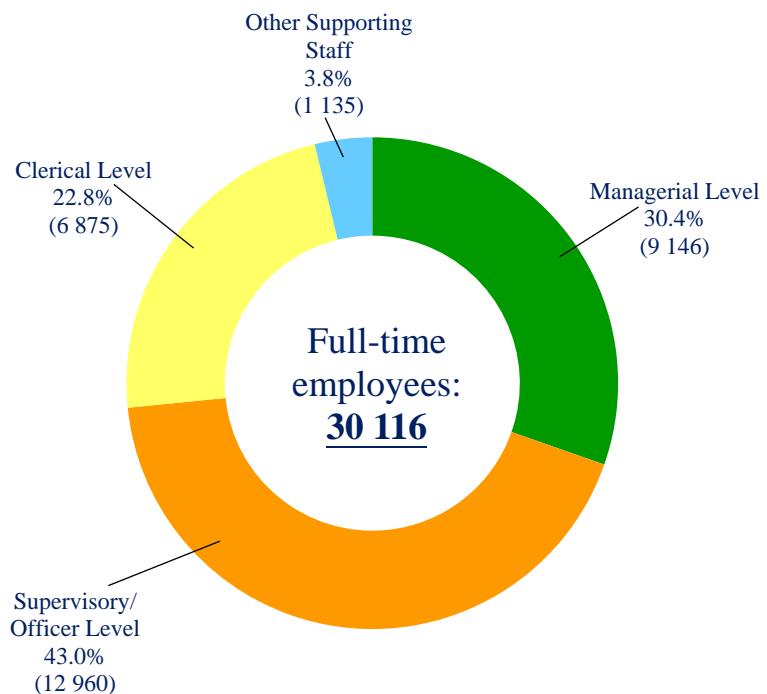
Full-time Employees

1.11 Among the 30 116 full-time employees in the securities and asset management sector, two-thirds (67.3%) were engaged in the branch of asset management while one-third (32.7%) in the branch of securities brokerage. Analysed by job level, 43.0% were employed at the supervisory/officer level, 30.4% at the managerial level and 22.8% at the clerical level. (Charts 1.10 - 1.11)

Chart 1.10 Full-time employees by branch



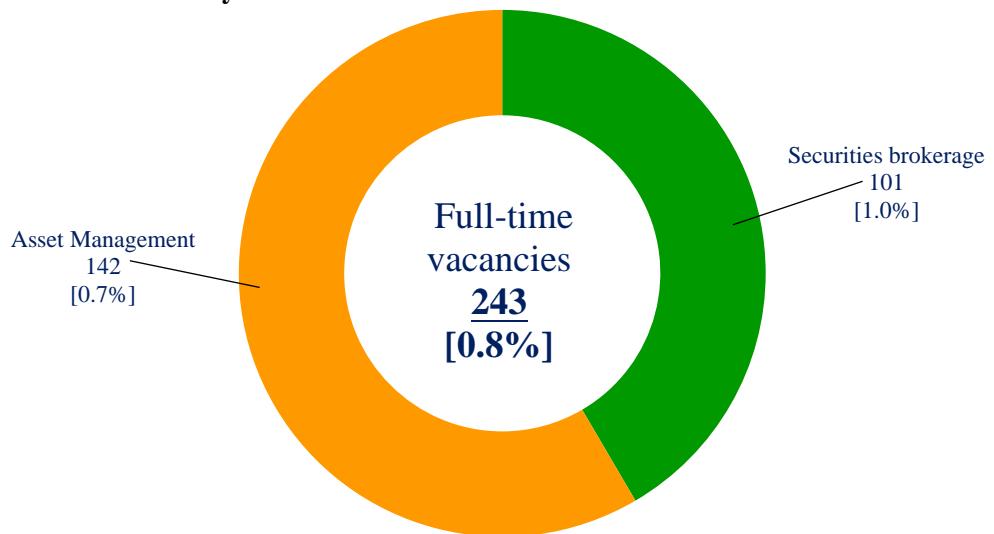
Chart 1.11 Full-time employees by job level



Full-time Vacancies

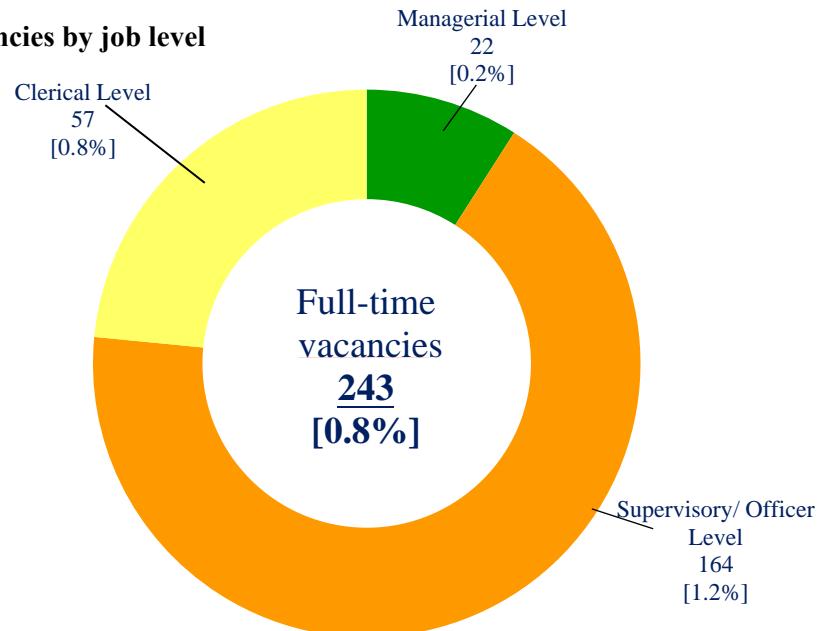
1.12 As at 3 March 2025, a total of 243 full-time vacancies were reported in the securities and asset management sector, representing a vacancy rate of 0.8%. 142 full-time vacancies were found in the branch of asset management and 101 full-time vacancies were found in the branch of securities brokerage. Analysed by job level, most of the full-time vacancies were recorded at the supervisory/officer level (164 full-time vacancies). (Charts 1.12 – 1.13)

Chart 1.12 Vacancies by branch



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

Chart 1.13 Vacancies by job level



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

A4. Other Financial Sectors

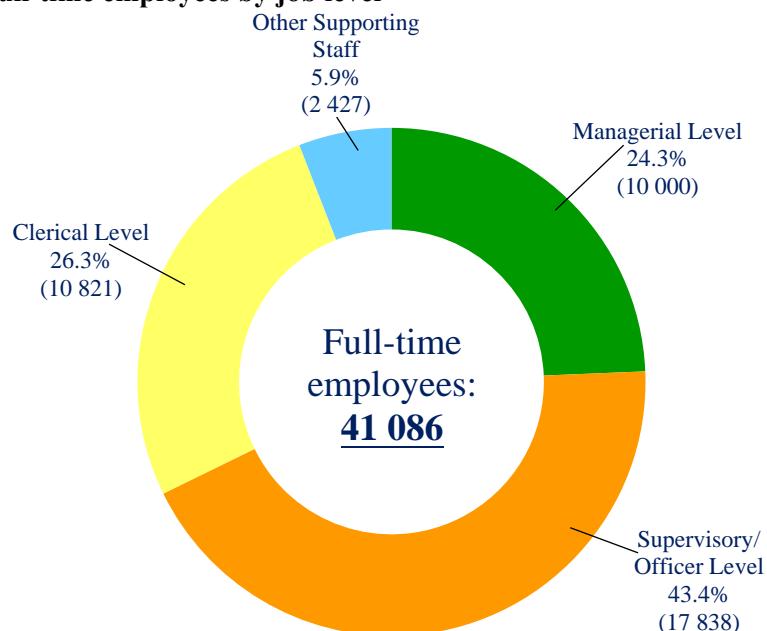
Full-time Employees

1.13 Among the 41 086 full-time employees in other financial sectors, about half (52.9%) were engaged in the branch of financial institutions and financial services while relatively fewer in the branch of finance leasing, personal loan, mortgage (14.0%) and investment and holding companies (11.2%). Analysed by job level, 43.4% were employed at the supervisory/officer level, 26.3% at the clerical level and 24.3% at the managerial level. (Charts 1.14 - 1.15)

Chart 1.14 Full-time employees by branch



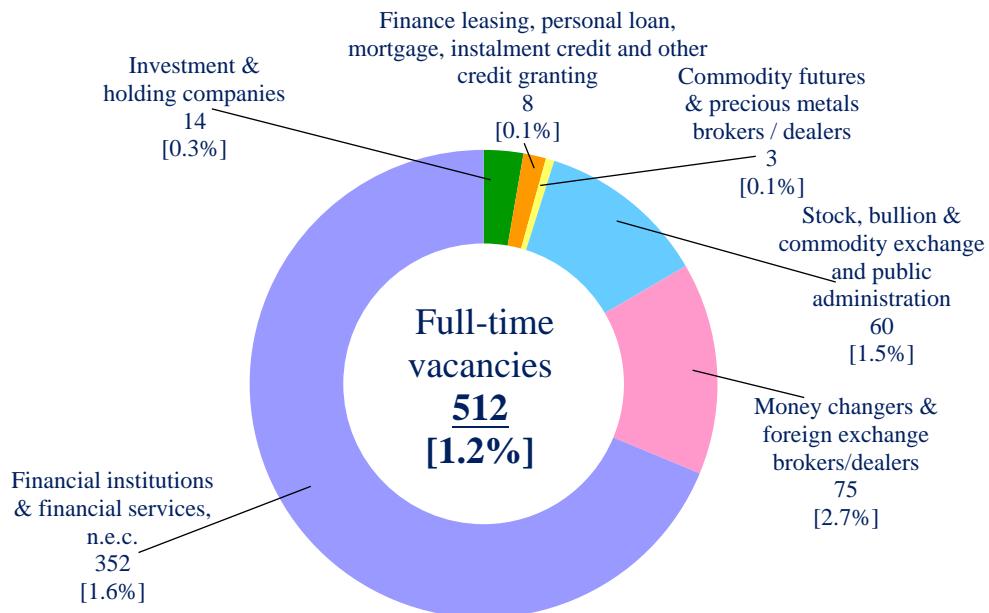
Chart 1.15 Full-time employees by job level



Full-time Vacancies

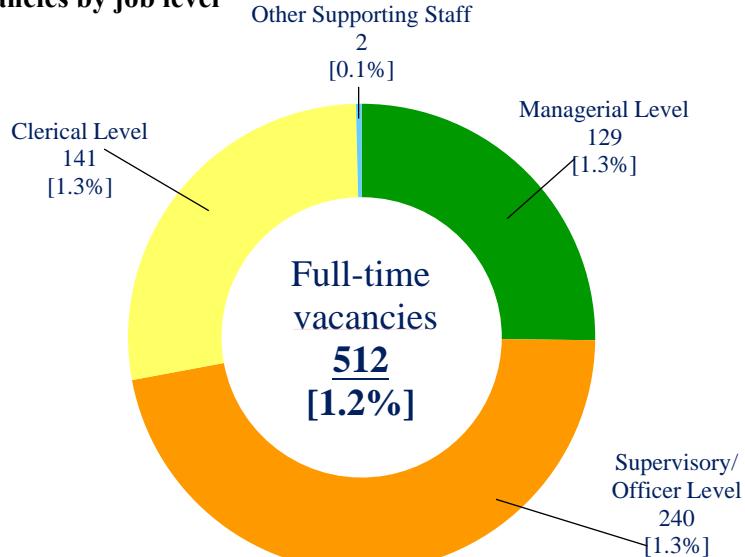
1.14 As at 3 March 2025, a total of 512 full-time vacancies were reported in other financial sectors, representing a vacancy rate of 1.2%. The majority of the full-time vacancies were found in the branch of financial institutions and financial services (352 full-time vacancies). Analysed by job level, most of the full-time vacancies were recorded at the supervisory/officer level (240 full-time vacancies), followed by the clerical level (141 full-time vacancies) and the managerial level (129 full-time vacancies). (Charts 1.16 – 1.17)

Chart 1.16 Vacancies by branch



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

Chart 1.17 Vacancies by job level



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

B. Other Information

Preferred Level of Education

1.15 For all the three sectors, virtually all of the full-time employees at the managerial level were preferred to have a first degree or above qualification (99.2% - 100%) and most of the full-time employees at the clerical level were preferred to have a diploma/certificate (56.8% - 61.1%). The majority of the full-time employees at the supervisory/officer level in the banking sector were preferred to have a first degree or above qualification (77.5%) while most of the full-time employees at the supervisory/officer level in both the securities and asset management sector and other financial sectors were preferred to have a first degree or above qualification (54.9% and 44.4% respectively) or sub-degree qualification (38.6% and 41.5% respectively). (*Tables 1.1a-c*)

Table 1.1a Preferred level of education in Banking Sector by job level

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Managerial	100.0%	0.0%	0.0%	0.0%	0.0%	30 949
Supervisory/ Officer	77.5%	20.6%	1.8%	0.0%	0.0%	40 499
Clerical	0.1%	23.0%	56.8%	20.1%	0.0%	26 041

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

Table 1.1b Preferred level of education in Securities and Asset Management Sector by job level

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Managerial	100.0%	0.0%	0.0%	0.0%	0.0%	9 146
Supervisory/ Officer	54.9%	38.6%	6.5%	0.0%	0.0%	12 960
Clerical	0.6%	18.2%	61.1%	20.0%	0.0%	6 875

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

Table 1.1c Preferred level of education in Other Financial Sectors by job level

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Managerial	99.2%	0.8%	0.0%	0.0%	0.0%	10 000
Supervisory/ Officer	44.4%	41.5%	14.0%	0.1%	0.0%	17 838
Clerical	0.0%	12.7%	60.8%	26.5%	0.0%	10 821

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

Preferred Years of Experience

1.16 The majority of the full-time employees at the managerial level were preferred to have 5 years to less than 10 years (45.1% and 59.3% respectively) and 10 years or more (54.8% and 32.9% respectively) in the banking sector and the securities and asset management sector while most of the full-time employees at the managerial level in other financial sectors were preferred to have 5 years to less than 10 years (66.4%). For all the three sectors, the majority of the full-time employees at the supervisory/officer level were preferred to have 2 years to less than 5 years (56.9% - 69.8%) and the clerical level were preferred to have 1 year to less than 2 years of experience (49.6% - 52.5%). (*Tables 1.2a-c*)

Table 1.2a Preferred years of experience in Banking Sector by job level

Job level	10 years or more	5 years to less than 10 years	2 years to less than 5 years	1 year to less than 2 years	Below 1 year	No. of full-time employees
Managerial	54.8%	45.1%	0.2%	0.0%	0.0%	30 949
Supervisory/ Officer	0.0%	21.1%	56.9%	22.0%	0.0%	40 499
Clerical	0.0%	0.0%	25.9%	52.5%	21.6%	26 041

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

Table 1.2b Preferred years of experience in Securities and Asset Management Sector by job level

Job level	10 years or more	5 years to less than 10 years	2 years to less than 5 years	1 year to less than 2 years	Below 1 year	No. of full-time employees
Managerial	32.9%	59.3%	7.8%	0.0%	0.0%	9 146
Supervisory/ Officer	0.7%	15.9%	62.6%	20.8%	0.0%	12 960
Clerical	0.0%	2.5%	19.6%	49.6%	28.3%	6 875

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

Table 1.2c Preferred years of experience in Other Financial Sectors by job level

Job level	10 years or more	5 years to less than 10 years	2 years to less than 5 years	1 year to less than 2 years	Below 1 year	No. of full-time employees
Managerial	19.6%	66.4%	13.9%	0.1%	0.0%	10 000
Supervisory/ Officer	0.0%	10.2%	69.8%	20.0%	0.0%	17 838
Clerical	0.0%	1.0%	22.7%	50.8%	25.5%	10 821

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

Turnover

1.17 In the banking sector, employers reported that there were 10 018 full-time 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 10.0%. Analysed by job level, the supervisory/officer level registered the largest number of full-time employees left (4 089 full-time employees), followed by the clerical level (3 266 full-time employees) and the managerial level (2 663 full-time employees). On the other hand, the turnover rate was the highest at the clerical level (12.3%). (*Table 1.3a*)

Table 1.3a Full-time employees left in the past 12 months and turnover rate in Banking Sector by job level

Job level	Number of full-time employees left	Turnover rate*
Managerial	2 663	8.4%
Supervisory/ Officer	4 089	9.8%
Clerical	3 266	12.3%
Total (except other supporting staff)	10 018	10.0%

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

1.18 In the securities and asset management sector, employers reported that there were 1 642 full-time employees left their companies in the past 12 months. The turnover rate was 5.6%. Analysed by job level, the supervisory/officer level registered the largest number of full-time employees left (762 full-time employees), followed by the clerical level (534 full-time employees) and the managerial level (346 full-time employees). On the other hand, the turnover rate was the highest at the clerical level (7.7%). (*Table 1.3b*)

Table 1.3b Full-time employees left in the past 12 months and turnover rate in Securities and Asset Management Sector by job level

Job level	Number of full-time employees left	Turnover rate*
Managerial	346	3.8%
Supervisory/ Officer	762	5.8%
Clerical	534	7.7%
Total (except other supporting staff)	1 642	5.6%

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

1.19 In other financial sectors, employers reported that there were 1 755 full-time employees left their companies in the past 12 months. The turnover rate was 4.5%. Analysed by job level, the supervisory/officer level registered the largest number of full-time employees left (775 full-time employees), followed by the clerical level (619 full-time employees) and the managerial level (361 full-time employees). On the other hand, the turnover rate was the highest at the clerical level (5.6%). (*Table 1.3c*)

Table 1.3c Full-time employees left in the past 12 months and turnover rate in Other Financial Sectors by job level

Job level	Number of full-time employees left	Turnover rate*
Managerial	361	3.6%
Supervisory/ Officer	775	4.3%
Clerical	619	5.6%
Total (except other supporting staff)	1 755	4.5%

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

Training Requirements

1.20 In the banking sector, the training requirements for full-time employees at all job levels tended to focus on “Anti-Money Laundering Compliance” and “Anti-Corruption Regulations” of job-related knowledge and “Business Ethics” of general management knowledge. (*Table 1.4a*)

Table 1.4a Major training requirements in Banking Sector

Rank	Managerial Level	Supervisory/ Officer Level	Clerical Level
1	Risk Management	Anti-Money Laundering Compliance	
2	Strategic Management	Anti-Corruption Regulations	
3	Anti-Money Laundering Compliance	Team Building	Interpersonal Skills
4	Anti-Corruption Regulations	Business Ethics [#]	Business Ethics
		Problem Solving & Decision Making [#]	
5	Business Ethics [^]	Enhancing Quality Customer Services [#]	Know Your Customer
	Leadership [^]		

Notes: 1. [^] The two training areas are on the same 5th ranking
 2. [#] The three training areas are on the same 4th ranking

 General management knowledge  Job-related knowledge  Generic/technological skills

1.21 In both the securities and asset management sector and other financial sectors, the training requirements for full-time employees at the managerial level focused on various general management knowledge (such as “Risk Management” and “Strategic Management”) while the training requirements for full-time employees at the supervisory/officer level and the clerical level tended to focus on various job-related knowledge (such as “Enhancing Quality Customer Services”). (*Tables 1.4b-c*)

Table 1.4b Major training requirements in Securities and Asset Management Sector

Rank	Managerial Level	Supervisory/ Officer Level	Clerical Level
1	Risk Management	Enhancing Quality Customer Services	
2	Leadership	Marketing/Selling Skills	Data Privacy and Protection
3	Strategic Management	Problem Solving & Decision Making	Interpersonal Skills
4	Principles & Practice of Management	Anti-Money Laundering Compliance	Customer Relationship Management
5	Dealing with Conflict	Asset Valuation & Portfolio Management	Marketing/Selling Skills

 *General management knowledge*  *Job-related knowledge*  *Generic/technological skills*

Table 1.4c Major training requirements in Other Financial Sectors

Rank	Managerial Level	Supervisory/ Officer Level	Clerical Level
1	Risk Management	Financial Risk Management	Enhancing Quality Customer Services
2	Strategic Management	Marketing/Selling Skills	Customer Relationship Management
3	Stress Management	Enhancing Quality Customer Services	Know Your Customer
4	Crisis Management	Know Your Customer	Financial Risk Management
5	Marketing/Selling Skills	Customer Relationship Management	Anti-Money Laundering Compliance

 *General management knowledge*  *Job-related knowledge*

C. Manpower Changes between 2021 and 2025

Manpower Changes between 2021 and 2025 in the Banking Sector

1.22 The manpower of the banking sector exhibited a reduction (-4 585 full-time employees; -4.4%) from 2021 to 2025. Key trends of the changes between 2021 and 2025 include:

- (a) The decrease in manpower was mainly attributed to the decrease in the branch of licensed banks (-4 239 full-time employees; -4.2%), and at the supervisory/officer level (-2 828 full-time employees; -6.5%) and the clerical level (-2 139 full-time employees; -7.6%)
- (b) On the other hand, an increase in manpower was recorded for the managerial level (+731 full-time employees; +2.4%).

Manpower Changes between 2021 and 2025 in the Securities and Asset Management Sector

1.23 The manpower of the securities and asset management sector registered a slight increase (+413 full-time employees; +1.4%) from 2021 to 2025. Key trends of the changes between 2021 and 2025 include:

- (a) The increase in manpower was mainly contributed by the increase in the branch of securities brokerage (+460 full-time employees; +4.9%), and at the supervisory/officer level (+435 full-time employees; +3.5%) and the clerical level (+172 full-time employees; +2.6%).
- (b) On the other hand, a manpower reduction was observed at the managerial level (-99 full-time employees; -1.1%) and other supporting staff (-95 full-time employees; -7.7%).

Manpower Changes between 2021 and 2025 in Other Financial Sectors

1.24 The manpower of other financial sectors registered an increase (+605 full-time employees; +1.5%) from 2021 to 2025. Key trends of the changes between 2021 and 2025 include:

- (a) The increase in manpower was mainly contributed by the increase in the branch of financial institutions and financial services (+686 full-time employees, +3.3%) and at the supervisory/officer level (+869 full-time employees; +5.1%).

(b) On the other hand, a manpower reduction was observed in the branch of money changers and foreign exchange brokers/dealers (-400 full-time employees, -12.9%) and at the managerial level (-547 full-time employees; -5.2%).

Overall Banking and Finance Industry

1.25 The key trends of the changes in the entire banking and finance industry between 2021 and 2025 include:

- (a) The overall manpower of the entire banking and finance industry exhibited a decline from 175 059 full-time employees in 2021 to 171 492 full-time employees in 2025 (-3 567 full-time employees; -2.0%). The decrease was mainly attributed to the decrease in the banking sector (-4 585 full-time employees; -4.4%).
- (b) Analysed by job level, decreases in manpower were registered at the clerical level (-1 597 full-time employees; -3.5%) and the supervisory/officer level (-1 524 full-time employees; -2.1%).
- (c) The total number of full-time vacancies of the entire banking and finance industry showed an increase (+367 vacancies) from 2021 to 2025. The increases were mainly found in the banking sector (+162 full-time vacancies) and other financial sectors (+188 full-time vacancies).

1.26 The manpower changes in the entire banking and finance industry reflected:

- (a) The manpower decrease in the entire banking and finance industry was attributed to the decrease in the banking sector.
- (b) On the other hand, the number of full-time vacancies increased in 2025 where companies are keen on the filling of immediate vacancies.

Manpower Projection and Annual Training Requirements

1.27 The annual additional manpower requirements have taken into account the (i) projected manpower trend 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 requirements from 2026 to 2029 is shown in Table 1.5 below.

Table 1.5 Estimated annual additional manpower requirement from 2026 to 2029

Sector & Job level	Wastage rate	Annual additional manpower requirement		
		Average manpower growth (a)	Industry leavers (b)	Total (a) + (b)
Managerial Level	1.5%	327	800	1 127
Supervisory/ Officer Level	2.1%	466	1 519	1 985
Clerical Level	4.1%	285	1 868	2 153
			Total:	5 265

Business Outlook

1.28 Hong Kong has demonstrated significant resilience and leadership in the global financial landscape, maintaining its position as the world's third-ranked international financial centre in the Global Financial Centres Index (GFCI 37). This standing is supported by its strong performance in human capital, infrastructure, and financial sector development, as well as recognition from the International Monetary Fund (IMF), which has commended the city's robust economic recovery, well-capitalised banking sector, and effective regulatory oversight. Bolstered by a vibrant stock market and a resurgence in Initial Public Offering (IPO) activity, with fundraising surging over 200% year-on-year in the first ten months of 2025, Hong Kong is poised to reclaim its status as the world's top IPO hub by year-end.

1.29 The city's financial trajectory is deeply intertwined with national strategies, including the 14th and upcoming 15th Five-Year Plans, which reinforce Hong Kong's roles as an international financial centre, the premier offshore Renminbi (RMB) hub, and an emerging risk management centre. The expansion of cross-border Connect schemes and RMB internationalisation is driving demand for a specialised workforce proficient in areas such as RMB product structuring, cross-border compliance, fintech, and sustainable finance, highlighting the need for proactive talent development.

1.30 Concurrently, Hong Kong's banking sector is undergoing a strategic digital transformation guided by the Hong Kong Monetary Authority (HKMA) "Fintech 2025" strategy. The "All Banks Go Fintech" initiative and competition from virtual banks are accelerating the integration of technologies such as cloud computing, open APIs, and advanced mobile platforms. This shift is reshaping talent demand, increasing needs for expertise in data

analytics, AI, and digital channel management, while reducing reliance on manual and routine operational roles.

1.31 In parallel, Hong Kong is establishing a regulated digital asset ecosystem, with progressive licensing frameworks for virtual asset trading, custody, and proposed extensions to advisory and management services. Advances in tokenisation—applied to green bonds, real-world assets, and funds—are enhancing liquidity and transparency. This evolution is creating urgent demand for professionals in blockchain development, digital asset compliance, tokenisation architecture, and cybersecurity, amid intense global competition for such talent.

1.32 Furthermore, heightened regulatory expectations in areas such as cyber resilience, fraud management, and Anti-Money Laundering Checks (AML)/ Counter-Financing of Terrorism (CFT) controls are increasing demand for specialised compliance, risk management, and RegTech talent. Initiatives like the Industry Project Masters Network (IPMN) and the Fintech Career Accelerator Scheme (FCAS) aim to develop these capabilities, ensuring the workforce can navigate evolving risks and sustain Hong Kong's competitive edge as a leading financial centre.

Recommendations

1.33 Taking into account the business outlook and survey findings, the Training Board has formulated the following recommendations.

Government

1.34 To proactively address the evolving talent landscape, the Government is recommended to establish a collaborative industry-academic platform for forecasting future skill needs, ensuring training remains market-aligned. It should enhance talent attraction with a focused strategy for high-demand fields like fintech and sustainable finance, promoting these at global forums and streamlining relocation support. To manage structural shifts in the workforce, accessible upskilling support in strategic areas such as AI, sustainability, RegTech, and digital assets should be expanded and aligned with existing subsidy schemes, empowering professionals to transition into high-demand roles. Furthermore, the Government should facilitate structured cross-border professional exchanges within the Greater Bay Area to deepen practical experience and regulatory understanding, while also exploring measures to ease licensing constraints that currently hinder smoother talent mobility between Hong Kong and the Mainland.

Employers

1.35 Employers are recommended to establish proactive reskilling programmes to

transition employees in high-automation-risk roles into adjacent high-demand fields through accredited training, ensuring sustainable career paths. To cultivate cross-border expertise, structured rotation programmes within the Greater Bay Area and Chinese Mainland should be implemented to develop first-hand experience and cultural fluency. Furthermore, formal and promoted career pathways for hybrid ‘tech-finance’ roles, with clearly defined competencies and remuneration, should be established to attract talent. Fostering a workplace culture that champions continuous learning and innovation by dedicating resources for external training and internal projects is also advised. Finally, strengthening compliance and risk management capabilities through continuous, role-specific training that addresses emerging technological, regulatory, and political risks is essential for maintaining robust operational resilience.

Employees

1.36 Employees are encouraged to cultivate “T-shaped” skills by developing deep expertise in a core area alongside a broad understanding of adjacent fields like data literacy and fintech to enhance versatility. Proactively pursuing accredited qualifications in high-growth areas such as sustainable finance or cybersecurity is recommended to strengthen expertise and marketability. Seeking hands-on experience, including involvement in Greater Bay Area projects and familiarity with new digital tools, is vital for building practical, future-ready capabilities. Furthermore, actively networking with peers in emerging sectors and placing greater emphasis on broader competencies like resilience, agility, and a strategic mindset will strengthen professional judgement and open collaborative opportunities.

Education Institutes

1.37 Education institutes are recommended to develop and accredit future-focused programmes, including interdisciplinary “Finance-Plus” degrees and specialist credentials in Artificial Intelligence (AI), Financial Technology (FinTech), Environmental, Social and Governance (ESG), cross-border business, and virtual assets, to address persistent skill gaps. They should expand accessible upskilling pathways through flexible, stackable micro-credentials in high-demand areas like AI in finance and sustainability, aligned with government subsidy schemes. Proactively building capability in strategic areas such as virtual asset management and integrating content on geopolitical and regulatory risks into curricula is advised to equip practitioners for new markets. Strengthening continuous education on compliance and risk management to address evolving technological and political risks is also encouraged. Finally, institutes should enhance strategic planning through targeted manpower studies and audits of existing training to coordinate stakeholder efforts, address specific gaps, and place greater emphasis on cultivating broader competencies like resilience and strategic mindset

2 Introduction

Background

2.1 The Banking and Finance 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 banking and finance industry. 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 the Manpower Survey is formed by selected members of the Training Board. 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 banking and finance industry is conducted every four years, followed by two periodic manpower updates supplemented with information collected from focus groups and desk research to better reflect the changing trends of the manpower situation. This manpower survey mainly focuses on the analysis of technical manpower, which refers to the personnel who are expected to apply the industrial knowledge and technical skills required to complete the work assigned.

2.3 Manpower data with respect to the survey reference date on 3 March 2025 was collected from end-March to early-September 2025. This report presents the survey findings and analysis of the latest manpower situation in the banking and finance industry and proposes recommendations on manpower development to different stakeholders of the industry, 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 branches, job levels and principal jobs in the industry;
- (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 sectors and branches in the banking and finance industry:

Banking Sector

- Licensed banks
- Restricted license banks
- Representative offices of foreign banks
- Deposit-taking companies

Securities and Asset Management Sector

- Securities brokerage
- Asset Management

Other Financial Sectors

- Investment & holding companies
- Finance leasing, personal loan, mortgage, instalment credit and other credit granting
- Commodity futures & precious metals brokers / dealers
- Stock, bullion & commodity exchange and public administration
- Money changers & foreign exchange brokers/dealers
- Financial institutions & financial services, n.e.c.

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 and the list sourced from Hong Kong Monetary Authority, Chinese Gold & Silver Exchange Society, and the Securities and Futures Commission, the survey covered around 13 406 companies in different branches of the industry. By adopting the stratified random sampling method for selecting companies from the Central Register of Establishments of the Census and Statistics Department and the list sourced from Hong Kong Monetary Authority, Chinese Gold & Silver Exchange Society, and the Securities and Futures Commission, and the inclusion of supplementary samples recommended by the Training Board, a total of 1 110 companies were selected for the survey.

Questionnaire Design

3.2 The questionnaire designed for the survey comprised two parts. Part I collected quantitative manpower information by job levels and by principal jobs, and Part II collected supplementary information related to the industry's manpower situation. The list of principal jobs was defined by the Training Board with detailed job descriptions given for each job, and was classified into different job levels as follows:

- (a) Managerial level
- (b) Supervisory/officer level
- (c) Clerical level
- (d) Other supporting staff

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 end-March and early-September 2025. A pack of survey documents was given to each sampled company. The respondents of the companies were asked to provide manpower information of their companies at the time of the survey with the reference date on 3 March 2025. During the fieldwork period, enumerators assisted the respondents to complete the questionnaire through phone calls or on-site visits.

3.5 Various measures were taken to ensure 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 376 valid sampled companies, 331 were successfully enumerated which contributed to an effective response rate of 88.0%². Taking into account (a) the satisfactory response rate of the individual branches, (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 banking and finance industry. The response rate achieved for individual branches was also adequate to produce a meaningful breakdown by branch. The response profile is shown in **Appendix 7**.

Manpower Projection Methodology

3.7 The approach of statistical modelling for projecting the manpower demand of the Banking and Finance industry was adopted for the period from 2026 to 2029. The statistical model is built by considering relevant economic indicators which reflect important changes in the local economy, demography and the labour market. The details of the projection methodology are provided in **Appendix 8**.

² Sampled companies which were relocated to unknown addresses, had unreachable responsible persons, had ceased operations, or without relevant technical staff, etc. at the time of survey were classified as invalid samples.

4 Survey Findings

A. Manpower Information

A1. Overview of the Banking and Finance Industry

Manpower Situation

4.1 As at 3 March 2025, a total of 171 492 full-time employees were employed in the banking and finance industry and there were a total of 3 215 full-time vacancies. Aggregating the total number of full-time employees and full-time vacancies, it was estimated that there were a total of 174 707 full-time posts. (Chart 4.1)

Chart 4.1 Overview of manpower situation



Note: "Full-time vacancies" refer to those unfilled, immediately available job openings for which the company is actively trying to recruit personnel as at survey reference date

Full-time Employees

4.2 Among the 171 492 full-time employees in the banking and finance industry, most of them were engaged in the banking sector (100 290 full-time employees or 58.5%). Relatively fewer were engaged in the securities and asset management sector (30 116 full-time employees or 17.6%) and other financial sectors (41 086 full-time employees or 24.0%). (*Table 4.1*)

4.3 Analysed by job level, over two-fifths of full-time employees were employed at the supervisory/officer level (71 297 full-time employees or 41.6%), followed by the managerial level (50 095 full-time employees or 29.2%) and the clerical level (43 737 full-time employees or 25.5%). (*Table 4.1*)

Table 4.1 Full-time employees by sector by job level

Job Level	Banking	Securities and Asset Management	Other Financial Sectors	Total
Managerial	30 949 (30.9%)	9 146 (30.4%)	10 000 (24.3%)	50 095 (29.2%)
Supervisory/ Officer	40 499 (40.4%)	12 960 (43.0%)	17 838 (43.4%)	71 297 (41.6%)
Clerical	26 041 (26.0%)	6 875 (22.8%)	10 821 (26.3%)	43 737 (25.5%)
Other Supporting Staff	2 801 (2.8%)	1 135 (3.8%)	2 427 (5.9%)	6 363 (3.7%)
Overall	100 290 [58.5%]	30 116 [17.6%]	41 086 [24.0%]	171 492

() indicates % of total no. of full-time employees by respective job level.

[] indicates % of total no. of full-time employees by respective sector.

Full-time Vacancies

4.4 As at 3 March 2025, a total of 3 215 full-time vacancies were reported in the banking and finance industry, representing a vacancy rate of 1.8% (i.e. full-time vacancies as a percentage of the total number of full-time employees and full-time vacancies). Most of the vacancies were found in the banking sector (2 460 full-time vacancies) and were concentrated on the supervisory/officer level (1 431). (*Table 4.2*)

Table 4.2 Full-time vacancies by sector by job level

Job Level	Banking	Securities and Asset Management	Other Financial Sectors	Total
Managerial	769 [2.4%]	22 [0.2%]	129 [1.3%]	920 [1.8%]
Supervisory/ Officer	1 027 [2.5%]	164 [1.2%]	240 [1.3%]	1 431 [2.0%]
Clerical	562 [2.1%]	57 [0.8%]	141 [1.3%]	760 [1.7%]
Other Supporting Staff	102 [3.5%]	0 [0.0%]	2 [0.1%]	104 [1.6%]
Overall	2 460 [2.4%]	243 [0.8%]	512 [1.2%]	3 215 [1.8%]

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

A2. *Banking Sector*

Full-time Employees

Number of Full-time Employees

4.5 Among the 100 290 full-time employees in the banking sector, the vast majority were working in the branch of licensed banks (97 363 full-time employees or 97.1%). Analysed by job level, two-fifths were employed at the supervisory/officer level (40 499 full-time employees or 40.4%), followed by the managerial level (30 949 full-time employees or 30.9%) and the clerical level (26 041 full-time employees or 26.0%). (*Table 4.3*)

Table 4.3 Full-time employees by branch by job level

Job Level	Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Total
Managerial	30 307 (31.1%)	444 (19.6%)	54 (34.4%)	144 (28.9%)	30 949 (30.9%)
Supervisory/ Officer	39 367 (40.4%)	929 (40.9%)	70 (44.6%)	133 (26.7%)	40 499 (40.4%)
Clerical	24 944 (25.6%)	872 (38.4%)	13 (8.3%)	212 (42.5%)	26 041 (26.0%)
Other Supporting Staff	2 745 (2.8%)	26 (1.1%)	20 (12.7%)	10 (2.0%)	2 801 (2.8%)
Overall	97 363 [97.1%]	2 271 [2.3%]	157 [0.2%]	499 [0.5%]	100 290

() indicates % of total no. of full-time employees by respective job level.

[] indicates % of total no. of full-time employees by respective branch.

Prominent Principal Jobs

4.6 Table 4.4 below shows the prominent principal jobs with most employees of the respective job levels in the banking sector. Among them, “Clerk” (9 844 full-time employees) and “Teller” (7 061 full-time employees) were most dominant, followed by “Operations Officer” (4 850 full-time employees) and “Customer Services Officer/ Relationship Officer – Personal Banking” (4 617 full-time employees). *(Table 4.4)*

Table 4.4 Prominent principal jobs

Job level	Principal job	No. of full-time employees	% of total number of full-time employees
Managerial	◆ Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking	2 483	2.5%
	◆ Manager – Branch	2 414	2.4%
	◆ Manager – Operations	1 772	1.8%
Supervisory/ Officer	◆ Operations Officer	4 850	4.8%
	◆ Customer Services Officer/ Relationship Officer – Personal Banking	4 617	4.6%
	◆ Relationship Officer – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking	2 521	2.5%
Clerical	◆ Clerk	9 844	9.8%
	◆ Teller	7 061	7.0%
	◆ Cashier	943	0.9%

Full-time Vacancies

Number of Full-time Vacancies

4.7 As at 3 March 2025, a total of 2 460 full-time vacancies were reported in the banking sector, representing a vacancy rate of 2.4%. The vast majority of the full-time vacancies were found in licensed banks (2 451 full-time vacancies). Analysed by job level, most of the full-time vacancies were recorded at the supervisory/officer level (1 027 full-time vacancies), followed by the managerial level (769 full-time vacancies) and the clerical level (562 full-time vacancies). (Table 4.5)

Table 4.5 Full-time vacancies by branch by job level

Job Level	Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Total
Managerial	766 [2.5%]	3 [0.7%]	0 [0.0%]	0 [0.0%]	769 [2.4%]
Supervisory/ Officer	1 026 [2.5%]	1 [0.1%]	0 [0.0%]	0 [0.0%]	1 027 [2.5%]
Clerical	558 [2.2%]	4 [0.5%]	0 [0.0%]	0 [0.0%]	562 [2.1%]
Other Supporting Staff	101 [3.5%]	1 [3.7%]	0 [0.0%]	0 [0.0%]	102 [3.5%]
Overall	2 451 [2.5%]	9 [0.4%]	0 [0.0%]	0 [0.0%]	2 460 [2.4%]

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

Prominent Vacancies

4.8 As shown in Table 4.6, the prominent vacancies in the banking sector were “Teller” (258 full-time vacancies), “Clerk” (201 full-time vacancies), “Customer Services Officer/ Relationship Officer – Personal Banking” (189 full-time vacancies), “Business Manager – Customer Relationship/Personal Banking” (148 full-time vacancies) and “Operations Officer” (132 full-time vacancies). (*Table 4.6*)

Table 4.6 Prominent vacancies

Job level	Principal job	No. of full-time vacancies	% of total number of full-time vacancies
Managerial	◆ Business Manager – Customer Relationship/ Personal Banking	148	6.0%
	◆ Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking	61	2.5%
	◆ Manager – Operations	44	1.8%
Supervisory/ Officer	◆ Customer Services Officer/ Relationship Officer – Personal Banking	189	7.7%
	◆ Operations Officer	132	5.4%
Clerical	◆ Customer Services Officer/ Relationship Officer – Investment Products	55	2.2%
	◆ Teller	258	10.5%
	◆ Clerk	201	8.2%
	◆ Cashier	19	0.8%

A3. *Securities and Asset Management Sector*

Full-time Employees

Number of Full-time Employees

4.9 Among the 30 116 full-time employees in the securities and asset management sector, two-thirds were engaged in the branch of asset management (20 255 full-time employees or 67.3%) while one-third in the branch of securities brokerage (9 861 full-time employees or 32.7%). Analysed by job level, two-fifths were employed at the supervisory/officer level (12 960 full-time employees or 43.0%), followed by the managerial level (9 146 full-time employees or 30.4%) and the clerical level (6 875 full-time employees or 22.8%). (*Table 4.7*)

Table 4.7 Full-time employees by branch by job level

Job Level	Securities brokerage	Asset Management	Total
Managerial	2 072 (21.0%)	7 074 (34.9%)	9 146 (30.4%)
Supervisory/ Officer	4 379 (44.4%)	8 581 (42.4%)	12 960 (43.0%)
Clerical	3 166 (32.1%)	3 709 (18.3%)	6 875 (22.8%)
Other Supporting Staff	244 (2.5%)	891 (4.4%)	1 135 (3.8%)
Overall	9 861 [32.7%]	20 255 [67.3%]	30 116

() indicates % of total no. of full-time employees by respective job level.

[] indicates % of total no. of full-time employees by respective branch.

Prominent Principal Jobs

4.10 As shown in Table 4.8, the most prominent principal job with most employees in the securities and asset management sector was “Clerk” (3 722 full-time employees), followed by “Account Executive/ Sales Officer” (2 427 full-time employees) and “Dealing Assistant” (2 281 full-time employees). (*Table 4.8*)

Table 4.8 Prominent principal jobs

Job level	Principal job	No. of full-time employees	% of total number of full-time employees
Managerial	◆ Manager – Investment Advisory Services	1 137	3.8%
	◆ Portfolio Manager	1 068	3.5%
	◆ Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director	1 044	3.5%
Supervisory/ Officer	◆ Account Executive/ Sales Officer	2 427	8.1%
	◆ Financial Adviser Representative/ Personal Financial Adviser	1 882	6.2%
	◆ Investment Officer	1 321	4.4%
Clerical	◆ Clerk	3 722	12.4%
	◆ Dealing Assistant	2 281	7.6%
	◆ Accounting Clerk/ Finance Clerk	515	1.7%

Full-time Vacancies

Number of Full-time Vacancies

4.11 As at 3 March 2025, a total of 243 full-time vacancies were reported in the securities and asset management sector, representing a vacancy rate of 0.8%. 142 full-time vacancies were found in the branch of asset management and 101 full-time vacancies were found in securities brokerage. Analysed by job level, most of the full-time vacancies were recorded at the supervisory/officer level (164 full-time vacancies). (*Table 4.9*)

Table 4.9 Full-time vacancies by branch by job level

Job Level	Securities brokerage	Asset Management	Total
Managerial	16 [0.8%]	6 [0.1%]	22 [0.2%]
Supervisory/ Officer	85 [1.9%]	79 [0.9%]	164 [1.2%]
Clerical	0 [0.0%]	57 [1.5%]	57 [0.8%]
Other Supporting Staff	0 [0.0%]	0 [0.0%]	0 [0.0%]
Overall	101 [1.0%]	142 [0.7%]	243 [0.8%]

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

Prominent Vacancies

4.12 As shown in Table 4.10, the most prominent vacancies with most employees in the securities and asset management sector was “Account Executive/ Sales Officer” (93 full-time vacancies), followed by “Dealing Assistant” (38 full-time vacancies). (Table 4.10)

Table 4.10 Prominent vacancies

Job level	Principal job	No. of full-time vacancies	% of total number of full-time vacancies
Managerial	◆ Manager – Dealing Room	11	4.5%
	◆ Portfolio Manager	6	2.5%
	◆ Sales Manager	5	2.1%
Supervisory/ Officer	◆ Account Executive/ Sales Officer	93	38.3%
	◆ Investment Analyst	19	7.8%
	◆ Customer Service Officer – Investment Service	19	7.8%
Clerical	◆ Dealing Assistant	38	15.6%
	◆ Receptionist/ Greeter	19	7.8%

A4. Other Financial Sectors

Full-time Employees

Number of Full-time Employees

4.13 Among the 41 086 full-time employees in other financial sectors, about half were engaged in the branch of financial institutions and financial services (21 730 time employees or 52.9%) while relatively fewer in the branch of finance leasing, personal loan, mortgage (5 743 full-time employees or 14.0%) and investment and holding companies (4 610 full-time employees or 11.2%). Analysed by job level, over two-fifths were employed at the supervisory/officer level (17 838 full-time employees or 43.4%), followed by the clerical level (10 821 full-time employees or 26.3%) and the managerial level (10 000 full-time employees or 24.3%). (*Table 4.11*)

Table 4.11 Full-time employees by branch by job level

Job Level	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and public administration	Money changers & foreign exchange brokers/ dealers	Financial institutions & financial services, n.e.c.	Total
Managerial	1 460 (31.7%)	1 455 (25.3%)	537 (22.1%)	975 (25.2%)	268 (9.9%)	5 305 (24.4%)	10 000 (24.3%)
Supervisory/ Officer	1 963 (42.6%)	2 263 (39.4%)	984 (40.6%)	1 236 (31.9%)	574 (21.2%)	10 818 (49.8%)	17 838 (43.4%)
Clerical	929 (20.2%)	1 817 (31.6%)	838 (34.6%)	576 (14.9%)	1 863 (68.8%)	4 798 (22.1%)	10 821 (26.3%)
Other Supporting Staff	258 (5.6%)	208 (3.6%)	66 (2.7%)	1 085 (28.0%)	1 (0.0%)	809 (3.7%)	2 427 (5.9%)
Overall	4 610 [11.2%]	5 743 [14.0%]	2 425 [5.9%]	3 872 [9.4%]	2 706 [6.6%]	21 730 [52.9%]	41 086

() indicates % of total no. of full-time employees by respective job level.

[] indicates % of total no. of full-time employees by respective branch.

Prominent Principal Jobs

4.14 Table 4.12 below shows the prominent principal jobs with most employees of the respective job levels in other financial sectors. Among them, “Clerk” (5 583 full-time employees) was most dominant, followed by “Financial Adviser Representative/ Personal Financial Adviser” (1 915 full-time employees) and “Credit/ Loan Officer” (1 806 full-time employees). (*Table 4.12*)

Table 4.12 Prominent principal jobs

Job level	Principal job	No. of full-time employees	% of total number of full-time employees
Managerial	◆ Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director	1 105	2.7%
	◆ Chief Investment Officer/Manager – Investment	1 017	2.5%
	◆ Manager – Investment Advisory Services	764	1.9%
Supervisory/ Officer	◆ Financial Adviser Representative/ Personal Financial Adviser	1 915	4.7%
	◆ Credit/ Loan Officer	1 806	4.4%
	◆ Investment Officer	1 252	3.0%
Clerical	◆ Clerk	5 583	13.6%
	◆ Cashier	1 500	3.7%
	◆ Accounting Clerk/ Finance Clerk	993	2.4%

Full-time Vacancies

Number of Full-time Vacancies

4.15 As at 3 March 2025, a total of 512 full-time vacancies were reported in other financial sectors, representing a vacancy rate of 1.2%. The majority of the full-time vacancies were found in the branch of financial institutions and financial services (352 full-time vacancies). Analysed by job level, most of the full-time vacancies were recorded at the supervisory/officer level (240 full-time vacancies), followed by the clerical level (141 full-time vacancies) and the managerial level (129 full-time vacancies). (*Table 4.13*)

Table 4.13 Full-time vacancies by branch by job level

Job Level	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and public administration	Money changers & foreign exchange brokers/ dealers	Financial institutions & financial services, n.e.c.	Total
Managerial	2 [0.1%]	0 [0.0%]	0 [0.0%]	14 [1.4%]	0 [0.0%]	113 [2.1%]	129 [1.3%]
Supervisory/ Officer	9 [0.5%]	8 [0.4%]	0 [0.0%]	40 [3.1%]	0 [0.0%]	183 [1.7%]	240 [1.3%]
Clerical	1 [0.1%]	0 [0.0%]	3 [0.4%]	6 [1.0%]	75 [3.9%]	56 [1.2%]	141 [1.3%]
Other Supporting Staff	2 [0.8%]	0 [0.0%]	0 [0.0%]	0 [0.0%]	0 [0.0%]	0 [0.0%]	2 [0.1%]
Overall	14 [0.3%]	8 [0.1%]	3 [0.1%]	60 [1.5%]	75 [2.7%]	352 [1.6%]	512 [1.2%]

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

Prominent Vacancies

4.16 As shown in Table 4.14, the most prominent vacancies with most employees in other financial sectors was “Cashier” (75 full-time vacancies). (Table 4.14)

Table 4.14 Prominent vacancies

Job level	Principal job	No. of full-time vacancies	% of total number of full-time vacancies
Managerial	◆ Manager – Credit Management	33	6.4%
	◆ Manager – Investment Settlement	28	5.5%
	◆ Chief Investment Officer/Manager – Investment	19	3.7%
Supervisory/ Officer	◆ Investment Analyst	29	5.7%
	◆ Financial Adviser Representative/ Personal Financial Adviser	28	5.5%
	◆ Settlement Officer	27	5.3%
Clerical	◆ Cashier	75	14.6%
	◆ Clerk	19	3.7%
	◆ Accounting Clerk/ Finance Clerk	13	2.5%

B. Other Information

Average Monthly Income

4.17 For the banking sector, the average monthly income for full-time employees at the managerial level is mainly in the range of \$50,001 - \$80,000 (55.8%), followed by \$35,001 - \$50,000 and \$25,001 - \$35,000 for the supervisory/officer level (46.8% and 39.9% respectively). For both the securities and asset management sector and other financial sectors, the average monthly income for full-time employees at the managerial level is mainly in the range of \$35,001 - \$50,000 (39.8% and 46.8% respectively) and \$50,001 - \$80,000 (32.4% and 32.7% respectively), followed by \$25,001 - \$35,000 for the supervisory/officer level (64.8% and 65.1% respectively). The average monthly income for full-time employees at the clerical level is mainly in the range of \$15,001 - \$25,000 (82.0% - 93.3%) across all the three sectors. (Tables 4.15a-c)

Table 4.15a Average monthly income in Banking Sector by job level

Job level	Above \$100,000	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below	No. of full-time employees
Managerial	11.6%	24.3%	55.8%	8.2%	0.1%	0.0%	0.0%	30 949
Supervisory/ Officer	*	0.5%	10.1%	46.8%	39.9%	2.7%	0.0%	40 499
Clerical	0.0%	0.0%	0.0%	1.3%	15.6%	82.8%	0.3%	26 041

denotes prominent ranges of the monthly income in the respective job level.

Note: * Less than 0.05%

Table 4.15b Average monthly income in Securities and Asset Management Sector by job level

Job level	Above \$100,000	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below	No. of full-time employees
Managerial	10.9%	14.5%	32.4%	39.8%	2.4%	0.0%	0.0%	9 146
Supervisory/ Officer	0.2%	0.6%	5.2%	16.5%	64.8%	12.7%	0.0%	12 960
Clerical	0.0%	0.0%	0.0%	1.7%	2.3%	93.3%	2.7%	6 875

denotes prominent ranges of the monthly income in the respective job level.

Table 4.15c Average monthly income in Other Financial Sectors by job level

Job level	Above \$100,000	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below	No. of full-time employees
Managerial	4.5%	9.6%	32.7%	46.8%	6.3%	0.0%	0.0%	10 000
Supervisory/ Officer	0.0%	0.1%	0.8%	23.6%	65.1%	10.5%	0.0%	17 838
Clerical	0.0%	0.0%	0.0%	0.3%	8.6%	82.0%	9.0%	10 821

denotes prominent ranges of the monthly income in the respective job level.

Preferred Level of Education

4.18 For all the three sectors, virtually all of the full-time employees at the managerial level were preferred to have a first degree or above qualification (99.2% - 100%) and most of the full-time employees at the clerical level were preferred to have a diploma/certificate (56.8% - 61.1%). The majority of the full-time employees at the supervisory/officer level in the banking sector were preferred to have a first degree or above qualification (77.5%) while most of the full-time employees at the supervisory/officer level in both the securities and asset management sector and other financial sectors were preferred to have a first degree or above qualification (54.9% and 44.4% respectively) or sub-degree qualification (38.6% and 41.5% respectively). (Tables 4.16a-c)

Table 4.16a Preferred level of education in Banking Sector by job level

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Managerial	100.0%	0.0%	0.0%	0.0%	0.0%	30 949
Supervisory/ Officer	77.5%	20.6%	1.8%	0.0%	0.0%	40 499
Clerical	0.1%	23.0%	56.8%	20.1%	0.0%	26 041

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

Table 4.16b Preferred level of education in Securities and Asset Management Sector by job level

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Managerial	100.0%	0.0%	0.0%	0.0%	0.0%	9 146
Supervisory/ Officer	54.9%	38.6%	6.5%	0.0%	0.0%	12 960
Clerical	0.6%	18.2%	61.1%	20.0%	0.0%	6 875

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

Table 4.16c Preferred level of education in Other Financial Sectors by job level

Job level	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below	No. of full-time employees
Managerial	99.2%	0.8%	0.0%	0.0%	0.0%	10 000
Supervisory/ Officer	44.4%	41.5%	14.0%	0.1%	0.0%	17 838
Clerical	0.0%	12.7%	60.8%	26.5%	0.0%	10 821

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

Preferred Years of Experience

4.19 The majority of the full-time employees at the managerial level were preferred to have 5 years to less than 10 years (45.1% and 59.3% respectively) and 10 years or more (54.8% and 32.9% respectively) in the banking sector and the securities and asset management sector while most of the full-time employees at the managerial level in other financial sectors were preferred to have 5 years to less than 10 years (66.4%). For all the three sectors, the majority of the full-time employees at the supervisory/officer level were preferred to have 2 years to less than 5 years (56.9% - 69.8%) and the clerical level were preferred to have 1 year to less than 2 years of experience (49.6% - 52.5%). (*Tables 4.17a-c*)

Table 4.17a Preferred years of experience in Banking Sector by job level

Job level	10 years or more	5 years to less than 10 years	2 years to less than 5 years	1 year to less than 2 years	Below 1 year	No. of full-time employees
Managerial	54.8%	45.1%	0.2%	0.0%	0.0%	30 949
Supervisory/ Officer	0.0%	21.1%	56.9%	22.0%	0.0%	40 499
Clerical	0.0%	0.0%	25.9%	52.5%	21.6%	26 041

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

Table 4.17b Preferred years of experience in Securities and Asset Management Sector by job level

Job level	10 years or more	5 years to less than 10 years	2 years to less than 5 years	1 year to less than 2 years	Below 1 year	No. of full-time employees
Managerial	32.9%	59.3%	7.8%	0.0%	0.0%	9 146
Supervisory/ Officer	0.7%	15.9%	62.6%	20.8%	0.0%	12 960
Clerical	0.0%	2.5%	19.6%	49.6%	28.3%	6 875

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

Table 4.17c Preferred years of experience in Other Financial Sectors by job level

Job level	10 years or more	5 years to less than 10 years	2 years to less than 5 years	1 year to less than 2 years	Below 1 year	No. of full-time employees
Managerial	19.6%	66.4%	13.9%	0.1%	0.0%	10 000
Supervisory/ Officer	0.0%	10.2%	69.8%	20.0%	0.0%	17 838
Clerical	0.0%	1.0%	22.7%	50.8%	25.5%	10 821

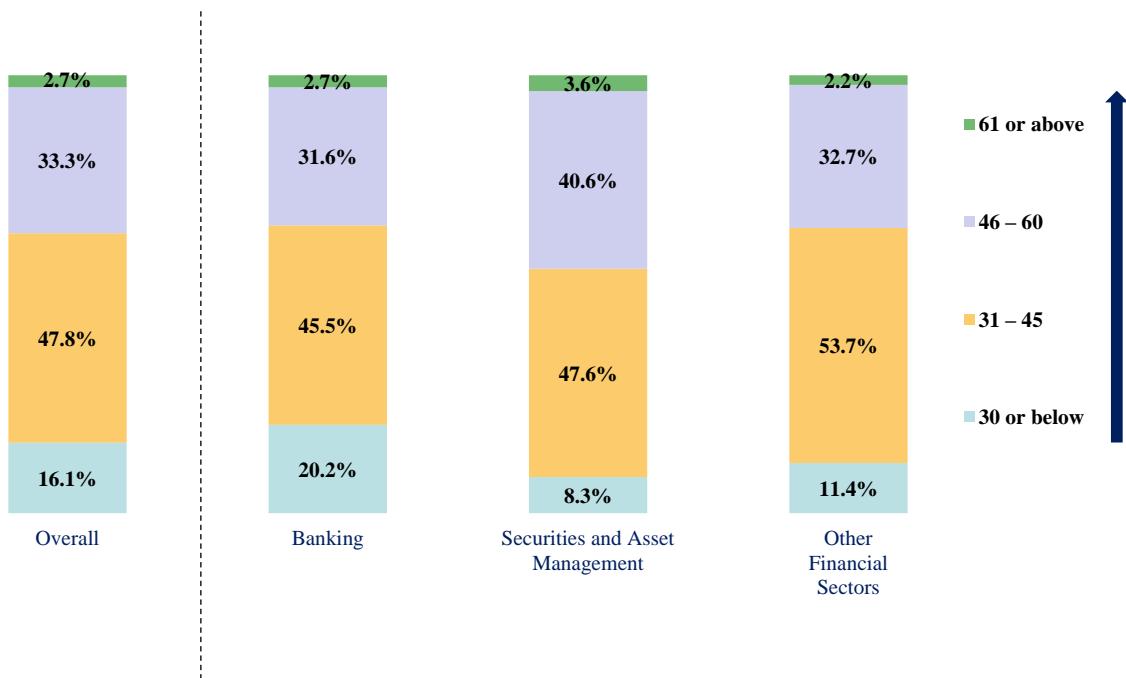
denotes prominent ranges of the preferred years of experience in the respective job level.

Age Range of Full-time Employees

4.20 In the banking and finance industry, 47.8% of full-time employees were aged 31 - 45 and 33.3% were aged 46 - 60. Relatively fewer were aged 30 or below (16.1%) and aged 61 or above (2.7%). (Chart 4.2)

4.21 Analysed by sector, the proportion of full-time employees aged 30 or below was relatively larger for the banking sector (20.2%). On the other hand, the proportion of full-time employees aged 46 or above was relatively larger for the securities and asset management sector (44.2%). (Chart 4.2)

Chart 4.2 Age range of full-time employees



Note: Percentages are calculated on the basis of the total number of full-time employees.

Full-time Employees Left and Recruited

Banking Sector

4.22 In the banking sector, employers reported that there were 10 018 full-time 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 10.0%. Analysed by job level, the supervisory/officer level registered the largest number of full-time employees left (4 089 full-time employees), followed by the clerical level (3 266 full-time employees) and the managerial level (2 663 full-time employees). On the other hand, the turnover rate was the highest at the clerical level (12.3%). (Table 4.18)

Table 4.18 Full-time employees left in Banking Sector in the past 12 months and turnover rate by job level

Job level	Number of full-time employees left	Turnover rate*
Managerial	2 663	8.4%
Supervisory/ Officer	4 089	9.8%
Clerical	3 266	12.3%
Total (except other supporting staff)	10 018	10.0%

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

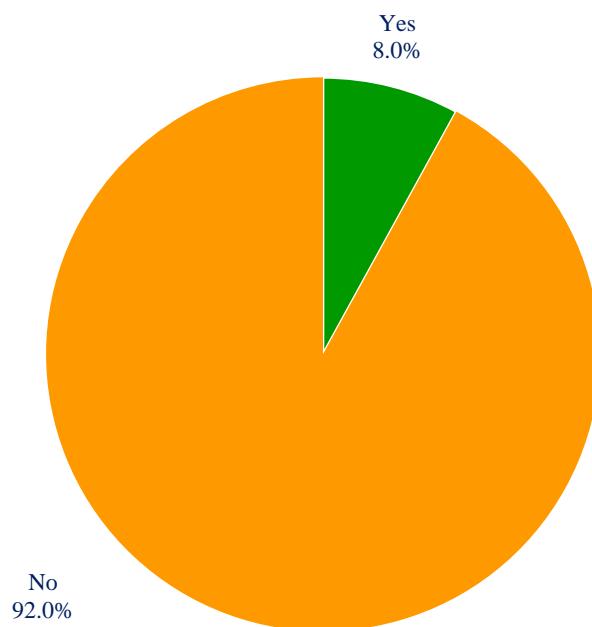
4.23 On the other hand, a total of 9 837 full-time employees were recruited in the past 12 months, with the majority being at the supervisory/officer level (4 046 new recruits), followed by the clerical level (3 246 new recruits) and the managerial level (2 545 new recruits). In general, most of the new recruits were recruited from another bank/finance company (70.4%) while 12.1% were recruited from fresh graduates of banking/ finance discipline. (Table 4.19)

Table 4.19 Staff recruited in Banking Sector in the past 12 months by job level

Job level	From another bank/finance company	From fresh graduates of banking/finance discipline	From an insurance related company, an information technology position/ a legal/ compliance position from another company	From fresh graduates of non-banking / non-finance discipline	Total number of new recruits
Managerial	2 026 (79.6%)	85 (3.3%)	241 (9.5%)	16 (0.6%)	2 545
Supervisory/ Officer	2 957 (73.1%)	411 (10.2%)	392 (9.7%)	155 (3.8%)	4 046
Clerical	1 940 (59.8%)	699 (21.5%)	131 (4.0%)	215 (6.6%)	3 246
Total (except other supporting staff)	6 923 (70.4%)	1 195 (12.1%)	764 (7.8%)	386 (3.9%)	9 837

4.24 Among all the 9 837 new recruits, 8.0% were non-local talents and professionals through talent admission schemes in Hong Kong. (Chart 4.3)

Chart 4.3 Whether the new recruits in Banking Sector were non-local talents and professionals through talent admission schemes in Hong Kong



Securities and Asset Management Sector

4.25 In the securities and asset management sector, employers reported that there were 1 642 full-time employees left their companies in the past 12 months. The turnover rate was 5.6%. Analysed by job level, the supervisory/officer level registered the largest number of full-time employees left (762 full-time employees), followed by the clerical level (534 full-time employees) and the managerial level (346 full-time employees). On the other hand, the turnover rate was the highest at the clerical level (7.7%). (Table 4.20)

Table 4.20 Full-time employees left in Securities and Asset Management Sector in the past 12 months and turnover rate by job level

Job level	Number of full-time employees left	Turnover rate*
Managerial	346	3.8%
Supervisory/ Officer	762	5.8%
Clerical	534	7.7%
Total (except other supporting staff)	1 642	5.6%

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

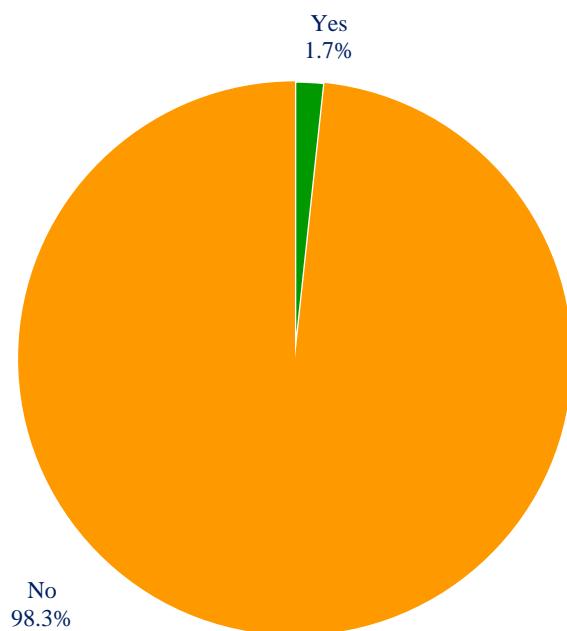
4.26 On the other hand, a total of 1 571 full-time employees were recruited in the past 12 months, with the majority being at the supervisory/officer level (729 new recruits), followed by the clerical level (514 new recruits) and the managerial level (328 new recruits). In general, most of the new recruits were recruited from another bank/finance company (76.5%). (Table 4.21)

Table 4.21 Staff recruited in Securities and Asset Management Sector in the past 12 months by job level

Job level	From another bank/finance company	From fresh graduates of banking/finance discipline	From an insurance related company, an information technology position/ a legal/ compliance position from another company	From fresh graduates of non-banking / non-finance discipline	Total number of new recruits
Managerial	275 (83.8%)	3 (0.9%)	0 (0.0%)	0 (0.0%)	328
Supervisory/ Officer	592 (81.2%)	21 (2.9%)	4 (0.5%)	0 (0.0%)	729
Clerical	335 (65.2%)	23 (4.5%)	0 (0.0%)	26 (5.1%)	514
Total (except other supporting staff)	1 202 (76.5%)	47 (3.0%)	4 (0.3%)	26 (1.7%)	1 571

4.27 Among all the 1 571 new recruits, 1.7% were non-local talents and professionals through talent admission schemes in Hong Kong. (Chart 4.4)

Chart 4.4 Whether the new recruits in Securities and Asset Management Sector were non-local talents and professionals through talent admission schemes in Hong Kong



Other Financial Sectors

4.28 In other financial sectors, employers reported that there were 1 755 full-time employees left their companies in the past 12 months. The turnover rate was 4.5%. Analysed by job level, the supervisory/officer level registered the largest number of full-time employees left (775 full-time employees), followed by the clerical level (619 full-time employees) and the managerial level (361 full-time employees). On the other hand, the turnover rate was the highest at the clerical level (5.6%). (*Table 4.22*)

Table 4.22 Full-time employees left in Other Financial Sectors in the past 12 months and turnover rate by job level

Job level	Number of full-time employees left	Turnover rate*
Managerial	361	3.6%
Supervisory/ Officer	775	4.3%
Clerical	619	5.6%
Total (except other supporting staff)	1 755	4.5%

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

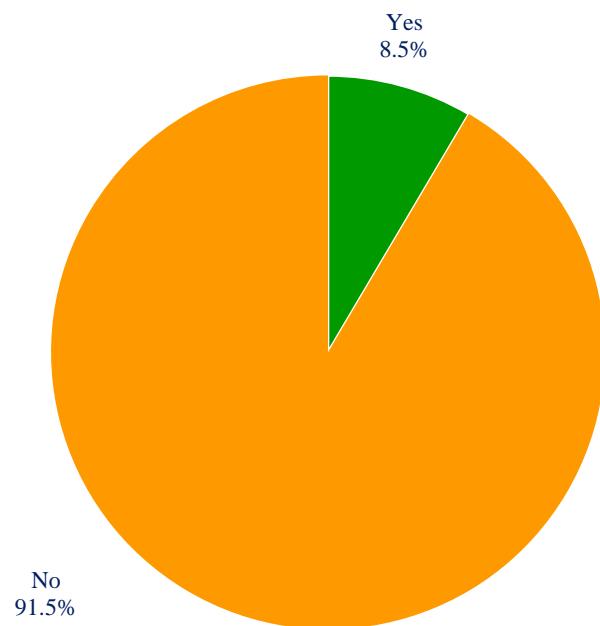
4.29 On the other hand, a total of 1 661 full-time employees were recruited in the past 12 months, with the majority being at the supervisory/officer level (739 new recruits), followed by the clerical level (573 new recruits) and the managerial level (349 new recruits). In general, most of the new recruits were recruited from another bank/finance company (69.6%) while 9.7% were recruited from fresh graduates of non-banking/non-finance discipline. (*Table 4.23*)

Table 4.23 Staff recruited in Other Financial Sectors in the past 12 months by job level

Job level	From another bank/finance company	From fresh graduates of banking/finance discipline	From an insurance related company, an information technology position/ a legal/ compliance position from another company	From fresh graduates of non-banking / non-finance discipline	Total number of new recruits
Managerial	279 (79.9%)	5 (1.4%)	41 (11.7%)	11 (3.2%)	349
Supervisory/ Officer	577 (78.1%)	13 (1.8%)	73 (9.9%)	34 (4.6%)	739
Clerical	300 (52.4%)	31 (5.4%)	6 (1.0%)	116 (20.2%)	573
Total (except other supporting staff)	1 156 (69.6%)	49 (3.0%)	120 (7.2%)	161 (9.7%)	1 661

4.30 Among all the 1 661 new recruits, 8.5% were non-local talents and professionals through talent admission schemes in Hong Kong. (Chart 4.5)

Chart 4.5 Whether the new recruits in Other Financial Sectors were non-local talents and professionals through talent admission schemes in Hong Kong



Recruitment Difficulties

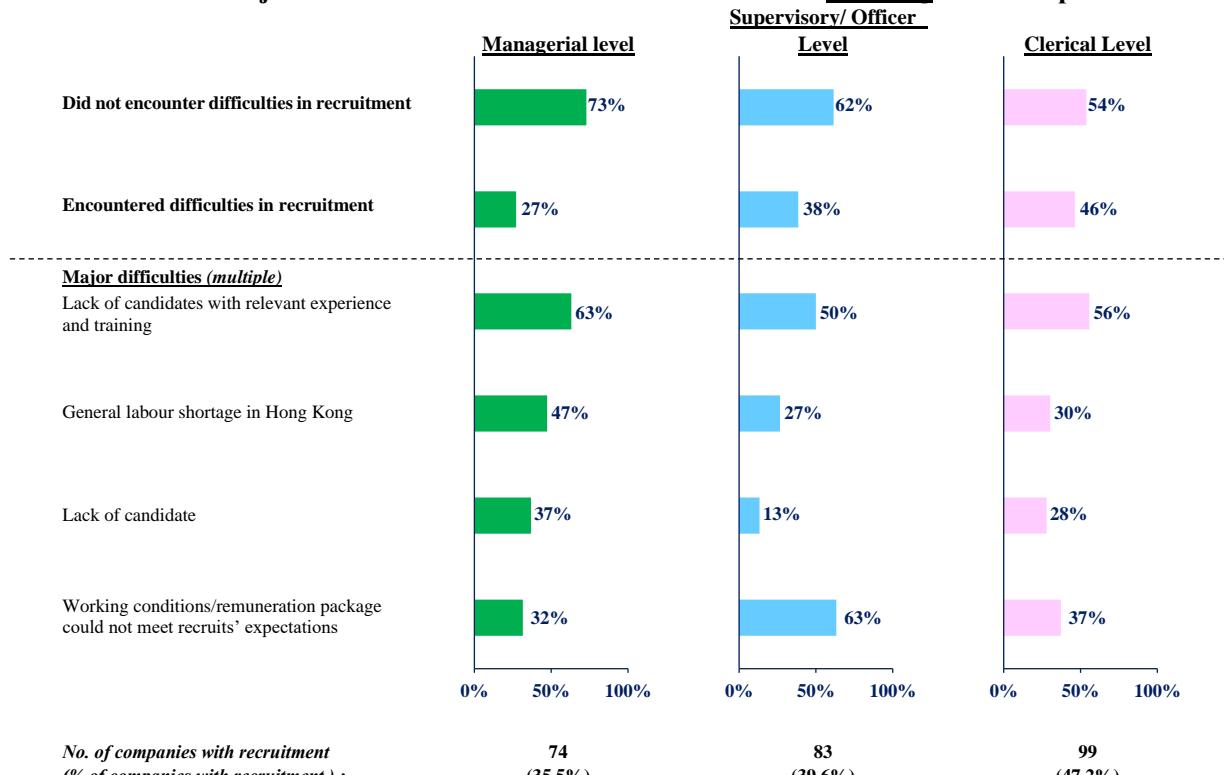
Banking Sector

4.31 In the banking sector, 47.2% companies engaged in recruitment exercise for full-time employees at the clerical level in the past 12 months, followed by the supervisory/officer level (39.6%) and managerial levels (35.5%). (Chart 4.6a)

4.32 Among those companies engaged in the recruitment exercises for full-time employees of the respective levels, 46% of companies encountered recruitment difficulties in recruiting full-time employees at the clerical level. The corresponding percentages were 38% and 27% respectively for the supervisory/officer level and the managerial level. (Chart 4.6a)

4.33 The recruitment difficulties encountered when recruiting full-time employees at the managerial level were mainly “lack of candidates with relevant experience and training” (63%), “general labour shortage in Hong Kong” (47%), “lack of candidates” (37%) and “working conditions/remuneration package could not meet recruits’ expectation” (32%). The difficulties encountered for recruiting full-time employees at the supervisory/officer level and the clerical level were mainly “working conditions/remuneration package could not meet recruits’ expectation” (63% and 37% respectively) and “lack of candidates with relevant experience and training” (50% and 56% respectively). (Chart 4.6a)

Chart 4.6a Major difficulties encountered in recruitment in Banking Sector in past 12 months



Notes: (1) Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level.

(2) Respondents are allowed to select more than one difficulty

(3) Only major difficulties with larger percentage of mentions are shown above.

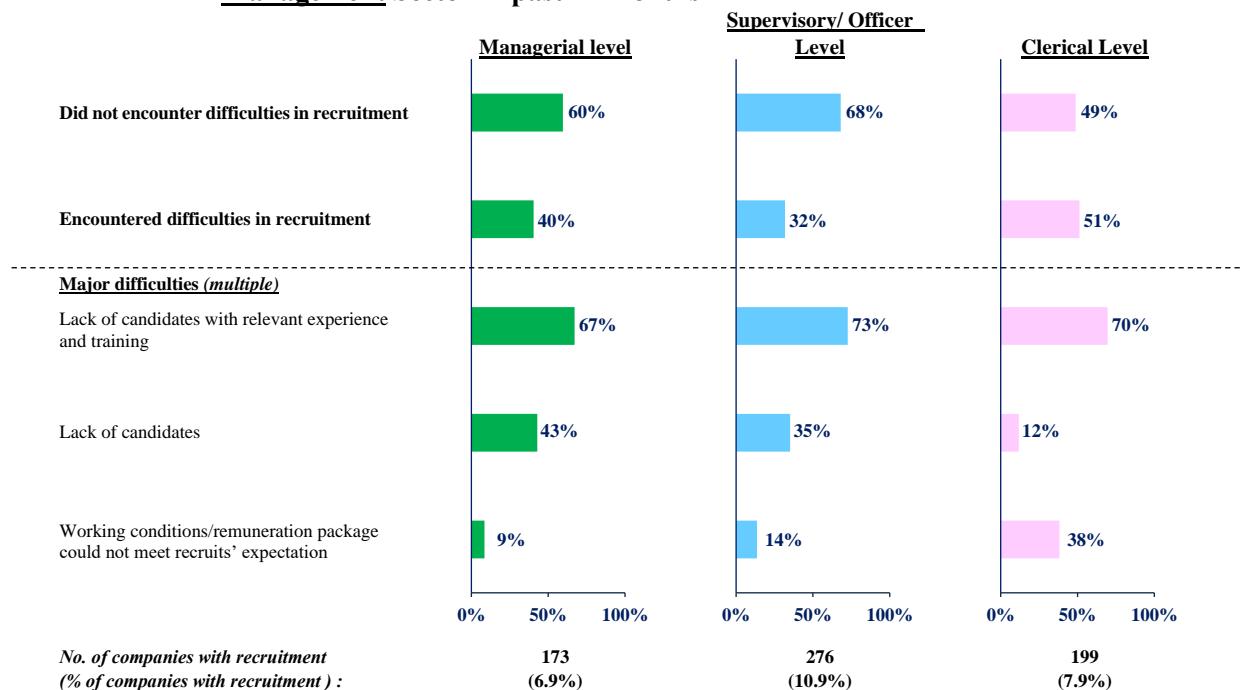
Securities and Asset Management Sector

4.34 In the securities and asset management sector, one-tenth or less companies engaged in recruitment exercise for full-time employees at the supervisory/officer level (10.9%), clerical level (7.9%) and managerial levels (6.9%) in the past 12 months. (Chart 4.6b)

4.35 Among those companies engaged in the recruitment exercises for full-time employees of the respective levels, 51% of companies encountered recruitment difficulties in recruiting full-time employees at the clerical level. The corresponding percentages were 40% and 32% respectively for the managerial level and the supervisory/officer level. (Chart 4.6b)

4.36 The recruitment difficulties encountered when recruiting full-time employees at the managerial level and the supervisory/officer level were mainly “lack of candidates with relevant experience and training” (67% and 73% respectively) and “lack of candidates” (43% and 35% respectively). The difficulties encountered for recruiting full-time employees at the clerical level were mainly “lack of candidates with relevant experience and training” (70%) and “working conditions/ remuneration package could not meet recruits’ expectation” (38%). (Chart 4.6b)

Chart 4.6b Major difficulties encountered in recruitment in Securities and Asset Management Sector in past 12 months



Notes: (1) Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level.

(2) Respondents are allowed to select more than one difficulty

(3) Only major difficulties with larger percentage of mentions are shown above.

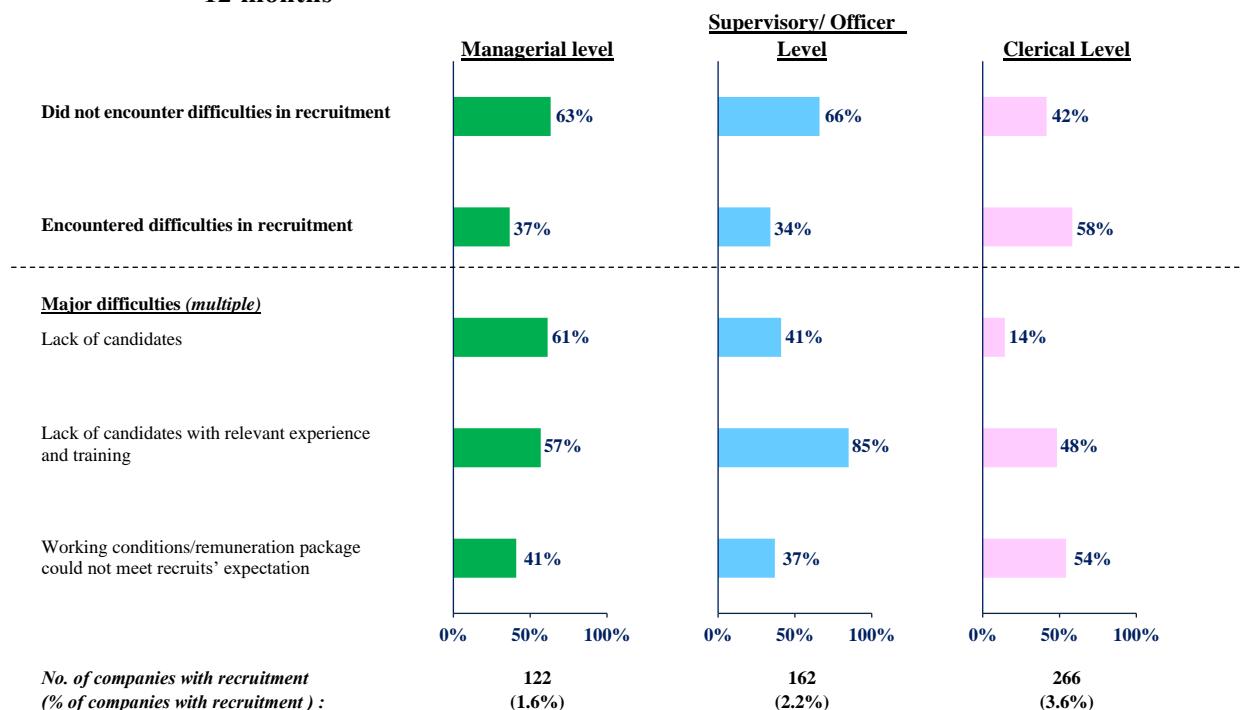
Other Financial Sectors

4.37 In other financial sectors, there were not many companies engaged in recruitment exercise in the past 12 months, with 3.6% recorded for full-time employees at the clerical level, 2.2% for full-time employees at the supervisory/officer and 1.6% for full-time employees at the managerial levels. (Chart 4.6c)

4.38 Among those companies engaged in the recruitment exercises for full-time employees of the respective levels, 58% of companies encountered recruitment difficulties in recruiting full-time employees at the clerical level. The corresponding percentages were 37% and 34% respectively for the managerial level and the supervisory/officer level. (Chart 4.6c)

4.39 The recruitment difficulties encountered when recruiting full-time employees at the managerial level were mainly “lack of candidates” (61%), “lack of candidates with relevant experience and training” (57%) and “working conditions/remuneration package could not meet recruits’ expectation” (41%). The difficulties encountered for recruiting full-time employees at the supervisory/officer level were mainly “lack of candidates with relevant experience and training” (85%), “lack of candidates” (41%) and “working conditions/remuneration package could not meet recruits’ expectation” (37%). The difficulties encountered for recruiting full-time employees at the clerical level were mainly “working conditions/remuneration package could not meet recruits’ expectation” (54%) and “lack of candidates with relevant experience and training” (48%). (Chart 4.6c)

Chart 4.6c Major difficulties encountered in recruitment in Other Financial Sectors in past 12 months



Notes: (1) Percentages of difficulties in recruitment are calculated on the basis of companies having the recruitment difficulties in particular job level.

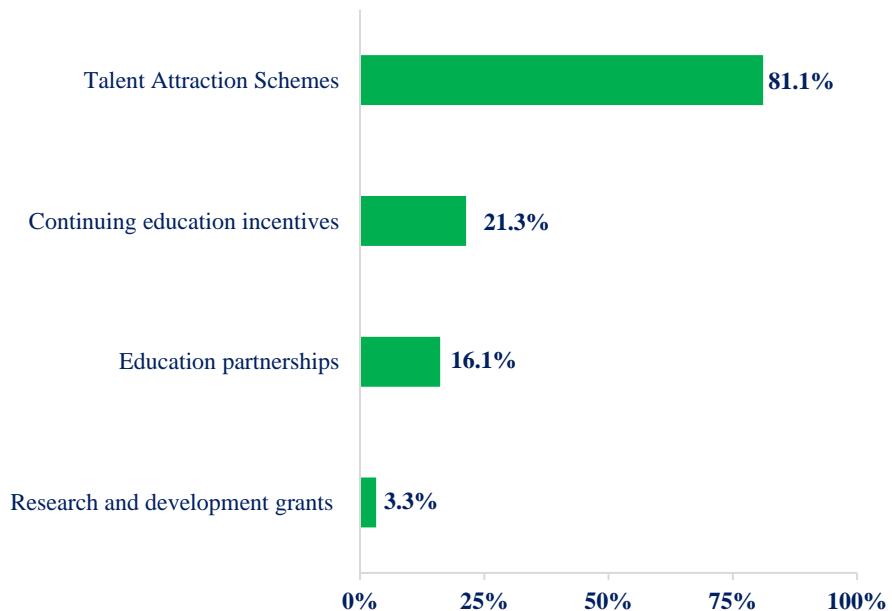
(2) Respondents are allowed to select more than one difficulty

(3) Only major difficulties with larger percentage of mentions are shown above.

Measures Preferred to Retain Talents

4.40 Employers were asked to indicate the measures that they preferred to retain talents in the industry. “Talent attraction schemes” (81.1%) was the major measure preferred to retain talents in the industry, followed by “continuing education incentives” (21.3%) and “education partnerships” (16.1%). (*Chart 4.7*)

Chart 4.7 Measures preferred to retain talents



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

(2) Respondents are allowed to select one or more options.

Employers' Views on Expected Change in New Job Position or Drastic Changes in Existing Job

4.41 In regard to employers' views on expected change in new job position or drastic changes in existing job, some companies in the banking sector mentioned drastic changes in existing job of "Information Technology Manager" for organising and implementing AI-related development plans, and leading the design and development of AI models in response to the rapid development of fintech and the increasing application of AI technology in the digital transformation of banks to maintain their competitiveness in the industry.

Employers' Views on Business Volume in the Next 12 Months

4.42 In the survey, employers were asked about their views on the expected change in business volume of their companies in the next 12 months. About two-thirds (64.3%) of the companies expected the business volume to remain stable, while 4.0% to be worsen and 0.3% to be better for the coming year. (Chart 4.8)

4.43 The major reasons for expecting worsen business volume cited included:

- Global and Hong Kong's economic downturn
- Assets under management decrease
- Weaken consumer spending and sentiment in investing and borrowing

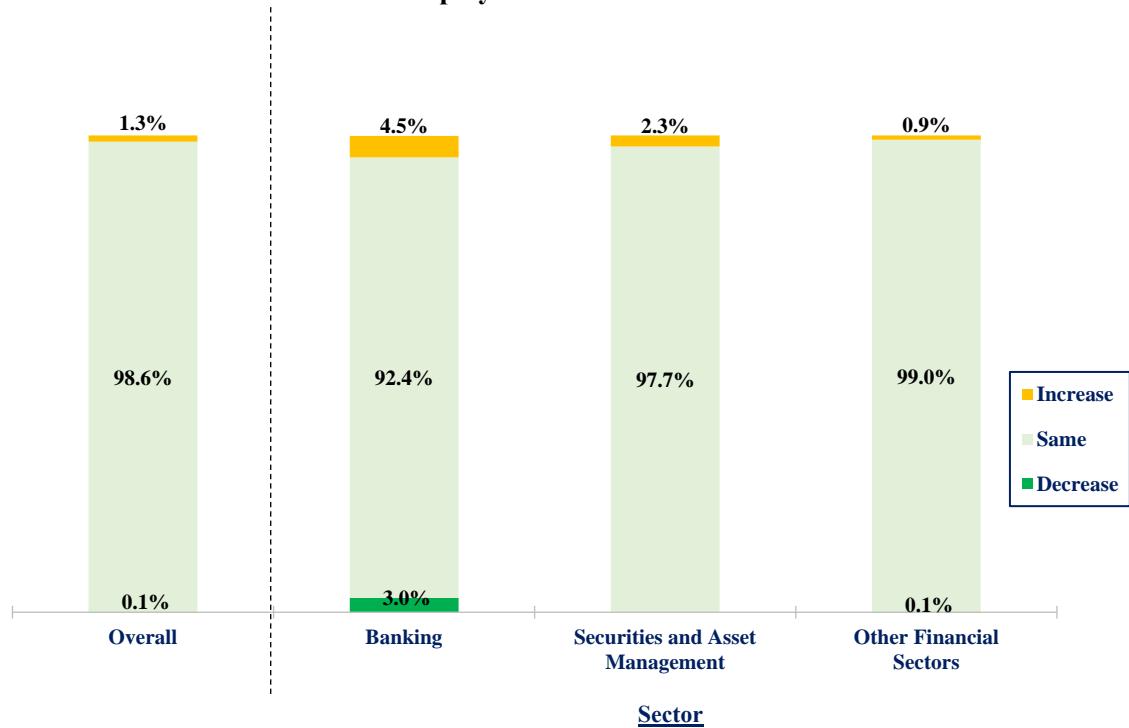
Chart 4.8 Views on business volume in the next 12 months



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

4.44 When asked to indicate the expected change in the number of full-time employees of their companies in the next 12 months, the vast majority (98.6%) expected the number of full-time employees to remain the same. 1.3% expected an increase in the number of full-time employees; whereas 0.1% expected a decrease. (Chart 4.9)

Chart 4.9 Views on number of full-time employees in the next 12 months



Note : Percentages are calculated on the basis of the total number of companies by respective sectors

4.45 The average percentage change of number of full-time employees in the next 12 months was 0.1%, with -0.2% recorded for the banking sector, 0.3% recorded for the securities and asset management sector and 0.7% recorded for other financial sectors. (Table 4.24)

Table 4.24 Average percentage change of number of employees in the next 12 months

	Overall	Banking	Securities and Asset Management	Other Financial Sectors
Average percentage change of no. of employees in the next 12 months	+0.1%	-0.2%	+0.3%	+0.7%

Note : Average percentage changes are calculated on the basis of the total number of full-time employees by respective sectors

Training Requirements

4.46 In the banking sector, the training requirements for full-time employees at all job levels tended to focus on “Anti-Money Laundering Compliance” and “Anti-Corruption Regulations” of job-related knowledge and “Business Ethics” of general management knowledge. The training requirements for full-time employees at the managerial level and the supervisory/officer level tended to focus on various general management knowledge and job-related knowledge, while the training requirements for full-time employees at the clerical level spread across general management knowledge, job-related knowledge and generic/technological skills. (*Table 4.25a*)

Table 4.25a Major training requirements in Banking Sector

Rank	Managerial Level	Supervisory/ Officer Level	Clerical Level
1	Risk Management	Anti-Money Laundering Compliance	
2	Strategic Management	Anti-Corruption Regulations	
3	Anti-Money Laundering Compliance	Team Building	Interpersonal Skills
4	Anti-Corruption Regulations	Business Ethics[#]	Business Ethics
		Problem Solving & Decision Making[#]	Know Your Customer
5	Business Ethics[^]	Enhancing Quality Customer Services[#]	
	Leadership[^]		

Notes: 1. ^ The two training areas are on the same 5th ranking

2. # The three training areas are on the same 4th ranking



General management knowledge



Job-related knowledge



Generic/technological skills

4.47 Apart from the above the top five training requirements, around 20%-40% of banks also mentioned that their full-time employees at all job levels required training on aspects related to technological competence such as “Cybersecurity”, “FinTech”, “Artificial Intelligence” and “Data Analytics” and aspects related to emerging financial technologies such as “Sustainability” and “ESG Knowledge”. It is worth noting that among those banks with 500 employees or above the proportion requiring training on such aspects increased substantially to 40%-90%. (*Table 4.25b*)

Table 4.25b Major training requirements in Banking Sector (Technological competence / Emerging financial technologies)

	<u>All banks</u>			<u>Banks with employment size >=500</u>		
	<u>Managerial Level</u>	<u>Supervisory / Officer Level</u>	<u>Clerical Level</u>	<u>Managerial Level</u>	<u>Supervisory / Officer Level</u>	<u>Clerical Level</u>
Technological Competence						
Cybersecurity	36%	38%	41%	92%	92%	96%
FinTech	27%	23%	24%	92%	71%	75%
Big Data	24%	17%	16%	92%	54%	58%
Blockchain	16%	13%	14%	67%	50%	54%
Cloud Computing	17%	13%	14%	67%	50%	54%
Artificial Intelligence	24%	23%	26%	63%	63%	71%
Data Analytics	25%	27%	29%	63%	63%	67%
Robotic Process Automation	11%	8%	9%	42%	25%	29%
Emerging Financial Technologies						
Sustainability	28%	28%	23%	75%	79%	50%
ESG Knowledge	22%	25%	21%	46%	63%	42%

Notes: (1) Percentage are calculated on the basis of total number of companies with full-time employees in respective job levels

(2) Respondents are allowed to select more than one option

4.48 In the securities and asset management sector, the training requirements for full-time employees at the managerial level focused on various general management knowledge (such as “Risk Management” and “Leadership”) while the training requirements for full-time employees at the supervisory/officer level and the clerical level tended to focus on various job-related knowledge (such as “Enhancing Quality Customer Services ” and “Marketing/Selling Skills”). (*Table 4.25c*)

Table 4.25c Major training requirements in Securities and Asset Management Sector

Rank	Managerial Level	Supervisory/ Officer Level	Clerical Level
1	Risk Management	Enhancing Quality Customer Services	
2	Leadership	Marketing/Selling Skills	Data Privacy and Protection
3	Strategic Management	Problem Solving & Decision Making	Interpersonal Skills
4	Principles & Practice of Management	Anti-Money Laundering Compliance	Customer Relationship Management
5	Dealing with Conflict	Asset Valuation & Portfolio Management	Marketing/Selling Skills



General management knowledge



Job-related knowledge



Generic/technological skills

4.49 In other financial sectors, the training requirements for full-time employees at the managerial level tended to focus on various general management knowledge (such as “Risk Management” and “Strategic Management”) while the training requirements for full-time employees at the supervisory/officer level and the clerical level all focused on various job-related knowledge (such as “Financial Risk Management”, “Enhancing Quality Customer Services”, “Customer Relationship Management” and “Know Your Customer”). (Table 4.25d)

Table 4.25d Major training requirements in Other Financial Sectors

Rank	Managerial Level	Supervisory/ Officer Level	Clerical Level
1	Risk Management	Financial Risk Management	Enhancing Quality Customer Services
2	Strategic Management	Marketing/Selling Skills	Customer Relationship Management
3	Stress Management	Enhancing Quality Customer Services	Know Your Customer
4	Crisis Management	Know Your Customer	Financial Risk Management
5	Marketing/Selling Skills	Customer Relationship Management	Anti-Money Laundering Compliance

 *General management knowledge*

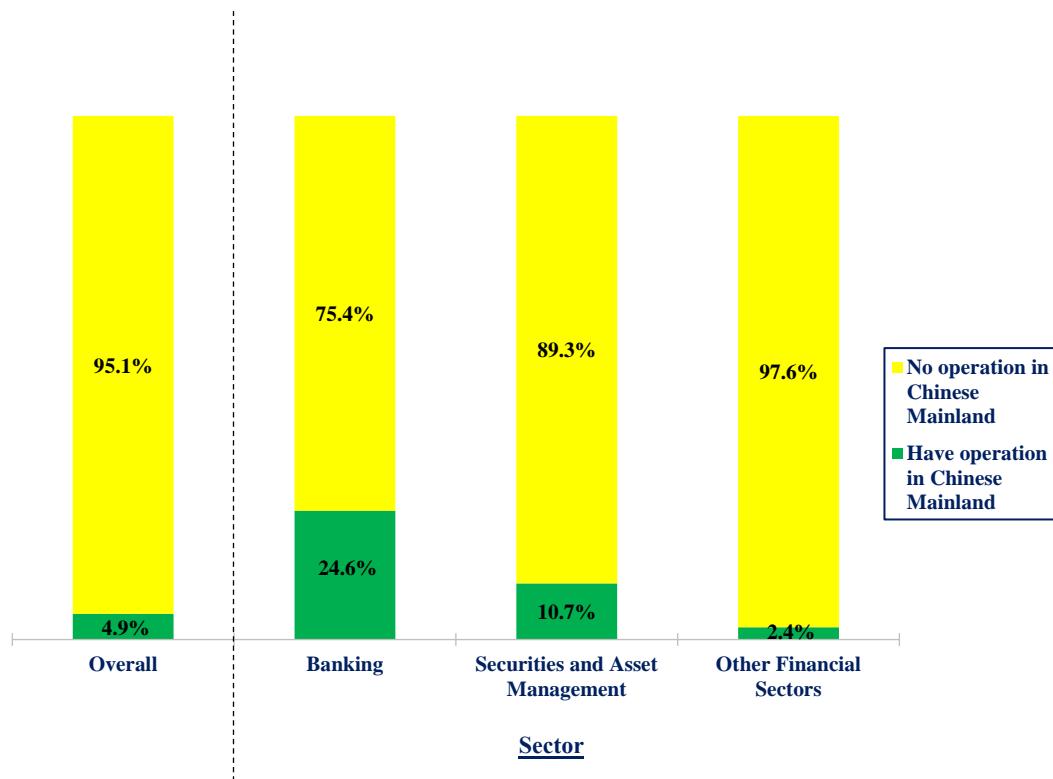
 *Job-related knowledge*

C. Operation in Chinese Mainland

Whether have operation in Chinese Mainland

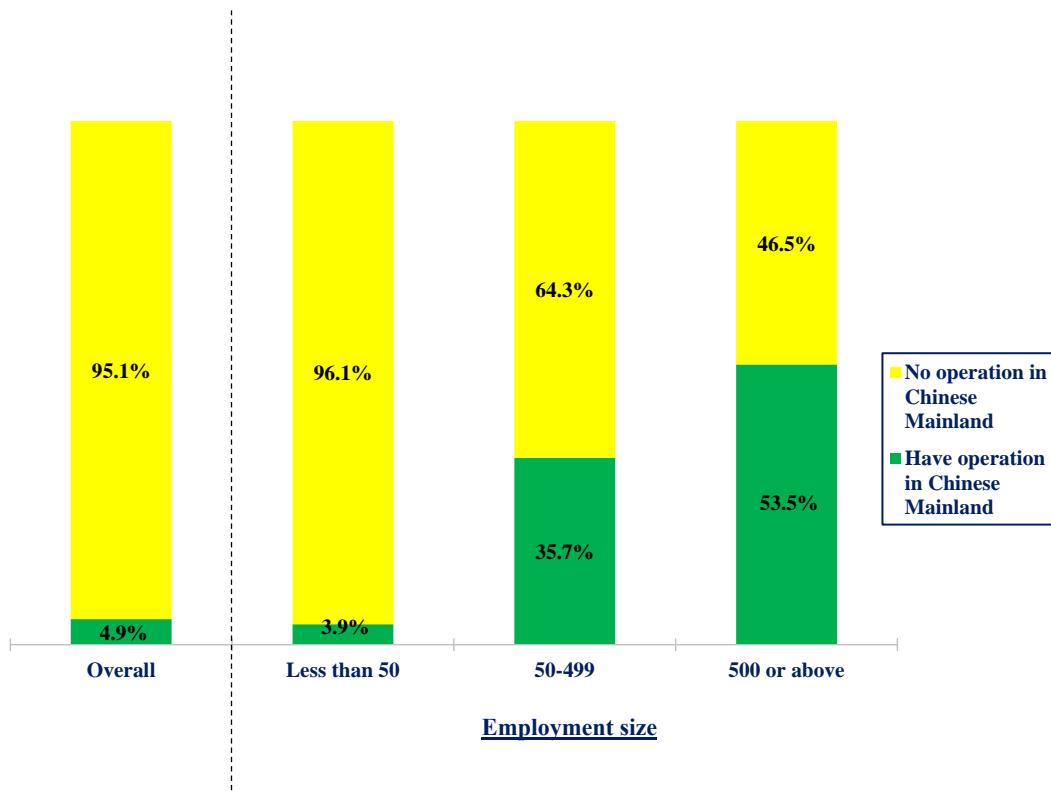
4.50 At the time of survey, 4.9% of companies had operation in Chinese Mainland. Analysed by sector, the proportion having operation in Chinese Mainland was relatively larger for the banking sector (24.6%), followed by the securities and asset management sector (10.7%) while it was relatively smaller for other financial sectors (2.4%). (Chart 4.10a)

Chart 4.10a Whether have operation in Chinese Mainland by sector



4.51 Analysed by employment size, the proportion having operation in Chinese Mainland was substantially larger for companies with 500 employees or above (53.5%) and 50 to 499 employees (35.7%). (Chart 4.10b)

Chart 4.10b Whether have operation in Chinese Mainland by employment size



Whether Employees Stationed in or Travelling to Chinese Mainland

4.52 Among those companies had operation in Chinese Mainland, 40.4% had arranged their employees at the managerial level to travel to Chinese Mainland. Relatively small percentages of companies had arranged their employees at the supervisory/officer level (26.0%) and the clerical level (12.0%) to travel to Chinese Mainland. 7.1% of companies arranged employees at the managerial level to station in Chinese Mainland. (Table 4.26)

Table 4.26 Whether employees stationed in or travelling to Chinese Mainland

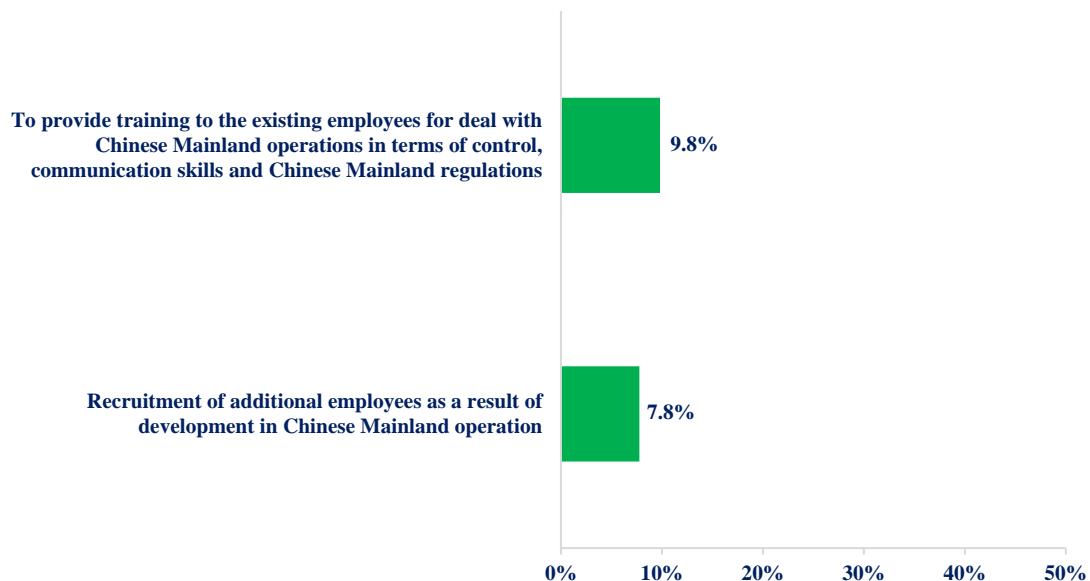
Job Level	Stationed# in Chinese Mainland	Travelling to Chinese Mainland	No. of companies having operation in Chinese Mainland and with such level of staff
Managerial	7.1%	40.4%	409
Supervisory/ Officer	2.0%	26.0%	488
Clerical	0.5%	12.0%	275

Note: # Employees who stay in Chinese Mainland for 50% or above of the working time are classified under "Stationed in Chinese Mainland"

Arrangement to Deal with Chinese Mainland Operation

4.53 Among those companies with operation in Chinese Mainland, 9.8% had provided training to the existing employees for deal with Chinese Mainland operations in terms of control, communication skills and Chinese Mainland regulations and 7.8% had recruited additional employees as a result of the development in Chinese Mainland operation. (*Chart 4.11*)

Chart 4.11 Arrangement to deal with Chinese Mainland operation



No. of companies with Mainland Operation: 490

Notes: (1) Percentages are calculated on the basis of the total number of companies having operation in Chinese Mainland
(2) Respondents are allowed to select one or more options

5 Manpower Analysis

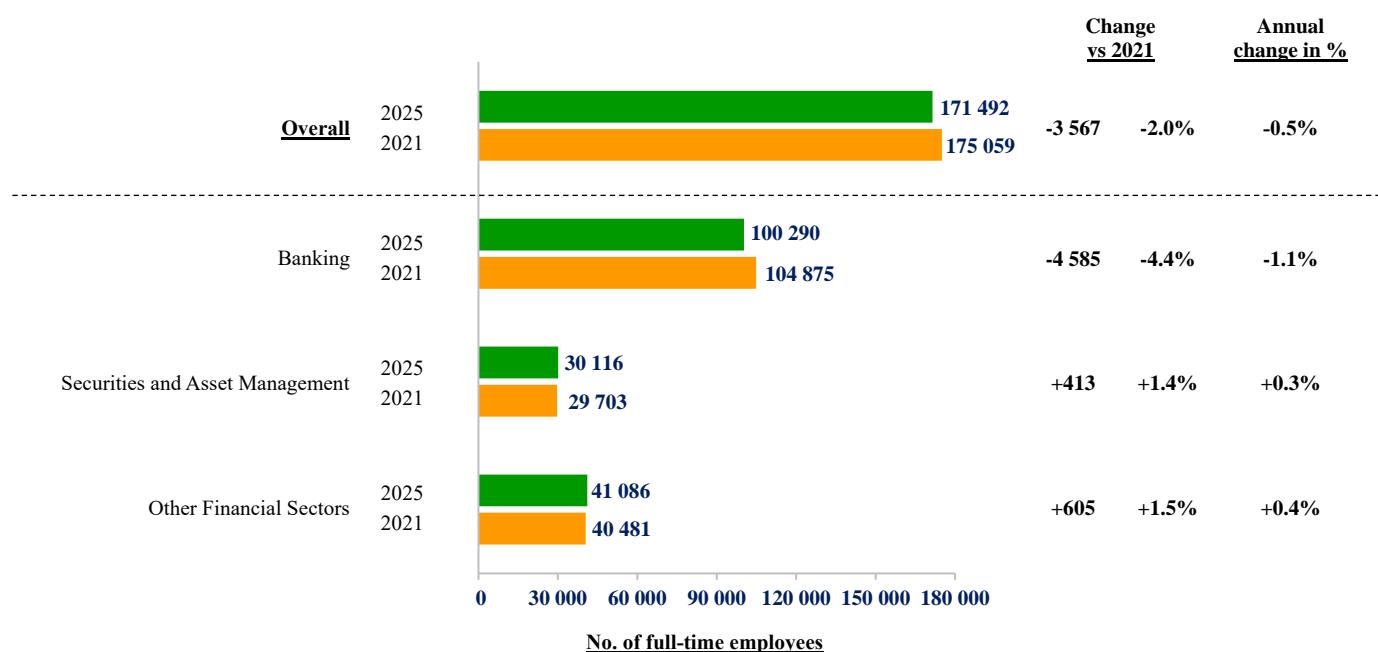
Manpower Changes between 2021 and 2025

A. *Overview of the Banking and Finance Industry*

Change in Full-time Employees

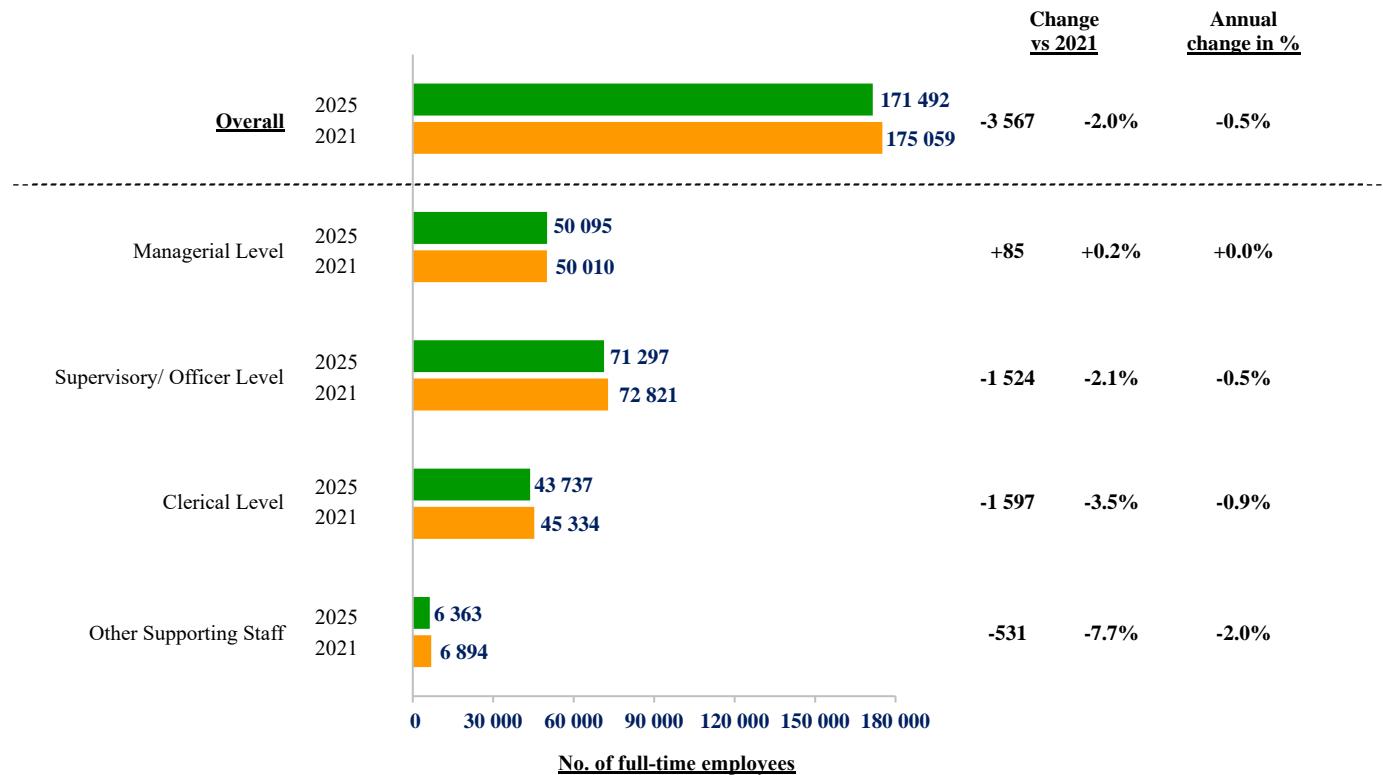
5.1 In the banking and finance industry, the total number of full-time employees decreased from 175 059 in 2021 to 171 492 in 2025 (-3 567 full-time employees; -2.0%). Analysed by sector, decrease in manpower was mainly registered in the banking sector (-4 585 full-time employees; -4.4%). On the other hand, increases in manpower were recorded in the securities and asset management sector (+413 full-time employees; +1.4%) and other financial sectors (+605 full-time employees; +1.5%). (Chart 5.1)

Chart 5.1 Change in full-time employees by sector



5.2 Analysed by job level, decreases in manpower were mainly registered at the clerical level (-1 597 full-time employees; -3.5%) and the supervisory/officer level (-1 524 full-time employees; -2.1%). (*Chart 5.2*)

Chart 5.2 Change in full-time employees by job level



Change in Full-time Vacancies

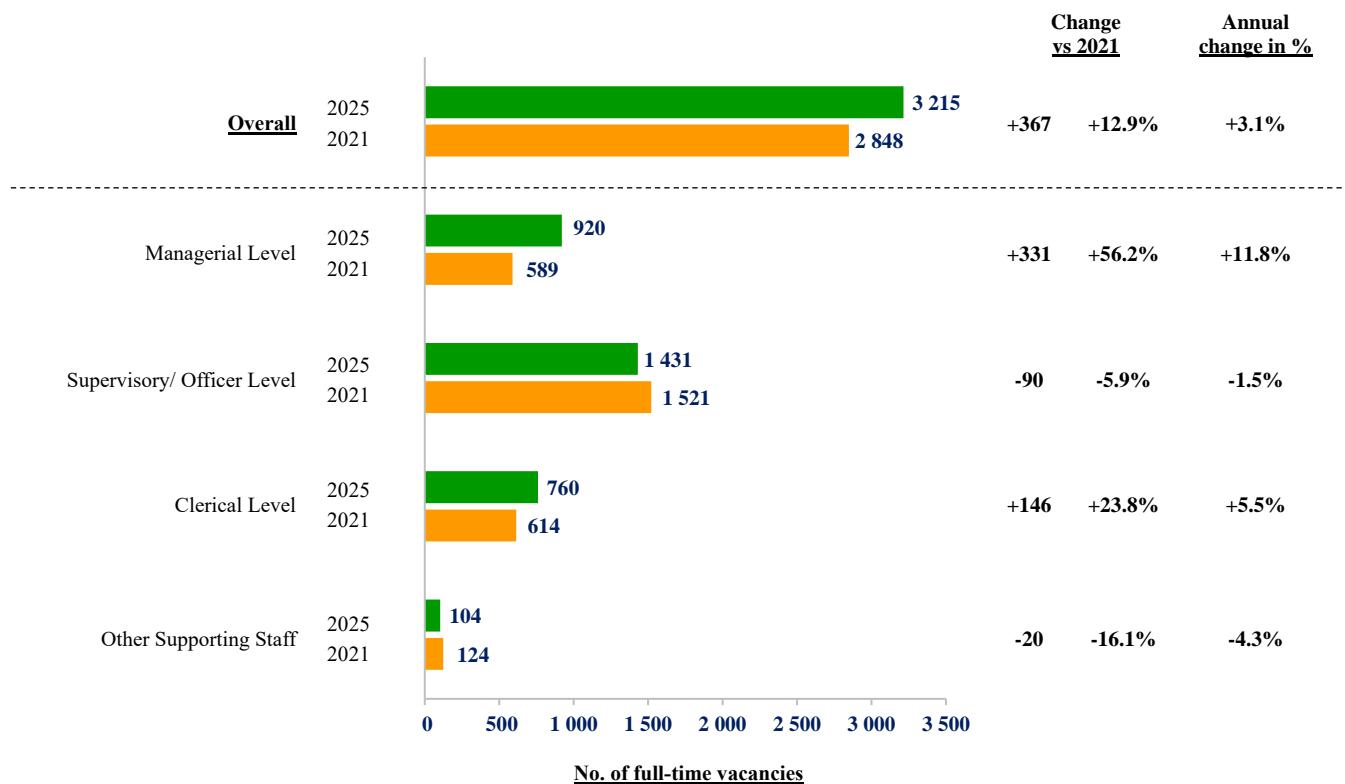
5.3 The total number of full-time vacancies has increased in 2025 (from 2 848 in 2021 to 3 215 in 2025; +367 vacancies). Analysed by sector, increases in full-time vacancies were mainly found in the banking sector (from 2 298 to 2 460; +162 full-time vacancies) and other financial sectors (from 324 to 512; +188 full-time vacancies). (Chart 5.3)

Chart 5.3 Change in full-time vacancies by sector



5.4 Analysed by job level, increases in full-time vacancies were recorded at the managerial level (from 589 to 920; +331 full-time vacancies) and the clerical level (from 614 to 760; +146 full-time vacancies). (Chart 5.4)

Chart 5.4 Change in full-time vacancies by job level



B. Banking Sector

Change in Full-time Employees

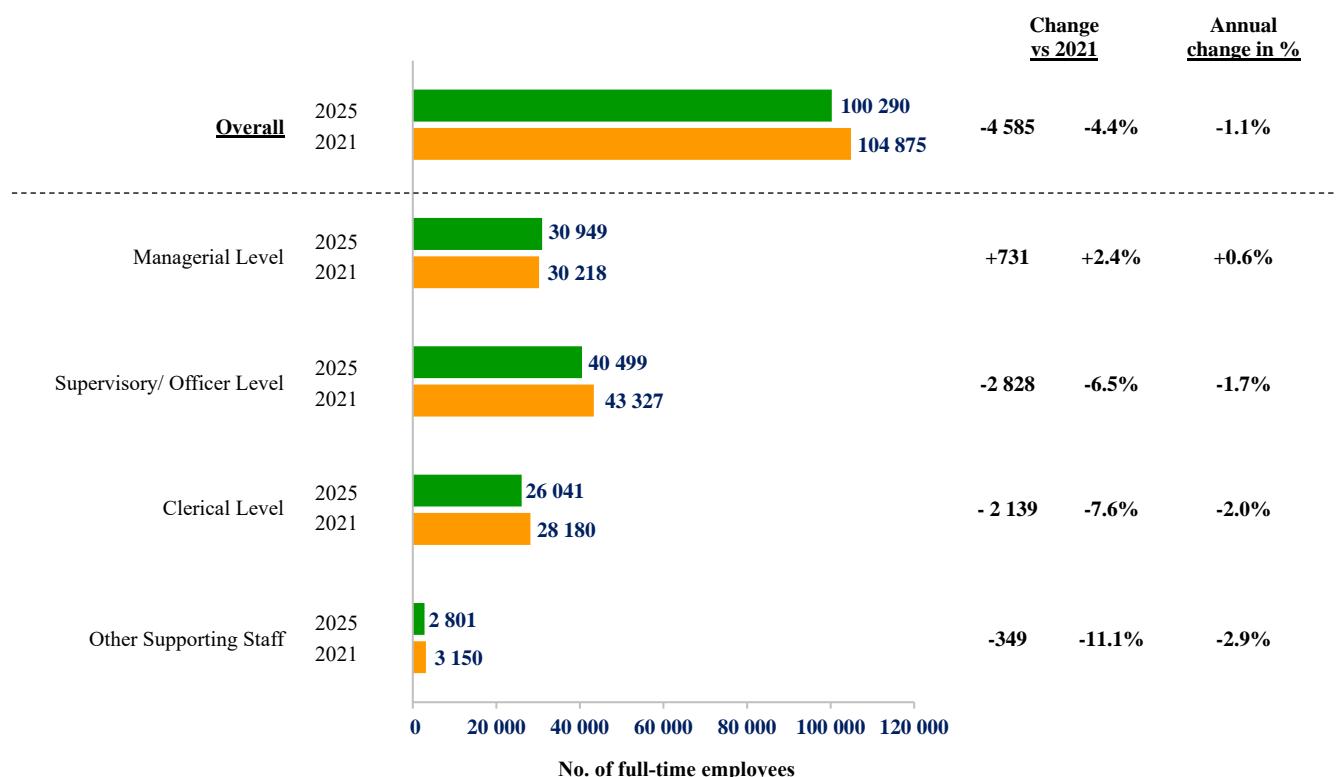
5.5 The manpower of the banking sector exhibited a decline from 104 875 in 2021 to 100 290 in 2025 (-4 585 full-time employees; -4.4%), mainly attributed to the decrease in the branch of licensed banks (-4 239 full-time employees; -4.2%). (Chart 5.5)

Chart 5.5 Change in full-time employees by sector



5.6 Analysed by job level, decreases in manpower were registered at the supervisory/officer level (-2 828 full-time employees; -6.5%) and the clerical level (-2 139 full-time employees; -7.6%) while an increase in manpower was recorded for the managerial level (+731 full-time employees; +2.4%). (Chart 5.6)

Chart 5.6 Change in full-time employees by job level



Changes in Preferred Level of Education

5.7 Compared with the 2021 survey, the preferred level of education varied among different job levels. (*Table 5.1*)

- Managerial level: the majority remained to prefer first degree or above qualification (99.8% in 2021 and 100.0% in 2025);
- Supervisory/officer level: the majority remained to prefer first degree or above qualification (72.5% in 2021 and 77.5% in 2025); and
- Clerical level: preference was shifted upward from secondary 4 to 7 (52.6% in 2021) to diploma/certificate (56.8% in 2025).

Table 5.1 Preferred level of education

Job level	Year	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below
Managerial level	2025	100.0%	0.0%	0.0%	0.0%	0.0%
	2021	99.8%	0.2%	*	0.0%	0.0%
Supervisory/officer	2025	77.5%	20.6%	1.8%	0.0%	0.0%
	2021	72.5%	16.3%	6.4%	4.7%	0.0%
Clerical	2025	0.1%	23.0%	56.8%	20.1%	0.0%
	2021	0.0%	13.6%	33.7%	52.6%	0.0%

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

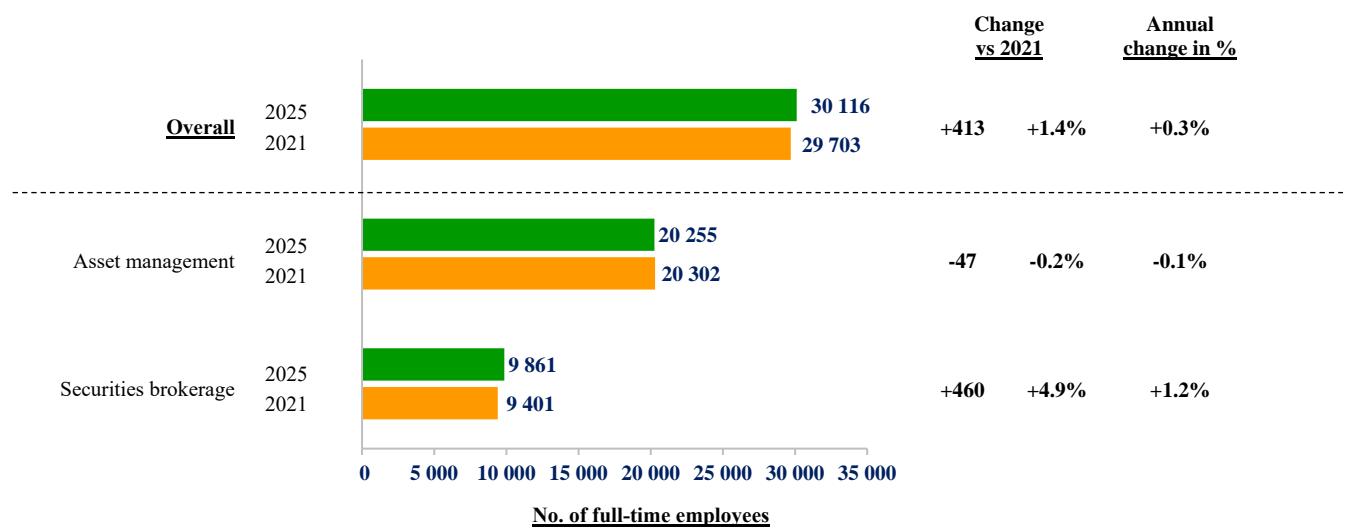
Note: * Less than 0.05%

C. Securities and Asset Management Sector

Change in Full-time Employees

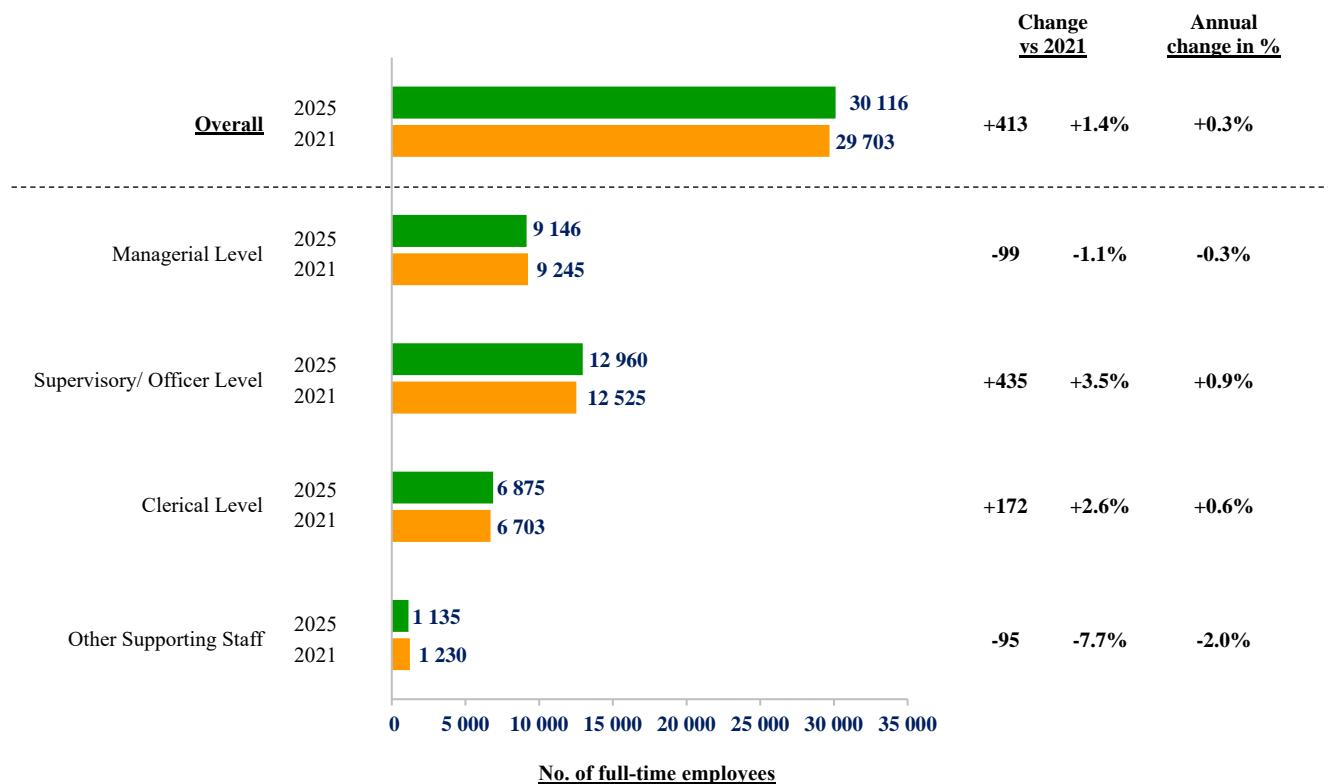
5.8 The manpower of the securities and asset management sector increased from 29 703 in 2021 to 30 116 in 2025 (+413 full-time employees; +1.4%), mainly attributed to the increase in the branch of securities brokerage (+460 full-time employees; +4.9%). (Chart 5.7)

Chart 5.7 Change in full-time employees by sector



5.9 Analysed by job level, increases in manpower were recorded at the supervisory/officer level (+435 full-time employees; +3.5%) and the clerical level (+172 full-time employees; +2.6%) while decreases in manpower were registered for the managerial level (-99 full-time employees; -1.1%) and other supporting staff (-95 full-time employees; -7.7%). (Chart 5.8)

Chart 5.8 Change in full-time employees by job level



Changes in Preferred Level of Education

5.10 Compared with the 2021 survey, the preferred level of education varied among different job levels. (*Table 5.2*)

- Managerial level: the majority remained to prefer first degree or above qualification (97.6% in 2021 and 100.0% in 2025);
- Supervisory/officer level: the majority remained to prefer first degree or above qualification (49.8% in 2021 and 54.9% in 2025); and
- Clerical level: preference was shifted upward from secondary 4 to 7 (62.7% in 2021) to diploma/certificate (61.1% in 2025).

Table 5.2 Preferred level of education

Job level	Year	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below
Managerial level	2025	100.0%	0.0%	0.0%	0.0%	0.0%
	2021	97.6%	2.4%	0.0%	0.0%	0.0%
Supervisory/officer	2025	54.9%	38.6%	6.5%	0.0%	0.0%
	2021	49.8%	34.2%	15.2%	0.8%	0.0%
Clerical	2025	0.6%	18.2%	61.1%	20.0%	0.0%
	2021	0.2%	19.0%	18.2%	62.7%	0.0%

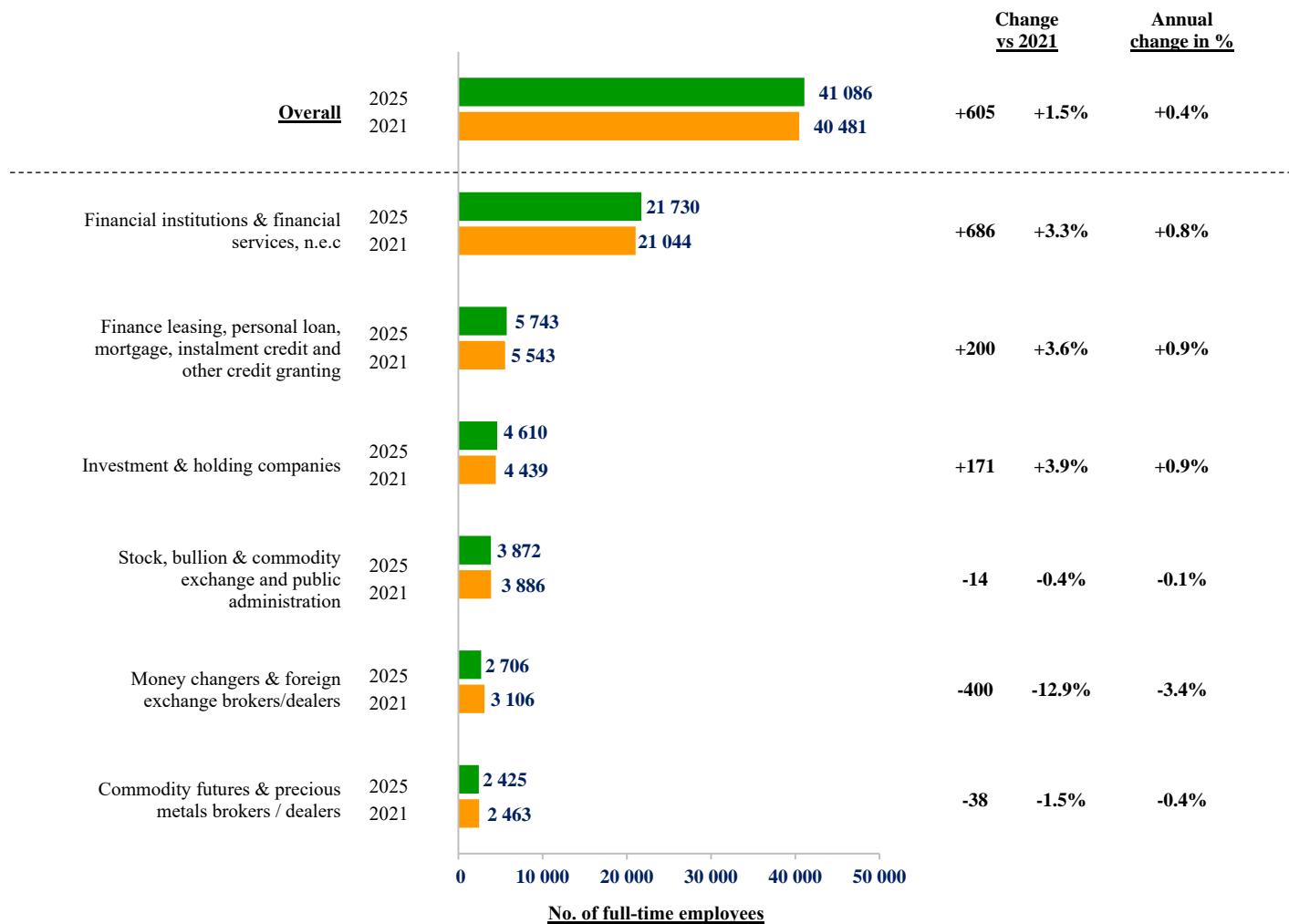
 denotes prominent ranges of the preferred level of education in the respective job level.

D. Other Financial Sectors

Change in Full-time Employees

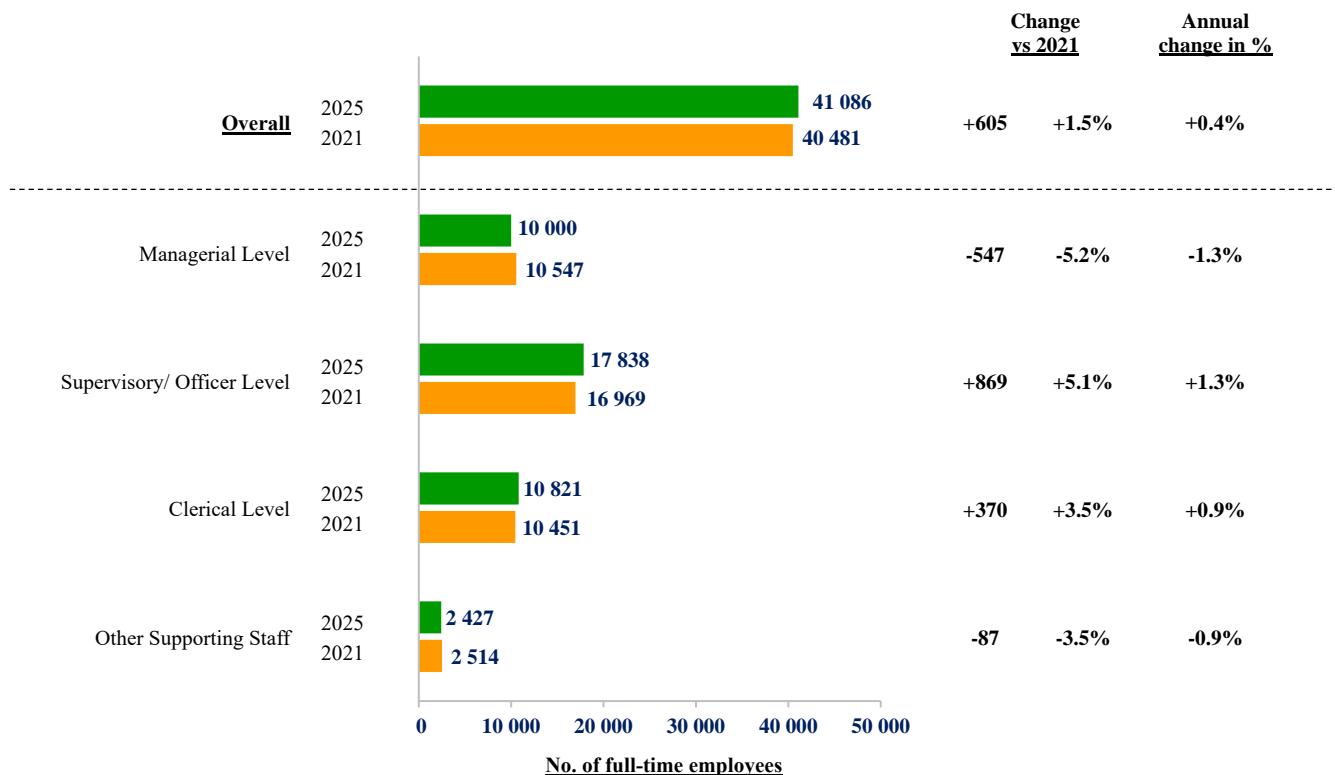
5.11 The manpower of other financial sectors registered an increase from 40 481 in 2021 to 41 086 in 2025 (+605 full-time employees; +1.5%), mainly attributed to the increase in the branch of financial institutions and financial services (+686 full-time employees, +3.3%), finance leasing, personal loan, mortgage (+200 full-time employees, +3.6%), investment and holding companies (+171 full-time employees, +3.9%). On the other hand, a decrease in manpower was observed in the branch of money changers and foreign exchange brokers/dealers (-400 full-time employees, -12.9%). (Chart 5.9)

Chart 5.9 Change in full-time employees by sector



5.12 Analysed by job level, increases in manpower were registered at the supervisory/officer level (+869 full-time employees; +5.1%) and the clerical level (+370 full-time employees; +3.5%) while a decrease in manpower was recorded for the managerial level (-547 full-time employees; -5.2%). (Chart 5.10)

Chart 5.10 Change in full-time employees by job level



Changes in Preferred Level of Education

5.13 Compared with the 2021 survey, the preferred level of education varied among different job levels. (*Table 5.3*)

- Managerial level: the vast majority remained to prefer first degree or above qualification (96.3% in 2021 and 99.2% in 2025);
- Supervisory/officer level: the majority remained to prefer first degree or above (40.7% in 2021 and 44.4% in 2025) and sub-degree (37.3% in 2021 and 41.5% in 2025) qualification; and
- Clerical level: preference was shifted upward from secondary 4 to 7 (54.8% in 2021) to diploma/certificate (60.8% in 2025).

Table 5.3 Preferred level of education

Job level	Year	First degree or above	Sub-degree	Diploma/certificate	Secondary 4 to 7	Secondary 3 or below
Managerial level	2025	99.2%	0.8%	0.0%	0.0%	0.0%
	2021	96.3%	3.7%	0.0%	0.0%	0.0%
Supervisory/officer	2025	44.4%	41.5%	14.0%	0.1%	0.0%
	2021	40.7%	37.3%	19.7%	2.3%	0.0%
Clerical	2025	0.0%	12.7%	60.8%	26.5%	0.0%
	2021	1.0%	4.3%	39.6%	54.8%	0.3%

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

Business Outlook

5.14 The 2025 Manpower Survey Report was compiled to provide users with information on the manpower situation and training needs of personnel in the banking and finance industry. Readers should note that, after the fieldwork of the survey with the reference date on 3 March 2025, changes in the external environment, including shifts in global monetary and interest-rate conditions, ongoing economic integration with the Chinese Mainland and the Greater Bay Area under national development plans, advancements in green and sustainable finance, rapid digital transformation and FinTech innovation, as well as evolving geopolitical and regulatory landscapes, may have affected the projected manpower supply and demand in the industry. Therefore, users are advised to be cautious when citing the survey findings as reference materials.

Financial Resilience and Market Leadership in 2025

5.15 Recognising the inherent volatility of global financial markets, Hong Kong has continued to demonstrate its resilience as a leading international financial centre, maintaining third place globally in the Global Financial Centres Index (GFCI 37). According to the HKSAR Government, this ranking underscores the city's strengths and competitive advantages, with Hong Kong placing second worldwide in the areas of human capital, infrastructure, and financial sector development ^[3]. The International Monetary Fund (IMF) has likewise reaffirmed Hong Kong's position, acknowledging its sustained economic recovery and resilient financial system, and commending the HKSAR Government for its prioritising policies to support economic recovery, manage financial stability risks, and address structural challenges ^[4]. In its Financial System Stability Assessment (2024), the IMF noted that "Hong Kong's banking sector remains well capitalised, profitable, and highly liquid", reflecting effective regulatory oversight ^[5]. Strengthening its capital markets performance, Hong Kong's stock market capitalisation reached approximately HK\$42.7 trillion in the first half of 2025 ^[6]. As one of the world's leading IPO hubs, the city is expected to reclaim the top global ranking by the end of 2025, underpinned by a robust pipeline of close to 300 active

³ HKSAR Government 2025, Hong Kong maintains third place globally with higher rating in Global Financial Centres Index, 20 March 2025. Available at:

<https://www.info.gov.hk/gia/general/202503/20/P2025032000391.htm> [Accessed: 23 November 2025].

⁴ HKSARG (2025). Government welcomes IMF's continued recognition of Hong Kong's strong regulatory framework and financial resilience. Available at:

<https://www.info.gov.hk/gia/general/202504/15/P2025041500456.htm> [Accessed: 23 November 2025].

⁵ International Monetary Fund (IMF) 2024, People's Republic of China — Hong Kong Special Administrative Region: Financial System Stability Assessment Update, IMF Country Report No. 24/140, Washington DC. Available at: <https://www.imf.org/en-/media/files/publications/cr/2021/english/1hkgea2021001.pdf> [Accessed: 23 November 2025].

⁶ Hong Kong Exchanges and Clearing Limited (HKEX) 2025, Eight Insights into What's Driving Hong Kong's Markets, HKEX Insight, 28 July 2025. Available at: https://www.hkexgroup.com/Media-Centre/Insight/Insight/2025/HKEX-Insight/8-Insights-Driving-HK-Markets?sc_lang=en [Accessed: 23 November 2025].

IPO applications^[7]. IPO fund raising in the first ten months of the year recorded a significant year on year increase of over 200%, reflecting a strong market rebound and renewed investor confidence^[8].

Impact of National Strategies on Talent Needs

5.16 Hong Kong's financial trajectory is intrinsically linked to its integration with the Chinese Mainland and the implementation of key national strategies. The Nation's 14th Five-Year Plan and the upcoming 15th Five-Year Plan explicitly consolidate Hong Kong's status as an international financial centre, the nation's premier offshore Renminbi (RMB) hub, and a burgeoning risk management centre^[9].

5.17 This strategic framework is being operationalised through deepened Mainland-Hong Kong Connect schemes, including Stock Connect, Bond Connect, Swap Connect, and the progressing Insurance Connect. These mechanisms are pivotal in enhancing cross-border capital flows and financial market integration. Central to this is RMB internationalisation, where Hong Kong plays a critical role by leveraging its position as the world's largest offshore RMB hub. This facilitates the expansion of offshore RMB services, including RMB clearing, bond issuance, and the creation of new RMB-denominated investment products, thereby opening new revenue streams in foreign exchange trading and global partnerships.

5.18 This evolving financial landscape has a direct and significant impact on manpower requirements. The deepening of cross-border financial channels and the increasing complexity of new RMB and GBA-focused products are generating strong demand for a specialised workforce. Financial institutions now require professionals who are not only fluent in both Putonghua and English but also possess deep expertise in areas such as RMB product structuring, cross-border regulatory compliance, fintech applications, and sustainable finance. This shift underscores the necessity for the industry to invest proactively in talent development and strategic reskilling to build a workforce capable of supporting Hong Kong's strategic financial roles.

Strategic Digital Transformation & FinTech Advancement

5.19 Hong Kong's banking sector is undergoing a systemic digital transformation,

⁷ KPMG China 2025, Hong Kong set to reclaim title as 2025 top global IPO hub, says KPMG, 9 October 2025. Available at: <https://kpmg.com/cn/en/home/media/press-releases/2025/10/hong-kong-set-to-reclaim-title-as-2025-top-global-ipo-hub-says-kpmg.html> [Accessed: 23 November 2025].

⁸ Ernst & Young (EY) (2025) Technology drives A share momentum; HKEX tops global ranking. EY China, 27 November 2025. Available at: https://www.ey.com/en_cn/newsroom/2025/11/hkex-tops-global-ranking [Accessed: 6 January 2026].

⁹ Government of the Hong Kong Special Administrative Region (HKSAR) 2020, Financial Services, Financial Services and the Treasury Bureau, updated July 2020. Available at: https://www.gov.hk/en/about/abouthk/factsheets/docs/financial_services.pdf [Accessed: 30 November 2025].

strategically guided by the HKMA’s “Fintech 2025” strategy^[10]. The “All Banks Go Fintech” initiative has been instrumental in catalysing this shift, moving the industry from siloed pilots to the enterprise-wide integration of technology across front, middle, and back-office functions^[11]. This has been accelerated by competition from the eight licensed virtual banks, pushing traditional banks to improve their digital services by investing in cloud systems, open APIs, and more advanced mobile banking platforms.

5.20 A central component of this evolution is payments innovation. The widespread adoption of the Faster Payment System (FPS), coupled with ongoing work on its cross-border expansion within the Greater Bay Area, is creating a more seamless and efficient transactional ecosystem. The success of this digital pivot is reflected in Hong Kong’s top global ranking for FinTech in the Global Financial Centres Index 38 (2025), cementing its status as a leading innovation hub^[12].

5.21 This operational shift is directly recalibrating talent demand. Industry manpower reports confirm a sharp increase in demand for professionals with expertise in data analytics, AI engineering, and digital channel management^{[13][14]}. Conversely, this is paralleled by a structural decline in roles centred on manual processing and routine branch operations, underscoring a fundamental transition in the core skill sets required for the future of banking.

Emerging Digital Asset Ecosystem & Tokenisation

5.22 Building on its mature fintech base, Hong Kong is systematically developing a robust and regulated digital asset ecosystem. A comprehensive policy framework, established through collaboration between the Hong Kong Monetary Authority (HKMA), Securities and Futures Commission (SFC), and Financial Services and the Treasury Bureau (FSTB), provides the regulatory certainty needed to foster institutional participation and market growth in virtual assets. Since 2021, Hong Kong has rapidly positioned itself as a regulated hub for virtual assets, progressively introducing mandatory licensing regimes for trading platforms and custodians. In December 2025, the FSTB and the SFC published consultation conclusions on regulating virtual asset dealers and custodians, and launched a one-month consultation proposing to extend the regime to cover virtual asset advisors and asset managers, with the

¹⁰ Hong Kong Monetary Authority (HKMA) (2021) The HKMA Unveils “Fintech 2025” Strategy. Available at: <https://www.hkma.gov.hk/eng/news-and-media/press-releases/2021/06/20210608-4/>

¹¹ Yue, E. (2025) Transformation of Hong Kong’s Banking Sector under “Fintech 2025”. Hong Kong Monetary Authority. Available at: <https://www.hkma.gov.hk/eng/news-and-media/insight/2025/10/20251024/>

¹² The Global Financial Centres Index 38 (2025). Available at: <https://www.longfinance.net/publications/long-finance-reports/the-global-financial-centres-index-38/>

¹³ Vocational Training Council (VTC) (2023) Banking and Finance Industry Manpower Update Report 2023. Available at: [https://manpower-survey.vtc.edu.hk/f/publication/17003/2023%20BF%20MPU%20Report%20\(E\).pdf](https://manpower-survey.vtc.edu.hk/f/publication/17003/2023%20BF%20MPU%20Report%20(E).pdf)

¹⁴ Vocational Training Council (VTC) (2024) Banking and Finance Industry Manpower Update Report 2024. Available at: [https://manpower-survey.vtc.edu.hk/f/publication/19900/2024%20BF%20MPU%20Report%20\(E\).pdf](https://manpower-survey.vtc.edu.hk/f/publication/19900/2024%20BF%20MPU%20Report%20(E).pdf)

consultation running into January 2026. This regulatory evolution is reshaping manpower needs in banking and finance, driving demand for compliance specialists, risk managers, digital asset product developers, and cross-disciplinary talent capable of bridging traditional finance with emerging technologies.

5.23 The most significant development within this ecosystem is the advancement of tokenisation. Hong Kong is positioning itself at the forefront of this innovation, with successful applications in tokenising green bonds, real-world assets, and funds. This process enhances liquidity, reduces settlement times, and introduces new levels of transparency and fractional ownership. The integrity of this emerging market is underpinned by stringent cybersecurity and operational resilience mandates, which are non-negotiable for maintaining systemic stability and investor trust.

5.24 The maturation of this asset class is generating an urgent need for a highly specialised workforce. There is a pronounced talent gap for blockchain developers, digital asset compliance specialists, and tokenisation solution architects who can bridge the domains of technology, finance, and regulation ^{[13][14]}. Furthermore, the expansion proposal of licensing to advisors and managers by 2026 is expected to create a surge in demand for hybrid advisory talent with virtual asset literacy. Additionally, the critical need to secure digital financial infrastructure ensures that demand for cybersecurity experts will remain a persistent and high priority for the industry. This talent shortage is exacerbated by global competition from other leading virtual asset hubs, intensifying the war for skilled professionals.

5.25 To remain competitive in this evolving landscape, a strategic institutional response is required, involving investment in tailored training programmes, forging partnerships with universities, and implementing internal reskilling initiatives.

Strengthening Oversight and Rising Compliance Talent Needs

5.26 In recent years, Hong Kong's financial regulators have intensified supervisory expectations by introducing stricter requirements on cyber resilience, fraud management, and AML/CFT controls, alongside more frequent thematic reviews and guidance updates to address emerging risks. This tightening of oversight is reshaping the banking and finance industry and pushing institutions to modernise their risk management frameworks to meet higher regulatory standards.

5.27 As a result, demand is rising for specialised talent, including cybersecurity professionals capable of countering sophisticated digital threats, compliance specialists focused on detecting money laundering patterns, and RegTech specialists who can deploy automated monitoring and analytics solutions to enhance compliance effectiveness.

5.28 To support the industry in responding to these heightened expectations, the regulator has expanded several forward looking talent development initiatives. Programmes such as the Industry Project Masters Network (IPMN), the Fintech Career Accelerator Scheme (FCAS) ^[15], and the Pilot Scheme on Training Subsidy for Fintech Practitioners ^[16] aim to deepen the fintech and compliance talent pool by equipping practitioners with skills in data governance, AML analytics, and digital risk management. These initiatives are intended to build a resilient workforce capable of navigating increasingly complex regulatory requirements and sustaining Hong Kong's competitive edge as an international financial centre.

Manpower Projection and Annual Additional Manpower Requirement

Manpower Projection

5.29 By making reference to relevant economic indicators which reflect important changes in the local economy, demography and the labour market, the manpower trend for 2026-2029 is shown in Table 5.4 below. Further details of the manpower projection method is shown in *Appendix 8*.

Table 5.4 Manpower Trend for 2026-2029

Year	Estimated manpower
2025	168 240
2026	169 459 (+0.72%)
2027	170 584 (+0.66%)
2028	171 615 (+0.60%)
2029	172 554 (+0.55%)

Notes: Percentage in the brackets refers to the percentage change over the preceding year.

¹⁵ HKMA (Hong Kong Monetary Authority). (n.d.). Fintech Talent Development. ^[3]

¹⁶ FSTB (Financial Services and the Treasury Bureau). (n.d.). Pilot Scheme on Training Subsidy for Fintech Practitioners. ^[10]

Annual Additional Manpower Requirement

5.30 The annual additional manpower requirements have taken into account the (i) projected manpower trend 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 requirements from 2026 to 2029 is shown in Table 5.5 below.

Table 5.5 Estimated Annual Additional Manpower Requirement from 2026 to 2029

Sector & Job level	Wastage rate	Annual additional manpower requirement		
		Average manpower growth (a)	Industry leavers (b)	Total (a) + (b)
Managerial Level	1.5%	327	800	1 127
Supervisory/ Officer Level	2.1%	466	1 519	1 985
Clerical Level	4.1%	285	1 868	2 153
			Total:	5 265

6 Recommendations

6.1 Drawing on the survey findings and analysis of manpower trends, and taking into account factors such as the business outlook, manpower projection, and feedback from the Training Board, a set of recommendations on manpower development has been formulated for consideration by stakeholders across the accountancy sector.

Government

6.2 To proactively address evolving skill demands, we propose establishing a collaborative platform uniting industry and academic leaders. This initiative would systematically forecast future talent needs, ensuring training programmes remain aligned with market developments and effectively prepare our workforce for emerging opportunities in the sector.

6.3 To further enhance our existing talent attraction schemes, we recommend a more focused strategy for high-demand fields like fintech and sustainable finance. This could involve targeted promotion at global academic and industry forums, complemented by dedicated support channels to streamline relocation and integration. Such a tailored approach would efficiently secure the niche expertise essential for Hong Kong's continued financial leadership.

6.4 To proactively address the structural shift from declining traditional roles (e.g. clerical positions), it is recommended that accessible upskilling support be expanded in strategic domains such as artificial intelligence, sustainability, RegTech, and digital assets. Aligning targeted reskilling programmes with existing Government subsidy schemes in these priority areas will empower professionals to transition into high demand fields. This approach will foster continuous learning, strengthen workforce confidence in adapting to new financial landscapes, and enhance overall industry resilience.

6.5 To facilitate structured cross-border professional exchanges within the Greater Bay Area. Such programmes would deepen practical experience, foster mutual understanding of regulatory environments, and strengthen collaborative networks, directly supporting Hong Kong's integration into regional financial flows and innovation ecosystems. Such cross-border exchange is strategically vital for talent development; however, a key challenge lies in the licensing requirements for staff working between Hong Kong and the Mainland. Accordingly, measures to ease these constraints and facilitate smoother exchanges merit consideration.

Employers

6.6 Establish proactive reskilling programmes that identify employees in roles with high automation risk. Focus on transitioning their valuable core skills, such as process understanding and client service, into adjacent high-demand areas through accredited training, ensuring a sustainable career path aligned with the sector’s evolving needs.

6.7 To cultivate the necessary expertise, establish structured cross-border rotation programmes within the Greater Bay Area and Chinese Mainland. These would offer valuable opportunities for high-potential staff to develop first-hand experience, cultural fluency, and practical understanding of Mainland financial markets—key competencies that align with national strategic priorities.

6.8 To support the industry’s evolution, formally establish and promote career pathways for hybrid ‘tech-finance’ roles. Working with HR to clearly define the competencies and appropriate remuneration for positions such as Quantitative ESG Analyst will help ensure these are perceived as attractive and valued long-term career paths for talented professionals.

6.9 Foster a workplace culture that champions continuous learning and innovation. Dedicate resources for staff to access external training, attend conferences, and contribute to internal innovation projects, keeping skills current. Recognise and reward employees who proactively apply new knowledge, reinforcing a forward-looking and adaptable organisational mindset.

6.10 Strengthen compliance and risk management capabilities through continuous, role specific training and awareness programmes. These should address emerging technology and regulation related risks, including ESG issues such as greenwashing, as well as the evolving risk landscape, including increased political risk. Regular refresher sessions and practical case studies should be incorporated to ensure knowledge remains up to date and effectively applied in day to day decision making.

Employees

6.11 Cultivate “T-shaped” skills by building deep, specialised expertise in a core field while developing broader understanding of adjacent areas such as data literacy, regulatory principles, and fintech. This combination fosters greater versatility and collaborative potential in a complex industry.

6.12 To enhance career prospects, proactively pursue accredited professional qualifications in growing fields. Qualifications in areas such as anti-money laundering, cybersecurity, sustainable finance, or blockchain represent a valuable personal investment and can

significantly strengthen both expertise and professional marketability.

6.13 Seek out opportunities to gain first-hand experience, such as projects involving the Greater Bay Area. Familiarisation with new digital tools and platforms within the organisation is invaluable for building practical, future ready skills.

6.14 Actively cultivate connections beyond immediate roles. Engagement with peers in fintech, RegTech, green finance and digital assets through industry forums and associations provides valuable insights into emerging trends and collaborative opportunities. Place greater emphasis on broader competencies, including resilience, agility and a strategic mindset, to strengthen professional judgement and relationship-building.

Education Institutes

6.15 It is recommended that institutes develop and formally accredit future-focused academic and professional programmes to address identified skill gaps. This should include creating interdisciplinary “Finance-Plus” degrees and establishing recognised specialist credentials in priority areas such as AI, FinTech, ESG, cross-border business, and virtual assets, thereby strengthening the talent pipeline for roles where candidate shortages persist.

6.16 To support continuous professional development, institutes are encouraged to expand accessible upskilling pathways through flexible, stackable formats. This includes offering short, focused micro-credentials in high-demand areas like AI in finance, tokenisation, and sustainability. Programmes should be designed to align with relevant Government subsidy schemes to maximise accessibility.

6.17 Proactively building capability in strategic and emerging areas is advised, through the development of dedicated training programmes in domains such as virtual asset management. Integrating content on strategic risk, geopolitics, and regulatory landscapes into relevant curricula is also recommended to equip practitioners with the necessary contextual understanding for new markets aligned with major national development priorities (e.g. the Belt & Road Initiative).

6.18 To enhance the sector’s resilience, institutes are encouraged to strengthen the provision of continuous education and training on compliance and risk management. Programmes should be updated regularly to address evolving risks, including those associated with technology, regulation, and political factors, ensuring that practitioners maintain up-to-date awareness and can apply robust risk management practices in a dynamic business environment.

6.19 To support the strategic development of the industry, institutes are encouraged to enhance planning and collaboration. This should involve conducting targeted thematic manpower studies to deepen the analysis of specific skill gaps in areas like FinTech, ESG, and cross-border business. Complementing this with a systematic audit of existing in-house and external training provisions will enable better coordination of stakeholder efforts, help address identified gaps in offerings (e.g. for Relationship Managers), and ensure resources are directed efficiently. Furthermore, curricula should place greater emphasis on cultivating broader professional competencies such as resilience, agility, and strategic mindset.

Membership of the Banking and Finance Training Board

Chairman

Mr Simon CHAN Sai-ming, BBS, JP ¹

Mr Harold WONG Tsu-hing, JP ²

Members

Mr Jack CHAN Hoi, JP ²

Ms Agnes CHAN See-wan

Mr Edwin CHEUNG Yin-ming

Ms Clara FUNG Chor-hing ¹

Mr HO Chuen-hung

Mr Harrison HO Lok-sang ¹

Dr JIM Wai-kee

Ms Katerine KOU Kuen ¹

Dr Michael LEUNG Kin-man, MH

Ms Jaffrey MA So-ching ²

Ms Clare MA Ting-ting

Ms Fion NG Siu-mui ²

Mr Devon SIN

Mr Chris TANG Yiu-lung

Ms Lareina WANG Yue

Ms Amy YU Suk-wah

Mr YUEN Siu-ming ³

Chief Executive of the Hong Kong Monetary Authority (or his / her representative)

Chief Executive of the Hong Kong Exchanges and Clearing Limited (or his / her representative)

Chairman of the Securities and Futures Commission (or his / her representative)

Executive Director of the Vocational Training Council (or his representative)

Secretary

Ms Pamela LAU Yin-mei

Note:

1 up to 31 March 2025

2 since 1 April 2025

3 up to 5 January 2026

Terms of Reference of Banking and Finance 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 Working Party on Manpower Survey

Convenor

Mr Simon CHAN Sai-ming, BBS, JP ¹

Mr Harold WONG Tsu-hing, JP ²

Members

Mr Jack CHAN Hoi, JP ²

Ms Agnes CHAN See-wan

Mr Edwin CHEUNG Yin-ming

Mr Harrison HO Lok-sang ¹

Ms Katerine KOU Kuen ¹

Ms Jaffrey MA So-ching ²

Ms Clare MA Ting-ting

Ms Fion NG Siu-mui ²

Ms Amy YU Suk-wah

Mr YUEN Siu-ming ³

Executive Director of Vocational Training Council (or his representative)

Secretary

Ms Pamela LAU Yin-mei

Note:

1 up to 31 March 2025

2 since 1 April 2025

3 up to 5 January 2026

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 full-time 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 survey.
Vacancy rate	“Vacancy rate” refers to Vacancies as a percentage of the total number of full-time employees and Vacancies.
Turnover rate	“Turnover rate” refers to the number of full-time employees left as a percentage of the total number of full-time employees and Vacancies.
Average monthly income	“Average monthly income” refers to the average monthly income 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 full-time 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.

Survey Documents

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 BF/4/2(2025)

Your Reference 來函檔號



14 March 2025

Dear Sir/Madam,

**2025 Manpower Survey of the
Banking and Finance (BF) Industry**

The Banking and Finance 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 **March to May 2025**. 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, 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 during 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,

A handwritten signature in black ink, appearing to read 'Simon Chan Sai-ming'.

(Simon Chan Sai-ming)
Chairman
Banking and Finance Training Board

Encl.

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 BF/4/2(2025)

Your Reference 來函檔號

執事先生／女士：



2025 年銀行及金融業人力調查

職業訓練局(VTC)屬下銀行及金融業訓練委員會(訓練委員會)，負責就業內人力訓練事宜提供意見。本會將於 2025 年 3 月至 5 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 貴公司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 貴公司參閱及填寫：

- (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，不會提及個別公司情況。

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/tc>



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姐聯絡（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）。

陳細明

銀行及金融業訓練委員會主席
陳細明

二零二五年三月十四日
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

THE 2025 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2025年人力調查

The 2025 Manpower Survey of the Banking and Finance (BF) Industry aims at collecting manpower information of the industries concerned for formulating recommendations on future manpower training. Please provide the information of your establishment as at 3rd March 2025 by answering the questionnaire. Thank you.

銀行及金融業2025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 貴機構根據2025年3月3日的人力情況填寫此問卷。多謝合作。

Establishment Information

機構資料

(For official use)

Industry Code _____

NATURE OF BUSINESS:

業務性質

<input type="checkbox"/> Licensed Banks, Restricted License Banks and Local Rep. Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行代表辦事處	<input type="checkbox"/> Deposit-taking Companies 接受存款公司
<input type="checkbox"/> Investment and Holding Companies 投資及控股公司	<input type="checkbox"/> Personal Loans and Related Companies 私人貸款及有關公司
<input type="checkbox"/> Securities Brokerage Firms 證券經紀公司	<input type="checkbox"/> Commodity Futures (including financial futures) and Precious Metals Brokers/Dealers 商品期貨（包括金融期貨）及貴金屬經紀／交易商
<input type="checkbox"/> Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯／交易商經紀／交易商	<input type="checkbox"/> Investment Advisory / Asset Management Companies 投資顧問/資產管理公司
<input type="checkbox"/> Others, please specify 其他，請註明	

TOTAL NO. OF PERSONS ENGAGED: _____
僱員總人數

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。

Part I – Manpower Information

第一部份 – 人力情況

Please complete columns 'B' to 'D' 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欄 'B' 至 'D'。

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 Employees as at Survey Reference Date 在統計日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的 空缺額	(D) Average Monthly Income [#] Range 平均每月收入 [#] 幅度 Code 編號
	1 \$15,000 or below 或以下 2 \$15,001 - \$25,000 3 \$25,001 - \$35,000 4 \$35,001 - \$50,000 5 \$50,001 - \$80,000 6 \$80,001 - \$100,000 7 Above \$100,000 以上			
e.g. 例子	Job Title A (3 employees and 2 vacancies) 職位甲(3名僱員及2個空缺)	3	2	6
(I) ADMINISTRATION AND MANAGEMENT 行政與管理				
MANAGERIAL LEVEL 經理級				
101	Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director 行政總裁／營運總監／首席財務官／常務董事／總經理／執行董事			
102	Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監			
103	Chief Representative 首席代表			
104	Assistant To Chief Executive Officer/ Director 行政總裁助理／董事助理			
105	Manager - Administration 經理—行政			
106	Zone/ District Manager 區域經理			
130	Head - Insurance Products 主管—保險產品			
131	Head - Mandatory Provident Fund 主管—強制性公積金			
132	Head - Trust 主管—信託			
133	Head - Phone Banking/ Call Centre 主管—電話理財／電話服務中心			
151	Head - Investment Products 主管—投資產品			
SUPERVISORY/ OFFICER LEVEL 主管/主任級				
201	Administration Officer 行政主任			
202	Management Trainee 見習主任			
203	Representative 代表			
CLERICAL LEVEL 文員級				
301	Clerk 文員			
(II) TREASURY AND CAPITAL MARKET 庫務及資本市場				
MANAGERIAL LEVEL 經理級				
107	Head Of Treasury And Capital Markets 庫務及資本市場主管			
108	Manager - Treasury And Capital Markets (Front And Mid-Office) 經理—庫務及資本市場(前台和中台)			
109	Manager - Treasury And Capital Markets (Back Office) 經理—庫務及資本市場(後台)			
110	Economist/ Manager - Economic Research 經濟研究員／經理—經濟研究			
SUPERVISORY/ OFFICER LEVEL 主管/主任級				
204	Treasury And Capital Markets Trader 庫務及資本市場操盤員			
205	Remittances Officer 匯兌主任			
206	Officer - Treasury And Capital Markets (Front And Mid-Office) 主任—庫務及資本市場(前台和中台)			
207	Officer - Treasury And Capital Markets (Back Office) 主任—庫務及資本市場(後台)			
CLERICAL LEVEL 文員級				
301	Clerk 文員			

Includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus.
每月收入包括底薪、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。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的 空缺額	(D) Average Monthly Income [#] Range 平均每月收入 [#] 幅度 Code 編號			
	Please enter a zero '0' in the box if there is no employee /vacancy. 如沒有僱員／空缺，請在方格內填 入 '0'。			1 \$15,000 or below或以下 2 \$15,001 - \$25,000 3 \$25,001 - \$35,000 4 \$35,001 - \$50,000 5 \$50,001 - \$80,000 6 \$80,001 - \$100,000 7 Above \$100,000以上			
(III) INVESTMENT (may include securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes) 投資 (可包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃)							
MANAGERIAL LEVEL 經理級							
111	Chief Investment Officer/Manager – Investment 總投資主任／經理—投資						
112	Portfolio Manager 投資組合經理						
113	Manager – Investment Advisory Services 經理—投資諮詢服務						
114	Manager – Dealing Room 經理—交易室						
115	Responsible Officer/ Registered Manager 負責人員／註冊司理人						
116	Manager – Investment Settlement 經理—投資結算						
118	Sales Manager 銷售經理						
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級							
208	Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問						
209	Investment Analyst 投資分析員						
210	Dealer 交易員						
211	Customer Service Officer – Investment Service 客戶服務主任—投資服務						
212	Investment Officer 投資主任						
213	Account Executive/ Sales Officer 客戶主任／營業主任						
214	Settlement Officer 結算主任						
CLERICAL LEVEL 文員級							
301	Clerk 文員						
302	Dealing Assistant 交易助理						
(IV) OPERATIONS 營運							
MANAGERIAL LEVEL 經理級							
152	Head – Operations 主管—營運						
119	Manager – Trade Finance Operations 經理—貿易融資運作						
153	Manager – Operations 經理—營運						
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級							
216	Trade Finance Operations Officer 貿易融資營運主任						
217	Quality Assurance Officer 質素保證主任						
218	Operations Officer 營運主任						
CLERICAL LEVEL 文員級							
301	Clerk 文員						
303	Cashier 出納員						
304	Receptionist/ Greeter 接待員／電話操作員						
305	Trade Finance Operations Checker 貿易融資運作核對員						

Includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus.

每月收入包括底薪、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。

Job Code 職位 編號	(A) Principal Job 主要職務	(B) No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的 空缺額	(D) Average Monthly Income [#] Range 平均每月收入 [#] 幅度
	(See Appendix B) (參閱附錄 B)	Please enter a zero '0' in the box if there is no employee/vacancy. 如沒有僱員／空缺，請在方格內填 入 '0'。		

(V) CREDIT AND LOANS 信貸及放款

MANAGERIAL LEVEL 經理級

154	Head – Credit and Loans 主管—信貸及放款			
120	Manager – Loan Operation 經理—貸款業務			
121	Manager – Credit Management 經理—信貸管理			
122	Manager – Credit Card 經理—信用卡			

SUPERVISORY/ OFFICER LEVEL 主管/ 主任級

219	Credit/ Loan Officer 信貸／放款主任			
220	Credit Analyst 信貸分析員			
221	Credit Card Officer 信用卡主任			
222	Hire Purchase/ Leasing Officer 分期付款／租賃主任			

CLERICAL LEVEL 文員級

301	Clerk 文員			
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(VI) BUSINESS DEVELOPMENT (focus on business expansion only) 業務發展 (只集中業務拓展)

MANAGERIAL LEVEL 經理級

125	Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 業務經理—企業銀行／商業銀行／財務機構／國外同業部			
126	Business Manager – Marketing 業務經理—市場推廣			
127	Business Manager – Private Banking 業務經理—私人銀行			
128	Business Manager – Customer Relationship/ Personal Banking 業務經理—客戶關係／個人銀行			
155	Business Manager – Investment Products 業務經理—投資產品			
129	Manager – Branch 經理一分行			
117	Product Manager – Banking and Finance 產品經理—銀行及金融			
156	Product Manager – Investment 產品經理—投資			

SUPERVISORY/ OFFICER LEVEL 主管/ 主任級

223	Business Development Officer 業務發展主任			
224	Relationship Officer – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 客戶關係主任—企業銀行／商業銀行／財務機構／國外同業部			
225	Telemarketing Officer 電話市場推廣主任			
226	Relationship Officer – Private Banking 客戶關係主任—私人銀行			
227	Customer Services Officer/ Relationship Officer – Personal Banking 客戶服務主任／客戶關係主任—個人銀行			
241	Customer Services Officer/ Relationship Officer – Investment Products 客戶服務主任／客戶關係主任—投資產品			
228	Insurance Products Officer 保險產品主任			
229	Mandatory Provident Fund Officer 強制性公積金主任			
230	Trust Officer 信託主任			
231	Phone Banking/ Call Centre Officer 電話理財/電話服務中心主任			
215	Product Officer – Banking and Finance Products 產品主任—銀行及金融產品			
242	Product Officer – Investment Products 產品主任—投資產品			

Includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus.

每月收入包括底薪、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。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的 空缺額	(D) Average Monthly Income [#] Range 平均每月收入 [#] 幅度 Code 編號			
	Please enter a zero '0' in the box if there is no employee /vacancy. 如沒有僱員／空缺，請在方格內填 入'0'。			1 \$15,000 or below或以下 2 \$15,001 - \$25,000 3 \$25,001 - \$35,000 4 \$35,001 - \$50,000 5 \$50,001 - \$80,000 6 \$80,001 - \$100,000 7 Above \$100,000以上			
(VI) BUSINESS DEVELOPMENT (focus on business expansion only) (CONTINUED) 業務發展 (只集中業務拓展) (續)							
CLERICAL LEVEL 文員級							
301	Clerk 文員						
306	Telemarketing Representative 電話市場推廣代表						
307	Teller 櫃檯員						
(VII) ACCOUNTING/ FINANCE 會計／財務							
MANAGERIAL LEVEL 經理級							
134	Financial Controller 財務總監						
135	Manager – Accounting 經理—會計						
157	Manager – Finance 經理—財務						
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級							
232	Accounting Officer 會計主任						
243	Finance Officer 財務主任						
308	Accounting Clerk/ Finance Clerk 會計文員／財務文員						
(VIII) INFORMATION TECHNOLOGY 資訊科技							
MANAGERIAL LEVEL 經理級							
136	Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任／總科技主任／經理—資訊科技						
137	E-Commerce/ E-Banking Manager/ Digital Banking Manager 電子商貿／電子銀行經理／數碼銀行經理						
158	Cybersecurity Manager 網絡安全經理						
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級							
233	Computer Operations Officer 電腦運作主任						
234	Programmer/ Technology Officer 程式員／科技主任						
235	System Analyst 系統分析員						
244	Cybersecurity Officer 網絡安全主任						
CLERICAL LEVEL 文員級							
301	Clerk 文員						
309	Computer Operator 電腦操作員						
310	IT Support Operator 資訊科技支援操作員						
(IX) HUMAN RESOURCES 人力資源							
MANAGERIAL LEVEL 經理級							
138	Head – Human Resources 主管—人力資源						
139	Manager – Human Resources 經理—人力資源						
140	Manager – Training/ Learning And Development 經理—培訓／學習及發展						
SUPERVISORY/ OFFICER LEVEL 主管/ 主任級							
236	Human Resources Officer 人力資源主任						
237	Training Officer/ Instructor 訓練主任／導師						
CLERICAL LEVEL 文員級							
301	Clerk 文員						

Includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus.
每月收入包括底薪、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。

Job Code 職位 編號	(A) Principal Job 主要職務 (See Appendix B) (參閱附錄 B)	(B) No. of Employees as at Survey Reference Date 在統計日期的 僱員人數	(C) No. of Vacancies as at Survey Reference Date 在統計日期的 空缺額	(D) Average Monthly Income [#] Range 平均每月收入 [#] 幅度
				Code 編號
				1 \$15,000 or below 或以下 2 \$15,001 - \$25,000 3 \$25,001 - \$35,000 4 \$35,001 - \$50,000 5 \$50,001 - \$80,000 6 \$80,001 - \$100,000 7 Above \$100,000 以上
			Please enter a zero '0' in the box if there is no employee /vacancy. 如沒有僱員／空缺，請在方格內填 入 '0'。	

(X) RISK AND COMPLIANCE 風險及合規

MANAGERIAL LEVEL 經理級

Chief Risk Officer 首席風險主任			
160 Risk Manager - Composite Risk/ Integrated Risk 風險經理—綜合風險／整合風險			
140 Risk Manager - Credit Risk 風險經理—信貸風險			
141 Risk Manager - Market Risk 風險經理—市場風險			
142 Risk Manager - Operation Risk 風險經理—營運風險			
143 Manager - Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢			
144			

SUPERVISORY/ OFFICER LEVEL 主管/ 主任級

Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任			
238 Officer - Composite Risk/ Integrated Risk 主任—綜合風險／整合風險			
245 Officer - Credit Risk 主任—信貸風險			
246 Officer - Market Risk 主任—市場風險			
247 Officer - Operation Risk 主任—營運風險			
248			

CLERICAL LEVEL 文員級

Clerk 文員			
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(XI) SPECIAL FUNCTIONS 特別職務

MANAGERIAL LEVEL 經理級

Company Secretary 公司秘書			
145 Legal Adviser 法律顧問			
146 Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係			
147 Manager - Internal Audit 經理—內部稽核			
148 Business Analyst/ Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員／經理—組織／質素保證／工效優化			
149 Manager - Business Intelligence 經理—商業智能			
150 Manager - Property/Real Estate 經理—產業／房地產			

SUPERVISORY/ OFFICER LEVEL 主管/ 主任級

Internal Audit Officer 內部稽核主任			
239 Officer - Organisation/ / Service Quality & Assurance/ Process Re-Engineering 主任—組織／服務質素及保證／流程工效優化			
240 Officer - Corporate Communications/ Public Relations 主任—企業傳訊／公共關係			
249 Officer - Business Intelligence 經理—商業智能			
250			

OTHER STAFF RELATED TO THE BANKING AND FINANCE INDUSTRY 其他相關銀行及金融業的員工

Other managerial staff 其他經理級員工			
299 Other supervisory / officer staff 其他主管/主任級員工			
399 Other clerical staff 其他文員級員工			
499			

OTHER STAFF OF SUPPORTING SERVICES 其他支援員工

Other supporting staff, such as secretaries and bank guards 其他輔助員工，例如秘書及護衛員等			
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For Official Use

Includes basic salary, overtime pay, cost of living allowance, meal allowance, housing allowance, travel allowance, commission and bonus.
每月收入包括底薪、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。

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 on the expected change of the following **in the next 12 months**. (Please tick in the box as appropriate)

相對於現在，請指出 貴機構預計在**未來十二個月**於下列之預期變化。(請在適當的格內填上“✓”號。)

(i) Business volume

業務額

(a) Better
較佳

+ %

(b) Stable
穩定

(c) Worsen
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 “**better**” or “**worsen**”:

請說明引起**較佳**或**較差**的原因：

2. Other than the principal jobs in Part I, 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. If existing jobs are foreseen to undergo drastic changes in job duties/job specifications, please also provide the information in the table below. (Please tick in the box as appropriate)

除第一部分所列出的職位外，請指出 貴機構未來將會引入的新職位(如有)，以配合行業的新興趨勢。如現有職位將有職務或工作規範上的重大轉變，亦請填寫下表。(請在適當的格內填上“✓”號)

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"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	

Current Employees
現職僱員

3. Please indicate the age range distribution of **full-time employees**.

請指出 貴機構**全職僱員**的年齡分布。

30 or below 30 歲或以下	31 – 45 31 至 45 歲	46 – 60 46 至 60 歲	61 or above 61 歲或以上
%	%	%	%

New Recruitment

新聘僱員

4. Please state the number of full-time employees newly recruited in the past 12 months.
 請列出 貴機構過去十二個月內新招聘的全職僱員人數。

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Total new recruits 新招聘總人數			
(b) Number of new recruits <u>from</u> 新招聘僱員中， <u>來自</u>			
(i) another bank/finance company 另一間銀行／金融機構			
(ii) an insurance company/insurance intermediary/ insurance related company 保險公司／保險中介人／與保險業有關的公司			
(iii) an information technology position from another company 另一間公司而擔任資訊科技職務者			
(iv) a legal/ compliance position from another company 另一間公司而擔任法律/合規職務者			
(v) fresh graduates of banking / finance discipline 應屆銀行／金融學科之畢業生			
(vi) fresh graduates of non-banking / non-finance discipline 應屆非銀行／非金融學科之畢業生			
(c) Number of new recruits of non-local talents and professionals through talent admission scheme(s)* in Hong Kong 透過香港吸引人才計劃*的新招聘非本地專才人數			

* refers to the Top Talent Pass Scheme, General Employment Policy, Admission Scheme for Mainland Talents and Professionals, Quality Migrant Admission Scheme, Technology Talent Admission Scheme, Immigration Arrangements for Non-local Graduates and the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents

指高端人才通行證計劃、「一般就業政策」及輸入內地人才計劃、優秀人才入境計劃、科技人才入境計劃、非本地畢業生留港／回港就業安排、輸入中國籍香港永久性居民第二代計劃。

Employees Left

僱員離職

5. Please state the number of full-time employees left in the past 12 months.
 請列出 貴機構過去十二個月內離職的全職僱員人數。

(a) Managerial
經理級

(b) Supervisory/Officer
主管/主任級

(c) Clerical
文員級

6. Which of the following measures does your establishment prefer to retain talents? (You may tick “✓” one or more options)
 貴機構認為以下哪項項目有效挽留人才？(可剔“✓”選多於一項)

- Education partnerships
商校合作計劃
- Talent Attraction Schemes
吸引人才計劃
- Continuing education incentives
持續教育支援措施
- Research and development grants
科研發展補助措施
- Others, please specify :
其他, 請列明

Preferred Education Level and Years of Experience of Employees

僱員宜有的教育程度及相關年資

7. Please choose preferred education level and years of experience of full-time employees.
請選擇全職僱員宜有的教育程度及相關年資。

Job level 職級	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Education Level (Please tick “✓” 1 box for each job level) 教育程度 (每職級請剔“✓”選一項)			
(i) Postgraduate Degree 研究生學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) First Degree 學士學位	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Sub-degree (e.g. Higher Diploma) 副學位 (例如高級文憑)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Diploma/Certificate 文憑／證書	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Secondary 4 to 7 中四至中七	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Secondary 3 or below 中三或以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Years of Experience (Please tick “✓” 1 box for each job level) 相關年資 (每職級請剔“✓”選一項)			
(i) 10 years or more 十年或以上	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 5 years to less than 10 years 五年至十年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 2 years to less than 5 years 二年至五年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 1 year to less than 2 years 一年至二年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) less than 1 year 一年以下	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>No such level of staff</i> 沒有相關職級員工	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recruitment Difficulties

招聘困難

8. Please indicate the difficulties encountered in recruitment of full-time employees of your establishment in the past 12 months.
請指出 貴機構在過去十二個月招聘全職僱員時所遇到的困難。

Managerial
經理級 Supervisory / Officer
主管/主任級 Clerical
文員級

(a) No recruitment was taken place
沒有招聘

(b) Recruitment was taken place and did not encounter difficulties
有招聘，並沒有遇到困難

(c) Recruitment was taken 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) General labour shortage in Hong Kong
香港勞工短缺情況普遍
- (ii) Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions
專上院校有關學系 (例如工商管理、銀行及金融等) 畢業生人數不足
- (iii) Lack of candidates
缺乏申請人
- (iv) Lack of candidates with relevant experience and training
缺乏具相關經驗及訓練的職位申請人
- (v) Working conditions/remuneration package could not meet recruits' expectation
服務條件／薪酬未能符合求職者的要求
- (vi) Others (please specify):
其他 (請說明) : _____

Business in the Mainland

內地業務

9. (a) Does your establishment have operation in the Mainland as of 3rd March 2025?
在2025年3月3日，貴機構在內地有沒有業務？

Yes 有 No 沒有 ➔ Please go to question 10 請跳至第 10 題

(b) Are there any employees of your establishment stationed or travelling to the Mainland for work?
貴機構會否有員工在內地長駐*或出差到內地工作？

Job level 職級	With employees 有員工	
	Stationed* in the Mainland 長駐*在內地	Travelling to the Mainland 往內地出差
(i) Managerial 經理級	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Supervisory/Officer 主管/主任級	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Clerical 文員級	<input type="checkbox"/>	<input type="checkbox"/>

* Employees who stay in the Mainland for 50% or above of the working time are classified under "Stationed in the Mainland".
長駐是指僱員逗留在內地工作的時間佔其工作時間百分之五十或以上。

(c) Does your establishment

貴機構會否

Yes
會 No
不會

(i) recruit additional employees as result of development in Mainland operation?
因在內地發展業務而須增聘僱員？

(ii) train the existing employees for deal with Mainland operations in terms of control, communication skills and Mainland regulations?
為現有僱員因處理內地業務而提供管理、溝通技巧及內地法規等方面訓練？

Training Needs

培訓需要

10. Please indicate the training needs required to deal with the emerging trend and development of the banking and finance industry.
(You may wish to tick "✓" more than 1 training area for each job level)
請指出僱員的培訓需要以配合銀行及金融業的新興趨勢及發展。(每職級可剔"✓"選多個培訓範疇)

Training 培訓	Managerial 經理級	Supervisory / Officer 主管/主任級	Clerical 文員級
A. General Management Knowledge 一般管理知識			
Core Management and Strategy (核心管理與策略)			
A11 Principles & Practice of Management 管理理論與實務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A12 Strategic Management 策略管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A13 Risk Management 風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A14 Quality Management 優質管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A15 Time Management 時間管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A16 Marketing Management 營銷管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A17 Business Ethics 商業道德	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership and Team Development (領導與團隊發展)			
A21 Leadership 領導才能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A22 Team Building 建立團隊	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A23 Motivation 激勵	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A24 Coaching & Counseling 指導與輔導	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A25 Dealing with Conflict 解決衝突	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Training 培訓	Managerial 經理級	Supervisory / Officer 主管/主任級	Clerical 文員級
A. General Management Knowledge 一般管理知識			
Change and Crisis Management (變革與危機管理)			
A31 Implementing Change 推行變革	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A32 Crisis Management 危機管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A33 Stress Management 壓力管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A34 Problem Solving & Decision Making 解決問題與決策	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human and Relationship Management (人力與關係管理)			
A41 Human Resources Management 人力資源管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A42 Relationship Management 關係管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A43 Talent Management 人才管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Job-related Knowledge 業務知識			
Financial Analysis and Investment (財務分析與投資)			
B11 Financial Statement Analysis 財務報表分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B12 Credit Analysis—Spreading and Ratio Analysis 信用分析 報表闡釋及比率分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B13 Asset Valuation & Portfolio Management 資產估值及組合管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B14 Corporate Finance 企業融資	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B15 Fund Management 基金管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking and Financial Markets (銀行與金融市場)			
B21 Trade Finance 貿易融資	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B22 Foreign Exchange 外匯	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B23 Financial Markets Operations 金融市場運作	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B24 Securities Analysis 證券分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B25 SME Financial Management & Practice 中小企財務管理及實務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B26 International Business Management 國際企業管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B27 Securities & Futures Regulation 證券及期貨條例	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B28 General Insurance 一般保險	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B29 Long Term Insurance 長期保險	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B30 Provident Fund 公積金	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance and Risk Management (合規與風險管理)			
B31 Financial Risk Management 財務風險管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B32 Anti-Money Laundering Compliance 反洗黑錢合規	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B33 Know Your Customer 認識你的客戶	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B34 Anti-Corruption Regulations 反貪污條例	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B35 Compliance of Various Ordinances 不同條例的合規	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B36 Company Law in the Mainland 中國公司法	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emerging Financial Technologies (新興金融科技)			
B41 Financial Engineering 金融工程	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B42 Custodian Services 託管服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B43 Loan Structuring 貸款結構設計	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emerging Financial Technologies (新興金融科技)			
B51 Real Estate Financing 房地產融資	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B52 Mergers and Acquisitions 併購	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B53 Private Equity 私募股權	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B54 ESG knowledge 環境、社會和企業管治知識	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B55 Sustainability 可持續發展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B56 Retail Banking Digital Transformation 零售銀行數字化轉型	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B57 Cryptocurrency 加密貨幣	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B58 Fraud Detection and Prevention 欺詐檢測與預防	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B59 Retail Banking and Wealth Management 零售銀行與財富管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Training 培訓	Managerial 經理級	Supervisory / Officer 主管/主任級	Clerical 文員級
B. Job-related Knowledge 業務知識			
Customer Engagement, Marketing, and Service Excellence (顧客參與、營銷與卓越服務)			
B61 Marketing/Selling Skills 市場推廣／銷售技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B62 Enhancing Quality Customer Services 提升顧客服務質素	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B63 Customer Relationship Management 顧客關係管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B64 Design Thinking 設計思維	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B65 Data Privacy and Protection 數據隱私與保護	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Generic/Technological Skills 通用 / 科技技能			
Technological Competence (科技能力)			
C11 Data Analytics 數據分析	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C12 Artificial Intelligence 人工智能	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C13 Blockchain 區塊鏈	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C14 Cloud Computing 雲端運算	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C15 Big Data 大數據	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C16 FinTech 金融科技	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C17 Cybersecurity 網絡安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C18 Robotic Process Automation 機器人流程自動化	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C19 Web 3.0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C20 Information Systems Application Skills 資訊系統應用技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication and Presentation Skills (溝通與演說技巧)			
C21 English Writing 英文書寫	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C22 Spoken English 英語會話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C23 Chinese Writing 中文書寫	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C24 Cantonese 廣東話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C25 Putonghua 普通話	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C26 Communication Skills 溝通技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C27 Presentation Skills 演說技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal and Emotional Intelligence (人際與情商技能)			
C31 Interpersonal Skills 人際關係技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C32 Customer Psychology 顧客心理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C33 Mediation Skills 調解技巧	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C34 Emotional Intelligence 情商	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C35 Diversity, Equity, and Inclusion 多元、平等和包容	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Others (Please specify) 其他 (請註明)			
D99 (i) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D98 (ii) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D97 (iii) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No such level of staff 沒有相關職級員工			

End of Questionnaire. Thank You for Your Co-operation.
問卷完，多謝合作。

The 2025 Manpower Survey of the Banking and Finance Industry
銀行及金融業 2025 年人力調查

Explanatory Notes
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 establishment. For detailed job descriptions for principal jobs, please refer to Appendix B.
請瀏覽‘A’欄，選取適用於貴機構的主要職務。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 establishment. 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機構所採用。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 establishment are split between two or more job titles, please use the job title that best describes his/her principal responsibility.
如貴機構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.
如貴機構另有銀行及金融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 Employees as at Survey Reference Date - Column 'B'
在統計日期的僱員人數——‘B’欄

For each principal job, please fill in the total number of full-time employees as at survey reference date.
請填寫貴機構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 working full-time (i.e. at least 4 weeks a month, and not less than 18 hours in each week) under the payroll of the establishment. These include proprietors and partners working full-time for the establishment. These definitions also apply to ‘full-time employee(s)’ appearing in other parts of the questionnaire.

「全職僱員」指在貴機構內全職工作（即每月最少四週、每週不少於十八小時）的受薪人員，其中包括在機構內全職工作的東主及合夥人。調查表內所出現的「全職僱員」等詞，定義亦同。

3. Number of Vacancies as at Survey Reference Date - Column 'C'
在統計日期的空缺額——‘C’欄

Please fill in the number of existing full time vacancies as at Survey Reference Date. ‘Existing Vacancies’ refer to those unfilled, immediately available job openings for which the establishment 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。「空缺額」是指該職位於統計參考日期仍懸空，須立刻填補，而現正積極招聘人員填補。

4. Average Monthly Income of Employees - Column 'D'
僱員之每月平均薪酬——‘D’欄

Please enter the code of average monthly income during the past 12 months for each principal job of full time employee(s). 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‘D’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。如貴機構有多於一名僱員擔任同一主要職務，則請取平均收入。

Part II **第二部份**

5. Question 1 - Expected Change in Future

問題 1 — 未來變化

When comparing with the current situation, please indicate your views on the expected change in the next 12 months.
相對於現在，請指出 貴機構預計在未來十二個月之預期變化。

(i) Business volume and provide the reasons leading to the better or worsen.

業務額及指出引起較佳或較差的原因。

(ii) Number of Full-time employees

全職員工數目

6. Question 2 – New Job Position

問題 2 — 新職位

◆ 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 貴機構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 jobs that are foreseen to undergo drastic changes in job duties/job specifications.

請指出預計將有職務或工作規範上重大轉變的現有職位。

7. Question 3 - Age Distribution of Employees

問題 3 — 僱員年齡分布

Please indicate the age range distribution of full-time employees.

請指出 貴機構全職僱員的年齡分布。

8. Question 4 - New Recruitment

問題 4 — 新聘僱員

◆ Please fill in the total number of full-time employees who were newly recruited in the past 12 months.
請填寫 貴機構在過去十二個月內新招聘的全職僱員總人數。

◆ Please fill in the number of new recruits from another bank/finance company.
請填寫 貴機構的新招聘中，來自另一間銀行／金融機構的僱員人數。

◆ Please fill in the number of new recruits from an insurance company/insurance intermediary/ insurance related company
請填寫 貴機構的新招聘中，來自保險公司／保險中介人／與保險業有關的公司的僱員人數。

◆ Please fill in the number of new recruits from an information technology position from another company.
請填寫 貴機構的新招聘中，來自另一間公司而擔任資訊科技職務者的僱員人數。

◆ Please fill in the number of new recruits from a legal/ compliance position from another company.
請填寫 貴機構的新招聘中，另一間公司而擔任法律/合規職務者的僱員人數。

◆ Please fill in the number of new recruits from fresh graduates of banking / finance discipline.
請填寫 貴機構的新招聘中，來自應屆銀行／金融學科之畢業生的僱員人數。

◆ Please fill in the number of new recruits from fresh graduates of non-banking / non-finance discipline.
請填寫 貴機構的新招聘中，來自應屆銀行／金融學科之畢業生的僱員人數。

◆ Please fill in the number of new recruits of non-local talents and professionals through talent admission scheme(s)* in Hong Kong.
請填寫 貴機構的新招聘中，透過香港吸引人才計劃*的新招聘非本地專才人數。

* refers to the Top Talent Pass Scheme, General Employment Policy, Admission Scheme for Mainland Talents and Professionals, Quality Migrant Admission Scheme, Technology Talent Admission Scheme, Immigration Arrangements for Non-local Graduates and the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents

指高端人才通行證計劃、「一般就業政策」及輸入內地人才計劃、優秀人才入境計劃、科技人才入境計劃、非本地畢業生留港／回港就業安排、輸入中國籍香港永久性居民第二代計劃。

Part II (continued)

第二部份 (續)

9. Question 5 – Employees who had left the establishment

問題 5 — 已離職僱員

Please fill in the number of full-time employees who had left in the past 12 months.

請填寫 貴機構過去十二個月內，全職僱員的離職人數。

10. Question 6 – Retain Talents

問題 6 — 挽留人才

Please indicate the measure that your establishment prefers to retain talents.

請指出 貴機構認為有效挽留人才的項目。

11. Question 7 – Preferred Education Level and Years of Experience of Full-Time Employees

問題 7 — 全職僱員宜有的教育程度及相關年資

Please indicate the preferred level of education and years of experience of full-time employees.

請選擇全職僱員宜有的教育程度及相關年資。

Definition of Preferred Level of Education:

宜有教育程度的定義：

- ◆ “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 of Applied Education (DAE), 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、應用教育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。

12. Question 8 – Recruitment Difficulties

問題 8 — 招聘困難

Please indicate the difficulties encountered in the recruitment of full-time employees of your establishment in the past 12 months.

請指出 貴機構在過去十二個月在招聘全職僱員時遇到的困難。

Part II (continued)

第二部份 (續)

13. Question 9 - Business in the Mainland

問題 9 — 內地業務

Please indicate that if:

請指出：

- (a) your establishment has operation in the Mainland;
貴機構在內地有沒有業務；
- (b) there are any employees of your establishment stationed or travelling to the Mainland for work;
貴機構會否有員工在內地長駐或出差到內地工作；
- (c) your establishment recruits additional employees and trains the existing employees as a result of development in Mainland operation.
貴機構會否因在內地發展業務而增聘僱員及訓練現職僱員。

14. Question 10 – Training Needs

問題 10 — 培訓需要

Please indicate the training needs required to deal with the emerging trend and development of the banking and finance industry.

請指出僱員的培訓需要以配合銀行及金融業的新興趨勢及發展。

2025 Manpower Survey of the Banking and Finance Industry
銀行及金融業 2025 年人力調查

Description for the Principal Jobs
主要職務的工作說明

Code 編號	Principal Job 主要職務	Job Description 工作說明
ADMINISTRATION AND MANAGEMEMNT 行政與管理		
Managerial Level 經理級		
101	Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director 行政總裁／營運總監／首席財務官／常務董事／總經理／執行董事	Provides leadership and direction to achieve the goals and objectives of the company. Develops and guides the corporate strategy, action plans, risk policy, annual budgets and business plans. 統領員工，定出方向，實踐公司目標。發展及推行機構策略、工作計劃、風險政策、每年財政預算及業務計劃。
102	Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	Assists Chief Executive Officer/ Chief Financial Officer/ Chief Operating Officer to develop and guide the corporate strategy, action plans, risk policy, annual budgets and business plans. 協助行政總裁／首席財務官／營運總監發展及推行機構策略、工作計劃、風險政策、每年財政預算及業務計劃。
103	Chief Representative 首席代表	Supervises the activities of the representative office. Collects information on the local market and coordinates with head office on business development opportunities. 監督外國銀行本港代表辦事處的工作。收集有關本地市場的資料，並與海外總行合作，開拓業務發展機會。
104	Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	Assists the top management to carry out business and action plans. 協助高層管理人員執行業務和工作計劃。
105	Manager – Administration 經理—行政	Manages the administrative function of the company. 管理機構的行政工作。
106	Zone/ District Manager 區域經理	Manages the network of branches in the specified zone, including corporate banking/ commercial banking/ private banking/ wealth management. Plans the overall strategies on marketing, staffing and business expansion within the zone. Coordinates all activities among branches within the zone. 管理指定區域內的分行網絡，包括企業銀行/商業銀行/私人銀行/財富管理。策劃區內整體市場推廣、人事編配及業務擴展策略。統籌區內分行所有工作。
130	Head – Insurance Products 主管—保險產品	Plans, develops and promotes insurance products of the company. Manages the daily operation of the insurance products department. 策劃、發展及推廣公司的保險產品。管理保險產品部的日常運作。
131	Head – Mandatory Provident Fund 主管—強制性公積金	Plans, directs and monitors activities of the Mandatory Provident Fund (MPF) Services Department. Manages the daily operation of the MPF department. 策劃、指導及監察強制性公積金服務部的工作。管理強制性公積金服務部的日常運作。
132	Head – Trust 主管—信託	Plans, directs and controls the activities of trust department. Provides estate administration services to customers. Manages, develops and maintains personal and corporate trust businesses. 策劃、指導及監察信託部工作。為客戶提供遺產管理服務。管理、發展及維持個人及團體的信託業務。
133	Head – Phone Banking/ Call Centre 主管—電話理財／電話服務中心	Plans, directs and supervises workflow of the phone banking/call centre, maintains and ensures efficient and high quality services delivered to customers. 策劃、指導及監督電話理財／電話服務中心的工作流程，維持及確保為客戶提供高效率和優質的服務。
151	Head – Investment Products 主管—投資產品	Plans, develops and promotes investment products of the company. Manages the daily operation of the investment products department. 策劃、發展及推廣公司的投資產品。管理投資產品部的日常運作。

Code 編號	Principal Job 主要職務	Job Description 工作說明
ADMINISTRATION AND MANAGEMENT 行政與管理		
Supervisory/ Officer Level 主管／主任級		
201	Administration Officer 行政主任	Assists managers to perform administrative work in various departments of the company. 協助經理於公司的不同部門執行行政工作。
202	Management Trainee 見習主任	Assimilates supervisory level knowledge and expertise from various departments through on-the-job and off-the-job training. Prepares to take up a supervisory position after the completion of training programmes. 透過在職及職外訓練，在多個部門汲取有關督導工作的知識及技巧。完成訓練後可擔任督導級職位。
203	Representative 代表	Assists the chief representative in carrying out activities of the representative office. 協助首席代表推行外國銀行本港代表辦事處的工作。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
TREASURY AND CAPITAL MARKETS 庫務及資本市場		
Managerial Level 經理級		
107	Head of Treasury and Capital Markets 庫務及資本市場主管	Directs all activities of the treasury department. Controls company's cashflow and nostro account reconciliation. Manages the overall liquidity requirements of the company. 主管庫務部門的工作。控制公司現金流量及我方帳戶對賬。管理公司整體流動資金的需求。
108	Manager – Treasury and Capital Markets (Front and Mid-Office) 經理—庫務及資本市場(前台和中台)	Executes transactions for retail and corporate customers. Promotes relationship with other institutions, dealers and brokers. Researches and analyses all available data to keep the company and customers informed of changing market conditions. 執行零售銀行和企業銀行客戶的交易。按預定的指引獨立處理事務。促進與其他機構、交易員及經紀之間關係。研究及分析現有數據，讓公司及客戶得知最新市場情況。
109	Manager – Treasury and Capital Markets (Back Office) 經理—庫務及資本市場(後台)	Establishes operational procedures for treasury and capital markets transactions. Confirms deals and authorises payments. Monitors the operations of the real time settlement systems. Plans and develops the remittance strategies for the company. 為庫務及資本市場交易訂立程序。確定交易及授權付款。監管即時交收制度運作。策劃及擬訂匯款策略。
110	Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	Plans and conducts research on various business and economic situations. Summarises and interprets research findings, especially for the current and long-term trends in investment risks and measurable economic influences on investments. Prepares detailed study reports on commercial and industrial sectors and other activities of the economy. 策劃及進行各行業情況及經濟動向研究。概述及闡釋調查結果，特別是目前及長期的投資風險趨勢，以及影響投資的可計量經濟因素。擬備有關工商業狀況及經濟動向的詳細研究報告。
Supervisory/ Officer Level 主管／主任級		
204	Treasury and Capital Markets Trader 庫務及資本市場操盤員	Deals independently within authorised limits or with advice from seniors in currency trading and money market activities. Provides quotes and executes orders. 在授權範圍內或在上級指導下，獨立進行外幣買賣及拆放市場交易。提供報價和執行交易命令。
205	Remittances Officer 匯兌主任	Supervises facilities for the transfer of funds to and from overseas as well as money exchange operations through counter services. 監督調撥資金往海外或從海外調撥資金的服務，以及於櫃檯進行的貨幣兌換交易。
206	Officer – Treasury and Capital Markets (Front and Mid-Office) 主任—庫務及資本市場 (前台和中台)	Assists Manager – Treasury and Capital Markets (Front and Mid-Office) to carry out activities related to the treasury and capital markets transactions. 協助經理—庫務及資本市場(前台和中台)處理庫務及資本市場相關的交易工作。
207	Officer – Treasury and Capital Markets (Back Office) 主任—庫務及資本市場 (後台)	Assists Manager – Treasury and Capital Markets (Back Office) to carry out activities related to the operation of treasury and capital markets transactions. 協助經理—庫務及資本市場(後台)處理庫務及資本市場交易相關的營運工作。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
INVESTMENT 投資 (may include securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes) (可包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃)		
Managerial Level 經理級		
111	Chief Investment Officer/ Manager – Investment 總投資主任／經理—投資	Plans and executes overall investment strategies of the company. Implements investment policy and distribution policy. Manages the investment and fund portfolios. Plans, directs and controls activities of the department or institution customers. 策劃及執行公司整體投資策略。推行投資及分惠政策。管理投資計劃及基金組合。策劃、指導及操控部門或機構客戶的活動。

Code 編號	Principal Job 主要職務	Job Description 工作說明
INVESTMENT 投資 (may include securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes) (可包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃)		
112	Portfolio Manager 投資組合經理	Supervises the day-to-day administration of investment portfolios for customers or funds. Selects investment products for the investment portfolios. Promotes various investment portfolios to customers. 為客戶或基金，監督投資組合的日常管理工作。選擇投資產品作投資組合。向客戶推廣各類投資組合。
113	Manager – Investment Advisory Services 經理—投資諮詢服務	Provides advisory services to individual and institution customers. Supervises a team of advisers and oversees the investment services operation. 策劃、指導及監控投資產品部工作。向個別客戶或機構客戶提供顧問服務。監督一組顧問團隊，並監察投資業務的操作。
114	Manager – Dealing Room 經理—交易室	Buys and sells securities, derivatives, precious metals, leveraged foreign exchange or commodities for proprietary accounts and customers. Monitors margin and compliance requirements. Supervises the operation of the dealing room. 為公司帳戶及客戶買賣證券、衍生工具、貴金屬、槓桿式外匯或商品。監管保證金交易，並確保符合有關規定。監督交易室的運作。
115	Responsible Officer/ Registered Manager 負責人員／註冊司理人	Ensures that the company has complied with the Securities & Futures Ordinance or the rules stipulated by the Chinese Gold and Silver Exchange Society and be responsible for any irregularities. 確保公司遵守證券及期貨條例或金銀業貿易場的監管規則，並為任何違規行為負責。
116	Manager – Investment Settlement 經理—投資結算	Establishes operational procedures for investment transactions. Confirms deals and authorises payments. Monitors the operations of the real time settlement systems. Produces statement and performs other settlement duties with exchanges. 為投資交易訂立程序。確定交易及授權付款。監管即時交收制度運作。策劃及擬訂匯款策略。
118	Sales Manager 銷售經理	Provides investment advice to investors on their assets. Achieves sales and business targets which include new client acquisition and existing clients' asset management. Monitors sales activities and performs control assessment to ensure compliance with internal and external regulatory requirements. Builds and maintains relationships with the clients. Provides timely investment information to business partners and maintains their awareness of the company's investment products. Coordinates client request for proposal responses with the relevant teams and prepares presentation material pitch books by working closely with the internal teams. 為投資者提供有關資產的投資建議。實現銷售及經營目標，其中包括拓展新的客戶和現有客戶的資產管理。監察銷售活動，並進行監控評估以確保符合內部和外部的監管要求。建立並維繫與客戶的關係。向業務合作夥伴提供適時的投資信息，並維持他們對公司投資產品的關注。與相關的團隊協調以應對客戶的查詢和提供建議方案，並通過與內部團隊緊密合作，編寫業務介紹簡報。
Supervisory/ Officer Level 主管／主任級		
208	Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	Advises customers of market conditions and the history and prospects of various corporations. Presents features of selected fund portfolios and investment products to customers. Calculates rates of proposed plans. Advises customers of the selection of unit trusts or mutual funds units and other investment products. 按照客戶指示買賣單位信託基金、互惠基金或其他投資產品。向客戶提供有關市場情況、各間公司的歷史和前景的意見。向客戶介紹選定的基金組合及投資產品。計算建議計劃的息率。為客戶提供有關選擇單位信託或互惠基金及其他投資產品的意見。
209	Investment Analyst 投資分析員	Collects, analyses and evaluates economic, market and company data for investment purposes. Reviews and makes investment recommendations. Produces research reports. 收集、分析及評估有關經濟、市場及公司狀況等資料，以作投資參考。檢討並提出投資建議。編寫研究報告。
210	Dealer 交易員	Provides quotes and executes orders. 提供報價和執行交易指令。
211	Customer Service Officer – Investment Service 客戶服務主任—投資服務	Handles customer enquiries and performs transactions with customers. Performs telemarketing activities by promoting investment services products to potential customers. Reminds customers of settling accounts payables. 處理客戶查詢並執行客戶的交易。透過電話推廣活動推介投資產品予準客戶。提醒客戶結算應付的款項。
212	Investment Officer 投資主任	Assists Manager - Investment Advisory Services to carry out the activities of the investment product department. 協助經理—投資諮詢服務執行投資產品部的工作。
213	Account Executive/ Sales Officer 客戶主任／營業主任	Promotes the sales of various investment products trading services to customers. 向客戶推廣銷售不同投資產品交易服務。

Code 編號	Principal Job 主要職務	Job Description 工作說明
INVESTMENT 投資 (may include securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes) (可包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃)		
214	Settlement Officer 結算主任	Handles all aspects of investment products operations in areas of settlement, nominee and custodian services, etc. 處理所有關於結算、代理人及代管人服務等的投資產品運作事宜。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
302	Dealing Assistant 交易助理	Assists the dealer to carry out clients' orders and performs clerical duties in the dealing room. 協助交易員處理客戶的交易及執行交易室內的文書工作。
OPERATIONS 營運		
Managerial Level 經理級		
152	Head – Operations 主管—營運	Plans, manages and leads the operations of the company, including counter and customer services, personnel matters, office security and administration. Directs the activities of operational units of the division to provide accurate and timely services to support the overall operations. 策劃、管理及領導公司業務的運作，包括櫃檯及客戶服務、人事、辦公室保安及行政。指導該部門營運單位的活動，以提供準確適時的服務，以支持整體運營。
119	Manager – Trade Finance Operations 經理—貿易融資運作	Manages the activities of trade finance operations. Directs the operating units of the division to provide accurate and timely services on the finance of imports and exports with or without letters of credit, collections, incoming and outgoing payments, foreign exchange, indemnities of letters of credit and acceptances in support of trade financing transactions. 管理貿易融資運作。指引部門內的運作單位，提供準確及適時的融資服務，包括是否有信用證的出入口融資、託收、收款付款、外匯、信用證的承兌或擔保。
153	Manager – Operations 經理—營運	Manages the operational activities, including counter and customer services, personnel matters, office security and administration. Supervises the operation of the company excluding duties related to sales and risk control. 管理營運活動，包括櫃檯及客戶服務、人事、辦公室保安及行政。監督公司的營運，但與銷售及風險控制相關職務除外。
Supervisory/ Officer Level 主管／主任級		
216	Trade Finance Operations Officer 貿易融資營運主任	Supervises and directs the provision of accurate and timely service on the finance of imports and exports with or without letters of credit, collections, incoming and outgoing payments, foreign exchange, indemnities of letters of credit and acceptances in support of trade financing transactions. 監督及指導員工，提供準確及適時的融資服務，包括是否有信用證的出入口融資、託收、收款／付款，外匯、信用證的承兌或擔保。
217	Quality Assurance Officer 質素保證主任	Receives and handles customer complaints. Acts as a middle person to assist in the resolution of monetary disputes between the customer and the financial institution. Deals with the regulator. 負責接收及處理客戶投訴。扮演中間人角色，協助客戶和金融機構解決金融糾紛。應對監管機構。
218	Operations Officer 營運主任	Assists in the supervision of operations including counter and customer services, personnel matters, office security and administration. Involves in the operation of the company excluding duties related to sales and risk control. 協助監督業務的運作，包括客戶服務、人事、辦公室保安及管理。參與公司的業務運作但並不包括銷售及風險控制的職務。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
303	Cashier 出納員	Monitors cash movements and daily cash positions. Establishes the cash journal in record. Assists tellers in providing counter services as required. 監管現金流動情況及每日現金頭寸。建立現金日記帳記錄。協助櫃檯服務員提供客戶所需服務。
304	Receptionist/ Greeter 接待員／電話操作員	Greets visitors and directs visitors and incoming telephone calls to appropriate sections for service. 招待訪客，並將訪客及來電轉介至適當部門。
305	Trade Finance Operations Checker 貿易融資運作核對員	Examines documents to ensure compliance with terms of documentary credits and collections. Informs customers of discrepancies and arranges amendment or waiver. Confirms charges levied on bills accounts complying with rules and guidelines established by management. 查驗文件以確保符合信用證及託收條款。通知客戶有關差異，並安排修改或豁免條款規定。確保收取的押匯費用符合管理層的規定及指引。

Code 編號	Principal Job 主要職務	Job Description 工作說明
CREDIT AND LOANS 信貸及放款		
Managerial Level 經理級		
154	Head – Credit and Loans 主管—信貸及放款	Directs all activities in relation to credit and loans. Leads the overall credit and loan operations in accordance with established policies and procedures. 指導與信貸和放款有關的所有活動。根據既定的政策和程序，領導整個信貸和放款的營運工作。
120	Manager – Loan Operation 經理—貸款業務	Manages departmental activities in relation to loan operation in accordance with established policies and procedures. 按照公司既定政策及程序，管理貸款業務部工作。
121	Manager – Credit Management 經理—信貸管理	Manages departmental activities in relation to the provision of credit facilities to customers in accordance with established policies and procedures. Assesses and approves client's credit application. Supervises, directs and controls commercial/consumer lending activities. 按照公司既定政策及程序，管理信貸部工作。審核及批准客戶的信貸申請。監督、指導及控制商業／消費信貸活動。
122	Manager – Credit Card 經理—信用卡	Manages the operation of the credit card department including new card issues, credit/cash advances to cardholders and collection of debts, etc. Plans sales and marketing activities to expand credit card business. Provides adequate security measures to safeguard the interests of the parties concerned. 管理信用卡部門的運作，包括簽發新卡、向信用卡持有人提供信貸／現金墊款及收取債款。策劃銷售及市場推廣活動，以拓展信用卡業務。提供足夠措施，保障各有關方面的權益。
Supervisory/ Officer Level 主管／主任級		
219	Credit/ Loan Officer 信貸／放款主任	Supervises the collection and analysis of financial data of loan accounts, assesses the value of collaterals and maintains an up-to-date credit library for assessment of credit facilities. Evaluates and processes loan applications. Monitors loan repayment activities and consults solicitors on legal actions to collect loans of doubtful and bad accounts. Conducts enquiries on and keeps records of customers' background and history, financial strength and loan commitments, results of company searches, reports from relevant trade and commerce associations, and newspaper clippings and other references. Attends to requests from financial institutions and other reputable parties on customers' credit standing and general information. 監督收集及分析貸款帳戶的財務資料，評估抵押品的價值，維持最新的信貸資料庫以便評估信貸額。評估及處理貸款申請。監管還款事宜，並諮詢律師意見，以便採取法律行動追討問題帳戶及壞帳戶的貸款。查詢及保存客戶的歷史及背景資料、財政實力及放款債務報告、公司查冊結果、工商團體報告、新聞剪報及其他有關資料。回覆財務機構及其他具信譽組織的查詢，以便提供有關客戶信貸情況及一般資料。
220	Credit Analyst 信貸分析員	Evaluates the financial strength of loan accounts by performing credit analyses. Prepares credit proposals in accordance with results of credit analyses. 進行信貸分析，以評估貸款帳戶的財政實力。根據授信分析的結果擬備貸款建議書。
221	Credit Card Officer 信用卡主任	Assists the Manager - Credit Card in carrying out some of the functions, such as marketing the credit card business, implementing credit policies, supervising the operations of credit card accounts, or monitoring past-due bills and delinquent accounts. 協助「經理—信用卡」執行部分職務，例如推廣信用卡業務、推行信貸政策、督導信用卡帳戶的運作、監管過期票據及怠帳等。
222	Hire Purchase/ Leasing Officer 分期付款／租賃主任	Supervises the operation of installment loan and leasing activities. Maintains relationships with equipment and vehicle dealers to promote and develop business. 監督分期貸款及租賃工作。與機器設備及汽車經紀保持聯繫，以推廣及拓展業務。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
BUSINESS DEVELOPMENT (FOCUS ON BUSINESS EXPANSION ONLY) 業務發展(只集中業務拓展)		
Managerial Level 經理級		
125	Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 業務經理—企業銀行／商業銀行／財務機構／國外同業部	Plans, develops and conducts marketing activities to cultivate and develop trade finance, project finance, syndicated facilities and other corporate/commercial bank products. Manages banking facilities accorded to corporate/commercial customers. Supervises the international banking business department. Deals with interbank activities. Recommends credit lines for transactions with correspondent banks. 策劃、發展及推行市場推廣活動，開拓建立貿易／項目融資計劃、集團放款業務，以及其他企業／商業銀行產品。管理企業／商業客戶的各類銀行信貸。監督國際銀行業務部工作。處理銀行間業務，並就銀行與同業間交易的信貸限額提出建議。
126	Business Manager – Marketing 業務經理—市場推廣	Plans, directs and coordinates marketing research, segment analysis and marketing activities. 策劃、指導及統籌市場研究工作、市場分割分析和營銷活動。

Code 編號	Principal Job 主要職務	Job Description 工作說明
BUSINESS DEVELOPMENT (FOCUS ON BUSINESS EXPANSION ONLY) 業務發展(只集中業務拓展)		
127	Business Manager – Private Banking 業務經理—私人銀行	Identifies and develops relationships with high net worth individuals or families from a specified target segment. Provides services such as multi-currency deposit accounts, foreign exchange, global portfolio management and trustee services. 在指定的客戶群內，與高資產的個人或家庭開展業務關係。提供服務包括多種貨幣存款、外匯以至全球投資組合管理及信託服務。
128	Business Manager – Customer Relationship/ Personal Banking 業務經理—客戶關係／個人銀行	Provides financial planning/wealth management services to customers. Promotes various investment, insurance and banking products to meet business targets. 為客戶提供財務規劃／財富管理服務。推銷各種投資、保險和銀行產品，以達到業績目標。
155	Business Manager –Investment Products 業務經理—投資產品	Provides financial planning/ wealth management services to customers. Promotes various investment products to meet business targets. 為客戶提供財務規劃／財富管理服務。推銷各種投資產品，以達到業績目標。
129	Manager – Branch 經理—分行	Manages business development, customer services, operations, loans, and personnel administration within the framework of organisation policies and procedures. Directs branch staff in providing services to customers, establishes objectives in all areas of branch performance and meets the profitability targets of the branch. 因應機構政策及程序，管理分行業務發展、客戶服務、日常運作、貸款服務及人事。指導職員為客戶提供服務，訂定各項工作目標，以達至分行的利潤指標。
117	Product Manager–Banking and Finance 產品經理—銀行及金融	Leads key banking and finance product development and management efforts across the subset of investment products. Understands and analyzes key trends within the asset class, and positioning of competitors. Devises investment strategies and manages portfolio of investment products. Performs financial analysis, modelling and valuation of investment targets. Following on marketing initiatives. Works with external services providers (such as transfer agent, investment products custodian) for implementing investment products setup. Assists to follow up on all investment products queries from sales and marketing team. 領導主要銀行及金融產品開發和管理工作。理解並分析資產類別中的關鍵趨勢和競爭對手的定位。策劃投資策略和管理投資產品的組合。金融分析，建構投資模型和投資目標的估值。跟進營銷計劃。與服務提供者合作（如過戶代理人，投資產品託管人）執行有關投資產品的成立工作。協助跟進有關銷售和營銷團隊的投資產品查詢。
156	Product Manager – Investment 產品經理—投資	Promotes various investment products, including securities, derivatives, precious metals, leveraged foreign exchange and collective investment schemes to meet business targets. Leads key investment product development and management efforts across the subset of investment products. Understands and analyzes key trends within the asset class, and positioning of competitors. Devises investment strategies and manages portfolio of investment products. Performs financial analysis, modelling and valuation of investment targets. Following on marketing initiatives. Works with external services providers (such as transfer agent, investment products custodian) for implementing investment products setup. Assists to follow up on all investment products queries from sales and marketing team. 推廣各種投資產品，包括證券、衍生工具、貴金屬、槓桿式外匯及集體投資計劃，以達到業務目標。領導主要投資產品開發和管理工作。理解並分析資產類別中的關鍵趨勢和競爭對手的定位。策劃投資策略和管理投資產品的組合。金融分析，建構投資模型和投資目標的估值。跟進營銷計劃。與服務提供者合作（如過戶代理人，投資產品託管人）執行有關投資產品的成立工作。協助跟進有關銷售和營銷團隊的投資產品查詢。
Supervisory/ Officer Level 主管／主任級		
223	Business Development Officer 業務發展主任	Solicits business from existing and prospective customers. Prepares call reports and credit proposals. Monitors portfolios and brings issues to management's attention as required. 向現有及準客戶招徠業務。擬備客戶探訪報告及貸款建議書。監管各類放款項目，並在有需要時知會管理層。
224	Relationship Officer – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 客戶關係主任—企業銀行／商業銀行／財務機構／國外同業部	Assists Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking to conduct marketing activities on trade finance, project finance, syndicated facilities and other corporate/ commercial bank products. Assists in supervising the international banking business department. Offers support when dealing with interbank activities. Recommends credit lines for transactions with correspondent banks. 協助業務經理—企業銀行／商業銀行／／財務機構／國外同業部進行貿易／項目融資計劃、銀團貸款及其他企業／商業銀行產品的推廣活動。協助監督國際銀行業務部工作。提供支援以處理銀行間業務，並就銀行與同業間交易的信貸限額提出建議。
225	Telemarketing Officer 電話市場推廣主任	Promotes company products and services through telephone calls. 透過電話推廣公司產品及服務。

Code 編號	Principal Job 主要職務	Job Description 工作說明
BUSINESS DEVELOPMENT (FOCUS ON BUSINESS EXPANSION ONLY) 業務發展(只集中業務拓展)		
226	Relationship Officer – Private Banking 客戶關係主任—私人銀行	Assists Manager – Private Banking to conduct marketing activities and provide banking and related services to high net worth individuals or families from a specified target segment. 協助「經理—私人銀行」進行營銷活動並為指定客戶群內的高資產個人或家庭提供銀行及相關服務。
227	Customer Services Officer/ Relationship Officer – Personal Banking 客戶服務主任／客戶關係主任—個人銀行	Assists the Business Manager – Customer Relationship/ Personal Banking to deliver customer service and advice to customers in all interactions for transactional enquiries, complaints, and other service-related issues. Assists to promote various investment, insurance and banking products to customers. 協助業務經理—客戶關係／個人銀行提供客戶服務及全方位建議，包括交易查詢、處理投訴和其他相關服務。協助向客戶推廣各種投資、保險和銀行產品。
241	Customer Services Officer/ Relationship Officer – Investment Products 客戶服務主任／客戶關係主任—投資產品	Assists the Business Manager – Investment Products to deliver customer service and advice to customers in all interactions for transactional enquiries, complaints, and other service-related issues. Assists to promote various investment products to customers. 協助業務經理—投資產品提供客戶服務及全方位建議，包括交易查詢、處理投訴和其他相關服務。協助向客戶推廣各種投資產品。
228	Insurance Products Officer 保險產品主任	Advises individual and corporate customers of insurance products and maintains customer relations in respect of insurance products. Supervises the daily operation of the insurance product department and helps the Manager - Insurance Products plan and develop insurance products strategies and promote the sales of various insurance products. 為個人及公司客戶提供保險產品的意見，並維繫客戶關係。監督保險產品部日常運作並協助「經理—保險產品」策劃及發展保險產品策略及推廣不同保險產品的銷售。
229	Mandatory Provident Fund Officer 強制性公積金主任	Advises individual and corporate customers of the MPF Schemes and maintains customer relations in respect of MPF services. Assists the Manager - Mandatory Provident Fund to implement and monitor the plans and activities of the Mandatory Provident Fund Services Department. 為個人及公司客戶提供強制性公積金計劃的意見，並維繫客戶關係。協助「經理—強制性公積金」執行及監察強制性公積金服務部的計劃及業務。
230	Trust Officer 信託主任	Settles estates, administers trust and performs agency services. 管理遺產、執行信託責任及提供代理人服務。
231	Phone Banking/ Call Centre Officer 電話理財／電話服務中心主任	Handles customer enquiries and complaints and performs banking/securities transactions with customers. Performs telemarketing activities by promoting personal banking products to potential customers. 處理客戶查詢及投訴，並執行客戶的銀行／證券交易。透過電話推廣活動推介個人銀行產品予準客戶。
215	Product Officer–Banking and Finance Products 產品主任—銀行及金融產品	Assists the Product Manager – Banking and Finance to implement the activities related to banking and finance product development. 協助產品經理—銀行及金融執行與銀行和金融產品開發相關的活動。
242	Product Officer–Investment Products 產品主任—投資產品	Assists the Product Manager – Investment to implement activities related to investment products development. 協助產品經理—投資執行與投資產品開發相關的活動。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
306	Telemarketing Representative 電話市場推廣代表	Assists the Telemarketing Officer to promote company products and services through telephone calls. 協助「電話市場推廣主任」，透過電話推廣公司產品及服務。
307	Teller 櫃檯員	Performs counter services and cross-sells banking products and services as well as supporting back-end branch operations. 負責櫃檯服務，推銷各類銀行產品及服務，以及支援分行的後勤營運工作。
ACCOUNTING/ FINANCE 會計/財務		
Managerial Level 經理級		
134	Financial Controller 財務總監	Develops, implements accounting and financial policies and procedures. Oversees management information adequacy and the compliance with statutory requirements. Assesses strategic initiatives including mergers, acquisitions and diversions. 發展及推行會計與財務政策及程序。監察管理資料是否足夠及符合法定要求。評估策略性工作，包括合併、收購及業務多元化等。
135	Manager – Accounting 經理—會計	Manages accounting activities and develops accounting and control procedures. Supervises the preparation of reporting requirements. 管理會計工作，發展會計及管理程序。監督報表編製工作，以符合監管機構的呈報規定。

Code 編號	Principal Job 主要職務	Job Description 工作說明
ACCOUNTING/ FINANCE 會計/財務		
157	Manager – Finance 經理—財務	<p>Manages, interprets and reviews financial activities and information. Provides advice to management and stakeholders related to financial status and analysis, and develops long-term business plans based on financial reports. Reviews, monitors and manages budgets. Predicts future financial trends.</p> <p>管理，解釋和審查財務活動和信息。向管理層和持份者提供有關財務狀況和分析的建議，並根據財務報告製定長期業務計劃。審查，監控和管理預算。預測未來的財務趨勢。</p>
Supervisory/ Officer Level 主管／主任級		
232	Accounting Officer 會計主任	<p>Supervises the work of the accounting staff to ensure the provision of reliable accounting information and records. Assists the Manager - Accounting in analysing statistics and preparing management reports and statutory returns.</p> <p>監督會計人員的工作，確保會計資料及紀錄準確。協助「經理—會計」分析統計資料、編制管理報告及法定報表。</p>
243	Finance Officer 財務主任	<p>Supervises the work of the finance staff to ensure that company financial information and budgets are in good order. Assists the Manager-Finance in preparing financial reports and analysis.</p> <p>監督財務人員的工作，確保公司財務資料和預算井井有條。協助經理—財務準備財務報告和分析。</p>
Clerical Level 文員級		
308	Accounting Clerk/ Finance Clerk 會計文員/財務文員	<p>Raises vouchers and completes posting of accounting entries. Assists in preparing financial statements, statistical reports and statutory returns.</p> <p>開立付款憑單及過帳。協助擬備財務報表、統計報告及法定報表。</p>
INFORMATION TECHNOLOGY 資訊科技		
Managerial Level 經理級		
136	Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任／總科技主任／經理—資訊科技	<p>Plans, develops, maintains and controls the provision of information technology services to the company and customers. Analyses and recommends information technology solutions. Drives FinTech development and applications within the organisation.</p> <p>策劃、發展、維持及控制提供予內部及客戶的資訊科技服務。分析及建議資訊科技方面的解決方案。推動機構內金融科技的發展和應用。</p>
137	E-Commerce/ E-Banking Manager/ Digital Banking Manager 電子商貿／電子銀行經理／數碼銀行經理	<p>Plans the overall strategies of the e-business department. Identifies the potential customer sector and develops the e-commerce products and services to meet the market needs. Develops relevant marketing strategies to enhance the company's competitiveness and profitability. Develops and plans digital banking projects, with focus on development of Internet and mobile banking platforms and formulate strategies of digital solutions and technical applications.</p> <p>策劃電子商業部門的整體策略。確定準客戶類別，並發展電子商貿產品及服務以應付市場需求。釐定有關市場推廣策略以提高公司的競爭力及利潤。開發和策劃數碼銀行項目，重點開發網上和流動銀行平台，並製定數碼解決方案和技術應用的策略。</p>
158	Cybersecurity Manager 網絡安全經理	<p>Develops, defines and enforces cybersecurity policies and procedures. Manages risk controls and frameworks. Monitors with internal and external auditors to perform information system audits/ reviews and risk assessments. Stays abreast of latest cyber-risks, threats and standards.</p> <p>發展、界定和執行網絡安全的政策和程序。管理風險控制和架構。與內部和外部審核員一起進行監察，執行信息系統的審核/檢視和風險評估。緊貼最新的網絡風險，威脅和標準。</p>
Supervisory/ Officer Level 主管／主任級		
233	Computer Operations Officer 電腦運作主任	<p>Supervises routine operations of IT systems. Assists in scheduling and coordinating activities of operations.</p> <p>監督電腦系統日常操作。協助編排及協調電腦運作程序表。</p>
234	Programmer/ Technology Officer 程式員／科技主任	<p>Performs programming and assists in programme designs and/or specifications.</p> <p>編製程式，並協助設計程式及／或訂立規格。</p>
235	System Analyst 系統分析員	<p>Analyses and develops systems for assigned projects. Formulates statements of objectives or problems and devises solutions. Produces flow charts, block diagrams or pseudocode descriptions for applications systems.</p> <p>分析及發展特定項目的系統。編寫目標或問題報表，並設計解決方案。為應用系統繪製流程圖、方塊圖或編寫擬密碼說明。</p>
244	Cybersecurity Officer 網絡安全主任	<p>Assists Cybersecurity Manager in implementing cybersecurity policies and procedures. Coordinates with internal and external auditors to perform information system audits/ reviews and risk assessments. Stays abreast of latest cyber-risks, threats and standards. Conducts implementation review as needed.</p> <p>協助網絡安全經理執行網絡安全政策和程序。聯繫內部和外部審核員，執行信息系統的審核/檢視和風險評估。緊貼最新的網絡風險，威脅和標準。按需要進行執行檢視。</p>

Code 編號	Principal Job 主要職務	Job Description 工作說明
INFORMATION TECHNOLOGY 資訊科技		
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
309	Computer Operator 電腦操作員	Operates electronic data processing equipment. Controls running of tapes, disks and drums in electronic data processing equipment according to instructions of the Computer Operations Officer. 操作電子資料處理器材。按「電腦運作主任」指示控制磁帶、磁碟、磁鼓操作。
310	IT Support Operator 資訊科技支援操作員	Installs and configures computer hardware, software, systems, networks, printers and scanners. Monitors and maintains computer systems and networks. Provides technical support within the organisation. 安裝和配置電腦硬件，軟件，系統，網絡，打印機和掃描器。監察和維護電腦系統和網絡。在機構內提供技術支援。
HUMAN RESOURCES 人力資源		
Managerial Level 經理級		
159	Head – Human Resources 主管—人力資源	Leads the human resources department to oversee the overall human resources operations of the organisation. Establishes and drives long term and short term human resources strategies for the growth of the company. Devises and develops plans and policies for recruitment, promotion, compensation and office expansion. Develops human resources projects to meet company goals. 領導人力資源部門以監管機構內的整體人力資源運作。建立並推動長期和短期的人力資源策略，以促進公司的增長。制定並發展有關招聘、晉升、薪酬和辦公室擴展的計劃和政策。發展人力資源項目以實現公司目標。
138	Manager – Human Resources 經理—人力資源	Develops, maintains and administers human resources management programmes. Duties include staff recruitment, placement, performance appraisal, salary administration, employee relations, organisation development, human resources information system, licensing and related procedures, safety procedures, pension /MPF, medical and other benefits. 發展、維繫及管理人力資源計劃。工作範圍包括：員工招聘、調配、工作表現評核、薪金管理、僱員關係、組織發展、人力資源信息系統、牌照及相關程序、安全措施、退休金／強積金、醫療及其他福利。
139	Manager – Training/ Learning and Development 經理—培訓／學習及發展	Plans the overall training and development strategies of the company. Develops, coordinates or delivers and administers programmes; for the orientation, education and training of employees. Identifies employees' training needs in consultation with the management. Evaluates the effectiveness of training activities. 策劃公司的整體培訓策略。發展、統籌或提供及管理入職輔導計劃，並為僱員提供所需教育及訓練。與管理層磋商以確定僱員的訓練需要。評估訓練工作成效。
Supervisory/ Officer Level 主管／主任級		
236	Human Resources Officer 人力資源主任	Assists in implementing personnel policies and functions including interviews, recruitment, placement, compensation, counseling and staff exit procedures. Advises divisions or departments on personnel issues. 協助推行人事政策及有關工作，包括：面試、招聘、職位調配、賠償、輔導及離職程序。就人事問題向各部門提供意見。
237	Training Officer/ Instructor 訓練主任／導師	Assists the Manager – Training / Learning and Development to identify training needs, defines objectives, develops course contents, prepares course notes and audio-visual materials, and conducts training. Evaluates training effectiveness and implements and recommends necessary modifications. Maintains supplies of training materials. 協助「經理—培訓／學習及發展」確定訓練需要，訂定訓練目標、發展課程內容、製備講義及視聽教材及推行訓練課程。評估訓練成效，提出並推行修訂建議。保存及提供訓練資料。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
RISK AND COMPLIANCE 風險及合規		
Managerial Level 經理級		
160	Chief Risk Officer 首席風險主任	Manages the overall function related to risks of the company including composite risk/integrated risk, credit risk, market risk, operation risk, etc. Plans and develops relevant policies and monitors their implementation to ensure that the overall risk management of the company is in compliance with the requirements of regulatory bodies. 管理與公司風險相關的整體功能，包括綜合風險/整合風險、信貸風險、市場風險、運營風險等。計劃並發展相關政策並監督其實施，以確保公司的整體風險運作符合監管機構的要求。

Code 編號	Principal Job 主要職務	Job Description 工作說明
RISK AND COMPLIANCE 風險及合規		
140	Risk Manager – Composite Risk/ Integrated Risk 風險經理—綜合風險／整合風險	Manages composite risk/ integrated risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies. 管理公司的綜合風險/整合風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
141	Risk Manager – Credit Risk 風險經理—信貸風險	Manages credit risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies. 管理公司的信貸風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
142	Risk Manager – Market Risk 風險經理—市場風險	Manages market risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies. 管理公司的市場風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
143	Risk Manager – Operation Risk 風險經理—營運風險	Manages operation risk of the company. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with the requirements of regulatory bodies. 管理公司的營運風險。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
144	Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	Organises, monitors and ensures that the company is in compliance with relevant ordinances, anti-money laundering related regulations, rules and guidelines. 組織及監察日常運作，確保公司符合有關條例、反洗黑錢相關規例、規則及指引。
Supervisory/ Officer Level 主管／主任級		
238	Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	Supervises the daily operations of the company to ensure that they are in compliance with relevant ordinances, anti-money laundering related regulations, rules and guidelines. Reports to and obtains instructions from the Manager – Compliance/ Anti-Money Laundering if necessary. 監督公司日常運作，以符合有關法例、反洗黑錢相關規例、規則及指引。有需要時向「經理—合規／反洗黑錢」匯報及聽取指示。
245	Officer – Composite Risk/ Integrated Risk 主任—綜合風險／整合風險	Assists Risk Manager – Composite Risk/ Integrated Risk to carry out relevant policies related to composite risk/ integrated risk. 協助風險經理—綜合風險/整合風險處理與綜合風險／整合風險相關之政策。
246	Officer – Credit Risk 主任—信貸風險	Assists Risk Manager – Credit Risk to carry out relevant policies related to credit risk. 協助風險經理—信貸風險處理與信貸風險相關之政策。
247	Officer – Market Risk 主任—市場風險	Assists Risk Manager – Market Risk to carry out relevant policies related to market risk. 協助風險經理—市場風險處理與市場風險相關之政策。
248	Officer – Operation Risk 主任—營運風險	Assists Risk Manager – Operation Risk to carry out relevant policies related to operation risk. 協助風險經理—營運風險處理與營運風險相關之政策。
Clerical Level 文員級		
301	Clerk 文員	Performs clerical duties in various departments of the establishment. 在公司的不同部門執行文書工作。
SPECIAL FUNCTIONS 特別職務		
Managerial Level 經理級		
145	Company Secretary 公司秘書	Provides corporate secretarial services and advises the Board to ensure compliance with relevant laws and regulations. Plans and organises general meeting(s) 為機構提供公司秘書服務，並向董事會提供意見，確保公司符合有關法律及規例。籌劃一般會議。
146	Legal Adviser 法律顧問	Provides general counsel to the company in all aspects of daily operations. 對公司日常運作提供一般法律意見。
147	Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	Manages the public relations department. Plans, develops and conducts public relations activities to build up and enhance the company's image. 管理公共關係部門。策劃、發展及進行公關活動，以建立及提高公司形像。
148	Manager – Internal Audit 經理—內部稽核	Plans, directs and supervises the audit function including financial audit and IT audit of the company. Evaluates the adequacy of systems of control and procedures. Provides management with audit reports and suggestions for improvement. 策劃、指引及督導機構內的稽核工作，包括財務及資訊科技方面。評估監管制度及有關程序是否足夠。向管理層提交稽核報告，並建議改善方法。
149	Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員／經理—組織／質素保證／工效優化	Evaluates operational efficiency of all divisions and departments. Studies work flow and makes recommendation on work methods, manpower, space and equipment requirements. Establishes working procedures and measuring standards for the company. 評估各部門的運作效率。研究工作流程，並就工作方法、人力需求、空間使用及添置設備等事宜提出建議。為機構制訂工作程序及量度標準。

Code 編號	Principal Job 主要職務	Job Description 工作說明
SPECIAL FUNCTIONS 特別職務		
161	Manager – Business Intelligence 經理—商業智能	Develops data modeling and analysis techniques to discover insights that will guide strategic decisions and uncover optimization opportunities. Builds, develops and maintains data models, reporting systems, data automation systems, dashboards to support key business decisions. 開發數據建模和分析技術，以發掘數據見解以作指導策略的決定並揭示優化的機會。構建、開發和維護數據模型、匯報系統、數據自動化系統、儀表板以支持關鍵業務決策。
150	Manager – Property/ Real Estate 經理—產業／房地產	Manages a portfolio of properties including commercial and residential buildings. Plans and controls leasing, selling, construction, improvement, maintenance and repairs. 管理各類房地產，包括商業及住宅樓宇。策劃及控制產業的出租、銷售、建築及維修。
Supervisory/ Officer Level 主管／主任級		
239	Internal Audit Officer 內部稽核主任	Supervises activities of an internal audit team. Audits independently records of assets, liabilities, incomes and expenditures of the company. Reviews operations and administrative functions and recommends effective internal control systems.-Supervises the auditing function of all IT systems. Reviews operations of all IT systems and recommends measures to control effectively the application of these systems. 監督內部稽核小組工作。獨立審核機構的資產、負債及收支紀錄。檢討營運及行政工作，並建議有效的內部監管制度。監督所有資訊科技系統的稽核工作。檢討所有資訊科技系統的運作，並建議措施，以便有效監管這些系統的應用。
240	Officer–Organisation/ Service Quality & Assurance/ Process Re-Engineering 主任—組織／服務質素及保證／流 程工效優化	Studies the work flow of operations, evaluates work methods and recommends improvements to working procedures. 研究工作流程，評估工作方法，並建議工作程序改善方法。
249	Officer - Corporate Communications/ Public Relations 主任—企業傳訊／公共關係	Assists Manager – Corporate Communications/ Public Relations to carry out activities related to public relations activities. 協助經理—企業傳訊／公共關係處理與公共關係相關之活動。
250	Officer–Business Intelligence 主任—商業智能	Assists Manager – Business Intelligence to build, develop and maintain data models, reporting systems, data automation systems, dashboards to support key business decisions. Apply data generated from models to perform analysis. 協助經理—商業智能構建、開發和維護數據模型、報告系統、數據自動化系統、儀表板以支持關鍵業務決策。應用數據建模以作分析。
OTHER STAFF RELATED TO THE BANKING AND FINANCE INDUSTRY 其他相關銀行及金融業的員工		
199	Other managerial staff 其他經理級員工	Jobs not classified above but are considered as principal jobs in your company. 未被涵括在以上分類的其他主要職務。
299	Other supervisory / officer staff 其他主管/主任級員工	Jobs not classified above but are considered as principal jobs in your company. 未被涵括在以上分類的其他主要職務。
399	Other clerical staff 其他文員級員工	Jobs not classified above but are considered as principal jobs in your company. 未被涵括在以上分類的其他主要職務。
499	Other supporting staff 其他輔助員工	Other supporting staff refer to those employees whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers. 其他輔助員工指一般並非專責銀行事務的員工，例如秘書、護衛員及信差等。

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

- Comparison of survey findings with last round
- Benchmarking with relevant manpower information (if deemed appropriate)

Response Profile

Sector/Branch		(a) No. of valid cases*	(b) No. of companies successfully enumerated	(b)/(a) Effective response rate
Banking	Licensed banks, Restricted license banks and Representative offices of foreign banks	61	50	82.0%
	Deposit-taking companies	8	7	87.5%
Securities and Asset Management	Securities brokerage	48	37	77.1%
	Asset Management	35	27	77.1%
Other Financial Sectors	Investment & holding companies	41	40	97.6%
	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	49	48	98.0%
	Commodity futures & precious metals brokers / dealers	43	43	100.0%
	Stock, bullion & commodity exchange and public administration	4	1	25.0%
	Money changers & foreign exchange brokers/dealers	43	43	100.0%
	Financial institutions & financial services, n.e.c.	44	35	79.5%
Overall		376	331	88.0%

Note: * Excluding companies that were relocated to unknown addresses, had unreachable responsible persons, had ceased operations, or without relevant technical staff, etc. at the time of survey.

Manpower Projection Methodology

Labour Market Analysis

1. The Labour Market Analysis approach examines a group of key statistical data which reflects important changes in the local economy, demography and labour market. Some of the data are selected as independent variables to build a statistical model that can be used to project manpower demand in the economic sector under study.
2. The building of a statistical model comprises two main steps: (i) Diagnostic and (ii) Prognostic. In the Diagnostic step, two sets of statistical data are examined. Set I comprises 9 core statistics in the National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong, providing information about key economic activities. Set II comprises 42 economic indicators with more disaggregate information about the economy, such as consumption, investment, trade, tourism, property and related activities, and the labour market, etc. These sets of data are statistically tested for multi-collinearity before grouping into principal components. In the Prognostic step, the principal components are used to build the statistical models for manpower projection.

Statistical Tables

Table 9.1 Manpower Statistics by job level by sector
 表 9.1 按職級及界別劃分的人力統計

Job Level 職級	Principal Job 主要職務		Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額				
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors	
Administration and Management 行政與管理	Managerial Level 經理級	101	Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director 行政總裁／營運總監／首席財務官／常務董事／總經理／執行董事	2467	318	1044	1105	3	3	0	0
		102	Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	478	155	117	206	6	6	0	0
		103	Chief Representative 首席代表	71	64	5	2	5	5	0	0
		104	Assistant To Chief Executive Officer/ Director 行政總裁助理／董事助理	346	107	116	123	1	1	0	0
		105	Manager –Administration 經理—行政	1304	488	399	417	8	5	0	3
		106	Zone/ District Manager 區域經理	332	304	6	22	4	4	0	0
		130	Head – Insurance Products 主管—保險產品	130	120	2	8	2	2	0	0
		131	Head – Mandatory Provident Fund 主管—強制性公積金	41	29	0	12	0	0	0	0
		132	Head – Trust 主管—信託	93	24	62	7	0	0	0	0
		133	Head – Phone Banking/ Call Centre 主管—電話理財／電話服務中心	117	110	0	7	0	0	0	0
		151	Head – Investment Products 主管—投資產品	202	117	82	3	0	0	0	0
			Sub-total 小計	5,581	1,836	1,833	1,912	29	26	0	3
Supervisory / Officer Level 主管/主任級		201	Administration Officer 行政主任	2247	948	511	788	6	6	0	0
		202	Management Trainee 見習主任	417	280	4	133	2	2	0	0
		203	Representative 代表	102	51	0	51	0	0	0	0
			Sub-total 小計	2,766	1,279	515	972	8	8	0	0
Clerical Level 文員級		301	Clerk 文員	2152	1291	381	480	17	16	0	1
			Sub-total 小計	2,152	1,291	381	480	17	16	0	1
Total 總計			10,499	4,406	2,729	3,364	54	50	0	4	

	Job Level 職級	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額			
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors
Treasury and Capital Market 庫務及資本市場	Managerial Level 經理級	107 Head Of Treasury And Capital Markets 庫務及資本市場主管	216	126	38	52	0	0	0	0
		108 Manager – Treasury And Capital Markets (Front And Mid-Office) 經理—庫務及資本市場(前台和中台)	831	610	26	195	33	33	0	0
		109 Manager – Treasury And Capital Markets (Back Office) 經理—庫務及資本市場(後台)	330	192	38	100	4	4	0	0
		110 Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	177	113	37	27	2	2	0	0
		Sub-total 小計	1,554	1,041	139	374	39	39	0	0
	Supervisory / Officer Level 主管/主任級	204 Treasury And Capital Markets Trader 庫務及資本市場操盤員	483	357	35	91	4	4	0	0
		205 Remittances Officer 匯兌主任	840	252	13	575	6	6	0	0
		206 Officer – Treasury And Capital Markets (Front And Mid-Office) 主任—庫務及資本市場(前台和中台)	358	233	9	116	1	1	0	0
		207 Officer – Treasury And Capital Markets (Back Office) 主任—庫務及資本市場(後台)	672	490	68	114	18	18	0	0
		Sub-total 小計	2,353	1,332	125	896	29	29	0	0
	Clerical Level 文員級	301 Clerk 文員	739	433	46	260	16	16	0	0
		Sub-total 小計	739	433	46	260	16	16	0	0
Total 總計			4,646	2,806	310	1,530	84	84	0	0
Investment 投資	Managerial Level 經理級	111 Chief Investment Officer/Manager – Investment 總投資主任／經理—投資	1932	215	700	1017	25	6	0	19
		112 Portfolio Manager 投資組合經理	2232	540	1068	624	9	1	6	2
		113 Manager – Investment Advisory Services 經理—投資諮詢服務	2219	318	1137	764	42	9	0	33
		114 Manager – Dealing Room 經理—交易室	1265	329	652	284	47	36	11	0
		115 Responsible Officer/ Registered Manager 負責人／註冊司理人	343	42	274	27	0	0	0	0
		116 Manager – Investment Settlement 經理—投資結算	747	225	169	353	31	3	0	28
		118 Sales Manager 銷售經理	1733	861	529	343	28	23	5	0
		Sub-total 小計	10,471	2,530	4,529	3,412	182	78	22	82
	Supervisory / Officer Level 主管/主任級	208 Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	4642	845	1882	1915	47	3	16	28
		209 Investment Analyst 投資分析員	2537	461	844	1232	52	4	19	29
		210 Dealer 交易員	1896	359	909	628	15	8	7	0

	Job Level 職級	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額			
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors
		211 Customer Service Officer – Investment Service 客戶服務主任—投資服務	1407	67	658	682	19	0	19	0
		212 Investment Officer 投資主任	3055	482	1321	1252	44	12	7	25
		213 Account Executive/ Sales Officer 客戶主任／營業主任	4910	1363	2427	1120	149	40	93	16
		214 Settlement Officer 結算主任	1644	458	429	757	40	13	0	27
		Sub-total 小計	20,091	4,035	8,470	7,586	366	80	161	125
	Clerical Level 文員級	301 Clerk 文員	5421	1294	2210	1917	48	30	0	18
		302 Dealing Assistant 易助理	3890	723	2281	886	45	4	38	3
		Sub-total 小計	9,311	2,017	4,491	2,803	93	34	38	21
Total 總計			39,873	8,582	17,490	13,801	641	192	221	228
	Operations 營運	Managerial Level 經理級	152 Head – Operations 主管—營運	500	349	96	55	13	13	0
			119 Manager – Trade Finance Operations 經理—貿易融資運作	302	260	16	26	1	1	0
			153 Manager – Operations 經理—營運	2161	1772	217	172	45	44	0
			Sub-total 小計	2,963	2,381	329	253	59	58	0
		Supervisory / Officer Level 主管/主任級	216 Trade Finance Operations Officer 貿易融資營運主任	1140	1100	16	24	39	39	0
			217 Quality Assurance Officer 質素保證主任	186	172	8	6	6	6	0
			218 Operations Officer 營運主任	5777	4850	430	497	138	132	3
			Sub-total 小計	7,103	6,122	454	527	183	177	3
	Clerical Level 文員級	301 Clerk 文員	2952	1808	533	611	32	32	0	0
		303 Cashier 出納員	2443	943	0	1500	94	19	0	75
		304 Receptionist/ Greeter 接待員／電話操作員	700	465	32	203	24	5	19	0
		305 Trade Finance Operations Checker 貿易融資運作核對員	419	385	0	34	13	13	0	0
		Sub-total 小計	6,514	3,601	565	2,348	163	69	19	75
Total 總計			16,580	12,104	1,348	3,128	405	304	22	79

	Job Level 職級	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額			
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors
Credit and Loans 信貸及放款	Managerial Level 經理級	154 Head – Credit and Loans 主管—信貸及放款	256	129	2	125	0	0	0	0
		120 Manager – Loan Operation 經理—貸款業務	793	408	6	379	11	11	0	0
		121 Manager – Credit Management 經理—信貸管理	1125	754	57	314	26	26	0	0
		122 Manager – Credit Card 經理—信用卡	259	257	0	2	0	0	0	0
		Sub-total 小計	2,433	1,548	65	820	37	37	0	0
	Supervisory / Officer Level 主管/主任級	219 Credit/ Loan Officer 信貸/放款主任	3238	1377	55	1806	16	7	0	9
		220 Credit Analyst 信貸分析員	792	629	98	65	5	5	0	0
		221 Credit Card Officer 信用卡主任	450	444	6	0	11	11	0	0
		222 Hire Purchase/ Leasing Officer 分期付款/租賃主任	365	295	37	33	3	3	0	0
		Sub-total 小計	4,845	2,745	196	1,904	35	26	0	9
	Clerical Level 文員級	301 Clerk 文員	2837	1493	119	1225	34	34	0	0
		Sub-total 小計	2,837	1,493	119	1,225	34	34	0	0
Total 總計			10,115	5,786	380	3,949	106	97	0	9
Business Development 業務發展	Managerial Level 經理級	125 Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 業務經理—企業銀行/商業銀行/財務機構/國外同業部	2639	2483	96	60	61	61	0	0
		126 Business Manager – Marketing 業務經理—市場推廣	922	496	247	179	28	28	0	0
		127 Business Manager – Private Banking 業務經理—私人銀行	874	874	0	0	8	8	0	0
		128 Business Manager – Customer Relationship/ Personal Banking 業務經理—客戶關係/個人銀行	1519	1372	71	76	148	148	0	0
		155 Business Manager –Investment Products 業務經理—投資產品	556	395	60	101	4	4	0	0
		129 Manager – Branch 經理—分行	2419	2414	5	0	16	16	0	0
		117 Product Manager–Banking and Finance 產品經理—銀行及金融	503	444	24	35	16	16	0	0
		156 Product Manager – Investment 產品經理—投資	248	179	33	36	9	9	0	0
		Sub-total 小計	9,680	8,657	536	487	290	290	0	0

	Job Level 職級	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額				
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors	
Supervisory / Officer Level 主管/主任級	223	Business Development Officer 業務發展主任	1835	1311	300	224	53	35	0	18	
	224	Relationship Officer – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 客戶關係主任—企業銀行／商業銀行／財務機構／國外同業部	2663	2521	80	62	5	5	0	0	
	225	Telemarketing Officer 電話市場推廣主任	382	371	0	11	7	7	0	0	
	226	Relationship Officer – Private Banking 客戶關係主任—私人銀行	613	613	0	0	24	24	0	0	
	227	Customer Services Officer/ Relationship Officer – Personal Banking 客戶服務主任／客戶關係主任—個人銀行	4675	4617	58	0	189	189	0	0	
	241	Customer Services Officer/ Relationship Officer – Investment Products 客戶服務主任／客戶關係主任—投資產品	992	836	42	114	55	55	0	0	
	228	Insurance Products Officer 保險產品主任	495	455	27	13	14	14	0	0	
	229	Mandatory Provident Fund Officer 強制性公積金主任	412	39	0	373	0	0	0	0	
	230	Trust Officer 信託主任	297	95	37	165	4	4	0	0	
	231	Phone Banking/ Call Centre Officer 電話理財/電話服務中心主任	797	774	12	11	12	12	0	0	
	215	Product Officer–Banking and Finance Products 產品主任—銀行及金融產品	495	389	42	64	21	21	0	0	
	242	Product Officer–Investment Products 產品主任—投資產品	412	241	71	100	5	5	0	0	
	Sub-total 小計			14,068	12,262	669	1,137	389	371	0	18
Clerical Level 文員級	301	Clerk 文員	2264	1831	66	367	33	33	0	0	
	306	Telemarketing Representative 電話市場推廣代表	414	208	0	206	16	16	0	0	
	307	Teller 櫃檯員	7061	7061	0	0	258	258	0	0	
	Sub-total 小計			9,739	9,100	66	573	307	307	0	0
	Total 總計			33,487	30,019	1,271	2,197	986	968	0	18
Accounting/ Finance 會計／財務	Managerial Level 經理級	134	Financial Controller 財務總監	282	91	89	102	3	3	0	0
		135	Manager – Accounting 經理—會計	1384	729	314	341	23	14	0	9
		157	Manager – Finance 經理—財務	323	176	80	67	9	8	0	1
		Sub-total 小計			1,989	996	483	510	35	25	0

			Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額			
				Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors
Supervisory / Officer Level 主管/主任級	232	Accounting Officer 會計主任	2300	963	515	822	47	25	0	22	
	243	Finance Officer 財務主任	280	194	12	74	23	21	0	2	
		Sub-total 小計	2,580	1,157	527	896	70	46	0	24	
	Clerical Level 文員級	308	Accounting Clerk/ Finance Clerk 會計文員／財務文員	2412	904	515	993	17	4	0	13
			Sub-total 小計	2,412	904	515	993	17	4	0	13
Total 總計				6,981	3,057	1,525	2,399	122	75	0	47
Information Technology 資訊科技	Managerial Level 經理級	136	Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任／總科技主任／經理—資訊科技	1323	776	171	376	30	24	0	6
		137	E-Commerce/E-Banking Manager/ Digital Banking Manager 電子商貿／電子銀行經理／數碼銀行經理	855	831	1	23	18	18	0	0
		158	Cybersecurity Manager 網絡安全經理	212	200	2	10	2	2	0	0
			Sub-total 小計	2,390	1,807	174	409	50	44	0	6
	Supervisory / Officer Level 主管/主任級	233	Computer Operations Officer 電腦運作主任	1551	851	379	321	13	13	0	0
		234	Programmer/ Technology Officer 程式員／科技主任	2222	1259	232	731	55	36	0	19
		235	System Analyst 系統分析員	1970	1308	178	484	37	37	0	0
		244	Cybersecurity Officer 網絡安全主任	259	209	18	32	10	10	0	0
			Sub-total 小計	6,002	3,627	807	1,568	115	96	0	19
	Clerical Level 文員級	301	Clerk 文員	731	397	41	293	9	9	0	0
		309	Computer Operator 電腦操作員	1072	563	45	464	14	5	0	9
		310	IT Support Operator 資訊科技支援操作員	555	371	48	136	5	5	0	0
			Sub-total 小計	2,358	1,331	134	893	28	19	0	9
Total 總計				10,750	6,765	1,115	2,870	193	159	0	34
Human Resources 人力資源	Managerial Level 經理級	159	Head – Human Resources 主管—人力資源	129	91	17	21	0	0	0	0
		138	Manager – Human Resources 經理—人力資源	1217	826	185	206	20	19	0	1
		139	Manager – Training/ Learning And Development 經理—培訓／學習及發展	195	172	1	22	1	1	0	0
			Sub-total 小計	1,541	1,089	203	249	21	20	0	1

	Job Level 職級	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額				
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors	
Supervisory / Officer Level 主管/主任級	236	Human Resources Officer 人力資源主任	1078	622	219	237	13	13	0	0	
	237	Training Officer/ Instructor 訓練主任／導師	95	69	9	17	0	0	0	0	
		Sub-total 小計	1,173	691	228	254	13	13	0	0	
Clerical Level 文員級	301	Clerk 文員	881	373	196	312	7	7	0	0	
		Sub-total 小計	881	373	196	312	7	7	0	0	
		Total 總計	3,595	2,153	627	815	41	40	0	1	
Risk And Compliance 風險及合規	Managerial Level 經理級	160	Chief Risk Officer 首席風險主任	112	71	8	33	1	1	0	0
		140	Risk Manager – Composite Risk/ Integrated Risk 風險經理—綜合風險／整合風險	816	579	140	97	16	16	0	0
		141	Risk Manager – Credit Risk 風險經理—信貸風險	399	352	1	46	2	2	0	0
		142	Risk Manager – Market Risk 風險經理—市場風險	191	182	7	2	1	1	0	0
		143	Risk Manager – Operation Risk 風險經理—營運風險	316	285	13	18	16	10	0	6
		144	Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	1216	846	198	172	33	21	0	12
			Sub-total 小計	3,050	2,315	367	368	69	51	0	18
	Supervisory / Officer Level 主管/主任級	238	Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	1929	1135	390	404	24	18	0	6
		245	Officer – Composite Risk/ Integrated Risk 主任—綜合風險／整合風險	260	79	108	73	0	0	0	0
		246	Officer – Credit Risk 主任—信貸風險	304	265	15	24	4	4	0	0
		247	Officer – Market Risk 主任—市場風險	180	178	0	2	4	4	0	0
		248	Officer – Operation Risk 主任—營運風險	210	206	0	4	0	0	0	0
			Sub-total 小計	2,883	1,863	513	507	32	26	0	6
			Total 總計	7,105	5,102	1,010	993	125	101	0	24
Special Functions 特別職務	Managerial Level 經理級	145	Company Secretary 公司秘書	173	125	15	33	0	0	0	0
		146	Legal Adviser 法律顧問	348	191	67	90	12	10	0	2

	Job Level 職級	Principal Job 主要職務	Number of Full Time Employees as at Survey Reference Date 在統計日期的全職僱員人數				Number of Full Time Vacancies as at Survey Reference Date 在統計日期的全職空缺額			
			Overall	Banking	Securities and Asset Management	Other Financial Sectors	Overall	Banking	Securities and Asset Management	Other Financial Sectors
		147 Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	244	158	29	57	5	4	0	1
		148 Manager – Internal Audit 經理—內部稽核	543	456	45	42	11	11	0	0
		149 Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員／經理—組織／質素保證／工效優化	341	303	12	26	5	5	0	0
		161 Manager – Business Intelligence 經理—商業智能	187	187	0	0	1	1	0	0
		150 Manager – Property/Real Estate 經理—產業／房地產	305	111	65	129	14	14	0	0
		Sub-total 小計	2,141	1,531	233	377	48	45	0	3
	Supervisory / Officer Level 主管/主任級	239 Internal Audit Officer 內部稽核主任	825	576	147	102	32	32	0	0
		240 Officer - Organisation/ Service Quality & Assurance/ Process Re-Engineering 主任—組織／服務質素及保證／流程工效優化	501	439	0	62	21	21	0	0
		249 Officer - Corporate Communications/ Public Relations 主任—企業傳訊／公共關係	114	90	13	11	11	10	0	1
		250 Officer-Business Intelligence 主任—商業智能	44	44	0	0	4	4	0	0
		Sub-total 小計	1,484	1,149	160	175	68	67	0	1
		Total 總計	3,625	2,680	393	552	116	112	0	4
		199 Other managerial staff 其他經理級員工	6302	5218	255	829	61	56	0	5
		Sub-total 小計	6,302	5,218	255	829	61	56	0	5
		299 Other supervisory / officer staff 其他主管/主任級員工	5949	4237	296	1416	123	88	0	35
		Sub-total 小計	5,949	4,237	296	1,416	123	88	0	35
		399 Other clerical staff 其他文員級員工	5622	4574	232	816	54	32	0	22
		Sub-total 小計	5,622	4,574	232	816	54	32	0	22
		Total 總計	17,873	14,029	783	3,061	238	176	0	62
		499 Other supporting staff, such as secretaries and bank guards 其他輔助員工，例如秘書及護衛員等	6363	2801	1135	2427	104	102	0	2
		Sub-total 小計	6,363	2,801	1,135	2,427	104	102	0	2
Total 總計			171,492	100,290	30,116	41,086	3,215	2,460	243	512

Table 9.2 Number of full-time employees at time of survey by sector by branch by principal job
表 9.2 按門類及主要職務劃分的全職僱員人數

	Job Level 職級	Principal Job 主要職務	Overall	Banking			Securities and Asset		Other Financial Sectors						
				Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Securities brokerage	Asset Management	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and Public administration	Money changers & foreign exchange brokers/dealers	Financial institutions & financial services, n.e.c.
Administration and Management 行政與管理	Managerial Level 經理級	Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director 行政總裁／營運總監／ 首席財務官／常務董事／總經理／執行董事	2,467	278	18	3	19	279	765	281	125	86	22	8	583
		Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	478	146	4	0	5	33	84	108	24	22	0	1	51
		Chief Representative 首席代表	71	32	2	30	0	4	1	0	0	0	0	0	2
		Assistant To Chief Executive Officer/ Director 行政總裁助理／董事助理	346	96	4	0	7	57	59	3	40	1	12	1	66
		Manager –Administration 經理—行政	1,304	479	5	3	1	104	295	111	13	22	21	43	207
		Zone/ District Manager 區域經理	332	289	2	2	11	1	5	8	4	0	0	0	10
		Head – Insurance Products 主管—保險產品	130	119	1	0	0	2	0	0	8	0	0	0	0
		Head – Mandatory Provident Fund 主管—強制性公積金	41	29	0	0	0	0	0	0	0	0	0	0	12
		Head – Trust 主管—信託	93	24	0	0	0	0	62	0	0	0	0	0	7
		Head – Phone Banking/ Call Centre 主管—電話理財／電話服務中心	117	106	4	0	0	0	0	4	0	0	0	0	3
		Head – Investment Products 主管—投資產品	202	113	0	0	4	8	74	0	0	0	0	0	3
		Sub-total 小計	5,581	1,711	40	38	47	488	1,345	515	214	131	55	53	944
	Supervisory / Officer Level 主管/主任級	Administration Officer 行政主任	2,247	912	26	7	3	181	330	122	19	23	12	12	600
		Management Trainee 見習主任	417	267	13	0	0	4	0	6	16	0	10	0	101
		Representative 代表	102	18	0	33	0	0	0	0	0	0	0	0	51
		Sub-total 小計	2,766	1,197	39	40	3	185	330	128	35	23	22	12	752
Clerical Level 文員級	301	Clerk 文員	2,152	1,193	68	11	19	167	214	75	16	64	35	21	269
		Sub-total 小計	2,152	1,193	68	11	19	167	214	75	16	64	35	21	269
Total 總計			10,499	4,101	147	89	69	840	1,889	718	265	218	112	86	1,965
Treasury and Capital Market 庫務及資本市場	Managerial Level 經理級	107 Head Of Treasury And Capital Markets 庫務及資本市場主管	216	118	7	0	1	20	18	1	8	0	10	9	24
		108 Manager – Treasury And Capital Markets (Front And Mid-Office) 經理—庫務及資本市場(前台和中台)	831	587	22	0	1	8	18	0	0	0	0	123	72
		109 Manager – Treasury And Capital Markets (Back Office) 經理—庫務及資本市場(後台)	330	189	3	0	0	3	35	0	8	0	16	52	24
		110 Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	177	109	4	0	0	0	37	15	0	0	10	0	2
		Sub-total 小計	1,554	1,003	36	0	2	31	108	16	16	0	36	184	122
	Supervisory / Officer Level 主管/主任級	204 Treasury And Capital Markets Trader 庫務及資本市場操盤員	483	349	5	0	3	15	20	0	0	0	0	40	51
		205 Remittances Officer 匯兌主任	840	236	14	0	2	13	0	3	0	0	0	392	180
		206 Officer – Treasury And Capital Markets (Front And Mid-Office) 主任—庫務及資本市場(前台和中台)	358	218	12	0	3	9	0	0	0	0	0	34	82
		207 Officer – Treasury And Capital Markets (Back Office) 主任—庫務及資本市場(後台)	672	467	22	0	1	10	58	0	0	0	12	13	89

	Job Level 職級	Principal Job 主要職務	Overall	Banking				Securities and Asset		Other Financial Sectors					
				Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Securities brokerage	Asset Management	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and Public administration	Money changers & foreign exchange brokers/dealers	Financial institutions & financial services, n.e.c.
	Clerical Level 文員級	Sub-total 小計	2,353	1,270	53	0	9	47	78	3	0	0	12	479	402
		301 Clerk 文員	739	426	6	0	1	45	1	0	10	0	3	247	0
		Sub-total 小計	739	426	6	0	1	45	1	0	10	0	3	247	0
		Total 總計	4,646	2,699	95	0	12	123	187	19	26	0	51	910	524
Investment 投資	Managerial Level 經理級	111 Chief Investment Officer/Manager – Investment 總投資主任／經理—投資	1,932	212	3	0	0	107	593	269	0	47	0	0	701
		112 Portfolio Manager 投資組合經理	2,232	530	8	0	2	79	989	208	1	17	15	0	383
		113 Manager – Investment Advisory Services 總理—投資諮詢服務	2,219	311	6	1	0	50	1,087	25	0	13	15	5	706
		114 Manager – Dealing Room 總理—交易室	1,265	326	3	0	0	335	317	39	0	110	16	0	119
		115 Responsible Officer/ Registered Manager 負責人員／註冊司理人	343	42	0	0	0	124	150	5	0	22	0	0	0
		116 Manager – Investment Settlement 總理—投資結算	747	225	0	0	0	90	79	23	0	3	0	2	325
		118 Sales Manager 銷售經理	1,733	861	0	0	0	180	349	18	0	35	1	0	289
		Sub-total 小計	10,471	2,507	20	1	2	965	3,564	587	1	247	47	7	2,523
	Supervisory / Officer Level 主管/ 主任級	208 Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	4,642	826	19	0	0	141	1,741	87	0	33	0	0	1,795
		209 Investment Analyst 投資分析員	2,537	451	2	2	6	66	778	317	0	15	0	1	899
		210 Dealer 交易員	1,896	359	0	0	0	539	370	80	0	279	5	5	259
		211 Customer Service Officer – Investment Service 客戶服務主任—投資服務	1,407	67	0	0	0	238	420	114	0	112	3	0	453
		212 Investment Officer 投資主任	3,055	477	5	0	0	168	1,153	547	0	32	0	1	672
		213 Account Executive/ Sales Officer 客戶主任／營業主任	4,910	1,312	51	0	0	1,503	924	97	0	207	0	18	798
		214 Settlement Officer 結算主任	1,644	439	19	0	0	276	153	62	0	82	0	0	613
		Sub-total 小計	20,091	3,931	96	2	6	2,931	5,539	1,304	0	760	8	25	5,489
	Clerical Level 文員級	301 Clerk 文員	5,421	1,269	24	0	1	1,041	1,169	347	0	165	14	28	1,363
		302 Dealing Assistant 易助理	3,890	641	82	0	0	1,280	1,001	113	0	363	41	3	366
		Sub-total 小計	9,311	1,910	106	0	1	2,321	2,170	460	0	528	55	31	1,729
	Total 總計			39,873	8,348	222	3	9	6,217	11,273	2,351	1	1,535	110	63
Operations 營運	Managerial Level 經理級	152 Head – Operations 主管—營運	500	346	3	0	0	43	53	2	17	0	0	0	36
		119 Manager – Trade Finance Operations 總理—貿易融資運作	302	250	6	0	4	6	10	0	0	0	0	0	26
		153 Manager – Operations 總理—營運	2,161	1,767	5	0	0	26	191	24	84	6	0	0	58
		Sub-total 小計	2,963	2,363	14	0	4	75	254	26	101	6	0	0	120
	Supervisory / Officer Level 主管/ 主任級	216 Trade Finance Operations Officer 貿易融資營運主任	1,140	1,082	13	0	5	15	1	0	0	0	0	0	24
		217 Quality Assurance Officer 質素保證主任	186	170	2	0	0	8	0	6	0	0	0	0	0
		218 Operations Officer 營運主任	5,777	4,654	148	0	48	121	309	22	69	17	10	0	379
		Sub-total 小計	7,103	5,906	163	0	53	144	310	28	69	17	10	0	403

	Job Level 職級	Principal Job 主要職務	Overall	Banking				Securities and Asset		Other Financial Sectors						
				Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Securities brokerage	Asset Management	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and Public administration	Money changers & foreign exchange brokers/dealers	Financial institutions & financial services, n.e.c.	
Clerical Level 文員級	301	Clerk 文員	2,952	1,665	91	0	52	64	469	59	30	16	16	26	464	
	303	Cashier 出納員	2,443	943	0	0	0	0	0	0	0	0	0	1,500	0	
	304	Receptionist/ Greeter 接待員／電話操作員	700	439	15	0	11	14	18	5	2	12	51	0	133	
	305	Trade Finance Operations Checker 貿易融資運作核對員	419	364	20	0	1	0	0	10	0	0	0	0	24	
	Sub-total 小計		6,514	3,411	126	0	64	78	487	74	32	28	67	1,526	621	
	Total 總計			16,580	11,680	303	0	121	297	1,051	128	202	51	77	1,526	1,144
Credit and Loans 信貸及放款	Managerial Level 經理級	154	Head – Credit and Loans 主管—信貸及放款	256	125	4	0	0	2	0	1	124	0	0	0	0
		120	Manager – Loan Operation 經理—貸款業務	793	402	6	0	0	6	0	0	379	0	0	0	0
		121	Manager – Credit Management 經理—信貸管理	1,125	713	39	0	2	8	49	2	312	0	0	0	0
		122	Manager – Credit Card 經理—信用卡	259	254	3	0	0	0	0	0	2	0	0	0	0
		Sub-total 小計		2,433	1,494	52	0	2	16	49	3	817	0	0	0	0
	Supervisory / Officer Level 主管/ 主任級	219	Credit/ Loan Officer 信貸／放款主任	3,238	1,241	127	0	9	12	43	5	1,798	3	0	0	0
		220	Credit Analyst 信貸分析員	792	599	28	0	2	55	43	4	41	0	0	0	20
		221	Credit Card Officer 信用卡主任	450	426	18	0	0	6	0	0	0	0	0	0	0
		222	Hire Purchase/ Leasing Officer 分期付款／租賃主任	365	286	6	0	3	0	37	0	33	0	0	0	0
		Sub-total 小計		4,845	2,552	179	0	14	73	123	9	1,872	3	0	0	20
	Clerical Level 文員級	301	Clerk 文員	2,837	1,421	67	0	5	98	21	5	1,220	0	0	0	0
		Sub-total 小計		2,837	1,421	67	0	5	98	21	5	1,220	0	0	0	0
	Total 總計			10,115	5,467	298	0	21	187	193	17	3,909	3	0	0	20
Business Development 業務發展	Managerial Level 經理級	125	Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 業務經理—企業銀行／商業銀行／財務機構／國外同業部	2,639	2,414	60	9	0	20	76	3	13	6	0	3	35
		126	Business Manager – Marketing 業務經理—市場推廣	922	486	5	0	5	30	217	6	21	15	51	2	84
		127	Business Manager – Private Banking 業務經理—私人銀行	874	855	19	0	0	0	0	0	0	0	0	0	0
		128	Business Manager – Customer Relationship/ Personal Banking 業務經理—客戶關係／個人銀行	1,519	1,357	9	6	0	15	56	0	0	4	0	0	72
		155	Business Manager – Investment Products 業務經理—投資產品	556	395	0	0	0	16	44	2	0	0	0	0	99
		129	Manager – Branch 經理—分行	2,419	2,297	75	0	42	5	0	0	0	0	0	0	0
		117	Product Manager – Banking and Finance 產品經理—銀行及金融	503	444	0	0	0	1	23	2	0	5	0	0	28
		156	Product Manager – Investment 產品經理—投資	248	174	5	0	0	5	28	2	0	6	0	0	28
	Sub-total 小計		9,680	8,422	173	15	47	92	444	15	34	36	51	5	346	
	Supervisory / Officer Level 主管/ 主任級	223	Business Development Officer 業務發展主任	1,835	1,281	27	0	3	23	277	10	16	7	0	2	189
		224	Relationship Officer – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 客戶關係主任—企業銀行／商業銀行／財務機構／國外同業部	2,663	2,399	100	22	0	3	77	0	10	0	17	2	33
		225	Telemarketing Officer 電話市場推廣主任	382	363	8	0	0	0	0	6	0	3	0	2	0

	Job Level 職級	Principal Job 主要職務	Overall	Banking				Securities and Asset		Other Financial Sectors					
				Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Securities brokerage	Asset Management	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and Public administration	Money changers & foreign exchange brokers/dealers	Financial institutions & financial services, n.e.c.
		Relationship Officer – Private Banking 客戶關係主任—私人銀行	613	606	7	0	0	0	0	0	0	0	0	0	0
		Customer Services Officer/ Relationship Officer – Personal Banking 客戶服務主任／客戶關係主任—個人銀行	4,675	4,607	6	4	0	58	0	0	0	0	0	0	0
		Customer Services Officer/ Relationship Officer – Investment Products 客戶服務主任／客戶關係主任—投資產品	992	836	0	0	0	5	37	10	0	1	0	3	100
		Insurance Products Officer 保險產品主任	495	450	5	0	0	7	20	0	10	3	0	0	0
		Mandatory Provident Fund Officer 強制性公積金主任	412	39	0	0	0	0	0	0	0	0	0	0	373
		Trust Officer 信託主任	297	92	3	0	0	0	37	0	0	0	0	0	165
		Phone Banking/ Call Centre Officer 電話理財/電話服務中心主任	797	751	23	0	0	12	0	1	10	0	0	0	0
		Product Officer- Banking and Finance Products 產品主任—銀行及金融產品	495	387	2	0	0	5	37	0	0	0	0	0	64
		Product Officer- Investment Products 產品主任—投資產品	412	231	10	0	0	13	58	7	0	0	0	0	93
		Sub-total 小計	14,068	12,042	191	26	3	126	543	34	46	14	17	9	1,017
	Clerical Level 文員級	Clerk 文員	2,264	1,605	164	1	61	28	38	20	26	20	16	0	285
		Telemarketing Representative 電話市場推廣代表	414	202	6	0	0	0	0	0	95	41	0	0	70
		Teller 櫃檯員	7,061	6,878	183	0	0	0	0	0	0	0	0	0	0
		Sub-total 小計	9,739	8,685	353	1	61	28	38	20	121	61	16	0	355
	Total 總計		33,487	29,149	717	42	111	246	1,025	69	201	111	84	14	1,718
Accounting/ Finance 會計／財務	Managerial Level 經理級	134 Financial Controller 財務總監	282	86	4	0	1	15	74	5	33	6	9	0	49
		135 Manager – Accounting 經理—會計	1,384	700	20	0	9	88	226	86	51	43	11	4	146
		157 Manager – Finance 經理—財務	323	176	0	0	0	15	65	1	42	3	4	0	17
		Sub-total 小計	1,989	962	24	0	10	118	365	92	126	52	24	4	212
	Supervisory / Officer Level 主管/主任級	232 Accounting Officer 會計主任	2,300	913	36	0	14	176	339	200	83	62	22	7	448
		243 Finance Officer 財務主任	280	193	1	0	0	12	0	20	0	4	10	0	40
		Sub-total 小計	2,580	1,106	37	0	14	188	339	220	83	66	32	7	488
	Clerical Level 文員級	308 Accounting Clerk/ Finance Clerk 會計文員／財務文員	2,412	847	27	0	30	118	397	141	87	61	47	18	639
		Sub-total 小計	2,412	847	27	0	30	118	397	141	87	61	47	18	639
	Total 總計		6,981	2,915	88	0	54	424	1,101	453	296	179	103	29	1,339
Information Technology 資訊科技	Managerial Level 經理級	136 Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任／總科技主任／經理—資訊科技	1,323	762	10	0	4	44	127	6	14	10	149	5	192
		137 E-Commerce/E-Banking Manager/ Digital Banking Manager 電子商貿／電子銀行經理／數碼銀行經理	855	824	7	0	0	1	0	1	0	3	5	1	13
		158 Cybersecurity Manager 網絡安全經理	212	197	3	0	0	2	0	0	3	0	0	0	7
		Sub-total 小計	2,390	1,783	20	0	4	47	127	7	17	13	154	6	212
	Supervisory / Officer Level 主管/主任級	233 Computer Operations Officer 電腦運作主任	1,551	830	17	0	4	158	221	14	44	31	38	10	184
		234 Programmer/ Technology Officer 程式員／科技主任	2,222	1,225	31	0	3	41	191	41	10	11	106	11	552
		235 System Analyst 系統分析員	1,970	1,296	11	0	1	28	150	14	8	0	169	4	289

	Job Level 職級	Principal Job 主要職務	Overall	Banking				Securities and Asset		Other Financial Sectors					
				Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Securities brokerage	Asset Management	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and Public administration	Money changers & foreign exchange brokers/dealers	Financial institutions & financial services, n.e.c.
Human Resources 人力資源	Clerical Level 文員級	244 Cybersecurity Officer 網絡安全主任	259	205	4	0	0	18	0	1	5	0	0	1	25
		Sub-total 小計	6,002	3,556	63	0	8	245	562	70	67	42	313	26	1,050
	Clerical Level 文員級	301 Clerk 文員	731	353	29	0	15	39	2	0	31	12	140	10	100
		309 Computer Operator 電腦操作員	1,072	537	16	0	10	32	13	4	31	34	92	0	303
		310 IT Support Operator 資訊科技支援操作員	555	362	9	0	0	48	0	13	0	4	14	0	105
		Sub-total 小計	2,358	1,252	54	0	25	119	15	17	62	50	246	10	508
	Total 總計		10,750	6,591	137	0	37	411	704	94	146	105	713	42	1,770
	Managerial Level 經理級	159 Head – Human Resources 主管—人力資源	129	89	1	0	1	17	0	3	3	1	1	0	13
		138 Manager – Human Resources 經理—人力資源	1,217	818	7	0	1	59	126	31	28	9	20	1	117
		139 Manager – Training/ Learning And Development 經理—培訓／學習及發展	195	167	4	0	1	1	0	0	0	0	10	0	12
		Sub-total 小計	1,541	1,074	12	0	3	77	126	34	31	10	31	1	142
	Supervisory / Officer Level 主管/主任級	236 Human Resources Officer 人力資源主任	1,078	594	25	0	3	69	150	27	18	16	23	2	151
		237 Training Officer/ Instructor 訓練主任／導師	95	65	3	0	1	5	4	0	0	0	11	0	6
		Sub-total 小計	1,173	659	28	0	4	74	154	27	18	16	34	2	157
	Clerical Level 文員級	301 Clerk 文員	881	354	14	0	5	36	160	61	45	14	52	10	130
		Sub-total 小計	881	354	14	0	5	36	160	61	45	14	52	10	130
	Total 總計		3,595	2,087	54	0	12	187	440	122	94	40	117	13	429
Risk And Compliance 風險及合規	Managerial Level 經理級	160 Chief Risk Officer 首席風險主任	112	66	5	0	0	1	7	3	13	3	1	0	13
		140 Risk Manager – Composite Risk/ Integrated Risk 風險經理—綜合風險／整合風險	816	571	6	0	2	40	100	32	12	7	0	4	42
		141 Risk Manager – Credit Risk 風險經理—信貸風險	399	350	1	0	1	1	0	0	40	0	0	0	6
		142 Risk Manager – Market Risk 風險經理—市場風險	191	179	3	0	0	0	7	2	0	0	0	0	0
		143 Risk Manager – Operation Risk 風險經理—營運風險	316	282	3	0	0	2	11	4	0	0	0	0	14
		144 Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	1,216	831	10	0	5	33	165	34	13	19	0	4	102
		Sub-total 小計	3,050	2,279	28	0	8	77	290	75	78	29	1	8	177
		238 Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	1,929	1,114	18	0	3	154	236	80	1	15	0	14	294
	Supervisory / Officer Level 主管/主任級	245 Officer – Composite Risk/ Integrated Risk 主任—綜合風險／整合風險	260	78	1	0	0	80	28	3	24	19	0	0	27
		246 Officer – Credit Risk 主任—信貸風險	304	257	8	0	0	15	0	0	24	0	0	0	0
		247 Officer – Market Risk 主任—市場風險	180	174	4	0	0	0	0	2	0	0	0	0	0
		248 Officer – Operation Risk 主任—營運風險	210	203	3	0	0	0	0	1	3	0	0	0	0
		Sub-total 小計	2,883	1,826	34	0	3	249	264	86	52	34	0	14	321
		301 Clerk 文員	1,172	881	42	0	1	69	61	7	99	11	0	0	1
	Clerical Level 文員級	Sub-total 小計	1,172	881	42	0	1	69	61	7	99	11	0	0	1

	Job Level 職級	Principal Job 主要職務	Overall	Banking				Securities and Asset		Other Financial Sectors					
				Licensed banks	Restricted license banks	Representative offices of foreign banks	Deposit-taking companies	Securities brokerage	Asset Management	Investment & holding companies	Finance leasing, personal loan, mortgage, instalment credit and other credit granting	Commodity futures & precious metals brokers / dealers	Stock, bullion & commodity exchange and Public administration	Money changers & foreign exchange brokers/dealers	Financial institutions & financial services, n.e.c.
	Total 總計		7,105	4,986	104	0	12	395	615	168	229	74	1	22	499
Special Functions 特別職務	Managerial Level 經理級	145 Company Secretary 公司秘書	173	121	1	0	3	6	9	3	1	2	10	0	17
		146 Legal Adviser 法律顧問	348	187	4	0	0	13	54	6	2	3	28	0	51
		147 Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	244	154	4	0	0	1	28	2	5	0	9	0	41
		148 Manager - Internal Audit 經理—內部稽核	543	445	9	0	2	3	42	5	3	0	17	0	17
		149 Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員／經理—組織／質素保證／工效優化	341	297	4	0	2	0	12	4	0	0	0	0	22
		161 Manager – Business Intelligence 經理—商業智能	187	187	0	0	0	0	0	0	0	0	0	0	0
		150 Manager – Property/Real Estate 經理—產業／房地產	305	111	0	0	0	0	65	30	0	0	0	0	99
		Sub-total 小計	2,141	1,502	22	0	7	23	210	50	11	5	64	0	247
	Supervisory / Officer Level 主管/主任級	239 Internal Audit Officer 內部稽核主任	825	539	28	0	9	11	136	6	0	0	21	0	75
		240 Officer - Organisation/ / Service Quality & Assurance/ Process Re-Engineering 主任—組織／服務質素及保證／流程工效優化	501	435	4	0	0	0	0	0	0	0	0	0	62
		249 Officer - Corporate Communications/ Public Relations 主任—企業傳訊／公共關係	114	87	3	0	0	1	12	3	0	0	8	0	0
		250 Officer–Business Intelligence 主任—商業智能	44	44	0	0	0	0	0	0	0	0	0	0	0
		Sub-total 小計	1,484	1,105	35	0	9	12	148	9	0	0	29	0	137
	Total 總計		3,625	2,607	57	0	16	35	358	59	11	5	93	0	384
Other Staff Related to the Banking and Finance Industry 其他相關銀行及金融業的員工	Managerial Level 經理級	199 Other managerial staff 其他經理級員工	6,302	5,207	3	0	8	63	192	40	9	8	512	0	260
		Sub-total 小計	6,302	5,207	3	0	8	63	192	40	9	8	512	0	260
	Supervisory / Officer Level 主管/主任級	299 Other supervisory / officer staff 其他主管/主任級員工	5,949	4,217	11	2	7	105	191	45	21	9	759	0	582
		Sub-total 小計	5,949	4,217	11	2	7	105	191	45	21	9	759	0	582
	Clerical Level 文員級	399 Other clerical staff 其他文員級員工	5,622	4,564	9	1	0	87	145	69	125	21	55	0	546
		Sub-total 小計	5,622	4,564	9	1	0	87	145	69	125	21	55	0	546
	Total 總計		17,873	13,988	23	3	15	255	528	154	155	38	1,326	0	1,388
Other Staff of Supporting Services 其他支援員工	499	Other supporting staff, such as secretaries and bank guards 其他輔助員工，例如秘書及護衛員等	6,363	2,745	26	20	10	244	891	258	208	66	1,085	1	809
		Sub-total 小計	6,363	2,745	26	20	10	244	891	258	208	66	1,085	1	809
Total 總計			171,492	97,363	2,271	157	499	9,861	20,255	4,610	5,743	2,425	3,872	2,706	21,730

Table 9.3 Percentage distribution of Average Monthly Income of full-time employees by principal job

表 9.3 按主要職務劃分的全職僱員每月平均薪酬

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬						
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下
Administration and Management 行政與管理	Managerial Level 經理級	101 Chief Executive Officer/ Chief Operating Officer/ Chief Financial Officer/ Managing Director/ General Manager/ Executive Director 行政總裁／營運總監／首席財務官／常務董事／總經理／執行董事	2467	41.5%	22.5%	33.6%	2.4%	0.0%	0.0%	0.0%
		102 Deputy Chief Executive Officer/ Deputy Chief Financial Officer/ Deputy Chief Operating Officer 副行政總裁／副首席財務官／副營運總監	478	18.4%	11.5%	59.8%	10.3%	0.0%	0.0%	0.0%
		103 Chief Representative 首席代表	71	28.2%	0.0%	33.3%	38.5%	0.0%	0.0%	0.0%
		104 Assistant To Chief Executive Officer/ Director 行政總裁助理／董事助理	346	5.9%	17.3%	10.0%	63.2%	3.6%	0.0%	0.0%
		105 Manager –Administration 經理—行政	1,304	4.7%	19.2%	38.9%	33.9%	3.2%	0.0%	0.0%
		106 Zone/ District Manager 區域經理	332	46.9%	16.4%	31.9%	4.8%	0.0%	0.0%	0.0%
		130 Head – Insurance Products 主管—保險產品	130	85.3%	14.7%	0.0%	0.0%	0.0%	0.0%	0.0%
		131 Head – Mandatory Provident Fund 主管—強制性公積金	41	14.3%	0.0%	85.7%	0.0%	0.0%	0.0%	0.0%
		132 Head – Trust 主管—信託	93	2.3%	0.0%	96.6%	1.1%	0.0%	0.0%	0.0%
		133 Head – Phone Banking/ Call Centre 主管—電話理財／電話服務中心	117	6.0%	0.0%	94.0%	0.0%	0.0%	0.0%	0.0%
		151 Head – Investment Products 主管—投資產品	202	58.0%	0.0%	5.7%	36.3%	0.0%	0.0%	0.0%
		Sub-total 小計	5,581	27.5%	17.7%	37.1%	16.6%	1.1%	0.0%	0.0%
Supervisory / Officer Level 主管/主任級	201	Administration Officer 行政主任	2,247	0.0%	0.0%	2.8%	32.0%	60.0%	5.2%	0.0%
	202	Management Trainee 見習主任	417	0.0%	0.0%	0.0%	11.4%	49.6%	39.0%	0.0%
	203	Representative 代表	102	0.0%	0.0%	0.0%	58.6%	41.4%	0.0%	0.0%
		Sub-total 小計	2,766	0.0%	0.0%	2.4%	29.7%	58.4%	9.6%	0.0%
Clerical Level 文員級	301	Clerk 文員	2,152	0.0%	0.0%	0.0%	0.0%	6.1%	91.9%	1.9%
		Sub-total 小計	2,152	0.0%	0.0%	0.0%	0.0%	6.1%	91.9%	1.9%
Total 總計			10,499	15.3%	9.8%	21.2%	17.0%	17.0%	19.4%	0.4%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬						
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下
Treasury and Capital Market 庫務及資本市場	Managerial Level 經理級	107 Head Of Treasury And Capital Markets 庫務及資本市場主管	216	42.5%	13.2%	23.6%	20.8%	0.0%	0.0%	0.0%
		108 Manager – Treasury And Capital Markets (Front And Mid-Office) 經理—庫務及資本市場(前台和中台)	831	18.5%	43.9%	16.3%	21.2%	0.0%	0.0%	0.0%
		109 Manager – Treasury And Capital Markets (Back Office) 經理—庫務及資本市場(後台)	330	0.0%	17.8%	55.0%	27.2%	0.0%	0.0%	0.0%
		110 Economist/ Manager – Economic Research 經濟研究員／經理—經濟研究	177	6.8%	55.1%	38.1%	0.0%	0.0%	0.0%	0.0%
		Sub-total 小計	1,554	15.8%	35.9%	28.7%	19.6%	0.0%	0.0%	0.0%
	Supervisory / Officer Level 主管/主任級	204 Treasury And Capital Markets Trader 庫務及資本市場操盤員	483	2.0%	0.0%	2.0%	71.6%	24.3%	0.0%	0.0%
		205 Remittances Officer 匯兌主任	840	0.0%	0.0%	0.0%	40.6%	59.4%	0.0%	0.0%
		206 Officer – Treasury And Capital Markets (Front And Mid-Office) 主任—庫務及資本市場 (前台和中台)	358	0.0%	0.0%	0.0%	75.4%	24.6%	0.0%	0.0%
		207 Officer – Treasury And Capital Markets (Back Office) 主任—庫務及資本市場 (後台)	672	0.0%	0.0%	0.8%	54.5%	42.7%	2.0%	0.0%
		Sub-total 小計	2,353	0.3%	0.0%	0.5%	53.4%	45.4%	0.5%	0.0%
	Clerical Level 文員級	301 Clerk 文員	739	0.0%	0.0%	0.0%	1.4%	17.1%	74.5%	6.9%
		Sub-total 小計	739	0.0%	0.0%	0.0%	1.4%	17.1%	74.5%	6.9%
Total 總計			4,646	6.4%	14.3%	11.6%	34.8%	24.6%	7.6%	0.7%
Investment 投資	Managerial Level 經理級	111 Chief Investment Officer/Manager – Investment 總投資主任／經理—投資	1,932	6.6%	17.9%	36.3%	39.2%	0.0%	0.0%	0.0%
		112 Portfolio Manager 投資組合經理	2,232	4.3%	18.9%	35.0%	41.6%	0.2%	0.0%	0.0%
		113 Manager – Investment Advisory Services 經理—投資諮詢服務	2,219	7.9%	9.7%	40.2%	42.2%	0.0%	0.0%	0.0%
		114 Manager – Dealing Room 經理—交易室	1,265	0.3%	18.7%	35.8%	42.7%	2.6%	0.0%	0.0%
		115 Responsible Officer/ Registered Manager 負責人員／註冊司理人	343	10.0%	4.5%	57.9%	18.3%	9.3%	0.0%	0.0%
		116 Manager – Investment Settlement 經理—投資結算	747	0.0%	19.3%	27.3%	53.4%	0.0%	0.0%	0.0%
		118 Sales Manager 銷售經理	1,733	0.0%	10.7%	56.9%	32.4%	0.0%	0.0%	0.0%
		Sub-total 小計	10,471	4.0%	15.6%	39.7%	39.8%	0.9%	0.0%	0.0%
	Supervisory / Officer Level 主管/主任級	208 Financial Adviser Representative/ Personal Financial Adviser 財務顧問代表／個人財務顧問	4,642	0.0%	1.9%	10.9%	40.6%	46.6%	0.0%	0.0%
		209 Investment Analyst 投資分析員	2,537	1.8%	3.2%	22.0%	21.9%	41.9%	9.1%	0.0%
		210 Dealer 交易員	1,896	0.0%	1.3%	10.4%	23.5%	57.9%	6.8%	0.0%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬						
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下
Operations 營運	Managerial Level 經理級	211 Customer Service Officer – Investment Service 客戶服務主任—投資服務	1,407	0.0%	0.0%	1.4%	20.8%	75.8%	2.0%	0.0%
		212 Investment Officer 投資主任	3,055	0.0%	2.3%	5.3%	42.2%	42.7%	7.5%	0.0%
		213 Account Executive/ Sales Officer 客戶主任／營業主任	4,910	0.0%	0.0%	0.6%	19.8%	62.6%	17.0%	0.0%
		214 Settlement Officer 結算主任	1,644	0.0%	0.0%	0.0%	33.2%	63.6%	3.2%	0.0%
		Sub-total 小計	20,091	0.1%	1.2%	6.0%	28.9%	55.3%	8.5%	0.0%
	Clerical Level 文員級	301 Clerk 文員	5,421	0.0%	0.0%	0.0%	0.0%	3.9%	87.2%	8.9%
		302 Dealing Assistant 易助理	3,890	0.0%	0.0%	0.0%	2.7%	27.2%	70.2%	0.0%
		Sub-total 小計	9,311	0.0%	0.0%	0.0%	1.3%	15.2%	78.9%	4.6%
	Total 總計		39,873	1.1%	4.7%	13.5%	25.0%	30.9%	23.6%	1.1%
	Supervisory / Officer Level 主管/主任級	152 Head – Operations 主管—營運	500	22.8%	13.2%	54.7%	8.1%	1.2%	0.0%	0.0%
		119 Manager – Trade Finance Operations 經理—貿易融資運作	302	4.8%	15.9%	55.2%	23.4%	0.7%	0.0%	0.0%
		153 Manager – Operations 經理—營運	2161	0.0%	5.5%	48.2%	45.9%	0.4%	0.0%	0.0%
		Sub-total 小計	2963	4.4%	7.6%	49.8%	37.7%	0.5%	0.0%	0.0%
		216 Trade Finance Operations Officer 貿易融資營運主任	1140	0.0%	0.0%	0.0%	35.6%	64.1%	0.3%	0.0%
		217 Quality Assurance Officer 質素保證主任	186	0.0%	0.0%	45.7%	0.0%	54.3%	0.0%	0.0%
		218 Operations Officer 營運主任	5777	0.0%	0.0%	2.5%	27.7%	68.9%	1.0%	0.0%
		Sub-total 小計	7103	0.0%	0.0%	3.1%	27.7%	68.3%	0.91%	0.0%
	Clerical Level 文員級	301 Clerk 文員	2952	0.0%	0.0%	0.0%	0.6%	1.7%	96.3%	1.4%
		303 Cashier 出納員	2443	0.0%	0.0%	0.0%	0.0%	17.4%	70.9%	11.7%
		304 Receptionist/ Greeter 接待員／電話操作員	700	0.0%	0.0%	0.0%	0.0%	2.9%	96.6%	0.5%
		305 Trade Finance Operations Checker 貿易融資運作核對員	419	0.0%	0.0%	0.0%	0.0%	26.4%	73.1%	0.4%
		Sub-total 小計	6514	0.0%	0.0%	0.0%	0.2%	9.8%	84.3%	5.7%
	Total 總計		16580	0.9%	1.5%	11.0%	18.1%	30.3%	35.8%	2.4%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬						
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下
Credit and Loans 信貸及放款	Managerial Level 經理級	154 Head – Credit and Loans 主管—信貸及放款	256	20.2%	17.7%	20.7%	40.4%	1.0%	0.0%	0.0%
		120 Manager – Loan Operation 經理—貸款業務	793	0.0%	1.3%	37.1%	41.6%	20.0%	0.0%	0.0%
		121 Manager – Credit Management 經理—信貸管理	1125	0.0%	6.5%	53.2%	22.7%	17.7%	0.0%	0.0%
		122 Manager – Credit Card 經理—信用卡	259	0.0%	0.0%	91.0%	0.0%	9.0%	0.0%	0.0%
		Sub-total 小計	2433	2.6%	5.5%	49.2%	27.6%	15.1%	0.0%	0.0%
	Supervisory / Officer Level 主管/主任級	219 Credit/ Loan Officer 信貸/放款主任	3238	0.0%	0.0%	0.3%	23.0%	45.7%	31.06%	0.0%
		220 Credit Analyst 信貸分析員	792	0.0%	0.0%	2.7%	22.4%	74.9%	0.0%	0.0%
		221 Credit Card Officer 信用卡主任	450	0.0%	0.0%	0.0%	33.9%	27.8%	38.3%	0.0%
		222 Hire Purchase/ Leasing Officer 分期付款／租賃主任	365	0.0%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
		Sub-total 小計	4845	0.0%	0.0%	0.6%	23.8%	48.0%	27.6%	0.0%
	Clerical Level 文員級	301 Clerk 文員	2837	0.0%	0.0%	0.0%	0.0%	0.3%	97.8%	1.9%
		Sub-total 小計	2837	0.0%	0.0%	0.0%	0.0%	0.3%	97.8%	1.9%
Total 總計			10115	0.7%	1.5%	13.8%	18.4%	26.0%	39.0%	0.5%
Business Development 業務發展	Managerial Level 經理級	125 Business Manager – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 業務經理—企業銀行／商業銀行／財務機構／國外同業部	2639	13.5%	20.4%	58.5%	7.7%	0.0%	0.0%	0.0%
		126 Business Manager – Marketing 業務經理—市場推廣	922	0.0%	23.8%	30.2%	45.0%	1.0%	0.0%	0.0%
		127 Business Manager – Private Banking 業務經理—私人銀行	874	85.4%	8.7%	4.7%	1.2%	0.0%	0.0%	0.0%
		128 Business Manager – Customer Relationship/ Personal Banking 業務經理—客戶關係／個人銀行	1519	4.5%	16.8%	37.1%	41.7%	0.0%	0.0%	0.0%
		155 Business Manager –Investment Products 業務經理—投資產品	556	0.0%	5.0%	81.9%	13.1%	0.0%	0.0%	0.0%
		129 Manager – Branch 經理—分行	2419	5.9%	32.9%	60.6%	0.7%	0.0%	0.0%	0.0%
		117 Product Manager–Banking and Finance 產品經理—銀行及金融	503	3.0%	3.0%	90.8%	3.2%	0.0%	0.0%	0.0%
		156 Product Manager – Investment 產品經理—投資	248	24.5%	17.6%	52.8%	5.1%	0.0%	0.0%	0.0%
		Sub-total 小計	9680	15.7%	19.3%	51.3%	13.6%	0.1%	0.0%	0.0%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬						
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下
Supervisory / Officer Level 主管/主任級	223	Business Development Officer 業務發展主任	1835	0.0%	0.0%	18.9%	57.3%	23.8%	0.0%	0.0%
	224	Relationship Officer – Corporate Banking/ Commercial Banking/ Financial Institutions/ Correspondent Banking 客戶關係主任—企業銀行／商業銀行／財務機構／國外同業部	2663	0.0%	0.0%	5.4%	65.9%	28.8%	0.0%	0.0%
	225	Telemarketing Officer 電話市場推廣主任	382	0.0%	0.0%	0.0%	35.3%	25.8%	38.9%	0.0%
	226	Relationship Officer – Private Banking 客戶關係主任—私人銀行	613	0.0%	22.0%	74.6%	3.3%	0.0%	0.0%	0.0%
	227	Customer Services Officer/ Relationship Officer – Personal Banking 客戶服務主任／客戶關係主任—個人銀行	4675	0.0%	0.0%	18.0%	36.0%	46.07%	0.0%	0.0%
	241	Customer Services Officer/ Relationship Officer – Investment Products 客戶服務主任／客戶關係主任—投資產品	992	0.0%	0.0%	16.3%	80.3%	3.4%	0.0%	0.0%
	228	Insurance Products Officer 保險產品主任	495	0.0%	0.0%	70.7%	26.3%	3.0%	0.0%	0.0%
	229	Mandatory Provident Fund Officer 強制性公積金主任	412	0.0%	0.0%	0.0%	47.7%	52.3%	0.0%	0.0%
	230	Trust Officer 信託主任	297	0.0%	0.0%	2.2%	88.1%	9.7%	0.0%	0.0%
	231	Phone Banking/ Call Centre Officer 電話理財/電話服務中心主任	797	0.0%	0.0%	0.0%	22.8%	60.1%	17.0%	0.0%
	215	Product Officer-Banking and Finance Products 產品主任—銀行及金融產品	495	0.0%	0.0%	18.2%	60.0%	21.8%	0.0%	0.0%
	242	Product Officer-Investment Products 產品主任—投資產品	412	0.0%	0.0%	17.6%	78.0%	4.3%	0.0%	0.0%
	Sub-total 小計		14068	0.0%	0.6%	14.6%	48.8%	33.1%	3.0%	0.0%
Clerical Level 文員級	301	Clerk 文員	2264	0.0%	0.0%	0.0%	0.0%	11.7%	88.3%	0.0%
	306	Telemarketing Representative 電話市場推廣代表	414	0.0%	0.0%	0.0%	0.0%	10.5%	89.5%	0.0%
	307	Teller 櫃檯員	7061	0.0%	0.0%	0.0%	2.6%	14.7%	82.8%	0.0%
	Sub-total 小計		9739	0.0%	0.0%	0.0%	1.9%	13.8%	84.4%	0.0%
Total 總計			33487	5.1%	6.4%	21.8%	22.6%	16.3%	27.7%	0.0%
Accounting/ Finance 會計／財務	Managerial Level 經理級	134	Financial Controller 財務總監	282	24.8%	32.0%	22.8%	20.4%	0.0%	0.0%
		135	Manager – Accounting 經理—會計	1384	1.3%	24.0%	44.8%	19.9%	10.0%	0.0%
		157	Manager – Finance 經理—財務	323	0.3%	31.2%	46.6%	21.6%	0.3%	0.0%
		Sub-total 小計		1989	4.6%	26.7%	41.9%	20.3%	6.5%	0.0%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下	
Supervisory / Officer Level 主管/主任級	232	Accounting Officer 會計主任	2300	0.0%	0.0%	6.5%	27.4%	65.8%	0.2%	0.0%	
	243	Finance Officer 財務主任	280	0.0%	0.0%	11.1%	31.6%	57.3%	0.0%	0.0%	
		Sub-total 小計	2580	0.0%	0.0%	6.9%	27.8%	65.1%	0.2%	0.0%	
	Clerical Level 文員級	308	Accounting Clerk/ Finance Clerk 會計文員／財務文員	2412	0.0%	0.0%	0.0%	0.5%	12.1%	87.0%	0.4%
			Sub-total 小計	2412	0.0%	0.0%	0.0%	0.5%	12.1%	87.0%	0.4%
Total 總計			6981	1.5%	8.9%	16.1%	15.7%	27.1%	30.6%	0.1%	
Information Technology 資訊科技	Managerial Level 經理級	136	Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任／總科技主任／經理—資訊科技	1323	3.7%	15.4%	65.2%	15.8%	0.0%	0.0%	0.0%
		137	E-Commerce/E-Banking Manager/ Digital Banking Manager 電子商貿／電子銀行經理／數碼銀行經理	855	0.7%	10.4%	85.2%	3.0%	0.7%	0.0%	0.0%
		158	Cybersecurity Manager 網絡安全經理	212	1.1%	25.1%	65.9%	7.8%	0.0%	0.0%	0.0%
			Sub-total 小計	2390	2.1%	14.1%	74.2%	9.2%	0.3%	0.0%	0.0%
	Supervisory / Officer Level 主管/主任級	233	Computer Operations Officer 電腦運作主任	1551	0.0%	0.0%	10.2%	61.3%	28.1%	0.4%	0.0%
		234	Programmer/ Technology Officer 程式員／科技主任	2222	0.0%	0.0%	11.4%	56.2%	32.4%	0.0%	0.0%
		235	System Analyst 系統分析員	1970	0.0%	0.0%	32.6%	58.0%	9.3%	0.0%	0.0%
		244	Cybersecurity Officer 網絡安全主任	259	0.0%	0.0%	20.4%	48.7%	25.0%	5.9%	0.0%
			Sub-total 小計	6002	0.0%	0.0%	17.3%	57.7%	24.6%	0.4%	0.0%
	Clerical Level 文員級	301	Clerk 文員	731	0.0%	0.0%	0.0%	0.7%	2.4%	93.6%	3.2%
		309	Computer Operator 電腦操作員	1072	0.0%	0.0%	0.0%	0.7%	23.8%	73.5%	2.1%
		310	IT Support Operator 資訊科技支援操作員	555	0.0%	0.0%	0.0%	16.9%	36.0%	47.1%	0.0%
			Sub-total 小計	2358	0.0%	0.0%	0.0%	4.8%	21.4%	72.0%	1.8%
Total 總計			10750	0.6%	3.9%	28.9%	31.5%	17.1%	17.6%	0.4%	
Human Resources 人力資源	Managerial Level 經理級	159	Head – Human Resources 主管—人力資源	129	42.3%	16.3%	30.8%	10.6%	0.0%	0.0%	0.0%
		138	Manager – Human Resources 經理—人力資源	1217	2.0%	28.2%	48.3%	14.4%	7.1%	0.0%	0.0%
		139	Manager – Training/ Learning And Development 經理—培訓／學習及發展	195	0.0%	36.1%	56.5%	7.5%	0.0%	0.0%	0.0%
			Sub-total 小計	1541	5.7%	28.1%	47.7%	13.0%	5.4%	0.0%	0.0%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下	
Supervisory / Officer Level 主管/主任級	236	Human Resources Officer 人力資源主任	1078	0.0%	0.0%	0.0%	33.4%	65.4%	1.2%	0.0%	
	237	Training Officer/ Instructor 訓練主任／導師	95	0.0%	0.0%	0.0%	54.3%	45.7%	0.0%	0.0%	
		Sub-total 小計	1173	0.0%	0.0%	0.0%	35.2%	63.7%	1.1%	0.0%	
	Clerical Level 文員級	301	Clerk 文員	881	0.0%	0.0%	0.0%	0.0%	16.8%	74.4%	8.7%
Total 總計		Sub-total 小計	881	0.0%	0.0%	0.0%	0.0%	16.8%	74.4%	8.7%	
			3595	2.9%	14.3%	24.3%	15.9%	23.4%	17.2%	2.0%	
Risk And Compliance 風險及合規	Managerial Level 經理級	160	Chief Risk Officer 首席風險主任	112	32.1%	13.6%	27.2%	27.2%	0.0%	0.0%	0.0%
		140	Risk Manager – Composite Risk/ Integrated Risk 風險經理—綜合風險／整合風險	816	7.7%	61.0%	22.3%	8.8%	0.2%	0.0%	0.0%
		141	Risk Manager – Credit Risk 風險經理—信貸風險	399	13.3%	22.4%	61.3%	2.8%	0.3%	0.0%	0.0%
		142	Risk Manager – Market Risk 風險經理—市場風險	191	30.5%	44.3%	22.9%	2.3%	0.0%	0.0%	0.0%
		143	Risk Manager – Operation Risk 風險經理—營運風險	316	17.0%	24.1%	58.5%	0.4%	0.0%	0.0%	0.0%
		144	Manager – Compliance/ Anti-Money Laundering 經理—合規／反洗黑錢	1216	5.2%	28.4%	55.1%	9.4%	1.9%	0.0%	0.0%
			Sub-total 小計	3050	10.7%	34.5%	46.4%	7.5%	0.9%	0.0%	0.0%
	Supervisory / Officer Level 主管/主任級	238	Compliance/ Anti-Money Laundering Officer 合規／反洗黑錢主任	1929	0.0%	0.0%	5.8%	60.5%	33.7%	0.1%	0.0%
		245	Officer – Composite Risk/ Integrated Risk 主任—綜合風險／整合風險	260	0.0%	0.0%	5.1%	36.5%	55.1%	3.4%	0.0%
		246	Officer – Credit Risk 主任—信貸風險	304	0.0%	0.0%	15.3%	63.8%	19.7%	1.3%	0.0%
		247	Officer – Market Risk 主任—市場風險	180	0.0%	0.0%	15.7%	81.4%	2.1%	0.7%	0.0%
		248	Officer – Operation Risk 主任—營運風險	210	0.0%	0.0%	34.9%	14.0%	50.4%	0.8%	0.0%
			Sub-total 小計	2883	0.0%	0.0%	9.6%	57.0%	32.8%	0.6%	0.0%
		301	Clerk 文員	1172	0.0%	0.0%	0.0%	0.0%	1.6%	98.4%	0.0%
Special Functions 特別職務	Clerical Level 文員級		Sub-total 小計	1172	0.0%	0.0%	0.0%	0.0%	1.6%	98.4%	0.0%
			Total 總計	7105	5.0%	16.1%	25.5%	26.4%	13.8%	13.2%	0.0%
	Managerial Level 經理級	145	Company Secretary 公司秘書	173	4.9%	25.2%	53.7%	14.6%	1.6%	0.0%	0.0%
		146	Legal Adviser 法律顧問	348	59.7%	29.6%	4.3%	6.5%	0.0%	0.0%	0.0%

	Job Level 職級	Principal Job 主要職務	Total no. of full-time employees 全職僱員人數	Average Monthly Remuneration Package 每月平均薪酬							
				Over \$100,000 以上	\$80,001 - \$100,000	\$50,001 - \$80,000	\$35,001 - \$50,000	\$25,001 - \$35,000	\$15,001 - \$25,000	\$15,000 or below 或以下	
Other Staff Related to the Banking and Finance Industry 其他相關銀行及金融業的員工	Supervisory / Officer Level 主管/主任級	147 Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	244	0.0%	51.6%	40.0%	8.4%	0.0%	0.0%	0.0%	
		148 Manager – Internal Audit 經理—內部稽核	543	0.0%	35.9%	56.5%	7.6%	0.0%	0.0%	0.0%	
		149 Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員／經理—組織／質素保證／工效優化	341	5.8%	4.4%	87.6%	1.5%	0.7%	0.0%	0.0%	
		161 Manager – Business Intelligence 經理—商業智能	187	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
		150 Manager – Property/Real Estate 經理—產業／房地產	305	10.1%	10.6%	79.3%	0.0%	0.0%	0.0%	0.0%	
		Sub-total 小計	2141	9.9%	23.1%	61.7%	5.2%	0.3%	0.0%	0.0%	
	Supervisory / Officer Level 主管/主任級	239 Internal Audit Officer 內部稽核主任	825	0.0%	0.0%	0.0%	57.0%	41.3%	1.7%	0.0%	
		240 Officer - Organisation/ / Service Quality & Assurance/ Process Re-Engineering 主任—組織／服務質素及保證／流程工效優化	501	0.0%	0.0%	7.3%	61.0%	31.7%	0.0%	0.0%	
		249 Officer - Corporate Communications/ Public Relations 主任—企業傳訊／公共關係	114	0.0%	0.0%	0.0%	56.4%	29.1%	14.5%	0.0%	
		250 Officer–Business Intelligence 主任—商業智能	44	0.0%	0.0%	0.0%	42.9%	57.1%	0.0%	0.0%	
		Sub-total 小計	1484	0.0%	0.0%	1.1%	56.4%	39.8%	2.6%	0.0%	
	Total 總計			3625	7.3%	17.2%	46.1%	18.3%	10.4%	0.7%	0.0%
Other Staff Related to the Banking and Finance Industry 其他相關銀行及金融業的員工	Managerial Level 經理級	199 Other managerial staff 其他經理級員工	6302	1.7%	30.7%	56.6%	10.9%	0.1%	0.0%	0.0%	
		Sub-total 小計	6302	1.7%	30.7%	56.6%	10.9%	0.1%	0.0%	0.0%	
	Supervisory / Officer Level 主管/主任級	299 Other supervisory / officer staff 其他主管/主任級員工	5949	0.0%	0.0%	2.3%	25.4%	65.4%	6.9%	0.0%	
		Sub-total 小計	5949	0.0%	0.0%	2.3%	25.4%	65.4%	6.9%	0.0%	
	Clerical Level 文員級	399 Other clerical staff 其他文員級員工	5622	0.0%	0.0%	0.0%	0.0%	9.8%	86.3%	3.9%	
		Sub-total 小計	5622	0.0%	0.0%	0.0%	0.0%	9.8%	86.3%	3.9%	
	Total 總計			17873	0.6%	11.2%	21.5%	13.9%	28.2%	23.7%	0.9%
Total 總計				165,129	3.4%	6.9%	19.0%	21.6%	23.4%	24.9%	0.8%

Table 9.4 Percentage distribution and ranking of training required by employees to deal with the emerging trend and development by job level
表 9.4 按職級劃分的僱員所需要訓練範疇以配合新興趨勢及發展的百分比及排名

Overall 整體

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
A. General Management Knowledge 一般管理知識						
Core Management and Strategy (核心管理與策略)						
A11 Principles & Practice of Management 管理理論與實務	30.3%	6.2%	0.4%	11	36	69
A12 Strategic Management 策略管理	53.2%	5.9%	0.3%	2	38	73
A13 Risk Management 風險管理	63.3%	14.6%	2.4%	1	16	48
A14 Quality Management 優質管理	31.4%	6.9%	0.6%	8	31	66
A15 Time Management 時間管理	27.2%	9.4%	2.7%	15	23	43
A16 Marketing Management 營銷管理	27.3%	5.3%	0.3%	14	43	70
A17 Business Ethics 商業道德	27.8%	11.2%	4.8%	13	19	29
Leadership and Team Development (領導與團隊發展)						
A21 Leadership 領導才能	42.6%	9.3%	0.2%	4	24	75
A22 Team Building 建立團隊	33.7%	5.6%	4.6%	6	39	31
A23 Motivation 激勵	26.3%	7.5%	4.3%	17	29	33
A24 Coaching & Counseling 指導與輔導	30.4%	9.6%	3.2%	10	22	38
A25 Dealing with Conflict 解決衝突	30.9%	9.7%	1.4%	9	21	58
Change and Crisis Management (變革與危機管理)						
A31 Implementing Change 推行變革	28.9%	4.4%	0.2%	12	50	75
A32 Crisis Management 危機管理	39.1%	5.6%	0.7%	5	40	63
A33 Stress Management 壓力管理	43.6%	13.1%	2.0%	3	17	53
A34 Problem Solving & Decision Making 解決問題與決策	31.8%	24.0%	7.0%	7	8	20
Human and Relationship Management (人力與關係管理)						
A41 Human Resources Management 人力資源管理	17.1%	5.46%	3.4%	26	41	36
A42 Relationship Management 關係管理	10.5%	5.2%	1.0%	36	44	60
A43 Talent Management 人才管理	13.6%	4.9%	0.2%	32	46	77
B. Job-related Knowledge 業務知識						
Financial Analysis and Investment (財務分析與投資)						
B11 Financial Statement Analysis 財務報表分析	19.3%	21.3%	13.1%	22	10	12
B12 Credit Analysis—Spreading and Ratio Analysis 信用分析—報表闡釋及比率分析	16.9%	12.0%	4.0%	27	18	34
B13 Asset Valuation & Portfolio Management 資產估值及組合管理	17.6%	19.2%	11.8%	24	12	14
B14 Corporate Finance 企業融資	16.9%	10.5%	0.3%	28	20	72

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
B15 Fund Management 基金管理	15.7%	17.4%	8.8%	29	15	17
Banking and Financial Markets (銀行與金融市場)						
B21 Trade Finance 貿易融資	6.9%	9.0%	0.6%	45	26	65
B22 Foreign Exchange 外匯	4.4%	3.8%	6.8%	68	54	22
B23 Financial Markets Operations 金融市場運作	14.2%	20.3%	5.4%	31	11	26
B24 Securities Analysis 證券分析	7.9%	17.8%	3.0%	42	14	40
B25 SME Financial Management & Practice 中小企財務管理及實務	4.1%	2.8%	1.7%	71	62	54
B26 International Business Management 國際企業管理	4.4%	1.7%	0.4%	68	72	68
B27 Securities & Futures Regulation 證券及期貨條例	9.0%	7.3%	3.3%	39	30	37
B28 General Insurance 一般保險	4.1%	6.3%	2.2%	70	35	51
B29 Long Term Insurance 長期保險	3.9%	2.9%	2.2%	74	61	51
B30 Provident Fund 公積金	3.4%	4.2%	2.2%	75	51	50
Compliance and Risk Management (合規與風險管理)						
B31 Financial Risk Management 財務風險管理	26.0%	33.1%	30.0%	18	3	4
B32 Anti-Money Laundering Compliance 反洗黑錢合規	26.7%	25.7%	29.3%	16	6	5
B33 Know Your Customer 認識你的客戶	23.0%	28.4%	32.9%	19	4	3
B34 Anti-Corruption Regulations 反貪污條例	22.7%	24.1%	27.4%	20	7	6
B35 Compliance of Various Ordinances 不同條例的合規	22.2%	23.0%	27.2%	21	9	7
B36 Company Law in the Mainland 中國公司法	8.5%	7.6%	6.5%	41	28	23
Emerging Financial Technologies (新興金融科技)						
B41 Financial Engineering 金融工程	4.0%	2.0%	0.2%	73	69	77
B42 Custodian Services 託管服務	6.2%	2.3%	0.3%	50	68	73
B43 Loan Structuring 貸款結構設計	4.9%	1.7%	2.4%	61	74	47
Emerging Financial Technologies (新興金融科技)						
B51 Real Estate Financing 房地產融資	2.1%	0.3%	0.1%	79	79	79
B52 Mergers and Acquisitions 併購	4.9%	1.6%	0.05%	62	75	80
B53 Private Equity 私募股權	5.2%	2.4%	0.4%	58	66	67
B54 ESG knowledge 環境、社會和企業管治知識	6.7%	3.3%	1.5%	47	57	57
B55 Sustainability 可持續發展	8.5%	4.2%	4.8%	40	51	30
B56 Retail Banking Digital Transformation 零售銀行數字化轉型	2.5%	0.4%	0.3%	78	78	70
B57 Cryptocurrency 加密貨幣	5.3%	1.7%	1.4%	55	73	59
B58 Fraud Detection and Prevention 欺詐檢測與預防	12.5%	3.4%	5.1%	34	56	28
B59 Retail Banking and Wealth Management 零售銀行與財富管理	3.3%	0.9%	0.9%	76	77	61

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Customer Engagement, Marketing, and Service Excellence (顧客參與、營銷與卓越服務)						
B61 Marketing/Selling Skills 市場推廣／銷售技巧	17.2%	33.5%	12.3%	25	2	13
B62 Enhancing Quality Customer Services 提升顧客服務質素	15.2%	33.9%	45.6%	30	1	1
B63 Customer Relationship Management 顧客關係管理	18.0%	27.1%	40.2%	23	5	2
B64 Design Thinking 設計思維	5.4%	9.2%	9.6%	54	25	15
B65 Data Privacy and Protection 數據隱私與保護	6.7%	18.0%	18.8%	48	13	9
C. Generic/Technological Skills 通用 / 科技技能						
Technological Competence (科技能力)						
C11 Data Analytics 數據分析	11.3%	6.0%	4.3%	35	37	32
C12 Artificial Intelligence 人工智能	10.0%	5.1%	6.5%	37	45	23
C13 Blockchain 區塊鏈	5.3%	2.9%	2.6%	57	60	45
C14 Cloud Computing 雲端運算	2.9%	1.8%	0.7%	77	71	62
C15 Big Data 大數據	4.7%	2.3%	1.6%	64	67	56
C16 FinTech 金融科技	9.0%	4.6%	3.9%	38	49	35
C17 Cybersecurity 網絡安全	13.3%	6.3%	8.7%	33	34	19
C18 Robotic Process Automation 機器人流程自動化	5.6%	1.9%	1.6%	52	70	55
C19 Web 3.0	5.3%	1.5%	2.7%	55	76	42
C20 Information Systems Application Skills 資訊系統應用技巧	7.1%	3.3%	6.9%	44	58	21
Communication and Presentation Skills (溝通與演說技巧)						
C21 English Writing 英文書寫	4.8%	3.0%	5.4%	63	59	26
C22 Spoken English 英語會話	7.5%	4.0%	8.7%	43	53	18
C23 Chinese Writing 中文書寫	5.1%	2.5%	2.6%	59	64	46
C24 Cantonese 廣東話	4.7%	2.5%	3.1%	66	65	39
C25 Putonghua 普通話	5.5%	4.7%	5.9%	53	47	25
C26 Communication Skills 溝通技巧	6.4%	6.8%	22.4%	49	32	8
C27 Presentation Skills 演說技巧	4.0%	2.7%	9.4%	72	63	16
Interpersonal and Emotional Intelligence (人際與情商技能)						
C31 Interpersonal Skills 人際關係技巧	5.9%	8.5%	14.3%	51	27	10
C32 Customer Psychology 顧客心理	6.7%	6.7%	13.9%	46	33	11
C33 Mediation Skills 調解技巧	4.6%	4.6%	2.3%	67	48	49
C34 Emotional Intelligence 情商	4.7%	5.5%	2.7%	65	41	43
C35 Diversity, Equity, and Inclusion 多元、平等和包容	5.0%	3.6%	2.8%	60	55	41
Others 其他	0.8%	0.1%	0.7%	80	80	63

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Number of companies with such level of staff 具有此技能等級員工的公司數量	3916	7571	4735			

Note:

Percentages are calculated on the basis of total number of companies with such level of staff

註：

百分比是以具有相關技能等級的員工的公司數目為基準計算。

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
A. General Management Knowledge 一般管理知識						
Core Management and Strategy (核心管理與策略)						
A11 Principles & Practice of Management 管理理論與實務	46.6%	46.7%	12.6%	8	7	49
A12 Strategic Management 策略管理	67.9%	28.3%	8.1%	2	23	60
A13 Risk Management 風險管理	70.2%	34.2%	28.8%	1	20	16
A14 Quality Management 優質管理	29.8%	25.0%	12.6%	25	40	49
A15 Time Management 時間管理	29.0%	19.2%	36.9%	27	51	8
A16 Marketing Management 營銷管理	29.8%	42.5%	11.7%	25	11	53
A17 Business Ethics 商業道德	49.6%	48.3%	45.9%	5	4	4
Leadership and Team Development (領導與團隊發展)						
A21 Leadership 領導才能	49.6%	45.0%	4.5%	5	10	68
A22 Team Building 建立團隊	35.9%	50.8%	21.6%	19	3	29
A23 Motivation 激勵	37.4%	46.7%	11.7%	15	7	53
A24 Coaching & Counseling 指導與輔導	42.7%	46.7%	4.5%	9	7	68
A25 Dealing with Conflict 解決衝突	38.9%	37.5%	13.5%	14	16	44
Change and Crisis Management (變革與危機管理)						
A31 Implementing Change 推行變革	37.4%	26.7%	7.2%	15	31	61
A32 Crisis Management 危機管理	41.2%	25.8%	5.4%	11	38	65
A33 Stress Management 壓力管理	48.1%	40.8%	21.6%	7	15	29
A34 Problem Solving & Decision Making 解決問題與決策	40.5%	48.3%	16.2%	12	4	37
Human and Relationship Management (人力與關係管理)						
A41 Human Resources Management 人力資源管理	35.1%	26.7%	0.9%	21	31	78
A42 Relationship Management 關係管理	34.4%	27.5%	5.4%	22	29	65
A43 Talent Management 人才管理	34.4%	28.3%	0.9%	22	23	78
B. Job-related Knowledge 業務知識						
Financial Analysis and Investment (財務分析與投資)						
B11 Financial Statement Analysis 財務報表分析	26.0%	28.3%	22.5%	31	23	27
B12 Credit Analysis—Spreading and Ratio Analysis 信用分析—報表闡釋及比率分析	24.4%	25.0%	9.0%	35	40	58
B13 Asset Valuation & Portfolio Management 資產估值及組合管理	23.7%	25.0%	11.7%	39	40	53
B14 Corporate Finance 企業融資	19.1%	28.3%	10.8%	53	23	56
B15 Fund Management 基金管理	14.5%	18.3%	2.7%	61	55	72

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Banking and Financial Markets (銀行與金融市場)						
B21 Trade Finance 貿易融資	23.7%	32.5%	23.4%	39	21	26
B22 Foreign Exchange 外匯	22.9%	35.0%	29.7%	45	19	13
B23 Financial Markets Operations 金融市場運作	21.4%	26.7%	25.2%	49	31	24
B24 Securities Analysis 證券分析	16.0%	22.5%	12.6%	57	48	49
B25 SME Financial Management & Practice 中小企財務管理及實務	29.0%	31.7%	21.6%	27	22	29
B26 International Business Management 國際企業管理	23.7%	19.2%	13.5%	39	51	44
B27 Securities & Futures Regulation 證券及期貨條例	16.8%	21.7%	13.5%	55	50	44
B28 General Insurance 一般保險	12.2%	15.8%	13.5%	69	62	44
B29 Long Term Insurance 長期保險	12.2%	15.8%	13.5%	69	62	44
B30 Provident Fund 公積金	14.5%	18.3%	14.4%	61	55	40
Compliance and Risk Management (合規與風險管理)						
B31 Financial Risk Management 財務風險管理	42.7%	37.5%	28.8%	9	16	16
B32 Anti-Money Laundering Compliance 反洗黑錢合規	57.3%	60.8%	58.6%	3	1	1
B33 Know Your Customer 認識你的客戶	34.4%	41.7%	42.3%	22	13	5
B34 Anti-Corruption Regulations 反貪污條例	54.2%	57.5%	54.1%	4	2	2
B35 Compliance of Various Ordinances 不同條例的合規	40.5%	42.5%	41.4%	12	11	6
B36 Company Law in the Mainland 中國公司法	20.6%	23.3%	12.6%	50	45	49
Emerging Financial Technologies (新興金融科技)						
B41 Financial Engineering 金融工程	16.0%	15.0%	0.9%	57	66	78
B42 Custodian Services 託管服務	14.5%	18.3%	2.7%	61	55	72
B43 Loan Structuring 貸款結構設計	14.5%	15.8%	2.7%	61	62	72
Emerging Financial Technologies (新興金融科技)						
B51 Real Estate Financing 房地產融資	6.1%	7.5%	3.6%	75	72	70
B52 Mergers and Acquisitions 併購	6.1%	7.5%	1.8%	75	72	76
B53 Private Equity 私募股權	4.6%	7.5%	3.6%	77	72	70
B54 ESG knowledge 環境、社會和企業管治知識	22.1%	25.0%	20.7%	46	40	33
B55 Sustainability 可持續發展	28.2%	28.3%	22.5%	29	23	27
B56 Retail Banking Digital Transformation 零售銀行數字化轉型	11.5%	10.8%	7.2%	71	71	61
B57 Cryptocurrency 加密貨幣	13.7%	6.7%	2.7%	67	77	72
B58 Fraud Detection and Prevention 欺詐檢測與預防	24.4%	26.7%	18.0%	35	31	35
B59 Retail Banking and Wealth Management 零售銀行與財富管理	20.6%	23.3%	16.2%	50	45	37

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Customer Engagement, Marketing, and Service Excellence (顧客參與、營銷與卓越服務)						
B61 Marketing/Selling Skills 市場推廣／銷售技巧	24.4%	27.5%	31.5%	35	29	10
B62 Enhancing Quality Customer Services 提升顧客服務質素	36.6%	48.3%	33.3%	18	4	9
B63 Customer Relationship Management 顧客關係管理	37.4%	41.7%	29.7%	15	13	13
B64 Design Thinking 設計思維	17.6%	19.2%	17.1%	54	51	36
B65 Data Privacy and Protection 數據隱私與保護	22.1%	24.2%	27.9%	46	44	19
C. Generic/Technological Skills 通用 / 科技技能						
Technological Competence (科技能力)						
C11 Data Analytics 數據分析	25.2%	26.7%	28.8%	32	31	16
C12 Artificial Intelligence 人工智能	23.7%	23.3%	26.1%	39	45	21
C13 Blockchain 區塊鏈	16.0%	13.3%	14.4%	57	68	40
C14 Cloud Computing 雲端運算	16.8%	13.3%	14.4%	55	68	40
C15 Big Data 大數據	23.7%	16.7%	16.2%	39	61	37
C16 FinTech 金融科技	26.7%	22.5%	24.3%	30	48	25
C17 Cybersecurity 網絡安全	35.9%	37.5%	41.4%	19	16	6
C18 Robotic Process Automation 機器人流程自動化	10.7%	7.5%	9.0%	73	72	58
C19 Web 3.0	10.7%	7.5%	7.2%	73	72	61
C20 Information Systems Application Skills 資訊系統應用技巧	11.5%	13.3%	30.6%	71	68	11
Communication and Presentation Skills (溝通與演說技巧)						
C21 English Writing 英文書寫	14.5%	18.3%	26.1%	61	55	21
C22 Spoken English 英語會話	14.5%	18.3%	27.0%	61	55	20
C23 Chinese Writing 中文書寫	3.1%	3.3%	6.3%	78	78	64
C24 Cantonese 廣東話	2.3%	2.5%	5.4%	79	79	65
C25 Putonghua 普通話	13.7%	15.8%	20.7%	67	62	33
C26 Communication Skills 溝通技巧	25.2%	28.3%	26.1%	32	23	21
C27 Presentation Skills 演說技巧	15.3%	14.2%	9.9%	60	67	57

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Interpersonal and Emotional Intelligence (人際與情商技能)						
C31 Interpersonal Skills 人際關係技巧	25.2%	26.7%	51.4%	32	31	3
C32 Customer Psychology 顧客心理	22.1%	18.3%	21.6%	46	55	29
C33 Mediation Skills 調解技巧	20.6%	19.2%	14.4%	50	51	40
C34 Emotional Intelligence 情商	24.4%	26.7%	30.6%	35	31	11
C35 Diversity, Equity, and Inclusion 多元、平等和包容	23.66%	25.8%	29.7%	39	38	13
Others 其他	1.5%	1.7%	1.8%	80	80	76
Number of companies with such level of staff 具有此技能等級員工的公司數量		207	190	172		

Note:

Percentages are calculated on the basis of total number of companies with such level of staff

註：

百分比是以具有相關技能等級的員工的公司數目為基準計算。

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
A. General Management Knowledge 一般管理知識						
Core Management and Strategy (核心管理與策略)						
A11 Principles & Practice of Management 管理理論與實務	58.1%	9.5%	0.0%	4	36	-
A12 Strategic Management 策略管理	65.5%	2.9%	0.0%	3	70	-
A13 Risk Management 風險管理	80.2%	20.6%	6.6%	1	16	28
A14 Quality Management 優質管理	52.5%	7.5%	0.4%	9	44	52
A15 Time Management 時間管理	42.5%	13.3%	6.2%	17	26	29
A16 Marketing Management 營銷管理	49.6%	4.7%	0.0%	13	63	-
A17 Business Ethics 商業道德	46.3%	15.1%	15.1%	14	22	13
Leadership and Team Development (領導與團隊發展)						
A21 Leadership 領導才能	71.1%	14.3%	0.0%	2	23	-
A22 Team Building 建立團隊	56.4%	8.2%	5.7%	6	39	30
A23 Motivation 激勵	50.2%	10.1%	5.7%	12	35	30
A24 Coaching & Counseling 指導與輔導	55.5%	20.1%	1.7%	7	17	47
A25 Dealing with Conflict 解決衝突	57.9%	16.3%	0.0%	5	20	-
Change and Crisis Management (變革與危機管理)						
A31 Implementing Change 推行變革	50.9%	7.6%	0.0%	11	42	-
A32 Crisis Management 危機管理	45.7%	6.5%	0.9%	15	50	51
A33 Stress Management 壓力管理	52.3%	14.2%	1.3%	10	24	49
A34 Problem Solving & Decision Making 解決問題與決策	53.6%	35.1%	13.8%	8	3	14
Human and Relationship Management (人力與關係管理)						
A41 Human Resources Management 人力資源管理	29.1%	11.3%	9.9%	27	30	21
A42 Relationship Management 關係管理	17.3%	11.0%	3.0%	33	31	43
A43 Talent Management 人才管理	23.7%	10.9%	0.4%	29	32	52
B. Job-related Knowledge 業務知識						
Financial Analysis and Investment (財務分析與投資)						
B11 Financial Statement Analysis 財務報表分析	36.2%	26.6%	9.4%	20	11	25
B12 Credit Analysis—Spreading and Ratio Analysis 信用分析—報表闡釋及比率分析	35.5%	23.2%	9.4%	22	14	25
B13 Asset Valuation & Portfolio Management 資產估值及組合管理	36.2%	30.0%	9.4%	20	5	25
B14 Corporate Finance 企業融資	34.2%	28.4%	0.0%	23	8	-
B15 Fund Management 基金管理	32.1%	26.9%	0.0%	26	10	-

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Banking and Financial Markets (銀行與金融市場)						
B21 Trade Finance 貿易融資	10.8%	6.2%	0.0%	51	51	-
B22 Foreign Exchange 外匯	5.1%	2.8%	0.4%	69	73	52
B23 Financial Markets Operations 金融市場運作	26.7%	17.2%	10.0%	28	19	20
B24 Securities Analysis 證券分析	14.8%	15.9%	5.4%	38	21	32
B25 SME Financial Management & Practice 中小企財務管理及實務	4.6%	2.4%	0.0%	71	74	-
B26 International Business Management 國際企業管理	4.6%	2.4%	0.0%	71	74	-
B27 Securities & Futures Regulation 證券及期貨條例	16.9%	14.0%	3.6%	34	25	42
B28 General Insurance 一般保險	5.1%	5.2%	4.9%	69	53	35
B29 Long Term Insurance 長期保險	4.6%	5.2%	4.9%	71	53	35
B30 Provident Fund 公積金	4.6%	5.2%	4.9%	71	53	35
Compliance and Risk Management (合規與風險管理)						
B31 Financial Risk Management 財務風險管理	42.8%	28.6%	12.4%	16	7	16
B32 Anti-Money Laundering Compliance 反洗黑錢合規	41.9%	30.1%	20.9%	18	4	6
B33 Know Your Customer 認識你的客戶	37.6%	29.9%	20.5%	19	6	7
B34 Anti-Corruption Regulations 反貪污條例	32.9%	24.6%	17.4%	25	13	11
B35 Compliance of Various Ordinances 不同條例的合規	34.1%	25.3%	19.2%	24	12	8
B36 Company Law in the Mainland 中國公司法	11.1%	5.6%	2.2%	48	52	45
Emerging Financial Technologies (新興金融科技)						
B41 Financial Engineering 金融工程	8.1%	4.1%	0.4%	56	67	52
B42 Custodian Services 託管服務	12.4%	5.2%	0.4%	41	53	52
B43 Loan Structuring 貸款結構設計	7.8%	2.4%	0.0%	63	74	-
Emerging Financial Technologies (新興金融科技)						
B51 Real Estate Financing 房地產融資	4.6%	0.4%	0.0%	71	78	-
B52 Mergers and Acquisitions 併購	11.3%	4.5%	0.0%	47	64	-
B53 Private Equity 私募股權	12.2%	7.1%	1.4%	42	47	48
B54 ESG knowledge 環境、社會和企業管治知識	11.6%	7.2%	0.0%	46	46	-
B55 Sustainability 可持續發展	15.8%	10.3%	4.9%	35	33	35
B56 Retail Banking Digital Transformation 零售銀行數字化轉型	4.6%	0.4%	0.0%	71	78	-
B57 Cryptocurrency 加密貨幣	11.9%	4.9%	4.3%	45	58	40
B58 Fraud Detection and Prevention 欺詐檢測與預防	22.2%	8.6%	5.4%	30	38	32
B59 Retail Banking and Wealth Management 零售銀行與財富管理	5.8%	1.2%	1.8%	67	77	46

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Customer Engagement, Marketing, and Service Excellence (顧客參與、營銷與卓越服務)						
B61 Marketing/Selling Skills 市場推廣／銷售技巧	8.2%	36.2%	24.0%	55	2	5
B62 Enhancing Quality Customer Services 提升顧客服務質素	10.9%	43.0%	42.5%	50	1	1
B63 Customer Relationship Management 顧客關係管理	15.8%	26.9%	32.9%	36	9	4
B64 Design Thinking 設計思維	5.9%	4.8%	0.0%	66	62	-
B65 Data Privacy and Protection 數據隱私與保護	7.1%	20.6%	34.2%	64	15	2
C. Generic/Technological Skills 通用 / 科技技能						
Technological Competence (科技能力)						
C11 Data Analytics 數據分析	15.4%	11.7%	4.1%	37	29	41
C12 Artificial Intelligence 人工智能	20.1%	12.1%	18.5%	31	28	10
C13 Blockchain 區塊鏈	11.0%	8.1%	9.6%	49	40	23
C14 Cloud Computing 雲端運算	4.6%	4.2%	0.0%	71	65	-
C15 Big Data 大數據	6.3%	4.2%	0.0%	65	65	-
C16 FinTech 金融科技	14.4%	10.2%	9.7%	39	34	22
C17 Cybersecurity 網絡安全	19.9%	12.3%	19.2%	32	27	8
C18 Robotic Process Automation 機器人流程自動化	12.1%	5.0%	5.3%	43	57	34
C19 Web 3.0	12.0%	4.1%	11.5%	44	67	19
C20 Information Systems Application Skills 資訊系統應用技巧	13.1%	7.6%	9.6%	40	43	23
Communication and Presentation Skills (溝通與演說技巧)						
C21 English Writing 英文書寫	8.0%	7.0%	12.8%	57	48	15
C22 Spoken English 英語會話	8.0%	7.0%	12.3%	57	48	17
C23 Chinese Writing 中文書寫	8.0%	4.9%	0.0%	57	59	-
C24 Cantonese 廣東話	8.0%	4.9%	0.0%	57	59	-
C25 Putonghua 普通話	8.0%	4.9%	2.8%	57	59	44
C26 Communication Skills 溝通技巧	8.7%	7.8%	12.0%	54	41	18
C27 Presentation Skills 演說技巧	8.0%	7.4%	4.9%	57	45	35

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Interpersonal and Emotional Intelligence (人際與情商技能)						
C31 Interpersonal Skills 人際關係技巧	8.9%	18.8%	34.0%	53	18	3
C32 Customer Psychology 顧客心理	9.0%	9.2%	17.2%	52	37	12
C33 Mediation Skills 調解技巧	4.6%	2.8%	0.0%	71	71	-
C34 Emotional Intelligence 情商	4.6%	2.8%	0.4%	71	71	52
C35 Diversity, Equity, and Inclusion 多元、平等和包容	5.28%	3.2%	1.1%	68	69	50
Others 其他	0.0%	0.0%	0.0%	-	-	-
Number of companies with such level of staff 具有此技能等級員工的公司數量		1486	2373	1005		

Note:

Percentages are calculated on the basis of total number of companies with such level of staff

註：

百分比是以具有相關技能等級的員工的公司數目為基準計算。

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
A. General Management Knowledge 一般管理知識						
Core Management and Strategy (核心管理與策略)						
A11 Principles & Practice of Management 管理理論與實務	9.7%	3.7%	0.1%	23	38	70
A12 Strategic Management 策略管理	43.5%	6.8%	0.1%	2	23	70
A13 Risk Management 風險管理	50.9%	11.3%	0.3%	1	17	60
A14 Quality Management 優質管理	16.6%	6.2%	0.3%	10	27	60
A15 Time Management 時間管理	16.2%	7.4%	0.5%	11	22	54
A16 Marketing Management 營銷管理	11.3%	4.7%	0.1%	21	34	70
A17 Business Ethics 商業道德	13.2%	8.4%	0.5%	15	20	56
Leadership and Team Development (領導與團隊發展)						
A21 Leadership 領導才能	21.9%	6.0%	0.2%	6	28	65
A22 Team Building 建立團隊	17.4%	3.3%	3.8%	8	42	28
A23 Motivation 激勵	8.7%	5.3%	3.6%	24	31	29
A24 Coaching & Counseling 指導與輔導	11.8%	3.6%	3.6%	20	39	30
A25 Dealing with Conflict 解決衝突	11.3%	5.8%	1.4%	21	29	48
Change and Crisis Management (變革與危機管理)						
A31 Implementing Change 推行變革	12.7%	2.3%	0.1%	17	48	70
A32 Crisis Management 危機管理	34.3%	4.6%	0.5%	4	35	57
A33 Stress Management 壓力管理	37.1%	11.9%	1.5%	3	16	47
A34 Problem Solving & Decision Making 解決問題與決策	15.7%	18.2%	4.7%	12	12	23
Human and Relationship Management (人力與關係管理)						
A41 Human Resources Management 人力資源管理	7.5%	2.2%	1.6%	25	50	43
A42 Relationship Management 關係管理	4.2%	1.9%	0.3%	36	51	59
A43 Talent Management 人才管理	5.1%	1.5%	0.1%	32	53	66
B. Job-related Knowledge 業務知識						
Financial Analysis and Investment (財務分析與投資)						
B11 Financial Statement Analysis 財務報表分析	6.9%	18.5%	13.9%	28	11	10
B12 Credit Analysis—Spreading and Ratio Analysis 信用分析—報表闡釋及比率分析	3.3%	6.3%	2.3%	46	25	41
B13 Asset Valuation & Portfolio Management 資產估值及組合管理	4.1%	13.9%	12.4%	38	14	12
B14 Corporate Finance 企業融資	4.4%	1.6%	0.1%	35	52	70
B15 Fund Management 基金管理	4.1%	12.9%	11.6%	38	15	14

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Banking and Financial Markets (銀行與金融市場)						
B21 Trade Finance 貿易融資	3.1%	9.7%	0.1%	49	19	70
B22 Foreign Exchange 外匯	2.7%	3.6%	7.8%	54	40	17
B23 Financial Markets Operations 金融市場運作	4.9%	21.5%	3.4%	33	8	32
B24 Securities Analysis 證券分析	2.6%	18.6%	1.9%	55	10	42
B25 SME Financial Management & Practice 中小企財務管理及實務	2.1%	2.3%	1.6%	62	47	45
B26 International Business Management 國際企業管理	3.0%	1.0%	0.1%	50	61	70
B27 Securities & Futures Regulation 證券及期貨條例	2.9%	3.8%	2.9%	51	37	35
B28 General Insurance 一般保險	2.8%	6.5%	1.0%	52	24	50
B29 Long Term Insurance 長期保險	2.8%	1.4%	1.0%	52	55	50
B30 Provident Fund 公積金	1.9%	3.4%	1.0%	64	41	50
Compliance and Risk Management (合規與風險管理)						
B31 Financial Risk Management 財務風險管理	13.0%	35.2%	35.1%	16	1	4
B32 Anti-Money Laundering Compliance 反洗黑錢合規	13.9%	22.8%	30.6%	13	7	5
B33 Know Your Customer 認識你的客戶	11.9%	27.4%	36.1%	19	4	3
B34 Anti-Corruption Regulations 反貪污條例	13.4%	23.0%	29.4%	14	6	6
B35 Compliance of Various Ordinances 不同條例的合規	12.6%	21.4%	29.0%	18	9	7
B36 Company Law in the Mainland 中國公司法	5.9%	8.1%	7.4%	30	21	18
Emerging Financial Technologies (新興金融科技)						
B41 Financial Engineering 金融工程	0.3%	0.7%	0.1%	74	65	66
B42 Custodian Services 託管服務	1.2%	0.5%	0.1%	68	67	66
B43 Loan Structuring 貸款結構設計	2.3%	1.0%	3.1%	60	61	34
Emerging Financial Technologies (新興金融科技)						
B51 Real Estate Financing 房地產融資	0.1%	0.1%	0.0%	79	78	-
B52 Mergers and Acquisitions 併購	0.2%	0.1%	0.0%	77	78	-
B53 Private Equity 私募股權	0.2%	0.1%	0.1%	77	77	70
B54 ESG knowledge 環境、社會和企業管治知識	2.2%	0.9%	1.2%	61	63	49
B55 Sustainability 可持續發展	2.1%	0.8%	4.1%	62	64	26
B56 Retail Banking Digital Transformation 零售銀行數字化轉型	0.4%	0.2%	0.2%	73	72	63
B57 Cryptocurrency 加密貨幣	0.1%	0.1%	0.5%	79	78	55
B58 Fraud Detection and Prevention 欺詐檢測與預防	4.9%	0.4%	4.6%	33	68	25
B59 Retail Banking and Wealth Management 零售銀行與財富管理	0.3%	0.1%	0.1%	74	73	66

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Customer Engagement, Marketing, and Service Excellence (顧客參與、營銷與卓越服務)						
B61 Marketing/Selling Skills 市場推廣／銷售技巧	23.2%	32.4%	8.4%	5	2	16
B62 Enhancing Quality Customer Services 提升顧客服務質素	16.8%	29.2%	46.9%	9	3	1
B63 Customer Relationship Management 顧客關係管理	18.3%	26.9%	42.7%	7	5	2
B64 Design Thinking 設計思維	4.2%	11.1%	12.1%	36	18	13
B65 Data Privacy and Protection 數據隱私與保護	5.3%	16.6%	14.1%	31	13	9
C. Generic/Technological Skills 通用 / 科技技能						
Technological Competence (科技能力)						
C11 Data Analytics 數據分析	7.4%	2.8%	3.6%	26	45	31
C12 Artificial Intelligence 人工智能	1.9%	1.3%	2.4%	64	57	39
C13 Blockchain 區塊鏈	0.5%	0.2%	0.2%	71	71	63
C14 Cloud Computing 雲端運算	0.7%	0.4%	0.5%	69	69	57
C15 Big Data 大數據	2.4%	1.1%	1.5%	59	59	46
C16 FinTech 金融科技	4.1%	1.5%	1.6%	38	54	44
C17 Cybersecurity 網絡安全	7.2%	2.7%	4.6%	27	46	24
C18 Robotic Process Automation 機器人流程自動化	0.6%	0.3%	0.3%	70	70	60
C19 Web 3.0	0.3%	0.1%	0.1%	76	76	70
C20 Information Systems Application Skills 資訊系統應用技巧	2.5%	1.0%	5.3%	56	60	22
Communication and Presentation Skills (溝通與演說技巧)						
C21 English Writing 英文書寫	1.9%	0.7%	2.6%	64	66	37
C22 Spoken English 英語會話	6.7%	2.3%	7.1%	29	49	20
C23 Chinese Writing 中文書寫	3.2%	1.3%	3.2%	48	56	33
C24 Cantonese 廣東話	2.5%	1.3%	3.9%	57	58	27
C25 Putonghua 普通話	3.2%	4.4%	6.4%	47	36	21
C26 Communication Skills 溝通技巧	3.6%	5.8%	25.2%	42	30	8
C27 Presentation Skills 演說技巧	0.5%	0.1%	10.7%	71	73	15

Training 訓練範疇	Percentage 百分比			Ranking 排名		
	Managerial 經理級	Supervisory 主任級	Clerical 文員級	Managerial 經理級	Supervisory 主任級	Clerical 文員級
Interpersonal and Emotional Intelligence (人際與情商技能)						
C31 Interpersonal Skills 人際關係技巧	2.5%	3.2%	7.4%	57	44	19
C32 Customer Psychology 顧客心理	4.1%	5.2%	12.7%	38	32	11
C33 Mediation Skills 調解技巧	3.5%	5.1%	2.6%	44	33	36
C34 Emotional Intelligence 情商	3.5%	6.2%	2.4%	44	26	38
C35 Diversity, Equity, and Inclusion 多元、平等和包容	3.59%	3.3%	2.4%	43	42	39
Others 其他	1.3%	0.1%	0.8%	67	73	53
Number of companies with such level of staff 具有此技能等級員工的公司數量		2223	5008	3558		

Note:

Percentages are calculated on the basis of total number of companies with such level of staff

註：

百分比是以具有相關技能等級的員工的公司數目為基準計算。