

2015 MANPOWER SURVEY REPORT

BANKING AND FINANCE INDUSTRY

二零一五年人力調查報告

銀行及金融業

VOCATIONAL TRAINING COUNCIL

BANKING AND FINANCE INDUSTRY TRAINING BOARD

職業訓練局

銀行及金融業訓練委員會

CONTENTS

	<u>Paragraph</u>	<u>Page</u>
Executive Summary	1 – 21	I – XI

Section

I	Survey Purpose and Scope	1.1 – 1.10	1 – 3
II	Summary of Survey Findings	2.1 – 2.72	4 – 78
III	Recommendations	3.1 – 3.17	79 – 83

Appendix

1	Membership List of the Banking and Finance Industry Training Board	163 – 164
1a	Membership List of the Working Party on 2015 Manpower Survey of the Banking and Finance Industry	167
2	Terms of Reference of the Banking and Finance Industry Training Board	169
3	Sampling Plan of the 2015 Manpower Survey of the Banking and Finance Industry	171 – 172
4	Survey Documents and Questionnaires	175 – 239
5	Statistical Tables	240 – 346
6	Manpower Changes of the Banking and Finance Industry from January 2013 to January 2015	347 – 352
7	Labour Market Analysis Method for Manpower Projection	353 – 355

目 錄

		<u>段 數</u>	<u>頁 數</u>
報告摘要		1 – 21	XII – XXI
<u>章 數</u>			
第一章	調查目的和範圍	1.1 – 1.10	84 – 85
第二章	調查結果摘要	2.1 – 2.72	86 – 158
第三章	建議	3.1 – 3.17	159 – 162
<u>附 錄</u>			
1	銀行及金融業訓練委員會委員名單		165 – 166
1a	2015 年人力調查工作小組委員名單		168
2	銀行及金融業訓練委員會職權範圍		170
3	調查樣本選擇方法		173 – 174
4	調查文件及調查表		175 – 239
5	統計表		240 – 346
6	銀行及金融業於二〇一三年一月至 二〇一五年一月之人力轉變		347 – 352
7	運用人力市場分析法推算業內人力 需求		356 – 358

The 2015 Manpower Survey Report of the Banking and Finance Industry

Executive Summary

Objective

1. The Banking and Finance Industry Training Board (BFTB), with the assistance of the Census and Statistics Department (C&SD), conducted a biennial manpower survey from January to May 2015 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 1 127 out of 7 564 establishments were selected from the central register maintained by the C&SD. For licensed banks, restricted licensed banks, representative offices of foreign banks and deposit-taking companies, they were all surveyed whereas for other branches, 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 ten branches:

- (i) 219 licensed banks, restricted licence banks and local representative offices of foreign banks (abbreviated as BANKS);
- (ii) 21 deposit-taking companies (abbreviated as DTCS);
- (iii) 114 investment and holding companies (abbreviated as INVEST COS);
- (iv) 125 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies (abbreviated as PL COS);
- (v) 118 securities brokerage firms (abbreviated as SECURITIES);
- (vi) 116 commodity futures (including financial futures) and precious metals 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) 111 money changers and foreign exchange brokers/dealers (abbreviated as M CHANGERS);

(ix) 151 investment advisory/ asset management companies (abbreviated as ASSET COS);

(x) 146 other financial companies (abbreviated as OF COS).

Data collected from these 1 127 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 2015, the banking and finance industry employed 151 317 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>Number of Employees</u>								
<u>Branch</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Other Supporting Staff (%)*</u>		<u>Total (%)**</u>	
1. BANKS	27 524	(28.5)	39 368	(40.8)	26 394	(27.4)	3 189	(3.3)	96 475 (63.8)	
2. DTCS	241	(21.1)	434	(38.0)	441	(38.6)	26	(2.3)	1 142 (0.8)	
3. INVEST COS	955	(40.9)	748	(32.1)	476	(20.4)	154	(6.6)	2 333 (1.5)	
4. PL COS	894	(22.0)	1 597	(39.4)	1 382	(34.1)	184	(4.5)	4 057 (2.7)	
5. SECURITIES	2 025	(23.4)	3 301	(38.1)	3 058	(35.3)	284	(3.3)	8 668 (5.7)	
6. C DEALERS	420	(22.3)	705	(37.4)	734	(38.9)	27	(1.4)	1 886 (1.2)	
7. C EXCHANGES	643	(19.9)	1 104	(34.1)	486	(15.0)	1 000	(30.9)	3 233 (2.1)	
8. M CHANGERS	245	(9.0)	733	(26.9)	1 664	(61.0)	86	(3.2)	2 728 (1.8)	
9. ASSET COS	4 991	(33.5)	5 367	(36.1)	2 751	(18.5)	1 770	(11.9)	14 879 (9.8)	
10. OF COS	3 905	(24.5)	7 813	(49.1)	3 371	(21.2)	827	(5.2)	15 916 (10.5)	
Total (%)**	41 843	(27.7)	61 170	(40.4)	40 757	(26.9)	7 547	(5.0)	151 317 (100)	

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

(%)** As a 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 145 783 in 2013 to 151 317 in 2015 by 5 534 persons (+3.8%). The changes in the number of employees between 2013 and 2015 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 2013</u>	<u>January 2015</u>	<u>Change (%)</u>	
Banking Sector	95 556	97 617	+2 061	(+2.2%)
Securities and Asset Management Sector	21 702	23 547	+1 845	(+8.5%)
Other Financial Sectors	28 525	30 153	+1 628	(+5.7%)
Total	145 783	151 317	+5 534	(+3.8%)

*Sector Definition:

Banking Sector = Branch 1 BANKS and Branch 2 DTCS

Securities and Asset Management Sector = Branch 5 SECURITIES and Branch 9 ASSET COS

Other Financial Sectors = All branches except BANKS, DTCS, SECURITIES and ASSET COS

(ii) Manpower Changes by Job Level

<u>Job Level</u>	<u>January 2013</u>	<u>January 2015</u>	<u>Change (%)</u>	
Managerial	35 305	41 843	+6 538	(+18.5%)
Supervisory/Officer	56 119	61 170	+5 051	(+9.0%)
Clerical	44 687	40 757	-3 930	(-8.8%)
Other Supporting Staff	9 672	7 547	-2 125	(-22.0%)
Total	145 783	151 317	+5 534	(+3.8%)

6. Figures 1 to 2 show the manpower structure and the distribution of employees by sector and by job level.

Figure 1: Distribution of Employees by Sector

Total Employees: 151 317

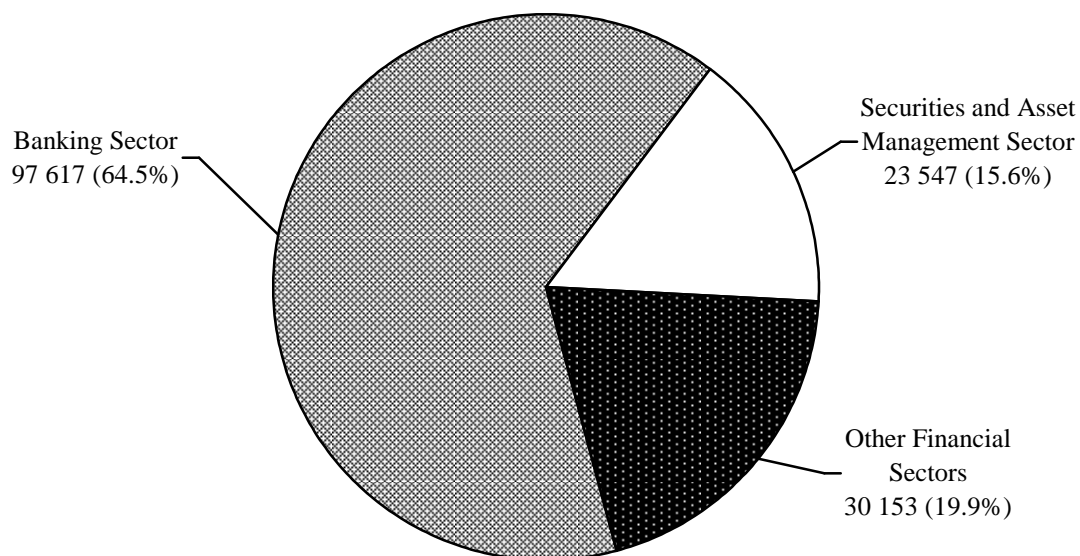
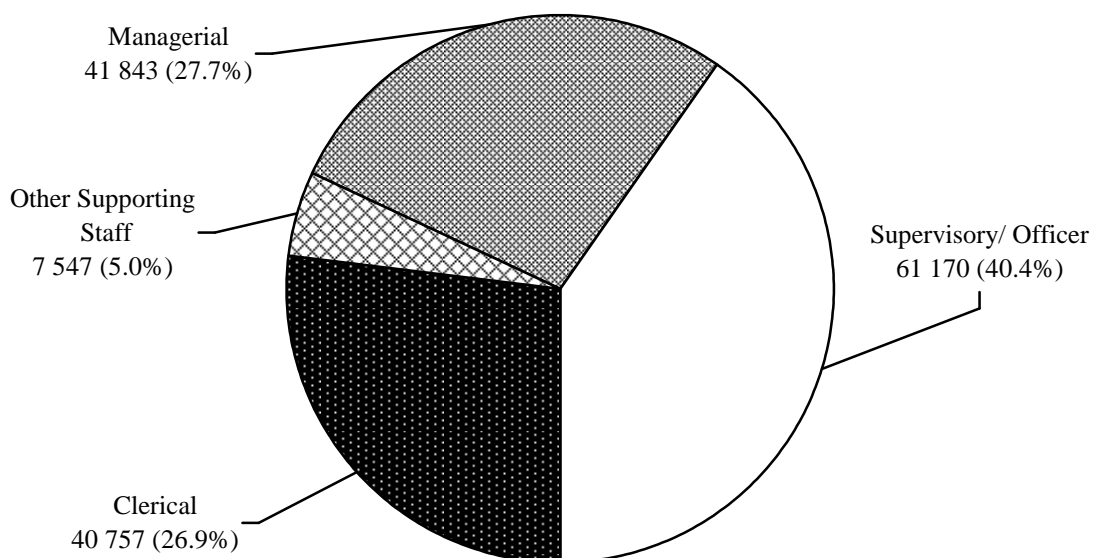


Figure 2: Distribution of Employees by Job Level

Total Employees: 151 317



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 2 425 vacancies in the banking and finance industry, representing 1.6% of the manpower demand of 153 742 persons 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	438 (29.0)	615 (40.7)	409 (27.1)	48 (3.2)	1 510 (62.3)
2. DTCS	1 (4.0)	13 (52.0)	11 (44.0)	- (0.0)	25 (1.0)
3. INVEST COS	42 (89.4)	5 (10.6)	- (0.0)	- (0.0)	47 (1.9)
4. PL COS	32 (11.8)	143 (52.6)	97 (35.7)	- (0.0)	272 (11.2)
5. SECURITIES	33 (45.8)	22 (30.6)	17 (23.6)	- (0.0)	72 (3.0)
6. C DEALERS	2 (2.9)	21 (30.9)	45 (66.2)	- (0.0)	68 (2.8)
7. C EXCHANGES	17 (40.5)	25 (59.5)	- (0.0)	- (0.0)	42 (1.7)
8. M CHANGERS	- (0.0)	3 (4.1)	71 (95.9)	- (0.0)	74 (3.1)
9. ASSET COS	89 (41.2)	102 (47.2)	25 (11.6)	- (0.0)	216 (8.9)
10. OF COS	20 (20.2)	76 (76.8)	3 (3.0)	- (0.0)	99 (4.1)
Total (%)**	674 (27.8)	1 025 (42.3)	678 (28.0)	48 (2.0)	2 425 (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.

Changes in Vacancy Situation

8. Employers reported 2 425 vacancies in January 2015. Comparing to the 1 665 vacancies reported by employers in January 2013, the number of vacancies has increased by 760 (+45.6%). Changes in vacancy situation between 2013 and 2015 are shown in Table D.

Table D: Vacancy Situation

(i) Vacancy Situation by Sector

<u>Sector</u>	<u>January 2013</u>	<u>January 2015</u>	<u>Change (%)</u>	
Banking Sector	772	1 535	+763	(+98.8%)
Securities and Asset Management Sector	280	288	+8	(+2.9)
Other Financial Sectors	613	602	-11	(-1.8%)
Total	1 665	2 425	+760	(+45.6%)

(ii) Vacancy Situation by Job Level

<u>Job Level</u>	<u>January 2013</u>	<u>January 2015</u>	<u>Change (%)</u>	
Managerial	520	674	+154	(+29.6%)
Supervisory/Officer	675	1 025	+350	(+51.9%)
Clerical	376	678	+302	(+80.3%)
Other Supporting Staff	94	48	-46	(-48.9%)
Total	1 665	2 425	+760	(+45.6%)
Vacancy rate as a percentage of manpower demand	1.1%	1.6%		

Manpower Demand

9. Employers forecasted that the manpower demand of the industry by January 2017 would be 154 212 persons. This is more or less the same as the manpower demand of 153 742 persons in January 2015.

Minimum Education Requirement of Employees

10. Generally speaking, the survey findings showed that employers preferred their employees at the supervisory/officer level and managerial level to possess diploma, higher certificate, certificate, higher diploma, associate degree and university degree or above education level. For clerical staff, Hong Kong Diploma of Secondary Education, 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 employers required their employees at the managerial level to have a minimum of over five to ten years of working experience in the industry. For supervisory/officer level, a minimum of over two to five years of working experience in the industry was normally required. For clerical level, staff members with one to two years of working experience in the industry were also acceptable.

Employees' Average Age Range

12. The majority of the banking and finance personnel at the job levels of "Managerial" and "Supervisor/ Officer" ranged from 35 to 50 years old whereas over 30% of clerical staff were below 35.

Staff Turnover

13. Employers reported that 15 467 employees had left their institutions in the past twelve months. During the same period, 18 791 employees had been recruited to fill the vacancies. The staff turnover rate for the banking and finance industry was 10.8%.

Internal Promotion

14. The survey showed that employees at the supervisory/ officer level had a relatively higher percentage to be promoted to managerial level. Of the total number of Managers recruited, 33.4% were promoted from Supervisors and 16.7% of the total recruits of supervisors/officers were promoted from clerks.

Recruitment Difficulties

15. 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 two reasons to total reasons were 47.4% and 33.3% respectively.

Number of Hong Kong Employees Having to Work in the Mainland

16. Employers reported that 1 412 employees had to work in the Mainland during the survey period. Of these, 468 (33.1%) were on stationed basis and 944 (66.9%) were on travelling basis.

Effects of Mainland Operations on Hong Kong Employees

17. Employers reported that 12 additional employees were to be recruited to handle operations in the Mainland. Of these 12 additional employees, 5 were to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII and 150 employees had to be trained for the purpose of handling operations there.

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

18. For in-house training, the 2015 Survey revealed that 4 969 (92.9% of 5 349) establishments had maintained their staff training expenses more or less the same in 2014 when compared with the figure in 2013. 136 (2.5% of 5 349) establishments reported that they had increased their staff training expenses in 2014. For external training, the result revealed that 4 914 (91.9% of 5 349) establishments had maintained their staff training expenses more or less the same in 2014 when compared with 2013 while 146 (2.7% of 5 349) establishments reported that they had increased their staff training expenses in 2014. With regard to the in-house training budget for 2015, survey findings showed that 92.7% of 5 360 establishments (4 970) had planned to maintain the same training budget for 2015 when compared with the expenses in 2014. For the budget of external training, 91.8% of 5 360 establishments (4 918) had planned to maintain the same training budget for 2015 when compared with the expenses in 2014.

Part-time Employees Employed in the Banking and Finance Industry

19. In addition to 143 770 full-time employees working in the banking and finance industry, 1 966 part-time employees were employed in the industry to help carry out business activities.

Impacts on Manpower Requirements

20. 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, European and Mainland 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 potential effects of the timing and pace of interest rate rises in the United States, the recovery of the European economy and the future growth of the economy of the Mainland would have impacts on the local manpower requirements with varying degrees;
- (iii) Probably due to the fact that those back office jobs may be perceived as less attractive by some people, employers have difficulty in finding the right people. In fact, back office jobs like trade finance, settlement and compliance do need talent to fill the vacancies. Practitioners in these job areas need immersion to build up experience; and
- (iv) The construction of the Asian Infrastructure Investment Bank (AIIB), the China's one belt, one road initiative, the Mutual Recognition of Funds Scheme between the Mainland and Hong Kong, and the popularity of using e-channels to deliver services to a wide range of customers are expected to bring opportunities to the local banking and finance industry. Practitioners should make good of their own expertise to grab the opportunities that the industry could not afford to miss.

Recommendations

21. 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. Moreover, the Vocational Training Council offers services to help employers organise their training schemes. For example, the New Technology Training Scheme provides financial assistance to local companies up to a maximum of 50% of the training cost for their employees to be trained in new technologies. The

Scheme covers various types of training mode including overseas training courses or industrial attachment, local training courses, and tailor-made local training courses/ industrial attachments for individual companies.

- (ii) In order to enhance the employability of graduates, training institutions and the industry can collaborate so that practical and updated industry knowledge would be incorporated into the curricula. On the other hand, employers should seriously consider offering attachment opportunities for students. Industrial attachment programmes enable students to experience real-life workplace challenges through attachment to different organisations. The programme can facilitate students' transition from study to work by developing their team work spirit, problem solving abilities, practical skills, and appropriate work attitudes and value. Through the programme, employers can identify the right talent for future full-time employment and also source suitable candidates to meet the seasonal or part-time manpower needs. Moreover, employers are looking for graduates with good language skills and have a positive mindset with ambition. Education institutions and employers should work together so that students could be cultivated the right mindset as well as enhancing their language proficiency;
- (iii) Employers indicated and it is recommended that a wide spectrum of training programmes should be provided to employees for knowledge and skills upgrading as well as to broaden and deepen employees' exposure to different segments of the industry;
- (iv) As indicated by respondents, training programmes on the following topics should be organized for banking and finance personnel at the various job levels:

For Managerial Staff

Risk Management
Strategic Management
Principles & Practice of Management
Problem Solving & Decision Making
Anti-Money Laundering Compliance

For Supervisory Staff/ Officer

Anti-Money Laundering Compliance
Financial Markets Operations
Compliance of Various Ordinances
Putonghua
English Writing

For Clerical Staff

Putonghua

Communication Skills

Spoken English

English Writing

Anti-Money Laundering Compliance

- (v) In view of the fact that employers are very much concerned about topics like strategic and risk management, anti-money laundering compliance, 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.

銀行及金融業 2015 年人力調查報告書

報告摘要

目的

1. 在政府統計處〔統計處〕協助下，銀行及金融業訓練委員會於 2015 年 1 月至 5 月進行兩年一度的人力調查，蒐集最新的人力資訊供相關機構人士參考，以助了解業內的人力情況及培訓需要。

調查範圍

2. 本會按照政府統計處的建議，定出人力調查的樣本範圍，以涵蓋業內所有機構；從統計處機構單位記錄庫的 7 564 間機構中，抽取 1 127 間為調查樣本。僱員達 50 人或以上的持牌銀行、有限制牌照銀行、外國銀行本港代表辦事處、接受存款公司均納入為調查對象，而僱員在 50 人以下的機構則採用分層隨機抽樣法選出。

3. 是次調查包括以下十個門類的業內機構：

- (i) 219 間持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處（簡稱 BANKS）；
- (ii) 21 間接受存款公司（簡稱 DTCS）；
- (iii) 114 間投資及控股公司（簡稱 INVEST COS）；
- (iv) 125 間私人貸款及有關公司（例如按揭、分期信貸、財務租賃及其他信貸服務）（簡稱 PL COS）；
- (v) 118 間證券經紀公司（簡稱 SECURITIES）；
- (vi) 116 間期貨（包括金融期貨）及貴重金屬經紀／交易商（簡稱 C DEALERS）；
- (vii) 6 間股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構（簡稱 C EXCHANGES）；
- (viii) 111 間兌換商及外匯經紀／交易商（簡稱 M CHANGERS）；
- (ix) 151 投資顧問／資產管理公司（簡稱 ASSET COS）；
- (x) 146 間其他與金融有關的公司（簡稱 OF COS）。

從以上1 127間選定機構（調查樣本）蒐集得來的數據經由政府統計處處理，採用統計方法倍大，以反映銀行及金融業的整體人力情況。

人力需求總數

4. 調查顯示，在2015年1月時，銀行及金融業共有僱員151 317人，下表A顯示了按門類及職級劃分的人力分布：

表 A: 人力結構（按門類及職級劃分）

僱員人數											
門類	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		其他輔助員工 (%)*		總計 (%)**		
1. BANKS	27 524	(28.5)	39 368	(40.8)	26 394	(27.4)	3 189	(3.3)	96 475 (63.8)		
2. DTCS	241	(21.1)	434	(38.0)	441	(38.6)	26	(2.3)	1 142 (0.8)		
3. INVEST COS	955	(40.9)	748	(32.1)	476	(20.4)	154	(6.6)	2 333 (1.5)		
4. PL COS	894	(22.0)	1 597	(39.4)	1 382	(34.1)	184	(4.5)	4 057 (2.7)		
5. SECURITIES	2 025	(23.4)	3 301	(38.1)	3 058	(35.3)	284	(3.3)	8 668 (5.7)		
6. C DEALERS	420	(22.3)	705	(37.4)	734	(38.9)	27	(1.4)	1 886 (1.2)		
7. C EXCHANGES	643	(19.9)	1 104	(34.1)	486	(15.0)	1 000	(30.9)	3 233 (2.1)		
8. M CHANGERS	245	(9.0)	733	(26.9)	1 664	(61.0)	86	(3.2)	2 728 (1.8)		
9. ASSET COS	4 991	(33.5)	5 367	(36.1)	2 751	(18.5)	1 770	(11.9)	14 879 (9.8)		
10. OF COS	3 905	(24.5)	7 813	(49.1)	3 371	(21.2)	827	(5.2)	15 916 (10.5)		
總計 (%)**	41 843	(27.7)	61 170	(40.4)	40 757	(26.9)	7 547	(5.0)	151 317 (100)		

(%)* 佔同一門類僱員總數的百分率。

(%)** 佔業內僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

人力變化

5. 銀行及金融從業員人數，由 2013 年的 145 783 人，增加至 2015 年的 151 317 人，增加了 5 534 人，增幅為 3.8%。表 B 按類別及職級摘錄 2013 年與 2015 年業內僱員人數的轉變。

表 B: 人力變化

(i) 各類別的人力變化

<u>類別*</u>	<u>2013 年 1 月</u>	<u>2015 年 1 月</u>	<u>增減 (%)</u>	
銀行	95 556	97 617	+2 061	(+2.2%)
證券及資產管理公司	21 702	23 547	+1 845	(+8.5%)
其他金融機構	28 525	30 153	+1 628	(+5.7%)
總計	145 783	151 317	+5 534	(+3.8%)

*「類別」的定義如下：

銀行 = 門類 1 BANKS 及 門類 2 DTCS

證券及資產管理公司 = 門類 5 SECURITIES 及門類 9 ASSET COS

其他金融機構 = BANKS、DTCS、SECURITIES 及 ASSET COS 以外的其他所有門類

(ii) 各職級的人力變化

<u>職級</u>	<u>2013 年 1 月</u>	<u>2015 年 1 月</u>	<u>增減 (%)</u>	
經理級	35 305	41 843	+6 538	(+18.5%)
主管／主任級	56 119	61 170	+5 051	(+9.0%)
文員級	44 687	40 757	-3 930	(-8.8%)
其他輔助員工	9 672	7 547	-2 125	(-22.0%)
總計	145 783	151 317	+5 534	(+3.8%)

6. 圖 1 及圖 2 按機構類別及職級列出人力結構及分布情況。

圖 1: 各類別的僱員分布情況

僱員總數：151 317 人

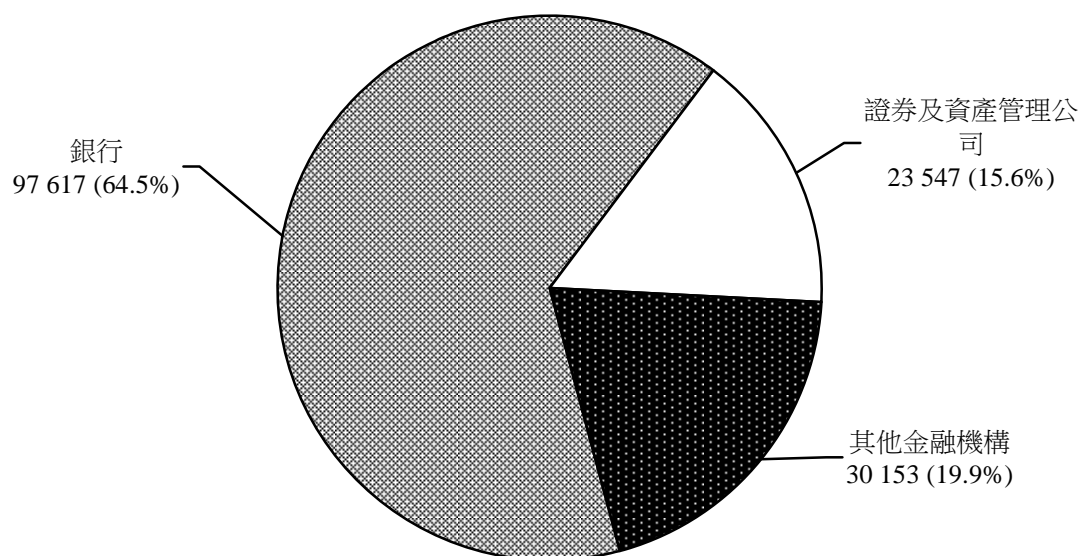
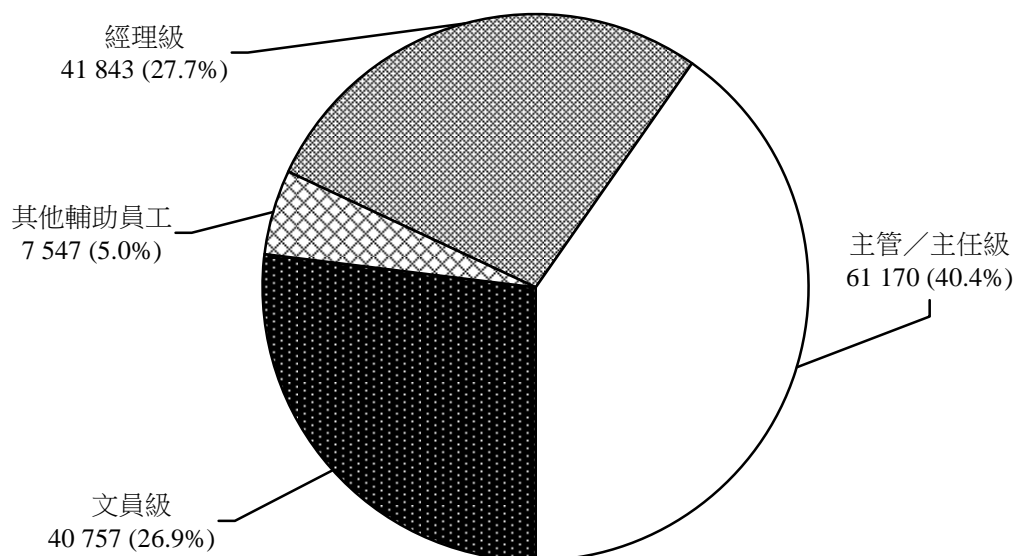


圖 2: 各職級的僱員分布情況

僱員總數：151 317 人



備註：由於四捨五入關係，總百分率不一定等於 100%。

業內空缺數目

7. 根據僱主所填報的資料，調查期間銀行及金融業共有 2 425 個空缺，佔所需人力（僱員人數＋空缺數目）153 742 人的 1.6%。各門類及職級的空缺數目摘要見表 C。

表 C: 空缺數目

門類	經理級 (%)*	主管／主任級 (%)*	文員級 (%)*	其他輔助員工 (%)*	總計 (%)**
1. BANKS	438 (29.0)	615 (40.7)	409 (27.1)	48 (3.2)	1 510 (62.3)
2. DTCS	1 (4.0)	13 (52.0)	11 (44.0)	- (0.0)	25 (1.0)
3. INVEST COS	42 (89.4)	5 (10.6)	- (0.0)	- (0.0)	47 (1.9)
4. PL COS	32 (11.8)	143 (52.6)	97 (35.7)	- (0.0)	272 (11.2)
5. SECURITIES	33 (45.8)	22 (30.6)	17 (23.6)	- (0.0)	72 (3.0)
6. C DEALERS	2 (2.9)	21 (30.9)	45 (66.2)	- (0.0)	68 (2.8)
7. C EXCHANGES	17 (40.5)	25 (59.5)	- (0.0)	- (0.0)	42 (1.7)
8. M CHANGERS	- (0.0)	3 (4.1)	71 (95.9)	- (0.0)	74 (3.1)
9. ASSET COS	89 (41.2)	102 (47.2)	25 (11.6)	- (0.0)	216 (8.9)
10. OF COS	20 (20.2)	76 (76.8)	3 (3.0)	- (0.0)	99 (4.1)
總計 (%)**	674 (27.8)	1 025 (42.3)	678 (28.0)	48 (2.0)	2 425 (100)

(%)* 佔同一門類空缺總數的百分率。

(%)** 佔業內空缺總數的百分率。由於四捨五入關係，總百分率不一定等於 100%

業內空缺的變化情況

8. 僱主填報，2015 年 1 月時的職位空缺共 2 425 個，比 2013 年 1 月時 1 665 個空缺增加了 760 個，增幅為 45.6%。2013 年與 2015 年的職位空缺變化情況摘要見表 D。

表 D：職位空缺情況

(i) 各類別的空缺數目

類別	2013 年 1 月	2015 年 1 月	增減 (%)	
銀行	772	1 535	+763	(+98.8%)
證券及資產管理公司	280	288	+8	(+2.9)
其他金融機構	613	602	-11	(-1.8%)
總計	1 665	2 425	+760	(+45.6%)

(ii) 各職級的空缺數目

技能等級	2013 年 1 月	2015 年 1 月	增減 (%)	
經理級	520	674	+154	(+29.6%)
主管／主任級	675	1 025	+350	(+51.9%)
文員級	376	678	+302	(+80.3%)
其他輔助員工	94	48	-46	(-48.9%)
總計	1 665	2 425	+760	(+45.6%)
空缺率佔人力需求的百分率	1.1%	1.6%		

人力需求

9. 僱主預測，2017 年 1 月時業界共需要 154 212 名僱員，與 2015 年 1 月的人力需求數字（153 742 人）相若。

僱員基本教育程度要求

10. 調查結果顯示，僱主通常屬意主管／主任級及經理級僱員具備文憑、高級證書、證書、高級文憑、副學士，又或大學學位或以上教育程度。至於文員級僱員，基本教育程度要求一般為香港中學文憑、預科或中五程度。

僱員基本年資要求

11. 大部分僱主要求屬下經理級僱員至少具有五年以上至十年業內工作經驗；主管／主任級僱員應至少具備兩年以上至五年相關工作經驗；文員級僱員的基本年資要求為一至兩年工作經驗。

僱員平均年齡分布情況

12. 「經理」及「主管／主任」職級的銀行及金融業僱員，大部分介乎 35 至 50 歲；而超過 30%的文員則小於 35 歲。

僱員流動情況

13. 據僱主填報，在調查前十二個月，業內有 15 467 人離職，而同期招聘了 18 791 人填補空缺，僱員流動率為 10.8%。

內部晉升情況

14. 調查顯示主管／主任級僱員有較佳的內部晉升機會。有 33.4% 經理級職位就是透過內部晉升主管／主任級僱員而填補，而 16.7%主管／主任級職位亦是由文員級僱員晉升擔任。

招聘困難

15. 僱主填報，招聘困難的首要原因是「缺乏具相關經驗及訓練的職位申請人」，其次為「服務條件／薪酬未能符合求職者的要求」，各佔 47.4% 及 33.3%。

需要在中國內地工作的 香港僱員人數

16. 僱主填報，1 412 名僱員在調查期內需要在內地工作，其中 468 名（33.1%）屬長駐性質、944 名（66.9%）屬非長駐性質。

內地業務 對本地僱員的影響

17. 僱主填報表示需增聘 12 名僱員處理內地業務，其中 5 名是因滬港通、內地與香港基金互認或其他跨境方案如合格境外機構投資者（QFII）、人民幣合格境外機構投資者（RQFII）等計劃而增聘。此外，150 名現職僱員需接受培訓，以便處理內地業務。

去年訓練支出 與來年訓練開支預算比較

18. 2015 年調查顯示，業內共 5 349 間機構當中，有 4 969 間（佔 92.9%）的 2014 年僱員內部訓練支出維持與 2013 年相若的水平；136 間（佔 2.5%）在 2014 年的訓練支出有所增加。至於外間訓練的支出，有 4 914 間（佔 91.9%）維持在 2013 年的水平；146 間（佔 2.7%）的外間訓練支出在 2014 年有所增加。在 2015 年的內部訓練開支預算方面，調查結果顯示 5 360 間機構中，有 92.7%（4 970 間）計劃把 2015 年的訓練開支預算維持在 2014 年的開支水平。至於外間訓練開支預算，5 360 間受訪機構中，有 91.8%（4 918 間）計劃把 2015 年的外間訓練開支預算維持在 2014 年的水平。

銀行及金融業 兼職僱員人數

19. 除了 143 770 名全職僱員，業內亦僱用 1 966 名兼職員工，協助處理銀行及金融業務。

影響人力需求的因素

20. 經濟周期以至香港特別行政區政府的政策，會從各方面影響銀行及金融業的人力需求，包括：

- (i) 香港是國際金融中心，本地的商業及金融活動與其他金融中心緊密相連，環球經濟狀況及國際金融市場（特別是歐美及中國內地市場）的表現，對本地的經濟會有重大影響；

- (ii) 美國加息的時間與步伐、歐洲經濟復蘇和內地經濟未來發展等因素，會對本地人力需求有不同程度的影響；
- (iii) 部分後勤支援工作或被視為較不吸引，以致僱主難以覓得適當人選。貿易融資、結算及遵照法規這類後勤支援工作，極需人手填補空缺。有關從業員需要長期在工作中實踐，方能累積經驗；以及
- (iv) 預期亞洲基礎設施投資銀行[亞投行]成立、中國的「一帶一路」倡議、內地與香港基金互認安排、電子渠道興起讓商戶能向廣大顧客群提供服務等新發展，會為本地銀行和金融業帶來商機。銀行及金融業應善用專長把握機遇，勿錯失良機。

建議

21. 是次調查的選定機構足能代表業內情況，因此本會建議僱主為僱員制訂人力培訓及發展策略時，可以參考有關調查結果。以下是具體建議：

- (i) 為繼續鞏固香港作為國際金融中心的地位，提供足夠的持續專業發展和培訓是必要的重要策略。本會建議僱主除了提供有系統的內部培訓外，亦可善用外間培訓機構的服務，並且利用政府的支援措施，例如「持續進修基金」。職業訓練局亦向僱主提供服務，協助他們建立培訓計劃。例如，新科技培訓計劃為本地公司提供財政資助，讓僱員接受有關新科技的訓練，資助上限為培訓費用的 50%。該計劃包含不同的培訓模式，包括海外培訓課程或實習、本地培訓課程及為個別公司度身設計的本地培訓課程／實習計劃。
- (ii) 培訓機構和業界可攜手合作，設計實務和新知並重的課程，使畢業生在職場上更具競爭力。另一方面，僱主亦應認真考慮為學生提供實習機會。工作實習計劃讓學生可於不同機構實習、吸取真正的工作經驗，並把書本知識應用到實際環境中，從而培養他們的團隊精神、解難能力、實務技巧、正確的工作態度和價值觀。透過實習計劃，僱主亦可物色合適的全職/兼職人員，以配合公司的長線及短期發展。此外，僱主期望畢業生擁有良好的語言技能、思想正面及胸懷大志。教育機構與僱主應通力合作，培養學生正面的心態，並加強他們的語言能力。
- (iii) 本會因應僱主的意見，建議為銀行及金融從業員提供題材廣泛的訓練課程，這不僅能提升僱員的工作知識與技能，亦可擴闊他們的視野，增加對各類業務的認識。

- (iv) 根據僱主的回應，本會建議為銀行及金融業各職級的從業員安排下列培訓課程：

經理級

風險管理
策略管理
管理理論與實務
解決困難及決策
反洗黑錢法規

主管／主任級

反洗黑錢法規
金融市場運作
不同法規的監管
普通話
英文書寫

文員級

普通話
溝通技巧
英語會話
英文書寫
反洗黑錢法規

- (v) 由於僱主對於策略及風險管理、反洗黑錢法規、最新監管規例及前線員工的顧客服務技巧等方面非常關注，本會建議應向銀行及金融業從業員提供相關訓練課程，以協助他們掌握所需才幹特質，為顧客提供優質服務。

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 of the industry and recommending to the 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, tertiary institutions, government departments, and statutory bodies. The memberships of the Training Board and the Working Party on 2015 Manpower Survey are listed in Appendices 1 and 1a. The terms of reference of the Training Board are given in Appendix 2.

Purpose of the Survey

1.2 With the assistance of the Census and Statistics Department (C&SD), the Training Board conducted the 2015 Manpower Survey in the first half of 2015 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 2011 and 2013 Manpower Surveys, the BFTB agreed to synchronize its 2015 Manpower Survey with the manpower surveys of the accountancy sector and the insurance industry. The fieldwork of these three surveys were planned to be carried out from 9 January 2015 to 8 March 2015. However, the fieldwork of the survey of the banking and finance industry was extended to 9 May 2015 so as to include respondents with a 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 7 564 banking and finance establishments in the following ten branches at the time of the survey and a stratified random sampling method was adopted to survey 1 127 establishments as follows:

- (i) 219 licensed banks, restricted licence banks and local representative offices of foreign banks;
- (ii) 21 deposit-taking companies;
- (iii) 114 investment and holding companies;
- (iv) 125 personal loans and related companies, e.g., mortgages, instalment credits, finance leasing and other credit granting companies;
- (v) 118 securities brokerage firms;
- (vi) 116 commodity futures (including financial futures) and precious metals brokers/ dealers;
- (vii) 6 stock, bullion and commodity exchanges and statutory bodies in the banking and finance industry;
- (viii) 111 money changers and foreign exchange brokers/ dealers;
- (ix) 151 investment advisory/ asset management companies; and
- (x) 146 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 9 January 2015. One week before the survey, a copy of the printed questionnaire together with the explanatory notes (Appendix 4) were sent to each sampled establishment. The reference date of the manpower data was fixed on 2 January 2015. During the survey period, interviewing officers of the C&SD contacted each sampled establishment to collect the questionnaire and, where necessary, to assist the completion of the questionnaire. The fieldwork of the survey was longer than expected that the cut-off date of the survey was extended to 9 May 2015 with a view to improving the response rate and enhancing the reliability of the survey findings. Completed questionnaires were scrutinized and rechecked with respondents in case of doubts. The data collected was then processed by the C&SD.

1.7 After the cut-off date, data obtained from sampled 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 1 127 establishments, 721 responded, 83 refused to reply while 323 had either closed, moved or temporarily ceased operation. The effective response rate was 89.7%.

Levels of Principal Jobs

1.9 In the 2015 Manpower Survey, principal jobs were categorized into three job levels, i.e., managerial level, supervisory level/ officer level and clerical level.

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 recommendations of the Training Board are presented in Section III of the survey report.

SECTION II

SUMMARY OF SURVEY FINDINGS

Introduction

2.1 Data collected from 1 127 selected establishments (samples) were processed by the C&SD and statistically projected to reflect the overall 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 of the ten branches will be used in the 2015 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 (including financial futures) and precious metals 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:	Investment advisory/ asset management Companies	ASSET COS
Branch 10:	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 2015, 151 317 persons were employed in the banking and finance industry of which 41 843 (27.7%) were managerial staff, 61 170 (40.4%) were supervisory staff/officer, 40 757 (26.9%) were clerical staff and 7 547 (5.0%) 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 Branch is the largest one which had 96 475 employees or 63.8% of the total number of employees in the industry. The second and the third largest branches are the OF COS Branch (with 15 916 employees or 10.5%) and the ASSET COS Branch (with 14 879 employees or 9.8%) respectively.

Table A : Manpower Structure by Branch and by Job Level

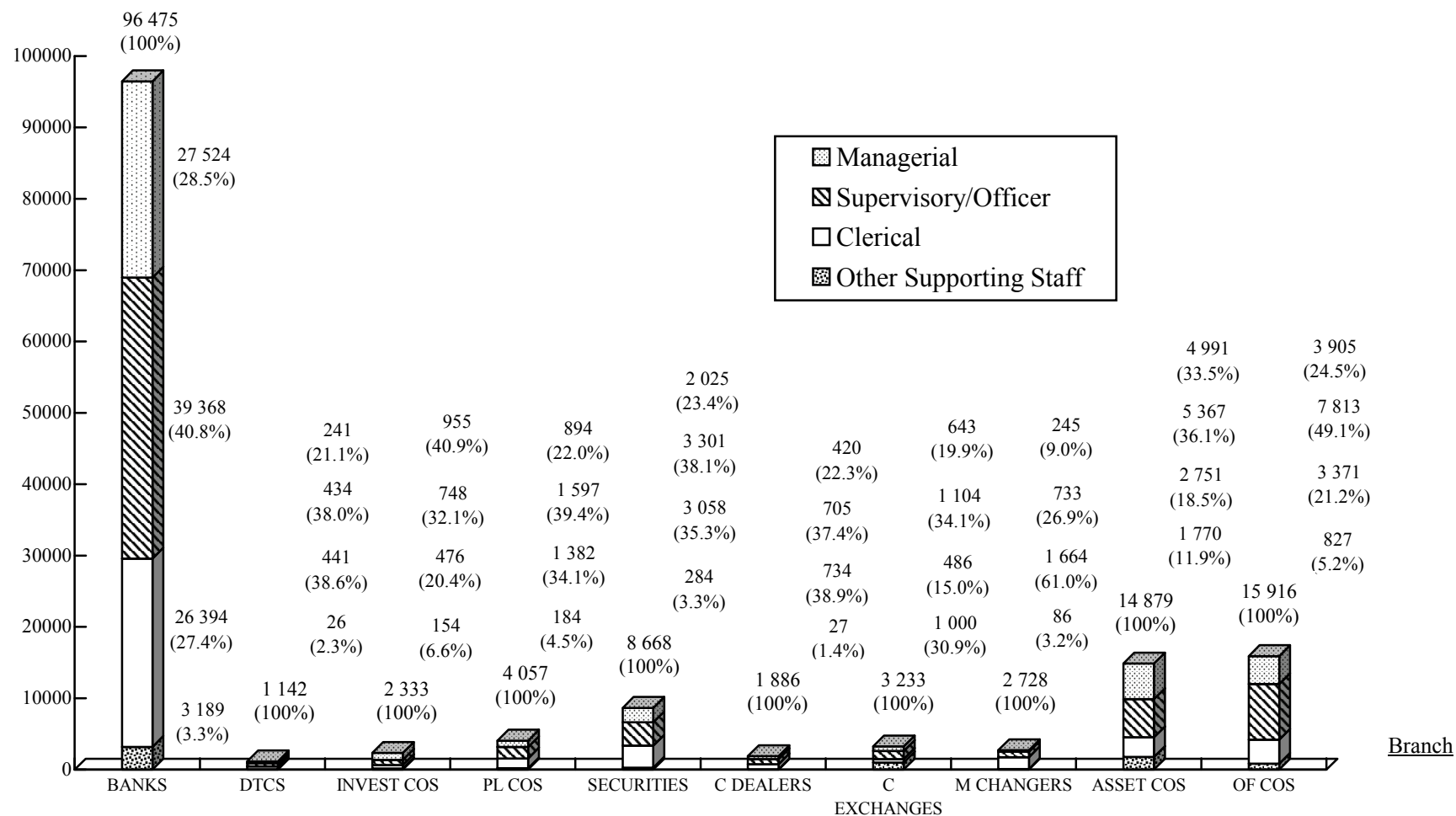
		<u>Number of Employees</u>							
<u>Branch</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Other Supporting Staff (%)*</u>		<u>Total (%)**</u>
1. BANKS	27 524	(28.5)	39 368	(40.8)	26 394	(27.4)	3 189	(3.3)	96 475 (63.8)
2. DTCS	241	(21.1)	434	(38.0)	441	(38.6)	26	(2.3)	1 142 (0.8)
3. INVEST COS	955	(40.9)	748	(32.1)	476	(20.4)	154	(6.6)	2 333 (1.5)
4. PL COS	894	(22.0)	1 597	(39.4)	1 382	(34.1)	184	(4.5)	4 057 (2.7)
5. SECURITIES	2 025	(23.4)	3 301	(38.1)	3 058	(35.3)	284	(3.3)	8 668 (5.7)
6. C DEALERS	420	(22.3)	705	(37.4)	734	(38.9)	27	(1.4)	1 886 (1.2)
7. C EXCHANGES	643	(19.9)	1 104	(34.1)	486	(15.0)	1 000	(30.9)	3 233 (2.1)
8. M CHANGERS	245	(9.0)	733	(26.9)	1 664	(61.0)	86	(3.2)	2 728 (1.8)
9. ASSET COS	4 991	(33.5)	5 367	(36.1)	2 751	(18.5)	1 770	(11.9)	14 879 (9.8)
10. OF COS	3 905	(24.5)	7 813	(49.1)	3 371	(21.2)	827	(5.2)	15 916 (10.5)
Total (%)**	41 843	(27.7)	61 170	(40.4)	40 757	(26.9)	7 547	(5.0)	151 317 (100)

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

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

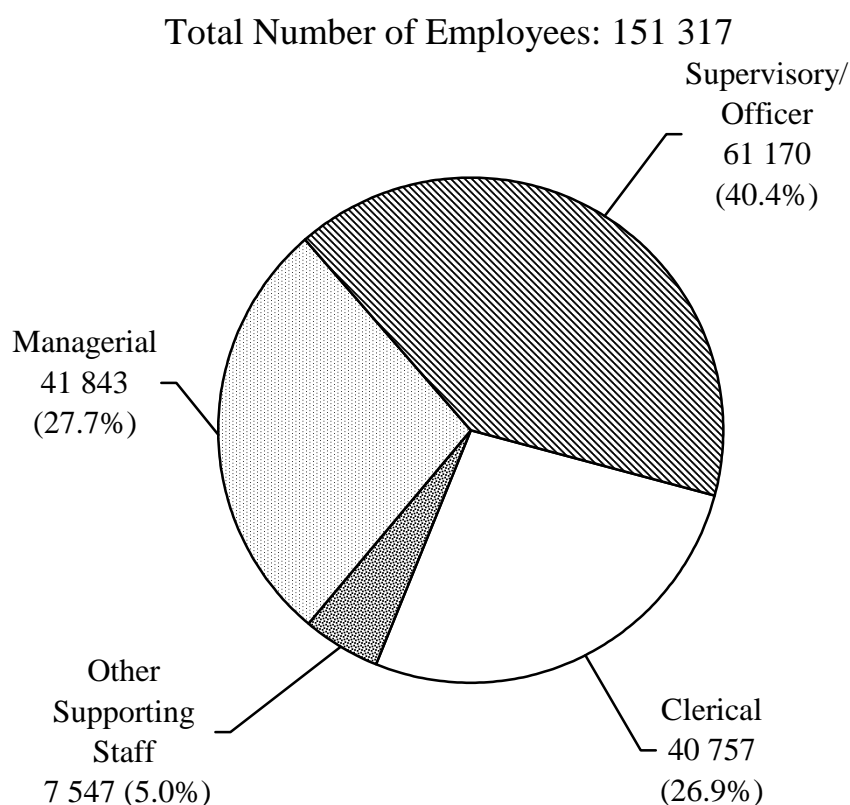
Figure 1(a) : Distribution of Employees by Branch and by Job Level

Number of Employees



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

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



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) Chief Information Officer/ Chief Technology Officer/ Manager - IT	2 962
(b) Manager – Branch	2 834
(c) Chief Executive Officer/ Chief Operating Officer/ Managing Director/ General Manager	2 211
<u>Supervisory/Officer Level</u>	
(a) Operations Officer	6 138
(b) Financial Adviser Representative/ Personal Financial Adviser	3 857
(c) Customer Services Officer - Personal Banking/ Securities	3 769
<u>Clerical Level</u>	
(a) Clerk	12 933
(b) Teller	11 208
(c) Securities and Futures Assistant	4 106

Changes in the 2015 Survey

2.6 For Question 3 in Part II of the questionnaire, three more options of geographic origin namely, “Other parts of Asia”, “Europe” and “the United States” have been added.

2.7 A new question concerning the number of staff who is required to obtain professional qualifications related to the banking and finance industry, e.g. members of the Hong Kong Institute of Bankers (HKIB), the Hong Kong Securities and Investment Institute (HKSI) and the Institute of Financial Planners of Hong Kong (IFPHK), etc has been added in Part II.

2.8 For Question 4 of Part III of the questionnaire, an option related to specific initiatives, i.e., “The number of additional employees needs to be recruited as a result of the Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII”, has been added.

2.9 In order to understand the age pattern in the banking and finance industry, respondents have been requested to provide data related to “Average Age Range” in Part I of the questionnaire.

2.10 The lowest two salary ranges have been revised as “below \$8,000” and “\$8,000 - \$10,000” for the “Average Monthly Income Range” in Part I to reflect the increase of the statutory minimum wage.

2.11 In Appendix D of the questionnaire, certain job titles and job descriptions have been revised, e.g. three new job codes, namely “Product Manager”, “Sales Manager (Funds Distribution)” and “Product Associate” have been added. Readers may refer to Appendix D for the updated job titles and job descriptions of the banking and finance industry.

2.12 Owing to the changes of the survey questionnaire design, the data collected in the 2013 Survey and 2015 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 as at End of December 2014

2.13 As shown in Table B, the banking and finance industry had 7 564 financial institutions as at end of December 2014.

Table B: Number of Financial Institutions

<u>As at End of</u>	<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>
Dec 2014	159	21	23	63	7 298	7 564
Dec 2012	155	21	24	60	6 736	6 996
Change	4	0	-1	3	562	568
(%)	(2.6)	(0)	(-4.2)	(5.0)	(8.4)	(8.1)

* Source: Hong Kong Monetary Authority.

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

2.14 The total number of financial institutions in the banking and finance industry has increased by 568 establishments from December 2012 to December 2014. The number of local representative office of foreign banks and establishments in other financial sectors has increased by 3 and 562 respectively. In the same period, the number of authorized institutions has slightly increased by 3.

Analyses of Manpower Statistics

2.15 The manpower statistics of the ten branches have been grouped into the following three sectors for analysis purpose:

Sector 1: Banking Sector (made up of the following two branches):

(i) BANKS

(ii) DTCS

Sector 2: Securities and Asset Management Sector (made up of the following two branches):

(i) SECURITIES

(ii) ASSET COS

Sector 3: 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

2.16 The branches are grouped for data analysis to match the establishments under the Hong Kong three-tier banking system. In 2015, the branch “DTC” is grouped together with the branch “BANKS” to become the “Banking Sector” as the business nature of deposit-taking companies is closely related to banks and those deposit-taking companies are mostly owned by or otherwise associated with banks. In addition, the manpower statistics of securities brokerage firms as well as investment advisory and asset management companies in the industry would be analysed and reported under the Securities and Asset Management Sector. In terms of market capitalisation, Hong Kong’s stock market is the fourth largest in Asia and seventh largest in the world as of end June 2015. According to the annual Fund Management Activities Survey released by the Securities and Futures Commission, the combined fund management business in Hong Kong sustained another year-on-year increase to reach a record high of \$17,682 billion, up 10.5%, as of the end of 2014. The findings indicate that Hong Kong continued to be a preferred platform for international investors, who contributed an historic high of \$12,404 billion and accounted for 71% of the fund management business. The business of asset management in Hong Kong increased by nearly 18% to a record level of \$6,856 billion. On the other hand, Mutual Recognition of Funds (MRF) scheme between the Mainland and Hong Kong not only presents new business and investment opportunities for the asset management

industry and investors, but also cements Hong Kong's status as a leading asset management centre in the Asia Pacific region. The manpower situation of the Securities and Asset Management Sector therefore is worth noting.

Manpower Changes

2.17 The manpower of the banking and finance industry has increased from 145 783 in 2013 to 151 317 in 2015 by 5 534 persons (3.8%). The changes in the number of employees between 2013 and 2015 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 2013</u>	<u>January 2015</u>	<u>Change (%)</u>	
Banking Sector	95 556	97 617	+2 061	(+2.2%)
Securities and Asset Management Sector	21 702	23 547	+1 845	(+8.5%)
Other Financial Sectors	28 525	30 153	+1 628	(+5.7%)
Total	145 783	151 317	+5 534	(+3.8%)

*Sector Definition:

Banking Sector = Branch 1 BANKS and Branch 2 DTCS

Securities and Asset Management Sector = Branch 5 SECURITIES and Branch 9 ASSET COS

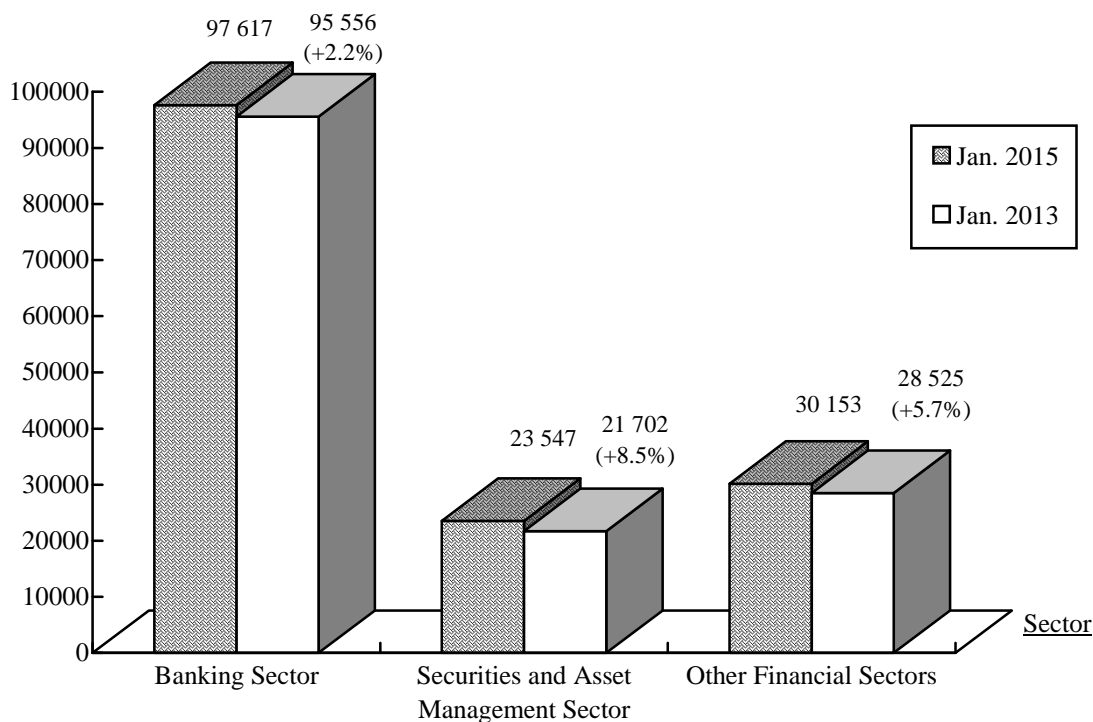
Other Financial Sectors = All branches except BANKS, DTCS, SECURITIES and ASSET COS

(ii) Manpower Changes by Job Level

<u>Job Level</u>	<u>January 2013</u>	<u>January 2015</u>	<u>Change (%)</u>	
Managerial	35 305	41 843	+6 538	(+18.5%)
Supervisory/Officer	56 119	61 170	+5 051	(+9.0%)
Clerical	44 687	40 757	-3 930	(-8.8%)
Other Supporting Staff	9 672	7 547	-2 125	(-22.0%)
Total	145 783	151 317	+5 534	(+3.8%)

Figure 2: Manpower Changes

Number of Employees



2.18 Hong Kong has a relatively stable economic environment in 2015. The number of employees of all sectors in the banking and finance industry has increased when compared with 2013. The manpower growth rate of the Banking Sector and Securities and Asset Management Sector is 2.2% and 8.5% respectively.

2.19 Initiatives like the Shanghai-Hong Kong Stock Connect and the Mutual Recognition of Fund scheme is expected to further enhance Hong Kong's status as an international financial centre and promote Hong Kong as a fund domicile as well as a fund management centre

2.20 The number of establishments in other financial sectors has increased by 563 over the past two years. The manpower of this sector has increased by 1 628 persons or 5.7% when compared with the figure in January 2013.

2.21 With regard to the manpower demand by principal jobs, the following 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. Customer Service Representative – Phone Banking/ Call Centre	733	(149.9%)
2. Customer Services Officer – Personal Banking/ Securities	1 843	(95.7%)
3. Chief Information Officer/ Chief Technology Officer/ Manager – IT	1 217	(69.7%)
4. Compliance Officer	441	(58.3%)
5. Risk Manager	421	(55.7%)
6. Manager – Phone Banking/ Call Centre	33	(51.6%)

2.22 Regarding the manpower changes by job level, staff of the managerial level and supervisory/ officer level both recorded a growth in 2015. The number of employees at managerial level has increased by 6 538 persons, representing a growth of 18.5% when compared with the figure in January 2013. In the same period, staff of supervisory/ officer level has increased by 5 051 persons or 9.0% of the number of persons employed in January 2013.

2.23 In comparison to the figure in January 2013, the number of clerical staff has decreased by 3 930 persons or 8.8% whereas the number of other supporting staff has decreased by 2 125 persons or 22.0%.

Manpower Trend in the Past Eight Years

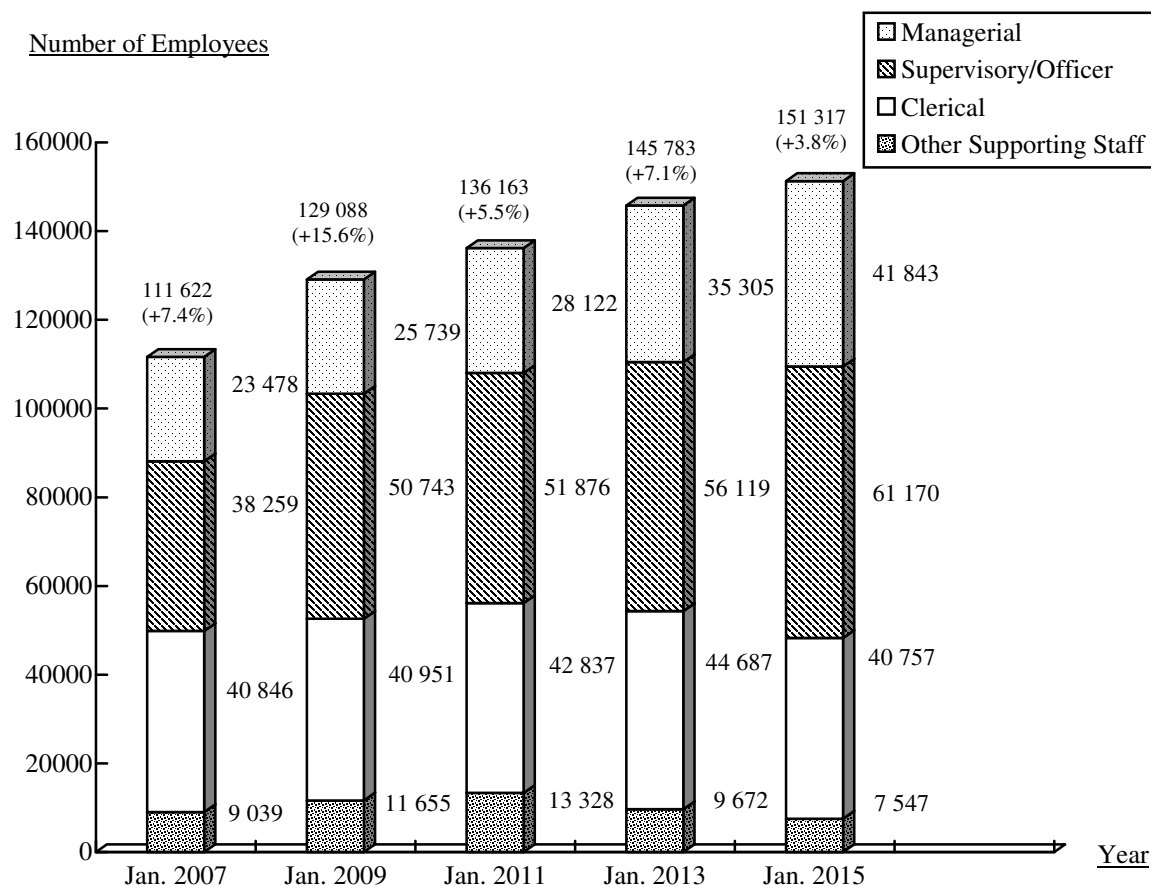
2.24 Generally speaking, the stage of economic cycle, the business environment as well as government policies, etc. have great impacts on the manpower demand of the industry. Table D and Figure 3 show the manpower trend of the banking and finance industry in the past eight years. It should be noted that the overall manpower of 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				
	Jan. 2007	Jan. 2009	Jan. 2011	Jan. 2013	Jan. 2015
Managerial	23 478	25 739	28 122	35 305	41 843
Supervisory/Officer	38 259	50 743	51 876	56 119	61 170
Clerical	40 846	40 951	42 837	44 687	40 757
Other Supporting Staff	9 039	11 655	13 328	9 672	7 547
Total	111 622	129 088	136 163	145 783	151 317
Manpower Change (%)*		+17 466(+15.6%)	+7 075 (+5.5%)	+9 620 (+7.1%)	+5 534 (+3.8%)

(%)* The manpower change is derived by using the manpower figure 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)

2.25 As at 2 January 2015, employers reported 2 425 vacancies in the banking and finance industry, representing 1.6% of a manpower demand of 153 742 persons 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 1 510 vacancies or 62.3% of the total vacancies in the industry. The PL COS Branch had 272 vacancies (11.2%) whereas the ASSET COS Branch had 216 vacancies (8.9%).

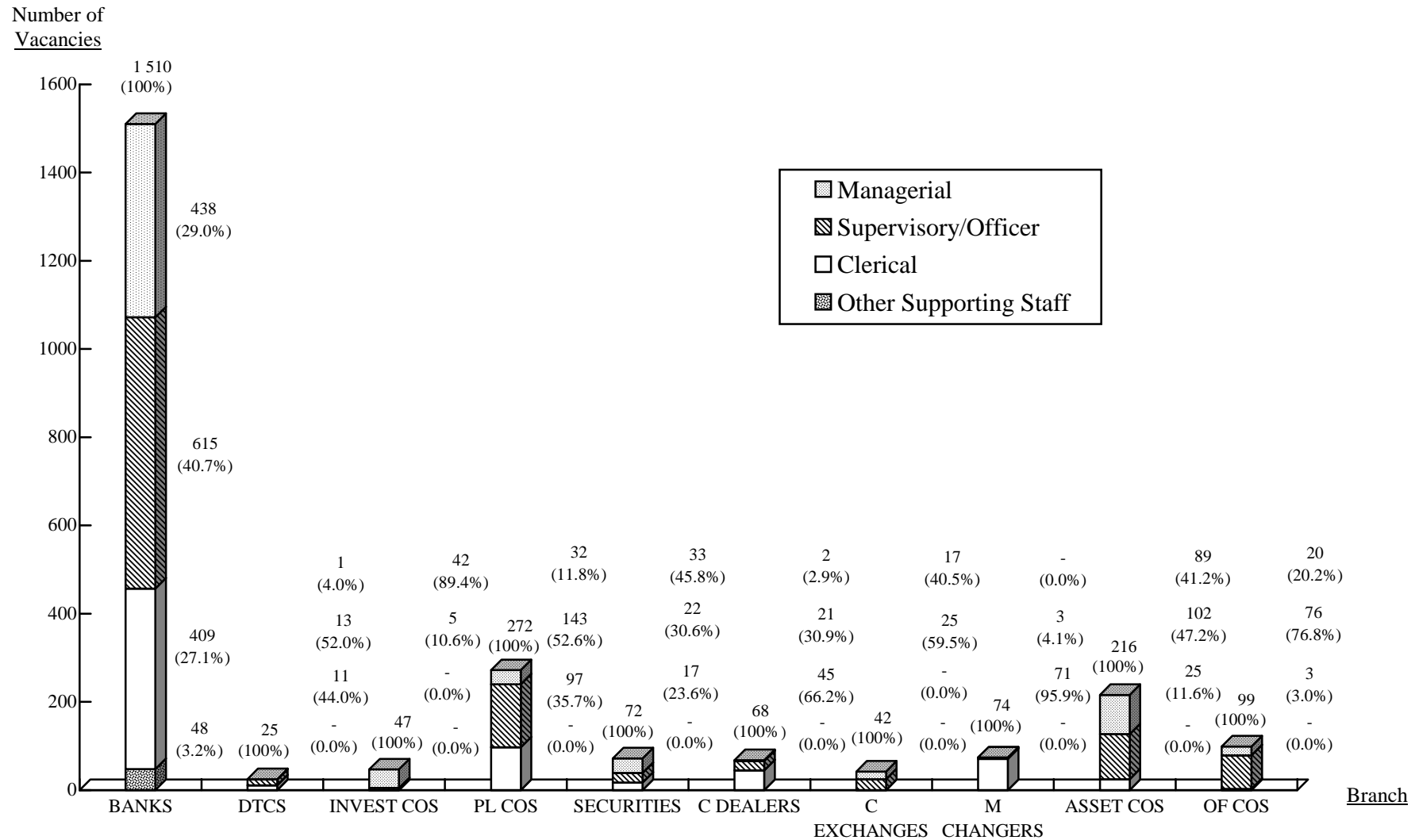
Table E: Number of Vacancies

<u>Branch</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Other Supporting Staff (%)*</u>		<u>Total (%)**</u>
1. BANKS	438	(29.0)	615	(40.7)	409	(27.1)	48	(3.2)	1 510 (62.3)
2. DTCS	1	(4.0)	13	(52.0)	11	(44.0)	-	(0.0)	25 (1.0)
3. INVEST COS	42	(89.4)	5	(10.6)	-	(0.0)	-	(0.0)	47 (1.9)
4. PL COS	32	(11.8)	143	(52.6)	97	(35.7)	-	(0.0)	272 (11.2)
5. SECURITIES	33	(45.8)	22	(30.6)	17	(23.6)	-	(0.0)	72 (3.0)
6. C DEALERS	2	(2.9)	21	(30.9)	45	(66.2)	-	(0.0)	68 (2.8)
7. C EXCHANGES	17	(40.5)	25	(59.5)	-	(0.0)	-	(0.0)	42 (1.7)
8. M CHANGERS	-	(0.0)	3	(4.1)	71	(95.9)	-	(0.0)	74 (3.1)
9. ASSET COS	89	(41.2)	102	(47.2)	25	(11.6)	-	(0.0)	216 (8.9)
10. OF COS	20	(20.2)	76	(76.8)	3	(3.0)	-	(0.0)	99 (4.1)
Total (%)**	674	(27.8)	1 025	(42.3)	678	(28.0)	48	(2.0)	2 425 (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.

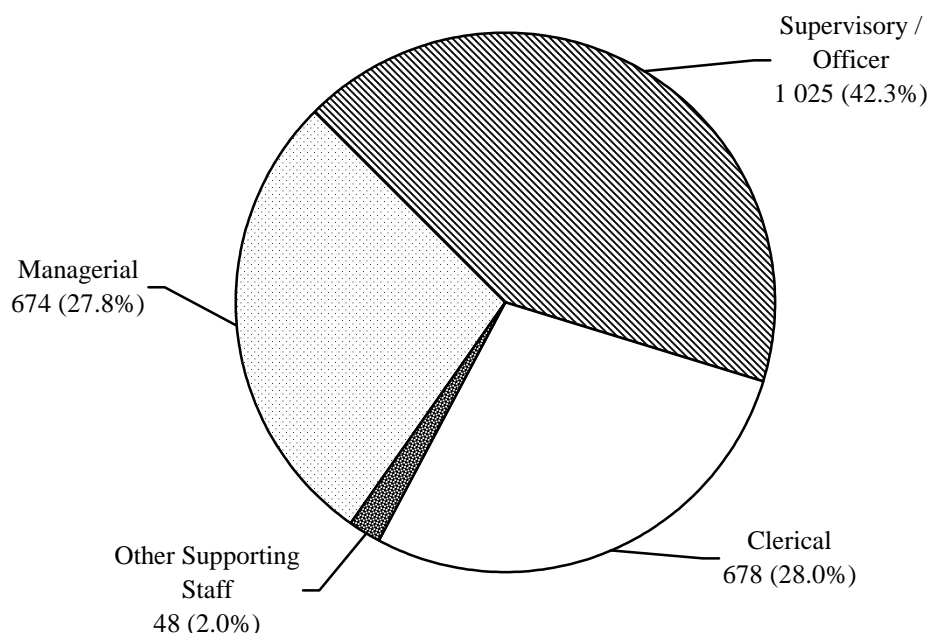
Figure 4(a) : Distribution of Vacancies by Branch and by Job Level



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

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

Total Number of Vacancies: 2 425



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

2.26 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) Portfolio Manager	104
(b) Manager - Corporate Banking/ Commercial Banking/ Relationship Management	52
(c) Manager - Credit	43
<u>Supervisory/ Officer Level</u>	
(a) Credit/ Loan Officer	156
(b) Financial Adviser Representative/ Personal Financial Adviser	145
(c) Business Development Officer	68
<u>Clerical Level</u>	
(a) Clerk	290
(b) Teller	133
(c) Securities and Futures Assistant	103

Changes in the Vacancy Situation

2.27 Employers reported 2 425 vacancies in January 2015. In comparison to the 1 665 vacancies reported by employers in January 2013, the number of vacancies has increased by 760 (+45.6%). Changes in the vacancy situation between 2013 and 2015 are summarized in Table F and Figure 5.

Table F: Vacancy Situation

(i) Vacancy Situation by Sector

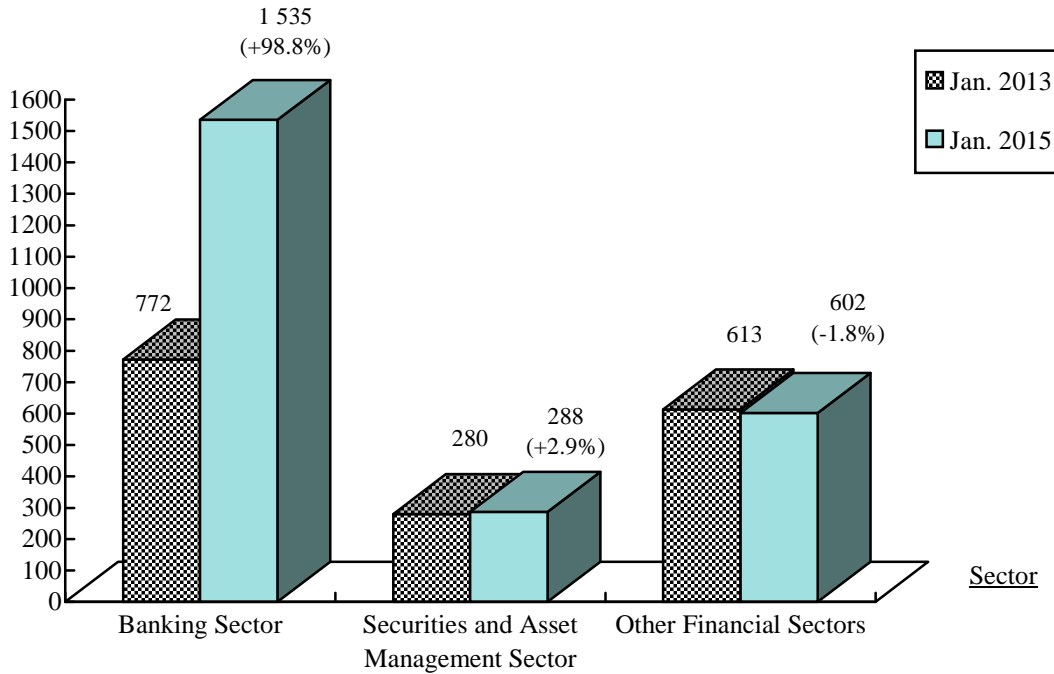
<u>Sector</u>	<u>Jan. 2013</u>	<u>Jan. 2015</u>	<u>Change (%)</u>	
Banking Sector	772	1 535	+763	(+98.8%)
Securities and Asset Management Sector	280	288	+8	(+2.9%)
Other Financial Sectors	613	602	-11	(-1.8%)
Total	1 665	2 425	+760	(+45.6%)

(ii) Vacancy Situation by Job Level

<u>Job Level</u>	<u>Jan. 2013</u>	<u>Jan. 2015</u>	<u>Change (%)</u>	
Managerial	520	674	+154	(+29.6%)
Supervisory/ Officer	675	1 025	+350	(+51.9%)
Clerical	376	678	+302	(+80.3%)
Other Supporting Staff	94	48	-46	(-48.9%)
Total	1 665	2 425	+760	(+45.6%)
Vacancy rate as a percentage of manpower demand	1.1%	1.6%		

Figure 5: Vacancy Situation

Number of Vacancies



2.28 In comparison to January 2013, the Banking Sector reported an increase in the number of vacancies in January 2015 while Other Financial Sectors reported a slight decline. The number of vacancies in the Banking Sector has increased by 763 or 98.8% when compared with January 2013. The percentage decrease in the number of vacancies reported by employers in the Other Financial Sectors was 1.8%.

Forecast of Manpower Demand Growth in 2017

(Appendix 5 – Table 1, Table 1.1)

2.29 Employers forecasted that the manpower demand of the industry by January 2017 would be 154 212 persons. This is more or less the same as the manpower demand of 153 742 persons in January 2015. The forecasted number of employees by January 2017 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 (2.8%), OF COS (1.5%) and PL COS (0.7%).

Table G: Forecast of Manpower Demand Growth by 2017

	<u>Branch</u>	<u>Job Level</u>	<u>Manpower</u>	<u>Forecasted</u>	<u>Growth (%)</u> *	
			<u>Demand#</u>	<u>Number of</u>		
			<u>Jan. 2015</u>	<u>Jan. 2017</u>		
1.	BANKS	Managerial	27 962	27 938	-24	(-0.1)
		Supervisory/Officer	39 983	40 000	17	(<0.1)
		Clerical	26 803	26 824	21	(0.1)
		Other Supporting Staff	3 237	3 233	-4	(-0.1)
		Sub-total	97 985	97 995	10	(<0.1)
2.	DTCS	Managerial	242	242	-	(0.0)
		Supervisory/Officer	447	447	-	(0.0)
		Clerical	452	452	-	(0.0)
		Other Supporting Staff	26	26	-	(0.0)
		Sub-total	1 167	1 167	-	(0.0)
3.	INVEST COS	Managerial	997	1 023	26	(2.6)
		Supervisory/Officer	753	787	34	(4.5)
		Clerical	476	474	-2	(-0.4)
		Other Supporting Staff	154	162	8	(5.2)
		Sub-total	2 380	2 446	66	(2.8)
4.	PL COS	Managerial	926	934	8	(0.9)
		Supervisory/Officer	1 740	1 740	-	(0.0)
		Clerical	1 479	1 503	24	(1.6)
		Other Supporting Staff	184	184	-	(0.0)
		Sub-total	4 329	4 361	32	(0.7)
5.	SECURITIES	Managerial	2 058	2 049	-9	(-0.4)
		Supervisory/Officer	3 323	3 345	22	(0.7)
		Clerical	3 075	3 051	-24	(-0.8)
		Other Supporting Staff	284	281	-3	(-1.1)
		Sub-total	8 740	8 726	-14	(-0.2)
6.	C DEALERS	Managerial	422	420	-2	(-0.5)
		Supervisory/Officer	726	746	20	(2.8)
		Clerical	779	779	-	(0.0)
		Other Supporting Staff	27	27	-	(0.0)
		Sub-total	1 954	1 972	18	(0.9)
7.	C EXCHANGES	Managerial	660	660	-	(0.0)
		Supervisory/Officer	1 129	1 133	4	(0.4)
		Clerical	486	484	-2	(-0.4)
		Other Supporting Staff	1 000	1 000	-	(0.0)
		Sub-total	3 275	3 277	2	(0.1)
8.	M CHANGERS	Managerial	245	245	-	(0.0)
		Supervisory/Officer	736	736	-	(0.0)
		Clerical	1 735	1 701	-34	(-2.0)
		Other Supporting Staff	86	86	-	(0.0)
		Sub-total	2 802	2 768	-34	(-1.2)
9.	ASSET COS	Managerial	5 080	5 101	21	(0.4)
		Supervisory/Officer	5 469	5 531	62	(1.1)
		Clerical	2 776	2 848	72	(2.6)
		Other Supporting Staff	1 770	1 770	0	(0.0)
		Sub-total	15 095	15 250	155	(1.0)
10.	OF COS	Managerial	3 925	3 869	-56	(-1.4)
		Supervisory/Officer	7 889	8 175	286	(3.6)
		Clerical	3 374	3 379	5	(0.1)
		Other Supporting Staff	827	827	-	(0.0)
		Sub-total	16 015	16 250	235	(1.5)
All Branches		Managerial	42 517	42 481	-36	(-0.1)
		Supervisory/Officer	62 195	62 640	445	(0.7)
		Clerical	41 435	41 495	60	(0.1)
		Other Supporting Staff	7 595	7 596	1	(<0.1)
		Total	153 742	154 212	470	(0.3)

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

* As a percentage of the forecasted manpower demand growth using 2015 as the base year.

Figure 6(a): Employers' Forecast of Manpower Growth by January 2017 by Branch

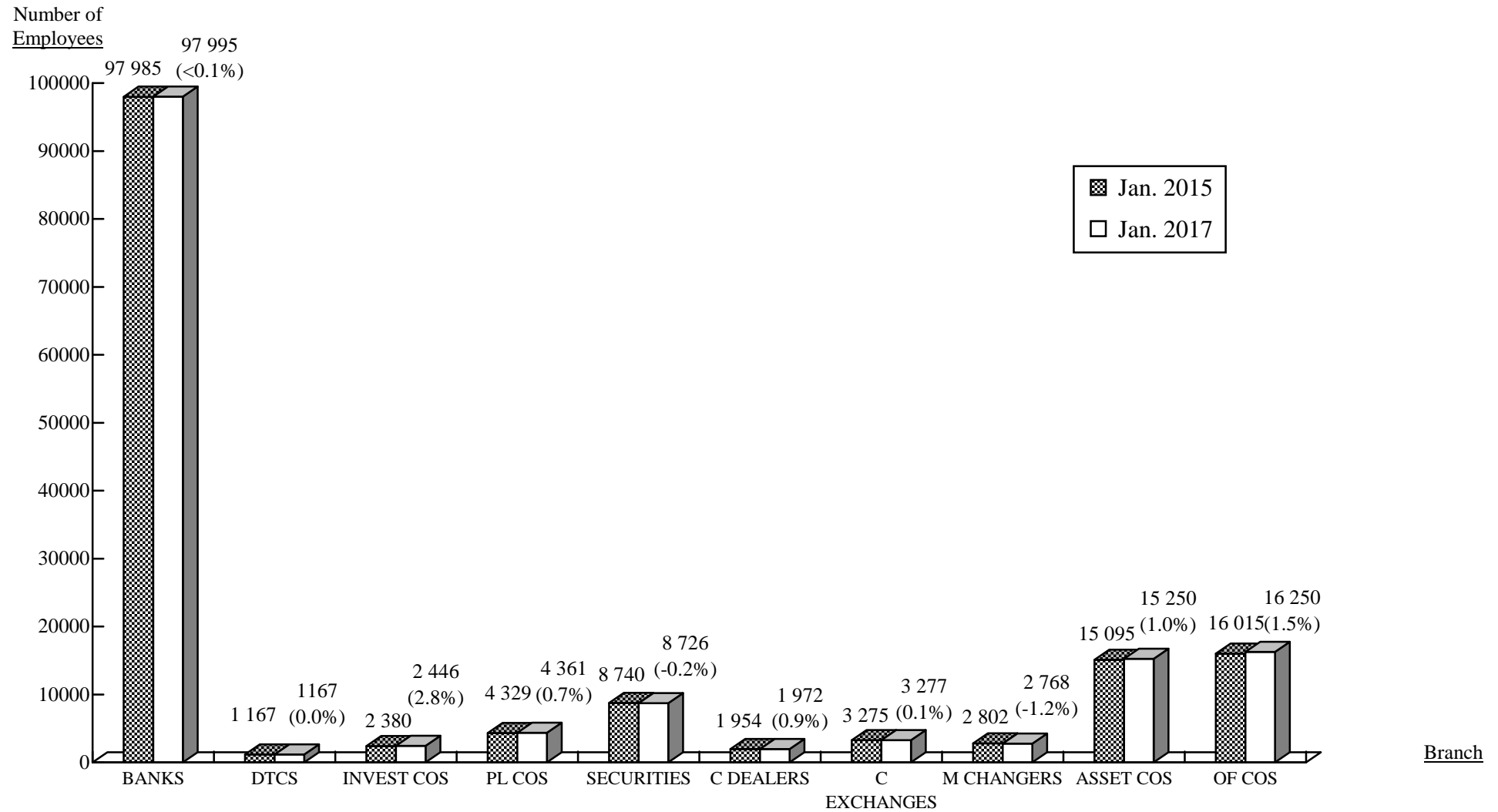
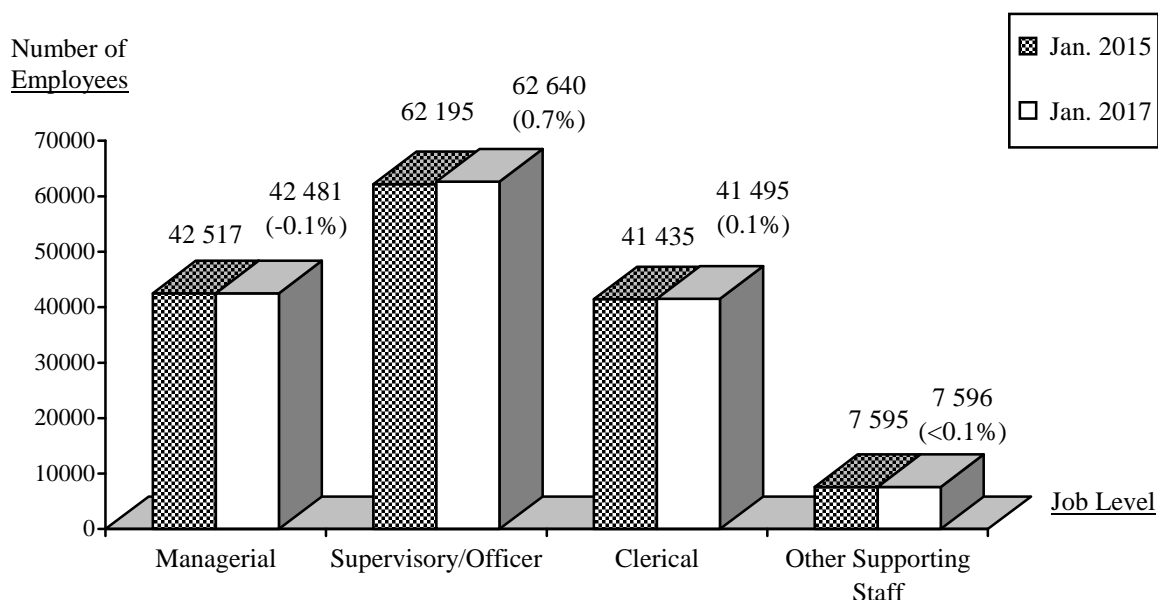


Figure 6(b): Employers' Forecast of Manpower Growth by January 2017 by Job Level



Figures in brackets are the growth rates using January 2015 as the base.

2.30 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 the Number of Employees</u>	<u>Growth Rate</u>
<u>Managerial Level</u>		
(a) Manager – Marketing/ Product Development	20	2.0%
(b) Manager - Investment Services	17	1.2%
(c) Manager - Branch	10	0.4%
<u>Supervisory/ Officer Level</u>		
(a) Financial Adviser Representative/ Personal Financial Adviser	270	6.7%
(b) Investment Analyst	61	2.1%
(c) Account Executive/ Sales Officer	30	0.9%
<u>Clerical Level</u>		
(a) Accounting Clerk	19	0.8%
(b) Clerk	34	0.3%
(c) Trade Finance Operations Checker	2	0.3%

Minimum Education Requirement of Employees

(Appendix 5 – Table 2, Table 2.1)

2.31 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.

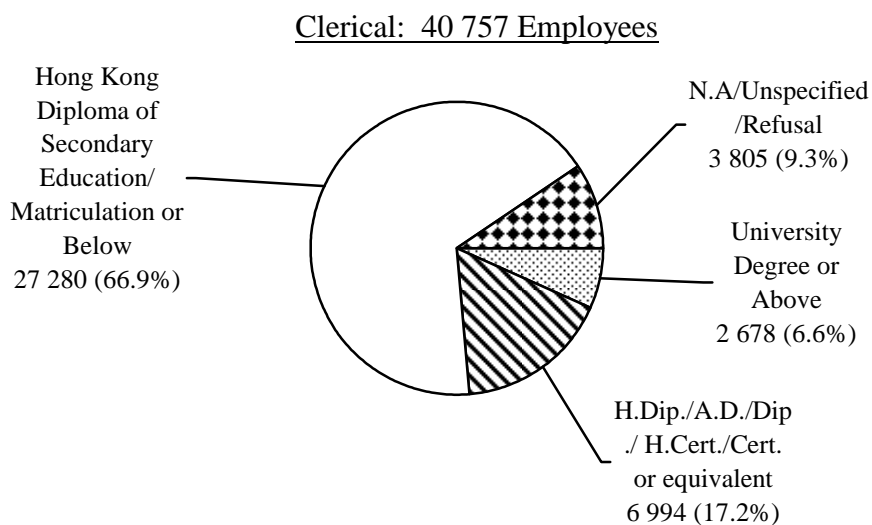
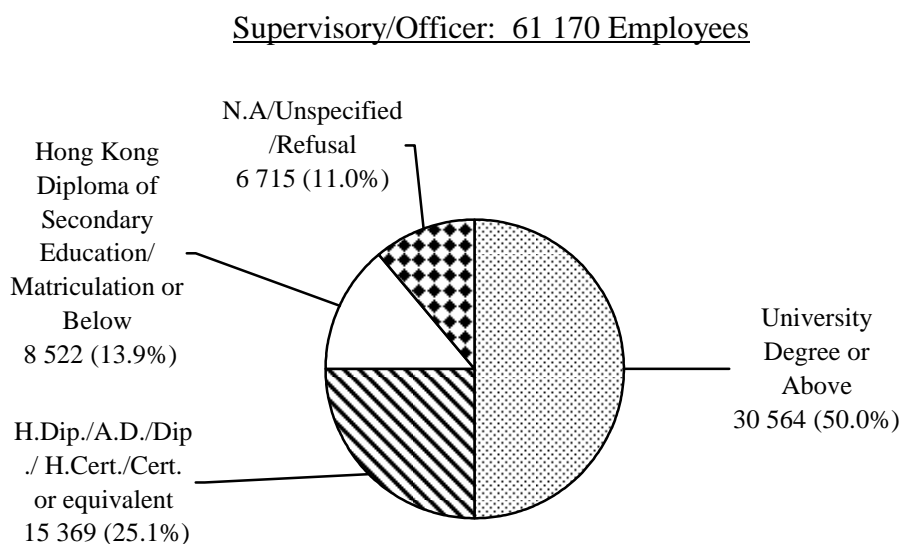
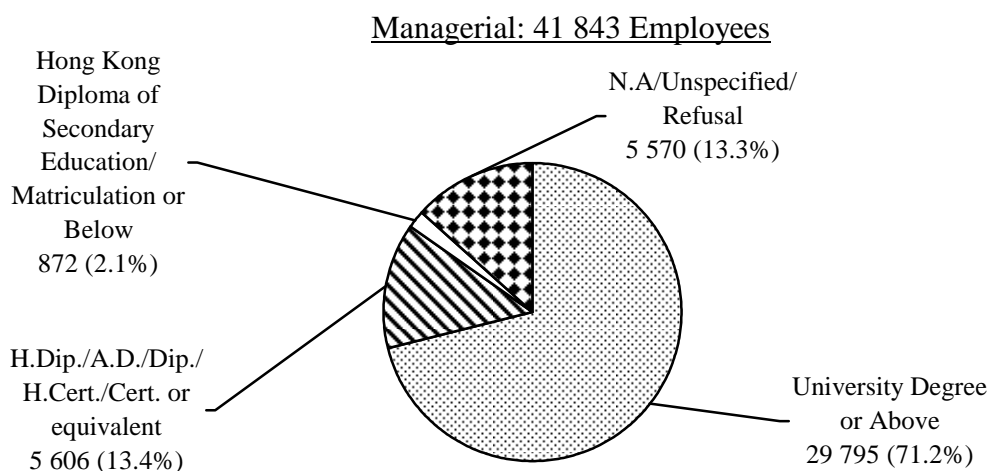
Table H : Minimum Education Requirement of Employees in the Banking and Finance Industry

Job Level	Number of Employees										Total (%)**	
	University Degree or Above (%)*	Higher Diploma/ Associate Degree or equivalent (%)*	Diploma/ Higher Certificate/ Certificate or equivalent (%)*	Hong Kong Diploma of Secondary Education/ Matriculation/ Secondary 5 or equivalent (%)*	Below Secondary 5 (%)*	Not Applicable/ Unspecified/ Refusal (%)*						
Managerial	29 795 (71.2)	4 941 (11.8)	665 (1.6)	872 (2.1)	- (0.0)	5 570 (13.3)	41 843 (100)					
Supervisory / Officer	30 564 (50.0)	6 847 (11.2)	8 522 (13.9)	8 522 (13.9)	- (0.0)	6 715 (11.0)	61 170 (100)					
Clerical	2 678 (6.6)	1 943 (4.8)	5 051 (12.4)	27 065 (66.4)	215 (0.5)	3 805 (9.3)	40 757 (100)					
Total (%)**	63 037 (43.8)	13 731 (9.6)	14 238 (9.9)	36 459 (25.4)	215 (0.1)	16 090 (11.2)	143 770 (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 7 547 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.

2.32 The minimum education requirement of employees preferred by employers in the branches of BANKS, SECURITIES and ASSET COS 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>University Degree or Above (%)*</u>	<u>Higher Diploma/ Associate Degree or equivalent (%)*</u>	<u>Diploma/ Higher Certificate/ Certificate or equivalent (%)*</u>	<u>Hong Kong Diploma of Secondary Education/ Matriculation/Secondary 5 or equivalent (%)*</u>	<u>Below Secondary 5 (%)*</u>	<u>Not Applicable/ Unspecified/ Refusal (%)*</u>	<u>Total (%)**</u>		
Managerial	19 537 (71.0)	3 725 (13.5)	406 (1.5)	517 (1.9)	- (0.0)	3 339 (12.1)	27 524	(100)	
Supervisory/ Officer	19 473 (49.5)	3 936 (10.0)	7 695 (19.5)	5 485 (13.9)	- (0.0)	2 779 (7.1)	39 368	(100)	
Clerical	271 (1.0)	108 (0.4)	4 424 (16.8)	19 807 (75.0)	- (0.0)	1 784 (6.8)	26 394	(100)	
Total (%)**	39 281 (42.1)	7 769 (8.3)	12 525 (13.4)	25 809 (27.7)	- (0.0)	7 902 (8.5)	93 286	(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 3 189 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 SECURITIES Branch

Job Level	Number of Employees										Total (%)**
	University Degree or Above (%)*	Higher Diploma/ Associate Degree or equivalent (%)*	Diploma/ Higher Certificate/ Certificate or equivalent (%)*	Hong Kong Diploma of Secondary Education/ Matriculation/Secondary 5 or equivalent (%)*	Below Secondary 5 (%)*	Not Applicable/ Unspecified/ Refusal (%)*					
Managerial	1 545 (76.3)	98 (4.8)	183 (9.0)	96 (4.7)	- (0.0)	103 (5.1)	2 025 (100)				
Supervisory/ Officer	1 718 (52.0)	348 (10.5)	310 (9.4)	762 (23.1)	- (0.0)	163 (4.9)	3 301 (100)				
Clerical	311 (10.2)	15 (0.5)	137 (4.5)	1 850 (60.5)	- (0.0)	745 (24.4)	3 058 (100)				
Total (%)**	3 574 (42.6)	461 (5.5)	630 (7.5)	2 708 (32.3)	- (0.0)	1 011 (12.1)	8 384 (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 284 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

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

Number of Employees														
Job Level	University Degree or Above (%)*		Higher Diploma/ Associate Degree or equivalent (%)*		Diploma/ Higher Certificate/ Certificate or equivalent (%)*		Hong Kong Diploma of Secondary Education/ Matriculation/Secondary 5 or equivalent (%)*		Below Secondary 5 (%)*		Not Applicable/ Unspecified/ Refusal (%)*		Total (%)**	
Managerial	4 058	(81.3)	822	(16.5)	25	(0.5)	40	(0.8)	-	(0.0)	46	(0.9)	4 991	(100)
Supervisory/ Officer	3 284	(61.2)	1 578	(29.4)	149	(2.8)	272	(5.1)	-	(0.0)	84	(1.6)	5 367	(100)
Clerical	846	(30.8)	1 164	(42.3)	193	(7.0)	521	(18.9)	3	(<0.1)	24	(0.9)	2 751	(100)
Total (%)**	8 188	(62.5)	3 564	(27.2)	367	(2.8)	833	(6.4)	3	(<0.1)	154	(1.2)	13 109	(100)

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

(%)** As a percentage of the total number of employees (excluding 1770 other supporting staff) in the ASSET COS Branch. Total percentage may not equal 100% due to rounding.

Comparison of the Minimum Education Requirement of Employees

2.33 Generally speaking, the survey findings showed that employers preferred their employees at the supervisory/officer level and managerial level to possess diploma, higher certificate, certificate, higher diploma, associate degree and university degree or above education level. For clerical staff, Hong Kong Diploma of Secondary Education, 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 the 2015 Survey and the 2013 Survey are summarized in Table L. For details, please refer to Table H in paragraph 2.31.

Table L: Comparison of the 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>2013</u>	<u>2015</u>	<u>2013</u>	<u>2015</u>	<u>2013</u>	<u>2015</u>
University Degree or Above	72.0%	71.2%	45.2%	50.0%		
Higher Diploma/Associate Degree or equivalent	11.7%	11.8%			4.2%	
Diploma/Higher Certificate/Certificate or equivalent			21.2%	13.9%		12.4%
Hong Kong Diploma of Secondary Education/Matriculation/Secondary 5 or equivalent			14.2%	13.9%	74.3%	66.4%
Not Applicable/Unspecified/Refusal	12.1%	13.3%			14.8%	9.3%

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

2.34 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

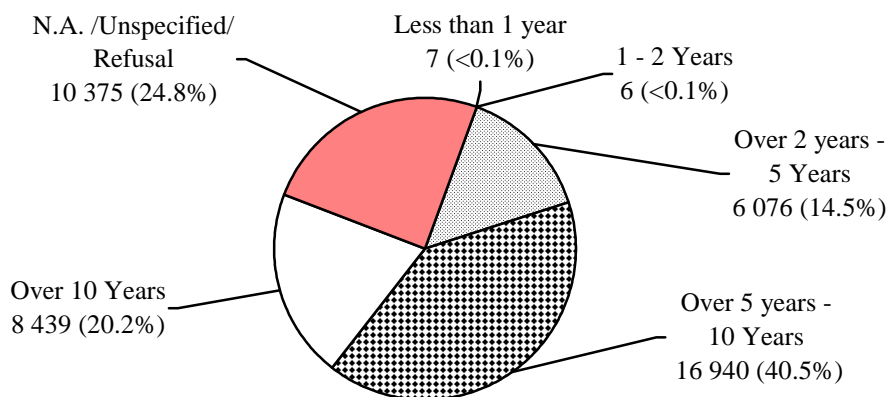
Job Level	Number of Employees						Total (%)**
	Less than 1 year (%)*	1 - 2 Years (%)*	Over 2 years – 5 years (%)*	Over 5 years – 10 years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	7 (<0.1)	6 (<0.1)	6 076 (14.5)	16 940 (40.5)	8 439 (20.2)	10 375 (24.8)	41 843 (100)
Supervisory/ Officer	1 180 (1.9)	8 722 (14.3)	26 582 (43.5)	7 694 (12.6)	1 031 (1.7)	15 961 (26.1)	61 170 (100)
Clerical	11 283 (27.7)	14 131 (34.7)	5 393 (13.2)	595 (1.5)	9 (<0.1)	9 346 (22.9)	40 757 (100)
Total (%)**	12 470 (8.7)	22 859 (15.9)	38 051 (26.5)	25 229 (17.5)	9 479 (6.6)	35 682 (24.8)	143 770 (100)

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

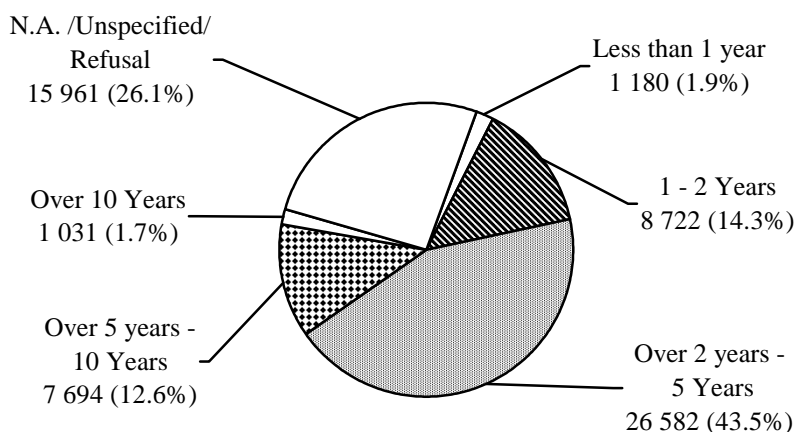
(%)** As a percentage of the total number of employees (excluding 7 547 other supporting staff) in the industry. Total percentage may not equal 100% due to rounding.

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

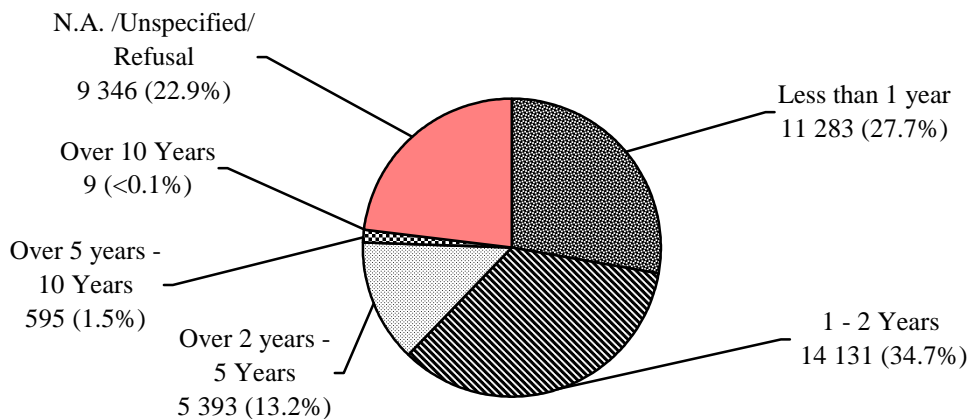
Managerial: 41 843 Employees



Supervisory/Officer: 61 170 Employees



Clerical: 40 757 Employees



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

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

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

Job Level	<u>Number of Employees</u>						Total (%)**
	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	5 (<0.1)	- (0.0)	4 542 (16.5)	11 103 (40.3)	4 620 (16.8)	7 254 (26.4)	27 524 (100)
Supervisory/ Officer	959 (2.4)	6 254 (15.9)	16 462 (41.8)	4 930 (12.5)	305 (0.8)	10 458 (26.6)	39 368 (100)
Clerical	9 063 (34.3)	7 846 (29.7)	3 045 (11.5)	78 (0.3)	- (0.0)	6 362 (24.1)	26 394 (100)
Total (%)**	10 027 (10.7)	14 100 (15.1)	24 049 (25.8)	16 111 (17.3)	4 925 (5.3)	24 074 (25.8)	93 286 (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 3 189 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 SECURITIES Branch

Job Level	<u>Number of Employees</u>						Total (%)**
	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	- (0.0)	285 (14.1)	994 (49.1)	640 (31.6)	106 (5.2)	2 025 (100)
Supervisory/ Officer	4 (0.1)	545 (16.5)	2 193 (66.4)	378 (11.5)	18 (0.5)	163 (4.9)	3 301 (100)
Clerical	273 (8.9)	1 520 (49.7)	520 (17.0)	- (0.0)	- (0.0)	745 (24.4)	3 058 (100)
Total (%)**	277 (3.3)	2 065 (24.6)	2 998 (35.8)	1 372 (16.4)	658 (7.8)	1 014 (12.1)	8 384 (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 284 other supporting staff) in the SECURITIES Branch. Total percentage may not equal 100% due to rounding.

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

Job Level	<u>Number of Employees</u>						Total (%)**
	Less than 1 Year (%)*	1 - 2 Years (%)*	Over 2 Years – 5 Years (%)*	Over 5 Years – 10 Years (%)*	Over 10 Years (%)*	Not Applicable/ Unspecified/ Refusal (%)*	
Managerial	- (0.0)	1 (<0.1)	385 (7.7)	1 902 (38.1)	1 818 (36.4)	885 (17.7)	4 991 (100)
Supervisory/ Officer	10 (0.2)	269 (5.0)	2 466 (45.9)	1 129 (21.0)	25 (0.5)	1 468 (27.4)	5 367 (100)
Clerical	105 (3.8)	1 055 (38.3)	635 (23.1)	41 (1.5)	2 (<0.1)	913 (33.2)	2 751 (100)
Total (%)**	115 (0.9)	1 325 (10.1)	3 486 (26.6)	3 072 (23.4)	1 845 (14.1)	3 266 (24.9)	13 109 (100)

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

(%)** As a percentage of the total number of employees (excluding 1 770 other supporting staff) in the ASSET COS 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

2.36 The survey findings showed that the majority of employers required their employees at the managerial level to have a minimum of over five to ten years of working experience in the industry. For supervisory/officer level, a minimum of over two to five years of working experience in the industry was normally required. For clerical level, staff members with one to two years of 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 the 2015 Survey and the 2013 Survey are summarized in Table Q. For details, please refer to Table M in paragraph 2.34.

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>2013</u>	<u>2015</u>	<u>2013</u>	<u>2015</u>	<u>2013</u>	<u>2015</u>
Less than 1 Year					23.3%	27.7%
1 - 2 Years			24.4%	14.3%	47.6%	34.7%
Over 2 Years – 5 Years	25.6%		40.9%	43.5%		
Over 5 - 10 Years	43.6%	40.5%				
Over 10 Years		20.2%				
Not Applicable/Unspecified/ Refusal	19.6%	24.8%	22.3%	26.1%	22.1%	22.9%

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

2.37 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 serves 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

Job Level	Number of Employees										Total (%)**
	Below \$8,000 (%)*	\$8,000 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 (%)*	Not Applicable/ Unspecified Refusal (%)*	
Managerial	- (0.0)	- (0.0)	77 (0.2)	1 690 (4.0)	4 257 (10.2)	12 196 (29.1)	7 845 (18.7)	3 281 (7.8)	2 544 (6.1)	9 953 (23.8)	41 843 (100)
Supervisory/ Officer	- (0.0)	708 (1.2)	13 512 (22.1)	22 336 (36.5)	6 269 (10.2)	2 391 (3.9)	287 (0.5)	353 (0.6)	566 (0.9)	14 748 (24.1)	61 170 (100)
Clerical	6 (<0.1)	4 730 (11.6)	23 652 (58.0)	2 154 (5.3)	232 (0.6)	166 (0.4)	4 (<0.1)	- (0.0)	- (0.0)	9 813 (24.1)	40 757 (100)
Total (%)**	6 (<0.1)	5 438 (3.8)	37 241 (25.9)	26 180 (18.2)	10 758 (7.5)	14 753 (10.3)	8 136 (5.7)	3 634 (2.5)	3 110 (2.2)	34 514 (24.0)	143 770 (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 7 547 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

2.38 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 “\$20,001 to \$30,000” and “\$10,001 to \$20,000” respectively. The three highest percentages of the average monthly income range of employees at the three job levels reported by employers are summarized in Table S. For details, please refer to Table R in paragraph 2.37.

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>2013</u>	<u>2015</u>	<u>2013</u>	<u>2015</u>	<u>2013</u>	<u>2015</u>
\$8,000* to \$10,000					7.0%	11.6%
\$10,001 to \$20,000			19.0%	22.1%	59.0%	58.0%
\$20,001 to \$30,000			32.9%	36.6%		
\$30,001 to \$40,000	15.5%					
\$40,001 to \$60,000	22.1%	29.1%				
\$60,001 to \$80,000		18.7%				
Not Applicable/Unspecified/Refusal	28.2%	23.8%	30.9%	24.1%	30.4%	24.1%

* The salary range has been revised from “\$6,000 - \$10,000” in 2013 to “\$8,000 - \$10,000” in 2015 to reflect the increase of the statutory minimum wage.

**Distribution of Employees
by Average Age Range**

(Appendix 5 – Table 5, Table 5.1)

2.39 Table T shows the distribution of banking and finance personnel by average age range at different job levels. The majority of the banking and finance personnel at the job levels of “Managerial” and “Supervisor/Officer” ranged from 35 to 50 years old whereas over 30% of clerical staff were below 35. However, as a certain number of respondents did not provide the required data, readers of this report should be mindful of this when they interpret the findings in Table T.

Table T: Number of Employees by Average
Age Range by Job Level

Job Level	Number of Employees				Total (%)**
	Below 35 (%)*	35 - 50 (%)*	Over 50 (%)*	Not Applicable/ Unspecified Refusal (%)*	
Managerial	1 467 (3.5)	22 303 (53.3)	1 728 (4.1)	16 345 (39.1)	41 843 (100)
Supervisory/ Officer	13 045 (21.3)	17 501 (28.6)	575 (0.9)	30 049 (49.1)	61 170 (100)
Clerical	13 095 (32.1)	5 715 (14.0)	513 (1.3)	21 434 (52.6)	40 757 (100)
Total (%)**	27 607 (19.2)	45 519 (31.7)	2 816 (2.0)	67 828 (47.2)	143 770 (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 7 547 other supporting staff) in the industry.
Total percentage may not equal 100% due to rounding.

Staff Turnover in the Past Twelve Months

(Appendix 5 – Table 6, Tables 6.1 to 6.10)

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 15 467 (10.8% of the 143 770 persons engaged in the three major job levels of the industry) whereas the total number of persons recruited in the same period were 18 791 (13.1% of 143 770 persons engaged in the three major job levels of the industry). The staff turnover statistics are shown in Tables U to V and Figure 9.

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

<u>Number of Employees Who Left</u>							
<u>Branch</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total</u>
1. BANKS	1 795	(15.4)	5 309	(45.6)	4 526	(38.9)	11 630
2. DTCS	9	(33.3)	7	(25.9)	11	(40.7)	27
3. INVEST COS	21	(9.9)	116	(54.7)	75	(35.4)	212
4. PL COS	27	(8.9)	128	(42.2)	148	(48.8)	303
5. SECURITIES	75	(15.0)	266	(53.2)	159	(31.8)	500
6. C DEALERS	22	(12.7)	45	(26.0)	106	(61.3)	173
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	-
8. M CHANGERS	29	(10.4)	87	(31.2)	163	(58.4)	279
9. ASSET COS	289	(29.0)	454	(45.6)	252	(25.3)	995
10. OF COS	85	(6.3)	728	(54.0)	535	(39.7)	1 348
Total (%)**	2 352	(15.2)	7 140	(46.2)	5 975	(38.6)	15 467

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

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

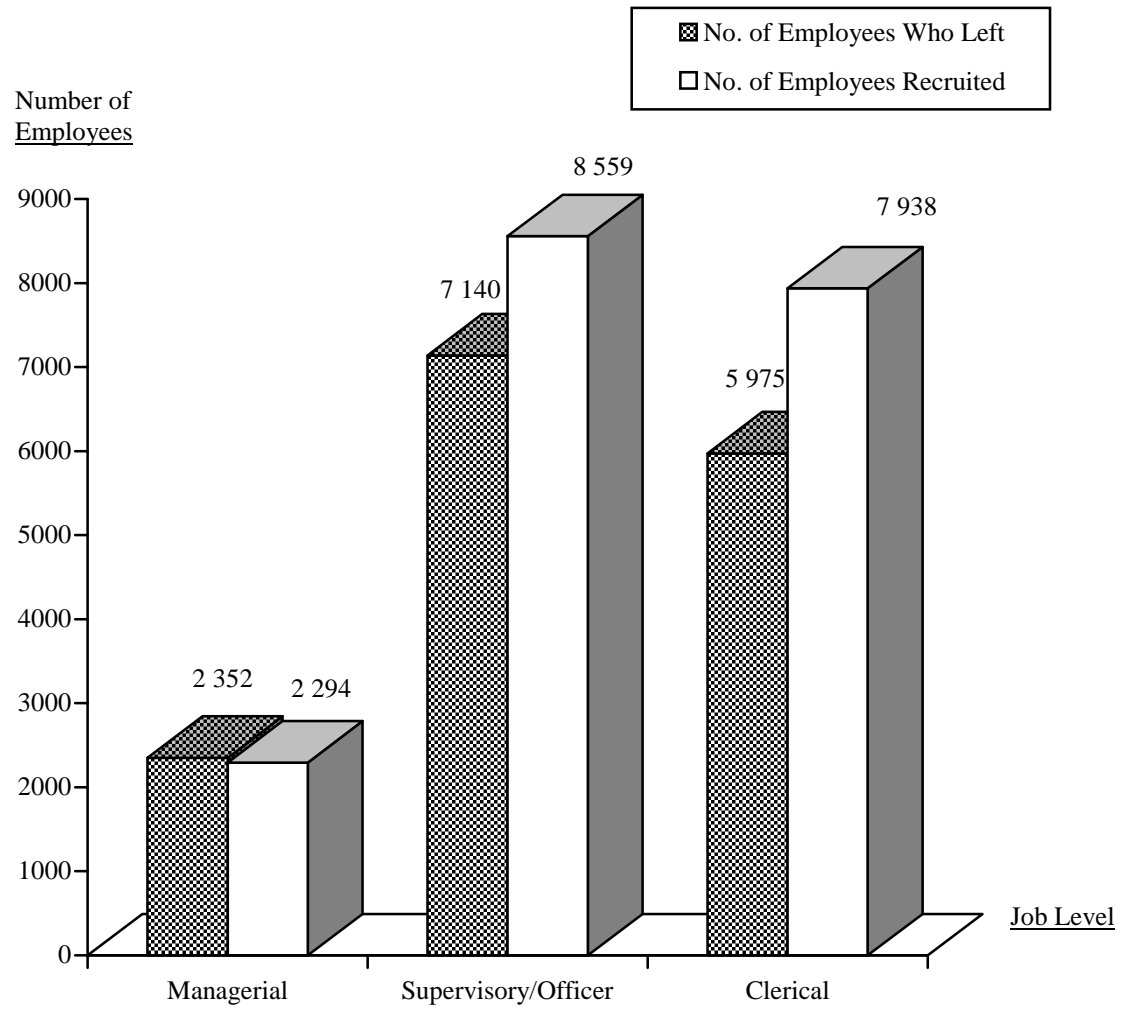
Table V: Number of Recruits in the Past Twelve Months
by Branch and by Job Level

<u>Branch</u>	<u>Number of Recruits</u>							
	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
1. BANKS	1 709	(11.4)	6 991	(46.6)	6 317	(42.1)	15 017	(100)
2. DTCS	10	(29.4)	10	(29.4)	14	(41.2)	34	(100)
3. INVEST COS	11	(5.7)	136	(70.1)	47	(24.2)	194	(100)
4. PL COS	33	(11.8)	98	(35.0)	149	(53.2)	280	(100)
5. SECURITIES	84	(17.6)	209	(43.7)	185	(38.7)	478	(100)
6. C DEALERS	5	(3.6)	52	(38.0)	80	(58.4)	137	(100)
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	0	(0.0)
8. M CHANGERS	11	(6.9)	11	(6.9)	137	(86.2)	159	(100)
9. ASSET COS	347	(30.7)	503	(44.6)	279	(24.7)	1 129	(100)
10. OF COS	84	(6.2)	549	(40.3)	730	(53.6)	1 363	(100)
Total (%)**	2 294	(12.2)	8 559	(45.5)	7 938	(42.2)	18 791	(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 Twelve Months by Job Level



Staff Turnover Rate

2.41 In the twelve months prior to the survey, 15 467 employees left the companies in the industry while 18 791 persons were recruited to fill the vacancies. The staff turnover rate^λ was 10.8%. The staff turnover rate was higher than that in the 2013 survey (9.9%). The staff turnover statistics of the three sectors are summarized in Table W. For details, please refer to Tables U and V in paragraph 2.40.

Table W: Staff Turnover in the Past
Twelve Months by Sector

<u>Sector</u>	<u>Number of Employees Who Left (%)*</u>		<u>Number of Employees Recruited (%)**</u>	
Banking Sector	11 657	(75.4)	15 051	(80.1)
Securities and Asset Management Sector	1 495	(9.7)	1 607	(8.6)
Other Financial Sectors	2 315	(15.0)	2 133	(11.4)
Total	15 467	(100)	18 791	(100)

(%)* As a percentage of the total number of employees who left the companies 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.

$$\lambda \text{ Staff Turnover Rate in a Specified Period of Time} = \frac{\text{No. of Employees Who Left in the Specified Period of Time}}{\text{Average No. of Employees in the Specified Period of Time (excluding 7 547 other supporting staff)}}$$

The average number of employees could be the number of employees at the end of the specified period if the number of employees is stable throughout that specified period.

2.42 The staff turnover statistics of the banking and finance industry, the Banking Sector (BANKS Branch and DTCS Branch), the Securities and Asset Management Sector (SECURITIES Branch and ASSET COS Branch) and Other Financial Sectors (other branches except BANKS, DTCS, SECURITIES and ASSET COS) are summarized in Tables X to Z and AA to AI. It should be noted that 0.1% of the persons leaving the banking and finance industry joined the insurance industry and 1.7% of the recruits joining the banking and finance industry were personnel from the insurance industry.

Banking and Finance Industry

Table X: Number of Employees Who Left in the Past Twelve 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	813	(1.9)	2 140	(3.5)	1 936	(4.8)	4 889	(31.6)
(b)	Taking up a job in the insurance industry or starting own insurance related business	3	(<0.1)	7	(<0.1)	9	(<0.1)	19	(0.1)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/insurance industry	111	(0.3)	529	(0.9)	816	(2.0)	1 456	(9.4)
(d)	Emigration	13	(<0.1)	30	(<0.1)	8	(<0.1)	51	(0.3)
(e)	Repatriation	53	(0.1)	7	(<0.1)	20	(<0.1)	80	(0.5)
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	8	(<0.1)	1	(<0.1)	2	(<0.1)	11	(0.1)
	(ii) to other countries	12	(<0.1)	19	(<0.1)	9	(<0.1)	40	(0.3)
(g)	Retirement	146	(0.3)	141	(0.2)	134	(0.3)	421	(2.7)
(h)	Further studies	8	(<0.1)	54	(0.1)	244	(0.6)	306	(2.0)
(i)	Retrenchment	56	(0.1)	78	(0.1)	15	(<0.1)	149	(1.0)
(j)	Company re-structured/closed	36	(<0.1)	97	(0.2)	65	(0.2)	198	(1.3)
(k)	Expiry of employment contract	36	(<0.1)	172	(0.3)	273	(0.7)	481	(3.1)
(l)	Poor performance	76	(0.2)	208	(0.3)	158	(0.4)	442	(2.9)
(m)	Other reasons [△]	594	(1.4)	2 185	(3.6)	1 387	(3.4)	4 166	(26.9)
(n)	Reasons unknown	387	(0.9)	1 472	(2.4)	899	(2.2)	2 758	(17.8)
	Total	2 352	(5.6)	7 140	(11.7)	5 975	(14.7)	15 467	(100)
	Total Number of Employees at the Same Job Level in the Industry	41 843		61 170		40 757		143 770#	
	Staff Turnover Rate@	10.8%							

(%)* 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 companies in 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 7 547 other supporting staff.

@ Staff Turnover Rate =
$$\frac{\text{Total No. of Employees who left the companies in the industry}}{\text{Total No. of Employees in the industry (excluding 7 547 other supporting staff)}}$$

Table Y: Number of Recruits of the Banking and Finance Industry
in the Past Twelve 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	1 216	(2.9)	3 185	(5.2)	2 149	(5.3)	6 550 (34.9)
(b) From an insurance company/insurance intermediary/insurance related company	20	(<0.1)	85	(0.1)	218	(0.5)	323 (1.7)
(c) From a company outside the banking/ finance/insurance industry	152	(0.4)	681	(1.1)	1 421	(3.5)	2 254 (12.0)
(d) From a college/ school direct							
Graduate of University Degree or Above	25	(0.1)	695	(1.1)	440	(1.1)	1 160 (6.2)
Sub-degree Holder	2	(<0.1)	42	(0.1)	197	(0.5)	241 (1.3)
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	74	(0.1)	260	(0.6)	334 (1.8)
(e) Other sources [△]	477	(1.1)	2 341	(3.8)	952	(2.3)	3 770 (20.1)
(f) Sources unspecified	402	(1.0)	1 456	(2.4)	2 301	(5.6)	4 159 (22.1)
Total	2 294	(5.5)	8 559	(14.0)	7 938	(19.5)	18 791 (100)
Total Number of Employees at the Same Job Level in the Industry	41 843		61 170		40 757		143 770#

(%)* 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 7 547 other supporting staff.

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

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Hong Kong	2 038	(4.9)	8 075	(13.2)	7 162 (17.6)	17 275 (91.9)
(b) The mainland of China	120	(0.3)	299	(0.5)	486 (1.2)	905 (4.8)
(c) Other parts of Asia	94	(0.2)	67	(0.1)	62 (0.2)	223 (1.2)
(d) Europe	8	(<0.1)	65	(0.1)	- (0.0)	73 (0.4)
(e) United States of America	21	(0.1)	19	(<0.1)	1 (<0.1)	41 (0.2)
(f) Other places [△]	1	(<0.1)	-	(0.0)	- (0.0)	1 (<0.1)
(g) Geographic origins unspecified	12	(<0.1)	34	(0.1)	227 (0.6)	273 (1.5)
Total	2 294	(5.5)	8 559	(14.0)	7 938 (19.5)	18 791 (100)
Total Number of Employees at the Same Job Level in the Industry	41 843		61 170		40 757	143 770 [#]

(%)* 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 Australia and other countries.

Total number of employees in the industry excluding 7 547 other supporting staff.

Banking Sector

Table AA: Number of Employees who Left in the Past Twelve Months by Reason

Reason		Managerial (%)*		Supervisory/ Officer (%)*		Clerical (%)*		Total (%)**	
(a)	Taking up another job in the banking/finance industry or starting own finance related business	541	(1.9)	1 154	(2.9)	1 494	(5.6)	3 189	(27.4)
(b)	Taking up a job in the insurance industry or starting own insurance related business	3	(<0.1)	5	(<0.1)	6	(<0.1)	14	(0.1)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	103	(0.4)	347	(0.9)	340	(1.3)	790	(6.8)
(d)	Emigration	13	(<0.1)	23	(0.1)	8	(<0.1)	44	(0.4)
(e)	Repatriation	33	(0.1)	1	(<0.1)	-	(0.0)	34	(0.3)
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	1	(<0.1)	-	(0.0)	-	(0.0)	1	(<0.1)
	(ii) to other countries	9	(<0.1)	19	(<0.1)	9	(<0.1)	37	(0.3)
(g)	Retirement	121	(0.4)	138	(0.3)	110	(0.4)	369	(3.2)
(h)	Further studies	8	(<0.1)	54	(0.1)	222	(0.8)	284	(2.4)
(i)	Retrenchment	49	(0.2)	43	(0.1)	5	(<0.1)	97	(0.8)
(j)	Company re-structured/closed	6	(<0.1)	26	(0.1)	18	(0.1)	50	(0.4)
(k)	Expiry of employment contract	36	(0.1)	157	(0.4)	267	(1.0)	460	(3.9)
(l)	Poor performance	66	(0.2)	123	(0.3)	130	(0.5)	319	(2.7)
(m)	Other reasons [△]	581	(2.1)	2 176	(5.5)	1 340	(5.0)	4 097	(35.1)
(n)	Reasons unknown	234	(0.8)	1 050	(2.6)	588	(2.2)	1 872	(16.1)
Total		1 804	(6.5)	5 316	(13.4)	4 537	(16.9)	11 657	(100)
Total Number of Employees at the Same Job Level in the Banking Sector		27 765		39 802		26 835		94 402#	
Staff Turnover Rate@		12.3%							

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

(%)** As a percentage of the total number of employees who left the companies in the Banking Sector. 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 Banking Sector excluding 3 215 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees who Left the Companies in the Banking Sector}}{\text{Total No. of Employees in the Banking Sector (excluding 3 215 other supporting staff)}}$

Table AB: Number of Recruits of the Banking Sector
in the Past Twelve 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	711	(2.6)	1 979	(5.0)	1 548 (5.8)	4 238 (28.2)
(b) From an insurance company/insurance intermediary/insurance related company	18	(<0.1)	61	(0.2)	191 (0.7)	270 (1.8)
(c) From a company outside the banking/ finance/insurance industry	106	(0.4)	491	(1.2)	814 (3.0)	1 411 (9.4)
(d) From a college/ school direct						
Graduate of University Degree or Above	17	(0.1)	597	(1.5)	211 (0.8)	825 (5.5)
Sub-degree Holder	2	(<0.1)	18	(<0.1)	138 (0.5)	158 (1.0)
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	74	(0.2)	193 (0.7)	267 (1.8)
(e) Other sources [△]	463	(1.7)	2 341	(5.9)	936 (3.5)	3 740 (24.8)
(f) Sources unspecified	402	(1.4)	1 440	(3.6)	2 300 (8.6)	4 142 (27.5)
Total	1 719	(6.2)	7 001	(17.6)	6 331 (23.6)	15 051 (100)
Total Number of Employees at the Same Job Level in the Banking Sector	27 765		39 802		26 835	94 402#

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

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

△ Other sources include employees transferred from overseas head office.

Total number of employees in the Banking Sector excluding 3 215 other supporting staff.

Table AC: Number of Recruits of the Banking Sector in the
Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>
(a) Hong Kong	1 542	(5.6)	6 708	(16.9)	5 626	(21.0)	13 876 (92.2)
(b) The mainland of China	109	(0.4)	224	(0.6)	476	(1.8)	809 (5.4)
(c) Other parts of Asia	51	(0.2)	43	(0.1)	2	(<0.1)	96 (0.6)
(d) Europe	5	(<0.1)	5	(<0.1)	-	(0.0)	10 (0.1)
(e) United States of America	-	(0.0)	-	(0.0)	-	(0.0)	- (0.0)
(f) Other places [△]	1	(<0.1)	-	(0.0)	-	(0.0)	1 (<0.1)
(g) Geographic origins unspecified	11	(<0.1)	21	(0.1)	227	(0.8)	259 (1.7)
Total	1 719	(6.2)	7 001	(17.6)	6 331	(23.6)	15 051 (100)
Total Number of Employees at the Same Job Level in the Banking Sector	27 765		39 802		26 835		94 402 [#]

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

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

△ Other places include Australia and other countries.

Total number of employees in the Banking Sector excluding 3 215 other supporting staff.

Securities and Asset Management Sector

Table AD: Number of Employees Who Left in the Past Twelve 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	194	(2.8)	556	(6.4)	226	(3.9)	976	(65.3)
(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	2	(<0.1)	50	(0.6)	51	(0.9)	103	(6.9)
(d)	Emigration	-	(0.0)	3	(<0.1)	-	(0.0)	3	(0.2)
(e)	Repatriation	15	(0.2)	-	(0.0)	-	(0.0)	15	(1.0)
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	6	(0.1)	-	(0.0)	-	(0.0)	6	(0.4)
	(ii) to other countries	3	(<0.1)	-	(0.0)	-	(0.0)	3	(0.2)
(g)	Retirement	4	(0.1)	-	(0.0)	4	(0.1)	8	(0.5)
(h)	Further studies	-	(0.0)	-	(0.0)	19	(0.3)	19	(1.3)
(i)	Retrenchment	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(j)	Company re-structured/closed	22	(0.3)	40	(0.5)	13	(0.2)	75	(5.0)
(k)	Expiry of employment contract	-	(0.0)	-	(0.0)	6	(0.1)	6	(0.4)
(l)	Poor performance	7	(0.1)	13	(0.1)	12	(0.2)	32	(2.1)
(m)	Other reasons [△]	12	(0.2)	1	(<0.1)	9	(0.2)	22	(1.5)
(n)	Reasons unknown	99	(1.4)	57	(0.7)	71	(1.2)	227	(15.2)
Total		364	(5.2)	720	(8.3)	411	(7.1)	1 495	(100)
Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector		7 016		8 668		5 809		21 493#	
Staff Turnover Rate@		7.0%							

(%)* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)** As a percentage of the total number of employees who left the companies in the Securities and Asset Management Sector. 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 and Asset Management Sector excluding 2 054 other supporting staff.

@ Staff Turnover Rate =
$$\frac{\text{Total No. of Employees Who Left the Companies in the Securities and Asset Management Sector}}{\text{Total No. of Employees in the Securities and Asset Management Sector (excluding 2 054 other supporting staff)}}$$

Table AE: Number of Recruits of the Securities and Asset Management Sector in the Past Twelve 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	372	(5.3)	593	(6.8)	179	(3.1)	1 144	(71.2)
(b)	From an insurance company/insurance intermediary/insurance related company	2	(<0.1)	18	(0.2)	27	(0.5)	47	(2.9)
(c)	From a company outside the banking/ finance/insurance industry	43	(0.6)	69	(0.8)	180	(3.1)	292	(18.2)
(d)	From a college/ school direct								
	Graduate of University Degree or Above	-	(0.0)	31	(0.4)	62	(1.1)	93	(5.8)
	Sub-degree Holder	-	(0.0)	-	(0.0)	12	(0.2)	12	(0.7)
	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	-	(0.0)	3	(0.1)	3	(0.2)
(e)	Other sources [△]	14	(0.2)	-	(0.0)	-	(0.0)	14	(0.9)
(f)	Sources unspecified	-	(0.0)	1	(<0.1)	1	(<0.1)	2	(0.1)
Total		431	(6.1)	712	(8.2)	464	(8.0)	1 607	(100)
Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector		7 016		8 668		5 809		21 493#	
(%)*	As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.								
(%)**	As a percentage of the total number of employees recruited in the Securities and Asset Management Sector. 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 and Asset Management Sector excluding 2 054 other supporting staff.								

Table AF: Number of Recruits of the Securities and Asset Management Sector in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Hong Kong	353	(5.0)	552	(6.4)	432	(7.4)	1 337	(83.2)
(b) The mainland of China	11	(0.2)	56	(0.6)	1	(<0.1)	68	(4.2)
(c) Other parts of Asia	43	(0.6)	23	(0.3)	30	(0.5)	96	(6.0)
(d) Europe	3	(<0.1)	56	(0.6)	-	(0.0)	59	(3.7)
(e) United States of America	21	(0.3)	17	(0.2)	1	(<0.1)	39	(2.4)
(f) Other places [△]	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(g) Geographic origins unspecified	-	(0.0)	8	(0.1)	-	(0.0)	8	(0.5)
Total	431	(6.1)	712	(8.2)	464	(8.0)	1 607	(100)
Total Number of Employees at the Same Job Level in the Securities and Asset Management Sector	7 016		8 668		5 809		21 493 [#]	

(%)* As a percentage of the total number of employees at the same job level in the Securities and Asset Management Sector.

(%)** As a percentage of the total number of employees recruited in the Securities and Asset Management Sector. Total percentage may not equal 100% due to rounding.

△ Other places include Australia and other countries.

Total number of employees in the Securities and Asset Management Sector excluding 2 054 other supporting staff.

Other Financial Sectors

Table AG: Number of Employees Who Left in the Past Twelve 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	78	(1.1)	430	(3.4)	216	(2.7)	724	(31.3)
(b)	Taking up a job in the insurance industry or starting own insurance related business	-	(0.0)	2	(<0.1)	3	(<0.1)	5	(0.2)
(c)	Taking up a job outside the banking/finance/insurance industry or starting own business outside the finance/ insurance industry	6	(0.1)	132	(1.0)	425	(5.2)	563	(24.3)
(d)	Emigration	-	(0.0)	4	(<0.1)	-	(0.0)	4	(0.1)
(e)	Repatriation	5	(0.1)	6	(<0.1)	20	(0.2)	31	(1.3)
(f)	Relocation of workplace								
	(i) to the mainland of China/Macau/Taiwan	1	(<0.1)	1	(<0.1)	2	(<0.1)	4	(0.2)
	(ii) to other countries	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(g)	Retirement	21	(0.3)	3	(<0.1)	20	(0.2)	44	(1.9)
(h)	Further studies	-	(0.0)	-	(0.0)	3	(<0.1)	3	(0.1)
(i)	Retrenchment	7	(0.1)	35	(0.3)	10	(0.1)	52	(2.2)
(j)	Company re-structured/closed	8	(0.1)	31	(0.2)	34	(0.4)	73	(3.2)
(k)	Expiry of employment contract	-	(0.0)	15	(0.1)	-	(0.0)	15	(0.6)
(l)	Poor performance	3	(<0.1)	72	(0.6)	16	(0.2)	91	(3.9)
(m)	Other reasons [△]	1	(<0.2)	8	(0.1)	38	(0.5)	47	(2.0)
(n)	Reasons unknown	54	(0.8)	365	(2.9)	240	(3.0)	659	(28.5)
Total		184	(2.6)	1 104	(8.7)	1 027	(12.7)	2 315	(100)
Total Number of Employees at the Same Job Level in Other Financial Sectors		7 062		12 700		8 113		27 875#	
Staff Turnover Rate@		8.3%							

(%)* 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 the companies in 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 2 278 other supporting staff.

@ Staff Turnover Rate = $\frac{\text{Total No. of Employees Who Left the companies in Other Financial Sectors}}{\text{Total No. of Employees in Other Financial Sectors (excluding 2 278 other supporting staff)}}$

Table AH: Number of Recruits of Other Financial Sectors
in the Past Twelve 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	133	(8.8)	613	(4.8)	422	(5.2)	1 168	(54.8)
(b) From an insurance company/insurance intermediary/insurance related company	-	(0.0)	6	(<0.1)	-	(0.0)	6	(0.3)
(c) From a company outside the banking/ finance/insurance industry	3	(<0.1)	121	(1.0)	427	(5.3)	551	(25.8)
(d) From a college/ school direct								
Graduate of University Degree or Above	8	(0.1)	67	(0.5)	167	(2.1)	242	(11.3)
Sub-degree Holder	-	(0.0)	24	(0.2)	47	(0.6)	71	(3.3)
Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	-	(0.0)	-	(0.0)	64	(0.8)	64	(3.0)
(e) Other sources [△]	-	(0.0)	-	(0.0)	16	(0.2)	16	(0.8)
(f) Sources unspecified	-	(0.0)	15	(0.1)	-	(0.0)	15	(0.7)
Total	144	(2.0)	846	(6.7)	1 143	(14.1)	2 133	(100)
Total Number of Employees at the Same Job Level in Other Financial Sectors	7 062		12 700		8 113		27 875#	

(%)* 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 2 278 other supporting staff.

Table AI: Number of Recruits of Other Financial Sectors in the Past Twelve Months by Geographic Origin

<u>Geographic Origin</u>	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>		<u>Total (%)**</u>	
(a) Hong Kong	143	(2.0)	815	(6.4)	1 104	(13.6)	2 062	(96.7)
(b) The mainland of China	-	(0.0)	19	(0.1)	9	(0.1)	28	(1.3)
(c) Other parts of Asia	-	(0.0)	1	(<0.1)	30	(0.4)	31	(1.5)
(d) Europe	-	(0.0)	4	(<0.1)	-	(0.0)	4	(0.2)
(e) United States of America	-	(0.0)	2	(<0.1)	-	(0.0)	2	(0.1)
(f) Other places [△]	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(g) Geographic origins unspecified	1	(<0.1)	5	(<0.1)	-	(0.0)	6	(0.3)
Total	144	(2.0)	846	(6.7)	1 143	(14.1)	2 133	(100)
Total Number of Employees at the Same Job Level in Other Financial Sectors	7 062		12 700		8 113		27 875#	

(%)* 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 Australia and other countries.

Total number of employees in Other Financial Sectors excluding 2 278 other supporting staff.

2.43 As shown in Table W in paragraph 2.41, the number of employees recruited was larger than the number of employees who had left the companies in the industry in the twelve months prior to the survey. The staff turnover rate of each sector is summarized as follows:

	<u>Banking Sector</u>	<u>Securities and Asset Management Sector</u>	<u>Other Financial Sectors</u>	<u>Banking and Finance Industry</u>
Staff Turnover Rate	12.3%	7.0%	8.3%	10.8%

The staff turnover rate of the Banking Sector was the highest among the three sectors. As shown in Table X in paragraph 2.42, 9.4% of employees in that sector 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 6.8%) 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 7)

2.44 There were 2 882 employees promoted internally at the three job levels of banking and financial institutions. The distribution of internal promotions by branch and by job level is summarized in Table AJ.

Table AJ: 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	900	(36.1)	1 582	(63.4)	14	(0.6)	2 496 (86.6)
2.	DTCS	-	(0.0)	3	(100)	-	(0.0)	3 (0.1)
3.	INVEST COS	-	(0.0)	10	(100)	-	(0.0)	10 (0.4)
4.	PL COS	3	(27.2)	8	(72.7)	-	(0.0)	11 (0.4)
5.	SECURITIES	15	(41.7)	21	(58.3)	-	(0.0)	36 (1.3)
6.	C DEALERS	8	(47.1)	9	(52.9)	-	(0.0)	17 (0.6)
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	- (0.0)
8.	M CHANGERS	2	(14.3)	12	(85.7)	-	(0.0)	14 (0.5)
9.	ASSET COS	93	(89.4)	11	(10.6)	-	(0.0)	104 (3.6)
10.	OF COS	129	(67.5)	62	(32.5)	-	(0.0)	191 (6.6)
Total (%)**		1 150	(39.9)	1 718	(59.6)	14	(0.5)	2 882 (100)

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

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

2.45 There were 2 882 (1.9% of the 151 317 persons engaged) personnel promoted within banking and finance establishments in the industry. The numbers of internal promotions from various job levels are summarized in Table AK below. It indicated that employees at the supervisory/ officer level had a relatively higher percentage to be promoted to managerial level. Generally speaking, employers preferred to fill managerial positions through promotion within the company. Survey result revealed that 33.4% of the managerial positions were taken up by supervisors via internal promotions. For details, please refer to Table 7 of Appendix 5.

Table AK: 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	1 150	3 444	33.4%
From Clerk to Supervisor/ Officer	1 718	10 277	16.7%
From Others to Clerk	14	7 952	0.2%
Total	2 882	21 673	13.3%

* 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 V.

Part-time Employees Employed in the Banking and Finance Industry
(Appendix 5 – Table 8)

2.46 Table AL shows the part-time employees' statistics in January 2015 and January 2013. In the 2015 Survey, 1 966 part-time employees or 1.4% of 143 770 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 AL: Comparison of Part-time Employees in January 2013 and January 2015

<u>Job level</u>	<u>January 2013</u>		<u>January 2015</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	35 305	21	41 843	25	4
Supervisory /Officer	56 119	125	61 170	603	478
Clerical	44 687	1 769	40 757	1 338	(431)
Total	136 111	1 915	143 770	1 966	51

**Number of Staff to be Recruited in the Next 24 Months
by Type of Education Level**
(Appendix 5 – Table 9)

2.47 In the 2015 Survey, employers were requested to estimate the number of staff to be recruited in the next 24 months by type of education level. Table AM shows the details. However, as a certain number of respondents did not provide such an estimation, readers of this report should be mindful of this when they interpret the findings in Table AM.

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

<u>Source</u>	<u>Managerial (%)*</u>	<u>Supervisory/ Officer (%)*</u>	<u>Clerical (%)*</u>	<u>Total (%)**</u>
(a) Graduate of University Degree or Above	524 (96.7)	927 (72.8)	173 (23.1)	1 624 (63.3)
(b) Sub-degree Holder (HD/AD/D/HC/C or equivalent)	18 (3.3)	160 (12.6)	217 (29.0)	395 (15.4)
(c) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary 5	- (0.0)	160 (12.6)	358 (47.9)	518 (20.2)
(d) Unspecified	- (0.0)	27 (2.1)	- (0.0)	27 (1.1)
Total**	542 (21.1)	1 274 (49.7)	748 (29.2)	2 564 (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.

**Number of Staff to be Recruited in the Next 24 Months
that are Required to Obtain Professional Qualifications**
(Appendix 5 – Table 9)

2.48 For the 2 564 staff to be recruited in the next 24 months as stated in 2.47, employers indicated that 328 of them would be required to obtain professional qualifications related to the banking and finance industry, e.g. members of the Hong Kong Institute of Bankers (HKIB), the Hong Kong Securities and Investment Institute (HKSI) and the Institute of Financial Planners of Hong Kong (IFPHK), etc. The details are shown in Table AN.

Table AN: Number of Staff to be Recruited in the Next 24 Months
that are Required to Obtain Professional Qualifications

<u>Job Level</u>	<u>Number of Staff that are Required to Obtain Professional Qualifications (%)*</u>	<u>Total Number of Staff to be Recruited in the Next 24 Months</u>
Managerial	143 (26.4)	542
Supervisory/ Officer	182 (14.3)	1 274
Clerical	3 (0.4)	748
Total (%)**	328 (12.8)	2 564

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

Recruitment Difficulties

(Appendix 5 – Tables 10 to 11, Tables 11.1 to 11.10)

2.49 The 2015 Survey revealed that some employers in the industry had encountered recruitment difficulties in the twelve months prior to the fieldwork of the survey. Table AO shows that 2.5% of the establishments experienced difficulties in recruiting managerial staff, whereas for supervisory staff/ officer and clerical staff, the percentage was 5.7% and 4.0% respectively.

Table AO : Number of Establishments that Encountered
Recruitment Difficulties in the Past Twelve Months

<u>Recruitment Difficulties</u>	<u>Number of Establishments</u>					
	<u>Managerial (%)*</u>		<u>Supervisory/ Officer (%)*</u>		<u>Clerical (%)*</u>	
Yes	136	(2.5)	307	(5.7)	213	(4.0)
No	217	(4.0)	504	(9.4)	567	(10.6)
Have not recruited or tried to recruit	4 786	(89.3)	4 328	(80.7)	4 359	(81.3)
Unspecified/Refusal Cases	221	(4.1)	221	(4.1)	221	(4.1)
Total**	5 360	(100)	5 360	(100)	5 360	(100)

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

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

2.50 The 2015 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 47.4% and 33.3% 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 AP shows the reasons of recruitment difficulties and their respective percentages.

Table AP: Reasons of Recruitment Difficulties
in the Past Twelve 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	20 (9.9)	39 (9.8)	33 (10.2)		92 (9.9)
Insufficient graduates in relevant disciplines (e.g. Business Administration, Banking and Finance, etc.) from tertiary institutions	1 (0.5)	13 (3.3)	2 (0.6)		16 (1.7)
Lack of candidates with relevant experience and training	123 (60.9)	218 (54.6)	97 (29.9)		438 (47.4)
Working conditions/remuneration package could not meet recruits’ expectations	58 (28.7)	100 (25.1)	150 (46.3)		308 (33.3)
Other reasons#	- (0.0)	29 (7.3)	42 (13.0)		71 (7.7)
Total	202 (100)	399 (100)	324 (100)		925 (100)

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

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

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

**Number of Hong Kong Employees
Having to Work in the Mainland**
(Appendix 5 – Table 12)

2.51 The 2015 Survey revealed that 1 412 employees had to work in the Mainland during the survey period. Of these, 468 (33.1%) were on stationed basis and 944 (66.9%) were on travelling basis. The number of employees who had to work in the Mainland in January 2015 and the estimated number of employees who would work in the Mainland in January 2017 are summarized in Table AQ.

Table AQ: Number of Hong Kong Employees Having to Work
in the Mainland in January 2015 and January 2017

<u>Working Mode</u>	<u>Number of Employees</u>					
	<u>January 2015</u>		<u>January 2017</u>		<u>Forecasted</u>	
	<u>(%)*</u>		<u>(%)*</u>		<u>Growth (%)**</u>	
Stationed Basis	468	(33.1)	281	(22.6)	-187	(-40.0)
Travelling Basis	944	(66.9)	963	(77.4)	19	(2.0)
Total	1 412	(100)	1 244	(100)	-168	(-11.9)

(%)* 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 forecasted growth rate is derived by using January 2015 as the base.

2.52 The 2015 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 2013 and January 2015 is summarized in Table AR.

Table AR: Comparison of the Number of Hong Kong Employees
Having to Work in the Mainland in January 2013 and January 2015

<u>Working Mode</u>	<u>Number of Employees</u>		
	<u>January 2013</u>	<u>January 2015</u>	<u>Changes</u> <u>Increase (Decrease)</u>
Stationed Basis	631	468	-163
	30.9%	33.1%	-25.8%
Travelling Basis	1 414	944	-470
	69.1%	66.9%	-33.2%
Total	2 045	1 412	-633
	100%	100%	-31.0%

2.53 As shown in Table AR, the number of Hong Kong employees who had to station in the Mainland for operational needs has decreased by 163 persons, representing a decrease of 25.8% when compared with 631 persons reported in 2013. During the same period, the number of Hong Kong employees who participated in operations in the Mainland on travelling basis has decreased by 470 persons, or 33.2% of the 1 414 persons reported in 2013. Normally, the banking and finance personnel on travelling basis were to support companies' operations in the Mainland.

**Effects of Mainland Operations
on Hong Kong Employees**
(Appendix 5 – Table 13)

2.54 The 2015 Survey showed that 12 additional employees were to be recruited to handle Mainland operations. In addition, employers reported that 150 employees had to be trained for the purpose of handling operations in the Mainland. The statistics in January 2015 and the estimated figures for January 2017 are summarized in Table AS below.

Table AS: Effects of Mainland Operations on Hong Kong Employees
in January 2015 and January 2017

<u>Effects</u>	<u>Number of Employees</u>		
	<u>January 2015</u>	<u>January 2017</u>	<u>Forecasted Growth (%)*</u>
(a) Additional employees need to be recruited [#]	12	151	139 (1 158.3%)
<i>Of those reported in (a), the number of additional employees to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII".</i>	5	75	70 (1 400.0%)
(b) Number of existing employees to be trained for Mainland operations	150	202	52 (34.7%)

(%)* The forecasted growth rate is derived by using January 2015 as the base.

As a certain number of respondents did not provide data for this part, readers of this report should exercise due care when they interpret the findings in Table AS.

2.55 The comparison of the effects of Mainland operations on Hong Kong employees in January 2013 and January 2015 is summarized in Table AT.

Table AT: Comparison of Effects of Mainland Operations
on Hong Kong Employees in January 2013 and January 2015

<u>Effects</u>	<u>Number of Employees</u>		
	<u>January 2013</u>	<u>January 2015</u>	<u>Changes Increase (Decrease)</u>
Additional employees need to be recruited	242	12	-230 -95.0%
Number of existing employees to be trained for Mainland operations	144	150	6 4.2%

2.56 The 2015 Survey showed that Hong Kong companies were required to recruit additional employees to cope with their Mainland operations. One of the reasons might probably be due to the implementation of the Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland, etc. which have created more opportunities for Hong Kong to participate in the Mainland market. Furthermore, the number of employees required to be trained for Mainland operations reported by employers has increased by 6 persons or 4.2% when compared with the figure in 2013.

**Estimated Percentage of Training Provided by
External Course Providers in the Next Twelve Months**
(Appendix 5 – Table 14)

2.57 The 2015 Survey revealed that some establishments would sponsor their employees to take part in training programmes provided by external course providers in the next twelve months. Detailed figures are shown in Table AU. 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 or might not provide their employees with in-house training as this survey did not ask for this piece of information.

Table AU: Estimated Percentage of Training Provided by
External Course Providers in the Next Twelve Months

<u>Job Level</u>	<u>0%</u>	<u>Number of Establishments</u>					<u>100%</u>
		<u>>0% - 24%</u>	<u>>24% - 49%</u>	<u>>49% - 74%</u>	<u>>74% - <100%</u>		
Managerial	1 362	89	116	50	110		942
Supervisory/ Officer	2 048	92	131	47	86		1 435
Clerical	2 022	72	121	92	13		568

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

(Appendix 5 – Tables 15 to 16)

2.58 For in-house training, the 2015 Survey revealed that 4 969 (92.9% of 5 349) establishments had maintained their staff training expenses more or less the same in 2014 when compared with the figure in 2013. 136 (2.5% of 5 349) establishments reported that they had increased their staff training expenses in 2014. For external training, the result revealed that 4 914 (91.9% of 5 349) establishments had maintained their staff training expenses more or less the same in 2014 when compared with 2013 while 146 (2.7% of 5 349) establishments reported that they had increased their staff training expenses in 2014. Details of the changes are summarized in Table AV.

Table AV: Comparison of Training Expenses
in 2013 and 2014

		In-house Training		External Training	
Training Expenses of 2014 vs 2013		Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change		4 969	(92.9)	4 914	(91.9)
Increase by	>50%	-	(0.0)	3	(0.1)
	>20% - 50%	17	(0.3)	14	(0.3)
	>10% - 20%	75	(1.4)	107	(2.0)
	5% -10%	33	(0.6)	18	(0.3)
	<5%	11	(0.2)	4	(0.1)
	Sub-total	136	(2.5)	146	(2.7)
Decrease by	>50%	-	(0.0)	-	(0.0)
	>20% - 50%	-	(0.0)	10	(0.2)
	>10% – 20%	3	(0.1)	4	(0.1)
	5% -10%	-	(0.0)	34	(0.6)
	<5%	-	(0.0)	-	(0.0)
	Sub-total	3	(0.1)	48	(0.9)
Unspecified/Refusal Cases		241	(4.5)	241	(4.5)
Total		5 349	(100)	5 349	(100)

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

2.59 With regard to the in-house training budget for 2015, survey findings showed that 92.7% of 5 360 establishments (4 970) had planned to maintain the same training budget for 2015 when compared with the expenses in 2014. For the budget of external training, 91.8% of 5 360 establishments (4 918) had planned to maintain the same training budget for 2015 when compared with the expenses in 2014. Table AW shows the statistics reflected by the 2015 Survey.

Table AW: Comparison of Training Budget for 2015
with Training Expenses in 2014

Training Budget for 2015 vs Training Expenses in 2014		In-house Training		External Training	
		Number of Establishments	(Percentage)	Number of Establishments	(Percentage)
No Change		4 970	(92.7)	4 918	(91.8)
Increase by	>50%	-	(0.0)	-	(0.0)
	>20% - 50%	18	(0.3)	26	(0.5)
	>10% - 20%	79	(1.5)	113	(2.1)
	5% -10%	32	(0.6)	15	(0.3)
	<5%	14	(0.3)	4	(0.1)
	Sub-total	143	(2.7)	158	(2.9)
Decrease by	>50%	2	(<0.1)	4	(0.1)
	>20% - 50%	-	(0.0)	-	(0.0)
	>10% - 20%	-	(0.0)	-	(0.0)
	5% -10%	3	(0.1)	38	(0.7)
	<5%	-	(0.0)	-	(0.0)
	Sub-total	5	(0.1)	42	(0.8)
Unspecified/Refusal Cases		242	(4.5)	242	(4.5)
Total		5 360	(100)	5 360	(100)

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

2.60 143 (2.7% of 5 360) and 158 (2.9% of 5 360) establishments indicated that they would increase their in-house and external training budget respectively at various ranges for 2015. As mentioned previously, over 91.0% establishments would not deduct 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 investing in training and development programmes for their employees.

Types/Topics of Training for Manpower Development

(Appendix 5 – Table 17)

2.61 In the 2015 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 AX to AZ, whereas the top five types/ topics of training mostly chosen by respondents by sector and by job level are summarized in Tables AAA to AAI.

Table AX: Types/ Topics of Training for Managerial Staff

1. Risk Management
2. Strategic Management
3. Principles & Practice of Management
4. Problem Solving & Decision Making
5. Anti-Money Laundering Compliance

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

1. Anti-Money Laundering Compliance
2. Financial Markets Operations
3. Compliance of Various Ordinances
4. Putonghua
5. English Writing

Table AZ: Types/ Topics of Training for Clerical Staff

1. Putonghua
2. Communication Skills
3. Spoken English
4. English Writing
5. Anti-Money Laundering Compliance

I: Types/ Topics of Training for the Banking Sector

Table AAA: Types/ Topics of Training for
Managerial Staff

- 1.1 Principles & Practice of Management
- 1.2 Risk Management
3. Strategic Management
4. Problem Solving & Decision Making
- 5 Anti-Money Laundering Compliance

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

1. Anti-Money Laundering Compliance
2. Enhancing Quality Customer Services
3. Anti-Corruption Regulations
4. Foreign Exchange
- 5.1 Problem Solving & Decision Making
- 5.2 Time Management
- 5.3 Trade Finance

Table AAC: Types/ Topics of Training for
Clerical Staff

1. Putonghua
2. Interpersonal Skills
- 3.1 Anti-Money Laundering Compliance
- 3.2 Information Systems Application Skills
5. Communication Skills

II: Types/ Topics of Training for the Securities and Asset Management Sector

Table AAD: Types/ Topics of Training for
Managerial Staff

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

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

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

Table AAF: Types/ Topics of Training for
Clerical Staff

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

III: Types/ Topics of Training for Other Financial Sectors

Table AAG: Types/ Topics of Training for Managerial Staff

1. Risk Management
2. Principles & Practice of Management
3. Strategic Management
4. Problem Solving & Decision Making
5. Stress Management

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

1. Putonghua
2. English Writing
3. Spoken English
4. Compliance of Various Ordinances
5. Chinese Writing

Table AAI: Types/ Topics of Training for Clerical Staff

1. Putonghua
2. Communication Skills
3. Spoken English
4. Anti-Money Laundering Compliance
5. English Writing

2.62 Generally speaking, Risk Management and Strategic Management are important training types/topics for managerial staff. On the other hand, training types/topics like Anti-Money Laundering Compliance, Financial Markets Operations, Compliance of Various Ordinances, Communication 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 18)

2.63 In the 2015 Survey, employers were requested to suggest means to encourage establishments to provide their employees with training. Survey findings showed that “reimbursement of course fees to employers”, “provision of subsidy 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 that suggested the above three means were 30.4%, 28.0% and 21.5% respectively.

Forecast of Additional Manpower in the Next 24 Months

2.64 In the 2015 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 AAJ 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 AAK. For details, please refer to Table G in paragraph 2.29.

Table AAJ: Employers' Forecast of Manpower Demand
by January 2017 by Sector

<u>Sector</u>	<u>Manpower Demand in January 2015</u>	<u>Forecasted Manpower Demand by January 2017</u>	<u>Manpower Growth (%)*</u>
Banking Sector	99 152	99 162	10 (<0.1)
Securities and Asset Management Sector	23 835	23 976	141 (0.6)
Other Financial Sectors	30 755	31 074	319 (1.0)
Total	153 742	154 212	470 (0.3)

(%)* As a percentage of forecasted manpower growth using January 2015 as the base.

*Sector Definition:

Banking Sector = Branch 1 BANKS and Branch 2 DTCS

Securities and Asset Management Sector = Branch 5 SECURITIES and Branch 9 ASSET COS

Other Financial Sectors = All branches except BANKS, DTCS, SECURITIES and ASSET COS

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

	Manpower Demand # <u>in January 2015</u>	Forecast of Additional Manpower in the <u>Next 24 Months (%)*</u>
<u>Banking Sector</u>		
Managerial	28 204	-24 (-0.1)
Supervisory/ Officer	40 430	17 (<0.1)
Clerical	27 255	21 (0.1)
<u>Securities and Asset Management Sector</u>		
Managerial	7 138	12 (0.2)
Supervisory/ Officer	8 792	84 (1.0)
Clerical	5 851	48 (0.8)
<u>Other Financial Sectors</u>		
Managerial	7 175	-24 (-0.3)
Supervisory/ Officer	12 973	344 (2.7)
Clerical	8 329	-9 (-0.1)
<u>Total</u>		
Managerial	42 517	-36 (-0.1)
Supervisory/ Officer	62 195	445 (0.7)
Clerical	41 435	60 (0.1)

Manpower demand is defined as the total number of employees plus vacancies in January 2015.

(%)* As a percentage of the manpower demand in January 2015.

Wastage

2.65 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

2.66 The projected manpower requirements for additional manpower and replacement for wastage in 2017 by job level and by sector are shown in Table AAL below:

Table AAL: Projected Additional Manpower Requirements for 2017

<u>Sector</u>	<u>(a) Manpower Demand in 2015</u>	<u>(b) Projected Manpower Demand in 2016#</u>	<u>(c) Wastage* Rate</u>	<u>(d) = [(a)+(b)]x(c) Replacement for Wastage</u>	<u>(e) Projected Additional Employees for 2017</u>	<u>(f) = (d) + (e) Projected Additional Manpower Requirements for 2017</u>
<u>Banking Sector</u>						
Managerial	28 204	28 192	1.2%	677	-24	653
Supervisory/ Officer	40 430	40 438	1.6%	1 294	17	1 311
Clerical	27 255	27 265	2.6%	1 418	21	1 439
<u>Securities and Asset Management Sector</u>						
Managerial	7 138	7 144	0.4%	57	12	69
Supervisory/ Officer	8 792	8 834	0.6%	106	84	190
Clerical	5 851	5 875	1.3%	152	48	200
<u>Other Financial Sectors</u>						
Managerial	7 175	7 163	0.6%	86	-24	62
Supervisory/ Officer	12 973	13 144	1.4%	366	344	710
Clerical	8 329	8 324	5.8%	966	-9	957
<u>Total</u>						
Managerial	42 517	42 499	-	820	-36	784
Supervisory/ Officer	62 195	62 416	-	1 766	445	2 211
Clerical	41 435	41 464	-	2 536	60	2 596

Manpower demand in 2016 is projected according to the growth rates in Table G with the assumption that the annual growth rates are constant from 2015 to 2017.

* The wastage rates are derived from Tables AA, AD and AG and assumed to be constant from 2015 to 2017.

Manpower Projection by Using the Labour Market Analysis Method

2.67 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 2016-2020 using the two methods are summarized as follows:

Table AAM: Projected Manpower for 2016-2020

Year	Actual	Projected (LMA)	Projected (AFM)	Projected (EF)
2015	153 742			
2016		158 188 (+2.9%*)	156 603 (+1.9%*)	
2017		161 260 (+1.9%**)	159 187 (+1.7%**)	154 212 (+0.3%*)
2018		164 003 (+1.7%**)	161 517 (+1.5%**)	
2019		166 458 (+1.5%**)	163 614 (+1.3%**)	
2020		168 635 (+1.3%**)	165 497 (+1.2%**)	
*	percentage change when compared with the manpower demand in 2015			
**	percentage change when compared with projected manpower in the previous year			
LMA	Labour Market Analysis			
AFM	Adaptive Filtering Method			
EF	Employers' forecast at the date of the survey			

2.68 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 2016-2020 while the forecast manpower growth projected by employers in the 2015 Survey was 0.3% that the additional manpower for the industry by 2017 are 470 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 respondents who predicted a very mild growth by 2017. In previous surveys, the LMA approach was used to project the manpower requirements for the industry except the 2009 Survey that employers' forecast was adopted due to uncertainty in 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 AAN below.

Table AAN: Projected Additional Manpower Requirements for 2017
(LMA Approach)

<u>Job Level</u>	<u>Manpower Demand in 2015</u> (a)	<u>Manpower Projection for 2016 (LMA Approach)*</u> (b)	<u>Manpower Projection for 2017 (LMA Approach)*</u> (c)	<u>Projected Additional Employees for 2017</u> (d)=(c)-(a)	<u>Replacement for Wastage</u> (e)=[(a)+(b)]x@	<u>Projected Additional Manpower Requirements for 2017</u> (f)=(d)+(e)
Managerial	42 517	43 743	44 592	2 075	863	2 938
Supervisory/ Officer	62 195	63 948	65 189	2 994	1 766	4 760
Clerical	41 435	42 608	43 435	2 000	2 521	4 521
Total	146 147	150 299	153 216	7 069	5 150	12 219

* The projected number of employees at the three major job levels are derived from the projected manpower demand in 2016 and 2017 under the LMA Method (paragraph 2.67) and the ratio of manpower structure (paragraph 2.3).

^ Total number of projected manpower for 2016 (158 188) excluding 7 890 other supporting staff.

Total number of projected manpower for 2017 (161 260) excluding 8 043 other supporting staff.

@ The wastage rates (1.0% for managerial level; 1.4% for supervisory/officer level; 3.0% for clerical level) are derived from Table W and assumed to be constant from 2015 to 2017.

Manpower Supply and Demand

Demand for Banking and Finance Personnel

2.69 In accordance with the projected additional manpower requirements for 2017 listed in Table AAN in the preceding paragraph, the industry needs additional employees to take up 2 938 managerial positions, 4 760 supervisory/officer positions and 4 521 clerical positions. Regarding the analysis of the minimum education requirement of employees as shown in Table H in paragraph 2.31, the industry needs 4 770 (2 092 + 2 380 + 298) 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 2 367 (394 + 1 195 + 778) 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 13.3%, 11.0% and 9.3% 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 4 770 persons and 2 367 persons as revealed by the 2015 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

2.70 Based on the information provided by the University Grants Committee of Hong Kong (UGC), the Vocational Training Council, and course providers* running banking and finance related courses, the planned number of graduates in banking and finance and related disciplines is summed up in Table AAO below:

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

	<u>Estimated Number of Graduates in 2015/16</u>	<u>Estimated Number of Graduates in 2016/17</u>
Degree**	4 041 [^]	4 018 [^]
Sub-degree	915 [#]	918 [#]

* The Training Board wrote to course providers requesting for their estimated number of degree and sub-degree graduates in 2015/16 and 2016/17. The figure does not represent the total manpower supply in the industry as overseas graduates are not included and only 33.3% of the course providers replied. The estimated number of graduates reported by these course providers has been included in the figures as shown in Table AAM. Users of the survey findings should note that the data collected might not be comprehensive.

** Include banking and finance and related programmes such as business administration, sales and marketing, etc.

[^] According to the information provided by the University Grants Committee of Hong Kong (UGC), the estimated number of graduates with degree qualifications in business related discipline would be 4 779 and 4 641 in 2015/2016 and 2016/2017 respectively.

[#] 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.

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

Table AAP: 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	4 770
Sub-degree	2 367
Total	7 137

2.72 It appears from Table AAO that the supply of 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 2017 as shown in Table AAN are 12 219. 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 4 521 is only a small fraction of around 74 000 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 2015 Manpower Survey Report

3.1 The 2015 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 probably 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 and Business Outlook

3.2 The Financial Sector Assessment Programme report prepared by the International Monetary Fund has acknowledged that the financial sector of Hong Kong is one of the largest and most developed in the world. Moreover, our financial system is robust with a strong regulation and supervision framework that meets the highest international standard. Nevertheless, the banking and finance industry is paying close attention to the uncertainties over the timing and pace of interest rate rises in the United States which will lead to a higher volatility in the foreign exchange market. In Europe, though Greece and its European creditors announced an agreement in Brussels that aims to resolve Greece's debt crisis and keep it in the eurozone, the agreement requires further budgetary belt-tightening. While the agreement has helped, Greece's economic problems have not been removed. The Greek economy has shrunk by a quarter in five years, and unemployment is above 25 percent. All those issues could pose challenges for financial institutions in managing their funding and liquidity risks. Under the circumstances, the business outlook is difficult to predict which leads to the conservative projection of the 2017 manpower demand by respondents.

3.3 As China is the world's second largest economy and is increasingly playing an important and influential role in the global economy, the world is keeping a close eye on China's "new normal" stage of economic development. Previously, rapid economic development brought on many challenges, including inequality, rapid urbanization, challenges to environmental sustainability, and external imbalances. China also faces demographic pressures related to an aging population and the internal migration of labour. In order to rectify the situation, the Chinese economy is entering a new stage of slower but more resilient growth, which President Xi Jinping has called the "new normal". The main theme of the "new normal" is not fast growth, but an improved economic structure that relies more on the services industry, consumption, and innovation. On the other hand, the construction of the Asian Infrastructure Investment Bank (AIIB) and the China's one belt, one road initiative are expected to bring opportunities to the local banking and finance industry. According to the Financial Secretary John Tsang Chun-wah, the AIIB intends to make use of Hong Kong as a bond-issuing platform. In fact, Hong Kong has an edge over other places because of its sound financial system and experience in developing bonds. For the one belt, one road initiative, Hong Kong has the expertise and the connections to serve as the

fundraising hub. Moreover, Hong Kong is an efficient offshore renminbi hub. Hong Kong can provide enterprises in the Mainland and investors all over the world with renminbi services ranging from cross-border trade settlement to bond issuance. Last but not least, both the Mutual Recognition of Funds Scheme between the Mainland and Hong Kong and the popularity of using e-channels to deliver services to a wide range of customers are expected to create more job opportunities for banking and finance personnel. All these are the opportunities that the banking and finance industry could not afford to miss.

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 members for their valuable views and comments on the analyses of manpower statistics of the 2015 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 Mainland 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 potential effects of the timing and pace of interest rate rises in the United States, the recovery of the European economy and the future growth of the economy of the Mainland would have impacts on the local manpower requirements with varying degrees.

3.9 Probably due to the fact that those back office jobs may be perceived as less attractive by some people, employers have difficulty in finding the right people. In fact, back office jobs like trade finance, settlement and compliance do need talent to fill the

vacancies. Practitioners in these job areas need immersion to build up experience.

Manpower Training

3.10 Employers play a vital role in attracting and retaining talents of the banking and finance industry by planning the career path of their employees. Employees will be better motivated if clear messages and specific guidelines on the route of training and development as well as the promotion path can be conveyed to them.

3.11 Employers are more than happy to recruit graduates with a certain amount of working experience and preferably relevant working experience so that employers do not need to spend much time to train. In this connection, there is room for training institutions and the industry to collaborate in such a way that practical and updated industry knowledge would be incorporated into the curricula. On the other hand, employers should seriously consider offering attachment opportunities for students. Industrial attachment programmes enable students to experience real-life workplace challenges through attachment to different organisations. The programme can facilitate students' transition from study to work by developing their team work spirit, problem solving abilities, practical skills, and appropriate work attitudes and value. Through the programme, employers can identify the right talent for future full-time employment and also source suitable candidates to meet the seasonal or part-time manpower needs.

3.12 To cope with the developing needs of the industry, it is vital for in-service practitioners to embark on a life-long learning philosophy. It is also of equal importance that employers recognise such a need and support their employees to undertake and participate in upgrading courses, training programmes, workshops and seminars for the acquisition of updated knowledge. Following the advancement in technology and the communication network, the banking and financial institutions have been continually developing new financial products and services to cater for the needs of the community. Moreover, employers are looking for graduates with good language skills and have a positive mindset with ambition. Education institutions and employers should work together so that students could be cultivated the right mindset as well as enhancing their language proficiency.

Training Programmes

3.13 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. On the other hand, the Vocational Training Council also offers services to help employers organise their training schemes. For example, the New Technology Training Scheme provides financial assistance to local companies up to a maximum of 50% of the training cost for their employees to be trained in new technologies. The Scheme covers various types of training mode including overseas training courses or industrial attachment, local training courses, and

tailor-made local training courses/ industrial attachments for individual companies.

3.14 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.

3.15 The top five types/ topics of training mostly chosen by respondents by job level for the Banking Sector and Securities & Asset Management Sector are recommended as follows:

I: Topics of Training for the Banking Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	1.1 Principles & Practice of Management 1.2 Risk Management 3 Strategic Management 4 Problem Solving & Decision Making 5 Anti-Money Laundering Compliance
Supervisory / Officer	1 Anti-Money Laundering Compliance 2 Enhancing Quality Customer Services 3 Anti-Corruption Regulations 4 Foreign Exchange 5.1 Problem Solving & Decision Making 5.2 Time Management 5.3 Trade Finance
Clerical	1 Putonghua 2 Interpersonal Skills 3.1 Anti-Money Laundering Compliance 3.2 Information Systems Application Skills 5 Communication Skills

II: Topics of Training for the Securities & Asset Management Sector

<u>Job Level</u>	<u>Topics of Training</u>
Managerial	<ol style="list-style-type: none">1 Risk Management2 Fund Management3 Strategic Management4 Anti-Money Laundering Compliance5 Compliance of Various Ordinances
Supervisory/ Officer	<ol style="list-style-type: none">1 Anti-Money Laundering Compliance2 Securities & Futures Regulation3 Anti-Corruption Regulations4 Financial Markets Operations5 Risk Management
Clerical	<ol style="list-style-type: none">1 Communication Skills2 Spoken English3 English Writing4 Putonghua5 Securities & Futures Regulation

3.16 In view of the fact that employers are very much concerned about topics like strategic and risk management, anti-money laundering compliance, 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.

3.17 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.

第一章

調查目的和範圍

銀行及金融業訓練委員會

1.1 銀行及金融業訓練委員會（下稱「本會」）隸屬職業訓練局[VTC]，成員由香港特別行政區政府委任。本會職責之一，是評估銀行及金融業的人力情況和培訓需要，並向 VTC 建議措施，應付業界對幹練人手的需求。本會委員由行業公會、銀行及金融機構、專上教育學院、政府部門、法定組織等提名出任。本會與2015年人力調查工作小組的委員名單，分別列載於附錄 1 及 1a；本會的職權範圍則載於附錄 2。

調查目的

1.2 在政府統計處[統計處]協助下，本會於 2015 年上半年進行是次人力調查，目的如下：

- (i) 評估銀行及金融業業內主要職務的人力情況和訓練需求；
- (ii) 預測業內的人力增長；以及
- (iii) 建議措施，應付業內的培訓需要及人力需求。

1.3 與 2011 年及 2013 年調查的安排類似，本會安排 2015 年銀行及金融業人力調查與會計業、保險業人力調查同步進行。三個行業的調查工作原定於 2015 年 1 月 9 日至 3 月 8 日期間進行；為向從業員人數眾多的機構蒐集數據，銀行及金融業的調查延至 2015 年 5 月 9 日結束。這三個調查的結果預期可提供全面的人力統計資料，協助制訂本港金融服務界別的整體人力培訓及發展策略。

調查範圍

1.4 是次調查範圍涵蓋銀行、接受存款公司及其他與金融有關的公司。調查期間，業內共有 7 564 間銀行及金融機構，可劃分為下列十個門類。本會採用分層隨機抽樣法，從中選出 1 127 間機構為調查對象，當中包括：

- (i) 219 間持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處；
- (ii) 21 間接受存款公司；
- (iii) 114 間投資及控股公司；

- (iv) 125 間私人貸款及有關公司（例如按揭、分期信貸、財務租賃及其他信貸服務）；
- (v) 118 間證券經紀公司；
- (vi) 116 間期貨（包括金融期貨）及貴重金屬經紀／交易商；
- (vii) 6 間股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構；
- (viii) 111 間兌換商及外匯經紀／交易商；
- (ix) 151 間投資顧問／資產管理公司；以及
- (x) 146 間其他與金融有關的公司。

1.5 附錄 3 按門類及規模表列抽樣機構的分布情況。

調查程序

1.6 調查於 2015 年 1 月 9 日展開。調查前一星期，本會將印妥的調查表連同附註（附錄 4）一併寄給各抽樣機構，並將 2015 年 1 月 2 日定為人力數據參考日。調查期間，統計處的調查人員與抽樣機構聯絡，安排收回填妥的調查表，並在有需要時協助機構填報資料。由於調查工作需時較預期長，故調查的結束日期延長至 2015 年 5 月 9 日，以求提高回覆率，令調查結果更為可靠。所有收回的調查表均經過複查，並於有疑問時與填覆機構核實。所得資料其後由統計處整理。

1.7 調查結束後，本會將所得資料用統計方法倍大，以反映銀行及金融業的整體人力情況。

調查回應分析

1.8 1 127 間抽樣機構中，721 間填覆調查表，83 間拒絕回覆，其餘 323 間已結業、搬遷或暫時停業。是次調查的有效回應率為 89.7 %。

主要職務等級

1.9 是次調查將業內的主要職務劃分為三個等級，即經理級、主管／主任級和文員級。

報告的內容編排

1.10 本報告書第二章概述調查結果及相關分析；而第三章則列出本會的建議。

第二章

調查結果摘要

引言

2.1 本會從 1 127 間選定機構（樣本）蒐集所得的資料，交由統計處整理，並以統計方式倍大，以反映銀行及金融業的整體人力情況。本章列出有關調查結果（包括推算統計數字／實際人力統計數字）。各統計表載於附錄 5。

報告表述方式

2.2 為方便表述，是次調查採用下列簡稱，代表十大機構門類：

	<u>全名</u>	<u>簡稱</u>
門類 1:	持牌銀行、有限制牌照銀行及外國銀行 本港代表辦事處	BANKS
門類 2:	接受存款公司	DTCS
門類 3:	投資及控股公司	INVEST COS
門類 4:	私人貸款及有關公司	PL COS
門類 5:	證券經紀公司	SECURITIES
門類 6:	期貨（包括金融期貨）及貴重金屬經紀／ 交易商	C DEALERS
門類 7:	股票、黃金及期貨交易公司，以及銀行及 金融業內的法定機構	C EXCHANGES
門類 8:	兌換商及外匯經紀／交易商	M CHANGERS
門類 9:	投資顧問／資產管理公司	ASSET COS
門類 10:	其他與金融有關的公司	OF COS

上述門類的業務性質說明見附錄 C。

主要人力統計數字調查結果

(附錄 5 – 表 1、表 1.1)

2.3 調查顯示，2015 年 1 月，銀行及金融業共有 151 317 名從業員，其中 41 843 人（27.7%）屬經理級、61 170 人（40.4%）屬主管／主任級、40 757 人（26.9%）屬文員級，7 547 人（5.0%）為其他輔助員工。

2.4 各門類及職級的僱員分布情況見表 A 及圖 1(a) 至 1(b)。BANKS 門類的規模最大，僱有 96 475 人，佔業內僱員總數 63.8%。第二及第三大門類分別為 OF COS（僱有 15 916 人，佔 10.5%）及 ASSET COS（僱有 14 879 人，佔 9.8%）。

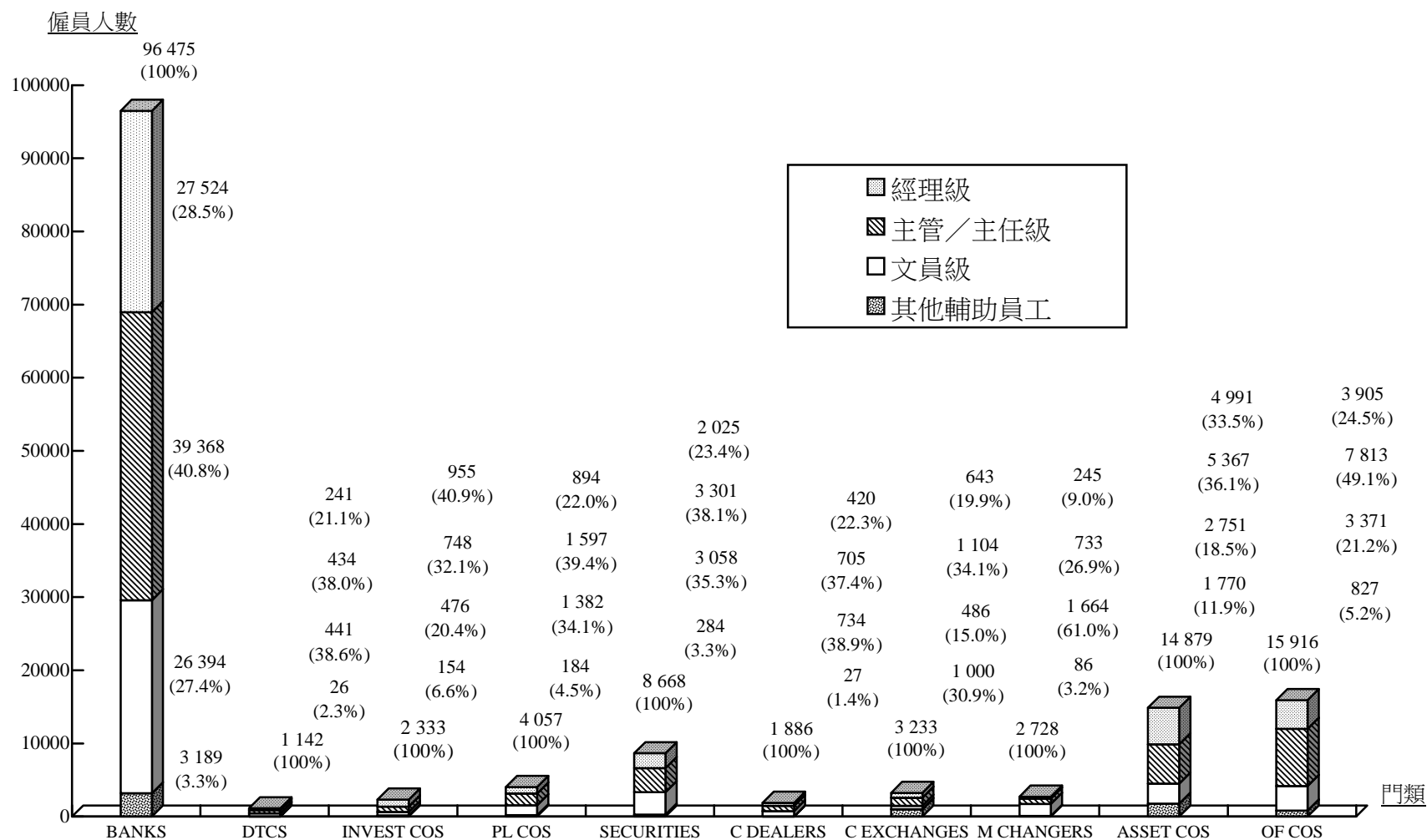
表 A：人力結構（按門類及職級劃分）

門類	僱員人數								總計 (%)**
	經理級 (%)*		主管／ 主任級 (%)*		文員級 (%)*		其他 輔助員工 (%)*		
1. BANKS	27 524	(28.5)	39 368	(40.8)	26 394	(27.4)	3 189	(3.3)	96 475 (63.8)
2. DTCS	241	(21.1)	434	(38.0)	441	(38.6)	26	(2.3)	1 142 (0.8)
3. INVEST COS	955	(40.9)	748	(32.1)	476	(20.4)	154	(6.6)	2 333 (1.5)
4. PL COS	894	(22.0)	1 597	(39.4)	1 382	(34.1)	184	(4.5)	4 057 (2.7)
5. SECURITIES	2 025	(23.4)	3 301	(38.1)	3 058	(35.3)	284	(3.3)	8 668 (5.7)
6. C DEALERS	420	(22.3)	705	(37.4)	734	(38.9)	27	(1.4)	1 886 (1.2)
7. C EXCHANGES	643	(19.9)	1 104	(34.1)	486	(15.0)	1 000	(30.9)	3 233 (2.1)
8. M CHANGERS	245	(9.0)	733	(26.9)	1 664	(61.0)	86	(3.2)	2 728 (1.8)
9. ASSET COS	4 991	(33.5)	5 367	(36.1)	2 751	(18.5)	1 770	(11.9)	14 879 (9.8)
10. OF COS	3 905	(24.5)	7 813	(49.1)	3 371	(21.2)	827	(5.2)	15 916 (10.5)
總計 (%)**	41 843	(27.7)	61 170	(40.4)	40 757	(26.9)	7 547	(5.0)	151 317 (100)

(%)* 佔同一門類僱員總數的百分率。

(%)** 佔業內僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

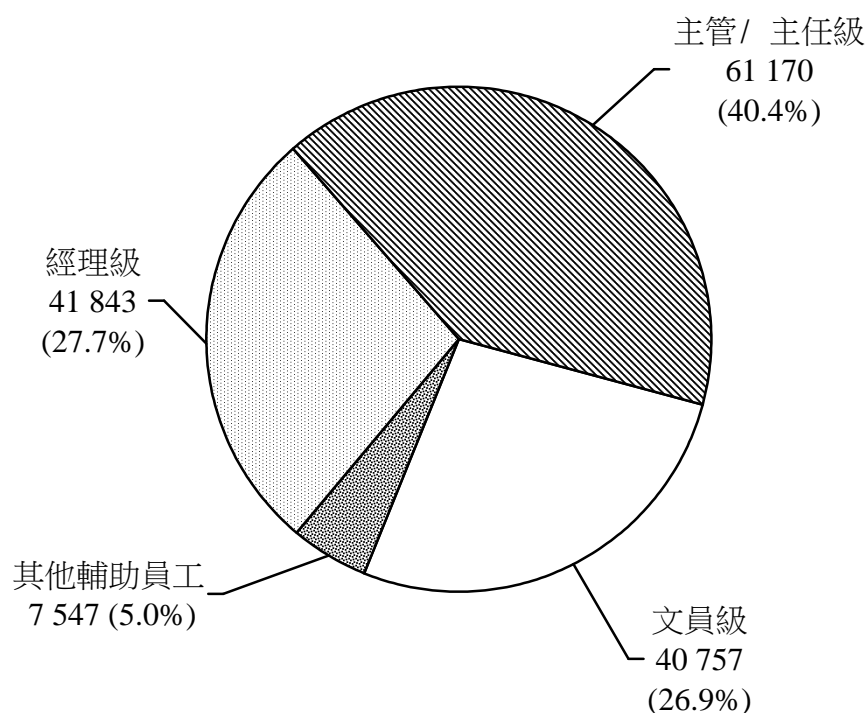
圖 1(a)：僱員分布情況（按門類及職級劃分）



備註：由於四捨五入關係，總百分率不一定等於 100%。

圖 1(b)：各職級的僱員分布情況

僱員總數：151 317人



備註：由於四捨五入關係，總百分率不一定等於 100%。

2.5 各職級中，僱員人數最多的三個主要職務如下（詳情見附錄 5 表 1）：

<u>經理級</u>	<u>僱員人數</u>
(a) 總資訊主任／總科技主任／ 經理 — 資訊科技	2 962
(b) 經理 — 分行	2 834
(c) 行政總裁／營運總監／常務董事／ 總經理	2 211
<u>主管／主任級</u>	
(a) 營運主任	6 138
(b) 財務顧問代表／個人財務顧問	3 857
(c) 客戶服務主任 — 個人銀行／證券	3 769
<u>文員級</u>	
(a) 文員	12 933
(b) 櫃檯員	11 208
(c) 證券及期貨助理	4 106

2015 年調查表的變更事項

2.6 在調查表第二部分的問題 3 中，增加「亞洲其他地區」、「歐洲」和「美國」三個地域來源選項。

2.7 在調查表第二部分加入新的問題，查詢須取得銀行及金融業相關專業資格的僱員人數（如香港銀行學會、香港證券及投資學會、香港財務策劃師學會的會員）。

2.8 在調查表第三部分的問題 4 中，加入有關特定措施的選項——「因滬港通、香港與內地基金互認或其他跨境方案如 QFII、RQFII 而須增聘的僱員人數」。

2.9 為了解銀行及金融業僱員的年齡分布，要求填覆機構在調查表第一部分填寫有關「平均年齡」的資料。

2.10 因應法定最低工資上調，調查表第一部分「平均每月收入幅度」的最低兩個級別修訂為「\$8,000 以下」和「\$8,000 - \$10,000」。

2.11 調查表附錄 D 的某些職稱和工作說明已作修訂，例如加入「產品經理」、「銷售經理（基金分銷）」和「產品主任」這三個新的職務。有關銀行及金融業最新的職稱和工作說明，請參閱附錄 D。

2.12 由於調查表的設計有所改變，2013 年與 2015 年調查所得的數據或未可作直接比較，在分析兩份調查報告中的人力統計數字時應加注意。

銀行及金融業的規模（截至 2014 年 12 月下旬）

2.13 從表 B 可見，截至 2014 年 12 月下旬，銀行及金融業共有 7 564 間金融機構。

表 B：金融機構數目

<u>截至</u>	<u>持牌 銀行*</u>	<u>有限制 牌照銀行*</u>	<u>接受存款 公司*</u>	<u>外國銀行 本港代表 辦事處*</u>	<u>其他與金融 有關的公司#</u>	<u>總計</u>
2014 年 12 月 下旬	159	21	23	63	7 298	7 564
2012 年 12 月 下旬	155	21	24	60	6 736	6 996
增／減	4	0	-1	3	562	568
(%)	(2.6)	(0)	(-4.2)	(5.0)	(8.4)	(8.1)

* 資料來源：香港金融管理局

資料來源：香港特別行政區政府統計處機構單位記錄庫

2.14 2014 年 12 月，銀行及金融業的機構總數較 2012 年 12 月增加了 568 間；其中，外國銀行本港代表辦事處及其他與金融有關的公司分別增加 3 間及 562 間；同期，授權機構增加了 3 間，升幅輕微。

人力統計數字分析

2.15 為方便分析，本會將十個門類的人力資料歸入以下三個類別：

類別 1: 銀行（包括以下兩個門類）：

(i) BANKS

(ii) DTCS

類別 2: 證券及資產管理公司（包括以下兩個門類）：

(i) SECURITIES

(ii) ASSET COS

類別 3: 其他金融機構（包括以下六個門類）：

(i) INVEST COS

(ii) PL COS

(iii) C DEALERS

(iv) C EXCHANGES

(v) M CHANGERS

(vi) OF COS

2.16 上述門類根據香港三級制銀行體系劃分，以便進行資料分析。由於接受存款公司的業務性質與銀行密切相關，而且大部分由銀行擁有或與銀行有聯繫，因此2015年調查把「DTC」門類與「BANKS」門類合併為「銀行」類別。此外，業內的證券經紀公司、投資顧問、資產管理公司的人力資料將列入「證券及資產管理公司」類別進行分析與匯報。截至2015年6月底，以市價總值計算，香港的股票市場位列全亞洲第四大及全球第七大。根據證券及期貨事務監察委員會公布的基金管理活動年度調查結果，香港的基金管理業務合併資產總值持續增長；截至2014年尾，按年增幅為10.5%，達至176,820億元的新高。調查結果顯示，香港仍然是國際投資者首選的投資平台。源自國際投資者的資金達到124,040 億元的歷史高位，佔基金管理業務71%。香港的資產管理業務總值增加接近18%至68,560億元的歷史新高。另一方面，內地與香港的基金互認安排不單為資產管理業和投資者帶來新的營商和投資機會，亦鞏固香港作為亞太區主要資產管理中心的地位。因此，「證券及資產管理公司」類別的人力情況值得注意。

人力變化

2.17 銀行及金融從業員人數，由 2013 年的 145 783 人增加至 2015 年的 151 317 人，增加了 5 534 人，升幅為 3.8%。表 C 及圖 2 按類別及職級摘錄 2013 年與 2015 年業內僱員人數的轉變。有關各主要職務的僱員人數變化詳情請參考附錄 6。

表 C： 人力變化

(i) 各類別的人力變化

<u>類別*</u>	<u>2013 年 1 月</u>	<u>2015 年 1 月</u>	<u>增減 (%)</u>	
銀行	95 556	97 617	+2 061	(+2.2%)
證券及資產管理公司	21 702	23 547	+1 845	(+8.5%)
其他金融機構	28 525	30 153	+1 628	(+5.7%)
總計	145 783	151 317	+5 534	(+3.8%)

*「類別」的定義如下：

銀行 = 門類 1 BANKS 及 門類 2 DTCS

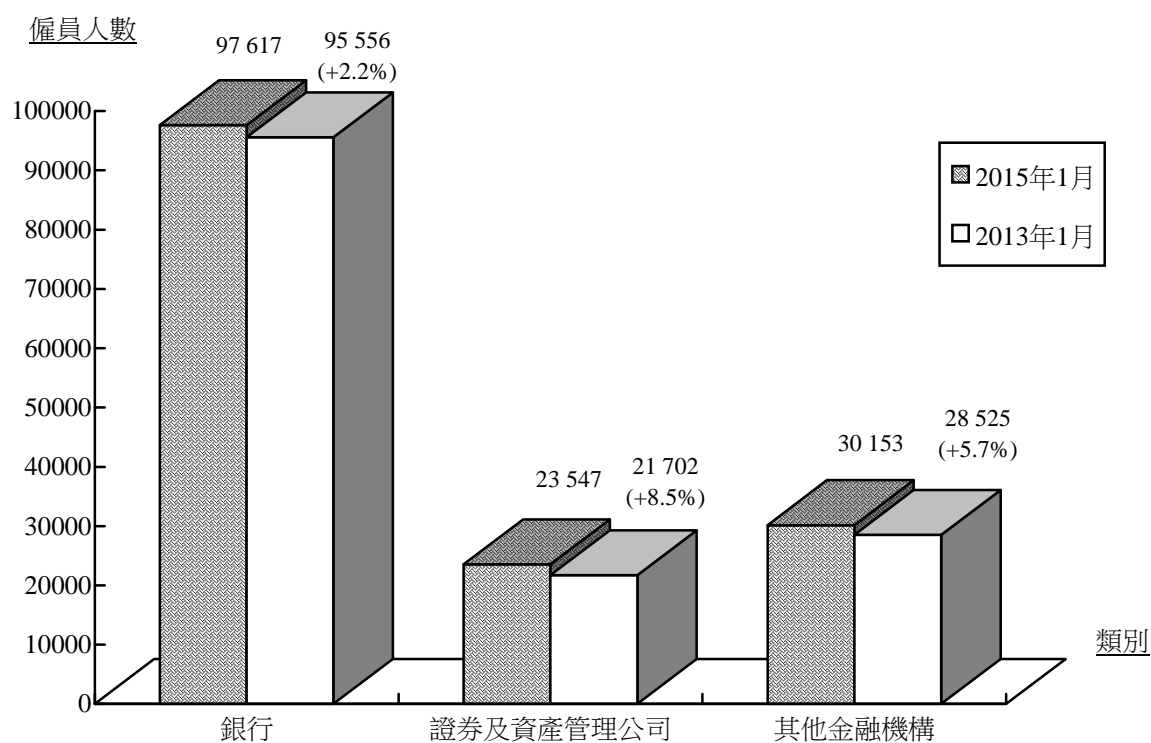
證券及資產管理公司 = 門類 5 SECURITIES 及 門類 9 ASSET COS

其他金融機構 = BANKS、DTCS、SECURITIES 及 ASSET COS 以外的其他所有門類

(ii) 各職級的人力變化

<u>職級</u>	<u>2013 年 1 月</u>	<u>2015 年 1 月</u>	<u>增減 (%)</u>	
經理級	35 305	41 843	+6 538	(+18.5%)
主管／主任級	56 119	61 170	+5 051	(+9.0%)
文員級	44 687	40 757	-3 930	(-8.8%)
其他輔助員工	9 672	7 547	-2 125	(-22.0%)
總計	145 783	151 317	+5 534	(+3.8%)

圖2： 人力變化



2.18 香港的經濟環境在2015年大致穩定。各類銀行及金融業機構的僱員人數較2013年均有所上升。「銀行」及「證券及資產管理公司」類別的人力需求，分別錄得2.2%及8.5%的增長。

2.19 預期滬港通、內地與香港基金互認安排等措施會進一步提升香港作為國際金融中心的地位，促進香港成為基金註冊地及投資管理中心。

2.20 其他金融機構的數目在過去兩年增加了563間，而人手則增加了1 628人，較2013年1月增加了5.7%。

2.21 就主要職務的人力需求而言，下列主要職務在過去兩年的人力變化百分率超過 50%：

<u>主要職務</u>	<u>人力變化 (%)</u>	
1. 客戶服務代表 — 電話理財／電話服務中心	733	(149.9%)
2. 客戶服務主任 — 個人銀行／證券	1 843	(95.7%)
3. 總資訊主任／總科技主任／ 經理 — 資訊科技	1 217	(69.7%)
4. 合規主任	441	(58.3%)
5. 風險經理	421	(55.7%)
6. 經理 — 電話理財／電話服務中心	33	(51.6%)

2.22 各職級的人力變化方面，與 2013 年 1 月比較，經理級及主管／主任級員工的人力在 2015 年均錄得增長；其中，經理級的僱員增加了 6 538 人，增幅為 18.5%。同期，主管／主任級員工亦增加了 5 051 人，增幅為 9.0%。

2.23 與 2013 年 1 月相比，文員級僱員減少 3 930 人，減幅為 8.8%，而其他輔助員工則減少 2 125 人，減幅為 22.0%。

過去八年的人力趨勢

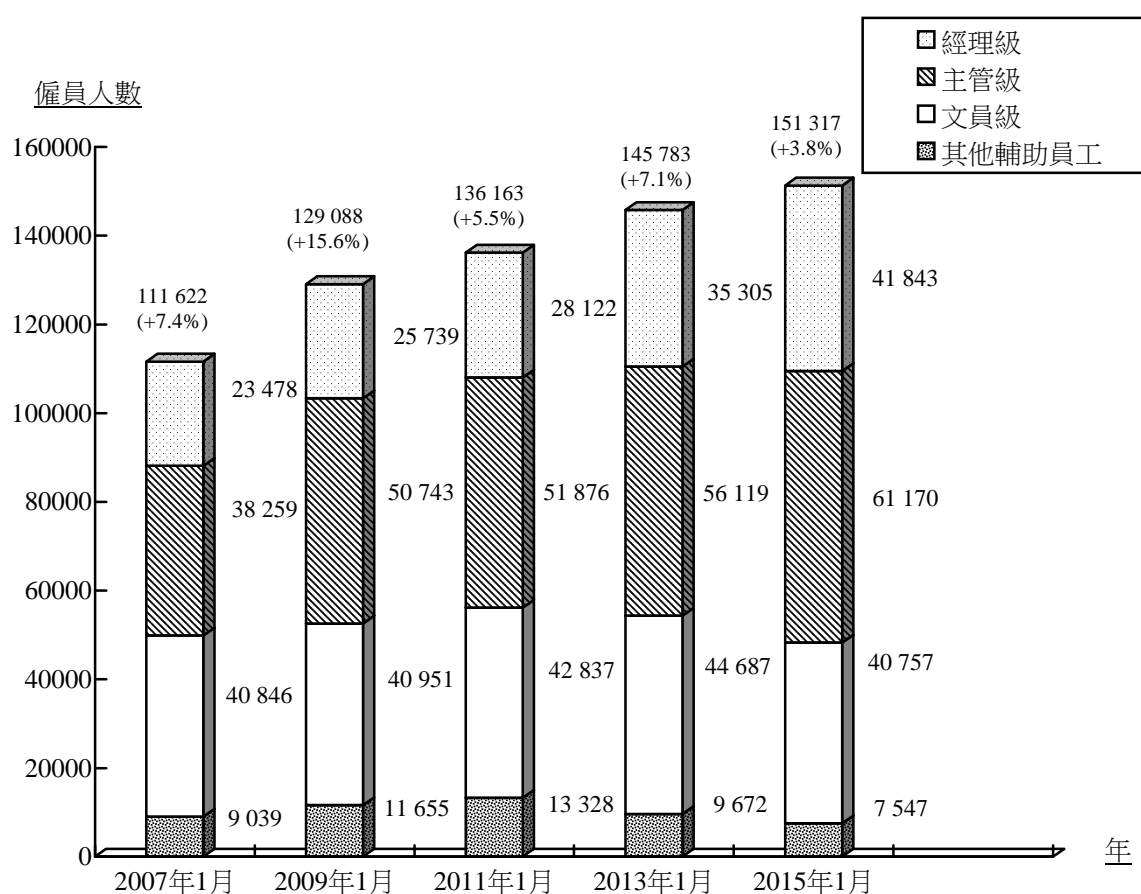
2.24 一般而言，經濟周期、營商環境及政府政策等因素，均會對銀行及金融業的人力需求造成重大影響。表 D 及圖 3 列出過去八年業內的人力趨勢。八年來，業內的整體人力持續錄得增長。

表 D: 銀行及金融業過去八年的人力趨勢

職級	僱員人數				
	2007年1月	2009年1月	2011年1月	2013年1月	2015年1月
經理級	23 478	25 739	28 122	35 305	41 843
主管／主任級	38 259	50 743	51 876	56 119	61 170
文員級	40 846	40 951	42 837	44 687	40 757
其他輔助員工	9 039	11 655	13 328	9 672	7 547
總計	111 622	129 088	136 163	145 783	151 317
人力增減數目(%)*		+17 466(+15.6%)	+7 075 (+5.5%)	+9 620 (+7.1%)	+5 534 (+3.8%)

(%)* 「人力增減數目」是根據上一次調查的人力數字計算得出。

圖 3: 銀行及金融業過去八年的人力趨勢



業內空缺數目

(附錄5 - 表1、表1.1)

2.25 根據僱主所填報的資料，2015年1月2日，銀行及金融業共有2 425個空缺，佔所需人力（僱員人數＋空缺數目）153 742人的1.6%。各門類及職級的空缺數目摘要見表E及圖4(a)至4(b)。BANKS門類錄得1 510個空缺，佔業內空缺總數62.3%；PL COS門類錄得空缺272個，佔11.2%；而ASSET COS門類則錄得216個，佔8.9%。

表E：空缺數目

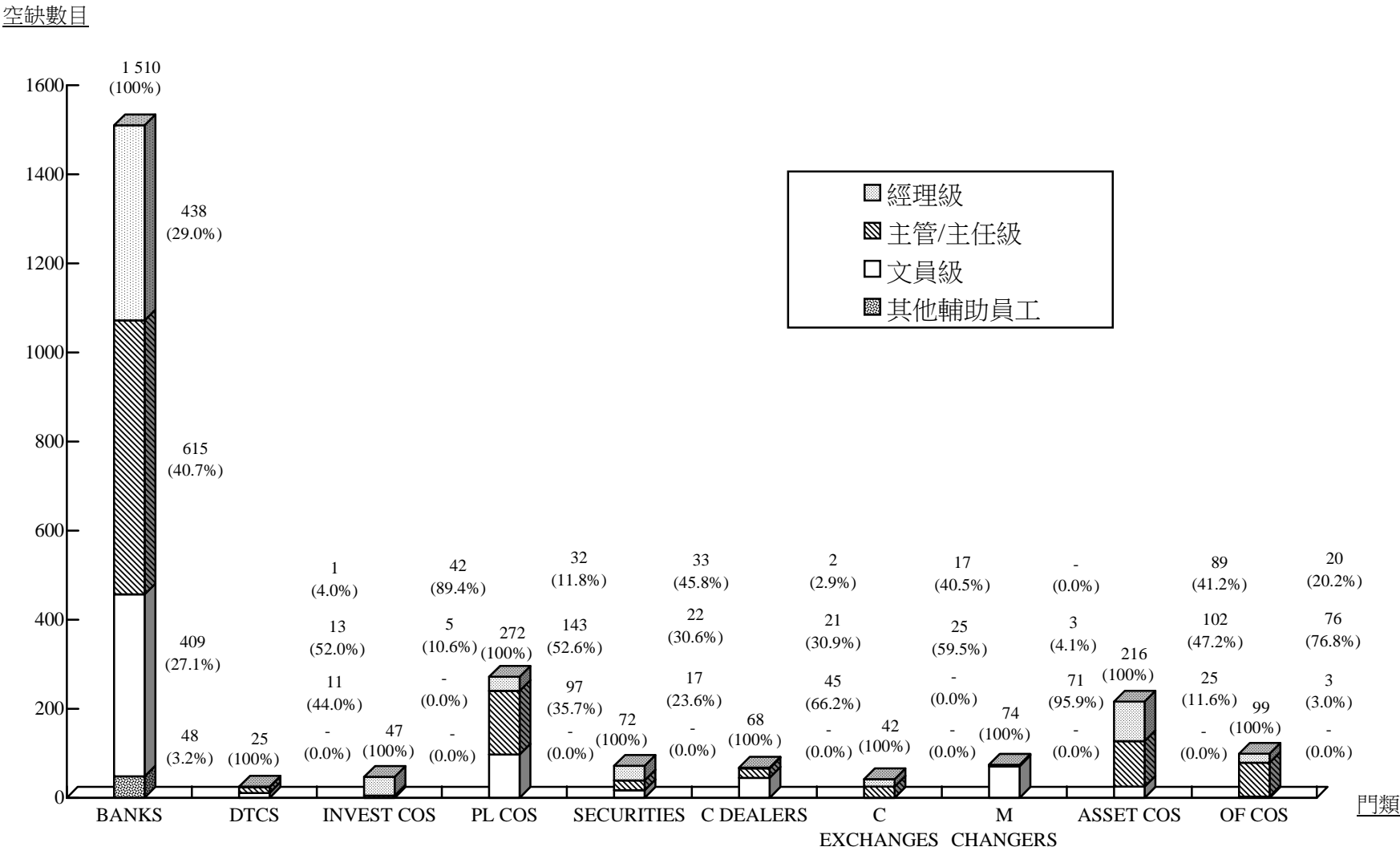
門類	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		其他輔助 員工 (%)*		總計 (%)**
1. BANKS	438	(29.0)	615	(40.7)	409	(27.1)	48	(3.2)	1 510 (62.3)
2. DTCS	1	(4.0)	13	(52.0)	11	(44.0)	-	(0.0)	25 (1.0)
3. INVEST COS	42	(89.4)	5	(10.6)	-	(0.0)	-	(0.0)	47 (1.9)
4. PL COS	32	(11.8)	143	(52.6)	97	(35.7)	-	(0.0)	272 (11.2)
5. SECURITIES	33	(45.8)	22	(30.6)	17	(23.6)	-	(0.0)	72 (3.0)
6. C DEALERS	2	(2.9)	21	(30.9)	45	(66.2)	-	(0.0)	68 (2.8)
7. C EXCHANGES	17	(40.5)	25	(59.5)	-	(0.0)	-	(0.0)	42 (1.7)
8. M CHANGERS	-	(0.0)	3	(4.1)	71	(95.9)	-	(0.0)	74 (3.1)
9. ASSET COS	89	(41.2)	102	(47.2)	25	(11.6)	-	(0.0)	216 (8.9)
10. OF COS	20	(20.2)	76	(76.8)	3	(3.0)	-	(0.0)	99 (4.1)
總計 (%)**	674	(27.8)	1 025	(42.3)	678	(28.0)	48	(2.0)	2 425 (100)

(%)* 佔同一門類空缺總數的百分率。

(%)** 佔業內空缺總數的百分率。由於四捨五入關係，總百分率不一定等於100%

圖 4(a)：各門類及職級的空缺分布情況

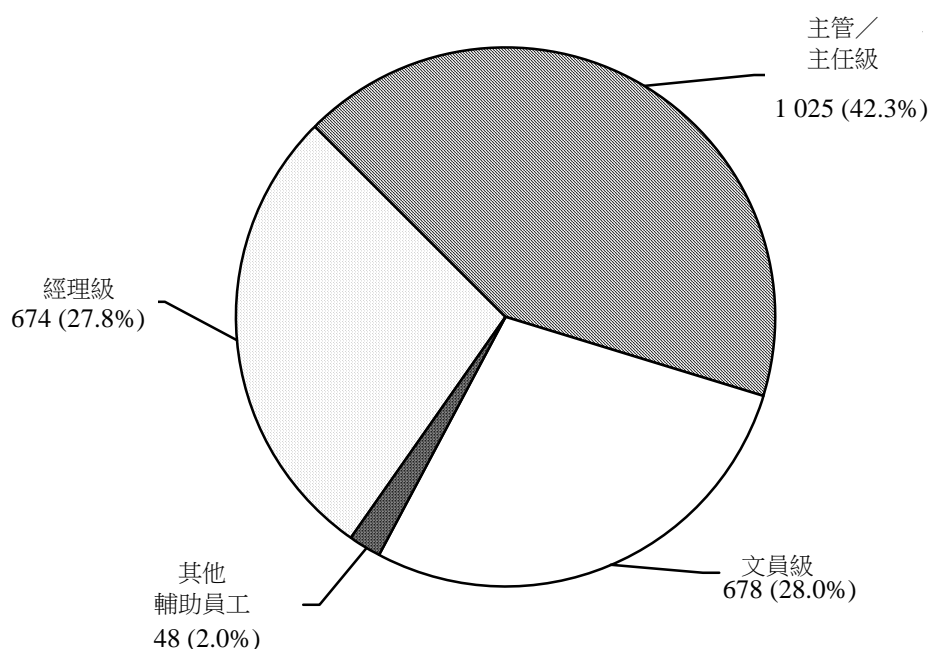
86



備註：由於四捨五入關係，總百分率不一定等於 100%。

圖 4(b)：各職級的空缺數目

空缺總數：2 425個



備註：由於四捨五入關係，總百分率不一定等於 100%。

2.26 各職級中，空缺最多的三個主要職務如下（詳情見附錄 5 表 1）：

<u>經理級</u>	<u>空缺數目</u>
(a) 投資組合經理	104
(b) 經理 — 企業銀行／商業銀行／ 關係推廣／客戶關係管理	52
(c) 經理 — 信貸	43
<u>主管／主任級</u>	
(a) 信貸／放款主任	156
(b) 財務顧問代表／個人財務顧問	145
(c) 業務發展主任	68
<u>文員級</u>	
(a) 文員	290
(b) 櫃檯員	133
(c) 證券及期貨助理	103

業內空缺的變化情況

2.27 僱主填報 2015 年 1 月時的職位空缺共 2 425 個，與 2013 年 1 月時 1 665 個空缺比較，增加了 760 個，增幅為 45.6%。2013 年與 2015 年的職位空缺變化情況摘要見表 F 及圖 5。

表 F：職位空缺情況

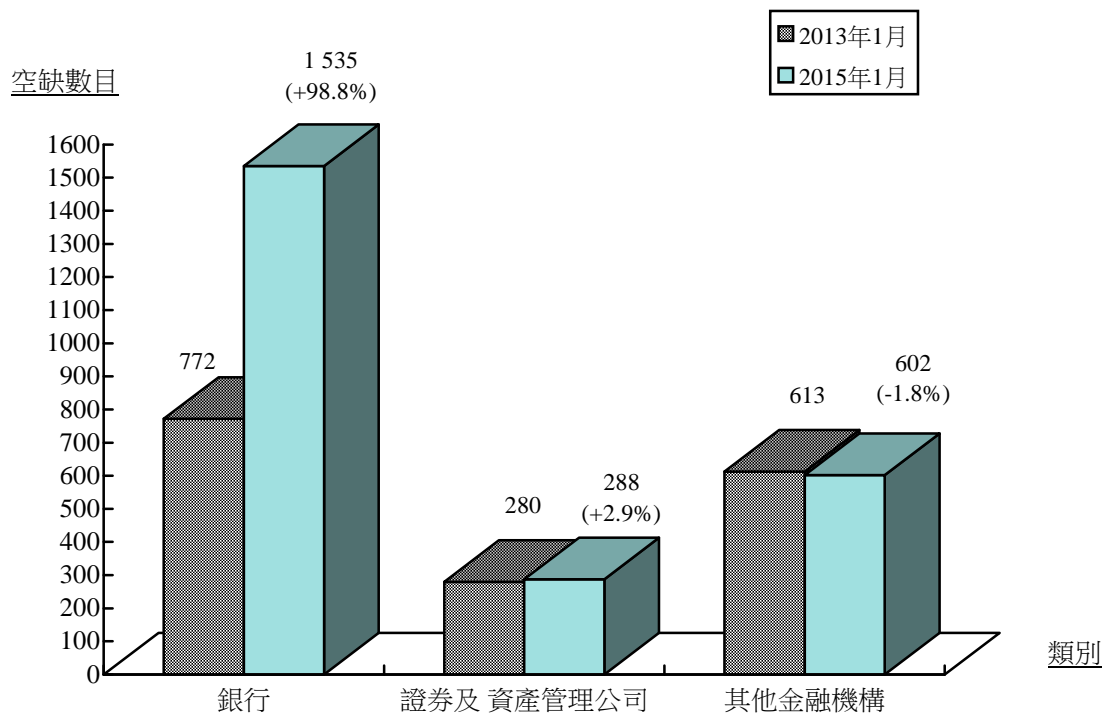
(i) 各類別的空缺數目

類別	2013 年 1 月	2015 年 1 月	增減 (%)	
銀行	772	1 535	+763	(+98.8%)
證券及資產管理公司	280	288	+8	(+2.9%)
其他金融機構	613	602	-11	(-1.8%)
總計	1 665	2 425	+760	(+45.6%)

(ii) 各職級的空缺數目

職級	2013 年 1 月	2015 年 1 月	增減 (%)	
經理級	520	674	+154	(+29.6%)
主管／主任級	675	1 025	+350	(+51.9%)
文員級	376	678	+302	(+80.3%)
其他輔助員工	94	48	-46	(-48.9%)
總計	1 665	2 425	+760	(+45.6%)
空缺率佔人力需求的百分率	1.1%	1.6%		

圖 5： 職位空缺情況



2.28 與 2013 年 1 月相比，銀行類別的空缺在 2015 年 1 月有所上升，而其他金融機構類別則有輕微下跌。銀行類別的空缺增加了763 個，增幅為 98.8%。而根據其他金融機構僱主填報的資料，該類別的空缺減幅為 1.8%。

2017年人力需求增長預測

(附錄 5 - 表 1、表 1.1)

2.29 僱主預測 2017 年 1 月時，業界共需要 154 212 名僱員，與 2015 年 1 月的人力需求數字 (153 742 人) 相若。2017 年 1 月各門類所需的僱員人數預測摘要見表 G 及圖 6(a) 至 6(b)。預計人力需求最大的三個門類為 INVEST COS (2.8%)、OF COS (1.5%) 及 PL COS (0.7%)。

表 G：2017年人力需求增長預測

門類	職級	人力需求#	僱員人數預測	增長率 (%)*	
		2015 年 1 月	2017 年 1 月		
1. BANKS	經理級	27 962	27 938	-24	(-0.1)
	主管／主任級	39 983	40 000	17	(<0.1)
	文員級	26 803	26 824	21	(0.1)
	其他輔助員工	3 237	3 233	-4	(-0.1)
	小計	97 985	97 995	10	(<0.1)
2. DTCS	經理級	242	242	-	(0.0)
	主管／主任級	447	447	-	(0.0)
	文員級	452	452	-	(0.0)
	其他輔助員工	26	26	-	(0.0)
	小計	1 167	1 167	-	(0.0)
3. INVEST COS	經理級	997	1 023	26	(2.6)
	主管／主任級	753	787	34	(4.5)
	文員級	476	474	-2	(-0.4)
	其他輔助員工	154	162	8	(5.2)
	小計	2 380	2 446	66	(2.8)
4. PL COS	經理級	926	934	8	(0.9)
	主管／主任級	1 740	1 740	-	(0.0)
	文員級	1 479	1 503	24	(1.6)
	其他輔助員工	184	184	-	(0.0)
	小計	4 329	4 361	32	(0.7)
5. SECURITIES	經理級	2 058	2 049	-9	(-0.4)
	主管／主任級	3 323	3 345	22	(0.7)
	文員級	3 075	3 051	-24	(-0.8)
	其他輔助員工	284	281	-3	(-1.1)
	小計	8 740	8 726	-14	(-0.2)
6. C DEALERS	經理級	422	420	-2	(-0.5)
	主管／主任級	726	746	20	(2.8)
	文員級	779	779	-	(0.0)
	其他輔助員工	27	27	-	(0.0)
	小計	1 954	1 972	18	(0.9)
7. C EXCHANGES	經理級	660	660	-	(0.0)
	主管／主任級	1 129	1 133	4	(0.4)
	文員級	486	484	-2	(-0.4)
	其他輔助員工	1 000	1 000	-	(0.0)
	小計	3 275	3 277	2	(0.1)
8. M CHANGERS	經理級	245	245	-	(0.0)
	主管／主任級	736	736	-	(0.0)
	文員級	1 735	1 701	-34	(-2.0)
	其他輔助員工	86	86	-	(0.0)
	小計	2 802	2 768	-34	(-1.2)
9. ASSET COS	經理級	5 080	5 101	21	(0.4)
	主管／主任級	5 469	5 531	62	(1.1)
	文員級	2 776	2 848	72	(2.6)
	其他輔助員工	1 770	1 770	-	(0.0)
	小計	15 095	15 250	155	(1.0)
10. OF COS	經理級	3 925	3 869	-56	(-1.4)
	主管／主任級	7 889	8 175	286	(3.6)
	文員級	3 374	3 379	5	(0.1)
	其他輔助員工	827	827	-	(0.0)
	小計	16 015	16 250	235	(1.5)
全部門類	經理級	42 517	42 481	-36	(-0.1)
	主管／主任級	62 195	62 640	445	(0.7)
	文員級	41 435	41 495	60	(0.1)
	其他輔助員工	7 595	7 596	1	(<0.1)
	總計	153 742	154 212	470	(0.3)

「人力需求」是指僱員總數與空缺數目的總和。

* 以 2015 年為基準年計算的預測人力需求增長百分率。

圖 6(a)：僱主預測 2017 年 1 月各門類的人力增長

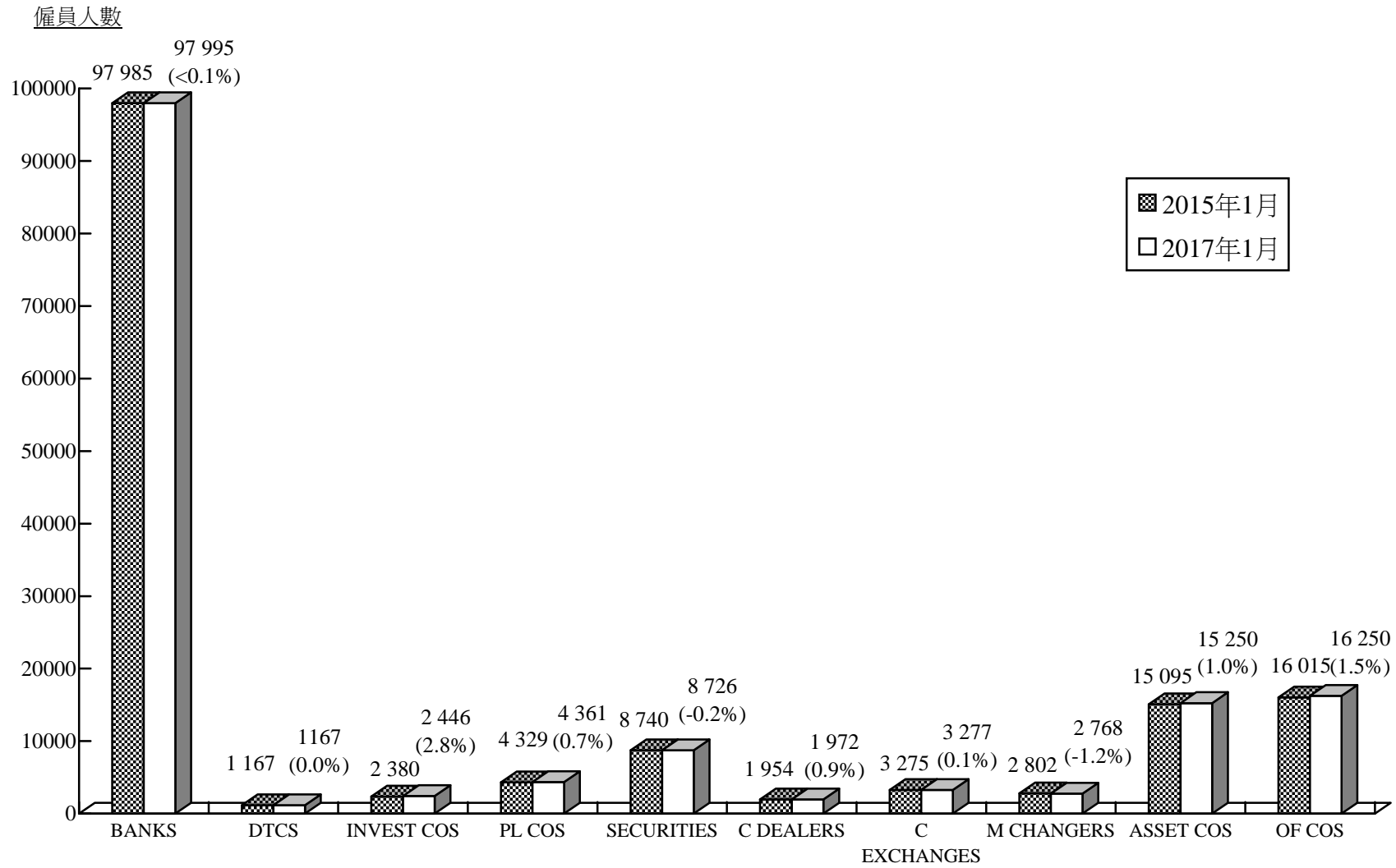
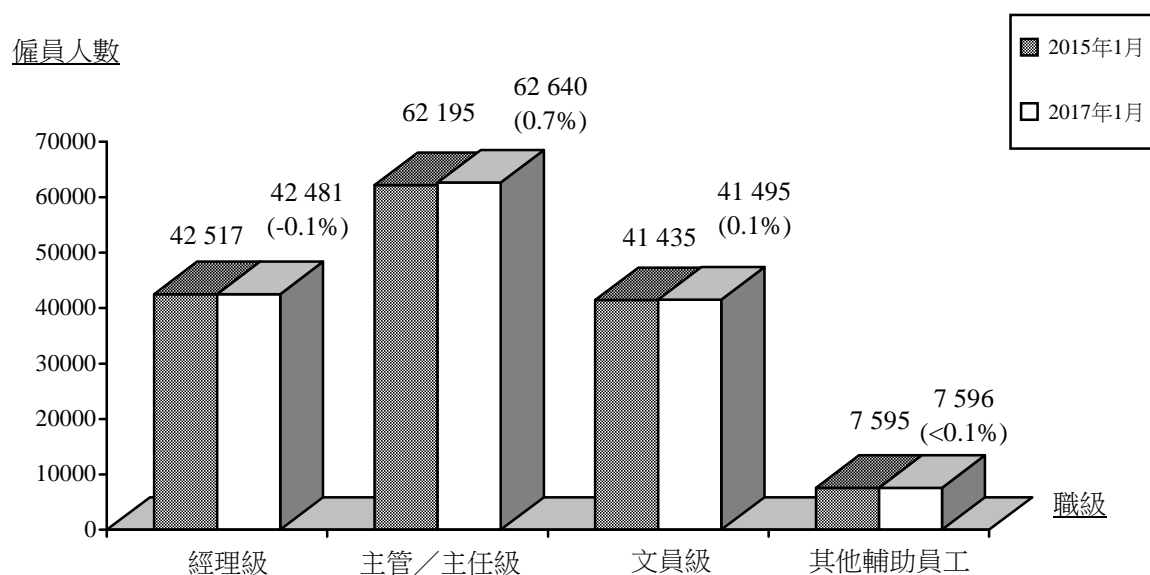


圖 6(b)： 僱主預測 2017 年 1 月各職級的人力增長



括號內的數字為增長率，以 2015 年 1 月為基礎計算。

2.30 各職級中，未來 24 個月人力增長率最高的三個主要職務如下。詳情見附錄 5 表 1。

職級	僱員人數增長	增長率
<u>經理級</u>		
(a) 經理 — 市場推廣／產品開發	20	2.0%
(b) 經理 — 投資服務	17	1.2%
(c) 經理 — 分行	10	0.4%
<u>主管／主任級</u>		
(a) 財務顧問代表／個人財務顧問	270	6.7%
(b) 投資分析員	61	2.1%
(c) 客戶主任／營業主任	30	0.9%
<u>文員級</u>		
(a) 會計文員	19	0.8%
(b) 文員	34	0.3%
(c) 貿易融資運作核對員	2	0.3%

僱員基本教育程度要求
(附錄 5 – 表 2、表 2.1)

2.31 調查請僱主填報僱員宜具備的基本教育程度（由大學學位或以上至中五或以下程度）。有關調查結果摘要見表 H 及圖 7。

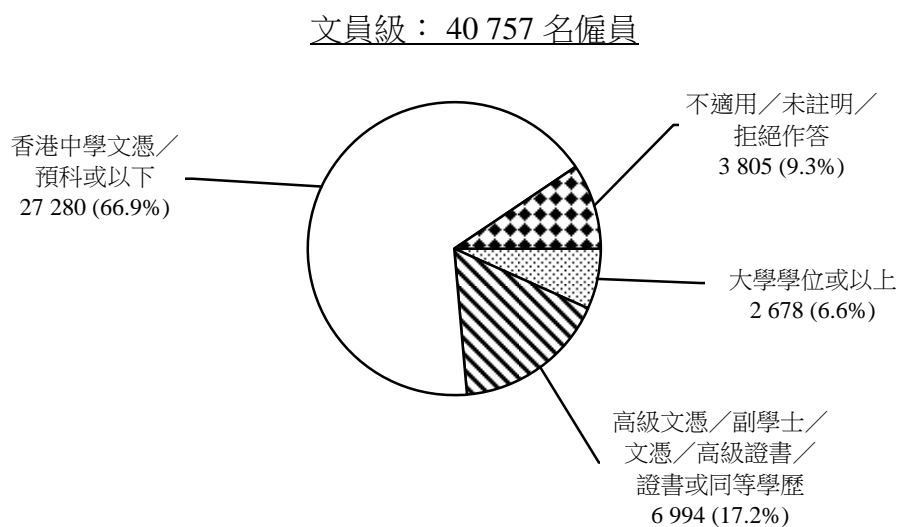
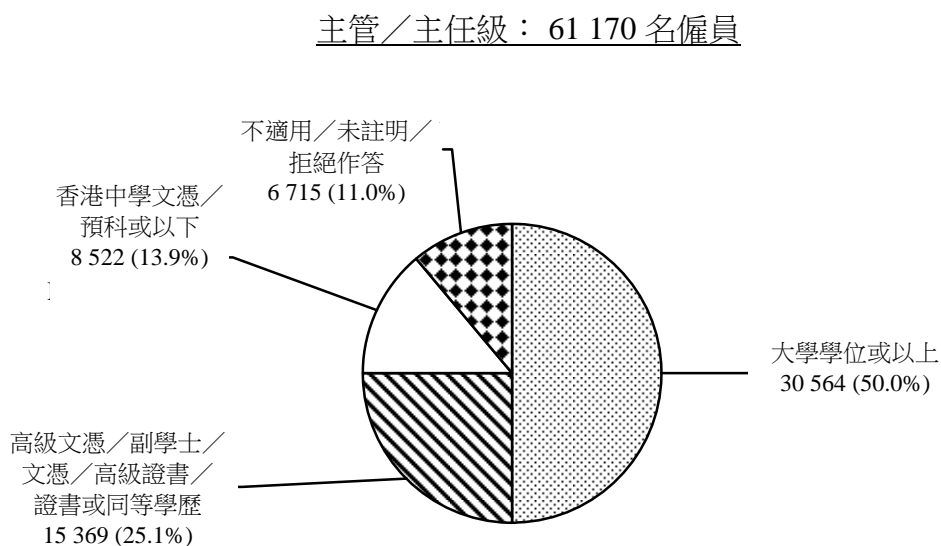
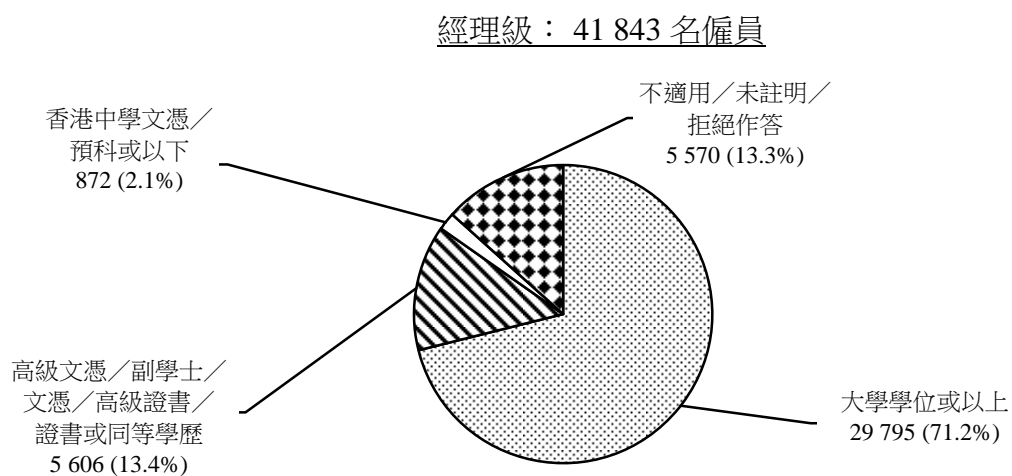
表 H：銀行及金融業僱員基本教育程度要求

職級	<u>僱員人數</u>											
	<u>大學學位或以上 (%) *</u>		<u>高級文憑／副學士或同等學歷 (%) *</u>		<u>文憑／高級證書／證書或同等學歷 (%) *</u>		<u>香港中學文憑／預科／中五或同等學歷 (%) *</u>		<u>中五以下 (%) *</u>		<u>不適用／未註明／拒答 (%) *</u>	
經理級	29 795	(71.2)	4 941	(11.8)	665	(1.6)	872	(2.1)	-	(0.0)	5 570	(13.3)
主管／主任級	30 564	(50.0)	6 847	(11.2)	8 522	(13.9)	8 522	(13.9)	-	(0.0)	6 715	(11.0)
文員級	2 678	(6.6)	1 943	(4.8)	5 051	(12.4)	27 065	(66.4)	215	(0.5)	3 805	(9.3)
總計 (%) **	63 037	(43.8)	13 731	(9.6)	14 238	(9.9)	36 459	(25.4)	215	(0.1)	16 090	(11.2)
											143 770	(100)

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內僱員總數的百分率（不包括 7 547 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

圖 7： 銀行及金融業各職級僱員基本教育程度要求



備註：由於四捨五入關係，總百分率不一定等於 100%。

2.32 BANKS、SECURITIES 及 ASSET COS 門類僱主認為屬下僱員宜具備的基本教育程度摘要，見表 I 至表 K。

表 I：BANKS 門類僱主對僱員基本教育程度要求

職級	僱員人數									
	大學學位 或以上 (%) *	高級文憑／ 副學士或 同等學歷 (%) *	文憑／高級 證書／證書 或同等學歷 (%) *	香港中學文憑／ 預科／中五 或同等學歷 (%) *	中五以下 (%) *	不適用／未註明／ 拒答 (%) *	總計 (%) **			
經理級	19 537 (71.0)	3 725 (13.5)	406 (1.5)	517 (1.9)	- (0.0)	3 339 (12.1)	27 524 (100)			
主管／主任級	19 473 (49.5)	3 936 (10.0)	7 695 (19.5)	5 485 (13.9)	- (0.0)	2 779 (7.1)	39 368 (100)			
文員級	271 (1.0)	108 (0.4)	4 424 (16.8)	19 807 (75.0)	- (0.0)	1 784 (6.8)	26 394 (100)			
總計 (%) **	39 281 (42.1)	7 769 (8.3)	12 525 (13.4)	25 809 (27.7)	- (0.0)	7 902 (8.5)	93 286 (100)			

(%)* 佔 BANKS 門類同一職級僱員總數的百分率。

(%)** 佔 BANKS 門類僱員總數的百分率（不包括3 189名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

表 J：SECURITIES 門類僱主對僱員基本教育程度要求

職級	僱員人數													
	大學學位 或以上 (%) *		高級文憑／ 副學士或 同等學歷 (%) *		文憑／高級 證書／證書 或同等學歷 (%) *		香港中學文憑／ 預科／中五 或同等學歷 (%) *		中五以下 (%) *		不適用／未註明／ 拒答 (%) *		總計 (%) **	
經理級	1 545	(76.3)	98	(4.8)	183	(9.0)	96	(4.7)	-	(0.0)	103	(5.1)	2 025	(100)
主管／主任級	1 718	(52.0)	348	(10.5)	310	(9.4)	762	(23.1)	-	(0.0)	163	(4.9)	3 301	(100)
文員級	311	(10.2)	15	(0.5)	137	(4.5)	1 850	(60.5)	-	(0.0)	745	(24.4)	3 058	(100)
總計 (%) **	3 574	(42.6)	461	(5.5)	630	(7.5)	2 708	(32.3)	-	(0.0)	1 011	(12.1)	8 384	(100)

(%)* 佔 SECURITIES 門類同一職級僱員總數的百分率。

(%)** 佔 SECURITIES 門類僱員總數的百分率（不包括 284 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

表 K：ASSET COS 門類僱主對僱員基本教育程度要求

職級	僱員人數										
	大學學位 或以上 (%) *	高級文憑／ 副學士或 同等學歷 (%) *	文憑／高級 證書／證書 或同等學歷 (%) *	香港中學文憑／ 預科／中五 或同等學歷 (%) *	中五以下 (%) *	不適用／未註明／ 拒答 (%) *	總計 (%) **				
經理級	4 058 (81.3)	822 (16.5)	25 (0.5)	40 (0.8)	- (0.0)	46 (0.9)	4 991	(100)			
主管／主任級	3 284 (61.2)	1 578 (29.4)	149 (2.8)	272 (5.1)	- (0.0)	84 (1.6)	5 367	(100)			
文員級	846 (30.8)	1 164 (42.3)	193 (7.0)	521 (18.9)	3 (<0.1)	24 (0.9)	2 751	(100)			
總計 (%) **	8 188 (62.5)	3 564 (27.2)	367 (2.8)	833 (6.4)	3 (<0.1)	154 (1.2)	13 109	(100)			

(%)* 佔 ASSET COS 門類同一職級僱員總數的百分率。

(%)** 佔ASSET COS門類僱員總數的百分率（不包括 1770 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

僱員基本教育程度要求比較

2.33 調查結果顯示，僱主通常屬意主管／主任級及經理級僱員具備文憑、高級證書、證書、高級文憑／副學士，又或大學學位或以上教育程度。至於文員級僱員，基本教育程度要求一般為香港中學文憑、預科或中五程度。表 L 摘錄 2013 年與 2015 年調查中，僱主認為三個主要職級的僱員最宜具備的首三類基本教育程度要求。詳情請參閱第 2.31 段表 H。

表 L： 銀行及金融業僱員基本教育程度要求比較

<u>教育程度</u>	<u>經理級</u>		<u>主管／主任級</u>		<u>文員級</u>	
	<u>2013年</u>	<u>2015年</u>	<u>2013年</u>	<u>2015年</u>	<u>2013年</u>	<u>2015年</u>
大學學位或以上	72.0%	71.2%	45.2%	50.0%		
高級文憑／副學士 或同等學歷	11.7%	11.8%			4.2%	
文憑／高級證書／ 證書或同等學歷			21.2%	13.9%		12.4%
香港中學文憑／ 預科／中五或同等學歷			14.2%	13.9%	74.3%	66.4%
不適用／未註明／拒答	12.1%	13.3%			14.8%	9.3%

僱員基本年資要求
(附錄 5 – 表 3、表 3.1)

2.34 調查請僱主對各主要職務僱員宜具備的工作經驗表達意見。有關調查結果摘要見表 M 及圖 8。

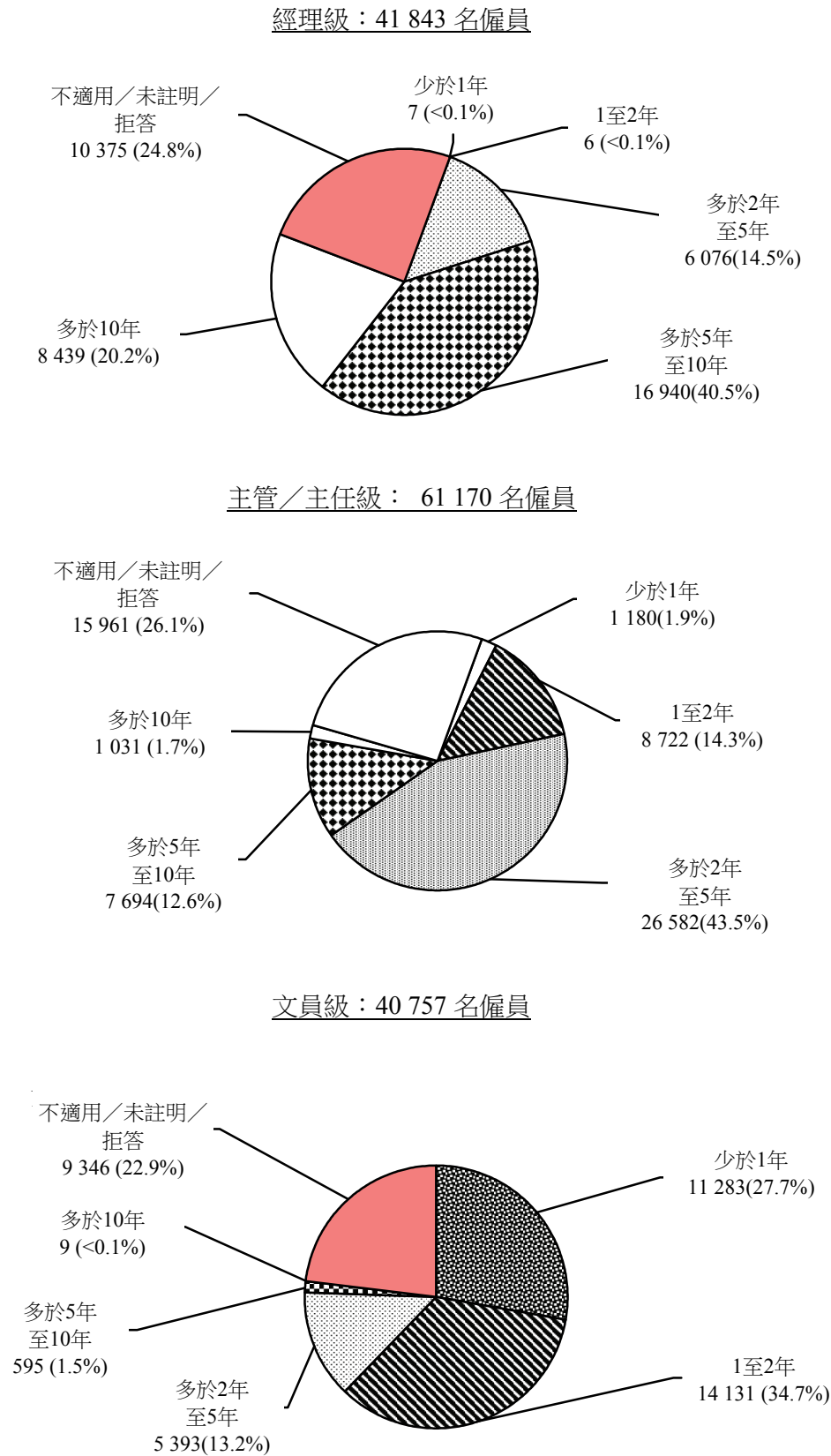
表 M： 銀行及金融業僱員基本年資要求

職級	<u>僱員人數</u>						<u>總計 (%)**</u>
	<u>少於1年 (%)*</u>	<u>1至2年 (%)*</u>	<u>多於2年 至5年 (%)*</u>	<u>多於5年 至10年 (%)*</u>	<u>多於10年 (%)*</u>	<u>不適用／ 未註明／拒答 (%)*</u>	
經理級	7 (<0.1)	6 (<0.1)	6 076 (14.5)	16 940 (40.5)	8 439 (20.2)	10 375 (24.8)	41 843 (100)
主管／ 主任級	1 180 (1.9)	8 722 (14.3)	26 582 (43.5)	7 694 (12.6)	1 031 (1.7)	15 961 (26.1)	61 170 (100)
文員級	11 283 (27.7)	14 131 (34.7)	5 393 (13.2)	595 (1.5)	9 (<0.1)	9 346 (22.9)	40 757 (100)
總計 (%)**	12 470 (8.7)	22 859 (15.9)	38 051 (26.5)	25 229 (17.5)	9 479 (6.6)	35 682 (24.8)	143 770 (100)

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內僱員總數（不包括 7 547 名其他輔助員工在內）的百分率。由於四捨五入關係，總百分率不一定等於 100%。

圖 8： 銀行及金融業僱員基本年資要求



備註：由於四捨五入關係，總百分率不一定等於 100%。

2.35 BANKS、SECURITIES及ASSET COS門類僱主認為屬下僱員宜有的基本年資摘要見表 N 至表 P。

表 N： BANKS 門類僱員基本年資要求

<u>僱員人數</u>							
職級	少於1年 (%)*	1至2年 (%)*	多於2年 至5年 (%)*	多於5年 至10年 (%)*	多於10年 (%)*	不適用／ 未註明／拒答 (%)*	總計 (%)**
經理級	5 (<0.1)	- (0.0)	4 542 (16.5)	11 103 (40.3)	4 620 (16.8)	7 254 (26.4)	27 524 (100)
主管／ 主任級	959 (2.4)	6 254 (15.9)	16 462 (41.8)	4 930 (12.5)	305 (0.8)	10 458 (26.6)	39 368 (100)
文員級	9 063 (34.3)	7 846 (29.7)	3 045 (11.5)	78 (0.3)	- (0.0)	6 362 (24.1)	26 394 (100)
總計 (%)**	10 027 (10.7)	14 100 (15.1)	24 049 (25.8)	16 111 (17.3)	4 925 (5.3)	24 074 (25.8)	93 286 (100)

(%)* 佔BANKS 門類同一職級僱員總數的百分率。

(%)** 佔 BANKS 門類僱員總數的百分率（不包括 3 189 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

表 O： SECURITIES 門類僱員基本年資要求

<u>僱員人數</u>							
職級	少於1年 (%)*	1至2年 (%)*	多於2年 至5年 (%)*	多於5年 至10年 (%)*	多於10年 (%)*	不適用／ 未註明／拒答 (%)*	總計 (%)**
經理級	- (0.0)	- (0.0)	285 (14.1)	994 (49.1)	640 (31.6)	106 (5.2)	2 025 (100)
主管／ 主任級	4 (0.1)	545 (16.5)	2 193 (66.4)	378 (11.5)	18 (0.5)	163 (4.9)	3 301 (100)
文員級	273 (8.9)	1 520 (49.7)	520 (17.0)	- (0.0)	- (0.0)	745 (24.4)	3 058 (100)
總計 (%)**	277 (3.3)	2 065 (24.6)	2 998 (35.8)	1 372 (16.4)	658 (7.8)	1 014 (12.1)	8 384 (100)

(%)* 佔 SECURITIES 門類同一職級僱員總數的百分率。

(%)** 佔 SECURITIES 門類僱員總數的百分率（不包括 284 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

表 P : ASSET COS 門類僱員基本年資要求

<u>僱員人數</u>							
<u>職級</u>	<u>少於1年 (%)*</u>	<u>1至2年 (%)*</u>	<u>多於2年 至5年 (%)*</u>	<u>多於5年 至10年 (%)*</u>	<u>多於10年 (%)*</u>	<u>不適用／ 未註明／拒答 (%)*</u>	<u>總計 (%)**</u>
經理級	- (0.0)	1 (<0.1)	385 (7.7)	1 902 (38.1)	1 818 (36.4)	885 (17.7)	4 991 (100)
主管／ 主任級	10 (0.2)	269 (5.0)	2 466 (45.9)	1 129 (21.0)	25 (0.5)	1 468 (27.4)	5 367 (100)
文員級	105 (3.8)	1 055 (38.3)	635 (23.1)	41 (1.5)	2 (<0.1)	913 (33.2)	2 751 (100)
總計 (%)**	115 (0.9)	1 325 (10.1)	3 486 (26.6)	3 072 (23.4)	1 845 (14.1)	3 266 (24.9)	13 109 (100)

(%)* 佔 ASSET COS 門類同一職級僱員總數的百分率。

(%)** 佔 ASSET COS 門類僱員總數的百分率（不包括 1 770 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

銀行及金融業僱員基本年資要求比較

2.36 調查結果顯示，大部分僱主要求屬下經理級僱員至少具有五年以上至十年業內工作經驗；主管／主任級僱員應至少具備兩年以上至五年相關工作經驗；文員級僱員的基本年資要求為一至兩年工作經驗。表 Q 按僱主填報的資料，摘錄 2013 年與 2015 年調查中，僱主所揀選三個主要職級的僱員最宜具備的首三類基本年資要求。詳細資料請參閱第 2.34 段表 M。

表 Q： 銀行及金融業僱員基本年資要求比較

年資	經理級		主管／主任級		文員級	
	2013年	2015年	2013年	2015年	2013年	2015年
少於 1 年					23.3%	27.7%
1 至 2 年			24.4%	14.3%	47.6%	34.7%
多於 2 年至 5 年	25.6%		40.9%	43.5%		
多於 5 年至 10 年	43.6%	40.5%				
多於 10 年		20.2%				
不適用／未註明／拒答	19.6%	24.8%	22.3%	26.1%	22.1%	22.9%

僱員分布情況
(按平均月入幅度劃分)
(附錄5 – 表4、表4.1)

2.37 表 R 按平均月入幅度列出不同職級僱員的分布情況。但因為本調查的目的並非蒐集銀行及金融從業員的收入資料，以下數據僅供核實各職級的人力數據是否可靠。

表 R: 僱員人數
(按平均月入幅度及職級劃分)

職級	僱員人數										總計 (%)**
	\$8,000以下 (%)*	\$8,000 - \$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 (%)*	\$100,000 以上 (%)*	不適用／未 註明／拒答 (%)*	
經理級	- (0.0)	- (0.0)	77 (0.2)	1 690 (4.0)	4 257 (10.2)	12 196 (29.1)	7 845 (18.7)	3 281 (7.8)	2 544 (6.1)	9 953 (23.8)	41 843 (100)
主管／ 主任級	- (0.0)	708 (1.2)	13 512 (22.1)	22 336 (36.5)	6 269 (10.2)	2 391 (3.9)	287 (0.5)	353 (0.6)	566 (0.9)	14 748 (24.1)	61 170 (100)
文員級	6 (<0.1)	4 730 (11.6)	23 652 (58.0)	2 154 (5.3)	232 (0.6)	166 (0.4)	4 (<0.1)	- (0.0)	- (0.0)	9 813 (24.1)	40 757 (100)
總計 (%)**	6 (<0.1)	5 438 (3.8)	37 241 (25.9)	26 180 (18.2)	10 758 (7.5)	14 753 (10.3)	8 136 (5.7)	3 634 (2.5)	3 110 (2.2)	34 514 (24.0)	143 770 (100)

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內僱員總數的百分率（不包括 7 547 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於 100%。

僱員分布情況比較
(按平均月入幅度劃分)

2.38 調查結果顯示，經理級僱員平均每月收入由低至 10,001 元至 100,000 元以上不等，主管／主任級和文員級僱員的平均月入則主要介乎20,001 元至 30,000 元 及 10,001元至 20,000 元之間。表 S 摘錄三個主要職級中，最多僱主填報的三個平均月入幅度。詳細資料請參閱第 2.37 段表 R。

表 S： 各職級僱員平均月入幅度比較

平均月入幅度	經理級		主管／主任級		文員級	
	2013年	2015年	2013年	2015年	2013年	2015年
\$8,000* - \$10,000					7.0%	11.6%
\$10,001 - \$20,000			19.0%	22.1%	59.0%	58.0%
\$20,001 - \$30,000			32.9%	36.6%		
\$30,001 - \$40,000	15.5%					
\$40,001 - \$60,000	22.1%	29.1%				
\$60,001 - \$80,000		18.7%				
不適用／未註明／拒答	28.2%	23.8%	30.9%	24.1%	30.4%	24.1%

* 為反映法定最低工資上調，有關的薪酬幅度由2013年的「\$6,000 - \$10,000」水平，修訂為2015年的「8,000 - \$10,000」水平。

僱員平均年齡分布情況
(附錄5 – 表5、表5.1)

2.39 表T顯示銀行及金融業不同職級僱員的平均年齡分布。「經理」及「主管／主任」職級的銀行及金融業僱員，大部分屬35至50歲；而超過30%的文員則小於35歲。然而，由於部分公司未有填寫有關資料，參考表 T的數字時應留意這點。

表 T： 僱員人數
(按平均年齡及職級劃分)

職級	僱員人數				總計 (%)**
	35歲以下 (%)*	35 – 50歲 (%)*	50歲 以上 (%)*	不適用／ 未註明／ 拒答 (%)*	
經理級	1 467	22 303	1 728	16 345	41 843
	(3.5)	(53.3)	(4.1)	(39.1)	(100)
主管／ 主任級	13 045	17 501	575	30 049	61 170
	(21.3)	(28.6)	(0.9)	(49.1)	(100)
文員級	13 095	5 715	513	21 434	40 757
	(32.1)	(14.0)	(1.3)	(52.6)	(100)
總計	27 607	45 519	2 816	67 828	143 770
(%)**	(19.2)	(31.7)	(2.0)	(47.2)	(100)

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內僱員總數的百分率（不包括7 547 名其他輔助員工在內）。由於四捨五入關係，總百分率不一定等於100%。

過去十二個月內僱員流動情況
(附錄5 – 表6、表6.1至6.10)

2.40 「僱員流動情況」是指於特定期間內離職的僱員總數。在調查展開前十二個月內，業內共有 15 467 人離職（佔三個主要職級共 143 770 名僱員的 10.8%）；而同期，業內亦招聘合共 18 791 人（佔三個主要職級 143 770 名僱員的 13.1%）。表 U 至表 V 及圖 9 列出僱員流動情況的統計數字。

表 U： 過去十二個月內離職僱員人數
(按門類及職級劃分)

離職僱員人數							
門類	<u>經理級 (%)*</u>		<u>主管／主任級 (%)*</u>		<u>文員級 (%)*</u>		<u>總計</u>
1. BANKS	1 795	(15.4)	5 309	(45.6)	4 526	(38.9)	11 630
2. DTCS	9	(33.3)	7	(25.9)	11	(40.7)	27
3. INVEST COS	21	(9.9)	116	(54.7)	75	(35.4)	212
4. PL COS	27	(8.9)	128	(42.2)	148	(48.8)	303
5. SECURITIES	75	(15.0)	266	(53.2)	159	(31.8)	500
6. C DEALERS	22	(12.7)	45	(26.0)	106	(61.3)	173
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	-
8. M CHANGERS	29	(10.4)	87	(31.2)	163	(58.4)	279
9. ASSET COS	289	(29.0)	454	(45.6)	252	(25.3)	995
10. OF COS	85	(6.3)	728	(54.0)	535	(39.7)	1 348
總計 (%)**	2 352	(15.2)	7 140	(46.2)	5 975	(38.6)	15 467

(%)* 佔同一門類離職僱員總數的百分率。

(%)** 佔業內離職僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

表 V： 過去十二個月內新聘的僱員人數
(按門類及職級劃分)

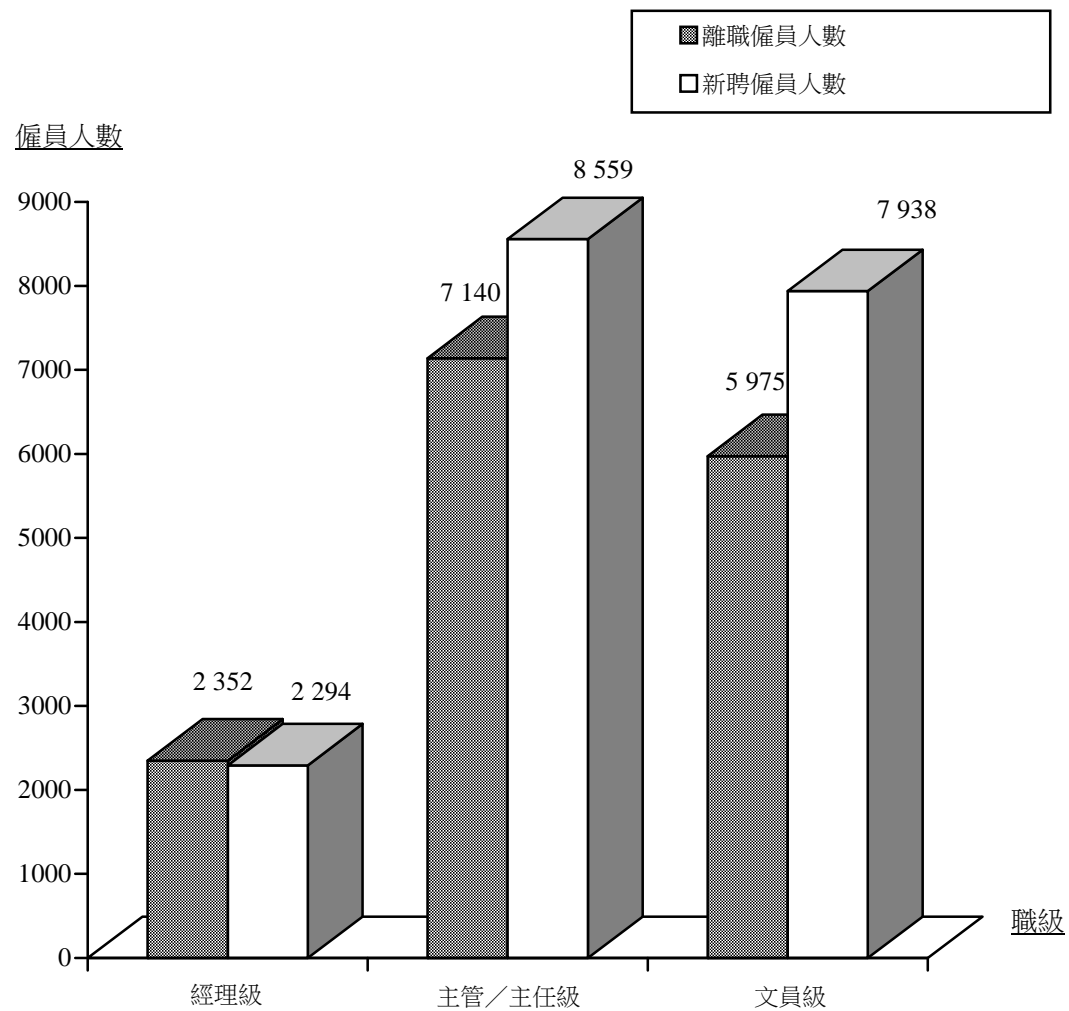
門類	新聘僱員人數							
	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
1. BANKS	1 709	(11.4)	6 991	(46.6)	6 317	(42.1)	15 017	(100)
2. DTCS	10	(29.4)	10	(29.4)	14	(41.2)	34	(100)
3. INVEST COS	11	(5.7)	136	(70.1)	47	(24.2)	194	(100)
4. PL COS	33	(11.8)	98	(35.0)	149	(53.2)	280	(100)
5. SECURITIES	84	(17.6)	209	(43.7)	185	(38.7)	478	(100)
6. C DEALERS	5	(3.6)	52	(38.0)	80	(58.4)	137	(100)
7. C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	0	(0.0)
8. M CHANGERS	11	(6.9)	11	(6.9)	137	(86.2)	159	(100)
9. ASSET COS	347	(30.7)	503	(44.6)	279	(24.7)	1 129	(100)
10. OF COS	84	(6.2)	549	(40.3)	730	(53.6)	1 363	(100)
總計 (%)**	2 294	(12.2)	8 559	(45.5)	7 938	(42.2)	18 791	(100)

(%)* 佔同一門類新聘僱員總數的百分率。

(%)** 佔業內新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

圖 9：

過去十二個月內
銀行及金融業各職級的僱員流動情況



僱員流動率

2.41 在調查前十二個月，業內有 15 467 人離職，而同期招聘了 18 791 人填補空缺，僱員流動率^λ 為 10.8%，較 2013 年調查錄得的 9.9% 為高。三個類別機構內的僱員流動情況統計數字摘要見表 W，詳細資料另載於第 2.40 段表 U 及表 V。

表 W： 過去十二個月內僱員流動情況
(按機構類別劃分)

機構類別	離職僱員人數 (%)*		新聘僱員人數 (%)**	
銀行	11 657	(75.4)	15 051	(80.1)
證券及資產管理公司	1 495	(9.7)	1 607	(8.6)
其他金融機構	2 315	(15.0)	2 133	(11.4)
總計	15 467	(100)	18 791	(100)

(%)* 佔業內離職僱員總數的百分率。

(%)** 佔業內新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

$$\lambda \text{ 在特定期間內的僱員流動率} = \frac{\text{在特定期間內離職的僱員人數}}{\text{在特定期間內的平均僱員人數 (不包括 7 547 名其他輔助員工)}}$$

若在特定期間內僱員人數保持穩定，可以該段期間結束時的數字作為僱員平均數。

2.42 銀行及金融業整體，以及銀行類別（BANKS及DTCS門類）、證券及資產管理公司類別（SECURITIES及ASSET COS門類）和其他金融機構類別（BANKS、DTCS、SECURITIES及ASSET COS以外的門類）的僱員流動統計資料，摘列於表 X 至表 Z，以及表 AA 至表 AI。讀者宜注意，離職人士中，有 0.1% 轉投保險業；而保險從業員轉職至銀行及金融業的則有 1.7%。

銀行及金融業

表 X： 過去十二個月內離職僱員人數（按原因劃分）

原因	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 擔任另一份銀行／金融工作 或創辦與金融有關的業務	813	(1.9)	2 140	(3.5)	1 936	(4.8)	4 889	(31.6)
(b) 擔任另一份保險業工作或創辦 與保險有關的業務	3	(<0.1)	7	(<0.1)	9	(<0.1)	19	(0.1)
(c) 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	111	(0.3)	529	(0.9)	816	(2.0)	1 456	(9.4)
(d) 移民	13	(<0.1)	30	(<0.1)	8	(<0.1)	51	(0.3)
(e) 回國	53	(0.1)	7	(<0.1)	20	(<0.1)	80	(0.5)
(f) 遷改工作地點								
(i) 往中國內地／澳門／台灣	8	(<0.1)	1	(<0.1)	2	(<0.1)	11	(0.1)
(ii) 往其他國家	12	(<0.1)	19	(<0.1)	9	(<0.1)	40	(0.3)
(g) 退休	146	(0.3)	141	(0.2)	134	(0.3)	421	(2.7)
(h) 繼續進修	8	(<0.1)	54	(0.1)	244	(0.6)	306	(2.0)
(i) 裁員	56	(0.1)	78	(0.1)	15	(<0.1)	149	(1.0)
(j) 公司改組／結業	36	(<0.1)	97	(0.2)	65	(0.2)	198	(1.3)
(k) 僱傭合約期滿	36	(<0.1)	172	(0.3)	273	(0.7)	481	(3.1)
(l) 工作表現欠佳	76	(0.2)	208	(0.3)	158	(0.4)	442	(2.9)
(m) 其他原因 [△]	594	(1.4)	2 185	(3.6)	1 387	(3.4)	4 166	(26.9)
(n) 原因不詳	387	(0.9)	1 472	(2.4)	899	(2.2)	2 758	(17.8)
總計	2 352	(5.6)	7 140	(11.7)	5 975	(14.7)	15 467	(100)
業內同一職級僱員總數	41 843		61 170		40 757		143 770#	
僱員流動率@	10.8%							

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內離職僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他原因包括照顧家人及健康問題等。

業內僱員總數不包括 7 547 名其他輔助員工。

@ 僱員流動率 =
$$\frac{\text{業內離職僱員總數}}{\text{業內僱員總數（不包括 7 547 名其他輔助員工）}}$$

表 Y：

過去十二個月內
銀行及金融業招聘僱員人數（按來源劃分）

來源	<u>經理級 (%)*</u>		<u>主管／主任級 (%)*</u>		<u>文員級 (%)*</u>	<u>總計 (%)**</u>
(a) 來自另一間銀行／金融機構	1 216	(2.9)	3 185	(5.2)	2 149 (5.3)	6 550 (34.9)
(b) 來自保險公司／保險中介人／與保險業務有關的公司	20	(<0.1)	85	(0.1)	218 (0.5)	323 (1.7)
(c) 來自銀行／金融／保險業以外的機構	152	(0.4)	681	(1.1)	1 421 (3.5)	2 254 (12.0)
(d) 直接來自院校／學校						
大學學位或以上畢業生	25	(0.1)	695	(1.1)	440 (1.1)	1 160 (6.2)
副學位畢業生	2	(<0.1)	42	(0.1)	197 (0.5)	241 (1.3)
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	(0.0)	74	(0.1)	260 (0.6)	334 (1.8)
(e) 其他來源 [△]	477	(1.1)	2 341	(3.8)	952 (2.3)	3 770 (20.1)
(f) 來源未有說明	402	(1.0)	1 456	(2.4)	2 301 (5.6)	4 159 (22.1)
總計	2 294	(5.5)	8 559	(14.0)	7 938 (19.5)	18 791 (100)
業內同一職級僱員總數	41 843		61 170		40 757	143 770 [#]

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他來源包括由海外總辦事處調任的僱員。

業內僱員總數不包括 7 547 名其他輔助員工。

表 Z：

過去十二個月內
銀行及金融業招聘僱員人數（按地域來源劃分）

地域來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*	總計 (%)**
(a) 香港	2 038	(4.9)	8 075	(13.2)	7 162 (17.6)	17 275 (91.9)
(b) 中國內地	120	(0.3)	299	(0.5)	486 (1.2)	905 (4.8)
(c) 亞洲其他地區	94	(0.2)	67	(0.1)	62 (0.2)	223 (1.2)
(d) 歐洲	8	(<0.1)	65	(0.1)	- (0.0)	73 (0.4)
(e) 美國	21	(0.1)	19	(<0.1)	1 (<0.1)	41 (0.2)
(f) 其他地方 [△]	1	(<0.1)	-	(0.0)	- (0.0)	1 (<0.1)
(g) 地域來源未有說明	12	(<0.1)	34	(0.1)	227 (0.6)	273 (1.5)
總計	2 294	(5.5)	8 559	(14.0)	7 938 (19.5)	18 791 (100)
業內同一職級僱員 總數	41 843		61 170		40 757	143 770 [#]

(%)* 佔業內同一職級僱員總數的百分率。

(%)** 佔業內新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他地方包括澳洲及其他國家。

業內僱員總數不包括 7 547 名其他輔助員工。

銀行類別

表 AA： 過去十二個月內離職僱員人數（按原因劃分）

原因	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 擔任另一份銀行／金融工作或創辦與金融有關的業務	541	(1.9)	1 154	(2.9)	1 494	(5.6)	3 189	(27.4)
(b) 擔任另一份保險業工作或創辦與保險有關的業務	3	(<0.1)	5	(<0.1)	6	(<0.1)	14	(0.1)
(c) 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	103	(0.4)	347	(0.9)	340	(1.3)	790	(6.8)
(d) 移民	13	(<0.1)	23	(0.1)	8	(<0.1)	44	(0.4)
(e) 回國	33	(0.1)	1	(<0.1)	-	(0.0)	34	(0.3)
(f) 遷改工作地點								
(i) 往中國內地／澳門／台灣	1	(<0.1)	-	(0.0)	-	(0.0)	1	(<0.1)
(ii) 往其他國家	9	(<0.1)	19	(<0.1)	9	(<0.1)	37	(0.3)
(g) 退休	121	(0.4)	138	(0.3)	110	(0.4)	369	(3.2)
(h) 繼續進修	8	(<0.1)	54	(0.1)	222	(0.8)	284	(2.4)
(i) 裁員	49	(0.2)	43	(0.1)	5	(<0.1)	97	(0.8)
(j) 公司改組／結業	6	(<0.1)	26	(0.1)	18	(0.1)	50	(0.4)
(k) 僱傭合約期滿	36	(0.1)	157	(0.4)	267	(1.0)	460	(3.9)
(l) 工作表現欠佳	66	(0.2)	123	(0.3)	130	(0.5)	319	(2.7)
(m) 其他原因 [△]	581	(2.1)	2 176	(5.5)	1 340	(5.0)	4 097	(35.1)
(n) 原因不詳	234	(0.8)	1 050	(2.6)	588	(2.2)	1 872	(16.1)
總計	1 804	(6.5)	5 316	(13.4)	4 537	(16.9)	11 657	(100)
銀行類別內同一職級僱員總數	27 765		39 802		26 835		94 402#	
僱員流動率@							12.3%	

(%)* 佔銀行類別同一職級僱員總數的百分率。

(%)** 佔銀行類別離職僱員總數的百分率。由於四捨五入關係，總百分率不一定等於100%。

△ 其他原因包括照顧家人及健康問題等。

銀行類別僱員總數不包括 3 215 名其他輔助員工。

@ 僱員流動率 =
$$\frac{\text{銀行類別離職僱員總數}}{\text{銀行類別僱員總數（不包括 3 215 名其他輔助員工）}}$$

表AB： 過去十二個月內
銀行類別招聘僱員人數（按來源劃分）

來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*	總計 (%)**
(a) 來自另一間銀行／金融機構	711	(2.6)	1 979	(5.0)	1 548 (5.8)	4 238 (28.2)
(b) 來自保險公司／保險中介人／與保險業務有關的公司	18	(<0.1)	61	(0.2)	191 (0.7)	270 (1.8)
(c) 來自銀行／金融／保險業以外的機構	106	(0.4)	491	(1.2)	814 (3.0)	1 411 (9.4)
(d) 直接來自院校／學校						
大學學位或以上畢業生	17	(0.1)	597	(1.5)	211 (0.8)	825 (5.5)
副學位畢業生	2	(<0.1)	18	(<0.1)	138 (0.5)	158 (1.0)
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	(0.0)	74	(0.2)	193 (0.7)	267 (1.8)
(e) 其他來源 [△]	463	(1.7)	2 341	(5.9)	936 (3.5)	3 740 (24.8)
(f) 來源未有說明	402	(1.4)	1 440	(3.6)	2 300 (8.6)	4 142 (27.5)
總計	1 719	(6.2)	7 001	(17.6)	6 331 (23.6)	15 051 (100)
銀行類別內同一職級僱員總數	27 765		39 802		26 835	94 402#

(%)* 佔銀行類別同一職級僱員總數的百分率。

(%)** 佔銀行類別新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他來源包括由海外總辦事處調任的僱員。

銀行類別僱員總數不包括 3 215 名其他輔助員工。

表 AC :

過去十二個月內
銀行類別招聘僱員人數（按地域來源劃分）

地域來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**
(a) 香港	1 542	(5.6)	6 708	(16.9)	5 626	(21.0)	13 876 (92.2)
(b) 中國內地	109	(0.4)	224	(0.6)	476	(1.8)	809 (5.4)
(c) 亞洲其他地區	51	(0.2)	43	(0.1)	2	(<0.1)	96 (0.6)
(d) 歐洲	5	(<0.1)	5	(<0.1)	-	(0.0)	10 (0.1)
(e) 美國	-	(0.0)	-	(0.0)	-	(0.0)	- (0.0)
(f) 其他地方 [△]	1	(<0.1)	-	(0.0)	-	(0.0)	1 (<0.1)
(g) 地域來源未有說明	11	(<0.1)	21	(0.1)	227	(0.8)	259 (1.7)
總計	1 719	(6.2)	7 001	(17.6)	6 331	(23.6)	15 051 (100)
銀行類別內同一 職級僱員總數	27 765		39 802		26 835		94 402#

(%)* 佔銀行類別同一職級僱員總數的百分率。

(%)** 佔銀行類別新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他地方包括澳洲及其他國家。

銀行類別僱員總數不包括 3 215 名其他輔助員工。

證券及資產管理公司類別

表 AD：過去十二個月內離職僱員人數（按原因劃分）

原因	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 擔任另一份銀行／金融工作 或創辦與金融有關的業務	194	(2.8)	556	(6.4)	226	(3.9)	976	(65.3)
(b) 擔任另一份保險業工作或創辦 與保險有關的業務	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(c) 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	(<0.1)	50	(0.6)	51	(0.9)	103	(6.9)
(d) 移民	-	(0.0)	3	(<0.1)	-	(0.0)	3	(0.2)
(e) 回國	15	(0.2)	-	(0.0)	-	(0.0)	15	(1.0)
(f) 遷改工作地點								
(i) 往中國內地／澳門／台灣	6	(0.1)	-	(0.0)	-	(0.0)	6	(0.4)
(ii) 往其他國家	3	(<0.1)	-	(0.0)	-	(0.0)	3	(0.2)
(g) 退休	4	(0.1)	-	(0.0)	4	(0.1)	8	(0.5)
(h) 繼續進修	-	(0.0)	-	(0.0)	19	(0.3)	19	(1.3)
(i) 裁員	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(j) 公司改組／結業	22	(0.3)	40	(0.5)	13	(0.2)	75	(5.0)
(k) 僱傭合約期滿	-	(0.0)	-	(0.0)	6	(0.1)	6	(0.4)
(l) 工作表現欠佳	7	(0.1)	13	(0.1)	12	(0.2)	32	(2.1)
(m) 其他原因 [△]	12	(0.2)	1	(<0.1)	9	(0.2)	22	(1.5)
(n) 原因不詳	99	(1.4)	57	(0.7)	71	(1.2)	227	(15.2)
總計	364	(5.2)	720	(8.3)	411	(7.1)	1 495	(100)
證券及資產管理公司類別內 同一職級僱員總數	7 016		8 668		5 809		21 493#	
僱員流動率@	7.0%							

(%)* 佔證券及資產管理公司類別同一職級僱員總數的百分率。

(%)** 佔證券及資產管理公司類別離職僱員總數的百分率。由於四捨五入關係，總百分率不一定等於100%。

△ 其他原因包括照顧家人及健康問題等。

證券及資產管理公司類別僱員總數不包括 2 054 名其他輔助員工。

@ 僱員流動率 = $\frac{\text{證券及資產管理公司類別離職僱員總數}}{\text{證券及資產管理公司類別僱員總數（不包括 2 054 名其他輔助員工）}}$

表 AE： 過去十二個月內
證券及資產管理公司類別招聘僱員人數
(按來源劃分)

來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 來自另一間銀行／金融機構	372	(5.3)	593	(6.8)	179	(3.1)	1 144	(71.2)
(b) 來自保險公司／保險中介人／與保險業務有關的公司	2	(<0.1)	18	(0.2)	27	(0.5)	47	(2.9)
(c) 來自銀行／金融／保險業以外的機構	43	(0.6)	69	(0.8)	180	(3.1)	292	(18.2)
(d) 直接來自院校／學校								
大學學位或以上畢業生	-	(0.0)	31	(0.4)	62	(1.1)	93	(5.8)
副學位畢業生	-	(0.0)	-	(0.0)	12	(0.2)	12	(0.7)
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	(0.0)	-	(0.0)	3	(0.1)	3	(0.2)
(e) 其他來源 [△]	14	(0.2)	-	(0.0)	-	(0.0)	14	(0.9)
(f) 來源未有說明	-	(0.0)	1	(<0.1)	1	(<0.1)	2	(0.1)
總計	431	(6.1)	712	(8.2)	464	(8.0)	1 607	(100)
證券及資產管理公司類別內同一職級僱員總數	7 016		8 668		5 809		21 493#	

(%)* 佔證券及資產管理公司類別同一職級僱員總數的百分率。

(%)** 佔證券及資產管理公司類別新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於100%。

△ 其他來源包括由海外總辦事處調任的僱員。

證券及資產管理公司類別僱員總數不包括 2 054 名其他輔助員工。

表 AF： 過去十二個月內
證券及資產管理公司類別招聘僱員人數
(按地域來源劃分)

地域來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 香港	353	(5.0)	552	(6.4)	432	(7.4)	1 337	(83.2)
(b) 中國內地	11	(0.2)	56	(0.6)	1	(<0.1)	68	(4.2)
(c) 亞洲其他地區	43	(0.6)	23	(0.3)	30	(0.5)	96	(6.0)
(d) 歐洲	3	(<0.1)	56	(0.6)	-	(0.0)	59	(3.7)
(e) 美國	21	(0.3)	17	(0.2)	1	(<0.1)	39	(2.4)
(f) 其他地方 [△]	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(g) 地域來源未有說明	-	(0.0)	8	(0.1)	-	(0.0)	8	(0.5)
總計	431	(6.1)	712	(8.2)	464	(8.0)	1 607	(100)
證券及資產管理 公司類別內同一 職級僱員總數	7 016		8 668		5 809		21 493 [#]	

(%)* 佔證券及資產管理公司類別同一職級僱員總數的百分率。

(%)** 佔證券及資產管理公司類別新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於100%。

△ 其他地方包括澳洲及其他國家。

證券及資產管理公司類別僱員總數不包括 2 054 名其他輔助員工。

其他金融機構類別

表 AG：過去十二個月內離職僱員人數（按原因劃分）

原因	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 擔任另一份銀行／金融工作或創辦與金融有關的業務	78	(1.1)	430	(3.4)	216	(2.7)	724	(31.3)
(b) 擔任另一份保險業工作或創辦與保險有關的業務	-	(0.0)	2	(<0.1)	3	(<0.1)	5	(0.2)
(c) 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	6	(0.1)	132	(1.0)	425	(5.2)	563	(24.3)
(d) 移民	-	(0.0)	4	(<0.1)	-	(0.0)	4	(0.1)
(e) 回國	5	(0.1)	6	(<0.1)	20	(0.2)	31	(1.3)
(f) 遷改工作地點								
(i) 往中國內地／澳門／台灣	1	(<0.1)	1	(<0.1)	2	(<0.1)	4	(0.2)
(ii) 往其他國家	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(g) 退休	21	(0.3)	3	(<0.1)	20	(0.2)	44	(1.9)
(h) 繼續進修	-	(0.0)	-	(0.0)	3	(<0.1)	3	(0.1)
(i) 裁員	7	(0.1)	35	(0.3)	10	(0.1)	52	(2.2)
(j) 公司改組／結業	8	(0.1)	31	(0.2)	34	(0.4)	73	(3.2)
(k) 僱傭合約期滿	-	(0.0)	15	(0.1)	-	(0.0)	15	(0.6)
(l) 工作表現欠佳	3	(<0.1)	72	(0.6)	16	(0.2)	91	(3.9)
(m) 其他原因 [△]	1	(<0.2)	8	(0.1)	38	(0.5)	47	(2.0)
(n) 原因不詳	54	(0.8)	365	(2.9)	240	(3.0)	659	(28.5)
總計	184	(2.6)	1 104	(8.7)	1 027	(12.7)	2 315	(100)
其他金融機構類別內同一職級僱員總數	7 062		12 700		8 113		27 875#	
僱員流動率@	8.3%							

(%)* 佔其他金融機構類別同一職級僱員總數的百分率。

(%)** 佔其他金融機構類別離職僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他原因包括照顧家人及健康問題等。

其他金融機構類別僱員總數不包括 2 278 名其他輔助員工。

@ 僱員流動率 = $\frac{\text{其他金融機構類別離職僱員總數}}{\text{其他金融機構類別僱員總數（不包括 2 278 名其他輔助員工）}}$

表 AH： 過去十二個月內
其他金融機構類別招聘僱員人數
(按來源劃分)

來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 來自另一間銀行／金融機構	133	(8.8)	613	(4.8)	422	(5.2)	1 168	(54.8)
(b) 來自保險公司／保險中介人／與保險業務有關的公司	-	(0.0)	6	(<0.1)	-	(0.0)	6	(0.3)
(c) 來自銀行／金融／保險業以外的機構	3	(<0.1)	121	(1.0)	427	(5.3)	551	(25.8)
(d) 直接來自院校／學校								
大學學位或以上畢業生	8	(0.1)	67	(0.5)	167	(2.1)	242	(11.3)
副學位畢業生	-	(0.0)	24	(0.2)	47	(0.6)	71	(3.3)
香港中學文憑畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	(0.0)	-	(0.0)	64	(0.8)	64	(3.0)
(e) 其他來源 [△]	-	(0.0)	-	(0.0)	16	(0.2)	16	(0.8)
(f) 來源未有說明	-	(0.0)	15	(0.1)	-	(0.0)	15	(0.7)
總計	144	(2.0)	846	(6.7)	1 143	(14.1)	2 133	(100)
其他金融機構類別內同一職級僱員總數	7 062		12 700		8 113		27 875#	

(%)* 佔其他金融機構類別同一職級僱員總數的百分率。

(%)** 佔其他金融機構類別新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他來源包括由海外總辦事處調任的僱員。

其他金融機構類別僱員總數不包括 2 278 名其他輔助員工。

表 AI： 過去十二個月內
其他金融機構類別招聘僱員人數
(按地域來源劃分)

地域來源	經理級 (%)*		主管／主任級 (%)*		文員級 (%)*		總計 (%)**	
(a) 香港	143	(2.0)	815	(6.4)	1 104	(13.6)	2 062	(96.7)
(b) 中國內地	-	(0.0)	19	(0.1)	9	(0.1)	28	(1.3)
(c) 亞洲其他地區	-	(0.0)	1	(<0.1)	30	(0.4)	31	(1.5)
(d) 歐洲	-	(0.0)	4	(<0.1)	-	(0.0)	4	(0.2)
(e) 美國	-	(0.0)	2	(<0.1)	-	(0.0)	2	(0.1)
(f) 其他地方 [△]	-	(0.0)	-	(0.0)	-	(0.0)	-	(0.0)
(g) 地域來源未有說明	1	(<0.1)	5	(<0.1)	-	(0.0)	6	(0.3)
總計	144	(2.0)	846	(6.7)	1 143	(14.1)	2 133	(100)
其他金融機構類別 內同一職級僱員 總數	7 062		12 700		8 113		27 875 [#]	

(%)* 佔其他金融機構類別同一職級僱員總數的百分率。

(%)** 佔其他金融機構類別新聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

△ 其他地方包括澳洲及其他國家。

其他金融機構類別僱員總數不包括 2 278 名其他輔助員工。

2.43 第 2.41 段表 W 顯示，在調查進行前十二個月，業內新聘僱員人數較離職僱員人數為多。各類別機構的僱員流動率摘要如下：

	<u>銀行類別</u>	<u>證券及資產 管理分司 類別</u>	<u>其他金融 機構類別</u>	<u>銀行及 金融業</u>
僱員流動率	12.3%	7.0%	8.3%	10.8%

三個類別中，銀行的僱員流動率最高。第 2.42 段表 X 顯示，9.4% 僱員轉投非銀行／非金融／非保險行業。再者，因移民、回國、遷改工作地點、退休、繼續進修及裁員等原因離職的僱員（共達 6.8%），未必會重返本業。因此，業界必須持續培訓人才，以便有足夠人手，具備合適的行業技能，可填補流失僱員的空缺。

內部晉升人數
(附錄5 – 表7)

2.44 銀行及金融機構三個主要職級有 2 882名僱員獲內部晉升。表 AJ 簡列出各門類不同職級的內部晉升情況。

表 AJ： 各門類不同職級的內部晉升情況

		<u>僱員人數</u>						
<u>門類</u>		<u>由主管／主任 升至經理 (%)*</u>		<u>由文員升至 主管／主任 (%)*</u>		<u>由其他職級 升至文員 (%)*</u>		<u>總計 (%)**</u>
1.	BANKS	900	(36.1)	1 582	(63.4)	14	(0.6)	2 496 (86.6)
2.	DTCS	-	(0.0)	3	(100)	-	(0.0)	3 (0.1)
3.	INVEST COS	-	(0.0)	10	(100)	-	(0.0)	10 (0.4)
4.	PL COS	3	(27.2)	8	(72.7)	-	(0.0)	11 (0.4)
5.	SECURITIES	15	(41.7)	21	(58.3)	-	(0.0)	36 (1.3)
6.	C DEALERS	8	(47.1)	9	(52.9)	-	(0.0)	17 (0.6)
7.	C EXCHANGES	-	(0.0)	-	(0.0)	-	(0.0)	- (0.0)
8.	M CHANGERS	2	(14.3)	12	(85.7)	-	(0.0)	14 (0.5)
9.	ASSET COS	93	(89.4)	11	(10.6)	-	(0.0)	104 (3.6)
10.	OF COS	129	(67.5)	62	(32.5)	-	(0.0)	191 (6.6)
總計 (%)**		1 150	(39.9)	1 718	(59.6)	14	(0.5)	2 882 (100)

(%)* 佔該門類內部晉升僱員總數的百分率。

(%)** 佔銀行及金融業內部晉升僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

2.45 業內機構共有 2 882 名僱員獲晉升（佔 151 317 名從業員中的 1.9%）。表 AK 簡列出不同職級的內部晉升人數，顯示主管／主任級僱員有較佳晉升機會。僱主一般屬意循內部晉升途徑填補經理級職位，調查結果顯示有 33.4% 的經理級職位是透過內部晉升主管／主任級僱員而填補的。詳情請參閱附錄 5 表 7。

表 AK： 各職級僱員的內部晉升情況

<u>職級</u>	<u>內部晉升人數</u>	<u>新聘僱員 總數*</u>	<u>內部晉升人數佔新聘 僱員總數的百分率</u>
由主管／主任升至經理	1 150	3 444	33.4%
由文員升至主管／主任	1 718	10 277	16.7%
由其他職級升至文員	14	7 952	0.2%
總計	2 882	21 673	13.3%

* 「新聘僱員總數」：即「內部晉升人數」與表 V 所載的「新聘僱員人數」的總和。

銀行及金融業兼職僱員人數
(附錄5 – 表8)

2.46 表 AL 顯示 2015 年 1 月及 2013 年 1 月兼職僱員的統計數字。2015 年調查錄得本業有兼職員工 1 966 名，協助全職僱員向客戶提供金融服務。相對於 143 770 名全職僱員，這些兼職僱員佔 1.4%；據此看來，業內機構並非十分依賴兼職員工協助全職僱員處理工作。

表 AL： 2013 年 1 月及 2015 年 1 月兼職僱員人數比較

<u>職級</u>	<u>2013 年 1 月</u>		<u>2015 年 1 月</u>		<u>兼職僱員 人數增減</u>
	<u>全職僱員</u>	<u>兼職僱員</u>	<u>全職僱員</u>	<u>兼職僱員</u>	
經理級	35 305	21	41 843	25	4
主管／ 主任級	56 119	125	61 170	603	478
文員級	44 687	1 769	40 757	1 338	(431)
總計	136 111	1 915	143 770	1 966	51

未來 24 個月內擬招聘的僱員人數（按教育程度劃分）
（附錄 5 – 表 9）

2.47 2015 年的調查請僱主估計未來 24 個月內需招聘的僱員人數（按教育程度劃分），詳細資料見表 AM。然而，由於部分公司未有填寫有關資料，參考表 AM 的數字時應留意這點。

表 AM： 未來 24 個月內擬招聘的僱員人數
（按教育程度劃分）

來源	經理級 (%)*	主管／主任級 (%)*	文員級 (%)*	總計 (%)**
(a) 大學學位或以上畢業生	524 (96.7)	927 (72.8)	173 (23.1)	1 624 (63.3)
(b) 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）	18 (3.3)	160 (12.6)	217 (29.0)	395 (15.4)
(c) 香港中學文憑畢業生／預 科生／中五畢業生或同等 學歷／中五以下程度學生	- (0.0)	160 (12.6)	358 (47.9)	518 (20.2)
(d) 未有說明	- (0.0)	27 (2.1)	- (0.0)	27 (1.1)
總計**	542 (21.1)	1 274 (49.7)	748 (29.2)	2 564 (100)

* 佔該職級需招聘僱員總數的百分率。

** 佔需招聘僱員總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

未來24個月內擬招聘的僱員人數（須取得專業資格的職位）
 （附錄5 – 表9）

2.48 就2.47段所述，業界在未來24個月需招聘2 564名僱員；僱主表示，當中328個職位的僱員須取得銀行及金融業相關專業資格（例如香港銀行學會、香港證券及投資學會、香港財務策劃師學會等團體的會員資格）。有關詳情見表AN。

表 AN： 未來 24 個月內擬招聘的僱員人數
 （須取得專業資格的職位）

<u>職級</u>	<u>須取得專業資格 的僱員人數 (%)*</u>	<u>未來24個月內擬招聘 的僱員總數</u>
經理級	143 (26.4)	542
主管／ 主任級	182 (14.3)	1 274
文員級	3 (0.4)	748
總計 (%)**	328 (12.8)	2 564

* 佔該職級需招聘僱員總數的百分率。

招聘困難

(附錄5 – 表10至11、表11.1至11.10)

2.49 是次調查顯示，於調查前十二個月內，業內一些僱主於招聘員工時遇到困難。表AO顯示，2.5% 機構在招聘經理級僱員時遇到困難；另分別有5.7%和4.0% 的機構在招聘主管／主任級及文員級僱員時遇到困難。

表 AO： 過去十二個月遇到招聘困難的機構數目

		<u>機構數目</u>					
<u>招聘困難</u>		<u>經理級 (%)*</u>		<u>主管／主任級 (%)*</u>		<u>文員級 (%)*</u>	
有		136	(2.5)	307	(5.7)	213	(4.0)
沒有		217	(4.0)	504	(9.4)	567	(10.6)
未曾招聘或 未有嘗試招聘員工		4 786	(89.3)	4 328	(80.7)	4 359	(81.3)
未註明／拒答		221	(4.1)	221	(4.1)	221	(4.1)
總計**		5 360	(100)	5 360	(100)	5 360	(100)

* 佔同一職級機構總數的百分率。

** 由於四捨五入關係，總百分率不一定等於 100%。

2.50 是次調查顯示，招聘困難的主要原因在於「缺乏具相關經驗及訓練的職位申請人」和「服務條件／薪酬未能符合求職者的要求」，各佔47.4%及33.3%。為配合業內新產品和金融服務的發展，僱員應積極裝備自己，加強對產品的認識和提升工作技能，以配合瞬息萬變的商業環境的要求。表AP列出招聘困難的原因及有關比率。

表 AP： 過去十二個月內招聘員工遇到困難的原因

原因	機構數目					
	<u>經理級 (%)*</u>		<u>主管／主任級 (%)*</u>		<u>文員級 (%)*</u>	<u>總計 (%)**</u>
香港勞工短缺情況普遍	20	(9.9)	39	(9.8)	33 (10.2)	92 (9.9)
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	1	(0.5)	13	(3.3)	2 (0.6)	16 (1.7)
缺乏具相關經驗及訓練的職位申請人	123	(60.9)	218	(54.6)	97 (29.9)	438 (47.4)
服務條件／薪酬未能符合求職者的要求	58	(28.7)	100	(25.1)	150 (46.3)	308 (33.3)
其他原因#	-	(0.0)	29	(7.3)	42 (13.0)	71 (7.7)
總計	202	(100)	399	(100)	324 (100)	925 (100)

(%)* 佔同一職級招聘困難個案總數的百分率。

(%)** 佔業內招聘困難個案總數的百分率。由於四捨五入關係，總百分率不一定等於100%。

其他原因包括：職位申請人應具備特別語言能力等。

需要在中國內地工作的香港僱員人數
(附錄5 – 表12)

2.51 2015 年調查顯示，1 412 名僱員在調查期內需要在內地工作，其中 468 名（33.1%）屬長駐性質、944 名（66.9%）屬非長駐性質。表 AQ 顯示 2015 年 1 月及預計 2017 年 1 月時，需要在內地工作的僱員人數。

表 AQ： 需要在內地工作的香港僱員人數
(2015 年 1 月及 2017 年 1 月)

<u>工作形式</u>	<u>僱員人數</u>					
	<u>2015年1月</u>		<u>2017年1月</u>		<u>增長預測(%)**</u>	
	<u>(%)*</u>		<u>(%)*</u>			
長駐	468	(33.1)	281	(22.6)	-187	(-40.0)
非長駐	944	(66.9)	963	(77.4)	19	(2.0)
總計	1 412	(100)	1 244	(100)	-168	(-11.9)

(%)* 佔需要在內地工作僱員（長駐及非長駐）總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

(%)** 增長預測比率是以2015 年 1 月的數據為基礎計算。

2.52 2015 年調查顯示，需要在內地工作的僱員人數過去兩年有所減少。表 AR 簡列出 2013 年 1 月及 2015 年 1 月時需要在內地工作的本地僱員人數比較。

表 AR： 需要在內地工作的香港僱員人數比較
(2013 年 1 月及 2015 年 1 月)

<u>工作形式</u>	<u>僱員人數</u>		
	<u>2013年1月</u>	<u>2015年1月</u>	<u>人數增減</u>
長駐	631	468	-163
	30.9%	33.1%	-25.8%
非長駐	1 414	944	-470
	69.1%	66.9%	-33.2%
總計	2 045	1 412	-633
	100%	100%	-31.0%

2.53 表 AR 顯示，因業務需要而長駐內地的本地僱員減少 163 人，較 2013 年僱主填報的 631 人減少 25.8%。同期，以非長駐方式參與內地業務的本地僱員亦減少 470 人，較 2013 年僱主填報的 1 414 人減少 33.2%，他們主要是支援所屬公司在內地的業務。

內地業務對本地僱員的影響

(附錄 5 – 表 13)

2.54 2015 年調查顯示，僱主需增聘 12 名僱員處理內地業務。此外，150 名現職僱員需接受培訓，以便處理內地業務。表 AS 顯示 2015 年 1 月及預計 2017 年 1 月時，內地業務對本地僱員人數的影響。

表 AS： 內地業務對本地僱員人數的影響
(2015 年 1 月及 2017 年 1 月)

影響	僱員人數		
	2015年1月	2017年1月	增長預測(%)*
(a) 需增聘的僱員數目 [#]	12	151	139 (1 158.3%)
在(a)項所填報的數字內，因滬港通、內地與香港基金互認或其他跨境方案如合格境外機構投資者 (QFII)、人民幣合格境外機構投資者 (RQFII) 等計劃而需增聘的僱員人數	5	75	70 (1 400.0%)
(b) 因處理內地業務而需要接受訓練的現職僱員數目	150	202	52 (34.7%)

(%)* 增長預測比率是以2015年1月的數據為基礎計算。

由於部分公司未有填寫這方面的資料，分析表AS的數字時應注意這點。

2.55 表 AT 顯示 2013 年 1 月及 2015 年 1 月時，內地業務對本地僱員影響的比較。

表 AT： 內地業務對本地僱員影響的比較
(2013 年 1 月及 2015 年 1 月)

影響	<u>僱員人數</u>		
	<u>2013年1月</u>	<u>2015年1月</u>	<u>人數增減</u>
需增聘的僱員數目	242	12	-230 -95.0%
因處理內地業務而需要接受 訓練的現職僱員數目	144	150	6 4.2%

2.56 2015 年調查顯示，香港機構需額外聘用人員處理內地業務；這或許是由於滬港通、內地與香港基金互認等方案的推行，為港商開拓打入內地市場的良機。與 2013 年的數字比較，為處理內地業務而需接受培訓的現職僱員增加了 6 名，增幅為 4.2%。

估計未來十二個月由外間機構提供訓練所佔百分率
(附錄5 – 表14)

2.57 2015 年調查顯示，業內一些公司在未來十二個月會資助僱員修讀由外間機構提供的訓練課程，詳細數字見表 AU。一般而言，完全倚賴外間培訓的公司較外判部分培訓項目的數目為少。至於沒有資助僱員修讀外間培訓課程的機構，未必有為員工提供內部培訓，因調查並無要求僱主填報有關資料。

表 AU： 估計未來十二個月
由外間培訓機構提供訓練所佔百分率

<u>職級</u>	<u>機構數目</u>					
	<u>0%</u>	<u>>0% - 24%</u>	<u>>24% - 49%</u>	<u>>49% - 74%</u>	<u>>74% - ≤100%</u>	<u>100%</u>
經理級	1 362	89	116	50	110	942
主管／主任級	2 048	92	131	47	86	1 435
文員級	2 022	72	121	92	13	568

去年訓練支出與來年訓練開支預算比較
(附錄5 – 表15 至 16)

2.58 2015年調查顯示，業內共5 349間機構當中，有4 969間(佔92.9%)的2014年僱員內部訓練支出維持與2013年相若的水平；136間(佔2.5%)在2014年的訓練支出有所增加。至於外間訓練的支出，有4 914間(佔91.9%)維持在2013年的水平；146間(佔2.7%)的外間訓練支出在2014年有所增加。有關詳情見表AV。

表 AV： 2013 年與 2014 年訓練支出比較

2014 年與 2013 年 訓練支出比較		內部訓練		外間訓練	
		機構數目	(百分率)	機構數目	(百分率)
沒有改變		4 969	(92.9)	4 914	(91.9)
增加	>50%	-	(0.0)	3	(0.1)
	>20% - 50%	17	(0.3)	14	(0.3)
	>10% - 20%	75	(1.4)	107	(2.0)
	5% -10%	33	(0.6)	18	(0.3)
	<5%	11	(0.2)	4	(0.1)
	小計	136	(2.5)	146	(2.7)
減少	>50%	-	(0.0)	-	(0.0)
	>20% - 50%	-	(0.0)	10	(0.2)
	>10% - 20%	3	(0.1)	4	(0.1)
	5% -10%	-	(0.0)	34	(0.6)
	<5%	-	(0.0)	-	(0.0)
	小計	3	(0.1)	48	(0.9)
未註明／拒答		241	(4.5)	241	(4.5)
總計		5 349	(100)	5 349	(100)

備註：由於四捨五入關係，總百分率不一定等於100%。

2.59 在 2015 年的內部訓練開支預算方面，調查結果顯示 5 360 間機構中，有 92.7%（4 970 間）計劃把 2015 年的訓練開支預算維持在 2014 年的開支水平。至於外間訓練開支預算，5 360 間受訪機構中，有 91.8%（4 918 間）計劃把 2015 年的外間訓練開支預算維持在 2014 年的水平。表 AW 列出是次調查的統計數字。

表 AW： 2015 年訓練開支預算
與 2014 年訓練支出比較

2015年預算 與 2014 年支出比較		內部訓練		外間訓練	
		機構數目	（百分率）	機構數目	（百分率）
沒有改變		4 970	(92.7)	4 918	(91.8)
增加	>50%	-	(0.0)	-	(0.0)
	>20% - 50%	18	(0.3)	26	(0.5)
	>10% - 20%	79	(1.5)	113	(2.1)
	5% -10%	32	(0.6)	15	(0.3)
	<5%	14	(0.3)	4	(0.1)
	小計	143	(2.7)	158	(2.9)
減少	>50%	2	(<0.1)	4	(0.1)
	>20% - 50%	-	(0.0)	-	(0.0)
	>10% - 20%	-	(0.0)	-	(0.0)
	5% -10%	3	(0.1)	38	(0.7)
	<5%	-	(0.0)	-	(0.0)
	小計	5	(0.1)	42	(0.8)
未註明／拒答		242	(4.5)	242	(4.5)
總計		5 360	(100)	5 360	(100)

備註：由於四捨五入關係，總百分率不一定等於 100%。

2.60 5 360 間機構中，分別有 143 間（佔 2.7%）及 158 間（佔 2.9%）表示，2015 年的內部及外間訓練開支預算將有不同程度的增幅。如上文所提及，逾 91.0% 機構表示不會削減員工培訓開支預算。由此看來，基於培訓對人力發展十分重要，業界僱主仍樂意繼續投放資源培訓僱員。

配合人力發展的訓練類別／課題
(附錄5 – 表17)

2.61 2015 年調查請僱主對促進業界人力發展的重要訓練類別／課題提供意見。
表 AX 至表AZ 列出不同職級所需的五項首要訓練；表 AAA 至表 AAI 則按機構類別及
職級列出最熱門的五個訓練類別／課題。

表 AX： 經理級人員的訓練類別／課題

1. 風險管理
2. 策略管理
3. 管理理論與實務
4. 解決困難及決策
5. 反洗黑錢法規

表 AY： 主管／主任級人員的訓練類別／課題

1. 反洗黑錢法規
2. 金融市場運作
3. 不同法規的監管
4. 普通話
5. 英文書寫

表 AZ： 文員級人員的訓練類別／課題

1. 普通話
2. 溝通技巧
3. 英語會話
4. 英文書寫
5. 反洗黑錢法規

I： 銀行的訓練類別／課題

表 AAA： 經理級人員的訓練類別／課題

- 1.1 管理理論與實務
- 1.2 風險管理
3. 策略管理
4. 解決困難及決策
- 5 反洗黑錢法規

表 AAB： 主管／主任級人員的訓練類別／課題

1. 反洗黑錢法規
2. 提升顧客服務的質素
3. 反貪污條例
4. 外匯
- 5.1. 解決困難及決策
- 5.2 時間管理
- 5.3 貿易融資

表 AAC： 文員級人員的訓練類別／課題

1. 普通話
2. 人際關係技巧
- 3.1 反洗黑錢法規
- 3.2 資訊系統應用技巧
5. 溝通技巧

II： 證券及資產管理公司的訓練類別／課題

表 AAD： 經理級人員的訓練類別／課題

1. 風險管理
2. 基金管理
3. 策略管理
4. 反洗黑錢法規
5. 不同法規的監管

表 AAE： 主管／主任級人員的訓練類別／課題

1. 反洗黑錢法規
2. 證券及期貨條例
3. 反貪污條例
4. 金融市場運作
5. 風險管理

表 AAF： 文員級人員的訓練類別／課題

1. 溝通技巧
2. 英語會話
3. 英文書寫
4. 普通話
5. 證券及期貨條例

III： 其他金融機構的訓練類別／課題

表 AAG： 經理級人員的訓練類別／課題

1. 風險管理
2. 管理理論與實務
3. 策略管理
4. 解決困難及決策
5. 壓力處理

表 AAH： 主管／主任級人員的訓練類別／課題

1. 普通話
2. 英文書寫
3. 英語會話
4. 不同法規的監管
5. 中文書寫

表 AAI： 文員級人員的訓練類別／課題

1. 普通話
2. 溝通技巧
3. 英語會話
4. 反洗黑錢法規
5. 英文書寫

2.62 整體來說，經理級人員的重要訓練類別／課題為：風險管理及策略管理；而對主管／主任級和文員級人員來說，反洗黑錢法規、金融市場運作、不同法規的監管、溝通技巧及語言技巧等至為重要。

鼓勵僱主為僱員提供訓練的方法 (附錄5 – 表18)

2.63 2015年調查請僱主建議如何鼓勵機構為僱員提供訓練。調查結果顯示，「向僱主退還僱員學費」、「提供僱員訓練津貼予僱主」及「政府給予僱主貸款／補助金」等均是鼓勵僱主投放培訓資源的有效方法，分別有30.4%、28.0%及21.5%機構僱主提出以上建議。

未來24個月的人力增長預測

2.64 是次調查請僱主根據其對業務前景及未來經濟發展的預測，推算未來24個月的人力情況。表AAJ列出各類別機構未來24個月的預測人力需求；表AAK列出僱主對三個主要職級未來24個月人力增長的預測。詳細資料請參閱第2.29段表G。

表AAJ： 僱主對2017年1月各類別人力需求的預測

類別	2015年1月的 人力需求	2017年1月的 預測人力需求	人力增長 (%)*
銀行	99 152	99 162	10 (<0.1)
證券及資產管理公司	23 835	23 976	141 (0.6)
其他金融機構	30 755	31 074	319 (1.0)
總計	153 742	154 212	470 (0.3)

(%)* 以2015年1月的數據為基礎計算的預測人力增長百分率。

*「類別」的定義如下：

銀行 = 門類1 BANKS 及門類2 DTCS

證券及資產管理公司 = 門類5 SECURITIES 及門類9 ASSET COS

其他金融機構 = BANKS、DTCS、SECURITIES 及 ASSET COS 以外的其他所有門類

表 AAK：僱主對未來 24 個月人力增長預測

	2015 年 1 月的 <u>人力需求</u> #	未來 24 個月的 <u>人力增長預測 (%)</u> *
<u>銀行類別</u>		
經理級	28 204	-24 (-0.1)
主管／主任級	40 430	17 (<0.1)
文員級	27 255	21 (0.1)
<u>證券及資產管理公司類別</u>		
經理級	7 138	12 (0.2)
主管／主任級	8 792	84 (1.0)
文員級	5 851	48 (0.8)
<u>其他金融機構類別</u>		
經理級	7 175	-24 (-0.3)
主管／主任級	12 973	344 (2.7)
文員級	8 329	-9 (-0.1)
<u>總計</u>		
經理級	42 517	-36 (-0.1)
主管／主任級	62 195	445 (0.7)
文員級	41 435	60 (0.1)

「人力需求」是指 2015 年 1 月時僱員與空缺數目的總和。

(%)* 佔 2015 年 1 月人力需求的百分率。

僱員流失情況

2.65 「流失」一詞指僱員因轉投非保險／非銀行／非金融業的工作或創辦金融業以外的其他業務而離職，又或因移民、遷改工作地點、回國、退休、繼續進修及裁員而離開本業。

推算未來 24 個月的額外人力需求

2.66 2017 年各類機構不同職級的人力需求推算（包括增聘人手及填補流失人力）見下表 AAL：

表 AAL：2017 年的額外人力需求推算

類別	(a) 2015年 人力需求	(b) 2016年 人力需求 推算#	(c) 流失率*	(d) = [(a)+(b)]x(c) 填補 流失人數	(e) 2017 年預計 增聘人數	(f) = (d) + (e) 2017 年額外 人力需求 推算
<u>銀行</u>						
經理級	28 204	28 192	1.2%	677	-24	653
主管／主任級	40 430	40 438	1.6%	1 294	17	1 311
文員級	27 255	27 265	2.6%	1 418	21	1 439
<u>證券及資產管理公司</u>						
經理級	7 138	7 144	0.4%	57	12	69
主管／主任級	8 792	8 834	0.6%	106	84	190
文員級	5 851	5 875	1.3%	152	48	200
<u>其他金融機構</u>						
經理級	7 175	7 163	0.6%	86	-24	62
主管／主任級	12 973	13 144	1.4%	366	344	710
文員級	8 329	8 324	5.8%	966	-9	957
<u>總計</u>						
經理級	42 517	42 499	-	820	-36	784
主管／主任級	62 195	62 416	-	1 766	445	2 211
文員級	41 435	41 464	-	2 536	60	2 596

2016 年人力需求按表 G 所載數字推算，並假設按年增長率於 2015 至 2017 年保持不變。

* 流失率按表 AA、表 AD 及表 AG 所載數字推算，並假設於 2015 至 2017 年保持不變。

採用人力市場分析法推算人力需求

2.67 除採用僱主預測的數字外，亦可根據人力市場分析法（Labour Market Analysis，LMA）及調節過濾法（Adaptive Filtering Method，AFM）推算銀行及金融業未來的人力需求。有關 LMA 的詳細說明見附錄 7。下表列出根據 LMA 及 AFM 推算的 2016 至 2020 年人力需求。

表 AAM： 2016 至 2020 年的人力需求推算

年份	實際數字	推算數字 (LMA)	推算數字 (AFM)	推算數字 (EF)
2015	153 742			
2016		158 188 (+2.9%*)	156 603 (+1.9%*)	
2017		161 260 (+1.9%**)	159 187 (+1.7%**)	154 212 (+0.3%*)
2018		164 003 (+1.7%**)	161 517 (+1.5%**)	
2019		166 458 (+1.5%**)	163 614 (+1.3%**)	
2020		168 635 (+1.3%**)	165 497 (+1.2%**)	
*	相對於 2015 年人力需求的百分率變幅			
**	相對於前一年推算人力的百分率變幅			
LMA	人力市場分析法（Labour Market Analysis）			
AFM	調節過濾法（Adaptive Filtering Method）			
EF	僱主於調查期間的預測（Employers' Forecast）			

2.68 AFM 利用過往人力數據推算未來的人力需求，而不會考慮非量化因素對人力的影響。LMA 和 AFM 得出的人力需求推算，均顯示 2016 至 2020 年的人力需求呈上升趨勢，而 2015 年調查顯示，僱主預測 2017 年的從業員增加 470 人（0.3%）。LMA 的優點是客觀，而且在取得較新的經濟指標後，即可更新中期的人力推算。AFM 則假設所有其他情況不變，按以往人力發展模式推斷出日後的發展趨勢。至於僱主預測則是根據回覆者的個人估計和行業經驗得出，僱主在是次調查預測 2017 年的人力增長非常溫和。過往的調查均採用 LMA 推算業內的人力需求；除了於 2009 年，由於金融市場業務不明朗及其他未知的外在因素，尤其金融海嘯爆發後，統計模型方法未能掌握人力趨勢，始採用僱主預測。表 AAN 列出根據 LMA 推算的額外人力需求。

表 AAN： 2017 年額外人力需求推算 (LMA)

職級	2015年 人力需求 (a)	2016年 人力需求 推算 (LMA)* (b)	2017年 人力需求 推算 (LMA)* (c)	2017年 預計增聘 人數 (d)=(c)-(a)	填補 流失人數 (e)=[(a)+(b)]x@	2017年 額外人力 需求推算 (f)=(d)+(e)
經理級	42 517	43 743	44 592	2 075	863	2 938
主管／主任 級	62 195	63 948	65 189	2 994	1 766	4 760
文員級	41 435	42 608	43 435	2 000	2 521	4 521
總計	146 147	150 299	153 216	7 069	5 150	12 219

* 三個主要職級的預測僱員人數是根據 LMA 所推算的 2016 及 2017 年人力需求（見第 2.67 段），以及第 2.3 段所述的人力結構比率而計算。

^ 推算的 2016 年僱員總數（158 188 人）不包括 7 890 名其他輔助員工。

推算的 2017 年僱員總數（161 260 人）不包括 8 043 名其他輔助員工。

@ 僱員流失率（經理級 1.0%、主管／主任級 1.4%、文員級 3.0%）乃根據表 W 的資料而定，並假設於 2015 至 2017 年保持不變。

人力供求

對銀行及金融從業員的需求

2.69 據前段表 AAN 內 2017 年預計增加的人力需求，本業需額外增聘 2 938 人擔任經理級職務、4 760 人擔任主管／主任級職務，以及 4 521 人擔任文員級職務。根據第 2.31 段表 H 僱員基本學歷要求的分析，本業以上三個職級的職位，需要 4 770 位（2 092 + 2 380 + 298）具有大學學位或以上資格的人士、2 367 位（394 + 1 195 + 778）具有副學位資格的人士擔任。請注意，有若干僱主並無說明某些主要職務的基本教育程度要求，三個職級分別有 13.3%、11.0% 及 9.3% 僱主未有填報有關資料。讀者參考資料時應注意，本業對具有學位及副學位資格的人力需求，可能較 2015 年調查顯示的 4 770 位及 2 367 位為多。再者，由於金融市場變化不定，環球經濟前景亦不明朗，參考 LMA 人力推算數字時務請審慎。

銀行及金融課程畢業生人數

2.70 本會根據香港大學教育資助委員會[UGC]、職業訓練局[VTC]及相關課程主辦機構*所提供的資料，列出修讀銀行與金融及相關課程的預計畢業生人數，見下表 AAO：

表 AAO： 修讀銀行與金融及相關課程
畢業生人數

	2015/16 年 預計畢業生人數	2016/17 年 預計畢業生人數
學位**	4 041 [^]	4 018 [^]
副學位	915 [#]	918 [#]

* 本會曾去信課程主辦機構，查詢 2015/16 及 2016/17 年預計的學位及副學位畢業生人數。由於海外畢業生人數並未包括在內，而且僅有 33.3% 機構回覆，故數字並未能完全反映業內的人力供應情況。受訪機構所填報的預計畢業生人數已包括在表 AAM 內。讀者參考資料時應注意所得數據可能不夠全面。

** 包括銀行、金融及相關課程（如工商管理、銷售及市場學等）。

[^] 根據 UGC 提供的資料，2015/2016 及 2016/2017 年商科及相關學位課程的畢業生預計分別有 4 779 人及 4 641 人。

[#] 讀者應注意並非所有副學位畢業生均會立即就業，他們當中不少會繼續進修。

2.71 未來 24 個月市場對銀行與金融及相關課程本地畢業生的需求如下：

表 AAP： 業界對銀行與金融及相關課程
本地畢業生的需求

對持有學位或副學位資格僱員的需求	
學位	4 770
副學位	2 367
總計	7 137

2.72 表 AAO 顯示，未來 24 個月，修畢銀行與金融及相關課程的本地大專畢業生，足以應付本業需求。但按表 AAN 所載，2017 年預計額外需求為 12 219 人，預期透過內部晉升及向其他行業招聘人手，加上應屆畢業生，應能應付經理級及主管／主任級的人力需求。至於文員職位，相對每年約 74 000 名中學畢業生，額外所需的 4 521 人只屬少數。因此，本會相信有足夠的人力應付本業的新增需求。

第三章

建議

參考 2015 年人力調查報告書

3.1 本會編製 2015 年銀行及金融業人力調查報告書，旨在提供業內人力情況及僱員訓練需求的有關資料。讀者參考本報告書時請留意，營商環境於調查完成後可能出現變化，對業內人力供求情況帶來重大影響，在引用調查結果作為參考資料時，務請審慎。

調查發現及業務前景

3.2 國際貨幣基金組織撰寫的《金融體系評估報告》指出，香港是全球規模最大和最先進的金融體系之一。此外，本港金融體系健全，規管與監管框架符合最高的國際標準。儘管如此，由於美國的加息時間和步伐尚未明朗，令外匯市場較為波動，業界正密切留意事態發展。歐洲方面，儘管希臘與歐洲各債權國在布魯塞爾宣布達成協議，以解決希臘的債務危機、讓其留於歐元區內，惟有關協議要求希臘進一步緊縮預算。協議雖然有助紓緩希臘的困境，但其經濟問題仍有待解決。希臘經濟規模在五年內萎縮了四分之一，失業率超過 25%。以上種種，對管理資金和流動資金風險也能構成重重困難。在這情況下，業務前景難以預料，填覆機構對 2017 年的人力推算因而亦較為保守。

3.3 中國是世界第二大經濟體，在全球經濟的角色日益重要，影響力不斷增強，全球正密切關注中國「新常態」階段的經濟發展。過往經濟的快速發展，帶來其他許多挑戰，包括不平等現象、城市化急速、影響環境的持續發展和外部失衡。此外，中國也面臨著人口老化和國內勞動力流動方面的壓力。為了糾正有關狀況，中國經濟正進入緩慢而穩定增長的新階段，即國家主席習近平所稱的「新常態」。「新常態」的重點並非高速增長，而是優化經濟結構，更重視服務業、消費和創新。另一方面，預期亞洲基礎設施投資銀行[亞投行]的成立和中國的「一帶一路」倡議，會為本地銀行和金融業帶來商機。財政司司長曾俊華指出，亞投行有意以香港作為債券發行平台。以香港穩健的金融制度和發行債券的經驗，我們確實比其他地方具備優勢。香港擁有各種專才和聯繫，可在「一帶一路」計劃中發揮融資中心的功用。香港亦是高效率的離岸人民幣結算中心，能為內地企業和全球投資者提供人民幣服務，包括跨境貿易結算和債券發行等業務。再者，內地與香港基金互認安排、電子渠道興起讓商戶能向廣大顧客群提供服務，均可望為銀行及金融從業員創造更多的就業機會。銀行及金融業應好好把握，勿錯失這些商機。

3.4 本會分析調查結果後，認為能反映銀行及金融業界受訪機構的人力及培訓情況。由於是次調查的抽樣機構能廣泛代表業界，因此本會建議僱主為僱員制訂人力培訓及發展策略時，可參考有關調查結果。

3.5 本會亦感謝所有委員對 2015 年人力調查的人力資料分析、銀行及金融業的業務前景，以及業內僱員的人力培訓及發展策略提出寶貴觀點及意見。有關意見已納入人力調查報告書的相關章節，供公眾參閱。

日後調查

3.6 本會認為，現時每兩年進行一次人力調查的安排，有助積累歷史數據以供比較及預測未來人力需求之用。由於香港經濟變化急速，必須密切監察人力供求情況，以助本會建議措施以應付業界的訓練需求。

影響人力需求的因素

3.7 香港是國際金融中心之一，本地的商業及金融活動與其他金融中心緊密相連，環球經濟狀況及國際金融市場（特別是歐美及中國內地市場）的表現，對本地的經濟會有重大影響。

3.8 美國加息的時機與步伐、歐洲經濟復蘇和內地經濟未來發展等因素，會對本地人力需求有不同程度的影響。

3.9 部分後勤支援工作或被視為較不吸引，以致僱主難以覓得適當人選。貿易融資、結算及遵照法規這類後勤支援工作，極需人手填補空缺。有關從業員需要長期在工作中實踐，方能累積經驗。

人力培訓

3.10 僱主為僱員規劃事業前景，藉以吸引和挽留人才，角色十分重要，僱主如能對培訓和發展路向、晉升途徑等提供清晰訊息和明確指引，僱員的工作動力會更大。

3.11 僱主非常樂意聘請有工作經驗的畢業生，具相關工作經驗則更為理想，能省卻僱主不少培訓時間。因此，培訓機構和業界可攜手合作，設計實務和新知並重的課程，而僱主亦應認真考慮為學生提供實習機會。工作實習計劃讓學生於實習工作中汲取真正的工作經驗，並把書本知識應用到實際環境中，從而培養他們的團隊精神、解難能力、實務技巧、正確的工作態度和價值觀。透過實習計劃，僱主亦可物色合適的全職/兼職人員，以配合公司的長線及短期發展。

3.12 為應付行業的最新發展，從業員必須不斷進修、終身學習。僱主亦須了解僱員在進修上的需要，支持他們修讀／參加增修課程、訓練計劃、研習班或研討會，以掌握最新的知識。隨著科技及通訊網絡進步，銀行及金融機構不斷開發新的金融產品及服務以應付社會需求。此外，僱主期望畢業生擁有良好的語言技能、思想正面及胸懷大志。教育機構與僱主應通力合作，培養學生正面的心態，並加強他們的語言能力。

培訓課程

3.13 培訓模式方面，本會建議僱主除了提供有系統的內部培訓外，亦可善用外間培訓機構的服務。除了透過「持續進修基金」資助僱員終身學習，協助員工自我發展，僱主表示，「向僱主退還僱員學費」、「提供僱員訓練津貼予僱主」及「政府給予僱主貸款／補助金」等方法，亦有助鼓勵他們向僱員提供培訓。另一方面，職業訓練局亦向僱主提供服務，協助他們建立培訓計劃。例如，新科技培訓計劃為本地公司提供財政資助，讓僱員接受有關新科技的訓練，資助上限為培訓費用的 50%。該計劃包含不同的培訓模式，包括海外培訓課程或實習、本地培訓課程及為個別公司度身設計的本地培訓課程／實習計劃。

3.14 因應業界的人力發展，僱主就重要的訓練課題提出多項建議。正如建議所述，應為銀行及金融從業員提供題材廣泛的訓練課程，這不僅能提升僱員的工作知識及技能，亦可擴闊他們的視野，加深對各類業務的認識。

3.15 在銀行和證券及資產管理公司兩個類別中，最多回覆者選擇的五個訓練類別／課題如下：

I： 銀行類別

<u>職級</u>	<u>訓練課題</u>
經理級	1.1 管理理論與實務 1.2 風險管理 3 策略管理 4 解決困難及決策 5 反洗黑錢法規
主管／主任級	1 反洗黑錢法規 2 提升顧客服務的質素 3 反貪污條例 4 外匯 5.1 解決困難及決策 5.2 時間管理 5.3 貿易融資
文員級	1 普通話 2 人際關係技巧 3.1 反洗黑錢法規 3.2 資訊系統應用技巧 5 溝通技巧

II: 證券及資產管理公司類別

<u>職級</u>	<u>訓練課題</u>
經理級	1 風險管理 2 基金管理 3 策略管理 4 反洗黑錢法規 5 不同法規的監管
主管／主任級	1 反洗黑錢法規 2 證券及期貨條例 3 反貪污條例 4 金融市場運作 5 風險管理
文員級	1 溝通技巧 2 英語會話 3 英文書寫 4 普通話 5 證券及期貨條例

3.16 由於僱主對於策略及風險管理、反洗黑錢法規、最新監管規例及前線員工的顧客服務技巧等方面非常關注，本會建議應向銀行及金融業從業員提供相關訓練課程，以協助他們掌握所需之才幹特質，為顧客提供優質服務。

3.17 此外，可為不同職級的銀行及金融業從業員提供相同課題的訓練課程，但課程的深淺程度應按參加者的需要而調整，以提高培訓成效。

Banking and Finance Industry Training Board
Membership List
(as at 1.9.2015)

Chairman

Mr David KWOK Sek-chi (nominated by a local registered financial institution)

Members

Mr Jeffrey CHAN Lap-tak (nominated by the Hong Kong Securities Association Limited)

Mr Mark FAN Wai-man (nominated by the DTC Association)

Prof FONG Wai-ming (nominated by a local tertiary institution)

Mr Brian FUNG Wei-lung (nominated by a small and medium financial institution)

Mr Ivan LAM Wai-hang (nominated by the Hong Kong Association of Banks)

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

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

Mr Anthony Ward RUSHTON (nominated by the Hong Kong Association of Banks)

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

Mr Chris TSE Yue-hong (nominated by the Institute of Financial Planners of Hong Kong Limited)

Ms Amy WONG Lai-wah (nominated by the Hong Kong Association of Banks)

Ms Carman CHIU Yuk-fan (representing the Chief Executive of the Hong Kong Monetary Authority)

Mr Eric HO (representing the Chairman of the Securities and Futures Commission)

Mr Roger LEE (representing the Chief Executive of the Hong Kong Exchanges and Clearing Limited)

Ms Susanna CHAN Sau-ching

(representing the Executive Director of the
Vocational Training Council)

Secretary

Mr William CHOW Wing-nin

(Vocational Training Council)

銀行及金融業訓練委員會
委員名單

(1.9.2015)

主席

郭錫志先生 (一間本地註冊的財務機構提名)

委員

陳立德先生 (香港證券業協會有限公司提名)

范偉文先生 (存款公司公會提名)

方偉明教授 (一所本地專上教育學院提名)

馮煒能先生 (一間中小型財務機構提名)

林偉鏗先生 (香港銀行公會提名)

梁淑貞女士 (香港銀行公會提名)

潘慕堯先生 (一間中小型財務機構提名)

Mr Anthony Ward
RUSHTON (香港銀行公會提名)

沈韻玲女士 (一間本地註冊的財務機構提名)

謝汝康先生 (香港財務策劃師學會有限公司提名)

黃麗華女士	(香港銀行公會提名)
趙玉芬女士	(香港金融管理局總裁代表)
何天佑先生	(證券及期貨事務監察委員會主席代表)
李國強先生	(香港交易及結算所有限公司行政總裁代表)
陳秀青女士	(職業訓練局執行幹事代表)
<u>秘書</u>	
周永年先生	(職業訓練局)

Banking and Finance Industry Training Board

Working Party on 2015 Manpower Survey
of the Banking and Finance Industry
Membership List

Convener

Mr David KWOK Sek-chi	(nominated by a local registered financial institution)
-----------------------	---

Members

Prof CHAN Ka-lok	(a representative from a local tertiary institution)
Mr Steve CHIU Siu-po	(a representative from a financial institution)
Mr Ivan LAM Wai-hang	(nominated by the Hong Kong Association of Banks)
Mr Anthony NG Tze-wai	(a representative from a small and medium financial institution)
Mr Thomas TSUI Chun-man	(a representative from a local registered financial institution)
Dr NG Chak-man	(Vocational Training Council)
Dr Daniel YAN Ting-kwan	(Hong Kong Institute of Vocational Education)
Ms Polly TAM Pui-lan	(Institute of Professional Education and Knowledge)

Secretary

Mr William CHOW Wing-nin	(Vocational Training Council)
--------------------------	-------------------------------

銀行及金融業訓練委員會

2015 年人力調查工作小組
委員名單

召集人

郭錫志先生 (一間本地註冊的財務機構提名)

委員

陳家樂教授 (本地專上教育學院代表)

趙小寶先生 (財務機構代表)

林偉鏗先生 (香港銀行公會提名)

吳子威先生 (中小型財務機構代表)

徐振文先生 (本地註冊的財務機構代表)

伍澤文博士 (職業訓練局)

甄鼎君博士 (香港專業教育學院)

談佩蘭女士 (高峰進修學院)

秘書

周永年先生 (職業訓練局)

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 Pro-Act 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 IVE and Pro-Act 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 organise 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 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.

銀行及金融業訓練委員會

職權範圍

1. 確定業內的人力需求，包括收集、分析相關的人力和學生／學員統計數字，以及關於社會經濟、科技及人力市場發展的資料。
2. 評估及研究本業的人力供求是否平衡。
3. 就發展業內專業教育及訓練設施應付人力需求，向職業訓練局提供意見。
4. 就相關學科的課程發展方向及策略，向香港專業教育學院(IVE)、卓越培訓發展中心提出建議。
5. 就 IVE、卓越培訓發展中心的課程策劃、課程發展及質素保證制度提供意見。
6. 擬訂本業主要職務的工作範圍，界定所需的技能、知識及訓練。
7. 建議本業主要職務訓練方案，訂定每種技能所需的訓練期。
8. 對技術評估、技能測驗及證書頒發制度提供意見，以確定從業員、學徒及見習員的技能水平。
9. 就本業主要行業舉辦技能比賽提供意見，以推廣專業教育與訓練和派員參加國際賽事。
10. 就本業專業教育及訓練的發展與推廣事宜，與僱主、僱主聯會、工會、專業團體、訓練及教育機構、政府部門等聯絡。
11. 為本業舉辦有關專業教育及訓練的研討會與會議。
12. 就業內訓練委員會工作、有關職訓局專業教育及訓練課程的宣傳事宜提供意見。
13. 每年向局方呈交訓練委員會工作報告，以及相關學科課程發展策略建議。
14. 根據《職業訓練局條例》第 7 條，負責局方所委派的其他工作。

The 2015 Manpower Survey of the Banking & Finance Industry Sampling Plan

Branch	Employment Size of Establishments	Total No. of Establishments	Sample Size of Establishments	Percentage to Total No. of Establishments
#1. Licensed banks	1-19	23	23	100%
	20-49	40	40	100%
	50-99	21	21	100%
	100-499	39	39	100%
	500-999	8	8	100%
	1000 & Above	22	22	100%
	Sub-total	153	153	
#2. Restricted license banks	1-19	8	8	100%
	20-49	5	5	100%
	50-99	2	2	100%
	100-499	3	3	100%
	500-999	1	1	100%
	1000 & Above	1	1	100%
	Sub-total	20	20	
#3. Representative offices of foreign banks	1-19	46	46	100%
	Sub-total	46	46	
#4. Deposit-taking companies	1-19	15	15	100%
	20-49	3	3	100%
	50-99	1	1	100%
	100-499	2	2	100%
	Sub-total	21	21	
5. Investment & holding companies	1-19	978	98	10.0%
	20-49	25	9	36.0%
	50-99	4	4	100%
	100-499	3	3	100%
	Sub-total	1 010	114	
6. Personal loans and related companies	1-19	721	94	13.0%
	20-49	22	22	100%
	50-99	7	7	100%
	100-499	2	2	100%
	Sub-total	752	125	
7. Securities brokerage firms	1-19	480	58	12.1%
	20-49	74	30	40.5%
	50-99	15	15	100%
	100-499	15	15	100%
	Sub-total	584	118	
8. Commodity futures & precious metals brokers / dealers	1-19	197	91	46.2%
	20-49	20	20	100%
	50-99	4	4	100%
	100-499	1	1	100%
	Sub-total	222	116	
9. Stock, bullion & commodity exchanges and statutory bodies in the banking and finance industry	1-19	1	1	100%
	20-49	1	1	100%
	50-99	-	-	-
	100-499	-	-	-
	500-999	3	3	100%
	1000 & Above	1	1	100%
	Sub-total	6	6	
10. Money changers & foreign exchange brokers / dealers	1-19	801	97	12.1%
	20-49	10	10	100%
	50-99	1	1	100%
	100-499	3	3	100%
	Sub-total	815	111	
11. Investment advisory/ asset management companies	1-19	800	80	10.0%
	20-49	106	32	30.2%
	50-99	17	17	100%
	100-499	20	20	100%
	1000 & Above	2	2	100%
	Sub-total	945	151	

Branch	Employment Size of Establishments	Total No. of Establishments	Sample Size of Establishments	Percentage to Total No. of Establishments
12. Other financial companies	1-19	2 875	86	3.0%
	20-49	69	14	20.3%
	50-99	19	19	100%
	100-499	21	21	100%
	500-999	5	5	100%
	1000 & Above	1	1	100%
	Sub-total	2 990	146	
Total		7 564	1 127	
# Establishments counted at company level (not at branch level).				

附錄 3

銀行及金融業 2015 年人力調查 調查樣本選擇方法

業務類別	僱員人數	機構數目	樣本數目	佔機構百分比
#1. 持牌銀行	1-19	23	23	100%
	20-49	40	40	100%
	50-99	21	21	100%
	100-499	39	39	100%
	500-999	8	8	100%
	1000 及以上	22	22	100%
	小計	153	153	
#2. 有限制牌照銀行	1-19	8	8	100%
	20-49	5	5	100%
	50-99	2	2	100%
	100-499	3	3	100%
	500-999	1	1	100%
	1000 及以上	1	1	100%
	小計	20	20	
#3. 外國銀行本港代表辦事處	1-19	46	46	100%
	Sub-total	46	46	
#4. 接受存款公司	1-19	15	15	100%
	20-49	3	3	100%
	50-99	1	1	100%
	100-499	2	2	100%
	小計	21	21	
5. 投資及控股公司	1-19	978	98	10.0%
	20-49	25	9	36.0%
	50-99	4	4	100%
	100-499	3	3	100%
	小計	1 010	114	
6. 私人貸款及有關公司	1-19	721	94	13.0%
	20-49	22	22	100%
	50-99	7	7	100%
	100-499	2	2	100%
	小計	752	125	
7. 證券經紀公司	1-19	480	58	12.1%
	20-49	74	30	40.5%
	50-99	15	15	100%
	100-499	15	15	100%
	小計	584	118	
8. 期貨(包括金融期貨)及貴金屬經紀/交易商	1-19	197	91	46.2%
	20-49	20	20	100%
	50-99	4	4	100%
	100-499	1	1	100%
	小計	222	116	
9. 股票、金、銀及期貨交易公司及銀行及金融業內的法定機構	1-19	1	1	100%
	20-49	1	1	100%
	50-99	-	-	-
	100-499	-	-	-
	500-999	3	3	100%
	1000 及以上	1	1	100%
	小計	6	6	
10. 兌換商及外匯經紀/交易商	1-19	801	97	12.1%
	20-49	10	10	100%
	50-99	1	1	100%
	100-499	3	3	100%
	小計	815	111	
11. 投資顧問 /資產管理公司	1-19	800	80	10.0%
	20-49	106	32	30.2%
	50-99	17	17	100%
	100-499	20	20	100%
	1000 及以上	2	2	100%
	小計	945	151	

業務類別	僱員人數	機構數目	樣本數目	佔機構百分比
12. 其他與金融有關的公司	1-19	2 875	86	3.0%
	20-49	69	14	20.3%
	50-99	19	19	100%
	100-499	21	21	100%
	500-999	5	5	100%
	1000 及以上	1	1	100%
	小計	2 990	146	
各類別機構總數		7 564	1 127	
#以公司名義計算				

Vocational Training Council 職業訓練局

Headquarters (Industry Partnership) 總辦事處(行業合作)
6F, 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong
香港新界青衣島青衣路20A號6樓
www.vtc.edu.hk

Telephone No 電話

Facsimile No 傳真

2574 3759

Our Reference 本局檔號

BF/1/2 (2015)

Your Reference 來函檔號



2 January 2015

Dear Sir/Madam,

The 2015 Manpower Survey of the Banking and Finance Industry

I am writing to solicit your cooperation in the 2015 Manpower Survey conducted by the Banking and Finance Industry Training Board 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 of 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 9 January 2015 to 8 February 2015. We would appreciate it if you would complete the questionnaire by 8 February 2015 in order to facilitate the early completion of the Manpower Survey.

Over the past years, the manpower survey findings have been widely used by employers and training institutions as reference materials in 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 relevant manpower statistics to assist in the formulation of human resources development plans and strategies of your company.

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. Staff of the Census and Statistics Department (C&SD) will make telephone contacts with or visit individual establishments to assist respondents in completing questionnaires or to collect completed ones.

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 organisations. 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 drafting manpower development policies. In compliance with the Personal Data (Privacy) Ordinance, we wish to solicit your 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.

Manpower survey reports of previous years can be found at <http://bftb.vtc.edu.hk>. Upon completion of the 2015 Manpower Survey, the manpower survey report will also be uploaded to the website of the VTC. Kindly provide us with your email 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 manpower survey of the banking and finance industry. Should you have any questions in connection with the survey, please contact the Manpower Statistics Section of the C&SD at 2116 8436.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'David Kwok', with a stylized flourish at the end.

(David Kwok)
Chairman
Banking and Finance Industry
Training Board



執事先生／女士：

銀行及金融業 2015 年人力調查

謹代表職業訓練局屬下銀行及金融業訓練委員會致函，懇請 貴機構提供協助，以便本會進行銀行及金融業 2015 年人力調查。

銀行及金融業訓練委員會由香港特別行政區行政長官委任，負責就業內人力訓練事宜提供意見。本會將於 2015 年 1 月 9 日至 2 月 8 日期間進行調查，蒐集業內人力情況的最新資料，就人力訓練制訂適當建議。如蒙 貴機構於 2015 年 2 月 8 日或之前填妥問卷，將有助我們加快完成是次人力調查工作，本會不勝感激。

過往人力調查收集所得的數據均被僱主及培訓機構廣泛應用於制訂人力及商業計劃上，而 貴機構的參與實是人力調查取得成功的關鍵。本會期望是次人力調查能為 貴機構提供相關的人力數據，以便制訂人力資源發展計劃和策略。

---- 現隨函附上調查表、附註、業務性質說明及主要職務工作說明，以供參閱填覆。政府統計處職員會以電話聯絡或造訪個別機構單位，協助受訪者填報問卷，或收回填妥的問卷。

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。此外，香港特別行政區政府或會使用是次調查收集所得的數據，以擬定人力發展政策。基於私隱條例規定，現請 貴機構表示，同意本會與香港特別行政區政府分享所得數據，以供政府作人力規劃之用，本會與香港特別行政區政府將會嚴格遵守保密原則。

歷屆人力調查報告書已上載於本局網頁，網址為 <http://bftb.vtc.edu.hk>。是次人力調查工作完成後之相關報告書亦將上載於上述網址，歡迎下載。請於夾附調查表填上 貴機構電郵地址，以便通知報告書的發表日期。

多謝 貴機構積極參與及對銀行及金融業人力調查作出貢獻。如對調查有任何疑問，可致電 2116 8436 與政府統計處人力統計組聯絡。

郭錫志

銀行及金融業訓練委員會主席
郭錫志

2015 年 1 月 2 日

Checklist of the Documents of the
2015 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 (I) for data entry for Columns E, F, G and H.

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

銀行及金融業 2015 年人力調查文件清單

1. 銀行及金融業訓練委員會主席給予僱主的邀請信

2. 調查問卷 – 附錄 A

請參考附錄 C(業務性質說明)的資料填寫業務性質一項。

調查問卷 – 第一部分，請參考附錄 D(主要職務工作說明及職務編號表)的資料填寫 A 欄及參考 I 欄的編號填寫 E、F、G 及 H 欄。

請參考 貴機構的資料，填寫 B 欄及 C 欄。

調查問卷 – 第二部分及第三部分，請參考 貴機構的資料填寫。

3. 附註 – 附錄 B

附錄 B 的內容為填寫調查問卷的指引。

4. 業務性質說明 – 附錄 C

5. 銀行及金融機構主要職務工作說明 – 附錄 D

CONFIDENTIAL
WHEN ENTERED WITH DATA

填入數據後即成
機密文件

VOCATIONAL TRAINING COUNCIL

職業訓練局

THE 2015 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY

銀行及金融業 2015 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

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

Name of Establishment: _____
機構名稱

Address: _____
地址

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*

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Licensed Banks, Restricted Licence Banks and Local Rep. 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 | <input type="checkbox"/> Deposit-taking Companies
接受存款公司 | <input type="checkbox"/> Investment and Holding Companies
投資及控股公司 | <input type="checkbox"/> Personal Loans and Related Companies
私人貸款及有關公司 |
| <input type="checkbox"/> Securities Brokerage Firms
證券經紀公司 | <input type="checkbox"/> Commodity Futures (including financial futures) and Precious Metals Brokers/Dealers
期貨(包括金融期貨)及貴金屬經紀/交易商 | <input type="checkbox"/> Money Changers and Foreign Exchange Brokers/Dealers
兌換商及外匯經紀/交易商 | <input type="checkbox"/> Investment Advisory / Asset Management Companies
投資顧問/資產管理公司 |
| <input type="checkbox"/> Other Financial Companies
其他與金融有關的公司 | | | |

Name of Person to Contact: _____
聯絡人姓名

Position: _____
職位

Tel. No.: _____
電話

Fax No.: _____
圖文傳真

E-mail: _____
電郵

* Please tick as appropriate
請✓在格內

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2015 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2015 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 2.1.2015 在 2.1.2015 之 僱員人數	(C) No. of Vacancies as at 2.1.2015 在 2.1.2015 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 I) (見 I 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 I) (見 I 欄)	(G) Average Monthly Income Range 平均每月 收入幅度 (see Column I) (見 I 欄)	(H) Average Age Range* 平均 年齡* (see Column I) (見 I 欄)	(I) Please use the following Codes for Columns (E), (F), (G) and (H). 請按下列編號，填入(E)、(F)、(G) 及(H)欄內。
Title 職稱	Rec. Type	Code 編號								
		8-10	11-14	15-17	18-21	22	23	24	25	
1	2									1 University Degree or Above 大學學位或以上
2	2									2 Higher Diploma/Associate Degree or equivalent 高級文憑／副學士或同等學歷
3	2									3 Diploma/Higher Certificate/ Certificate or equivalent 文憑／高級證書／證書或同等學歷
4	2									4 Hong Kong Diploma of Secondary Education /Matriculation 香港中學文憑考試／預科
5	2									5 Secondary Five or equivalent 中五或同等學歷
6	2									6 Below Secondary Five 中五以下
7	2									For Column (F) 供(F)欄用
8	2									Code 編號
9	2									Year(s) of Experience in the Industry 在此行業的年資
10	2									A Less than 1 year 少於 1 年
11	2									B 1 - 2 years 1 至 2 年
12	2									C Over 2 years - 5 years 多於 2 年至 5 年
13	2									D Over 5 years - 10 years 多於 5 年至 10 年
14	2									E Over 10 years 多於 10 年
15	2									For Column (G) 供(G)欄用
16	2									Code 編號
17	2									Average Monthly Income Range 平均每月收入幅度
18	2									1 Below \$8,000 以下
19	2									2 \$8,000 - \$10,000
20	2									3 \$10,001 - \$20,000
21	2									4 \$20,001 - \$30,000
22	2									5 \$30,001 - \$40,000
23	2									6 \$40,001 - \$60,000
24	2									7 \$60,001 - \$80,000
25	2									8 \$80,001 - \$100,000
26	2									9 Above \$100,000 以上
27	2									For Column (H) 供(H)欄用
28	2									Code 編號
29	2									Average Age Range 平均年齡
30	2									1 Below 35 35 歲以下
31	2									2 35-50 35 歲至 50 歲
32	2									3 Over 50 50 歲以上
33	2									
34	2									
35	2									
36	2									

☐ If additional lines are necessary, please tick here and enter on supplementary sheet(s).

(*) Remarks: Optional
註：可選擇填寫

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 2015 MANPOWER SURVEY OF THE
BANKING AND FINANCE INDUSTRY
銀行及金融業 2015 年人力調查
QUESTIONNAIRE (PART II)
調查表 (第二部分)

For Official Use Only
此欄毋須填寫

Er. No. _____

Est. No. _____

1. The number of employees who left in the past twelve months (1.1.2014 to 31.12.2014) by reason:
按原因劃分，過去 12 個月內 (1.1.2014 至 31.12.2014) 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	<div><div></div><div></div><div></div><div>8</div></div>	<div><div></div><div></div><div></div><div>11</div></div>	<div><div></div><div></div><div></div><div>14</div></div>
(b) Taking up a job in the insurance industry or starting own insurance related business 擔任另一份保險工作或創辦與保險有關的業務	<div><div></div><div></div><div></div><div>17</div></div>	<div><div></div><div></div><div></div><div>20</div></div>	<div><div></div><div></div><div></div><div>23</div></div>
(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	<div><div></div><div></div><div></div><div>26</div></div>	<div><div></div><div></div><div></div><div>29</div></div>	<div><div></div><div></div><div></div><div>32</div></div>
(d) Emigration 移民	<div><div></div><div></div><div></div><div>35</div></div>	<div><div></div><div></div><div></div><div>38</div></div>	<div><div></div><div></div><div></div><div>41</div></div>
(e) Repatriation 回國	<div><div></div><div></div><div></div><div>44</div></div>	<div><div></div><div></div><div></div><div>47</div></div>	<div><div></div><div></div><div></div><div>50</div></div>
(f) Relocation of workplace 遷改工作地點			
(i) To Mainland China/Macau/Taiwan 往中國內地／澳門／台灣	<div><div></div><div></div><div></div><div>53</div></div>	<div><div></div><div></div><div></div><div>56</div></div>	<div><div></div><div></div><div></div><div>59</div></div>
(ii) To other countries 往其他國家	<div><div></div><div></div><div></div><div>62</div></div>	<div><div></div><div></div><div></div><div>65</div></div>	<div><div></div><div></div><div></div><div>68</div></div>
(g) Retirement 退休	<div><div></div><div></div><div></div><div>71</div></div>	<div><div></div><div></div><div></div><div>74</div></div>	<div><div></div><div></div><div></div><div>77</div></div>
(h) Further studies 繼續進修	<div><div></div><div></div><div></div><div>80</div></div>	<div><div></div><div></div><div></div><div>83</div></div>	<div><div></div><div></div><div></div><div>86</div></div>
(i) Other reasons 其他原因	<div><div></div><div></div><div></div><div>89</div></div>	<div><div></div><div></div><div></div><div>92</div></div>	<div><div></div><div></div><div></div><div>95</div></div>

Please specify
請註明

For Official Use Only
此欄毋須填寫

98

101

104

(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	<input type="text"/> 107	<input type="text"/> 110	<input type="text"/> 113
(b) Company re-structured/closed 公司改組/結業	<input type="text"/> 116	<input type="text"/> 119	<input type="text"/> 122
(c) Expiry of employment contract 僱傭合約期滿	<input type="text"/> 125	<input type="text"/> 128	<input type="text"/> 131
(d) Poor performance 工作表現欠佳	<input type="text"/> 134	<input type="text"/> 137	<input type="text"/> 140
(e) Other reasons 其他原因	<input type="text"/> 143	<input type="text"/> 146	<input type="text"/> 149

Please specify
請註明

For Official Use Only
此欄毋須填寫

152

155

158

161

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source :
按來源劃分，過去 12 個月內（1.1.2014 至 31.12.2014）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	<input type="text"/> 162	<input type="text"/> 165	<input type="text"/> 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	<input type="text"/> 171	<input type="text"/> 174	<input type="text"/> 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	<input type="text"/> 180	<input type="text"/> 183	<input type="text"/> 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	<input type="text"/> 189	<input type="text"/> 192	<input type="text"/> 195
(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)	<input type="text"/> 198	<input type="text"/> 201	<input type="text"/> 204
(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生/預科生/中五畢業生或同等學歷/中五以下程度學生	<input type="text"/> 207	<input type="text"/> 210	<input type="text"/> 213
(e) Other sources 其他來源	<input type="text"/> 216	<input type="text"/> 219	<input type="text"/> 222

Please specify
請註明

For Official Use Only
此欄毋須填寫

225

228

231

234

3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin :
按地域來源劃分，過去 12 個月內 (1.1.2014 至 31.12.2014) 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	<input type="text"/> <input type="text"/> <input type="text"/> 235	<input type="text"/> <input type="text"/> <input type="text"/> 238	<input type="text"/> <input type="text"/> <input type="text"/> 241
(b) Mainland China 中國內地	<input type="text"/> <input type="text"/> <input type="text"/> 244	<input type="text"/> <input type="text"/> <input type="text"/> 247	<input type="text"/> <input type="text"/> <input type="text"/> 250
(c) Other parts of Asia 亞洲其他地區	<input type="text"/> <input type="text"/> <input type="text"/> 253	<input type="text"/> <input type="text"/> <input type="text"/> 256	<input type="text"/> <input type="text"/> <input type="text"/> 259
(d) Europe 歐洲	<input type="text"/> <input type="text"/> <input type="text"/> 262	<input type="text"/> <input type="text"/> <input type="text"/> 265	<input type="text"/> <input type="text"/> <input type="text"/> 268
(e) United States of America 美國	<input type="text"/> <input type="text"/> <input type="text"/> 271	<input type="text"/> <input type="text"/> <input type="text"/> 274	<input type="text"/> <input type="text"/> <input type="text"/> 277
(f) Other places 其他地方	<input type="text"/> <input type="text"/> <input type="text"/> 280	<input type="text"/> <input type="text"/> <input type="text"/> 283	<input type="text"/> <input type="text"/> <input type="text"/> 286

Please specify
請註明

For Official Use Only
此欄毋須填寫

289

292

295

298

4. The number of internal promotions in the past twelve months (1.1.2014 to 31.12.2014) :
過去 12 個月內(1.1.2014 至 31.12.2014)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	<input type="text"/> <input type="text"/> <input type="text"/> 299
(b) Clerk 文員	Supervisor/Officer 主管/主任	<input type="text"/> <input type="text"/> <input type="text"/> 302
(c) Others 其他職級	Clerk 文員	<input type="text"/> <input type="text"/> <input type="text"/> 305

For Official Use Only
此欄毋須填寫

308

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。

No. of Part-time
Employees
兼職僱員人數

(a) Managerial
經理級

--	--	--	--	--

309

(b) Supervisory/Officer
主管/主任級

--	--	--	--	--

313

(c) Clerical
文員級

--	--	--	--	--

317

For Official Use Only
此欄毋須填寫

--	--

321

6. Please estimate the number of staff to be recruited in the next 24 months by type of education level.

請按教育程度劃分，列出 貴機構預計在未來 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

--	--	--	--

322

--	--	--	--

325

--	--	--	--

328

(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)

--	--	--	--

331

--	--	--	--

334

--	--	--	--

337

(c) Graduate of Hong Kong Diploma of Secondary
Education/Matriculant/Secondary School Leaver or
Equivalent/Student Below Secondary Five
香港中學文憑考試畢業生/預科生/中五畢業生或
同等學歷/中五以下程度學生

--	--	--	--

340

--	--	--	--

343

--	--	--	--

346

For Official Use Only
此欄毋須填寫

--	--	--	--

349

--	--	--	--

352

--	--	--	--

355

--	--

358

7. For the number of staff to be recruited in the next 24 months as shown in Question Six above, please indicate the number of staff who is required to obtain professional qualifications related to the banking and finance industry, e.g. members of the Hong Kong Institute of Bankers (HKIB), the Hong Kong Securities and Investment Institute (HKSI) and the Institute of Financial Planners of Hong Kong (IFPHK), etc:

就上述問題 6 列出之未來 24 個月招聘的僱員人數中，請註明須取得銀行及金融業相關專業資格的僱員人數（如香港銀行學會、香港證券及投資學會、香港財務策劃師等學會的會員）：

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
Number of staff who is required to obtain relevant professional qualifications 須取得相關專業資格的僱員人數	<input type="text"/> <input type="text"/> <input type="text"/> 359	<input type="text"/> <input type="text"/> <input type="text"/> 362	<input type="text"/> <input type="text"/> <input type="text"/> 365
For Official Use Only 此欄毋須填寫	<input type="text"/> <input type="text"/> <input type="text"/> 368	<input type="text"/> <input type="text"/> <input type="text"/> 371	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 374 <input type="text"/> 377

- End of Questionnaire (Part II) -

- 調查表（第二部分）完 -

VOCATIONAL TRAINING COUNCIL
職業訓練局
THE 2015 MANPOWER SURVEY OF THE
BANKING AND FINANCE INDUSTRY
銀行及金融業 2015 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 twelve months (1.1.2014 to 31.12.2014)?
過去 12 個月內 (1.1.2014 至 31.12.2014) 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	<input type="checkbox"/> 378	<input type="checkbox"/> 379	<input type="checkbox"/> 380
(b) No* 沒有*	<input type="checkbox"/> 381	<input type="checkbox"/> 382	<input type="checkbox"/> 383
(c) Has not recruited or tried to recruit in the past twelve months* 過去 12 個月未曾招聘或未有嘗試招聘僱員*	<input type="checkbox"/> 384	<input type="checkbox"/> 385	<input type="checkbox"/> 386

(If (b) or (c) is selected for all the three job levels, please go to Question Three.)
(如三個職級均選擇 (b) 或 (c) 項，請轉到問題 3 繼續作答。)

2. If your company has experienced recruitment difficulty in the past twelve months (1.1.2014 to 31.12.2014), what do you think are the reasons? (You may provide more than one reason for each job level.)
如 貴機構過去 12 個月內(1.1.2014 至 31.12.2014)在招聘員工方面遇到困難，你認為是甚麼原因？
(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	<input type="checkbox"/> 387	<input type="checkbox"/> 388	<input type="checkbox"/> 389
(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	<input type="checkbox"/> 390	<input type="checkbox"/> 391	<input type="checkbox"/> 392
(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	<input type="checkbox"/> 393	<input type="checkbox"/> 394	<input type="checkbox"/> 395
(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	<input type="checkbox"/> 396	<input type="checkbox"/> 397	<input type="checkbox"/> 398
(e) Other reasons 其他原因	<input type="checkbox"/> 399	<input type="checkbox"/> 400	<input type="checkbox"/> 401

Please specify
請註明

For Official Use Only
此欄毋須填寫

☐
402

☐
403

3. The number of employees of your company who has to work in Mainland China (only those still under Hong Kong company's payroll should be included):
在中國大陸工作的香港僱員人數(只包括繼續由香港公司支薪的僱員)：

As at 2 January 2015
在 2015 年 1 月 2 日

Projected no. for January 2017
在 2017 年 1 月的預測人數

(a) Managerial
經理級

- Stationed Basis
長駐
- Travelling Basis
非長駐

404

407

410

413

(b) Supervisory/Officer
主管/主任級

- Stationed Basis
長駐
- Travelling Basis
非長駐

416

419

422

425

(c) Clerical
文員級

- Stationed Basis
長駐
- Travelling Basis
非長駐

428

431

434

437

Note: Stationed Basis is defined as the duration to which an employee stays in Mainland China accounts for 50% or above of the working time.

註：長駐是指一位僱員逗留在中國大陸工作的時間佔其工作時間百分之五十或以上。

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

As at 2 January 2015
在 2015 年 1 月 2 日

Projected no. for January 2017
在 2017 年 1 月的預測人數

- (a) The number of additional employees needs to be recruited as a result of development in Mainland operation.
因在內地發展業務而須增聘的僱員人數。

440

443

- (b) Of those reported in (a), the number of additional employees needs to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII".
在(a)項中，因滬港通、香港與內地基金互認或其他跨境方案如 QFII、RQFII 而須增聘的僱員人數。

446

449

- (c) 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、溝通技巧及內地法規等方面訓練的現職僱員人數。

452

455

- (d) Any other effects
其他影響

Please specify
請註明

For Official Use Only
此欄毋須填寫

458

459

460

461

462

463

5. Please give information on the training expenses of your company from 2013 to 2015.
請提供 貴機構由 2013 年至 2015 年的訓練支出情況。

	(a) The training expenses in 2014 as compared with those in 2013 2014 年與 2013 年 的訓練開支的比較		(b) The training budget for 2015 as compared with the training expenses in 2014 2015 年的訓練開支預算 與 2014 年的訓練開支的比較	
	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	<input type="text"/> 464	<input type="text"/> 465	<input type="text"/> 466	<input type="text"/> 467
(ii) Increased by 增加				
> 50%	<input type="text"/> 468	<input type="text"/> 469	<input type="text"/> 470	<input type="text"/> 471
>20% - 50%	<input type="text"/> 472	<input type="text"/> 473	<input type="text"/> 474	<input type="text"/> 475
>10% - 20%	<input type="text"/> 476	<input type="text"/> 477	<input type="text"/> 478	<input type="text"/> 479
5% - 10%	<input type="text"/> 480	<input type="text"/> 481	<input type="text"/> 482	<input type="text"/> 483
< 5%	<input type="text"/> 484	<input type="text"/> 485	<input type="text"/> 486	<input type="text"/> 487
(iii) Decreased by 減少				
> 50%	<input type="text"/> 488	<input type="text"/> 489	<input type="text"/> 490	<input type="text"/> 491
>20% - 50%	<input type="text"/> 492	<input type="text"/> 493	<input type="text"/> 494	<input type="text"/> 495
>10% - 20%	<input type="text"/> 496	<input type="text"/> 497	<input type="text"/> 498	<input type="text"/> 499
5% - 10%	<input type="text"/> 500	<input type="text"/> 501	<input type="text"/> 502	<input type="text"/> 503
< 5%	<input type="text"/> 504	<input type="text"/> 505	<input type="text"/> 506	<input type="text"/> 507

For Official Use Only
此欄毋須填寫

<input type="text"/> 508	<input type="text"/> 509	<input type="text"/> 510	<input type="text"/> 511	<input type="text"/> 512
-----------------------------	-----------------------------	-----------------------------	-----------------------------	-----------------------------

6. Please estimate the percentage of training to be provided by external course providers to your employees in the next twelve months.
請估計在未來 12 個月將由外間培訓機構提供訓練予 貴機構僱員的百分比。

	Managerial 經理級	Supervisory/Officer 主管/主任級	Clerical 文員級
0%	<input type="text"/> 513	<input type="text"/> 514	<input type="text"/> 515
>0% - 24%	<input type="text"/> 516	<input type="text"/> 517	<input type="text"/> 518
>24% - 49%	<input type="text"/> 519	<input type="text"/> 520	<input type="text"/> 521
>49% - 74%	<input type="text"/> 522	<input type="text"/> 523	<input type="text"/> 524
>74% - <100%	<input type="text"/> 525	<input type="text"/> 526	<input type="text"/> 527
100%	<input type="text"/> 528	<input type="text"/> 529	<input type="text"/> 530

For Official Use Only
此欄毋須填寫

<input type="text"/> 531

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（訓練課題的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		
	532	
	535	
	538	
	541	
	544	
(b) Supervisory/Officer 主管／主任級		
	547	
	550	
	553	
	556	
	559	
	562	
	565	
	568	
(c) Clerical 文員級		
	571	
	574	
	577	
	580	
	583	

For Official Use Only
此欄毋須填寫

586	587	588	589
-----	-----	-----	-----

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 — 報表闡釋及比率分析		303	Chinese Writing 中文書寫
	104	Marketing Management 營銷管理		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 証券分析		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		312	Mediation Skills 調解技巧
	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 the 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 select more than one option.)

你認為有甚麼方法可有效鼓勵僱主提供訓練予其僱員？(可選擇多於一個選項。)

☐
590

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

☐
591

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

☐
592

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

☐
593

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

(i)

(ii)

(iii)

For Official Use Only
此欄毋須填寫

☐
594

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

Thank you for your co-operation
多謝合作

The 2015 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 organisations.
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 'H') of the Questionnaire (Part I) which are applicable and insert a zero (0) in any column which is not.

4. Column 'A' - Principal Jobs

- (a) Please refer to the job code list in Appendix D. The titles may not be the same as those adopted by your organisation, but if the descriptions of a certain job in your organisation is the same or basically the same as the job descriptions of, for example, Head of Business / Managing Director as given in Appendix D, then for the purpose of this survey you should regard that job holder as a Head of Business / Managing Director regardless of his / her actual title in your organisation.
- (b) If necessary, please add those jobs and their corresponding job codes that are not included in Appendix D but are considered as principal jobs in your company. Please briefly outline their job descriptions and indicate their skill levels on a blank sheet.
- (c) If necessary, please add other supporting staff, and their corresponding job codes, whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers. Please only provide information as required by Columns B, C and D of the Questionnaire (Part I).

5. Column 'B' - Number of Employees as at 2.1.2015

'Employees' refer to those working full-time under the payroll of the company. These include proprietors, and partners working full-time for the company. This definition also applies to 'employee(s)' appearing in other parts of the questionnaire.

6. Column 'C' - Number of Vacancies as at 2.1.2015

'Number of Vacancies as at 2.1.2015' refer to those unfilled, immediately available job openings as at 2.1.2015 for which the company is actively trying to recruit.

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

Please fill in the forecast number of employees you will be employing for each principal job in the next 24 months. The number given could be more/less than that in Column 'B' if an expansion/a contraction is expected.

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

Please enter in Column 'E' the appropriate code number as given in Column 'I' showing the minimum education level which an employer requires his employee(s) should possess.

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

Please enter in Column 'F' the appropriate code number as given in Column 'I' showing the minimum year(s) of experience in the industry that an employer requires his employee(s) should possess.

10. Column 'G' - Average Monthly Income Range

Please fill in the average monthly income range of employees in each principal job in accordance with the codes in Column 'I' 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. Column 'H' – Average Age Range

Please enter in Column (H) the average age range according to the following codes :

<u>Code</u>	<u>Average Age Range</u>
1	Below 35
2	35 - 50
3	Over 50

12. Please complete Parts II and III of the Questionnaire.

Note:

The information collected will be treated in strict confidence and will be published only in the form of statistics summaries without reference to individual organisations.

銀行及金融業 2015 年人力調查

附註

1. 調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。
2. 填寫調查表前，請細閱附錄 C 業務性質說明，以及附錄 D 主要職務工作說明。
3. 請填寫調查表(第一部分)內各欄('A' 至 'H')；如某欄不適用，請在該欄填上 (0) 號。
4. (A) 欄 — 主要職務名稱
 - (a) 請參閱附錄 D 的職務編號表。該等職稱可能與 貴機構所採用的不同，但假如僱員的工作性質與附錄 D 某職稱（例如業務總監/董事總經理）的工作說明相同或基本相若，則可將其歸類為同一職務（即業務總監/董事總經理），而不論其實際職稱為何。
 - (b) 若有需要，請填寫 貴機構其他並未包括在附錄 D 內的主要職務及相關職務編號，並請另紙簡述這些職務的工作範圍及指出其所屬技能等級。
 - (c) 若有需要，請填寫一般並非專責銀行事務的其他輔助人員及相關職務編號，例如秘書、護衛員及信差等。請只填寫調查表（第一部分）之 B、C、D 各欄所需的資料。
5. (B) 欄 — 在 2.1.2015 之僱員人數

「僱員」指在 貴機構內全職工作的受薪人員，其中包括在公司內全職工作的東主及合夥人。調查表他處出現的「僱員」一詞，定義亦同。
6. (C) 欄 — 在 2.1.2015 之空缺數目

「在 2015 年 1 月 2 日之空缺數目」指該職位於 2015 年 1 月 2 日仍懸空，須立刻填補而現正積極招聘人員填補。
7. (D) 欄 — 預測未來 24 個月的僱員人數

請填上 貴機構預測在 24 個月後從事主要職務的僱員人數。如估計業務屆時可能擴張／收縮，此欄所填的數字應多於／少於 (B) 欄。

8. (E) 欄 — 僱員基本教育程度的要求

請按 (I) 欄所示編號把僱主認為僱員需要持有的基本教育程度填入 (E) 欄內。

9. (F) 欄 — 僱員在此行業的基本年資要求

請按 (I) 欄所示編號把僱主認為僱員需要擁有的在此行業的基本年資要求填入 (F) 欄內。

10. (G) 欄 — 平均每月收入的幅度

請根據調查表 (I) 欄的編號填上各主要職務僱員平均每月收入的幅度。每月收入包括基本薪金、超時津貼、其他津貼、佣金及花紅。假如有超過一名僱員從事相同性質的工作，請於本欄填寫該職務的平均每月收入的幅度，計算方法如下：

$$\frac{\text{從事該職務的所有僱員收入總額}}{\text{從事該職務的僱員總人數}}$$

11. (H) 欄 — 平均年齡

請將員工平均年齡按下列編號填入 (H) 欄內。

<u>編號</u>	<u>平均年齡</u>
1	35 歲以下
2	35 - 50
3	50 歲以上

12. 請填妥調查表第二及第三部分。

備註：

調查所得資料絕對保密，只以摘要統計數字發表，並不會提及個別機構。

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 specialised activities, including consumer finance. 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 (including Financial Futures) and Precious Metals Brokers/Dealers

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

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. Investment Advisory / Asset Management Companies

This group consists of establishments engaged in real estate investment scheme advice/management or securities or futures contracts advice/management, for example, advising on/managing a portfolio on discretionary basis of securities or futures contracts for clients or advising on/managing on discretionary basis of funds.

9. Other Financial Companies

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

業務性質說明

1. 持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處

這類包括持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處。

(a) 持牌銀行

持牌銀行可以接受公眾任何銀碼及任何期間的儲蓄及往來存款，及兌付客戶開立的支票或替客戶收妥存入支票的款項。

(b) 有限制牌照銀行

有限制牌照銀行主要從事商人銀行及資本市場的活動。此類銀行可以接受任何期間港幣伍拾萬元或以上的存款。

(c) 外國銀行本港代表辦事處

外國銀行可在本港建立辦事處，惟該等辦事處不能從事任何銀行業務，他們的角色是為外國銀行聯絡本港的客戶。

2. 接受存款公司

這類包括接受存款公司。接受存款公司大部分由銀行全資擁有或與銀行聯營。這些公司提供各類的專業服務，包括消費者財務。接受存款公司可接受客戶港幣拾萬元或以上而存款期間為三個月或以上的存款。

3. 投資及控股公司

這類包括投資財務資產及持有附屬公司或聯營公司股份的公司。這類包括控股公司、投資控股公司、私人股份的營運、貴重金屬投資、證券投資及股票投資公司。

4. 私人貸款及有關公司（例如按揭、分期信貸、財務租賃及其他信貸服務）

這類包括租賃公司（向客戶提供財務協助：由公司購買其未備有的機器或設備，然後以租賃方式租予客戶使用）、私人貸款／信貸公司、持牌放債人、按揭公司、分期付款公司、儲蓄互助社、收債公司、貼現票據或財務公司，以及貸款／按揭經紀。

5. 證券經紀公司

這類包括替客戶買賣股票的公司，以及從事外國股票交易的海外委託交易行的分行。

6. 期貨(包括金融期貨)及貴金屬經紀／交易商

這類包括替客戶買賣期貨(包括金融期貨)或貴金屬的公司，以及從事期貨(包括金融期貨)或貴金屬交易的海外委託交易行的分行。

7. 兌換商及外匯經紀／交易商

這類包括本身從事或替客戶買賣外幣的公司。

8. 投資顧問／資產管理公司

這類包括從事房地產投資計劃建議／管理或證券或期貨合約顧問／管理的公司。
例如：向客戶建議／以全權委託形式為客戶管理證券或建議期貨合約投資組合或向客戶建議／以全權委託形式管理基金。

9. 其他與金融有關的公司

這類包括銀行票據交換所、提供信用卡服務的公司、代理人公司、信託及代管人公司、匯兌服務及股息分配公司等。

Job Descriptions of Principal Banking and Finance Jobs

Some of the job titles may not be identical to those used in your company. 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 company.
105	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.
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.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level (Continued)		
203	Representative	Assists the chief representative in carrying out activities of the representative office.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(II) Treasury and Foreign Exchange

Code No.	Job Title	Job Descriptions
Managerial Level		
106	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.
107	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.
108	Manager – Settlement	Establishes operational procedures for treasury transactions. Confirms deals and authorises payments. Monitors the operations of the real time settlement systems. Plans and develops the remittance strategies for the company.
Supervisory/Officer Level		
204	Foreign Exchange and Money Market Dealer	Deals independently within authorised 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.

Code No.	Job Title	Job Descriptions
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(III) Investment

Code No.	Job Title	Job Descriptions
Managerial Level		
109	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.
110	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.
111	Manager - Investment Services	Plans, directs and controls activities of the investment product department. Provides advisory services to individual and institution customers.
112	Manager - Securities, Futures and Commodities Trading	Buys and sells securities, futures or commodities for proprietary accounts and customers. Monitors margin and compliance requirements.
113	Product Manager	Leads key product development and management efforts across the subset of funds. Understands and analyzes key trends within the asset class, and positioning of competitors. Devises investment strategies and manages portfolio of investment products. Financial analysis, modelling and valuation of investment targets. Conducts client meetings and portfolio review calls and participates in prospective client meetings as requested. Following on marketing initiatives. Works with external services providers (such as transfer agent, fund custodian) for implementing funds setup. Assists to follow up on all funds products queries from sales and marketing team.

Code No.	Job Title	Job Descriptions
Managerial Level (Continued)		
114	Sales Manager (Funds Distribution)	Provides investment advice to investors on their assets. Achieves sales and business targets which include new client acquisition and existing clients' asset management. Monitors sales activities and performs control assessment to ensure compliance with internal and external regulatory requirements. Builds and maintains relationships with the clients. Provides timely investment information to business partners and maintains their awareness of the company's investment products. Coordinates client request for proposal responses with the relevant teams and prepares presentation material pitch books by working closely with the internal teams.
Supervisory/Officer Level		
207	Financial Adviser Representative / Personal Financial Adviser	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	Account Executive / Sales Officer	Promotes the sales of various investment/ investment – linked products and securities trading services to customers.
211	Securities Settlement Officer	Handles all aspects of securities operations in areas of settlement, nominee and custodian services, etc.
212	Product Associate	Assists the Product Manager to implement the activities related to product development.

Code No.	Job Title	Job Descriptions
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
302	Securities and Futures Assistant	Carries out clients' orders on securities and futures.

(IV) Operations

Code No.	Job Title	Job Descriptions
Managerial Level		
115	Manager - Branch	Manages operations, customer services, loans, business development and personnel administration within the framework of organisation policies and procedures. Directs branch staff in providing services to customers, establishes objectives in all areas of branch performance and meets the profitability targets of the branch.
116	Manager - Insurance Products	Plans, develops and promotes the insurance products of the company. Manages the daily operation of the insurance product department.
117	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.
118	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.
119	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
Managerial Level (Continued)		
120	Manager – Phone Banking/Call Centre	Supervises workflow of the phone banking/call centre, maintains and ensures efficient and high quality services delivered to customers.
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 counter and customer services, personnel matters, office security and administration. Performs cross selling of bank/ finance products.
216	Sales Officer - Insurance Products	Assists the Manager - Insurance Products to promote the sales of various insurance products.
217	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.
218	Trust Officer	Settles estates, administers trust and performs agency services.
219	Customer Service Representative – Phone Banking/Call Centre	Handles customer enquires and complaints and performs banking/securities transactions with customers. Performs telemarketing activities by promoting personal banking products to potential customers.
220	Moderator	Acts as a middle person to assist in mediation and resolution of monetary disputes between the customer and the financial institution.

Code No.	Job Title	Job Descriptions
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
303	Cashier	Monitors cash movements and daily cash positions. Establishes the cash journal in record. Assists tellers in providing counter services as required.
304	Receptionist / Greeter	Greets visitors and directs visitors and incoming telephone calls to appropriate sections for service.
305	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.
306	Teller	Performs counter services and cross-sells banking products and services as well as supporting back-end branch operations.

(V) Credit and Loans

Code No.	Job Title	Job Descriptions
Managerial Level		
121	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.
122	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.
123	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		
221	Credit Analyst	Evaluates the financial strength of loan accounts by performing credit analyses. Prepares credit proposals in accordance with results of credit analyses.
222	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.
223	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.
224	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.
225	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		
301	Clerk	Performs clerical duties in various departments of the establishment.

(VI) Business Development

Code No.	Job Title	Job Descriptions
Managerial Level		
124	Head of Business / Managing Director	Plans, coordinates and implements the company's business development strategy. Integrates the marketing plans of various functional areas. Identifies and analyses opportunities to increase the business in respect of institutional/commercial banking/consumer banking/investment products.
125	Manager - Corporate Banking / Commercial Banking / Relationship Management	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.
126	Manager - Marketing/ Product Development	Plans, directs and coordinates marketing research, segment analysis and product marketing activities. Develops, launches, evaluates and revamps products and services to meet customer needs in order to increase the company's market share and return.
127	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.
128	Manager – Customer Relationship (Personal Banking / Securities)	Provides financial planning/wealth management services to customers. Promotes various investment, insurance and banking products to meet business targets.
Supervisory/Officer Level		
226	Business Development Officer	Solicits business from existing and prospective customers. Prepares call reports and credit proposals. Monitors portfolios and brings issues to management's attention as required.
227	Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management	Assists Manager – Corporate Banking / Commercial Banking / Relationship Management 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.
229	Relationship Officer – Private Banking	Assists Manager – Private Banking to conduct marketing activities and provide banking and related services to high net worth individuals or families from a specified target segment.

Code No.	Job Title	Job Descriptions
Supervisory/Officer Level (Continued)		
230	Customer Services Officer – Personal Banking / Securities	Assists the Manager – Customer Relationship (Personal Banking / Securities) to deliver customer service and advice to customers in all interactions for transactional enquiries, complaints, and other service-related issues. Assists to promote various investment, insurance and banking products to customers.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.
307	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		
231	Accounting Officer	Supervises the work of the accounting staff to ensure the provision of reliable accounting information and records. Assists the Manager - Accounting in analysing statistics and preparing management reports and statutory returns.
Clerical Level		
308	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/E-Banking 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.
Supervisory/Officer Level		
232	Computer Operations Officer	Supervises routine operations of main frame computers. Assists in scheduling and coordinating activities of operations.
233	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.
234	Programmer/Technology Officer	Performs programming and assists in programme designs and/or specifications.
235	System 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		
301	Clerk	Performs clerical duties in various departments of the establishment.
309	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, performance appraisal, salary administration, employee relations, organisation development, human resources information system, licensing and related procedures, safety procedures, pension /MPF, medical and other benefits.
134	Manager - Training/ Learning and Development	Plans the overall training and development strategies of the company. Develops, coordinates or delivers and administers programmes; for the orientation, education and training of employees. Identifies employees' training needs in consultation with the management. Evaluates the effectiveness of training activities.
Supervisory/Officer Level		
236	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.
237	Training Officer/Instructor	Assists the Manager – Training / Learning and Development to identify training needs, defines objectives, develops course contents, prepares course notes and audio-visual materials, and conducts training. Evaluates training effectiveness and implements and recommends necessary modifications. Maintains supplies of training materials.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(X) Risk and Compliance

Code No.	Job Title	Job Descriptions
Managerial Level		
135	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.
136	Manager - Compliance	Organises, monitors and ensures that the company is in compliance with relevant ordinances, regulations, rules and guidelines.
Supervisory/Officer Level		
238	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.
Clerical Level		
301	Clerk	Performs clerical duties in various departments of the establishment.

(XI) Special Functions

Code No.	Job Title	Job Descriptions
Managerial Level		
137	Company Secretary	Provides corporate secretarial services and advises the Board to ensure compliance with relevant laws and regulations. Plans and organises general meeting(s).
138	Economist/Manager - Economic Research	Plans and conducts research on various business and economic situations. Summarises and interprets research findings, especially for the current and long-term trends in investment risks and measurable economic influences on investments. Prepares detailed study reports on commercial and industrial sectors and other activities of the economy.
139	Legal Adviser	Provides general counsel to the company in all aspects of daily operations.

Code No.	Job Title	Job Descriptions
Managerial Level (Continued)		
140	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.
141	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.
142	Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process 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 company.
143	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		
239	Internal Audit Officer	Supervises activities of an internal audit team. Audits independently records of assets, liabilities, incomes and expenditures of the company. Reviews operations and administrative functions and recommends effective internal control systems.
240	Officer - Organisation/ Productivity/ Quality/ Re-engineering	Studies the work flow of operations, evaluates work methods and recommends improvements to working procedures.

Others

Code No.	Job Title	Job Descriptions
199 299 399	OTHER PRINCIPAL JOBS - Managerial Level - Supervisory/Officer Level - Clerical Level	Jobs not classified above but are considered as principal jobs in your company.
401	OTHER SUPPORTING STAFF	Other supporting staff refer to those employees whose activities are not usually specific to banking, such as secretaries, bank guards, and messengers.

銀行及金融機構主要職務工作說明

表內部分職稱與 貴機構所使用的可能有別，但如工作性質相同，請歸類為同一職務，並填寫調查表的相關欄位。此附錄末段有全部職務的編號表，以便查閱。

(I) 行政與管理

編號	職稱	工作說明
經理級		
101	行政總裁助理／ 董事助理	協助高層管理人員執行行政職務。
102	行政總裁／營運總監／ 常務董事／總經理	統領員工，定出方向，實踐公司目標。發展及推行機構策略、工作計劃、風險政策、每年財政預算及業務計劃。
103	首席代表	監督外國銀行本港代表辦事處的工作。收集有關本地市場的資料，並與海外總行合作，開拓業務發展機會。
104	經理—行政	管理機構的行政工作。
105	區域經理	管理指定區域內的分行網絡。策劃區內整體市場推廣、人事編配及業務擴展策略。統籌區內分行所有工作。
主管/主任級		
201	行政主任	協助經理於公司的不同部門執行行政工作。
202	見習主任	透過在職及職外訓練，在多個部門汲取有關督導工作的知識及技巧。完成訓練後可擔任督導級職位。
203	代表	協助首席代表推行外國銀行本港代表辦事處的工作。
文員級		
301	文員	在公司的不同部門執行文書工作。

(II) 庫務及外匯

編號	職稱	工作說明
經理級		
106	庫務及資本市場主管	主管庫務部門的工作。控制公司現金流量及我方帳戶對賬。管理公司整體流動資金的需求。
107	經理—外匯／拆放市場／利率產品／債務市場	按預定的指引獨立處理事務。促進與其他機構、交易員及經紀之間關係。研究及分析現有數據，讓公司及客戶得知最新市場情況。
108	經理—結算	為庫務交易訂立程序。確定交易及授權付款。監管即時交收制度運作。策劃及擬訂匯款策略。
主管/主任級		
204	外匯及拆放市場交易員	在授權範圍內或在上級指導下，獨立進行外幣買賣及拆放市場交易。知會客戶有關外匯及拆放市場情況，以維持與客戶的關係。
205	匯兌主任	監督調撥資金往海外或從海外調撥資金的服務，以及於櫃檯進行的貨幣兌換交易。
206	結算主任	協助「外匯及拆放市場交易員」處理有關外幣交易及拆放市場工作。紀錄外幣頭寸，確保與交易員紀錄相符，並控制代理銀行帳戶的結餘。
文員級		
301	文員	在公司的不同部門執行文書工作。

(III) 投資

編號	職稱	工作說明
經理級		
109	總投資主任／經理—投資	策劃及執行公司整體投資策略。推行投資及分惠政策。管理投資計劃及基金組合。

編號	職稱	工作說明
經理級（續）		
110	投資組合經理	監督投資組合的日常管理工作。選擇證券作投資組合。向客戶推廣各類投資組合。
111	經理—投資服務	策劃、指導及監控投資產品部工作。向個別客戶或機構客戶提供顧問服務。
112	經理—證券、期貨及商品交易	為公司帳戶及客戶買賣證券、期貨或商品。監管保證金交易，並確保符合有關規定。
113	產品經理	領導主要基金產品開發和管理工作。理解並分析資產類別中的關鍵趨勢和競爭對手的定位。策劃投資策略和管理投資產品的組合。金融分析，建構投資模型和投資目標的估值。舉辦客戶會議和聯絡客戶有關投資組合的檢討，並應要求參與有關準客戶的會議。跟進營銷計劃。與服務提供者合作（如過戶代理人，基金託管人）執行有關基金的成立工作。協助跟進有關銷售和營銷團隊的基金產品查詢。
114	銷售經理（基金分銷）	為投資者提供有關資產的投資建議。實現銷售及經營目標，其中包括拓展新的客戶和現有客戶的資產管理。監察銷售活動，並進行監控評估以確保符合內部和外部的監管要求。建立並維繫與客戶的關係。向業務合作夥伴提供適時的投資信息，並維持他們對公司投資產品的關注。與相關的團隊協調以應對客戶的查詢和提供建議方案，並通過與內部團隊緊密合作，編寫業務介紹簡報。
主管/主任級		
207	財務顧問代表／ 個人財務顧問	按照客戶指示買賣單位信託基金、互惠基金或其他投資產品。向客戶提供有關市場情況、各間公司的歷史和前景的意見。向客戶介紹選定的基金組合及投資產品。計算建議計劃的息率，並擬訂買賣合約。

編號	職稱	工作說明
主管/主任級（續）		
208	投資分析員	收集、分析及評估有關經濟、市場及公司狀況等資料，以作投資參考。檢討信託代管的證券及提出投資建議。
209	投資主任	協助經理—投資服務執行投資產品部的工作。
210	客戶主任/營業主任	向客戶推廣銷售不同投資／與投資有關的產品及證券交易服務。
211	證券交收結算主任	處理所有關於結算、代理人及代管人服務等的證券運作事宜。
212	產品主任	協助產品經理推行與產品開發有關的活動。
文員級		
301	文員	在公司的不同部門執行文書工作。
302	證券及期貨助理	按照客戶指示，處理證券及期貨交易。

(IV) 營運

編號	職稱	工作說明
經理級		
115	經理—分行	因應機構政策及程序，管理分行日常運作、客戶服務、貸款服務、業務發展及人事。指導職員為客戶提供服務，訂定各項工作目標，以達至分行的利潤指標。
116	經理—保險產品	策劃、發展及推廣公司的保險產品。管理保險產品部的日常運作。
117	經理—強制性公積金	計劃、指導及監察強制性公積金服務部的工作。為個人及公司客戶提供強積金計劃的意見，並維繫客戶關係。
118	經理—貿易融資運作	管理貿易融資運作。指引部門內的運作單位，提供準確而適時的融資服務，包括是否有信用證的出入口融資、託收、收款付款、外匯、信用證的承兌或擔保。
119	經理—信託	策劃、指導及監察信託部工作。為客戶提供遺產管理服務。管理、發展及維持個人及團體的信託業務。

編號	職稱	工作說明
經理級（續）		
120	經理—電話理財/電話服務中心	監督電話理財/電話服務中心的工作流程，維持及確保為客戶提供高效率和高質的服務。
主管/主任級		
213	保險產品主任	監督保險產品部日常運作並協助「經理—保險產品」策劃及發展保險產品策略。
214	強制性公積金主任	協助「經理—強制性公積金」執行及監察強制性公積金服務部的計劃及業務。
215	營運主任	協助監督業務的運作，包括客戶服務、人事、辦公室保安及管理。執行銀行/金融產品的交叉銷售工作。
216	銷售主任—保險產品	協助「經理—保險產品」推廣不同保險產品的銷售。
217	貿易融資營運主任	監督及指導員工，提供準確及適時的融資服務，包括是否有信用證的出入口融資、託收、收款/付款，外匯、信用證的承兌或擔保。
218	信託主任	管理遺產、執行信託責任及提供代理人服務。
219	客戶服務代表—電話理財/電話服務中心	處理客戶查詢及投訴，並執行客戶的銀行/證券交易。透過電話推廣活動推介個人銀行產品予準客戶。
220	調解員	扮演中介人角色，協助客戶和金融機構調解和解決金融糾紛。
文員級		
301	文員	在公司的不同部門執行文書工作。
303	出納員	監管現金流動情況及每日現金頭寸。建立現金日記帳記錄。協助櫃檯服務員提供客戶所需服務。
304	接待員／電話操作員	招待訪客，並將訪客及來電轉介至適當部門。

編號	職稱	工作說明
文員級（續）		
305	貿易融資運作核對員	查驗文件以確保符合信用證及託收條款。通知客戶有關差異，並安排修改或豁免條款規定。確保收取的押匯費用符合管理層的規定及指引。
306	櫃檯員	負責櫃檯服務，推銷各類銀行產品及服務，以及支援分行的後勤營運工作。

(V) 信貸及放款

編號	職稱	工作說明
經理級		
121	經理—信貸	按照公司既定政策及程序，管理信貸部工作。監督、指導及控制商業／消費信貸活動。
122	經理—信用卡	管理信用卡部門的運作，包括簽發新卡、向信用卡持有人提供信貸／現金墊款及收取債款。策劃銷售及市場推廣活動，以拓展信用卡業務。提供足夠措施，保障各有關方面的權益。
123	經理—財務機構／ 國外同業部	監督國際銀行業務部工作。處理銀行間業務，並就銀行與同業間交易的信貸限額提出建議。
主管/主任級		
221	信貸分析員	進行信貸分析，以評估貸款帳戶的財政實力。根據授信分析的結果擬備貸款建議書。
222	信用卡主任	協助「經理—信用卡」執行部分職務，例如推廣信用卡業務、推行信貸政策、督導信用卡帳戶的運作、監管過期票據及怠帳等。
223	信貸資料主任	查詢及保存客戶的歷史及背景資料、財政實力及放款債務報告、公司查冊結果、工商團體報告、新聞剪報及其他有關資料。回覆財務機構及其他具信譽組織的查詢，以便提供有關客戶信貸情況及一般資料。

編號	職稱	工作說明
主管/主任級（續）		
224	信貸／放款主任	監督收集及分析貸款帳戶的財務資料，評估抵押品的價值，維持最新的信貸資料庫以便評估信貸額。評估及處理貸款申請。監管還款事宜，並諮詢律師意見，以便採取法律行動追討問題帳戶及壞帳戶的貸款。
225	分期付款／租賃主任	監督分期貸款及租賃工作。與機器設備及汽車經紀保持聯繫，以推廣及拓展業務。對拖欠帳戶採取法律行動。
文員級		
301	文員	在公司的不同部門執行文書工作。

(VI) 業務發展

編號	職稱	工作說明
經理級		
124	業務總監/董事總經理	策劃、統籌、推行機構的業務發展策略。綜合各項業務的市場推廣計劃。鑑別及分析可以促進企業/商業銀行/消費/投資產品業務的方法。
125	經理—企業銀行／ 商業銀行／ 客戶關係管理	策劃、發展及推行市場推廣活動，開拓建立貿易／項目融資計劃、集團放款業務，以及其他企業／商業銀行產品。管理企業／商業客戶的各類銀行信貸。
126	經理—市場推廣／ 產品開發	策劃、指導及統籌市場研究工作、市場分割分析和產品營銷活動。開發、推出、評估及改進產品及服務以滿足客戶需要，從而提高公司的市場佔有率及回報。
127	經理—私人銀行	在指定的客戶群內，與高資產的個人或家庭開展業務關係。提供服務包括多種貨幣存款、外匯以至全球投資組合管理及信託服務。
128	經理—客戶關係（個人 銀行/證券）	為客戶提供財務規劃／財富管理服務。推銷各種投資、保險和銀行產品，以達到業績目標。

編號	職稱	工作說明
主管/主任級		
226	業務發展主任	向現有及準客戶招徠業務。擬備客戶探訪報告及貸款建議書。監管各類放款項目，並在有需要時知會管理層。
227	客戶關係主任— 企業銀行／商業銀行／ 客戶關係管理	協助「經理—企業銀行／商業銀行／客戶關係管理」進行貿易／項目融資計劃、銀團貸款及其他企業／商業銀行產品的推廣活動。
228	電話市場推廣主任	透過電話推廣公司產品及服務。
229	客戶關係主任—私人 銀行	協助「經理—私人銀行」進行營銷活動並為指定客戶群內的高資產個人或家庭提供銀行及相關服務。
230	客戶服務主任—個人 銀行/證券	協助「經理—客戶關係（個人銀行/證券）」提供客戶服務及全方位建議，包括交易查詢、處理投訴和其他相關服務。協助向客戶推廣各種投資、保險和銀行產品。
文員級		
301	文員	在公司的不同部門執行文書工作。
307	電話市場推廣代表	協助「電話市場推廣主任」，透過電話推廣公司產品及服務。

(VII) 會計

編號	職稱	工作說明
經理級		
129	總財務主任／財務總監	發展及推行財務政策及程序。監察管理資料是否足夠及符合法定要求。評估策略性工作，包括合併、收購及業務多元化等。
130	經理—會計	管理會計工作，發展會計及管理程序。監督報表編製工作，以符合監管機構的呈報規定。

編號	職稱	工作說明
主管/主任級		
231	會計主任	監督會計人員的工作，確保會計資料及紀錄準確。協助「經理—會計」分析統計資料、編制管理報告及法定報表。
文員級		
308	會計文員	開立付款憑單及過帳。協助擬備財務報表、統計報告及法定報表。

(VIII) 資訊科技

編號	職稱	工作說明
經理級		
131	總資訊主任／ 總科技主任／ 經理—資訊科技	策劃、發展、維持及控制提供予內部及客戶的資訊科技服務。分析及建議資訊科技方面的解決方案。
132	電子商貿/電子銀行經理	策劃電子商業部門的整體策略。確定準客戶類別，並發展電子商貿產品及服務以應付市場需求。釐定有關市場推廣策略以提高公司的競爭力及利潤。
主管/主任級		
232	電腦運作主任	監督大型電腦日常操作。協助編排及協調電腦運作程序表。
233	資訊科技稽核主任	監督所有資訊科技系統的稽核工作。檢討所有資訊科技系統的運作，並建議措施，以便有效監管這些系統的應用。
234	程式員／科技主任	編製程式，並協助設計程式及／或訂立規格。
235	系統分析員	分析及發展特定項目的系統。編寫目標或問題報表，並設計解決方案。為應用系統繪製流程圖、方塊圖或編寫擬密碼說明。

編號	職稱	工作說明
文員級		
301	文員	在公司的不同部門執行文書工作。
309	電腦操作員	操作電子資料處理器材。按「電腦運作主任」指示控制磁帶、磁碟、磁鼓操作。

(IX) 人力資源

編號	職稱	工作說明
經理級		
133	經理—人力資源	發展、維繫及管理人力資源計劃。工作範圍包括：員工招聘、調配、工作表現評核、薪金管理、僱員關係、組織發展、人力資源信息系統、牌照及相關程序、安全措施、退休金／強積金、醫療及其他福利。
134	經理—培訓／學習及發展	策劃公司的整體培訓策略。發展、統籌或提供及管理入職輔導計劃，並為僱員提供所需教育及訓練。與管理層磋商以確定僱員的訓練需要。評估訓練工作成效。
主管/主任級		
236	人力資源主任	協助推行人事政策及有關工作，包括：面試、招聘、職位調配、賠償、輔導及離職程序。就人事問題向各部門提供意見。
237	訓練主任／導師	協助「經理—培訓／學習及發展」確定訓練需要，訂定訓練目標、發展課程內容、製備講義及視聽教材及推行訓練課程。評估訓練成效，提出並推行修訂建議。保存及提供訓練資料。
文員級		
301	文員	在公司的不同部門執行文書工作。

(X) 風險及合規

編號	職稱	工作說明
經理級		
135	風險經理	管理公司的各種風險，包括風險數值、信貸風險、市場風險、營運風險等。策劃及發展有關政策，監管其推行情況，確保公司整體運作符合監管機構要求。
136	經理－合規	組織及監察日常運作，確保公司符合有關條例、規例、規則及指引。
主管/主任級		
238	合規主任	監督公司日常運作，以符合有關法例、規例、規則及指引。有需要時向「經理－條例執行」匯報及聽取指示。
文員級		
301	文員	在公司的不同部門執行文書工作。

(XI) 特別職務

編號	職稱	工作說明
經理級		
137	公司秘書	為機構提供公司秘書服務，並向董事會提供意見，確保公司符合有關法律及規例。籌劃一般會議。
138	經濟研究員／ 經理－經濟研究	策劃及進行各行業情況及經濟動向研究。概述及闡釋調查結果，特別是目前及長期的投資風險趨勢，以及影響投資的可計量經濟因素。擬備有關工商業狀況及經濟動向的詳細研究報告。
139	法律顧問	對公司日常運作提供一般法律意見。
140	經理－企業傳訊／ 公共關係	管理公共關係部門。策劃、發展及進行公關活動，以建立及提高公司形像。

編號	職稱	工作說明
經理級(續)		
141	經理—內部稽核	策劃、指引及督導機構內的稽核工作，包括財務及資訊科技方面。評估監管制度及有關程序是否足夠。向管理層提交稽核報告，並建議改善方法。
142	商業分析員/經理—組織／質素保證／工效優化	評估各部門的運作效率。研究工作流程，並就工作方法、人力需求、空間使用及添置設備等事宜提出建議。為機構制訂工作程序及量度標準。
143	經理—產業／房地產	管理各類房地產，包括商業及住宅樓宇。策劃及控制產業的出租、銷售、建築及維修。
主管/主任級		
239	內部稽核主任	監督內部稽核小組工作。獨立審核機構的資產、負債及收支紀錄。檢討營運及行政工作，並建議有效的內部監管制度。
240	主任—組織／生產力／質素／工效優化	研究工作流程，評估工作方法，並建議工作程序改善方法。

其他

編號	職稱	工作說明
199 299 399	其他主要職務 —經理級 —主管/主任級 —文員級	未被涵括在以上分類的其他主要職務。
401	其他輔助員工	其他輔助員工指一般並非專責銀行事務的員工，例如秘書、護衛員及信差等。

Job Code List of Principal Jobs for the
2015 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	Zone/District Manager
Supervisory/Officer	201	Administration Officer
	202	Management Trainee
	203	Representative
Clerical	301	Clerk

(II) Treasury and Foreign Exchange

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	106	Head of Treasury and Capital Markets
	107	Manager - Foreign Exchange/Money Market/ Interest Rate Products/Debt Market
	108	Manager – Settlement
Supervisory/Officer	204	Foreign Exchange and Money Market Dealer
	205	Remittances Officer
	206	Settlement Officer
Clerical	301	Clerk

(III) Investment

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	109	Chief Investment Officer/Manager - Investment
	110	Portfolio Manager

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	111	Manager - Investment Services
	112	Manager - Securities, Futures and Commodities Trading
	113	Product Manager
	114	Sales Manager (Funds Distribution)
Supervisory/Officer	207	Financial Adviser Representative / Personal Financial Adviser
	208	Investment Analyst
	209	Investment Officer
	210	Account Executive / Sales Officer
	211	Securities Settlement Officer
	212	Product Associate
Clerical	301	Clerk
	302	Securities and Futures Assistant

(IV) Operations

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	115	Manager - Branch
	116	Manager - Insurance Products
	117	Manager - Mandatory Provident Fund
	118	Manager - Trade Finance Operations
	119	Manager - Trust
	120	Manager – Phone Banking/Call Centre
Supervisory/Officer	213	Insurance Products Officer
	214	Mandatory Provident Fund Officer
	215	Operations Officer
	216	Sales Officer - Insurance Products
	217	Trade Finance Operations Officer
	218	Trust Officer
	219	Customer Service Representative – Phone Banking/Call Centre
	220	Moderator
Clerical	301	Clerk
	303	Cashier
	304	Receptionist / Greeter
	305	Trade Finance Operations Checker
	306	Teller

(V) **Credit and Loans**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	121	Manager - Credit
	122	Manager - Credit Card
	123	Manager - Financial Institutions/Correspondent Banking
Supervisory/Officer	221	Credit Analyst
	222	Credit Card Officer
	223	Credit Information Officer
	224	Credit/Loan Officer
	225	Hire Purchase/Leasing Officer
Clerical	301	Clerk

(VI) **Business Development**

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	124	Head of Business / Managing Director
	125	Manager - Corporate Banking / Commercial Banking / Relationship Management
	126	Manager - Marketing/Product Development
	127	Manager - Private Banking
	128	Manager – Customer Relationship (Personal Banking / Securities)
Supervisory/Officer	226	Business Development Officer
	227	Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management
	228	Telemarketing Officer
	229	Relationship Officer – Private Banking
	230	Customer Services Officer – Personal Banking / Securities
Clerical	301	Clerk
	307	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	231	Accounting Officer
Clerical	308	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/E-Banking Manager
Supervisory/Officer	232	Computer Operations Officer
	233	IT Audit Officer
	234	Programmer/Technology Officer
	235	System Analyst
Clerical	301	Clerk
	309	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	236	Human Resources Officer
	237	Training Officer/Instructor
Clerical	301	Clerk

(X) Risk and Compliance

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	135	Risk Manager
	136	Manager – Compliance
Supervisory/Officer	238	Compliance Officer
Clerical	301	Clerk

(XI) Special Functions

<u>Job Level</u>	<u>Job Code</u>	<u>Job Title</u>
Managerial	137	Company Secretary
	138	Economist/Manager - Economic Research
	139	Legal Adviser
	140	Manager - Corporate Communications/Public Relations
	141	Manager - Internal Audit
	142	Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering
	143	Manager - Property/Real Estate
Supervisory/Officer	239	Internal Audit Officer
	240	Officer - Organisation/ Productivity/ Quality/ Re-engineering

Others

OTHER PRINCIPAL JOBS

- 199 - Managerial Level
- 299 - Supervisory/Officer Level
- 399 - Clerical Level

401 OTHER SUPPORTING STAFF

銀行及金融業 2015 年人力調查

職務編號表

(I) 行政與管理

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	101	行政總裁助理／董事助理
	102	行政總裁／營運總監／常務董事／總經理
	103	首席代表
	104	經理—行政
	105	區域經理
主管/主任級	201	行政主任
	202	見習主任
	203	代表
文員級	301	文員

(II) 庫務及外匯

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	106	庫務及資本市場主管
	107	經理—外匯／拆放市場／利率產品／債務市場
	108	經理—結算
主管/主任級	204	外匯及拆放市場交易員
	205	匯兌主任
	206	結算主任
文員級	301	文員

(III) 投資

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	109	總投資主任／經理—投資
	110	投資組合經理
	111	經理—投資服務

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	112	經理—證券、期貨及商品交易
	113	產品經理
	114	銷售經理（基金分銷）
主管/主任級	207	財務顧問代表／個人財務顧問
	208	投資分析員
	209	投資主任
	210	客戶主任/營業主任
	211	證券交收結算主任
	212	產品主任
文員級	301	文員
	302	證券及期貨助理

(IV) 營運

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	115	經理—分行
	116	經理—保險產品
	117	經理—強制性公積金
	118	經理—貿易融資運作
	119	經理—信託
	120	經理—電話理財/電話服務中心
主管/主任級	213	保險產品主任
	214	強制性公積金主任
	215	營運主任
	216	銷售主任—保險產品
	217	貿易融資營運主任
	218	信託主任
	219	客戶服務代表—電話理財/電話服務中心
	220	調解員
文員級	301	文員
	303	出納員
	304	接待員／電話操作員
	305	貿易融資運作核對員
	306	櫃檯員

(V) 信貸及放款

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	121	經理—信貸
	122	經理—信用卡
	123	經理—財務機構／國外同業部
主管/主任級	221	信貸分析員
	222	信用卡主任
	223	信貸資料主任
	224	信貸／放款主任
	225	分期付款／租賃主任
文員級	301	文員

(VI) 業務發展

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	124	業務總監/董事總經理
	125	經理—企業銀行／商業銀行／客戶關係管理
	126	經理—市場推廣／產品開發
	127	經理—私人銀行
	128	經理—客戶關係（個人銀行/證券）
主管/主任級	226	業務發展主任
	227	客戶關係主任—企業銀行／商業銀行／客戶關係管理
	228	電話市場推廣主任
	229	客戶關係主任—私人銀行
	230	客戶服務主任—個人銀行/證券
文員級	301	文員
	307	電話市場推廣代表

(VII) 會計

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	129	總財務主任／財務監督
	130	經理－會計
主管/主任級	231	會計主任
文員級	308	會計文員

(VIII) 資訊科技

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	131	總資訊主任／總科技主任／經理－資訊科技
	132	電子商貿/電子銀行經理
主管/主任級	232	電腦運作主任
	233	資訊科技稽核主任
	234	程式員／科技主任
	235	系統分析員
文員級	301	文員
	309	電腦操作員

(IX) 人力資源

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	133	經理－人力資源
	134	經理－培訓／學習及發展
主管/主任級	236	人力資源主任
	237	訓練主任／導師
文員級	301	文員

(X) 風險及合規

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	135	風險經理
	136	經理－合規
主管/主任級	238	合規主任
文員級	301	文員

(XI) 特別職務

<u>職 級</u>	<u>編 號</u>	<u>職 稱</u>
經理級	137	公司秘書
	138	經濟研究員／經理－經濟研究
	139	法律顧問
	140	經理－企業傳訊／公共關係
	141	經理－內部稽核
	142	商業分析員/經理－組織／質素保證／工效優化
	143	經理－產業／房地產
主管/主任級	239	內部稽核主任
	240	主任－組織／生產力／質素／工效優化

其他

	其他主要職務
199	—經理級
299	—主管/主任級
399	—文員級
401	其他輔助員工

CONFIDENTIAL
WHEN ENTERED WITH DATA

填入數據後即成
機密文件

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2015 MANPOWER SURVEY OF THE BANKING AND FINANCE INDUSTRY
銀行及金融業 2015 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* 職級	(B) No. of Employees as at 2.1.2015 在 2.1.2015 之僱員人數	(C) No. of Vacancies as at 2.1.2015 在 2.1.2015 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
職級的定義

- (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。(訓練課題的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		
(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		312	Mediation Skills 調解技巧
	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						

Statistical Tables

統計表

Table 1	:	<u>Manpower Statistics</u> (Banking and Finance Industry)
表 1	:	<u>人力資料</u> (銀行及金融業)
Table 1.1	:	<u>Manpower Statistics</u> (Banking and Finance Industry - By Branch)
表 1.1	:	<u>人力資料</u> (銀行及金融業 - 按門類劃分)
Table 2	:	<u>Employees' Minimum Education Requirement for the Principal Job</u> (Banking and Finance Industry)
表 2	:	<u>僱員在各主要職務的基本教育程度要求</u> (銀行及金融業)
Table 2.1	:	<u>Employees' Minimum Education Requirement for the Principal Job</u> (Banking and Finance Industry - By Branch)
表 2.1	:	<u>僱員在各主要職務的基本教育程度要求</u> (銀行及金融業 - 按門類劃分)
Table 3	:	<u>Employees' Minimum Requirement on Year(s) of Experience in the Industry</u> (Banking and Finance Industry)
表 3	:	<u>僱員在此行業的基本年資要求</u> (銀行及金融業)
Table 3.1	:	<u>Employees' Minimum Requirement on Year(s) of Experience in the Industry</u> (Banking and Finance Industry - By Branch)
表 3.1	:	<u>僱員在此行業的基本年資要求</u> (銀行及金融業 - 按門類劃分)
Table 4	:	<u>Average Monthly Income Range of Employees</u> (Banking and Finance Industry)
表 4	:	<u>僱員平均每月收入的幅度</u> (銀行及金融業)
Table 4.1	:	<u>Average Monthly Income Range of Employees</u> (Banking and Finance Industry - By Branch)
表 4.1	:	<u>僱員平均每月收入的幅度</u> (銀行及金融業 - 按門類劃分)
Table 5	:	<u>Average Age Range of Employees</u> (Banking and Finance Industry)
表 5	:	<u>僱員平均年齡的幅度</u> (銀行及金融業)
Table 5.1	:	<u>Average Age Range of Employees</u> (Banking and Finance Industry - By Branch)
表 5.1	:	<u>僱員平均年齡的幅度</u> (銀行及金融業 - 按門類劃分)

Table 6	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Banking and Finance Industry)
表 6	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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 6.1	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)
表 6.1	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (持牌銀行、有限制牌照銀行及外國銀行本港代表辦事處)
Table 6.2	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Deposit-taking Companies)
表 6.2	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (接受存款公司)
Table 6.3	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Investment and Holding Companies)
表 6.3	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (投資及控股公司)
Table 6.4	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Personal Loans and Related Companies)
表 6.4	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (私人貸款及有關公司)
Table 6.5	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Securities Brokerage Firms)
表 6.5	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (證券經紀公司)
Table 6.6	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Commodity Futures (including financial futures) and Precious Metals Brokers/ Dealers)
表 6.6	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (期貨(包括金融期貨)及貴金屬經紀 / 交易商)
Table 6.7	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <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 6.7	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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> (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 6.8	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Money Changers and Foreign Exchange Brokers/ Dealers)
表 6.8	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 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> (兌換商及外匯經紀/交易商)
Table 6.9	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Investment Advisory/ Asset Management Companies)
表 6.9	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 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> (投資顧問 / 資產管理公司)
Table 6.10	:	<u>Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> <u>by Reason, by Source and by Geographic Origin</u> (Other Financial Companies)
表 6.10	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 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> (其他與金融有關的公司)
Table 7	:	<u>Number of Internal Promotions in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Banking and Finance Industry)
表 7	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 的内部晉升人數</u> (銀行及金融業)
Table 8	:	<u>Number of Part-time Employees Employed</u> (Banking and Finance Industry)
表 8	:	<u>兼職僱員人數</u> (銀行及金融業)
Table 9	:	<u>The Number of Recruits in the Next Twenty Four Months by Type of Educational Level and Number of</u> <u>Staff Required to Obtain Professional Qualifications</u> (Banking and Finance Industry)
表 9	:	<u>按教育程度劃分，未來24個月內招聘的僱員人數及須取得銀行及金融業相關專業資格人數</u> (銀行及金融業)
Table 10	:	<u>Number of Establishments Encountered</u> <u>Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Banking and Finance Industry)
表 10	:	<u>過去十二個月(1.1.2014至31.12.2014)遇有招聘員工困難的機構數目</u> (銀行及金融業)
Table 11	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Banking and Finance Industry)
表 11	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 招聘員工有困難的原因</u> (銀行及金融業)
Table 11.1	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Licensed Banks, Restricted Licence Banks and Local Representative Offices of Foreign Banks)
表 11.1	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 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 11.2	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Deposit-taking Companies)
表 11.2	:	<u>過去十二個月內 (1.1.2014 至 31.12.2014) 招聘員工有困難的原因</u> (接受存款公司)

Table 11.3	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Investment and Holding Companies)
表 11.3	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (投資及控股公司)
Table 11.4	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Personal Loans and Related Companies)
表 11.4	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (私人貸款及有關公司)
Table 11.5	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Securities Brokerage Firms)
表 11.5	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (證券經紀公司)
Table 11.6	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Commodity Futures (including financial futures) and Precious Metals Brokers/ Dealers)
表 11.6	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (期貨(包括金融期貨)及貴金屬經紀/交易商)
Table 11.7	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry)
表 11.7	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）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 11.8	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Money Changers and Foreign Exchange Brokers/ Dealers)
表 11.8	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (兌換商及外匯經紀/交易商)
Table 11.9	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Investment Advisory/ Asset Management Companies)
表 11.9	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (投資顧問/資產管理公司)
Table 11.10	:	<u>Reasons of Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)</u> (Other Financial Companies)
表 11.10	:	<u>過去十二個月內（1.1.2014 至 31.12.2014）招聘員工有困難的原因</u> (其他與金融有關的公司)
Table 12	:	<u>Number of Hong Kong Employees Required to Work in Mainland China</u> (Banking and Finance Industry)
表 12	:	<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 13	:	<u>Effects of Mainland Operations on Hong Kong Employees</u> (Banking and Finance Industry)
表 13	:	<u>內地業務對本地僱員的影響</u> (銀行及金融業)
Table 14	:	<u>Estimated Percentage of Training Provided by External Course Providers in the Next Twelve Months</u> (Banking and Finance Industry)
表 14	:	<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 15	:	<u>Information on the Training Expenses in 2014 Compared with Those in 2013</u> (Banking and Finance Industry)
表 15	:	<u>2014年的訓練支出與2013年的訓練支出比較</u> (銀行及金融業)
Table 16	:	<u>Comparison of the Training Budget for 2015 with Training Expenses in 2014</u> (Banking and Finance Industry)
表 16	:	<u>2015年的訓練開支預算與2014年的訓練支出比較</u> (銀行及金融業)
Table 17	:	<u>The Top Five Types/Topics of Training</u> <u>Mostly Chosen by Respondents for Manpower Development</u> (Banking and Finance Industry)
表 17	:	<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 18	:	<u>The Incentives to Encourage Employers to Provide Training to Their Employees</u> (Banking and Finance Industry)
表 18	:	<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 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015 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	435	1	436	435
Chief Executive Officer/Chief Operating Officer/ Managing Director/General Manager 行政總裁／營運總監／常務董事／總經理	2 211	1	2 212	2 207
Chief Representative 首席代表	72	-	72	72
Manager – Administration 經理－行政	1 015	2	1 017	1 007
Zone/District Manager 區域經理	416	-	416	416
Head of Treasury and Capital Markets 庫務及資本市場主管	273	-	273	273
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	1 034	28	1 062	1 066
Manager – Settlement 經理－結算	420	2	422	422
Chief Investment Officer/Manager – Investment 總投資主任／經理－投資	1 356	10	1 366	1 365
Portfolio Manager 投資組合經理	1 684	104	1 788	1 751
Manager - Investment Services 經理－投資服務	1 361	9	1 370	1 387
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	1 630	41	1 671	1 668
Product Manager 產品經理	388	6	394	395
Sales Manager (Funds Distribution) 銷售經理(基金分銷)	1 277	6	1 283	1 284
Manager – Branch 經理－分行	2 834	-	2 834	2 844
Manager - Insurance Products 經理－保險產品	148	2	150	150
Manager - Mandatory Provident Fund 經理－強制性公積金	146	2	148	148
Manager - Trade Finance Operations 經理－貿易融資運作	507	3	510	509
Manager – Trust 經理－信託	154	1	155	155
Manager – Phone Banking/Call Centre 經理－電話理財/電話服務中心	97	-	97	97

Job Title 職 稱	No. of Employees as at 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015 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 – Credit 經理—信貸	1 505	43	1 548	1 556
Manager - Credit Card 經理—信用卡	197	2	199	199
Manager - Financial Institutions/Correspondent Banking 經理—財務機構／國外同業部	181	-	181	181
Head of Business / Managing Director 業務總監／董事總經理	907	13	920	918
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理—企業銀行／商業銀行／ 客戶關係管理	2 125	52	2 177	2 182
Manager - Marketing/Product Development 經理—市場推廣／產品開發	996	18	1 014	1 034
Manager - Private Banking 經理—私人銀行	861	17	878	878
Manager – Customer Relationship (Personal Banking / Securities) 經理—客戶關係（個人銀行／證券）	1 456	6	1 462	1 462
Chief Financial Officer/Financial Controller 總財務主任／財務監督	434	-	434	433
Manager – Accounting 經理—會計	1 679	18	1 697	1 698
Chief Information Officer/ Chief Technology Officer/Manager – IT 總資訊主任／總科技主任／ 經理—資訊科技	2 962	14	2 976	2 975
E-Commerce/E-Banking Manager 電子商貿／電子銀行經理	329	4	333	333
Manager - Human Resources 經理—人力資源	1 169	10	1 179	1 145
Manager - Training/Learning and Development 經理—培訓／學習及發展	227	8	235	235
Risk Manager 風險經理	1 177	13	1 190	1 189
Manager – Compliance 經理—合規	1 104	26	1 130	1 130
Company Secretary 公司秘書	149	1	150	150
Economist/Manager - Economic Research 經濟研究員／經理—經濟研究	250	22	272	252
Legal Adviser 法律顧問	411	15	426	426
Manager - Corporate Communications/ Public Relations 經理—企業傳訊／公共關係	250	9	259	259
Manager - Internal Audit 經理—內部稽核	602	12	614	614

Job Title 職 稱	No. of Employees as at 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015 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)				
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理—組織/質素保證/ 工效優化	356	18	374	376
Manager - Property/Real Estate 經理—產業/房地產	171	2	173	173
Other Manager 其他經理	4 887	133	5 020	5 032
Sub-total 小 計	41 843	674	42 517	42 481
SUPERVISORY/OFFICER LEVEL 主管/主任級				
Administration Officer 行政主任	1 560	15	1 575	1 575
Management Trainee 見習主任	603	16	619	621
Representative 代表	216	-	216	216
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	1 259	23	1 282	1 283
Remittances Officer 匯兌主任	917	1	918	918
Settlement Officer 結算主任	498	2	500	504
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表/個人財務顧問	3 857	145	4 002	4 272
Investment Analyst 投資分析員	2 828	60	2 888	2 949
Investment Officer 投資主任	2 106	29	2 135	2 142
Account Executive / Sales Officer 客戶主任/營業主任	3 347	32	3 379	3 409
Securities Settlement Officer 證券交收結算主任	2 061	6	2 067	2 071
Product Associate 產品主任	1 164	-	1 164	1 164
Insurance Products Officer 保險產品主任	170	3	173	173
Mandatory Provident Fund Officer 強制性公積金主任	591	4	595	595
Operations Officer 營運主任	6 138	59	6 197	6 198
Sales Officer - Insurance Products 銷售主任—保險產品	161	-	161	163
Trade Finance Operations Officer 貿易融資營運主任	1 568	7	1 575	1 575
Trust Officer 信託主任	135	-	135	135
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表—電話理財/電話服務中心	1 222	16	1 238	1 240

Job Title 職 稱	No. of Employees as at 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015 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)				
Moderator 調解員	-	-	-	-
Credit Analyst 信貸分析員	790	17	807	809
Credit Card Officer 信用卡主任	582	3	585	585
Credit Information Officer 信貸資料主任	273	2	275	275
Credit/Loan Officer 信貸／放款主任	2 792	156	2 948	2 959
Hire Purchase/Leasing Officer 分期付款／租賃主任	388	-	388	388
Business Development Officer 業務發展主任	1 804	68	1 872	1 872
Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任－企業銀行／商業銀行／ 客戶關係管理	2 862	27	2 889	2 904
Telemarketing Officer 電話市場推廣主任	423	21	444	444
Relationship Officer – Private Banking 客戶關係主任－私人銀行	381	14	395	395
Customer Services Officer – Personal Banking / Securities 客戶服務主任－個人銀行／證券	3 769	47	3 816	3 816
Accounting Officer 會計主任	1 940	12	1 952	1 956
Computer Operations Officer 電腦運作主任	1 321	2	1 323	1 323
IT Audit Officer 資訊科技稽核主任	348	10	358	360
Programmer/Technology Officer 程式員／科技主任	2 399	19	2 418	2 423
System Analyst 系統分析員	1 371	21	1 392	1 393
Human Resources Officer 人力資源主任	791	4	795	796
Training Officer/Instructor 訓練主任／導師	129	-	129	129
Compliance Officer 合規主任	1 197	27	1 224	1 226
Internal Audit Officer 內部稽核主任	426	7	433	434
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任－組織／生產力／質素／工效優化	206	7	213	213
Other Supervisor/Officer 其他主管/主任	6 577	143	6 720	6 737
Sub-total 小 計	61 170	1 025	62 195	62 640

Job Title 職 稱	No. of Employees as at 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015 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 文員級				
Clerk 文員	12 933	290	13 223	13 257
Securities and Futures Assistant 證券及期貨助理	4 106	103	4 209	4 201
Cashier 出納員	1 027	12	1 039	1 039
Receptionist / Greeter 接待員／電話操作員	713	4	717	717
Trade Finance Operations Checker 貿易融資運作核對員	779	-	779	781
Teller 櫃檯員	11 208	133	11 341	11 341
Telemarketing Representative 電話市場推廣代表	902	18	920	920
Accounting Clerk 會計文員	2 374	4	2 378	2 397
Computer Operator 電腦操作員	1 352	9	1 361	1 359
Other Clerk 其他文員	5 363	105	5 468	5 483
Sub-total 小 計	40 757	678	41 435	41 495
OTHERS 其他				
Other Supporting Staff 其他輔助員工	7 547	48	7 595	7 596
Sub-total 小 計	7 547	48	7 595	7 596
Total 總 計	151 317	2 425	153 742	154 212

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 Level 職 級	No. of Employees as at 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015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	27 524	438	27 962	27 938
	Supervisory/Officer Level 主管/主任級	39 368	615	39 983	40 000
	Clerical Level 文員級	26 394	409	26 803	26 824
	Other Supporting Staff 其他	3 189	48	3 237	3 233
	Total 總計	96 475	1 510	97 985	97 995
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	241	1	242	242
	Supervisory/Officer Level 主管/主任級	434	13	447	447
	Clerical Level 文員級	441	11	452	452
	Other Supporting Staff 其他	26	-	26	26
	Total 總計	1 142	25	1 167	1 167
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	955	42	997	1 023
	Supervisory/Officer Level 主管/主任級	748	5	753	787
	Clerical Level 文員級	476	-	476	474
	Other Supporting Staff 其他	154	-	154	162
	Total 總計	2 333	47	2 380	2 446
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	894	32	926	934
	Supervisory/Officer Level 主管/主任級	1 597	143	1 740	1 740
	Clerical Level 文員級	1 382	97	1 479	1 503
	Other Supporting Staff 其他	184	-	184	184
	Total 總計	4 057	272	4 329	4 361
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	2 025	33	2 058	2 049
	Supervisory/Officer Level 主管/主任級	3 301	22	3 323	3 345
	Clerical Level 文員級	3 058	17	3 075	3 051
	Other Supporting Staff 其他	284	-	284	281
	Total 總計	8 668	72	8 740	8 726

Branch 門類	Job Level 職 級	No. of Employees as at 2.1.2015 在2.1.2015之 僱員人數	No. of Vacancies as at 2.1.2015 在2.1.2015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 (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨) 及貴金屬經紀 / 交易商	Managerial Level 經理級	420	2	422	420
	Supervisory/Officer Level 主管/主任級	705	21	726	746
	Clerical Level 文員級	734	45	779	779
	Other Supporting Staff 其他	27	-	27	27
	Total 總計	1 886	68	1 954	1 972
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	643	17	660	660
	Supervisory/Officer Level 主管/主任級	1 104	25	1 129	1 133
	Clerical Level 文員級	486	-	486	484
	Other Supporting Staff 其他	1 000	-	1 000	1 000
	Total 總計	3 233	42	3 275	3 277
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	245	-	245	245
	Supervisory/Officer Level 主管/主任級	733	3	736	736
	Clerical Level 文員級	1 664	71	1 735	1 701
	Other Supporting Staff 其他	86	-	86	86
	Total 總計	2 728	74	2 802	2 768
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	4 991	89	5 080	5 101
	Supervisory/Officer Level 主管/主任級	5 367	102	5 469	5 531
	Clerical Level 文員級	2 751	25	2 776	2 848
	Other Supporting Staff 其他	1 770	-	1 770	1 770
	Total 總計	14 879	216	15 095	15 250
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	3 905	20	3 925	3 869
	Supervisory/Officer Level 主管/主任級	7 813	76	7 889	8 175
	Clerical Level 文員級	3 371	3	3 374	3 379
	Other Supporting Staff 其他	827	-	827	827
	Total 總計	15 916	99	16 015	16 250
All Branches 全部門類	Managerial Level 經理級	41 843	674	42 517	42 481
	Supervisory/Officer Level 主管/主任級	61 170	1 025	62 195	62 640
	Clerical Level 文員級	40 757	678	41 435	41 495
	Other Supporting Staff 其他	7 547	48	7 595	7 596
	Total 總計	151 317	2 425	153 742	154 212

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	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary Five or equivalent 中五或 同等學歷	Below Secondary Five 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	326	49	18	-	-	-	42	435
Chief Executive Officer/Chief Operating Officer/ Managing Director/General Manager 行政總裁/營運總監/常務董事/ 總經理	2 009	54	6	27	17	-	98	2 211
Chief Representative 首席代表	65	-	-	-	-	-	7	72
Manager - Administration 經理—行政	630	128	1	219	-	-	37	1 015
Zone/District Manager 區域經理	194	25	-	-	-	-	197	416
Head of Treasury and Capital Markets 庫務及資本市場主管	240	15	-	-	-	-	18	273
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	582	365	15	16	-	-	56	1 034
Manager - Settlement 經理—結算	333	53	1	-	-	-	33	420
Chief Investment Officer/ Manager - Investment 總投資主任/經理—投資	956	28	42	10	-	-	320	1 356
Portfolio Manager 投資組合經理	883	467	-	-	-	-	334	1 684
Manager - Investment Services 經理—投資服務	1 033	213	-	78	-	-	37	1 361
Manager - Securities, Futures and Commodities Trading 經理—證券、期貨及商品交易	1 063	175	144	78	12	-	158	1 630
Product Manager 產品經理	324	52	-	-	-	-	12	388
Sales Manager (Funds Distribution) 銷售經理(基金分銷)	527	726	-	-	-	-	24	1 277
Manager - Branch 經理—分行	1 863	472	140	180	-	-	179	2 834
Manager - Insurance Products 經理—保險產品	94	3	-	-	36	-	15	148
Manager - Mandatory Provident Fund 經理—強制性公積金	124	18	-	-	-	-	4	146
Manager - Trade Finance Operations 經理—貿易融資運作	207	148	40	-	-	-	112	507
Manager - Trust 經理—信託	67	67	-	-	-	-	20	154
Manager - Phone Banking/ Call Centre 經理—電話理財/電話服務中心	72	1	-	-	-	-	24	97
Manager - Credit 經理—信貸	929	151	29	39	87	-	270	1 505
Manager - Credit Card 經理—信用卡	119	-	30	-	-	-	48	197
Manager - Financial Institutions/Correspondent Banking 經理—財務機構/國外同業部	154	1	9	-	-	-	17	181
Head of Business/ Managing Director 業務總監/董事總經理	422	61	13	-	-	-	411	907

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	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary Five or equivalent 中五或 同等學歷	Below Secondary Five 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 - Corporate Banking / Commercial Banking / Relationship Management 經理－企業銀行／商業銀行／ 客戶關係管理	1 904	96	-	-	-	-	125	2 125
Manager - Marketing/ Product Development 經理－市場推廣／產品開發	769	75	15	-	-	-	137	996
Manager - Private Banking 經理－私人銀行	741	97	2	-	-	-	21	861
Manager - Customer Relationship (Personal Banking / Securities) 經理－客戶關係 (個人銀行/證券)	1 026	-	3	-	37	-	390	1 456
Chief Financial Officer/ Financial Controller 總財務主任／財務監督	376	12	6	-	-	-	40	434
Manager - Accounting 經理－會計	1 272	174	61	-	-	-	172	1 679
Chief Information Officer/ Chief Technology Officer/ Manager - IT 總資訊主任／總科技主任／ 經理－資訊科技	2 601	28	1	2	-	-	330	2 962
E-Commerce/E-Banking Manager 電子商貿/電子銀行經理	215	21	-	-	-	-	93	329
Manager - Human Resources 經理－人力資源	564	55	6	-	-	-	544	1 169
Manager - Training/ Learning and Development 經理－培訓／學習及發展	111	11	-	-	-	-	105	227
Risk Manager 風險經理	847	273	10	-	-	-	47	1 177
Manager - Compliance 經理－合規	929	115	2	-	-	-	58	1 104
Company Secretary 公司秘書	121	9	6	-	-	-	13	149
Economist/ Manager - Economic Research 經濟研究員／經理－經濟研究	202	26	-	-	-	-	22	250
Legal Adviser 法律顧問	363	-	-	-	-	-	48	411
Manager - Corporate Communications/ Public Relations 經理－企業傳訊／公共關係	177	36	-	-	-	-	37	250
Manager - Internal Audit 經理－內部稽核	407	39	63	-	-	-	93	602
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理－組織／ 質素保證／工效優化	284	40	-	-	-	-	32	356
Manager - Property/Real Estate 經理－產業／房地產	126	12	-	-	33	-	-	171
Other Manager 其他經理	3 544	550	2	1	-	-	790	4 887
Sub-total 小 計	29 795	4 941	665	650	222	0	5 570	41 843
SUPERVISORY/OFFICER LEVEL 主管/主任級								
Administration Officer 行政主任	691	140	595	13	21	-	100	1 560
Management Trainee 見習主任	217	15	39	3	-	-	329	603
Representative 代表	73	2	-	-	-	-	141	216
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	708	203	129	59	55	-	105	1 259
Remittances Officer 匯兌主任	309	85	76	141	246	-	60	917
Settlement Officer 結算主任	250	57	50	52	36	-	53	498

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	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary Five or equivalent 中五或 同等學歷	Below Secondary Five 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)								
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表／個人財務顧問	1 764	678	702	515	102	-	96	3 857
Investment Analyst 投資分析員	1 615	193	489	73	-	-	458	2 828
Investment Officer 投資主任	1 319	409	53	176	40	-	109	2 106
Account Executive / Sales Officer 客戶主任/營業主任	1 444	233	455	633	214	-	368	3 347
Securities Settlement Officer 證券交收結算主任	1 153	52	138	396	96	-	226	2 061
Product Associate 產品主任	1 071	-	84	9	-	-	-	1 164
Insurance Products Officer 保險產品主任	68	92	-	-	-	-	10	170
Mandatory Provident Fund Officer 強制性公積金主任	548	-	3	40	-	-	-	591
Operations Officer 營運主任	2 360	427	676	2 002	494	-	179	6 138
Sales Officer - Insurance Products 銷售主任－保險產品	97	-	2	-	62	-	-	161
Trade Finance Operations Officer 貿易融資營運主任	1 019	58	295	36	62	-	98	1 568
Trust Officer 信託主任	75	49	6	4	-	-	1	135
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表－電話理財/ 電話服務中心	334	5	661	18	189	-	15	1 222
Moderator 調解員	-	-	-	-	-	-	-	-
Credit Analyst 信貸分析員	385	85	70	11	120	-	119	790
Credit Card Officer 信用卡主任	288	2	-	30	41	-	221	582
Credit Information Officer 信貸資料主任	102	53	110	-	-	-	8	273
Credit/Loan Officer 信貸／放款主任	786	241	648	145	395	-	577	2 792
Hire Purchase/Leasing Officer 分期付款／租賃主任	254	44	15	75	-	-	-	388
Business Development Officer 業務發展主任	1 196	92	145	25	29	-	317	1 804
Relationship Officer - Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任－企業銀行／ 商業銀行／客戶關係管理	1 686	166	748	18	44	-	200	2 862
Telemarketing Officer 電話市場推廣主任	258	42	85	15	21	-	2	423
Relationship Officer - Private Banking 客戶關係主任－私人銀行	221	141	9	-	-	-	10	381
Customer Services Officer - Personal Banking / Securities 客戶服務主任－個人銀行/證券	1 485	1 897	54	4	232	-	97	3 769
Accounting Officer 會計主任	912	182	496	46	20	-	284	1 940
Computer Operations Officer 電腦運作主任	510	481	62	131	16	-	121	1 321
IT Audit Officer 資訊科技稽核主任	181	32	6	21	3	-	105	348
Programmer/Technology Officer 程式員／科技主任	1 386	145	113	545	2	-	208	2 399
System Analyst 系統分析員	815	112	9	31	-	-	404	1 371
Human Resources Officer 人力資源主任	314	199	152	29	14	-	83	791
Training Officer/Instructor 訓練主任／導師	51	16	22	24	-	-	16	129
Compliance Officer 合規主任	932	94	37	18	-	-	116	1 197

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	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary Five or equivalent 中五或 同等學歷	Below Secondary Five 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)								
Internal Audit Officer 內部稽核主任	199	48	113	30	-	-	36	426
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任—組織/生產力/質素/ 工效優化	69	36	11	14	-	-	76	206
Other Supervisor/Officer 其他主管/主任	3 419	41	1 164	528	58	-	1 367	6 577
Sub-total 小 計	30 564	6 847	8 522	5 910	2 612	0	6 715	61 170
CLERICAL LEVEL 文員級								
Clerk 文員	961	499	1 802	2 338	6 348	204	781	12 933
Securities and Futures Assistant 證券及期貨助理	646	861	362	478	1 001	-	758	4 106
Cashier 出納員	3	-	1	20	912	-	91	1 027
Receptionist / Greeter 接待員/電話操作員	17	11	12	91	487	11	84	713
Trade Finance Operations Checker 貿易融資運作核對員	63	60	9	163	460	-	24	779
Teller 櫃檯員	4	1	1 533	2 213	6 575	-	882	11 208
Telemarketing Representative 電話市場推廣代表	-	8	-	62	832	-	-	902
Accounting Clerk 會計文員	420	153	232	419	858	-	292	2 374
Computer Operator 電腦操作員	141	59	160	151	479	-	362	1 352
Other Clerk 其他文員	423	291	940	235	2 943	-	531	5 363
Sub-total 小 計	2 678	1 943	5 051	6 170	20 895	215	3 805	40 757
OTHERS 其他								
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	7 547	7 547
Sub-total 小 計	-	-	-	-	-	-	7 547	7 547
Total 總 計	63 037	13 731	14 238	12 730	23 729	215	23 637	15 1317

* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的基本教育程度要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

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 Level 職 級	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	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary Five or equivalent 中五或 同等學歷	Below Secondary Five 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 制牌照銀行及外 國銀行本港代表 辦事處	Managerial Level 經理級	19 537	3 725	406	411	106	-	3 339	27 524
	Supervisory/Officer Level 主管/主任級	19 473	3 936	7 695	4 291	1 194	-	2 779	39 368
	Clerical Level 文員級	271	108	4 424	3 834	15 973	-	1 784	26 394
	Other Supporting Staff 其他	-	-	-	-	-	-	3 189	3 189
	Total 總計	39 281	7 769	12 525	8 536	17 273	0	11 091	96 475
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	218	4	7	-	-	-	12	241
	Supervisory/Officer Level 主管/主任級	178	62	10	7	177	-	-	434
	Clerical Level 文員級	21	141	5	73	193	8	-	441
	Other Supporting Staff 其他	-	-	-	-	-	-	26	26
	Total 總計	417	207	22	80	370	8	38	1 142
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	749	13	-	20	-	-	173	9 55
	Supervisory/Officer Level 主管/主任級	542	48	42	-	40	-	76	748
	Clerical Level 文員級	70	81	62	76	36	10	141	476
	Other Supporting Staff 其他	-	-	-	-	-	-	154	154
	Total 總計	1 361	142	104	96	76	10	544	2 333
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial Level 經理級	640	29	28	39	26	-	132	894
	Supervisory/Officer Level 主管/主任級	348	205	93	134	315	-	502	1 597
	Clerical Level 文員級	8	34	38	309	767	8	218	1 382
	Other Supporting Staff 其他	-	-	-	-	-	-	184	184
	Total 總計	996	268	159	482	1 108	8	1 036	4 057
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1 545	98	183	93	3	-	103	2 025
	Supervisory/Officer Level 主管/主任級	1 718	348	310	519	243	-	163	3 301
	Clerical Level 文員級	311	15	137	665	1 185	-	745	3 058
	Other Supporting Staff 其他	-	-	-	-	-	-	284	284
	Total 總計	3 574	461	630	1 277	1 431	0	1 295	8 668

Branch 門類	Job Level 職 級	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 or equivalent 文憑/高級 證書/證書 或同等學歷	Hong Kong Diploma of Secondary Education/ Matriculation 香港中學 文憑考試/ 預科	Secondary Five or equivalent 中五或 同等學歷	Below Secondary Five 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 (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀 / 交易商	Managerial Level 經理級	299	33	10	31	19	-	28	420
	Supervisory/Officer Level 主管/主任級	226	48	87	110	110	-	124	705
	Clerical Level 文員級	164	86	9	128	299	-	48	734
	Other Supporting Staff 其他	-	-	-	-	-	-	27	27
	Total 總計	689	167	106	269	428	0	227	1 886
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	-	-	-	-	-	-	643	643
	Supervisory/Officer Level 主管/主任級	-	-	-	-	-	-	1 104	1 104
	Clerical Level 文員級	-	-	-	-	-	-	486	486
	Other Supporting Staff 其他	-	-	-	-	-	-	1 000	1 000
	Total 總計	0	0	0	0	0	0	3 233	3 233
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經 紀/ 交易商	Managerial Level 經理級	163	50	-	16	-	-	16	245
	Supervisory/Officer Level 主管/主任級	358	43	24	83	198	-	27	733
	Clerical Level 文員級	32	52	-	75	1 333	84	88	1 664
	Other Supporting Staff 其他	-	-	-	-	-	-	86	86
	Total 總計	553	145	24	174	1 531	84	217	2 728
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	Managerial Level 經理級	4 058	822	25	40	-	-	46	4 991
	Supervisory/Officer Level 主管/主任級	3 284	1 578	149	242	30	-	84	5 367
	Clerical Level 文員級	846	1 164	193	320	201	3	24	2 751
	Other Supporting Staff 其他	-	-	-	-	-	-	1 770	1 770
	Total 總計	8 188	3 564	367	602	231	3	1 924	14 879
Other Financial Companies 其他金融有關的 公司	Managerial Level 經理級	2 586	167	6	-	68	-	1 078	3 905
	Supervisory/Officer Level 主管/主任級	4 437	579	112	524	305	-	1 856	7 813
	Clerical Level 文員級	955	262	183	690	908	102	271	3 371
	Other Supporting Staff 其他	-	-	-	-	-	-	827	827
	Total 總計	7 978	1 008	301	1 214	1 281	102	4 032	15 916
All Branches 全部門類	Managerial Level 經理級	29 795	4 941	665	650	222	-	5 570	41 843
	Supervisory/Officer Level 主管/主任級	30 564	6 847	8 522	5 910	2 612	-	6 715	61 170
	Clerical Level 文員級	2 678	1 943	5 051	6 170	20 895	215	3 805	40 757
	Other Supporting Staff 其他	-	-	-	-	-	-	7 547	7 547
	Total 總計	63 037	13 731	14 238	12 730	23 729	215	23 637	151 317

* As the minimum education requirement of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的基本教育程度要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

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						Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	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	2	-	93	192	82	66	435
Chief Executive Officer/ Chief Operating Officer/ Managing Director/General Manager 行政總裁／營運總監／常務董事／ 總經理	-	-	146	725	1161	179	2 211
Chief Representative 首席代表	-	-	-	21	43	8	72
Manager – Administration 經理－行政	-	-	155	455	336	69	1 015
Zone/District Manager 區域經理	-	-	29	156	26	205	416
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	4	84	148	37	273
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	-	-	171	572	202	89	1 034
Manager – Settlement 經理－結算	-	-	106	202	57	55	420
Chief Investment Officer/Manager – Investment 總投資主任／經理－投資	-	-	53	442	510	351	1 356
Portfolio Manager 投資組合經理	-	-	31	941	159	553	1 684
Manager - Investment Services 經理－投資服務	-	-	125	832	261	143	1 361
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	-	2	376	623	303	326	1 630
Product Manager 產品經理	-	-	15	179	26	168	388
Sales Manager (Funds Distribution) 銷售經理(基金分銷)	-	-	787	199	243	48	1 277
Manager – Branch 經理－分行	-	-	241	1 149	533	911	2 834
Manager - Insurance Product s 經理－保險產品	-	-	35	21	55	37	148
Manager - Mandatory Provident Fund 經理－強制性公積金	-	-	61	71	3	11	146
Manager - Trade Finance Operations 經理－貿易融資運作	-	-	28	217	150	112	507
Manager – Trust 經理－信託	-	-	14	32	15	93	154
Manager – Phone Banking/Call Centre 經理－電話理財/電話服務中心	-	1	5	57	9	25	97
Manager – Credit 經理－信貸	-	-	327	447	142	589	1 505
Manager - Credit Card 經理－信用卡	-	-	55	56	33	53	197

Job Title 職 稱	Number of Employees 僱 員 人 數						Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	Not applicable/ Unspecified* / Refusal 不適用／ 未有說明*／ 未有提供資 料	
MANAGERIAL LEVEL (Continued) 經理級（續）							
Manager - Financial Institutions/Correspondent Banking 經理－財務機構／國外同業部	-	-	26	62	26	67	181
Head of Business / Managing Director 業務總監/董事總經理	-	-	23	310	122	452	907
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理－企業銀行／商業銀行／ 客戶關係管理	-	-	240	1 413	202	270	2 125
Manager - Marketing/Product Development 經理－市場推廣／產品開發	-	-	90	436	149	321	996
Manager - Private Banking 經理－私人銀行	-	-	120	690	27	24	861
Manager - Customer Relationship (Personal Banking / Securities) 經理－客戶關係（個人銀行/證券）	5	-	63	761	43	584	1 456
Chief Financial Officer/Financial Controller 總財務主任／財務監督	-	-	22	131	228	53	434
Manager – Accounting 經理－會計	-	2	76	1 086	194	321	1 679
Chief Information Officer/Chief Technology Officer/Manager – IT 總資訊主任／總科技主任／ 經理－資訊科技	-	-	173	249	2 092	448	2 962
E-Commerce/E-Banking Manager 電子商貿/電子銀行經理	-	-	81	123	10	115	329
Manager - Human Resources 經理－人力資源	-	-	76	404	87	602	1 169
Manager - Training/Learning and Development 經理－培訓／學習及發展	-	-	22	67	16	122	227
Risk Manager 風險經理	-	-	137	780	99	161	1 177
Manager - Compliance 經理－合規	-	-	171	590	161	182	1 104
Company Secretary 公司秘書	-	-	22	55	30	42	149
Economist/ Manager - Economic Research 經濟研究員／經理－經濟研究	-	-	13	90	87	60	250
Legal Adviser 法律顧問	-	-	9	222	117	63	411
Manager - Corporate Communications/Public Relations 經理－企業傳訊／公共關係	-	-	12	138	62	38	250
Manager - Internal Audit 經理－內部稽核	-	-	66	310	46	180	602
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理－組織／質素保證 ／工效優化	-	-	75	90	34	157	356
Manager - Property/Real Estate 經理－產業／房地產	-	-	35	121	12	3	171
Other Manager 其他經理	-	1	1 667	1 139	98	1 982	4 887
Sub-total 小 計	7	6	6 076	16 940	8 439	10 375	41 843
SUPERVISORY/ OFFICER LEVEL 主管/主任級							
Administration Officer 行政主任	-	560	379	442	12	167	1 560

Job Title 職 稱	Number of Employees 僱 員 人 數						Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	Not applicable/ Unspecified* / Refusal 不適用／ 未有說明*／ 未有提供資 料	
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級（續）							
Management Trainee 見習主任	152	15	48	40	-	348	603
Representative 代表	-	4	38	16	17	141	216
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	-	160	624	178	79	218	1 259
Remittances Officer 匯兌主任	8	313	397	62	77	60	917
Settlement Officer 結算主任	-	81	207	116	11	83	498
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表／個人財務顧問	1	612	2 075	402	-	767	3 857
Investment Analyst 投資分析員	-	169	1 420	276	389	574	2 828
Investment Officer 投資主任	-	34	1 390	404	-	278	2 106
Account Executive / Sales Officer 客戶主任/營業主任	144	663	1 407	733	-	400	3 347
Securities Settlement Officer 證券交收結算主任	5	250	1 403	152	-	251	2 061
Product Associate 產品主任	794	3	65	217	-	85	1 164
Insurance Products Officer 保險產品主任	-	18	127	15	-	10	170
Mandatory Provident Fund Officer 強制性公積金主任	-	109	462	3	-	17	591
Operations Officer 營運主任	-	712	2 466	1 545	7	1 408	6 138
Sales Officer - Insurance Products 銷售主任－保險產品	-	2	32	82	-	45	161
Trade Finance Operations Officer 貿易融資營運主任	-	100	1 194	101	59	114	1 568
Trust Officer 信託主任	-	21	32	32	-	50	135
Customer Service Representative – Phone Banking/Call Centre 客戶服務代表－電話理財/電話服務 中心	5	239	674	25	-	279	1 222
Moderator 調解員	-	-	-	-	-	-	0
Credit Analyst 信貸分析員	-	163	265	108	4	250	790
Credit Card Officer 信用卡主任	-	133	150	70	-	229	582
Credit Information Officer 信貸資料主任	-	165	27	33	-	48	273
Credit/Loan Officer 信貸／放款主任	21	420	1 028	258	6	1059	2 792
Hire Purchase/Leasing Officer 分期付款／租賃主任	-	67	80	21	-	220	388
Business Development Officer 業務發展主任	-	500	384	227	2	691	1 804
Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任－企業銀行／ 商業銀行／客戶關係管理	21	246	1 107	266	75	1147	2 862
Telemarketing Officer 電話市場推廣主任	19	63	124	6	4	207	423
Relationship Officer – Private Banking 客戶關係主任－私人銀行	-	66	183	34	-	98	381

Job Title 職 稱	Number of Employees 僱員人數						Total 總計
	Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	Not applicable/ Unspecified* / Refusal 不適用／ 未有說明*／ 未有提供資 料	
SUPERVISORY/ OFFICER LEVEL (Continued) 主管/主任級（續）							
Customer Services Officer – Personal Banking / Securities 客戶服務主任—個人銀行/證券	-	26	2 279	1	-	1 463	3 769
Accounting Officer 會計主任	-	145	778	624	2	391	1 940
Computer Operations Officer 電腦運作主任	-	84	982	84	4	167	1 321
IT Audit Officer 資訊科技稽核主任	2	19	93	81	3	150	348
Programmer/Technology Officer 程式員／科技主任	-	179	1 550	264	2	404	2 399
System Analyst 系統分析員	-	229	216	178	252	496	1 371
Human Resources Officer 人力資源主任	8	68	405	126	16	168	791
Training Officer/Instructor 訓練主任／導師	-	14	60	11	-	44	129
Compliance Officer 合規主任	-	77	852	123	-	145	1 197
Internal Audit Officer 內部稽核主任	-	23	164	125	-	114	426
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任—組織／生產力／質素／工效 優化	-	16	33	53	-	104	206
Other Supervisor/Officer 其他主管/主任	-	1 954	1382	160	10	3 071	6 577
Sub-total 小 計	1 180	8 722	26 582	7 694	1 031	15 961	61 170
CLERICAL LEVEL 文員級							
Clerk 文員	2 279	5 570	2 755	166	9	2 154	12 933
Securities and Futures Assistant 證券及期貨助理	525	1 355	838	200	-	1 188	4 106
Cashier 出納員	134	725	20	2	-	146	1 027
Receptionist / Greeter 接待員／電話操作員	272	254	39	10	-	138	713
Trade Finance Operations Checker 貿易融資運作核對員	211	203	255	48	-	62	779
Teller 櫃檯員	5 015	2 243	200	-	-	3 750	11 208
Telemarketing Representative 電話市場推廣代表	634	152	101	15	-	-	902
Accounting Clerk 會計文員	625	802	523	70	-	354	2 374
Computer Operator 電腦操作員	416	345	137	84	-	370	1 352
Other Clerk 其他文員	1 172	2 482	525	-	-	1 184	5 363
Sub-total 小 計	11 283	14 131	5 393	595	9	9 346	40 757
OTHERS 其他							
OTHER SUPPORTING STAFF 其他 輔助員工	-	-	-	-	-	7 547	7 547
Sub-total 小 計	0	0	0	0	0	7 547	7 547
Total 總 計	12 470	22 859	38 051	25 229	9 479	43 229	151 317

* 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”.
由於其他輔助員工在不同的基本年資要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

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 Level 職級	Number of Employees 僱員人數						Total 總計
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	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	5	-	4 542	11 103	4 620	7 254	27 524
	Supervisory/Officer Level 主管/主任級	959	6 254	16 462	4 930	305	10 458	39 368
	Clerical Level 文員級	9 063	7 846	3 045	78	-	6 362	26 394
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	3 189	3 189
	Total 總計	10 027	14 100	24 049	16 111	4 925	27 263	96 475
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	-	-	29	170	30	12	241
	Supervisory/Officer Level 主管/主任級	-	224	199	11	-	-	434
	Clerical Level 文員級	168	217	46	10	-	-	441
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	26	26
	Total 總計	168	441	274	191	30	38	1 142
Investment and Holding Companies 投資及控股公 司	Managerial Level 經理級	-	-	44	510	228	173	955
	Supervisory/Officer Level 主管/主任級	-	10	493	159	10	76	748
	Clerical Level 文員級	-	167	158	10	-	141	476
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	154	154
	Total 總計	0	177	695	679	238	544	2 333
Personal Loans and Related Companies 私人貸款及有 關公司	Managerial Level 經理級	-	1	214	396	114	169	894
	Supervisory/Officer Level 主管/主任級	24	473	372	98	-	630	1 597
	Clerical Level 文員級	214	811	102	-	-	255	1 382
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	184	184
	Total 總計	238	1 285	688	494	114	1 238	4 057

Branch 門類	Job Level 職級	Number of Employees 僱員人數						
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	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	-	-	285	994	640	106	2 025
	Supervisory/Officer Level 主管/ 主任級	4	545	2 193	378	18	163	3 301
	Clerical Level 文員級	273	1 520	520	-	-	745	3 058
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	284	284
	Total 總計	277	2 065	2 998	1 372	658	1 298	8 668
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金 融期貨)及貴 金屬經紀 / 交易商	Managerial Level 經理級	2	4	149	168	65	32	420
	Supervisory/Officer Level 主管/ 主任級	49	169	322	29	-	136	705
	Clerical Level 文員級	178	413	57	12	-	74	734
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	27	27
	Total 總計	229	586	528	209	65	269	1 886
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	-	-	-	-	-	643	643
	Supervisory/Officer Level 主管/ 主任級	-	-	-	-	-	1 104	1 104
	Clerical Level 文員級	-	-	-	-	-	486	486
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	1 000	1 000
	Total 總計	0	0	0	0	0	3 233	3 233
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯 經紀/ 交易商	Managerial Level 經理級	-	-	58	66	105	16	245
	Supervisory/Officer Level 主管/ 主任級	35	213	420	1	37	27	733
	Clerical Level 文員級	523	972	74	-	7	88	1 664
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	86	86
	Total 總計	558	1 185	552	67	149	217	2 728
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	-	1	385	1 902	1 818	885	4 991
	Supervisory/Officer Level 主管/ 主任級	10	269	2 466	1 129	25	1 468	5 367
	Clerical Level 文員級	105	1 055	635	41	2	913	2 751
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	1 770	1 770
	Total 總計	115	1 325	3 486	3 072	1 845	5 036	14 879

Branch 門類	Job Level 職級	Number of Employees 僱員人數						
		Less than 1 Year 少於1年	1 – 2 Years 1至2年	Over 2 Years - 5 Years 多於 2年至 5年	Over 5 Years - 10 Years 多於 5年至10 年	Over 10 Years 多於 10年	Not applicable/ Unspecified* / Refusal 不適用/ 未有說明*/ 未有提供 資料	Total 總計
Other Financial Companies 其他金融有關 的公司	Managerial Level 經理級	-	-	370	1 631	819	1 085	3 905
	Supervisory/Officer Level 主管/ 主任級	99	565	3 655	959	636	1 899	7 813
	Clerical Level 文員級	759	1 130	756	444	-	282	3 371
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	827	827
	Total 總計	858	1 695	4 781	3 034	1 455	4 093	15 916
All Branches 全部門類	Managerial Level 經理級	7	6	6 076	16 940	8 439	10 375	41 843
	Supervisory/Officer Level 主管/ 主任級	1 180	8 722	26 582	7 694	1 031	15 961	61 170
	Clerical Level 文員級	11 283	14 131	5 393	595	9	9 346	40 757
	Other Supporting Staff 其他輔助員工	-	-	-	-	-	7 547	7 547
	Total 總計	12 470	22 859	38 051	25 229	9 479	43 229	151 317

* 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”.

由於其他輔助員工在不同的基本年資要求廣泛分佈，故此其統計資料被歸納為「未有說明」。

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										
	Below \$8,000 以下	\$8,000 - \$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 經理級											
Assistant to Chief Executive Officer/Director 行政總裁助理／ 董事助理	-	-	-	136	49	53	44	26	27	100	435
Chief Executive Officer/Chief Operating Officer/ Managing Director/ General Manager 行政總裁／營運總監／常 務董事／總經理	-	-	33	70	212	371	214	208	586	517	2 211
Chief Representative 首席代表	-	-	-	3	1	24	4	7	16	17	72
Manager – Administration 經理－行政	-	-	2	250	173	292	32	169	1	96	1 015
Zone/District Manager 區域經理	-	-	-	-	17	92	19	59	12	217	416
Head of Treasury and Capital Markets 庫務及資本市場主管	-	-	1	4	5	17	9	28	157	52	273
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	-	-	9	55	57	339	59	86	288	141	1 034
Manager - Settlement 經理－結算	-	-	1	13	214	52	20	37	10	73	420
Chief Investment Officer/Manager – Investment 總投資主任／經理－投資	-	-	-	17	81	159	277	163	86	573	1 356
Portfolio Manager 投資組合經理	-	-	-	38	214	210	160	457	175	430	1 684
Manager - Investment Services 經理－投資服務	-	-	3	61	161	466	195	53	122	300	1 361
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品 交易	-	-	6	264	326	220	94	126	100	494	1 630
Product Manager 產品經理	-	-	-	6	69	197	61	16	27	12	388
Sales Manager (Funds Distribution) 銷售經理(基金分銷)	-	-	-	36	29	941	176	35	30	30	1 277
Manager – Branch 經理－分行	-	-	-	58	511	1 613	150	6	9	487	2 834
Manager - Insurance Products 經理－保險產品	-	-	-	2	69	26	23	-	-	28	148
Manager - Mandatory Provident Fund 經理－強制性公積金	-	-	-	-	70	46	5	3	-	22	146
Manager - Trade Finance Operations 經理－貿易融資運作	-	-	2	6	86	184	63	36	1	129	507

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$8,000 以下	\$8,000 - \$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 – Trust 經理－信託	-	-	-	3	1	38	13	1	8	90	154
Manager – Phone Banking/Call Centre 經理－電話理財/ 電話服務中心	-	-	1	3	8	40	-	-	-	45	97
Manager – Credit 經理－信貸	-	-	-	198	249	460	35	65	12	486	1 505
Manager – Credit Card 經理－信用卡	-	-	-	1	85	58	-	-	5	48	197
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構/ 國外同業部	-	-	-	10	15	83	1	1	-	71	181
Head of Business / Managing Director 業務總監/董事總經理	-	-	-	8	63	45	37	39	229	486	907
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理－企業銀行/ 商業銀行/ 客戶關係管理	-	-	1	31	184	1 494	81	45	25	264	2 125
Manager - Marketing/Product Development 經理－市場推廣/ 產品開發	-	-	-	20	223	215	296	12	8	222	996
Manager - Private Banking 經理－私人銀行	-	-	-	18	9	23	299	312	162	38	861
Manager – Customer Relationship (Personal Banking / Securities) 經理－客戶關係 (個人銀行/證券)	-	-	-	51	42	937	10	-	-	416	1 456
Chief Financial Officer/Financial Controller 總財務主任/財務監督	-	-	-	55	15	65	63	97	57	82	434
Manager – Accounting 經理－會計	-	-	4	106	299	291	626	19	7	327	1 679
Chief Information Officer/Chief Technology Officer/Manager – IT 總資訊主任/ 總科技主任/ 經理－資訊科技	-	-	2	23	28	476	1 908	46	14	465	2 962
E-Commerce/E-Banking Manager 電子商貿/ 電子銀行經理	-	-	3	1	94	50	-	-	-	181	329
Manager - Human Resources 經理－人力資源	-	-	1	11	90	172	87	173	2	633	1 169
Manager - Training/Learning and Development 經理－培訓/ 學習及發展	-	-	-	2	16	48	10	23	-	128	227
Risk Manager 風險經理	-	-	1	1	75	414	486	63	16	121	1 177
Manager – Compliance 經理－合規	-	-	4	19	84	429	85	252	77	154	1 104

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$8,000 以下	\$8,000 - \$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)											
Company Secretary 公司秘書	-	-	-	8	27	37	10	35	-	32	149
Economist/Manager - Economic Research 經濟研究員/ 經理－經濟研究	-	-	3	-	4	60	13	-	109	61	250
Legal Adviser 法律顧問	-	-	-	-	12	33	71	64	140	91	411
Manager - Corporate Communications/Public Relations 經理－企業傳訊/ 公共關係	-	-	-	18	15	50	81	20	3	63	250
Manager - Internal Audit 經理－內部稽核	-	-	-	3	70	157	141	52	1	178	602
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理－ 組織/質素保證/ 工效優化	-	-	-	9	123	98	22	30	-	74	356
Manager - Property/ Real Estate 經理－產業/ 房地產	-	-	-	33	18	25	75	-	20	-	171
Other Manager 其他經理	-	-	-	39	64	1 096	1 790	417	2	1 479	4 887
Sub-total 小 計	0	0	77	1 690	4 257	12 196	7 845	3 281	2 544	9 953	41 843
SUPERVISORY/ OFFICER LEVEL 主管/主任級											
Administration Officer 行政主任	-	-	617	350	345	31	27	-	-	190	1560
Management Trainee 見習主任	-	15	87	104	40	-	-	-	-	357	603
Representative 代表	-	-	1	1	53	6	4	2	-	149	216
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	-	-	111	332	325	82	1	-	120	288	1259
Remittances Officer 匯兌主任	-	-	381	159	3	17	-	-	33	324	917
Settlement Officer 結算主任	-	-	60	211	88	2	-	-	-	137	498
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表/ 個人財務顧問	-	34	415	1 012	908	337	84	9	40	1018	3857
Investment Analyst 投資分析員	-	-	101	267	680	181	23	60	369	1147	2828
Investment Officer 投資主任	-	-	287	806	166	243	55	91	-	458	2106
Account Executive / Sales Officer 客戶主任/營業主任	-	-	901	691	441	87	20	28	-	1179	3347
Securities Settlement Officer 證券交收結算主任	-	8	738	619	222	17	13	1	-	443	2061
Product Associate 產品主任	-	-	800	157	102	16	-	49	-	40	1164
Insurance Products Officer 保險產品主任	-	-	14	21	2	92	-	-	-	41	170

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$8,000 以下	\$8,000 -\$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)											
Mandatory Provident Fund Officer 強制性公積金主任	-	-	60	359	-	132	-	-	-	40	591
Operations Officer 營運主任	-	-	1 234	4 146	136	5	-	-	-	617	6 138
Sales Officer - Insurance Products 銷售主任—保險產品	-	29	28	81	23	-	-	-	-	-	161
Trade Finance Operations Officer 貿易融資營運主任	-	-	877	481	56	24	-	-	-	130	1 568
Trust Officer 信託主任	-	-	6	49	32	-	-	-	-	48	135
Customer Service Representative - Phone Banking/Call Centre 客戶服務代表—電話理財/電話服務中心	-	621	498	30	36	-	-	-	-	37	1 222
Moderator 調解員	-	-	-	-	-	-	-	-	-	-	0
Credit Analyst 信貸分析員	-	-	100	124	73	8	1	-	-	484	790
Credit Card Officer 信用卡主任	-	-	118	30	121	-	-	-	-	313	582
Credit Information Officer 信貸資料主任	-	-	11	136	2	8	-	-	-	116	273
Credit/Loan Officer 信貸/放款主任	-	-	1 060	732	25	20	4	16	-	935	2 792
Hire Purchase/Leasing Officer 分期付款/租賃主任	-	-	160	95	14	-	-	-	-	119	388
Business Development Officer 業務發展主任	-	-	169	285	499	58	10	9	-	774	1 804
Relationship Officer - Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任—企業銀行/商業銀行/客戶關係管理	-	-	899	1455	84	13	-	-	-	411	2 862
Telemarketing Officer 電話市場推廣主任	-	-	71	74	217	-	-	6	-	55	423
Relationship Officer - Private Banking 客戶關係主任—私人銀行	-	-	34	165	117	42	-	-	-	23	381
Customer Services Officer - Personal Banking / Securities 客戶服務主任—個人銀行/證券	-	-	2 201	1 412	-	-	-	-	-	156	3 769
Accounting Officer 會計主任	-	-	359	781	153	128	2	-	-	517	1 940
Computer Operations Officer 電腦運作主任	-	-	76	638	226	25	5	-	-	351	1 321
IT Audit Officer 資訊科技稽核主任	-	1	12	108	26	74	-	-	-	127	348
Programmer/Technology Officer 程式員/科技主任	-	-	84	1 123	540	170	11	-	-	471	2 399
System Analyst 系統分析員	-	-	45	161	115	478	-	-	3	569	1 371
Human Resources Officer 人力資源主任	-	-	174	358	41	7	-	-	-	211	791

Job Title 職 稱	Number of Employees 僱 員 人 數										
	Below \$8,000 以下	\$8,000 -	\$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)											
Training Officer/Instructor 訓練主任／導師	-	-	14	59	6	-	-	4	-	46	129
Compliance Officer 合規主任	-	-	534	287	76	47	15	30	1	207	1 197
Internal Audit Officer 內部稽核主任	-	-	12	204	72	14	12	8	-	104	426
Officer - Organisation/ Productivity/ Quality/ Re- engineering 主任－組織／生產力／質 素／工效優化	-	-	16	41	13	15	-	-	-	121	206
Other Supervisor/Officer 其他主管/主任	-	-	147	4 192	191	12	-	40	-	1 995	6 577
Sub-total 小 計	0	708	13 512	22 336	6 269	2 391	287	353	566	14 748	61 170
CLERICAL LEVEL 文員級											
Clerk 文員	-	2 337	7 059	426	48	154	-	-	-	2 909	12 933
Securities and Futures Assistant 證券及期貨助理	-	29	1 768	378	89	12	4	-	-	1 826	4 106
Cashier 出納員	-	122	179	602	-	-	-	-	-	124	1 027
Receptionist / Greeter 接待員／電話操作員	6	31	311	11	-	-	-	-	-	354	713
Trade Finance Operations Checker 貿易融資運作核對員	-	6	316	135	5	-	-	-	-	317	779
Teller 櫃檯員	-	1 092	8 833	7	3	-	-	-	-	1 273	11 208
Telemarketing Representative 電話市場推廣代表	-	80	478	-	-	-	-	-	-	344	902
Accounting Clerk 會計文員	-	63	971	198	11	-	-	-	-	1 131	2 374
Computer Operator 電腦操作員	-	7	525	26	72	-	-	-	-	722	1 352
Other Clerk 其他文員	-	963	3 212	371	4	-	-	-	-	813	5 363
Sub-total 小 計	6	4 730	23 652	2 154	232	166	4	0	0	9 813	40 757
OTHERS 其他											
Other Supporting Staff 其他輔助員工	-	-	-	-	-	-	-	-	-	7 547	7 547
Sub-total 小 計	0	0	0	0	0	0	0	0	0	7 547	7 547
Total 總 計	6	5 438	37 241	26 180	10 758	14 753	8 136	3 634	3 110	42 061	151 317

* As the average monthly income range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的平均每月收入的幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

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 Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$8,000 以下	\$8,000 - \$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	-	-	16	496	2 458	9 729	6 085	2 293	1 395	5 052	27 524
	Supervisory /Officer Level 主管/ 主任 級	-	665	10 311	17 577	3 901	1083	41	5	-	5 785	39 368
	Clerical Level 文員級	6	3 291	17 545	851	148	-	-	-	-	4 553	26 394
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	3 189	3 189
	Total 總計	6	3 956	27 872	18 924	6 507	10 812	6 126	2 298	1 395	18 579	96 475
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	-	-	-	11	41	49	22	14	5	99	241
	Supervisory /Officer Level 主管/ 主任 級	-	-	208	89	27	4	-	-	-	106	434
	Clerical Level 文員級	-	3	241	10	-	-	-	-	-	187	441
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	26	26
	Total 總計	0	3	449	110	68	53	22	14	5	418	1 142
Investment and Holding Companies 投資及控股公 司	Managerial Level 經理級	-	-	-	110	75	175	97	50	85	363	955
	Supervisory /Officer Level 主管/ 主任 級	-	-	65	205	120	77	13	1	1	266	748
	Clerical Level 文員級	-	-	247	40	4	-	4	-	-	181	476
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	154	154
	Total 總計	0	0	312	355	199	252	114	51	86	964	2 333

Branch 門類	Job Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$8,000 以下	\$8,000 - \$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	
Personal Loans and Related Companies 私人貸款及有 關公司	Managerial Level 經理級	-	-	-	160	242	41	50	14	20	367	894
	Supervisory /Officer Level 主管/ 主任 級	-	-	387	311	44	8	-	16	-	831	1 597
	Clerical Level 文員級	-	213	652	80	-	-	-	-	-	437	1 382
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	184	184
	Total 總計	0	213	1 039	551	286	49	50	30	20	1 819	4 057
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	-	-	-	367	372	310	44	277	174	481	2 025
	Supervisory /Officer Level 主管/ 主任 級	-	8	893	552	412	92	11	75	-	1 258	3 301
	Clerical Level 文員級	-	37	1 590	144	-	-	-	-	-	1 287	3 058
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	284	284
	Total 總計	0	45	2 483	1 063	784	402	55	352	174	3 310	8 668
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融 期貨)及貴金屬 經紀/ 交易商	Managerial Level 經理級	-	-	10	87	66	62	17	12	11	155	420
	Supervisory /Officer Level 主管/ 主任 級	-	1	247	139	16	16	20	-	-	266	705
	Clerical Level 文員級	-	51	362	57	-	12	-	-	-	252	734
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	27	27
	Total 總計	0	52	619	283	82	90	37	12	11	700	1 886

Branch 門類	Job Level 職級	Number of Employees 僱員人數										Total 總計
		Below \$8,000 以下	\$8,000 - \$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	
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	-	-	-	-	-	-	-	-	-	643	643
	Supervisory /Officer Level 主管/主任 級	-	-	-	-	-	-	-	-	-	1 104	1 104
	Clerical Level 文員級	-	-	-	-	-	-	-	-	-	486	486
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	1 000	1 000
	Total 總計	0	0	0	0	0	0	0	0	0	3 233	3 233
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯 經紀/ 交易商	Managerial Level 經理級	-	-	8	52	59	40	18	41	11	16	245
	Supervisory /Officer Level 主管/主任 級	-	-	277	118	168	-	1	-	120	49	733
	Clerical Level 文員級	-	641	868	31	9	-	-	-	-	115	1 664
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	86	86
	Total 總計	0	641	1 153	201	236	40	19	41	131	266	2 728
Investment Advisory/ Asset Management Companies 投資顧問/ 資產管理公司	Managerial Level 經理級	-	-	10	185	472	1 037	1 133	308	651	1 195	4 991
	Supervisory /Officer Level 主管/主任 級	-	-	340	1 801	729	370	168	123	43	1 793	5 367
	Clerical Level 文員級	-	36	1 069	440	-	-	-	-	-	1 206	2 751
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	1 770	1 770
	Total 總計	0	36	1 419	2 426	1 201	1 407	1 301	431	694	5 964	14 879

Branch 門類	Job Level 職級	Number of Employees 僱員人數										
		Below \$8,000 以下	\$8,000 - \$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 其他金融有關 的公司	Managerial Level 經理級	-	-	33	222	472	753	379	272	192	1582	3 905
	Supervisory /Officer Level 主管/主任 級	-	34	784	1 544	852	741	33	133	402	3 290	7 813
	Clerical Level 文員級	-	458	1 078	501	71	154	-	-	-	1109	3 371
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	827	827
	Total 總計	0	492	1 895	2 267	1 395	1 648	412	405	594	6 808	15 916
All Branches 全部門類	Managerial Level 經理級	-	-	77	1 690	4 257	12 196	7 845	3 281	2 544	9 953	41 843
	Supervisory /Officer Level 主管/主任 級	-	708	13 512	22 336	6 269	2 391	287	353	566	14 748	61 170
	Clerical Level 文員級	6	4 730	23 652	2 154	232	166	4	-	-	9 813	40 757
	Other Supporting Staff 其他輔助 員工	-	-	-	-	-	-	-	-	-	7 547	7 547
	Total 總計	6	5 438	37 241	26 180	10 758	14 753	8 136	3 634	3 110	42 061	151 317

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

由於其他輔助員工在不同的平均每月收入幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 5 : Average Age Range of Employees
(Banking and Finance Industry)

表 5 : 僱員平均年齡的幅度
(銀行及金融業)

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	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	91	164	22	158	435
Chief Executive Officer/Chief Operating Officer/ Managing Director/ General Manager 行政總裁／營運總監／常務董事／總經理	99	1 001	770	341	2 211
Chief Representative 首席代表	-	40	9	23	72
Manager – Administration 經理－行政	10	510	79	416	1 015
Zone/District Manager 區域經理	-	153	5	258	416
Head of Treasury and Capital Markets 庫務及資本市場主管	4	153	20	96	273
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	643	118	271	1 034
Manager – Settlement 經理－結算	5	260	8	147	420
Chief Investment Officer/ Manager – Investment 總投資主任／經理－投資	35	633	130	558	1 356
Portfolio Manager 投資組合經理	24	958	108	594	1 684
Manager - Investment Services 經理－投資服務	45	829	15	472	1 361
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	79	968	122	461	1 630
Product Manager 產品經理	68	303	3	14	388
Sales Manager (Funds Distribution) 銷售經理(基金分銷)	734	459	33	51	1 277
Manager – Branch 經理－分行	1	1 446	3	1 384	2 834
Manager - Insurance Products 經理－保險產品	1	23	3	121	148
Manager - Mandatory Provident Fund 經理－強制性公積金	-	85	-	61	146
Manager - Trade Finance Operations 經理－貿易融資運作	4	165	18	320	507
Manager – Trust 經理－信託	-	34	-	120	154
Manager – Phone Banking/Call Centre 經理－電話理財/電話服務中心	3	35	-	59	97
Manager – Credit 經理－信貸	40	664	31	770	1 505
Manager - Credit Card 經理－信用卡	1	60	-	136	197
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構／國外同業部	-	40	1	140	181

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	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)					
Head of Business / Managing Director 業務總監/董事總經理	1	288	42	576	907
Manager - Corporate Banking / Commercial Banking / Relationship Management 經理－企業銀行／商業銀行／ 客戶關係管理	1	1 542	11	571	2 125
Manager - Marketing/Product Development 經理－市場推廣／產品開發	4	651	44	297	996
Manager - Private Banking 經理－私人銀行	2	700	-	159	861
Manager - Customer Relationship (Personal Banking / Securities) 經理－客戶關係 (個人銀行/證券)	6	790	2	658	1 456
Chief Financial Officer/Financial Controller 總財務主任／財務監督	-	233	8	193	434
Manager – Accounting 經理－會計	29	1 135	19	496	1 679
Chief Information Officer/Chief Technology Officer/Manager – IT 總資訊主任／總科技主任／ 經理－資訊科技	10	2 186	6	760	2 962
E-Commerce/E-Banking Manager 電子商貿/電子銀行經理	2	93	-	234	329
Manager - Human Resources 經理－人力資源	3	419	3	744	1 169
Manager - Training/Learning and Development 經理－培訓／學習及發展	-	45	4	178	227
Risk Manager 風險經理	28	654	12	483	1 177
Manager - Compliance 經理－合規	12	729	4	359	1 104
Company Secretary 公司秘書	8	66	5	70	149
Economist/Manager - Economic Research 經濟研究員／經理－經濟研究	40	46	35	129	250
Legal Adviser 法律顧問	24	243	25	119	411
Manager - Corporate Communications/Public Relations 經理－企業傳訊／公共關係	2	122	4	122	250
Manager - Internal Audit 經理－內部稽核	4	265	-	333	602
Business Analyst / Manager - Organisation/ Service Quality & Assurance/ Process Re-Engineering 商業分析員/經理－組織／質素保證 ／工效優化	41	152	-	163	356
Manager - Property/Real Estate 經理－產業／房地產	-	101	-	70	171
Other Manager 其他經理	4	2217	6	2660	4 887
Sub-total 小 計	1 467	22 303	1 728	16 345	41 843

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	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	157	532	3	868	1 560
Management Trainee 見習主任	154	-	-	449	603
Representative 代表	5	35	-	176	216
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	308	368	-	583	1 259
Remittances Officer 匯兌主任	80	439	49	349	917
Settlement Officer 結算主任	126	130	11	231	498
Financial Adviser Representative / Personal Financial Adviser 財務顧問代表／個人財務顧問	900	1 499	34	1 424	3 857
Investment Analyst 投資分析員	962	521	369	976	2 828
Investment Officer 投資主任	588	893	10	615	2 106
Account Executive / Sales Officer 客戶主任／營業主任	966	1 008	39	1 334	3 347
Securities Settlement Officer 證券交收結算主任	645	933	12	471	2 061
Product Associate 產品主任	954	188	-	22	1 164
Insurance Products Officer 保險產品主任	109	14	-	47	170
Mandatory Provident Fund Officer 強制性公積金主任	68	411	-	112	591
Operations Officer 營運主任	348	1 943	1	3 846	6 138
Sales Officer - Insurance Products 銷售主任－保險產品	2	66	-	93	161
Trade Finance Operations Officer 貿易融資營運主任	64	948	-	556	1 568
Trust Officer 信託主任	26	22	-	87	135
Customer Service Representative – Phone Banking/Call Centre 客戶服務代表－電話理財/ 電話服務中心	688	26	-	508	1 222
Moderator 調解員	-	-	-	-	0
Credit Analyst 信貸分析員	215	62	-	513	790
Credit Card Officer 信用卡主任	3	24	-	555	582
Credit Information Officer 信貸資料主任	10	105	-	158	273
Credit/Loan Officer 信貸／放款主任	282	633	8	1 869	2 792
Hire Purchase/Leasing Officer 分期付款／租賃主任	24	24	-	340	388
Business Development Officer 業務發展主任	194	580	-	1 030	1 804
Relationship Officer – Corporate Banking / Commercial Banking / Relationship Management 客戶關係主任－企業銀行／ 商業銀行／客戶關係管理	730	194	4	1 934	2 862
Telemarketing Officer 電話市場推廣主任	22	225	8	168	423
Relationship Officer – Private Banking 客戶關係主任－私人銀行	160	134	-	87	381

Job Title 職 稱	Number of Employees 僱 員 人 數				
	Below 35 35歲以下	35-50 35 歲至 50 歲	Over 50 50 歲以上	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)					
Customer Services Officer – Personal Banking / Securities 客戶服務主任—個人銀行/證券	2 479	22	-	1 268	3 769
Accounting Officer 會計主任	294	715	11	920	1 940
Computer Operations Officer 電腦運作主任	241	543	-	537	1 321
IT Audit Officer 資訊科技稽核主任	47	94	-	207	348
Programmer/Technology Officer 程式員／科技主任	327	673	-	1 399	2 399
System Analyst 系統分析員	139	213	-	1019	1 371
Human Resources Officer 人力資源主任	238	158	-	395	791
Training Officer/Instructor 訓練主任／導師	25	19	-	85	129
Compliance Officer 合規主任	218	650	12	317	1 197
Internal Audit Officer 內部稽核主任	32	119	4	271	426
Officer - Organisation/ Productivity/ Quality/ Re-engineering 主任—組織／生產力／質素／ 工效優化	9	17	-	180	206
Other Supervisor/Officer 其他主管/主任	206	2321	-	4 050	6 577
Sub-total 小 計	13 045	17 501	575	30 049	61 170
CLERICAL LEVEL 文員級					
Clerk 文員	3 939	2 644	147	6 203	12 933
Securities and Futures Assistant 證券及期貨助理	1 210	534	231	2 131	4 106
Cashier 出納員	24	688	-	315	1 027
Receptionist / Greeter 接待員／電話操作員	220	78	3	412	713
Trade Finance Operations Checker 貿易融資運作核對員	182	109	-	488	779
Teller 櫃檯員	4 144	996	-	6 068	11 208
Telemarketing Representative 電話市場推廣代表	213	53	-	636	902
Accounting Clerk 會計文員	757	346	43	1 228	2 374
Computer Operator 電腦操作員	272	118	-	962	1 352
Other Clerk 其他文員	2 134	149	89	2 991	5 363
Sub-total 小 計	13 095	5 715	513	21 434	40 757
OTHERS 其他					
Other Supporting Staff 其他輔助員工	-	-	-	7 547	7 547
Sub-total 小 計	0	0	0	7 547	7 547
Total 總 計	27 607	45 519	2 816	75 375	151 317

* As the average age range of employees of other supporting staff was widely spread, their statistics were grouped under “Unspecified”.
由於其他輔助員工在不同的平均年齡幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 5.1 : Average Age Range of Employees
(Banking and Finance Industry – By Branch)

表 5.1 : 僱員平均年齡的幅度
(銀行及金融業 – 按門類劃分)

Job Title 職 稱	Job Level 職 級	Number of Employees 僱 員 人 數				
		Below 35 35歲以下	35-50	Over 50 50 歲以上	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					
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	794	14 499	409	11 822	27 524
	Supervisory/Officer Level 主管/ 主任級	7 465	10 619	12	21 272	39 368
	Clerical Level 文員級	6 807	3 351	1	16 235	26 394
	Other Supporting Staff 其他輔助員工	-	-	-	3 189	3 189
	Total 總計	15 066	28 469	422	52 518	96 475
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	2	32	11	196	241
	Supervisory/Officer Level 主管/ 主任級	8	25	-	401	434
	Clerical Level 文員級	25	5	1	410	441
	Other Supporting Staff 其他輔助員工	-	-	-	26	26
	Total 總計	35	62	12	1 033	1 142
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	31	485	102	337	955
	Supervisory/Officer Level 主管/ 主任級	269	217	10	252	748
	Clerical Level 文員級	70	121	2	283	476
	Other Supporting Staff 其他輔助員工	-	-0	-	154	154
	Total 總計	370	823	114	1 026	2 333
Personal Loans and Related Companies 私人貸款及有關公司	Managerial Level 經理級	60	435	75	324	894
	Supervisory/Officer Level 主管/ 主任級	298	473	8	818	1 597
	Clerical Level 文員級	810	200	8	364	1 382
	Other Supporting Staff 其他輔助員工	-	-	-	184	184
	Total 總計	1 168	1 108	91	1 690	4 057
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	154	1 208	296	367	2 025
	Supervisory/Officer Level 主管/ 主任級	1 224	1 230	12	835	3 301
	Clerical Level 文員級	959	736	368	995	3 058
	Other Supporting Staff 其他輔助員工	-	-	-	284	284
	Total 總計	2 337	3 174	676	2 481	8 668

Job Title 職 稱	Job Level 職 級	Number of Employees 僱 員 人 數				
		Below 35 35歲以下	35-50	Over 50 50 歲以上	Not applicable/ Unspecified*/ Refusal 不適用／未有說明*／ 未有提供資料	Total 總計
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴 金屬經紀 / 交易商	Managerial Level 經理級	87	234	25	74	420
	Supervisory/Officer Level 主管/ 主任級	279	139	1	286	705
	Clerical Level 文員級	354	122	-	258	734
	Other Supporting Staff 其他輔助員工	-	-	-	27	27
	Total 總計	720	495	26	645	1 886
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	-	-	-	643	643
	Supervisory/Officer Level 主管/ 主任級	-	-	-	1 104	1 104
	Clerical Level 文員級	-	-	-	486	486
	Other Supporting Staff 其他輔助員工	-	-	-	1 000	1 000
	Total 總計	0	0	0	3 233	3 233
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial Level 經理級	2	201	10	32	245
	Supervisory/Officer Level 主管/ 主任級	165	323	68	177	733
	Clerical Level 文員級	636	772	130	126	1664
	Other Supporting Staff 其他輔助員工	-	-	-	86	86
	Total 總計	803	1296	208	421	2728
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	173	3 275	443	1 100	4 991
	Supervisory/Officer Level 主管/ 主任級	1 667	2 000	61	1 639	5 367
	Clerical Level 文員級	1 398	227	3	1 123	2 751
	Other Supporting Staff 其他輔助員工	-	-	-	1 770	1 770
	Total 總計	3 238	5 502	507	5 632	14 879
Other Financial Companies 其他金融有關的公司	Managerial Level 經理級	164	1 934	357	1 450	3 905
	Supervisory/Officer Level 主管/ 主任級	1 670	2 475	403	3 265	7 813
	Clerical Level 文員級	2 036	181	-	1 154	3 371
	Other Supporting Staff 其他輔助員工	-	-	-	827	827
	Total 總計	3 870	4 590	760	6 696	15 916
All Branches 全部門類	Managerial Level 經理級	1 467	22 303	1 728	16 345	41843
	Supervisory/Officer Level 主管/ 主任級	13 045	17 501	575	30 049	61 170
	Clerical Level 文員級	13 095	5 715	513	21 434	40 757
	Other Supporting Staff 其他輔助員工	0	0	0	75 47	7 547
	Total 總計	27 607	45 519	2 816	75 375	151 317

* As the average age range of employees of other supporting staff was widely spread, their statistics were grouped under "Unspecified".
由於其他輔助員工在不同的平均年齡幅度廣泛分佈，故此其統計資料被歸納為「未有說明」。

Table 6 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Banking and Finance Industry)

表 6 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	813	2 140	1 936	4 889
(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	7	9	19
(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	111	529	816	1 456
(d)	Emigration 移民	13	30	8	51
(e)	Repatriation 回國	53	7	20	80
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	8	1	2	11
	(ii) To other countries 往其他國家	12	19	9	40
(g)	Retirement 退休	146	141	134	421
(h)	Further studies 繼續進修	8	54	244	306
(i)	Other reasons 其他原因	545	2 077	1 331	3 953
(j)	Reasons unknown 原因不詳	387	1 472	899	2 758
Sub-total 小計		2 099	6 477	5 408	13 984
(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	56	78	15	149
(b)	Company re-structured/closed 公司改組／結業	36	97	65	198
(c)	Expiry of employment contract 僱傭合約期滿	36	172	273	481
(d)	Poor performance 工作表現欠佳	76	208	158	442
(e)	Other reasons 其他原因	49	108	56	213
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		253	663	567	1 483
Total 總計		2 352	7 140	5 975	15 467

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	1 216	3 185	2 149	6 550
(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	20	85	218	323
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	152	681	1 421	2 254
(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	25	695	440	1 160
	(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	42	197	241
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	74	260	334
(e)	Other sources 其他來源	477	2 341	952	3 770
(f)	Sources unspecified 來源未有說明	402	1 456	2 301	4 159
Total 總計		2 294	8 559	7 938	18 791
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	2 038	8 075	7 162	17 275
(b)	Mainland China 中國內地	120	299	486	905
(c)	Other parts of Asia 亞洲其他地區	94	67	62	223
(d)	Europe 歐洲	8	65	-	73
(e)	United States of America 美國	21	19	1	41
(f)	Other places 其他地方	1	-	-	1
(g)	Geographic origins unspecified 地域來源未有說明	12	34	227	273
Total 總計		2 294	8 559	7 938	18 791

Table 6.1 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Licensed Banks, Restricted Licence Banks
and Local Representative Offices of Foreign Banks)

表 6.1 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	540	1 149	1 490	3 179
(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	5	6	14
(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	103	346	337	786
(d)	Emigration 移民	10	23	8	41
(e)	Repatriation 回國	32	1	-	33
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	1	-	-	1
	(ii) To other countries 往其他國家	9	19	9	37
(g)	Retirement 退休	120	138	110	368
(h)	Further studies 繼續進修	8	54	222	284
(i)	Other reasons 其他原因	542	2 068	1 286	3 896
(j)	Reasons unknown 原因不詳	231	1 049	586	1 866
Sub-total 小計		1 599	4 852	4 054	10 505
(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	49	43	5	97
(b)	Company re-structured/closed 公司改組／結業	6	26	18	50
(c)	Expiry of employment contract 僱傭合約期滿	36	157	267	460
(d)	Poor performance 工作表現欠佳	66	123	130	319
(e)	Other reasons 其他原因	39	108	52	199
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		196	457	472	1 125
Total 總計		1 795	5 309	4 526	11 630

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	706	1 970	1 540	4 216
(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	61	191	270
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	106	491	811	1 408
(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	17	597	210	824
	(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	18	138	158
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	74	191	265
(e)	Other sources 其他來源	458	2 340	936	3 734
(f)	Sources unspecified 來源未有說明	402	1 440	2 300	4 142
Total 總計		1 709	6 991	6 317	15 017
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	1 537	6 698	5 612	13 847
(b)	Mainland China 中國內地	109	224	476	809
(c)	Other parts of Asia 亞洲其他地區	48	43	2	93
(d)	Europe 歐洲	5	5	-	10
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	1	-	-	1
(g)	Geographic origins unspecified 地域來源未有說明	9	21	227	257
Total 總計		1 709	6 991	6 317	15 017

Table 6.2 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Deposit-taking Companies)

表 6.2 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	4	10
(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	3	4
(d)	Emigration 移民	3	-	-	3
(e)	Repatriation 回國	1	-	-	1
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland 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	1	-	-	1
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	2	2
(j)	Reasons unknown 原因不詳	3	1	2	6
	Sub-total 小計	9	7	11	27
(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	9	7	11	27

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	9	8	22
(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	-	-	3	3
(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	-	-	1	1
	(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) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	2	2
(e)	Other sources 其他來源	5	1	-	6
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		10	10	14	34
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	5	10	14	29
(b)	Mainland China 中國內地	-	-	-	0
(c)	Other parts of Asia 亞洲其他地區	3	-	-	3
(d)	Europe 歐洲	-	-	-	0
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	2	-	-	2
Total 總計		10	10	14	34

Table 6.3 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Investment and Holding Companies)

表 6.3 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	51	12	64
(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	-	-	23	23
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland 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	20	-	10	30
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	20	20
(j)	Reasons unknown 原因不詳	-	65	-	65
	Sub-total 小計	21	116	65	202
(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	-	-	-	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	10	10
	Total 總計	21	116	75	212

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	21	22	54
(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	-	60	13	73
(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	-	40	12	52
(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)	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／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	-	15	-	15
Total 總計		11	136	47	194
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	11	126	45	182
(b)	Mainland China 中國內地	-	5	2	7
(c)	Other parts of Asia 亞洲其他地區	-	-	-	0
(d)	Europe 歐洲	-	-	-	0
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	-	5	-	5
Total 總計		11	136	47	194

Table 6.4 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Personal Loans and Related Companies)

表 6.4 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	6	52	75	133
(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	-	2	3	5
(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	-	12	40	52
(d)	Emigration 移民	-	1	-	1
(e)	Repatriation 回國	-	-	-	0
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland 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	16
(j)	Reasons unknown 原因不詳	14	17	14	45
Sub-total 小計		20	92	140	252
(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	7	35	-	42
(b)	Company re-structured/closed 公司改組／結業	-	-	-	0
(c)	Expiry of employment contract 僱傭合約期滿	-	1	-	1
(d)	Poor performance 工作表現欠佳	-	-	8	8
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		7	36	8	51
Total 總計		27	128	148	303

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	87	53	162
(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	3	3	43	49
(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	8	8	5	21
(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)	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	40	40
(e)	Other sources 其他來源	-	-	8	8
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		33	98	149	280
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	33	98	149	280
(b)	Mainland China 中國內地	-	-	-	0
(c)	Other parts of Asia 亞洲其他地區	-	-	-	0
(d)	Europe 歐洲	-	-	-	0
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		33	98	149	280

Table 6.5 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Securities Brokerage Firms)

表 6.5 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	48	187	87	322
(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	-	8	9	17
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	5	-	-	5
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	3	-	-	3
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	4	-	-	4
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	2	1	2	5
(j)	Reasons unknown 原因不詳	-	22	45	67
	Sub-total 小計	62	218	143	423
(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	10	37	13	60
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	3	11	3	17
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
	Sub-total 小計	13	48	16	77
	Total 總計	75	266	159	500

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	75	195	111	381
(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	-	-	6	6
(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	10	41	60
(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	-	3	24	27
	(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	2
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／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	-	1	1	2
Total 總計		84	209	185	478
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	57	151	185	393
(b)	Mainland China 中國內地	7	23	-	30
(c)	Other parts of Asia 亞洲其他地區	20	1	-	21
(d)	Europe 歐洲	-	26	-	26
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	-	8	-	8
Total 總計		84	209	185	478

Table 6.6 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Commodity Futures (including Financial Futures) and Precious
Metals Brokers/ Dealers)

表 6.6 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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(包括金融期貨)及貴金屬經紀 / 交易商)

1. The number of employees who left in the past twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	7	27	54	88
(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	2	3
(d)	Emigration 移民	-	-	-	0
(e)	Repatriation 回國	1	2	-	3
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	1	1	2	4
	(ii) To other countries 往其他國家	-	-	-	0
(g)	Retirement 退休	-	2	-	2
(h)	Further studies 繼續進修	-	-	3	3
(i)	Other reasons 其他原因	1	-	6	7
(j)	Reasons unknown 原因不詳	6	10	19	35
Sub-total 小計		16	43	86	145
(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	3	1	8	12
(c)	Expiry of employment contract 僱傭合約期滿	-	-	-	0
(d)	Poor performance 工作表現欠佳	3	1	8	12
(e)	Other reasons 其他原因	-	-	4	4
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		6	2	20	28
Total 總計		22	45	106	173

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	43	44	92
(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	1	8
(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	16	18
	(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)	-	-	10	10
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	9	9
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		5	52	80	137
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	5	36	73	114
(b)	Mainland China 中國內地	-	9	7	16
(c)	Other parts of Asia 亞洲其他地區	-	1	-	1
(d)	Europe 歐洲	-	4	-	4
(e)	United States of America 美國	-	2	-	2
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		5	52	80	137

Table 6.7 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
 (Stock, Bullion and Commodity Exchanges and Statutory Bodies in
 the Banking and Finance Industry)

表 6.7 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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)

(Respondents of the branch “Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry” were not requested to provide data related to staff turnover in the past twelve months (1.1.2014 to 31.12.2014).)

「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內 (1.1.2014 至 31.12.2014) 的僱員流動情況資料。

Table 6.8 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Money Changers and Foreign Exchange Brokers/ Dealers)

表 6.8 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	20	53	44	117
(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	4	4	-	8
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland 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	-	-	93	93
Sub-total 小計		24	57	137	218
(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	5	30	26	61
(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		5	30	26	61
Total 總計		29	87	163	279

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	10	21	42
(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	-	-	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	-	1	-	1
	(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) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	12	12
(e)	Other sources 其他來源	-	-	8	8
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		11	11	137	159
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	11	11	137	159
(b)	Mainland China 中國內地	-	-	-	0
(c)	Other parts of Asia 亞洲其他地區	-	-	-	0
(d)	Europe 歐洲	-	-	-	0
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		11	11	137	159

Table 6.9 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Investment Advisory/ Asset Management Companies)

表 6.9 : 過去十二個月內 (1.1.2014 至 31.12.2014) 僱員流動情況
(按離職原因、人力來源及所來自地域分類)
(投資顧問 / 資產管理公司)

1. The number of employees who left in the past twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	146	369	139	654
(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	42	42	86
(d)	Emigration 移民	-	3	-	3
(e)	Repatriation 回國	10	-	-	10
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland China/Macau/Taiwan 往中國內地/澳門/台灣	3	-	-	3
	(ii) To other countries 往其他國家	3	-	-	3
(g)	Retirement 退休	-	-	4	4
(h)	Further studies 繼續進修	-	-	19	19
(i)	Other reasons 其他原因	-	-	7	7
(j)	Reasons unknown 原因不詳	99	35	26	160
Sub-total 小計		263	449	237	949
(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	3	-	15
(c)	Expiry of employment contract 僱傭合約期滿	-	-	6	6
(d)	Poor performance 工作表現欠佳	4	2	9	15
(e)	Other reasons 其他原因	10	-	-	10
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		26	5	15	46
Total 總計		289	454	252	995

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	297	398	68	763
(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	18	21	41
(c)	From a company outside the banking/finance/ insurance industry 來自銀行／金融／保險業以外的機構	34	59	139	232
(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	-	28	38	66
	(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)	-	-	10	10
	(iii) Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	3	3
(e)	Other sources 其他來源	14	-	-	14
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		347	503	279	1 129
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	296	401	247	944
(b)	Mainland China 中國內地	4	33	1	38
(c)	Other parts of Asia 亞洲其他地區	23	22	30	75
(d)	Europe 歐洲	3	30	-	33
(e)	United States of America 美國	21	17	1	39
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	-	-	-	0
Total 總計		347	503	279	1 129

Table 6.10 : Staff Turnover in the Past Twelve Months (1.1.2014 to 31.12.2014)
by Reason, by Source and by Geographic Origin
(Other Financial Companies)

表 6.10 : 過去十二個月內 (1.1.2014 至 31.12.2014) 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 twelve months (1.1.2014 to 31.12.2014) by reason: 按原因劃分，過去十二個月內 (1.1.2014 至 31.12.2014) 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	44	247	31	322
(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	6	119	360	485
(d)	Emigration 移民	-	3	-	3
(e)	Repatriation 回國	-	-	20	20
(f)	Relocation of workplace 遷改工作地點				
	(i) To Mainland 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	1	1	10	12
(h)	Further studies 繼續進修	-	-	-	0
(i)	Other reasons 其他原因	-	-	-	0
(j)	Reasons unknown 原因不詳	34	273	114	421
Sub-total 小計		85	643	535	1 263
(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	-	14	-	14
(d)	Poor performance 工作表現欠佳	-	71	-	71
(e)	Other reasons 其他原因	-	-	-	0
(f)	Reasons unknown 原因不詳	-	-	-	0
Sub-total 小計		0	85	0	85
Total 總計		85	728	535	1 348

2. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by source: 按來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	84	452	282	818
(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	-	6	-	6
(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	274	325
(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	-	16	134	150
(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)	-	24	37	61
(iii)	Graduate of Hong Kong Diploma of Secondary Education/ Matriculant/ Secondary School Leaver or Equivalent/ Student Below Secondary Five 香港中學文憑考試畢業生／預科生／中五畢業生或同等學歷／中五以下程度學生	-	-	3	3
(e)	Other sources 其他來源	-	-	-	0
(f)	Sources unspecified 來源未有說明	-	-	-	0
Total 總計		84	549	730	1 363
3. The number of recruits in the past twelve months (1.1.2014 to 31.12.2014) by geographic origin: 按地域來源劃分，過去十二個月內（1.1.2014 至 31.12.2014）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	83	544	700	1 327
(b)	Mainland China 中國內地	-	5	-	5
(c)	Other parts of Asia 亞洲其他地區	-	-	30	30
(d)	Europe 歐洲	-	-	-	0
(e)	United States of America 美國	-	-	-	0
(f)	Other places 其他地方	-	-	-	0
(g)	Geographic origins unspecified 地域來源未有說明	1	-	-	1
Total 總計		84	549	730	1 363

Table 7 : Number of Internal Promotions in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Banking and Finance Industry)

表 7 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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 Twelve Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past Twelve Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past Twelve 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、有限制牌照銀 行及外國銀行本港代表辦 事處	From Supervisor/ Officer To Manager 由主管/主任至經理	27 524	900	1 709	2 609	34.5
	From Clerk To Supervisor/ Officer 由文員至主管/主任	39 368	1 582	6 991	8 573	18.5
	From Others To Clerk 由其他職級至文員	26 394	14	6 317	6 331	0.2
	Total 總計	93 286	2 496	15 017	17 513	14.3
Deposit-taking Companies 接受存款公司	From Supervisor/ Officer To Manager 由主管/主任至經理	241	-	10	10	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	434	3	10	13	23.1
	From Others To Clerk 由其他職級至文員	441	-	14	14	0.0
	Total 總計	1 116	3	34	37	8.1
Investment and Holding Companies 投資及控股公司	From Supervisor/ Officer To Manager 由主管/主任至經理	955	-	11	11	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	748	10	136	146	6.8
	From Others To Clerk 由其他職級至文員	476	-	47	47	0.0
	Total 總計	2 179	10	194	204	4.9
Personal Loans and Related Companies 私人貸款及有關公司	From Supervisor/ Officer To Manager 由主管/主任至經理	894	3	33	36	8.3
	From Clerk To Supervisor/ Officer 由文員至主管/主任	1 597	8	98	106	7.5
	From Others To Clerk 由其他職級至文員	1 382	-	149	149	0.0
	Total 總計	3 873	11	280	291	3.8
Securities Brokerage Firms 證券經紀公司	From Supervisor/ Officer To Manager 由主管/主任至經理	2 025	15	84	99	15.2
	From Clerk To Supervisor/ Officer 由文員至主管/主任	3 301	21	209	230	9.1
	From Others To Clerk 由其他職級至文員	3 058	-	185	185	0.0
	Total 總計	8 384	36	478	514	7.0
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金 屬經紀 / 交易商	From Supervisor/ Officer To Manager 由主管/主任至經理	420	8	5	13	61.5
	From Clerk To Supervisor/ Officer 由文員至主管/主任	705	9	52	61	14.8
	From Others To Clerk 由其他職級至文員	734	-	80	80	0.0
	Total 總計	1 859	17	137	154	11.0

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 Twelve Months 過去十二個月 獲內部晉升的人數 (b)	No. of New Recruits in the Past Twelve Months 過去十二個月 新招聘的人數 (c)	Total No. of Recruits in the Past Twelve 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)
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/ Officer To Manager 由主管/主任至經理	643	-	-	-	0.0
	From Clerk To Supervisor/ Officer 由文員至主管/主任	1 104	-	-	-	0.0
	From Others To Clerk 由其他職級至文員	486	-	-	-	0.0
	Total 總計	2 233	0	0	0	0
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	From Supervisor/ Officer To Manager 由主管/主任至經理	245	2	11	13	15.4
	From Clerk To Supervisor/ Officer 由文員至主管/主任	733	12	11	23	52.2
	From Others To Clerk 由其他職級至文員	1 664	-	137	137	0.0
	Total 總計	2 642	14	159	173	8.1
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	From Supervisor/ Officer To Manager 由主管/主任至經理	4 991	93	347	440	21.1
	From Clerk To Supervisor/ Officer 由文員至主管/主任	5 367	11	503	514	2.1
	From Others To Clerk 由其他職級至文員	2 751	-	279	279	0.0
	Total 總計	13 109	104	1 129	1 233	8.4
Other Financial Companies 其他與金融有關的公司	From Supervisor/ Officer To Manager 由主管/主任至經理	3 905	129	84	213	60.6
	From Clerk To Supervisor/ Officer 由文員至主管/主任	7 813	62	549	611	10.1
	From Others To Clerk 由其他職級至文員	3 371	-	730	730	0.0
	Total 總計	15 089	191	1 363	1 554	12.3
All Branches 全部門類	From Supervisor/ Officer To Manager 由主管/主任至經理	41 843	1 150	2 294	3 444	33.4
	From Clerk To Supervisor/ Officer 由文員至主管/主任	61 170	1 718	8 559	10 277	16.7
	From Others To Clerk 由其他職級至文員	40 757	14	7 938	7 952	0.2
	Total 總計	143 770	2 882	18 791	21 673	13.3

Note: * Respondents of the branch "Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry" were not requested to provide data related to staff turnover in the past twelve months (1.1.2014 to 31.12.2014).

註: * 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2014 至 31.12.2014）的內部晉升人數資料。

Table 8 : Number of Part-time Employees Employed
(Banking and Finance Industry)

表 8 : 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	27 524	11
	Supervisory/ Officer 主管/主任級	39 368	572
	Clerical 文員級	26 394	1 137
	Total 總計	93 286	1 720
Deposit-taking Companies 接受存款公司	Managerial 經理級	241	-
	Supervisory/ Officer 主管/主任級	434	-
	Clerical 文員級	441	40
	Total 總計	1 116	40
Investment and Holding Companies 投資及控股公司	Managerial 經理級	955	3
	Supervisory/ Officer 主管/主任級	748	-
	Clerical 文員級	476	10
	Total 總計	2 179	13
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	894	8
	Supervisory/ Officer 主管/主任級	1 597	-
	Clerical 文員級	1 382	7
	Total 總計	3 873	15
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	2 025	3
	Supervisory/ Officer 主管/主任級	3 301	-
	Clerical 文員級	3 058	19
	Total 總計	8 384	22

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 (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬 經紀 / 交易商	Managerial 經理級	420	-
	Supervisory/ Officer 主管/主任級	705	-
	Clerical 文員級	734	7
	Total 總計	1 859	7
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	643	-
	Supervisory/ Officer 主管/主任級	1 104	-
	Clerical 文員級	486	-
	Total 總計	2 233	0
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀/ 交易商	Managerial 經理級	245	-
	Supervisory/ Officer 主管/主任級	733	1
	Clerical 文員級	1 664	48
	Total 總計	2 642	49
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	4 991	-
	Supervisory/ Officer 主管/主任級	5 367	30
	Clerical 文員級	2 751	44
	Total 總計	13 109	74
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	3 905	-
	Supervisory/ Officer 主管/主任級	7 813	-
	Clerical 文員級	3 371	26
	Total 總計	15 089	26
All Branches 全部門類	Managerial 經理級	41 843	25
	Supervisory/ Officer 主管/主任級	61 170	603
	Clerical 文員級	40 757	1 338
	Total 總計	143 770	1 966

Table 9 : The Number of Recruits in the Next Twenty Four Months by Type of Educational Level and Number of Staff Required to Obtain Professional Qualifications
(Banking and Finance Industry)

表 9：按教育程度劃分，未來24個月內招聘的僱員人數及須取得之銀行及金融業相關專業資格人數
(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)	Graduate of Hong Kong Diploma of Secondary Education/Matriculant/ Secondary School Leaver or Equivalent/Student Below Secondary Five 香港中學文憑考試畢 業生/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	Required to obtain relevant professional qualifications 須取得銀行及金融 業相關專業資格
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	287	-	-	-	287	31
	Supervisory/Officer 主管/主任級	417	64	-	27	508	26
	Clerical 文員級	21	213	160	-	394	0
	Total 總計	725	277	160	27	1 189	57
Deposit-taking Companies 接受存款公司	Managerial 經理級	-	-	-	-	0	0
	Supervisory/Officer 主管/主任級	2	1	-	-	3	0
	Clerical 文員級	-	-	3	-	3	0
	Total 總計	2	1	3	0	6	0
Investment and Holding Companies 投資及控股公司	Managerial 經理級	30	-	-	-	30	10
	Supervisory/Officer 主管/主任級	-	-	-	-	0	0
	Clerical 文員級	-	-	-	-	0	0
	Total 總計	30	0	0	0	30	10
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial 經理級	32	-	-	-	32	0
	Supervisory/Officer 主管/主任級	28	-	115	-	143	0
	Clerical 文員級	24	-	97	-	121	0
	Total 總計	84	0	212	0	296	0
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	19	18	-	-	37	27
	Supervisory/Officer 主管/主任級	30	8	5	-	43	15
	Clerical 文員級	10	-	7	-	17	0
	Total 總計	59	26	12	0	97	42
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀 / 交易商	Managerial 經理級	1	-	-	-	1	1
	Supervisory/Officer 主管/主任級	16	3	19	-	38	7
	Clerical 文員級	8	4	29	-	41	3
	Total 總計	25	7	48	0	80	11
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	0
	Supervisory/Officer 主管/主任級	-	-	-	-	0	0
	Clerical 文員級	-	-	-	-	0	0
	Total 總計	0	0	0	0	0	0

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)	Graduate of Hong Kong Diploma of Secondary Education/Matriculant/Secondary School Leaver or Equivalent/Student Below Secondary Five 香港中學文憑考試畢業生/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	Required to obtain relevant professional qualifications 須取得銀行及金融業相關專業資格
Money Changers and Foreign Exchange Brokers/Dealers 兌換商及外匯經紀 / 交易商	Managerial 經理級	-	-	-	-	0	0
	Supervisory/Officer 主管/主任級	-	-	-	-	0	0
	Clerical 文員級	8	-	54	-	62	0
	Total 總計	8	0	54	0	62	0
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	120	-	-	-	120	39
	Supervisory/Officer 主管/主任級	145	3	15	-	163	58
	Clerical 文員級	102	-	3	-	105	0
	Total 總計	367	3	18	0	388	97
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	35	-	-	-	35	35
	Supervisory/Officer 主管/主任級	289	81	6	-	376	76
	Clerical 文員級	-	-	5	-	5	0
	Total 總計	324	81	11	0	416	111
All Branches 全部門類	Managerial 經理級	524	18	-	-	542	143
	Supervisory/Officer 主管/主任級	927	160	160	27	1 274	182
	Clerical 文員級	173	217	358	-	748	3
	Total 總計	1 624	395	518	27	2 564	328

Note: * Respondents of the branch “Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry” were not requested to provide data related to the Number of Recruits in the Next Twenty Four Months.

註: * 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供未來 24 個月內招聘僱員人數的資料。

Table 10 : Number of Establishments Encountered
Recruitment Difficulties in the Past Twelve Months (1.1.2014 to 31.12.2014)
 (Banking and Finance Industry)

表 10 : 過去十二個月(1.1.2014至31.12.2014)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	33	15.7	28	13.3	19	9.0
	No 沒有	42	20.0	63	30.0	76	36.2
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	109	51.9	93	44.3	89	42.4
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	26	12.4	26	12.4	26	12.4
	Total 總計	210	100	210	100	210	100
Deposit-taking Companies 接受存款公司	Yes 有	-	0.0	1	5.9	1	5.9
	No 沒有	4	23.5	4	23.5	4	23.5
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	12	70.6	11	64.7	11	64.7
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	1	5.9	1	5.9	1	5.9
	Total 總計	17	100	17	100	17	100
Investment and Holding Companies 投資及控股公司	Yes 有	-	0.0	-	0.0	-	0.0
	No 沒有	11	3.0	72	19.8	16	4.4
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	346	95.3	285	78.5	341	93.9
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	6	1.7	6	1.7	6	1.7
	Total 總計	363	100	363	100	363	100
Personal Loans and Related Companies 私人貸款及有關公司	Yes 有	-	0.0	16	2.6	31	5.0
	No 沒有	25	4.0	46	7.4	56	9.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	487	78.0	450	72.1	425	68.1
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	112	17.9	112	17.9	112	17.9
	Total 總計	624	100	624	100	624	100
Securities Brokerage Firms 證券經紀公司	Yes 有	21	4.0	26	4.9	16	3.0
	No 沒有	13	2.5	55	10.4	89	16.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	481	90.8	434	81.9	410	77.4
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	15	2.8	15	2.8	15	2.8
	Total 總計	530	100	530	100	530	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 (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴 金屬經紀 / 交易商	Yes 有	2	1.1	4	2.2	8	4.5
	No 沒有	5	2.8	20	11.2	27	15.2
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	163	91.6	146	82.0	135	75.8
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	8	4.5	8	4.5	8	4.5
	Total 總計	178	100	178	100	178	100
Stock Bullion and Commodity Exchanges and Statutory Bodies in 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	5	100	5	100	5	100
	Total 總計	5	100	5	100	5	100
Money Changers and Foreign Exchange Brokers/ Dealers 兌換商及外匯經紀 / 交易商	Yes 有	-	0.0	1	0.1	81	11.0
	No 沒有	3	0.4	6	0.8	44	6.0
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	725	98.4	721	97.8	603	81.8
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	9	1.2	9	1.2	9	1.2
	Total 總計	737	100	737	100	737	100
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Yes 有	56	7.1	73	9.3	26	3.3
	No 沒有	98	12.5	108	13.7	68	8.6
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	601	76.4	574	72.9	661	84.0
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	32	4.1	32	4.1	32	4.1
	Total 總計	787	100	787	100	787	100
Other Financial Companies 其他與金融有關的公司	Yes 有	24	1.3	158	8.3	31	1.6
	No 沒有	16	0.8	130	6.8	187	9.8
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	1 862	97.5	1 614	84.5	1 684	88.2
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	7	0.4	7	0.4	7	0.4
	Total 總計	1 909	100	1 909	100	1 909	100
All Branches 全部門類	Yes 有	136	2.5	307	5.7	213	4.0
	No 沒有	217	4.0	504	9.4	567	10.6
	Have not recruited or tried to recruit 未曾招聘或未有嘗試招聘員工	4 786	89.3	4 328	80.7	4 359	81.3
	Unspecified / Refusal Cases 未有說明 / 未有提供資料	221	4.1	221	4.1	221	4.1
	Total 總計	5 360	100	5 360	100	5 360	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.
所屬門類佔業內機構總數的百分率。由於四捨五入關係，總百分率不一定等於 100%。

Table 11 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Banking and Finance Industry)

表 11 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	20	39	33	92
(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	1	13	2	16
(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	123	218	97	438
(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	58	100	150	308
(e)	Other reasons 其他原因	-	29	42	71
Total 總計		202	399	324	925

Table 11.1 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Licensed Banks, Restricted Licence Banks
and Local Representative Offices of Foreign Banks)

表 11.1 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	1	6	7	14
(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	-	2	1	3
(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	28	20	14	62
(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	21	22	19	62
(e)	Other reasons 其他原因	-	-	-	0
Total 總計		50	50	41	141

Table 11.2 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Deposit-taking Companies)

表 11.2 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	-	-	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
(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		0	2	1	3

Table 11.3 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Investment and Holding Companies)

表 11.3 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	-	-	-	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 11.4 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Personal Loans and Related Companies)

表 11.4 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	-	15	8	23
(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	8	17
(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	30	38
(e)	Other reasons 其他原因	-	-	8	8
	Total 總計	0	32	54	86

Table 11.5 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Securities Brokerage Firms)

表 11.5 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	-	1	-	1
(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	17	18	14	49
(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	13	9	8	30
(e)	Other reasons 其他原因	-	8	-	8
	Total 總計	30	36	22	88

Table 11.6 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Commodity Futures (including Financial Futures) and Precious Metals
Brokers/ Dealers)

表 11.6 : 過去十二個月內 (1.1.2014 至 31.12.2014)
招聘員工有困難的原因
(期貨 (包括金融期貨) 及貴金屬經紀/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	1	1	1	3
(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	3	7	11
(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
(e)	Other reasons 其他原因	-	-	1	1
	Total 總計	2	4	14	20

Table 11.7 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
 (Stock Bullion and Commodity Exchanges and Statutory Bodies in the
 Banking and Finance Industry)

表 11.7 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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)

(Respondents of the branch “Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry” were not requested to provide data related to reasons of recruitment difficulties in the past twelve months (1.1.2014 to 31.12.2014).)

「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內 (1.1.2014 至 31.12.2014) 的招聘員工有困難的原因。

Table 11.8 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Money Changers and Foreign Exchange Brokers/ Dealers)

表 11.8 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	-	-	16	16
(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	-	-	24	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	-	-	57	57
(e)	Other reasons 其他原因	-	1	33	34
	Total 總計	0	1	130	131

Table 11.9 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Investment Advisory/ Asset Management Companies)

表 11.9 : 過去十二個月內 (1.1.2014 至 31.12.2014)
招聘員工有困難的原因
(投資顧問 / 資產管理公司)

	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	19	14	1	34
(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	-	6	-	6
(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	53	43	25	121
(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	19	26	5	50
(e)	Other reasons 其他原因	-	20	-	20
	Total 總計	91	109	31	231

Table 11.10 : Reasons of Recruitment Difficulties in the Past Twelve Months
(1.1.2014 to 31.12.2014)
(Other Financial Companies)

表 11.10 : 過去十二個月內 (1.1.2014 至 31.12.2014)
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	-	4	-	4
(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	-	3	-	3
(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	24	124	5	153
(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	34	26	65
(e)	Other reasons 其他原因	-	-	-	0
	Total 總計	29	165	31	225

Table 12 : Number of Hong Kong Employees
Required to Work in Mainland China
(Banking and Finance Industry)

表 12 : 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 2017 2017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	313	124
		Travelling Basis 非長駐	210	209
		Sub-total 小計	523	333
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	20	24
		Travelling Basis 非長駐	45	44
		Sub-total 小計	65	68
	Clerical 文員級	Stationed Basis 長駐	1	-
		Travelling Basis 非長駐	9	9
		Sub-total 小計	10	9
	Total 總計	Stationed Basis 長駐	334	148
		Travelling Basis 非長駐	264	262
		Total 總計	598	410
Deposit-taking Companies 接受存款公司	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	-	-
		Travelling Basis 非長駐	-	-
		Total 總計	-	-

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 2017 2017年1月時
Investment and Holding Companies 投資及控股公司	Managerial 經理級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	40	40
		Sub-total 小計	40	40
	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	-	-
		Travelling Basis 非長駐	40	40
		Total 總計	40	40
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	3	3
		Sub-total 小計	3	3
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	22	22
		Sub-total 小計	22	22
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	25	25
		Total 總計	25	25
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	Stationed Basis 長駐	54	54
		Travelling Basis 非長駐	4	16
		Sub-total 小計	58	70
	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	54	54
		Travelling Basis 非長駐	4	16
		Total 總計	58	70

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 2017 2017年1月時
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金屬經紀 / 交易商	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	2	2
		Sub-total 小計	2	2
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	3	3
		Total 總計	3	3
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

* Respondents of the branch “Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry” were not requested to provide data related to number of Hong Kong Employees required to work in Mainland China in the past twelve months (1.1.2014 to 31.12.2014).

* 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2014 至 31.12.2014）需要在中國內地工作的香港僱員人數。

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 2017 2017年1月時
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	-	-
		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
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	Stationed Basis 長駐	26	20
		Travelling Basis 非長駐	210	130
		Sub-total 小計	236	150
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	78	68
		Sub-total 小計	78	68
	Clerical 文員級	Stationed Basis 長駐	1	1
		Travelling Basis 非長駐	10	10
		Sub-total 小計	11	11
	Total 總計	Stationed Basis 長駐	27	21
		Travelling Basis 非長駐	298	208
		Total 總計	325	229

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 2017 2017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	20	25
		Travelling Basis 非長駐	206	206
		Sub-total 小計	226	231
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	33	33
		Travelling Basis 非長駐	104	203
		Sub-total 小計	137	236
	Clerical 文員級	Stationed Basis 長駐	-	-
		Travelling Basis 非長駐	-	-
		Sub-total 小計	-	-
	Total 總計	Stationed Basis 長駐	53	58
		Travelling Basis 非長駐	310	409
		Total 總計	363	467
All Branches 全部門類	Managerial 經理級	Stationed Basis 長駐	413	223
		Travelling Basis 非長駐	674	605
		Sub-total 小計	1 087	828
	Supervisory/ Officer 主管/主任級	Stationed Basis 長駐	53	57
		Travelling Basis 非長駐	251	339
		Sub-total 小計	304	396
	Clerical 文員級	Stationed Basis 長駐	2	1
		Travelling Basis 非長駐	19	19
		Sub-total 小計	21	20
	Total 總計	Stationed Basis 長駐	468	281
		Travelling Basis 非長駐	944	963
		Total 總計	1 412	1 244

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

表 13 : 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 2 January 2015 在2015年1月2日	Projection for January 2017 預測在 2017 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	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	-	-
	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	85	84
Deposit-taking Companies 接受存款公司	Additional employees need to recruit 須增聘的僱員數目	-	-
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	-	-
	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 additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	-	-
	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 2 January 2015 在2015年1月2日	Projection for January 2017 預測在2017年1月
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 additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其他 跨境方案如QFII、RQFII 而須增聘的 僱員人數	-	-
	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	3	9
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其他 跨境方案如QFII、RQFII 而須增聘的 僱員人數	3	9
	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	3	3
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨) 及貴金屬經紀 / 交易商	Additional employees need to recruit 須增聘的僱員數目	6	-
	Of those reported above as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross- border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其他 跨境方案如QFII、RQFII 而須增聘的 僱員人數	-	-
	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	54	40

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2015 在2015年1月2日	Projection for January 2017 預測在2017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 additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	-	-
	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 additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	-	-
	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 Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Additional employees need to recruit 須增聘的僱員數目	3	10
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	2	-
	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	8	9

Note: * Respondents of the branch “Stock, Bullion and Commodity Exchanges and Statutory Bodies in the Banking and Finance Industry” were not requested to provide data related to the effects of Mainland operations on Hong Kong employees in the past twelve months (1.1.2014 to 31.12.2014).

註: * 「股票、黃金及期貨交易公司，以及銀行及金融業內的法定機構」門類的受訪機構沒有被要求提供過去十二個月內（1.1.2014 至 31.12.2014）內地業務對本地僱員的影響資料。

Branch 門類	Effects 影響	Number of Employees 僱員人數	
		As at 2 January 2015 在2015年1月2日	Projection for January 2017 預測在2017年1月
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	-	132
	Number of additional employees need to be recruited as a result of Shanghai-Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross-border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	-	66
	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	-	66
All Branches 全部門類	Additional employees need to recruit 須增聘的僱員數目	12	151
	Number of additional employees need to be recruited as a result of Shanghai- Hong Kong Stock Connect, Mutual Fund Recognition between Hong Kong and the Mainland or other cross- border schemes, e.g. QFII, RQFII” 因滬港通、香港與內地基金互認或其 他跨境方案如QFII、RQFII 而須增聘 的僱員人數	5	75
	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	150	202

Table 14 : Estimated Percentage of Training Provided by
External Course Providers in the Next Twelve Months
 (Banking and Finance Industry)

表 14 : 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%	>0% - 24%	>24% - 49%	>49% - 74%	>74% - <100%	100%
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 經理級	86	16	12	7	13	38
	Supervisory/ Officer 主管級/ 主任級	68	17	15	5	9	36
	Clerical 文員級	67	17	7	4	9	21
	Total 總計	221	50	34	16	31	95
Deposit-taking Companies 接受存款公司	Managerial 經理級	3	2	1	1	1	8
	Supervisory/ Officer 主管級/ 主任級	3	3	1	1	1	7
	Clerical 文員級	5	2	1	1	1	5
	Total 總計	11	7	3	3	3	20
Investment and Holding Companies 投資及控股公司	Managerial 經理級	147	12	-	-	40	61
	Supervisory/ Officer 主管級/ 主任級	87	12	-	-	40	11
	Clerical 文員級	107	10	2	-	-	51
	Total 總計	341	34	2	0	80	123
Personal Loans and Related Companies 私人貸款及有關公司	Managerial 經理級	236	11	-	2	-	31
	Supervisory/ Officer 主管級/ 主任級	365	12	-	2	-	46
	Clerical 文員級	352	4	-	1	-	24
	Total 總計	953	27	0	5	0	101
Securities Brokerage Firms 證券經紀公司	Managerial 經理級	193	12	11	16	-	172
	Supervisory/ Officer 主管級/ 主任級	174	12	11	17	-	145
	Clerical 文員級	257	23	8	17	-	144
	Total 總計	624	47	30	50	0	461
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴 金屬經紀 / 交易商	Managerial 經理級	88	2	5	5	5	29
	Supervisory/ Officer 主管級/ 主任級	84	2	2	3	5	22
	Clerical 文員級	75	2	3	5	2	19
	Total 總計	247	6	10	13	12	70

Branch 門類	Job Level 職級	No. of Establishments 機構數目					
		0%	>0% - 24%	>24% - 49%	>49% - 74%	>74% - <100%	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	-	-	-	-	-	0
	Supervisory/ Officer 主管級/ 主任級	-	-	-	-	-	0
	Clerical 文員級	-	-	-	-	-	0
	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	51	-	-	8	-	10
	Supervisory/ Officer 主管級/ 主任級	220	-	8	8	-	35
	Clerical 文員級	523	-	16	50	-	85
	Total 總計	794	0	24	66	0	130
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial 經理級	200	32	16	10	51	311
	Supervisory/ Officer 主管級/ 主任級	153	32	23	10	31	311
	Clerical 文員級	235	12	13	13	1	120
	Total 總計	588	76	52	33	83	742
Other Financial Companies 其他與金融有關的公司	Managerial 經理級	358	2	71	1	-	282
	Supervisory/ Officer 主管級/ 主任級	894	2	71	1	-	822
	Clerical 文員級	401	2	71	1	-	99
	Total 總計	1 653	6	213	3	0	1 203
All Branches 全部門類	Managerial 經理級	1 362	89	116	50	110	942
	Supervisory/ Officer 主管級/ 主任級	2 048	92	131	47	86	1 435
	Clerical 文員級	2 022	72	121	92	13	568
	Total 總計	5 432	253	368	189	209	2 945

Table 15 : Information on the Training Expenses
in 2014 Compared with Those in 2013
(Banking and Finance Industry)

表 15 : 2014年的訓練支出與2013年的訓練支出比較
(銀行及金融業)

Branch 門類	Training Expenses in 2014 as Compared with Those in 2013 2014年與2013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 (75.1)	161 (77.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	5 (2.4)	2 (1.0)
		>10% - 20%	6 (2.9)	4 (1.9)
		5% - 10%	1 (0.5)	- (0.0)
		< 5%	1 (0.5)	2 (1.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	1 (0.5)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		39 (18.7)	39 (18.7)
	Total 總計		209 (100)	209 (100)
Deposit-taking Companies 接受存款公司	No Change 沒有改變		15 (88.2)	12 (70.6)
	Increase by 增加	> 50%	- (0.0)	2 (11.8)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	1 (5.9)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		2 (11.8)	2 (11.8)
	Total 總計		17 (100)	17 (100)
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		360 (99.2)	350 (96.4)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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)
		> 20%-50%	- (0.0)	10 (2.8)
		>10% - 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 (0.8)	3 (0.8)
	Total 總計		363 (100)	363 (100)

Branch 門類	Training Expenses in 2014 as Compared with Those in 2013 2014年與2013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		502 (80.4)	533 (85.4)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	8 (1.3)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	23 (3.7)	- (0.0)
		< 5%	1 (0.2)	1 (0.2)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		90 (14.4)	90 (14.4)
	Total 總計		624 (100)	624 (100)
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變		504 (95.1)	495 (93.4)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	3 (0.6)	11 (2.1)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	8 (1.5)	8 (1.5)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	1 (0.2)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		15 (2.8)	15 (2.8)
	Total 總計		530 (100)	530 (100)
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀/ 交易商	No Change 沒有改變		156 (87.6)	162 (91.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	2 (1.1)	2 (1.1)
		5% - 10%	1 (0.6)	- (0.0)
		< 5%	5 (2.8)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		14 (7.9)	14 (7.9)
	Total 總計		178 (100)	178 (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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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 (100)	5 (100)
	Total 總計		5 (100)	5 (100)

Branch 門類	Training Expenses in 2014 as Compared with Those in 2013 2014年與2013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		728 (98.8)	728 (98.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		9 (1.2)	9 (1.2)
	Total 總計		737 (100)	737 (100)
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	No Change 沒有改變		725 (93.3)	717 (92.3)
	Increase by 增加	> 50%	- (0.0)	1 (0.1)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	10 (1.3)
		< 5%	4 (0.5)	1 (0.1)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	3 (0.4)	3 (0.4)
		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 (5.8)	45 (5.8)
	Total 總計		777 (100)	777 (100)
Other Financial Companies 其他與金融有關的公司	No Change 沒有改變		1 822 (95.4)	1 756 (92.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	1 (0.1)	1 (0.1)
		>10% - 20%	67 (3.5)	100 (5.2)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	33 (1.7)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		19 (1.0)	19 (1.0)
	Total 總計		1 909 (100)	1 909 (100)
All Branches 全部門類	No Change 沒有改變		4 969 (92.9)	4 914 (91.9)
	Increase by 增加	> 50%	0 (0.0)	3 (<0.1)
		> 20%-50%	17 (0.3)	14 (0.3)
		>10% - 20%	75 (1.4)	107 (2.0)
		5% - 10%	33 (0.6)	18 (0.3)
		< 5%	11 (0.2)	4 (<0.1)
	Decrease by 減少	> 50%	0 (0.0)	0 (0.0)
		> 20%-50%	0 (0.0)	10 (0.2)
		>10% - 20%	3 (<0.1)	4 (<0.1)
		5% - 10%	0 (0.0)	34 (0.6)
		< 5%	0 (0.0)	0 (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		241 (4.5)	241 (4.5)
	Total 總計		5 349 (100)	5 349 (100)

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

註: 由於四捨五入關係, 總百分率不一定等於 100%。

Table 16 : Comparison of the Training Budget for 2015
with Training Expenses in 2014
(Banking and Finance Industry)

表 16 : 2015年的訓練開支預算與2014年的訓練支出比較
(銀行及金融業)

Branch 門類	Training Budget for 2015 as Compared with Training Expenses in 2014 2015年的訓練開支預算 與2014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		155 (73.8)	160 (76.2)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	6 (2.9)	3 (1.4)
		>10% - 20%	2 (1.0)	3 (1.4)
		5% - 10%	6 (2.9)	3 (1.4)
		< 5%	1 (0.5)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		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		40 (19.0)	40 (19.0)
	Total 總計		210 (100)	210 (100)
Deposit-taking Companies 接受存款公司	No Change 沒有改變		15 (88.2)	12 (70.6)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	1 (5.9)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	2 (11.8)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		2 (11.8)	2 (11.8)
	Total 總計		17 (100)	17 (100)
Investment and Holding Companies 投資及控股公司	No Change 沒有改變		360 (99.2)	360 (99.2)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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 (0.8)	3 (0.8)
	Total 總計		363 (100)	363 (100)

Branch 門類	Training Budget for 2015 as Compared with Training Expenses in 2014 2015年的訓練開支預算 與2014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		502 (80.4)	534 (85.6)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	8 (1.3)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	23 (3.7)	- (0.0)
		< 5%	1 (0.2)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		90 (14.4)	90 (14.4)
	Total 總計		624 (100)	624 (100)
Securities Brokerage Firms 證券經紀公司	No Change 沒有改變		509 (96.0)	500 (94.3)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	3 (0.6)	11 (2.1)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	3 (0.6)	3 (0.6)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	1 (0.2)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		15 (2.8)	15 (2.8)
	Total 總計		530 (100)	530 (100)
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期 貨)及貴金屬經紀 / 交易商	No Change 沒有改變		154 (86.5)	160 (89.9)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	3 (1.7)	2 (1.1)
		< 5%	5 (2.8)	- (0.0)
	Decrease by 減少	> 50%	2 (1.1)	2 (1.1)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		14 (7.9)	14 (7.9)
	Total 總計		178 (100)	178 (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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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 (100)	5 (100)
	Total 總計		5 (100)	5 (100)

Branch 門類	Training Budget for 2015 as Compared with Training Expenses in 2014 2015年的訓練開支預算 與2014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		728 (98.8)	728 (98.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 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		9 (1.2)	9 (1.2)
	Total 總計		737 (100)	737 (100)
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	No Change 沒有改變		725 (92.1)	708 (90.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	10 (1.3)
		>10% - 20%	10 (1.3)	10 (1.3)
		5% - 10%	- (0.0)	10 (1.3)
		< 5%	4 (0.5)	1 (0.1)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	3 (0.4)	3 (0.4)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		45 (5.7)	45 (5.7)
	Total 總計		787 (100)	787 (100)
Other Financial Companies 其他與金融有關的 公司	No Change 沒有改變		1 822 (95.4)	1 756 (92.0)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	1 (<0.1)	1 (<0.1)
		>10% - 20%	67 (3.5)	100 (5.2)
		5% - 10%	- (0.0)	- (0.0)
		< 5%	- (0.0)	- (0.0)
	Decrease by 減少	> 50%	- (0.0)	- (0.0)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	- (0.0)	33 (1.7)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		19 (1.0)	19 (1.0)
	Total 總計		1 909 (100)	1 909 (100)
All Branches 全部門類	No Change 沒有改變		4 970 (92.7)	4 918 (91.8)
	Increase by 增加	> 50%	- (0.0)	- (0.0)
		> 20%-50%	18 (0.3)	26 (0.5)
		>10% - 20%	79 (1.5)	113 (2.1)
		5% - 10%	32 (0.6)	15 (0.3)
		< 5%	14 (0.3)	4 (<0.1)
	Decrease by 減少	> 50%	2 (<0.1)	4 (<0.1)
		> 20%-50%	- (0.0)	- (0.0)
		>10% - 20%	- (0.0)	- (0.0)
		5% - 10%	3 (<0.1)	38 (0.7)
		< 5%	- (0.0)	- (0.0)
	Unspecified / Refusal Cases 未有說明 / 未有提供資料		242 (4.5)	242 (4.5)
	Total 總計		5 360 (100)	5 360 (100)

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

註: 由於四捨五入關係, 總百分率不一定等於 100%。

Table 17 : The Top Five Types/Topics of Training
Mostly Chosen by Respondents for Manpower Development
(Banking and Finance Industry)

表 17 : 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	Principles & Practice of Management 管理理論與實務
		2	Risk Management 風險管理
		3	Strategic Management 策略管理
		4	Problem Solving & Decision Making 解決困難及決策
		5	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	Enhancing Quality Customer Services 提升顧客服務的質素
		3	Foreign Exchange 外匯
		4	Anti-Corruption Regulations 反貪污條例
		5	Trade Finance 貿易融資
	Clerical Level 文員級	1	Putonghua 普通話
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Interpersonal Skills 人際關係技巧
		4	Information Systems Application Skills 資訊系統應用技巧
		4	Communication Skills 溝通技巧
Deposit-taking Companies 接受存款公司	Managerial Level 經理級	1	Strategic Management 策略管理
		2	Risk Management 風險管理
		3	Principles & Practice of Management 管理理論與實務
		3	Problem Solving & Decision Making 解決困難及決策
		4	Crisis Management 危機管理
		4	Compliance of Various Ordinances 不同法規的監管

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	Problem Solving & Decision Making 解決困難及決策
		2	Leadership 領導才能
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Quality Management 優質服務管理
		4	Time Management 時間管理
	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
		2	Communication Skills 溝通技巧
		4	Putonghua 普通話
		4	Interpersonal Skills 人際關係技巧
Investment and Holding Companies 投資及控股公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Problem Solving & Decision Making 解決困難及決策
		3	Marketing Management 營銷管理
		3	SME Financial Management & Practice 中小企財務管理及實務
		5	Strategic Management 策略管理
	Supervisory/ Officer Level 主管/主任級	1	Communication Skills 溝通技巧
		2	Risk Management 風險管理
		3	Problem Solving & Decision Making 解決困難及決策
		3	Marketing Management 營銷管理
		3	Quality Management 優質服務管理
		3	Stress Management 壓力處理
	Clerical Level 文員級	1	Putonghua 普通話
		2	English Writing 英文書寫
		2	Spoken English 英語會話
		4	Chinese Writing 中文書寫
		4	Mediation Skills 調解技巧
Personal Loans and Related Companies 私人貸款及有關 公司	Managerial Level 經理級	1	Compliance of Various Ordinances 不同法規的監管
		2	Risk Management 風險管理
		3	Principles & Practice of Management 管理理論與實務
		4	Financial Statement Analysis 財務報表分析
		5	Credit Analysis-Spreading and Ratio Analysis 信用分析— 報表闡釋及比率分析

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
Personal Loans and Related Companies 私人貸款及有關 公司	Supervisory/ Officer Level 主管/主任級	1	Marketing/Selling Skills 市場推廣／銷售技巧
		2	Enhancing Quality Customer Services 提升顧客服務的質素
		3	Communication Skills 溝通技巧
		4	Credit Analysis-Spreading and Ratio Analysis 信用分析— 報表闡釋及比率分析
		5	Customer Psychology 顧客心理
	Clerical Level 文員級	1	English Writing 英文書寫
		2	Information Systems Application Skills 資訊系統應用技巧
		3	Spoken English 英語會話
		3	Putonghua 普通話
		5	Interpersonal Skills 人際關係技巧
Securities Brokerage Firms 證券經紀公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Securities & Futures Regulation 證券及期貨條例
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Principles & Practice of Management 管理理論與實務
		5	Problem Solving & Decision Making 解決困難及決策
	Supervisory/ Officer Level 主管/主任級	1	Securities & Futures Regulation 證券及期貨條例
		2	Time Management 時間管理
		3	Securities Analysis 證券分析
		4	Leadership 領導才能
		5	Risk Management 風險管理
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Communication Skills 溝通技巧
		3	Anti-Money Laundering Compliance 反洗黑錢法規
		4	Spoken English 英語會話
		5	Securities Analysis 證券分析
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨) 及貴金屬經紀 / 交易商	Managerial Level 經理級	1	Problem Solving & Decision Making 解決困難及決策
		2	Principles & Practice of Management 管理理論與實務
		3	Risk Management 風險管理
		4	Strategic Management 策略管理
		5	Securities & Futures Regulation 證券及期貨條例

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 (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨) 及貴金屬經紀 / 交易商	Supervisory/ Officer Level 主管/主任級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Time Management 時間管理
		3	Problem Solving & Decision Making 解決困難及決策
		3	Securities & Futures Regulation 證券及期貨條例
		5	Financial Markets Operations 金融市場運作
	Clerical Level 文員級	1	Securities & Futures Regulation 證券及期貨條例
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Communication Skills 溝通技巧
		4	Anti-Corruption Regulations 反貪污條例
		5	Customer Psychology 顧客心理
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
		1	Coaching & Counseling 訓練及輔導下屬
		3	Compliance of Various Ordinances 不同法規的監管
		4	Implementing Change 推行變革
		4	Talent Management 人才管理
		4	Securities & Futures Regulation 證券及期貨條例
		4	Communication Skills 溝通技巧
	Supervisory/ Officer Level 主管/主任級	1	Problem Solving & Decision Making 解決困難及決策
		1	Financial Statement Analysis 財務報表分析
		3	Risk Management 風險管理
		3	Leadership 領導才能
		3	Team Building 建立團隊
		3	Coaching & Counseling 訓練及輔導下屬
		3	Dealing with Conflict 處理衝突
		3	Compliance of Various Ordinances 不同法規的監管
		3	Securities & Futures Regulation 證券及期貨條例
		3	Provident Fund 公積金
		3	Company Law in Mainland 中國公司法
		3	English Writing 英文書寫
		3	Communication Skills 溝通技巧

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	Stress Management 壓力處理
		1	Time Management 時間管理
		3	Problem Solving & Decision Making 解決困難及決策
		3	Compliance of Various Ordinances 不同法規的監管
		3	Enhancing Quality Customer Services 提升顧客服務的質素
		3	Putonghua 普通話
		3	Communication Skills 溝通技巧
		3	Presentation Skills 演說技巧
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
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Risk Management 風險管理
		4	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		5	Crisis Management 危機管理
		5	Human Resources Management 人力資源管理
		5	Enhancing Quality Customer Services 提升顧客服務的質素
		5	Financial Statement Analysis 財務報表分析
	Supervisory/ Officer Level 主管/主任級	1	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		2	Anti-Money Laundering Compliance 反洗黑錢法規
		3	Foreign Exchange 外匯
		4	Communication Skills 溝通技巧
		5	Anti-Corruption Regulations 反貪污條例
	Clerical Level 文員級	1	Anti-Money Laundering Compliance 反洗黑錢法規
		2	Skills in Differentiating Bank Notes 鑑別鈔票技巧
		3	Foreign Exchange 外匯
		4	Communication Skills 溝通技巧
		5	Putonghua 普通話

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
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Managerial Level 經理級	1	Risk Management 風險管理
		2	Fund Management 基金管理
		3	Strategic Management 策略管理
		4	Compliance of Various Ordinances 不同法規的監管
		5	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	Anti-Corruption Regulations 反貪污條例
		3	Financial Markets Operations 金融市場運作
		4	Compliance of Various Ordinances 不同法規的監管
		5	Asset Valuation & Portfolio Management 資產估值及組合管理
	Clerical Level 文員級	1	Spoken English 英語會話
		1	Communication Skills 溝通技巧
		3	Putonghua 普通話
		4	English Writing 英文書寫
		5	Interpersonal Skills 人際關係技巧
Other Financial Companies 其他與金融有關的公司	Managerial Level 經理級	1	Principles & Practice of Management 管理理論與實務
		1	Strategic Management 策略管理
		1	Risk Management 風險管理
		4	Problem Solving & Decision Making 解決困難及決策
		5	Human Resources Management 人力資源管理
	Supervisory/ Officer Level 主管/主任級	1	Putonghua 普通話
		2	English Writing 英文書寫
		3	Spoken English 英語會話
		4	Compliance of Various Ordinances 不同法規的監管
		5	Chinese Writing 中文書寫
	Clerical Level 文員級	1	Putonghua 普通話
		2	Communication Skills 溝通技巧
		3	English Writing 英文書寫
		3	Spoken English 英語會話
		5	Chinese Writing 中文書寫

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
All Branches 全部門類	Managerial Level 經理級	1	Risk Management 風險管理
		2	Strategic Management 策略管理
		3	Principles & Practice of Management 管理理論與實務
		4	Problem Solving & Decision Making 解決困難及決策
		5	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	Financial Markets Operations 金融市場運作
		3	Compliance of Various Ordinances 不同法規的監管
		4	Putonghua 普通話
		5	English Writing 英文書寫
	Clerical Level 文員級	1	Putonghua 普通話
		2	Communication Skills 溝通技巧
		3	Spoken English 英語會話
		4	English Writing 英文書寫
		5	Anti-Money Laundering Compliance 反洗黑錢法規

Table 18 : The Incentives to Encourage Employers to Provide Training to Their Employees (Banking and Finance Industry)

表 18 : 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	84	30.2
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	97	34.9
	Government loan/grant to employers 政府給予僱主貸款/補助金	38	13.7
	Others 其他	3	1.1
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	56	20.1
	Total 總計	278	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	11	44.0
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	7	28.0
	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	3	12.0
	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	195	41.8
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	113	24.2
	Government loan/grant to employers 政府給予僱主貸款/補助金	62	13.3
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	97	20.8
	Total 總計	467	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	224	24.9
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	203	22.6
	Government loan/grant to employers 政府給予僱主貸款/補助金	189	21.0
	Others 其他	15	1.7
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	267	29.7
	Total 總計	898	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	253	30.6
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	288	34.8
	Government loan/grant to employers 政府給予僱主貸款/補助金	196	23.7
	Others 其他	19	2.3
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	72	8.7
	Total 總計	828	100
Commodity Futures (including Financial Futures) and Precious Metals Brokers/ Dealers 期貨(包括金融期貨)及貴金 屬經紀 / 交易商	Reimbursement of course fees to employers 向僱主退還僱員學費	68	25.5
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	105	39.3
	Government loan/grant to employers 政府給予僱主貸款/補助金	52	19.5
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	42	15.7
	Total 總計	267	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	5	100
	Total 總計	5	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	336	35.7
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	205	21.8
	Government loan/grant to employers 政府給予僱主貸款/補助金	156	16.6
	Others 其他	25	2.7
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	220	23.4
	Total 總計	942	100
Investment Advisory/ Asset Management Companies 投資顧問 / 資產管理公司	Reimbursement of course fees to employers 向僱主退還僱員學費	448	37.6
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	375	31.5
	Government loan/grant to employers 政府給予僱主貸款/補助金	275	23.1
	Others 其他	10	0.8
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	82	6.9
	Total 總計	1 190	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
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	625	25.1
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	677	27.2
	Government loan/grant to employers 政府給予僱主貸款/補助金	616	24.7
	Others 其他	-	0.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	571	22.9
	Total 總計	2 489	100
All Branches 全部門類	Reimbursement of course fees to employers 向僱主退還僱員學費	2 244	30.4
	Provision of subsidy to employers 提供僱員訓練津貼予僱主	2 070	28.0
	Government loan/grant to employers 政府給予僱主貸款/補助金	1 587	21.5
	Others 其他	73	1.0
	Not Applicable / Unspecified / Refusal Cases 不適用 / 未有說明 / 未有提供資料	1 415	19.2
	Total 總計	7 389	100

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

註: 由於四捨五入關係, 總百分率不一定等於 100%。

Manpower Changes of the Banking and Finance Industry
from January 2013 to January 2015

銀行及金融業於二〇一三年一月至二〇一五年一月之人力轉變

Job Title 職 稱	No. of Employees in January 2015 二〇一五年 一月之 僱員人數	No. of Employees in January 2013 二〇一三年 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	435	403	32 (7.9%)
Chief Executive Officer/Chief Operating Officer/Managing Director/General Manager 行政總裁／營運總監／常務董事／ 總經理	2 211	1 832	379 (20.7%)
Chief Representative 首席代表	72	62	10 (16.1%)
Manager - Administration 經理－行政	1 015	1 019	-4 (-0.4%)
Zone/District Manager 區域經理	416	357	59 (16.5%)
Head of Treasury and Capital Markets 庫務及資本市場主管	273	290	-17 (-5.9%)
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	1 034	944	90 (9.5%)
Manager - Settlement 經理－結算	420	352	68 (19.3%)
Risk Manager 風險經理	1 177	756	421 (55.7%)
Chief Investment Officer/ Manager - Investment 總投資主任／經理－投資	1 356	1 101	255 (23.2%)
Portfolio Manager 投資組合經理	1 684	1 587	97 (6.1%)
Chief Investment Officer/ Manager – Investment 總投資主任／經理－投資	1 361	1 256	105 (8.4%)
Manager - Private Banking 經理－私人銀行	861	611	250 (40.9%)
Manager - Securities, Futures and Commodities Trading 經理－證券、期貨及商品交易	1 630	1 322	308 (23.3%)
Product Manager 產品經理	388	n/a	n/a n/a
Sales Manager (Funds Distribution) 銷售經理(基金分銷)	1 277	n/a	n/a n/a

Job Title 職 稱	No. of Employees in January 2015 二〇一五年 一月之 僱員人數	No. of Employees in January 2013 二〇一三年 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	2 834	2 545	289 (11.4%)
Manager – Insurance Products 經理－保險產品	148	138	10 (7.2%)
Manager-Mandatory Provident Fund 經理－強制性公積金	146	111	35 (31.5%)
Manager - Trade Finance Operations 經理－貿易融資運作	507	428	79 (18.5%)
Manager - Trust 經理－信託	154	177	-23 (-13.0%)
Manager – Phone Banking/ Call Centre 經理－電話理財/電話服務中心	97	64	33 (51.6%)
Manager - Credit 經理－信貸	1 505	1 446	59 (4.1%)
Manager - Credit Card 經理－信用卡	197	195	2 (1.0%)
Manager - Financial Institutions/ Correspondent Banking 經理－財務機構／國外同業部	181	185	-4 (-2.2%)
Head of Business/ Managing Director 業務總監/董事總經理	907	1 031	-124 (-12.0%)
Manager - Corporate Banking/ Commercial Banking/ Relationship Management 經理－企業銀行／商業銀行／ 客戶關係管理	2 125	1 789	336 (18.8%)
Manager - Marketing/Product Development 經理－市場推廣／產品開發	996	1 098	-102 (-9.3%)
Manager – Customer Relationship (Personal Banking/ Securities) 經理－客戶關係(個人銀行/證券)	1 456	1 303	153 (11.7%)
Chief Financial Officer/Financial Controller 總財務主任／財務監督	434	435	-1 (-0.2%)
Manager - Accounting 經理－會計	1 679	1 337	342 (25.6%)
Chief Information Officer/ Chief Technology Officer/Manager - IT 總資訊主任／總科技主任／ 經理－資訊科技	2 962	1 745	1 217 (69.7%)
E-Commerce/ E-Banking Manager 電子商貿/電子銀行經理	329	248	81 (32.7%)
Manager - Human Resources 經理－人力資源	1 169	1 183	-14 (-1.2%)
Manager - Training/ Learning and Development 經理－培訓/訓練／學習及發展	227	274	-47 (-17.2%)

Job Title 職 稱	No. of Employees in January 2015 二〇一五年 一月之 僱員人數	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
MANAGERIAL LEVEL (Continued) 經理級 (續)			
Company Secretary 公司秘書	149	164	-15 (-9.1%)
Economist/Manager - Economic Research 經濟研究員／經理－經濟研究	250	193	57 (29.5%)
Legal Adviser 法律顧問	411	317	94 (29.7%)
Manager - Compliance 經理－合規	1 104	838	266 (31.7%)
Manager - Corporate Communications/ Public Relations 經理－企業傳訊／公共關係	250	264	-14 (-5.3%)
Manager - Internal Audit 經理－內部稽核	602	517	85 (16.4%)
Business Analyst/ Manager – Organisation/ Service Quality & Assurance/ Process Re- Engineering 商業分析員／經理－組織／質素保證／ 工效優化	356	361	-5 (-1.4%)
Manager - Property/Real Estate 經理－產業／房地產	171	120	51 (42.5%)
Other Manager 其他經理	4 887	4 907	-20 (-0.4%)
Sub-total 小 計	41 843	35 305	6 538 (18.5%)
SUPERVISORY/OFFICER LEVEL 主管/主任級			
Administration Officer 行政主任	1 560	1 685	-125 (-7.4%)
Management Trainee 見習主任	603	690	-87 (-12.6%)
Representative 代表	216	244	-28 (-11.5%)
Foreign Exchange and Money Market Dealer 外匯及拆放市場交易員	1 259	1 391	-132 (-9.5%)
Remittances Officer 匯兌主任	917	774	143 (18.5%)
Settlement Officer 結算主任	498	776	-278 (-35.8%)
Financial Adviser Representative/ Personal financial Adviser 財務顧問代表／個人財務顧問	3 857	3 916	-59 (-1.5%)
Investment Analyst 投資分析員	2 828	3 050	-222 (-7.3%)
Investment Officer 投資主任	2 106	1 604	502 (31.3%)
Account Executive / Sales Officer 客戶主任/ 營業主任	3 347	3 588	-241 (-6.7%)

Job Title 職 稱	No. of Employees in January 2015 二〇一五年 一月之 僱員人數	No. of Employees in January 2013 二〇一三年 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)			
Securities Settlement Officer 證券交收結算主任	2 061	1 462	599 (41.0%)
Product Associate 產品主任	1 164	n/a	n/a n/a
Insurance Products Officer 保險產品主任	170	182	-12 (-6.6%)
Mandatory Provident Fund Officer 強制性公積金主任	591	667	-76 (-11.4%)
Operations Officer 營運主任	6 138	6 156	-18 (-0.3%)
Sales Officer – Insurance Products 銷售主任－保險產品	161	111	50 (45.0%)
Trade Finance Operations Officer 貿易融資營運主任	1 568	1 114	454 (40.8%)
Trust Officer 信託主任	135	161	-26 (-16.1%)
Customer Service Representative – Phone Banking/ Call Centre 客戶服務代表－電話理財/ 電話服務中心	1 222	489	733 (149.9%)
Moderator 調解員	0	1	-1 (-100%)
Credit Analyst 信貸分析員	790	727	63 (8.7%)
Credit Card Officer 信用卡主任	582	616	-34 (-5.5%)
Credit Information Officer 信貸資料主任	273	234	39 (16.7%)
Credit/Loan Officer 信貸／放款主任	2 792	2 488	304 (12.2%)
Hire Purchase/Leasing Officer 分期付款／租賃主任	388	376	12 (3.2%)
Business Development Officer 業務發展主任	1 804	2 011	-207 (-10.3%)
Relationship Officer – Corporate Banking/ Commercial Banking/ Relationship Management 客戶關係主任－企業銀行／商業銀行 ／客戶關係管理	2 862	2 464	398 (16.2%)
Telemarketing Officer 電話市場推廣主任	423	500	-77 (-15.4%)
Relationship Officer – Private Banking 客戶關係主任－私人銀行	381	215	166 (77.2%)
Customer Services Officer – Personal Banking/ Securities 客戶服務主任－個人銀行／證券	3 769	1 926	1 843 (95.7%)

Job Title 職 稱	No. of Employees in January 2015 二〇一五年 一月之 僱員人數	No. of Employees in January 2013 二〇一三年 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)			
Accounting Officer 會計主任	1 940	2 034	-94 (-4.6%)
Computer Operations Officer 電腦運作主任	1 321	881	440 (49.9%)
IT Audit Officer 資訊科技稽核主任	348	505	-157 (-31.1%)
Programmer/Technology Officer 程式員／科技主任	2 399	1 750	649 (37.1%)
Systems Analyst 系統分析員	1 371	1 316	55 (4.2%)
Human Resources Officer 人力資源主任	791	758	33 (4.4%)
Training Officer/Instructor 訓練主任／導師	129	138	-9 (-6.5%)
Compliance Officer 合規主任	1 197	756	441 (58.3%)
Internal Audit Officer 內部稽核主任	426	457	-31 (-6.8%)
Officer – Organisation/ Productivity/ Quality/ Re-engineering 主任－組織／生產力／質素／ 工效優化	206	232	-26 (-11.2%)
Other Supervisor 其他主管	6 577	7 674	-1 097 (-14.3%)
Sub-total 小 計	61 170	56 119	5 051 (9.0%)
CLERICAL LEVEL 文員級			
Clerk 文員	12 933	11 936	997 (8.4%)
Securities and Futures Assistant 證券及期貨助理	4 106	6 082	-1 976 (-32.5%)
Cashier 出納員	1 027	987	40 (4.1%)
Receptionist/ Greeter 接待員／電話操作員	713	916	-203 (-22.2%)
Trade Finance Operations Checker 貿易融資運作核對員	779	1 019	-240 (-23.6%)
Teller 櫃檯員	11 208	10 570	638 (6.0%)
Telemarketing Representative 電話市場推廣代表	902	1 144	-242 (-21.2%)
Accounting Clerk 會計文員	2 374	2 763	-389 (-14.1%)
Computer Operator 電腦操作員	1 352	1 462	-110 (-7.5%)

Job Title 職 稱	No. of Employees in January 2015 二〇一五年 一月之 僱員人數	No. of Employees in January 2013 二〇一三年 一月之 僱員人數	Manpower Change (%) 人力轉變 (百分比)
CLERICAL LEVEL (Continued) 文員級 (續)			
Other Clerical Staff 其他文員	5 363	7 808	-2 445 (-31.3%)
Sub-total 小 計	40 757	44 687	-3 930 (-8.8%)
OTHERS 其他			
Other Supporting Staff 其他輔助員工	7 547	9 672	-2 125 (-22.0%)
Sub-total 小 計	7 547	9 672	-2 125 (-22.0%)
GRAND TOTAL 總 計	151 317	145 783	5 534 (3.8%)

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 the banking and finance industry since 2004 (except in 2009 when there was uncertainty in the financial market after the financial tsunami). In this round of survey, statistical modeling is applied to the banking and finance industry for the coming five 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 nine 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 as well as 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 the banking and finance industry, five determinants as shown 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]

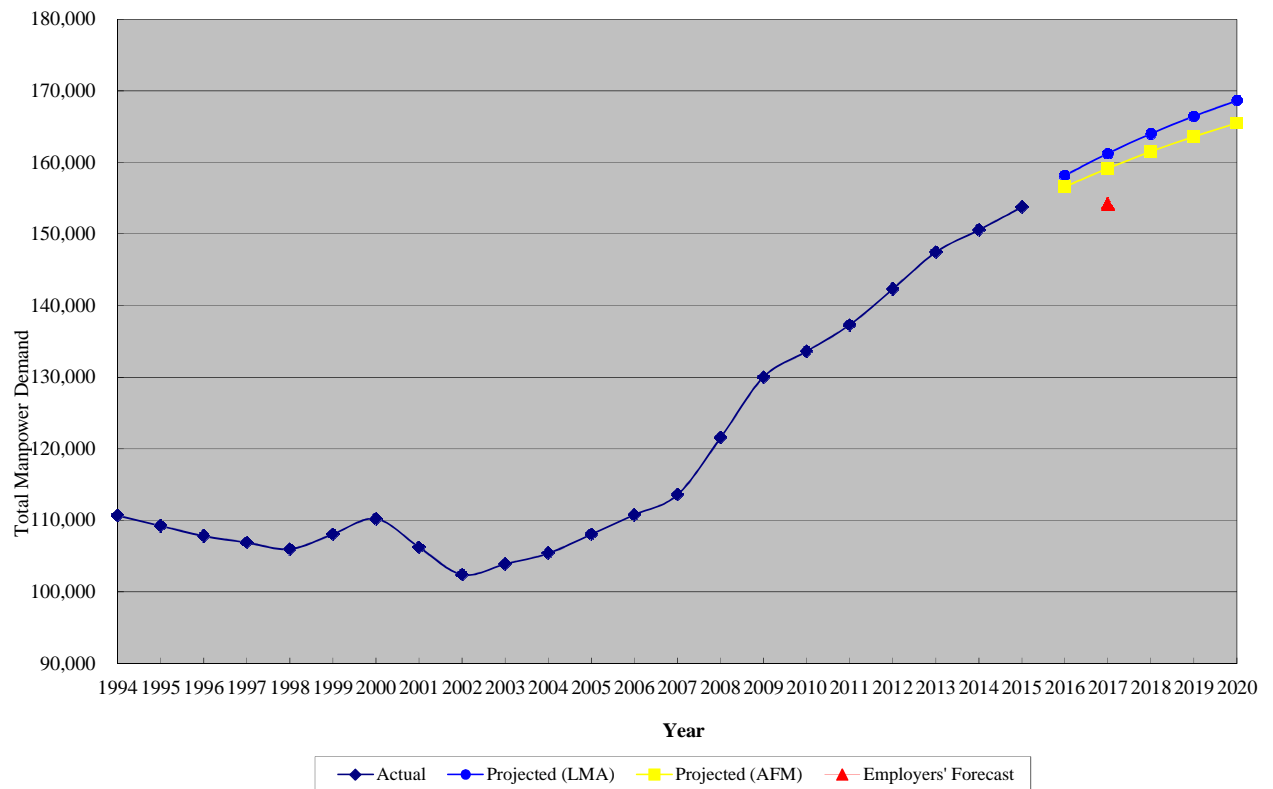
5. In the “Diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 97% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. In 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 has worked out to be 0.94, indicating that about 94% of the variation of the manpower requirements can be explained by the model.

6. The manpower demand for the banking and finance industry in 2016-2020 is projected using three 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)
2015	153 742			
2016		158 188 (+2.9%*)	156 603 (+1.9%*)	
2017		161 260 (+1.9%**)	159 187 (+1.7%**)	154 212 (+0.3%*)
2018		164 003 (+1.7%**)	161 517 (+1.5%**)	
2019		166 458 (+1.5%**)	163 614 (+1.3%**)	
2020		168 635 (+1.3%**)	165 497 (+1.2%**)	
<p>* as percentage change vs manpower demand in 2015</p> <p>** as percentage change vs projected manpower in previous year</p> <p>LMA: Labour Market Analysis</p> <p>AFM: Adaptive Filtering Method</p> <p>EF: Employers’ forecast at the date of the survey</p>				

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



7. Both the LMA and AFM methods show an increasing manpower trend for 2016-2020. 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 respondents, predicts a negligible growth in 2017.

運用人力市場分析法推算業內人力需求

推算方法

根據「人力市場分析法」[*Labour Market Analysis Approach*，簡稱LMA]，調查員首先研究一組由獨立可靠機構所收集得來的主要統計數據。這些數據可反映本地經濟、人口分布和人力市場的狀況，其中部分數據經分析後選作獨立變數，以便建立一個統計模型，推算所研究經濟範疇的人力需求。透過統計模型，可根據可靠的相關主要經濟指標，推算中短期人力需求。

2. 本會自2004 年起採用人力市場分析法，用以推算銀行及金融業的人力需求（由於金融市場在金融海嘯後變化未明，2009 年沒有採用此方法）。是次調查亦應用統計模型，以推算銀行及金融業未來五年的人力需求。

3. 建立統計模型包括兩個步驟。第一個步驟稱為「審斷」，透過測試兩組統計數據，挑選出獨立變數，作為決定因子。第一組包括香港國民經濟核算中九個核心統計數字，例如本地生產總值[GDP]及其組成數據，提供有關香港主要經濟活動的資料。第二組包括42 個經濟指標，包括消費、投資、貿易、旅遊、物業及相關活動，以及人力市場等不同經濟界別的相關資料。從這兩組數據中，可找出一些決定因子。為減少第一、二類以及其他類型的誤差，這些決定因子會經過統計測試，找出它們的多共線性，再歸類為不同的「主要組成部分」[*Principal Components*，簡稱PCs]。然後進行第二個步驟，稱為「預斷」，即利用第一個步驟找出的PCs 建立統計模型，以推算人力。

銀行及金融業人力推算

4. 銀行及金融業已定出下列五個決定因子並歸納為PCs：

- 1) 綜合消費物價指數 [CCPI]
- 2) 物業價格指數 [PPI]
- 3) 轉口貨值指數 [VREX]
- 4) 零售銷售價值指數 [RSVA]
- 5) 總借貸及預支款額 [LA]

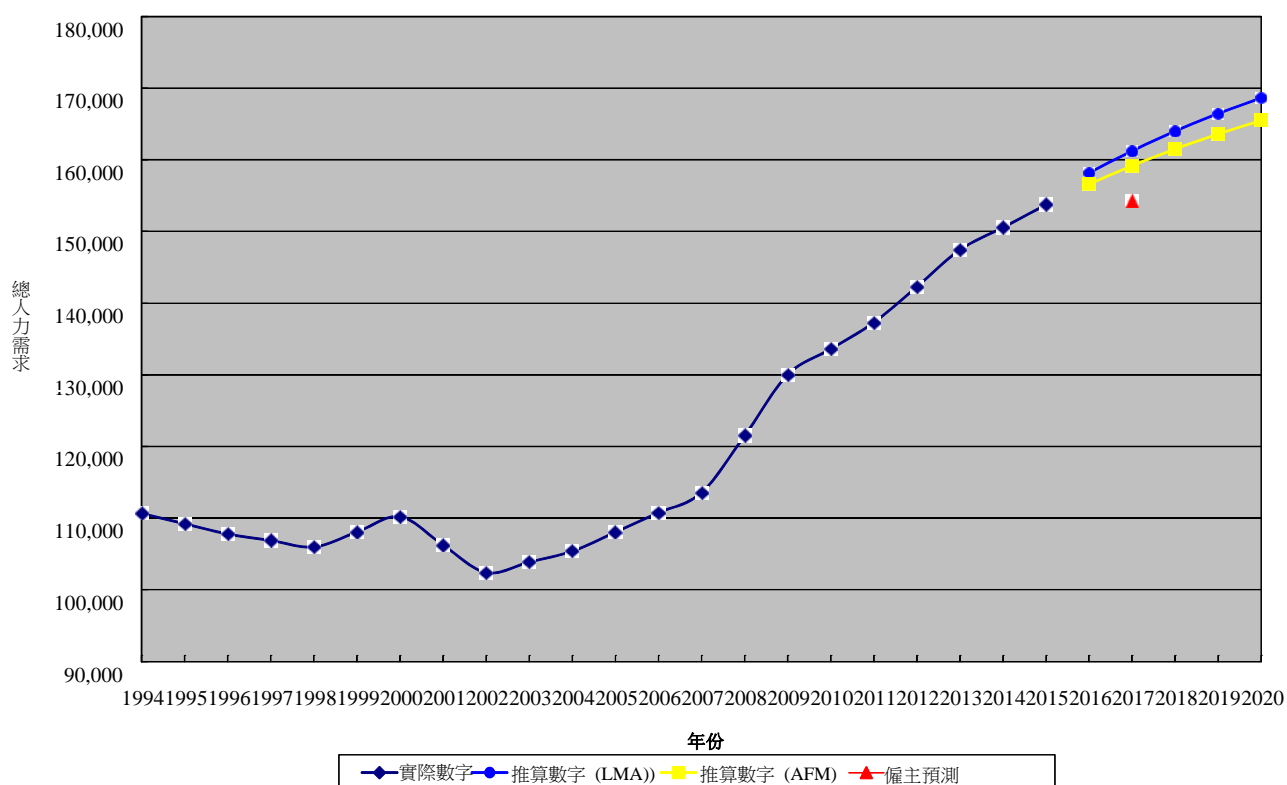
5. 在「審斷」階段，本會採用「主要組成部分分析法」[*Principal Component Analysis*，簡稱PCA] 將上述五項決定因子組成PCs，結果發現，這些PCs 可以解釋約 97 %的人力需求變化，故適用於推算未來數年的人力需求。在「預斷」階段，本會運用「主要組成部分迴歸法」[*Principal Component Regression*，簡稱PCR]建立統計模型，結果顯示，實際人力數字與PCs 之間存在明顯的「正向相關」關係。調整後的R-平方值是0.94，顯示模型可以解釋約94% 的人力需求變化。

6. 本會分別採用LMA、調節過濾法[*Adaptive Filtering Method*，簡稱AFM] 和僱主預測 [*Employers' Forecast*，簡稱, *EF*]三個方法，推算銀行及金融業2016-2020年的人力需求。結果摘錄如下：

表 1：採用 LMA、AFM 及 EF 推算所得的人力需求摘要

年份	人力需求	人力推算 (LMA)	人力推算 (AFM)	人力推算 (EF)
2015	153 742			
2016		158 188 (+2.9%*)	156 603 (+1.9%*)	
2017		161 260 (+1.9%**)	159 187 (+1.7%**)	154 212 (+0.3%*)
2018		164 003 (+1.7%**)	161 517 (+1.5%**)	
2019		166 458 (+1.5%**)	163 614 (+1.3%**)	
2020		168 635 (+1.3%**)	165 497 (+1.2%**)	
<p>* 相對於 2015 年人力需求的百分率變幅</p> <p>** 相對於前一年推算人力的百分率變幅</p> <p>LMA： 人力市場分析法</p> <p>AFM： 調節過濾法</p> <p>EF： 調查當日的僱主預測</p>				

圖 1：採用 LMA、AFM 及 EF 推算所得的人力需求摘要



7. 採用LMA及AFM 推算所得的2016-2020年人力需求呈上揚趨勢。LMA的優點是所得出的數據客觀，而且在取得新經濟指標時，可立刻更新中期的人力推算。另一方面，AFM 是根據過往人力發展模式推斷未來的人力需求，並且假設所有其他情況均維持不變。至於EF則是根據回覆者的個人估計和行業經驗得出，而按僱主的預測，銀行及金融業2017年的人力僅有輕微增長。