

2011 MANPOWER SURVEY REPORT

BANKING AND FINANCE INDUSTRY

銀行及金融業

二零一一年人力調查報告

BANKING AND FINANCE INDUSTRY TRAINING BOARD

VOCATIONAL TRAINING COUNCIL

職業訓練局

銀行及金融業訓練委員會

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The 2011 Manpower Survey Report of the Banking and Finance Industry

Executive Summary

Objective

1. From January to June 2011, the Banking and Finance Industry Training Board conducted a survey to collect the latest manpower information of the banking and finance industry with the aim of furnishing users with information on the manpower situation and training needs of personnel in the banking and finance industry.

Scope of the Survey

2. Based on the advice of the Census and Statistics Department (C&SD), the Training Board decided on the sampling frame to cover all banking and financial institutions in the industry. A sample of 1 053 out of 8 744 establishments were selected from the central register maintained by the C&SD. All establishments with 50 or more employees were surveyed. The stratified random sampling method was used for the sample selection of establishments with less than 50 employees.

3. The survey covered samples in the following nine branches:

- (i) 212 licensed banks, restricted licence banks and local representative offices of foreign banks (abbreviated as BANKS);
- (ii) 20 deposit-taking companies (abbreviated as DTCS);
- (iii) 167 investment and holding companies (abbreviated as INVEST COS);
- (iv) 99 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies (abbreviated as PL COS);
- (v) 165 securities brokerage firms (abbreviated as SECURITIES);
- (vi) 106 commodity futures and gold bullion brokers/dealers (abbreviated as C DEALERS);
- (vii) 6 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry (abbreviated as C EXCHANGES);
- (viii) 104 money changers and foreign exchange brokers/dealers (abbreviated as M CHANGERS); and
- (ix) 174 other financial companies (abbreviated as OF COS).

Data collected from these 1 053 selected establishments (samples) were processed by the C&SD and statistically grossed up to reflect the overall picture of the manpower situation of the banking and finance industry.

Total Manpower Demand

4. The survey revealed that in January 2011, the banking and finance industry employed 136 163 persons. The distribution of employees by branch and by job level is shown in Table A below:

Table A: Manpower Structure by Branch and by Job Level

<u>Branch</u>	<u>Number of Employees</u>				<u>Total (%)**</u>
	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Other Supporting Staff (%)*</u>	
1. BANKS	18 837 (21.2)	33 173 (37.4)	25 601 (28.9)	11 057 (12.5)	88 668 (65.1)
2. DTCS	194 (21.3)	256 (28.1)	430 (47.3)	30 (3.3)	910 (0.7)
3. INVEST COS	919 (24.9)	1 668 (45.2)	917 (24.8)	187 (5.1)	3 691 (2.7)
4. PL COS	574 (18.8)	1 101 (36.1)	1 291 (42.4)	81 (2.7)	3 047 (2.2)
5. SECURITIES	1 393 (12.8)	2 771 (25.4)	6 441 (59.0)	310 (2.8)	10 915 (8.0)
6. C DEALERS	195 (15.0)	317 (24.4)	765 (58.8)	24 (1.8)	1 301 (1.0)
7. C EXCHANGES	1 023 (37.9)	967 (35.8)	424 (15.7)	287 (10.6)	2 701 (2.0)
8. M CHANGERS	163 (8.0)	600 (29.3)	1 257 (61.4)	27 (1.3)	2 047 (1.5)
9. OF COS	4 824 (21.1)	11 023 (48.2)	5 711 (25.0)	1 325 (5.8)	22 883 (16.8)
Total (%)**	28 122 (20.7)	51 876 (38.1)	42 837 (31.5)	13 328 (9.8)	136 163 (100)

(%)* As percentage of the total number of employees in the branch.

(%)** As percentage of the total number of employees in the industry. Total percentage may not equal 100% due to rounding.

Manpower Changes

5. The manpower of the banking and finance industry has increased from 129 088 in 2009 to 136 163 in 2011 by 7 075 persons (+5.5%). The changes in the number of employees between 2009 and 2011 by sector and by job level are summarized in Table B.

Table B: Manpower Changes

(i) Manpower Changes by Sector

<u>Sector*</u>	<u>January 2009</u>	<u>January 2011</u>	<u>Change (%)</u>
Banking Sector	87 944	88 668	+724 (+0.8%)
DTC Sector	1 122	910	-212 (-18.9%)
Securities Sector	10 432	10 915	+483 (+4.6%)
Other Financial Sectors	29 590	35 670	+6 080 (+20.5%)
Total	129 088	136 163	+7 075 (+5.5%)

*Sector Definition:

Banking Sector = Branch 1

DTC Sector = Branch 2

Securities Sector = Branch 5

Other Financial Sectors = Branches 3 to 9 excluding Branch 5

(ii) Manpower Changes by Job Level

<u>Job Level</u>	<u>January 2009</u>	<u>January 2011</u>	<u>Change (%)</u>
Managerial	25 739	28 122	+2 383 (+9.3%)
Supervisory/Officer	50 743	51 876	+1 133 (+2.2%)
Clerical	40 951	42 837	+1 886 (+4.6%)
Other Supporting Staff	11 655	13 328	+1 673 (+14.4%)
Total	129 088	136 163	+7 075 (+5.5%)

6. Figures 1 to 3 show the manpower structure and the distribution of employees by sector and by job level.

Figure 1: Distribution of Employees by Sector

Total Employees: 136 163

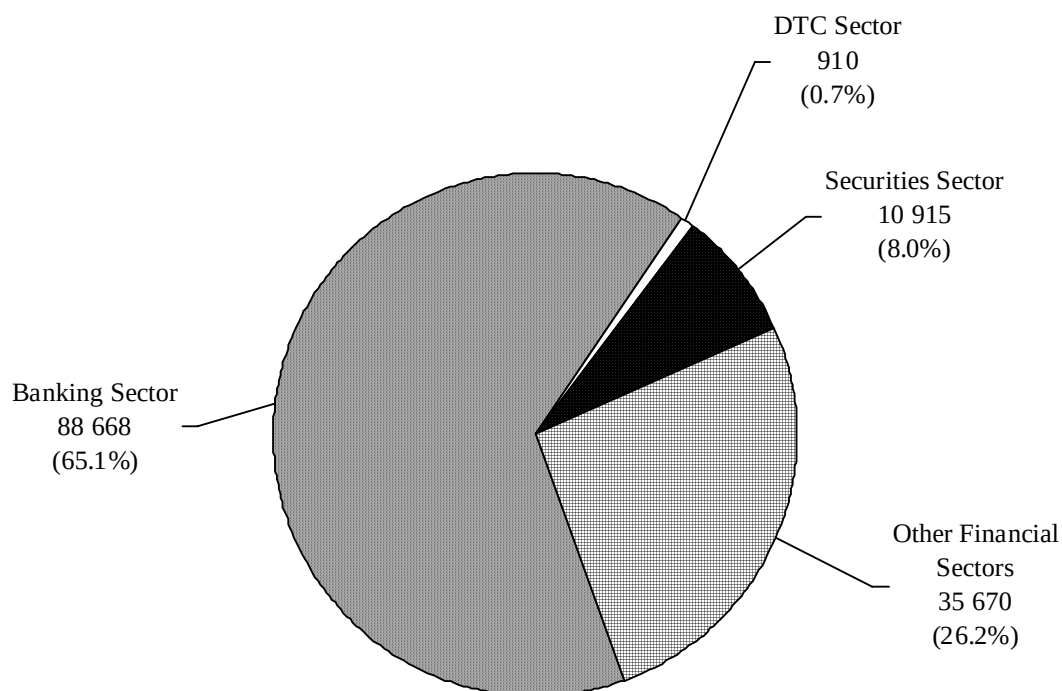
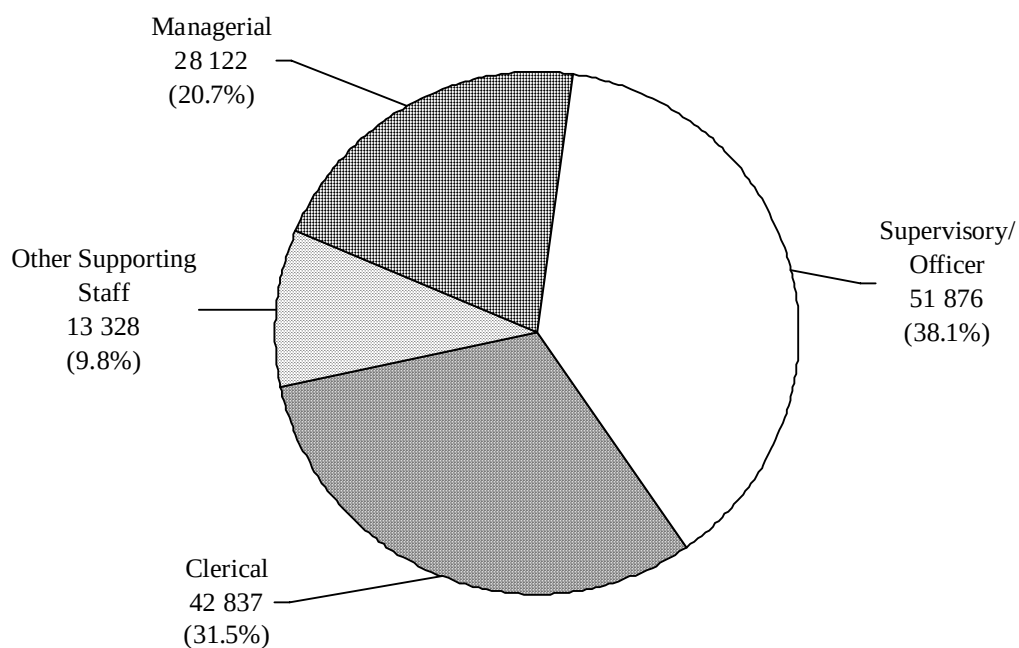


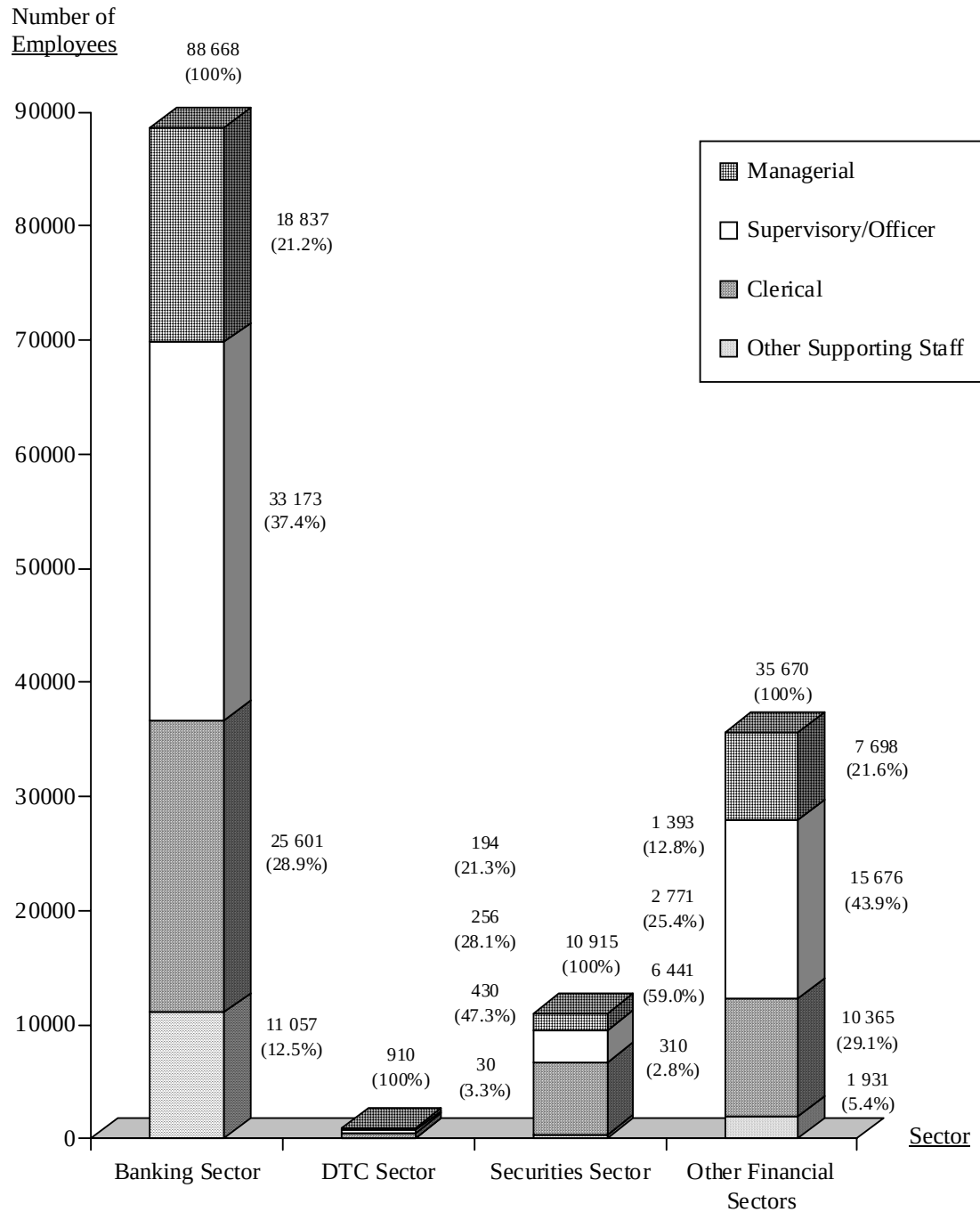
Figure 2: Distribution of Employees by Job Level

Total Employees: 136 163



Remarks: Total percentage may not equal 100% due to rounding.

Figure 3: Distribution of Employees by Sector and by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

Number of Vacancies in the Industry

7. At the time of the survey, employers reported 1 138 vacancies in the banking and finance industry, representing 0.8% of the manpower demand (137 301) which is defined as the number of employees plus the number of vacancies. The number of vacancies by branch and by job level is shown in Table C.

Table C: Number of Vacancies

<u>Branch</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Other Supporting Staff (%)*</u>	<u>Total (%)**</u>
1. BANKS	85 (24.9)	215 (63.0)	33 (9.7)	8 (2.3)	341 (30.0)
2. DTCS	3 (11.1)	8 (29.6)	14 (51.9)	2 (7.4)	27 (2.4)
3. INVEST COS	- (0.0)	9 (81.8)	2 (18.2)	- (0.0)	11 (1.0)
4. PL COS	- (0.0)	5 (10)	45 (90)	- (0.0)	50 (4.4)
5. SECURITIES	1 (0.5)	18 (9.1)	179 (90.4)	- (0.0)	198 (17.4)
6. C DEALERS	- (0.0)	4 (19.0)	17 (81.0)	- (0.0)	21 (1.8)
7. C EXCHANGES	64 (43.8)	54 (37.0)	24 (16.4)	4 (2.7)	146 (12.8)
8. M CHANGERS	1 (2.5)	- (0.0)	39 (97.5)	- (0.0)	40 (3.5)
9. OF COS	2 (0.7)	236 (77.6)	66 (21.7)	- (0.0)	304 (26.7)
Total (%)**	156 (13.7)	549 (48.2)	419 (36.8)	14 (1.2)	1 138 (100)

(%)* As percentage of the total number of vacancies in the branch.

(%)** As percentage of the total number of vacancies in the industry. Total percentage may not equal 100% due to rounding.

Changes in Vacancy Situation

8. Employers reported 1 138 vacancies in January 2011. Comparing to the 926 vacancies reported by employers in January 2009, the number of vacancies has increased by 212 (+22.9%). Changes in vacancy situation between 2009 and 2011 are shown in Table D.

Table D: Vacancy Situation

(i) Vacancy Situation by Sector

<u>Sector</u>	<u>January 2009</u>	<u>January 2011</u>	<u>Change (%)</u>
Banking Sector	511	341	-170 (-33.3%)
DTC Sector	16	27	+11 (+68.8%)
Securities Sector	41	198	+157 (+382.9%)
Other Financial Sectors	358	572	+214 (+59.8%)
Total	926	1 138	+212 (+22.9%)

(ii) Vacancy Situation by Job Level

<u>Job Level</u>	<u>January 2009</u>	<u>January 2011</u>	<u>Change (%)</u>
Managerial	101	156	+55 (+54.5%)
Supervisory/Officer	492	549	+57 (+11.6%)
Clerical	251	419	+168 (+66.9%)
Other Supporting Staff	82	14	-68 (-82.9%)
Total	926	1 138	+212 (+22.9%)
Vacancy rate as a percentage of manpower demand	0.7%	0.8%	

Manpower Growth

9. Employers forecast that the manpower demand of the industry by January 2013 would be 137 396 persons. This is more or less the same as the manpower demand of 137 301 persons in January 2011.

Minimum Education Requirement of Employees

10. Generally speaking, the majority of employers preferred their employees at the supervisory/officer and managerial levels to possess sub-degree, university degree or above education level and/or professional qualifications. For clerical staff, matriculation and secondary 5 were normally the minimum education requirements of employees.

Employees' Minimum Requirement on Year(s) of Experience in the Industry

11. Most of the employers preferred their employees at managerial level to have a minimum of five to over ten years of working experience in the industry. For supervisory staff/officer, a minimum of two to ten years of working experience in the industry was normally required. For clerical level, staff with one year or less working experience in the industry were also acceptable.

Staff Turnover

12. Employers reported that 14 485 employees left their institutions in the past 12 months. During the same period, 15 706 employees were recruited to fill the vacancies. The staff turnover rate for the banking and finance industry was 11.8%.

Internal Promotion

13. The Survey showed that job levels of Supervisors/Officers and Clerks had better internal promotion opportunity. Of the total number of Managers recruited, 44.1% were promoted from Supervisors and 24.3% of the total recruits of Supervisors/Officers were promoted from Clerks.

Recruitment Difficulties

14. Employers reported that the main reasons of recruitment difficulties were "lack of candidates with relevant experience and training" and "working conditions/remuneration package could not meet recruits' expectations". The ratios of these 2 reasons to total reasons were 53.6% and 24.7% respectively.

Number of Hong Kong Employees Having to Work in Mainland

15. Employers reported that 921 employees had to work in the Mainland during the survey period. Of these, 538 (58.4%) were on Stationed Basis and 383 (41.6%) were on Travelling Basis.

Effects of Mainland Operations on Hong Kong Employees

16. Employers reported that 13 additional employees were to be recruited to handle the Mainland operations and 32 employees had to be trained for the purpose of handling Mainland operations.

Comparison of Training Expenses of the Previous Year and Training Budget for the Next Year

17. The Survey revealed that 3 922 (87.1%) establishments had kept their staff training expenses more or less the same in 2009 and 2010. With regard to the training budget for 2011, 3 897 (86.5%) establishments indicated that they would keep the same training budget for 2011 when compared with the expenses in 2010.

Part-time Employees Employed in the Banking and Finance Industry

18. In addition to 122 835 full-time employees working in the banking and finance industry, 2 414 part-time employees were employed in the industry to help carry out business activities.

Impacts on Manpower Requirements

19. The economic cycle as well as the policies of the Government of the Hong Kong Special Administrative Region will have different impacts on the manpower requirements of the banking and finance industry. These include:

- (i) Hong Kong is one of the international financial centres in the world. The global economic situation as well as the performance of the international financial markets, in particular the American and European markets have significant effects on Hong Kong's economy given the close linkage of business and financial activities of Hong Kong with other financial centres;
- (ii) The future prospect of the US economy and the development of the issue of European sovereign debt would have impacts on the local manpower requirements with varying degrees;

- (iii) A change in the manpower structure was also expected that most of the work of the back office might be relocated to countries with lower labour cost, such as India and China, in order to minimize operation costs; and
- (iv) The economic growth of China represented a very crucial factor to sustain Hong Kong's leading role as an international financial centre and this would continue to attract international financial institutions to set up regional offices in Hong Kong. Banking and finance personnel would have more opportunities to provide financial services related to the Mainland, especially to serve the role of the regional trading hub of offshore Renminbi businesses. On the other hand, companies would like to allocate more resources to frontline operations so as to generate more revenue.

Recommendations

20. As the establishments selected for the survey had sufficient representation, the Training Board recommends that the survey results could be used as a reference when employers formulate manpower training and development strategies for their employees with specific recommendations as follows:

- (i) To support Hong Kong as an international financial center, sufficient provision of continuous professional development and training is important and necessary. In addition to the systematic in-house training programmes provided to their employees, employers should make good use of services provided by external training course providers and utilize government support such as the Continuing Education Fund.
- (ii) Employers indicated and it is recommended that a wide spectrum of training programmes be provided to employees for knowledge and skills upgrading as well as to broaden and deepen employees' exposure to different segments of the industry;
- (iii) Training programmes on the following topics should be organized for banking and finance personnel at the various job levels:

For Managerial Staff

Financial Markets Operations
 Asset Valuation & Portfolio Management
 Securities Analysis
 Securities & Futures Regulations
 Anti-Money Laundering Compliance

For Supervisory Staff / Officer

Financial Markets Operations
Securities Analysis
Securities & Futures Regulations
Anti-Money Laundering Compliance
Anti-Corruption Regulations

For Clerical Staff

Securities & Futures Regulations
Spoken English
Communication Skills
Putonghua
Interpersonal Skills

- (iv) In view of the fact that employers are very much concerned about compliance and risk management, updates on regulatory requirements and customer relationship training for frontline staff, the Training Board recommends that training programmes on the above topics should be offered to banking and finance personnel to help them acquire the wanted attributes in order to provide customers with quality services.

SECTION I

SURVEY PURPOSE AND SCOPE

The Training Board

1.1 The Banking and Finance Industry Training Board (BFTB) of the Vocational Training Council (VTC) is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs in the industry and recommending to VTC measures to meet the demand for trained personnel in the industry. The Training Board comprises members nominated by trade associations, banking and financial institutions, educational/training institutions and government departments. The memberships of the Training Board and the Working Party on 2011 Manpower Survey are listed in Appendices 1 and 1a. A focus group comprising four practitioners from banks, three securities and futures practitioners, one fund house practitioner, a representative from professional bodies and one academic was set up to give expert advice on various aspects of the manpower situation of the banking and finance industry. Its membership is listed in Appendix 1b. The terms of reference of the Training Board are given in Appendix 2.

Purpose of the Survey

1.2 The Training Board conducted the 2011 Manpower Survey in the first half of 2011 with the following objectives:

- (i) To assess the manpower and training needs of principal jobs in the banking and finance industry;
- (ii) To forecast the growth of manpower in the industry; and
- (iii) To recommend measures to meet the training needs and manpower demand of the industry.

1.3 Similar to the arrangement of the 2007 and 2009 Manpower Survey, the BFTB agreed to synchronize its 2011 Manpower Survey with the Manpower Surveys of the Accountancy Sector and Insurance Industry. The fieldwork of these three surveys were planned to be carried out from 10th January 2011 to 10th March 2011. However, the fieldwork of the survey of the Banking and Finance Industry had been extended to end of June for inclusion of respondents with large number of banking and finance personnel. Survey findings of these three surveys are expected to give comprehensive manpower statistics which would help the community formulate manpower training and development strategies for the entire financial services sector.

Scope of the Survey

1.4 The scope of the survey covered banking institutions, deposit-taking companies and other financial institutions. There were 8 744 banking and finance establishments in the following nine branches at the time of the survey and a stratified random sampling method was adopted to survey 1 053 establishments as follows:

- (i) 212 licensed banks, restricted licence banks and local representative offices of foreign banks;
- (ii) 20 deposit-taking companies;
- (iii) 167 investment and holding companies;
- (iv) 99 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies;
- (v) 165 securities brokerage firms;
- (vi) 106 commodity futures and gold bullion brokers/dealers;
- (vii) 6 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry;
- (viii) 104 money changers and foreign exchange brokers/dealers; and
- (ix) 174 other financial companies.

1.5 The distribution of samples by branch and by employment size is shown in Appendix 3.

Procedures of the Survey

1.6 The fieldwork of the manpower survey commenced on 10th January 2011. One week before the survey, a copy of the printed questionnaire attached with the explanatory notes (Appendix 4) was sent to each selected establishment. The reference date of the manpower data was fixed on 3rd January 2011. During the survey period, interviewing officers of the Census and Statistics Department (C&SD) visited each selected establishment to collect the questionnaire and, where necessary, to assist the completion. The fieldwork of the survey was so much longer than expected that the cut-off date for the survey was extended to end of June 2011 with a view to improving the response rate and thus to enhancing the reliability of the survey findings. Completed questionnaires were scrutinized and rechecked with respondents in case of doubts. The data collected were processed by the C&SD.

1.7 After the cut-off date, data obtained from the selected establishments were statistically grossed up to reflect the overall picture of the manpower situation of the banking and finance industry.

Response Rate

1.8 Of the 1 053 establishments, 625 responded, 85 refused to reply while 343 had either closed, moved or temporarily ceased operation. The effective response rate was 88.0%.

Levels of Principal Jobs

1.9 In the 2009 Manpower Survey, there were three levels of principal jobs, i.e., managerial level, supervisory level and clerical level. Noting that some jobs in middle management level included in the supervisory level actually does not have any subordinates, the BFTB agreed that the supervisory level would be re-named as supervisory / officer level for the 2011 Manpower Survey.

Presentation of Survey Findings

1.10 A summary of the survey findings and their analyses are presented in Section II of the survey report while the Training Board's recommendations are presented in Section III of the survey report.

SECTION II

SUMMARY OF SURVEY FINDINGS

Introduction

2.1 Data collected from the 1 053 selected establishments (samples) were processed by the C&SD and statistically projected to reflect the overall picture of the manpower situation of the whole banking and finance industry. This section presents the projected statistics/actual manpower statistics of the survey findings and all statistical tables are given in Appendix 5.

Presentation of Survey Findings

2.2 For the sake of simplicity, the following short titles used for the 9 branches will be used in the 2011 Survey:

	<u>Full Name</u>	<u>Short Title</u>
Branch 1:	Licensed banks, restricted licence banks and local representative offices of foreign banks	BANKS
Branch 2:	Deposit-taking companies	DTCS
Branch 3:	Investment and holding companies	INVEST COS
Branch 4:	Personal loans and related companies	PL COS
Branch 5:	Securities brokerage firms	SECURITIES
Branch 6:	Commodity futures and gold bullion brokers/dealers	C DEALERS
Branch 7:	Stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry	C EXCHANGES
Branch 8:	Money changers and foreign exchange brokers/dealers	M CHANGERS
Branch 9:	Other financial companies	OF COS

The trade definitions of these branches are given in Appendix C of this survey report.

Survey Findings of Core Manpower Statistics

(Appendix 5 – Table 1, Table 1.1)

2.3 The survey revealed that in January 2011, 136 163 persons were employed in the banking and finance industry of which 28 122 (20.7%) were managerial staff, 51 876 (38.1%) were supervisory staff/officer, 42 837 (31.5%) were clerical staff and 13 328 (9.8%) were other supporting staff.

2.4 The distribution of employees by branch and by job level is shown in Table A and Figures 1(a)-1(b). The BANKS is the largest branch which had 88 668 employees, or 65.1% of the total number of employees in the industry. The second and the third largest branches are the OF COS Branch (with 22 883 employees or 16.8%) and the SECURITIES Branch (with 10 915 employees or 8.0%) respectively.

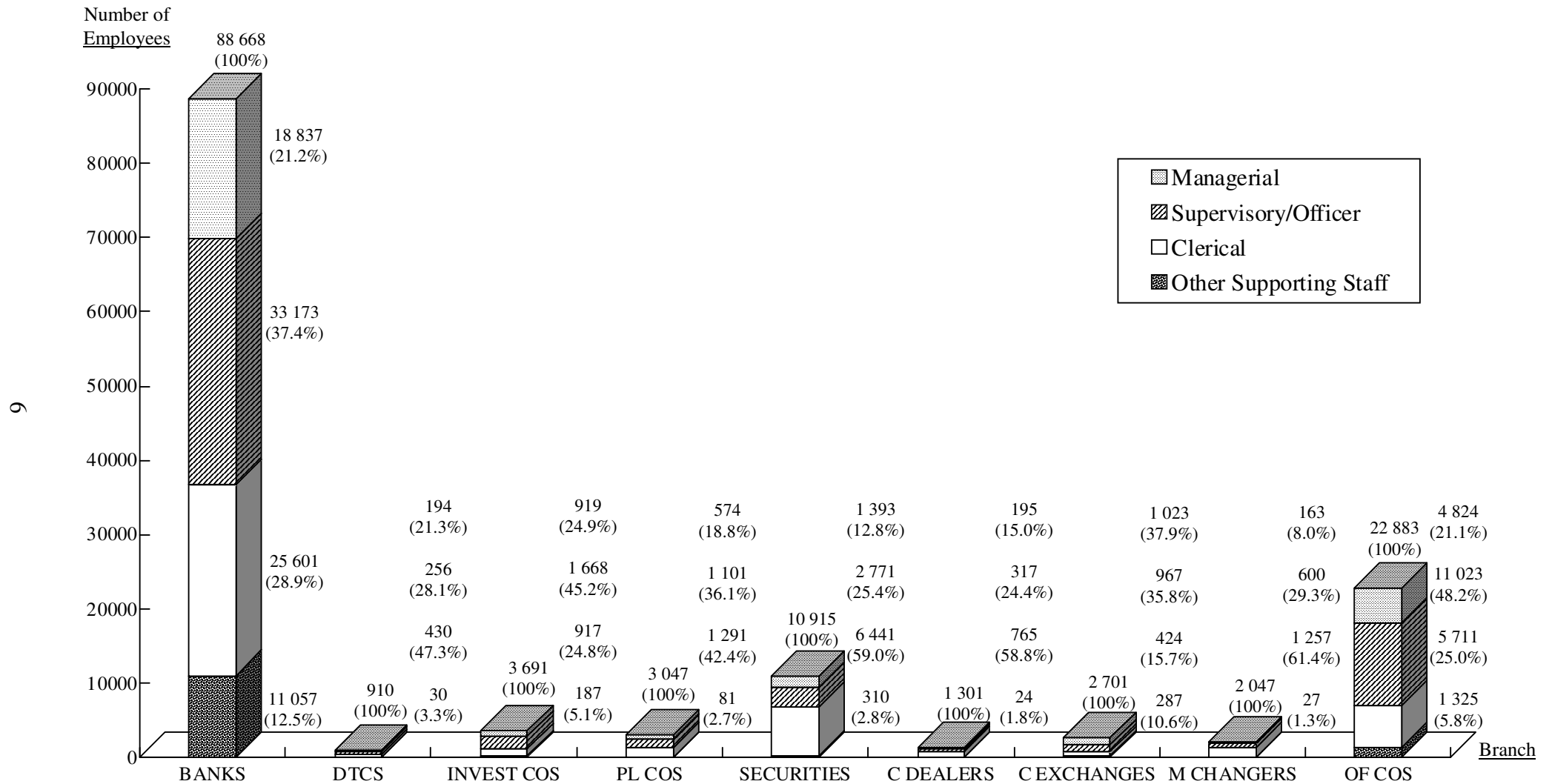
Table A : Manpower Structure by Branch and by Job Level

<u>Branch</u>	<u>Number of Employees</u>				<u>Total (%)**</u>
	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Other Supporting Staff (%)*</u>	
1. BANKS	18 837 (21.2)	33 173 (37.4)	25 601 (28.9)	11 057 (12.5)	88 668 (65.1)
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(%)* As a percentage of the total number of employees in the branch.

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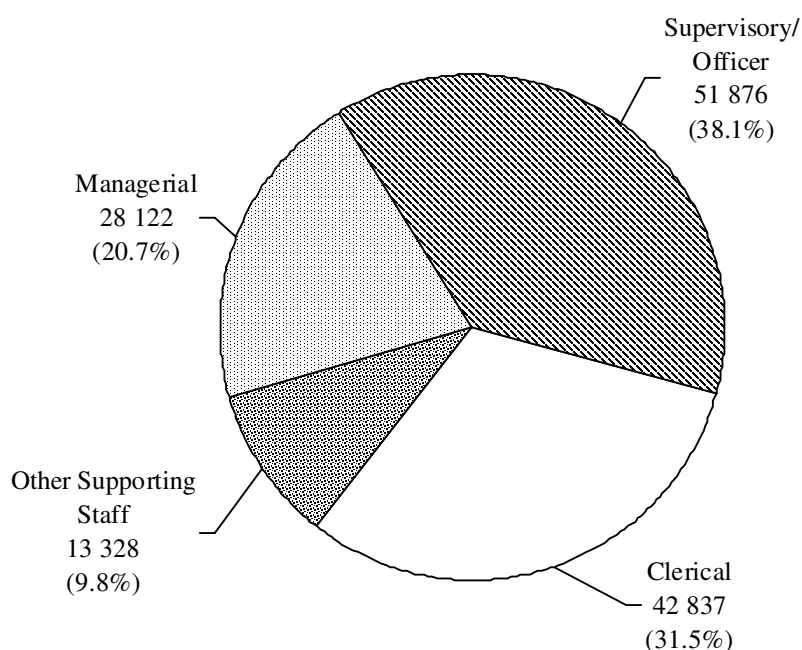
Figure 1(a) : Distribution of Employees by Branch and by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

Figure 1(b) : Distribution of Employees by Job Level

Total Number of Employees : 136 163



Remarks: Total percentage may not equal 100% due to rounding.

2.5 The three principal jobs with the largest number of employees at various job levels are summarized as follows: (For details, please refer to Table 1 in Appendix 5)

<u>Managerial Level</u>	<u>Number of Employees</u>
(a) Manager-Branch	2 180
(b) Financial Adviser/Portfolio Manager	1 786
(c) Chief Information Officer/ Chief Technology Officer/Manager – IT	1 512
<u>Supervisory/Officer Level</u>	
(a) Operations Officer	6 173
(b) Financial Adviser Representative/ Personal Consultant	5 369
(c) Sales Officer-Investment Products	3 036
<u>Clerical Level</u>	
(a) Teller	9 924
(b) General Clerk	9 781
(c) Securities and Futures Assistant	7 036

Changes in the 2011 Survey

2.6 In the 2011 Survey, a new question with respect to the estimated number of staff to be recruited in the next 24 months by education level was added. Employers were also requested to forecast the number of employees, the number of employees who have to work in the Mainland of China, the number of employees to be trained to deal with Mainland operations and the number of additional employees to be recruited as a result of Mainland operations in 24 months' time whereas in the 2009 Survey, the forecast of the figures in 12 months' time was needed. Moreover, the 2011 Survey did not collect the information regarding the requirement of professional qualification for the principal jobs though it was requested in the 2009 Survey.

2.7 With the purpose of having a better description of the types of establishments engaged in buying and selling stocks and shares on behalf of clients, the category "share and stock companies" used in the 2009 Survey was renamed as "securities brokerage firms" in the 2011 Survey. Moreover, noting that some jobs in the "supervisory level" actually did not have any subordinates, the job level "supervisory" adopted in the 2009 Survey was renamed as "supervisory / officer" in the 2011 Survey.

2.8 With the purpose of encouraging establishments of C EXCHANGES Branch to participate in the survey, a simple version of the questionnaire which only collected data concerning number of employees, number of vacancies, forecast number of employees in 24 months' time and types / topics of training suggested was adopted for that branch.

2.9 In order not to restrict the number of suggested types / topics of training that are considered the most important for the development of manpower for the banking and finance industry, employers were requested to specify "several" training types / topics in the 2011 Survey. In the 2009 Survey, employers were requested to suggest "five" such training types / topics and prioritize them. Furthermore, employers were requested in the 2011 Survey to give information on in-house training expenses and expenses on training by external course providers from 2009 to 2011. In the 2009 Survey, employers were required to give one single figure on training without the need to give two figures on in-house training and external training.

2.10 Owing to the changes of the design of the survey questionnaire, the data collected in 2009 Survey and 2011 Survey may not be directly comparable. Readers of the manpower survey report are advised to take note of this when they compare the manpower statistics in the two manpower survey reports.

The Size of the Banking and Finance Industry in 2011 (as of 4th quarter 2010)

2.11 The banking and finance industry had 8 744 financial institutions in 2011 (as of 4th quarter 2010) as shown in Table B.

Table B: Number of Financial Institutions

	<u>Licensed Banks*</u>	<u>Restricted Licence Banks*</u>	<u>Deposit-taking Companies*</u>	<u>Local Representative Office of Foreign Banks*</u>	<u>Establishments in the Other Financial Sectors#</u>	<u>Total</u>
2011	146	21	26	67	8 484	8 744
2009	145	27	28	71	7 073	7 344
Change	1	-6	-2	-4	1 411	1 400
(%)	(0.7)	(-22.2)	(-7.1)	(-5.6)	(19.9)	(19.1)

* Source: Hong Kong Monetary Authority.

Source: Central Register of the Census and Statistics Department, HKSAR.

2.12 The total number of financial institutions in the banking and finance industry has increased by 1 400 establishments from 2009 to 2011. The number of authorized institutions, local representative office of foreign banks has decreased by seven and four respectively. In the same period, establishments in other financial sectors has increased by 1 411.

Analyses of Manpower Statistics

2.13 The manpower statistics of the nine branches have been grouped into the following four sectors for analysis purpose:

Sector 1: Banking Sector (BANKS Branch)

Sector 2: DTC Sector (DTCS Branch)

Sector 3: Securities Sector (SECURITIES Branch)

Sector 4: Other Financial Sectors (made up of the following six branches):

(i) INVEST COS

(ii) PL COS

(iii) C DEALERS

(iv) C EXCHANGES

(v) M CHANGERS

(vi) OF COS

2.14 The branches are grouped for data analysis to match with the establishments in the Hong Kong three-tier banking system. In addition, the manpower statistics of securities brokerage firms in the industry would be analysed and reported under the Securities Sector. Following the implementation of the “Closer Economic Partnership Arrangement” (CEPA), employees working in the securities brokerage firms are allowed to work in the securities markets in the Mainland provided that they can get the licence granted by the Securities Association of China. Furthermore, the Supplement VI to the CEPA further strengthened the cooperation in the area of finance that the Mainland shall allow qualified Mainland securities companies approved by the China Securities Regulatory Commission to set up subsidiaries in Hong Kong in accordance with the relevant requirements. The manpower situation of the Securities Sector therefore is worth noting.

Manpower Changes

2.15 The manpower of the banking and finance industry has increased from 129 088 in 2009 to 136 163 in 2011 by 7 075 persons (+5.5%). The changes in the number of employees between 2009 and 2011 by sector and by job level are summarized in Table C and Figure 2. For details of the changes of different principal jobs, please refer to Appendix 6.

Table C: Manpower Changes

(i) Manpower Changes by Sector

<u>Sector</u>	<u>January 2009</u>	<u>January 2011</u>	<u>Change (%)</u>
Banking Sector	87 944	88 668	+724 (+0.8%)
DTC Sector	1 122	910	-212 (-18.9%)
Securities Sector	10 432	10 915	+483 (+4.6%)
Other Financial Sectors*	29 590	35 670	+6 080 (+20.5%)
Total	129 088	136 163	+7 075 (+5.5%)

* Other Financial Sectors include:

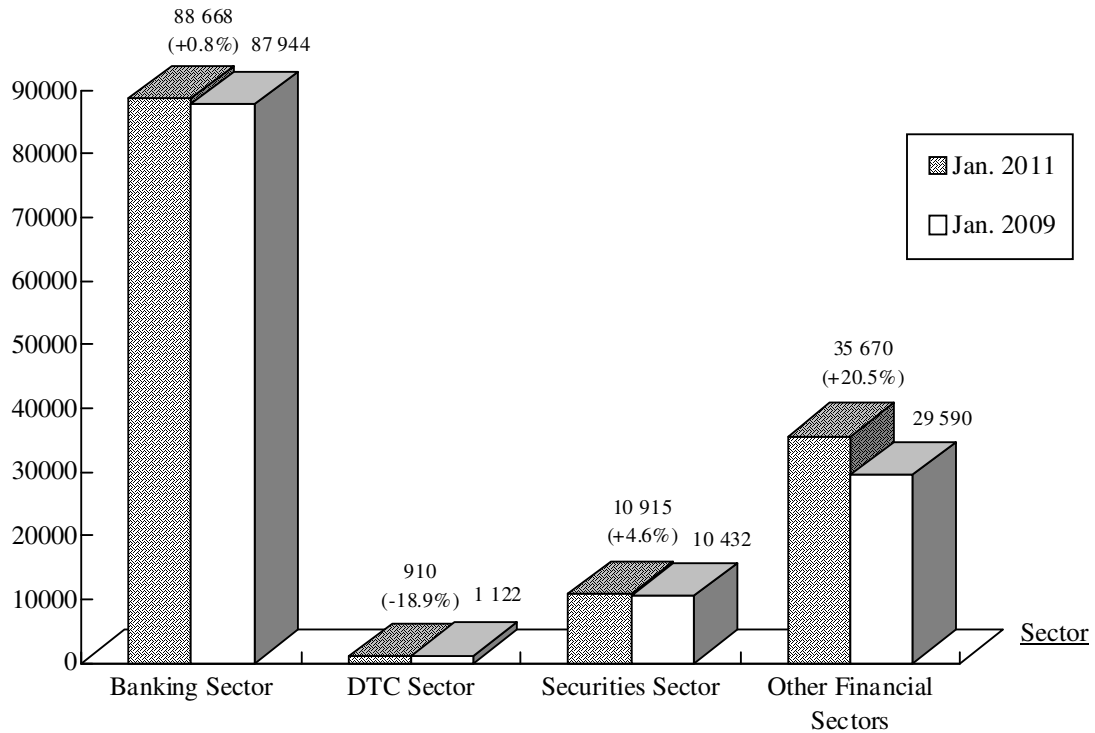
- (i) INVEST COS with an increase of 588 persons or +18.9%;
- (ii) PL COS with a decline of 9 persons or -0.3%
- (iii) C DEALERS with an increase of 517 persons or +65.9%
- (iv) C EXCHANGES with an increase of 385 persons or +16.6%
- (v) M CHANGERS with an increase of 221 persons or +12.1%
- (vi) OF COS with an increase of 4 378 persons or +23.7%

(ii) Manpower Changes by Job Level

<u>Job Level</u>	<u>January 2009</u>	<u>January 2011</u>	<u>Change (%)</u>
Managerial	25 739	28 122	+2 383 (+9.3%)
Supervisory/Officer	50 743	51 876	+1 133 (+2.2%)
Clerical	40 951	42 837	+1 886 (+4.6%)
Other Supporting Staff	11 655	13 328	+1 673 (+14.4%)
Total	129 088	136 163	+7 075 (+5.5%)

Figure 2: Manpower Changes

Number of Employees



2.16 After the financial tsunami, there was a rebound of the general level of business activities in Hong Kong, in particular those related to banking and financial services. With the exception of the DTC Sector, the manpower demand of all sectors in the banking and finance industry increased. The manpower demand growth rates for the Banking Sector, Securities Sector and Other Financial Sectors ranged from 0.8% to 20.5%.

2.17 With the evolution of financial systems in the Mainland such as the speeding up of the development of direct financing, securities and futures markets, etc., the Securities Sector is expected to continue the prosperity. This sector has gained a manpower growth rate of 4.6% in the past two years.

2.18 In the past two years, the number of deposit-taking companies has decreased by two. The manpower of this sector has decreased by 212 persons or 18.9% in comparison to the figure in January 2009.

2.19 With regard to the manpower demand by principal jobs, the following five principal jobs have had over 50% of rate of change in manpower in the past two years:

	<u>Principal Job</u>	<u>Manpower Change (%)</u>
1.	Sales Officer-Securities	614 (183.8%)
2.	Manager-Branch Operations	166 (64.8%)
3.	Chief Investment Officer/ Manager-Investment	316 (63.6%)
4.	Manager-Organization/Productivity/ Quality/Re-Engineering	70 (58.3%)
5.	Officer-Organization/Productivity/ Quality/Re-Engineering	-97 (-50.5%)

2.20 It is evidenced by the above findings that principal jobs related to securities, investment have had higher growth rates over the past two years. When the stock market re-gained momentum in 2009, the demand for sales officers-securities and chief investment officers/managers-investment increased tremendously.

2.21 With the continuous revaluation of Renminbi (“RMB”) against U.S. dollars, RMB deposits in Hong Kong surged strongly. As such, the demand for banking services and in turn the demand for personnel engaging in branch operations would also increase.

2.22 Inflation leads to higher operational costs and greater operational efficiency is one of the prime goals for businesses. Employers shifted the resources from Organization/Productivity/Quality/Re-Engineering Officers to Managers-Organization/Productivity/Quality/Re-Engineering. This might reflect the fact that many businesses regarded operational efficiency as a managerial concern.

2.23 Regarding the manpower changes by job level, staff of managerial level and other supporting staff level had larger growth rates. The number of employees at managerial level has increased by 2 383 persons, representing a growth of 9.3% of the 25 739 persons employed in January 2009. In the same period, the number of other supporting staff has increased by 1 673 persons, or 14.4% of the 11 655 persons employed in January 2009.

2.24 Staff of supervisory/officer level has increased by 1 133 persons or 2.2% of the 50 743 persons employed in January 2009 whereas the number of clerical staff has increased by 1 886 persons or 4.6% of the 40 951 persons employed in January 2009. Both levels showed a stable growth rate.

Manpower Trend in the Past Eight Years

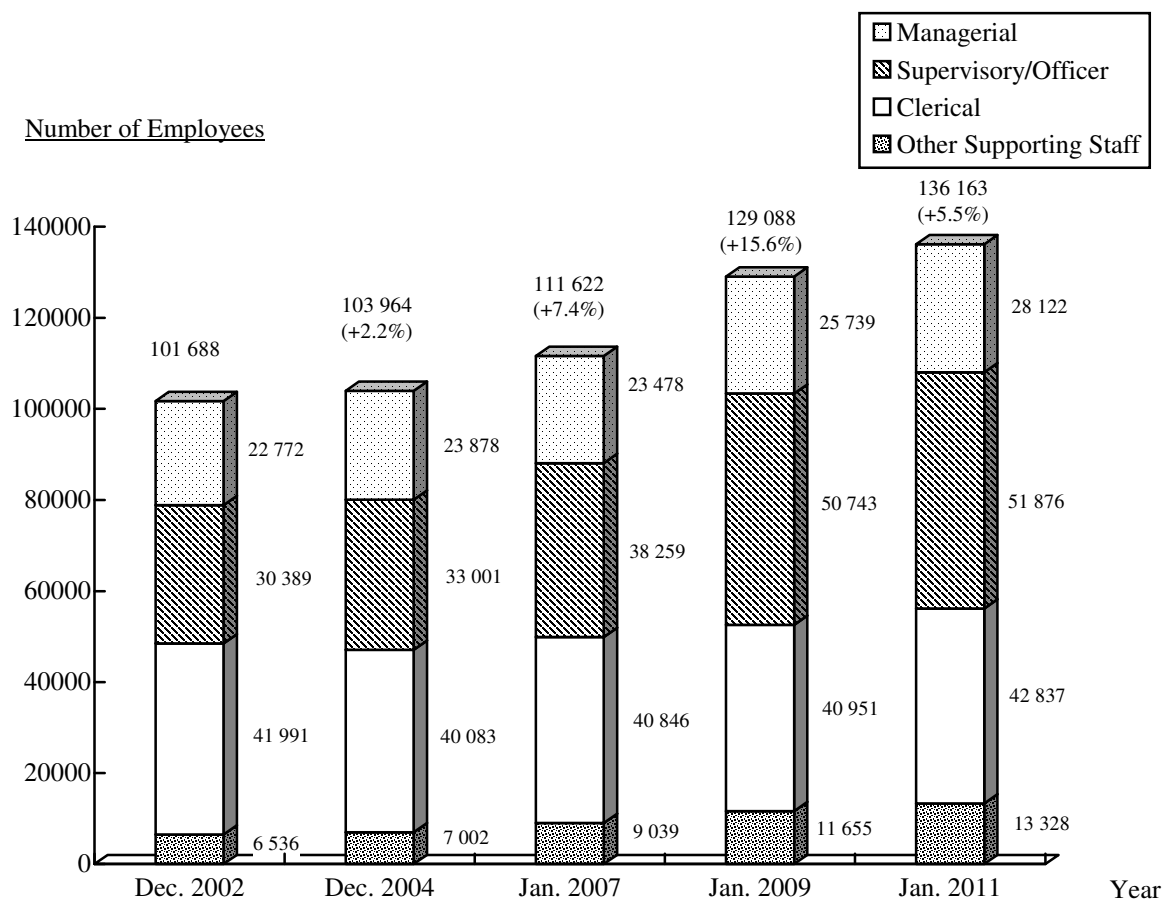
2.25 Generally speaking, the stage of economic cycle, the business environment as well as government policies, etc. have great impacts on the manpower demand of the industry. Table D and Figure 3 show the manpower trend of the banking and finance industry in the past eight years. It should be noted that the overall manpower for the banking and finance industry has been increasing over the past eight years.

Table D: Manpower Trend of the Banking and Finance Industry
in the Past Eight Years

Job Level	Number of Employees Engaged in the Industry				
	Dec. 2002	Dec. 2004	Jan. 2007	Jan. 2009	Jan. 2011
Managerial	22 772	23 878	23 478	25 739	28 122
Supervisory/Officer	30 389	33 001	38 259	50 743	51 876
Clerical	41 991	40 083	40 846	40 951	42 837
Other Supporting Staff	6 536	7 002	9 039	11 655	13 328
Total	101 688	103 964	111 622	129 088	136 163
Manpower Change (%)*		+2 276(+2.2%)	+7 658(+7.4%)	+17 466(+15.6%)	+7 075 (+5.5%)

(%)* The manpower change is derived by using the manpower figures of the previous survey.

Figure 3: Manpower Trend of the Banking and
Finance Industry in the Past Eight Years



Number of Vacancies in the Industry

(Appendix 5 – Table 1, Table 1.1)

2.26 As at 3 January 2011, employers reported 1 138 vacancies in the banking and finance industry, representing 0.8% of the manpower demand (137 301) which is defined as the number of employees plus the number of vacancies. The vacancies by branch and by job level are summarized in Table E and Figures 4(a)-4(b). The BANKS Branch had 341 vacancies, or 30.0% of the total vacancies in the industry. The OF COS Branch had 304 vacancies (26.7%) whereas the SECURITIES Branch had 198 vacancies (17.4%).

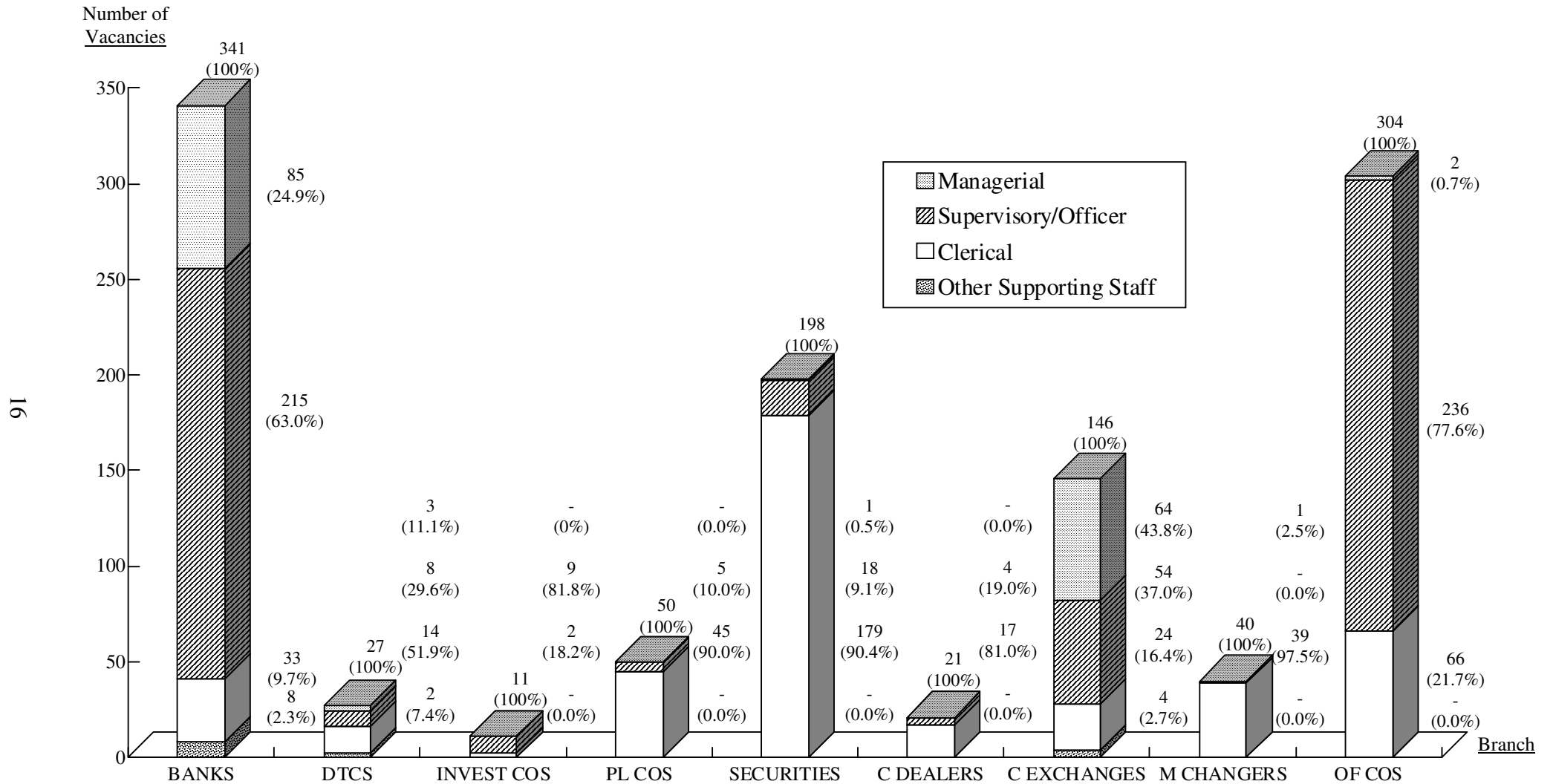
Table E: Number of Vacancies

<u>Branch</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Other Supporting Staff (%)*</u>	<u>Total (%)**</u>
1. BANKS	85 (24.9)	215 (63.0)	33 (9.7)	8 (2.3)	341 (30.0)
2. DTCS	3 (11.1)	8 (29.6)	14 (51.9)	2 (7.4)	27 (2.4)
3. INVEST COS	- (0.0)	9 (81.8)	2 (18.2)	- (0.0)	11 (1.0)
4. PL COS	- (0.0)	5 (10)	45 (90)	- (0.0)	50 (4.4)
5. SECURITIES	1 (0.5)	18 (9.1)	179 (90.4)	- (0.0)	198 (17.4)
6. C DEALERS	- (0.0)	4 (19.0)	17 (81.0)	- (0.0)	21 (1.8)
7. C EXCHANGES	64 (43.8)	54 (37.0)	24 (16.4)	4 (2.7)	146 (12.8)
8. M CHANGERS	1 (2.5)	- (0.0)	39 (97.5)	- (0.0)	40 (3.5)
9. OF COS	2 (0.7)	236 (77.6)	66 (21.7)	- (0.0)	304 (26.7)
Total (%)**	156 (13.7)	549 (48.2)	419 (36.8)	14 (1.2)	1 138 (100)

(%)* As a percentage of the total number of vacancies in the branch.

(%)** As a percentage of the total number of vacancies in the industry. Total percentage may not equal 100% due to rounding.

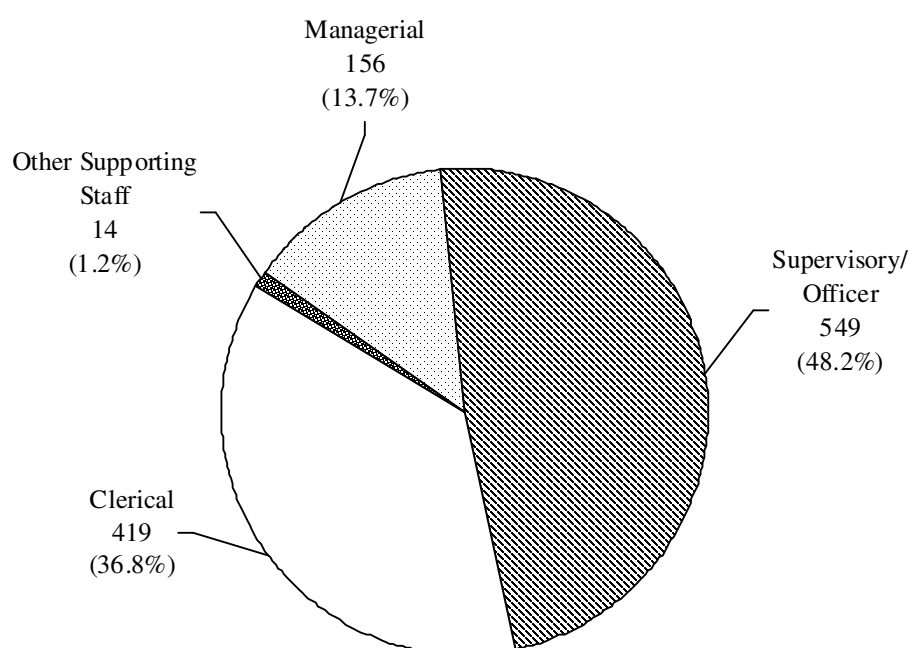
Figure 4(a) : Distribution of Vacancies by Branch and by Job Level



Remarks: Total percentage may not equal 100% due to rounding.

Figure 4(b) : Number of Vacancies by Job Level

Total Number of Vacancies: 1 138



Remarks: Total percentage may not equal 100% due to rounding.

2.27 The three principal jobs with the largest number of vacancies at various job levels are summarized as follows: (For details, please refer to Table 1 in Appendix 5)

<u>Managerial Level</u>	<u>Number of Vacancies</u>
(a) Chief Information Officer/Chief Technology Officer/Manager-IT	23
(b) Financial Adviser/Portfolio Manager	22
(c) Manager-Marketing/Product Development	20
<u>Supervisory/Officer Level</u>	
(a) Sales Officer-Investment Products	174
(b) Investment Analyst	62
(c) Financial Adviser Representative/Personal Consultant	39
<u>Clerical Level</u>	
(a) Securities and Futures Assistant	121
(b) Securities Settlement Clerk	76
(c1) General Clerk	64
(c2) Credit/Loan Clerk	64

Changes in the Vacancy Situation

2.28 Employers reported 1 138 vacancies in January 2011. Comparing to the 926 vacancies reported by employers in January 2009, the number of vacancies has increased by 212 (+22.9%). Changes in the vacancy situation between 2009 and 2011 are summarized in Table F and Figure 5.

Table F: Vacancy Situation

(i) Vacancy Situation by Sector

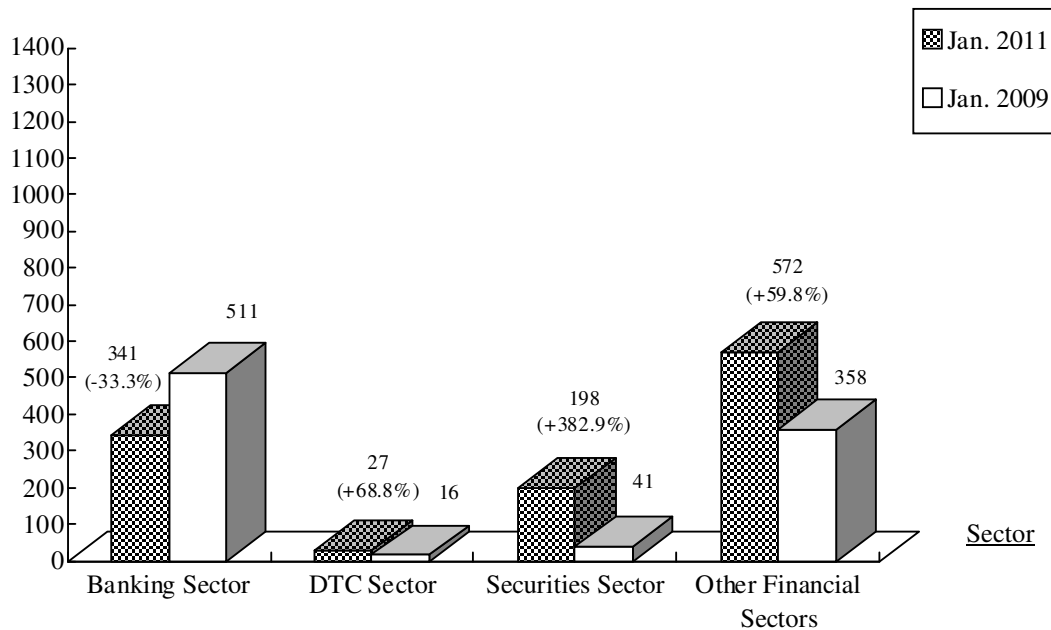
<u>Sector</u>	<u>Jan. 2009</u>	<u>Jan. 2011</u>	<u>Change (%)</u>
Banking Sector	511	341	-170 (-33.3%)
DTC Sector	16	27	+11 (+68.8%)
Securities Sector	41	198	+157 (+382.9%)
Other Financial Sectors	358	572	+214 (+59.8%)
Total	926	1 138	+212 (+22.9%)

(ii) Vacancy Situation by Job Level

<u>Job Level</u>	<u>Jan. 2009</u>	<u>Jan. 2011</u>	<u>Change (%)</u>
Managerial	101	156	+55 (+54.5%)
Supervisory/Officer	492	549	+57 (+11.6%)
Clerical	251	419	+168 (+66.9%)
Other Supporting Staff	82	14	-68 (-82.9%)
Total	926	1 138	+212 (+22.9%)
Vacancy rate as a percentage of manpower demand	0.7%	0.8%	

Figure 5: Vacancy Situation

Number of Vacancies



2.29 Except the Banking Sector, all the other three sectors in the industry reported more vacancies in January 2011 than in January 2009. The number of vacancies in the Banking Sector has decreased by 170, which was 33.3% of the 511 vacancies reported by employers in January 2009. The percentage increase in the number of vacancies reported by employers in the other three sectors ranged from 59.8% to 382.9%.

Forecast of Manpower Demand Growth in 2013

(Appendix 5 – Table 1, Table 1.1)

2.30 Employers forecasted that the manpower demand of the industry by January 2013 would be 137 396 persons. This is more or less the same as the manpower demand of 137 301 persons in January 2011. The forecasted number of employees by January 2013 for each branch is summarized in Table G and Figures 6(a)-6(b). The three branches with the largest manpower forecast were INVEST COS (1.1%), SECURITIES (0.7%) and C DEALERS (0.5%).

Table G: Forecast Manpower Demand Growth by 2013

<u>Branch</u>	<u>Job Level</u>	<u>Manpower Demand#</u>	<u>Forecast Number of Employees</u>	<u>Growth (%)*</u>	
		<u>Jan. 2011</u>	<u>Jan. 2013</u>		
1. BANKS	Managerial	18 922	18 938	16	(0.1)
	Supervisory/Officer	33 388	33 395	7	(<0.1)
	Clerical	25 634	25 642	8	(<0.1)
	Other Supporting Staff	11 065	11 064	-1	(-0.01)
	Sub-total	89 009	89 039	30	(<0.1)
2. DTCS	Managerial	197	196	-1	(-0.5)
	Supervisory/Officer	264	264	0	(0.0)
	Clerical	444	444	0	(0.0)
	Other Supporting Staff	32	32	0	(0.0)
	Sub-total	937	936	-1	(-0.1)
3. INVEST COS	Managerial	919	919	0	(0.0)
	Supervisory/Officer	1 677	1 716	39	(2.3)
	Clerical	919	919	0	(0.0)
	Other Supporting Staff	187	187	0	(0.0)
	Sub-total	3 702	3 741	39	(1.1)
4. PL COS	Managerial	574	582	8	(1.4)
	Supervisory/Officer	1 106	1 106	0	(0.0)
	Clerical	1 336	1 336	0	(0.0)
	Other Supporting Staff	81	81	0	(0.0)
	Sub-total	3 097	3 105	8	(0.3)
5. SECURITIES	Managerial	1 394	1 397	3	(0.2)
	Supervisory/Officer	2 789	2 825	36	(1.3)
	Clerical	6 620	6 657	37	(0.6)
	Other Supporting Staff	310	310	0	(0.0)
	Sub-total	11 113	11 189	76	(0.7)
6. C DEALERS	Managerial	195	195	0	(0.0)
	Supervisory/Officer	321	324	3	(0.9)
	Clerical	782	786	4	(0.5)
	Other Supporting Staff	24	24	0	(0.0)
	Sub-total	1 322	1 329	7	(0.5)
7. C EXCHANGES	Managerial	1 087	1 087	0	(0.0)
	Supervisory/Officer	1 021	1 016	-5	(-0.5)
	Clerical	448	450	2	(0.4)
	Other Supporting Staff	291	291	0	(0.0)
	Sub-total	2 847	2 844	-3	(-0.1)
8. M CHANGERS	Managerial	164	161	-3	(-1.8)
	Supervisory/Officer	600	591	-9	(-1.5)
	Clerical	1 296	1 287	-9	(-0.7)
	Other Supporting Staff	27	27	0	(0.0)
	Sub-total	2 087	2 066	-21	(-1.0)
9. OF COS	Managerial	4 826	4 798	-28	(-0.6)
	Supervisory/Officer	11 259	11 301	42	(0.4)
	Clerical	5 777	5 696	-81	(-1.4)
	Other Supporting Staff	1 325	1 352	27	(2.0)
	Sub-total	23 187	23 147	-40	(-0.2)
All Branches	Managerial	28 278	28 273	-5	(-0.02)
	Supervisory/Officer	52 425	52 538	113	(0.2)
	Clerical	43 256	43 217	-39	(-0.1)
	Other Supporting Staff	13 342	13 368	26	(0.2)
Total		137 301	137 396	95	(0.1)

Manpower demand is defined as the total number of employees plus vacancies.

* As a percentage of forecast manpower demand growth using 2011 as the base year.

Figure 6(a): Employers' Forecast Manpower Growth by January 2013 by Branch

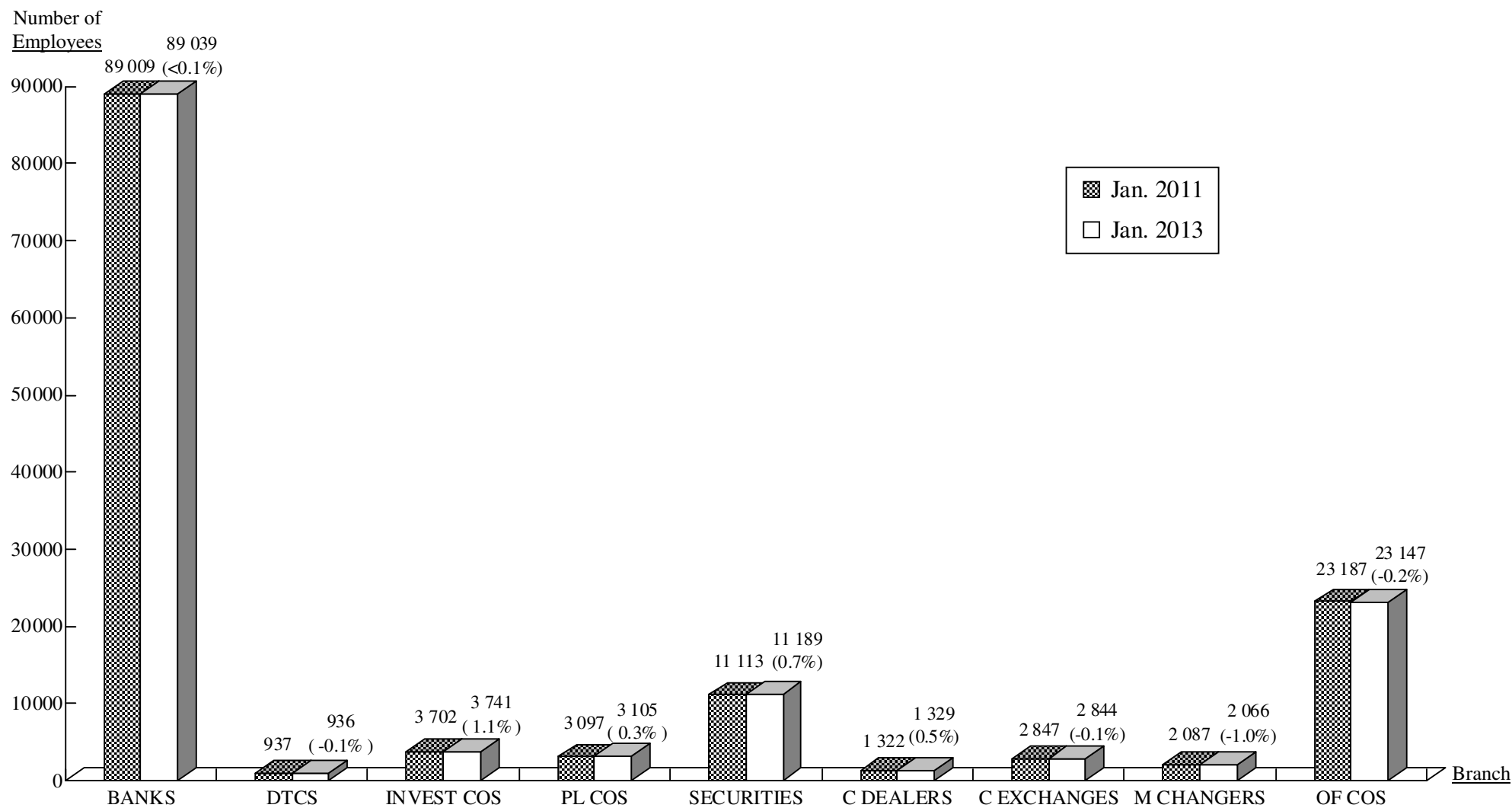
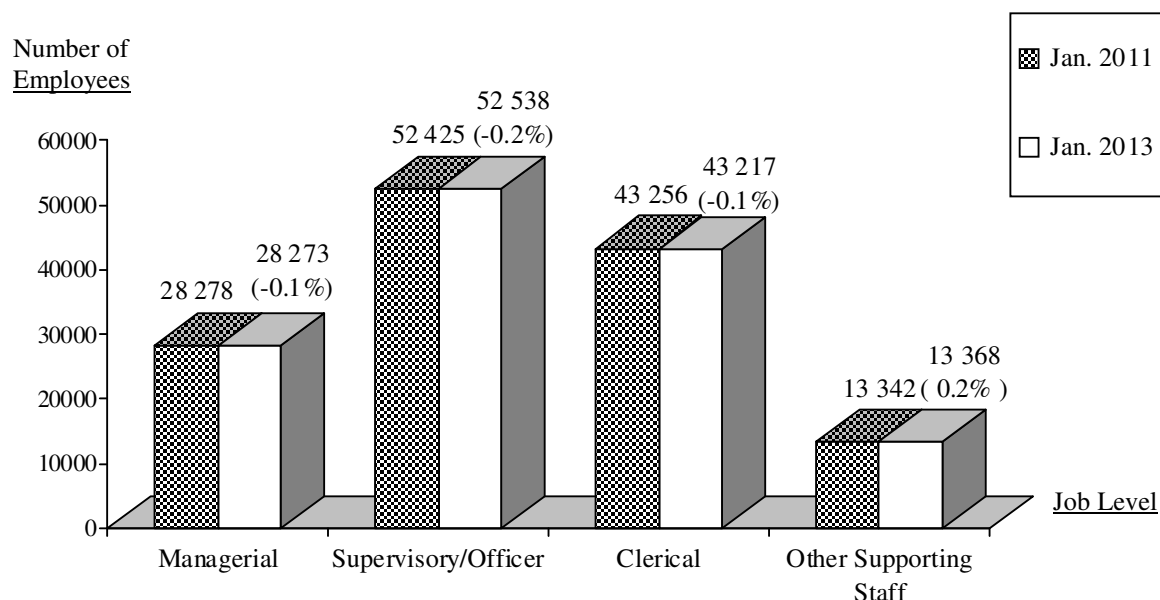


Figure 6(b): Employers' Forecast Manpower Growth by January 2013
by Job Level



Figures in brackets are the growth rates using January 2011 as the base.

2.31 The three principal jobs with the highest manpower growth rate in the next 24 months at various job levels are summarized as follows. (For details, please refer to Table 1 in Appendix 5)

<u>Job Level</u>	<u>Increase in Number of Employees</u>	<u>Growth Rate</u>
<u>Managerial Level</u>		
(a) Manager - Liaison	2	4.5%
(b) Manager - Insurance Products	4	3.4%
(c) Manager - Marketing/Product Development	19	2.9%
<u>Supervisory/Officer Level</u>		
(a) Sales Officer – Investment Products	219	7.2%
(b) Sales Officer – Securities	53	5.6%
(c) Training Officer/Instructor	5	3.2%
<u>Clerical Level</u>		
(a) Securities and Futures Assistant	152	2.2%
(b) Money Changers Clerk	29	1.6%
(c) Securities Settlement Clerk	32	1.5%

Minimum Education Requirement of Employees

(Appendix 5 – Table 2, Table 2.1)

2.32 Employers were asked to indicate the minimum education requirement of employees ranging from university degree or above to secondary 5 or below. The survey findings on the minimum education which employers preferred their employees to have are summarized in Table H and Figure 7.

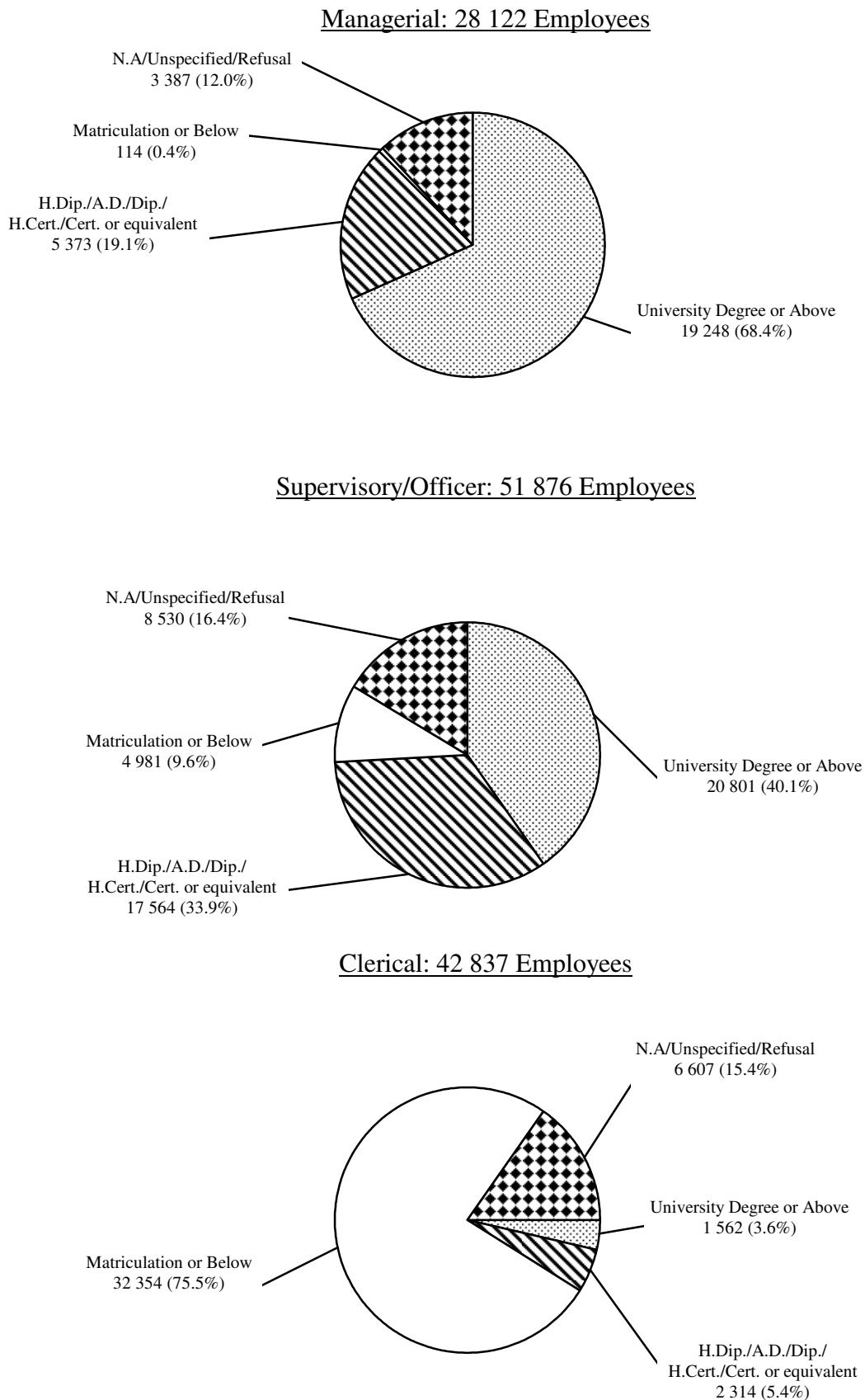
Table H : Minimum Education Requirement of Employees in the Banking and Finance Industry

Job Level	Number of Employees						Total (%)**
	University Degree or Above (%)*	Higher Diploma/ Associate Degree or equivalent (%)*	Diploma/ Higher Certificate/ Certificate or equivalent (%)*	Matriculation/ Secondary 5 or equivalent (%)*	Below Secondary 5 (%)*	Not Applicable/ Unspecified/Refusal (%)*	
Managerial	19 248 (68.4)	5 248 (18.7)	125 (0.4)	114 (0.4)	- (0.0)	3 387 (12.0)	28 122 (100)
Supervisory/ Officer	20 801 (40.1)	5 024 (9.7)	12 540 (24.2)	4 936 (9.5)	45 (0.1)	8 530 (16.4)	51 876 (100)
Clerical	1 562 (3.6)	1 079 (2.5)	1 235 (2.9)	32 015 (74.7)	339 (0.8)	6 607 (15.4)	42 837 (100)
Total (%)**	41 611 (33.9)	11 351 (9.2)	13 900 (11.3)	37 065 (30.2)	384 (0.3)	18 524 (15.1)	122 835 (100)

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

(%)** As a percentage of the total number of employees (excluding 13 328 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

**Figure 7: Minimum Education Requirement of Employees
in the Banking and Finance Industry by Job Level**



Remarks: Total percentage may not equal 100% due to rounding.

2.33 The minimum education requirement of employees preferred by employers in the branches of BANKS, DTCS and SECURITIES are summarized in Tables I to K.

Table I: Minimum Education Requirement of Employees Preferred by Employers in the BANKS Branch

<u>Job Level</u>	<u>Number of Employees</u>						<u>Total (%)**</u>
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Matriculation/ Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/Refusal (%)*</u>	
Managerial	13 561 (72.0)	3 608 (19.2)	12 (0.1)	8 (<0.1)	- (0.0)	1 648 (8.7)	18 837 (100)
Supervisory/ Officer	13 106 (39.5)	1 071 (3.2)	11 259 (33.9)	2 860 (8.6)	- (0.0)	4 877 (14.7)	33 173 (100)
Clerical	71 (0.3)	89 (0.3)	332 (1.3)	21 653 (84.6)	3 (<0.1)	3 453 (13.5)	25 601 (100)
Total (%)**	26 738 (34.5)	4 768 (6.1)	11 603 (15.0)	24 521 (31.6)	3 (<0.1)	9 978 (12.9)	77 611 (100)

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees (excluding 11 057 other supporting staff) in the BANKS Branch. Total percentage may not equal 100% due to rounding.

Table J: Minimum Education Requirement of Employees Preferred by Employers in the DTCS Branch

<u>Job Level</u>	<u>Number of Employees</u>						<u>Total (%)**</u>
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Matriculation/ Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/Refusal (%)*</u>	
Managerial	174 (89.7)	1 (0.5)	1 (0.5)	1 (0.5)	- (0.0)	17 (8.8)	194 (100)
Supervisory/ Officer	218 (85.2)	13 (5.1)	3 (1.2)	14 (5.5)	- (0.0)	8 (3.1)	256 (100)
Clerical	- (0.0)	1 (0.2)	3 (0.7)	413 (96.0)	- (0.0)	13 (3.0)	430 (100)
Total (%)**	392 (44.5)	15 (1.7)	7 (0.8)	428 (48.6)	- (0.0)	38 (4.3)	880 (100)

(%)* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)** As a percentage of the total number of employees (excluding 30 other supporting staff) in the DTCS Branch. Total percentage may not equal 100% due to rounding.

Table K: Minimum Education Requirement of Employees Preferred by Employers in the SECURITIES Branch

<u>Job Level</u>	<u>Number of Employees</u>						<u>Total (%)**</u>
	<u>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Matriculation/ Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/Refusal (%)*</u>	
Managerial	1 103 (79.2)	50 (3.6)	36 (2.6)	45 (3.2)	- (0.0)	159 (11.4)	1 393 (100)
Supervisory/ Officer	1 087 (39.2)	546 (19.7)	162 (5.8)	470 (17.0)	- (0.0)	506 (18.3)	2 771 (100)
Clerical	382 (5.9)	58 (0.9)	246 (3.8)	4 312 (66.9)	7 (0.1)	1 436 (22.3)	6 441 (100)
Total (%)**	2 572 (24.3)	654 (6.2)	444 (4.2)	4 827 (45.5)	7 (0.1)	2 101 (19.8)	10 605 (100)

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees (excluding 310 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

Comparison of Minimum Education Requirement of Employees

2.34 The survey findings showed that employers preferred their employees at the supervisory/officer and managerial levels to possess diploma, higher certificate, certificate, higher diploma, associate degree and university degree or above education level. For the clerical staff, matriculation and secondary 5 were normally the minimum education requirements of employees. The three highest percentages of the minimum education requirements of employees at three major job levels reported by employers in 2011 Survey and 2009 Survey are summarized in Table L. (For details, please refer to Table H in paragraph 2.32)

Table L: Comparison of Minimum Education Requirement of Employees in the Banking and Finance Industry

<u>Education Level</u>	<u>Managerial</u>		<u>Supervisory/ Officer</u>		<u>Clerical</u>	
	<u>2009</u>	<u>2011</u>	<u>2009</u>	<u>2011</u>	<u>2009</u>	<u>2011</u>
University Degree or Above	60.2%	68.4%	37.1%	40.1%		3.6%
Higher Diploma/Associate Degree or equivalent	18.3%	18.7%	17.2%		2.4%	
Diploma/Higher Certificate/ Certificate or equivalent			16.9%	24.2%		
Matriculation/Secondary 5 or equivalent					90.0%	74.7%
Not Applicable/Unspecified/ Refusal	20.1%	12.0%		16.4%	6.0%	15.4%

**Employees' Minimum Requirement on
Year(s) of Experience in the Industry**
(Appendix 5 – Table 3, Table 3.1)

2.35 Employers were requested to give their views on the working experience required for job holders of each principal job. Employees' minimum requirement on year(s) of experience in the banking and finance industry is summarized in Table M and Figure 8.

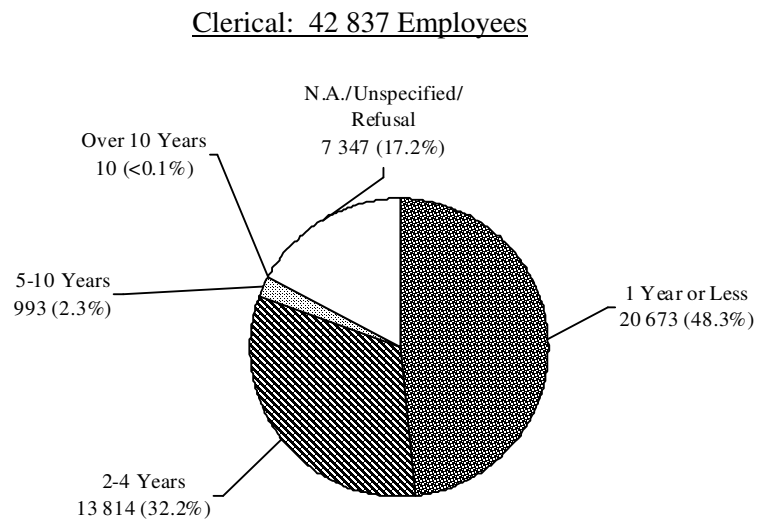
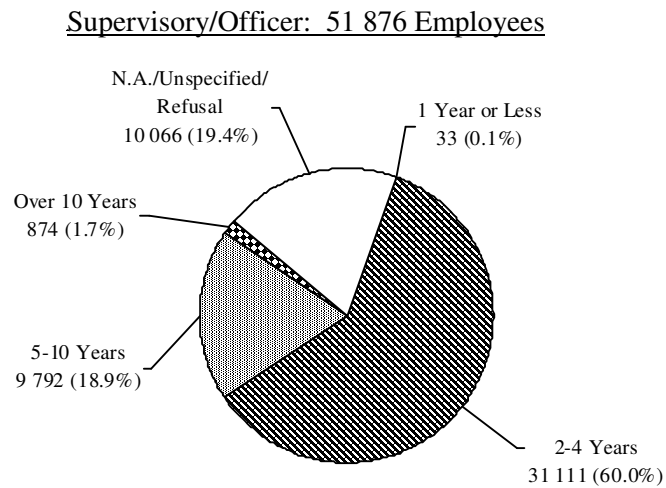
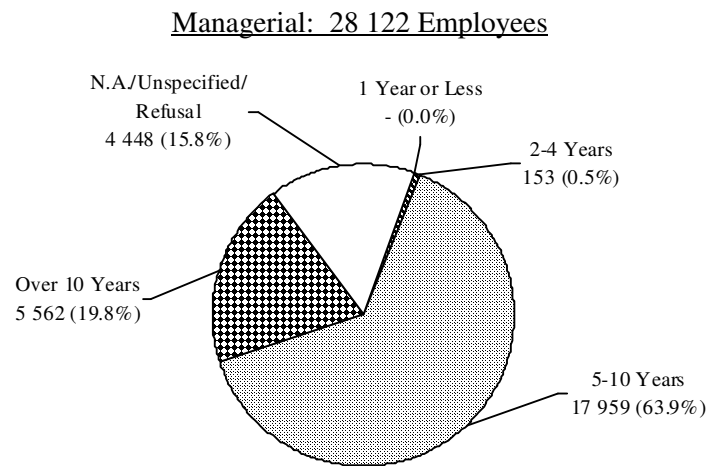
Table M: Employees' Minimum Requirement on Year(s)
of Experience in the Banking and Finance Industry

Job Level	Number of Employees					Total (%)**
	1 Year or Less (%)*	2-4 Years (%)*	5-10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	153 (0.5)	17 959 (63.9)	5 562 (19.8)	4 448 (15.8)	28 122 (100)
Supervisory/ Officer	33 (0.1)	31 111 (60.0)	9 792 (18.9)	874 (1.7)	10 066 (19.4)	51 876 (100)
Clerical	20 673 (48.3)	13 814 (32.2)	993 (2.3)	10 (<0.1)	7 347 (17.2)	42 837 (100)
Total (%)**	20 706 (16.9)	45 078 (36.7)	28 744 (23.4)	6 446 (5.2)	21 861 (17.8)	122 835 (100)

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

(%)** As a percentage of the total number of employees (excluding 13 328 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Figure 8: Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry



Remarks: Total percentage may not equal 100% due to rounding.

2.36 Employees' minimum requirement on year(s) of experience in the BANKS, DTCS and SECURITIES branches are summarized in Tables N to P.

Table N: Employees' Minimum Requirement on
Year(s) of Experience in the BANKS Branch

<u>Job Level</u>	<u>Number of Employees</u>					<u>Total (%)**</u>
	<u>1 Year or Less (%)*</u>	<u>2-4 Years (%)*</u>	<u>5-10 Years (%)*</u>	<u>Over 10 Years (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>	
Managerial	- (0.0)	47 (0.2)	14 298 (75.9)	2 837 (15.1)	1 655 (8.8)	18 837 (100)
Supervisory/ Officer	24 (0.1)	23 026 (69.4)	5 215 (15.7)	23 (0.1)	4 885 (14.7)	33 173 (100)
Clerical	12 974 (50.7)	9 141 (35.7)	18 (0.1)	- (0.0)	3 468 (13.5)	25 601 (100)
Total (%)**	12 998 (16.7)	32 214 (41.5)	19 531 (25.2)	2 860 (3.7)	10 008 (12.9)	77 611 (100)

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees (excluding 11 057 other supporting staff) in the BANKS Branch. Total percentage may not equal 100% due to rounding.

Table O: Employees' Minimum Requirement on
Year(s) of Experience in the DTCS Branch

<u>Job Level</u>	<u>Number of Employees</u>					<u>Total (%)**</u>
	<u>1 Year or Less (%)*</u>	<u>2-4 Years (%)*</u>	<u>5-10 Years (%)*</u>	<u>Over 10 Years (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>	
Managerial	- (0.0)	3 (1.5)	162 (83.5)	12 (6.2)	17 (8.8)	194 (100)
Supervisory/ Officer	2 (0.8)	231 (90.2)	15 (5.9)	- (0.0)	8 (3.1)	256 (100)
Clerical	306 (71.2)	101 (23.5)	10 (2.3)	- (0.0)	13 (3.0)	430 (100)
Total (%)**	308 (35.0)	335 (38.1)	187 (21.3)	12 (1.4)	38 (4.3)	880 (100)

(%)* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)** As a percentage of the total number of employees (excluding 30 other supporting staff) in the DTCS Branch. Total percentage may not equal 100% due to rounding.

Table P : Employees' Minimum Requirement on
Year(s) of Experience in the SECURITIES Branch

Job Level	<u>Number of Employees</u>					Total (%)**
	1 Year or Less (%)*	2-4 Years (%)*	5-10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	14 (1.0)	787 (56.5)	410 (29.4)	182 (13.1)	1 393 (100)
Supervisory/ Officer	- (0.0)	1 354 (48.9)	796 (28.7)	38 (1.4)	583 (21.0)	2 771 (100)
Clerical	3 174 (49.3)	1 690 (26.2)	104 (1.6)	- (0.0)	1 473 (22.9)	6 441 (100)
Total (%)**	3 174 (29.9)	3 058 (28.8)	1 687 (15.9)	448 (4.2)	2 238 (21.1)	10 605 (100)

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees (excluding 310 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

Comparison of Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

2.37 The survey findings showed that most employers required their employees at managerial level to have a minimum of five to over ten years of working experience in the industry. For supervisory/officer level, a minimum of two to ten years of working experience in the industry was normally required. For clerical level, staff members with one year or less working experience in the industry were also acceptable. The three highest percentages of the minimum requirement on year(s) of working experience in the industry at three major job levels reported by employers in 2011 Survey and 2009 Survey are summarized in Table Q. (For details, please refer to Table M in paragraph 2.35)

Table Q: Comparison of Employees' Minimum Requirement on Year(s) of Experience in the Banking and Finance Industry

<u>Year(s) of Experience</u>	<u>Managerial</u>		<u>Supervisory/Officer</u>		<u>Clerical</u>	
	<u>2009</u>	<u>2011</u>	<u>2009</u>	<u>2011</u>	<u>2009</u>	<u>2011</u>
1 Year or Less					42.1%	48.3%
2 - 4 Years			57.1%	60.0%	48.8%	32.2%
5 - 10 Years	60.2%	63.9%	23.6%	18.9%		
Over 10 Years	16.3%	19.8%				
Not Applicable/Unspecified/ Refusal	22.8%	15.8%	18.5%	19.4%	7.4%	17.2%

**Distribution of Employees
by Average Monthly Income Range**
(Appendix 5 – Table 4, Table 4.1)

2.38 Table R shows the distribution of employees by average monthly income range at different job levels. It should be noted that it is not the intention of this survey to collect information on the income of banking and finance personnel and the following income data only serve to cross-check the reliability of manpower data at various job levels.

Table R: Number of Employees by Average
Monthly Income Range by Job Level

		Number of Employees									
										Not Applicable/ Unspecified	
Job Level	Below \$6,000 (%)*	\$6,000 to \$10,000 (%)*	\$10,001 to \$20,000 (%)*	\$20,001 to \$30,000 (%)*	\$30,001 to \$40,000 (%)*	\$40,001 to \$60,000 (%)*	\$60,001 to \$80,000 (%)*	\$80,001 to \$100,000 (%)*	Above \$100,000 (%)*	Refusal (%)*	Total (%)**
Managerial	- (0.0)	- (0.0)	17 (0.1)	825 (2.9)	3 132 (11.1)	9 779 (34.8)	3 187 (11.3)	2 064 (7.3)	3 133 (11.1)	5 985 (21.3)	28 122 (100)
Supervisory/ Officer	- (0.0)	408 (0.8)	11 397 (22.0)	17 535 (33.8)	6 746 (13.0)	3 380 (6.5)	229 (0.4)	189 (0.4)	- (0.0)	11 992 (23.1)	51 876 (100)
Clerical	13 (<0.1)	3 872 (9.0)	28 289 (66.0)	541 (1.3)	51 (0.1)	7 (<0.1)	- (0.0)	- (0.0)	- (0.0)	10 064 (23.5)	42 837 (100)
Total (%)**	13 (<0.1)	4 280 (3.5)	39 703 (32.3)	18 901 (15.4)	9 929 (8.1)	13 166 (10.7)	3 416 (2.8)	2 253 (1.8)	3 133 (2.6)	28 041 (22.8)	122 835 (100)

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

(%)** As a percentage of the total number of employees (excluding 13 328 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

Comparison of the Distribution of Employees by Average Monthly Income Range

2.39 The survey findings showed that the average monthly income range of managerial staff spread widely from \$10,001 to above \$100,000 per month whereas the average monthly income range for supervisory/officer and clerical staff concentrated on four ranges . The three highest percentages of the average monthly income range of employees at three major job levels reported by employers are summarized in Table S. (For details, please refer to Table R in paragraph 2.38)

Table S: Comparison of Employees' Average Monthly
Income Range by Job Level

<u>Average Monthly Income Range</u>	<u>Managerial</u>		<u>Supervisory/Officer</u>		<u>Clerical</u>	
	<u>2009</u>	<u>2011</u>	<u>2009</u>	<u>2011</u>	<u>2009</u>	<u>2011</u>
\$6,000 to \$10,000					17.9%*	9.0%
\$10,001 to \$20,000			32.4%	22.0%	72.0%	66.0%
\$20,001 to \$30,000			28.9%	33.8%		
\$30,001 to \$40,000	16.8%					
\$40,001 to \$60,000	27.1%	34.8%				
\$60,001 to \$80,000		11.3%				
Not Applicable/Unspecified/Refusal	25.2%	21.3%	18.1%	23.1%	9.2%	23.5%

* The percentage was under the category “\$6,001 to \$10,000” in 2009.

Staff Turnover in the Past 12 Months

(Appendix 5 – Table 5, Tables 5.1 to 5.9)

2.40 Staff turnover is defined as the total number of employees who have left their companies in a specified period of time. The total number of employees who had left in the 12-month period prior to the survey were 14 485 (11.8% of the 122 835 persons engaged in the three major job levels in the industry) whereas the total number of persons recruited in the same period were 15 706 (12.8% of 122 835 persons engaged in the three major job levels in the industry). The staff turnover statistics are shown in Tables T to U and Figure 9.

Table T: Number of Employees Who Left
in the Past 12 Months
by Branch and by Job Level

<u>Number of Employees Left</u>				
<u>Branch</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
1. BANKS	1 613 (15.0)	3 588 (33.4)	5 545 (51.6)	10 746 (74.2)
2. DTCS	3 (13.0)	10 (43.5)	10 (43.5)	23 (0.2)
3. INVEST COS	128 (61.2)	30 (14.4)	51 (24.4)	209 (1.4)
4. PL COS	37 (7.9)	146 (31.3)	284 (60.8)	467 (3.2)
5. SECURITIES	64 (8.2)	306 (39.0)	414 (52.8)	784 (5.4)
6. C DEALERS	12 (10.2)	21 (17.8)	85 (72.0)	118 (0.8)
7. C EXCHANGES	9 (26.5)	12 (35.3)	13 (38.2)	34 (0.2)
8. M CHANGERS	14 (4.7)	46 (15.5)	237 (79.8)	297 (2.1)
9. OF COS	432 (23.9)	820 (45.4)	555 (30.7)	1 807 (12.5)
Total (%)**	2 312 (16.0)	4 979 (34.4)	7 194 (49.7)	14 485 (100)

(%)* As a percentage of the total number of employees left in the branch.

(%)** As a percentage of the total number of employees left in the industry. Total percentage may not equal 100% due to rounding.

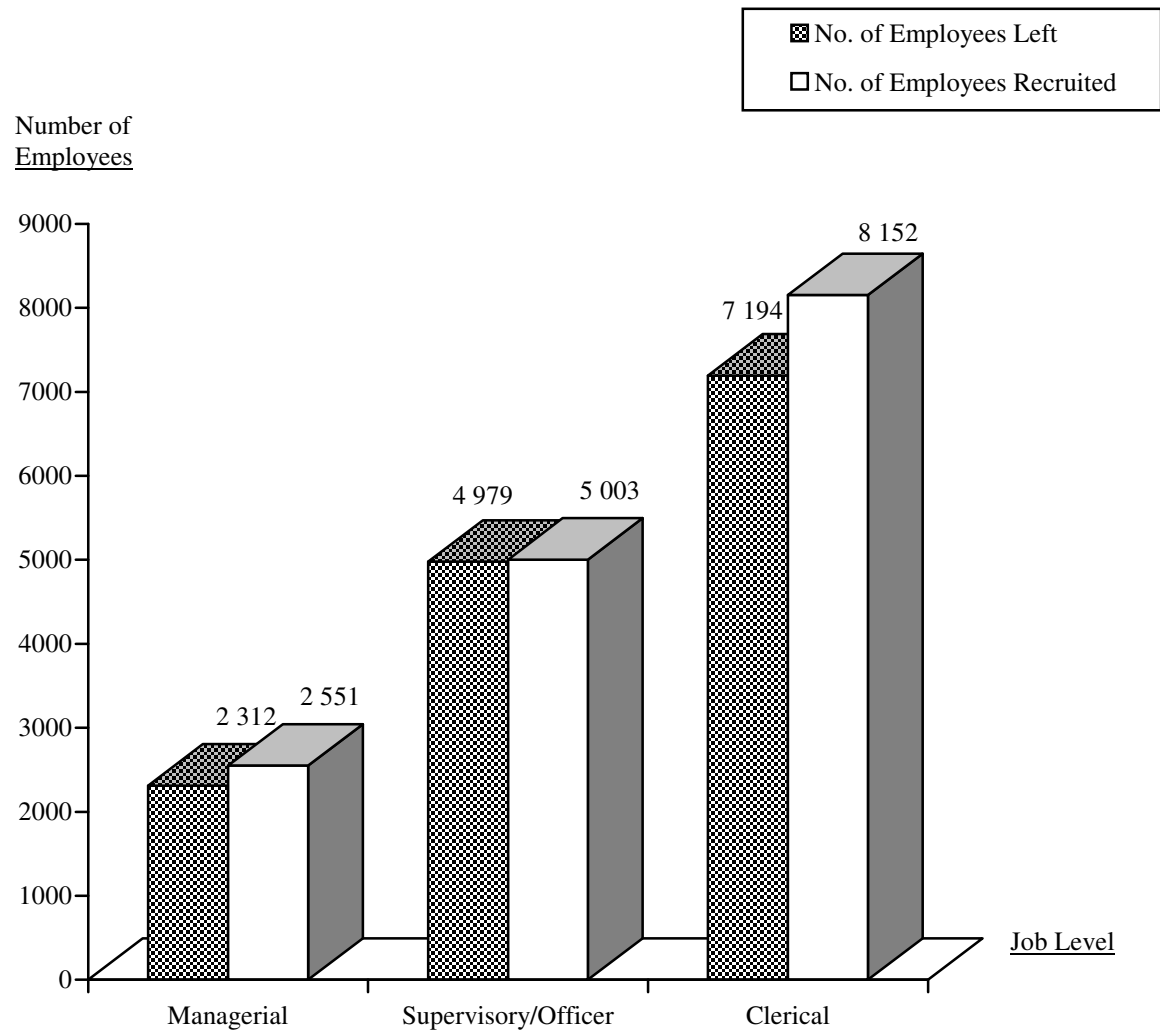
Table U: Number of Recruits in the Past 12 Months
by Branch and by Job Level

<u>Branch</u>	<u>Number of Recruits</u>							
	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
1. BANKS	1 822	(15.9)	3 589	(31.3)	6 068	(52.9)	11 479	(73.1)
2. DTCS	5	(20.8)	8	(33.3)	11	(45.8)	24	(0.2)
3. INVEST COS	89	(46.6)	63	(33.0)	39	(20.4)	191	(1.2)
4. PL COS	13	(7.6)	33	(19.3)	125	(73.1)	171	(1.1)
5. SECURITIES	58	(6.2)	323	(34.6)	552	(59.2)	933	(5.9)
6. C DEALERS	24	(8.7)	44	(15.9)	209	(75.5)	277	(1.8)
7. C EXCHANGES	9	(20.9)	7	(16.3)	27	(62.8)	43	(0.3)
8. M CHANGERS	11	(4.0)	59	(21.5)	204	(74.5)	274	(1.7)
9. OF COS	520	(22.5)	877	(37.9)	917	(39.6)	2 314	(14.7)
Total (%)**	2 551	(16.2)	5 003	(31.9)	8 152	(51.9)	15 706	(100)

(%)* As a percentage of the total number of recruits in the branch.

(%)** As a percentage of the total number of recruits in the industry. Total percentage may not equal 100% due to rounding.

Figure 9: Staff Turnover in the Banking and Finance Industry in the Past 12 Months by Job Level



Staff Turnover Rate

2.41 In the 12 months prior to the survey, 14 485 employees left the industry while 15 706 persons were recruited to fill the vacancies. The staff turnover rate^λ was 11.8% in 2011. The staff turnover rate was lower than that in 2009 (15.0%). The staff turnover statistics of the four sectors are summarized in Table V. (For details, please refer to Tables T and U in paragraph 2.40)

Table V: Staff Turnover in the Past
12 Months by Sector

<u>Sector</u>	<u>Number of Employees Left (%)*</u>	<u>Number of Employees Recruited (%)**</u>
Banking Sector	10 746 (74.2)	11 479 (73.1)
DTC Sector	23 (0.2)	24 (0.2)
Securities Sector	784 (5.4)	933 (5.9)
Other Financial Sectors	2 932 (20.2)	3 270 (20.8)
Total	14 485 (100)	15 706 (100)

(%)* As a percentage of total number of employees left in the industry.

(%)** As a percentage of total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

$$\lambda \text{ Staff Turnover Rate in a Specified Period of Time} = \frac{\text{No. of Employees Left in the Specified Period of Time}}{\text{Average No. of Employees in the Specified Period of Time (excluding 13 328 other supporting staff)}}$$

The average no. of employees could be the no. of employees at the end of the specified period if the no. of employees is stable throughout that specified period.

2.42 The staff turnover statistics of the Banking and Finance Industry, Banking Sector (BANKS Branch), DTC Sector (DTCS Branch), Securities Sector (SECURITIES Branch) and Other Financial Sectors are summarized in Tables W to Z and AA to AK. It should be noted that less than 0.1% of the persons leaving the banking and finance industry joined the insurance industry and 1.8% of the recruits joining the banking and finance industry were personnel from the insurance industry.

Banking and Finance Industry

Table W: Number of Employees who Left the Banking and Finance Industry in the Past 12 Months by Reason

	<u>Reason</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a)	Taking up another job in the banking/finance industry or starting own finance related business	1 275 (4.5)	2 245 (4.3)	3 381 (7.9)	6 901 (47.6)
(b)	Taking up a job in the insurance industry or starting own insurance related business	4 (<0.1)	0 (0.0)	3 (<0.1)	7 (<0.1)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	155 (0.6)	358 (0.7)	856 (2.0)	1 369 (9.5)
(d)	Emigration	41 (0.1)	37 (0.1)	26 (0.1)	104 (0.7)
(e)	Repatriation	41 (0.1)	4 (<0.1)	9 (<0.1)	54 (0.4)
(f)	Relocation of workplace				
	(i) to the Mainland of China/Macau/Taiwan	1 (<0.1)	4 (<0.1)	1 (<0.1)	6 (<0.1)
	(ii) to other countries	2 (<0.1)	4 (<0.1)	10 (<0.1)	16 (0.1)
(g)	Retirement	96 (0.3)	134 (0.3)	61 (0.1)	291 (2.0)
(h)	Further studies	1 (<0.1)	67 (0.1)	168 (0.4)	236 (1.6)
(i)	Retrenchment	117 (0.4)	99 (0.2)	149 (0.3)	365 (2.5)
(j)	Company re-structured/closed	7 (<0.1)	56 (0.1)	131 (0.3)	194 (1.3)
(k)	Expiry of employment contract	10 (<0.1)	26 (0.1)	206 (0.5)	242 (1.7)
(l)	Poor performance	83 (0.3)	274 (0.5)	289 (0.7)	646 (4.5)
(m)	Other reasons [△]	365 (1.3)	1 457 (2.8)	1 604 (3.7)	3 426 (23.7)
(n)	Reasons unknown	114 (0.4)	214 (0.4)	300 (0.7)	628 (4.3)
	Total	2 312 (8.2)	4 979 (9.6)	7 194 (16.8)	14 485 (100)
	Total Number of Employees at the Same Job Level in the Industry	28 122	51 876	42 837	122 835#
	Staff Turnover Rate@				11.8%

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

(%)** As a percentage of the total number of employees who left the industry. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

Total number of employees in the Industry excluding 13 328 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees who left the industry}}{\text{Total No. of Employees in the industry (excluding 13 328 other supporting staff)}}$

Table X: Number of Recruits of the Banking and Finance Industry
in the Past 12 Months by Source

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) From another bank/ finance company	1 394 (5.0)	2 489(4.8)	3 251(7.6)	7 134(45.4)
(b) From an insurance company/insurance intermediary/insurance related company	18 (0.1)	70(0.1)	196(0.5)	284(1.8)
(c) From a company outside the banking/ finance/insurance industry	51 (0.2)	601(1.2)	1 296(3.0)	1 948(12.4)
(d) From a college/ school direct				
Graduate of University Degree or Above	- (0.0)	425(0.8)	178(0.4)	603(3.8)
Sub-degree Holder	- (0.0)	12(<0.1)	39(0.1)	51(0.3)
Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5	- (0.0)	35(0.1)	184(0.4)	219(1.4)
(e) Other sources [△]	25 (0.1)	29(0.1)	57(0.1)	111(0.7)
(f) Sources unspecified	1 063 (3.8)	1 342(2.6)	2 951(6.9)	5 356(34.1)
Total	2 551 (9.1)	5 003(9.6)	8 152(19.0)	15 706(100)
Total Number of Employees at the Same Job Level in the Industry	28 122	51 876	42 837	122 835#

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

(%)** As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in the industry excluding 13 328 other supporting staff.

Table Y: Number of Recruits of the Banking and Finance Industry
in the Past 12 Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	2 388 (8.5)	4 798 (9.2)	8 026 (18.7)	15 212 (96.9)
(b) The Mainland of China	41 (0.1)	58 (0.1)	13 (<0.1)	112 (0.7)
(c) Macau	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(d) Taiwan	37 (0.1)	20 (<0.1)	2 (<0.1)	59 (0.4)
(e) Other places [△]	79 (0.3)	121 (0.2)	111 (0.3)	311 (2.0)
(f) Geographic Origins unspecified	6 (<0.1)	6 (<0.1)	- (0.0)	12 (0.1)
Total	2 551 (9.1)	5 003 (9.6)	8 152 (19.0)	15 706 (100)
Total Number of Employees at the Same Job Level in the Industry	28 122	51 876	42 837	122 835 [#]

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

(%)** As a percentage of the total number of employees recruited in the industry. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

Total number of employees in the industry excluding 13 328 other supporting staff.

BANKS Branch

Table Z: Number of Employees who Left the BANKS Branch in the Past 12 Months by Reason

	<u>Reason</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a)	Taking up another job in the banking/finance industry or starting own finance related business	883 (4.7)	1 506 (4.5)	2 655 (10.4)	5 044 (46.9)
(b)	Taking up a job in the insurance industry or starting own insurance related business	1 (<0.1)	- (0.0)	3 (<0.1)	4 (<0.1)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	87 (0.5)	238 (0.7)	707 (2.8)	1 032 (9.6)
(d)	Emigration	41 (0.2)	26 (0.1)	18 (0.1)	85 (0.8)
(e)	Repatriation	8 (<0.1)	3 (<0.1)	- (0.0)	11 (0.1)
(f)	Relocation of workplace				
	(i) to the Mainland of China/Macau/Taiwan	1 (<0.1)	4 (<0.1)	1 (<0.1)	6 (0.1)
	(ii) to other countries	1 (<0.1)	- (0.0)	1 (<0.1)	2 (<0.1)
(g)	Retirement	94 (0.5)	132 (0.4)	61 (0.2)	287 (2.7)
(h)	Further studies	1 (<0.1)	62 (0.2)	154 (0.6)	217 (2.0)
(i)	Retrenchment	83 (0.4)	40 (0.1)	25 (0.1)	148 (1.4)
(j)	Company re-structured/closed	1 (<0.1)	3 (<0.1)	8 (<0.1)	12 (0.1)
(k)	Expiry of employment contract	1 (<0.1)	6 (<0.1)	191 (0.7)	198 (1.8)
(l)	Poor performance	79 (0.4)	145 (0.4)	244 (1.0)	468 (4.4)
(m)	Other reasons [△]	327 (1.7)	1 391 (4.2)	1 436 (5.6)	3 154 (29.4)
(n)	Reasons unknown	5 (<0.1)	32 (0.1)	41 (0.2)	78 (0.7)
	Total	1 613 (8.6)	3 588 (10.8)	5 545 (21.7)	10 746 (100)
	Total Number of Employees at the Same Job Level in the BANKS Branch	18 837	33 173	25 601	77 611#
	Staff Turnover Rate@				13.8%

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees who left the BANKS Branch. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

Total number of employees in the BANKS Branch excluding 11 057 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees who left the BANKS Branch}}{\text{Total No. of Employees in the BANKS Branch (excluding 11 057 other supporting staff)}}$

Table AA: Number of Recruits of the BANKS Branch
in the Past 12 Months by Source

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) From another bank/ finance company	761 (4.0)	1564 (4.7)	1988 (7.8)	4313 (37.6)
(b) From an insurance company/insurance intermediary/insurance related company	15 (0.1)	43 (0.1)	186 (0.7)	244 (2.1)
(c) From a company outside the banking/ finance/insurance industry	40 (0.2)	343 (1.0)	817 (3.2)	1200 (10.5)
(d) From a college/ school direct				
Graduate of University Degree or Above	- (0.0)	285 (0.9)	100 (0.4)	385 (3.4)
Sub-degree Holder	- (0.0)	2 (<0.1)	20 (0.1)	22 (0.2)
Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5	- (0.0)	7 (<0.1)	46 (0.2)	53 (0.5)
(e) Other sources [△]	25 (0.1)	16 (<0.1)	5 (<0.1)	46 (0.4)
(f) Sources unspecified	981 (5.2)	1329 (4.0)	2906 (11.4)	5216 (45.4)
Total	1 822 (9.7)	3 589(10.8)	6 068 (23.7)	11 479 (100)
Total Number of Employees at the Same Job Level in the BANKS Branch	18 837	33 173	25 601	77 611#

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees recruited in the BANKS Branch. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in the BANKS Branch excluding 11 057 other supporting staff.

Table AB: Number of Recruits of the BANKS Branch in the
Past 12 Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	1 755 (9.3)	3 516 (10.6)	6 061 (23.7)	11 332 (98.7)
(b) The Mainland of China	38 (0.2)	45 (0.1)	5 (<0.1)	88 (0.8)
(c) Macau	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(d) Taiwan	24 (0.1)	17 (0.1)	2 (<0.1)	43 (0.4)
(e) Other places [△]	5 (<0.1)	11 (<0.1)	- (0.0)	16 (0.1)
(f) Geographic Origins unspecified	- (0.0)	- (0.0)	- (0.0)	- (0.0)
Total	1 822 (9.7)	3 589 (10.8)	6 068 (23.7)	11 479 (100)
Total Number of Employees at the Same Job Level in the BANKS Branch	18 837	33 173	25 601	77 611#

(%)* As a percentage of the total number of employees at the same job level in the BANKS Branch.

(%)** As a percentage of the total number of employees recruited in the BANKS Branch. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

Total number of employees in the BANKS Branch excluding 11 057 other supporting staff.

DTCS Branch

Table AC: Number of Employees who Left the DTCS Branch
in the Past 12 Months by Reason

	<u>Reason</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a)	Taking up another job in the banking/finance industry or starting own finance related business	1 (0.5)	5 (2.0)	5 (1.2)	11 (47.8)
(b)	Taking up a job in the insurance industry or starting own insurance related business	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	- (0.0)	- (0.0)	4 (0.9)	4 (17.4)
(d)	Emigration	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(e)	Repatriation	1 (0.5)	1 (0.4)	- (0.0)	2 (8.7)
(f)	Relocation of workplace				
	(i) to the Mainland of China/Macau/Taiwan	- (0.0)	- (0.0)	- (0.0)	- (0.0)
	(ii) to other countries	1 (0.5)	1 (0.4)	- (0.0)	2 (8.7)
(g)	Retirement	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(h)	Further studies	- (0.0)	1 (0.4)	- (0.0)	1 (4.3)
(i)	Retrenchment	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(j)	Company re-structured/closed	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(k)	Expiry of employment contract	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(l)	Poor performance	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(m)	Other reasons [△]	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(n)	Reasons unknown	- (0.0)	2 (0.8)	1 (0.2)	3 (13.0)
	Total	3 (1.5)	10 (3.9)	10 (2.3)	23 (100)
	Total Number of Employees at the Same Job Level in the DTCS Branch	194	256	430	880#
	Staff Turnover Rate@				2.6%

(%)* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)** As a percentage of the total number of employees who left the DTCS Branch. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

Total number of employees in the DTCS Branch excluding 30 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees Who Left the DTCS Branch}}{\text{Total No. of Employees in the DTCS Branch (excluding 30 other supporting staff)}}$

Table AD: Number of Recruits of the DTCS Branch
in the Past 12 Months by Source

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) From another bank/ finance company	5 (2.6)	6 (2.3)	9 (2.1)	20 (83.3)
(b) From an insurance company/insurance intermediary/insurance related company	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(c) From a company outside the banking/ finance/insurance industry	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(d) From a college/ school direct				
Graduate of University Degree or Above	- (0.0)	2 (0.8)	1 (0.2)	3 (12.5)
Sub-degree Holder	- (0.0)	- (0.0)	- (0.0)	- (0.0)
Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5	- (0.0)	- (0.0)	1 (0.2)	1 (4.2)
(e) Other sources [△]	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(f) Sources unspecified	- (0.0)	- (0.0)	-(0.0)	- (0.0)
Total	5 (2.6)	8 (3.1)	11 (2.6)	24 (100)
Total Number of Employees at the Same Job Level in the DTCS Branch	194	256	430	880#

(%)* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)** As a percentage of the total number of employees recruited in the DTCS Branch. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in the DTCS Branch excluding 30 other supporting staff.

Table AE: Number of Recruits of the DTCS Branch in the
Past 12 Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	2 (1.0)	5 (2.0)	11 (2.6)	18 (75.0)
(b) The Mainland of China	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(c) Macau	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(d) Taiwan	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(e) Other places [△]	3 (1.5)	3 (1.2)	- (0.0)	6 (25.0)
(f) Geographic Origins unspecified	- (0.0)	- (0.0)	- (0.0)	- (0.0)
Total	5 (2.6)	8 (3.1)	11 (2.6)	24 (100)
Total Number of Employees at the Same Job Level in the DTCS Branch	194	256	430	880#

(%)* As a percentage of the total number of employees at the same job level in the DTCS Branch.

(%)** As a percentage of the total number of employees recruited in the DTCS Branch. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

Total number of employees in the DTCS Branch excluding 30 other supporting staff.

SECURITIES Branch

Table AF: Number of Employees Who Left the SECURITIES Branch in the Past 12 Months by Reason

	<u>Reason</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a)	Taking up another job in the banking/finance industry or starting own finance related business	35 (2.5)	199 (7.2)	288 (4.5)	522 (66.6)
(b)	Taking up a job in the insurance industry or starting own insurance related business	3 (0.2)	- (0.0)	- (0.0)	3 (0.4)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	- (0.0)	15 (0.5)	20 (0.3)	35 (4.5)
(d)	Emigration	- (0.0)	8 (0.3)	8 (0.1)	16 (2.0)
(e)	Repatriation	8 (0.6)	- (0.0)	9 (0.1)	17 (2.2)
(f)	Relocation of workplace				
	(i) to the Mainland of China/Macau/Taiwan	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
	(ii) to other countries	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
(g)	Retirement	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
(h)	Further studies	- (0.0)	3 (0.1)	- (0.0)	3 (0.4)
(i)	Retrenchment	15 (1.1)	3 (0.1)	45 (0.7)	63 (8.0)
(j)	Company re-structured/closed	- (0.0)	- (0.0)	15 (0.2)	15 (1.9)
(k)	Expiry of employment contract	3 (0.2)	- (0.0)	3 (<0.1)	6 (0.8)
(l)	Poor performance	- (0.0)	25 (0.9)	10 (0.2)	35 (4.5)
(m)	Other reasons [△]	- (0.0)	24 (0.9)	16 (0.2)	40 (5.1)
(n)	Reasons unknown	- (0.0)	29 (1.0)	- (0.0)	29 (3.7)
	Total	64 (4.6)	306 (11.0)	414 (6.4)	784 (100)
	Total Number of Employees at the Same Job Level in the SECURITIES Branch	1 393	2 771	6 441	10 605#
	Staff Turnover Rate@				7.4%

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees who left the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

Total number of employees in the SECURITIES Branch excluding 310 other supporting staff.

@ Staff Turnover Rate =
$$\frac{\text{Total No. of Employees Who Left the SECURITIES Branch}}{\text{Total No. of Employees in the SECURITIES Branch (excluding 310 other supporting staff)}}$$

Table AG: Number of Recruits of the SECURITIES Branch
in the Past 12 Months by Source

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) From another bank/ finance company	58 (4.2)	235 (8.5)	426 (6.6)	719 (77.1)
(b) From an insurance company/insurance intermediary/insurance related company	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
(c) From a company outside the banking/ finance/insurance industry	- (0.0)	8 (0.3)	51 (0.8)	59 (6.3)
(d) From a college/ school direct				
Graduate of University Degree or Above	- (0.0)	33 (1.2)	17 (0.3)	50 (5.4)
Sub-degree Holder	- (0.0)	6 (0.2)	- (0.0)	6 (0.6)
Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5	- (0.0)	28 (1.0)	50 (0.8)	78 (8.4)
(e) Other sources [△]	- (0.0)	13 (0.5)	8 (0.1)	21 (2.3)
(f) Sources unspecified	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
Total	58 (4.2)	323(11.7)	552 (8.6)	933 (100)
Total Number of Employees at the Same Job Level in the SECURITIES Branch	1 393	2 771	6 441	10 605#

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees recruited in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in the SECURITIES Branch excluding 310 other supporting staff.

Table AH: Number of Recruits of the SECURITIES Branch
in the Past 12 Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	50 (3.6)	276 (10.0)	528 (8.2)	854 (91.5)
(b) The Mainland of China	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
(c) Macau	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
(d) Taiwan	6 (0.4)	3 (0.1)	- (0.0)	9 (1.0)
(e) Other places [△]	2 (0.1)	44 (1.6)	24 (0.4)	70 (7.5)
(f) Geographic Origins unspecified	- (0.0)	- (0.0)	- (0.0)	0 (0.0)
Total	58 (4.2)	323 (11.7)	552 (8.6)	933 (100)
Total Number of Employees at the Same Job Level in the SECURITIES Branch	1 393	2 771	6 441	10 605 [#]

(%)* As a percentage of the total number of employees at the same job level in the SECURITIES Branch.

(%)** As a percentage of the total number of employees recruited in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

Total number of employees in the SECURITIES Branch excluding 310 other supporting staff.

Other Financial Sectors

Table AI: Number of Employees Who Left Other Financial Sectors
in the Past 12 Months by Reason

	<u>Reason</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a)	Taking up another job in the banking/finance industry or starting own finance related business	356 (4.6)	535 (3.4)	433 (4.2)	1 324 (45.2)
(b)	Taking up a job in the insurance industry or starting own insurance related business	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	68 (0.9)	105 (0.7)	125 (1.2)	298 (10.2)
(d)	Emigration	- (0.0)	3 (<0.1)	- (0.0)	3 (0.1)
(e)	Repatriation	24 (0.3)	- (0.0)	- (0.0)	24 (0.8)
(f)	Relocation of workplace				
	(i) to the Mainland of China/Macau/Taiwan	- (0.0)	- (0.0)	- (0.0)	- (0.0)
	(ii) to other countries	- (0.0)	3 (<0.1)	9 (0.1)	12 (0.4)
(g)	Retirement	2 (<0.1)	2 (<0.1)	- (0.0)	4 (0.1)
(h)	Further studies	- (0.0)	1 (<0.1)	14 (0.1)	15 (0.5)
(i)	Retrenchment	19 (0.2)	56 (0.4)	79 (0.8)	154 (5.3)
(j)	Company re-structured/closed	6 (0.1)	53 (0.3)	108 (1.0)	167 (5.7)
(k)	Expiry of employment contract	6 (0.1)	20 (0.1)	12 (0.1)	38 (1.3)
(l)	Poor performance	4 (0.1)	104 (0.7)	35 (0.3)	143 (4.9)
(m)	Other reasons [△]	38 (0.5)	42 (0.3)	152 (1.5)	232 (7.9)
(n)	Reasons unknown	109 (1.4)	151 (1.0)	258 (2.5)	518 (17.7)
	Total	632 (8.2)	1 075 (6.9)	1 225 (11.8)	2 932 (100)
	Total Number of Employees at the Same Job Level in Other Financial Sectors	7 698	15 676	10 365	33 739#
	Staff Turnover Rate@				8.7%

(%)* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)** As a percentage of the total number of employees who left Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other reasons include taking care of family and health problems, etc.

Total number of employees in Other Financial Sectors excluding 1 931 other supporting staff.

@ Staff Turnover Rate =
$$\frac{\text{Total No. of Employees Who Left Other Financial Sectors}}{\text{Total No. of Employees in Other Financial Sectors (excluding 1 931 other supporting staff)}}$$

Table AJ: Number of Recruits of Other Financial Sectors
in the Past 12 Months by Source

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) From another bank/ finance company	570 (7.4)	684 (4.4)	828 (8.0)	2 082 (63.7)
(b) From an insurance company/insurance intermediary/insurance related company	3 (<0.1)	27 (0.2)	10 (0.1)	40 (1.2)
(c) From a company outside the banking/ finance/insurance industry	11 (0.1)	250 (1.6)	428 (4.1)	689 (21.1)
(d) From a college/ school direct				
Graduate of University Degree or Above	- (0.0)	105 (0.7)	60 (0.6)	165 (5.0)
Sub-degree Holder	- (0.0)	4 (<0.1)	19 (0.2)	23 (0.7)
Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5	- (0.0)	- (0.0)	87 (0.8)	87 (2.7)
(e) Other sources [△]	- (0.0)	- (0.0)	44 (0.4)	44 (1.3)
(f) Sources unspecified	82 (1.1)	13 (0.1)	45 (0.4)	140 (4.3)
Total	666 (8.7)	1 083 (6.9)	1 521 (14.7)	3 270 (100)
Total Number of Employees at the Same Job Level in Other Financial Sectors	7 698	15 676	10 365	33 739#

(%)* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)** As a percentage of the total number of employees recruited in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other sources include employees transferred from overseas head office.

Total number of employees in Other Financial Sectors excluding 1 931 other supporting staff.

Table AK: Number of Recruits of Other Financial Sectors in the
Past 12 Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	581 (7.5)	1 001 (6.4)	1 426 (13.8)	3 008 (92.0)
(b) The Mainland of China	3 (<0.1)	13 (0.1)	8 (0.1)	24 (0.7)
(c) Macau	- (0.0)	- (0.0)	- (0.0)	- (0.0)
(d) Taiwan	7 (0.1)	- (0.0)	- (0.0)	7 (0.2)
(e) Other places [△]	69 (0.9)	63 (0.4)	87 (0.8)	219 (6.7)
(f) Geographic Origins unspecified	6 (0.1)	6 (<0.1)	- (0.0)	12 (0.4)
Total	666 (8.7)	1 083 (6.9)	1 521 (14.7)	3 270 (100)
Total Number of Employees at the Same Job Level in Other Financial Sectors	7 698	15 676	10 365	33 739#

(%)* As a percentage of the total number of employees at the same job level in Other Financial Sectors.

(%)** As a percentage of the total number of employees recruited in Other Financial Sectors. Total percentage may not equal 100% due to rounding.

△ Other places include USA, UK, Australia and some countries in Europe and Asia.

Total number of employees in Other Financial Sectors excluding 1 931 other supporting staff.

2.43 As shown in Table V in paragraph 2.41, there was sufficient supply of manpower to fill up vacant job positions in the industry in the 12 months prior to the survey. The staff turnover rate of each sector is summarized as follows:

	<u>Banking Sector</u>	<u>DTC Sector</u>	<u>Securities Sector</u>	<u>Other Financial Sectors</u>	<u>Banking and Finance Industry</u>
Staff Turnover Rate	13.8%	2.6%	7.4%	8.7%	11.8%

The staff turnover rate of the Banking Sector was the highest among the four sectors. As shown in Table W in paragraph 2.42, 9.5% of employees had changed their jobs to non-banking/finance/insurance business. Furthermore, those who had left the industry because of emigration, repatriation, relocation of workplace, retirement, pursuing further studies and retrenchment (a total of 7.4%) might not join the industry again. Therefore, the banking and finance industry has to continue to train up sufficient manpower with appropriate job skills for the replacement of those leaving the industry.

Number of Internal Promotions

(Appendix 5 – Table 6)

2.44 There were 3 680 employees promoted internally at three major job levels in banking and financial institutions. The distribution of internal promotions by branch and by job level is summarized in Table AL.

Table AL: Distribution of Internal Promotions by Branch and by Job Level

		<u>Number of Employees</u>				
	<u>Branch</u>	<u>From Supervisor / Officer to Manager (%)*</u>	<u>From Clerk to Supervisor/ Officer (%)*</u>	<u>From Others to Clerk (%)*</u>		<u>Total (%)**</u>
1.	BANKS	1820 (56.1)	1408 (43.4)	15 (0.5)		3243 (88.1)
2.	DTCS	2 (50.0)	1 (25.0)	1 (25.0)		4 (0.1)
3.	INVEST COS	2 (40.0)	3 (60.0)	- (0.0)		5 (0.1)
4.	PL COS	2 (16.7)	10 (83.3)	- (0.0)		12 (0.3)
5.	SECURITIES	15 (34.1)	12 (27.3)	17 (38.6)		44 (1.2)
6.	C DEALERS	2 (50.0)	2 (50.0)	- (0.0)		4 (0.1)
7.	C EXCHANGES	2 (12.5)	9 (56.3)	5 (31.3)		16 (0.4)
8.	M CHANGERS	6 (21.4)	9 (32.1)	13 (46.4)		28 (0.8)
9.	OF COS	161 (49.7)	152 (46.9)	11 (3.4)		324 (8.8)
Total (%)**		2 012 (54.7)	1 606 (43.6)	62 (1.7)		3 680 (100)

(%)* As a percentage of the total internal promotions in the branch.

(%)** As a percentage of the total internal promotions in the banking and finance industry. Total percentage may not equal 100% due to rounding.

2.45 There were 3 680 (2.7% of the 136 163 persons engaged) banking and finance personnel promoted within the establishments in the industry. The numbers of internal promotions from various job levels are summarized in Table AM below. It indicated that employees at the supervisory / officer level had a higher percentage to be promoted to managerial job level. Generally speaking, employers preferred to fill managerial positions through promotion within the company, e.g. 44.1% of the managerial positions were taken up by supervisors via internal promotions. (For details, please refer to Table 6 of Appendix 5)

Table AM: Distribution of Internal Promotions among Job Levels

<u>Job Level</u>	<u>Number of Internal Promotions</u>	<u>Total Number of Recruits*</u>	<u>Percentage of Number of Internal Promotions to Total Number of Recruits</u>
From Supervisor / Officer to Manager	2 012	4 563	44.1%
From Clerk to Supervisor / Officer	1 606	6 609	24.3%
From Others to Clerk	62	8 214	0.8%
Total	3 680	19 386	19.0%

* The total number of recruits is equal to the summation of the number of internal promotions and the number of employees recruited as shown in Table U.

Part-time Employees Employed in the Banking and Finance Industry
(Appendix 5 – Table 7)

2.46 Table AN shows the part-time employees' statistics in January 2011 and January 2009. In the 2011 Survey, 2 414 part-time employees or 2.0% of 122 835 full-time employees were employed in the banking and finance industry to help full-time employees provide the community with financial services. This might reflect the fact that the industry did not heavily rely on part-time staff to assist full-time employees to carry out business activities of banking and financial institutions.

Table AN: Comparison of Part-time Employees in January 2009 and January 2011

<u>Job level</u>	<u>January 2009</u>		<u>January 2011</u>		<u>Changes of Part-Time Employees Increase / (Decrease)</u>
	<u>Full-time Employees</u>	<u>Part-time Employees</u>	<u>Full-time Employees</u>	<u>Part-time Employees</u>	
Managerial	25 739	-	28 122	9	9
Supervisory /Officer	50 743	42	51 876	36	(6)
Clerical	40 951	1 246	42 837	2 369	1 123
Total	117 433	1 288	122 835	2 414	1 126

**Number of Staff to be Recruited in the Next 24 Months
by Type of Education Level**
(Appendix 5 – Table 8)

2.47 In the 2011 Survey, employers were requested to estimate the number of staff to be recruited in the next 24 months by type of education level. Table AO shows the details. However, as a certain number of respondents did not provide such estimation, readers of this report should be mindful of this when they interpret the findings in Table AO.

Table AO: Number of Staff to be Recruited in the Next 24 Months
by Type of Education Level

<u>Source</u>	Managerial (%)*	Supervisory / Officer (%)*	Clerical (%)*	Total (%)**
(a) Graduate of University Degree or Above	88 (91.7)	404 (60.0)	116 (26.5)	608 (50.4)
(b) Sub-degree Holder (HD/AD/D/HC/C or equivalent)	8 (8.3)	269 (40.0)	128 (29.2)	405 (33.6)
(c) Matriculant / Secondary School Leaver or Equivalent / Student Below Secondary 5	- (0.0)	- (0.0)	194 (44.3)	194 (16.1)
(d) Unspecified	- (0.0)	- (0.0)	- (0.0)	- (0.0)
Total**	96 (8.0)	673 (55.8)	438 (36.3)	1 207 (100)

* As a percentage of the total number of staff to be recruited in the job level.

** As a percentage of the total number of staff to be recruited. Total percentage may not equal 100% due to rounding.

Recruitment Difficulties

(Appendix 5 – Tables 9 to 10, Tables 10.1 to 10.9)

2.48 The 2011 Survey revealed that some employers in the industry had encountered recruitment difficulties in the 12 months prior to the fieldwork of the survey. Table AP shows that 1.1% of the establishments experienced difficulties in recruiting managerial staff, whereas for supervisory staff / officer and clerical staff, the percentages were 1.8% and 2.0% respectively.

Table AP : Number of Establishments Encountered
Recruitment Difficulties in the Past 12 Months

<u>Recruitment Difficulties</u>	<u>Number of Establishments</u>		
	<u>Managerial (%)*</u>	<u>Supervisory / Officer (%)*</u>	<u>Clerical (%)*</u>
Yes	49 (1.1)	82 (1.8)	91 (2.0)
No	326 (7.2)	535 (11.9)	633 (14.1)
Have not recruited or tried to recruit	3 721 (82.6)	3 479 (77.3)	3 372 (74.9)
Unspecified/Refusal Cases	407 (9.0)	407 (9.0)	407 (9.0)
Total**	4 503 (100)	4 503 (100)	4 503 (100)

(%)* As a percentage of the total number of establishments at the same job level.

** Total percentage may not equal 100% due to rounding.

2.49 The 2011 Survey revealed that the main reasons of recruitment difficulties were “lack of candidates with relevant experience and training” and “working conditions/remuneration package could not meet recruits’ expectations”. The ratios of these two reasons to the total figure were 53.6% and 24.7% respectively. It should be noted that following the development of new products and financial services in the industry, employees should endeavour to equip themselves with updated product knowledge and upgrade their job skills to catch up with the needs of the rapidly changing business environment. Table AQ shows the reasons of recruitment difficulties and their respective percentages.

Table AQ: Reasons of Recruitment Difficulties
in the Past 12 Months

<u>Reason</u>	<u>Number of Establishments</u>			<u>Total (%)**</u>
	<u>Managerial (%)*</u>	<u>Supervisory / Officer (%)*</u>	<u>Clerical (%)*</u>	
General labour shortage in Hong Kong	5 (7.5)	3 (2.4)	9 (8.6)	17 (5.8)
Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions	- (0.0)	- (0.0)	- (0.0)	- (0.0)
Lack of candidates with relevant experience and training	42 (62.7)	70 (56.9)	46 (43.8)	158 (53.6)
Working conditions/remuneration package could not meet recruits’ expectations	16 (23.9)	36 (29.3)	21 (20.0)	73 (24.7)
Other reasons#	4 (6.0)	14 (11.4)	29 (27.6)	47 (15.9)
Total	67 (100)	123 (100)	105 (100)	295 (100)

(%)* As a percentage of the total reasons of recruitment difficulties at the same job level.

(%)** As a percentage of the total reasons of recruitment difficulties in the industry. Total percentage may not equal 100% due to rounding.

Other reasons include “candidates should possess special language skills”, etc.

**Number of Hong Kong Employees
Having to Work in the Mainland**
(Appendix 5 – Table 11)

2.50 The 2011 Survey revealed that 921 employees had to work in the Mainland during the survey period. Of these, 538 (58.4%) were on Stationed Basis and 383 (41.6%) were on Travelling Basis. The number of employees who had to work in the Mainland in January 2011 and the estimated number of employees who would work in the Mainland in January 2013 are summarized in Table AR.

Table AR: Number of Hong Kong Employees Having to Work
in the Mainland in January 2011 and January 2013

<u>Working Mode</u>	<u>Number of Employees</u>		
	<u>January 2011</u> (%)*	<u>January 2013</u> (%)*	<u>Forecast Growth (%)**</u>
Stationed Basis	538 (58.4)	410 (50.7)	-128 (-23.8)
Travelling Basis	383 (41.6)	399 (49.3)	16 (4.2)
Total	921 (100)	809 (100)	-112 (-12.2)

(%)* As a percentage of the total number of employees (in two working modes) having to work in the Mainland. Total percentage may not equal 100% due to rounding.

(%)** The forecast growth rate is derived by using January 2011 as a base.

2.51 The 2011 Survey revealed that the number of employees who had to work in the Mainland has decreased in the past two years. The comparison of the number of Hong Kong employees who had to work in the Mainland in January 2009 and January 2011 is summarized in Table AS.

Table AS: Comparison of the Number of Hong Kong Employees
Having to Work in the Mainland in January 2009 and January 2011

<u>Working Mode</u>	<u>Number of Employees</u>		
	<u>January 2009</u>	<u>January 2011</u>	<u>Changes</u> <u>Increase (Decrease)</u>
Stationed Basis	561 34.0%	538 58.4%	(23) (4.1%)
Travelling Basis	1 089 66.0%	383 41.6%	(706) (64.8%)
Total	1 650 100%	921 100%	(729) (44.2%)

2.52 As shown in Table AS, the number of Hong Kong employees who had to station in the Mainland for operational needs has decreased by 23 persons, representing a decrease of 4.1% when compared with 561 persons reported in 2009. This might be due to the fact that more employees from the Mainland had been recruited and / or more local employees were employed by companies of the Mainland to support operations there. During the same period, the number of Hong Kong employees who participated in operations in the Mainland on travelling basis has also decreased by 706 persons, or 64.8% of the 1 089 persons reported in 2009. The banking and finance personnel on travelling basis were mainly to support companies' operations in the Mainland.

**Effects of Mainland Operations
on Hong Kong Employees**
(Appendix 5 – Table 12)

2.53 The 2011 Survey showed that 13 additional employees were to be recruited to handle Mainland operations. In addition, employers reported that 32 employees had to be trained for the purpose of handling operations in the Mainland. The statistics in January 2011 and the estimated figures for January 2013 are summarized in Table AT below.

Table AT: Effects of Mainland Operations on Hong Kong Employees
in January 2011 and January 2013

<u>Effects</u>	<u>Number of Employees</u>		
	<u>January 2011</u>	<u>January 2013</u>	<u>Forecast Growth (%)*</u>
Additional employees need to be recruited	13	64	51 (392.3)
Number of existing employees to be trained for Mainland operations	32	34	2 (6.3)

(%)* The forecast growth rate is derived by using January 2011 as a base.

2.54 The comparison of the effects of Mainland operations on Hong Kong employees in January 2009 and January 2011 is summarized in Table AU.

Table AU: Comparison of Effects of Mainland Operations
on Hong Kong Employees in January 2009 and January 2011

<u>Effects</u>	<u>Number of Employees</u>		<u>Changes</u>
	<u>January 2009</u>	<u>January 2011</u>	<u>Increase (Decrease)</u>
Additional employees need to be recruited	44	13	(31) (70.5%)
Number of existing employees to be trained for Mainland operations	18	32	14 77.8%

2.55 The 2011 Survey showed that Hong Kong companies were not required to recruit a large number of additional employees to cope with their Mainland operations. One of the reasons might be due to the localization of employees in the Mainland and / or some local employees were employed by companies registered in the Mainland. Furthermore, the number of employees required to be trained for Mainland operations reported by employers has increased by 14 persons or 77.8% when compared with the figure in 2009.

**Estimated Percentage of Training Provided by
External Course Providers in the Next 12 Months**
(Appendix 5 – Table 13)

2.56 The 2011 Survey revealed that some establishments would sponsor their employees to take part in training programmes provided by external course providers in the next 12 months. Detailed figures are shown in Table AV. Generally speaking, the number of establishments fully relied on training programmes provided by external course providers is less than the number of establishments sourcing out only part of their staff training function to external course providers. It should be noted that for establishments which did not sponsor employees to attend external training programmes might not provide in-house training to their employees as this Survey did not ask for this piece of information.

Table AV: Estimated Percentage of Training Provided by
External Course Providers in the Next 12 Months

<u>Job Level</u>	<u>Number of Establishments</u>					
	<u>0%</u>	<u>1% - 24%</u>	<u>25% - 49%</u>	<u>50% - 74%</u>	<u>75% - 99%</u>	<u>100%</u>
Managerial	879	259	150	232	67	361
Supervisory / Officer	2 075	284	188	245	67	438
Clerical	1 702	152	68	254	32	136

Comparison of Training Expenses of the Previous Year and Training Budget for the Next Year

(Appendix 5 – Tables 14 to 15)

2.57 For in-house training, the 2011 Survey revealed that 3 922 (87.1% of 4 503) establishments had maintained their staff training expenses more or less the same in 2009 and 2010. 47 (1.0% of 4 503) establishments reported that they had increased their staff training expenses in 2010. For external training, the result revealed that 3 908 (86.8% of 4 503) establishments had maintained their staff training expenses more or less the same in 2009 and 2010 while 59 (1.3% of 4 503) establishments reported that they had increased their staff training expenses in 2010. Details of the changes are summarized in Table AW.

Table AW: Comparison of Training Expenses
in 2009 and 2010

Training Expenses of 2010 vs 2009		In-house Training		External Training	
		Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change		3 922	(87.1)	3 908	(86.8)
Increase by	> 50%	3	(0.1)	15	(0.3)
	21% - 50%	15	(0.3)	3	(0.1)
	11% - 20%	1	(<0.1)	2	(<0.1)
	5% -10%	3	(0.1)	32	(0.7)
	< 5%	25	(0.6)	7	(0.2)
	Sub-total	47	(1.0)	59	(1.3)
Decrease by	> 50%	-	(0.0)	1	(<0.1)
	21% - 50%	-	(0.0)	-	(0.0)
	11% - 20%	3	(0.1)	3	(0.1)
	5% -10%	8	(0.2)	9	(0.2)
	< 5%	-	(0.0)	-	(0.0)
	Sub-total	11	(0.2)	13	(0.3)
Unspecified/Refusal Cases		523	(11.6)	523	(11.6)
Total		4 503	(100)	4 503	(100)

Remarks: Total percentage may not equal 100% due to rounding.

2.58 With regard to the in-house training budget for 2011, survey findings showed that 86.5% of 4 503 establishments (3 897) had planned to maintain the same training budget for 2011 when compared with the expenses in 2010. For the budget of external training, 86.0% of 4 503 establishments (3 874) had planned to maintain the same training budget for 2011 when compared with the expenses in 2010. Table AX shows the statistics reflected by the 2011 Survey.

Table AX: Comparison of Training Budget for 2011
with Training Expenses in 2010

Training Budget for 2011 vs Training Expenses in 2010		In-house Training		External Training	
		Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change		3 897	(86.5)	3 874	(86.0)
Increase by	> 50%	13	(0.3)	40	(0.9)
	21% - 50%	7	(0.2)	14	(0.3)
	11% - 20%	24	(0.5)	7	(0.2)
	5% -10%	4	(0.1)	34	(0.8)
	< 5%	31	(0.7)	6	(0.1)
	Sub-total	79	(1.8)	101	(2.2)
Decrease by	> 50%	-	(0.0)	-	(0.0)
	21% - 50%	-	(0.0)	1	(<0.1)
	11% - 20%	-	(0.0)	-	(0.0)
	5% -10%	-	(0.0)	-	(0.0)
	< 5%	-	(0.0)	-	(0.0)
	Sub-total	-	(0.0)	1	(<0.1)
Unspecified/Refusal Cases		527	(11.7)	527	(11.7)
Total		4 503	(100)	4 503	(100)

Remarks: Total percentage may not equal 100% due to rounding.

2.59 79 (1.8% of 4 503) and 101 (2.2% of 4 503) establishments indicated that they would increase their in-house and external training budget respectively at various ranges for 2011. As mentioned previously, around 86.0% establishments would not change their staff training expenses. Obviously, the training function is important in manpower development and employers in the banking and finance industry are willing to continue to invest in training and development programmes for their employees.

Types/Topics of Training for Manpower Development

(Appendix 5 – Table 16)

2.60 In the 2011 Survey, employers were asked to give ideas on the training types / topics which were important to the manpower development in the banking and finance industry. The top five types / topics of training mostly chosen by respondents for various job levels in the industry are summarized in Tables AY to AAA, whereas the top five types / topics of training mostly chosen by respondents by sector and by job level are summarized in Tables AAB to AAM.

Table AY: Types / Topics of Training for
Managerial Staff

1. Financial Markets Operations
2. Asset Valuation & Portfolio Management
3. Securities Analysis
4. Securities & Futures Regulations
5. Anti-Money Laundering Compliance

Table AZ: Types / Topics of Training for
Supervisory Staff / Officer

1. Financial Markets Operations
2. Securities Analysis
3. Securities & Futures Regulations
4. Anti-Money Laundering Compliance
5. Anti-Corruption Regulations

Table AAA: Types / Topics of Training for
Clerical Staff

1. Securities & Futures Regulations
2. Spoken English
3. Communication Skills
4. Putonghua
5. Interpersonal Skills

I: Types / Topics of Training for the Banking Sector

Table AAB: Types / Topics of Training for
Managerial Staff

1. Risk Management
2. Compliance of Various Ordinances
3. Marketing Management
4. Strategic Management
5. Principles and Practices of Management

Table AAC: Types / Topics of Training for
Supervisory Staff / Officer

1. Anti-Money Laundering Compliance
2. Financial Markets Operations
3. Trade Finance
4. Enhancing Quality Customer Services
5. Compliance of Various Ordinances

Table AAD: Types / Topics of Training for
Clerical Staff

1. Anti-Money Laundering Compliance
2. Information Systems Application Skills
3. Communication Skills
4. Marketing/Selling Skills
5. Interpersonal Skills

II: Types / Topics of Training for the DTC Sector

Table AAE: Types / Topics of Training for
Managerial Staff

1. Risk Management
2. Strategic Management
3. Compliance of Various Ordinances
4. Marketing Management
5. Anti-Money Laundering Compliance

Table AAF: Types / Topics of Training for Supervisory
Staff / Officer

1. Anti-Money Laundering Compliance
2. Leadership
3. Enhancing Quality Customer Services
4. Anti-Corruption Regulations
5. Credit Analysis-Spreading and Ratio Analysis

Table AAG: Types / Topics of Training for
Clerical Staff

1. Communication Skills
2. Enhancing Quality Customer Services
3. Anti-Money Laundering Compliance
4. Anti-Corruption Regulations
- 5.1 Spoken English
- 5.2 Interpersonal Skills
- 5.3 Information Systems Application Skills

III: Types / Topics of Training for the Securities Sector

Table AAH: Types / Topics of Training for
Managerial Staff

1. Securities & Futures Regulations
2. Risk Management
3. Financial Markets Operations
4. Crisis Management
5. Strategic Management

Table AAI: Types / Topics of Training for
Supervisory Staff / Officer

1. Securities and Futures Regulations
2. Financial Markets Operations
3. Securities Analysis
4. Anti-Money Laundering Compliance
5. Communication Skills

Table AAJ: Types / Topics of Training for
Clerical Staff

1. Securities and Futures Regulations
2. Communication Skills
3. Financial Markets Operations
4. Putonghua
5. Securities Analysis

IV: Types / Topics of Training for Other Financial Sectors

Table AAK: Types / Topics of Training for Managerial Staff

1. Asset Valuation & Portfolio Management
2. Securities Analysis
3. Financial Markets Operations
4. Anti-Money Laundering Compliance
5. Securities & Futures Regulation

Table AAL: Types / Topics of Training for Supervisory Staff / Officer

1. Financial Markets Operations
2. Securities Analysis
3. Securities & Futures Regulation
4. Asset Valuation & Portfolio Management
5. Anti-Money Laundering Compliance

Table AAM: Types / Topics of Training for Clerical Staff

1. Spoken English
2. Interpersonal Skills
3. Communication Skills
4. Putonghua
5. Securities & Futures Regulation

2.61 Generally speaking, Risk Management, Strategic Management, Marketing Management and Financial Markets Operations are important training types/topics for managerial staff. On the other hand, training types/topics like Financial Markets Operations, Anti-Money Laundering Compliance, Communication Skills, Interpersonal Skills and Language Skills, etc. are crucial to supervisors / officers and clerks.

**Incentives to Encourage Employers
to Provide Training to Their Employees**
(Appendix 5 – Table 17)

2.62 In the 2011 Survey, employers were requested to suggest means to encourage establishments to provide their employees with training. Survey findings showed that “provision of subsidy to employers”, “reimbursement of course fees to employers” and “government loan/grant to employers” were the major incentives to encourage employers to invest in staff training function. The percentages of the number of establishments suggested the above three means were 31.0%, 29.9% and 14.3% respectively. Other incentives to encourage employers to provide staff training included Continuing Education Fund and Tax Exemption, etc.

Forecast of Additional Manpower in the Next 24 Months

2.63 In the 2011 Survey, employers were requested to forecast their manpower in the next 24 months taking into consideration their expectation of the business trend and the future economic development. Table AAN below shows the forecast of manpower demand in the next 24 months by sector whereas the forecast of additional manpower in the next 24 months for the three major job levels reported by employers is given in Table AAO. (For details, please refer to Table G in paragraph 2.30)

Table AAN: Employers' Forecast of Manpower Demand
by January 2013 by Sector

<u>Sector</u>	<u>Manpower Demand in January 2011</u>	<u>Forecast Manpower Demand by January 2013</u>	<u>Manpower Growth (%)*</u>
Banking Sector	89 009	89 039	30 (<0.1)
DTC Sector	937	936	-1 (-0.1)
Securities Sector	11 113	11 189	76 (0.7)
Other Financial Sectors	36 242	36 232	-10 (-0.1)
Total	137 301	137 396	95 (0.1)

(%)* As a percentage of forecast manpower growth using January 2011 as a base.

Table AAO: Employers' Forecast of Additional Manpower in the Next 24 Months

	Manpower Demand # <u>in January 2011</u>	Forecast of Additional Manpower in the <u>Next 24 Months (%)*</u>
<u>Banking Sector</u>		
Managerial	18 922	16 (0.1)
Supervisory / Officer	33 388	7 (<0.1)
Clerical	25 634	8 (<0.1)
<u>DTC Sector</u>		
Managerial	197	-1 (-0.5)
Supervisory / Officer	264	- (0.0)
Clerical	444	- (0.0)
<u>Securities Sector</u>		
Managerial	1 394	3 (0.2)
Supervisory / Officer	2 789	36 (1.3)
Clerical	6 620	37 (0.6)
<u>Other Financial Sectors</u>		
Managerial	7 765	-23 (-0.3)
Supervisory / Officer	15 984	70 (0.4)
Clerical	10 558	-84 (-0.8)
<u>Total</u>		
Managerial	28 278	-5 (-0.02)
Supervisory / Officer	52 425	113 (0.2)
Clerical	43 256	-39 (-0.1)

Manpower demand is defined as the total number of employees plus vacancies in January 2011.

(%)* As a percentage of the manpower demand in January 2011.

Wastage

2.64 The term wastage is defined as those leaving the industry because of taking up insurance/non-banking/non-finance jobs or starting own non-finance business, emigration, relocation of workplace, repatriation, retirement, pursuing further studies and retrenchment.

Projected Additional Manpower Requirements in the Next 24 Months

2.65 The projected manpower requirements for additional manpower and replacement for wastage in 2013 by job level and by sector are deduced and shown in Table AAP below:

Table AAP: Projected Additional Manpower Requirements for 2013

<u>Sector</u>	<u>(a) Manpower Demand in 2011</u>	<u>(b) Projected Manpower Demand in 2012#</u>	<u>(c) Wastage* Rate</u>	<u>(d) = [(a)+(b)]*(c) Replacement for Wastage</u>	<u>(e) Projected Additional Employees for 2013</u>	<u>(f) = (d) + (e) Projected Additional Manpower Requirements for 2013</u>
<u>Banking Sector</u>						
Managerial	18 922	18 930	2%	757	16	773
Supervisory / Officer	33 388	33 391	2%	1 336	7	1 343
Clerical	25 634	25 638	4%	2 051	8	2 059
<u>DTC Sector</u>						
Managerial	197	196	1%	4	-1	3
Supervisory / Officer	264	264	1%	5	-	5
Clerical	444	444	1%	9	-	9
<u>Securities Sector</u>						
Managerial	1 394	1 395	2%	56	3	59
Supervisory / Officer	2 789	2 807	1%	56	36	92
Clerical	6 620	6 638	1%	133	37	170
<u>Other Financial Sectors</u>						
Managerial	7 765	7 753	2%	310	-23	287
Supervisory / Officer	15 984	16 019	1%	320	70	390
Clerical	10 558	10 516	2%	421	-84	337
<u>Total</u>						
Managerial	28 278	28 274	-	1 127	-5	1 122
Supervisory / Officer	52 425	52 481	-	1 717	113	1 830
Clerical	43 256	43 236	-	2 614	-39	2 575

Manpower demand in 2012 is projected according to the growth rates in Table G with the assumption that the annual growth rates are constant from 2011 to 2013.

* The wastage rates are derived from Tables Z, AC, AF and AI and assumed to be constant from 2011 to 2013.

Manpower Projection by Using the Labour Market Analysis Method

2.66 Besides employers' forecast, the Labour Market Analysis Method (LMA) and the Adaptive Filtering Method (AFM) may also be adopted to project the manpower of the Banking and Finance Industry for future years. A detailed description of the LMA is given in Appendix 7. The projected manpower requirements for 2012-2016 using the two methods are summarized as follows:

Table AAQ: Projected Manpower for 2012-2016

Year	Actual	Projected (LMA)	Projected (AFM)	Projected (EF)
2011	137 301			
2012		139 658 (+1.7%*)	140 733 (+2.5%*)	
2013		141 104 (+1.0%**)	143 840 (+2.2%**)	137 396 (+0.1%*)
2014		142 278 (+0.8%**)	146 657 (+2.0%**)	
2015		143 268 (+0.7%**)	149 204 (+1.7%**)	
2016		144 268 (+0.7%**)	151 502 (+1.5%**)	
*	as percentage change vs manpower demand in 2011			
**	as percentage change vs projected manpower in the previous year			
LMA	Labour Market Analysis			
AFM	Adaptive Filtering Method			
EF	Employers' forecast at the date of the survey			

2.67 The Adaptive Filtering Method uses historical manpower data to project manpower requirements for future years. This method does not take into account qualitative factors which may have impacts on manpower. Both LMA and AFM methods show an increasing manpower trend for 2012-2016 while the forecast manpower growth projected by employers in the 2011 Survey was 0.1% that the additional manpower for the industry by 2013 are 95 employees. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available. The AFM approach is based on historical pattern in manpower series to extrapolate the future, assuming all other variables remain unchanged whereas employers' forecast is based on personal guess and industry experience of the respondents who predicted a slight growth by 2013. In previous surveys, the LMA approach was used to project the manpower requirements for the industry except the 2009 Survey where employers' forecast was adopted due to uncertainty in the operations in the financial markets and other unknown external factors, especially after the financial tsunami and as such statistical modeling approach failed to capture the manpower trend. The projected additional manpower requirements derived from the LMA method is summarized in Table AAR below.

Table AAR: Projected Additional Manpower Requirements for 2013
(LMA Approach)

<u>Job Level</u>	<u>Manpower Demand in 2011</u> (a)	<u>Manpower Projection for 2012 (LMA Approach)*</u> (b)	<u>Manpower Projection for 2013 (LMA Approach)*</u> (c)	<u>Projected Additional Employees for 2013</u> (d)=(c)-(a)	<u>Replacement for Wastage</u> (e)=[(a)+(b)]x@	<u>Projected Additional Manpower Requirements for 2013</u> (f)=(d)+(e)
Managerial	28 278	28 844	29 142	864	1 142	2 006
Supervisory/ Officer	52 425	53 208	53 758	1 333	1 056	2 389
Clerical	43 256	43 937	44 391	1 135	2 616	3 751
Total	123 959	125 989[^]	127 291[#]	3 332	4 814	8 146

* The projected number of employees at the three major job levels are derived from the projected manpower demand in 2012 and 2013 under the LMA Method (paragraph 2.66) and the ratio of manpower structure (paragraph 2.3).

[^] Total number of projected manpower for 2012 (139 658) excluding 13 669 other supporting staff.

[#] Total number of projected manpower for 2013 (141 104) excluding 13 813 other supporting staff.

@ The wastage rates (2% for managerial level; 1% for supervisory/officer level; 3% for clerical level) are derived from Table W and assumed to be constant from 2011 to 2013.

Manpower Supply and Demand

Demand for Banking and Finance Personnel

2.68 In accordance with the projected additional manpower requirements for 2013 listed in Table AAR in the preceding paragraph, the industry needs additional employees to take up 2 006 managerial positions, 2 389 supervisory/officer positions and 3 751 clerical positions. Regarding the analysis of the minimum education requirement of employees as shown in Table H in paragraph 2.32, the industry needs 2 465 (1 372 + 958 + 135) persons who possess a university degree or above education level to take up positions of the above three job levels. In addition, the industry needs to recruit 1 396 (383 + 810 + 203) persons who possess sub-degree qualification to take up positions of the above three job levels. It should be noted that some employers did not indicate the minimum education requirement for some principal jobs and the percentages of principal jobs without specifying the minimum education requirement for three job levels were 12.0%, 16.4% and 15.4% respectively. Users of the survey findings should note that the manpower demand for university degree and sub-degree holders in the industry might be higher than 2 465 persons and 1 396 persons as revealed in the 2011 Survey. In addition, readers of this report should exercise due care when they study the projected manpower figure using the LMA approach because of the high volatility of the financial market and the uncertainties of the outlook of the global economy.

Supply of Banking and Finance Personnel

2.69 Based on the information provided by the University Grants Committee of Hong Kong (UGC), the Hong Kong Institute of Vocational Education (IVE) and course providers* running banking and finance related courses accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, the planned number of graduates in banking and finance and related disciplines is summed up in Table AAS below:

Table AAS: Supply of Graduates of Banking and Finance and Related Disciplines

	<u>Estimated Number of Graduates in 2011/12</u>	<u>Estimated Number of Graduates in 2012/13</u>
Degree**	2 981	2 895
Sub-degree [#]	1 688	1 507
Total	4 669	4 402

* The Training Board wrote to course providers requesting for their estimated number of degree and sub-degree graduates in 2011/12 and 2012/13. However, only 16.2% of the course providers replied. The estimated number of graduates reported by these course providers has been included in the figures shown in Table AAS. Users of the survey findings should note that the data collected might not be comprehensive.

** Degree programmes include Finance and related disciplines such as Business Administration, Sales and Marketing, etc.

[#] Readers should note that not all sub-degree graduates would enter the job market immediately after graduation. Quite a number of those graduates would opt for further study.

2.70 The manpower demand for local graduates of banking and finance and related disciplines in the next 24 months is presented below:

Table AAT: Demand for Local Graduates of Banking and Finance and Related Disciplines in the Next 24 Months

	<u>Demand for Employees with Degree or Sub-degree Qualifications</u>
Degree	2 465
Sub-degree	1 396
Total	3 861

2.71 It appears from Table AAS that the supply of 9 071 (4 669 + 4 402) local graduates of banking and finance and related disciplines from tertiary institutions in the next 24 months should be able to meet the demand. Nevertheless, it should be noted that the projected additional manpower requirements for 2013 as shown in Table AAR are 8 146. It is expected that the manpower demand at managerial and supervisory / officer levels could be met by internal promotions, recruitment from other trades and fresh graduates, etc. As for clerical positions, the additional demand of 3 751 is only a small fraction of over 100 000 secondary school leavers every year. It is believed that there should be adequate manpower supply to meet the additional demand in the industry.

SECTION III

RECOMMENDATIONS

Utilization of the 2011 Manpower Survey Report

3.1 The 2011 Manpower Survey Report was compiled with the aim of providing users with information on the manpower situation and training needs of in-service personnel in the banking and finance industry. Readers are advised to take note that after the fieldwork of the Survey, there would be changes in the business environment which might have significant effects on the manpower supply and demand situation in the industry. Users are advised to be cautious when quoting the survey findings as reference materials.

Survey Findings

3.2 The business environment was still volatile after the financial tsunami and the financial market was full of uncertainties. Moreover, because of inflation and the implementation of New Basel Capital Accord, operating costs were expected to rise. Though the domestic environment is expected to remain steady in 2011, the business outlook is difficult to predict because of the predominant external uncertainties which include the future prospect of the US economy and the development of European sovereign debt issue. This might lead to the conservative projection of 2013 manpower demand by employers.

3.3 Notwithstanding this, the economic growth of China represented a very crucial factor to sustain Hong Kong's leading role as an international financial centre and this would continue to attract international financial institutions to set up regional offices in Hong Kong. Banking and finance personnel would have more opportunities to provide financial services related to the Mainland, especially to serve the role of the regional trading hub of offshore Renminbi businesses. On the other hand, companies would like to allocate more resources to frontline operations so as to generate more revenue.

3.4 Having analyzed the survey findings, the Training Board accepts that the findings have reflected the manpower and training situation of the banking and finance personnel in the surveyed establishments. As the establishments selected for the survey had sufficient representation of the industry, the Training Board recommends that the survey results could be used as a reference when employers formulate manpower training and development strategies for their employees.

3.5 The Training Board would also like to thank all focus group members for their valuable views and comments on the analyses of manpower statistics of the 2011 Manpower Survey, business outlook of the banking and finance industry and the manpower training and development strategies for banking and finance personnel. Their views have been incorporated into relevant sections of the manpower survey report for public reference.

Future Surveys

3.6 The Training Board considers that the current practice of conducting manpower surveys at a two-year interval is useful in building a series of historical data for comparison and for projecting future manpower requirements. As Hong Kong's economy is changing rapidly, it is essential that the situation of manpower demand and supply situation be closely monitored to enable the Training Board to recommend measures to meet the training requirements of the banking and finance industry.

Impacts on Manpower Requirements

3.7 Hong Kong is one of the international financial centres in the world. The global economic situation as well as the performance of the international financial markets, in particular the American, European and PRC markets have significant effects on Hong Kong's economy given the close linkage of business and financial activities of Hong Kong with other financial centres.

3.8 The effects of US's quantitative easing measures, the issue of the European sovereign debt and the development of the tightened monetary policy in the Mainland would have impacts on the local manpower requirements with varying degrees.

3.9 A change in the manpower structure was also expected that most of the work of the back office might be relocated to countries with lower labour cost, such as India and China, in order to minimize operation costs.

Manpower Training

3.10 Following the advancement in technology and the communication network, the banking and financial institutions have continually developed new financial products and services to cater for the needs of the community. Moreover, more resources are expected to be spent on trainings for frontline personnel as financial institutions need to provide customers with more client-focused financial services.

Training Programmes

3.11 With regard to the mode of training, the Training Board recommends that in addition to the systematic in-house training programmes provided to their employees, employers should make good use of services provided by external training course providers. Apart from the Continuing Education Fund to support the lifelong learning process for employees' self-development, employers indicated that means such as reimbursement of course fees to employers, provision of subsidy to employers and government loan/grant to employers would help encourage them to provide training to their employees.

3.12 As evidenced by the employers' suggestions on the training topics which are important to the manpower development in the banking and finance industry, a wide spectrum of training programmes should be provided to banking and finance personnel. The provision of training to employees not only upgrades the job knowledge and skills of employees, but also broadens and deepens the exposures of employees in different segments of the industry.

3.13 The top five types / topics of training mostly chosen by respondents by job level for the Banking Sector, DTC Sector and Securities Sector are recommended as follows:

I: Topics of Training for Banking Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	Risk Management Compliance of Various Ordinances Marketing Management Strategic Management Principles and Practices of Management
Supervisory / Officer	Anti-Money Laundering Compliance Financial Markets Operations Trade Finance Enhancing Quality Customer Services Compliance of Various Ordinances
Clerical	Anti-Money Laundering Compliance Information Systems Application Skills Communication Skills Marketing/Selling Skills Interpersonal Skills

II: Topics of Training for DTC Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	Risk Management Strategic Management Compliance of Various Ordinances Marketing Management Anti-Money Laundering Compliance

Supervisory / Officer	Anti-Money Laundering Compliance Leadership Enhancing Quality Customer Services Anti-Corruption Regulations Credit Analysis-Spreading and Ratio Analysis
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Clerical	Communication Skills Enhancing Quality Customer Services Anti-Money Laundering Compliance Anti-Corruption Regulations Spoken English* Interpersonal Skills* Information Systems Application Skills*
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III: Topics of Training for Securities Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	Securities & Futures Regulations Risk Management Financial Markets Operations Crisis Management Strategic Management
Supervisory / Officer	Securities and Futures Regulations Financial Markets Operations Securities Analysis Anti-Money Laundering Compliance Communication Skills
Clerical	Securities and Futures Regulations Communication Skills Financial Markets Operations Putonghua Securities Analysis

* These three topics have an equal number of votes by employers

3.14 In view of the fact that employers are very much concerned about compliance and risk management, updates on regulatory requirements and customer relationship training for frontline staff, the Training Board recommends that training programmes on the above topics should be offered to banking and finance personnel to help them acquire the wanted attributes in order to provide customers with quality services.

3.15 Furthermore, same topics of training courses/programmes could be offered to banking and finance personnel at various job levels. Nevertheless, the depth of the training courses/programmes should be adjusted in accordance with the needs of target participants for training effectiveness.

Banking and Finance Industry Training Board
Membership List
(as at 1.9.2011)

Chairman

Mr Adrian LI Man-kiu, JP (nominated by the Hong Kong Association of Banks)

Members

Dr FUNG King-fai (nominated by a local tertiary institution)

Mr Brian FUNG Wei-lung (nominated by the Hong Kong Securities Association Limited)

Mr Frank Joseph KENNEDY (nominated by the Hong Kong Association of Banks)

Mr Albert KWOK San-fat (nominated by the Hong Kong Association of Banks)

Mrs Maisie LAM (nominated by a local registered financial institution)

Mr LEE Huat-oon (nominated by the Deposit-taking Companies Association)

Ms Candy LEUNG Suk-ching (nominated by the Hong Kong Association of Banks)

Mr Anthony NG Tze-wai (nominated by a small and medium financial institution)

Mr Paul PONG Po-lam (nominated by the Institute of Financial Planners of Hong Kong Limited)

Mr Patrick POON Mo-yiu (nominated by a small and medium financial institution)

Ms Jennifer SHUM Wan-ling (nominated by a local registered financial institution)

Mr Thomas TSUI Chun-man	(ad personam)
Mr Stanley HO	(representing the Chief Executive of the Hong Kong Exchanges and Clearing Limited)
Mr Wilson LO	(representing the Chairman of the Securities and Futures Commission)
Ms Aloysia WONG Chi-ching	(representing the Chief Executive of the Hong Kong Monetary Authority)
Ms Susanna CHAN Sau-ching	(representing the Executive Director of the Vocational Training Council)
<u>Secretary</u>	
Mr William CHOW Wing-nin	(Vocational Training Council)

Banking and Finance Industry Training Board

Working Party on 2011 Manpower Survey
of the Banking and Finance Industry
Membership List

Convener

Mr Brian FUNG Wei-lung	(nominated by the Hong Kong Securities Association Limited)
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Members

Dr FUNG King-fai	(nominated by a local tertiary institution)
------------------	---

Mr Anthony NG Tze-wai	(nominated by a small and medium financial institution)
-----------------------	---

Mr Thomas TSUI Chun-man	(ad personam)
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Ms Susanna CHAN Sau-ching	(representing the Executive Director of the Vocational Training Council)
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Dr Ida CHIU See-fong	(The Hong Kong Institute of Vocational Education)
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Dr NG Chak-man	(Vocational Training Council)
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Secretary

Mr William CHOW Wing-nin	(Vocational Training Council)
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Banking and Finance Industry Training Board

Focus Group of 2011 Manpower Survey
of the Banking and Finance Industry
Membership List

Convener

Mr Brian FUNG Wei-lung	(nominated by the Hong Kong Securities Association Limited)
------------------------	---

Members

Mr Gabriel HUEN	(a representative from the banking sector)
-----------------	--

Ms Olivia HUO Tuan-jie	(a representative from the banking sector)
------------------------	--

Mr Zachary KWAN	(a representative from the banking sector)
-----------------	--

Mr Joe LAI	(a representative from the securities and futures sector)
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Ms Carrie LEUNG	(a representative from a professional body)
-----------------	---

Dr LEUNG Man-kwong	(a representative from a local tertiary institution)
--------------------	--

Ms Peggy MOK	(a representative from the securities and futures sector)
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Ms Wendy MUI	(a representative from the banking sector)
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Ms Novem TSE	(a representative from the securities and futures sector)
--------------	---

Ms Eleanor WAN	(a representative from the fund house sector)
----------------	---

Ms Susanna CHAN Sau-ching	(representing the Executive Director of the Vocational Training Council)
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Dr NG Chak-man	(Vocational Training Council)
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Ms Fancy TANG Nga-yan	(Vocational Training Council)
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Secretary

Mr William CHOW Wing-nin	(Vocational Training Council)
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Banking and Finance Industry Training Board

Terms of Reference

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

The 2011 Manpower Survey of the Banking & Finance Industry
Sampling Plan

<u>Branch</u>	<u>Industry</u>	<u>Employment Size</u>	<u>No. of Establishments/ Companies</u>	<u>Sampling Fraction</u>	<u>Sample Size</u>
*1.	Licenced banks	1-19	23	1.00	23
		20-49	29	1.00	29
		50-99	25	1.00	25
		100-499	32	1.00	32
		500-999	9	1.00	9
		1000 & Above	22	1.00	22
		Sub-total	140		140
*2.	Restricted license banks	1-19	12	1.00	12
		20-49	3	1.00	3
		50-99	6	1.00	6
		100-499	1	1.00	1
		500-999	2	1.00	2
		1000 & Above	1	1.00	1
		Sub-total	25		25
*3.	Representative offices of foreign banks	1-19	47	1.00	47
		Sub-total	47		47
*4.	Deposit-taking companies	1-19	12	1.00	12
		20-49	5	1.00	5
		50-99	1	1.00	1
		100-499	2	1.00	2
		Sub-total	20		20
5	Investment & holding companies	1-19	3669	0.026	95
		20-49	114	0.20	24
		50-99	25	1.00	25
		100-499	22	1.00	22
		500-999	2	1.00	2
		Sub-total	3832		168
6	Personal loans, mortgages, instalment credits, finance leasing, factoring & bill discounting companies	1-19	572	0.13	74
		20-49	17	1.00	18
		50-99	4	1.00	4
		100-499	3	1.00	3
		Sub-total	596		99
7	Securities brokerage firms	1-19	712	0.13	93
		20-49	102	0.41	41
		50-99	14	1.00	14
		100-499	16	1.00	16
		Sub-total	844		164
8	Commodity futures & gold bullion brokers / dealers	1-19	157	0.60	94
		20-49	11	1.00	11
		50-99	1	1.00	1
		Sub-total	169		106
9	Stock, bullion & commodity exchanges and statutory bodies in the banking and finance industry	1-19	-	1.00	-
		20-49	1	1.00	1
		50-99	-	1.00	-
		100-499	-	1.00	-
		500-999	5	1.00	5
		Sub-total	6		6
10	Money changers & foreign exchange brokers / dealers	1-19	582	0.16	93
		20-49	7	1.00	7
		50-99	3	1.00	3
		100-499	1	1.00	1
		Sub-total	593		104
11	Other financial companies	1-19	2282	0.04	91
		20-49	135	0.21	28
		50-99	19	1.00	19
		100-499	27	1.00	27
		500-999	5	1.00	5
		1000 & Above	4	1.00	4
		Sub-total	2472		174
Total for all branches			8744		1053

* At company level

Vocational Training Council 職業訓練局

Headquarters Division 2 總辦事處二科

20F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong

香港九龍九龍灣宏光道39號宏天廣場20樓

www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

3748 9400

Our Reference 本局檔號 BF/1/2 (2011)

Your Reference 來函檔號



3 January 2011

Dear Sir/Madam,

The 2011 Manpower Survey of the
Banking and Finance Industry

I am writing to solicit your cooperation in the 2011 Manpower Survey conducted by the Banking and Finance Industry Training Board (BFTB) of the Vocational Training Council.

The Banking and Finance Industry Training Board is appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR) to advise on matters pertaining to manpower training in the banking and finance industry. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the industry, the Training Board will conduct the captioned survey from 10 January 2011 to 10 February 2011.

Over the past years, the manpower survey findings were widely used by employers and training institutions as reference materials for formulating their manpower and business plans. Your participation in the survey is important to its success and I sincerely hope that the survey will provide you with the relevant manpower statistics to assist in the formulation of your company's human resources development plans and strategies.

---- I enclose one copy each of the Survey Questionnaire, Explanatory Notes, Trade Definitions and Job Descriptions of Principal Banking and Finance Jobs for your reference and completion. During the survey period, an officer from Census and Statistics Department (C&SD) will contact you or your authorized representative to answer any queries and collect the completed questionnaire for data processing.

I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organizations. May I also draw your kind attention to the fact that the Government of the HKSAR may use the data collected from this survey to assist in the formulation of manpower development policies. For compliance with the Privacy Ordinance, we wish to solicit your explicit consent for us to share our data with the Government of the HKSAR for the specific purpose of government's manpower planning and training, with the understanding that confidentiality will again be strictly observed.

The Manpower Survey Report will be uploaded onto the VTC website at <http://bftb.vtc.edu.hk>. Kindly provide us with your e-mail address in the enclosed questionnaire and you will be informed of the release of the Survey Report in due course.

Thank you for your kind participation and contribution to the Banking and Finance Industry. Should you have any queries in connection with the survey, please contact the Manpower Statistics Section of the C&SD by telephoning 2116 8375.

Yours faithfully,

(Adrian Li)
Chairman
Banking and Finance Industry
Training Board

Checklist of the Documents of the 2011 Manpower Survey of the Banking and Finance Industry

1. Invitation Letter from the Chairman of the Banking and Finance Industry Training Board.
2. Survey Questionnaire – Appendix A
For the item on Nature of Business, please refer to Appendix C (Trade Definitions) for data entry.

For Survey Questionnaire – Part I, please refer to Appendix D (Job Descriptions and Job Code List) for data entry for Column A and Codes listed under Column (H) for data entry for Columns E, F and G.

For Columns B and C, please refer to your company records for data entry.

For Survey Questionnaire – Parts II and III, please refer to your company records for data entry.
3. Explanatory Notes – Appendix B
The contents of Appendix B are general guidelines for the completion of the whole survey questionnaire.
4. Trade Definitions - Appendix C
5. Job Descriptions of Principal Banking and Finance Jobs - Appendix D

CONFIDENTIAL WHEN ENTERED WITH DATA	填入數據後即成 機密文件
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VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2011 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2011 年人力調查

QUESTIONNAIRE (ESTABLISHMENT PARTICULARS)
調查表 (機構資料)

(PLEASE READ THE ATTACHED EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE)
(請於填表前詳閱附註)

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

Name of Establishment:
機構名稱

Total No. of Full-time Employees in Your Establishment:
機構的全職僱員總數

Nature of Business*:
業務性質

☐ Licensed Banks, Restricted Licence Banks and Local Rep. Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	☐ Deposit-taking Companies 接受存款公司	☐ Investment and Holding Companies 投資及控股公司	☐ Personal Loans and Related Companies 私人貸款及有關公司
☐ Securities Brokerage Firms 股票公司	☐ Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀/交易商	☐ Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀/交易商	☐ Other Financial Companies 其他與金融有關的公司

Name of Person to Contact:
聯絡人姓名

Tel. No.:
電話

_____ - _____

E-mail:
電郵

Position:
職位

Fax No.:
圖文傳真

* Please tick as appropriate
請✓在格內

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2011 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業2011年人力調查
QUESTIONNAIRE (PART I)
調查表(第一部分)

(A) Principal Jobs 主要職務			(B) No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	(C) No. of Vacancies as at 3.1.2011 在3.1.2011之 空缺數目	(D) Forecast No. of Employees in 24 Months' Time 預測 24個月後的 僱員人數	(E) Minimum Education Requirement for the Principal Job 此主要職務 的基本教育 程度要求 (see Column H) (見 H 欄)	(F) Minimum Requirement on Year(s) of Experience in the Industry 在此行業 的基本 年資要求 (see Column H) (見 H 欄)	(G) Average Monthly Income Range (see Column H) (見 H 欄)	(H) Please use the following Codes for Columns (E), (F) and (G). 請按下列編號，填入(E)、(F) 及(G)欄內。	
Title 職稱	Rec. Type 紀錄 類型	Code 編號							For Column (E) 供(E)欄用	
									Code 編號	Education 教育程度
		8-10	11-14	15-17	18-21	22	23	24		1 University Degree or Above 大學學位或以上
	2									2 Higher Diploma/ Associate Degree or equivalent 高級文憑／副學士或同等學歷
1	2									3 Diploma/Higher Certificate/Certificate or equivalent 文憑／高級證書／證書或同等學歷
2	2									4 Matriculation 預科
3	2									5 Secondary 5 or equivalent 中五或同等學歷
4	2									6 Below Secondary 5 中五以下
5	2									
6	2									
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☐ If additional lines are necessary, please tick here and enter on supplementary sheet(s).
如此頁不敷應用，請先 ✓，然後另紙繼續填寫。

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2011 MANPOWER SURVEY OF THE
BANKING AND FINANCE INDUSTRY
銀行及金融業2011年人力調查
QUESTIONNAIRE (PART II)
調查表 (第二部分)

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此欄毋須填寫

Er. No. _____

Est. No. _____

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason:
按原因劃分，過去12個月內（1.1.2010 至 31.12.2010）離職的僱員人數：

- (I) Leaving of the company is initiated by the employee
由僱員主動申請離職

Reason 原因	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	 8	 11	 14
(b) Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作 或創辦與保險有關的業務	 17	 20	 23
(c) Taking up a job outside the banking/finance/ insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	 26	 29	 32
(d) Emigration 移民	 35	 38	 41
(e) Repatriation 回國	 44	 47	 50
(f) Relocation of workplace 遷改工作地點			
(i) To the Mainland of China/Macau/Taiwan 往中國內地／澳門／台灣	 53	 56	 59
(ii) To other countries 往其他國家	 62	 65	 68
(g) Retirement 退休	 71	 74	 77
(h) Further studies 繼續進修	 80	 83	 86
(i) Other reasons 其他原因	 89	 92	 95

Please specify _____
請註明 _____

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(II) Leaving of the company is initiated by the company
由公司安排僱員離職

Reason 原因	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Retrenchment 裁員	 107	 110	 113
(b) Company re-structured/closed 公司改組/結業	 116	 119	 122
(c) Expiry of employment contract 僱傭合約期滿	 125	 128	 131
(d) Poor performance 工作表現欠佳	 134	 137	 140
(e) Other reasons 其他原因	 143	 146	 149

Please specify
請註明

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152 155 158 161

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source :
按來源劃分，過去12個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：

Source 來源	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) From another bank/financial company 來自另一間銀行/金融機構	 162	 165	 168
(b) From an insurance company/insurance intermediary/insurance related company 來自保險公司/保險中介人/與保險業務有關的公司	 171	 174	 177
(c) From a company outside the banking/finance/insurance industry 來自銀行/金融/保險業以外的機構	 180	 183	 186
(d) From a college/school direct 直接來自院校/學校			
(i) Graduate of University Degree or Above 大學學位或以上畢業生	 189	 192	 195
(ii) Sub-degree Holder (HD/AD/D/HK/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/高級證書/證書或同等學歷)	 198	 201	 204
(iii) Matriculant/Secondary School Leaver or Equivalent/Student Below Secondary 5 預科生/中五畢業生或同等學歷/中五以下程度學生	 207	 210	 213
(e) Other sources 其他來源	 216	 219	 222

Please specify
請註明

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3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin :
按地域來源劃分，過去12個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：

Geographic Origin 地域來源	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Hong Kong 香港	 235	 238	 241
(b) The Mainland of China 中國內地	 244	 247	 250
(c) Macau 澳門	 253	 256	 259
(d) Taiwan 台灣	 262	 265	 268
(e) Other places 其他地方	 271	 274	 277

Please specify _____
請註明 _____

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4. The number of internal promotions in the past 12 months (1.1.2010 to 31.12.2010) :
過去12個月內（1.1.2010 至 31.12.2010）由內部晉升的僱員人數：

From 由	To 至	No. of Internal Promotions 由內部晉升的僱員人數
(a) Supervisor/Officer 主管/主任	Manager 經理	 290
(b) Clerk 文員	Supervisor/Officer 主管/主任	 293
(c) Others 其他職級	Clerk 文員	 296

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5. If your company employs part-time staff to perform job duties in addition to those full-time employees reported in Part I, please state the total number of these part-time staff.

除了在第一部分填報的全職僱員外，如貴機構亦有聘用兼職員工協助工作，請提供此等兼職員工的總數。

	Present No. of Full-time Employees (Reported in Part I) 現有全職的 僱員人數 (在第一部分填報的數據)	No. of Part-time Employees 兼職僱員人數
(a) Managerial 經理級	 300	 304
(b) Supervisory/Officer 主管/主任級	 308	 312
(c) Clerical 文員級	 316	 320
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6. Please estimate the number of staff to be recruited in the next 24 months by type of education level.

請估計以教育程度分類，在未來24個月招聘的僱員人數。

Education Level 教育程度	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Graduate of University Degree or Above 大學學位或以上畢業生	 325	 328	 331
(b) Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑/副學士/文憑/ 高級證書/證書或同等學歷)	 334	 337	 340
(c) Matriculant/Secondary School Leaver or Equivalent/ Student Below Secondary 5 預科生/中五畢業生或同等學歷/ 中五以下程度學生	 343	 346	 349
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			 361

- End of Questionnaire (Part II) -

- 調查表（第二部分）完 -

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2011 MANPOWER SURVEY OF THE
BANKING AND FINANCE INDUSTRY
銀行及金融業 2011 年人力調查
QUESTIONNAIRE (PART III)
調查表（第三部分）

1. Has your company experienced any recruitment difficulty in the past 12 months (1.1.2010 to 31.12.2010)?
過去12個月內（1.1.2010 至 31.12.2010）貴機構在招聘僱員時有否遇到困難？

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) Yes 有	☐ 362	☐ 363	☐ 364
(b) No 沒有	☐ 365	☐ 366	☐ 367
(c) Has not recruited or tried to recruit in the past 12 months 過去12個月未曾招聘或未有嘗試招聘僱員	☐ 368	☐ 369	☐ 370

2. If your company has experienced recruitment difficulty in the past 12 months (1.1.2010 to 31.12.2010), what do you think are the reasons? You may provide more than 1 reason for each job level.
如貴機構過去12個月內(1.1.2010至31.12.2010)在招聘員工方面有困難，你認為是什麼原因？
每職級可提供多於一項原因。

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
(a) General labour shortage in Hong Kong 香港勞工短缺情況普遍	☐ 371	☐ 372	☐ 373
(b) 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	☐ 374	☐ 375	☐ 376
(c) Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	☐ 377	☐ 378	☐ 379
(d) Working conditions/remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	☐ 380	☐ 381	☐ 382
(e) Other reasons 其他原因	☐ 383	☐ 384	☐ 385

Please specify
請註明

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3. The number of employees of your company who have to work in the Mainland of China (only those still on Hong Kong company's payroll should be included)
貴機構須在中國內地工作的香港僱員人數(只包括繼續由香港公司發薪的僱員)：

	As at 3 January 2011 在2011年1月3日	Projection for January 2013 預測在2013年1月
(a) <u>Managerial</u> <u>經理級</u>		
- Stationed Basis 長駐	 388	 391
- Travelling Basis 非長駐	 394	 397
(b) <u>Supervisory/Officer</u> <u>主管/主任級</u>		
- Stationed Basis 長駐	 400	 403
- Travelling Basis 非長駐	 406	 409
(c) <u>Clerical</u> <u>文員級</u>		
- Stationed Basis 長駐	 412	 415
- Travelling Basis 非長駐	 418	 421

Note: Stationed Basis means 50% or above of the working time that an employee has to stay in the Mainland of China.
註：長駐指一位僱員有百分之五十或以上的工作時間需要在中國內地。

4. The effects on your Hong Kong employees as a result of Mainland operations
內地業務對貴機構本地僱員的影響：

	As at 3 January 2011 在2011年1月3日	Projection for January 2013 預測在2013年1月
(a) How many additional employees do you need to recruit? 因在內地發展業務而須增聘的僱員人數有多少？	 424	 427
(b) The number of existing employees to be trained to deal with Mainland operations in terms of control, communication skills and Mainland regulations. 為處理內地業務而須接受管理、溝通技巧、內地法規等方面訓練的現職僱員人數。	 430	 433
(c) Any other effects? 其他影響？		
Please specify 請註明		

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5. Please estimate the percentage of training to be provided by external course providers to your employees in the next 12 months.

請估計在未來12個月，貴機構的僱員訓練將由外間培訓機構提供的百分比。

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
0%	 442	 443	 444
1% - 24%	 445	 446	 447
25% - 49%	 448	 449	 450
50% - 74%	 451	 452	 453
75% - 99%	 454	 455	 456
100%	 457	 458	 459

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6. Please give information on the training expenses of your company from 2009 to 2011.

請提供貴機構由2009至2011年的訓練支出情況。

	(a) The training expenses in 2010 as compared with those in 2009 2010年較2009年 的訓練支出		(b) The training budget for 2011 as compared with the training expenses in 2010 2011年的訓練開支預算 較2010年的訓練開支	
	In-house Training 內部訓練	External Training 外間訓練	In-house Training 內部訓練	External Training 外間訓練
(i) No Change 沒有改變	 461	 462	 463	 464
(ii) Increase by 增加				
> 50%	 465	 466	 467	 468
21% - 50%	 469	 470	 471	 472
11% - 20%	 473	 474	 475	 476
5% - 10%	 477	 478	 479	 480
< 5%	 481	 482	 483	 484
(iii) Decrease by 減少				
> 50%	 485	 486	 487	 488
21% - 50%	 489	 490	 491	 492
11% - 20%	 493	 494	 495	 496
5% - 10%	 497	 498	 499	 500
< 5%	 501	 502	 503	 504

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7. Please suggest several types/topics of training that are considered the most important for the development of banking and finance manpower. Examples of training topics are given as follows for reference.

請就貴機構認為對銀行及金融業人力發展至為重要的數項訓練類別/課題作出建議。

一些訓練課題例子載列於本問題之後以供參考。

	Code 編號	Please specify if the suggested type/topic of training is not included in the list of examples provided. 如建議的訓練類別/課題不包括在所提供的例子清單內，請詳細註明。
(a) Managerial 經理級		
	510	
	513	
	516	
(b) Supervisory/Officer 主管/主任級		
	519	
	522	
	525	
	528	
	531	
(c) Clerical 文員級		
	534	
	537	
	540	
	543	
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Examples of Training Topics
訓練課題的例子

(I) Code 編號	Skills/Knowledge 技能/知識	(II) Code 編號	Skills/Knowledge 技能/知識	(III) Code 編號	Skills/Knowledge 技能/知識
General Management Knowledge 一般管理知識		Basic Job-related Knowledge 基本業務知識		Generic Skills 通用技能	
101	Principles & Practice of Management 管理理論與實務	201	Enhancing Quality Customer Services 提升顧客服務的質素	301	English Writing 英文書寫
102	Problem Solving & Decision Making 解決困難及決策	202	Financial Statement Analysis 財務報表分析	302	Spoken English 英語會話
103	Strategic Management 策略管理	203	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表展釋及比率分析	303	Chinese Writing 中文書寫
104	Marketing Management 市場管理	204	Trade Finance 貿易融資	304	Cantonese 廣東話
105	Quality Management 優質服務管理	205	Securities & Futures Regulation 證券及期貨條例	305	Putonghua 普通話
106	Risk Management 風險管理	206	Securities Analysis 股票分析	306	Interpersonal Skills 人際關係技巧
107	Stress Management 壓力處理	207	Foreign Exchange 外匯	307	Marketing/Selling Skills 市場推廣／銷售技巧
108	Crisis Management 危機管理	208	Financial Markets Operations 金融市場運作	308	Information Systems Application Skills 資訊系統應用技巧
109	Human Resources Management 人力資源管理	209	Asset Valuation & Portfolio Management 資產估值及組合管理	309	Communication Skills 溝通技巧
110	Leadership 領導才能	210	SME Financial Management & Practice 中小企財務管理及實務	310	Presentation Skills 演說技巧
111	Team Building 建立團隊	211	Corporate Finance 企業融資	311	Customer Psychology 顧客心理
112	Motivation 激勵	212	International Business Management 國際企業管理		
113	Coaching & Counseling 訓練及輔導下屬	213	Financial Risk Management 財務風險管理		
114	Dealing with Conflict 處理衝突	214	General Insurance 一般保險		
115	Implementing Change 推行變革	215	Long Term Insurance 長期保險		
116	Time Management 時間管理	216	Provident Fund 公積金		
117	Environmental Management 環境管理	217	Skills in Differentiating Bank Notes 鑑別鈔票技巧		
118	Relationship Management 關係管理	218	Anti-Money Laundering Compliance 反洗黑錢法規		
119	Fund Management 基金管理	219	Anti-Corruption Regulations 反貪污條例		
120	Custodian Services 託管服務	220	Company Law in Mainland 中國公司法		
121	Compliance of Various Ordinances 不同法規的監管				
122	Financial Engineering 金融工程				
123	Talent Management 人才管理				

8. What incentives do you think may encourage employers to provide training to their employees (you may provide more than one answer)?

你認為有什麼方法可有效鼓勵僱主提供訓練予其僱員(可提供多於一項答案)?

☐ 568 Reimbursement of course fees to employers
向僱主退還僱員學費

☐ 569 Provision of subsidy to employers
提供僱員訓練津貼予僱主

☐ 570 Government loan/grant to employers
政府給予僱主貸款/補助金

☐ 571 Others (Please specify) e.g. Best Employer Award
其他(請註明)例如 最佳僱主獎

(i) _____

(ii) _____

(iii) _____

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- End of Questionnaire (Part III) -
- 調查表(第三部分)完 -

Thank you for your co-operation
多謝合作

The completed questionnaire will be collected by an officer from the Census and Statistics Department.
政府統計處職員會收回填妥的調查表。

The 2011 Manpower Survey of the Banking and Finance Industry

Explanatory Notes

1. All information collected will be treated in strict confidence and will be published only in the form of statistical summaries without reference to individual organizations.
2. Before completing the questionnaire, please read carefully the trade definitions, the job titles and job descriptions in Appendices C and D respectively.
3. Please complete all columns ('A' to 'G') of the Questionnaire (Part I) which are applicable and insert a zero (0) in any column which is not.

4. Principal Jobs - Column 'A'

- (a) Please refer to the job code list in Appendix D. The titles may not be the same as those adopted by your organization, but if the descriptions of a certain job in your organization is the same or basically the same as the job descriptions of, for example, Manager - Business Development as given in Appendix D, then for the purpose of this survey you should regard that job holder as a Manager - Business Development regardless of his actual title in your organization.
- (b) Please add under 'Other Principal Jobs' Section the jobs not covered by Appendix D but are considered as principal jobs in your organization. Please briefly outline their job descriptions and indicate their skill levels on a blank sheet.
- (c) 'Other Supporting Staff' refer to those employees whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers. Please provide information as required by Columns B, C and D of the Questionnaire (Part I).

5. Number of Employees as at 3.1.2011 - Column 'B'

Please fill in the total number of employees for each principal job as at 3.1.2011.

6. Number of Vacancies as at 3.1.2011 - Column 'C'

Please fill in the number of immediately available job openings as at 3.1.2011.

7. Forecast Number of Employees in 24 Months' Time - Column 'D'

Please fill in the forecast number of employees for each principal job in the next 24 months.

8. Minimum Education Requirement for the Principal Job - Column 'E'

The purpose of this column is to solicit your view on the minimum education from the codes in Column H of the questionnaire which your organization requires an employee in a particular position should possess.

9. Minimum Requirement on Year(s) of Experience in the Industry - Column 'F'

The purpose of this column is to solicit your view on the minimum year(s) of experience in the industry from the codes in Column H of the questionnaire which your organization requires an employee in a particular position should possess.

10. Average Monthly Income Range – Column 'G'

Please fill in the average monthly income range of employees in each principal job in accordance with the codes in Column H of the questionnaire. The monthly income should include basic salary, overtime pay, other allowances, commission and bonus. If you have more than one employee doing the same principal job, please enter in this column the average monthly income range for that principal job which is given by:

$$\frac{\text{Total amount of monthly income of all employees performing that principal job}}{\text{Total number of employees performing that principal job}}$$

11. Please fill in relevant columns of Questionnaire (Part II).

12. Please fill in relevant columns of Questionnaire (Part III).

Trade Definitions

1. Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks

This group consists of licensed banks, restricted licence banks and local representative offices of foreign banks.

(a) Licensed Banks

Licensed banks may operate current and savings accounts, and accept deposits of any size and maturity from the public and pay or collect cheques drawn by or paid in by customers.

(b) Restricted Licence Banks

Restricted licence banks are principally engaged in merchant banking and capital market activities. They may take deposits of any maturity of HK\$500,000 and above.

(c) Local Representative Offices of Foreign Banks

Overseas banks may establish local representative offices in Hong Kong. However, these offices are not allowed to engage in any banking business and their role is confined mainly to liaison work between the bank and its customers in Hong Kong.

2. Deposit-taking Companies

This group consists of deposit-taking companies. Deposit-taking companies are mostly owned by, or otherwise associated with, banks. These companies engage in a range of specialized activities, including consumer finance and securities business. They may take deposits of HK\$100,000 or above with an original term of maturity of at least three months.

3. Investment and Holding Companies

This group consists of establishments engaged in the investment of money in financial assets, and establishments engaged in holding shares of subsidiary companies or associated companies. This group includes holding companies, investment holding companies, operation of private equity, precious metals investment, security investment and shares investment.

4. Personal Loans and Related Companies e.g. Mortgages, Instalment Credits, Finance Leasing, and Other Credit Granting

This group consists of establishments providing financial assistance to customers for the purchase of machinery and equipment not readily available in the leasing companies. Also included are personal loan/credit companies, licensed money lenders, mortgage companies, hire-purchase/instalment companies, credit unions, factoring companies, bill discounting or financing companies and loan/mortgage brokers.

5. Securities Brokerage Firms

This group consists of establishments engaged in buying and selling stocks and shares on behalf of clients, including branch offices of overseas commission houses dealing in foreign stocks and shares.

6. Commodity Futures and Gold Bullion Brokers/Dealers

This group consists of establishments engaged in buying and selling commodity futures (including financial futures) or gold bullion on behalf of clients, including branch offices of overseas commission houses dealing in commodity futures (including financial futures) or gold bullion.

7. Money Changers and Foreign Exchange Brokers/Dealers

This group consists of establishments engaged in buying and selling foreign currencies on their own or on behalf of clients.

8. Other Financial Companies

This group consists of bank clearing houses; credit card services; investment advisory services; nominee companies; trustees and custodians; remittances services; dividend distribution houses; and fund management, etc.

Job Descriptions of Principal Banking and Finance Jobs

Some of the job titles may not be identical to those used in your organization. But if the jobs have similar or related functions, please treat them as the same and complete relevant columns of the questionnaire. A job code list is also attached at the end of this appendix for easy reference.

(I) Administration and Management

Code No.	Job Title	Job Descriptions
Managerial Level		
101	Assistant to Chief Executive Officer/Director	Assists top management to perform administrative duties.
102	Chief Executive Officer/ Chief Operating Officer/ Managing Director/ General Manager	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.
103	Chief Representative	Supervises the activities of the representative office. Collects information on the local market and coordinates with head office on business development opportunities.
104	Manager - Administration	Manages the administrative function of the organization.
105	Manager - Branch Operations	Manages the operational activities of all branches. Streamlines and standardizes branches operational procedures and systems. Formulates strategies for the expansion and consolidation of branches. Decides and provides solutions to problems.
106	Zone/District Manager	Manages the network of branches in the specified zone. Plans the overall strategies on marketing, staffing and business expansion within the zone. Coordinates all activities among branches within the zone.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level		
201	Administration Officer	Assists managers to perform administrative work in various departments of the company.
202	Management Trainee	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.
203	Representative	Assists the chief representative in carrying out activities of the representative office.

(II) Treasury and Foreign Exchange

Code No.	Job Title	Job Descriptions
Managerial Level		
107	Head of Treasury and Capital Markets	Directs all activities of the treasury department. Controls company's cashflow and nostro account reconciliation. Manages the overall liquidity requirements of the company.
108	Manager - Foreign Exchange/Money Market/ Interest Rate Products/Debt Market	Deals independently within pre-defined guidelines. 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.
109	Manager - Settlement	Establishes operational procedures for treasury transactions. Confirms deals and authorizes payments. Monitors the operations of the real time settlement systems. Plans and develops the remittance strategies for the company.
110	Risk Manager	Manages various risks of the company including Value at Risk, credit risk, market risk, operation risk, etc. Plans and develops relevant policies and monitors their implementation to ensure that the overall operation of the company is in compliance with requirements of the regulatory bodies.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level		
204	Foreign Exchange and Money Market Dealer	Deals independently within authorized limits or with advice from seniors in currency trading and money market activities. Maintains customer relations by keeping customers informed of foreign exchange and money market conditions.
205	Remittances Officer	Supervises facilities for the transfer of funds to and from overseas as well as money exchange operations through counter services.
206	Settlement Officer	Provides Foreign Exchange and Money Market Dealers with support services for currency dealing and money market activities. Keeps currency positions in agreement with dealers and controls balances held in correspondent bank accounts.
Clerical Level		
301	Money Changers Clerk	Performs clerical duties in money changers in respect of the conversion of foreign exchanges including data recording and transaction posting.

(III) Investment

Code No.	Job Title	Job Descriptions
Managerial Level		
111	Chief Investment Officer/ Manager - Investment	Plans and executes overall investment strategies of the company. Implements investment policy and distribution policy. Manages the investment and fund portfolios.
112	Financial Adviser/ Portfolio Manager	Supervises the day-to-day administration of investment portfolios for customers. Selects securities for the investment portfolios. Promotes various investment portfolios to customers.
113	Manager - Investment Services	Plans, directs and controls activities of the investment product department. Provides advisory services to individual and institution customers.

Code No.	Job Title	Job Descriptions
114	Manager - Private Banking	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.
115	Manager - Securities/ Custodian Services	Supervises the day-to-day operation of nominee services, for example, dividend payments, bonus shares, rights issues and custodian services for brokerage distribution activities. Handles operation support for new issues.
116	Manager - Securities, Futures and Commodities Trading	Buys and sells securities, futures or commodities for proprietary accounts and customers. Monitors margin and compliance requirements.
Supervisory/Officer Level		
207	Financial Adviser Representative/ Personal Consultant	Buys and sells unit trusts or mutual funds units and other investment products in accordance with customers' instructions. 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 and draws up sale and purchase contracts.
208	Investment Analyst	Collects, analyses and evaluates economic, market and company data for investment purposes. Reviews securities held in trust and makes investment recommendations.
209	Investment Officer	Assists Manager - Investment Services to carry out the activities of the investment product department.
210	Sales Officer - Investment Products	Assists the Manager - Investment Services to promote the sales of various investment/investment-linked products.
211	Sales Officer - Securities	Promotes securities trading services to customers. Directs prospective customers to Manager – Securities, Futures and Commodities Trading to follow up.
212	Securities Settlement Officer	Handles all aspects of securities operations in areas of settlement, nominee and custodian services, etc.

Code No.	Job Title	Job Descriptions
Clerical Level		
302	Securities and Futures Assistant	Carries out clients' orders on securities and futures.
303	Securities Settlement Clerk	Assists the Securities Settlement Officer to process the documents and maintain transaction records in securities dealings.

(IV) Operations

Code No.	Job Title	Job Descriptions
Managerial Level		
117	Manager - Branch	Manages operations, customer services, loans, business development and personnel administration within the framework of organization 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.
118	Manager - Insurance Products	Plans, develops and promotes the insurance products of the company. Manages the daily operation of the insurance product department.
119	Manager - Mandatory Provident Fund	Plans, directs and monitors activities of the Mandatory Provident Fund (MPF) Services Department. Advises individual and corporate customers on the MPF Schemes and maintain customer relations in respect of the MPF services.
120	Manager - Trade Finance Operations	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.
121	Manager - Trust	Plans, directs and controls the activities of trust department. Provides estate administration services to customers. Manages, develops and maintains personal and corporate trust businesses.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level		
213	Insurance Products Officer	Supervises the daily operation of the insurance product department and helps the Manager - Insurance Products plan and develop insurance products strategies.
214	Mandatory Provident Fund Officer	Assists the Manager - Mandatory Provident Fund to implement and monitor the plans and activities of the Mandatory Provident Fund Services Department.
215	Operations Officer	Assists in the supervision of operations including customer services, personnel matters, office security and administration.
216	Sales Officer - Insurance Products	Assists the Manager - Insurance Products to promote the sales of various insurance products.
217	Telecommunications Officer	Supervises the daily operations of the telecommunications department; verifies the telecommunications received and dispatches the messages to relevant departments to follow up. Monitors the procedures in effecting telecommunications.
218	Trade Finance Operations Officer	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.
219	Trust Officer	Settles estates, administers trust and performs agency services.
Clerical Level		
304	Cashier	Monitors cash movements and daily cash positions. Establishes the cash journal in record. Assists tellers in providing counter services as required.
305	General Clerk	Performs clerical duties in various departments including filing, typing, data recording, operating office machines, receiving customers and providing information.

Code No.	Job Title	Job Descriptions
306	Mailing Clerk	Collects and dispatches company mails. Sorts incoming messages and correspondence and distributes them to parties concerned.
307	Receptionist/Telephone Operator	Greets visitors and directs visitors and incoming telephone calls to appropriate sections for service.
308	Trade Finance Operations Checker	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.
309	Trade Finance Operations Clerk	Performs clerical duties in trade finance operations department. Prepares documents including issuing, advising, and confirming letters of credit, bills acceptances or advances. Executes payment.
310	Teller	Performs counter services and cross-sells banking products and services.

(V) Credit and Loans

Code No.	Job Title	Job Descriptions
Managerial Level		
122	Manager - Credit	Manages departmental activities in relation to the provision of credit facilities to customers in accordance with established policies and procedures. Supervises, directs and controls commercial/consumer lending activities.
123	Manager - Credit Card	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.
124	Manager - Financial Institutions/Correspondent Banking	Supervises the international banking business department. Deals with interbank activities. Recommends credit lines for transactions with correspondent banks.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level		
220	Credit Analyst	Evaluates the financial strength of loan accounts by performing credit analyses. Prepares credit proposals in accordance with results of credit analyses.
221	Credit Card Officer	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.
222	Credit Information Officer	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.
223	Credit/Loan Officer	Supervises the collection and analyses 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.
224	Hire Purchase/Leasing Officer	Supervises the operation of installment loan and leasing activities. Maintains relationships with equipment and vehicle dealers to promote and develop business. Takes legal actions against delinquent accounts.
Clerical Level		
311	Credit/Loan Clerk	Performs clerical duties in the credit/loan department, such as opening and closing customer files, indexing, posting, filing, typing and preparing newspaper clippings.

(VI) Business Development

Code No.	Job Title	Job Descriptions
Managerial Level		
125	Manager - Business Development	Plans, coordinates and implements the organization's business development strategy. Integrates the marketing plans of various functional areas. Identifies and analyses opportunities to increase the business in respect of commercial/consumer products.
126	Manager - Corporate Banking/Commercial Banking/Relationship	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.
127	Manager - Liaison	Develops and maintains good customer relations with existing customers. Explores potential customers to promote the company's products and services.
128	Manager - Marketing/Product Development	Plans, directs and coordinates marketing research activities. Develops and launches new products and services to meet customer needs in order to increase the company's market share.
Supervisory/Officer Level		
225	Business Development Officer	Solicits business from existing and prospective customers. Prepares call reports and credit proposals. Monitors loan portfolios and brings issues to management's attention as required.
226	Liaison Officer	Assists Manager - Liaison to maintain good customer relations with existing customers and explore potential customers for the company.
227	Marketing Officer	Assists the Manager - Corporate Banking/Commercial Banking/Relationship to conduct marketing activities on trade finance, project finance, syndicated facilities and other corporate/commercial bank products.
228	Telemarketing Officer	Promotes company products and services through telephone calls.
Clerical Level		
312	Telemarketing Representative	Assists the Telemarketing Officer to promote company products and services through telephone calls.

(VII) Accounting

Code No.	Job Title	Job Descriptions
Managerial Level		
129	Chief Financial Officer/ Financial Controller	Develops and implements financial policies and procedures. Oversees management information adequacy and the compliance with statutory requirements. Assesses strategic initiatives including mergers, acquisitions and diversions.
130	Manager - Accounting	Manages accounting activities and develops accounting and control procedures. Supervises the preparation of reporting requirements.
Supervisory/Officer Level		
229	Accounting Officer	Supervises the work of the accounting staff to ensure the provision of reliable accounting information and records. Assists the Manager - Accounting in analyzing statistics and preparing management reports and statutory returns.
Clerical Level		
313	Accounting Clerk	Raises vouchers and completes posting of accounting entries. Assists in preparing financial statements, statistical reports and statutory returns.

(VIII) Information Technology

Code No.	Job Title	Job Descriptions
Managerial Level		
131	Chief Information Officer/ Chief Technology Officer/ Manager - IT	Plans, develops, maintains and controls the provision of information technology services to the company and customers. Analyses and recommends information technology solutions.
132	E-Commerce Manager	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.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level		
230	Computer Operations Officer	Supervises routine operations of main frame computers. Assists in scheduling and coordinating activities of operations.
231	IT Audit Officer	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.
232	Programmer/Technology Officer	Performs programming and assists in programme designs and/or specifications.
233	Systems Analyst	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.
Clerical Level		
314	Computer Operator	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.

(IX) Human Resources

Code No.	Job Title	Job Descriptions
Managerial Level		
133	Manager - Human Resources	Develops, maintains and administers human resources management programmes. Duties include staff recruitment, placement, training and development, performance appraisal, salary administration, employee relations, safety procedures, and medical and other benefits.

Code No.	Job Title	Job Descriptions
134	Manager - Training/ Learning and Development	Plans the overall training and development strategies of the company. Develops, coordinates and administers programmes for the orientation, education and training of employees. Identifies employees' training needs in consultation with management. Evaluates the effectiveness of training activities.
Supervisory/Officer Level		
234	Human Resources Officer	Assists in implementing personnel policies and functions including interviews, recruitment, placement, compensation, counseling and staff exit procedures. Advises divisions or departments on personnel issues.
235	Training Officer/Instructor	Identifies training needs, defines objectives, develops course contents, prepares course notes and audio-visual material, and conducts training. Evaluates training effectiveness and implements and recommends necessary modifications. Maintains supplies of training materials.

(X) Special Functions

Code No.	Job Title	Job Descriptions
Managerial Level		
135	Company Secretary	Provides corporate secretarial services and advises the Board to ensure compliance with relevant laws and regulations. Plans and organizes general meeting(s).
136	Economist/Manager - Economic Research	Plans and conducts research on various business and economic situations. Summarizes 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.
137	Legal Adviser	Provides general counsel to the company in all aspects of daily operations.
138	Manager - Compliance	Organizes, monitors and ensures that the company is in compliance with relevant ordinances, regulations, rules and guidelines.

Code No.	Job Title	Job Descriptions
139	Manager - Corporate Communications/Public Relations	Manages the public relations department. Plans, develops and conducts public relations activities to build up and enhance the company's image.
140	Manager - Internal Audit	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.
141	Manager - Organization/Productivity/Quality/Re-Engineering	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 organization.
142	Manager - Property/Real Estate	Manages a portfolio of properties including commercial and residential buildings. Plans and controls leasing, selling, construction, improvement, maintenance and repairs.
Supervisory/Officer Level		
236	Compliance Officer	Supervises the daily operations of the company to ensure that they are in compliance with relevant ordinances, regulations, rules and guidelines. Reports to and obtains instructions from the Manager - Compliance if necessary.
237	Internal Audit Officer	Supervises activities of an internal audit team. Audits independently records of assets, liabilities, incomes and expenditures of the organization. Reviews operations and administrative functions and recommends effective internal control systems.
238	Organization/Productivity/Quality/Re-Engineering Officer	Studies the work flow of operations, evaluates work methods and recommends improvements to working procedures.

Code No.	Job Title	Job Descriptions
Clerical Level		
315	Internal Audit Clerk	Performs internal audit duties under the supervision of the Internal Audit Officer/IT Audit Officer. Assists in compiling audit reports.

Others

Code No.	Job Title	Job Descriptions
199 299	OTHER PRINCIPAL JOBS - Managerial Level - Supervisory/Officer Level	In this column, please write below the jobs not classified by us but are considered as principal jobs in your organization. Please briefly outline their job descriptions and indicate their skill levels (199/299) on a blank sheet. Please provide information as required by Columns B to G of the Questionnaire (Part I). Please also complete Questionnaire (Part II and Part III).
401	OTHER SUPPORTING STAFF	In this column, please provide information as required by Columns B, C and D of the Questionnaire (Part I). Other supporting staff refer to those employees whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers.

Job Code List for the
2011 Manpower Survey of the Banking and Finance Industry

(I) Administration and Management

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	101	Assistant to Chief Executive Officer/Director
	102	Chief Executive Officer/Chief Operating Officer/ Managing Director/General Manager
	103	Chief Representative
	104	Manager - Administration
	105	Manager - Branch Operations
	106	Zone/District Manager
Supervisory/Officer	201	Administration Officer
	202	Management Trainee
	203	Representative

(II) Treasury and Foreign Exchange

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	107	Head of Treasury and Capital Markets
	108	Manager - Foreign Exchange/Money Market/ Interest Rate Products/Debt Market
	109	Manager - Settlement
	110	Risk Manager
Supervisory/Officer	204	Foreign Exchange and Money Market Dealer
	205	Remittances Officer
	206	Settlement Officer
Clerical	301	Money Changers Clerk

(III) Investment

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	111	Chief Investment Officer/Manager - Investment
	112	Financial Adviser/Portfolio Manager
	113	Manager - Investment Services
	114	Manager - Private Banking
	115	Manager - Securities/Custodian Services
	116	Manager - Securities, Futures and Commodities Trading
Supervisory/Officer	207	Financial Adviser Representative/Personal Consultant
	208	Investment Analyst
	209	Investment Officer
	210	Sales Officer - Investment Products
	211	Sales Officer - Securities
	212	Securities Settlement Officer
Clerical	302	Securities and Futures Assistant
	303	Securities Settlement Clerk

(IV) Operations

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	117	Manager - Branch
	118	Manager - Insurance Products
	119	Manager - Mandatory Provident Fund
	120	Manager - Trade Finance Operations
	121	Manager - Trust
Supervisory/Officer	213	Insurance Products Officer
	214	Mandatory Provident Fund Officer
	215	Operations Officer
	216	Sales Officer - Insurance Products
	217	Telecommunications Officer
	218	Trade Finance Operations Officer
	219	Trust Officer
Clerical	304	Cashier
	305	General Clerk

306	Mailing Clerk
307	Receptionist/Telephone Operator
308	Trade Finance Operations Checker
309	Trade Finance Operations Clerk
310	Teller

(V) Credit and Loans

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	122	Manager - Credit
	123	Manager - Credit Card
	124	Manager - Financial Institutions/Correspondent Banking
Supervisory/Officer	220	Credit Analyst
	221	Credit Card Officer
	222	Credit Information Officer
	223	Credit/Loan Officer
	224	Hire Purchase/Leasing Officer
Clerical	311	Credit/Loan Clerk

(VI) Business Development

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	125	Manager - Business Development
	126	Manager - Corporate Banking/Commercial Banking/Relationship
	127	Manager - Liaison
	128	Manager - Marketing/Product Development
Supervisory/Officer	225	Business Development Officer
	226	Liaison Officer
	227	Marketing Officer
	228	Telemarketing Officer
Clerical	312	Telemarketing Representative

(VII) Accounting

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	129	Chief Financial Officer/Financial Controller
	130	Manager - Accounting
Supervisory/Officer	229	Accounting Officer
Clerical	313	Accounting Clerk

(VIII) Information Technology

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	131	Chief Information Officer/Chief Technology Officer/Manager - IT
	132	E-Commerce Manager
Supervisory/Officer	230	Computer Operations Officer
	231	IT Audit Officer
	232	Programmer/Technology Officer
	233	Systems Analyst
Clerical	314	Computer Operator

(IX) Human Resources

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	133	Manager - Human Resources
	134	Manager - Training/Learning and Development
Supervisory/Officer	234	Human Resources Officer
	235	Training Officer/Instructor

(X) **Special Functions**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	135	Company Secretary
	136	Economist/Manager - Economic Research
	137	Legal Adviser
	138	Manager - Compliance
	139	Manager - Corporate Communications/Public Relations
	140	Manager - Internal Audit
	141	Manager - Organization/Productivity/Quality/Re-Engineering
	142	Manager - Property/Real Estate
Supervisory/Officer	236	Compliance Officer
	237	Internal Audit Officer
	238	Organization/Productivity/Quality/Re-Engineering Officer
Clerical	315	Internal Audit Clerk

Others

OTHER PRINCIPAL JOBS

199 - Managerial Level

299 - Supervisory/Officer Level

401 OTHER SUPPORTING STAFF

VOCATIONAL TRAINING COUNCIL
職業訓練局THE 2011 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2011 年人力調查QUESTIONNAIRE
調查表

Name of Establishment: _____
機構名稱

Address: _____
地址

Total Number of Employees: _____
僱員總數

Name of Person to Contact: _____
聯絡人姓名

Position: _____ Tel. No.: _____ Fax No.: _____
職位 電話號碼 傳真號碼

E-mail Address: _____
電郵地址

Please fill in the blanks with information of employees whose job duties are related to daily operations of banking and financial institutions.

請將貴機構之職員資料（該等職員之工作與銀行及金融機構之日常工作有相關者）填於下列表格內。

1.	(A) Job Level* 技能等級	(B) No. of Employees as at 3.1.2011 在 3.1.2011 之僱員人數	(C) No. of Vacancies as at 3.1.2011 在 3.1.2011 之空缺數目	(D) Forecast No. of Employees in 24 Months' Time 預測 24 個月 後的僱員人數
	Managerial 經理級			
	Supervisory/Officer 主管／主任級			
	Clerical 文員級			

* Definition of Job Level
工作級別的定義

- (1) Managerial Level - the job holder assumes managerial responsibilities; plans, develops, modifies and implements company operation policies and procedures.
經理級 — 該級的工作人員負責一般管理工作；例如策劃，發展，修訂及執行公司的營運政策及程序。
- (2) Supervisory/Officer Level - the job holder assumes supervisory responsibilities or specific duties; assists the manager in administering the routine duties of a department/section/unit of the company.
主管／主任級 — 該級的工作人員負責一般督導工作或專職工作；例如協助經理級的同事執行公司內各部門／組別／單位的管理工作或執行專責職務。
- (3) Clerical Level - the job holder engages in clerical work; data recording, reports preparing and documents filing, etc.
文員級 — 該級的工作人員負責一般文職工作；例如記錄資料，繕寫報告及文件歸檔等。

2. Please suggest several types/topics of training that are considered the most important for the development of banking and finance manpower. Examples of training topics are given as follows for reference.
請就貴機構認為對銀行及金融業人力發展至為重要的數項訓練類別/課題作出建議。

	Code 編號	Please specify if the suggested type/topic of training is not included in the list of examples provided. 如建議的訓練類別/課題不包括在所提供的例子清單內，請詳細註明。
(a) Managerial 經理級		
(b) Supervisory/Officer 主管／主任級		
(c) Clerical 文員級		

Examples of Training Topics
訓練課題的例子

(I)	Code 編號	Skills/Knowledge 技能/知識	(II)	Code 編號	Skills/Knowledge 技能/知識	(III)	Code 編號	Skills/Knowledge 技能/知識
General Management Knowledge 一般管理知識			Basic Job-related Knowledge 基本業務知識			Generic Skills 通用技能		
	101	Principles & Practice of Management 管理理論與實務		201	Enhancing Quality Customer Services 提升顧客服務的質素		301	English Writing 英文書寫
	102	Problem Solving & Decision Making 解決困難及決策		202	Financial Statement Analysis 財務報表分析		302	Spoken English 英語會話
	103	Strategic Management 策略管理		203	Credit Analysis-Spreading and Ratio Analysis 信用分析 — 報表展釋及比率分析		303	Chinese Writing 中文書寫
	104	Marketing Management 市場管理		204	Trade Finance 貿易融資		304	Cantonese 廣東話
	105	Quality Management 優質服務管理		205	Securities & Futures Regulation 證券及期貨條例		305	Putonghua 普通話
	106	Risk Management 風險管理		206	Securities Analysis 股票分析		306	Interpersonal Skills 人際關係技巧
	107	Stress Management 壓力處理		207	Foreign Exchange 外匯		307	Marketing/Selling Skills 市場推廣／銷售技巧
	108	Crisis Management 危機管理		208	Financial Markets Operations 金融市場運作		308	Information Systems Application Skills 資訊系統應用技巧
	109	Human Resources Management 人力資源管理		209	Asset Valuation & Portfolio Management 資產估值及組合管理		309	Communication Skills 溝通技巧
	110	Leadership 領導才能		210	SME Financial Management & Practice 中小企財務管理及實務		310	Presentation Skills 演說技巧
	111	Team Building 建立團隊		211	Corporate Finance 企業融資		311	Customer Psychology 顧客心理
	112	Motivation 激勵		212	International Business Management 國際企業管理			
	113	Coaching & Counseling 訓練及輔導下屬		213	Financial Risk Management 財務風險管理			
	114	Dealing with Conflict 處理衝突		214	General Insurance 一般保險			
	115	Implementing Change 推行變革		215	Long Term Insurance 長期保險			
	116	Time Management 時間管理		216	Provident Fund 公積金			
	117	Environmental Management 環境管理		217	Skills in Differentiating Bank Notes 鑑別鈔票技巧			
	118	Relationship Management 關係管理		218	Anti-Money Laundering Compliance 反洗黑錢法規			
	119	Fund Management 基金管理		219	Anti-Corruption Regulations 反貪污條例			
	120	Custodian Services 託管服務		220	Company Law in Mainland 中國公司法			
	121	Compliance of Various Ordinances 不同法規的監管						
	122	Financial Engineering 金融工程						
	123	Talent Management 人才管理						

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表 5	:	<u>過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況</u> <u>(按離職原因、人力來源及所來自地域分類)</u> (銀行及金融業)
Table 5.1	:	<u>Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)</u> <u>by Reason, by Source and by Geographic Origin</u> (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)

表 5.1	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)
Table 5.2	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Deposit-taking Companies)
表 5.2	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (接受存款公司)
Table 5.3	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Investment and Holding Companies)
表 5.3	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (投資及控股公司)
Table 5.4	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Personal Loans and Related Companies)
表 5.4	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (私人貸款及有關公司)
Table 5.5	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Securities Brokerage Firms)
表 5.5	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (證券經紀公司)
Table 5.6	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Commodity Futures and Gold Bullion Brokers/Dealers)
表 5.6	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (期貨及黃金經紀／交易商)
Table 5.7	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)
表 5.7	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (股票、黃金及期貨交易公司及銀行及金融業內的法定機構)
Table 5.8	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Money Changers and Foreign Exchange Brokers/Dealers)
表 5.8	:	過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況 (按離職原因、人力來源及所來自地域分類) (兌換商及外匯經紀／交易商)
Table 5.9	:	Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010) <u>by Reason, by Source and by Geographic Origin</u> (Other Financial Companies)

表 5.9	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）僱員流動情況（按離職原因、人力來源及所來自地域分類）</u> (其他與金融有關的公司)
Table 6	:	<u>Number of Internal Promotions in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Banking and Finance Industry)
表 6	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）的內部晉升人數</u> (銀行及金融業)
Table 7	:	<u>Number of Part-time Employees Employed</u> (Banking and Finance Industry)
表 7	:	<u>兼職僱員人數</u> (銀行及金融業)
Table 8	:	<u>The Number of Recruits in the Next 24 Months by Type of Educational Level</u> (Banking and Finance Industry)
表 8	:	<u>按教育程度劃分，未來24個月內招聘的僱員人數</u> (銀行及金融業)
Table 9	:	<u>Number of Establishments Encountered Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Banking and Finance Industry)
表 9	:	<u>過去十二個月(1.1.2010至31.12.2010)遇有招聘員工困難的機構數目</u> (銀行及金融業)
Table 10	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Banking and Finance Industry)
表 10	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (銀行及金融業)
Table 10.1	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)
表 10.1	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)
Table 10.2	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Deposit-taking Companies)
表 10.2	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (接受存款公司)
Table 10.3	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Investment and Holding Companies)
表 10.3	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (投資及控股公司)
Table 10.4	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Personal Loans and Related Companies)
表 10.4	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (私人貸款及有關公司)
Table 10.5	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Securities Brokerage Firms)
表 10.5	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (證券經紀公司)
Table 10.6	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Commodity Futures and Gold Bullion Brokers/Dealers)

表 10.6	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (期貨及黃金經紀／交易商)
Table 10.7	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)
表 10.7	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (股票、黃金及期貨交易公司及銀行及金融業內的法定機構)
Table 10.8	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Money Changers and Foreign Exchange Brokers/Dealers)
表 10.8	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (兌換商及外匯經紀／交易商)
Table 10.9	:	<u>Reasons of Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)</u> (Other Financial Companies)
表 10.9	:	<u>過去十二個月內（1.1.2010 至 31.12.2010）招聘員工有困難的原因</u> (其他與金融有關的公司)
Table 11	:	<u>Number of Hong Kong Employees Required to Work in the Mainland of China</u> (Banking and Finance Industry)
表 11	:	<u>需要在中國內地工作的香港僱員人數</u> (銀行及金融業)
Table 12	:	<u>Effects of Mainland Operations on Hong Kong Employees</u> (Banking and Finance Industry)
表 12	:	<u>內地業務對本地僱員的影響</u> (銀行及金融業)
Table 13	:	<u>Estimated Percentage of Training Provided by External Course Providers in the Next 12 Months</u> (Banking and Finance Industry)
表 13	:	<u>估計未來十二個月訓練由外間培訓機構提供的百分比</u> (銀行及金融業)
Table 14	:	<u>Information on the Training Expenses in 2010 Compared with Those in 2009</u> (Banking and Finance Industry)
表 14	:	<u>2010年的訓練支出與2009年的訓練支出比較</u> (銀行及金融業)
Table 15	:	<u>Comparison of the Training Budget for 2011 with Training Expenses in 2010</u> (Banking and Finance Industry)
表 15	:	<u>2011年的訓練開支預算與2010年的訓練支出比較</u> (銀行及金融業)
Table 16	:	<u>The Top Five Types/Topics of Training</u> <u>Mostly Chosen by Respondents for Manpower Development</u> (Banking and Finance Industry)
表 16	:	<u>最多被選擇的五項人力培訓的類別/課題</u> (銀行及金融業)
Table 17	:	<u>The Incentives to Encourage Employers to Provide Training to Their Employees</u> (Banking and Finance Industry)
表 17	:	<u>有效鼓勵僱主提供訓練予僱員的方法</u> (銀行及金融業)

Table 1 : Manpower Statistics
(Banking and Finance Industry)

表 1 : 人力資料
(銀行及金融業)

Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
MANAGERIAL LEVEL 經理級				
Assistant to Chief Executive Officer/ Director 行政總裁助理／董事助理	319	4	323	323
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／總運作主任／常務董事／ 總經理	1 044	1	1 045	1 042
Chief Representative 首席代表	89	1	90	90
Manager - Administration 經理－行政	524	-	524	524
Manager - Branch Operations 經理－分行運作	422	-	422	420
Zone/District Manager 區域經理	268	-	268	268
Head of Treasury and Capital Markets 庫務及資本市場主管	220	-	220	217
Manager - Foreign Exchange/Money Market/Interest Rate Products/Debt Market 經理－外匯／拆放市場／利率產品／ 債務市場	869	-	869	870
Manager - Settlement 經理－結算	263	1	264	258
Risk Manager 風險經理	824	4	828	828
Chief Investment Officer/Manager - Investment 總投資主任／經理－投資	813	-	813	813
Financial Adviser/Portfolio Manager 財務顧問／基金組合經理	1 786	22	1 808	1 809
Manager - Investment Services 經理－投資服務	1 385	5	1 390	1 392
Manager - Private Banking 經理－私人銀行	1 313	9	1 322	1 332
Manager - Securities/Custodian Services 經理－證券／代管人服務	221	-	221	215
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	915	1	916	916
Manager - Branch 經理－分行	2 180	1	2 181	2 181
Manager - Insurance Products 經理－保險產品	117	4	121	121
Manager - Mandatory Provident Fund 經理－強制性公積金	136	-	136	136

Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
MANAGERIAL LEVEL (Continued) 經理級 (續)				
Manager - Trade Finance Operations 經理—貿易融資運作	696	-	696	696
Manager - Trust 經理—信託	255	-	255	255
Manager - Credit 經理—授信	1 197	1	1 198	1 209
Manager - Credit Card 經理—信用卡	176	-	176	176
Manager - Financial Institutions/ Correspondent Banking 經理—財務機構／國外同業部	225	2	227	227
Manager - Business Development 經理—業務發展	883	7	890	895
Manager - Corporate Banking/ Commercial Banking/Relationship 經理—機構銀行／商業銀行／ 關係推廣	1 403	1	1 404	1 404
Manager - Liaison 經理—聯絡	44	1	45	46
Manager - Marketing/Product Development 經理—市場推廣／產品開發	648	20	668	667
Chief Financial Officer/Financial Controller 總財務主任／財務監督	325	-	325	325
Manager - Accounting 經理—會計	757	3	760	757
Chief Information Officer/Chief Technology Officer/Manager - IT 總資訊主任／總科技主任／ 經理—資訊科技	1 512	23	1 535	1 526
E-Commerce Manager 電子商貿經理	275	1	276	276
Manager - Human Resources 經理—人力資源	490	5	495	492
Manager - Training/Learning and Development 經理—訓練／學習及培訓	174	-	174	174
Company Secretary 公司秘書	93	-	93	93
Economist/Manager - Economic Research 經濟研究員／經理—經濟研究	234	-	234	234
Legal Adviser 法律顧問	311	-	311	311
Manager - Compliance 經理—條例執行	490	3	493	493
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	199	-	199	199
Manager - Internal Audit 經理—內部稽核	305	4	309	309
Manager - Organization/Productivity/ Quality/Re-Engineering 經理—組織／生產力／質素／ 工序重整	190	-	190	190

Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
MANAGERIAL LEVEL (Continued) 經理級 (續)				
Manager - Property/Real Estate 經理—產業／房地產	68	-	68	68
Other Manager 其他經理	3 464	32	3 496	3 496
Sub-total 小 計	28 122	156	28 278	28 273
SUPERVISORY/OFFICER LEVEL 主管/主任級				
Administration Officer 行政主任	1 413	-	1 413	1 450
Management Trainee 見習主任	298	-	298	298
Representative 代表	78	-	78	78
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	1 347	20	1 367	1 360
Remittances Officer 匯兌主任	1 188	-	1 188	1 188
Settlement Officer 結算主任	456	1	457	446
Financial Adviser Representative/ Personal Consultant 財務顧問代表／私人顧問	5 369	39	5 408	5 428
Investment Analyst 投資分析員	2 760	62	2 822	2 798
Investment Officer 投資主任	3 033	13	3 046	3 065
Sales Officer – Investment Products 銷售主任—投資產品	3 036	174	3 210	3 255
Sales Officer – Securities 銷售主任—證券	948	3	951	1 001
Securities Settlement Officer 證券交收結算主任	1 633	24	1 657	1 655
Insurance Products Officer 保險產品主任	153	-	153	153
Mandatory Provident Fund Officer 強制性公積金主任	525	-	525	525
Operations Officer 運作主任	6 173	22	6 195	6 198
Sales Officer – Insurance Products 銷售主任—保險產品	96	-	96	96
Telecommunications Officer 電訊主任	96	-	96	96
Trade Finance Operations Officer 貿易融資運作主任	1 129	-	1 129	1 130
Trust Officer 信託主任	153	-	153	153
Credit Analyst 授信分析員	690	5	695	694
Credit Card Officer 信用卡主任	603	-	603	603
Credit Information Officer 資信調查主任	168	3	171	171

Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後的 僱員人數
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)				
Credit/Loan Officer 授信／放款主任	2 860	34	2 894	2 895
Hire Purchase/Leasing Officer 分期付款／租賃主任	149	-	149	149
Business Development Officer 業務發展主任	2 442	2	2 444	2 444
Liaison Officer 聯絡主任	248	3	251	254
Marketing Officer 市場推廣主任	2 229	10	2 239	2 240
Telemarketing Officer 電話市場推廣主任	356	4	360	360
Accounting Officer 會計主任	1 925	8	1 933	1 946
Computer Operations Officer 電腦運作主任	794	11	805	805
IT Audit Officer 資訊科技稽核主任	80	5	85	82
Programmer/Technology Officer 程式員／科技主任	2 043	16	2 059	2 047
Systems Analyst 系統分析員	1 315	22	1 337	1 322
Human Resources Officer 人力資源主任	927	5	932	932
Training Officer/Instructor 訓練主任／導師	154	5	159	159
Compliance Officer 條例執行主任	522	3	525	525
Internal Audit Officer 內部稽核主任	458	3	461	461
Organization/Productivity/Quality/ Re-Engineering Officer 組織／生產力／質素／工序重整主任	95	-	95	95
Other Supervisor 其他主管	3 934	52	3 986	3 981
Sub-total 小 計	51 876	549	52 425	52 538
CLERICAL LEVEL 文員級				
Money Changers Clerk 貨幣兌換文員	1 823	38	1 861	1 852
Securities and Futures Assistant 證券及期貨助理	7 036	121	7 157	7 188
Securities Settlement Clerk 證券交收結算文員	2 085	76	2 161	2 117
Cashier 出納員	933	-	933	933
General Clerk 一般文員	9 781	64	9 845	9 846
Mailing Clerk 郵遞文員	237	-	237	237
Receptionist/Telephone Operator 接待員／電話操作員	606	2	608	608

Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011 之空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
CLERICAL LEVEL (Continued) 文員級 (續)				
Trade Finance Operations Checker 貿易融資運作核對員	836	1	837	837
Trade Finance Operations Clerk 貿易融資運作文員	1 243	7	1 250	1 251
Teller 櫃檯員	9 924	23	9 947	9 950
Credit/Loan Clerk 授信／放款文員	3 751	64	3 815	3 794
Telemarketing Representative 電話市場推廣代表	1 317	4	1 321	1 321
Accounting Clerk 會計文員	1 923	6	1 929	1 934
Computer Operator 電腦操作員	1 182	13	1 195	1 189
Internal Audit Clerk 內部稽核文員	160	-	160	160
Sub-total 小 計	42 837	419	43 256	43 217
OTHERS 其他				
Other Supporting Staff 其他輔助員工	13 328	14	13 342	13 368
Sub-total 小 計	13 328	14	13 342	13 368
Total 總 計	136 163	1 138	137 301	137 396

Table 1.1 : Manpower Statistics
(Banking and Finance Industry - By Branch)

表 1.1 : 人力資料
(銀行及金融業 - 按門類劃分)

Branch 門類	Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011之 空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌 照銀行及外國銀行本 港代表辦事處	Managerial Level 經理級	18 837	85	18 922	18 938
	Supervisory/Officer Level 主管/主任級	33 173	215	33 388	33 395
	Clerical Level 文員級	25 601	33	25 634	25 642
	Other Supporting Staff 其他	11 057	8	11 065	11 064
	Total 總計	88 668	341	89 009	89 039
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	194	3	197	196
	Supervisory/Officer Level 主管/主任級	256	8	264	264
	Clerical Level 文員級	430	14	444	444
	Other Supporting Staff 其他	30	2	32	32
	Total 總計	910	27	937	936
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	919	-	919	919
	Supervisory/Officer Level 主管/主任級	1 668	9	1 677	1 716
	Clerical Level 文員級	917	2	919	919
	Other Supporting Staff 其他	187	-	187	187
	Total 總計	3 691	11	3 702	3 741
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	574	-	574	582
	Supervisory/Officer Level 主管/主任級	1 101	5	1 106	1 106
	Clerical Level 文員級	1 291	45	1 336	1 336
	Other Supporting Staff 其他	81	-	81	81
	Total 總計	3 047	50	3 097	3 105
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1 393	1	1 394	1 397
	Supervisory/Officer Level 主管/主任級	2 771	18	2 789	2 825
	Clerical Level 文員級	6 441	179	6 620	6 657
	Other Supporting Staff 其他	310	-	310	310
	Total 總計	10 915	198	11 113	11 189

Branch 門類	Job Title 職 稱	No. of Employees as at 3.1.2011 在3.1.2011之 僱員人數	No. of Vacancies as at 3.1.2011 在3.1.2011之 空缺數目	Manpower Demand 人力需求	Forecast No. of Employees in 24 Months' Time 預計24個月後 的僱員人數
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀/ 交易商	Managerial Level 經理級	195	-	195	195
	Supervisory/Officer Level 主管/主任級	317	4	321	324
	Clerical Level 文員級	765	17	782	786
	Other Supporting Staff 其他	24	-	24	24
	Total 總計	1 301	21	1 322	1 329
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交 易公司及銀行及金融 業內的法定機構	Managerial Level 經理級	1 023	64	1 087	1 087
	Supervisory/Officer Level 主管/主任級	967	54	1 021	1 016
	Clerical Level 文員級	424	24	448	450
	Other Supporting Staff 其他	287	4	291	291
	Total 總計	2 701	146	2 847	2 844
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀/交 易商	Managerial Level 經理級	163	1	164	161
	Supervisory/Officer Level 主管/主任級	600	-	600	591
	Clerical Level 文員級	1 257	39	1 296	1 287
	Other Supporting Staff 其他	27	-	27	27
	Total 總計	2 047	40	2 087	2 066
Other Financial Companies 其他與金融有關的公 司	Managerial Level 經理級	4 824	2	4 826	4 798
	Supervisory/Officer Level 主管/主任級	11 023	236	11 259	11 301
	Clerical Level 文員級	5 711	66	5 777	5 696
	Other Supporting Staff 其他	1 325	-	1 325	1 352
	Total 總計	22 883	304	23 187	23 147
All Branches 全部門類	Managerial Level 經理級	28 122	156	28 278	28 273
	Supervisory/Officer Level 主管/主任級	51 876	549	52 425	52 538
	Clerical Level 文員級	42 837	419	43 256	43 217
	Other Supporting Staff 其他	13 328	14	13 342	13 368
	Total 總計	136 163	1 138	137 301	137 396

Table 2 : Employees' Minimum Education Requirement for the
Principal Job
(Banking and Finance Industry)

表 2 : 僱員在各主要職務的基本教育程度要求
(銀行及金融業)

Job Title 職稱	Number of Employees 僱員人數							
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Matriculation 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
MANAGERIAL LEVEL 經理級								
Assistant to Chief Executive Officer/Director 行政總裁助理／董事助理	169	92	8	-	-	-	50	319
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／總運作主任／ 常務董事／總經理	892	46	-	-	-	-	106	1 044
Chief Representative 首席代表	78	1	-	-	-	-	10	89
Manager - Administration 經理－行政	416	83	-	-	-	-	25	524
Manager - Branch Operations 經理－分行運作	351	17	6	1	-	-	47	422
Zone/District Manager 區域經理	217	30	-	-	-	-	21	268
Head of Treasury and Capital Markets 庫務及資本市場主管	166	35	-	-	-	-	19	220
Manager - Foreign Exchange/ Money Market/Interest Rate Products/Debt Market 經理－外匯／拆放市場／ 利率產品／債務市場	348	449	-	6	-	-	66	869
Manager - Settlement 經理－結算	187	56	-	3	-	-	17	263
Risk Manager 風險經理	475	301	1	-	-	-	47	824
Chief Investment Officer/ Manager - Investment 總投資主任／經理－投資	641	88	-	-	-	-	84	813
Financial Adviser/Portfolio Manager 財務顧問／基金組合經理	1 175	504	-	-	-	-	107	1 786
Manager - Investment Services 經理－投資服務	813	296	-	-	-	-	276	1 385
Manager - Private Banking 經理－私人銀行	1 082	197	-	-	-	-	34	1 313
Manager - Securities/ Custodian Services 經理－證券／代管人服務	127	86	-	7	-	-	1	221
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及 商品交易	556	129	44	51	-	-	135	915
Manager - Branch 經理－分行	1 418	535	1	1	-	-	225	2 180
Manager - Insurance Products 經理－保險產品	84	15	-	-	-	-	18	117
Manager - Mandatory Provident Fund 經理－強制性公積金	59	38	-	-	-	-	39	136
Manager - Trade Finance Operations 經理－貿易融資運作	465	115	1	-	-	-	115	696
Manager - Trust 經理－信託	136	41	-	-	-	-	78	255
Manager - Credit 經理－授信	772	173	47	32	-	-	173	1 197
Manager - Credit Card 經理－信用卡	161	6	-	-	-	-	9	176

Job Title 職稱	Number of Employees 僱員人數							
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Matriculation 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
MANAGERIAL LEVEL (Continued) 經理級 (續)								
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構/ 國外同業部	113	80	-	-	-	-	32	225
Manager - Business Development 經理－業務發展	551	163	-	-	-	-	169	883
Manager - Corporate Banking/ Commercial Banking/Relationship 經理－機構銀行/ 商業銀行/關係推廣	1 144	108	-	-	-	-	151	1 403
Manager - Liaison 經理－聯絡	29	15	-	-	-	-	0	44
Manager - Marketing/ Product Development 經理－市場推廣/產品開發	356	143	-	-	-	-	149	648
Chief Financial Officer/ Financial Controller 總財務主任/財務監督	292	20	-	-	-	-	13	325
Manager - Accounting 經理－會計	479	202	13	10	-	-	53	757
Chief Information Officer/Chief Technology Officer/Manager - IT 總資訊主任/總科技主任/ 經理－資訊科技	1 213	58	-	-	-	-	241	1 512
E-Commerce Manager 電子商貿經理	229	39	-	-	-	-	7	275
Manager - Human Resources 經理－人力資源	309	113	4	1	-	-	63	490
Manager - Training/ Learning and Development 經理－訓練/學習及培訓	114	30	-	-	-	-	30	174
Company Secretary 公司秘書	50	15	-	2	-	-	26	93
Economist/Manager - Economic Research 經濟研究員/經理－ 經濟研究	135	61	-	-	-	-	38	234
Legal Adviser 法律顧問	226	27	-	-	-	-	58	311
Manager - Compliance 經理－條例執行	316	106	-	-	-	-	68	490
Manager - Corporate Communications/Public Relations 經理－企業傳訊/公共關係	89	81	-	-	-	-	29	199
Manager - Internal Audit 經理－內部稽核	208	43	-	-	-	-	54	305
Manager - Organization/Productivity/ Quality/Re-Engineering 經理－組織/生產力/ 質素/工序重整	151	33	-	-	-	-	6	190
Manager - Property/Real Estate 經理－產業/房地產	37	22	-	-	-	-	9	68
Other Manager 其他經理	2 419	556	-	-	-	-	489	3 464
Sub-total 小計	19 248	5 248	125	114	0	0	3387	28 122
SUPERVISORY/OFFICER LEVEL 主管/主任級								
Administration Officer 行政主任	728	122	248	34	2	-	279	1 413
Management Trainee 見習主任	101	14	88	-	-	-	95	298
Representative 代表	58	13	2	-	-	-	5	78
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	663	190	346	1	-	-	147	1 347
Remittances Officer 匯兌主任	571	111	148	42	169	45	102	1 188
Settlement Officer 結算主任	197	58	66	55	9	-	71	456
Financial Adviser Representative/ Personal Consultant 財務顧問代表/私人顧問	2 814	704	481	495	509	-	366	5 369

Job Title 職稱	Number of Employees 僱員人數							
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Matriculation 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)								
Investment Analyst 投資分析員	1 013	522	730	78	6	-	411	2 760
Investment Officer 投資主任	2 049	384	4	151	87	-	358	3 033
Sales Officer – Investment Products 銷售主任－投資產品	1 200	204	967	95	31	-	539	3 036
Sales Officer – Securities 銷售主任－證券	473	75	45	76	126	-	153	948
Securities Settlement Officer 證券交收結算主任	859	243	181	150	83	-	117	1 633
Insurance Products Officer 保險產品主任	139	2	12	-	-	-	0	153
Mandatory Provident Fund Officer 強制性公積金主任	66	7	-	68	-	-	384	525
Operations Officer 運作主任	1 541	233	799	1 584	6	-	2 010	6 173
Sales Officer – Insurance Products 銷售主任－保險產品	95	-	-	1	-	-	0	96
Telecommunications Officer 電訊主任	34	3	39	12	-	-	8	96
Trade Finance Operations Officer 貿易融資運作主任	495	104	345	3	2	-	180	1 129
Trust Officer 信託主任	51	41	9	-	-	-	52	153
Credit Analyst 授信分析員	301	62	247	2	-	-	78	690
Credit Card Officer 信用卡主任	503	-	47	-	-	-	53	603
Credit Information Officer 資信調查主任	9	28	110	-	1	-	20	168
Credit/Loan Officer 授信／放款主任	1 116	148	908	248	101	-	339	2 860
Hire Purchase/Leasing Officer 分期付款／租賃主任	55	18	23	-	-	-	53	149
Business Development Officer 業務發展主任	702	103	1 226	-	-	-	411	2 442
Liaison Officer 聯絡主任	144	65	1	34	-	-	4	248
Marketing Officer 市場推廣主任	1 213	78	736	5	-	-	197	2 229
Telemarketing Officer 電話市場推廣主任	136	1	176	-	-	-	43	356
Accounting Officer 會計主任	884	316	453	49	20	-	203	1 925
Computer Operations Officer 電腦運作主任	263	106	110	133	3	-	179	794
IT Audit Officer 資訊科技稽核主任	26	27	14	-	-	-	13	80
Programmer/Technology Officer 程式員／科技主任	608	239	520	395	-	-	281	2 043
Systems Analyst 系統分析員	471	237	353	27	-	-	227	1 315
Human Resources Officer 人力資源主任	371	153	177	22	6	-	198	927
Training Officer/Instructor 訓練主任／導師	36	6	73	-	-	-	39	154
Compliance Officer 條例執行主任	224	87	51	2	9	-	149	522
Internal Audit Officer 內部稽核主任	236	45	136	-	-	-	41	458
Organization/Productivity/Quality/ Re-Engineering Officer 組織／生產力／質素／ 工序重整主任	64	24	4	-	-	-	3	95
Other Supervisor 其他主管	292	251	2 665	2	2	-	722	3 934
Sub-total 小計	20 801	5 024	12 540	3 764	1 172	45	8 530	51 876

Job Title 職稱	Number of Employees 僱員人數							
	University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Matriculation 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
CLERICAL LEVEL 文員級								
Money Changers Clerk 貨幣兌換文員	65	8	27	351	833	319	220	1 823
Securities and Futures Assistant 證券及期貨助理	402	502	350	1 171	3 368	-	1 243	7 036
Securities Settlement Clerk 證券交收結算文員	404	105	80	310	955	-	231	2 085
Cashier 出納員	1	15	2	82	761	-	72	933
General Clerk 一般文員	225	113	107	630	7 030	-	1 676	9 781
Mailing Clerk 郵遞文員	1	15	11	25	125	19	41	237
Receptionist/Telephone Operator 接待員/電話操作員	25	12	27	65	229	1	247	606
Trade Finance Operations Checker 貿易融資運作核對員	6	16	10	30	675	-	99	836
Trade Finance Operations Clerk 貿易融資運作文員	11	36	37	63	936	-	160	1 243
Teller 櫃檯員	2	9	23	1 326	7 460	-	1 104	9 924
Credit/Loan Clerk 授信/放款文員	5	78	52	1 047	2 203	-	366	3 751
Telemarketing Representative 電話市場推廣代表	86	14	15	8	728	-	466	1 317
Accounting Clerk 會計文員	187	110	219	297	695	-	415	1 923
Computer Operator 電腦操作員	140	33	270	61	471	-	207	1 182
Internal Audit Clerk 內部稽核文員	2	13	5	19	61	-	60	160
Sub-total 小計	1 562	1 079	1 235	5 485	26 530	339	6 607	42 837
OTHERS 其他								
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	13 328	13 328
Sub-total 小計	-	-	-	-	-	-	13 328	13 328
Total 總計	41 611	11 351	13 900	9 363	27 702	384	31 852	136 163

* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 2.1 : Employees' Minimum Education Requirement for the
Principal Job
(Banking and Finance Industry – By Branch)

表 2.1 : 僱員在各主要職務的基本教育程度要求
(銀行及金融業 – 按門類劃分)

Branch 門類	Job Title 職稱	Number of Employees 僱員人數							
		University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑/ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑/高級 證書/證書 或同等學歷	Matriculation 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限 牌照銀行及外 國銀行本港代表 辦事處	Managerial Level 經理級	13 561	3 608	12	8	-	-	1 648	18 837
	Supervisory/Officer Level 主管/主任級	13 106	1 071	11 259	2 831	29	-	4 877	33 173
	Clerical Level 文員級	71	89	332	2 428	19 225	3	3 453	25 601
	Other Supporting Staff 其他	-	-	-	-	-	-	11 057	11 057
	Total 總計	26 738	4 768	11 603	5 267	19 254	3	21 035	88 668
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	174	1	1	1	-	-	17	194
	Supervisory/Officer Level 主管/主任級	218	13	3	9	5	-	8	256
	Clerical Level 文員級	-	1	3	97	316	-	13	430
	Other Supporting Staff 其他	-	-	-	-	-	-	30	30
	Total 總計	392	15	7	107	321	0	68	910
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	886	-	-	-	-	-	33	919
	Supervisory/Officer Level 主管/主任級	804	492	78	115	-	-	179	1 668
	Clerical Level 文員級	300	-	87	70	335	-	125	917
	Other Supporting Staff 其他	-	-	-	-	-	-	187	187
	Total 總計	1 990	492	165	185	335	0	524	3 691
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial Level 經理級	238	83	47	40	-	-	166	574
	Supervisory/Officer Level 主管/主任級	244	52	176	255	107	-	267	1 101
	Clerical Level 文員級	-	52	64	194	630	-	351	1 291
	Other Supporting Staff 其他	-	-	-	-	-	-	81	81
	Total 總計	482	187	287	489	737	0	865	3 047
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1 103	50	36	45	-	-	159	1 393
	Supervisory/Officer Level 主管/主任級	1 087	546	162	243	227	-	506	2 771
	Clerical Level 文員級	382	58	246	1 502	2 810	7	1 436	6 441
	Other Supporting Staff 其他	-	-	-	-	-	-	310	310
	Total 總計	2 572	654	444	1 790	3 037	7	2 411	10 915

Branch 門類	Job Title 職 稱	Number of Employees 僱 員 人 數							
		University Degree or Above 大學學位 或以上	Higher Diploma/ Associate Degree or equivalent 高級文憑／ 副學士或 同等學歷	Diploma/ Higher Certificate/ Certificate or equivalent 文憑／高級 證書／證書 或同等學歷	Matriculation 預科	Secondary 5 or equivalent 中五或 同等學歷	Below Secondary 5 中五以下	Not applicable/ Unspecified*/ Refusal 不適用／ 未有說明*／ 未有提供資料	Total 總計
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀/ 交易商	Managerial Level 經理級	124	8	8	14		-	41	195
	Supervisory/Officer Level 主管/主任級	181	10	13	27	32	-	54	317
	Clerical Level 文員級	103	12	21	184	341	-	104	765
	Other Supporting Staff 其他	-	-	-	-	-	-	24	24
	Total 總計	408	30	42	225	373	0	223	1 301
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期 貨交易公司及銀 行及金融業內的 法定機構	Managerial Level 經理級	251	114	-	-	-	-	658	1 023
	Supervisory/Officer Level 主管/主任級	-	209	-	-	-	-	758	967
	Clerical Level 文員級	-	-	-	10	176	7	231	424
	Other Supporting Staff 其他	-	-	-	-	-	-	287	287
	Total 總計	251	323	0	10	176	7	1 934	2 701
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經 紀/交易商	Managerial Level 經理級	141	-	6	6	-	-	10	163
	Supervisory/Officer Level 主管/主任級	318	11	21	66	117	45	22	600
	Clerical Level 文員級	67	2	12	79	719	319	59	1 257
	Other Supporting Staff 其他	-	-	-	-	-	-	27	27
	Total 總計	526	13	39	151	836	364	118	2 047
Other Financial Companies 其他與金融有關 的公司	Managerial Level 經理級	2 770	1 384	15	-	-	-	655	4 824
	Supervisory/Officer Level 主管/主任級	4 843	2 620	828	218	655	-	1 859	11 023
	Clerical Level 文員級	639	865	470	921	1 978	3	835	5 711
	Other Supporting Staff 其他	-	-	-	-	-	-	1 325	1 325
	Total 總計	8 252	4 869	1 313	1 139	2 633	3	4 674	22 883
All Branches 全部門類	Managerial Level 經理級	19 248	5 248	125	114	-	-	3 387	28 122
	Supervisory/Officer Level 主管/主任級	20 801	5 024	12 540	3 764	1 172	45	8 530	51 876
	Clerical Level 文員級	1 562	1 079	1 235	5 485	26 530	339	6 607	42 837
	Other Supporting Staff 其他	-	-	-	-	-	-	13 328	13 328
	Total 總計	41 611	11 351	13 900	9 363	27 702	384	31 852	136 163

* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under “Unspecified”.

Table 3 : Employees' Minimum Requirement on Year(s)
of Experience in the Industry
(Banking and Finance Industry)

表 3 : 僱員在此行業的基本年資要求
(銀行及金融業)

Job Title 職 稱	Number of Employees 僱 員 人 數					
	1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified*/ Refusal 不適用／ 未有說明*／ 未有提供資料	Total 總計
MANAGERIAL LEVEL 經理級						
Assistant to Chief Executive Officer/Director 行政總裁助理／董事助理	-	30	100	97	92	319
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／總運作主任／ 常務董事／總經理	-	-	167	759	118	1 044
Chief Representative 首席代表	-	1	36	41	11	89
Manager - Administration 經理－行政	-	1	294	190	39	524
Manager - Branch Operations 經理－分行運作	-	-	227	146	49	422
Zone/District Manager 區域經理	-	-	179	68	21	268
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	52	117	51	220
Manager - Foreign Exchange/ Money Market/Interest Rate Products/Debt Market 經理－外匯／拆放市場／ 利率產品／債務市場	-	2	664	116	87	869
Manager - Settlement 經理－結算	-	-	130	73	60	263
Risk Manager 風險經理	-	-	662	57	105	824
Chief Investment Officer/ Manager - Investment 總投資主任／經理－投資	-	-	165	351	297	813
Financial Adviser/Portfolio Manager 財務顧問／基金組合經理	-	1	1 316	301	168	1 786
Manager - Investment Services 經理－投資服務	-	2	676	307	400	1 385
Manager - Private Banking 經理－私人銀行	-	-	1 150	129	34	1 313
Manager - Securities/ Custodian Services 經理－證券／代管人服務	-	-	139	34	48	221
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及 商品交易	-	22	482	208	203	915
Manager - Branch 經理－分行	-	1	1 347	588	244	2 180
Manager - Insurance Products 經理－保險產品	-	-	42	57	18	117
Manager - Mandatory Provident Fund 經理－強制性公積金	-	-	86	9	41	136
Manager - Trade Finance Operations 經理－貿易融資運作	-	2	361	218	115	696
Manager - Trust 經理－信託	-	-	28	111	116	255

Job Title 職稱	Number of Employees 僱員人數					
	1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified*/ Refusal 不適用／ 未有說明*／ 未有提供資料	Total 總計
MANAGERIAL LEVEL (Continued) 經理級 (續)						
Manager - Credit 經理－授信	-	37	865	133	162	1 197
Manager - Credit Card 經理－信用卡	-	-	149	18	9	176
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構／國外同業 部	-	-	184	9	32	225
Manager - Business Development 經理－業務發展	-	-	494	184	205	883
Manager - Corporate Banking/ Commercial Banking/Relationship 經理－機構銀行／ 商業銀行／關係推廣	-	-	982	236	185	1403
Manager - Liaison 經理－聯絡	-	-	33	3	8	44
Manager - Marketing/ Product Development 經理－市場推廣／產品開發	-	9	439	39	161	648
Chief Financial Officer/ Financial Controller 總財務主任／財務監督	-	-	106	203	16	325
Manager - Accounting 經理－會計	-	5	573	76	103	757
Chief Information Officer/Chief Technology Officer/Manager - IT 總資訊主任／總科技主任／ 經理－資訊科技	-	-	910	356	246	1 512
E-Commerce Manager 電子商貿經理	-	12	244	12	7	275
Manager - Human Resources 經理－人力資源	-	-	323	83	84	490
Manager - Training/ Learning and Development 經理－訓練／學習及培訓	-	1	126	13	34	174
Company Secretary 公司秘書	-	-	43	22	28	93
Economist/Manager - Economic Research 經濟研究員／經理－ 經濟研究	-	26	141	10	57	234
Legal Adviser 法律顧問	-	-	204	29	78	311
Manager - Compliance 經理－條例執行	-	-	318	76	96	490
Manager - Corporate Communications/Public Relations 經理－企業傳訊／公共關係	-	-	141	23	35	199
Manager - Internal Audit 經理－內部稽核	-	1	226	22	56	305
Manager - Organization/Productivity/ Quality/Re-Engineering 經理－組織／生產力／ 質素／工序重整	-	-	167	-	23	190
Manager - Property/Real Estate 經理－產業／房地產	-	-	59	-	9	68
Other Manager 其他經理	-	-	2 929	38	497	3 464
Sub-total 小計	-	153	17 959	5 562	4 448	28 122

Job Title 職稱	Number of Employees 僱員人數					
	1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
SUPERVISORY/ OFFICER LEVEL 主管/主任級						
Administration Officer 行政主任	-	673	358	96	286	1 413
Management Trainee 見習主任	14	177	12	-	95	298
Representative 代表	-	54	16	2	6	78
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	-	810	298	65	174	1 347
Remittances Officer 匯兌主任	-	568	425	93	102	1 188
Settlement Officer 結算主任	-	237	119	10	90	456
Financial Adviser Representative/ Personal Consultant 財務顧問代表／私人顧問	-	3 906	510	163	790	5 369
Investment Analyst 投資分析員	-	1 660	461	9	630	2 760
Investment Officer 投資主任	-	1 468	880	125	560	3 033
Sales Officer – Investment Products 銷售主任—投資產品	-	1 309	993	118	616	3 036
Sales Officer – Securities 銷售主任—證券	-	390	322	14	222	948
Securities Settlement Officer 證券交收結算主任	-	949	490	7	187	1 633
Insurance Products Officer 保險產品主任	-	82	71	-	-	153
Mandatory Provident Fund Officer 強制性公積金主任	-	119	22	-	384	525
Operations Officer 運作主任	2	3 151	983	5	2 032	6 173
Sales Officer – Insurance Products 銷售主任—保險產品	-	3	93	-	-	96
Telecommunications Officer 電訊主任	-	32	48	-	16	96
Trade Finance Operations Officer 貿易融資運作主任	-	635	208	85	201	1 129
Trust Officer 信託主任	-	67	12	3	71	153
Credit Analyst 授信分析員	-	373	237	9	71	690
Credit Card Officer 信用卡主任	-	322	228	-	53	603
Credit Information Officer 資信調查主任	-	34	97	-	37	168
Credit/Loan Officer 授信／放款主任	-	1 947	582	7	324	2 860
Hire Purchase/Leasing Officer 分期付款／租賃主任	-	73	5	-	71	149
Business Development Officer 業務發展主任	-	1 746	285	-	411	2 442
Liaison Officer 聯絡主任	-	183	55	-	10	248
Marketing Officer 市場推廣主任	10	1 685	336	-	198	2 229
Telemarketing Officer 電話市場推廣主任	-	228	73	12	43	356
Accounting Officer 會計主任	-	1 221	436	2	266	1 925
Computer Operations Officer 電腦運作主任	2	473	90	3	226	794
IT Audit Officer 資訊科技稽核主任	-	50	17	-	13	80

Job Title 職稱	Number of Employees 僱員人數					
	1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級 (續)						
Programmer/Technology Officer 程式員／科技主任	-	1 573	180	-	290	2 043
Systems Analyst 系統分析員	5	659	273	40	338	1 315
Human Resources Officer 人力資源主任	-	482	192	5	248	927
Training Officer/Instructor 訓練主任／導師	-	102	9	-	43	154
Compliance Officer 條例執行主任	-	224	130	1	167	522
Internal Audit Officer 內部稽核主任	-	264	146	-	48	458
Organization/Productivity/Quality/ Re-Engineering Officer 組織／生產力／質素／ 工序重整主任	-	64	16	-	15	95
Other Supervisor 其他主管	-	3 118	84	-	732	3 934
Sub-total 小計	33	31 111	9 792	874	10 066	51 876
CLERICAL LEVEL 文員級						
Money Changers Clerk 貨幣兌換文員	1 225	384	-	-	214	1 823
Securities and Futures Assistant 證券及期貨助理	3 028	2 044	383	-	1 581	7 036
Securities Settlement Clerk 證券交收結算文員	1 041	744	11	-	289	2 085
Cashier 出納員	228	632	1	-	72	933
General Clerk 一般文員	5 416	2 475	33	-	1 857	9 781
Mailing Clerk 郵遞文員	87	74	3	3	70	237
Receptionist/Telephone Operator 接待員／電話操作員	205	145	-	-	256	606
Trade Finance Operations Checker 貿易融資運作核對員	68	650	3	-	115	836
Trade Finance Operations Clerk 貿易融資運作文員	277	771	2	-	193	1 243
Teller 櫃檯員	5 743	3 071	-	-	1 110	9 924
Credit/Loan Clerk 授信／放款文員	1 644	1 276	465	7	359	3 751
Telemarketing Representative 電話市場推廣代表	514	337	-	-	466	1 317
Accounting Clerk 會計文員	710	694	34	-	485	1 923
Computer Operator 電腦操作員	444	471	58	-	209	1 182
Internal Audit Clerk 內部稽核文員	43	46	-	-	71	160
Sub-total 小計	20 673	13 814	993	10	7 347	42 837
OTHERS 其他						
Other Supporting Staff 其他輔助員工	-	-	-	-	13 328	13 328
Sub-total 小計	-	-	-	-	13 328	13 328
Total 總計	20 706	45 078	28 744	6 446	35 189	136 163

* As the minimum requirement on year(s) of experience in the industry of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 3.1 : Employees' Minimum Requirement on Year(s)
of Experience in the Industry
(Banking and Finance Industry – By Branch)

表 3.1 : 僱員在此行業的基本年資要求
(銀行及金融業 – 按門類劃分)

Branch 門類	Job Title 職 稱	Number of Employees 僱員人數					
		1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供資 料	Total 總計
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限 制牌照銀行及外 國銀行本港代表 辦事處	Managerial Level 經理級	-	47	14 298	2 837	1 655	18 837
	Supervisory/Officer Level 主管/ 主任級	24	23 026	5 215	23	4 885	33173
	Clerical Level 文員級	12 974	9 141	18	-	3 468	25 601
	Other Supporting Staff 其他輔助員工	-	-	-	-	11 057	11 057
	Total 總計	12 998	32 214	19 531	2 860	21 065	88 668
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	-	3	162	12	17	194
	Supervisory/Officer Level 主管/ 主任級	2	231	15	-	8	256
	Clerical Level 文員級	306	101	10	-	13	430
	Other Supporting Staff 其他輔助員工	-	-	-	-	30	30
	Total 總計	308	335	187	12	68	910
Investment and Holding Companies 投資及控股公 司	Managerial Level 經理級	-	-	380	352	187	919
	Supervisory/Officer Level 主管/ 主任級	-	925	332	78	333	1 668
	Clerical Level 文員級	529	263	-	-	125	917
	Other Supporting Staff 其他輔助員工	-	-	-	-	187	187
	Total 總計	529	1 188	712	430	832	3 691
Personal Loans and Related Companies 私人貸款及有 關公司	Managerial Level 經理級	-	33	325	80	136	574
	Supervisory/Officer Level 主管/ 主任級	-	669	210	-	222	1 101
	Clerical Level 文員級	668	272	-	7	344	1 291
	Other Supporting Staff 其他輔助員工	-	-	-	-	81	81
	Total 總計	668	974	535	87	783	3 047

Branch 門類	Job Title 職 稱	Number of Employees 僱 員 人 數					
		1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供資 料	Total 總計
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	-	14	787	410	182	1 393
	Supervisory/Officer Level 主管/ 主任級	-	1 354	796	38	583	2 771
	Clerical Level 文員級	3 174	1 690	104	-	1473	6441
	Other Supporting Staff 其他輔助員工	-	-	-	-	310	310
	Total 總計	3 174	3 058	1 687	448	2 548	10 915
Commodity Futures and Gold Bullion Brokers/ Dealers 期貨及黃金經 紀/ 交易商	Managerial Level 經理級	-	6	79	69	41	195
	Supervisory/Officer Level 主管/ 主任級	-	143	111	9	54	317
	Clerical Level 文員級	366	282	13	-	104	765
	Other Supporting Staff 其他輔助員工	-	-	-	-	24	24
	Total 總計	366	431	203	78	223	1 301
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及 期貨交易公司 及銀行及金融 業內的法定機 構	Managerial Level 經理級	-	-	359	6	658	1 023
	Supervisory/Officer Level 主管/ 主任級	-	209	-	-	758	967
	Clerical Level 文員級	125	12	-	-	287	424
	Other Supporting Staff 其他輔助員工	-	-	-	-	287	287
	Total 總計	125	221	359	6	1 990	2 701
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯 經紀/交易商	Managerial Level 經理級	-	-	129	24	10	163
	Supervisory/Officer Level 主管/ 主任級	7	501	70	-	22	600
	Clerical Level 文員級	1 064	140	-	-	53	1 257
	Other Supporting Staff 其他輔助員工	-	-	-	-	27	27
	Total 總計	1 071	641	199	24	112	2 047
Other Financial Companies 其他與金融有 關的公司	Managerial Level 經理級	-	50	1 440	1 772	1 562	4 824
	Supervisory/Officer Level 主管/ 主任級	-	4 053	3 043	726	3 201	11 023
	Clerical Level 文員級	1 467	1 913	848	3	1 480	5 711
	Other Supporting Staff 其他輔助員工	-	-	-	-	1 325	1 325
	Total 總計	1 467	6 016	5 331	2 501	7 568	22 883

Branch 門類	Job Title 職 稱	Number of Employees 僱 員 人 數					
		1 Year or Less 1年 或少於1年	2-4 Years 2至4年	5-10 Years 5至10年	Over 10 Years 10年以上	Not applicable/ Unspecified* / Refusal 不適用／ 未有說明*／ 未有提供資 料	Total 總計
All Branches 全部門類	Managerial Level 經理級	-	153	17 959	5 562	4 448	28 122
	Supervisory/Officer Level 主管/ 主任級	33	31 111	9 792	874	10 066	51 876
	Clerical Level 文員級	20 673	13 814	993	10	7 347	42 837
	Other Supporting Staff 其他輔助員工	-	-	-	-	13 328	13 328
	Total 總計	20 706	45 078	28 744	6 446	35 189	136 163

* As the minimum requirement on year(s) of experience in the industry of other supporting staff was widely spread, their statistics were grouped under “Unspecified”.

Table 4 : Average Monthly Income Range of Employees
(Banking and Finance Industry)

表 4 : 僱員平均每月收入的幅度
(銀行及金融業)

Job Title 職 稱	Number of Employees 僱 員 人 數										Total 總計
	Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用／ 未有說明*／ 未有提供資料	
MANAGERIAL LEVEL 經理級											
Assistant to Chief Executive Officer/ Director 行政總裁助理／ 董事助理	-	-	-	22	33	86	15	5	42	116	319
Chief Executive Officer/ Chief Operating Officer/ Managing Director/ General Manager 行政總裁／總運作 主任／常務董事／ 總經理	-	-	-	15	75	117	22	18	574	223	1 044
Chief Representative 首席代表	-	-	-	1	10	22	3	6	23	24	89
Manager - Administration 經理－行政	-	-	-	96	57	187	47	58	3	76	524
Manager - Branch Operations 經理－分行運作	-	-	-	1	171	119	46	30	14	41	422
Zone/District Manager 區域經理	-	-	-	-	-	94	83	-	31	60	268
Head of Treasury and Capital Markets 庫務及資本市場 主管	-	-	-	-	6	42	7	9	88	68	220
Manager - Foreign Exchange/Money Market/Interest Rate Products/Debt Market 經理－外匯／拆放 市場／利率產品／ 債務市場	-	-	-	11	41	157	53	94	362	151	869
Manager - Settlement 經理－結算	-	-	-	9	94	18	37	5	-	100	263
Risk Manager 風險經理	-	-	-	3	16	520	67	89	9	120	824
Chief Investment Officer/Manager - Investment 總投資主任／ 經理－投資	-	-	-	6	25	19	5	1	390	367	813
Financial Adviser/ Portfolio Manager 財務顧問／ 基金組合經理	-	-	-	1	102	386	599	26	302	370	1 786
Manager - Investment Services 經理－投資服務	-	-	-	125	261	194	26	154	79	546	1 385
Manager - Private Banking 經理－私人銀行	-	-	-	4	4	21	300	717	227	40	1 313

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
MANAGERIAL LEVEL (Continued) 經理級 (續)											
Manager - Securities/ Custodian Services 經理－證券／ 代管人服務	-	-	-	22	7	37	48	34	8	65	221
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨 及商品交易	-	-	8	197	149	81	74	8	19	379	915
Manager - Branch 經理－分行	-	-	-	47	854	1 010	120	-	21	128	2 180
Manager - Insurance Products 經理－保險產品	-	-	1	3	1	46	16	-	-	50	117
Manager - Mandatory Provident Fund 經理－強制性 公積金	-	-	-	-	56	3	-	-	-	77	136
Manager - Trade Finance Operations 經理－貿易融資 運作	-	-	-	6	149	179	74	1	150	137	696
Manager - Trust 經理－信託	-	-	-	22	8	53	-	-	103	69	255
Manager - Credit 經理－授信	-	-	-	141	364	229	186	28	-	249	1 197
Manager - Credit Card 經理－信用卡	-	-	-	1	90	74	10	-	-	1	176
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構／ 國外同業部	-	-	-	1	7	67	3	132	1	14	225
Manager - Business Development 經理－業務發展	-	-	-	-	44	447	71	41	58	222	883
Manager - Corporate Banking/Commercial Banking/Relationship 經理－機構銀行／ 商業銀行／關係 推廣	-	-	-	2	140	780	13	157	151	160	1 403
Manager - Liaison 經理－聯絡	-	-	-	-	-	16	9	7	1	11	44
Manager - Marketing/ Product Development 經理－市場推廣／ 產品開發	-	-	8	4	14	313	151	-	1	157	648
Chief Financial Officer/Financial Controller 總財務主任／ 財務監督	-	-	-	11	15	12	20	13	154	100	325
Manager - Accounting 經理－會計	-	-	-	39	49	196	161	34	-	278	757
Chief Information Officer/Chief Technology Officer/ Manager - IT 總資訊主任／ 總科技主任／ 經理－資訊科技	-	-	-	8	23	896	89	182	1	313	1 512

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$6,000 以下	\$6,000 -	\$10,001 -	\$20,001 -	\$30,001 -	\$40,001 -	\$60,001 -	\$80,001 -	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
MANAGERIAL LEVEL (Continued) 經理級 (續)											
E-Commerce Manager 電子商貿經理	-	-	-	1	86	164	-	-	-	24	275
Manager - Human Resources 經理－人力資源	-	-	-	4	72	155	25	89	27	118	490
Manager - Training/ Learning and Development 經理－訓練／ 學習及培訓	-	-	-	5	-	105	-	14	-	50	174
Company Secretary 公司秘書	-	-	-	1	18	15	2	13	-	44	93
Economist/Manager - Economic Research 經濟研究員／ 經理－經濟研究	-	-	-	1	-	43	6	3	45	136	234
Legal Adviser 法律顧問	-	-	-	-	6	1	21	12	173	98	311
Manager - Compliance 經理－條例執行	-	-	-	1	15	200	84	39	47	104	490
Manager - Corporate Communications/ Public Relations 經理－企業傳訊／ 公共關係	-	-	-	10	21	22	90	12	-	44	199
Manager - Internal Audit 經理－內部稽核	-	-	-	4	45	129	33	21	11	62	305
Manager - Organization/ Productivity/Quality/ Re-Engineering 經理－組織／ 生產力／質素／ 工序重整	-	-	-	-	-	90	82	-	-	18	190
Manager - Property/ Real Estate 經理－產業／ 房地產	-	-	-	-	-	31	13	-	18	6	68
Other Manager 其他經理	-	-	-	-	4	2 403	476	12	-	569	3 464
Sub-total 小 計	-	-	17	825	3 132	9 779	3187	2 064	3 133	5 985	28 122
SUPERVISORY/ OFFICER LEVEL 主管/主任級											
Administration Officer 行政主任	-	-	319	547	155	190	-	8	-	194	1413
Management Trainee 見習主任	-	-	131	150	-	-	-	-	-	17	298
Representative 代表	-	-	5	12	39	7	1	-	-	14	78
Foreign Exchange and Money Market Dealer 外匯及拆放市場 交易員	-	-	200	364	45	476	-	-	-	262	1 347
Remittances Officer 匯兌主任	-	72	335	70	96	15	-	-	-	600	1 188
Settlement Officer 結算主任	-	-	166	143	32	1	-	-	-	114	456

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$6,000 以下	\$6,000 -\$10,000	\$10,001 -\$20,000	\$20,001 -\$30,000	\$30,001 -\$40,000	\$40,001 -\$60,000	\$60,001 -\$80,000	\$80,001 -\$100,000	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級 (續)											
Financial Adviser Representative/ Personal Consultant 財務顧問代表／ 私人顧問	-	300	548	2 358	308	605	20	26	-	1 204	5 369
Investment Analyst 投資分析員	-	-	21	469	790	357	100	6	-	1 017	2 760
Investment Officer 投資主任	-	8	602	232	363	339	-	75	-	1 414	3 033
Sales Officer – Investment Products 銷售主任－投資 產品	-	-	761	921	180	224	30	50	-	870	3 036
Sales Officer – Securities 銷售主任－證券	-	12	205	218	44	44	58	24	-	343	948
Securities Settlement Officer 證券交收結算主任	-	8	386	480	285	22	-	-	-	452	1 633
Insurance Products Officer 保險產品主任	-	-	2	68	-	-	-	-	-	83	153
Mandatory Provident Fund Officer 強制性公積金主任	-	-	55	3	-	3	-	-	-	464	525
Operations Officer 運作主任	-	-	3 197	2 596	133	3	-	-	-	244	6 173
Sales Officer – Insurance Products 銷售主任－保險 產品	-	-	1	95	-	-	-	-	-	-	96
Telecommunications Officer 電訊主任	-	-	28	56	-	-	-	-	-	12	96
Trade Finance Operations Officer 貿易融資運作主任	-	-	224	631	53	-	-	-	-	221	1 129
Trust Officer 信託主任	-	-	42	60	3	-	3	-	-	45	153
Credit Analyst 授信分析員	-	-	283	251	31	4	-	-	-	121	690
Credit Card Officer 信用卡主任	-	-	113	280	206	-	-	-	-	4	603
Credit Information Officer 資信調查主任	-	-	36	108	2	-	-	-	-	22	168
Credit/Loan Officer 授信／放款主任	-	-	1 435	860	40	66	-	-	-	459	2 860
Hire Purchase/ Leasing Officer 分期付款／ 租賃主任	-	-	86	18	13	-	-	-	-	32	149
Business Development Officer 業務發展主任	-	-	186	1 992	114	6	16	-	-	128	2 442
Liaison Officer 聯絡主任	-	-	-	30	36	91	-	-	-	91	248
Marketing Officer 市場推廣主任	-	-	680	711	616	4	-	-	-	218	2 229
Telemarketing Officer 電話市場推廣主任	-	-	84	123	6	14	-	-	-	129	356

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$6,000 以下	\$6,000 -	\$10,001 -	\$20,001 -	\$30,001 -	\$40,001 -	\$60,001 -	\$80,001 -	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級 (續)											
Accounting Officer 會計主任	-	-	499	415	262	142	-	-	-	607	1 925
Computer Operations Officer 電腦運作主任	-	-	30	221	199	68	-	-	-	276	794
IT Audit Officer 資訊科技稽核主任	-	-	-	13	30	17	-	-	-	20	80
Programmer/ Technology Officer 程式員／科技主任	-	-	192	162	1 216	80	-	-	-	393	2 043
Systems Analyst 系統分析員	-	-	92	127	377	301	-	-	-	418	1 315
Human Resources Officer 人力資源主任	-	-	275	163	99	37	-	-	-	353	927
Training Officer/Instructor 訓練主任／導師	-	-	23	104	-	2	-	-	-	25	154
Compliance Officer 條例執行主任	-	8	47	208	68	21	1	-	-	169	522
Internal Audit Officer 內部稽核主任	-	-	8	288	92	1	-	-	-	69	458
Organization/ Productivity/Quality/ Re-Engineering Officer 組織／生產力／ 質素／工序重整 主任	-	-	33	2	42	6	-	-	-	12	95
Other Supervisor 其他主管	-	-	67	1 986	771	234	-	-	-	876	3 934
Sub-total 小 計	-	408	11 397	17 535	6 746	3 380	229	189	-	11 992	51 876
CLERICAL LEVEL 文員級											
Money Changers Clerk 貨幣兌換文員	13	952	350	133	-	-	-	-	-	375	1 823
Securities and Futures Assistant 證券及期貨助理	-	1 066	2 757	68	48	7	-	-	-	3 090	7 036
Securities Settlement Clerk 證券交收結算文員	-	360	1 030	66	-	-	-	-	-	629	2 085
Cashier 出納員	-	3	844	57	-	-	-	-	-	29	933
General Clerk 一般文員	-	421	7 320	89	-	-	-	-	-	1 951	9 781
Mailing Clerk 郵遞文員	-	39	98	-	-	-	-	-	-	100	237
Receptionist/ Telephone Operator 接待員／電話 操作員	-	55	290	3	-	-	-	-	-	258	606
Trade Finance Operations Checker 貿易融資運作 核對員	-	1	682	-	-	-	-	-	-	153	836
Trade Finance Operations Clerk 貿易融資運作文員	-	21	986	-	-	-	-	-	-	236	1 243
Teller 櫃檯員	-	15	9 770	-	-	-	-	-	-	139	9 924

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$6,000 以下	\$6,000 -	\$10,001 -	\$20,001 -	\$30,001 -	\$40,001 -	\$60,001 -	\$80,001 -	Above \$100,000 以上	Not applicable/ Unspecified*/ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
CLERICAL LEVEL (Continued) 文員級 (續)											
Credit/Loan Clerk 授信／放款文員	-	649	2 343	-	-	-	-	-	-	759	3 751
Telemarketing Representative 電話市場推廣代表	-	36	391	-	-	-	-	-	-	890	1 317
Accounting Clerk 會計文員	-	172	835	64	-	-	-	-	-	852	1 923
Computer Operator 電腦操作員	-	78	558	41	3	-	-	-	-	502	1 182
Internal Audit Clerk 內部稽核文員	-	4	35	20	-	-	-	-	-	101	160
Sub-total 小 計	13	3 872	28 289	541	51	7	-	-	-	10 064	42 837
OTHERS 其他											
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	13 328	13 328
Sub-total 小 計	-	-	-	-	-	-	-	-	-	13 328	13 328
Total 總 計	13	4 280	39 703	18 901	9 929	13 166	3 416	2 253	3 133	41 369	136 163

* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".

Table 4.1 : Average Monthly Income Range of Employees
(Banking and Finance Industry – By Branch)

表 4.1 : 僱員平均每月收入的幅度
(銀行及金融業 – 按門類劃分)

Branch 門類	Job Title 職 稱	Number of Employees 僱 員 人 數										Total 總計
		Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified */ Refusal 不適用/ 未有說明* ／未有提 供資料	
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有 限制牌照銀行 及外國銀行本 港代表辦事處	Managerial Level 經理級	-	-	9	214	2 487	8 769	2 588	1 719	1 951	1 100	18 837
	Supervisory/ Officer Level 主管/ 主任級	-	-	9 246	14 384	5 548	2 116	21	6	-	1 852	33 173
	Clerical Level 文員級	-	162	23 444	128	3	-	-	-	-	1 864	25 601
	Other Supporting Staff 其他輔助員 工	-	-	-	-	-	-	-	-	-	11 057	11 057
	Total 總計	-	162	32 699	14 726	8 038	10 885	2 609	1 725	1 951	15 873	88 668
Deposit- taking Companies 接受存款公 司	Managerial Level 經理級	-	-	-	9	25	60	9	2	2	87	194
	Supervisory/ Officer Level 主管/ 主任級	-	-	29	124	4	-	-	-	-	99	256
	Clerical Level 文員級	-	13	232	-	-	-	-	-	-	185	430
	Other Supporting Staff 其他輔助員 工	-	-	-	-	-	-	-	-	-	30	30
	Total 總計	-	13	261	133	29	60	9	2	2	401	910
Investment and Holding Companies 投資及控股 公司	Managerial Level 經理級	-	-	-	-	33	4	55	80	197	550	919
	Supervisory/ Officer Level 主管/ 主任級	-	-	-	265	119	201	-	-	-	1 083	1 668
	Clerical Level 文員級	-	26	585	-	-	-	-	-	-	306	917
	Other Supporting Staff 其他輔助員 工	-	-	-	-	-	-	-	-	-	187	187
	Total 總計	-	26	585	265	152	205	55	80	197	2 126	3 691
Personal Loans and Related Companies 私人貸款及 有關公司	Managerial Level 經理級	-	-	-	192	59	84	18	-	-	221	574
	Supervisory/ Officer Level 主管/ 主任級	-	-	400	346	2	-	-	-	-	353	1 101
	Clerical Level 文員級	-	279	491	-	-	-	-	-	-	521	1 291
	Other Supporting Staff 其他輔助員 工	-	-	-	-	-	-	-	-	-	81	81
	Total 總計	-	279	891	538	61	84	18	-	-	1 176	3 047

Branch 門類	Job Title 職 稱	Number of Employees 僱 員 人 數										
		Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified */ Refusal 不適用/ 未有說明*/ 未有提供資料	Total 總計
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	-	-	8	270	189	224	105	32	62	503	1 393
	Supervisory/ Officer Level 主管/ 主任級	-	32	521	626	60	70	8	32	-	1 422	2 771
	Clerical Level 文員級	-	1 414	2 118	52	6	7	-	-	-	2 844	6 441
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	310	310
	Total 總計	-	1 446	2 647	948	255	301	113	64	62	5 079	10 915
Commodity Futures and Gold Bullion Brokers/ Dealers 期貨及黃金 經紀/ 交易商	Managerial Level 經理級	-	-	-	30	35	45	13	-	8	64	195
	Supervisory/ Officer Level 主管/ 主任級	-	4	94	77	30	18	-	-	-	94	317
	Clerical Level 文員級	-	280	207	22	-	-	-	-	-	256	765
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	24	24
	Total 總計	-	284	301	129	65	63	13	-	8	438	1 301
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金 及期貨交易 公司及銀行 及金融業內的 法定機構	Managerial Level 經理級	-	-	-	-	-	251	-	-	-	772	1 023
	Supervisory/ Officer Level 主管/ 主任級	-	-	-	73	-	-	-	-	-	894	967
	Clerical Level 文員級	-	-	-	-	-	-	-	-	-	424	424
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	287	287
	Total 總計	-	-	-	73	-	251	-	-	-	2 377	2 701
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外 匯經紀/交易 商	Managerial Level 經理級	-	-	-	15	26	55	5	35	7	20	163
	Supervisory/ Officer Level 主管/ 主任級	-	20	167	244	-	63	-	-	-	106	600
	Clerical Level 文員級	13	808	223	11	-	-	-	-	-	202	1 257
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	27	27
	Total 總計	13	828	390	270	26	118	5	35	7	355	2 047

Branch 門類	Job Title 職 稱	Number of Employees 僱 員 人 數										
		Below \$6,000 以下	\$6,000 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	Above \$100,000 以上	Not applicable/ Unspecified */ Refusal 不適用/ 未有說明* ／未有提 供資料	Total 總計
Other Financial Companies 其他與金融 有關的公司	Managerial Level 經理級	-	-	-	95	278	287	394	196	906	2 668	4 824
	Supervisory/ Officer Level 主管/ 主任級	-	352	940	1 396	983	912	200	151	-	6 089	11 023
	Clerical Level 文員級	-	890	989	328	42	-	-	-	-	3 462	5 711
	Other Supporting Staff 其他輔助員 工	-	-	-	-	-	-	-	-	-	1 325	1 325
	Total 總計	-	1 242	1 929	1 819	1 303	1 199	594	347	906	13 544	22 883
All Branches 全部門類	Managerial Level 經理級	-	-	17	825	3 132	9 779	3 187	2 064	3 133	5 985	28 122
	Supervisory/ Officer Level 主管/ 主任級	-	408	11 397	17 535	6 746	3 380	229	189	-	11 992	51 876
	Clerical Level 文員級	13	3 872	28 289	541	51	7	-	-	-	10 064	42 837
	Other Supporting Staff 其他輔助員 工	-	-	-	-	-	-	-	-	-	13 328	13 328
	Total 總計	13	4 280	39 703	18 901	9 929	13 166	3 416	2 253	3 133	41 369	136 163

* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under “Unspecified”.

Table 5 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Banking and Finance Industry)

表 5 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(銀行及金融業)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	1 275	2 245	3 381	6 901
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	4	-	3	7
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	155	358	856	1 369
(d)	Emigration 移民	41	37	26	104
(e)	Repatriation 回國	41	4	9	54
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	1	4	1	6
	(ii) To other countries 往其他國家	2	4	10	16
(g)	Retirement 退休	96	134	61	291
(h)	Further studies 繼續進修	1	67	168	236
(i)	Other reasons 其他原因	322	1 348	1 492	3 162
(j)	Reasons unknown 原因不詳	114	214	300	628
Sub-total 小計		2 052	4 415	6 307	12 774
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	117	99	149	365
(b)	Company re-structured/closed 公司改組／結業	7	56	131	194
(c)	Expiry of employment contract 僱傭合約期滿	10	26	206	242
(d)	Poor performance 工作表現欠佳	83	274	289	646
(e)	Other reasons 其他原因	43	109	112	264
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		260	564	887	1 711
Total 總計		2 312	4 979	7 194	14 485

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	1 394	2 489	3 251	7 134
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	18	70	196	284
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	51	601	1 296	1 948
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	425	178	603
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生(高級文憑／副學士／文憑／高級證書／證書或同等學歷)	-	12	39	51
	(iii) Matriculant/Secondary School Leaver or Equivalent/ Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	35	184	219
(e)	Other sources 其他來源	25	29	57	111
(f)	Sources unspecified 來源未有說明	1 063	1 342	2 951	5 356
Total 總計		2 551	5 003	8 152	15 706
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	2 388	4 798	8 026	15 212
(b)	The Mainland of China 中國內地	41	58	13	112
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	37	20	2	59
(e)	Other places 其他地方	79	121	111	311
(f)	Geographic origins unspecified 地域來源未有說明	6	6	-	12
Total 總計		2 551	5 003	8 152	15 706

Table 5.1 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Licensed Banks, Restricted Licence Banks
and Local Representative Offices of Foreign Banks)

表 5.1 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	883	1 506	2 655	5 044
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	1	-	3	4
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	87	238	707	1 032
(d)	Emigration 移民	41	26	18	85
(e)	Repatriation 回國	8	3	-	11
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	1	4	1	6
	(ii) To other countries 往其他國家	1	-	1	2
(g)	Retirement 退休	94	132	61	287
(h)	Further studies 繼續進修	1	62	154	217
(i)	Other reasons 其他原因	296	1 294	1 391	2 981
(j)	Reasons unknown 原因不詳	5	32	41	78
	Sub-total 小計	1 418	3 297	5 032	9 747
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	83	40	25	148
(b)	Company re-structured/closed 公司改組／結業	1	3	8	12
(c)	Expiry of employment contract 僱傭合約期滿	1	6	191	198
(d)	Poor performance 工作表現欠佳	79	145	244	468
(e)	Other reasons 其他原因	31	97	45	173
(f)	Reasons unknown 原因不詳	-	-	-	0
	Sub-total 小計	195	291	513	999
	Total 總計	1 613	3 588	5 545	10 746

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	761	1 564	1 988	4 313
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	15	43	186	244
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	40	343	817	1 200
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	285	100	385
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	2	20	22
	(iii) Matriculant/Secondary School Leaver or Equivalent/ Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	7	46	53
(e)	Other sources 其他來源	25	16	5	46
(f)	Sources unspecified 來源未有說明	981	1 329	2 906	5 216
Total 總計		1 822	3 589	6 068	11 479
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	1 755	3 516	6 061	11 332
(b)	The Mainland of China 中國內地	38	45	5	88
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	24	17	2	43
(e)	Other places 其他地方	5	11	-	16
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		1 822	3 589	6 068	11 479

Table 5.2 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Deposit-taking Companies)

表 5.2 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(接受存款公司)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	1	5	5	11
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	-	4	4
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	1	1	-	2
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	1	1	-	2
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	1	-	1
(i)	Other reasons 其他原因	-	-	-	0
(j)	Reasons unknown 原因不詳	-	2	1	3
Sub-total 小計		3	10	10	23
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組／結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		0	0	0	0
Total 總計		3	10	10	23

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	5	6	9	20
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	-	-	0
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	2	1	3
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	-	0
	(iii) Matriculant/Secondary School Leaver or Equivalent/ Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	1	1
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		5	8	11	24
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	2	5	11	18
(b)	The Mainland of China 中國內地	-	-	-	0
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	-	-	-	0
(e)	Other places 其他地方	3	3	-	6
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		5	8	11	24

Table 5.3 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Investment and Holding Companies)

表 5.3 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(投資及控股公司)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	78	5	15	98
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	39	-	-	39
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	-	0
(j)	Reasons unknown 原因不詳	10	17	28	55
Sub-total 小計		127	22	43	192
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	1	8	5	14
(b)	Company re-structured/closed 公司改組／結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	3	3
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		1	8	8	17
Total 總計		128	30	51	209

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	86	15	27	128
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	41	-	41
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	-	0
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	-	0
	(iii) Matriculant/Secondary School Leaver or Equivalent Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	3	7	12	22
Total 總計		89	63	39	191
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	89	53	39	181
(b)	The Mainland of China 中國內地	-	10	-	10
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	-	-	-	0
(e)	Other places 其他地方	-	-	-	0
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		89	63	39	191

Table 5.4 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Personal Loans and Related Companies)

表 5.4 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(私人貸款及有關公司)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	8	20	50	78
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	32	27	59
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	21	-	-	21
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	8	8
(j)	Reasons unknown 原因不詳	-	-	48	48
Sub-total 小計		29	52	133	214
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	8	48	72	128
(b)	Company re-structured/closed 公司改組／結業	-	46	72	118
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	-	7	7
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		8	94	151	253
Total 總計		37	146	284	467

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	13	33	66	112
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	-	20	20
(d)	From a college/school direct 直接來自院校／學校				
(i)	Graduate of University Degree or above 大學學位或以上畢業生	-	-	-	0
(ii)	Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	-	0
(iii)	Matriculant/Secondary School Leaver or Equivalent Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	39	39
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		13	33	125	171
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	8	33	125	166
(b)	The Mainland of China 中國內地	-	-	-	0
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	-	-	-	0
(e)	Other places 其他地方	5	-	-	5
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		13	33	125	171

Table 5.5 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Securities Brokerage Firms)

表 5.5 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(證券經紀公司)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	35	199	288	522
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	3	-	-	3
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	15	20	35
(d)	Emigration 移民	-	8	8	16
(e)	Repatriation 回國	8	-	9	17
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	3	-	3
(i)	Other reasons 其他原因	-	16	8	24
(j)	Reasons unknown 原因不詳	-	29	-	29
	Sub-total 小計	46	270	333	649
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	15	3	45	63
(b)	Company re-structured/closed 公司改組／結業	-	-	15	15
(c)	Expiry of employment contract 僱傭合約期滿	3	-	3	6
(d)	Poor performance 工作表現欠佳	-	25	10	35
(e)	Other reasons 其他原因	-	8	8	16
(f)	Reasons unknown 原因不詳	-	-	-	0
	Sub-total 小計	18	36	81	135
	Total 總計	64	306	414	784

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	58	235	426	719
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	8	51	59
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	33	17	50
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	6	-	6
	(iii) Matriculant/Secondary School Leaver or Equivalent/ Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	28	50	78
(e)	Other sources 其他來源	-	13	8	21
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		58	323	552	933
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	50	276	528	854
(b)	The Mainland of China 中國內地	-	-	-	0
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	6	3	-	9
(e)	Other places 其他地方	2	44	24	70
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		58	323	552	933

Table 5.6 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Commodity Futures and Gold Bullion Brokers/Dealers)

表 5.6 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(期貨及黃金經紀/交易商)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	12	19	30	61
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	-	1	1
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	2	2
(j)	Reasons unknown 原因不詳	-	1	47	48
Sub-total 小計		12	20	80	112
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	1	5	6
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		0	1	5	6
Total 總計		12	21	85	118

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	22	34	169	225
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	2	-	2
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	2	4	11	17
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	20	20
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	4	-	4
	(iii) Matriculant/Secondary School Leaver or Equivalent Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	4	4
(e)	Other sources 其他來源	-	-	5	5
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		24	44	209	277
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	24	43	209	276
(b)	The Mainland of China 中國內地	-	1	-	1
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	-	-	-	0
(e)	Other places 其他地方	-	-	-	0
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		24	44	209	277

Table 5.7 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Stock, Bullion and Commodity Exchanges and
Statutory Bodies in the Banking and Finance Industry)

表 5.7 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(股票、黃金及期貨交易公司及銀行及金融業內的法定機構)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	-	-	-	0
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	-	-	-	0
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	-	0
(j)	Reasons unknown 原因不詳	7	12	4	23
Sub-total 小計		7	12	4	23
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	2	2
(b)	Company re-structured/closed 公司改組／結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	-	-	0
(e)	Other reasons 其他原因	2	-	7	9
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		2	0	9	11
Total 總計		9	12	13	34

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	9	-	4	13
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	-	0
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	7	23	30
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	-	0
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	-	0
	(iii) Matriculant/Secondary School Leaver or Equivalent Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	-	0
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		9	7	27	43
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	9	7	27	43
(b)	The Mainland of China 中國內地	-	-	-	0
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	-	-	-	0
(e)	Other places 其他地方	-	-	-	0
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		9	7	27	43

Table 5.8 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Money Changers and Foreign Exchange Brokers/ Dealers)

表 5.8 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(兌換商及外匯經紀/交易商)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行/金融工作或創辦與金融有關的業務	1	1	27	29
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行/金融/保險業以外工作或創辦金融/保險業以外的業務	-	2	22	24
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	1	6	7
(g)	Retirement 退休	-	-	-	0
(h)	Further studies 繼續進修	-	1	7	8
(i)	Other reasons 其他原因	8	32	83	123
(j)	Reasons unknown 原因不詳	1	5	37	43
Sub-total 小計		10	42	182	234
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	-	-	-	0
(b)	Company re-structured/closed 公司改組/結業	-	-	12	12
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	-	-	23	23
(e)	Other reasons 其他原因	4	4	20	28
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		4	4	55	63
Total 總計		14	46	237	297

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	11	59	36	106
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	-	-	4	4
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	-	-	96	96
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	-	29	29
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	-	0
	(iii) Matriculant/Secondary School Leaver or Equivalent Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	19	19
(e)	Other sources 其他來源	-	-	14	14
(f)	Sources unspecified 來源未有說明	-	-	6	6
Total 總計		11	59	204	274
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	2	44	199	245
(b)	The Mainland of China 中國內地	-	2	2	4
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	1	-	-	1
(e)	Other places 其他地方	8	13	3	24
(f)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		11	59	204	274

Table 5.9 : Staff Turnover in the Past 12 Months (1.1.2010 to 31.12.2010)
by Reason, by Source and by Geographic Origin
(Other Financial Companies)

表 5.9 : 過去十二個月內 (1.1.2010 至 31.12.2010) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(其他與金融有關的公司)

1. The number of employees who left in the past 12 months (1.1.2010 to 31.12.2010) by reason: 按原因劃分，過去十二個月內 (1.1.2010 至 31.12.2010) 離職的僱員人數：					
(I) Leaving of the company is initiated by the employee: 由僱員主動申請離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Taking up another job in the banking/finance industry or starting own finance related business 擔任另一份銀行／金融工作或創辦與金融有關的業務	257	490	311	1 058
(b)	Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險業工作或創辦與保險有關的業務	-	-	-	0
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry 擔任銀行／金融／保險業以外工作或創辦金融／保險業以外的業務	29	71	75	175
(d)	Emigration 移民	-	3	-	3
(e)	Repatriation 回國	3	-	-	3
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland of China/Macau/Taiwan 往中國內地/澳門/台灣	-	-	-	0
	(ii) To other countries 往其他國家	-	2	3	5
(g)	Retirement 退休	2	2	-	4
(h)	Further studies 繼續進修	-	-	7	7
(i)	Other reasons 其他原因	18	6	-	24
(j)	Reasons unknown 原因不詳	91	116	94	301
Sub-total 小計		400	690	490	1 580
(II) Leaving of the company is initiated by the company: 由公司安排僱員離職：					
Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Retrenchment 裁員	10	-	-	10
(b)	Company re-structured/closed 公司改組／結業	6	7	24	37
(c)	Expiry of employment contract 僱傭合約期滿	6	20	9	35
(d)	Poor performance 工作表現欠佳	4	103	-	107
(e)	Other reasons 其他原因	6	-	32	38
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		32	130	65	227
Total 總計		432	820	555	1 807

2. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by source: 按來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Source 來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	From another bank/finance company 來自另一間銀行／金融機構	429	543	526	1 498
(b)	From an insurance company/ insurance intermediary/insurance related company 來自保險公司／保險中介人／與保險業務有關的公司	3	25	6	34
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	9	198	278	485
(d)	From a college/school direct 直接來自院校／學校				
	(i) Graduate of University Degree or above 大學學位或以上畢業生	-	105	11	116
	(ii) Sub-Degree Holder (HD/AD/D/HC/C or equivalent) 副學位畢業生（高級文憑／副學士／文憑／高級證書／證書或同等學歷）	-	-	19	19
	(iii) Matriculant/Secondary School Leaver or Equivalent Student Below Secondary 5 預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	25	25
(e)	Other sources 其他來源	-	-	25	25
(f)	Sources unspecified 來源未有說明	79	6	27	112
Total 總計		520	877	917	2 314
3. The number of recruits in the past 12 months (1.1.2010 to 31.12.2010) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2010 至 31.12.2010）所招聘的僱員人數：					
Geographic Origin 地域來源		Managerial 經理級	Supervisory/ Officer 主管/ 主任級	Clerical 文員級	Total 總計
(a)	Hong Kong 香港	449	821	827	2 097
(b)	The Mainland of China 中國內地	3	-	6	9
(c)	Macau 澳門	-	-	-	0
(d)	Taiwan 台灣	6	-	-	6
(e)	Other places 其他地方	56	50	84	190
(f)	Geographic origins unspecified 地域來源未有說明	6	6	-	12
Total 總計		520	877	917	2 314

Table 6 : Number of Internal Promotions in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Banking and Finance Industry)

表 6 : 過去十二個月內 (1.1.2010 至 31.12.2010)
的內部晉升人數)
(銀行及金融業)

Branch 門類	Job Level 職級	No. of Employees at Date of Survey 現有僱員人數 (a)	No. of Internal Promotions in the Past 12 Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past 12 Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past 12 Months 過去十二個月 總招聘的人數 (d) = (b) + (c)	Percentage of No. of Internal Promotions to Total No. of Recruits 內部晉升佔總招聘 人數的百分比 (e) = (b) / (d)
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限牌照銀 行及外國銀行本港代表辦 事處	From Supervisor To Manager 由主管至經理	18 837	1 820	1 822	3 642	50.0
	From Clerk To Supervisor 由文員至主管	33 173	1 408	3 589	4 997	28.2
	From Others To Clerk 由其他職級至文員	25 601	15	6 068	6 083	0.2
	Total 總計	77 611	3 243	11 479	14 722	22.0
Deposit-taking Companies 接受存款公司	From Supervisor To Manager 由主管至經理	194	2	5	7	28.6
	From Clerk To Supervisor 由文員至主管	256	1	8	9	11.1
	From Others To Clerk 由其他職級至文員	430	1	11	12	8.3
	Total 總計	880	4	24	28	14.3
Investment and Holding Companies 投資及控股公司	From Supervisor To Manager 由主管至經理	919	2	89	91	2.2
	From Clerk To Supervisor 由文員至主管	1 668	3	63	66	4.5
	From Others To Clerk 由其他職級至文員	917	-	39	39	0.0
	Total 總計	3 504	5	191	196	2.6
Personal Loans and Related Companies 私人貸款及有關公司	From Supervisor To Manager 由主管至經理	574	2	13	15	13.3
	From Clerk To Supervisor 由文員至主管	1 101	10	33	43	23.3
	From Others To Clerk 由其他職級至文員	1 291	-	125	125	0.0
	Total 總計	2 966	12	171	183	6.6
Securities Brokerage Firms 證券經紀公司	From Supervisor To Manager 由主管至經理	1 393	15	58	73	20.5
	From Clerk To Supervisor 由文員至主管	2 771	12	323	335	3.6
	From Others To Clerk 由其他職級至文員	6 441	17	552	569	3.0
	Total 總計	10 605	44	933	977	4.5
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀/ 交易商	From Supervisor To Manager 由主管至經理	195	2	24	26	7.7
	From Clerk To Supervisor 由文員至主管	317	2	44	46	4.3
	From Others To Clerk 由其他職級至文員	765	-	209	209	0.0
	Total 總計	1 277	4	277	281	1.74
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的法 定機構	From Supervisor To Manager 由主管至經理	1 023	2	9	11	18.2
	From Clerk To Supervisor 由文員至主管	967	9	7	16	56.3
	From Others To Clerk 由其他職級至文員	424	5	27	32	15.6
	Total 總計	2 414	16	43	59	27.1

Branch 門類	Job Level 職級	No. of Employees at Date of Survey 現有僱員人數 (a)	No. of Internal Promotions in the Past 12 Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past 12 Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past 12 Months 過去十二個月 總招聘的人數 (d) = (b) + (c)	Percentage of No. of Internal Promotions to Total No. of Recruits 內部晉升佔總招聘 人數的百分比 (e) = (b) / (d)
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀/ 交易商	From Supervisor To Manager 由主管至經理	163	6	11	17	35.3
	From Clerk To Supervisor 由文員至主管	600	9	59	68	13.2
	From Others To Clerk 由其他職級至文員	1 257	13	204	217	6.0
	Total 總計	2 020	28	274	302	9.3
Other Financial Companies 其他與金融有關的公司	From Supervisor To Manager 由主管至經理	4 824	161	520	681	23.6
	From Clerk To Supervisor 由文員至主管	11 023	152	877	1 029	14.8
	From Others To Clerk 由其他職級至文員	5 711	11	917	928	1.2
	Total 總計	21 558	324	2 314	2 638	12.3
All Branches 全部門類	From Supervisor To Manager 由主管至經理	28 122	2 012	2 551	4 563	44.1
	From Clerk To Supervisor 由文員至主管	51 876	1 606	5 003	6 609	24.3
	From Others To Clerk 由其他職級至文員	42 837	62	8 152	8 214	0.8
	Total 總計	122 835	3 680	15 706	19 386	19.0

Table 7 : Number of Part-time Employees Employed
(Banking and Finance Industry)

表 7 : 兼職僱員人數
(銀行及金融業)

Branch 門類	Job Level 職 級	Number of Employees 僱 員 人 數	
		Present No. of Full-time Employees 現有全職的僱員人數	No. of Part-time Employees 兼職僱員人數
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行 及外國銀行本港代表辦事處	Managerial 經理級	18 837	7
	Supervisory/ Officer 主管/主任級	33 173	32
	Clerical 文員級	25 601	2 234
	Total 總計	77 611	2 273
Deposit-taking Companies 接受存款公司	Managerial 經理級	194	-
	Supervisory/ Officer 主管/主任級	256	-
	Clerical 文員級	430	-
	Total 總計	880	0
Investment and Holding Companies 投資及控股公司	Managerial 經理級	919	-
	Supervisory/ Officer 主管/主任級	1 668	3
	Clerical 文員級	917	3
	Total 總計	3 504	6
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	574	2
	Supervisory/ Officer 主管/主任級	1 101	-
	Clerical 文員級	1 291	9
	Total 總計	2 966	11
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	1 393	-
	Supervisory/ Officer 主管/主任級	2 771	-
	Clerical 文員級	6 441	6
	Total 總計	10 605	6

Branch 門類	Job Level 職 級	Number of Employees 僱 員 人 數	
		Present No. of Full-time Employees 現有全職的僱員人數	No. of Part-time Employees 兼職僱員人數
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／ 交易商	Managerial 經理級	195	-
	Supervisory/ Officer 主管/主任級	317	-
	Clerical 文員級	765	-
	Total 總計	1 277	0
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司 及銀行及金融業內的法定機構	Managerial 經理級	1 023	-
	Supervisory/ Officer 主管/主任級	967	-
	Clerical 文員級	424	-
	Total 總計	2 414	0
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／ 交易商	Managerial 經理級	163	-
	Supervisory/ Officer 主管/主任級	600	1
	Clerical 文員級	1 257	32
	Total 總計	2 020	33
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	4 824	-
	Supervisory/ Officer 主管/主任級	11 023	-
	Clerical 文員級	5 711	85
	Total 總計	21 558	85
All Branches 全部門類	Managerial 經理級	28 122	9
	Supervisory/ Officer 主管/主任級	51 876	36
	Clerical 文員級	42 837	2 369
	Total 總計	122 835	2 414

Table 8 : The Number of Recruits in the Next 24 Months by Type of Educational Level
(Banking and Finance Industry)

表 8 : 按教育程度劃分，未來24個月內招聘的僱員人數
(銀行及金融業)

Branch 門類	Job Level 職級	Number of Employees 僱員人數				
		Graduate of University Degree or Above 大學學位或以上畢業生	Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生 (高級文憑/副學士/ 文憑/高級證書/證書或 同等學歷)	Matriculant/Secondary School Leaver or Equivalent/Student Below Secondary 5 預科生/中五畢業生 或同等學歷/ 中五以下程度學生	Unspecified 未有說明	Total 總計
Licensed Banks, Restricted Licence Banks and Local Rep. Offices of Foreign Banks 持牌銀行、有限制牌 照銀行及外國銀行 本港代表辦事處	Managerial 經理級	33	-	-	-	33
	Supervisory/Officer 主管/主任級	75	21	-	-	96
	Clerical 文員級	-	6	10	-	16
	Total 總計	108	27	10	0	145
Deposit-taking Companies 接受存款公司	Managerial 經理級	3	-	-	-	3
	Supervisory/Officer 主管/主任級	8	-	-	-	8
	Clerical 文員級	-	8	-	-	8
	Total 總計	11	8	0	0	19
Investment and Holding Companies 投資及控股公司	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	48	-	-	-	48
	Clerical 文員級	-	2	-	-	2
	Total 總計	48	2	0	0	50
Personal Loans and Related Companies 私人貸款及有關公 司	Managerial 經理級	-	8	-	-	8
	Supervisory/Officer 主管/主任級	4	1	-	-	5
	Clerical 文員級	-	1	52	-	53
	Total 總計	4	10	52	0	66
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	1	-	-	-	1
	Supervisory/Officer 主管/主任級	97	43	-	-	140
	Clerical 文員級	37	100	95	-	232
	Total 總計	135	143	95	0	373
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀/ 交易商	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	6	4	-	-	10
	Clerical 文員級	6	8	7	-	21
	Total 總計	12	12	7	0	31
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交 易公司及銀行及金 融業內的法定機構	Managerial 經理級	-	-	-	-	0
	Supervisory/Officer 主管/主任級	-	-	-	-	0
	Clerical 文員級	-	-	-	-	0
	Total 總計	0	0	0	0	0
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀/ 交易商	Managerial 經理級	1	-	-	-	1
	Supervisory/Officer 主管/主任級	2	-	-	-	2
	Clerical 文員級	15	-	30	-	45
	Total 總計	18	0	30	0	48
Other Financial Companies 其他與金融有關的 公司	Managerial Level 經理級	50	-	-	-	50
	Supervisory/Officer Level 主管/主任級	164	200	-	-	364
	Clerical Level 文員級	58	3	-	-	61
	Total 總計	272	203	0	0	475

Branch 門類	Job Level 職級	Number of Employees 僱員人數				
		Graduate of University Degree or Above 大學學位或以上畢業生	Sub-degree Holder (HD/AD/D/HC/C or Equivalent) 副學位畢業生 (高級文憑/副學士/ 文憑/高級證書/證書或 同等學歷)	Matriculant/Secondary School Leaver or Equivalent/Student Below Secondary 5 預科生/中五畢業生 或同等學歷/ 中五以下程度學生	Unspecified 未有說明	Total 總計
All Branches 全部門類	Managerial Level 經理級	88	8	-	-	96
	Supervisory/Officer Level 主管/主任級	404	269	-	-	673
	Clerical Level 文員級	116	128	194	-	438
	Total 總計	608	405	194	0	1 207

Table 9 : Number of Establishments Encountered
Recruitment Difficulties in the Past 12 Months (1.1.2010 to 31.12.2010)
 (Banking and Finance Industry)

表 9 : 過去十二個月(1.1.2010至31.12.2010)遇有招聘員工困難的機構數目
 (銀行及金融業)

Branch 門類	Recruitment Difficulties 招聘困難	Managerial 經理級		Supervisory/Officer Level 主管/主任級		Clerical 文員級	
		No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照 銀行及外國銀行本港代表 辦事處	Yes 有	13	6.4	11	5.4	13	6.4
	No 沒有	49	24.0	64	31.4	65	31.9
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	117	57.4	104	51.0	101	49.5
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	25	12.3	25	12.3	25	12.3
	Total 總計	204	100	204	100	204	100
Deposit-taking Companies 接受存款公司	Yes 有	-	0.0	-	0.0	2	11.1
	No 沒有	5	27.8	6	33.3	5	27.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	11	61.1	10	55.6	9	50.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	2	11.1	2	11.1	2	11.1
	Total 總計	18	100	18	100	18	100
Investment and Holding Companies 投資及控股公司	Yes 有	1	0.1	1	0.1	1	0.1
	No 沒有	83	11.4	46	6.3	47	6.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	525	72.3	562	77.4	561	77.3
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	117	16.1	117	16.1	117	16.1
	Total 總計	726	100	726	100	726	100
Personal Loans and Related Companies 私人貸款及有關公司	Yes 有	-	0.0	2	0.4	10	2
	No 沒有	32	6.3	27	5.3	70	13.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	393	77.5	396	78.1	345	68.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	82	16.2	82	16.2	82	16.2
	Total 總計	507	100	507	100	507	100
Securities Brokerage Firms 證券經紀公司	Yes 有	12	1.6	10	1.3	9	1.2
	No 沒有	24	3.2	118	15.9	155	20.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	687	92.3	595	80	559	75.1
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	21	2.8	21	2.8	21	2.8
	Total 總計	744	100	744	100	744	100

Branch 門類	Recruitment Difficulties 招聘困難	Managerial 經理級		Supervisory/Officer Level 主管/主任級		Clerical 文員級	
		No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*	No. of Establishments 機構數目	Percentage 百分比*
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／ 交易商	Yes 有	-	0.0	4	2.8	5	3.5
	No 沒有	11	7.6	14	9.7	35	24.3
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	123	85.4	116	80.6	94	65.3
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	10	6.9	10	6.9	10	6.9
	Total 總計	144	100	144	100	144	100
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的法 定機構	Yes 有	-	0.0	-	0.0	-	0.0
	No 沒有	-	0.0	-	0.0	-	0.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	-	0.0	-	0.0	-	0.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	6	100	6	100	6	100
	Total 總計	6	100	6	100	6	100
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／ 交易商	Yes 有	1	0.2	-	-	7	1.3
	No 沒有	4	0.7	5	0.9	87	15.9
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	540	98.7	540	98.7	451	82.4
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	2	0.4	2	0.4	2	0.4
	Total 總計	547	100	547	100	547	100
Other Financial Companies 其他與金融有關的公司	Yes 有	22	1.4	54	3.4	44	2.7
	No 沒有	118	7.3	255	15.9	169	10.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	1 325	82.5	1 156	71.9	1 252	77.9
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	142	8.8	142	8.8	142	8.8
	Total 總計	1 607	100	1 607	100	1 607	100
All Branches 全部門類	Yes 有	49	1.1	82	1.8	91	2.0
	No 沒有	326	7.2	535	11.9	633	14.1
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	3 721	82.6	3 479	77.3	3 372	74.9
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	407	9.0	407	9.0	407	9.0
	Total 總計	4 503	100	4 503	100	4 503	100

* As a percentage of the total number of establishments of a particular branch at the same job level. Total percentage may not equal 100% due to rounding.

Table 10 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Banking and Finance Industry)

表 10 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(銀行及金融業)

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	5	3	9	17
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	42	70	46	158
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	16	36	21	73
(e)	Other reasons 其他原因	4	14	29	47
Total 總計		67	123	105	295

Table 10.1 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Licensed Banks, Restricted Licence Banks
and Local Representative Offices of Foreign Banks)

表 10.1 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	4	2	6	12
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	9	10	5	24
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	5	5	3	13
(e)	Other reasons 其他原因	1	1	1	3
Total 總計		19	18	15	52

Table 10.2 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Deposit-taking Companies)

表 10.2 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(接受存款公司)

Reason 原因		Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	2	2
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	-	1	1
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
Total 總計		0	0	3	3

Table 10.3 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Investment and Holding Companies)

表 10.3 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(投資及控股公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	1	1
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	1	1	1	3
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	1	1	-	2
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	2	2	2	6

Table 10.4 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Personal Loans and Related Companies)

表 10.4 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(私人貸款及有關公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	2	2	4
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	-	8	8
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	0	2	10	12

Table 10.5 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Securities Brokerage Firms)

表 10.5 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(證券經紀公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	9	10	9	28
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	9	3	2	14
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	18	13	11	42

Table 10.6 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Commodity Futures and Gold Bullion Brokers/Dealers)

表 10.6 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(期貨及黃金經紀／交易商)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	-	4	5	9
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	-	-	3	3
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	0	4	8	12

Table 10.7 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Stock, Bullion and Commodity Exchanges and
Statutory Bodies in the Banking and Finance Industry)

表 10.7 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(股票、黃金及期貨交易公司及銀行及金融業內的法定機構)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	-	-	0
(b)	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)畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	-	-	-	0
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能 符合求職者的要求	-	-	-	0
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	0	0	0	0

Table 10.8 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Money Changers and Foreign Exchange Brokers/Dealers)

表 10.8 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(兌換商及外匯經紀／交易商)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	1	-	-	1
(b)	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)畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的 職位申請人	1	-	7	8
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能 符合求職者的要求	-	-	1	1
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	2	0	8	10

Table 10.9 : Reasons of Recruitment Difficulties in the Past 12 Months
(1.1.2010 to 31.12.2010)
(Other Financial Companies)

表 10.9 : 過去十二個月內 (1.1.2010 至 31.12.2010)
招聘員工有困難的原因
(其他與金融有關的公司)

	Reason 原因	Managerial 經理級	Supervisory/ Officer 主管/主任級	Clerical 文員級	Total 總計
(a)	General labour shortage in Hong Kong 香港勞工短缺情況普遍	-	1	-	1
(b)	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) 畢業生數目不足	-	-	-	0
(c)	Lack of candidates with relevant experience and training 缺乏具相關經驗及訓練的職位申請人	22	43	16	81
(d)	Working conditions/ remuneration package could not meet recruits' expectations 服務條件／薪酬未能符合求職者的要求	1	27	4	32
(e)	Other reasons 其他原因	3	13	28	44
	Total 總計	26	84	48	158

Table 11 : Number of Hong Kong Employees
Required to Work in the Mainland of China
(Banking and Finance Industry)

表 11 : 需要在中國內地工作的香港僱員人數
(銀行及金融業)

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2013 2013年1月時
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Managerial 經理級	Stationed Basis 長駐	389	268
		Travelling Basis 非長駐	87	101
		Sub-total 小計	476	369
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	37	33
		Travelling Basis 非長駐	44	48
		Sub-total 小計	81	81
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	21	21
		Sub-total 小計	21	21
	Total 總計	Stationed Basis 長駐	426	301
		Travelling Basis 非長駐	152	170
		Total 總計	578	471
Deposit-taking Companies 接受存款公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	1	1
		Sub-total 小計	1	1
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	1	1
		Sub-total 小計	1	1
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	0	0
		Travelling Basis 非長駐	2	2
		Total 總計	2	2

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2013 2013年1月時
Investment and Holding Companies 投資及控股公司	Managerial 經理級	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	-	-
		Sub-total 小計	1	1
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	4	4
		Sub-total 小計	4	4
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	4	4
		Total 總計	5	5
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	20	20
		Sub-total 小計	20	20
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	42	42
		Sub-total 小計	42	42
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	16	16
		Sub-total 小計	16	16
	Total 總計	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	78	78
		Total 總計	78	78
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	Stationed Basis 長駐	12	12
		Travelling Basis 非長駐	29	29
		Sub-total 小計	41	41
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	15	15
		Travelling Basis 非長駐	9	9
		Sub-total 小計	24	24
	Clerical 文員級	Stationed Basis 長駐	3	3
		Travelling Basis 非長駐	-	-
		Sub-total 小計	3	3
	Total 總計	Stationed Basis 長駐	30	30
		Travelling Basis 非長駐	38	38
		Total 總計	68	68

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2013 2013年1月時
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／交易商	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	0	0
		Travelling Basis 非長駐	0	0
		Total 總計	0	0
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司及 銀行及金融業內的法定機構	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	0	0
		Travelling Basis 非長駐	0	0
		Total 總計	0	0
Money Changers and Foreign Exchange Brokers/Dealers) 兌換商及外匯經紀／交易商	Managerial 經理級	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	2	-
		Sub-total 小計	3	1
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Clerical 文員級	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	-	-
		Sub-total 小計	1	1
	Total 總計	Stationed Basis 長駐	2	2
		Travelling Basis 非長駐	2	0
		Total 總計	4	2

Branch 門類	Job Level 職級	Working Mode 工作形式	No. of Employees 僱員人數	
			At Date of Survey 調查期間	By January 2013 2013年1月時
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	Stationed Basis 長駐	13	10
		Travelling Basis 非長駐	29	29
		Sub-total 小計	42	39
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	63	63
		Travelling Basis 非長駐	54	54
		Sub-total 小計	117	117
	Clerical 文員級	Stationed Basis 長駐	3	3
		Travelling Basis 非長駐	24	24
		Sub-total 小計	27	27
	Total 總計	Stationed Basis 長駐	79	76
		Travelling Basis 非長駐	107	107
		Total 總計	186	183
All Branches 全部門類	Managerial 經理級	Stationed Basis 長駐	416	292
		Travelling Basis 非長駐	168	180
		Sub-total 小計	584	472
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	115	111
		Travelling Basis 非長駐	154	158
		Sub-total 小計	269	269
	Clerical 文員級	Stationed Basis 長駐	7	7
		Travelling Basis 非長駐	61	61
		Sub-total 小計	68	68
	Total 總計	Stationed Basis 長駐	538	410
		Travelling Basis 非長駐	383	399
		Total 總計	921	809

Note: Stationed basis means 50% or above of the working time that an employee has to stay in the Mainland of China.

註：長駐指一位僱員有百分之五十或以上的工作時間需要在中國內地。

Table 12 : Effects of Mainland Operations on
Hong Kong Employees
(Banking and Finance Industry)

表 12 : 內地業務對本地僱員的影響
(銀行及金融業)

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 3 January 2011 在2011年1月3日	Projection for January 2013 預測在 2013 年 1 月
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行 及外國銀行本港代表辦事處	Additional employees need to recruit 須增聘的僱員數目	13	14
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	10	12
Deposit-taking Companies 接受存款公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Investment and Holding Companies 投資及控股公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Personal Loans and Related Companies 私人貸款及有關公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Securities Brokerage Firms 證券經紀公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／交易商	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 3 January 2011 在2011年1月3日	Projection for January 2013 預測在 2013 年 1 月
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司 及銀行及金融業內的法定機構	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	-	-
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／交易商	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	2	2
Other Financial Companies 其他與金融有關的公司	Additional employees need to recruit 須增聘的僱員數目	-	50
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	20	20
All Branches 全部門類	Additional employees need to be recruited 須增聘的僱員數目	13	64
	Number of existing employees to be trained for Mainland Operations 因處理內地業務而需要接受 訓練的現職僱員數目	32	34

Table 13 : Estimated Percentage of Training Provided by
External Course Providers in the Next 12 Months
 (Banking and Finance Industry)

表 13 : 估計未來十二個月訓練由外間培訓機構提供的百分比
 (銀行及金融業)

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	1% - 24%	25% - 49%	50%- 74%	75% - 99%	100%
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行 及外國銀行本港代表辦事處	Managerial 經理級	63	52	20	18	7	10
	Supervisory 主管級	59	55	17	17	7	8
	Clerical 文員級	37	56	11	16	4	7
	Total 總計	159	163	48	51	18	25
Deposit-taking Companies 接受存款公司	Managerial 經理級	4	4	2	2	1	2
	Supervisory 主管級	4	4	2	2	1	2
	Clerical 文員級	3	4	1	2	1	2
	Total 總計	11	12	5	6	3	6
Investment and Holding Companies 投資及控股公司	Managerial 經理級	59	154	3	2	5	41
	Supervisory 主管級	174	154	3	2	5	41
	Clerical 文員級	136	-	3	1	5	2
	Total 總計	369	308	9	5	15	84
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	163	6	34	43	8	24
	Supervisory 主管級	285	6	42	43	8	37
	Clerical 文員級	224	6	42	43	-	16
	Total 總計	672	18	118	129	16	77
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	242	26	9	35	13	51
	Supervisory 主管級	439	34	9	52	13	74
	Clerical 文員級	437	33	1	64	15	79
	Total 總計	1 118	93	19	151	41	204
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／交易商	Managerial 經理級	47	1	1	4	7	18
	Supervisory 主管級	59	3	6	4	7	24
	Clerical 文員級	69	3	4	5	7	29
	Total 總計	175	7	11	13	21	71

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	1% - 24%	25% - 49%	50%- 74%	75% - 99%	100%
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公司 及銀行及金融業內的法定機構	Managerial 經理級	-	-	-	-	-	-
	Supervisory 主管級	-	-	-	-	-	-
	Clerical 文員級	-	-	-	-	-	-
	Total 總計	0	0	0	0	0	0
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／交易商	Managerial 經理級	25	3	2	-	1	-
	Supervisory 主管級	187	15	2	-	1	-
	Clerical 文員級	484	34	2	-	-	-
	Total 總計	696	52	6	0	2	0
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	276	13	79	128	25	215
	Supervisory 主管級	868	13	107	125	25	252
	Clerical 文員級	312	16	4	123	-	1
	Total 總計	1 456	42	190	376	50	468
All Branches 全部門類	Managerial 經理級	879	259	150	232	67	361
	Supervisory 主管級	2 075	284	188	245	67	438
	Clerical 文員級	1 702	152	68	254	32	136
	Total 總計	4 656	695	406	731	166	935

Table 14 : Information on the Training Expenses
in 2010 Compared with Those in 2009
(Banking and Finance Industry)

表 14 : 2010年的訓練支出與2009年的訓練支出比較
(銀行及金融業)

Branch 門類	Training Expenses in 2010 as Compared with Those in 2009 2010年與2009年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制 牌照銀行及外國銀 行本港代表辦事處	No Change 沒有改變		157 (77.0)	153 (75.0)
	Increase by 增加	> 50%	2 (1.0)	4 (2.0)
		21% - 50%	7 (3.4)	2 (1.0)
		11% - 20%	1 (0.5)	1 (0.5)
		5% - 10%	- (0.0)	4 (2.0)
		< 5%	- (0.0)	1 (0.5)
	Decrease by 減少	> 50%	- (0.0)	1 (0.5)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	1 (0.5)	1 (0.5)
		5% - 10%	- (0.0)	1 (0.5)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		36 (17.6)	36 (17.6)
	Total 總計		204 (100)	204 (100)
Deposit-taking Companies 接受存款公司	No Change 沒有改變		13 (72.2)	11 (61.1)
	Increase by 增加	> 50%	- (0.0)	1 (5.6)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	1 (5.6)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		5 (27.8)	5 (27.8)
	Total 總計		18 (100)	18 (100)
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		485 (66.8)	484 (66.7)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	1 (0.1)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		241 (33.2)	241 (33.2)
	Total 總計		726 (100)	726 (100)

Branch 門類	Training Expenses in 2010 as Compared with Those in 2009 2010年與2009年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Personal Loans and Related Companies 私人貸款及有關公司	No Change 沒有改變		467 (92.1)	467 (92.1)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		40 (7.9)	40 (7.9)
	Total 總計		507 (100)	507 (100)
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變		691 (92.9)	685 (92.1)
	Increase by 增加	> 50%	- (0.0)	8 (1.1)
		21% - 50%	8 (1.1)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	6 (0.8)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	8 (1.1)	8 (1.1)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		37 (5.0)	37 (5.0)
	Total 總計		744 (100)	744 (100)
Commodity Futures and Gold Bullion Brokers /Dealers 期貨及黃金經紀／ 交易商	No Change 沒有改變		133 (92.4)	131 (91.0)
	Increase by 增加	> 50%	- (0.0)	2 (1.4)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	3 (2.1)	3 (2.1)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		8 (5.6)	8 (5.6)
	Total 總計		144 (100)	144 (100)
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨 交易公司及銀行及 金融業內的法定機 構	No Change 沒有改變		- (0.0)	- (0.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		6 (100)	6 (100)
	Total 總計		6 (100)	6 (100)

Branch 門類	Training Expenses in 2010 as Compared with Those in 2009 2010年與2009年訓練支出的比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／交易商	No Change 沒有改變		544 (99.5)	544 (99.5)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		3 (0.5)	3 (0.5)
	Total 總計		547 (100)	547 (100)
Other Financial Companies 其他與金融有關的公司	No Change 沒有改變		1 432 (89.1)	1 433 (89.2)
	Increase by 增加	> 50%	1 (0.1)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	25 (1.6)
		< 5%	25 (1.6)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	2 (0.1)	2 (0.1)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		147 (9.1)	147 (9.1)
	Total 總計		1 607 (100)	1 607 (100)
All Branches 全部門類	No Change 沒有改變		3 922 (87.1)	3 908 (86.8)
	Increase by 增加	> 50%	3 (0.1)	15 (0.3)
		21% - 50%	15 (0.3)	3 (0.1)
		11% - 20%	1 (<0.1)	2 (<0.1)
		5% - 10%	3 (0.1)	32 (0.7)
		< 5%	25 (0.6)	7 (0.2)
	Decrease by 減少	> 50%	0 (0.0)	1 (<0.1)
		21% - 50%	0 (0.0)	0 (0.0)
		11% - 20%	3 (0.1)	3 (0.1)
		5% - 10%	8 (0.2)	9 (0.2)
		< 5%	0 (0.0)	0 (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		523 (11.6)	523 (11.6)
	Total 總計		4 503 (100)	4 503 (100)

Remarks: Total percentage may not equal 100% due to rounding.

Table 15 : Comparison of the Training Budget for 2011
with Training Expenses in 2010
(Banking and Finance Industry)

表 15 : 2011年的訓練開支預算與2010年的訓練支出比較
(銀行及金融業)

Branch 門類	Training Budget for 2011 as Compared with Training Expenses in 2010 2011年的訓練開支預算 與2010年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制 牌照銀行及外國銀 行本港代表辦事處	No Change 沒有改變		153 (75.0)	154 (75.5)
	Increase by 增加	> 50%	2 (1.0)	5 (2.5)
		21% - 50%	4 (2.0)	4 (2.0)
		11% - 20%	7 (3.4)	3 (1.5)
		5% - 10%	- (0.0)	3 (1.5)
		< 5%	3 (1.5)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		35 (17.2)	35 (17.2)
	Total 總計		204 (100)	204 (100)
Deposit-taking Companies 接受存款公司	No Change 沒有改變		12 (66.7)	10 (55.6)
	Increase by 增加	> 50%	1 (5.6)	- (0.0)
		21% - 50%	- (0.0)	1 (5.6)
		11% - 20%	- (0.0)	1 (5.6)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	1 (5.6)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		5 (27.8)	5 (27.8)
	Total 總計		18 (100)	18 (100)
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		488 (67.2)	487 (67.1)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	1 (0.1)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		238 (32.8)	238 (32.8)
	Total 總計		726 (100)	726 (100)

Branch 門類	Training Budget for 2011 as Compared with Training Expenses in 2010 2011年的訓練開支預算 與2010年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Personal Loans and Related Companies 私人貸款及有關公司	No Change 沒有改變		451 (89.0)	459 (90.5)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	8 (1.6)
		11% - 20%	16 (3.2)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		40 (7.9)	40 (7.9)
	Total 總計		507 (100)	507 (100)
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變		688 (92.5)	682 (91.7)
	Increase by 增加	> 50%	8 (1.1)	8 (1.1)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	3 (0.4)
		< 5%	3 (0.4)	6 (0.8)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		45 (6.0)	45 (6.0)
	Total 總計		744 (100)	744 (100)
Commodity Futures and Gold Bullion Brokers /Dealers 期貨及黃金經紀／ 交易商	No Change 沒有改變		132 (91.7)	133 (92.4)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	1 (0.7)	- (0.0)
		5% - 10%	3 (2.1)	3 (2.1)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		8 (5.6)	8 (5.6)
	Total 總計		144 (100)	144 (100)
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨 交易公司及銀行及 金融業內的法定機 構	No Change 沒有改變		- (0.0)	- (0.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		6 (100)	6 (100)
	Total 總計		6 (100)	6 (100)

Branch 門類	Training Budget for 2011 as Compared with Training Expenses in 2010 2011年的訓練開支預算 與2010年的訓練支出比較		No. of Establishments 機構數目 (Percentage) (百分比)	
			In-house Training 內部訓練	External Training 外間訓練
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀 ／交易商	No Change 沒有改變		543 (99.3)	544 (99.5)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	1 (0.2)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		3 (0.5)	3 (0.5)
	Total 總計		547 (100)	547 (100)
Other Financial Companies 其他與金融有關的 公司	No Change 沒有改變		1 430 (89.0)	1 405 (87.4)
	Increase by 增加	> 50%	2 (0.1)	27 (1.7)
		21% - 50%	3 (0.2)	- (0.0)
		11% - 20%	- (0.0)	3 (0.2)
		5% - 10%	- (0.0)	25 (1.6)
		< 5%	25 (1.6)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		21% - 50%	- (0.0)	- (0.0)
		11% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		147 (9.1)	147 (9.1)
	Total 總計		1 607 (100)	1 607 (100)
All Branches 全部門類	No Change 沒有改變		3 897 (86.5)	3 874 (86.0)
	Increase by 增加	> 50%	13 (0.3)	40 (0.9)
		21% - 50%	7 (0.2)	14 (0.3)
		11% - 20%	24 (0.5)	7 (0.2)
		5% - 10%	4 (0.1)	34 (0.8)
		< 5%	31 (0.7)	6 (0.1)
	Decrease by 減少	> 50%	0 (0.0)	0 (0.0)
		21% - 50%	0 (0.0)	1 (<0.1)
		11% - 20%	0 (0.0)	0 (0.0)
		5% - 10%	0 (0.0)	0 (0.0)
		< 5%	0 (0.0)	0 (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		527 (11.7)	527 (11.7)
	Total 總計		4 503 (100)	4 503 (100)

Remarks: Total percentage may not equal 100% due to rounding.

Table 16 : The Top Five Types/Topics of Training
Mostly Chosen by Respondents for Manpower Development
(Banking and Finance Industry)

表 16 : 最多被選擇的五項人力培訓的類別/課題
(銀行及金融業)

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀 行及外國銀行本港代表 辦事處	Managerial Level 經理級	1	Risk Management 風險管理
		2	Compliance of Various Ordinances 不同法規的監管
		3	Marketing Management 市場管理
		4	Strategic Management 策略管理
		5	Principles & Practices of Management 管理理論與實務
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Financial Markets Operations 金融市場運作
		3	Trade Finance 貿易融資
		4	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Compliance of Various Ordinances 不同法規的監管
	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		1	Information Systems Application Skills 資訊系統應用技巧
		3	Communication Skills 溝通技巧
		4	Marketing/Selling Skills 市場推廣／銷售技巧
		5	Interpersonal Skills 人際關係技巧
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Strategic Management 策略管理
		3	Compliance of Various Ordinances 不同法規的監管
		4	Marketing Management 市場管理
		4	Anti-Money Laundering Compliance 反洗黑錢法規
	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Leadership 領導才能
		2	Enhancing Quality Customer Services 提升顧客服務的質素
		2	Anti-Corruption Regulations 反貪污條例
		5	Credit Analysis-Spreading and Ratio Analysis 信用分析— 報表展釋及比率分析

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Clerical Level 文員級	1	Communication Skills 溝通技巧
		2	Enhancing Quality Customer Services 提升顧客服務的質素
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Anti-Corruption Regulations 反貪污條例
		4	Spoken English 英語會話
		4	Interpersonal Skills 人際關係技巧
		4	Information Systems Application Skills 資訊系統應用技巧
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	1	Securities Analysis 股票分析
		1	Financial Markets Operations 金融市場運作
		3	Foreign Exchange 外匯
		3	Asset Valuation & Portfolio Management 資產估值及組合管理
		5	Compliance of Various Ordinances 不同法規的監管
	Supervisory/ Officer Level 主管/主任級	1	Securities Analysis 股票分析
		2	Financial Markets Operations 金融市場運作
		3	Asset Valuation & Portfolio Management 資產估值及組合管理
		4	Foreign Exchange 外匯
		5	Anti-Money Laundering Compliance 反洗黑錢法規
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Interpersonal Skills 人際關係技巧
		3	Financial Markets Operations 金融市場運作
		4	Securities Analysis 股票分析
		5	Enhancing Quality Customer Services 提升顧客服務的質素
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial Level 經理級	1	Credit Analysis-Spreading and Ratio Analysis 信用分析— 報表展釋及比率分析
		2	Problem Solving & Decision Making 解決困難及決策
		2	Financial Statement Analysis 財務報表分析
		4	Anti-Money Laundering Compliance 反洗黑錢法規
		5	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Trade Finance 貿易融資

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
	Supervisory/ Officer Level 主管/主任級	1	Credit Analysis-Spreading and Ratio Analysis 信用分析— 報表展釋及比率分
		2	Marketing/Selling Skills 市場推廣／銷售技巧
		3	Spoken English 英語會話
		4	Financial Statement Analysis 財務報表分析
		5	Enhancing Quality Customer Services 提升顧客服務的質素
		5	English Writing 英文書寫
		5	Customer Psychology 顧客心理
	Clerical Level 文員級	1	Spoken English 英語會話
		2	Marketing/Selling Skills 市場推廣／銷售技巧
		3	Interpersonal Skills 人際關係技巧
		4	Customer Psychology 顧客心理
		5	Credit Analysis-Spreading and Ratio Analysis 信用分析— 報表展釋及比率分析
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1	Securities & Futures Regulations 證券及期貨條例
		2	Risk Management 風險管理
		3	Financial Markets Operations 金融市場運作
		4	Crisis Management 危機管理
		5	Strategic Management 策略管理
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulations 證券及期貨條例
		2	Financial Markets Operations 金融市場運作
		3	Securities Analysis 股票分析
		4	Anti-Money Laundering Compliance 反洗黑錢法規
		5	Communication Skills 溝通技巧
	Clerical Level 文員級	1	Securities & Futures Regulations 證券及期貨條例
		2	Communication Skills 溝通技巧
		3	Financial Markets Operations 金融市場運作
		4	Putonghua 普通話
		5	Securities Analysis 股票分析

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／交易 商	Managerial Level 經理級	1	Risk Management 風險管理
		2	Compliance of Various Ordinances 不同法規的監管
		2	Securities & Futures Regulations 證券及期貨條例
		4	Leadership 領導才能
		5	Problem Solving & Decision Making 解決困難及決策
		5	Strategic Management 策略管理
		5	Other Basic Job-related Knowledge 其他基本工作知識
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulations 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Financial Markets Operations 金融市場運作
		4	Putonghua 普通話
		5	Securities Analysis 股票分析
	Clerical Level 文員級	1	Securities & Futures Regulations 證券及期貨條例
		2	Putonghua 普通話
		3	Communication Skills 溝通技巧
		4	English Writing 英文書寫
		5	Chinese Writing 中文書寫
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的 法定機構	Managerial Level 經理級	1	Leadership 領導才能
		2	Risk Management 風險管理
		2	Implementing Change 推行變革
		2	Financial Risk Management 財務風險管理
		5	Problem Solving & Decision Making 解決困難及決策
		5	Strategic Management 策略管理
		5	Coaching & Counseling 訓練及輔導下屬
		5	Talent Management 人才管理
	Supervisory/ Officer Level 主管/主任級	1	Problem Solving & Decision Making 解決困難及決策
		1	Team Building 建立團隊
		1	Interpersonal Skills 人際關係技巧
		1	Presentation Skills 演說技巧
		5	Principles & Practices of Management 管理理論與實務
		5	Marketing Management 市場管理

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易公 司及銀行及金融業內的 法定機構	Supervisory/ Officer Level 主管/主任級	5	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Communication Skills 溝通技巧
	Clerical Level 文員級	1	Communication Skills 溝通技巧
		2	Enhancing Quality Customer Services 提升顧客服務的質素
		2	Putonghua 普通話
		2	Interpersonal Skills 人際關係技巧
		5	English Writing 英文書寫
Money Changers and Foreign Exchange Brokers/Dealers) 兌換商及外匯 經紀/交易商	Managerial Level 經理級	1	Foreign Exchange 外匯
		1	Financial Markets Operations 金融市場運作
		3	Compliance of Various Ordinances 不同法規的監管
		4	Leadership 領導才能
		5	Problem Solving & Decision Making 解決困難及決策
		5	Strategic Management 策略管理
		5	Risk Management 風險管理
		5	Crisis Management 危機管理
		5	Anti-Money Laundering Compliance 反洗黑錢法規
	Supervisory/ Officer Level 主管/主任級	1	Foreign Exchange 外匯
		2	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		3	Putonghua 普通話
		4	Spoken English 英語會話
		5	Interpersonal Skills 人際關係技巧
	Clerical Level 文員級	1	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		2	Spoken English 英語會話
		3	Putonghua 普通話
		4	Foreign Exchange 外匯
		5	Communication Skills 溝通技巧
Other Financial Companies 其他與金融有關的公司	Managerial Level 經理級	1	Securities & Futures Regulations 證券及期貨條例
		2	Asset Valuation & Portfolio Management 中小企財務管理及實務
		3	Securities Analysis 股票分析
		4	Marketing Management 市場管理
		5	Fund Management 基金管理

Branch 門類	Job Level 職級	Frequency to be Chosen (1 to 5, 1 is chosen by companies most frequently) 1 至 5, 1 為最多公司選擇	Types/Topics of Training 訓練類別/課題
Other Financial Companies 其他與金融有關的公司	Managerial Level 經理級	5	Anti-Money Laundering Compliance 反洗黑錢法規
	Supervisory/ Officer Level 主管/主任級	1	Financial Markets Operations 金融市場運作
		2	Securities & Futures Regulation 證券及期貨條例
		3	Securities Analysis 股票分析
		4	Anti-Corruption Regulations 反貪污條例
		5	Interpersonal Skills 人際關係技巧
	Clerical Level 文員級	1	Information Systems Application Skills 資訊系統應用技巧
		2	English Writing 英文書寫
		3	Spoken English 英語會話
		4	Interpersonal Skills 人際關係技巧
		5	Securities Analysis 股票分析
All Branches 全部門類	Managerial Level 經理級	1	Financial Markets Operations 金融市場運作
		2	Asset Valuation & Portfolio Management 資產估值及組合管理
		3	Securities Analysis 股票分析
		4	Securities & Futures Regulations 證券及期貨條例
		5	Anti-Money Laundering Compliance 反洗黑錢法規
	Supervisory/ Officer Level 主管/主任級	1	Financial Markets Operations 金融市場運作
		2	Securities Analysis 股票分析
		3	Securities & Futures Regulations 證券及期貨條例
		4	Anti-Money Laundering Compliance 反洗黑錢法規
		5	Anti-Corruption Regulations 反貪污條例
	Clerical Level 文員級	1	Securities & Futures Regulations 證券及期貨條例
		2	Spoken English 英語會話
		3	Communication Skills 溝通技巧
		4	Putonghua 普通話
		5	Interpersonal Skills 人際關係技巧

Table 17 : The Incentives to Encourage Employers to Provide Training to Their Employees (Banking and Finance Industry)

表 17 : 有效鼓勵僱主提供訓練予僱員的方法 (銀行及金融業)

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	Number of Establishments 機構數目	Percentage 百分比
Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處	Reimbursement of course fees to employers 向僱主退還僱員學費	90	31.7
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	81	28.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	48	16.9
	Others 其他	8	2.8
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	57	20.1
	Total 總計	284	100
Deposit-taking Companies 接受存款公司	Reimbursement of course fees to employers 向僱主退還僱員學費	9	36.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	8	32.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	3	12.0
	Others 其他	1	4.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	4	16.0
	Total 總計	25	100
Investment and Holding Companies 投資及控股公司	Reimbursement of course fees to employers 向僱主退還僱員學費	390	42.2
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	203	21.9
	Government loan/grant to employers 政府給予僱主貸款/補助金	80	8.6
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	252	27.2
	Total 總計	925	100
Personal Loans and Related Companies 私人貸款及有關公司	Reimbursement of course fees to employers 向僱主退還僱員學費	205	28.8
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	222	31.2
	Government loan/grant to employers 政府給予僱主貸款/補助金	128	18.0
	Others 其他	8	1.1
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	149	20.9
	Total 總計	712	100

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	Number of Establishments 機構數目	Percentage 百分比
Securities Brokerage Firms 證券經紀公司	Reimbursement of course fees to employers 向僱主退還僱員學費	319	33.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	298	30.8
	Government loan/grant to employers 政府給予僱主貸款/補助金	160	16.5
	Others 其他	3	0.3
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	187	19.3
	Total 總計	967	100
Commodity Futures and Gold Bullion Brokers/Dealers 期貨及黃金經紀／ 交易商	Reimbursement of course fees to employers 向僱主退還僱員學費	69	35.4
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	75	38.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	24	12.3
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	27	13.8
	Total 總計	195	100
Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry 股票、黃金及期貨交易 公司及銀行及金融業內 的法定機構	Reimbursement of course fees to employers 向僱主退還僱員學費	-	0.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	-	0.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	-	0.0
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	6	100
	Total 總計	6	100
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀／ 交易商	Reimbursement of course fees to employers 向僱主退還僱員學費	77	12.5
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	213	34.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	76	12.3
	Others 其他	6	1.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	246	39.8
	Total 總計	618	100
Other Financial Companies 其他與金融有限公司	Reimbursement of course fees to employers 向僱主退還僱員學費	592	27.8
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	717	33.7
	Government loan/grant to employers 政府給予僱主貸款/補助金	316	14.9
	Others 其他	50	2.4
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	452	21.3
	Total 總計	2 127	100

Branch 門類	Incentives to Encourage Employers to Provide Training to Their Employees 有效鼓勵僱主提供訓練予僱員的方法	Number of Establishments 機構數目	Percentage 百分比
All Branches 全部門類	Reimbursement of course fees to employers 向僱主退還僱員學費	1 751	29.9
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	1 817	31.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	835	14.3
	Others 其他	76	1.3
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	1 380	23.6
	Total 總計	5 859	100

Remarks: Total percentage may not equal 100% due to rounding.

Manpower Changes of the Banking and Finance Industry
from January 2009 to January 2011

銀行及金融業於二〇〇九年一月至二〇一一年一月之人力轉變

Job Title 職 稱	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	No. of Employees in January 2009 二〇〇九年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
MANAGERIAL LEVEL 經理級			
Assistant to Chief Executive Officer/Director 行政總裁助理／董事助理	319	246	73 (29.7%)
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／總運作主任／常務董事／ 總經理	1 044	823	221 (26.9%)
Chief Representative 首席代表	89	61	28 (45.9%)
Manager - Administration 經理－行政	524	370	154 (41.6%)
Manager - Branch Operations 經理－分行運作	422	256	166 (64.8%)
Zone/District Manager 區域經理	268	181	87 (48.1%)
Head of Treasury and Capital Markets 庫務及資本市場主管	220	188	32 (17.0%)
Manager - Foreign Exchange/Money Market/Interest Rate Products/Debt Market 經理－外匯／拆放市場／利率產品／ 債務市場	869	683	186 (27.2%)
Manager - Settlement 經理－結算	263	282	-19 (-6.7%)
Risk Manager 風險經理	824	565	259 (45.8%)
Chief Investment Officer/ Manager - Investment 總投資主任／經理－投資	813	497	316 (63.6%)
Financial Adviser/Portfolio Manager 財務顧問／基金組合經理	1 786	1 538	248 (16.1%)
Manager - Investment Services 經理－投資服務	1 385	1 240	145 (11.7%)
Manager - Private Banking 經理－私人銀行	1 313	1 224	89 (7.3%)
Manager - Securities/Custodian Services 經理－證券／代管人服務	221	172	49 (28.5%)
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	915	1 064	-149 (-14.0%)

Job Title 職 稱	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	No. of Employees in January 2009 二〇〇九年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
MANAGERIAL LEVEL (Continued) 經理級 (續)			
Manager – Branch 經理－分行	2 180	2 078	102 (4.9%)
Manager – Insurance Products 經理－保險產品	117	104	13 (12.5%)
Manager-Mandatory Provident Fund 經理－強制性公積金	136	99	37 (37.4%)
Manager - Trade Finance Operations 經理－貿易融資運作	696	473	223 (47.1%)
Manager - Trust 經理－信託	255	199	56 (28.1%)
Manager - Credit 經理－授信	1 197	1 248	-51 (-4.1%)
Manager - Credit Card 經理－信用卡	176	259	-83 (-32.0%)
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構／國外同業部	225	233	-8 (-3.4%)
Manager - Business Development 經理－業務發展	883	694	189 (27.2%)
Manager - Corporate Banking/ Commercial Banking/Relationship 經理－機構銀行／商業銀行／ 關係推廣	1 403	1 587	-184 (-11.6%)
Manager - Liaison 經理－聯絡	44	65	-21 (-32.3%)
Manager - Marketing/Product Development 經理－市場推廣／產品開發	648	589	59 (10.0%)
Chief Financial Officer/Financial Controller 總財務主任／財務監督	325	230	95 (41.3%)
Manager - Accounting 經理－會計	757	725	32 (4.4%)
Chief Information Officer/ Chief Technology Officer/Manager - IT 總資訊主任／總科技主任／ 經理－資訊科技	1 512	1 475	37 (2.5%)
E-Commerce Manager 電子商貿經理	275	322	-47 (-14.6%)
Manager - Human Resources 經理－人力資源	490	478	12 (2.5%)
Manager - Training/ Learning and Development 經理－訓練／學習及培訓	174	174	0 (0.0%)
Company Secretary 公司秘書	93	107	-14 (-13.1%)
Economist/Manager - Economic Research 經濟研究員／經理－經濟研究	234	191	43 (22.5%)
Legal Adviser 法律顧問	311	300	11 (3.7%)
Manager - Compliance 經理－條例執行	490	419	71 (16.9%)

Job Title 職 稱	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	No. of Employees in January 2009 二〇〇九年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
MANAGERIAL LEVEL (Continued) 經理級 (續)			
Manager - Corporate Communications/ Public Relations 經理－企業傳訊／公共關係	199	170	29 (17.1%)
Manager - Internal Audit 經理－內部稽核	305	328	-23 (-7.0%)
Manager - Organization/Productivity/ Quality/Re-Engineering 經理－組織／生產力／質素／ 工序重整	190	120	70 (58.3%)
Manager - Property/Real Estate 經理－產業／房地產	68	107	-39 (-36.4%)
Other Manager 其他經理	3 464	3 575	-111 (-3.1%)
Sub-total 小 計	28 122	25 739	2 383 (9.3%)
SUPERVISORY/OFFICER LEVEL 主管/主任級			
Administration Officer 行政主任	1 413	1 150	263 (22.9%)
Management Trainee 見習主任	298	402	-104 (-25.9%)
Representative 代表	78	93	-15 (-16.1%)
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	1 347	1 333	14 (1.1%)
Remittances Officer 匯兌主任	1 188	1 077	111 (10.3%)
Settlement Officer 結算主任	456	577	-121 (-21.0%)
Financial Adviser Representative/ Personal Consultant 財務顧問代表／私人顧問	5 369	5 025	344 (6.8%)
Investment Analyst 投資分析員	2 760	2 244	516 (23.0%)
Investment Officer 投資主任	3 033	2 762	271 (9.8%)
Sales Officer – Investment Products 銷售主任－投資產品	3 036	2 849	187 (6.6%)
Sales Officer – Securities 銷售主任－證券	948	334	614 (183.8%)
Securities Settlement Officer 證券交收結算主任	1 633	1 949	-316 (-16.2%)
Insurance Products Officer 保險產品主任	153	184	-31 (-16.8%)
Mandatory Provident Fund Officer 強制性公積金主任	525	450	75 (16.7%)
Operations Officer 運作主任	6 173	5 982	191 (3.2%)

Job Title 職 稱	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	No. of Employees in January 2009 二〇〇九年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)			
Sales Officer – Insurance Products 銷售主任－保險產品	96	158	-62 (-39.2%)
Telecommunications Officer 電訊主任	96	84	12 (14.3%)
Trade Finance Operations Officer 貿易融資運作主任	1 129	1 223	-94 (-7.7%)
Trust Officer 信託主任	153	168	-15 (-8.9%)
Credit Analyst 授信分析員	690	885	-195 (-22.0%)
Credit Card Officer 信用卡主任	603	743	-140 (-18.8%)
Credit Information Officer 資信調查主任	168	204	-36 (-17.6%)
Credit/Loan Officer 授信／放款主任	2 860	2 843	17 (0.6%)
Hire Purchase/Leasing Officer 分期付款／租賃主任	149	213	-64 (-30.0%)
Business Development Officer 業務發展主任	2 442	2 562	-120 (-4.7%)
Liaison Officer 聯絡主任	248	206	42 (20.4%)
Marketing Officer 市場推廣主任	2 229	2 076	153 (7.4%)
Telemarketing Officer 電話市場推廣主任	356	401	-45 (-11.2%)
Accounting Officer 會計主任	1 925	1 893	32 (1.7%)
Computer Operations Officer 電腦運作主任	794	824	-30 (-3.6%)
IT Audit Officer 資訊科技稽核主任	80	84	-4 (-4.8%)
Programmer/Technology Officer 程式員／科技主任	2 043	2 149	-106 (-4.9%)
Systems Analyst 系統分析員	1 315	1 509	-194 (-12.9%)
Human Resources Officer 人力資源主任	927	909	18 (2.0%)
Training Officer/Instructor 訓練主任／導師	154	185	-31 (-16.8%)
Compliance Officer 條例執行主任	522	458	64 (14.0%)
Internal Audit Officer 內部稽核主任	458	574	-116 (-20.2%)
Organization/Productivity/Quality/ Re-Engineering Officer 組織／生產力／質素／ 工序重整主任	95	192	-97 (-50.5%)

Job Title 職 稱	No. of Employees in January 2011 二〇一一年 一月之 僱員人數	No. of Employees in January 2009 二〇〇九年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
SUPERVISORY/OFFICER LEVEL (Continued) 主管/主任級 (續)			
Other Supervisor 其他主管	3 934	3 789	145 (3.8%)
Sub-total 小 計	51 876	50 743	1 133 (2.2%)
CLERICAL LEVEL 文員級			
Money Changers Clerk 貨幣兌換文員	1 823	1 675	148 (8.8%)
Securities and Futures Assistant 證券及期貨助理	7 036	6 210	826 (13.3%)
Securities Settlement Clerk 證券交收結算文員	2 085	1 945	140 (7.2%)
Cashier 出納員	933	781	152 (19.5%)
General Clerk 一般文員	9 781	9 264	517 (5.6%)
Mailing Clerk 郵遞文員	237	255	-18 (-7.1%)
Receptionist/Telephone Operator 接待員／電話操作員	606	643	-37 (-5.8%)
Trade Finance Operations Checker 貿易融資運作核對員	836	862	-26 (-3.0%)
Trade Finance Operations Clerk 貿易融資運作文員	1 243	1 377	-134 (-9.7%)
Teller 櫃檯員	9 924	9 920	4 (<0.1%)
Credit/Loan Clerk 授信／放款文員	3 751	3 709	42 (1.1%)
Telemarketing Representative 電話市場推廣代表	1 317	1 040	277 (26.6%)
Accounting Clerk 會計文員	1 923	2 017	-94 (-4.7%)
Computer Operator 電腦操作員	1 182	1 091	91 (8.3%)
Internal Audit Clerk 內部稽核文員	160	162	-2 (-1.2%)
Sub-total 小 計	42 837	40 951	1 886 (4.6%)
OTHERS 其他			
Other Supporting Staff 其他輔助員工	13 328	11 655	1 673 (14.4%)
Sub-total 小 計	13 328	11 655	1 673 (14.4%)
GRAND TOTAL 總 計	136 163	129 088	7 075 (5.5%)

Labour Market Analysis Method for Manpower Projection

Methodology

The Labour Market Analysis (LMA) approach first examines a group of key statistical data collected by a reliable and independent authority that reflect important changes in the local economy, demography and labour market. It then selects some of the data as independent variables and builds a statistical model that can be used to project manpower demand in the economic sector under study. In other words, the model makes use of some relevant and reliable economic indicators to project manpower demand in the short and medium term.

2. The LMA approach has been applied to manpower projection for Banking and Finance Sector since 2004 (except in 2009 due to uncertainty in financial market's operations after financial tsunami). In this round of survey, statistical modeling is applied to Banking and Finance Industry for the coming 5 years.

3. The building of a statistical model comprises two main steps. The first step is called 'Diagnostic' when two sets of statistical data are tested to select independent variables as determinants. Set I comprises 9 core statistics in the National Accounts (e.g. Gross Domestic Products (GDP) and its components) of Hong Kong. These statistics provide information about our key economic activities. Set II comprises 42 economic indicators with more disaggregate information about various economic sectors. Such information includes consumption, investment, trade, tourism, property and related activities, and information about the labour market, etc. From these two data sets, some determinants can be found. To minimize Types I & II and other errors, these determinants are statistically tested for multi-collinearity before they are grouped into Principal Components (PCs). The second step of statistical modeling is called "Prognostic" because the PCs found in the first step are used to build the statistical model for manpower projection.

Manpower Projection for Banking and Finance Industry

4. For Banking and Finance Industry, 5 determinants below have been identified and grouped into PCs.

- 1) Composite Consumer Price Index [CCPI]
- 2) Property Price Index [PPI]
- 3) Re-Export of Goods in Value Index [VREX]
- 4) Retails Sales in Value Index [RSVA]
- 5) Total Loans and Advance [LA]

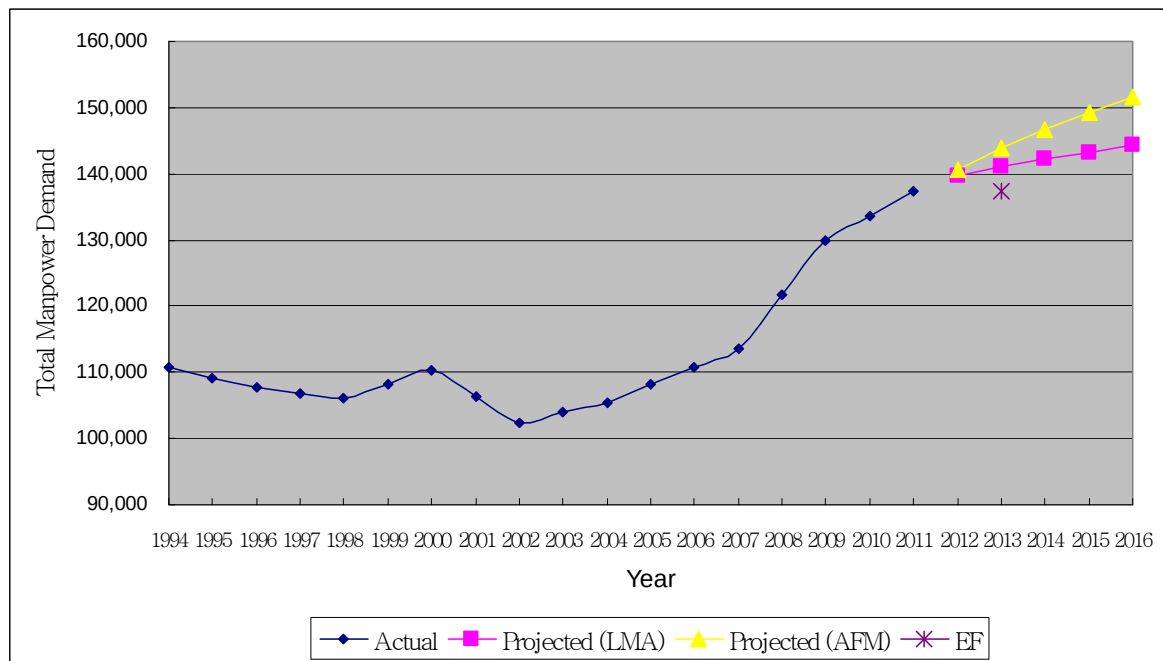
5. At the “Diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 89% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. At the second “Prognostic” step, Principal Component Regression (PCR) is applied to build the statistical model. The model indicates that there is a strong positive correlation between the actual manpower data and the PCs. The adjusted R-square worked out to be 0.87, indicating that about 87% of the variation of the manpower requirements can be explained by the model.

6. The manpower demand for Banking and Finance Industry in 2012-2016 is projected using 3 methods, namely Labour Market Analysis (LMA), Adaptive Filtering Method (AFM) and Employers’ Forecast (EF). A summary table is provided as below.

Table 1: Summary of Manpower Projections by LMA, AFM and EF.

Year	Manpower Demand	Projected (LMA)	Projected (AFM)	Projected (EF)
2011	137 301			
2012		139 658 (+1.7%*)	140 733 (+2.5%*)	
2013		141 104 (+1.0**)	143 840 (+2.2%**)	137 396 (+0.1%*)
2014		142 278 (+0.8%**)	146 657 (+2.0**)	
2015		143 268 (+0.7%**)	149 204 (+1.7%**)	
2016		144 268 (+0.7%**)	151 502 (+1.5%**)	
* as percentage change vs manpower demand in 2011 ** as percentage change vs projected manpower in previous year LMA: Labour Market Analysis AFM: Adaptive Filtering Method EF: Employers’ Forecast at the date of the survey				

Figure 1: Summary of Manpower Projection by LMA, AFM and EF.



7. Both LMA and AFM methods show an increasing manpower trend for 2012-2016. The LMA approach has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available, whereas the AFM approach is based on historical pattern in manpower series to extrapolate the future assuming all other variables remain unchanged. Finally, EF which is based on personal guess and industry experience of the respondents predicts a negligible growth in 2013.